

2021

City of Lake Wales Neighborhood Survey Findings Report

Presented to the
City of Lake Wales,
Florida

April 2021



ETC
INSTITUTE

Appendices Findings Report

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Executive Summary

City of Lake Wales Neighborhood Survey (2021) Executive Summary



Purpose

ETC Institute administered a neighborhood survey for the City of Lake Wales, Florida in February of 2021. This assessment was administered, on behalf of the City, to help determine strategic priorities, and make importance decisions (i.e., allocating funds to appropriate meet the community's needs, etc.). Data compiled from this analysis will aid City leaders as they look to the future of Lake Wales.

Methodology

The survey instrument, cover letter, and postage paid return envelope were mailed to a random sample of households in the City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Approximately, ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The e-mails contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- frequency tables that show the results of the random sample for each question on the survey, and
- a copy of the cover letter and survey instrument.

The major findings are on the following pages.

City of Lake Wales Neighborhood Survey (2021)

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Neighborhood Dynamics

- The statements, regarding neighborhoods in Lake Wales, with the highest ratings of agreement (based on the sum of *strongly agree* and *agree* responses) among residents *who had an opinion*, were:
 - *When I have a problem, I can talk about it with a neighbor.* (71%)
 - *I put time and effort into improving my neighborhood.* (71%)
 - *My neighborhood is a part of my identity.* (71%)
- Six out of ten (60%) residents surveyed feel hopeful about the future of their neighborhood; 27% neither agree or disagree, 6% disagree, and 7% strongly disagree.
- Fifty-eight percent (58%) of residents surveyed indicated they can trust their neighbors; 27% neither agree or disagree, 6% disagree, and 9% strongly disagree.

Satisfaction with City Services

- Six out of ten (63%) of residents surveyed indicated they are very satisfied or satisfied with **fire services**; 30% are neither satisfied or dissatisfied, 6% are dissatisfied, and 2% are very dissatisfied.
- Forty-two percent (42%) of respondents indicated they are either very satisfied or satisfied with **code compliance services**; 28% are neither satisfied or dissatisfied, 13% are dissatisfied, and 18% are very dissatisfied.
- Four out of ten (40%) of residents surveyed are either very satisfied or satisfied with City **street services**; 32% are neither satisfied or dissatisfied, 15% are dissatisfied, and 13% are very dissatisfied.

Satisfaction with Public Infrastructure

- Over half (53%) of residents surveyed are either very satisfied or satisfied with the **street signage** in the City; 21% are neither satisfied or dissatisfied (neutral), 15% are dissatisfied, and 12% are very dissatisfied.
- Thirty-five percent (35%) of residents surveyed indicated they are either very satisfied or satisfied with the **roads** in the City; 16% are neither satisfied or dissatisfied, 23% are dissatisfied, and 26% are very dissatisfied.
- Four out of ten (40%) of residents surveyed indicated they are neither satisfied or dissatisfied with City **sidewalks**; 7% are very satisfied, 21% are satisfied, 19% are dissatisfied, and 13% are very dissatisfied.

City of Lake Wales Neighborhood Survey (2021) Executive Summary



Traffic Conditions

- Traffic conditions that at least 50% of more residents surveyed indicated they either are very concerned or concerned with are **speeding** (73%) and **noise** (60%).
- Thirty-one percent (31%) of respondents indicated they are either unconcerned or very unconcerned with crowds and 30% indicated they are either unconcerned or very unconcerned with parking conditions.

Neighborhood Safety

- In general, 62% of residents surveyed feel their neighborhood is very safe or safe for families; 20% feel it is neither safe or unsafe, 13% feel it is unsafe, and 4% feel it is very unsafe.
- Residents surveyed were asked how safe they feel doing various activities. The table below shows the various activities analyzed and the level of safety residents' felt during these activities. The activity with the highest responses where residents surveyed indicated they feel either very safe or safe was **being in their home** (86%). The activity with the highest responses of respondents feeling either unsafe or very unsafe was **walking in their neighborhood at night** (42%).

- Residents were asked to rate their feeling of safety regarding various activities that occur in their neighborhood. Over half (51%) residents surveyed indicated they feel either very safe or safe with the **noise** in their neighborhood; 11% feel neither safe or unsafe, 23% feel unsafe, and 16% feel very unsafe.

Activity	Feeling of Safety: Safe (sum of very safe/safe responses)	Activity	Feeling of Safety: Unsafe (sum of very unsafe/unsafe responses)
Being in my home	86%	Walking in your neighborhood at night	42%
Walking in your neighborhood during the day	78%	Parking on the street	27%
Being outside my home	74%	Visiting a neighborhood park	21%
Visiting a neighbor	73%	Being outside my home	15%
Visiting a neighborhood park	57%	Being in my home	10%
Parking on the street	54%	Visiting a neighbor	8%
Walking in your neighborhood at night	38%	Walking in your neighborhood during the day	7%

- Thirty-nine percent (39%) of residents surveyed indicated that they either feel very safe or safe with **vehicle traffic** in their neighborhood; 18% feel neither safe or unsafe, 23% feel unsafe, and 19% feel very unsafe.

City of Lake Wales Neighborhood Survey (2021)

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Importance of Various Issues

- Residents surveyed were asked to rate their opinion of the level of importance for various City issues. The various issues that respondents indicated were *very important* to them are listed in descending order below.
 - Crime/Disorder (83%)
 - Job opportunities (81%)
 - Neighborhood appearance (74%)
 - Housing conditions (71%)
 - Traffic conditions (69%)
 - Nearby goods and services (67%)
- Based on the sum of respondents' top three choices, 60% think crime/disorder should receive the **most emphasis** from City leaders over the next year;
 - 49% think housing conditions should receive the most emphasis,
 - 42% think job opportunities should receive the most emphasis,
 - 37% think neighborhood appearance should receive the most emphasis,
 - 22% think nearby goods and services should receive the most emphasis, and
 - 18% think traffic conditions should receive the most emphasis.

Frequency of Services Provided

- Thirty-eight percent (38%) of residents surveyed indicated they see City **street services** being provided very often or often in their neighborhood; 19% indicated they neither see street services often or rarely, 28% indicated they rarely see street services, and 16% indicated they very rarely see street services.
 - Forty-six percent (46%) of residents surveyed indicated they would like to see City street services provided more often, 43% would like to see about the same frequency, 3% less often, and 8% did not have an opinion.
- Thirty-two percent (32%) of respondents indicated they either see **code compliance** very often or often providing services in their neighborhood; 25% neither see code compliance often or rarely, 28% rarely see code compliance, and 16% very rarely see code compliance.
 - Forty-five percent (45%) of respondents would like to see code compliance provide services more often, 35% about the same frequency, 3% less often, and 18% did not have an opinion.

City of Lake Wales Neighborhood Survey (2021)

Executive Summary



Additional Findings

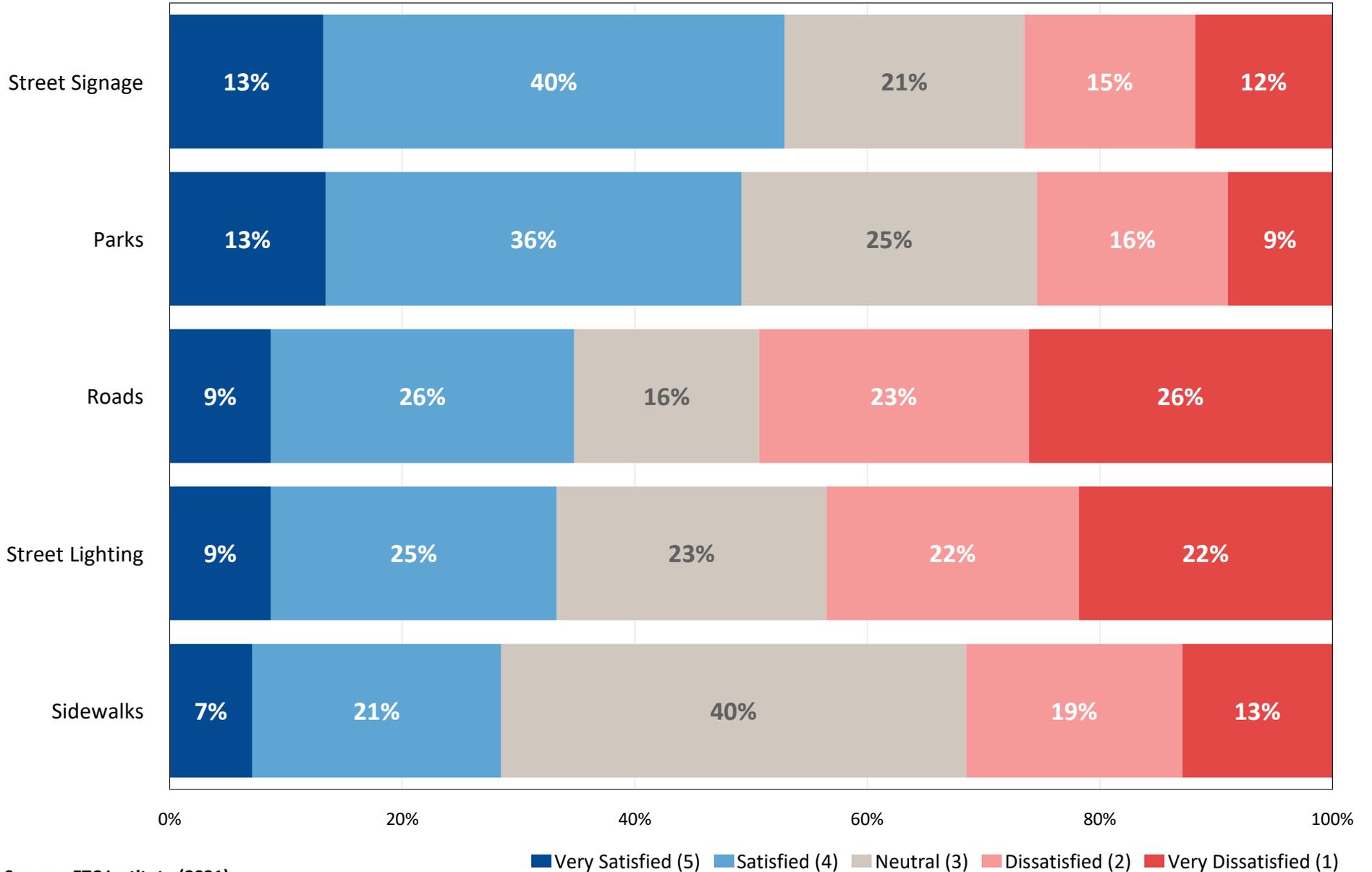
- Seventy-eight percent (78%) of residents surveyed would like to see **restaurants** established in close proximity to their neighborhood and 50% would like to see **retail**.
- Over half (58%) of residents surveyed indicated they either disagree or strongly disagree with the establishment of bars or nightclubs in close proximity to their neighborhood; 23% neither agree or disagree, 14% agree, and 5% strongly agree.
- Six out of ten (66%) of residents surveyed feel either very safe or safe to publicly express concerns they may have about the current conditions of their neighborhood; 24% feel neither safe or unsafe, 8% feel unsafe, and 1% feel very unsafe.
- Sixty-five percent (65%) of residents surveyed indicated they are either very supportive or somewhat supportive with residents **selling food out of their truck** in their neighborhood; 17% are neither supportive or unsupportive, 9% are not supportive, and 9% are not supportive at all.
- Half (50%) of residents surveyed indicated they are either very supportive or somewhat supportive with residents **selling food out of their home** in their neighborhood; 24% are neither supportive or unsupportive, 14% are not supportive, and 12% are not supportive at all.
- The top two ways residents surveyed indicated they would like to communicate with the City of Lake Wales is by quarterly newsletter (57%) and e-mail (35%).



Overall Results: Charts and Graphs

Q1. Satisfaction with Public Infrastructure Items

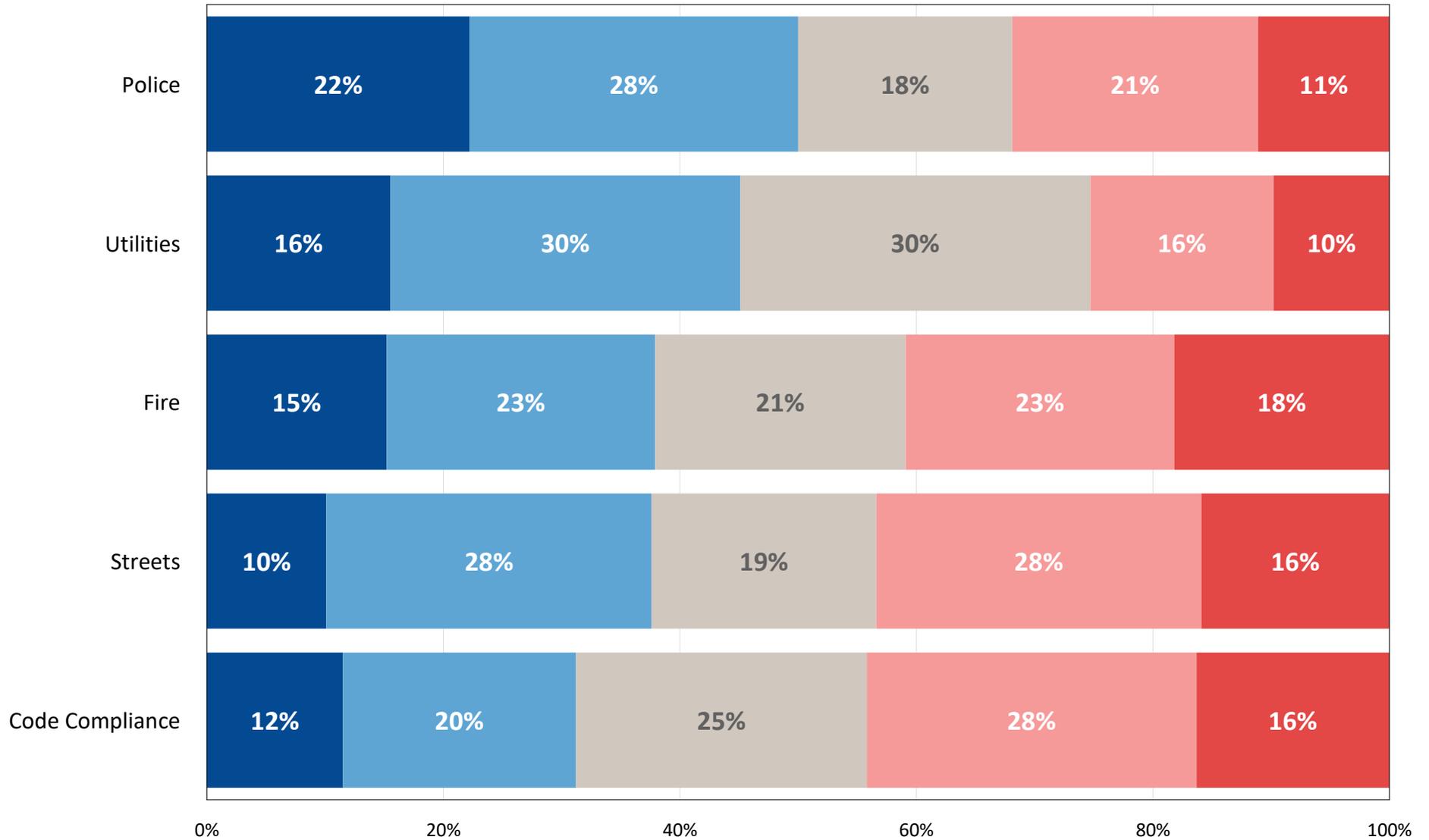
by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied” (without “don’t know”)



