



CITY OF FORT LAUDERDALE

2015 NEIGHBOR SURVEY

2015 Neighbor Survey Preview

Sarah Saunders
Senior Performance Analyst
Structural Innovation



Purpose

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



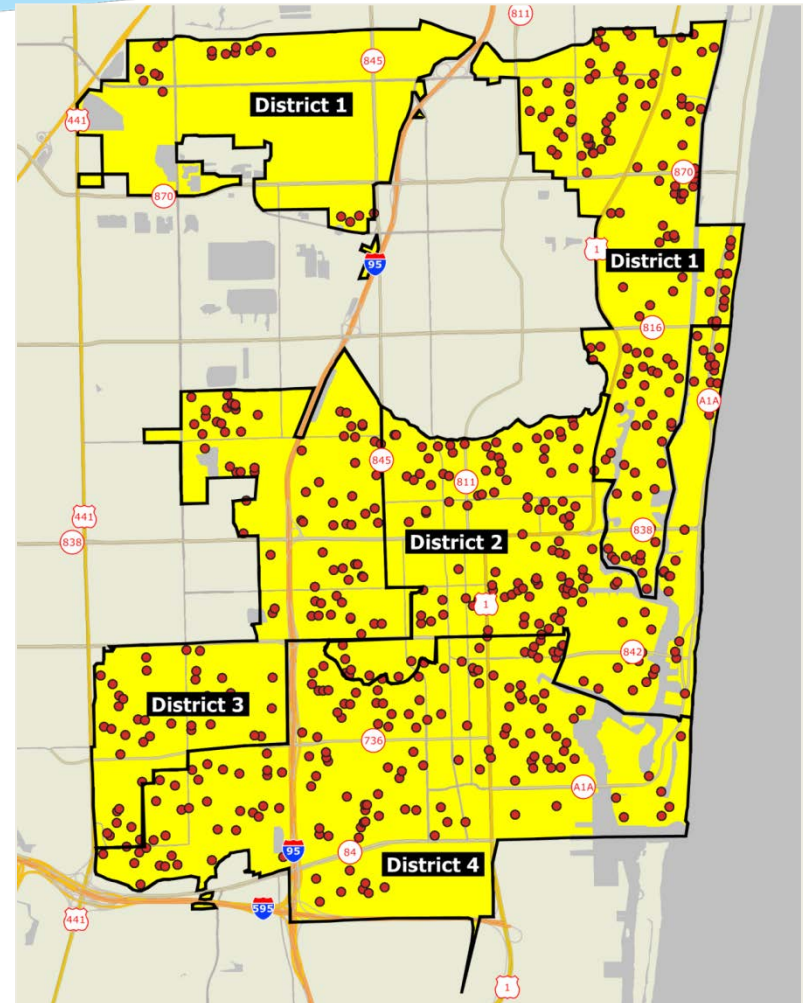
Methodology

- Survey Description
 - ☐ included most of the questions that were asked in 2014
- Method of Administration
 - ☐ survey administered by mail, phone and Internet
 - ☐ random sample of residents living in the City
- Sample size:
 - ☐ Goal: 600 completed surveys; Actual: 654 completed surveys
- Confidence level: 95%
- Margin of error: +/- 3.8% overall
- Sample representative of the City's population both demographically and geographically



Location of Respondents

At least 150
respondents from
each district





Summary of Major Findings

- Overall satisfaction with City Services is Significantly above the national average (57%)
- Neighbors feel the City is moving in the right direction.
- Notable Improvements from 2014 to 2015
 - ☐ Overall Quality of City Services (74%, up 6%)
 - ☐ Availability of Employment (42%, up 5%)
 - ☐ Overall Feeling of Safety in the City (60%, up 4%)
 - ☐ Quality of Police and Fire Services (80%, up 4%)
- Issues that should continue to be high priorities for the City over the next 2 years
 - ☐ Overall flow of traffic
 - ☐ Maintenance of streets, sidewalks and infrastructure
 - ☐ How well the City is preparing for the future
 - ☐ Education about what the City is doing to prepare for disasters



Next Steps

- Delivery of 2015 Neighbor Survey Report
- Lunch Workshop **April 5, 2016** with Chris Tatham from ETC, Institute to review the results