

2022 City of Lake Wales Resident Survey Findings Report

Presented to the City of Lake Wales,
Florida
May 2022



ETC
INSTITUTE

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NO SWIMMING
NO DIVING
NO JUMPING
FROM PIER
CITY OF LAKE WALES

The following are
prohibited on
this Pier:
Swimming, Diving,
Jumping, Drifting,
Boating, Fishing,
Skiing, Water Skiing,
Jet Skiing, Personal
Watercraft, and
Other Watercraft.
City of Lake Wales
11/15/2016



Executive Summary

2022 City of Lake Wales Resident Survey

Executive Summary



Purpose

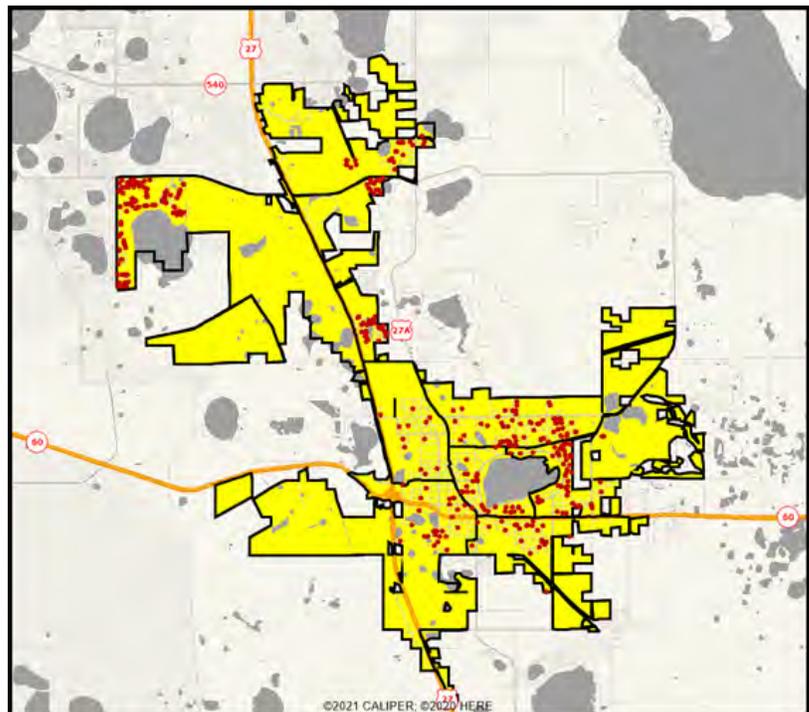
ETC Institute administered a survey to residents of the City of Lake Wales during the spring of 2022. The purpose of the survey was to gather resident opinion and feedback in order to evaluate and improve programs and determine the needs of residents. This is the first resident survey ETC Institute has administered for the City of Lake Wales.

Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in Lake Wales. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The emails and texts contained a link to the online version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of Lake Wales 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.

The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 402 residents completing the survey. The overall results for the sample of 402 households have a precision of at least +/-4.9% at the 95% level of confidence. In order to better understand how well services are being delivered by the Village, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the locations of their homes.



2022 City of Lake Wales Resident Survey

Executive Summary



This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for all questions on the survey,
- benchmarking data that show how the results for Lake Wales compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Lake Wales with the results from other communities where ETC Institute has conducted a resident survey. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

Overall Perceptions of the City

Eighty-two percent (82%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the City of Lake Wales as a place to live; 67% were satisfied with the City as a tree friendly community, and 65% were satisfied with the overall image of the City.

Eighty-eight percent (88%) of residents, *who had an opinion*, indicated they would “definitely” or “probably” recommend the City to family and friends as a place to live.

Satisfaction With Major City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of fire services (89%), quality of police services (85%), quality of garbage/trash collection (83%), reliability of sewer (wastewater) services (78%), and cleanliness of streets in neighborhoods (77%). Residents were least satisfied with the condition of streets (40%).

Based on the sum of their top five choices, the City services that residents thought should receive the most emphasis over the next two years were: 1) condition of streets, 2) condition of sidewalks, 3) cleanliness/maintenance of the Historic Downtown District, 4) reliability of potable (drinking) water, and 5) quality of police services.

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Parks and Recreation

Sixty-eight percent (68%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the appearance of city parks. Other areas in which residents were “very satisfied” or “satisfied” include: the appearance of City trails (61%), the quality of playgrounds (54%), and the quality of City athletic fields (50%).

Based on the sum of their top three choices, the parks and recreation services that residents thought should receive the most emphasis over the next two years were: 1) the appearance of City parks, 2) the quality of playgrounds, and 3) the appearance of City trails.

Library Services

Eighty-five percent (85%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the overall helpfulness of library staff. Other areas in which residents were “very satisfied” or “satisfied” include: overall quality of the Lake Wales Public Library (81%), overall quality of available materials (79%), and overall quality and quantity of programs for adults (59%).

Feeling of Safety

Most residents surveyed (95%), *who had an opinion*, felt “very safe” or “safe” in neighborhoods during the day. Other areas in which residents felt “very safe” or “safe” include: Historic Downtown during the day (88%), business/commercial areas during the day (84%), neighborhoods during the evening/night (83%), and during special events (80%).

Public Safety

Eighty-four percent (84%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the perceived competence of fire department employees. Other areas in which residents were “very satisfied” or “satisfied” include: how quickly fire personnel respond to emergencies (83%), how quickly police respond to emergencies (75%), and the perception of police officers’ attitude and behavior (71%).

Based on the sum of their top three choices, the public safety services that residents thought should receive the most emphasis over the next two years were: 1) City efforts to prevent crimes, 2) patrolling in the City, and 3) enforcement of local traffic laws.

2022 City of Lake Wales Resident Survey

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Development Services

Forty-one percent (41%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the level of ease conducting inspections for construction or renovation. Other areas in which residents were “very satisfied” or “satisfied” include: efforts regarding preservation of historic buildings in the City (40%) and level of ease to submit for and receive a building permit for construction or renovation (38%).

Customer Service

Fifty-eight percent (58%) of the residents surveyed indicated they had personally contacted the City of Lake Wales government with a question, service request, or complaint during the last 12 months. Of those who contacted the city, most did so either to pay a bill or research an issue.

When those who contacted the City were asked to rate their level of agreement with statements about their most recent interaction with City employees, 77% *who had an opinion* “strongly agreed” or “agreed” that the employee was courteous and professional, and 75% “strongly agreed” or “agreed” that their request was processed in a timely manner.

Additional Findings

- Residents were asked what options would make it more appealing to walk/bike instead of drive to a grocery store, restaurant, or park. The top answers were: better sidewalks (44%), bike infrastructure/paths/trails (40%), and improved walking routes (37%).
- The areas or facilities that residents visited most frequently in the last 12 months were: Historic Downtown District, Park Avenue (between Wetmore St. and Scenic Highway), Lake Wales Park, and Central Avenue (between Wetmore St. and Scenic Highway).
- When residents were asked their level of agreement with various statements about sustainability and resiliency in Lake Wales, the statements respondents most agreed with included: *I would like to see more trees/Florida friendly plants in Historic Downtown* (60%), *I am satisfied with the amount of tree canopy coverage in my neighborhood* (58%), and *I would like to see more trees/Florida friendly plants in the City’s Park System* (58%).

Thirty-three percent (33%) of respondents are aware of the Lake Wales Connected revitalization plan.

2022 City of Lake Wales Resident Survey Executive Summary



- The capital improvement project types that respondents believe are most important include: street resurfacing, water and sewer system improvements, stormwater and drainage improvements, and sidewalk renovations.
- Based on the sum of their top three choices, the communication channels preferred by respondents were: 1) City's Quarterly Newsletter, 2) the City website, and 3) Facebook.

2022 City of Lake Wales Resident Survey

Executive Summary



How the City of Lake Wales Compares to Other Communities in Florida

Satisfaction ratings for the City of Lake Wales **rated at or above the Florida average in 34 of the 37 areas** that were assessed. The City rated significantly higher than the Florida average (difference of 5% or more) in 27 of these areas. The table below shows how the City of Lake Wales compares to the Florida average:

Service	Lake Wales	Florida	Difference	Category
As a place to live	82%	44%	38%	Perceptions of the City
As a place to retire	81%	50%	31%	Perceptions of the City
Cleanliness/maintenance of Historic Downtown Dist.	64%	33%	31%	Major Categories of City Services
Quality of police services	85%	54%	31%	Major Categories of City Services
Reliability of sewer (wastewater) services	78%	48%	30%	Major Categories of City Services
Quality of garbage/trash collection	83%	54%	29%	Major Categories of City Services
Cleanliness of streets in business/commercial areas	72%	47%	25%	Major Categories of City Services
Quality of the City's customer service	65%	43%	22%	Major Categories of City Services
Quality of public engagement efforts	50%	28%	22%	Major Categories of City Services
Appearance/maintenance of City owned public buildings	70%	49%	21%	Major Categories of City Services
City's emergency/hurricane preparedness efforts	68%	48%	20%	Major Categories of City Services
Reliability of potable (drinking) water	71%	51%	20%	Major Categories of City Services
Feeling of safety in neighborhoods during the evening/night	83%	63%	20%	Perceptions of Safety
Quality of fire services	89%	70%	19%	Major Categories of City Services
Fire prevention & education programs provided	65%	48%	17%	Public Safety
Feeling of safety in neighborhoods during the day	95%	79%	16%	Perceptions of Safety
Value received for City taxes paid	46%	31%	15%	Perceptions of the City
Quality of the parks system	67%	53%	14%	Major Categories of City Services
How quickly fire personnel respond to emergencies	83%	69%	14%	Public Safety
Overall quality of City services	60%	46%	14%	Perceptions of the City
Enforcement of local traffic laws	60%	47%	13%	Public Safety
Efforts to manage stormwater drainage and flooding	60%	48%	12%	Major Categories of City Services
Overall image of the City	65%	54%	11%	Perceptions of the City
How quickly police respond to emergencies	75%	64%	11%	Public Safety
City efforts to prevent crimes	68%	58%	10%	Public Safety
Quality of City's communication efforts	52%	43%	9%	Major Categories of City Services
Landscape maint. of rights of way along City streets/public areas	59%	54%	5%	Major Categories of City Services
As a place to raise children	64%	60%	4%	Perceptions of the City
Quality of City recreational buildings	37%	34%	3%	Parks and Recreation
Brightness of street lighting	55%	53%	2%	Major Categories of City Services
Quality of playgrounds	54%	52%	2%	Parks and Recreation
Quality of City athletic fields	50%	48%	2%	Parks and Recreation
Appearance of City trails	61%	61%	0%	Parks and Recreation
Quality of City recreation programs	42%	42%	0%	Parks and Recreation
As a place to work	55%	58%	-3%	Perceptions of the City
Condition of sidewalks (few or no cracks)	45%	51%	-6%	Major Categories of City Services
Condition of streets	40%	51%	-11%	Major Categories of City Services

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How the City of Lake Wales Compares to Other Communities Nationally

Satisfaction ratings for the City of Lake Wales **rated above the national average in 28 of the 37 areas** that were assessed. The City rated significantly higher than the national average (difference of 5% or more) in 26 of these areas. The table below shows how the City of Lake Wales compares to the national average:

Service	Lake Wales	U.S.	Difference	Category
As a place to live	82%	50%	32%	Perceptions of the City
Quality of police services	85%	55%	30%	Major Categories of City Services
As a place to retire	81%	52%	29%	Perceptions of the City
Quality of garbage/trash collection	83%	57%	26%	Major Categories of City Services
City's emergency/hurricane preparedness efforts	68%	43%	25%	Major Categories of City Services
Quality of the City's customer service	65%	41%	24%	Major Categories of City Services
Reliability of sewer (wastewater) services	78%	55%	23%	Major Categories of City Services
Feeling of safety in neighborhoods during the evening/night	83%	63%	20%	Perceptions of Safety
City efforts to prevent crimes	68%	50%	18%	Public Safety
How quickly police respond to emergencies	75%	58%	17%	Public Safety
Cleanliness of streets in business/commercial areas	72%	55%	17%	Major Categories of City Services
Reliability of potable (drinking) water	71%	54%	17%	Major Categories of City Services
Quality of the parks system	67%	51%	16%	Major Categories of City Services
Quality of public engagement efforts	50%	34%	16%	Major Categories of City Services
Cleanliness/maintenance of Historic Downtown Dist.	64%	49%	15%	Major Categories of City Services
Quality of City's communication efforts	52%	38%	14%	Major Categories of City Services
Fire prevention & education programs provided	65%	51%	14%	Public Safety
Appearance/maintenance of City owned public buildings	70%	57%	13%	Major Categories of City Services
Value received for City taxes paid	46%	34%	12%	Perceptions of the City
Feeling of safety in neighborhoods during the day	95%	83%	12%	Perceptions of Safety
Quality of fire services	89%	78%	11%	Major Categories of City Services
Overall image of the City	65%	55%	10%	Perceptions of the City
How quickly fire personnel respond to emergencies	83%	73%	10%	Public Safety
Overall quality of City services	60%	51%	9%	Perceptions of the City
Efforts to manage stormwater drainage and flooding	60%	51%	9%	Major Categories of City Services
Enforcement of local traffic laws	60%	51%	9%	Public Safety
As a place to raise children	64%	62%	2%	Perceptions of the City
Landscape maint. of rights of way along City streets/public areas	59%	57%	2%	Major Categories of City Services
Quality of City recreational buildings	37%	38%	-1%	Parks and Recreation
Appearance of City trails	61%	63%	-2%	Parks and Recreation
As a place to work	55%	58%	-3%	Perceptions of the City
Quality of playgrounds	54%	57%	-3%	Parks and Recreation
Condition of sidewalks (few or no cracks)	45%	48%	-3%	Major Categories of City Services
Quality of City athletic fields	50%	53%	-3%	Parks and Recreation
Quality of City recreation programs	42%	45%	-3%	Parks and Recreation
Brightness of street lighting	55%	60%	-5%	Major Categories of City Services
Condition of streets	40%	51%	-11%	Major Categories of City Services

2022 City of Lake Wales Resident Survey Executive Summary



Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the services that are recommended as the top priorities in order to raise the City's overall satisfaction rating are listed below:

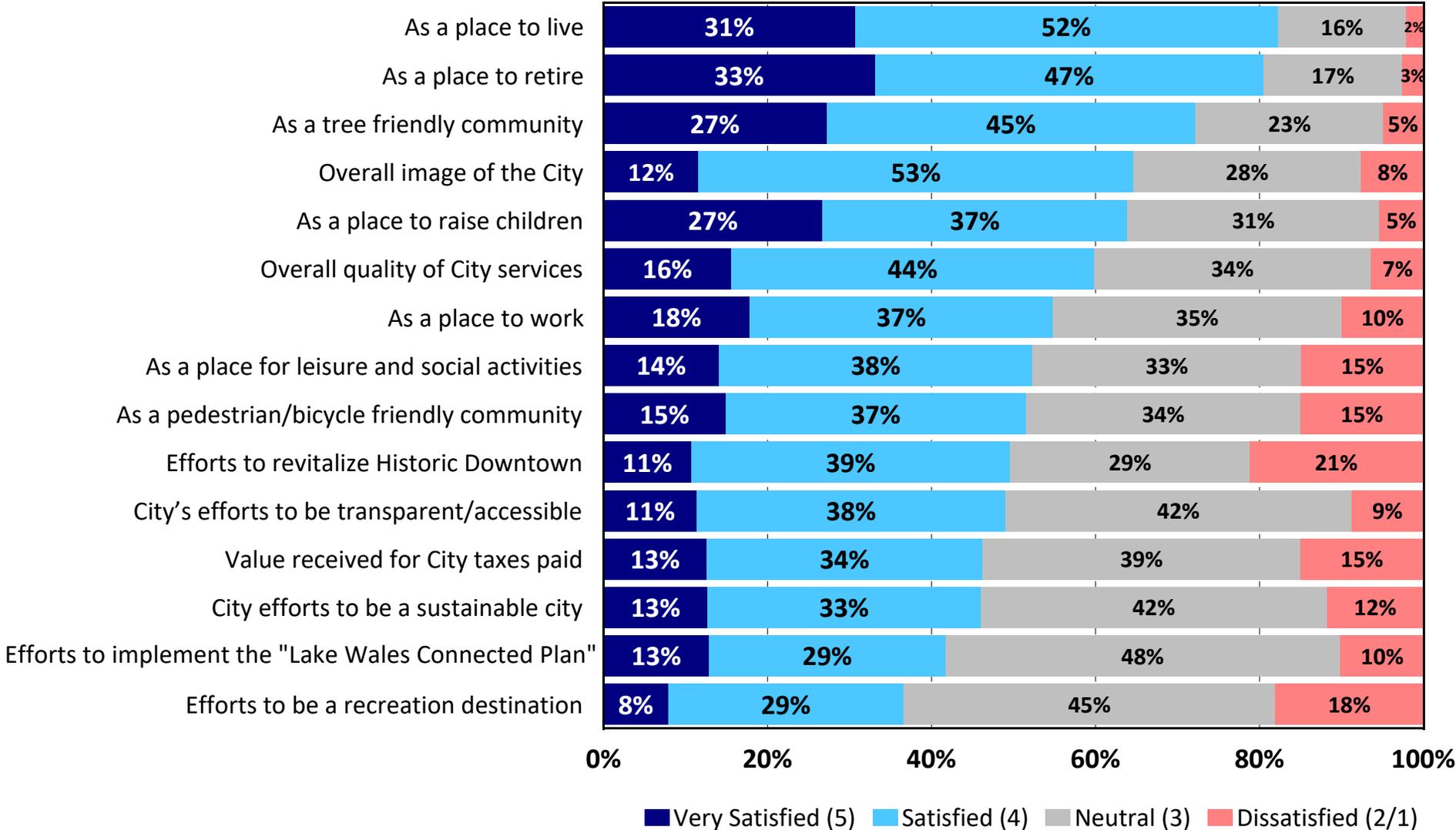
- Condition of streets (IS=0.2233)
- Condition of sidewalks (few or no cracks) (IS=0.1315)



Charts and Graphs

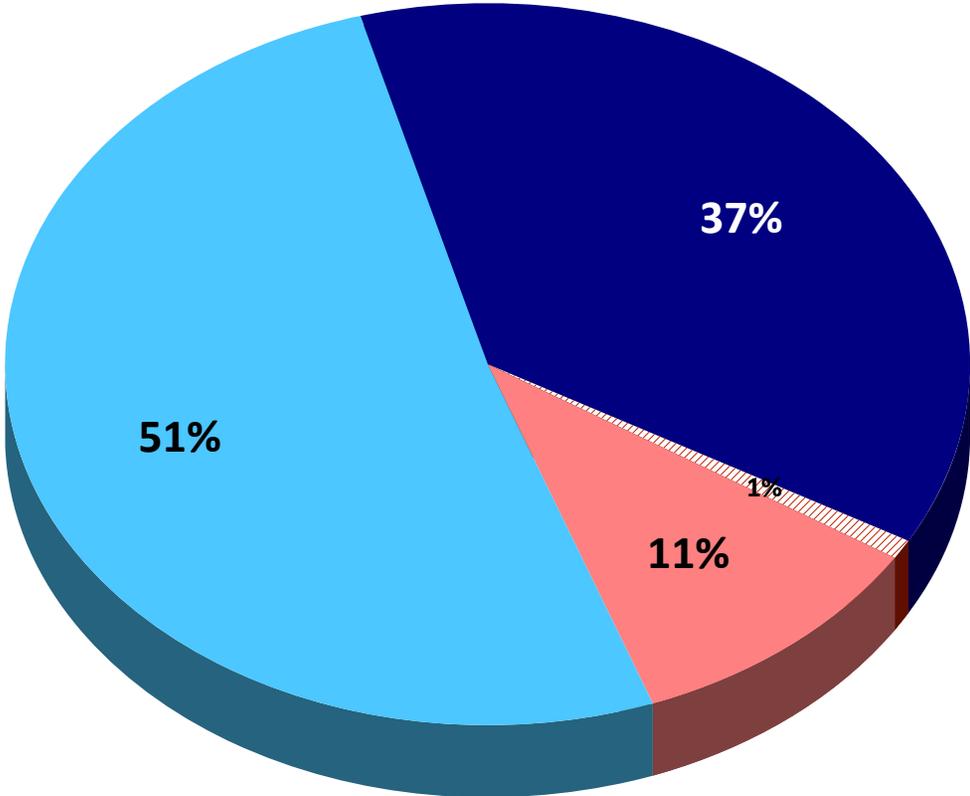
Q1. Satisfaction with Items That Influence Perceptions of the City

by percentage of respondents (excluding "don't know")



Q2. Would you recommend the City of Lake Wales to family and friends as a place to live?

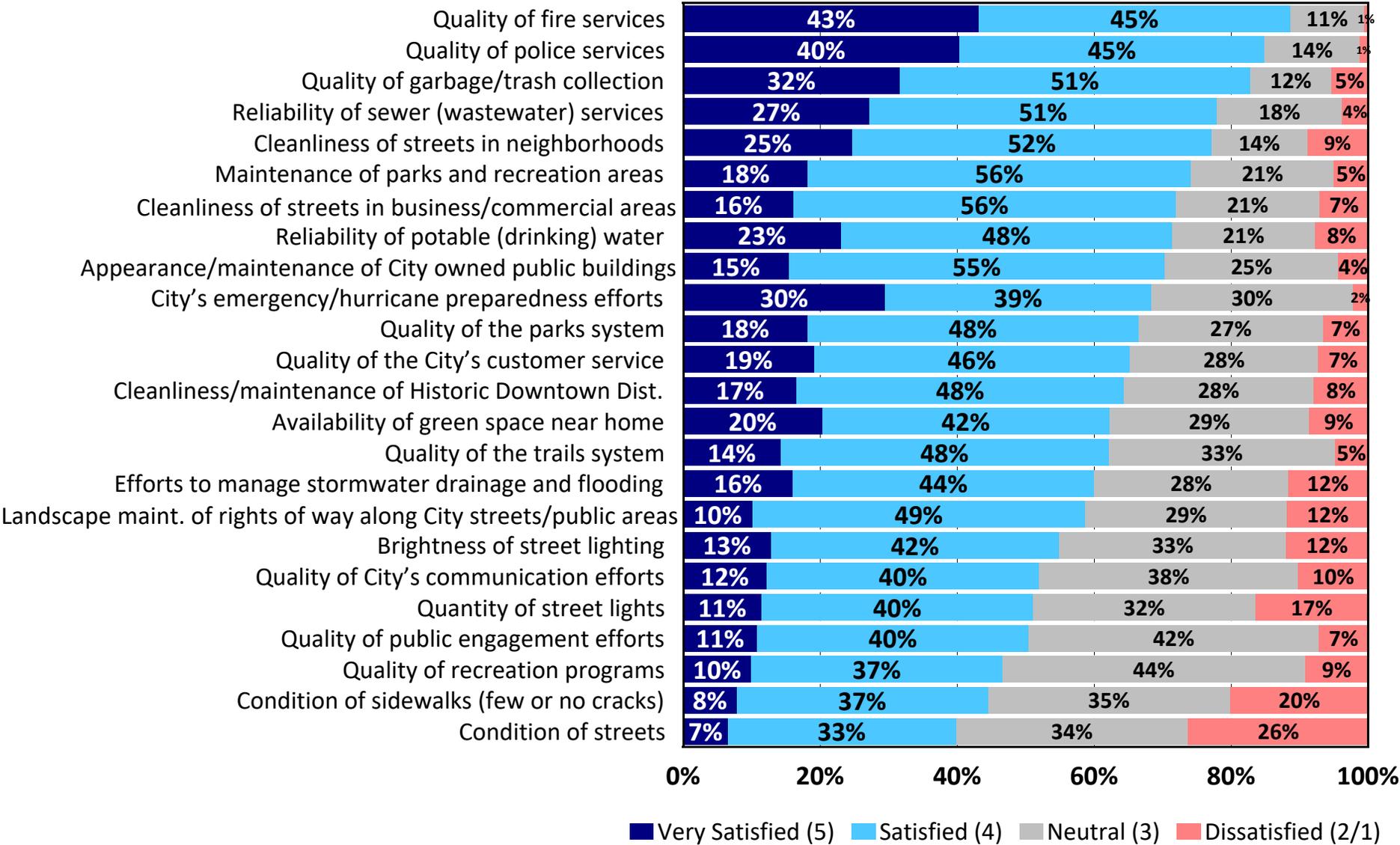
by percentage of respondents (excluding "don't know")



■ Definitely recommend ■ Probably recommend
■ Probably not recommend ▨ Definitely not recommend

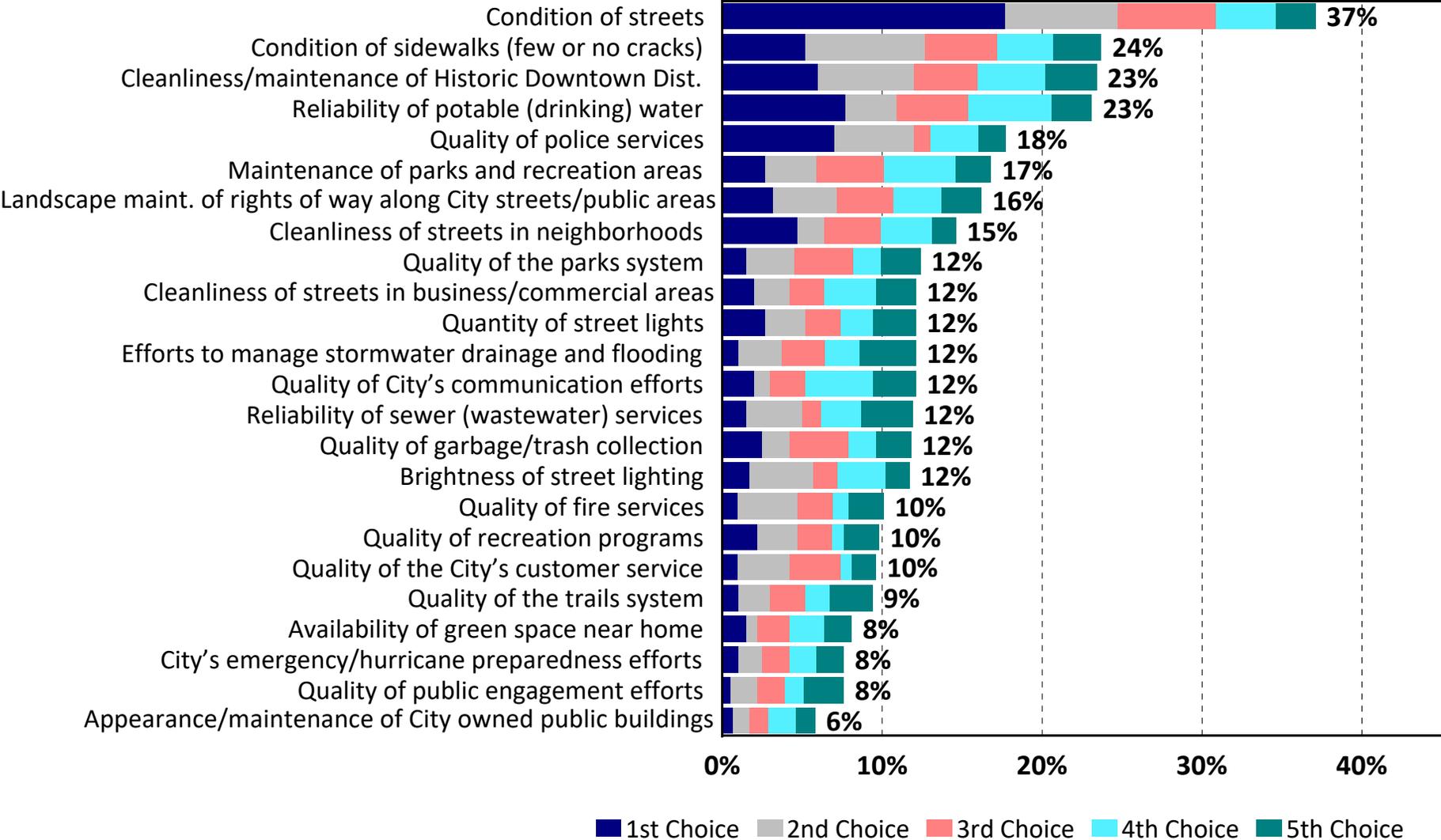
Q3. Satisfaction with Major Categories of City Services

by percentage of respondents (excluding "don't know")



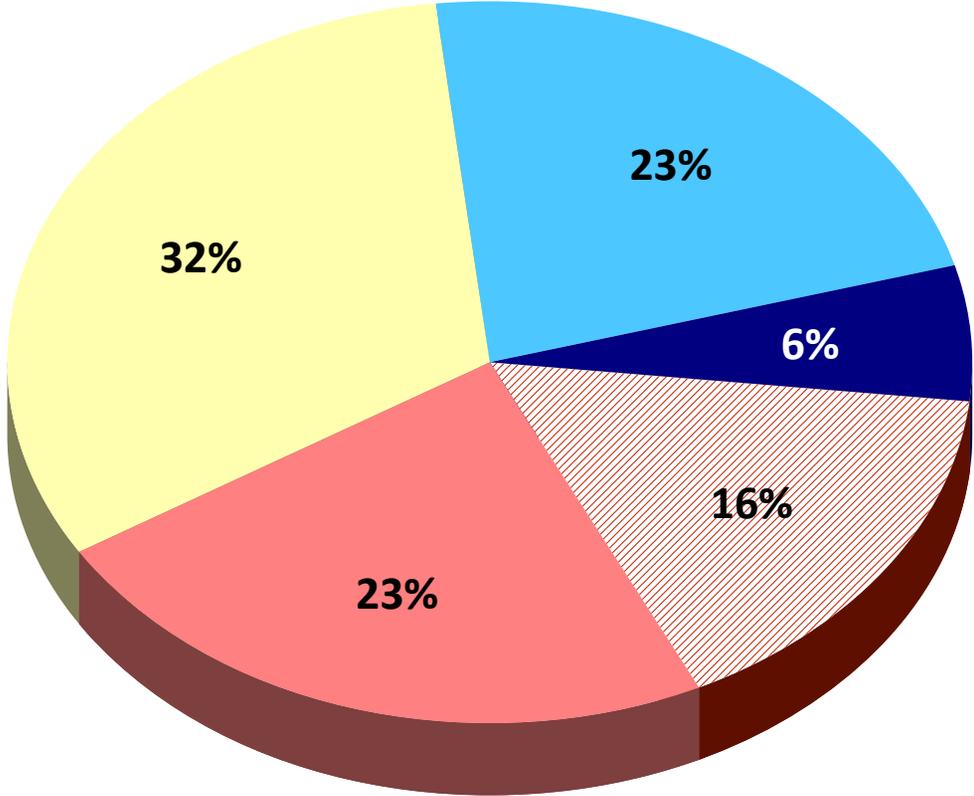
Q4. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q5. How willing would you be to pay more taxes for the City to improve the services you selected in Question 4 as the MOST IMPORTANT for the City to provide?

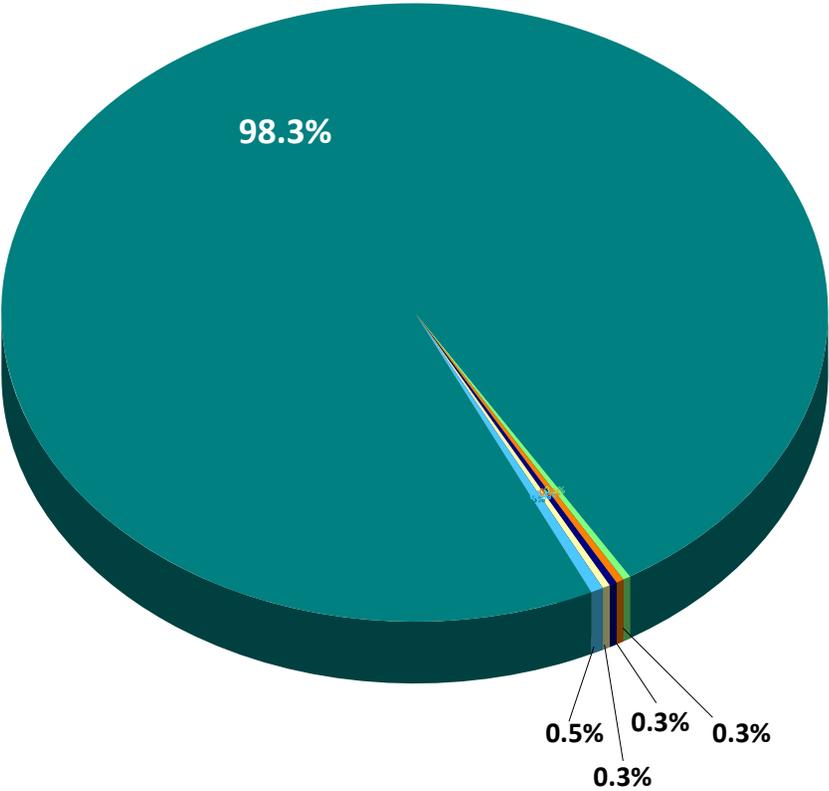
by percentage of respondents (excluding "don't know")



Very willing Willing Neutral Not willing Not at all willing

Q6-1. Which of the following is your PRIMARY mode of transportation for trips within Lake Wales?

