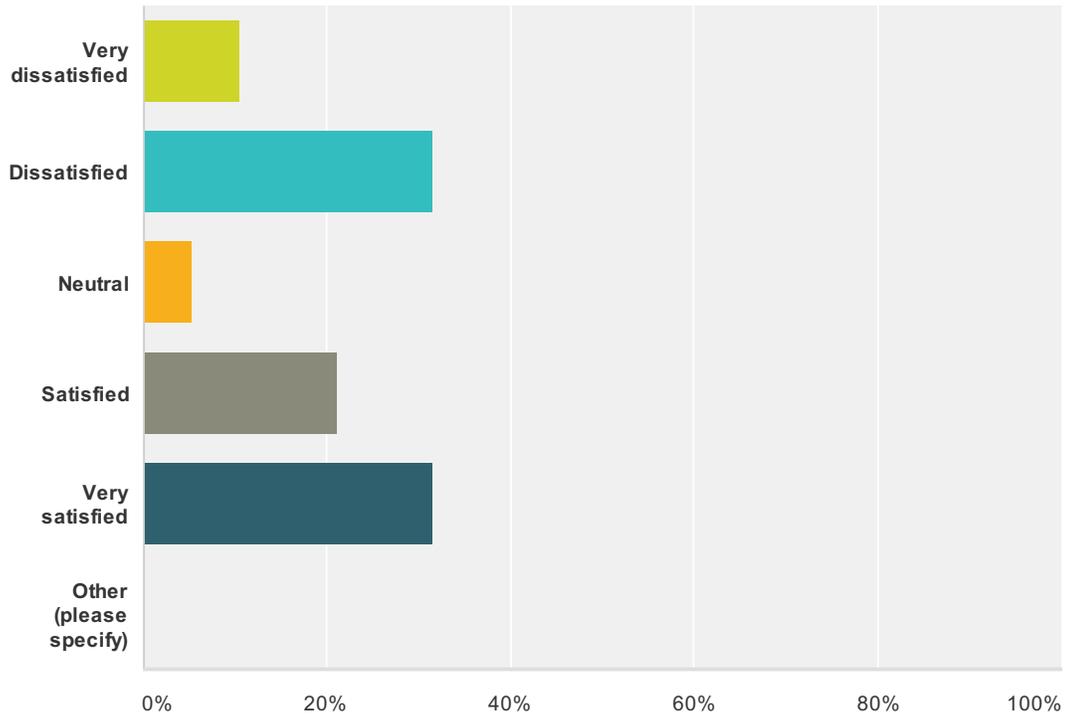


### Q1 How satisfied are you with the Key Largo Fire and EMS District?

Answered: 19 Skipped: 1

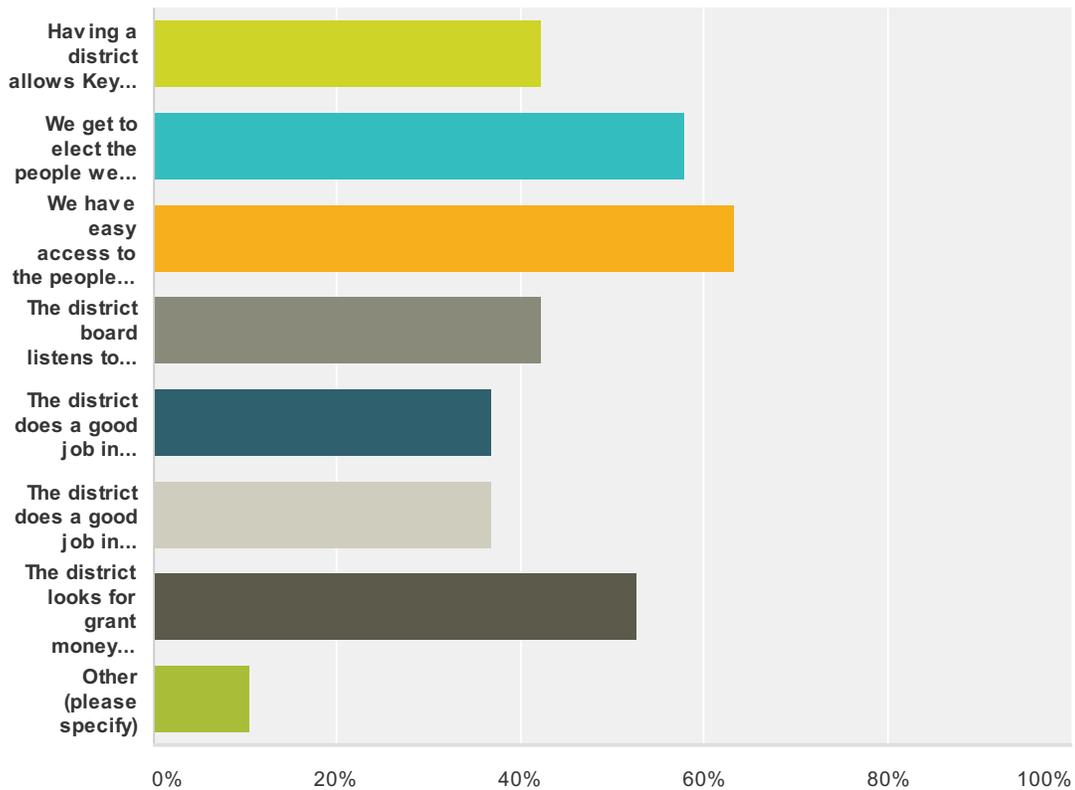


Answer Choices	Responses	
Very dissatisfied	10.53%	2
Dissatisfied	31.58%	6
Neutral	5.26%	1
Satisfied	21.05%	4
Very satisfied	31.58%	6
Other (please specify)	0%	0
<b>Total</b>		<b>19</b>

#	Other (please specify)	Date
	There are no responses.	

## Q2 What are the district's strengths? Choose all that apply.

Answered: 19 Skipped: 1

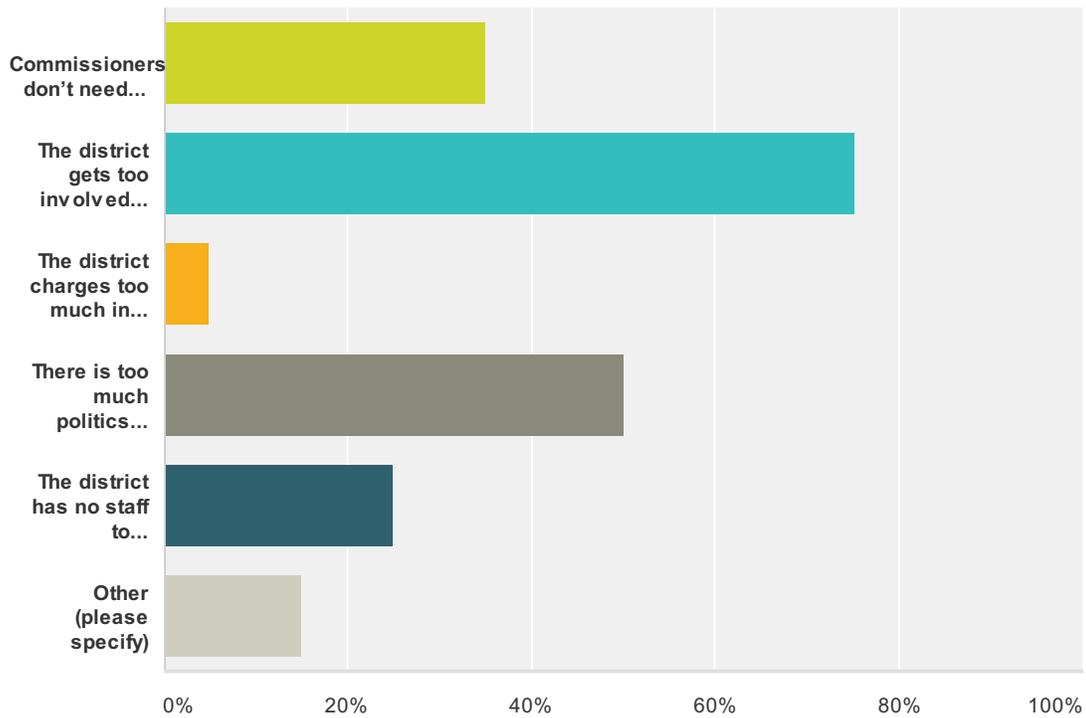


Answer Choices	Responses
Having a district allows Key Largo voters to have more control over providing emergency services.	42.11% 8
We get to elect the people we want to office.	57.89% 11
We have easy access to the people who govern the district.	63.16% 12
The district board listens to our concerns.	42.11% 8
The district does a good job in overseeing emergency services.	36.84% 7
The district does a good job in managing resources (physical and fiscal).	36.84% 7
The district looks for grant money to supplement tax dollars.	52.63% 10
Other (please specify)	10.53% 2
<b>Total Respondents: 19</b>	

#	Other (please specify)	Date
1	They are increasing costs not reducing expenses	10/16/2013 7:34 PM
2	I feel that the district's dosen't have strengths. The District only cares about saving money and not about the citizens of Key Largo.	10/6/2013 9:30 AM

