

MIAMI-DADE SHERIFF'S OFFICE

Community Engagement & Public Trust

Research Summary Report

5,106

Survey Views

3,238

Completed Responses

97.24%

Verified Residents

Prepared By: Cole Pro Media Corp.

Survey Conducted: March 2026 | Report Date: May 2026

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Executive Summary

The Miami-Dade Sheriff's Office (MDSO) commissioned a countywide quantitative research study in March 2026 to assess resident perceptions of public safety, community trust, agency visibility, and understanding of the Sheriff's Office's role and responsibilities. The research was conducted by Cole Pro Media Corp. and yielded **3,238 completed responses** from verified Miami-Dade County residents, representing a statistically robust sample with a margin of error below $\pm 4\%$ at a 95% confidence level.

This report synthesizes the quantitative findings and qualitative resident feedback from that study for the purpose of supporting CALEA accreditation review. The data documents the agency's standing across four key performance dimensions: community trust and confidence, agency visibility and presence, public understanding of agency roles and responsibilities, and resident-identified public safety priorities. Taken together, the findings present a comprehensive, evidence-based picture of where the Miami-Dade Sheriff's Office stands in its community relationships and where strategic investment in communication and engagement will yield the greatest returns.

Core Finding:

The data does not present a trust deficit. It presents a communication opportunity. Residents express strong, unprompted confidence in MDSO deputies and leadership. The primary challenge identified in the research is not rebuilding trust — it is closing an information gap about what the Sheriff's Office does and how it differs from municipal policing agencies.

Summary of Key Findings

- **Community Trust:** 69% of respondents expressed High or Very High trust in the Sheriff's Office to keep the community safe. Combined with moderate trust, 93% of residents express some level of positive confidence in the agency.
- **Positive Community Impact:** 76.15% of respondents agreed or strongly agreed that the Sheriff's Office contributes positively to safety and quality of life in their community.
- **Fair Treatment:** 70.76% agreed or strongly agreed that deputies treat community members fairly and with respect.
- **Responsiveness:** 55.75% rated the Sheriff's Office as Very or Extremely Responsive to community concerns and complaints.
- **Visibility:** 72% of residents notice deputies working in their communities at least sometimes, with 40.56% observing deputy presence often or very often.
- **Knowledge Gap:** Only 27.61% of residents reported being Very or Extremely familiar with the difference between the Sheriff's Office and a police department — the single most significant finding for strategic communication planning.
- **Service Identification Gap:** 22.82% of respondents selected 'Not sure' when asked which services are provided by the Sheriff's Office, reinforcing the depth of the knowledge gap.
- **Top Public Safety Priorities:** Keeping children and schools safe (85.97% Very Important), reducing violent crime (82%), and faster emergency response (77.36%) ranked as the community's highest priorities.

Section 1: Research Design and Methodology

1.1 Study Purpose

The Miami-Dade Sheriff's Office engaged Cole Pro Media Corp. to conduct an independent quantitative research study assessing public perceptions of the agency across a representative sample of Miami-Dade County residents. The study was designed to generate actionable, statistically valid data in support of strategic communication planning, community engagement initiatives, and internal performance assessment.

The research objectives were as follows:

- Measure baseline levels of community trust in the Sheriff's Office
- Assess resident understanding of the agency's role and differentiation from municipal police departments
- Identify the public safety issues of greatest concern to Miami-Dade residents
- Evaluate perceived responsiveness and visibility of the Sheriff's Office
- Capture direct qualitative feedback from residents in their own words

1.2 Data Collection Methodology

The study employed a multi-channel distribution strategy to reach a broad, representative cross-section of Miami-Dade County residents. Distribution channels included online Meta advertising, social media video, SMS outreach, and in-person community events. Each distribution method was designed to reach residents across demographic groups and geographic areas of the county.

