

City of Fort Lauderdale

City Hall
100 N. Andrews Avenue
Fort Lauderdale, FL 33301
www.fortlauderdale.gov



Meeting Minutes - APPROVED

Tuesday, March 4, 2014

1:30 PM

City Commission Conference Room

City Commission Conference Meeting

FORT LAUDERDALE CITY COMMISSION

JOHN P. "JACK" SEILER Mayor - Commissioner
BRUCE G. ROBERTS Vice Mayor - Commissioner - District I
DEAN J. TRANTALIS Commissioner - District II
BOBBY B. DuBOSE Commissioner - District III
ROMNEY ROGERS Commissioner - District IV

LEE R. FELDMAN, City Manager
JOHN HERBST, City Auditor
JONDA K. JOSEPH, City Clerk
CYNTHIA A. EVERETT, City Attorney

Meeting was called to order at 1:32 p.m. by Mayor Seiler.

ATTENDANCE ROLL CALL

Present: 5 - Mayor John P. "Jack" Seiler, Vice-Mayor Bruce G. Roberts, Commissioner Dean J. Trantalis, Commissioner Bobby B. DuBose and Commissioner Romney Rogers

Also Present: City Manager Lee R. Feldman, City Auditor John Herbst, City Clerk Jonda K. Joseph, City Attorney Cynthia A. Everett and Sergeant at Arms Sergeant Joel Winfrey

CITY COMMISSION REPORTS

Events and Matters of Interest

Members of the Commission announced recent and upcoming events and matters of interest.

Florida Panthers Arena

Commissioner Trantalis thought the Commission should adopt a position related to the rental policy at the BB&T Center. He referenced a letter to the editor of the *Miami Herald* by Broward County Mayor Barbara Sharief. It appears to suggest that the 2 percent bed tax was intended to pay for carrying charges associated with the newly-built BB&T Center, but the entire 2 percent was not necessary so some of that money is being allocated toward other projects. The difference is made up by the rent paid by those who use the arena (BB&T Center). Users are looking for an adjustment to the rent. The letter indicated a desire to now allocate the full 2 percent toward its intended purpose. It is not against County policy to reconsider its relationship with the hockey team or other users. He was not aware that the 2 percent was originally intended strictly for the arena. It was noted that it is for the debt service. Mayor Seiler pointed out that the Commission agreed at its last meeting to put this matter on a future agenda. He personally does not support the current proposal but would like the City Manager to gather all the backup information before the matter comes before the Commission to reach a formal position.

The City Manager explained that an opinion from the County Attorney on the lawful use of the 2 percent tax is needed. The statute states that it has to be used for professional sports facilities and/or convention centers and remaining funds can be used for marketing of those venues. The County ordinance is even more restrictive than the state statute because specific facilities are named. When the tax was first put in place, it generated about \$8 million per year. The County has limited its contribution to debt service. It is now generating about \$18 million per year, and the extra \$10 million has been going toward other tourism-related activities such as beach renourishment. The Florida Panthers hockey team has argued that the extra revenue cannot be used for those activities. The County Attorney has a different opinion but it has not yet been published. This will likely be the crux of the argument. Mayor Seiler indicated that there is no deadline. The issue needs to be analyzed. He wanted to wait for the legal opinion. Commissioner DuBose agreed that the current request is unacceptable. Broward County taxpayers own the debt service. If the Panthers go away, the debt still remains. Beach renourishment has to be a priority but allocation of the money is not clear cut. Commissioner Rogers felt the public is not familiar with the numbers or the history. Half of this revenue is generated by Fort Lauderdale hotels. At some point in time the County will want to move forward with a convention hotel. He agreed that the City should take a position. Vice-Mayor Roberts agreed that beach renourishment should be a priority. The current

proposal estimates the City's share for beach renourishment at \$12 million. In the past, no other municipality has had to contribute to beach renourishment. Fort Lauderdale has been waiting since 1999.

Solid Waste Service

Commissioner DuBose expressed concerns about the City's new contract with Republic Services for garbage pick-up. The City Manager explained that employee training on automated equipment is underway.

Lighting at Joseph C. Carter Park

In response to Commissioner DuBose, the City Manager indicated that he will follow up on Florida Power and Light amplifier service for the park.

Convention Center and Port Everglades Entrance

Commissioner Rogers discussed concerns about traffic flow for the Convention Center as well as providing for public space. He has asked that this be placed on a future agenda and that the County make a presentation to this Commission. Mayor Seiler raised the idea of an additional entrance to the Port.

Graffiti

Commissioner Rogers asked the City Manager to follow up on recent graffiti that is occurring.

Beach; Spring Break

Mayor Seiler requested regular updates concerning the beach during zpring break.

Lobbyists

Mayor Seiler reported on his meeting with Governor Scott and noted that the Governor indicated the City could take advantage of the State's legislative lobbyists. He asked that they be added to the City's team.

Continued on Page 5.

CONFERENCE REPORTS

CF-1 14-0235 CENTRAL BEACH MASTER PLAN PUBLIC IMPROVEMENT PROJECTS UPDATE

The City Manager provided highlights from Commission Agenda Memorandum 14-0235. He introduced EDSA which is working on design concepts for improvements to D.C. Alexander Park. In response to Commissioner Trantalis, Economic Development Administrator Don Morris said the Beach Redevelopment Board members have said they would like the Commission to provide input on the matter before it goes back to them. Commissioner Trantalis said that usually the Board is used to vet issues before they go to the Commission.

Jeff Suiter, Associate Principal of EDSA, reviewed slides related to this matter. A copy of the slides is attached to these minutes. He drew attention to Exhibit 2, cost estimate, and noted that as the concept is refined the 25 percent contingency could be reduced.

Commissioner Trantalis pointed out that there seems to be a reduction in green space. Suiter acknowledged that is possible. It could be revisited. The goal was to bring the idea forward. He confirmed EDSA is viewing this area as an entry feature to the aquatic center. There are no strong pedestrian linkages from the Intracoastal Waterway to the beach. This could be a strong connector point. He responded to a series of technical informational questions, including traffic flow, hardscape material and hardscape ratio.

Vice-Mayor Roberts supported the general concept. Both Commissioner DuBose and Mayor Seiler thought it lacks a wow factor. Commissioner Rogers suggested the proposal looks different when viewed at street level rather than in an aerial rendering. He thought the first step would be to determine appropriate programming. He felt the Aquatic Center should be visible from the roadway. There were several positive comments about the water feature with the exception of Commissioner DuBose. Mayor Seiler felt that aside from the water feature, the site seems too busy. It is not worth a \$6 million price tag. With that cost, he suggested only a water feature be added. He thought there should be meetings with the advisory boards and the neighborhoods.

Suiter said certain elements, such as brick pavers, could be removed, which would considerably decrease the price tag. Vice-Mayor Roberts wanted to make the area more attractive; the project should have flexibility. Commissioner DuBose preferred to have a water feature on the Riverwalk, another location besides the beach. Mayor Seiler felt that jazzing up a site also sometimes causes more maintenance challenges over time. There was consensus opposition to pavers. Vice-Mayor Roberts suggested seeking feedback from Pompano Beach on their similar project. Mayor Seiler pointed out how the greenspace in Pompano Beach is heavily used. Commissioner Trantalis commented that is why a large greenspace area makes sense. Suiter commented that care should be taken against having too many components and there was consensus agreement on this point. Commissioner Trantalis appreciated the design taking advantage of the hill geography that provides for an event lawn. Suiter pointed out that because the City owns this property it has more control with event planning than other parts of the beach. Commissioner DuBose thought outdoor movies on a lawn could be held anywhere in the city. This is an opportunity to capitalize on the beach, which is unique to Fort Lauderdale. It should be a unique park on the beach.

Mayor Seiler opened the floor for public comment.

Art Seitz, 1905 North Atlantic Boulevard, was pleased that EDSA is involved in this project. The wave wall should be moved to the east to allow more space for people to use the promenade or greenway. Mayor Seiler advised the City has been told it cannot be done. Seitz supported the water feature. Concerning the aquatic center, consultants with Leisure & Regional Concepts Inc. recommended a water-themed modular facility that could be repurposed periodically. Staff's proposal for the aquatic center also included water-themed features. There is a lot of information available online about water-themed parks. They will draw people. He did not support building the two pools planned for the aquatic center. The design should be flexible, programmable and interchangeable.

Fred Carlson, 625 Orton Avenue, was concerned that the project has come this far without input from the Central Beach Alliance (CBA). He would like EDSA representatives to attend two consecutive CBA meetings to make a presentation and share ideas. He supported Commissioner DuBose's comments

about have more greenspace and fewer hard surfaces. When the parking garage is complete, the City can then determine what kind of crowds will be drawn and will perhaps be able to reduce the cost.

Shirley Smith, 1 Las Olas Circle, said a study was performed in 2000 relating to 5 Street and it is still one-way today. This was a huge mistake. She would like the park to remain simple with a lot of real grass. Expensive fountains are not necessary. This should be an area where people can hold an art show. No one will use a parking garage if there is a high price. Commissioner Trantalis noted this matter will be presented to the Beach Redevelopment Board. Smith advised this is the third master plan and she hoped it would be the last.

Ina Lee, 821 NE 20 Avenue, thought it is important to look at this holistically. This would be a good space for events to be held off the beach. It should incorporate the necessary electrical wiring so the infrastructure already exists when events are held. Consideration should be given to where a stage will be placed. There should not be any barriers on the north end. It should be kept fun.

Rosenthal de Chuoziwicz, 1237 NW 4 Avenue, was concerned about spending \$6 million on this park. He suggested soliciting a bottled water company, for example, to assume the cost in exchange for naming rights. Maintenance costs should be considered.

There was no one else wishing to speak.

Mayor Seiler thought the plan needs some tweaking and a reduced price. He would like the Beach Redevelopment Advisory Board (BRAB) to review the proposal. Commissioner Rogers requested input on programming. Vice-Mayor Roberts agreed, and added that it needs vetting. Commissioner Rogers was concerned about the inconsistency of having a park on the beach that is not water-related. Both Mayor Seiler and Commissioner Trantalis agreed that a water theme is a must. Mayor Seiler also wanted to ensure this is done quickly. There was a question of whether this would be within the Central Beach Alliance's jurisdiction.

CITY COMMISSION REPORTS

Continued from Page 3.

Windmills at Mills Pond Park

Mayor Seiler wanted to know whether the windmills at Mills Pond Park are functioning. Assistant City Manager Susanne Torriente noted there have been issues with Florida Power and Light. She agreed to provide an update.

CF-2 14-0262 SOUTH SIDE SCHOOL UPDATE

The City Manager advised that staff has worked out a beautification agreement with the County so the sidewalk can move forward. However, there is now a question about whether the City needs permission from Florida Communities Trust. The contractor would have to be remobilized or the work rebid. Commissioner Rogers discussed some of the chronology and challenges relating to the sidewalk. He has asked the City Attorney to find a solution.

Mayor Seiler noted that there is an old concession stand pump house on the north side of the park that could be rented as a coffee shop or concession stand. Commissioner Rogers said there is a

discontinued pump station and another structure that was used to as an office for a tennis instructor. The City Manager is looking into solving the parking needs.

The City Manager recognized and commended Tom White, Parks and Recreation Landscape Architect, for the park design.

CF-3 14-0177 QUARTERLY INVESTMENT REPORT FOR PERIOD ENDING
DECEMBER 31, 2013

There were no questions.

CF-4 14-0234 PROPOSED LIEN SETTLEMENTS (SPECIAL MAGISTRATE &
CODE ENFORCEMENT BOARD CASES)

Commissioner Trantalis did not support waiving penalties for banks that failed to foreclose on properties in a reasonable amount of time. Some took more than three years to conclude a foreclosure. The City Manager advised that the fines are enhanced.

OLD/NEW BUSINESS

BUS-1 14-0327 PUBLIC WORKS DEPARTMENT - INFORMATIONAL
PRESENTATION

Public Works Director Hardeep Anand reviewed slides related to this matter. A copy of the slides is attached to these minutes.

Commissioner Rogers commented that based on the results of the neighborhood survey, he wanted staff to give attention to educating the public on clean water, flood water and stormwater. Clean water, in particular, requires more education because there may be a perception that Fort Lauderdale water is unclean. Some discussion ensued as to staff's work along those lines. There will be a more concerted effort during the budget process to address this issue. It is an aesthetic matter, but is not acceptable in a progressive tourist city. Commissioner Rogers added that he gets a lot of positive feedback when the Public Works Department issues alerts related to water issues.

BUS-2 14-0250 2013 NEIGHBOR SURVEY RESULTS

Structural Innovation Manager Amy Knowles noted it has been a year since the last survey. She commented that a well-run organization is committed to continuous improvement and seeks input from a wide variety of sources. The survey demonstrates staff's commitment to listening and achieving results important to the community. One of the best ways to encourage good performance is to measure it and one of the best indicators of government performance is resident satisfaction. The survey was conducted by a third-party professional. She highlighted information in Exhibits 1 and 2, the survey presentation and survey report, to Commission Agenda Memorandum 14-0250. A copy of both exhibits is attached to these minutes.

Ron Vine, Senior Vice-President of ETC Institute, continued review of the survey. He noted the No. 1 most dissatisfied area is prevention of stormwater-related flooding. He pointed out that street lighting was a No. 1 indicator of safety.

Commissioner Rogers commented that it is troubling to rank below the national average as a place to raise children. Vine suggested that the quality of public schools is not one of the quality of life drivers in a community with older residents like Fort Lauderdale. The survey shows a high availability of recreation services for youth. ETC is available to study this point more carefully.

Commissioner Rogers inquired whether Fort Lauderdale's position as an urban city and county seat correlates with the traffic problems. Vine felt it has more to do with the volume of tourists. In many cases, Fort Lauderdale's population is well over 200,000.

In response to Vice-Mayor Roberts, Vine explained that the mail survey is conducted first, followed by phone calls. The goal was to ensure a sample of 150 people from each district, so the phone calls were targeted based on the mail survey responses received. He believed about two-thirds to three-quarters of the surveys were returned by mail. Vice-Mayor Roberts felt that further evaluation is warranted. For example, crime prevention is listed as a negative at 47 percent, but downtown safety is listed as a positive. He shared Commissioner Rogers' concerns but questioned how to deal with education when it is a county system. Commissioner Rogers pointed out that on Slide 29, "How important was each reason in your decision to live in Fort Lauderdale?," quality of public schools weighed in at 67 percent, higher than the 60 percent assigned to private schools. On the next slide, "Are your needs being met in Fort Lauderdale?," private schools rank much higher than public schools. Vice-Mayor Roberts pointed out a similar discrepancy related to safety and security. Vine explained that needs being met is not the same as satisfaction. He believes the information can be mined to come up with specific recommendations related to safety. Another question that could be asked is if one has had contact with a City employee or not, is there any difference in satisfaction because the survey shows it is about 50/50.

Mayor Seiler said he heard from several people that the survey was too long. Vine said they did not record whether people started the survey and did not finish it. ETC mailed 2,500 surveys and received 600 responses. Generally a response rate greater than 15 percent is considered good. As to length of the survey, there has to be a balance between the questions the City wants asked and how long the survey is. They believed they could administer the survey with a return rate of greater than 20 percent, acknowledging that some people would not finish it due to the length.

Vine confirmed for Commissioner Rogers that ETC's continued work over the next year is included in their original fee. He agreed to look into the issue raised by Commissioner Rogers related to raising children in Fort Lauderdale. The City Manager indicated that as the Commission reviews the survey in the coming weeks, they are invited to submit questions for follow up. Mayor Seiler wanted to see results broken down by district. Knowles advised that some of the complaints raised about traffic can be explained because of major projects that were ongoing in certain areas at the time the survey was administered. She mentioned that the survey is conducted between November and December.

BUS-3 14-0331 **WEIGHTING OF COMMUNITY INVESTMENT PLAN (CIP)
PRIORITIZATION MATRIX**

Budget Manager Emilie Smith noted that the Commission is being asked to rank criteria for Community Investment Plan (CIP) projects, using Exhibit 1 of Commission Agenda Memorandum 14-0331, labeled "FY 2016 Community Investment Plan Prioritization Matrix Relative Weight Determination." She asked that the information be filled out and returned within the next few days.

The Commission recessed and convened as the Community Redevelopment Agency Board of Directors

at 4:43 p.m. The Commission then reconvened the conference meeting at 4:45 p.m. for the closed door session and adjourned at the end of the session.

COMMUNITY REDEVELOPMENT AGENCY MEETING

EXECUTIVE CLOSED DOOR SESSION

14-0299 THE CITY COMMISSION WILL MEET PRIVATELY PURSUANT TO FLORIDA STATUTE 286.011(8)(a) CONCERNING:

Jentina Littles v. Gina Scola, Ryan Clifton and City of Fort Lauderdale (Case 12-62069 (RNS))

BOARDS AND COMMITTEES

BD-1 14-0239 MINUTES CIRCULATED - period ending February 27, 2014

No discussion.

BD-2 14-0240 BOARD AND COMMITTEE VACANCIES

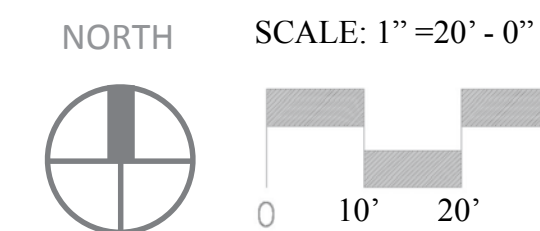
Please see regular item R-3.

CITY MANAGER REPORTS

There being no other business to come before the Commission, the meeting adjourned at 4:45 p.m.



DC ALEXANDER PARK
FORT LAUDERDALE, FL



CONCEPT Design



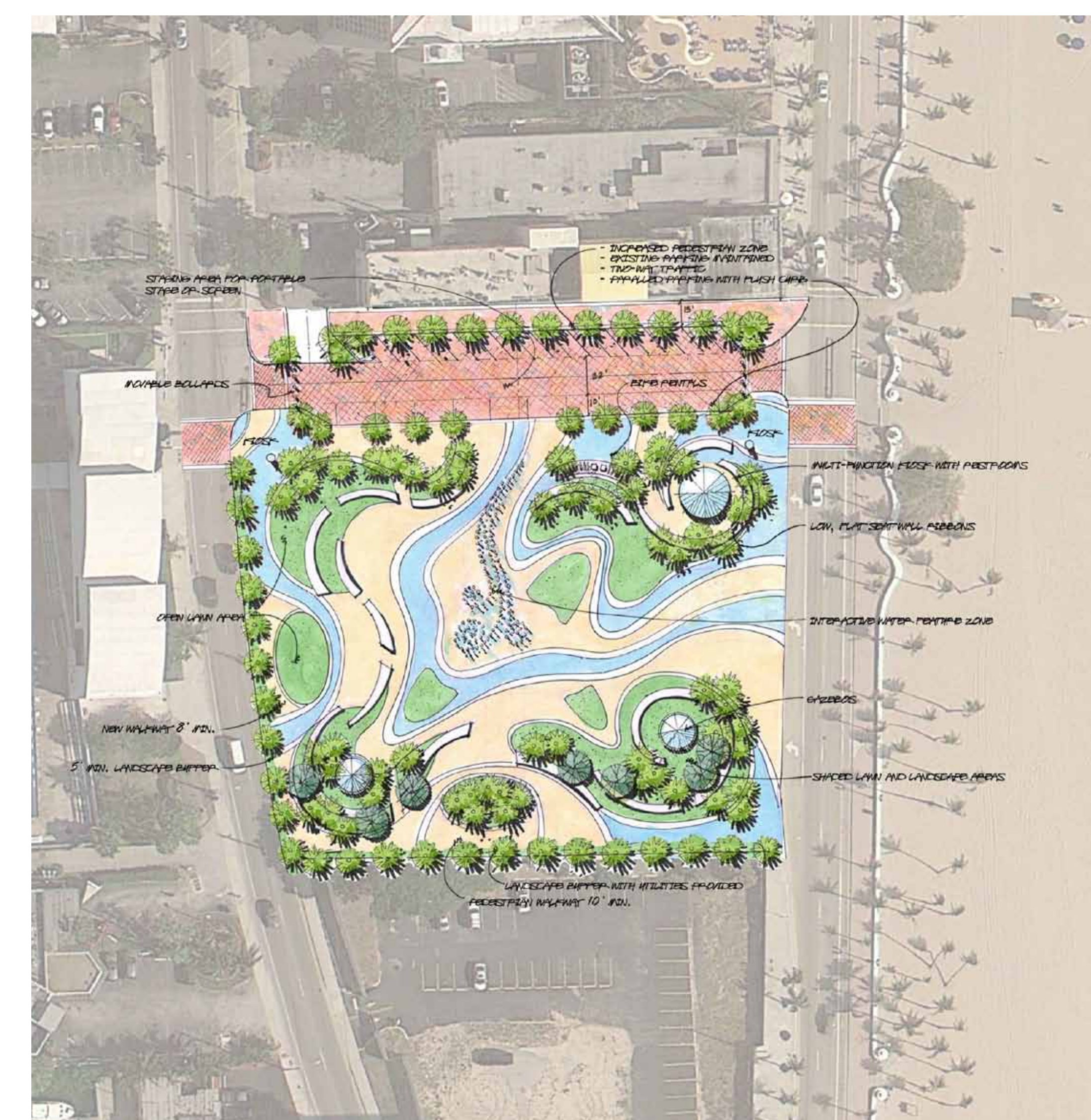
AERIAL MAP



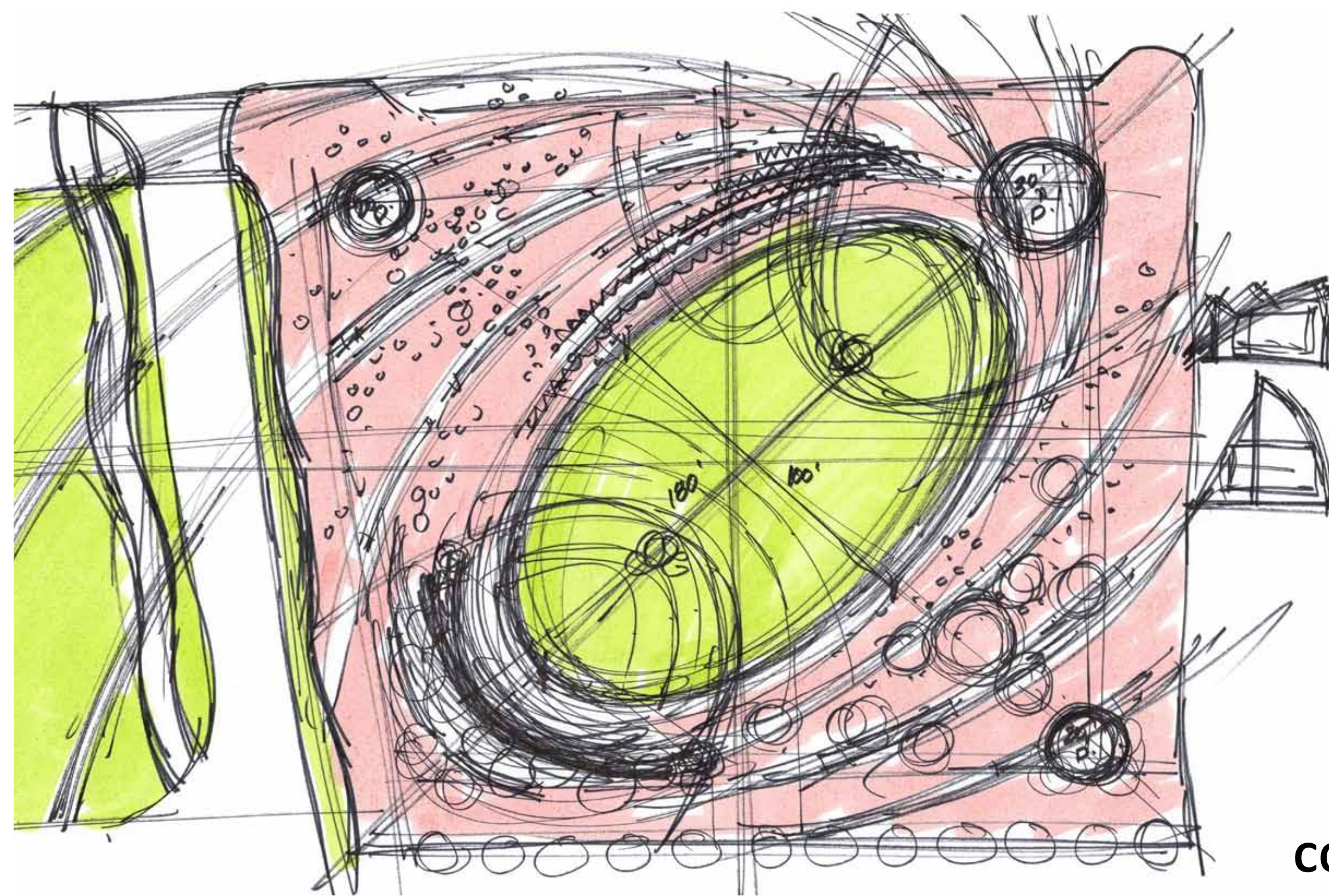
HEAT



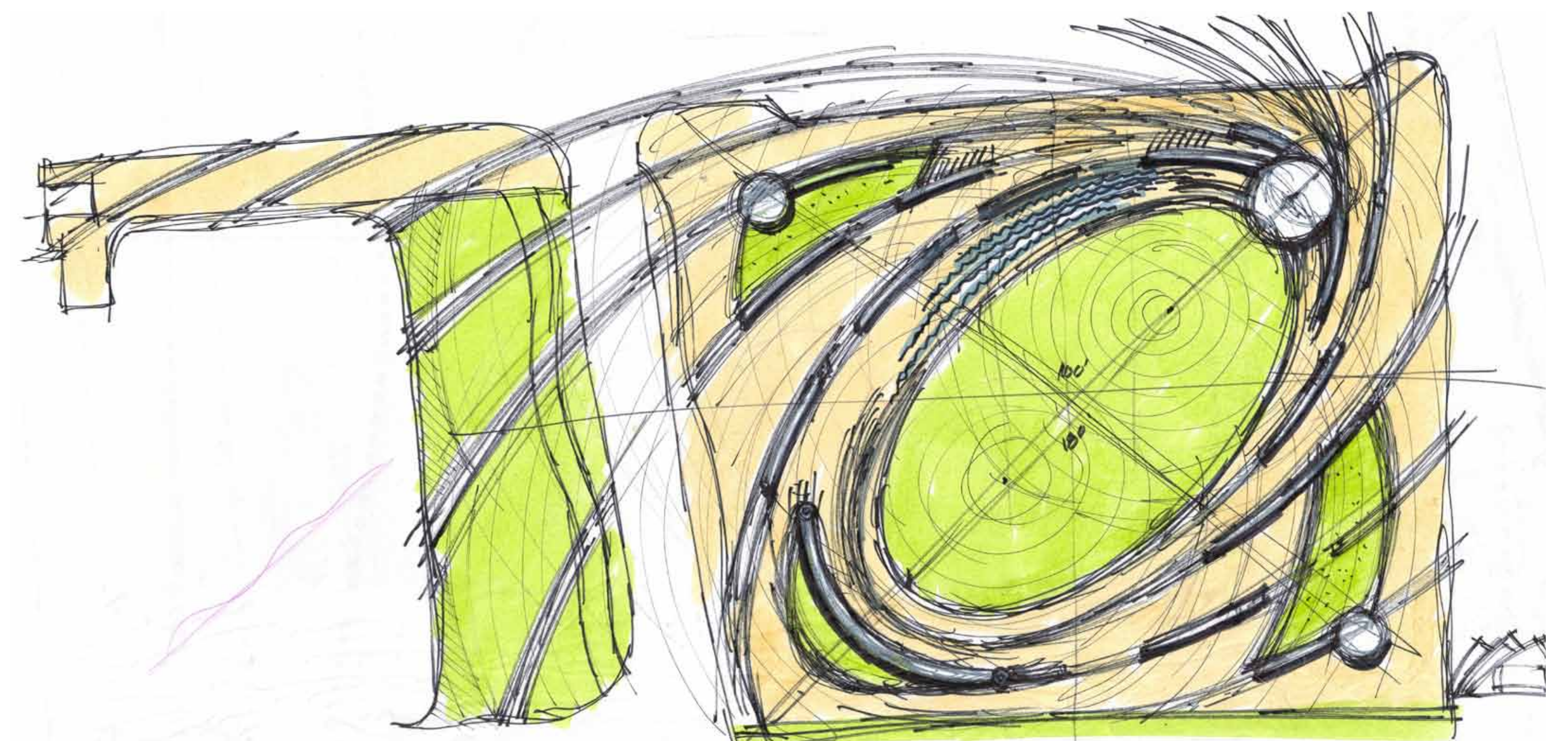
SUN AND SAND



VORTEX



CONCEPT PROGRESS SKETCH



CONCEPT PROGRESS SKETCH



DC ALEXANDER PARK
FORT LAUDERDALE, FL

CONCEPT Design

EDSA

CONCEPTS



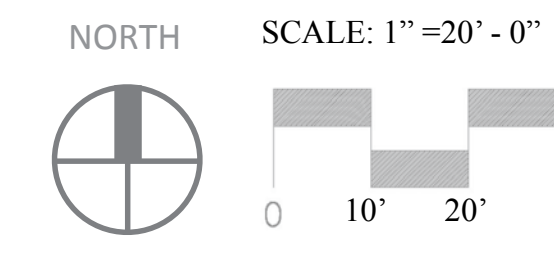
EVENTS TENTS

LEGEND

- 1 SOLAR KIOSK
- 2 MULTI-FUNCTION KIOSK WITH RESTROOMS
- 3 LOW FLAT SEAT WALL RIBBONS
- 4 WIND-POWERED KINETIC SAIL STRUCTURE-GENERATES ELECTRICITY
- 5 REMOVABLE CIRCULAR "BUBBLE" INLAYS CAN BE DONATED AND ENGRAVED BY SPONSORS
- 6 SOLAR-POWERED SHADE STRUCTURE SEATING AREA AND PHONE/IPAD CHARGING STATION
- 7 SPECIAL FUNCTION LAWN AREA
- 8 SHADE STRUCTURE WITH ROOF-TOP SOLAR PANELS
- 9 GRAND LAWN FOR FESTIVALS, RECREATION AND STAGING FOR MOVIES AND ENTERTAINMENT
- 10 LANDSCAPE BUFFER WITH UTILITIES PROVIDED
- 11 VEHICULAR/PEDESTRIAN CONNECTION 15' MIN.
- 12 TENSILE STRUCTURE MOVIE SCREEN SHAPED LIKE SAILS
- 13 NEW WALKWAY 8' MIN.
- 14 5' MIN. LANDSCAPE BUFFER
- 15 MOVABLE BOLLARDS
- 16 BIKE RENTALS
- 17 INTERACTIVE WATER FEATURES
- 18 TWO WAY TRAFFIC FLUSH CURB ROAD



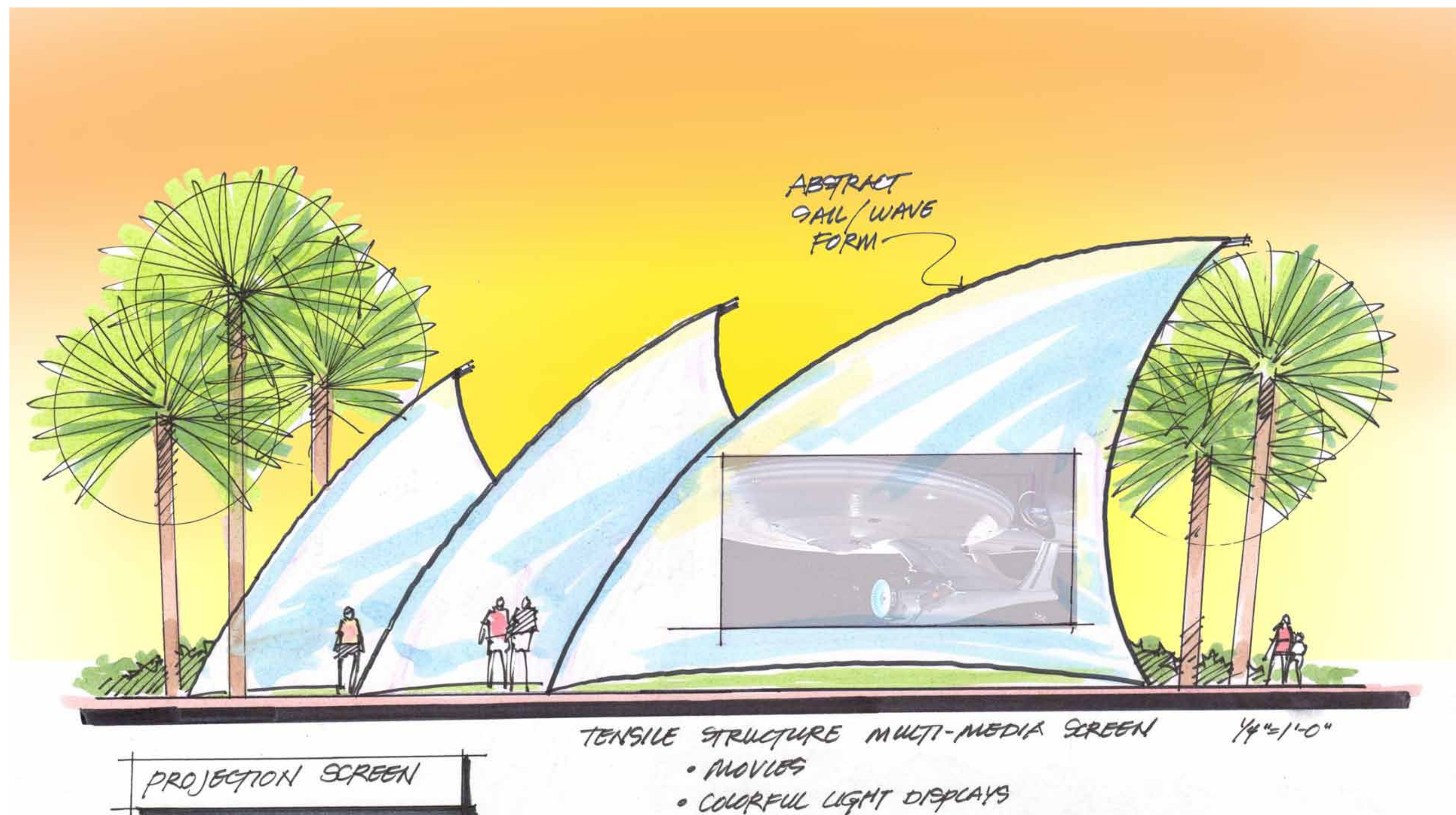
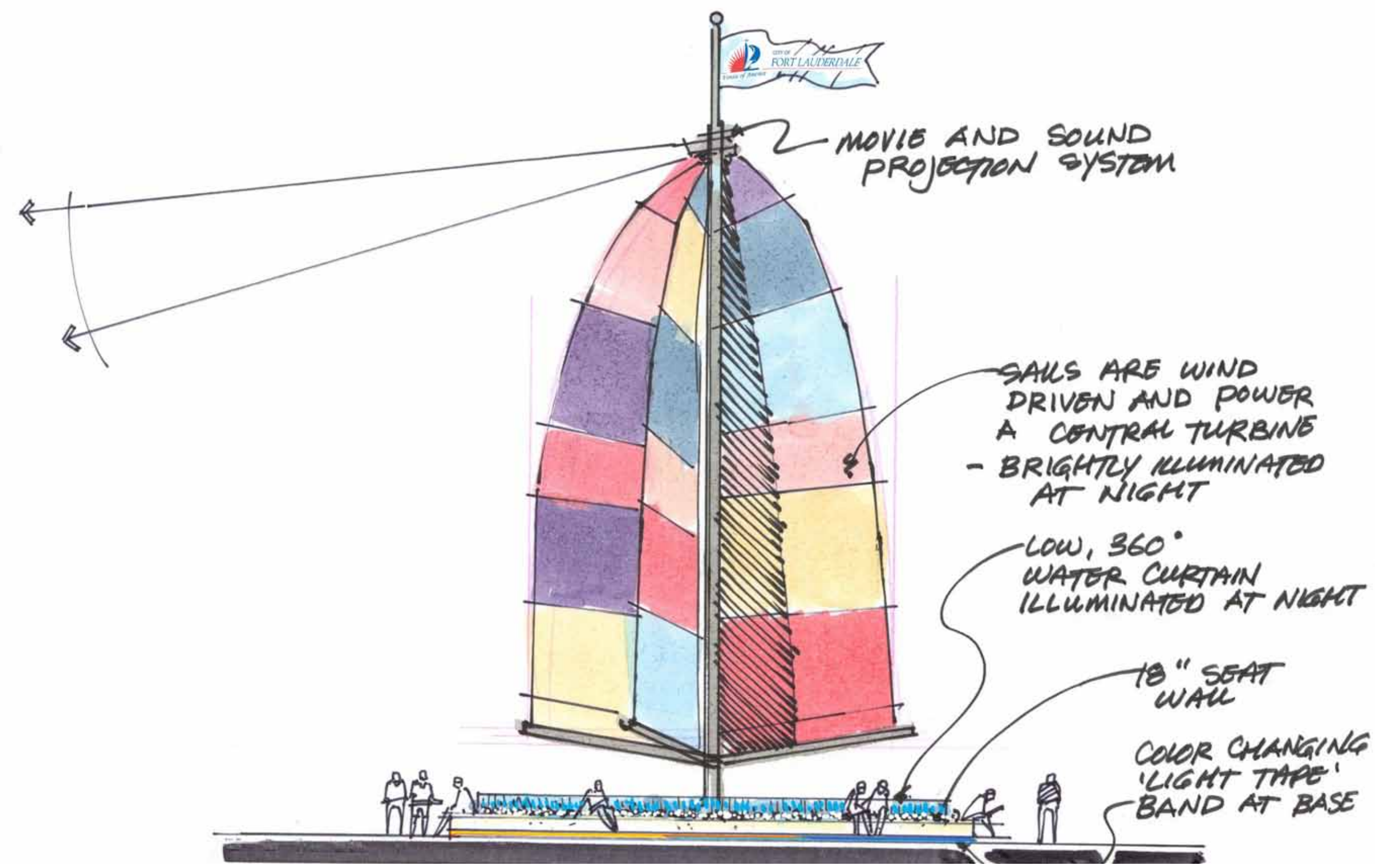
DC ALEXANDER PARK
FORT LAUDERDALE, FL



CONCEPT Design



ILLUSTRATIVE MASTERPLAN

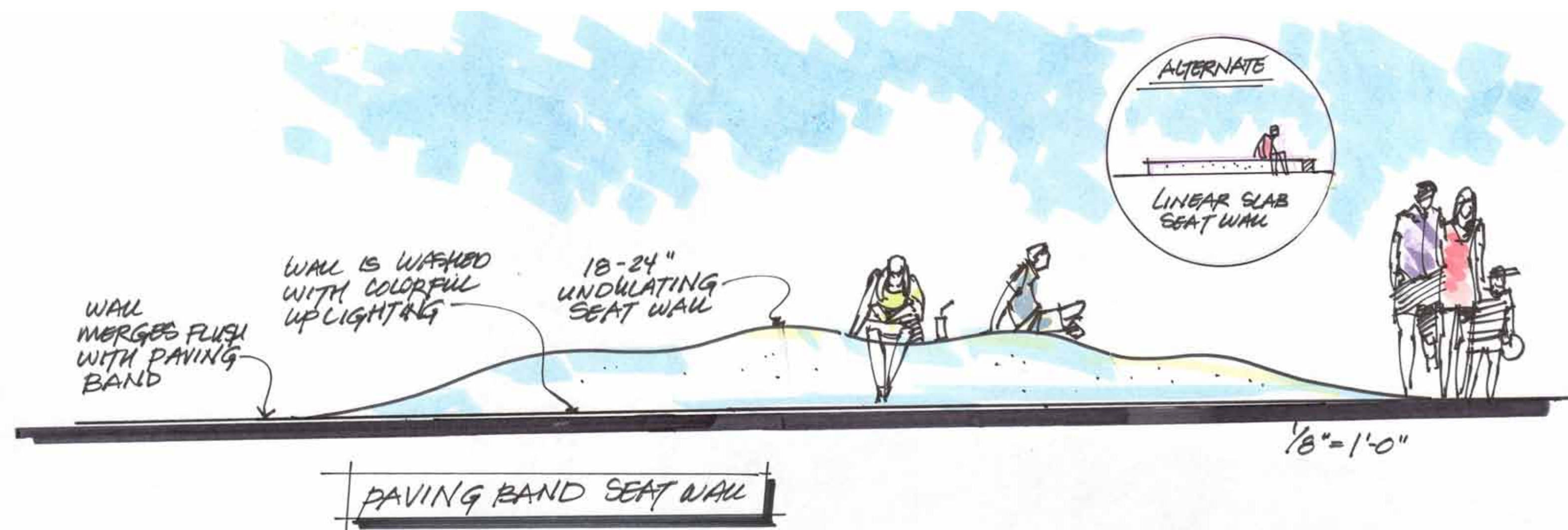
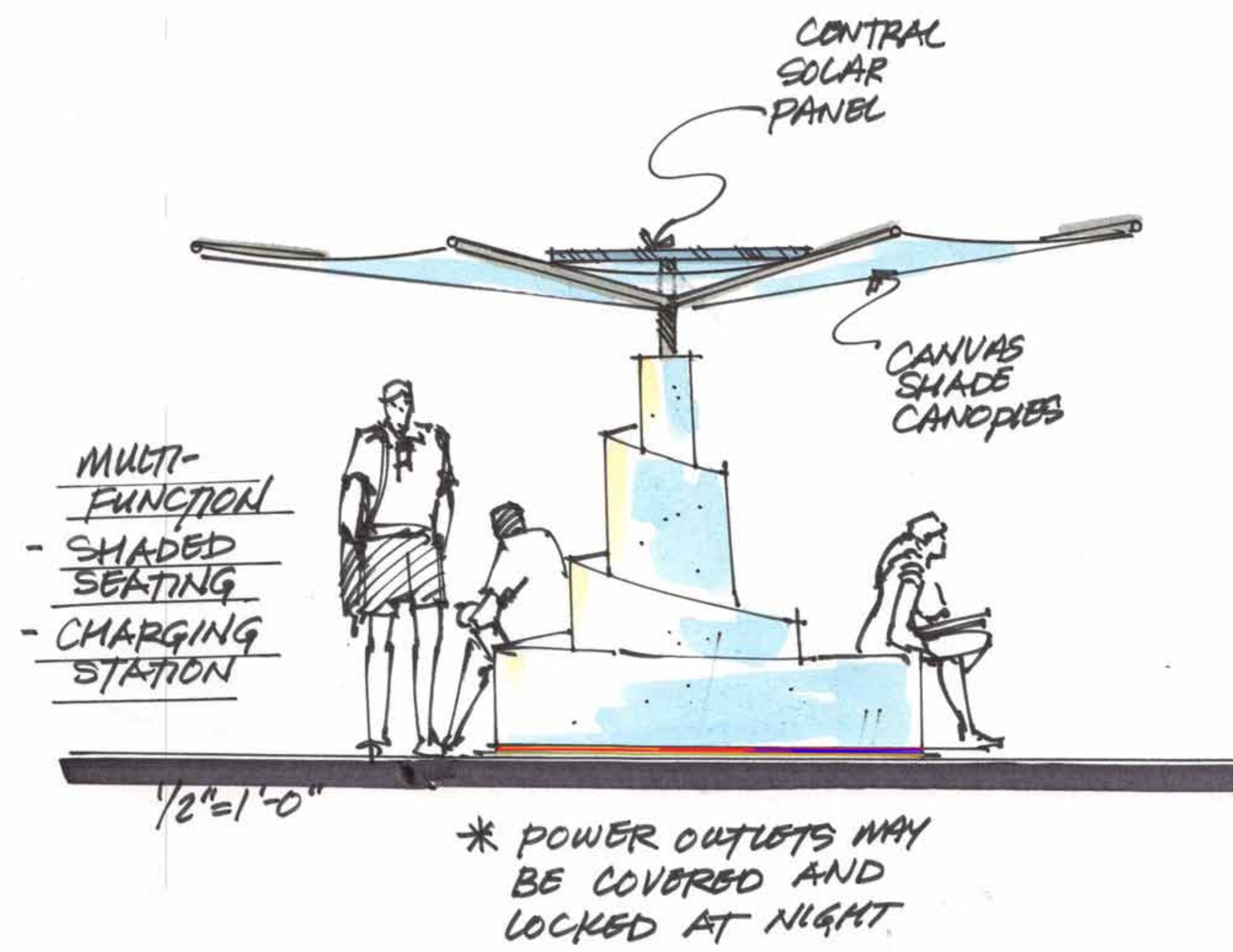


DC ALEXANDER PARK
FORT LAUDERDALE, FL

CONCEPT Design

EDSA

VERTICAL ELEMENTS



DC ALEXANDER PARK
FORT LAUDERDALE, FL

CONCEPT Design

EDSA

VERTICAL ELEMENTS & LIFE CHARACTER IMAGERY

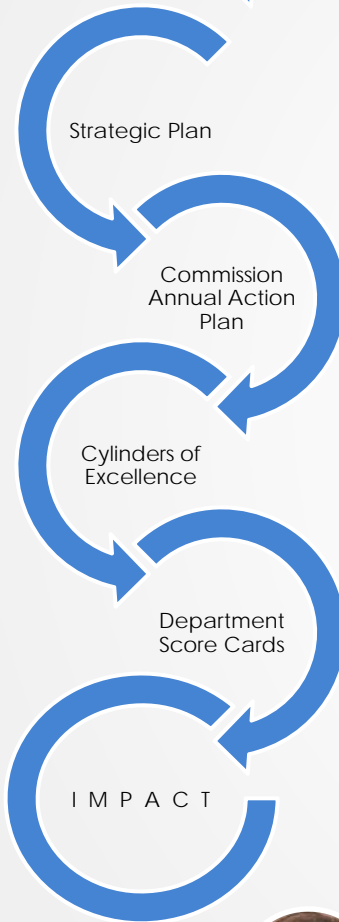
A tropical beach scene at sunset. In the foreground, there is a white, curved concrete structure, possibly a fountain or a decorative wall, with a small sign that says "NAME". Behind it, several tall palm trees stand on a sandy beach. To the right, a lifeguard stand is visible. The sky is a warm, golden yellow. The entire image is framed by a blue geometric graphic on the right side.

Public Works Department

Our Leadership Philosophy

Vision 2035

Build Community



What We Do

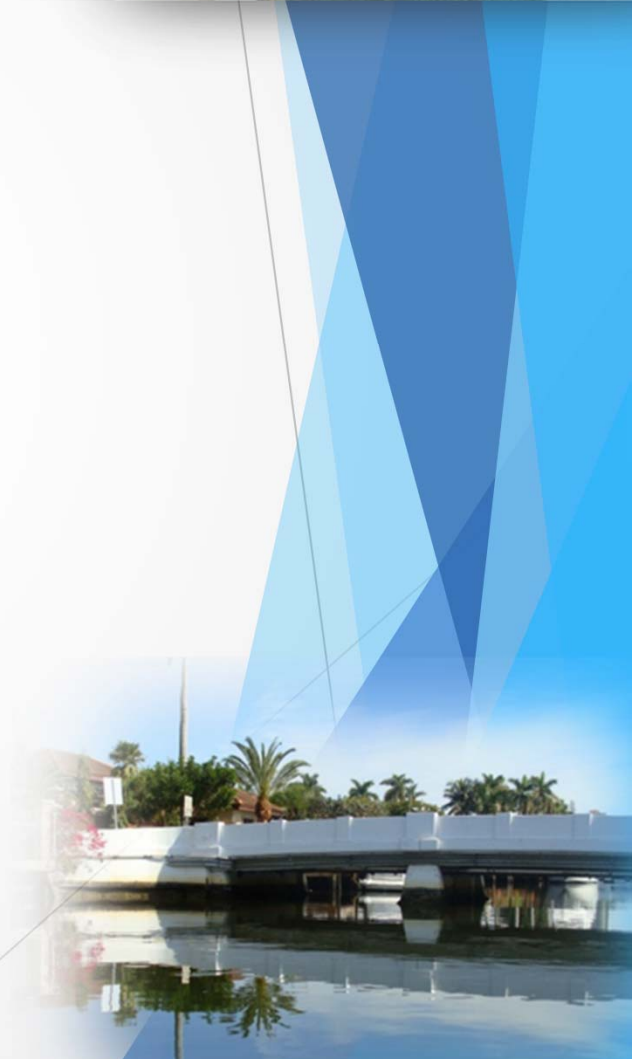
- ▶ Deliver 24/7 critical services and programs that affect the daily lives of neighbors including:
 - ▶ producing quality drinking water;
 - ▶ collecting and treating wastewater;
 - ▶ managing solid waste (recycling, refuse, and yard waste).
 - ▶ building community through the implementation of strategic projects from the Community Investment Plan.
- ▶ Manage construction projects including streets, bridges, sidewalks, dredging, and stormwater.
- ▶ Committed to operating in a sustainable manner, increased recycling, and effective fleet maintenance.

Who We Are

- ▶ Largest provider of infrastructure services in Broward County.
- ▶ 413 Full Time Employees
- ▶ 3 Divisions
 - ▶ Engineering
 - ▶ Sustainability
 - ▶ Utilities
- ▶ Administration and Strategic Planning Team
 - ▶ Departmental Support
 - ▶ Financial Services

Engineering

- ▶ Design
 - ▶ Structural, Electrical, Civil, and Stormwater
- ▶ Construction
 - ▶ Inspectors and Construction Management
- ▶ Utilities (Water, Sewer, and Stormwater)
- ▶ Quality Assurance/Quality Control
- ▶ Airport
- ▶ Community Redevelopment Agencies
- ▶ Survey
- ▶ Computer Aided Design and Drafting (CADD)



Sustainability

- ▶ Sustainability and Climate Change Initiatives
- ▶ Environmental Services
- ▶ Waste Management and Recycling
- ▶ Fleet



Utilities

- ▶ Distribution and Collection
 - ▶ Utility Field Repairs (First Responders)
 - ▶ New Services, Chlorination, and Alterations
 - ▶ Pipeline Construction
 - ▶ Pump Station Maintenance
 - ▶ General Maintenance
 - ▶ Well Fields
 - ▶ Television Inspection, Jet Cleaning, and Wet Well Services
- ▶ Sewer, Construction, and Asphalt Repairs



Utilities Continued

- ▶ Stormwater Operations
 - ▶ Swale Reclamation and Construction
 - ▶ Storm Drain Repair and Construction
 - ▶ Stormwater Infrastructure Cleaning
- ▶ Treatment
 - ▶ Regional Wastewater Facility
 - ▶ Two Regional Water Facilities
 - ▶ Certified Environmental Laboratory



Administration and Strategic Planning

- ▶ Departmental Support
 - ▶ Management Support
 - ▶ Inventory/Pipeyard
 - ▶ Call Center
 - ▶ Meter Reading
- ▶ Financial Services
 - ▶ Engineer Finance and Grants
 - ▶ Utilities Finance
 - ▶ Data Control



Successes

- ▶ Comprehensive and strategic approach to implementing the FY 14 Commission Annual Action Plan priorities for:
 - ▶ Streets
 - ▶ Sidewalks
 - ▶ Stormwater
 - ▶ Bridges
- ▶ Department engaged in the continuous performance improvements through process improvement initiatives.
- ▶ Implemented project management concepts in accordance with industry standards and concepts (e.g., Project Management Institute).

Ongoing Initiatives

- ▶ Infiltration and Inflow
- ▶ Sustainability Initiatives e.g. Green Team, Energy Conservation, etc.
- ▶ Upgrading the Treatment Plants
- ▶ ISO Certification
- ▶ Department Accreditation
- ▶ Stormwater
- ▶ Dredging
- ▶ Asset Management Initiatives



WE BUILD COMMUNITY

Questions?

2013 Neighbor Survey

...helping organizations make better decisions since 1982

Final Report

Submitted to the City of Fort Lauderdale, Florida

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061



Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Importance-Satisfaction Analysis	34
Section 3: GIS Mapping	50
Section 4: Survey Instrument	172

Executive Summary

Overview

ETC Institute administered a survey to residents of the City of Fort Lauderdale during November through December of 2013. The purpose of the survey was to assess the quality of life and the overall provision of City services. Additionally, the survey was designed to assess community priorities by illustrating the importance of certain issues. This is the second resident survey administered by ETC Institute for the City of Fort Lauderdale.

This report contains:

- an executive summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey
- importance-satisfaction analysis that can help the City set priorities for improvement
- GIS maps that show the results of selected questions on the survey
- a copy of the survey instrument

Methodology. A letter from the Mayor, followed by a seven-page survey was mailed to a random sample of 2,400 households in the City of Fort Lauderdale in November 2013. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone or on the Internet. A total of 617 surveys were completed. There were no statistically significant differences in the results of the survey based on the method of administration.

The results for the random sample of 617 households have a precision of at least +/-4% at the 95% level of confidence. This statement is the statistical certainty of the data. This means that if the same survey was administered 100 times, 95 of those 100 times the results would come back as they are reported here, within +4% or -4% of the results indicated. This also means that any changes that are greater than +4% or -4% in the survey data from 2012 to 2013 are considered “statistically significant” changes. Section 1 includes trend charts that compare the 2012 and 2013 survey results. When a result is said to be “statistically significant” it means that the change is greater than the margin of error (+/-4%) and thus can be attributed to actual changes in perceptions or satisfaction versus general fluctuations in the survey data.

In general, when reviewing the survey results on the graphs in Section 1: Charts and Graphs, positive responses are represented by a blue color, neutral responses (interpreted as neither positive nor negative) are represented by a white color and negative responses are represented by a red color. Neutral can also be referred to as a rating of 3 on a 5-point scale.

MAJOR FINDINGS

The results of the survey indicate that residents generally think the City is moving in the right direction because the results for all four of the questions that are used as “strategic indicators” to assess the City’s performance improved from 2012 to 2013. These results of the four “strategic indicators”, which assess (1) the direction the City is moving, (2) overall satisfaction with city services, (3) overall quality of customer service, and (4) overall quality of life in the City, are provided below:

- **Satisfaction with the direction the City is moving increased.** The percentage of residents who indicated that they were satisfied with the “Direction the City is Moving” increased from 59% in 2012 to 61% in 2013. Only 13% of those surveyed were dissatisfied with the direction the City is moving. The remaining residents gave a “neutral” rating (a rating of 3 on a 5-point scale) or did not have an opinion.
- **Satisfaction with the overall quality of city services increased.** The percentage of residents who indicated that they were satisfied with the “Overall Quality of City Services” increased from 67% in 2012 to 70% in 2013. Only 8% of those surveyed were dissatisfied with the overall quality of City services. The remaining residents gave a “neutral” rating (a rating of 3 on a 5-point scale) or did not have an opinion.
- **Satisfaction with Customer Service provided by the City increased.** The percentage of residents who indicated that they were satisfied with the “Overall Quality of Customer Service Provided By City Employees” increased from 58% in 2012 to 60% in 2013. Only 15% of those surveyed were dissatisfied with the overall quality of City services. The remaining residents gave a “neutral” rating (a rating of 3 on a 5-point scale) or did not have an opinion. In addition, among residents who had contacted the City during the past year, **customer service ratings increased in all six areas that were assessed.**
- **Satisfaction with the Overall Quality of Life in Fort Lauderdale increased.** The percentage of residents who indicated that they were satisfied with the “Overall Quality of Life in Fort Lauderdale” increased from 75% in 2012 to 76% in 2013. Only 6% of those surveyed were dissatisfied with the overall quality of City services. The remaining residents gave a “neutral” rating (a rating of 3 on a 5-point scale) or did not have an opinion.

Satisfaction with Specific City Services

- **Fire Rescue and Emergency Management Services.** The areas of fire rescue and emergency management services that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the overall quality of local fire protection (88%), the quality of emergency medical services (86%), and professionalism of employees responding to emergencies (84%).
- **Public Safety Services.** The public safety services that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the professionalism of employees responding to emergencies (66%), the overall quality of local police protection (63%), and how quickly police respond to 911 emergencies (63%). The highest perceptions of safety were that residents feel safe walking in their neighborhood during the day (92%), at special events (89%), and in commercial/business areas during the day (88%). Residents were least satisfied with the City's effort to prevent crime (47%).
- **Parks and Recreation Services.** The areas of parks and recreation that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the proximity of respondent's home to City parks (77%), the maintenance of City parks (75%), and the quality of athletic fields (72%). Residents were least satisfied with the City's adult athletic programs (48%).
- **Transportation and Mobility.** The areas of transportation and mobility that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the overall cleanliness of streets (53%), availability of sidewalks in the City (52%), and the maintenance of street signs and pavement markings (49%). Residents were least satisfied with the cost of private parking (19%) and the management of traffic flow and congestion (22%).
- **Water, Wastewater, Waterways, Flooding, and Sanitation.** The areas that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: residential recycling services (81%), residential bulk trash collection (80%), and residential garbage collection (79%). Residents were least satisfied with the prevention of storm water-related flooding (27%).

Other Findings

Ratings of Fort Lauderdale

The aspects of the City that residents rated as most positive (ratings of 4 or 5 on a 5-point scale) were: the City as a place to visit (89%), the City as a place for play and leisure (88%), and the City as a place to live (84%). Residents were least satisfied with the City as a place to educate children (37%). There are a total of 12 questions regarding overall ratings.

Perceptions of Fort Lauderdale

Fourteen (14) questions were asked regarding various issues that influence the perception of Fort Lauderdale. The perception issues that residents rated as excellent or good (ratings of 4 or 5 on a 5-point scale) included: quality of private schools (65%), the overall appearance of the City (65%), the acceptance of diversity (60%), and the overall feeling of safety in the City (56%). Residents' lowest ratings were with the City's efforts in addressing homelessness (17%).

How Fort Lauderdale Compares to Other Communities

The City of Fort Lauderdale scored 15% above the U.S. average for communities with a population between 100,000 and 250,000 for the overall quality of City services provided and 11% above the Florida average. The top areas in which the City of Fort Lauderdale scored highest above the U.S. average were:

- Feeling of safety Downtown
- Ratings of the City as a place to visit
- Bulky item pick up/removal services
- Feeling of safety in City parks
- Level of public involvement in local decision-making

The areas in which the City of Fort Lauderdale scored most below the U.S. average are listed below:

- Ratings of the City as a place to raise children
- Water utility services
- Wastewater service
- Management of traffic flow and congestion
- Adequacy of City street lighting

Conclusions and Recommendations for Action

In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings.

Details regarding the methodology for the analysis are provided in Section 4 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City:** The first level of analysis reviewed the importance of and satisfaction with major categories of city services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Overall flow of traffic
 - Maintenance of streets, sidewalks and infrastructure
 - Preparing for the future of the City
- **Priorities Within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental management set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Fire Rescue and Emergency Management Services:** No high priorities identified
 - **Public Safety Services:** The City's efforts to prevent crime and the visibility of police in neighborhoods
 - **Parks and Recreation:** Availability of green space near your home
 - **Transportation and Mobility:** Management of traffic flow and congestion, the cost of public parking and safety of biking

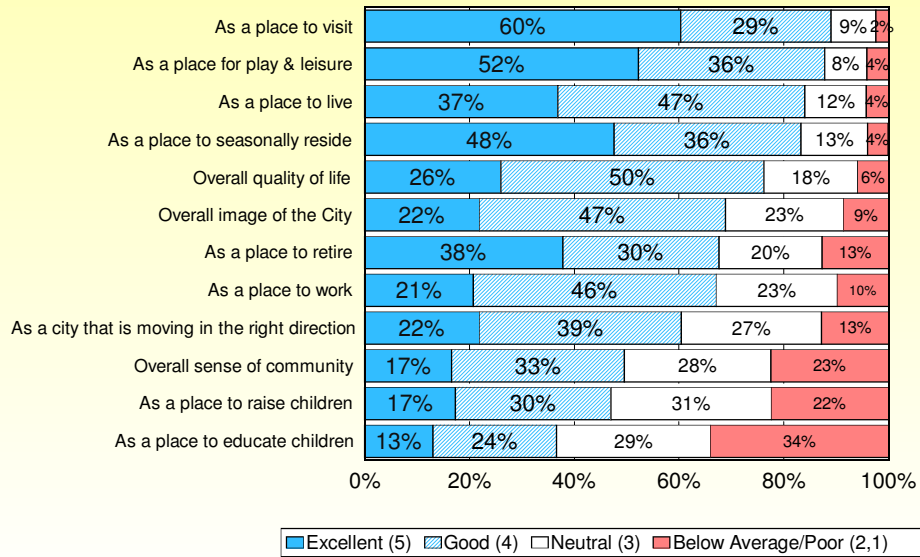
- **Water, Wastewater, Waterways, Flooding and Sanitation:** Prevention of storm water-related flooding, prevention of tidal-related flooding and the overall quality of drinking water

ETC Institute recommends that the information included in this report be shared with the Mayor and Commission, Department Directors, staff, and key community partners. Institutionalizing the results into strategic planning and the budgeting processes will provide a systematic focus for improvement over time. Future surveys will provide the City with the ability to see trends that may be attributed to changes in resource allocation, examination and adjustments to specific services, and improved communications.

Section 1:
Charts and Graphs

Q1. Overall Ratings for the City of Fort Lauderdale

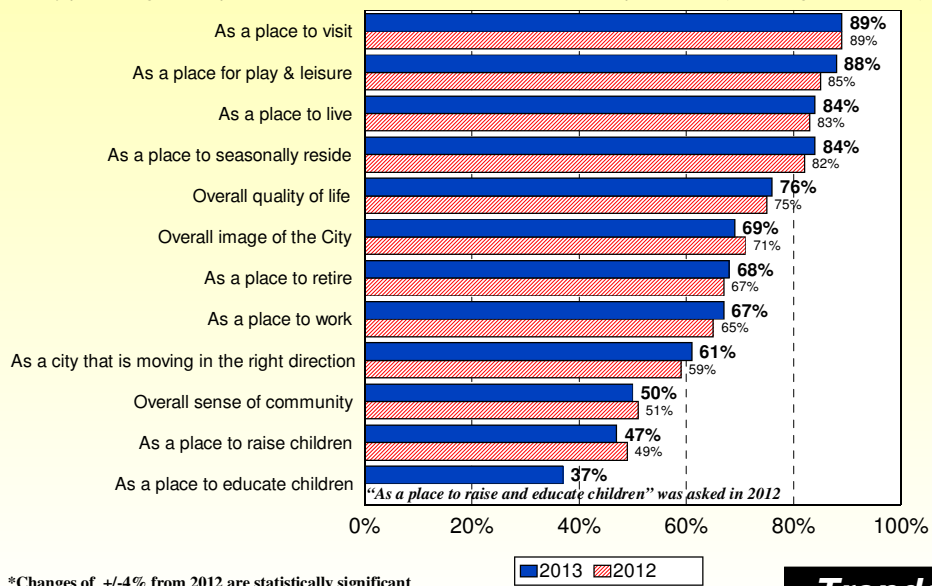
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Overall Ratings for the City of Fort Lauderdale 2012 vs. 2013

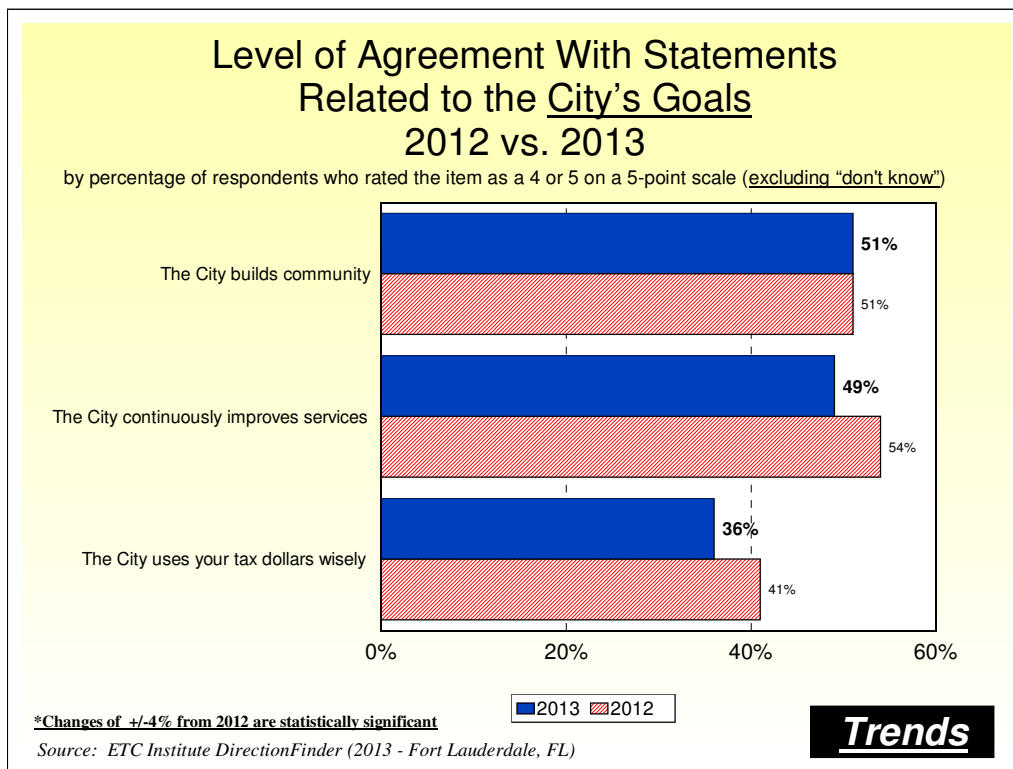
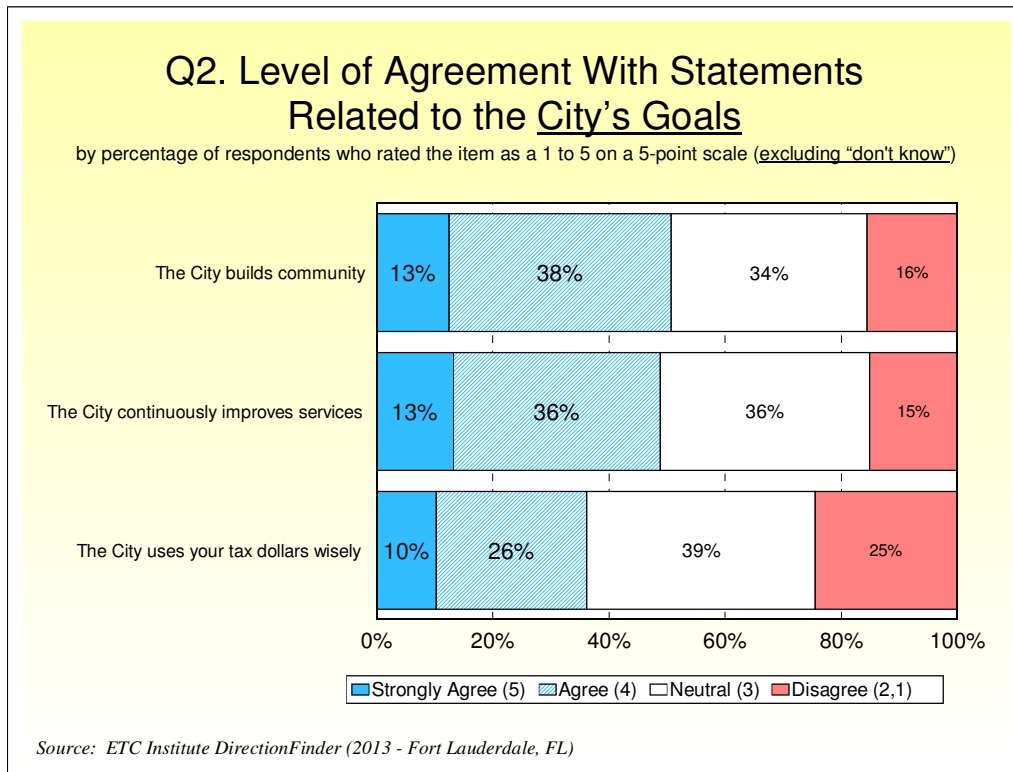
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



*Changes of +/-4% from 2012 are statistically significant

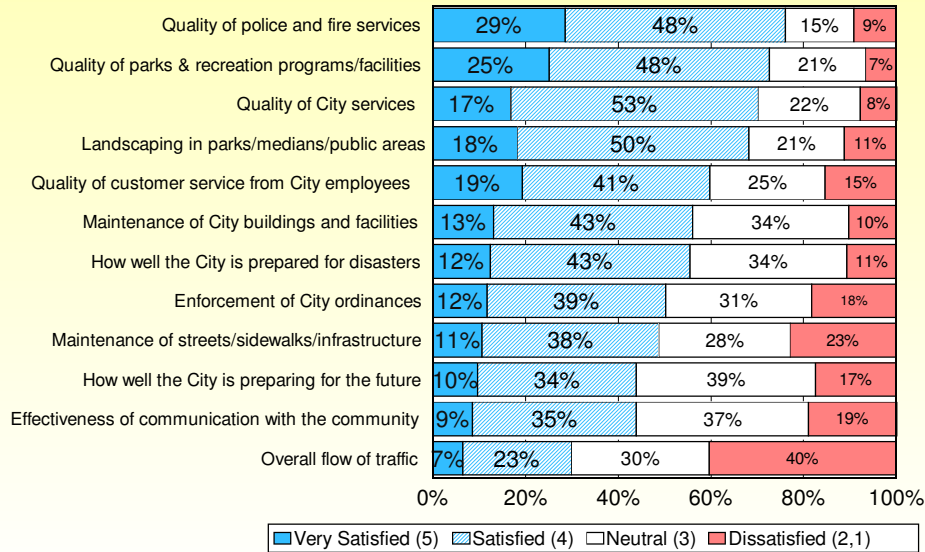
Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)





Q3. Overall Satisfaction with City Services

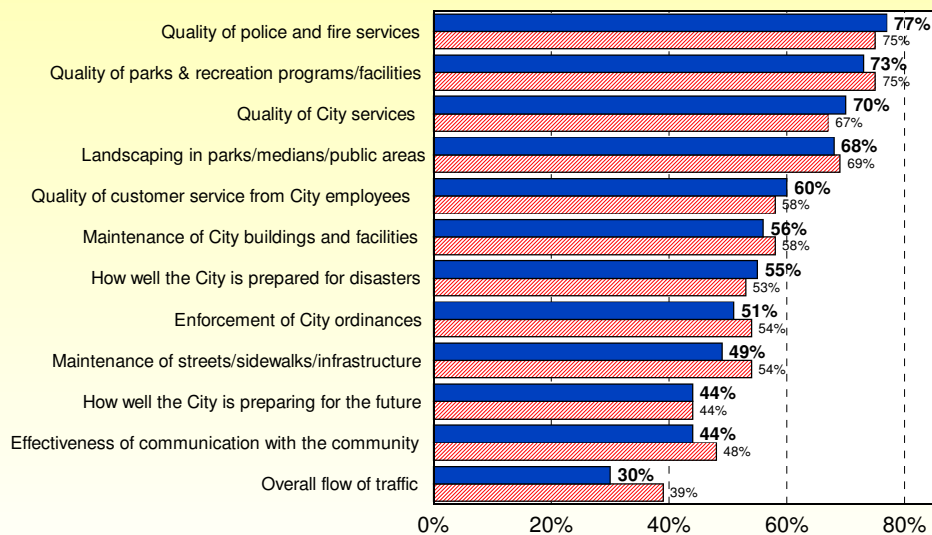
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Overall Satisfaction with City Services 2012 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



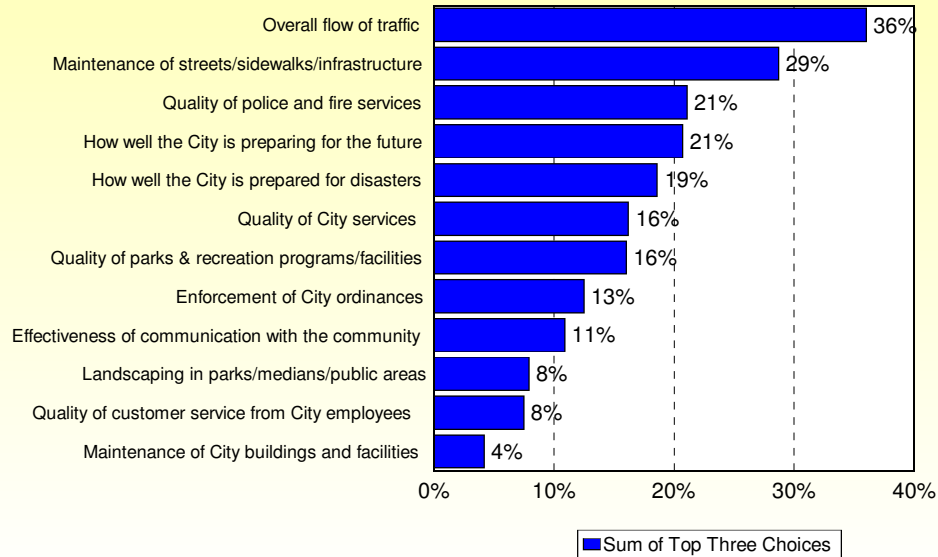
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Trends

Q4. City Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

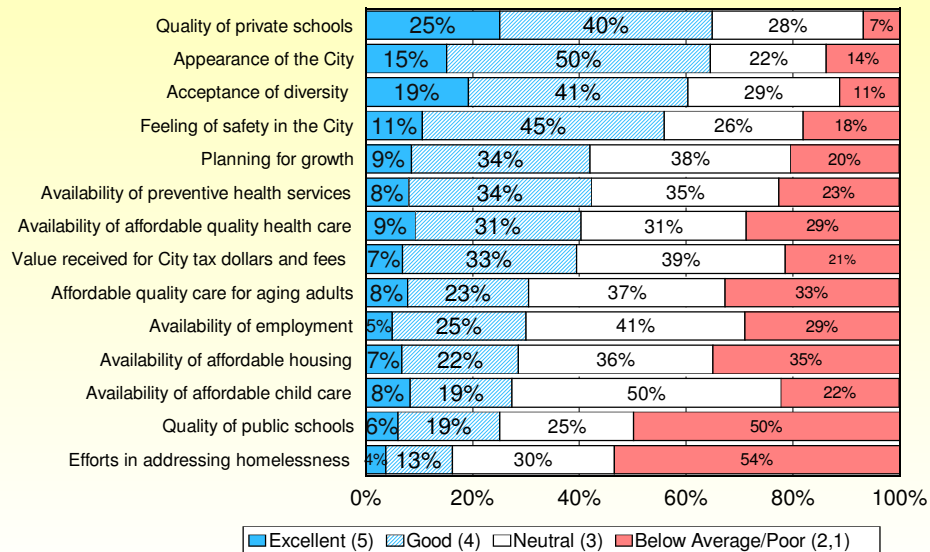
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q5. Satisfaction With Items That Influence the Perception Residents Have of the City

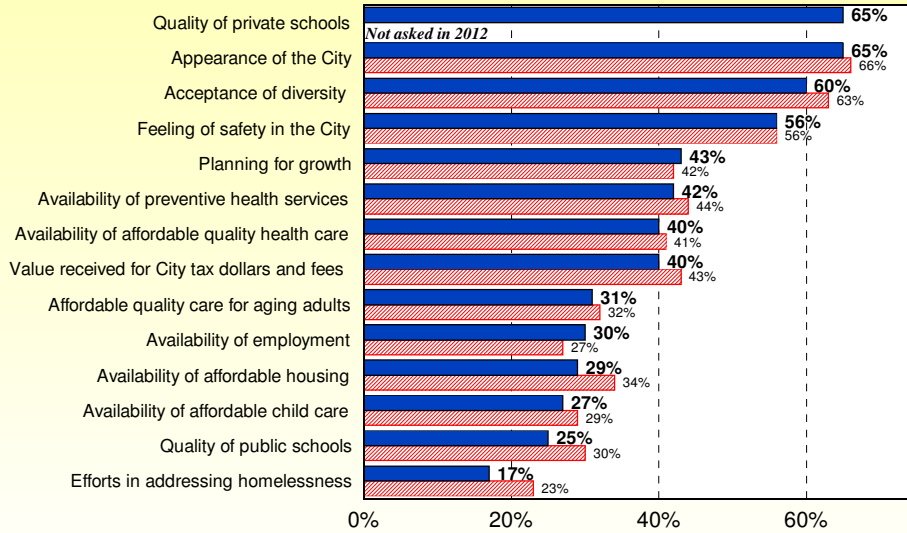
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Satisfaction With Items That Influence the Perception Residents Have of the City - 2012 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



*Changes of +/-4% from 2012 are statistically significant

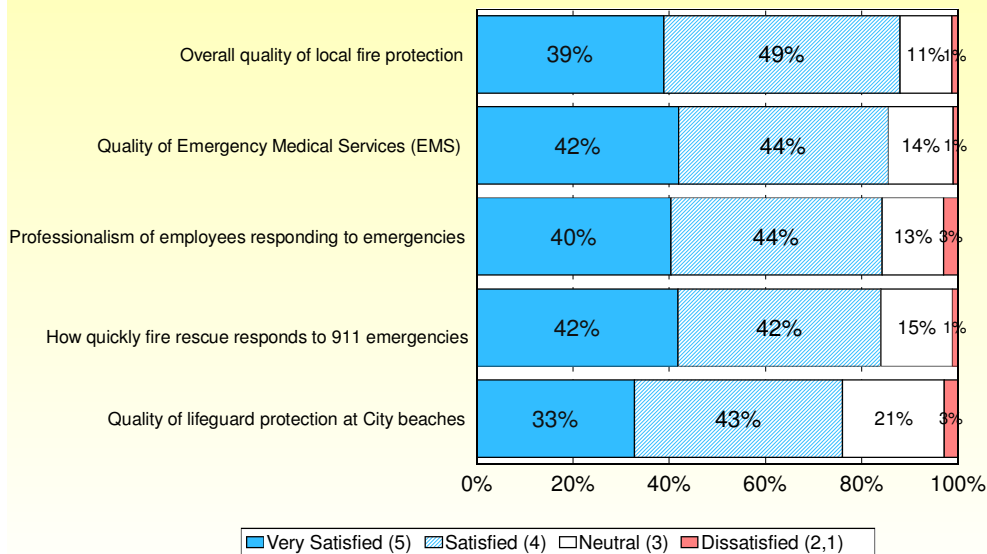
Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

■ 2013 ■ 2012

Trends

Q6. Satisfaction with Fire Rescue and Emergency Management Planning

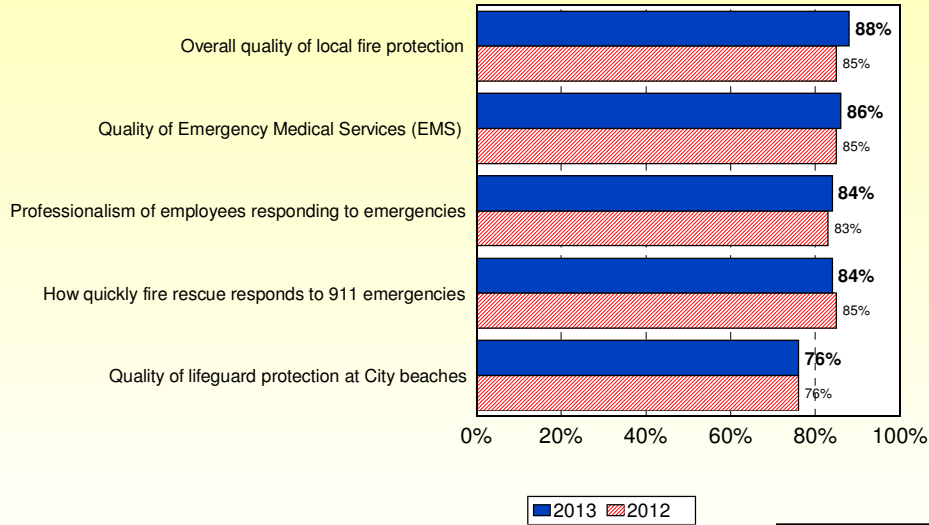
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Satisfaction With Fire Rescue and Emergency Management Planning - 2012 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



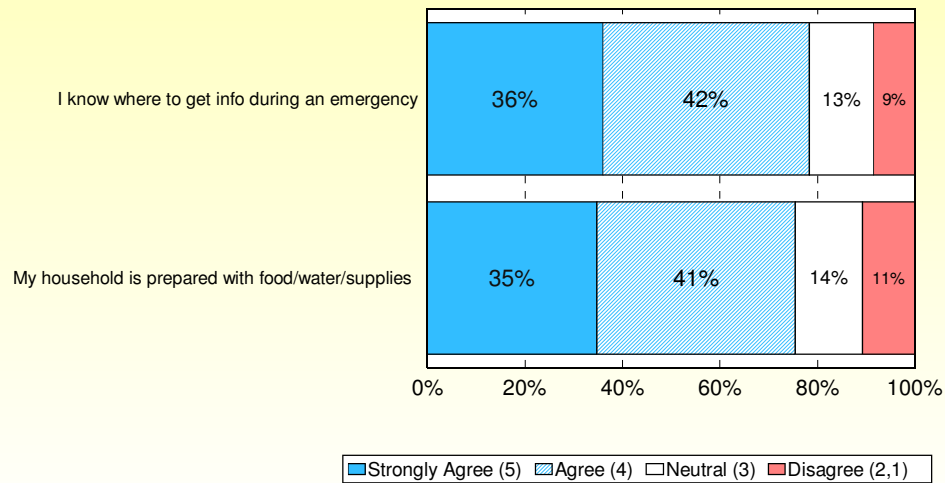
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

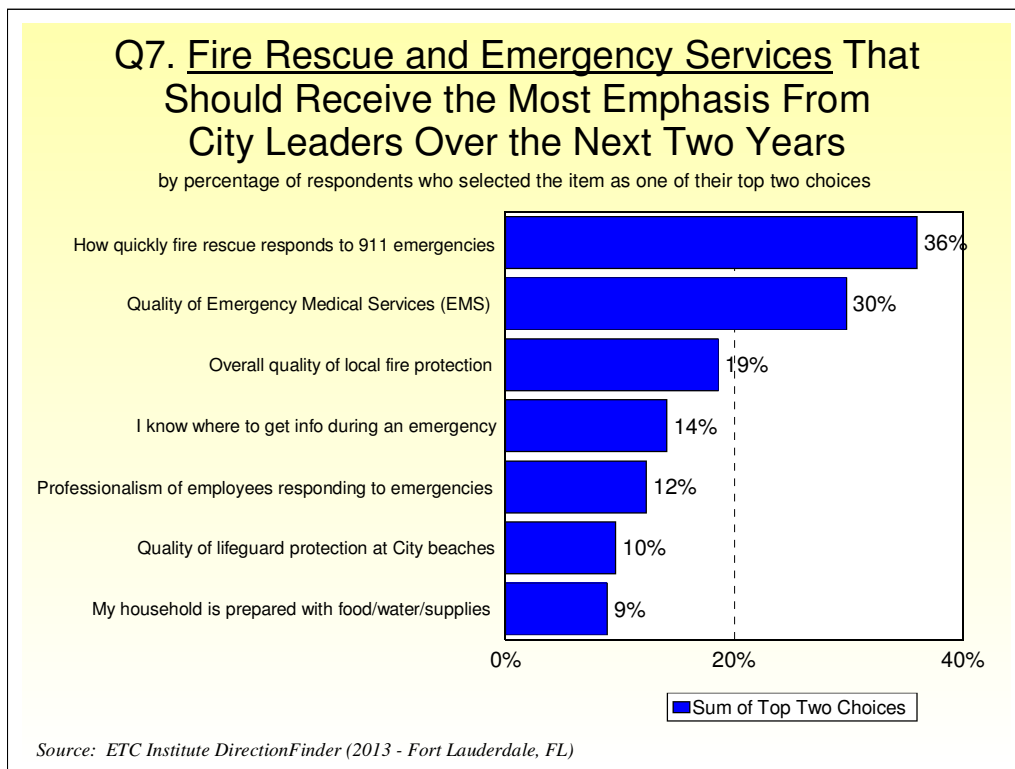
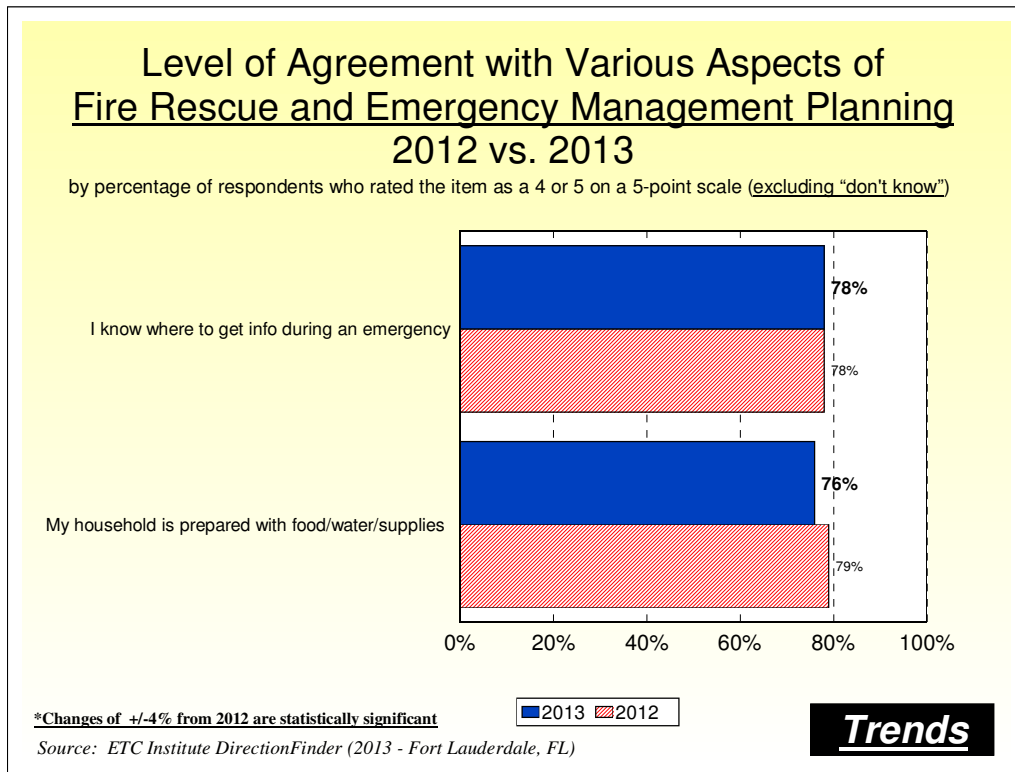
Trends

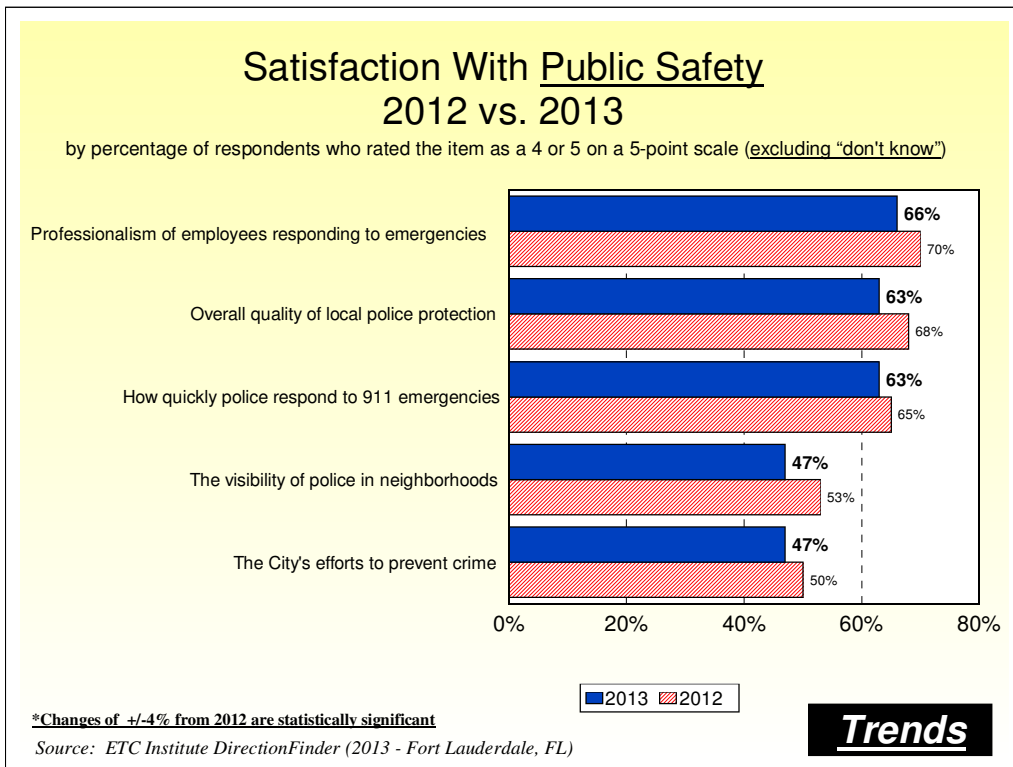
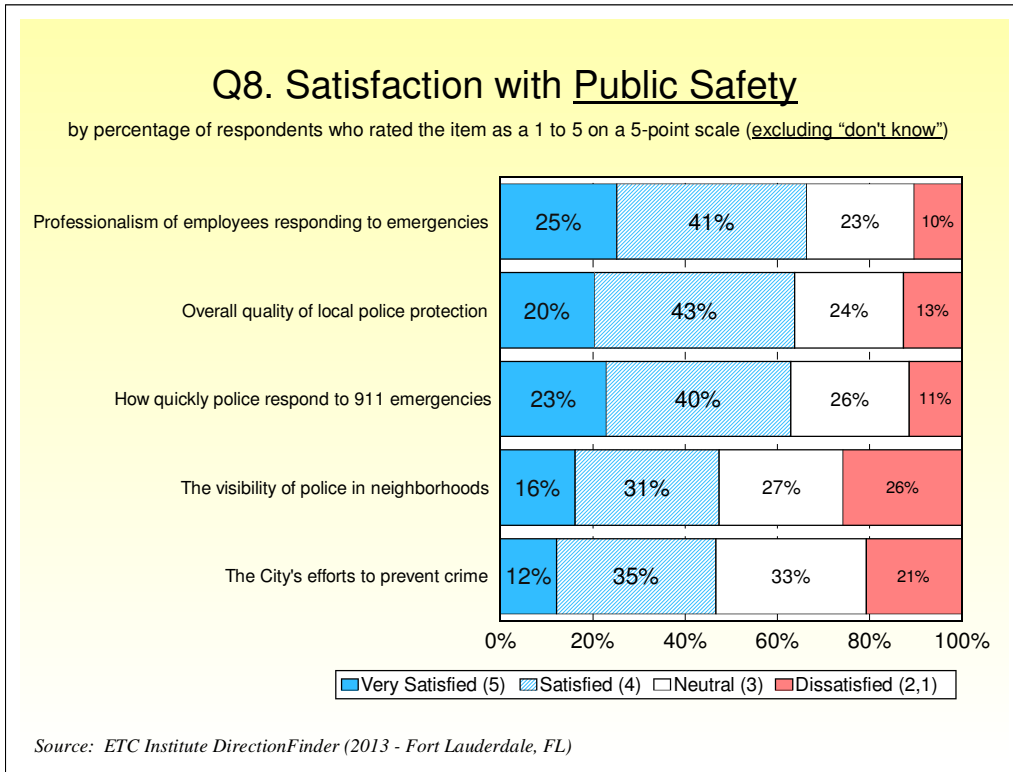
Q6a. Level of Agreement With Various Aspects of Fire Rescue and Emergency Management Planning

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



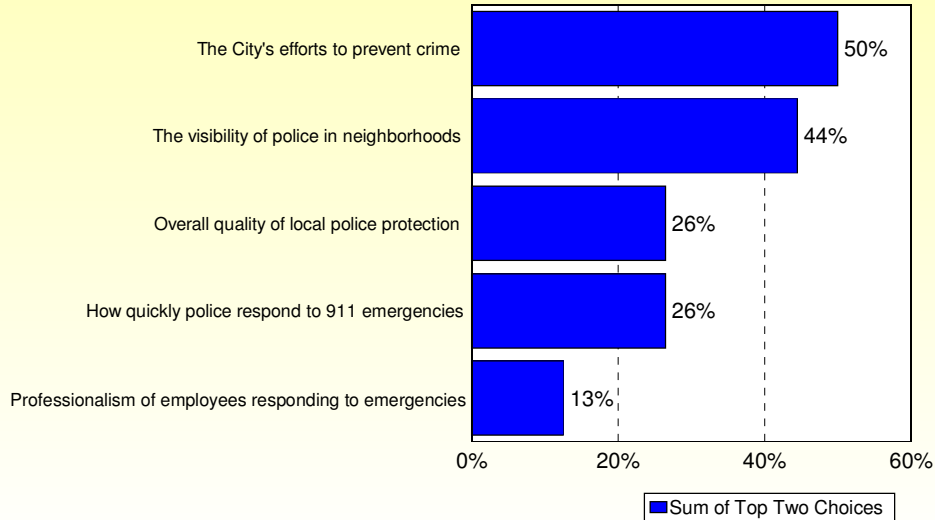
Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)





Q9. Public Safety Issues That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

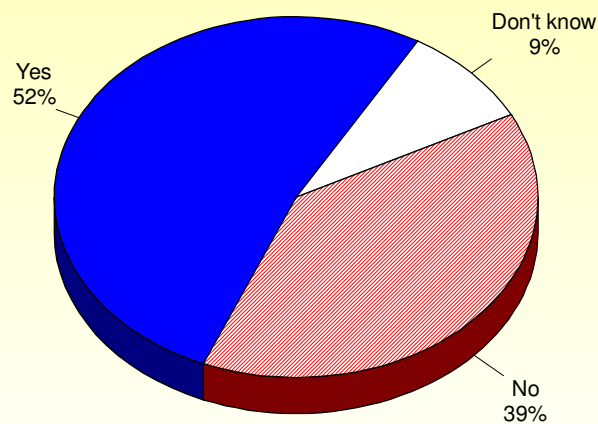
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q10. Have you met a police officer in your neighborhood or at a civic association meeting?