Source: ETC Institute (2021)

Q2. How Often Respondents See City Services Being Provided in Their Neighborhood

by percentage of respondents using a 5-point scale, where 5 means “very often” and 1 means “very rarely” (without “don’t know”)

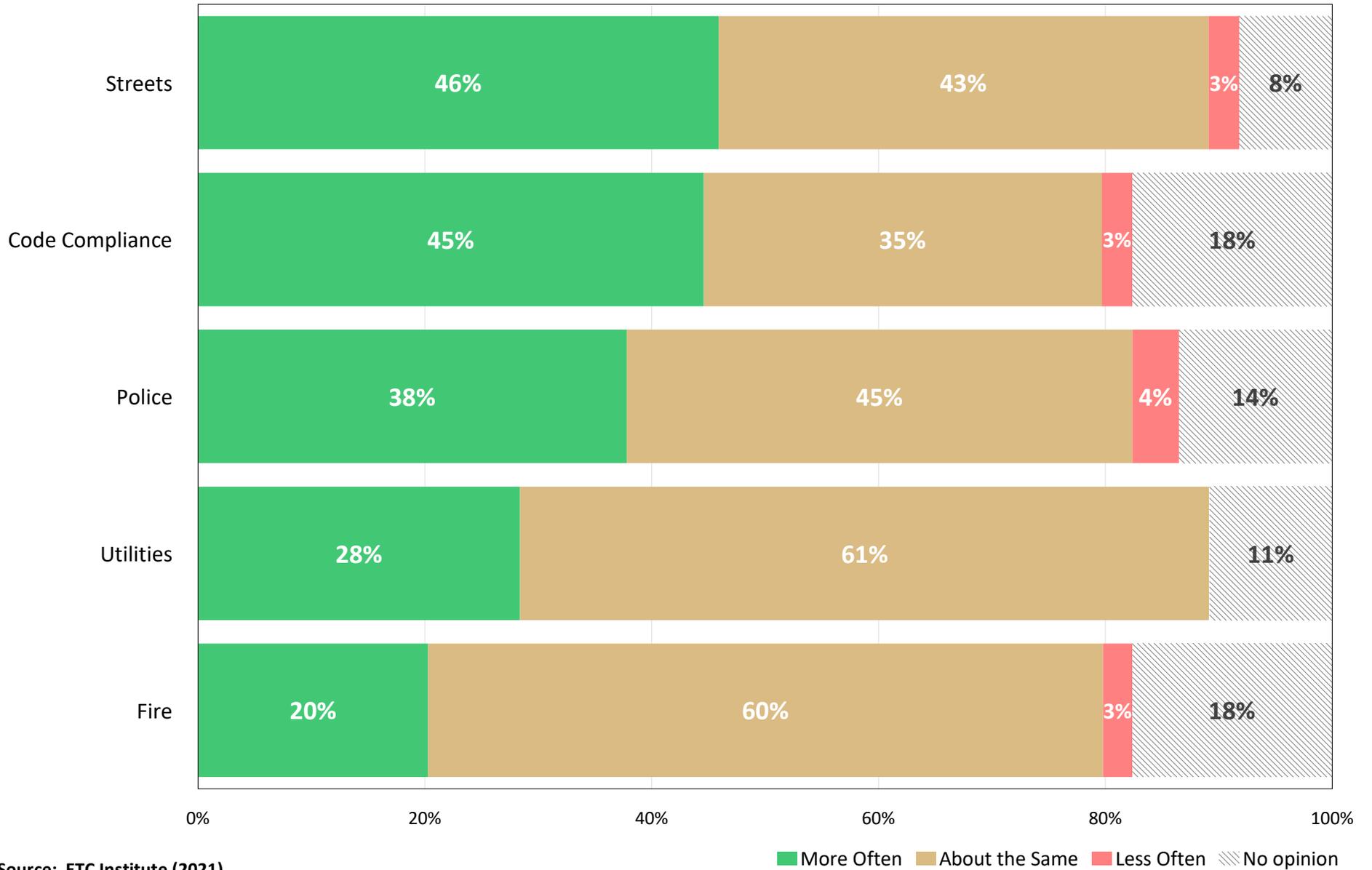


Source: ETC Institute (2021)

Very Often (5) Often (4) Neutral (3) Rarely (2) Very Rarely (1)

Q3. Would Respondents Like to See City Services Provided More Often, About the Same Amount, or Less Often

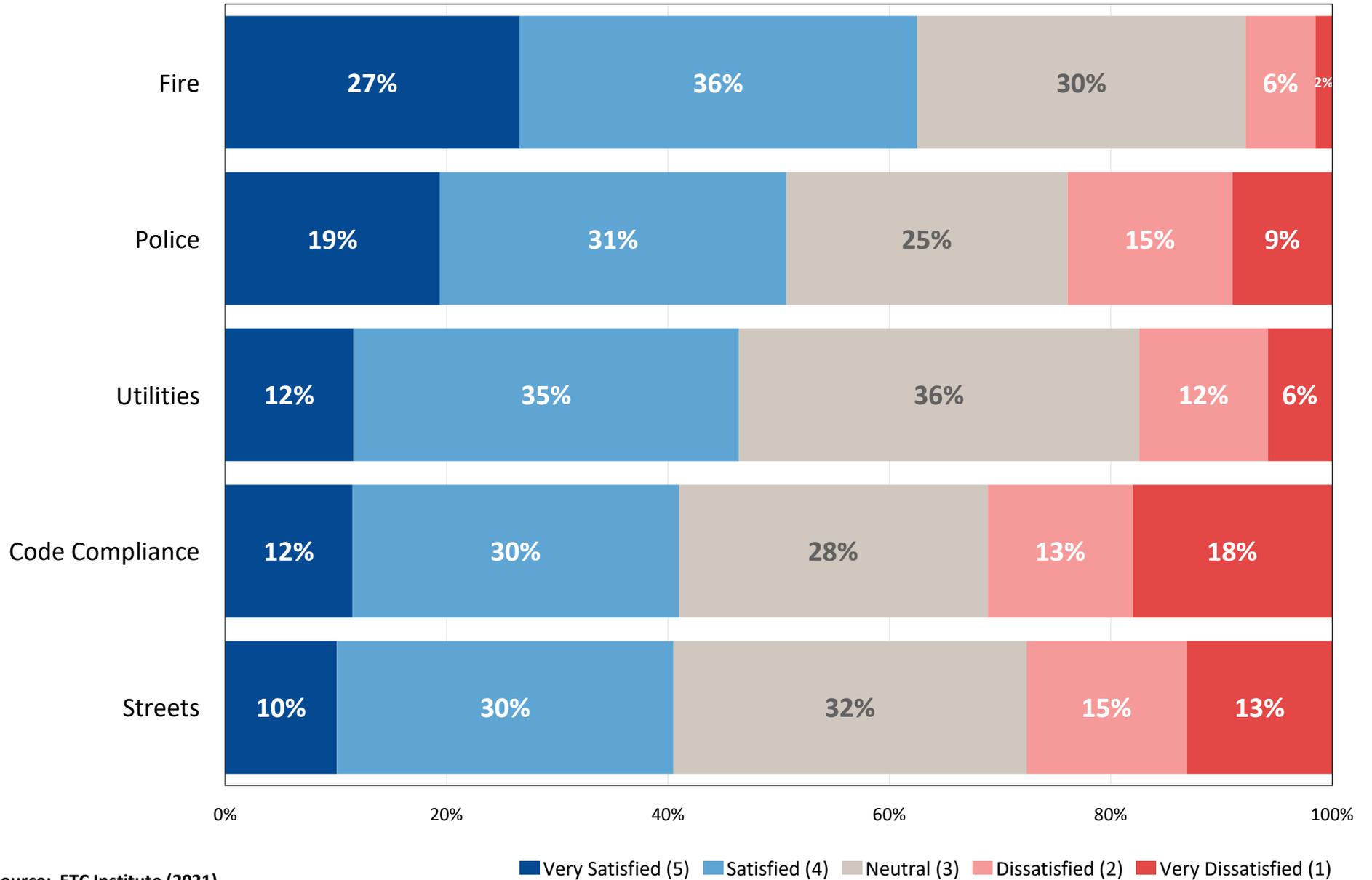
by percentage of respondents



Source: ETC Institute (2021)

Q4. Satisfaction with City Services

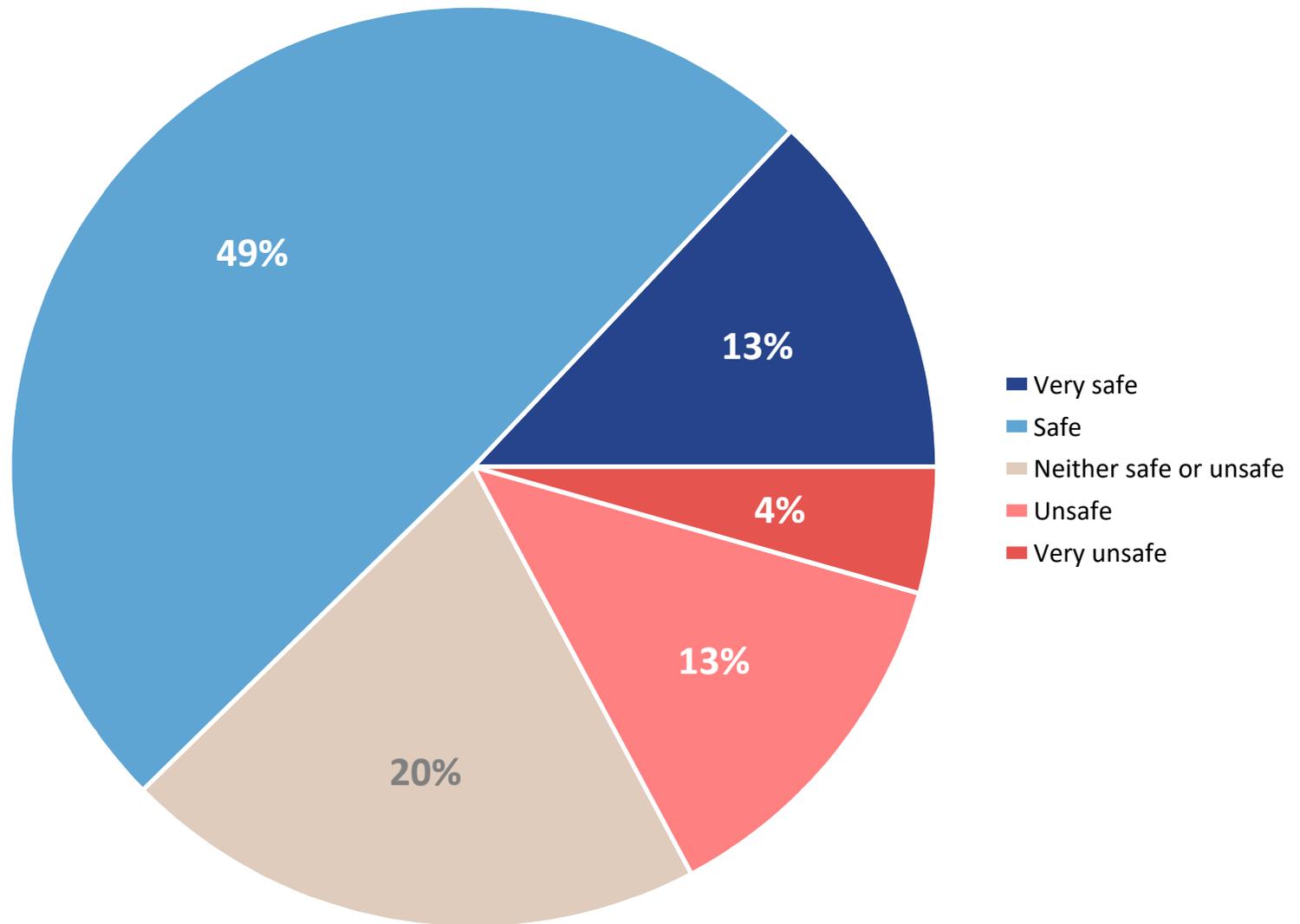
by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied”
(without “don’t know”)



Source: ETC Institute (2021)

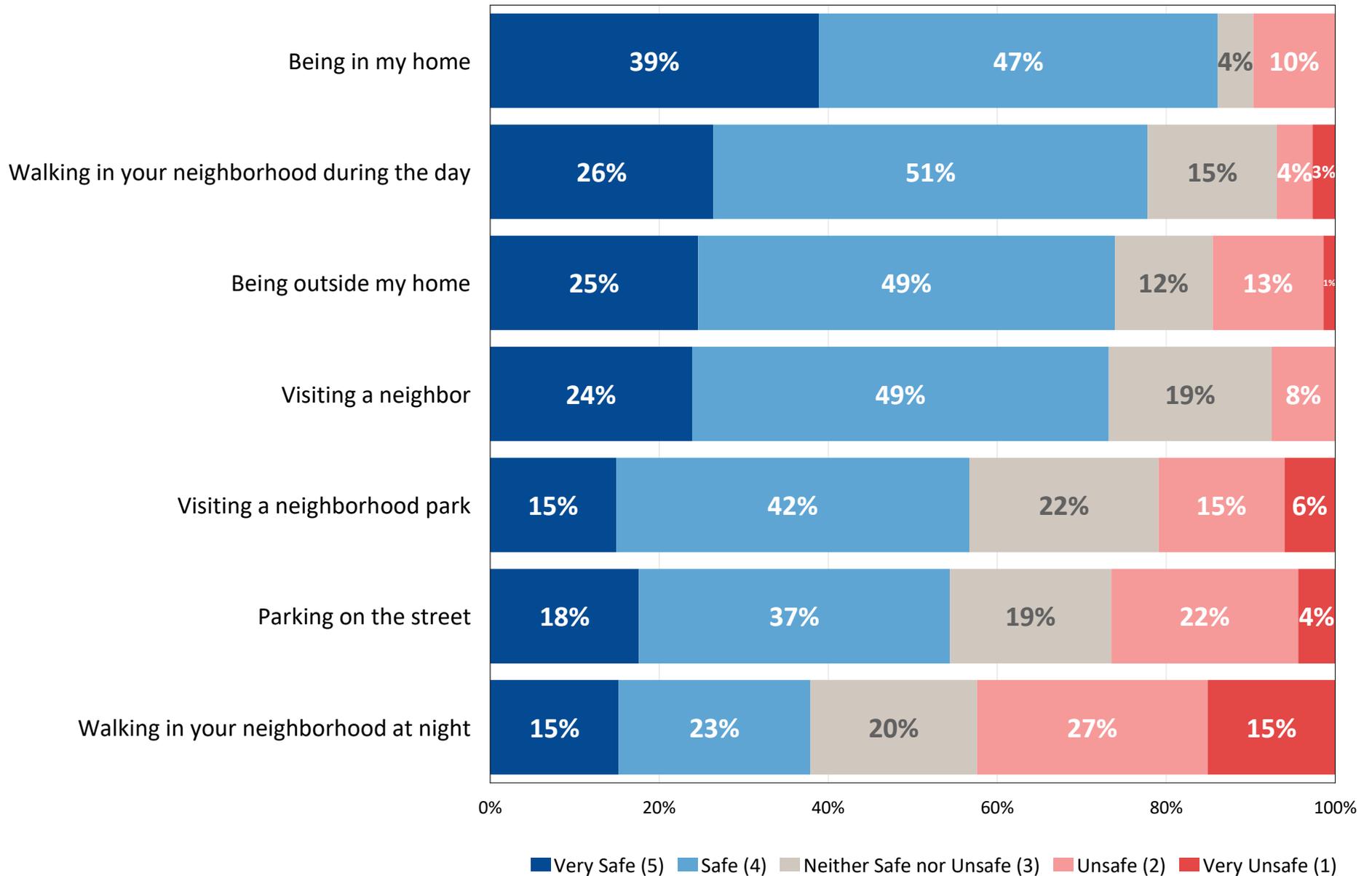
Q5. In general, how safe do you feel your neighborhood is for families?

