

2025 Town of Longboat Key Citizen Survey

Start of Block: Introduction

Q1

Dear Town of Longboat Key Resident,

You are receiving this survey because we want to know what you think about the quality of the services you receive from the Town and the amenities available to you here on Longboat Key. We also want to hear your thoughts about the Town's most important priorities for the coming year and into the future. Your input will be very helpful as we set priorities for the future and make sure we continue to provide the highest level of service possible within our existing resources.

In order to collect this important feedback, we have contracted the Florida Institute of Government (FIOG) at the University of South Florida. We would like to request that one member of each household complete the survey. This questionnaire will only take 10-15 minutes of your time to complete, and your responses will be entirely confidential. We are greatly appreciative of your time and participation in this important effort!

For questions, please contact us at:

Susan Phillips
Town of Longboat Key
Assistant to Town Manager
sphillips@longboatkey.org

Stephen Neely, PhD
University of South Florida
Associate Professor
srneely@usf.edu

Sincerely,

Howard Tipton
Town Manager

Page Break

Q2 Please enter your unique survey access code from your survey invitation in the space below.

End of Block: Introduction

Start of Block: Quality of Life



Q3 How would you rate your overall quality of life on Longboat Key?

- Excellent (1)
- Good (2)
- Fair (3)
- Poor (4)



Q4 How would you rate the Town of Longboat Key in each of the following areas?

	Excellent (1)	Good (2)	Fair (3)	Poor (4)	Unsure (5)
As a place to live (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place to retire (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place to work (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place to visit (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break



Q5 Please indicate your level of satisfaction with the following characteristics of Longboat Key:

	Very Satisfied (1)	Satisfied (2)	Neither Satisfied nor Dissatisfied (3)	Dissatisfied (4)	Very Dissatisfied (5)
The overall reputation of the community (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall aesthetics of the community (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall safety of the community (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The flow of traffic and congestion (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your access to public transportation (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your access to retail, dining, and entertainment (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6 In the space below, please provide any additional information that you would like us to know about your responses to the questions above and your quality of life on Longboat Key.

Page Break

End of Block: Quality of Life

Start of Block: Community Amenities



Q7 How familiar are you with the Town of Longboat Key amenities provided at the following locations?

	Very Familiar (1)	Somewhat Familiar (2)	Not Very Familiar (3)	Not at All Familiar (4)
Bayfront Park (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durante Park (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quick Point Nature Preserve (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tennis Center (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bicentennial Park (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town Center (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break



Q8 Please indicate your level of satisfaction with the quality of the following Town of Longboat Key amenities:

	Very Satisfied (1)	Satisfied (2)	Neither Satisfied nor Dissatisfied (3)	Dissatisfied (4)	Very Dissatisfied (5)	Unsure (6)
Beaches (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bayfront Park (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durante Park (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quick Point Nature Preserve (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tennis Center (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town Center (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Way-Finding Signage (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break



Q9 Compared to a year ago, have you been leaving the island for appointments and recreation more often, less often, or about the same.

- More Often (1)
- About the Same (2)
- Less Often (3)



Q10 In the past year, did you attend any of the following events at the Town Center:

	Yes (1)	No (2)
Concerts (5)	<input type="radio"/>	<input type="radio"/>
Community Open House (4)	<input type="radio"/>	<input type="radio"/>
Fine Arts Show (6)	<input type="radio"/>	<input type="radio"/>
Seasonal Markets	<input type="radio"/>	<input type="radio"/>

End of Block: Community Amenities

Start of Block: Town Services



Q11 In the past year, have you personally used any of the following services provided by the Town of Longboat Key? (please choose 'yes' or 'no' for each service)

	Yes (1)	No (2)
Police Services (1)	<input type="radio"/>	<input type="radio"/>
Fire and Ambulance Services (2)	<input type="radio"/>	<input type="radio"/>
General Town Administration (3)	<input type="radio"/>	<input type="radio"/>
Parks and Town Facilities (6)	<input type="radio"/>	<input type="radio"/>
Permitting (i.e. Planning and Building) (9)	<input type="radio"/>	<input type="radio"/>
Code Enforcement (10)	<input type="radio"/>	<input type="radio"/>

