

2016 City of Coral Springs Business Survey

Final Report

Submitted to

The City of Coral Springs, Florida



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Contents

Executive Summary.....	i
Section 1: Charts and Graphs	1
Section 2: Trend Analysis.....	20
Section 3: Tabular Data	30
Section 4: Survey Instrument.....	56

2016 City of Coral Spring Business Survey

Executive Summary

Purpose and Methodology

During the spring of 2016, ETC Institute administered a survey to businesses in the City of Coral Springs. The purpose of the survey was to gather feedback from Coral Springs business owners and senior managers to identify ways improve the quality of City services. The survey was administered by phone to a random sample of 305 businesses in the City of Coral Springs. The overall results of the survey have a precision of at least +/-5.6% at the 95% level of confidence.

Major Findings

SATISFACTION WITH CITY SERVICES

- Overall Satisfaction with City Services. Thirty-six percent (36%) of the businesses surveyed felt the quality of City services was higher than their expectations; more than half (60%) of the businesses surveyed felt the quality of City services was meeting their expectations and only 4% felt the quality of City services was below their expectations.
- Satisfaction with Specific City Services, Departments or Programs. Seventy-two percent (72%) or more of the businesses surveyed were “satisfied” or “neutral” with all 16 of the City services, departments or programs assessed on the survey. The City services, departments, or programs that businesses were most satisfied with, based upon the combined percent of businesses who were “very satisfied,” “satisfied” or “neutral” were:
 - Emergency Paramedics (100%)
 - Police Department (98%)
 - Fire Inspection (98%)
 - Streets Maintenance (95%)
 - Street Drainage (90%)

- Satisfaction with City Customer Service. Most (95%) of the businesses surveyed rated the City’s customer service as “very good” or “good;” only 6% of businesses rated the City’s customer service as “poor” (*does not equal 100% due to rounding*).
- Satisfaction with City Efforts to Improve Coral Springs. Businesses were asked how satisfied they were with the City’s efforts to improve various aspects of the Coral Springs. The items that businesses were most satisfied with, based upon a combination of “very satisfied,” “satisfied” or “neutral” responses were:
 - Clean city streets and public areas (99%)
 - Litter collection on city streets (98%)
 - City efforts at maintaining the quality of neighborhoods (96%)
 - Work on road conditions (94%)
 - Provide lighting in commercial areas (91%)
- Satisfaction with City Codes and Regulations. The City codes and regulations that businesses were most satisfied with, based upon a combination of “very satisfied,” “satisfied” or “neutral” responses, were:
 - Requirements for proper business appearance maintenance (93%)
 - Trash disposal regulations (93%)
 - Landscaping codes (90%)
 - Business parking regulations (90%)

IMPORTANCE OF CITY SERVICES

- The three City services, departments, or programs that businesses felt were most important to their organization were:
 - Police Department (38%)
 - Fire Inspection (29%)
 - Emergency Paramedics (19%)

OVERALL PERCEPTIONS OF THE CITY

- Satisfaction with Various Items That Influence Perceptions of the City. Businesses were asked to indicate how satisfied they were with various items that may influence their perceptions of the City. The items that businesses were most satisfied with, based upon a combination of “very satisfied,” “satisfied” or “neutral” responses, were:
 - Overall quality of life (98%)
 - Overall image of the City (96%)
 - Overall feeling of safety (96%)

- Ratings of the Physical Appearance of the City. Eighty-five percent (85%) of the businesses surveyed rated the physical appearance of the area where their business is located as “excellent” or “good;” 13% rated it as “average,” and only 2% rated it as “poor”
- Reasons for Moving to Coral Springs. When asked to indicated which issues they felt were most important in their decision to locate their business in Coral Springs, the items that businesses identified as most important, based upon the combined percentage of “extremely important,” “very important” and “important” responses, were:
 - Low crime rate (95%)
 - Overall image of the City (95%)
 - Attitude of local government toward business (91%)
 - Access to Sawgrass Expressway (90%)
 - Telecommunications/utilities/other infrastructure (90%)
- Reasons Business Will Stay in Coral Springs for the Next 10 Years. The top reasons businesses indicated that they would stay in Coral Springs for the next 10 years were:
 - Low crime rate (31%)
 - Access to Sawgrass Expressway (25%)
 - Proximity of important businesses (18%)

PERCEPTIONS OF THE CITY AS A “BUSINESS FRIENDLY” COMMUNITY

- Likelihood of Recommending the City as a Business Location. Most (92%) of the businesses surveyed were “very likely,” “likely” or “somewhat likely” to recommend Coral Springs as a business location to friends, family and co-workers; only 7% were “not likely” or “not likely at all” to recommend Coral Springs as a business location and 2% did not know (*does not equal 100% due to rounding*).
- Ratings of the City’s Business Atmosphere Compared to Two Years Ago. Nearly half (48%) of the businesses surveyed felt the City’s business atmosphere was “better” compared to two years ago; 42% of the businesses surveyed felt the City’s business atmosphere was the same compared to two years ago but felt it was “good,” 8% felt it was the same compared to two years ago but that it was “poor” and 4% felt it was “worse” compared to two years ago.
- Ratings of the Labor Pool in Coral Springs. When asked to rate the labor pool in Coral Springs, the items that showed the highest positive ratings, based upon a combined percentage of “excellent,” “good” or “average” responses, were:
 - Productivity of the workforce (95%)
 - Stability of the City’s labor force (93%)
 - Attitude of employees (92%)

COMMUNICATION

- Use of the City’s Website. Forty-eight percent (48%) of the businesses surveyed indicated their organization had used the City’s website, 47% of businesses *had not* used the City’s website and 5% did not remember.
- Satisfaction with Various Communication Services. The communication related services that businesses were most satisfied with, based upon a combination of “very satisfied,” “satisfied” or “neutral” responses, were:
 - City’s website: www.CoralSprings.org (96%)
 - Under the Sun magazine (92%)
 - www.WorkCoralSprings.org (89%)
- Best Ways to Communicate With Businesses. The top three ways that respondents felt it would best for the City to communicate with businesses were: emails (58%), direct mail (53%), and personal calls (29%).
- Overall Ratings of City Communication. Seventy-nine percent (79%) of the businesses surveyed rated the City’s communication with businesses owners and managers as “very good” or “good;” 14% rated the City’s communication with business owners and managers as “poor” and 7% rated it as “very poor.”
- Conducting Business with the City Online. Nearly half (49%) of the businesses surveyed were interested in conducting business with the City online; 42% were not interested and 10% were unsure (*does not equal 100% due to rounding*). Of the businesses who were interested in conducting business with the City online, most (91%) were interested in applying for City permits online and most (93%) were interested in paying City bills online.

PROPERTY TAXES

- How Property Taxes Compare to Surrounding Communities. Thirty-six percent (36%) of businesses felt the City’s property taxes were “about the same” compared to surrounding communities; 35% felt property taxes were higher compared to surrounding communities, 3% felt they were lower and 26% did not know.
- Ratings of the Amount of Property Taxes. Businesses were asked to indicate their agreement with various statements regarding the amount of property taxes they were paying in relation to the quality of City services they were receiving. The results are provided below:

- 58% of the businesses surveyed felt property taxes were just right for the amount and quality of City services they were receiving.
- 22% of businesses felt property taxes were too high for the quality of City services they were receiving.
- 17% of businesses felt property taxes were high but felt the City was providing more services at a higher quality than expected.
- 4% of businesses felt property taxes were too low for the amount and quality of City services they were receiving.

OTHER FINDINGS

- The City services, departments or programs that businesses used most often were: Fire Inspection (71%), Trash Collection Services (54%), Water Billing (47%) and the Police Department (46%). The City services, departments or programs that businesses used least often were: Community Development (10%), Planning (11%), Building Division Call Center (11%), and Zoning (14%).
- Two-thirds (67%) of the businesses surveyed reported that they would know who to call or where to go if they had a complaint or comment about City services, 30% did not and 3% were unsure.
- Businesses generally felt that City events had a positive impact on the City. When asked to rate the impact of various events on the City, eighty-nine percent (89%) of businesses felt the Festival of the Arts had a positive impact on the City; 89% felt the Half Marathon/Race for Women's Wellness had a positive impact on the City; 88% felt the Farmer's Market had a positive impact on the City; 86% felt the Holiday Parade had a positive impact on the City; 84% felt the Our Town event had a positive impact on the City, and 79% felt the Kruel Classic had a positive impact on the City.
- Over half (54%) of the businesses surveyed indicated they presently have a recycling program; 41% do not have a recycling program, and 5% were not sure.
- Nearly all (96%) of the businesses surveyed *did not* feel that they had workforce training needs that were not being met; only 1% did have workforce training needs that were not being met and 3% were not sure.

TRENDS

The most notable changes from 2014 to 2016, based on 100 or more businesses that used Coral Springs' services, departments or programs during the past two years, are listed below:

Increases

- Satisfaction with Code Compliance (+7%)
- Satisfaction with Trash Collection Services (+5%)

Decreases

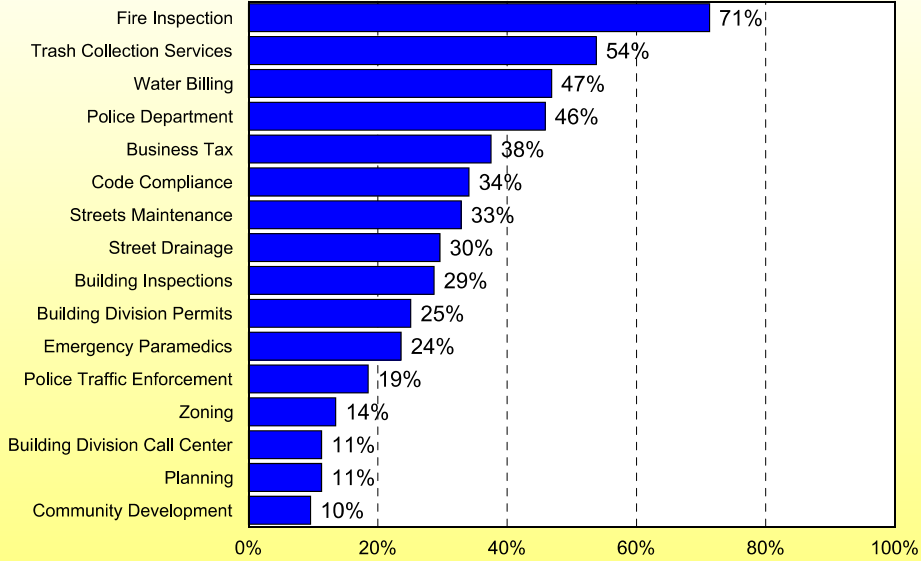
- Satisfaction with Business Tax Department (-6%)

Section 1:
Charts and Graphs

2016 City of Coral Springs Business Survey

Use of Coral Springs Services, Departments or Programs During the Past Two Years

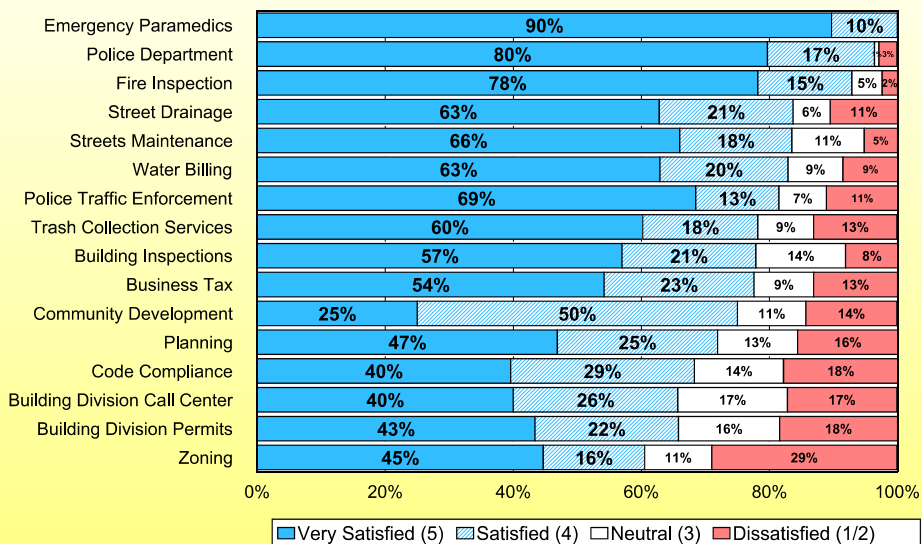
by percentage of business respondents who answered yes



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Satisfaction With Coral Springs Services, Departments or Programs

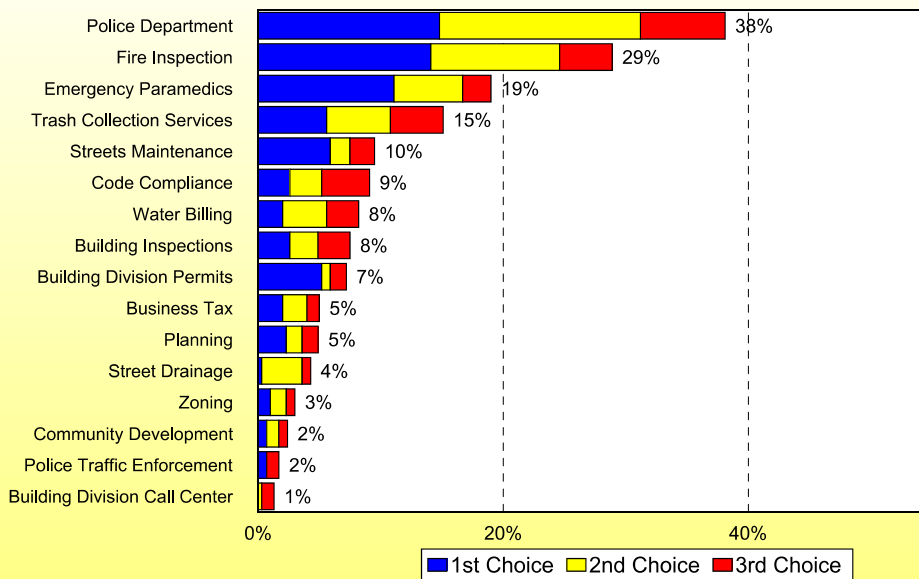
by percentage of respondents who indicated they had used the service; items were rated on a 5-point scale, where a 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2016 City of Coral Springs Business Survey)

City Services, Departments or Programs Most Important to Businesses in Coral Springs

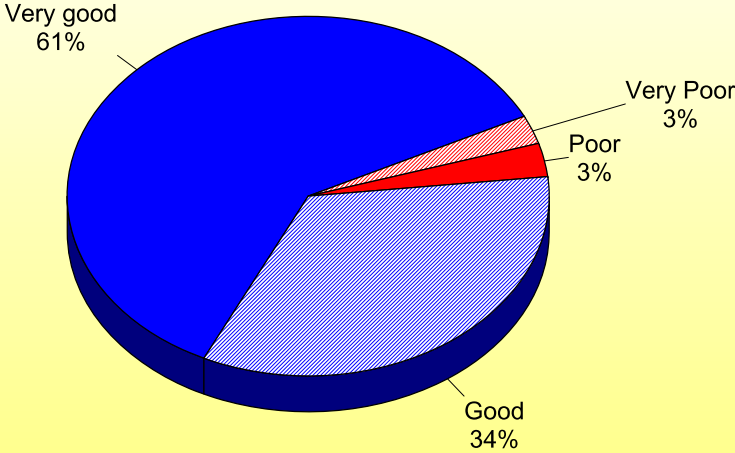
by percentage of business respondents who selected the item as one of their top three choices



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Overall Ratings of the City of Coral Springs' Customer Service

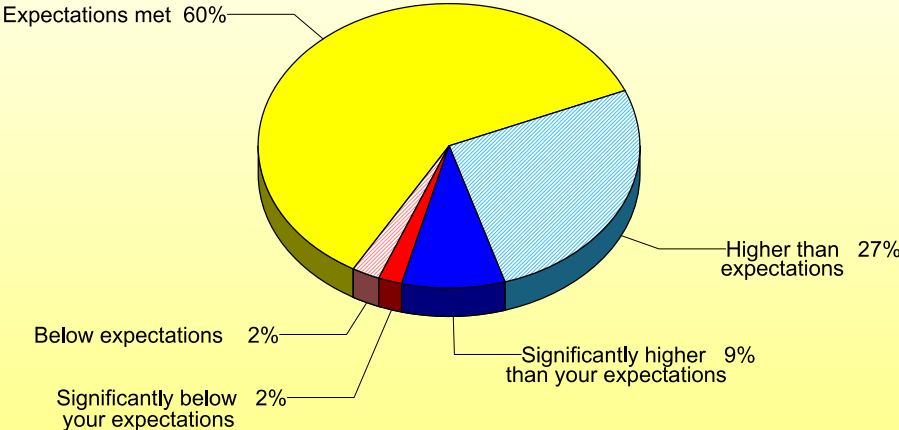
by percentage of respondents (excluding don't know/unsure)



Source: ETC Institute (2016 City of Coral Springs Business Survey)

How satisfied are you with the overall quality of services provided by the City?

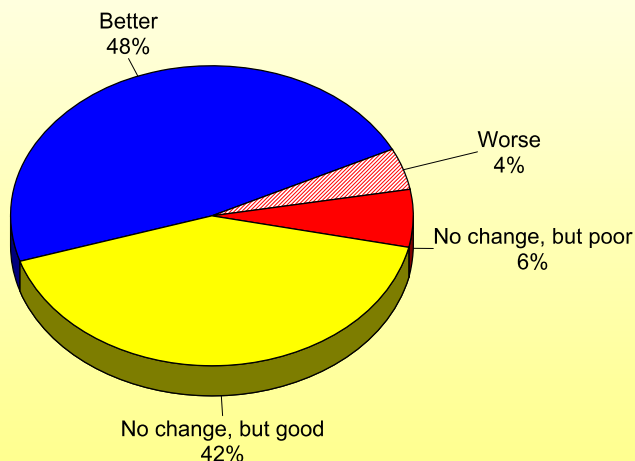
by percentage of respondents (excluding don't know/unsure)



Source: ETC Institute (2016 City of Coral Springs Business Survey)

How would you rate the overall business atmosphere today compared to two years ago?

