

Coral Springs, FL

Business Survey Report
September 2024



Executive Summary

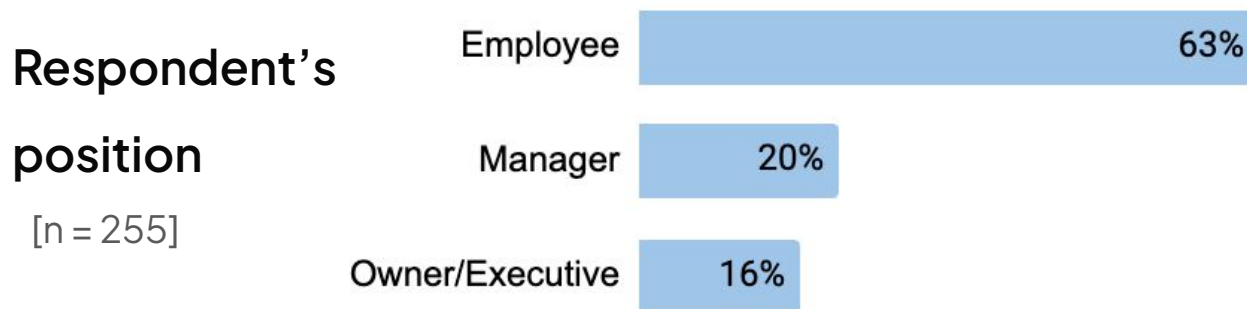
- 45% of respondents reported that the overall business atmosphere in Coral Springs is better today compared to two years ago, and 34% believe that they pay about the right amount of taxes, considering what they get from the City in terms of services. 87% of businesses were satisfied with the City of Coral Springs' customer service.
- The majority of the 255 respondents were employees of their business (63%). The businesses that were surveyed most commonly reported that their firm's primary business is construction (15%), retail trade (15%), or health care and social assistance (11%).
- 62% rent their business location, and many are Small Business Enterprises (24%). Respondents most commonly reported that their business is in the Northeast area of Coral Springs (32%), and most commonly reported having been in Coral Springs for 5 years or less. The businesses that were surveyed most commonly reported having between 5 or fewer full time (47%) or part time employees (73%).
- 83% of respondents are satisfied with the overall image of the city and the overall quality of life in Coral Springs. Businesses are most satisfied with fire inspection and suppression services (80% mostly or completely satisfied), emergency services (76%), and the police department (75%). 77% of respondents are satisfied with the clean city streets and public areas in Coral Springs; respondents most often mentioned wanting to see the cleanliness or appearance of the services in Coral Springs improved.

Methodology

- The survey presented in this report was a business survey that was live from August to September 2024. See the questionnaire [here](#), which was developed in partnership with Coral Springs
- Responses from 255 businesses in Coral Springs were collected through this online survey, and were included in the analysis presented in this report. Of these responses, 174 were partial responses.

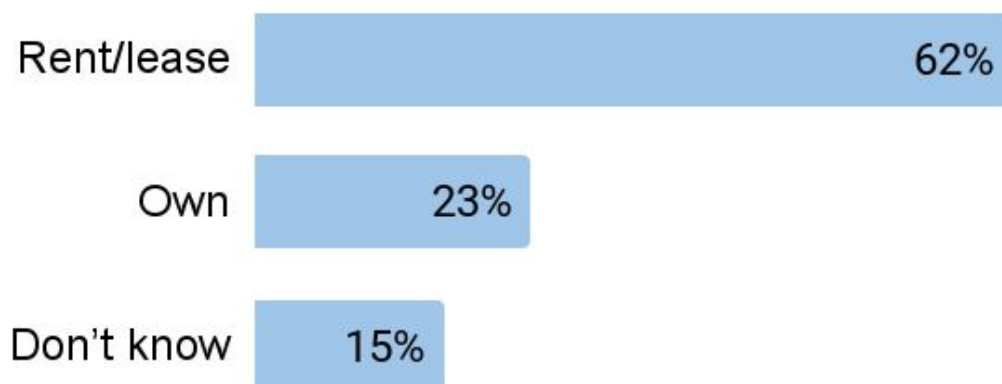
Sample Breakdown

The **majority** (63%) of those that responded to the survey were **employees** of the business, while 20% were managers and 16% were owners or executives.



The **majority** (62%) of those that responded to the survey reported that their business **rents or leases** the facility where their business is located, and only 23% reported that their business own the facility.