### Q3 What are the district's weaknesses? Choose all that apply.

Answered: 20 Skipped: 0

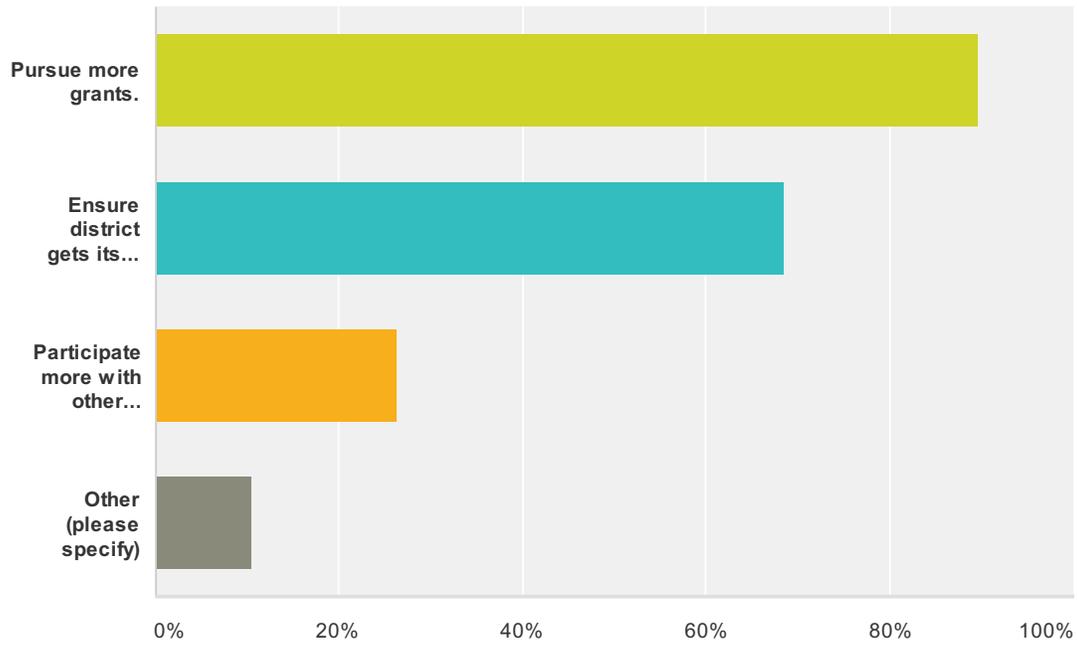


Answer Choices	Responses
Commissioners don't need to be familiar with emergency services.	35% 7
The district gets too involved operationally in the provision of emergency services.	75% 15
The district charges too much in taxes.	5% 1
There is too much politics involved.	50% 10
The district has no staff to facilitate between the district board and the contractors (volunteer fire department and ambulance corps).	25% 5
Other (please specify)	15% 3
<b>Total Respondents: 20</b>	

#	Other (please specify)	Date
1	The old Fire Dept needs to return all donated money!	10/17/2013 2:49 PM
2	To much micro management	10/16/2013 7:34 PM
3	There doesn't seem to be any weaknesses with the district.	10/16/2013 9:08 AM

**Q4 What are the opportunities that the district should take advantage of? Choose all that apply.**

Answered: 19 Skipped: 1

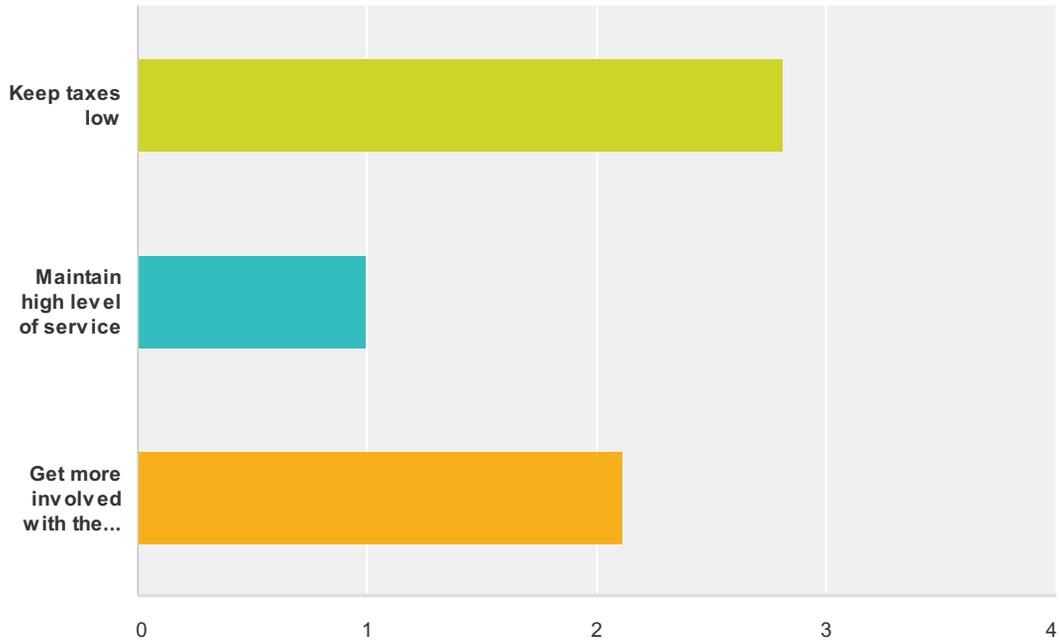


Answer Choices	Responses
Pursue more grants.	89.47% 17
Ensure district gets its fair share of state, local and federal revenue sharing funds.	68.42% 13
Participate more with other special fire districts.	26.32% 5
Other (please specify)	10.53% 2
<b>Total Respondents: 19</b>	

#	Other (please specify)	Date
1	reduce expenses	10/16/2013 7:34 PM
2	Restart the Explorer Program - we need new, younger recruits	10/7/2013 9:16 AM

### Q5 What are the top three goals that you feel are important for the district to have?

Answered: 20 Skipped: 0

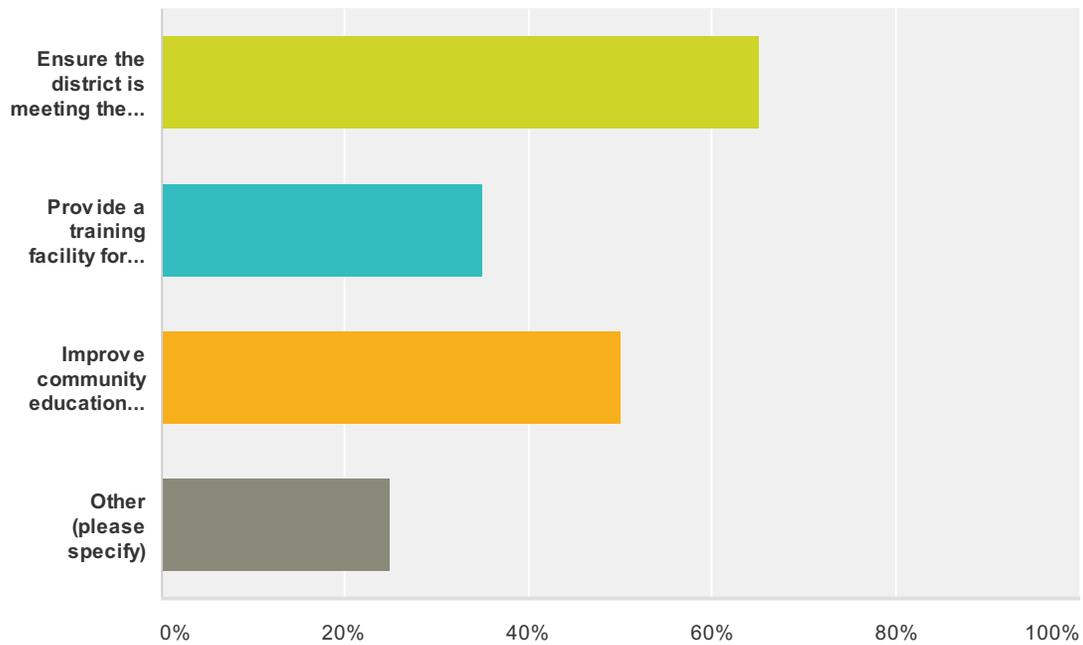


	Most important	Neutral	Least important	Don't know	Total	Average Rating
Keep taxes low	6.25% 1	12.50% 2	75% 12	6.25% 1	16	2.81
Maintain high level of service	100% 19	0% 0	0% 0	0% 0	19	1.00
Get more involved with the community	0% 0	88.89% 16	11.11% 2	0% 0	18	2.11

#	Other (please rank)	Date
1	reduce expenses	10/16/2013 7:34 PM

**Q6 What projects would you like to see the district complete in the next 3-5 years?  
Choose all that apply.**

Answered: 20 Skipped: 0

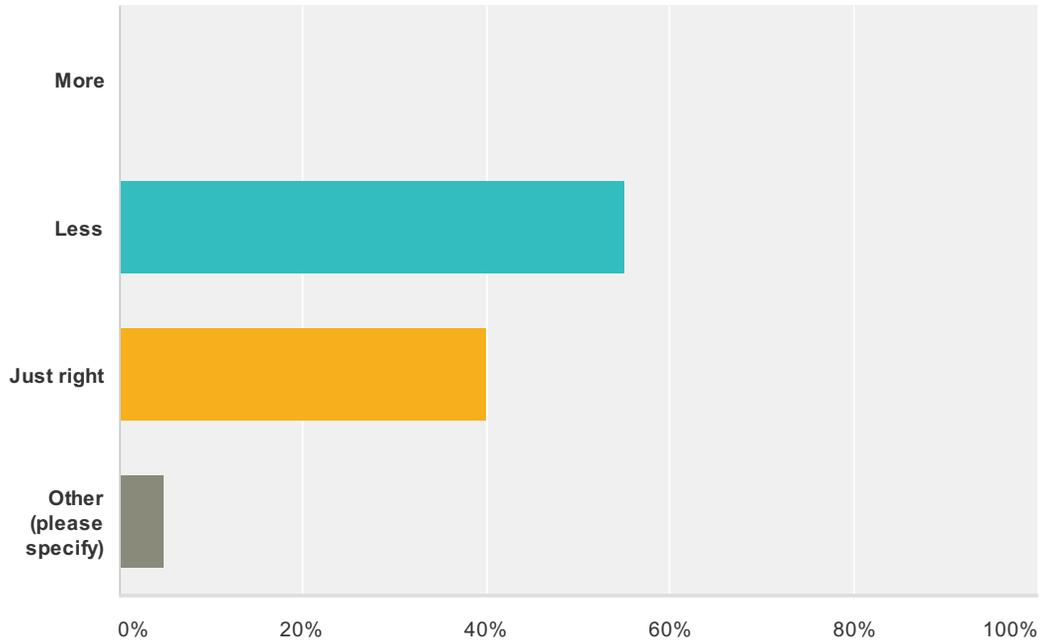


Answer Choices	Responses	
Ensure the district is meeting the needs of the community.	65%	13
Provide a training facility for the fire department.	35%	7
Improve community education programs.	50%	10
Other (please specify)	25%	5
<b>Total Respondents: 20</b>		

#	Other (please specify)	Date
1	Fire Hydrants	10/18/2013 12:22 PM
2	Stop micro managing FD and EMS	10/16/2013 7:34 PM
3	Add a 2nd Story to Station #24	10/16/2013 10:01 AM
4	having more paid personel to man the stations	10/10/2013 3:57 PM
5	Having both services combined working under one budget	10/3/2013 9:30 AM

### Q7 Should the district have more or less control over the day-to-day operations of the fire department and the ambulance corps?