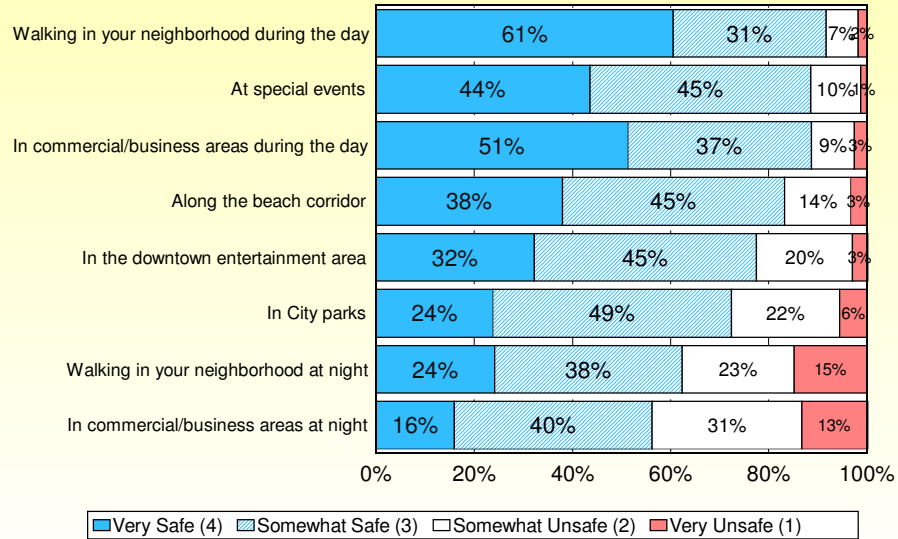
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q11. Perceptions of Safety in Fort Lauderdale

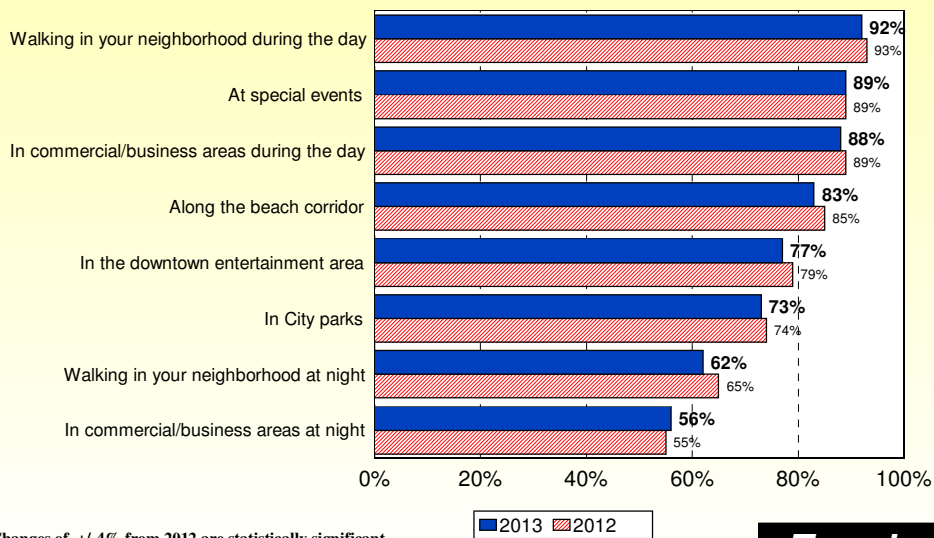
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Perceptions of Safety in Fort Lauderdale 2012 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



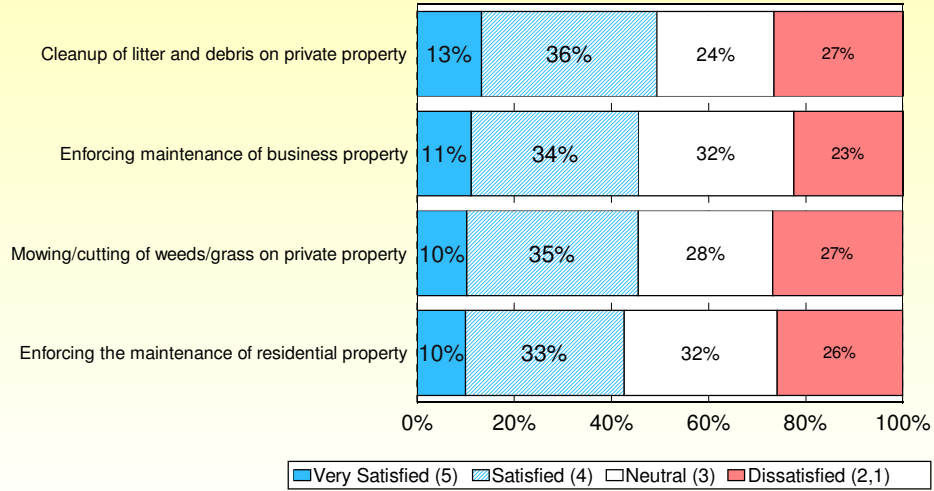
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)



Q12. Satisfaction With Codes and Ordinances Related to Appearance

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Satisfaction With Codes and Ordinances Related to Appearance - 2012 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



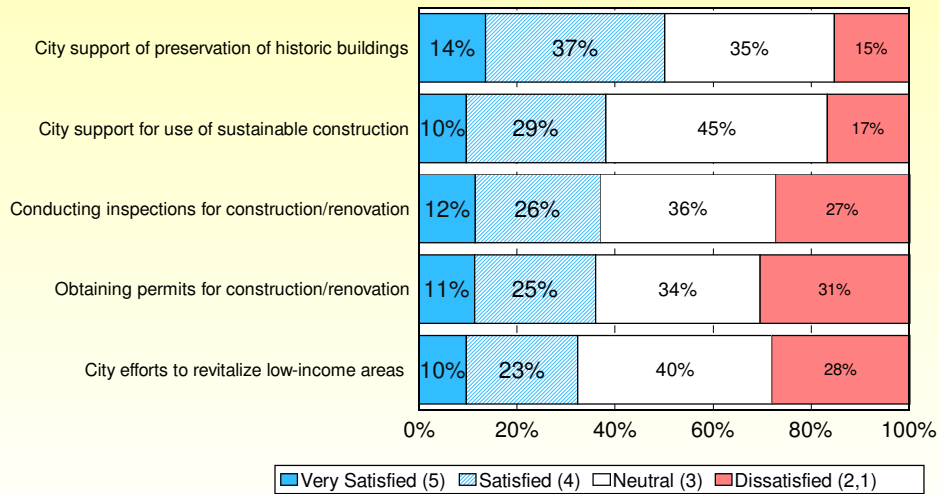
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Trends

Q13. Satisfaction with Community Planning and Development

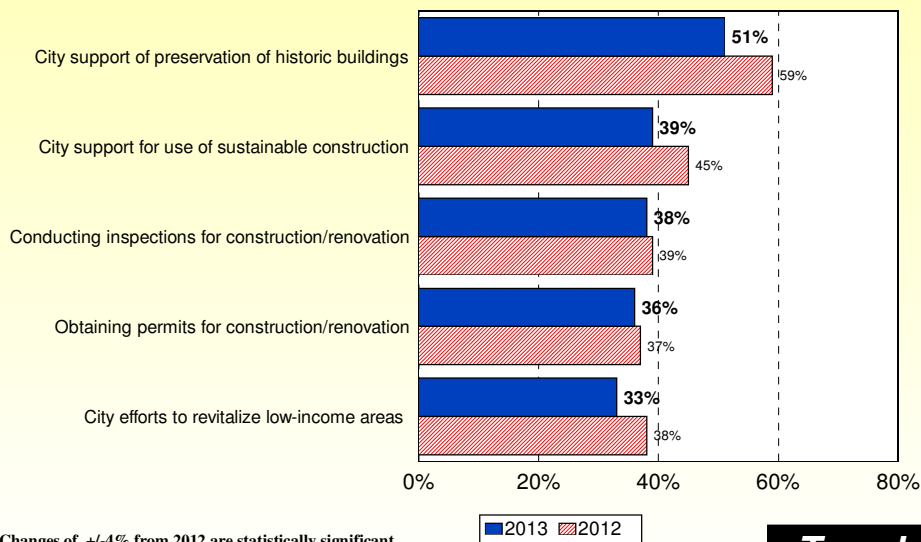
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Satisfaction with Community Planning and Development 2012 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



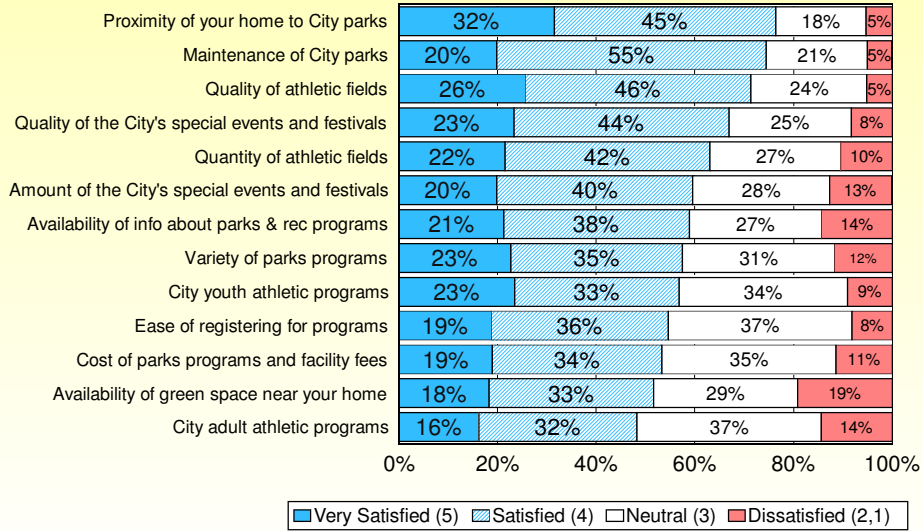
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Trends

Q14. Satisfaction With Parks and Recreation Services

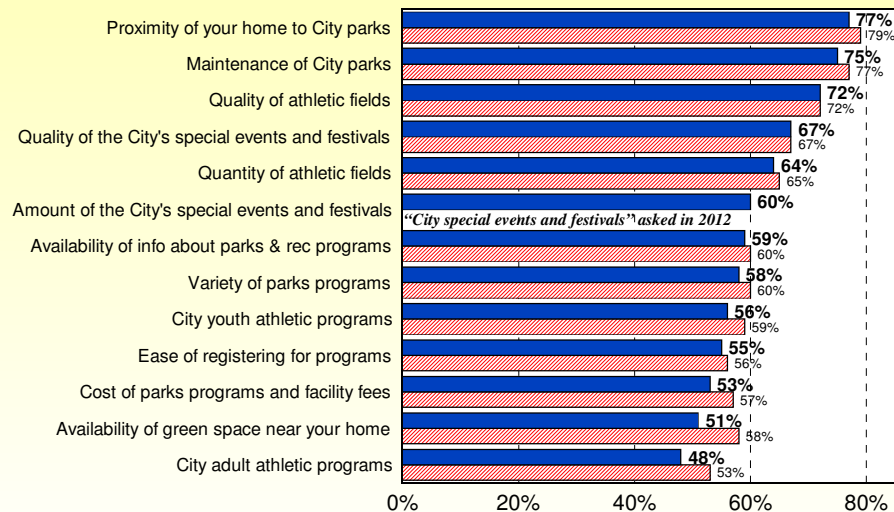
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Satisfaction With Parks and Recreation Services 2012 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



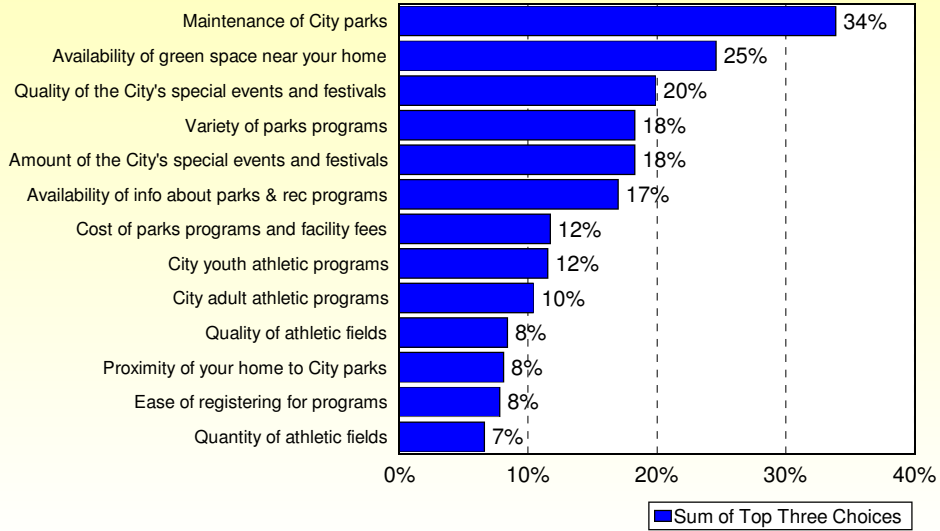
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Trends

Q15. Parks and Recreation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

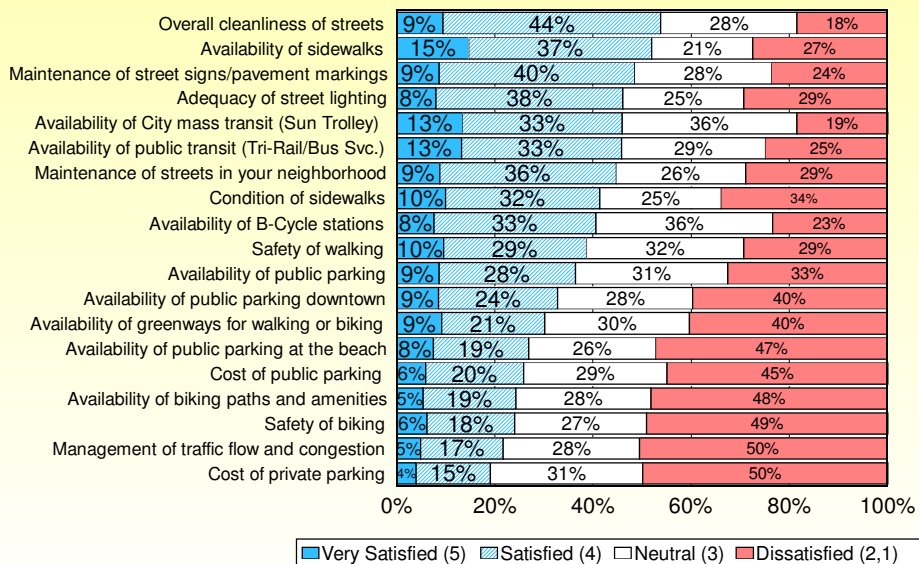
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q16. Satisfaction With Transportation and Mobility

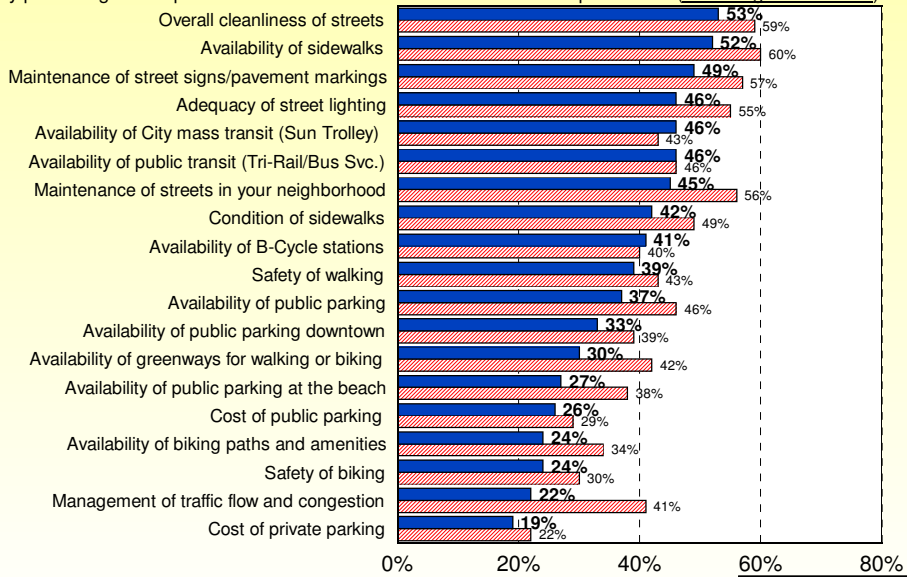
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

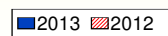
Satisfaction With Transportation and Mobility 2012 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



*Changes of +/-4% from 2012 are statistically significant

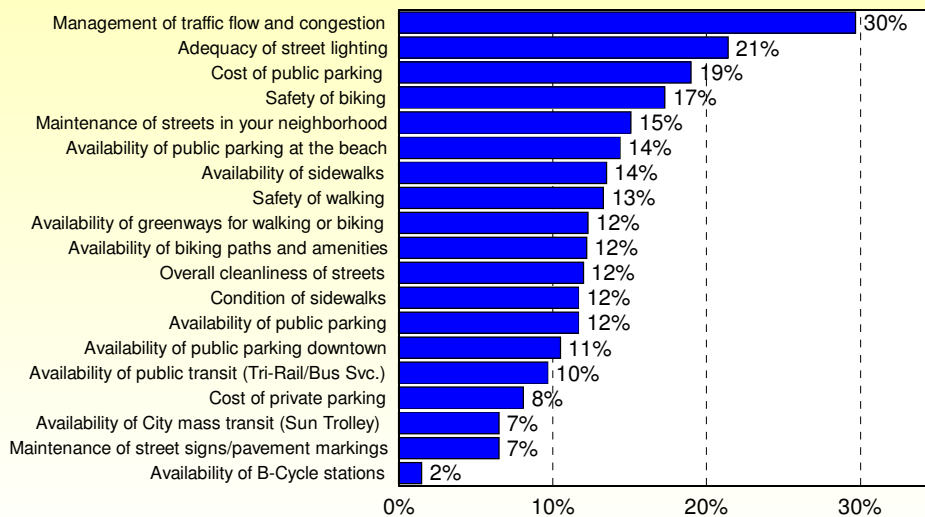
Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)



Trends

Q17. Transportation and Mobility Issues That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices

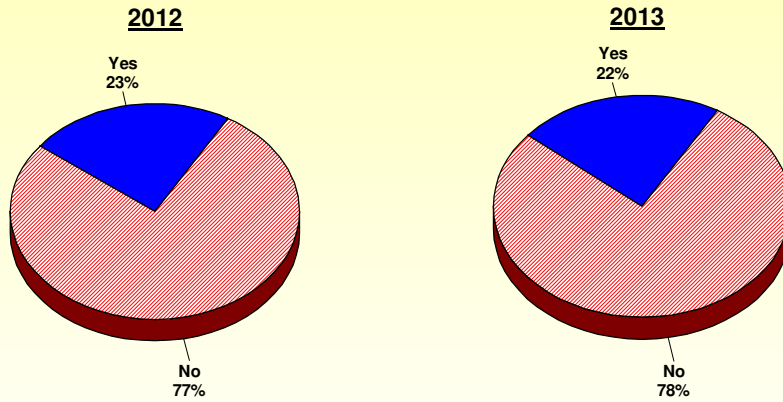


Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)



Q18. Do you or does any member of your household use public transportation options?

by percentage of respondents (excluding "not provided")



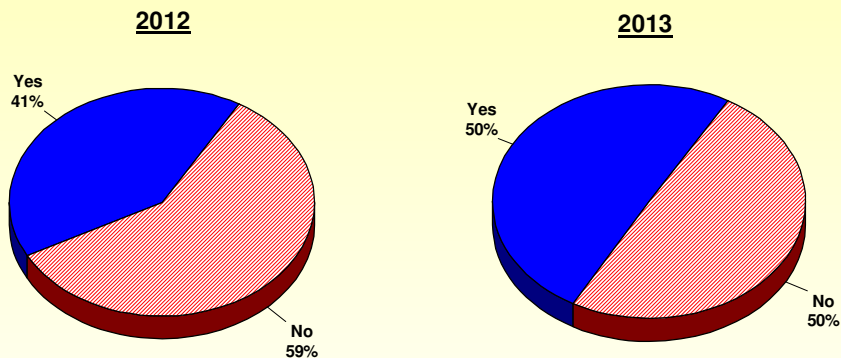
**Changes of +/-4% from 2012 are statistically significant*

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Trends

Q19. Does anyone in your household regularly ride a bicycle?

by percentage of respondents (excluding "not provided")



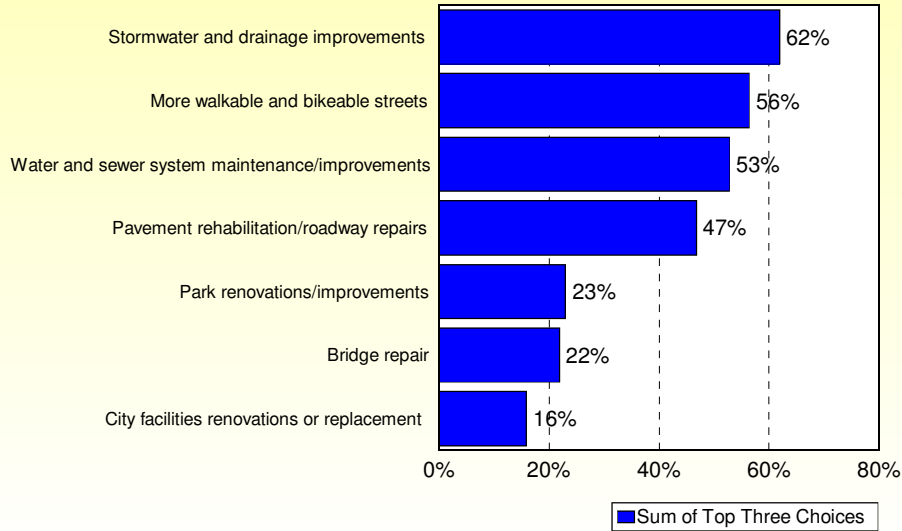
**Changes of +/-4% from 2012 are statistically significant*

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Trends

Q20. Of these Community Investment Plan capital project types, which three would you select as the most important?

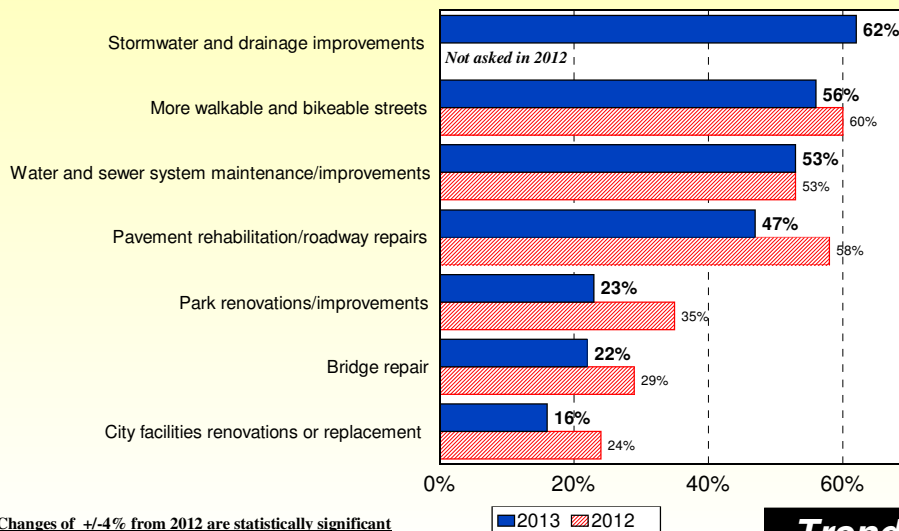
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Of these Community Investment Plan capital project types, which three would you select as the most important? 2012 vs. 2013

by percentage of respondents who selected the item as one of their top three choices



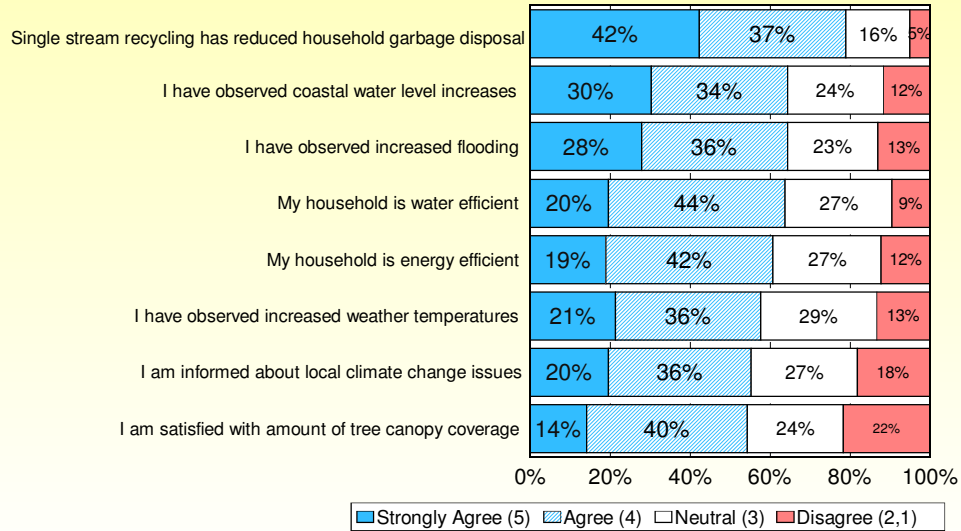
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Trends

Q21. Level of Agreement with Various Aspects of Sustainability

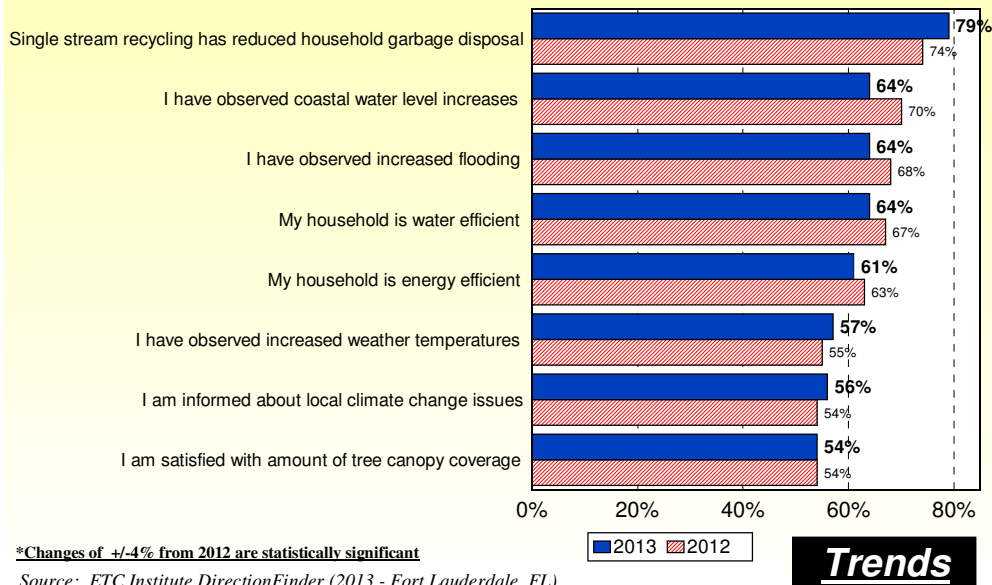
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Level of Agreement with Various Aspects of Sustainability - 2012 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



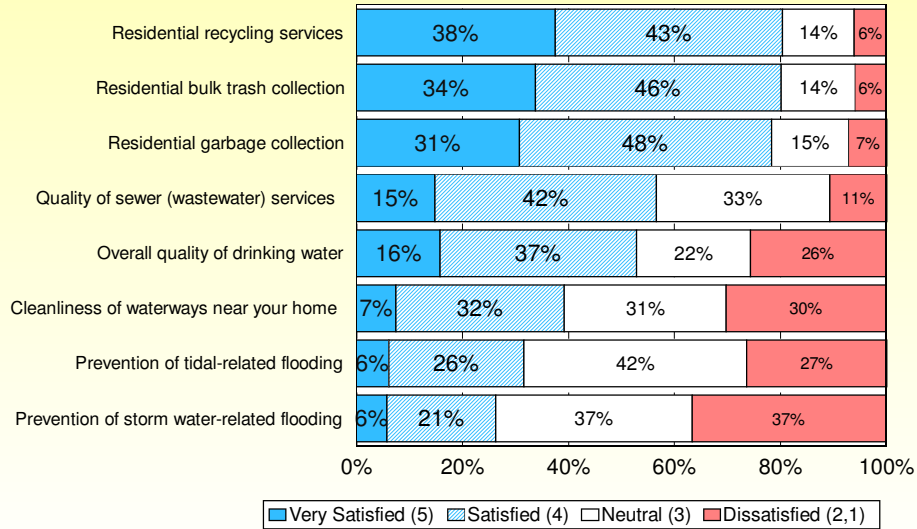
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Trends

Q22. Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation

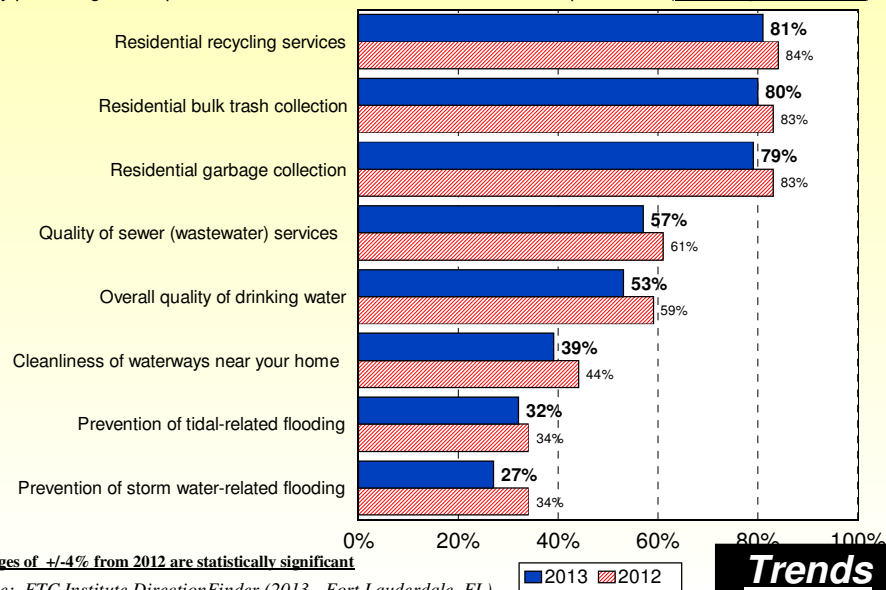
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation - 2012 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

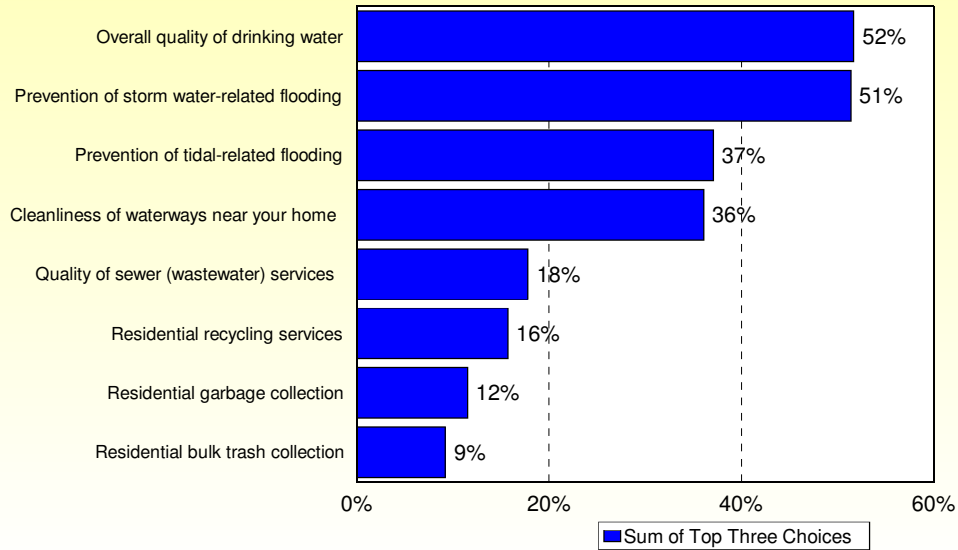


*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q23. Water and Sanitation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

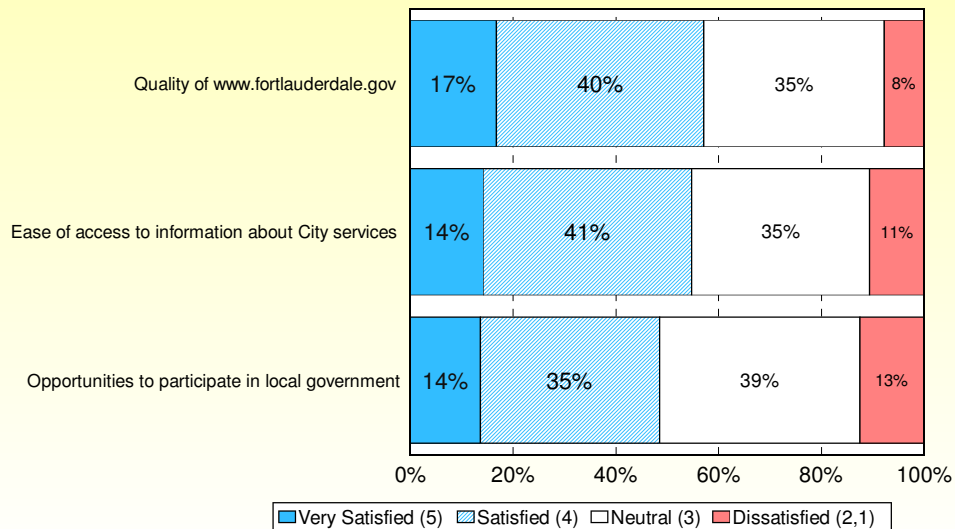
by percentage of respondents who selected the item as one of their top three choices



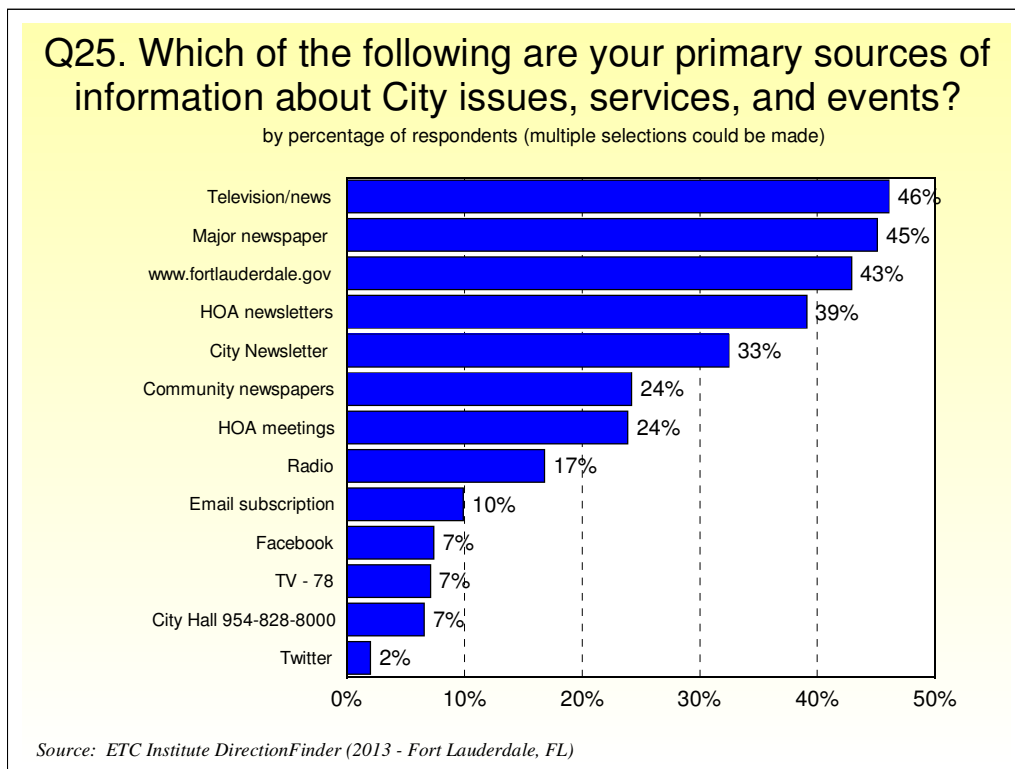
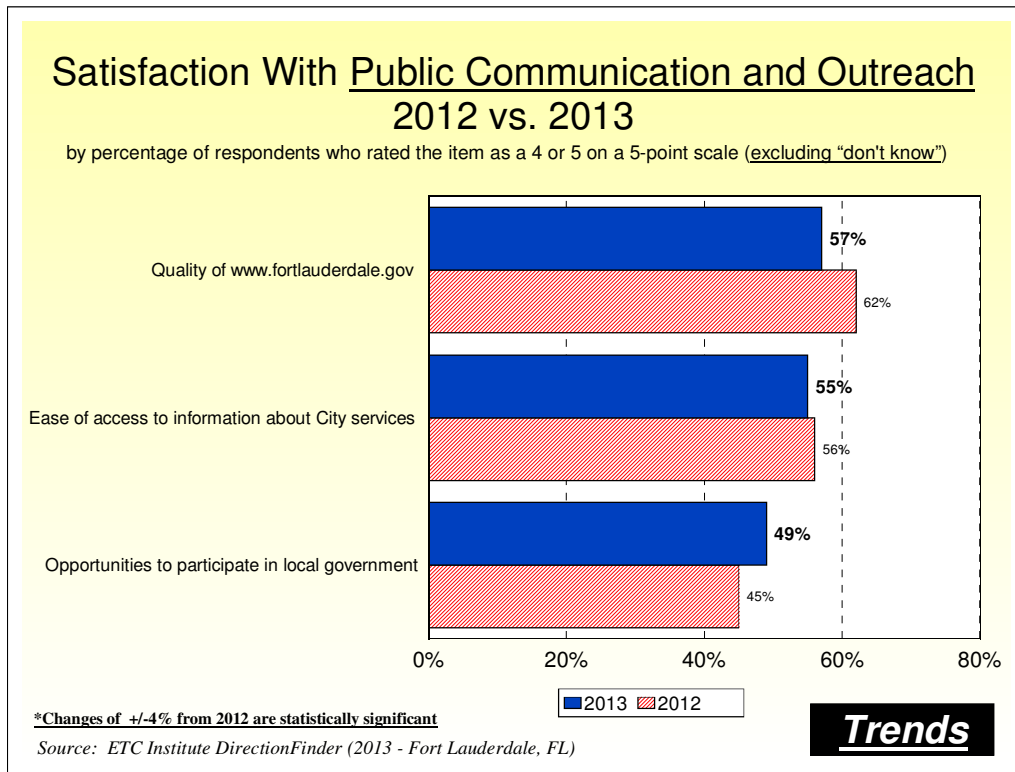
Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q24. Satisfaction With Public Communication and Outreach

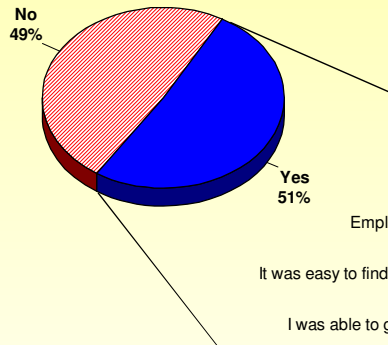
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



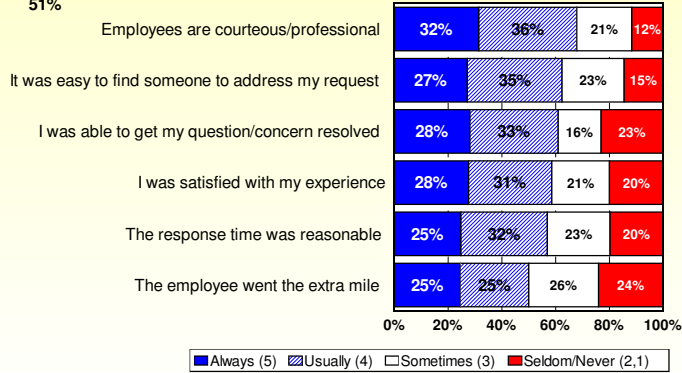
Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)



Q26. Have you contacted the City during the past year?
by percentage of respondents



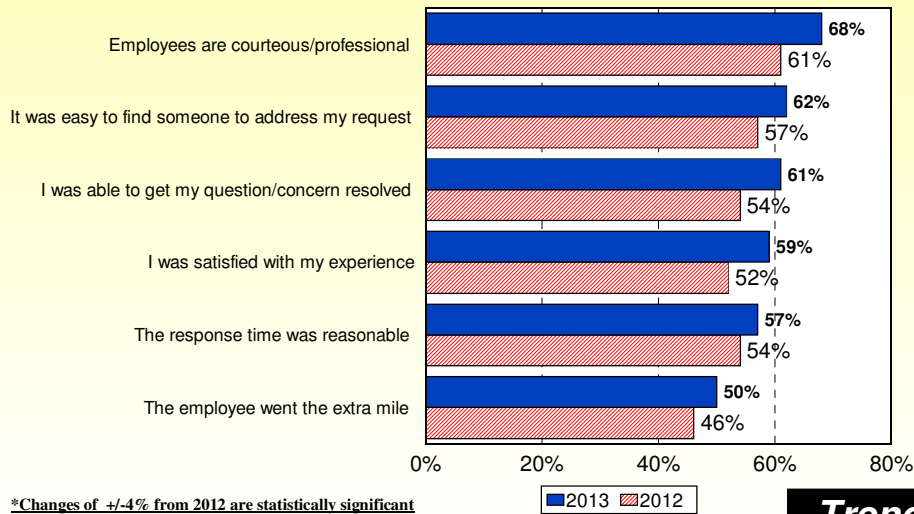
Q26a-f. Frequency That City Employees Display Various Behaviors
(excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Frequency That City Employees Display Various Behaviors
2012 vs. 2013

by percentage of respondents who had contacted the City during the past year and rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



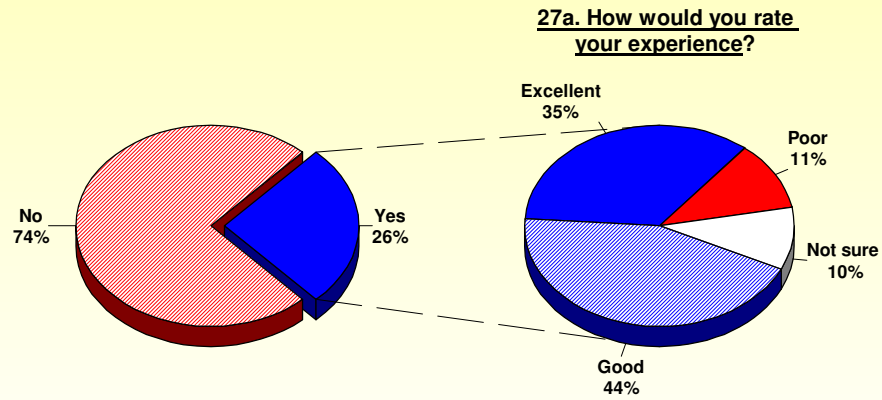
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)



Q27. Have you ever contacted our 24-hour Customer Service Center (954-828-8000)?

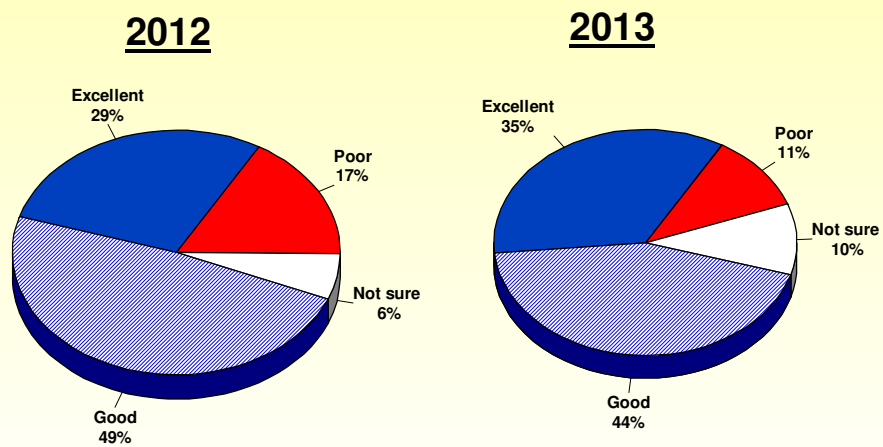
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

How would you rate your experience? 2012 vs. 2013

by percentage of respondents contacted the City's 24-hour Customer Service Center



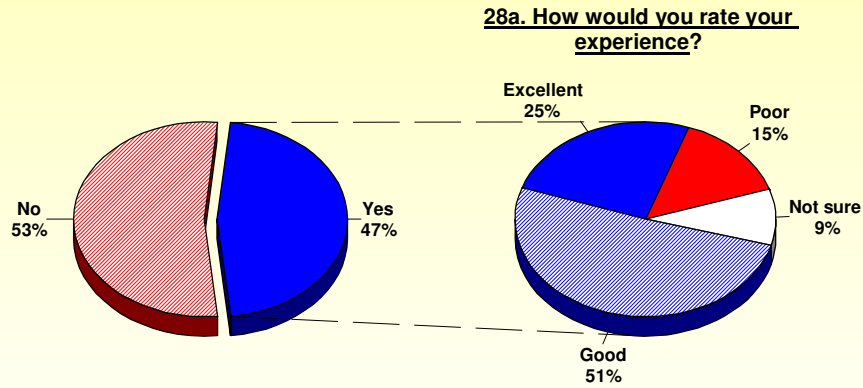
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)



Q28. Have you ever contacted our Utility Billing Office (954-828-5150)?

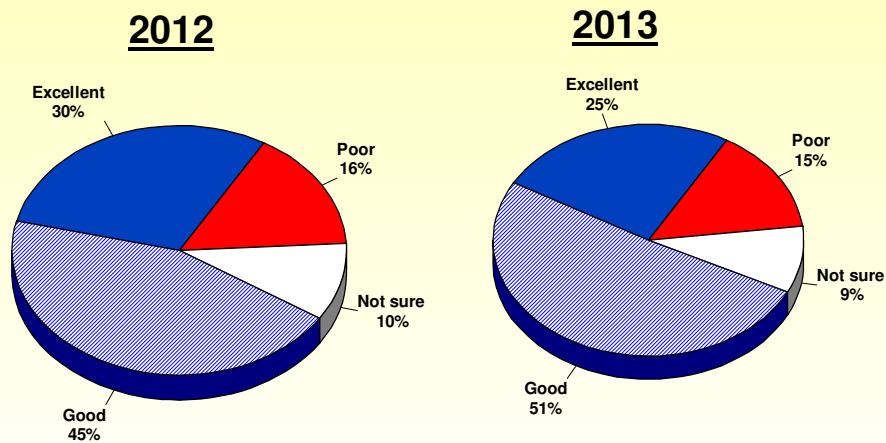
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

How would you rate your experience? 2012 vs. 2013

by percentage of respondents who had contacted the City's Utility Billing Office



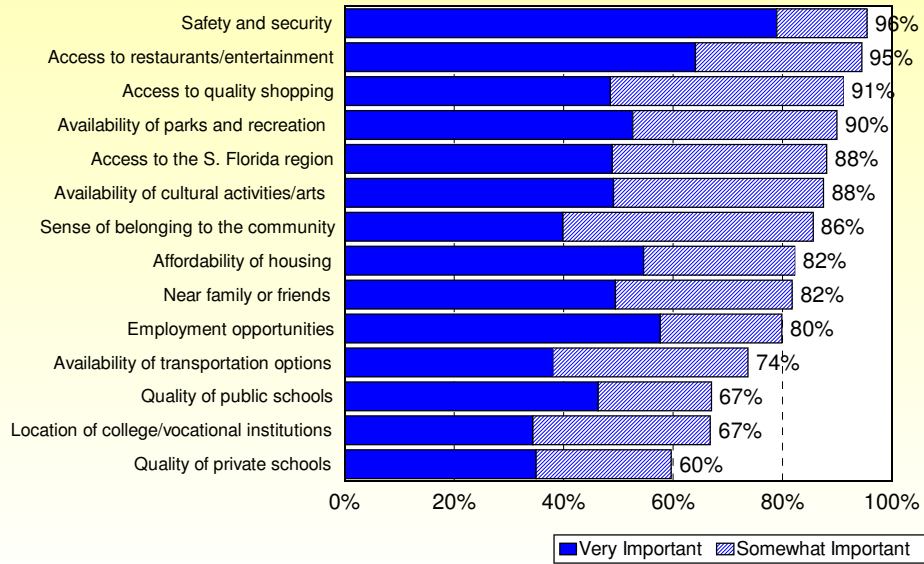
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)



Q29. How important was each reason in your decision to live in Fort Lauderdale?

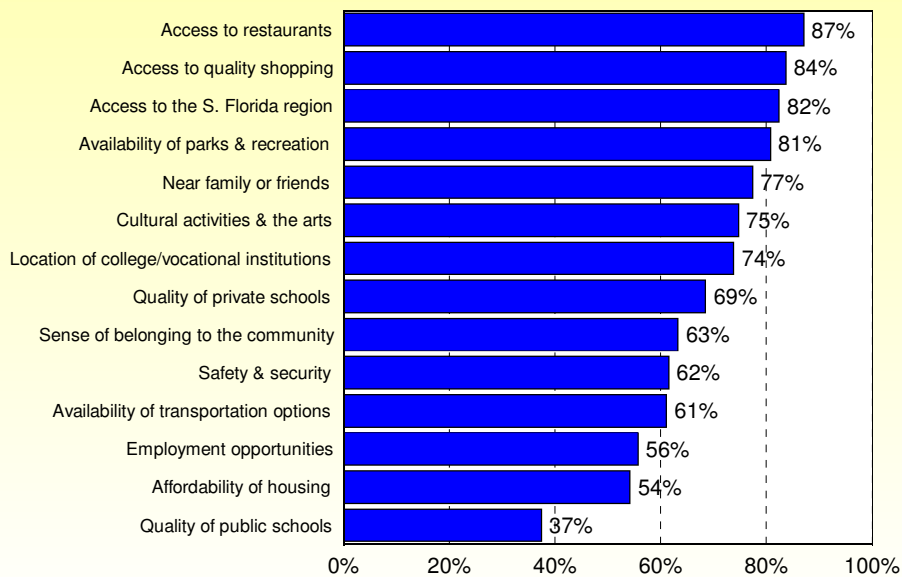
by percentage of respondents who felt the item was "very important" or "somewhat important"



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q29a. Are your needs being met in Fort Lauderdale?

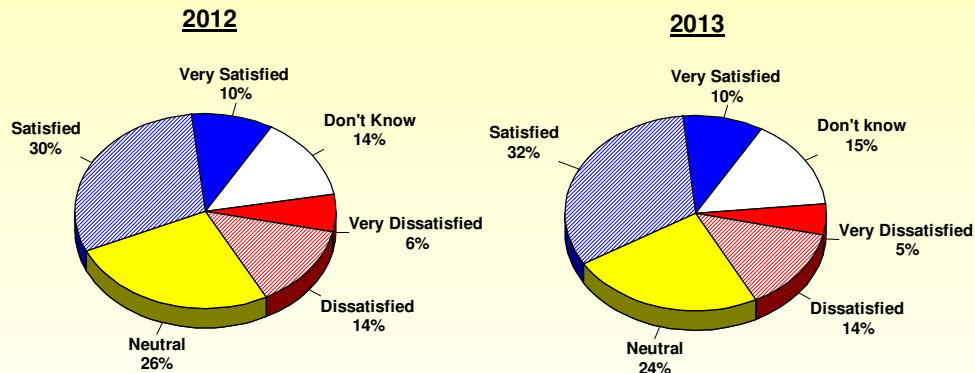
by percentage of respondents who responded "yes"



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q30. What is your level of satisfaction with the value you receive for the portion of your property taxes that fund the City's operating budget?

by percentage of respondents

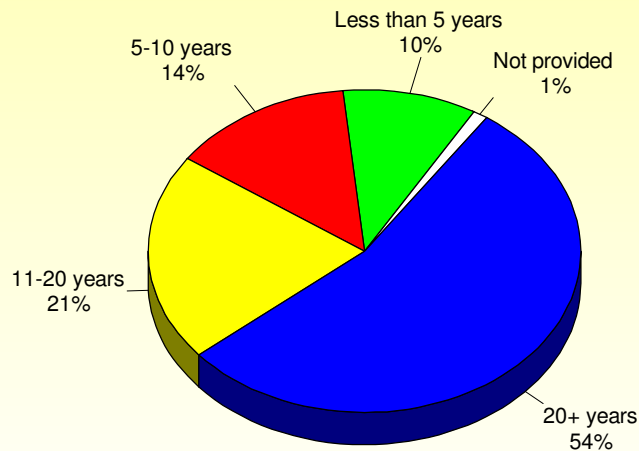


**Changes of +/-4% from 2012 are statistically significant*
 Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

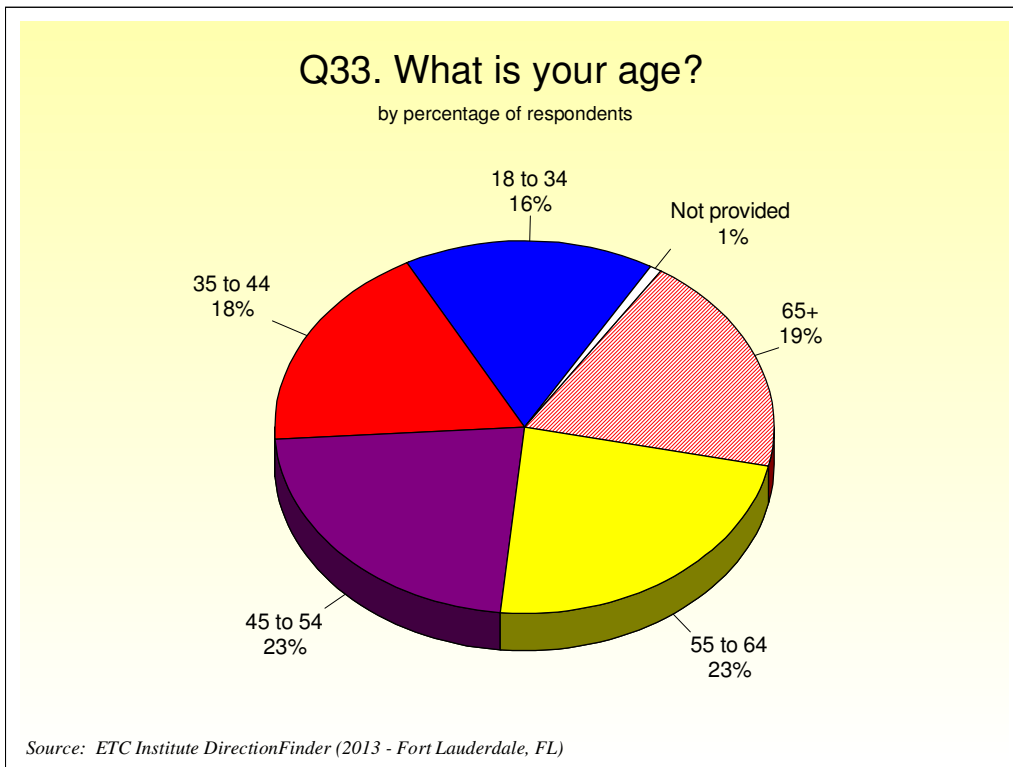
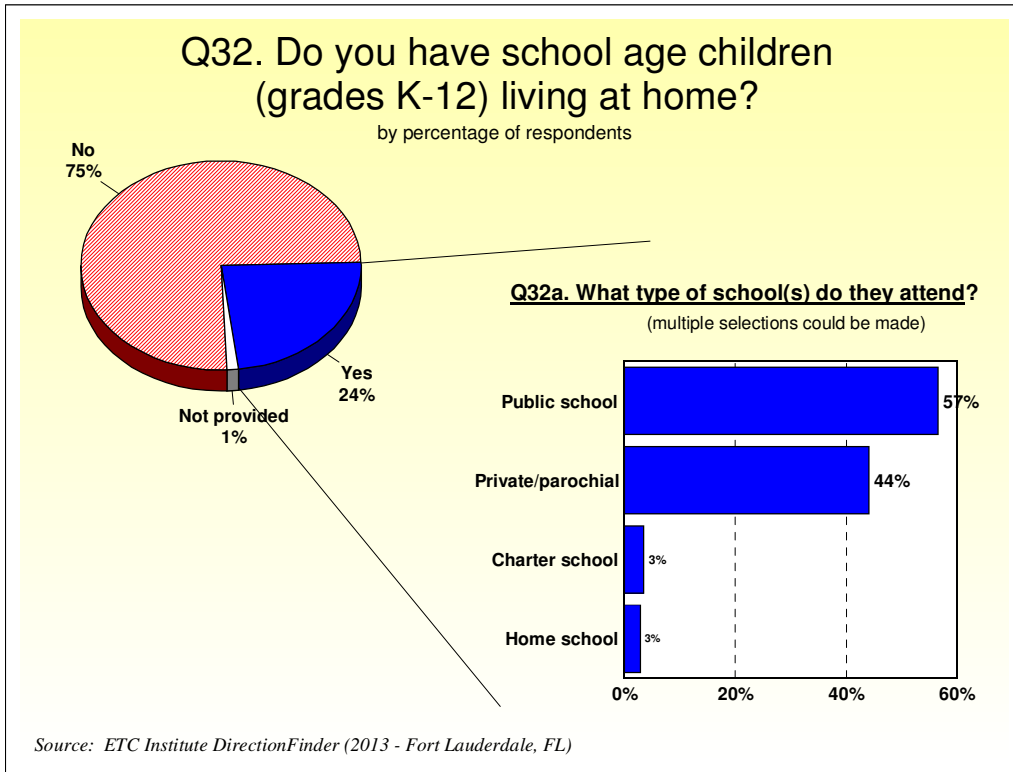


Q31. Approximately how many years have you lived in the City of Fort Lauderdale?

by percentage of respondents

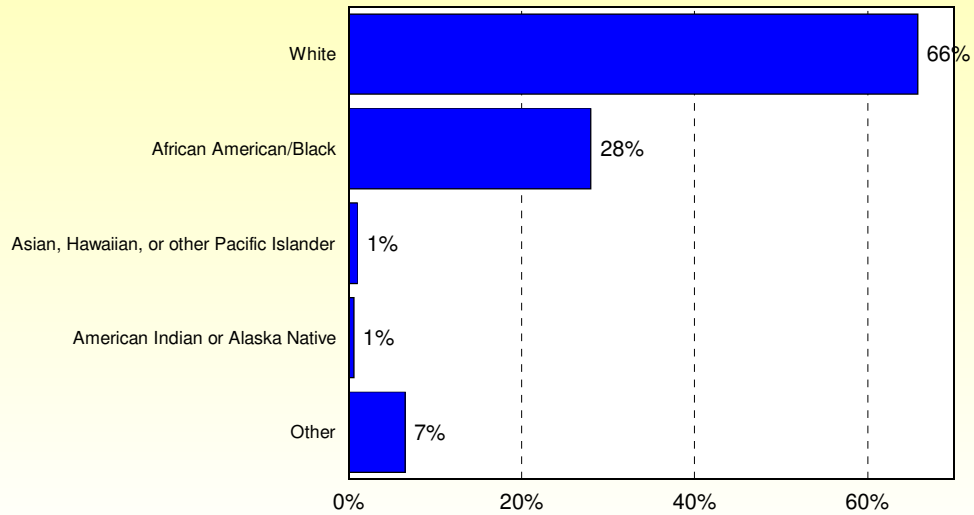


Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)



Q34. Which of the following best describes your race?

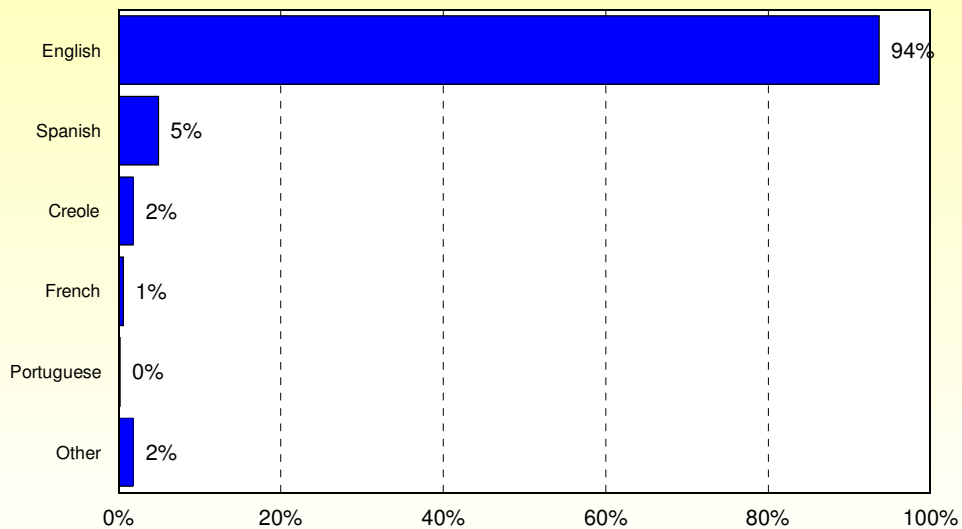
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q35. What is the primary language spoken in your home?

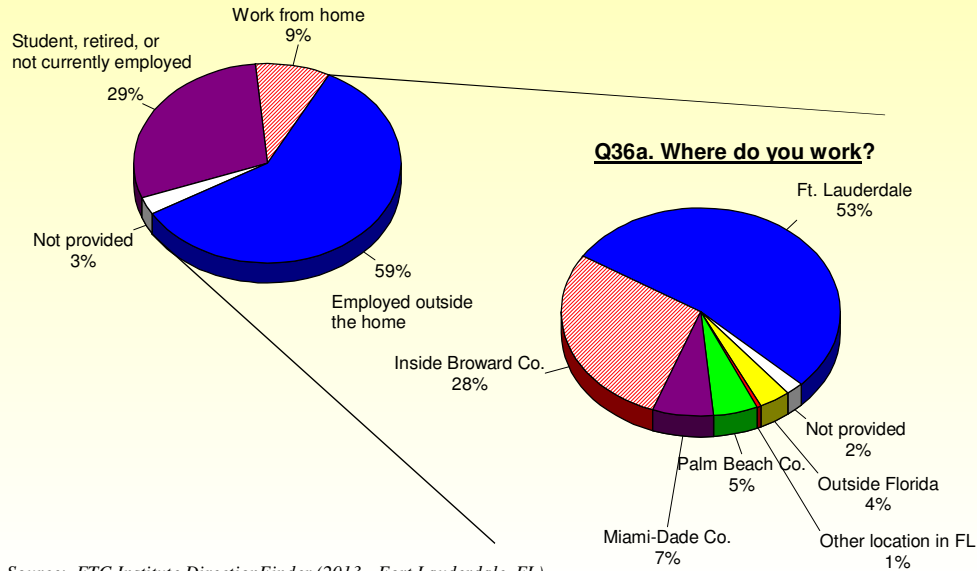
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q36. Which of the following best describes your current place of employment?

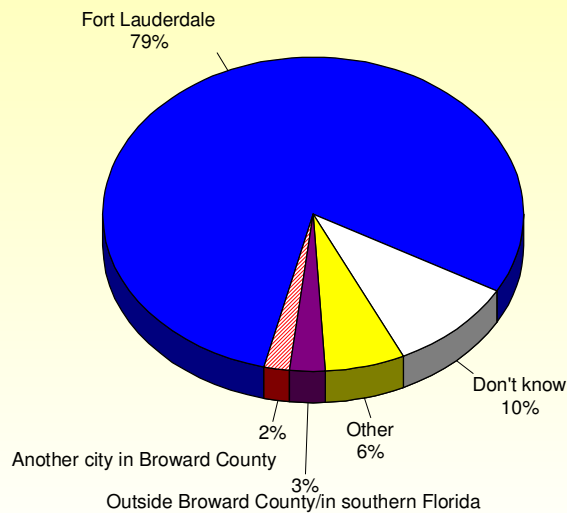
by percentage of respondents



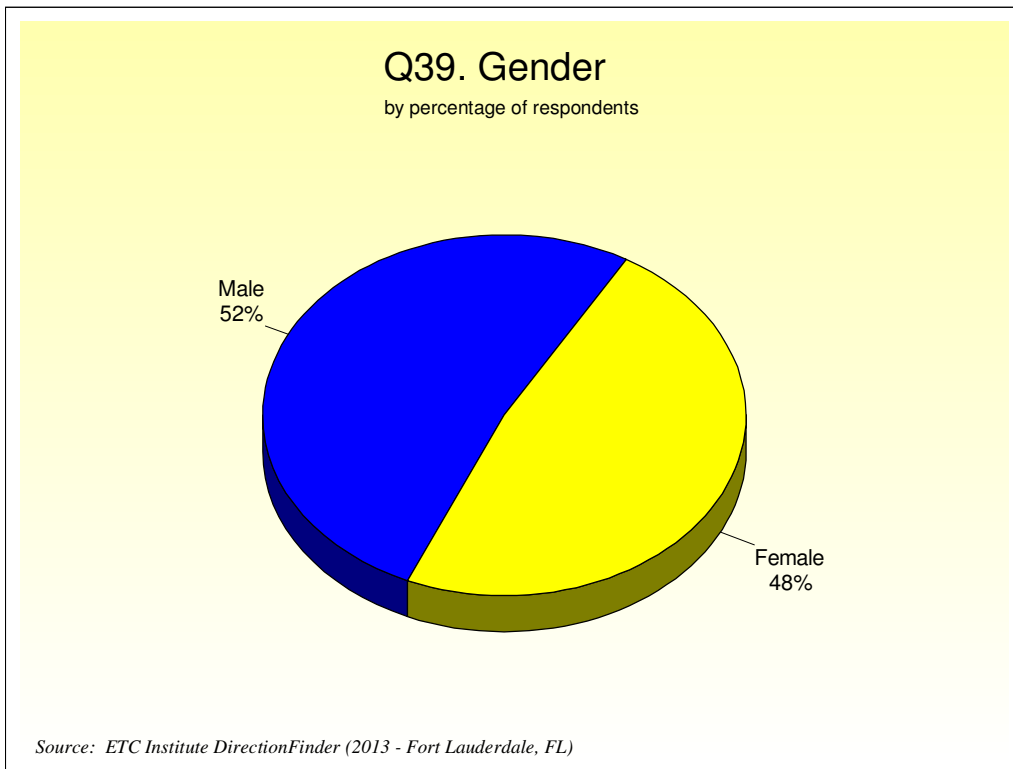
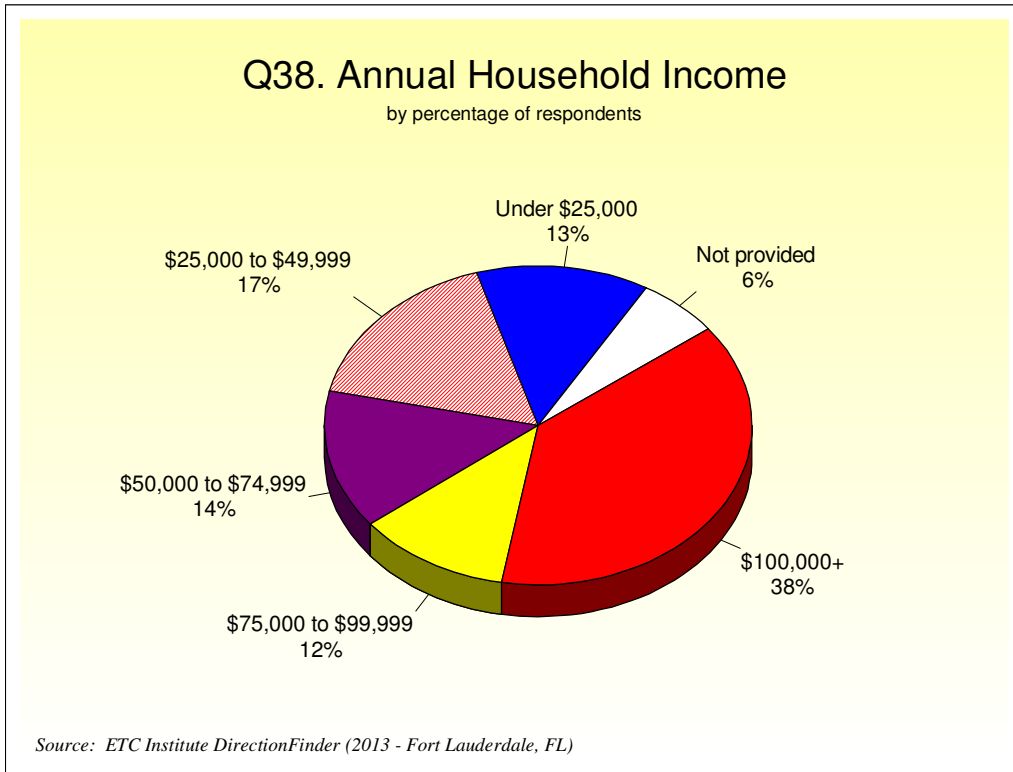
Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q37. Where do you plan to be living in the next 2-5 years?

by percentage of respondents

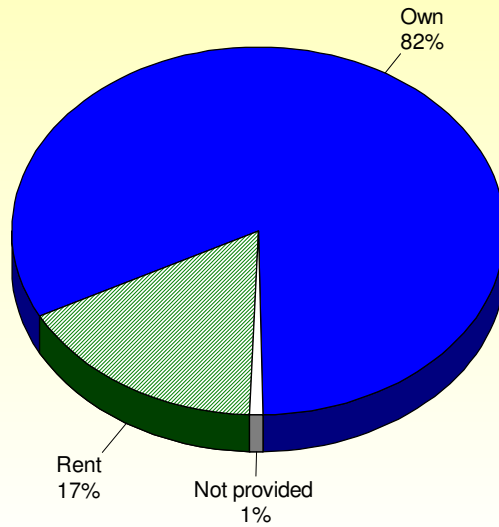


Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)



Q40. Do you own or rent your home?

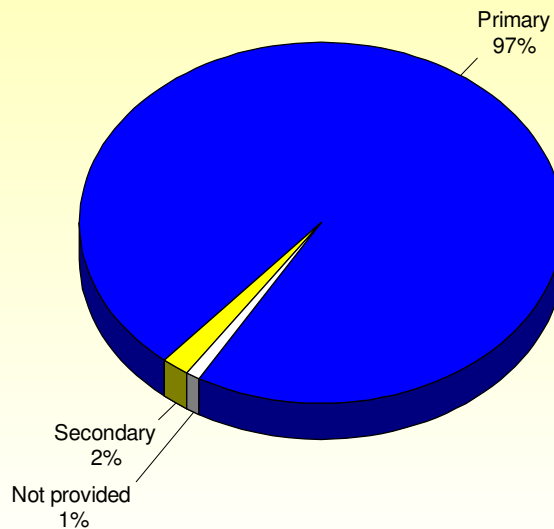
by percentage of respondents



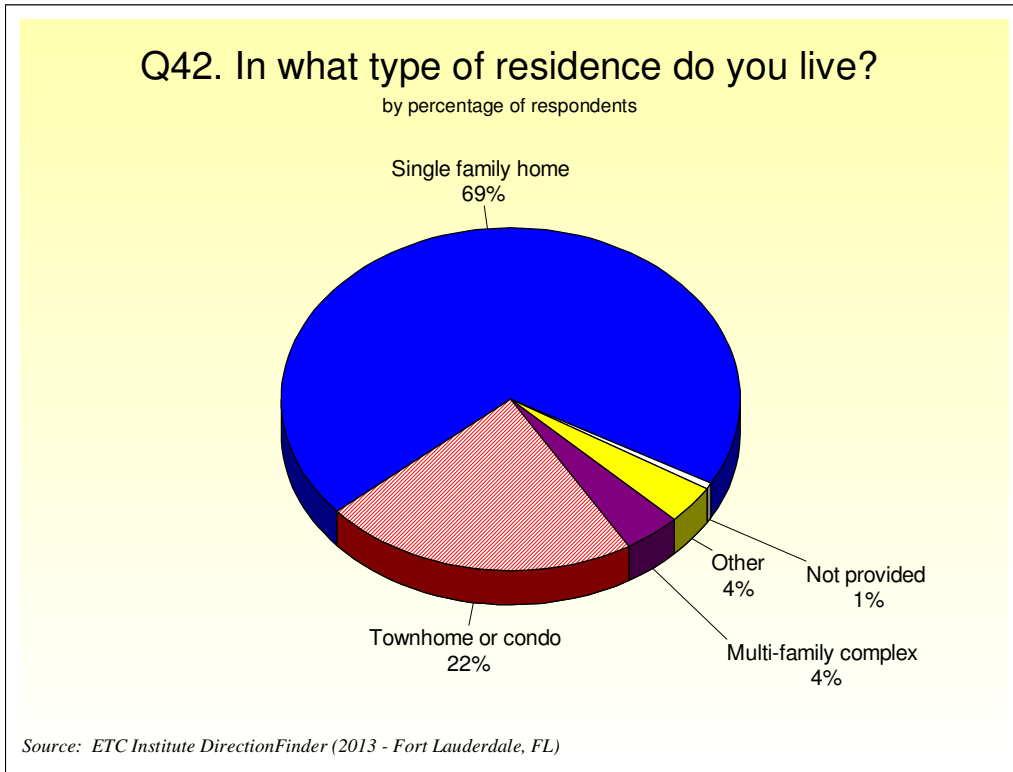
Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Q41. Is your residence in Fort Lauderdale your primary or secondary residence?

by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)



Section 2:
***Importance-Satisfaction
Analysis***

Importance-Satisfaction Analysis

The City of Fort Lauderdale, FL

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Thirty-six percent (36%) of residents selected "overall flow of traffic" as one of the most important major services to provide.

With regard to satisfaction, approximately thirty percent (29.9%) of the residents surveyed rated their overall satisfaction with “overall flow of traffic” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “overall flow of traffic” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 36% was multiplied by 70.1% (1-0.299). This calculation yielded an I-S rating of 0.2524, which ranked first out of twelve major City services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Fort Lauderdale are provided on the following page.

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Overall flow of traffic	36%	1	30%	12	0.2524	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of streets/sidewalks/infrastructure	29%	2	49%	9	0.1469	2
How well the City is preparing for the future	21%	4	44%	10	0.1161	3
<u>Medium Priority (IS < .10)</u>						
How well the City is prepared for disasters	19%	5	55%	7	0.0837	4
Enforcement of City ordinances	13%	8	51%	8	0.0613	5
Effectiveness of communication with the community	11%	9	44%	11	0.0611	6
Quality of police and fire services	21%	3	77%	1	0.0485	7
Quality of City services	16%	6	70%	3	0.0483	8
Quality of parks & recreation programs/facilities	16%	7	73%	2	0.0438	9
Quality of customer service from City employees	8%	11	60%	5	0.0302	10
Landscaping in parks/medians/public areas	8%	10	68%	4	0.0251	11
Maintenance of City buildings and facilities	4%	12	56%	6	0.0185	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2013 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Fire Rescue and Emergency Management

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
How quickly fire rescue responds to 911 emergencies	36%	1	84%	4	0.0576	1
Quality of Emergency Medical Services (EMS)	30%	2	86%	2	0.0432	2
I know where to get info during an emergency	14%	4	78%	6	0.0306	3
Quality of lifeguard protection at City beaches	10%	6	76%	5	0.0230	4
Overall quality of local fire protection	19%	3	88%	1	0.0223	5
My household is prepared with food/water/supplies for an emergency	9%	7	76%	7	0.0214	6
Professionalism of employees responding to emergencies	12%	5	84%	3	0.0194	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Public Safety: Police

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
The City's efforts to prevent crime	50%	1	47%	5	0.2660	1
The visibility of police in neighborhoods	44%	2	47%	4	0.2335	2
<u>Medium Priority (IS <.10)</u>						
How quickly police respond to 911 emergencies	26%	4	63%	3	0.0979	3
Overall quality of local police protection	26%	3	63%	2	0.0977	4
Professionalism of employees responding to emergencies	13%	5	66%	1	0.0421	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Availability of green space near your home	25%	2	51%	12	0.1205	1
Medium Priority (IS <.10)						
Maintenance of City parks	34%	1	75%	2	0.0864	2
Variety of parks programs	18%	4	58%	8	0.0778	3
Amount of the City's special events and festivals	18%	5	60%	6	0.0739	4
Availability of info about parks & rec programs	17%	6	59%	7	0.0699	5
Quality of the City's special events and festivals	20%	3	67%	4	0.0659	6
Cost of parks programs and facility fees	12%	7	53%	11	0.0546	7
City adult athletic programs	10%	9	48%	13	0.0538	8
City youth athletic programs	12%	8	56%	9	0.0506	9
Ease of registering for programs	8%	12	55%	10	0.0354	10
Quantity of athletic fields	7%	13	64%	5	0.0238	11
Quality of athletic fields	8%	10	72%	3	0.0235	12
Proximity of your home to City parks	8%	11	77%	1	0.0186	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Transportation and Mobility

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Management of traffic flow and congestion	30%	1	22%	18	0.2326	1
<u>High Priority (IS .10-.20)</u>						
Cost of public parking	19%	3	26%	15	0.1408	2
Safety of biking	17%	4	24%	17	0.1315	3
Adequacy of street lighting	21%	2	46%	4	0.1153	4
Availability of public parking at the beach	14%	6	27%	14	0.1053	5
<u>Medium Priority (IS <.10)</u>						
Availability of biking paths and amenities	12%	10	24%	16	0.0924	6
Availability of greenways for walking or biking	12%	9	30%	13	0.0859	7
Maintenance of streets in your neighborhood	15%	5	45%	7	0.0835	8
Safety of walking	13%	8	39%	10	0.0815	9
Availability of public parking	12%	13	37%	11	0.0737	10
Availability of public parking downtown	11%	14	33%	12	0.0706	11
Condition of sidewalks	12%	12	42%	8	0.0679	12
Cost of private parking	8%	16	19%	19	0.0655	13
Availability of sidewalks	14%	7	52%	2	0.0649	14
Overall cleanliness of streets	12%	11	53%	1	0.0564	15
Availability of public transit (Tri-Rail/Bus Svc.)	10%	15	46%	6	0.0526	16
Availability of City mass transit (Sun Trolley)	7%	17	46%	5	0.0352	17
Maintenance of street signs/pavement markings	7%	18	49%	3	0.0335	18
Availability of B-Cycle stations	2%	19	41%	9	0.0089	19

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Water, Wastewater, Waterways, Flooding and Sanitation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Prevention of storm water-related flooding	51%	2	27%	8	0.3752	1
Prevention of tidal-related flooding	37%	3	32%	7	0.2538	2
Overall quality of drinking water	52%	1	53%	5	0.2440	3
Cleanliness of waterways near your home	36%	4	39%	6	0.2195	4
<u>Medium Priority (IS <.10)</u>						
Quality of sewer (wastewater) services	18%	5	57%	4	0.0773	5
Residential recycling services	16%	6	81%	1	0.0298	6
Residential garbage collection	12%	7	79%	3	0.0242	7
Residential bulk trash collection	9%	8	80%	2	0.0183	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

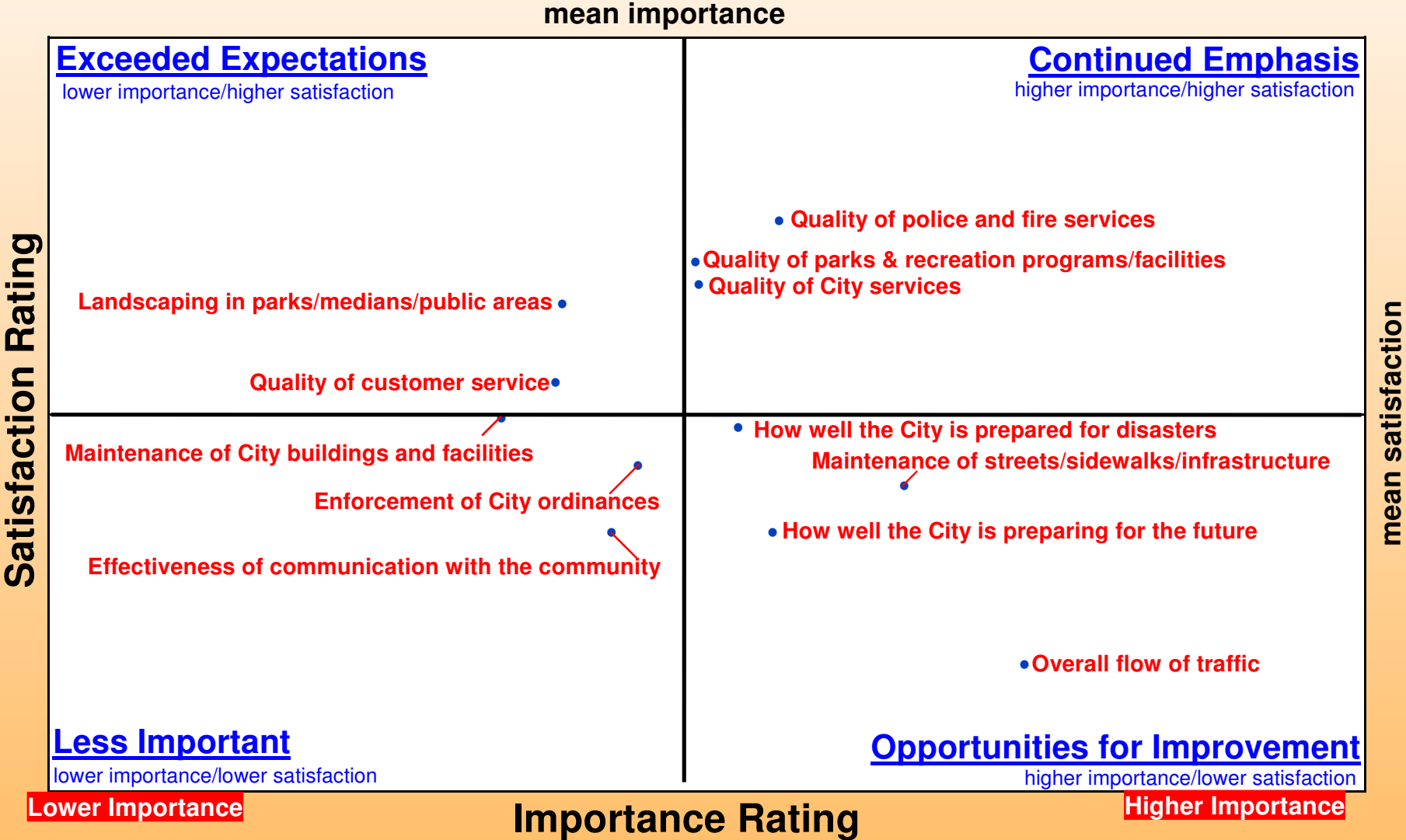
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Fort Lauderdale are provided on the following pages.