Parameter	Detail
Survey Platform	QuestionPro
Survey Period	March 2026
Total Views	5,106
Completed Responses	3,238
Completion Rate	63.42%
Average Completion Time	5 minutes
Residency Verification Rate	97.24% confirmed current residents
Margin of Error	±4% at 95% confidence level
Location Verification	IP address geocoding (~99% accuracy)
Duplicate Prevention	Single-use survey links; deactivated upon submission

1.3 Sample Demographics

A total of 4,676 respondents answered the age range question. The sample skewed toward older residents, consistent with higher civic engagement and survey participation rates among older demographics.

Age Range	Count	Percentage
18–25	101	2.16%
26–45	805	17.22%
46–65	1,774	37.94%
Over 65	1,996	42.69%

**Note on Sample
Composition:**

The concentration of respondents aged 46 and over (80.63%) reflects patterns common in civic engagement research. Younger residents (18–25) are underrepresented at 2.16%. A supplemental outreach strategy targeting younger demographics is recommended for future research cycles.

Section 2: Community Trust and Confidence in the Sheriff's Office

Community trust is the foundational metric against which all public safety agency performance is measured. The CALEA accreditation framework recognizes that an agency's effectiveness is inseparable from the level of trust and confidence it holds within the communities it serves. The 2026 research findings present a consistently strong picture of community confidence in the Miami-Dade Sheriff's Office.

2.1 Overall Trust in the Sheriff's Office

Respondents were asked to rate their overall trust in the Sheriff's Office to keep the community safe across a five-point scale. The results demonstrate a clear majority of residents expressing high or very high confidence in the agency.

Trust Level	Count	Percentage	Cumulative
No Trust	59	1.77%	1.77%
Low Trust	172	5.15%	6.92%
Moderate Trust	804	24.09%	31.01%
High Trust	1,169	35.03%	66.04%
Very High Trust	1,133	33.95%	100%
TOTAL	3,337	100%	

68.98%

expressed High or Very High Trust (n = 3,337)

93.07%

expressed some level of positive trust including Moderate

Accreditation Relevance:

An agency trust rate of nearly 69% at the High or Very High level, with over 93% expressing some degree of positive confidence, reflects a mature, stable relationship between the Sheriff's Office and the communities it serves. This data provides direct evidence supporting the agency's commitment to community-oriented policing principles.

2.2 Perceived Contribution to Community Safety and Quality of Life

Respondents were asked the extent to which they agreed that the Sheriff's Office contributes positively to safety and quality of life in their community. The results reinforce the trust findings and confirm that residents view the agency's impact in positive terms.

Response	Count	Percentage
Strongly Disagree	63	2.01%
Disagree	121	3.86%
Neither Agree nor Disagree	563	17.98%
Agree	1,013	32.34%
Strongly Agree	1,372	43.81%
TOTAL	3,132	100%

Combined, **76.15% of respondents agreed or strongly agreed** that the Sheriff's Office contributes positively to community safety and quality of life. The average response score of **4.12 on a 5-point scale** reflects a strong positive consensus.

2.3 Perceived Fairness and Respectful Treatment by Deputies

Respondents were asked the extent to which they agreed that deputies treat community members fairly and with respect. This dimension is particularly significant in the context of CALEA's emphasis on professional conduct, accountability, and equitable service delivery.

Response	Count	Percentage
Strongly Disagree	82	2.67%
Disagree	148	4.81%
Neither Agree nor Disagree	669	21.76%
Agree	1,048	34.08%
Strongly Agree	1,128	36.68%
TOTAL	3,075	100%

70.76% of respondents agreed or strongly agreed that deputies treat community members fairly and with respect. The average score of **3.97 on a 5-point scale** reflects broad positive sentiment regarding professional conduct. The 21.76% neutral response represents an audience with limited direct interaction experience rather than negative perception, as corroborated by data in Section 3.

2.4 Perceived Responsiveness to Community Concerns

Residents were asked to rate how responsive they believe the Sheriff's Office is to community concerns and complaints. Responsiveness is a key driver of long-term trust and a direct indicator of community-oriented policing effectiveness.

