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Town of Longboat Key, FL
Citizen Survey
Final Report: April 2025

Prepared for:

Town of Longboat Key

Prepared By:

The Florida Institute of Government
at the University of South Florida

2025 Citizen Survey

Town of Longboat Key, FL

Final Report, April 2025

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Disclaimer: This study was conducted on behalf of the Town of Longboat Key, FL as part of the Town's ongoing quality improvement efforts. The findings of this study should not be construed as generalizable research.

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EXECUTIVE SUMMARY: 2025 CITIZEN SURVEY

The 2025 Longboat Key Citizen Survey provides an in-depth look at resident satisfaction with quality of life, town services, infrastructure, public safety, and communications. The results indicate that while overall satisfaction remains exceptionally high, residents continue to express concerns about traffic congestion, infrastructure maintenance, and public engagement opportunities. The following key findings summarize the survey results across major areas of town life.

- ✓ **Quality of Life:** Residents continue to express overwhelmingly positive views about living in Longboat Key. In 2025 97.1% of respondents rated the town's overall quality of life as "excellent" or "good," a slight increase from the previous year. The town remains a highly desirable place to live (95.2%), visit (95.3%), and retire (94.1%), though satisfaction with Longboat Key as a place to work remains low (27.3%), reflecting the town's primarily residential nature.

- ✓ **Government Services:** Satisfaction with emergency services, public safety, and general town operations remains strong. 85.9% of residents expressed satisfaction with police services, while 84.8% were satisfied with fire and ambulance services. General town services, including street and sidewalk maintenance (73.1%) and stormwater management (50.8%), received more mixed reviews, with infrastructure-related services continuing to rank lower than other areas of town operations.

- ✓ **Town Communications:** The town's communication efforts remain highly rated, with 85.6% of respondents satisfied with efforts to keep them informed. However, opportunities for resident participation in town government remain an area for improvement, with only 47.5% of residents expressing satisfaction. Social media presence saw a modest increase in satisfaction (54.8%), though traditional methods such as email updates and newsletters remain the most relied-upon sources of information.

- ✓ **Traffic and Infrastructure:** Traffic congestion remains the most significant concern for residents, with fewer than 20% of respondents expressing satisfaction with traffic flow. While stormwater management and street flooding issues saw slight improvements, they remain a challenge, with 24.5% of respondents dissatisfied with stormwater management. Beach management and shoreline protection remain high priorities, with 98.7% of respondents identifying them as important concerns.

- ✓ **Hurricane Preparedness and Emergency Response:** The town continues to receive high marks for emergency preparedness and storm response, particularly following Hurricanes Helene and Milton. 93.2% of respondents were satisfied with the town's response efforts, and 89% were satisfied with communication before, during, and after the storms. However, awareness of storm-related power outage risks and their impact on wastewater systems remains limited, suggesting a need for additional public education.

- ✓ **Town Ordinances and Public Awareness:** Residents reported limited awareness of certain town policies, including the tiered utility rate structure (34.6% familiarity) and vacation rental registration requirements (61.2% familiarity). Additionally, while 87.1% of those aware of irrigation restrictions follow the town's schedule, a majority of respondents (58.9%) remain unaware of these limitations. This suggests an opportunity for enhanced outreach efforts to ensure residents understand key regulations.

- ✓ **Breeze Transportation Service:** The Breeze Transportation Service remains underutilized, with only 5.5% of respondents reporting that they have used it. Awareness of the program remains low, with 43.3% of respondents indicating they were not familiar with the service. These findings suggest that additional marketing and outreach efforts may be necessary to encourage usage.

Key Recommendations

Based on the survey results, the following recommendations are suggested for town leadership:

1. **Continue addressing traffic congestion and infrastructure improvements.** Given ongoing dissatisfaction with traffic flow and stormwater management, further investment in traffic mitigation strategies, roadway maintenance, and flood prevention efforts should be prioritized.

2. **Enhance public awareness of key town policies and initiatives.** Low awareness of the tiered water rate structure, irrigation restrictions, and vacation rental policies suggests that expanded communication efforts could improve resident understanding and compliance.

3. **Increase opportunities for public engagement.** While satisfaction with town communications remains high, many residents remain neutral or dissatisfied with opportunities to participate in town government. Increased promotion of public meetings, town board openings, and civic engagement programs could address this gap.

4. **Improve outreach and promotion of the Breeze Transportation Service.** Given low awareness and adoption, increased marketing and potential adjustments to service options or hours may help boost participation in this town program.

5. **Maintain strong emergency preparedness efforts while increasing education on infrastructure vulnerabilities.** While the town's storm response remains highly rated, additional education on power outages and their effects on town systems could further strengthen preparedness.

By implementing these recommendations, Longboat Key can build upon its strengths while proactively addressing areas of concern, ensuring that the town continues to provide a high quality of life for residents and visitors alike.

Complete Report

INTRODUCTION

The 2025 Longboat Key Citizen Survey provides a comprehensive assessment of resident satisfaction with key aspects of life in the town, including quality of life, government services, infrastructure, public safety, and communication efforts. Conducted as part of the town's ongoing commitment to community engagement and service improvement, the survey allows town leaders to track trends in resident sentiment, identify priority concerns, and evaluate the effectiveness of policy initiatives. By maintaining a consistent methodology from previous years, the 2025 survey ensures comparability of results over time, offering valuable insights into both areas of continued success and opportunities for improvement.

Findings from the 2025 survey indicate that resident satisfaction remains exceptionally high across most areas of town life. Longboat Key continues to be widely regarded as an outstanding place to live, visit, and retire, with nearly all respondents rating their overall quality of life as excellent or good. Public safety, town aesthetics, and community reputation remain among the highest-rated attributes, while municipal services such as fire and emergency response, law enforcement, and general town operations continue to receive strong approval. However, persistent challenges remain, particularly in traffic congestion, infrastructure maintenance, and public transportation access, which have consistently been areas of concern for residents.

The survey also highlights important policy priorities and emerging trends. While beach management, fiscal sustainability, and hurricane preparedness remain at the forefront of public concerns, newer issues—such as the impact of rising property insurance costs, environmental sustainability initiatives, and the availability of on-demand transportation services—are becoming increasingly relevant in shaping community discussions. As Longboat Key continues to evolve, the survey provides a critical tool for town leaders to gauge public sentiment and make data-driven decisions that align with resident expectations. The following sections provide a detailed analysis of the survey results, offering a deeper look into resident feedback and key takeaways for future planning.

DATA AND METHODS

The 2025 Longboat Key Citizen Survey was conducted to assess resident satisfaction with various aspects of life in the town, including quality of life, government services, town communications, and policy priorities. The survey methodology remained identical to that of the 2024 study (and prior years) to ensure comparability of results over time. A total of 8,090 mailers were sent to residential addresses on Longboat Key, inviting residents to participate in the survey. Each mailer contained a unique survey code, allowing respondents to complete the survey online or request a paper copy if preferred. The survey remained open for responses over several weeks, with multiple reminders issued to encourage participation. In total, 1,126 completed responses were received, yielding a response rate of 13.9%.

The survey consisted of both closed-ended and open-ended questions designed to capture resident opinions on key town services, infrastructure, public safety, and overall governance. Most questions were structured as Likert-scale ratings (e.g., “Very Satisfied” to “Very Dissatisfied”) to allow for trend analysis and direct year-over-year comparisons. The survey also included multiple-choice and ranking questions for residents to indicate their top concerns and policy priorities. The 2025 instrument included several recurring questions from prior years, allowing for longitudinal analysis of resident sentiment. Additionally, new questions were introduced to assess familiarity with emerging town initiatives, such as the Breeze Transportation Service and awareness of lithium-ion battery safety risks.

Table 1 provides an overview of the demographic characteristics of survey respondents. The majority of respondents identified as male (53.2%) or female (41.6%), with 5.2% declining to answer. Longboat Key’s housing composition was reflected in the responses, with 70.1% of participants living in townhouses or condominiums, while 28.0% resided in single-family homes. A small percentage (1.5%) lived in apartments, and 0.4% selected “Other”. Homeownership remains the dominant status among respondents, with 99.6% reporting that they own their home, while only 0.4% rent.

In terms of residency duration, responses were well-distributed across long-term and newer residents:

- 23.7% of respondents have lived in Longboat Key for less than five years
- 27.5% for 5-10 years
- 24.1% for 11-20 years
- 24.8% for more than 20 years

Seasonal residency patterns remained evident, with 28.2% of respondents living in Longboat Key year-round (11-12 months per year), while 71.3% are seasonal residents who spend varying amounts of time on the island. Among these seasonal residents, the largest group (26.0%) reported staying 6-7 months per year, followed by 21.2% who stay 3-5 months.

These findings confirm that the survey responses are largely reflective of the long-term, homeowner-dominated, and retiree-oriented population that characterizes Longboat Key. While some responses come from newer residents and part-time seasonal occupants, the overwhelming majority of feedback reflects perspectives from those who live on the island for significant portions of the year.

Table 1. Profile of Survey Respondents

	Frequency	Percentage
What is your gender?		
Male	597	53.2
Female	467	41.6
No Answer	59	5.2
What type of home do you live in?		
Apartment	17	1.5
Town House of Condominium	788	70.1
Single Family Home	315	28.0
Other	4	0.4
Do you rent or own your home?		
Own	1,121	99.6
Rent	4	0.4
How long have you lived on Longboat Key?		
Less than 5 years	266	23.7
5-10 years	308	27.5
11-20 years	270	24.1
More than 20 years	278	24.8
How much of the year do you spend on Longboat Key?		
11-12 months	317	28.2
8-10 months	144	12.8
6-7 months	293	26.0
3-5 months	238	21.2
1-2 months	127	11.3
None of the Year	6	0.5

2025 CITIZEN SURVEY RESULTS

The 2025 Citizen Survey results provide a comprehensive assessment of resident satisfaction with various aspects of life in Longboat Key, including quality of life, community amenities, government services, town communications, and policy priorities. Overall, residents continue to express high levels of satisfaction with the town, particularly in areas such as safety, aesthetics, and overall reputation. However, persistent concerns remain regarding traffic congestion, infrastructure upkeep, and limited public transportation options. The survey also highlights strong approval of the town's hurricane preparedness and emergency response efforts, as well as varying levels of awareness and participation in key town initiatives. The subsections below provide a detailed summary of responses for each topic covered in the survey. These findings offer valuable insights into community priorities and areas where the town can enhance services and engagement efforts moving forward.

