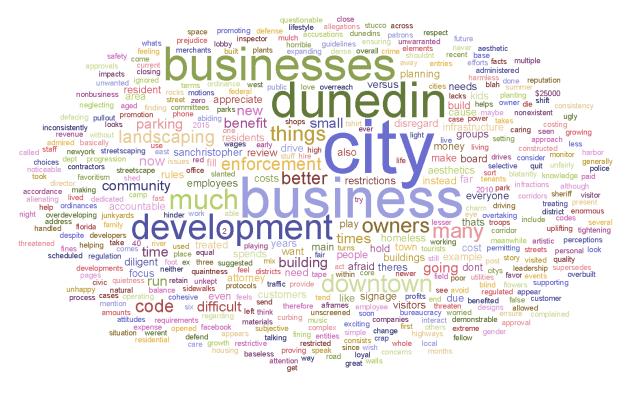
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Q3. If City ratings are "below average" or "poor," please provide some details or insights as to why you say that.



- © City has too much overreach, selective enforcement, and bureaucracy when it comes to working with businesses.
- © Development is slanted for tourists.
- Operation of tenants. Too many t-shirt shops.
- © Due to the high cost of living, it is difficult to hire and retain employees. It drives the cost up. It is difficult to balance costs, employee wages, and profits.
- Homeless overtaking public parks and setting up 'camp' where kids should be able to play. I have been driving to other cities to avoid the issues we are having in Dunedin when I want to take my kids to the park.
- I feel that the City does not provide an equal playing field. When you play by the rules, it feels they seem to hinder you when going through the motions. For example, permitting, abiding by parking restrictions, or suggested committees for review. Meanwhile, some business owners just build and blatantly disregard code and protocols and the City turns a blind eye, or they send out troops to threaten businesses about their harmless a-frames. The City seems to be afraid to hold some people accountable and instead try to hold EVERYONE accountable for lesser infractions, as if to say "we are diligent," when clearly they are neither diligent nor fair.
- I run two businesses and live on San Christopher Drive. It's a main east west corridor, but it is virtually ignored by the City regarding aesthetics unscreened junkyards, federal post office building, power, phone, and utilities companies with virtually zero landscaping requirements.



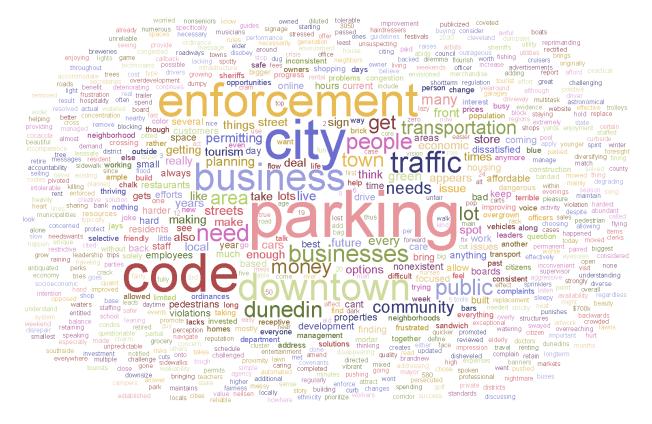
- Other corridors have benefited from streetscaping. I think the City should consider expanding the streetscape benefit to include San Christopher Drive.
- In terms of operating a business within Dunedin, if you are on not on Main Street in downtown, then customers tend to have a difficult time finding businesses. Dunedin lacks the signage and promotion of all districts in Dunedin. Due to the quietness (businesses closing early therefore foot traffic is light), it is not as exciting to work in the area. New development helps with the City's progression, however, building dense three story buildings takes away from the quaintness of our town.
- Infrastructure such as sidewalks, streets, curbing, landscaping looks unkempt and/or aged.
- Maybe quit building downtown and not having parking for visitors. Also how about treating all business owner with the same guidelines, for example, live music ordinance, and not having developers make the rules. Dunedin used to be a family place; now it's all about how much we can stuff into the area without caring for the residents.
- Newer developments would be better if constructed with better materials and a more artistic approach to their designs.
- No infrastructure change.
- Other than the downtown merchants, there is no cohesive business community. There are many small groups, but they don't seem to interact. There is also demonstrable favoritism and the knowledge that some businesses can do things others cannot. Leadership is too subjective.
- Our entries to the City by highways are blah and need uplifting, signage, and landscaping.
- Over regulated and complex, too much favor to non-business entities in a dedicated business district.
- Over regulation, ordinances that are unwanted, etc.
- Overall aesthetics are horrible! Instead of planting flowers and plants, the landscaping downtown consists of river rocks (that are not even natural to Florida) and mulch. New development is basically nonexistent because there is far too much red tape. Even to build a simple shed, most contractors pull out as soon as you mention the City of Dunedin.
- Overdeveloping.
- The City is more worried about fining businesses against what they shouldn't do versus actually helping them and making the City better and more visited. There's no focus on events in the summer. We are left as a business to just die during that time. There's too much focus on what the people who have lived there for 40 years have to say about new development and things to make the City better versus what the current business owners need for how much it costs to be in Dunedin. Have you ever seen the Facebook Dunedin pages? That's what it's like to run a business in Dunedin, everyone talking crap about how the businesses run things and not supporting them because that's not how it's done in New York, etc.
- The City spends more time and money on things that aren't their core business such as parking, while neglecting things that are their business such as ensuring that the sheriffs monitor for crime.
- The development in the City appears to be restricted by civic elements and groups who act and lobby for their own personal benefit and NOT for the benefit of the whole community. Development is now VERY restrictive and is still inconsistently administered in spite of efforts to address this in recent years.



- The Dunedin Department of Planning and Development, Code Enforcement, and the City Attorney have treated us very unfairly since we first opened for business in 2010. The Director of Planning and Development, and the Code Enforcement inspector treated us with extreme prejudice, costing us \$25,000 in unwarranted fines. Although we were scheduled to appear before the Code Enforcement Board no less than six times in 2015 to defend ourselves from the false accusations, the City Attorney and Board never allowed us to speak in our defense and present the facts of the case, proving the allegations were baseless in accordance with City codes.
- There has been a noticeable shift in perceptions and attitudes of patrons, employees, and fellow business owners, regarding Dunedin's growth and how business owners/residents' concerns and needs are handled. Generally, it's a feeling of disregard to ensure quality of life. The City is growing too fast. Business owners appreciate visitor revenue, but most don't want it at the expense of alienating their loyal resident customer base. Visitors do not appreciate, care, or respect our community in the same way our resident customers do. We are going down a road that will end up defacing the reputation Dunedin had built and was admired for.
- There is no consistency across the City.
- Too many restrictions on small businesses. The City spends enormous amounts of money on their own buildings that far supersedes the impacts that small businesses cause to the town. More attention paid to gender and lifestyle choices than promoting local businesses. If there weren't businesses downtown, no one would come to Dunedin.
- © Too much development is going on. Questionable approvals of use of space.
- Unhappy with the residential in-fill housing in most cases. I would like to see some sort of review/approval process tightening up. Safety Harbor, for example, has a great aesthetic in-fill look. I wish Dunedin would do more that than the "ugly" stucco walls.
- We had complained about the homeless situation by our business, but it took several months for us to get any help. My staff was threatened multiple times and they were afraid to close at night. We called the City and the police many, many times.
- We're OVERBUILT now. What's in the future?