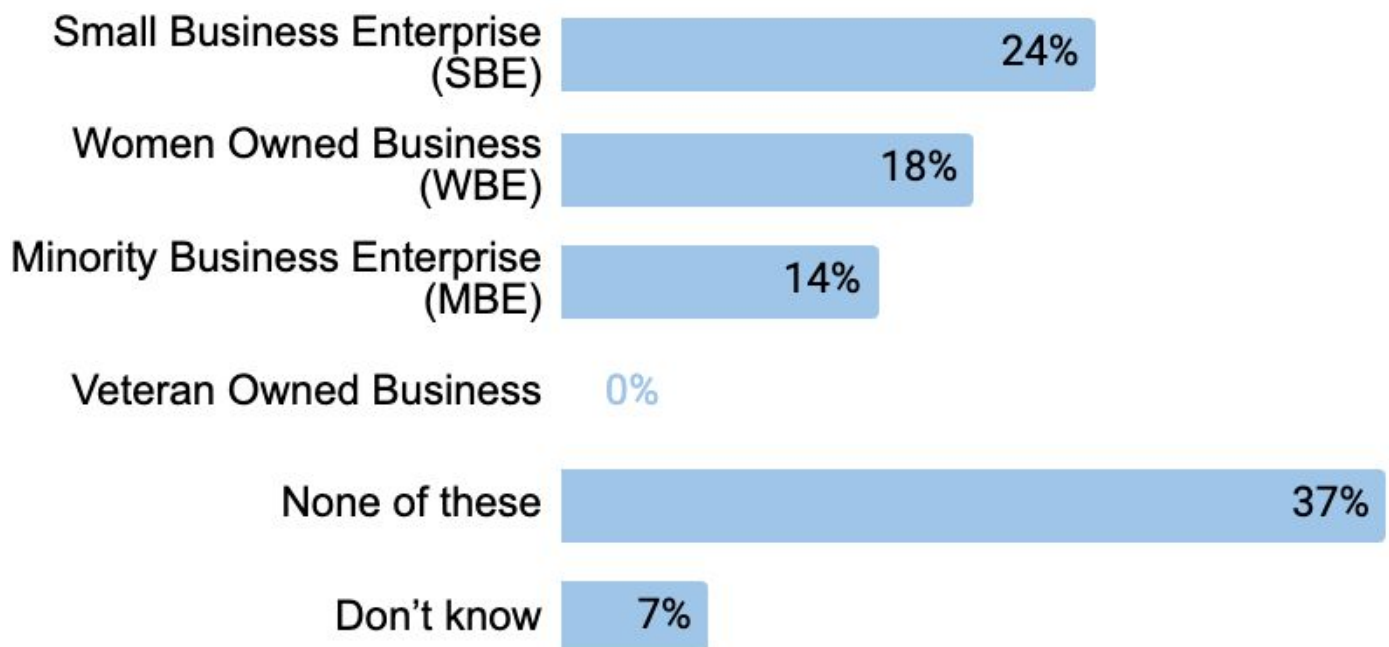
Business facility [n = 84]



Sample Breakdown

Business facility [n = 79]

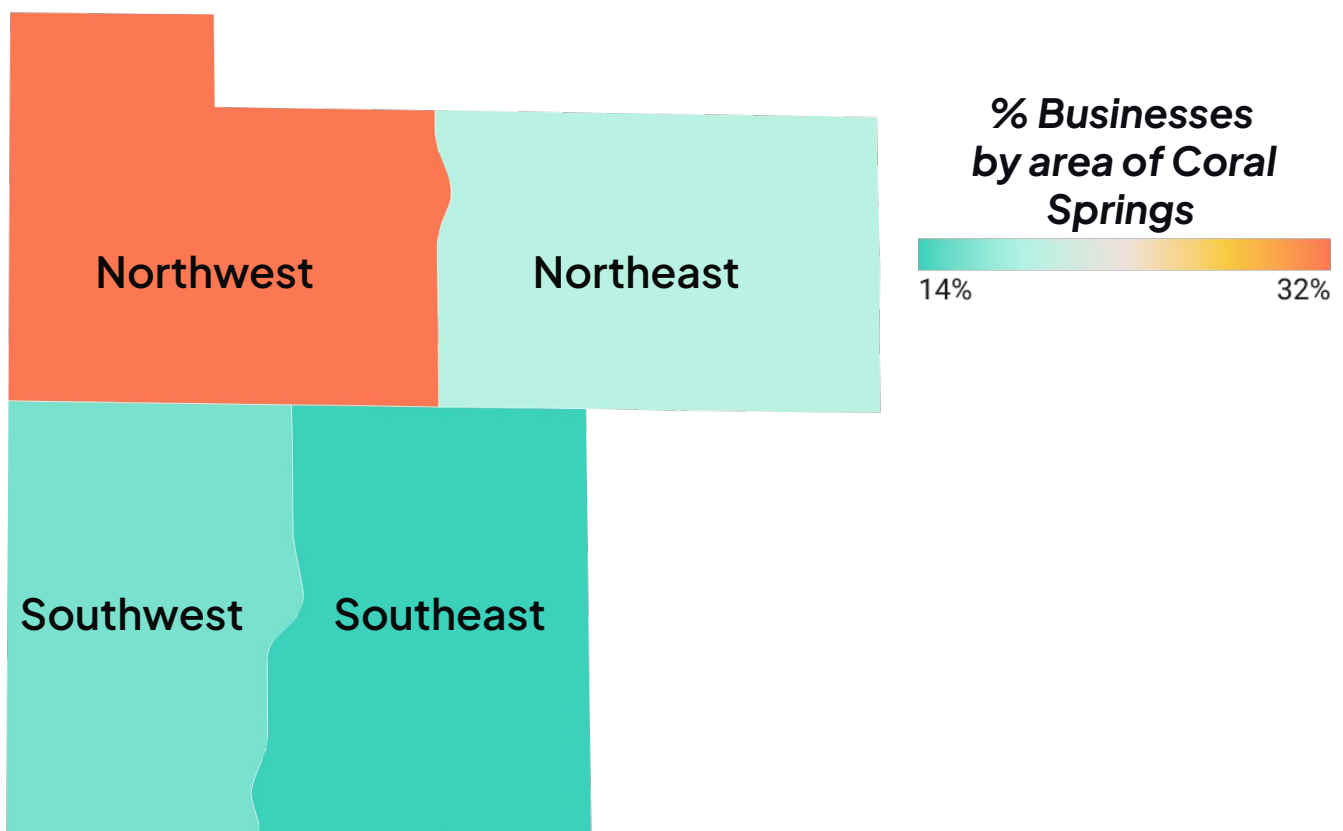
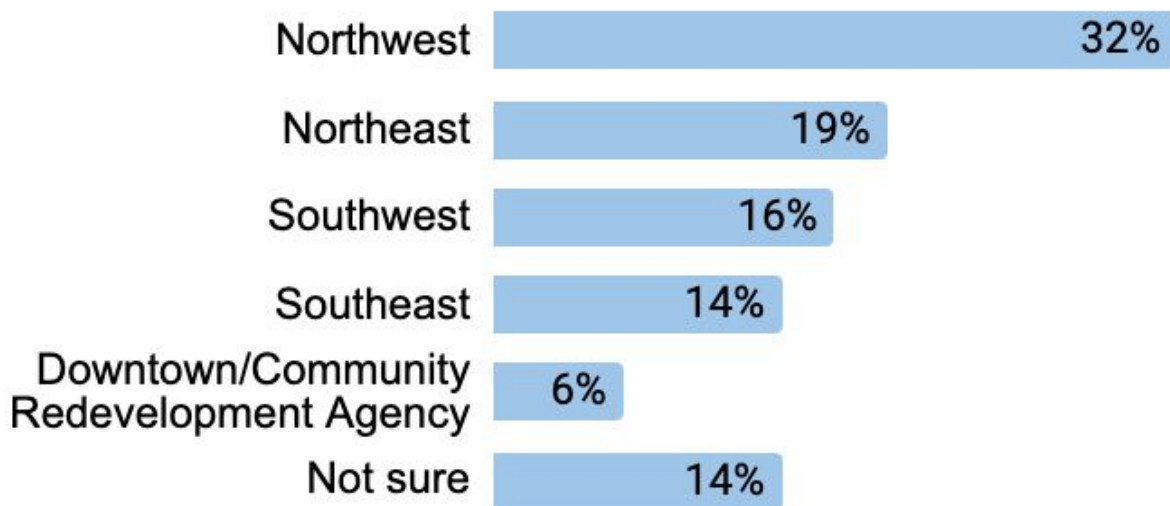
The businesses that were surveyed most commonly reported **not being a part of any of the listed groups** (37%). Of the listed groups, however, respondents most commonly reported being a **Small Business Enterprise** (24%).