Quality of Life

Residents of Longboat Key continue to express a high level of satisfaction with their overall quality of life on Longboat Key (Table 2). In 2025, 97.1% of respondents rated the quality of life as either "excellent" or "good". The town remains a highly desirable "place to live", with 95.2% of respondents providing a positive rating. Longboat Key also continues to be regarded as an ideal retirement destination, with 94.1% of residents rating it favorably. And as a "place to visit", the town received its highest marks, with 94.8% of respondents offering a positive assessment.

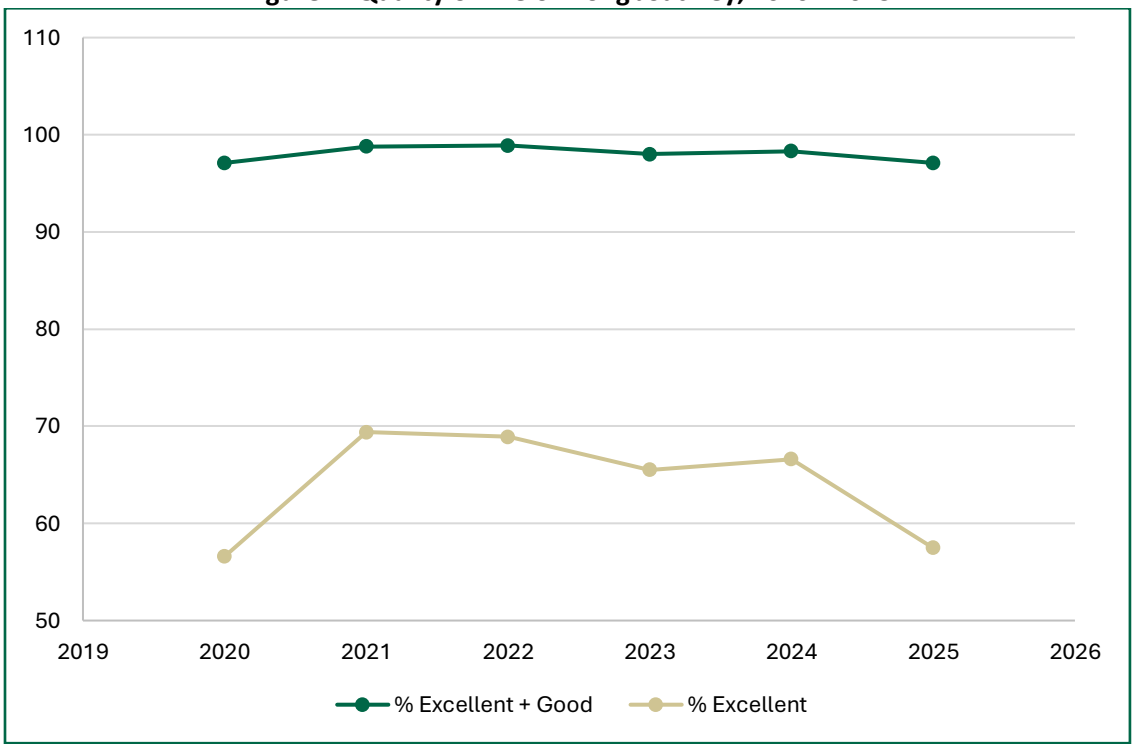
Table 2. Citizen Ratings of Quality of Life on Longboat Key (as % of row totals)

How would you rate the Town of Longboat Key in each of the following areas:	**Excellent**	**Good**	**Fair**	**Poor**	**Unsure**
Overall Quality of Life	57.5	39.6	2.6	0.4	-
As a Place to Live	58.1	37.1	3.6	0.6	0.6
As a Place to Retire	60.6	33.5	3.9	0.7	1.3
As a Place to Work	9.3	18.0	16.9	6.5	49.4
As a Place to Visit	65.9	28.9	2.7	0.5	2.1

While overall perceptions of Longboat Key are overwhelmingly positive, residents continue to report lower perceptions regarding the town as a place to work. In 2025, only 27.3% of respondents rated Longboat Key as an "excellent" or "good" "place to work", a slight increase from 26.1% in the prior year. But nearly half of all respondents (49.4%) selected "unsure" in response to this question, reflecting the Town's largely residential and retiree-driven population. These figures suggest that while Longboat Key excels in livability, its employment opportunities remain limited.

Figure 1 illustrates the stability of overall quality-of-life ratings in Longboat Key over the past five years. Since 2020, overall satisfaction with quality of life has remained consistently high, with nearly all respondents rating it as either "excellent" or "good" each year. In 2025, there was a slight decrease in the percentage of respondents who chose "excellent", though this is likely influenced by the severe impacts of recent storm events (such as Hurricanes Helene and Milton, discussed further below). The 2026 survey results will help the town better understand the long-term impact of these events on residents' quality of life.

Figure 1. Quality of Life on Longboat Key, 2020 - 2025



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When asked about their satisfaction with key characteristics of Longboat Key, residents provided strong ratings across multiple dimensions (Table 3). The overall reputation of the community remains one of its strongest attributes, with 96.4% of residents expressing satisfaction. The town's aesthetics also received high ratings, with 90.3% of respondents indicating they were either "very satisfied" or "somewhat satisfied." Safety continues to be a key strength of the community, with 97.7% of respondents expressing satisfaction with overall safety, reflecting a slight increase from the previous year's already high ratings.

Conversely, traffic congestion remains one of the most significant concerns for residents. In 2025, only 18.7% of respondents expressed any level of satisfaction with traffic flow, while a combined 61.4% reported being either "somewhat dissatisfied" or "very dissatisfied." While these figures represent a marginal improvement from 2024, traffic congestion continues to be a primary issue for many residents, particularly during peak seasonal months. Access to public transportation also remains a point of concern, with only 20.1% of respondents expressing satisfaction. Access to retail, dining, and entertainment was rated more favorably, with 72% of respondents indicating they were satisfied.

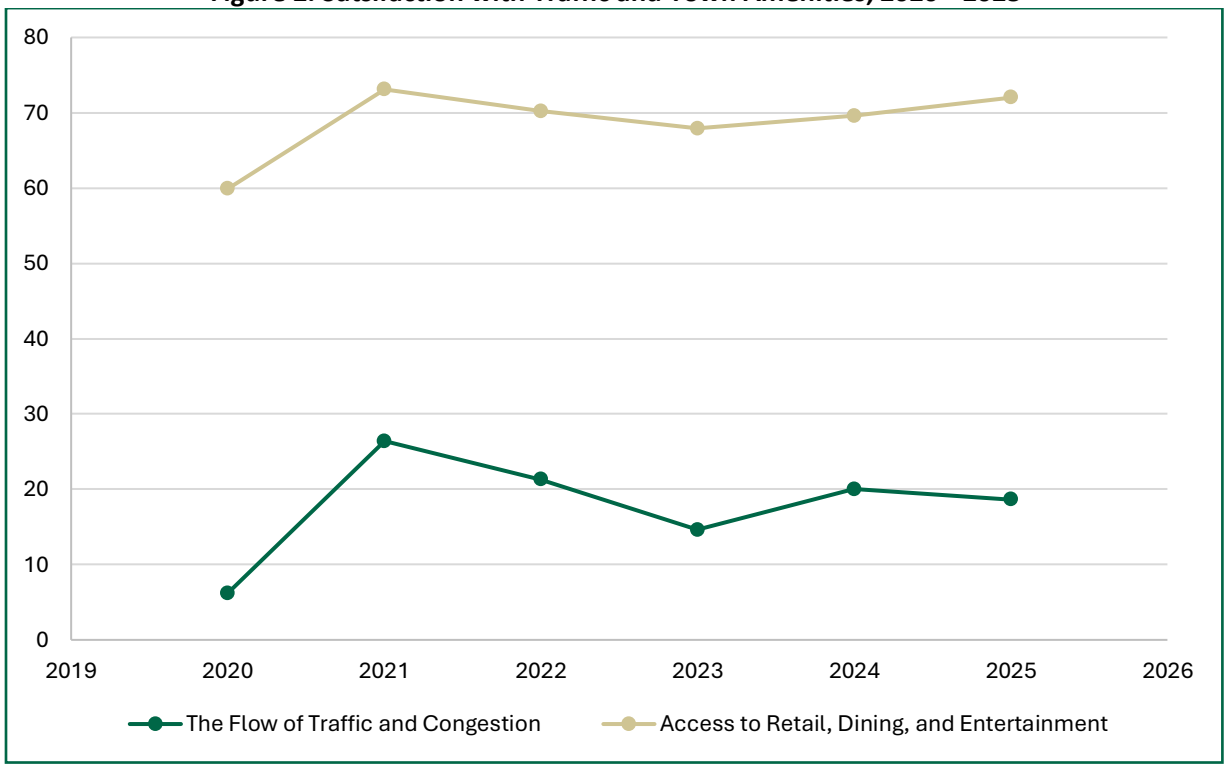
Table 3. Citizen' Satisfaction with Characteristics of Longboat Key (as % of row totals)

Please indicate your level of satisfaction with the following characteristics of Longboat Key?	**Very Satisfied**	**Somewhat Satisfied**	**Neither Satisfied / Dissatisfied**	**Somewhat Dissatisfied**	**Very Dissatisfied**
Overall Reputation of the Community	70.7	25.7	1.8	0.5	0.3
Overall Aesthetics of the Community	52.1	38.2	5.6	3.7	0.4
Overall Safety of the Community	79.9	17.8	1.0	0.7	0.6
Flow Traffic and Congestion	3.1	15.6	19.9	42.7	18.7
Access to Public Transportation	6.1	14.0	58.7	14.9	6.3
Access to Retail, Dining, & Entertainment	22.7	49.3	16.0	10.4	1.5

Ratings for overall safety were particularly strong, with nearly all respondents expressing satisfaction in 2025. The town's reputation and aesthetics have also continued to receive strong marks, with a slight increase in positive ratings in 2025. Satisfaction with access to retail, dining, and entertainment has remained stable but lower than other town amenities, reflecting ongoing limitations in commercial options within the town. Meanwhile, satisfaction with public transportation access remains low, with fewer than 25% of respondents expressing satisfaction in 2025. These trends suggest that while Longboat Key continues to excel in safety and aesthetics, concerns related to traffic and transportation persist.

