# 2016 Neighbor Survey

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# Final Report

**Submitted to the City of Fort Lauderdale, Florida by:**

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# Contents

# Executive Summary

## Overview

ETC Institute administered a survey to residents of the City of Fort Lauderdale during November and December of 2016. 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 fifth resident survey administered by ETC Institute for the City of Fort Lauderdale; trends provided in this report reflect changes from the 2012 and 2015 surveys.

This report contains:

- an executive summary of the methodology for administering the survey and major findings
- charts and graphs 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 households in the City of Fort Lauderdale in November of 2016. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had <u>not</u> returned the survey were given the option of completing it by phone or on the Internet. A total of 747 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 747 households have a precision of at least +/-3.6% 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 +3.6% or 3.6% of the results indicated. This also means that any changes that are equal to or greater than +3.6% or -3.6% in the survey data from 2015 to 2016 are considered "statistically significant" changes. When a result is said to be "statistically significant" it means that the change is equal to or greater than the margin of error (+/-3.6%) 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. Section 1 also includes trend charts that compare the 2012, 2015 and 2016 survey results. When analyzing the trend charts, it is important to note that changes equal to or greater than +3.6% or -3.6% are statistically significant changes.

## MAJOR FINDINGS

- **Satisfaction with the overall quality of City services decreased.** The percentage of residents who indicated that they were satisfied with the "overall quality of City services" decreased significantly, from 74% in 2015 to 61% in 2016. However, only 11% 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.

- **Priorities for City services.** Based on the sum of their top three choices, the city services that residents indicated should receive the most emphasis from City leaders over the next two years were 1) overall flow of traffic, 2) maintenance of streets, sidewalks and infrastructure, and 3) how well the City if preparing for the future.

## 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 (85%), the quality of emergency medical services (84%), 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 (70%), the overall quality of local police protection (66%), and how quickly police respond to 911 emergencies (62%). The highest perceptions of safety were that residents feel safe at special events (88%), walking/biking in their neighborhood during the day (87%), along the beach corridor (87%), and in commercial/business areas during the day (86%). Residents were least satisfied with the City's efforts to prevent crime (42%, a decrease of 4% over the prior year).

- **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 maintenance of City parks (74%), the proximity of respondent's home to City parks (73%), and the quality of athletic fields (68%). Residents were least satisfied with the City's adult recreation programs (53%, a decrease of 3% over the prior year).

- **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%), the maintenance of street signs and pavement markings (49%), and availability of sidewalks (46%). Residents were least satisfied with the cost public parking (25%, a decrease of 1% over the prior year), and management of traffic flow on major roadways (16%).

- **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 bulk trash collection (80%), residential garbage collection (79%), and residential recycling services (78%). Residents were least satisfied with the prevention of flooding (31%).

## 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 (88%), as a place for play and leisure (87%), and as a place to live (85%). Residents were least satisfied with the City as a place to educate children (41%, an increase of 1% over the prior year). There are a total of 13 questions regarding overall ratings.

**Perceptions of Fort Lauderdale**
Ten (10) 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 (70%), the overall appearance of the City (59%), the acceptance of diversity (57%), and the overall feeling of safety in the City (50%). Residents gave the lowest ratings to the City's efforts in addressing homelessness (13%, a decrease of 7% over the prior year).

## How Fort Lauderdale Compares to Other Communities

The City of Fort Lauderdale scored 2% above the U.S. average for the overall quality of City services provided in communities with populations of 100,000 to 250,000 residents. The top areas in which the City of Fort Lauderdale scored highest above the U.S. average were:

- Bulky item pick up/removal services
- Level of public involvement in decision-making
- Ratings of the City as a place to visit
- Ratings of the City as a place to work
- Ratings of the City as a place to live
- Mowing and cutting of weeds and grass on private property

The areas in which the City of Fort Lauderdale scored most below the U.S. average are listed below:
- Management of traffic flow and congestion
- Visibility of police in neighborhoods
- Ratings of the City as a place to raise children
- Water utility services
- How well the City is planning growth
- Overall feeling of safety in the City
- Wastewater service

# 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.
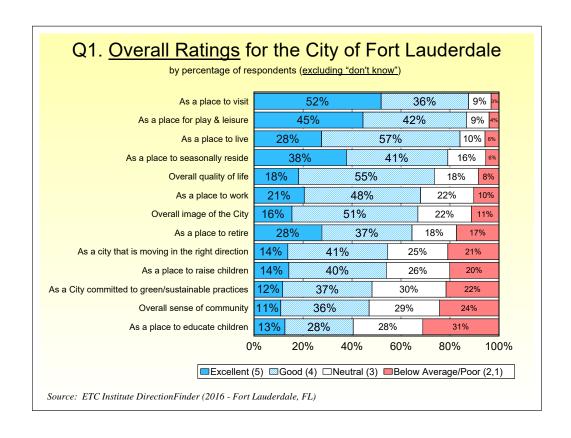
Details regarding the methodology for the analysis are provided in Section 2 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:
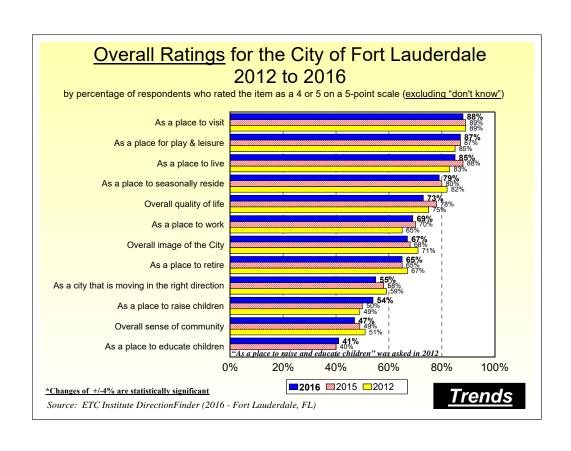
- **Overall Priorities for the City:** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended 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
  - Preparing for the future of the City
  - Maintenance of streets, sidewalks and infrastructure

- **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 managers 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 visibility of police in neighborhoods and the City's efforts to prevent crime.

  - **Parks and Recreation**: No priorities identified.

  - **Transportation and Mobility**: management of traffic flow on major roadways, cost of public parking, and management of traffic flow in neighborhoods.

  - **Water, Wastewater, Waterways, Flooding and Sanitation:** Prevention of flooding, overall quality of drinking water, and the cleanliness of waterways near home.

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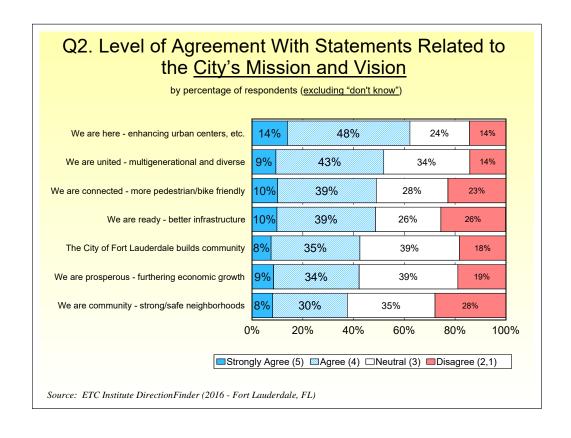
ETC Institute recommends that the information included in this report be shared with the Mayor and Commission, Department Directors, staff, and key community partners. Institutionalizing the results into strategic planning and the budgeting processes will provide a systematic focus for improvement over 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 (excluding "don't know")



| | Excellent (5) | Good (4) | Neutral (3) | Below Average/Poor (2,1) |
|---|---|---|---|---|
| As a place to visit | 52% | 36% | 9% | 3% |
| As a place for play & leisure | 45% | 42% | 9% | 4% |
| As a place to live | 28% | 57% | 10% | 6% |
| As a place to seasonally reside | 38% | 41% | 16% | 6% |
| Overall quality of life | 18% | 55% | 18% | 8% |
| As a place to work | 21% | 48% | 22% | 10% |
| Overall image of the City | 16% | 51% | 22% | 11% |
| As a place to retire | 28% | 37% | 18% | 17% |
| As a city that is moving in the right direction | 14% | 41% | 25% | 21% |
| As a place to raise children | 14% | 40% | 26% | 20% |
| As a City committed to green/sustainable practices | 12% | 37% | 30% | 22% |
| Overall sense of community | 11% | 36% | 29% | 24% |
| As a place to educate children | 13% | 28% | 28% | 31% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Overall Ratings for the City of Fort Lauderdale 2012 to 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



| | 2016 | 2015 | 2012 |
|---|---|---|---|
| As a place to visit | 88% | 89% | 89% |
| As a place for play & leisure | 87% | 87% | 85% |
| As a place to live | 85% | 88% | 83% |
| As a place to seasonally reside | 79% | 80% | 82% |
| Overall quality of life | 73% | 78% | 75% |
| As a place to work | 69% | 70% | 65% |
| Overall image of the City | 67% | 68% | 71% |
| As a place to retire | 65% | 65% | 67% |
| As a city that is moving in the right direction | 55% | 58% | 59% |
| As a place to raise children | 54% | 50% | 49% |
| Overall sense of community | 47% | 49% | 51% |
| As a place to educate children | 41% | 40% | |

*"As a place to raise and educate children" was asked in 2012*

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

**Trends**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q2. Level of Agreement With Statements Related to the City's Mission and Vision

by percentage of respondents (excluding "don't know")

| Statement | Strongly Agree (5) | Agree (4) | Neutral (3) | Disagree (2,1) |
|---|---|---|---|---|
| We are here - enhancing urban centers, etc. | 14% | 48% | 24% | 14% |
| We are united - multigenerational and diverse | 9% | 43% | 34% | 14% |
| We are connected - more pedestrian/bike friendly | 10% | 39% | 28% | 23% |
| We are ready - better infrastructure | 10% | 39% | 26% | 26% |
| The City of Fort Lauderdale builds community | 8% | 35% | 39% | 18% |
| We are prosperous - furthering economic growth | 9% | 34% | 39% | 19% |
| We are community - strong/safe neighborhoods | 8% | 30% | 35% | 28% |

Legend: ■ Strongly Agree (5)  ▨ Agree (4)  □ Neutral (3)  ▧ Disagree (2,1)

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Level of Agreement With Statements Related to the City's Mission and Vision - 2014 to 2016

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

| Statement | 2016 | 2015 | 2014 |
|---|---|---|---|
| We are here - enhancing urban centers, etc. | 62% | 67% | 66% |
| We are united - multigenerational and diverse | 52% | 52% | 53% |
| We are connected - more pedestrian/bike friendly | 49% | 53% | 55% |
| We are ready - better infrastructure | 49% | 53% | 59% |
| The City of Fort Lauderdale builds community | 43% | 49% | 46% |
| We are prosperous - furthering economic growth | 43% | 50% | 52% |
| We are community - strong/safe neighborhoods | 38% | 42% | 49% |

Legend: ■ **2016**  ▨ 2015  ▨ 2014

**Trends**

**\*Changes of +/-4% are statistically significant**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q3. Satisfaction With Items That Influence the <u>Perception</u> Residents Have of the City

by percentage of respondents (<u>excluding "don't know"</u>)

| Item | Excellent (5) | Good (4) | Neutral (3) | Below Average/Poor (2,1) |
|------|------|------|------|------|
| Quality of private schools | 24% | 46% | 23% | 7% |
| Appearance of the City | 11% | 48% | 27% | 15% |
| Acceptance of diversity | 13% | 44% | 32% | 11% |
| Feeling of safety in the City | 8% | 42% | 28% | 22% |
| Availability of employment | 6% | 32% | 37% | 25% |
| Value received for City tax dollars and fees | 8% | 29% | 38% | 25% |
| Planning for growth | 7% | 29% | 34% | 31% |
| Quality of public schools | 6% | 22% | 28% | 45% |
| Availability of affordable housing | 4% | 18% | 33% | 45% |
| Efforts in addressing homelessness | 3% | 10% | 30% | 57% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Satisfaction With Items That Influence the <u>Perception</u> Residents Have of the City - 2012 to 2016

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

| Item | 2016 | 2015 | 2012 |
|------|------|------|------|
| Quality of private schools | 70% | 68% | Not asked in 2012 |
| Appearance of the City | 59% | 67% | 66% |
| Acceptance of diversity | 57% | 61% | 63% |
| Feeling of safety in the City | 50% | 60% | 56% |
| Availability of employment | 38% | 42% | 27% |
| Value received for City tax dollars and fees | 37% | 49% | 43% |
| Planning for growth | 36% | 41% | 42% |
| Quality of public schools | 28% | 26% | 30% |
| Availability of affordable housing | 22% | 26% | 34% |
| Efforts in addressing homelessness | 13% | 20% | 23% |

**2016** / 2015 / 2012

**\*Changes of +/-4% are statistically significant**

**_Trends_**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q4. Overall Satisfaction with City Services
by percentage of respondents (excluding "don't know")

| | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2,1) |
|---|---|---|---|---|
| Quality of police and fire services | 26% | 48% | 18% | 8% |
| Quality of parks & recreation programs/facilities | 19% | 52% | 19% | 10% |
| Landscaping in parks/medians/public areas | 15% | 48% | 24% | 12% |
| Quality of City services | 13% | 48% | 29% | 11% |
| Quality of customer service from City employees | 17% | 41% | 29% | 14% |
| How well the City is prepared for disasters | 11% | 44% | 33% | 13% |
| Availability of online or mobile services | 11% | 40% | 36% | 12% |
| Maintenance of City buildings and facilities | 8% | 43% | 34% | 15% |
| Maintenance of streets/sidewalks/infrastructure | 9% | 38% | 26% | 27% |
| Enforcement of City codes and ordinances | 9% | 37% | 31% | 23% |
| Effectiveness of communication with the community | 8% | 33% | 42% | 17% |
| How well the City is preparing for the future | 7% | 29% | 35% | 29% |
| Overall flow of traffic | 4% | 16% | 24% | 57% |

*Source:  ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Overall Satisfaction with City Services 2012 to 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

| | 2016 | 2015 | 2012 |
|---|---|---|---|
| Quality of police and fire services | 74% | 80% | 75% |
| Quality of parks & recreation programs/facilities | 71% | 77% | 75% |
| Landscaping in parks/medians/public areas | 63% | 69% | 69% |
| Quality of City services | 61% | 74% | 67% |
| Quality of customer service from City employees | 58% | 62% | 58% |
| How well the City is prepared for disasters | 55% | 54% | 53% |
| Maintenance of City buildings and facilities | 51% | 55% | 58% |
| Maintenance of streets/sidewalks/infrastructure | 47% | 47% | 54% |
| Enforcement of City codes and ordinances | 46% | 48% | 54% |
| Effectiveness of communication with the community | 41% | 41% | 48% |
| How well the City is preparing for the future | 36% | 38% | 44% |
| Overall flow of traffic | 20% | 26% | 39% |

**\*Changes of  +/-4% are statistically significant**

**Trends**

*Source:  ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q5. 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



| | Sum of Top Three Choices |
|---|---|
| Overall flow of traffic | 57% |
| Maintenance of streets/sidewalks/infrastructure | 38% |
| How well the City is preparing for the future | 32% |
| How well the City is prepared for disasters | 21% |
| Quality of police and fire services | 19% |
| Quality of City services | 16% |
| Quality of parks & recreation programs/facilities | 16% |
| Enforcement of City codes and ordinances | 13% |
| Quality of customer service from City employees | 11% |
| Effectiveness of communication with the community | 10% |
| Landscaping in parks/medians/public areas | 10% |
| Maintenance of City buildings and facilities | 5% |
| Availability of online or mobile services | 3% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q6. Satisfaction with Fire Rescue and Emergency Management Planning

by percentage of respondents (excluding "don't know")

| | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2,1) |
|---|---|---|---|---|
| Overall quality of local fire protection | 36% | 49% | 14% | |
| Quality of Emergency Medical Services (EMS) | 40% | 44% | 15% | |
| Professionalism of employees responding to emergencies | 38% | 46% | 13% | 3% |
| How quickly fire rescue responds to 911 emergencies | 39% | 42% | 15% | 5% |
| Quality of lifeguard protection at City beaches | 29% | 47% | 22% | 2% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Satisfaction With <u>Fire Rescue and Emergency Management Planning</u> - 2012 to 2016

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



Overall quality of local fire protection — **85%** / 88% / 85%

Quality of Emergency Medical Services (EMS) — **84%** / 86% / 85%

Professionalism of employees responding to emergencies — **84%** / 84% / 83%

How quickly fire rescue responds to 911 emergencies — **81%** / 83% / 85%

Quality of lifeguard protection at City beaches — **76%** / 80% / 76%

<u>*Changes of +/-4% are statistically significant</u>

Legend: ■2016 ▨2015 ☐2012

*Trends*

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q6a. Level of Agreement With Various Aspects of <u>Fire Rescue and Emergency Management Planning</u>

by percentage of respondents (<u>excluding "don't know"</u>)



I know where to get info during an emergency — 35% / 46% / 12% / 7%

My household is prepared with food/water/supplies — 35% / 46% / 12% / 7%

Legend: ☐Strongly Agree (5) ▨Agree (4) ☐Neutral (3) ☐Disagree (2,1)