Sample Breakdown

Business location [n = 81]

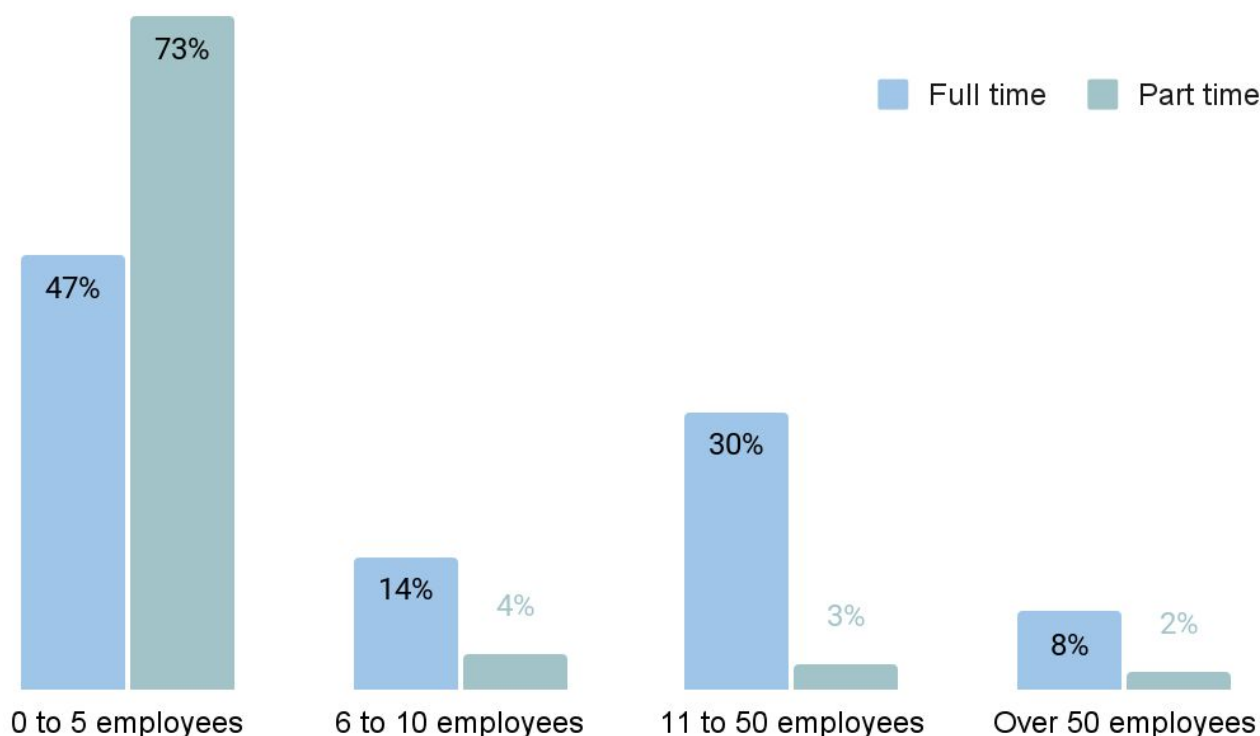
Respondents most commonly reported that their business is in the **Northwest** area of Coral Springs (32%).