Page Break

X→

Q12 Please indicate your level of satisfaction with the quality of the following services provided by the Town of Longboat Key:

	Very Satisfied (1)	Satisfied (2)	Neither Satisfied nor Dissatisfied (3)	Dissatisfied (4)	Very Dissatisfied (5)	Unsure (6)
Police Services (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire and Ambulance Services (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Management and Preparedness (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of Streets and Sidewalks (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solid Waste Services (i.e. Trash and Recycling) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks and Town Facilities (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water and Waste Water Utilities (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storm Water Management (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permitting (i.e. Planning and Building) (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Code Enforcement (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Town Administration (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 Please provide any additional information that you would like us to know about your responses to the question above.

Page Break



Q14 Have you contacted a Town official or department in the **past six months**?

- Yes (1)
- No (2)

Skip To: End of Block If Have you contacted a Town official or department in the past six months? = No

Q15 For the following questions, please answer based on **your most recent contact** with a Town official or department.



Q16 How did you first contact the Town for your most recent inquiry?

- Walk-In (1)
 - Phone (2)
 - Email (3)
 - Website ("Report a Concern" Link) (4)
 - Other (Please Specify in the Box Below) (5)
-

Page Break



Q17 Please indicate your level of agreement with each of the following statements (as they pertain to your most recent contact with a Town official or department):

	Strongly Agree (1)	Agree (2)	Neither Agree nor Disagree (3)	Disagree (4)	Strongly Disagree (5)
It was easy to contact the appropriate Town official or department (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My concern was addressed in a reasonable time (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My concern was completely resolved (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town employees were courteous and respectful (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town employees were knowledgeable (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with my experience (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q18 Please feel free to share any additional information that you would like us to know about your most recent contact with the Town.

Page Break

Q19 Are you familiar with the Town's tiered utility rate fees, which raises rates incrementally based on higher usage to encourage water conservation?

- Yes, very familiar (1)
 - Yes, but only somewhat familiar (2)
 - No, I'm not familiar with this (3)
-

Q20 The Town's wastewater collection system consists of 47 pumping stations dependent on electrical power to move wastewater through an underground pipe network and ultimately off island. How familiar are you with how storm related power outages can result in shutdowns of some, or all, of the Town's wastewater system and service? Very familiar, Somewhat familiar, Not Very, or Not at all

- Very Familiar (1)
 - Somewhat Familiar (2)
 - Not Very Familiar (3)
 - Not at All Familiar (4)
-

Page Break



Q21 Are you familiar with (and have you used) the following Town services?

	Yes, I've used this service (1)	I familiar, but I haven't personally used this service (2)	No, I'm not familiar with this service (3)
Wellness Checks by Longboat Key Fire Rescue Department (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic permit applications (and issuance) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic inspections (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Works can check for leaks in water utility system (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Potential bill adjustments for repaired leaks in water utility system (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Potential credits to utility bill for water used to fill pool (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Town Services

Start of Block: Communications



Q22 Which of the following sources do you use to stay informed about Town issues, services, and events? (Please check all that apply)

- Town Website (1)
- HOA or Neighborhood Newsletter (2)
- Facebook/Facebook Groups (3)
- X (formerly Twitter) (4)
- Instagram (5)
- Next Door App (6)
- Town E-Notification (i.e. Email Announcements) (7)
- Local Newspapers (8)
- Town Manager Brief (9)
- Monthly "Tip Talk" Videos (10)
- Monthly "Let's Talk Longboat!"

Page Break



Q23 How familiar are you with each of the following Town of Longboat Key efforts?