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Level of Agreement with Various Aspects of
## Fire Rescue and Emergency Management Planning
### 2012 to 2016

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

**I know where to get info during an emergency**
- 2016: 81%
- 2015: 79%
- 2012: 78%

**My household is prepared with food/water/supplies**
- 2016: 81%
- 2015: 75%
- 2012: 79%

Legend: ■ 2016  ▨ 2015  ☐ 2012

**Trends**

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

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

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## Q7. Fire Rescue and Emergency 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 two choices

- How quickly fire rescue responds to 911 emergencies: 44%
- Quality of Emergency Medical Services (EMS): 31%
- Overall quality of local fire protection: 23%
- I know where to get info during an emergency: 16%
- Professionalism of employees responding to emergencies: 13%
- My household is prepared with food/water/supplies: 11%
- Quality of lifeguard protection at City beaches: 10%

Legend: ■ Sum of Top Two Choices

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q8. Satisfaction with Public Safety
by percentage of respondents (excluding "don't know")

| | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2,1) |
|---|---|---|---|---|
| Professionalism of employees responding to emergencies | 25% | 45% | 21% | 9% |
| Overall quality of local police protection | 22% | 44% | 22% | 12% |
| How quickly police respond to 911 emergencies | 23% | 39% | 24% | 14% |
| The visibility of police in neighborhoods | 15% | 29% | 29% | 28% |
| The City's efforts to prevent crime | 12% | 30% | 33% | 25% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Satisfaction With Public Safety
## 2012 to 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

| | 2016 | 2015 | 2012 |
|---|---|---|---|
| Professionalism of employees responding to emergencies | 70% | 73% | 70% |
| Overall quality of local police protection | 66% | 71% | 68% |
| How quickly police respond to 911 emergencies | 62% | 68% | 65% |
| The visibility of police in neighborhoods | 44% | 52% | 53% |
| The City's efforts to prevent crime | 42% | 46% | 50% |

**\*Changes of +/-4% are statistically significant**

*Trends*

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## 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

| Issue | Sum of Top Two Choices |
|---|---|
| Visibility of police in neighborhoods | 46% |
| City's efforts to prevent crime | 45% |
| How quickly police respond to 911 emergencies | 27% |
| Overall quality of local police protection | 25% |
| Professionalism of employees responding to emergencies | 14% |

■ Sum of Top Two Choices

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

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

by percentage of respondents

- Yes 51%
- Don't know 4%
- No 45%

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q11. Perceptions of Safety in Fort Lauderdale

by percentage of respondents (excluding "don't know")

| Category | Very Safe (4) | Safe (3) | Unsafe (2) | Very Unsafe (1) |
|---|---|---|---|---|
| At special events | 21% | 67% | 9% | 3% |
| Walking/biking in neighborhood during the day | 37% | 50% | 9% | 4% |
| Along the beach corridor | 25% | 62% | 10% | 3% |
| In commercial/business areas during the day | 28% | 58% | 11% | 3% |
| In City parks | 16% | 61% | 17% | 7% |
| In the downtown entertainment area | 16% | 57% | 22% | 6% |
| Walking/biking in neighborhood at night | 13% | 45% | 28% | 14% |
| In commercial/business areas at night | 9% | 46% | 31% | 14% |

■ Very Safe (4) ▨ Safe (3) ☐ Unsafe (2) ▨ Very Unsafe (1)

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Perceptions of Safety in Fort Lauderdale
## 2012 to 2016

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

| Category | 2016 | 2015 | 2012 |
|---|---|---|---|
| At special events | 88% | 91% | 89% |
| Walking/biking in neighborhood during the day | 87% | 93% | 93% |
| Along the beach corridor | 87% | 87% | 85% |
| In commercial/business areas during the day | 86% | 93% | 89% |
| In City parks | 77% | 76% | 74% |
| In the downtown entertainment area | 73% | 80% | 79% |
| Walking/biking in your neighborhood at night | 58% | 67% | 65% |
| In commercial/business areas at night | 55% | 59% | 55% |

■ **2016** ▨ 2015 ☐ 2012

**Trends**

**\*Changes of +/-4% are statistically significant**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q11a. If you feel unsafe in any area, why do you feel unsafe?

by percentage of respondents who indicated they felt "unsafe" or "very unsafe" in any area on Question 11 (multiple selections could be made)

| Category | Percentage |
|---|---|
| Presence of loiterers | 52% |
| Lack of sufficient lighting | 41% |
| Past observation of street crime (drug use, etc.) | 37% |
| Fast vehicular traffic or congestion | 35% |
| I or someone I know has been a victim of a crime | 31% |
| Lack of sidewalks or bike lanes | 26% |
| Likelihood of theft/pick-pocketing | 24% |
| Visibility of police or security | 22% |
| Abandoned buildings | 12% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q12. Satisfaction With Codes and Ordinances Related to Appearance

by percentage of respondents (excluding "don't know")

| Category | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2,1) |
|---|---|---|---|---|
| Enforcing maintenance of business property | 12% | 47% | 31% | 10% |
| Mowing/cutting of weeds/grass on private property | 12% | 44% | 27% | 18% |
| Cleanup of litter and debris on private property | 13% | 42% | 26% | 19% |
| Enforcing the maintenance of residential property | 11% | 43% | 31% | 16% |

■ Very Satisfied (5) □ Satisfied (4) □ Neutral (3) ■ Dissatisfied (2,1)

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Satisfaction With <u>Codes and Ordinances</u> Related to Appearance - 2012 to 2016

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

Enforcing maintenance of business property
- **59%** (2016)
- 59% (2015)
- 48% (2012)

Mowing/cutting of weeds/grass on private property
- **56%** (2016)
- 58% (2015)
- 48% (2012)

Cleanup of litter and debris on private property
- **55%** (2016)
- 58% (2015)
- 54% (2012)

Enforcing the maintenance of residential property
- **54%** (2016)
- 60% (2015)
- 46% (2012)

0%    20%    40%    60%

Legend: ■ **2016**  ▨ 2015  □ 2012

<u>**\*Changes of +/-4% are statistically significant**</u>

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

**_Trends_**

## Q13. Satisfaction with <u>Community Planning and Development</u>

by percentage of respondents (<u>excluding "don't know"</u>)

| Item | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2,1) |
|---|---|---|---|---|
| City support of preservation of historic buildings | 9% | 36% | 36% | 20% |
| Conducting inspections for construction/renovation | 6% | 25% | 35% | 34% |
| Obtaining permits for construction/renovation | 6% | 25% | 28% | 42% |
| Obtaining permits for sustainable construction | 6% | 20% | 38% | 36% |
| City efforts to revitalize low-income areas | 5% | 21% | 40% | 34% |

0%   20%   40%   60%   80%   100%

Legend: ■ Very Satisfied (5)  ▨ Satisfied (4)  □ Neutral (3)  ■ Dissatisfied (2,1)

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Satisfaction with <u>Community Planning and Development</u>
### 2012 to 2016

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

| | 2016 | 2015 | 2012 |
|---|---|---|---|
| City support of preservation of historic buildings | 45% | 47% | 59% |
| Conducting inspections for construction/renovation | 31% | 41% | 39% |
| Obtaining permits for construction/renovation | 31% | 38% | 37% |
| Obtaining permits for sustainable construction | 26% | 30% | 45% |
| City efforts to revitalize low-income areas | 26% | 28% | 38% |

Legend: ■2016 ▨2015 ▢2012

<u>*Changes of +/-4% are statistically significant</u>

**Trends**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

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## Q14. Satisfaction With <u>Parks and Recreation Services</u>

by percentage of respondents (<u>excluding "don't know"</u>)

| | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2,1) |
|---|---|---|---|---|
| Maintenance of City parks | 19% | 55% | 19% | 8% |
| Proximity of your home to City parks | 22% | 51% | 18% | 9% |
| Quality of athletic fields | 18% | 50% | 22% | 10% |
| Quality of special events | 18% | 46% | 30% | 7% |
| Ease of registering for programs | 16% | 46% | 30% | 8% |
| Availability of athletic fields | 17% | 44% | 26% | 13% |
| Cost of parks programs and facility fees | 16% | 45% | 32% | 8% |
| Variety of parks & recreation programs | 16% | 44% | 30% | 10% |
| Availability of info about parks & rec programs | 15% | 44% | 29% | 12% |
| City youth recreation programs | 17% | 41% | 30% | 12% |
| City adult recreation programs | 13% | 40% | 33% | 15% |

Legend: ■Very Satisfied (5) ▨Satisfied (4) ▢Neutral (3) ■Dissatisfied (2,1)

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Satisfaction With Parks and Recreation Services
### 2012 to 2016
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

| Item | 2016 | 2015 | 2012 |
|------|------|------|------|
| Maintenance of City parks | 74% | 83% | 77% |
| Proximity of your home to City parks | 73% | 78% | 79% |
| Quality of athletic fields | 68% | 72% | 72% |
| Quality of special events | 64% | 68% | 67% |
| Ease of registering for programs | 62% | 60% | 56% |
| Availability of athletic fields | 61% | 62% | 65% |
| Cost of parks programs and facility fees | 61% | 59% | 57% |
| Variety of parks & recreation programs | 60% | 65% | 60% |
| Availability of info about parks & rec programs | 59% | 60% | 60% |
| City youth recreation programs | 58% | 61% | 59% |
| City adult recreation programs | 53% | 56% | 53% |

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

■ 2016  ▨ 2015  ☐ 2012

**Trends**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## 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

| Item | Sum of Top Three Choices |
|------|------|
| Maintenance of City parks | 37% |
| Availability of info about parks & rec programs | 21% |
| Quality of special events | 20% |
| City youth recreation programs | 19% |
| Variety of parks & recreation programs | 17% |
| City adult recreation programs | 17% |
| Proximity of your home to City parks & open space | 16% |
| Cost of parks & recreation programs/facility fees | 14% |
| Quality of athletic fields | 14% |
| Availability of athletic fields | 12% |
| Ease of registering for parks & rec programs | 8% |

■ Sum of Top Three Choices

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q16. Satisfaction With Transportation and Mobility

by percentage of respondents (excluding "don't know")

| | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2,1) |
|---|---|---|---|---|
| Overall cleanliness of streets | 8% | 45% | 27% | 19% |
| Maintenance of street signs/pavement markings | 7% | 42% | 27% | 24% |
| Availability of sidewalks | 9% | 37% | 23% | 31% |
| Availability of Sun Trolley service | 8% | 37% | 35% | 20% |
| Maintenance of streets in your neighborhood | 7% | 38% | 23% | 32% |
| Adequacy of street lighting | 7% | 38% | 25% | 30% |
| Availability of public parking | 6% | 34% | 27% | 34% |
| Availability of bike share stations | 8% | 31% | 42% | 19% |
| Condition of sidewalks | 7% | 32% | 26% | 36% |
| Availability of public transit options | 6% | 32% | 32% | 30% |
| Availability of public parking downtown | 6% | 30% | 25% | 39% |
| Management of traffic flow/neighborhood | 7% | 28% | 21% | 44% |
| Availability of bicycle parking | 6% | 28% | 37% | 29% |
| Availability of biking paths & bike lanes | 5% | 26% | 30% | 39% |
| Availability of public parking at the beach | 6% | 23% | 23% | 49% |
| Cost of public parking | 4% | 21% | 27% | 49% |
| Management of traffic flow/major roadways | | 14% | 22% | 63% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Satisfaction With Transportation and Mobility
## 2012 to 2016

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

| | 2016 | 2015 | 2012 |
|---|---|---|---|
| Overall cleanliness of streets | 53% | 60% | 59% |
| Maintenance of street signs/pavement markings | 49% | 50% | 57% |
| Availability of sidewalks | 46% | 49% | 60% |
| Availability of Sun Trolley service | 45% | 43% | 43% |
| Maintenance of streets in your neighborhood | 45% | 50% | 56% |
| Adequacy of street lighting | 45% | 46% | 55% |
| Availability of public parking | 40% | 41% | 46% |
| Availability of bike share stations | 39% | 37% | 40% |
| Condition of sidewalks | 39% | 41% | 49% |
| Availability of public transit options | 38% | 42% | 46% |
| Availability of public parking downtown | 36% | 35% | 39% |
| Availability of public parking at the beach | 29% | 26% | 38% |
| Cost of public parking | 25% | 26% | 29% |

**\*Changes of +/-4% are statistically significant**

**_Trends_**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q17. <u>Transportation and Mobility</u> 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

| Issue | % |
|---|---|
| Management of traffic flow/major roadways | 40% |
| Management of traffic flow/neighborhood | 23% |
| Adequacy of street lighting | 20% |
| Cost of public parking | 20% |
| Availability of sidewalks | 17% |
| Maintenance of streets in your neighborhood | 17% |
| Availability of biking paths & bike lanes | 16% |
| Availability of public parking at the beach | 16% |
| Availability of public transit options | 13% |
| Condition of sidewalks | 12% |
| Availability of public parking | 12% |
| Availability of public parking downtown | 11% |
| Overall cleanliness of streets | 8% |
| Maintenance of street signs/pavement markings | 7% |
| Availability of Sun Trolley service | 5% |
| Availability of bicycle parking | 3% |
| Availability of bike share stations | 2% |

Sum of Top Three Choices

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q18. How often do you or any member of your household use alternate transportation options, such as walking, biking, or mass transit?

by percentage of respondents (<u>excluding "not provided"</u>)

- Daily 22%
- Never 18%
- Rarely 26%
- Monthly 9%
- Weekly 25%

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q19. 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

| Project Type | Percentage |
|---|---|
| Stormwater & drainage improvements | 59% |
| Water & sewer system improvements | 54% |
| More walkable/bikeable streets, greenways & paths | 53% |
| Roadways pavement improvements | 49% |
| Park improvements, for example neighborhood parks | 28% |
| Waterway dredging | 14% |
| Bridge improvements | 13% |
| City facility improvements | 9% |

■ Sum of Top Three Choices

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q20. Level of Agreement with Various Aspects of Sustainability

by percentage of respondents (excluding "don't know")

| Statement | Strongly Agree (5) | Agree (4) | Neutral (3) | Disagree (2,1) |
|---|---|---|---|---|
| Recycling/waste diversion programs have reduced amount of garbage I place in my black cart | 38% | 42% | 14% | 6% |
| I have taken steps to make my house more energy efficient | 32% | 48% | 15% | 5% |
| I have taken steps to make my house more water efficient | 27% | 46% | 20% | 7% |
| I have observed coastal water level increases | 35% | 37% | 20% | 8% |
| I have observed increased flooding | 34% | 35% | 20% | 11% |
| I have observed increased weather temperatures | 34% | 34% | 23% | 9% |
| I am informed about local climate change issues | 20% | 37% | 24% | 18% |
| I would like to see more trees in my neighborhood | 22% | 32% | 30% | 16% |
| I am satisfied with amount of tree canopy coverage | 11% | 42% | 24% | 22% |

■ Strongly Agree (5) ▨ Agree (4) ☐ Neutral (3) ■ Disagree (2,1)

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Level of Agreement with Various Aspects of Sustainability - 2012 to 2016

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

| Item | 2016 | 2015 | 2012 |
|---|---|---|---|
| Recycling/waste diversion programs have reduced amount of garbage I place in my black cart | 80% | 79% | Not asked in 2012 |
| I have taken steps to make my house more energy efficient | 80% | 79% | 63% |
| I have taken steps to make my house more water efficient | 73% | 69% | 67% |
| I have observed coastal water level increases | 72% | 75% | 70% |
| I have observed increased flooding | 69% | 72% | 68% |
| I have observed increased weather temperatures | 68% | 71% | 55% |
| I am informed about local climate change issues | 57% | 56% | 54% |
| I am satisfied with amount of tree canopy coverage | 53% | 57% | 54% |

*Changes of +/-4% are statistically significant

■ 2016 ▨ 2015 ▢ 2012

**Trends**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q21. Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation

by percentage of respondents (excluding "don't know")

| Item | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2,1) |
|---|---|---|---|---|
| Residential bulk trash collection | 29% | 51% | 12% | 9% |
| Residential garbage collection | 25% | 54% | 14% | 7% |
| Residential recycling services | 26% | 52% | 13% | 8% |
| Quality of sewer (wastewater) services | 8% | 45% | 32% | 15% |
| Overall quality of drinking water | 11% | 41% | 23% | 25% |
| Cleanliness of waterways near your home | 4% | 33% | 31% | 32% |
| Prevention of flooding | 5% | 26% | 34% | 34% |

■ Very Satisfied (5) ▨ Satisfied (4) ▢ Neutral (3) ■ Dissatisfied (2,1)

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation - 2012 to 2016

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

Residential bulk trash collection
- **80%** (2016)
- 80% (2015)
- 83% (2012)

Residential garbage collection
- **79%** (2016)
- 81% (2015)
- 83% (2012)

Residential recycling services
- **78%** (2016)
- 77% (2015)
- 84% (2012)

Quality of sewer (wastewater) services
- **53%** (2016)
- 58% (2015)
- 61% (2012)

Overall quality of drinking water
- **52%** (2016)
- 55% (2015)
- 59% (2012)