Sample Breakdown

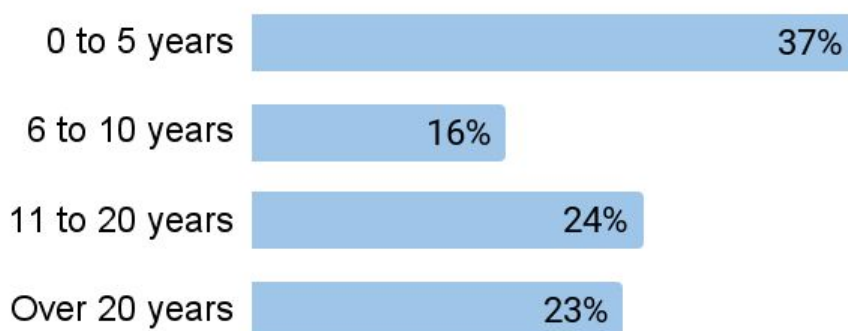
The businesses that were surveyed most commonly reported having between **0 to 5 full time or part time employees**, while 30% of businesses reported having **11–50 full-time employees**.

Number of employees [n = 81–83]



Years in Coral Springs [n = 79]

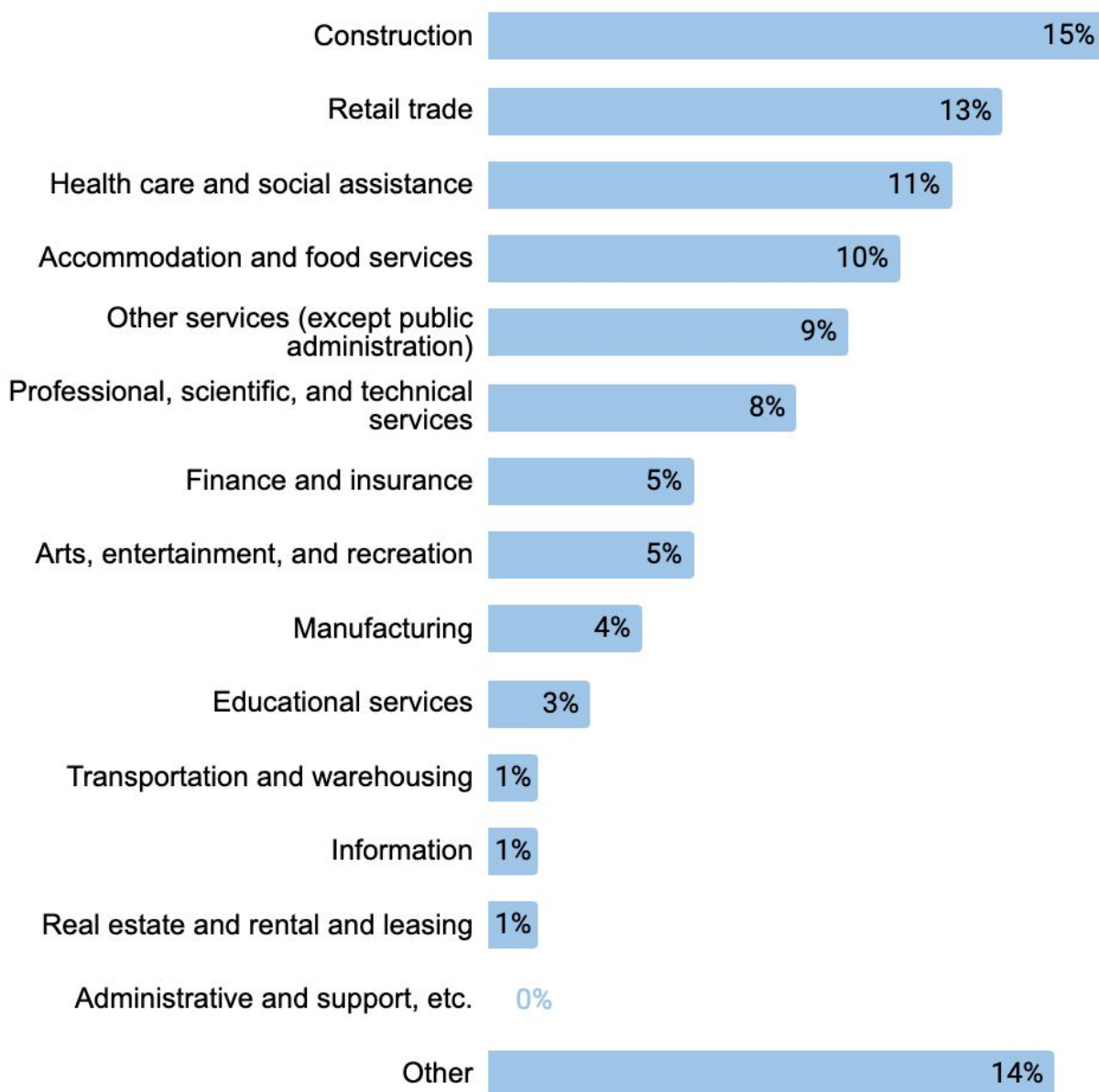
The businesses that were surveyed most commonly reported having been in Coral Springs for **5 years or fewer**. However, nearly a quarter of business each reported being in Coral Springs for 11 to 20 (24%) or more than 20 years (23%).



