

We are a national, full service, performance excellence consulting firm.

Over 30 years assisting organizations achieving their most critical outcomes.

- Distribute 200,000+ customer satisfaction surveys annually
- Clients include city, county, state & federal governments, education, healthcare & non-profits
- Over 50 organizations recognized as “role model” organizations
- Two clients awarded the Palladium Award honoring excellence in strategy execution

City of Coral Gables

2018 Community Engagement Survey Methodology and Results Overview

PRESENTATION AGENDA

- Survey Objectives
- Survey Methodology
- Survey Development
- Survey Timeline
- Survey Results & Comparative Data

City of Coral Gables

2018 Community Engagement Survey Methodology and Results Overview

SURVEY PURPOSE

1. Rate Overall Quality of Life
2. Key Factors That Contribute To Quality of Life
3. Determine Community Investment Priorities
4. Gauge Satisfaction & Importance Of Key Services
5. Seek Information About City Services
6. Provide Inputs Into Strategic Planning Process

City of Coral Gables

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SURVEY DEVELOPMENT

- Shared Survey Best Practices
- Identified Survey Objectives
- Gathered Input From Departments To ID Key Services
- Ensured Questions & Results Were Actionable
- Survey In Both English & Spanish

City of Coral Gables

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SURVEY METHODOLOGY

- Single Family Homes & Condominiums
- Assigned Computer Generated # & Sorted
- Mailed 8 Page Survey & Pre-Paid Envelop
- Sealed Responses Personally Collected
- Total of 942 Surveys Completed
- 95% Confidence & +/- 3 Percent

City of Coral Gables

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SURVEY TIMELINE

- Late 2017 – Shared Survey Best Practice
- Early 2018 - Identified Survey Objectives
- Mid. 2018 – Finalized Survey Questions
- **Oct. & Nov. 2018 – Mailed Surveys**
- Early 2019 – Completed Reports
- Early 2019 – Shared Results With City Leaders
- Mid. 2019 – Communication Strategy

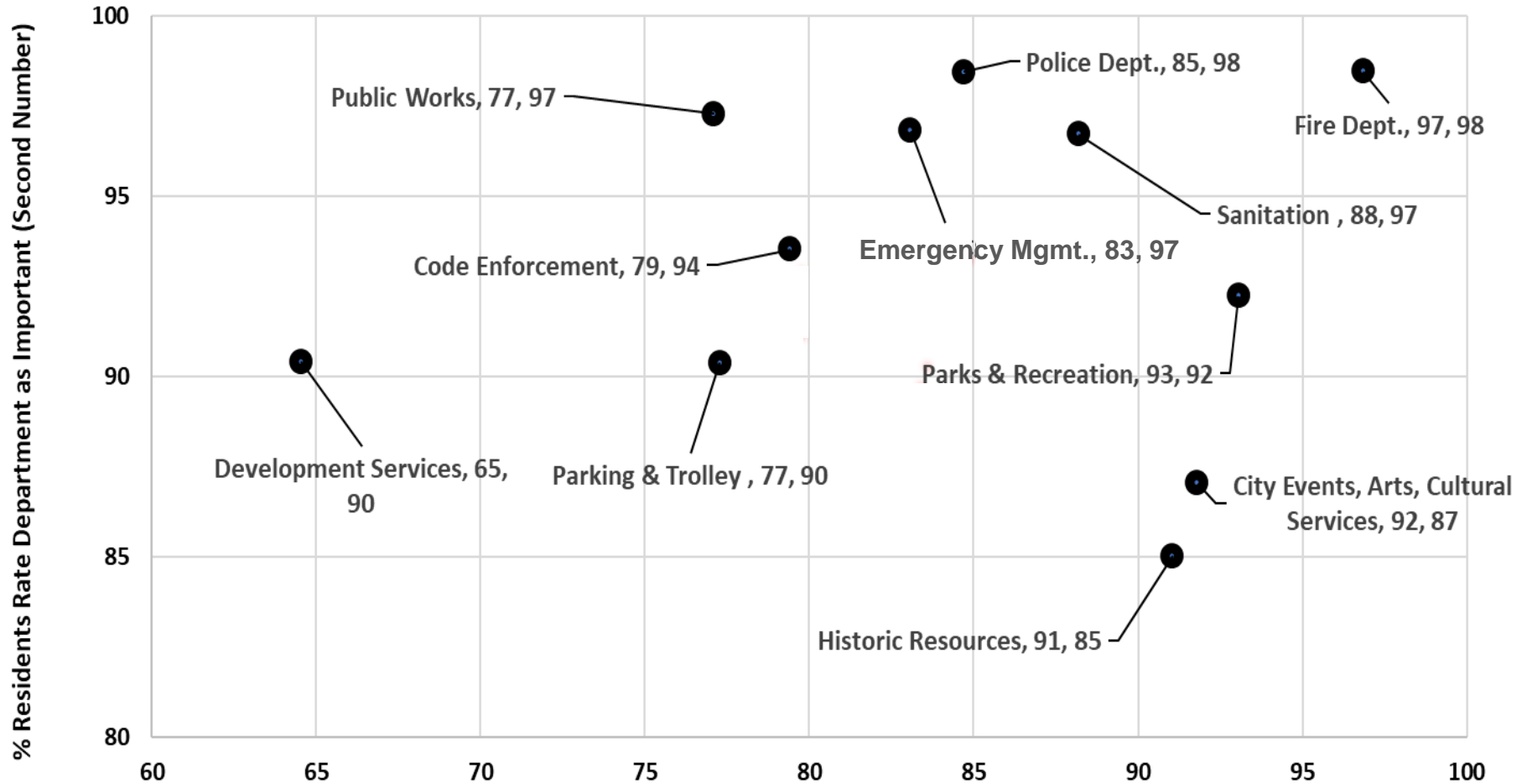
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SURVEY RESULTS