Figure 2 presents trends in resident satisfaction with key aspects of traffic flow and town amenities over the past five years. Satisfaction with traffic congestion remains the lowest-rated aspect of town life, with fewer than 20% of respondents expressing any level of satisfaction in each year since 2020. While there was a slight increase in satisfaction with access to retail, dining, and entertainment options compared to 2024, these numbers have remained relatively consistent over the past 4 years.

Figure 2. Satsifaction with Traffic and Town Amenities, 2020 - 2025



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A comparative analysis of quality-of-life ratings with other Florida communities reveals that Longboat Key continues to outperform many neighboring areas. In 2025, 97% of residents rated their quality of life as either excellent or good, exceeding the ratings observed in Sarasota County (88%) and Hillsborough County (87%). The town's quality-of-life ratings were closely aligned with those of Dunedin (96%). Longboat Key continues to maintain a strong reputation for providing a high standard of living, with a higher percentage of residents reporting "excellent" ratings compared to many other communities in the region.

Table 4. Quality of Life, Comparative Analysis

Quality of life responses compared against other communities in Florida.	**Excellent**	**Good**	**Excellent + Good**
Longboat Key (2025)	57%	40%	97%
Sarasota County (2023)	49%	49%	88%
City of Dunedin (2024)	66%	30%	96%
Hillsborough County* (2021)	-	-	87%
City of Lakeland (2023)	28%	56%	84%
*measured as % very + somewhat satisfied;			

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Open-ended responses provided additional insights into residents' perceptions of quality of life (Table 5). Comments related to traffic and infrastructure dominated the responses, with 56.7% of open-ended comments addressing concerns related to congestion, road conditions, and pedestrian safety. While some respondents expressed appreciation for recent traffic management improvements, frustrations with road maintenance and seasonal congestion were common themes. Responses related to overall quality of life reflected a mix of praise and concerns. While 67.8% of respondents provided positive comments about Longboat Key's natural beauty, safety, and community engagement, 25.4% expressed concerns about maintaining the Town's character amid ongoing development.

Table 5. Analysis of Open-Ended Responses (Quality of Life)

Topic	Themes	Frequency	Sentiment
Traffic and Infrastructure	• Complaints about heavy traffic congestion, especially during peak tourist seasons. • Frustrations with road conditions, lack of traffic flow management, and poorly timed signals. • Concerns about insufficient parking, pedestrian safety, and bike lanes. • Calls for improvements to road maintenance, better public transportation options, and traffic enforcement.	56.7%	48.8% Positive 16.0% Neutral 35.2% Negative
Quality of Life	• Comments on the overall enjoyment of living in the area. • Praise for natural beauty, safety, and community engagement. • Concerns about maintaining the town's charm amid development and policy changes.	8.9%	67.8% Positive 6.8% Neutral 25.4% Negative
Business and Development	• Opinions on business growth, zoning regulations, and new commercial developments. • Some residents appreciate economic growth, while others express concern about overdevelopment. • Mixed views on whether new businesses are enhancing or harming the character of the town.	5.0%	54.5% Positive 15.2% Neutral 30.3% Negative
Tourism and Seasonal Residents	• Positive recognition of tourism as an economic driver. • Concerns about overcrowding during peak season, making daily life difficult for permanent residents. • Issues with short-term rentals and their impact on community stability.	3.8%	72.0% Positive 4.0% Neutral 24.0% Negative

Business and development remain areas of divided opinion. While 54.5% of respondents expressed positive sentiments about economic growth, 30.3% voiced concerns about overdevelopment and its potential impact on Longboat Key's small-town character. Tourism and seasonal residency continue to be seen as both a benefit and a challenge, with 72% of responses recognizing tourism as a vital economic driver, while 24% expressed concerns about overcrowding, particularly during peak seasons. These findings highlight the delicate balance between maintaining the town's appeal while managing growth and seasonal fluctuations.

Community Amenities

Familiarity with town amenities varies among residents, with some locations being more widely recognized than others (Table 6). Bayfront Park remains the most well-known town amenity, with 85% of residents reporting they are either "very familiar" or "somewhat familiar" with the park. Durante Park follows closely behind, with 74.1% of respondents indicating familiarity. Other amenities, such as Quick Point Nature Preserve and the Tennis Center, continued to receive lower familiarity ratings, with only 44.3% and 58.7% of respondents, respectively, reporting any level of familiarity. Bicentennial Park was the least recognized town amenity, with only 46.3% of respondents indicating awareness of it.

Table 6. Familiarity with Town Amenities (as % of row total)

How familiar are you with the Town of Longboat Key amenities provide at the following locations?	**Very Familiar**	**Somewhat Familiar**	**Not Very Familiar**	**Not at All Familiar**
Bayfront Park	52.1	32.9	11.2	3.8
Durante Park	42.5	31.6	17.9	8.0
Quick Point Nature Preserve	19.1	25.2	34.2	21.5
Tennis Center	23.7	35.0	23.8	17.6
Bicentennial Park	17.4	28.9	32.8	20.9
Town Center	41.9	40.1	12.6	5.3

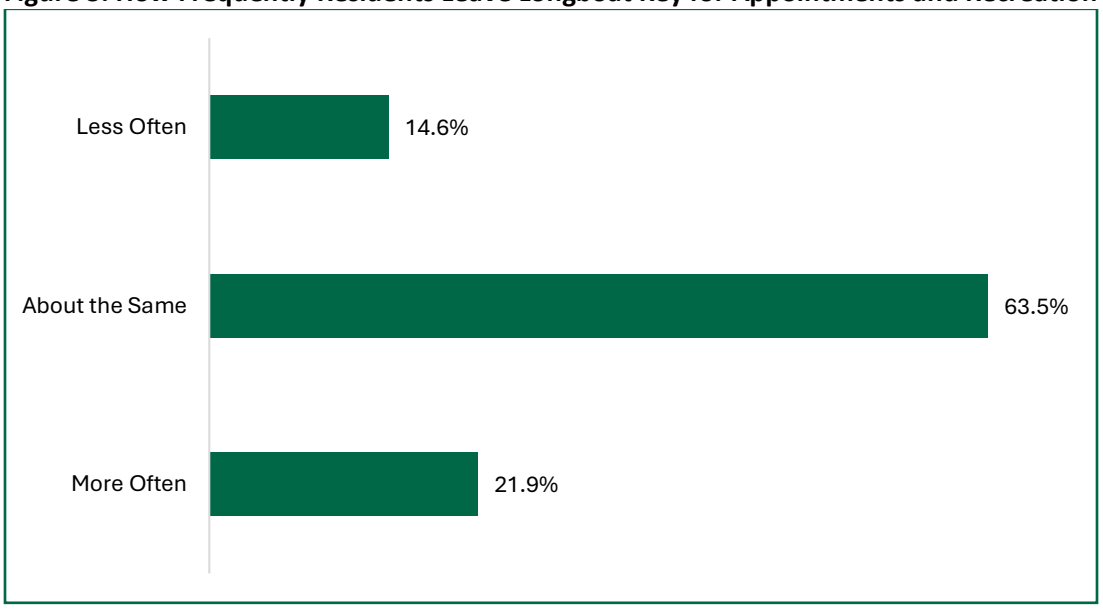
Satisfaction with town amenities remains high, particularly regarding the beaches, which continue to be one of Longboat Key's most valued features (Table 7). In 2025, 92.2% of respondents expressed satisfaction with the beaches, including 58.5% who were "very satisfied." Bayfront Park also received high ratings, with 79.7% of respondents expressing satisfaction. Other parks, including Durante Park and Quick Point Nature Preserve, received more moderate satisfaction ratings, with higher percentages of respondents selecting "neither satisfied nor dissatisfied." The Town Center, received a satisfaction rating of 66.4%, reflecting an increase from the previous year as more residents become familiar with its offerings.

Table 7. Citizen' Satisfaction with Town Amenities (as % of row total)

Please indicate your level of satisfaction with the following characteristics of Longboat Key?	**Very Satisfied**	**Somewhat Satisfied**	**Neither Satisfied / Dissatisfied**	**Somewhat Dissatisfied**	**Very Dissatisfied**
Beaches	58.5	33.7	3.8	3.1	0.9
Bayfront Park	41.1	38.6	19.1	1.0	0.2
Durante Park	31.1	38.9	28.4	1.0	0.6
Quick Point Nature Preserve	17.6	31.2	48.8	1.4	0.9
Tennis Center	22.5	23.6	52.4	0.6	0.9
Town Center	25.1	41.3	30.4	2.4	0.8
Way-Finding Signage	22.1	43.1	29.5	4.3	1.1

As noted above, traffic remains a key factor influencing residents' satisfaction with their quality of life on Longboat Key. A question in the 2025 survey asked residents how frequently they leave Longboat Key for appointments and recreation. The results indicate that 63.5% of respondents leave the island for these purposes with about the same frequency as they did the year prior. Conversely, one-in-five residents (21.9%) report leaving the island more frequently than the previous year for these same reasons.

Figure 3. How Frequently Residents Leave Longboat Key for Appointments and Recreation



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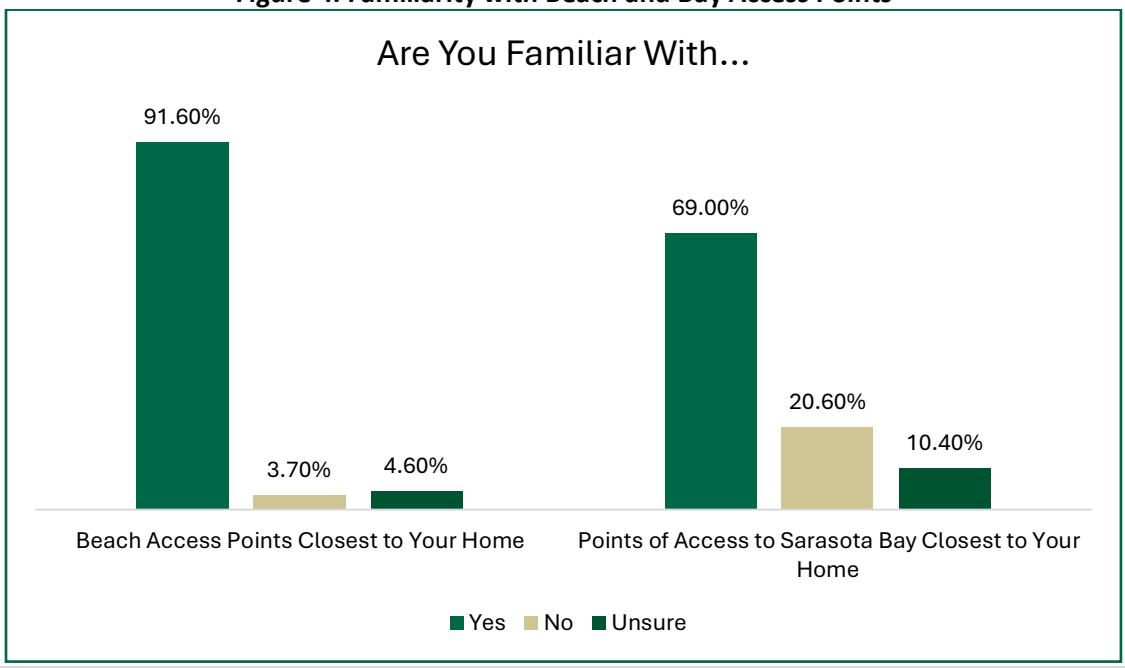
Beach and bay access familiarity also varied among respondents (Figure 4). While the majority of residents reported being familiar with nearby beach access points, a notable portion (31%) expressed uncertainty about the nearest Bay access locations. This suggests an opportunity for the town to enhance communication regarding public access to waterfront areas, though it's important to note that these responses do not necessarily translate to dissatisfaction, as not all residents will desire use of these Bay access points.

