

RESOLUTION NO. 2015-2

A RESOLUTION OF THE VILLAGE COUNCIL OF THE VILLAGE OF KEY BISCAYNE, FLORIDA, AUTHORIZING THE VILLAGE MANAGER TO EXECUTE AN AGREEMENT WITH ETC INSTITUTE, INC. FOR THE PREPARATION OF A NEEDS ASSESSMENT SURVEY; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS,the Village of Key Biscayne, Florida (the “Village”) recently sought proposals through a competitive bidding process for a needs assessment surveying consultant (the “Services”); and

WHEREAS, on November 18, 2014, the Village Council reviewed the bids submitted and heard oral presentations from the responsive bidders; and

WHEREAS, after review and consideration, the Village Council selected ETC Institute Inc. for the Services; and

WHEREAS, the Village Council desires to enter into an agreement, in substantially the form attached hereto as Exhibit “A,” with ETC Institute Inc. for the Services; and

WHEREAS, the Village Council finds that this Resolution is in the best interest and welfare of the residents of the Village.

NOW, THEREFORE, BE IT RESOLVED BY THE VILLAGE COUNCIL OF THE VILLAGE OF KEY BISCAYNE, FLORIDA, AS FOLLOWS:

Section 1. Recitals Adopted. Each of the above stated recitals are hereby adopted, confirmed and incorporated herein.

Section 2. Village Manager Authorized. The Village Manager is hereby authorized to execute an agreement with ETC Institute Inc. for the Services, in substantially the form attached hereto as Exhibit “A,” subject to the Village Attorney’s approval as to form, content and legal

sufficiency.

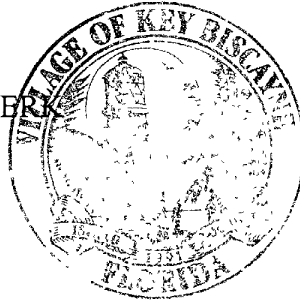
Section 3. Effective Date. This Resolution shall be effective immediately upon adoption.

PASSED AND ADOPTED this 13th day of January, 2015.


MAYOR MAYRA PEÑA LINDSAY

ATTEST:


CONCHITA H. ALVAREZ, MMC, VILLAGE CLERK



APPROVED AS TO FORM AND
LEGAL SUFFICIENCY


VILLAGE ATTORNEY

PROFESSIONAL SERVICES AGREEMENT

BETWEEN

THE VILLAGE OF KEY BISCAYNE

AND

ETC INSTITUTE INC.

THIS AGREEMENT (this “Agreement”) is made effective as of the 13th day of January, 2015 (the “Effective Date”), by and between the **VILLAGE OF KEY BISCAYNE, FLORIDA**, a Florida municipal corporation (hereinafter the “Village”), and **ETC INSTITUTE INC.**, a foreign profit corporation (hereinafter the “Consultant”).

WHEREAS, the Consultant and Village, through mutual negotiation, have agreed upon a scope of services, schedule, and fee for needs assessment surveying services for the Village (the “Project”); and

WHEREAS, the Village desires to engage the Consultant to perform the services and provide the deliverables as specified below.

NOW, THEREFORE, in consideration of the mutual covenants and conditions contained herein, the Consultant and the Village agree as follows:

1. **Scope of Services.**

1.1. The Consultant shall furnish such professional services and provide deliverables (the “Services”) as described in the Scope of Work or Work Authorization attached hereto and made a part hereof as Exhibit “A-1” (the “Plan”).

2. **Term/Commencement Date.**

2.1 This Agreement shall become effective upon the Effective Date and shall remain in effect until Consultant completes the Services described herein, which Services are scheduled to be completed in accordance with the schedule set forth in the Plan and attached hereto as Exhibit “A-2”, but not to exceed one (1) year from the Effective Date of this Agreement, unless earlier terminated in accordance with Paragraph 8.