Cleanliness of waterways near your home
- **37%** (2016)
- 44% (2015)
- 44% (2012)

*Changes of +/-4% are statistically significant

Legend: ■ 2016  ▨ 2015  □ 2012

**Trends**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

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## Q22. 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

- Prevention of flooding — 62%
- Overall quality of drinking water — 59%
- Cleanliness of waterways near your home — 44%
- Quality of sewer services (wastewater) — 33%
- Residential recycling services — 14%
- Residential bulk trash collection — 12%
- Residential garbage collection — 11%

Legend: ■ Sum of Top Three Choices

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

# Q23. Satisfaction With Public Communication and Outreach

by percentage of respondents (excluding "don't know")

| | Very Satisfied (5) | Satisfied (4) | Neutral (3) | Dissatisfied (2,1) |
|---|---|---|---|---|
| Quality of www.fortlauderdale.gov | 12% | 43% | 37% | 8% |
| Ease of access to information about City services | 12% | 42% | 36% | 11% |
| Opportunities to participate in local government | 10% | 33% | 44% | 13% |

Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)

# Satisfaction With Public Communication and Outreach 2012 to 2016

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

| | 2016 | 2015 | 2012 |
|---|---|---|---|
| Quality of www.fortlauderdale.gov | 55% | 60% | 62% |
| Ease of access to information about City services | 54% | 59% | 56% |
| Opportunities to participate in local government | 43% | 49% | 45% |

**\*Changes of +/-4% are statistically significant**

*Trends*

Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)

ETC Institute (2016)

## Q24. 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)

| Source | Percentage |
|---|---|
| www.fortlauderdale.gov | 53% |
| Homeowners, neighborhood or other civic assn. | 35% |
| Major newspaper | 33% |
| City newsletter | 25% |
| Television/news | 23% |
| Community newspapers | 20% |
| Homeowners, neighborhood, other civic association | 18% |
| Facebook | 13% |
| Radio | 11% |
| City Hall 954-828-8000 | 7% |
| Email subscription | 7% |
| TV-78 | 6% |
| Telephone town hall meeting | 6% |
| Twitter | 4% |
| Instagram | 2% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q25. Have you contacted the City during the past year?

by percentage of respondents

No 50%
Yes 50%

### Q25a-f. Frequency That City Employees Display Various Behaviors
(excluding "don't know")

| | Always (5) | Usually (4) | Sometimes (3) | Seldom/Never (2,1) |
|---|---|---|---|---|
| Employees are courteous/professional | 31% | 36% | 23% | 11% |
| I was able to get my question/concern resolved | 27% | 32% | 19% | 22% |
| It was easy to find someone to address my request | 28% | 31% | 26% | 16% |
| The response time was reasonable | 24% | 34% | 22% | 21% |
| I was satisfied with my experience | 29% | 27% | 23% | 22% |
| The employee went the extra mile | 22% | 23% | 23% | 32% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Frequency That City Employees Display Various Behaviors 2012 to 2016

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")

| Behavior | 2016 | 2015 | 2012 |
|---|---|---|---|
| Employees are courteous/professional | 67% | 69% | 61% |
| I was able to get my question/concern resolved | 59% | 61% | 54% |
| It was easy to find someone to address my request | 59% | 67% | 57% |
| The response time was reasonable | 58% | 55% | 54% |
| I was satisfied with my experience | 56% | 60% | 52% |
| The employee went the extra mile | 45% | 53% | 46% |

*Changes of +/-4% are statistically significant

**Trends**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q26. Have you ever contacted our 24-hour Customer Service Center (954-828-8000)?

by percentage of respondents

No 76%
Yes 24%

**Q26a. How would you rate your experience?**

Excellent 28%
Poor 15%
Not sure 7%
Good 51%

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## How would you rate your experience?

by percentage of respondents who contacted the City's 24-hour Customer Service Center
and rated their experience as "excellent" or "good"



*Changes of +/-4% are statistically significant

**Trends**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q27. Have you ever contacted our Utility Billing Office (954-828-5150)?

by percentage of respondents

**Q27a. How would you rate your experience?**



*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## How would you rate your experience?
by percentage of respondents who had contacted the City's Utility Billing Office
and rated their experience as "excellent" or "good"



*Changes of +/-4% are statistically significant

**Trends**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q28. Have you utilized the Lauderserve mobile device app to submit a service request?
by percentage of respondents

### Q28a. How would you rate your experience?



*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## How would you rate your experience?
by percentage of respondents who have utilized the Lauderserve mobile device app to submit a service request

**2016**

Excellent
29%

Poor
13%

Not sure
8%

Good
50%

**2015**

Excellent
64%

Not sure
21%

Good
14%

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

**Trends**

## Q29. Which of the following best describes your opinion about the number of special events in Fort Lauderdale?
by percentage of respondents

There are too many
6%

Don't know
26%

The number is about right
53%

There are too few
15%

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q30. If you own or manage a business in the City of Fort Lauderdale, how satisfied are you with the easy of operating a business in the City?
### by percentage of respondents



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

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q31. 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% are statistically significant*

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## 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 who answered "very satisfied" or "satisfied"



*Changes of +/-4% are statistically significant

**Trends**

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q32. Approximately how many years have you lived in the City of Fort Lauderdale?

by percentage of respondents



Less than 5 years
13%

5-10 years
13%

31+ years
33%

11-20 years
21%

21-30 years
20%

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

# Q33. Do you have school age children (grades K-12) living at home?
by percentage of respondents

No
78%

Yes
22%

**Q33a. What type of school(s) do they attend?**
(multiple selections could be made)

| School Type | Percentage |
|---|---|
| Public school | 52% |
| Private/parochial | 46% |
| Charter school | 8% |
| Home school | 3% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

# Q34. What is your age?
by percentage of respondents (excluding "not provided")

18 to 34
17%

65+
17%

35 to 44
22%

55 to 64
22%

45 to 54
22%

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q35. Which of the following best describes your race?

by percentage of respondents (multiple selections could be made)

| Category | Percentage |
|---|---|
| White | 63% |
| African American/Black | 29% |
| Hispanic | 13% |
| Asian, Hawaiian, or other Pacific Islander | 1% |
| American Indian or Alaska Native | 1% |
| Other | 1% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q36. What is the primary language spoken in your home?

by percentage of respondents (multiple selections could be made)

| Category | Percentage |
|---|---|
| English | 90% |
| Spanish | 6% |
| Creole | 2% |
| French | 0% |
| Portuguese | 0% |
| Other | 1% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q37. Which of the following best describes your current place of employment?
by percentage of respondents

Work from home
12%

Student, retired, or not currently employed
28%

60%
Employed outside the home

Inside Broward Co.
26%

### Q37-1. Where do you work?

Ft. Lauderdale
50%

Miami-Dade Co.
10%

Outside Florida
4%

Other location in FL
2%

Palm Beach Co.
6%

*Source:  ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q38. Where do you plan to be living in the next 2-5 years?
by percentage of respondents

Fort Lauderdale
79%

Don't know
10%

Other
5%

3%
Another city in Broward County

2%
Outside Broward County/in southern Florida

*Source:  ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q39. Annual Household Income
by percentage of respondents



Under $25,000
15%

Not provided
5%

$25,000 to $49,999
16%

$100,000+
31%

$50,000 to $74,999
16%

$75,000 to $99,999
16%

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q40. Gender
by percentage of respondents



Male
52%

Female
48%

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q41. Do you own or rent your home?
by percentage of respondents

Own
77%

Rent
23%

*Source:  ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q42. Is your residence in Fort Lauderdale your primary or secondary residence?
by percentage of respondents

Primary
98%

Secondary
2%

*Source:  ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

## Q43. In what type of residence do you live?
by percentage of respondents

Single family home
69%

Townhome or condo
22%

Multi-family complex
6%

Other
3%

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

## Q44. Households That Have Used or Experienced the Following During the Past Year:
by percentage of respondents (multiple selections could be made)

| Category | Percentage |
|---|---|
| Have regular access to internet at home | 91% |
| Visited any Fort Lauderdale parks | 81% |
| Used the bulky item pick-up service | 70% |
| Visited the city's website (fortlauderdale.gov) | 64% |
| Attended a Fort Lauderdale special event | 55% |
| Participated in a Fort Lauderdale Parks & Rec program | 34% |
| Attended or watched Fort Lauderdale public meeting | 30% |
| Interacted with Fort Lauderdale Code Compliance | 22% |
| Interacted with Fort Lauderdale building inspector | 21% |
| Follow the City on social media (Facebook, Instagram, Twitter) | 21% |
| Applied for building permit for construction/renovation | 20% |
| Was the victim of any crime in Fort Lauderdale | 19% |
| Used Fort Lauderdale Fire Rescue service | 13% |

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

ETC Institute (2016)

*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 <u>highest importance to citizens</u>; and (2) to target resources toward those services where <u>citizens are the least satisfied.</u>

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.  Approximately fifty-seven percent (56.9%) of residents selected "overall flow of traffic" as the most important major service to provide.

With regard to satisfaction, 20% 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, 56.9% was multiplied by 80% (1-0.20). This calculation yielded an I-S rating of 0.4552, which ranked first out of thirteen 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>=0.20)

- Increase Current Emphasis (0.10<=IS<0.20)

- Maintain Current Emphasis (IS<0.10)

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

# Importance-Satisfaction Rating
## City of Fort Lauderdale, FL
## <u>Overall</u>

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **_Very High Priority (IS >.20)_** | | | | | | |
| Overall flow of traffic | 57% | 1 | 20% | 13 | 0.4552 | 1 |
| How well the City is preparing for the future | 32% | 3 | 36% | 12 | 0.2067 | 2 |
| Maintenance of streets/sidewalks/infrastructure | 38% | 2 | 47% | 9 | 0.2003 | 3 |
| | | | | | | |
| **_Medium Priority (IS <.10)_** | | | | | | |
| How well the City is prepared for disasters | 21% | 4 | 55% | 6 | 0.0963 | 4 |
| Enforcement of City codes and ordinances | 13% | 8 | 46% | 10 | 0.0702 | 5 |
| Quality of City services | 16% | 6 | 61% | 4 | 0.0628 | 6 |
| Effectiveness of communication with the community | 10% | 10 | 41% | 11 | 0.0614 | 7 |
| Quality of police and fire services | 19% | 5 | 74% | 1 | 0.0484 | 8 |
| Quality of parks & recreation programs/facilities | 16% | 7 | 71% | 2 | 0.0461 | 9 |
| Quality of customer service from City employees | 11% | 9 | 58% | 5 | 0.0449 | 10 |
| Landscaping in parks/medians/public areas | 10% | 11 | 63% | 3 | 0.0363 | 11 |
| Maintenance of City buildings and facilities | 5% | 12 | 51% | 8 | 0.0265 | 12 |
| Availability of online or mobile services | 3% | 13 | 51% | 7 | 0.0162 | 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.

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# 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 |
|---|---|---|---|---|---|---|
| ***Medium Priority (IS <.10)*** | | | | | | |
| How quickly fire rescue responds to 911 emergencies | 44% | 1 | 81% | 4 | 0.0828 | 1 |
| Quality of Emergency Medical Services (EMS) | 31% | 2 | 84% | 2 | 0.0501 | 2 |
| Overall quality of local fire protection | 23% | 3 | 85% | 1 | 0.0339 | 3 |
| I know where to get info during an emergency | 16% | 4 | 81% | 5 | 0.0300 | 4 |
| Quality of lifeguard protection at City beaches | 10% | 7 | 76% | 7 | 0.0235 | 5 |
| My household is prepared with food/water/supplies for an emergency | 11% | 6 | 81% | 6 | 0.0217 | 6 |
| Professionalism of employees responding to emergencies | 13% | 5 | 84% | 3 | 0.0213 | 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 and second
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.

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# Importance-Satisfaction Rating
**City of Fort Lauderdale, FL**
## <u>Public Safety: Police</u>

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| ***Very High Priority (IS >.20)*** | | | | | | |
| The visibility of police in neighborhoods | 46% | 1 | 44% | 4 | 0.2593 | 1 |
| The City's efforts to prevent crime | 45% | 2 | 42% | 5 | 0.2587 | 2 |
| | | | | | | |
| ***High Priority (IS .10-.20)*** | | | | | | |
| How quickly police respond to 911 emergencies | 27% | 3 | 62% | 3 | 0.1018 | 3 |
| | | | | | | |
| ***Medium Priority (IS <.10)*** | | | | | | |
| Overall quality of local police protection | 25% | 4 | 66% | 2 | 0.0836 | 4 |
| Professionalism of employees responding to emergencies | 14% | 5 | 70% | 1 | 0.0414 | 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 and second
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.

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# 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 |
|---|---|---|---|---|---|---|
| **_Medium Priority (IS <.10)_** | | | | | | |
| Maintenance of City parks | 37% | 1 | 74% | 1 | 0.0954 | 1 |
| Availability of info about parks & rec programs | 21% | 2 | 59% | 9 | 0.0845 | 2 |
| City adult recreation programs | 17% | 6 | 53% | 11 | 0.0785 | 3 |
| City youth recreation programs | 19% | 4 | 58% | 10 | 0.0781 | 4 |
| Quality of special events | 20% | 3 | 64% | 4 | 0.0713 | 5 |
| Variety of parks & recreation programs | 17% | 5 | 60% | 8 | 0.0684 | 6 |
| Cost of parks programs and facility fees | 14% | 8 | 61% | 7 | 0.0542 | 7 |
| Availability of athletic fields | 12% | 10 | 61% | 6 | 0.0484 | 8 |
| Quality of athletic fields | 14% | 9 | 68% | 3 | 0.0442 | 9 |
| Proximity of your home to City parks | 16% | 7 | 73% | 2 | 0.0437 | 10 |
| Ease of registering for programs | 8% | 11 | 62% | 5 | 0.0296 | 11 |

**_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.

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# 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 |
|---|---|---|---|---|---|---|
| **_Very High Priority (IS >.20)_** | | | | | | |
| Management of traffic flow/major roadways | 40% | 1 | 16% | 17 | 0.3394 | 1 |
| | | | | | | |
| **_High Priority (IS .10-.20)_** | | | | | | |
| Cost of public parking | 20% | 4 | 25% | 16 | 0.1515 | 2 |
| Management of traffic flow/neighborhood | 23% | 2 | 35% | 12 | 0.1515 | 3 |
| Adequacy of street lighting | 20% | 3 | 45% | 6 | 0.1117 | 4 |
| Availability of public parking at the beach | 16% | 8 | 29% | 15 | 0.1101 | 5 |
| Availability of biking paths & bike lanes | 16% | 7 | 31% | 14 | 0.1097 | 6 |
| | | | | | | |
| **_Medium Priority (IS <.10)_** | | | | | | |
| Availability of sidewalks | 17% | 5 | 46% | 3 | 0.0940 | 7 |
| Maintenance of streets in your neighborhood | 17% | 6 | 45% | 5 | 0.0908 | 8 |
| Availability of public transit options | 13% | 9 | 38% | 10 | 0.0831 | 9 |
| Condition of sidewalks | 12% | 10 | 39% | 9 | 0.0756 | 10 |
| Availability of public parking | 12% | 11 | 40% | 7 | 0.0714 | 11 |
| Availability of public parking downtown | 11% | 12 | 36% | 11 | 0.0710 | 12 |
| Overall cleanliness of streets | 8% | 13 | 53% | 1 | 0.0390 | 13 |
| Maintenance of street signs/pavement markings | 7% | 14 | 49% | 2 | 0.0342 | 14 |
| Availability of Sun Trolley service | 5% | 15 | 45% | 4 | 0.0259 | 15 |
| Availability of bicycle parking | 3% | 16 | 34% | 13 | 0.0185 | 16 |
| Availability of bike share stations | 2% | 17 | 39% | 8 | 0.0104 | 17 |

**_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.

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# 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 |
|---|---|---|---|---|---|---|
| **_Very High Priority (IS >.20)_** | | | | | | |
| Prevention of flooding | 62% | 1 | 31% | 7 | 0.4264 | 1 |
| Overall quality of drinking water | 59% | 2 | 52% | 5 | 0.2822 | 2 |
| Cleanliness of waterways near your home | 44% | 3 | 37% | 6 | 0.2747 | 3 |
| **_High Priority (IS .10-.20)_** | | | | | | |
| Quality of sewer (wastewater) services | 33% | 4 | 53% | 4 | 0.1542 | 4 |
| **_Medium Priority (IS <.10)_** | | | | | | |
| Residential recycling services | 14% | 5 | 78% | 3 | 0.0315 | 5 |
| Residential bulk trash collection | 12% | 6 | 80% | 1 | 0.0240 | 6 |
| Residential garbage collection | 11% | 7 | 79% | 2 | 0.0225 | 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.

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**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.