by percentage of respondents (without “not provided”)



Q6. Feeling of Safety Doing Various Activities

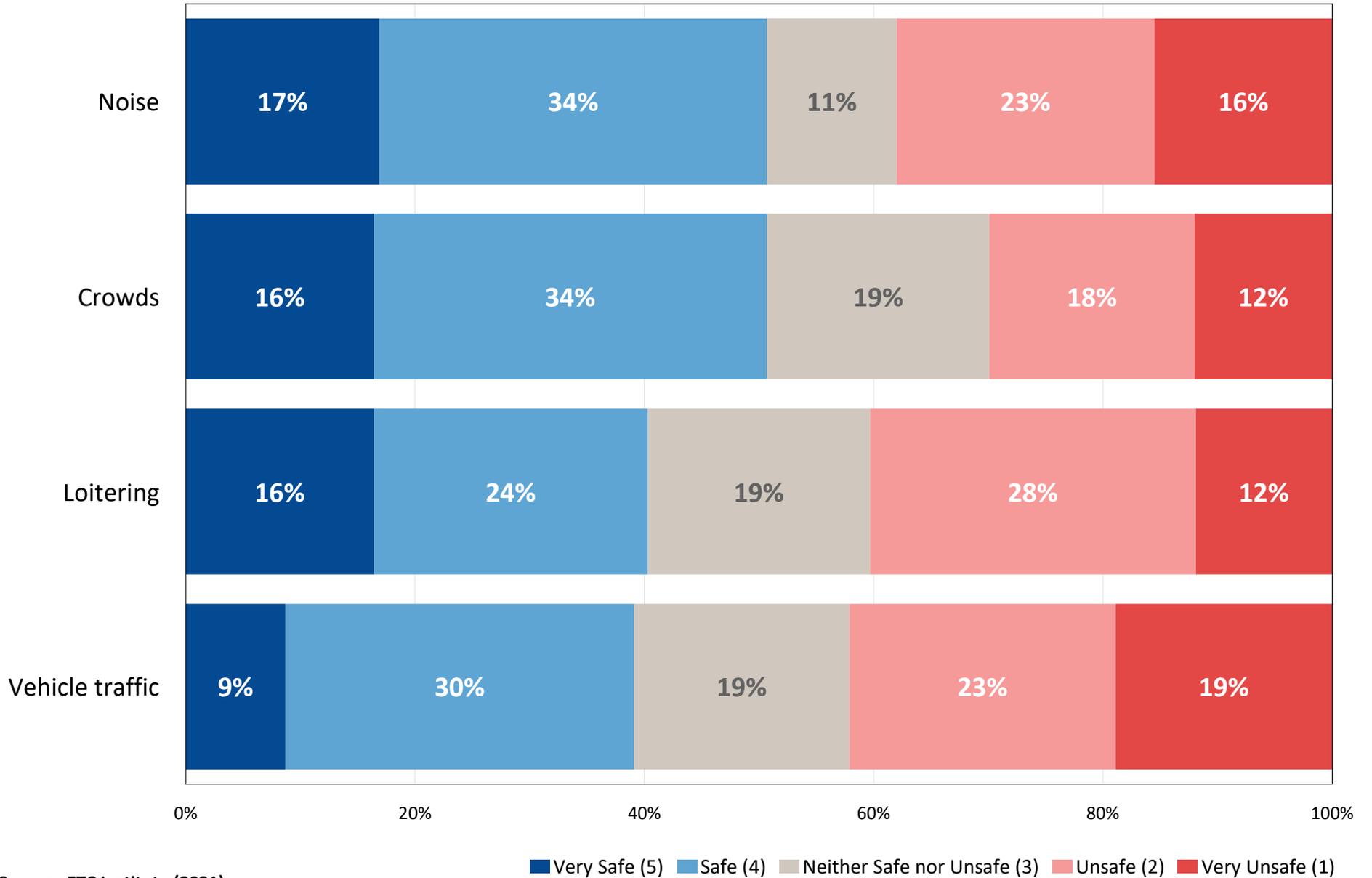
by percentage of respondents using a 5-point scale, where 5 means “very safe” and 1 means “very unsafe” (without “don’t know”)



Source: ETC Institute (2021)

Q7. Feeling of Safety Regarding Various Activities in Residents' Neighborhood

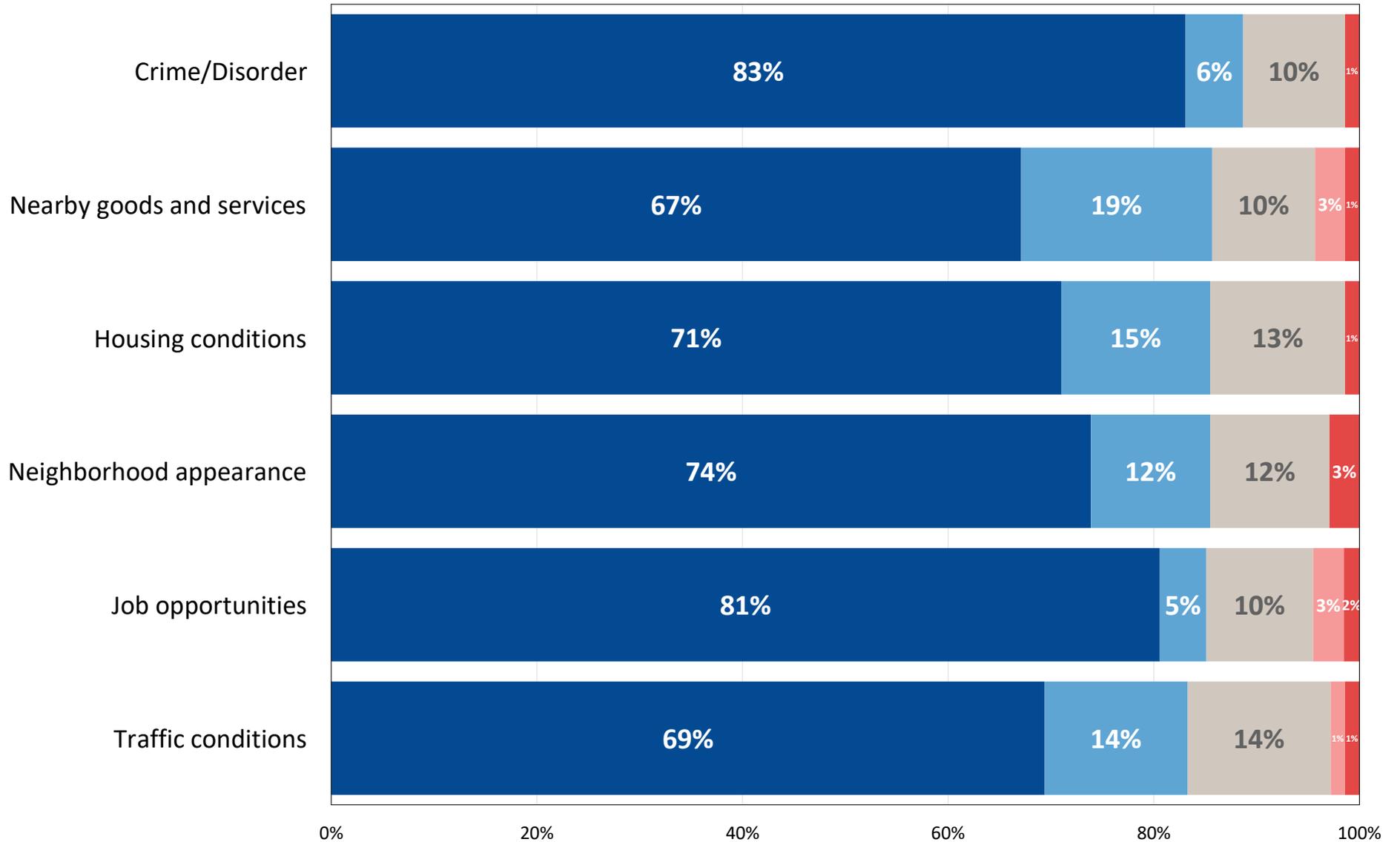
by percentage of respondents using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "not provided")



Source: ETC Institute (2021)

Q8. Importance of Various Issues

by percentage of respondents using a 5-point scale, where 5 means “very important” and 1 means “not at all important”
(without “don’t know”)

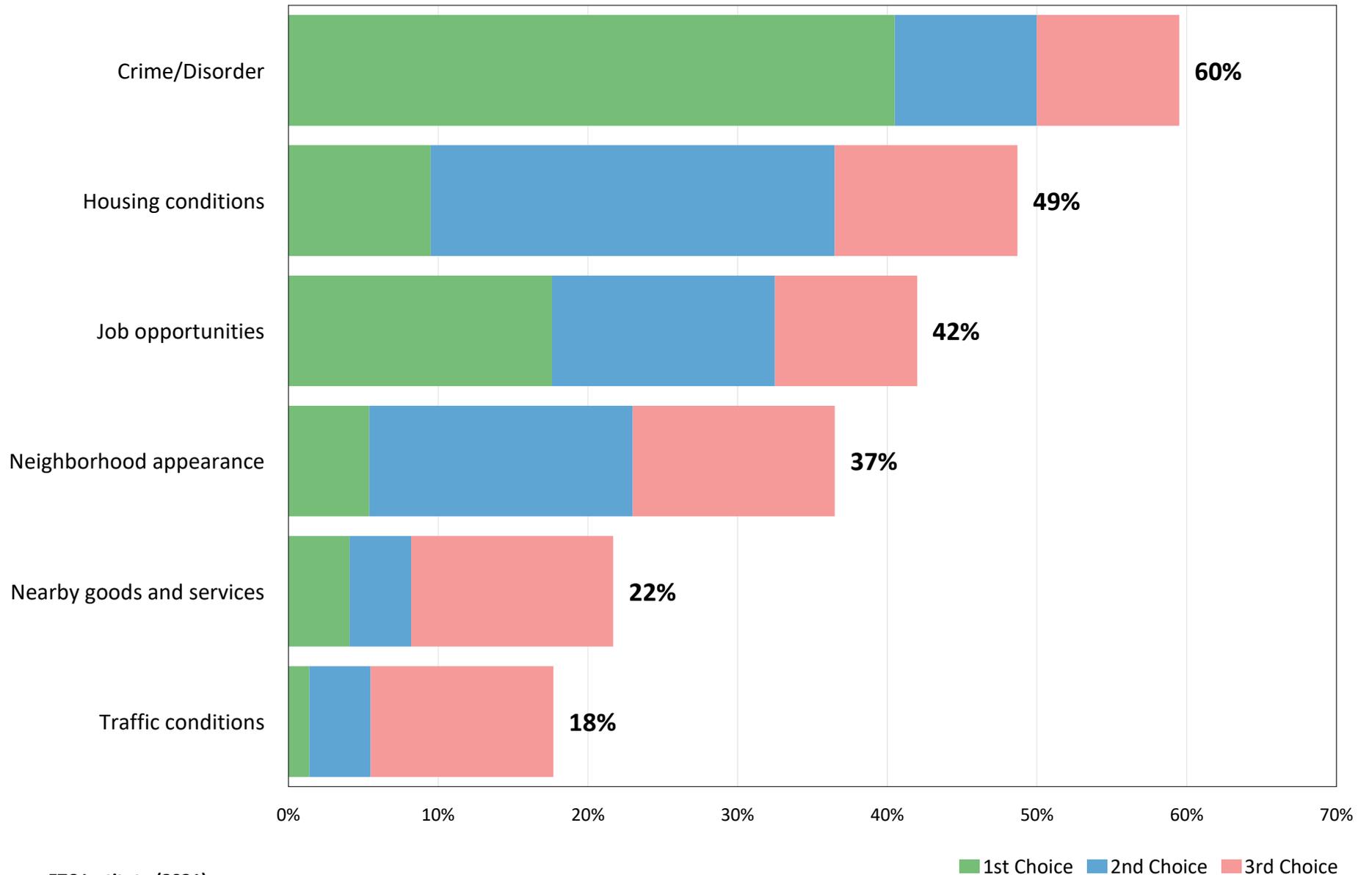


Source: ETC Institute (2021)

Very Important (5) Somewhat Important (4) Neutral (3) Not Important (2) Not at All Important (1)

Q9. Items That Should Receive the Most Emphasis From City Leaders Over the Next Year

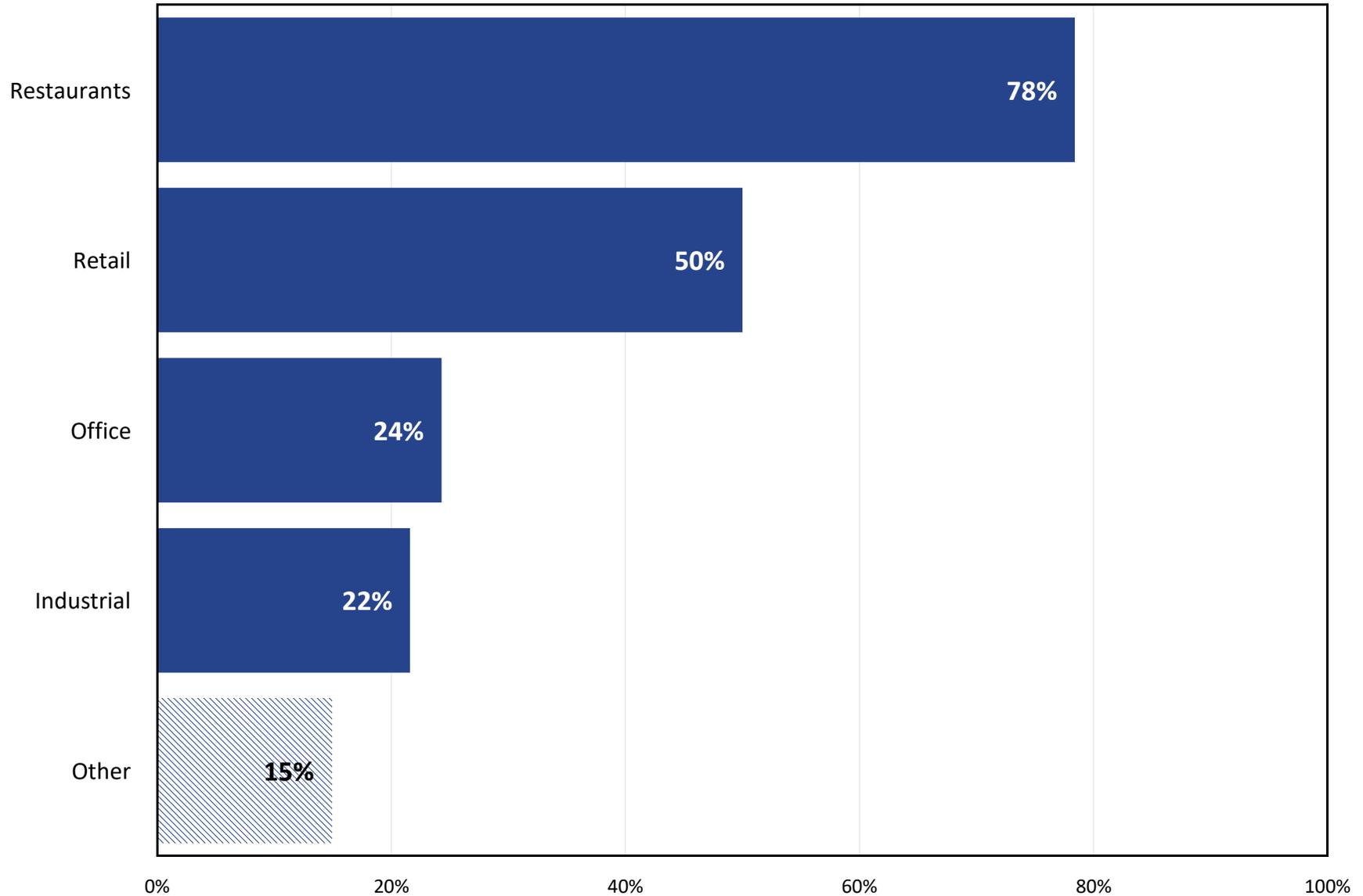
by percentage of households who selected the items as one of their top three choices