2.2 Consultant agrees that time is of the essence and Consultant shall complete the Services within the timeframes set forth in the Plan attached hereto as Exhibit “A-1” and as provided in this Agreement, unless extended by the Village Manager.

3. **Compensation and Payment.**

- 3.1 Compensation for Services provided by Consultant shall be in accordance with the compensation or fee schedule set forth in the Plan attached hereto as Exhibit "A."
- 3.2 Consultant shall deliver an invoice to Village no more often than once per month detailing Services completed and the amount due to Consultant under this Agreement. Fees shall be paid in arrears each month, pursuant to Consultant's invoice, which shall be based upon the percentage of work completed for each task invoiced. The Village shall pay the Consultant in accordance with the Florida Prompt Payment Act after approval and acceptance of the Services by the Village Manager.

4. **Subconsultants.**

- 4.1 The Consultant shall be responsible for all payments to any subconsultants and shall maintain responsibility for all work related to the Project.
- 4.2 Consultant may only utilize the services of a particular subconsultant with the prior written approval of the Village Manager, which approval may be granted or withheld in Village Manager's reasonable discretion.

5. **Village's Responsibilities**

- 5.1 Village shall make available any maps, plans, existing studies, reports and other data pertinent to the Services and in possession of the Village.
- 5.2 Upon Consultant's request, Village shall reasonably cooperate in arranging for access to any real property as required for Consultant to perform the Services.

6. **Consultant's Responsibilities**

- 6.1 The Consultant shall exercise the same degree of care, skill and diligence in the performance of the Services for the Project as is ordinarily provided by a consultant under similar circumstances. If at any time during the term of this Agreement or within two (2) years from the completion of the Project, it is determined that the Consultant's deliverables or services are incorrect, not properly rendered, defective, or fail to conform to the Services for the Project, upon written notification from the Village Manager, the Consultant shall at Consultant's sole expense, immediately correct its deliverables or Services.
- 6.2 The Consultant hereby warrants and represents that at all times during the term of this Agreement it shall maintain in good standing all required

licenses, certifications and permits required under Federal, State and local laws applicable to and necessary to perform the Services for Village as an independent contractor of the Village.

7. **Conflict of Interest.**

7.1 To avoid any conflict of interest or any appearance thereof, Consultant shall not, for the term of this Agreement, provide any consulting services to any private sector entities (developers, corporations, real estate investors, etc.), with any adversarial issues in the Village. For the purposes of this section “adversarial” shall mean any development application where staff is recommending denial or denied an application, or an administrative appeal or court action wherein the Village is a party.

8. **Termination.**

8.1 The Village Manager, without cause, may terminate this Agreement upon five (5) calendar days written notice to the Consultant, or immediately with cause.

8.2 Upon receipt of the Village's written notice of termination, Consultant shall immediately stop work on the Project unless directed otherwise by the Village Manager.

8.3 In the event of termination by the Village, the Consultant shall be paid for all work accepted by the Village Manager up to the date of termination, provided that the Consultant has first complied with the provisions of Paragraph 8.4.

8.4 The Consultant shall transfer all books, records, reports, working drafts, documents, maps, and data pertaining to the Services and the Project to the Village, in a hard copy and electronic format within fourteen (14) days from the date of the written notice of termination or the date of expiration of this Agreement.

9. **Insurance.**

9.1 Consultant shall secure and maintain throughout the duration of this Agreement insurance of such types and in such amounts not less than those specified below as satisfactory to Village, naming the Village as an Additional Insured, underwritten by a firm rated A-X or better by A.M. Best and qualified to do business in the State of Florida. The insurance coverage shall be primary insurance with respect to the Village, its officials, employees, agents and volunteers naming the Village as additional insured. Any insurance maintained by the Village shall be in excess of the Consultant’s insurance and shall not contribute to the

Consultant's insurance. The insurance coverages shall include at a minimum the amounts set forth in this Section 9 and may be increased by the Village as it deems necessary or prudent.