Response	Count	Percentage
Not Responsive	132	4.38%
Slightly Responsive	266	8.82%
Moderately Responsive	937	31.06%
Very Responsive	902	29.90%
Extremely Responsive	780	25.85%
TOTAL	3,017	100%

55.75% of residents rated the Sheriff's Office as Very or Extremely Responsive. The largest single response category was Moderately Responsive at 31.06%, which combined with higher ratings reflects that **86.81% of residents perceive at least moderate responsiveness.** The average score of 3.64 on a 5-point scale indicates positive but improvable performance on this dimension, representing a strategic opportunity for continued investment in community feedback mechanisms.

Section 3: Agency Visibility and Community Presence

Visibility of law enforcement personnel is a critical driver of perceived public safety and community confidence. Research consistently demonstrates that residents who regularly observe deputies working in their neighborhoods report higher levels of trust, greater sense of security, and more positive perceptions of the agency overall. The 2026 MDSO research confirms this relationship.

3.1 Frequency of Observed Deputy Activity

Respondents were asked how often they notice the Sheriff's Office actively working in their community, including patrols, traffic enforcement, and community events.

Frequency	Count	Percentage	Cumulative (At Least This Often)
Never	232	7.66%	100%
Rarely	615	20.30%	92.34%
Sometimes	954	31.49%	72.04%
Often	730	24.09%	40.56%
Very Often	499	16.47%	16.47%
TOTAL	3,030	100%	

72.05%

notice deputies at least sometimes (n = 3,030)

40.56%

notice deputies often or very often (n = 3,030)

The data demonstrates meaningful community presence: nearly three in four residents notice MDSO deputies actively working in their communities at least sometimes. However, the 28% who report never or rarely observing deputies represents a significant visibility opportunity, particularly in areas where staffing levels or patrol patterns may create gaps in perceived presence.

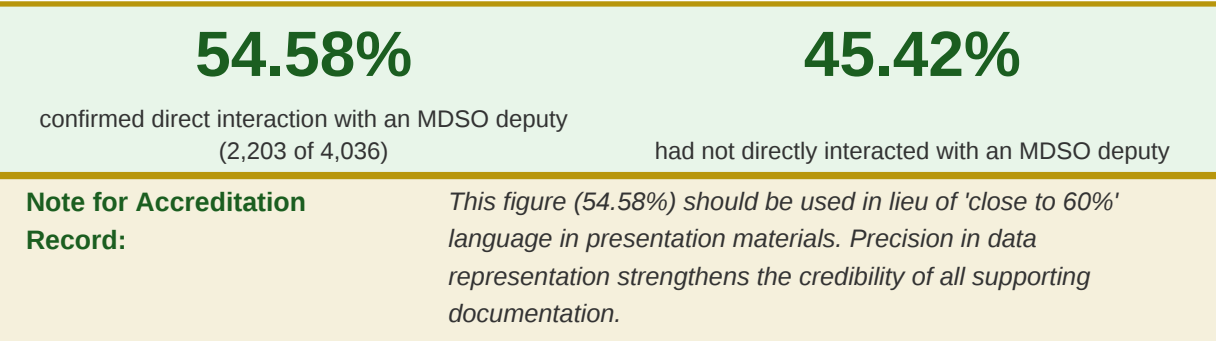
Strategic Implication:

Visibility is not simply a staffing metric — it is a trust-building mechanism. Residents who observe deputies in their communities report higher trust scores, greater perceived responsiveness, and stronger agreement that the agency contributes positively to quality of life. Increasing intentional, consistent presence in underserved areas directly supports CALEA's community engagement standards.

3.2 Deputy Recognition and Direct Interaction

Respondents were shown an image of an MDSO deputy in uniform and asked whether they had interacted with Sheriff's Office personnel wearing that uniform. This question measured both physical recognition of MDSO and the degree of direct public contact.

54.58% of respondents (2,203 of 4,036) confirmed they had directly interacted with an MDSO deputy. 45.42% had not. This finding, read alongside the visibility data, suggests that while a majority of residents have had some personal contact with the agency, there remains a substantial portion of the population whose primary impressions of MDSO are formed through indirect channels — including media, word of mouth, and community reputation rather than direct experience.