# 2016 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**

**Satisfaction Rating**

**Exceeded Expectations**
lower importance/higher satisfaction

**Continued Emphasis**
higher importance/higher satisfaction

• Quality of police and fire services

Quality of parks & rec programs/facilities •

Landscaping in parks/medians/public areas •
Quality of City services •
Quality of customer service •

• How well the City is prepared for disasters

Availability of online
or mobile services •   •

• Maintenance of streets/
sidewalks/infrastructure

Maintenance of City bldgs/facilities •
Effectiveness of communication w/the community
Enforcement of City codes and ordinances •

• How well the City is preparing for the future

Overall flow of traffic •

**Less Important**
lower importance/lower satisfaction

**Opportunities for Improvement**
higher importance/lower satisfaction

**mean satisfaction**

**Lower Importance**

**Higher Importance**

**Importance Rating**

**Source:  ETC Institute (2016)**

ETC Institute (2016)

# 2016 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)

**mean importance**

**Exceeded Expectations**
lower importance/higher satisfaction

**Continued Emphasis**
higher importance/higher satisfaction

• **Overall quality of local fire protection**

**Professionalism of employees** •
**responding to emergencies**

• **Quality of Emergency Medical Services**

**My household is prepared** •
**for an emergency**

**How quickly fire rescue** •
**responds to 911 emergencies**

**I know where to get info during an emergency**

**Quality of lifeguard** •
**protection at City beaches**

**Less Important**
lower importance/lower satisfaction

**Opportunities for Improvement**
higher importance/lower satisfaction

**Satisfaction Rating**

**mean satisfaction**

**Lower Importance**

**Importance Rating**

**Higher Importance**

**Source:  ETC Institute (2016)**

ETC Institute (2016)

# 2016 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)

**mean importance**

**Exceeded Expectations**
lower importance/higher satisfaction

**Continued Emphasis**
higher importance/higher satisfaction

• **Professionalism of employees responding to emergencies**

**Overall quality of local police protection** •

**How quickly police respond to 911 emergencies** •

**mean satisfaction**

**The visibility of police** • **in neighborhoods**

**The City's efforts to prevent crime** •

**Less Important**
lower importance/lower satisfaction

**Opportunities for Improvement**
higher importance/lower satisfaction

**Satisfaction Rating**

**Lower Importance**

**Importance Rating**

**Higher Importance**

Source: ETC Institute (2016)

# 2016 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)

**mean importance**



**Exceeded Expectations**
lower importance/higher satisfaction

**Continued Emphasis**
higher importance/higher satisfaction

Maintenance of City parks •

Proximity of your home to City parks •

Quality of athletic fields •

• Quality of special events

Ease of registering for programs •
Availability of athletic fields •

Cost of parks programs and facility fees

• Availability of info about parks & rec programs
• City youth recreation programs

Variety of parks & recreation programs

City adult recreation programs •

**Less Important**
lower importance/lower satisfaction

**Opportunities for Improvement**
higher importance/lower satisfaction

Lower Importance **Importance Rating** Higher Importance

**Satisfaction Rating**

**mean satisfaction**

Source: ETC Institute (2016)

ETC Institute (2016)

# 2016 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)

**mean importance**



**Exceeded Expectations**
lower importance/higher satisfaction

**Continued Emphasis**
higher importance/higher satisfaction

Availability of public transit options
Availability of public parking
Overall cleanliness of streets •
Maint. of street signs/pavement markings •
Availability of Sun Trolley service •
Condition of sidewalks •
Availability of bike share stations •

Availability of sidewalks
Adequacy of street lighting
Maintenance of streets in your neighborhood

Availability of public parking downtown •
Availability of bicycle parking •

• Management of traffic flow/neighborhood
• Availability of biking paths and bike lanes
• Availability of public parking at the beach
• Cost of public parking

Management of traffic flow/major roadways •

**Less Important**
lower importance/lower satisfaction

**Opportunities for Improvement**
higher importance/lower satisfaction

**Satisfaction Rating**

**mean satisfaction**

Lower Importance

**Importance Rating**

Higher Importance

Source: ETC Institute (2016)

# 2016 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)

**mean importance**

**Exceeded Expectations**
lower importance/higher satisfaction

**Continued Emphasis**
higher importance/higher satisfaction

**Satisfaction Rating**

**mean satisfaction**

•Residential bulk trash collection
•Residential recycling services
Residential garbage collection

Quality of sewer (wastewater) services•

Overall quality of drinking water•

Cleanliness of waterways
•near your home

Prevention of flooding•

**Less Important**
lower importance/lower satisfaction

**Opportunities for Improvement**
higher importance/lower satisfaction

Lower Importance

**Importance Rating**

Higher Importance

Source: ETC Institute (2016)

ETC Institute (2016)
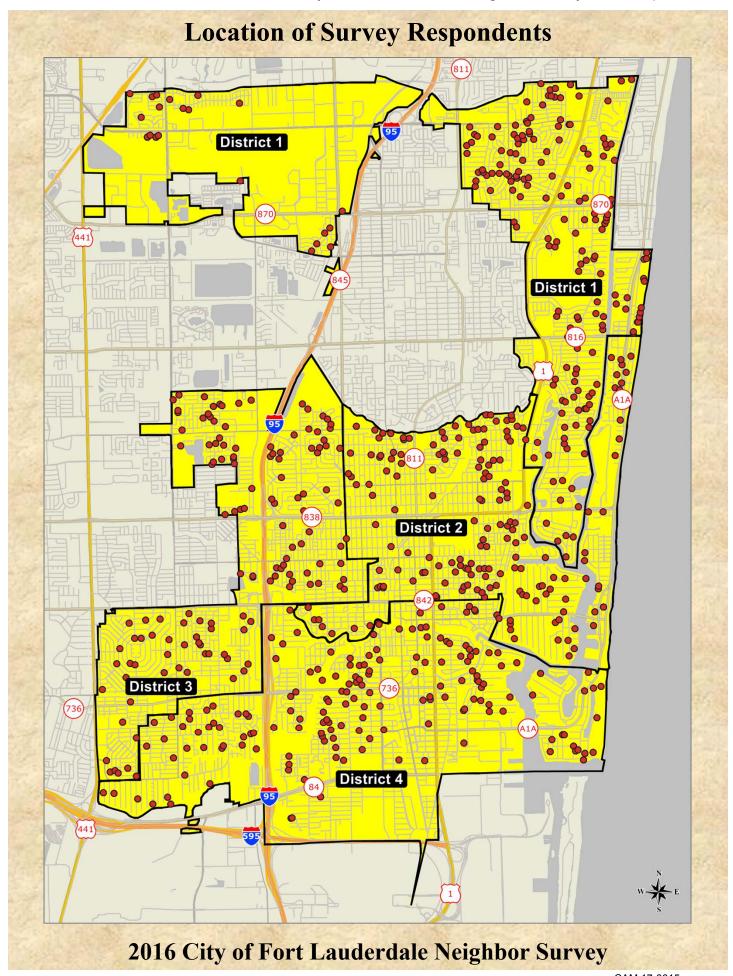
*Section 3:*
# *GIS Maps*
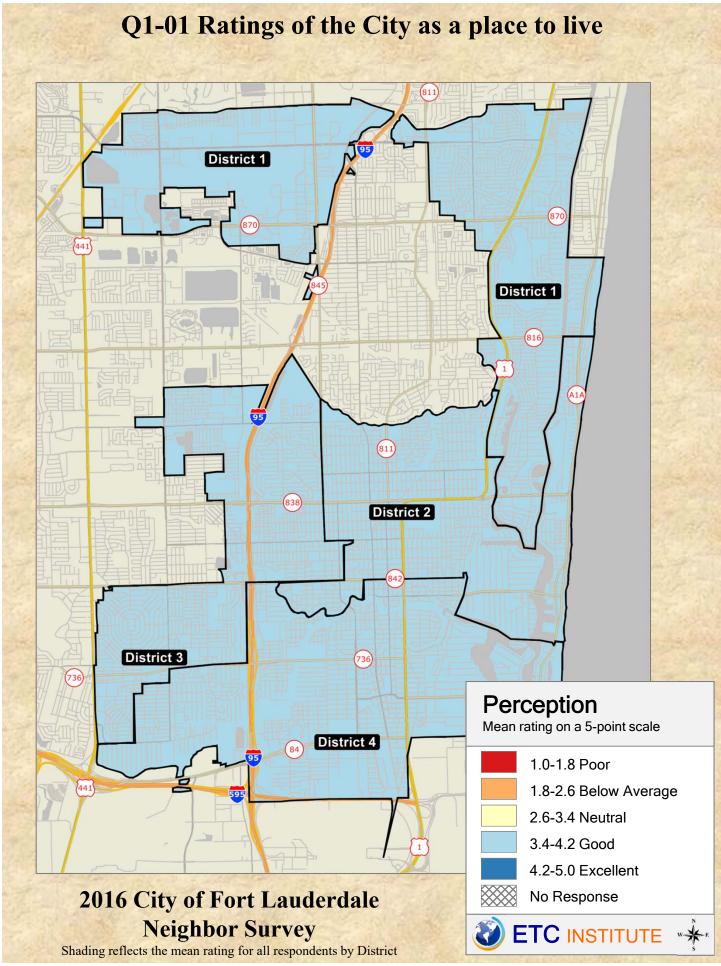
# Interpreting the Maps
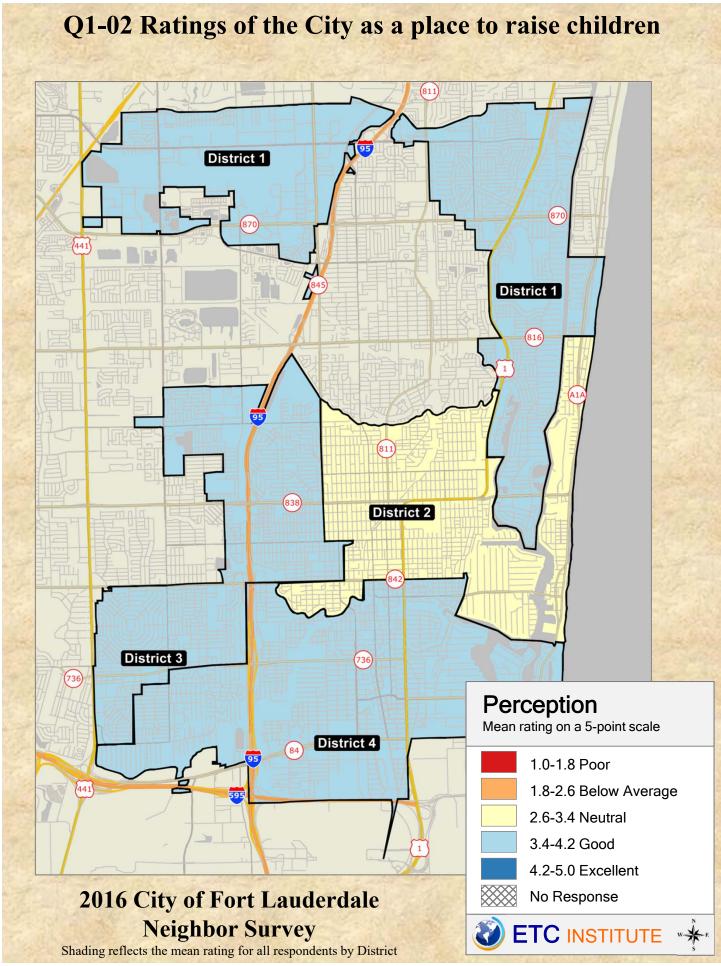
The maps on the following pages show the mean ratings for several questions on the survey by District.  If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.
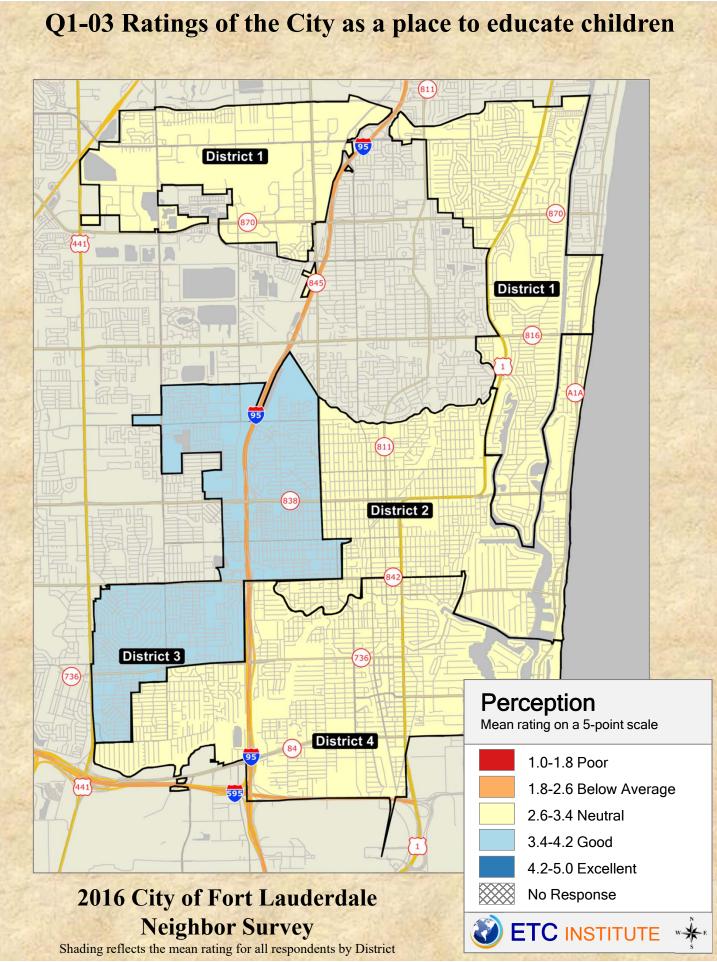
When reading the maps, please use the following color scheme as a guide:
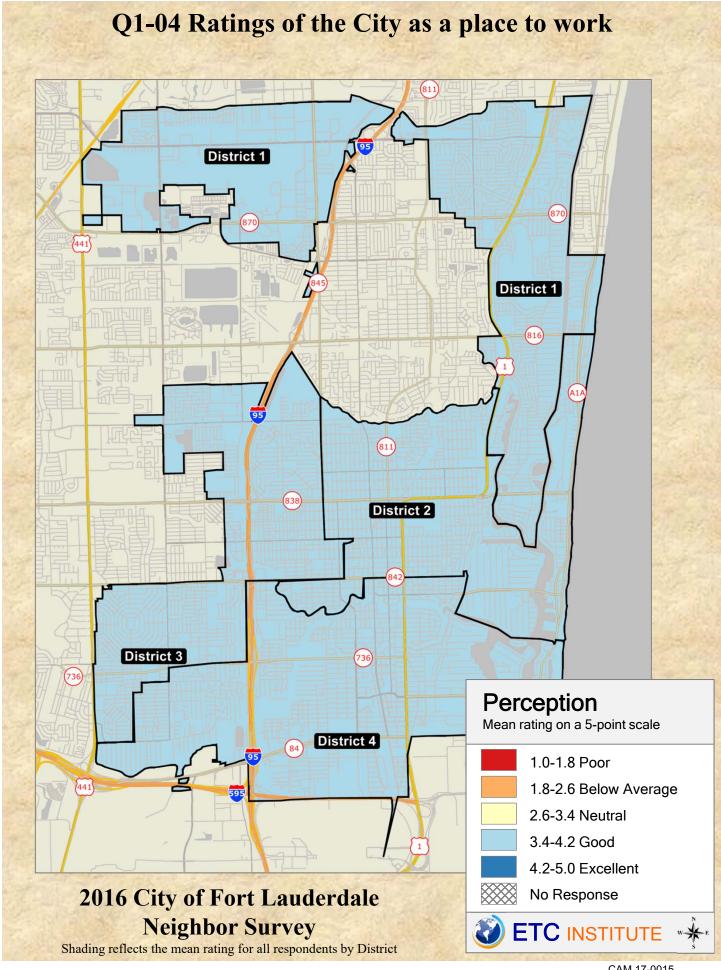
- DARK/LIGHT BLUE shades indicate <u>POSITIVE</u> ratings.  Shades of blue generally indicate satisfaction with a service, ratings of "excellent" or "good" and ratings of "very safe" or "safe."

- OFF-WHITE shades indicate <u>NEUTRAL</u> ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

- ORANGE/RED shades indicate <u>NEGATIVE</u> ratings.  Shades of orange/red generally indicate dissatisfaction with a service, ratings of "below average" or "poor" and ratings of "unsafe" or "very unsafe."

