

City of Zephyrhills
Citizen Satisfaction Survey Analysis
Spring 2008



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Executive Summary

The Annual Citizen Satisfaction Survey for the City of Zephyrhills was created in the fall of 2007 by students of the Masters of Public Administration program at the University of South Florida. The survey was sent out in the spring of 2008 to 1300 city residents, the names were taken from the list of customers for utilities maintained by the city. Prime focus was placed on getting citizen feedback on challenges facing the City of Zephyrhills. Additionally, focus was placed on four issues as identified by the city manager, Steve Spina (Spina, 2007). These four issues are growth and development, changing demographics, property tax, and water usage.

Of all the surveys sent out 345 completed were received back. Many respondents were very satisfied with both the city government and government officials. The main concern chosen by respondents both when presented with a list of options and when asked to write in their concerns was traffic and the condition of roads. Many respondents appear to be concerned about growth as it relates to increase in traffic.

When compared to last year's survey, growth and changing demographics appear to be fairly stable. Note that the question in this year's survey, which was to ascertain the make-up of households, was incorrectly worded. Due to this no clear data was collected as to the makeup of households, and any difference in that reported last year. This report suggests further analysis into the possibility of charging an impact fee to offset any additional financial burdens caused by growth.

An analysis of resident's feelings toward property taxes in Zephyrhills show a nearly equal percentage between respondents who believe that the millage rate is too high, and respondents who believe the property tax rate is where it should be. This report supports further analysis into (1) the lowering of local property millage rates while simultaneously establishing and/or increasing city service user fees or (2) keeping the local property millage rate the same while simultaneously cutting back on local government spending.

Analysis of the water rate showed that the rate charged by the city of Zephyrhills falls far below that of other communities in the state – this report is recommending further analysis into the possibility of raising the rate, and possibly offsetting any budget restraints the city may be facing.

Survey Design & Implementation

Citizen Satisfaction Surveys are an excellent tool for any government to get a better understanding of citizens' concerns. This tool is especially useful in situation where the majority of citizens is not actively involved, as is the case in the City of Zephyrhills (Spina, 2007).

The 2006 – 2007 Citizen Satisfaction survey was created by graduate students of the Public Administration Program at the University of Florida during the Fall 2007 semester. The survey focuses on answering the questions “how satisfied are the citizens of the City of Zephyrhills with the services provided by the city?” and “how satisfied are the citizens of the City of Zephyrhills with their government officials?” Additionally, the survey sought to gather feedback from citizens regarding those issues identified by the city manager (Spina, 2007) as most important (growth, changing demographics, property taxes, and water usage policy), as well as getting a better understanding of what issues and concerns are important to the citizens.

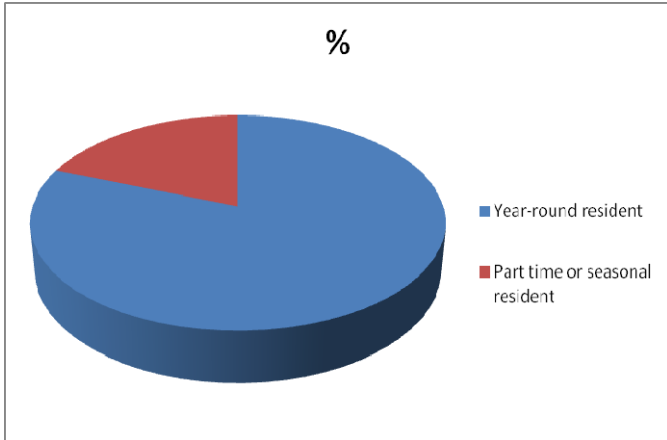
The survey methodology is most appropriate for this project as the research question is one of effectiveness and efficiency. In order to ensure internal validity some questions were carried over from the 2006 survey. Additionally, the same sampling frame and sampling design were used. The sampling design used was a systematic one – 1300 total surveys were sent out, chosen at a rate of every 5th utilities customer. Thanks in part to the excellence of the survey created, the 2006-2007 Citizen Satisfaction Survey had high response rate – 345 surveys, or 26.5%. The survey, which consisted of 18 questions, was sent out to city residents, using the list of utilities customers as a sampling frame.

Survey Results

As mentioned above, 345 completed surveys were returned out of a total of 1300 surveys mailed out. The survey showed the following general results (please note that only valid percentages were used in order to avoid skewing the figures due to missing responses):

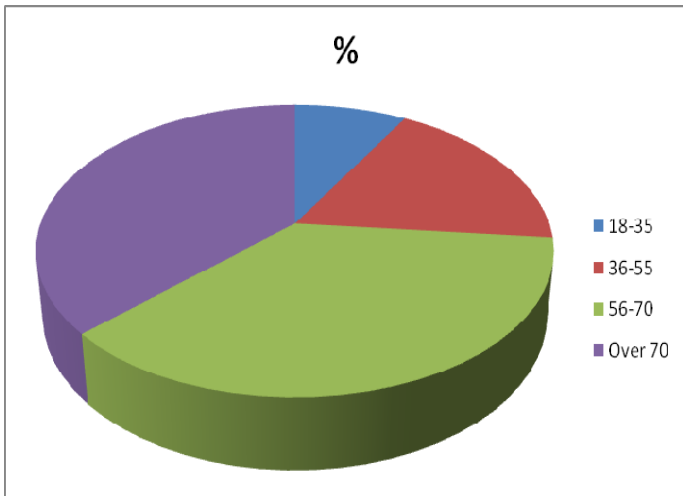
Residency

In general, more respondents were year-round residents than part-time or seasonal residents (80.8% vs. 19.2%).



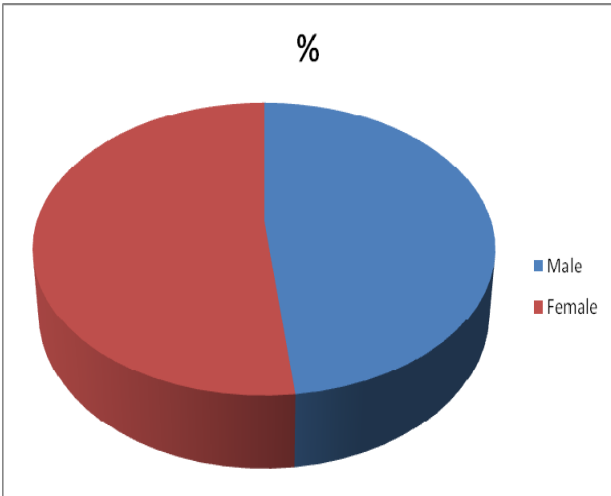
Age

As expected the majority of Zephyrhills citizens are older – 8.4% between 18-35, 18.2% between 36.-55, 36.5% between 56-70, and 37% over 70.



Gender

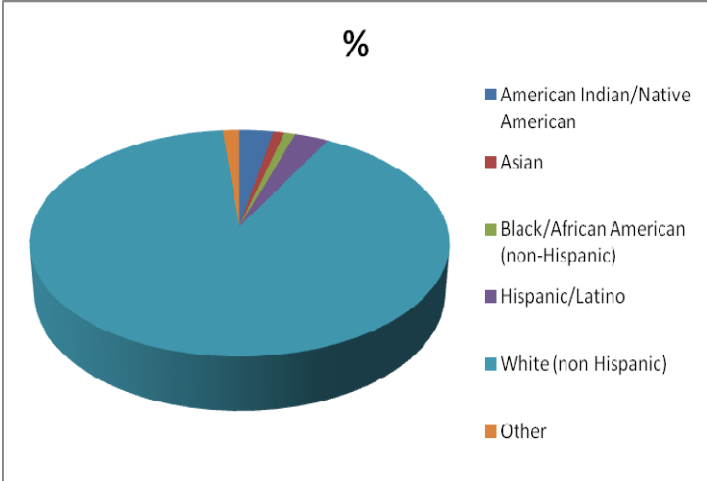
City of Zephyrhills citizens appear to have a fairly equally divided male and female population – 48.2% of respondents was male, and 51.8% of respondents was female.



Race

As expected the majority of City of Zephyrhills residents have a white (non-hispanic) background (90.6%).

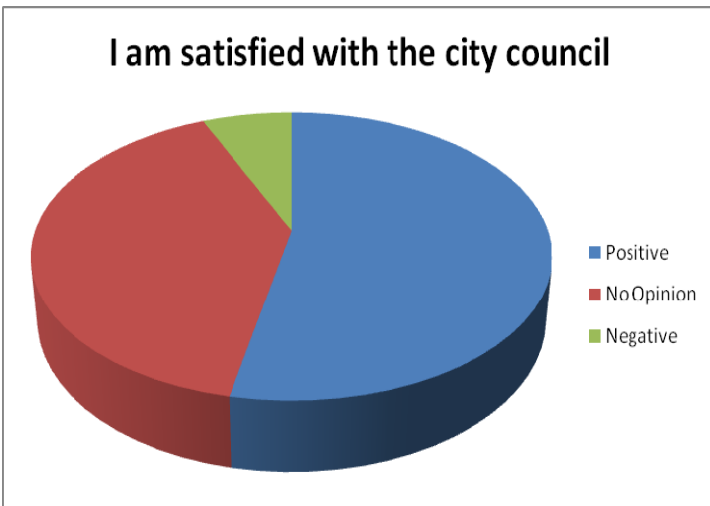
Race/Ethnic Background	%
American Indian/Native American	3.0%
Asian	1.0%
Black/African American (non-Hispanic)	1.0%
Hispanic/Latino	3.0%
White (non Hispanic)	90.6%
Other	1.5%



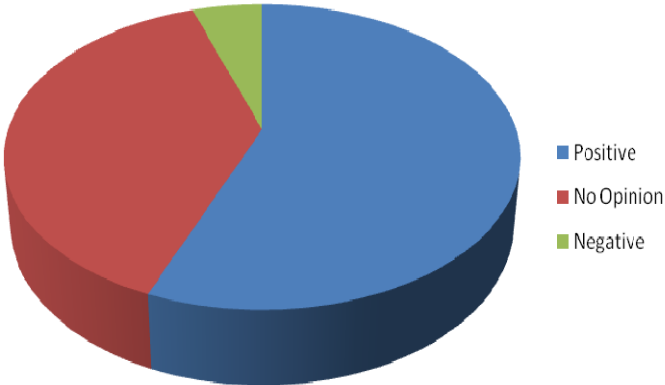
Satisfaction with city government and officials

Overall the citizens of the City of Zephyrhills appear to be relatively satisfied with their government and government officials.