#### Q11. If "dissatisfied" or "very dissatisfied," why do you say that?



- Again, so many antiquated rules hold downtown businesses down. Code enforcement will allow banners or flying advertisements for festivals, but is super restrictive on a business sign. Getting permits to build out a business here was the hardest thing I've ever had to deal with. Incompetence and the need to make it harder for future businesses to open seems to be what every business owner I've spoken to says.
- An effort to attract people to the area without adding roadways is resulting in a 50% increase in drive time over the past five years. Simple trips to and from doctors, grocery store, school, etc. take hours some days. When we moved here, we chose where to live based on the proximity to these areas that we want to travel to and the times it would take us. I'm definitely concerned about the efforts of the City council and Mayor to bring people to downtown Dunedin with very little to be done about traffic.
- The City is partial to "big money" business, which is often not based here, and who don't care about the community. City leaders are swayed too strongly by fast money and kill the local business base who are invested and care for the community. Code enforcement goes after the easy money violations rather than addressing the hard issues and eyesores. Yards are overgrown with disheveled vehicles and leaning, deteriorating structures, yet the guy who was away, mowed his lawn first day back, and watered it to keep it green since sprinklers were off, gets cited for watering off schedule, despite sharing dilemma with citing officer and another man working on a brand-new trailer in his driveway for a week gets a violation on the third day it's parked at his house. This is all the more evidence that City is choosing money over residents.



- City needs to think 30 50 years out and stop crisis management.
- © Code enforcement appears to be spotty.
- © Code enforcement is nonexistent. There are new construction homes being built on existing lots that are not within the City code.
- Code enforcement is not consistent. It is not enforced fairly to all businesses.
- © Code enforcement needs to crack down on the sandwich board signs in front of my business. There are six in the front and two in the back from other business. A nearby business continues to have street parties blocking the road.
- © Code enforcement should not be based on neighbors' complaints. It creates unfair and inconsistent regulation.
- The current code enforcement supervisor is exceptional. I am "dissatisfied" as she lacks the tools and resources to effectively manage short-term rental violations.
- © Dissatisfied on traffic and parking as a result of the many Band-Aid solutions, and no forward thinking for a permanent solution. Dissatisfied on code enforcement because it seems selective at best and one of the officers is not a pleasure to deal with.
- Downtown is a cluster. More parking is needed.
- © Downtown parking is disappearing quicker than replacement garages are being planned in my perception.
- Oumpy parking lot at Regions Bank.
- © Dunedin has a bad reputation for overly aggressive code enforcement, permitting, and streets that always flood.
- I believe that City leaders need to define their vision of Dunedin for the future. Is downtown envisioned as strictly an entertainment district? That will promote restaurants and bars, which typically go dark during the day. Code enforcement will need to amend their hours to include evenings and weekends if that is the case. We need shops and daytime activity to keep the streets busy and safe. The City promoted residents living in downtown core but is now doing little to protect their quality of life. Resident complaints are either directed to the Sheriff's Office or business owners are being pitted against each other. The City needs to take a leadership role and effect change.
- © I feel the City is growing bigger than our infrastructure will allow and the quaint town feel is being lost.
- I think parking is a bigger issue than a lazy river. However, I do think we need to spend the money to fix our community pool.
- I would like the sign code reviewed and updated to help businesses. I would like to be able to apply to have sidewalk events a few times per year to help drive the business. The current sign code does not allow merchandise in the street in front of the store and that should change!
- I am not allowed to have a sales rack in front of my store.
- It is a joke anymore with prices and overdevelopment.
- My impression of public transportation is that it is non-existent, or very long and inconvenient to use. Traffic through downtown does not flow well. As things get more backed up, drivers get more frustrated, which leads to a less-safe environment for pedestrians. Improved flow of traffic would make the downtown area (mainly traveling along Alternate 19) easier to navigate and thus safer for everyone. Parking options are extremely limited in downtown.



- Need more code officers. When you walk neighborhoods, it appears some people disobey covenants.
- Not a lot of parking in town.
- Not enough parking.
- Not enough parking. It is a mixed bag of code enforcement. Some abide, some do not.
- Not many opportunities for people of color and people of color have more issues to face when trying to get a business or anything else completed in Dunedin!
- Not staying true to the year-round residents and seem to care more about tourism than anything else. What happened to being such a green space community?
- Our current economic development efforts seem to maintain our sleepy town. We are lacking public transportation and a vibrant town. It appears that more of the retired population are not as receptive to diversifying our town and many of the younger generation are finding other towns more receptive to their needs/wants.
- Our public transportation is improving but is 'not there' yet. Need more elderly-friendly options for getting around town. Traffic is pretty bad and we are still challenged for parking. This is another area where public transportation could be paired with creative parking solutions that would be elder-friendly. It would be nice at some point to remove parking on the streets in the main area of town. A small area that is just pedestrian could make everyone safe and add to the enjoyment of coming downtown.
- Paid parking would have solved a lot of the problems we have today with parking and traffic congestion. Automated vehicles are neat, but rather dangerous to the unsuspecting citizen.
- Parking availability does not match demand.
- Parking downtown is an issue.
- Parking is an issue.
- Parking is terrible in high season; code enforcement punishes improving properties and allows degrading properties to flourish. Too much 2030 crap. I'm not sure whether the City is planning well or not, but it is a concern to me to see more congestion.
- Perks and concentration are on tourist-type businesses and downtown. The City is over the top with code enforcement and its fees. Future planning is pushing citizens and local businesses out of the way for tourism and hospitality.
- Permitting: although staffing seems to be abundant, to listen to one of the voice messages when trying to talk to a real person takes about five minutes. The voice message tries to address every possible question you might have and what to do, where to go, what website to visit, everything but to talk to a person. You are not going to get a callback for at least 24 hours if at all, it almost appears to me that staff is not managed. There is no accountability and management has not dug into the actual performance of their employees. I deal with a lot of municipalities in my business, and this is unique to Dunedin. Technicians cannot multitask.
- Public transportation is limited, but there is also not necessarily anything the City can do about it.
- © Really?
- Same song as always, not enough parking for customers. Have pivoted to online and offering 'curb-side,' but still have customers complain regularly that finding a parking spot is tough. Several say they won't come downtown anymore and only shop online. Which raises the



- question of 'why have a brick and mortar with the additional expenses if my customers are shopping online because coming to my brick and mortar is too difficult?
- Seems like we are making progress in parking, but it is taking a long time. Code enforcement needs to be consistent.
- © Selective code enforcement. We have been persecuted while others with same or worse violations get nothing.
- Several business owners have stressed frustration over code. It does not affect my business.
- © Some code enforcement ordinances are passed onto an outside agency that lacks the understanding/spirit of the ordinances they enforce. In some cases, they act outside state guidelines that deal with ordinance enforcement.
- The biggest problems in Dunedin are traffic and parking. I think the City is doing the best they can to address this though. Code enforcement does not make sense to me regarding signage. How are chalk boards better than professional sandwich boards? Usually chalk boards are messy, hard to read, artwork is questionable, and they can't be out if it's raining. I do like that items should not block the sidewalks though, as that was getting out of hand.
- The City is solely focused on making money. The small business is not considered during any of their permitting, fining, any kind of code enforcement, etc. My rent for my building gets higher every year, but nothing in the City changes to bring my business any more money. The cost of doing business in Dunedin is outrageous.
- The City is spending money they don't really have to do things they really should not be doing.
- The City is very built out. New construction is mostly three story condos with zero lot lines starting at \$700K. We need affordable housing so that our teachers, nurses, secretaries, waiters, hairdressers, store clerks, artists, musicians, fishing guides, City workers, etc. can live locally also. We need a diverse population (ethnicity, socioeconomic, age) to have a thriving community. We have some heavily congested areas with pedestrians and cars that are dangerous for all. Pedestrians cross as they please, cars get frustrated and take risks, and golf carts are unpredictable.
- The more people we cram in Dunedin, the more traffic there is. Parking is always a mess and can't get in the downtown area at all. Overall, it's still tolerable, but it needs improvement, or it will be intolerable. Housing is nowhere near affordable here in Dunedin. We live here and have owned for 20 years. The prices are astronomical. Great for selling, but terrible for buying or renting in this economy.
- The Sherriff's Department does not have the local businesses' interests at heart. As opposed to sheriffs of times past who would build a positive report with local businesses so we can work together for the best interest of the private and the public. They seem entitled and overreaching without any intention of being of aid to the community. Sometimes when I drive to work, I'll see as many as eight cruisers in the Downtown corridor. I can't see how that is necessary; this isn't Cleveland. Planning for the future: the City does not prioritize green space OR parking. To keep our beautiful City and its charm, we need to consider the balance of how to provide ample parking, walkability, and green space as we grow. We need people with foresight to work for the City.
- C There are very few opportunities to know the public transportation routes and options. Traffic is a challenge for a small town. I find a lot of issues with crossing streets, and certain streets