Section 4: Public Understanding of the Sheriff's Office Role

One of the most strategically significant findings of the 2026 research is the gap between community trust in the Sheriff's Office and community understanding of what the agency actually does. This distinction is critical: the data does not indicate that residents distrust or disrespect the agency. Rather, it demonstrates that many residents lack a clear framework for understanding MDSO's jurisdiction, services, and differentiation from municipal law enforcement. This gap has direct implications for public communication, community engagement strategy, and the agency's ability to build on its strong trust foundation.

4.1 Familiarity with the Role and Responsibilities of the Sheriff's Office

Respondents were asked to rate their familiarity with the role and responsibilities of the Miami-Dade Sheriff's Office prior to taking the survey.

Familiarity Level	Count	Percentage
Not at All Familiar	302	8.06%
Slightly Familiar	583	15.57%
Moderately Familiar	1,131	30.20%
Very Familiar	859	22.94%
Extremely Familiar	870	23.23%
TOTAL	3,745	100%

46.17% of respondents reported being Very or Extremely familiar with the role and responsibilities of MDSO. While this represents a near-majority, it also means that more than half of respondents — **53.83%** — describe themselves as less than very familiar with the agency's responsibilities. The average familiarity score of **3.38 on a 5-point scale** confirms that overall familiarity sits at a moderate level, with significant room for improvement through targeted public education.

4.2 Understanding of the Distinction Between MDSO and Municipal Police Departments

Respondents were asked specifically how they would rate their understanding of the difference between a Police Department and the Sheriff's Office. This question gets closer to the functional knowledge gap the agency faces in its public communication.

Familiarity Level	Count	Percentage
Not at All Familiar	815	24.17%
Slightly Familiar	784	23.25%
Moderately Familiar	842	24.97%
Very Familiar	506	15.01%
Extremely Familiar	425	12.60%
TOTAL	3,372	100%

47.42%

Not at All or Slightly Familiar with the distinction (n = 3,372)

27.61%

Very or Extremely Familiar with the distinction (n = 3,372)

These findings represent the most operationally significant data point in the entire study. Nearly half of all respondents — 47.42% — have little to no understanding of what distinguishes the Sheriff's Office from a municipal police department. Only 27.61% describe themselves as well-informed on this distinction. The practical implication is that a large portion of the public may be uncertain about which agency to contact, which services MDSO provides, and how accountability and jurisdiction function across Miami-Dade County.

4.3 Resident Identification of Services Provided by the Sheriff's Office

Respondents were presented with a list of services and asked to select those they believe are provided by the Sheriff's Office. The results reveal both areas of relatively strong public awareness and significant gaps.

Service	Count	% Identifying as MDSO Service
Investigating violent crime	3,007	81.78%
Reducing violent crime	2,861	77.81%
Emergency response (911, active threats)	2,793	75.96%
Traffic safety and enforcement	2,730	74.25%
Preventing gun violence	2,712	73.76%
Addressing drug trafficking and overdoses	2,663	72.42%
Keeping children and schools safe	2,640	71.80%
Disaster preparedness and emergency mgmt.	2,423	65.90%

Service	Count	% Identifying as MDSO Service
Court security and civil process	2,227	60.57%
Not sure	839	22.82%

**Critical Finding — 22.82%
Selected 'Not Sure':**

This figure — representing 839 of 3,677 respondents — provides the clearest quantitative evidence of the knowledge gap. Nearly one in four residents cannot identify what services the Sheriff's Office provides. This is not a trust problem. It is an information deficit that strategic communication can directly address.

Notably, court security and civil process — a core MDSO function — was identified by only 60.57% of respondents, the lowest recognition rate of any specific service listed. This suggests that the agency's less visible but legally essential functions are particularly underrepresented in public understanding.

4.4 Resident Voice: Qualitative Confirmation of the Knowledge Gap

The open-ended qualitative question produced responses that directly corroborate the quantitative findings. Two comments in particular stand as clear evidence of the public communication opportunity:

"What's the difference between the two?"

Resident comment, May 14, 2026

"It looks like I need an education as it relates to the role clarifications between the police department and the sheriff's department."

