# 2016 Neighbor Survey

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

## Final Report

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

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725 W. Frontier Lane,
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66061

**February 2017**

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# 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 not 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.

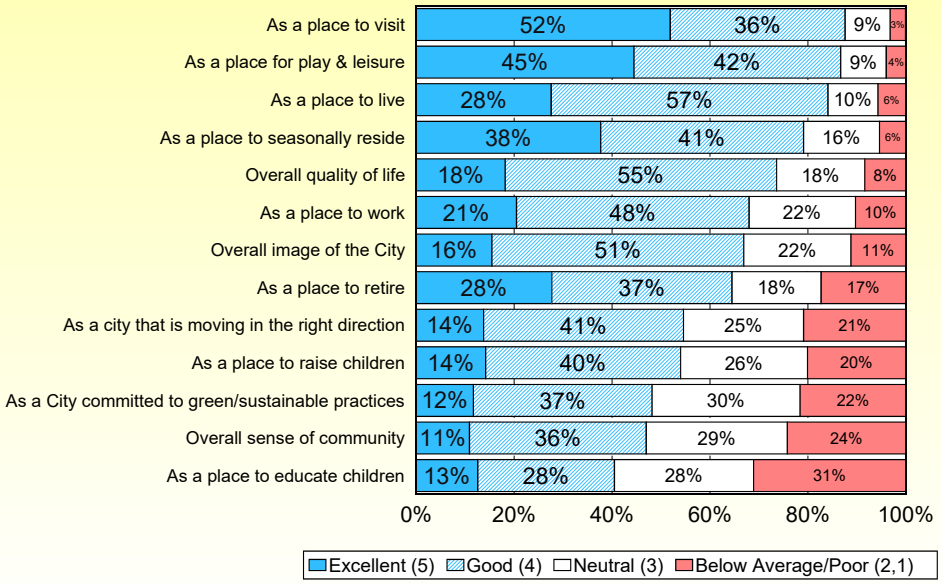
ETC Institute recommends that the information included in this report be shared with the Mayor and Commission, Department Directors, staff, and key community partners. Institutionalizing the results into strategic planning and the budgeting processes will provide a systematic focus for improvement over 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

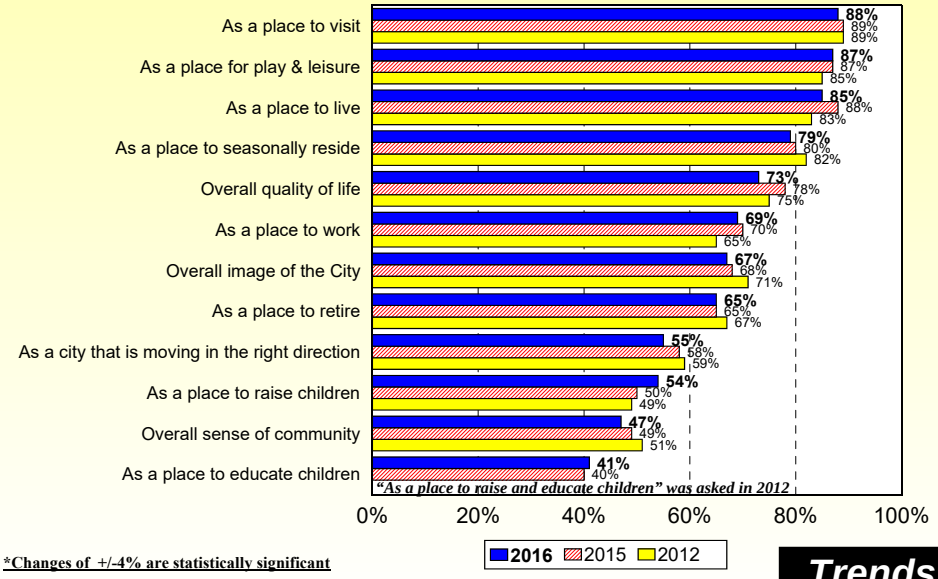
by percentage of respondents (excluding "don't know")




*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")



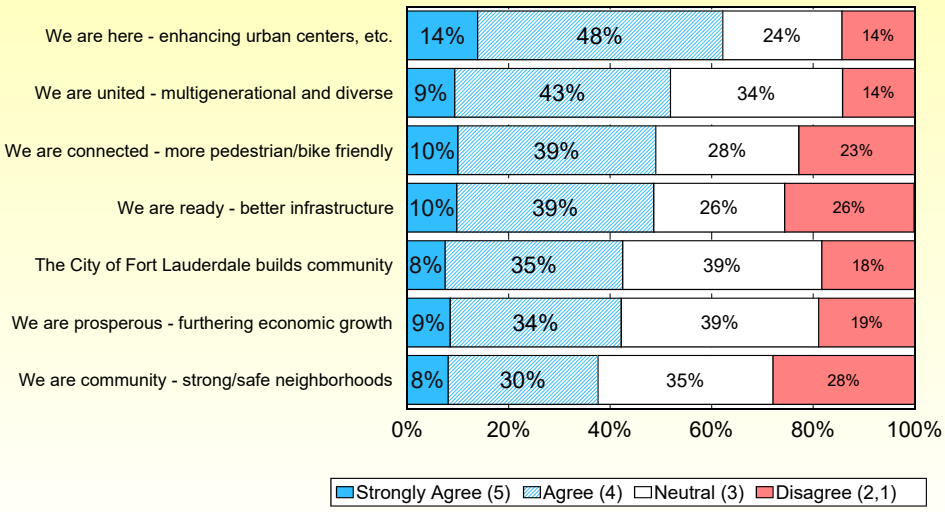

***Changes of +/-4% are statistically significant**

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

**Trends**

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

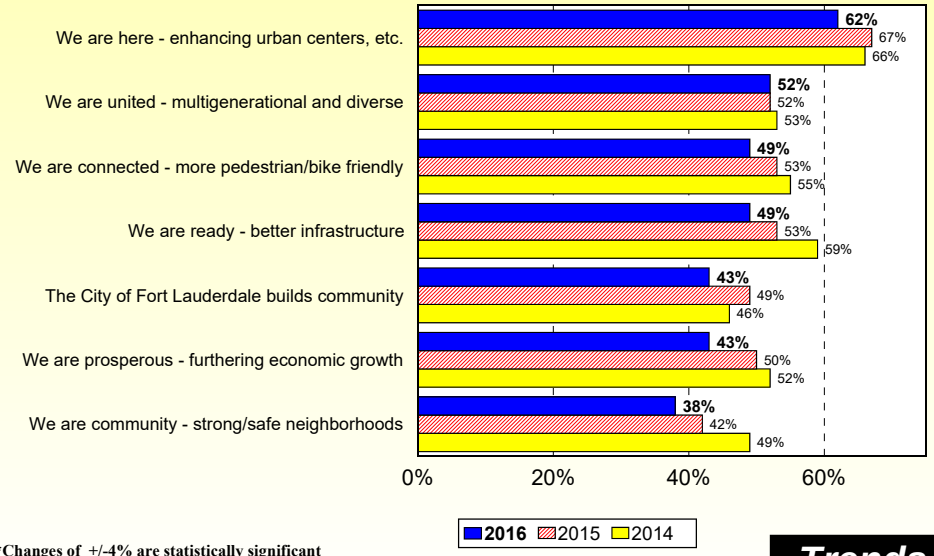
by percentage of respondents (excluding "don't know")




*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")



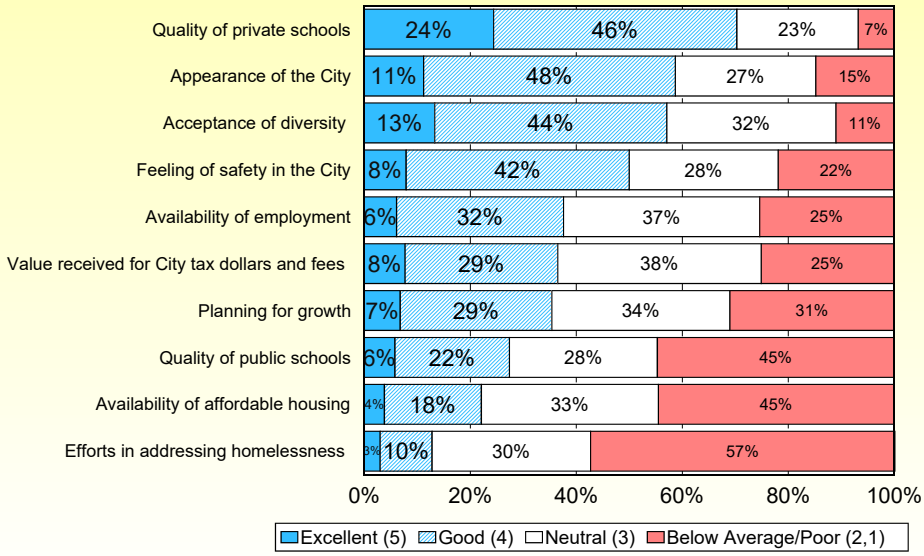

***Changes of +/-4% are statistically significant**

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

**Trends**

## Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

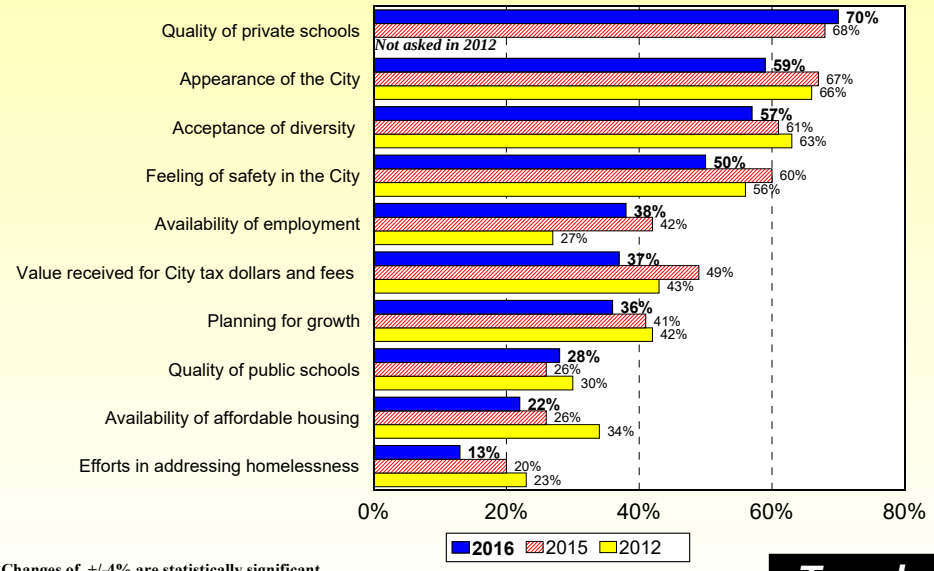
by percentage of respondents (excluding "don't know")




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

## Satisfaction With Items That Influence the Perception 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 (excluding "don't know")



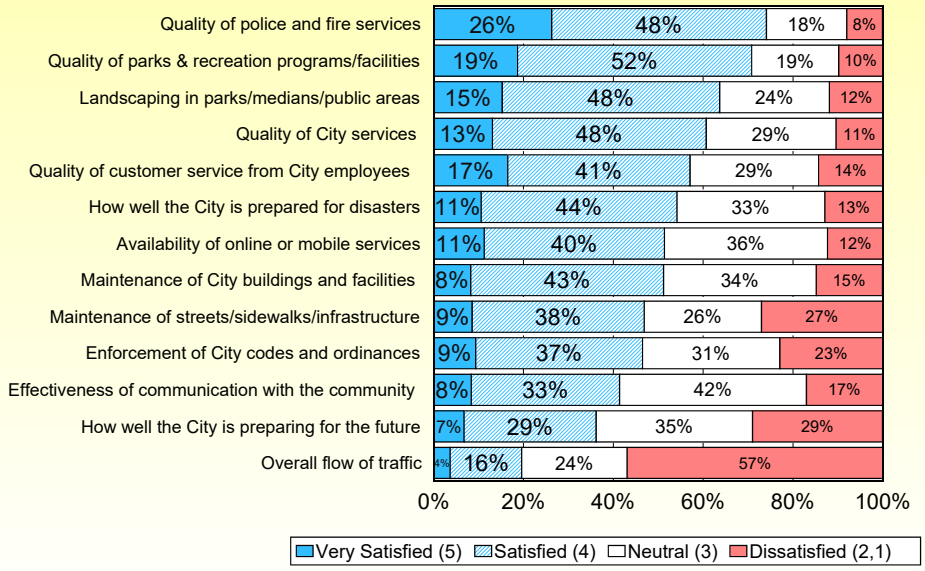

***Changes of +/-4% are statistically significant**

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

**Trends**

## Q4. Overall Satisfaction with City Services

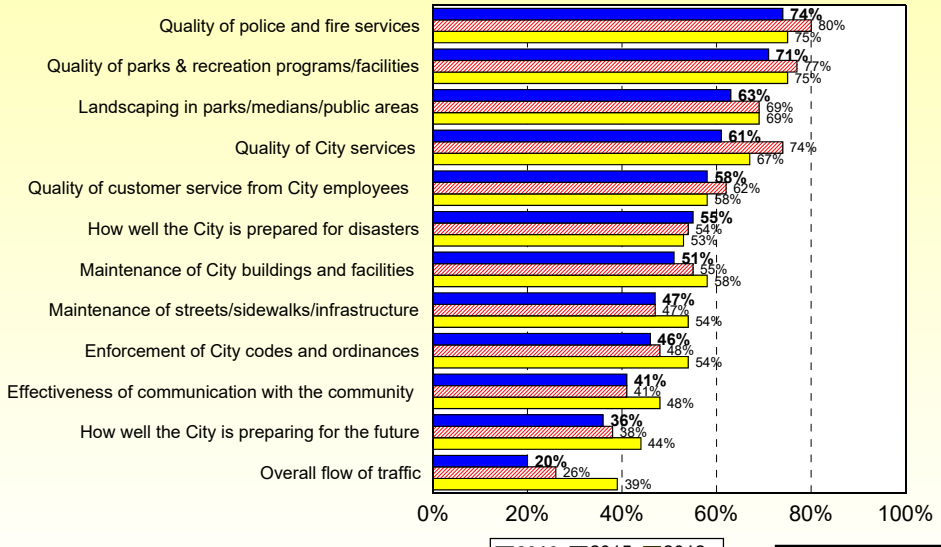
by percentage of respondents (excluding "don't know")