Figure 4. Familiarity with Beach and Bay Access Points



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The town also sought input on its beach management policies, specifically whether residents support maintaining natural beaches by not raking seaweed to preserve habitats for shorebirds and wildlife (Table 8). The results were divided, with total of 45.7% of respondents expressing support for this policy, while 46.3% opposed it. These results indicate a nearly even split in public opinion, suggesting that any future policy decisions related to beach maintenance may require additional community engagement. Reported compliance with local ordinances related to beach access and pet restrictions was high. In total, 94.6% of respondents reported awareness of the Town's prohibition on pets at public beaches, and 99.1% indicated compliance with this policy.

Table 8. Beach Policies and Ordinances

	Frequency	Percentage
Would you support or oppose keeping Longboat Key's beaches "natural", which would include not raking up seaweed at the shoreline to protect feeding and nesting habitats for shorebirds and other wildlife?		
Strongly Support	215	19.1
Somewhat Support	299	26.6
Somewhat Oppose	286	25.4
Strongly Oppose	235	20.9
Unsure	90	8.0
Are you aware of Town Code section 92.04, which prohibits dogs and pets from all public beaches, public beach access points, and Greer Island Park?		
Yes	1,063	94.6
No	61	5.4
Do you comply with these prohibitions?		
Yes	1,070	99.1
No	10	0.9

Participation in community events at Town Center appeared to increase in 2025, with 58.7% of respondents attending seasonal markets, making it the most attended event (Table 9). Attendance at other events varied, with 42.7% of residents attending the annual Community Open House, 22.5% attending concerts, and 14% attending the Fine Arts Show. These findings suggest strong community engagement in town-sponsored events, particularly those with recurring seasonal offerings.

Table 9. Attendance at Town Center Events (in 2024)

Topic	Number	Percentage
Concerts	244	22.49%
Community Open House	470	42.69%
Fine Arts Show	149	14.00%
Seasonal Markets	656	58.73%

Government Services

Satisfaction with government services provided by Longboat Key remained high in 2025, with most municipal services receiving strong ratings from residents (Table 10). Police services continue to be one of the most well-regarded aspects of town governance, with 85.9% of respondents indicating they were either “very satisfied” or “somewhat satisfied.” This reflects a slight increase from the previous year, reinforcing residents’ confidence in the effectiveness of local law enforcement. Fire and ambulance services received even higher marks, with 84.8% of respondents reporting satisfaction, and only 0.3% expressing dissatisfaction. Similarly, emergency management services were rated favorably by 86% of respondents, demonstrating continued trust in the town’s preparedness for emergency situations.

Table 10. General Satisfaction with Longboat Key's Public Services (as % of row total)

Please indicate your level of satisfaction with the quality of the following services provided by the Town of Longboat Key:	Very Satisfied	Somewhat Satisfied	Neither Satisfied / Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
Police Services	57.0	28.9	11.6	2.2	0.4
Fire & Ambulance Services	61.8	23.0	14.9	0.0	0.3
Emergency Management	56.4	29.6	11.7	1.4	0.9
Maintenance of Streets/Sidewalks	29.3	43.8	11.4	11.6	3.9
Solid Waste Services	39.2	45.3	11.8	3.1	0.5
Parks and Town Facilities	39.6	44.7	13.7	1.6	0.4
Water & Wastewater Utilities	29.1	46.0	18.0	4.8	2.1
Storm Water Management	18.1	32.7	24.7	18.4	6.1
Permitting	15.4	24.0	47.0	7.8	5.9
Code Enforcement	16.8	26.5	47.6	5.3	3.8
General Town Administration	29.1	42.7	23.9	2.7	1.7

Infrastructure and maintenance services received more mixed reviews. Satisfaction with street and sidewalk maintenance improved slightly from the prior year, with 73.1% of respondents expressing some level of satisfaction. However, dissatisfaction remained relatively high, with 15.5% of respondents indicating they were either "somewhat dissatisfied" or "very dissatisfied." Stormwater management continued to be an area of concern, with only 50.8% of respondents expressing satisfaction, and 24.5% indicating dissatisfaction. While these ratings

reflect an ongoing challenge, they represent a modest improvement from the previous year. Water and wastewater utilities were viewed more favorably, with 75.1% of respondents expressing satisfaction, though 6.9% indicated dissatisfaction.

Satisfaction with permitting and code enforcement remained lower than other services. In 2025, 39.4% of respondents expressed satisfaction with the town's permitting process, while 13.7% reported dissatisfaction. Similarly, 42.3% of respondents were satisfied with code enforcement, while 9.1% were dissatisfied. A significant portion of respondents remained neutral on these issues, with nearly half of all respondents selecting "neither satisfied nor dissatisfied." These results suggest that while the town's regulatory services do not generate widespread dissatisfaction, they also do not inspire strong positive sentiment among residents.

A separate analysis of end-user satisfaction with public services revealed even higher ratings among those who have directly interacted with various town departments (Table 11). Among residents who had personal experience with police services, 84.4% expressed satisfaction. Similarly, 99.4% of those who used fire and ambulance services reported being satisfied, indicating extremely high levels of confidence in these emergency response systems. In contrast, permitting and code enforcement services continued to receive lower ratings from direct users, with 52.2% of respondents reporting satisfaction with permitting and 60.6% expressing satisfaction with code enforcement. These results suggest that while many residents may hold neutral opinions on these services, those who engage with them tend to have more defined views.

Table 11. End-User Satisfaction with Longboat Key's Public Services (as % of row total)

Please indicate your level of satisfaction with the quality of the following services provided by the Town of Longboat Key:	**Very Satisfied**	**Somewhat Satisfied**	**Neither Satisfied / Dissatisfied**	**Somewhat Dissatisfied**	**Very Dissatisfied**
Police Services (n=173)	68.8	15.6	6.4	7.5	1.7
Fire & Ambulance Services (n=157)	91.1	8.3	0.6	0.0	0.0
Parks and Town Facilities (n=755)	46.3	44.8	6.2	2.2	0.5
Permitting (n=348)	19.9	32.3	22.3	12.8	12.8
Code Enforcement (n=157)	25.3	35.3	16.0	10.0	13.3
General Town Administration (n=414)	387	40.7	14.3	3.3	3.1

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Familiarity with key Town services varies among residents (Table 12). In 2025, only 39.2% of respondents reported familiarity with wellness checks offered by the Longboat Key Fire Rescue Department. Awareness of electronic permitting and inspection services was relatively low, with only 32.6% of respondents reporting that they are familiar with electronic permit applications and 23.5% familiar with electronic inspections. Awareness of water utility services, such as leak detection and potential bill adjustments, was also limited, with less than 30% of respondents reporting familiarity with these offerings. These findings suggest an opportunity for the Town to expand communication about available services to ensure residents are aware of the resources and benefits available to them.

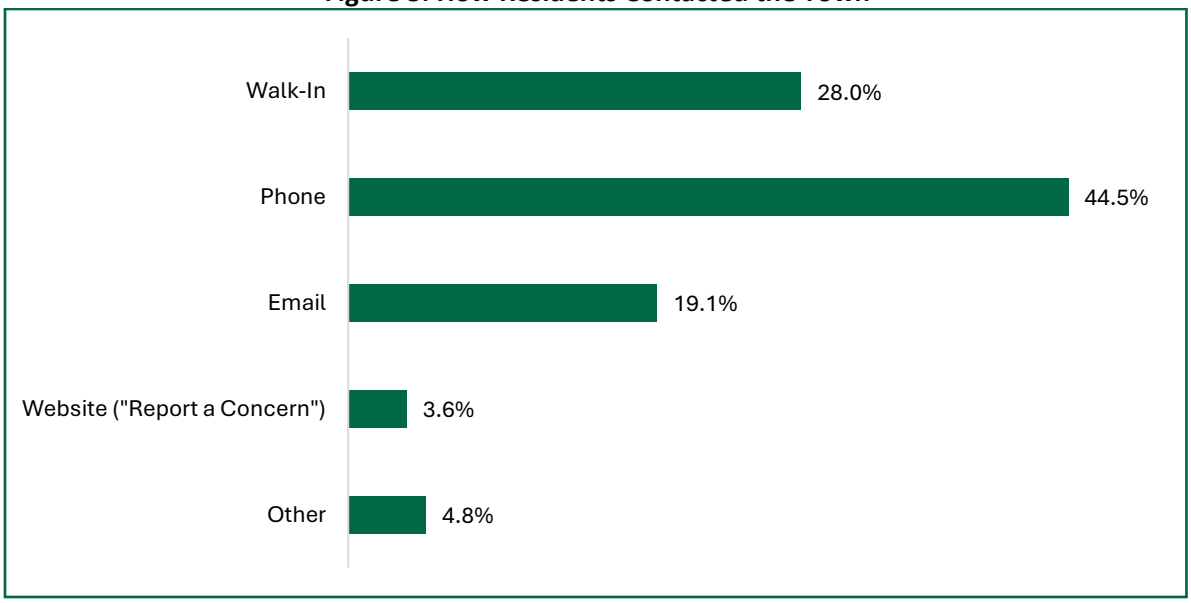
Table 12. Familiarity with Key Town Services (as % of row total)

Please indicate your level of familiarity with the following services available through the Town of Longboat Key:	**Yes, I've Used this Service**	**I'm Familiar but Haven't Used this Service**	**No, I'm Not Familiar**
Wellness Checks by Longboat Key Fire Rescue Department	2.9	36.3	60.8
Electronic Permit Applications	6.9	25.7	67.4
Electronic Inspections	3.9	19.6	76.4
Public Works Checks for Leaks in Water Utility System	4.1	26.6	69.4
Potential Bill Adjustments for Repaired Leaks in Water Utility System	5.5	22.2	72.3
Potential Credits to Utility Bill for Water Used to Fill Pool	7.8	17.8	74.4

Town Interactions

Among the 1,126 respondents, a total of 420 (37.3%), reported having contacted the town for assistance in the past six months. As in prior years, digital engagement was relatively low, with phone (44.5%) and walk-in (28%) being the most common means of reaching out for assistance. Conversely, only 19.1% contacted the Town via email, while less than 5% (3.6%) opted to use the Town's online "Report a Concern" link (Figure 5).