Answered: 20 Skipped: 0

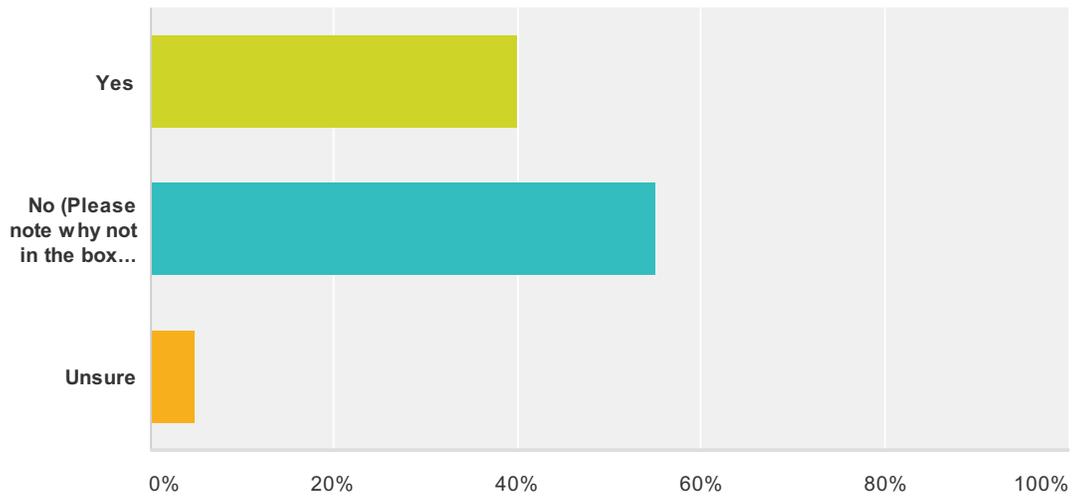


Answer Choices	Responses
More	0% 0
Less	55.00% 11
Just right	40% 8
Other (please specify)	5% 1
<b>Total</b>	<b>20</b>

#	Other (please specify)	Date
1	Merge the FD & EMS into the district and eliminate the DEPTs.	10/16/2013 7:34 PM

### Q8 Should the district have a paid administrator?

Answered: 20 Skipped: 0

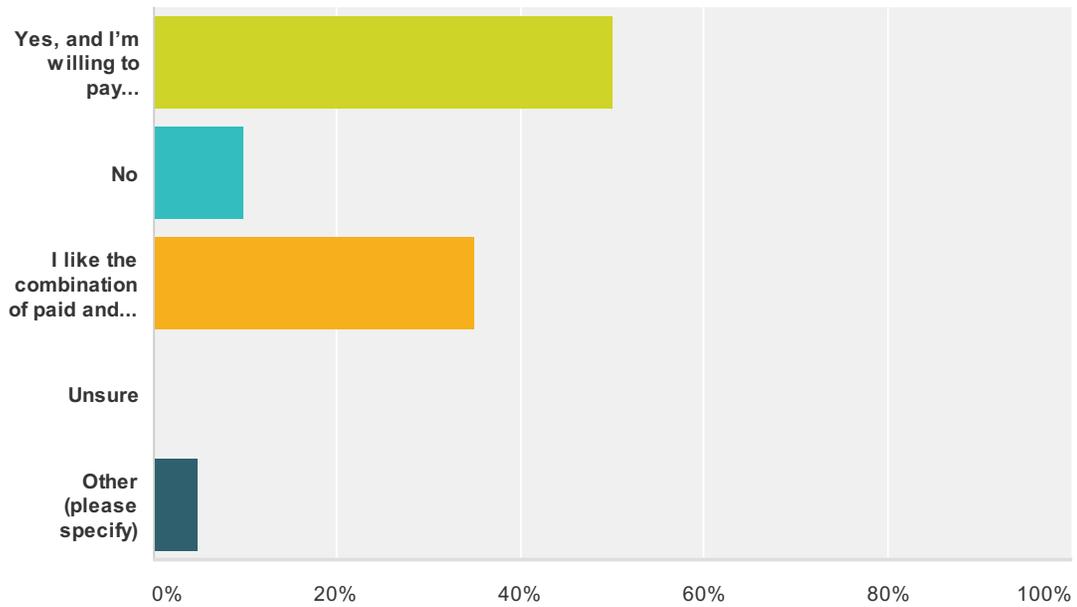


Answer Choices	Responses
Yes	40% 8
No (Please note why not in the box below.)	55.00% 11
Unsure	5% 1
<b>Total</b>	<b>20</b>

#	Other (please specify)	Date
1	Unnecessary. If it ain't broke, don't fix it.	10/18/2013 12:22 PM
2	Don't need another level of bureaucracy- make the chief answerable.	10/17/2013 2:49 PM
3	The District is not an operational body	10/16/2013 7:34 PM
4	waste of money and resources, unnecessary, funding that could be put towards direct life saving operations	10/16/2013 4:05 PM
5	Creates extra level of government.	10/16/2013 1:27 PM
6	Did not work when they tried it before - no need.	10/16/2013 11:38 AM
7	It just adds more isolation between the board and the department.	10/16/2013 9:08 AM
8	With an effective Chief in place, no administrator is needed.	10/7/2013 9:16 AM
9	Someone needs to be in constant contact between both the fire and ems departments to ensure the level of service is being upheld. The paid administrator should have a specific job description that will ensure work is getting done.	10/6/2013 9:30 AM

### Q9 Would you support fully paid emergencies services (fire and ambulance)?

Answered: 20 Skipped: 0

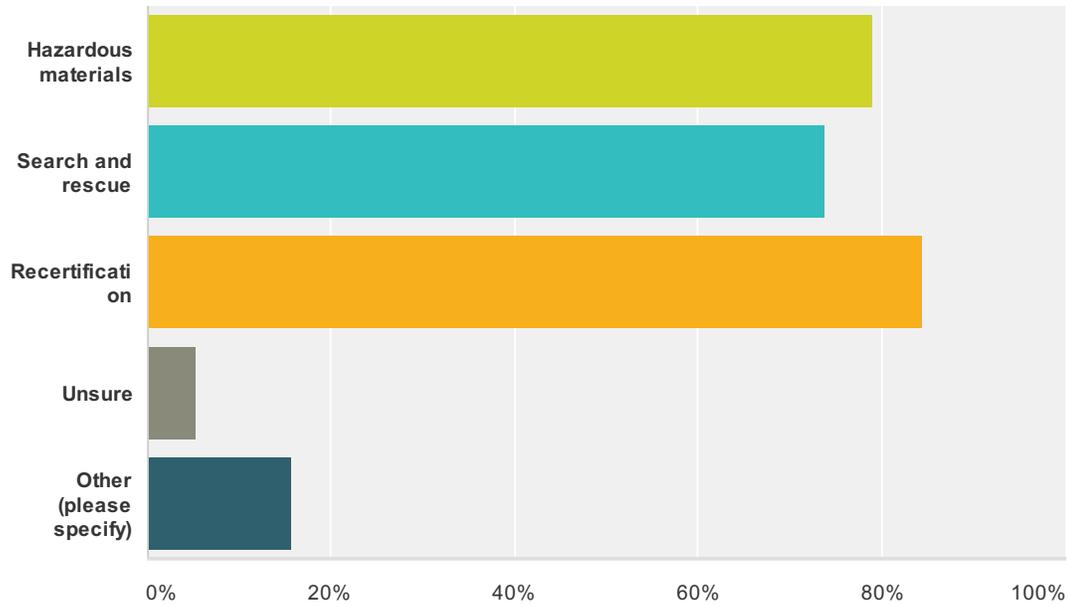


Answer Choices	Responses	
Yes, and I'm willing to pay additional taxes to make that happen.	50%	10
No	10%	2
I like the combination of paid and volunteer.	35%	7
Unsure	0%	0
Other (please specify)	5%	1
<b>Total</b>		<b>20</b>

#	Other (please specify)	Date
1	The days of colunteers is ending plan for paid FD& EMS	10/16/2013 7:34 PM

**Q10 Should the district continue to provide training and education for fire department and ambulance corps personnel in (choose all that apply):**