*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")



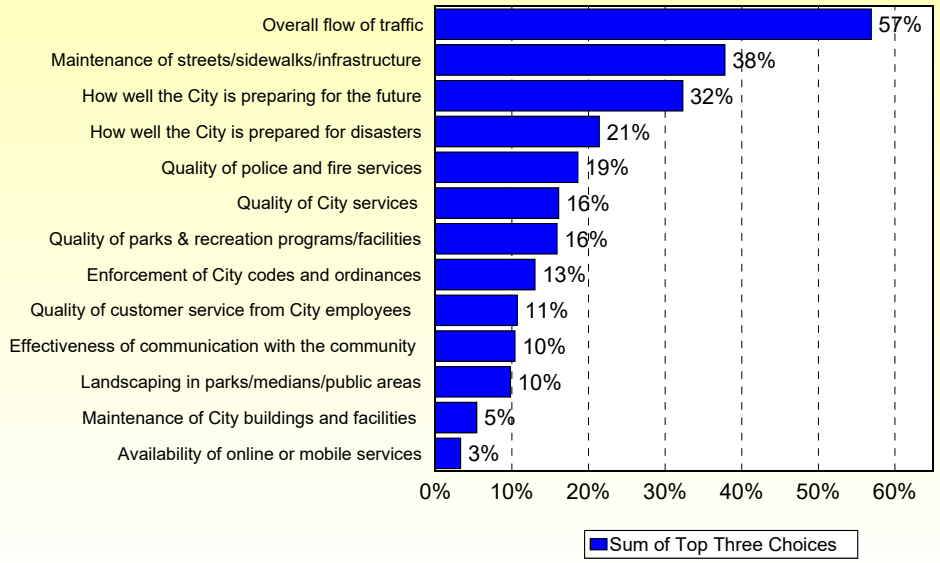

***Changes of +/-4% are statistically significant**

**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

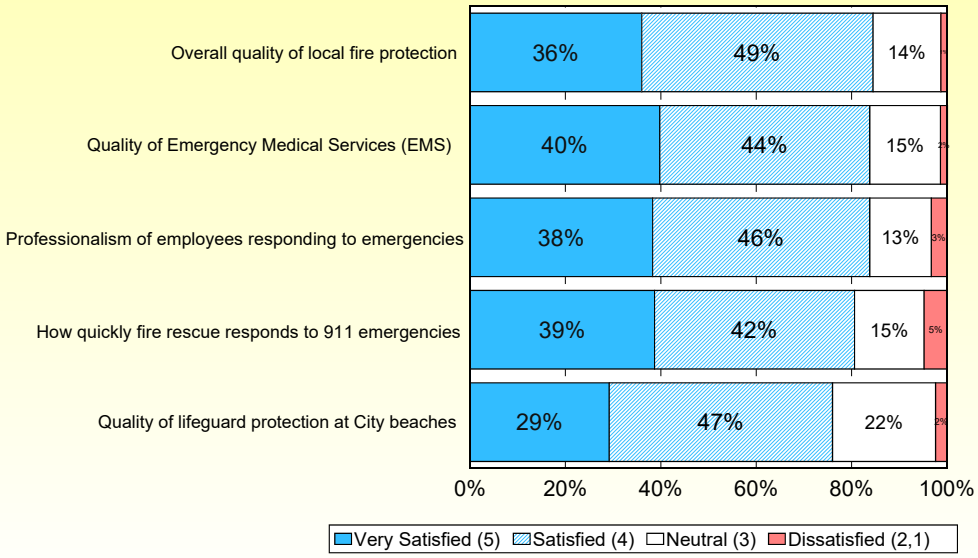
by percentage of respondents who selected the item as one of their top three choices




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

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

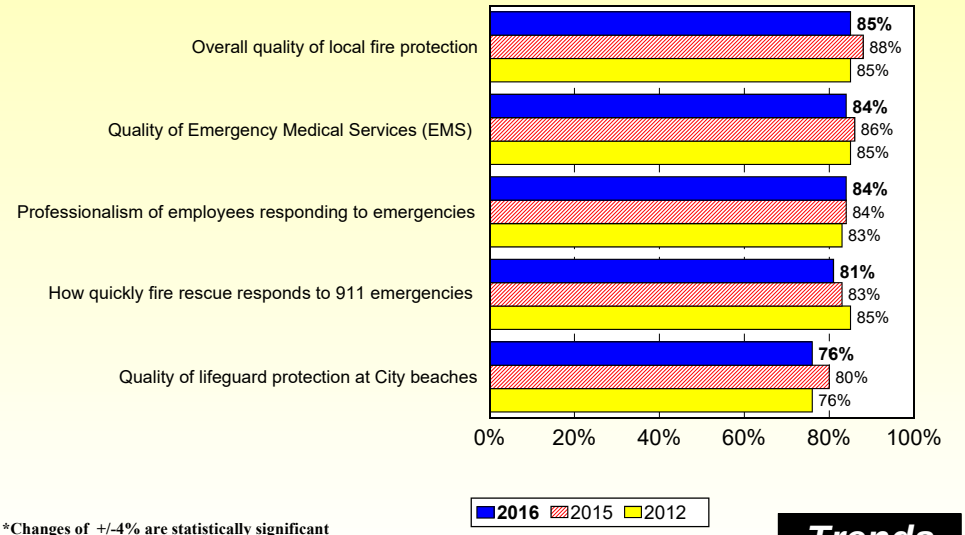
by percentage of respondents (excluding "don't know")




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

## Satisfaction With 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")



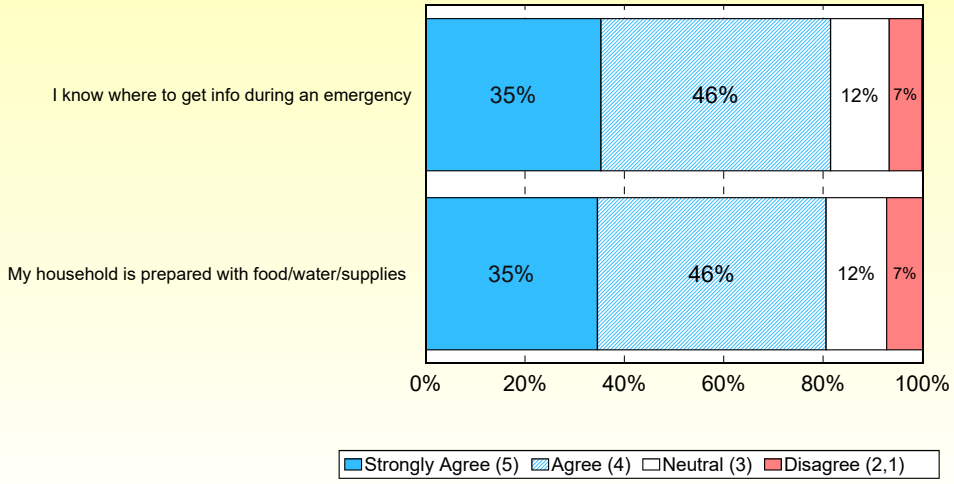

***Changes of +/-4% are statistically significant**

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

**Trends**

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

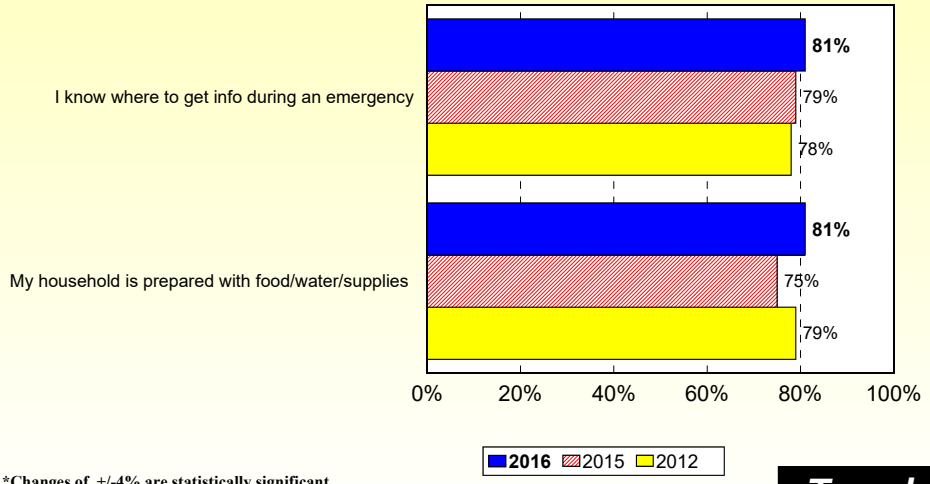
by percentage of respondents (excluding "don't know")




*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")



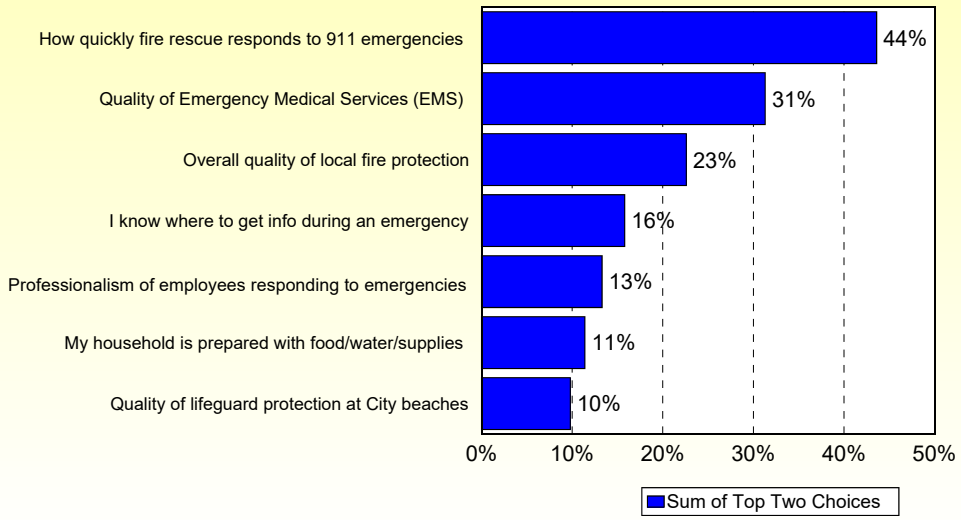

***Changes of +/-4% are statistically significant**

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

**Trends**

## Q7. Fire Rescue and Emergency Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

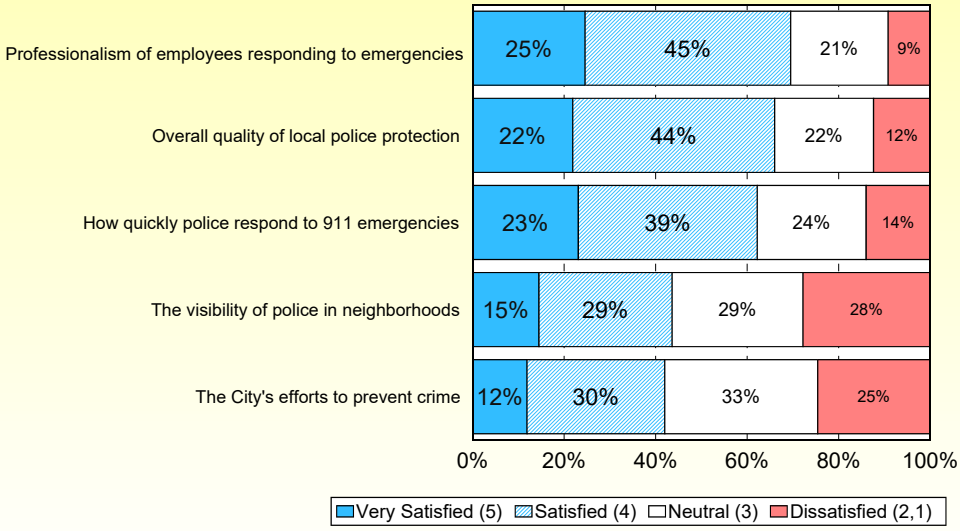
by percentage of respondents who selected the item as one of their top two choices




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

## Q8. Satisfaction with Public Safety

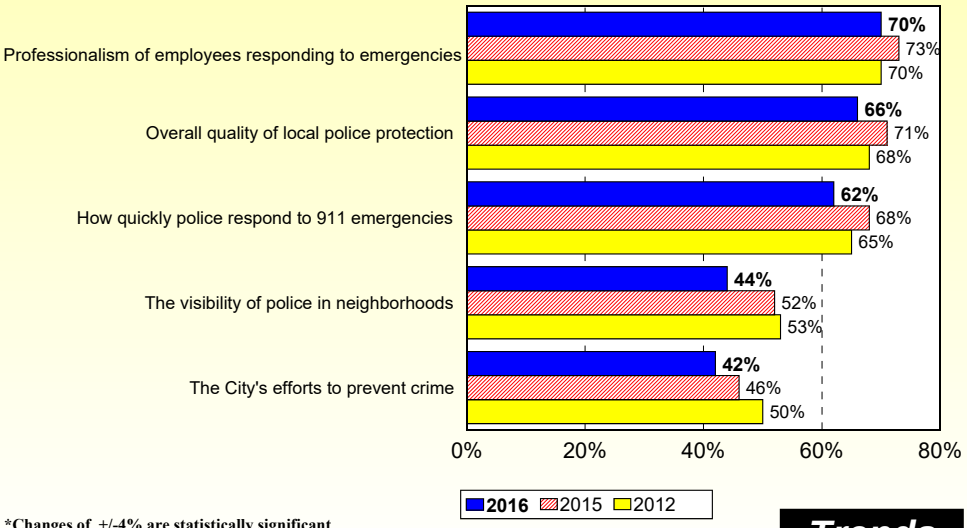
by percentage of respondents (excluding "don't know")