Figure 5. How Residents Contacted the Town



Among these residents, interactions with town officials were generally positive (Table 13). The majority of respondents found it easy to contact the appropriate town official or department, with 85% either "strongly agreeing" or "agreeing" that the process was accessible. Similarly, 88.5% of respondents agreed that town employees were courteous and respectful, while 81.6% felt that town staff were knowledgeable. These ratings reflect a high level of professionalism and accessibility among town personnel.

Table 13. Satisfaction Related to Interactions with Town Officials (as % of row total)

Please indicate your level of agreement with each of the following statements:	**Strongly Agree**	**Agree**	**Neither Agree / Disagree**	**Disagree**	**Strongly Disagree**
It was easy to contact the appropriate town official or department	44.4	40.6	8.6	4.1	2.4
My concern was addressed in a reasonable time	42.9	30.2	8.2	13.2	5.5
My concern was completely resolved	37.1	26.3	15.1	12.2	9.3
Town employees were courteous and respectful	60.1	28.4	8.4	2.6	0.5
Town employees were knowledgeable	52.4	29.2	12.9	3.1	2.4
I was satisfied with my experience	47.5	23.2	11.5	11.2	6.7

While overall satisfaction with town interactions remains strong, some residents reported challenges in resolving concerns. When asked whether their concern was addressed in a reasonable time, 73.1% of respondents agreed, while 18.7% disagreed. Additionally, 63.4% of respondents agreed that their concern was completely resolved, while 21.5% disagreed. These figures indicate that while the majority of residents had positive experiences with town staff, a subset of respondents encountered difficulties in achieving full resolution of their issues.

Overall Direction of the Town

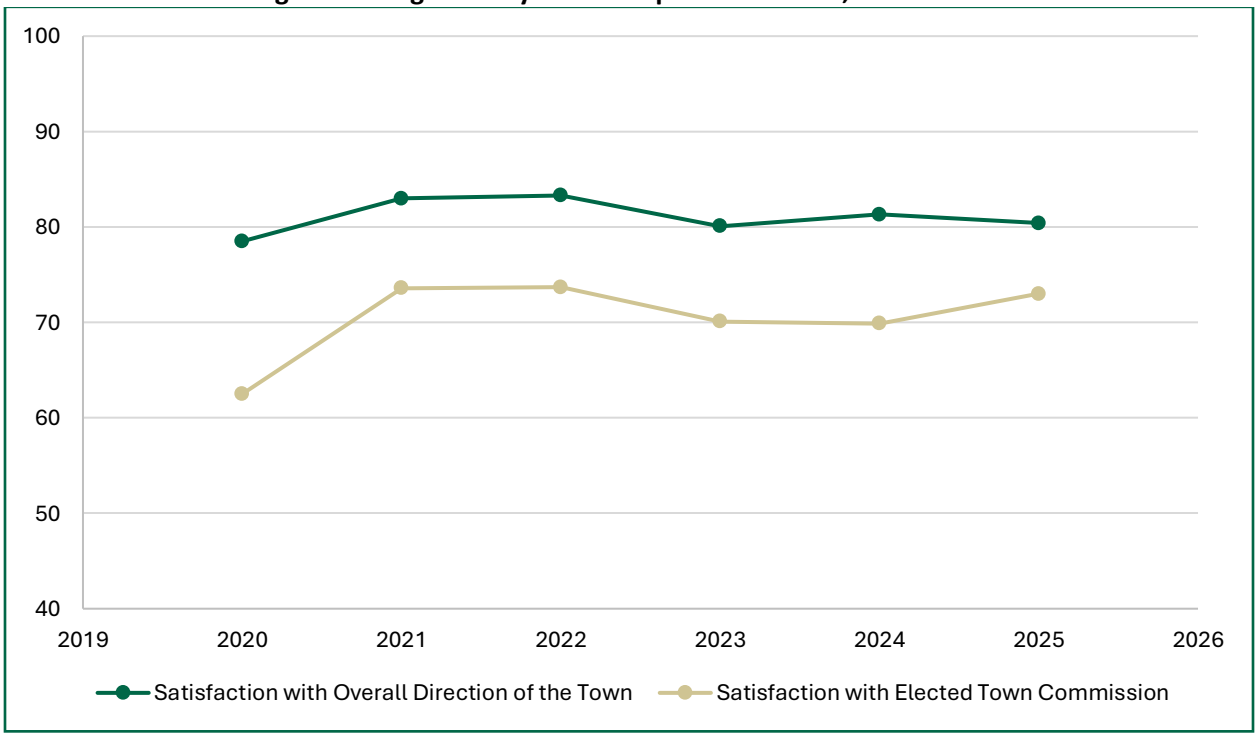
Public sentiment regarding the overall direction of Longboat Key remains positive, though with some variation from previous years. In 2025, 80.5% of respondents reported being satisfied with the town's overall direction, a slight decrease from the previous year (Table 14). The percentage of respondents who were "very satisfied" declined marginally from 32.1% in 2024 to 30.2% in 2025, while the proportion of residents who were "dissatisfied" increased slightly to 5.6%.

Table 14. Satisfaction Related to Interactions with Town Officials

How satisfied are you with…	Very Satisfied	Satisfied	Neither Satisfied / Dissatisfied	Dissatisfied	Very Dissatisfied
The overall direction that the Town of Longboat Key is taking	30.2	50.3	14.0	4.5	1.1
The job that the elected Town Commission is doing to serve the residents of Longboat Key	27.8	45.2	21.4	3.9	1.7

Satisfaction with the performance of the elected Town Commission remained stable, with 73% of respondents indicating they were satisfied with the commission's work. However, the percentage of respondents who were "very satisfied" declined slightly from 29.4% in 2024 to 27.8% in 2025 (Figure 6). Meanwhile, the proportion of respondents who were dissatisfied with the Town Commission's performance remained low at 5.6%, indicating that, there is no widespread dissatisfaction with town leadership.

Figure 6. Longboat Key Leadership and Direction, 2020 – 2025



Town Communications

Satisfaction with town communication efforts continues to be generally positive, though certain areas show room for improvement (Table 15). In 2025, 76.7% of respondents expressed satisfaction with their access to information about town services, a slight increase from the prior year. The percentage of respondents who were satisfied with the town's efforts to keep citizens informed remained high at 85.6%, with 51.5% "very satisfied." These findings indicate that the town continues to do a strong job in disseminating information to residents.

Engagement in town government remains more limited. When asked about opportunities to participate in town affairs, 47.5% of respondents expressed satisfaction, while 3.5% indicated dissatisfaction. A significant portion of respondents (48.9%) remained neutral on the issue, suggesting that many residents may not actively seek involvement in town governance.

Table 15. Satisfaction with Town Communication Efforts (as a % of row totals)

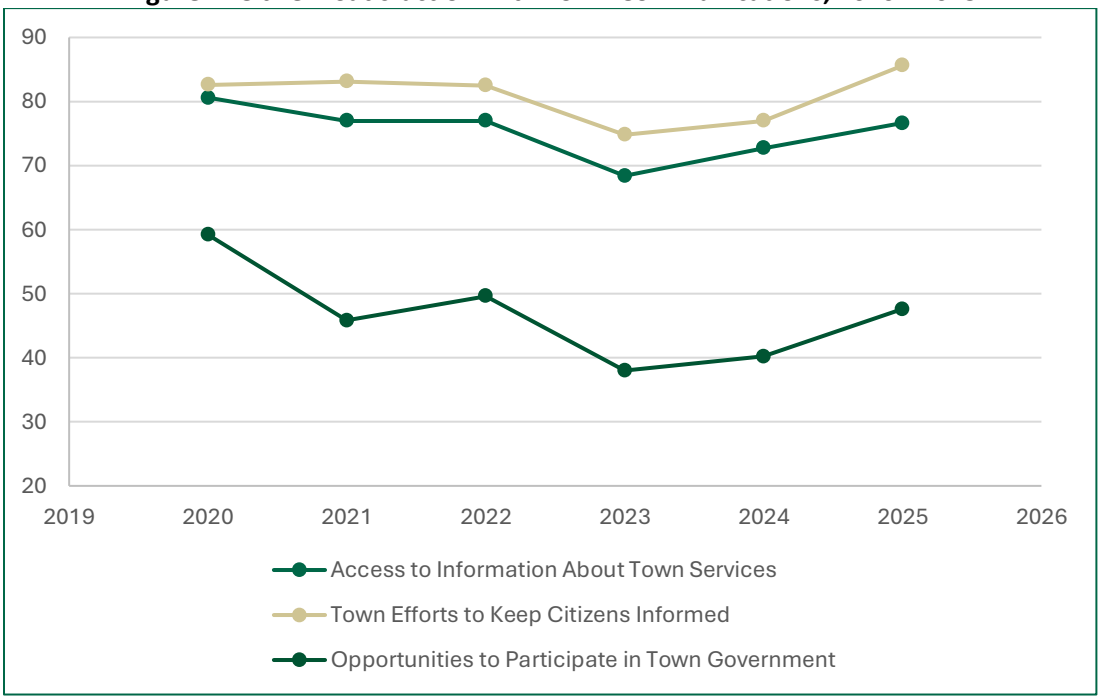
Please indicate your level of satisfaction with each of the following:	**Very Satisfied**	**Somewhat Satisfied**	**Neither Satisfied / Dissatisfied**	**Somewhat Dissatisfied**	**Unsure**
Access to information about Town services	38.5	38.2	20.6	2.3	0.5
Town efforts to keep citizens informed	51.5	34.1	11.1	2.7	0.6
Opportunities to participate in Town government	26.1	21.4	48.9	3.0	0.5
The Town's social media sites	26.4	28.4	42.2	2.5	0.4

Social media remains a relatively undervalued information source, with only 54.8% of respondents expressing satisfaction with the town's social media presence (. While this reflects a modest increase from the prior year, 42.2% of respondents remained neutral on the issue. These results suggest that while social media is a useful communication tool, traditional channels may still be more effective for reaching the broader community.