Source: ETC Institute (2021)

Q10. Types of Business Respondents Would Like to See Established in Close Proximity to Their Neighborhood

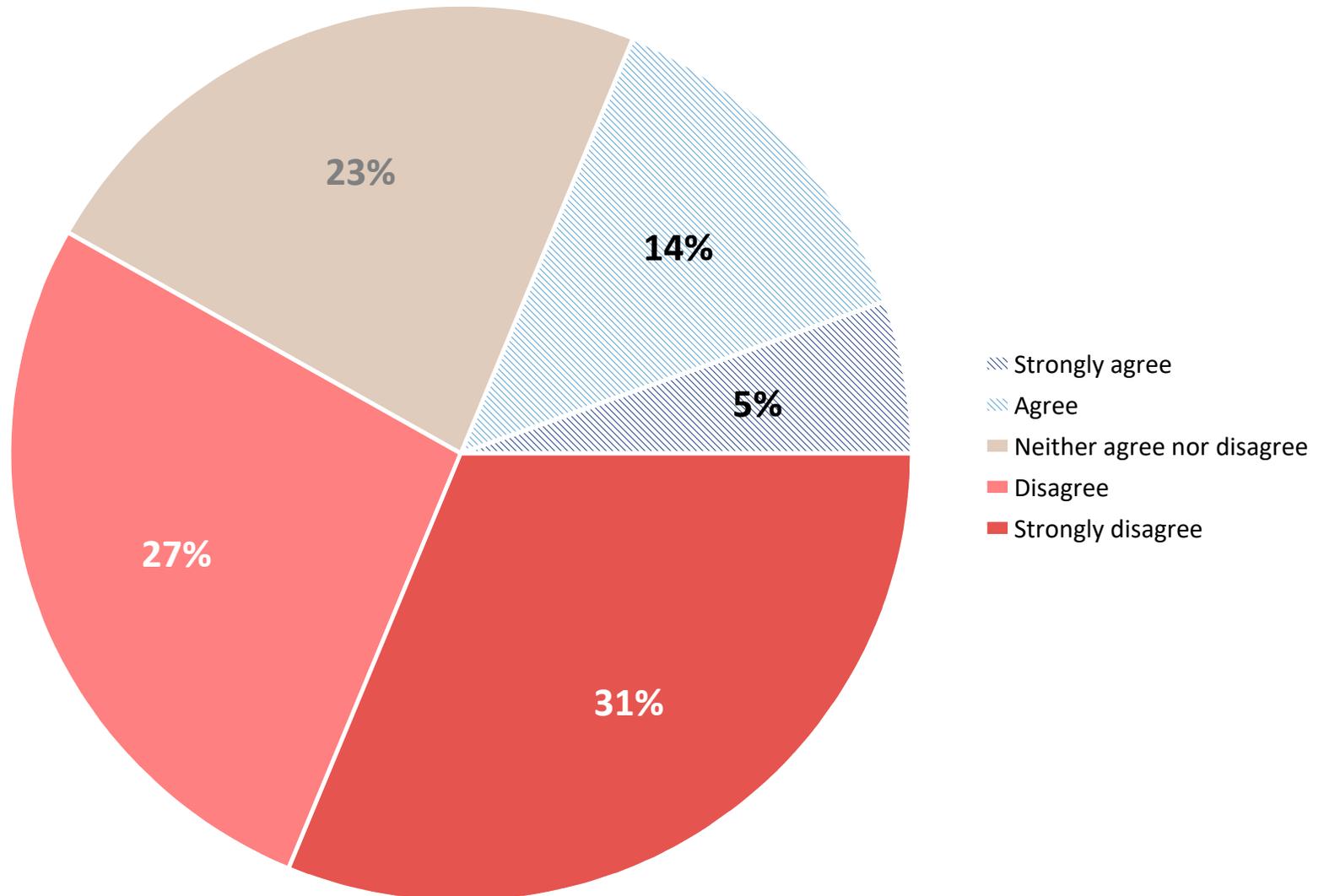
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

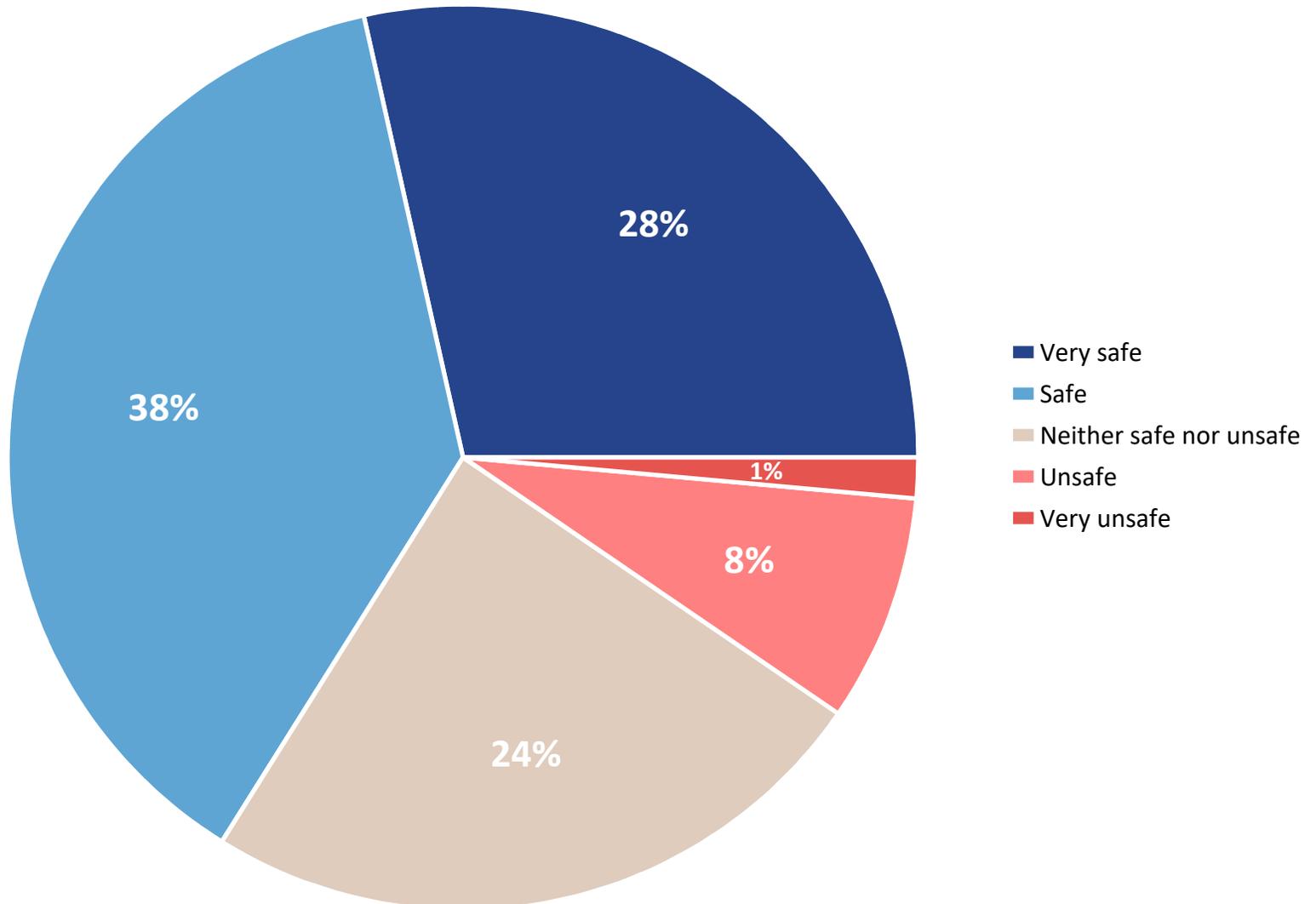
Q11. Do you agree or disagree with the establishment of bars or nightclubs in close proximity to your neighborhood?

by percentage of respondents



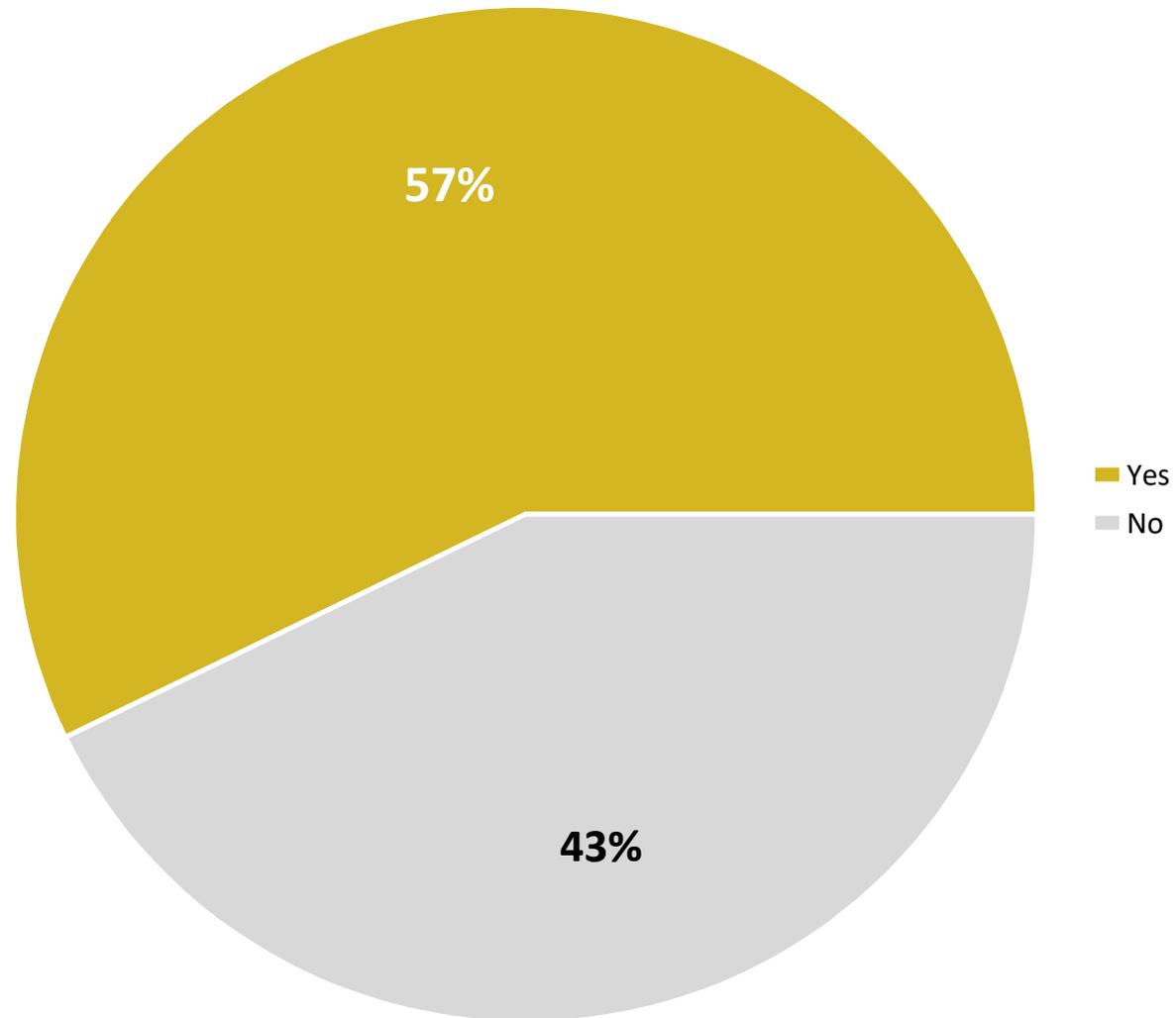
Q12. How safe do you feel publicly expressing concerns you may have about current conditions in your neighborhood?

by percentage of respondents



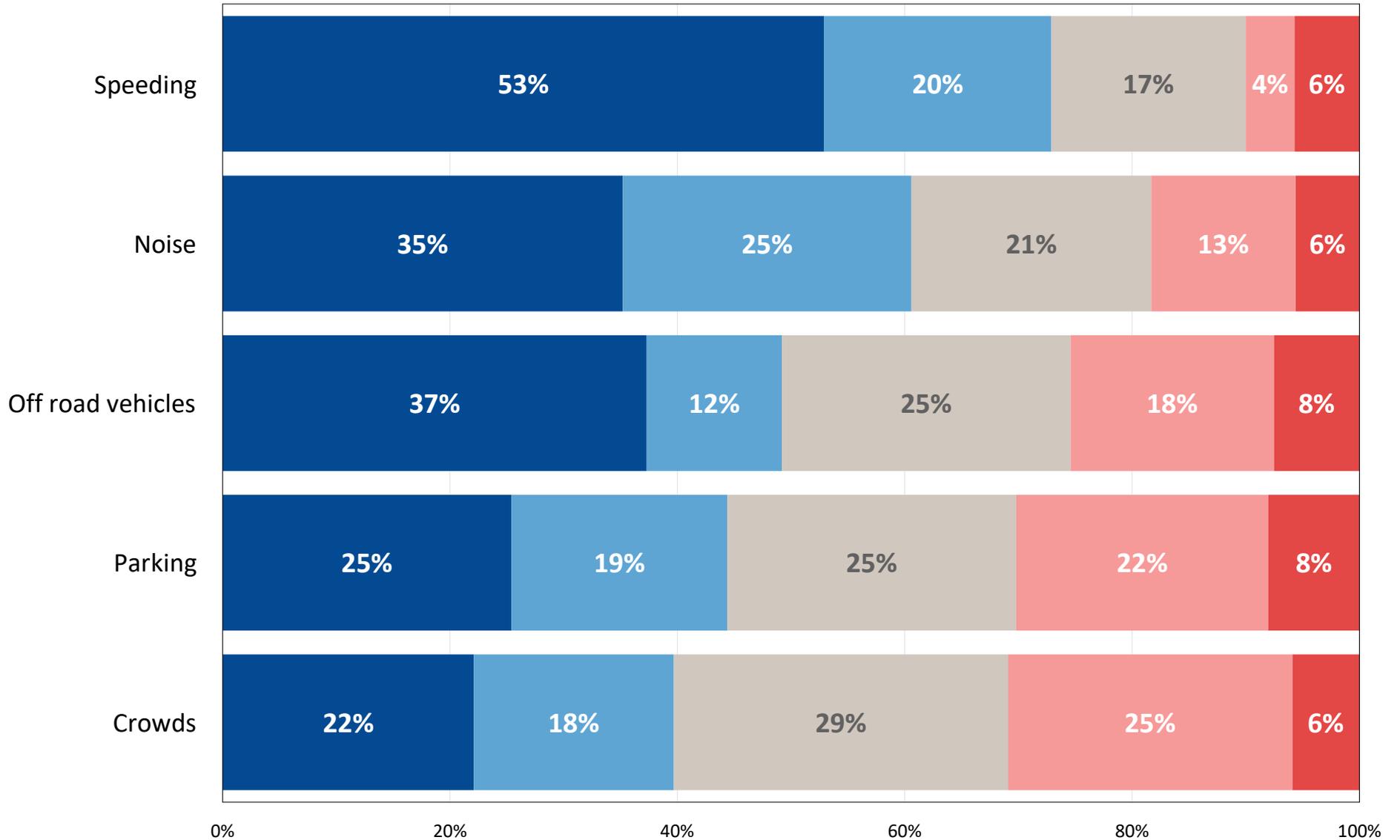
Q13. Is trash/litter an issue in your neighborhood?