*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")



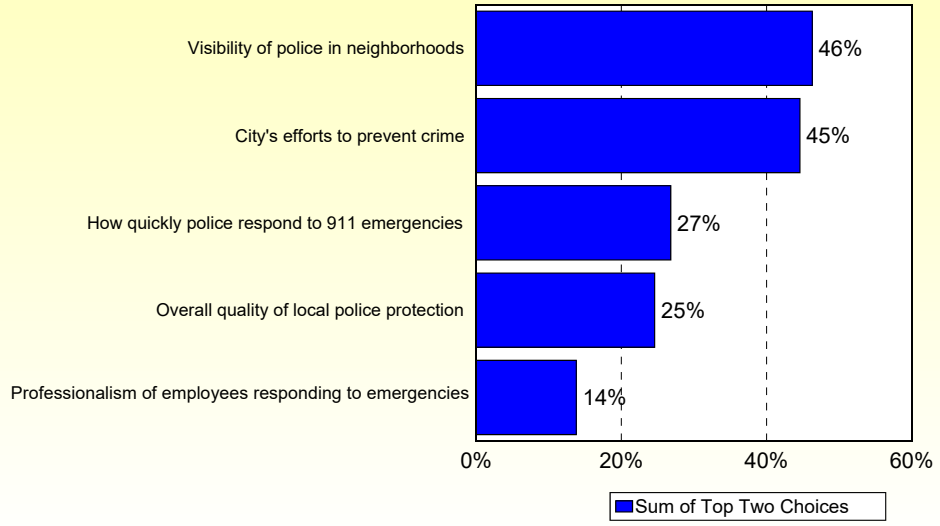

***Changes of +/-4% are statistically significant**

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

**Trends**

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

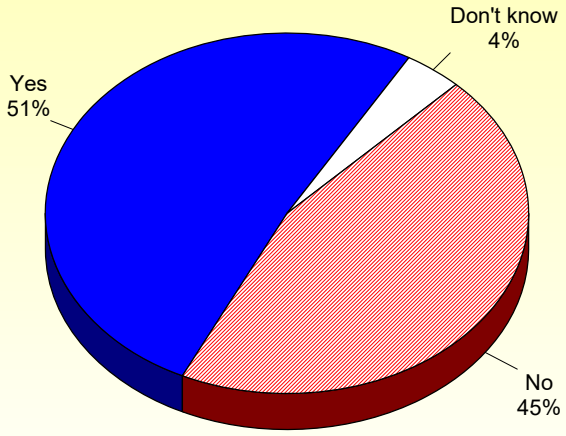
by percentage of respondents who selected the item as one of their top two choices



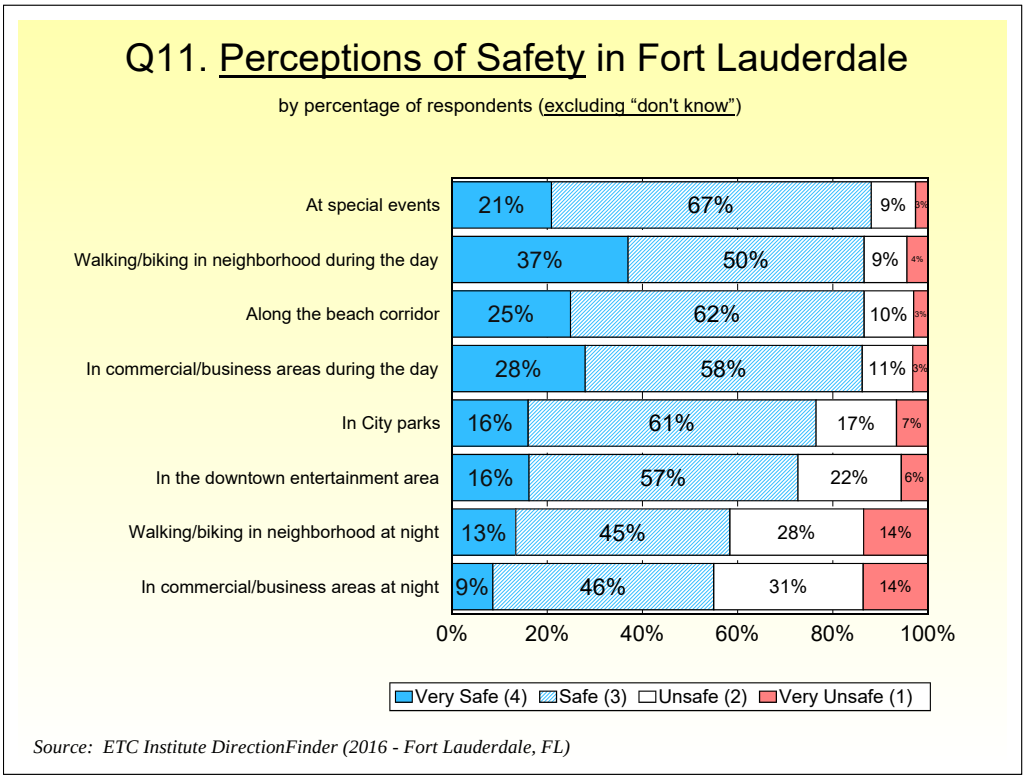

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

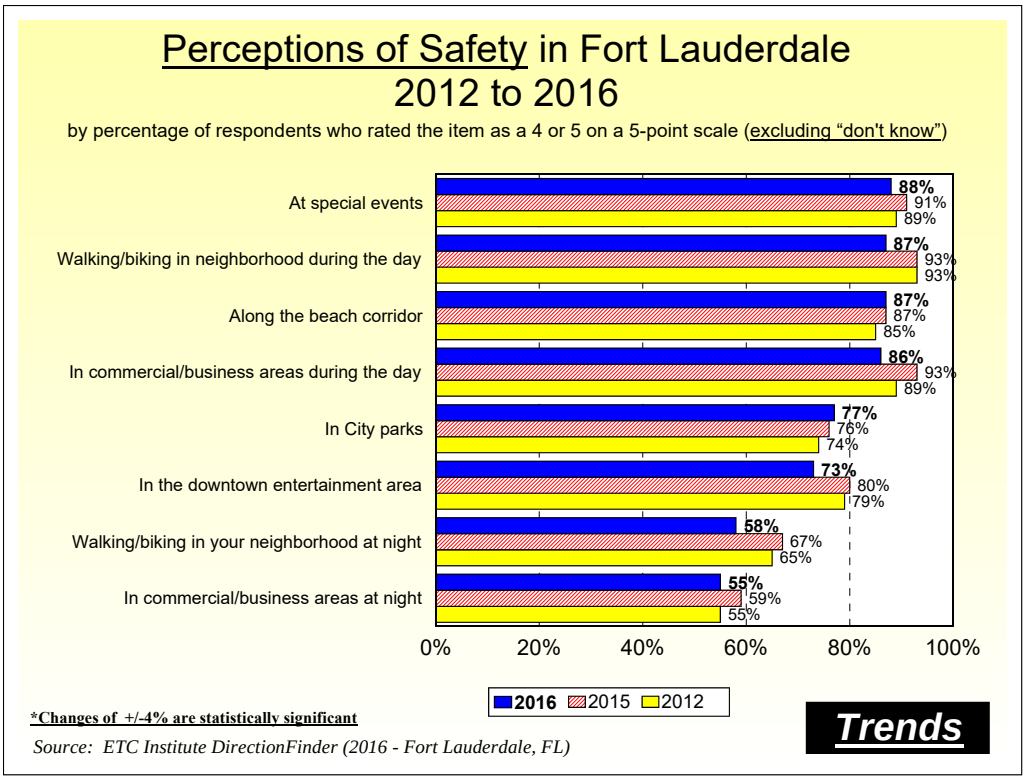
## Q10. Have you met a police officer in your neighborhood or at a civic association meeting?

by percentage of respondents



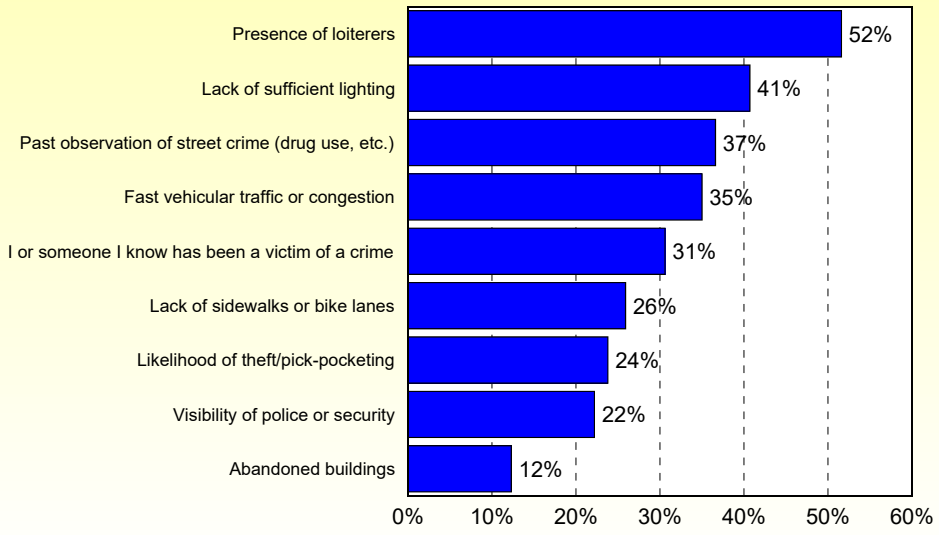

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*


Q11. Perceptions of Safety in Fort Lauderdale
by percentage of respondents (excluding "don't know")
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%
0%
20%
40%
60%
80%
100%
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")
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%
0%
20%
40%
60%
80%
100%
2016
2015
2012
*Changes of +/-4% are statistically significant
Trends
Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)

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

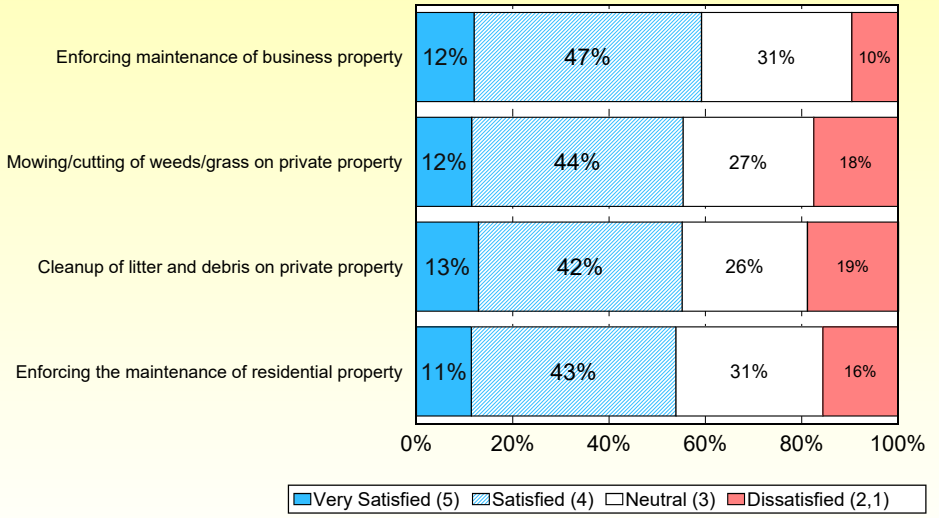
by percentage of respondents who indicated they felt "unsafe" or "very unsafe" in any area on Question 11 (multiple selections could be made)




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

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

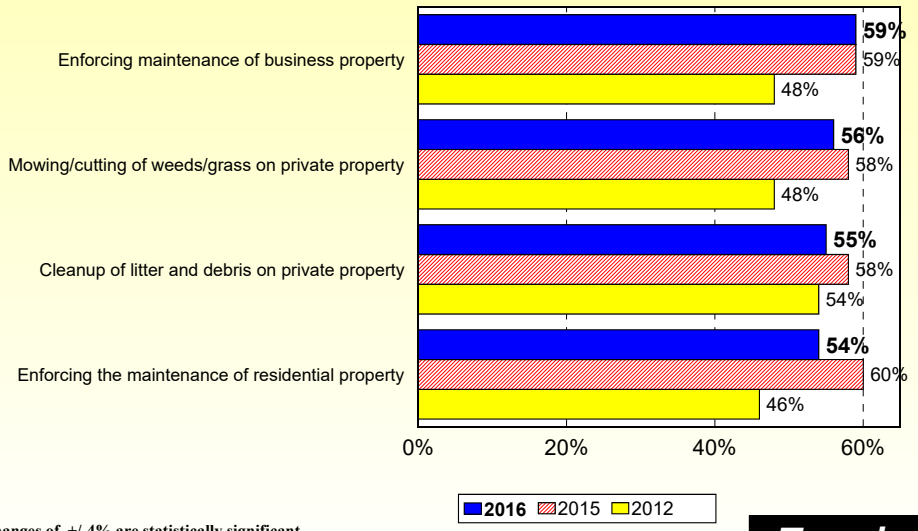
by percentage of respondents (excluding "don't know")




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

## Satisfaction With Codes and Ordinances Related to Appearance - 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")