Resident comment, May 17, 2026

Section 5: Resident Public Safety Priorities

Understanding what residents identify as the most pressing public safety issues in their communities is fundamental to resource allocation, strategic planning, and community engagement. The 2026 research captures these priorities with a high degree of specificity.

5.1 Community Public Safety Priority Rankings

Respondents were asked to rate the importance of nine public safety issue areas. The results demonstrate strong consensus on the top priorities and provide a clear hierarchy for strategic alignment.

Public Safety Issue	% Very Important	Avg. Score (1–5)
Keeping children and schools safe	85.97%	4.81
Reducing violent crime	82.00%	4.76
Faster emergency response	77.36%	4.73
Preventing gun violence	76.44%	4.67
Addressing drug trafficking and overdoses	73.32%	4.63
Traffic safety	68.16%	4.56
Disaster preparedness	61.44%	4.47
Community engagement and prevention	52.91%	4.27
Other public safety concerns	43.97%	4.13

Several findings from this data are particularly significant for operational and communication planning:

- **School safety ranked first.** 85.97% of respondents rated keeping children and schools safe as Very Important — the highest single rating of any issue across the entire survey. This priority should anchor community-facing messaging and outreach strategy.
- **The top five priorities align directly with core MDSO functions,** creating a natural platform for communicating the agency's direct relevance to resident concerns.
- **Traffic safety scored higher than often assumed.** 68.16% rated traffic safety as Very Important, confirmed by detailed qualitative commentary throughout the survey.
- **Community engagement scored lowest — but still strongly.** At 52.91% Very Important, a majority of residents still value prevention and engagement work.

5.2 Investment Priorities for the Next 3–5 Years

Respondents were asked to select up to three areas of local law enforcement they believe need the most additional investment over the next three to five years. The results provide a forward-looking picture of where the community expects agency growth.

Investment Area	Count	% Selecting
Patrol staffing and response times	1,969	64.81%
More deputies in our community	1,946	64.06%
Investigations and crime prevention	1,812	59.64%
Traffic enforcement	1,431	47.10%
Community outreach and engagement	1,125	37.03%
Crisis response resources	1,076	35.42%
Technology (e.g., traffic cameras)	690	22.71%

The demand signal is clear:

Residents want more deputies, faster response, and greater presence. The top two investment priorities — patrol staffing and more deputies in the community — were selected by nearly two-thirds of respondents. This is a staffing and deployment mandate that deserves direct acknowledgment in both strategic planning and community communication.

Section 6: Qualitative Resident Feedback Analysis

The survey included an open-ended question asking residents whether there was any additional information they wished to share with the Sheriff's Office. The responses provide unfiltered, direct insight into resident experience, concerns, and priorities. Analysis of the qualitative responses reveals three dominant themes.

Theme 1: Appreciation and Respect for Deputies

The most frequently expressed sentiment across the qualitative responses was genuine appreciation for the professionalism and dedication of MDSO personnel. Residents acknowledged the inherent risk of law enforcement work and expressed direct respect for the individuals carrying out that work.

"I have wonderful respect for all of the Law Enforcement staff. These individuals go out every day to risk their lives to make our environment safer."

Resident comment, May 21, 2026

Theme 2: Desire for Greater Visibility and Traffic Enforcement

The second dominant theme centered on residents' desire for more active, visible law enforcement presence — particularly around traffic enforcement. Multiple respondents noted the perceived increase in traffic violations and reckless driving as a community safety concern warranting greater attention.

"I see too many traffic violations going unnoticed lately; I feel that we need more enforcement when it comes to traffic, many reckless drivers, people texting or on the phone and not paying attention to the road, etc."

Resident comment, May 27, 2026

"Create a robust traffic enforcement mutual aid agreement with local municipal agencies to allow unfettered countywide traffic enforcement to address the rampant disregard of the state's traffic laws. Number one priority for South Florida."

Resident comment, May 17, 2026

"More deputies patrolling the Miami-Dade Unincorporated area SW 8th Street to NW 12th Street."

Resident comment, May 17, 2026

The geographic specificity of the final comment — naming a specific corridor in unincorporated Miami-Dade — is consistent with the broader data showing strong demand for increased patrol presence and response in community-identified areas.