- should have crossing options when there are none. I am speaking about working where I live specifically, and my neighborhood. It seems challenging to get fairness in permitting, then other people seem to get their needs met regardless of permitting. On my street alone, every tree on several properties was cut down along the street, and I could not for the life of me understand how the City allowed this to happen when trees are so important to the beauty and care of green spaces.
- There has been no success in bringing in business to replace Nielsen and Coca Cola. A lot of resources went into retaining the Blue Jays, but the Blue Jays were the only ones to benefit from the investment. Public transport is a joke, parking has never been resolved, code enforcement is diluted, has not been fully staffed for years, and the staff have no stake in the game; they don't live in Dunedin.
- Code enforcement has gone backwards, the City staff are not invested in seeing that the City maintains the standards that have built Dunedin's value to the community. This is NOT a City citizens can afford to downsize and retire to. That is the result of bad long-term planning.
- There is no affordable housing for non-seniors in this area. Making it difficult to find and retain employees. Utilities: we have notified the Utility Department about the dumpster taking up a coveted parking spot in our parking lot. We originally had it pushed back to accommodate a parking spot in front of the dumpster. We have called multiple times to have this rectified. No progress has been made; it has been a year.
- C Too crowded.
- Too much traffic in the City.
- Traffic is a nightmare, especially in the winter months, but that is more of a County issue than the City. Also, parking is getting harder and harder downtown as businesses are not providing ample parking.
- Traffic is awful. Too many curb cuts too close together; lots of homes throughout the neighborhoods in disrepair; economic development efforts are solely focused on downtown only and not the numerous neighborhood shopping districts. Future planning seems to only be focused on the downtown area and tourism.
- © Traffic lights on 580 slow everything down, even when traffic is light.
- Transportation: wider roads and more parking (which brings more cars) is not the answer. Look at cities where cars have been removed from busy downtown areas even for one or two days a week. They are thriving with pop up markets, restaurants, etc. and lots of people enjoying them.
- We are having a hard time finding parking for employees every weekend. Code enforcement is coming after business for the smallest things, and they are inconsistent in their reprimanding. Some things just hurt businesses.
- What economic development? The only economic driver in this town is tourism (mostly, restaurants, bars, and breweries). Also, there is no public transportation worth discussing. The buses are unreliable, and the trolleys are fun for tourists but not practical for the needs of locals. Code enforcement is nonexistent on the south-side people park wherever they want, lawns are overgrown, and campers and boats are everywhere.



Worried too much about parking lots and not enough about helping the businesses already established that bring money into the City.

Q13other. Other specified important City efforts to your business.

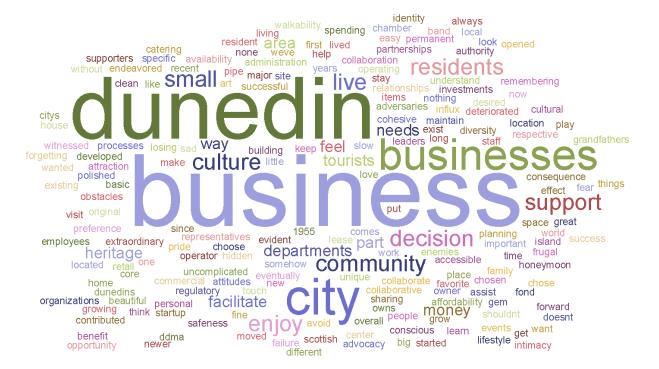


- Better transparency to new business owners about required permitting, codes, etc. Further, remembering the business districts were here before there was much residential. These folks chose to build, buy and rent in a business district; we should limit the amount of pandering we do to them.
- Code enforcement.
- © Create a business friendly environment. Too much weight is given to all the downtown residents and it's only getting worse with new residences continuously being built downtown. This is what has destroyed other towns.
- Ease restrictions on building 'design styles' which are antiquated and limiting. Provide alternate means of transportation to downtown and Honeymoon Island, reducing car traffic /congestion and pollution at the same time.
- Uk have an open vantage point to see the behavior of drivers and pedestrians. It is unsettling at best. Some of the concern is pedestrians not using the light when crossing. Mostly, in my opinion and observance, is that drivers have no respect for pedestrians (or so it seems). Even with a flashing light several feet before their turn to warn them of people in the road, they just drive through. They also "bully" pedestrians by driving very close to them as they cross. I



- actually try not to look that direction anymore as it is just stressful to see how many close calls there are. I fully believe that Dunedin and the state are doing their best to find an ideal solution. Perhaps a pedestrian bridge?
- Opportunities for support of small business financing and resources.
- Parking for customers.
- Plans for the future.
- Safety of residents, visitors, businesses, etc.
- Would love to see the cost of things go down overall. I know this isn't just a Dunedin problem, but it appears people here take advantage on the demand and everything is outrageous.

Q5other. Other specified influential factors in contributing to the decision to locate your business in Dunedin.



- Availability and affordability of retail space to lease.
- City staff and leaders had no effect on the decision to do business in Dunedin. They are of little consequence when it comes to operating a successful business. Unfortunately, they get in the way sometimes.
- Cohesive and collaborative relationships with planning, building, and business departments were evident when I started here. However, this has deteriorated in recent years. Newer representatives enjoy authority over partnerships and collaboration. Have witnessed other businesses choose to avoid regulatory processes over fear and developed attitudes that these departments are now adversaries and enemies. Sad.



- © Diversity, culture, and community.
- Dunedin Fine Art Center nothing like it in the major city I moved here from. It is extraordinary.
- © Dunedin is my favorite place in the world. I look forward to sharing it with tourists, but if we do not keep it clean and beautiful and make it accessible, it will not be an attraction for permanent residents nor tourists eventually. People are fond of Dunedin because it is a hidden gem/not polished. It has a slow, easy feel and I think it's important to maintain that somehow.
- © Dunedin was a growing community with a basic, uncomplicated City administration that desired to help facilitate unique startup businesses. They endeavored to collaborate/facilitate with businesses in order to understand the needs of the small commercial business owner/operator. It did not work to put obstacles in the way of businesses so they cannot enjoy the benefit of their respective investments.
- Dunedin's cultural heritage.
- © I chose to live here but my decision was more about lifestyle than my business. The items I have chosen are more about personal preference.
- Live in Dunedin.
- C Location, events in the City.
- My business is site specific. It can only be located on Honeymoon Island.
- My family owns a home in Dunedin. I live in my great grandfather's house! He was one of the first original residents of Dunedin.
- None of this contributed to my decision. We were an existing business and we've lived in this area long time.
- Pride in being a Dunedin resident. Overall, I enjoy living here and wanted our business to be part of our community.
- Small business supporters.
- Support for Scottish culture and pipe band.
- Support of local businesses by the City.
- The City should be very conscious of what their core business is and what they should and shouldn't be spending our money on. It's not their money; it's ours. Learn to be more frugal.
- The City's heritage and culture play a big part in the success/failure of my business.
- The organizations that assist with advocacy and support of our business: Chamber and DDMA.
- C Things were different when we opened our business. I feel that the City is losing touch with its identity and catering to the influx of new residents, forgetting the needs of small businesses and their employees, and failing to remember that without us, 'Dunedin' doesn't exist.
- Walk-ability.
- We have been in business in Dunedin since 1955. We want to stay in Dunedin because we have ALWAYS been here!
- We love the intimacy, opportunity to grow, and the safeness of the area.



#### Q7other. Other responses to what Dunedin uniquely offers you as a business.

- Taxes are better than where we came from in 2017.
- Live in Dunedin.