Answered: 19 Skipped: 1

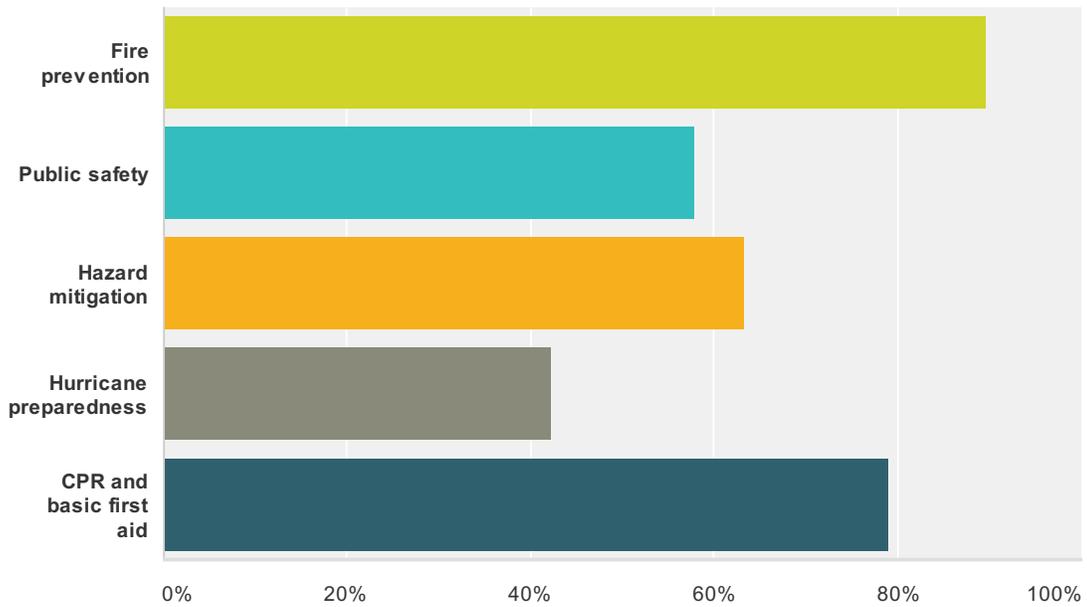


Answer Choices	Responses
Hazardous materials	78.95% 15
Search and rescue	73.68% 14
Recertification	84.21% 16
Unsure	5.26% 1
Other (please specify)	15.79% 3
<b>Total Respondents: 19</b>	

#	Other (please specify)	Date
1	Only for KL Resident Members	10/16/2013 7:34 PM
2	Training for new equipment and techniques is extremely important	10/16/2013 10:01 AM
3	Whatever they need.	10/7/2013 9:16 AM

**Q11 Should the district provide more public education courses in any of the following (choose all that apply):**

Answered: 19 Skipped: 1

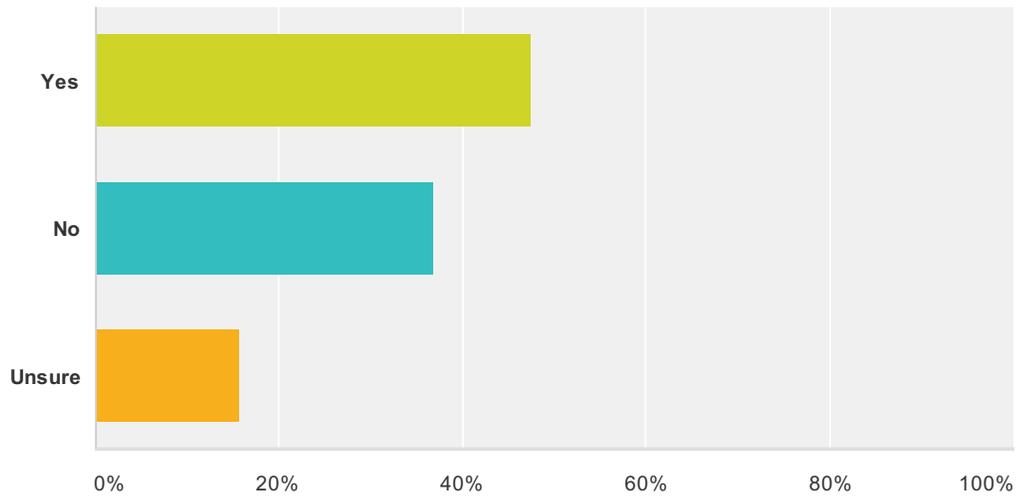


Answer Choices	Responses
Fire prevention	89.47% 17
Public safety	57.89% 11
Hazard mitigation	63.16% 12
Hurricane preparedness	42.11% 8
CPR and basic first aid	78.95% 15
<b>Total Respondents: 19</b>	

#	Other (please specify)	Date
1	No- The District's responsibilities is oversight of the FD & EMS	10/16/2013 7:34 PM

### Q12 Do you feel the level of service provided by the fire department is sufficient?

Answered: 19 Skipped: 1

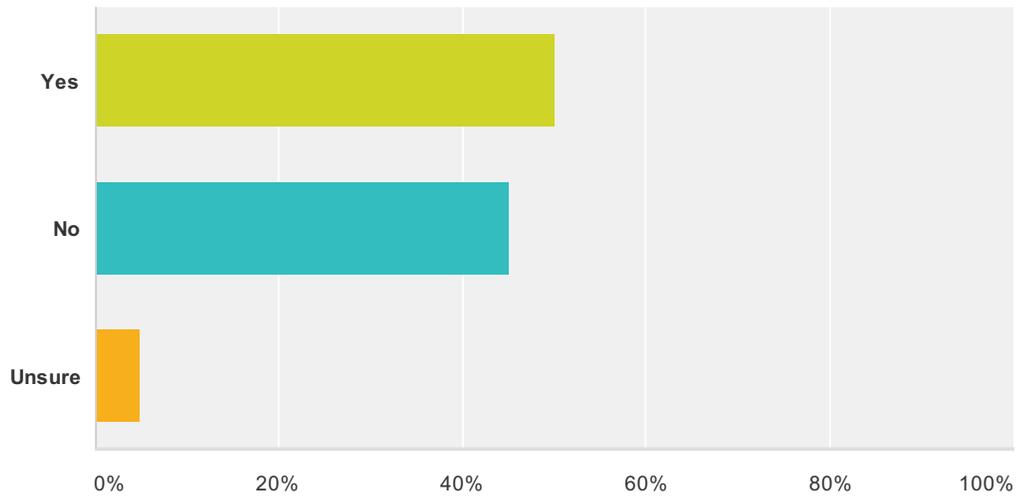


Answer Choices	Responses
Yes	47.37% 9
No	36.84% 7
Unsure	15.79% 3
<b>Total</b>	<b>19</b>

#	Other (please specify)	Date
1	The department needs to continue to find solutions to ensure the appropriate staffing levels	10/16/2013 10:01 AM
2	We need to make sure the department is fully staffed for all shifts.	10/11/2013 9:58 AM

### Q13 Do you feel the level of service provided by the ambulance corps is sufficient?

Answered: 20 Skipped: 0

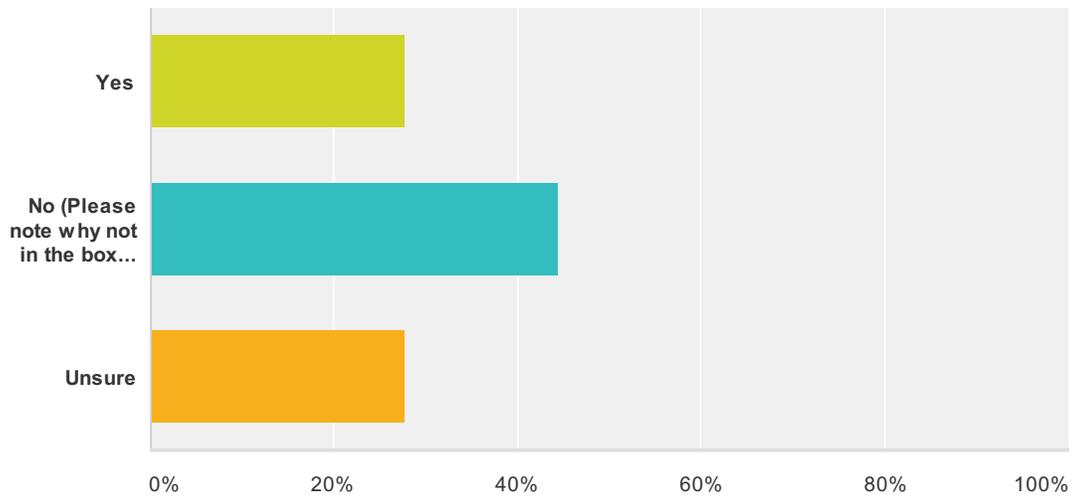


Answer Choices	Responses
Yes	50% 10
No	45% 9
Unsure	5% 1
<b>Total</b>	<b>20</b>

#	Other (please specify)	Date
	There are no responses.	

### Q14 Do you feel the fire district does a good job of communicating with the public about the district itself, what it does and its goals and objectives?