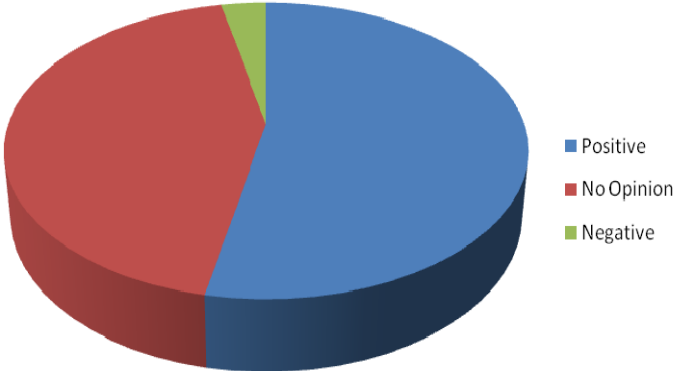
Satisfaction	Positive	No Opinion	Negative
I am satisfied with the city council	53.3%	40.3%	6.6%
I am satisfied with the city manager	56.1%	38.7%	5.2%
I am satisfied with the mayor	53.1%	43.5%	3.3%
Overall, I am satisfied with the city government	61.7%	33.1%	5.2%



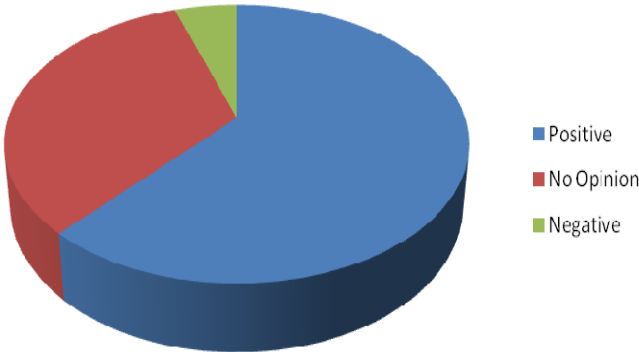
I am satisfied with the city manager



I am satisfied with the mayor



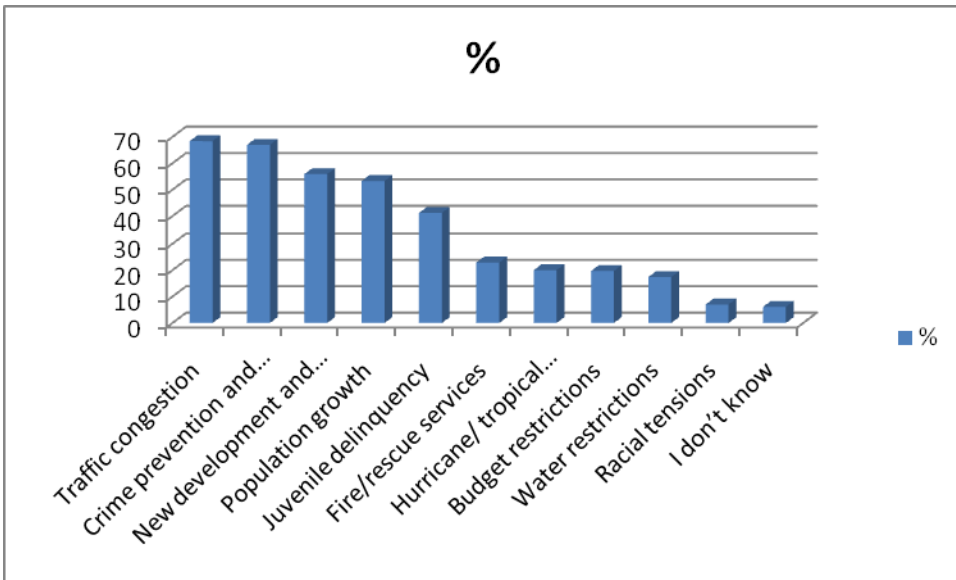
Overall, I am satisfied with the city government



Challenges facing Zephyrhills

When asked to choose the greatest challenge facing the City of Zephyrhills from a list the majority of respondents choose “Traffic congestion”.

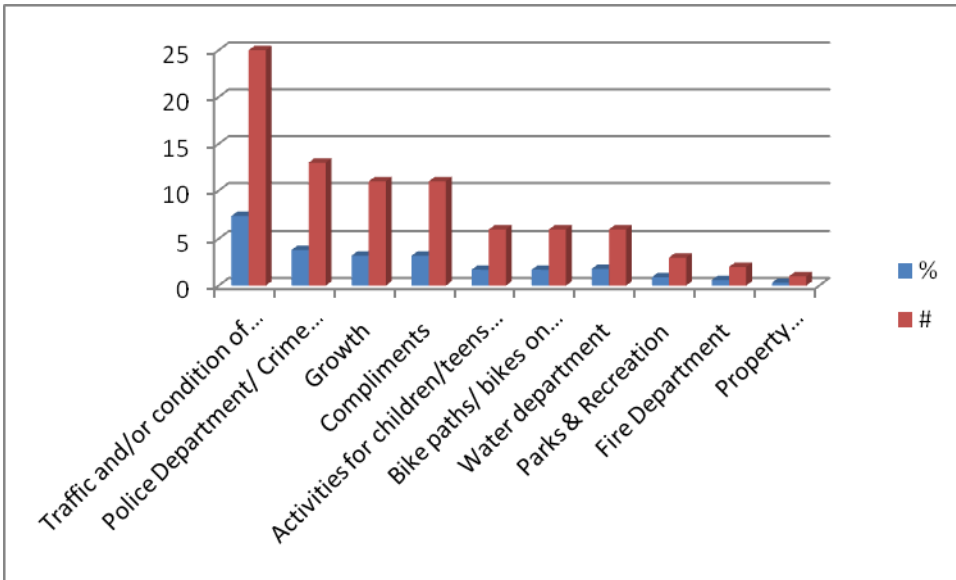
Most important challenges facing Zephyrhills	%
Traffic congestion	68.4
Crime prevention and police services	67
New development and growth	55.9
Population growth	53.3
Juvenile delinquency	41.2
Fire/rescue services	22.9
Hurricane/ tropical storms	20
Budget restrictions	19.7
Water restrictions	17.4
Racial tensions	7
I don't know	6.1



Concerns identified by citizens

When asked to write in any specific concerns or additional information not addressed in the survey, the respondents most frequently mentioned traffic and the condition of roads.

Issues identified by citizens	%	#
Traffic and/or condition of roads	7.3	25
Police Department/ Crime rate	3.8	13
Growth	3.2	11
Compliments	3.2	11
Activities for children/teens and/or families	1.7	6
Bike paths/ bikes on sidewalk ordinance	1.7	6
Water department	1.8	6
Parks & Recreation	0.9	3
Fire Department	0.6	2
Property tax/insurance/assessment	0.3	1



(Please note that # refers to the actual number of respondents who indicated this item).

Question number 14 asked “How many persons residing in your household are 17 or younger?”. The options associated with this question were 1, 2, 3, 4, 5 or more. The option of 0 (zero) persons was not offered, and many respondents added that option in (42.2%). The information gathered by this question may not be accurate given that many had to write in 0, and many over 70 (31 respondents) still indicated that they had persons under 17 in their household. It is possible that many read that question as “How many persons are in your household?”

Trends

Growth and Development

The City Manager of Zephyrhills (Spina, 2007) expressed an interest in the citizen's feelings on the growth of their community. As a result the Citizen Satisfaction Survey that was distributed included questions meant to gauge the citizen's overall feelings on growth. While all communities must grow and change as people come and go over time, it is also important to preserve the type of community valued by the residents.

Citizen feelings on the subject of growth are greatly reliant on residency. Survey respondents were given the opportunity to identify themselves in the survey as either full time or seasonal. Seventy eight percent of survey respondents live in Zephyrhills full time.

The city of Zephyrhills expressed an interest in learning how the citizens feel about current and future development plans (Spina, 2007). When asked to choose out of a list of challenges facing the city of Zephyrhills, 55.9% of all respondents choose New Developments and Growth. When asked to write in a specific concern not addressed, 3.1% of respondents mentioned growth. Many of these respondents expressed concerns regarding maintaining Zephyrhills' small-town feel. Given the large number of respondents who felt this way, it was assumed that many would prefer the city to deal with budget restrictions by postponing or reducing current and/or future development projects. Frequencies and Crosstabulations were done to verify this.

Analysis showed that only 45 of the 345 respondents feel that current programs and services should be cut or trimmed. The majority of residents who believe that the current programs and services should be cut or trimmed are full time residents (given that 78% of all respondents were full time residents). Analysis has shown the exact same results when asked about cutting future programs and services. It appears that although many respondents consider growth to be an important issue facing Zephyrhills, most are not willing to reduce the growth of the city's facilities, programs and services. Of all respondents who feel that new development is an important challenge facing the City of Zephyrhills 72% are 56 or more years of age. The majority of respondents are over 56 years of age (73.4%), which means that their input should be valued.

Gender does not appear to play a part in whether a respondent is concerned with growth and development in the city, as respondents regardless of gender responded the same way.