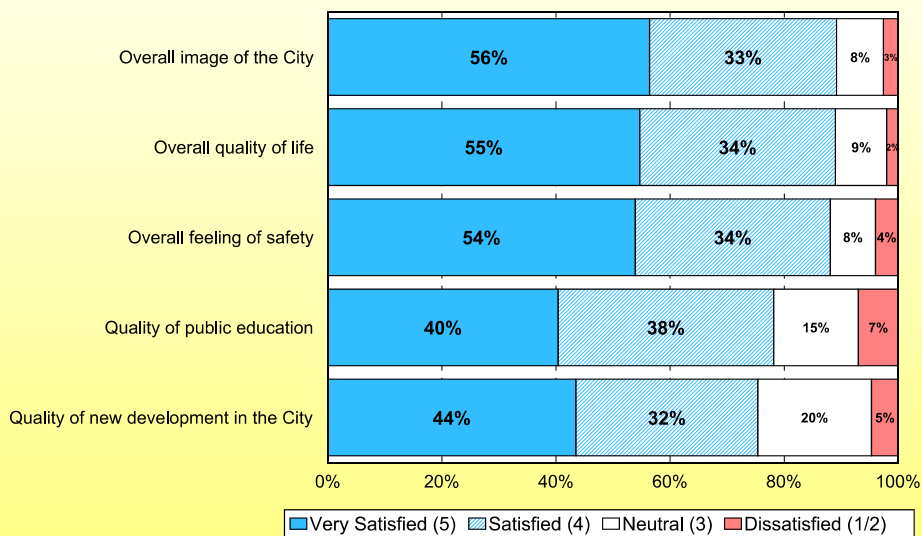
by percentage of respondents (excluding don't know/unsure)



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Satisfaction With Items That Influence Perceptions of Coral Springs

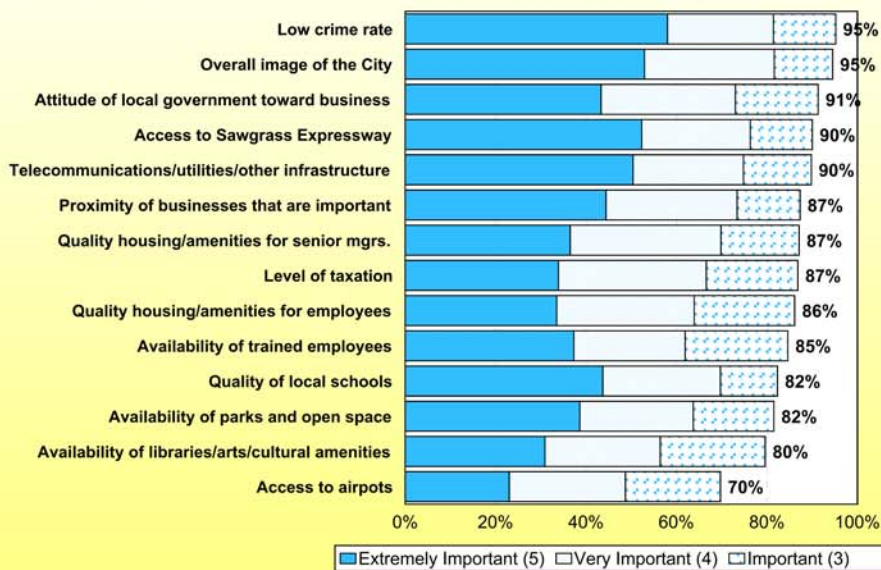
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2016 City of Coral Springs Business Survey)

How Important Various Issues Were to Businesses When They Decided to Locate in Coral Springs

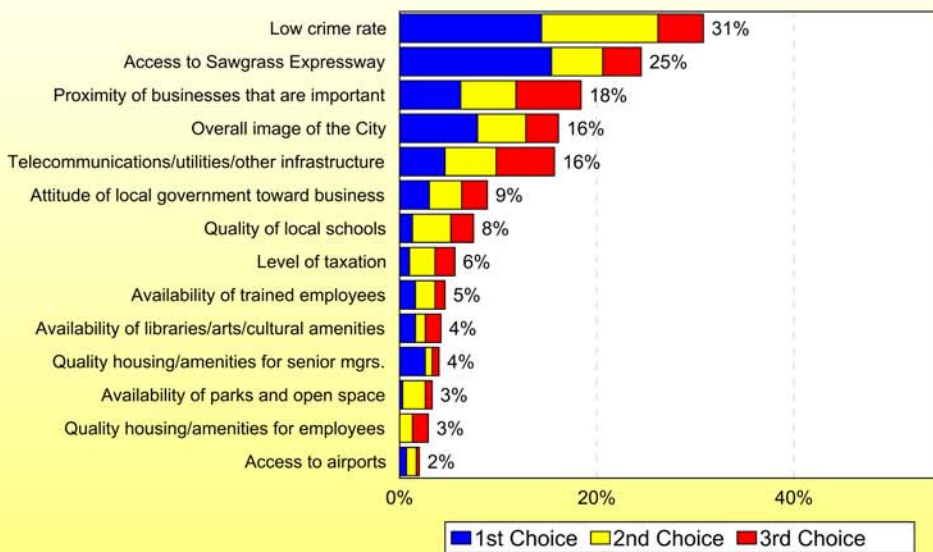
by percentage of business respondents who rated the item as a 3, 4 or 5 on a 5-point scale, where a 5 means "extremely important" (excluding don't knows)



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Top Reasons that Businesses Will Stay in the City of Coral Springs for the Next 10 Years

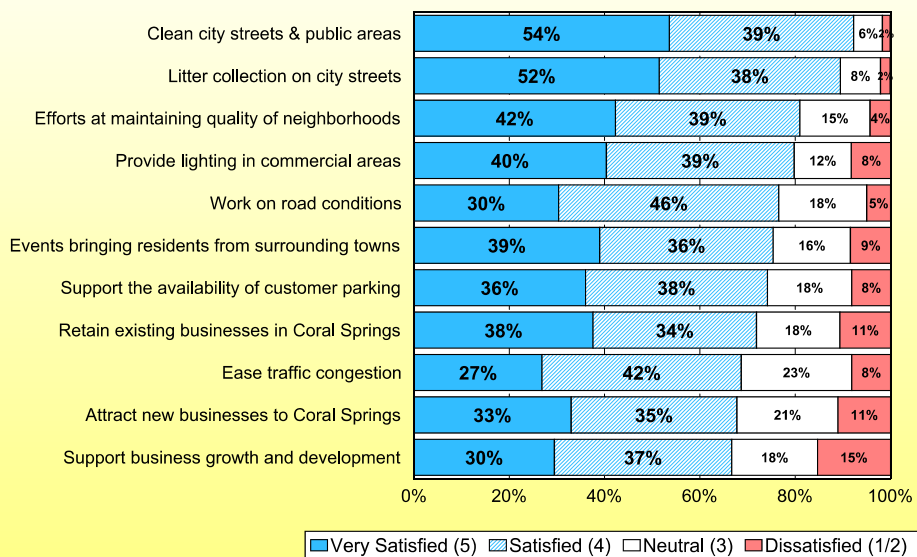
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016 City of Coral Springs Business Survey)

How satisfied is your business in the following areas:

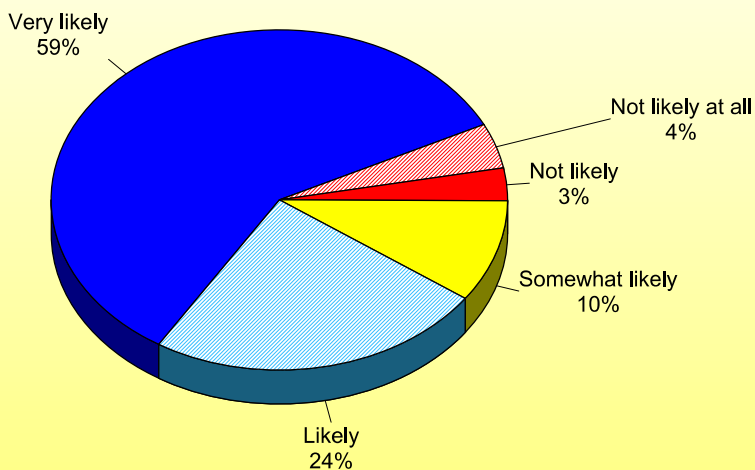
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2016 City of Coral Springs Business Survey)

How likely would you be to recommend Coral Springs as a business location to friends, family and co-workers?

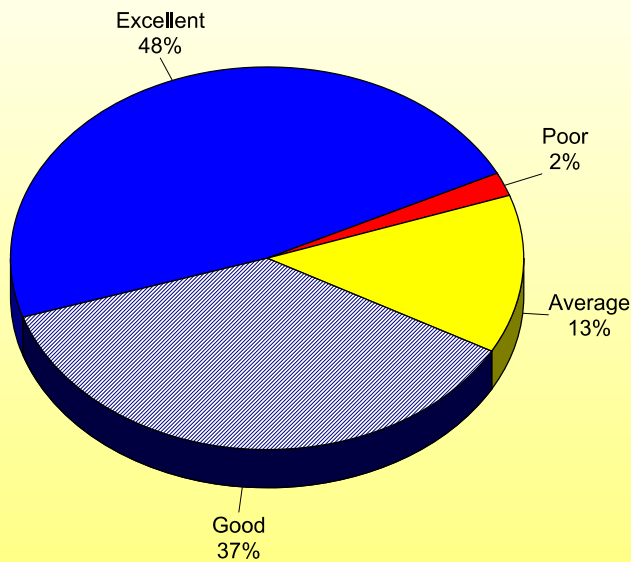
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

How would you rate the physical appearance of the area where your business is located?

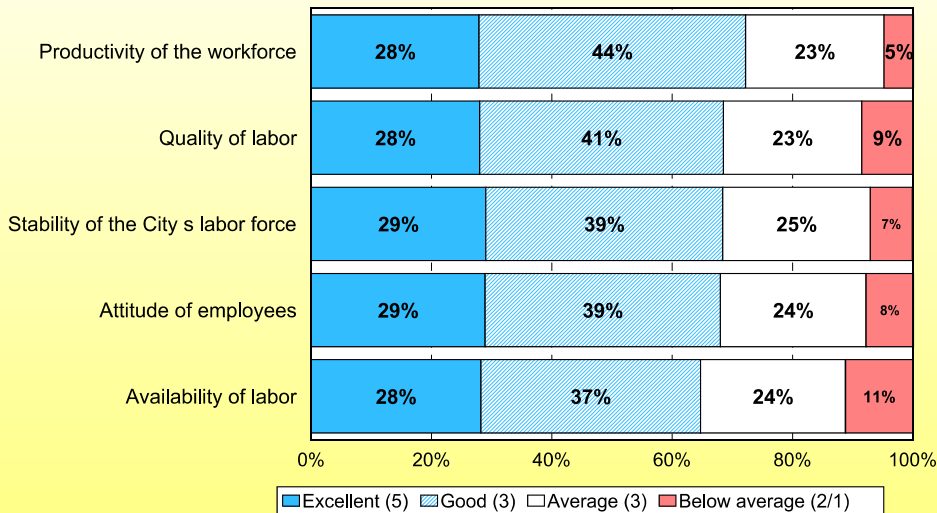
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

How Businesses Rate the Labor Pool in the City of Coral Springs

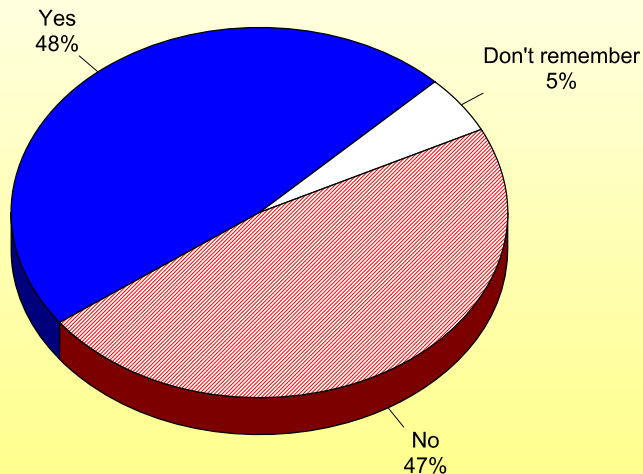
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Has your business has used the Coral Springs City website?

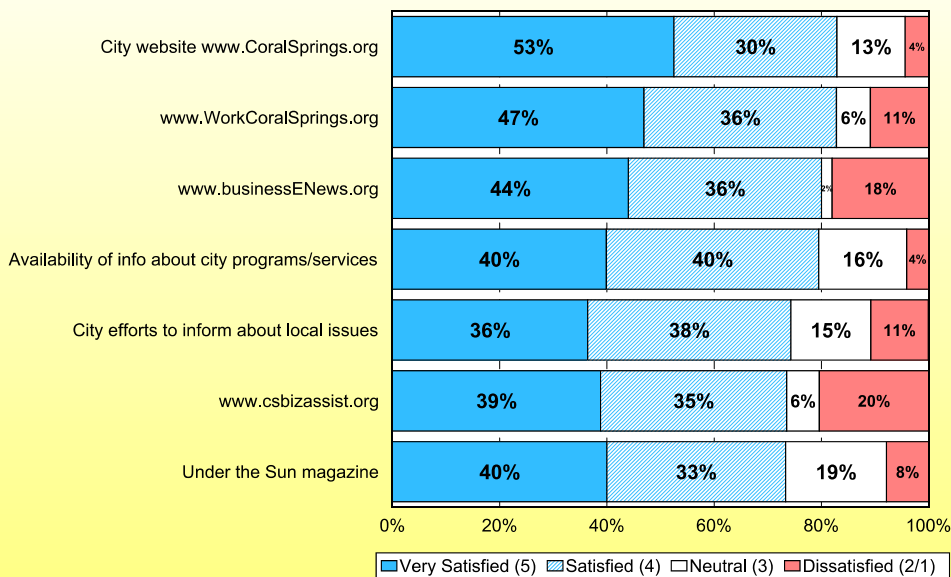
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Satisfaction With Various Services

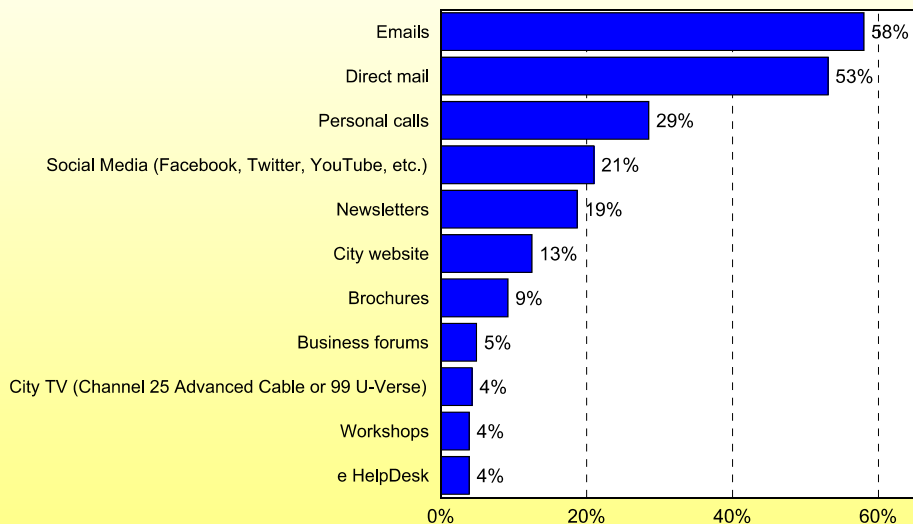
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

What are the best ways for the City to communicate with your business ?

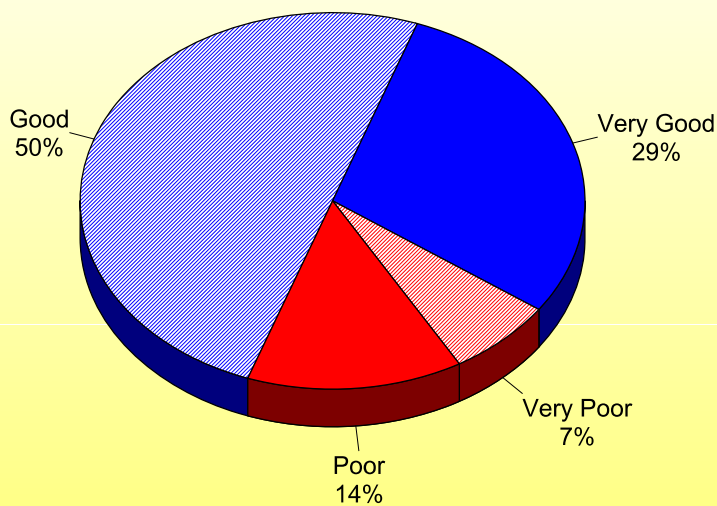
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Overall Ratings of How Well the City is Communicating With Business Owners and Managers

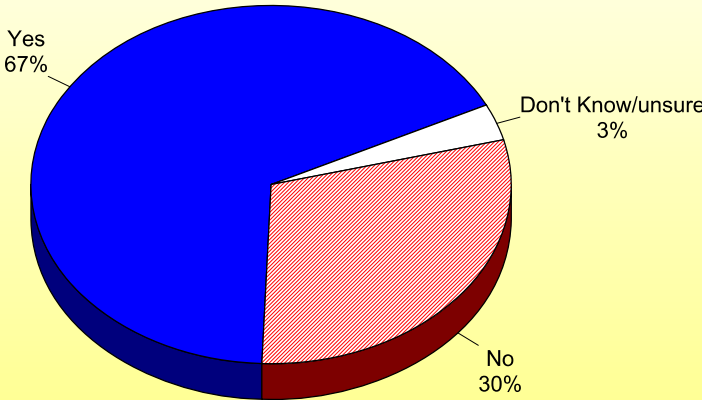
by percentage of respondents (excluding don't know/unsure)



Source: ETC Institute (2016 City of Coral Springs Business Survey)

If you had a complaint or comment to make about City services, would you know who to call or where to go?

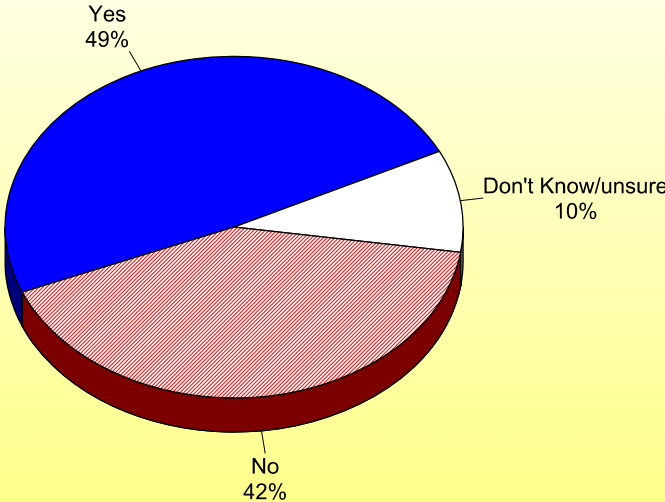
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Would you be interested in conducting business with the City of Coral Springs on-line?

by percentage of respondents

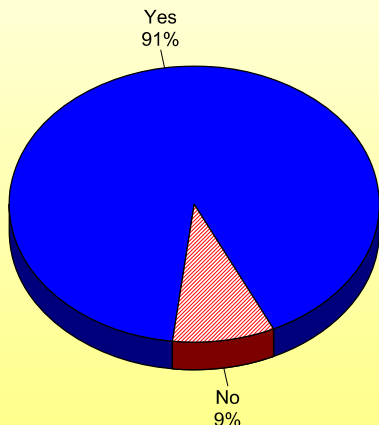


Source: ETC Institute (2016 City of Coral Springs Business Survey)

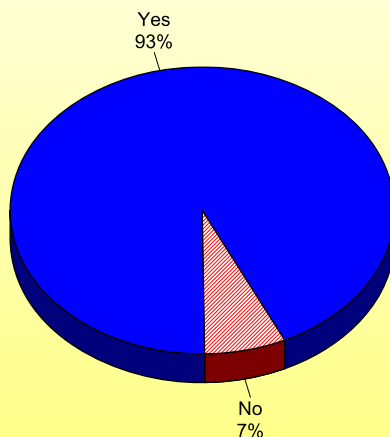
Would you be interested in conducting business with the City of Coral Springs On-Line in the following areas:

by percentage of respondents who indicated they were interested in conducting business with the City

Applying for City Permits



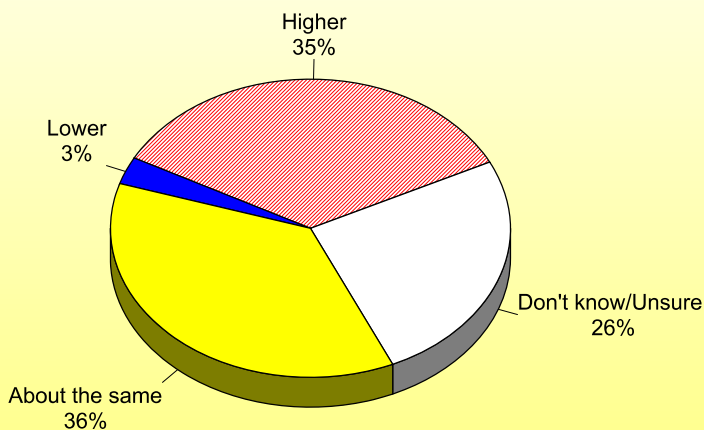
Paying City Bills



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Based on what you know or have heard, are the City of Coral Springs' property taxes higher, lower, or about the same as surrounding communities?

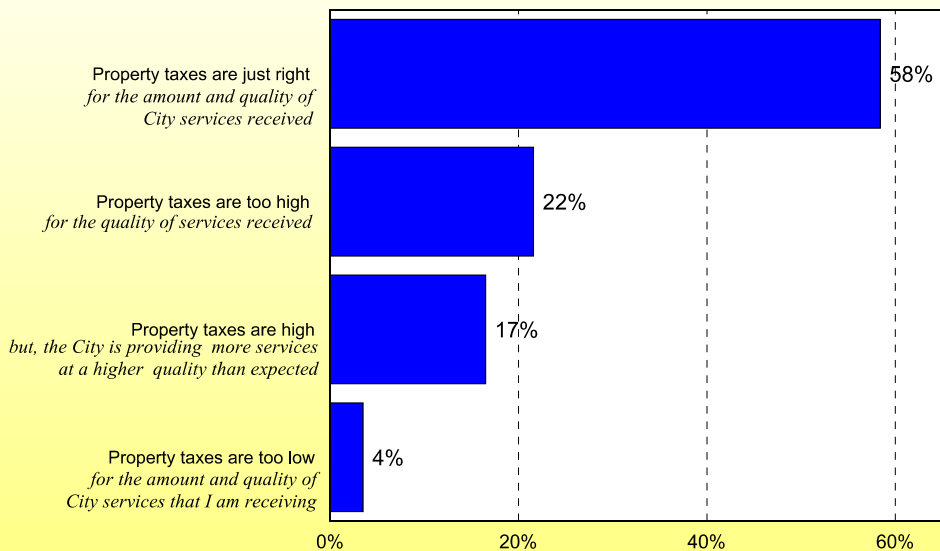
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Which statement best describes how you feel about the taxes you pay to the City?