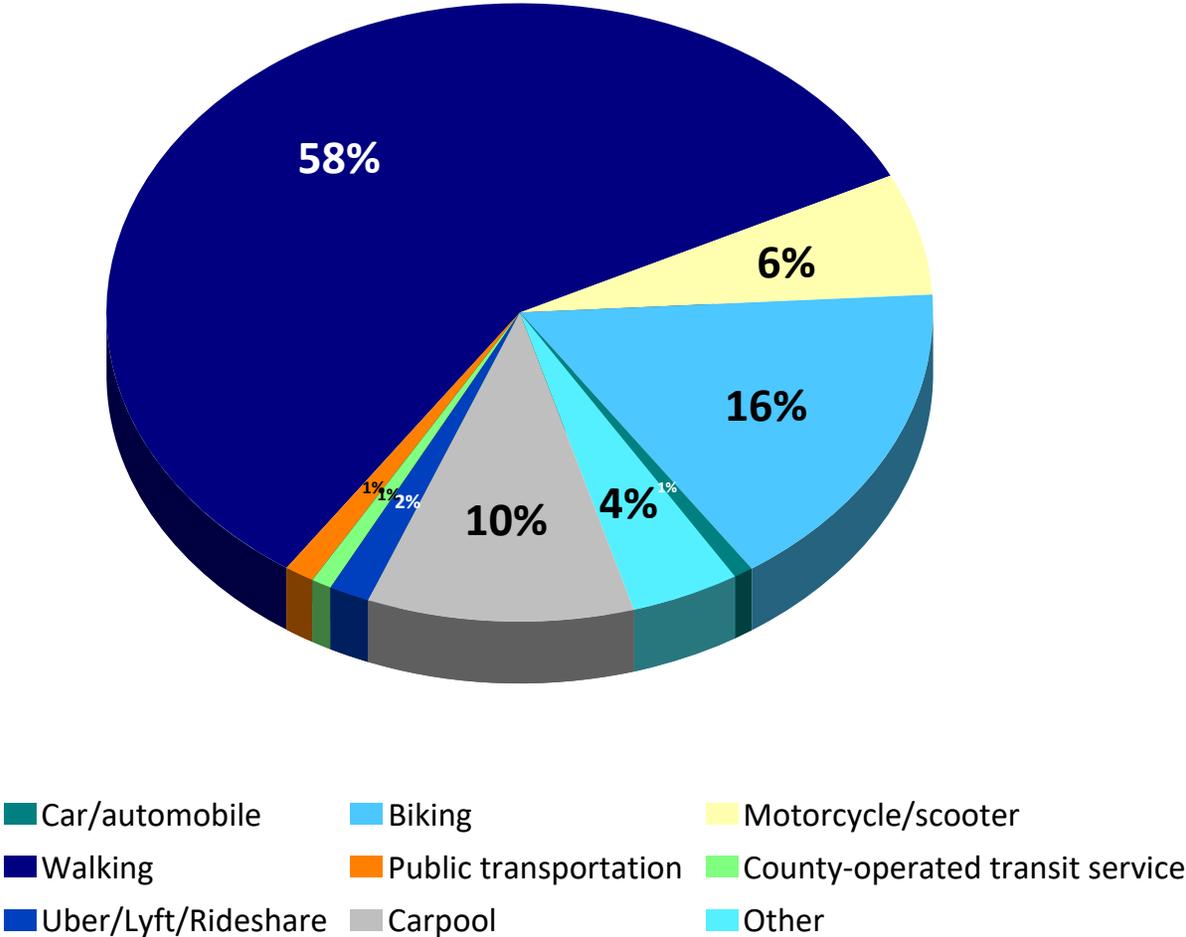
by percentage of respondents (excluding "don't know")



- Car/automobile
- Biking
- Motorcycle/scooter
- Walking
- Public transportation
- County-operated transit service

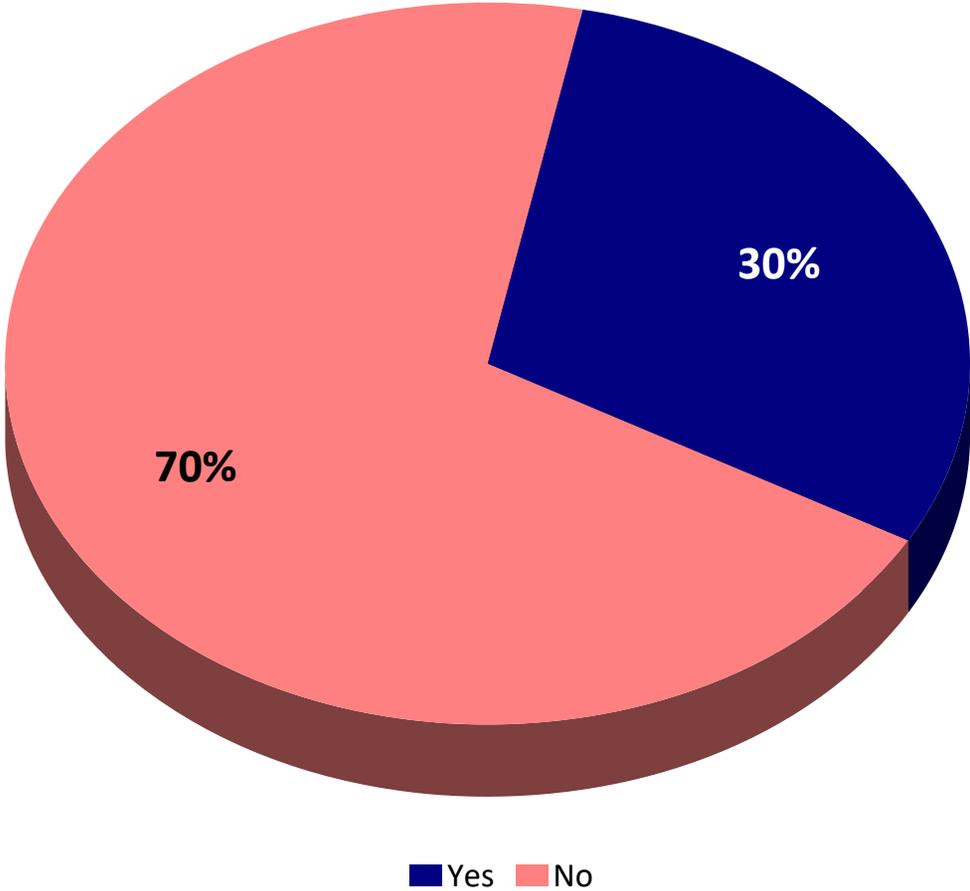
Q6-2. Which of the following is your **SECONDARY** mode of transportation for trips within Lake Wales?

by percentage of respondents (excluding "don't know")



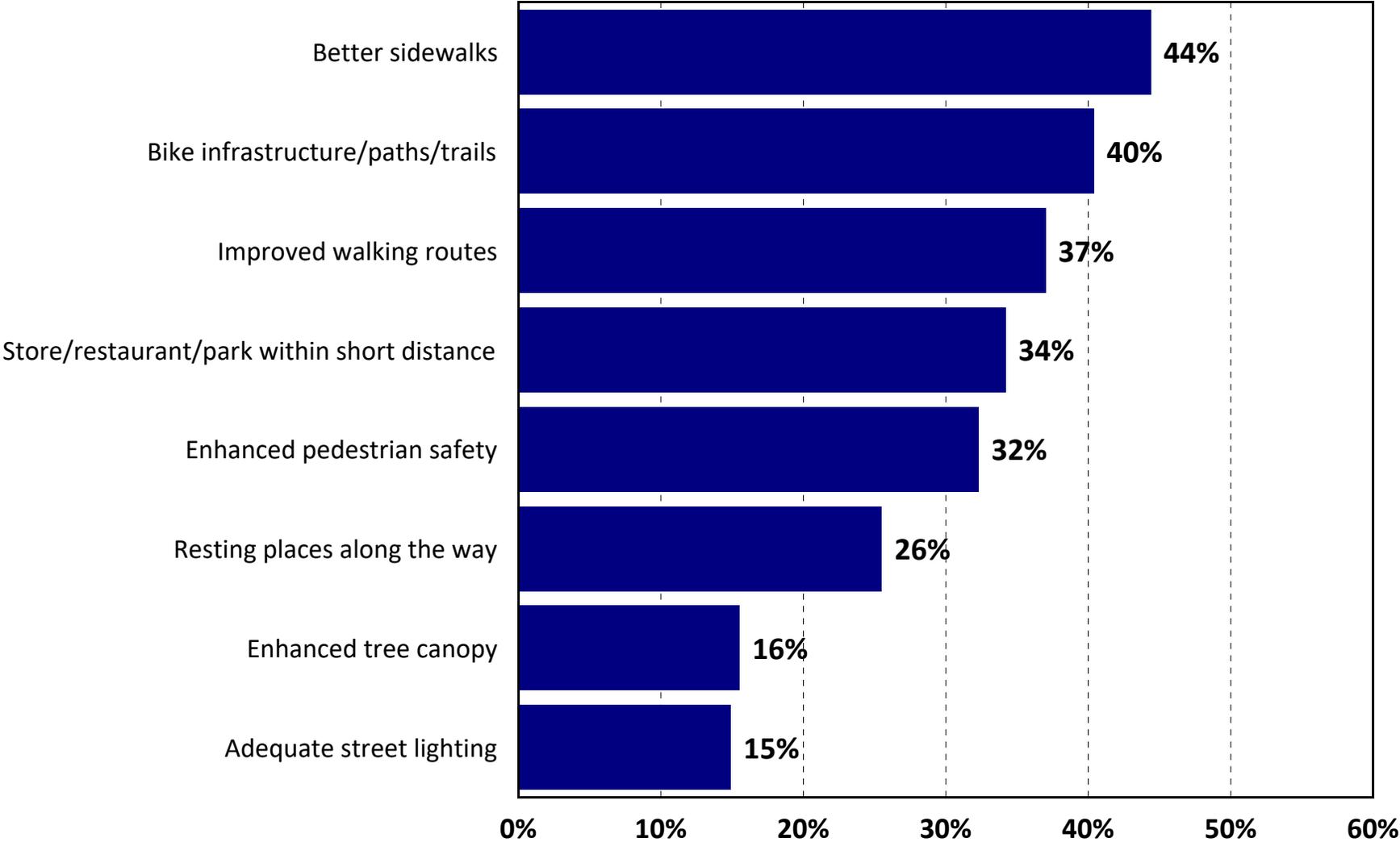
Q7. Does anyone in your household regularly ride a bicycle?

by percentage of respondents (excluding “not provided”)



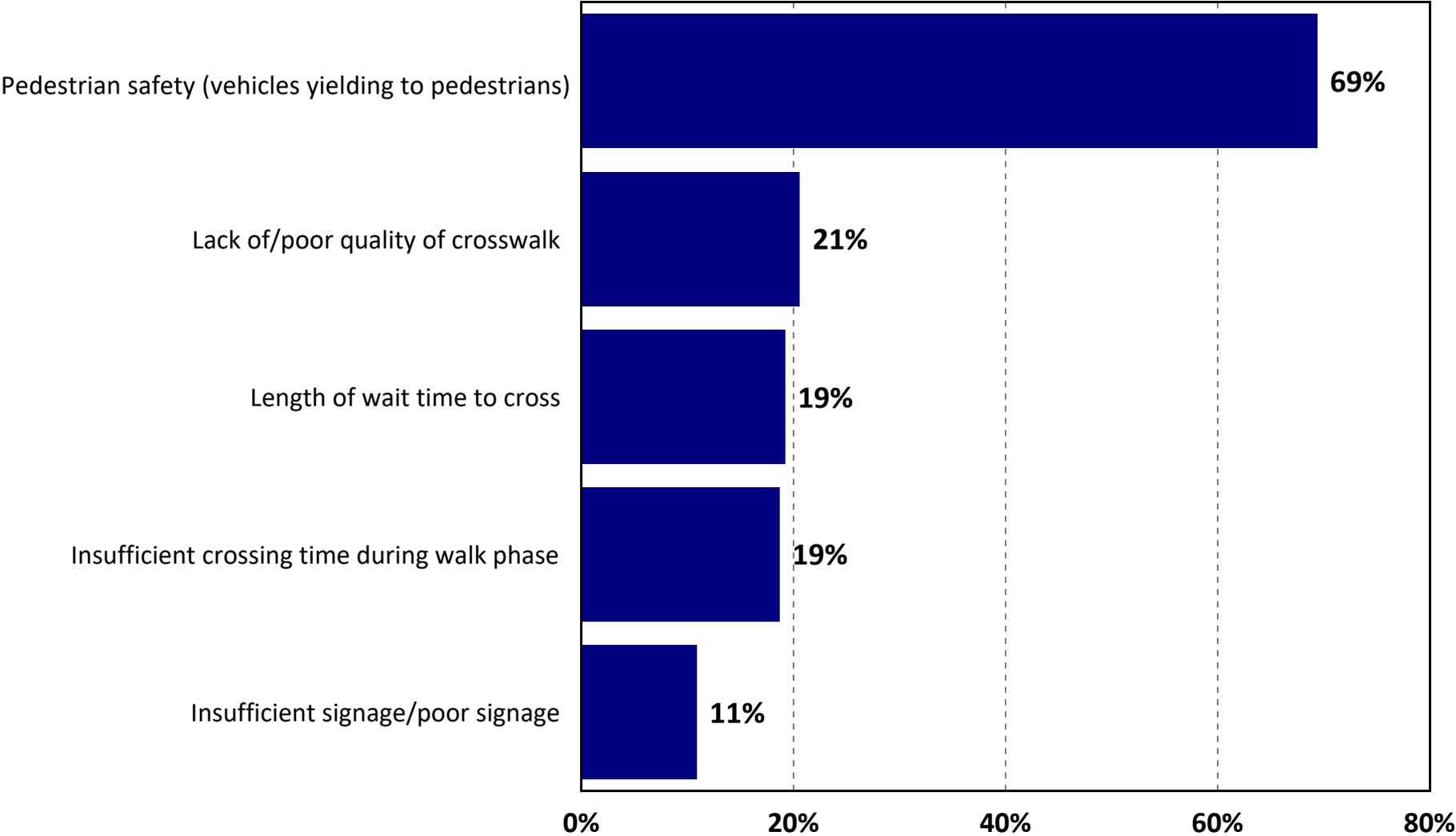
Q8. Options That Would Make it More Appealing to Walk/Bike Instead of Drive to a Grocery Store, Restaurant, or Park

by percentage of respondents (excluding "none" - three selections could be made)



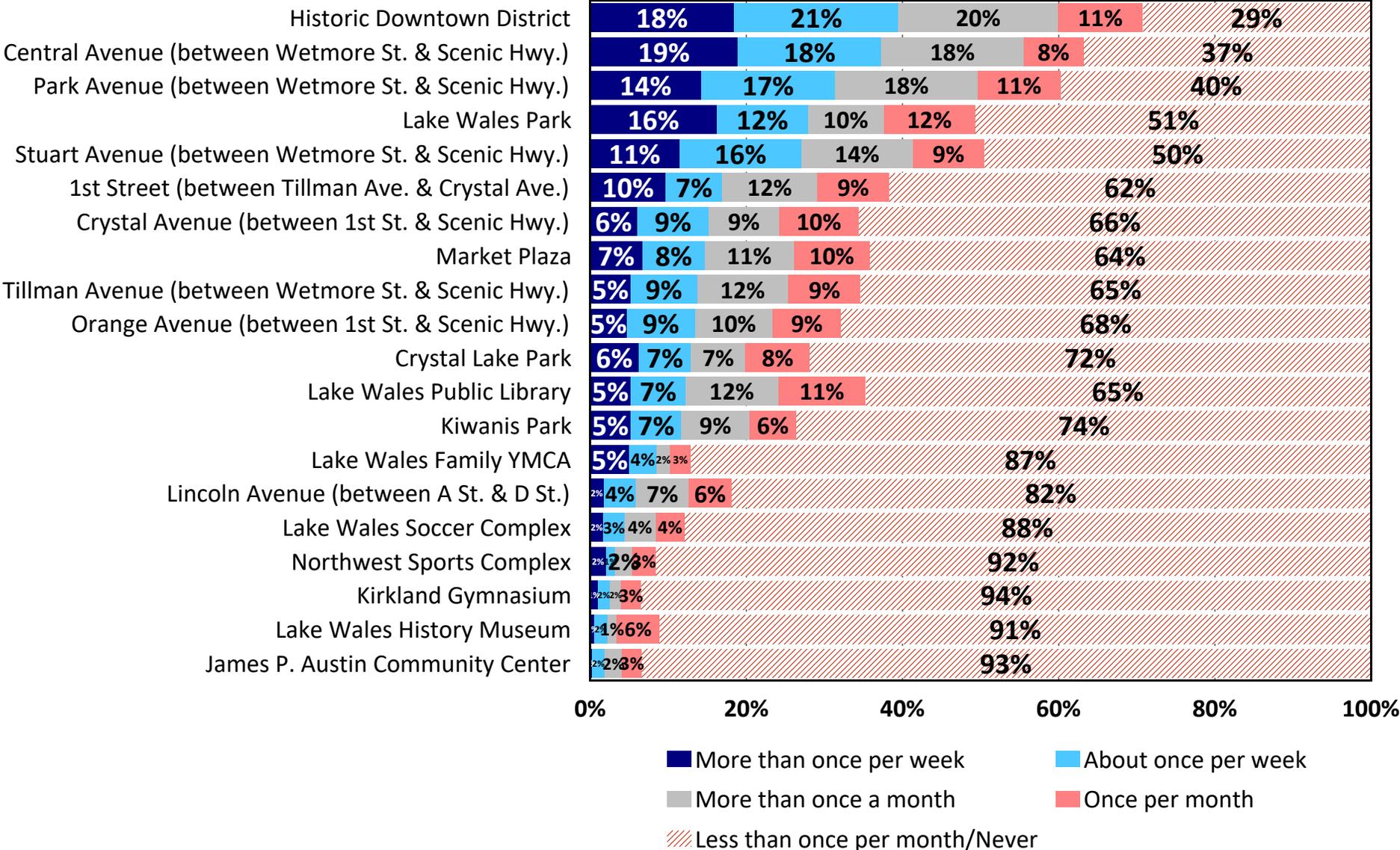
Q9. When crossing the street at an intersection, what are you concerned or dissatisfied with?

by percentage of respondents (multiple selections could be made)



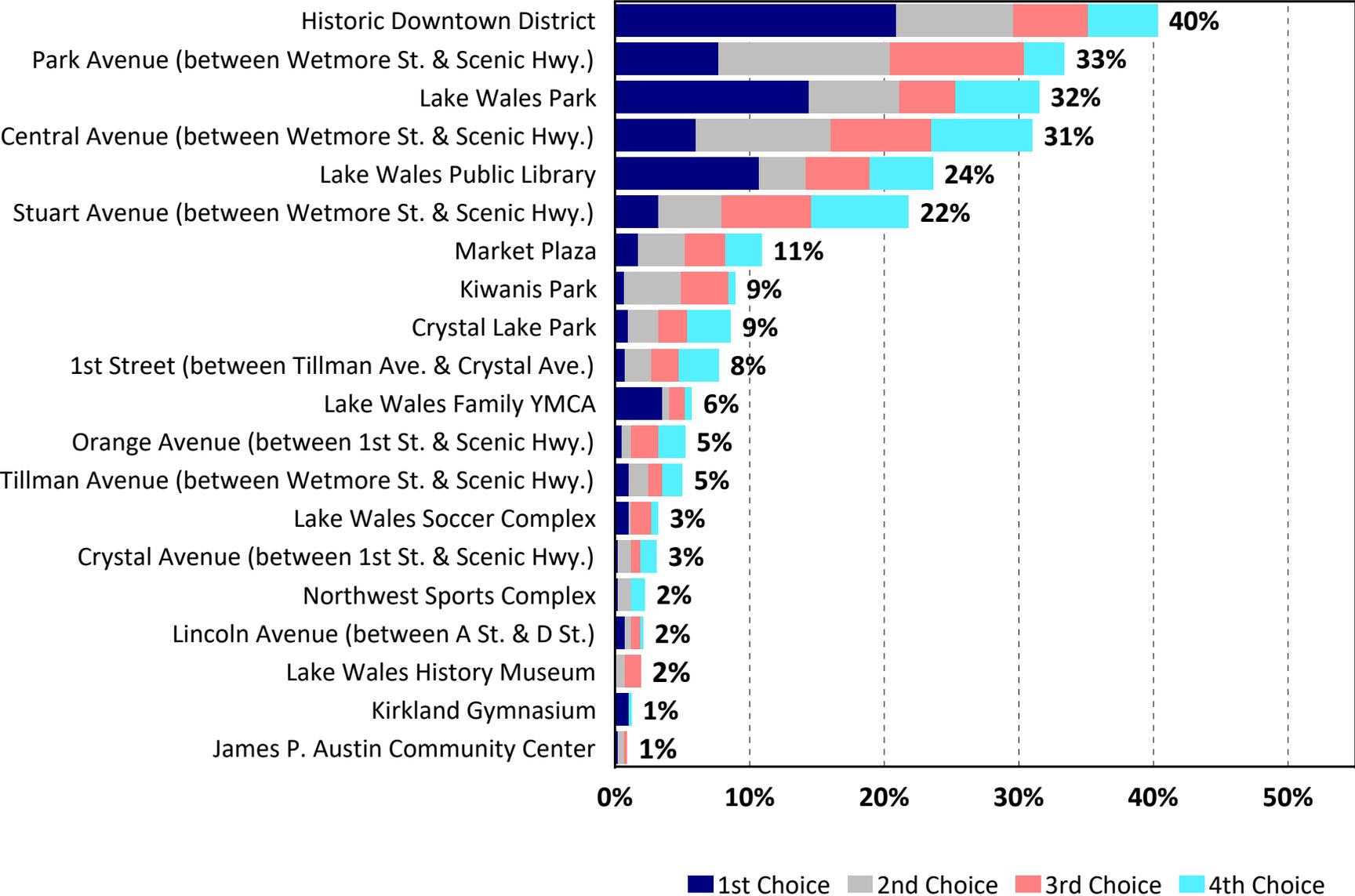
Q9. Frequency of Visiting the Following Areas or Facilities in the Last 12 Months

by percentage of respondents



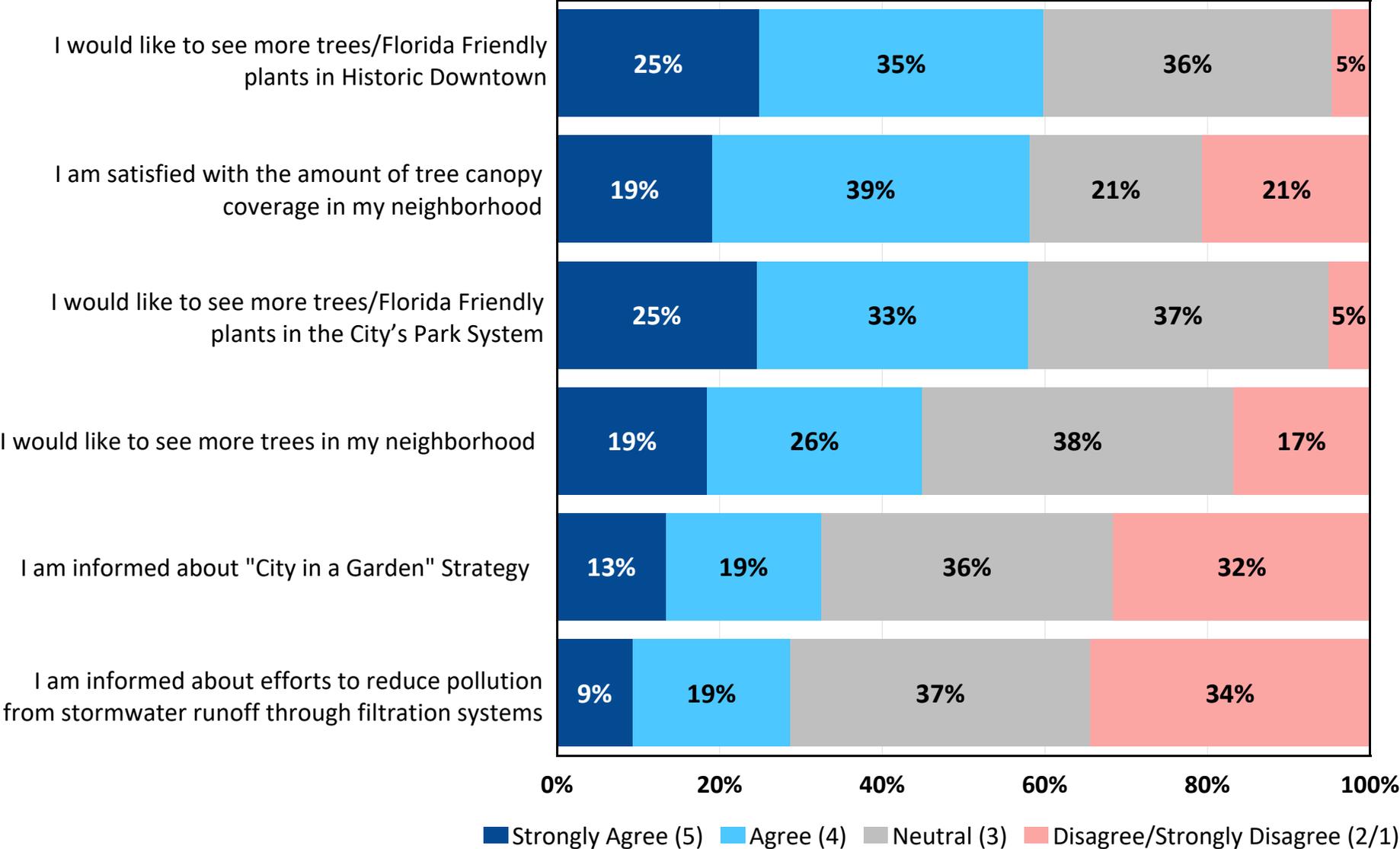
Q11. Places or Facilities That Respondents Visit Most

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



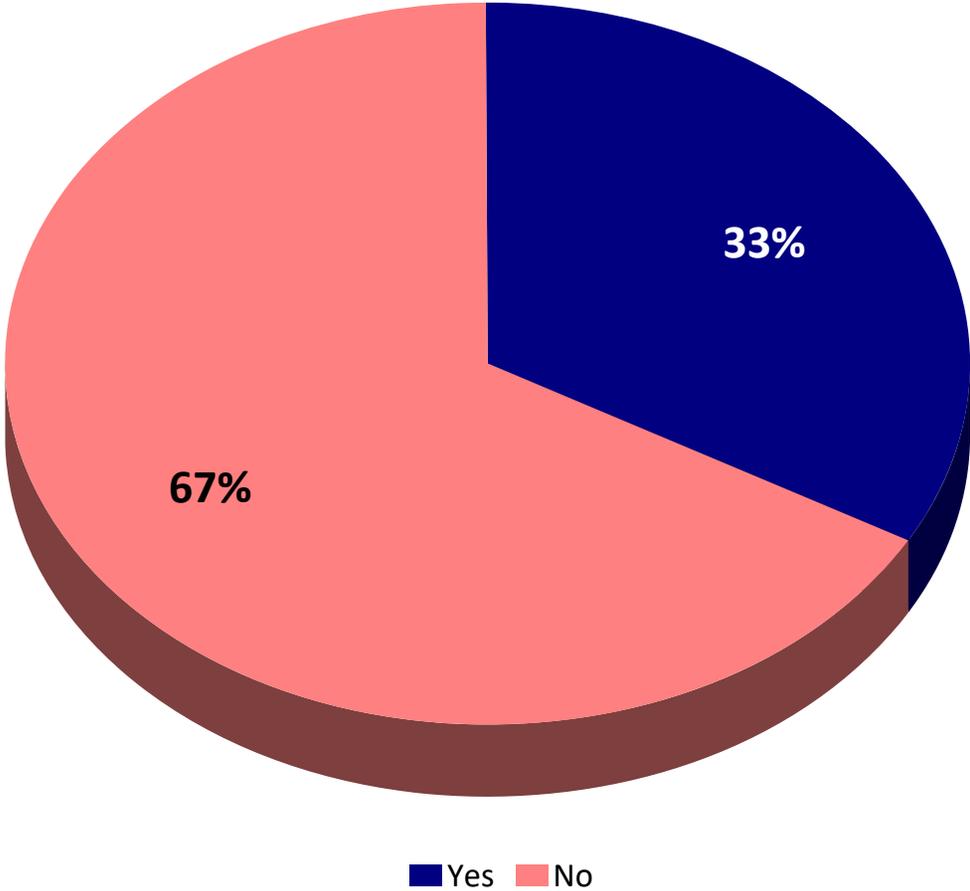
Q12. Level of Agreement with Various Statements About Sustainability and Resiliency

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



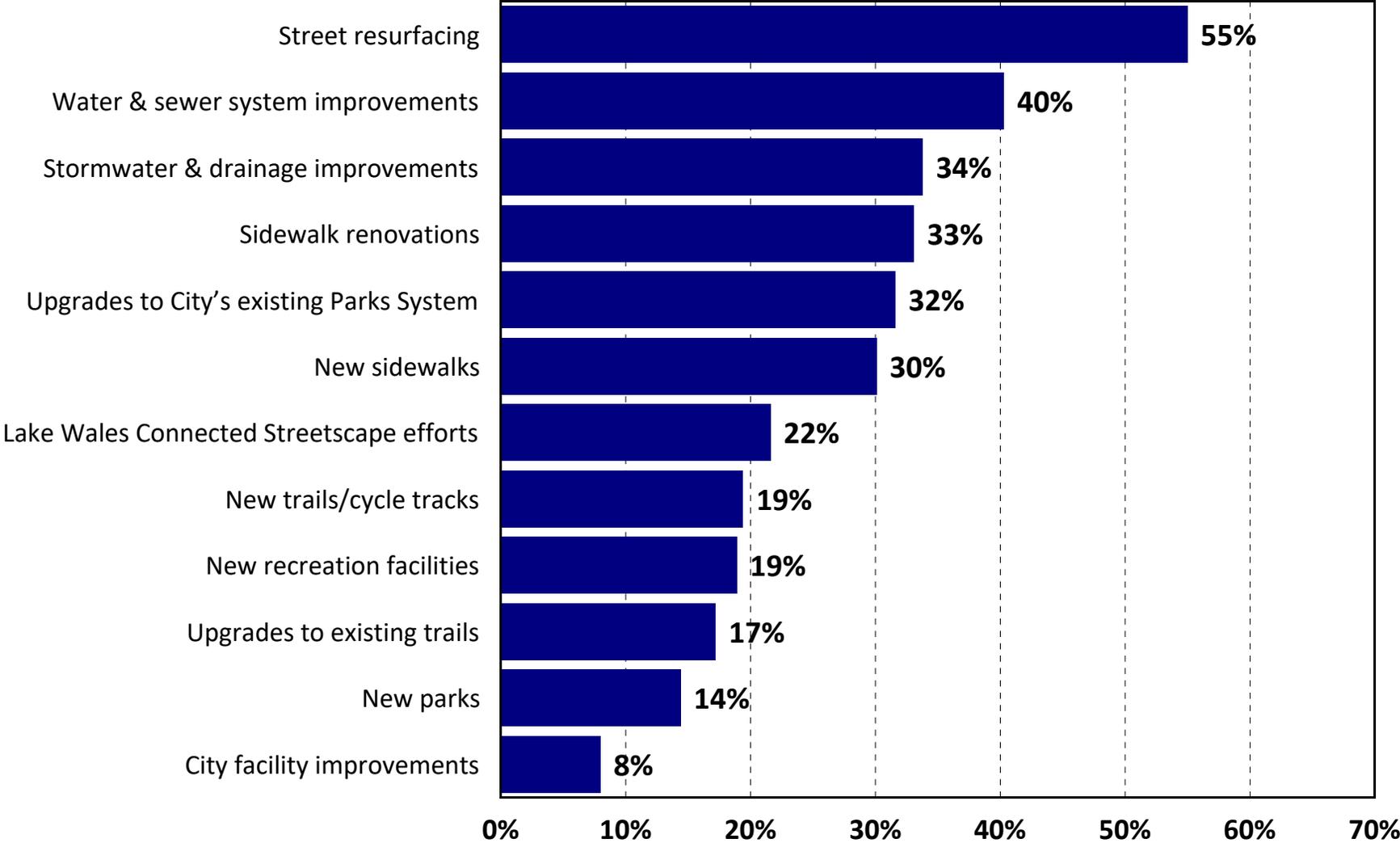
Q13. Are you aware of the Lake Wales Connected revitalization plan?