Figure 7 illustrates trends in citizen satisfaction with the town's communication efforts over the past five years. Overall, satisfaction with access to information about town services

has remained consistently high, with 76.7% of respondents in 2025 indicating they are either "very satisfied" or "somewhat satisfied." This marks a slight increase from the previous year, suggesting that the town's communication channels continue to be effective in providing residents with relevant service-related information.

Figure 7. Citizen' Satisfaction with Town Communications, 2020 - 2025

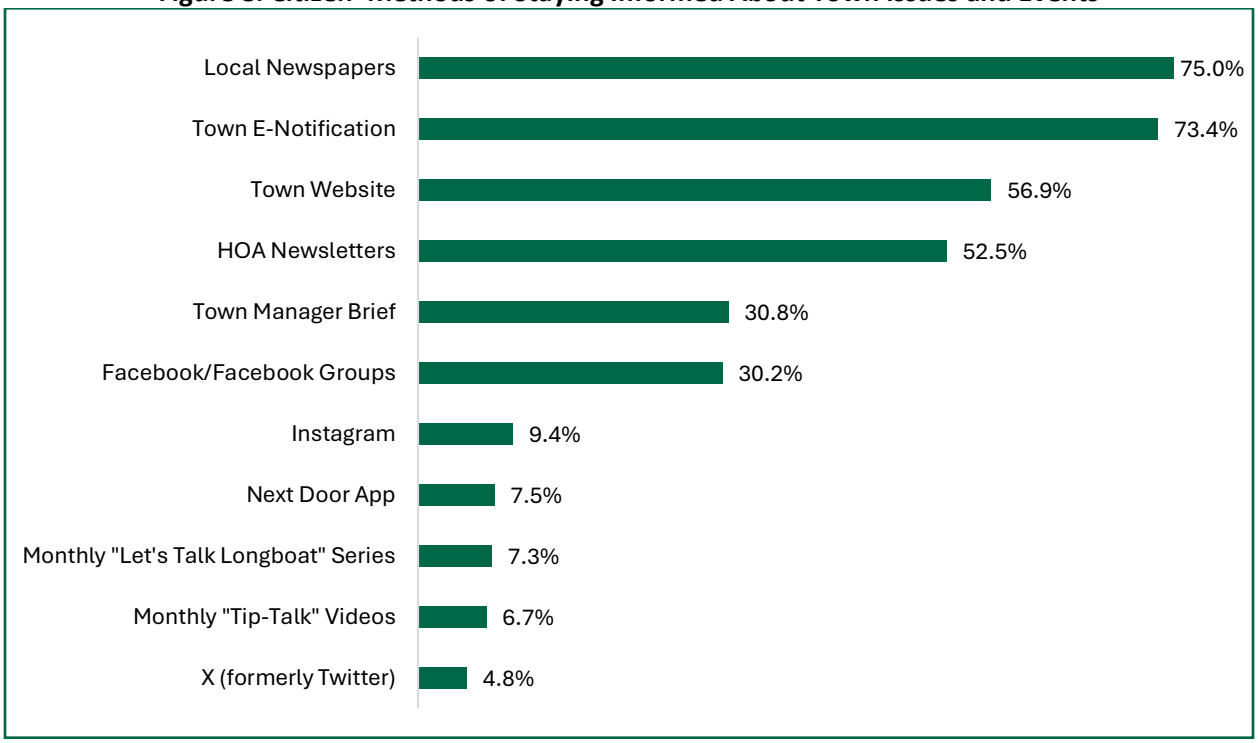


Satisfaction with the town's efforts to keep residents informed has also remained strong, with 85.6% of respondents expressing satisfaction in 2025. The percentage of respondents who are "very satisfied" with the town's communication efforts has steadily increased since 2020, indicating that ongoing outreach initiatives have been well received by the community. However, opportunities for residents to participate in town government continue to receive lower satisfaction ratings. In 2025, only 47.5% of respondents expressed satisfaction with the opportunities available for civic engagement, with nearly half of respondents selecting "neither satisfied nor dissatisfied." While up from the prior year, these data suggest that while the town effectively communicates information to residents, greater efforts may be needed to actively engage them in local governance.

Figure 8 illustrates the various ways residents of Longboat Key stay informed about town issues and events. The most commonly used sources of information continue to be the town's official emails and website, with a majority of respondents relying on these platforms for updates. Local newspapers and newsletters also remain a widely used source. Word of

mouth and direct communication with town officials were cited as secondary sources of information, though they are less frequently used compared to digital and print sources. Social media platforms remain a less prominent source of information compared to more traditional communication methods. The findings suggest that while the town's current communication strategies are effective in reaching most residents, there may be opportunities to enhance engagement through more targeted outreach and improved utilization of digital platforms.

Figure 8. Citizen' Methods of Staying Informed About Town Issues and Events



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Familiarity with key town initiatives was varied (Table 16). Awareness of the town's short-term rental restrictions remains high, with 71.2% of respondents reporting familiarity. However, familiarity with other initiatives, such as the annual Hurricane Seminar and the Citizen Academy, remains lower. Only 52.9% of respondents were aware of the town's Hurricane Seminar, while 24.5% were familiar with the Citizen Academy. These results indicate that while some initiatives are well known, others may require additional outreach to increase awareness and participation.

Table 16. Familiarity with Town Initiatives (as % of row totals)

How familiar are you with each of the following Town of Longboat efforts?	Very Familiar	Somewhat Familiar	Not Very Familiar	Not at All Familiar
The Chamber of Commerce & Town's Annual Hurricane Seminar	18.3	34.6	22.9	24.1
The Town's Annual Citizen Academy	8.5	16.0	29.1	46.5
Opportunities to Serve on Town Board's	8.1	28.0	30.22	33.7
The Town's Short-Term Rental Restrictions	28.6	42.6	16.0	12.8
Community Open House	9.5	26.4	31.0	33.2
Town Hall Art Exhibit	13.2	32.8	27.1	26.9

Policy Priorities

Residents of Longboat Key continue to place strong emphasis on infrastructure, environmental sustainability, and public safety as key policy priorities for the town (Table 17). In 2025, beach management and shoreline protection remained the highest-rated concern, with 98.7% of respondents indicating that it is either "very important" or "somewhat important." This reflects continued awareness of coastal preservation issues, a trend that has remained consistent in recent years. Infrastructure upkeep was identified as a top concern as well, with 98.7% of respondents rating it as important, including 82.2% who categorized it as "very important."

Traffic congestion and safety remain a significant issue for residents as well, with 98% of respondents rating it as important, including 84.7% who identified it as "very important." This level of concern is nearly identical to 2024, suggesting that despite ongoing town efforts, residents remain frustrated with congestion on the island, particularly during peak seasonal months. Street flooding was also a top priority, with 95.3% of respondents indicating that addressing flooding is important, a slight increase from the prior year.

Table 17. Importance of Town Policy Priorities (as % of row total)

In your opinion, how important is it for the Town of Longboat Key to address each of the following issues in the coming years?	Very Important	Somewhat Important	Neither Important / Unimportant	Somewhat Unimportant	Very Unimportant
Beach Management/Shoreline Protection	84.2	14.5	1.0	0.2	0.2
Sea-Level Rise (Adaptation Plan)	65.1	21.9	6.8	2.3	3.9
Canal Dredging	34.4	37.6	19.0	5.7	3.4
Street Flooding	73.2	22.1	3.7	0.6	0.5
Redevelopment of Aging/Non-Conforming Properties	35.6	36.8	18.6	5.4	3.6
Infrastructure Upkeep	82.2	16.5	0.9	0.2	0.3
Fiscal Sustainability	78.0	19.4	2.4	0.1	0.1
Traffic (Congestion/Safety)	84.7	13.3	1.3	0.5	0.3
New Waste-Water Line to the Mainland	68.9	24.9	5.4	0.5	0.4
Environmental Initiatives	47.2	31.7	14.1	3.9	3.1

Fiscal sustainability remains a primary issue, with 97.4% of respondents identifying it as an important policy area, including 78% who categorized it as “very important.” This marks a slight decrease from 2024, though financial responsibility continues to be a central concern for residents. Several environmental initiatives saw increased support in 2025. Concern about sea-level rise remains high, with 87% of respondents identifying adaptation planning as an important issue, an increase from 2024. Support for environmental initiatives more broadly was also strong, with 78.9% of respondents rating them as important. Canal dredging received

mixed responses, with 72% of residents identifying it as important, but only 34.4% rating it as "very important."

A comparative analysis of the most pressing issues over the past three years reveals consistency in residents' highest-priority concerns (Table 18). Traffic congestion remained the top-rated issue for the third consecutive year, with 63.7% of respondents identifying it as the most important problem facing the town. Property insurance costs remained the second most frequently cited concern, with 50.3% of residents listing it as a key issue. Beach erosion was the third-most pressing concern, with 37.5% of respondents identifying it as a major issue, reflecting a slight increase from the previous year. These results suggest that while some issues remain persistent challenges, others, such as property insurance and beach erosion, are becoming increasingly significant concerns for residents.

Table 18. Three Year Trend of Most Important Issues Facing Longboat Key

2023	2024	2025
Traffic Congestion (69.7%)	Traffic Congestion (62.7%)	Traffic Congestion (63.7%)
Property Insurance Costs (51.8%)	Property Insurance Costs (58.2%)	Property Insurance (50.3%)
Red-Tide (44.1%)	Beach Erosion (35.8%)	Beach Erosion (37.5%)

Town Ordinances and Policies

The 2025 survey also assessed residents' awareness and compliance with key town ordinances and policies related to utilities, environmental regulations, and public safety. Awareness of the town's tiered utility rate structure, which is designed to encourage water conservation by increasing rates for higher usage, remains limited (Table 19). In 2025, 34.6% of respondents indicated that they were familiar with the policy, while 65.4% reported that they were not aware of it. These figures suggest that additional public outreach may be necessary to ensure that residents understand the town's approach to water conservation.