# Location of Survey Respondents



District 1

District 1

District 2

District 3

District 4

## 2016 City of Fort Lauderdale Neighbor Survey

# Q1-01 Ratings of the City as a place to live



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

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# Q1-02 Ratings of the City as a place to raise children



District 1

District 1

District 2

District 3

District 4

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| ⬛ | 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 |
| ⬛ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

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# Q1-03 Ratings of the City as a place to educate children



District 1

District 1

District 2

District 3

District 4

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

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# Q1-04 Ratings of the City as a place to work

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| ■ | 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 |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

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# Q1-05 Ratings of the City as a place for play & leisure



## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

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# Q1-06 Ratings of the City as a place to visit



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▦ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q1-07 Ratings of the City as a place to retire



## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q1-08 Ratings of the City as a place to seasonally reside

District 1

District 1

District 2

District 3

District 4

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| ⬛ (red) | 1.0-1.8 Poor |
| ⬛ (orange) | 1.8-2.6 Below Average |
| ⬛ (yellow) | 2.6-3.4 Neutral |
| ⬛ (light blue) | 3.4-4.2 Good |
| ⬛ (dark blue) | 4.2-5.0 Excellent |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q1-09 Ratings of overall quality of life in the City



District 1

District 1

District 2

District 3

District 4

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Poor |
| ■ (orange) | 1.8-2.6 Below Average |
| ■ (yellow) | 2.6-3.4 Neutral |
| ■ (light blue) | 3.4-4.2 Good |
| ■ (dark blue) | 4.2-5.0 Excellent |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q1-10 Ratings of overall sense of community in the City



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

🌐 **ETC** INSTITUTE

ETC Institute (2016)

# Q1-11 Ratings of overall image of the City



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Poor |
| ■ (orange) | 1.8-2.6 Below Average |
| ■ (yellow) | 2.6-3.4 Neutral |
| ■ (light blue) | 3.4-4.2 Good |
| ■ (dark blue) | 4.2-5.0 Excellent |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

**ETC INSTITUTE**

# Q1-12 Ratings as a city that is moving in the right direction



District 1

District 1

District 2

District 3

District 4

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| ■ | 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 |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q1-13 Ratings as a city committed to green and sustainable practices



**Perception**
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q2-01 Agreement that the City of Fort Lauderdale builds community



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

**Agreement**
Mean rating on a 5-point scale

| | |
|---|---|
| ■ | 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 |
| ▨ | No Response |

ETC INSTITUTE

# Q2-02 Agreement that the City and its partners are creating a more connected city



District 1

District 1

District 2

District 3

District 4

## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| ■ | 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 |
| ▨ | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q2-03 Agreement that the City and its partners are creating a more resilient infrastructure



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Strongly Disagree |
| ■ (orange) | 1.8-2.6 Disagree |
| ■ (yellow) | 2.6-3.4 Neutral |
| ■ (light blue) | 3.4-4.2 Agree |
| ■ (dark blue) | 4.2-5.0 Strongly Agree |
| ▨ | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q2-04 Agreement that the City and its partners are making progress creating strong and safe neighborhoods



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| ![red] | 1.0-1.8 Strongly Disagree |
| ![orange] | 1.8-2.6 Disagree |
| ![yellow] | 2.6-3.4 Neutral |
| ![lightblue] | 3.4-4.2 Agree |
| ![blue] | 4.2-5.0 Strongly Agree |
| ![hatch] | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q2-05 Agreement that the City and its partners are making progress toward enhancing its urban centers, etc.



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q2-06 Agreement that the City and its partners are making progress furthering economic growth, etc.



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q2-07 Agreement that the City and its partners are making progress being a multi-generational and diverse community



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

**Agreement**
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

**ETC** INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q3-01 Ratings of overall feeling of safety in the City



**Perception**
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Poor |
| ■ (orange) | 1.8-2.6 Below Average |
| ■ (yellow) | 2.6-3.4 Average |
| ■ (light blue) | 3.4-4.2 Good |
| ■ (dark blue) | 4.2-5.0 Excellent |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q3-02 Ratings of overall value received for City tax dollars and fees



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

**Perception**

Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 1.0-1.8 Poor |
| 🟧 | 1.8-2.6 Below Average |
| 🟨 | 2.6-3.4 Average |
| 🟦 | 3.4-4.2 Good |
| 🟦 | 4.2-5.0 Excellent |
| ▨ | No Response |

ETC INSTITUTE

# Q3-03 Ratings of overall planning for growth



## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

**Perception**
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Average
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

ETC INSTITUTE

# Q3-04 Ratings of overall appearance of the City



**Perception**
Mean rating on a 5-point scale

| | |
|---|---|
| ![red] | 1.0-1.8 Poor |
| ![orange] | 1.8-2.6 Below Average |
| ![yellow] | 2.6-3.4 Average |
| ![lightblue] | 3.4-4.2 Good |
| ![darkblue] | 4.2-5.0 Excellent |
| ![hatch] | No Response |

**2016 City of Fort Lauderdale
Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q3-05 Ratings of availability of affordable housing



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

### Perception
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Poor |
| ■ (orange) | 1.8-2.6 Below Average |
| ■ (yellow) | 2.6-3.4 Average |
| ■ (light blue) | 3.4-4.2 Good |
| ■ (blue) | 4.2-5.0 Excellent |
| ▨ | No Response |

ETC INSTITUTE

# Q3-06 Ratings of availability of employment



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Poor |
| ■ (orange) | 1.8-2.6 Below Average |
| ■ (yellow) | 2.6-3.4 Average |
| ■ (light blue) | 3.4-4.2 Good |
| ■ (dark blue) | 4.2-5.0 Excellent |
| ▨ | No Response |

ETC INSTITUTE

# Q3-07 Ratings of acceptance of diversity

District 1

District 1

District 2

District 3

District 4

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 1.0-1.8 Poor |
| 🟧 | 1.8-2.6 Below Average |
| 🟨 | 2.6-3.4 Average |
| 🟦 | 3.4-4.2 Good |
| 🟦 | 4.2-5.0 Excellent |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q3-08 Ratings of quality of public schools

District 1

District 1

District 2

District 3

District 4

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| ■ | 1.0-1.8 Poor |
| ■ | 1.8-2.6 Below Average |
| ■ | 2.6-3.4 Average |
| ■ | 3.4-4.2 Good |
| ■ | 4.2-5.0 Excellent |
| ▨ | No Response |

## 2016 City of Fort Lauderdale
## Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q3-09 Ratings of quality of private schools



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 1.0-1.8 Poor |
| 🟧 | 1.8-2.6 Below Average |
| 🟨 | 2.6-3.4 Average |
| 🟦 | 3.4-4.2 Good |
| 🟦 | 4.2-5.0 Excellent |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

🌐 **ETC** INSTITUTE

# Q3-10 Ratings of efforts in addressing homelessness



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Perception
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 1.0-1.8 Poor |
| 🟧 | 1.8-2.6 Below Average |
| 🟨 | 2.6-3.4 Average |
| 🟦 | 3.4-4.2 Good |
| 🟦 | 4.2-5.0 Excellent |
| ▦ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q4-01 Satisfaction with overall quality of City services



**Citizen Satisfaction**

Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q4-02 Satisfaction with overall quality of police and fire rescue services



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

## Citizen Satisfaction

Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

ETC INSTITUTE

# Q4-03 Satisfaction with overall quality of parks and recreation programs and facilities



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q4-04 Satisfaction with overall quality of customer service from City employees



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ■ | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q4-05 Satisfaction with overall enforcement of City codes and ordinances

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Very Dissatisfied |
| ■ (orange) | 1.8-2.6 Dissatisfied |
| ■ (yellow) | 2.6-3.4 Neutral |
| ■ (light blue) | 3.4-4.2 Satisfied |
| ■ (dark blue) | 4.2-5.0 Very Satisfied |
| ▨ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q4-06 Satisfaction with overall maintenance of City streets, sidewalks, and infrastructure



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q4-07 Satisfaction with overall maintenance of City buildings and facilities



**Citizen Satisfaction**
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q4-08 Satisfaction with overall flow of traffic



**Citizen Satisfaction**

Mean rating on a 5-point scale

- 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
- No Response

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q4-09 Satisfaction with overall availability of online or mobile services

District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q4-10 Satisfaction with effectiveness of communication with the community



## Citizen Satisfaction
Mean rating on a 5-point scale

- 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
- No Response

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q4-11 Satisfaction with how well the City is preparing for the future



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▦ | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q4-12 Satisfaction with how well the City is prepared for disasters



**Citizen Satisfaction**
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q4-13 Satisfaction with the quality of landscaping in parks, medians and other public areas



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q6a-01 Satisfaction with overall quality of local fire rescue protection



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▦ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q6a-02 Satisfaction with professionalism of employees responding to emergencies



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

### 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

**ETC INSTITUTE**

ETC Institute (2016)

# Q6a-03 Satisfaction with how quickly fire rescue responds to 911 emergencies



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q6a-04 Satisfaction with quality of Emergency Medical Services



**Citizen Satisfaction**

Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

**ETC** INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

# Q6a-05 Satisfaction with quality of lifeguard protection at City beaches

District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▦ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q6b-06 Agreement that household is prepared with food, water and other supplies for an emergency



## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q6b-07 Agreement that residents know where to get information during an emergency



District 1

District 1

District 2

District 3

District 4

## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| ■ | 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 |
| ▨ | No Response |

# 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q8-01 Satisfaction with overall quality of local police protection



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**ETC** INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q8-02 Satisfaction with professionalism of employees responding to emergencies

District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Very Dissatisfied |
| ■ (orange) | 1.8-2.6 Dissatisfied |
| ■ (yellow) | 2.6-3.4 Neutral |
| ■ (light blue) | 3.4-4.2 Satisfied |
| ■ (blue) | 4.2-5.0 Very Satisfied |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q8-03 Satisfaction with how quickly police respond to 911 emergencies



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Very Dissatisfied |
| ■ (orange) | 1.8-2.6 Dissatisfied |
| ■ (yellow) | 2.6-3.4 Neutral |
| ■ (light blue) | 3.4-4.2 Satisfied |
| ■ (blue) | 4.2-5.0 Very Satisfied |
| ▨ | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q8-04 Satisfaction with the visibility of police in neighborhoods



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**ETC INSTITUTE**

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

# Q8-05 Satisfaction with the City's efforts to prevent crime

District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Very Dissatisfied |
| ■ (orange) | 1.8-2.6 Dissatisfied |
| ■ (pale yellow) | 2.6-3.4 Neutral |
| ■ (light blue) | 3.4-4.2 Satisfied |
| ■ (blue) | 4.2-5.0 Very Satisfied |
| ▨ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q11-01 Feeling of safety walking and/or biking in neighborhoods during the day



**Feeling of Safety**

Mean rating on a 4-point scale

| | |
|---|---|
| 1.0-1.75 | Very Unsafe |
| 1.75-2.5 | Unsafe |
| 2.5-3.25 | Safe |
| 3.25-4.0 | Very Safe |
| | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q11-02 Feeling of safety walking and/or biking in neighborhoods at night



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

**Feeling of Safety**
Mean rating on a 4-point scale

| | |
|---|---|
| 1.0-1.75 | Very Unsafe |
| 1.75-2.5 | Unsafe |
| 2.5-3.25 | Safe |
| 3.25-4.0 | Very Safe |
| | No Response |

ETC INSTITUTE

# Q11-03 Feeling of safety in commercial/business areas during the day



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

**Feeling of Safety**
Mean rating on a 4-point scale

| | |
|---|---|
| ■ | 1.0-1.75 Very Unsafe |
| ■ | 1.75-2.5 Unsafe |
| ■ | 2.5-3.25 Safe |
| ■ | 3.25-4.0 Very Safe |
| ▨ | No Response |

ETC INSTITUTE

# Q11-04 Feeling of safety in commercial/business areas at night



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

**Feeling of Safety**
Mean rating on a 4-point scale

| | |
|---|---|
| 1.0-1.75 | Very Unsafe |
| 1.75-2.5 | Unsafe |
| 2.5-3.25 | Safe |
| 3.25-4.0 | Very Safe |
| | No Response |

ETC INSTITUTE

ETC Institute (2016)

# Q11-05 Feeling of safety along the beach



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

**Feeling of Safety**
Mean rating on a 4-point scale

| | |
|---|---|
| 🟥 | 1.0-1.75 Very Unsafe |
| 🟨 | 1.75-2.5 Unsafe |
| 🟦 | 2.5-3.25 Safe |
| 🟦 | 3.25-4.0 Very Safe |
| ▨ | No Response |

ETC INSTITUTE

# Q11-06 Feeling of safety in Downtown

District 1

District 1

845

District 2

District 3

District 4

## Feeling of Safety
Mean rating on a 4-point scale

| | |
|---|---|
| 🟥 | 1.0-1.75 Very Unsafe |
| 🟨 | 1.75-2.5 Unsafe |
| 🟦 | 2.5-3.25 Safe |
| 🟦 | 3.25-4.0 Very Safe |
| ▨ | No Response |

**ETC** INSTITUTE

## 2016 City of Fort Lauderdale
## Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q11-07 Feeling of safety at special events

District 1

District 1

District 2

District 3

District 4

## Feeling of Safety
Mean rating on a 4-point scale

| | |
|---|---|
| 🟥 | 1.0-1.75 Very Unsafe |
| 🟨 | 1.75-2.5 Unsafe |
| 🟦 | 2.5-3.25 Safe |
| 🟦 | 3.25-4.0 Very Safe |
| ▦ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q11-08 Feeling of safety in City parks



District 1

District 1

District 2

District 3

District 4

## Feeling of Safety
Mean rating on a 4-point scale

| | |
|---|---|
| 🟥 | 1.0-1.75 Very Unsafe |
| 🟨 | 1.75-2.5 Unsafe |
| 🟦 | 2.5-3.25 Safe |
| 🟦 | 3.25-4.0 Very Safe |
| ▨ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

# Q12-01 Satisfaction with the cleanup of litter and debris on private property



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**ETC** INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q12-02 Satisfaction with the mowing and cutting of weeds and grass on private property



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Very Dissatisfied |
| ■ (orange) | 1.8-2.6 Dissatisfied |
| ■ (yellow) | 2.6-3.4 Neutral |
| ■ (light blue) | 3.4-4.2 Satisfied |
| ■ (blue) | 4.2-5.0 Very Satisfied |
| ▧ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
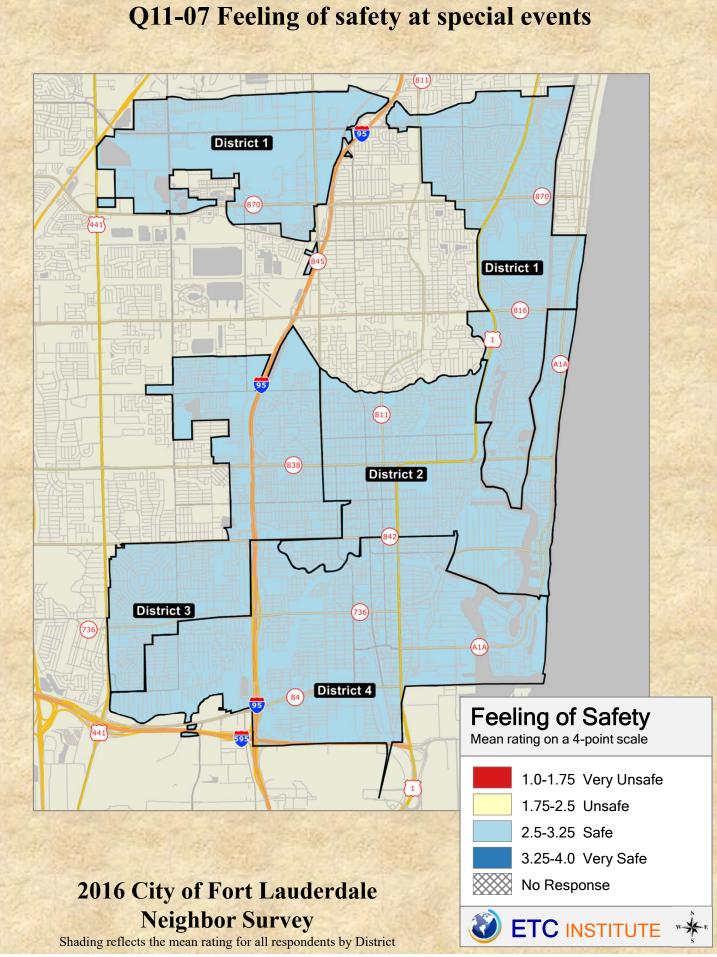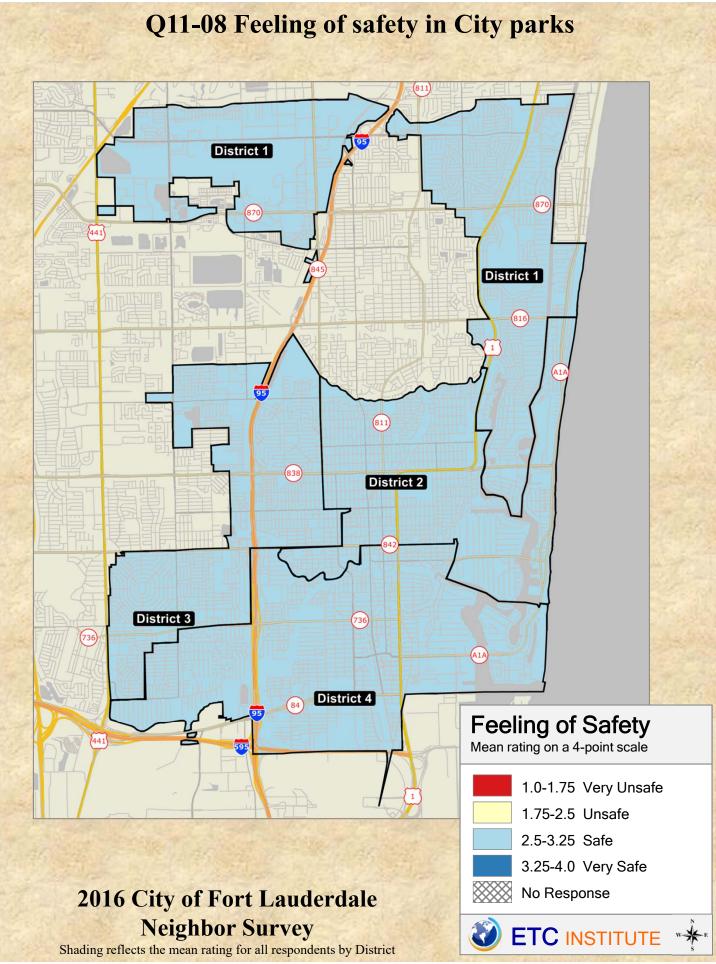Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q12-03 Satisfaction with the maintenance of residential property (exterior of homes)