2013 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

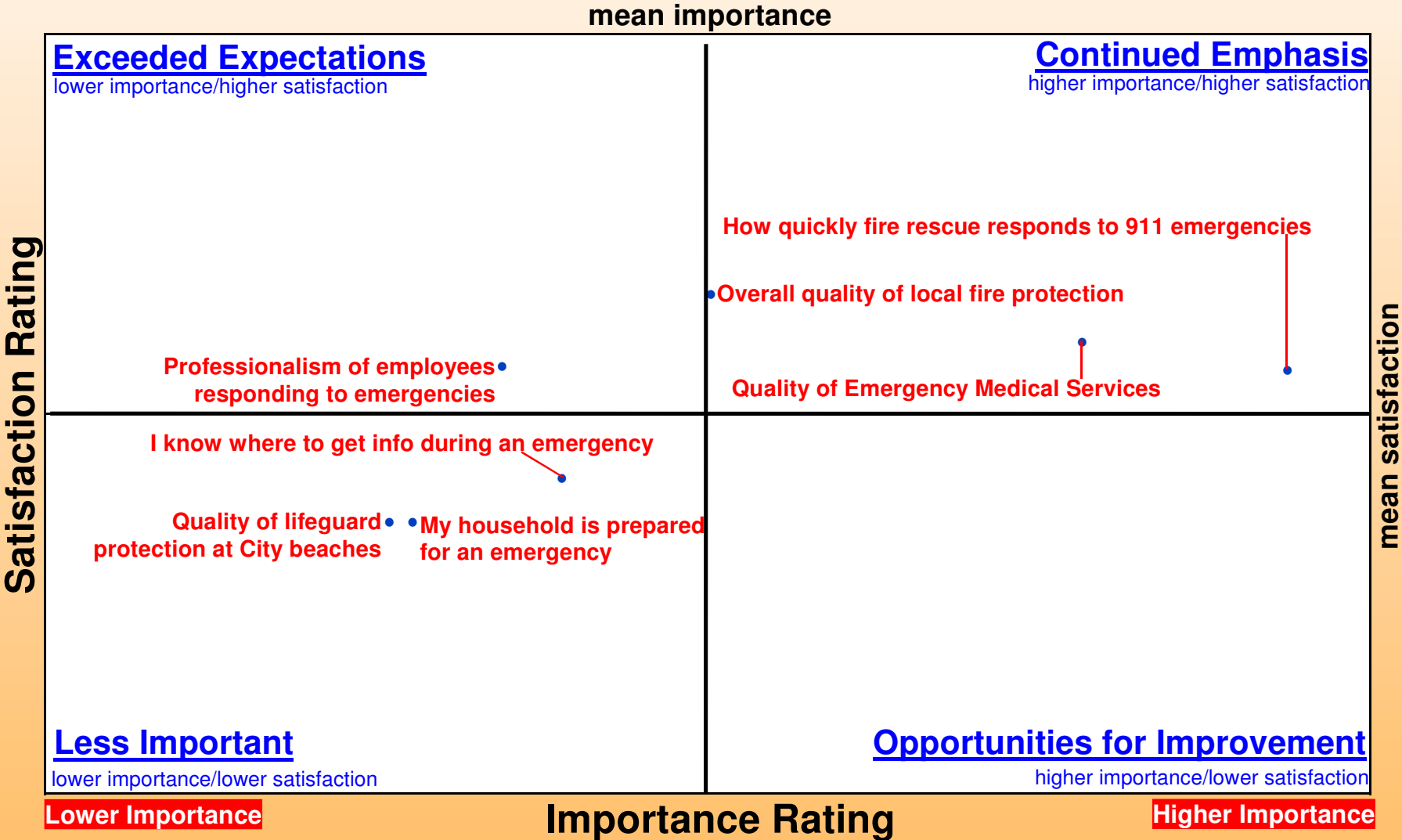
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2013 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Fire Rescue-

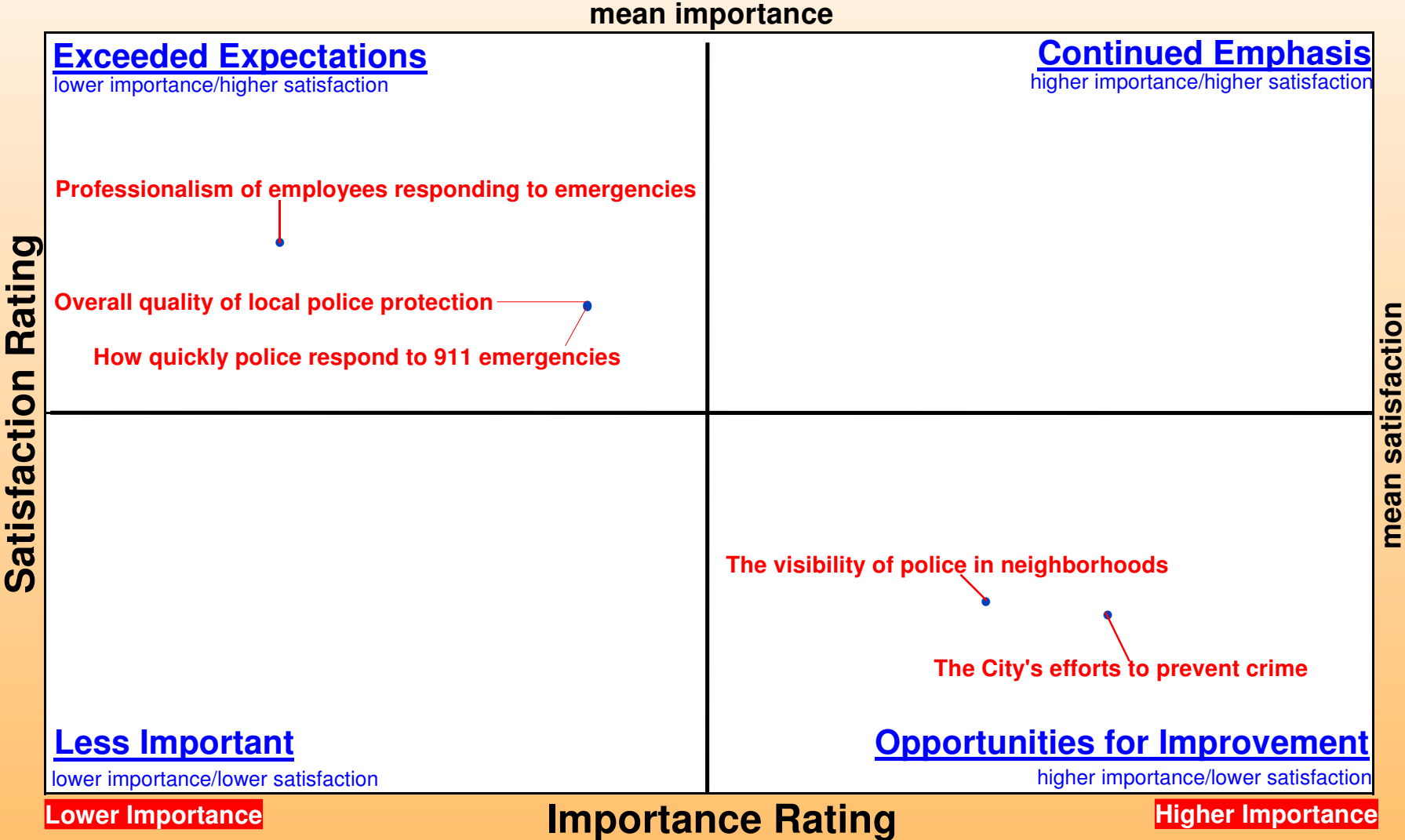
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2013 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

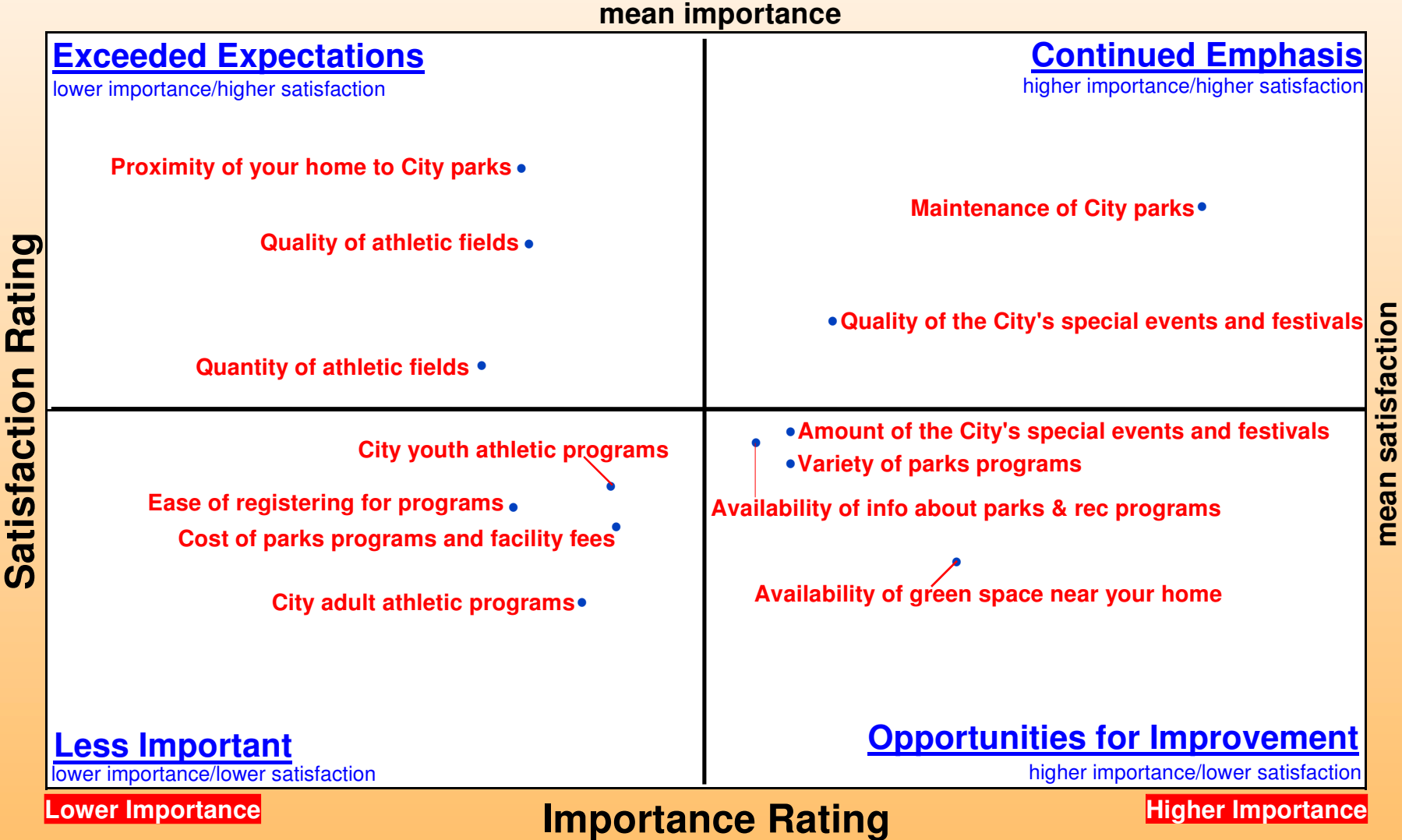
-Public Safety: Police-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



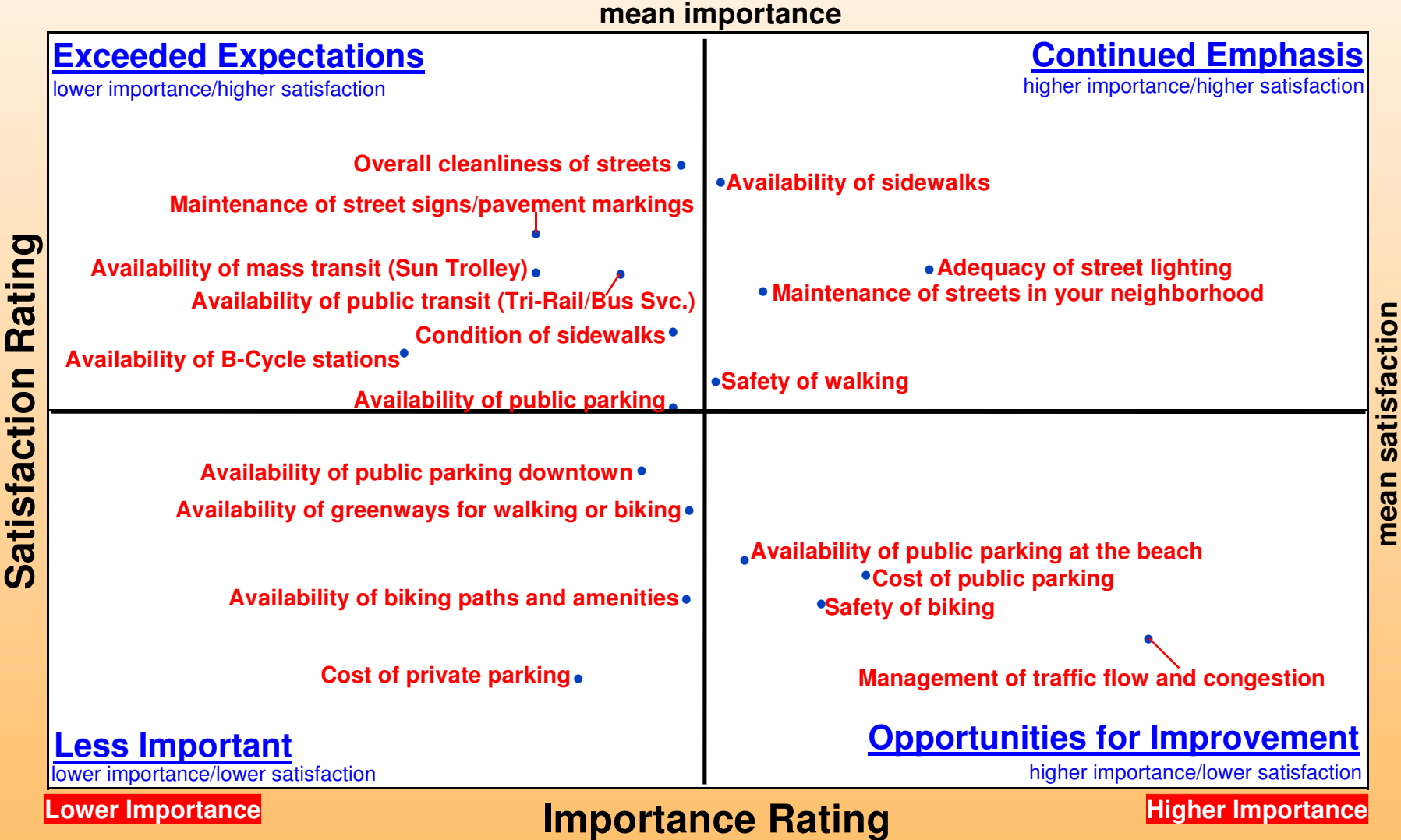
2013 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix -Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2013 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix -Transportation and Mobility-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

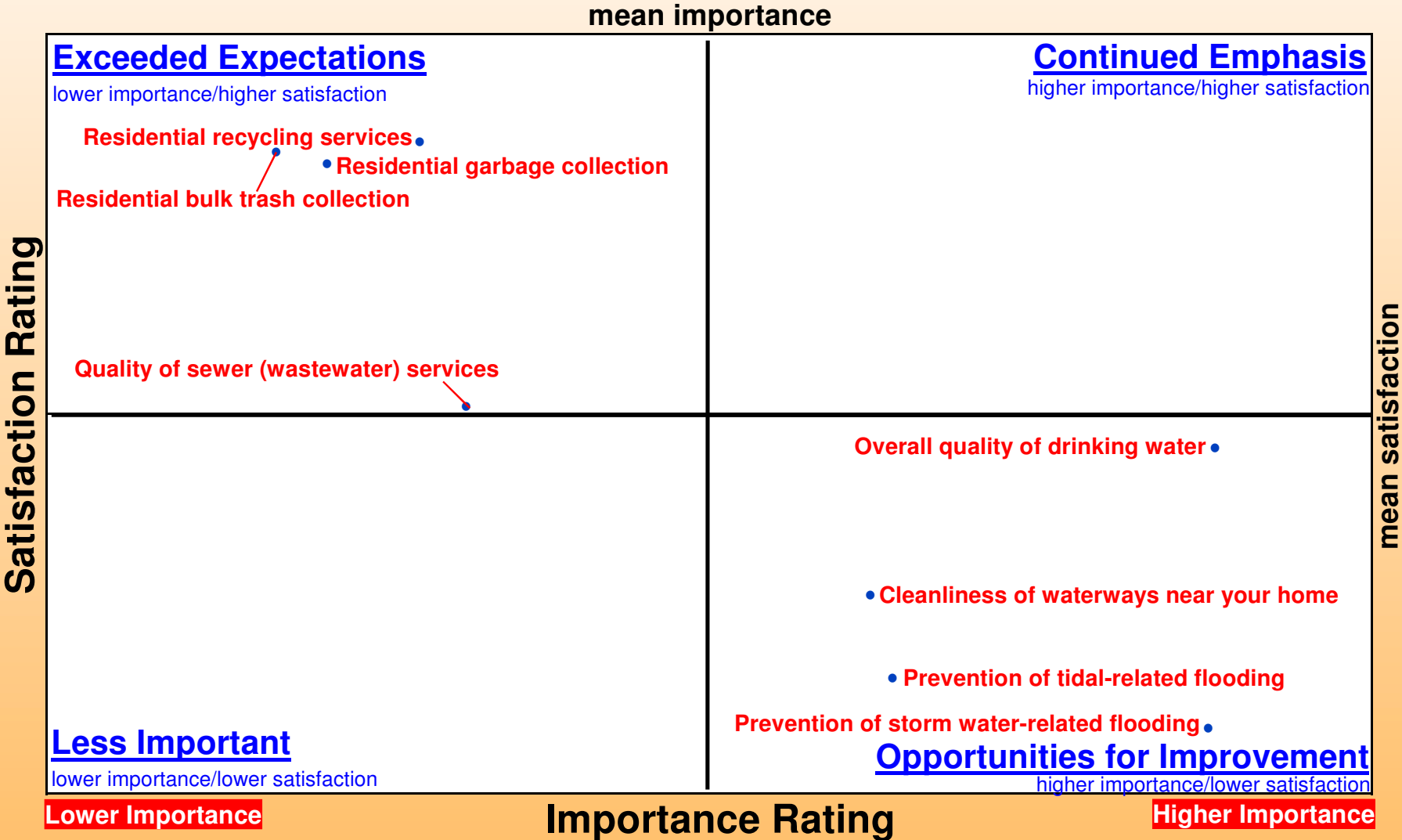


Source: ETC Institute (2013)

2013 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Water, Wastewater, Waterways, Flooding and Sanitation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Section 3:

8@U

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions by Commission District within Fort Lauderdale, Florida.

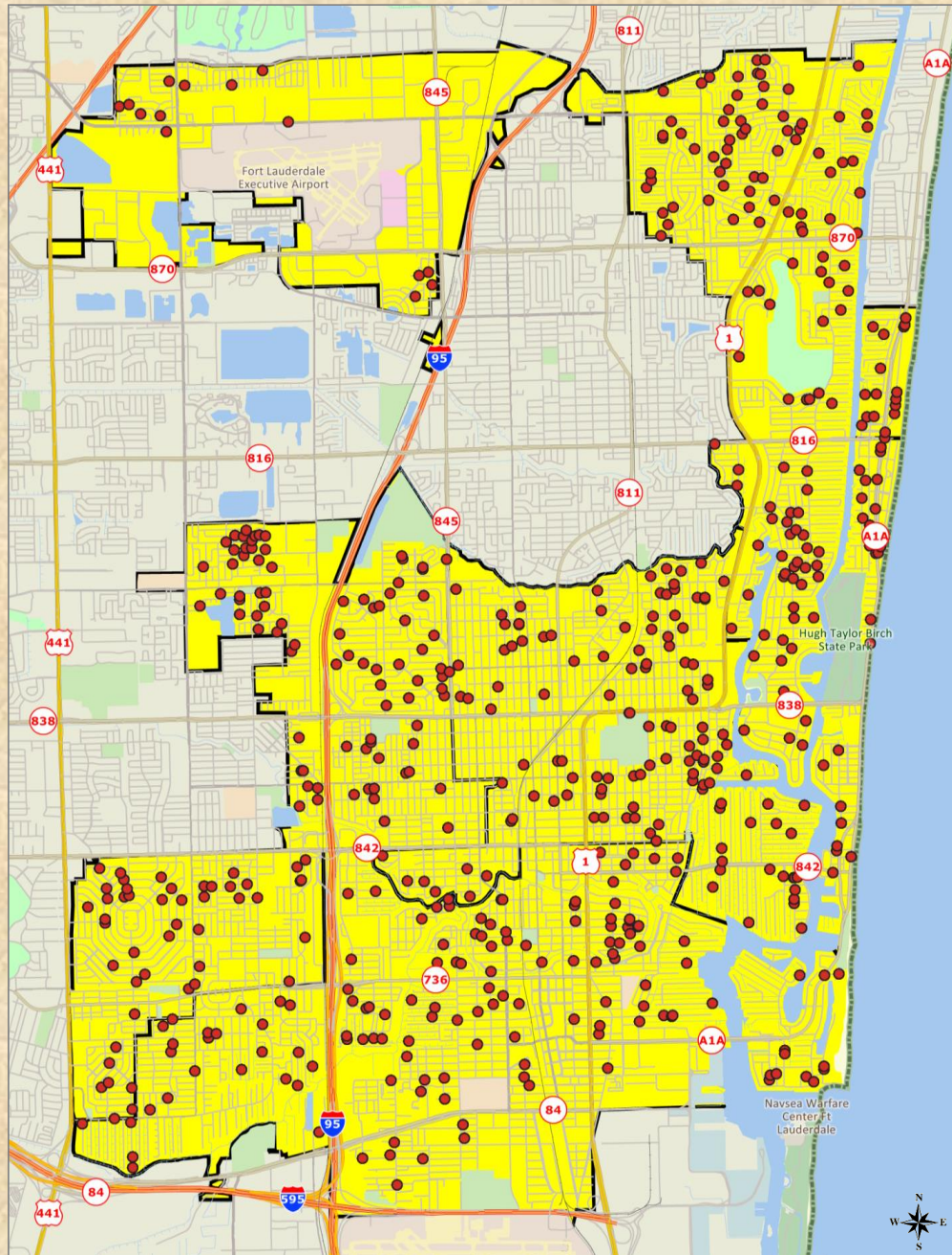
If all areas on a map are the same color, then most residents in the City generally feel the same about that issue.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades generally indicate POSITIVE ratings. Shades of blue generally indicate higher levels of satisfaction, positive ratings and agreement.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of off-white generally indicate that residents thought the quality of service delivery is adequate or residents were neutral regarding the issue in question.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate higher levels dissatisfaction, negative ratings and disagreement.

Location of Survey Respondents

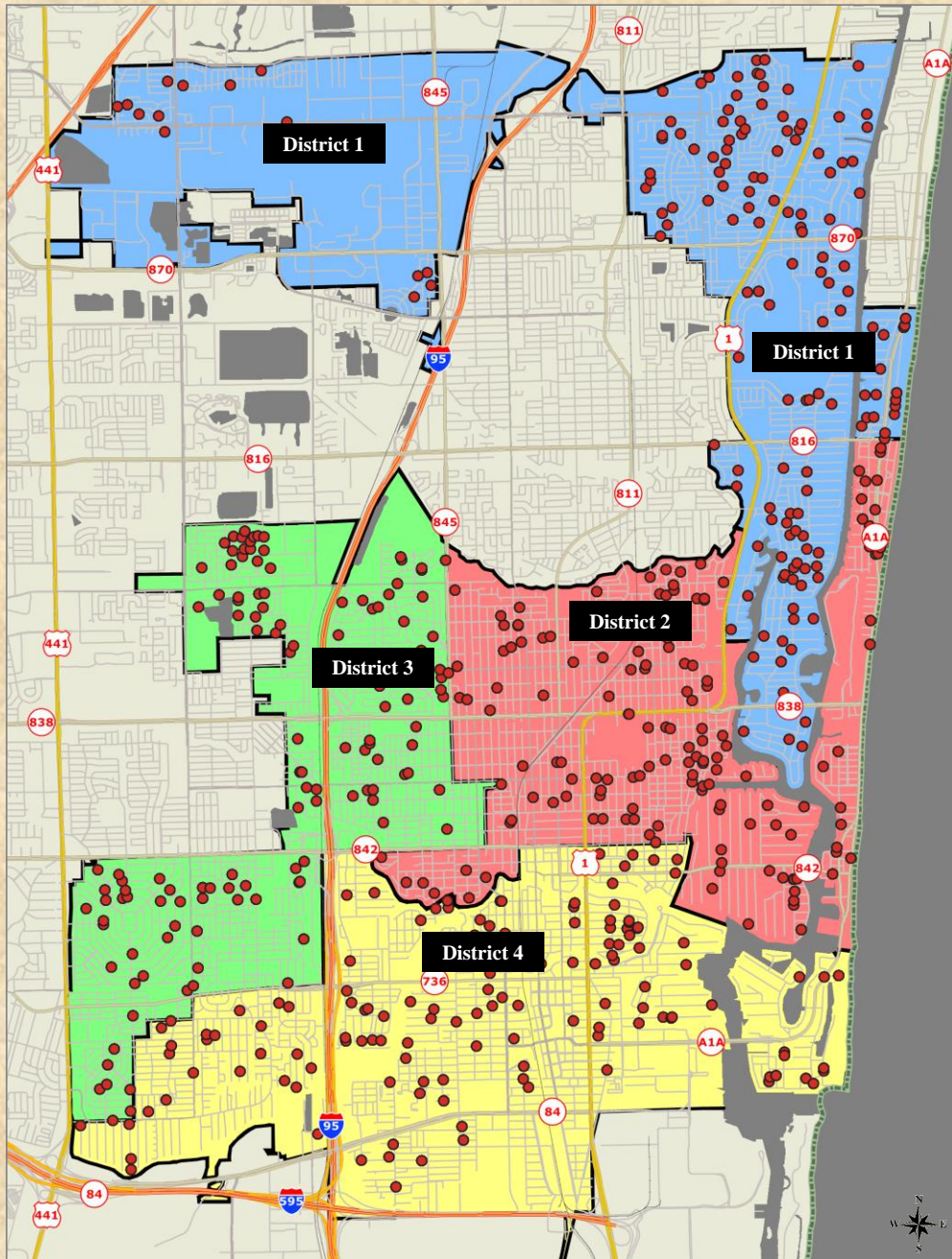
showing area landmarks



2013 City of Fort Lauderdale Neighbor Survey

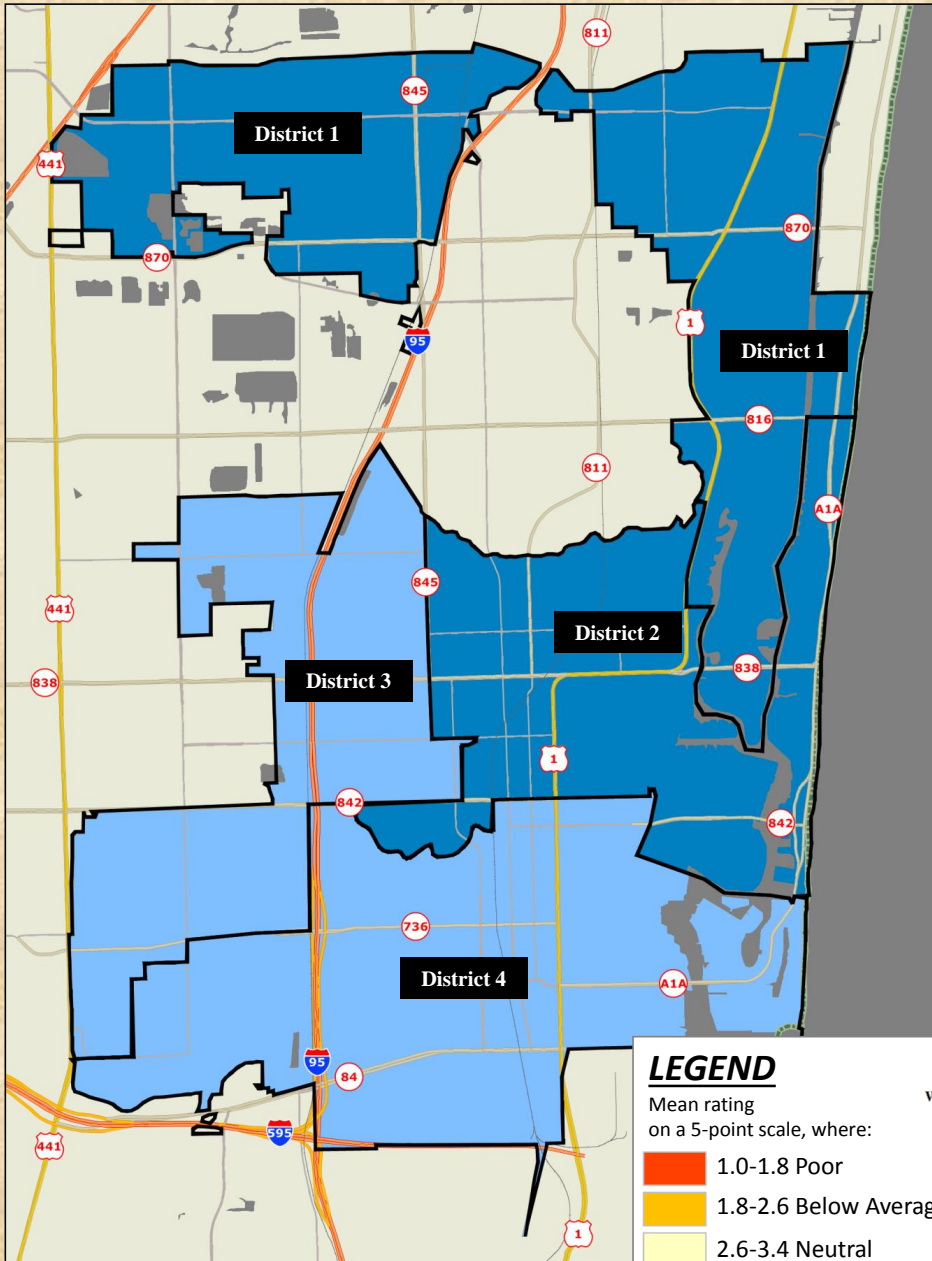
Location of Survey Respondents by District

showing area landmarks



2013 City of Fort Lauderdale Neighbor Survey

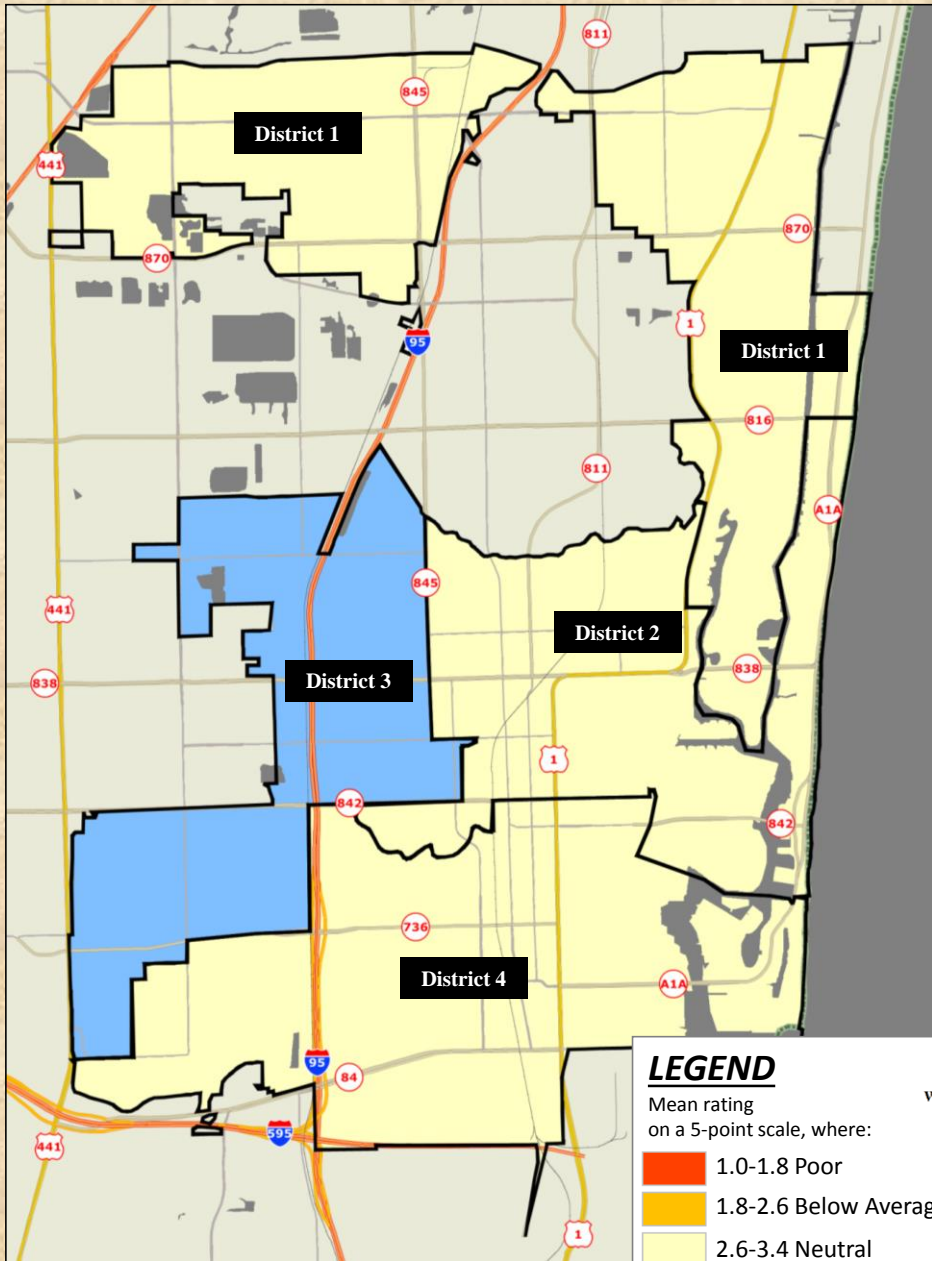
Q1a Ratings of the City as a place to live



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q1b Ratings of the City as a place to raise children



LEGEND

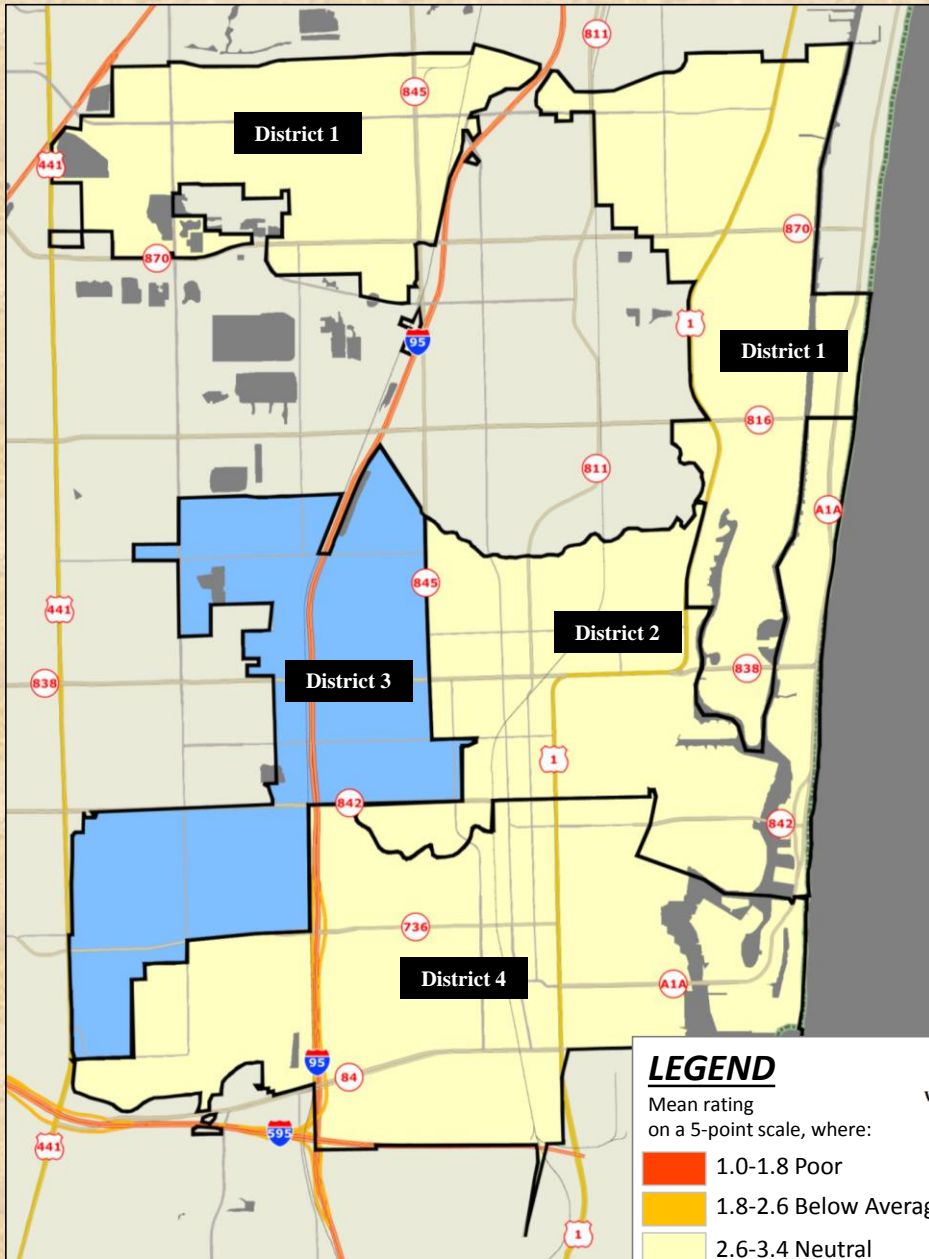
Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

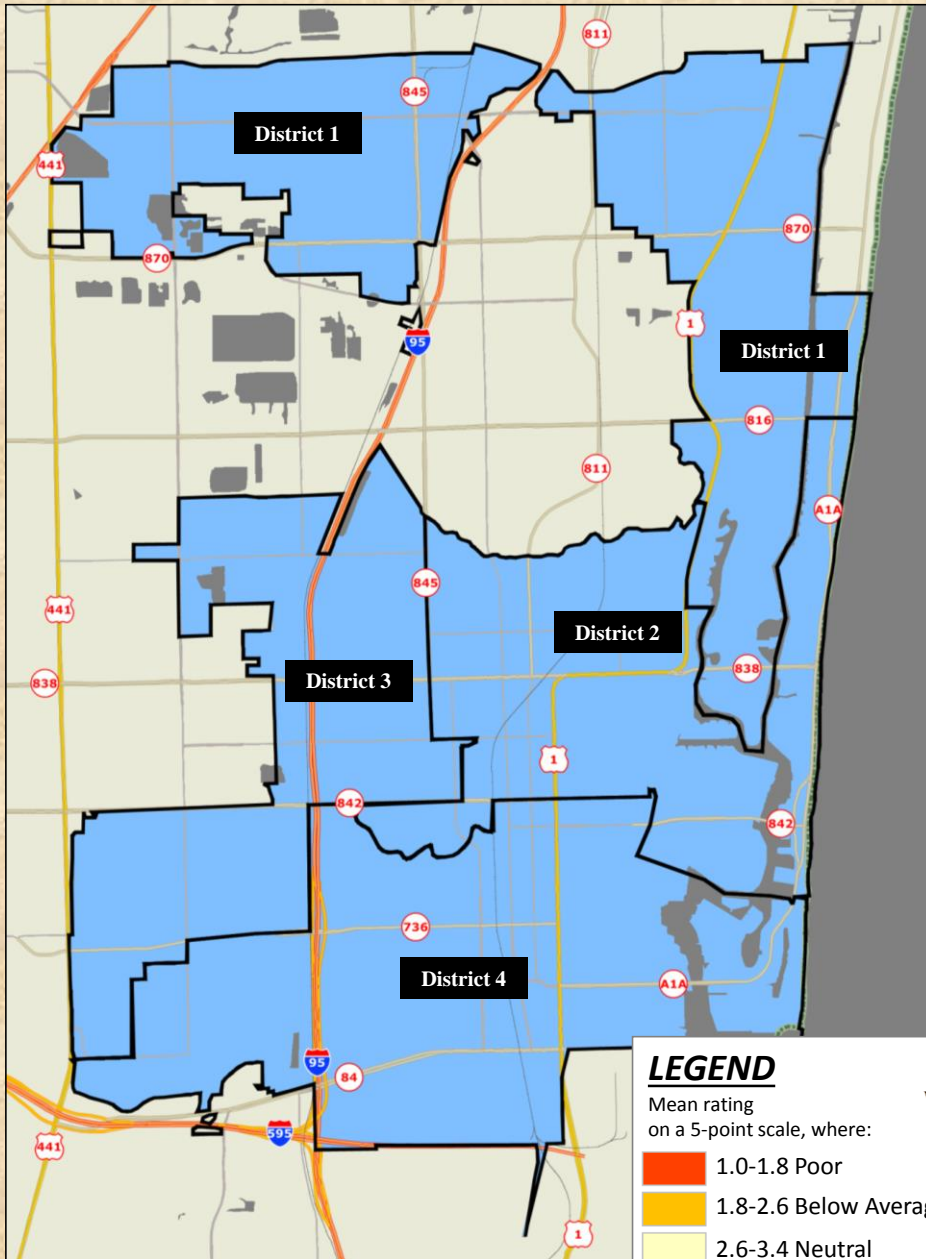
Q1c Ratings of the City as a place to educate children



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

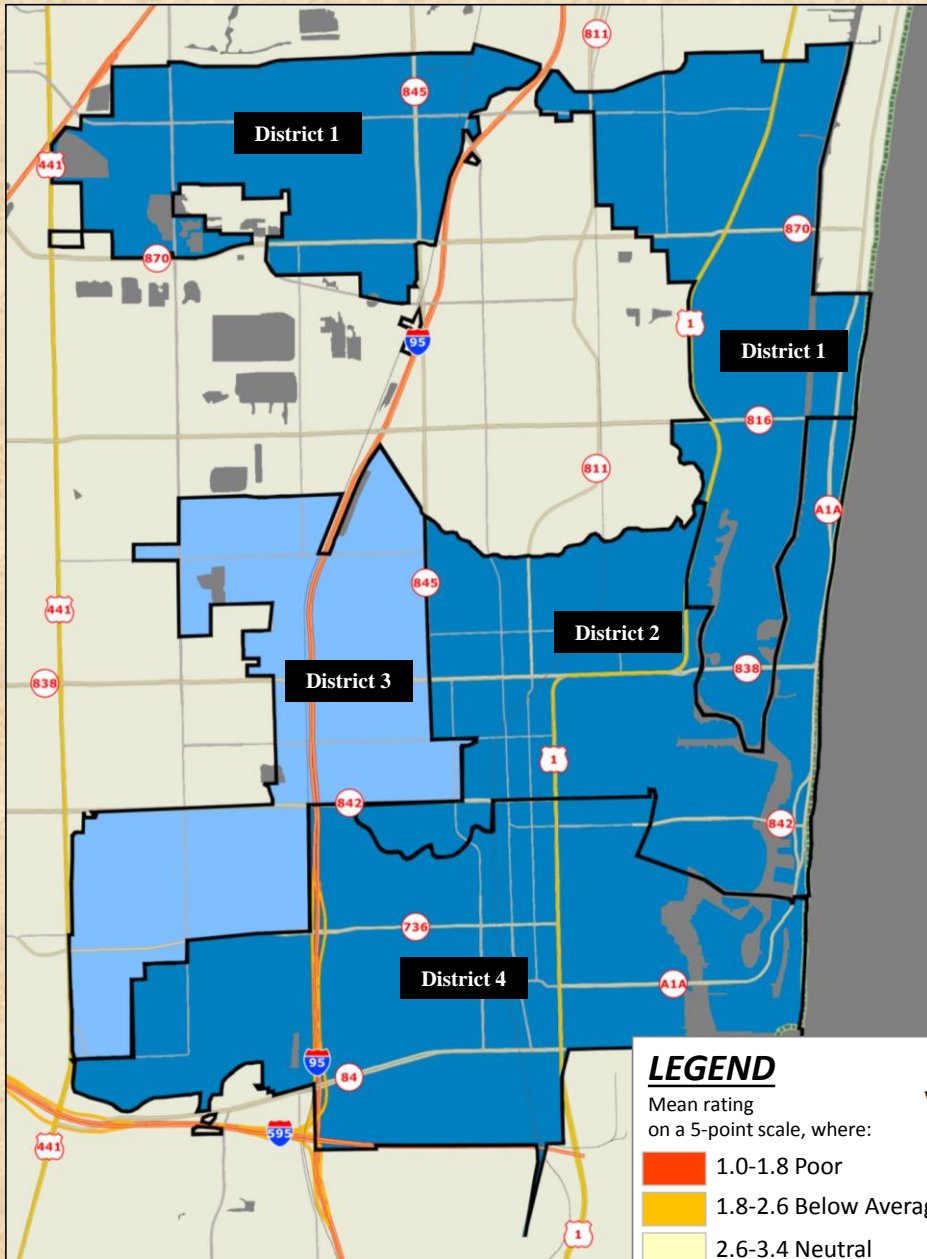
Q1d Ratings of the City as a place to work



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

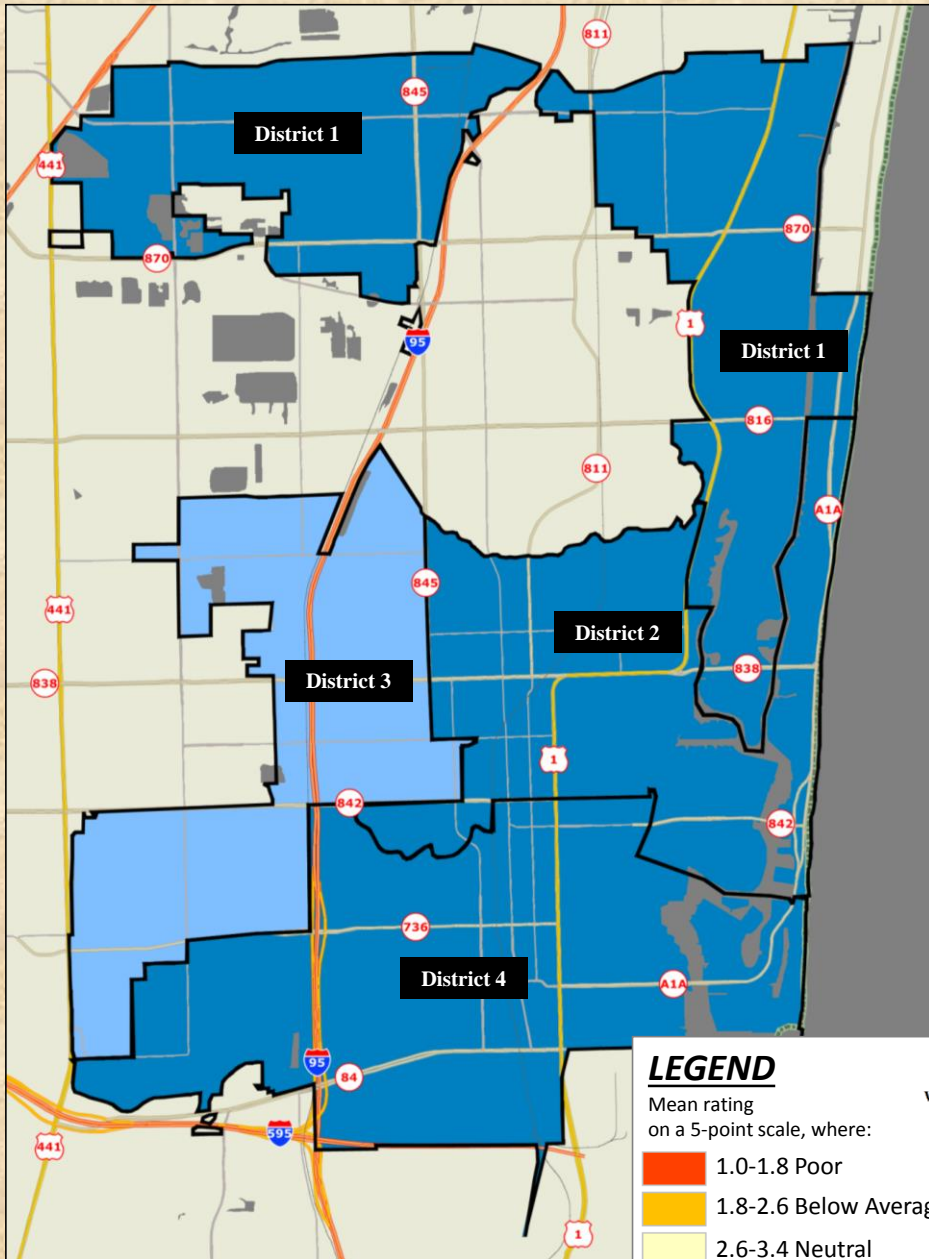
Q1e Ratings of the City as a place for play & leisure



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

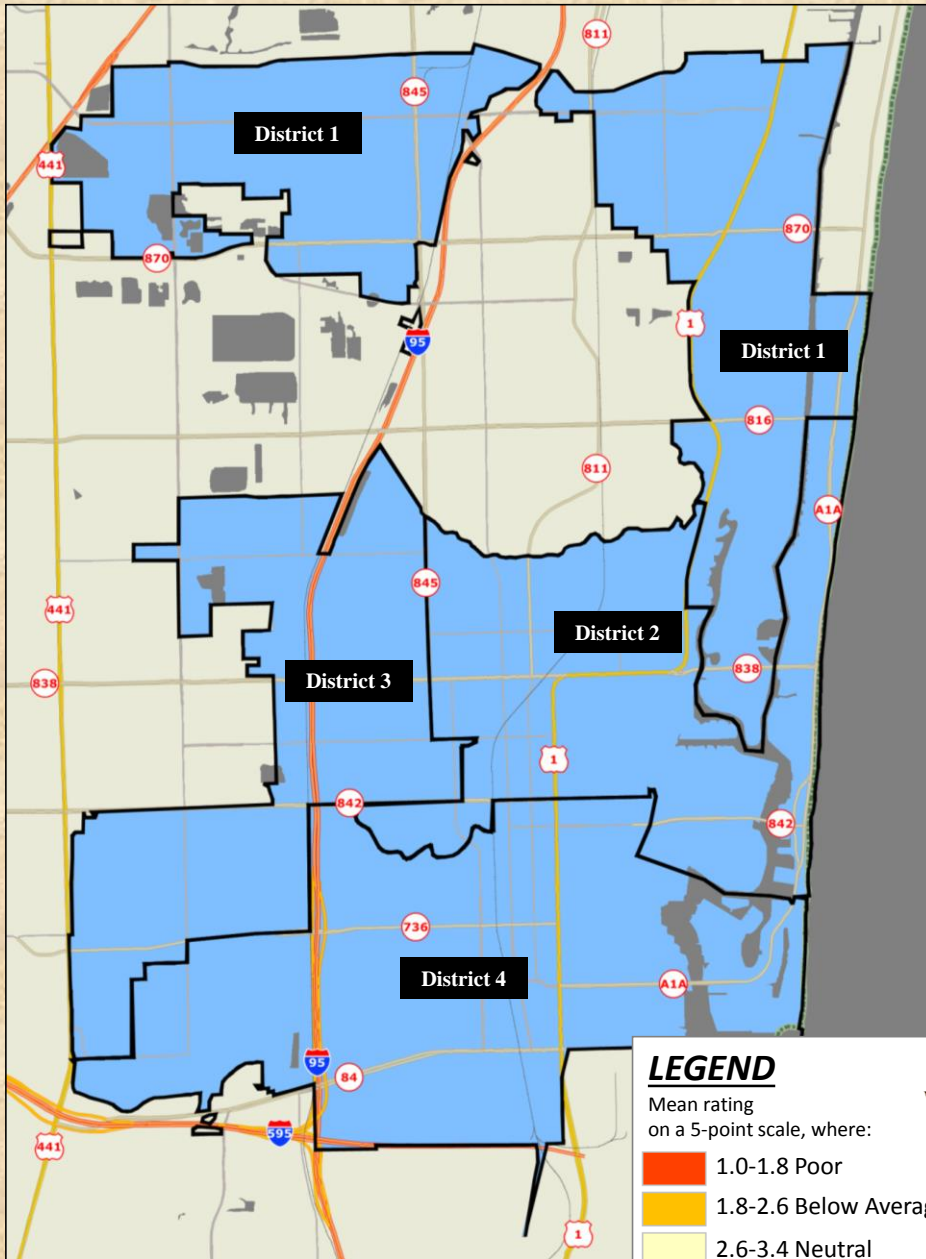
Q1f Ratings of the City as a place to visit



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

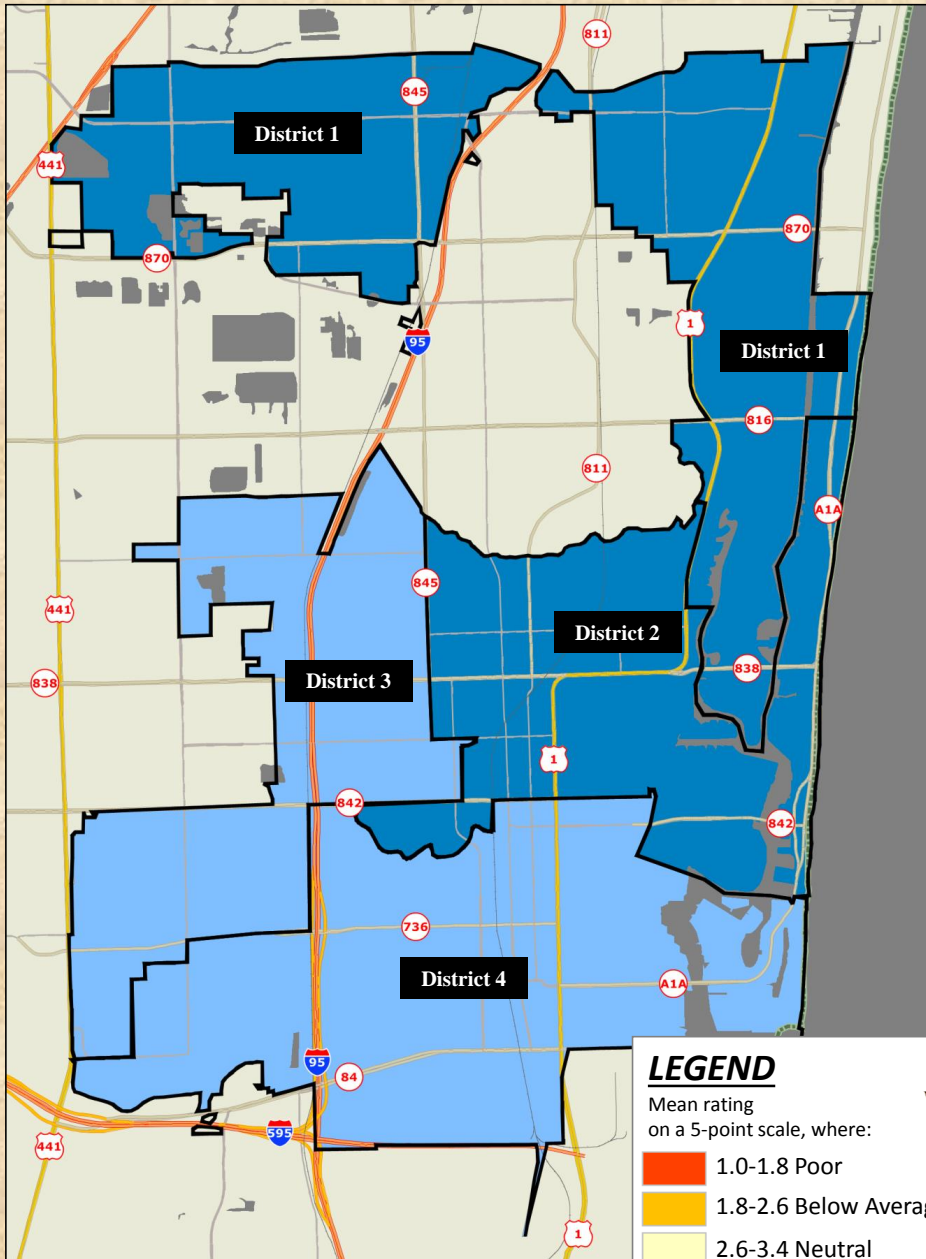
Q1g Ratings of the City as a place to retire



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q1h Ratings of the City as a place to seasonally reside



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

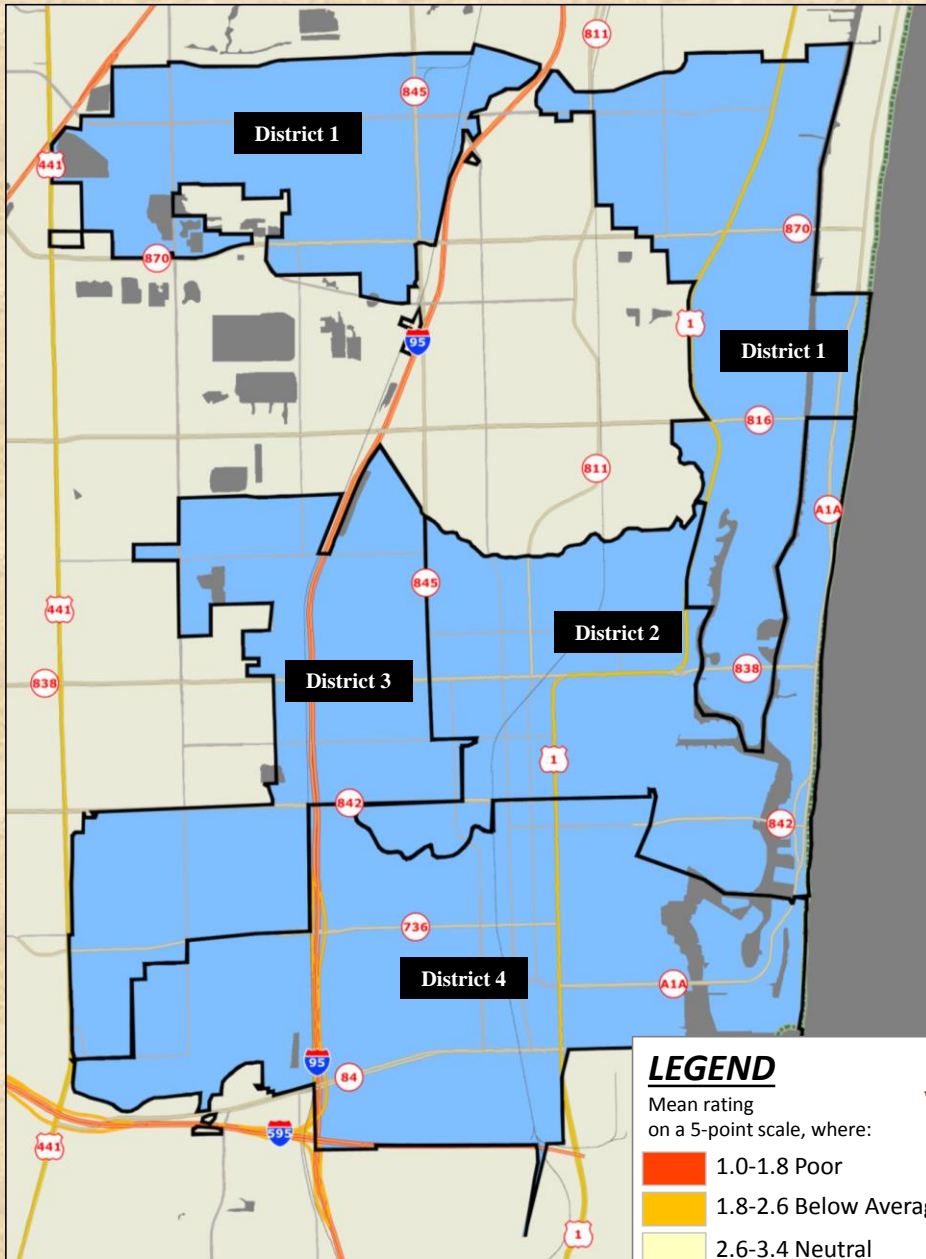
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)



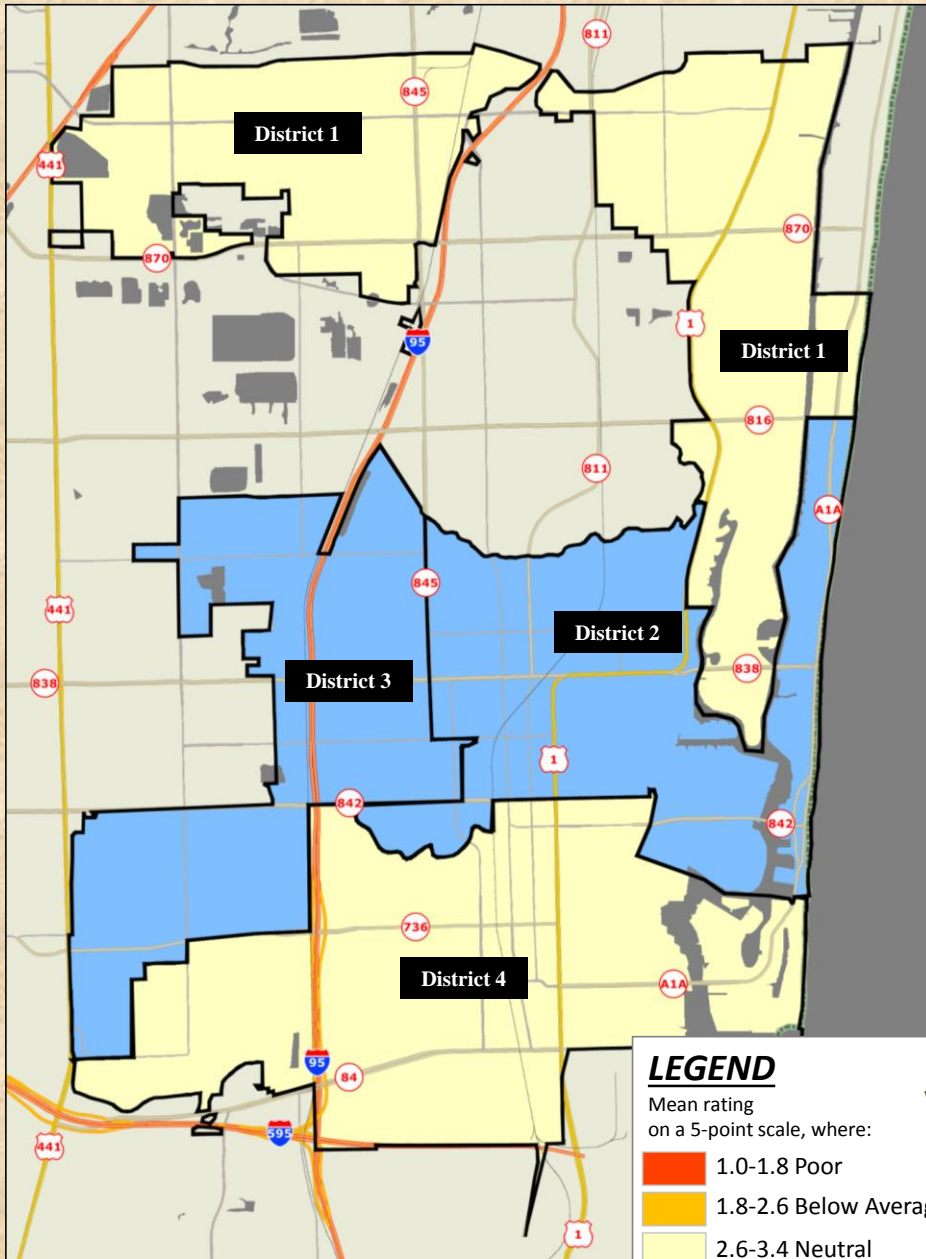
Q1i Ratings of the overall quality of life



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

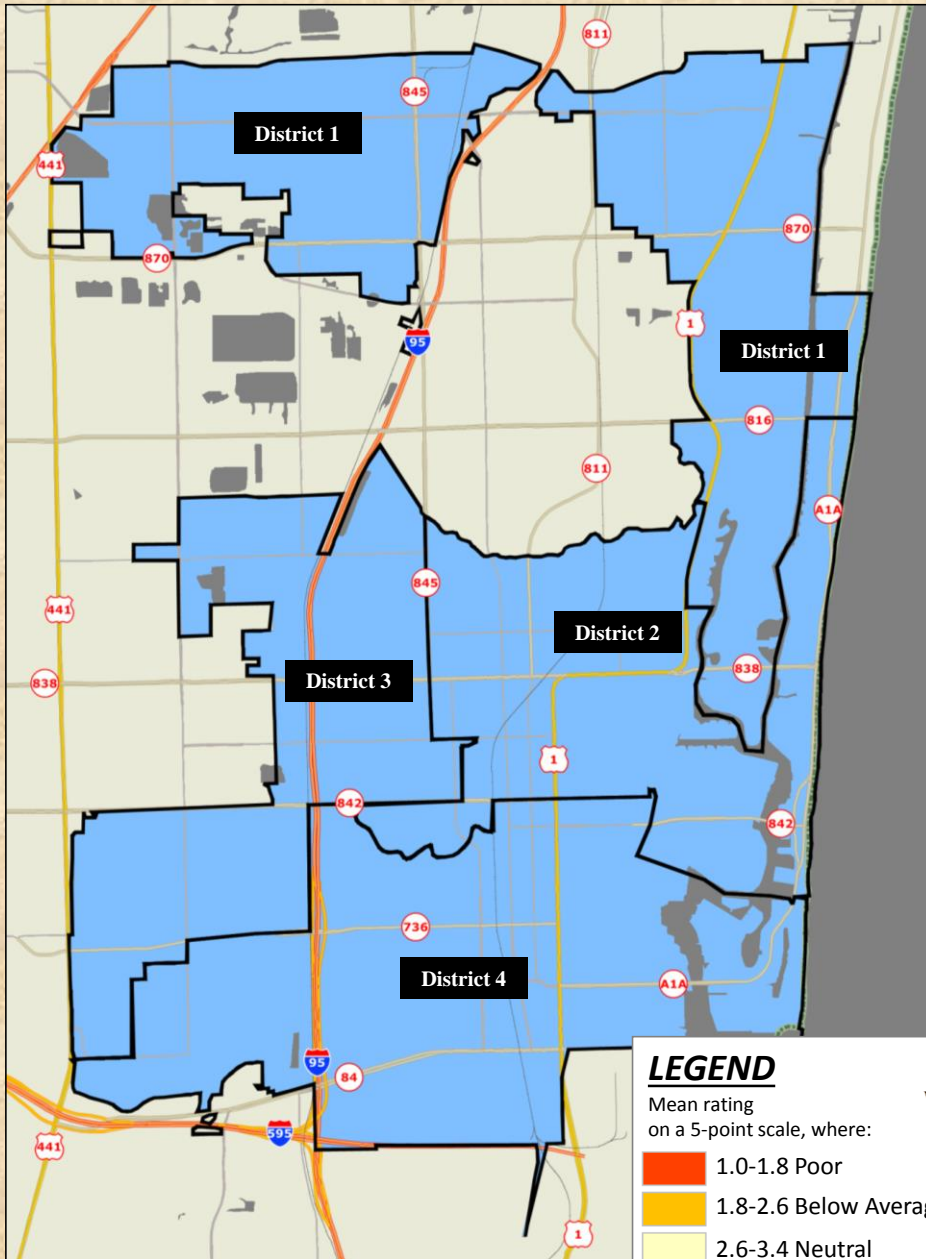
Q1j Ratings of the overall sense of community



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

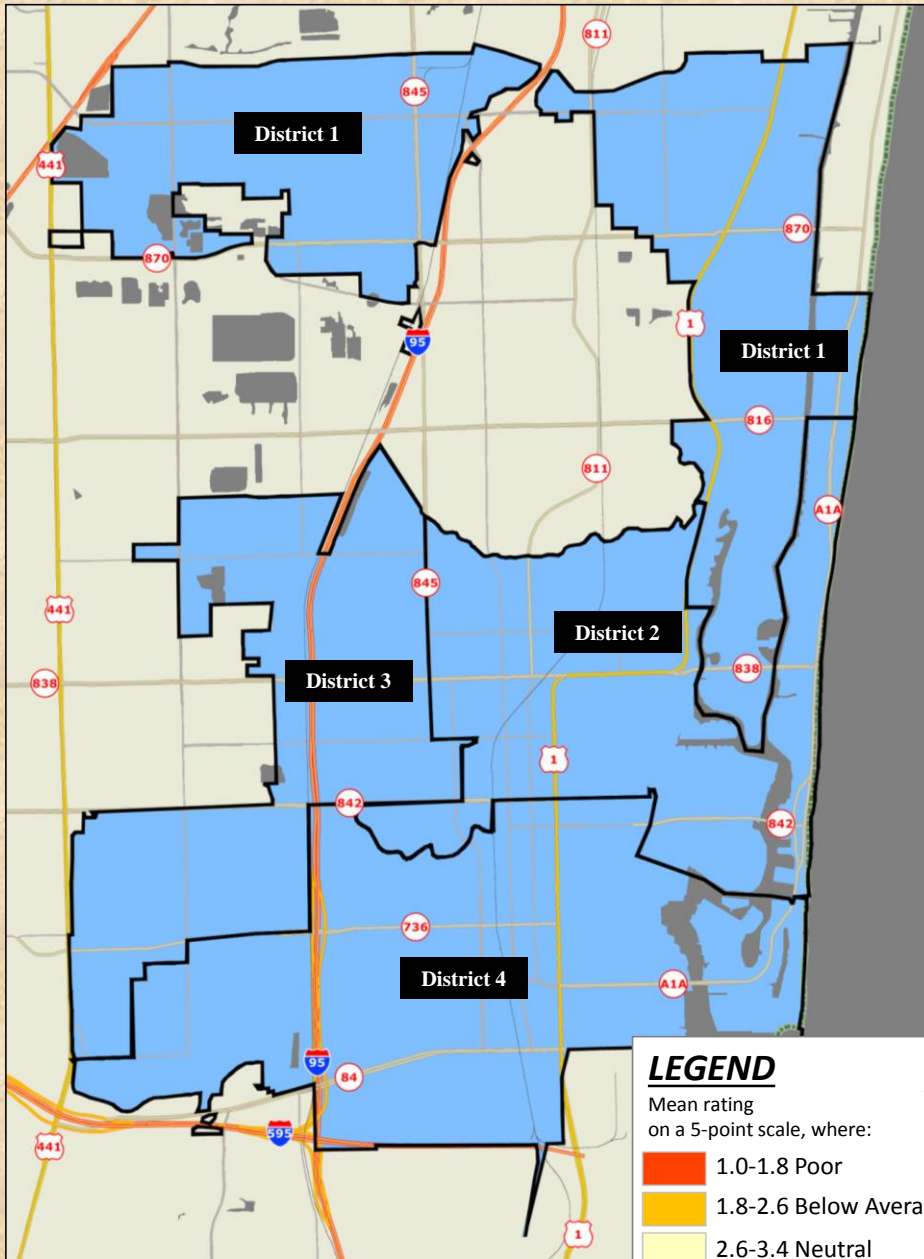
Q1k Ratings of the overall image of the City



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

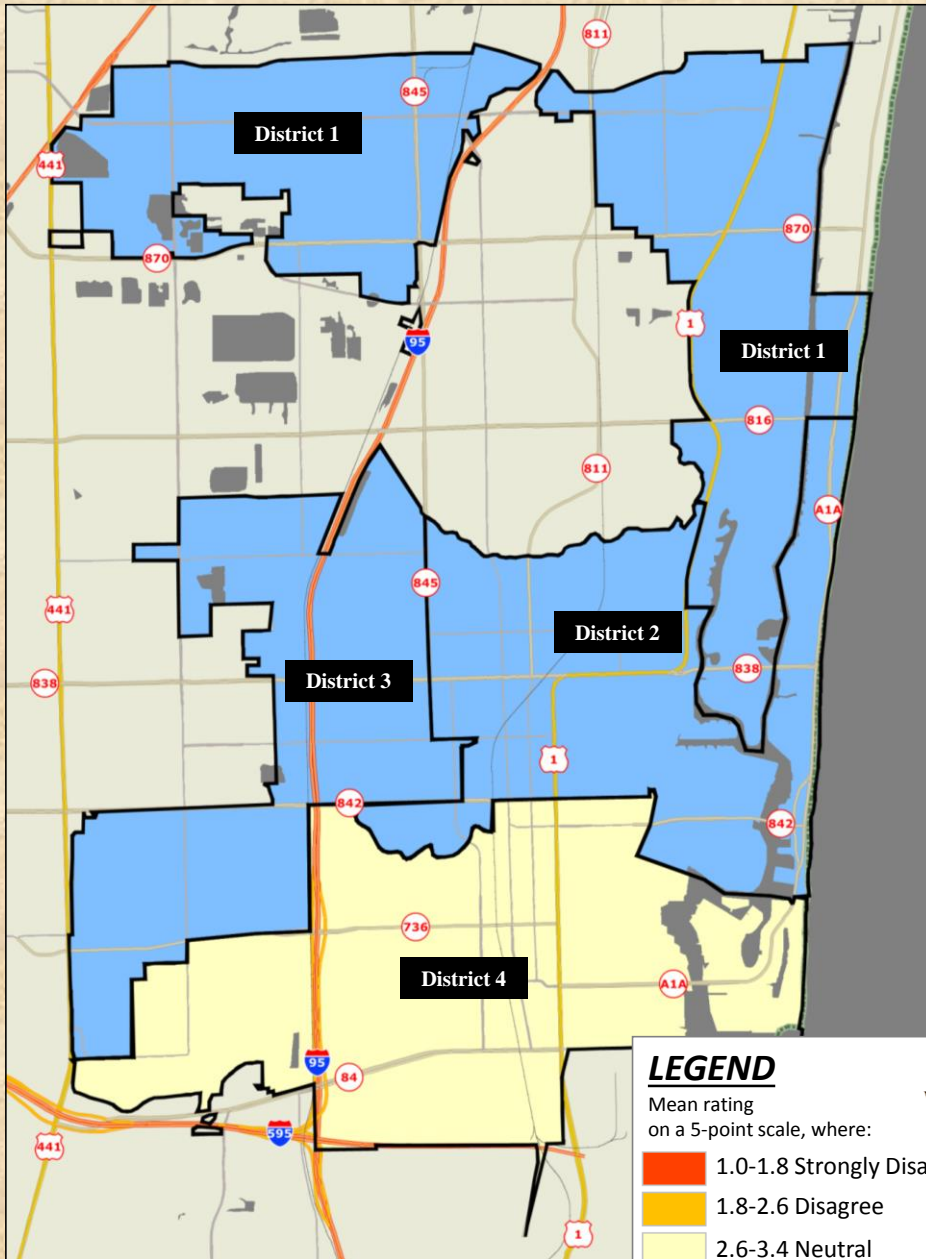
Q11 Ratings of Fort Lauderdale as a city that is moving in the right direction



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q2a Agreement that Fort Lauderdale builds community



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

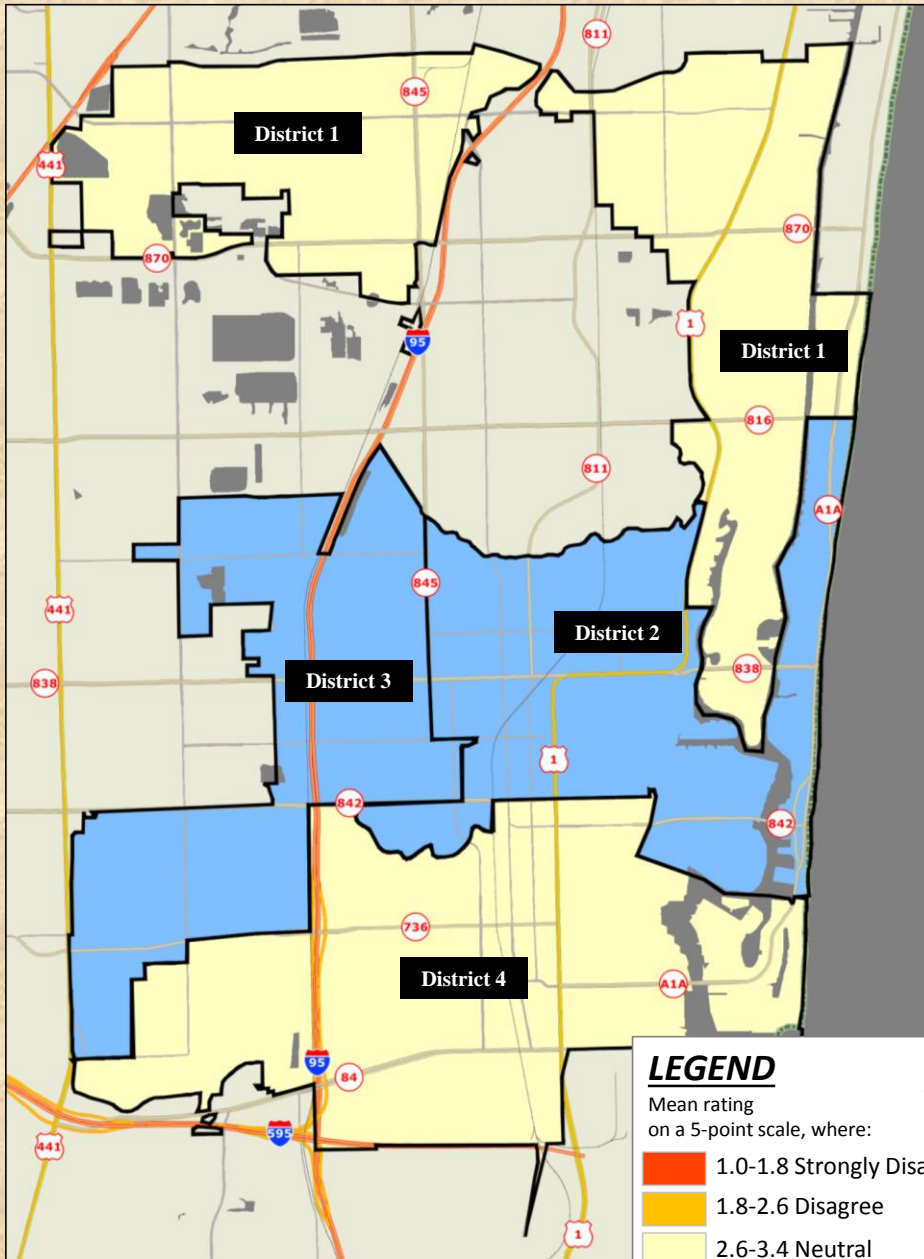
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



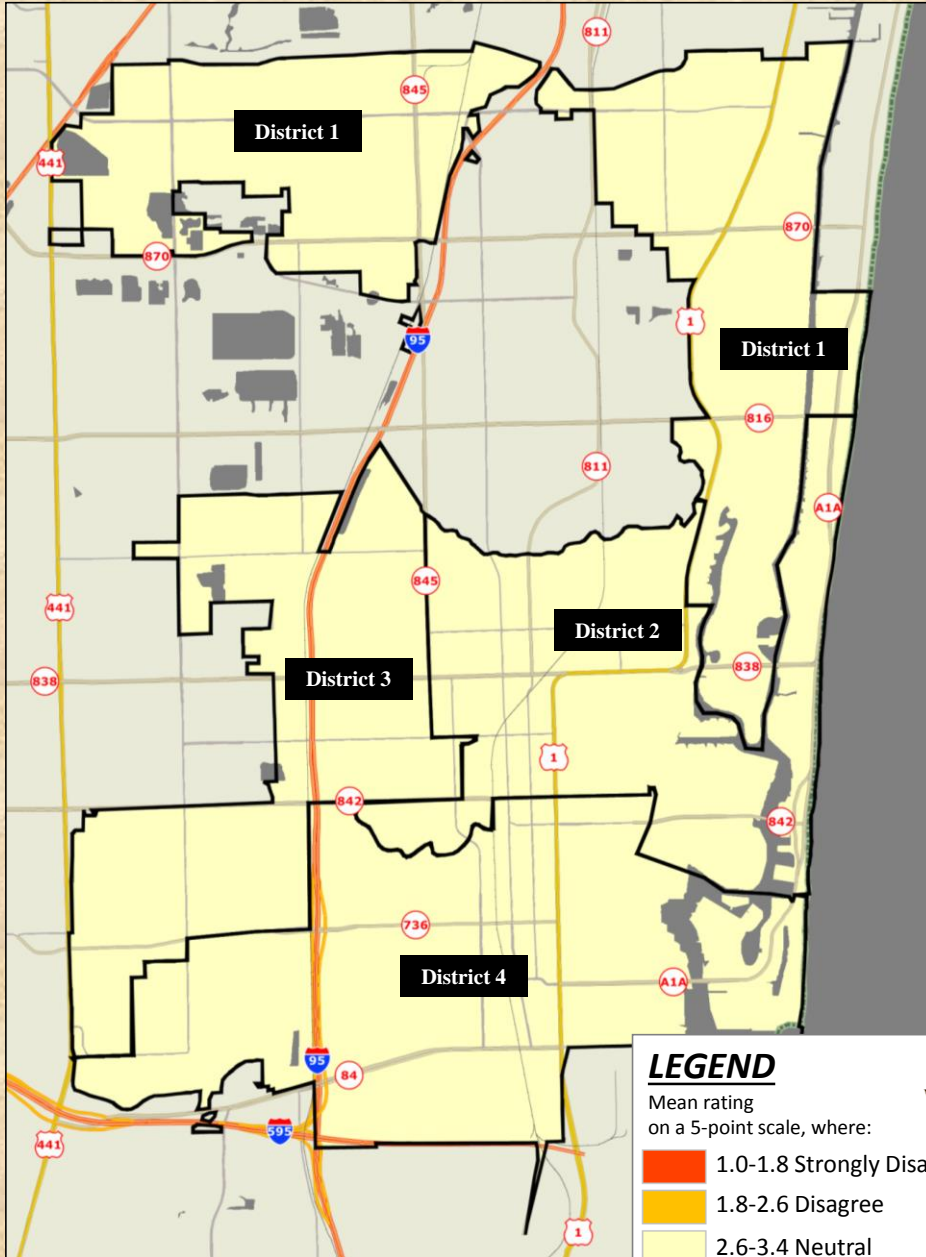
Q2b Agreement that the City of Fort Lauderdale continuously improves services



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

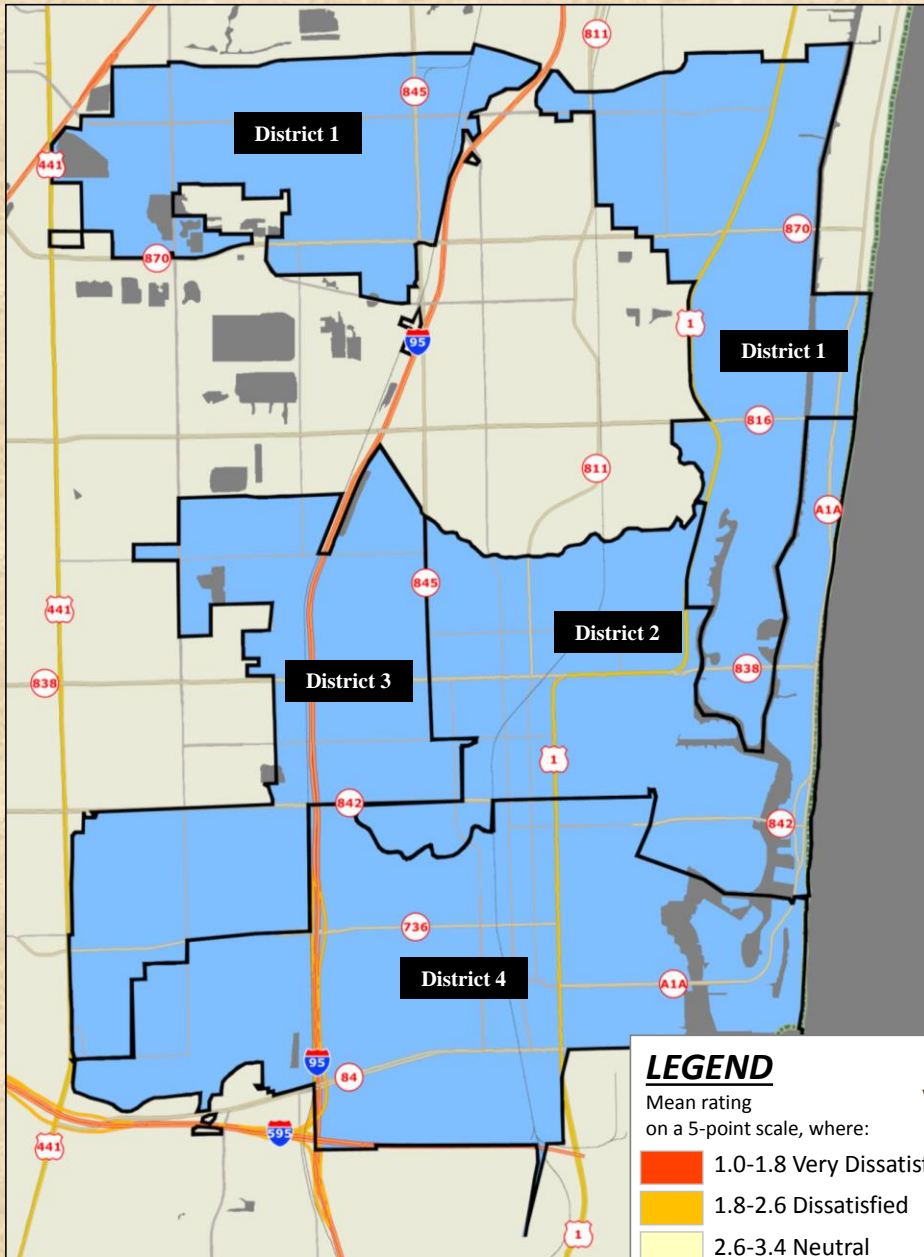
Q2c Agreement that the City of Fort Lauderdale uses tax dollars wisely



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q3a Satisfaction with the overall quality of City services



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

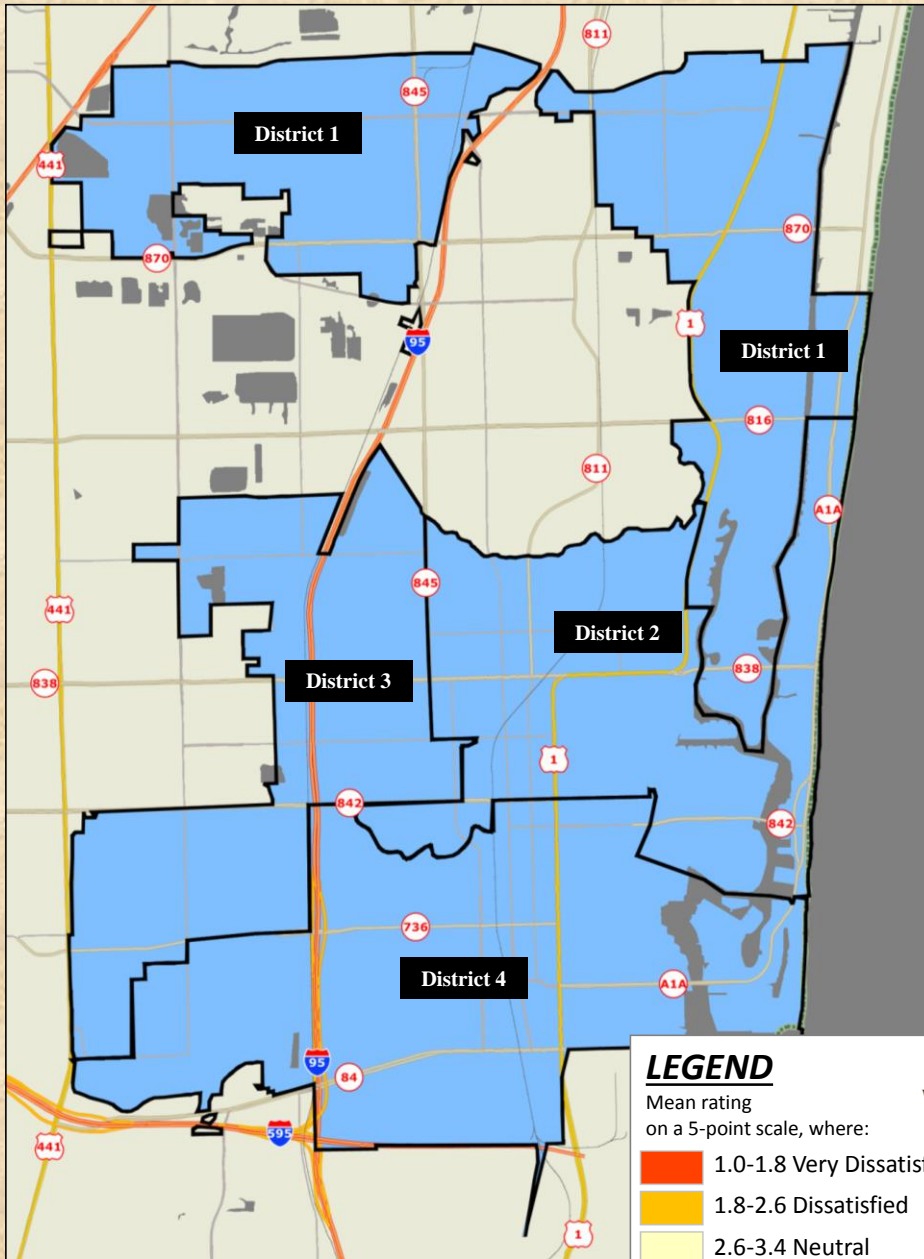
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q3b Satisfaction with the overall quality of police and fire services



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

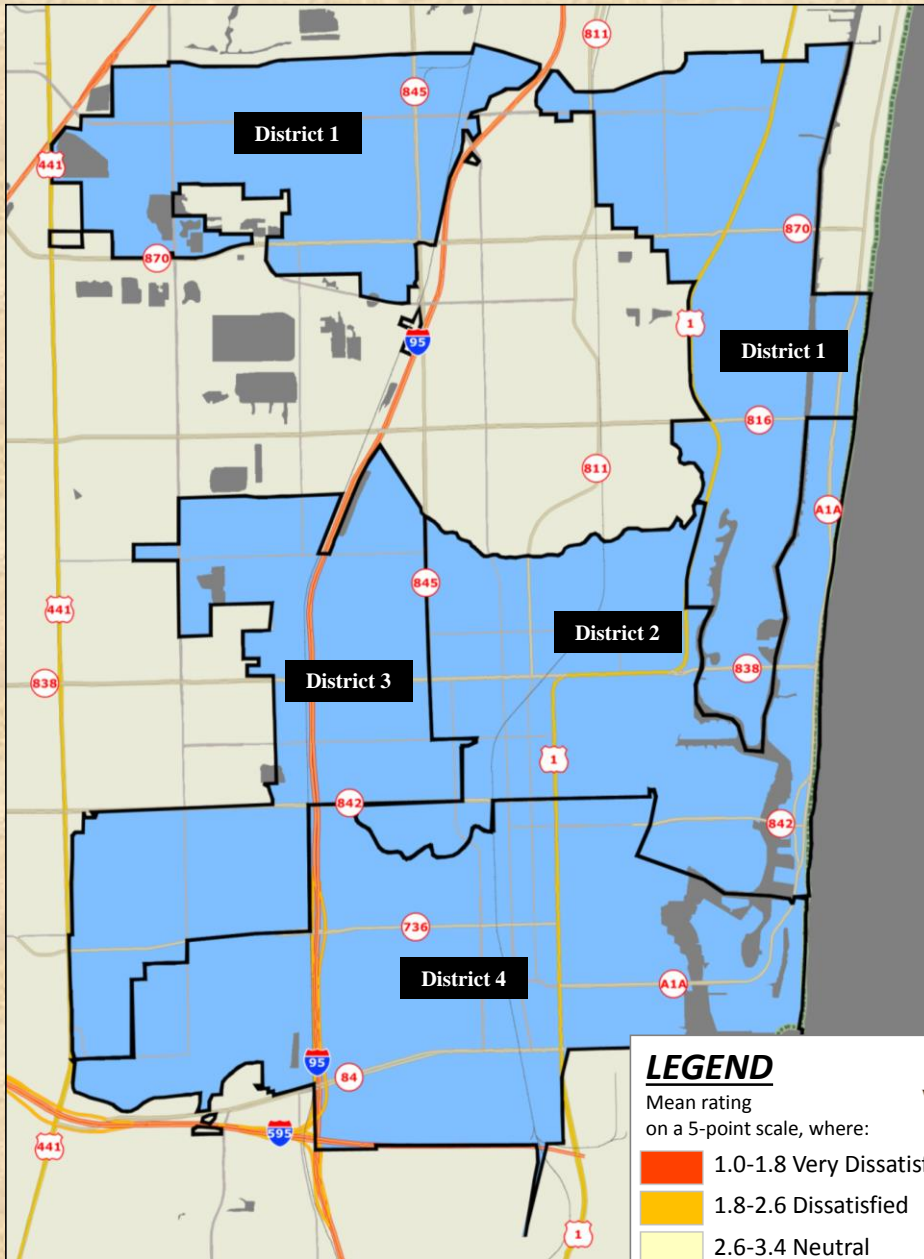
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



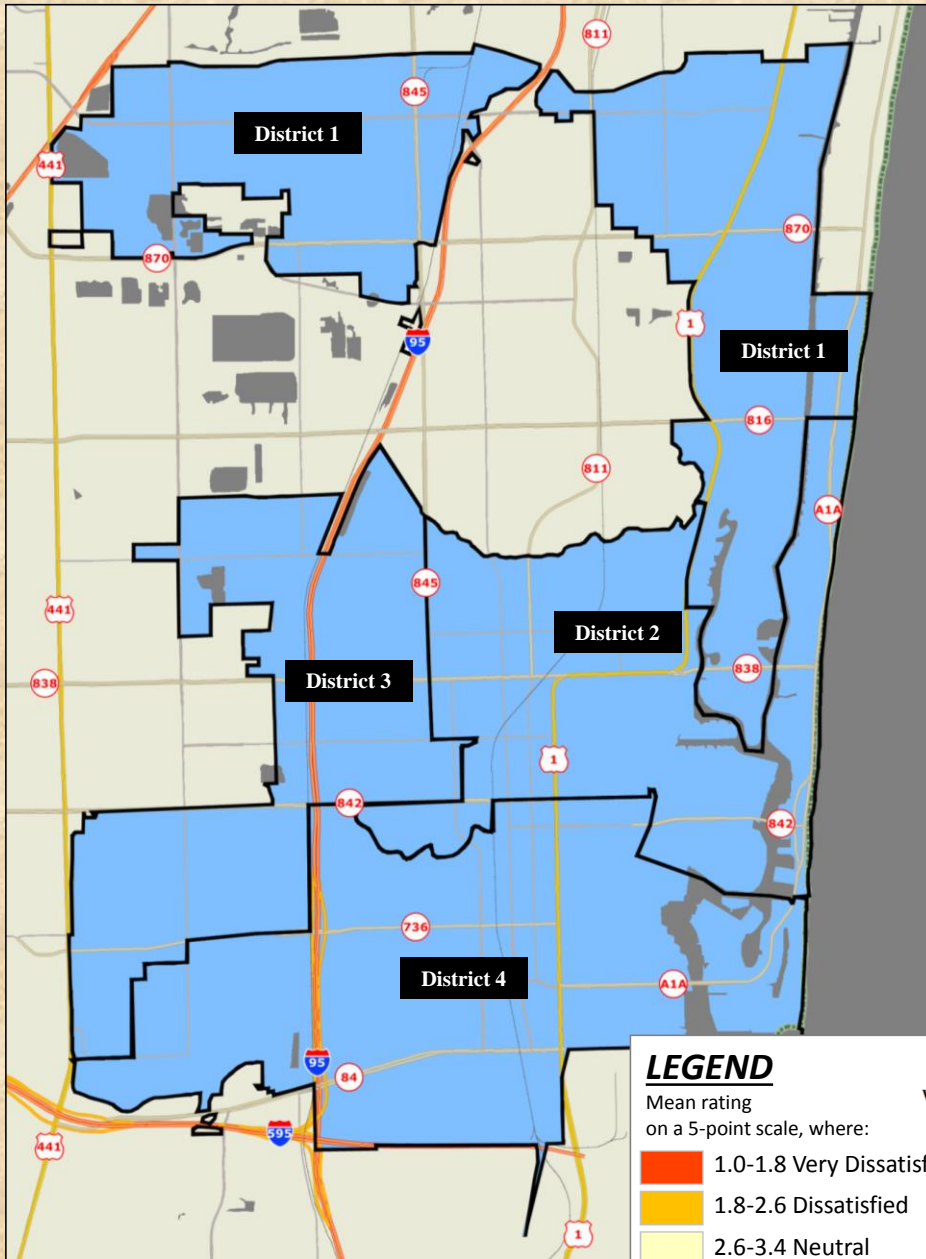
Q3c Satisfaction with the overall quality of parks and recreation programs and facilities



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q3d Satisfaction with the overall quality of customer service you receive from City employees