- 9.2 Commercial General Liability coverage with limits of liability of not less than a \$1,000,000 per Occurrence combined single limit for Bodily Injury and Property Damage. This Liability Insurance shall also include Completed Operations and Product Liability coverages and eliminate the exclusion with respect to property under the care, custody and control of Consultant. The General Aggregate Liability limit and the Products/Completed Operations Liability Aggregate limit shall be in the amount of \$2,000,000 each.
- 9.3 Workers Compensation and Employer's Liability insurance, to apply for all employees for statutory limits as required by applicable State and Federal laws. The policy(ies) must include Employer's Liability with minimum limits of \$1,000,000.00 each accident. No employee, subcontractor or agent of the Consultant shall be allowed to provide Services pursuant to this Agreement who is not covered by Worker's Compensation insurance.
- 9.4 Business Automobile Liability with minimum limits of \$1,000,000 per Occurrence, combined single limit for Bodily Injury and Property Damage. Coverage must be afforded on a form no more restrictive than the latest edition of the Business Automobile Liability policy, without restrictive endorsements, as filed by the Insurance Service Office, and must include Owned, Hired, and Non-Owned Vehicles.
- 9.5 Professional Liability Insurance in an amount of not less than One Million Dollars (\$1,000,000.00) per occurrence, single limit.
- 9.6 **Certificate of Insurance.** Certificates of Insurance shall be provided to the Village, reflecting the Village as an Additional Insured (except with respect to Professional Liability Insurance), no later than ten (10) days after award of this Agreement and prior to the execution of this Agreement by Village and prior to commencing any Services. Each certificate shall include no less than (30) thirty-day advance written notice to Village prior to cancellation, termination, or material alteration of said policies or insurance. The Consultant shall be responsible for assuring that the insurance certificates required by this Section remain in full force and effect for the duration of this Agreement, including any extensions or renewals that may be granted by the Village. The Certificates of Insurance shall not only name the types of policy(ies) provided, but also shall refer specifically to this Agreement and shall state that such insurance is as required by this Agreement. The Village reserves the right to inspect and return a certified copy of such policies, upon written request by the Village. If a policy is due to expire prior to the completion of the

Services, renewal Certificates of Insurance shall be furnished thirty (30) calendar days prior to the date of their policy expiration. Each policy certificate shall be endorsed with a provision that not less than thirty (30) calendar days' written notice shall be provided to the Village before any policy or coverage is cancelled or restricted. Acceptance of the Certificate(s) is subject to approval of the Village.

9.7 **Additional Insured.** Except with respect to Professional Liability Insurance, the Village is to be specifically included as an Additional Insured for the liability of the Village resulting from Services performed by or on behalf of the Consultant in performance of this Agreement. The Consultant's insurance, including that applicable to the Village as an Additional Insured, shall apply on a primary basis and any other insurance maintained by the Village shall be in excess of and shall not contribute to the Consultant's insurance. The Consultant's insurance shall contain a severability of interest provision providing that, except with respect to the total limits of liability, the insurance shall apply to each Insured or Additional Insured (for applicable policies) in the same manner as if separate policies had been issued to each.

9.8 **Deductibles.** All deductibles or self-insured retentions must be declared to and be reasonably approved by the Village. The Consultant shall be responsible for the payment of any deductible or self-insured retentions in the event of any claim.

9.9 The provisions of this section shall survive termination of this Agreement.

10. **Nondiscrimination.**

10.1 During the term of this Agreement, Consultant shall not discriminate against any of its employees or applicants for employment because of their race, color, religion, sex, or national origin, and to abide by all Federal and State laws regarding nondiscrimination

11. **Attorneys Fees and Waiver of Jury Trial.**

11.1 In the event of any litigation arising out of this Agreement, the prevailing party shall be entitled to recover its attorneys' fees and costs, including the fees and expenses of any paralegals, law clerks and legal assistants, and including fees and expenses charged for representation at both the trial and appellate levels.