Familiarity with storm-related power outage risks and their potential impact on the town's wastewater system was somewhat higher, with 59.5% of respondents reporting that they were at least "somewhat familiar" with these issues. However, 40.6% of respondents indicated that they were "not very familiar" or "not at all familiar" with how power outages could affect wastewater services. These results suggest an opportunity for further education on storm resilience and infrastructure vulnerabilities.

Table 19. Familiarity with Town Ordinances and Policies

	Frequency	Percentage
Are you familiar with the Town's tiered utility rate fees, which raise rate incrementally based on higher usage to encourage water conservation?		
Yes, very familiar	115	10.2
Yes, but only somewhat familiar	274	24.4
No, I'm mot familiar with this	736	65.4
How familiar are you with how storm-related power outages can result in shutdowns of some, or all, of the Town's wastewater system and service?		
Very Familiar	275	24.5
Somewhat Familiar	393	35.0
Not Very Familiar	234	20.8
Not at All Familiar	222	19.8
Are you familiar with the Town's "Irrigation Schedule" that allows watering two days per week, regardless of the source of the water?		
Yes	461	41.1
No	660	58.9
Do you adhere to the Town's "Irrigation Schedule"?		
Yes, I personally adhere to this schedule.	281	27.9
Yes, I require my landscaper to adhere	596	59.2
No	129	12.8

Adherence to the town's irrigation schedule, which allows watering two days per week regardless of the water source, remains high among respondents who were aware of the policy. Among those who reported familiarity, 87.1% stated that they personally adhere to the schedule or require their landscaper to do so. However, 58.9% of respondents reported being unaware of the irrigation restrictions, indicating that increased outreach may be needed to enhance compliance.

The survey also assessed residents' awareness of the town's vacation rental registration policy, which requires properties rented for six months or less in a residential zone to be

registered with the town and obtain a business tax receipt (Table 20). In 2025, 61.2% of respondents reported being familiar with this requirement, while 38.8% indicated that they were unaware of it. These results suggest that while a majority of residents understand the policy, additional efforts may be needed to ensure full compliance.

Infrastructure improvements by Verizon and AT&T to enhance cellular service on the island have yielded mixed results. In 2025, 52.7% of respondents indicated that they had experienced some level of improvement in service, while 47.3% reported no improvement. These results indicate that while network enhancements have benefited some residents, challenges with cellular connectivity remain.

.**Table 20. Familiarity with Town Ordinances and Policies (cont.)**

	Frequency	Percentage
Are you familiar with the Town's Vacation Rental Registration, which requires any property that is rented in a residential zone district for 6 months or less to register with the Town and obtain a Business Tax Receipt as well as an inspection?		
Yes	687	61.2
No	435	38.8
With the enhancements to infrastructure recently made by Verizon and AT&T, have you experienced improved cellular service on the island?		
Yes, I've experienced significant improvements	173	15.5
Yes, I've experienced minor improvements	416	37.2
No, I've not experienced improvements	528	47.3
How familiar are you with the safety issues associated with lithium-ion batteries (i.e. those found in electric vehicles, e-bikes, wheelchairs, tools, toys, etc.), as well as the safety protocols for avoiding fire hazards and other risks?		
Very Familiar	481	42.7
Somewhat Familiar	469	41.6
Not Very Familiar	132	11.7
Not at All Familiar	44	3.9

The survey also gathered insights into residents' awareness of lithium-ion battery safety risks, particularly concerning e-bikes, electric vehicles, and battery-powered tools. A majority of respondents (84.3%) reported some level of familiarity with safety protocols for handling lithium-ion batteries, including 42.7% who stated they were "very familiar" with the risks. However, 15.6% of respondents indicated that they were "not very familiar" or "not at all familiar" with lithium-ion battery safety issues, suggesting an opportunity for additional public education on this topic.

Hurricane Response and Preparedness

Residents of Longboat Key continue to express high levels of confidence in the town's hurricane response and preparedness efforts. Following Hurricanes Helene and Milton, 93.2% of respondents indicated they were either "very satisfied" or "somewhat satisfied" with the town's response and recovery efforts (Table 22). Only 6.9% of respondents expressed any level of dissatisfaction with the town's post-storm recovery operations. These results indicate that Longboat Key's emergency management and storm response protocols remain highly effective in the eyes of the community.

Table 21. Hurricane Preparedness

	Frequency	Percentage
How prepared is your household if a major hurricane were to impact Longboat Key?		
Very Prepared	548	48.8
Somewhat Prepared	511	45.5
Not Very Prepared	40	3.6
Not at All Prepared	7	0.6
Unsure	17	1.5
How prepared was your household for Hurricanes Helene and Milton?		
Very Prepared	486	43.4
Somewhat Prepared	467	41.7
Not Very Prepared	86	7.7
Not at All Prepared	9	0.8
Other	73	6.5
Did you evacuate the island ahead of Hurricanes Helene and Milton		
I evacuated for Helene but not Milton	33	3.2
I evacuated for Milton but not Helene	131	12.5
I evacuated for both storms	834	79.7
I did not evacuate for either storm	49	4.7

The town's communication efforts before, during, and after the storms were also rated favorably (Table 22). A total of 89% of respondents reported that the town communicated effectively with residents throughout the storm events. Only 3.4% of respondents indicated that they were dissatisfied with the town's communication efforts, while 7.6% were unsure. These findings suggest that the town's emergency notification system, outreach through town officials, and public messaging strategies continue to provide residents with timely and useful storm-related information.

Table 22. Hurricane Response

	Frequency	Percentage
Are you satisfied with the Town's response and recovery efforts following recent storms events (such as Hurricanes Helene and Milton)?		
Very Satisfied	720	64.2
Somewhat Satisfied	325	29.0
Not Very Satisfied	59	5.3
Not at All Satisfied	18	1.6
Did the Town communicate effectively with relevant information before, during, and after Hurricanes Helene and Milton?		
Yes	998	89.0
No	38	3.4
Unsure	85	7.6

Breeze Transportation Service

Finally, the 2025 survey assessed residents' familiarity with and usage of the new Breeze Transportation Service, which provides on-demand transportation across the island. Awareness of the service remains relatively low, with 43.3% of respondents indicating they were either "not very familiar" or "not at all familiar" with the program (Table 23). Only 8.4% of respondents reported being "very familiar" with the service, while 34.9% were "somewhat familiar."

Table 23. Breeze Transportation Service

How familiar are you with the new Breeze Transportation service, which provides on-demand transportation for the entire island…	**Frequency**	**Percentage**
Very Familiar	94	8.4
Somewhat Familiar	393	34.9
Not Very Familiar	338	30.0
Not at All Familiar	300	26.7

Despite the service being available, ridership remains limited. Only 5.5% of respondents reported that they had used the Breeze Transportation Service. Among those who had not used it, the most commonly cited reasons were either not needing the service or not being aware that it was available. These findings suggest that while Breeze Transportation may be a useful option for some residents, additional outreach may be needed to increase public awareness and encourage greater adoption of the program.

CONCLUSION & RECOMMENDATIONS

The results of the 2025 Longboat Key Citizen Survey reinforce many of the trends observed in previous years, highlighting both the strengths and ongoing challenges facing the town. Overall, resident satisfaction remains extremely high, with nearly all respondents rating their quality of life, safety, and the town's overall aesthetics as positive. Community reputation and town services also continue to receive strong ratings, with emergency services, law enforcement, and general government operations earning particularly high marks.

Despite these strengths, several recurring concerns remain prevalent, particularly in areas related to traffic congestion, infrastructure maintenance, and environmental sustainability. Traffic flow continues to be the lowest-rated aspect of life in Longboat Key, with fewer than 20% of respondents expressing satisfaction. Infrastructure upkeep, street flooding, and beach erosion also remain priority concerns for residents, reflecting the continued need for investment in maintenance and adaptation strategies.

The town's hurricane preparedness and emergency response efforts continue to receive overwhelmingly positive ratings, with more than 93% of respondents expressing satisfaction with the town's response to recent storms. However, awareness of critical policies, such as the town's tiered utility rate structure, vacation rental registration requirements, and lithium-ion

battery safety risks, remains inconsistent, indicating that continued outreach and education may be necessary to ensure residents are informed about town regulations.

Additionally, while town communications are generally well-regarded, residents' assessments of opportunities for greater engagement in civic affairs remain limited. Fewer than 50% of respondents expressed satisfaction with opportunities to participate in town governance, and awareness of initiatives such as the Citizen Academy and hurricane preparedness seminars remains relatively low. Expanding engagement strategies could help strengthen community involvement in local decision-making.

Recommendations

Based on the findings of the 2025 survey, several key recommendations emerge for the Town of Longboat Key:

1. **Continue Investments in Traffic and Infrastructure Improvements:** Traffic congestion remains the most consistently cited concern among residents, and while the town has made efforts to improve road management, dissatisfaction remains high. Continued investments in traffic mitigation strategies, roadway maintenance, and pedestrian safety enhancements could help address these concerns. Similarly, efforts to mitigate street flooding and beach erosion should remain a priority, as these issues continue to rank among the top concerns for residents.

2. **Enhance Public Awareness of Town Policies and Services:** While residents express high satisfaction with town operations and emergency services, awareness of several key policies—such as the tiered water rate structure, vacation rental registration requirements, and lithium-ion battery safety risks—remains inconsistent. The town should consider expanding outreach efforts through direct mailers, email campaigns, and community workshops to ensure residents are fully informed about important ordinances and available services.

3. **Expand Public Engagement and Civic Participation Opportunities:** While town communications are rated highly, fewer than half of respondents express satisfaction with opportunities to participate in town government. Increasing public awareness of programs like the Citizen Academy, town board openings, and community open houses may help bridge this gap and encourage greater participation in decision-making. Additionally, enhancing digital engagement opportunities, such as expanding the use of online forums or surveys, could provide more accessible ways for residents to share input.

4. **Improve Awareness and Adoption of the Breeze Transportation Service:** Awareness and usage of the Breeze Transportation Service remain relatively low, despite its potential to alleviate traffic congestion and transportation challenges

on the island. Increased marketing efforts, signage, and targeted outreach to seasonal residents could help improve participation in the service. Additionally, assessing whether expanded services or operating hours could increase ridership may be beneficial.