by percentage of respondents



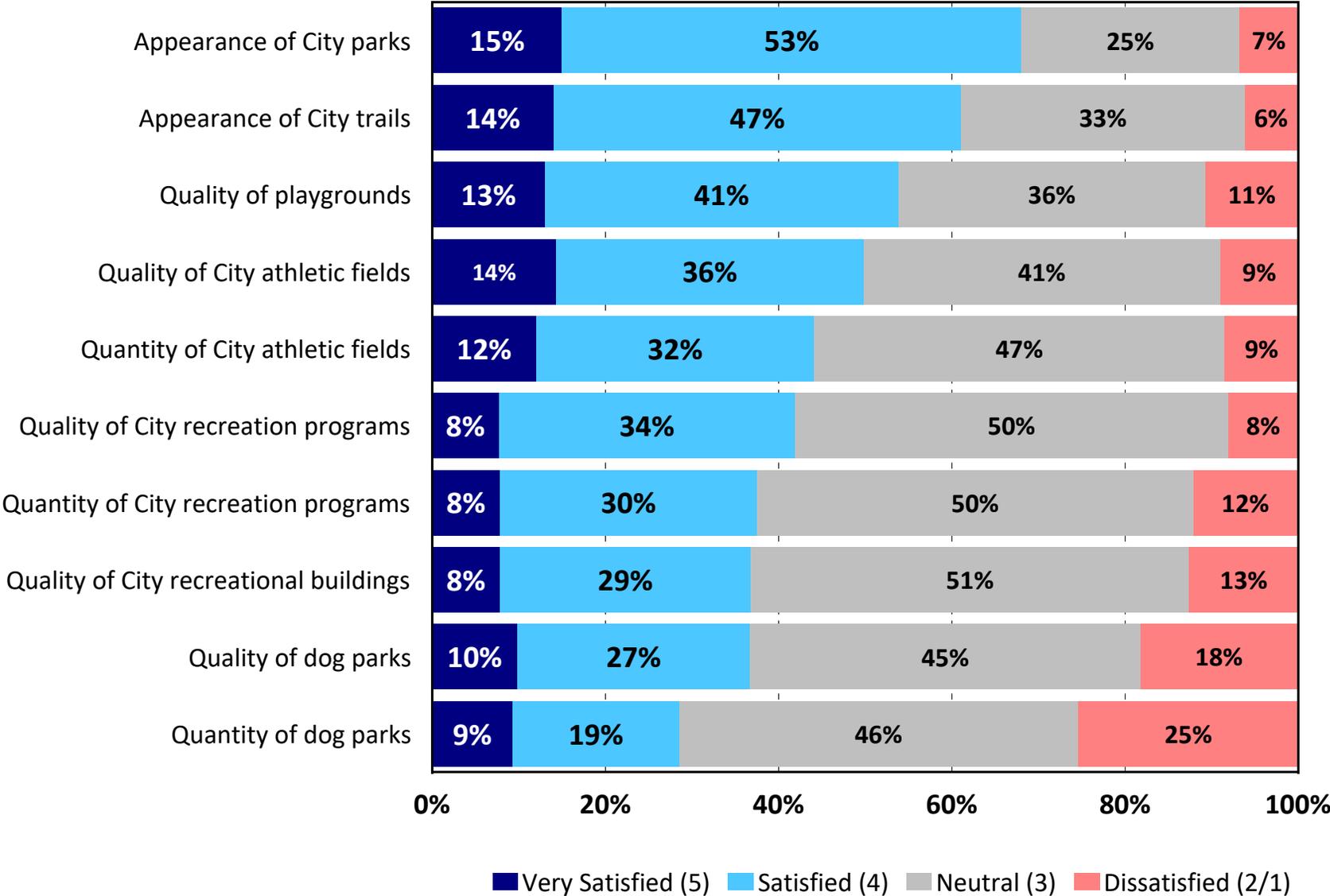
Q14. Capital Improvement Project Types That Respondents Believe Are Most Important

by percentage of respondents (four selections could be made)



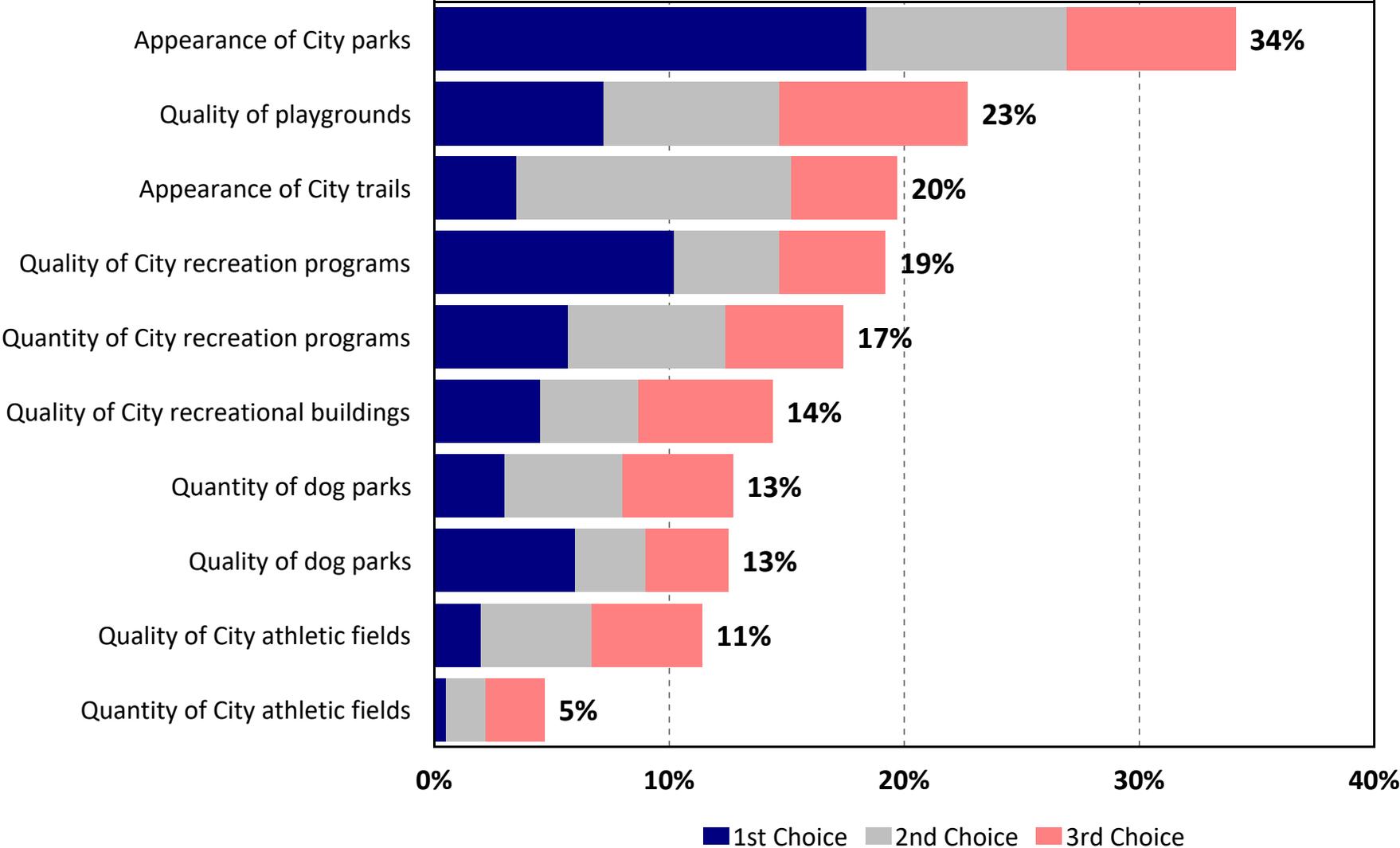
Q15. Satisfaction with Parks and Recreation

by percentage of respondents (excluding "don't know")



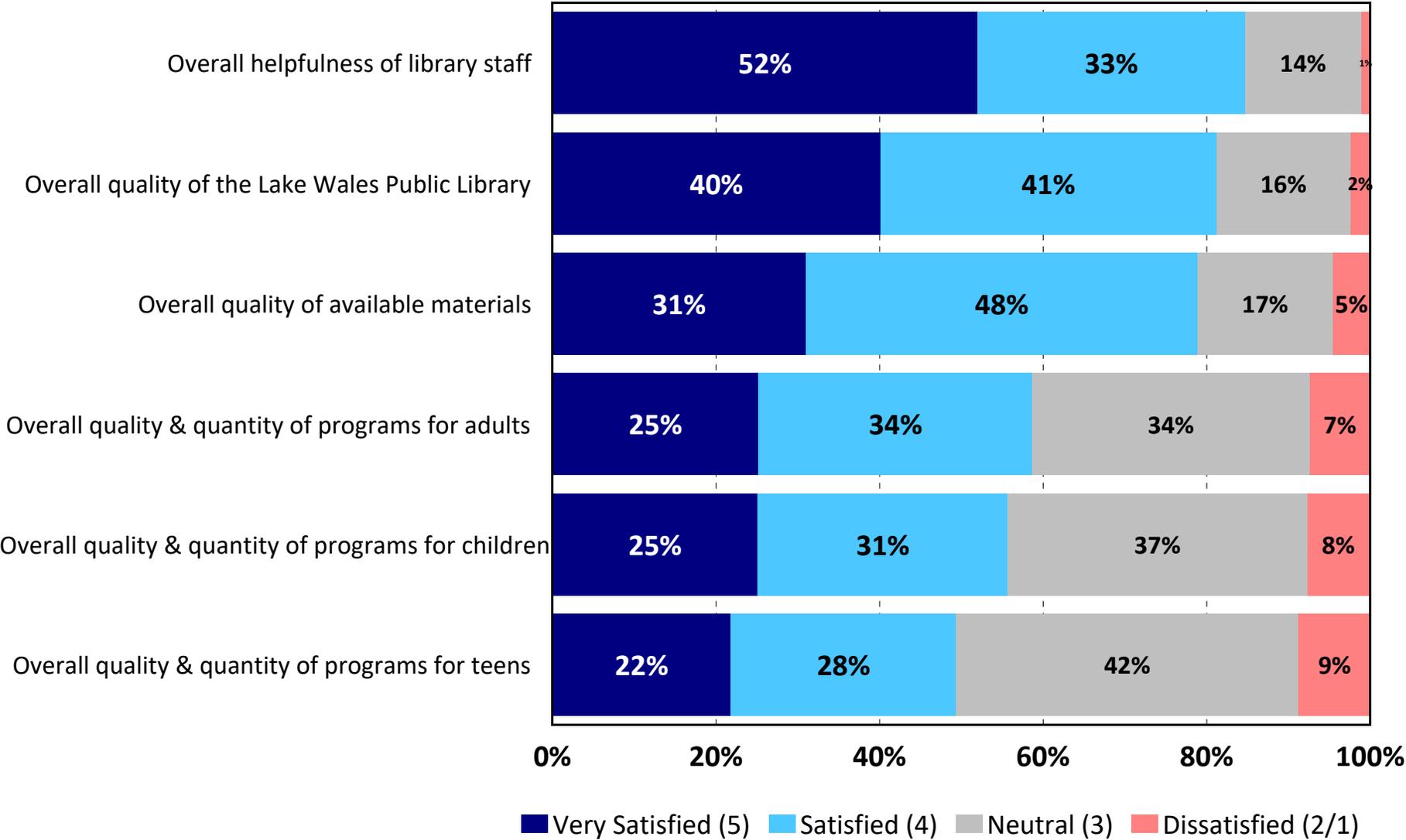
Q16. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



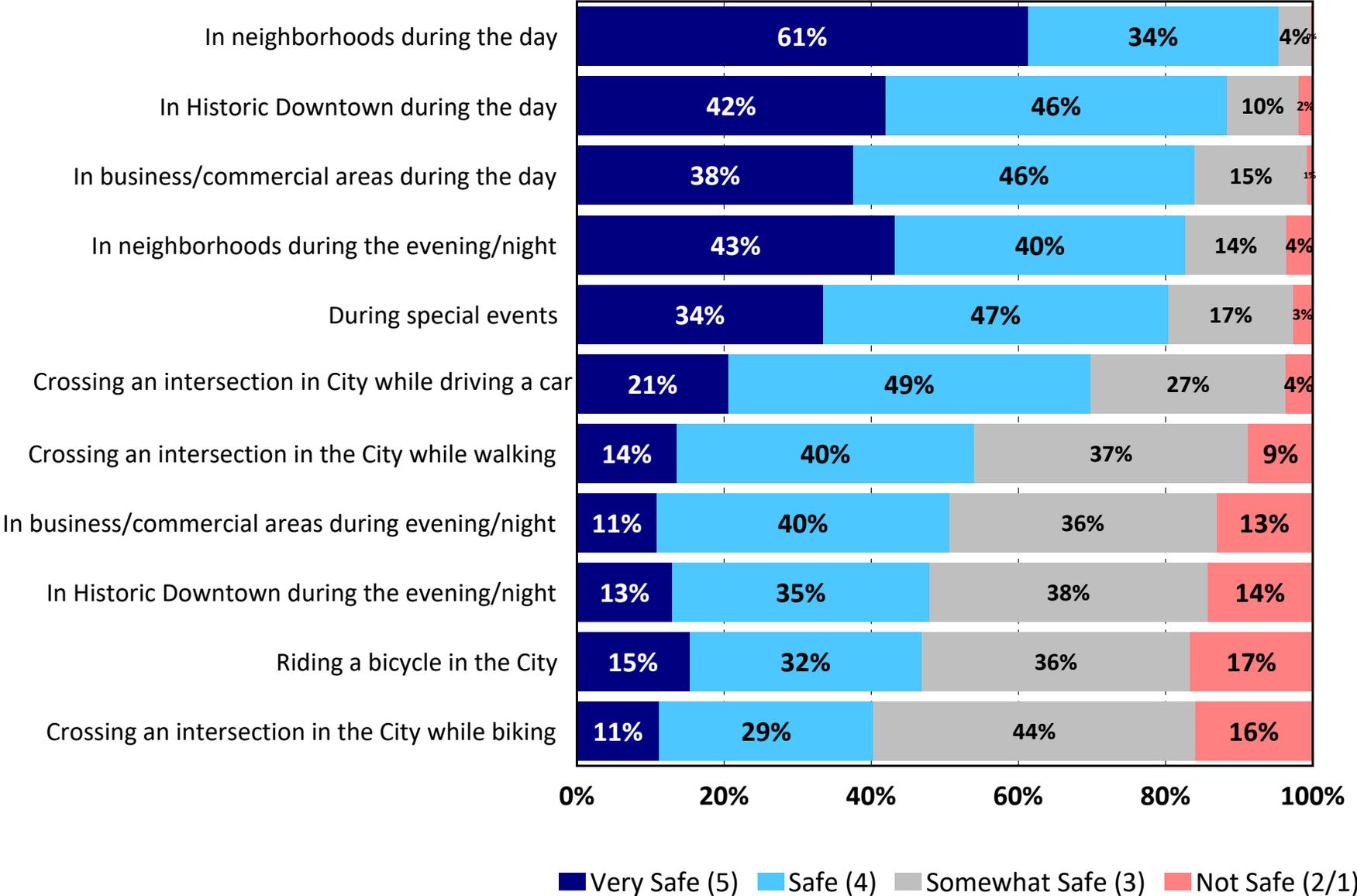
Q17. Satisfaction with Library Services

by percentage of respondents (excluding "don't know")



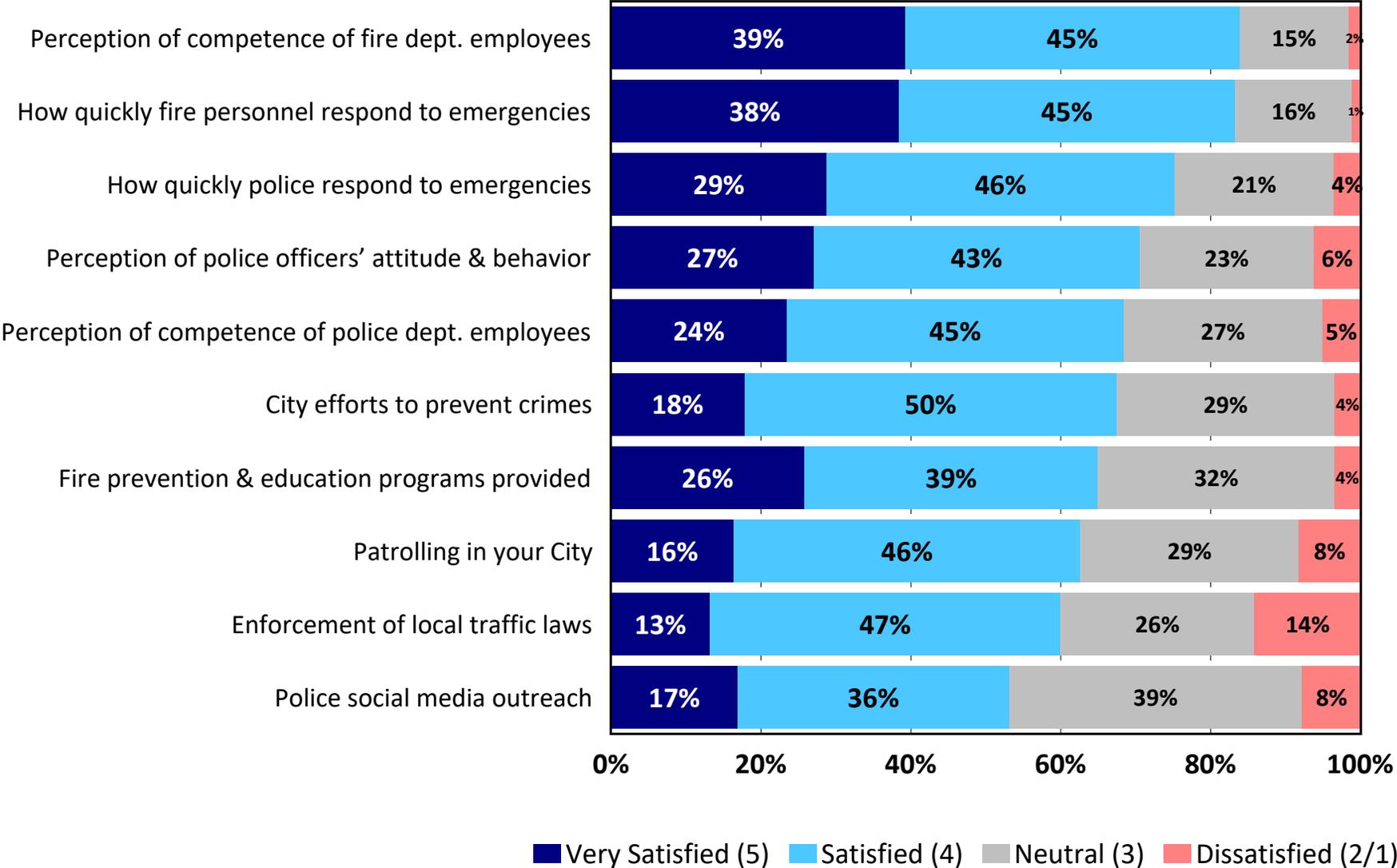
Q18. Feeling of Safety

by percentage of respondents (excluding "don't know")



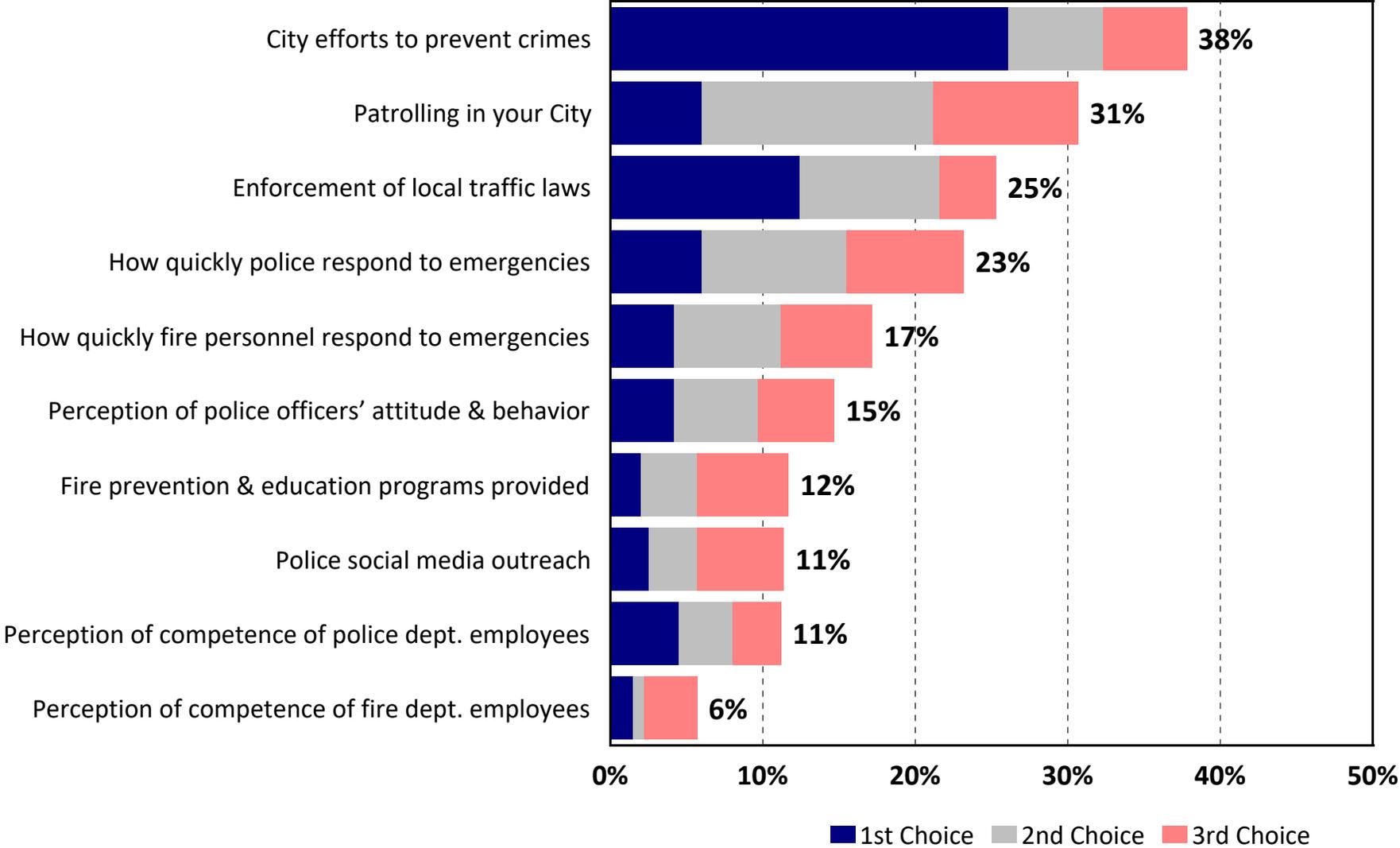
Q19. Satisfaction with Public Safety

by percentage of respondents (excluding "don't know")



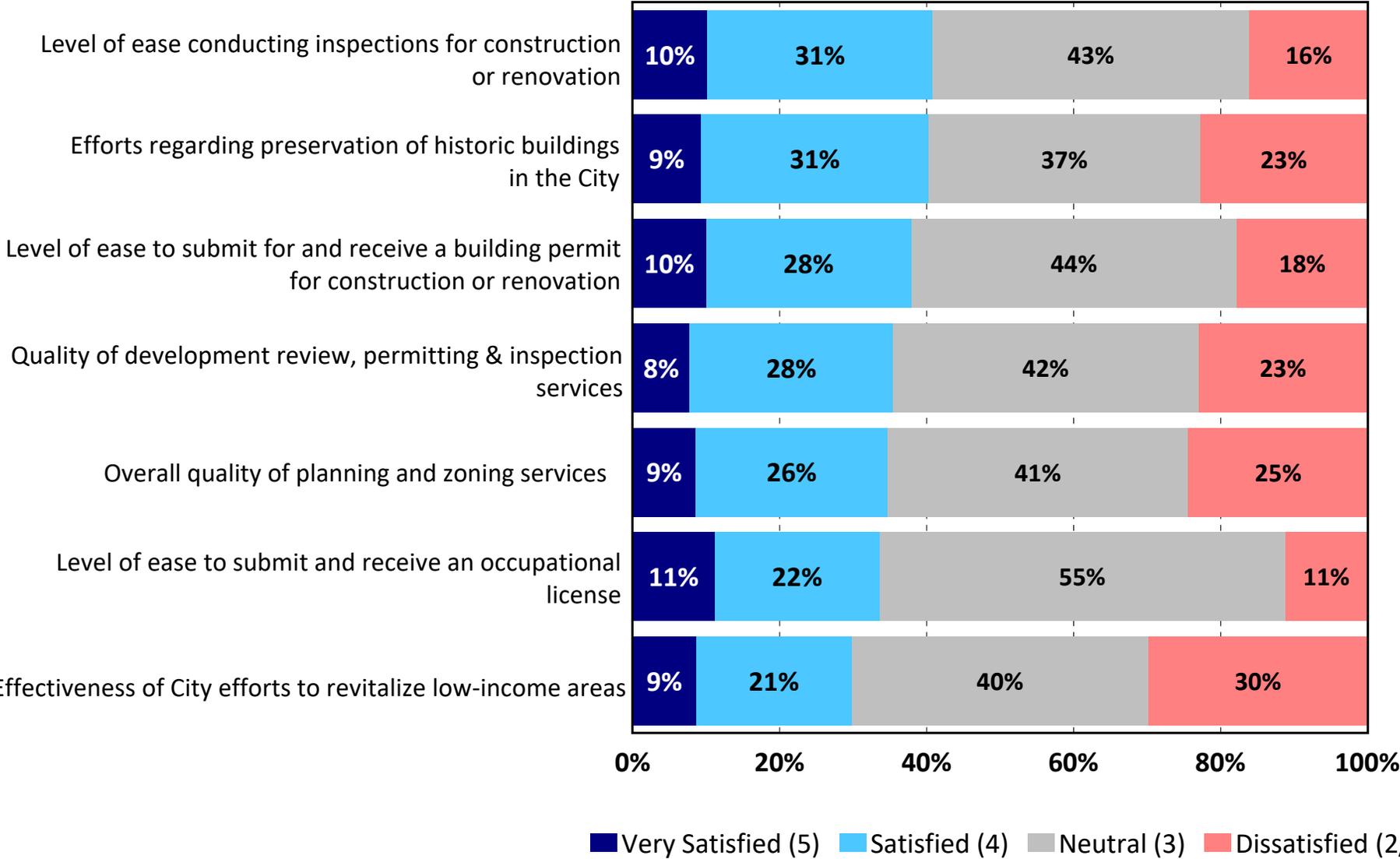
Q20. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



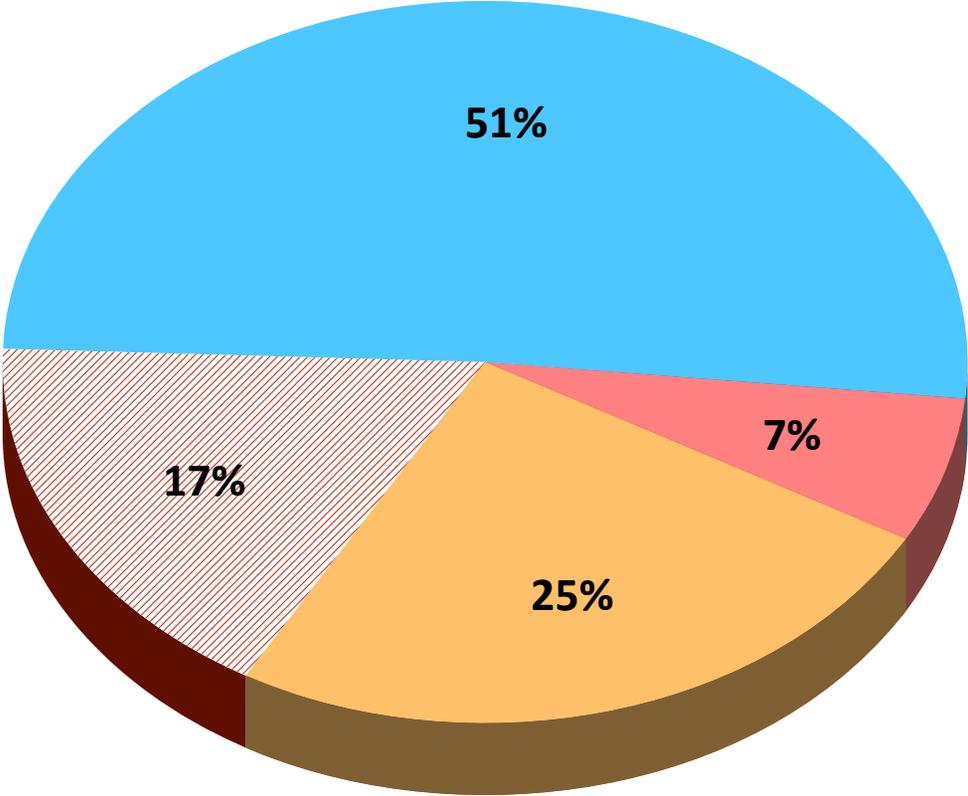
Q21. Satisfaction with Development Services

by percentage of respondents (excluding "don't know")



Q22. Perception of the Level of Code Enforcement

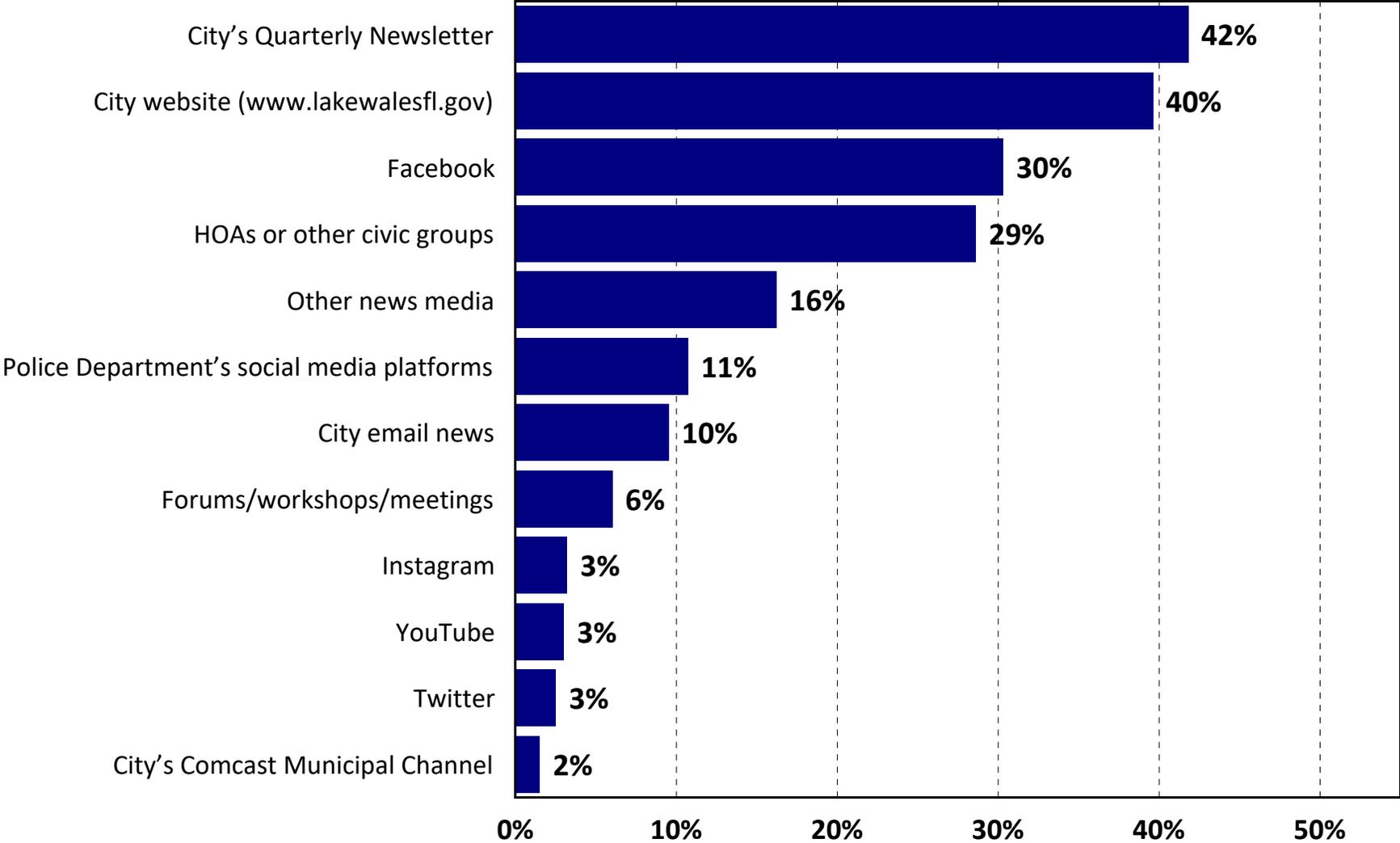
by percentage of respondents



Too much/too restrictive About right
Too little/not restrictive enough Don't know