#### Q14other. Other areas of concern with the City's infrastructure and maintenance.

- Ability of the City government to be transparent and act with integrity.
- Future.
- Lack of "keeping up with the times." No credit for golf cart parking. Restrictive noise ordinance that is more restrictive than the rest of the county.
- Lack of speed enforcement on Douglas Avenue North.
- Need to do a much better job of keeping the City-owned palm trees trimmed.
- Safer for bike riders. Lining bike lanes on multiple lane roads (S.R. 580, CR1, Belcher) with rumble strips/reflector pucks, something to keep vehicles out of the bike lanes.
- © Too many City regulations and uneven enforcement of those regulations is picking and winners and losers in this town and breeds animosity.
- Traffic congestion.
- Whatever infrastructure staff or department that's responsible for beautification of Dunedin.

  There are a lot of sore spots that with proper irrigation and landscaping, and/or streetscaping could be very nice, as well as holding private and civil building owners to a minimum standard of maintenance to their property.

# Q16other. What kind of impact, if any, do the following alternative transportation have on your business?

- In my business, we go out to the customer's house or building. They don't come to my office.
- One.

# Q18dother. Which event or types of events affect your business most positively?

Friday night of Highland Games in Downtown.



# Q18eother. Which event or types of events affect your business most negatively?

- Any event where a huge number of people come downtown, take up all the parking spots, and don't buy anything but a \$2 trinket.
- © Road closures.
- We see a small decrease in business when there are major events at Highlander Park, but not enough to have a significant impact. We are happy to have events in various areas of Dunedin. It all seems to "balance out" in the end.
- Whenever the City closes the Dunedin Causeway for races and other events it negatively impacts my business.

Q18g. Why do you say that? (Over the past two years, have there been changes in how Dunedin events impact your business?)



- © Because we're in health care we do not see events directly affecting our business. However, with the increase in events since COVID, we have seen an increase of snowbirds that does increase our business.
- Been consistent based on my type of business. Not a brick and mortar here.
- Bigger, better, and more numerous events have increased revenue year over year.
- COVID-related relaxation and selective enforcement of codes have impacted both residents and retail tenants. Codes must be clear and enforced by the City. Enforcement should not be initiated based on a complaint. That creates bad blood between residents and businesses. They should be proactively addressed by City staff.



#### City of Dunedin Business Opinion Survey: Open Ended Verbatims

- © Crowds at some events are too large to manage, downtown City restrooms being closed and only having porta-potties during events was an issue.
- Events bring the people and their money to downtown.
- © For some reason, the events do not produce the amount of sales they used to. Perhaps a "refresh" of the events would help. Classic example, Second Friday used to be excellent for us, and they would double our day. Now there are very few shoppers and little to no sales.
- Home-based business in northern part of Dunedin gets little to no "buzz" from events downtown and mid-town.
- I do not see any changes.
- I have a home-based business.
- I haven't noticed any changes.
- I run a coaching and consulting business that is not limited to the local area.
- © It depends on the event, but for example the Christmas event completely blocks our building off to where no customers can come in. I've tried to get it changed, but no one has listened to me.
- Mardi Gras, Wines the Blues, Trick or Treating downtown, and Old-Fashioned Christmas have always had a negative impact on my business.
- More event space in the east end (positive impact).
- More people seem to be attending the events.
- More road closures mean I have to close my business more often.
- My business is far away from downtown. I am not impacted from downtown events. I am a destination business.
- My business is home based.
- Our customers are residents. Events do not bring additional business. But are enjoyed by our clients.
- Parking was always being used by workers building City Hall. Customers would drive away and go somewhere else.
- People come back year after year, more of a following.
- People find the "fun" in Dunedin and come back.
- Post pandemic pick-up for events and Dunedin has been a leader in that effort.
- Some events help, but the majority of the events don't affect our business at all because we are not downtown.
- © The City comes alive with happy people of all walks enjoying life.
- Dump trucks at intersections, as well as the requirement to close the roads so early and some events that have overnight road closures affect service-related businesses like ours. We always plan to close early for large events as the majority of our clients cancel last-minute because no parking is available or road closures. They typically happen at 4pm or later so we close early. The craft fairs are the most challenging as they fall on our busiest days.
- The increase in road closures downtown means that I have to close my business more often. I cannot operate when roads are closed near my business.
- The special events have been the mainstay of Dunedin's uniqueness. Locals from other cities come to our City to have a great time. It has always been that way and we benefit.
- The streets get shut down and some businesses get cut off due to the dump trucks and signs blocking the entrance to the road where the businesses are.



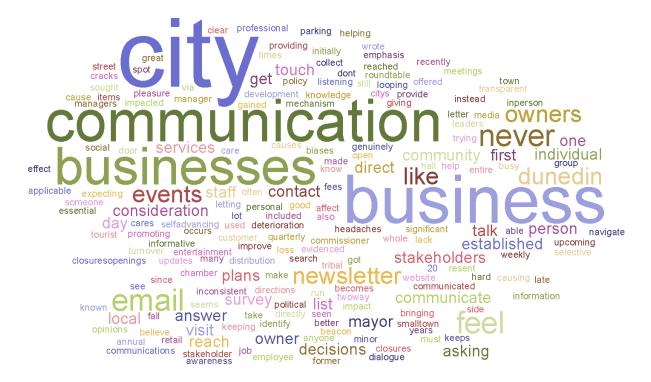
- The wrong type of people are coming too many drunks and free loaders. They are destructive and do not spend money, very rowdy and troublesome.
- There are more road closures which directly impact my business in a negative way. I have to close.
- C Too many.
- Too much of a good thing. Times have changed.
- Unfortunately, more and more events are downtown.
- We are located in the Douglas Avenue corridor near the Artisan, and we get completely cut off from downtown via dump trucks that obstruct the view. Downtown is larger than Main Street now.
- We do not have the data to answer this question.
- We have fundraiser events that the community supports.
- We have short-term rentals; events are typically positive for us.
- We see big improvements when there are events in the City and it helps, especially during slower seasons.
- We're not downtown, which is what this survey is all about. The City only cares and provides beautification in core.

# Q20other. What do you think are the most significant issues caused by the pace of Dunedin's growth?

- © Could be faster by not over-analyzing and handcuffing bigger projects, i.e., Dunedin Gateway and Main Street and Douglas Ave projects that have both been on and off for the last 15 years.
- Golf carts, safety, parking.
- I've seen little change in the past two years growth-wise in Dunedin. I see no reason why multiple projects shouldn't be taken on at once growth wise, besides possible budget constraints.



Q22. If "below average" or "poor," how can the City improve its communications with the Dunedin business community?



- Annual in-person roundtable meetings with City leaders and business owners/managers.
  Quarterly business newsletter via email. Currently all I see is in the Dunedin Beacon.
- © By being transparent about upcoming plans and development. By giving local businesses first consideration over bringing in businesses that are not an established local business.
- By keeping in touch, by doing just this a survey, or an email. I've been a business owner in Dunedin for 20 years and only once, (when I first established) had the pleasure of having a visit from the Chamber asking how they could help, what my plans were, etc. from a sweet elderly man. (I am embarrassed that I don't recall his name, and he passed years ago.) Other than that visit, I don't feel that the City keeps in touch or cares about individual businesses.
- © Care about the established businesses in town and take their opinions into consideration.
- The City seems to communicate great one –on-one. Significant lack in communication to the community as a whole. This is what causes the deterioration of the small-town community feel. It becomes tribal because of it.
- Could do a better job with promoting two-way dialogue and genuinely listening and not letting personal biases impact business communication and decisions.
- Have open door policy/direct communication with the City Manager.
- © I believe the City is selective about communication and is very political.
- I do not feel like I am communicated with at all. I feel like since we are not a tourist spot that we fall through the cracks.
- I have never had the City reach out to me other than trying to collect fees.