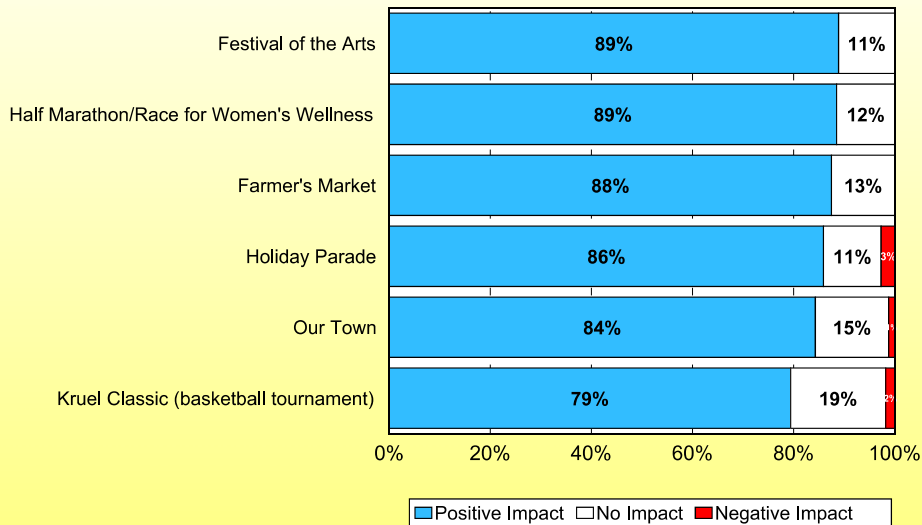
by percentage of respondents (excluding don't know/unsure)



Source: ETC Institute (2016 - Coral Springs, FL, Business Survey)

Please indicate whether you think each of the following events have a positive, negative or no impact on the City

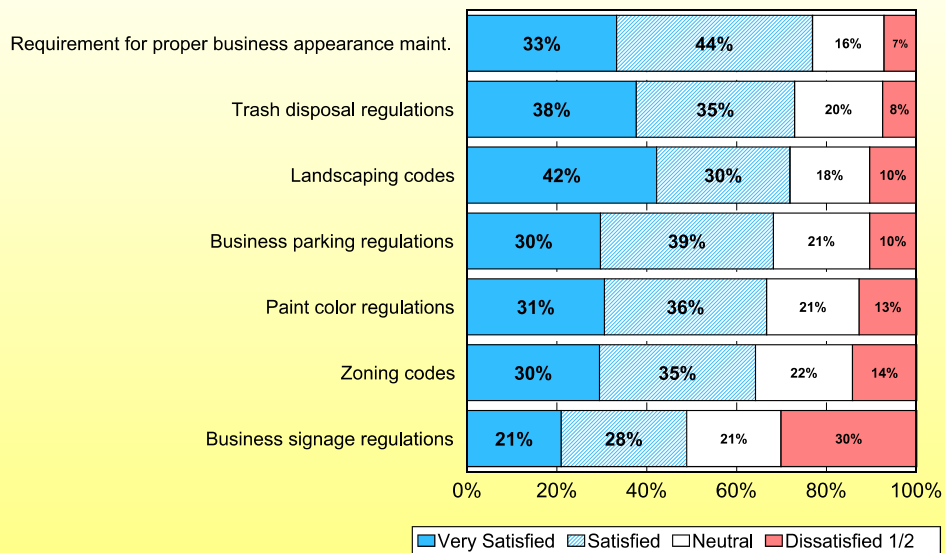
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Satisfaction With the City's Codes and Regulations

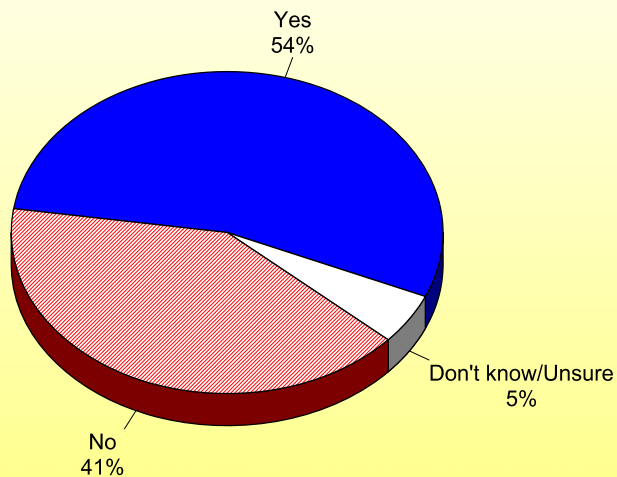
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Do you presently have a recycling program?

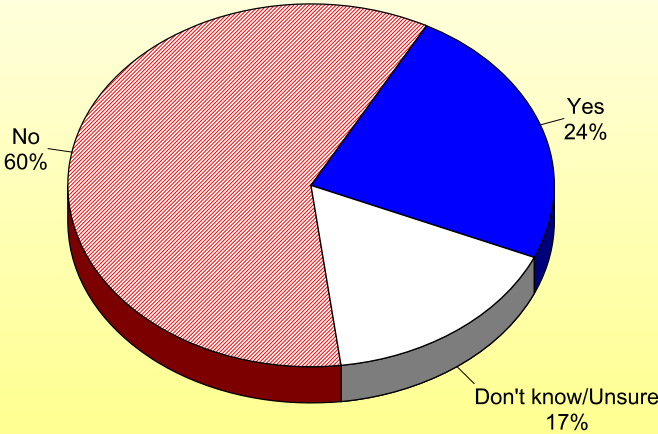
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Is your business a member of the Coral Springs Chamber of Commerce?

by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Does your business own or rent/lease the facility where your business is located?

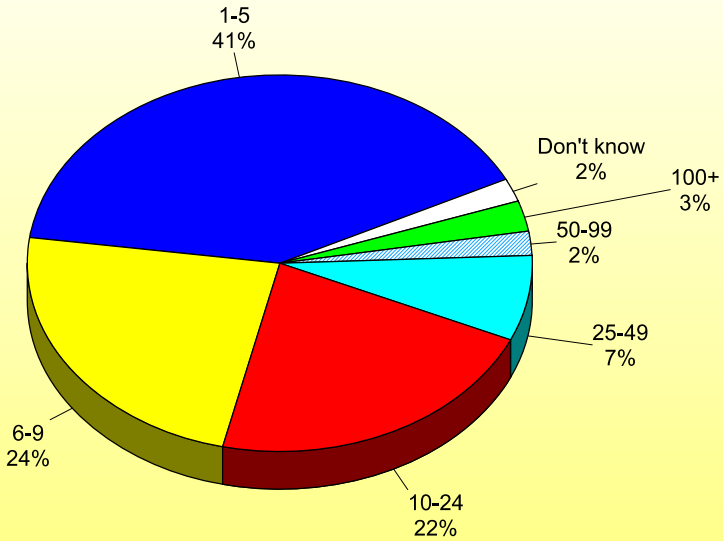
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Number of Full-Time Employees Currently Employed

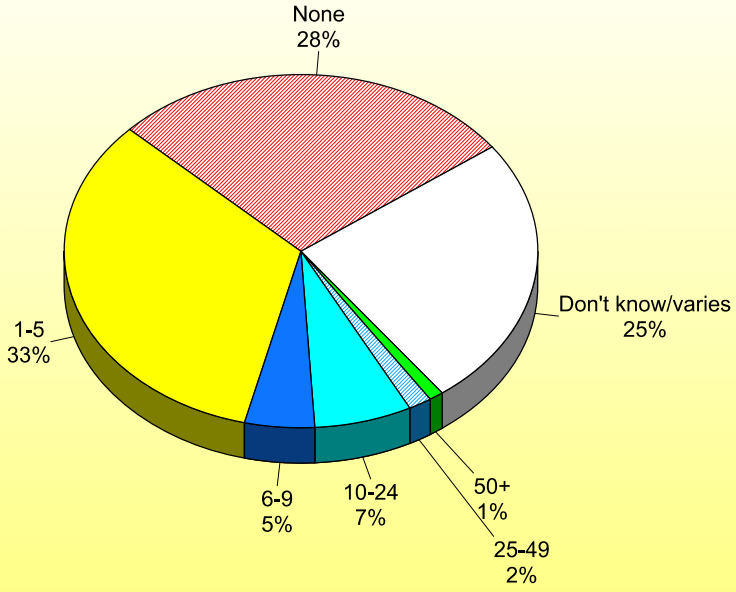
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Number of Part-Time Employees Currently Employed

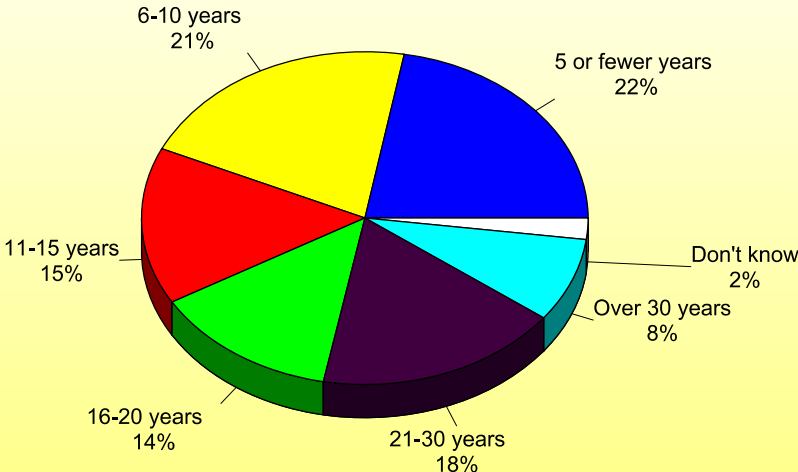
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

Number of Years Business Has Been Operating in the City of Coral Springs

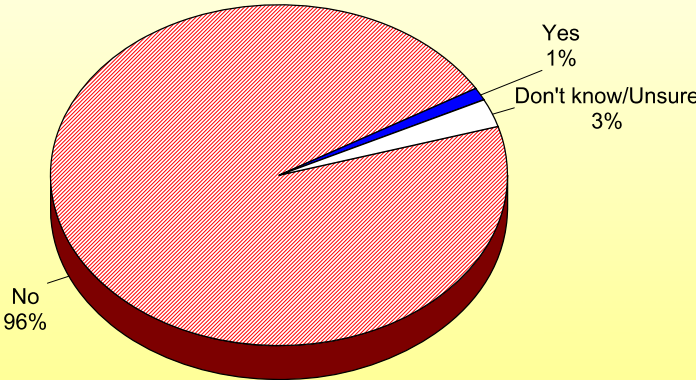
by percentage of respondents



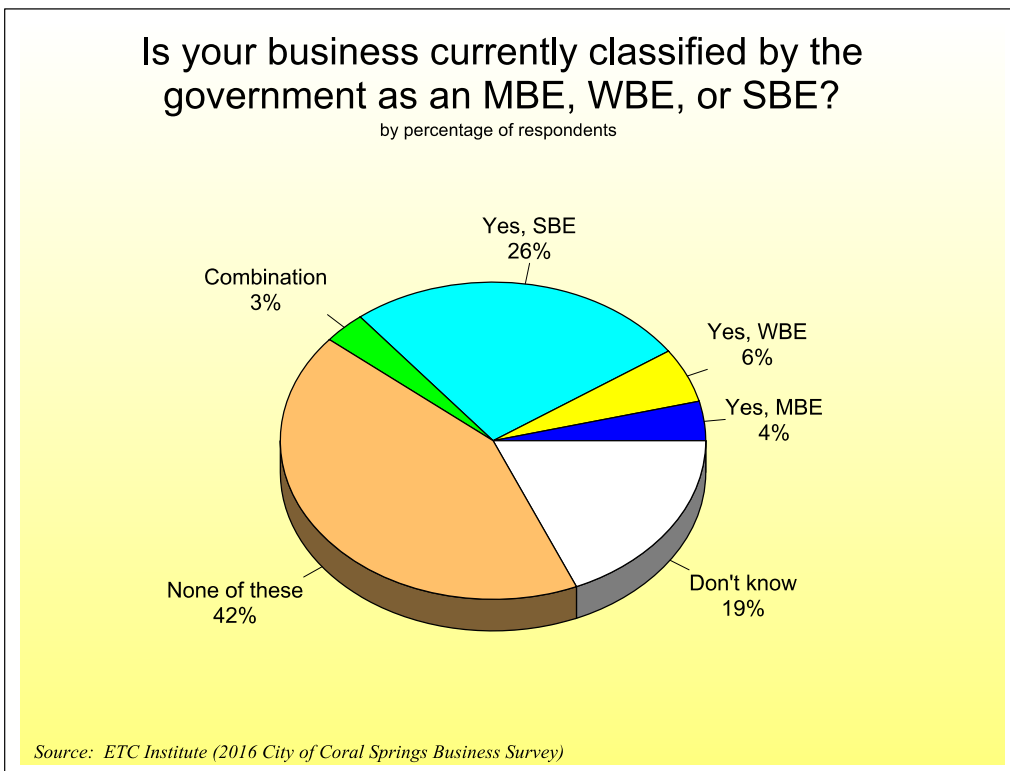
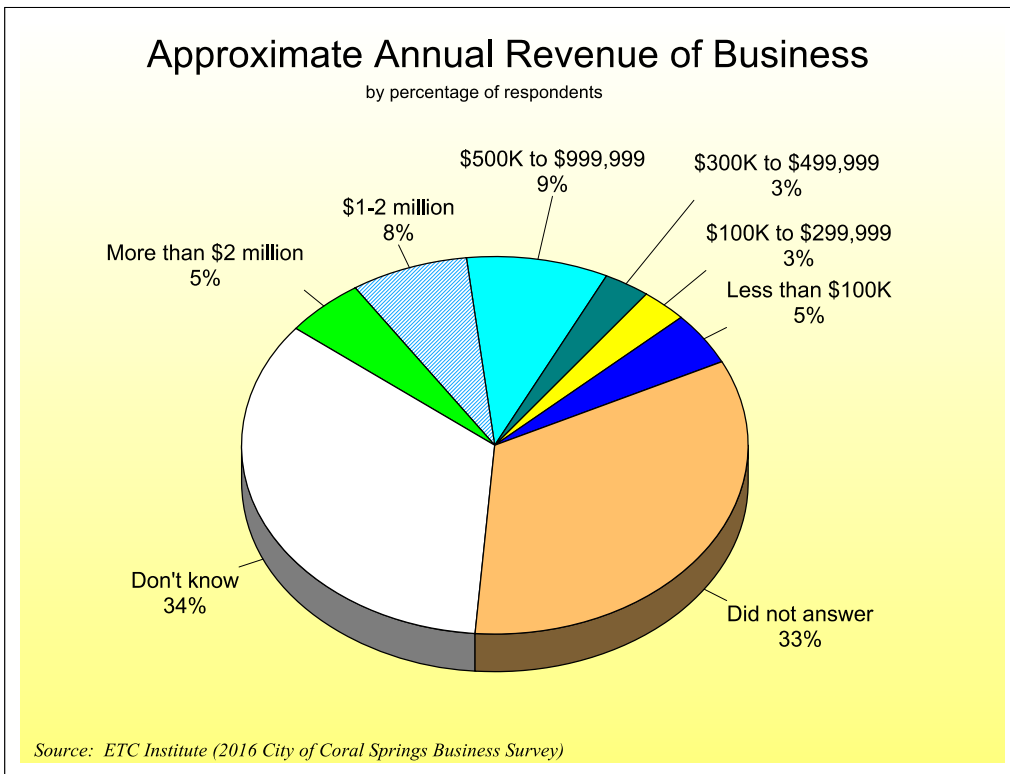
Source: ETC Institute (2016 City of Coral Springs Business Survey)

Does your business have workforce training needs that are not being met?

by percentage of respondents

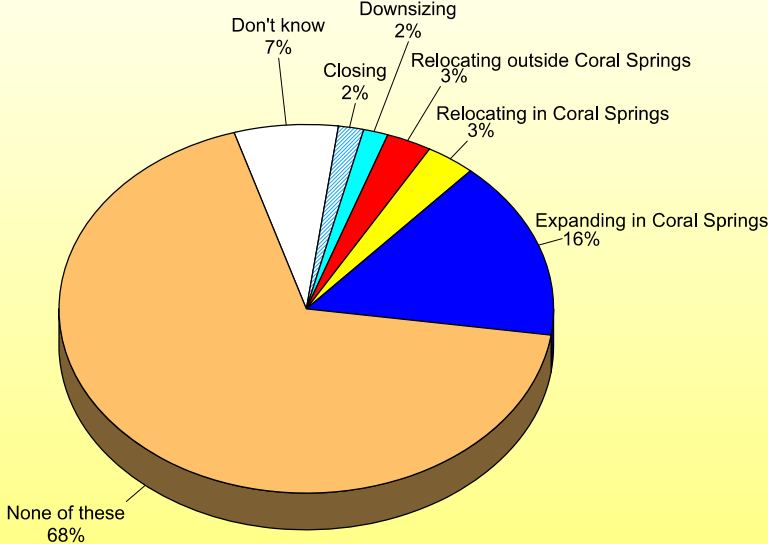


Source: ETC Institute (2016 City of Coral Springs Business Survey)



In the next 12 months, is your business considering any of the following?