Sample Breakdown

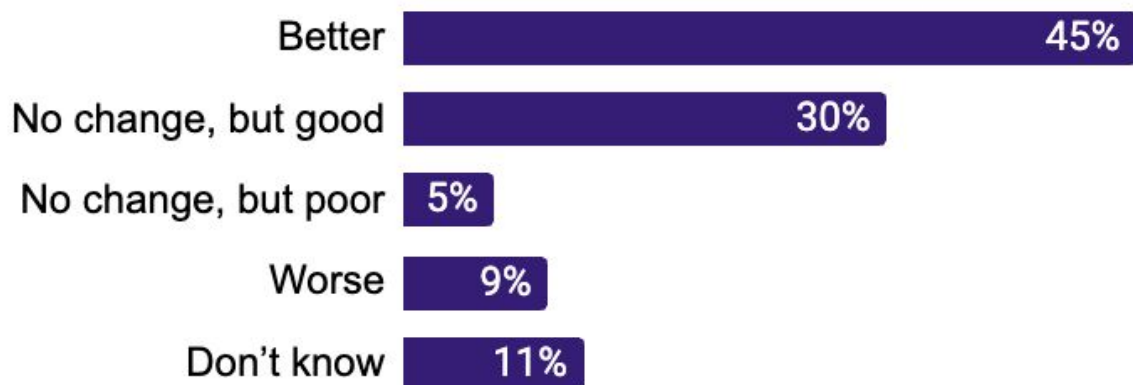
The businesses that were surveyed most commonly reported that their firm's primary business is **construction** (15%). Other commonly reported businesses were **retail trade** (15%) and **health care and social assistance** (11%). 14% of respondents reported **other** fields, including food service.

Business' industry [n = 79]



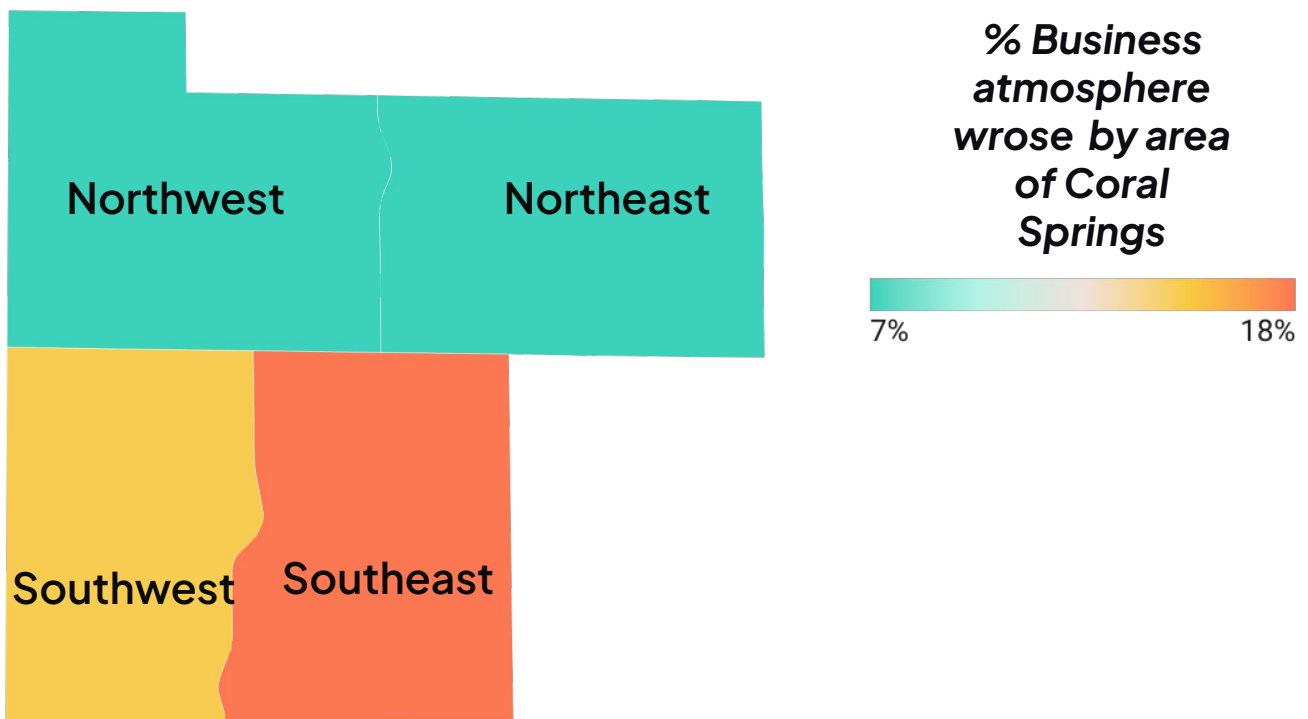
Which of the following best describes the overall business atmosphere in Coral Springs today, compared to two years ago? [n = 91]

The businesses that were surveyed **most commonly reported** that the overall business atmosphere in Coral Springs is **better today compared to two years ago** (45%), or that there is no change, but that it is good (30%).