- I see the communication as self-advancing and not informative.
- Identify business owners who are impacted by decisions made by City staff and communicate DIRECTLY with them and not through social media expecting the busy business owner to search for items which affects their business. You know who the owners are and should be able to contact them.
- It is inconsistent and the City's website is hard to navigate.
- O Never.
- © Some minor communications through the email newsletter. Other than that, no known mechanism so information must be sought out and many times it is too late once knowledge is gained.
- Talk with us more often.
- The City can improve its communication by providing clear communication directions to stakeholders as they provide services to them, businesses included. One example I've seen is where someone will reach out to a group at the City, and then once they get an individual person, will only talk to that person instead of looping in the applicable City email distribution list that they reached out to initially. If/when City employee turnover occurs, this can cause a loss of communication with stakeholders, causing headaches on both the stakeholder and City staff side.
- The entire emphasis is on retail and entertainment which is evidenced by this survey (asking about the effect events have on our businesses). There is no awareness of professional services offered, or other essential businesses that make Dunedin run day to day.
- We have never had any direct contact with anyone at City Hall. The mayor has been in and a former commissioner is a good customer.
- Weekly newsletter with events.
- Who has reached out to our firm?
- Would like to have a list of events of street closures, we used to get them but haven't recently. Also updates on parking lot closures/openings.
- Wrote a letter to the mayor and never got an answer. Resent again, and still no answer in helping us with our business.

# Q23other. How do you prefer for the City of Dunedin to communicate with you?

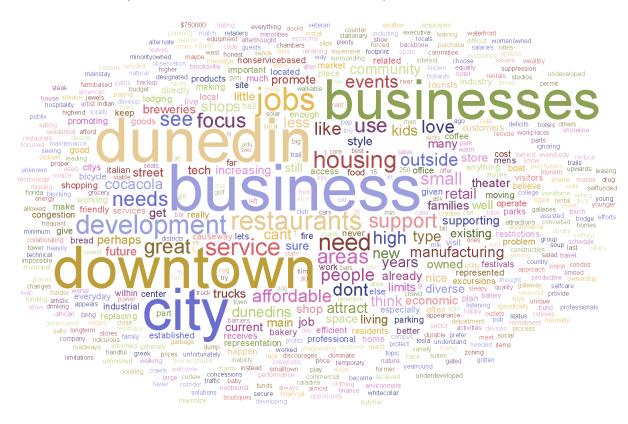
- I would say ALL the above and every other avenue available. For important communication, email or letter.
- Mail, telephone.
- Tampa Bay Magazine.
- When City employees stop in the shop.



Q25other. What services would you be interested in transacting with the City on-line?

Information.

Q29. In your opinion, what types of businesses are under-represented or would be a good fit in Dunedin's economic landscape? In what areas should the City focus their economic development efforts?



- A little more focus on business outside the main street corridor.
- Affordable housing.
- Affordable housing can't happen without zoning changes and government funding.
- Any service business not in hospitality or in downtown.
- Artist studios and supply.
- Artistic development.
- Baby shop, bakery/bread, toys, stationary shop, and soup/salad only shop.
- Big business, tech, manufacturing.
- Businesses that choose not to cater to people with cars, but the people that walk or bicycle, are still forced to have parking. Restaurants with upwards of 250 seats were allowed to operate with a handful of spots, and their customers park at everybody else's business.



 $\subseteq$ 

- Close in "Workforce only" housing with a totally affordable footprint approach energy efficient so low utility bill, solar assisted with Tesla-type battery back-up for temporary power, simple and durable construction so maintenance cost is at minimum. Small efficient living space so total sales price is well within purchaser's reach and budget. Lowest interest with 1% down min. Located so Trail can be used to access downtown workplaces by bicycle or foot.
- © I would be working with business directly to keep what is here! Rent is increasing, wages are increasing, and COG are increasing. This leads to less profits and often deficits for current business. These are areas that need to be worked on before you can bring in new business.
- © Current businesses already established. We don't need new businesses, we need to make the ones already in place better and give them more representation.
- Currently, Dunedin's business is pretty diverse. The problem Dunedin faces is the inability to attract a more diverse crowd. Unfortunately, Dunedin appears to be known as a "sleepy town" from the feedback of our customers. Perhaps Dunedin should focus on promoting all of Dunedin as a diverse community, develop designated districts and heavily promote areas off Main Street downtown, promote the walk-able business areas surrounding Main Street. Blocking roads during festivals with dump trucks and garbage trucks creates an unappealing appearance and discourages visitors from visiting businesses located behind the truck barriers. Perhaps Dunedin should visit Brooksville to see how they use pop-up bollards during their festivals and events.
- © Development is important, but retention of existing business is more important. Frequent business turnover sends the message that the City is not viable for business. Focus on supporting, collaborating, and listening and retaining existing business.
- Families: we are a community of families, but only offer bars/brew pubs. Dunedin needs to support business OUTSIDE of downtown.
- Family friendly businesses/attractions.
- Food trucks.
- © Generally, there is an over-emphasis on restaurants and bars/breweries, but in this day of e-commerce, I believe that these are the type of businesses that do best downtown and will dominate over retail or professional.
- Grocery store. Hotel. More professional office space.
- Technical-style college with affordable housing on campus, perhaps at the Coca-Cola site.
- High end restaurants and supporting current restaurants, not making it harder and more expensive to operate here.
- High paying tech jobs would be great. Men's stores. The City needs jobs that are not in the tourism sector.
- Higher quality goods and services.
- How about businesses that are not directly in downtown and make them part of the community instead of ignoring them.
- I believe we need to protect the small retail shops/galleries/boutiques that give Dunedin its small-town charm. They are being driven out by high prices and high rents that only liquor serving businesses can afford.
- I can't really think of anything that is missing in particular, but I think we have enough breweries and coffee shops.



- I don't know. I love Dunedin and am happy here. Have not given this topic much thought.
- I see the problem is future development, where and how can future development happen.
- I think Dunedin has a great variety of businesses and it's a great place to do business. I'm not informed enough to really make a decision on economic development.
- I think the Economic Development Department is doing a great job.
- I would like there to be a proper theater for live performance events and film. The group working on this needs your support.
- I'd love to see more activities and a warm welcome at the Community Center. I don't understand why MLK Center lets anyone in to play and use the gym and lets kids be kids, but we have all these rules and can't use this and can't use that. It's ridiculous, especially for a City where tons of families are moving here. We don't need more businesses here to be honest, maybe more outlets for kids to be kids.
- It would be nice if the other parts of the City other than downtown were equally represented as a part of the City.
- © Italian and/or Greek restaurants. Prefer seeing the old City Hall converted back to a library, local theater, or rental hall for events.
- It's a shame we are losing Indian River OJ.
- Keep downtown less residential.
- Less development of hotels, housing, etc. More parks and walking paths/trails and more support for the Dunedin Country Club.
- Lift restrictions on golf cart businesses downtown.
- Light industrial in the Coca Cola site.
- Codging could be represented better. The Chamber is doing a great job with their new lodging committee. With two state parks within our City limits, I feel like we should promote nature, shoreline, excursions, and concessions. Many of our guests would like to be more in touch with the natural Florida. Our City commercial municipal dock is small, and those boat slips should be specifically reserved for promoting services that tourists will use.
- C Long-term rentals.
- Manufacturing and technology; we have plenty of restaurants.
- Manufacturing jobs because they are the backbone of a productive economy.
- Many local businesses downtown have given way to breweries. Former shopping excursions have become pub crawls. Dunedin Causeway from Curlew and Alternate 19 west is the gateway to the City's crown jewels but receives no love, vision, or master plan from the City. Downtown receives 90% of the City's focus and the Causeway is an afterthought left to its own devices. The status of the bridge is still unknown, the observation tower at Caladesi is still unfinished due to lack of funds to purchase and install fire suppression equipment in order to meet Dunedin's fire code.
- Men's clothing and shoe store.
- Minorities, especially African American. There are only two known black businesses in the Dunedin community.
- Minority-owned businesses.
- More businesses to attract locals year-round, with some including products for men. Less gift shops selling the same type of products.