11.2 In the event of any litigation arising out of this Agreement, each party hereby knowingly, irrevocably, voluntarily and intentionally waives its right to trial by jury.

12. **Indemnification.**

12.1 Consultant shall indemnify and hold harmless the Village, its officers, agents and employees, from and against any and all demands, claims, losses, suits, liabilities, causes of action, judgment or damages, arising from Consultant's performance or non-performance of any provision of this Agreement, including, but not limited to, liabilities arising from contracts between the Consultant and third parties made pursuant to this Agreement. Consultant shall reimburse the Village for all its expenses including reasonable attorneys' fees and costs incurred in and about the defense of any such claim or investigation and for any judgment or damages arising from Consultant's performance or non-performance of this Agreement.

12.2 The provisions of this section shall survive termination of this Agreement.

13. **Notices/Authorized Representatives.**

13.1 Any notices required by this Agreement shall be in writing and shall be deemed to have been properly given if transmitted by hand-delivery, by registered or certified mail with postage prepaid return receipt requested, or by a private postal service, addressed to the parties (or their successors) at the following addresses:

For the Village: John C. Gilbert
 Village Manager
 Village of Key Biscayne
 88 West McIntyre Street
 Key Biscayne, FL 33149

With a copy to: Stephen J. Helfman, Esq.
 Village Attorney
 Weiss Serota Helfman Pastoriza Cole & Boniske, P.L.
 2525 Ponce de Leon Blvd., Suite 700
 Coral Gables, Florida 33134

For The Consultant: Elaine L. Tatham
 Etc Institute Inc.
 725 W. Frontier
 Olathe, Ks 66061

14. **Governing Law.**

14.1 This Agreement shall be construed in accordance with and governed by the laws of the State of Florida. Venue for any litigation arising out of this Agreement shall be proper exclusively in Miami-Dade County, Florida.

15. **Entire Agreement/Modification/Amendment.**

- 15.1 This writing contains the entire Agreement of the parties and supercedes any prior oral or written representations. No representations were made or relied upon by either party, other than those that are expressly set forth herein.
- 15.2 No agent, employee, or other representative of either party is empowered to modify or amend the terms of this Agreement, unless executed with the same formality as this document.
- 15.3 Consultant represents that is an entity validly existing and in good standing under the laws of Florida. The execution, delivery and performance of this Agreement by Consultant have been duly authorized, and this Agreement is binding on Consultant and enforceable against Consultant in accordance with its terms. No consent of any other person or entity to such execution, delivery and performance is required.

16. **Ownership and Access to Records and Audits.**

- 16.1 Consultant acknowledges that all inventions, innovations, improvements, developments, methods, designs, analyses, drawings, reports and all similar or related information (whether patentable or not) which relate to Services to the Village which are conceived, developed or made by Consultant during the term of this Agreement (“Work Product”) belong to the Village. Consultant shall promptly disclose such Work Product to the Village and perform all actions reasonably requested by the Village (whether during or after the term of this Agreement) to establish and confirm such ownership (including, without limitation, assignments, powers of attorney and other instruments).
- 16.2 All records, books, documents, maps, data, deliverables, papers and financial information (the “Records”) that result from the Consultant providing the Services to the Village under this Agreement shall be the property of the Village.
- 16.3 The Village Manager or his designee shall, during the term of this Agreement and for a period of three (3) years from the date of termination of this Agreement, have access to and the right to examine and audit any Records of the Consultant involving transactions related to this Agreement. In addition, the Consultant agrees to comply specifically with the provisions of Section 119.0701, Florida Statutes.
- 16.4 The Village may cancel and terminate this Agreement immediately for refusal by the Consultant to allow access by the Village Manager or his designee to any Records pertaining to work performed under this

Agreement that are subject to the provisions of Chapter 119, Florida Statutes.