	Very Familiar (1)	Somewhat Familiar (2)	Not Very Familiar (3)	Not at All Familiar (4)
The Chamber of Commerce & Town's annual hurricane seminar (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Town's annual Citizen Academy (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to serve on Town Boards (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Town's Short-Term Rental Restrictions (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Open-House (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town Hall Art Exhibit and Artist's Reception (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break



Q24 Please indicate your level of satisfaction with each of the following:

	Very Satisfied (1)	Somewhat Satisfied (2)	Neither Satisfied nor Dissatisfied (3)	Somewhat Dissatisfied (4)	Very Dissatisfied (5)	Unsure (6)
Access to information about Town services (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town efforts to keep citizens informed (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to participate in Town government (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Town's social media sites (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Communications

Start of Block: Policy Priorities



Q25 Are you familiar with the Town's Vacation Rental Registration, which requires any property that is rented in a residential zone district for 6 months or less must register with the Town and obtain a Business Tax Receipt as well as an inspection?

Yes (1)

No (2)



Q26 In your opinion, how important is it for the Town of Longboat Key to address each of the following issues in the coming years?

	Very Important (1)	Somewhat Important (2)	Neither Important nor Unimportant (3)	Somewhat Unimportant (4)	Not at All Important (5)
Beach Management/Shoreline Protection (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sea-Level Rise (Adaptation Plan) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Canal Dredging (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street Flooding (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encourage the Redevelopment of Aging Nonconforming Properties (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure Upkeep (i.e. Roads, Utilities, Town Facilities, etc. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fiscal Sustainability (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic (Congestion/Safety) (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Waste-Water Line to the Mainland (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental Initiatives (19)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break



Q27 In your opinion, what are **the three most important challenges** facing the Town of Longboat Key at this time? (Please select no more than three).

- Beach Erosion (1)
 - Sea-Level Rise (2)
 - Infrastructure Upkeep and Development (3)
 - Hurricane/Emergency Preparedness (4)
 - Red Tide (5)
 - Fiscal Sustainability (6)
 - Illegal Rentals (7)
 - Taxes (8)
 - Property Insurance Costs (9)
 - Traffic Congestion (10)
 - Other (Please Specify in the Box Below) (11)
-

Page Break



Q28 How satisfied are you with the overall direction that the Town of Longboat Key is taking?

- Very Satisfied (1)
 - Satisfied (2)
 - Neither Satisfied nor Dissatisfied (3)
 - Dissatisfied (4)
 - Very Dissatisfied (5)
-



Q29 How satisfied are you with the job that the elected Town Commission is doing to serve the residents of Longboat Key?

- Very Satisfied (1)
 - Satisfied (2)
 - Neither Satisfied nor Dissatisfied (3)
 - Dissatisfied (4)
 - Very Dissatisfied (5)
-

Page Break



Q30 How familiar are you with the new Breeze transportation service, which provides on-demand transportation for the entire island, connecting to both the Sarasota Transit station (downtown) and the Manatee County transit station at Coquina Beach?

- Very Familiar (1)
- Somewhat Familiar (2)
- Not Very Familiar (3)
- Not at All Familiar (4)



Q31 Have you used the new Breeze transportation service yet?

- Yes (1)
- No (2)

Skip To: Q33 If Have you used the new Breeze transportation service yet? = Yes

Q32 Why have you not used the Breeze transportation service?

Page Break



Q33 With the enhancements to infrastructure recently made by Verizon and AT&T, have you experienced improved cellular service on the island?

- Yes, I've experienced significant improvements (1)
- Yes, I've experience minor improvements (2)
- No, I've not experienced any improvements (3)

End of Block: Policy Priorities

Start of Block: Hurricane Preparedness



Q34 Have you signed up for the **Alert Longboat Key Emergency Notification System**?

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

Skip To: Q36 If Have you signed up for the Alert Longboat Key Emergency Notification System? != No



Q35 Please let us know why you haven't signed up for the **Alert Longboat Key Emergency Notification System**.

- I'm not familiar with the service (1)
 - I'm not interested in being contacted by phone, text message, or email alerts (2)
 - Other (Please Specify) (3)
-



Q36 How prepared is your household if a major hurricane were to impact Longboat Key?

- Very Prepared (1)
 - Somewhat Prepared (2)
 - Not Very Prepared (3)
 - Not at All Prepared (4)
 - Unsure (5)
-



Q37 How prepared was your household for Hurricane Helene and Hurricane Milton?