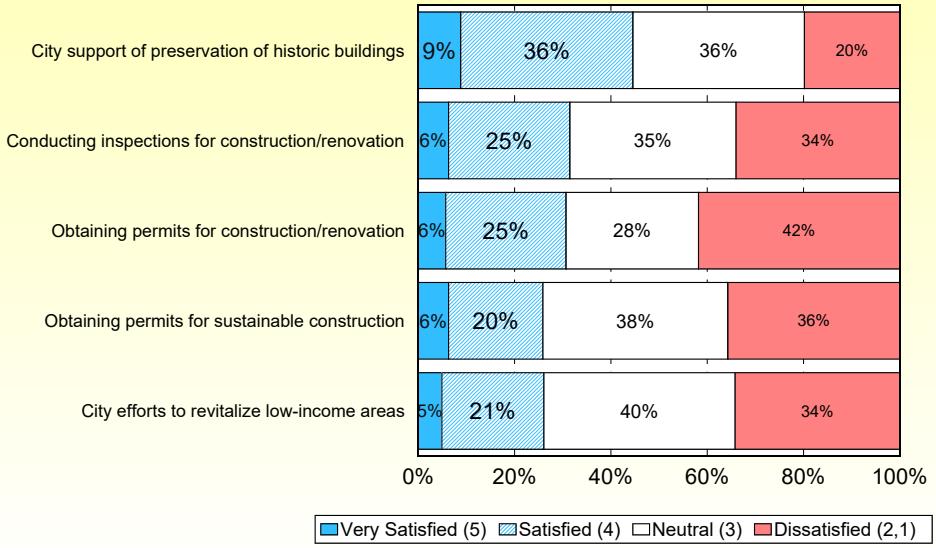

***Changes of +/-4% are statistically significant**

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

**Trends**

## Q13. Satisfaction with Community Planning and Development

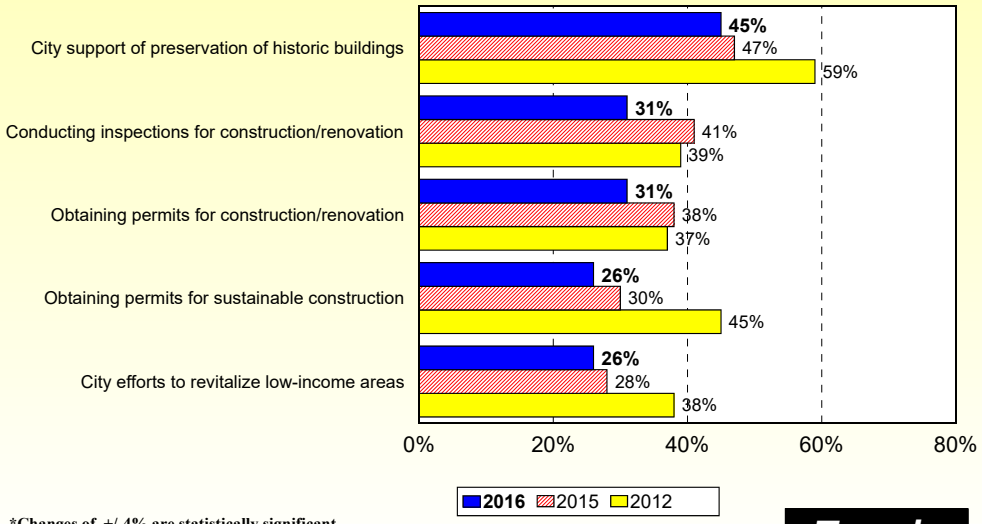
by percentage of respondents (excluding "don't know")




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

## Satisfaction with Community Planning and Development 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")



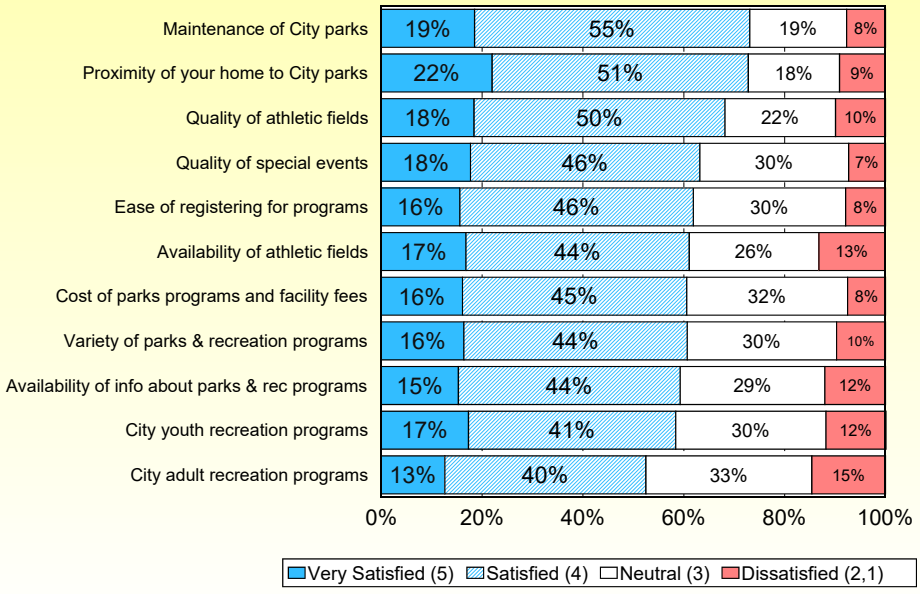

***Changes of +/-4% are statistically significant**

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

**Trends**

## Q14. Satisfaction With Parks and Recreation Services

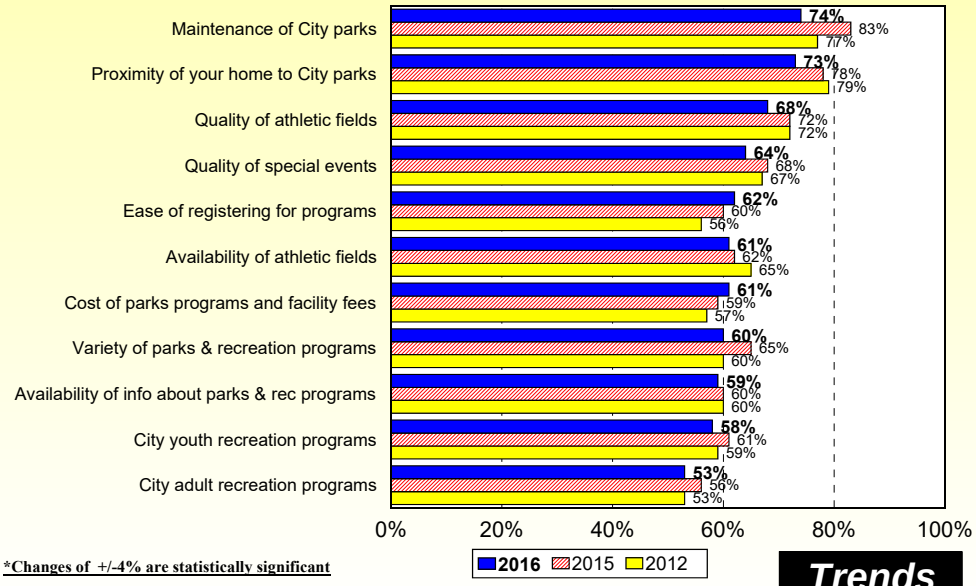
by percentage of respondents (excluding "don't know")




*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")



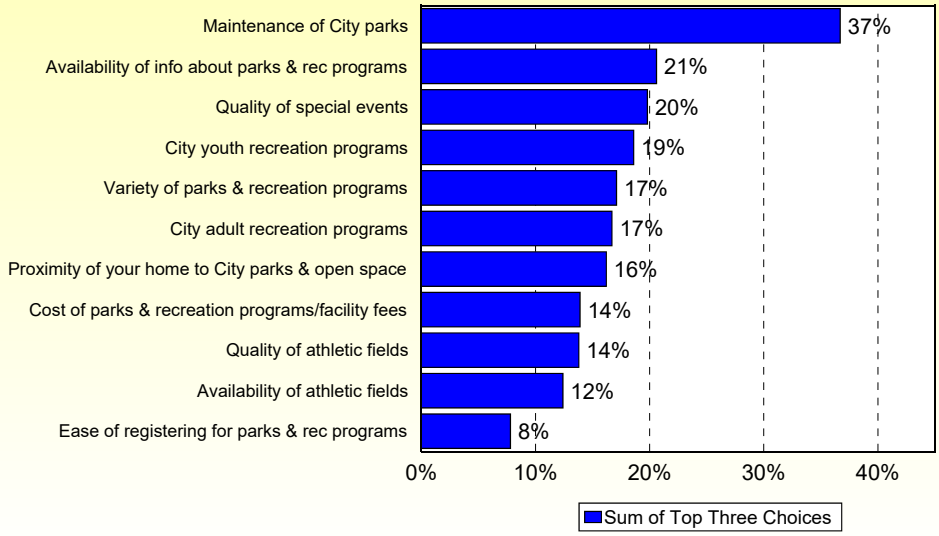

***Changes of +/-4% are statistically significant**

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

**Trends**

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

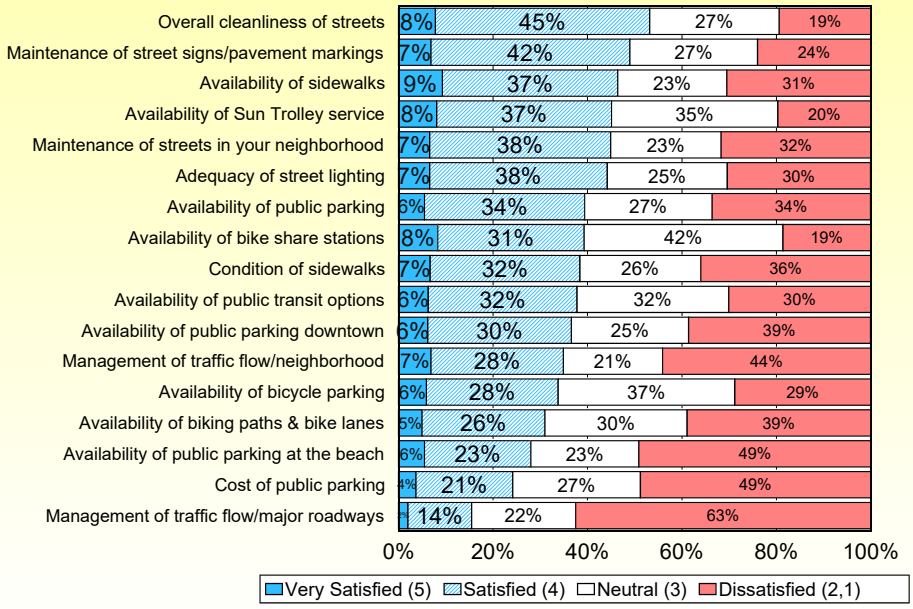
by percentage of respondents who selected the item as one of their top three choices




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

## Q16. Satisfaction With Transportation and Mobility

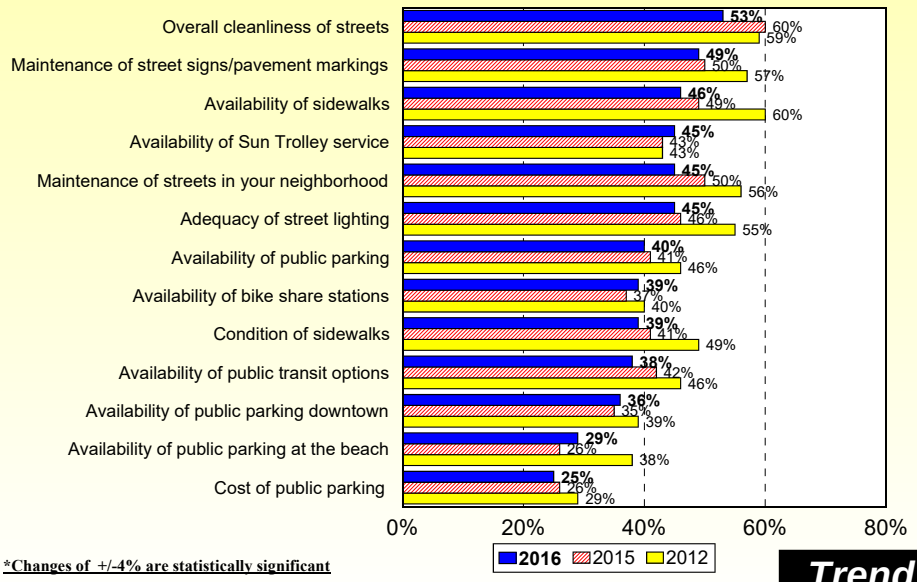
by percentage of respondents (excluding "don't know")




*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")



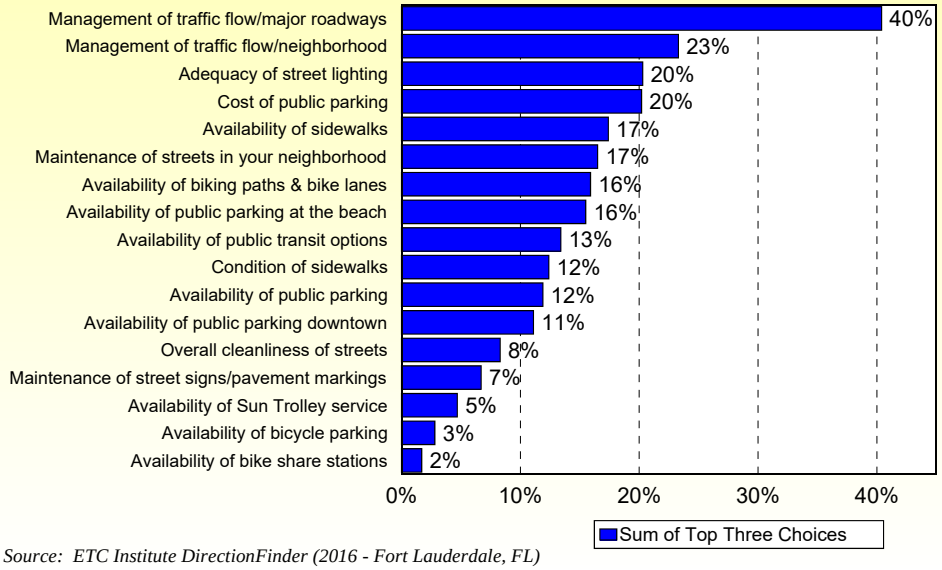

***Changes of +/-4% are statistically significant**

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

**Trends**

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

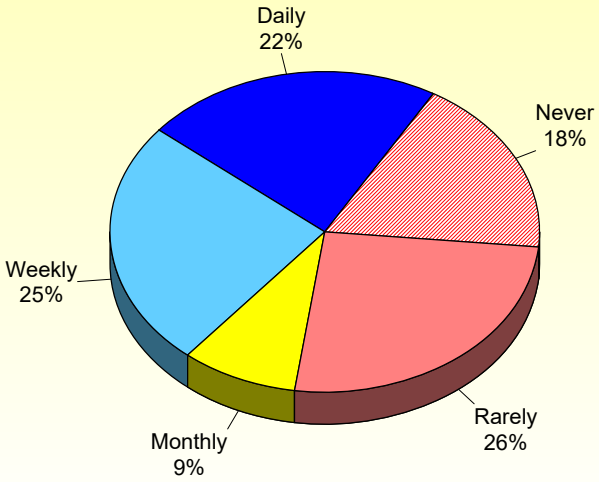
by percentage of respondents who selected the item as one of their top three choices




*Source: ETC Institute DirectionFinder (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?