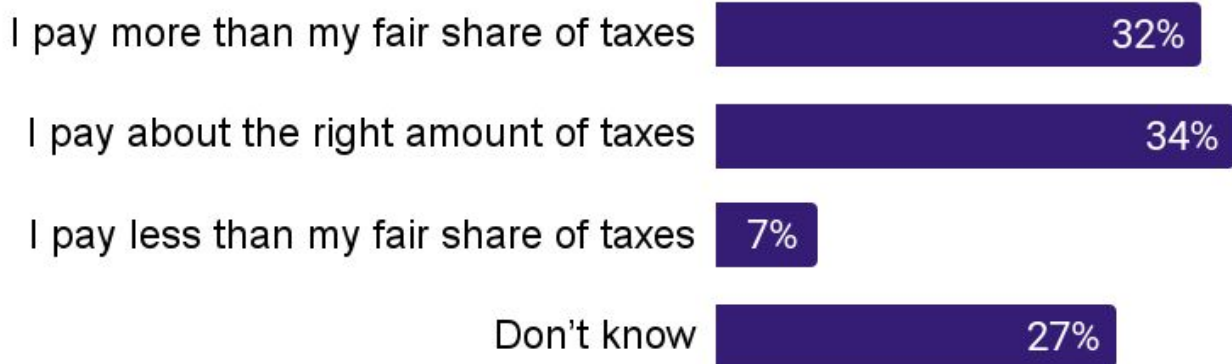
Businesses that are in **Southeast** are the most likely to say that the **business atmosphere in Coral Springs is worse today compared to two years ago** (18%).

[n = 65]



Considering what you get from the City in terms of services, how do you feel about the amount of property taxes you pay? [n = 90]

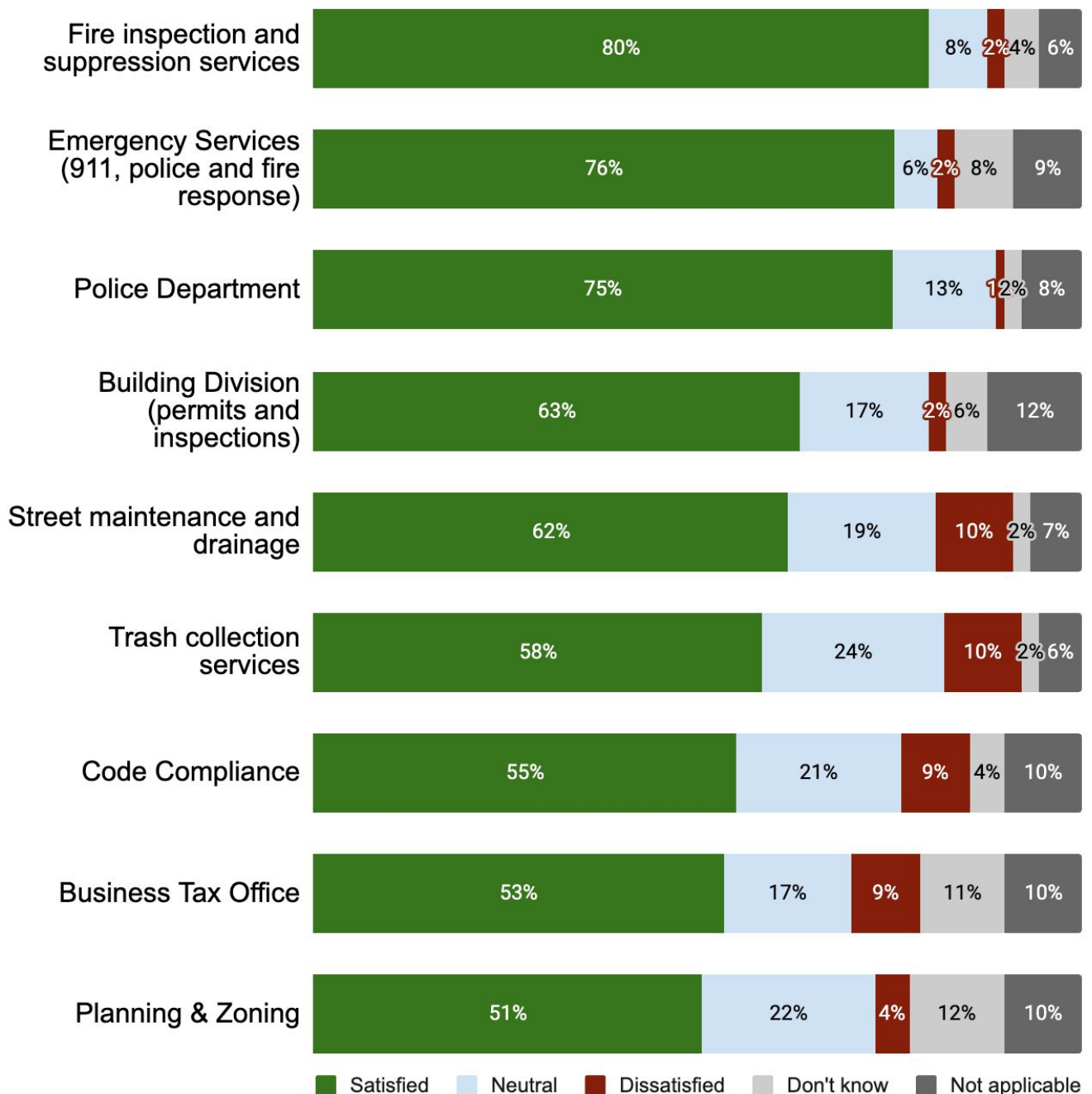
Considering what they get from the City in terms of services, the businesses that were surveyed most commonly reported that **they pay about the right amount of taxes** (34%), or that they pay **more than their fair share of taxes** (32%).



How satisfied are you with each of the following? [n = 89–90]

Scale from Completely satisfied to Completely unsatisfied

The **majority** of all businesses surveyed are **satisfied** with all of the listed services, with a particularly high percentage reporting that they are satisfied with **fire inspection and suppression services** (80%), **emergency services** (76%), and **the police department** (75%).