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
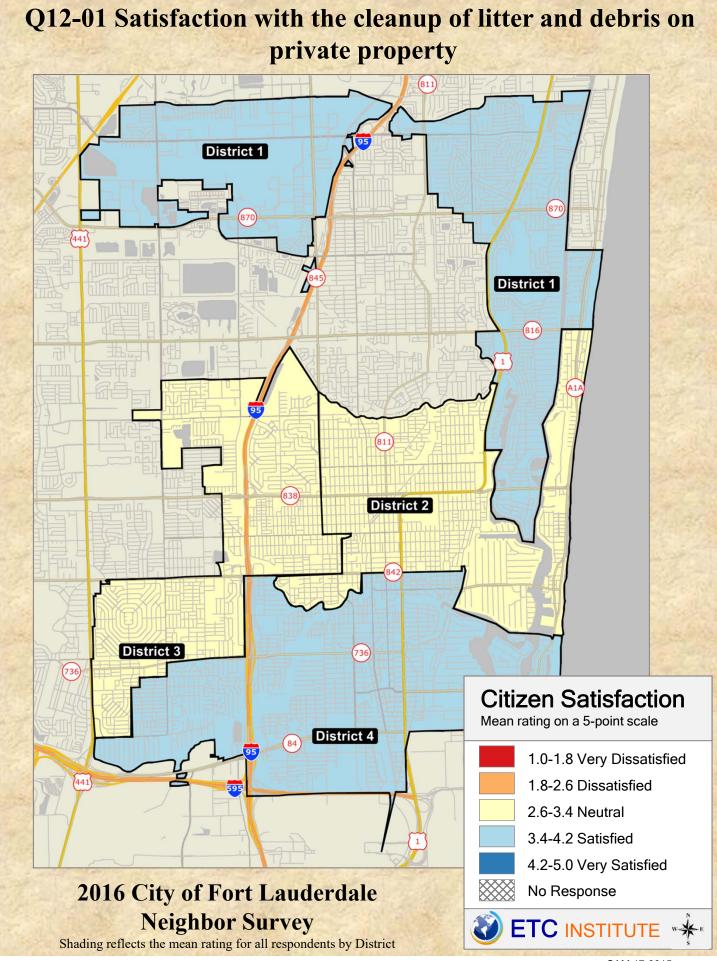Shading reflects the mean rating for all respondents by District

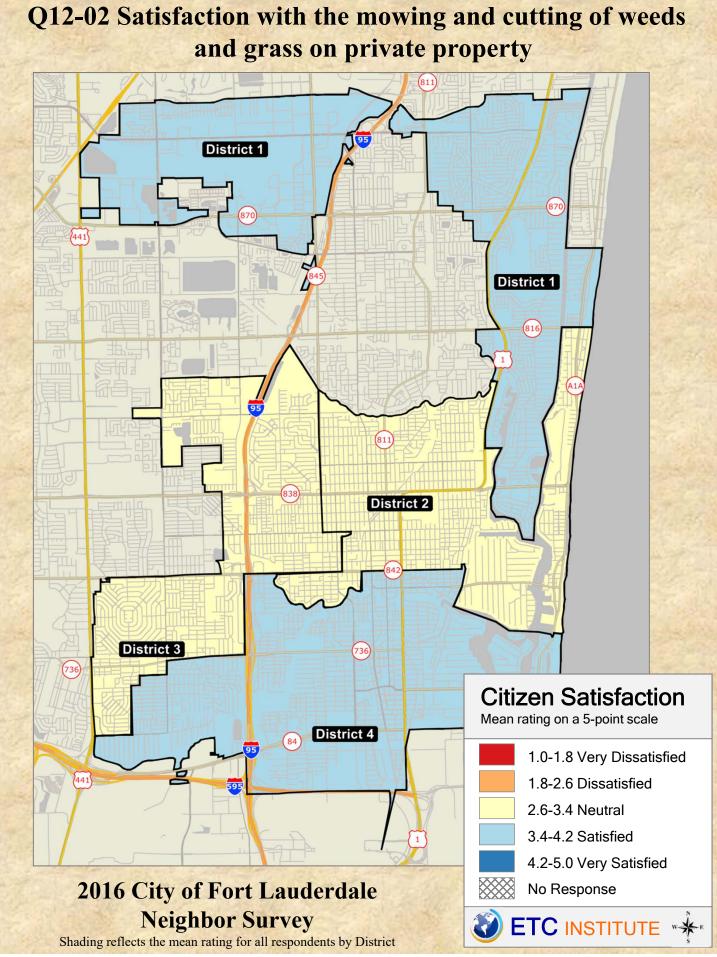# Q12-04 Satisfaction with the maintenance of business property

District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q13-01 Satisfaction with ease of obtaining permits for construction or renovation



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

ETC INSTITUTE

# Q13-02 Satisfaction with ease of conducting inspections for construction or renovation



## Citizen Satisfaction
Mean rating on a 5-point scale

- 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
- No Response

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q13-03 Satisfaction with effectiveness of City efforts to revitalize low-income areas



## Citizen Satisfaction
Mean rating on a 5-point scale

- 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
- No Response

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q13-04 Satisfaction with ease of obtaining permits for sustainable construction



**Citizen Satisfaction**
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q13-05 Satisfaction with City support of the preservation of historic buildings in the City



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

**Citizen Satisfaction**
Mean rating on a 5-point scale

- 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
- No Response

ETC INSTITUTE

# Q14-01 Satisfaction with maintenance of City parks



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▦ | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q14-02 Satisfaction with proximity of home to City parks and open space



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q14-03 Satisfaction with quality of athletic fields



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q14-04 Satisfaction with availability of athletic fields

District 1

District 1

845

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

CAM 17-0015
Exhibit

# Q14-05 Satisfaction with availability of information about City parks and recreation programs



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q14-06 Satisfaction with variety of parks and recreation programs



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q14-07 Satisfaction with cost of parks and recreation programs and facility fees



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q14-08 Satisfaction with City youth recreation programs

District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ⬛ | 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 |
| ▨ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q14-09 Satisfaction with City adult recreation programs

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q14-10 Satisfaction with quality of special events



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

- 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
- No Response

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q14-11 Satisfaction with ease of registering for parks and recreation programs



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ■ | 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 |
| ▨ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q16-01 Satisfaction with availability of sidewalks



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction

Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

ETC INSTITUTE

### 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q16-02 Satisfaction with condition of sidewalks



**Citizen Satisfaction**
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q16-03 Satisfaction with availability of bicycle parking



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ■ | 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 |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q16-04 Satisfaction with availability of biking paths and bike lanes



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q16-05 Satisfaction with availability of bike share stations



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Very Dissatisfied |
| ■ (orange) | 1.8-2.6 Dissatisfied |
| ■ (yellow) | 2.6-3.4 Neutral |
| ■ (light blue) | 3.4-4.2 Satisfied |
| ■ (blue) | 4.2-5.0 Very Satisfied |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q16-06 Satisfaction with availability of public transit options



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q16-07 Satisfaction with availability of Sun Trolley service



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ■ | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q16-08 Satisfaction with availability of public parking



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▦ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q16-09 Satisfaction with availability of public parking downtown



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q16-10 Satisfaction with availability of public parking at the beach



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q16-11 Satisfaction with cost of public parking



## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

### Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

ETC INSTITUTE

# Q16-12 Satisfaction with management of traffic flow/ congestion on major roadways



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ![red] | 1.0-1.8 Very Dissatisfied |
| ![orange] | 1.8-2.6 Dissatisfied |
| ![yellow] | 2.6-3.4 Neutral |
| ![lightblue] | 3.4-4.2 Satisfied |
| ![blue] | 4.2-5.0 Very Satisfied |
| ![hatch] | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q16-13 Satisfaction with management of traffic flow/ congestion in neighborhoods



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q16-14 Satisfaction with maintenance of neighborhood streets



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**ETC** INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q16-15 Satisfaction with overall maintenance of street signs/ pavement markings

District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

**ETC** INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

# Q16-16 Satisfaction with overall cleanliness of streets



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q16-17 Satisfaction with adequacy of street lighting



**2016 City of Fort Lauderdale
Neighbor Survey**

Shading reflects the mean rating for all respondents by District

**Citizen Satisfaction**
Mean rating on a 5-point scale

- 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
- No Response

ETC INSTITUTE

ETC Institute (2016)

# Q20-01 Agreement that residents are satisfied with the amount of tree canopy coverage



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q20-02 Agreement that residents would like to see more trees in their neighborhood

District 1

District 1

District 2

District 3

District 4

## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q20-03 Agreement that recycling, yard waste and other waste diversion programs have reduced the amount of garbage placed in black cart



**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

ETC INSTITUTE

# Q20-04 Agreement that residents are informed about local climate change issues



District 1

District 1

District 2

District 3

District 4

## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| | 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 |
| | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q20-05 Agreement that residents have observed coastal water level increases



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Agreement
Mean rating on a 5-point scale

| | |
|---|---|
| ![red] | 1.0-1.8 Strongly Disagree |
| ![orange] | 1.8-2.6 Disagree |
| ![yellow] | 2.6-3.4 Neutral |
| ![lightblue] | 3.4-4.2 Agree |
| ![darkblue] | 4.2-5.0 Strongly Agree |
| ![hatch] | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q20-06 Agreement that residents have observed increased flooding



District 1

District 1

District 2

District 3

District 4

**Agreement**
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▦ | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q20-07 Agreement that residents have observed increased weather temperatures



**Agreement**
Mean rating on a 5-point scale

| | |
|---|---|
| ■ | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale
Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q20-08 Agreement that residents have taken steps to make house more energy efficient



**Agreement**

Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Strongly Disagree |
| ■ (orange) | 1.8-2.6 Disagree |
| ■ (yellow) | 2.6-3.4 Neutral |
| ■ (light blue) | 3.4-4.2 Agree |
| ■ (dark blue) | 4.2-5.0 Strongly Agree |
| ▩ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q20-09 Agreement that residents have taken steps to make house more water efficient



**Agreement**
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale
Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q21-01 Satisfaction with overall quality of drinking water



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

- ■ 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
- ▨ No Response

ETC INSTITUTE

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

# Q21-02 Satisfaction with prevention of flooding



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ![red] | 1.0-1.8 Very Dissatisfied |
| ![orange] | 1.8-2.6 Dissatisfied |
| ![yellow] | 2.6-3.4 Neutral |
| ![lightblue] | 3.4-4.2 Satisfied |
| ![blue] | 4.2-5.0 Very Satisfied |
| ![hatch] | No Response |

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q21-03 Satisfaction with cleanliness of waterways near home



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

🌐 **ETC** INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q21-04 Satisfaction with quality of sewer (wastewater) services



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q21-05 Satisfaction with residential garbage collection



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q21-06 Satisfaction with residential bulk trash collection



**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**ETC INSTITUTE**

### 2016 City of Fort Lauderdale Neighbor Survey
Shading reflects the mean rating for all respondents by District

# Q21-07 Satisfaction with residential recycling services



District 1

District 1

District 2

District 3

District 4

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ■ (red) | 1.0-1.8 Very Dissatisfied |
| ■ (orange) | 1.8-2.6 Dissatisfied |
| ■ (yellow) | 2.6-3.4 Neutral |
| ■ (light blue) | 3.4-4.2 Satisfied |
| ■ (blue) | 4.2-5.0 Very Satisfied |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

# Q23-01 Satisfaction with ease of access to information about City services

**District 1**

**District 1**

**District 2**

**District 3**

**District 4**

## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| ![red] | 1.0-1.8 Very Dissatisfied |
| ![orange] | 1.8-2.6 Dissatisfied |
| ![yellow] | 2.6-3.4 Neutral |
| ![lightblue] | 3.4-4.2 Satisfied |
| ![darkblue] | 4.2-5.0 Very Satisfied |
| ![hatch] | No Response |

**ETC INSTITUTE**

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC Institute (2016)

# Q23-02 Satisfaction with opportunities to participate in local government



**Citizen Satisfaction**
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

# Q23-03 Satisfaction with quality of the City's website



## Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---|
| 🟥 | 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 |
| ▨ | No Response |

**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

ETC INSTITUTE

ETC Institute (2016)

*Section 4:*

# *Survey Instrument*

**John P. "Jack" Seiler**
MAYOR

100 North Andrews Avenue
Fort Lauderdale, FL 33301
(954) 828-5003
(954) 828-5667 Fax
jack.seiler@fortlauderdale.gov
**www.fortlauderdale.gov**

November 2016

Dear 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 fifth (5th) annual Neighbor Survey. Your input will help reveal where we are exceeding your expectations, as well as identify areas where improvements are needed to ensure our city moves strategically and innovatively into the future.

For the past four years, neighbors shared opinions about their levels of satisfaction with quality of life and city services, while also communicating issues of concern. These survey results were instrumental in developing and implementing *Press Play Fort Lauderdale 2018,* our five-year Strategic Plan. This year's results will assist in updating the Strategic Plan for the next five years. The Strategic Plan serves as our roadmap to accomplishing the goals and aspirations outlined in *Fast Forward Fort Lauderdale,* our City Vision Plan for 2035. We are already making significant progress on many of the high priorities identified in last year's survey. I encourage you to visit our website at www.fortlauderdale.gov/neighbors to view the complete Neighbor Survey results from the past four years.

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

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.FortLauderdaleGov.org.

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 tiene preguntas acerca de la encuesta y no habla Inglés, por favor llame al 1-844-811-0411. Gracias.*

*Si ou pa pale angle epi ou gen kesyon sou sondaj sa a tanpri rele 1-844-247-8189. Mèsi.*

# 2016 City of Fort Lauderdale 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: Please rate the City of Fort Lauderdale with regard to the following: | Excellent | Good | Neutral | Below Average | Poor | Don't Know |
|---|---|---|---|---|---|---|
| 01. As a place to live | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. As a place to raise children | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. As a place to educate children | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. As a place to work | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. As a place for play & leisure | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. As a place to visit | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. As a place to retire | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. As a place to seasonally reside | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Overall quality of life | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Overall sense of community | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Overall image of the City | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. As a city that is moving in the right direction | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. As a city committed to green and sustainable practices | 5 | 4 | 3 | 2 | 1 | 9 |

| 2. LEVEL OF AGREEMENT WITH THE CITY MISSION AND VISION: Please indicate your level of agreement with the following statements: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|---|---|---|---|---|---|---|
| 01. The City of Fort Lauderdale builds community | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. The City and its partners are making progress towards creating a more connected city, becoming more pedestrian and bicyclist friendly with improved transportation options | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. The City and its partners are making progress creating a more safe and resilient road, bridge, water, wastewater, and drainage infrastructure | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. The City and its partners are making progress creating strong & safe neighborhoods, housing options, & community support services | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. The City and its partners are making progress toward enhancing its urban centers, beach, waterways, public places, arts, and culture | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. The City and its partners are making progress furthering economic growth, education, and workforce development | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. The City and its partners are making progress being a multi-generational and diverse community | 5 | 4 | 3 | 2 | 1 | 9 |

| 3. PERCEPTION: Please rate the City of Fort Lauderdale with regard to the following: | Excellent | Good | Average | Below Average | Poor | Don't Know |
|---|---|---|---|---|---|---|
| 01. Overall feeling of safety in the City | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Overall value received for City tax dollars and fees | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Overall planning for growth | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Overall appearance of the City | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Availability of affordable housing | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Availability of employment | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Acceptance of diversity | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Quality of public schools | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Quality of private schools | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Efforts in addressing homelessness | 5 | 4 | 3 | 2 | 1 | 9 |

| 4. OVERALL SATISFACTION WITH CITY SERVICES: | Very | Satisfied | Neutral | Dissatisfied | Very | Don't Know |
|---|---|---|---|---|---|---|

| | Please rate your satisfaction with each of the services listed below. | Satisfied | | | | Dissatisfied | |
|---|---|---|---|---|---|---|---|
| 01. | Overall quality of City services | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Overall quality of police and fire rescue services | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Overall quality of parks and recreation programs and facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | Overall quality of customer service you receive from City employees | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | Overall enforcement of City codes and ordinances | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | Overall maintenance of City streets, sidewalks, and infrastructure | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | Overall maintenance of City buildings and facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | Overall flow of traffic | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | Overall availability of online or mobile services | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Effectiveness of communication with the community | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. | How well the City is preparing for the future | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. | How well the City is prepared for disasters | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. | Quality of landscaping in parks, medians and other public areas | 5 | 4 | 3 | 2 | 1 | 9 |

**5.** **Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** *[Write-in your answers below using the numbers from the list in Question 4.]*