Changing Demographics

The state of Florida is continually growing and changing as more and more people immigrate to the state. Consequently, many communities in the state of Florida, such as the City of Zephyrhills, show signs of demographic transformation. In order to understand the needs of the community, the demographic changes must be taken into consideration. Information was gathered from the City of Zephyrhills 2007 Citizen Satisfaction Survey Report for comparison (Brotski, 2007). In the 2007 survey, it was found that the ethnic make-up was the following: Caucasian 93%, Hispanic 5%, African-American 2.79% and Asian 1.12%. In the current (2008) study, the ethnic composition of Zephyrhills is as follows: Caucasian 90.5%, Hispanic 3%, African-American 1% and Asian 1%. The 2008 Survey includes American Indian/Native Americans at 3% and other at 1.5%. According to the 2000 census, the racial makeup of Zephyrhills was 92.63% Caucasian, .23% African-American, .26% Native American/Pacific Islander, .03% Asian, 5.03% Hispanic/Latino (http://en.wikipedia.org/wiki/Zephyrhills%2C_Florida). Table 1 below demonstrates the shifts in racial/ethnic composition of the City of Zephyrhills:

Table 1: The Racial/Ethnic Composition of the City of Zephyrhills in the Years 2000, 2007 and 2008

Race/Ethnicity	2000	2007	2008
Caucasian	92.63%	93%	90.5%
African-American	.23%	2.79%	1%
Hispanic/Latino	5.03%	5%	3%
Asian	.03%	1.12%	1%
Native American/Pacific Islander	.26%	No Data	3%

As evidence by the statistical information in Table 1, it appears that the Asian and Native American/Pacific Islander population has increased in Zephyrhills. The Caucasian population appears to have declined between 2007 and 2008. This could be attributed to the growth in the other racial population groups. The African-American population showed a significant increase between 2000 and 2007, but it has dwindled between 2007

and 2008 from 2.79% to 1%. While nationally, the Hispanic/Latino population is on the rise, it has declined in Zephyrhills between 2007 and 2008. This may be attributed to tightening immigration laws and due to the growth of the city. Most Hispanic/Latinos in the Dade City/Zephyrhills area were predominantly migrant workers. Since the cities are growing, orange groves and other crops have been removed causing the Hispanic/Latino population to shift to other areas. Additionally, second and third generation Hispanic/Latinos who are citizens have moved to other areas for education and employment opportunities. Pasco County as a whole documented a 111% increase from its 1990 figures for its Hispanic/Latino population (St. Petersburg Times, 2001). The City of Zephyrhills continues to be a predominantly Caucasian community.

The 2007 Survey indicates that the gender distribution was split evenly between males (50%) and females (50%). In 2008, males represent 48.2% and females represent 51.8%. For the most part, there has not been a significant change in gender distribution. Fifty-four percent of residents were over 60 years of age in 2007 while 33% were between the ages of 40-59 years of age and 13% were between the ages of 20-39 years of age. The age demographic breakdown for the 2008 survey was designed slightly different. Citizens over the age of 70 comprised 36.9%, 36.5% were between the ages of 56 and 70 years, 18.2% were between the ages 36-55 years and 8.4% are between the ages of 18-35 years. Regardless of the survey design change, the majority of Zephyrhills residents are over the age of 56.

Zephyrhills is a largely seasonal community. In 2007, full-time residents comprised 87% of citizens and 13% part-time or seasonal residents. In 2008, 80.8% represent year round residents while 19.0% are part-time or seasonal residents. It appears that there are fewer full-time residents and more part-time or season residents. This change concurs with the findings of Haas and Serrow (2002), they found that retirees continue to move to warmer climates. They further believe that the 2000 census indicates, and the 2010 census will indicate, that retirees are three times more likely to move than in previous years. However, with the economy changes in the past years, moving may not be a feasible option for future retirees.

In 2007, 52% of citizens were retired, 35% worked full time, 9% worked part-time and 4% were unemployed. In 2008, 59.7% are retired, 36.3% are employed (full or part time) and 4% reported other employment arrangements. Income responses indicate that in 2007, 12% of citizens reported earning \$75,000

or over annually, 21% earned between \$50,000 and \$74,999, 26% earned between \$30,000 and \$49,999, 17% earned between \$20,000 and \$29,999 and 24% earned less than \$20,000 annually. The annual income per household question was designed differently from the previous year. In 2008, 12% reportedly earned \$65,000 and over, 16.7% earned between \$50,000 and \$64,999, 17.8% earned between \$35,000 and \$49,999, 24.4% earned between \$20,000 and \$34,999 and 2% earned less than \$20,000 annually. This data appears to support the statement made in the St. Petersburg Times (2001) that many lower income families in Pasco county are moving to the west side of the county into single-family homes that were initially intended for retirees.

Due to economic downturn in recent years, poverty and homelessness are increasing without adequate resources available in communities. It can be assumed that with many struggling due to the economy, there would be fewer home owners and more renters as years go by. The data showed that in 2007, 81% of respondents owned their own home, while 16% rented and 3% had another means of housing. In 2008, 81.8% own a home, 15% rent and 2.4% have another mean of housing. There was not a significant change in homeownership and rental demographics between 2007 and 2008. Of year round residents 82.1% own, 16.3% rent and 1.5% have another means of housing. Of part-time or seasonal residents 82.3% own, 12.9% rent and 3% have another means of residency. The current economic difficulties do not appear to have had any effect on home ownership. Additionally, residency does not appear to have an affect on homeownership.

Property Tax

One of the most popular topics to residents in the state of Florida relates to property taxes. In fact, questions on the Zephyrhills citizens' satisfaction survey regarding this issue generated a 94% response rate (mostly resulting in an almost evenly divided split of opinions). According to a recent poll by Quinnipiac University of Connecticut, Floridians have mixed feelings about their property taxes (St. Petersburg Times, 2007). The Quinnipiac study found that when state residents were asked the fundamental question of whether taxes were too high, 52% said yes and 43% said that taxes are what they should be. Locally, the residents of Zephyrhills responded similarly although oriented the opposite direction. According to respondents of the

Zephyrhills survey, 31% feel property taxes are too high while 45% believe current property tax levels are where they should be.

At the state level, the property tax debate has been a heated one with the Florida Legislature reacting in October of 2007 by bringing a tax reform proposal before voters that was approved doubling the homestead exemption from \$25,000 to \$50,000 (Tax Foundation, 2008). Other proposals debated included eliminating property taxes completely for low-income seniors, eliminating property taxes all together while increasing the state sales tax, and eliminating sales tax exemptions. Locally, residents of Zephyrhills were asked to rate the Florida Legislature's effectiveness of dealing with the property tax issue and the survey results showed a divide of opinion. According to the survey, 33% of the respondents believe that the state legislators have been ineffective in attempting to solve the property tax issue compared to 31% who feel that the legislature has indeed been effective.

Not all of the responses to the Zephyrhills Citizen Satisfaction Survey were evenly split. In fact, residents of Zephyrhills had a few strong recommendations on how to manage budget restrictions. The survey results support an emphasis on cutting government spending as opposed to seeking new revenue through increased property taxes. This attitude is consistent with the conclusions of the recent statewide Sunshine State Survey conducted by Leadership Florida in 2007. "When asked what was the most important issue facing the state, Florida adults (20%) named taxes and government spending more often than any other single issue—a significant change from just one year ago" (Leadership Florida, 2007). And when asked which government revenue source they felt was least fair the statewide response (46%) was property taxes, followed by gas taxes (14%).

In relation to property taxes, here are few other highlights and key results supported by the survey:

- Residents who rate city services as "good" or "excellent" are less likely than residents who rate city services as "fair" or "poor" to believe property taxes are currently too high.

According to our survey, roughly 30% of the respondents who rated city services as "good" or "excellent" believed property taxes were "too high" compared to roughly 66% of the respondents who rated city services as "fair" or "poor".

- Homeowners are more likely than renters to believe property taxes are too high. According to our survey, 36.1% of homeowners who responded feel property taxes are too high compared to 15.1% of renters who feel the same
- Homeowners are more likely than renters to believe property taxes are just right. According to our survey, 51.7% of homeowners who responded feel property taxes are about right compared to 18.9% of renters who feel the same
- Respondents from households earning more than 35K are more likely than respondents from households earning less than 35K to feel that property taxes are too high. According to our survey, 46.3% of respondents with household earning of less than 35K believe property taxes are currently too high compared to 53.8% of respondents with household earnings of more than 35K feeling the same

Water Usage Policy

An important challenge facing Florida currently is that of drought. Parts of Florida are currently experiencing drought conditions. Florida is a state defined by water; bordered by two oceans, with the longest coastline in the continental United States, the second largest lake in the nation (Lake Okeechobee), and 50,000 miles of rivers, streams and waterway. Yet with all this water, Florida is still susceptible to droughts, especially since the estimated increase in water consumption by 2025 is 22%

(<http://www.dep.state.fl.us/drought/default.htm>). State and local government must take action now to protect and conserve Florida's water supply.

The rate charged to citizens for their water is often based on the total yearly cost of providing water, sewer, reclaimed water and storm drain services. The basic principle behind calculating the water rate, is establishing adequate rate schedules that are equitable to different customers while accurately reflecting the cost of providing the service. The City of Zephyrhills' water rate is based on consumption; the more the customer

uses, the more the customer pays. During the current fiscal year, a customer that uses 5,000 gallons/month of water pays approximately \$36.00. The total bill is a combination of the monthly meter base fee (which is based on the size of the meter) and the amount of water used.

Recent statistics show that up to 50 percent of the State of Florida public water supply is used outdoors, mostly to water our lawns and outdoor landscaping (Burton, 2008). A number of questions in the latest City of Zephyrhills' citizen satisfaction survey are related to current water issues such as water restrictions, water rates, user fees added to water bills, and the use of reclaimed water for irrigation purposes. An analysis was done to compare water rates among a few utilities and study the potential impact of a water rate increase.

TABLE 2 – Rate Comparison Based on 5,000 gallons/Month [FY 07-08] (Burton, 2008)

	<u>Water</u>	<u>Sewer</u>	<u>Total Bill [\$/Month]</u>
City of Bradenton	19.22	24.97	44.19
City of Palmetto	24.17	23.74	47.91
Manatee County	14.85	34.6	49.45
City of Sarasota	26.40	41.44	67.84
Sarasota County	25.83	49.39	75.22
City of Zephyrhills	12.66	23.11	35.77

Table 2 clearly indicates that the City of Zephyrhills provides their customers with utility services at a much lower cost when compared to the other five areas. The next step was to project future costs and therefore opportunities to generate more revenue in order to expand the existing reclaimed water system in the City of Zephyrhills.