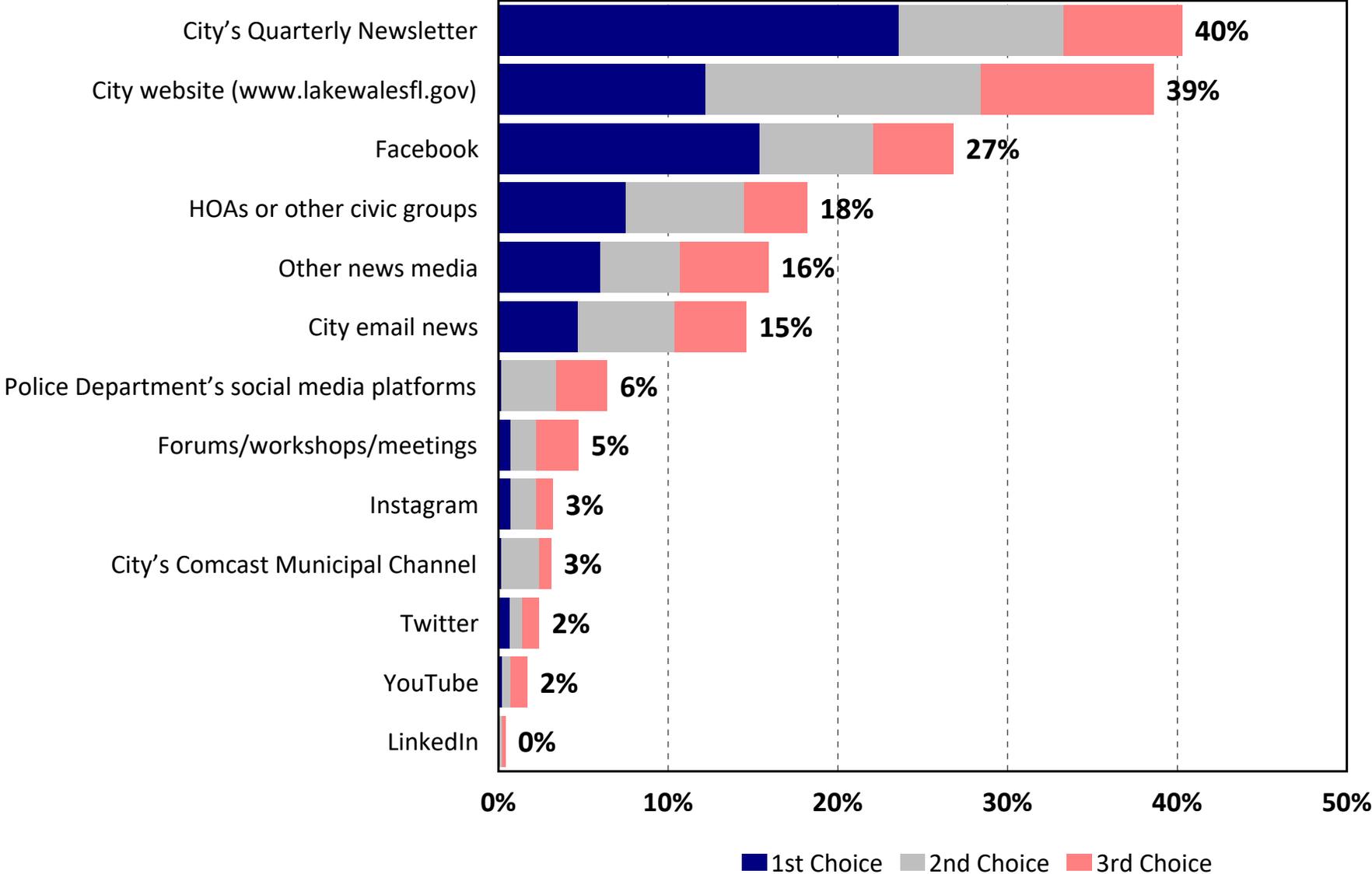
Q23. Sources Utilized to Obtain Information About City Government, Issues, and Events

by percentage of respondents (multiple selections could be made)



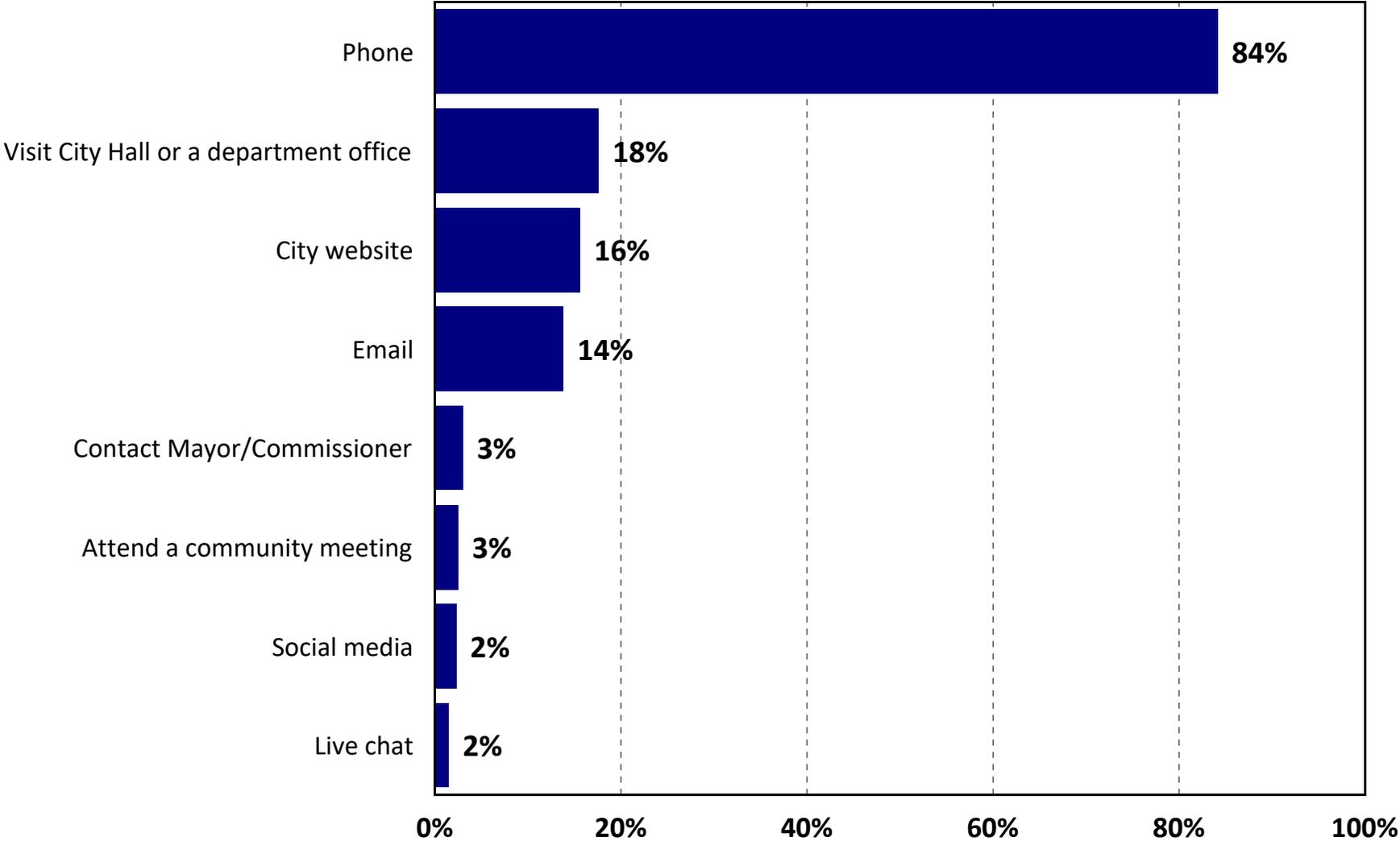
Q23a. Communication Channels Preferred by Respondents

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



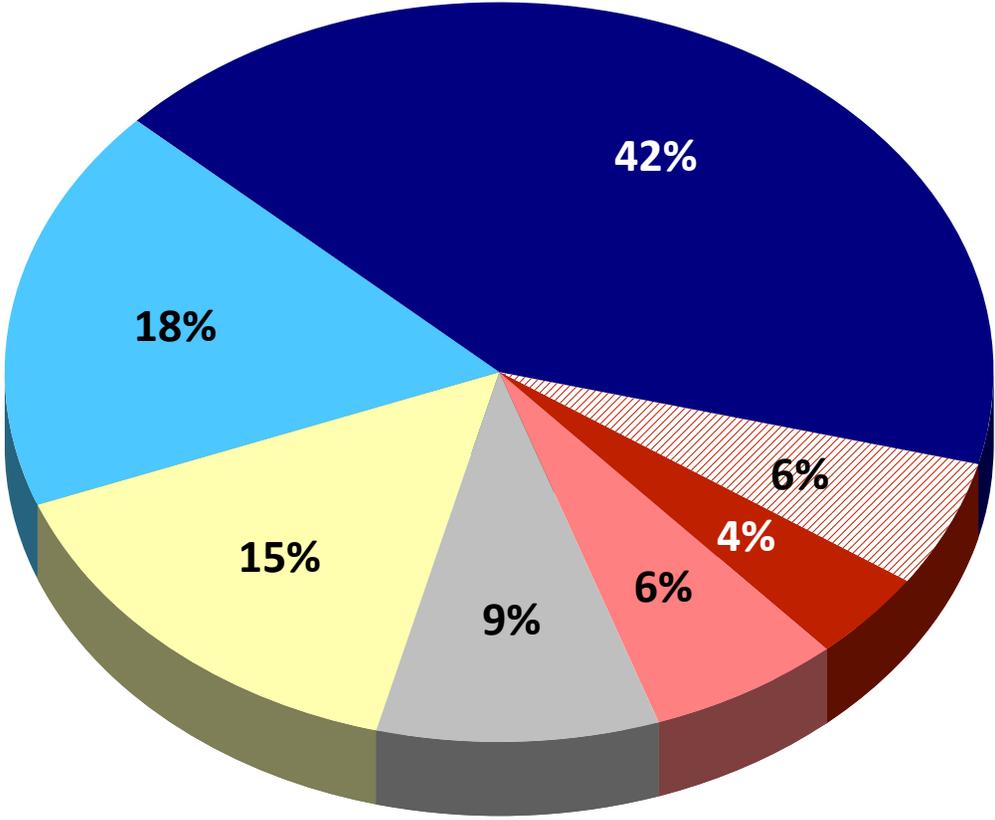
Q24. If you needed to contact the City, which of the following methods would you likely use first?

by percentage of respondents (excluding "don't know" - multiple selections could be made)



Q25. During the last 12 months, how many times have you personally contacted the City of Lake Wales government with a question, service request, or complaint?

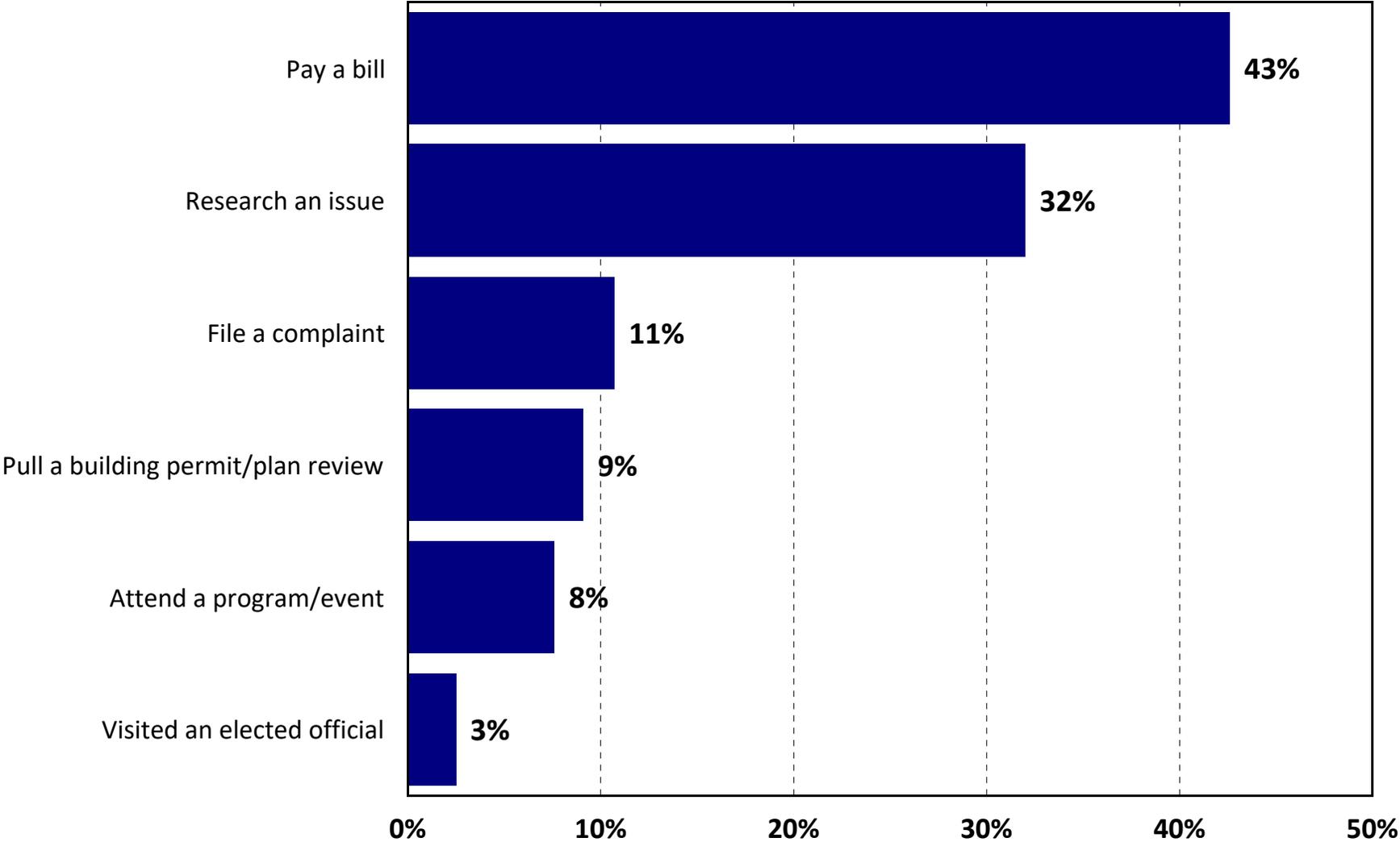
by percentage of respondents (excluding "not provided")



■ None ■ 1 time ■ 2 times ■ 3 times ■ 4 times ■ 5 times ■ 6+ times

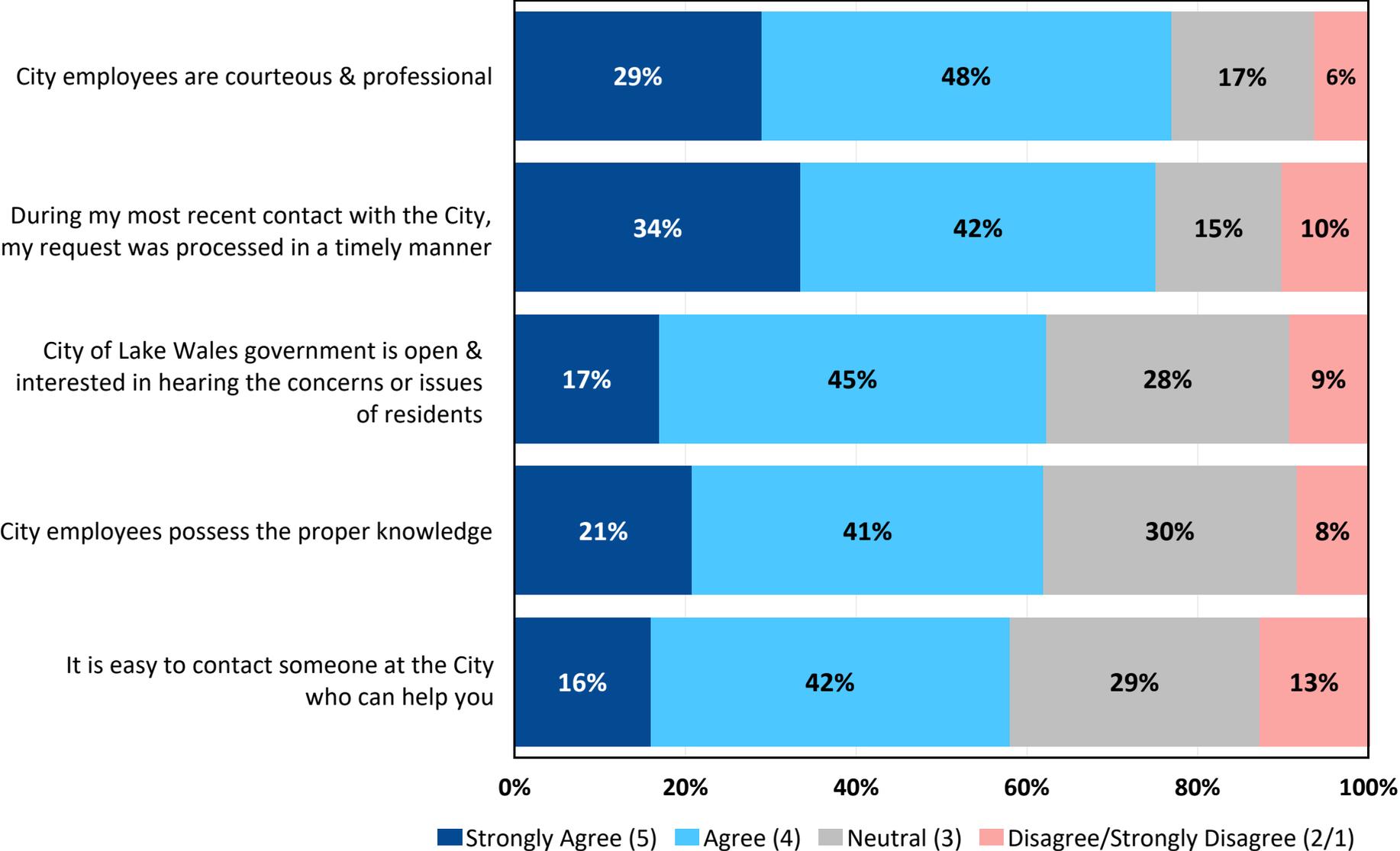
Q25a. What was the reason for your most recent contact?

by percentage of respondents who contacted the City of Lake Wales government during the last 12 months (excluding "don't remember" - multiple selections could be made)



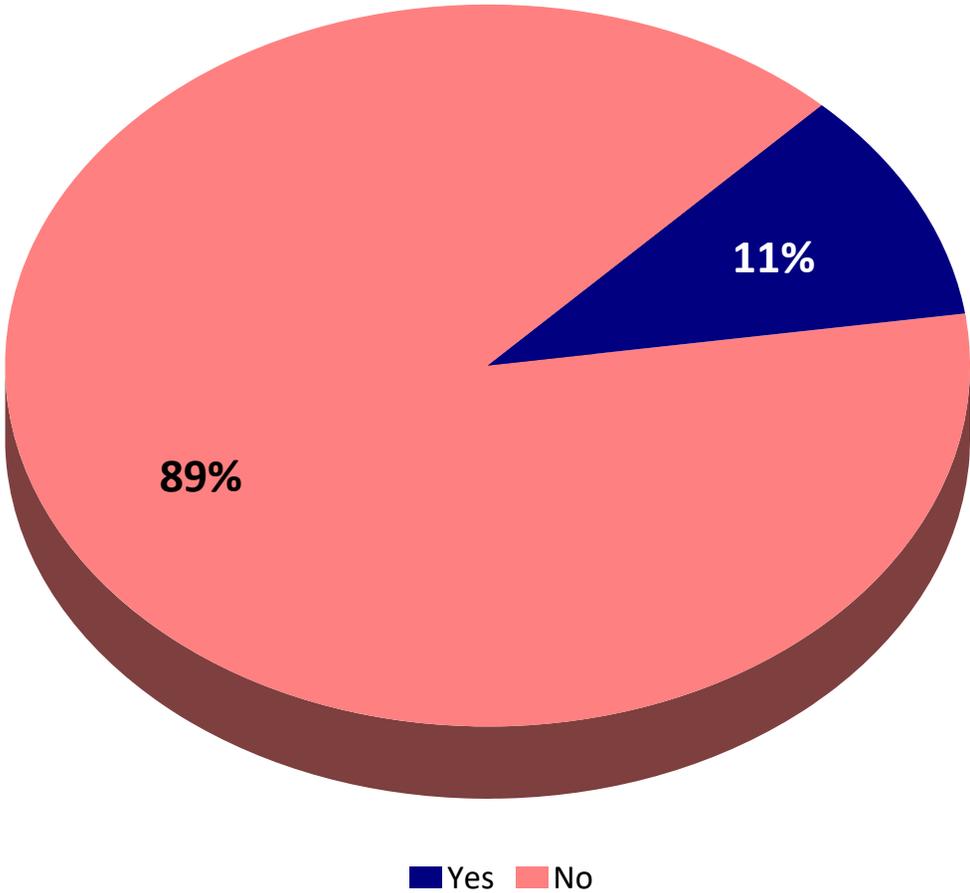
Q25b. Level of Agreement with Statements About Most Recent Interaction With City Employees

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



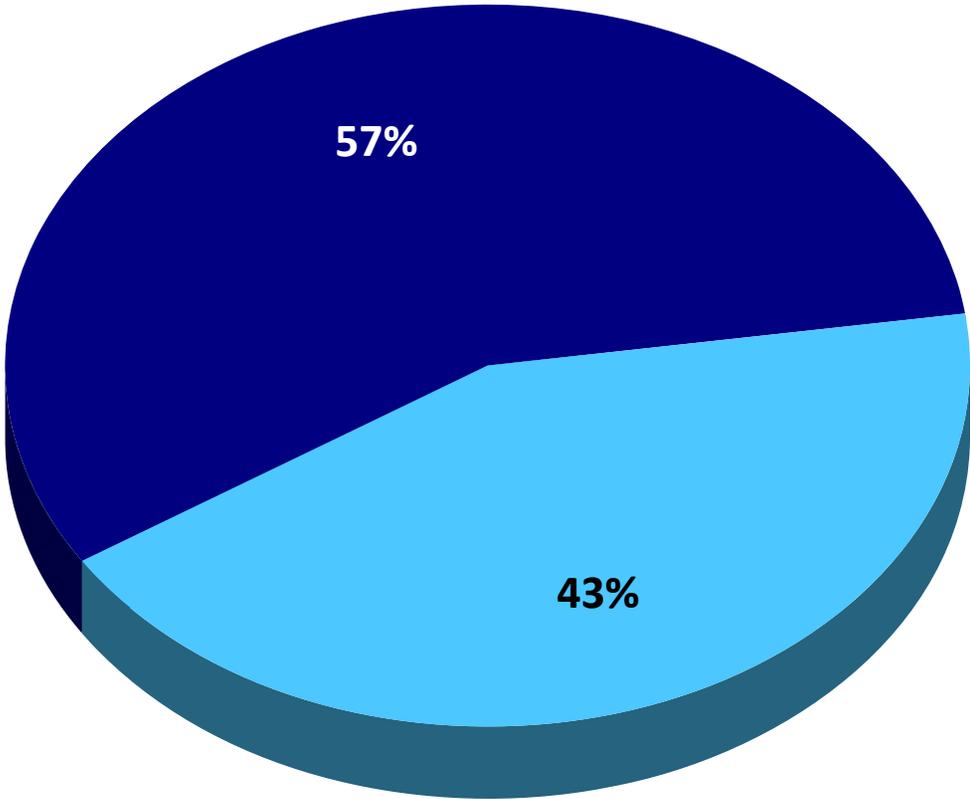
Q26. Since the COVID-19 pandemic, have you transitioned to work from home?

by percentage of respondents (excluding "not provided")



Q26a. Did you transition permanently or temporarily?

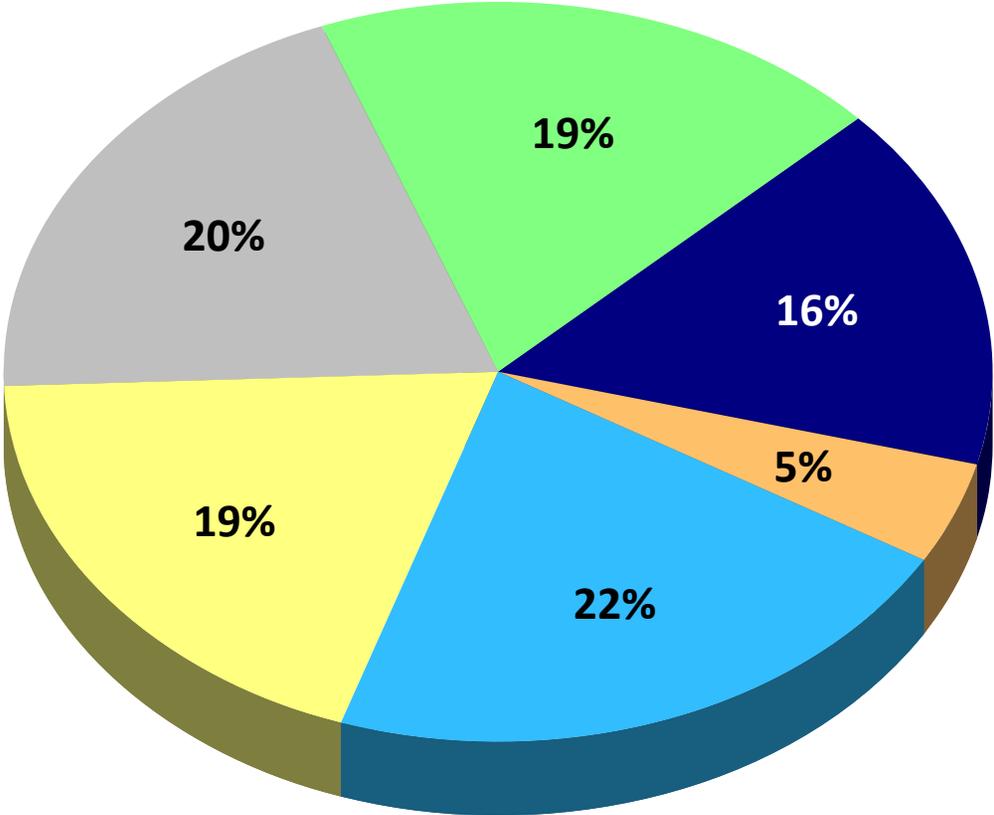
by percentage of respondents who answered "yes" to Question 26



■ Permanently ■ Temporarily

Q27. Demographics: What is your age?

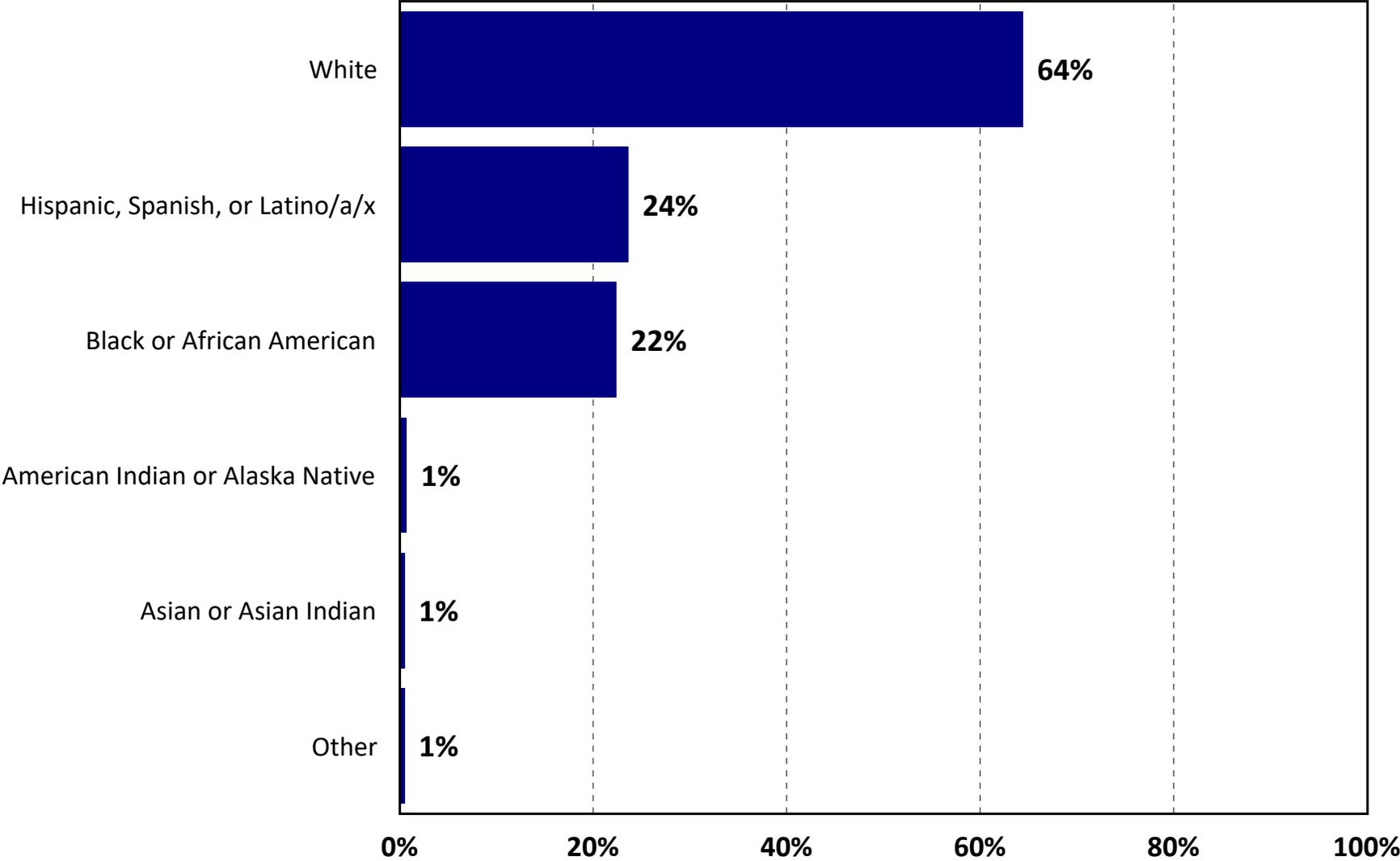
by percentage of respondents



■ Under 35 years ■ 35-44 years ■ 45-54 years ■ 55-64 years ■ 65+ years ■ Not provided

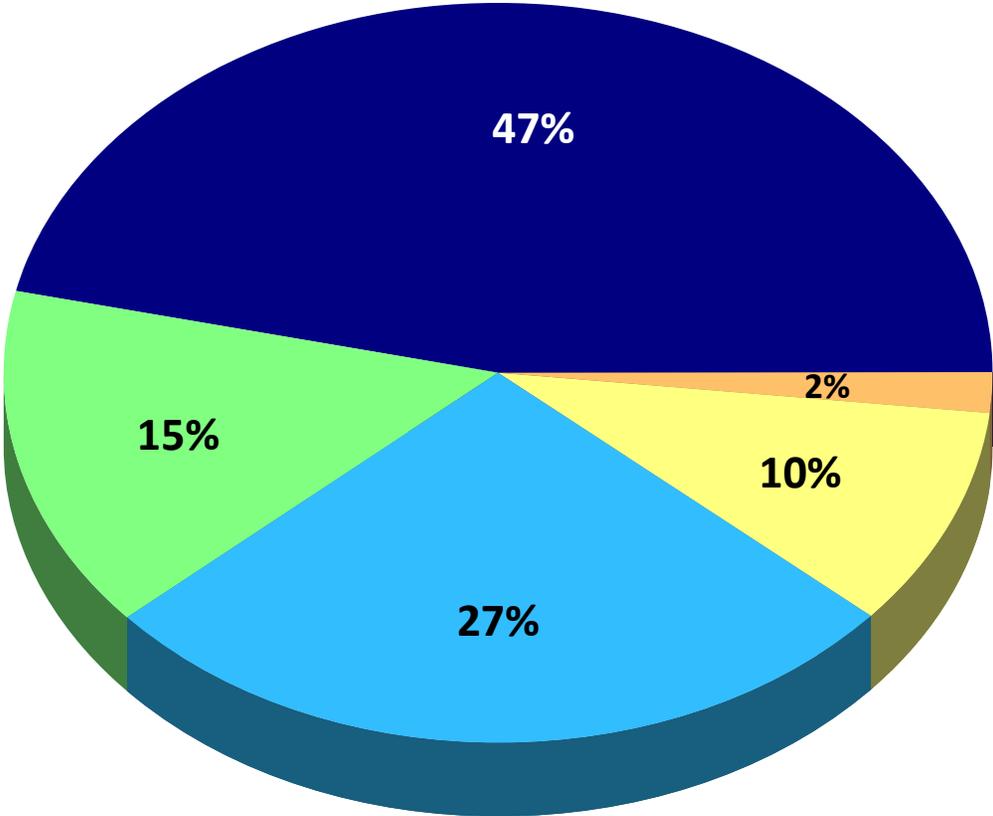
Q28. Demographics: Race

by percentage of respondents (multiple choices could be made)



Q29. Demographics: Which of the following best describes your current, primary place of employment?