Answered: 18 Skipped: 2

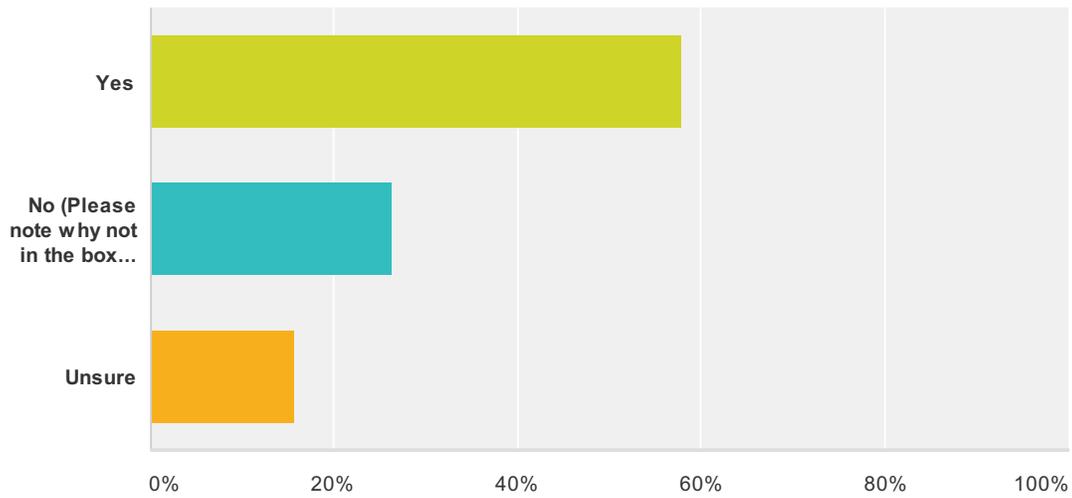


Answer Choices	Responses
Yes	27.78% 5
No (Please note why not in the box below.)	44.44% 8
Unsure	27.78% 5
<b>Total</b>	<b>18</b>

#	Other (please specify)	Date
1	That's why we are doing this survey & planning....	10/17/2013 2:49 PM
2	I don't believe they understand their own responsibilities as oversight	10/16/2013 7:34 PM
3	I believe the District should distribute press releases to the media regarding goals/objectives/new equipment & vehicles. During the budget season, it was apparent the residents were not aware of the \$1.5M of new vehicles purchased by the District to better protect our residents.	10/16/2013 10:01 AM
4	the only way to stay informed is go to the meetings	10/15/2013 2:01 PM
5	There is no communication. If the newspapers didn't show up, none of us would know anything about it.	10/11/2013 9:58 AM
6	I feel uninformed about what is going on	10/10/2013 4:07 PM
7	Josh Gore is only communicator.	10/7/2013 9:16 AM
8	The public is kept in the dark. Most of the citizens of Key Largo don't even know that fire and EMS are separate.	10/6/2013 9:30 AM

### Q15 Is the fire and EMS district adequately funded?

Answered: 19 Skipped: 1

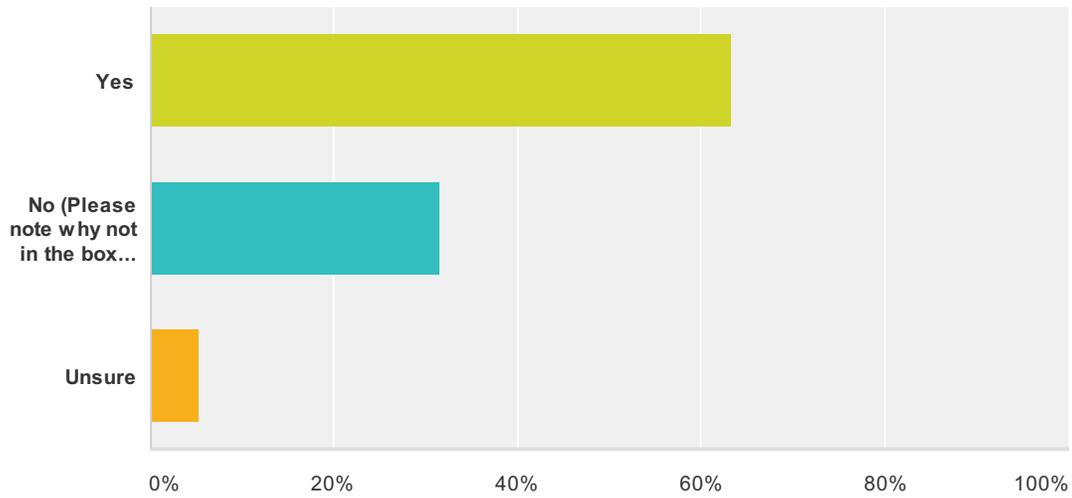


Answer Choices	Responses
Yes	57.89% 11
No (Please note why not in the box below.)	26.32% 5
Unsure	15.79% 3
<b>Total</b>	<b>19</b>

#	Other (please specify)	Date
1	Poor funding	10/15/2013 2:05 PM
2	They seem to be struggling for money to provide services. Not sure if this is because they don't handle the dollars they have very well or if they need more.	10/11/2013 9:58 AM
3	Not receiving impact fees	10/10/2013 4:07 PM
4	they are not getting any impact fees	10/10/2013 3:57 PM
5	Should be a fully paid department.	10/9/2013 5:39 PM

### Q16 Would you support a tax increase to improve the level of service provided by the district?

Answered: 19 Skipped: 1

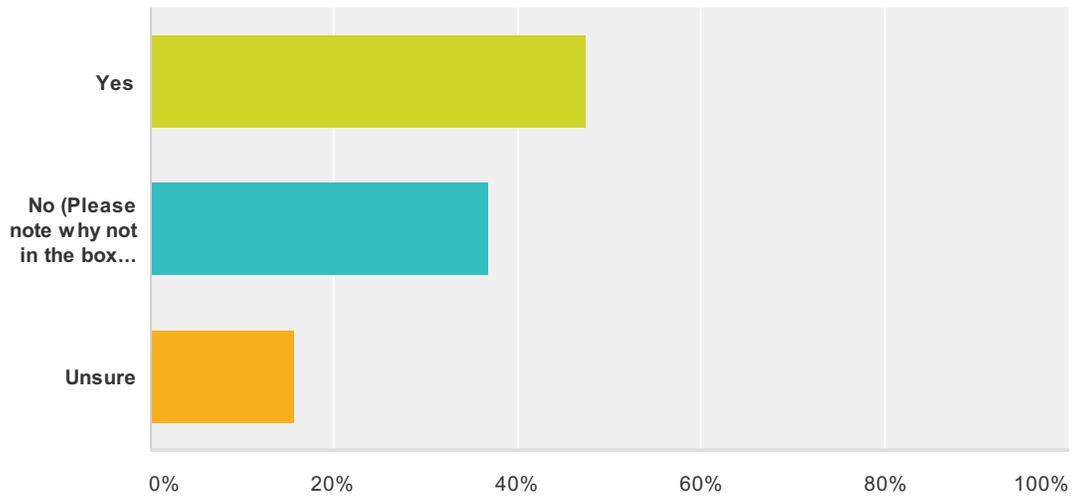


Answer Choices	Responses
Yes	63.16% 12
No (Please note why not in the box below.)	31.58% 6
Unsure	5.26% 1
<b>Total</b>	<b>19</b>

#	Other (please specify)	Date
1	The District doesn't provide services The two Depts. Do	10/16/2013 7:34 PM
2	I would like to see the volunteer system maintained.	10/16/2013 10:01 AM
3	I like the combination of volunteers and paid personnel.	10/16/2013 9:08 AM
4	How about a vigorous Volunteer Recruiting Program: start in the schools.	10/7/2013 9:16 AM

### Q17 Is the district a good steward of Key Largo tax dollars?

Answered: 19 Skipped: 1

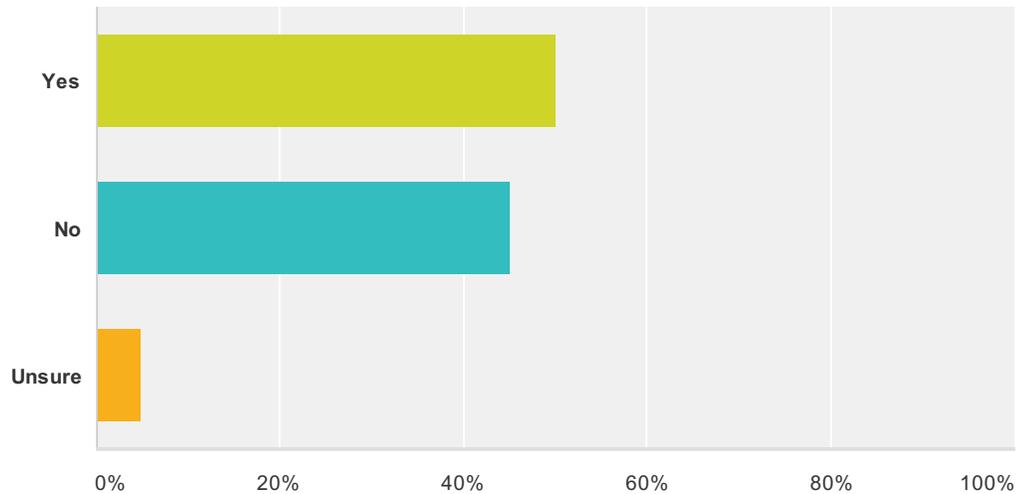


Answer Choices	Responses
Yes	47.37% 9
No (Please note why not in the box below.)	36.84% 7
Unsure	15.79% 3
<b>Total</b>	<b>19</b>

#	Other (please specify)	Date
1	Getting better now that they are not deficit spending	10/18/2013 12:22 PM
2	To much in fighting that costs \$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$	10/16/2013 7:34 PM
3	Actually, I believe the previous Commissioners should have "achieved rollback" rather than "going below rollback" which created the situation where the District depleted its' reserve fund balance.	10/16/2013 10:01 AM
4	Money not spent well	10/15/2013 2:05 PM
5	misspent fundsa	10/15/2013 2:01 PM
6	Funds are not spent where they need to be	10/10/2013 4:07 PM
7	misallocated funds	10/10/2013 3:57 PM
8	The two departments should be merged together.	10/6/2013 9:30 AM

**Q18 Are you satisfied with the district's practice to contract for fire and ambulance services, now provided by the nonprofit volunteer fire department and ambulance corps?**