by percentage of respondents



Q14. Level of Concern with Traffic Conditions

by percentage of respondents using a 5-point scale, where 5 means “very concerned” and 1 means “very unconcerned” (without “don’t know”)

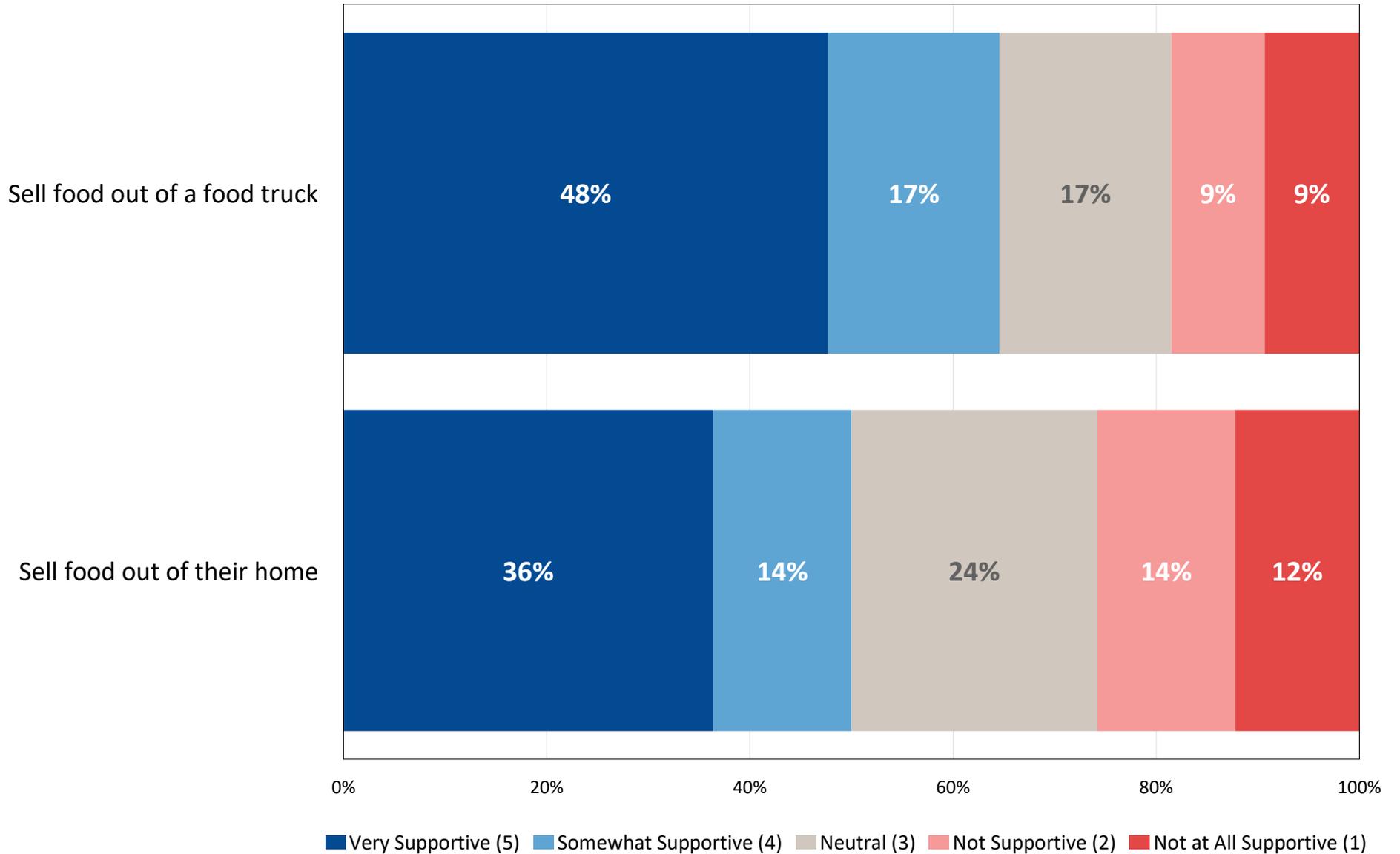


Source: ETC Institute (2021)

■ Very Concerned (5)
 ■ Concerned (4)
 ■ Neutral (3)
 ■ Unconcerned (2)
 ■ Very Unconcerned (1)

Q15. Support of Allowing Residents to Do Various Activities in Their Neighborhood

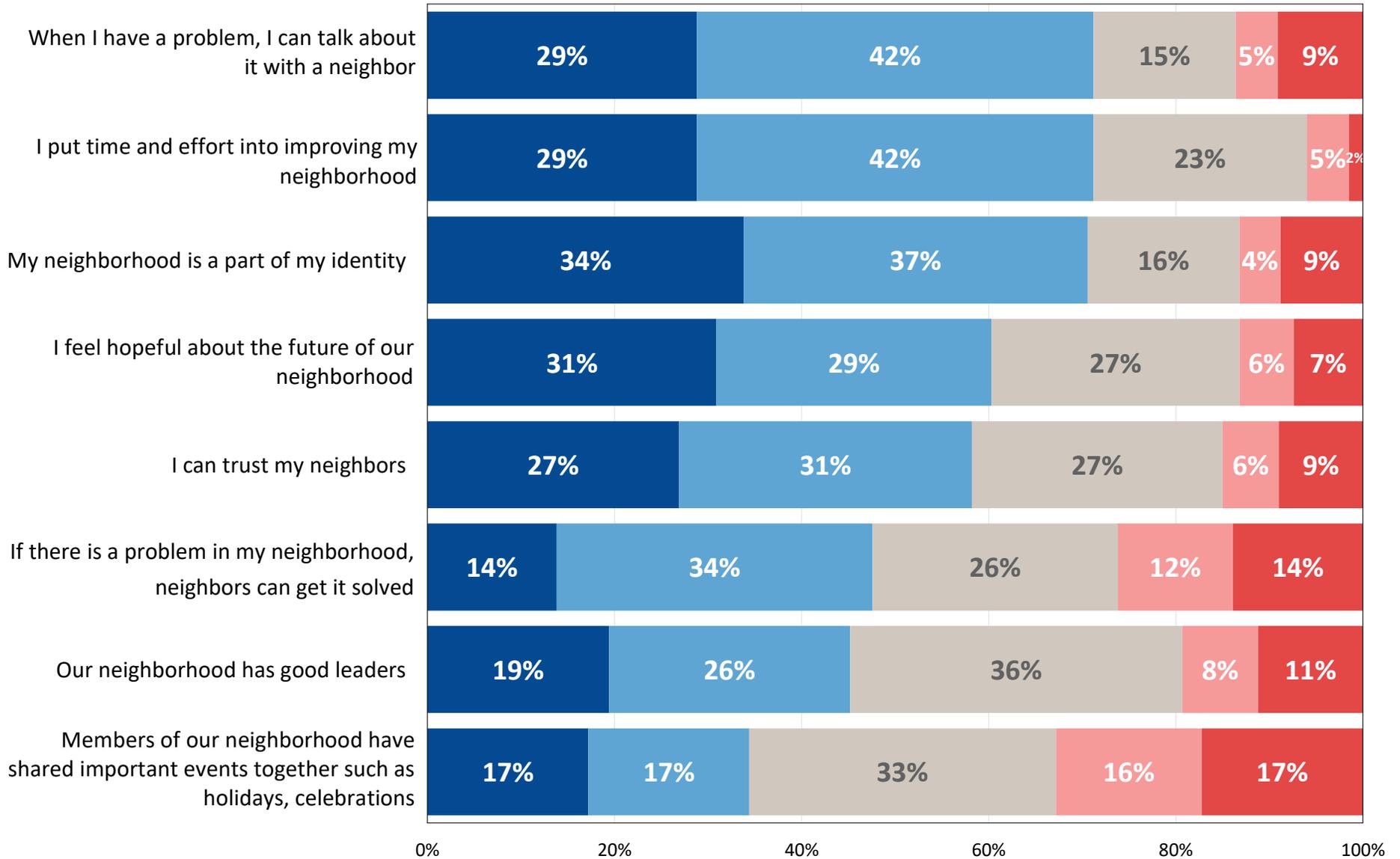
by percentage of respondents using a 5-point scale, where 5 means “very supportive” and 1 means “not at all supportive” (without “don’t know”)



Source: ETC Institute (2021)

Q16. Level of Agreement with Various Statements

by percentage of respondents using a 5-point scale, where 5 means “strongly agree” and 1 means “strongly disagree”
(without “don’t know”)

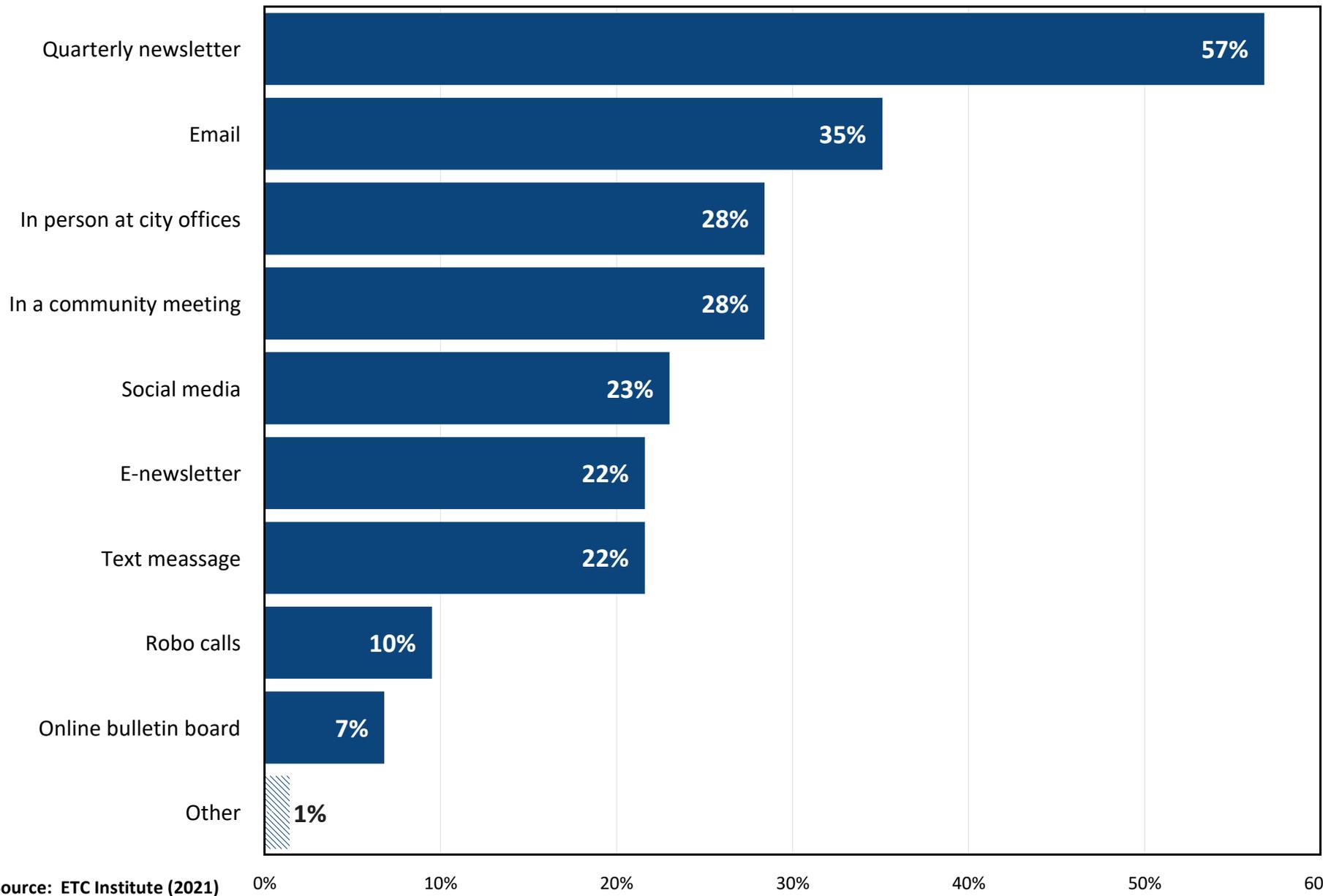


Source: ETC Institute (2021)

Strongly Agree (5) Agree (4) Neutral (3) Disagree (2) Strongly Disagree (1)

Q17. How would you like to communicate with the City of Lake Wales?