What would you most like to see improved about the services you're dissatisfied with? [n = 23]

Open text

Respondents most commonly mentioned wanting the **cleanliness or appearance** of the services in Coral Springs improved, with respondents specifically mentioning waste removal improvements. Download/view all responses [here](#).

"Overall appearance and cleanliness of public and private areas need improvement"

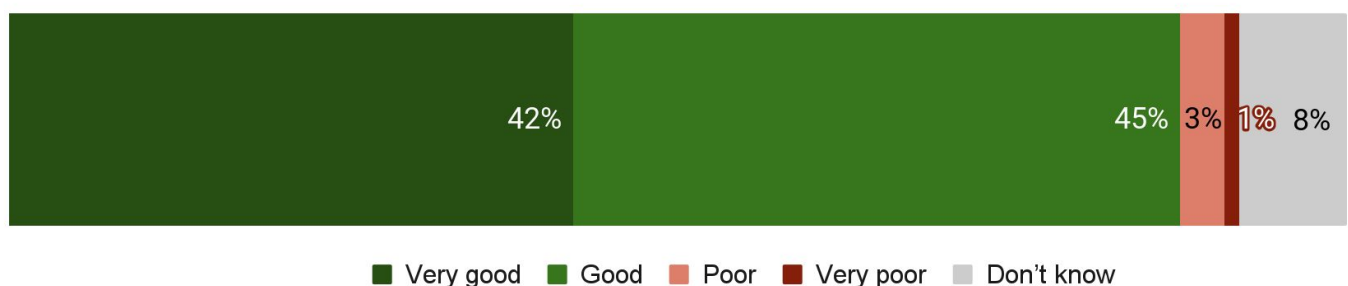
"Better trash company"

"Drain maintenance needs to be done at least once a year"

Overall, how would you rate the City of Coral Springs' customer service? [n = 90]

Scale from 1 (very poor) to 4 (very good)

The large majority of surveyed businesses (**87%**) were **satisfied** with the City of Coral Springs' customer service. In comparison, only **4%** were **dissatisfied**.

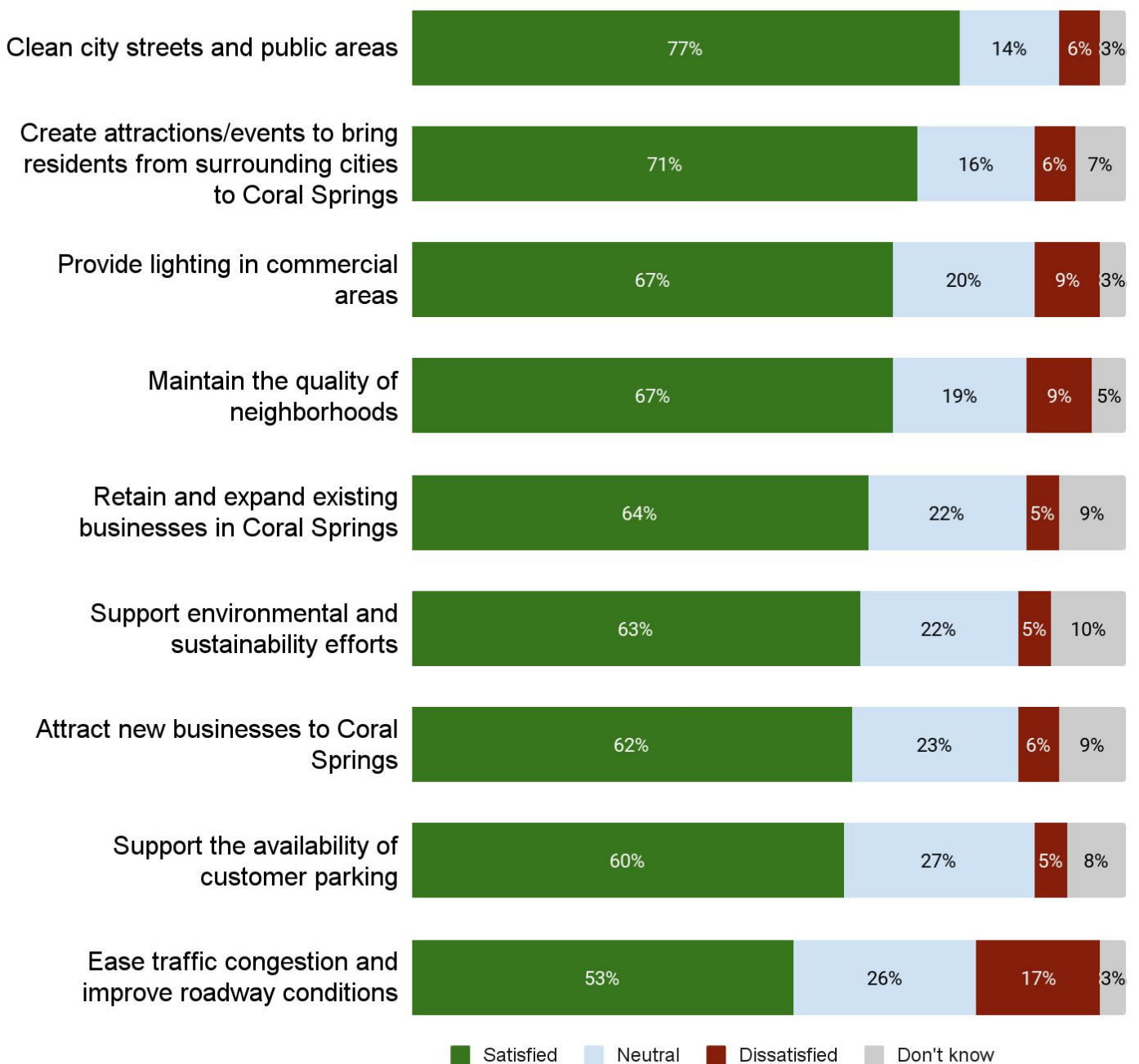


How satisfied is your business with the City's efforts to...