LEGEND

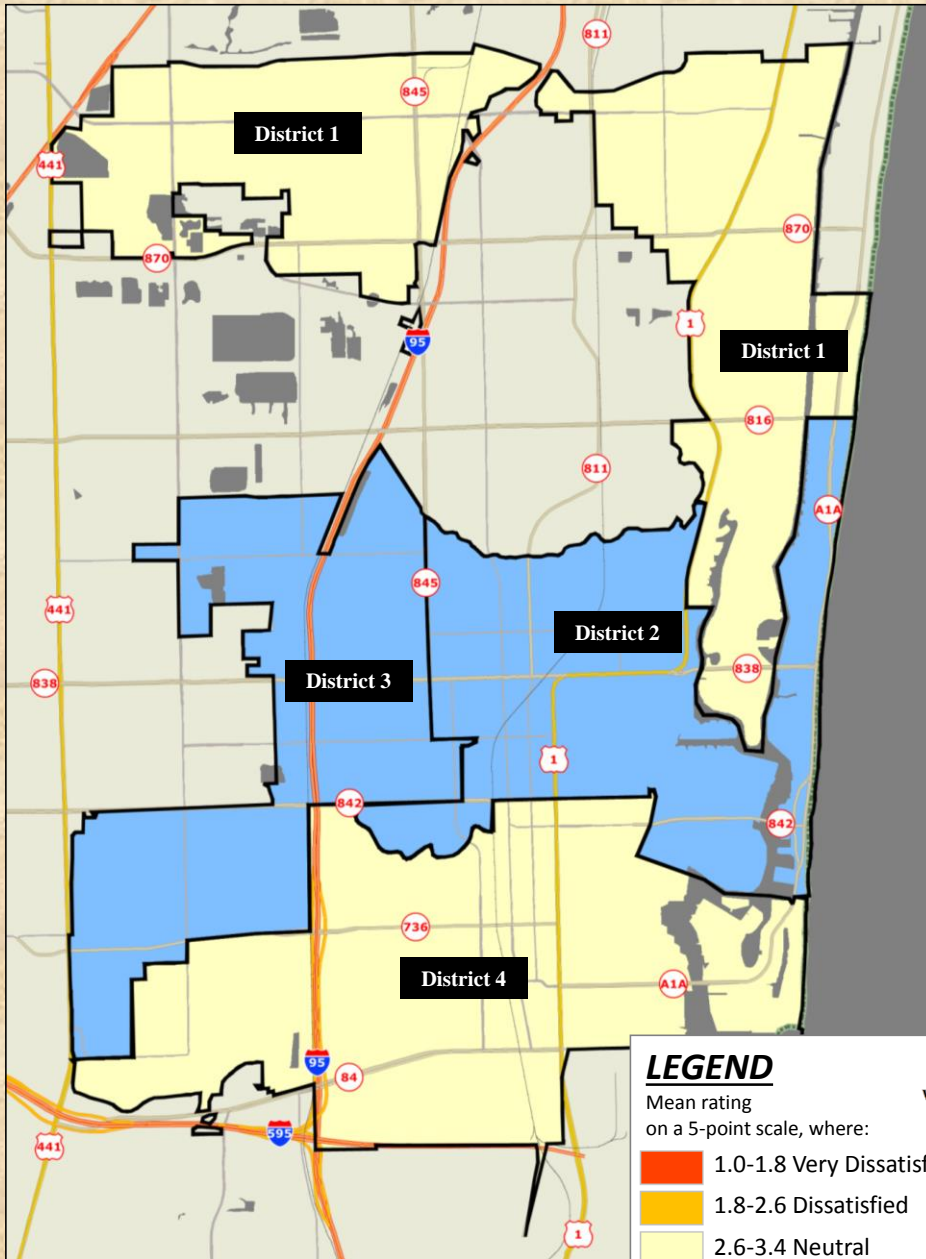
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q3e Satisfaction with the overall enforcement of City ordinances



LEGEND

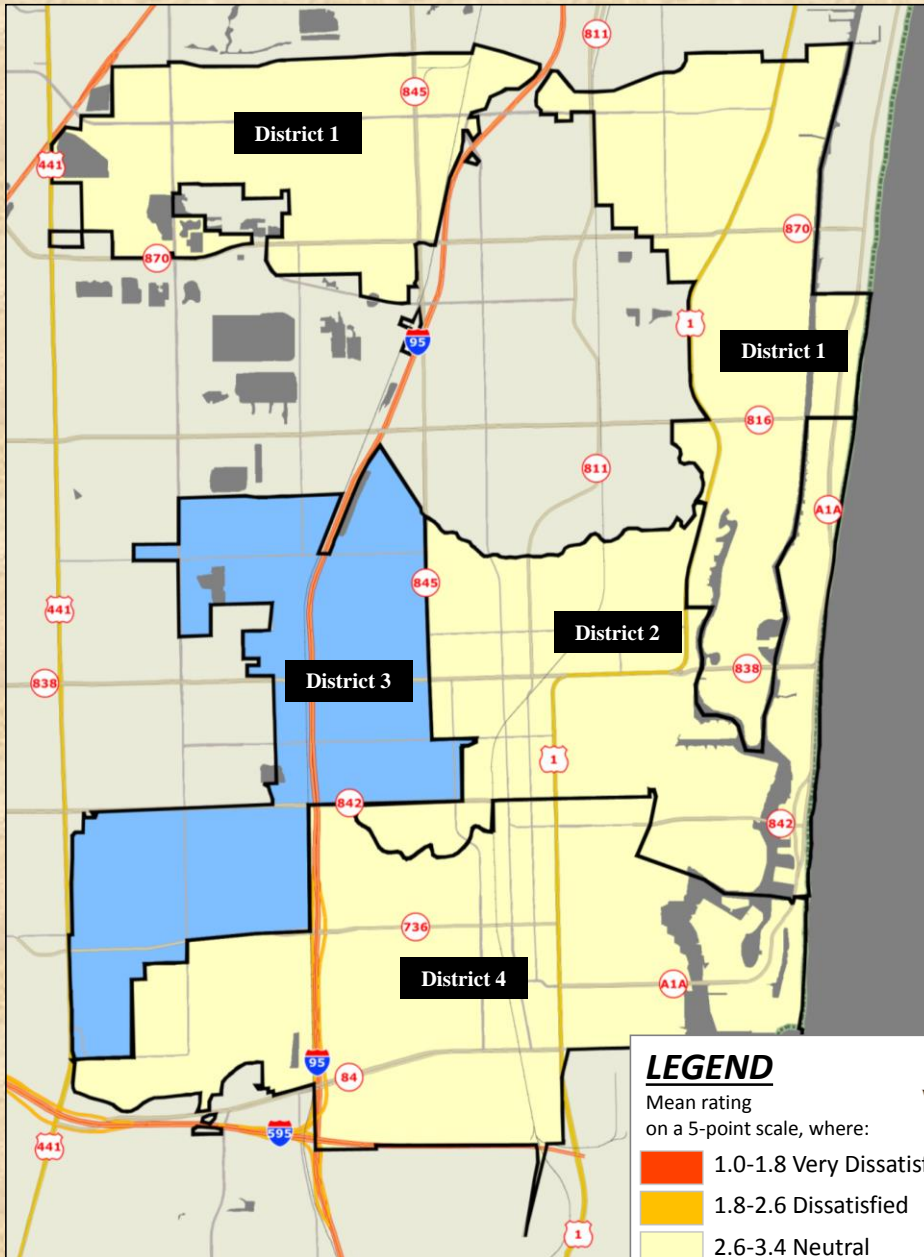
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q3f Satisfaction with the overall maintenance of City streets, sidewalks, and infrastructure



LEGEND

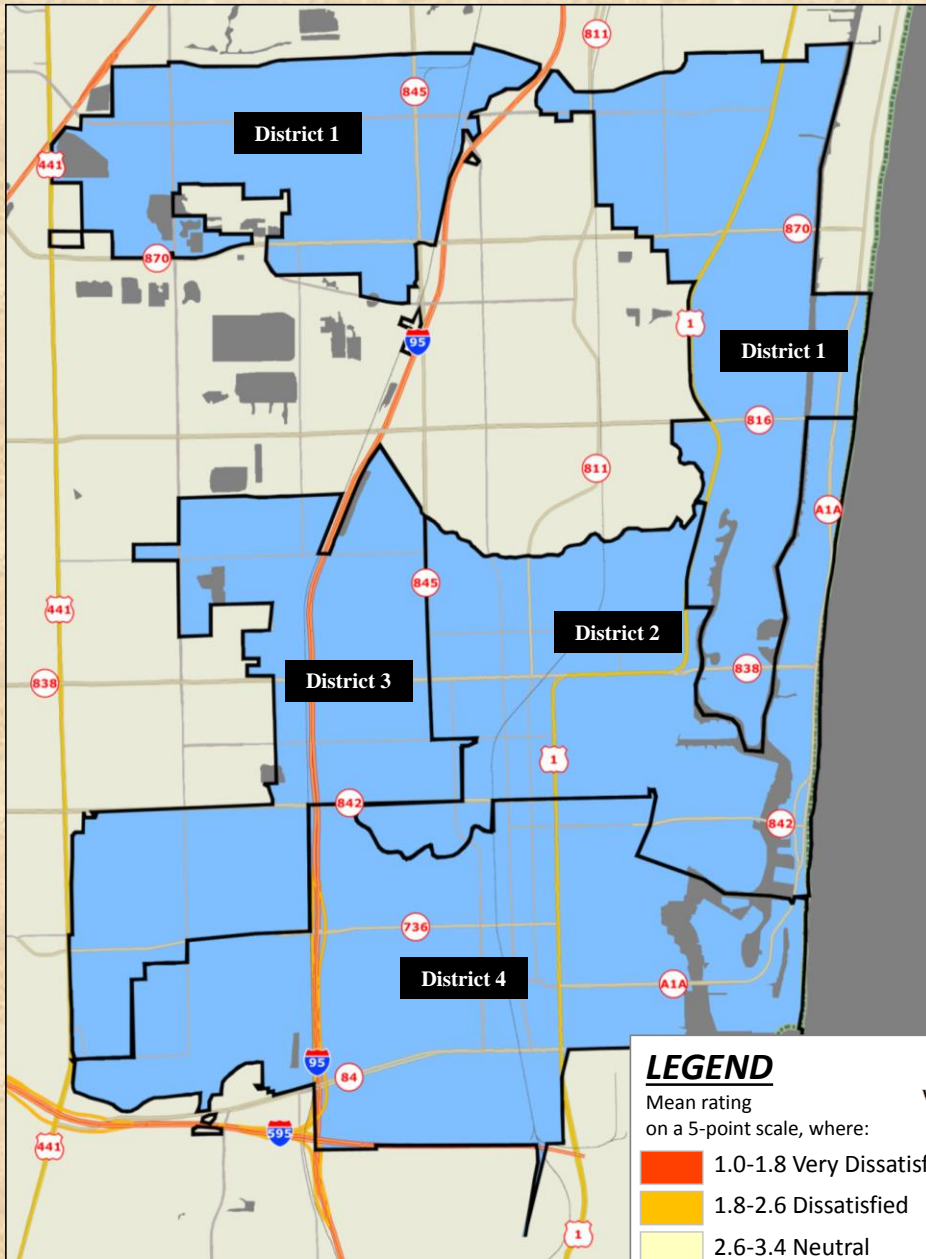
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

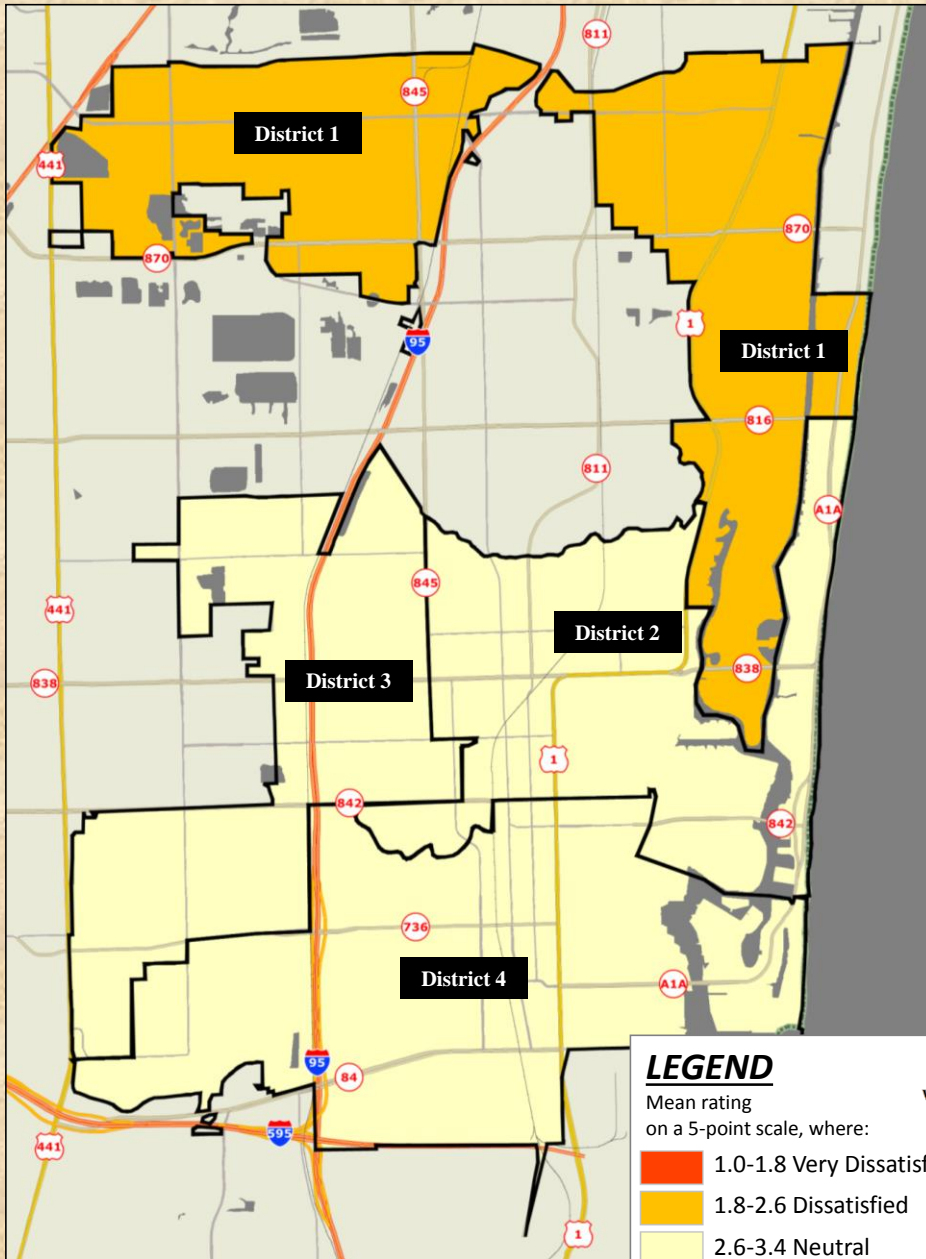
Q3g Satisfaction with the overall maintenance of City buildings and facilities



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q3h Satisfaction with the overall flow of traffic



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

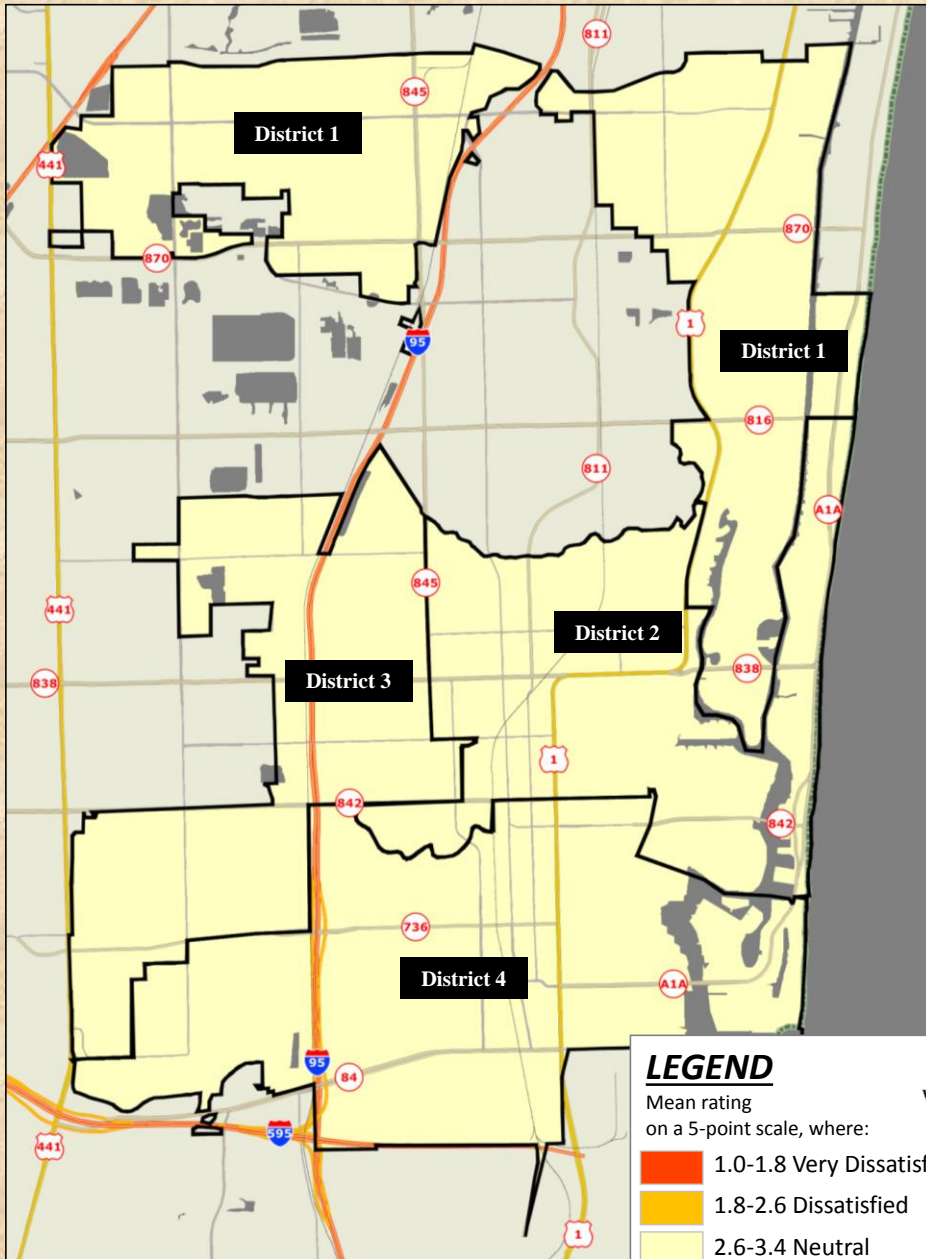
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q3i Satisfaction with the effectiveness of communication with the community



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

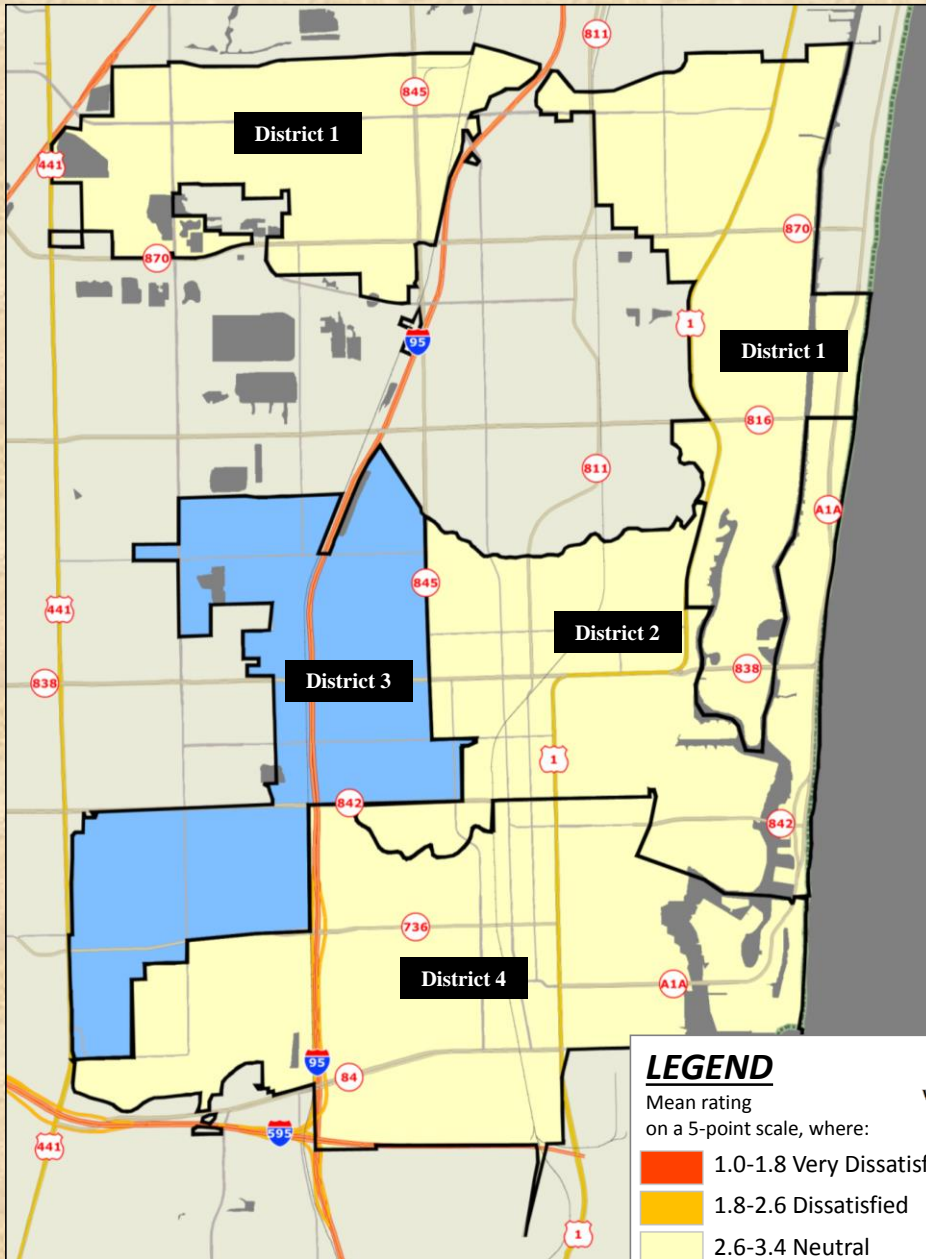
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q3j Satisfaction with how well the City is preparing for the future



2013 City of Fort Lauderdale Neighbor Survey

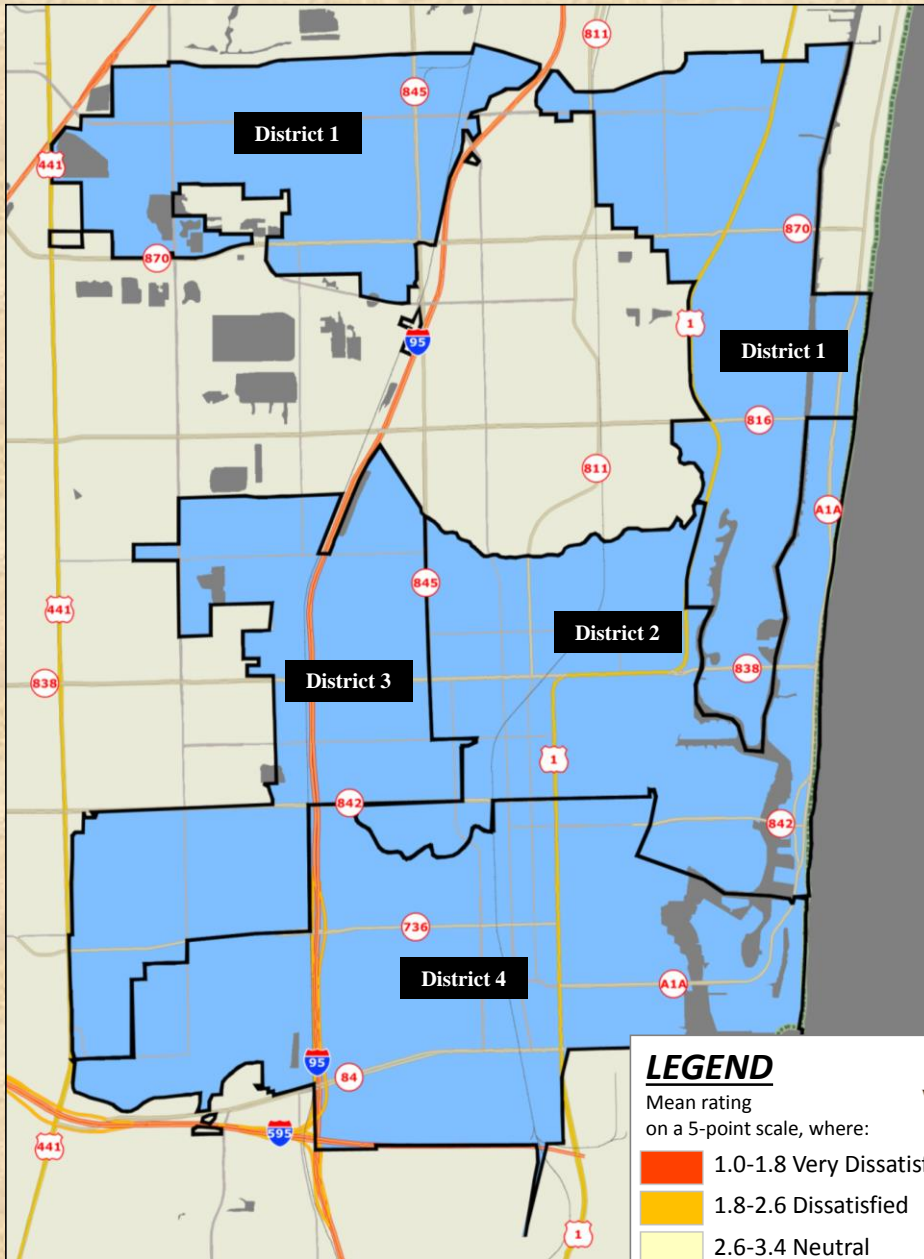
Shading reflects the mean rating for all respondents by District

LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
 - 1.8-2.6 Dissatisfied
 - 2.6-3.4 Neutral
 - 3.4-4.2 Satisfied
 - 4.2-5.0 Very Satisfied
 - Other (no responses)



Q3k Satisfaction with how well the City is prepared for disasters



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

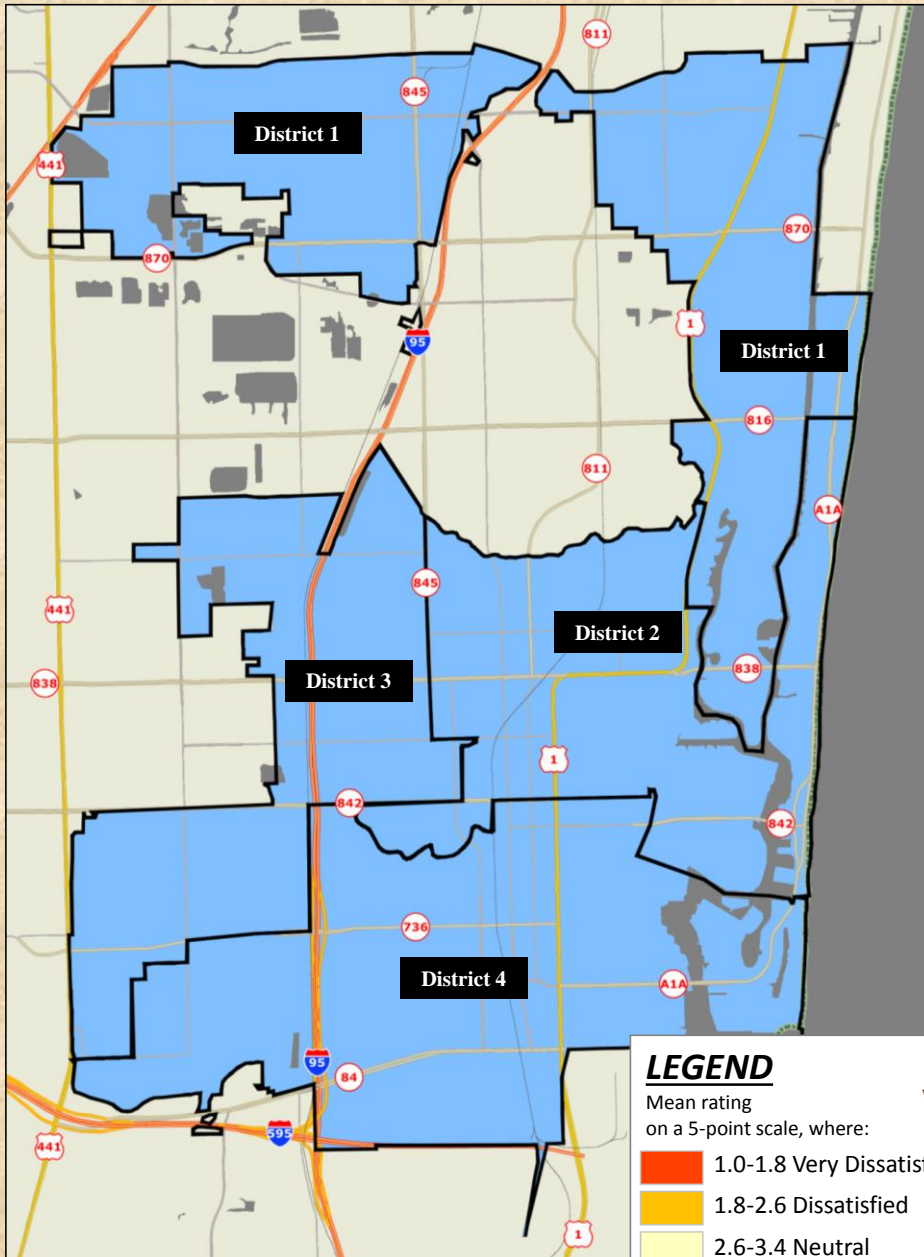
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q3I Satisfaction with the quality of landscaping in parks, medians and other public areas



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

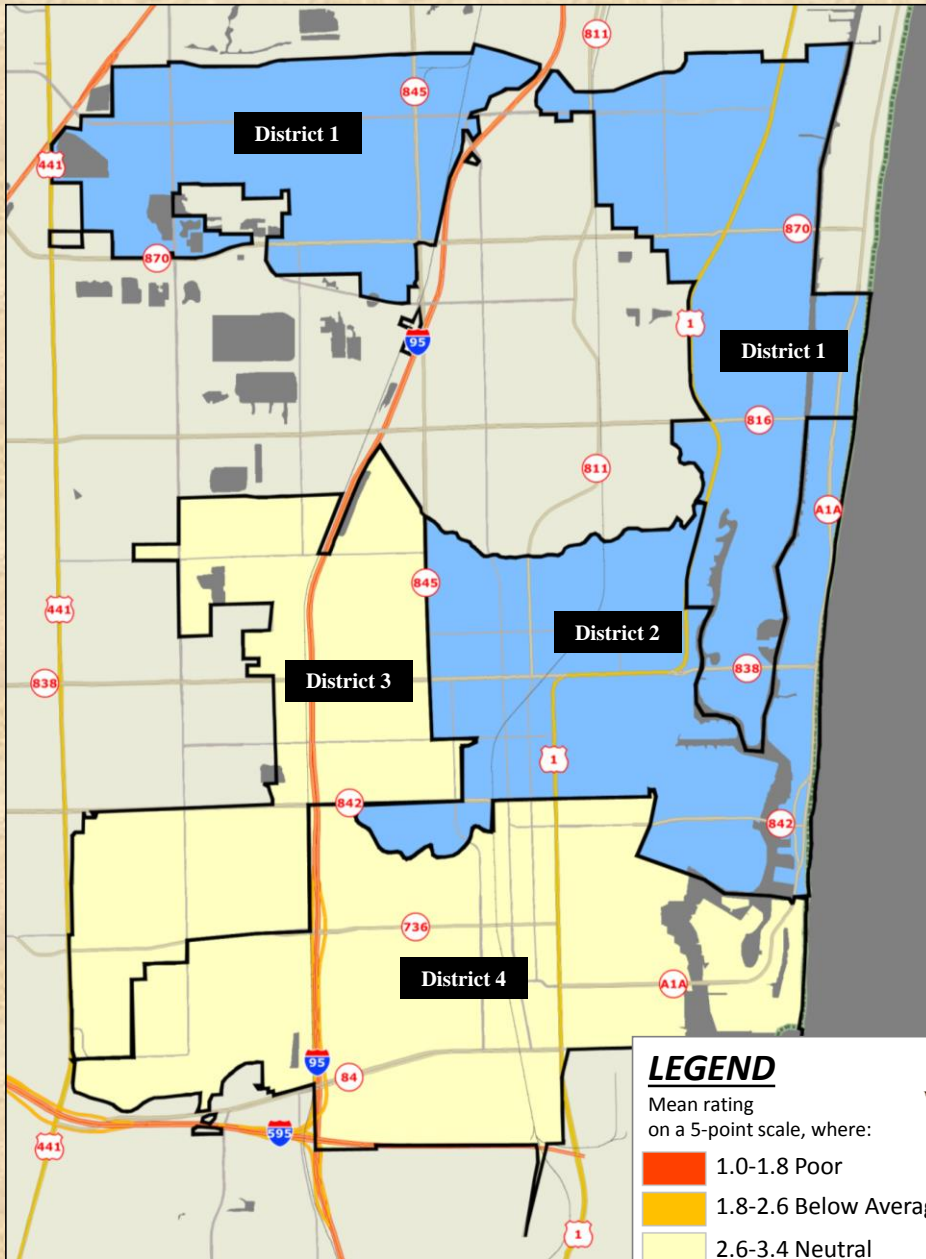
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q5a Ratings of the overall feeling of safety in the City



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

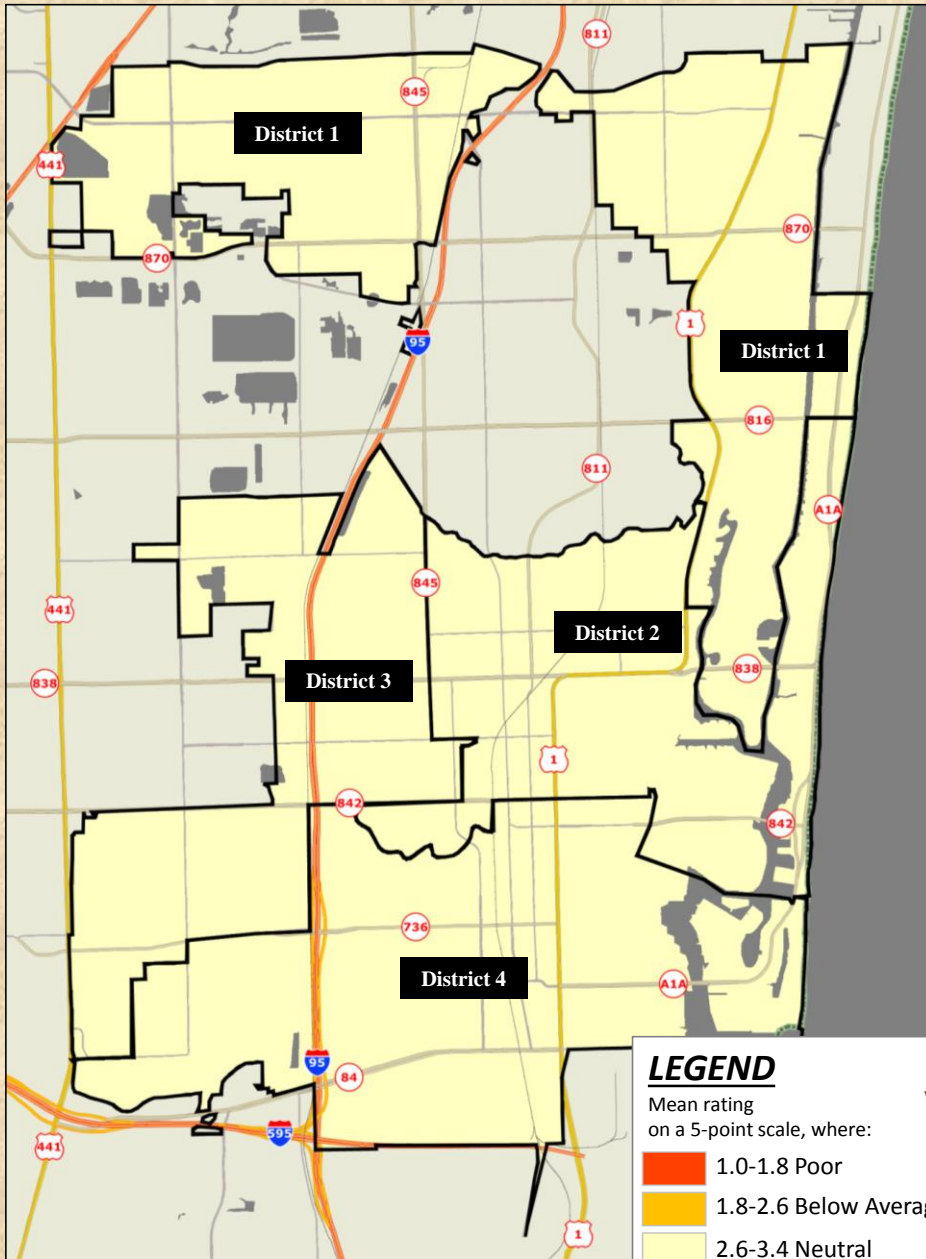
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)



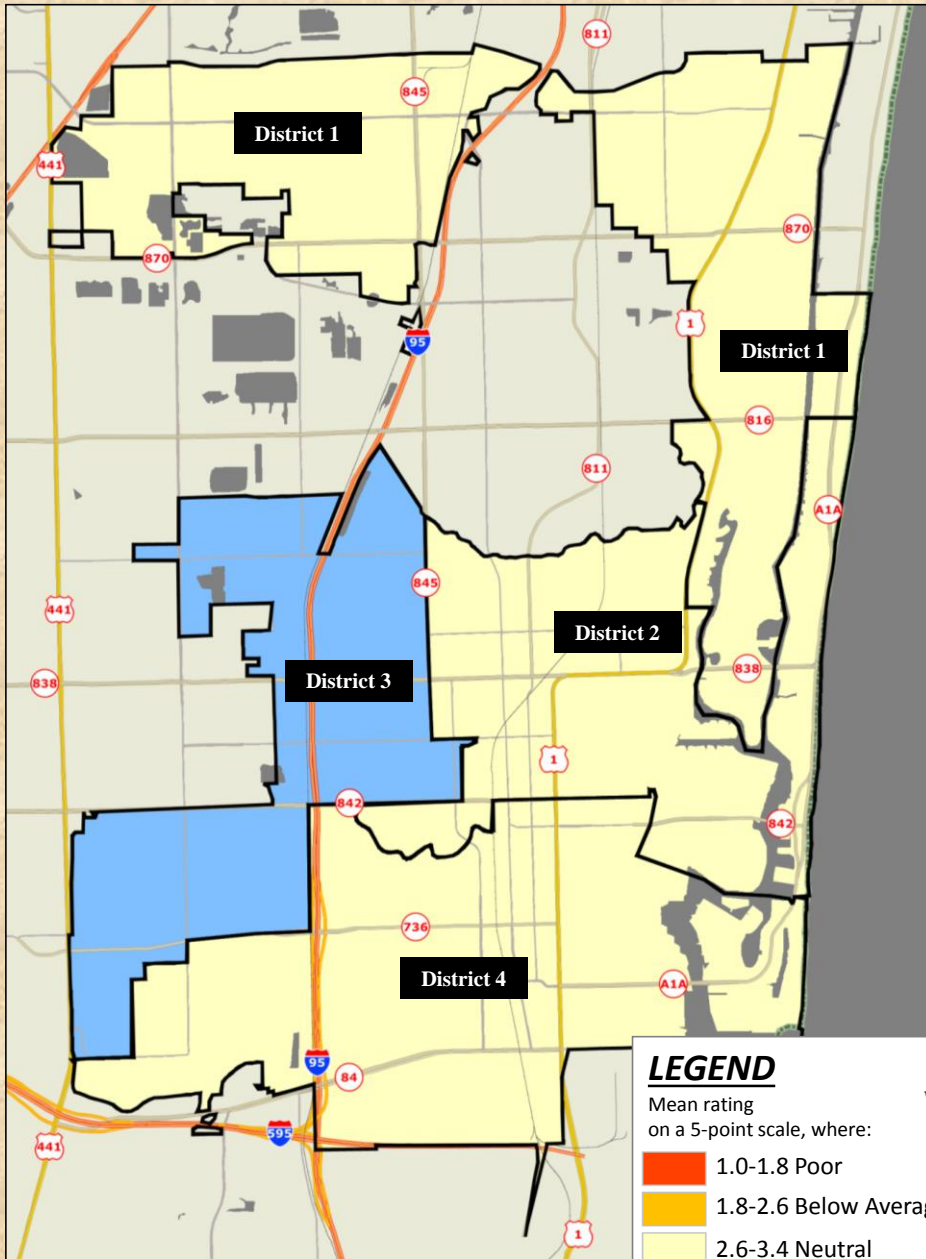
Q5b Ratings of the overall value received for City tax dollars and fees



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q5c Ratings of the overall planning for growth



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

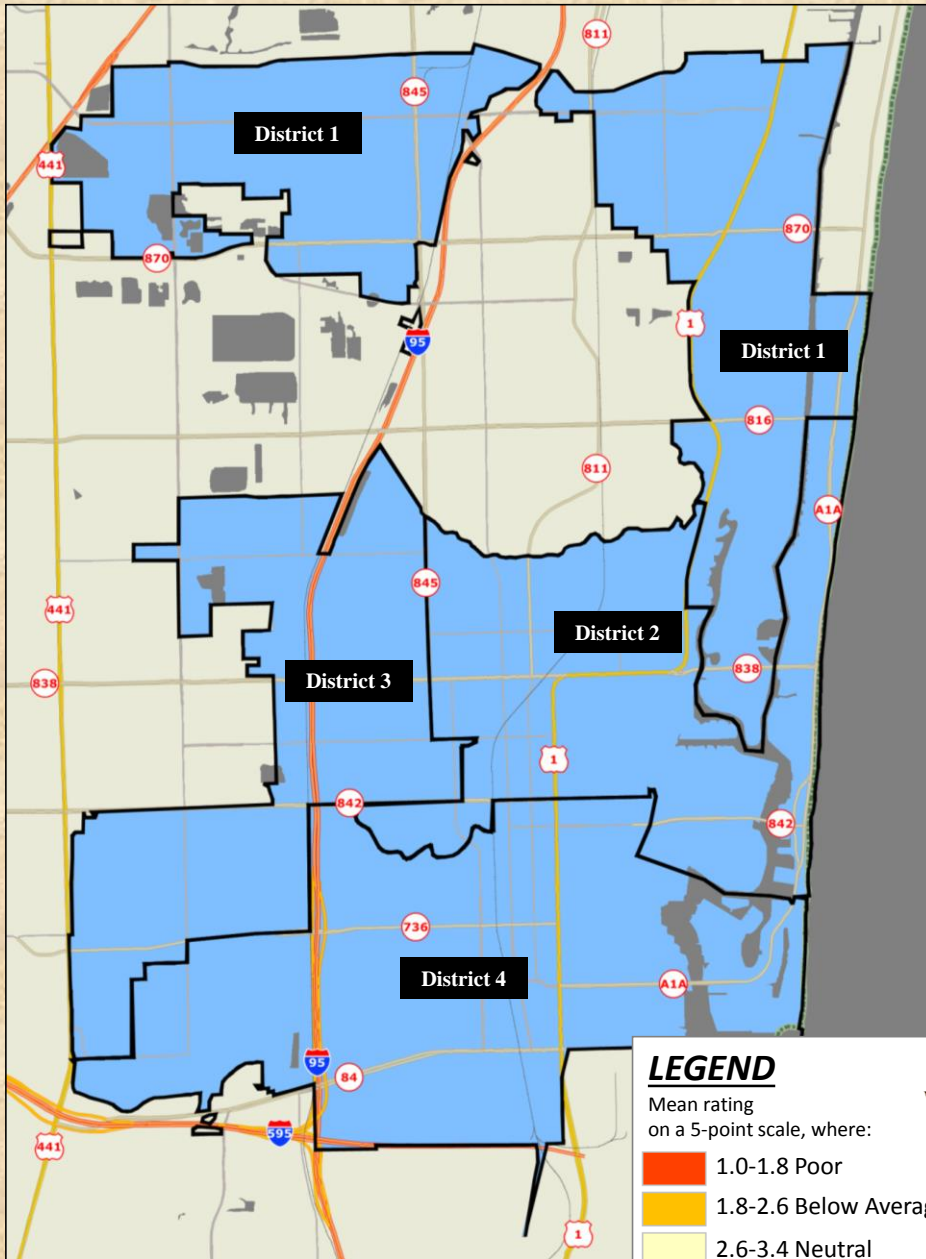
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)



Q5d Ratings of the overall appearance of the City



2013 City of Fort Lauderdale Neighbor Survey

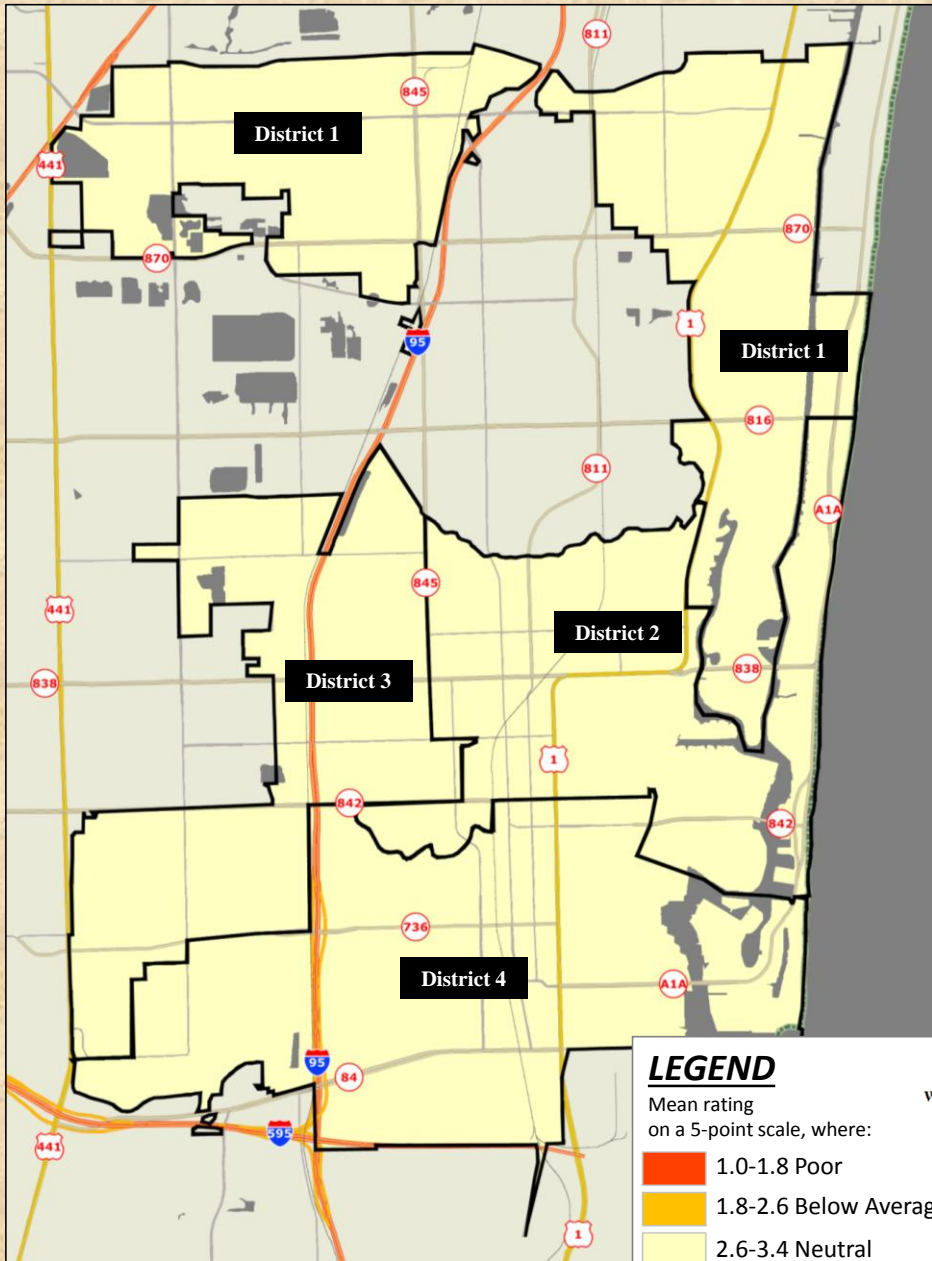
Shading reflects the mean rating for all respondents by District

LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Poor
 - 1.8-2.6 Below Average
 - 2.6-3.4 Neutral
 - 3.4-4.2 Good
 - 4.2-5.0 Excellent
 - Other (no responses)



Q5e Ratings of the availability of affordable housing



2013 City of Fort Lauderdale Neighbor Survey

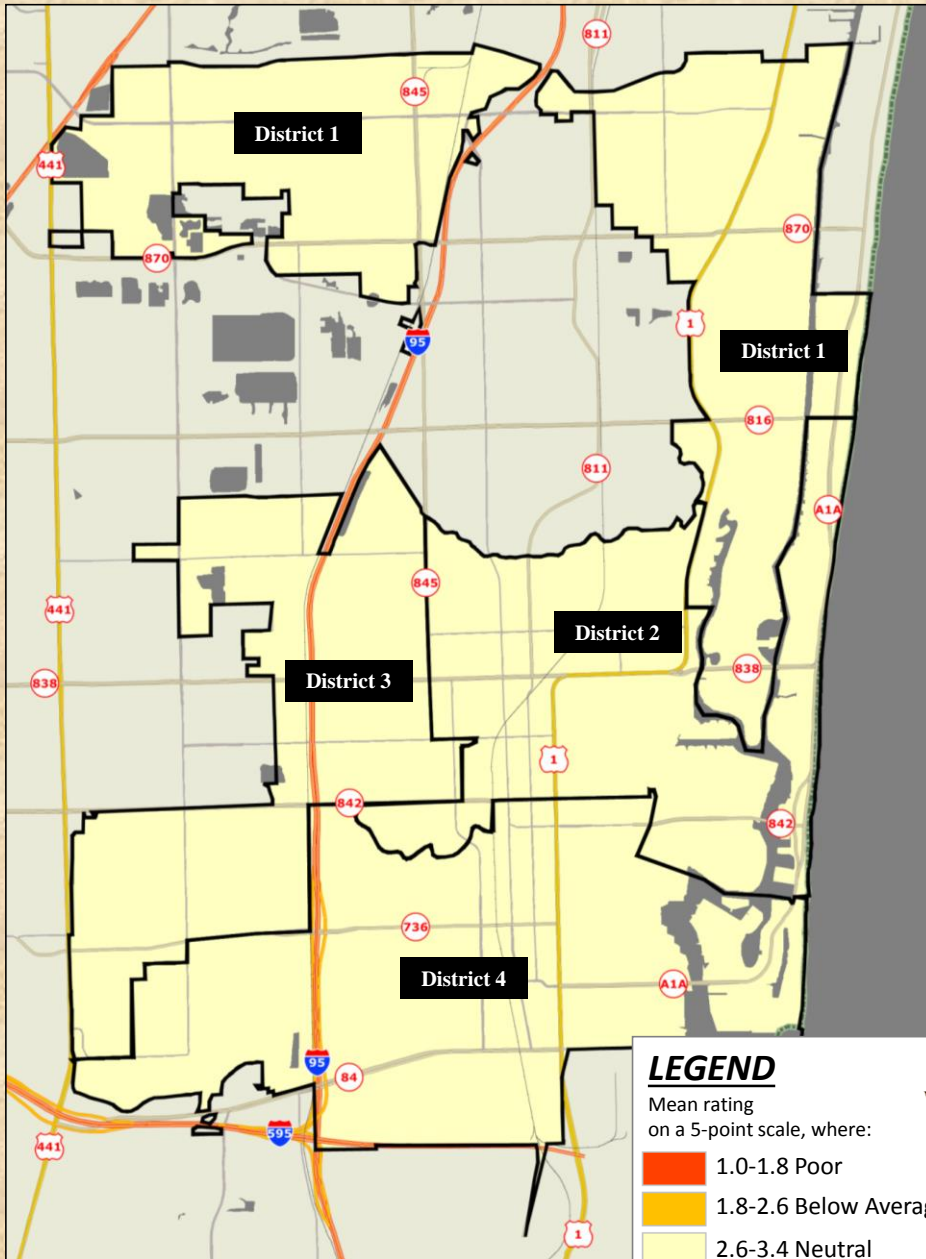
Shading reflects the mean rating for all respondents by District

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

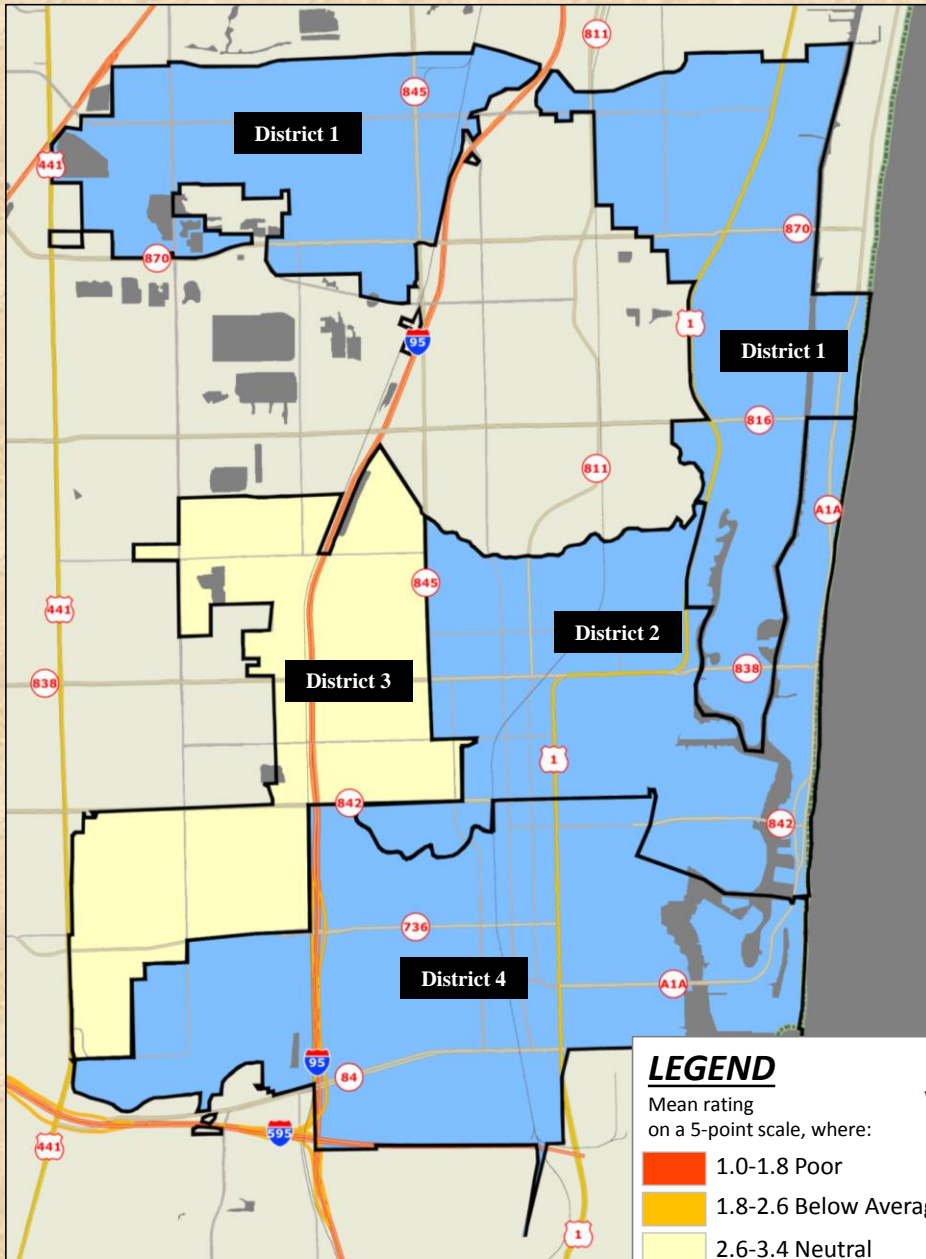
Q5f Ratings of the availability of employment



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

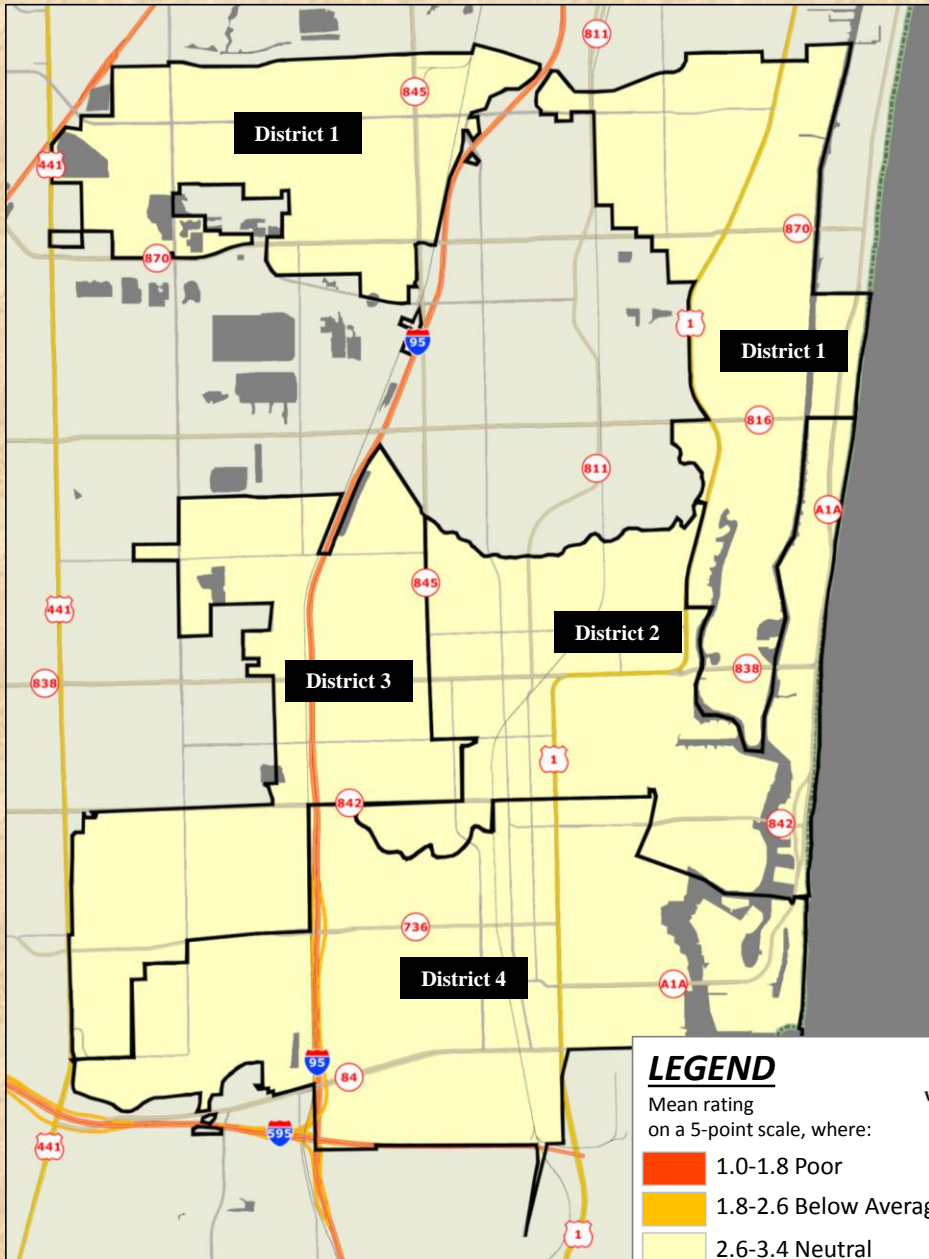
Q5g Ratings of the acceptance of diversity



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

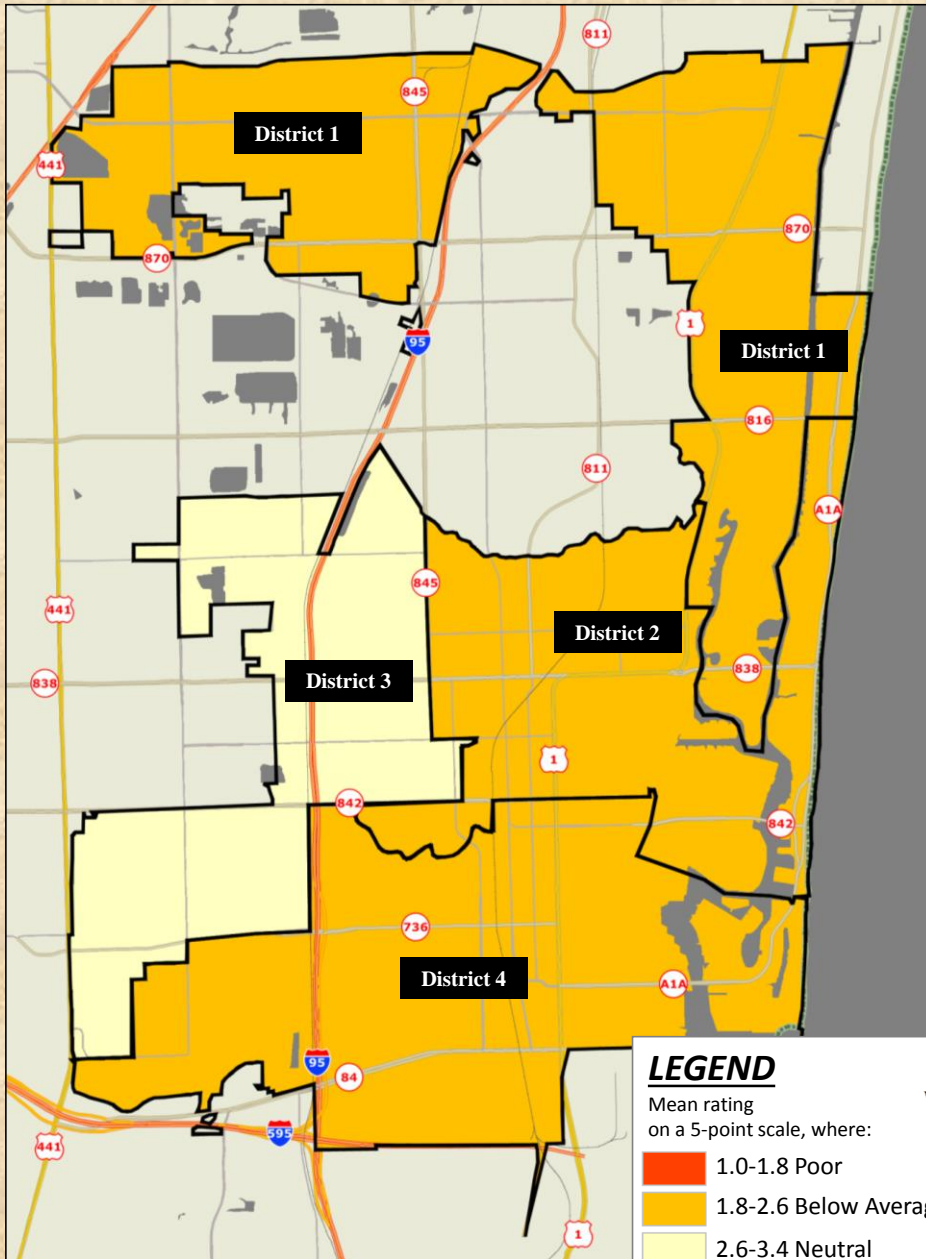
Q5h Ratings of the availability of affordable child care



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q5i Ratings of the quality of public schools



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

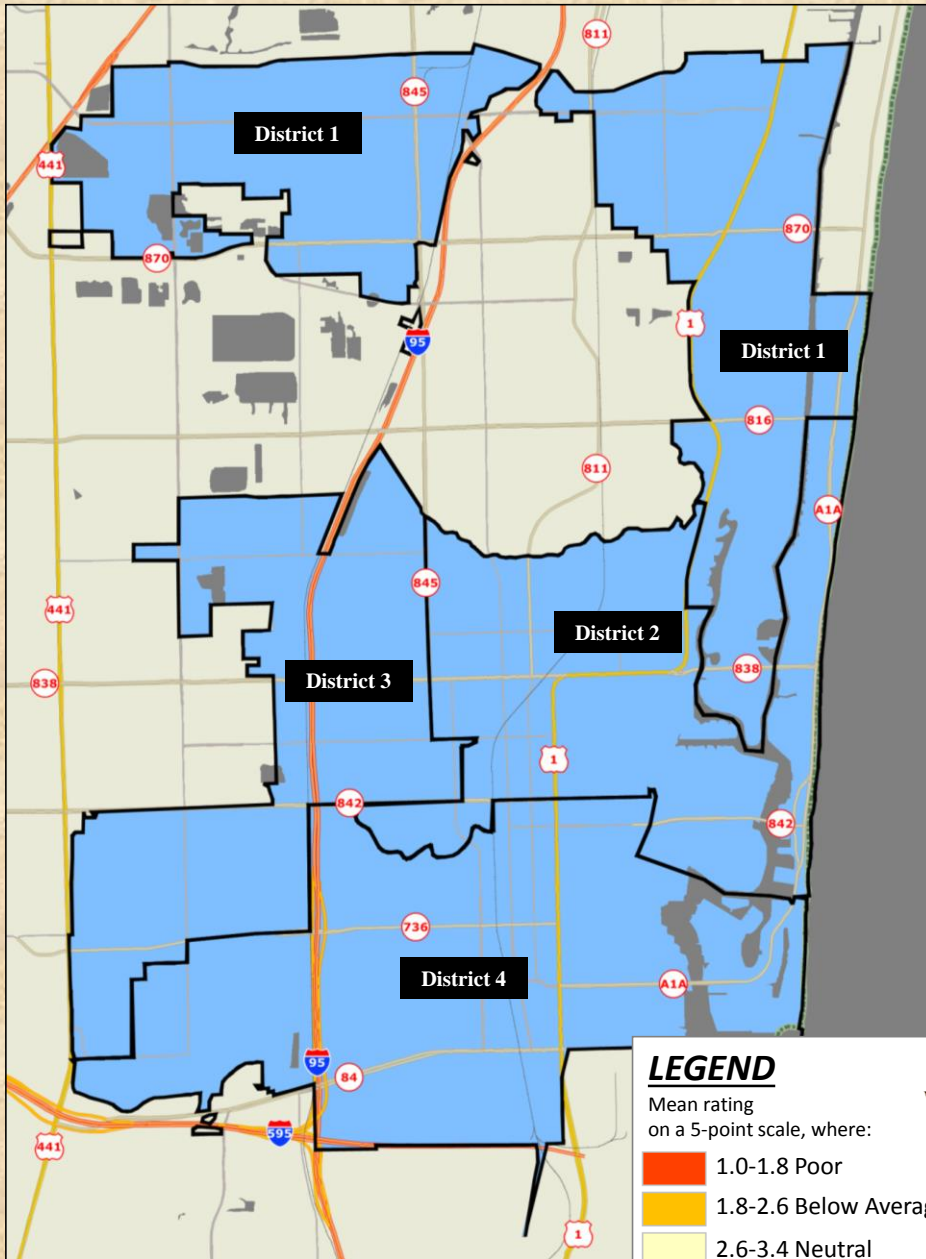
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)



Q5j Ratings of the quality of private schools



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

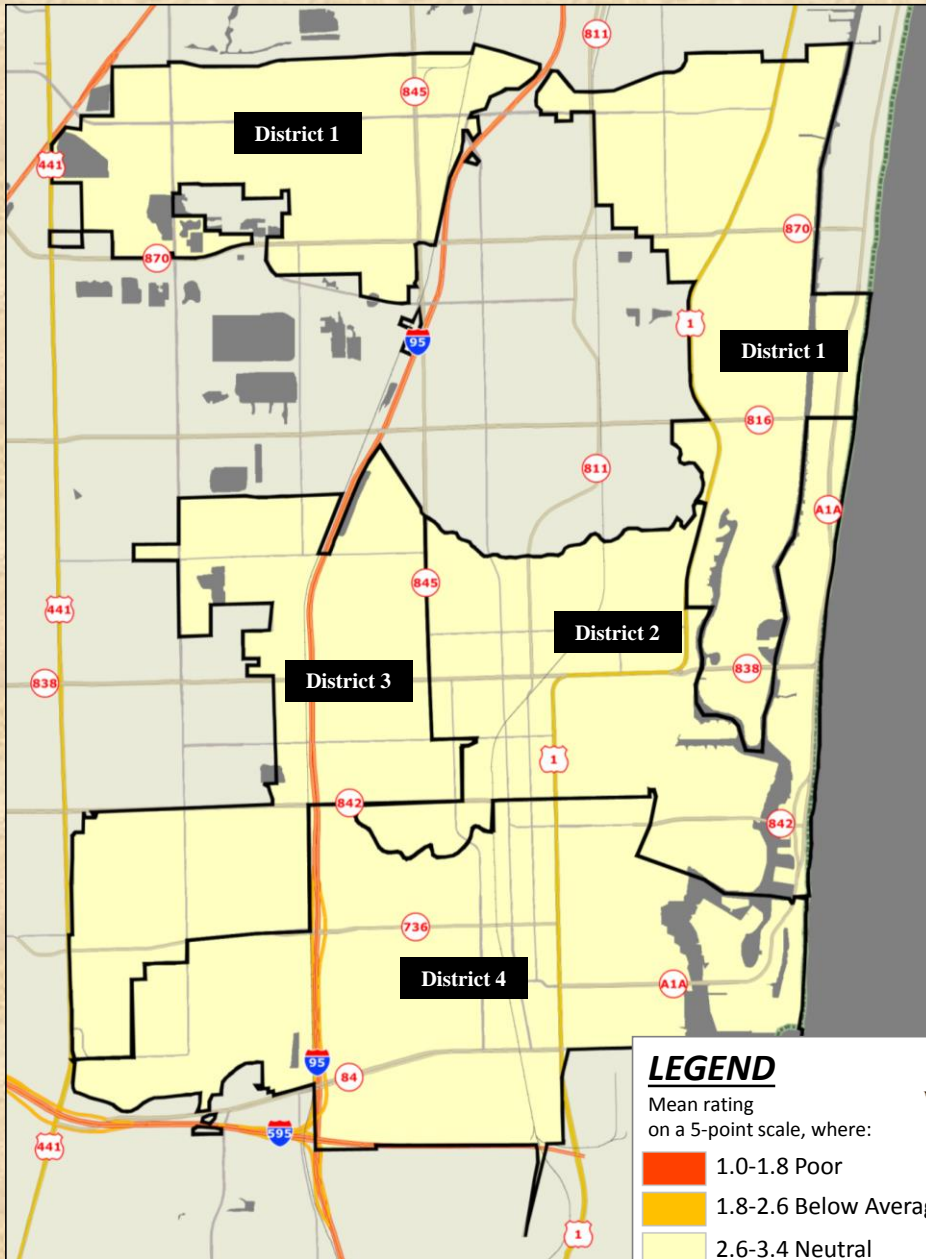
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)



Q5k Ratings of the availability of affordable quality care for aging adults



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

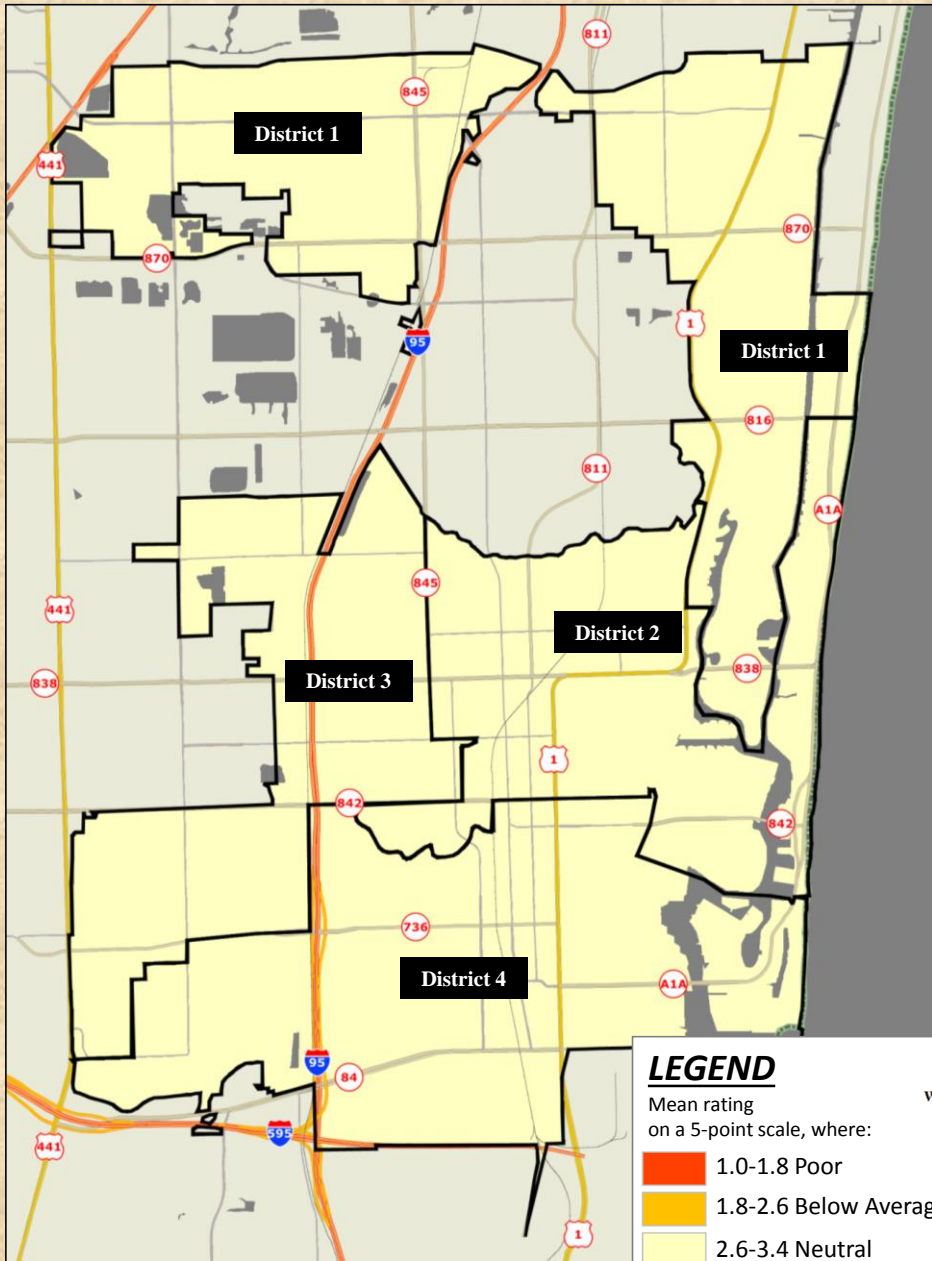
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)



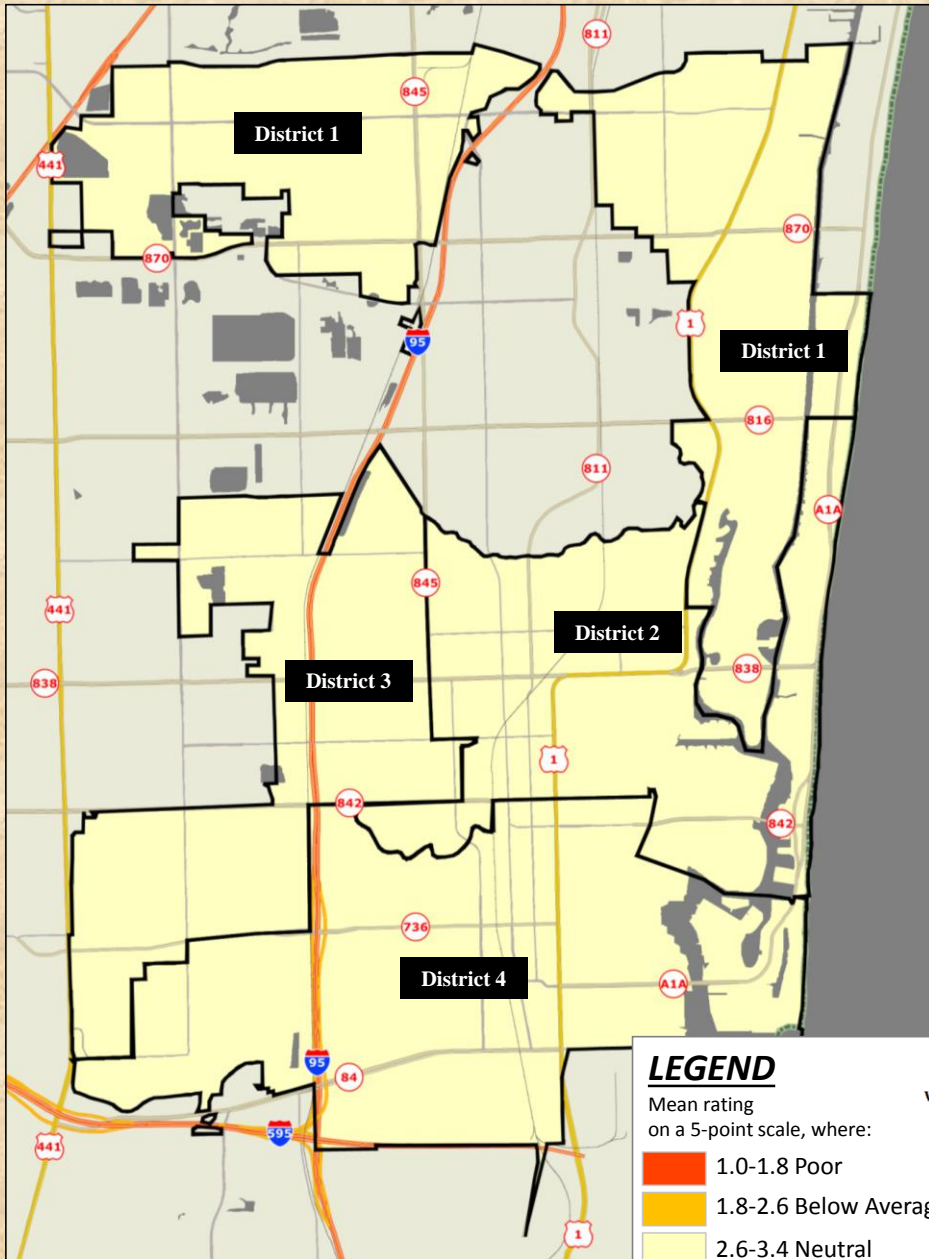
Q51 Ratings of the availability of affordable quality health care



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

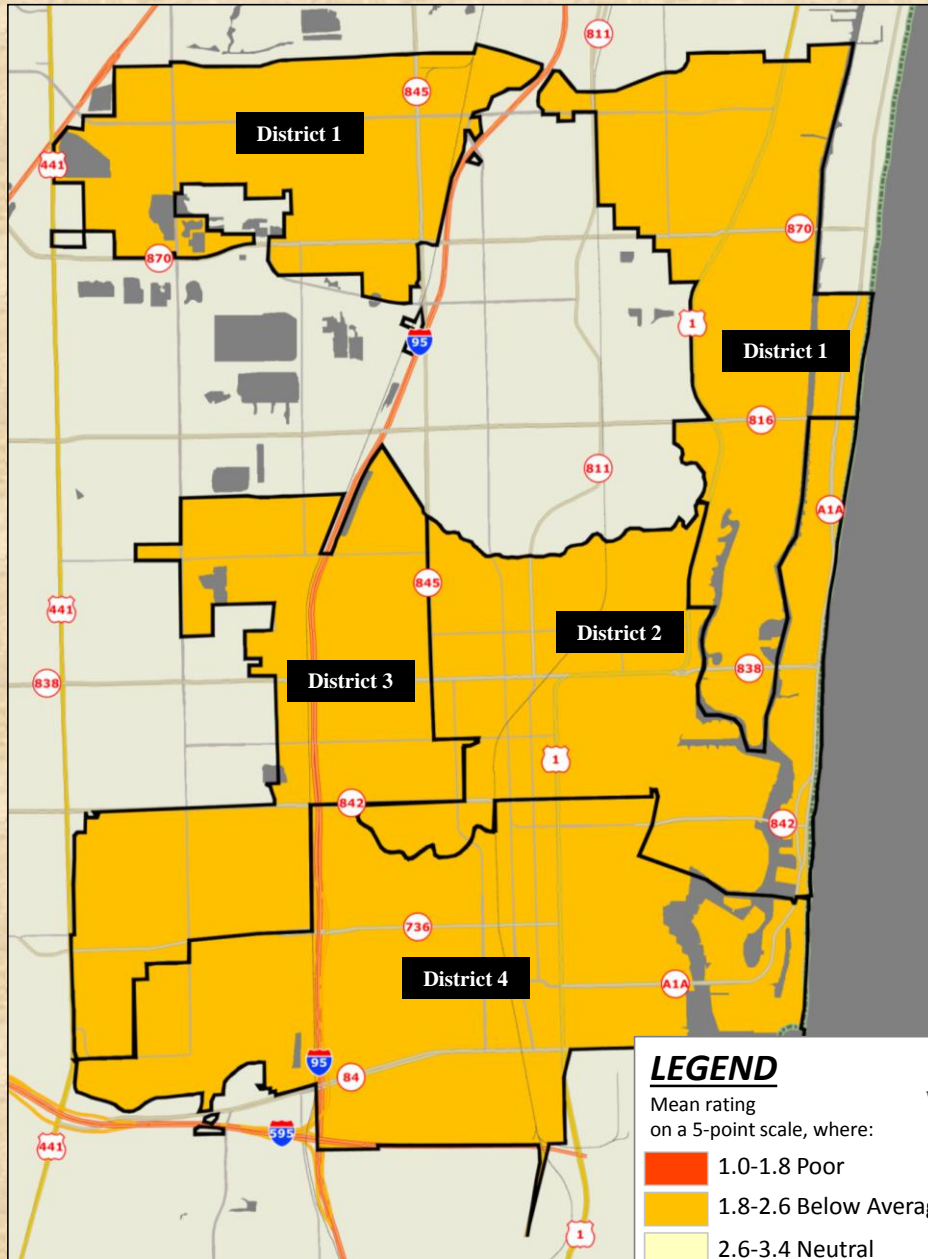
Q5m Ratings of the availability of preventive health services



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

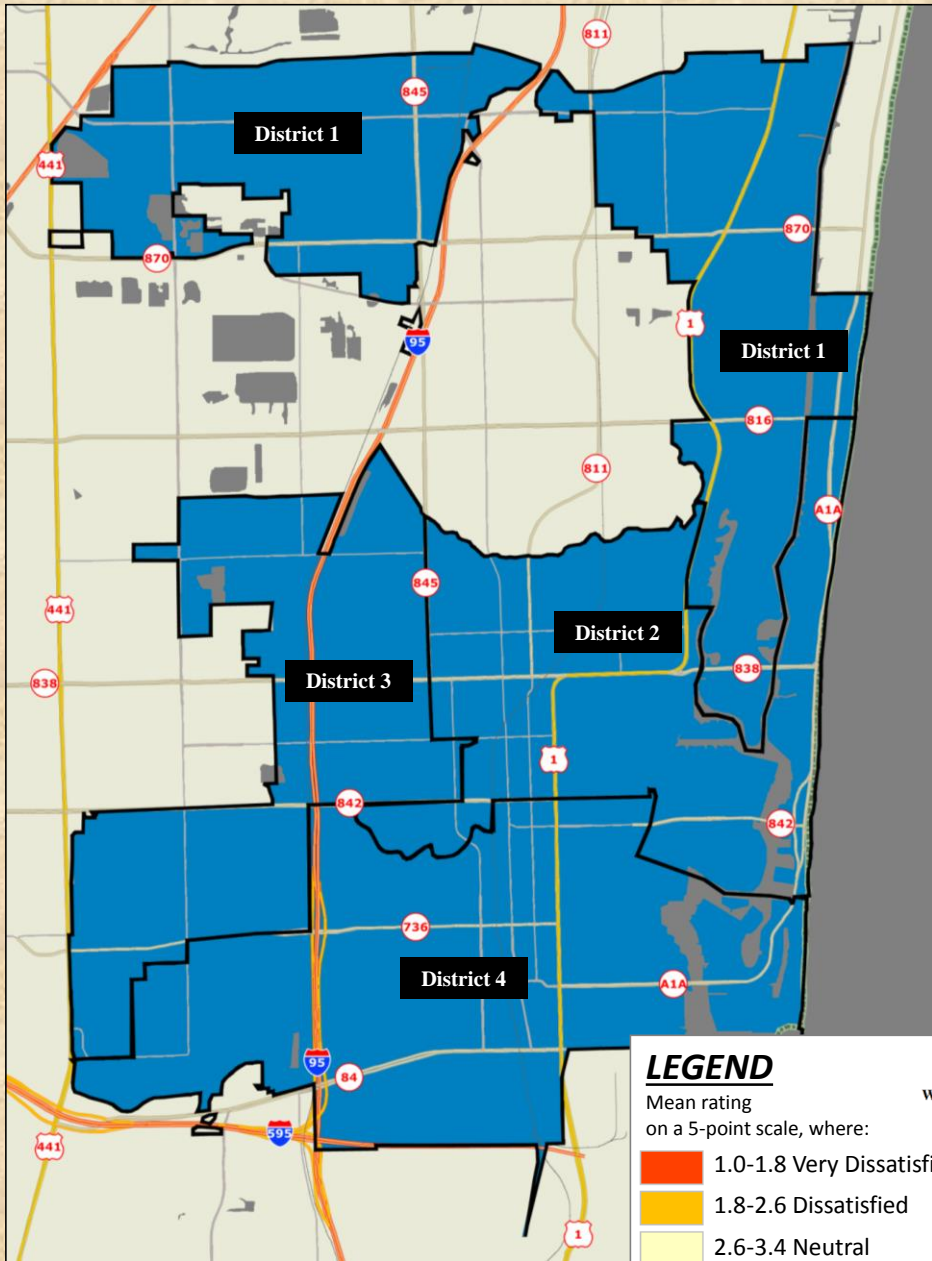
Q5n Ratings of efforts in addressing homelessness



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q6a Satisfaction with the overall quality of local fire protection



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

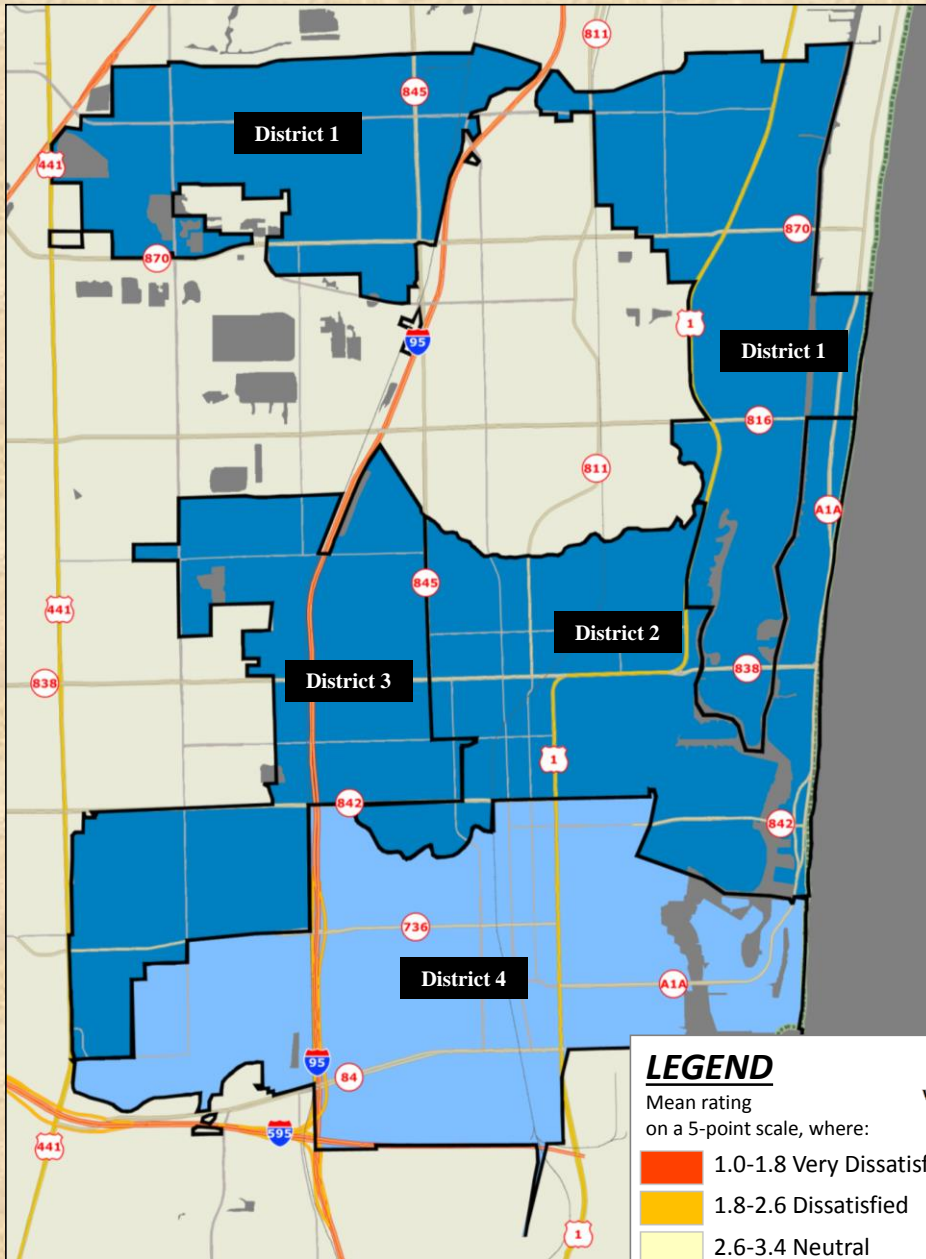
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q6b Satisfaction with the professionalism of employees responding to emergencies



LEGEND

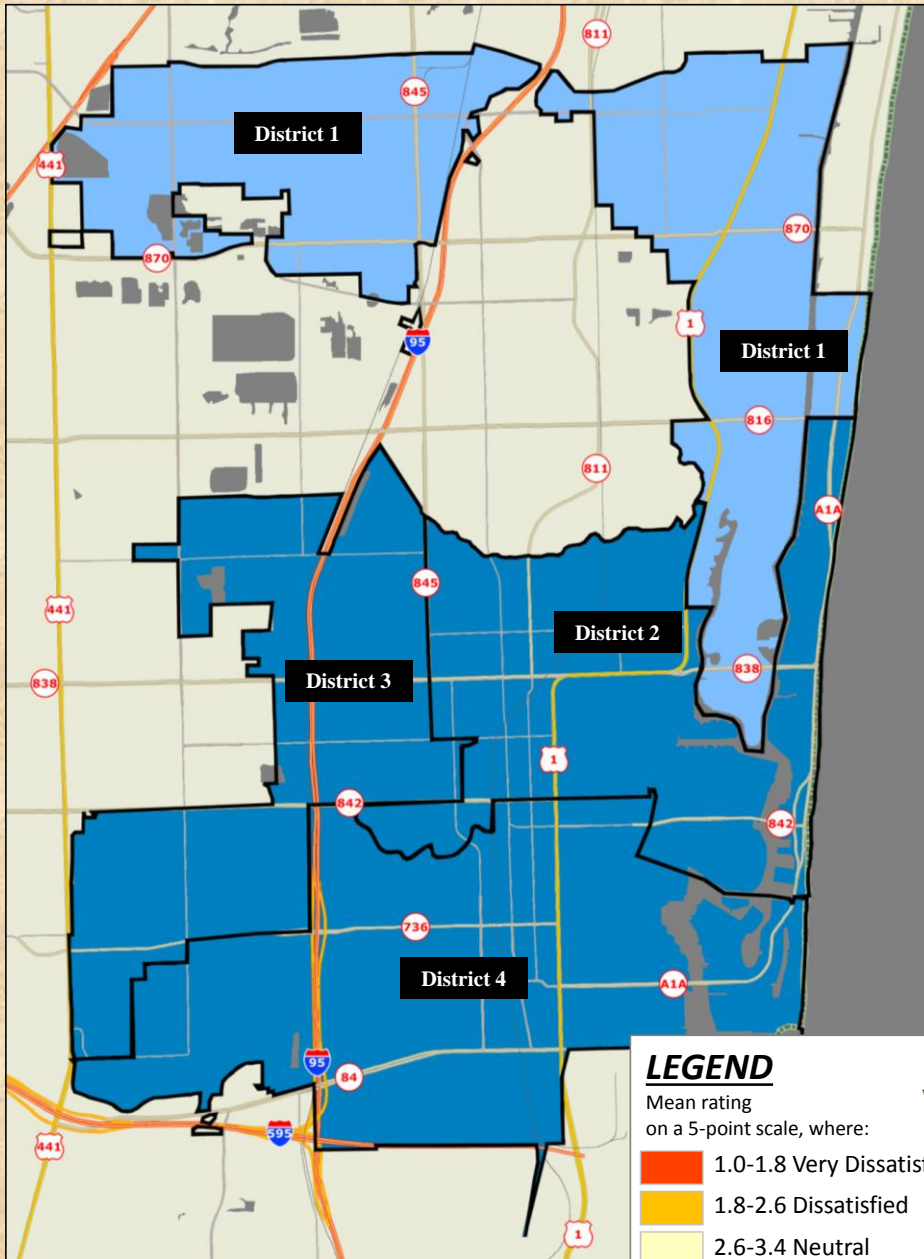
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q6c Satisfaction with the how quickly fire rescue responds to 911 emergencies