- More counter service style restaurants vs. sit down places.
- More high-end retail, downtown, unique shopping. Almost everything is eating and drinking. Not much else to do or see.
- More non-tourist focused retail would be nice.
- More retailers for everyday goods. Other than Publix anything else needed for everyday living is outside City limits.
- New industrial/office space and executive suites.
- Parking for downtown events and for the businesses in the area.
- Replacing a large industry like Coca Cola.
- Roadways: please ease congestion. I would love to see more food/farm-based events, more than the little market downtown. My business is a remote recruitment company. I'm not sure how you could attract this type of business, but we don't have to travel on the same schedule as the 9 to 5 people and that could reduce traffic congestion at those times.
- Self-care.
- Small veteran owned businesses.
- Social service businesses.
- Supporting the existing businesses that are already established. We have owned a business in Dunedin for seven years. It's the largest alcohol and drug recovery meeting center in all central Florida, with 900 people passing through our doors every week. We have never received any assistance, so it's self-funded, and always looking for financial support. Also, we have owned another business in downtown Dunedin for 15 years for women in recovery and have never had any support there as well. We have also resided in Dunedin for the last 25 years.
- The businesses outside of the downtown core.
- The City has great representation in most areas as far as I can see.
- © The City needs to focus on areas outside Downtown. Downtown is doing very well. The City needs more non-service-based industry. Most of the jobs in Dunedin are service related and will get worse when Coca Cola leaves soon.
- The City needs to help secure more jobs which are not service related. Service jobs, which are the mainstay of Dunedin's job market, do not provide salaries which match the cost of living in Dunedin, making it impossible for some people to live AND WORK in Dunedin. Employers like Coca Cola, Neilson and others have or are leaving the City and only service jobs are replacing them. This is not good for Dunedin's citizens.
- The City needs to plan for the future and try to attract younger residents. There is no affordable housing, severe restrictions/limitations on the 'style' of home you can build dating to 100 years ago, and alternate housing solutions (tiny homes, ADU's) are very difficult to get through the planning/permit process which limits home ownership options. Dunedin has far too many \$750,000 condos for wealthy retirees, which are gated, have limited access and are not 'friendly in the City environment'. There is little support or opportunity for young professionals moving here.
- C The City should focus economic development efforts on developing underdeveloped or undeveloped areas of Dunedin to maximize what the City offers to residents and visitors.
- C Theater.



- Tourists often ask for a downtown business that sells items you would normally find in a small drug store.
- Waterfront restaurants with boat docks.
- We could use a good Italian restaurant and a steak house.
- We need some non-service-based jobs manufacturing or finance. Where people can get jobs which will allow them to love and work in Dunedin.
- White-collar or tech jobs.
- Women-owned. Coffee shops have gotten fewer (leasing rates too high?).
- Would be nice to have a bread bakery and a butcher.

# Q17. Do you have any suggestions for how the City could drive more business to Dunedin merchants during the off season?



- A "shop local" PR campaign explaining how important it is to support local businesses during the off season. Businesses can't really do it themselves without appearing self-serving.
- Advertising and events.
- Advertising, maybe commercials and possibly forming partnerships with all the local beach communities to drive people to summer activities or events and offering maybe a stamp program if you visit participating places and get something free for getting all the stamps for locals or tourists.
- Allow us to have outdoor dining and music without so many rules and regulations.



- And there it is again: "merchants" exhibit A so to speak there are more than retail/sales businesses here!
- As for the really slow period between mid-August and all of September, during the height of hurricane season, I have nothing. However, during the notoriously slow period between Thanksgiving and Christmas, we should have a lot more going on downtown. Old fashioned Christmas and the Boat Parade are great, but we need things every night of the week.
- Be flexible with sign ordinance.
- Setter parking.
- Billboard out on US19. Advertise in Hillsborough County.
- © By referring to it as "off season", you already start in the negative thought area, "in season" is actually a bonus and off season is just "base", possibly referring to it regular season or locals season removes some of that stigma.
- © Cardboard boat race, 4th of July parade/block party, dog days of summer party featuring only Dunedin musicians, host a BMX or skate competition downtown.
- © City events, build up second Friday like Safety Harbor or Tarpon has done by closing the streets and providing stages for entertainment.
- Close Main Street from Pioneer Park to Caledonia to make it entirely walkable on the weekend evenings. It would be enticing!
- Continue to improve parking.
- Continuing partnerships with marketing efforts.
- Oping great at this with events.
- Downtown activities in the off season. This will encourage locals to attend not just having tourists.
- Dunedin likes to bring in outside vendors and instead of promoting the businesses within the community. Many of the vendors do not have to comply with the ordinances/codes brick and mortar are confined to i.e., signage, A-frames, large flags, etc. These vendors often block our businesses and it's hard to hear "well, the visitors will remember you and come back to patronize your business" when the flags, etc. are blocking local businesses and visitors never see our businesses.
- © Eliminate events. They keep regulars away. You cannot go into town when it is overrun with drunks.
- © Encourage art.
- Encourage neighboring day trippers and weekenders. Play up staycations for locals.
- Events for locals.
- Events for residents.
- © Events.
- Everyone has peak season and off season. I believe the locals keep us going during the off season. I am happy with the way things are.
- Find new, fun events that close the streets of downtown to do, all the way up to the old post office. Not just a small part in front of the park. Just because it's hot, does not mean people won't come. The arts and crafts festival in June was usually our best one, and now you have gotten rid of that one too.



- © Focus more on the locals. Promote businesses that include day traffic. Hair salons, doctors, accountants etc. are just as important as restaurants and bars. We need both, but must be balanced.
- Focus on appealing to local residents (Tampa, St. Pete, etc.) to drive additional business. Promote as an alternative to downtown St. Pete, Ybor, etc.
- Hosting Restaurant Week events. It's been a few years since we did this. Possibly a scavenger
   hunt to also incorporate businesses outside of downtown. Fireworks on/around July 4th.
- How about a mosquito/hurricane festival? Just throwing that out there. People don't visit us in the off-season for a reason.
- I am not sure we have an off season anymore. Seems busier all the time. But focus on year-round residents and services and retail they need/want is always good (e.g., PLEASE fix the pool and make it year round)!
- Improve road access and parking.
- Increasing the number of full year/permanent residents and getting them out and about will drive more business to Dunedin merchants. I believe it is a mistake to cater mainly to tourists. They will come if we keep a pretty town, which we have. Engage home/business owners in the community by asking them to join positions. People love to help but often don't know how. Also, we have great community centers and more could be done to promote the available activities, which could get people out.
- It appears there is not much of an "off season" anymore. Year-round tourism seems to be the norm for the most part.
- © It seems that everything is busy all the time. Of course, it is busier during tourist season, but it is great for locals to have better access to the businesses without all the crowds. Improved parking and public transportation can always help.
- It would be beneficial to expand and establish additional markets that cater to smaller businesses and prioritize promoting their events.
- Solley Trolley.
- Keeping the downtown farmers market and craft fairs going is helping tremendously. Not sure of any other programs that would be beneficial.
- Let them have signs.
- Listing all businesses, either in the local paper, or in a flyer, mailer etc. encouraging residents and visitors to support local and small businesses. Highlighting groups of businesses, all restaurants, all apparel, all gift shops, all beauty and health facilities, etc. We really have it all right here in town. We just need to support each other.
- Make businesses feel they should succeed. Learn what it takes to be a small business owner. Happy businesses bring happy returning visitors. Destination branding to targeted cities both national and international. Billboard on I-75 southbound and visibility in airports. Relevant dedicated web presence. Take advantage of collaborative opportunities with Blue Jay's hometown.
- Merchant collaborations with referrals from each other for discounts etc.
- Merchants are unique and only they can develop business strategies for the off season for their types of businesses and location.