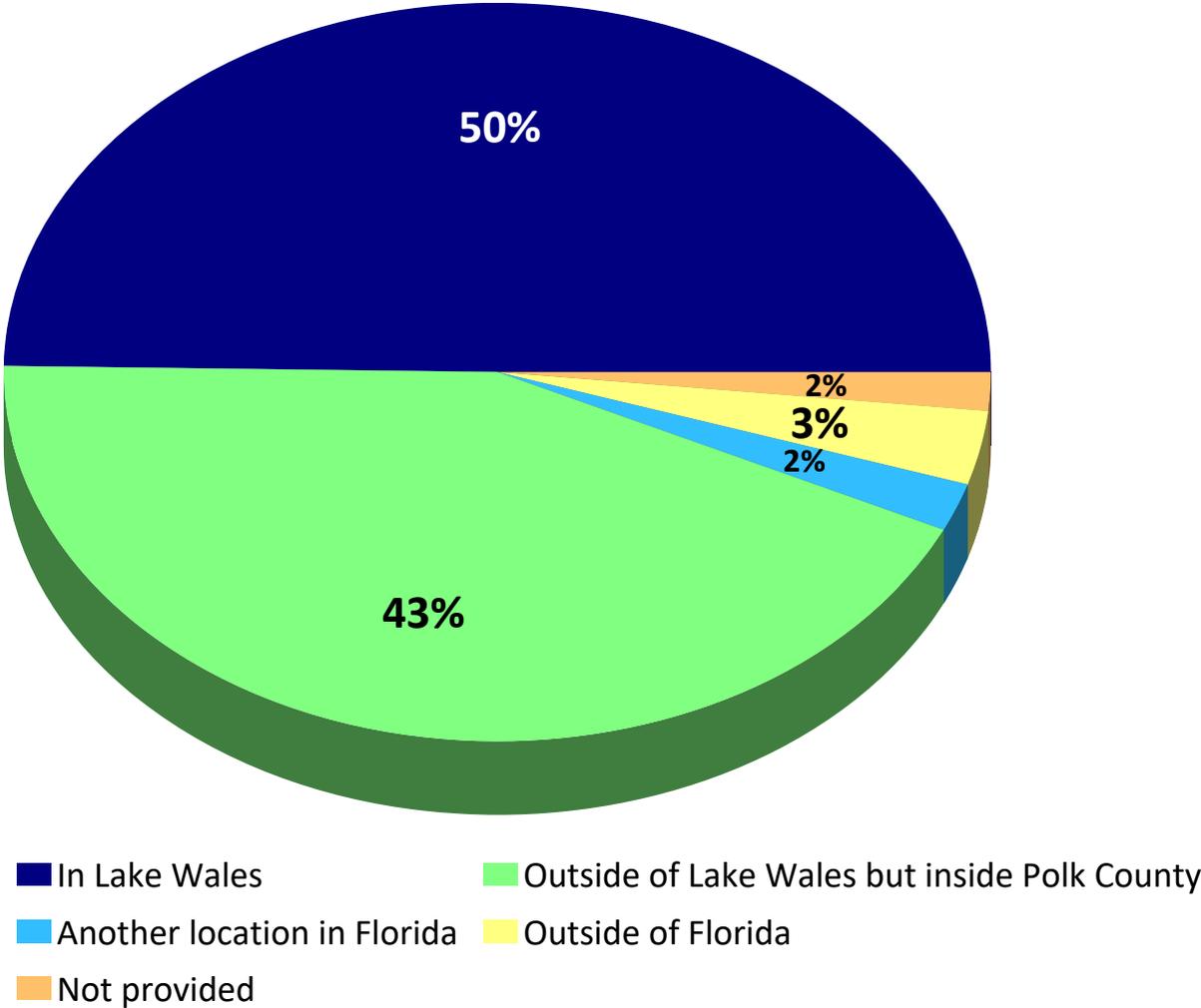
by percentage of respondents



■ Employed outside the home ■ Work from home ■ Retired
■ Not currently employed ■ Not provided

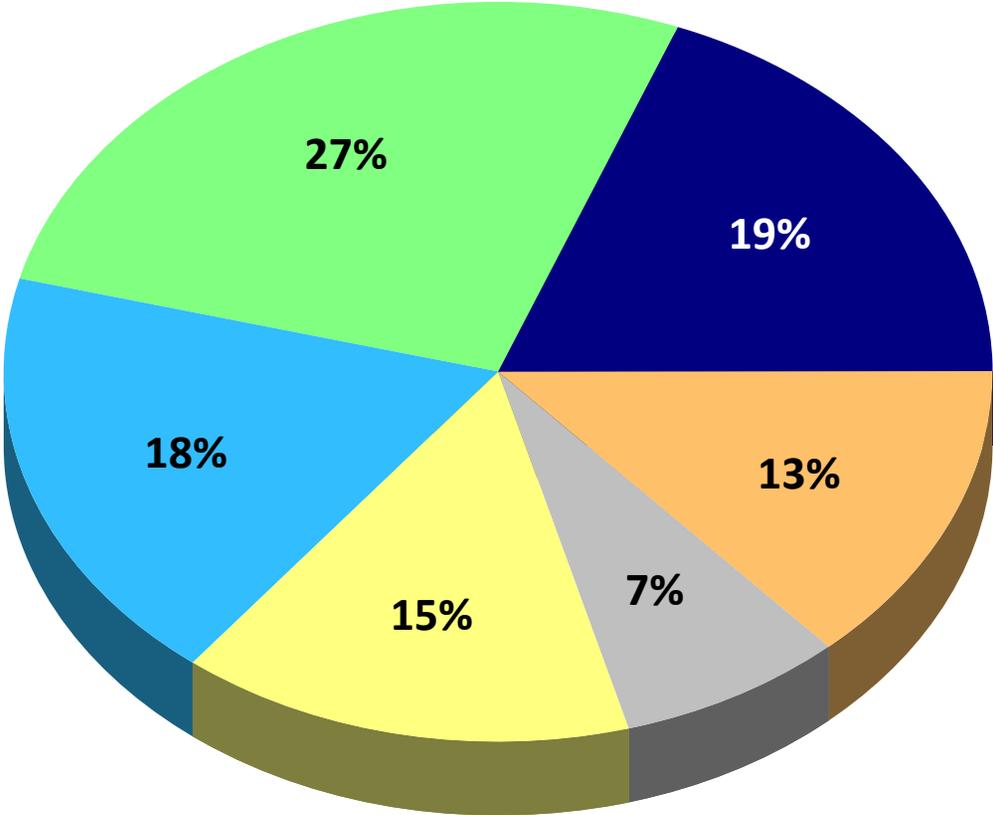
Q29a. Demographics: Where do you work?

by percentage of respondents who are employed outside the home



Q30. Demographics: Total Household Income

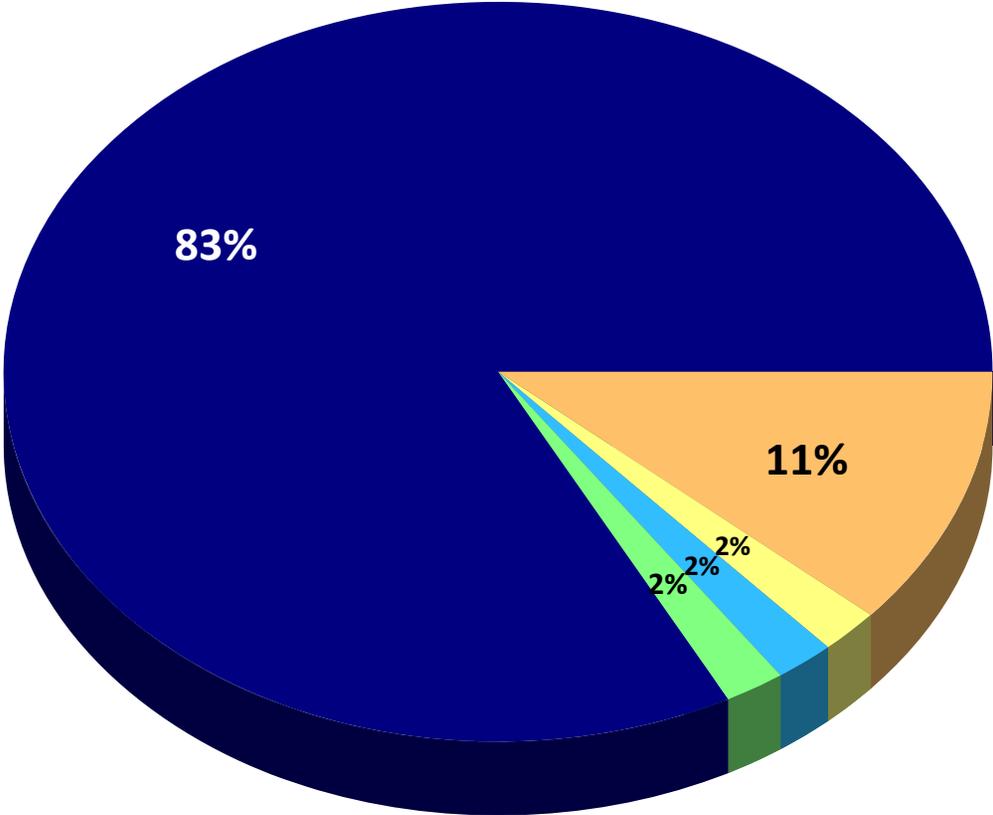
by percentage of respondents



■ Under \$30K ■ \$30K to \$59,999 ■ \$60K to \$89,999
■ \$90K to \$119,999 ■ \$120K+ ■ Not provided

Q31. Demographics: Where do you plan to be living in the next 2-5 years?

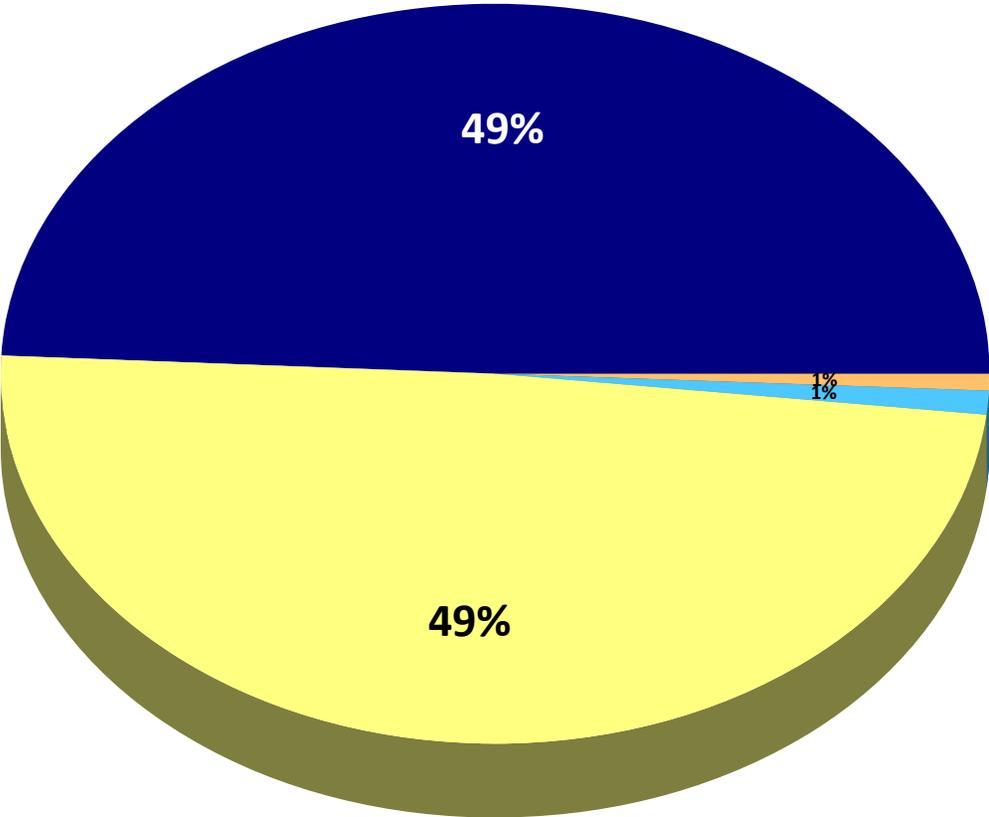
by percentage of respondents



- Lake Wales
- Another city in Polk County
- Another city outside Polk County in Florida
- Other
- Don't know

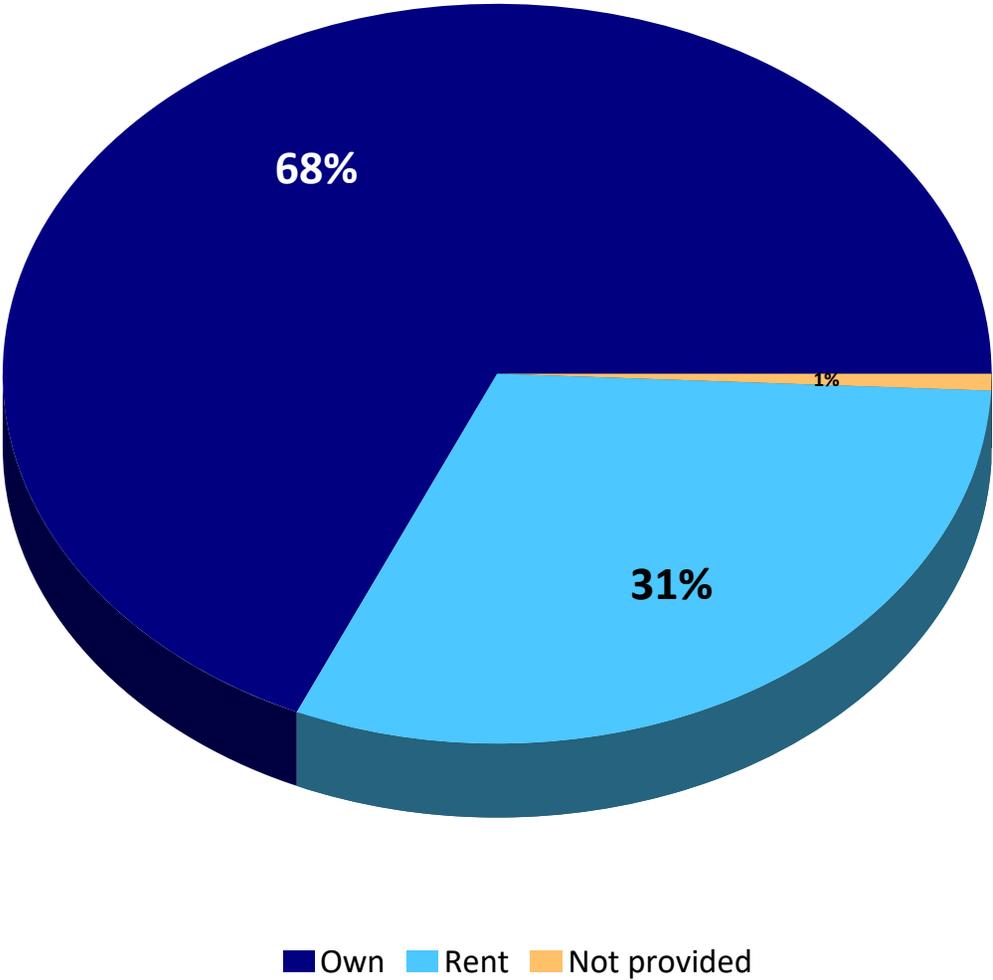
Q32. Demographics: Gender

by percentage of respondents



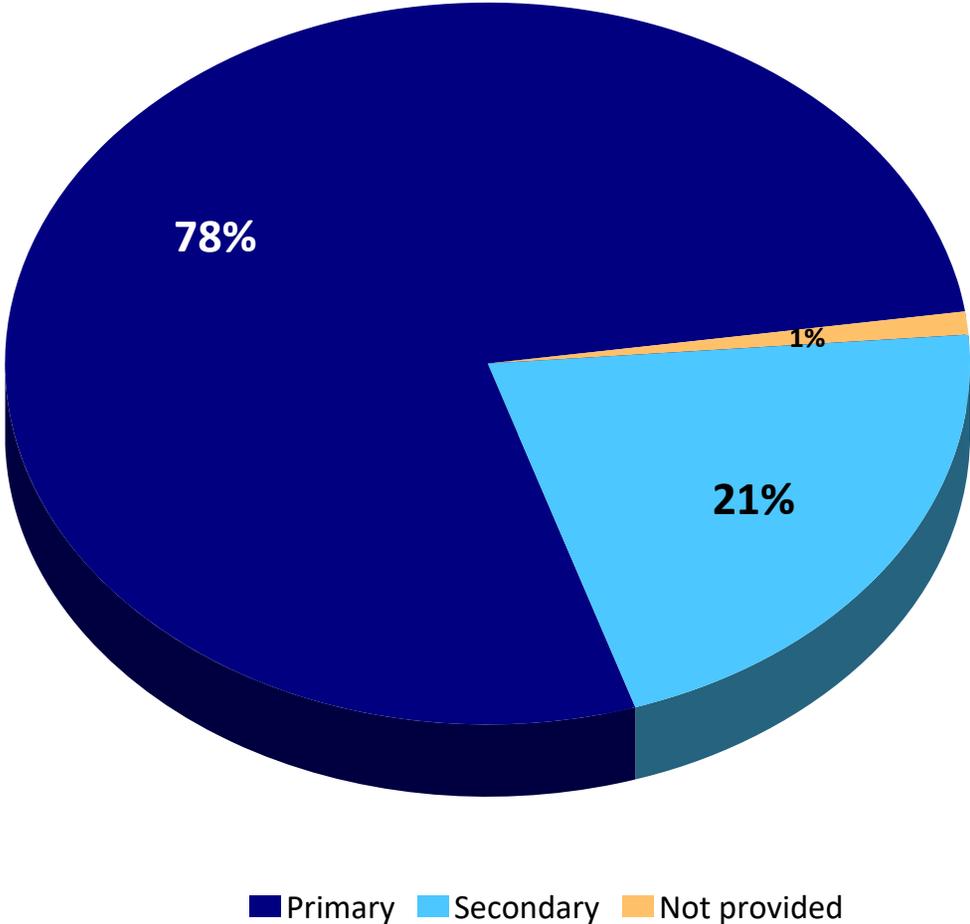
■ Male ■ Female ■ Prefer to self-describe ■ Not provided

Q33. Demographics: Do you own or rent your current residence? by percentage of respondents



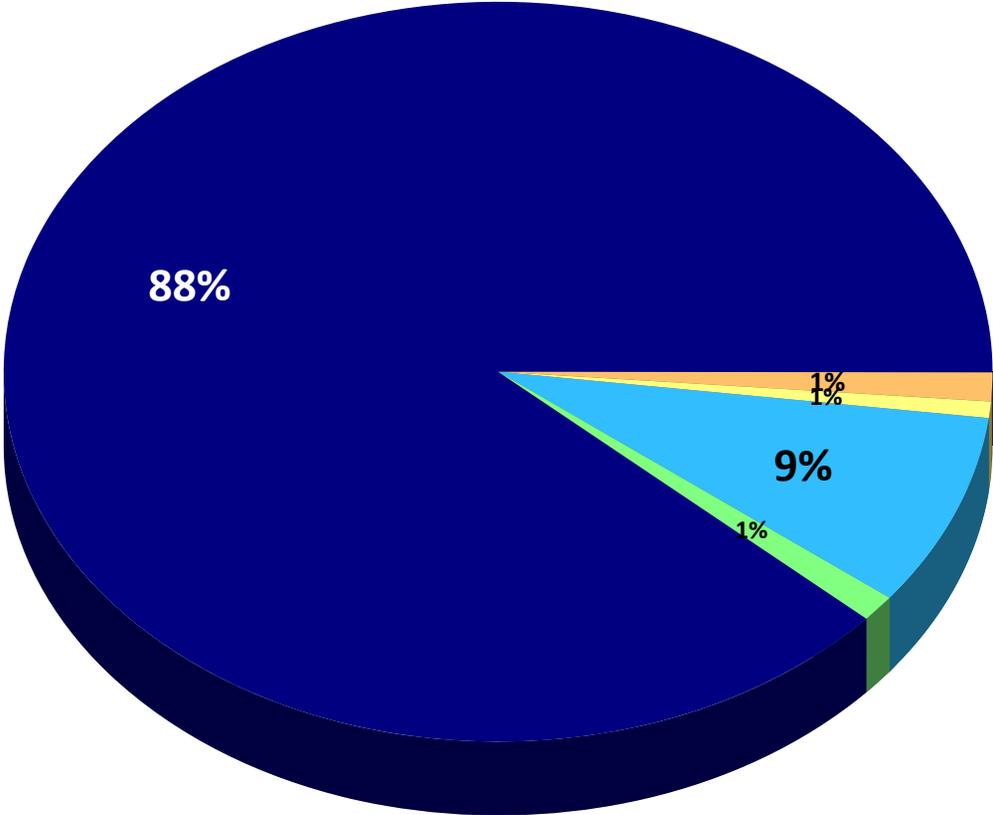
Q34. Demographics: Is your residence in Lake Wales your primary or secondary residence?

by percentage of respondents



Q35. Demographics: In what type of residence do you live?

by percentage of respondents



- Single family home
- Multi-family complex
- Not provided
- Townhome/condominium
- Other



2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the fall and winter of 2021 to a random sample of more than 9,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of residents in Florida during the fall and winter of 2021.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 9,000 residents; the “Florida Average” shown in the charts reflects the results of the regional survey of residents in Florida.

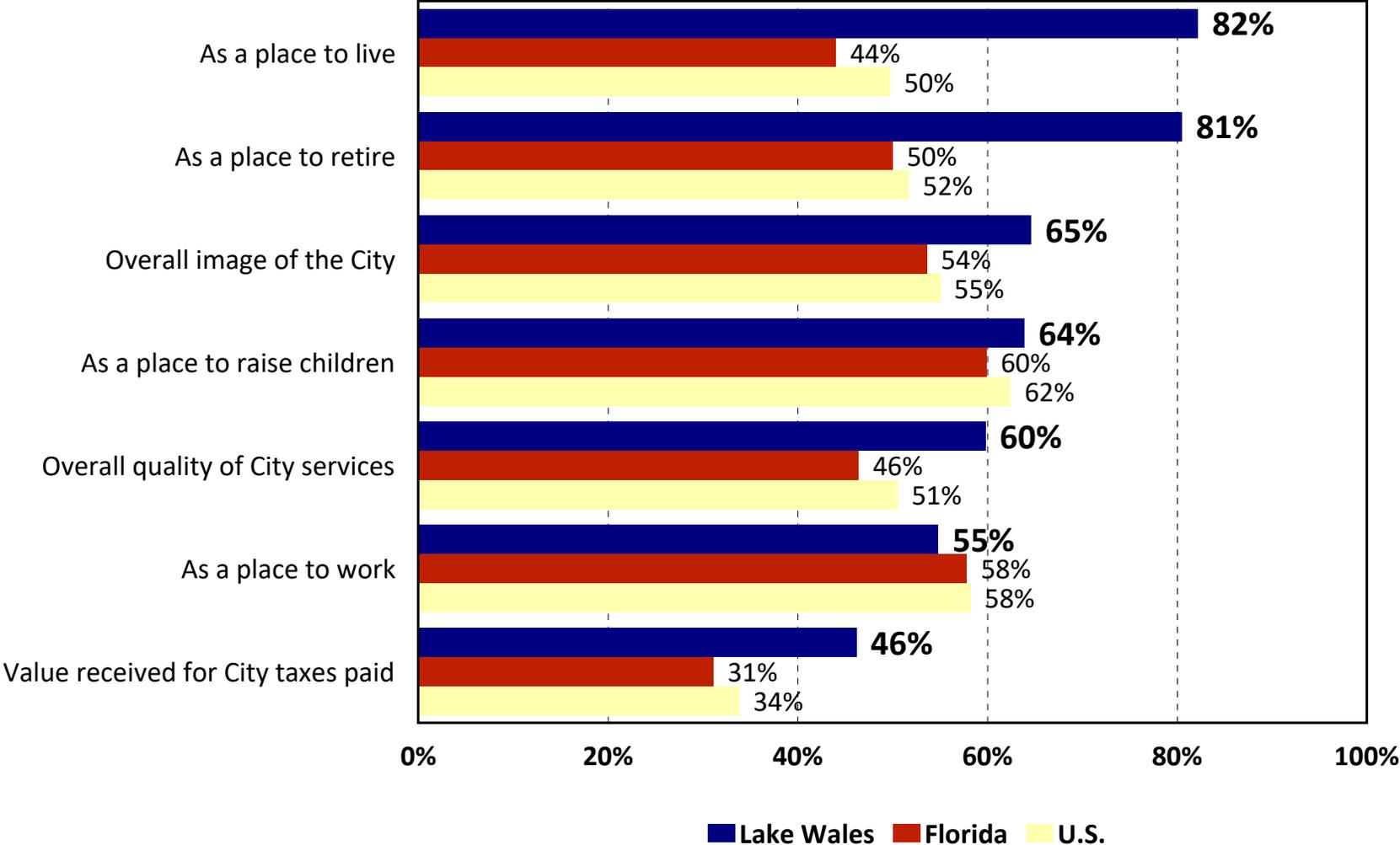
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Lake Wales, FL is not authorized without written consent from ETC Institute.

Satisfaction with Perceptions of the City

Lake Wales vs. Florida vs. the U.S.

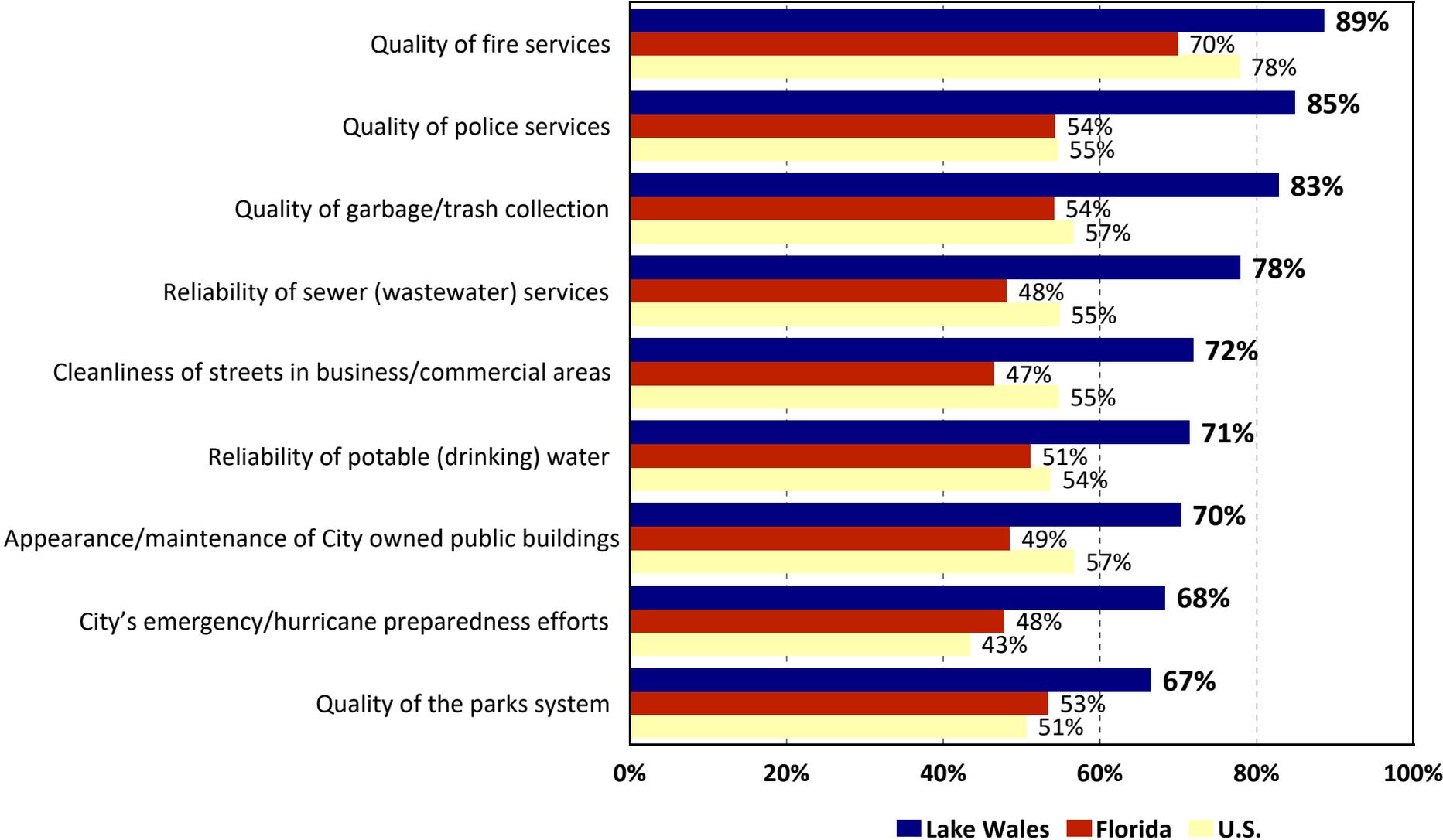
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Major Categories of City Services

Lake Wales vs. Florida vs. the U.S.

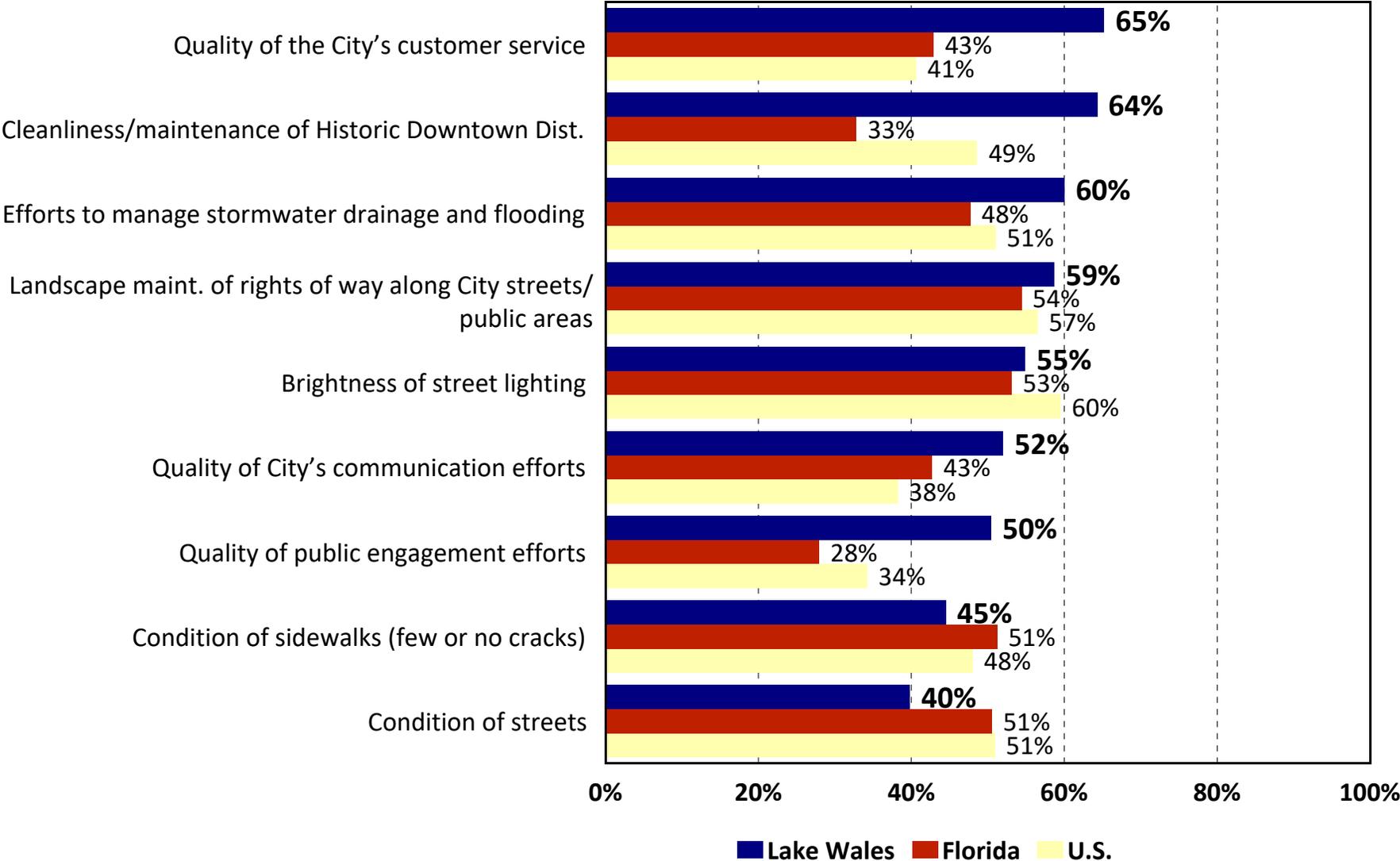
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Major Categories of City Services (cont.)

Lake Wales vs. Florida vs. the U.S.