TABLE 3 – Projected 2009 Combined Rate [Based on 5000 gallons/Month] (Burton, 2008)

	<u>Water</u>	<u>Sewer</u>	<u>Total Bill [\$/Month]</u>
City of Bradenton	19.79	25.72	45.51
City of Palmetto	25.38	24.92	50.30
Manatee County	15.29	35.63	50.92
City of Sarasota	27.98	43.93	71.91
Sarasota County	26.61	50.87	77.48
City of Zephyrhills	13.17	24.03	37.20

Rates for the City of Bradenton, City of Palmetto, Manatee County, City of Sarasota and Sarasota County reflect actual proposed increases for the Fiscal Year 08-09 for their respective agency. These increases vary from 3% to 6% with a mean of 4%. The projected new rate for the City of Zephyrhills was calculated applying a 4% increase. Table 3 indicates that even after the 4% increase, the City of Zephyrhills' rate remains way below those charged in the five areas studied.

Conclusion

Overall the survey was well designed and executed. The only recommendation is to change question 14, the question regarding the make-up of households in Zephyrhills. This question should be broken down into two separate questions – one that addresses the size of the household, and one that addresses the make-up of the household.

Now that the survey has demonstrated how citizens of Zephyrhills feel about the different challenges and issues facing the city the question remains “What should the City of Zephyrhills do now?”

In regards to growth, the following is suggested: In Sarasota County, a nearby community, there are impact fees in place to deal with growth. These fees are placed on new homes to recoup the impact of development on things like roads, schools, libraries and parks. Charging that fee is allowed by state law, but the amount of the fee is left to the discretion of local jurisdictions (Sarasota County Government Online, 2008). A similar technique might assist the City of Zephyrhills in dealing with the financial consequences of growth and development, while at the same time having a means of restraining growth in order to maintain its small town appeal.

Changing demographics for the City of Zephyrhills have several implications. First, as the number of part-time or seasonal residents appears to be increasing. Retirement communities like Zephyrhills are facing the challenges of taxation and how to provide adequate services to this community. Home ownership may shift due to the dwindling economy causing homelessness. Also, the value of homes is decreasing in the current economic market. Zephyrhills must remain cognizant of the potential reduction in income, and the continued needs of a largely elderly population, and seek additional means of income.

With property tax relief being a hot-button item on the upcoming November ballot, it is suggested that the City of Zephyrhills re-poll resident opinion on this issue following the ballot results; There may be a shift in local public opinion on the issue better defining the direction residents are willing to go. As it stands, our survey results suggest further analysis into (1) the lowering of local property millage rates while simultaneously establishing and/or increasing city service user fees or (2) keeping the local property millage rate the same while simultaneously cutting back on local government spending.

There is an opportunity to consider the possibility to evaluate the design and expansion of the reclaimed water distribution system. This type of effort is usually implemented through a multi-year construction project and would also require a revenue bond to finance all expenditures. We expect that the debt service for a multi-year construction project should not adversely affect the current water rate. Please note that this recommendation is consistent with the current 5-Year Capital Improvement Plan FY 2008 for the City of Zephyrhills which identifies proposed capital projects related to the reclaimed water system in the amount of \$1.2 million.

- Juvenile delinquency
- Traffic congestion
- Racial tensions
- Fire/rescue services
- Water restrictions
- Hurricane/ tropical storms
- Budget restrictions
- New development and growth
- Population growth
- I don't know
- Other: _____

6) How would you like the city to manage budget restrictions?

- Raise property taxes
- Add utility tax to water services
- Charge user fees for currently free services
- Eliminate or trim current programs/ services
Which programs/services? _____
- Eliminate or trim future programs/ services
Which programs/services? _____
- Place proposed construction projects (such as parks/libraries) on hold

11) How would you rate the services provided by the following?

	Excellent	Good	No Opinion	Fair	Poor
Police Department					
Fire Department					
Building and Code Enforcement					
Garbage Collection					
Street Maintenance					
Library					
Parks and Recreation					

12) What is your gender?

Male

Female

13) What is your age?

Under 18

18-35

36-55

56-70

Over 70

14) How many persons residing in your household are 17 or younger?

1

2

3

4

5 or more

15) How much annual income does your household receive annually?

Less than \$20,000

\$20,000 to \$34,999

\$35,000 to \$49,999

\$50,000 to \$64,999

\$65,000 and over

16) What is your current employment status?

Employed (full or part time)

Retired

Other

17) Please select all that apply to best describe your racial/ethnic background:

- Alaskan Native
- American Indian/Native American
- Asian
- Black/African American (non-Hispanic)
- Hispanic/Latino
- Pacific Islander
- White (non-Hispanic)
- Other

18) Please use the space below to bring up any additional concerns or to provide details on any of your responses:

Thank you for your participation.

Appendix 2 – Text Responses

Challenges
water bill going up-do not like
road conditions/cost of living
we need to be more family oriented/middle ages friendly
water bill charges to high already
all of the above, with exception for racial tensions
the city should do more to make all residents feel a part of the city
noise generated by multiple vehicle racing to a fender bender and the danger they generate
need to complete palmetto drive road with black top. it is such a short strip that has not been done. since it has not be black top it encourages youngsters to drag race on this strip of road and in the future it may cause criminal offenses. it really should be completed
populations growth to fast, roads poor, takes 40 min to go through town, we have 5 lights, cost money to go to park that is free
more and cleaner sidewalk so people can walk and lose weight
concerned about police and drug traffic

Manage budget restrictions -- current program/services
social welfare
stop building of all types

Manage budget restrictions -- future program/services
trash pick up
rubbish pick up
social welfare

Additional concerns or comments
I don't think it is legal to demand a survey racial/ethnic background is. and why would you want to know?
need more speed signs. People drive too fast around neighborhoods streets.
police department: in nov. my car was stolen one say and recovered the next! I've had to use ambulance service several times and found the crews polite and efficient. greatly appreciate both departments.
I like any body
this is my first winter here- it has been very nice - many of the seasonal people aer on fixed income but we contribute much to your city's income appreciate this place

i'm aware that eiland blvd. and geigox rd intersection is in the county but your efforts to have a traffic light installed would be greatly appreciated, it is a dangerous area
my problem is the garbage situation
the city should find ways to make our winter residents pay more for the services and infrastructure they enjoy - the city needs to stay within their means - don't spend money you don't have!
watering day restrictions should be enforced
god bless all
widen roads
where the roads merge from 39 to 301 is horrible. wake pool pulled my sisters car in to the ditch, which was totalled out, with no for warning of such a large pool. or hazard!
need more sidewalks
i definitely would like to have automatic payment for city utility bills. I have all my other monthly bill taken care of auto, why cant the city do it?
we have a definite problem with people whom do not believe in speed zones in zephyrhills- 30mph in city is adequate and I have many pass me like i'm standing still- more police surveillance is needed from 9am - 5 pm.
we recieved this survey one day before you requested it be returned. In the future, please give more time to fill out and return survey. the city should allow organizations/groups to reserve pavillions and other areas in the area parks-even for a reasonable cost. please do whatever possible to discourage the annual concert at fistival park.
I do not like the turn on and turn off fee put on the garbage
the fire department drives crazy and could lay off the sirens for non fire calls. It really disrupts the whole town.
water rates are to high no matter waht we do our bill is at least \$70 a month do to water plans do not have pool, have 3 people in our home wash only 5 loads of clothes weekly at most each person takes 2 12 minute showers per day 7 days a week we have only 1 bathroom. I think the rates only go up for now. full time residents we have been here 18 years and are thinking about moving because of rates and the fact that zephyrhills caters to mostly senoirs.
with respect to #5 in any growing city you will have these challenges. the city gov and residents need to work together
expand city limits to encompass more county- take care of streets in the summer when the snow birds are not here so there is less conjection on our roads
I think the city should stop permits for building new homes- there are plenty for sale and do something about storm water drainage. we were flooded this spring 1st time ever.
there are places in the city in horrible shape. notices are posted but not enforced. It appears code enforcement doesn't care. maybe channel 8 should step in and let others view the mess!
take better care of the city park
have traffic lights all green at the same time to move traffic faster. when winter comes it is a nightmare.
install cameras at the intersection of 301 and north ave and 301 and county rd s4. this would pay for itself in on year and save lives.

never answer personal questions
zephyrhills is a lovely place. our only concern is that the town is out building itself
building and code enforcement: 1. vehicles with no license plates in yards driveway and shoulder of streets for weeks or months with no citations being issued. 2. tractor trailers parked in yards and on shoulder of streets. 3. trees blocking views at intersections, they need to be trimmed.
I can't think of any right now by I'm thinging. take this to your council meeting. when the celtic festive was on an ambulance was called down the one way street in winters trailer park, the trailers had extracars and the ambulance barely could make it through. they should have double wide roads
1. get rid of police chief. 2. city council needs to get out more and see what is going on in the city. 3. stop raising taxes, our income doesn't go up every time we want it to . 4. get rid of city manager.
slow cars- trucks to slow down on city alleys put up 10-15 miles signs.
city council must keep the city and its residents in mind when making decisions. the youth of our city need consideration they are our future!
side walk need cleaning. better system for recycling everything
this survey is excellent and should b execute every year
i have been a resident of zephyrhills for 7 years. I moved here from s. california and I've never seen as many youth in an area on drugs. I work with the public in service and to find anyone to work from under 20 or 20 to 40 seem to be addicted to crack and pot
sr 54 and us 301 need to be widened to 4 or 6 lane roads now!