#### City of Dunedin Business Opinion Survey: Open Ended Verbatims

- More advertising, i.e., perhaps take a full page ad in the Beacon just for all the downtown merchants on a regular basis? Ads on the Trolley?
- More events targeted to residents and locals.
- No need; they are doing well enough.
- Not all businesses are affected by tourism in off season.
- Not at this time.
- © Participate in cooperative advertising to educate drive in markets of what Dunedin has to offer.
- Partner/collaborate to bring locals downtown. Events/discounts with proof of residence.
- Partnership between Dunedin businesses to offer employee and/or customer discounts to each other.
- Perhaps better "off-season" discounts at hotels. I don't know if the City can influence that at all. I believe if the Second Friday event had a better budget to compete with the surrounding cities (Safety Harbor & Tarpon Springs), it would be far more successful. The budget is not sufficient to really launch successfully. Wristbands are only \$10 and participants get a plastic wine glass. I have heard many complaints about the plastic cup and lack of vendors and bands. Folks are just going to surrounding cities for "wine walks". I managed a business in Tarpon Springs and they charge \$30 (maybe \$35 now) per ticket and have a very successful turnout. We made sangria in a 30-gallon dispenser and would nearly run out every event (and we were only serving a one ounce "shot" to each person!).
- Perhaps more videos featuring businesses located not in downtown.
- Public boat docks.
- © Quit building, overcrowding. Start making this a place where tourists and residents can coincide together with adequate parking. Make it more of a hometown feel and not a St. Pete or Clearwater.
- Reaching out to businesses during the "off-season" is the key. Drastically reducing event permit costs, street closure costs, offering planning assistance and advice could result in a small promotion growing to the size and success of Mardi Gras or Wines the Blues, two enormously successful guerrilla marketing projects. Second Friday is an example of promotions suffering from a lack of the support that other cities provide. Events such as Second Friday become especially needed in the off season. Possibly what needs the most City help are our Blue Jays. With notable exceptions, the lack of community business and City promotional support for our Dunedin Blue Jays saddens me. Every business needs to be involved.
- © Remember that there are as many merchants outside Downtown. Move some of the events to the other corridors. Offer incentives to move events.
- © Small events movies in the parks (all parks) at different times? Picnic in the parks?
- Special events.
- The downtown merchants don't need more initiatives; other areas need help.
- The off season is not as drastic as it used to be. Spread the events throughout the City to encourage visitation to those areas under served by the City's events.
- There are events all year round. Merchants need to help promote themselves.
- © To me, most of the City's efforts are driven to downtown merchants. There are other merchants in the City, and they could benefit from the City's advertising or other types of support.
- Tourism and affordable housing for employees of the businesses that exist today.



Q33other. Other business location.

- We need to have events during the summer. Especially a bigger Memorial Day presence. We should have dog parades and events.
- Yes, increased media advertising highlighting the diversity of recreational activities, i.e., Dunedin Causeway/Honeymoon Island activities in addition to downtown events and activities.
- Yes, stop creating ordinances that do not help, like chalkboard a-frames and limited outdoor seating counts.

#### Q33other. Other business location.

- All the above.
- © Because rents are so prohibitively high, my business continues to operate out of my home.
- Between Main and Curlew, on Belcher.
- Between Solon and Curlew Road, west of Belcher.
- Promote music throughout the City and the state.
- 6 Home base is in Dunedin off San Christopher.
- O Home based.
- Home based business.
- Home based business.
- Home near Highlander Park.
- Mome office.
- Mome based.
- In home near DFAC.
- Michigan Blvd.
- North CR1.
- On North of downtown.
- Not a brick and mortar.
- Pinehurst-across the street from DHS.
- © Residential.
- San Christopher Drive corridor.
- San Christopher Drive, the forgotten portion of the City. Do a traffic count.
- San Salvador Drive.
- We have two locations: one located near Walmart and one Downtown.

# Q33other. Other business location. |

#### Q38. Why do you say that?



- As said in my previous responses, the cost to be in Dunedin is outrageous and there is not enough business to support the cost.
- Cannot find suitable office space in Dunedin.
- Cost of housing and available skilled labor.
- The cost of insurance is stupid in Florida.
- I would buy every shop on Main Street if I could!
- Need to renew lease. Landlord not yet willing to offer beyond five years.
- Prior to moving onto Main Street, conducting business on Broadway was very difficult. Before my current location became available, I was considering moving to a more visible location. I was lucky.
- © Regulatory moves by the City are tiring. Why should we innovate and expand when the City continues to limit possibilities? Rather make our place into a lifeless profit spot than fight to have character.
- Rent prices are becoming obscene.
- See previous response I would love to have business office space in Dunedin, but am prohibited by high rents.
- To meet various needs, but dealing with personalities in some City departments can be so adversarial that we avoid the experience. Business is good and could be better with some tweaks. Sometimes the thought of selling is easier than the thought of City processes.
- We are sick that the City fined us \$25,000 without allowing us to speak in our own defense and prove the allegations wrong and the City's prejudice against our development plans. Best example, when we presented our plan to build a chickee hut on our property to the review board, we were denied. Three months later, another business, a City concession on the Causeway built a chickee hut on their property and copied our business model. It is well known

- that the concessionaire of that business is politically involved with City officials, and it seems likely City officials leaked our plans to him.
- We need a 10,000 square foot building to accommodate the food pantry and to increase our social services offerings.

#### Q39other. Other organizations you belong to.

- Both Rotary Clubs.
- Business Task Force, OLL Knights of Columbus.
- Dunedin Golf Club, Dunedin Fine Arts Center, Dunedin Historical Museum.
- Dunedin Rotary.
- Ounedin Rotary Club.
- Dunedin Waterside Rotary Club.
- Newcomers Club.
- C Rotary.
- C Rotary.
- C Rotary.
- The Rotary Club of Dunedin.



Q33other. Other business location. |

# Q41. Please share any other thoughts or ideas that would be helpful to City leadership.



- A military and veteran friendly City should hire veteran owned businesses when they can.
- Be humble.
- © Be more consistent in how you deal with developers. The cost of doing business in Dunedin is too high and the barriers to entry make it unattractive to new investors.
- Be more consistent, focus efforts outside Downtown, and stop creating monuments to the Commission like the new City Hall. We need real jobs, affordable housing, and an economic transport system which will take the pressure off the streets and parking.
- Bring it back to a small town and don't overdevelop like the way it's currently going.
- City events are killing business as you can't go downtown when they bring in lots of people who are not spending with local merchants. Dunedin is going in the wrong direction. How much beer does the town need? What about art galleries and interesting shops with quality merchandise? Do we really need five ice cream shops when the good one does all the business, and every restaurant serves dessert? We need a mix of shops that will keep people walking to see what else is there.
- City leadership likes to ask for opinions/thoughts; however, it is very appreciative when your answers are heard and acted upon. Please do not ignore the survey and act promptly on the findings. Businesses, as well as residents, would appreciate having the results of this survey published. Thank you.



- The City needs to get hold of its Building Department and Permitting. The old days of nepotism, cronyism and making it harder for businesses to start up need to stop. Make things easier not harder to survive with all the increasing costs of goods and labor. The Fire Department needs better training.
- Consistency is needed in the City's administration. Many decisions appear to be decided based on the personal influence of certain people within the City. It is obvious and unhelpful for anyone doing business. Like other communities, certain organizations appear to be favorites, and some are not. Some areas get attention, and some do not. Decisions are made which positively affect some businesses whilst imposing negative impacts on others (road closures, for example) and this needs to be addressed to help ALL businesses.
- Continue to manage growth in a proper way to not reduce Dunedin's appeal and charm.
- © Continue to bridge the relationships between residents, businesses, and civic organizations.
- You are doing a good job. Many exciting things for our City have happened over the last decade and I applaud their efforts - staff and commissioners/Mayor.
- Employ people who are passionate about Dunedin, value its attributes and are prepared to protect them. How many of YOUR staff live in Dunedin? How can they be expected to protect our environment if they have no skin in the game? Be consistent in your long-term planning, and hold EVERYONE to similar standards. Dunedin is famous for favoring some and not others. Hold managers accountable for the decisions they are making. New City Hall is a magnificent building on the outside, but on the inside, it stinks of egotism and old habits. For example, front line staff have been observed watching videos on their computer which, given recent issues with cyber security should be policed better, and office space looks like it has been matched to people's egos and not to their business needs.
- Feedback from Dunedin lodging: Short-term rentals reservations are down. Folks are going back to Europe, on cruises, and are in fear of a recession. Although we had a busy Feb/March, the rest of the year is much softer than the previous years and the post-COVID Florida boom. There are more than 170 hotel rooms coming online in the near future and new short-term rentals being added every day. Last data from code enforcement was 15+ new short-term rentals are being added every month. Please help support a healthy balance of housing for the community and a level playing field for our businesses by (1) ensuring that all short-term rentals register with the City and (2) supporting code enforcement efforts with software and manpower. Several members have also reported that staff cannot find local places to live.
- © Get rid of term limits for the mayor and council members so Dunedin can remain delightful under their hard work.
- Help finish the Caladesi Tower and replace the playground. Advocate for a low or midrise draw bridge to preserve the Causeway's multi use ecosystem. Create and inspire a vibrant Causeway entrance like a mini fishing village by encouraging small businesses and a fine restaurant. Bring back the car wash and dog wash station. Use the X style crosswalk traffic pattern to improve safety and efficiency at the intersection of Curlew and Alternate 19N. Use Stirling Park to encourage outdoor parks and recreation activities. Do not develop. It's ironic that golf carts migrated from Dunedin's golf course to downtown and the marina instead. Think long and hard about what becomes of the old Hoods/Coca Cola plant in terms of space, use, and the displacement of 200 jobs. Don't price seniors and community helpers out of town.