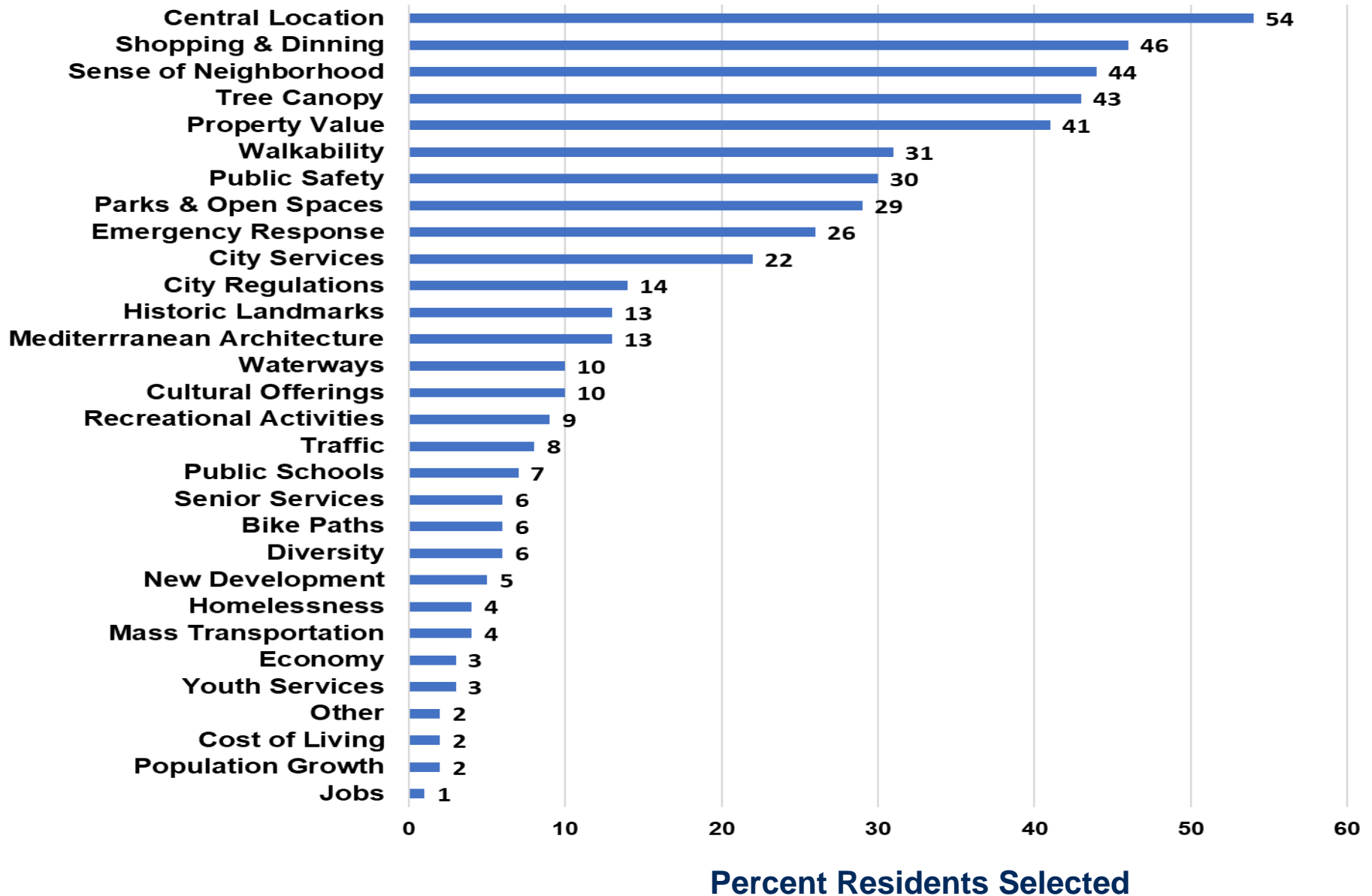
- **95% Quality of Life Good & Excellent**
- **83% Satisfaction: City Services**
- **94% Satisfaction: Courtesy & Professional**
- **87% Satisfaction: City Communications**