Appendix 3 – Survey results

Question 1					
Residency		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Year-round resident	269	77.97	80.78	80.78
	Part time or seasonal resident	64	18.55	19.22	100.00
	Total	333	96.52	100.00	
Missing	System	12	3.48		
Total		345	100.00		
Question 2					
Internet access at home		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	203	58.84	60.06	60.06
	No	135	39.13	39.94	100.00
	Total	338	97.97	100.00	
Missing	System	7	2.03		
Total		345	100.00		
Utility bills online		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	118	34.20	40.27	40.27
	No	175	50.72	59.73	100.00
	Total	293	84.93	100.00	
Missing	System	52	15.07		
Total		345	100.00		
Question 3					
Satisfaction with city council		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	20	5.80	6.19	6.19
	Agree	152	44.06	47.06	53.25

	No opinion	130	37.68	40.25	93.50
	Disagree	16	4.64	4.95	98.45
	Strongly disagree	5	1.45	1.55	100.00
	Total	323	93.62	100.00	
Missing	System	22	6.38		
Total		345	100.00		
Satisfaction with city manager					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	39	11.30	12.07	12.07
	Agree	142	41.16	43.96	56.04
	No opinion	125	36.23	38.70	94.74
	Disagree	13	3.77	4.02	98.76
	Strongly disagree	4	1.16	1.24	100.00
	Total	323	93.62	100.00	
Missing	System	22	6.38		
Total		345	100.00		
Satisfaction with mayor					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	30	8.70	9.26	9.26
	Agree	142	41.16	43.83	53.09
	No opinion	141	40.87	43.52	96.60
	Disagree	10	2.90	3.09	99.69
	Strongly disagree	1	0.29	0.31	100.00
	Total	324	93.91	100.00	
Missing	System	21	6.09		
Total		345	100.00		
Satisfaction with city government					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	24	6.96	7.29	7.29
	Agree	179	51.88	54.41	61.70
	No opinion	109	31.59	33.13	94.83
	Disagree	13	3.77	3.95	98.78

	Strongly disagree	4	1.16	1.22	100.00
	Total	329	95.36	100.00	
Missing	System	16	4.64		
Total		345	100.00		
Question 4					
Contact with city employees last 12 months					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	188	54.49	54.97	54.97
	No	154	44.64	45.03	100.00
	Total	342	99.13	100.00	
Missing	System	3	0.87		
Total		345	100.00		
Positive experience					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	163	47.25	74.09	74.09
	No	57	16.52	25.91	100.00
	Total	220	63.77	100.00	
Missing	System	125	36.23		
Total		345	100.00		
Attended city council meeting					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	29	8.41	8.61	8.61
	No	308	89.28	91.39	100.00
	Total	337	97.68	100.00	
Missing	System	8	2.32		
Total		345	100.00		
Read city council minutes on website					

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	17	4.93	5.12	5.12
	No	315	91.30	94.88	100.00
	Total	332	96.23	100.00	
Missing	System	13	3.77		
Total		345	100.00		
Question 5					
Challenges					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Crime prevention and police services	231	66.96	100.00	100.00
Missing	System	114	33.04		
Total		345	100.00		
Challenges					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Juvenile delinquency	142	41.16	100.00	100.00
Missing	System	203	58.84		
Total		345	100.00		
Challenges					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Traffic congestion	236	68.41	100.00	100.00
Missing	System	109	31.59		
Total		345	100.00		
Challenges					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Racial tensions	24	6.96	100.00	100.00
Missing	System	321	93.04		
Total		345	100.00		

Challenges					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fire/rescue services	79	22.90	100.00	100.00
Missing	System	266	77.10		
Total		345	100.00		
Challenges					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Water restrictions	60	17.39	100.00	100.00
Missing	System	285	82.61		
Total		345	100.00		
Challenges					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hurricane/tropical storms	69	20.00	100.00	100.00
Missing	System	276	80.00		
Total		345	100.00		
Challenges					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Budget restrictions	68	19.71	100.00	100.00
Missing	System	277	80.29		
Total		345	100.00		
Challenges					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	New developments and growth	193	55.94	100.00	100.00
Missing	System	152	44.06		
Total		345	100.00		
Challenges					

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Population growth	184	53.33	100.00	100.00
Missing	System	161	46.67		
Total		345	100.00		
Challenges					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I don't know	21	6.09	100.00	100.00
Missing	System	324	93.91		
Total		345	100.00		
See Appendix 2 for text responses to "Other" Challenges identified					
Question 6					
Manage budget restrictions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Raise property taxes	20	5.80	100.00	100.00
Missing	System	325	94.20		
Total		345	100.00		
Manage budget restrictions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Add utility tax to water services	28	8.12	100.00	100.00
Missing	System	317	91.88		
Total		345	100.00		
Manage budget restrictions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Charge user fees for currently free services	99	28.70	100.00	100.00
Missing	System	246	71.30		

Total		345	100.00		
Manage budget restrictions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Eliminate or trim current programs/services	45	13.04	100.00	100.00
Missing	System	300	86.96		
Total		345	100.00		
See Appendix 2 for text responses to which current programs and services identified					
Manage budget restrictions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Eliminate or trim future program/services	45	13.04	100.00	100.00
Missing	System	300	86.96		
Total		345	100.00		
See Appendix 2 for text responses to which future programs and services identified					
Manage budget restrictions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Place proposed construction projects on hold	154	44.64	100.00	100.00
Missing	System	191	55.36		
Total		345	100.00		
Question 7					
City's infrastructure					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	14	4.06	4.29	4.29

	Agree	122	35.36	37.42	41.72
	No opinion	57	16.52	17.48	59.20
	Disagree	100	28.99	30.67	89.88
	Strongly disagree	33	9.57	10.12	100.00
	Total	326	94.49	100.00	
Missing	System	19	5.51		
Total		345	100.00		
Recreational facilities seniors					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	20	5.80	6.25	6.25
	Agree	71	20.58	22.19	28.44
	No opinion	99	28.70	30.94	59.38
	Disagree	100	28.99	31.25	90.63
	Strongly disagree	29	8.41	9.06	99.69
	625	1	0.29	0.31	100.00
	Total	320	92.75	100.00	
Missing	System	25	7.25		
Total		345	100.00		
Recreational facilities youth					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	74	21.45	23.34	23.34
	Agree	117	33.91	36.91	60.25
	No opinion	77	22.32	24.29	84.54
	Disagree	45	13.04	14.20	98.74
	Strongly disagree	4	1.16	1.26	100.00
	Total	317	91.88	100.00	
Missing	System	28	8.12		
Total		345	100.00		
Family friendly recreational facilities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	54	15.65	17.20	17.20
	Agree	115	33.33	36.62	53.82

	No opinion	98	28.41	31.21	85.03
	Disagree	43	12.46	13.69	98.73
	Strongly disagree	4	1.16	1.27	100.00
	Total	314	91.01	100.00	
Missing	System	31	8.99		
Total		345	100.00		
State legislature property taxes					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	28	8.12	8.83	8.83
	Agree	79	22.90	24.92	33.75
	No opinion	97	28.12	30.60	64.35
	Disagree	73	21.16	23.03	87.38
	Strongly disagree	40	11.59	12.62	100.00
	Total	317	91.88	100.00	
Missing	System	28	8.12		
Total		345	100.00		
State legislature property insurance					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	174	50.43	52.73	52.73
	Agree	115	33.33	34.85	87.58
	No opinion	31	8.99	9.39	96.97
	Disagree	5	1.45	1.52	98.48
	Strongly disagree	5	1.45	1.52	100.00
	Total	330	95.65	100.00	
Missing	System	15	4.35		
Total		345	100.00		
Question 8					
Home owner or renter					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Own	275	79.71	81.85	81.85
	Rent	53	15.36	15.77	97.62
	Other	8	2.32	2.38	100.00

	Total	336	97.39	100.00	
Missing	System	9	2.61		
Total		345	100.00		
Question 9					
Opinion property tax in Zephyrhills					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Too high	107	31.01	32.23	32.23
	About right	155	44.93	46.69	78.92
	Too low	1	0.29	0.30	79.22
	No opinion	69	20.00	20.78	100.00
	Total	332	96.23	100.00	
Missing	System	13	3.77		
Total		345	100.00		
Question 10					
Fee matched to water usage					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	39	11.30	14.29	14.29
	Agree	94	27.25	34.43	48.72
	No opinion	37	10.72	13.55	62.27
	Disagree	75	21.74	27.47	89.74
	Strongly disagree	28	8.12	10.26	100.00
	Total	273	79.13	100.00	
Missing	System	72	20.87		
Total		345	100.00		
Adequate fee change notice					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	13	3.77	6.57	6.57
	Agree	97	28.12	48.99	55.56
	No opinion	61	17.68	30.81	86.36
	Disagree	18	5.22	9.09	95.45
	Strongly disagree	9	2.61	4.55	100.00

	Total	198	57.39	100.00	
Missing	System	147	42.61		
Total		345	100.00		
Current water restrictions reasonable					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	16	4.64	8.08	8.08
	Agree	129	37.39	65.15	73.23
	No opinion	43	12.46	21.72	94.95
	Disagree	8	2.32	4.04	98.99
	Strongly disagree	2	0.58	1.01	100.00
	Total	198	57.39	100.00	
Missing	System	147	42.61		
Total		345	100.00		
Access to reclaimed water					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongle agree	24	6.96	12.37	12.37
	Agree	71	20.58	36.60	48.97
	No opinion	81	23.48	41.75	90.72
	Disagree	11	3.19	5.67	96.39
	Strongle disagree	7	2.03	3.61	100.00
	Total	194	56.23	100.00	
Missing	System	151	43.77		
Total		345	100.00		

Question 11

Police dept rates					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	59	17.10	29.35	29.35
	Good	106	30.72	52.74	82.09
	No opinion	10	2.90	4.98	87.06
	Fair	21	6.09	10.45	97.51
	Poor	5	1.45	2.49	100.00
	Total	201	58.26	100.00	