5. **Continue Strong Emergency Preparedness and Communication Efforts:** The town's emergency response and hurricane preparedness efforts continue to be highly rated, with residents expressing strong confidence in the town's ability to handle storms and communicate effectively during emergency situations. Maintaining and enhancing public awareness campaigns, evacuation planning, and storm preparedness education will ensure that this high level of satisfaction continues in the years ahead.

By addressing these key areas, the Town of Longboat Key can continue to build upon its strengths while proactively responding to resident concerns. The 2025 Citizen Survey results highlight the importance of maintaining the town's exceptional quality of life while implementing targeted improvements in transportation, infrastructure, and public engagement to ensure Longboat Key remains a desirable place to live, visit, and retire.

Appendix: Survey Instrument

Dear Town of Longboat Key Resident,

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

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

For questions, please contact us at:

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

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

Sincerely,

Howard Tipton
Town Manager

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

_____

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

- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor

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

	Excellent	Good	Fair	Poor	Unsure
As a place to live	○	○	○	○	○
As a place to retire	○	○	○	○	○
As a place to work	○	○	○	○	○
As a place to visit	○	○	○	○	○

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

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall reputation of the community	○	○	○	○	○
The overall aesthetics of the community	○	○	○	○	○
The overall safety of the community	○	○	○	○	○
The flow of traffic and congestion	○	○	○	○	○
Your access to public transportation	○	○	○	○	○
Your access to retail, dining, and entertainment	○	○	○	○	○

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

_____

_____

_____

_____

_____

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

	Very Familiar	Somewhat Familiar	Not Very Familiar	Not at All Familiar
Bayfront Park	○	○	○	○
Durante Park	○	○	○	○
Quick Point Nature Preserve	○	○	○	○
Tennis Center	○	○	○	○
Bicentennial Park	○	○	○	○
Town Center	○	○	○	○

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

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Unsure
Beaches	○	○	○	○	○	○
Bayfront Park	○	○	○	○	○	○
Durante Park	○	○	○	○	○	○
Quick Point Nature Preserve	○	○	○	○	○	○
Tennis Center	○	○	○	○	○	○
Town Center	○	○	○	○	○	○
Way-Finding Signage	○	○	○	○	○	○

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

- ○ More Often
- ○ About the Same
- ○ Less Often

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

	Yes	No
Concerts	○	○
Fine Arts Show	○	○
Community Open House	○	○
Seasonal Markets	○	○

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

	Yes	No
Police Services	○	○
Fire and Ambulance Services	○	○
General Town Administration	○	○
Parks and Town Facilities	○	○
Permitting (i.e. Planning and Building)	○	○
Code Enforcement	○	○

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

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Unsure
Police Services	○	○	○	○	○	○
Fire and Ambulance Services	○	○	○	○	○	○
Emergency Management and Preparedness	○	○	○	○	○	○
Maintenance of Streets and Sidewalks	○	○	○	○	○	○
Solid Waste Services (i.e. Trash and Recycling)	○	○	○	○	○	○
Parks and Town Facilities	○	○	○	○	○	○
Water and Waste Water Utilities	○	○	○	○	○	○
Storm Water Management	○	○	○	○	○	○
Permitting (i.e. Planning and Building)	○	○	○	○	○	○
Code Enforcement	○	○	○	○	○	○
General Town Administration	○	○	○	○	○	○

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

_____

_____

_____

_____

_____

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

- ○ Yes
- ○ No

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

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

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

- ○ Walk-In
- ○ Phone
- ○ Email
- ○ Website ("Report a Concern" Link)
- ○ Other (Please Specify in the Box Below)

_____

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

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
It was easy to contact the appropriate Town official or department	○	○	○	○	○
My concern was addressed in a reasonable time	○	○	○	○	○
My concern was completely resolved	○	○	○	○	○
Town employees were courteous and respectful	○	○	○	○	○
Town employees were knowledgeable	○	○	○	○	○
I was satisfied with my experience	○	○	○	○	○

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

_____

_____

_____

_____

_____

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

- ○ Yes, very familiar
- ○ Yes, but only somewhat familiar
- ○ No, I'm not familiar with this

The Town's wastewater collection system consists of 47 pumping stations dependent on electrical power to move wastewater through an underground pipe network and ultimately off island. How familiar are you with how storm related power outages can result in shutdowns of some, or all, of the Town's wastewater system and service?

- ○ Very Familiar
- ○ Somewhat Familiar
- ○ Not Very Familiar
- ○ Not at All Familiar

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

	Yes, I've used this service	I familiar, but I haven't personally used this service	No, I'm not familiar with this service
Wellness Checks by Longboat Key Fire Rescue Department	○	○	○
Electronic permit applications (and issuance)	○	○	○
Electronic inspections	○	○	○
Public Works can check for leaks in water utility system	○	○	○
Potential bill adjustments for repaired leaks in water utility system	○	○	○
Potential credits to utility bill for water used to fill pool	○	○	○

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

- [ ] Town Website
- [ ] HOA or Neighborhood Newsletter
- [ ] Facebook/Facebook Groups
- [ ] X (formerly Twitter)
- [ ] Instagram
- [ ] Next Door App
- [ ] Town E-Notification (i.e. Email Announcements)
- [ ] Local Newspapers
- [ ] Town Manager Brief
- [ ] Monthly "Let's Talk Longboat" Series
- [ ] Monthly "Tip Talk" Videos

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

	Very Familiar	Somewhat Familiar	Not Very Familiar	Not at All Familiar
The Chamber of Commerce & Town's annual hurricane seminar	○	○	○	○
The Town's annual Citizen Academy	○	○	○	○
Opportunities to serve on Town Boards	○	○	○	○
The Town's Short-Term Rental Restrictions	○	○	○	○
Community Open-House	○	○	○	○
Town Hall Art Exhibit and Artist's Reception	○	○	○	○

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

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Unsure
Access to information about Town services	○	○	○	○	○	○
Town efforts to keep citizens informed	○	○	○	○	○	○
Opportunities to participate in Town government	○	○	○	○	○	○
The Town's social media sites	○	○	○	○	○	○

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

○ Yes

○ No

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

	Very Important	Somewhat Important	Neither Important nor Unimportant	Somewhat Unimportant	Not at All Important
Beach Management/Shoreline Protection	○	○	○	○	○
Sea-Level Rise (Adaptation Plan)	○	○	○	○	○
Canal Dredging	○	○	○	○	○
Street Flooding	○	○	○	○	○
Encourage the Redevelopment of Aging Nonconforming Properties	○	○	○	○	○
Infrastructure Upkeep (i.e. Roads, Utilities, Town Facilities, etc.	○	○	○	○	○
Fiscal Sustainability	○	○	○	○	○
Traffic (Congestion/Safety)	○	○	○	○	○
New Waste-Water Line to the Mainland	○	○	○	○	○
Environmental Initiatives	○	○	○	○	○

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

- ☐ Beach Erosion
- ☐ Sea-Level Rise
- ☐ Infrastructure Upkeep and Development
- ☐ Hurricane/Emergency Preparedness
- ☐ Red Tide
- ☐ Fiscal Sustainability
- ☐ Illegal Rentals
- ☐ Taxes
- ☐ Property Insurance Costs
- ☐ Traffic Congestion
- ☐ Other (Please Specify in the Box Below)

_____

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

- ○ Very Satisfied
- ○ Satisfied
- ○ Neither Satisfied nor Dissatisfied
- ○ Dissatisfied
- ○ Very Dissatisfied

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

- ○ Very Satisfied
- ○ Satisfied
- ○ Neither Satisfied nor Dissatisfied
- ○ Dissatisfied
- ○ Very Dissatisfied

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

- ○ Very Familiar
- ○ Somewhat Familiar
- ○ Not Very Familiar
- ○ Not at All Familiar

Have you used the new Breeze transportation service yet?

- ○ Yes
- ○ No

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

Why have you not used the Breeze transportation service?

_____

_____

_____

_____

_____

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

- ○ Yes, I've experienced significant improvements
- ○ Yes, I've experience minor improvements
- ○ No, I've not experienced any improvements

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

- ○ Yes
- ○ No
- ○ Unsure

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

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

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

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

- ○ Very Prepared
- ○ Somewhat Prepared
- ○ Not Very Prepared
- ○ Not at All Prepared
- ○ Unsure

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

- ○ Very Prepared
- ○ Somewhat Prepared
- ○ Not Very Prepared
- ○ Not at All Prepared
- ○ Other (please describe) _____

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

- ○ I evacuated for Hurricane Helene, but not Hurricane Milton
- ○ I evacuated for Hurricane Milton, but not Hurricane Helene
- ○ I evacuated for both hurricanes
- ○ I did not evacuate for either hurricane

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

- ○ Very Satisfied
- ○ Somewhat Satisfied
- ○ Not Very Satisfied
- ○ Not at All Satisfied

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

- ○ Yes
- ○ No
- ○ Unsure

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

- ○ Very Familiar
- ○ Somewhat Familiar
- ○ Not Very Familiar
- ○ Not at All Familiar

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

- ○ Strongly Support
- ○ Somewhat Support
- ○ Somewhat Oppose
- ○ Strongly Oppose
- ○ Unsure

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

- ○ Yes
- ○ No

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

- ○ Yes, I personally adhere to this schedule.
- ○ Yes, I require my landscaper to adhere to this schedule.
- ○ No

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

- ○ Yes
- ○ No
- ○ Unsure

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

- ○ Yes
- ○ No
- ○ Unsure

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

- ○ Yes
- ○ No

Do you comply with these prohibitions?

- ○ Yes
- ○ No

How long have you lived on Longboat Key?

- ○ Less than 5 years
- ○ 5-10 years
- ○ 11-20 years
- ○ More than 20 years

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

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

Where do you expect to be living in 5 years?

- ○ Longboat Key
- ○ Another community in the Tampa Bay region
- ○ Another community in Florida
- ○ Outside of Florida
- ○ Unsure

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

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

_____

_____

_____

_____

_____

What type of home do you live in?

- ○ Single Family Home
- ○ Town House or Condominium
- ○ Apartment
- ○ Other

Do you currently own or rent your home?

- ○ Own
- ○ Rent

What is your gender?

- ○ Male
- ○ Female
- ○ Prefer not to answer

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

- ○ Yes
- ○ No