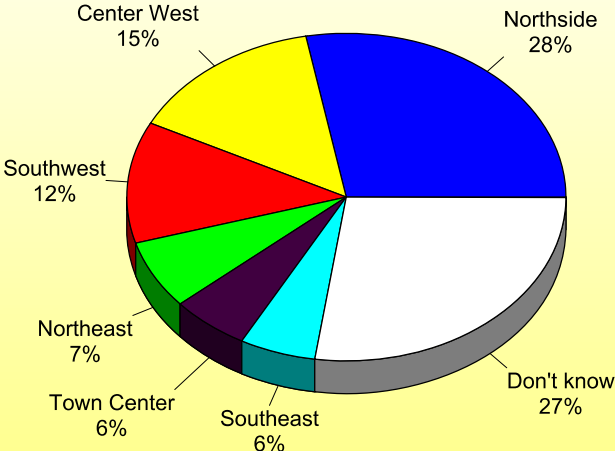
by percentage of respondents



Source: ETC Institute (2016 City of Coral Springs Business Survey)

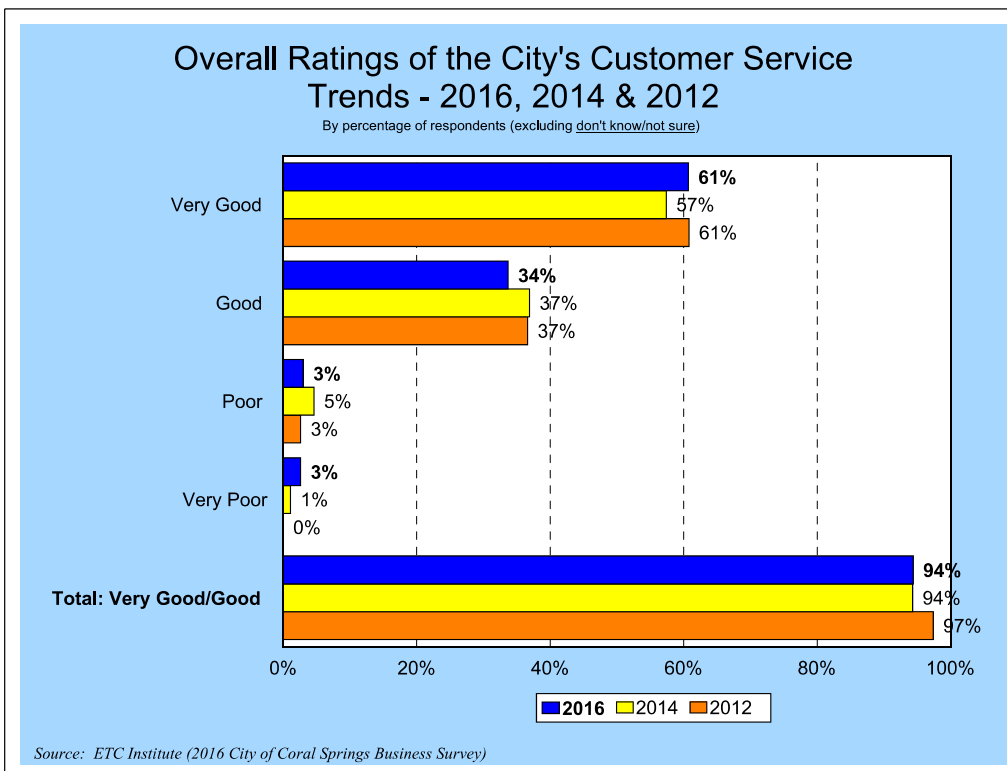
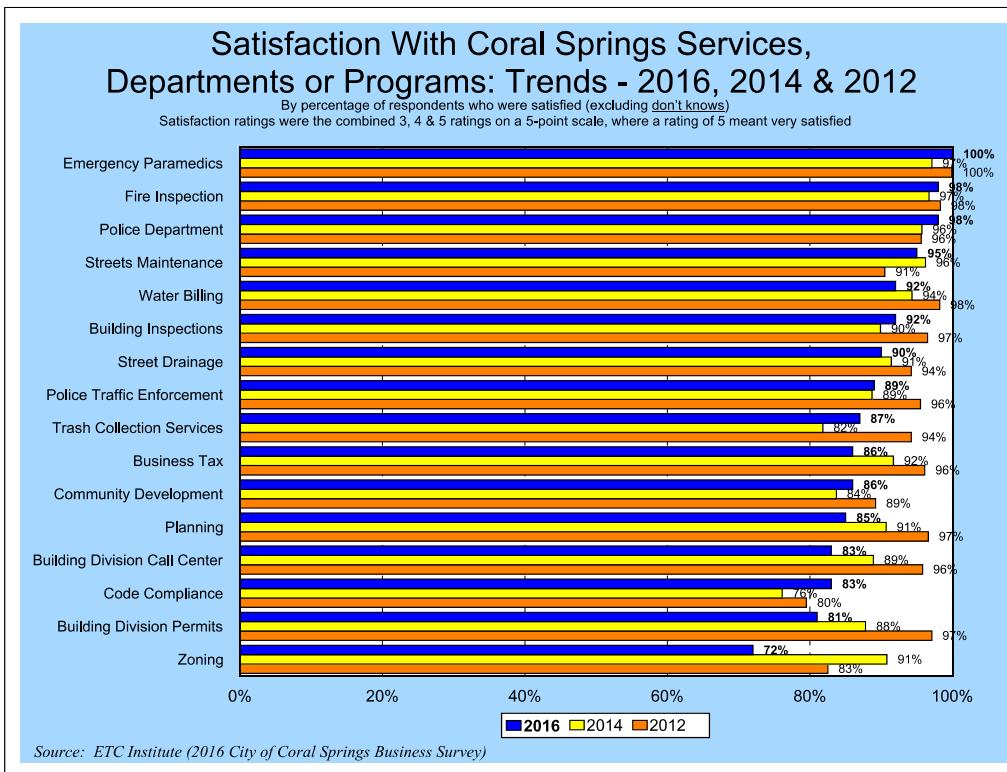
Which of the following six sectors best describes where your business is located in Coral Springs?

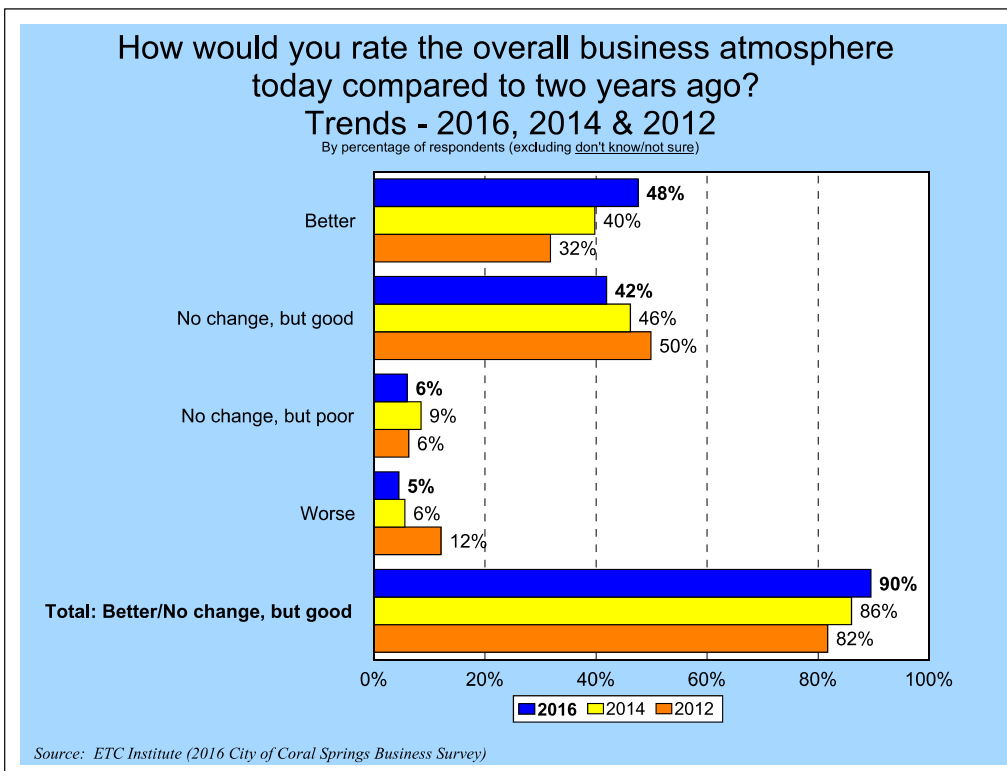
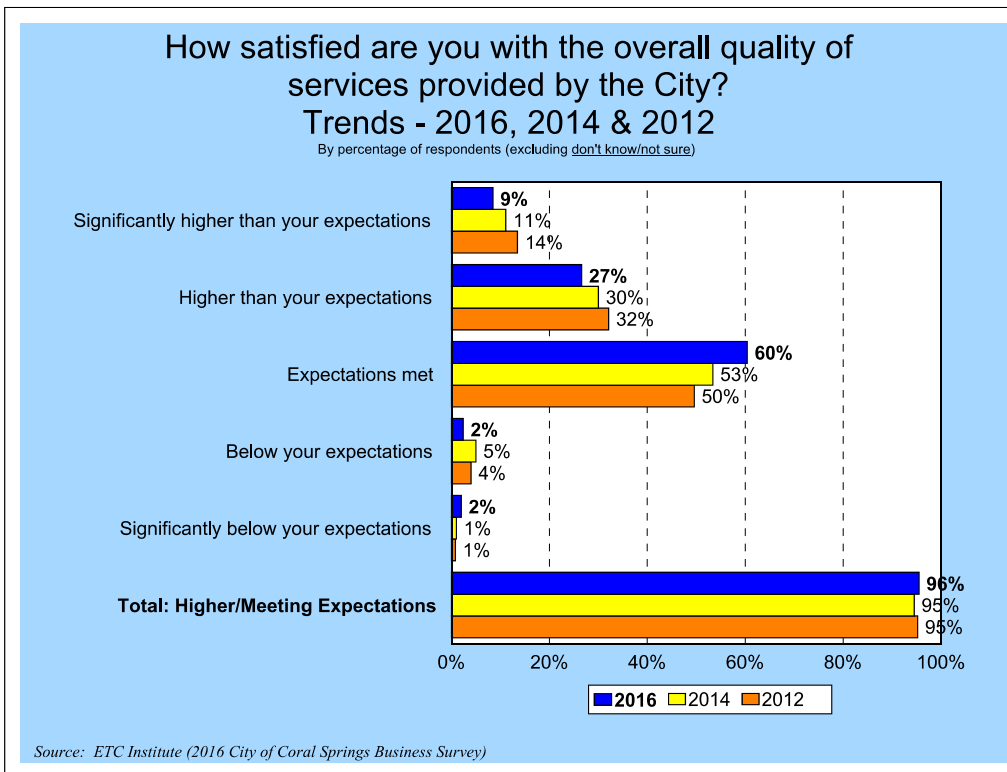
by percentage of respondents

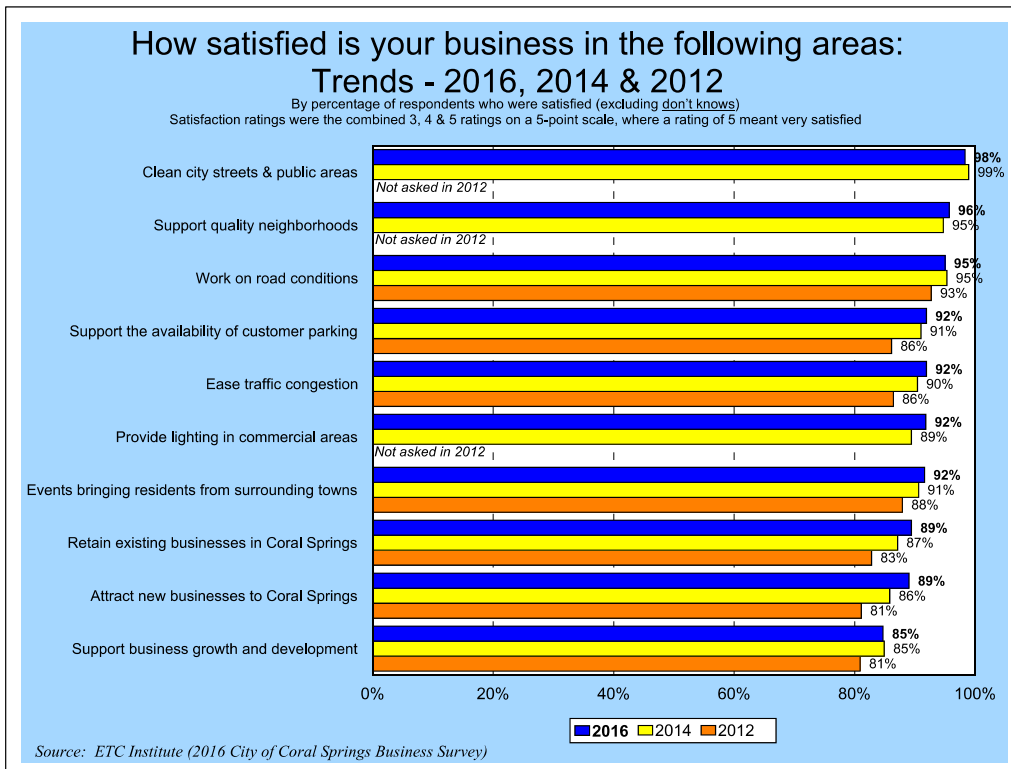
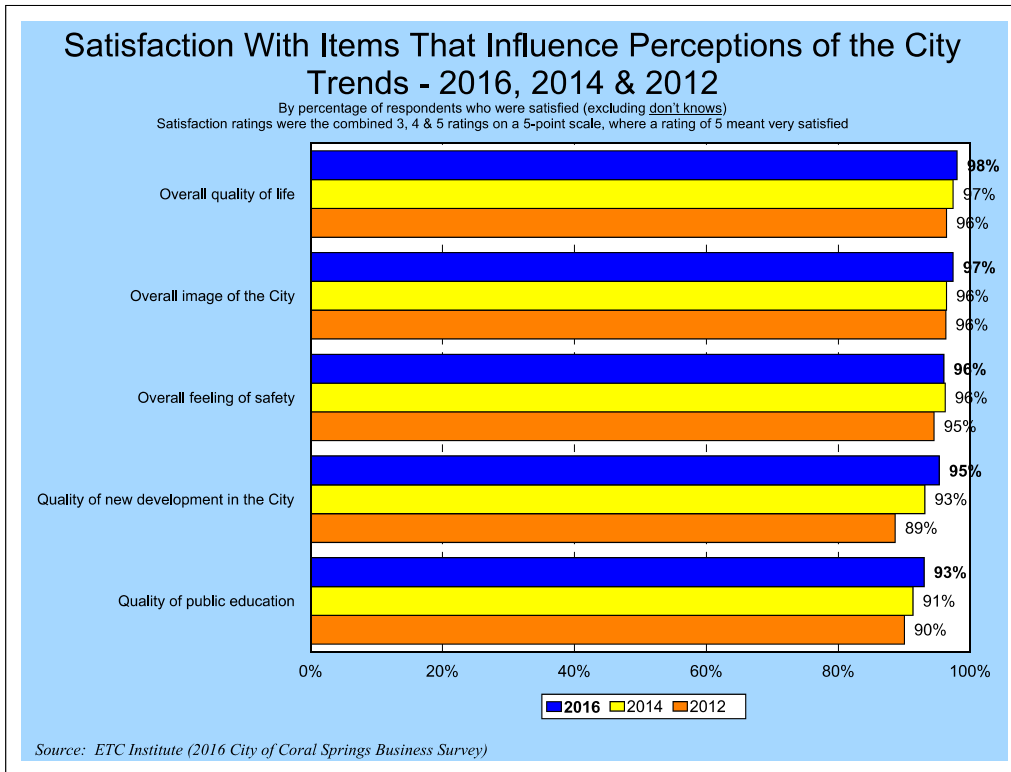


Source: ETC Institute (2016 City of Coral Springs Business Survey)

Section 2:
Trend Analysis

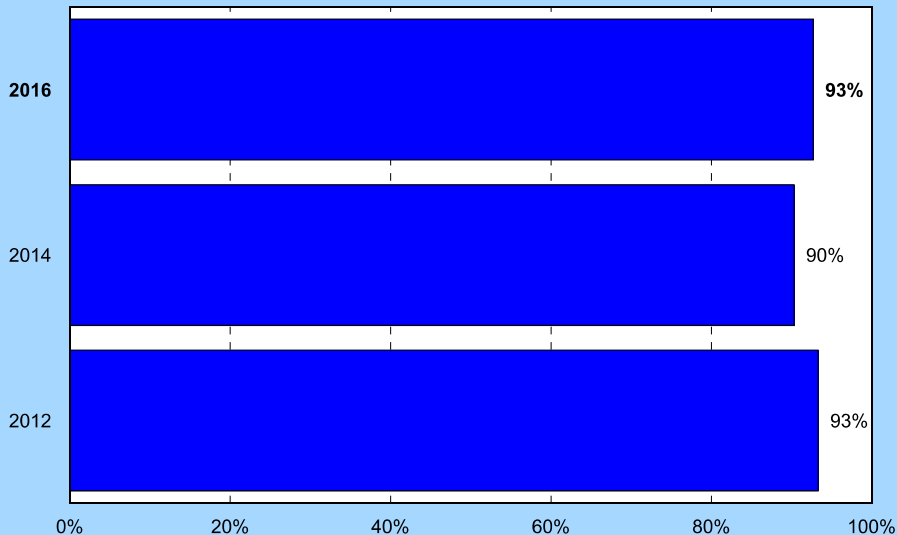






How likely would you be to recommend the City as a business location to friends, family and co-workers? Trends - 2016, 2014 & 2012

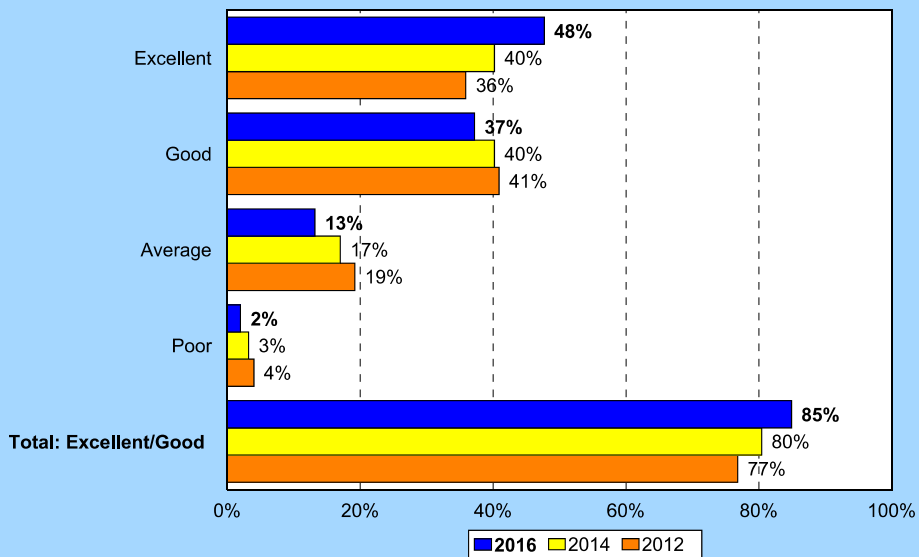
By percentage of respondents who were likely to recommend the City (excluding don't know)
Likely ratings were the combined 3, 4 & 5 ratings on a 5-point scale, where a rating of 5 meant very likely



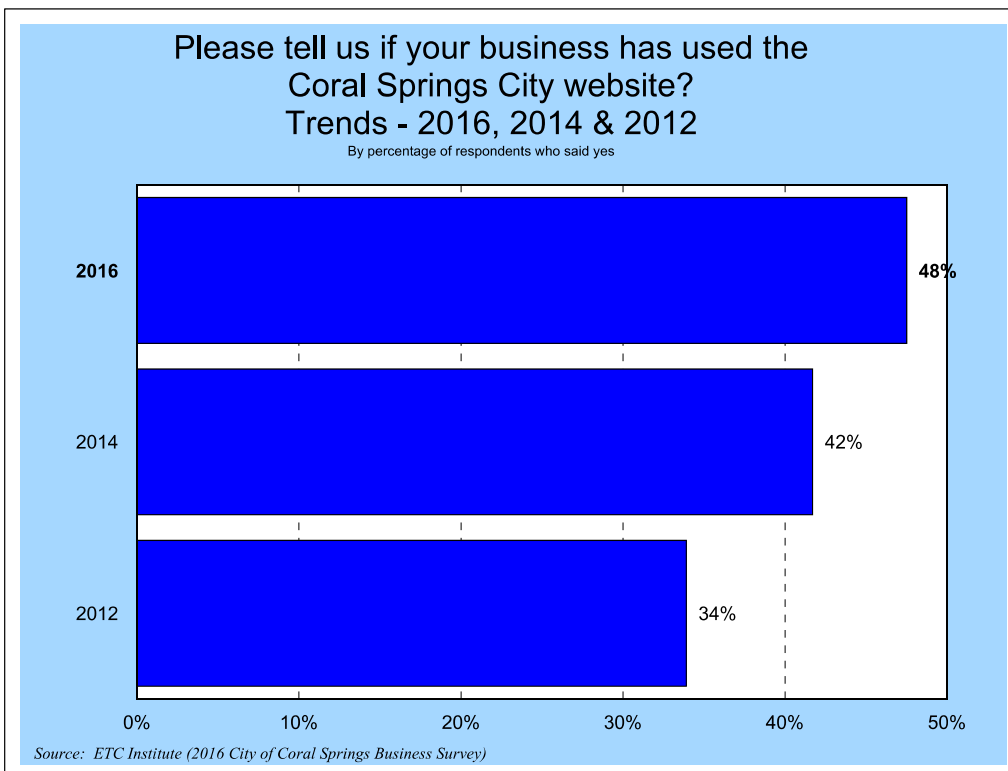
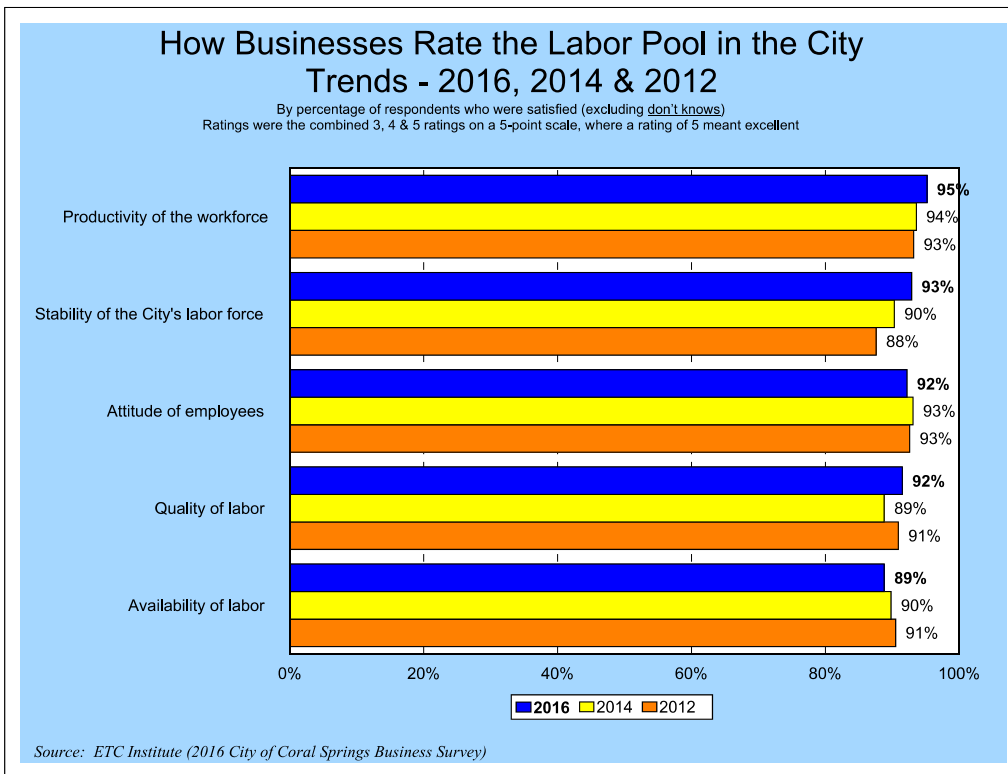
Source: ETC Institute (2016 City of Coral Springs Business Survey)