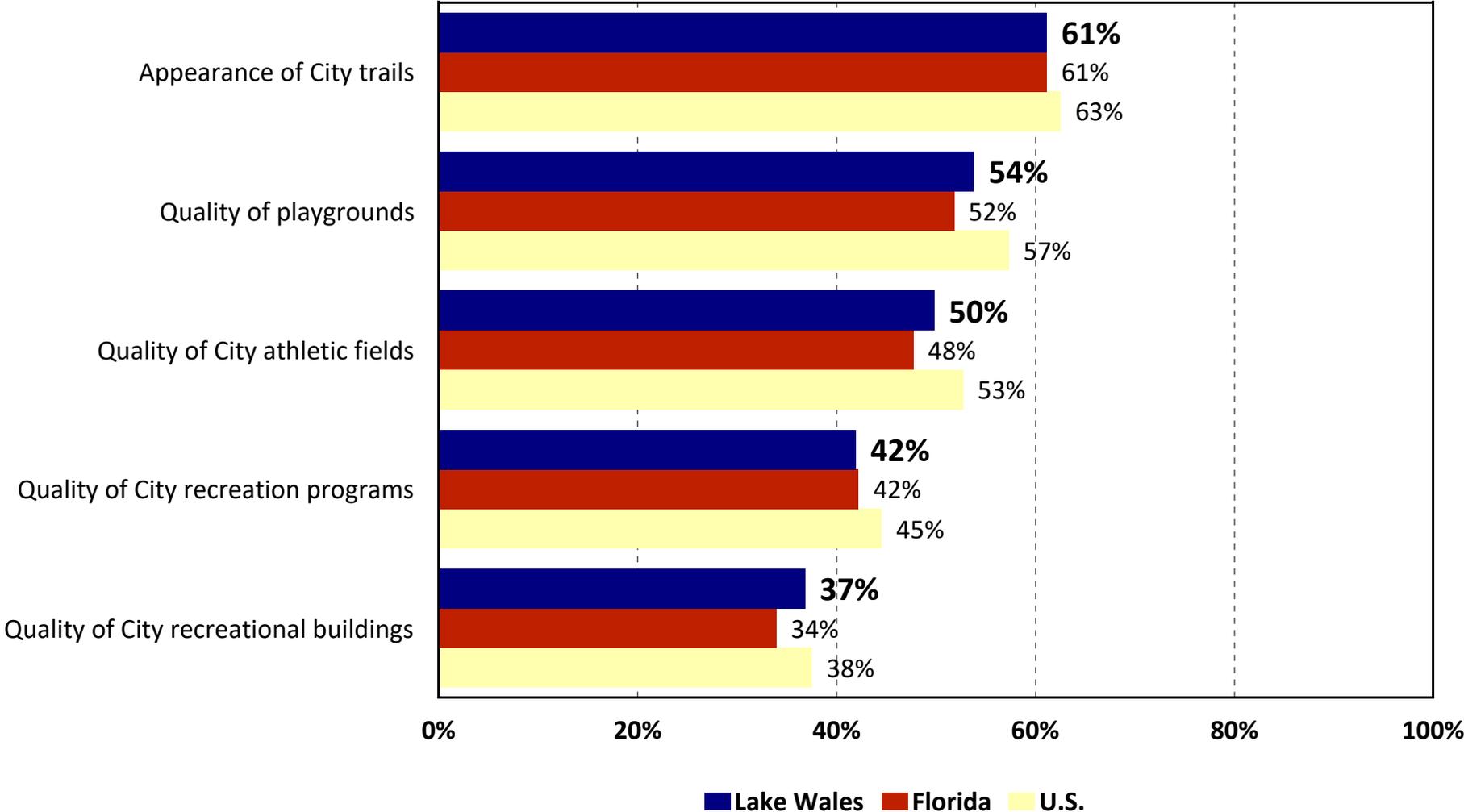
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Parks and Recreation

Lake Wales vs. Florida vs. the U.S.

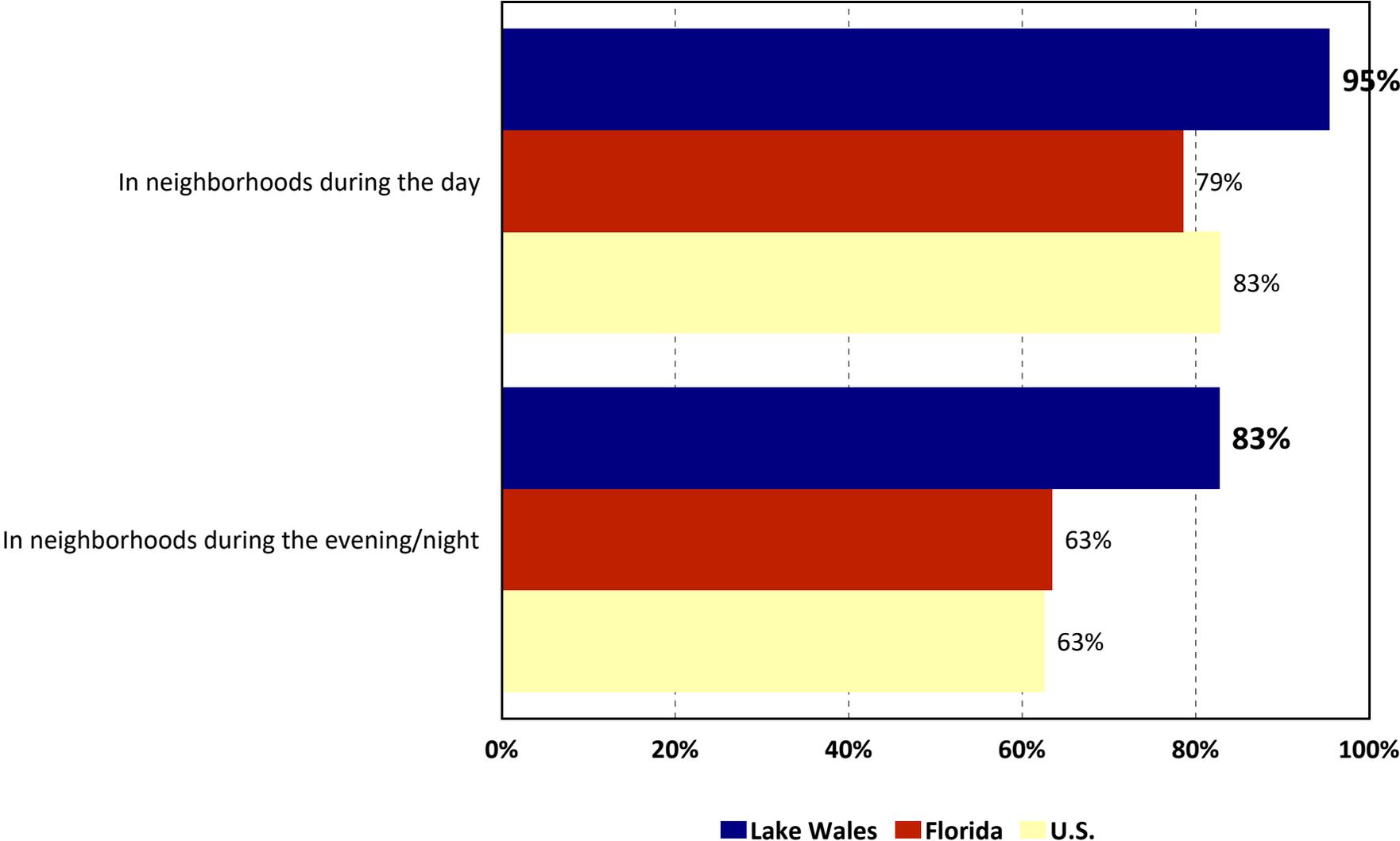
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of Safety in the Community

Lake Wales vs. Florida vs. the U.S.

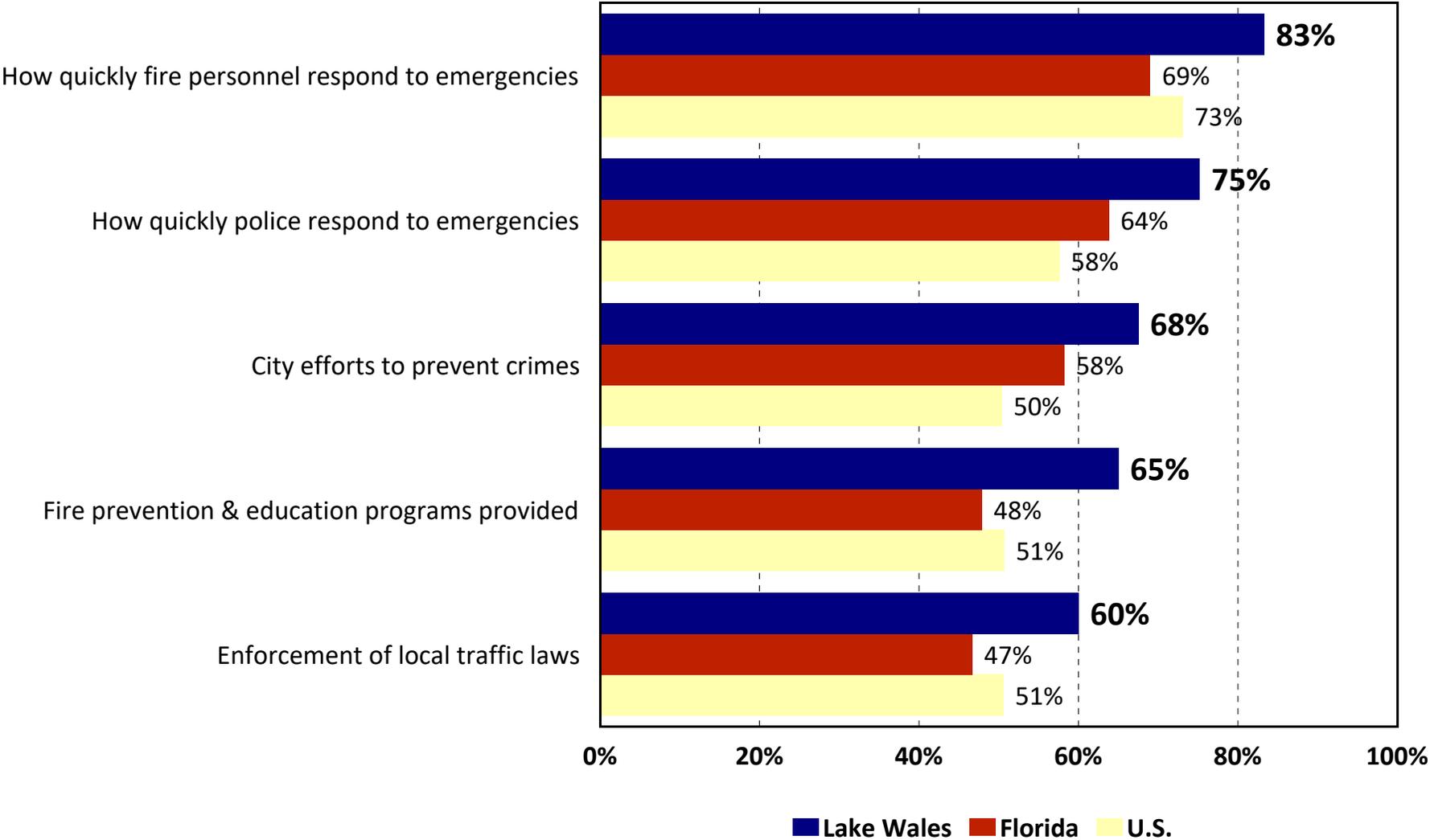
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Satisfaction with Public Safety

Lake Wales vs. Florida vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



A graphic consisting of a white circle with a dark blue outline containing the number '3'. To the right of the circle is a dark blue horizontal bar containing the text 'Importance-Satisfaction Analysis' in white.

3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, third, fourth and fifth most important services for the City to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that were most important to their household. More than one-third (37.1%) of respondent households selected "*condition of streets*" as one of the most important services for the City to emphasize over the next two years.

With regard to satisfaction, 39.8% of respondents surveyed rated "*condition of streets*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 37.1% was multiplied by 60.2% (1-0.398). This calculation yielded an I-S rating of 0.2233, which ranked first out of twenty-four categories of major City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Lake Wales are provided on the following pages.

Importance-Satisfaction Rating

City of Lake Wales, FL

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Condition of streets	37%	1	40%	24	0.2233	1
<u>High Priority (IS 0.10 - 0.20)</u>						
Condition of sidewalks (few or no cracks)	24%	2	45%	23	0.1315	2
<u>Medium Priority (IS < .10)</u>						
Cleanliness/maintenance of Historic Downtown Dist.	23%	3	64%	13	0.0835	3
Landscape maintenance of rights of way along City streets/public areas	16%	7	59%	17	0.0669	4
Reliability of potable (drinking) water	23%	4	71%	8	0.0661	5
Quantity of street lights	12%	11	51%	20	0.0592	6
Quality of City's communication efforts	12%	13	52%	19	0.0581	7
Brightness of street lighting	12%	16	55%	18	0.0528	8
Quality of recreation programs	10%	18	47%	22	0.0523	9
Efforts to manage stormwater drainage and flooding	12%	12	60%	16	0.0484	10
Maintenance of parks and recreation areas	17%	6	74%	6	0.0435	11
Quality of the parks system	12%	9	67%	11	0.0415	12
Quality of public engagement efforts	8%	23	50%	21	0.0377	13
Quality of the trails system	9%	20	62%	15	0.0356	14
Cleanliness of streets in business/commercial areas	12%	10	72%	7	0.0340	15
Cleanliness of streets in neighborhoods	15%	8	77%	5	0.0334	16
Quality of the City's customer service	10%	19	65%	12	0.0334	17
Availability of green space near home	8%	21	62%	14	0.0306	18
Quality of police services	18%	5	85%	2	0.0267	19
Reliability of sewer (wastewater) services	12%	14	78%	4	0.0263	20
City's emergency/hurricane preparedness efforts	8%	22	68%	10	0.0241	21
Quality of garbage/trash collection	12%	15	83%	3	0.0203	22
Appearance/maintenance of City owned public buildings	6%	24	70%	9	0.0172	23
Quality of fire services	10%	17	89%	1	0.0115	24

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, fourth, and fifth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Lake Wales, FL

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 -.20)						
Quality of City recreation programs	19%	4	42%	6	0.1116	1
Appearance of City parks	34%	1	68%	1	0.1091	2
Quantity of City recreation programs	17%	5	38%	7	0.1088	3
Quality of playgrounds	23%	2	54%	3	0.1049	4
Medium Priority (IS < .10)						
Quality of City recreational buildings	14%	6	37%	8	0.0910	5
Quantity of dog parks	13%	7	29%	10	0.0908	6
Quality of dog parks	13%	8	37%	9	0.0791	7
Appearance of City trails	20%	3	61%	2	0.0766	8
Quality of City athletic fields	11%	9	50%	4	0.0572	9
Quantity of City athletic fields	5%	10	44%	5	0.0263	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Lake Wales, FL

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
City efforts to prevent crimes	38%	1	68%	6	0.1229	1
Patrolling in your City	31%	2	63%	8	0.1148	2
Enforcement of local traffic laws	25%	3	60%	9	0.1012	3
Medium Priority (IS <.10)						
How quickly police respond to emergencies	23%	4	75%	3	0.0575	4
Police social media outreach	11%	8	53%	10	0.0535	5
Perception of police officers' attitude & behavior	15%	6	71%	4	0.0434	6
Fire prevention & education programs provided	12%	7	65%	7	0.0410	7
Perception of competence of police dept. employees	11%	9	68%	5	0.0354	8
How quickly fire personnel respond to emergencies	17%	5	83%	2	0.0287	9
Perception of competence of fire dept. employees	6%	10	84%	1	0.0092	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.



Tabular Data

Q1. Perceptions of the City. Please rate your satisfaction with each of the following by circling the number that corresponds to your rating.

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall image of City	11.2%	51.2%	26.9%	7.0%	0.5%	3.2%
Q1-2. City's efforts to be transparent/accessible	10.0%	32.8%	36.8%	6.2%	1.5%	12.7%
Q1-3. City of Lake Wales as a place to live	30.1%	50.5%	15.4%	2.0%	0.0%	2.0%
Q1-4. City of Lake Wales as a place to raise children	19.7%	27.4%	22.6%	4.0%	0.0%	26.4%
Q1-5. City of Lake Wales as a place to work	12.4%	25.9%	24.6%	6.5%	0.5%	30.1%
Q1-6. City of Lake Wales as a place for leisure & social activities	13.7%	37.1%	31.8%	12.4%	2.0%	3.0%
Q1-7. City of Lake Wales as a place to retire	31.1%	44.5%	15.9%	2.2%	0.2%	6.0%
Q1-8. City of Lake Wales as a tree friendly community	25.1%	41.5%	21.1%	3.7%	0.7%	7.7%
Q1-9. City of Lake Wales as a pedestrian/bicycle friendly community	13.2%	32.3%	29.6%	11.2%	2.0%	11.7%
Q1-10. Overall quality of City services	14.9%	42.3%	32.3%	6.2%	0.0%	4.2%
Q1-11. Value you receive for City taxes you pay	11.9%	31.8%	36.8%	11.9%	2.2%	5.2%
Q1-12. City efforts to be a sustainable City	10.7%	28.1%	35.6%	10.0%	0.0%	15.7%
Q1-13. City efforts to implement Lake Wales Connected Plan	8.5%	18.9%	31.6%	6.2%	0.5%	34.3%
Q1-14. City efforts to be a recreation destination	6.7%	24.4%	38.6%	12.9%	2.5%	14.9%
Q1-15. City efforts to revitalize Historic Downtown	10.2%	37.1%	27.9%	18.4%	1.7%	4.7%

WITHOUT "DON'T KNOW"**Q1. Perceptions of the City. Please rate your satisfaction with each of the following by circling the number that corresponds to your rating. (without "don't know")**

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall image of City	11.6%	53.0%	27.8%	7.2%	0.5%
Q1-2. City's efforts to be transparent/ accessible	11.4%	37.6%	42.2%	7.1%	1.7%
Q1-3. City of Lake Wales as a place to live	30.7%	51.5%	15.7%	2.0%	0.0%
Q1-4. City of Lake Wales as a place to raise children	26.7%	37.2%	30.7%	5.4%	0.0%
Q1-5. City of Lake Wales as a place to work	17.8%	37.0%	35.2%	9.3%	0.7%
Q1-6. City of Lake Wales as a place for leisure & social activities	14.1%	38.2%	32.8%	12.8%	2.1%
Q1-7. City of Lake Wales as a place to retire	33.1%	47.4%	16.9%	2.4%	0.3%
Q1-8. City of Lake Wales as a tree friendly community	27.2%	45.0%	22.9%	4.0%	0.8%
Q1-9. City of Lake Wales as a pedestrian/ bicycle friendly community	14.9%	36.6%	33.5%	12.7%	2.3%
Q1-10. Overall quality of City services	15.6%	44.2%	33.8%	6.5%	0.0%
Q1-11. Value you receive for City taxes you pay	12.6%	33.6%	38.8%	12.6%	2.4%
Q1-12. City efforts to be a sustainable City	12.7%	33.3%	42.2%	11.8%	0.0%
Q1-13. City efforts to implement Lake Wales Connected Plan	12.9%	28.8%	48.1%	9.5%	0.8%
Q1-14. City efforts to be a recreation destination	7.9%	28.7%	45.3%	15.2%	2.9%
Q1-15. City efforts to revitalize Historic Downtown	10.7%	38.9%	29.2%	19.3%	1.8%

Q2. Would you recommend the City of Lake Wales to family and friends as a place to live?

Q2. Would you recommend City of Lake Wales to family & friends as a place to live	Number	Percent
Definitely recommend	126	31.3 %
Probably recommend	174	43.3 %
Probably not recommend	36	9.0 %
Definitely not recommend	3	0.7 %
Don't know	63	15.7 %
Total	402	100.0 %

WITHOUT "DON'T KNOW"**Q2. Would you recommend the City of Lake Wales to family and friends as a place to live? (without "don't know")**

Q2. Would you recommend City of Lake Wales to family & friends as a place to live	Number	Percent
Definitely recommend	126	37.2 %
Probably recommend	174	51.3 %
Probably not recommend	36	10.6 %
Definitely not recommend	3	0.9 %
Total	339	100.0 %

Q3. Overall Satisfaction with City Services. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating.

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Cleanliness of streets in your neighborhood	24.1%	51.2%	13.7%	6.7%	2.0%	2.2%
Q3-2. Cleanliness of streets in business/commercial areas	15.7%	54.2%	20.4%	5.7%	1.2%	2.7%
Q3-3. Condition of sidewalks (few or no cracks)	7.0%	32.8%	31.6%	15.9%	2.2%	10.4%
Q3-4. Condition of streets	6.2%	32.1%	32.6%	17.9%	7.5%	3.7%
Q3-5. Brightness of street lighting	11.9%	39.3%	30.8%	9.2%	2.0%	6.7%
Q3-6. Quantity of street lights	10.4%	36.6%	29.9%	12.9%	2.2%	8.0%
Q3-7. Landscape maintenance of rights of way along City streets/ public areas	9.7%	46.5%	28.1%	9.0%	2.5%	4.2%
Q3-8. Appearance & maintenance of City owned public buildings	14.7%	52.5%	24.1%	3.2%	1.0%	4.5%
Q3-9. Maintenance of parks & recreation areas	16.9%	52.0%	19.4%	3.5%	1.2%	7.0%
Q3-10. Quality of parks system	16.4%	43.8%	24.4%	5.0%	1.0%	9.5%
Q3-11. Quality of trails system	11.2%	37.8%	26.1%	3.5%	0.2%	21.1%
Q3-12. Quality of recreation programs	7.0%	25.9%	31.1%	6.0%	0.5%	29.6%
Q3-13. Availability of green space near your home	18.2%	37.6%	26.1%	7.0%	0.7%	10.4%
Q3-14. Cleanliness & maintenance of Historic Downtown District	15.9%	45.8%	26.6%	7.0%	0.7%	4.0%
Q3-15. Quality of garbage/trash collection	30.6%	49.5%	11.4%	4.2%	1.0%	3.2%
Q3-16. Quality of police services	37.8%	41.8%	12.9%	1.2%	0.0%	6.2%
Q3-17. Quality of fire services	38.8%	40.8%	9.7%	0.5%	0.0%	10.2%

Q3. Overall Satisfaction with City Services. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-18. City's emergency/hurricane preparedness efforts	23.6%	31.1%	23.6%	1.2%	0.5%	19.9%
Q3-19. Efforts to manage stormwater drainage & flooding	13.7%	37.6%	24.1%	8.5%	1.5%	14.7%
Q3-20. Reliability of potable (drinking) water	21.1%	44.5%	19.2%	6.2%	1.0%	8.0%
Q3-21. Reliability of sewer (wastewater) services	25.1%	46.8%	16.9%	2.5%	1.0%	7.7%
Q3-22. Quality of City's customer service	16.9%	40.8%	24.4%	5.5%	1.0%	11.4%
Q3-23. Quality of public engagement efforts	8.7%	31.8%	34.1%	4.2%	1.5%	19.7%
Q3-24. Quality of City's communication efforts	10.2%	33.3%	31.6%	7.2%	1.5%	16.2%

WITHOUT "DON'T KNOW"

Q3. Overall Satisfaction with City Services. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating. (without "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Cleanliness of streets in your neighborhood	24.7%	52.4%	14.0%	6.9%	2.0%
Q3-2. Cleanliness of streets in business/commercial areas	16.1%	55.8%	21.0%	5.9%	1.3%
Q3-3. Condition of sidewalks (few or no cracks)	7.8%	36.7%	35.3%	17.8%	2.5%
Q3-4. Condition of streets	6.5%	33.3%	33.9%	18.6%	7.8%
Q3-5. Brightness of street lighting	12.8%	42.1%	33.1%	9.9%	2.1%
Q3-6. Quantity of street lights	11.4%	39.7%	32.4%	14.1%	2.4%
Q3-7. Landscape maintenance of rights of way along City streets/public areas	10.1%	48.6%	29.4%	9.4%	2.6%
Q3-8. Appearance & maintenance of City owned public buildings	15.4%	54.9%	25.3%	3.4%	1.0%
Q3-9. Maintenance of parks & recreation areas	18.2%	55.9%	20.9%	3.7%	1.3%
Q3-10. Quality of parks system	18.1%	48.4%	26.9%	5.5%	1.1%
Q3-11. Quality of trails system	14.2%	47.9%	33.1%	4.4%	0.3%
Q3-12. Quality of recreation programs	9.9%	36.7%	44.2%	8.5%	0.7%
Q3-13. Availability of green space near your home	20.3%	41.9%	29.2%	7.8%	0.8%
Q3-14. Cleanliness & maintenance of Historic Downtown District	16.6%	47.7%	27.7%	7.3%	0.8%
Q3-15. Quality of garbage/trash collection	31.6%	51.2%	11.8%	4.4%	1.0%
Q3-16. Quality of police services	40.3%	44.6%	13.8%	1.3%	0.0%
Q3-17. Quality of fire services	43.2%	45.4%	10.8%	0.6%	0.0%
Q3-18. City's emergency/hurricane preparedness efforts	29.5%	38.8%	29.5%	1.6%	0.6%
Q3-19. Efforts to manage stormwater drainage & flooding	16.0%	44.0%	28.3%	9.9%	1.7%

WITHOUT "DON'T KNOW"

Q3. Overall Satisfaction with City Services. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-20. Reliability of potable (drinking) water	23.0%	48.4%	20.8%	6.8%	1.1%
Q3-21. Reliability of sewer (wastewater) services	27.2%	50.7%	18.3%	2.7%	1.1%
Q3-22. Quality of City's customer service	19.1%	46.1%	27.5%	6.2%	1.1%
Q3-23. Quality of public engagement efforts	10.8%	39.6%	42.4%	5.3%	1.9%
Q3-24. Quality of City's communication efforts	12.2%	39.8%	37.7%	8.6%	1.8%

Q4. Which FIVE of the City services listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of streets in your neighborhood	19	4.7 %
Cleanliness of streets in business/commercial areas	8	2.0 %
Condition of sidewalks (few or no cracks)	21	5.2 %
Condition of streets	71	17.7 %
Brightness of street lighting	7	1.7 %
Quantity of street lights	11	2.7 %
Landscape maintenance of rights of way along City streets/ public areas	13	3.2 %
Appearance & maintenance of City owned public buildings	3	0.7 %
Maintenance of parks & recreation areas	11	2.7 %
Quality of parks system	6	1.5 %
Quality of trails system	4	1.0 %
Quality of recreation programs	9	2.2 %
Availability of green space near your home	6	1.5 %
Cleanliness & maintenance of Historic Downtown District	24	6.0 %
Quality of garbage/trash collection	10	2.5 %
Quality of police services	28	7.0 %
Quality of fire services	4	1.0 %
City's emergency/hurricane preparedness efforts	4	1.0 %
Efforts to manage stormwater drainage & flooding	4	1.0 %
Reliability of potable (drinking) water	31	7.7 %
Reliability of sewer (wastewater) services	6	1.5 %
Quality of City's customer service	4	1.0 %
Quality of public engagement efforts	2	0.5 %
Quality of City's communication efforts	8	2.0 %
<u>None chosen</u>	<u>88</u>	<u>21.9 %</u>
Total	402	100.0 %

Q4. Which FIVE of the City services listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of streets in your neighborhood	7	1.7 %
Cleanliness of streets in business/commercial areas	9	2.2 %
Condition of sidewalks (few or no cracks)	30	7.5 %
Condition of streets	28	7.0 %
Brightness of street lighting	16	4.0 %
Quantity of street lights	10	2.5 %
Landscape maintenance of rights of way along City streets/ public areas	16	4.0 %
Appearance & maintenance of City owned public buildings	4	1.0 %
Maintenance of parks & recreation areas	13	3.2 %
Quality of parks system	12	3.0 %
Quality of trails system	8	2.0 %
Quality of recreation programs	10	2.5 %
Availability of green space near your home	3	0.7 %
Cleanliness & maintenance of Historic Downtown District	24	6.0 %
Quality of garbage/trash collection	7	1.7 %
Quality of police services	20	5.0 %
Quality of fire services	15	3.7 %
City's emergency/hurricane preparedness efforts	6	1.5 %
Efforts to manage stormwater drainage & flooding	11	2.7 %
Reliability of potable (drinking) water	13	3.2 %
Reliability of sewer (wastewater) services	14	3.5 %
Quality of City's customer service	13	3.2 %
Quality of public engagement efforts	7	1.7 %
Quality of City's communication efforts	4	1.0 %
<u>None chosen</u>	<u>102</u>	<u>25.4 %</u>
Total	402	100.0 %

Q4. Which FIVE of the City services listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q4. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of streets in your neighborhood	14	3.5 %
Cleanliness of streets in business/commercial areas	9	2.2 %
Condition of sidewalks (few or no cracks)	18	4.5 %
Condition of streets	25	6.2 %
Brightness of street lighting	6	1.5 %
Quantity of street lights	9	2.2 %
Landscape maintenance of rights of way along City streets/ public areas	14	3.5 %
Appearance & maintenance of City owned public buildings	5	1.2 %
Maintenance of parks & recreation areas	17	4.2 %
Quality of parks system	15	3.7 %
Quality of trails system	9	2.2 %
Quality of recreation programs	9	2.2 %
Availability of green space near your home	8	2.0 %
Cleanliness & maintenance of Historic Downtown District	16	4.0 %
Quality of garbage/trash collection	15	3.7 %
Quality of police services	4	1.0 %
Quality of fire services	9	2.2 %
City's emergency/hurricane preparedness efforts	7	1.7 %
Efforts to manage stormwater drainage & flooding	11	2.7 %
Reliability of potable (drinking) water	18	4.5 %
Reliability of sewer (wastewater) services	5	1.2 %
Quality of City's customer service	13	3.2 %
Quality of public engagement efforts	7	1.7 %
Quality of City's communication efforts	9	2.2 %
<u>None chosen</u>	<u>130</u>	<u>32.3 %</u>
Total	402	100.0 %

Q4. Which FIVE of the City services listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q4. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of streets in your neighborhood	13	3.2 %
Cleanliness of streets in business/commercial areas	13	3.2 %
Condition of sidewalks (few or no cracks)	14	3.5 %
Condition of streets	15	3.7 %
Brightness of street lighting	12	3.0 %
Quantity of street lights	8	2.0 %
Landscape maintenance of rights of way along City streets/ public areas	12	3.0 %
Appearance & maintenance of City owned public buildings	7	1.7 %
Maintenance of parks & recreation areas	18	4.5 %
Quality of parks system	7	1.7 %
Quality of trails system	6	1.5 %
Quality of recreation programs	3	0.7 %
Availability of green space near your home	9	2.2 %
Cleanliness & maintenance of Historic Downtown District	17	4.2 %
Quality of garbage/trash collection	7	1.7 %
Quality of police services	12	3.0 %
Quality of fire services	4	1.0 %
City's emergency/hurricane preparedness efforts	7	1.7 %
Efforts to manage stormwater drainage & flooding	9	2.2 %
Reliability of potable (drinking) water	21	5.2 %
Reliability of sewer (wastewater) services	10	2.5 %
Quality of City's customer service	3	0.7 %
Quality of public engagement efforts	5	1.2 %
Quality of City's communication efforts	17	4.2 %
<u>None chosen</u>	<u>153</u>	<u>38.1 %</u>
Total	402	100.0 %

Q4. Which FIVE of the City services listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q4. 5th choice</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of streets in your neighborhood	6	1.5 %
Cleanliness of streets in business/commercial areas	10	2.5 %
Condition of sidewalks (few or no cracks)	12	3.0 %
Condition of streets	10	2.5 %
Brightness of street lighting	6	1.5 %
Quantity of street lights	11	2.7 %
Landscape maintenance of rights of way along City streets/ public areas	10	2.5 %
Appearance & maintenance of City owned public buildings	5	1.2 %
Maintenance of parks & recreation areas	9	2.2 %
Quality of parks system	10	2.5 %
Quality of trails system	11	2.7 %
Quality of recreation programs	9	2.2 %
Availability of green space near your home	7	1.7 %
Cleanliness & maintenance of Historic Downtown District	13	3.2 %
Quality of garbage/trash collection	9	2.2 %
Quality of police services	7	1.7 %
Quality of fire services	9	2.2 %
City's emergency/hurricane preparedness efforts	7	1.7 %
Efforts to manage stormwater drainage & flooding	14	3.5 %
Reliability of potable (drinking) water	10	2.5 %
Reliability of sewer (wastewater) services	13	3.2 %
Quality of City's customer service	6	1.5 %
Quality of public engagement efforts	10	2.5 %
Quality of City's communication efforts	11	2.7 %
<u>None chosen</u>	<u>177</u>	<u>44.0 %</u>
Total	402	100.0 %

SUM OF TOP 5 CHOICES**Q4. Which FIVE of the City services listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next two years? (top 5)**

<u>Q4. Sum of top 5 choices</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of streets in your neighborhood	59	14.7 %
Cleanliness of streets in business/commercial areas	49	12.2 %
Condition of sidewalks (few or no cracks)	95	23.6 %
Condition of streets	149	37.1 %
Brightness of street lighting	47	11.7 %
Quantity of street lights	49	12.2 %
Landscape maintenance of rights of way along City streets/ public areas	65	16.2 %
Appearance & maintenance of City owned public buildings	24	6.0 %
Maintenance of parks & recreation areas	68	16.9 %
Quality of parks system	50	12.4 %
Quality of trails system	38	9.5 %
Quality of recreation programs	40	10.0 %
Availability of green space near your home	33	8.2 %
Cleanliness & maintenance of Historic Downtown District	94	23.4 %
Quality of garbage/trash collection	48	11.9 %
Quality of police services	71	17.7 %
Quality of fire services	41	10.2 %
City's emergency/hurricane preparedness efforts	31	7.7 %
Efforts to manage stormwater drainage & flooding	49	12.2 %
Reliability of potable (drinking) water	93	23.1 %
Reliability of sewer (wastewater) services	48	11.9 %
Quality of City's customer service	39	9.7 %
Quality of public engagement efforts	31	7.7 %
Quality of City's communication efforts	49	12.2 %
<u>None chosen</u>	<u>88</u>	<u>21.9 %</u>
Total	1448	

Q5. How willing would you be to pay more taxes for the City to improve the services you selected in Question 4 as the MOST IMPORTANT for the City to provide?