[n = 86]

Scale from *Completely satisfied* to *Completely unsatisfied*

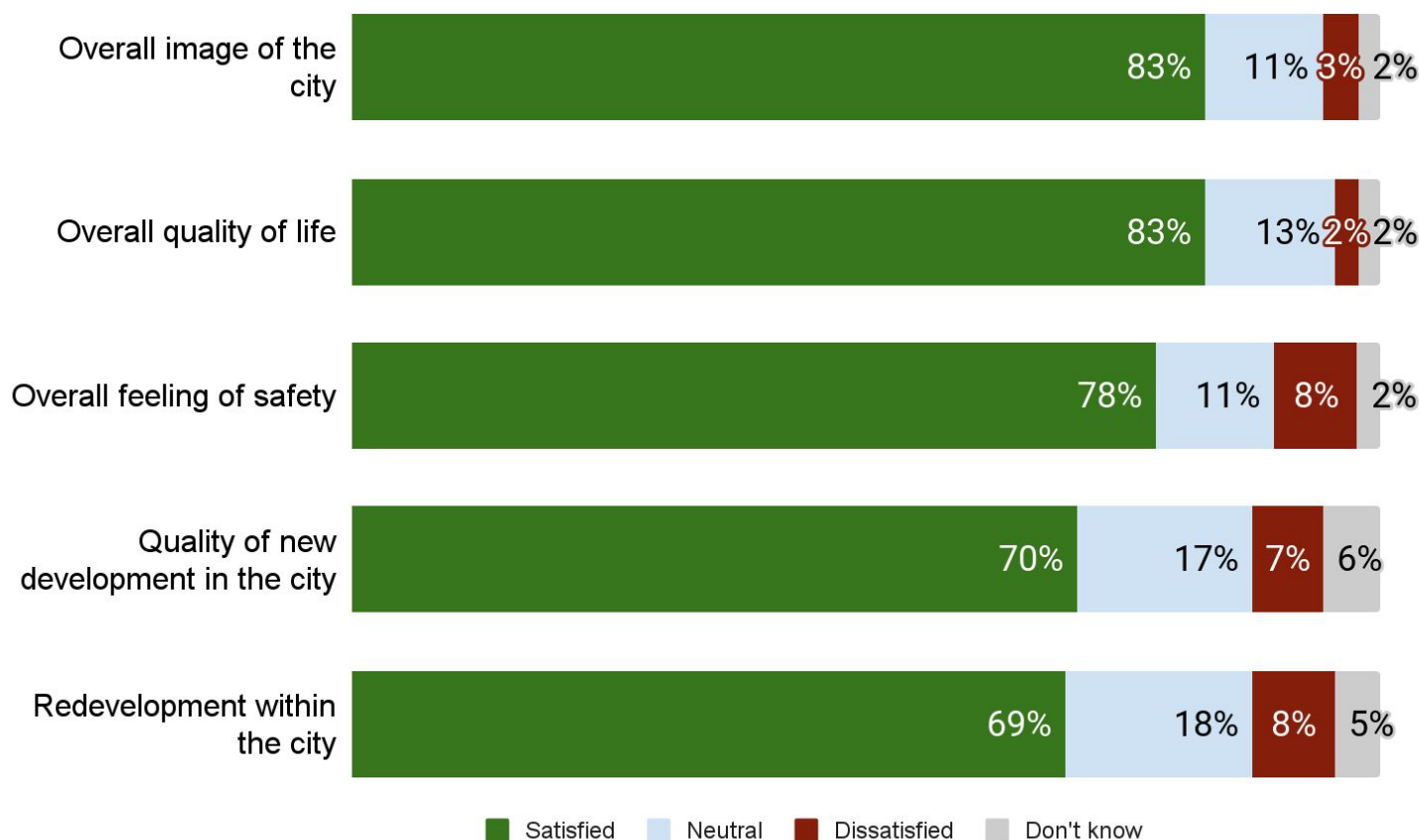
The **majority** of all businesses surveyed are **satisfied** with the City's efforts to do all of the following, with a particularly high percentage reporting that they are **satisfied** with the **clean city streets and public areas** (77%).



How satisfied are you with each of the following in Coral Springs? [n = 87–88]

Scale from Completely satisfied to Completely unsatisfied

The **majority** of all businesses surveyed are **satisfied** with all of the listed characteristics, with a particularly high percentage reporting that they are satisfied with the **overall image of the city** and the **overall quality of life** in Coral Springs (83% each).



If you have any additional suggestions or comments that you would like to share with City officials, please write them in the space below. [n = 12]

Open text

A low number of responses were received for this particular question. Download/view all responses [here](#).



Conclusion and Takeaways

- Respondents believe that the overall business atmosphere in Coral Springs is better today compared to two years ago, and that they are paying about the right amount of taxes.
- Overall, the businesses analyzed in this report were found to be largely satisfied with Coral Springs as a place to do business and a place to work. Importantly, the large majority of them also reported being satisfied with the customer service offered by their local government.
- Specifically, fire inspection and suppression services, emergency services, and the police department were the areas that the surveyed businesses were most satisfied with.
- Respondents are most satisfied with the clean city streets and public areas in Coral Springs.