Missing	System	144	41.74		
Total		345	100.00		
Fire dept rates					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	73	21.16	36.87	36.87
	Good	104	30.14	52.53	89.39
	No opinion	15	4.35	7.58	96.97
	Fair	6	1.74	3.03	100.00
	Total	198	57.39	100.00	
Missing	System	147	42.61		
Total		345	100.00		
Bldg_code enforc rates					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	15	4.35	7.81	7.81
	Good	69	20.00	35.94	43.75
	No opinion	74	21.45	38.54	82.29
	Fair	21	6.09	10.94	93.23
	Poor	13	3.77	6.77	100.00
	Total	192	55.65	100.00	
Missing	System	153	44.35		
Total		345	100.00		
Garbage collection rates					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	85	24.64	42.50	42.50
	Good	97	28.12	48.50	91.00
	No opinion	12	3.48	6.00	97.00
	Fair	6	1.74	3.00	100.00
	Total	200	57.97	100.00	
Missing	System	145	42.03		
Total		345	100.00		
Street maintenance rates					

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	28	8.12	14.21	14.21
	Good	88	25.51	44.67	58.88
	No opinion	23	6.67	11.68	70.56
	Fair	42	12.17	21.32	91.88
	Poor	16	4.64	8.12	100.00
	Total	197	57.10	100.00	
Missing	System	148	42.90		
Total		345	100.00		
Library rates					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	50	14.49	25.77	25.77
	Good	88	25.51	45.36	71.13
	No opinion	46	13.33	23.71	94.85
	Fair	9	2.61	4.64	99.48
	Poor	1	0.29	0.52	100.00
	Total	194	56.23	100.00	
Missing	System	151	43.77		
Total		345	100.00		
Parks_recreation rates					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	36	10.43	18.37	18.37
	Good	102	29.57	52.04	70.41
	No opinion	33	9.57	16.84	87.24
	Fair	21	6.09	10.71	97.96
	Poor	4	1.16	2.04	100.00
	Total	196	56.81	100.00	
Missing	System	149	43.19		
Total		345	100.00		
Question 12					
Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	96	27.83	48.24	48.24

	Female	103	29.86	51.76	100.00
	Total	199	57.68	100.00	
Missing	System	146	42.32		
Total		345	100.00		

Question 13

Age		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 35	17	4.93	8.37	8.37
	36 - 55	37	10.72	18.23	26.60
	56 - 70	74	21.45	36.45	63.05
	Over 70	75	21.74	36.95	100.00
	Total	203	58.84	100.00	
Missing	System	142	41.16		
Total		345	100.00		

Question 14

Persons in household 17 or younger		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	31	8.99	28.44	28.44
	2	24	6.96	22.02	50.46
	3	5	1.45	4.59	55.05
	4	2	0.58	1.83	56.88
	5 or more	1	0.29	0.92	57.80
	200	46	13.33	42.20	100.00
	Total	109	31.59	100.00	
Missing	System	236	68.41		
Total		345	100.00		

Question 15

Annual income per household		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$20,000	53	15.36	29.44	29.44
	\$20,000 to \$34,999	44	12.75	24.44	53.89
	\$35,000 to \$49,999	32	9.28	17.78	71.67

	\$50,000 to \$64,999	30	8.70	16.67	88.33
	\$65,000 and over	21	6.09	11.67	100.00
	Total	180	52.17	100.00	
Missing	System	165	47.83		
Total		345	100.00		

Question 16

Employment status		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed	73	21.16	36.32	36.32
	Retired	120	34.78	59.70	96.02
	Other	8	2.32	3.98	100.00
	Total	201	58.26	100.00	
Missing	System	144	41.74		
Total		345	100.00		

Question 17

Racial ethnic background		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	American Indian/Native American	6	1.74	2.99	2.99
	Asian	2	0.58	1.00	3.98
	Black/African American (non-Hispanic)	2	0.58	1.00	4.98
	Hispanic/Latino	6	1.74	2.99	7.96
	White (non Hispanic)	182	52.75	90.55	98.51
	Other	3	0.87	1.49	100.00
	Total	201	58.26	100.00	
Missing	System	144	41.74		
Total		345	100.00		

Question 18

Please see Appendix 2 for actual text responses. All responses were quantified in the below figures

Specific concerns		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Recreational activities for children/teens and/or families	6	1.74	100.00	100.00
Missing	System	339	98.26		
Total		345	100.00		
	Specific concerns				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bike paths/bikes on sidewalk ordinance	6	1.74	100.00	100.00
Missing	System	339	98.26		
Total		345	100.00		
	Specific concerns				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Compliments	11	3.19	100.00	100.00
Missing	System	334	96.81		
Total		345	100.00		
	Specific concerns				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fire department	2	0.58	100.00	100.00
Missing	System	343	99.42		
Total		345	100.00		
	Specific concerns				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Growth	11	3.19	100.00	100.00
Missing	System	334	96.81		
Total		345	100.00		
	Specific concerns				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	26	7.54	100.00	100.00

Missing	System	319	92.46		
Total		345	100.00		
Specific concerns					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Parks and recreations	3	0.87	100.00	100.00
Missing	System	342	99.13		
Total		345	100.00		
Specific concerns					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Police department/crime rate	13	3.77	100.00	100.00
Missing	System	332	96.23		
Total		345	100.00		
Specific concerns					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Property tax/insurance/assessment	1	0.29	100.00	100.00
Missing	System	344	99.71		
Total		345	100.00		
Specific concerns					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Traffic and/or condition of roads	25	7.25	100.00	100.00
Missing	System	320	92.75		
Total		345	100.00		
Specific concerns					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Water department	6	1.74	100.00	100.00

Missing	System	339	98.26		
Total		345	100.00		

Appendix 4 – Property Tax Policy Calculations

1

Manage budget restrictions by RAISING TAXES

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Raise property taxes	20	5.8	100.0	100.0
Missing System	325	94.2		
Total	345	100.0		

Only 5.8 % of survey respondents proposed raising property taxes

Manage budget restrictions by CHARGING USER FEES

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Charge user fees for currently free services	99	28.7	100.0	100.0
Missing System	246	71.3		
Total	345	100.0		

28.7% of survey respondents propose charging user fees for city services that are currently free

Manage budget restrictions by PLACING PROPOSED CONSTRUCTION PROJECTS ON HOLD

	Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Place proposed construction projects on hold	154	44.6	100.0	100.0
Missing	System	191	55.4		
Total		345	100.0		

44.6% of survey respondents propose placing construction projects on hold

2

State Legislature Efforts to Lower Property Taxes are Effective

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	28	8.1	8.8	8.8
	Agree	79	22.9	24.9	33.8
	No opinion	97	28.1	30.6	64.4
	Disagree	73	21.2	23.0	87.4
	Strongly disagree	40	11.6	12.6	100.0
	Total	317	91.9	100.0	
Missing	System	28	8.1		
Total		345	100.0		

31% of survey respondents believe the state legislature's efforts to lower property taxes are effective

28% had no opinion on the matter

32.8% believe the state legislature's efforts have been ineffective

3

Opinion on Current Property Taxes in Zephyrhills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Too high	107	31.0	32.2	32.2
	About right	155	44.9	46.7	78.9
	Too low	1	.3	.3	79.2
	No opinion	69	20.0	20.8	100.0
	Total	332	96.2	100.0	
Missing	System	13	3.8		
Total		345	100.0		

31 % of survey respondents believe current property taxes are too high

44.9% believe current property taxes are about right

20% of survey respondents had no opinion on the matter

4

Research Hypothesis: Property Renters and Property Owners do not vary in their preference on how to Manage Budget Restrictions in Zephyrhills

According to our survey, **5% of homeowners** propose raising property taxes compared to **7% of renters**

Manage budget restrictions * Home owner or renter Crosstabulation

			Home owner or renter			
			Own	Rent	Other	Total
Manage budget restrictions Raise property taxes	Count		15	4	1	20
	% within Manage budget restrictions		75.0%	20.0%	5.0%	100.0%
	% within Home owner or renter		5%	7%	0%	5%
Total	Count		15	4	1	20
	% within Manage budget restrictions		75.0%	20.0%	5.0%	100.0%
	% within Home owner or renter		5%	7%	0%	5%

Residential Classification

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Own	275	79.7	81.8	81.8
	Rent	53	15.4	15.8	97.6
	Other	8	2.3	2.4	100.0
	Total	336	97.4	100.0	
Missing	System	9	2.6		
Total		345	100.0		

Directional Measures

	Value
Nominal by Nominal Lambda Symmetric	.a

a. No statistics are computed because Manage budget restrictions is a constant.

5

Research Hypothesis: Residents who make less than \$35,000 annually are less likely to propose an increase in user fees than residents who make more than \$35,000 annually

-According to Respondents of the survey, 21% of households making less than 35K a year propose an increase in user fees compared to 37% of households making more than 35K

Annual income per household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$20,000	53	15.4	29.4	29.4
	\$20,000 to \$34,999	44	12.8	24.4	53.9
	\$35,000 to \$49,999	32	9.3	17.8	71.7
	\$50,000 to \$64,999	30	8.7	16.7	88.3
	\$65,000 and over	21	6.1	11.7	100.0
Total		180	52.2	100.0	
Missing	System	165	47.8		
Total		345	100.0		

Manage budget restrictions * Annual income per household Crosstabulation

			Annual income per household				
			Less than \$20,000	\$20,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$64,999	
Manage budget restrictions	Charge user fees for currently free services	Count	10	10	13	9	9
		% within Manage budget restrictions	19.6%	19.6%	25.5%	17.6%	1
		% within Annual income per household	100.0%	100.0%	100.0%	100.0%	1
	Total	Count	10	10	13	9	9
		% within Manage budget restrictions	19.6%	19.6%	25.5%	17.6%	1
		% within Annual income per household	100.0%	100.0%	100.0%	100.0%	1

Directional Measures

	Value
Nominal by Nominal Lambda Symmetric	. ^a

a. No statistics are computed because Manage budget restrictions is a constant.