Answered: 20 Skipped: 0

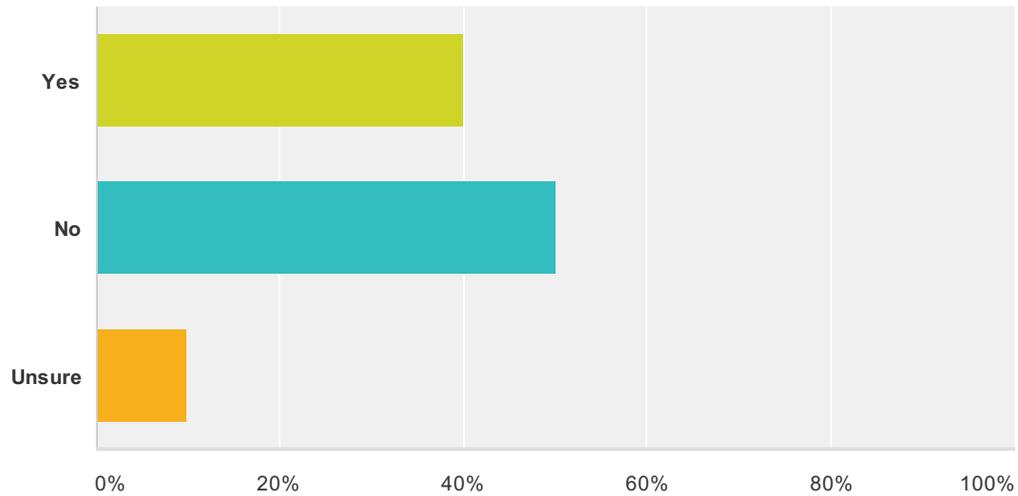


Answer Choices	Responses
Yes	50% 10
No	45% 9
Unsure	5% 1
<b>Total</b>	<b>20</b>

#	Other (please specify)	Date
1	The Depts should be absorbed into the District	10/16/2013 7:34 PM
2	Yes, by having the District contract with local 501C organizations, it is a sense of pride for the District, the organizations providing the services and the residents.	10/16/2013 10:01 AM
3	I think that it was wrong of the district to go at it the wa they did. There were other avenues to go down and the community had no idea until it was to late.	10/6/2013 9:30 AM

**Q19 Do you feel the district has fulfilled its mission: The KLFR&EMS District Mission is to provide exceptional fire protection and emergency medical services efficiently and cost-effectively without compromising the health or safety of residents or personnel.**

Answered: 20 Skipped: 0



Answer Choices	Responses
Yes	40% 8
No	50% 10
Unsure	10% 2
<b>Total</b>	<b>20</b>

#	Other (please specify)	Date
1	I guess....If people aren't going to meetings to complain, they're happy with the way the District operates. Don't offer people reasons to be upset.	10/18/2013 12:22 PM
2	This is NOT their Mission!!!!	10/16/2013 7:34 PM

**Q20 The fire and EMS district is a legislatively created body of the state of Florida. What changes, if any, need to be made with the structure of the district?**

Answered: 13 Skipped: 7

#	Responses	Date
1	None	10/18/2013 6:17 PM
2	The millage rate has to be adjusted to exceed 1 (one) in the future.	10/17/2013 2:49 PM
3	not sure	10/16/2013 7:34 PM
4	No changes	10/16/2013 1:27 PM
5	Not at this time.	10/16/2013 10:01 AM
6	None	10/16/2013 9:08 AM
7	Higher cap in millage rate.	10/11/2013 9:58 AM
8	greater responsibility with tax payer dollars	10/10/2013 3:57 PM
9	To work on the issues of the fire department.	10/9/2013 5:39 PM
10	None	10/7/2013 9:16 AM
11	Let the departments operate themselves under the proposed budget and stop getting involved with every little thing.	10/6/2013 9:30 AM
12	Have more people that understand what is need for life safety of our kids	10/5/2013 8:13 AM
13	There are too many bosses. The district should have a paid chief and the paid chief reports to the district.	10/3/2013 9:30 AM

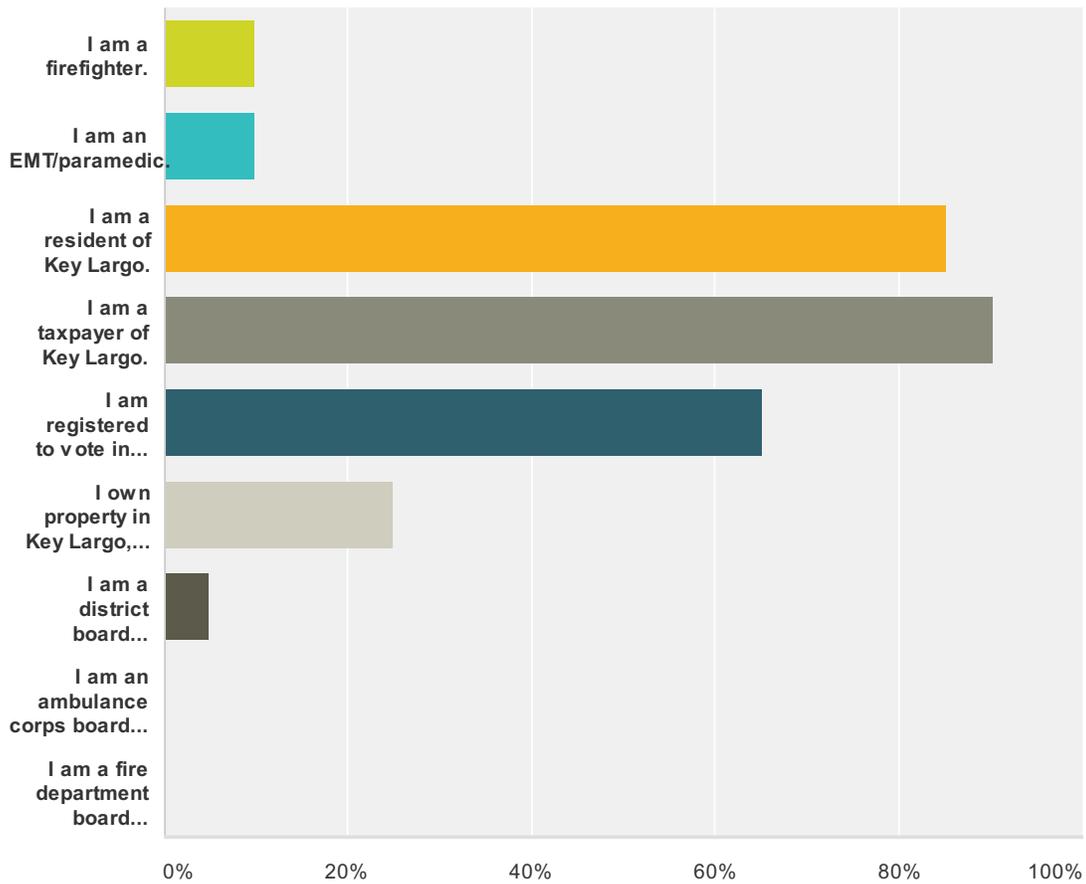
**Q21 Please add any other input you feel is important:**

Answered: 5 Skipped: 15

#	Responses	Date
1	We have a Body with "Three Heads" so to speak need to undue the non-profits and have a District with one Head.	10/16/2013 7:34 PM
2	Some of the survey questions are asking you to pick the less negative answer.	10/16/2013 9:08 AM
3	i believe having a paid department will keep us as residents in a better state of mind knowing that the highest quality of service is being provided.	10/10/2013 3:57 PM
4	I feel that the community is ready for a fully paid fire/ems department. If the two departments were joined together there is enough money to support fully paid firefighter and EMT's. The level of service has gone down and its starting to show in the community.	10/6/2013 9:30 AM
5	Reading the newspaper on a regular basis. The district is not in supportive of having paid staff. I would have my taxes increased in order to have a better service in my need of an emergency.	10/3/2013 9:30 AM

**Q22 Please tell us a little about yourself.  
Choose all that apply.**

Answered: 20 Skipped: 0



Answer Choices	Responses
I am a firefighter.	10% 2
I am an EMT/paramedic.	10% 2
I am a resident of Key Largo.	85% 17
I am a taxpayer of Key Largo.	90% 18
I am registered to vote in Key Largo.	65% 13
I own property in Key Largo, but do not live there.	25% 5
I am a district board member.	5% 1
I am an ambulance corps board member.	0% 0
I am a fire department board member.	0% 0
<b>Total Respondents: 20</b>	

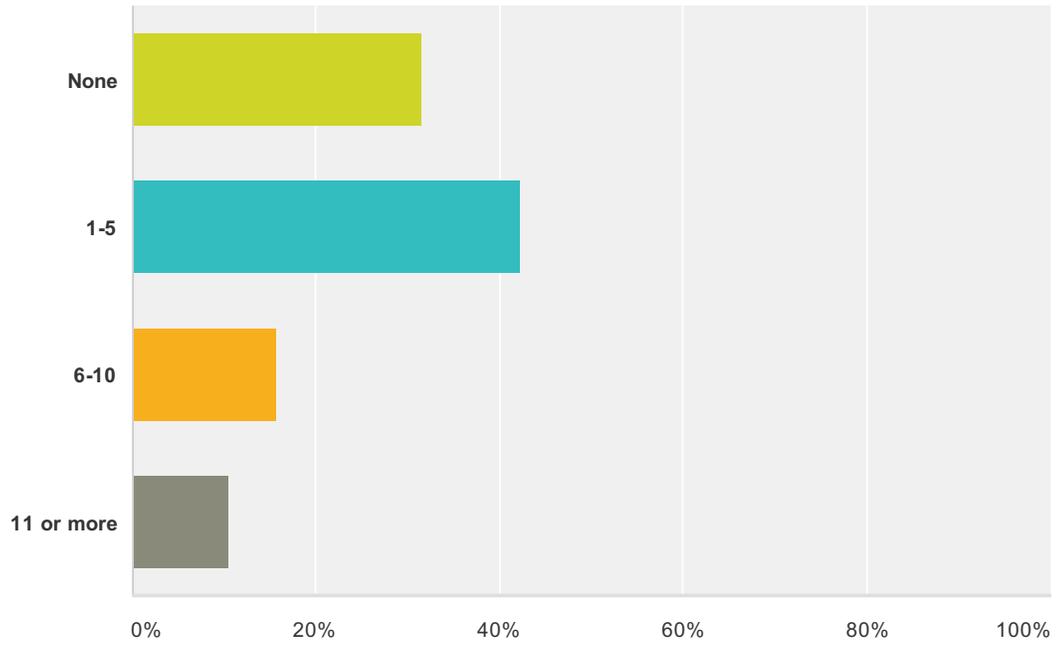
#	Other (please specify)	Date
1	Bob Thomas	10/17/2013 2:49 PM
2	Retired police officer	10/10/2013 4:07 PM