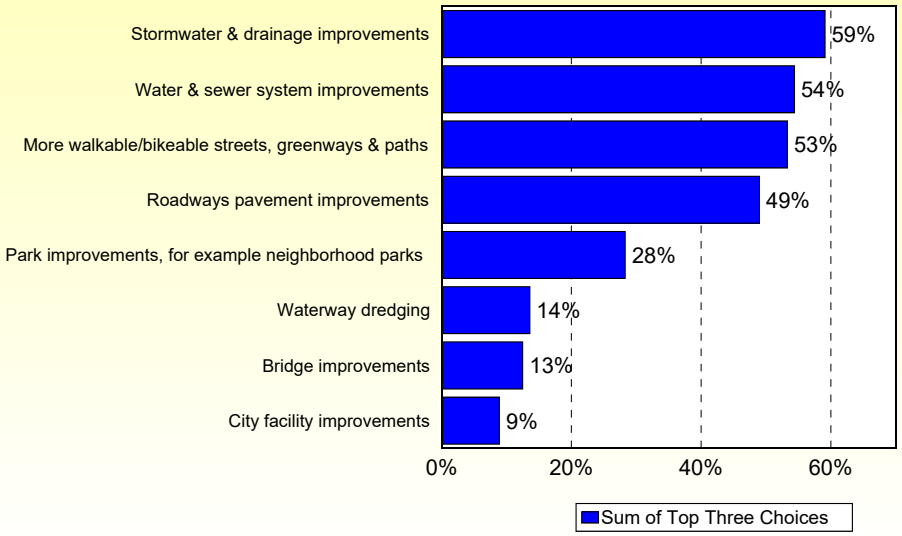
by percentage of respondents (excluding "not provided")




*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?

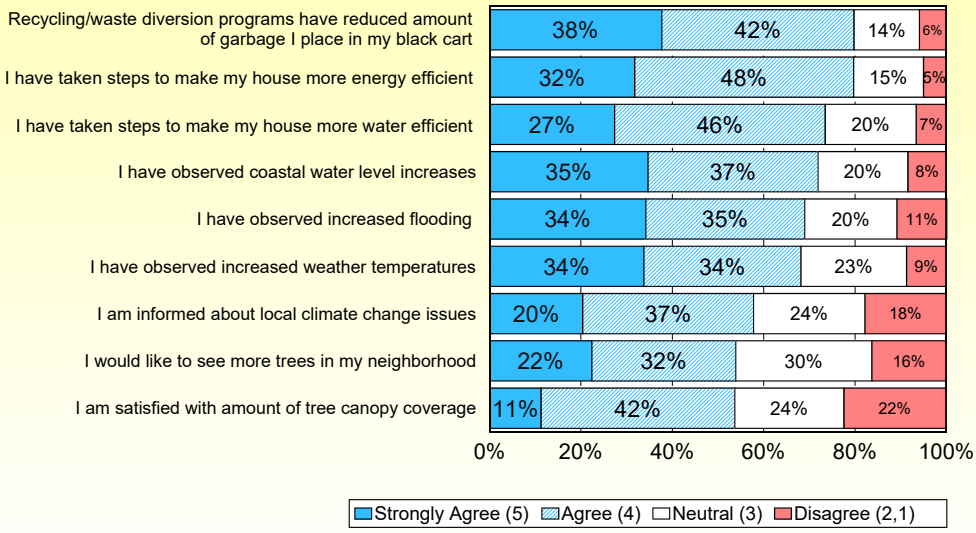
by percentage of respondents who selected the item as one of their top three choices




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

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

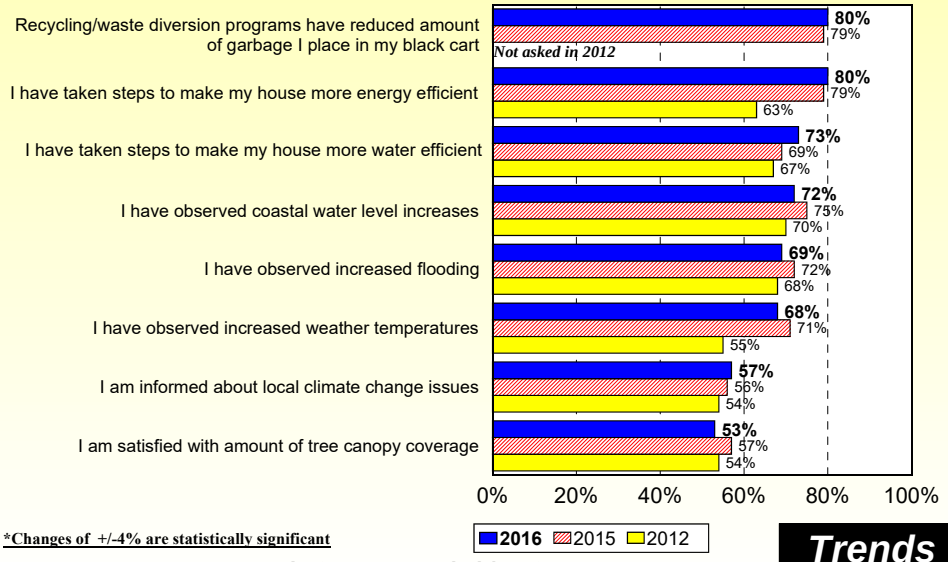
by percentage of respondents (excluding "don't know")




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

## 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")



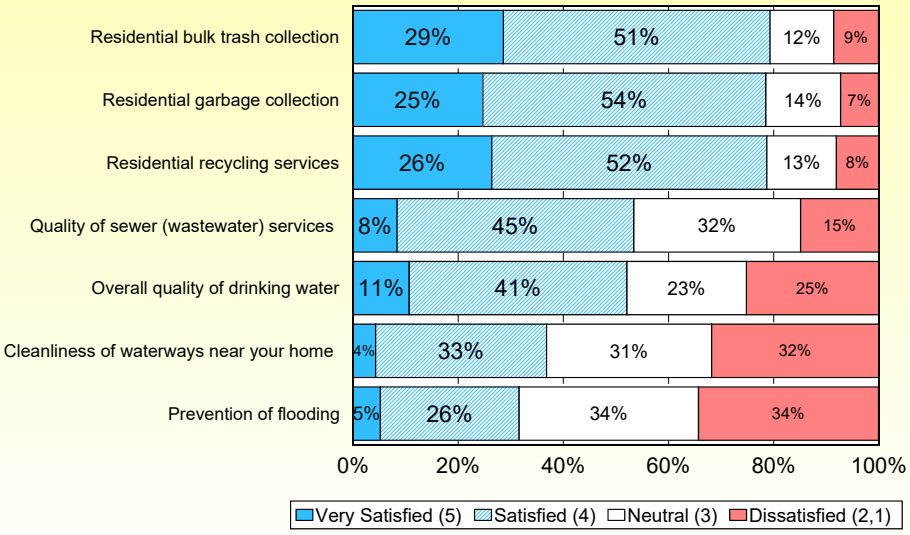

*Changes of +/-4% are statistically significant

Trends

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

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

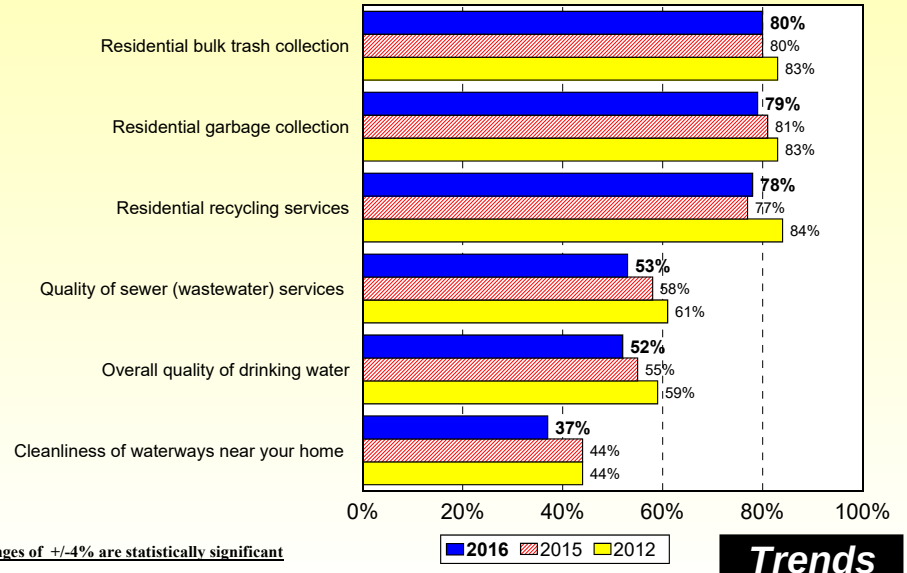
by percentage of respondents (excluding "don't know")




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

## 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")



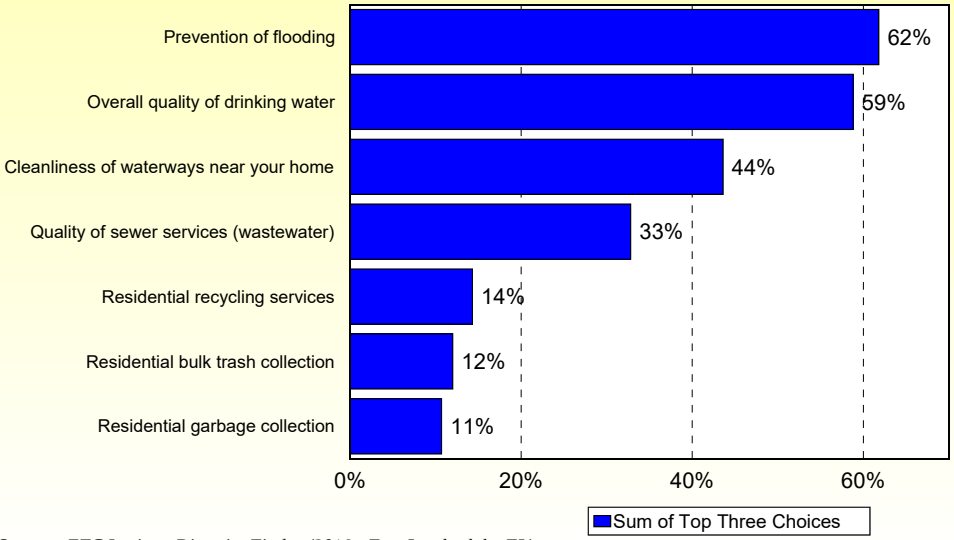

***Changes of +/-4% are statistically significant**

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

**Trends**

## Q22. Water and Sanitation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

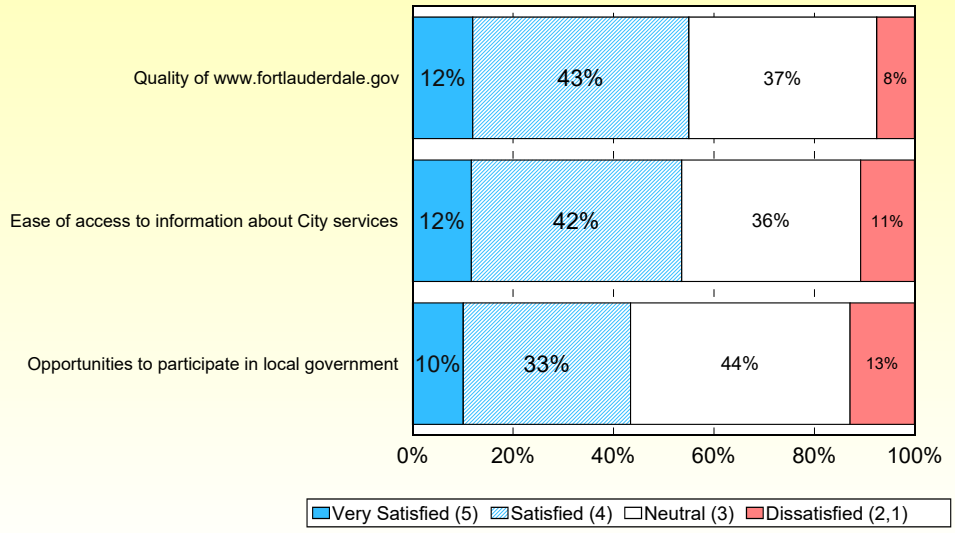
by percentage of respondents who selected the item as one of their top three choices




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

## Q23. Satisfaction With Public Communication and Outreach

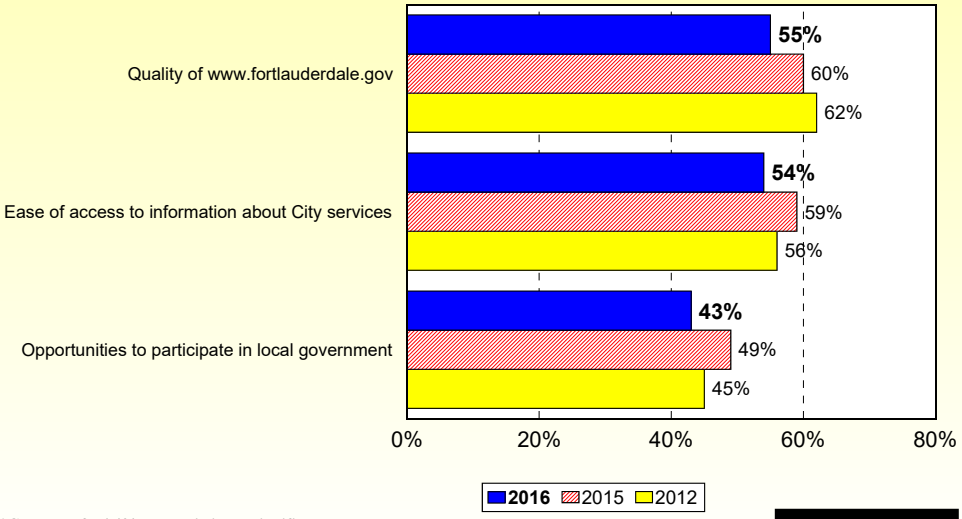
by percentage of respondents (excluding "don't know")