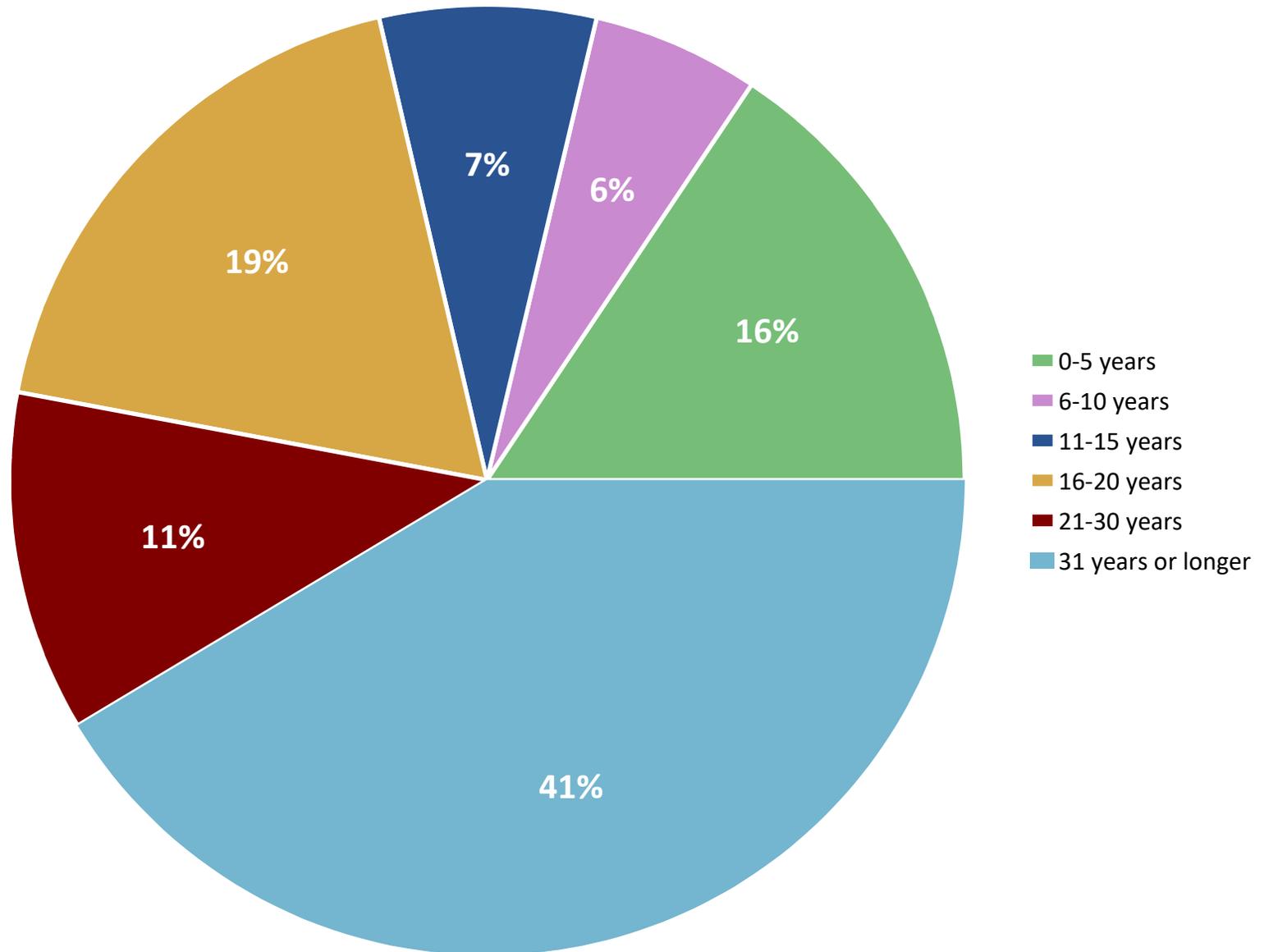
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

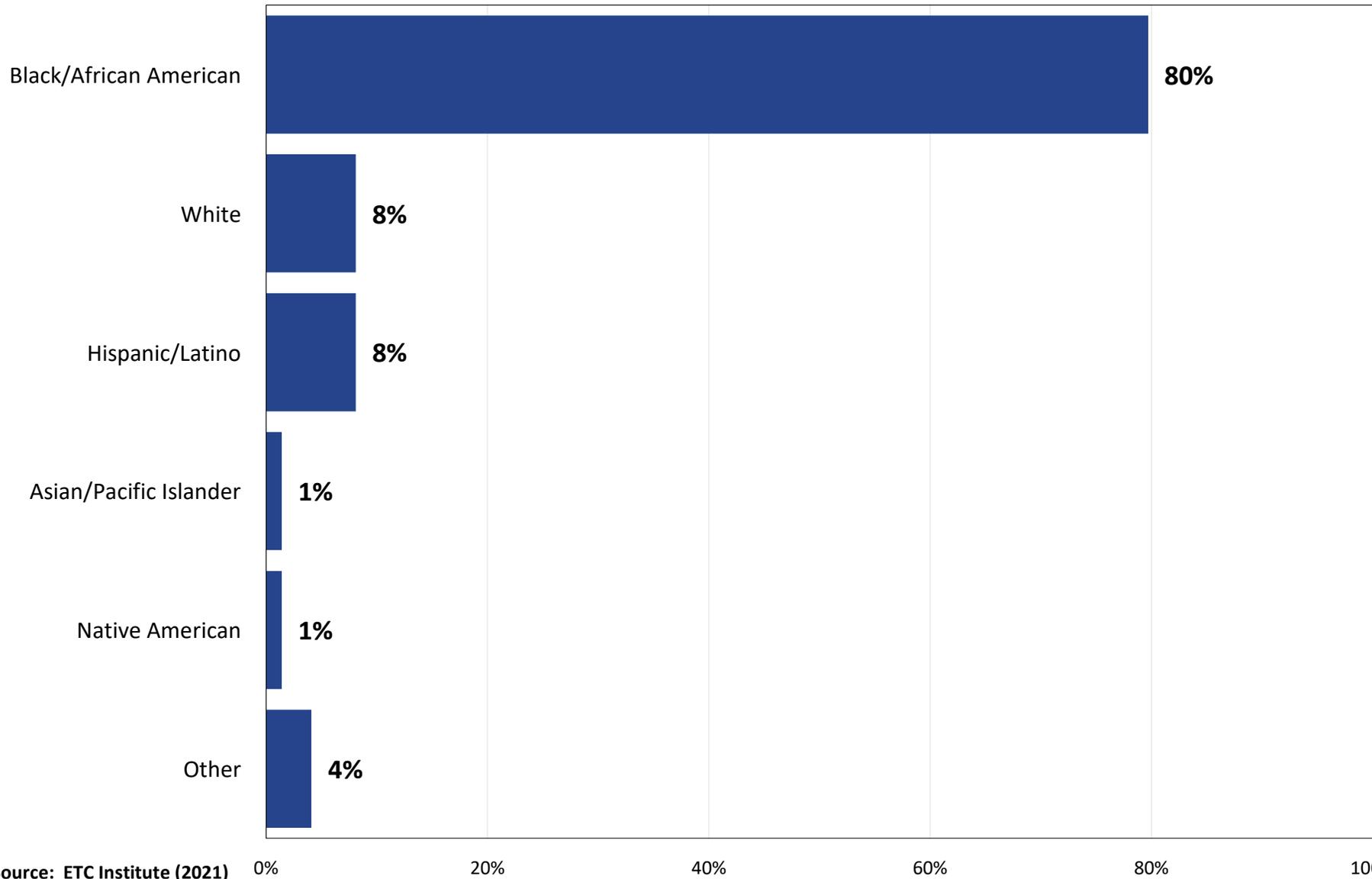
Demographics: Q21. How many years have you lived in this neighborhood?

by percentage of respondents (without "not provided")



Demographics: Q22. Which of the following best describes your race/ethnicity?

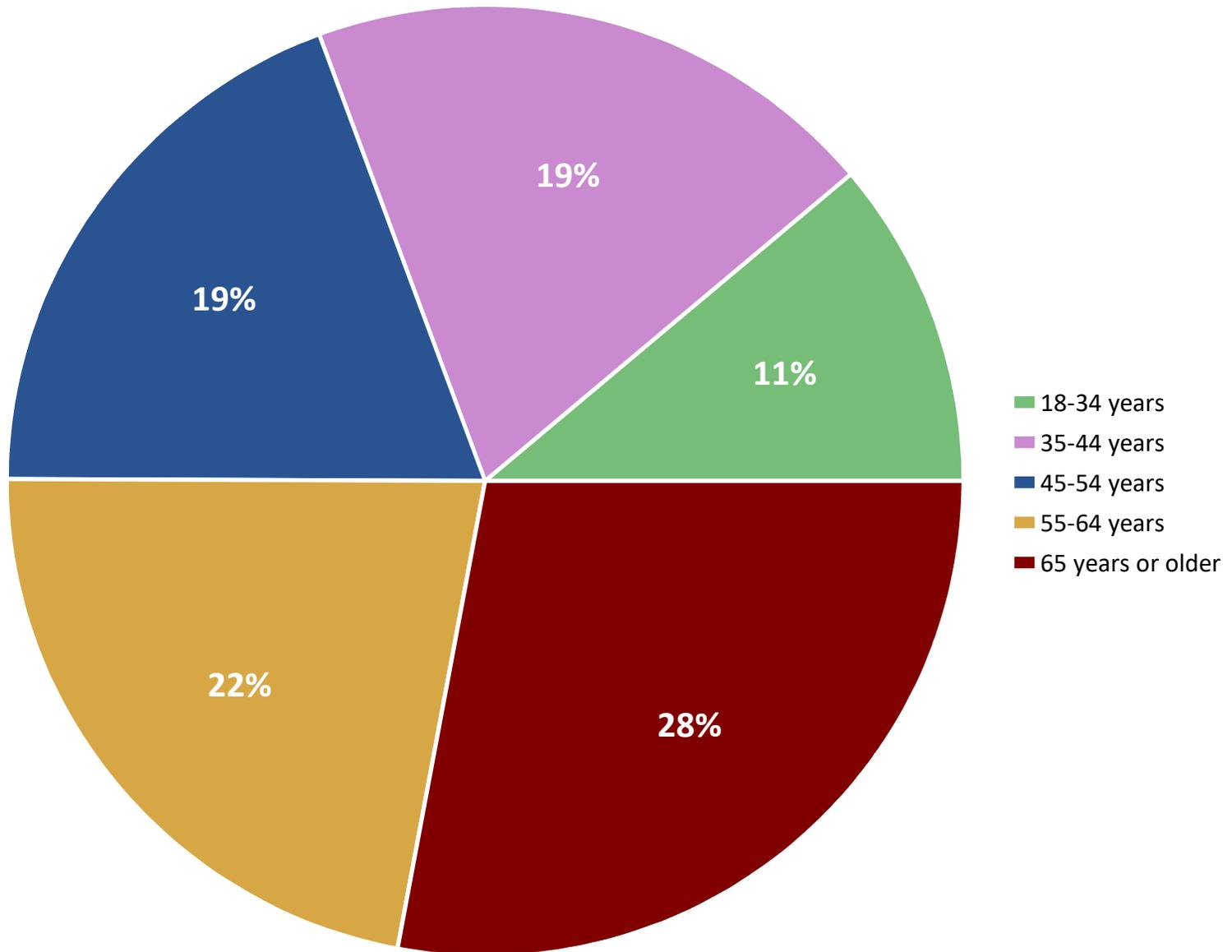
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

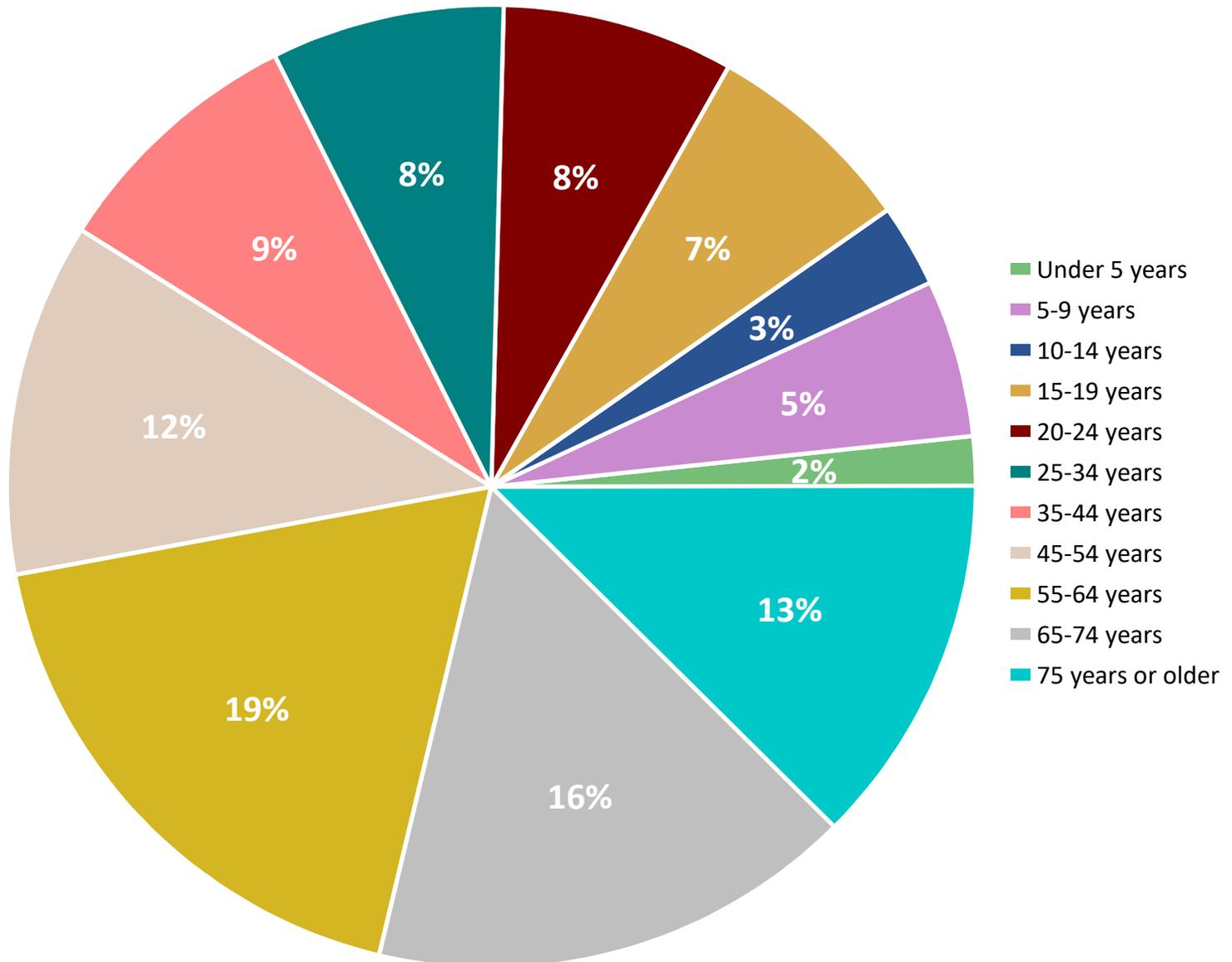
Demographics: Q23. What is your age?

by percentage of respondents (without "not provided")