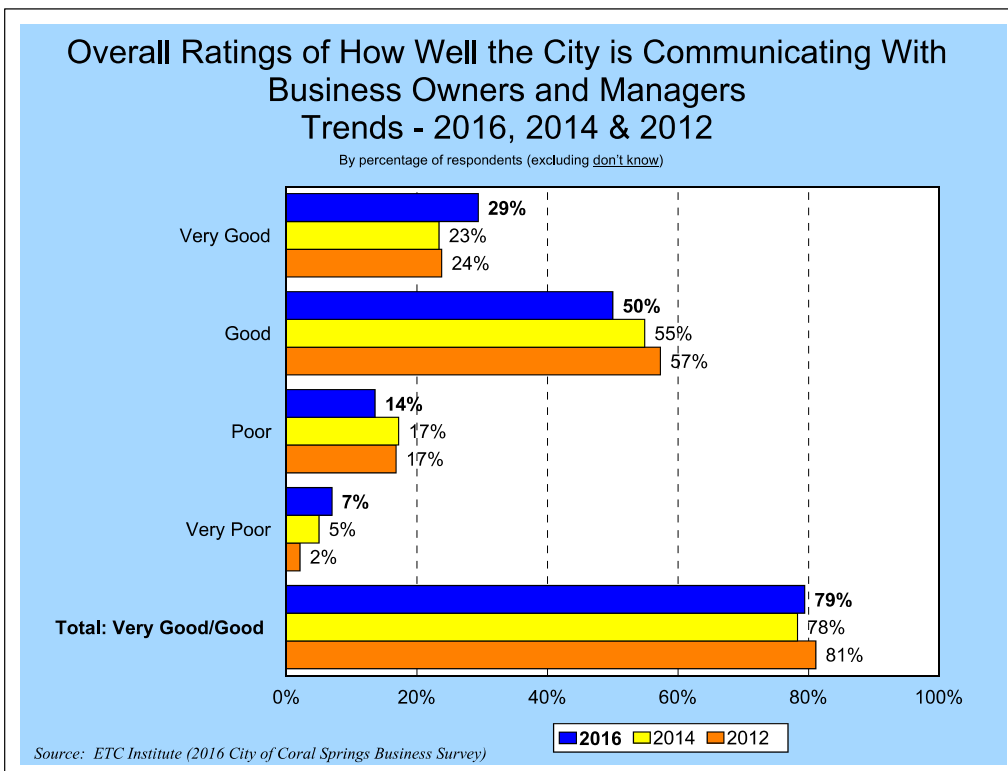
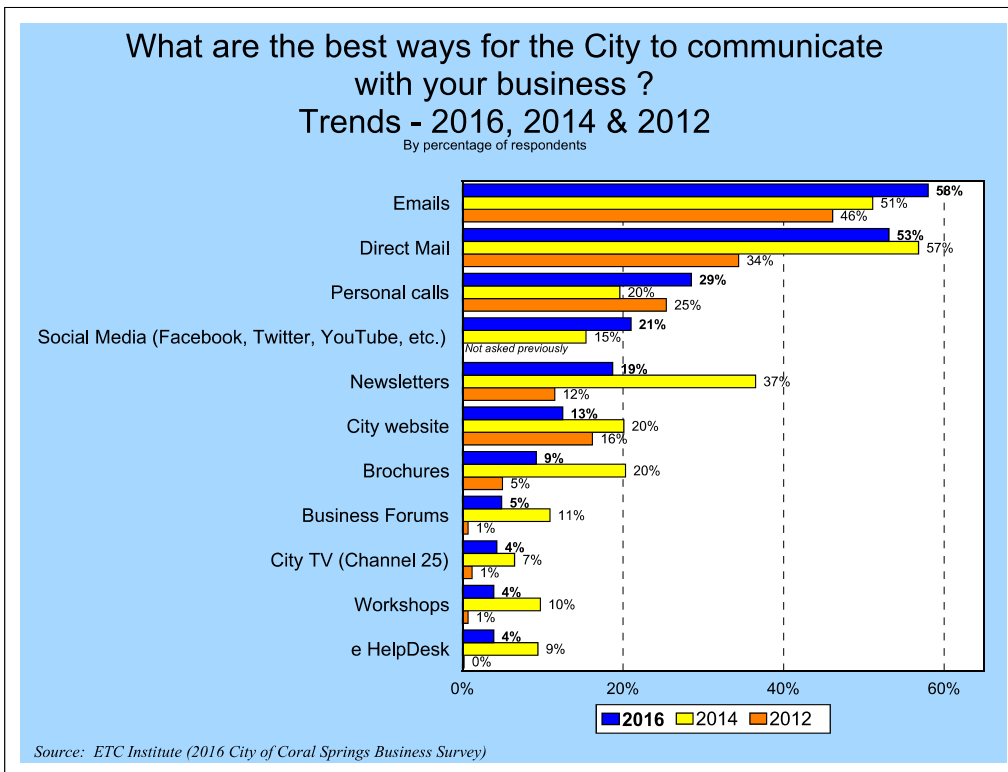
How would you rate the physical appearance of the area where your business is located? Trends - 2016, 2014 & 2012

By percentage of respondents (excluding don't know)



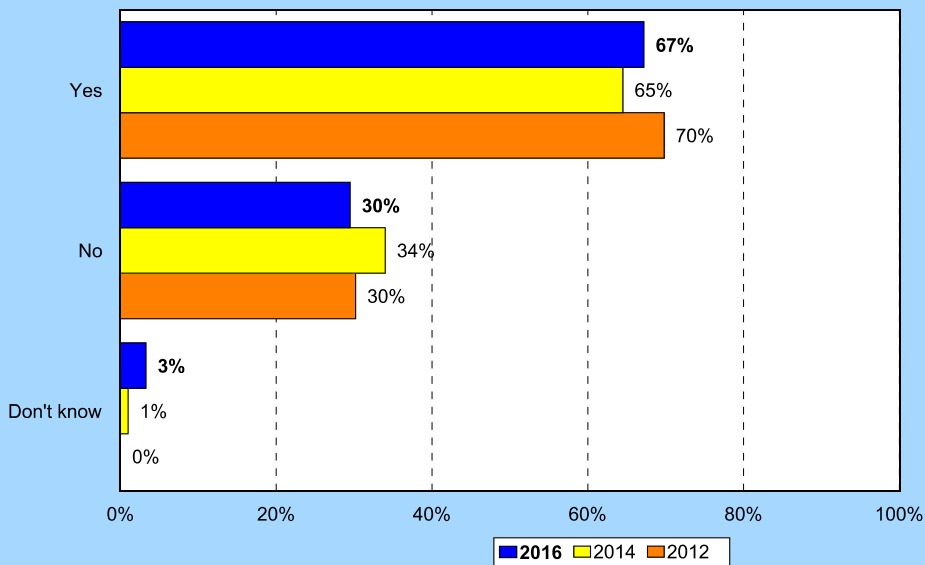
Source: ETC Institute (2016 City of Coral Springs Business Survey)





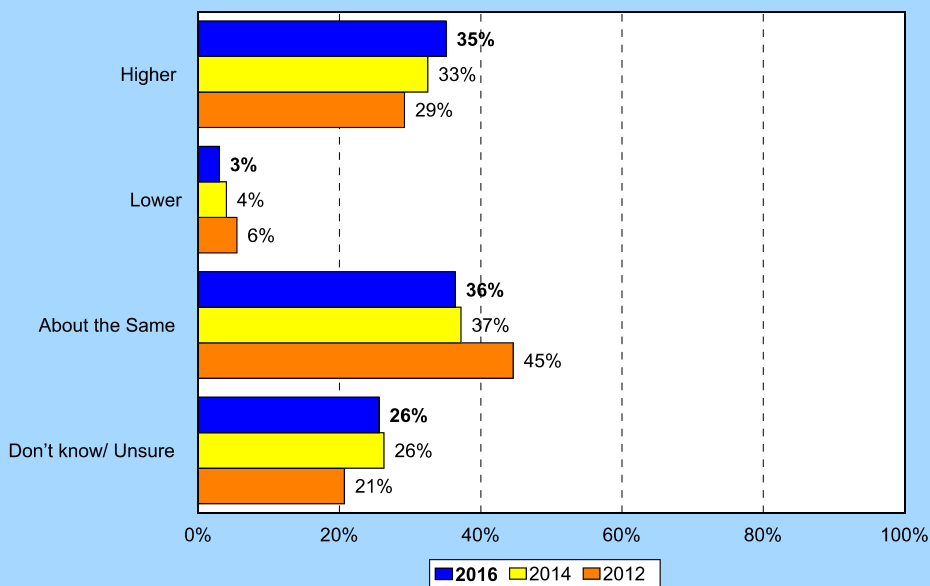
If you had a complaint or comment to make about City services, would you know who to call or where to go?
Trends - 2016, 2014 & 2012

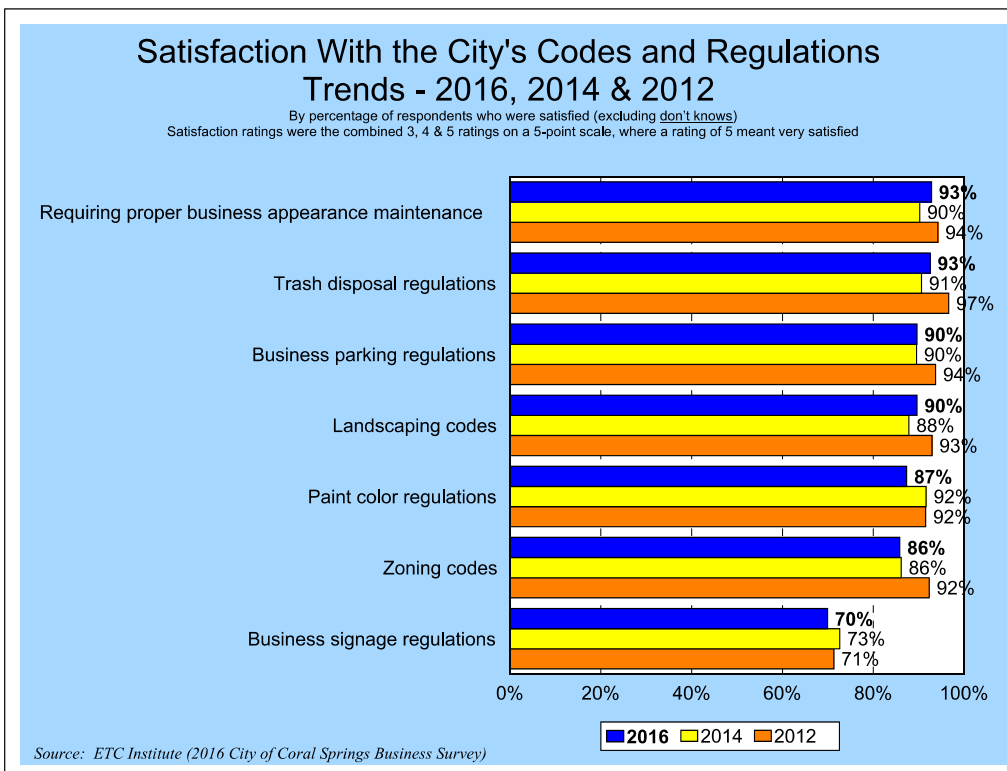
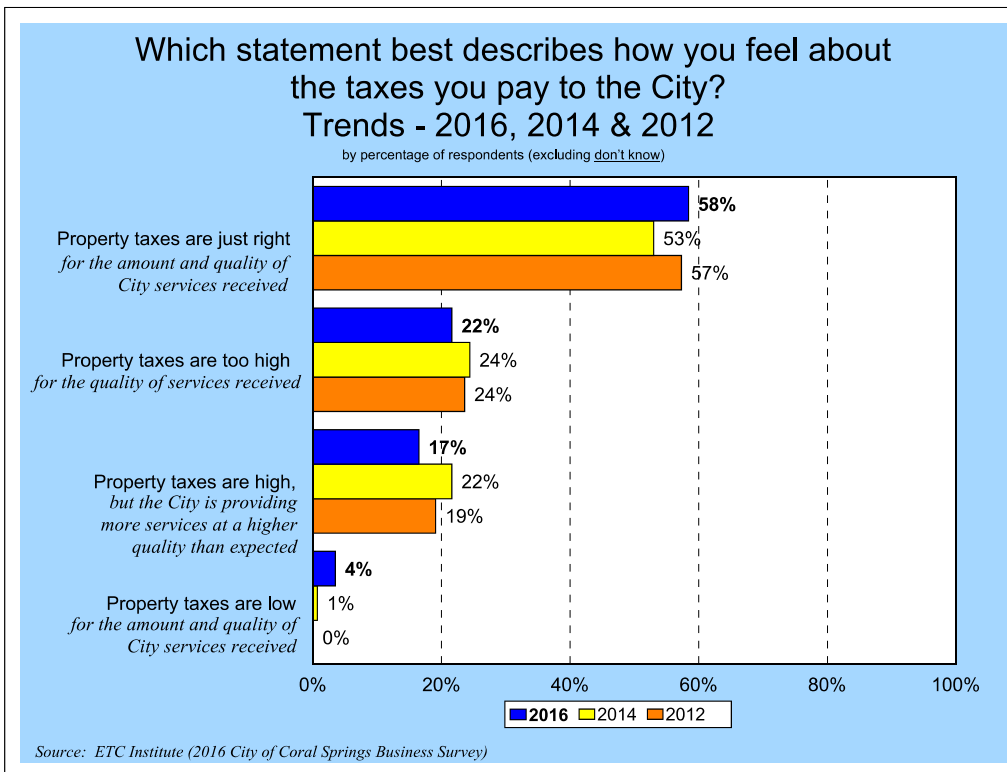
By percentage of respondents who said yes

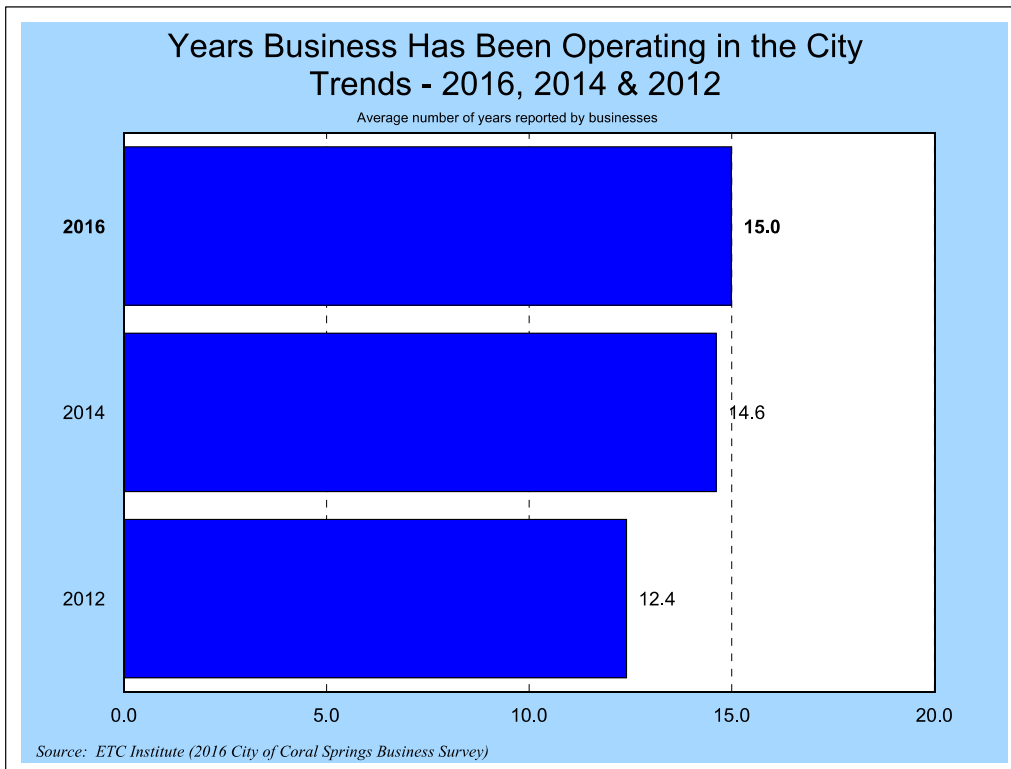
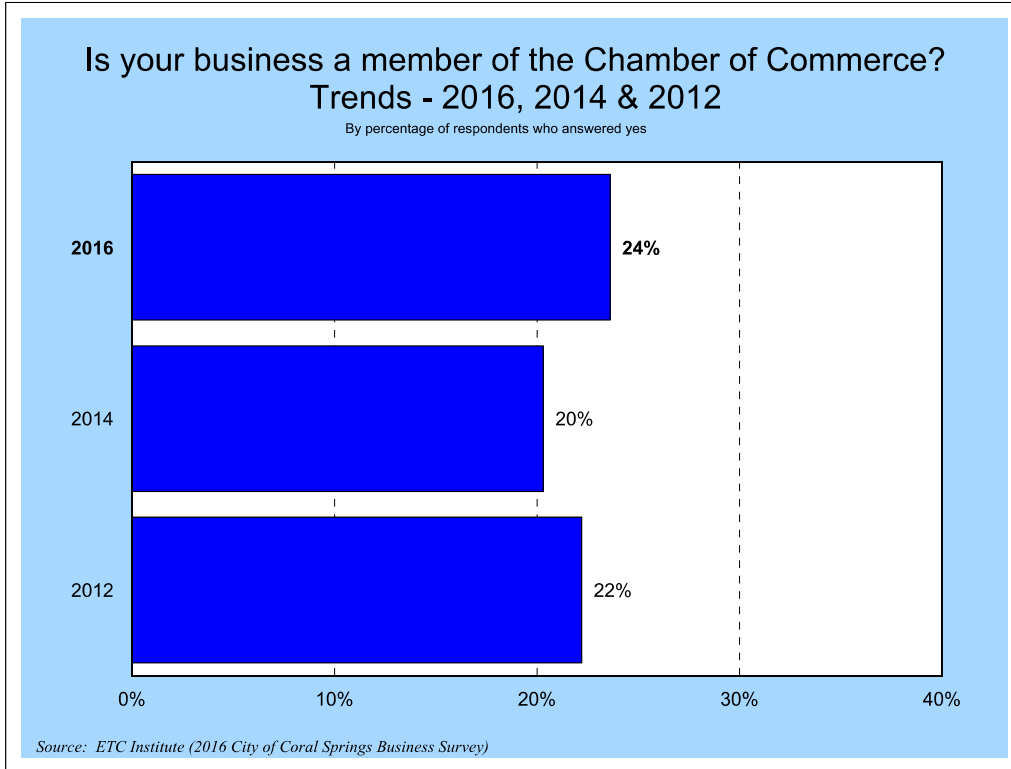


Ratings of City Property Taxes Compared to Other Communities
Trends - 2016, 2014 & 2012

By percentage of respondents







Section 3:
Tabular Data

Q1. I am going to read a number of specific services, City departments, or programs. Please tell me if your business has used the service, department, or program over the past two years.