*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")



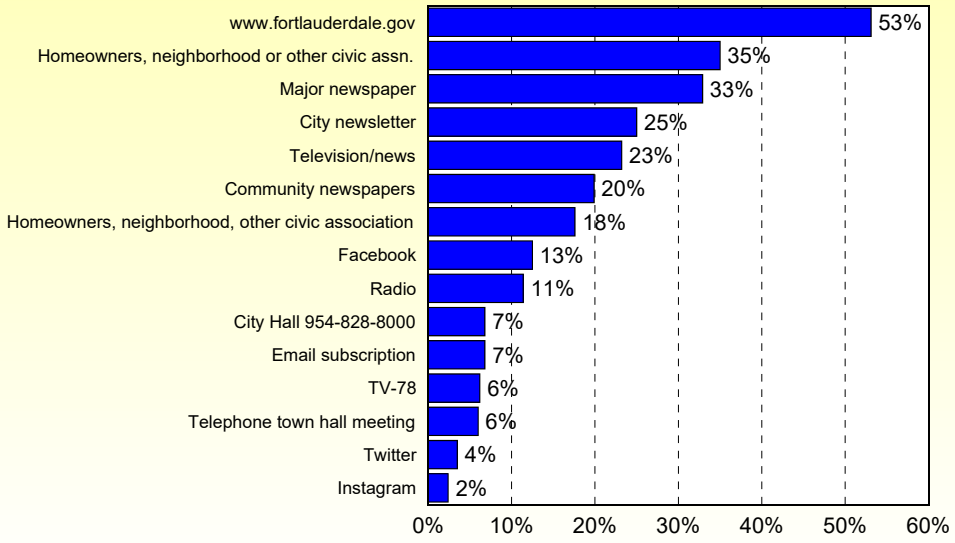

***Changes of +/-4% are statistically significant**

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

**Trends**

## Q24. Which of the following are your primary sources of information about City issues, services, and events?

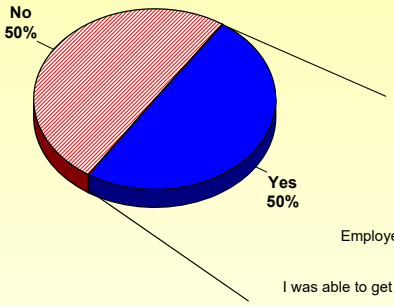
by percentage of respondents (multiple selections could be made)




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

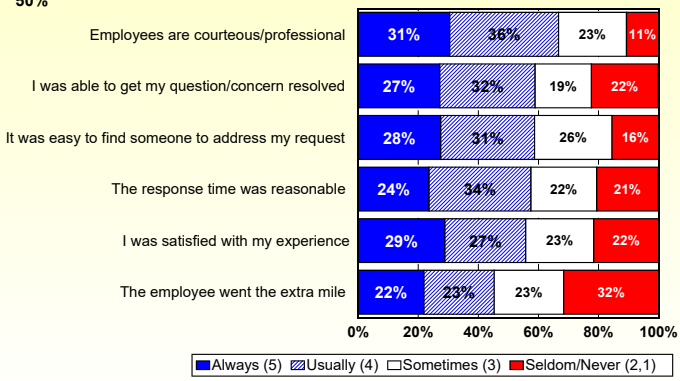
## Q25. Have you contacted the City during the past year?

by percentage of respondents




**Q25a-f. Frequency That City Employees Display Various Behaviors**

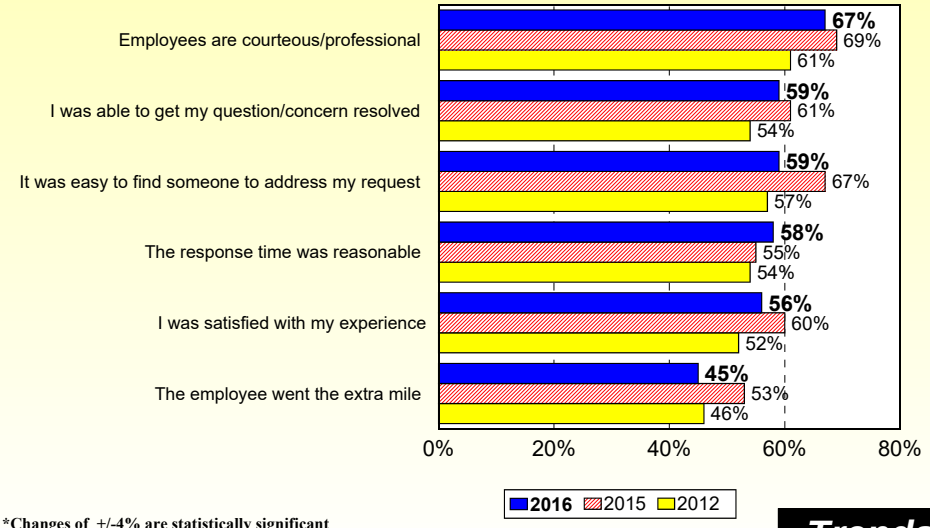
(excluding "don't know")




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

## 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")



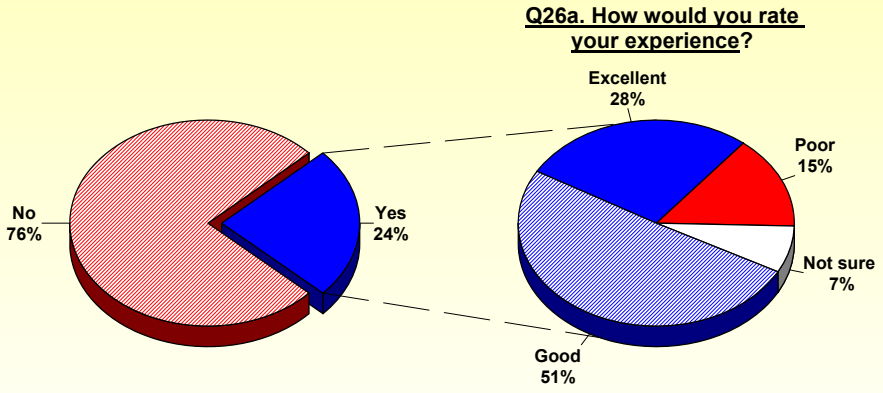

***Changes of +/-4% are statistically significant**

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

**Trends**

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

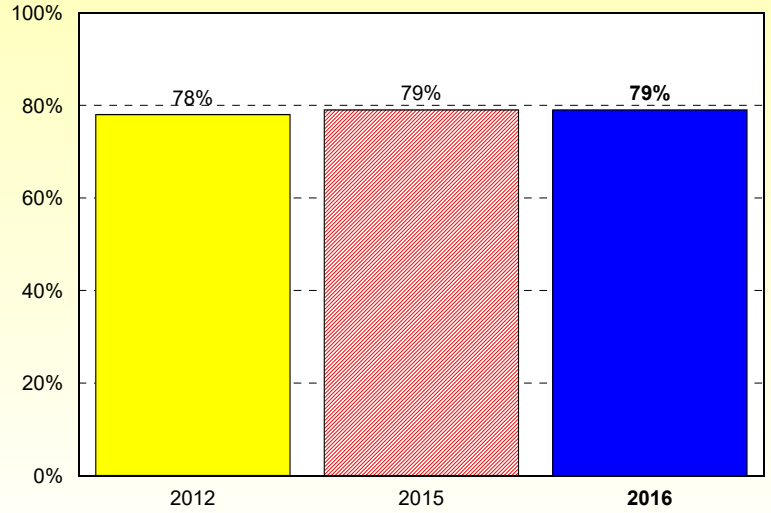
by percentage of respondents




*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"



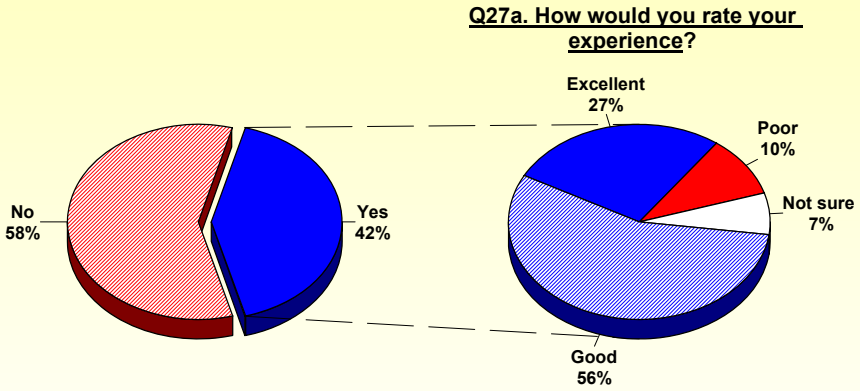

***Changes of +/-4% are statistically significant**

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

**Trends**

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

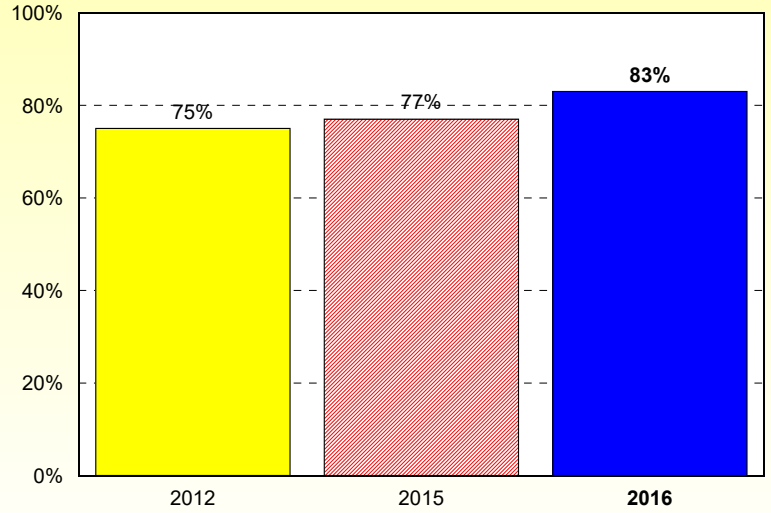
by percentage of respondents




*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"



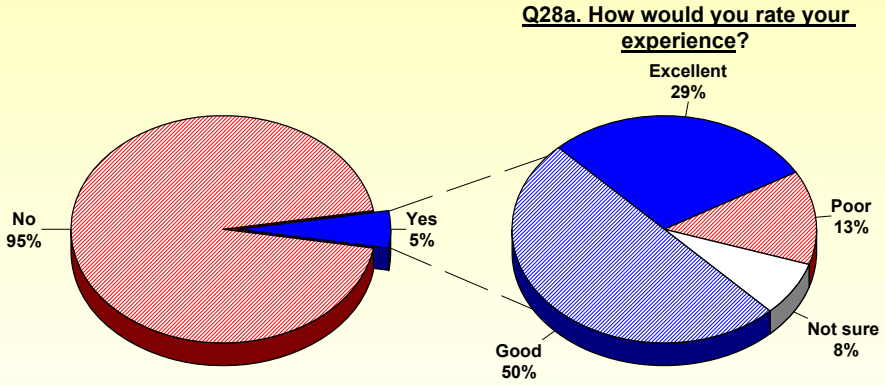

***Changes of +/-4% are statistically significant**

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

**Trends**

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

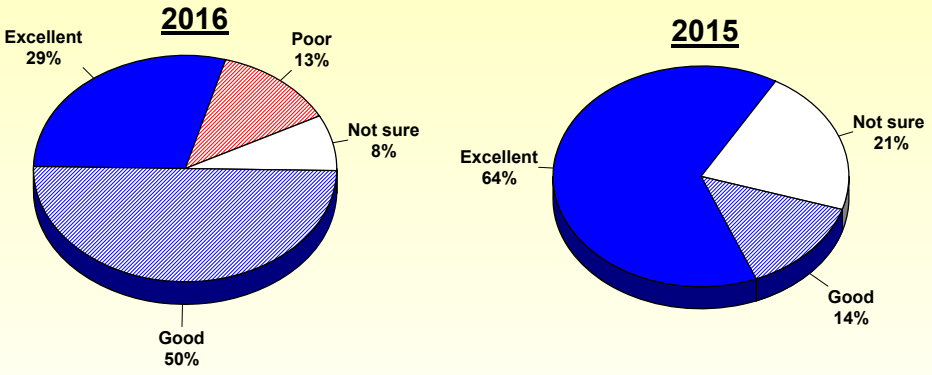
by percentage of respondents




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

## How would you rate your experience?

by percentage of respondents who have utilized the Lauderserve mobile device app to submit a service request