- Very Prepared (1)
 - Somewhat Prepared (2)
 - Not Very Prepared (3)
 - Not at All Prepared (4)
 - Other (please describe) (5)
-



Q38 Did you evacuate the island ahead of Hurricane's Helene and Milton?

- I evacuated for Hurricane Helene, but not Hurricane Milton (1)
 - I evacuated for Hurricane Milton, but not Hurricane Helene (2)
 - I evacuated for both hurricanes (3)
 - I did not evacuate for either hurricane (4)
-



Q39 Are you satisfied with the Town's response and recovery efforts following recent storm events (such as Hurricane's Helene and Milton)?

- Very Satisfied (1)
 - Somewhat Satisfied (2)
 - Not Very Satisfied (3)
 - Not at All Satisfied (4)
-



Q40 Did the Town communicate effectively with relevant information before, during, and after Hurricane's Helene and Milton?

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

Page Break



Q41 How familiar are you with the safety issues associated with lithium-ion batteries (i.e. those found in electric vehicles, e-bikes, wheelchairs, tools, toys, etc.), as well as the safety protocols for avoiding fire hazards and other risks?

- Very Familiar (1)
- Somewhat Familiar (2)
- Not Very Familiar (3)
- Not at All Familiar (4)

End of Block: Hurricane Preparedness

Start of Block: Environmental Questions



Q42 Would you support or oppose keeping Longboat Key's beaches "natural", which would include not raking up seaweed at the shoreline to protect feeding and nesting habitats for shorebirds and other wildlife?

- Strongly Support (1)
 - Somewhat Support (2)
 - Somewhat Oppose (3)
 - Strongly Oppose (4)
 - Unsure (5)
-



Q43 Are you familiar with the Town's "Irrigation Schedule" (per Chapter 40E-24, Florida Administrative Code) that allows watering two days per week regardless of the source of the water (potable or well)?

Yes (1)

No (2)

Page Break



Q44 Do you adhere to the Town's "Irrigation Schedule"?

- Yes, I personally adhere to this schedule. (1)
 - Yes, I require my landscaper to adhere to this schedule. (2)
 - No (3)
-



Q45 Are you familiar with the Town's tiered utility rate fees, which raises incrementally based on higher usage to encourage water conservation?

- Yes (1)
 - No (2)
-

Page Break



Q46 Are you familiar with the Beach Access points that are closest to you home on Longboat Key?

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



Q47 Are you familiar with the points of access to Sarasota Bay that are closest to your home on Longboat Key?

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

Page Break



Q48 Are you aware of Town Code Section 92.04, which prohibits dogs and pets from all public beaches, public beach accesses, and Greer Island Park? (This excludes dogs certified for assisting persons with disabilities).

- Yes (1)
 - No (2)
-



Q49 Do you comply with these prohibitions?

- Yes (1)
- No (2)

End of Block: Environmental Questions

Start of Block: Demographics



Q50 How long have you lived on Longboat Key?

- Less than 5 years (1)
 - 5-10 years (2)
 - 11-20 years (3)
 - More than 20 years (4)
-



Q51 Which of the following best describes how much of the year you typically spend living on Longboat Key?

- 11-12 months (1)
- 8-10 months (2)
- 6-7 months (3)
- 3-5 months (4)
- 1-2 months (5)
- None of the year (6)



Q52 Where do you expect to be living in 5 years?

- Longboat Key (1)
- Another community in the Tampa Bay region (2)
- Another community in Florida (3)
- Outside of Florida (4)
- Unsure (5)

Skip To: Q54 If Where do you expect to be living in 5 years? = Longboat Key

Q53 Please tell us why you don't expect to be living in Longboat Key in 5 years?

Page Break



Q54 What type of home do you live in?

- Single Family Home (1)
 - Town House or Condominium (2)
 - Apartment (3)
 - Other (4)
-



Q55 Do you currently own or rent your home?

- Own (1)
 - Rent (2)
-

Page Break



Q56 What is your gender?

- Male (1)
 - Female (2)
 - Prefer not to answer (3)
-



Q57 Did you respond to the Town's 2024 Citizen Satisfaction Survey?

- Yes (1)
- No (2)

End of Block: Demographics