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

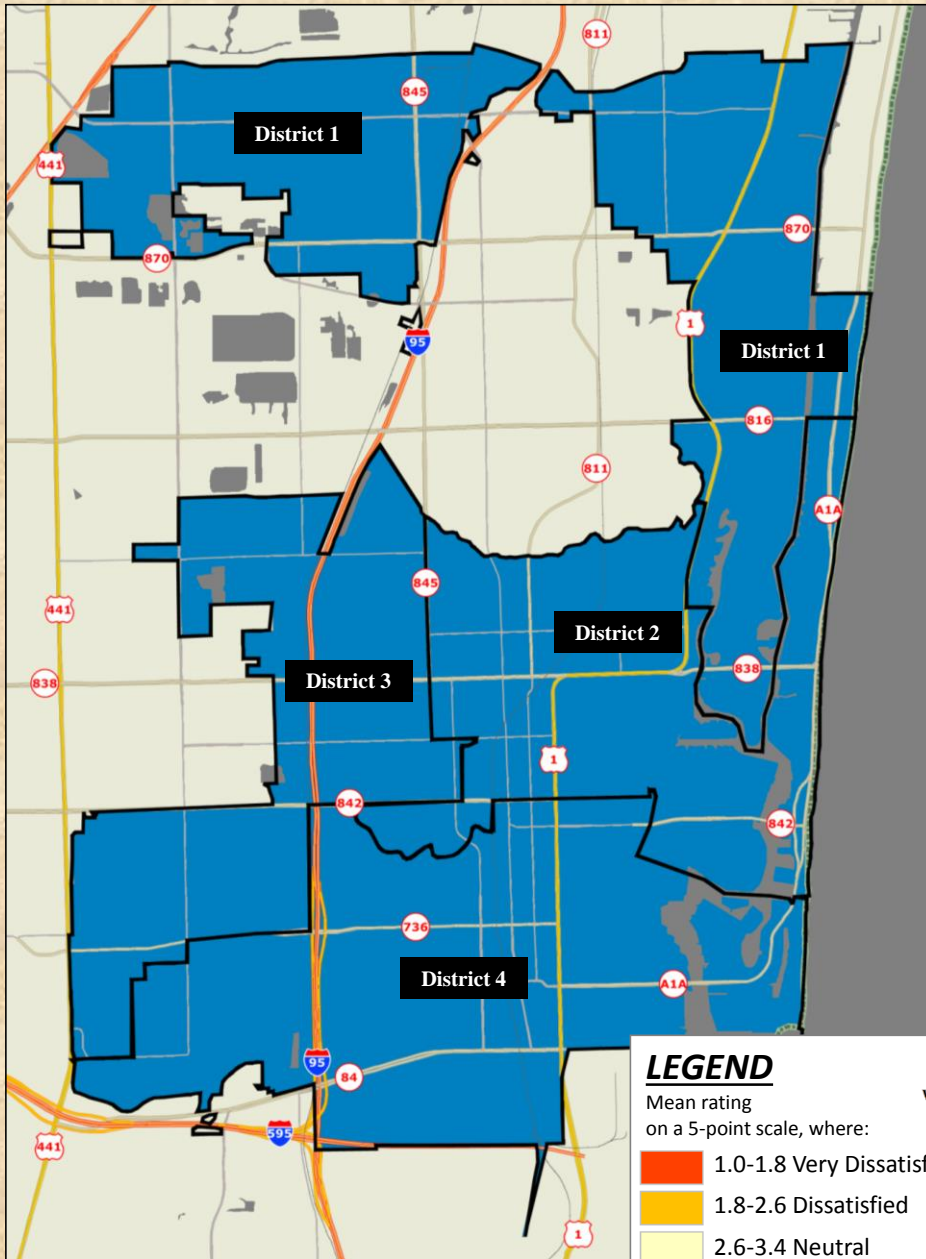
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



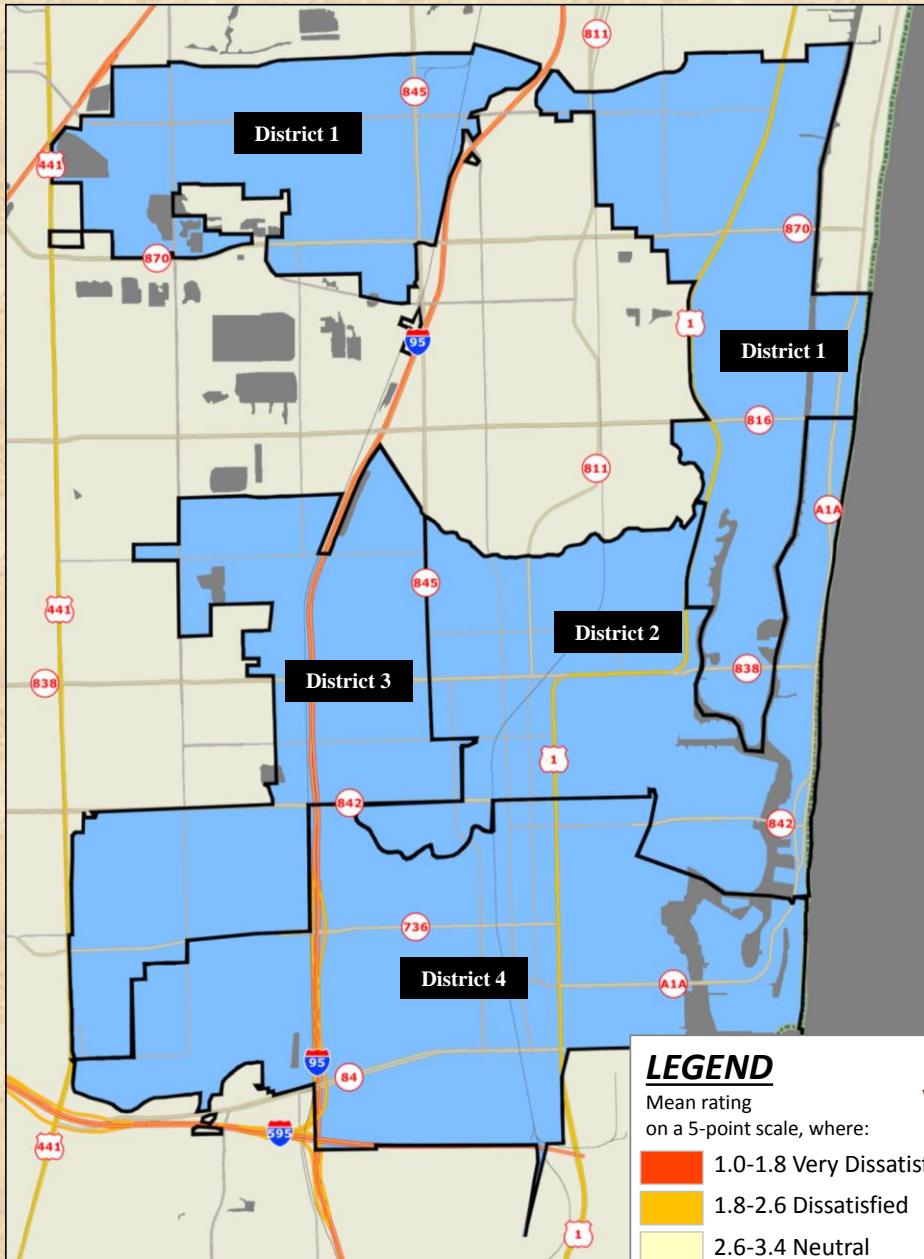
Q6d Satisfaction with the quality of Emergency Medical Services (EMS)



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

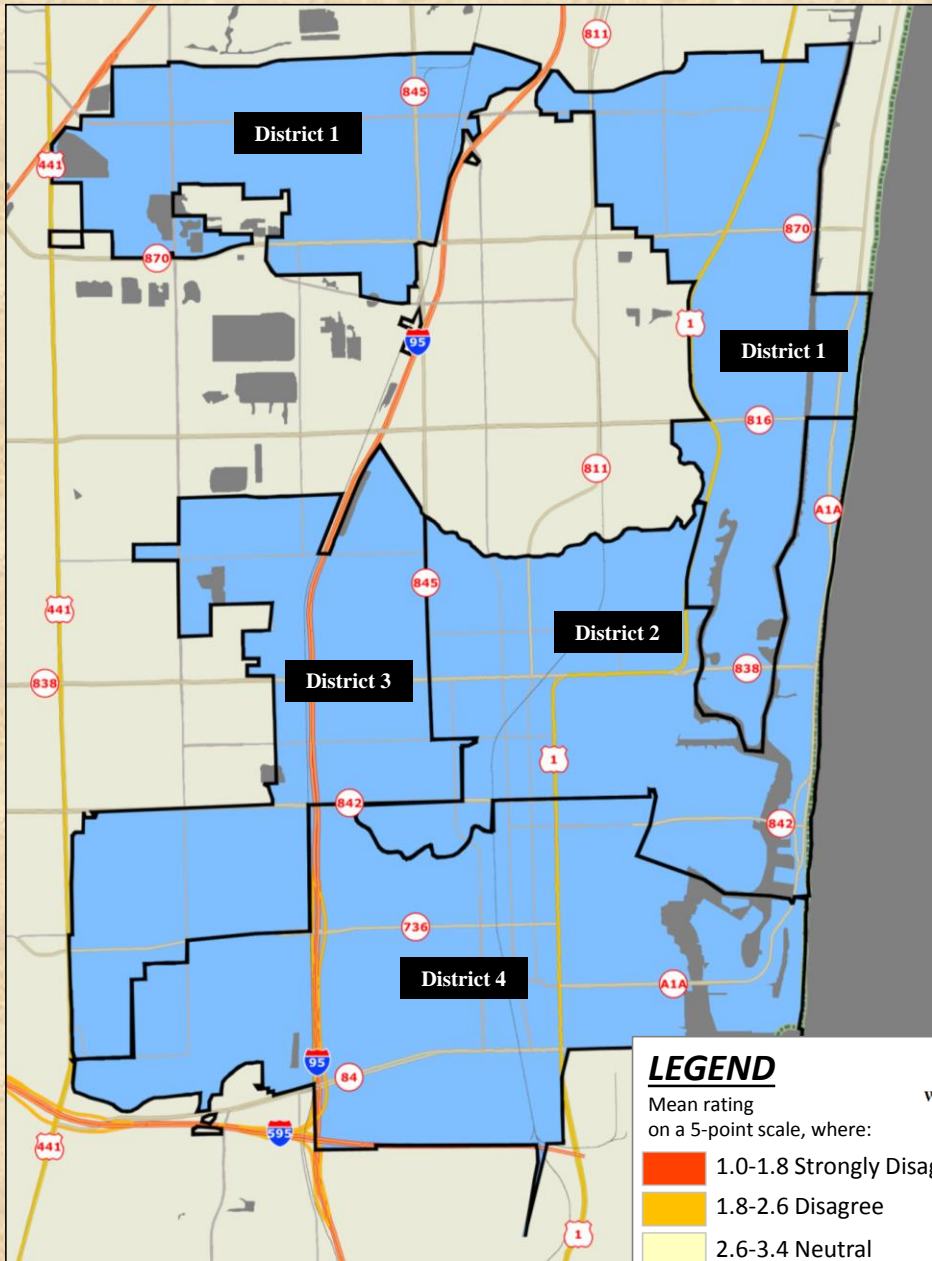
Q6e Satisfaction with the quality of lifeguard protection at City beaches



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q6f Agreement that residents are prepared with food, water & other supplies for an emergency, such as a natural disaster



LEGEND

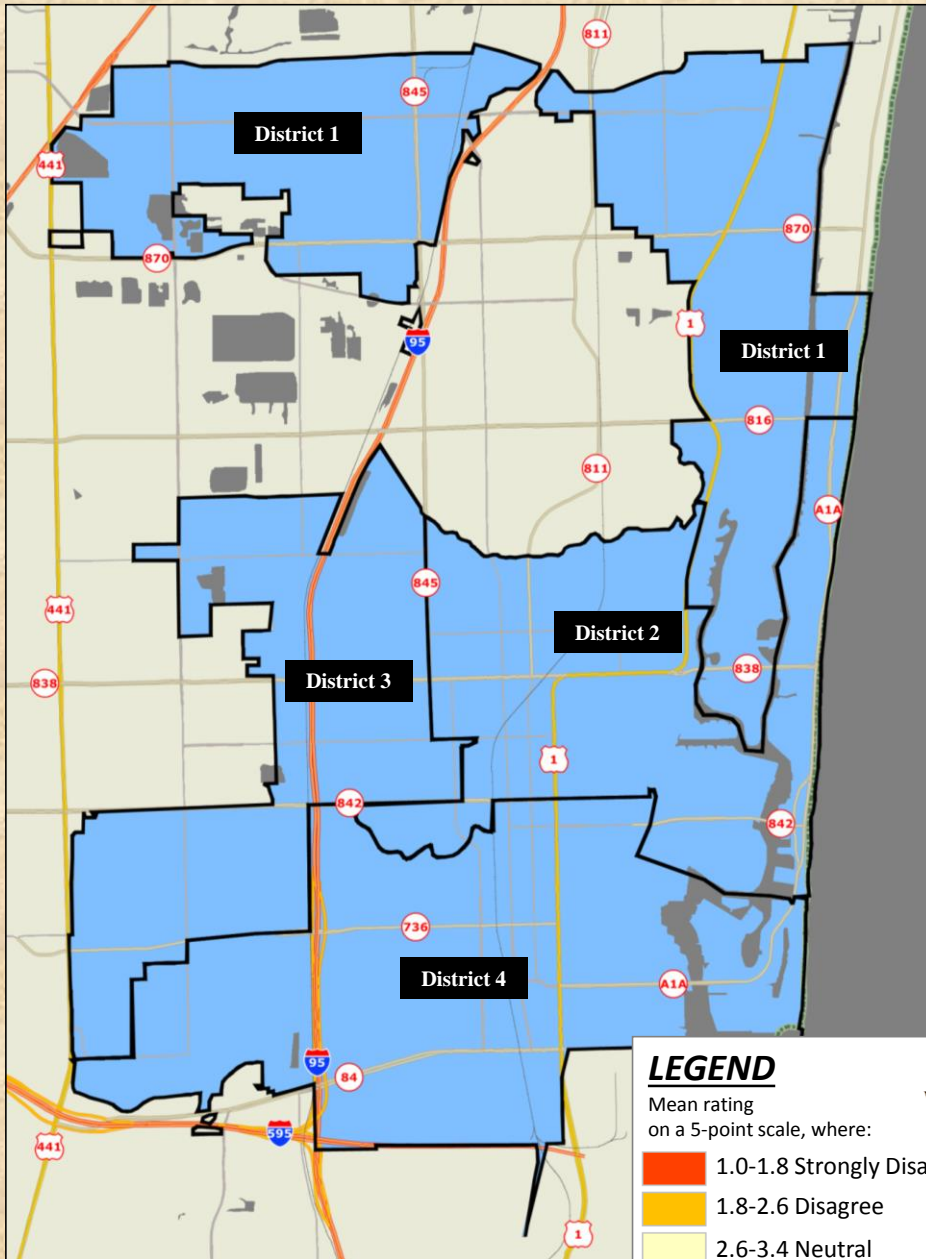
Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

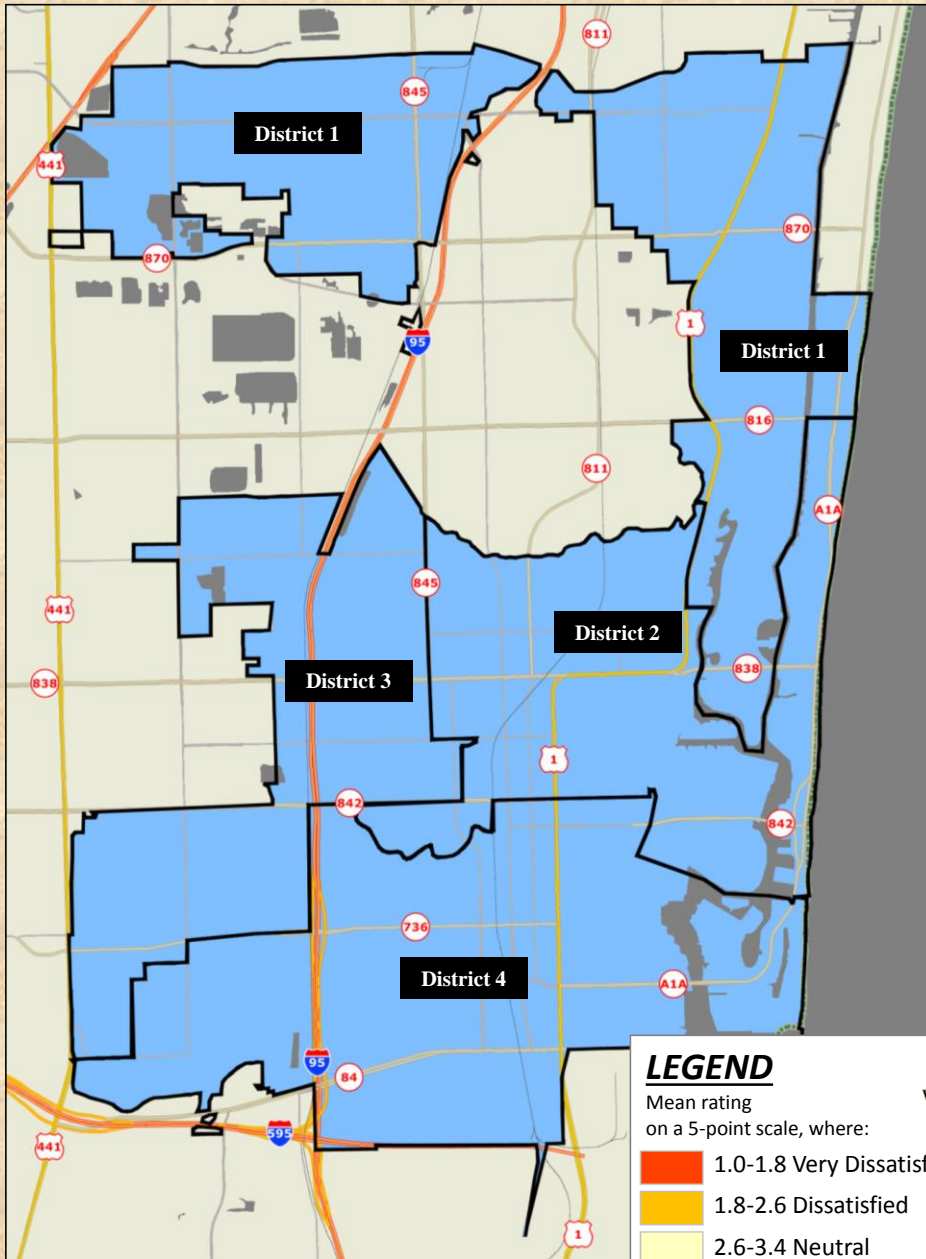
Q6g Agreement that residents know where to get information during an emergency



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q8a Satisfaction with overall quality of local police protection



LEGEND

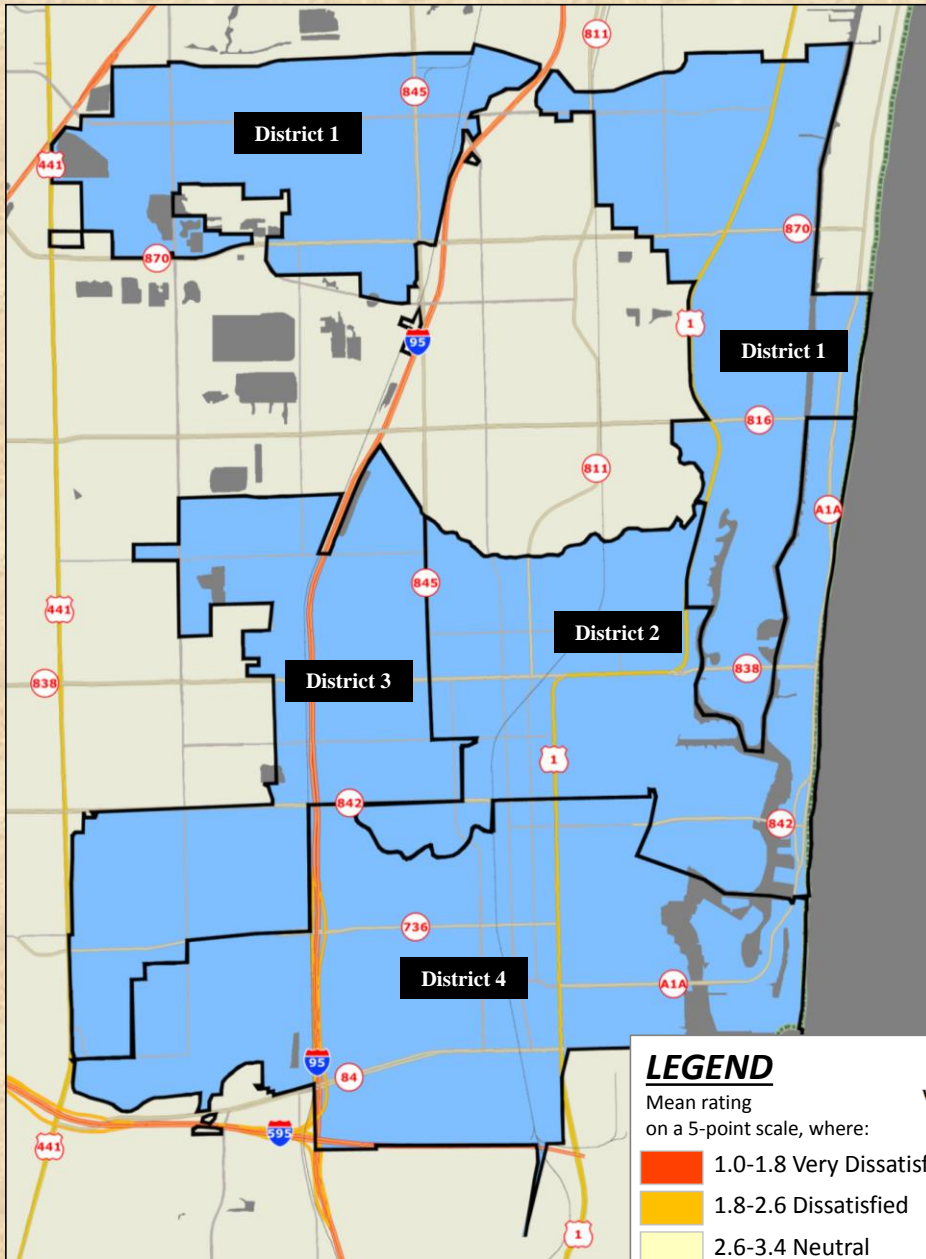
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q8b Satisfaction with the professionalism of employees responding to emergencies



LEGEND

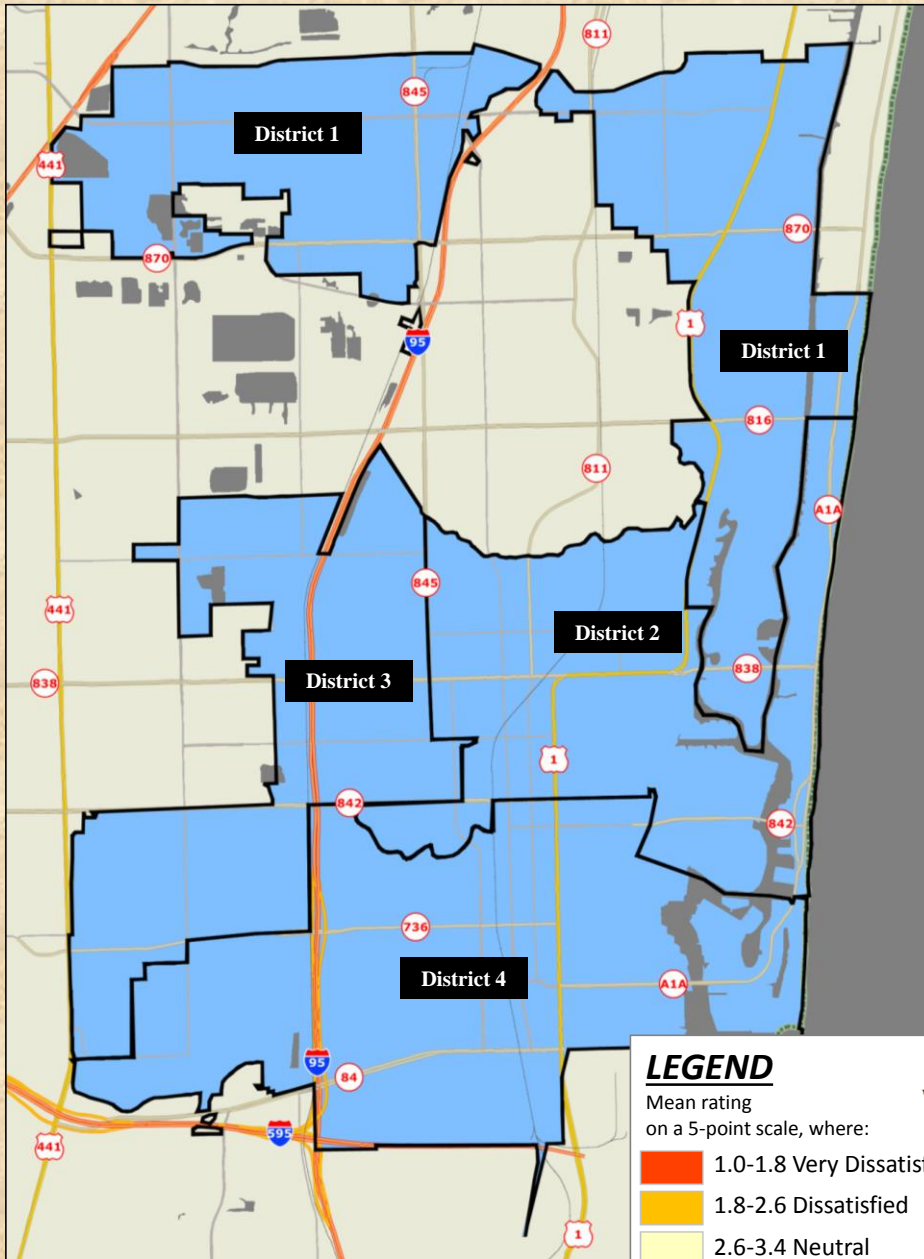
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q8c Satisfaction with how quickly police respond to 911 emergencies



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

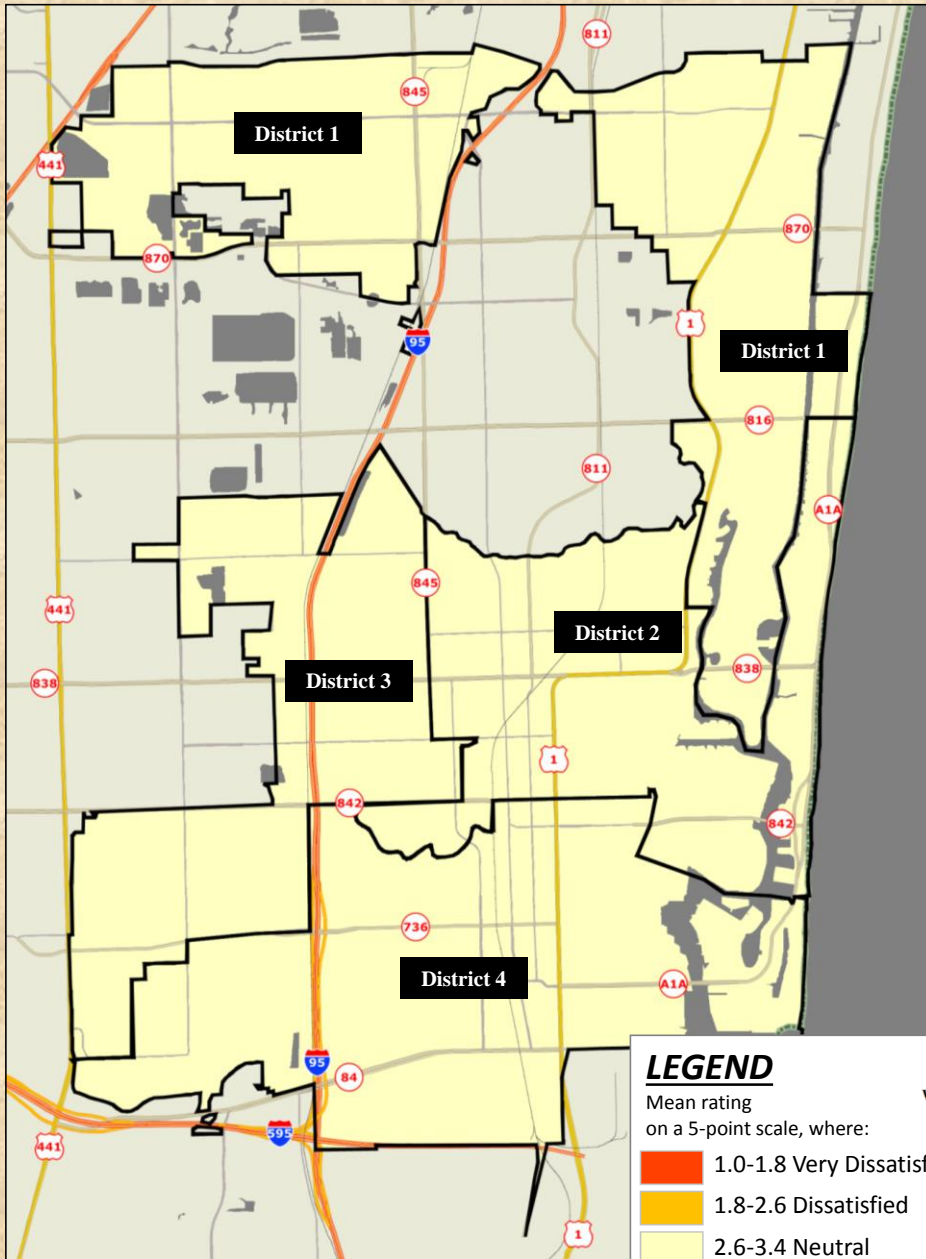
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q8d Satisfaction with the visibility of police in neighborhoods



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

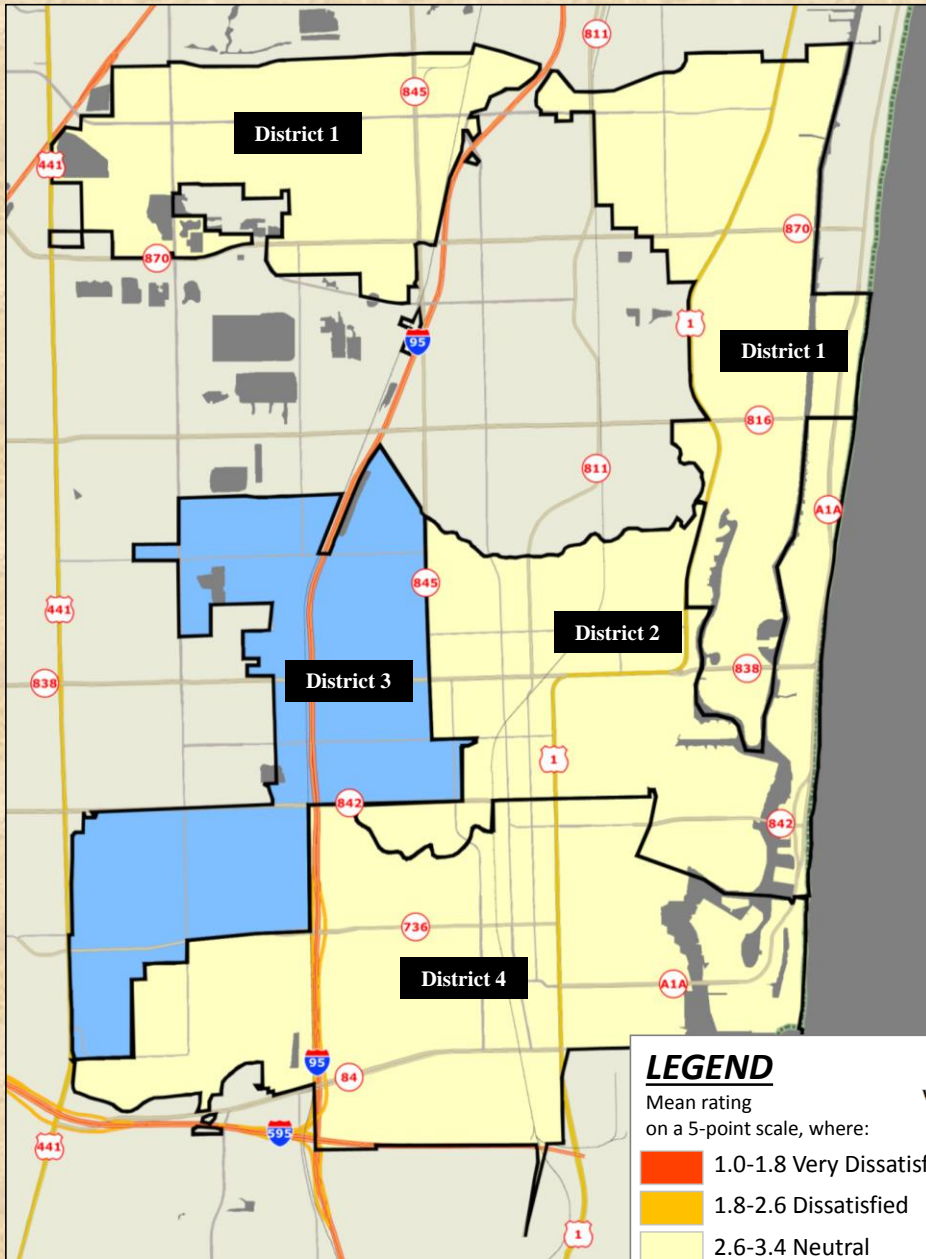
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q8e Satisfaction with the City's efforts to prevent crime



LEGEND

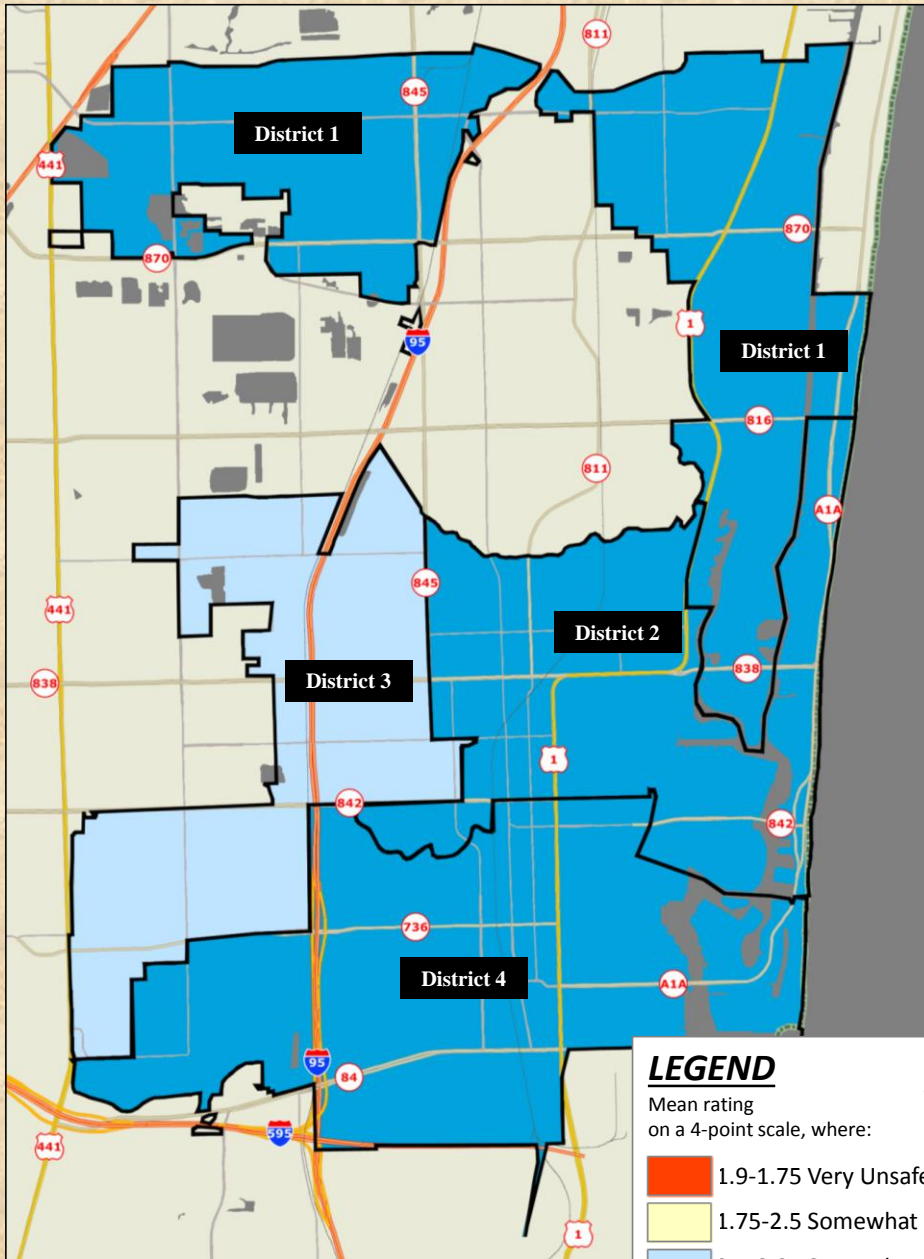
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q11a Feeling of safety walking in your neighborhood during the day



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

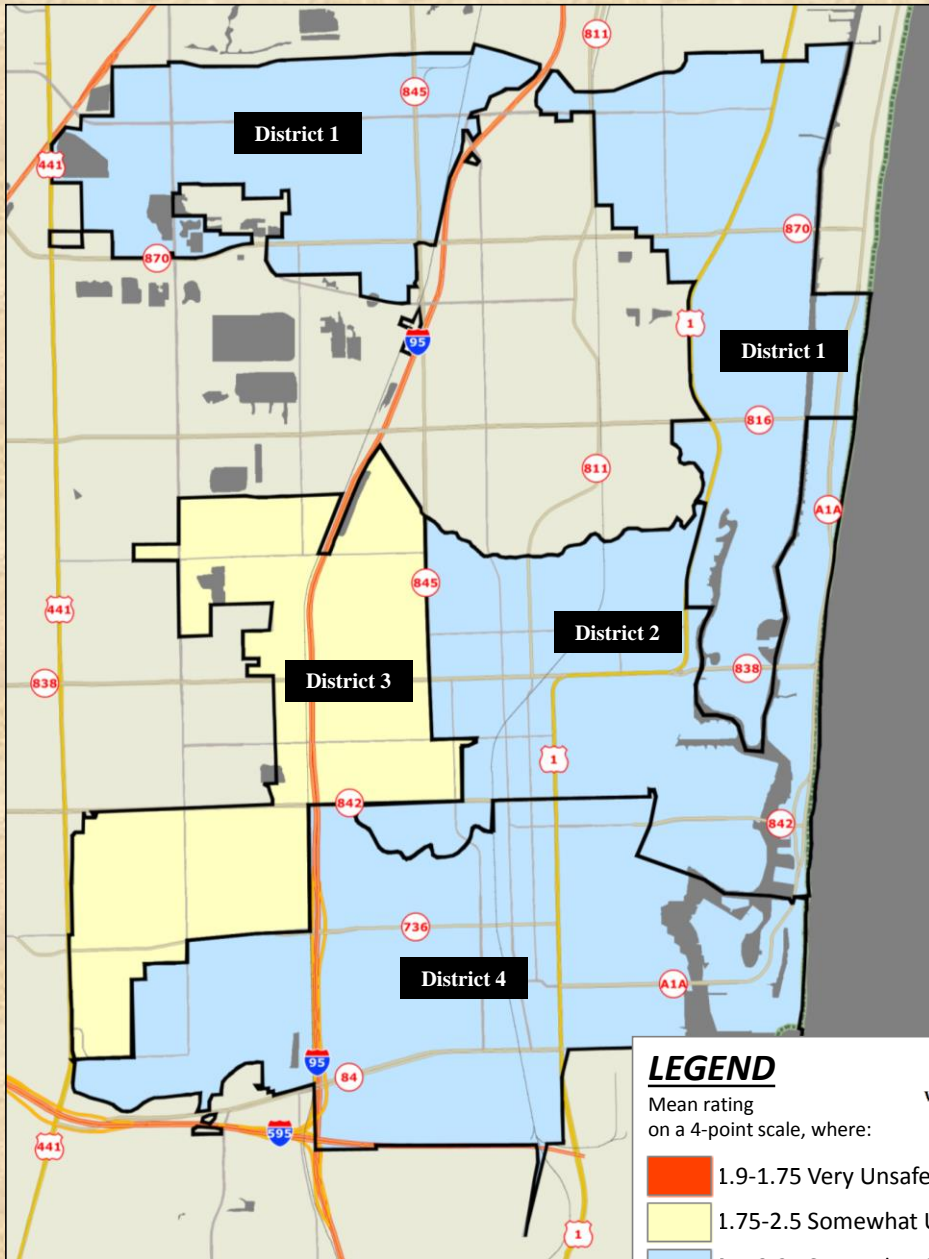
LEGEND

Mean rating on a 4-point scale, where:

- 1.9-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- Other (no responses)



Q11b Feeling of safety walking in your neighborhood at night



LEGEND

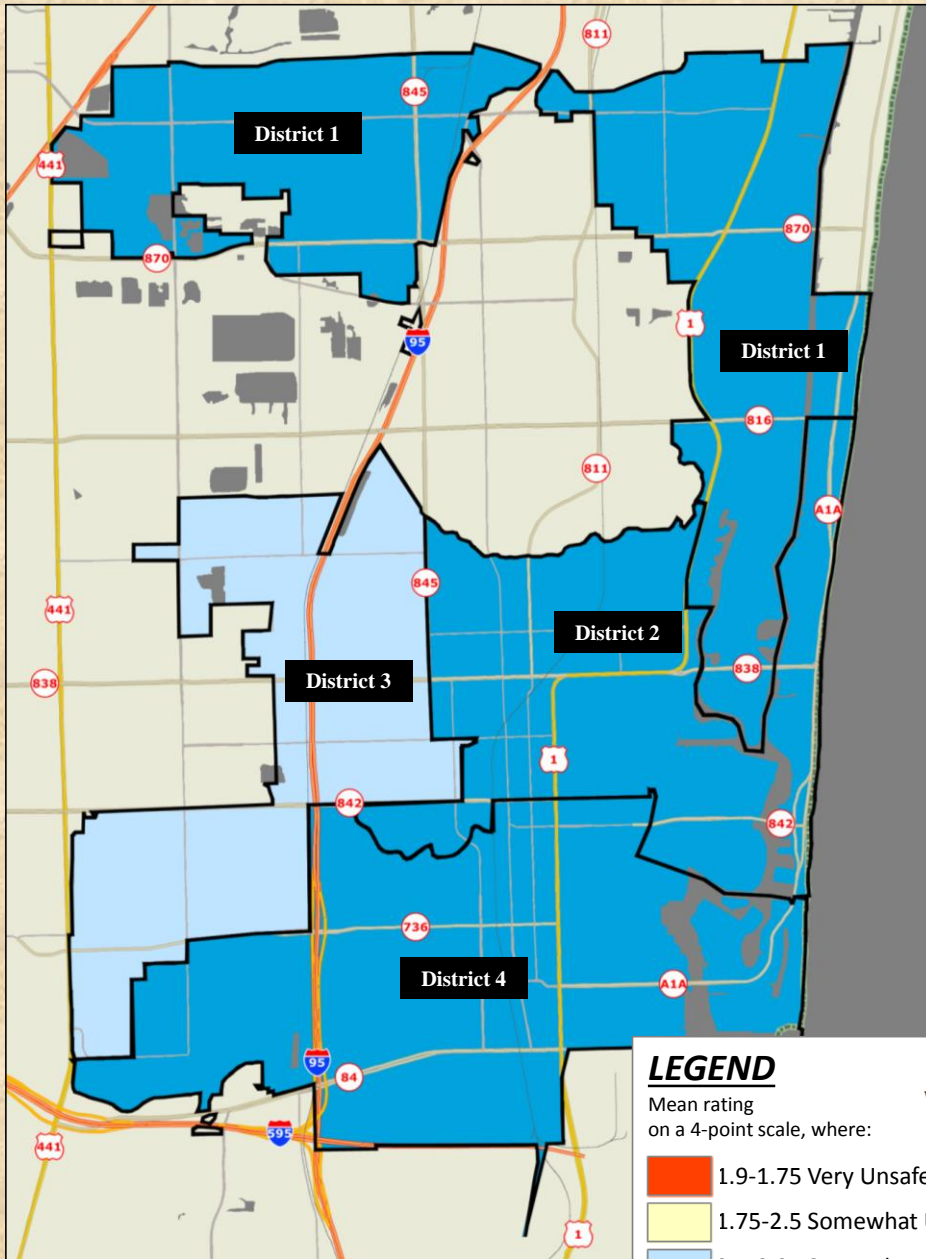
Mean rating on a 4-point scale, where:

- 1.9-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

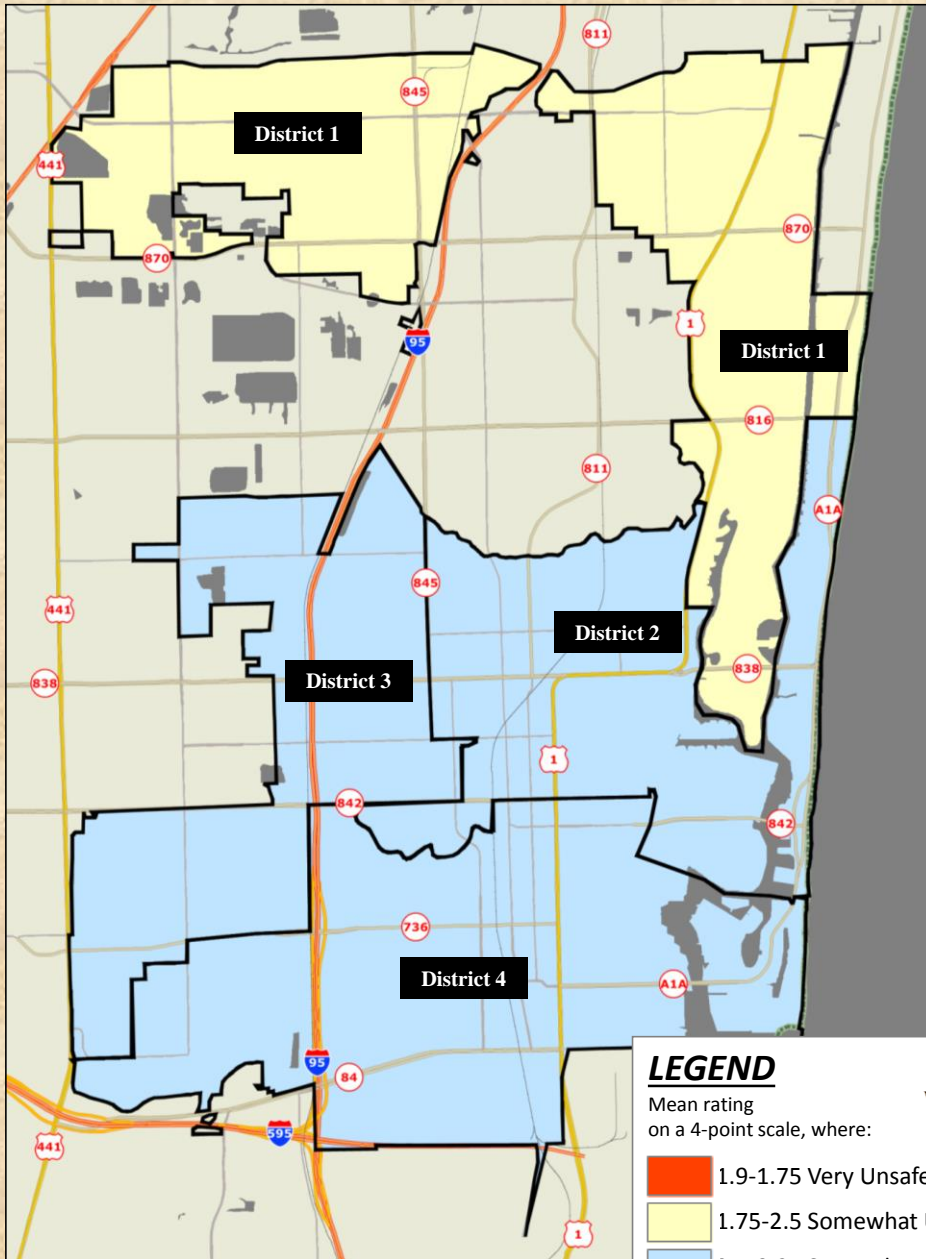
Q11c Feeling of safety in commercial/business areas during the day



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q11d Feeling of safety in commercial/business areas at night



LEGEND

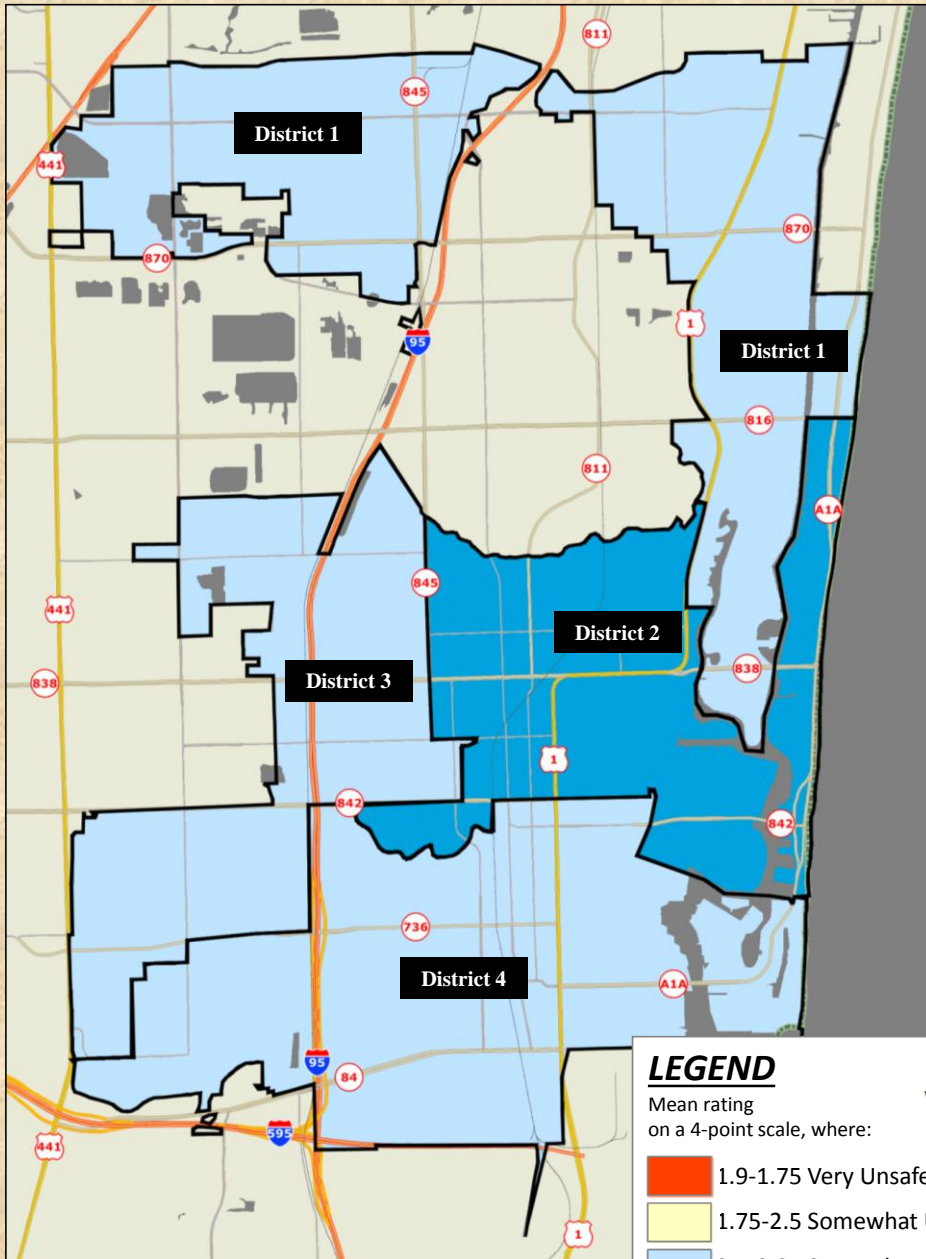
Mean rating on a 4-point scale, where:

- 1.9-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

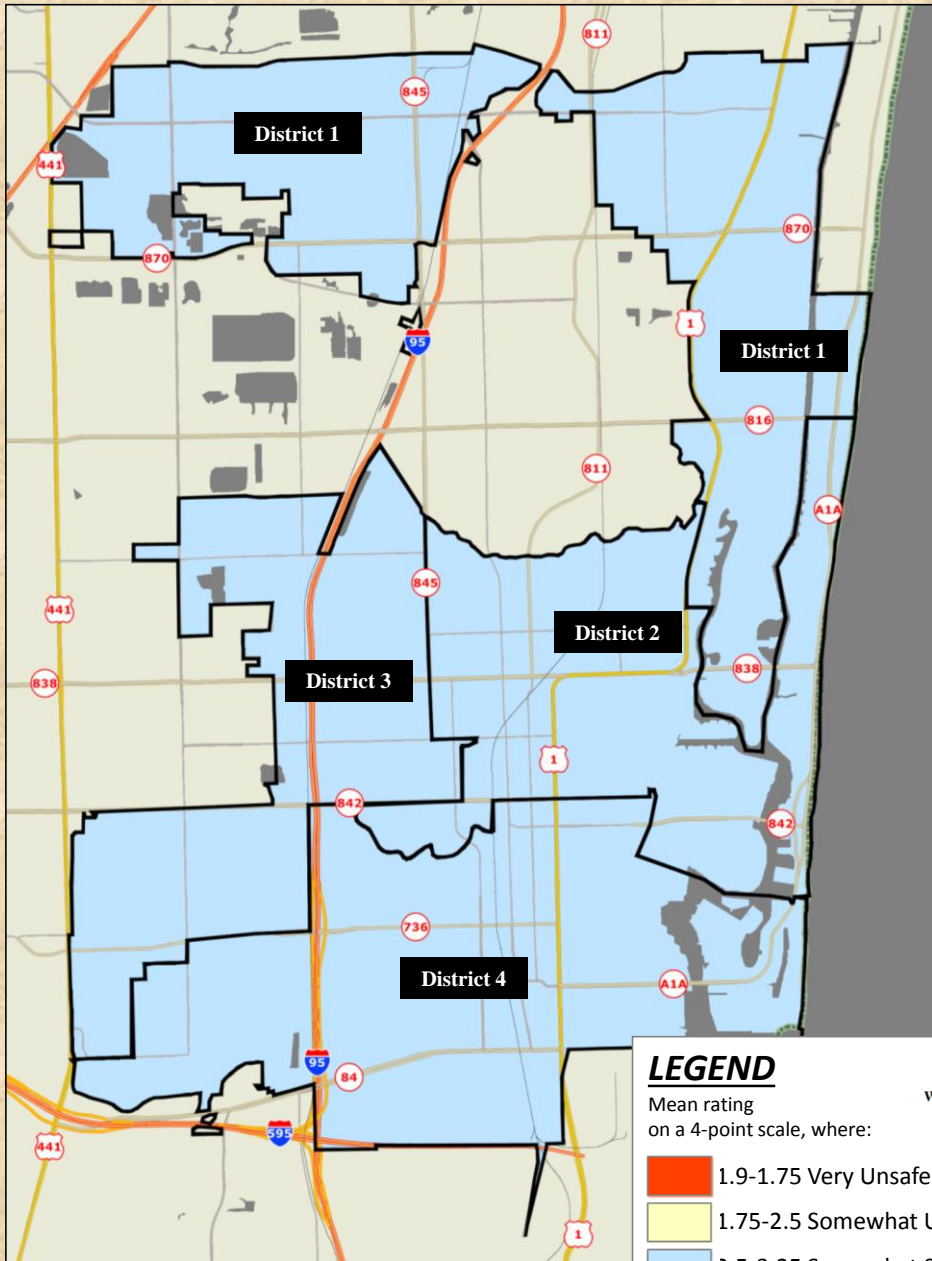
Q11e Feeling of safety along the beach corridor



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q11f Feeling of safety in the downtown entertainment area



LEGEND

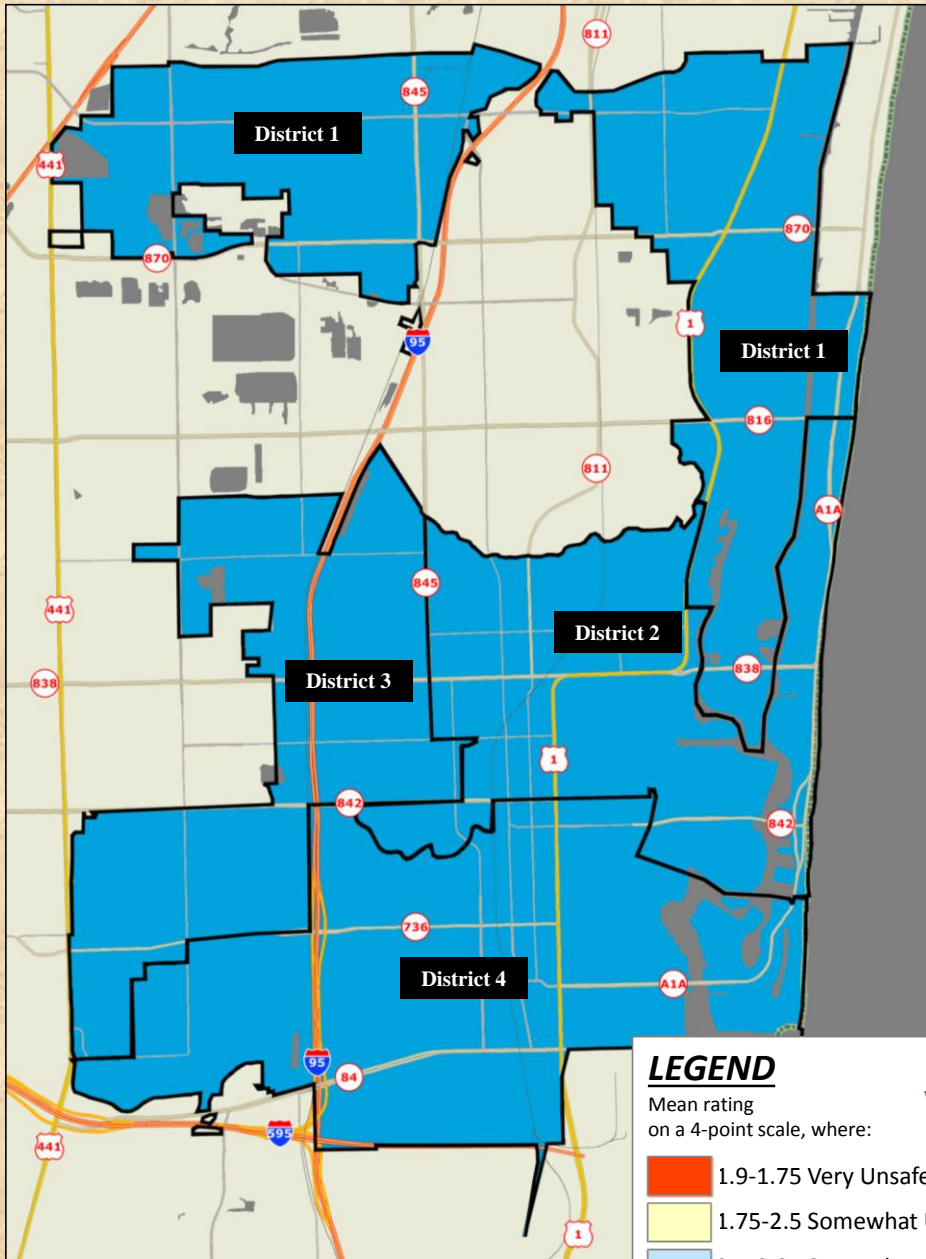
Mean rating on a 4-point scale, where:

- 1.9-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q11g Feeling of safety at special events



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

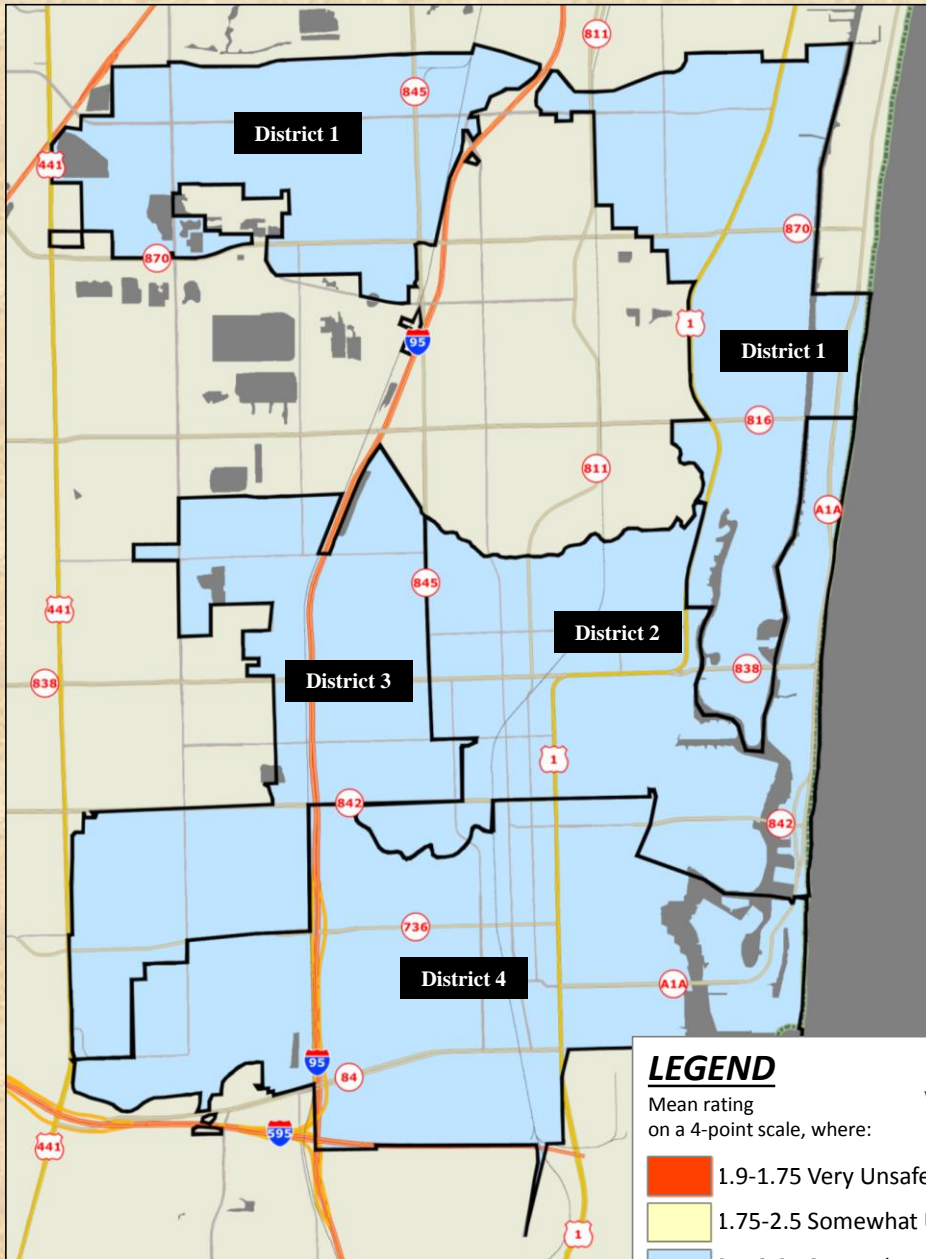
LEGEND

Mean rating on a 4-point scale, where:

- 1.9-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- Other (no responses)



Q11h Feeling of safety in City parks



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

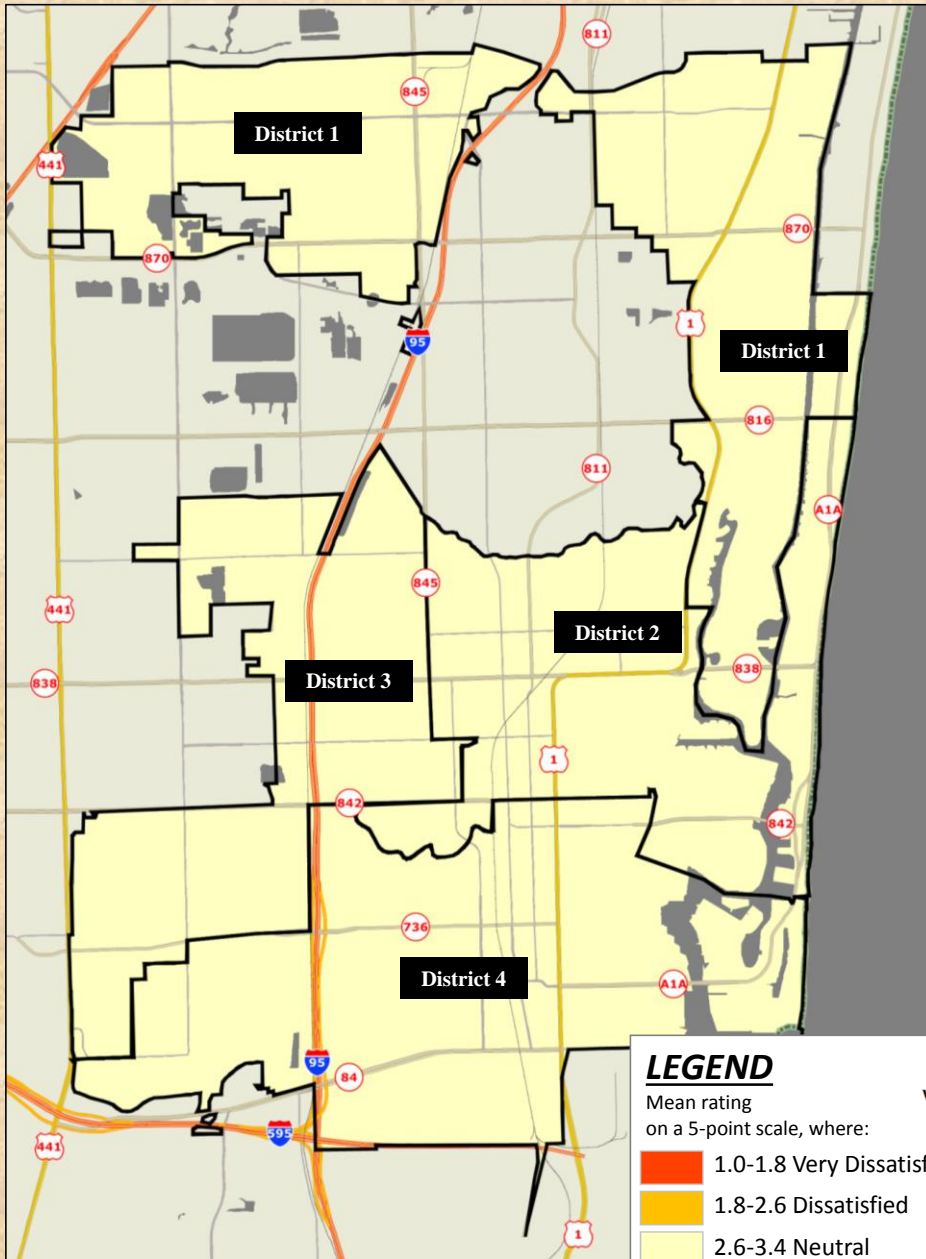
LEGEND

Mean rating on a 4-point scale, where:

- 1.9-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- Other (no responses)



Q12a Satisfaction with enforcing the cleanup of litter and debris on private property



2013 City of Fort Lauderdale Neighbor Survey

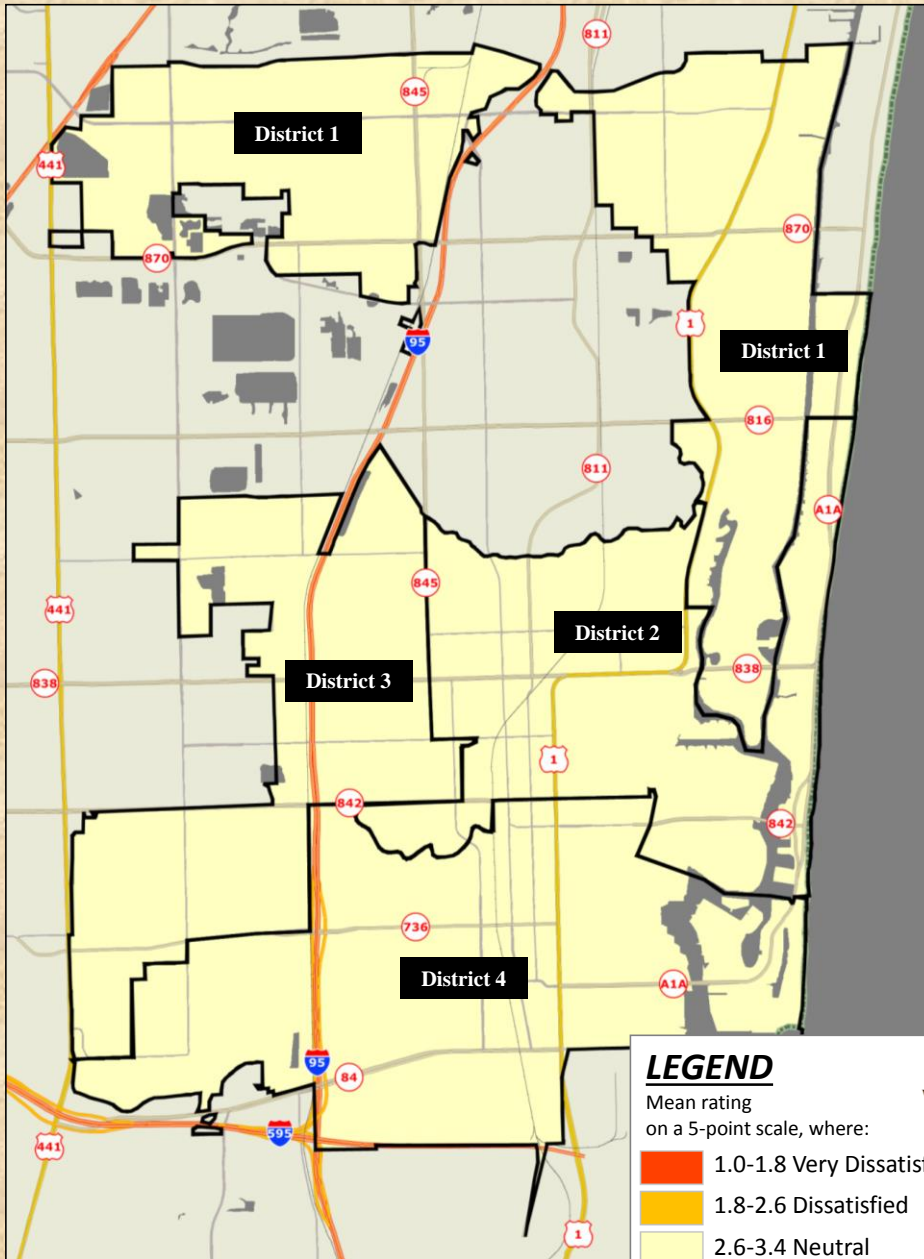
Shading reflects the mean rating for all respondents by District

LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
 - 1.8-2.6 Dissatisfied
 - 2.6-3.4 Neutral
 - 3.4-4.2 Satisfied
 - 4.2-5.0 Very Satisfied
 - Other (no responses)



Q12b Satisfaction with enforcing mowing and cutting of weeds and grass on private



LEGEND

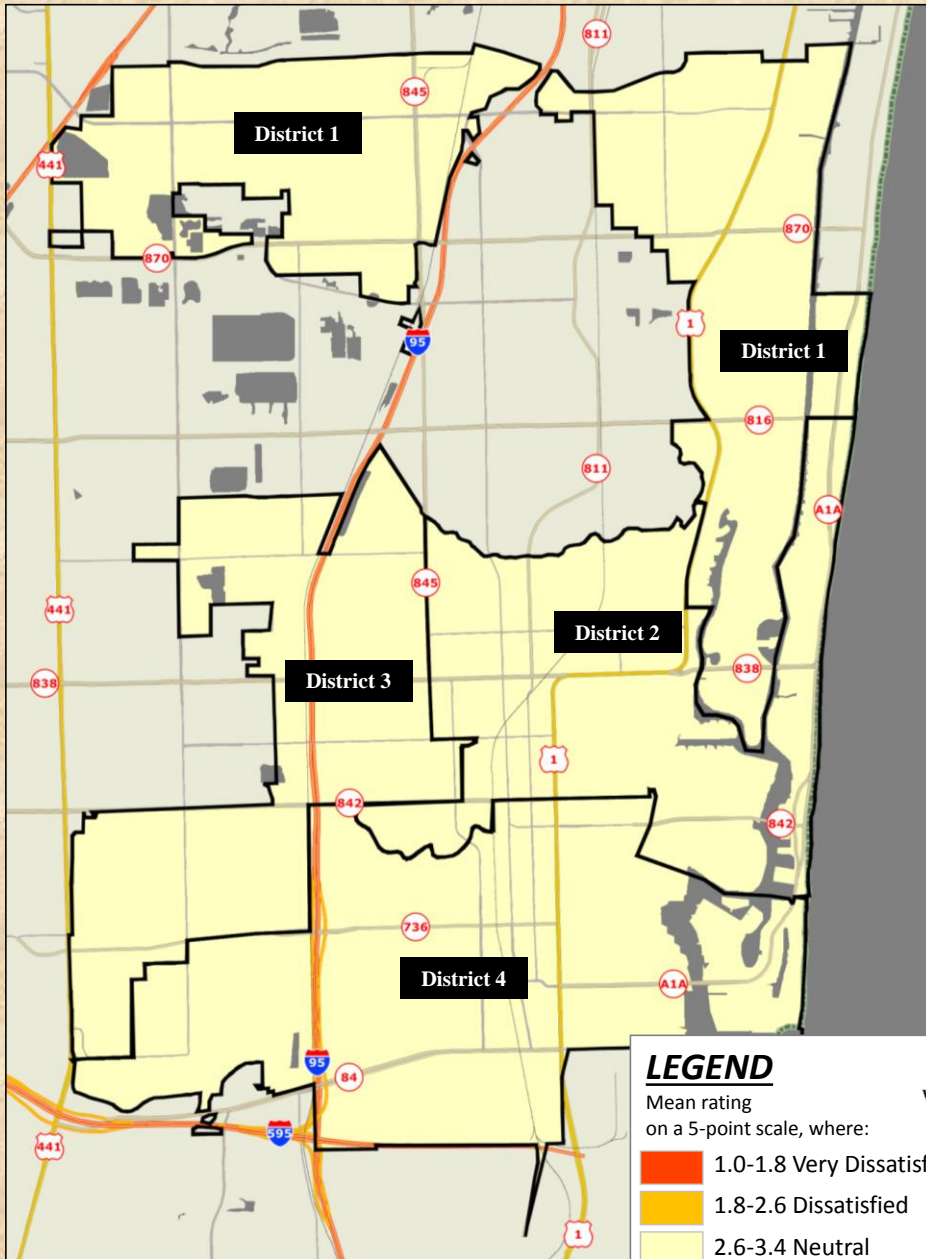
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q12c Satisfaction with enforcing the maintenance of residential property



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

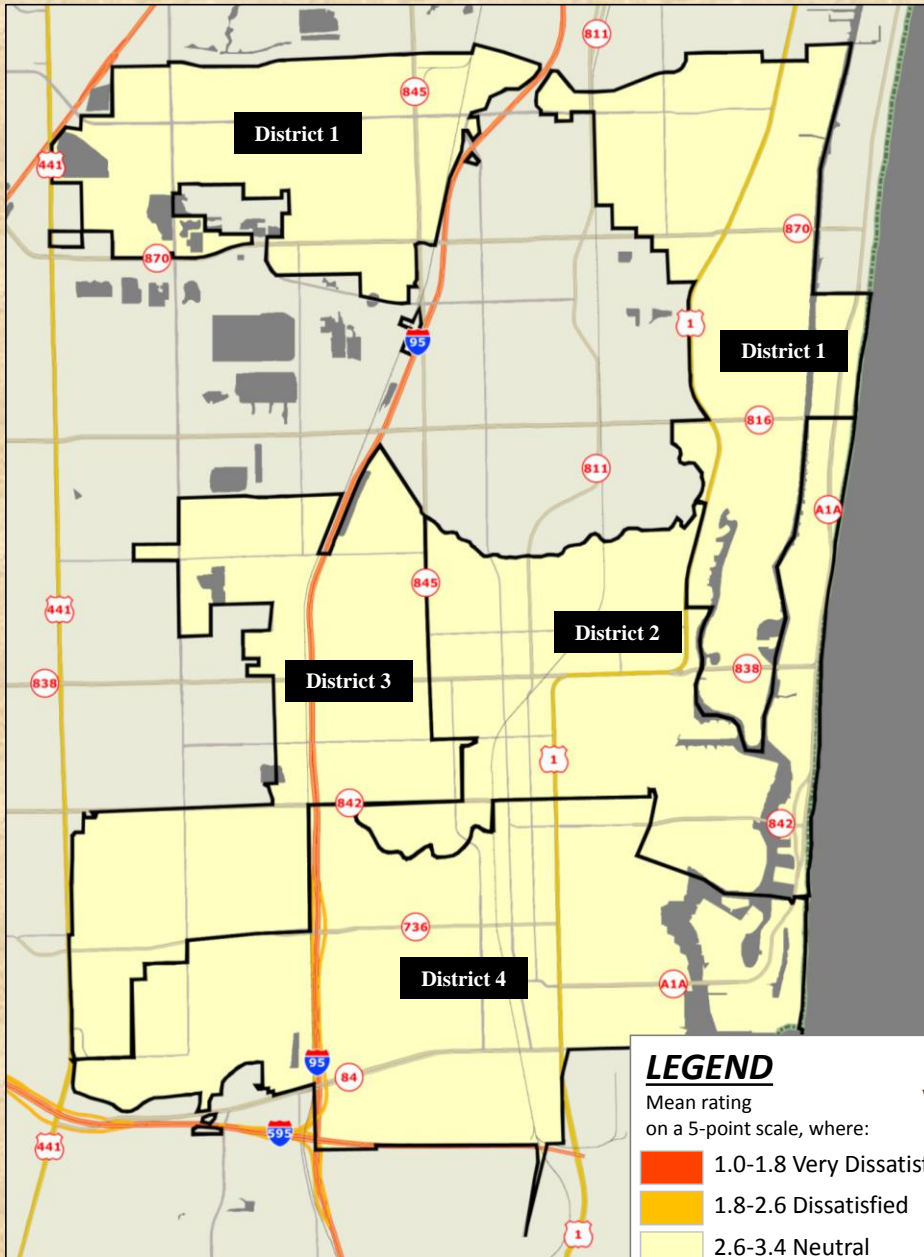
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q12d Satisfaction with enforcing maintenance of business property



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

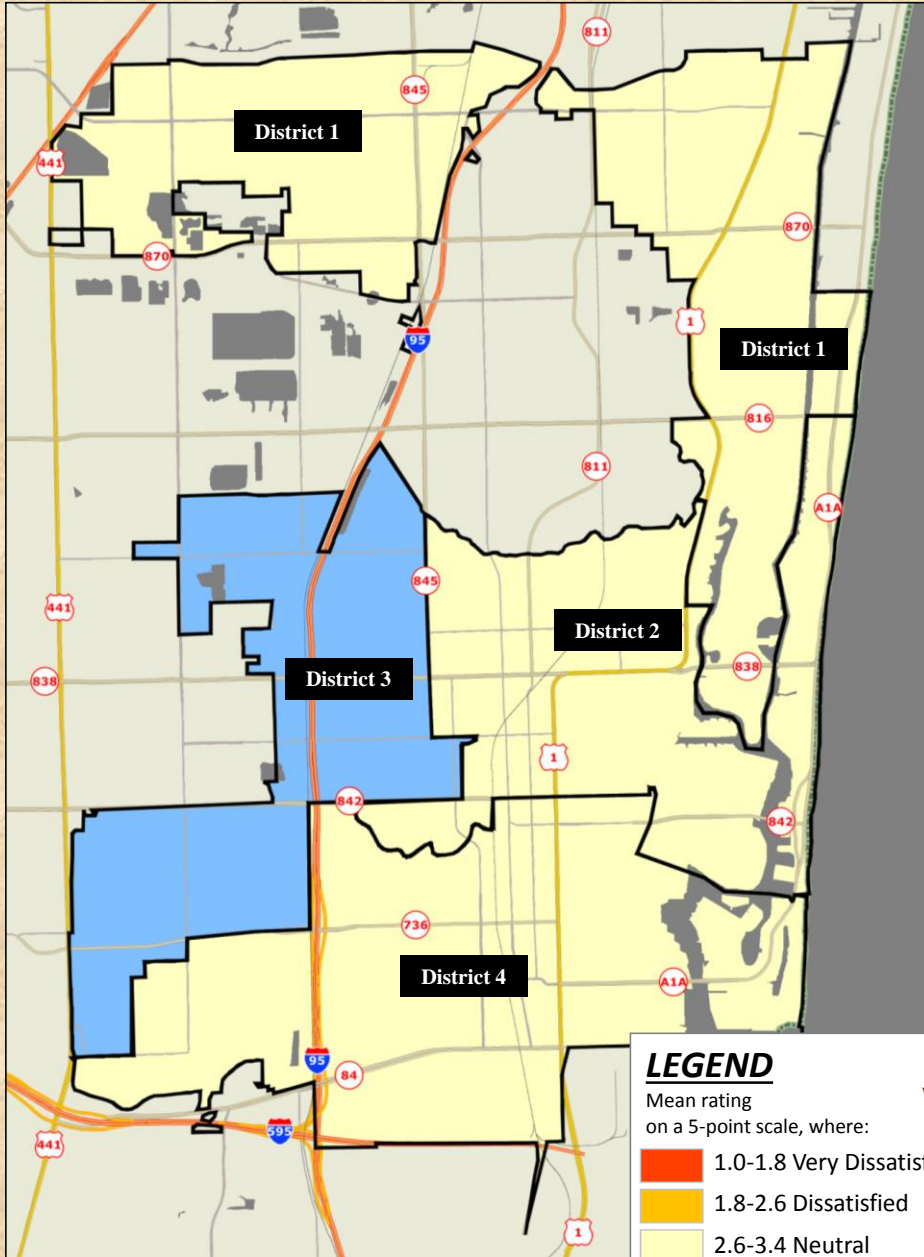
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



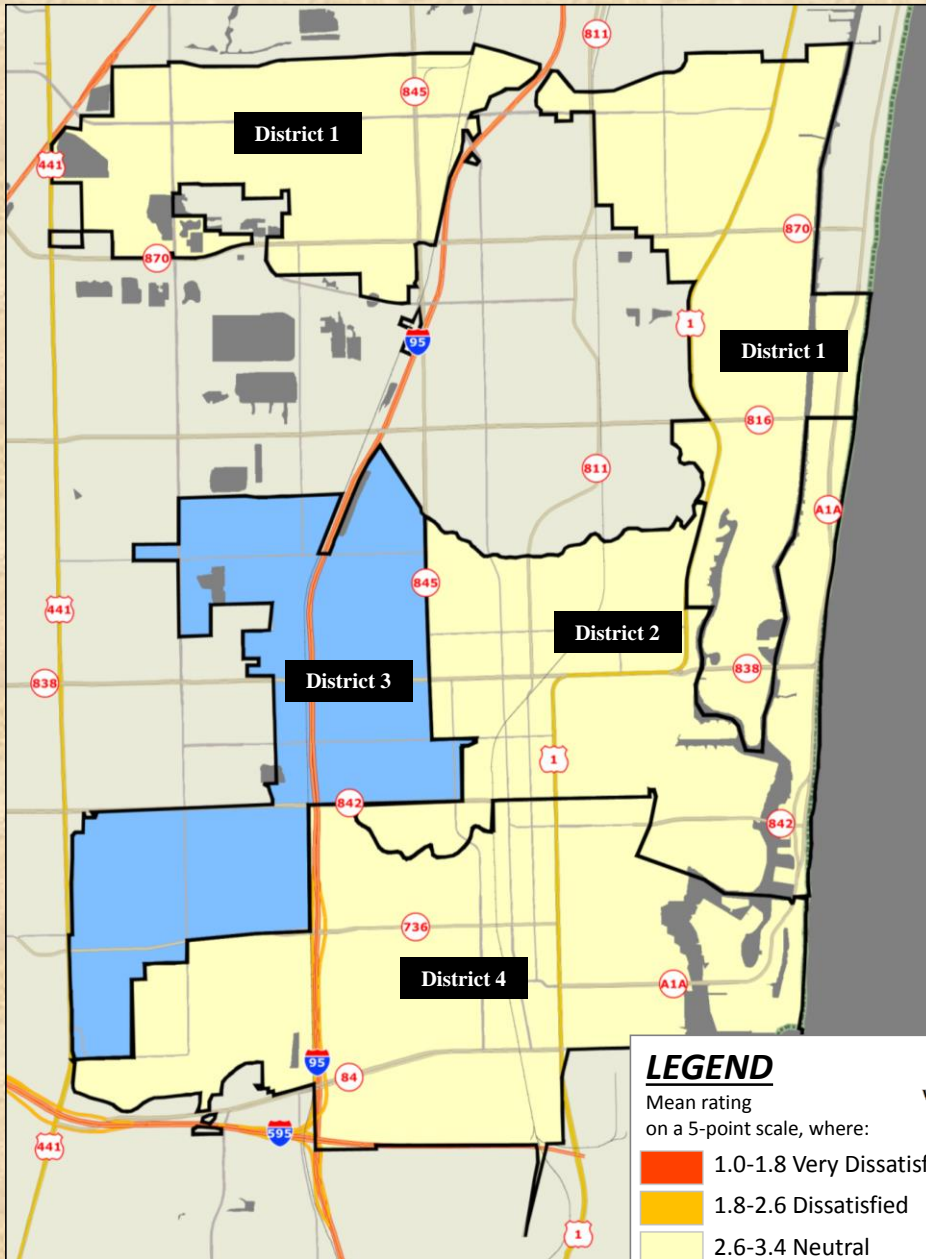
Q13a Satisfaction with the process for obtaining permits for construction or renovation



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

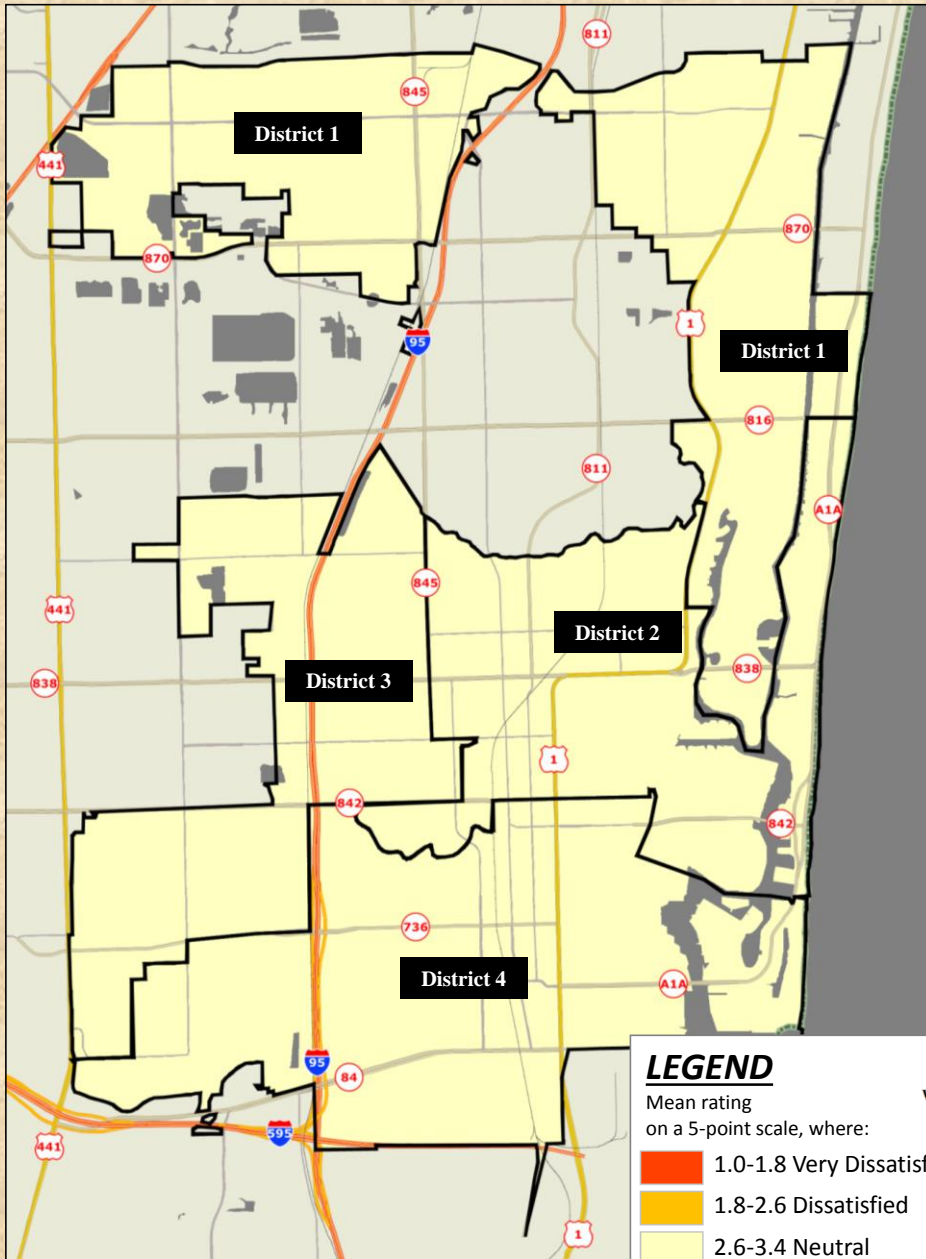
Q13b Satisfaction with the process for conducting inspections for construction or renovation



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q13c Satisfaction with the effectiveness of City efforts to revitalize low-income areas