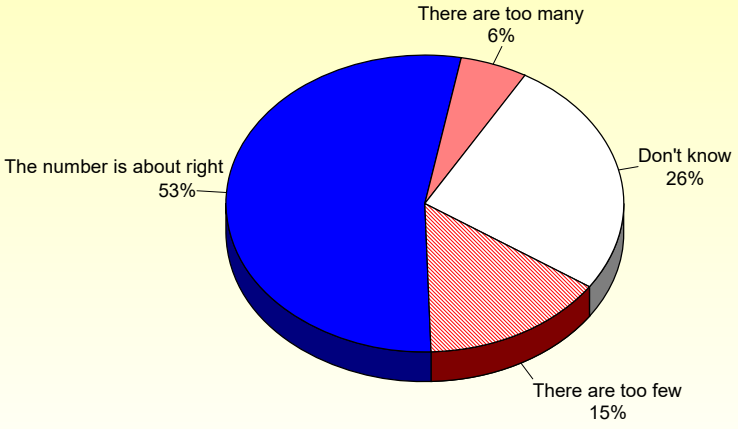



**Trends**

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

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

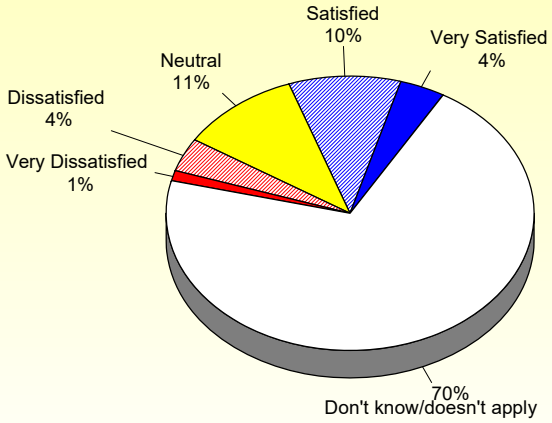
by percentage of respondents




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

## 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

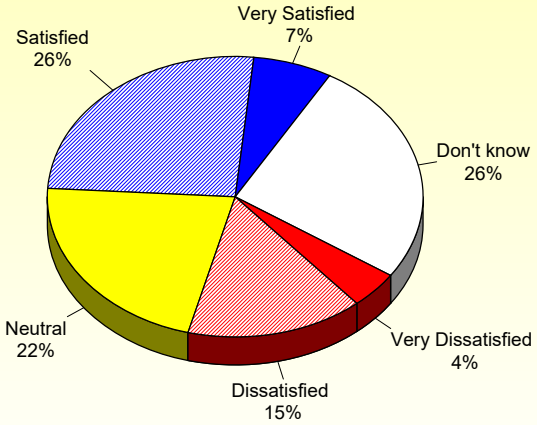



***Changes of +/-4% are statistically significant**

*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

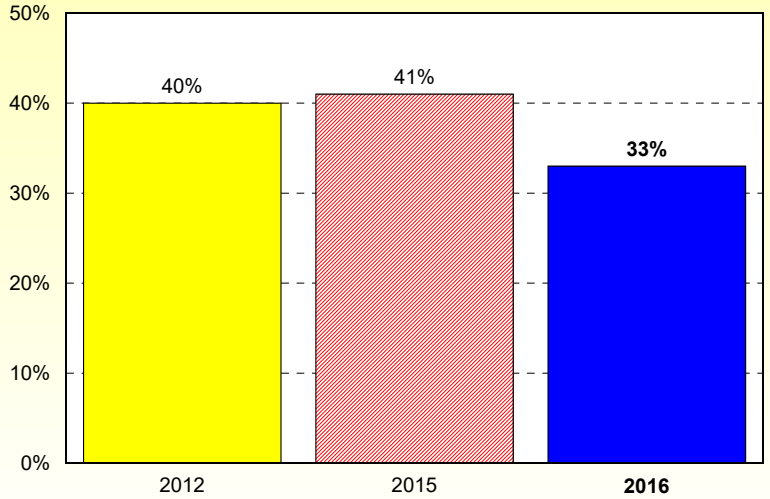



***Changes of +/-4% are statistically significant**

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

## 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"



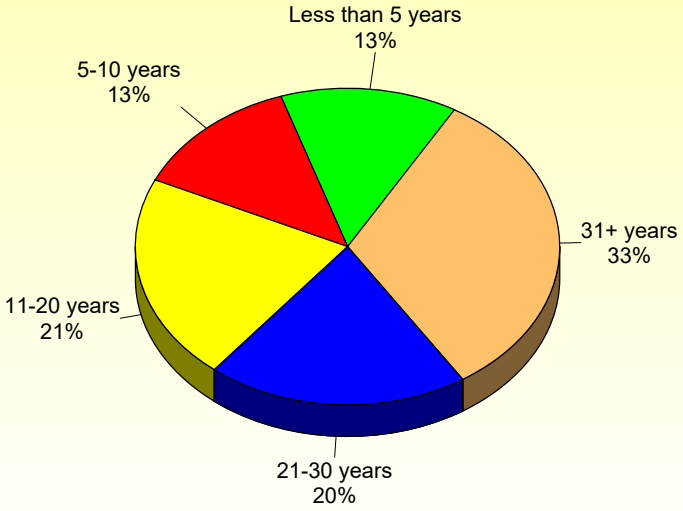

***Changes of +/-4% are statistically significant**

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

**Trends**

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

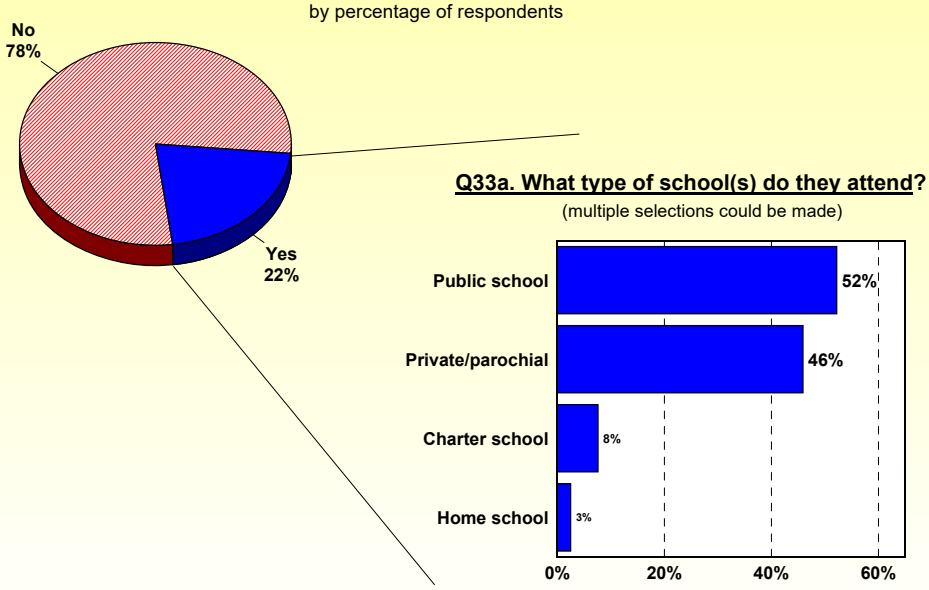
by percentage of respondents




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

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

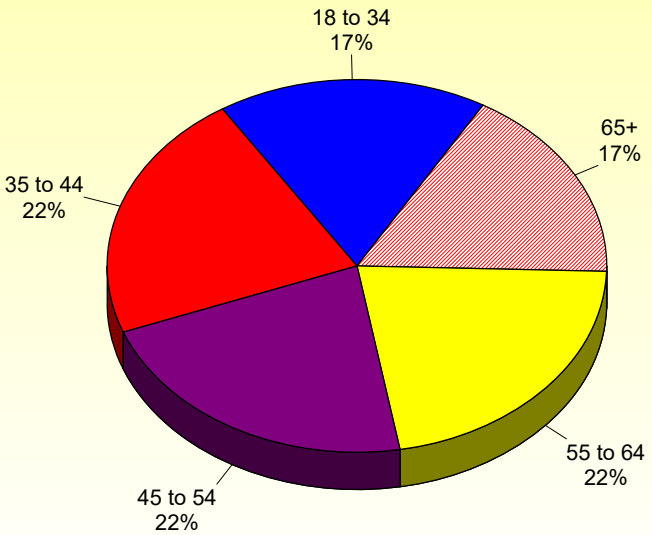
by percentage of respondents




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

## Q34. What is your age?

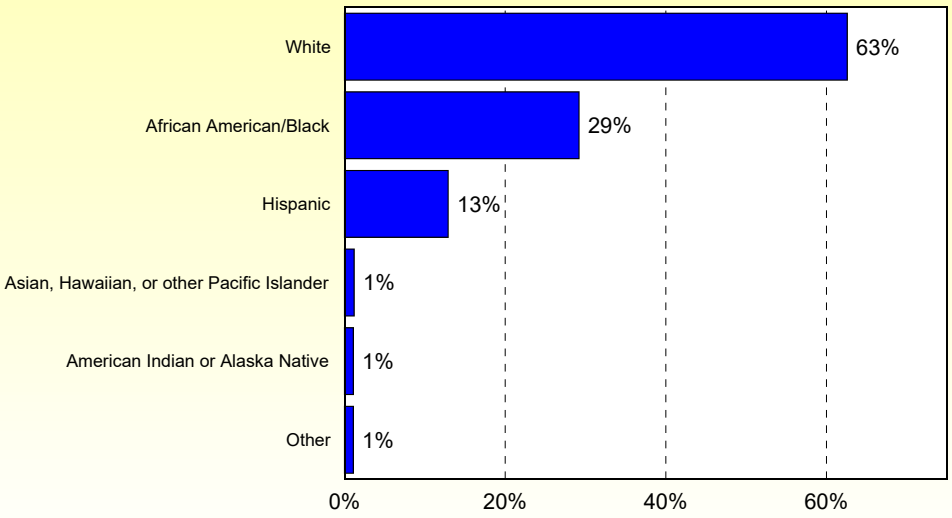
by percentage of respondents (excluding "not provided")




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

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

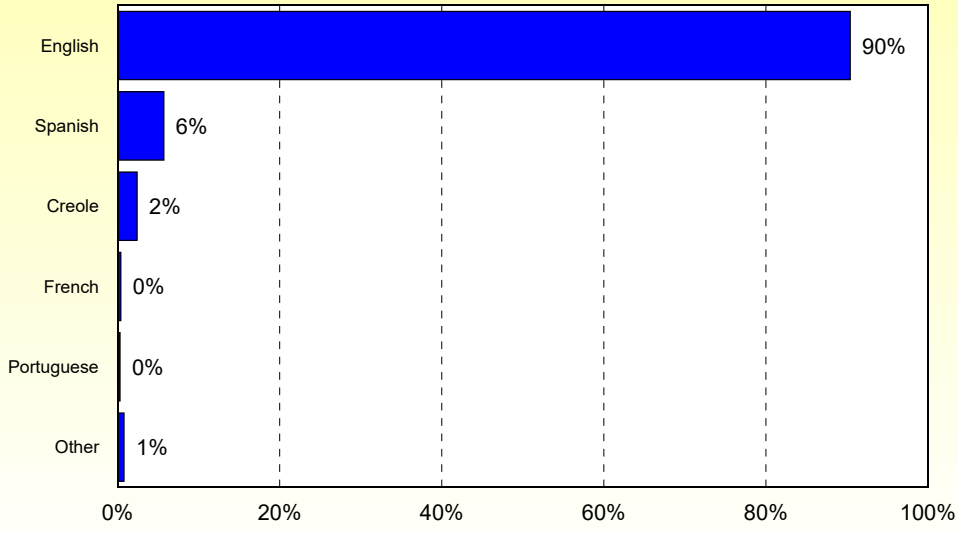
by percentage of respondents (multiple selections could be made)




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

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

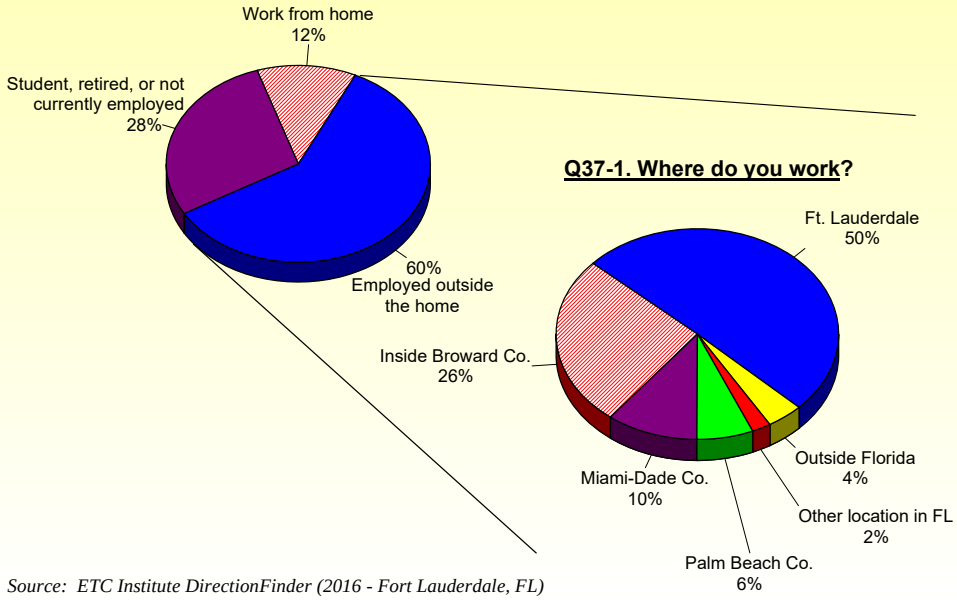
by percentage of respondents (multiple selections could be made)