## Key Largo Fire Rescue and EMS District Strategic Planning Questionnaire

3	I'm a retired firefighter from Palm Beach County and we had combination departments back in my day. they still have their volunteer program. Fire departments run more smoothly with structure and discipline.	10/6/2013 9:30 AM
4	Retired firefighter/paramedic	10/3/2013 9:30 AM

### Q23 How many district meetings have you attended in the last year?

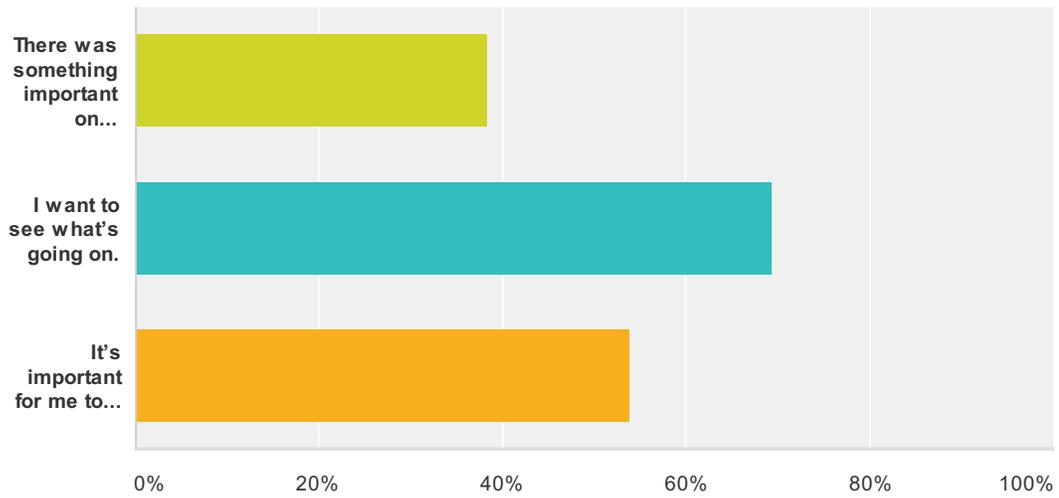
Answered: 19 Skipped: 1



Answer Choices	Responses
None	31.58% 6
1-5	42.11% 8
6-10	15.79% 3
11 or more	10.53% 2
<b>Total</b>	<b>19</b>

**Q24 If you attended meetings, please list specific reasons why. Choose all that apply.**

Answered: 13 Skipped: 7

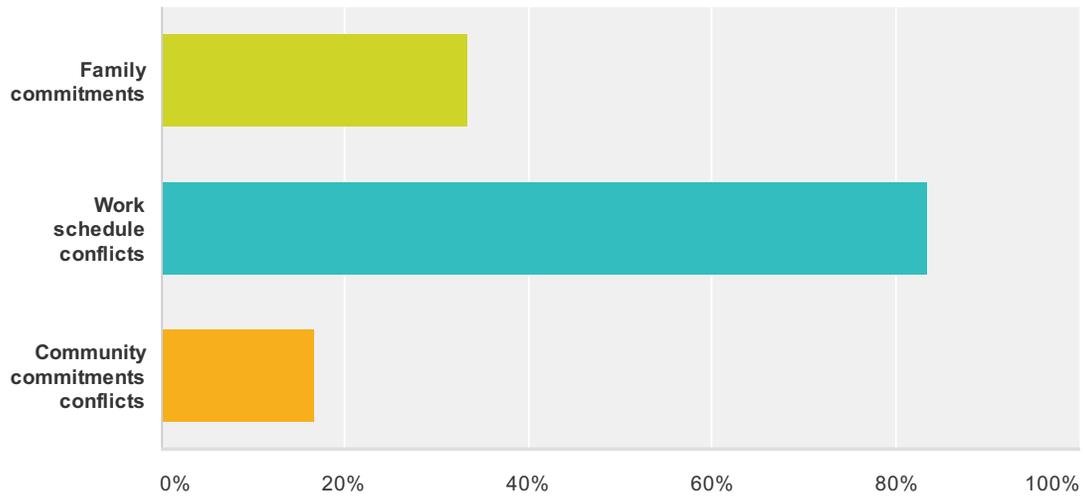


Answer Choices	Responses
There was something important on the agenda.	38.46% 5
I want to see what's going on.	69.23% 9
It's important for me to see how my tax dollars are being spent.	53.85% 7
<b>Total Respondents: 13</b>	

#	Other (please specify)	Date
1	Commissioner	10/17/2013 2:49 PM

**Q25 If you did not attend meetings, please list specific reasons why not. Choose all that apply.**

Answered: 12 Skipped: 8

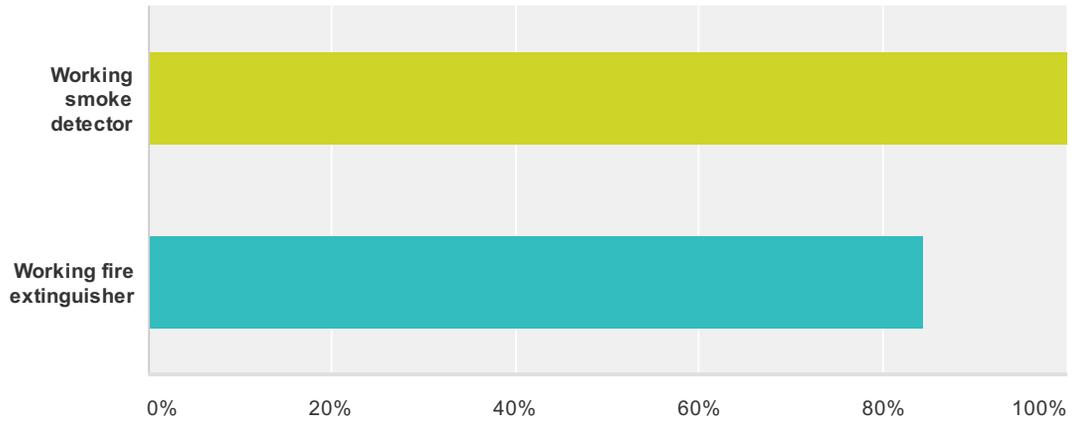


Answer Choices	Responses
Family commitments	33.33% 4
Work schedule conflicts	83.33% 10
Community commitments conflicts	16.67% 2
<b>Total Respondents: 12</b>	

#	Other (please specify)	Date
1	I'm satisfied with the way things are going.	10/18/2013 12:22 PM
2	N/A	10/17/2013 2:49 PM
3	Like all other political bodies in Monroe County They have all the answers so why bother?	10/16/2013 7:34 PM
4	We elect and trust the Commissioners to do what they need to do.	10/7/2013 9:16 AM

**Q26 Do you have in your home or business any of the following? Choose all that apply.**

Answered: 19 Skipped: 1

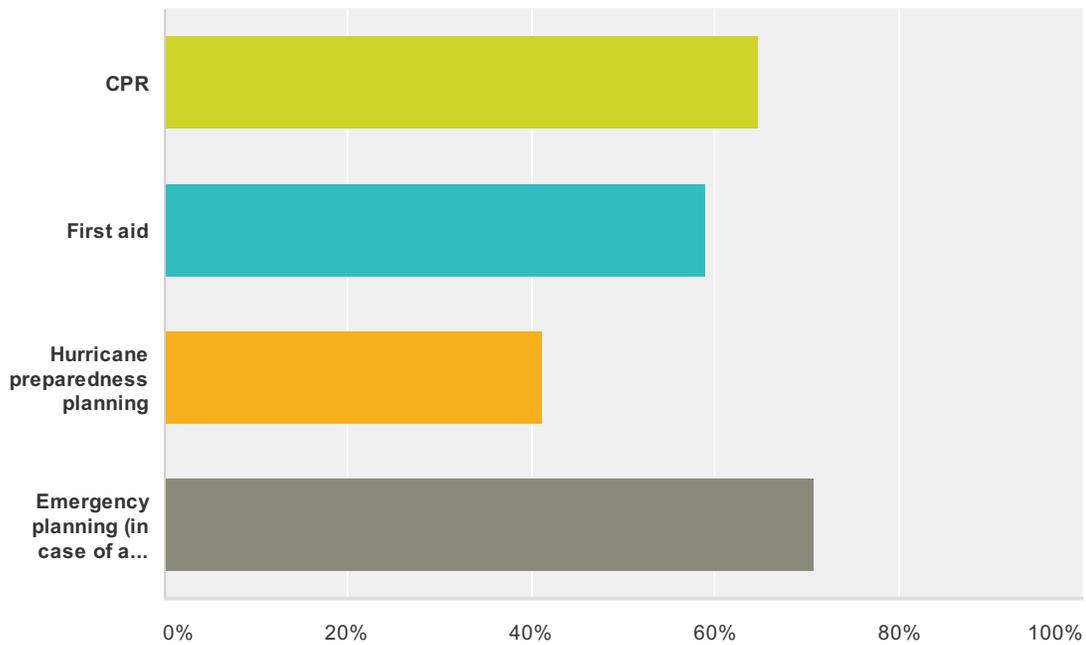


Answer Choices	Responses
Working smoke detector	100% 19
Working fire extinguisher	84.21% 16
<b>Total Respondents: 19</b>	