17. **Nonassignability.**

17.1 This Agreement shall not be assignable by Consultant unless such assignment is first approved by the Village Manager. The Village is relying upon the apparent qualifications and expertise of the Consultant, and such firm's familiarity with the Village's area, circumstances and desires.

18. **Severability.**

18.1 If any term or provision of this Agreement shall to any extent be held invalid or unenforceable, the remainder of this Agreement shall not be affected thereby, and each remaining term and provision of this Agreement shall be valid and be enforceable to the fullest extent permitted by law.

19. **Independent Contractor.**

19.1 The Consultant and its employees, volunteers and agents shall be and remain an independent contractor and not an agent or employee of the Village with respect to all of the acts and services performed by and under the terms of this Agreement. This Agreement shall not in any way be construed to create a partnership, association or any other kind of joint undertaking, enterprise or venture between the parties.

20. **Compliance with Laws.**

20.1 The Consultant shall comply with all applicable laws, ordinances, rules, regulations, and lawful orders of public authorities in carrying out Services under this Agreement, and in particular shall obtain all required permits from all jurisdictional agencies to perform the Services under this Agreement.

21. **Waiver**

21.1 The failure of either party to this Agreement to object to or to take affirmative action with respect to any conduct of the other which is in violation of the terms of this Agreement shall not be construed as a waiver of the violation or breach, or of any future violation, breach or wrongful conduct.

22. **Survival of Provisions**

22.1 Any terms or conditions of either this Agreement that require acts beyond the date of the term of the Agreement, shall survive termination of the Agreement, shall remain in full force and effect unless and until the terms or conditions are completed and shall be fully enforceable by either party.

23. **Prohibition of Contingency Fees.**

23.1 The Consultant warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the Consultant, to solicit or secure this Agreement, and that it has not paid or agreed to pay any person(s), company, corporation, individual or firm, other than a bona fide employee working solely for the Consultant, any fee, commission, percentage, gift, or any other consideration, contingent upon or resulting from the award or making of this Agreement.

24. **Public Entity Crimes Affidavit**

24.1 Consultant shall comply with Section 287.133, Florida Statutes (Public Entity Crimes Statute), notification of which is hereby incorporated herein by reference, including execution of any required affidavit.

25. **Counterparts**

25.1 This Agreement may be executed in several counterparts, each of which shall be deemed an original and such counterparts shall constitute one and the same instrument.

[Remainder of page intentionally left blank]

IN WITNESS WHEREOF the parties hereto have executed this Agreement as of the date written below their signatures.

CONSULTANT:

ETC INSTITUTE INC., a foreign profit corporation

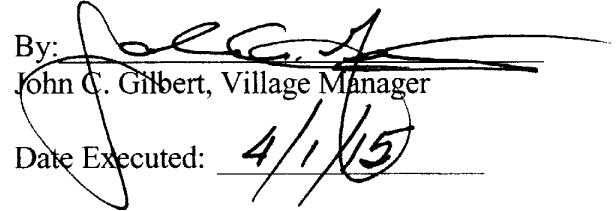
By: Elaine L Tatham
Name: Elaine L Tatham
Title: President
Date Executed: 3/18/15

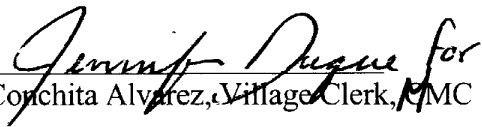
IN WITNESS WHEREOF the parties hereto have executed this Agreement on the day and date first above written.