Q5. How willing would you be to pay more taxes for
City to improve City services

	Number	Percent
Very willing	21	5.2 %
Willing	80	19.9 %
Neutral	114	28.4 %
Not willing	83	20.6 %
Not at all willing	58	14.4 %
Don't know	46	11.4 %
Total	402	100.0 %

WITHOUT "DON'T KNOW"

Q5. How willing would you be to pay more taxes for the City to improve the services you selected in Question 4 as the MOST IMPORTANT for the City to provide? (without "don't know")

Q5. How willing would you be to pay more taxes for
City to improve City services

	Number	Percent
Very willing	21	5.9 %
Willing	80	22.5 %
Neutral	114	32.0 %
Not willing	83	23.3 %
Not at all willing	58	16.3 %
Total	356	100.0 %

Q6-1. Which of the following is your PRIMARY mode of transportation for trips within Lake Wales?

Q6-1. Your primary mode of transportation for trips
within Lake Wales

	Number	Percent
Car/automobile	393	97.8 %
Biking	2	0.5 %
Motorcycle/scooter	1	0.2 %
Walking	1	0.2 %
Public transportation	1	0.2 %
County-operated transit service	1	0.2 %
Not provided	3	0.7 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q6-1. Which of the following is your PRIMARY mode of transportation for trips within Lake Wales? (without "not provided")**

Q6-1. Your primary mode of transportation for trips
within Lake Wales

	Number	Percent
Car/automobile	393	98.5 %
Biking	2	0.5 %
Motorcycle/scooter	1	0.3 %
Walking	1	0.3 %
Public transportation	1	0.3 %
County-operated transit service	1	0.3 %
Total	399	100.0 %

Q6-2. Which of the following is your SECONDARY mode of transportation for trips within Lake Wales?

Q6-2. Your secondary mode of transportation for trips within Lake Wales	Number	Percent
Car/automobile	2	0.5 %
Biking	42	10.4 %
Motorcycle/scooter	16	4.0 %
Walking	149	37.1 %
Public transportation	3	0.7 %
County-operated transit service	2	0.5 %
Uber/Lyft/Rideshare	4	1.0 %
Carpool	26	6.5 %
Other	11	2.7 %
Not provided	147	36.6 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q6-2. Which of the following is your SECONDARY mode of transportation for trips within Lake Wales?
(without "not provided")**

Q6-2. Your secondary mode of transportation for trips within Lake Wales	Number	Percent
Car/automobile	2	0.8 %
Biking	42	16.5 %
Motorcycle/scooter	16	6.3 %
Walking	149	58.4 %
Public transportation	3	1.2 %
County-operated transit service	2	0.8 %
Uber/Lyft/Rideshare	4	1.6 %
Carpool	26	10.2 %
Other	11	4.3 %
Total	255	100.0 %

Q6-9. Other

Q6-9. Other	Number	Percent
Golf cart	7	63.6 %
Family members	1	9.1 %
Ride with neighbors	1	9.1 %
Truck	1	9.1 %
Family	1	9.1 %
Total	11	100.0 %

Q7. Does anyone in your household regularly ride a bicycle?

Q7. Does anyone in your household regularly ride a bicycle	Number	Percent
Yes	119	29.6 %
No	278	69.2 %
Not provided	5	1.2 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q7. Does anyone in your household regularly ride a bicycle? (without "not provided")**

Q7. Does anyone in your household regularly ride a bicycle	Number	Percent
Yes	119	30.0 %
No	278	70.0 %
Total	397	100.0 %

Q8. What THREE options from the list below would make it more appealing to walk/bike, instead of drive, to a grocery store, restaurant, or park?

Q8. What options would make it more appealing to walk/bike, instead of drive, to a grocery store, restaurant, or park

	Number	Percent
Better sidewalks	143	35.6 %
Improved walking routes	119	29.6 %
Bike infrastructure/paths/trails	130	32.3 %
Enhanced tree canopy	50	12.4 %
Resting places along the way	82	20.4 %
Store/restaurant/park within short distance	110	27.4 %
Adequate street lighting	48	11.9 %
Enhanced pedestrian safety	104	25.9 %
Other	16	4.0 %
None	80	19.9 %
Total	882	

WITHOUT "NONE"

Q8. What THREE options from the list below would make it more appealing to walk/bike, instead of drive, to a grocery store, restaurant, or park? (without "none")

Q8. What options would make it more appealing to walk/bike, instead of drive, to a grocery store, restaurant, or park

	Number	Percent
Better sidewalks	143	44.4 %
Bike infrastructure/paths/trails	130	40.4 %
Improved walking routes	119	37.0 %
Store/restaurant/park within short distance	110	34.2 %
Enhanced pedestrian safety	104	32.3 %
Resting places along the way	82	25.5 %
Enhanced tree canopy	50	15.5 %
Adequate street lighting	48	14.9 %
Other	16	5.0 %
Total	802	

Q8-9. Other

- Bathrooms
- City wide public transportation. City bus service
- Get the feds to subsidize electric cars. Good luck with that.
- Golf cart streets
- Higher gas prices
- improve alleys
- Improve the surface for the roads.
- Lake Ashton - no sidewalks
- People walk in the street because there are no sidewalks (S Lakeshore BLVD, Tower BLVD). This is a serious issue when it's dark out and walkers/runners are not particularly visible.
- Perfect weather year round
- safer kanes
- sidewalks all construction areas
- Street repair.
- streets need repaired
- Walking.
- Wider, and more quality bike paths.

Q9. When crossing the street at an intersection, what are you concerned or dissatisfied with?

Q9. What are you concerned or dissatisfied with when crossing the street at an intersection

	Number	Percent
Pedestrian safety (vehicles yielding to pedestrians)	279	69.4 %
Insufficient signage/poor signage	44	10.9 %
Lack of/poor quality of crosswalk	83	20.6 %
Length of wait time to cross	77	19.2 %
Insufficient crossing time during walk phase	75	18.7 %
Total	558	

Q10. Areas and Facilities of Interest for Residents. Please indicate the frequency of visiting the following areas or facilities in the last 12 months by circling the corresponding number below.

(N=402)

	More than once per week	About once per week	More than once a month	Once per month	Less than once per month	Never
Q10-1. Historic Downtown District	18.4%	21.1%	20.4%	10.9%	20.4%	8.7%
Q10-2. Crystal Avenue (Between 1st St. & Scenic Hwy.)	6.0%	9.2%	9.0%	10.2%	22.1%	43.5%
Q10-3. Orange Avenue (Between 1st St. & Scenic Hwy.)	4.7%	8.7%	10.0%	8.7%	25.9%	42.0%
Q10-4. Park Avenue (Between Wetmore St. & Scenic Hwy.)	14.2%	17.2%	18.2%	10.7%	15.4%	24.4%
Q10-5. Stuart Avenue (Between Wetmore St. & Scenic Hwy.)	11.4%	15.7%	14.2%	9.2%	18.7%	30.8%
Q10-6. Central Avenue (Between Wetmore St. & Scenic Hwy.)	18.9%	18.4%	18.2%	7.7%	13.4%	23.4%
Q10-7. Tillman Avenue (Between Wetmore St. & Scenic Hwy.)	5.2%	8.5%	11.7%	9.2%	23.4%	42.0%
Q10-8. 1st Street (Between Tillman Ave. & Crystal Ave.)	9.7%	7.2%	12.2%	9.2%	20.9%	40.8%
Q10-9. Lincoln Avenue (Between A St. & D St.)	1.7%	4.2%	6.7%	5.5%	16.9%	64.9%
Q10-10. Market Plaza	6.7%	8.0%	11.4%	9.7%	21.6%	42.5%
Q10-11. Lake Wailes Park	16.2%	11.7%	9.7%	11.7%	18.2%	32.6%
Q10-12. Crystal Lake Park	6.2%	6.7%	7.0%	8.2%	19.7%	52.2%
Q10-13. Kiwanis Park	5.2%	6.5%	8.7%	6.0%	17.7%	56.0%
Q10-14. Lake Wales Soccer Complex	1.7%	2.7%	4.0%	3.7%	12.2%	75.6%
Q10-15. Northwest Sports Complex	2.0%	1.2%	2.2%	3.0%	11.7%	79.9%
Q10-16. James P. Austin Community Center	0.2%	1.7%	2.2%	2.5%	11.7%	81.6%
Q10-17. Kirkland Gymnasium	1.0%	1.5%	1.5%	2.5%	8.5%	85.1%

Q10. Areas and Facilities of Interest for Residents. Please indicate the frequency of visiting the following areas or facilities in the last 12 months by circling the corresponding number below.

	More than once per week	About once per week	More than once a month	Once per month	Less than once per month	Never
Q10-18. Lake Wales Family YMCA	5.0%	3.5%	1.7%	2.7%	14.4%	72.6%
Q10-19. Lake Wales History Museum	0.5%	1.7%	1.2%	5.5%	24.4%	66.7%
Q10-20. Lake Wales Public Library	5.2%	7.0%	11.9%	11.2%	23.6%	41.0%

Q11. Which FOUR of the places or facilities listed in Question 10 do you VISIT MOST?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Historic Downtown District	84	20.9 %
Crystal Avenue (Between 1st St. & Scenic Hwy.)	1	0.2 %
Orange Avenue (Between 1st St. & Scenic Hwy.)	2	0.5 %
Park Avenue (Between Wetmore St. & Scenic Hwy.)	31	7.7 %
Stuart Avenue (Between Wetmore St. & Scenic Hwy.)	13	3.2 %
Central Avenue (Between Wetmore St. & Scenic Hwy.)	24	6.0 %
Tillman Avenue (Between Wetmore St. & Scenic Hwy.)	4	1.0 %
1st Street (Between Tillman Ave. & Crystal Ave.)	3	0.7 %
Lincoln Avenue (Between A St. & D St.)	3	0.7 %
Market Plaza	7	1.7 %
Lake Wailes Park	58	14.4 %
Crystal Lake Park	4	1.0 %
Kiwanis Park	3	0.7 %
Lake Wales Soccer Complex	4	1.0 %
Northwest Sports Complex	1	0.2 %
James P. Austin Community Center	1	0.2 %
Kirkland Gymnasium	4	1.0 %
Lake Wales Family YMCA	14	3.5 %
Lake Wales Public Library	43	10.7 %
None chosen	98	24.4 %
Total	402	100.0 %

Q11. Which FOUR of the places or facilities listed in Question 10 do you VISIT MOST?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Historic Downtown District	35	8.7 %
Crystal Avenue (Between 1st St. & Scenic Hwy.)	4	1.0 %
Orange Avenue (Between 1st St. & Scenic Hwy.)	3	0.7 %
Park Avenue (Between Wetmore St. & Scenic Hwy.)	51	12.7 %
Stuart Avenue (Between Wetmore St. & Scenic Hwy.)	19	4.7 %
Central Avenue (Between Wetmore St. & Scenic Hwy.)	40	10.0 %
Tillman Avenue (Between Wetmore St. & Scenic Hwy.)	6	1.5 %
1st Street (Between Tillman Ave. & Crystal Ave.)	8	2.0 %
Lincoln Avenue (Between A St. & D St.)	2	0.5 %
Market Plaza	14	3.5 %
Lake Wailes Park	27	6.7 %
Crystal Lake Park	9	2.2 %
Kiwanis Park	17	4.2 %
Lake Wales Soccer Complex	1	0.2 %
Northwest Sports Complex	4	1.0 %
James P. Austin Community Center	2	0.5 %
Lake Wales Family YMCA	2	0.5 %
Lake Wales History Museum	3	0.7 %
Lake Wales Public Library	14	3.5 %
None chosen	141	35.1 %
Total	402	100.0 %

Q11. Which FOUR of the places or facilities listed in Question 10 do you VISIT MOST?

Q11. 3rd choice	Number	Percent
Historic Downtown District	22	5.5 %
Crystal Avenue (Between 1st St. & Scenic Hwy.)	3	0.7 %
Orange Avenue (Between 1st St. & Scenic Hwy.)	8	2.0 %
Park Avenue (Between Wetmore St. & Scenic Hwy.)	40	10.0 %
Stuart Avenue (Between Wetmore St. & Scenic Hwy.)	27	6.7 %
Central Avenue (Between Wetmore St. & Scenic Hwy.)	30	7.5 %
Tillman Avenue (Between Wetmore St. & Scenic Hwy.)	4	1.0 %
1st Street (Between Tillman Ave. & Crystal Ave.)	8	2.0 %
Lincoln Avenue (Between A St. & D St.)	3	0.7 %
Market Plaza	12	3.0 %
Lake Wailes Park	17	4.2 %
Crystal Lake Park	9	2.2 %
Kiwanis Park	14	3.5 %
Lake Wales Soccer Complex	6	1.5 %
James P. Austin Community Center	1	0.2 %
Lake Wales Family YMCA	5	1.2 %
Lake Wales History Museum	5	1.2 %
Lake Wales Public Library	19	4.7 %
None chosen	169	42.0 %
Total	402	100.0 %

Q11. Which FOUR of the places or facilities listed in Question 10 do you VISIT MOST?

Q11. 4th choice	Number	Percent
Historic Downtown District	21	5.2 %
Crystal Avenue (Between 1st St. & Scenic Hwy.)	5	1.2 %
Orange Avenue (Between 1st St. & Scenic Hwy.)	8	2.0 %
Park Avenue (Between Wetmore St. & Scenic Hwy.)	12	3.0 %
Stuart Avenue (Between Wetmore St. & Scenic Hwy.)	29	7.2 %
Central Avenue (Between Wetmore St. & Scenic Hwy.)	30	7.5 %
Tillman Avenue (Between Wetmore St. & Scenic Hwy.)	6	1.5 %
1st Street (Between Tillman Ave. & Crystal Ave.)	12	3.0 %
Lincoln Avenue (Between A St. & D St.)	1	0.2 %
Market Plaza	11	2.7 %
Lake Wailes Park	25	6.2 %
Crystal Lake Park	13	3.2 %
Kiwanis Park	2	0.5 %
Lake Wales Soccer Complex	2	0.5 %
Northwest Sports Complex	4	1.0 %
Kirkland Gymnasium	1	0.2 %
Lake Wales Family YMCA	2	0.5 %
Lake Wales Public Library	19	4.7 %
None chosen	199	49.5 %
Total	402	100.0 %

SUM OF TOP 4 CHOICES**Q11. Which FOUR of the places or facilities listed in Question 10 do you VISIT MOST? (top 4)**

<u>Q11. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Historic Downtown District	162	40.3 %
Crystal Avenue (Between 1st St. & Scenic Hwy.)	13	3.2 %
Orange Avenue (Between 1st St. & Scenic Hwy.)	21	5.2 %
Park Avenue (Between Wetmore St. & Scenic Hwy.)	134	33.3 %
Stuart Avenue (Between Wetmore St. & Scenic Hwy.)	88	21.9 %
Central Avenue (Between Wetmore St. & Scenic Hwy.)	124	30.8 %
Tillman Avenue (Between Wetmore St. & Scenic Hwy.)	20	5.0 %
1st Street (Between Tillman Ave. & Crystal Ave.)	31	7.7 %
Lincoln Avenue (Between A St. & D St.)	9	2.2 %
Market Plaza	44	10.9 %
Lake Wailes Park	127	31.6 %
Crystal Lake Park	35	8.7 %
Kiwanis Park	36	9.0 %
Lake Wales Soccer Complex	13	3.2 %
Northwest Sports Complex	9	2.2 %
James P. Austin Community Center	4	1.0 %
Kirkland Gymnasium	5	1.2 %
Lake Wales Family YMCA	23	5.7 %
Lake Wales History Museum	8	2.0 %
Lake Wales Public Library	95	23.6 %
None chosen	98	24.4 %
Total	1099	

Q12. Sustainability and Resiliency. Please rate your agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=402)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q12-1. I am satisfied with amount of tree canopy coverage in my neighborhood	17.4%	35.6%	19.4%	14.9%	4.0%	8.7%
Q12-2. I would like to see more trees in my neighborhood	16.7%	23.9%	34.6%	10.2%	5.0%	9.7%
Q12-3. I would like to see more trees/Florida Friendly plants in City's Park System	21.9%	29.6%	32.8%	2.5%	2.0%	11.2%
Q12-4. I would like to see more trees/Florida Friendly plants in Historic Downtown	22.4%	31.3%	31.8%	3.0%	1.2%	10.2%
Q12-5. I am informed about City's "City in a Garden" Strategy	8.7%	12.4%	23.4%	10.9%	9.7%	34.8%
Q12-6. I am informed about City's efforts to reduce pollution from stormwater runoff through filtration systems	6.2%	12.9%	24.6%	13.2%	9.7%	33.3%

WITHOUT "DON'T KNOW"

Q12. Sustainability and Resiliency. Please rate your agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=402)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q12-1. I am satisfied with amount of tree canopy coverage in my neighborhood	19.1%	39.0%	21.3%	16.3%	4.4%
Q12-2. I would like to see more trees in my neighborhood	18.5%	26.4%	38.3%	11.3%	5.5%
Q12-3. I would like to see more trees/Florida Friendly plants in City's Park System	24.6%	33.3%	37.0%	2.8%	2.2%
Q12-4. I would like to see more trees/Florida Friendly plants in Historic Downtown	24.9%	34.9%	35.5%	3.3%	1.4%
Q12-5. I am informed about City's "City in a Garden" Strategy	13.4%	19.1%	35.9%	16.8%	14.9%
Q12-6. I am informed about City's efforts to reduce pollution from stormwater runoff through filtration systems	9.3%	19.4%	36.9%	19.8%	14.6%

Q13. Are you aware of the Lake Wales Connected revitalization plan?

Q13. Are you aware of Lake Wales Connected revitalization plan	Number	Percent
Yes	133	33.1 %
No	269	66.9 %
Total	402	100.0 %

Q14. Of the following capital improvement project types, which FOUR would you select as the MOST IMPORTANT?

Q14. Which capital improvement project types would you select as most important	Number	Percent
Street resurfacing	221	55.0 %
Water & sewer system improvements	162	40.3 %
Stormwater & drainage improvements	136	33.8 %
Sidewalk renovations	133	33.1 %
Upgrades to City's existing Parks System	127	31.6 %
New sidewalks	121	30.1 %
Lake Wales Connected Streetscape efforts	87	21.6 %
New trails/cycle tracks	78	19.4 %
New recreation facilities	76	18.9 %
Upgrades to existing trails	69	17.2 %
New parks	58	14.4 %
City facility improvements	32	8.0 %
Total	1300	

Q15. Parks and Recreation. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating.

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Quality of City recreation programs	4.5%	19.9%	29.1%	3.7%	1.0%	41.8%
Q15-2. Quantity of City recreation programs	4.5%	17.2%	29.1%	6.0%	1.0%	42.3%
Q15-3. Quality of City recreational buildings	4.5%	16.7%	29.1%	5.7%	1.5%	42.5%
Q15-4. Appearance of City parks	11.9%	42.3%	20.1%	4.7%	0.7%	20.1%
Q15-5. Appearance of City trails	9.7%	32.6%	22.6%	4.2%	0.0%	30.8%
Q15-6. Quality of playgrounds	8.5%	26.6%	23.1%	6.7%	0.2%	34.8%
Q15-7. Quality of City athletic fields	8.7%	21.6%	25.1%	4.7%	0.7%	39.1%
Q15-8. Quantity of City athletic fields	7.0%	18.7%	27.6%	4.0%	1.0%	41.8%
Q15-9. Quality of dog parks	4.7%	12.9%	21.6%	6.0%	2.7%	52.0%
Q15-10. Quantity of dog parks	4.5%	9.2%	22.1%	8.0%	4.2%	52.0%

WITHOUT "DON'T KNOW"

Q15. Parks and Recreation. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating. (without "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Quality of City recreation programs	7.7%	34.2%	50.0%	6.4%	1.7%
Q15-2. Quantity of City recreation programs	7.8%	29.7%	50.4%	10.3%	1.7%
Q15-3. Quality of City recreational buildings	7.8%	29.0%	50.6%	10.0%	2.6%
Q15-4. Appearance of City parks	15.0%	53.0%	25.2%	5.9%	0.9%
Q15-5. Appearance of City trails	14.0%	47.1%	32.7%	6.1%	0.0%
Q15-6. Quality of playgrounds	13.0%	40.8%	35.5%	10.3%	0.4%
Q15-7. Quality of City athletic fields	14.3%	35.5%	41.2%	7.8%	1.2%
Q15-8. Quantity of City athletic fields	12.0%	32.1%	47.4%	6.8%	1.7%
Q15-9. Quality of dog parks	9.8%	26.9%	45.1%	12.4%	5.7%
Q15-10. Quantity of dog parks	9.3%	19.2%	46.1%	16.6%	8.8%

Q16. Which THREE of the parks and recreation services listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City recreation programs	41	10.2 %
Quantity of City recreation programs	23	5.7 %
Quality of City recreational buildings	18	4.5 %
Appearance of City parks	74	18.4 %
Appearance of City trails	14	3.5 %
Quality of playgrounds	29	7.2 %
Quality of City athletic fields	8	2.0 %
Quantity of City athletic fields	2	0.5 %
Quality of dog parks	24	6.0 %
Quantity of dog parks	12	3.0 %
None chosen	157	39.1 %
Total	402	100.0 %

Q16. Which THREE of the parks and recreation services listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City recreation programs	18	4.5 %
Quantity of City recreation programs	27	6.7 %
Quality of City recreational buildings	17	4.2 %
Appearance of City parks	34	8.5 %
Appearance of City trails	47	11.7 %
Quality of playgrounds	30	7.5 %
Quality of City athletic fields	19	4.7 %
Quantity of City athletic fields	7	1.7 %
Quality of dog parks	12	3.0 %
Quantity of dog parks	20	5.0 %
None chosen	171	42.5 %
Total	402	100.0 %

Q16. Which THREE of the parks and recreation services listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City recreation programs	18	4.5 %
Quantity of City recreation programs	20	5.0 %
Quality of City recreational buildings	23	5.7 %
Appearance of City parks	29	7.2 %
Appearance of City trails	18	4.5 %
Quality of playgrounds	32	8.0 %
Quality of City athletic fields	19	4.7 %
Quantity of City athletic fields	10	2.5 %
Quality of dog parks	14	3.5 %
Quantity of dog parks	19	4.7 %
None chosen	200	49.8 %
Total	402	100.0 %

SUM OF TOP 3 CHOICES

Q16. Which THREE of the parks and recreation services listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q16. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of City recreation programs	77	19.2 %
Quantity of City recreation programs	70	17.4 %
Quality of City recreational buildings	58	14.4 %
Appearance of City parks	137	34.1 %
Appearance of City trails	79	19.7 %
Quality of playgrounds	91	22.6 %
Quality of City athletic fields	46	11.4 %
Quantity of City athletic fields	19	4.7 %
Quality of dog parks	50	12.4 %
Quantity of dog parks	51	12.7 %
None chosen	157	39.1 %
Total	835	

Q17. Library. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating.

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Overall quality of Lake Wales Public Library	29.1%	29.9%	11.9%	1.0%	0.7%	27.4%
Q17-2. Overall quality of available materials	21.9%	33.8%	11.7%	2.7%	0.5%	29.4%
Q17-3. Overall quality & quantity of programs for children	11.4%	13.9%	16.7%	3.2%	0.2%	54.5%
Q17-4. Overall quality & quantity of programs for teens	9.2%	11.7%	17.7%	2.7%	1.0%	57.7%
Q17-5. Overall quality & quantity of programs for adults	15.2%	20.1%	20.4%	4.0%	0.5%	39.8%
Q17-6. Overall helpfulness of library staff	35.6%	22.4%	9.7%	0.5%	0.2%	31.6%

WITHOUT "DON'T KNOW"

Q17. Library. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating. (without "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Overall quality of Lake Wales Public Library	40.1%	41.1%	16.4%	1.4%	1.0%
Q17-2. Overall quality of available materials	31.0%	47.9%	16.5%	3.9%	0.7%
Q17-3. Overall quality & quantity of programs for children	25.1%	30.6%	36.6%	7.1%	0.5%
Q17-4. Overall quality & quantity of programs for teens	21.8%	27.6%	41.8%	6.5%	2.4%
Q17-5. Overall quality & quantity of programs for adults	25.2%	33.5%	33.9%	6.6%	0.8%
Q17-6. Overall helpfulness of library staff	52.0%	32.7%	14.2%	0.7%	0.4%

Q18. Feeling of Safety. Please rate how safe you feel in the following areas of Lake Wales using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."

(N=402)

	Very safe	Safe	Somewhat safe	Unsafe	Very unsafe	Don't know
Q18-1. In your neighborhood during the day	60.0%	33.3%	4.2%	0.2%	0.0%	2.2%
Q18-2. In your neighborhood during the evening/night	41.5%	38.1%	13.2%	3.0%	0.5%	3.7%
Q18-3. In business/commercial areas of City during the day	35.1%	43.3%	14.2%	0.5%	0.2%	6.7%
Q18-4. In business/commercial areas of City during the evening/night	8.7%	31.6%	28.9%	8.7%	1.7%	20.4%
Q18-5. In Historic Downtown during the day	39.3%	43.3%	9.2%	1.5%	0.2%	6.5%
Q18-6. In Historic Downtown during the evening/night	10.0%	26.6%	28.9%	8.7%	2.2%	23.6%
Q18-7. During special events	28.1%	39.3%	14.2%	2.0%	0.2%	16.2%
Q18-8. Riding a bicycle in City	8.0%	16.4%	18.9%	7.2%	1.5%	48.0%
Q18-9. Crossing an intersection in City while walking	11.4%	34.1%	31.3%	6.5%	1.0%	15.7%
Q18-10. Crossing an intersection in City while biking	5.7%	14.9%	22.4%	7.0%	1.2%	48.8%
Q18-11. Crossing an intersection in City while driving a car	19.4%	46.3%	24.9%	2.7%	0.7%	6.0%

WITHOUT "DON'T KNOW"**Q18. Feeling of Safety. Please rate how safe you feel in the following areas of Lake Wales using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")**

(N=402)

	Very safe	Safe	Somewhat safe	Unsafe	Very unsafe
Q18-1. In your neighborhood during the day	61.3%	34.1%	4.3%	0.3%	0.0%
Q18-2. In your neighborhood during the evening/night	43.2%	39.5%	13.7%	3.1%	0.5%
Q18-3. In business/commercial areas of City during the day	37.6%	46.4%	15.2%	0.5%	0.3%
Q18-4. In business/commercial areas of City during the evening/night	10.9%	39.7%	36.3%	10.9%	2.2%
Q18-5. In Historic Downtown during the day	42.0%	46.3%	9.8%	1.6%	0.3%
Q18-6. In Historic Downtown during the evening/night	13.0%	34.9%	37.8%	11.4%	2.9%
Q18-7. During special events	33.5%	46.9%	16.9%	2.4%	0.3%
Q18-8. Riding a bicycle in City	15.3%	31.6%	36.4%	13.9%	2.9%
Q18-9. Crossing an intersection in City while walking	13.6%	40.4%	37.2%	7.7%	1.2%
Q18-10. Crossing an intersection in City while biking	11.2%	29.1%	43.7%	13.6%	2.4%
Q18-11. Crossing an intersection in City while driving a car	20.6%	49.2%	26.5%	2.9%	0.8%

Q19. Public Safety. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating.

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. City efforts to prevent crimes	14.9%	41.8%	24.4%	2.7%	0.2%	15.9%
Q19-2. Enforcement of local traffic laws	11.7%	41.5%	22.9%	8.7%	4.0%	11.2%
Q19-3. How quickly police respond to emergencies	21.6%	34.8%	15.9%	1.5%	1.2%	24.9%
Q19-4. Patrolling in your City	13.9%	39.3%	24.9%	4.5%	2.5%	14.9%
Q19-5. Police social media outreach	10.2%	21.9%	23.6%	3.5%	1.2%	39.6%
Q19-6. Citizens' perception of overall competence of police department employees	19.4%	37.1%	21.9%	2.7%	1.5%	17.4%
Q19-7. Citizens' perception of police officers' attitude & behavior	22.9%	36.6%	19.7%	4.2%	1.0%	15.7%
Q19-8. Fire prevention & education programs provided by City	16.7%	25.4%	20.4%	2.0%	0.2%	35.3%
Q19-9. How quickly fire personnel respond to emergencies	28.1%	32.8%	11.4%	0.7%	0.0%	26.9%
Q19-10. Citizens' perception of overall competence of fire department employees	29.6%	33.6%	10.9%	1.2%	0.0%	24.6%

WITHOUT "DON'T KNOW"

Q19. Public Safety. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating. (without "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. City efforts to prevent crimes	17.8%	49.7%	29.0%	3.3%	0.3%
Q19-2. Enforcement of local traffic laws	13.2%	46.8%	25.8%	9.8%	4.5%
Q19-3. How quickly police respond to emergencies	28.8%	46.4%	21.2%	2.0%	1.7%
Q19-4. Patrolling in your City	16.4%	46.2%	29.2%	5.3%	2.9%
Q19-5. Police social media outreach	16.9%	36.2%	39.1%	5.8%	2.1%
Q19-6. Citizens' perception of overall competence of police department employees	23.5%	44.9%	26.5%	3.3%	1.8%
Q19-7. Citizens' perception of police officers' attitude & behavior	27.1%	43.4%	23.3%	5.0%	1.2%
Q19-8. Fire prevention & education programs provided by City	25.8%	39.2%	31.5%	3.1%	0.4%
Q19-9. How quickly fire personnel respond to emergencies	38.4%	44.9%	15.6%	1.0%	0.0%
Q19-10. Citizens' perception of overall competence of fire department employees	39.3%	44.6%	14.5%	1.7%	0.0%

Q20. Which THREE of the public safety services listed in Question 19 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
City efforts to prevent crimes	105	26.1 %
Enforcement of local traffic laws	50	12.4 %
How quickly police respond to emergencies	24	6.0 %
Patrolling in your City	24	6.0 %
Police social media outreach	10	2.5 %
Citizens' perception of overall competence of police department employees	18	4.5 %
Citizens' perception of police officers' attitude & behavior	17	4.2 %
Fire prevention & education programs provided by City	8	2.0 %
How quickly fire personnel respond to emergencies	17	4.2 %
Citizens' perception of overall competence of fire department employees	6	1.5 %
None chosen	123	30.6 %
Total	402	100.0 %

Q20. Which THREE of the public safety services listed in Question 19 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City efforts to prevent crimes	25	6.2 %
Enforcement of local traffic laws	37	9.2 %
How quickly police respond to emergencies	38	9.5 %
Patrolling in your City	61	15.2 %
Police social media outreach	13	3.2 %
Citizens' perception of overall competence of police department employees	14	3.5 %
Citizens' perception of police officers' attitude & behavior	22	5.5 %
Fire prevention & education programs provided by City	15	3.7 %
How quickly fire personnel respond to emergencies	28	7.0 %
Citizens' perception of overall competence of fire department employees	3	0.7 %
None chosen	146	36.3 %
Total	402	100.0 %

Q20. Which THREE of the public safety services listed in Question 19 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City efforts to prevent crimes	22	5.5 %
Enforcement of local traffic laws	15	3.7 %
How quickly police respond to emergencies	31	7.7 %
Patrolling in your City	38	9.5 %
Police social media outreach	23	5.7 %
Citizens' perception of overall competence of police department employees	13	3.2 %
Citizens' perception of police officers' attitude & behavior	20	5.0 %
Fire prevention & education programs provided by City	24	6.0 %
How quickly fire personnel respond to emergencies	24	6.0 %
Citizens' perception of overall competence of fire department employees	14	3.5 %
None chosen	178	44.3 %
Total	402	100.0 %

SUM OF TOP 3 CHOICES

Q20. Which THREE of the public safety services listed in Question 19 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q20. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
City efforts to prevent crimes	152	37.8 %
Enforcement of local traffic laws	102	25.4 %
How quickly police respond to emergencies	93	23.1 %
Patrolling in your City	123	30.6 %
Police social media outreach	46	11.4 %
Citizens' perception of overall competence of police department employees	45	11.2 %
Citizens' perception of police officers' attitude & behavior	59	14.7 %
Fire prevention & education programs provided by City	47	11.7 %
How quickly fire personnel respond to emergencies	69	17.2 %
Citizens' perception of overall competence of fire department employees	23	5.7 %
None chosen	123	30.6 %
Total	882	

Q21. Development Services. Please rate each of the following items by circling the number that corresponds to your rating.