#	Other (please specify)	Date
	There are no responses.	

**Q27 Would you be interested in taking any of the following training? Choose all that apply.**

Answered: 17 Skipped: 3

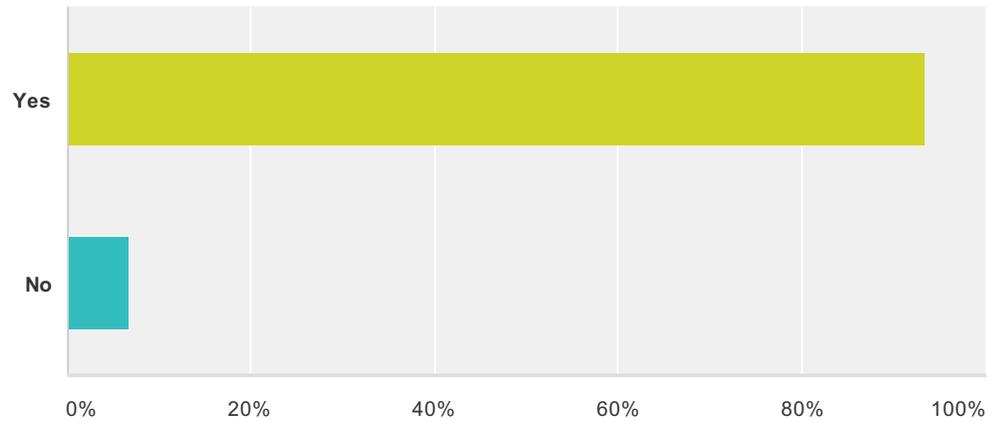


Answer Choices	Responses
CPR	64.71% 11
First aid	58.82% 10
Hurricane preparedness planning	41.18% 7
Emergency planning (in case of a house fire)	70.59% 12
<b>Total Respondents: 17</b>	

#	Other (please specify)	Date
1	Rope rescue.	10/17/2013 2:49 PM
2	These courses are available else wher why spend money on duplication?	10/16/2013 7:34 PM
3	no	10/11/2013 9:58 AM

### Q28 Do you discuss fire and emergency medical safety with your children, family or employees?

Answered: 15 Skipped: 5

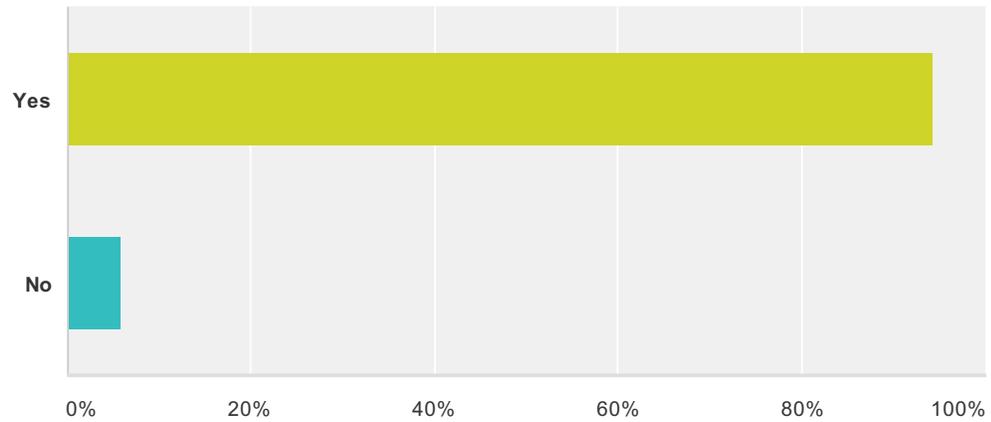


Answer Choices	Responses
Yes	93.33% 14
No	6.67% 1
<b>Total</b>	<b>15</b>

#	Other (please specify)	Date
1	I have no children of which I am aware.	10/18/2013 12:22 PM
2	NA	10/16/2013 7:34 PM
3	N/A	10/11/2013 9:58 AM
4	N/A	10/7/2013 9:16 AM

**Q29 Does your home and business have a fire evacuation plan for family members, employees and customers?**

Answered: 17 Skipped: 3

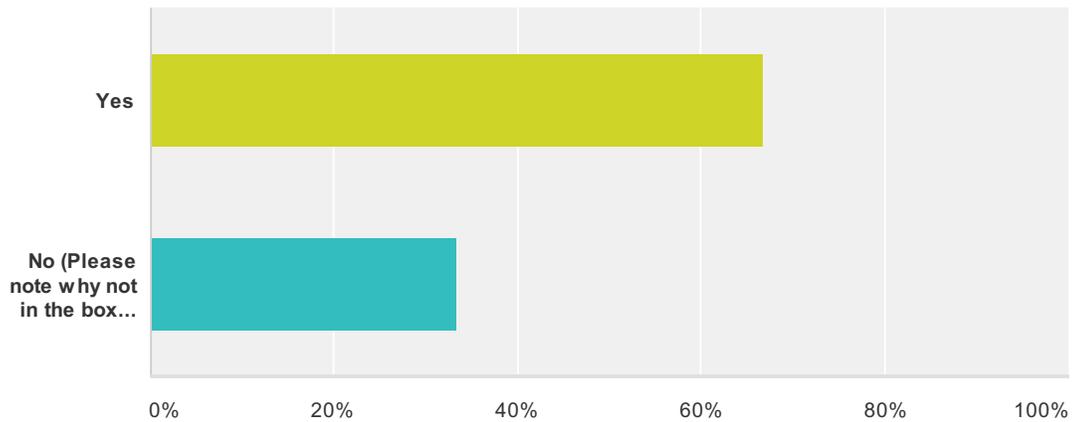


Answer Choices	Responses
Yes	94.12% 16
No	5.88% 1
<b>Total</b>	<b>17</b>

#	Other (please specify)	Date
1	Yes, get out as fast as possible.	10/18/2013 12:22 PM
2	NA	10/16/2013 7:34 PM

**Q30 Do you use the district's website:  
www.klfirems.org.**

Answered: 18 Skipped: 2

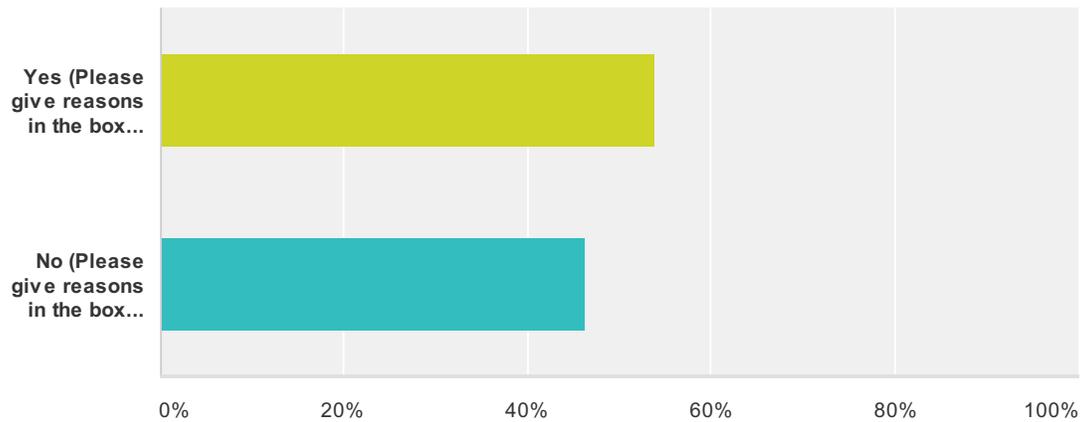


Answer Choices	Responses
Yes	66.67% 12
No (Please note why not in the box below.)	33.33% 6
<b>Total</b>	<b>18</b>

#	Other (please specify)	Date
1	Don't need to.	10/18/2013 12:22 PM
2	No time....	10/17/2013 2:49 PM
3	Not kept up dated	10/16/2013 7:34 PM
4	I ask board members my questions.	10/16/2013 9:08 AM
5	But I don't like it.	10/11/2013 9:58 AM
6	Not maintained and NOW dangerous.	10/7/2013 9:16 AM
7	I went on there to do this survey and it looks like it was built by a person who had no idea what they were doing. The site dosent work at first until you force your way into it from your browser. You could build a much nicer, much better website that is user friendly because this one is not.	10/6/2013 9:30 AM

### Q31 If yes, did you find the website to be useful and why?

Answered: 13 Skipped: 7



Answer Choices	Responses
Yes (Please give reasons in the box below.)	53.85% 7
No (Please give reasons in the box below.)	46.15% 6
<b>Total</b>	<b>13</b>

#	Other (please specify)	Date
1	NO	10/16/2013 7:34 PM
2	it works but is outdated and the links to documents don't always work	10/16/2013 4:05 PM
3	Survey was not that easy to find.	10/16/2013 1:27 PM
4	It keeps me informed	10/15/2013 2:05 PM
5	difficult to navigate	10/15/2013 2:01 PM
6	Hard to use.	10/11/2013 9:58 AM
7	Poor website structure	10/10/2013 4:07 PM
8	it helps keep me informed	10/10/2013 3:57 PM
9	Lets me know about the district.	10/9/2013 5:39 PM
10	Not user friendly at all!	10/6/2013 9:30 AM
11	I read the consultant report posted on the website and none is the recommendations given are followed.	10/3/2013 9:30 AM