VILLAGE:

**VILLAGE OF KEY BISCAYNE, a
Florida municipal corporation**

By: 
John C. Gilbert, Village Manager
Date Executed: 4/1/15

Attest: 
Conchita Alvarez, Village Clerk, MMC

Approved as to Form and Legal Sufficiency:


Village Attorney

**Village of Key Biscayne Public Opinion/Needs Assessment
Surveying Services**

Fee Proposal –October 9th, 2014

ETC Institute/Leisure Vision

Base Services for Needs Assessment Survey

Number of Surveys	500
Level of confidence	95%
Margin of error	+/-4.4%

FEES FOR SURVEY DESIGN	\$5,500
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FEES FOR SURVEY ADMINISTRATION	\$13,500
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FEES FOR PRESENTATION OF SURVEY RESULTS	\$3,500
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<i>Total Fees (all fees include expenses)</i>	\$22,500
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Optional Services

Geocoding of surveys	\$1,500
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Importance-Unmet Needs Analysis	\$900
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Scope of Services for Statistically Valid Survey

In order to accomplish the objectives for this project, Leisure Vision will conduct the following tasks.

Task 1: Project Kick-off and Preparing the Survey Instrument

Task 1.1: On Site Meeting for Survey Initiation and Design. Ron Vine will meet on-site for one (1) day and evening with Village officials to discuss survey issues. As part of the visit Ron will hold two (2) focus groups with members of the public living in Key Biscayne, to ensure their early involvement in the survey process and to build trust and buy-in.

Following the on-site meeting, Leisure Vision will continue to work in partnership with Village of Key Biscayne officials to develop the survey instrument. It is anticipated that 3-4 drafts of the survey will be prepared before the survey is approved by the Village of Key Biscayne for testing. The survey will be up to 6 pages in length (allowing for 24-32 questions, many with multiple components) and take 10-12 minutes to administer by phone.

Task 1.2: Design Sampling Plan. Leisure Vision will prepare a sampling plan that will ensure the completion of at least **500 surveys of resident households in Village of Key Biscayne.** The overall results for 500 completed surveys will have a precision of at least +/-4.4% at the 95% level of confidence.

Task 1.3 Survey Methodology. Leisure Vision will administer the mail, phone, and web all with in-house staff. Leisure Vision recommends administering the survey by a combination of mail/phone/ and web.

Task 1.4: Conduct Pilot Test. Once the draft survey is developed Leisure Vision will test the survey with at least 10 residents before the survey is administered. Any problems or issues that are identified will be reported to the Village and corrective action will be recommended and taken as appropriate.

Task 2: Administering the Survey Instrument and Analysis

Task 2.2: Mailing of Surveys. Leisure Vision will design the sample so that a mail survey is first sent out by mail to a random sampling of over 2,500 residents of Village of Key Biscayne, including a metered return envelope to Leisure Vision/ETC Institute). The mail survey can also contain a message in the cover letter to non-English speaking households, i.e. Spanish, that will provide a 1-800 phone number to call to have the survey administered over the phone in that language and the web address to those who want to take the survey by the web.

Task 2.1: Web Survey. Leisure Vision will develop a web version of the survey for those who want to take the survey over the web.

Task 2.3: Electronic Message to Those Receiving the Survey. Two days prior to receiving the mailed survey, each resident household receiving a survey will receive an electronic voice message, informing them about the survey and encouraging them to complete the survey.



Task 2.4: Initiate phone calling. Approximately 14 days after the surveys are mailed out, extensive phone follow-up is conducted either to encourage completion of the mailed survey or to administer the survey by phone.

This approach allows us to target specific demographic groups that may not have responded to the mailed survey to ensure that the demographic distribution of the sample closely compares to the actual composition of the community, by factors such as age, race, ethnicity, income, etc. ETC Institute will additionally use “weighting” as a statistical process in the analysis for further refinement of census comparisons.

Task 2.5: Quality Controls. Leisure Vision has an ongoing quality control and quality assurance program in all surveys. The program is designed to give clients “error free” results, and all employees at Leisure Vision are directly involved in the program. Dr. Elaine Tatham and Ron Vine, Project Manager directly manage the Quality Control program.

Task 2.6: Analyze Data. Following the completion of the survey, Leisure Vision will perform data entry, editing, and verification of the survey responses for each survey. In addition to performing cross-tabulations, the analysis tools that will be performed on the resident survey data are listed below.