1st: _____          2nd: _____          3rd: _____

| 6a. | Fire Rescue and Emergency Management Planning: Please rate your satisfaction with each of the following items: | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| 01. | Overall quality of local fire rescue protection | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Professionalism of employees responding to emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | How quickly fire rescue responds to 911 emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | Quality of Emergency Medical Services (EMS) | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | Quality of lifeguard protection at City beaches | 5 | 4 | 3 | 2 | 1 | 9 |
| 6b. | Please indicate your level of agreement with the following statements: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
| 06. | My household is prepared with food, water and other supplies for an emergency, such as a natural disaster. | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | 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 in Questions 6a and 6b do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** *[Write-in your answers below using the numbers from the list in Question 6a and 6b.]*

1st: _____          2nd: _____

| 8. | Public Safety - Police: Please rate your satisfaction with each of the following items: | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| 01. | Overall quality of local police protection | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Professionalism of employees responding to emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | How quickly police respond to 911 emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | The visibility of police in neighborhoods | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | The City's efforts to prevent crime | 5 | 4 | 3 | 2 | 1 | 9 |

**9.** **Which TWO of the public safety items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [***Write-in your answers below using the numbers from the list in Question 8.]*

1st: \_\_\_\_          2nd: \_\_\_\_

**10.** **Have you met a police officer in your neighborhood or at a civic association meeting?**
\_\_\_\_(1) Yes          \_\_\_\_(2) No          \_\_\_\_(9) Don't know

| 11. Perceptions of Safety: Please rate how safe you feel in the following situations: | Very Safe | Safe | Unsafe | Very Unsafe | Don't Know |
|---|---|---|---|---|---|
| 01. Walking and/or biking in your neighborhood during the day | 4 | 3 | 2 | 1 | 9 |
| 02. Walking and/or biking in your neighborhood at night | 4 | 3 | 2 | 1 | 9 |
| 03. In commercial/business areas during the day | 4 | 3 | 2 | 1 | 9 |
| 04. In commercial/business areas at night | 4 | 3 | 2 | 1 | 9 |
| 05. Along the beach | 4 | 3 | 2 | 1 | 9 |
| 06. In Downtown | 4 | 3 | 2 | 1 | 9 |
| 07. At special events | 4 | 3 | 2 | 1 | 9 |
| 08. In City parks | 4 | 3 | 2 | 1 | 9 |

**11a.** **If you responded that you feel unsafe in any area, why do you feel unsafe?**

\_\_\_\_(1) Lack of sidewalks or bike lanes
\_\_\_\_(2) Lack of sufficient lighting
\_\_\_\_(3) I or someone I know has been a victim of a crime
\_\_\_\_(4) Past observation of street crime (drug use, prostitution, theft, etc.)
\_\_\_\_(5) Fast vehicular traffic or congestion
\_\_\_\_(6) Abandoned buildings
\_\_\_\_(7) Presence of loiterers
\_\_\_\_(8) Visibility of police or security
\_\_\_\_(9) Likelihood of theft/pick-pocketing
\_\_\_\_(10) Other: _____

| 12. Codes and Ordinances Related to Appearance: Please rate your satisfaction with each of the following items: | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| 01. The cleanup of litter and debris on private property | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. The mowing and cutting of weeds and grass on private property | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. The maintenance of residential property (exterior of homes) | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. The maintenance of business property | 5 | 4 | 3 | 2 | 1 | 9 |
| **13. Community Planning and Development: Please rate your satisfaction with each of the following items:** | | | | | | |
| 01. Ease of obtaining permits for construction or renovation | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Ease of conducting inspections for construction or renovation | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Effectiveness of City efforts to revitalize low-income areas | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Ease of obtaining permits for sustainable construction (materials, renewable energy, energy and water efficiency) | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. City support of the preservation of historic buildings in the City | 5 | 4 | 3 | 2 | 1 | 9 |
| **14. Parks and Recreation: Please rate your satisfaction with each of the following items:** | | | | | | |
| 01. Maintenance of City parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Proximity of your home to City parks and open space | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Quality of athletic fields | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Availability of athletic fields | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Availability of information about City parks and recreation programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Variety of parks and recreation programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Cost of parks and recreation programs and facility fees | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. City youth recreation programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. City adult recreation programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Quality of special events | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Ease of registering for parks and recreation programs | 5 | 4 | 3 | 2 | 1 | 9 |

**15.** **Which THREE of the parks and recreation items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** *[Write-in your answers below using the numbers from Question 14.]*

1st: _____ 2nd: _____ 3rd: _____

| 16. Transportation and Mobility: Please rate your satisfaction with each of the following items: | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| 01. Availability of sidewalks | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Condition of sidewalks | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Availability of bicycle parking | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Availability of biking paths and bike lanes | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Availability of bike share stations | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Availability of public transit options | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Availability of Sun Trolley service | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Availability of public parking | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Availability of public parking downtown | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Availability of public parking at the beach | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Cost of public parking | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. Management of traffic flow/congestion on major roadways | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. Management of traffic flow/congestion in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 14. Maintenance of streets in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 15. Overall maintenance of street signs/pavement markings | 5 | 4 | 3 | 2 | 1 | 9 |
| 16. Overall cleanliness of streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 17. Adequacy of street lighting | 5 | 4 | 3 | 2 | 1 | 9 |

**17.** **Which THREE of the transportation and mobility items listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** *[Write-in your answers below using the numbers from Question 16.]*

1st: _____ 2nd: _____ 3rd: _____

**18.** **How often do you or any member of your household use alternate transportation options, such as walking, biking, or mass transit?**

____(1) Daily ____(2) Weekly ____(3) Monthly ____(4) Rarely ____(5) Never

**19.** **Of these Community Investment Plan capital project types, which THREE would you select as the MOST IMPORTANT?**

____(1) More walkable and bikeable streets, greenways, and paths
____(2) Park improvements such as neighborhood parks and Riverwalk
____(3) Water and sewer system improvements
____(4) Roadways pavement improvements
____(5) Bridge improvements
____(6) City facility improvements
____(7) Stormwater and drainage improvements
____(8) Waterway dredging

| 20. Sustainability: Please indicate your level of agreement with the following statements: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|---|---|---|---|---|---|---|
| 01. I am satisfied with the amount of tree canopy coverage | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. I would like to see more trees in my neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Recycling, yard waste and other waste diversion programs have reduced the amount of garbage I place in my black cart | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. I am informed about local climate change issues | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. I have observed coastal water level increases | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. I have observed increased flooding | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. I have observed increased weather temperatures | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. I have taken steps to make my house more energy efficient | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. I have taken steps to make my house more water efficient | 5 | 4 | 3 | 2 | 1 | 9 |

| 21. Water, Wastewater, Waterways, Flooding, Sanitation: Please rate your satisfaction with each of the following items: | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| 01. Overall quality of drinking water | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Prevention of flooding | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Cleanliness of waterways near your home | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Quality of sewer (wastewater) services | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Residential garbage collection | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Residential bulk trash collection | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Residential recycling services | 5 | 4 | 3 | 2 | 1 | 9 |

**22.** Which THREE of the items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write the numbers below using the numbers from the list in question 21.]*

1st: ____    2nd: ____    3rd: ____

| 23. Public Communication and Outreach: Please rate your satisfaction with each of the following items: | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|
| 01. Ease of access to information about City services | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Opportunities to participate in local government (advisory boards, volunteering) | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Quality of the City's website: *www.fortlauderdale.gov* | 5 | 4 | 3 | 2 | 1 | 9 |

**24.** Which of the following are your primary sources of information about City issues, services, programming, and events? *(Check all that apply.)*

____(01) www.fortlauderdale.gov
____(02) Twitter
____(03) Instagram
____(04) Facebook
____(05) City Newsletter
____(06) TV - 78
____(07) Television/News (which ones? _____ )
____(08) City Hall 954-828-8000
____(09) Radio (which ones? _____ )
____(10) Major Newspaper (which ones? _____ )
____(11) Community Newspapers
____(12) Homeowners, Neighborhood, or other Civic Association Newsletters
____(13) Homeowners, Neighborhood, or other Civic Association meetings
____(14) Email subscription
____(15) Telephone Town Hall Meeting

**CUSTOMER SERVICE**

**25.** Have you contacted the City during the past year?      ____(1) Yes      ____(2) No *[Skip to Question 26.]*

| 25a. Customer Service Characteristics: Please rate your experience with City employees on the following behaviors. | Always | Frequently | Occasionally | Seldom | Never | Don't Know |
|---|---|---|---|---|---|---|
| 01. It was easy to find someone to address my request | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. The City employee went the extra mile | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. The response time was reasonable | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. I was able to get my question/concern resolved | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Fort Lauderdale employees are courteous/professional | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. I was satisfied with my experience | 5 | 4 | 3 | 2 | 1 | 9 |

**26.** Have you ever contacted our 24-hour Customer Service Center (954-828-8000)?
____(1) Yes      ____(2) No *[Skip to Question 27.]*

**26a.** How would you rate your experience?
____(4) Excellent      ____(3) Good      ____(2) Not sure      ____(1) Poor

**27.** **Have you ever contacted our Utility Billing Office (954-828-5150)?**
____(1) Yes ____(2) No *[Skip to Question 28.]*

    **27a.** **How would you rate your experience?**
    ____(4) Excellent ____(3) Good ____(2) Not sure ____(1) Poor

**28.** **Have you utilized the LauderServ mobile device app to submit a service request?**
____(1) Yes ____(2) No *[Skip to Question 29.]*

    **28a.** **How would you rate your experience?**
    ____(4) Excellent ____(3) Good ____(2) Not sure ____(1) Poor

**29.** **Which of the following best describes your opinion about the number of special events in Fort Lauderdale?**
____(1) There are too many ____(2) The number is about right ____(3) There are too few ____(9) Don't know

**30.** **If you own or manage a business in the City of Fort Lauderdale, how satisfied are you with the ease of operating a business in Fort Lauderdale?**
____(5) Very Satisfied ____(3) Neutral ____(1) Very Dissatisfied
____(4) Satisfied ____(2) Dissatisfied ____(9) Don't Know/Doesn't apply

**31.** **If you own a home in Fort Lauderdale, 21.9% of your property tax bill goes to the City of Fort Lauderdale to fund the City's operating budget and voter approved debt to fund services such as public safety, local transportation, infrastructure maintenance, and parks and recreation services. The balance of your bill is split between the County (29.2%), the School District (37.1%), North Broward Hospital (7.4%), S. Florida Water Management (1.8%), Children Services (2.5%), and Florida Inland Navigation (.2%). 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?**
____(5) Very satisfied ____(3) Neutral ____(1) Very Dissatisfied
____(4) Satisfied ____(2) Dissatisfied ____(9) Don't Know

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| DEMOGRAPHICS |
| --- |

**32.** **Approximately how many years have you lived in the City of Fort Lauderdale?** _____ years

**33.** **Do you have school age children (grades K-12) living at home?** ____(1) Yes ____(2) No

    **33a.** **IF YES: For your school age children, what type(s) of school do they attend?**
    ____(1) Public school ____(2) Charter school ____(3) Private or Parochial School ____(4) Home School

**34.** **What is your age?** _____ years

**35.** **Which of the following best describes your race?**
____(1) African American/Black ____(3) Asian/Hawaiian/Other Pacific ____(4) White
____(2) American Indian/Alaska Native     Islander ____(5) Other: _____

**36.** **What is the primary language spoken in your home?**
____(1) Spanish ____(3) Creole ____(5) Portuguese
____(2) English ____(4) French ____(6) Other: _____

**37.** **Which of the following best describes your current place of employment?**
____(1) Employed outside the home — *Where do you work?* ____*(1) In Fort Lauderdale*
____(2) Work from home ____*(2) Outside of Fort Lauderdale but inside Broward County*
____(3) Student, Retired, or not ____*(3) In Miami-Dade County*
    currently employed ____*(4) In Palm Beach County*
____*(5) Another location in Florida*
____*(6) Outside of the State of Florida*

**38.** **Where do you plan to be living in the next 2-5 years?**
____(1) Fort Lauderdale ____(4) Other: _____
____(2) Another city in Broward County ____(9) Don't know
____(3) Another city outside Broward County in southern Florida

**39.** **Would you say your total household income is:**
    ____(1) Under $25,000          ____(3) $50,000 to $74,999          ____(5) $100,000 or more
    ____(2) $25,000 to $49,999    ____(4) $75,000 to $99,999

**40.** **Your gender:**    ____(1) Male    ____(2) Female

**41.** **Do you own or rent your current residence?**    ____(1) Own    ____(2) Rent

**42.** **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)

**43.** **In what type of residence do you live?**
    ____(1) Single family home    ____(2) Townhome/Condominium    ____(3) Multi-family complex    ____(4) Other: _____

| **44.** | **Please answer the following questions by circling YES or NO.** | | |
|---|---|---|---|
| 01. | Have any members of your household used the Fort Lauderdale Fire Rescue service in the last year? | YES | NO |
| 02. | Were any members of your household the victim of any crime in Fort Lauderdale during the last year? | YES | NO |
| 03. | Have any members of your household interacted with the Fort Lauderdale Code Compliance division in the last year? | YES | NO |
| 04. | Have any members of your household applied for a building permit for construction or renovation in the last year? | YES | NO |
| 05. | Have any members of your household interacted with Fort Lauderdale building inspectors for the inspection of construction or renovation in the last year? | YES | NO |
| 06. | Have any members in your household participated in a Fort Lauderdale Parks and Rec. program in the last year? | YES | NO |
| 07. | Have any members of your household visited any City of Fort Lauderdale parks in the last year? | YES | NO |
| 08. | Have any members of your household attended a Fort Lauderdale special event in the last year (such as the Great American Beach Party, Fourth of July Spectacular, or Downtown Countdown)? | YES | NO |
| 09. | Has your household used the bulky item pick-up service in the last year? | YES | NO |
| 10. | Have any members of your household attended or watched any Fort Lauderdale public meetings in the last year? | YES | NO |
| 11. | Do you have regular access to the internet at home? | YES | NO |
| 12. | Have you visited the city's website (fortlauderdale.gov) in the last year? | YES | NO |
| 13. | Do any members of your household follow the City on social media (Facebook, Instagram, Twitter)? | YES | NO |

# 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 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!

2016 ETC Institute for the City of Fort Lauderdale

# 2016 Neighbor Survey

# *Appendix A: Benchmarking Analysis*

*...helping organizations make better decisions since 1982*

**Submitted to the City of Fort Lauderdale, Florida by:**
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

**February 2017**

# *DirectionFinder*® Survey

### Year 2016 Benchmarking Summary Report

**Benchmarking Analysis**

## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions.  Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states.