(N=305)

	Yes	No	Don't know
Q1A. Building Division Permits - Has your business used this service, dept. or program over the past 2 years?	25.1%	73.6%	1.3%
Q1B. Building Inspections - Has your business used this service, dept. or program over the past 2 years?	28.7%	70.3%	1.0%
Q1C. Fire Inspection - Has your business used this service, dept. or program over the past 2 years?	71.3%	28.1%	0.7%
Q1D. Building Division Call Center - Has your business used this service, dept. or program over the past 2 years?	11.3%	88.0%	0.7%
Q1E. Zoning - Has your business used this service, dept. or program over the past 2 years?	13.5%	85.5%	1.0%
Q1F. Community Development - Has your business used this service, dept. or program over the past 2 years?	9.6%	89.4%	1.0%
Q1G. Business Tax - Has your business used this service, dept. or program over the past 2 years?	37.5%	60.1%	2.3%
Q1H. Code Compliance - Has your business used this service, dept. or program over the past 2 years?	34.1%	64.9%	1.0%
Q1I. Emergency Paramedics - Has your business used this service, dept. or program over the past 2 years?	23.6%	75.7%	0.7%
Q1J. Police Department - Has your business used this service, dept. or program over the past 2 years?	45.9%	53.5%	0.7%
Q1K. Police Traffic Enforcement - Has your business used this service, dept. or program over the past 2 years?	18.5%	80.9%	0.7%
Q1L. Planning - Has your business used this service, dept. or program over the past 2 years?	11.3%	88.0%	0.7%
Q1M. Streets Maintenance - Has your business used this service, dept. or program over the past 2 years?	32.9%	66.4%	0.7%
Q1N. Street Drainage - Has your business used this service, dept. or program over the past 2 years?	29.6%	69.1%	1.3%
Q1O. Trash Collection Services - Has your business used this service, dept. or program over the past 2 years?	53.8%	44.5%	1.7%
Q1P. Water Billing - Has your business used this service, dept. or program over the past 2 years?	46.9%	50.5%	2.6%

Q1. If your business has used the service, I'll ask you to rate the service using a scale of 1 to 5 where a "5" means "very satisfied" and a "1" means "very dissatisfied."

(N=305)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1A. Building Division Permits - How Satisfied are you?	42.3%	21.8%	15.4%	6.4%	11.5%	2.6%
Q1B. Building Inspections - How Satisfied are you?	56.3%	20.7%	13.8%	1.1%	6.9%	1.1%
Q1C. Fire Inspection - How Satisfied are you?	76.7%	14.4%	4.7%	0.5%	1.9%	1.9%
Q1D. Building Division Call Center - How Satisfied are you?	40.0%	25.7%	17.1%	5.7%	11.4%	0.0%
Q1E. Zoning - How Satisfied are you?	41.5%	14.6%	9.8%	9.8%	17.1%	7.3%
Q1F. Community Development - How Satisfied are you?	23.3%	46.7%	10.0%	6.7%	6.7%	6.7%
Q1G. Business Tax - How Satisfied are you?	52.3%	22.5%	9.0%	7.2%	5.4%	3.6%
Q1H. Code Compliance - How Satisfied are you?	38.8%	28.2%	13.6%	3.9%	13.6%	1.9%
Q1I. Emergency Paramedics - How Satisfied are you?	87.1%	10.0%	0.0%	0.0%	0.0%	2.9%
Q1J. Police Department - How Satisfied are you?	78.6%	16.4%	0.7%	1.4%	1.4%	1.4%
Q1K. Police Traffic Enforcement - How Satisfied are you?	67.3%	12.7%	7.3%	9.1%	1.8%	1.8%
Q1L. Planning - How Satisfied are you?	44.1%	23.5%	11.8%	5.9%	8.8%	5.9%
Q1M. Streets Maintenance - How Satisfied are you?	64.6%	17.2%	11.1%	3.0%	2.0%	2.0%
Q1N. Street Drainage - How Satisfied are you?	61.4%	20.5%	5.7%	5.7%	4.5%	2.3%
Q1O. Trash Collection Services - How Satisfied are you?	59.1%	17.7%	8.5%	6.1%	6.7%	1.8%
Q1P. Water Billing - How Satisfied are you?	61.5%	19.6%	8.4%	4.9%	3.5%	2.1%

EXCLUDING DON'T KNOW

Q1. If your business has used the service, I'll ask you to rate the service using a scale of 1 to 5 where a "5" means "very satisfied" and a "1" means "very dissatisfied." (excluding "don't know")

(N=305)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1A. Building Division Permits - How Satisfied are you?	43.4%	22.4%	15.8%	6.6%	11.8%
Q1B. Building Inspections - How Satisfied are you?	57.0%	20.9%	14.0%	1.2%	7.0%
Q1C. Fire Inspection - How Satisfied are you?	78.2%	14.7%	4.7%	0.5%	1.9%
Q1D. Building Division Call Center - How Satisfied are you?	40.0%	25.7%	17.1%	5.7%	11.4%
Q1E. Zoning - How Satisfied are you?	44.7%	15.8%	10.5%	10.5%	18.4%
Q1F. Community Development - How Satisfied are you?	25.0%	50.0%	10.7%	7.1%	7.1%
Q1G. Business Tax - How Satisfied are you?	54.2%	23.4%	9.3%	7.5%	5.6%
Q1H. Code Compliance - How Satisfied are you?	39.6%	28.7%	13.9%	4.0%	13.9%
Q1I. Emergency Paramedics - How Satisfied are you?	89.7%	10.3%	0.0%	0.0%	0.0%
Q1J. Police Department - How Satisfied are you?	79.7%	16.7%	0.7%	1.4%	1.4%
Q1K. Police Traffic Enforcement - How Satisfied are you?	68.5%	13.0%	7.4%	9.3%	1.9%
Q1L. Planning - How Satisfied are you?	46.9%	25.0%	12.5%	6.3%	9.4%
Q1M. Streets Maintenance - How Satisfied are you?	66.0%	17.5%	11.3%	3.1%	2.1%
Q1N. Street Drainage - How Satisfied are you?	62.8%	20.9%	5.8%	5.8%	4.7%
Q1O. Trash Collection Services - How Satisfied are you?	60.2%	18.0%	8.7%	6.2%	6.8%
Q1P. Water Billing - How Satisfied are you?	62.9%	20.0%	8.6%	5.0%	3.6%

Q2. Which THREE of the services, City departments or programs listed above are most important to your business?

Q2. Which THREE of the services, City departments or programs listed above are most important to your business? 1 st Choice	Number	Percent
Building Division Permits	16	5.2 %
Building Inspections	8	2.6 %
Fire Inspection	43	14.1 %
Zoning	3	1.0 %
Community Development	2	0.7 %
Business Tax	6	2.0 %
Code Compliance	8	2.6 %
Emergency Paramedics	34	11.1 %
Police Department	45	14.8 %
Police Traffic Enforcement	2	0.7 %
Planning	7	2.3 %
Street Maintenance	18	5.9 %
Street Drainag	1	0.3 %
Trash Collection Services	17	5.6 %
Water Billing	6	2.0 %
None Chosen	89	29.2 %
Total	305	100.0 %

Q2. 2nd choice	Number	Percent
Building Division Permits	2	0.7 %
Building Inspections	7	2.3 %
Fire Inspection	32	10.5 %
Building Division Call Center	1	0.3 %
Zoning	4	1.3 %
Community Development	3	1.0 %
Business Tax	6	2.0 %
Code Compliance	8	2.6 %
Emergency Paramedics	17	5.6 %
Police Department	50	16.4 %
Planning	4	1.3 %
Street Maintenance	5	1.6 %
Street Drainag	10	3.3 %
Trash Collection Services	16	5.2 %
Water Billing	11	3.6 %
None Chosen	129	42.3 %
Total	305	100.0 %

Q2. 3rd choice	Number	Percent
Building Division Permits	4	1.3 %
Building Inspections	8	2.6 %
Fire Inspection	13	4.3 %
Building Division Call Center	3	1.0 %
Zoning	2	0.7 %
Community Development	2	0.7 %
Business Tax	3	1.0 %
Code Compliance	12	3.9 %
Emergency Paramedics	7	2.3 %
Police Department	21	6.9 %
Police Traffic Enforcement	3	1.0 %
Planning	4	1.3 %
Street Maintenance	6	2.0 %
Street Drainag	2	0.7 %
Trash Collection Services	13	4.3 %
Water Billing	8	2.6 %
None Chosen	194	63.6 %
Total	305	100.0 %

Q2. Which THREE of the services, City departments or programs listed above are most important to your business? (sum of the top 3 choices)

Q2. Which THREE of the services, City departments or programs listed above are most important to your business?	Number	Percent
Building Division Permits	22	7.2 %
Building Inspections	23	7.5 %
Fire Inspection	88	28.9 %
Building Division Call Center	4	1.3 %
Zoning	9	3.0 %
Community Development	7	2.3 %
Business Tax	15	4.9 %
Code Compliance	28	9.2 %
Emergency Paramedics	58	19.0 %
Police Department	116	38.0 %
Police Traffic Enforcement	5	1.6 %
Planning	15	4.9 %
Street Maintenance	29	9.5 %
Street Drainag	13	4.3 %
Trash Collection Services	46	15.1 %
Water Billing	25	8.2 %
None Chosen	113	37.0 %
Total	616	

Q3. Overall, how would you rate the City of Coral Springs' customer service? Would you say it is...

Q3. Overall, how would you rate the City of Coral Springs' customer service? Would you say it is	Number	Percent
Very Good	164	53.8 %
Good	91	29.8 %
Poor	8	2.6 %
Very Poor	7	2.3 %
Don't know	35	11.5 %
Total	305	100.0 %

EXCLUDING DON'T KNOW

3. Overall, how would you rate the City of Coral Springs' customer service? Would you say it is... (excluding "don't know")

Q3. Overall, how would you rate the City of Coral Springs' customer service? Would you say it is	Number	Percent
Very Good	164	60.7 %
Good	91	33.7 %
Poor	8	3.0 %
Very Poor	7	2.6 %
Total	270	100.0 %

Q4. In general, how satisfied are you with the overall quality of services provided by the City of Coral Springs? Would you say the quality of services provided is:

Q4. In general, how satisfied are you with the overall quality of services provided by the City of Coral Springs? Would you say the quality of services provided is	Number	Percent
Significantly higher than your expectations	25	8.2 %
Higher than your expectations	78	25.6 %
Expectations met	177	58.0 %
Below your expectations	7	2.3 %
Significantly below your expectations	6	2.0 %
Don't know	12	3.9 %
Total	305	100.0 %

EXCLUDING DON'T KNOW

Q4. In general, how satisfied are you with the overall quality of services provided by the City of Coral Springs? Would you say the quality of services provided is: (excluding "don't know")

Q4. In general, how satisfied are you with the overall quality of services provided by the City of Coral Springs? Would you say the quality of services provided is	Number	Percent
Significantly higher than your expectations	25	8.5 %
Higher than your expectations	78	26.6 %
Expectations met	177	60.4 %
Below your expectations	7	2.4 %
Significantly below your expectations	6	2.0 %
Total	293	100.0 %

Q5. Which of the following best describes the overall business atmosphere in Coral Springs today, compared to two years ago?

Q5. Which of the following best describes the overall business atmosphere in Coral Springs today, compared to two years ago

	Number	Percent
Better	127	41.6 %
No change, but good	112	36.7 %
No change, but poor	16	5.2 %
Worse	12	3.9 %
Don't know	38	12.5 %
Total	305	100.0 %

EXCLUDING DON'T KNOW

Q5. Which of the following best describes the overall business atmosphere in Coral Springs today, compared to two years ago? (excluding "don't know")

Q5. Which of the following best describes the overall business atmosphere in Coral Springs today, compared to two years ago

	Number	Percent
Better	127	47.6 %
No change, but good	112	41.9 %
No change, but poor	16	6.0 %
Worse	12	4.5 %
Total	267	100.0 %

Q6. What are two or three issues or suggestions that the City of Coral Springs should address that would have a direct impact on your business?

- (1) too many cars and trucks parked in alley behind my business makes it hard to see to come in and go out (2) kids fly down alley doing 60mph no one does anything about it someone is going to get seriously hurt
- -potholes on Wiles -do more to attract and retain the younger folks
- 5 years ago city put road street # signs up they have allowed signs to be overgrown by trees cant read them need better tree and scrub maintenance
- a problem with the common area for businesses not all property owners take care of their area as well as the city does city does much better with public easement
- ABILITY FOR SIGNAGE - TOO STRICT
- ability to advertise by signs
- allow more advertisement and signage refused to allow me to put up sign spinner but allow H&R Block to put one up down the street lighten sign regulations
- allow us to put up 2 signs on our building
- Attitude adjustment for code enforcement people as they are very rude
- be able to put my signs out so people know im here
- be consistent on signage, what is allowed and give answers to why something is allowed for some & not others.
- better quality businesses coming into Coral Springs ie upscale shops,restaurants,etc no tattoo,tire shops etc
- better signage availability easier and cheaper permits
- better traffic management make sure the city is prepared to handle the traffic and infrastructure when the Cleveland Clinic Project is completed need less of a internet monopoly need additional choices ie fiber optic
- business zoning easy on business compared to home owners we pay alot more
- cant leave flyers at my business
- CHRISTMAS PARADE CLOSE STREETS EARLIER THAN NOTIFIED
- City doesn't care about small businesses
- CITY REGULATIONS FOR SIGNAGE
- code compliance needs to be eased up on
- code enforcement is good
- code enforcement and property owners fees are too high no need for fees water billing deposits higher for tenants so landlords aren't paying extra and is the bill isn't paid they should be cut off quickly
- code enforcement trying to force business to move
- could be more synergistic within and between departments
- D/K
- direct line for quicker plan reviews
- dk
- dk
- Don't know- handled by corporation
- DRAINAGE BEHIND OFFICE
- Enforce the stop signs.
- FIX SIGNAGE PROBLEMS TO BE BETTER FOR BUSINESS
- Fix the pot holes.
- FLOW OF TRAFFIC SIGNAGE COMPLIANCE
- freedom to chose trash collection
- i think they need to listen to small business owners in a much better way to lead them to be more successful make it easier for businesses to do their business make more business friendly i think they are more interested in policing and controlling instead of helping people have successful businesses and experience
- improve trash removal customer service
- INFO ON STARTING NEW BUSINESS NEEDS TO BE CLEAR - VERY CONFUSING NOT VERY HELPFUL
- internet services is awful. They always are down.
- keep moving forward for the children and the community continue to give them activities to do
- Keep on top of crime, theft and keep taxes resonable
- KINDER TO NON PROFITS - CODE INFORCEMENT NEED NO CHARGE PAY TO BULK TRASH OR DIFFRENT RATE
- Loosen the window signage regulations.
- make it easier to open and run small business were important too
- MAKE SURE POLICE CALL IF THEY CAN'T GET TO YOU SOON AND CHECK WITH PERSON CALLING
- more attractive the city is the more business
- Need better lighting downtown and lower the speed limit 40 mph is to high
- need better communication w businesses ie CGIC meetings people are not aware
- need better lighting in parking area behind our building dangerous
- need better lighting, longer synchronized lights
- need better website info on water utility
- need business net working
- Need more handicap parking
- need to trim trees need better lighting
- Parking lot needs to have a speed limit. People fly through here and almost hit elderly people
- Parking needs to be improved people can not find parking because there are to many businesses being built in this area.
- people are horrible lower class
- people could do better job at the permit dept have to wait way too long(6mo) to get anything done lazy attitude
- permit dept needs to be less strict we need those signs for marketing purposes
- quite wasting our tax money- Post Office was made for traffic is not good - on Copans and Riverside drive needed turn lane and it is not fixed
- real estate part of business has not done much to keep people and businesses in area
- recycling options but not mandatory
- RED TAPE TO OPEN OR RUN THE BUSINESS INCONSISTANT IN APPLING POLICIES
- relax signage ordinance
- side street repair inconsistency
- sign regulations they wont allow me to put sign up im too far away from street
- SIGNAGE
- SIGNAGE A PROBLEM
- signage charge extra is a problem
- signage created profit for landlords but nothing for businesses
- signage problems
- signage regulations has a limited exposure issue code compliance is too tough and too petty
- signage restrictions
- signage restrictions
- Signage signage signage
- signage,zoning for elderly and handicapped and all the restrictive permits..need to be more business friendly
- signs should be done when store is ready for grand opening not when receive tax
- street lighting entrance to location

Q6. What are two or three issues or suggestions that the City of Coral Springs should address that would have a direct impact on your business? (continued)

- o streets
- o STRIP MALLS ARE BARE NEED TO HAVE NEW BUSINESS MAYBE LOWER RENTS TO FILL
- o Taxes, crime, vacancies in business park and other empty businesses
- o The driveway off Sample into our shopping center has a very sharp turn and without signage it makes it difficult to know you need to turn. Either widen the turn or allow better signage.
- o The entrance off Westview into the shopping center needs a light.
- o the limitation on promotions and what advertising we can do as a business and community member
- o The parks and recs dept should offer businesses annual passes to the parks close to our business. We cant get day passes ahead of time because we dont always know when we are taking the kids to the park.
- o too many unlicensed contractors working out there taking work away from licensed contractors who charge more city needs to enforce for many reasons including safety
- o traffic need to be better organized and coordinated
- o traffic safety in industrial park too many accidents
- o want them to do the downtown thing
- o Waste Pro Trash is awful and needs to be replaced
- o When the City has the Holiday parade, they close down the major streets on a Wednesday. It makes it very difficult to run a business when my customers can't get to me. That is the only complaint I have about the City.
- o wld like info on getting permits for kiosks to promote business
- o Work out issues with industrial park. Address construction downtown ASAP
- o would like to get permit for 2nd entrance to store
- o Zoning very strict

Q7. I am going to read several items that may influence your business's perceptions of the City of Coral Springs. Please rate each item on a scale of 1 to 5 where a 5 means "Very Satisfied" and a 1 means "Very Dissatisfied."

(N=305)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7A. Overall image of the City	56.4%	32.8%	8.2%	1.0%	1.6%	0.0%
Q7B. Overall quality of life	51.8%	32.5%	8.5%	1.6%	0.3%	5.2%
Q7C. Quality of new development in the City	39.3%	28.9%	18.0%	3.3%	1.0%	9.5%
Q7D. Quality of public education	30.6%	28.6%	11.2%	3.6%	1.6%	24.3%
Q7E. Overall feeling of safety	53.8%	34.1%	7.9%	3.6%	0.3%	0.3%

EXCLUDING DON'T KNOW

Q7. I am going to read several items that may influence your business's perceptions of the City of Coral Springs. Please rate each item on a scale of 1 to 5 where a 5 means "Very Satisfied" and a 1 means "Very Dissatisfied." (excluding "don't know")

(N=305)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7A. Overall image of the City	56.4%	32.8%	8.2%	1.0%	1.6%
Q7B. Overall quality of life	54.7%	34.3%	9.0%	1.7%	0.3%
Q7C. Quality of new development in the City	43.5%	31.9%	19.9%	3.6%	1.1%
Q7D. Quality of public education	40.4%	37.8%	14.8%	4.8%	2.2%
Q7E. Overall feeling of safety	53.9%	34.2%	7.9%	3.6%	0.3%

Q8. Using a scale from 1 to 5 where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Coral Springs?