- **Task 2.6-A. Benchmarking Analysis (Normative Comparisons) and Trends** Leisure Vision maintains national and regional benchmarking data from citizen surveys for more than 400 park systems across the country. Comparisons will be made for the Village of Key Biscayne survey with other national providers, similar size communities, and in comparison to the previous survey results.

Leisure Vision will additionally benchmark the results to previous needs assessment surveys for trending and strategic decision-making purposes.

- **Task 2.6-B. Importance-Unmet Needs Priorities Analysis (Optional).** The Importance-Unmet Needs (I-U) Analysis is a tool that allows public officials to use survey data as a decision-making resource. The Importance-Unmet Needs analysis is based on the concept that public agencies will maximize overall investments by emphasizing improvements in those service categories where the level of unmet needs is relatively low and the perceived importance of the service is relatively high.
- **Task 2.6C. GIS Mapping (Optional).** Leisure Vision will prepare maps that show the results of specific questions on the survey.

Task 3: Final Report and Presentation

Task 3.1 Development of Final Report. Leisure Vision will provide a final report. At a minimum, the final report will include the following:

- an executive summary that includes a description of the survey methodology
- descriptive statistics for each survey question, including key demographic characteristics
- GIS maps and shape files that show key results on maps of Village of Key Biscayne
- results of the analysis tools including the I-U Analysis and Benchmarking Analysis
- copy of the survey instrument.
- a copy of the database in SPSS or Microsoft Excel

Task 3.2: Survey Presentation. Leisure Vision will make a presentation of findings of the survey results to Village officials and hold a workshop to discuss strategic ways to seamlessly integrate the findings into short and long range decision-making.



Project Schedule for the Needs Assessment Process

Indicated below is a draft schedule for completion of the survey effort within 10-11 weeks of notice to proceed.

Month 1

- Kick-off phone discussion to discuss survey goals & objectives and dates for site visit
- Leisure Vision provides Village examples of surveys for review
- Sampling plan finalized
- On-site visit
- Leisure Vision provides the Village with a draft needs assessment survey
- Village provides cover letter
- Village staff review the content of the draft needs assessment survey and provide feedback to Leisure Vision
- Leisure Vision revises the needs assessment survey based on input from staff
- Village approves the needs assessment survey instrument for testing
- Pilot test conducted
- Survey modified if needed and approved for printing

Month 2

- Survey instrument mailed out
- Web-survey on-line
- Press releases issued
- Data collection begins for needs assessment survey
- Phone calling initiated
- Draft report prepared and sent to Village
- Discussion held on draft report

Month 3

- Data collection is completed for needs assessment survey
- Discuss changes to draft report
- Final Report delivered
- On site visit to conduct formal presentations and workshop



Responsibilities of the Parties

Leisure Vision Responsibilities

Leisure Vision's cost proposal includes the following services:

- designing the survey in association with the Village of Key Biscayne
- requesting background information
- finalizing the methodology for administering the survey
- selecting a random sample of households for the Village
- setting up the database
- testing the survey instrument
- postage for outbound and in-bound mail
- printing and mailing the survey
- labor for phone interviews
- web-site design
- long distance charges
- data entry for a minimum of 500 surveys
- cross tabular analysis of survey results
- national benchmarking comparisons
- geocoding of results (optional)
- importance/satisfaction analysis (optional)
- a summary report with an executive summary, charts, and cross tabs
- presentation of survey and study findings and workshop
- 1 adobe copy of draft report
- 1 adobe copy and 6 hard copies of the final report
- 1 day on-site for project kick-off meetings and focus groups
- 1 day on-site to present findings

Village of Key Biscayne Responsibilities

- provide pertinent background materials
- identify central issues to be addressed in the survey
- approve the survey instrument
- provide an electronic map of the Village boundaries
- provide a signed cover letter for the survey document
- place notices in local newspapers and/or other media to inform the public about the survey
- identify requests for sub analysis of the data as appropriate
- arrange for locations and set-ups of presentations