Theme 3: Continued Questions About the Role and Structure of the Sheriff's Office

The third theme directly corroborates the quantitative knowledge gap data. A meaningful number of residents used the open-ended question to express uncertainty about what the Sheriff's Office does, how it differs from municipal police departments, and how services are organized across the county. This theme is not a criticism of the agency — it is an expression of an information need. Residents who do not understand the agency's jurisdiction and responsibilities cannot fully engage with its services, leverage its resources, or hold it appropriately accountable. Closing this knowledge gap is therefore both a communication objective and a community safety imperative.

Section 7: Strategic Implications for CALEA Standards Alignment

The 2026 community research findings speak directly to several core dimensions of the CALEA accreditation framework, including community engagement, professional standards, public information, and accountability. This section outlines the specific accreditation-relevant implications of the research and identifies the strategic opportunities each finding presents.

7.1 Community Engagement and Public Information

Standards Area: Community Relations and Public Information

The research demonstrates that community trust in the Sheriff's Office is strong. However, the knowledge gap documented in Section 4 presents a clear challenge: residents cannot engage fully with an agency they do not fully understand. Effective public information is not simply a communication function — it is a precondition for meaningful community engagement. The following strategic communication opportunities are directly supported by the research data:

- **Educational content:** Short-form digital content, FAQ resources, and community presentations that clearly explain the role, jurisdiction, and services of the Sheriff's Office and how they differ from municipal police agencies.
- **Deputy storytelling:** Human-centered content featuring deputies serving in specific communities, conducting traffic enforcement, supporting schools, and responding to crises.
- **Multilingual outreach:** One qualitative respondent submitted feedback in Spanish, indicating that non-English speaking residents participate in the survey and may face additional barriers to understanding the agency's role. Multilingual public information resources are warranted.
- **Proactive responsiveness communication:** Residents want to know not just that their concerns were heard, but that outcomes followed. Closing the feedback loop publicly and consistently is a direct trust-building mechanism.

7.2 Professional Standards and Conduct

Standards Area: Professional Conduct and Accountability

The finding that 70.76% of residents agree deputies treat community members fairly and with respect is a meaningful performance indicator supporting the agency's investment in professional standards training, conduct review, and accountability mechanisms. The data supports the conclusion that MDSO's approach to professional conduct is producing measurable public confidence.

The 21.76% neutral response on fair treatment warrants attention. Cross-referencing this group against the interaction data suggests that many neutral respondents are those who have had limited or no direct contact with MDSO deputies. As visibility and direct interaction increase, this neutral bloc is likely to shift positively, based on the relationship between contact frequency and positive perception observed throughout the data.

7.3 Resource Allocation and Deployment

Standards Area: Patrol Operations and Service Delivery

The investment priority data from Section 5.2 is among the most operationally actionable findings in the study. Residents' top two investment priorities — patrol staffing and more deputies in the community — selected by nearly two-thirds of respondents, provide direct community mandate for staffing and deployment decisions.

The data also confirms that traffic enforcement is a higher community priority than is sometimes acknowledged in formal planning processes. 47.10% of respondents selected traffic enforcement as a top investment area, and qualitative responses about traffic safety were among the most detailed and specific in the entire survey. The combination of quantitative priority ranking and qualitative specificity suggests this is an area where visible investment would yield disproportionate community confidence returns.

7.4 Performance Measurement and Continuous Improvement

Standards Area: Agency Assessment and Evaluation

The 2026 research establishes a documented baseline across all key community perception dimensions. This baseline enables the agency to measure change over time, assess the impact of specific initiatives, and demonstrate continuous improvement — a core expectation of the CALEA accreditation process.

Key baseline metrics established by this study:

Metric	Baseline (2026)
Community trust at High or Very High	68.98%
Agreement that MDSO contributes positively to community life	76.15%
Agreement that deputies treat residents fairly	70.76%
Perceived responsiveness at Very or Extremely Responsive	55.75%
Visibility at least sometimes	72.05%
Familiarity with MDSO role (Very or Extremely Familiar)	46.17%
Understanding of MDSO vs. PD distinction (Very or Extremely Familiar)	27.61%

Metric	Baseline (2026)
Service identification uncertainty (Not Sure)	22.82%

These metrics should be tracked through subsequent research cycles conducted on a schedule consistent with CALEA continuous improvement standards.