Research Hypothesis: Residents 35 and under are less likely to propose placing construction projects on hold than residents over the age of 35

According to our survey, 41% of the respondents age 35 & under propose placing construction projects on hold compared to 45% of respondents over the age of 35

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 35	17	4.9	8.4	8.4
	36 - 55	37	10.7	18.2	26.6
	56 - 70	74	21.4	36.5	63.1
	Over 70	75	21.7	36.9	100.0
	Total	203	58.8	100.0	
Missing	System	142	41.2		
Total		345	100.0		

Manage budget restrictions * Age Crosstabulation

			Age				
			18 - 35	36 - 55	56 - 70	Over 70	Total
Manage budget restrictions	Place proposed construction projects on hold	Count	7	18	27	39	91
		% within Manage budget restrictions	7.7%	19.8%	29.7%	42.9%	100.0%
		% within Age	100.0%	100.0%	100.0%	100.0%	100.0%
	Total	Count	7	18	27	39	91
		% within Manage budget restrictions	7.7%	19.8%	29.7%	42.9%	100.0%
		% within Age	100.0%	100.0%	100.0%	100.0%	100.0%

7

Research Hypothesis: Residents who rate city services as “good” or “excellent” are less likely than residents who rate city services as “fair” or “poor” to believe property taxes are currently too high

According to our survey, roughly 30% of the respondents who rated city services as “good” or “excellent” believed property taxes were “too high” compared to roughly 66% of the respondents who rated city services as “fair” or “poor”. According to our Gamma, and Chi-Square measures, there is a significant relationship between city service ratings and opinion on property taxes.

Fire dept rates

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	73	21.2	36.9	36.9
	Good	104	30.1	52.5	89.4
	No opinion	15	4.3	7.6	97.0
	Fair	6	1.7	3.0	100.0
	Total	198	57.4	100.0	
Missing	System	147	42.6		
Total		345	100.0		

Crosstab

			Fire dept rates				
			Excellent	Good	No opinion	Fair	Total
Opinion property tax in	Too high	Count	23	30	3	4	60

	% within Opinion property tax in Zephyrhills	38.3%	50.0%	5.0%	6.7%	100.0%
	% within Fire dept rates	32.4%	30.3%	20.0%	66.7%	31.4%
About right	Count	34	56	4	2	96
	% within Opinion property tax in Zephyrhills	35.4%	58.3%	4.2%	2.1%	100.0%
	% within Fire dept rates	47.9%	56.6%	26.7%	33.3%	50.3%
No opinion	Count	14	13	8	0	35
	% within Opinion property tax in Zephyrhills	40.0%	37.1%	22.9%	.0%	100.0%
	% within Fire dept rates	19.7%	13.1%	53.3%	.0%	18.3%
Total	Count	71	99	15	6	191
	% within Opinion property tax in Zephyrhills	37.2%	51.8%	7.9%	3.1%	100.0%
	% within Fire dept rates	100.0%	100.0%	100.0%	100.0%	100.0%

Symmetric Measures

	Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Ordinal by Ordinal Gamma	-.054	.106	-.513	.608
Spearman Correlation	-.040	.078	-.544	.587 ^c
Interval by Interval Pearson's R	-.008	.080	-.111	.911 ^c
N of Valid Cases	189			

Symmetric Measures

		Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Ordinal by Ordinal	Gamma	-.054	.106	-.513	.608
	Spearman Correlation	-.040	.078	-.544	.587 ^c
Interval by Interval	Pearson's R	-.008	.080	-.111	.911 ^c
N of Valid Cases		189			

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.587 ^a	6	.005
Likelihood Ratio	16.276	6	.012
Linear-by-Linear Association	.051	1	.822
N of Valid Cases		191	

a. 5 cells (41.7%) have expected count less than 5. The minimum expected count is 1.10.

Crosstab

			Library rates					
			Excellent	Good	No opinion	Fair	Poor	Total
Opinion property tax in Zephyrhills	Too high	Count	10	29	11	6	1	57
		% within Opinion property tax in Zephyrhills	17.5%	50.9%	19.3%	10.5%	1.8%	100.0%

	% within Library rates	20.4%	34.1%	24.4%	66.7%	100.0%	30.2%
About right	Count	29	46	20	1	0	96
	% within Opinion property tax in Zephyrhills	30.2%	47.9%	20.8%	1.0%	.0%	100.0%
	% within Library rates	59.2%	54.1%	44.4%	11.1%	.0%	50.8%
No opinion	Count	10	10	14	2	0	36
	% within Opinion property tax in Zephyrhills	27.8%	27.8%	38.9%	5.6%	.0%	100.0%
	% within Library rates	20.4%	11.8%	31.1%	22.2%	.0%	19.0%
Total	Count	49	85	45	9	1	189
	% within Opinion property tax in Zephyrhills	25.9%	45.0%	23.8%	4.8%	.5%	100.0%
	% within Library rates	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Symmetric Measures

	Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Ordinal by Ordinal Gamma	-.054	.106	-.513	.608
Spearman Correlation	-.040	.078	-.544	.587 ^c
Interval by Interval Pearson's R	-.008	.080	-.111	.911 ^c
N of Valid Cases	189			

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

c. Based on normal approximation.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.678 ^a	8	.017
Likelihood Ratio	19.052	8	.015
Linear-by-Linear Association	.012	1	.911
N of Valid Cases	189		

a. 6 cells (40.0%) have expected count less than 5. The minimum expected count is .19.

8

Research Hypothesis: Year Round Residents are more likely than part-time residents to believe property taxes are currently too high

According to our survey, 32.8% of year round residents believe property taxes are too high compared to 30.5% of part-time residents.

According to our Chi-Squared test, the relationship between these two variables are insignificant.

Residency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Year-round resident	269	78.0	80.8	80.8
	Part time or seasonal resident	64	18.6	19.2	100.0
	Total	333	96.5	100.0	
Missing	System	12	3.5		
Total		345	100.0		

Opinion property tax in Zephyrhills * Residency Crosstabulation

Residency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Year-round resident	269	78.0	80.8	80.8
	Part time or seasonal resident	64	18.6	19.2	100.0
	Total	333	96.5	100.0	
Missing	System	12	3.5		

			Residency		
			Year-round resident	Part time or seasonal resident	Total
Opinion property tax in Zephyrhills	Too high	Count	86	18	104
		% within Opinion property tax in Zephyrhills	82.7%	17.3%	100.0%
		% within Residency	32.8%	30.5%	32.4%
	About right	Count	124	25	149
		% within Opinion property tax in Zephyrhills	83.2%	16.8%	100.0%
		% within Residency	47.3%	42.4%	46.4%
	Too low	Count	1	0	1
		% within Opinion property tax in Zephyrhills	100.0%	.0%	100.0%
		% within Residency	.4%	.0%	.3%
No opinion	Count	51	16	67	

Residency

		Frequency	Percent	Valid Percent	Cumulative Percent		
Valid	Year-round resident	269	78.0	80.8	80.8		
	Part time or seasonal resident	64	18.6	19.2	100.0		
	Total	333	96.5	100.0			
Missing	System	12	3.5				
		% within Opinion property tax in Zephyrhills		76.1%	23.9%	100.0%	
		% within Residency		19.5%	27.1%	20.9%	
Total	Count			262	59	321	
	% within Opinion property tax in Zephyrhills				81.6%	18.4%	100.0%
					100.0%	100.0%	100.0%

Symmetric Measures

		Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Ordinal by Ordinal	Gamma	.106	.122	.857	.392
	Spearman Correlation	.050	.058	.887	.376 ^c
Interval by Interval	Pearson's R	.062	.059	1.113	.267 ^c
N of Valid Cases		321			

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.
- c. Based on normal approximation.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.911 ^a	3	.591
Likelihood Ratio	2.009	3	.571
Linear-by-Linear Association	1.238	1	.266
N of Valid Cases	321		

a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is .18.

9

Research Hypothesis: Homeowners are more likely than Renters to believe the legislature has been effective in their efforts to lower property taxes

According to our survey, **36% of home owners** believe the legislature’s effort to lower property taxes has been effective compared to **24% of home renters** who feel the same

Home owner or renter * State legislature property taxes Crosstabulation

			State legislature property taxes					
			Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Total
Home owner or renter	Own	Count	25	68	72	61	34	260
		% within Home owner or renter	9.6%	26.2%	27.7%	23.5%	13.1%	100.0%
		% within State legislature property taxes	89.3%	89.5%	74.2%	83.6%	85.0%	82.8%

Rent	Count	3	8	21	10	4	46
	% within Home owner or renter	6.5%	17.4%	45.7%	21.7%	8.7%	100.0%
	% within State legislature property taxes	10.7%	10.5%	21.6%	13.7%	10.0%	14.6%
Other	Count	0	0	4	2	2	8
	% within Home owner or renter	.0%	.0%	50.0%	25.0%	25.0%	100.0%
	% within State legislature property taxes	.0%	.0%	4.1%	2.7%	5.0%	2.5%
Total	Count	28	76	97	73	40	314
	% within Home owner or renter	8.9%	24.2%	30.9%	23.2%	12.7%	100.0%
	% within State legislature property taxes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Symmetric Measures

	Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Ordinal by Ordinal Gamma	.106	.097	1.088	.276
Spearman Correlation	.055	.051	.978	.329 ^c
Interval by Interval Pearson's R	.071	.050	1.264	.207 ^c
N of Valid Cases	314			

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

c. Based on normal approximation.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.048 ^a	8	.199
Likelihood Ratio	13.138	8	.107
Linear-by-Linear Association	1.594	1	.207
N of Valid Cases	314		

a. 6 cells (40.0%) have expected count less than 5. The minimum expected count is .71.