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)	5.5%	16.7%	26.1%	9.2%	6.5%	36.1%
Q21-2. Overall quality of development review, permitting & inspection services	5.0%	17.7%	26.6%	9.7%	5.0%	36.1%
Q21-3. Level of ease to submit for & receive a building permit for construction or renovation	5.5%	15.2%	24.1%	7.7%	2.0%	45.5%
Q21-4. Level of ease conducting inspections for construction or renovation	5.5%	16.4%	23.1%	6.5%	2.2%	46.3%
Q21-5. Level of ease to submit & receive an occupational license	3.5%	7.0%	17.2%	2.7%	0.7%	68.9%
Q21-6. City's efforts regarding preservation of historic buildings in City	6.2%	20.6%	24.6%	10.2%	5.0%	33.3%
Q21-7. Effectiveness of City efforts to revitalize low-income areas	4.7%	11.4%	21.9%	10.7%	5.5%	45.8%

WITHOUT "DON'T KNOW"

Q21. Development Services. Please rate each of the following items by circling the number that corresponds to your rating. (without "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)	8.6%	26.1%	40.9%	14.4%	10.1%
Q21-2. Overall quality of development review, permitting & inspection services	7.8%	27.6%	41.6%	15.2%	7.8%
Q21-3. Level of ease to submit for & receive a building permit for construction or renovation	10.0%	27.9%	44.3%	14.2%	3.7%
Q21-4. Level of ease conducting inspections for construction or renovation	10.2%	30.6%	43.1%	12.0%	4.2%
Q21-5. Level of ease to submit & receive an occupational license	11.2%	22.4%	55.2%	8.8%	2.4%
Q21-6. City's efforts regarding preservation of historic buildings in City	9.3%	31.0%	36.9%	15.3%	7.5%
Q21-7. Effectiveness of City efforts to revitalize low-income areas	8.7%	21.1%	40.4%	19.7%	10.1%

Q22. Code Enforcement. Do you think the level of code enforcement in your neighborhood is...

Q22. What is the level of Code Enforcement in your neighborhood

	Number	Percent
Too much/too restrictive	26	6.5 %
About right	205	51.0 %
Too little/not restrictive enough	70	17.4 %
Don't know	101	25.1 %
Total	402	100.0 %

WITHOUT "DON'T KNOW"**Q22. Code Enforcement. Do you think the level of code enforcement in your neighborhood is... (without "don't know")**

Q22. What is the level of Code Enforcement in your neighborhood

	Number	Percent
Too much/too restrictive	26	8.6 %
About right	205	68.1 %
Too little/not restrictive enough	70	23.3 %
Total	301	100.0 %

Q23. Communication. Which sources do you utilize to obtain information about City government, issues, and events?

Q23. Which sources do you utilize to obtain information about City government, issues, & events	Number	Percent
City's Quarterly Newsletter	168	41.8 %
City's Comcast Municipal Channel	6	1.5 %
Twitter	10	2.5 %
Facebook	122	30.3 %
Instagram	13	3.2 %
YouTube	12	3.0 %
City website (www.lakewalesfl.gov)	159	39.6 %
City email news	38	9.5 %
Forums/workshops/meetings	24	6.0 %
Police Department's social media platforms	43	10.7 %
Other news media	65	16.2 %
HOAs or other civic groups	115	28.6 %
Total	775	

Q23-12. Other news media:

Q23-12. Other news media	Number	Percent
Newspapers	6	17.6 %
Ledger	4	11.8 %
Lakewalesnews.net	3	8.8 %
Word of mouth	2	5.9 %
Lake Wales news	2	5.9 %
The Daily Ridge	1	2.9 %
Lake Wales News, Ledger, word of mouth	1	2.9 %
FOX 13 news	1	2.9 %
Lake Wales online newspaper	1	2.9 %
tv	1	2.9 %
Neighbors app	1	2.9 %
Signs	1	2.9 %
Online news	1	2.9 %
Today/Tonight	1	2.9 %
Local internet news	1	2.9 %
Lakeland newspaper	1	2.9 %
Lakeland Ledger	1	2.9 %
lakewales.rec	1	2.9 %
Polk News	1	2.9 %
News online	1	2.9 %
Smart news	1	2.9 %
Polk Sun	1	2.9 %
Total	34	100.0 %

Q23-13. HOAs or other civic groups:

<u>Q23-13. HOAs or other civic groups</u>	<u>Number</u>	<u>Percent</u>
Lake Ashton	6	42.9 %
Local HOA in town	1	7.1 %
Carlsburg Estates newsletter	1	7.1 %
Chamber of Commerce	1	7.1 %
HOA meetings	1	7.1 %
HOA meetings where City department heads show up to explain their department	1	7.1 %
We live in Lake Ashton and have a CERT group that keeps us informed	1	7.1 %
Lake Wales	1	7.1 %
<u>HOA monthly news publication</u>	<u>1</u>	<u>7.1 %</u>
Total	14	100.0 %

Q23a. Which THREE of the communication channels listed in Question 23 do you prefer?

Q23a. Top choice	Number	Percent
City's Quarterly Newsletter	95	23.6 %
City's Comcast Municipal Channel	1	0.2 %
Twitter	3	0.7 %
Facebook	62	15.4 %
Instagram	3	0.7 %
LinkedIn	1	0.2 %
City website (www.lakewalesfl.gov)	49	12.2 %
City email news	19	4.7 %
Forums/workshops/meetings	3	0.7 %
Police Department's social media platforms	1	0.2 %
Other news media	24	6.0 %
HOAs or other civic groups	30	7.5 %
None chosen	111	27.6 %
Total	402	100.0 %

Q23a. Which THREE of the communication channels listed in Question 23 do you prefer?

Q23a. 2nd choice	Number	Percent
City's Quarterly Newsletter	39	9.7 %
City's Comcast Municipal Channel	9	2.2 %
Twitter	3	0.7 %
Facebook	27	6.7 %
Instagram	6	1.5 %
YouTube	2	0.5 %
LinkedIn	1	0.2 %
City website (www.lakewalesfl.gov)	65	16.2 %
City email news	23	5.7 %
Forums/workshops/meetings	6	1.5 %
Police Department's social media platforms	13	3.2 %
Other news media	19	4.7 %
HOAs or other civic groups	28	7.0 %
None chosen	161	40.0 %
Total	402	100.0 %

Q23a. Which THREE of the communication channels listed in Question 23 do you prefer?

Q23a. 3rd choice	Number	Percent
City's Quarterly Newsletter	28	7.0 %
City's Comcast Municipal Channel	3	0.7 %
Twitter	4	1.0 %
Facebook	19	4.7 %
Instagram	4	1.0 %
YouTube	4	1.0 %
LinkedIn	1	0.2 %
City website (www.lakewalesfl.gov)	41	10.2 %
City email news	17	4.2 %
Forums/workshops/meetings	10	2.5 %
Police Department's social media platforms	12	3.0 %
Other news media	21	5.2 %
HOAs or other civic groups	15	3.7 %
None chosen	223	55.5 %
Total	402	100.0 %

SUM OF TOP 3 CHOICES**Q23a. Which THREE of the communication channels listed in Question 23 do you prefer? (top 3)**

Q23a. Sum of top 3 choices	Number	Percent
City's Quarterly Newsletter	162	40.3 %
City's Comcast Municipal Channel	13	3.2 %
Twitter	10	2.5 %
Facebook	108	26.9 %
Instagram	13	3.2 %
YouTube	6	1.5 %
LinkedIn	3	0.7 %
City website (www.lakewalesfl.gov)	155	38.6 %
City email news	59	14.7 %
Forums/workshops/meetings	19	4.7 %
Police Department's social media platforms	26	6.5 %
Other news media	64	15.9 %
HOAs or other civic groups	73	18.2 %
None chosen	111	27.6 %
Total	822	

Q24. If you needed to contact the City, which of the following methods would you likely use first?

Q24. Which following methods would you likely use first if you needed to contact City

	Number	Percent
Phone	335	83.3 %
Email	55	13.7 %
City website	62	15.4 %
Contact Mayor/Commissioner	12	3.0 %
Attend a community meeting	10	2.5 %
Social media	9	2.2 %
Visit City Hall or a department office	70	17.4 %
Live chat	6	1.5 %
Don't know	4	1.0 %
Total	563	

WITHOUT "DON'T KNOW"**Q24. If you needed to contact the City, which of the following methods would you likely use first? (without "don't know")**

Q24. Which following methods would you likely use first if you needed to contact City

	Number	Percent
Phone	335	84.2 %
Email	55	13.8 %
City website	62	15.6 %
Contact Mayor/Commissioner	12	3.0 %
Attend a community meeting	10	2.5 %
Social media	9	2.3 %
Visit City Hall or a department office	70	17.6 %
Live chat	6	1.5 %
Total	559	

Q25. Customer Service. During the last 12 months, how many times have you personally contacted (either by phone, in-person, or electronically) the City of Lake Wales government with a question, service request, or complaint?

Q25. How many times have you personally contacted City government with a question, service request, or complaint during last 12 months

	Number	Percent
0	158	39.3 %
1	66	16.4 %
2	58	14.4 %
3	34	8.5 %
4	24	6.0 %
5	15	3.7 %
6+	21	5.2 %
Not provided	26	6.5 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"

Q25. Customer Service. During the last 12 months, how many times have you personally contacted (either by phone, in-person, or electronically) the City of Lake Wales government with a question, service request, or complaint? (without "not provided")

Q25. How many times have you personally contacted City government with a question, service request, or complaint during last 12 months

	Number	Percent
0	158	42.0 %
1	66	17.6 %
2	58	15.4 %
3	34	9.0 %
4	24	6.4 %
5	15	4.0 %
6+	21	5.6 %
Total	376	100.0 %

Q25a. What was the reason for your most recent contact?

<u>Q25a. What was the reason for your most recent contact</u>	<u>Number</u>	<u>Percent</u>
Pay a bill	84	34.7 %
Visit an elected official	5	2.1 %
Research an issue	63	26.0 %
Pull a building permit/plan review	18	7.4 %
Attend a program/event	15	6.2 %
File a complaint	21	8.7 %
Other	35	14.5 %
<u>Don't remember</u>	<u>45</u>	<u>18.6 %</u>
Total	286	

WITHOUT "DON'T REMEMBER"**Q25a. What was the reason for your most recent contact? (without "don't remember")**

<u>Q25a. What was the reason for your most recent contact</u>	<u>Number</u>	<u>Percent</u>
Pay a bill	84	42.6 %
Visit an elected official	5	2.5 %
Research an issue	63	32.0 %
Pull a building permit/plan review	18	9.1 %
Attend a program/event	15	7.6 %
File a complaint	21	10.7 %
Other	35	17.8 %
Total	241	

Q25a-7. Other

- Animal control
- billing discrepancy
- Broken water pipe.
- Calling regarding variance issue
- car registration
- Change water services.
- city council meeting
- Disconnect/connect water.
- Get a form for repair on property.
- Have water turned on/off.
- If certain objects should be placed on curb for trash pickup
- Never received my business tax license after paying for it. Still don't have it 6 months later.
- New house purchase - arrange for billing change.
- permit
- permit
- Receive a utility bill
- Received temporary access letter
- Repair pothole
- Request water service temporary suspension
- Resend a utility bill
- set up utilities
- Start water and garbage.
- State of Florida defended one as a beekeeper. Lake Wales ordinance was wrong.
- Trash pick up.
- turn on water
- vacation
- vote, utilities
- water and trash stops
- Water Department
- Water dept
- Water dept and meter
- water leak
- Water meter install
- Water meter install

Q25b. Please rate your agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," based on your most recent interaction with City employees.

(N=242)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q25b-1. City of Lake Wales government is open & interested in hearing the concerns or issues of residents	12.8%	34.3%	21.5%	5.8%	1.2%	24.4%
Q25b-2. It is easy to contact someone at City who can help you	12.8%	33.9%	23.6%	8.3%	2.1%	19.4%
Q25b-3. City employees are courteous & professional	24.4%	40.5%	14.0%	4.5%	0.8%	15.7%
Q25b-4. City employees possess the proper knowledge	17.4%	34.3%	24.8%	5.0%	2.1%	16.5%
Q25b-5. During my most recent contact with City, my request was processed in a timely manner	27.3%	33.9%	12.0%	3.3%	5.0%	18.6%

WITHOUT "DON'T KNOW"

Q25b. Please rate your agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," based on your most recent interaction with City employees. (without "don't know")

(N=242)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q25b-1. City of Lake Wales government is open & interested in hearing the concerns or issues of residents	16.9%	45.4%	28.4%	7.7%	1.6%
Q25b-2. It is easy to contact someone at City who can help you	15.9%	42.1%	29.2%	10.3%	2.6%
Q25b-3. City employees are courteous & professional	28.9%	48.0%	16.7%	5.4%	1.0%
Q25b-4. City employees possess the proper knowledge	20.8%	41.1%	29.7%	5.9%	2.5%
Q25b-5. During my most recent contact with City, my request was processed in a timely manner	33.5%	41.6%	14.7%	4.1%	6.1%

Q26. Since the COVID-19 Pandemic, have you transitioned to work from home?

Q26. Have you transitioned to work from home since COVID-19 Pandemic	Number	Percent
Yes	37	9.2 %
No	313	77.9 %
Not provided	52	12.9 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Since the COVID-19 Pandemic, have you transitioned to work from home? (without "not provided")**

Q26. Have you transitioned to work from home since COVID-19 Pandemic	Number	Percent
Yes	37	10.6 %
No	313	89.4 %
Total	350	100.0 %

Q26a. Did you transition permanently or temporarily?

Q26a. Did you transition permanently or temporarily	Number	Percent
Permanently	21	56.8 %
Temporarily	16	43.2 %
Total	37	100.0 %

Q27. What is your age?

<u>Q27. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	64	15.9 %
35-44	75	18.7 %
45-54	80	19.9 %
55-64	78	19.4 %
65+	87	21.6 %
Not provided	18	4.5 %
Total	402	100.0 %

Q28. Which of the following best describes your race?

<u>Q28. Which following best describes your race</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	2	0.5 %
Black or African American	90	22.4 %
American Indian or Alaska Native	3	0.7 %
White	259	64.4 %
Hispanic, Spanish, or Latino/a/x	95	23.6 %
Other	2	0.5 %
Total	451	

Q28-6. Self-describe your race:

<u>Q28-6. Self-describe your race</u>	<u>Number</u>	<u>Percent</u>
Haitian American	1	50.0 %
Bi-racial	1	50.0 %
Total	2	100.0 %

Q29. Which of the following best describes your current, primary place of employment?

Q29. Which following best describes your current, primary place of employment	Number	Percent
Employed outside the home	187	46.5 %
Work from home	60	14.9 %
Retired	109	27.1 %
Not currently employed	39	9.7 %
Not provided	7	1.7 %
Total	402	100.0 %

Q29a. Where do you work?

Q29a. Where do you work	Number	Percent
In Lake Wales	93	49.7 %
Outside of Lake Wales but inside Polk County	81	43.3 %
Another location in Florida	4	2.1 %
Outside of State of Florida	6	3.2 %
Not provided	3	1.6 %
Total	187	100.0 %

Q30. Would you say your total household income is...

Q30. Your total household income	Number	Percent
Under \$30K	77	19.2 %
\$30K-\$59,999	108	26.9 %
\$60K-\$89,999	74	18.4 %
\$90K-\$119,999	59	14.7 %
\$120K+	30	7.5 %
Not provided	54	13.4 %
Total	402	100.0 %

Q31. Where do you plan to be living in the next 2-5 years?

<u>Q31. Where do you plan to be living in next 2-5 years</u>	<u>Number</u>	<u>Percent</u>
Lake Wales	332	82.6 %
Another City in Polk County	8	2.0 %
Another City outside Polk County in Florida	8	2.0 %
Other	8	2.0 %
Don't know	46	11.4 %
Total	402	100.0 %

Q31-4. Other

<u>Q31-4. Other</u>	<u>Number</u>	<u>Percent</u>
Nalcrest, FL	2	28.6 %
In a different state	1	14.3 %
Out of state	1	14.3 %
AAJ	1	14.3 %
Maybe out-of-state	1	14.3 %
Rural area	1	14.3 %
Total	7	100.0 %

Q32. Your gender:

<u>Q32. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	199	49.5 %
Female	196	48.8 %
Prefer to self-describe	4	1.0 %
Not provided	3	0.7 %
Total	402	100.0 %

Q32-3. Self-describe your gender:

<u>Q32-3. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Both	1	25.0 %
Transgender	1	25.0 %
Gender fluid	1	25.0 %
Non-binary	1	25.0 %
Total	4	100.0 %

Q33. Do you own or rent your current residence?

<u>Q33. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	275	68.4 %
Rent	124	30.8 %
Not provided	3	0.7 %
Total	402	100.0 %

Q34. Is your residence in Lake Wales your primary or secondary residence?

<u>Q34. Is your residence in Lake Wales your primary or secondary residence</u>	<u>Number</u>	<u>Percent</u>
Primary (live in Lake Wales year-round)	312	77.6 %
Secondary (only live in Lake Wales part of the year)	86	21.4 %
Not provided	4	1.0 %
Total	402	100.0 %

Q35. In what type of residence do you live?

<u>Q35. In what type of residence do you live</u>	<u>Number</u>	<u>Percent</u>
Single family home	355	88.3 %
Townhome/condominium	5	1.2 %
Multi-family complex	34	8.5 %
Other	3	0.7 %
Not provided	5	1.2 %
Total	402	100.0 %

Q35-4. Other:

<u>Q35-4. Other</u>	<u>Number</u>	<u>Percent</u>
Duplex	1	33.3 %
Manufactured home	1	33.3 %
Modular home	1	33.3 %
Total	3	100.0 %



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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 7, 2022

Dear Lake Wales Resident,

Thank you for taking the time to complete the enclosed Community Survey. Survey results will help your City government determine our strategic priorities and where funds are best allocated as we move in to 2022.

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 www.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. At the end of the survey, to say thank you for your time and feedback, you can enter to win a \$500 Visa gift card for completing the survey.

If you have questions, please contact Michael Manning, Assistant to the City Manager, at (863) 678-4182 Ext. 254.

Thank you again for your time and input. It is how we will ensure that Lake Wales continues to be the *The Crown Jewel of the Ridge*.

Sincerely,

A handwritten signature in blue ink, appearing to be 'James Slaton', written in a cursive style.

James Slaton
City Manager



2022 City of Lake Wales Resident Survey



Please have the adult (age 18 or older) in your household, who most recently had a birthday, complete this survey. If this person is not able to complete the survey, please have another member of the household complete the survey to ensure the opinions of your household are represented. Your input is an important part of the City's effort to improve

City services. When you are finished, please return your completed survey in the postage-paid envelope provided. You may also complete the survey online at lakewalesurvey.org.

At the end of the survey, to say thank you for your time and feedback, you can enter to win a \$500 Visa gift card for completing the survey.

1. Perceptions of the City. Please rate your satisfaction with each of the following by circling the number that corresponds to your rating.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall image of the City	5	4	3	2	1	9
02. The City's efforts to be transparent/accessible	5	4	3	2	1	9
03. The City of Lake Wales as a place to live	5	4	3	2	1	9
04. The City of Lake Wales as a place to raise children	5	4	3	2	1	9
05. The City of Lake Wales as a place to work	5	4	3	2	1	9
06. The City of Lake Wales as a place for leisure and social activities	5	4	3	2	1	9
07. The City of Lake Wales as a place to retire	5	4	3	2	1	9
08. The City of Lake Wales as a tree friendly community	5	4	3	2	1	9
09. The City of Lake Wales as a pedestrian/bicycle friendly community	5	4	3	2	1	9
10. Overall quality of City services	5	4	3	2	1	9
11. Value you receive for the City taxes you pay	5	4	3	2	1	9
12. City efforts to be a sustainable city	5	4	3	2	1	9
13. City efforts to implement the "Lake Wales Connected Plan"	5	4	3	2	1	9
14. City efforts to be a recreation destination	5	4	3	2	1	9
15. City efforts to revitalize Historic Downtown	5	4	3	2	1	9

2. Would you recommend the City of Lake Wales to family and friends as a place to live?

- (1) Definitely recommend
 (3) Probably not recommend
 (9) Don't know
 (2) Probably recommend
 (4) Definitely not recommend

3. Overall Satisfaction with City Services. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Cleanliness of streets in your neighborhood	5	4	3	2	1	9
02. Cleanliness of streets in business/commercial areas	5	4	3	2	1	9
03. Condition of sidewalks (few or no cracks)	5	4	3	2	1	9
04. Condition of streets	5	4	3	2	1	9
05. Brightness of street lighting	5	4	3	2	1	9
06. Quantity of street lights	5	4	3	2	1	9
07. Landscape maintenance of rights of way along City streets/public areas	5	4	3	2	1	9
08. Appearance and maintenance of the City owned public buildings	5	4	3	2	1	9
09. Maintenance of parks and recreation areas	5	4	3	2	1	9
10. Quality of the parks system	5	4	3	2	1	9
11. Quality of the trails system	5	4	3	2	1	9
12. Quality of recreation programs	5	4	3	2	1	9
13. Availability of green space near your home	5	4	3	2	1	9
14. Cleanliness and maintenance of the Historic Downtown District	5	4	3	2	1	9
15. Quality of garbage/trash collection	5	4	3	2	1	9
16. Quality of police services	5	4	3	2	1	9
17. Quality of fire services	5	4	3	2	1	9
18. City's emergency/hurricane preparedness efforts	5	4	3	2	1	9
19. Efforts to manage stormwater drainage and flooding	5	4	3	2	1	9
20. Reliability of potable (drinking) water	5	4	3	2	1	9
21. Reliability of sewer (wastewater) services	5	4	3	2	1	9
22. Quality of the City's customer service	5	4	3	2	1	9
23. Quality of public engagement efforts	5	4	3	2	1	9
24. Quality of City's communication efforts	5	4	3	2	1	9

4. Which FIVE of the city services listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next two years? [Write in your answers below using the numbers from the list in Question 3 or circle "None."]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____ None

5. How willing would you be to pay more taxes for the City to improve the services you selected in Question 4 as the MOST IMPORTANT for the City to provide?

____(1) Very willing ____ (3) Neutral ____ (5) Not at all willing
 ____ (2) Willing ____ (4) Not willing ____ (9) Don't know

6. Which of the following is your PRIMARY and SECONDARY mode of transportation for trips within Lake Wales? [Write "1" for primary mode, and "2" for secondary mode.]

____ (1) Car/Automobile ____ (6) County-operated transit service
 ____ (2) Biking ____ (7) Uber/Lyft/Rideshare
 ____ (3) Motorcycle/scooter ____ (8) Carpool
 ____ (4) Walking ____ (9) Other: _____
 ____ (5) Public transportation

7. Does anyone in your household regularly ride a bicycle? ____ (1) Yes ____ (2) No

8. What THREE options from the list below would make it more appealing to walk/bike, instead of drive, to a grocery store, restaurant, or park?

- | | |
|--|---|
| <input type="checkbox"/> (01) Better sidewalks | <input type="checkbox"/> (06) Store/restaurant/park within short distance |
| <input type="checkbox"/> (02) Improved walking routes | <input type="checkbox"/> (07) Adequate street lighting |
| <input type="checkbox"/> (03) Bike infrastructure/paths/trails | <input type="checkbox"/> (08) Enhanced pedestrian safety |
| <input type="checkbox"/> (04) Enhanced tree canopy | <input type="checkbox"/> (09) Other: _____ |
| <input type="checkbox"/> (05) Resting places along the way | <input type="checkbox"/> (10) None |

9. When crossing the street at an intersection, what are you concerned or dissatisfied with? [Check all that apply.]

- | | |
|---|---|
| <input type="checkbox"/> (1) Pedestrian safety (vehicles yielding to pedestrians) | <input type="checkbox"/> (4) Length of wait time to cross |
| <input type="checkbox"/> (2) Insufficient signage/poor signage | <input type="checkbox"/> (5) Insufficient crossing time during walk phase |
| <input type="checkbox"/> (3) Lack of/poor quality of crosswalk | |

10. Areas and Facilities of Interest for Residents. Please indicate the frequency of visiting the following areas or facilities in the last 12 months by circling the corresponding number below.

How frequently do you visit...	More than once per week	About once per week	More than once a month	Once per month	Less than once per month	Never
01. Historic Downtown District	5	4	3	2	1	9
02. Crystal Avenue (Between 1st St. and Scenic Hwy.)	5	4	3	2	1	9
03. Orange Avenue (Between 1st St. and Scenic Hwy.)	5	4	3	2	1	9
04. Park Avenue (Between Wetmore St. and Scenic Hwy.)	5	4	3	2	1	9
05. Stuart Avenue (Between Wetmore St. and Scenic Hwy.)	5	4	3	2	1	9
06. Central Avenue (Between Wetmore St. and Scenic Hwy.)	5	4	3	2	1	9
07. Tillman Avenue (Between Wetmore St. and Scenic Hwy.)	5	4	3	2	1	9
08. 1st Street (Between Tillman Ave. and Crystal Ave.)	5	4	3	2	1	9
09. Lincoln Avenue (Between A St. and D St.)	5	4	3	2	1	9
10. Market Plaza	5	4	3	2	1	9
11. Lake Wailes Park	5	4	3	2	1	9
12. Crystal Lake Park	5	4	3	2	1	9
13. Kiwanis Park	5	4	3	2	1	9
14. Lake Wales Soccer Complex	5	4	3	2	1	9
15. Northwest Sports Complex	5	4	3	2	1	9
16. James P. Austin Community Center	5	4	3	2	1	9
17. Kirkland Gymnasium	5	4	3	2	1	9
18. Lake Wales Family YMCA	5	4	3	2	1	9
19. Lake Wales History Museum	5	4	3	2	1	9
20. Lake Wales Public Library	5	4	3	2	1	9

11. Which FOUR of the places or facilities listed in Question 10 do you VISIT MOST? [Write in your answers below using the numbers from the list in Question 10.]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____

12. Sustainability and Resiliency. Please rate your agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I am satisfied with the amount of tree canopy coverage in my neighborhood	5	4	3	2	1	9
2.	I would like to see more trees in my neighborhood	5	4	3	2	1	9
3.	I would like to see more trees/Florida Friendly plants in the City's Park System	5	4	3	2	1	9
4.	I would like to see more trees/Florida Friendly plants in the Historic Downtown	5	4	3	2	1	9
5.	I am informed about the City of Lake Wales' "City in a Garden" Strategy	5	4	3	2	1	9
6.	I am informed about the City's efforts to reduce pollution from stormwater runoff through filtration systems	5	4	3	2	1	9

13. Are you aware of the Lake Wales Connected revitalization plan? ___(1) Yes ___(2) No

14. Of the following capital improvement project types, which FOUR would you select as the MOST IMPORTANT?

- | | |
|--|--|
| ___(01) Lake Wales Connected Streetscape efforts | ___(07) Street resurfacing |
| ___(02) Upgrades to the City's existing Parks System | ___(08) Sidewalk renovations |
| ___(03) New parks | ___(09) New sidewalks |
| ___(04) Upgrades to existing trails | ___(10) City facility improvements |
| ___(05) New trails/Cycle tracks | ___(11) Water and sewer system improvements |
| ___(06) New recreation facilities | ___(12) Stormwater and drainage improvements |

15. Parks and Recreation. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of City recreation programs	5	4	3	2	1	9
02. Quantity of City recreation programs	5	4	3	2	1	9
03. Quality of City recreational buildings	5	4	3	2	1	9
04. Appearance of City parks	5	4	3	2	1	9
05. Appearance of City trails	5	4	3	2	1	9
06. Quality of playgrounds	5	4	3	2	1	9
07. Quality of City athletic fields	5	4	3	2	1	9
08. Quantity of City athletic fields	5	4	3	2	1	9
09. Quality of dog parks	5	4	3	2	1	9
10. Quantity of dog parks	5	4	3	2	1	9

16. Which THREE of the parks and recreation services listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years? [Write in your answers below using the numbers from the list in Question 15 or circle "None."]

1st: ___ 2nd: ___ 3rd: ___ NONE

17. Library. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of the Lake Wales Public Library	5	4	3	2	1	9
2. Overall quality of available materials	5	4	3	2	1	9
3. Overall quality and quantity of programs for children	5	4	3	2	1	9
4. Overall quality and quantity of programs for teens	5	4	3	2	1	9
5. Overall quality and quantity of programs for adults	5	4	3	2	1	9
6. Overall helpfulness of library staff	5	4	3	2	1	9

18. Feeling of Safety. Please rate how safe you feel in the following areas of Lake Wales using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."

How safe do you feel...	Very Safe	Safe	Somewhat Safe	Unsafe	Very Unsafe	Don't Know
01. In your neighborhood during the day	5	4	3	2	1	9
02. In your neighborhood during the evening/night	5	4	3	2	1	9
03. In business/commercial areas of the City during the day	5	4	3	2	1	9
04. In business/commercial areas of the City during the evening/night	5	4	3	2	1	9
05. In Historic Downtown during the day	5	4	3	2	1	9
06. In Historic Downtown during the evening/night	5	4	3	2	1	9
07. During special events	5	4	3	2	1	9
08. Riding a bicycle in the City	5	4	3	2	1	9
09. Crossing an intersection in the City while walking	5	4	3	2	1	9
10. Crossing an intersection in the City while biking	5	4	3	2	1	9
11. Crossing an intersection in the City while driving a car	5	4	3	2	1	9

19. Public Safety. City services provided by the City of Lake Wales are listed below. Please rate each service by circling the number that corresponds to your rating.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. City efforts to prevent crimes	5	4	3	2	1	9
02. Enforcement of local traffic laws	5	4	3	2	1	9
03. How quickly police respond to emergencies	5	4	3	2	1	9
04. Patrolling in your City	5	4	3	2	1	9
05. Police social media outreach	5	4	3	2	1	9
06. Citizens' perception of overall competence of police department employees	5	4	3	2	1	9
07. Citizens' perception of police officers' attitude and behavior	5	4	3	2	1	9
08. Fire prevention and education programs provided by the City	5	4	3	2	1	9
09. How quickly fire personnel respond to emergencies	5	4	3	2	1	9
10. Citizens' perception of overall competence of fire department employees	5	4	3	2	1	9

20. Which THREE of the public safety services listed in Question 19 should receive the MOST EMPHASIS from City leaders over the next two years? [Write in your answers below using the numbers from the list in Question 19 or circle "None."]

1st: ____ 2nd: ____ 3rd: ____ NONE

21. Development Services. Please rate each of the following items by circling the number that corresponds to your rating.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of planning and zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)	5	4	3	2	1	9
2. Overall quality of development review, permitting and inspection services	5	4	3	2	1	9
3. Level of ease to submit for and receive a building permit for construction or renovation	5	4	3	2	1	9
4. Level of ease conducting inspections for construction or renovation	5	4	3	2	1	9
5. Level of ease to submit and receive an occupational license	5	4	3	2	1	9
6. City's efforts regarding preservation of historic buildings in the City	5	4	3	2	1	9
7. Effectiveness of City efforts to revitalize low-income areas	5	4	3	2	1	9

22. Code Enforcement. Do you think the level of code enforcement in your neighborhood is...
 ____ (1) Too much/too restrictive ____ (2) About right ____ (3) Too little/not restrictive enough ____ (9) Don't know

23. Communication. Which sources do you utilize to obtain information about City government, issues, and events? [Check all that apply.]

- | | |
|--|--|
| ____ (01) City's Quarterly Newsletter | ____ (08) City Website (www.lakewalesfl.gov) |
| ____ (02) City's Comcast Municipal Channel | ____ (09) City e-mail news |
| ____ (03) Twitter | ____ (10) Forums/workshops/meetings |
| ____ (04) Facebook | ____ (11) Police Department's social media platforms |
| ____ (05) Instagram | ____ (12) Other news media: _____ |
| ____ (06) YouTube | ____ (13) HOAs or other civic groups: _____ |
| ____ (07) LinkedIn | |

23a. Which THREE of the communication channels listed above do you prefer? [Write-in your answers below using the numbers from the list in Question 23.]

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

24. If you needed to contact the City, which of the following methods would you likely use first?

- | | |
|--------------------------------------|--|
| ____ (01) Phone | ____ (06) Social media |
| ____ (02) E-mail | ____ (07) Visit City Hall or a department office |
| ____ (03) City website | ____ (08) Live chat |
| ____ (04) Contact Mayor/Commissioner | ____ (09) Other: _____ |
| ____ (05) Attend a community meeting | ____ (99) Don't know |

25. Customer Service. During the last 12 months, how many times have you personally contacted (either by phone, in-person, or electronically) the City of Lake Wales government with a question, service request, or complaint?

_____ times [If more than "0" times, answer Question 25a-b.]

25a. What was the reason for your most recent contact?

- | | |
|---|---------------------------------|
| ____ (1) Pay a bill | ____ (5) Attend a program/event |
| ____ (2) Visit an elected official | ____ (6) File a complaint |
| ____ (3) Research an issue | ____ (7) Other: _____ |
| ____ (4) Pull a building permit/plan review | ____ (8) Don't remember |

25b. Please rate your agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," based on your most recent interaction with City employees.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The City of Lake Wales government is open and interested in hearing the concerns or issues of residents	5	4	3	2	1	9
2.	It is easy to contact someone at the City who can help you	5	4	3	2	1	9
3.	City employees are courteous and professional	5	4	3	2	1	9
4.	City employees possess the proper knowledge	5	4	3	2	1	9
5.	During my most recent contact with the City, my request was processed in a timely manner	5	4	3	2	1	9

Demographics

26. Since the COVID-19 Pandemic, have you transitioned to work from home?

____ (1) Yes [Answer Q26a.] ____ (2) No [Skip to Q27.]

26a. Did you transition permanently or temporarily? ____ (1) Permanently ____ (2) Temporarily