Overall Satisfaction & Importance

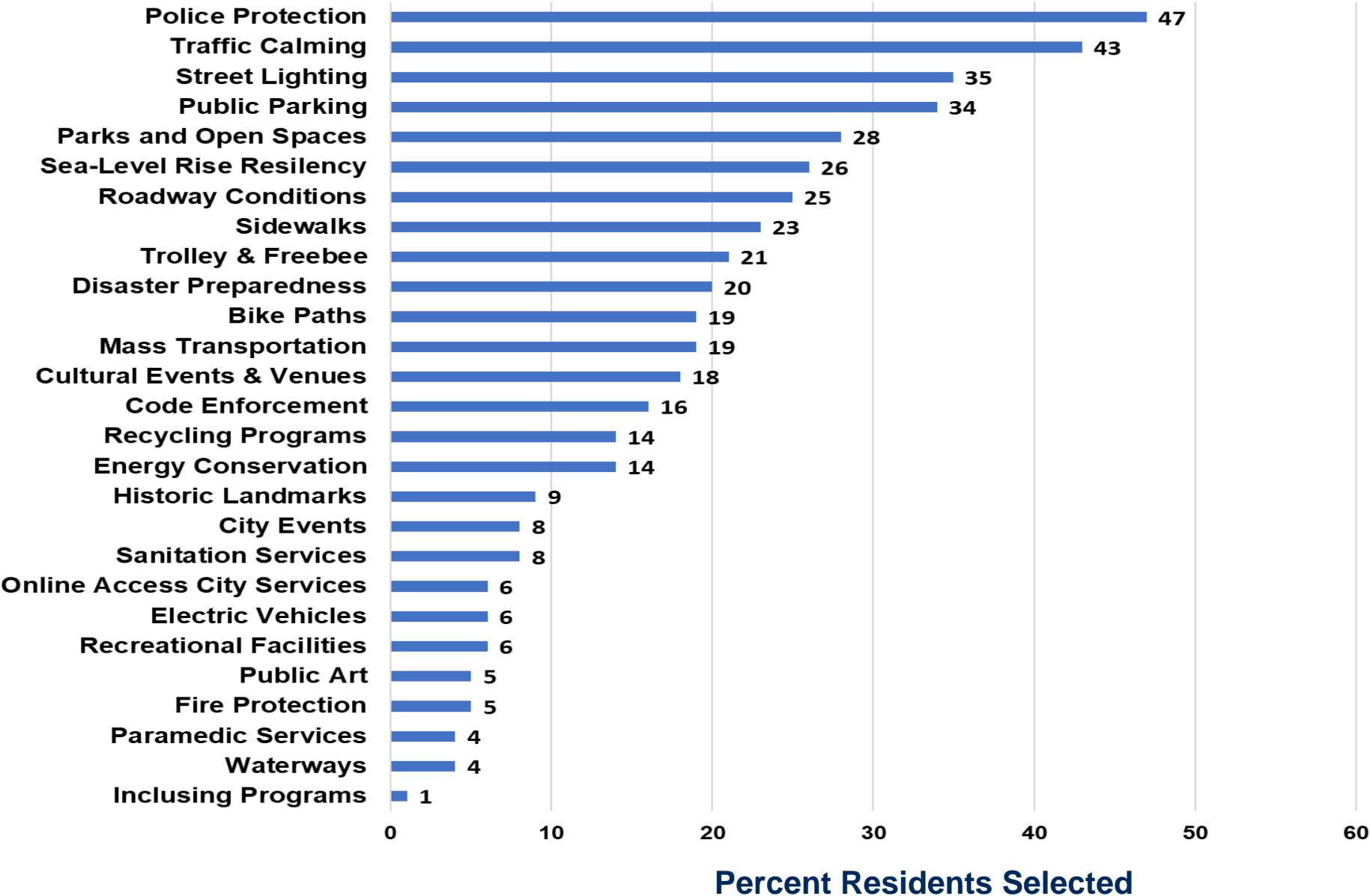


First Number % Satisfaction / Second Number % Rated Important

Top 5 Factors For Quality of Life Rating



Top 5 Community Investments Priorities



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COMPARATIVE DATA

	Satisfaction City Services (% agree & strongly agree)	Quality of Place to Live (% agree & strongly agree)
2018 City of Coral Gables (5 point)	83	95
2018 Town of Key Biscayne (6 point)	53	98
2017 City of Coral Springs (6 point)	74	89
2016 City of Tamarac (6 point)	77	74
2013 Village of Pinecrest (Unk.)	92	Not Reported

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QUESTIONS