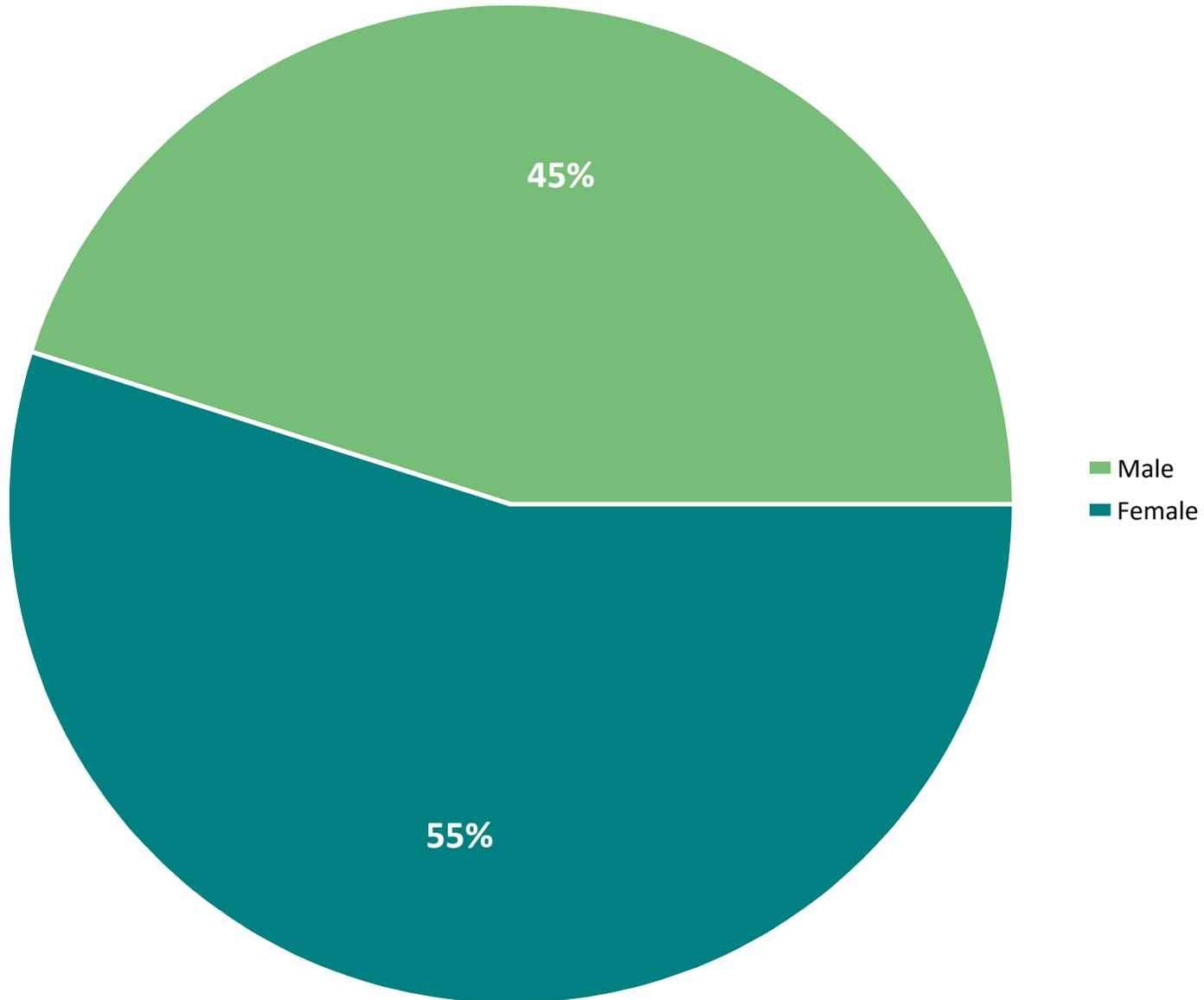
Q24. Demographics: Ages of People in Household

by percentage of respondents



Demographics: Q25. Your gender:

by percentage of respondents (without "not provided")





2

Tabular Data

Q1. Please rate your satisfaction with each of the public infrastructure items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=74)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Parks	12.2%	32.4%	23.0%	14.9%	8.1%	9.5%
Q1-2. Roads	8.1%	24.3%	14.9%	21.6%	24.3%	6.8%
Q1-3. Sidewalks	6.8%	20.3%	37.8%	17.6%	12.2%	5.4%
Q1-4. Street lighting	8.1%	23.0%	21.6%	20.3%	20.3%	6.8%
Q1-5. Street signage	12.2%	36.5%	18.9%	13.5%	10.8%	8.1%

WITHOUT DON'T KNOW

Q1. Please rate your satisfaction with each of the public infrastructure items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=74)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Parks	13.4%	35.8%	25.4%	16.4%	9.0%
Q1-2. Roads	8.7%	26.1%	15.9%	23.2%	26.1%
Q1-3. Sidewalks	7.1%	21.4%	40.0%	18.6%	12.9%
Q1-4. Street lighting	8.7%	24.6%	23.2%	21.7%	21.7%
Q1-5. Street signage	13.2%	39.7%	20.6%	14.7%	11.8%

Q2. How often do you see the following types of City services being provided in your neighborhood?

(N=74)

	Very often	Often	Neutral	Rarely	Very rarely	Don't know
Q2-1. Code compliance	9.5%	16.2%	20.3%	23.0%	13.5%	17.6%
Q2-2. Fire	13.5%	20.3%	18.9%	20.3%	16.2%	10.8%
Q2-3. Police	21.6%	27.0%	17.6%	20.3%	10.8%	2.7%
Q2-4. Streets	9.5%	25.7%	17.6%	25.7%	14.9%	6.8%
Q2-5. Utilities (i.e. water, sewer)	14.9%	28.4%	28.4%	14.9%	9.5%	4.1%

WITHOUT DON'T KNOW**Q2. How often do you see the following types of City services being provided in your neighborhood?
(without "don't know")**

(N=74)

	Very often	Often	Neutral	Rarely	Very rarely
Q2-1. Code compliance	11.5%	19.7%	24.6%	27.9%	16.4%
Q2-2. Fire	15.2%	22.7%	21.2%	22.7%	18.2%
Q2-3. Police	22.2%	27.8%	18.1%	20.8%	11.1%
Q2-4. Streets	10.1%	27.5%	18.8%	27.5%	15.9%
Q2-5. Utilities (i.e. water, sewer)	15.5%	29.6%	29.6%	15.5%	9.9%

Q3. Would you like to see the following City services provided more often, about the same amount, or less often in your neighborhood?

(N=74)

	More often	About the same	Less often	No opinion
Q3-1. Code compliance	44.6%	35.1%	2.7%	17.6%
Q3-2. Fire	20.3%	59.5%	2.7%	17.6%
Q3-3. Police	37.8%	44.6%	4.1%	13.5%
Q3-4. Streets	45.9%	43.2%	2.7%	8.1%
Q3-5. Utilities (i.e. water, sewer)	28.4%	60.8%	0.0%	10.8%

Q4. Please rate your satisfaction with each of the City services listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=74)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Code compliance	9.5%	24.3%	23.0%	10.8%	14.9%	17.6%
Q4-2. Fire	23.0%	31.1%	25.7%	5.4%	1.4%	13.5%
Q4-3. Police	17.6%	28.4%	23.0%	13.5%	8.1%	9.5%
Q4-4. Streets	9.5%	28.4%	29.7%	13.5%	12.2%	6.8%
Q4-5. Utilities (i.e. water, sewer)	10.8%	32.4%	33.8%	10.8%	5.4%	6.8%

WITHOUT DON'T KNOW

Q4. Please rate your satisfaction with each of the City services listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=74)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Code compliance	11.5%	29.5%	27.9%	13.1%	18.0%
Q4-2. Fire	26.6%	35.9%	29.7%	6.3%	1.6%
Q4-3. Police	19.4%	31.3%	25.4%	14.9%	9.0%
Q4-4. Streets	10.1%	30.4%	31.9%	14.5%	13.0%
Q4-5. Utilities (i.e. water, sewer)	11.6%	34.8%	36.2%	11.6%	5.8%

Q5. In general, how safe do you feel your neighborhood is for families?

Q5. How safe is your neighborhood for families	Number	Percent
Very safe	9	12.2 %
Safe	34	45.9 %
Neither safe nor unsafe	14	18.9 %
Unsafe	9	12.2 %
Very unsafe	3	4.1 %
Not provided	5	6.8 %
Total	74	100.0 %

WITHOUT NOT PROVIDED**Q5. In general, how safe do you feel your neighborhood is for families? (without "not provided")**

Q5. How safe is your neighborhood for families	Number	Percent
Very safe	9	13.0 %
Safe	34	49.3 %
Neither safe nor unsafe	14	20.3 %
Unsafe	9	13.0 %
Very unsafe	3	4.3 %
Total	69	100.0 %

Q6. Please rate how safe you feel doing the following activities listed below using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."

(N=74)

	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe	Don't know
Q6-1. Being in my home	37.8%	45.9%	4.1%	9.5%	0.0%	2.7%
Q6-2. Parking on the street	16.2%	33.8%	17.6%	20.3%	4.1%	8.1%
Q6-3. Being outside my home	23.0%	45.9%	10.8%	12.2%	1.4%	6.8%
Q6-4. Visiting a neighbor	21.6%	44.6%	17.6%	6.8%	0.0%	9.5%
Q6-5. Visiting a neighborhood park	13.5%	37.8%	20.3%	13.5%	5.4%	9.5%
Q6-6. Walking in your neighborhood during the day	25.7%	50.0%	14.9%	4.1%	2.7%	2.7%
Q6-7. Walking in your neighborhood at night	13.5%	20.3%	17.6%	24.3%	13.5%	10.8%

WITHOUT DON'T KNOW

Q6. Please rate how safe you feel doing the following activities listed below using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")

(N=74)

	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Q6-1. Being in my home	38.9%	47.2%	4.2%	9.7%	0.0%
Q6-2. Parking on the street	17.6%	36.8%	19.1%	22.1%	4.4%
Q6-3. Being outside my home	24.6%	49.3%	11.6%	13.0%	1.4%
Q6-4. Visiting a neighbor	23.9%	49.3%	19.4%	7.5%	0.0%
Q6-5. Visiting a neighborhood park	14.9%	41.8%	22.4%	14.9%	6.0%
Q6-6. Walking in your neighborhood during the day	26.4%	51.4%	15.3%	4.2%	2.8%
Q6-7. Walking in your neighborhood at night	15.2%	22.7%	19.7%	27.3%	15.2%

Q7. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," how do you feel about the following activities in your neighborhood?

(N=74)

	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe	Don't know
Q7-1. Noise	16.2%	32.4%	10.8%	21.6%	14.9%	4.1%
Q7-2. Crowds	14.9%	31.1%	17.6%	16.2%	10.8%	9.5%
Q7-3. Vehicle traffic	8.1%	28.4%	17.6%	21.6%	17.6%	6.8%
Q7-4. Loitering	14.9%	21.6%	17.6%	25.7%	10.8%	9.5%

WITHOUT DON'T KNOW

Q7. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," how do you feel about the following activities in your neighborhood? (without "don't know")

(N=74)

	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Q7-1. Noise	16.9%	33.8%	11.3%	22.5%	15.5%
Q7-2. Crowds	16.4%	34.3%	19.4%	17.9%	11.9%
Q7-3. Vehicle traffic	8.7%	30.4%	18.8%	23.2%	18.8%
Q7-4. Loitering	16.4%	23.9%	19.4%	28.4%	11.9%

Q8. Please rate the importance of the following issues using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important."

(N=74)

	Very important	Somewhat important	Neutral	Not important	Not at all important	Don't know
Q8-1. Crime/disorder	79.7%	5.4%	9.5%	0.0%	1.4%	4.1%
Q8-2. Housing conditions	66.2%	13.5%	12.2%	0.0%	1.4%	6.8%
Q8-3. Neighborhood appearance	68.9%	10.8%	10.8%	0.0%	2.7%	6.8%
Q8-4. Job opportunities	73.0%	4.1%	9.5%	2.7%	1.4%	9.5%
Q8-5. Nearby goods & services	63.5%	17.6%	9.5%	2.7%	1.4%	5.4%
Q8-6. Traffic conditions	67.6%	13.5%	13.5%	1.4%	1.4%	2.7%

WITHOUT DON'T KNOW**Q8. Please rate the importance of the following issues using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important." (without "don't know")**

(N=74)

	Very important	Somewhat important	Neutral	Not important	Not at all important
Q8-1. Crime/disorder	83.1%	5.6%	9.9%	0.0%	1.4%
Q8-2. Housing conditions	71.0%	14.5%	13.0%	0.0%	1.4%
Q8-3. Neighborhood appearance	73.9%	11.6%	11.6%	0.0%	2.9%
Q8-4. Job opportunities	80.6%	4.5%	10.4%	3.0%	1.5%
Q8-5. Nearby goods & services	67.1%	18.6%	10.0%	2.9%	1.4%
Q8-6. Traffic conditions	69.4%	13.9%	13.9%	1.4%	1.4%

Q9. Which THREE items from the list in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next year?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Crime/disorder	30	40.5 %
Housing conditions	7	9.5 %
Neighborhood appearance	4	5.4 %
Job opportunities	13	17.6 %
Nearby goods & services	3	4.1 %
Traffic conditions	1	1.4 %
None chosen	16	21.6 %
Total	74	100.0 %

Q9. Which THREE items from the list in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next year?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Crime/disorder	7	9.5 %
Housing conditions	20	27.0 %
Neighborhood appearance	13	17.6 %
Job opportunities	11	14.9 %
Nearby goods & services	3	4.1 %
Traffic conditions	3	4.1 %
None chosen	17	23.0 %
Total	74	100.0 %

Q9. Which THREE items from the list in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next year?

Q9. 3rd choice	Number	Percent
Crime/disorder	7	9.5 %
Housing conditions	9	12.2 %
Neighborhood appearance	10	13.5 %
Job opportunities	7	9.5 %
Nearby goods & services	10	13.5 %
Traffic conditions	9	12.2 %
None chosen	22	29.7 %
Total	74	100.0 %

SUM OF TOP 3 CHOICES

Q9. Which THREE items from the list in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next year? (top 3)

Q9. Sum of Top 3 Choices	Number	Percent
Crime/disorder	44	59.5 %
Housing conditions	36	48.6 %
Neighborhood appearance	27	36.5 %
Job opportunities	31	41.9 %
Nearby goods & services	16	21.6 %
Traffic conditions	13	17.6 %
None chosen	16	21.6 %
Total	183	

Q10. What type(s) of business would you like to see established in close proximity to your neighborhood?

Q10. What types of business would you like to see established in close proximity to your neighborhood

	Number	Percent
Industrial	16	21.6 %
Office	18	24.3 %
Restaurants	58	78.4 %
Retail	37	50.0 %
Other	11	14.9 %
Total	140	

Q11. Do you agree or disagree with the establishment of bars or nightclubs in close proximity to your neighborhood?

Q11. Do you agree or disagree with the establishment of bars or nightclubs in close proximity to your neighborhood

	Number	Percent
Strongly agree	4	5.4 %
Agree	10	13.5 %
Neither agree nor disagree	17	23.0 %
Disagree	20	27.0 %
Strongly disagree	23	31.1 %
Total	74	100.0 %

Q12. How safe do you feel publicly expressing concerns you may have about current conditions in your neighborhood?

Q12. How safe do you feel publicly expressing concerns you may have about current conditions in your neighborhood

	Number	Percent
Very safe	21	28.4 %
Safe	28	37.8 %
Neither safe nor unsafe	18	24.3 %
Unsafe	6	8.1 %
Very unsafe	1	1.4 %
Total	74	100.0 %

Q13. Is trash/litter an issue in your neighborhood?

Q13. Is trash/litter an issue in your neighborhood	Number	Percent
Yes	36	48.6 %
No	27	36.5 %
Don't know	11	14.9 %
Total	74	100.0 %

WITHOUT DON'T KNOW

Q13. Is trash/litter an issue in your neighborhood? (without "don't know")

Q13. Is trash/litter an issue in your neighborhood	Number	Percent
Yes	36	57.1 %
No	27	42.9 %
Total	63	100.0 %

Q14. Please rate your level of concern with the following traffic conditions in your neighborhood using a scale of 1 to 5, where 5 means "Very Concerned" and 1 means "Very Unconcerned."

(N=74)

	Very concerned	Concerned	Neutral	Unconcerned	Very unconcerned	Don't know
Q14-1. Noise	33.8%	24.3%	20.3%	12.2%	5.4%	4.1%
Q14-2. Speeding	50.0%	18.9%	16.2%	4.1%	5.4%	5.4%
Q14-3. Parking	21.6%	16.2%	21.6%	18.9%	6.8%	14.9%
Q14-4. Off road vehicles	33.8%	10.8%	23.0%	16.2%	6.8%	9.5%
Q14-5. Crowds	20.3%	16.2%	27.0%	23.0%	5.4%	8.1%

WITHOUT DON'T KNOW

Q14. Please rate your level of concern with the following traffic conditions in your neighborhood using a scale of 1 to 5, where 5 means "Very Concerned" and 1 means "Very Unconcerned." (without "don't know")

(N=74)

	Very concerned	Concerned	Neutral	Unconcerned	Very unconcerned
Q14-1. Noise	35.2%	25.4%	21.1%	12.7%	5.6%
Q14-2. Speeding	52.9%	20.0%	17.1%	4.3%	5.7%
Q14-3. Parking	25.4%	19.0%	25.4%	22.2%	7.9%
Q14-4. Off road vehicles	37.3%	11.9%	25.4%	17.9%	7.5%
Q14-5. Crowds	22.1%	17.6%	29.4%	25.0%	5.9%

Q15. How supportive are you of allowing residents to do the following within your neighborhood?