- Suppreciate you!
- I do business all over Pinellas County and Pasco and Dunedin is by far the best. I have more clients in Dunedin than any other city. It's a great place for business.
- I have been semi-retired for the past few years only doing a bit on consulting and coaching in locales outside of Dunedin. I am, however, missing work and so plan to begin a program that will be offered to local citizens, starting in Dunedin and then spreading through the County. After that, I will advertise my services broadly throughout the U.S. There might be some face to face with locals but most of my coaching and consulting will be done electronically. Good internet service is important to me. I may also be hiring some virtual assistants, but they would not need to live here. Housing is very expensive unless you have been a resident for many years...which I have.
- I think you need someone who keeps in touch and represents the business community.
- I would like to see more business-friendly attitudes: Reduce levels of bureaucracy, streamline permitting to reduce time and responses, reduce overreach, be able to keep up with the times by giving someone or committee powers to update/change ordinances or make exceptions like the OHI example, but quicker. The current BAA process is WAY too cumbersome. Work with businesses to find solutions rather than obstacles. Historically, plan review has been very difficult to work with.
- Image is perception. One glaring black eye that I've seen is the reviews of the City on Google Maps due to the City vs. homeowner issue a few years ago. I have no opinion to share on that situation, but it did cause me to hesitate when looking to relocate to Dunedin. Repairing that damage would likely go a long way to improving the City's overall image and encouraging higher growth rates. See "Dunedin City Hall" on Google Maps. Additionally, there doesn't seem to be any "leave feedback" option or anything similar that would allow the City to capture encounters between the City and stakeholders to identify and improve processes within the City. I'd imagine a good location would be a feedback form on the City's website, as well as a link in correspondence such as emails or paper media.
- It would be a good idea to meet with the owners of larger businesses to talk about what they need to be able to continue at their size and to grow in our City.
- Just visit sometime and see what we are doing to save lives in recovery on a daily basis and maybe give us some ideas about what services may be available to us.
- Keep up the good work.
- Landscaping would be a great idea. Put some flowers downtown and put the river rocks back from whence they came.
- Lose the egos, bias, and personal grudges. Do what's in the greater good for Dunedin businesses and residents and that will take care of Dunedin. While we have not experienced any obvious retribution of great conflicts with leadership. We have been engaged in conversations with City leadership speaking ill of specific business owners and interjecting personal bias when discussing projects/regulatory proposals on more than one occasion and this is not professional or acceptable nor does it build trust or reflect well on the entire City as an agency.
- Love my City but I think the Achilles heel is Permitting and Code Enforcement.



- Make the people of color feel important and appreciated as well as the others in the community. Support them and create events of inclusion that create an atmosphere that relates to their culture too.
- Maybe just concentrate on growing and supporting what's already here and stop trying to shove more people and businesses in here. Support who and what is here and keep it safe and clean. Lowering any taxes would be great and MAYBE put forth some more money and time into our public schools and getting more teen friendly with the community center. The most unfriendly group has been there for five years. It baffles me that there are so many dos and don'ts for people to use a facility that we all pay for in this City.
- More communication, engage higher quality business expansion, seek better parking, and traffic solutions.
- Paid parking was a good idea and would have been very beneficial to the City. Short-sightedness and incompetence of the City were the problems with paid parking. Only the residents were upset, no one from outside of the City even thought twice about it. Bring back paid parking so we can have some nice amenities.
- Please continue to partner with retail and restaurants, getting input and taking steps to keep the operating environment positive for business in Dunedin! What an amazing City we have! Thanks for your work!
- Please don't lose the hometown feel.
- Please encourage the Sheriff's Office to patrol downtown more regularly, including on foot. Homeless and vagrants are becoming much more common and visible law enforcement will keep everyone safe.
- Please focus on the core business of a City such as safety, and less on nitpicking every portion of people's lives, homes, and businesses.
- Please help current business though development grants etc. Even just notifying us about what is going on at a local level would be wonderful!
- Please keep the charm by working with the businesses you have and not against them. There are some great places with award-winning services, and they don't get recognized enough.
- Please paint the parking tire stops so they are easier to see. Guests trip at least a dozen times per event day and the majority are injured severely enough to need medical attention from the EMTs. Also please consider lighting up the trees behind the dental office like they are in Pioneer Park to pull more customers past the Church and Park.
- Probably not on the subject, but the routing changes in only Dunedin, on the Pinellas Trail are dangerous. The mix of walkers and bikes on the same side going the same direction is dangerous.
- Provide lighted signage for Broadway and Douglas Avenue! If they flourish, we all do.
- Relax the sign ordinance a little. This is a great City to live and work. Thanks for all you do.
- San Christopher is a forgotten corridor for improvements of circulation, landscaping, code enforcement, lighting of roadways, and parking.
- Stop ignoring criticism. Ask more questions and stop to consider that you might not know everything that is best for your neighbor.
- Stop spending money on big buildings like the new office building and parking expansion throughout Dunedin.



Q33other. Other business location.

- Thank you for this survey. I hope it helps all of Dunedin in realizing a fabulous and safe quality of life for ALL people.
- Thank you for this survey. Two traffic issues that I noticed are very unsafe and confusing. One is the parking spaces in front of a business. They encroached their deck into the parking area and then straight in parking was added. This is the busiest part of the marina, and it is very unsafe because there are always people in that corridor. You used to be able to walk through the deck and down some steps to avoid that, but now it's all chained off. I think those spaces should be changed to parallel parking even if it means losing a few spaces. The second issue is San Christopher and Alternate 19. The newly installed fence does not allow the appropriate line of sight for oncoming traffic, making a left-hand turn out of San Christopher southbound on Alternate 19 dangerous.
- The City Hall is outsized for the size of the City and services provided -- way too expensive and extravagant.
- The City is doing a fine job, people want to move here!
- The City is very proactive when they are aware there is a problem. The one thing I see is some of the staff in the construction maintenance field could use better supervision. If there was a way the staff could be more involved as team members, it would help build a group of workers that will not need to be micromanaged.
- The newest efforts of the task force have been critical in the strength of our total community. We thank you for being inventive enough to create the opportunity.
- Try to keep it simple and positive!
- Under the Mayor, the City Commission has functioned well. Having a liked City Manager is also important in maintaining this professionalism.
- Very happy with them!
- We have a beautiful City that is successful because its leaders protected its culture and maintained its integrity. It is a challenge to ensure each resident's quality of life while promoting coexistence with the arts, music, entertainment, cafes, restaurants, bars, breweries, distilleries, dogs, golf carts, boutiques, farmers markets and gift shops. God bless them for all the hard work they do!!