(N=305)

	Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
Q8A. Overall image of the City	47.2%	25.6%	11.5%	1.0%	3.9%	10.8%
Q8B. Low crime rate	51.1%	20.7%	12.1%	0.7%	3.6%	11.8%
Q8C. Quality of local schools	36.4%	21.6%	10.5%	3.3%	11.5%	16.7%
Q8D. Availability of trained employees	31.8%	21.0%	19.3%	3.6%	9.5%	14.8%
Q8E. Level of taxation	28.5%	27.5%	17.0%	3.3%	7.9%	15.7%
Q8F. Access to airports	19.3%	21.6%	17.7%	8.9%	16.7%	15.7%
Q8G. Availability of quality housing and other amenities for senior managers	30.5%	27.9%	14.4%	3.3%	7.5%	16.4%
Q8H. Availability of quality housing and other amenities for employees	28.2%	25.6%	18.7%	3.0%	8.9%	15.7%
Q8I. Proximity of businesses that are important to your business	37.7%	24.6%	11.8%	3.9%	6.9%	15.1%
Q8J. Availability of libraries, arts, and cultural amenities	26.2%	21.6%	19.7%	4.9%	12.5%	15.1%
Q8K. Attitude of local government toward business	37.4%	25.6%	15.7%	1.6%	5.9%	13.8%
Q8L. Availability of telecommunications, utilities and other infrastructure	43.9%	21.3%	13.1%	2.6%	6.2%	12.8%
Q8M. Availability of parks and open space	32.8%	21.3%	15.1%	6.2%	9.5%	15.1%
Q8N. Access to Sawgrass Expressway	44.9%	20.7%	11.8%	3.0%	5.6%	14.1%

EXCLUDING DON'T KNOW

Q8. Using a scale from 1 to 5 where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Coral Springs? (excluding "don't know")

(N=305)

	Extremely Important	Very Important	Important	Less Important	Not Important
Q8A. Overall image of the City	52.9%	28.7%	12.9%	1.1%	4.4%
Q8B. Low crime rate	58.0%	23.4%	13.8%	0.7%	4.1%
Q8C. Quality of local schools	43.7%	26.0%	12.6%	3.9%	13.8%
Q8D. Availability of trained employees	37.3%	24.6%	22.7%	4.2%	11.2%
Q8E. Level of taxation	33.9%	32.7%	20.2%	3.9%	9.3%
Q8F. Access to airports	23.0%	25.7%	21.0%	10.5%	19.8%
Q8G. Availability of quality housing and other amenities for senior managers	36.5%	33.3%	17.3%	3.9%	9.0%
Q8H. Availability of quality housing and other amenities for employees	33.5%	30.4%	22.2%	3.5%	10.5%
Q8I. Proximity of businesses that are important to your business	44.4%	29.0%	13.9%	4.6%	8.1%
Q8J. Availability of libraries, arts, and cultural amenities	30.9%	25.5%	23.2%	5.8%	14.7%
Q8K. Attitude of local government toward business	43.3%	29.7%	18.3%	1.9%	6.8%
Q8L. Availability of telecommunications, utilities and other infrastructure	50.4%	24.4%	15.0%	3.0%	7.1%
Q8M. Availability of parks and open space	38.6%	25.1%	17.8%	7.3%	11.2%
Q8N. Access to Sawgrass Expressway	52.3%	24.0%	13.7%	3.4%	6.5%

Q9. Which THREE of the reasons will have the most impact on your business's decision to stay in the City of Coral Springs for the next 10 years?

Q9. Which THREE of the reasons will have the most impact on your business's decision to stay in the City of Coral Springs for the next 10 years? 1st choice

	Number	Percent
Overall image of the City	24	7.9 %
Low crime rate	44	14.4 %
Quality of local schools	4	1.3 %
Availability of trained employees	5	1.6 %
Level of taxation	3	1.0 %
Access to airports	2	0.7 %
Availability of quality housing and other amenities for senior managers	8	2.6 %
Proximity of businesses that are important to your business	19	6.2 %
Availability of libraries, arts, and cultural amenities	5	1.6 %
Attitude of local government toward business	9	3.0 %
Availability of telecommunications, utilities and other infrastructure	14	4.6 %
Availability of parks and open space	1	0.3 %
Access to Sawgrass Expressway	47	15.4 %
None Chosen	120	39.3 %
Total	305	100.0 %

Q9. 2nd choice

	Number	Percent
Overall image of the City	15	4.9 %
Low crime rate	36	11.8 %
Quality of local schools	12	3.9 %
Availability of trained employees	6	2.0 %
Level of taxation	8	2.6 %
Access to airports	3	1.0 %
Availability of quality housing and other amenities for senior managers	2	0.7 %
Availability of quality housing and other amenities for employees	4	1.3 %
Proximity of businesses that are important to your business	17	5.6 %
Availability of libraries, arts, and cultural amenities	3	1.0 %
Attitude of local government toward business	10	3.3 %
Availability of telecommunications, utilities and other infrastructure	16	5.2 %
Availability of parks and open space	7	2.3 %
Access to Sawgrass Expressway	16	5.2 %
None Chosen	150	49.2 %
Total	305	100.0 %

Q9. 3rd choice

	Number	Percent
Overall image of the City	10	3.3 %
Low crime rate	14	4.6 %
Quality of local schools	7	2.3 %
Availability of trained employees	3	1.0 %
Level of taxation	6	2.0 %
Access to airports	1	0.3 %
Availability of quality housing and other amenities for senior managers	2	0.7 %
Availability of quality housing and other amenities for employees	5	1.6 %
Proximity of businesses that are important to your business	20	6.6 %
Availability of libraries, arts, and cultural amenities	5	1.6 %
Attitude of local government toward business	8	2.6 %
Availability of telecommunications, utilities and other infrastructure	18	5.9 %
Availability of parks and open space	2	0.7 %
Access to Sawgrass Expressway	12	3.9 %
None Chosen	192	63.0 %
Total	305	100.0 %

Q9. Which THREE of the reasons will have the most impact on your business's decision to stay in the City of Coral Springs for the next 10 years? (sum of the top 3 choices)

Q9. Which THREE of the reasons will have the most impact on your business's decision to stay in the City of Coral Springs for the next 10 years?	Number	Percent
Overall image of the City	49	16.1 %
Low crime rate	94	30.8 %
Quality of local schools	23	7.5 %
Availability of trained employees	14	4.6 %
Level of taxation	17	5.6 %
Access to airports	6	2.0 %
Availability of quality housing and other amenities for senior managers	12	3.9 %
Availability of quality housing and other amenities for employees	9	3.0 %
Proximity of businesses that are important to your business	56	18.4 %
Availability of libraries, arts, and cultural amenities	13	4.3 %
Attitude of local government toward business	27	8.9 %
Availability of telecommunications, utilities and other infrastructure	48	15.7 %
Availability of parks and open space	10	3.3 %
Access to Sawgrass Expressway	75	24.6 %
None Chosen	143	46.9 %
Total	596	

Q10. Using a scale of 1 to 5 where a "5" is "Very Satisfied" and a "1" is "Very Dissatisfied," please indicate how satisfied your business is with the City of Coral Springs in the following areas.

(N=305)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10A. Retain existing businesses in Coral Springs	33.8%	30.8%	15.7%	5.6%	3.9%	10.2%
Q10B. Attract new businesses to Coral Springs	28.5%	30.2%	18.4%	6.9%	2.6%	13.4%
Q10C. Support business growth and development	25.2%	31.8%	15.4%	8.2%	4.9%	14.4%
Q10D. City efforts at maintaining the quality of neighborhoods	38.7%	35.4%	13.4%	2.6%	1.3%	8.5%
Q10E. Provide lighting in commercial areas	38.7%	37.7%	11.5%	4.3%	3.6%	4.3%
Q10F. Support the availability of customer parking	33.4%	35.4%	16.4%	4.9%	2.6%	7.2%
Q10G. Ease traffic congestion	26.2%	40.7%	22.6%	5.2%	2.6%	2.6%
Q10H. Work on road conditions	29.8%	45.2%	18.0%	2.6%	2.3%	2.0%
Q10I. Create attractions/events to bring residents from surrounding cities to Coral Springs	34.8%	32.5%	14.4%	5.2%	2.3%	10.8%
Q10J. Clean city streets & public areas	53.1%	38.4%	5.9%	0.3%	1.3%	1.0%
Q10K. Litter collection on city streets	50.2%	37.0%	8.2%	1.0%	1.0%	2.6%

EXCLUDING DON'T KNOW

Q10. Using a scale of 1 to 5 where a "5" is "Very Satisfied" and a "1" is "Very Dissatisfied," please indicate how satisfied your business is with the City of Coral Springs in the following areas (excluding "don't know").

(N=305)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10A. Retain existing businesses in Coral Springs	37.6%	34.3%	17.5%	6.2%	4.4%
Q10B. Attract new businesses to Coral Springs	33.0%	34.8%	21.2%	8.0%	3.0%
Q10C. Support business growth and development	29.5%	37.2%	18.0%	9.6%	5.7%
Q10D. City efforts at maintaining the quality of neighborhoods	42.3%	38.7%	14.7%	2.9%	1.4%
Q10E. Provide lighting in commercial areas	40.4%	39.4%	12.0%	4.5%	3.8%
Q10F. Support the availability of customer parking	36.0%	38.2%	17.7%	5.3%	2.8%
Q10G. Ease traffic congestion	26.9%	41.8%	23.2%	5.4%	2.7%
Q10H. Work on road conditions	30.4%	46.2%	18.4%	2.7%	2.3%
Q10I. Create attractions/events to bring residents from surrounding cities to Coral Springs	39.0%	36.4%	16.2%	5.9%	2.6%
Q10J. Clean city streets & public areas	53.6%	38.7%	6.0%	0.3%	1.3%
Q10K. Litter collection on city streets	51.5%	38.0%	8.4%	1.0%	1.0%

Q11. Thinking generally about the City of Coral Springs, how likely would you be to recommend Coral Springs as a business location to friends, family and co-workers?

Q11. Thinking generally about the City of Coral Springs, how likely would you be to recommend Coral Springs as a business location to friends, family and co-workers?	Number	Percent
Very likely	177	58.0 %
Likely	72	23.6 %
Somewhat likely	29	9.5 %
Not likely	9	3.0 %
Not likely at all	13	4.3 %
Don't know	5	1.6 %
Total	305	100.0 %

EXCLUDING DON'T KNOW

Q11. Thinking generally about the City of Coral Springs, how likely would you be to recommend Coral Springs as a business location to friends, family and co-workers? (excluding "don't know")

Q11. Thinking generally about the City of Coral Springs, how likely would you be to recommend Coral Springs as a business location to friends, family and co-workers?	Number	Percent
Very likely	177	59.0 %
Likely	72	24.0 %
Somewhat likely	29	9.7 %
Not likely	9	3.0 %
Not likely at all	13	4.3 %
Total	300	100.0 %

Q12. How would you rate the physical appearance of the area where your business is located?

Q12. How would you rate the physical appearance of the area where your business is located?	Number	Percent
Excellent	145	47.5 %
Good	113	37.0 %
Average	40	13.1 %
Poor	6	2.0 %
Don't know	1	0.3 %
Total	305	100.0 %

EXCLUDING DON'T KNOW

Q12. How would you rate the physical appearance of the area where your business is located? (excluding "don't know")

Q12. How would you rate the physical appearance of the area where your business is located?	Number	Percent
Excellent	145	47.7 %
Good	113	37.2 %
Average	40	13.2 %
Poor	6	2.0 %
Total	304	100.0 %

Q13. Using a scale of 1 to 5 where a "5" is "Excellent" and a "1" is "Poor," please rate the labor pool in the City of Coral Springs in the following areas:

(N=305)

	Excellent	Good	Average	Below Average	Poor	Don't know
Q13A. Quality of Labor	23.6%	34.1%	19.3%	4.9%	2.3%	15.7%
Q13B. Availability of labor	22.3%	28.9%	19.0%	7.9%	1.0%	21.0%
Q13C. Stability of the City's labor force	23.0%	31.1%	19.3%	4.6%	1.0%	21.0%
Q13D. Attitude of employees	24.3%	32.8%	20.3%	4.9%	1.6%	16.1%
Q13E. Productivity of the workforce	22.3%	35.4%	18.4%	2.6%	1.3%	20.0%

EXCLUDING DON'T KNOW

Q13. Using a scale of 1 to 5 where a "5" is "Excellent" and a "1" is "Poor," please rate the labor pool in the City of Coral Springs in the following areas: (excluding "don't know")

(N=305)

	Excellent	Good	Average	Below Average	Poor
Q13A. Quality of Labor	28.0%	40.5%	23.0%	5.8%	2.7%
Q13B. Availability of labor	28.2%	36.5%	24.1%	10.0%	1.2%
Q13C. Stability of the City's labor force	29.0%	39.4%	24.5%	5.8%	1.2%
Q13D. Attitude of employees	28.9%	39.1%	24.2%	5.9%	2.0%
Q13E. Productivity of the workforce	27.9%	44.3%	23.0%	3.3%	1.6%

Q14. Has your business used the Coral Springs City website?

Q14. Has your business used the Coral Springs City website?	Number	Percent
Yes	145	47.5 %
No	144	47.2 %
Don't Know	16	5.2 %
Total	305	100.0 %

Q15. Using a scale of 1 to 5 where a "5" is "Very Satisfied" and a "1" is "Very Dissatisfied," please rate your satisfaction with the following:

(N=305)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15A. The availability of information about city programs & services	35.1%	34.8%	14.4%	1.6%	2.0%	12.1%
Q15B. City efforts to keep you informed about local issues	31.1%	32.5%	12.8%	4.3%	4.9%	14.4%
Q15C. City website www.CoralSprings.org	31.1%	18.0%	7.5%	1.3%	1.3%	40.7%
Q15D. www.WorkCoralSprings.org	9.8%	7.5%	1.3%	1.6%	0.7%	79.0%
Q15E. www.csbizassist.org	6.2%	5.6%	1.0%	2.3%	1.0%	83.9%
Q15F. www.businessENews.org	7.2%	5.9%	0.3%	1.6%	1.3%	83.6%
Q15G. Under the Sun magazine	21.6%	18.0%	10.2%	3.3%	1.0%	45.9%

EXCLUDING DON'T KNOW

Q15. Using a scale of 1 to 5 where a "5" is "Very Satisfied" and a "1" is "Very Dissatisfied," please rate your satisfaction with the following: (excluding "don't know")

(N=305)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15A. The availability of information about city programs & services	39.9%	39.6%	16.4%	1.9%	2.2%
Q15B. City efforts to keep you informed about local issues	36.4%	37.9%	14.9%	5.0%	5.7%
Q15C. City website www.CoralSprings.org	52.5%	30.4%	12.7%	2.2%	2.2%
Q15D. www.WorkCoralSprings.org	46.9%	35.9%	6.3%	7.8%	3.1%
Q15E. www.csbizassist.org	38.8%	34.7%	6.1%	14.3%	6.1%
Q15F. www.businessENews.org	44.0%	36.0%	2.0%	10.0%	8.0%
Q15G. Under the Sun magazine	40.0%	33.3%	18.8%	6.1%	1.8%

Q16. Please tell me the best ways for the City of Coral Springs to communicate with your business or get important information to your business:

Q16. Best ways for the City of Coral Springs to communicate with your business	Number	Percent
Direct mail	162	53.1 %
City website	38	12.5 %
Emails	177	58.0 %
City TV (Channel 25 on Advanced Cable or 99 U-Verse)	13	4.3 %
Business forums	15	4.9 %
Workshops	12	3.9 %
Brochures	28	9.2 %
Personal calls	87	28.5 %
Newsletters	57	18.7 %
e HelpDesk	12	3.9 %
Social Media (Facebook, Twitter, YouTube, etc.)	64	21.0 %
Other	12	3.9 %
Don't know	146	47.9 %
Total	823	

Q17. Overall, how would you rate the job the City of Coral Springs does in communicating with business owners and managers?

Q17. Overall, how would you rate the job the City of Coral Springs does in communicating with business owners and managers? Would you say the City is doing a	Number	Percent
Very good	80	26.2 %
Good	136	44.6 %
Poor	37	12.1 %
Very poor	19	6.2 %
Don't know	33	10.8 %
Total	305	100.0 %

EXCLUDING DON'T KNOW

Q17. Overall, how would you rate the job the City of Coral Springs does in communicating with business owners and managers? (excluding "don't know")

Q17. Overall, how would you rate the job the City of Coral Springs does in communicating with business owners and managers? Would you say the City is doing a	Number	Percent
Very good	80	29.4 %
Good	136	50.0 %
Poor	37	13.6 %
Very poor	19	7.0 %
Total	272	100.0 %

Q18. If you had a complaint or comment to make about City services to your business, would you know who to call or where to go?

Q18. If you had a complaint or comment to make about City services to your business, would you know who to call or where to go?	Number	Percent
Yes	205	67.2 %
No	90	29.5 %
Don't know	10	3.3 %
Total	305	100.0 %

Q19. Would you be interested in conducting business with the City of Coral Springs on-line?

Q19. Would you be interested in conducting business with the City of Coral Springs On-Line?	Number	Percent
Yes	149	48.9 %
No	127	41.6 %
Don't know	29	9.5 %
Total	305	100.0 %

Q19a. If YES to Q19, please indicate if you would be interested in using any of the following City services if they were offered on-line?

Q19a (A). Applying for City permits	Number	Percent
Yes	135	90.6 %
No	13	8.7 %
Not provided	1	0.7 %
Total	149	100.0 %

Q19a (B). Paying City bills	Number	Percent
Yes	138	92.6 %
No	10	6.7 %
Not provided	1	0.7 %
Total	149	100.0 %

Q20. Based on what you know or have heard, are the City of Coral Springs' property taxes higher, lower, or about the same as surrounding communities?

Q20. Based on what you know or have heard, are the City of Coral Springs' property taxes higher, lower, or about the same as surrounding communities?	Number	Percent
Higher	107	35.1 %
Lower	9	3.0 %
About the same	111	36.4 %
Don't know	78	25.6 %
Total	305	100.0 %

Q21. For your business, which statement best describes how you feel about the taxes you pay to the City of Coral Springs, either directly or included in your rent?

Q21. For your business, which statement best describes how you feel about the taxes you pay to the City of Coral Springs, either directly or included in your rent? Would you say	Number	Percent
Property taxes are too high for the quality of City services that I am receiving	50	16.4 %
Property taxes are high, but the City is providing more services at a higher quality than I expect	38	12.5 %
Property taxes are just right for the amount and quality of City services that I am receiving	135	44.3 %
Property taxes are too low for the amount and quality of City services that I am receiving	8	2.6 %
Don't know	74	24.3 %
Total	305	100.0 %

EXCLUDING DON'T KNOW

Q21. For your business, which statement best describes how you feel about the taxes you pay to the City of Coral Springs, either directly or included in your rent? (excluding "don't know")

Q21. For your business, which statement best describes how you feel about the taxes you pay to the City of Coral Springs, either directly or included in your rent? Would you say	Number	Percent
Property taxes are too high for the quality of City services that I am receiving	50	21.6 %
Property taxes are high, but the City is providing more services at a higher quality than I expect	38	16.5 %
Property taxes are just right for the amount and quality of City services that I am receiving	135	58.4 %
Property taxes are too low for the amount and quality of City services that I am receiving	8	3.5 %
Total	231	100.0 %

Q22. Please indicate whether you think each of the following events have a positive, negative or no impact on the City.

(N=305)

	Positive	No Impact	Negative	Don't know
Q22A. Festival of the Arts	83.6%	10.5%	0.0%	5.9%
Q22B. Farmer's Market	80.0%	11.5%	0.0%	8.5%
Q22C. Holiday Parade	81.6%	10.8%	2.6%	4.9%
Q22D. Our Town	68.9%	11.8%	1.0%	18.4%
Q22E. Krueel Classic (basketball tournament)	56.7%	13.4%	1.3%	28.5%
Q22F. Half Marathon/Race for Women s Wellness	73.1%	9.5%	0.0%	17.4%

EXCLUDING DON'T KNOW

Q22. Please indicate whether you think each of the following events have a positive, negative or no impact on the City (excluding "don't know").

(N=305)

	Positive	No Impact	Negative
Q22A. Festival of the Arts	88.9%	11.1%	0.0%
Q22B. Farmer's Market	87.5%	12.5%	0.0%
Q22C. Holiday Parade	85.9%	11.4%	2.8%
Q22D. Our Town	84.3%	14.5%	1.2%
Q22E. Krueel Classic (basketball tournament)	79.4%	18.8%	1.8%
Q22F. Half Marathon/Race for Women s Wellness	88.5%	11.5%	0.0%

Q23. Using a scale of 1 to 5 where a "5" is "Very Satisfied" and a "1" is "Very Dissatisfied," please rate your satisfaction with the following City codes and regulations.