10

Research Hypothesis: Homeowners are more likely than renters to believe property taxes are too high

Null Hypothesis: Homeowners feelings do not vary from renters on whether property taxes are too high

According to our survey, **36.1% of homeowners** who responded feel property taxes are too high compared to **15.1% of renters** who feel the same

Home owner or renter * Opinion property tax in Zephyrhills Crosstabulation

			Opinion property tax in Zephyrhills				
			Too high	About right	Too low	No opinion	Total
Home owner or renter	Own	Count	97	139	1	32	269
		% within Home owner or renter	36.1%	51.7%	.4%	11.9%	100.0%
		% within Opinion property tax in Zephyrhills	91.5%	90.3%	100.0%	47.1%	81.8%

Rent	Count	8	10	0	35	53
	% within Home owner or renter	15.1%	18.9%	.0%	66.0%	100.0%
	% within Opinion property tax in Zephyrhills	7.5%	6.5%	.0%	51.5%	16.1%
Other	Count	1	5	0	1	7
	% within Home owner or renter	14.3%	71.4%	.0%	14.3%	100.0%
	% within Opinion property tax in Zephyrhills	.9%	3.2%	.0%	1.5%	2.1%
Total	Count	106	154	1	68	329
	% within Home owner or renter	32.2%	46.8%	.3%	20.7%	100.0%
	% within Opinion property tax in Zephyrhills	100.0%	100.0%	100.0%	100.0%	100.0%

Directional Measures

			Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Nominal by Nominal	Lambda	Symmetric	.119	.054	2.089	.037
		Home owner or renter Dependent	.050	.133	.367	.714
		Opinion property tax in Zephyrhills Dependent	.143	.035	3.808	.000
	Goodman and Kruskal tau	Home owner or renter Dependent	.210	.054		.000 ^c

Home owner or renter * Opinion property tax in Zephyrhills Crosstabulation

		Opinion property tax in Zephyrhills				
		Too high	About right	Too low	No opinion	Total
Own	Count	97	139	1	32	269
	% within Home owner or renter	36.1%	51.7%	.4%	11.9%	100.0%
	% within Opinion property tax in Zephyrhills	91.5%	90.3%	100.0%	47.1%	81.8%
Rent	Count	8	10	0	35	53
	% within Home owner or renter	15.1%	18.9%	.0%	66.0%	100.0%
	% within Opinion property tax in Zephyrhills	7.5%	6.5%	.0%	51.5%	16.1%
Other	Count	1	5	0	1	7
	% within Home owner or renter	14.3%	71.4%	.0%	14.3%	100.0%
	% within Opinion property tax in Zephyrhills	.9%	3.2%	.0%	1.5%	2.1%
Count		106	154	1	68	329
% within Home owner or renter		32.2%	46.8%	.3%	20.7%	100.0%
Opinion property tax in Zephyrhills Dependent			.098	.024		.000 ^c

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

c. Based on chi-square approximation

Symmetric Measures

	Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Ordinal by Ordinal Gamma	.632	.084	5.670	.000
Spearman Correlation	.349	.055	6.745	.000 ^c
Interval by Interval Pearson's R	.362	.059	7.032	.000 ^c
N of Valid Cases	329			

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.
- c. Based on normal approximation.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	81.019 ^a	6	.000
Likelihood Ratio	67.250	6	.000
Linear-by-Linear Association	43.090	1	.000
N of Valid Cases	329		

a. 6 cells (50.0%) have expected count less than 5. The minimum expected count is .02.

11

Research Hypothesis: Homeowners are more likely than renters to believe property taxes are just right

Null Hypothesis: Homeowners feeling do not vary from that of renters in that taxes are just right

According to our survey, **51.7% of homeowners** who responded feel property taxes are about right compared to **18.9% of renters** who feel the same

Home owner or renter * Opinion property tax in Zephyrhills Crosstabulation

			Opinion property tax in Zephyrhills				
			Too high	About right	Too low	No opinion	Total
Home owner or renter	Own	Count	97	139	1	32	269
		% within Home owner or renter	36.1%	51.7%	.4%	11.9%	100.0%
		% within Opinion property tax in Zephyrhills	91.5%	90.3%	100.0%	47.1%	81.8%
Rent		Count	8	10	0	35	53
		% within Home owner or renter	15.1%	18.9%	.0%	66.0%	100.0%
		% within Opinion property tax in Zephyrhills	7.5%	6.5%	.0%	51.5%	16.1%
Other		Count	1	5	0	1	7
		% within Home owner or renter	14.3%	71.4%	.0%	14.3%	100.0%
		% within Opinion property tax in Zephyrhills	.9%	3.2%	.0%	1.5%	2.1%
Total		Count	106	154	1	68	329
		% within Home owner or renter	32.2%	46.8%	.3%	20.7%	100.0%
		% within Opinion property tax in Zephyrhills	100.0%	100.0%	100.0%	100.0%	100.0%

Directional Measures

			Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Nominal by Nominal	Lambda	Symmetric	.119	.054	2.089	.037
		Home owner or renter Dependent	.050	.133	.367	.714
		Opinion property tax in Zephyrhills Dependent	.143	.035	3.808	.000
	Goodman and Kruskal tau	Home owner or renter Dependent	.210	.054		.000 ^c
		Opinion property tax in Zephyrhills Dependent	.098	.024		.000 ^c

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.
- c. Based on chi-square approximation

Symmetric Measures

		Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Ordinal by Ordinal	Gamma	.632	.084	5.670	.000
	Spearman Correlation	.349	.055	6.745	.000 ^c
Interval by Interval	Pearson's R	.362	.059	7.032	.000 ^c
N of Valid Cases		329			

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.
- c. Based on normal approximation.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	81.019 ^a	6	.000
Likelihood Ratio	67.250	6	.000
Linear-by-Linear Association	43.090	1	.000
N of Valid Cases	329		

a. 6 cells (50.0%) have expected count less than 5. The minimum expected count is .02.

12

Research Hypothesis: Respondents from households earning more than 35K are more likely than respondents from households earning less than 35K to feel that property taxes are too high

Null Hypothesis: Respondents from households earning more than 35K a year feel the same as respondents from households earning less than 35K a year in that property taxes are too high

****According to our survey 46.3% of respondents with household earning of less than 35K believe property taxes are currently too high compared to 53.8% of respondents with household earnings of more than 35K feeling the same**

Annual income per household * Opinion property tax in Zephyrhills Crosstabulation

			Opinion property tax in Zephyrhills			
			Too high	About right	No opinion	Total
Annual income per household	Less than \$20,000	Count	13	22	17	52
		% within Annual income per household	25.0%	42.3%	32.7%	100.0%

	% within Opinion property tax in Zephyrhills	24.1%	25.6%	50.0%	29.9%
\$20,000 to \$34,999	Count	12	16	13	41
	% within Annual income per household	29.3%	39.0%	31.7%	100.0%
	% within Opinion property tax in Zephyrhills	22.2%	18.6%	38.2%	23.6%
\$35,000 to \$49,999	Count	13	16	3	32
	% within Annual income per household	40.6%	50.0%	9.4%	100.0%
	% within Opinion property tax in Zephyrhills	24.1%	18.6%	8.8%	18.4%
\$50,000 to \$64,999	Count	11	18	1	30
	% within Annual income per household	36.7%	60.0%	3.3%	100.0%
	% within Opinion property tax in Zephyrhills	20.4%	20.9%	2.9%	17.2%
\$65,000 and over	Count	5	14	0	19
	% within Annual income per household	26.3%	73.7%	.0%	100.0%
	% within Opinion property tax in Zephyrhills	9.3%	16.3%	.0%	10.9%
Total	Count	54	86	34	174
	% within Annual income per household	31.0%	49.4%	19.5%	100.0%

% within Opinion property tax in Zephyrhills	100.0%	100.0%	100.0%	100.0%
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Symmetric Measures

	Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Ordinal by Ordinal Gamma	-.264	.081	-3.146	.002
Spearman Correlation	-.221	.069	-2.972	.003 ^c
Interval by Interval Pearson's R	-.279	.057	-3.817	.000 ^c
N of Valid Cases	174			

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.
- c. Based on normal approximation.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	23.563 ^a	8	.003
Likelihood Ratio	28.262	8	.000
Linear-by-Linear Association	13.512	1	.000
N of Valid Cases	174		

- a. 1 cells (6.7%) have expected count less than 5. The minimum expected count is 3.71.

Appendix 5 – Water Usage Policy Calculations

Question 10 of the City of Zephyrhills’ Citizen Satisfaction Survey ask residents for their opinion regarding using reclaimed water if provided by the City. The table below shows that almost 50% of respondents support this initiative. Analysis was done to investigate whether there is a significant difference between two annual income categories, the “Less than \$20,000” & “\$20,000 to \$34,999” in terms of their support to the expansion of the existing reclaimed water distribution system.

TABLE I Reclaimed Water

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	115 Strongly agree	24	7.0	12.4	12.4
	116 Agree	71	20.6	36.6	49.0
	117 No opinion	81	23.5	41.8	90.7
	118 Disagree	11	3.2	5.7	96.4
	119 Strongly disagree	7	2.0	3.6	100.0
Total		194	56.2	100.0	
Missing	System	151	43.8		
Total		345	100.0		

The hypothesis states that respondents with an annual income of “less than \$20,000” per household are less likely to support expansion of the City’s reclaimed water distribution system when compared to the “\$20,000 to \$34,999” annual income category. Using the SPSS software, a two-tailed test was conducted at a .05 alpha level.

TABLE II - Group Statistics

Annual income per household	N	Mean	Std. Deviation	Std. Error Mean
Access to reclaimed water 167 Less than \$20,000	47	116.51	.856	.125
168 \$20,000 to \$34,999	40	116.60	.841	.133

TABLE III - Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Access to reclaimed water	Equal variances assumed	.243	.623	-.489	85	.626	-.089	.183	-.453	.274
	Equal variances not assumed			-.490	83.239	.626	-.089	.182	-.452	.274

Analysis (please see above) reports a probability of .623 for this test. Therefore, at a confidence level of .05, the null hypothesis cannot be rejected. The conclusion can be made that the variances are equal. Based on this decision, the “t” value is -.489 with 65 degrees of freedom, the two-tailed exact significance value is reported at .626. This probability is much greater than the .05 alpha level. We can conclude that there is no significance difference in support towards the expansion of the City’s reclaimed water distribution system between the two income categories.

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