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

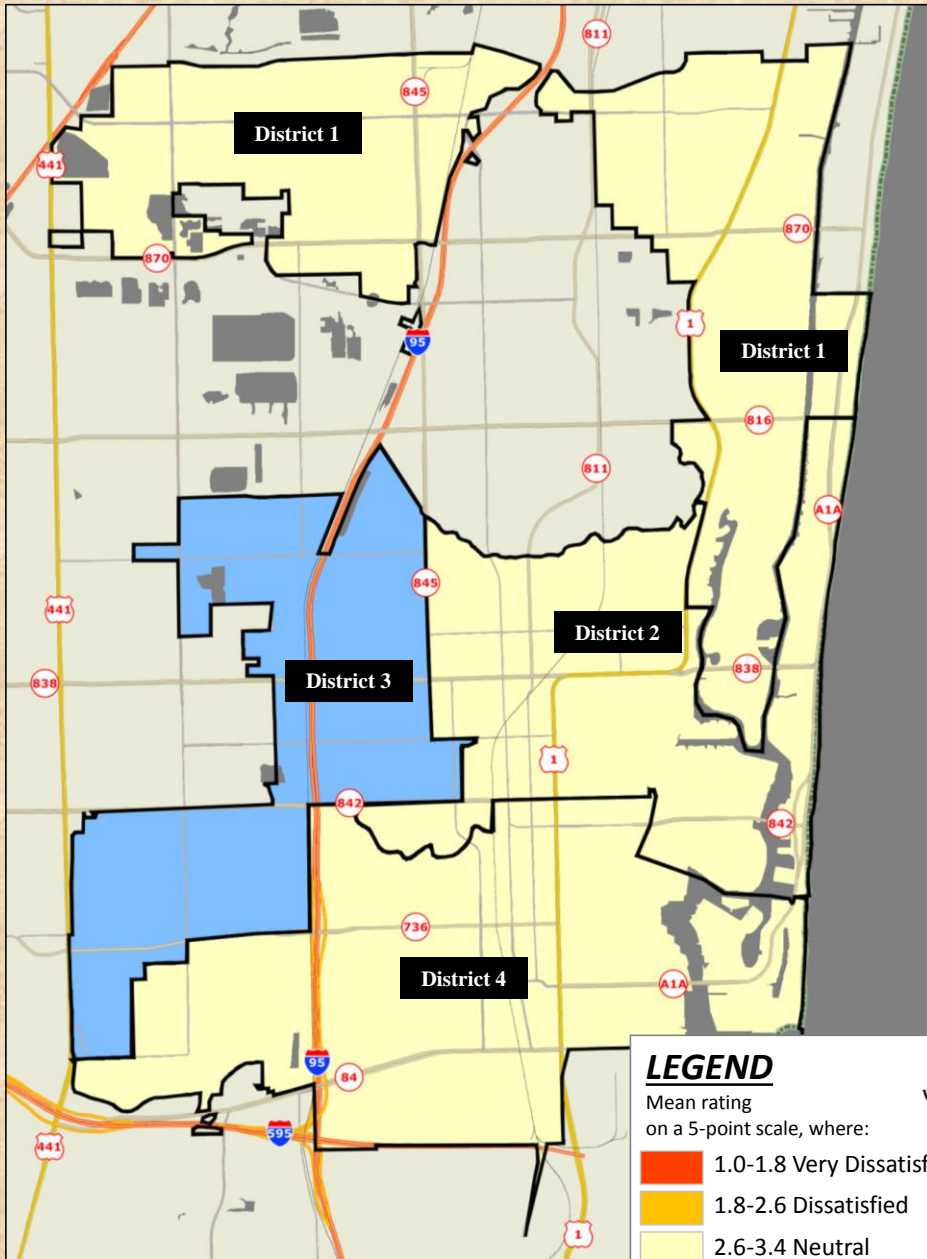
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



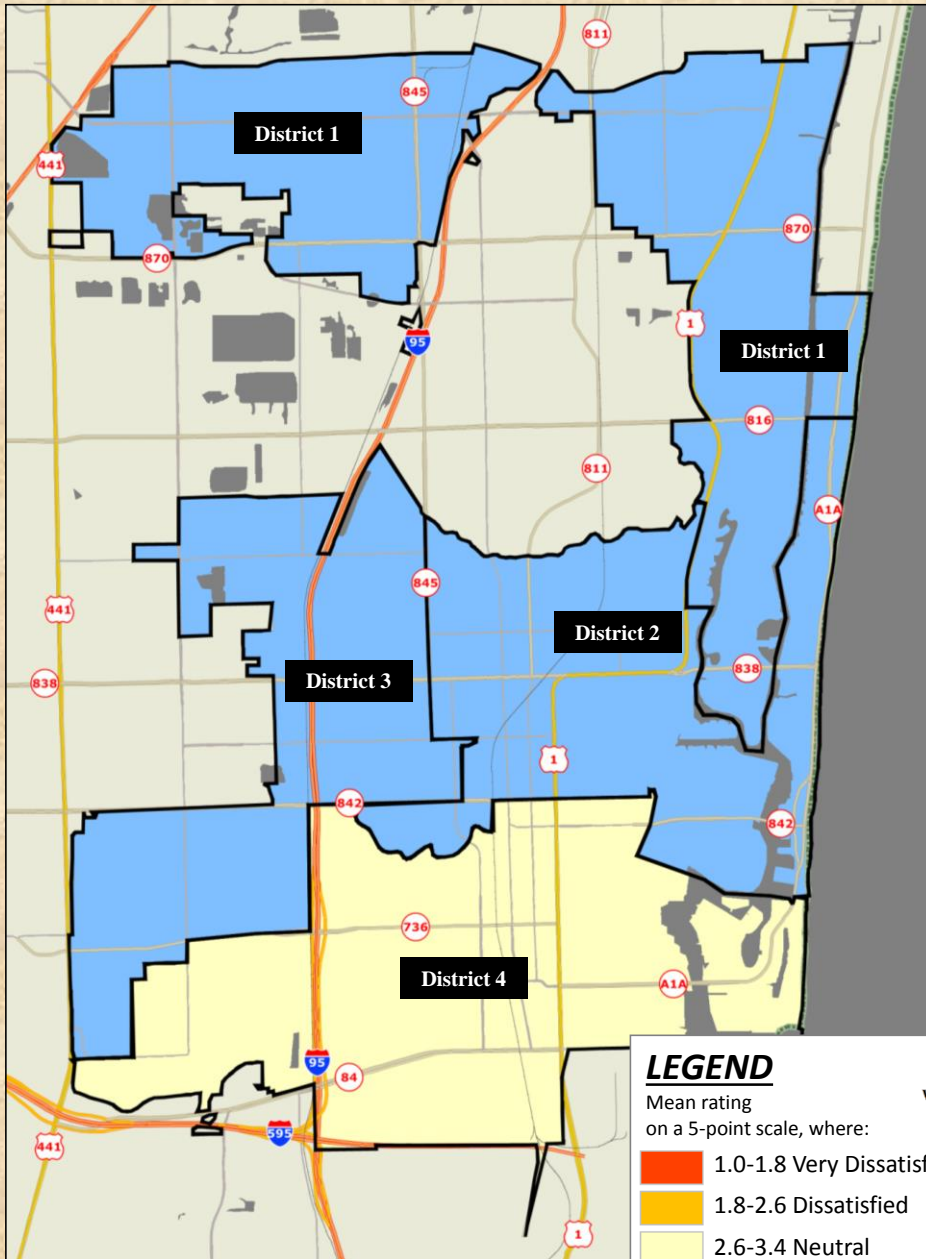
Q13d Satisfaction with City support for use of sustainable construction



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q13e Satisfaction with City support of the preservation of historic buildings in the City



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

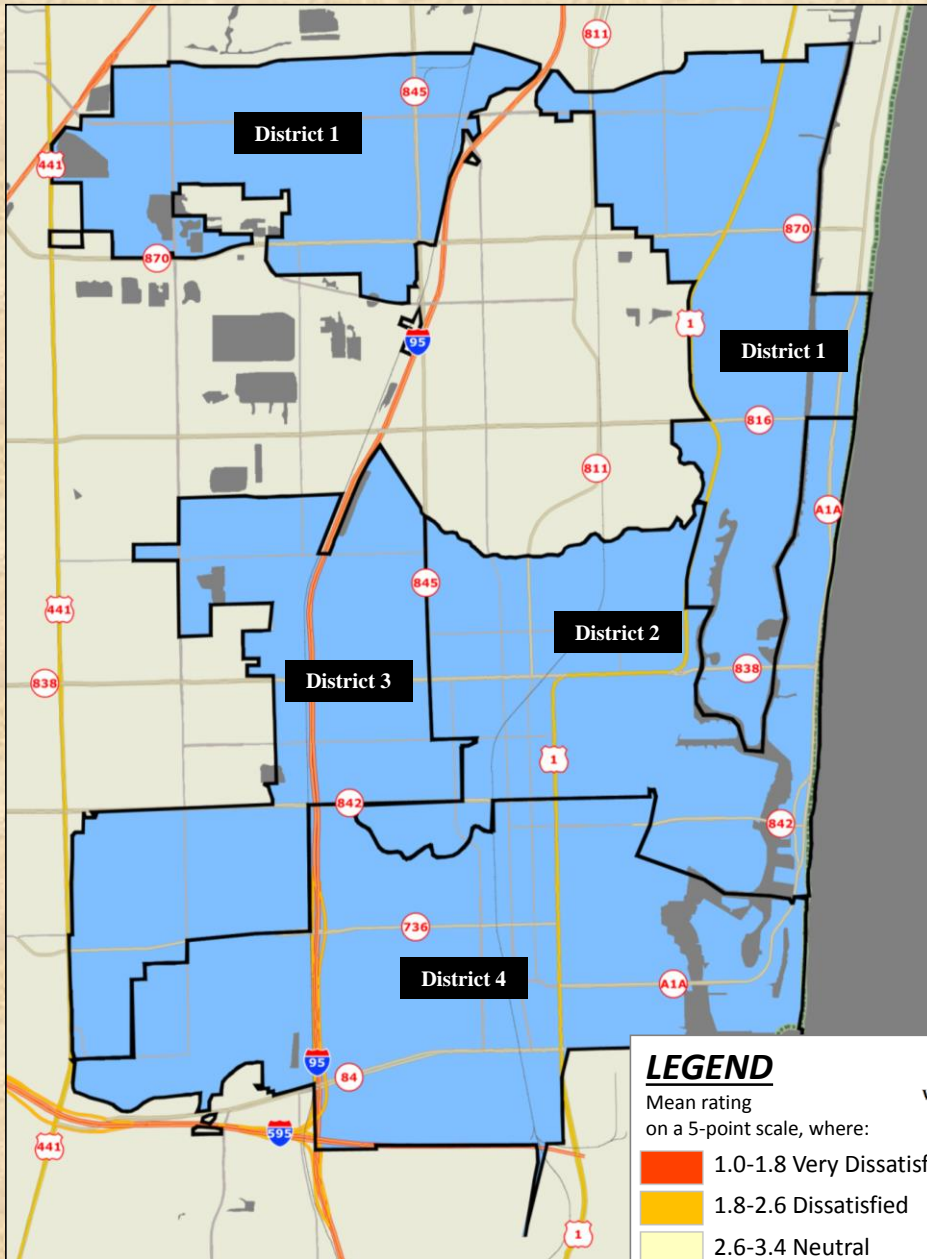
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q14a Satisfaction with the maintenance of City parks



LEGEND

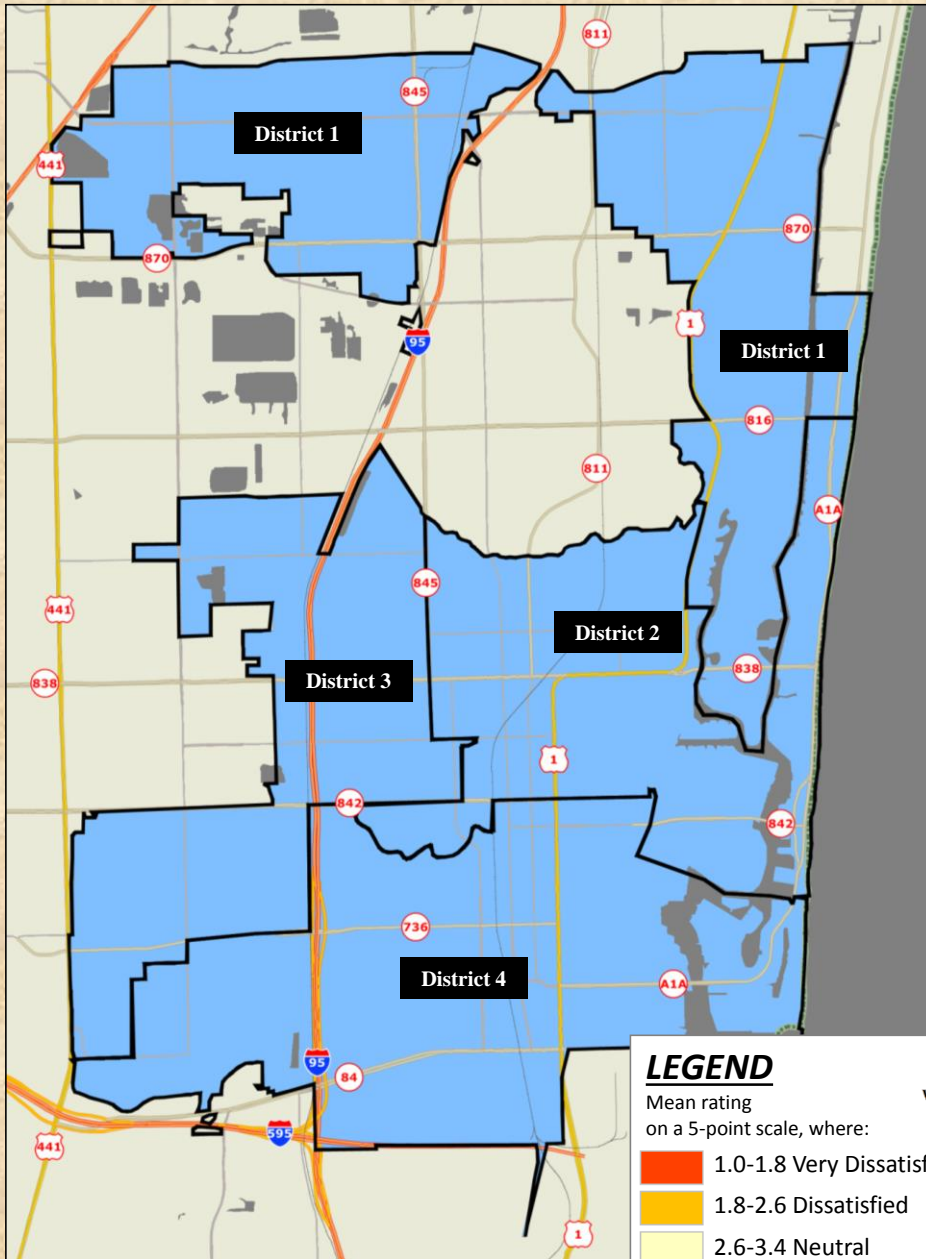
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

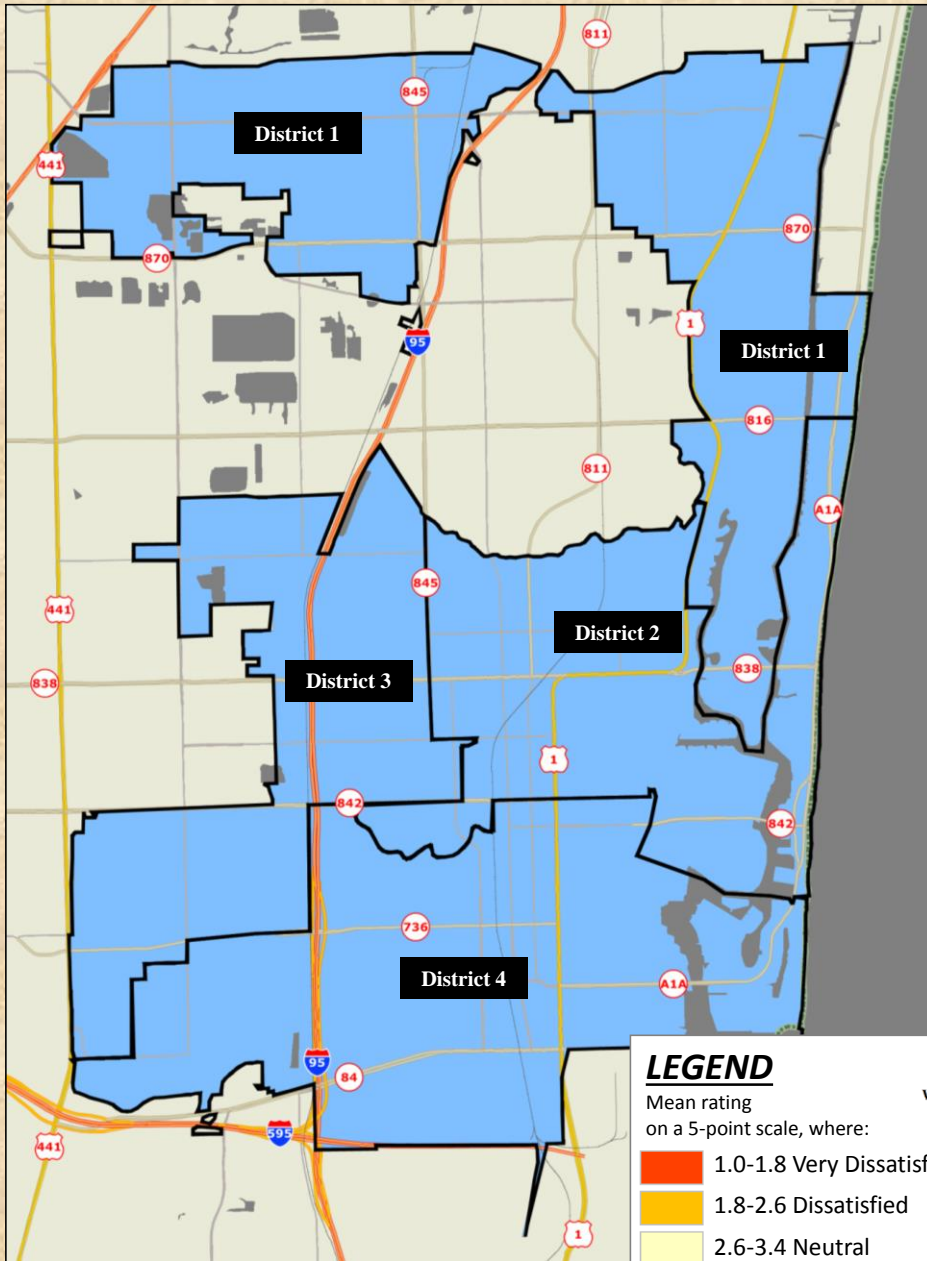
Q14b Satisfaction with the proximity of your home to City parks



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q14c Satisfaction with the quality of athletic fields



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

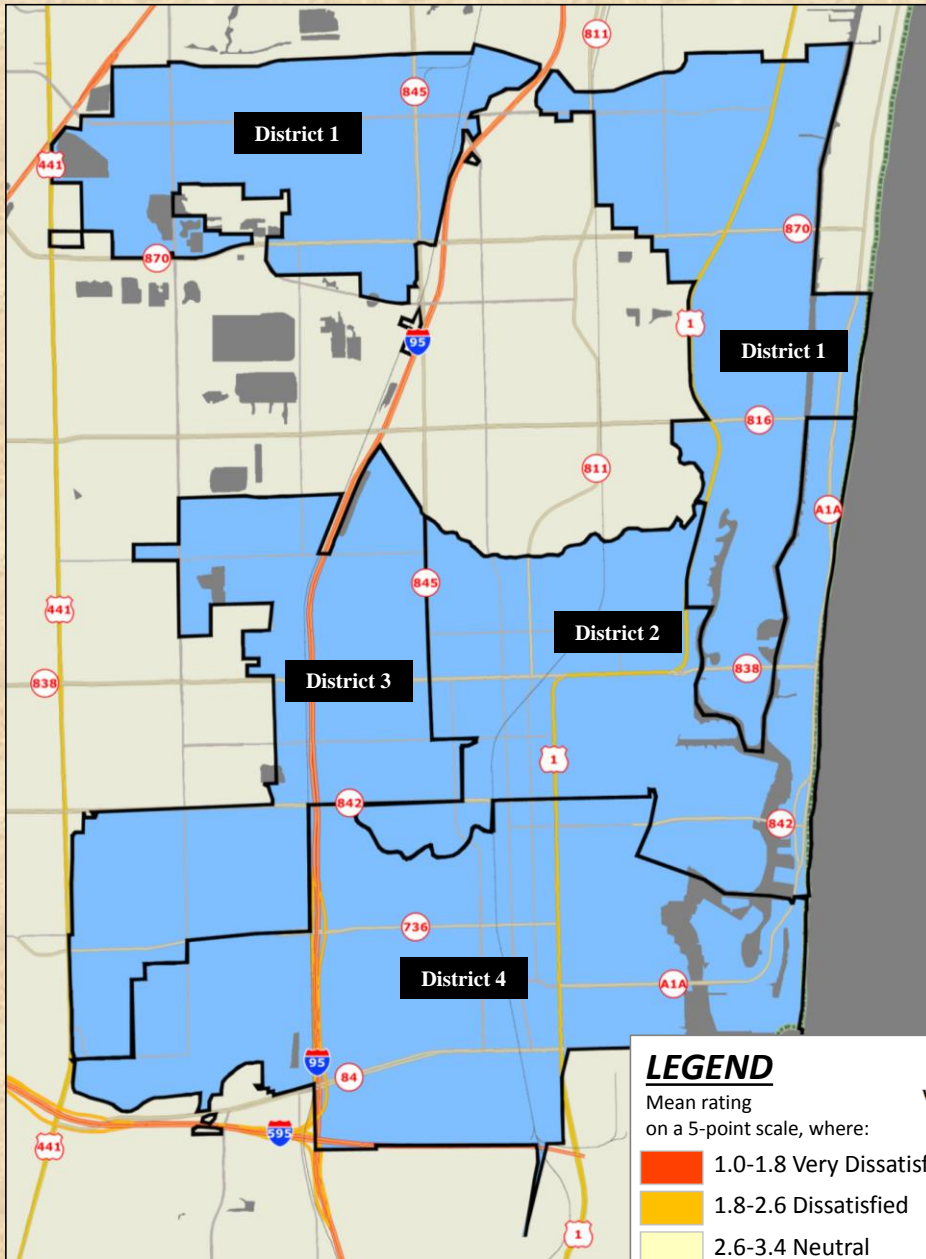
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



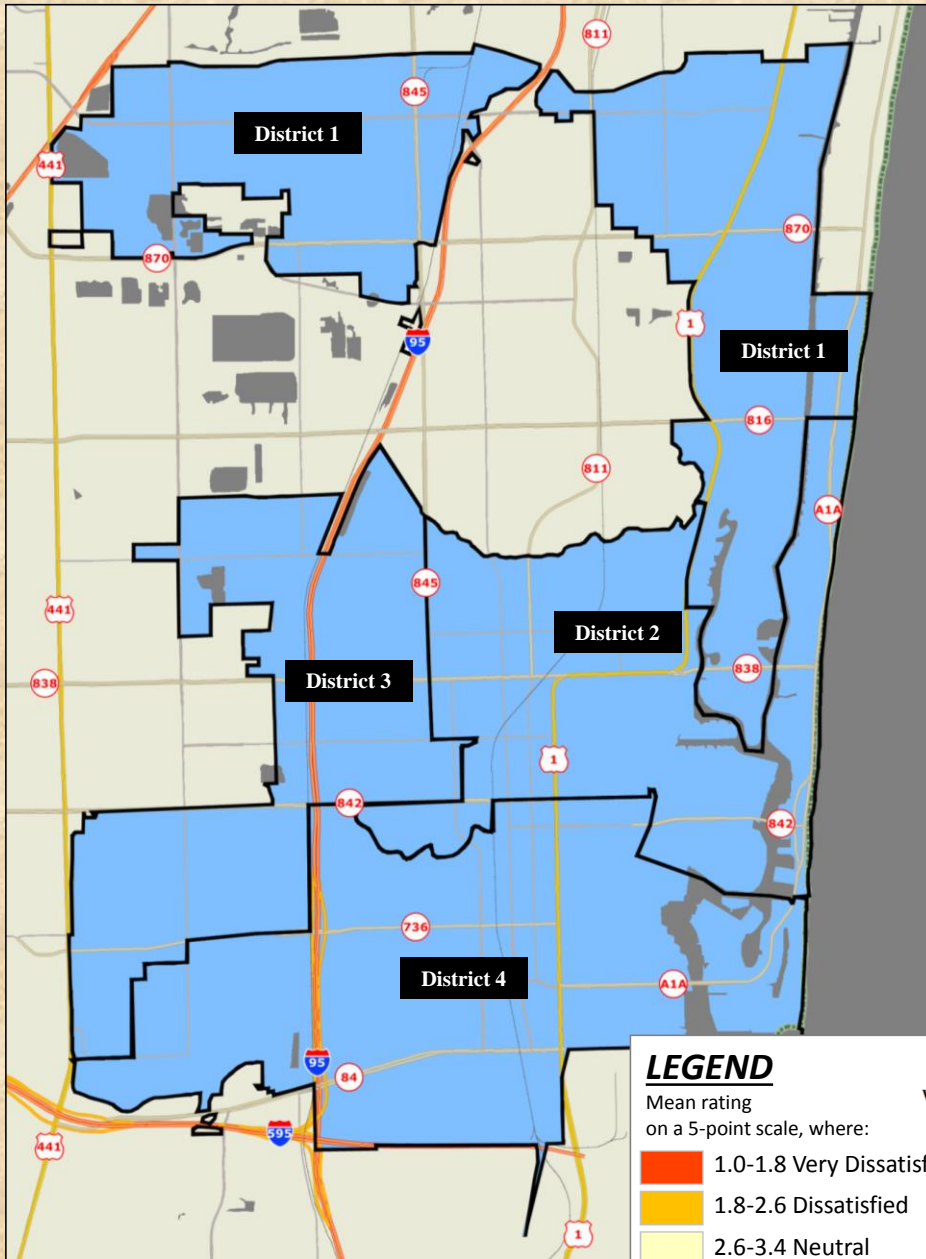
Q14d Satisfaction with the quantity of athletic fields



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q14e Satisfaction with the availability of information about City parks and recreation programs



LEGEND

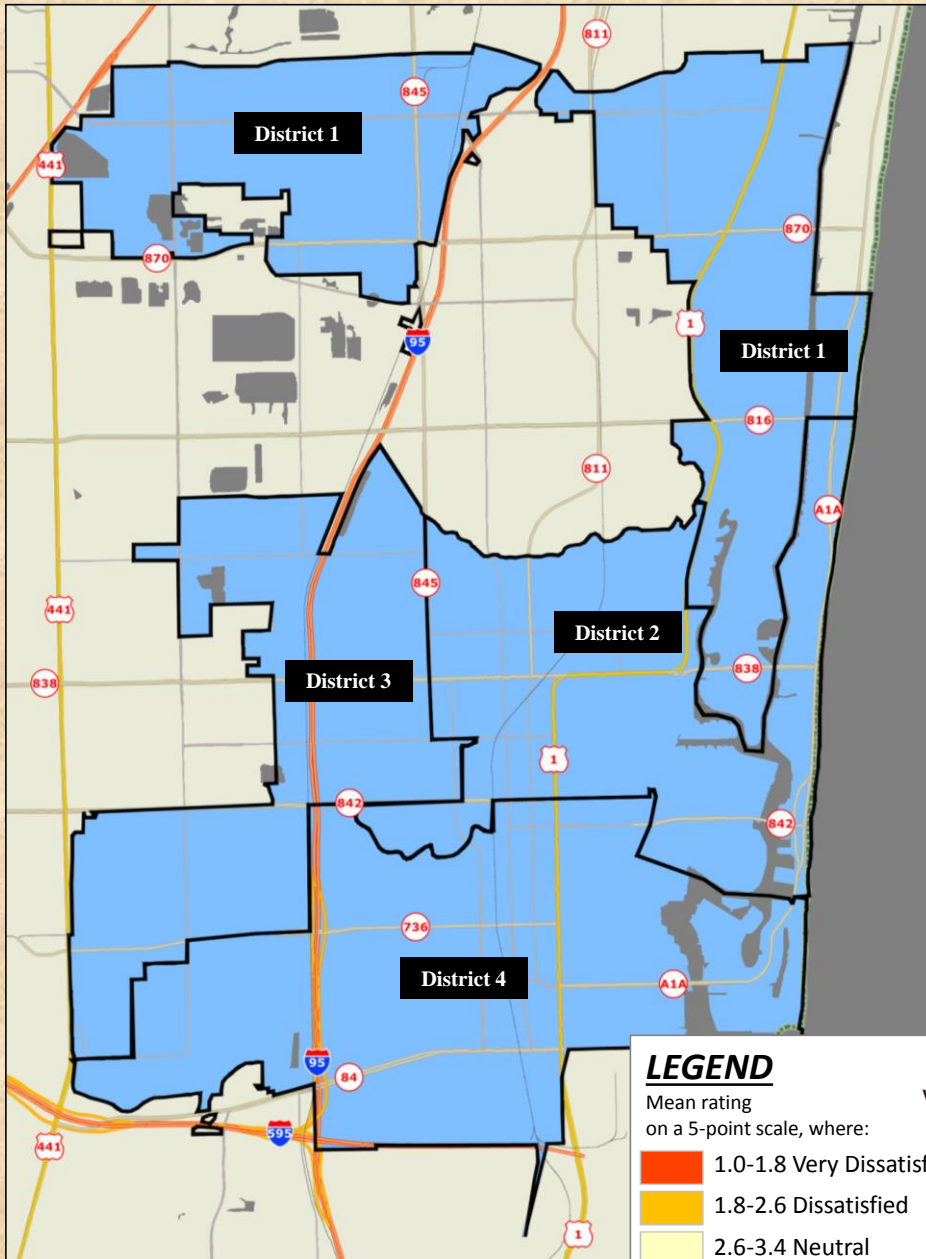
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

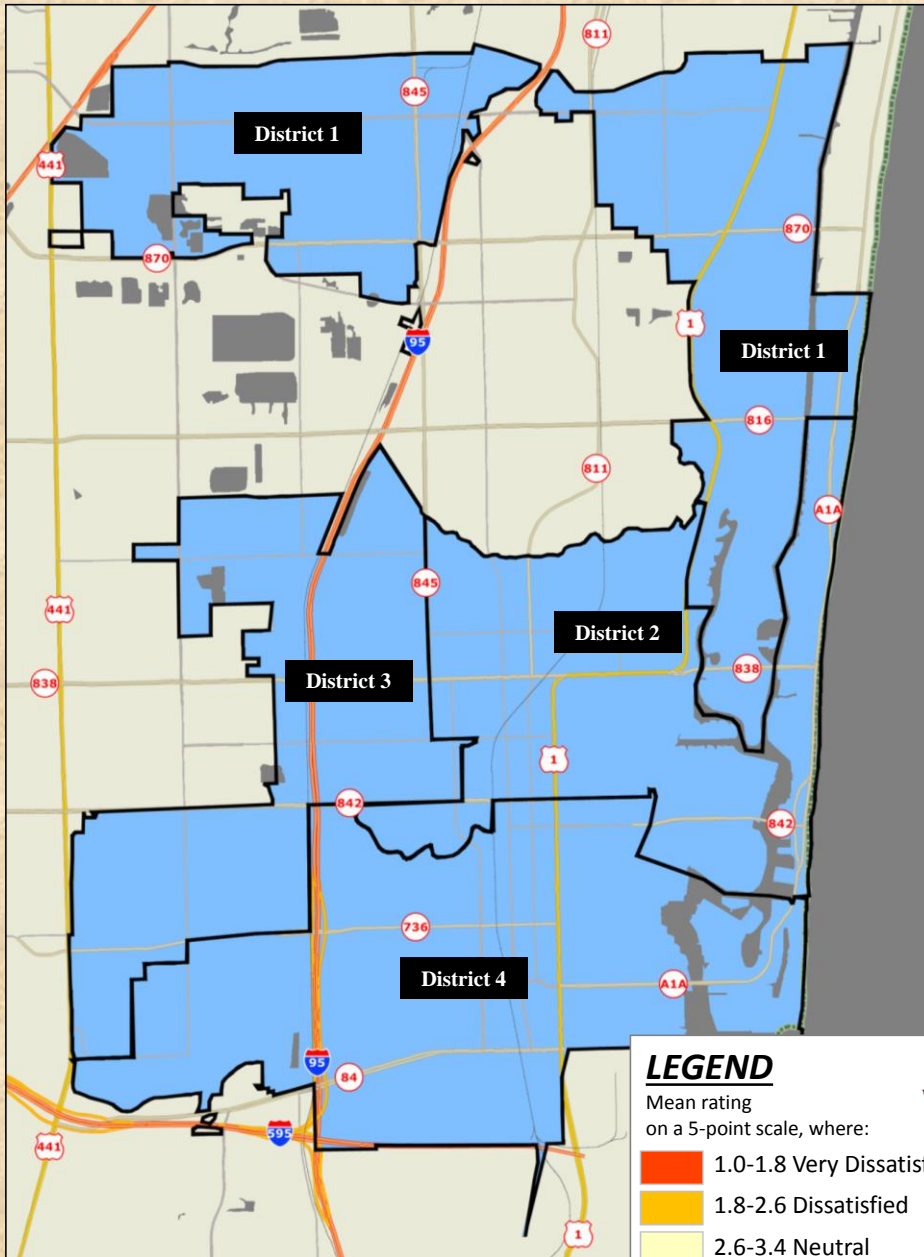
Q14f Satisfaction with the variety of parks programs



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q14g Satisfaction with the cost of parks programs and facility fees



LEGEND

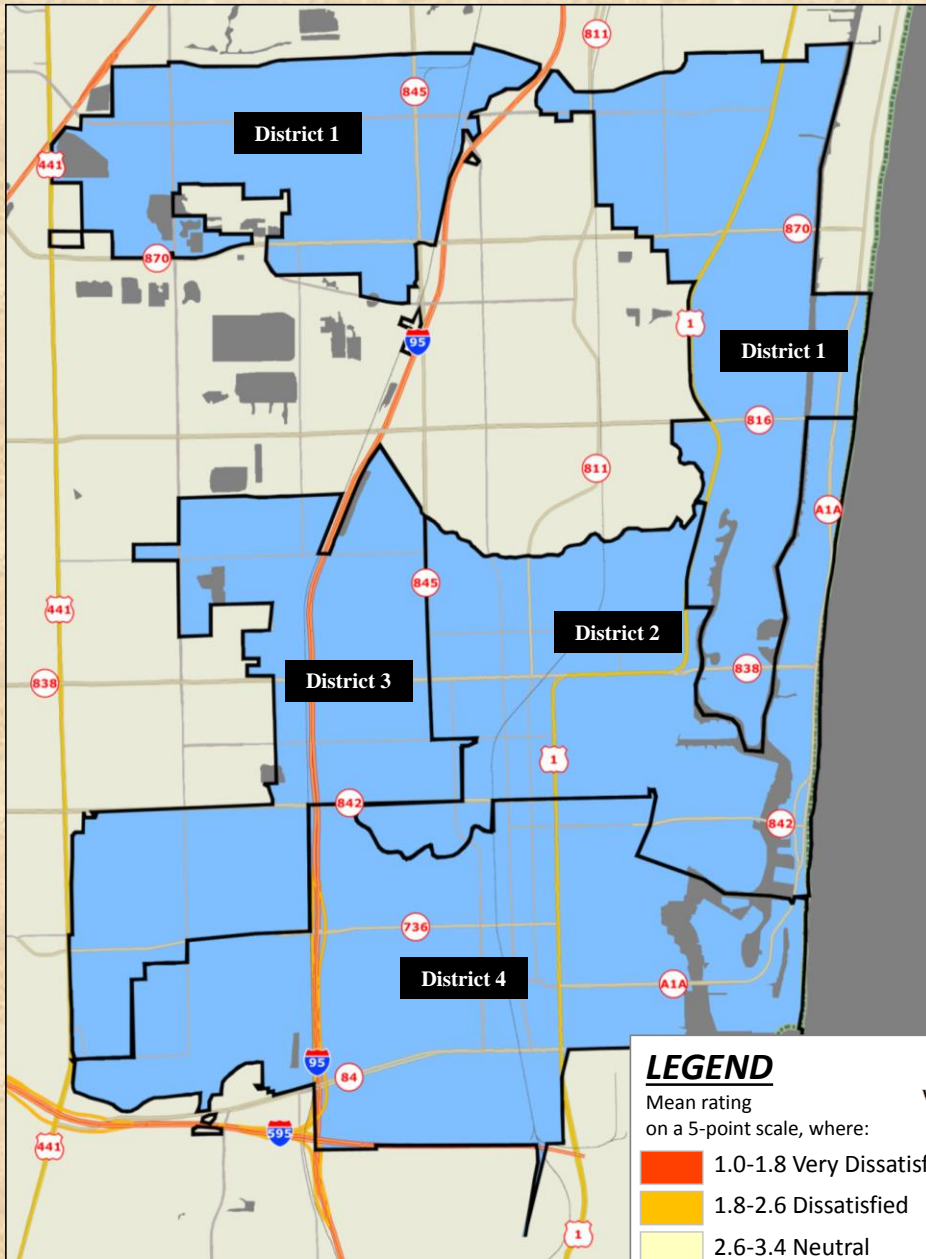
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q14h Satisfaction with the City youth athletic programs



LEGEND

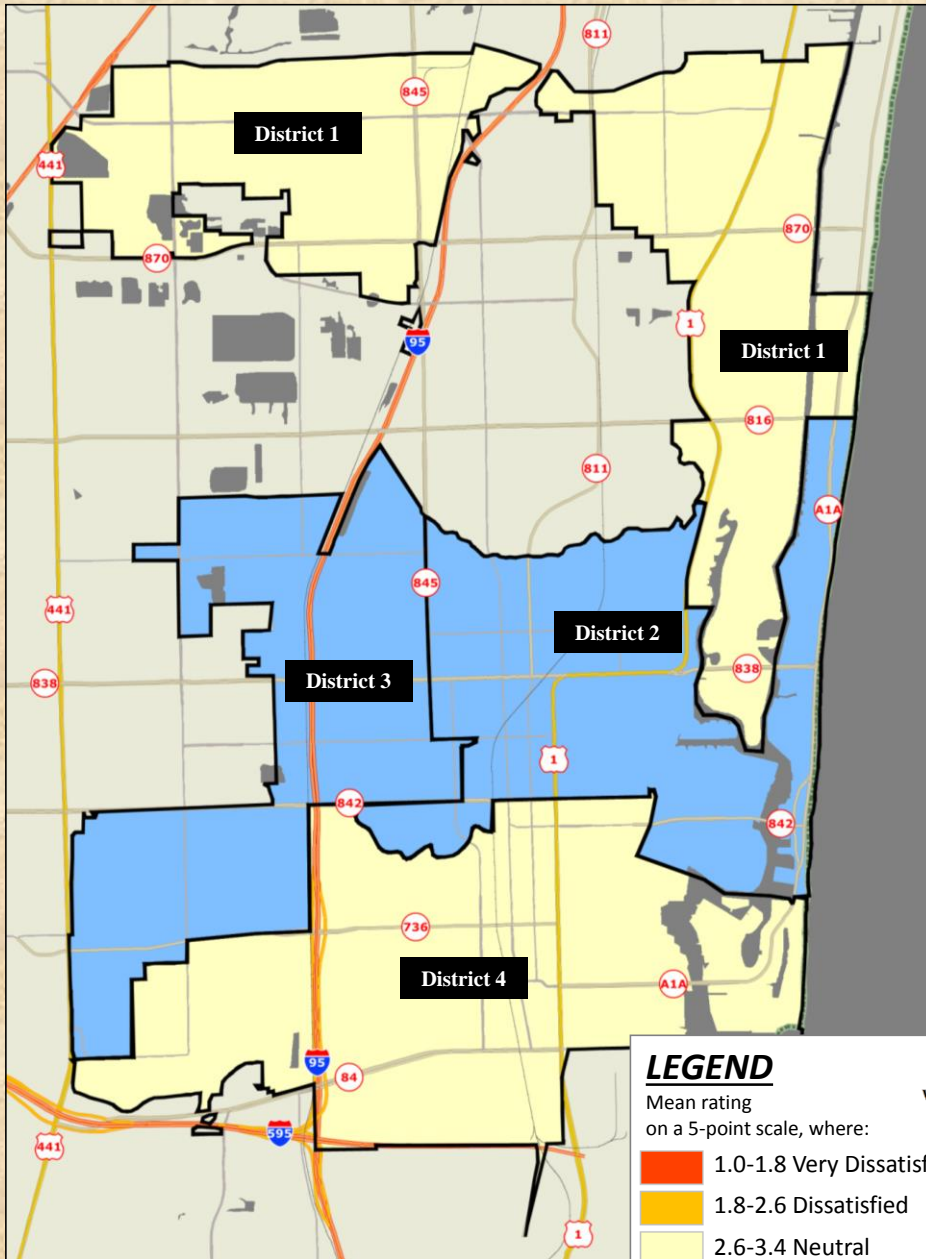
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q14i Satisfaction with the City adult athletic programs



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

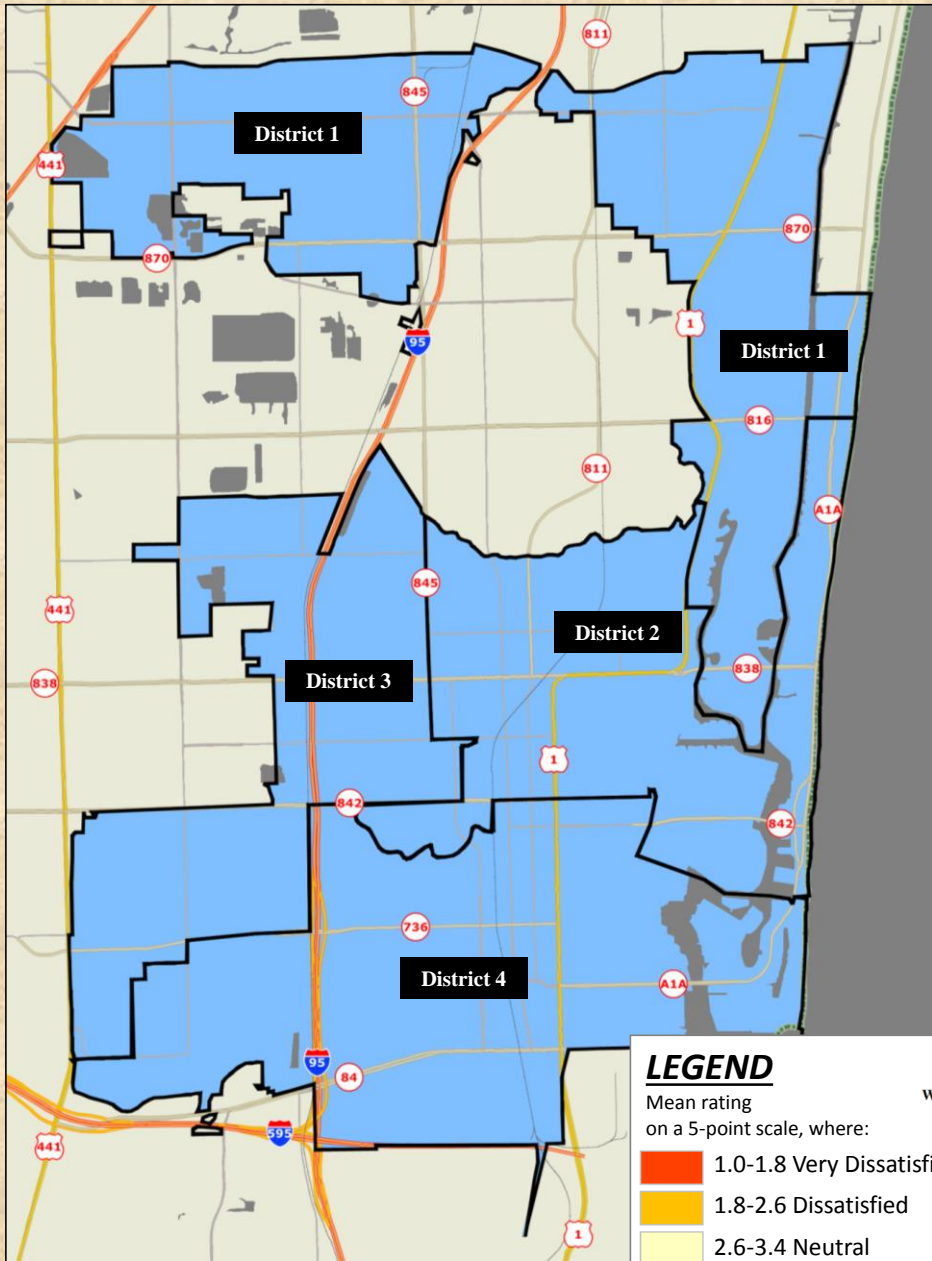
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q14j Satisfaction with the quality of the City's special events and festivals



LEGEND

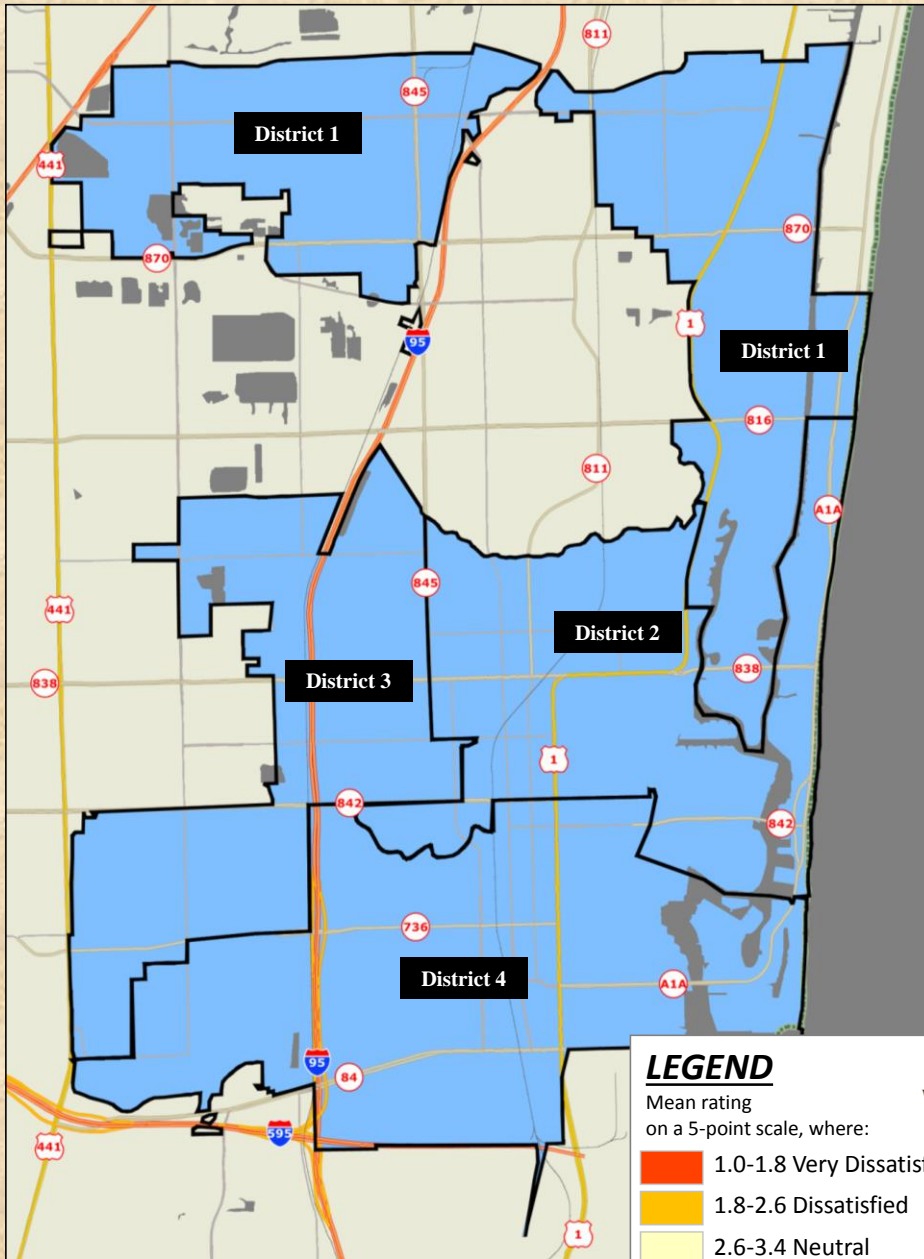
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q14k Satisfaction with the amount of the City's special events and festivals



2013 City of Fort Lauderdale Neighbor Survey

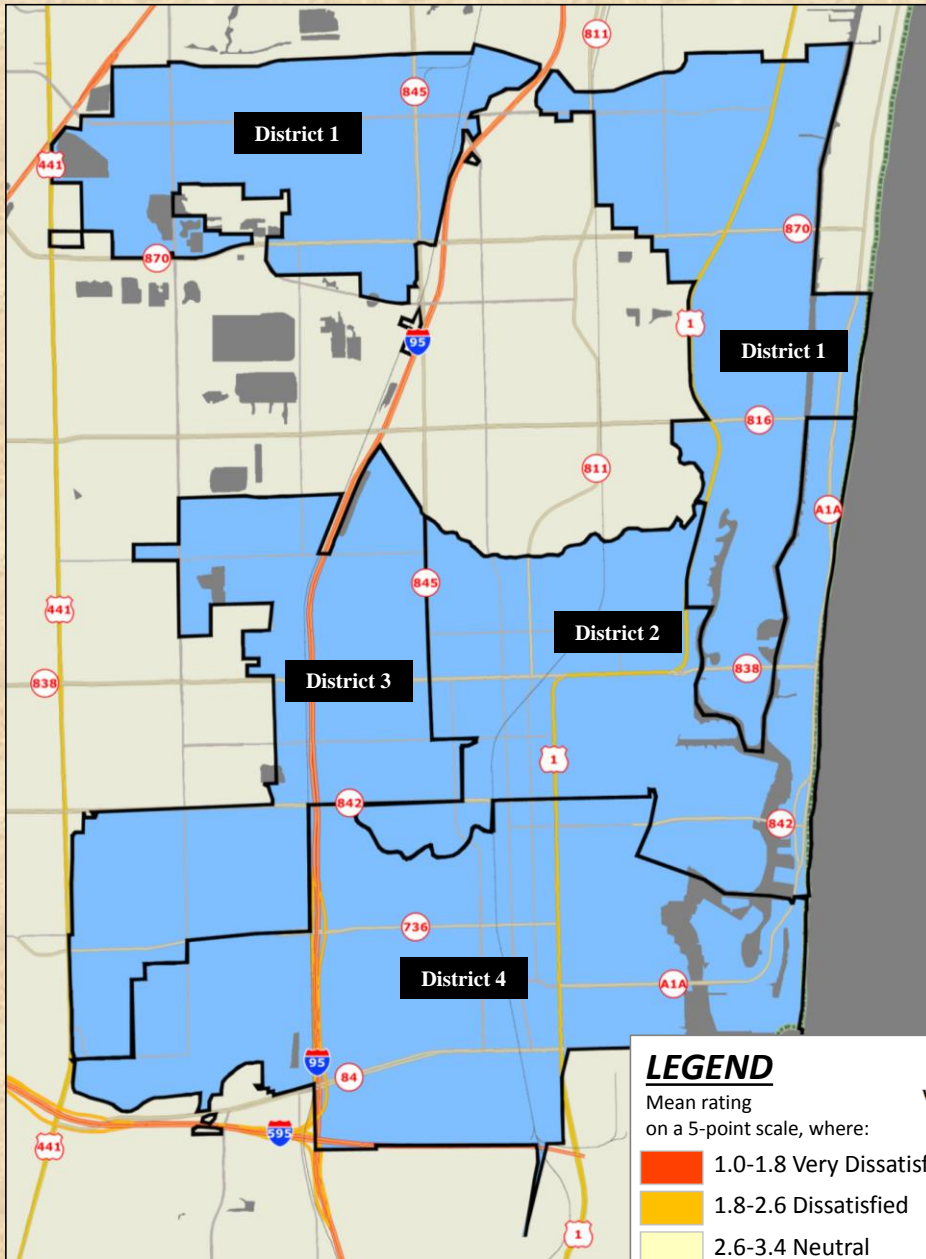
Shading reflects the mean rating for all respondents by District

LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
 - 1.8-2.6 Dissatisfied
 - 2.6-3.4 Neutral
 - 3.4-4.2 Satisfied
 - 4.2-5.0 Very Satisfied
 - Other (no responses)



Q14I Satisfaction with the ease of registering for programs



LEGEND

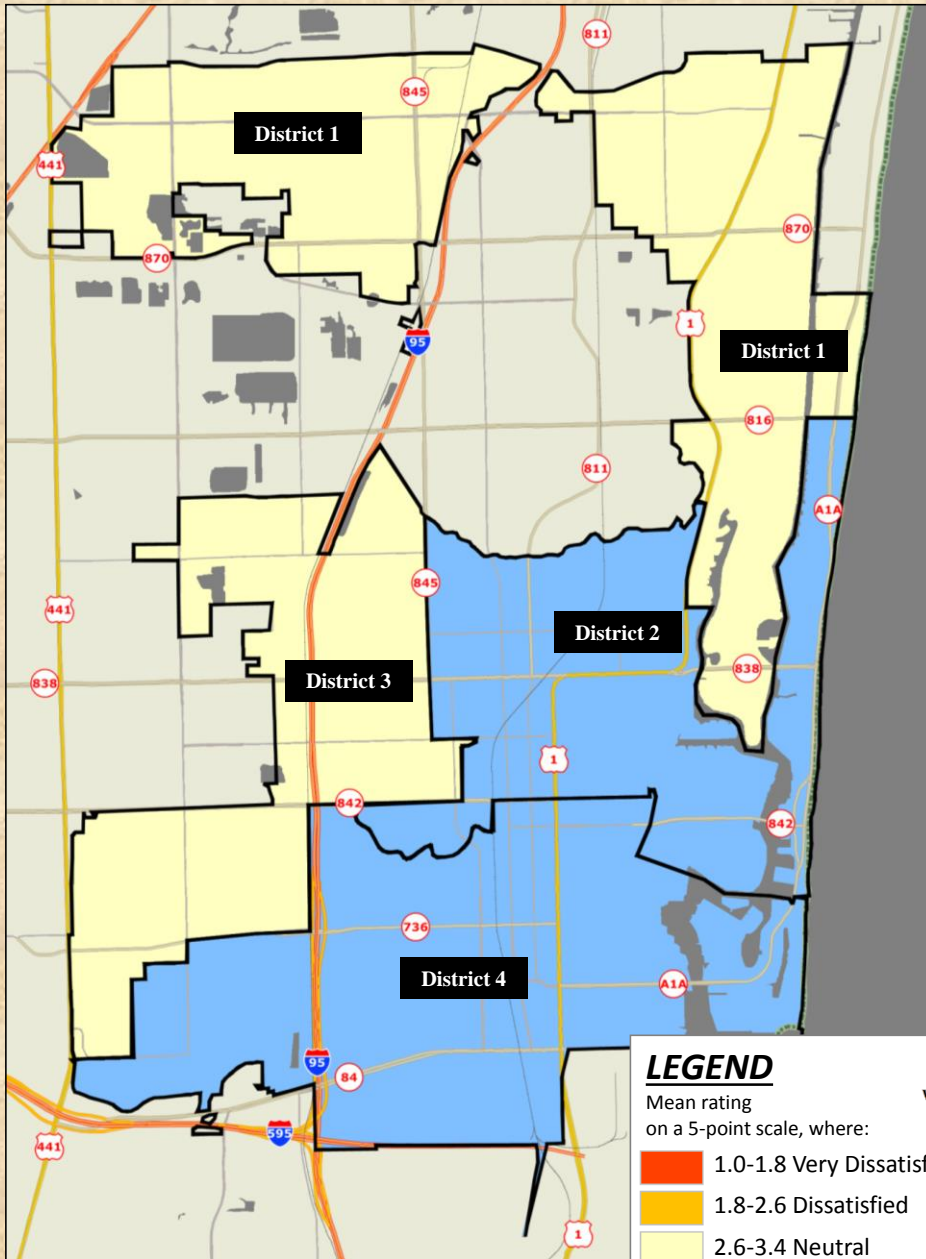
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q14m Satisfaction with the availability of green space near your home



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

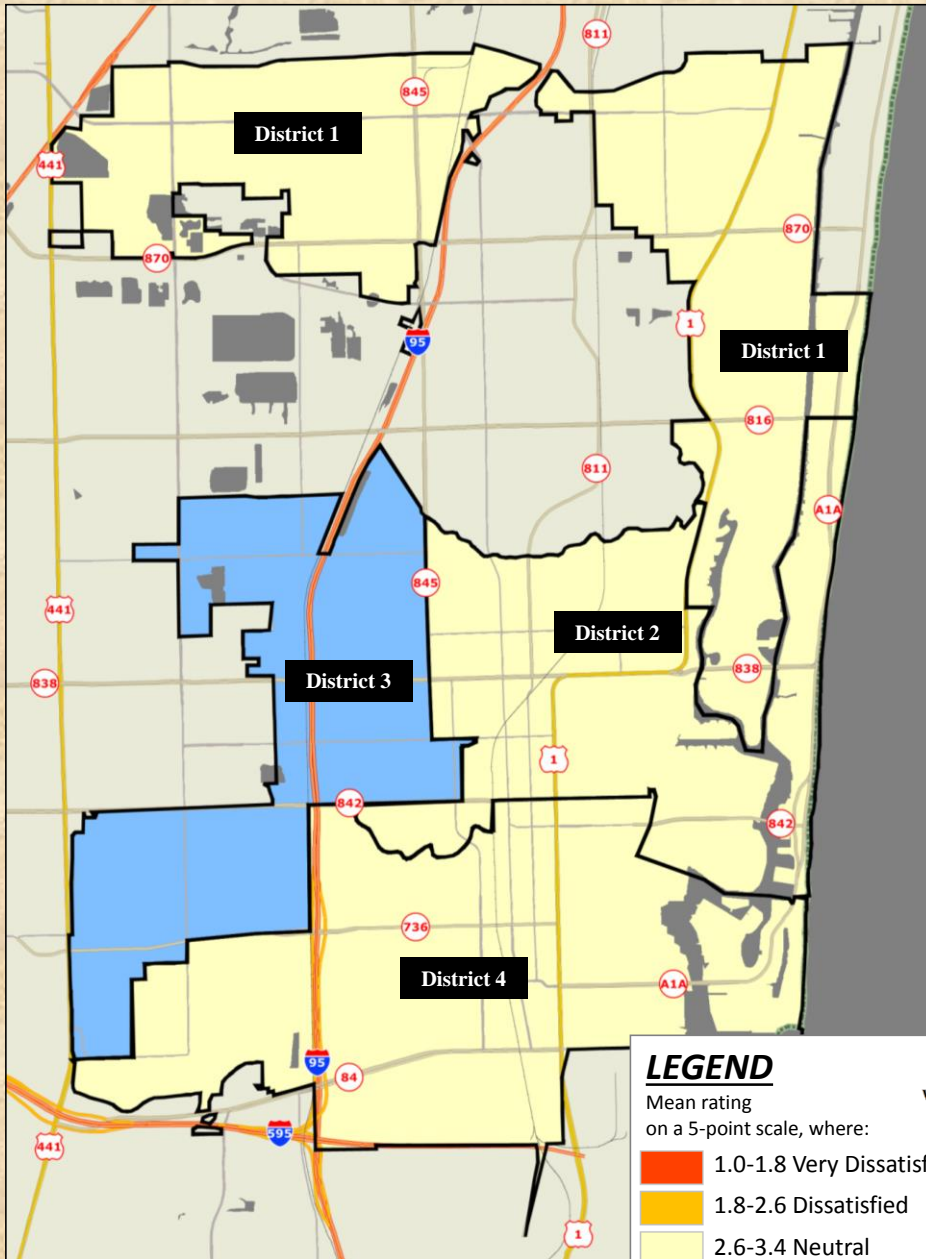
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16a Satisfaction with the availability of sidewalks



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

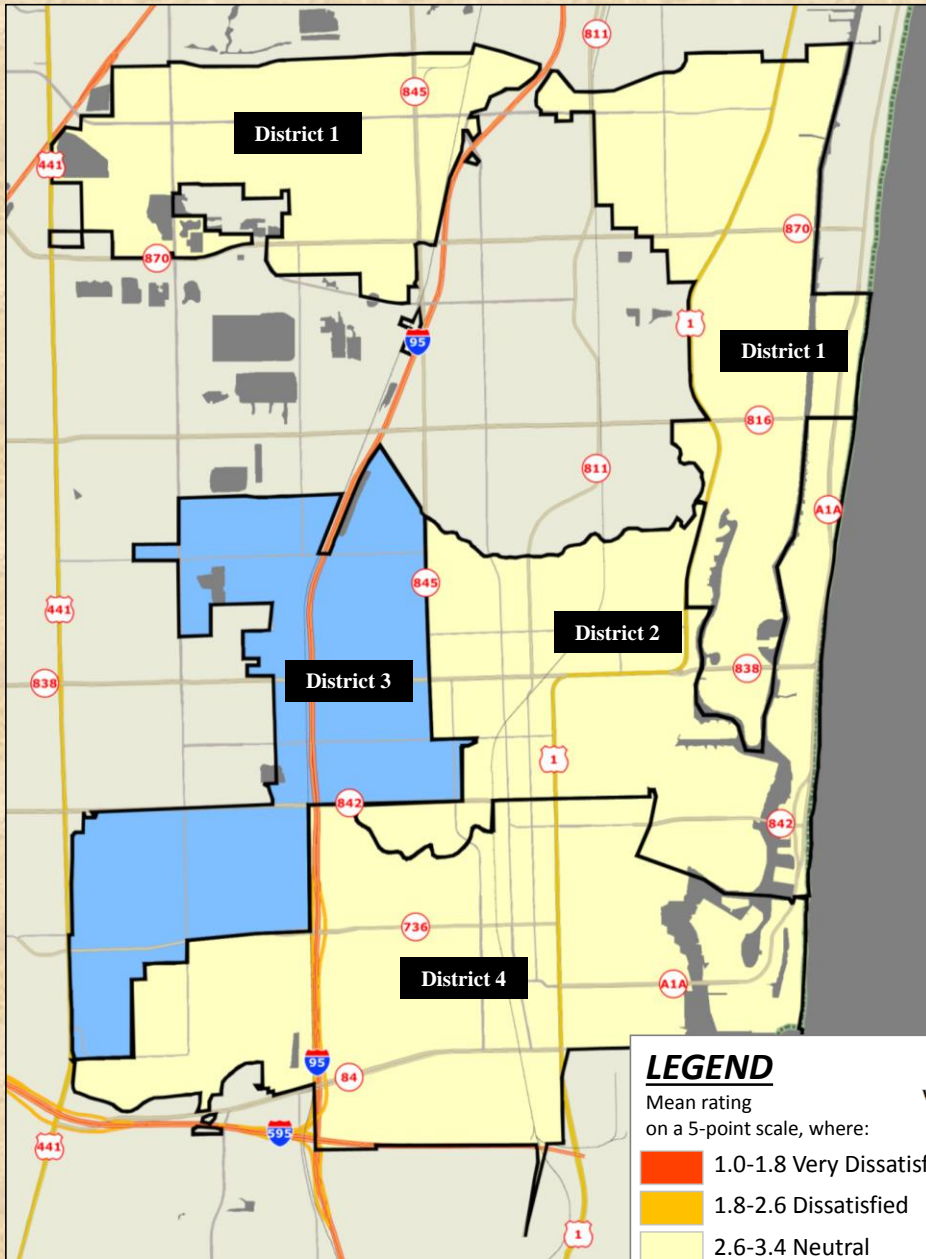
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16b Satisfaction with the condition of sidewalks



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

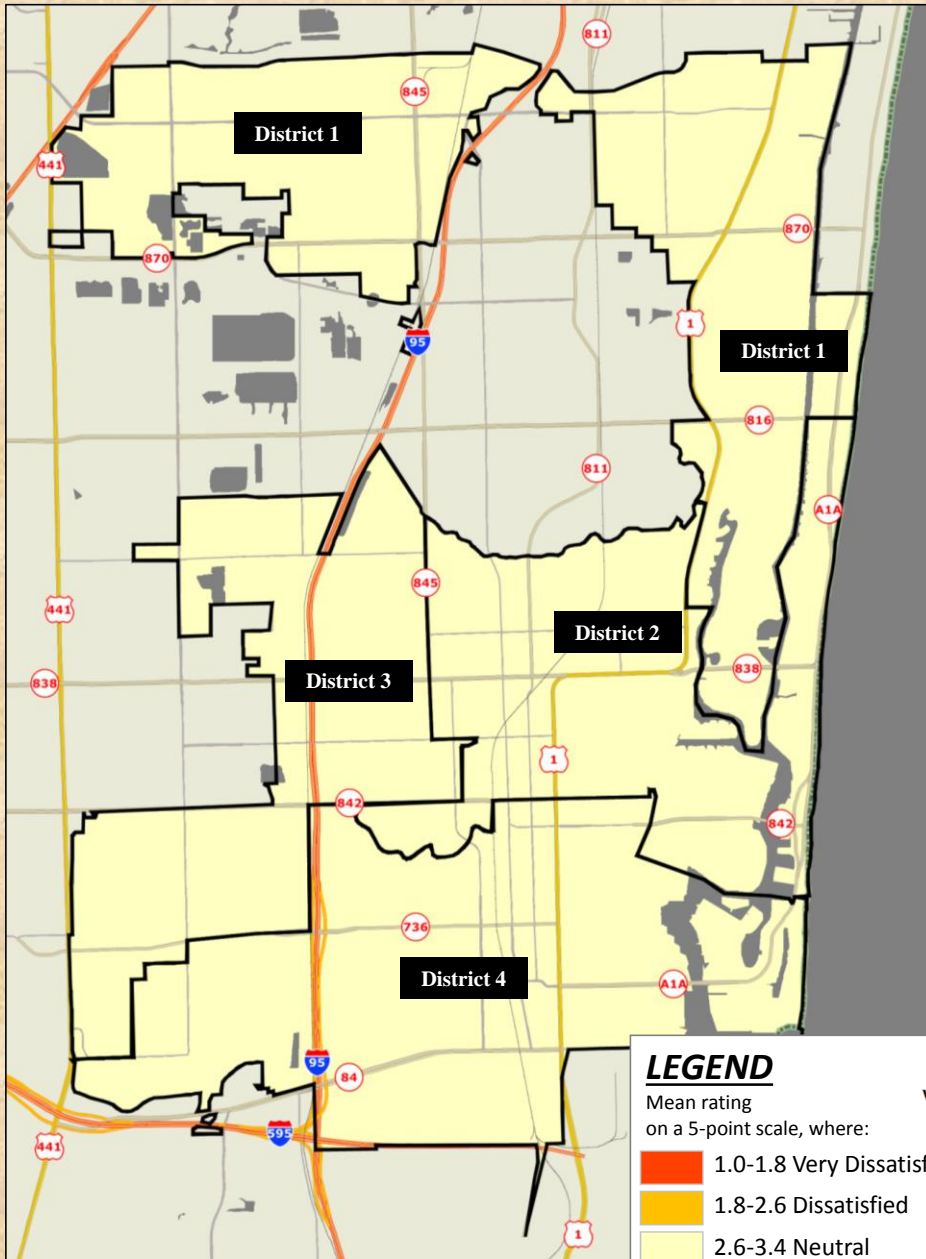
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16c Satisfaction with the availability of greenways for walking or biking



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

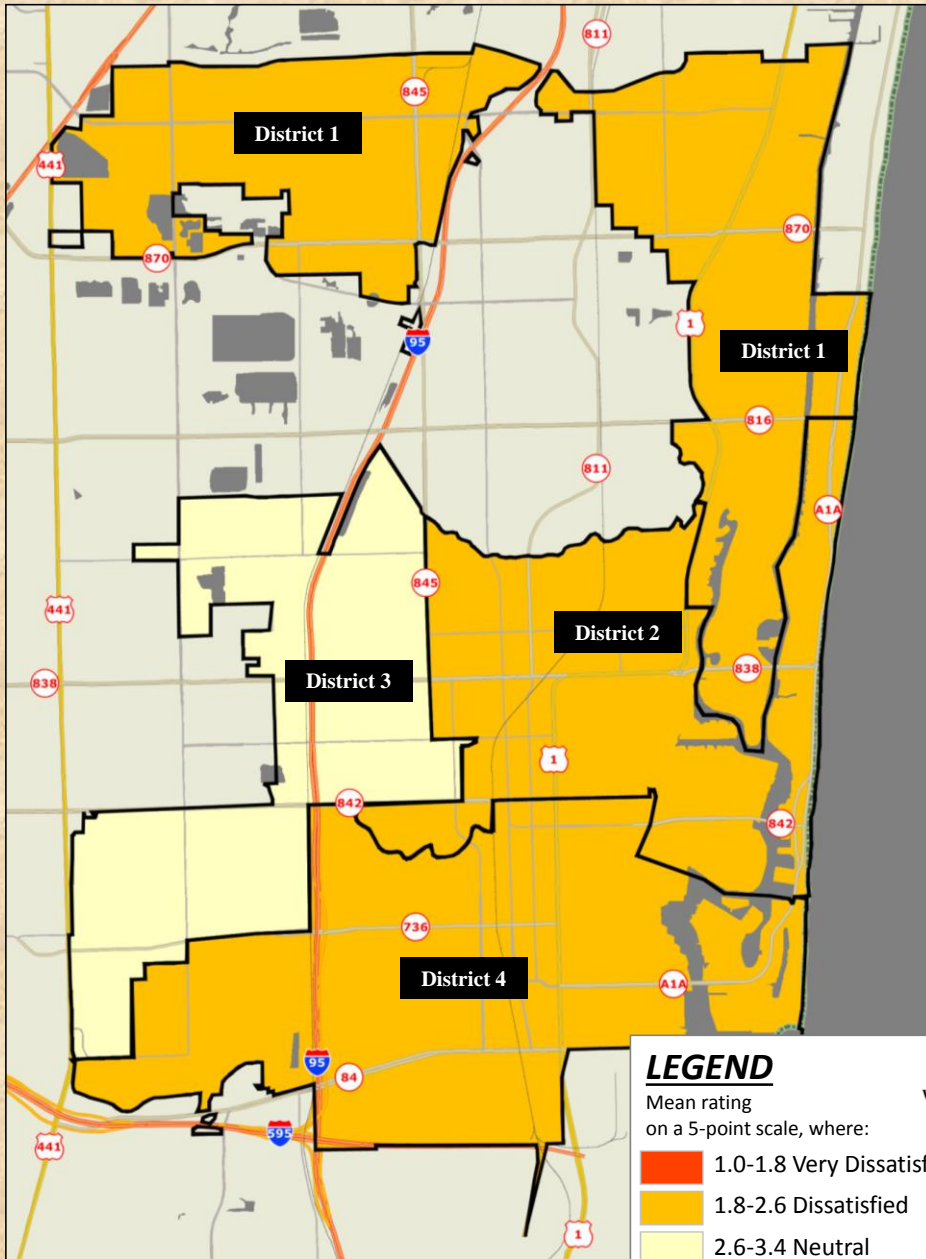
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16d Satisfaction with the feeling of safety of biking



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

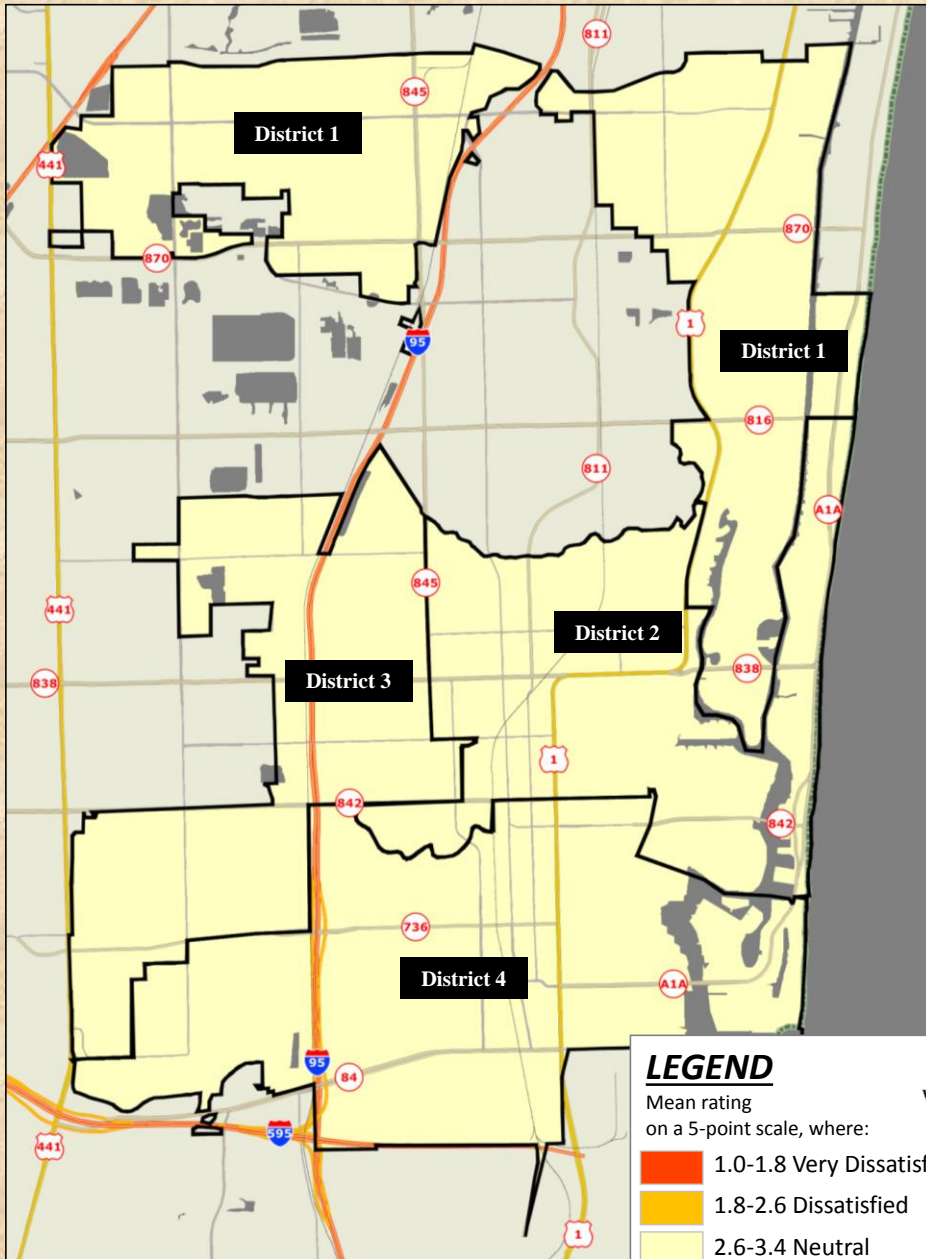
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16e Satisfaction with the feeling of safety of walking



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

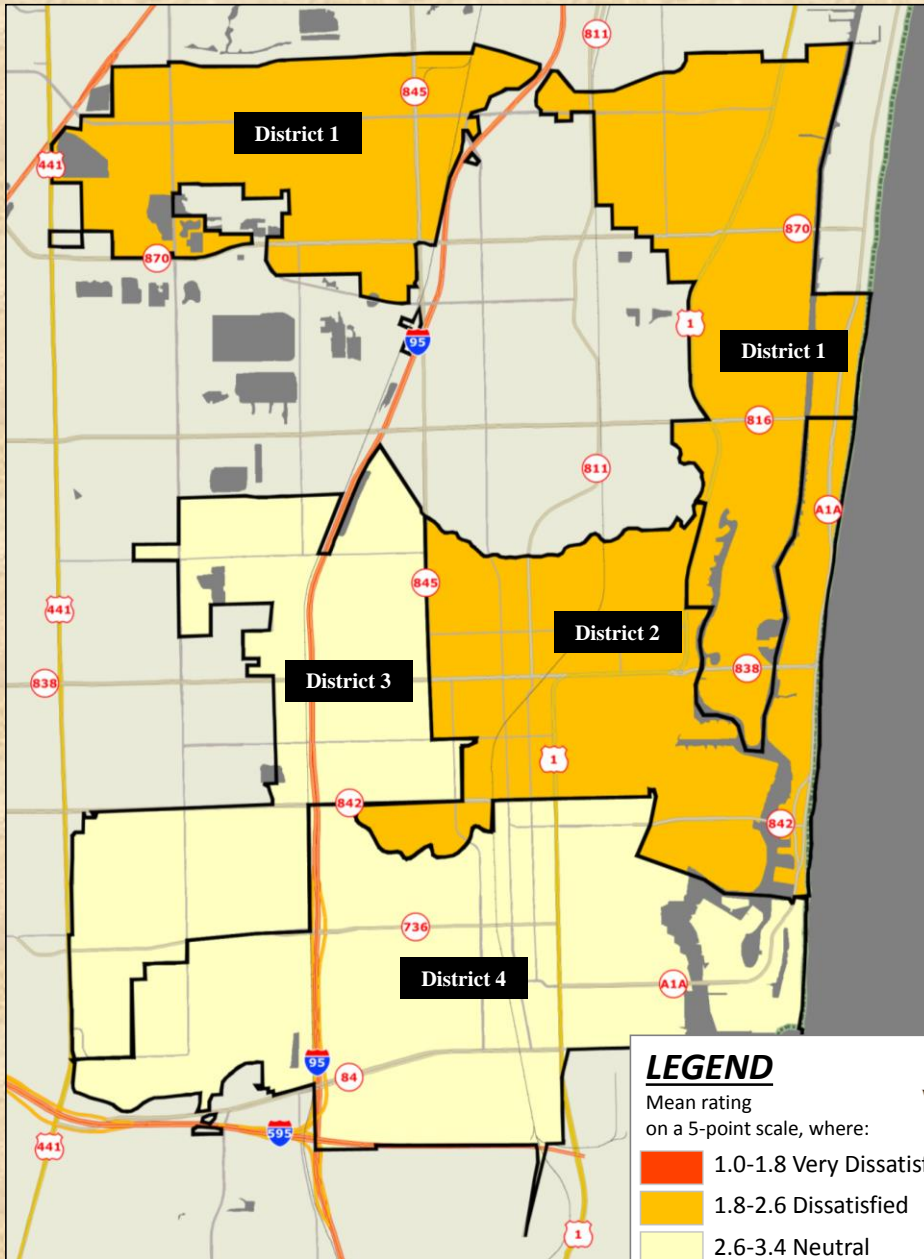
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16f Satisfaction with the availability of biking paths and amenities



LEGEND

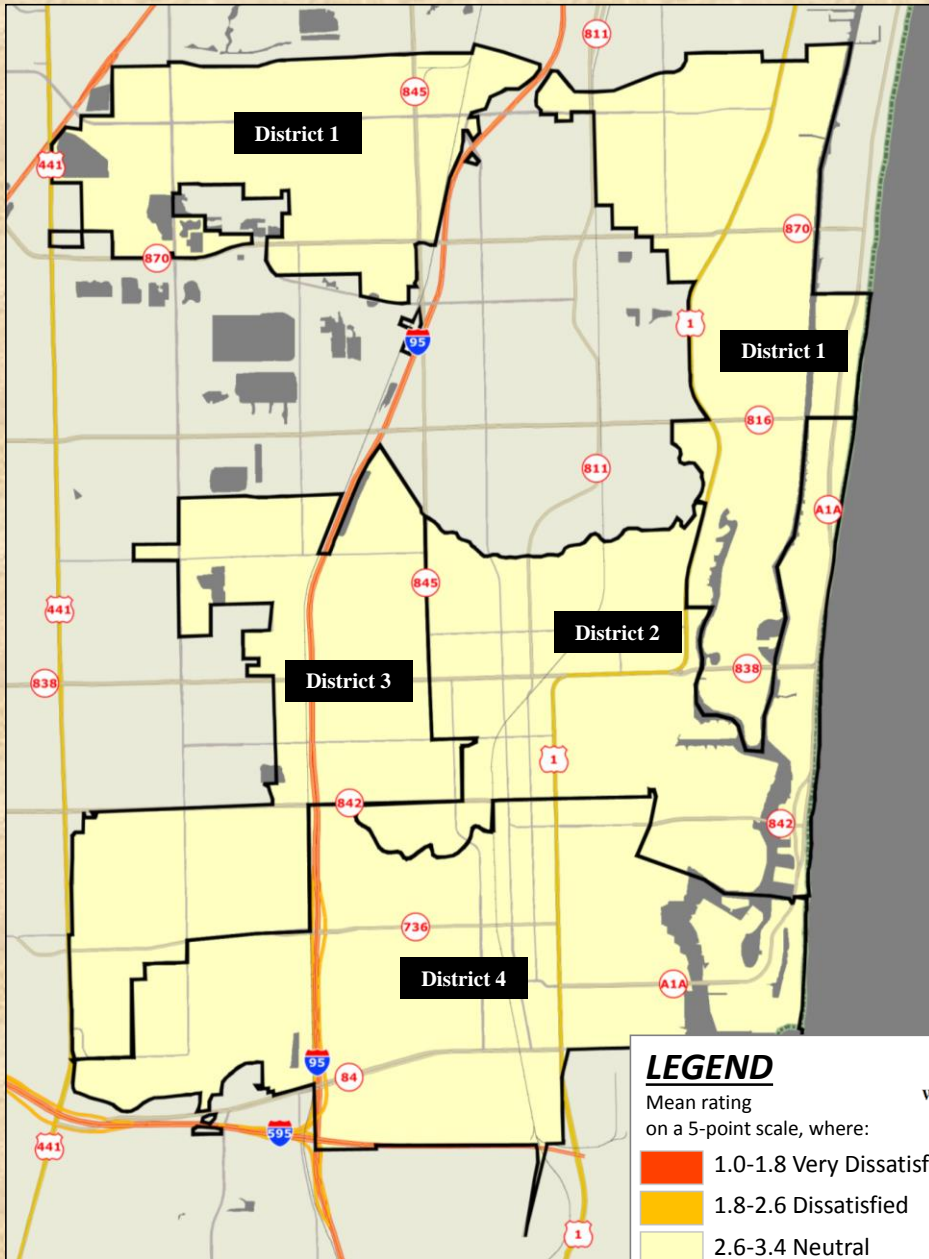
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q16g Satisfaction with the availability of B-Cycle stations



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

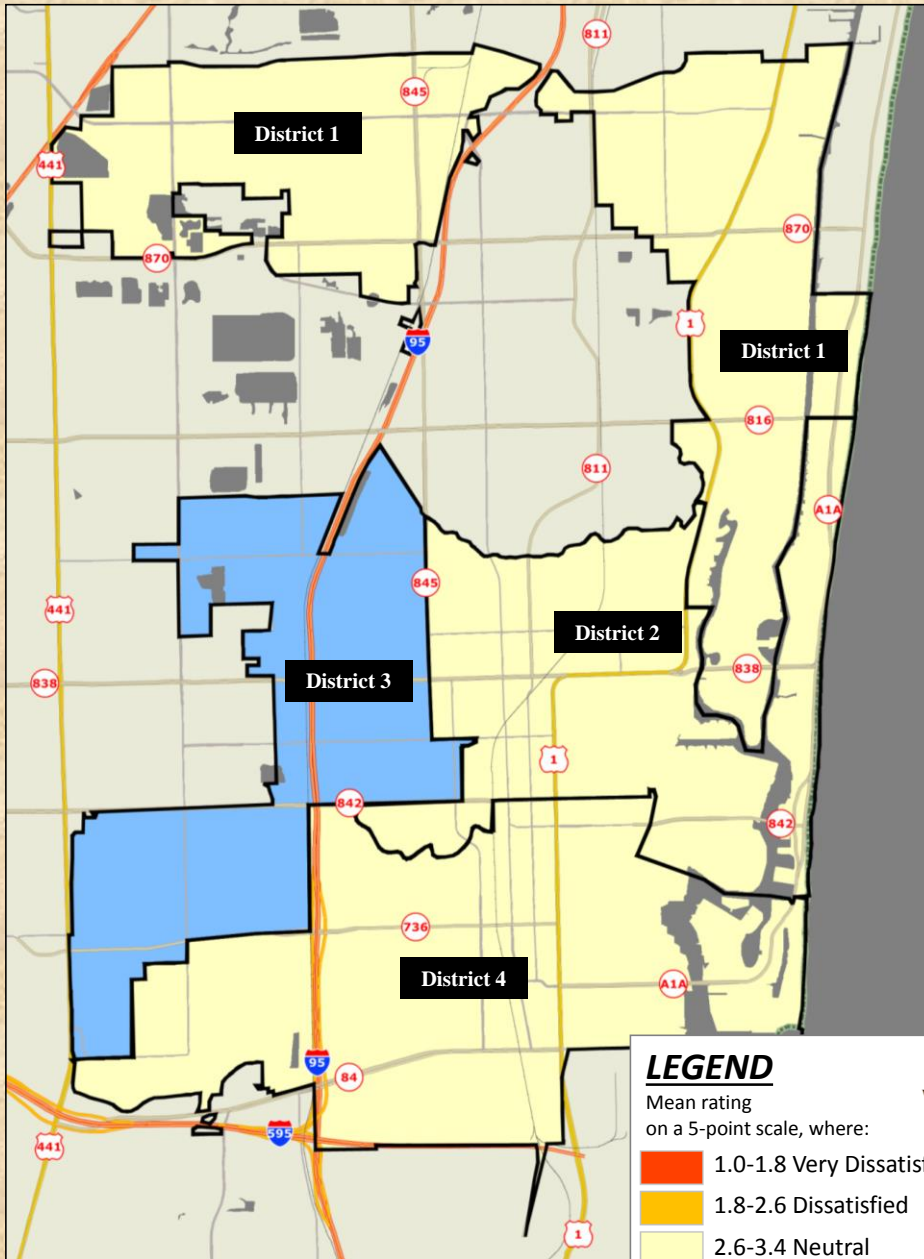
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16h Satisfaction with the availability of public transit options (Tri-Rail and Bus Service)



2013 City of Fort Lauderdale Neighbor Survey

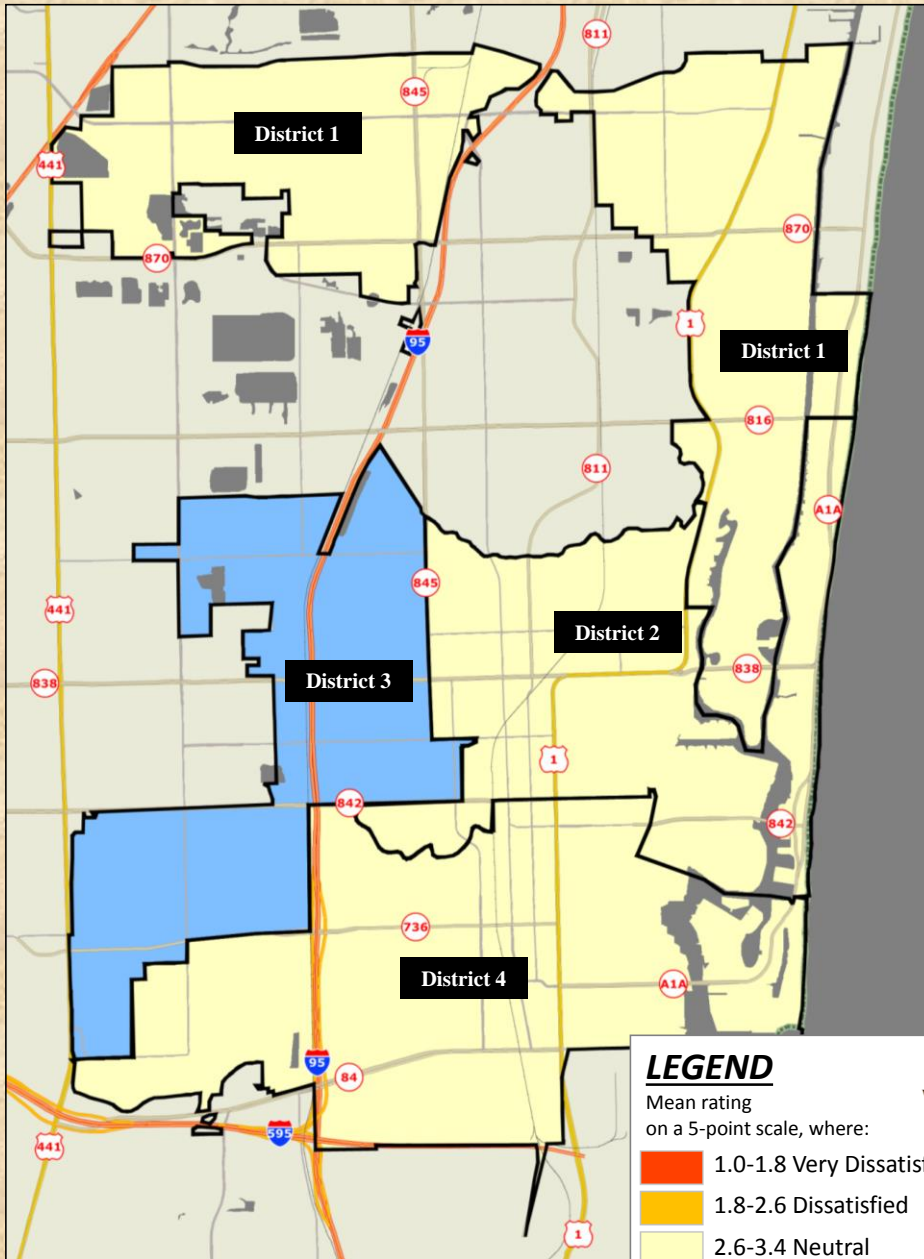
Shading reflects the mean rating for all respondents by District

LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
 - 1.8-2.6 Dissatisfied
 - 2.6-3.4 Neutral
 - 3.4-4.2 Satisfied
 - 4.2-5.0 Very Satisfied
 - Other (no responses)



Q16i Satisfaction with the availability of City mass transit (Sun Trolley)