(N=305)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q23A. Zoning codes	17.0%	20.0%	12.5%	3.6%	4.6%	42.3%
Q23B. Landscaping codes	26.6%	18.7%	11.1%	3.6%	3.0%	37.0%
Q23C. Requirement for proper business appearance maintenance	21.3%	27.9%	10.2%	2.3%	2.3%	36.1%
Q23D. Business signage regulations	15.1%	20.0%	15.1%	8.5%	13.1%	28.2%
Q23E. Business parking regulations	18.7%	24.3%	13.4%	3.6%	3.0%	37.0%
Q23F. Trash disposal regulations	24.6%	23.0%	12.8%	3.6%	1.3%	34.8%
Q23G. Paint color regulations	18.0%	21.3%	12.1%	3.6%	3.9%	41.0%

EXCLUDING DON'T KNOW**Q23. Using a scale of 1 to 5 where a "5" is "Very Satisfied" and a "1" is "Very Dissatisfied," please rate your satisfaction with the following City codes and regulations (excluding "don't know")**

(N=305)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q23A. Zoning codes	29.5%	34.7%	21.6%	6.3%	8.0%
Q23B. Landscaping codes	42.2%	29.7%	17.7%	5.7%	4.7%
Q23C. Requirement for proper business appearance maintenance	33.3%	43.6%	15.9%	3.6%	3.6%
Q23D. Business signage regulations	21.0%	27.9%	21.0%	11.9%	18.3%
Q23E. Business parking regulations	29.7%	38.5%	21.4%	5.7%	4.7%
Q23F. Trash disposal regulations	37.7%	35.2%	19.6%	5.5%	2.0%
Q23G. Paint color regulations	30.6%	36.1%	20.6%	6.1%	6.7%

Q24. Do you presently have a recycling program?

Q24. Do you presently have a recycling program?	Number	Percent
Yes	165	54.1 %
No	124	40.7 %
Don't know	16	5.2 %
Total	305	100.0 %

Q25. Is your business a member of the Coral Springs Chamber of Commerce?

Q25. Is your business a member of the Coral Springs Chamber of Commerce?	Number	Percent
Yes	72	23.6 %
No	182	59.7 %
Don't know	51	16.7 %
Total	305	100.0 %

Q26. Does your business own or rent/lease the facility where your business is located?

Q26. Does your business own or rent/lease the facility where your business is located?	Number	Percent
Own	98	32.1 %
Rent/lease	193	63.3 %
Don't know	14	4.6 %
Total	305	100.0 %

Q27. How many full-time employees does your business currently employ?

Q27. How many full-time employees does your business currently employ?	Number	Percent
1-5 employees	124	40.7 %
6-9 employees	72	23.6 %
10-24 employees	67	22.0 %
25-49 employees	22	7.2 %
50-99 employees	6	2.0 %
100 or more employees	8	2.6 %
Don't know	6	2.0 %
Total	305	100.0 %

Q27. How many part-time employees does your business currently employ?

Q27. How many part-time employees does your business currently employ?	Number	Percent
None	85	27.9 %
1-5 employees	102	33.4 %
6-9 employees	14	4.6 %
10-24 employees	20	6.6 %
25-49 employees	5	1.6 %
50 or more employees	3	1.0 %
Don't know/Varies	76	24.9 %
Total	305	100.0 %

Q28. How many years has your business been in Coral Springs?

Q28. How many years has your business been in Coral Springs?	Number	Percent
5 years or less	68	22.3 %
6 to 10 years	64	21.0 %
11 to 15 years	46	15.1 %
16 to 20 years	42	13.8 %
21 to 30 years	54	17.7 %
31+ years	25	8.2 %
Don't know	6	2.0 %
Total	305	100.0 %

Q29. What type of business is your establishment?

Q29. What type of business is your establishment?	Number	Percent
Eating and drinking establishment	15	4.9 %
Retail establishment	60	19.7 %
Small office	19	6.2 %
Real estate management	13	4.3 %
Real estate sales	8	2.6 %
Wholesale	1	0.3 %
Medical	42	13.8 %
Gas station	1	0.3 %
Amusement/recreation	6	2.0 %
Grocer	1	0.3 %
Church/religious organization	5	1.6 %
Manufacturing	6	2.0 %
Wholesale/distribution	7	2.3 %
Something else	121	39.7 %
Total	305	100.0 %

Q30. Does your business have workforce training needs that are not being met?

Q30. Does your business have workforce training needs that are not being met?	Number	Percent
Yes	3	1.0 %
No	294	96.4 %
Don't know	8	2.6 %
Total	305	100.0 %

Q30a. If YES to Question 30, what needs are not being met?

Q30a IF YES What needs are not being met

change the staff
 hiring trained responsible people
 they send referrals to you but never f/u to see if they showed up

Q31. What is the approximate annual revenue (in thousands) of your business at this location?

Q31. What is the approximate annual revenue of your business at this location?	Number	Percent
Less than \$100,000	14	4.6 %
\$100,000 to \$299,999	9	3.0 %
\$300,000 to \$499,999	9	3.0 %
\$500,000 to \$999,999	27	8.9 %
\$1,000,000 to \$2,000,000	23	7.5 %
More than \$2,000,000	16	5.2 %
Don't know	105	34.4 %
Preferred not to answer	102	33.4 %
Total	305	100.0 %

Q33. Is your business currently classified by the government as an MBE (Minority Business Enterprise), WBE (Women Owned Business) or SBE (Small Business Enterprise)?

Q33. Is your business currently classified by the government as an MBE (Minority Business Enterprise), WBE (Women Owned Business) or SBE (Small Business Enterprise)?	Number	Percent
Yes, MBE	12	3.9 %
Yes, WBE	17	5.6 %
Yes, SBE	80	26.2 %
Combination	10	3.3 %
None of these	129	42.3 %
Don't know	57	18.7 %
Total	305	100.0 %

Q34. In the next 12 months, is your business considering any of the following?

Q34. In the next 12 months, is your business considering any of the following?	Number	Percent
Expanding your business in Coral Springs	48	15.7 %
Relocating to another location in Coral Springs	10	3.3 %
Relocating to another location outside Coral Springs	9	3.0 %
Downsizing	5	1.6 %
Closing	5	1.6 %
Don't know	20	6.6 %
None of these	208	68.2 %
Total	305	100.0 %

Q34a. If relocating outside the City, why?

Q34a If relocating outside the City as

-
- better arrangement, parking and better business neighbors
 - Business was sold outside of Coral Springs
 - City is not headed in the right direction for businesses is not business oriented.
 - Not sure but not in Coral Springs
 - Pompano
 - rules and waste are disgraceful - cost of doing business is too high
 - taxes and at&t bus internet services are very limited and very slow
 - we were forced to downsize due to city zoning regulations

Q35. Which of the following six sectors best describes where your business is located in Coral Springs?

Q35. Which of the following six sectors best describes where your business is located in Coral Springs?	Number	Percent
Northside	85	27.9 %
Center West	45	14.8 %
Southwest	36	11.8 %
Northeast	21	6.9 %
Town Center	18	5.9 %
Southeast	17	5.6 %
Don't know	83	27.2 %
Total	305	100.0 %

Section 4:
Survey Instrument

2016 City of Coral Springs Community Survey Business Survey

Interviewer: _____

Date: _____

Business Name: _____

Phone: _____

Hello. My name is _____. I am calling from ETC Institute on behalf of the City of Coral Springs. The reason I am calling is to get input from business owners and senior managers to help improve the quality of City services. Could I speak to the owner or a senior manager in your organization? [Once you are speaking with a senior manager or owner of the business, continue]

COMMUNITY SERVICE SATISFACTION

1. I am going to read a number of specific services, City departments, or programs. Please tell me if your business has used the service, department, or program over the past two years. If your business has used the service, I'll ask you to rate the service using a scale of one to five where a "5" means very satisfied and a "1" means very dissatisfied.

<i>Has your business used this service, dept. or program over the past 2 years?</i>			Department/Service/Program	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	YES	NO	Building Division Permits	5	4	3	2	1	9
B.	YES	NO	Building Inspections	5	4	3	2	1	9
C.	YES	NO	Fire Inspection	5	4	3	2	1	9
D.	YES	NO	Building Division Call Center	5	4	3	2	1	9
E.	YES	NO	Zoning	5	4	3	2	1	9
F.	YES	NO	Community Development	5	4	3	2	1	9
G.	YES	NO	Business Tax	5	4	3	2	1	9
H.	YES	NO	Code Compliance	5	4	3	2	1	9
I.	YES	NO	Emergency Paramedics	5	4	3	2	1	9
J.	YES	NO	Police Department	5	4	3	2	1	9
K.	YES	NO	Police Traffic Enforcement	5	4	3	2	1	9
L.	YES	NO	Planning	5	4	3	2	1	9
M.	YES	NO	Streets Maintenance	5	4	3	2	1	9
N.	YES	NO	Street Drainage	5	4	3	2	1	9
O.	YES	NO	Trash Collection Services	5	4	3	2	1	9
P.	YES	NO	Water Billing	5	4	3	2	1	9

1a. If "dissatisfied" or "very dissatisfied" with any item in Question 1, please explain why: _____

2. Which **THREE** of the services, City departments or programs listed above are most important to your business? [Write in the letters below using the letters from the list in Question 1 above.]

1st. _____ 2nd. _____ 3rd. _____

3. Overall, how would you rate the City of Coral Springs' customer service? Would you say it is...

- | | |
|------------------|--------------------------|
| ___(1) Very good | [Do not read DON'T |
| ___(2) Good | KNOW/UNSURE] |
| ___(3) Poor | ___(9) Don't know/Unsure |
| ___(4) Very Poor | |

4. In general, how satisfied are you with the overall quality of services provided by the City of Coral Springs? Would you say the quality of services provided is...

- | | |
|--|--|
| ___(1) Significantly higher than your expectations | ___(4) Below your expectations |
| ___(2) Higher than your expectations | ___(5) Significantly below your expectations |
| ___(3) Expectations met | ___(9) Don't know/Unsure |

PERCEPTIONS OF CORAL SPRINGS

5. Which of the following best describes the overall business atmosphere in Coral Springs today, compared to two years ago...

- | | |
|----------------------------|--------------------------|
| ___(1) Better | ___(4) Worse |
| ___(2) No change, but good | ___(9) Don't know/Unsure |
| ___(3) No change, but poor | |

6. And, what are two or three issues or suggestions that the City of Coral Springs should address that would have a direct impact on your business?

7. I am going to read several items that may influence your business's perceptions of the City of Coral Springs. Please rate each item on a scale of 1 to 5 where a 5 means "Very Satisfied" and a 1 means "Very Dissatisfied."

How Satisfied Is Your Business With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall image of the City	5	4	3	2	1	9
B. Overall quality of life	5	4	3	2	1	9
C. Quality of new development in the City	5	4	3	2	1	9
D. Quality of public Education	5	4	3	2	1	9
E. Overall feeling of safety	5	4	3	2	1	9

7a. If "dissatisfied" or "very dissatisfied" with any item in Question 7, please explain why: _____

8. Using a scale from 1 to 5 where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Coral Springs?

Reason	Extremely Important	Very Important	Important	Less Important	Not Important
A. Overall image of the City	5	4	3	2	1
B. Low crime rate	5	4	3	2	1
C. Quality of local schools	5	4	3	2	1
D. Availability of trained employees	5	4	3	2	1
E. Level of taxation	5	4	3	2	1
F. Access to airports	5	4	3	2	1
G. Availability of quality housing and other amenities for senior managers	5	4	3	2	1
H. Availability of quality housing and other amenities for employees	5	4	3	2	1
I. Proximity of businesses that are important to your business	5	4	3	2	1
J. Availability of libraries, arts, and cultural amenities	5	4	3	2	1
K. Attitude of local government toward business	5	4	3	2	1
L. Availability of telecommunications, utilities and other infrastructure	5	4	3	2	1
M. Availability of parks and open space	5	4	3	2	1
N. Access to Sawgrass Expressway	5	4	3	2	1

9. Which **THREE** of the reasons I just read will have the most impact on your business's decision to stay in the City of Coral Springs for the next 10 years? [Please write in the letters below using the letters from the list in Question 8 above.] 1st. _____ 2nd. _____ 3rd. _____

10. Using a scale of 1 to 5 where a "5" is "Very Satisfied" and a "1" is "Very Dissatisfied," please indicate how satisfied your business is with the City of Coral Springs in the following areas.

How Satisfied Is Your Business With the City's Efforts to:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Retain existing businesses in Coral Springs	5	4	3	2	1	9
B. Attract new businesses to Coral Springs	5	4	3	2	1	9
C. Support business growth and development	5	4	3	2	1	9
D. City efforts at maintaining the quality of neighborhoods	5	4	3	2	1	9
E. Provide lighting in commercial areas	5	4	3	2	1	9
F. Support the availability of customer parking	5	4	3	2	1	9
G. Ease traffic congestion	5	4	3	2	1	9
H. Work on road conditions	5	4	3	2	1	9
I. Create attractions/events to bring residents from surrounding cities to Coral Springs	5	4	3	2	1	9
J. Clean city streets & public areas	5	4	3	2	1	9
K. Litter collection on city streets	5	4	3	2	1	9

11. **Thinking generally about the City of Coral Springs, how likely would you be to recommend Coral Springs as a business location to friends, family and co-workers?**

- (1) Very likely
- (2) Likely
- (3) Somewhat likely
- (4) Not likely
- (5) Not likely at all
- (9) Don't know

12. **How would you rate the physical appearance of the area where your business is located?**

- (1) Excellent
- (2) Good
- (3) Average
- (4) Poor
- (9) Don't know

13. **Using a scale of 1 to 5 where a “5” is “Excellent” and a “1” is “Poor,” please rate the labor pool in the City of Coral Springs in the following areas:**

Area Rated	Excellent	Good	Average	Below Average	Poor	Don't Know
A. Quality of labor	5	4	3	2	1	9
B. Availability of labor	5	4	3	2	1	9
C. Stability of the City's labor force	5	4	3	2	1	9
D. Attitude of employees	5	4	3	2	1	9
E. Productivity of the workforce	5	4	3	2	1	9

COMMUNICATIONS

14. **Has your business used the Coral Springs City website?**

- (1) Yes
- (2) No
- (3) DK/Unsure

15. **Using a scale of 1 to 5 where a “5” is “Very Satisfied” and a “1” is “Very Dissatisfied,” please rate your satisfaction with the following:**

Area Rated	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The availability of information about city programs & services	5	4	3	2	1	9
B. City efforts to keep you informed about local issues	5	4	3	2	1	9
C. City website www.CoralSprings.org	5	4	3	2	1	9
D. www.WorkCoralSprings.org	5	4	3	2	1	9
E. www.csbizassist.org	5	4	3	2	1	9
F. www.businessENews.org	5	4	3	2	1	9
G. Under the Sun magazine	5	4	3	2	1	9

16. Please tell me the best ways for the City of Coral Springs to communicate with your business or get important information to your business?

[INTERVIEWERS: Accept multiple responses]

- | | |
|---|--|
| <input type="checkbox"/> (01) Direct Mail | <input type="checkbox"/> (08) Personal calls |
| <input type="checkbox"/> (02) City website | <input type="checkbox"/> (09) Newsletters |
| <input type="checkbox"/> (03) Emails | <input type="checkbox"/> (10) e HelpDesk |
| <input type="checkbox"/> (04) City TV (Channel 25 on
Advanced Cable or 99 U-Verse) | <input type="checkbox"/> (11) Social Media (Facebook,
Twitter, YouTube, etc.) |
| <input type="checkbox"/> (05) Business Forums | <input type="checkbox"/> (16) Other: _____ |
| <input type="checkbox"/> (06) Workshops | <input type="checkbox"/> (99) Don't Know/Unsure |
| <input type="checkbox"/> (07) Brochures | |

17. Overall, how would you rate the job the City of Coral Springs does in communicating with business owners and managers? Would you say the City is doing a...

- | | |
|--|--|
| <input type="checkbox"/> (1) Very good | <input type="checkbox"/> (4) Very poor |
| <input type="checkbox"/> (2) Good | <input type="checkbox"/> (9) Don't know/Unsure |
| <input type="checkbox"/> (3) Poor | |

19. If you had a complaint or comment to make about City services to your business, would you know who to call or where to go?

- (1) Yes (2) No (3) DK/Unsure

ON-LINE CITY SERVICES

20. Would you be interested in conducting business with the City of Coral Springs On-Line?

- (1) Yes [ask 20a-b] (2) No [go to Q21] (3) DK/Unsure [go to Q21]

20a. IF YES to Q20: Please indicate if you would be interested in using any of the following City services if they were offered on-line?

(A) Applying for City permitsYES NO

(B) Paying City billsYES NO

(C) Other (please list): _____

TAXES

21. Based on what you know or have heard, are the City of Coral Springs' property taxes higher, lower, or about the same as surrounding communities?

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> (1) Higher | <input type="checkbox"/> (3) About the same |
| <input type="checkbox"/> (2) Lower | <input type="checkbox"/> (9) Don't know/Unsure |

22. For your business, which statement best describes how you feel about the taxes you pay to the City of Coral Springs, either directly or included in your rent? Would you say...

- (1) Property taxes are too high for the quality of City services that I am receiving
- (2) Property taxes are high, but the City is providing more services at a higher quality than I expect
- (3) Property taxes are just right for the amount and quality of City services that I am receiving
- (4) Property taxes are too low for the amount and quality of City services that I am receiving
- (9) Don't know/Unsure

CITY EVENTS

23. Please indicate whether you think each of the following events have a positive, negative or no impact on the City.

Event	Positive	No Impact	Negative	Don't Know
A. Festival of the Arts	3	2	1	9
B. Farmer's Market	3	2	1	9
C. Holiday Parade	3	2	1	9
D. Our Town	3	2	1	9
E. Krueel Classic (basketball tournament)	3	2	1	9
F. Half Marathon/Race for Women's Wellness	3	2	1	9

CITY CODES

24. Using a scale of 1 to 5 where a "5" is "Very Satisfied" and a "1" is "Very Dissatisfied," please rate your satisfaction with the following City codes and regulations.

How Satisfied Is Your Business With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Zoning codes	5	4	3	2	1	9
B. Landscaping codes	5	4	3	2	1	9
C. Requirement for proper business appearance maintenance	5	4	3	2	1	9
D. Business signage regulations	5	4	3	2	1	9
E. Business parking regulations	5	4	3	2	1	9
F. Trash disposal regulations	5	4	3	2	1	9
G. Paint color regulations	5	4	3	2	1	9

24h. If your business was dissatisfied with any of the items I just mentioned, can you briefly explain the reason your business is dissatisfied:

25. Do you presently have a recycling program?

- (1) Yes (2) No (3) DK/Unsure

DEMOGRAPHICS

26. Is your business a member of the Coral Springs Chamber of Commerce?

___(1) Yes ___(2) No ___(3) DK/Unsure

27. Does your business own or rent/lease the facility where your business is located?

___(1) Own ___(2) Rent/Lease ___(3) DK/Unsure

28. How many full and part-time employees does your business currently employ?

Full-time employees: _____ # Part-time employees: _____ ___(99) DK/Unsure

29. How many years has your business been in Coral Springs? _____ years

30. What type of business is your establishment?

___(01) Eating and drinking establishment ___(10) Gas station
___(02) Retail establishment (specify type of product: _____) ___(11) Amusement/recreation
___(03) Small office ___(12) Grocer
___(04) Real estate management ___(13) Church/religious organization
___(05) Real estate sales ___(14) Agriculture
___(06) Wholesale ___(15) Manufacturing (Specify type of product: _____)
___(07) Medical ___(16) Wholesale/distribution (Specify type of product: _____)
___(08) Hotel ___(17) Something else (Specify: _____)
___(09) Auto dealer

31. Does your business have workforce training needs that are not being met?

___(1) Yes [ask Q31a] ___(2) No [go to Q32] ___(3) DK/Unsure [go to Q32]

31a. IF YES: What needs are not being met? _____

32. What is the approximate annual revenue (in thousands) of your business at this location?

Annual Revenue \$: _____ (09) DK/Unsure (99) Refused

33. What is the approximate square footage of your business at this location? _____ sq ft

34. Is your business currently classified by the government as an MBE (Minority Business Enterprise), WBE (Women Owned Business) or SBE (Small Business Enterprise)?

___(1) Yes, MBE ___(3) Yes, SBE ___(5) None of these
___(2) Yes, WBE ___(4) Combination ___(9) Don't know/Unsure

35. In the next 12 months, is your business considering any of the following?

___(1) Expanding your business in Coral Springs
___(2) Relocating to another location in Coral Springs
___(3) Relocating to another location outside Coral Springs

[If relocating outside the City, ask why] _____

___(4) Downsizing
___(5) Closing
___(9) Don't know/Unsure
___(0) None of these

36. Which of the following six sectors best describes where your business is located in Coral Springs?

___(1) Northside

___(3) Southwest

___(5) Town Center

___(2) Center West

___(4) Northeast

___(6) Southeast

Optional: Do you have any other additional comments that you would like to share with City officials in the space below.

Thank you very much for your time and participation.