This report contains benchmarking data from three sources.  The first source is from a national survey that was administered by ETC Institute during the summer of 2016 to a random sample of more than 500 residents in communities with a population between 100,000 and 250,000 in the continental United States.  The second source is from a regional survey administered to a random sample of 300 Florida residents during the summer of 2016, and the third source is from individual community surveys that were administered in 26 communities with a population of 100,000 to 250,000 between January 2013 and July 2016.  The "U.S. Average" shown in this report reflects the overall results of ETC Institute's national survey.   The results from individual cities were used as the basis for developing the ranges of performance that are shown in this report for specific types of services.   The 26 communities included in the performance ranges that are shown in this report are listed below:

- Abilene, TX
- Arlington County, VA
- Clay County, MO
- Columbia, MO
- Coral Springs, FL
- Davenport, IA
- Des Moines, IA
- Durham, NC
- Fayetteville, NC
- High Point, NC
- Independence, MO
- Mesa County, CO
- Naperville, IL
- Newport News, VA
- Norman, OK
- Olathe, KS
- Overland Park, KS
- Pueblo, CO
- Richmond, VA
- Round Rock, TX
- Springfield, MO
- Tempe, AZ
- Topeka, KS
- Vancouver, WA
- Wilmington, NC
- Yuma County, AZ

## Interpreting the Performance Range Charts
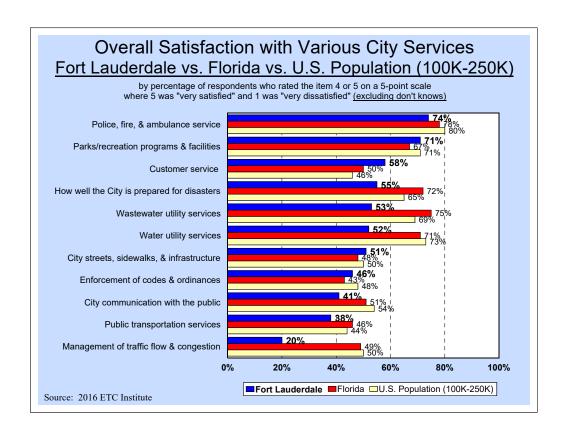
The charts on the following pages provide comparisons for several items that were rated on the survey.   The horizontal bars show the range of satisfaction among residents in communities that have participated in the *DirectionFinder®* Survey.   The lowest and highest satisfaction ratings are listed to the left and right of each bar.  The yellow dot on each bar shows how the results for Fort Lauderdale compare to the average of the 26 communities listed on the previous page, which is shown as a vertical dash in the middle of each horizontal bar.  If the yellow dot is located to the right of the vertical dash, the City of Fort Lauderdale rated above the community average.  If the yellow dot is located to the left of the vertical dash, the City of Fort Lauderdale rated below the community average.
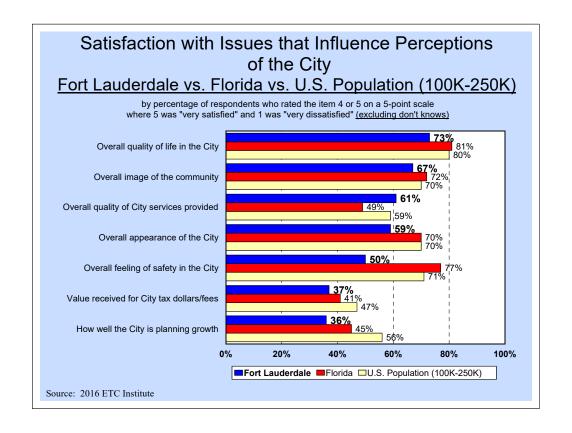
# National Benchmarks
## Florida Average and the U.S. Average (100K-250K)
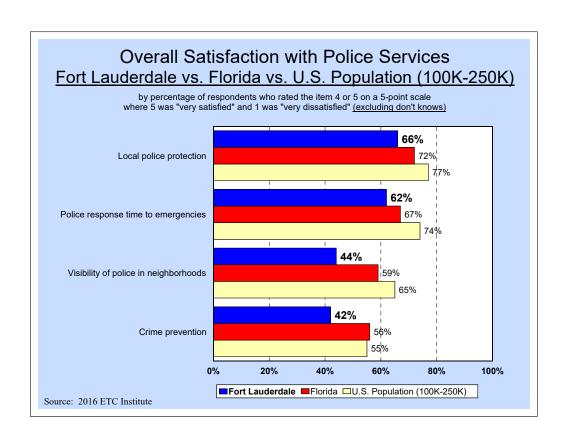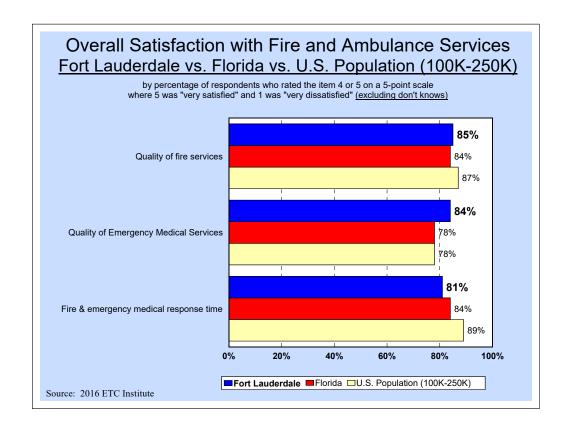
**Note:  The benchmarking data contained in this report is protected intellectual property.  Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Fort Lauderdale is not authorized without written consent from ETC Institute.**

Source:  2016 ETC Institute

## Overall Satisfaction with Various City Services
### Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

| Service | Fort Lauderdale | Florida | U.S. Population (100K-250K) |
|---|---|---|---|
| Police, fire, & ambulance service | 74% | 78% | 80% |
| Parks/recreation programs & facilities | 71% | 67% | 71% |
| Customer service | 58% | 50% | 46% |
| How well the City is prepared for disasters | 55% | 72% | 65% |
| Wastewater utility services | 53% | 75% | 69% |
| Water utility services | 52% | 71% | 73% |
| City streets, sidewalks, & infrastructure | 51% | 48% | 50% |
| Enforcement of codes & ordinances | 46% | 43% | 48% |
| City communication with the public | 41% | 51% | 54% |
| Public transportation services | 38% | 46% | 44% |
| Management of traffic flow & congestion | 20% | 49% | 50% |

Source:  2016 ETC Institute

ETC Institute (2016)

## Satisfaction with Issues that Influence Perceptions of the City
### Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

| Item | Fort Lauderdale | Florida | U.S. Population (100K-250K) |
|------|-----------------|---------|------------------------------|
| Overall quality of life in the City | 73% | 81% | 80% |
| Overall image of the community | 67% | 72% | 70% |
| Overall quality of City services provided | 61% | 49% | 59% |
| Overall appearance of the City | 59% | 70% | 70% |
| Overall feeling of safety in the City | 50% | 77% | 71% |
| Value received for City tax dollars/fees | 37% | 41% | 47% |
| How well the City is planning growth | 36% | 45% | 56% |

Source: 2016 ETC Institute

## Overall Satisfaction with Police Services
### Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

| Item | Fort Lauderdale | Florida | U.S. Population (100K-250K) |
|------|-----------------|---------|------------------------------|
| Local police protection | 66% | 72% | 77% |
| Police response time to emergencies | 62% | 67% | 74% |
| Visibility of police in neighborhoods | 44% | 59% | 65% |
| Crime prevention | 42% | 56% | 55% |

Source: 2016 ETC Institute

ETC Institute (2016)

## Overall Satisfaction with Fire and Ambulance Services
### Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

Quality of fire services
- Fort Lauderdale: 85%
- Florida: 84%
- U.S. Population (100K-250K): 87%

Quality of Emergency Medical Services
- Fort Lauderdale: 84%
- Florida: 78%
- U.S. Population (100K-250K): 78%

Fire & emergency medical response time
- Fort Lauderdale: 81%
- Florida: 84%
- U.S. Population (100K-250K): 89%

Legend: Fort Lauderdale | Florida | U.S. Population (100K-250K)

Source: 2016 ETC Institute

## Overall Satisfaction with Codes and Ordinances
### Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

Enforcing maintenance of business property
- Fort Lauderdale: 59%
- Florida: 59%
- U.S. Population (100K-250K): 61%

Mowing/cutting of weeds/grass on private property
- Fort Lauderdale: 56%
- Florida: 45%
- U.S. Population (100K-250K): 47%

Cleanup of litter and debris on private property
- Fort Lauderdale: 55%
- Florida: 47%
- U.S. Population (100K-250K): 48%

Enforcing maintenance of residential property
- Fort Lauderdale: 54%
- Florida: 49%
- U.S. Population (100K-250K): 50%

Legend: Fort Lauderdale | Florida | U.S. Population (100K-250K)

Source: 2016 ETC Institute

ETC Institute (2016)

## Overall Satisfaction with City Maintenance
### Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

| | Fort Lauderdale | Florida | U.S. Population (100K-250K) |
|---|---|---|---|
| Cleanliness of City streets | 53% | 62% | 70% |
| Mowing/trimming of streets & public areas | 52% | 59% | 57% |
| Adequacy of City street lighting | 45% | 54% | 51% |
| Maintenance of neighborhood streets | 45% | 56% | 52% |
| Condition of sidewalks | 39% | 54% | 55% |

Source:  2016 ETC Institute

## Overall Satisfaction with Parks and Recreation
### Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

| | Fort Lauderdale | Florida | U.S. Population (100K-250K) |
|---|---|---|---|
| Maintenance of local parks | 74% | 77% | 73% |
| Outdoor athletic fields | 68% | 71% | 73% |
| Ease of registering for programs | 62% | 63% | 56% |
| Youth recreation programs | 58% | 59% | 60% |
| Adult recreation programs | 53% | 54% | 61% |

Source:  2016 ETC Institute

ETC Institute (2016)

## Overall Satisfaction with Communication
### Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

| | Fort Lauderdale | Florida | U.S. Population (100K-250K) |
|---|---|---|---|
| Quality of the City's website | 55% | 68% | 65% |
| Availability of info. about City services/programs | 54% | 51% | 49% |
| Level of public involvement in decision-making | 43% | 31% | 28% |

Source:  2016 ETC Institute

## Overall Satisfaction with Utility Services
### Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

| | Fort Lauderdale | Florida | U.S. Population (100K-250K) |
|---|---|---|---|
| Bulky item pick up/removal services | 80% | 49% | 56% |
| Quality of trash collection services | 79% | 78% | 77% |
| Recycling services | 78% | 71% | 75% |
| Wastewater service | 53% | 76% | 79% |

Source:  2016 ETC Institute

ETC Institute (2016)

## Overall Satisfaction with Customer Service
### Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

| | Fort Lauderdale | Florida | U.S. Population (100K-250K) |
|---|---|---|---|
| The way you were treated | 67% | 72% | 72% |
| How easy they were to contact | 59% | 66% | 73% |
| How quickly City staff responded to request | 58% | 67% | 62% |
| How well your issue was handled | 56% | 56% | 58% |

Source: 2016 ETC Institute

## Overall Ratings of the Community
### Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)

| | Fort Lauderdale | Florida | U.S. Population (100K-250K) |
|---|---|---|---|
| As a place to visit | 88% | 54% | 67% |
| As a place to live | 85% | 66% | 75% |
| As a place to work | 69% | 53% | 57% |
| Overall image of the City | 67% | 72% | 70% |
| As a place to retire | 65% | 52% | 65% |
| As a City that is moving in the right direction | 55% | 47% | 56% |
| As a place to raise children | 54% | 68% | 77% |

Source: 2016 ETC Institute

ETC Institute (2016)

# Performance Ranges
## Communities with a Population of 100,000 to 250,000

## Overall Satisfaction With Various City Services
### Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



○ **Fort Lauderdale**

| Service | Low | Fort Lauderdale | High | |
|---|---|---|---|---|
| Police, fire & ambulance service | 72% | | 95% | **74%** |
| Quality of parks & recreation programs/facilities | 48% | | 95% | **71%** |
| Quality of City services | 32% | | 92% | **61%** |
| Quality of customer service from City employees | 42% | | 91% | **58%** |
| Enforcement of City codes and ordinances | 17% | | 79% | **46%** |
| Maintenance of streets/sidewalks/infrastructure | 9% | | 90% | **51%** |
| Effectiveness of communication with the community | 24% | | 92% | **41%** |
| Overall flow of traffic | 10% | | 75% | **20%** |

0%   20%   40%   60%   80%   100%

*LOW---------MEAN--------HIGH*

Source:  2016 ETC Institute

## Issues that influence Perceptions of the City
## Communities with a Population of 100,000 to 250,000

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

◯ **Fort Lauderdale**

| Item | Low | Fort Lauderdale | High |
|---|---|---|---|
| Appearance of the City | 26% | | 95% **59%** |
| Feeling of safety in the City | 24% | | 98% **50%** |
| Value received for City tax dollars and fees | 16% | | 77% **37%** |
| Planning for growth | 13% | | 93% **36%** |

0%  20%  40%  60%  80%  100%

*LOW---------MEAN--------HIGH*

Source:  2016 ETC Institute

## Satisfaction with Public Safety
## Communities with a Population of 100,000 to 250,000

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

◯ **Fort Lauderdale**

| Item | Low | Fort Lauderdale | High |
|---|---|---|---|
| Overall quality of local police protection | 39% | | 94% **66%** |
| How quickly police respond to 911 emergencies | 20% | | 95% **62%** |
| The visibility of police in neighborhoods | 24% | | 91% **44%** |
| The City's efforts to prevent crime | 26% | | 93% **42%** |

0%  20%  40%  60%  80%  100%

*LOW---------MEAN--------HIGH*

Source:  2016 ETC Institute

ETC Institute (2016)

Satisfaction with Fire and Ambulance Services
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

○ Fort Lauderdale

Overall quality of local fire protection — 62% ... 96% — 85%

Quality of Emergency Medical Services (EMS) — 61% ... 95% — 84%

How quickly fire rescue responds to 911 emergencies — 65% ... 97% — 81%

0%  20%  40%  60%  80%  100%
LOW---------MEAN--------HIGH

Source:  2016 ETC Institute



Satisfaction with Codes and Ordinances
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

○ Fort Lauderdale

Enforcing the maintenance of residential property — 14% ... 78% — 54%

Enforcing maintenance of business property — 31% ... 77% — 59%

Cleanup of litter and debris on private property — 13% ... 83% — 55%

Mowing/cutting of weeds/grass on private property — 14% ... 74% — 56%

0%  20%  40%  60%  80%  100%
LOW---------MEAN--------HIGH

Source:  2016 ETC Institute

ETC Institute (2016)

## Satisfaction with Transportation and Mobility
## Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

◯ **Fort Lauderdale**

| Item | Low | Fort Lauderdale | High |
|---|---|---|---|
| Cleanliness of City streets | 31% | 99% | **53%** |
| Maintenance of streets in your neighborhood | 29% | 82% | **45%** |
| Adequacy of City street lighting | 42% | 79% | **45%** |
| Condition/maintenance of sidewalks | 17% | 86% | **39%** |

0%  20%  40%  60%  80%  100%

*LOW---------MEAN--------HIGH*

Source:  2016 ETC Institute

## Satisfaction with Parks and Recreation
## Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

◯ **Fort Lauderdale**

| Item | Low | Fort Lauderdale | High |
|---|---|---|---|
| Maintenance of City parks | 49% | 96% | **74%** |
| Quality of athletic fields | 32% | 84% | **68%** |
| City youth recreation programs | 25% | 78% | **58%** |
| Ease of registering for programs | 26% | 73% | **62%** |
| City adult recreation programs | 23% | 76% | **53%** |

0%  20%  40%  60%  80%  100%

*LOW---------MEAN--------HIGH*

Source:  2016 ETC Institute

ETC Institute (2016)

## Satisfaction with Communication
## Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

◯ **Fort Lauderdale**

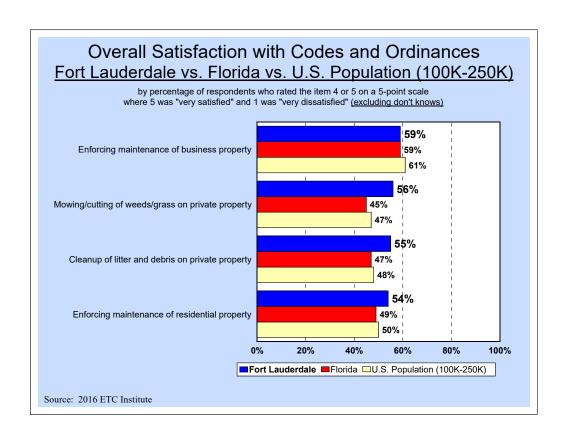| | | |
|---|---|---|
| Quality of the City's website | 27% ... 78% | **55%** |
| Ease of access to information about City services | 32% ... 83% | **54%** |
| Opportunities to participate in local government | 16% ... 66% | **43%** |

0%   20%   40%   60%   80%   100%

*LOW---------MEAN--------HIGH*

Source:  2016 ETC Institute

## Satisfaction with Water, Wastewater, Waterways, Flooding and Sanitation
## Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

◯ **Fort Lauderdale**

| | | |
|---|---|---|
| Residential garbage collection | 71% ... 97% | **79%** |
| Residential bulk trash collection | 51% ... 86% | **80%** |
| Residential recycling services | 60% ... 94% | **78%** |
| Quality of sewer (wastewater) services | 36% ... 90% | **53%** |

0%   20%   40%   60%   80%   100%

*LOW---------MEAN--------HIGH*

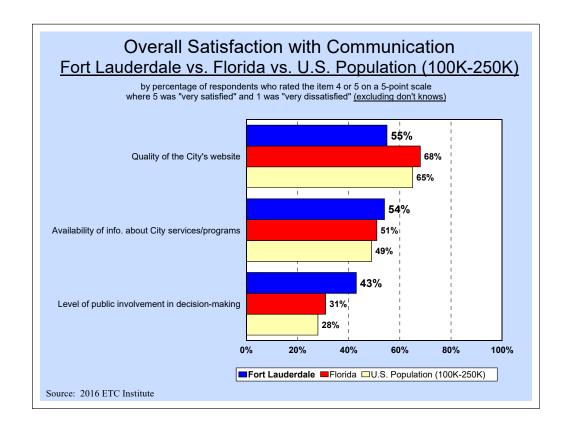Source:  2016 ETC Institute

ETC Institute (2016)

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## Satisfaction with Customer Service
### Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

○ **Fort Lauderdale**

| Item | Low | Fort Lauderdale | High |
|---|---|---|---|
| Employees are courteous/professional | 57% | **67%** | 96% |
| It was easy to find someone to address my request | 36% | **59%** | 90% |
| I was able to get my question/concern resolved | 42% | **56%** | 86% |
| The response time was reasonable | 38% | **58%** | 90% |

0%  20%  40%  60%  80%  100%

*LOW---------MEAN--------HIGH*

Source:  2016 ETC Institute

## Satisfaction with Overall Ratings of Community
### Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

○ **Fort Lauderdale**

| Item | Low | Fort Lauderdale | High |
|---|---|---|---|
| As a place to visit | 42% | **88%** | 93% |
| As a place to live | 60% | **85%** | 99% |
| Overall quality of life | 37% | **73%** | 96% |
| As a place to work | 37% | **69%** | 92% |
| Overall image of the City | 24% | **67%** | 95% |
| As a place to retire | 34% | **65%** | 94% |
| As a City moving in the right direction | 33% | **55%** | 88% |
| As a place to raise children | 34% | **54%** | 99% |

0%  20%  40%  60%  80%  100%

*LOW---------MEAN--------HIGH*

Source:  2016 ETC Institute

ETC Institute (2016)