(N=74)

	Very supportive	Somewhat supportive	Neutral	Not supportive	Not at all supportive	Don't know
Q15-1. Sell food out of their home	32.4%	12.2%	21.6%	12.2%	10.8%	10.8%
Q15-2. Sell food out of a food truck	41.9%	14.9%	14.9%	8.1%	8.1%	12.2%

WITHOUT DON'T KNOW

Q15. How supportive are you of allowing residents to do the following within your neighborhood? (without "don't know")

(N=74)

	Very supportive	Somewhat supportive	Neutral	Not supportive	Not at all supportive
Q15-1. Sell food out of their home	36.4%	13.6%	24.2%	13.6%	12.1%
Q15-2. Sell food out of a food truck	47.7%	16.9%	16.9%	9.2%	9.2%

Q16. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following statements.

(N=74)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q16-1. When I have a problem, I can talk about it with a neighbor	25.7%	37.8%	13.5%	4.1%	8.1%	10.8%
Q16-2. I can trust my neighbors	24.3%	28.4%	24.3%	5.4%	8.1%	9.5%
Q16-3. I put time & effort into improving my neighborhood	25.7%	37.8%	20.3%	4.1%	1.4%	10.8%
Q16-4. My neighborhood is a part of my identity	31.1%	33.8%	14.9%	4.1%	8.1%	8.1%
Q16-5. If there is a problem in my neighborhood, neighbors can get it solved	12.2%	29.7%	23.0%	10.8%	12.2%	12.2%
Q16-6. Our neighborhood has good leaders	16.2%	21.6%	29.7%	6.8%	9.5%	16.2%
Q16-7. Members of our neighborhood have shared important events together such as holidays, celebrations	14.9%	14.9%	28.4%	13.5%	14.9%	13.5%
Q16-8. I feel hopeful about the future of our neighborhood	28.4%	27.0%	24.3%	5.4%	6.8%	8.1%

WITHOUT DON'T KNOW

Q16. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following statements. (without "don't know")

(N=74)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q16-1. When I have a problem, I can talk about it with a neighbor	28.8%	42.4%	15.2%	4.5%	9.1%
Q16-2. I can trust my neighbors	26.9%	31.3%	26.9%	6.0%	9.0%
Q16-3. I put time & effort into improving my neighborhood	28.8%	42.4%	22.7%	4.5%	1.5%
Q16-4. My neighborhood is a part of my identity	33.8%	36.8%	16.2%	4.4%	8.8%
Q16-5. If there is a problem in my neighborhood, neighbors can get it solved	13.8%	33.8%	26.2%	12.3%	13.8%
Q16-6. Our neighborhood has good leaders	19.4%	25.8%	35.5%	8.1%	11.3%
Q16-7. Members of our neighborhood have shared important events together such as holidays, celebrations	17.2%	17.2%	32.8%	15.6%	17.2%
Q16-8. I feel hopeful about the future of our neighborhood	30.9%	29.4%	26.5%	5.9%	7.4%

Q17. How would you like to communicate with the City of Lake Wales?

Q17. How would you like to communicate with

<u>City of Lake Wales</u>	<u>Number</u>	<u>Percent</u>
Quarterly newsletter	42	56.8 %
eNewsletter	16	21.6 %
Robo calls	7	9.5 %
Text message	16	21.6 %
Email	26	35.1 %
Social media	17	23.0 %
Online bulletin board	5	6.8 %
In person at City offices	21	28.4 %
In a community meeting	21	28.4 %
Other	1	1.4 %
Total	172	

Q17-10. Other

<u>Q17-10. Other</u>	<u>Number</u>	<u>Percent</u>
Mail	1	100.0 %
Total	1	100.0 %

Q21. How many years have you lived in this neighborhood?

Q21. How many years have you lived in this neighborhood

	Number	Percent
0-5	11	14.9 %
6-10	4	5.4 %
11-15	5	6.8 %
16-20	13	17.6 %
21-30	8	10.8 %
31+	29	39.2 %
Not provided	4	5.4 %
Total	74	100.0 %

WITHOUT NOT PROVIDED**Q21. How many years have you lived in this neighborhood? (without "not provided")**

Q21. How many years have you lived in this neighborhood

	Number	Percent
0-5	11	15.7 %
6-10	4	5.7 %
11-15	5	7.1 %
16-20	13	18.6 %
21-30	8	11.4 %
31+	29	41.4 %
Total	70	100.0 %

Q22. Which of the following best describes your race/ethnicity?

<u>Q22. What best describes your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	1	1.4 %
Black/African American	59	79.7 %
Native American	1	1.4 %
White	6	8.1 %
Hispanic/Latino	6	8.1 %
Other	3	4.1 %
Total	76	

Q22-6. Other

<u>Q22-6. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	1	33.3 %
More than one	1	33.3 %
West Indian	1	33.3 %
Total	3	100.0 %

Q23. What is your age?

<u>Q23. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	8	10.8 %
35-44	14	18.9 %
45-54	14	18.9 %
55-64	16	21.6 %
65+	20	27.0 %
Not provided	2	2.7 %
Total	74	100.0 %

WITHOUT NOT PROVIDED**Q23. What is your age? (without "not provided")**

<u>Q23. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	8	11.1 %
35-44	14	19.4 %
45-54	14	19.4 %
55-64	16	22.2 %
65+	20	27.8 %
Total	72	100.0 %

Q24. Counting yourself, how many people in your household are...

	Mean	Sum
number	2.49	179
Under age 5	0.04	3
Ages 5-9	0.13	9
Ages 10-14	0.07	5
Ages 15-19	0.18	13
Ages 20-24	0.19	14
Ages 25-34	0.19	14
Ages 35-44	0.22	16
Ages 45-54	0.29	21
Ages 55-64	0.46	33
Ages 65-74	0.40	29
Ages 75+	0.31	22

Q25. What is your age?

Q25. Your gender	Number	Percent
Male	33	44.6 %
Female	40	54.1 %
Not provided	1	1.4 %
Total	74	100.0 %

WITHOUT NOT PROVIDED**Q25. What is your age? (without "not provided")**

Q25. Your gender	Number	Percent
Male	33	45.2 %
Female	40	54.8 %
Total	73	100.0 %



3 Survey Instrument

City of Lake Wales

201 Central Avenue W.
P.O. Box 1320
Lake Wales, FL 33859-1320
Phone (863) 678-4182
Fax (863) 678-4180

February, 2021

Dear Lake Wales Resident,

Thank you for taking the time to complete the enclosed Neighborhood Survey. Survey results will help your City government determine our strategic priorities and where funds are best allocated as we move into 2021.

Enclosed with this letter is a survey that will allow you to share your input with us – and help us to serve you better. While the survey only takes a few minutes to complete, the feedback we receive will go a long way to helping us meet the expectations you have for your City government.

We value your input. Your answers will influence decisions by City leaders about Lake Wales' projects, programs, services and policies that include areas such as public safety, public works, communications, and recreation. Thus, I encourage you to take the time to answer every question.

Here is what you need to know about the survey:

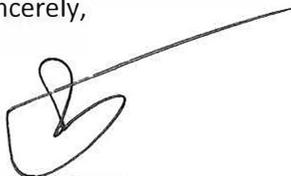
- It is completely anonymous.
- Mailing it back is free (a postage-paid envelope is included).
- For your convenience, you can complete the survey online at lakewalesurvey.org.

Please complete your online survey or return your survey to ETC Institute in the enclosed postage-paid envelope in the next few days. They will compile the results and present a report to the City in the following weeks. The City will share a summary of the survey results on the City's Website, www.lakewalesfl.gov.

If you have questions, please contact Michael Manning, Management Analyst, at (863) 678-4182 Ext. 254.

Thank you again for your time and input. It is how we will ensure that Lake Wales becomes the *The Crown Jewel of Central Florida*.

Sincerely,



James Slaton
City Manager



2021 City of Lake Wales Neighborhood Survey

City leaders would like your opinion about how well the City is delivering services to residents. Your input will be used to help set neighborhood priorities so that tax dollars are spent wisely. Please take a few minutes to complete this survey. If you prefer, you can complete the survey online at www.lakewalesurvey.org.

1. Please rate your satisfaction with each of the public infrastructure items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Parks	5	4	3	2	1	9
2. Roads	5	4	3	2	1	9
3. Sidewalks	5	4	3	2	1	9
4. Street Lighting	5	4	3	2	1	9
5. Street Signage	5	4	3	2	1	9

2. How often do you see the following types of city services being provided in your neighborhood?

Department	Very Often	Often	Neutral	Rarely	Very Rarely	Don't Know
1. Code Compliance	5	4	3	2	1	9
2. Fire	5	4	3	2	1	9
3. Police	5	4	3	2	1	9
4. Streets	5	4	3	2	1	9
5. Utilities (e.g. water, sewer)	5	4	3	2	1	9

3. Would you like to see the following city services provided more often, about the same amount, or less often in your neighborhood?

Department	More Often	About the Same	Less Often	No Opinion
1. Code Compliance	3	2	1	9
2. Fire	3	2	1	9
3. Police	3	2	1	9
4. Streets	3	2	1	9
5. Utilities (e.g. water, sewer)	3	2	1	9

4. Please rate your satisfaction with each of the city services listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Department	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Code Compliance	5	4	3	2	1	9
2. Fire	5	4	3	2	1	9
3. Police	5	4	3	2	1	9
4. Streets	5	4	3	2	1	9
5. Utilities (e.g. water, sewer)	5	4	3	2	1	9

5. In general, how safe do you feel your neighborhood is for families?

(1) Very safe (3) Neither safe nor unsafe (5) Very unsafe
 (2) Safe (4) Unsafe

6. Please rate how safe you feel doing the following activities listed below using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."

Activity	Very Safe	Safe	Neither Safe nor Unsafe	Unsafe	Very Unsafe	Don't Know
1. Being in my home	5	4	3	2	1	9
2. Parking on the street	5	4	3	2	1	9
3. Being outside my home	5	4	3	2	1	9
4. Visiting a neighbor	5	4	3	2	1	9
5. Visiting a neighborhood park	5	4	3	2	1	9
6. Walking in your neighborhood during the day	5	4	3	2	1	9
7. Walking in your neighborhood at night	5	4	3	2	1	9

7. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe", how do you feel about the following activities in your neighborhood?

Activity	Very Safe	Safe	Neither Safe nor Unsafe	Unsafe	Very Unsafe	Don't Know
1. Noise	5	4	3	2	1	9
2. Crowds	5	4	3	2	1	9
3. Vehicle traffic	5	4	3	2	1	9
4. Loitering	5	4	3	2	1	9

8. Please rate the importance of the following issues using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important."

	Very Important	Somewhat Important	Neutral	Not Important	Not at All Important	Don't Know
1. Crime/Disorder	5	4	3	2	1	9
2. Housing conditions	5	4	3	2	1	9
3. Neighborhood appearance	5	4	3	2	1	9
4. Job opportunities	5	4	3	2	1	9
5. Nearby goods and services	5	4	3	2	1	9
6. Traffic conditions	5	4	3	2	1	9

9. Which THREE items from the list in Question 8 do you think should receive the MOST EMPHASIS from city leaders over the next year? [Write in your answers below using the numbers from the list in Question 8.]

1st: ____ 2nd: ____ 3rd: ____

10. What type(s) of business would you like to see established in close proximity to your neighborhood? [Check all that apply.]

____(1) Industrial ____ (3) Restaurants ____ (5) Other: _____
 ____ (2) Office ____ (4) Retail

11. Do you agree or disagree with the establishment of bars or nightclubs in close proximity to your neighborhood?

____ (1) Strongly agree ____ (3) Neither agree nor disagree ____ (5) Strongly disagree
 ____ (2) Agree ____ (4) Disagree

12. How safe do you feel publicly expressing concerns you may have about current conditions in your neighborhood?

____ (1) Very safe ____ (3) Neither safe nor unsafe ____ (5) Very unsafe
 ____ (2) Safe ____ (4) Unsafe

13. Is trash/litter an issue in your neighborhood? ___(1) Yes ___(2) No ___(9) Don't know

14. Please rate your level of concern with the following traffic conditions in your neighborhood using a scale of 1 to 5, where 5 means "Very Concerned" and 1 means "Very Unconcerned."

Condition	Very Concerned	Concerned	Neutral	Unconcerned	Very Unconcerned	Don't Know
1. Noise	5	4	3	2	1	9
2. Speeding	5	4	3	2	1	9
3. Parking	5	4	3	2	1	9
4. Off road vehicles	5	4	3	2	1	9
5. Crowds	5	4	3	2	1	9

15. How supportive are you of allowing residents to do the following within your neighborhood?

	Very Supportive	Somewhat Supportive	Neutral	Not Supportive	Not at All Supportive	Don't Know
1. Sell food out of their home	5	4	3	2	1	9
2. Sell food out of a food truck	5	4	3	2	1	9

16. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. When I have a problem, I can talk about it with a neighbor	5	4	3	2	1	9
2. I can trust my neighbors	5	4	3	2	1	9
3. I put time and effort into improving my neighborhood	5	4	3	2	1	9
4. My neighborhood is a part of my identity	5	4	3	2	1	9
5. If there is a problem in my neighborhood, neighbors can get it solved	5	4	3	2	1	9
6. Our neighborhood has good leaders	5	4	3	2	1	9
7. Members of our neighborhood have shared important events together such as holidays, celebrations	5	4	3	2	1	9
8. I feel hopeful about the future of our neighborhood	5	4	3	2	1	9

17. How would you like to communicate with the City of Lake Wales? [Check all that apply.]

- ___(01) Quarterly newsletter
- ___(02) E-newsletter
- ___(03) Robo calls
- ___(04) Text message
- ___(05) Email
- ___(06) Social media
- ___(07) Online bulletin board
- ___(08) In person at city offices
- ___(09) In a community meeting
- ___(10) Other: _____

18. What are the best qualities about living in your neighborhood?

19. What would you change about your neighborhood if you could?

20. What concerns are not being addressed in your neighborhood?

Demographics

- 21. How many years have you lived in this neighborhood?** _____ years
- 22. Which of the following best describes your race/ethnicity? [Check all that apply.]**
____(1) Asian/Pacific Islander ____ (3) Native American ____ (5) Hispanic/Latino
____(2) Black/African American ____ (4) White ____ (6) Other: _____
- 23. What is your age?** _____ years
- 24. Counting yourself, how many people in your household are...**
Under age 5: ____ Ages 15-19: ____ Ages 35-44: ____ Ages 65-74: ____
Ages 5-9: ____ Ages 20-24: ____ Ages 45-54: ____ Ages 75+: ____
Ages 10-14: ____ Ages 25-34: ____ Ages 55-64: ____
- 25. Your gender:** ____ (1) Male ____ (2) Female ____ (3) Non-binary

This concludes the survey. Thank you for your time!
Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information to the right will ONLY be used to help identify the level of need in your area. Thank you!