



2015 Neighbor Survey Results: Increases and Decreases

The 2015 Neighbor Survey is comprehensive, and contains a large volume of questions spanning overall satisfaction, perception, and specific services. The following tables illustrate statistically significant increases (more than 4%) and decreases (less than 4%) since the 2014 Neighbor Survey.

2015 NEIGHBOR SURVEY SATISFACTION/AGREEMENT INCREASES GREATER THAN 4% (IN ORDER OF SURVEY INSTRUMENT)		
1.	Overall quality of City services	6%
2.	Availability of employment	5%
3.	Enforcing the cleanup of litter and debris on private property	6%
4.	Maintenance of City parks	5%
5.	Quality of athletic fields	7%
6.	Variety of parks programs	9%
7.	Quality of the City's special events and festivals	5%
8.	Maintenance of streets in your neighborhood	6%
9.	Overall cleanliness of streets	6%

2015 PERCEPTIONS OF SAFETY INCREASES (IN ORDER OF SURVEY INSTRUMENT)		
1.	Walking in your neighborhood during the day	3%
2.	Walking in your neighborhood at night	13%
3.	In commercial/business areas during the day	4%
4.	In commercial/business areas at night	3%
5.	Along the beach corridor	4%
6.	In the downtown entertainment area	3%
7.	At special events	3%
8.	In City parks	2%

2015 NEIGHBOR SURVEY SATISFACTION/AGREEMENT
DECREASES 4% and GREATER
(IN ORDER OF SURVEY INSTRUMENT)



1.	As a city that is moving in the right direction	-5%
2.	Overall enforcement of City ordinances	-6%
3.	Overall maintenance of City streets, sidewalks, and infrastructure	-7%
4.	How well the City is preparing for the future	-5%
5.	Overall planning for growth	-7%
6.	Efforts in addressing homelessness	-5%
7.	The City's efforts to prevent crime	-6%
8.	Effectiveness of City efforts to revitalize low-income areas	-5%
9.	Prevention of tidal-related flooding	-7%

2015 CUSTOMER SERVICE SATISFACTION CHANGES
(IN ORDER OF SURVEY INSTRUMENT)



1.	It was easy to find someone to address my request	-4%
2.	The Fort Lauderdale employee went the extra mile	0%
3.	The response time was reasonable	-10%
4.	I was able to get my question/ concern resolved	-4%
5.	Fort Lauderdale employees are courteous/ professional	-2%
6.	I was satisfied with my experience	-3%
7.	Utility Billing service experience	-4%
8.	LauderServ service experience (app launched in 2014)	13%