2013 City of Fort Lauderdale Neighbor Survey

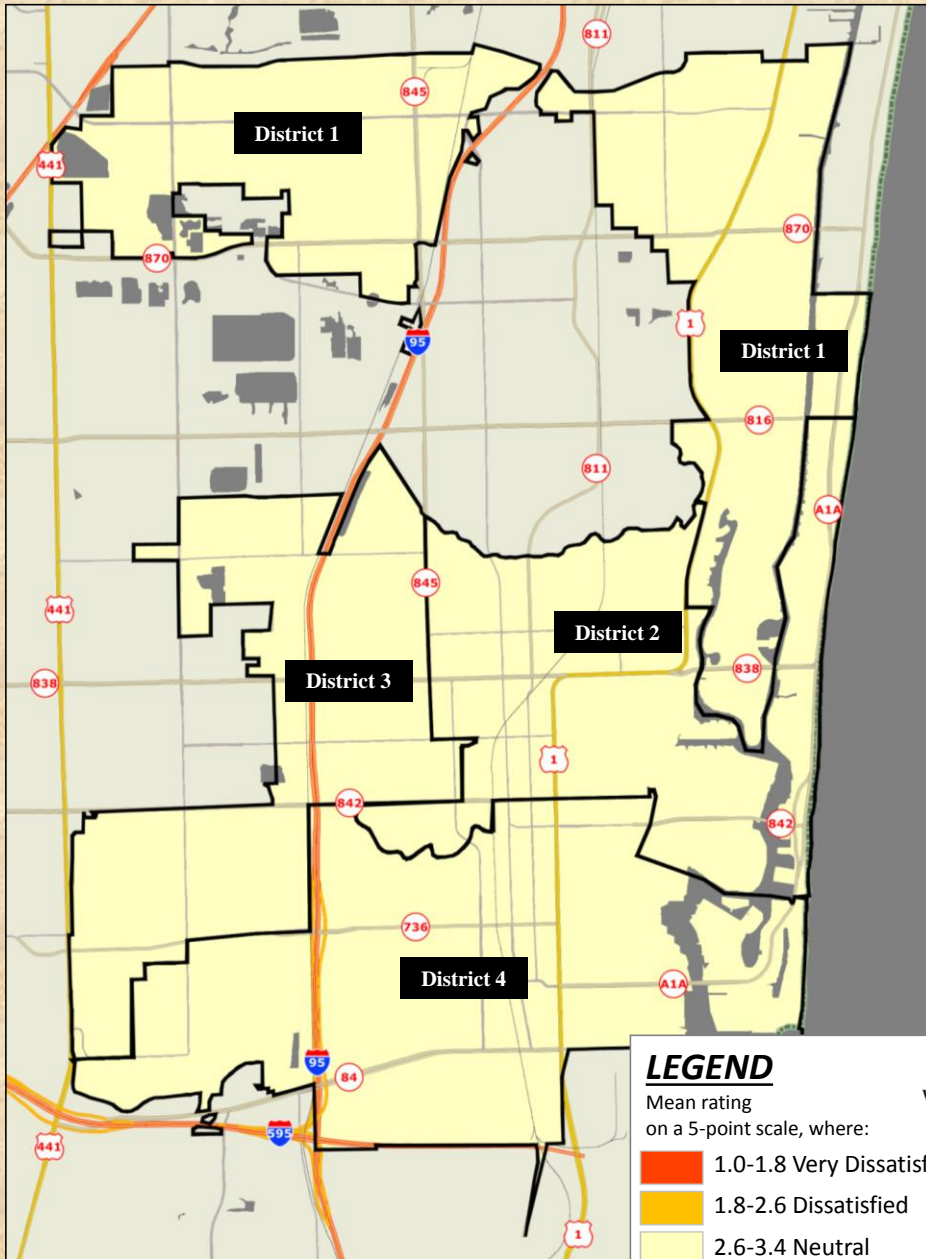
Shading reflects the mean rating for all respondents by District

LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
 - 1.8-2.6 Dissatisfied
 - 2.6-3.4 Neutral
 - 3.4-4.2 Satisfied
 - 4.2-5.0 Very Satisfied
 - Other (no responses)



Q16j Satisfaction with the availability of public parking



LEGEND

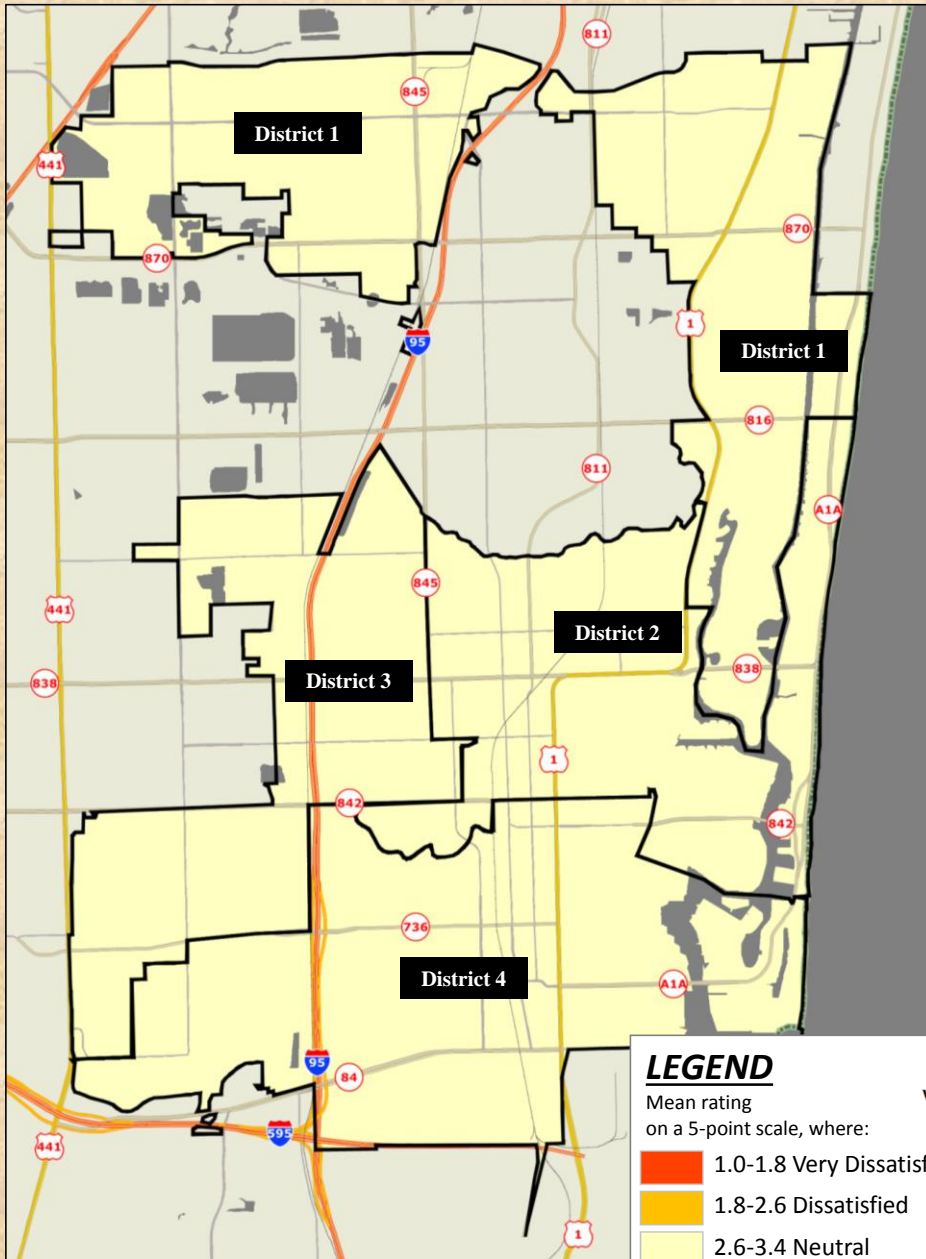
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q16k Satisfaction with the availability of public parking downtown



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

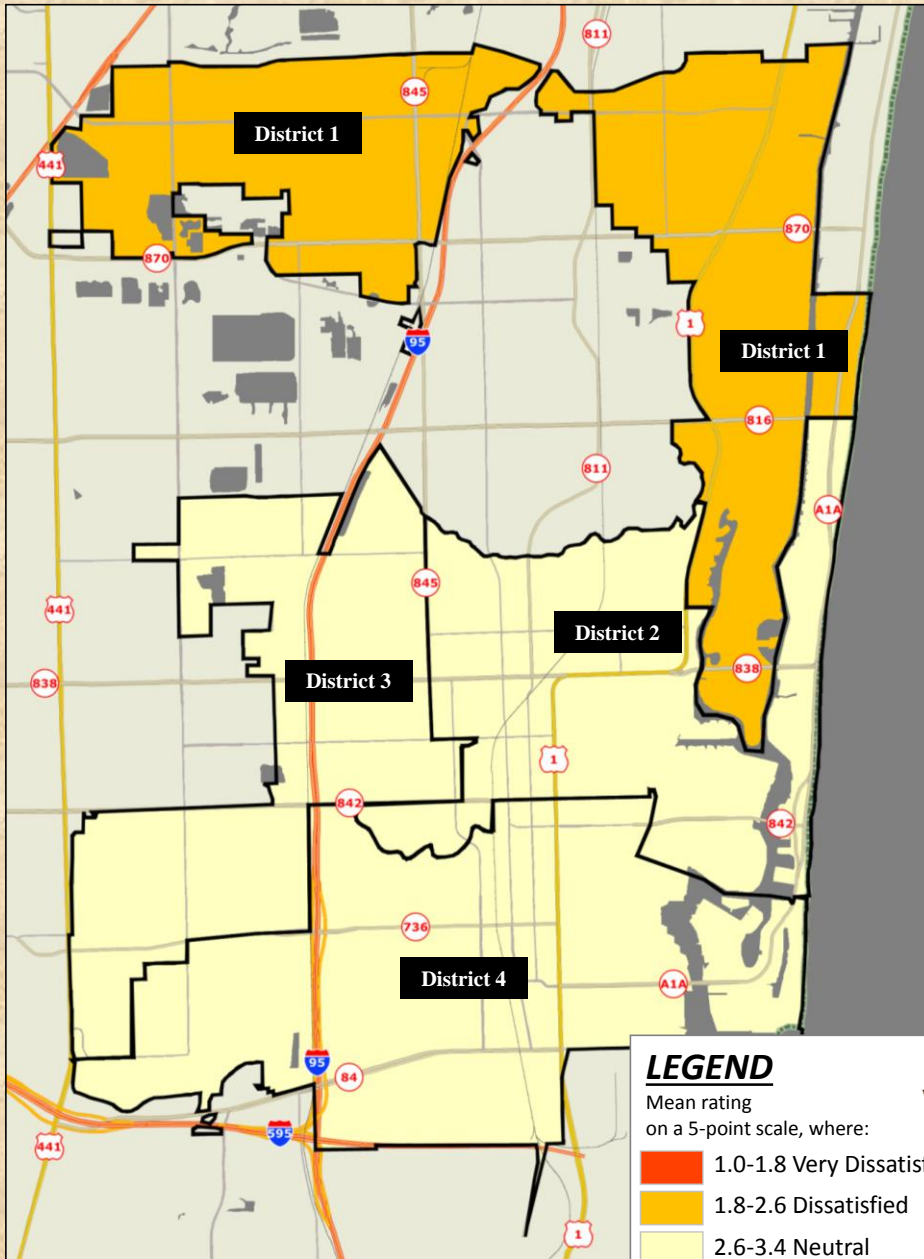
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



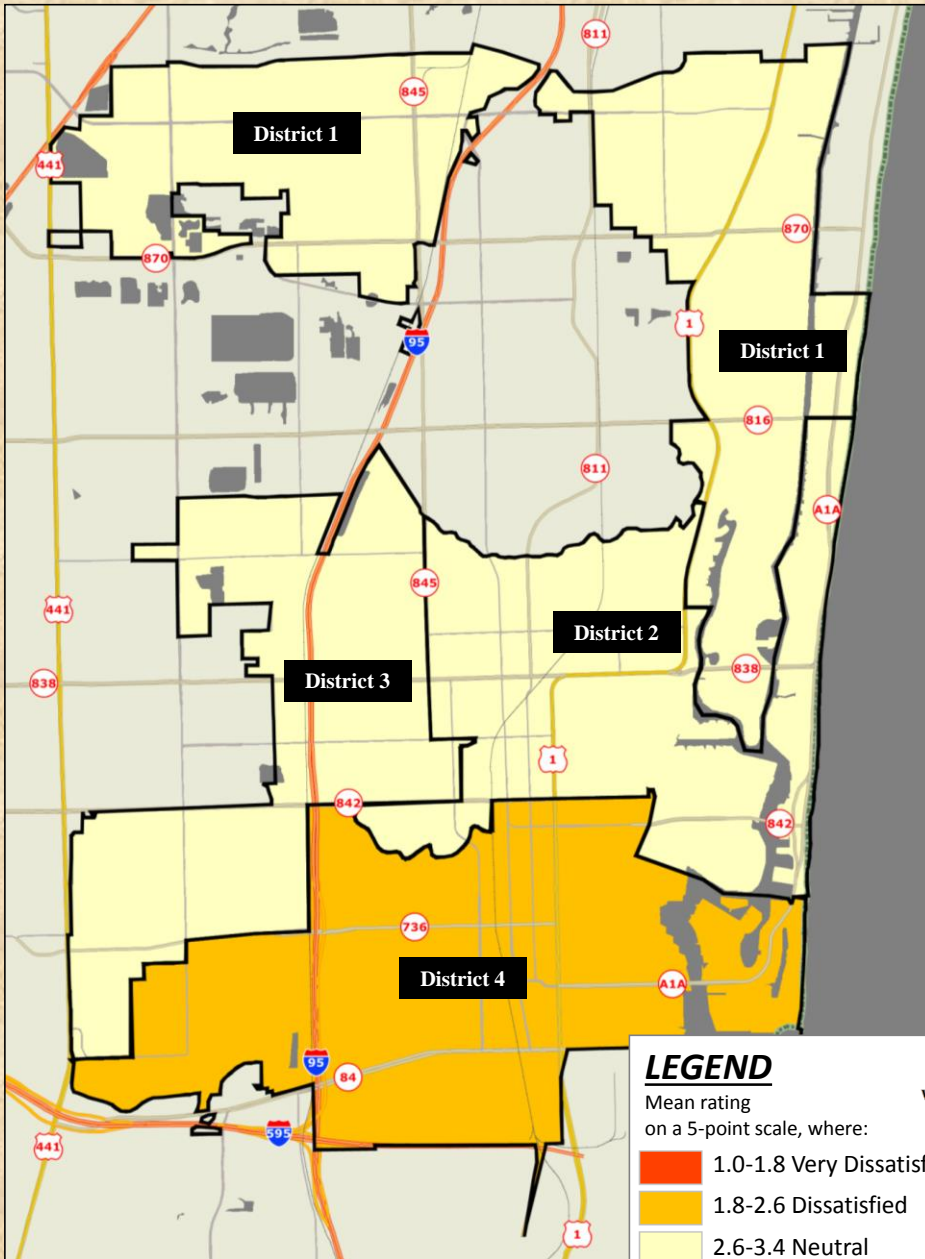
Q16I Satisfaction with the availability of public parking at the beach



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

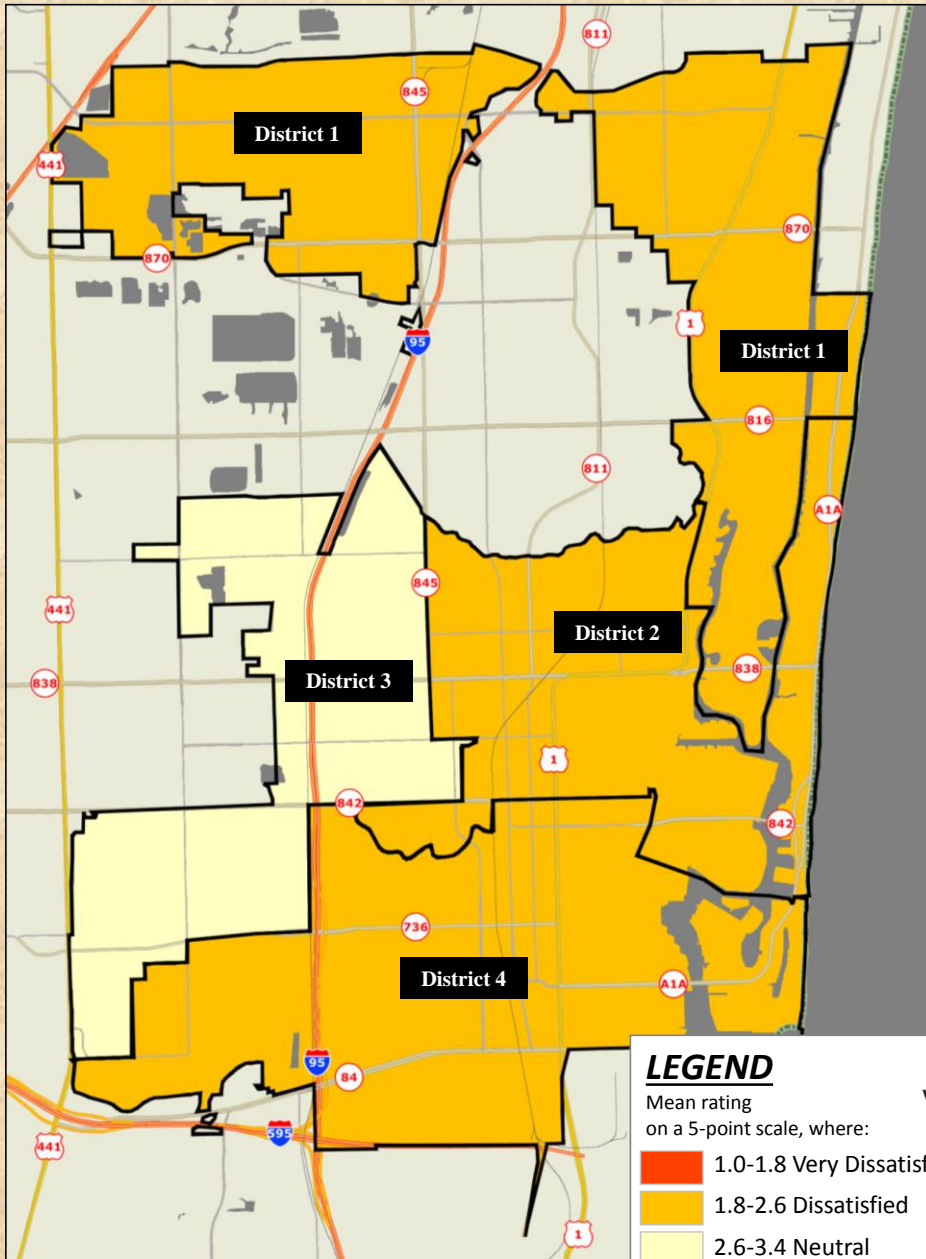
Q16m Satisfaction with the cost of public parking



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q16n Satisfaction with the cost of private parking



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

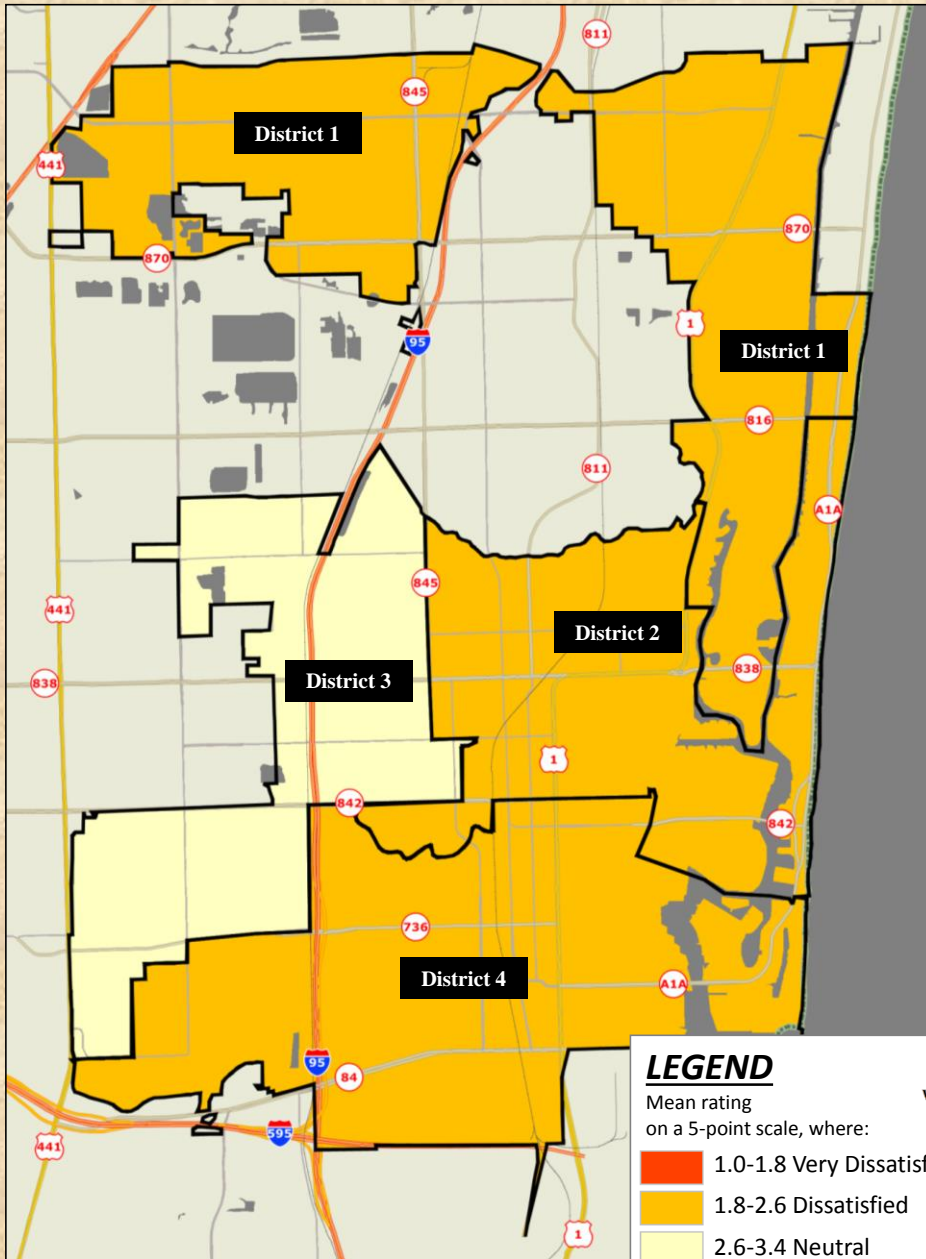
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16o Satisfaction with the management of traffic flow and congestion



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

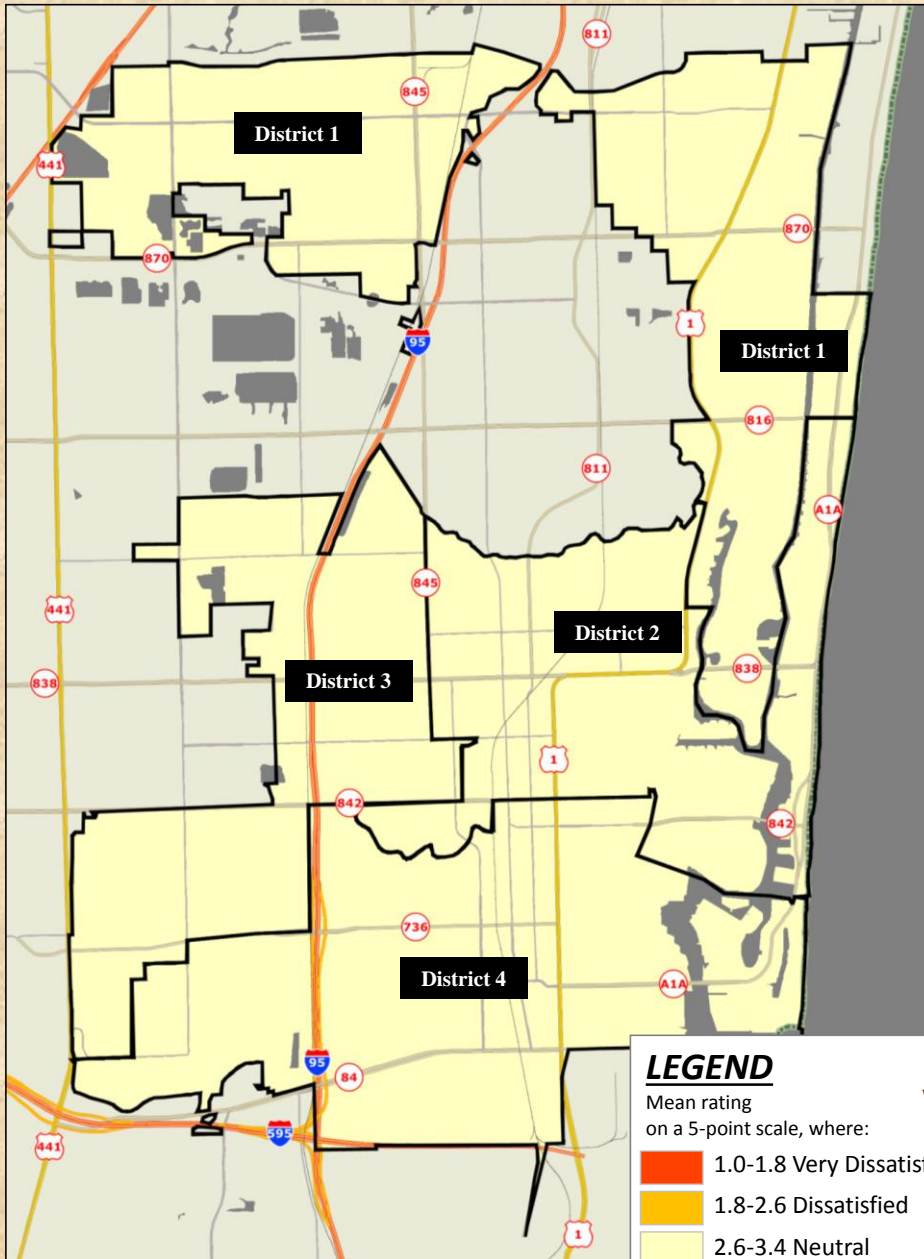
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16p Satisfaction with the maintenance of streets in your neighborhood



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

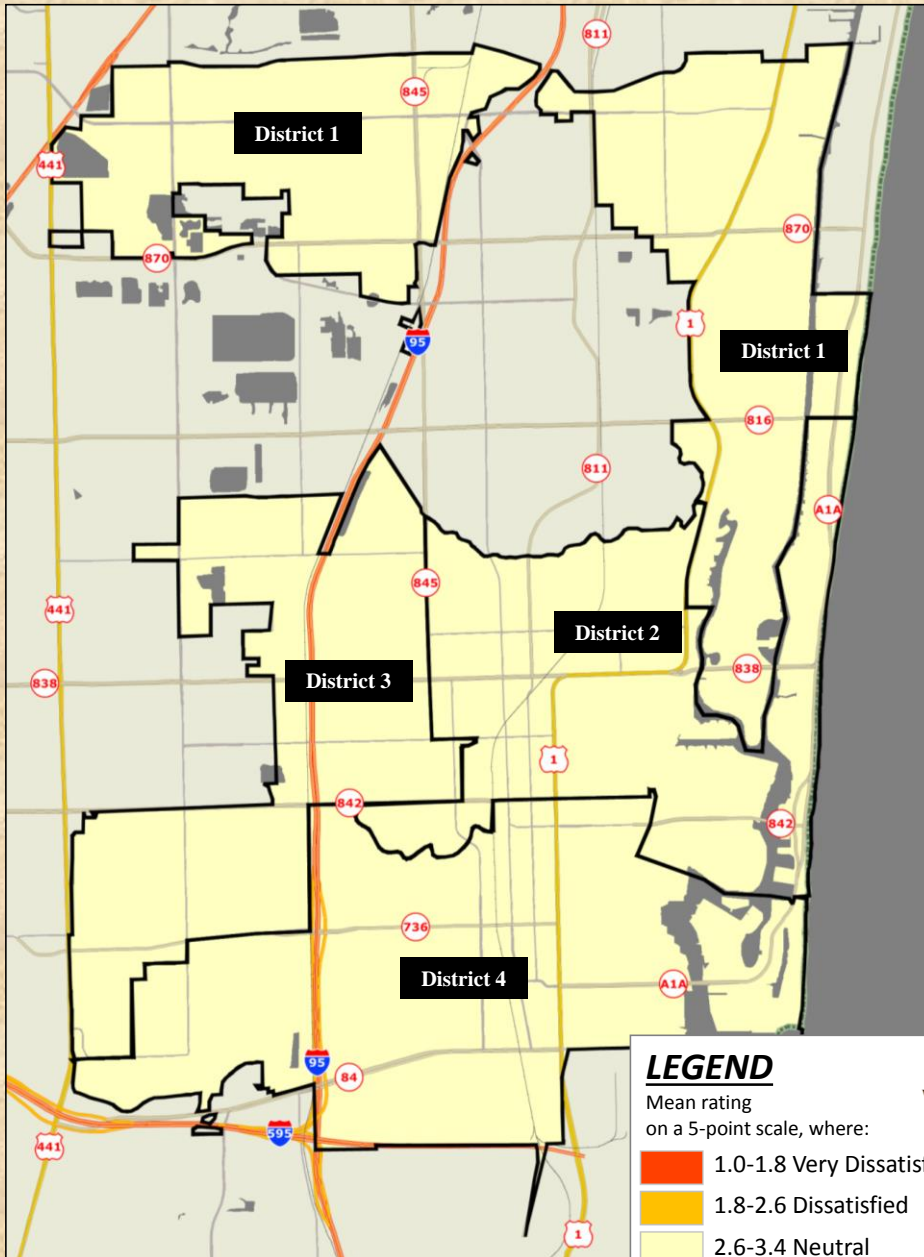
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16q Satisfaction with the overall maintenance of street signs/pavement markings



LEGEND

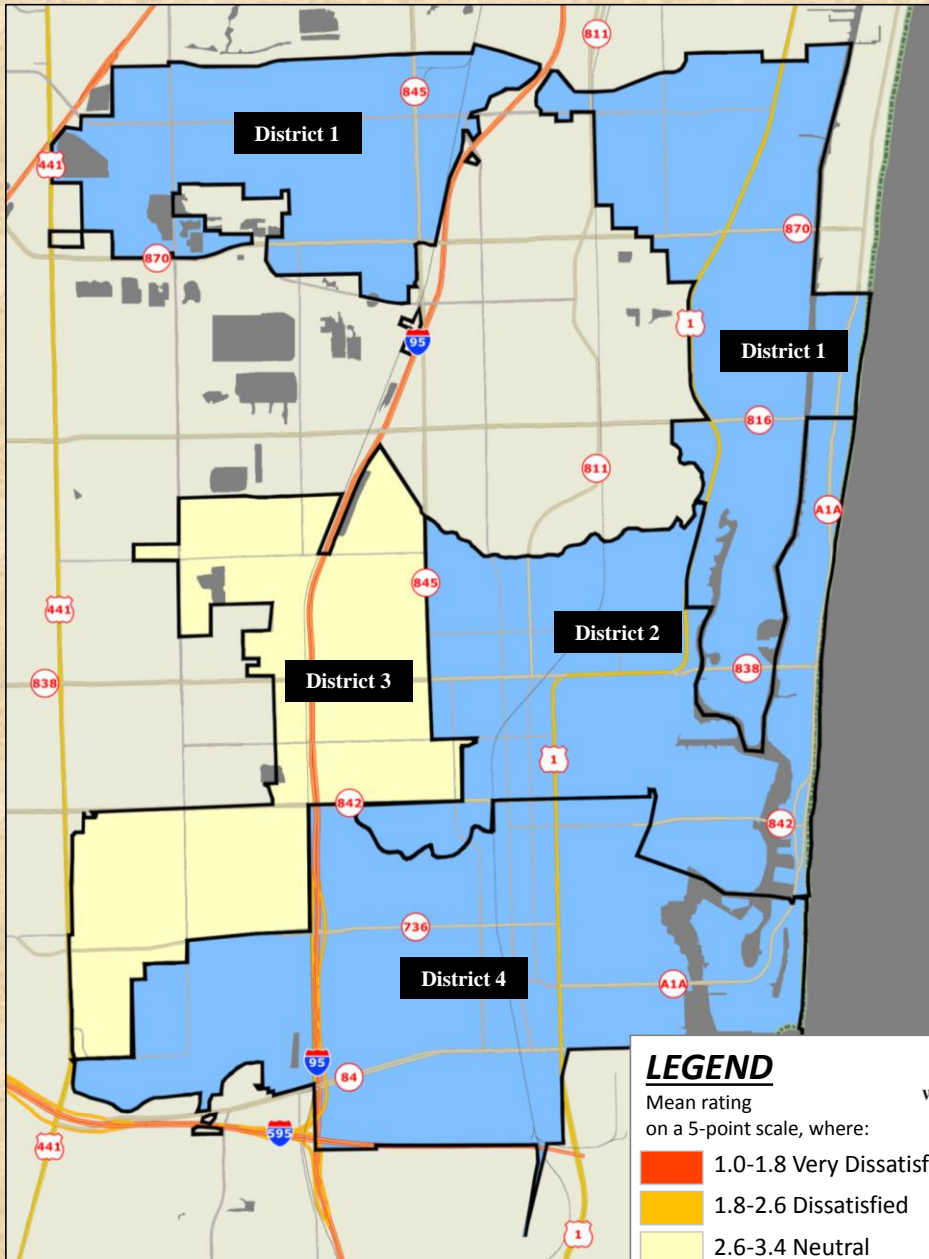
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

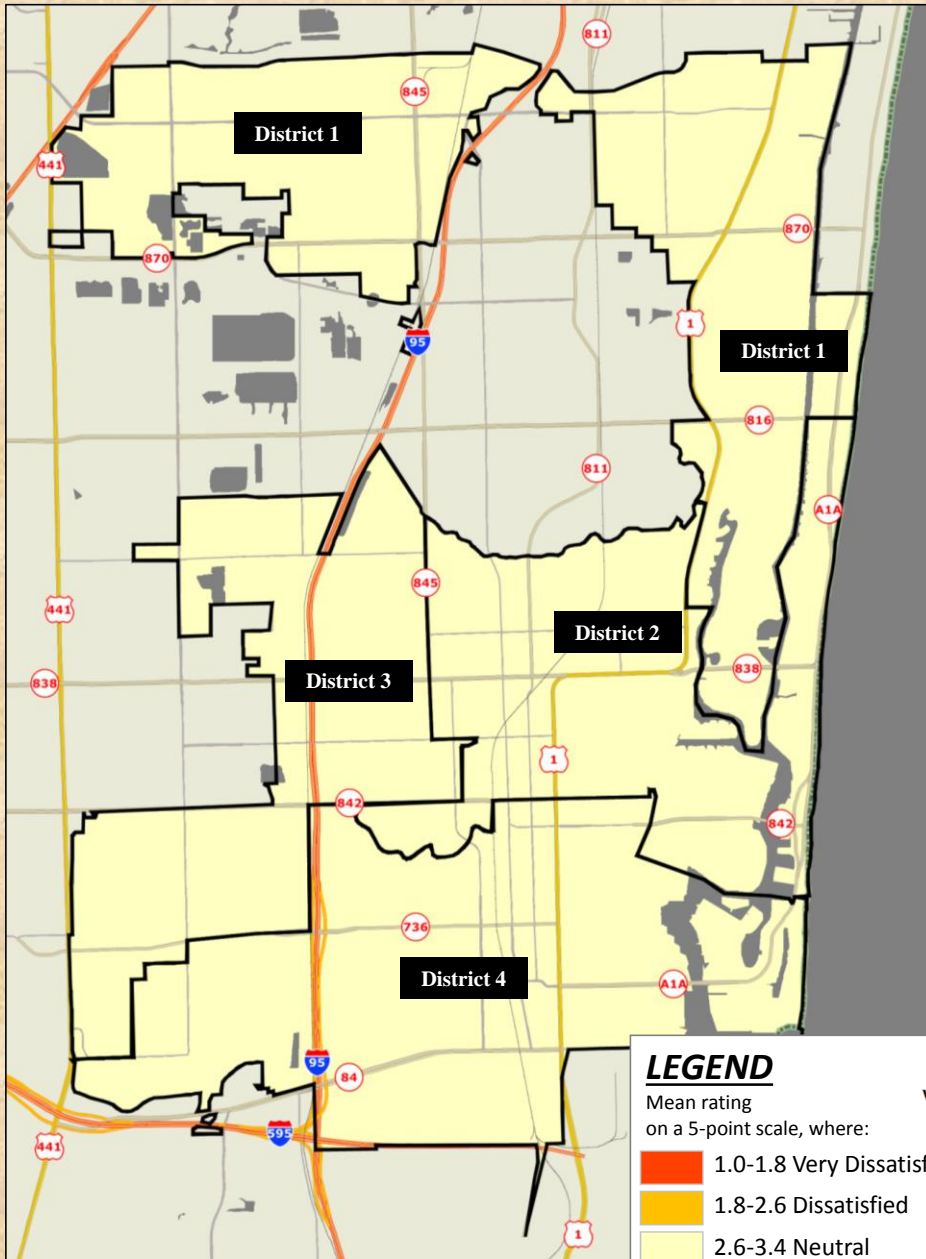
Q16r Satisfaction with the overall cleanliness of streets



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q16s Satisfaction with the adequacy of street lighting



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

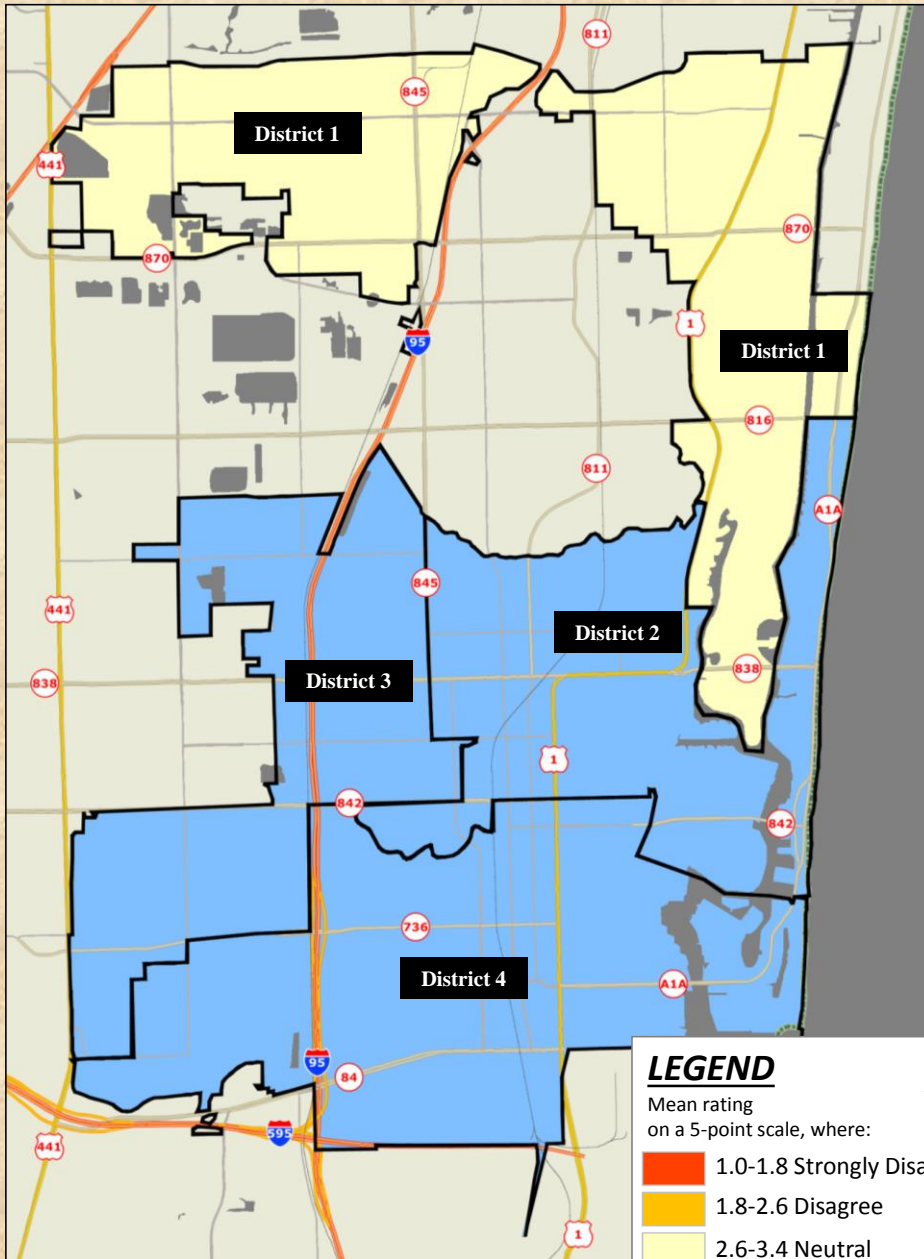
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q21a Agreement that residents are satisfied with the amount of tree canopy coverage



2013 City of Fort Lauderdale Neighbor Survey

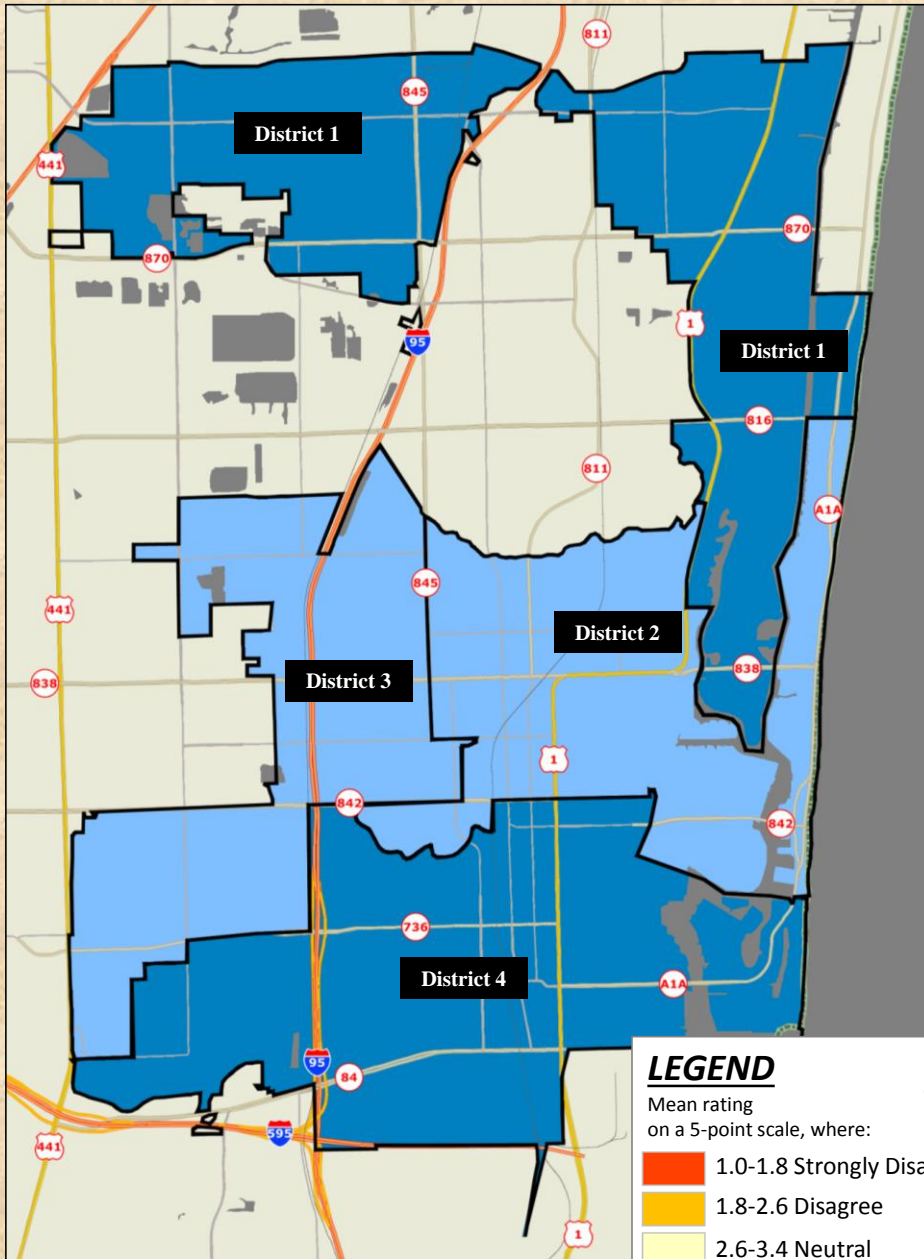
Shading reflects the mean rating for all respondents by District

LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Strongly Disagree
 - 1.8-2.6 Disagree
 - 2.6-3.4 Neutral
 - 3.4-4.2 Agree
 - 4.2-5.0 Strongly Agree
 - Other (no responses)



Q21b Agreement that residents feel the single stream recycling program has reduced their household garbage disposal



2013 City of Fort Lauderdale Neighbor Survey

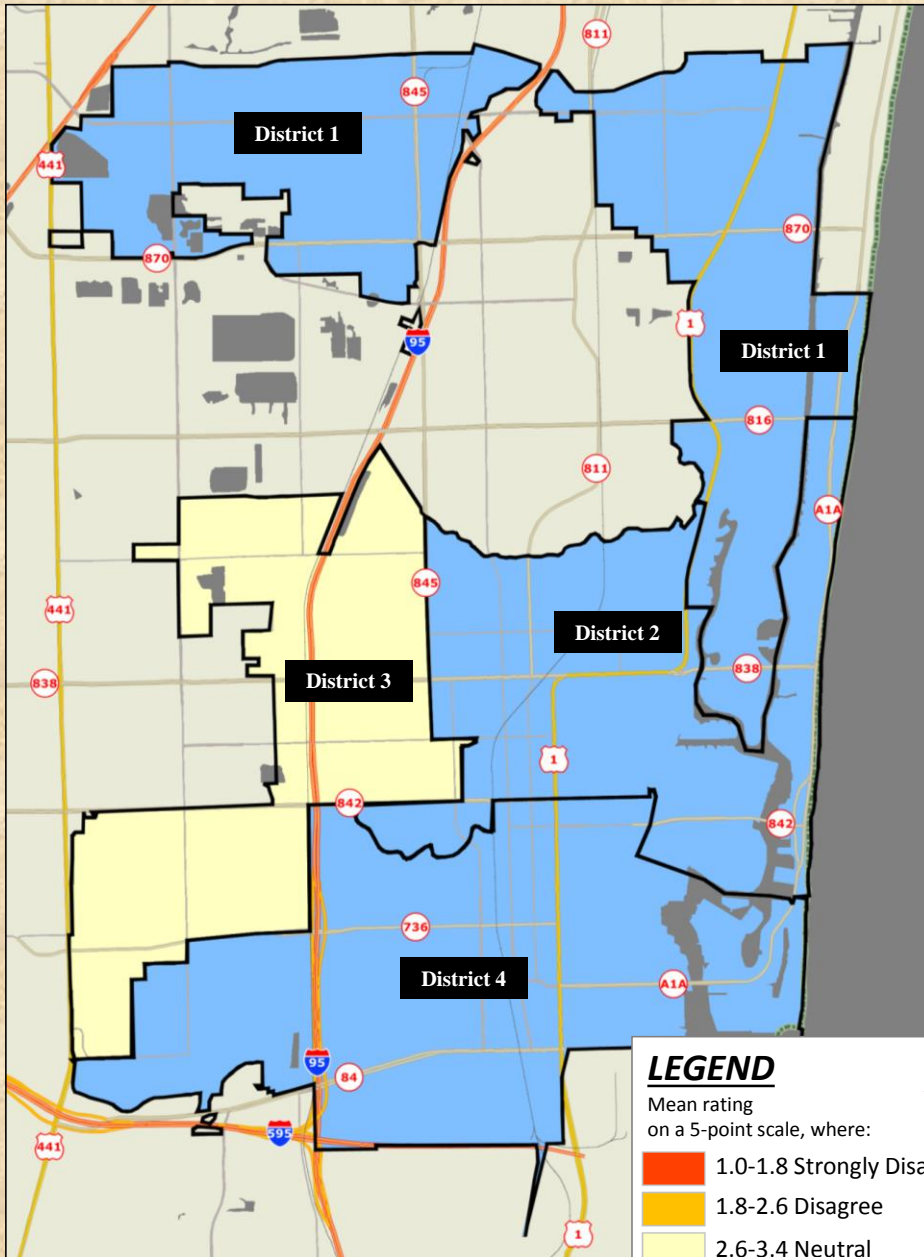
Shading reflects the mean rating for all respondents by District

LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Strongly Disagree
 - 1.8-2.6 Disagree
 - 2.6-3.4 Neutral
 - 3.4-4.2 Agree
 - 4.2-5.0 Strongly Agree
 - Other (no responses)



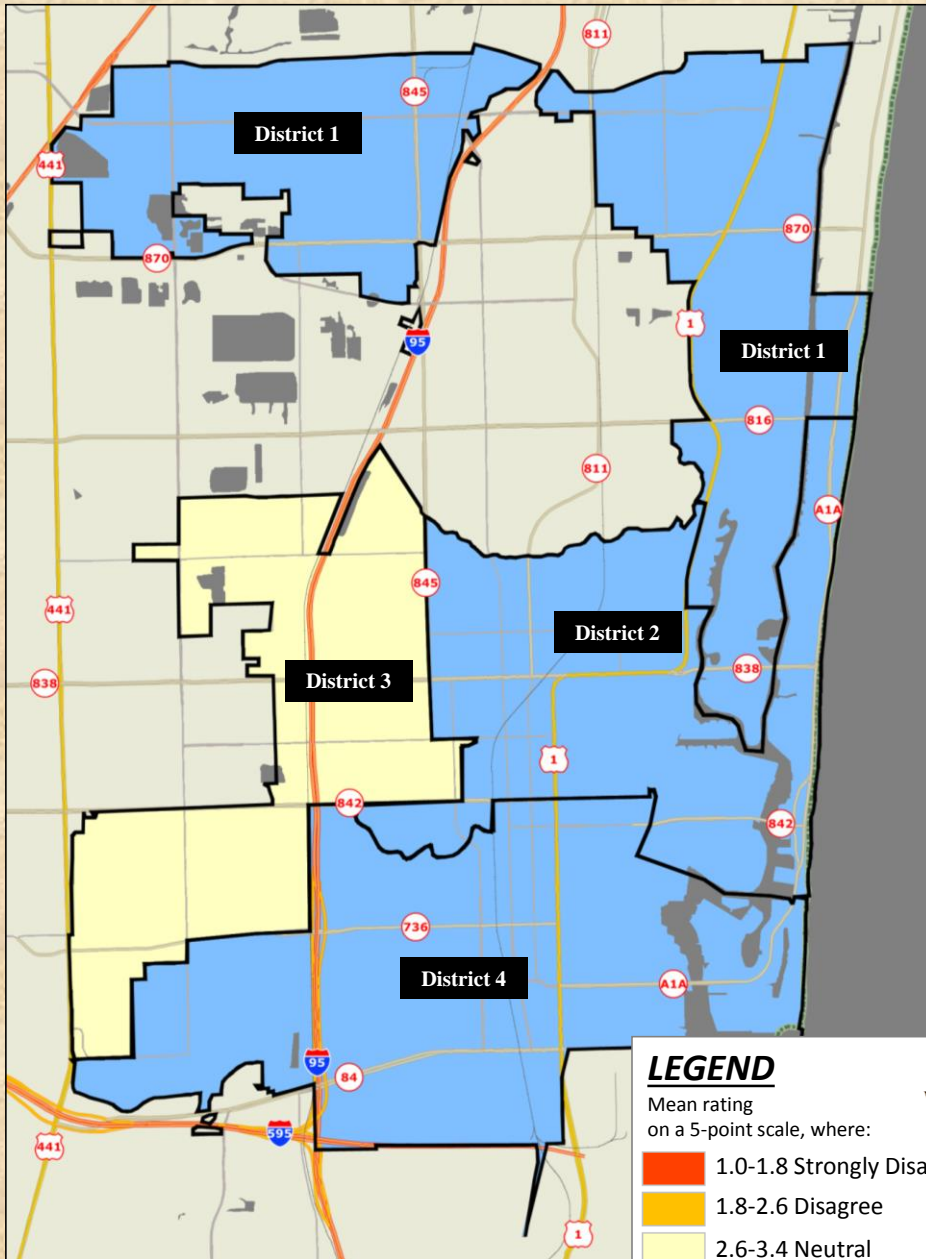
Q21c Agreement that residents are informed about local climate change issues



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

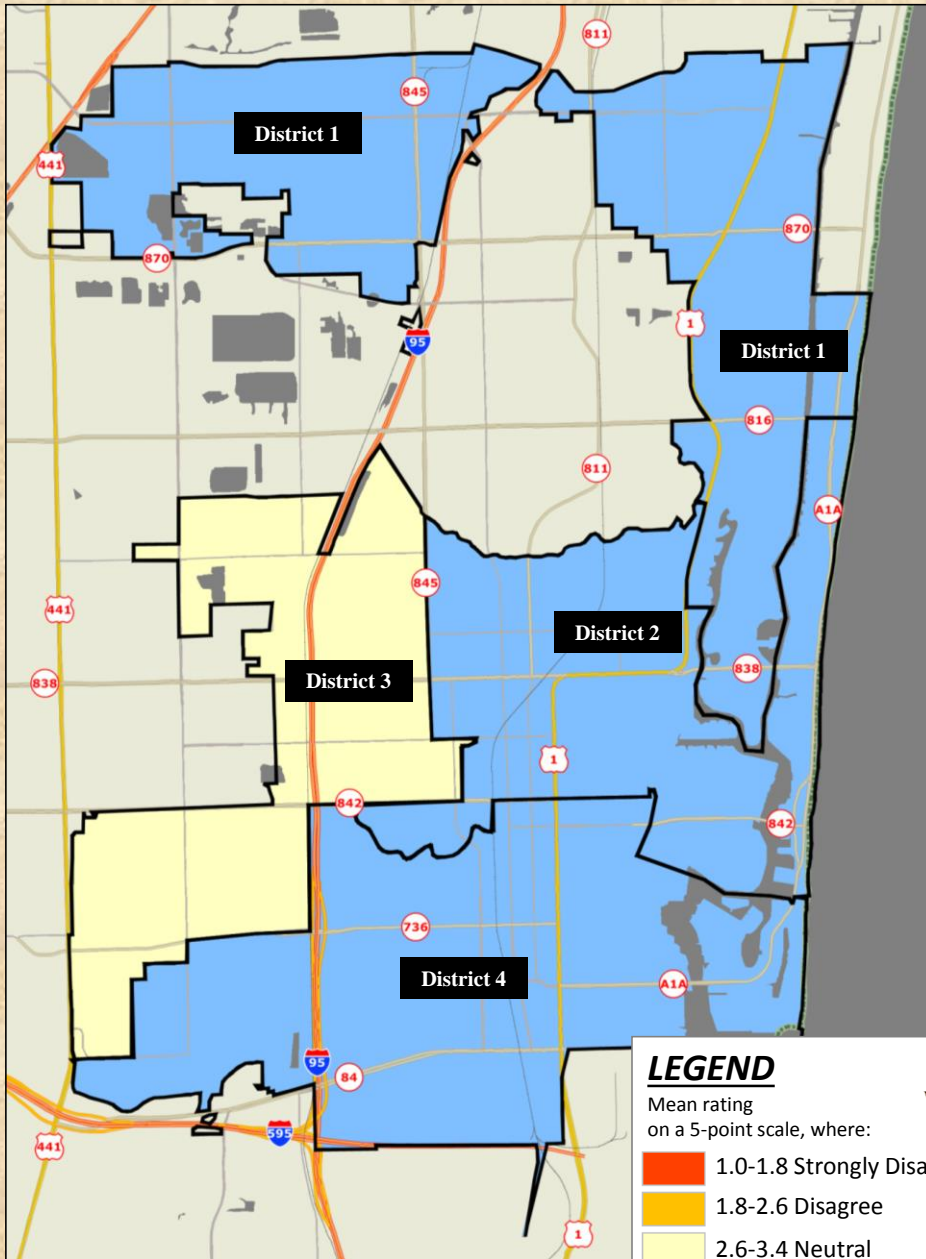
Q21d Agreement that residents have observed coastal water level increases



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q21e Agreement that residents have observed increased flooding



LEGEND

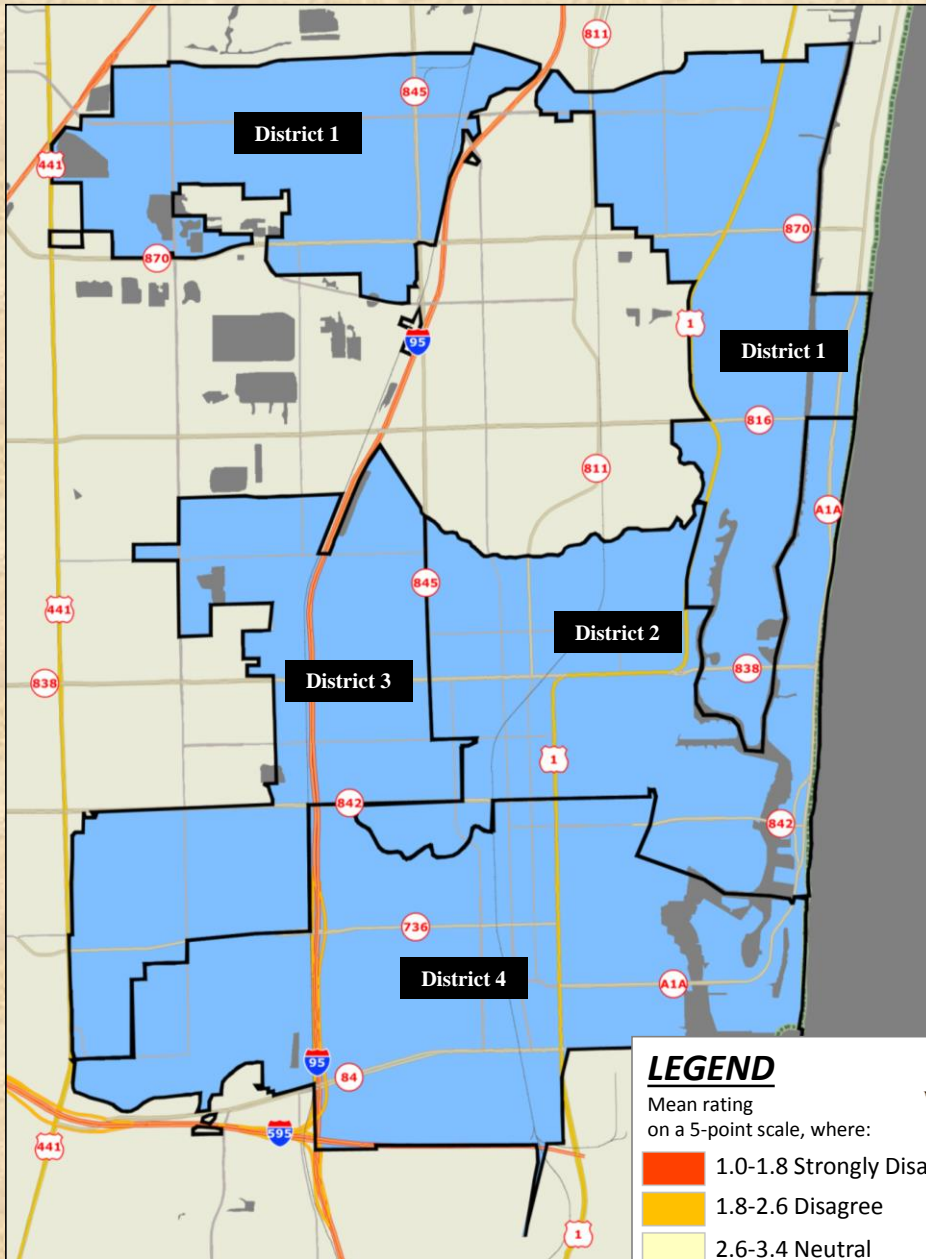
Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

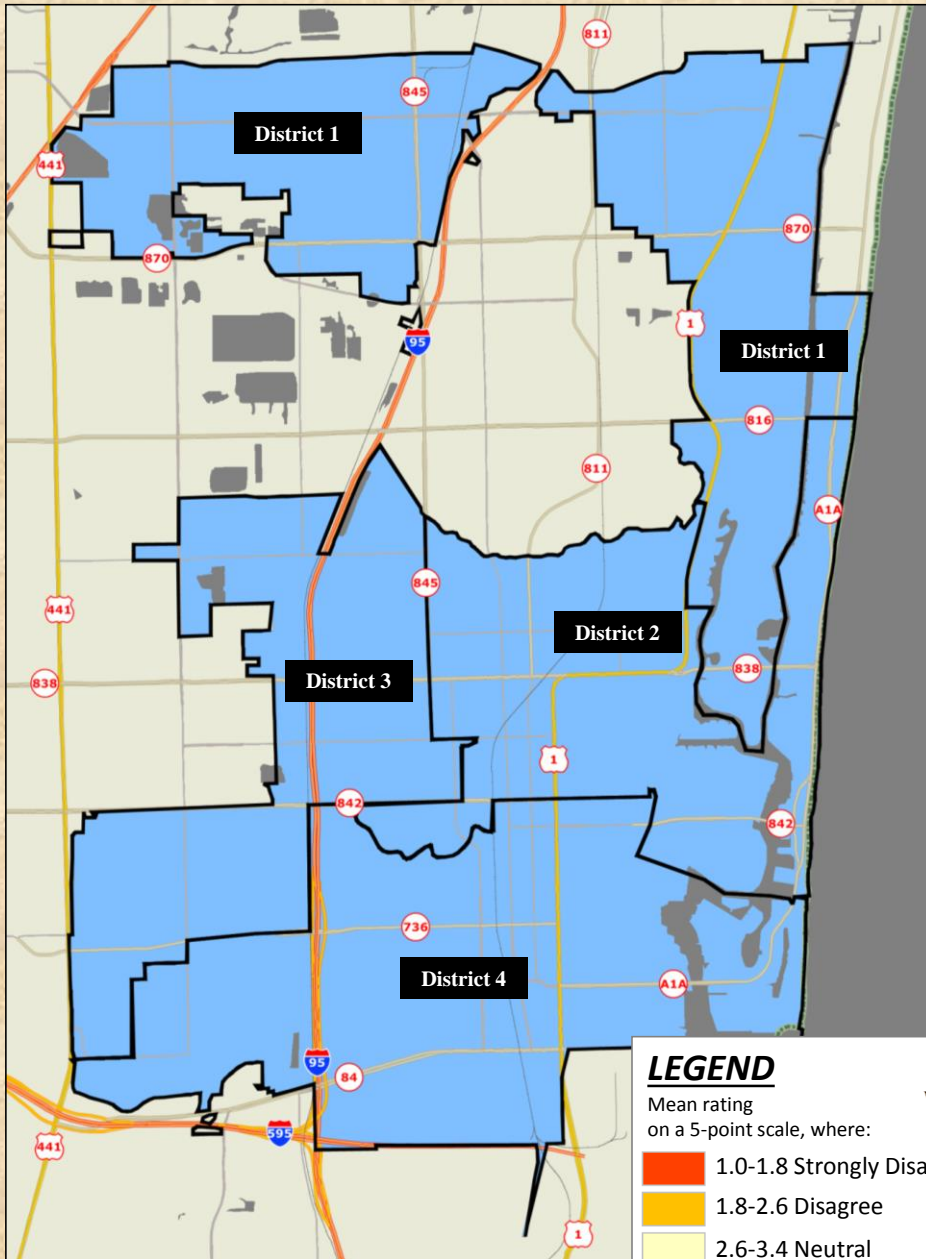
Q21f Agreement that residents have observed increased weather temperatures



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

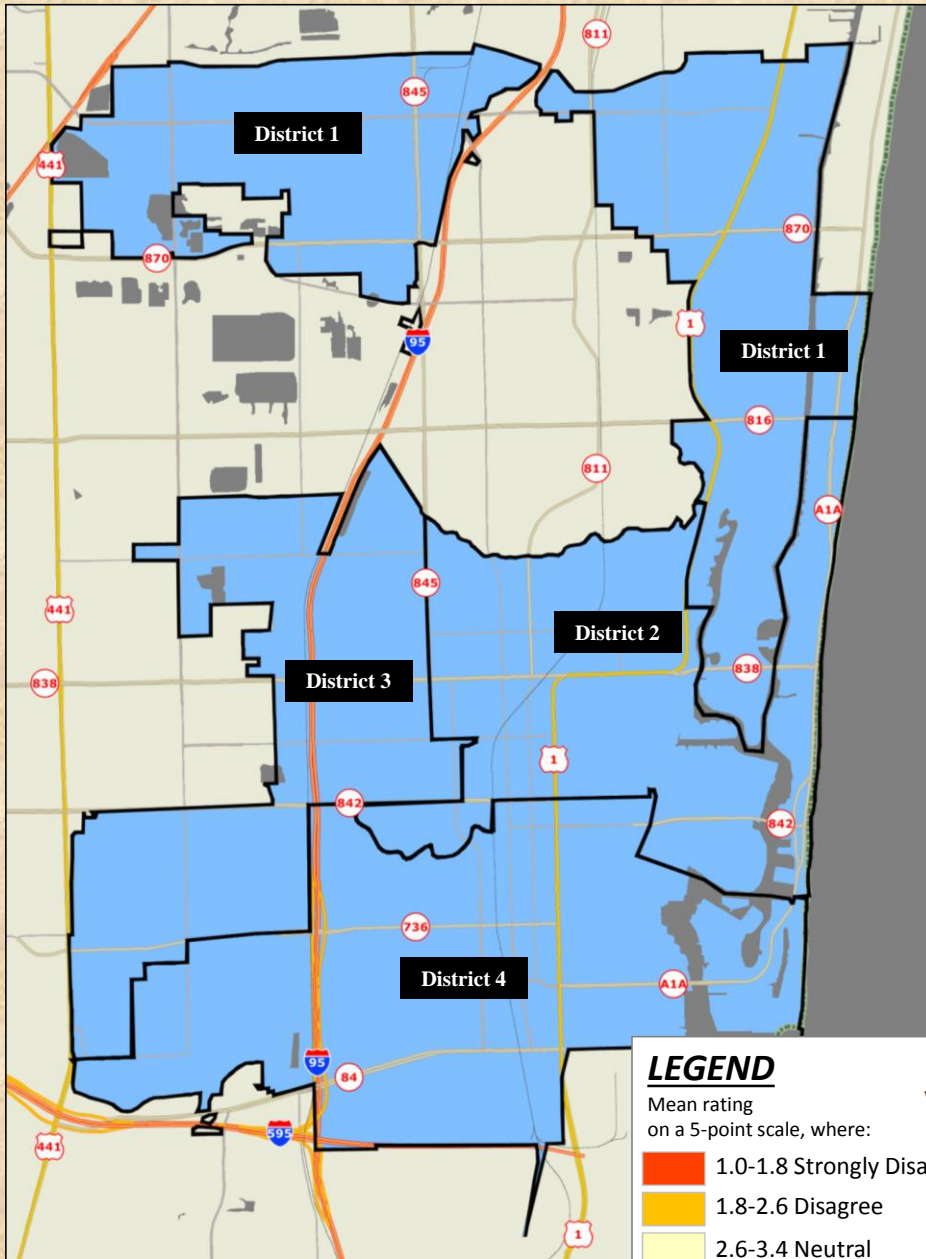
Q21g Agreement that residents feel their household is energy efficient



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q21h Agreement that that residents feel their household is water efficient



2013 City of Fort Lauderdale Neighbor Survey

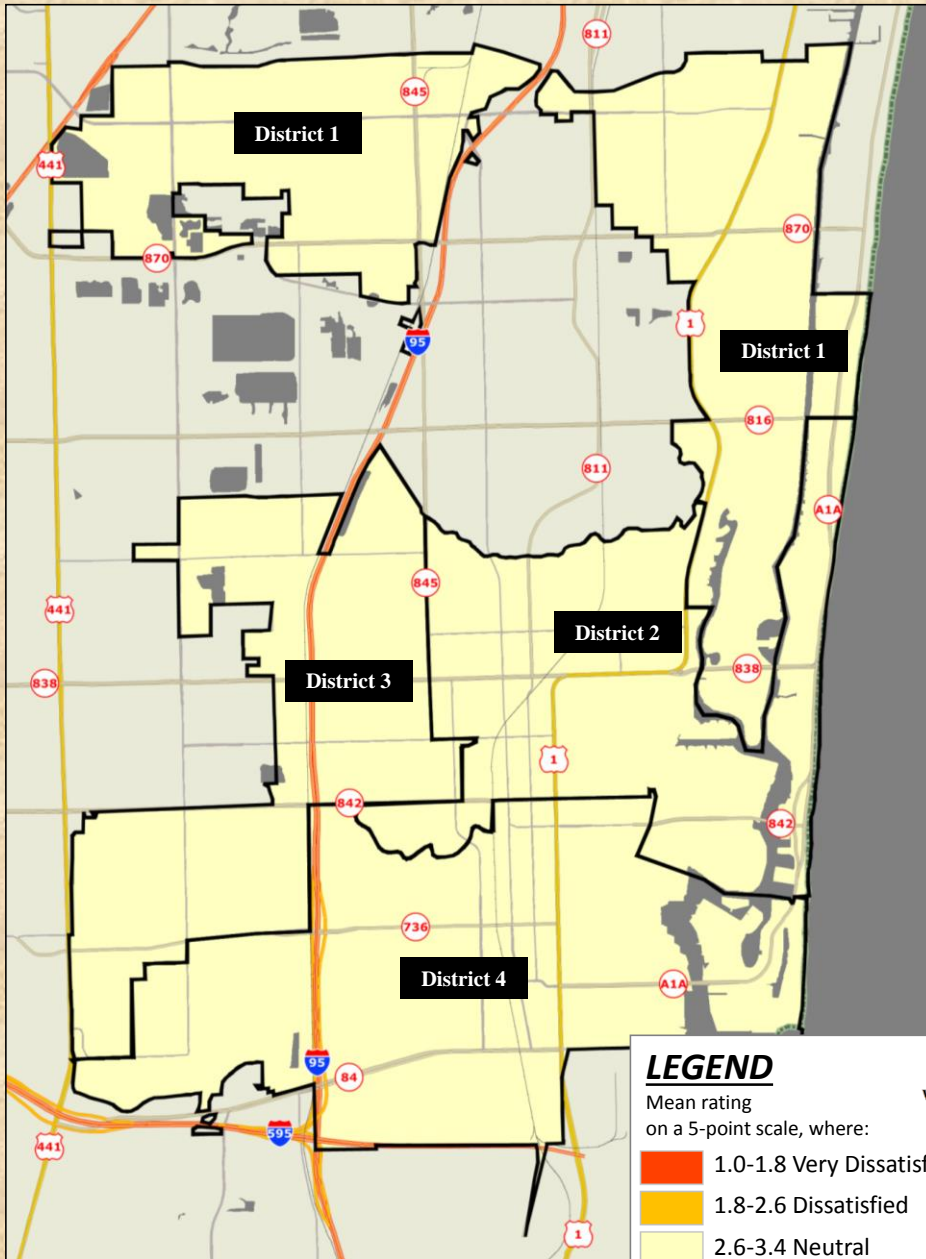
Shading reflects the mean rating for all respondents by District

LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Strongly Disagree
 - 1.8-2.6 Disagree
 - 2.6-3.4 Neutral
 - 3.4-4.2 Agree
 - 4.2-5.0 Strongly Agree
 - Other (no responses)



Q22a Satisfaction with the overall quality of drinking water



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

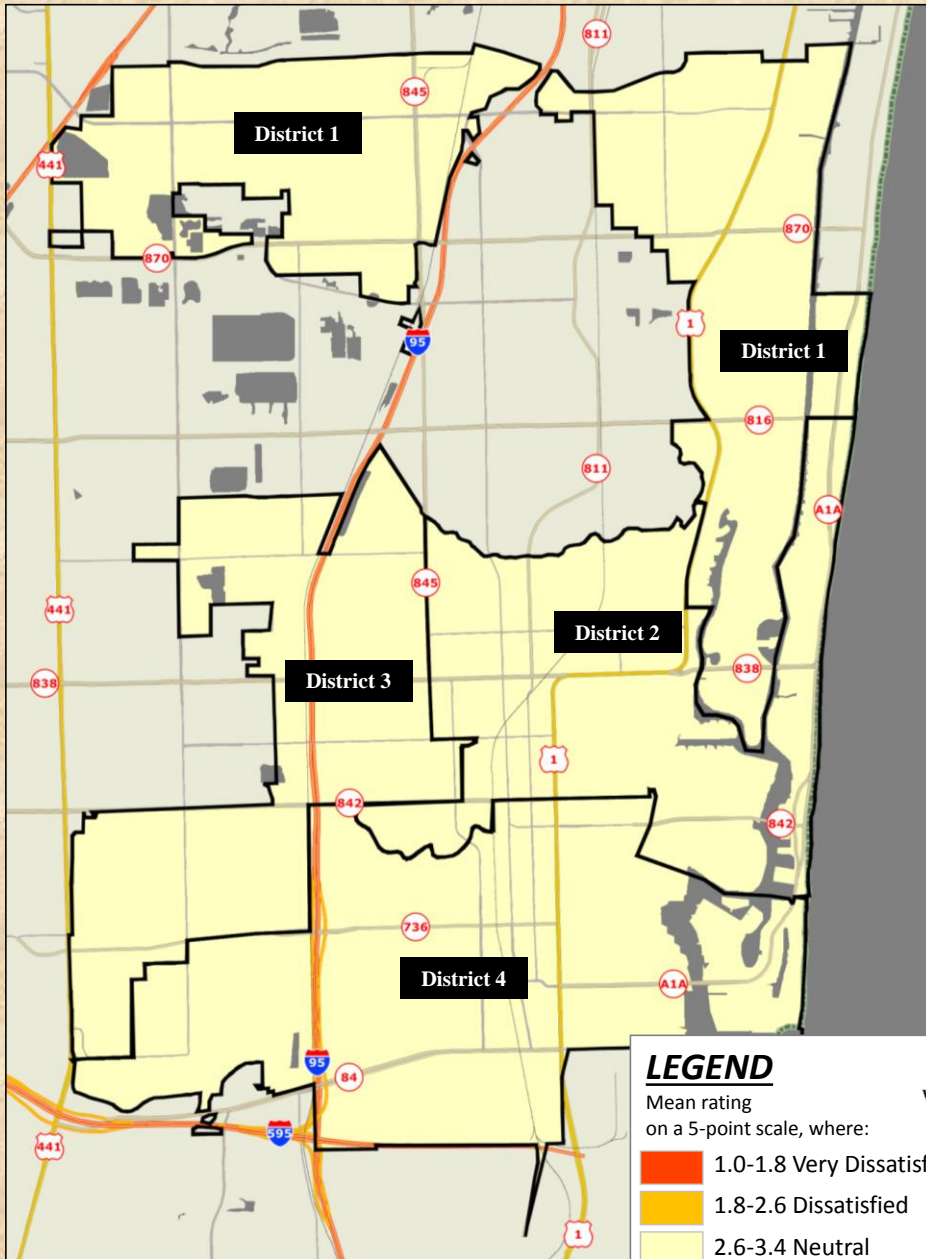
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q22b Satisfaction with the prevention of tidal-related flooding



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

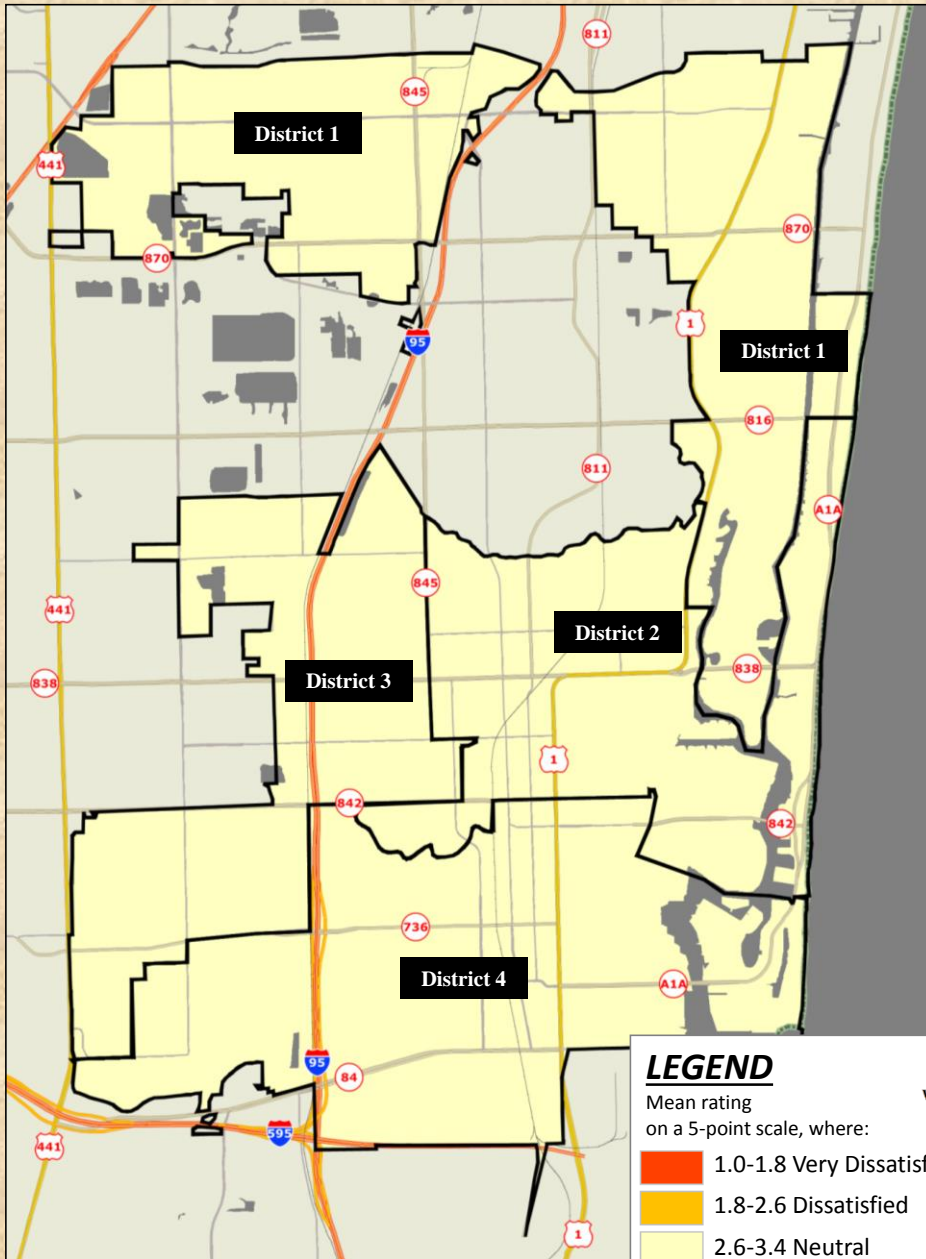
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q22c Satisfaction with the prevention of storm water-related flooding



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

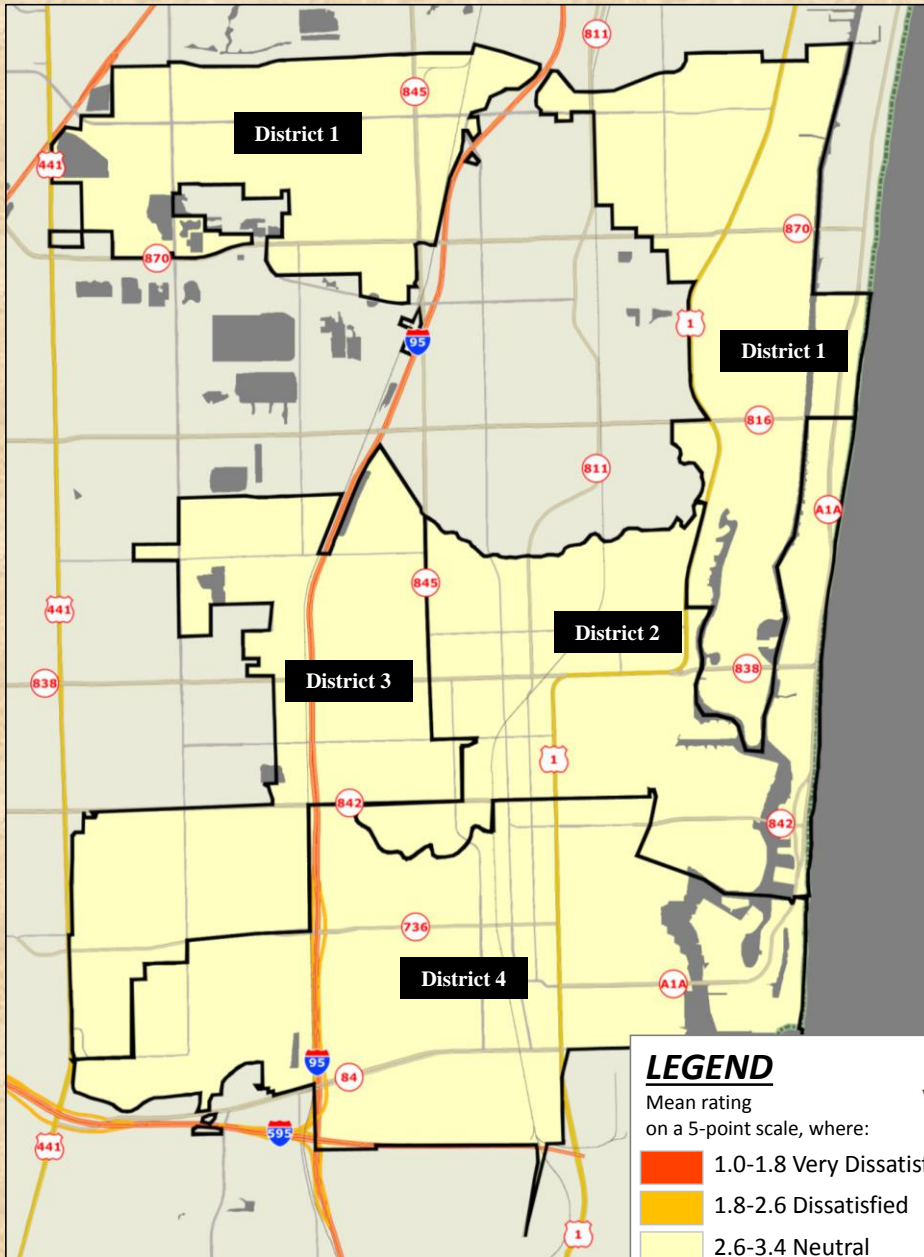
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q22d Satisfaction with the cleanliness of waterways near your home



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

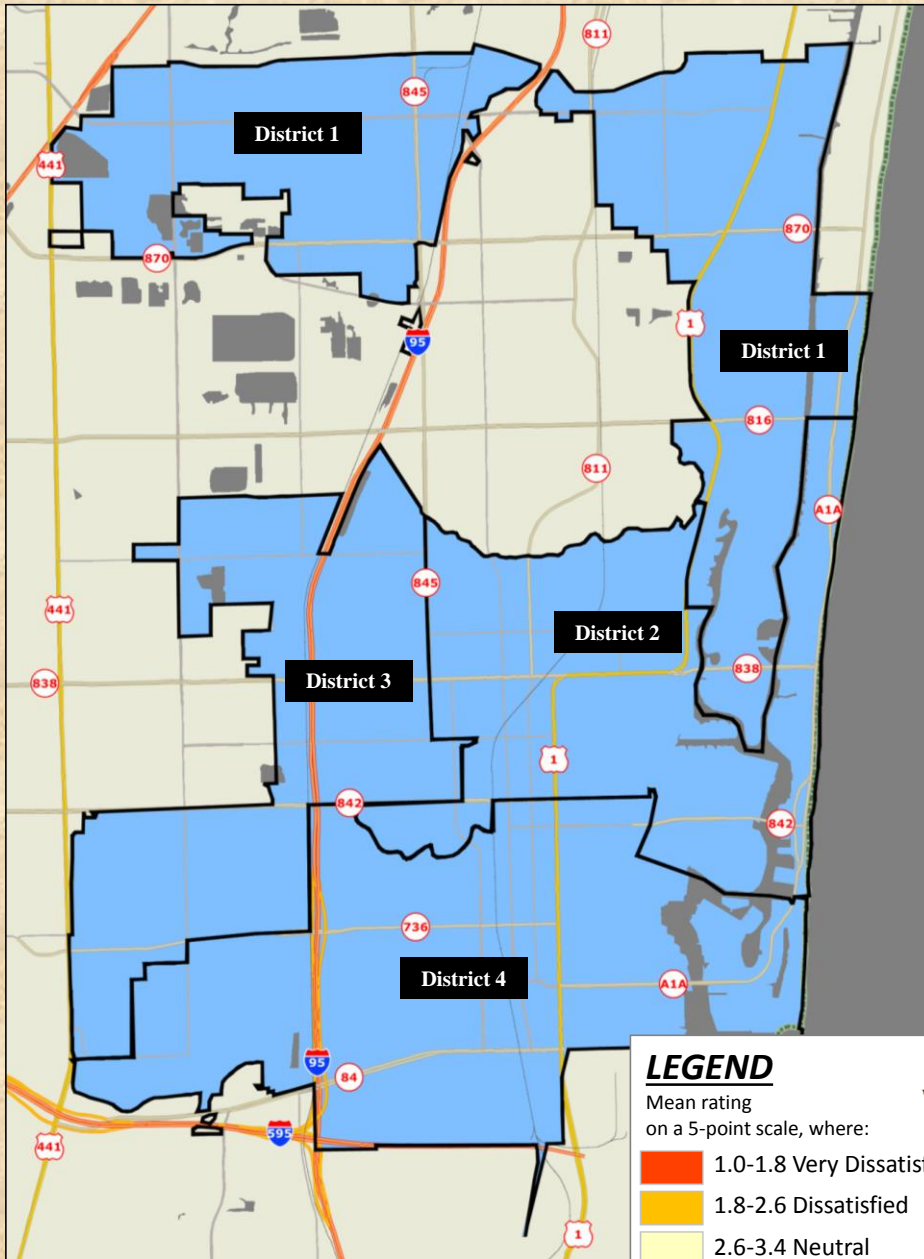
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q22e Satisfaction with the quality of sewer (wastewater) services



2013 City of Fort Lauderdale Neighbor Survey

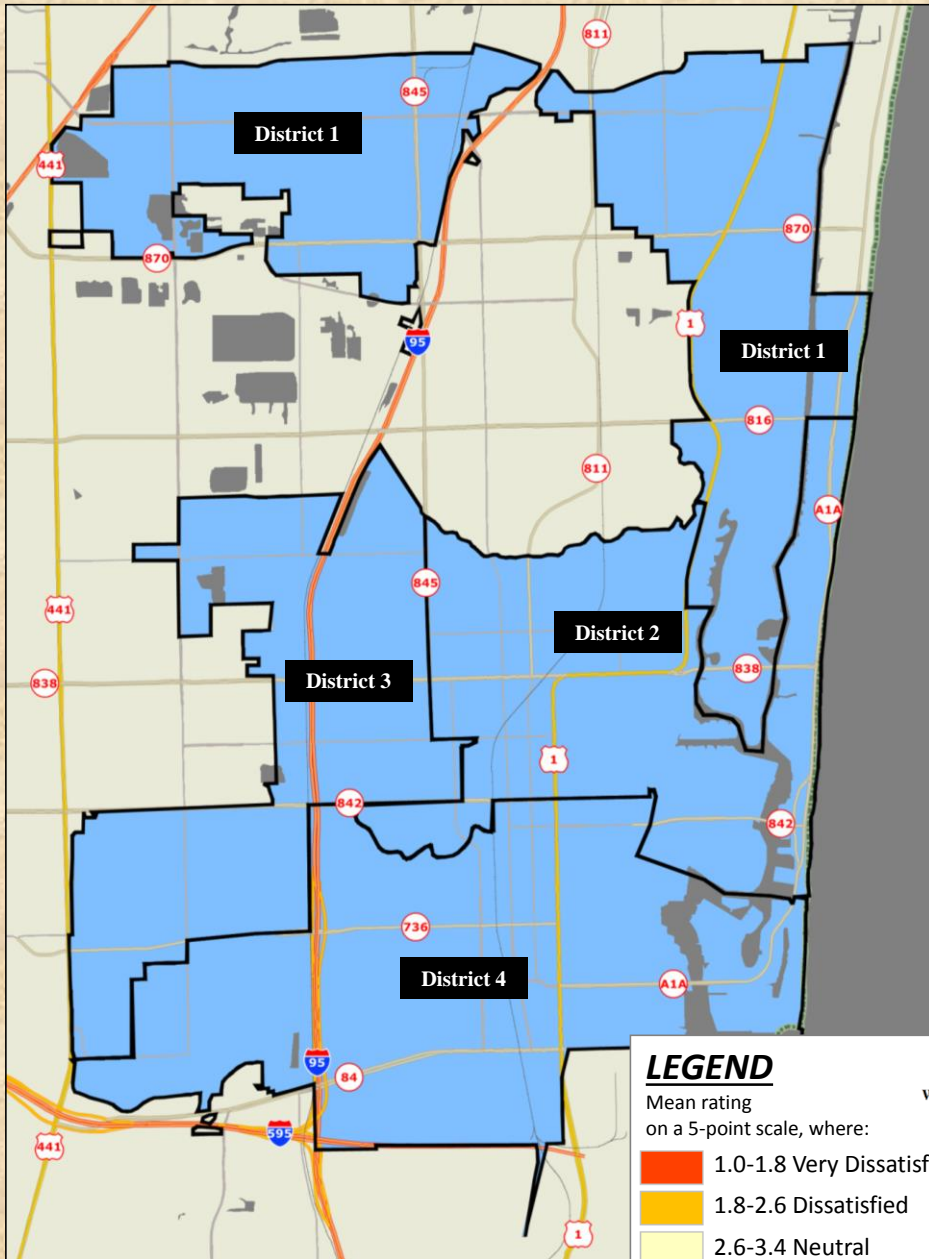
Shading reflects the mean rating for all respondents by District

LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
 - 1.8-2.6 Dissatisfied
 - 2.6-3.4 Neutral
 - 3.4-4.2 Satisfied
 - 4.2-5.0 Very Satisfied
 - Other (no responses)



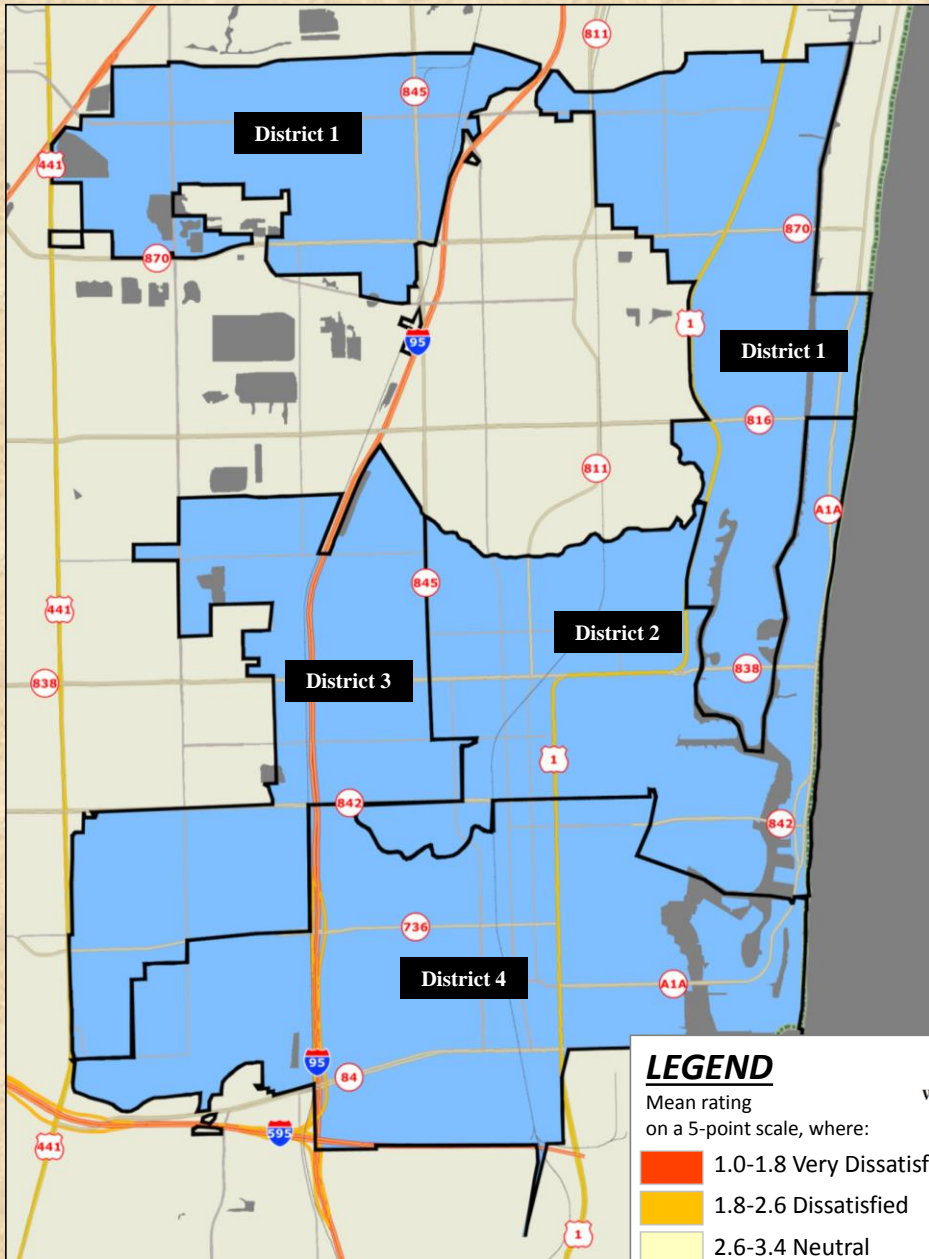
Q22f Satisfaction with the residential garbage collection



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q22g Satisfaction with the residential bulk trash collection



LEGEND

Mean rating on a 5-point scale, where:

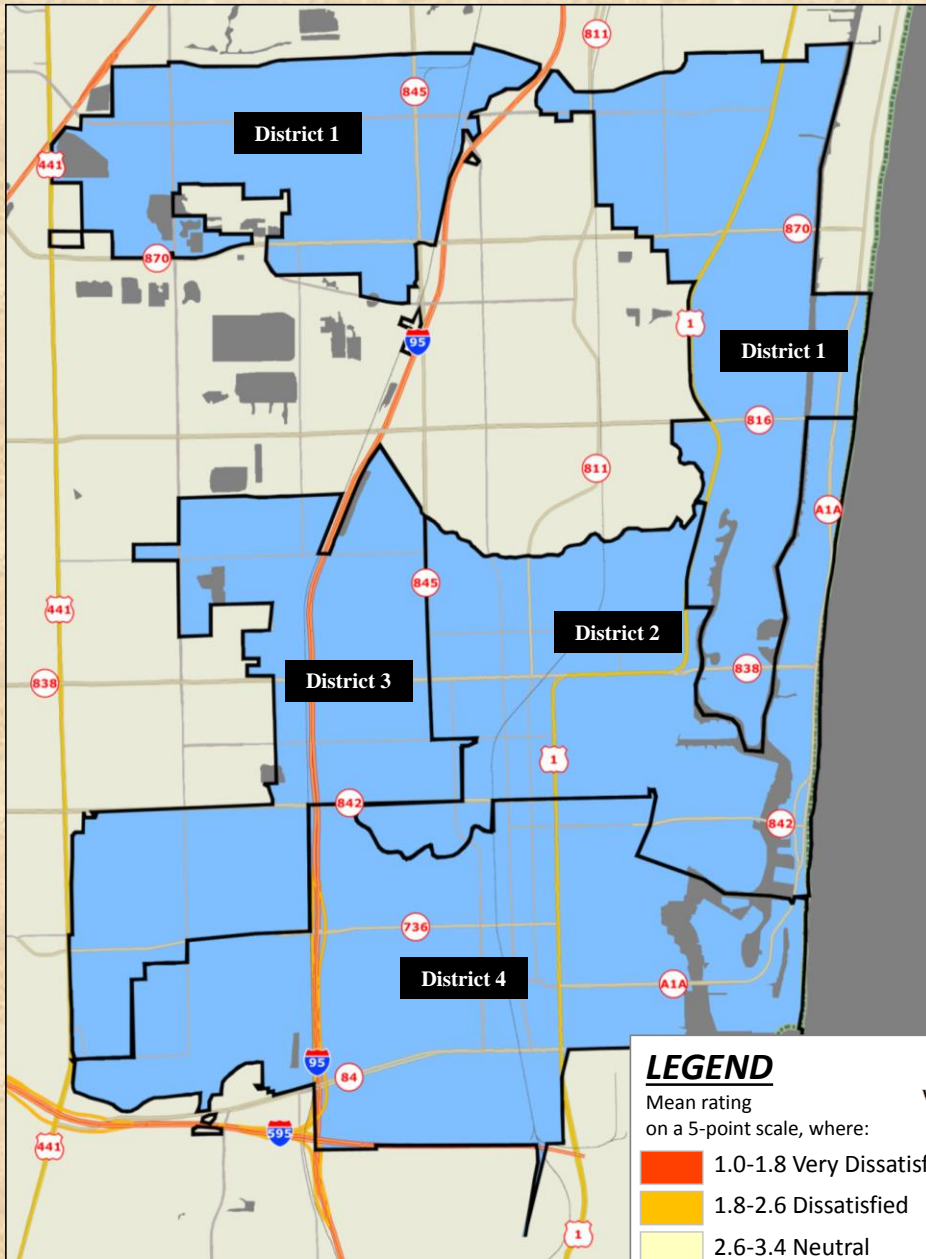
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q22h Satisfaction with the residential recycling services



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Section 4:
Survey Instrument



The Venice of America
John P. "Jack" Seiler
MAYOR

100 NORTH ANDREWS AVENUE • 33301
(954) 828-5003
(954) 828-5667 FAX
jack.seiler@fortlauderdale.gov
www.fortlauderdale.gov

November 2013

Dear Fort Lauderdale Neighbor:

The City of Fort Lauderdale is committed to building community in partnership with each and every one of you - our neighbors.