Section 8: Recommendations

The following recommendations are grounded in the research findings and organized by priority and strategic impact. Each recommendation is directly traceable to specific data points documented in this report.

Priority One: Close the Knowledge Gap Through Structured Public Education

The most impactful single investment the agency can make is in structured public education about the role, jurisdiction, and services of the Sheriff's Office. The data is unambiguous: nearly half of residents cannot distinguish MDSO from a municipal police department, and nearly one in four cannot identify what services MDSO provides.

- Develop and deploy a multi-platform public education campaign explaining MDSO's role, jurisdiction, and specific services
- Prioritize accessible, non-institutional language that resonates with everyday residents
- Develop multilingual materials to reach Spanish-speaking and other non-English speaking communities
- Incorporate educational content into community meetings, in-person events, digital media, and direct mail

Priority Two: Sustain and Expand Visible Community Presence

The correlation between deputy visibility and community trust is clearly documented in this data. Maintaining and expanding visible presence in neighborhoods, schools, traffic corridors, and community events is the most direct mechanism for sustaining the trust levels documented in this study.

- Prioritize deployment strategies that maximize visibility in high-density residential and commercial corridors
- Increase school presence and community event participation in geographic areas with lower visibility scores
- Communicate deployment activities publicly to reinforce the sense of active, ongoing community engagement
- Address the specific patrol gap in the unincorporated Miami-Dade corridor (SW 8th St. to NW 12th St.) identified by residents

Priority Three: Strengthen Feedback Loops and Responsiveness Communication

55.75% of residents rate MDSO as Very or Extremely Responsive — a strong foundation. The remaining 44.25% represents a meaningful opportunity. Residents who feel heard and see tangible follow-through on their concerns are significantly more likely to move from moderate to high trust.

- Implement public-facing mechanisms for residents to submit concerns and track outcomes
- Regularly communicate the results of community feedback, including actions taken in response
- Ensure frontline deputies are equipped and empowered to acknowledge and escalate resident concerns

Priority Four: Establish a Research Cycle for Ongoing Baseline Tracking

The metrics established by this study have no analytical value in isolation. Their value is fully realized when measured against future data points that demonstrate change over time. A recurring research cycle — recommended annually or biennially — will enable the agency to demonstrate measurable progress on community trust, visibility, knowledge, and responsiveness.

- Commission follow-up community research within 18–24 months of this study
- Use the baseline metrics in Section 7.4 as the primary benchmarks for tracking change
- Expand the sample to include greater representation of younger residents (18–25) and non-English speaking communities in future cycles

Conclusion

The 2026 Miami-Dade Sheriff's Office Community Research Study delivers a clear and encouraging message: the residents of Miami-Dade County trust their Sheriff's Office. That trust is not passive or reluctant — it is active, expressed, and specific. Residents describe deputies as professional and dedicated. They believe the agency contributes positively to their communities. They want more of it: more deputies, more visibility, faster response, and greater presence in the places that matter most to their daily lives.

At the same time, the research is equally clear about where opportunity lies. The knowledge gap between public trust and public understanding of MDSO's role is the most significant strategic finding in the study. It is not a crisis. It is an invitation. Residents are not hostile to information about the Sheriff's Office — they are waiting for it, and the data shows they will receive it from a position of existing goodwill.

For the purposes of CALEA accreditation, this report documents measurable, research-validated evidence that the Miami-Dade Sheriff's Office is fulfilling its core community engagement responsibilities and has established a strong foundation of public trust. It also documents the agency's commitment to continuous improvement: identifying gaps, gathering evidence, and building a strategic roadmap for strengthening the relationship between the office and the more than three million residents it is privileged to serve.

Miami-Dade Sheriff's Office

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Prepared by Cole Pro Media Corp.