In order to continue to enhance our programs and services, we are asking you to participate in our Second Annual Neighbor Survey. Your input will enable us to see where we are exceeding expectations, as well as identify areas where improvements are needed to ensure our city moves strategically and innovatively into the future.

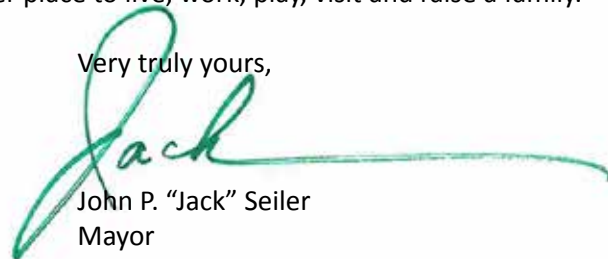
Last year, neighbors shared opinions about their levels of satisfaction with our quality of life and services, while also communicating issues of concern. These survey results were instrumental in developing *Press Play Fort Lauderdale 2018*, our five-year Strategic Plan. The Strategic Plan serves as our roadmap to accomplishing the goals and aspirations outlined in *Fast Forward Fort Lauderdale*, our recently adopted City Vision Plan for 2035. You should know that we are already making significant progress on many of the high priorities identified in last year's survey. To that end, I encourage you to visit our website at www.fortlauderdale.gov to view the complete 2012 Neighbor Survey results.

As a city, it is our job to provide the services you need and desire. In order for us to improve, we need your input, comments, and feedback.

Please take a few moments to complete the survey. Your participation is vital to the success of this effort, and your responses will remain anonymous. A postage-paid return envelope has been provided for your convenience, or you may complete the survey online at www.2013fortlauderdale.gov. Once the survey results are compiled, a report will be presented to the community. If you have any questions, please contact our Neighbor Support Office at (954) 828-5289.

Thank you for your help on this collaborative effort to build community, and thank you for continuing to work with us to make Fort Lauderdale an even better place to live, work, play, visit and raise a family.

Very truly yours,



John P. "Jack" Seiler
Mayor

Fast Forward Fort Lauderdale: Our City, Our Vision 2035 www.fortlauderdale.gov/vision

Press Play Fort Lauderdale: Our City, Our Strategic Plan 2018 www.fortlauderdale.gov/pressplay

Si usted tiene preguntas sobre la encuesta y no habla inglés, por favor llame a 1-888-369-7773 y hable con Terry. Gracias.

Si w pa pale angle epi ou gen kesyon sou sondaj sa a tanpri telephone 1-888-801-5368 epi mande pou Teri. Mèsi.



2013 Neighbor Survey

The City of Fort Lauderdale is committed to building community. Your feedback will inform planning and service delivery. Please take a few minutes to complete this survey. If you have questions, please contact Neighbor Support at (954) 828-5289.

1. OVERALL OPINION OF THE CITY		Excellent	Good	Neutral	Below Average	Poor	Don't Know
Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of Fort Lauderdale with regard to the following:							
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to educate children	5	4	3	2	1	9
D.	As a place to work	5	4	3	2	1	9
E.	As a place for play & leisure	5	4	3	2	1	9
F.	As a place to visit	5	4	3	2	1	9
G.	As a place to retire	5	4	3	2	1	9
H.	As a place to seasonally reside	5	4	3	2	1	9
I.	Overall quality of life	5	4	3	2	1	9
J.	Overall sense of community	5	4	3	2	1	9
K.	Overall image of the City	5	4	3	2	1	9
L.	As a city that is moving in the right direction	5	4	3	2	1	9

2. LEVEL OF AGREEMENT WITH CITY GOALS		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please indicate your level of agreement with the following statements:							
A.	The City of Fort Lauderdale builds community	5	4	3	2	1	9
B.	The City of Fort Lauderdale continuously improves services	5	4	3	2	1	9
C.	The City of Fort Lauderdale uses your tax dollars wisely	5	4	3	2	1	9

3. OVERALL SATISFACTION WITH CITY SERVICES		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.							
A.	Overall quality of City services	5	4	3	2	1	9
B.	Overall quality of police and fire services	5	4	3	2	1	9
C.	Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
D.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
E.	Overall enforcement of City ordinances	5	4	3	2	1	9
F.	Overall maintenance of City streets, sidewalks, and infrastructure	5	4	3	2	1	9
G.	Overall maintenance of City buildings and facilities	5	4	3	2	1	9
H.	Overall flow of traffic	5	4	3	2	1	9
I.	Effectiveness of communication with the community	5	4	3	2	1	9
J.	How well the City is preparing for the future	5	4	3	2	1	9
K.	How well the City is prepared for disasters	5	4	3	2	1	9
L.	Quality of landscaping in parks, medians and other public areas	5	4	3	2	1	9

4. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 3 above.]

_____ 1st _____ 2nd _____ 3rd

5. PERCEPTION

Several items that may influence your perception of Fort Lauderdale as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A.	Overall feeling of safety in the City	5	4	3	2	1	9
B.	Overall value received for City tax dollars and fees	5	4	3	2	1	9
C.	Overall planning for growth	5	4	3	2	1	9
D.	Overall appearance of the City	5	4	3	2	1	9
E.	Availability of affordable housing	5	4	3	2	1	9
F.	Availability of employment	5	4	3	2	1	9
G.	Acceptance of diversity	5	4	3	2	1	9
H.	Availability of affordable child care	5	4	3	2	1	9
I.	Quality of public schools	5	4	3	2	1	9
J.	Quality of private schools	5	4	3	2	1	9
K.	Availability of affordable quality care for aging adults	5	4	3	2	1	9
L.	Availability of affordable quality health care	5	4	3	2	1	9
M.	Availability of preventive health services	5	4	3	2	1	9
N.	Efforts in addressing homelessness	5	4	3	2	1	9

6. Fire Rescue and Emergency Management Planning

Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of local fire protection	5	4	3	2	1	9
B.	Professionalism of employees responding to emergencies	5	4	3	2	1	9
C.	How quickly fire rescue responds to 911 emergencies	5	4	3	2	1	9
D.	Quality of Emergency Medical Services (EMS)	5	4	3	2	1	9
E.	Quality of lifeguard protection at City beaches	5	4	3	2	1	9

Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please indicate your level of agreement with the following statements:

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
F.	My household is prepared with food, water and other supplies for an emergency, such as a natural disaster.	5	4	3	2	1	9
G.	I know where to get information during an emergency.	5	4	3	2	1	9

7. Which TWO of the Fire Rescue and Emergency items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 6 above.]

_____ 1st _____ 2nd

8. Public Safety: Police

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of local police protection.	5	4	3	2	1	9
B.	Professionalism of employees responding to emergencies	5	4	3	2	1	9
C.	How quickly police respond to 911 emergencies	5	4	3	2	1	9
D.	The visibility of police in neighborhoods	5	4	3	2	1	9
E.	The City's efforts to prevent crime	5	4	3	2	1	9

9. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 8 above.]

_____ 1st _____ 2nd

10. Have you met a police officer in your neighborhood or at a civic association meeting?

_____ (1) Yes _____ (2) No _____ (3) Don't know

11. Perceptions of Safety

Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

		Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
A.	Walking in your neighborhood during the day	4	3	2	1	9
B.	Walking in your neighborhood at night	4	3	2	1	9
C.	In commercial/business areas during the day	4	3	2	1	9
D.	In commercial/business areas at night	4	3	2	1	9
E.	Along the beach corridor	4	3	2	1	9
F.	In the downtown entertainment area	4	3	2	1	9
G.	At special events	4	3	2	1	9
H.	In City parks	4	3	2	1	9

12. Codes and Ordinances Related to Appearance

For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5, means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
B.	Enforcing mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
C.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
D.	Enforcing maintenance of business property	5	4	3	2	1	9

13. Community Planning and Development

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Process for obtaining permits for construction or renovation	5	4	3	2	1	9
B.	Process for conducting inspections for construction or renovation	5	4	3	2	1	9
C.	Effectiveness of City efforts to revitalize low-income areas	5	4	3	2	1	9
D.	City support for use of sustainable construction (materials, energy and water efficiency)	5	4	3	2	1	9
E.	City support of the preservation of historic buildings in the City	5	4	3	2	1	9

14. Parks and Recreation

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of City parks	5	4	3	2	1	9
B.	Proximity of your home to City parks	5	4	3	2	1	9
C.	Quality of athletic fields	5	4	3	2	1	9
D.	Quantity of athletic fields	5	4	3	2	1	9
E.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
F.	Variety of parks programs	5	4	3	2	1	9
G.	Cost of parks programs and facility fees	5	4	3	2	1	9
H.	City youth athletic programs	5	4	3	2	1	9
I.	City adult athletic programs	5	4	3	2	1	9
J.	Quality of the City's special events and festivals	5	4	3	2	1	9
K.	Amount of the City's special events and festivals	5	4	3	2	1	9
L.	Ease of registering for programs	5	4	3	2	1	9
M.	Availability of green space near your home	5	4	3	2	1	9

15. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 14 above.]

_____ 1st _____ 2nd _____ 3rd

16. Transportation and Mobility

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Availability of sidewalks	5	4	3	2	1	9
B.	Condition of sidewalks	5	4	3	2	1	9
C.	Availability of greenways for walking or biking	5	4	3	2	1	9
D.	Safety of biking	5	4	3	2	1	9
E.	Safety of walking	5	4	3	2	1	9
F.	Availability of biking paths and amenities	5	4	3	2	1	9
G.	Availability of B-Cycle stations	5	4	3	2	1	9
H.	Availability of public transit options (Tri-Rail and Bus Service)	5	4	3	2	1	9
I.	Availability of City mass transit (Sun Trolley)	5	4	3	2	1	9
J.	Availability of public parking	5	4	3	2	1	9
K.	Availability of public parking downtown	5	4	3	2	1	9
L.	Availability of public parking at the beach	5	4	3	2	1	9
M.	Cost of public parking	5	4	3	2	1	9
N.	Cost of private parking	5	4	3	2	1	9
O.	Management of traffic flow and congestion	5	4	3	2	1	9
P.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
Q.	Overall maintenance of street signs/pavement markings	5	4	3	2	1	9
R.	Overall cleanliness of streets	5	4	3	2	1	9
S.	Adequacy of street lighting	5	4	3	2	1	9

17. Which THREE of the transportation and mobility items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 16 above.]

_____ 1st _____ 2nd _____ 3rd

18. Do you or does any member of your household use public transportation options?

_____ (1) Yes _____ (2) No

19. Does anyone in your household regularly ride a bicycle?

_____ (1) Yes _____ (2) No

20. Of these Community Investment Plan capital project types, which three would you select as the most important?

- _____ A) More walkable and bikeable streets
- _____ B) Park renovations/improvements
- _____ C) Water and Sewer system maintenance and improvements
- _____ D) Pavement rehabilitation/roadway repairs
- _____ E) Bridge repair
- _____ F) City facilities renovations or replacement (e.g. roof replacements, playground replacements, elevator repairs)
- _____ G) Stormwater and Drainage improvements

21. Sustainability

Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please indicate your level of agreement with the following statements:

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	I am satisfied with the amount of tree canopy coverage	5	4	3	2	1	9
B.	Single stream recycling program has reduced my household garbage disposal	5	4	3	2	1	9
C.	I am informed about local climate change issues	5	4	3	2	1	9
D.	I have observed coastal water level increases	5	4	3	2	1	9
E.	I have observed increased flooding	5	4	3	2	1	9
F.	I have observed increased weather temperatures	5	4	3	2	1	9
G.	My household is energy efficient	5	4	3	2	1	9
H.	My household is water efficient	5	4	3	2	1	9

22. Water, Wastewater, Waterways, Flooding, Sanitation

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of drinking water	5	4	3	2	1	9
B.	Prevention of tidal-related flooding	5	4	3	2	1	9
C.	Prevention of storm water-related flooding	5	4	3	2	1	9
D.	Cleanliness of waterways near your home	5	4	3	2	1	9
E.	Quality of sewer (wastewater) services	5	4	3	2	1	9
F.	Residential garbage collection	5	4	3	2	1	9
G.	Residential bulk trash collection	5	4	3	2	1	9
H.	Residential recycling services	5	4	3	2	1	9

23. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write the letters below using the letters from list in 22 above.]

_____ 1st _____ 2nd _____ 3rd

24. PUBLIC COMMUNICATION AND OUTREACH

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Ease of access to information about City services	5	4	3	2	1	9
B.	Opportunities to participate in local government (advisory boards, volunteering)	5	4	3	2	1	9
C.	Quality of www.fortlauderdale.gov	5	4	3	2	1	9

25. Which of the following are your primary sources of information about City issues, services, and events?

(check all that apply)

- _____ (A) www.fortlauderdale.gov
- _____ (B) Twitter
- _____ (C) Facebook
- _____ (D) Email subscription
- _____ (E) City Newsletter
- _____ (F) TV - 78
- _____ (G) Television/News (which ones) _____
- _____ (H) City Hall 954-828-8000
- _____ (I) Radio (which ones) _____
- _____ (J) Major Newspaper (which ones) _____
- _____ (K) Community Newspapers
- _____ (L) Homeowners, Neighborhood, or other Civic Association Newsletters
- _____ (M) Homeowners, Neighborhood, or other Civic Association meetings

CUSTOMER SERVICE

26. Have you contacted the City during the past year?

____(1) Yes [answer Q26a through f]) ____ (2) No [go to Q27]

26a-f. Only if you have contacted the City during the past year: Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees on the following behaviors:

Customer Service Characteristics:		Always	Usually	Sometimes	Seldom	Never	Don't Know
A.	It was easy to find someone to address my request	5	4	3	2	1	9
B.	The Fort Lauderdale employee went the extra mile	5	4	3	2	1	9
C.	The response time was reasonable	5	4	3	2	1	9
D.	I was able to get my question/ concern resolved	5	4	3	2	1	9
E.	Fort Lauderdale employees are courteous/professional	5	4	3	2	1	9
F.	I was satisfied with my experience	5	4	3	2	1	9

27. Have you ever contacted our 24-hour Customer Service Center (954-828-8000)?

___(1) Yes [answer Q27a] ___(2) No [go to Q28]

27a. How would you rate your experience?

___(1) Excellent ___(3) Not sure
___(2) Good ___(4) Poor

28. Have you ever contacted our Utility Billing Office (954-828-5150)?

___(1) Yes [answer Q28a] ___(2) No [go to Q29]

28a. How would you rate your experience?

___(1) Excellent ___(3) Not sure
___(2) Good ___(4) Poor

29. **REASONS TO LIVE IN FORT LAUDERDALE** Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important is each reason in your decision to live in Fort Lauderdale, and are your needs being met?

Indicators		Very Important	Somewhat Important	Not sure	Un-important	Are your needs being met in Fort Lauderdale?	
						Yes	No
A.	Sense of belonging to the community	4	3	2	1	A	B
B.	Access to the S. Florida region	4	3	2	1	A	B
C.	Quality of public schools	4	3	2	1	A	B
D.	Quality of private schools	4	3	2	1	A	B
E.	Employment opportunities	4	3	2	1	A	B
F.	Affordability of housing	4	3	2	1	A	B
G.	Access to quality shopping	4	3	2	1	A	B
H.	Availability of parks and recreation	4	3	2	1	A	B
I.	Near family or friends	4	3	2	1	A	B
J.	Safety and security	4	3	2	1	A	B
K.	Availability of transportation options	4	3	2	1	A	B
L.	Availability of cultural activities and the arts	4	3	2	1	A	B
M.	Access to restaurants/ entertainment	4	3	2	1	A	B
N.	Location of college, university or vocational Institutions	4	3	2	1	A	B

30. If you own a home in Fort Lauderdale, 20.88% of your property tax bill goes to the City of Fort Lauderdale to fund the City's operating budget that funds services such as public safety and park maintenance. The balance of your bill is split between the County (27.57%), the School District (37.91%), North Broward Hospital (8.90%), S. Florida Water Management (2.08%), Children Services (2.47%), and Florida Inland Navigation (.17%). What is your level of satisfaction with the value you receive for the portion of your property taxes that fund the City's operating budget?

___(1) Very satisfied ___(3) Neutral ___(5) Very Dissatisfied
___(2) Satisfied ___(4) Dissatisfied ___(6) Don't Know

DEMOGRAPHICS

31. Approximately how many years have you lived in the City of Fort Lauderdale?

___(1) Less than 5 years ___(3) 11-20 years
___(2) 5-10 years ___(4) More than 20 years

32. Do you have school age children (grades K-12) living at home?

___(1) Yes ___(2) No

32a. IF YES: For your school age children, what type(s) of school do they attend?

___(1) Public school ___(3) Private or Parochial School
___(2) Charter school ___(4) Home School

33. What is your age?

- (1) Under 25 (3) 35 to 44 (5) 55 to 64
- (2) 25 to 34 (4) 45 to 54 (6) 65+

34. Which of the following best describes your race?

- (1) African American/Black (4) White
- (2) American Indian or Alaska Native (5) Other: _____
- (3) Asian, Hawaiian or Other Pacific Islander

35. What is the primary language spoken in your home?

- (1) Spanish (4) French
- (2) English (5) Portuguese
- (3) Creole (6) Other: _____

36. Which of the following best describes your current place of employment?

- (1) Employed outside the home

Where do you work?

- (a) In Fort Lauderdale (d) In Palm Beach County
- (b) Outside of Fort Lauderdale but inside Broward County (e) Another location in Florida
- (c) In Miami-Dade County (f) Outside of the State of Florida
- (2) Work from home
- (3) Student, Retired, or not currently employed

37. Where do you plan to be living in the next 2-5 years?

- (1) Fort Lauderdale
- (2) Another city in Broward County
- (3) Another city outside Broward County in southern Florida
- (4) Other _____
- (9) Don't know

38. Would you say your total household income is:

- (1) Under \$25,000 (4) \$75,000 to \$99,999
- (2) \$25,000 to \$49,999 (5) \$100,000 or more
- (3) \$50,000 to \$74,999

39. Your gender: (1) Male (2) Female

40. Do you own or rent your current residence?

- (1) Own
- (2) Rent

41. Is your residence in Fort Lauderdale your primary or secondary residence?

- (1) Primary (generally live in Fort Lauderdale year-round)
- (2) Secondary (only live in Fort Lauderdale part of the year)

42. In what type of residence do you live?

- (1) Single family home
- (2) Townhome or Condominium
- (3) Multi-family complex
- (4) Other _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.

City of Fort Lauderdale ***2013 Neighbor Survey*** ***Findings***

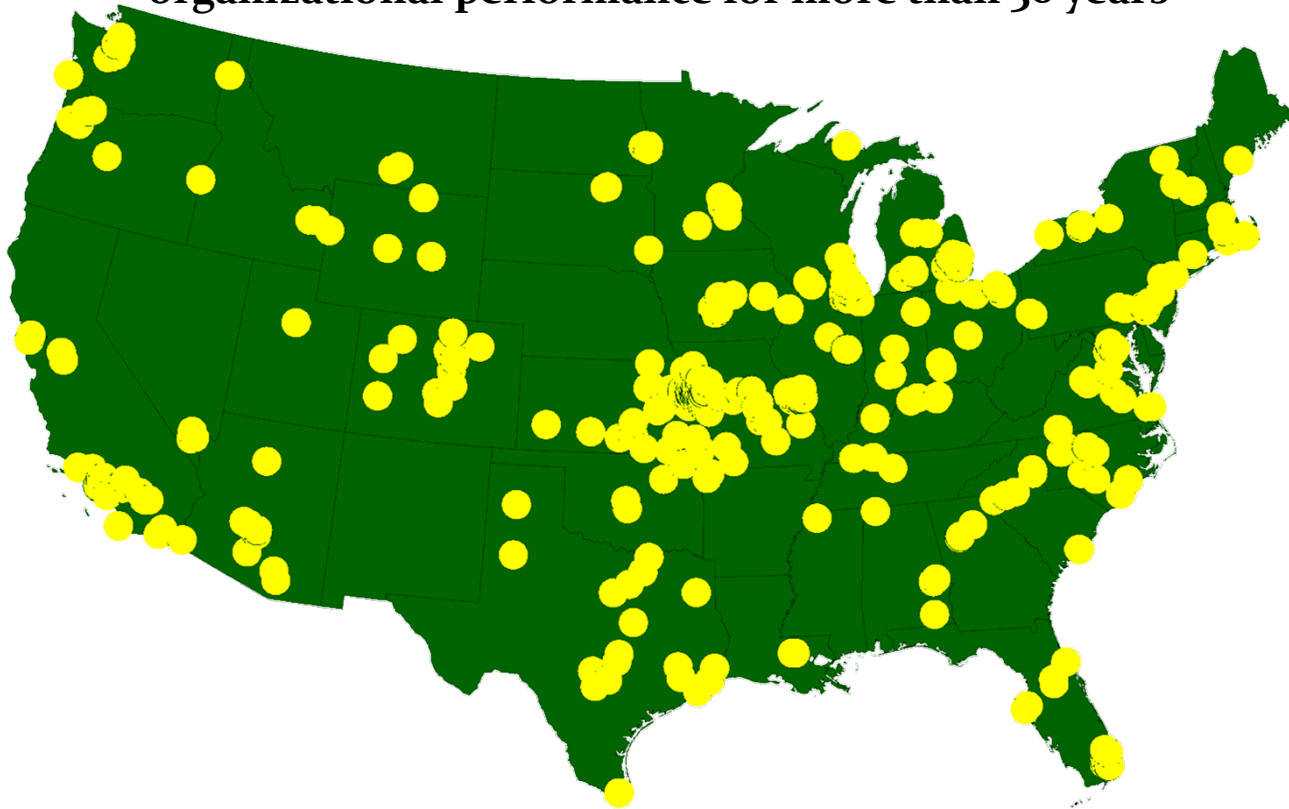
Presented by
ETC Institute

March 4, 2014



A National Leader in Market Research for Local Governmental Organizations

...helping city and county governments gather and use survey data to enhance organizational performance for more than 30 years



**More than 1,850,000 Persons Surveyed Since 2006
for more than 700 cities in 49 States**

Agenda

- **Purpose and Methodology**
- **Bottom Line Upfront**
- **Major Findings**
- **Conclusions**
- **Questions**

Purpose

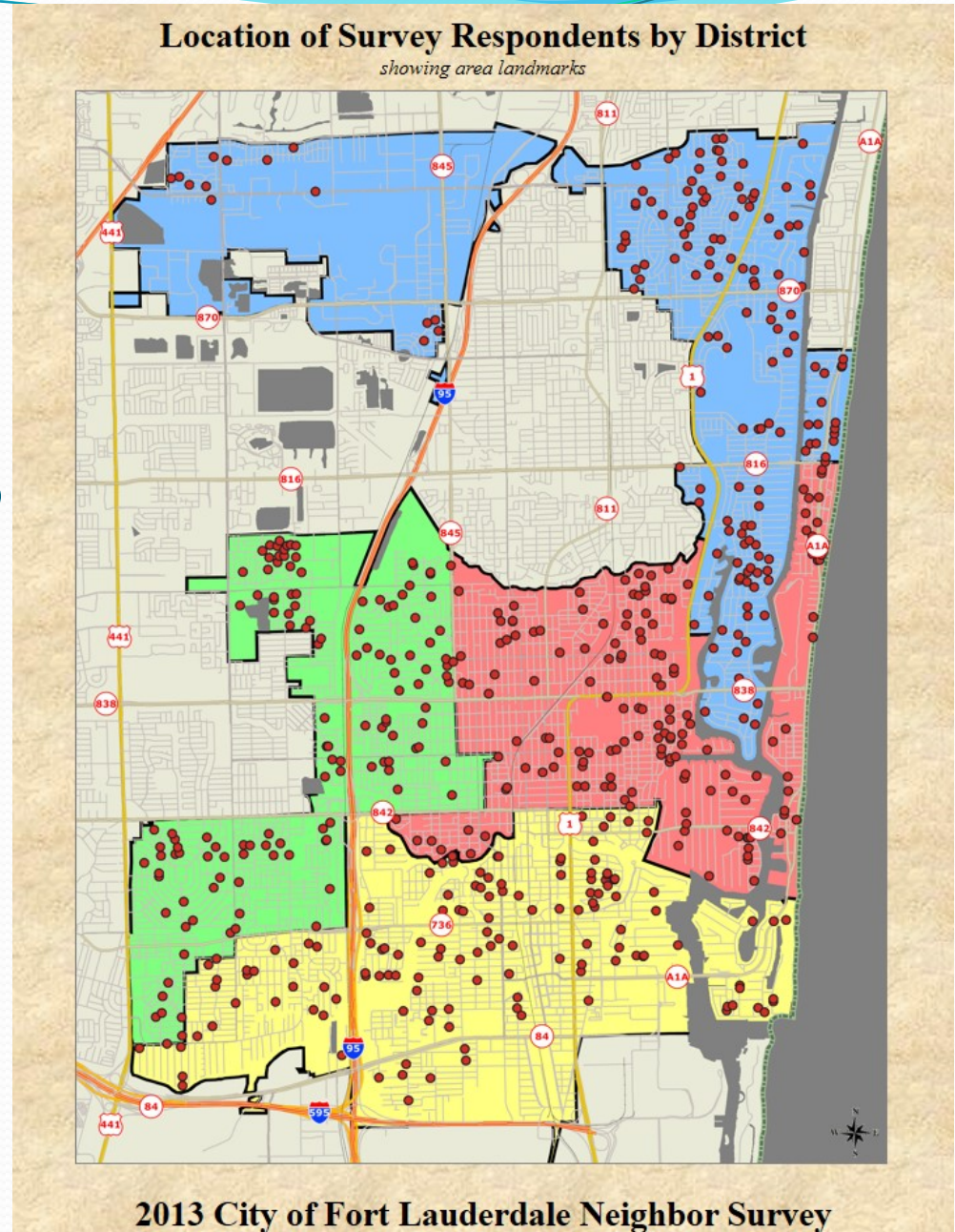
- **To objectively assess satisfaction with the quality of City services and other factors that influence resident perceptions of the City**
- **To gather input from residents to assist in developing budget priorities**
- **To identify opportunities to improve satisfaction in services of high resident priorities**
- **To measure trends over time to help guide and evaluate the implementation of the City's strategic plan**

Methodology

- **Survey Description**
 - ❑ included most of the questions that were asked in 2012
- **Method of Administration**
 - ❑ mailed to a random sample of residents
 - ❑ phone follow-ups made approximately two weeks later
 - ❑ survey was also posted online at:
www.2013fortlauderdale.com
- **Sample size:**
 - ❑ Goal: 600 completed surveys; Actual: 617 completed surveys
- **Confidence level: 95%**
- **Margin of error: +/- 4.0% overall**
- **Sample representative of the City's population both demographically and geographically**

Location of Respondents

At least 150 respondents from each district



Bottom Line Up Front

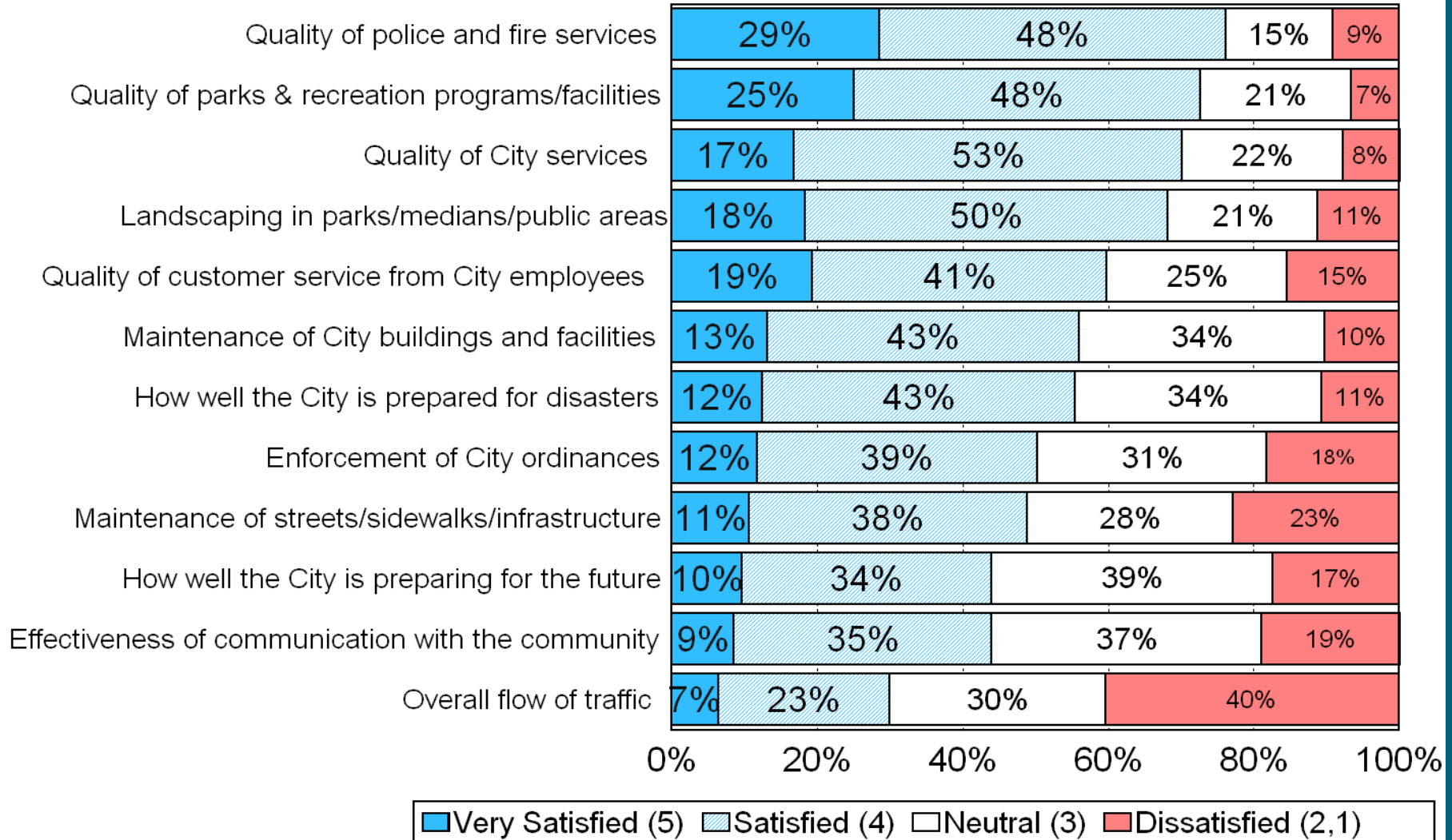
- **Residents generally are satisfied with major City services**
- **Issues/areas that will have the most impact on overall satisfaction with City services over the next 2 years**
 - ❑ Overall flow of traffic
 - ❑ Maintenance of streets, sidewalks and infrastructure
 - ❑ Storm water
- **Residents feel the City is moving in the right direction.**
- **Comparisons between 2012 and 2013 survey findings show strong similarities in key areas**
- **Opportunities exist to increase satisfaction in services of high citizen importance**

Major Finding #1

Residents are Generally
Satisfied with the Delivery of
City Services

Q3. Overall Satisfaction with City Services

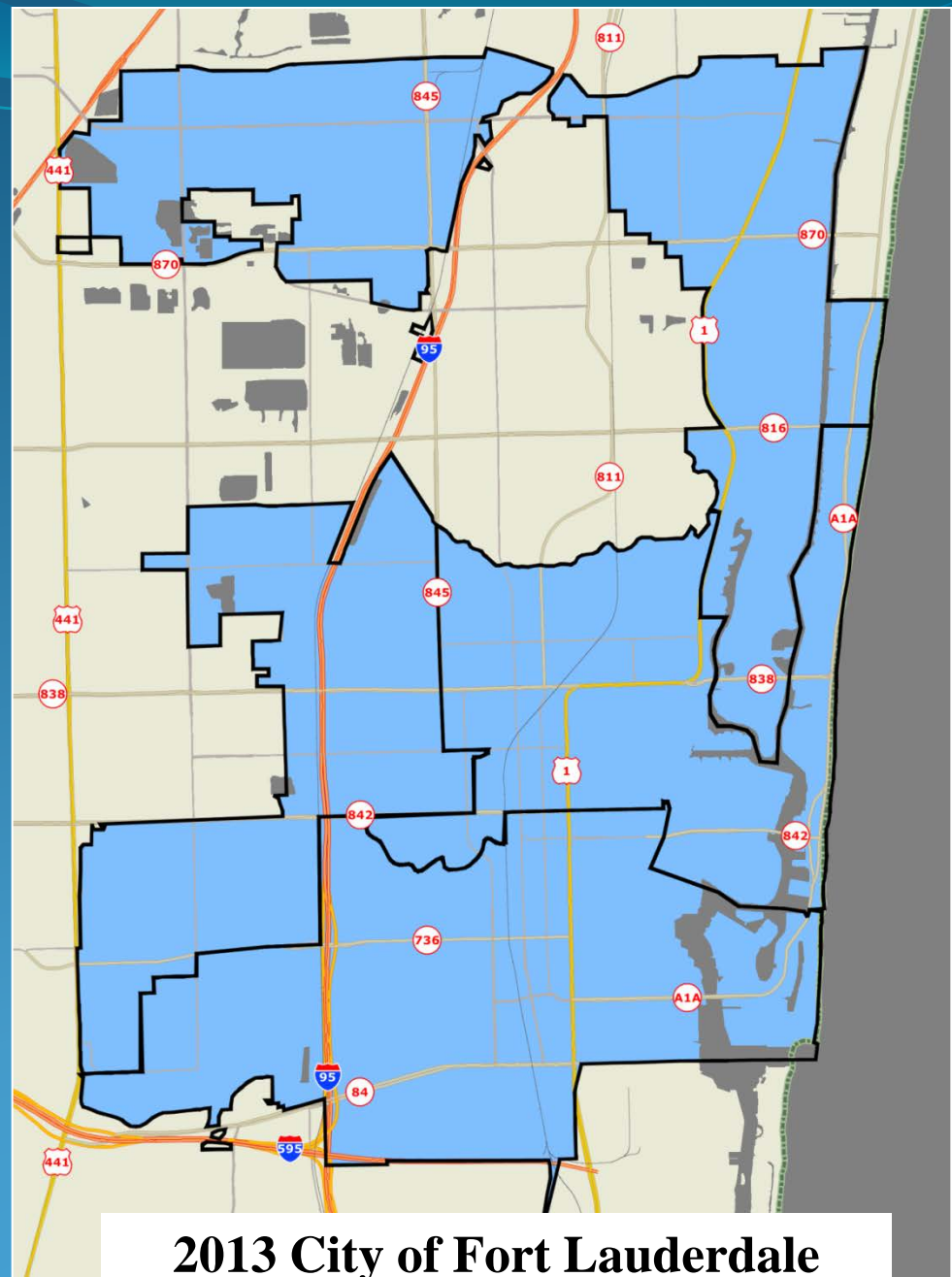
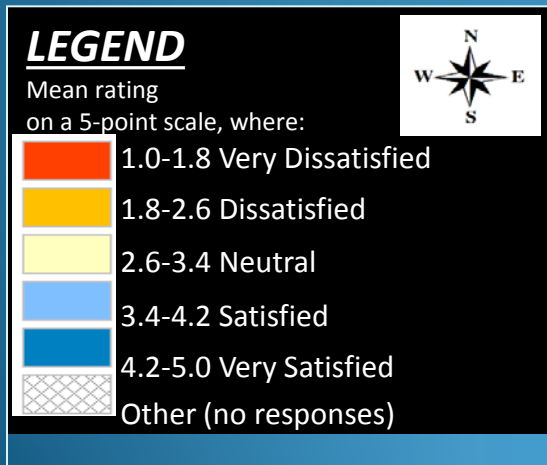
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



With the Exception of the Overall Flow of Traffic, the ratio of 'satisfied' respondents to 'dissatisfied' respondents was more than 2 to 1

Satisfaction with the Overall Quality of City Services

While There Are Some Differences for Specific City Services, Overall Satisfaction is the Same in ALL Parts of the City

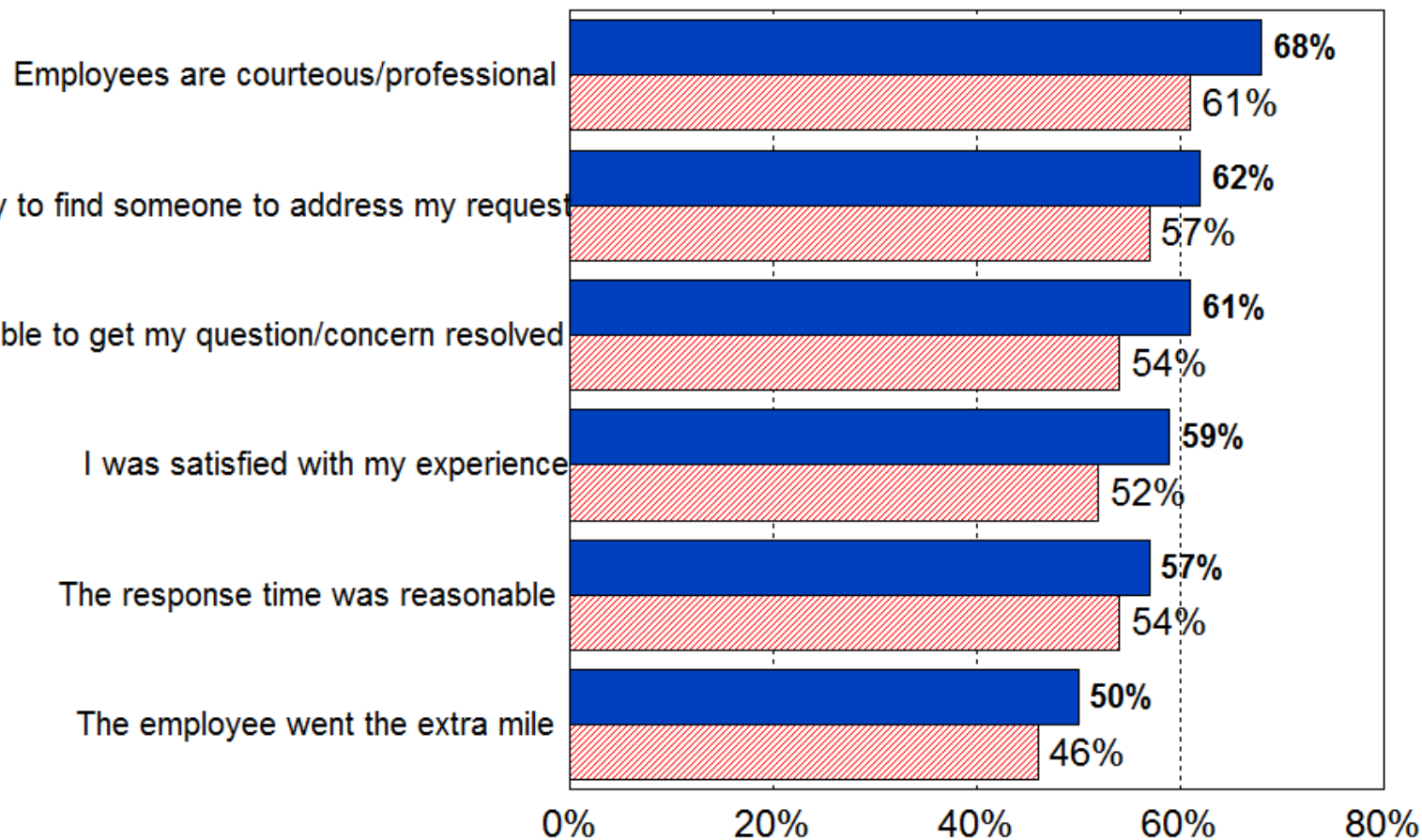


2013 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Frequency That City Employees Display Various Behaviors 2012 vs. 2013

by percentage of respondents who had contacted the City during the past year and rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



***Changes of +/-4% from 2012 are statistically significant**

■ 2013 ■ 2012



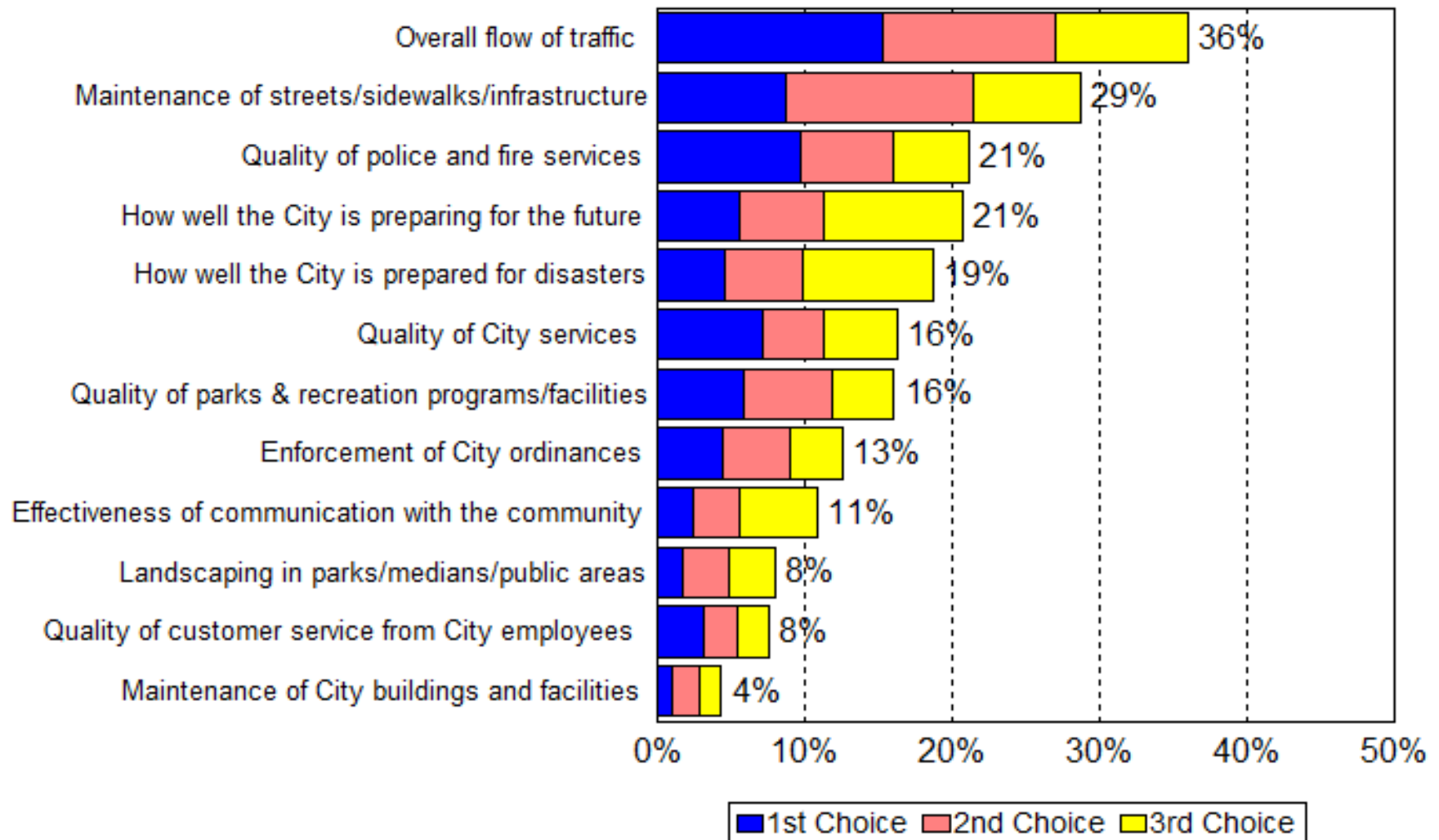
Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Major Finding #2

- **Overflow of Traffic; Maintenance of Streets, Sidewalks and Infrastructure; and Stormwater are City Services that Should Receive the Most Emphasis from City Leaders Over the Next 2 Year**

Q4. City Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Importance-Satisfaction Rating

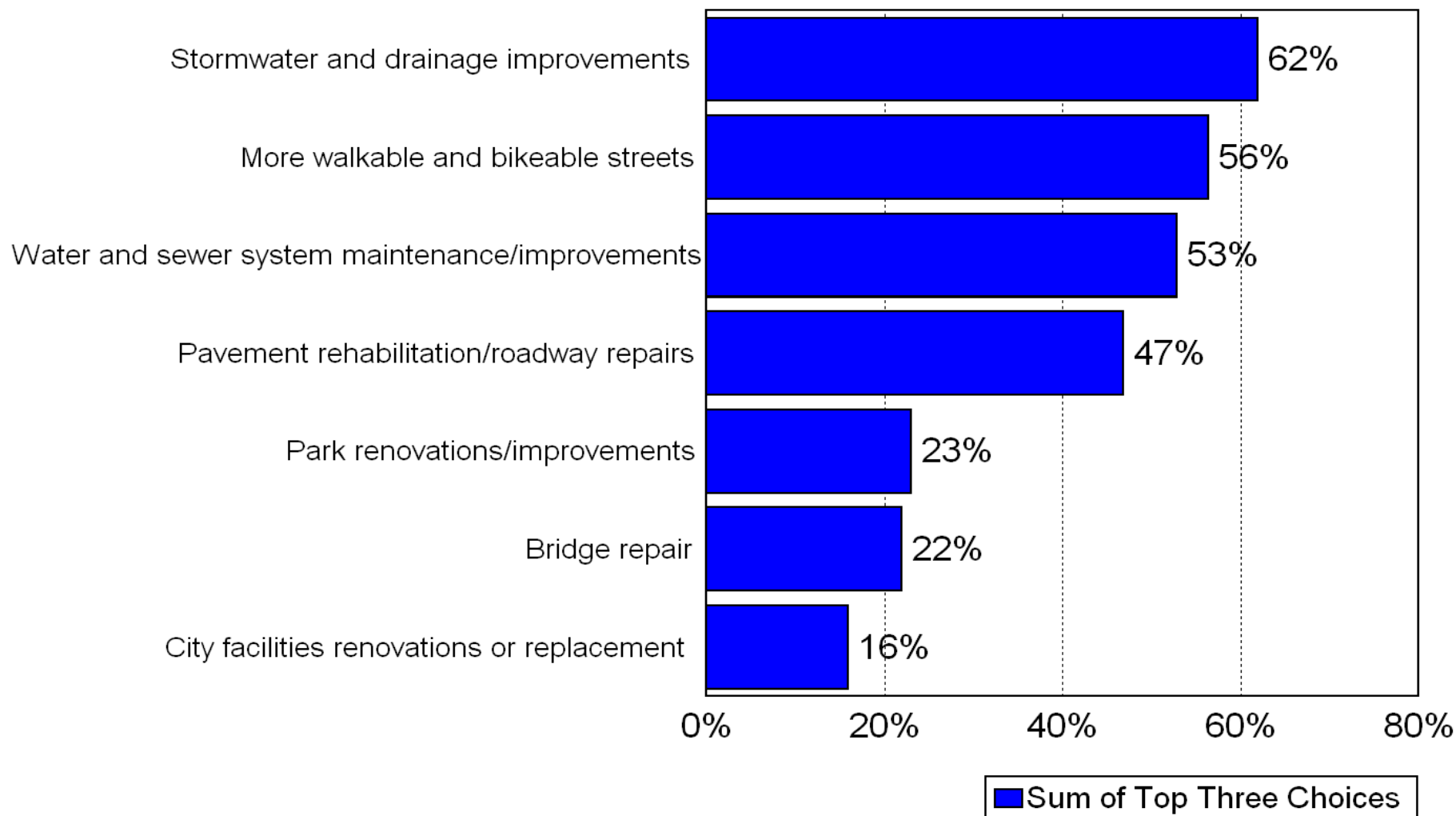
City of Fort Lauderdale, FL

Water, Wastewater, Waterways, Flooding and Sanitation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Very High Priority (IS >.20)</i>						
Prevention of storm water-related flooding	51%	2	27%	8	0.3752	1
Prevention of tidal-related flooding	37%	3	32%	7	0.2538	2
Overall quality of drinking water	52%	1	53%	5	0.2440	3
Cleanliness of waterways near your home	36%	4	39%	6	0.2195	4
<i>Medium Priority (IS <.10)</i>						
Quality of sewer (wastewater) services	18%	5	57%	4	0.0773	5
Residential recycling services	16%	6	81%	1	0.0298	6
Residential garbage collection	12%	7	79%	3	0.0242	7
Residential bulk trash collection	9%	8	80%	2	0.0183	8

Q20. Of these Community Investment Plan capital project types, which three would you select as the most important?

by percentage of respondents who selected the item as one of their top three choices

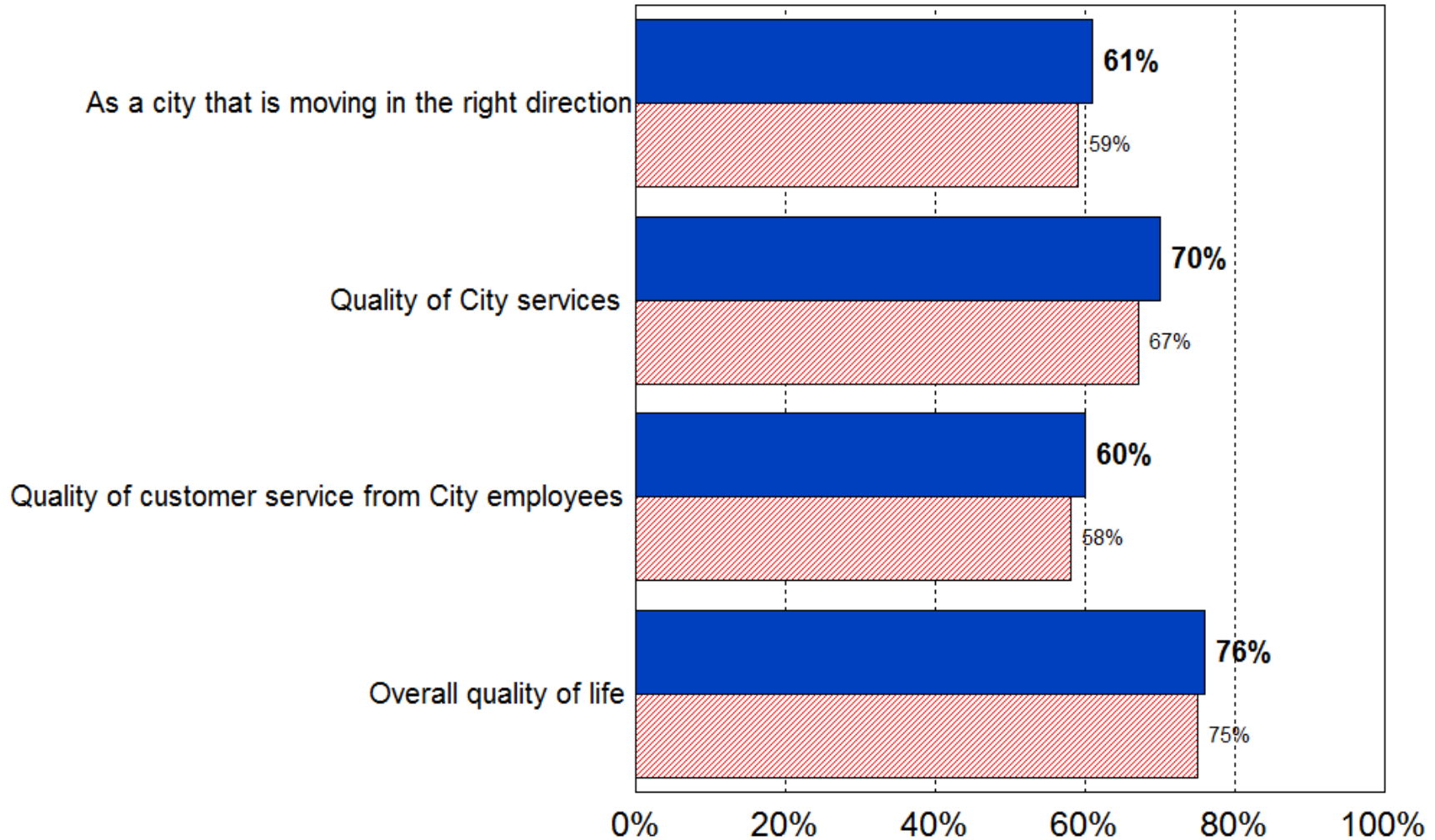


Major Finding #3

- Residents Generally Feel the City is Moving in the Right Direction

Strategic Indicators - 2012 vs. 2013

by percentage of respondents who were "very satisfied" or "satisfied" with the item rated
(excluding "don't know")



*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Trends

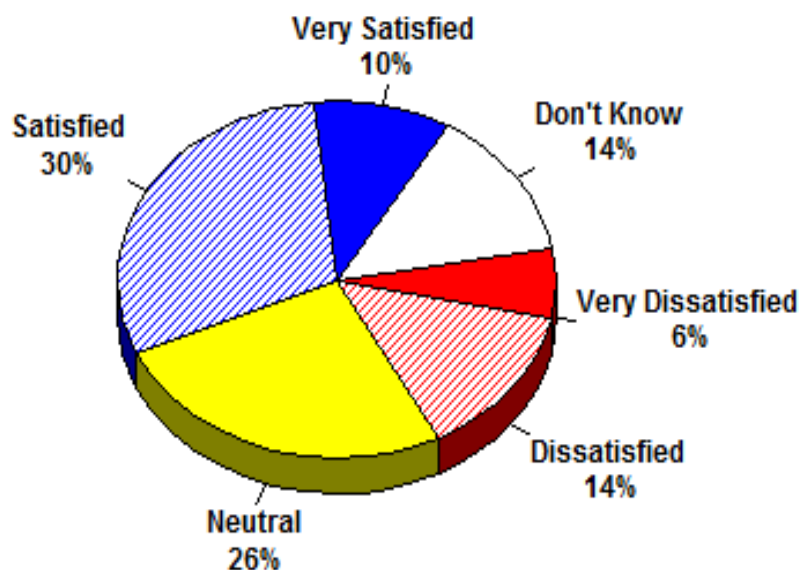
Major Finding #4

**Similarities Exist in Priorities
and Overall Satisfaction
Between the 2012 and 2013
Surveys**

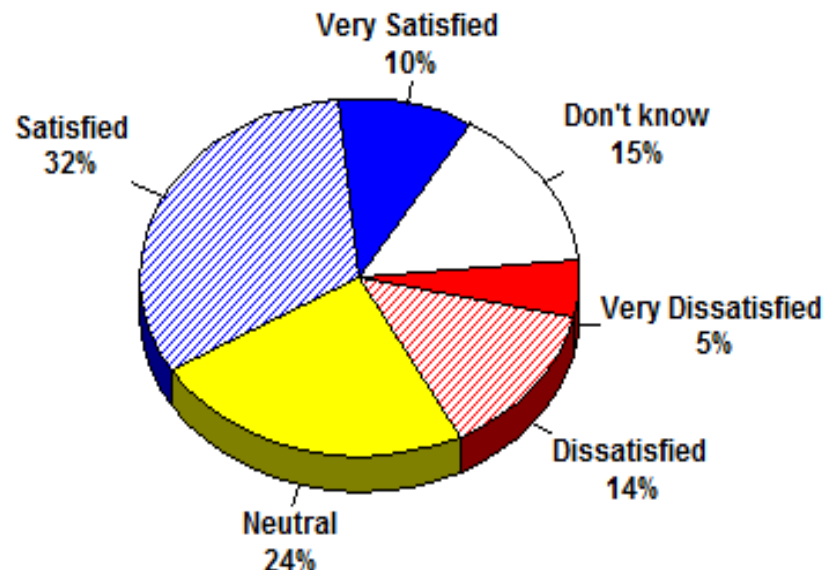
Q30. What is your level of satisfaction with the value you receive for the portion of your property taxes that fund the City's operating budget?

by percentage of respondents

2012



2013



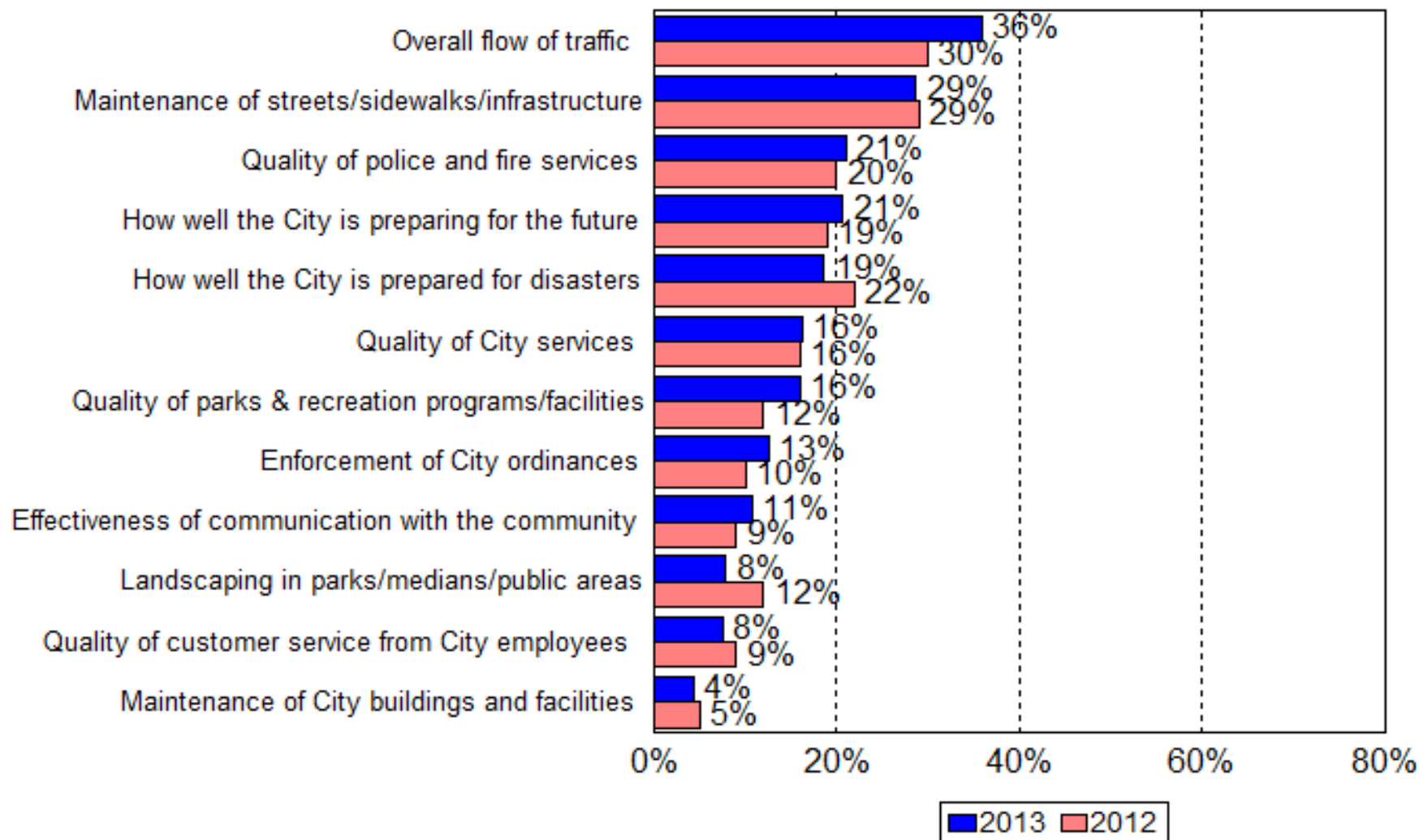
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Trends

Q4. City Services That Should Receive the Most Emphasis 2012 vs. 2013

by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Major Finding #5

Opportunities for Improvement

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Very High Priority (IS >.20)</i>						
Overall flow of traffic	36%	1	30%	12	0.2524	1
<i>High Priority (IS .10-.20)</i>						
Maintenance of streets/sidewalks/infrastructure	29%	2	49%	9	0.1469	2
How well the City is preparing for the future	21%	4	44%	10	0.1161	3
<i>Medium Priority (IS <.10)</i>						
How well the City is prepared for disasters	19%	5	55%	7	0.0837	4
Enforcement of City ordinances	13%	8	51%	8	0.0613	5
Effectiveness of communication with the community	11%	9	44%	11	0.0611	6
Quality of police and fire services	21%	3	77%	1	0.0485	7
Quality of City services	16%	6	70%	3	0.0483	8
Quality of parks & recreation programs/facilities	16%	7	73%	2	0.0438	9
Quality of customer service from City employees	8%	11	60%	5	0.0302	10
Landscaping in parks/medians/public areas	8%	10	68%	4	0.0251	11
Maintenance of City buildings and facilities	4%	12	56%	6	0.0185	12

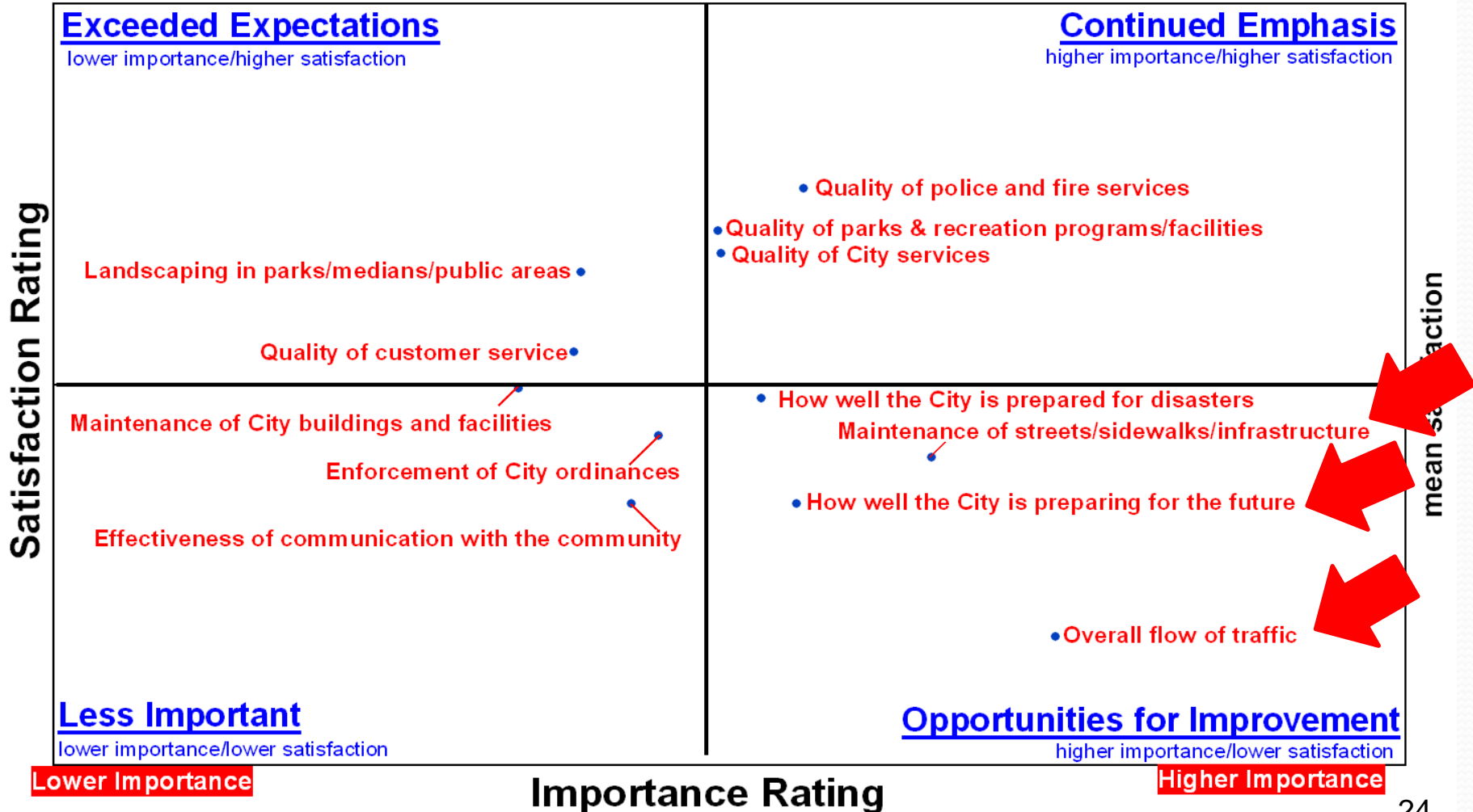
Overall Priorities: 

2013 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

mean importance



Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Public Safety: Police

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Very High Priority (IS >.20)</i>						
The City's efforts to prevent crime	50%	1	47%	5	0.2660	1
The visibility of police in neighborhoods	44%	2	47%	4	0.2335	2
<i>Medium Priority (IS <.10)</i>						
How quickly police respond to 911 emergencies	26%	4	63%	3	0.0979	3
Overall quality of local police protection	26%	3	63%	2	0.0977	4
Professionalism of employees responding to emergencies	13%	5	66%	1	0.0421	5

Public Safety Priorities: 

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Fire Rescue and Emergency Management

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS < .10)</i>						
How quickly fire rescue responds to 911 emergencies	36%	1	84%	4	0.0576	1
Quality of Emergency Medical Services (EMS)	30%	2	86%	2	0.0432	2
I know where to get info during an emergency	14%	4	78%	6	0.0306	3
Quality of lifeguard protection at City beaches	10%	6	76%	5	0.0230	4
Overall quality of local fire protection	19%	3	88%	1	0.0223	5
My household is prepared with food/water/supplies for an emergency	9%	7	76%	7	0.0214	6
Professionalism of employees responding to emergencies	12%	5	84%	3	0.0194	7

Fire Rescue and Emergency Management Priorities:

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Transportation and Mobility

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Very High Priority (IS >.20)</i>						
Management of traffic flow and congestion	30%	1	22%	18	0.2326	1
<i>High Priority (IS .10-.20)</i>						
Cost of public parking	19%	3	26%	15	0.1408	2
Safety of biking	17%	4	24%	17	0.1315	3
Adequacy of street lighting	21%	2	46%	4	0.1153	4
Availability of public parking at the beach	14%	6	27%	14	0.1053	5
<i>Medium Priority (IS <.10)</i>						
Availability of biking paths and amenities	12%	10	24%	16	0.0924	6
Availability of greenways for walking or biking	12%	9	30%	13	0.0859	7
Maintenance of streets in your neighborhood	15%	5	45%	7	0.0835	8
Safety of walking	13%	8	39%	10	0.0815	9
Availability of public parking	12%	13	37%	11	0.0737	10
Availability of public parking downtown	11%	14	33%	12	0.0706	11
Condition of sidewalks	12%	12	42%	8	0.0679	12
Cost of private parking	8%	16	19%	19	0.0655	13
Availability of sidewalks	14%	7	52%	2	0.0649	14
Overall cleanliness of streets	12%	11	53%	1	0.0564	15
Availability of public transit (Tri-Rail/Bus Svc.)	10%	15	46%	6	0.0526	16
Availability of City mass transit (Sun Trolley)	7%	17	46%	5	0.0352	17
Maintenance of street signs/pavement markings	7%	18	49%	3	0.0335	18
Availability of B-Cycle stations	2%	19	41%	9	0.0089	19

Transportation Priorities: 

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Availability of green space near your home	25%	2	51%	12	0.1205	1
<i>Medium Priority (IS <.10)</i>						
Maintenance of City parks	34%	1	75%	2	0.0864	2
Variety of parks programs	18%	4	58%	8	0.0778	3
Amount of the City's special events and festivals	18%	5	60%	6	0.0739	4
Availability of info about parks & rec programs	17%	6	59%	7	0.0699	5
Quality of the City's special events and festivals	20%	3	67%	4	0.0659	6
Cost of parks programs and facility fees	12%	7	53%	11	0.0546	7
City adult athletic programs	10%	9	48%	13	0.0538	8
City youth athletic programs	12%	8	56%	9	0.0506	9
Ease of registering for programs	8%	12	55%	10	0.0354	10
Quantity of athletic fields	7%	13	64%	5	0.0238	11
Quality of athletic fields	8%	10	72%	3	0.0235	12
Proximity of your home to City parks	8%	11	77%	1	0.0186	13

Parks and Recreation Priorities:

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

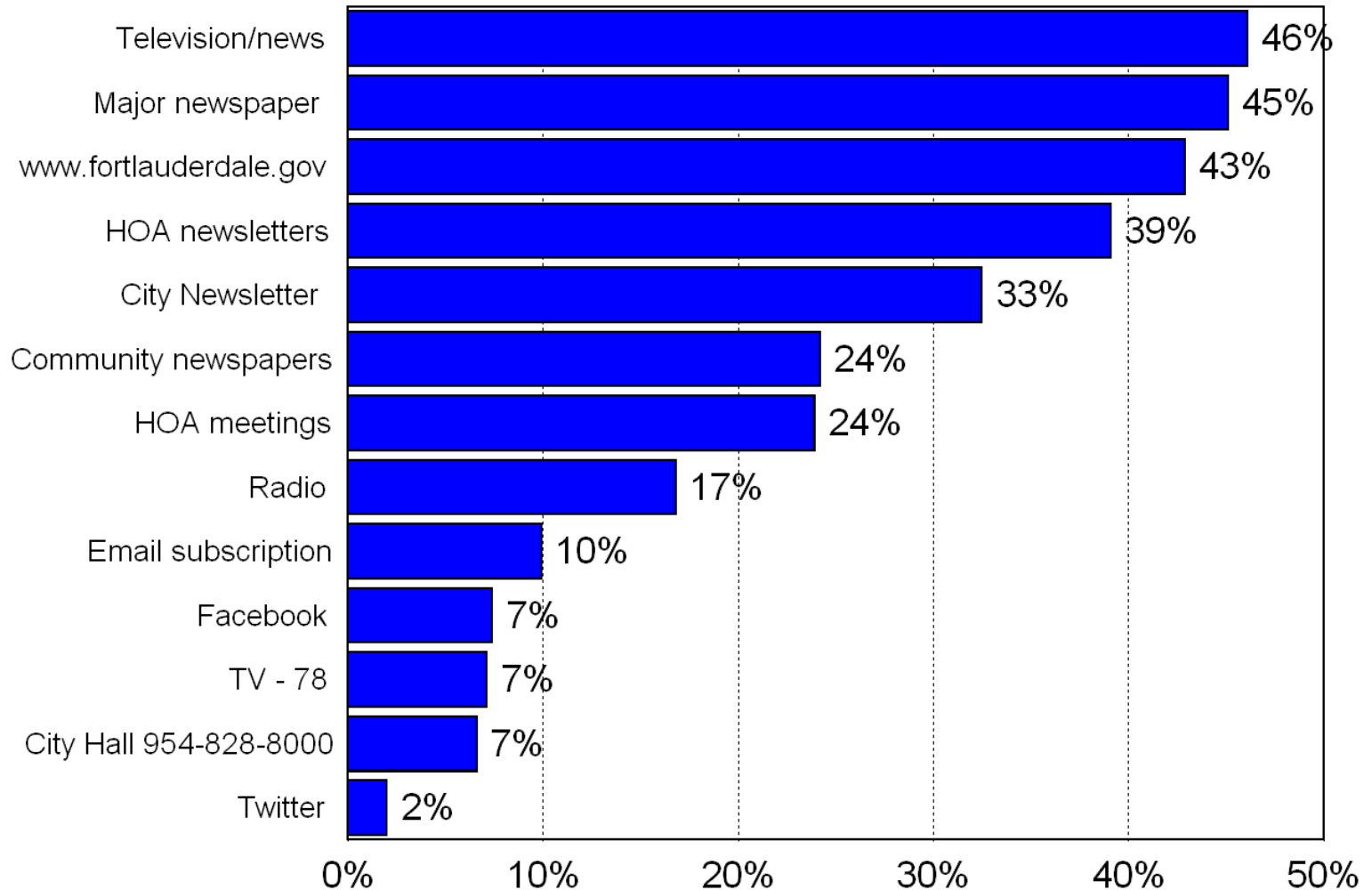
Water, Wastewater, Waterways, Flooding and Sanitation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Very High Priority (IS >.20)</i>						
Prevention of storm water-related flooding	51%	2	27%	8	0.3752	1
Prevention of tidal-related flooding	37%	3	32%	7	0.2538	2
Overall quality of drinking water	52%	1	53%	5	0.2440	3
Cleanliness of waterways near your home	36%	4	39%	6	0.2195	4
<i>Medium Priority (IS <.10)</i>						
Quality of sewer (wastewater) services	18%	5	57%	4	0.0773	5
Residential recycling services	16%	6	81%	1	0.0298	6
Residential garbage collection	12%	7	79%	3	0.0242	7
Residential bulk trash collection	9%	8	80%	2	0.0183	8

Other Findings

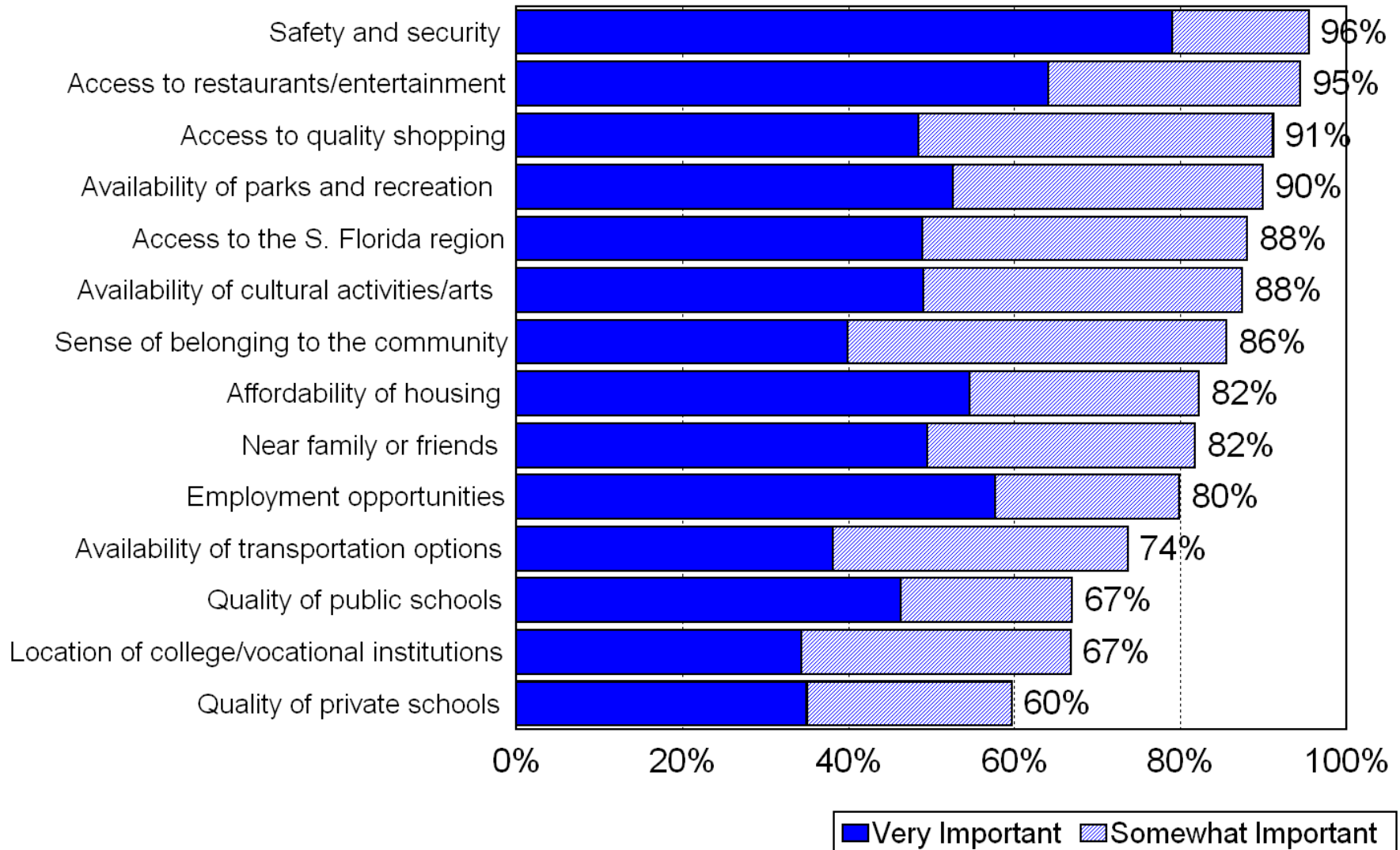
Q25. Which of the following are your primary sources of information about City issues, services, and events?

by percentage of respondents (multiple selections could be made)



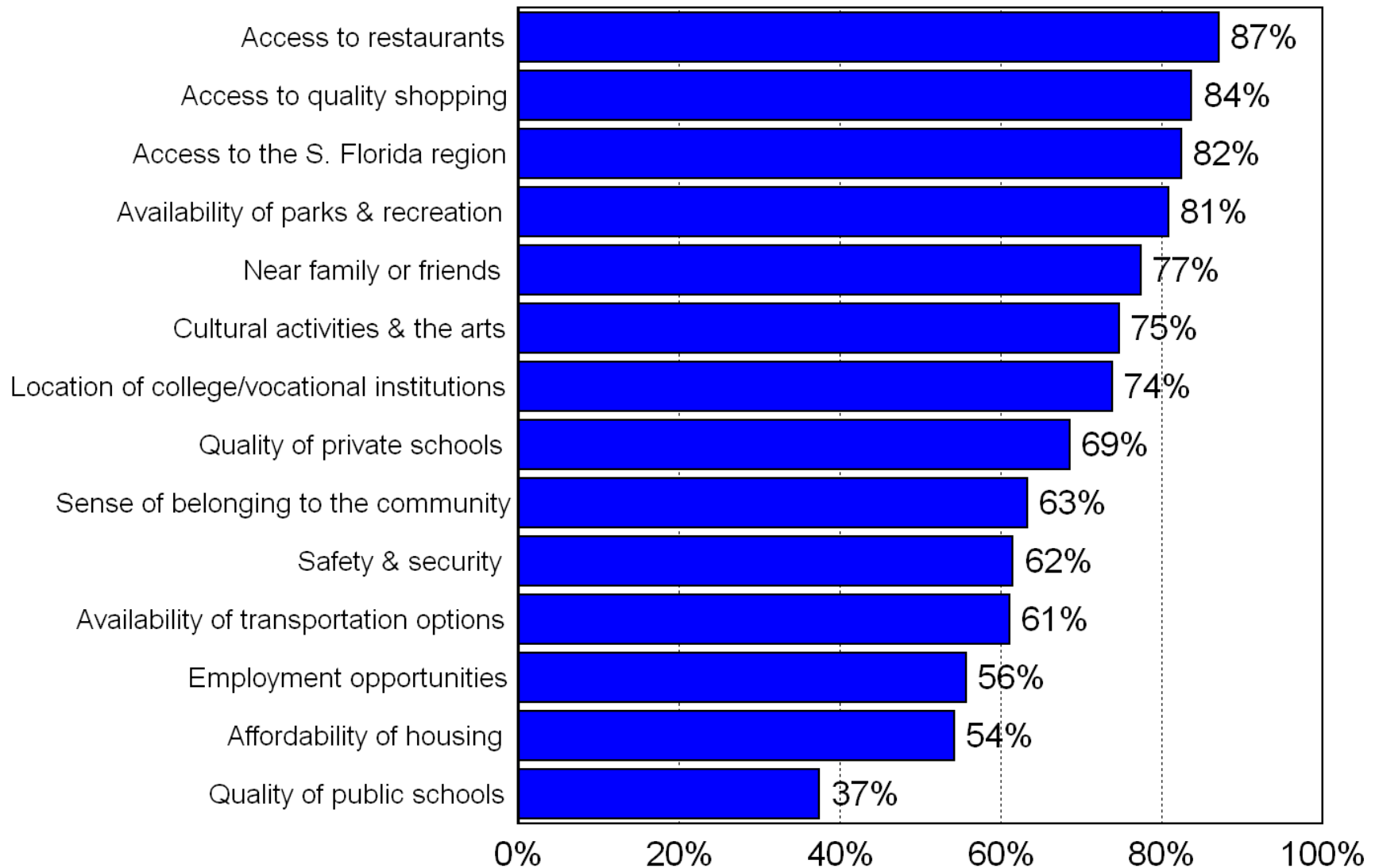
Q29. How important was each reason in your decision to live in Fort Lauderdale?

by percentage of respondents who felt the item was "very important" or "somewhat important"



Q29a. Are your needs being met in Fort Lauderdale?

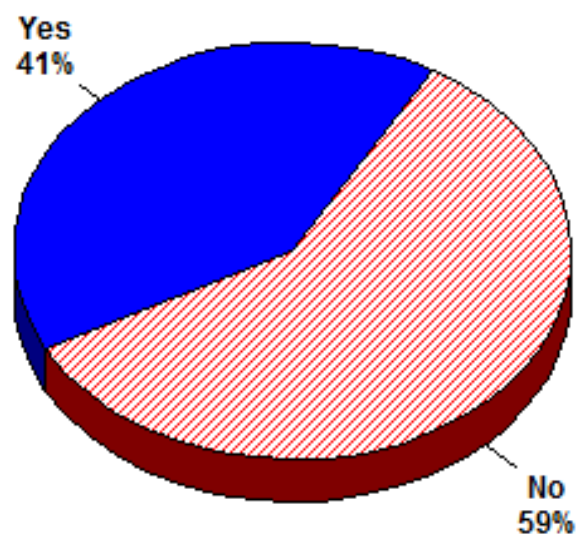
by percentage of respondents who responded "yes"



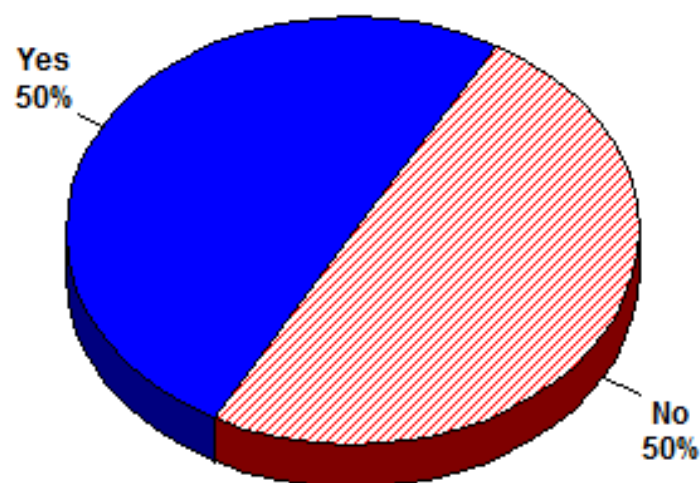
Q19. Does anyone in your household regularly ride a bicycle?

by percentage of respondents (excluding "not provided")

2012



2013



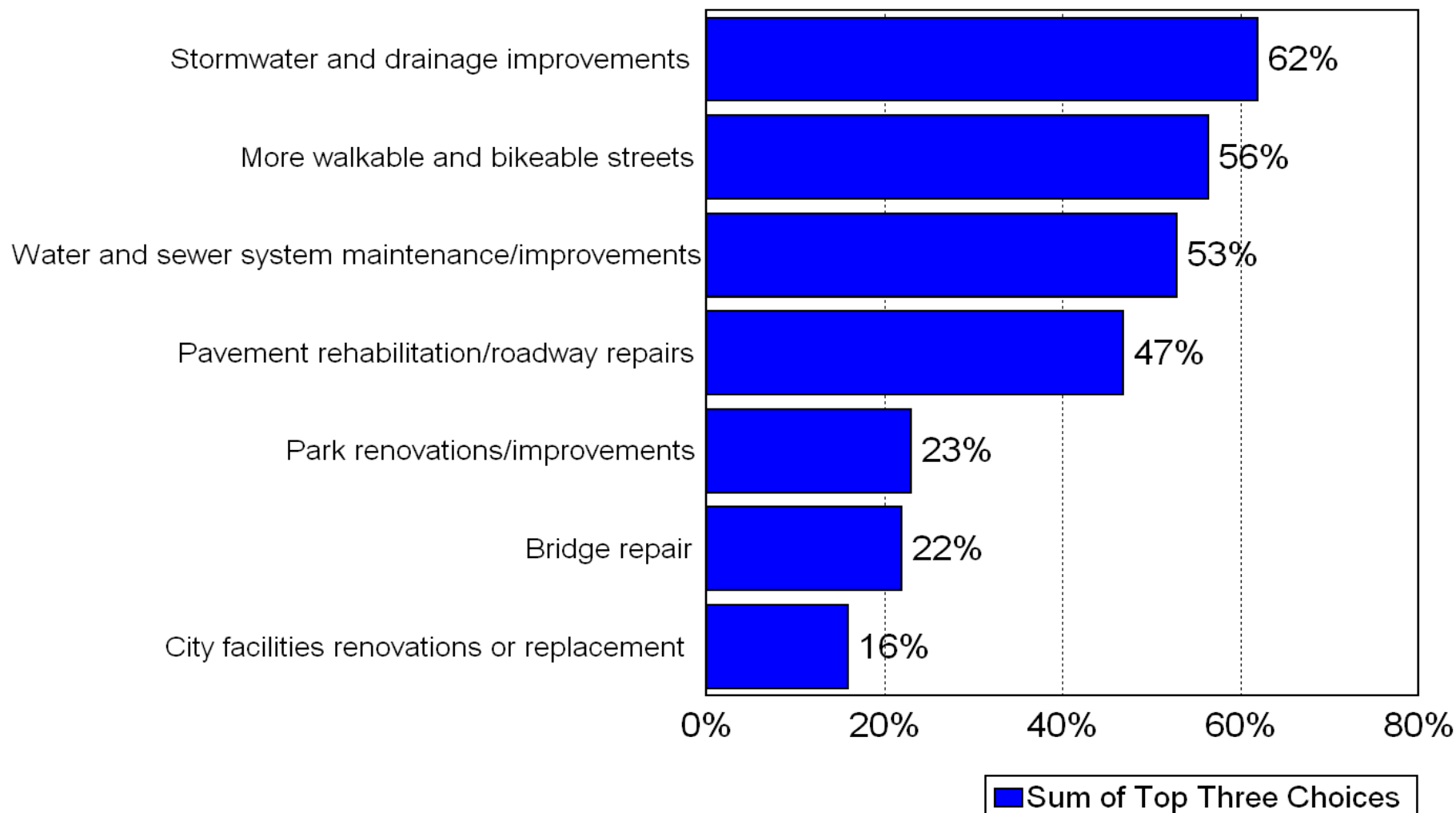
*Changes of +/-4% from 2012 are statistically significant

Source: ETC Institute DirectionFinder (2013 - Fort Lauderdale, FL)

Trends

Q20. Of these Community Investment Plan capital project types, which three would you select as the most important?

by percentage of respondents who selected the item as one of their top three choices



Summary and Conclusions

- **Residents generally are satisfied with major City services**
- **Issues/areas that will have the most impact on overall satisfaction with City services over the next 2 years**
 - ❑ Overall flow of traffic
 - ❑ Maintenance of streets, sidewalks and infrastructure
 - ❑ Storm water
- **Residents feel the City is moving in the right direction.**
- **Comparisons between 2012 and 2013 survey findings show strong similarities in key success areas**
- **Opportunities exist to increase satisfaction in services of high citizen importance**
- **Fast Forward Fort Lauderdale (Our City, Our Vision 2035) is focused on directions of the highest importance**

Questions?

THANK YOU!!