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

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

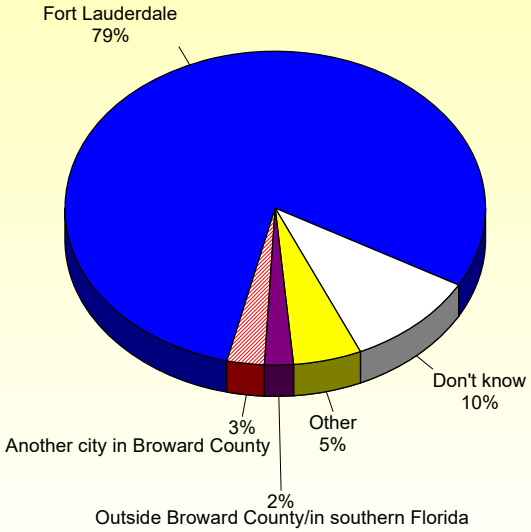
by percentage of respondents



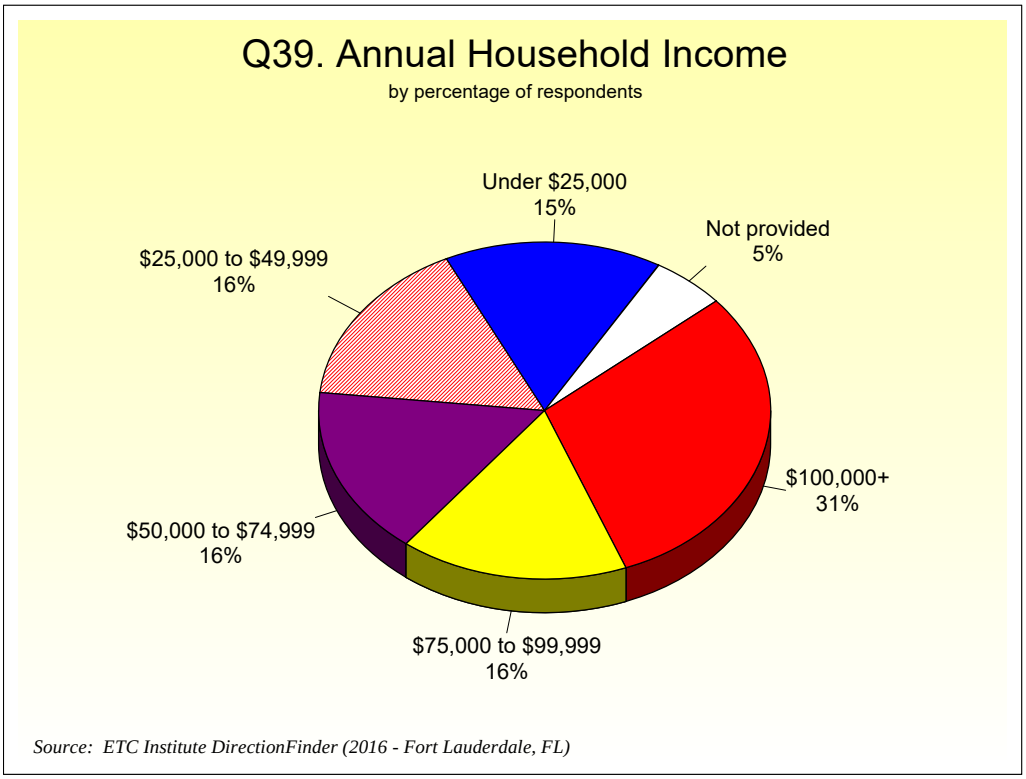

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*

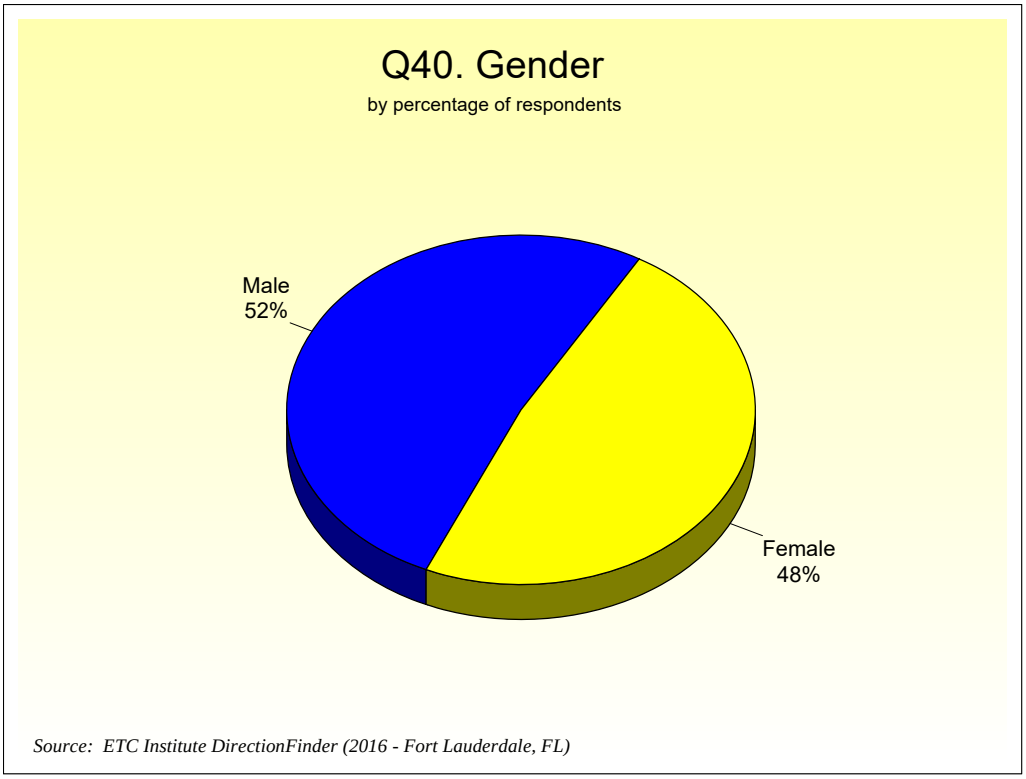
## Q38. Where do you plan to be living in the next 2-5 years?

by percentage of respondents



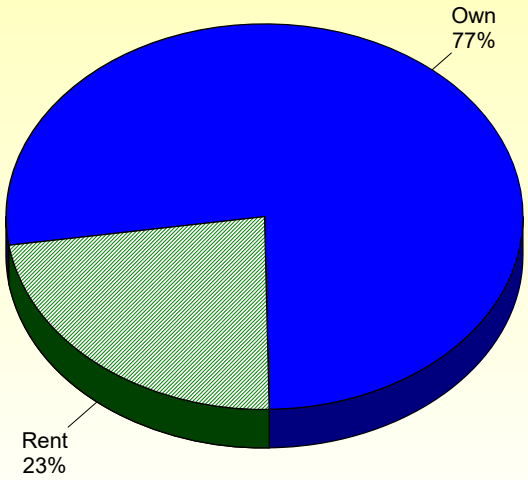

*Source: ETC Institute DirectionFinder (2016 - Fort Lauderdale, FL)*


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)

## Q41. Do you own or rent your home?

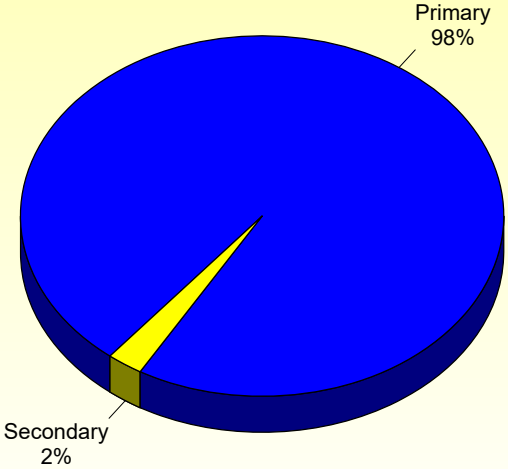
by percentage of respondents




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

## Q42. Is your residence in Fort Lauderdale your primary or secondary residence?

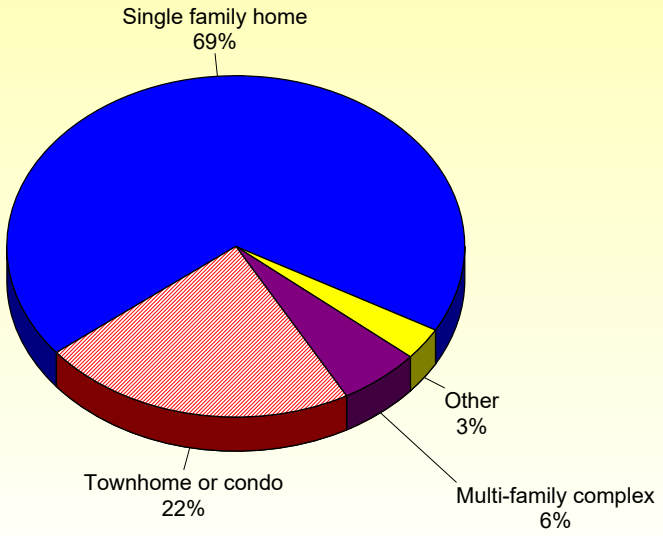
by percentage of respondents




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

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

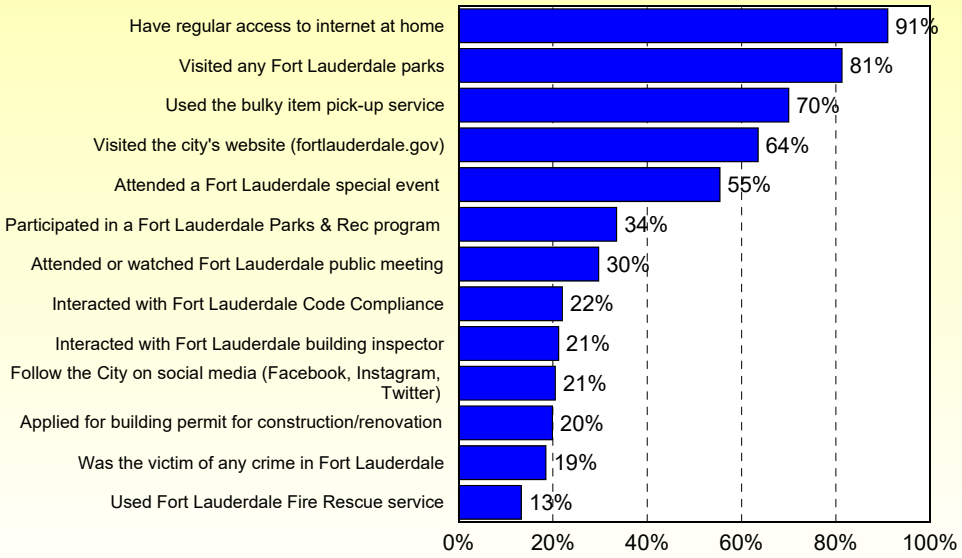
by percentage of respondents




*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)




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

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

# Importance-Satisfaction Analysis

The City of Fort Lauderdale, FL

## Overview

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

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

## Methodology

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

**Example of the Calculation.** Respondents were asked to identify the major services they thought were the most important for the City to provide. 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
## Overall

| 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

## Public Safety: Police

| 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.

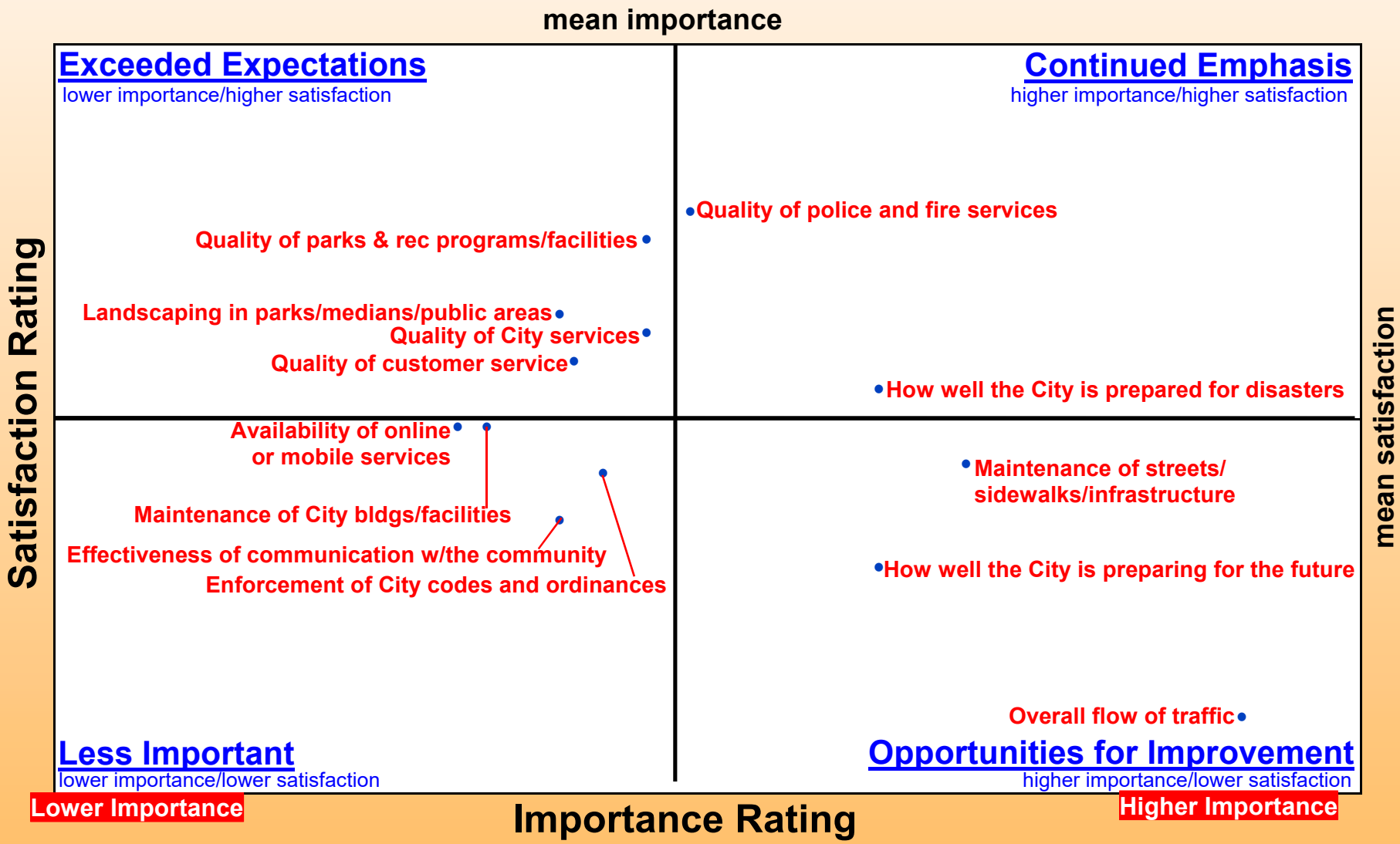
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect 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)

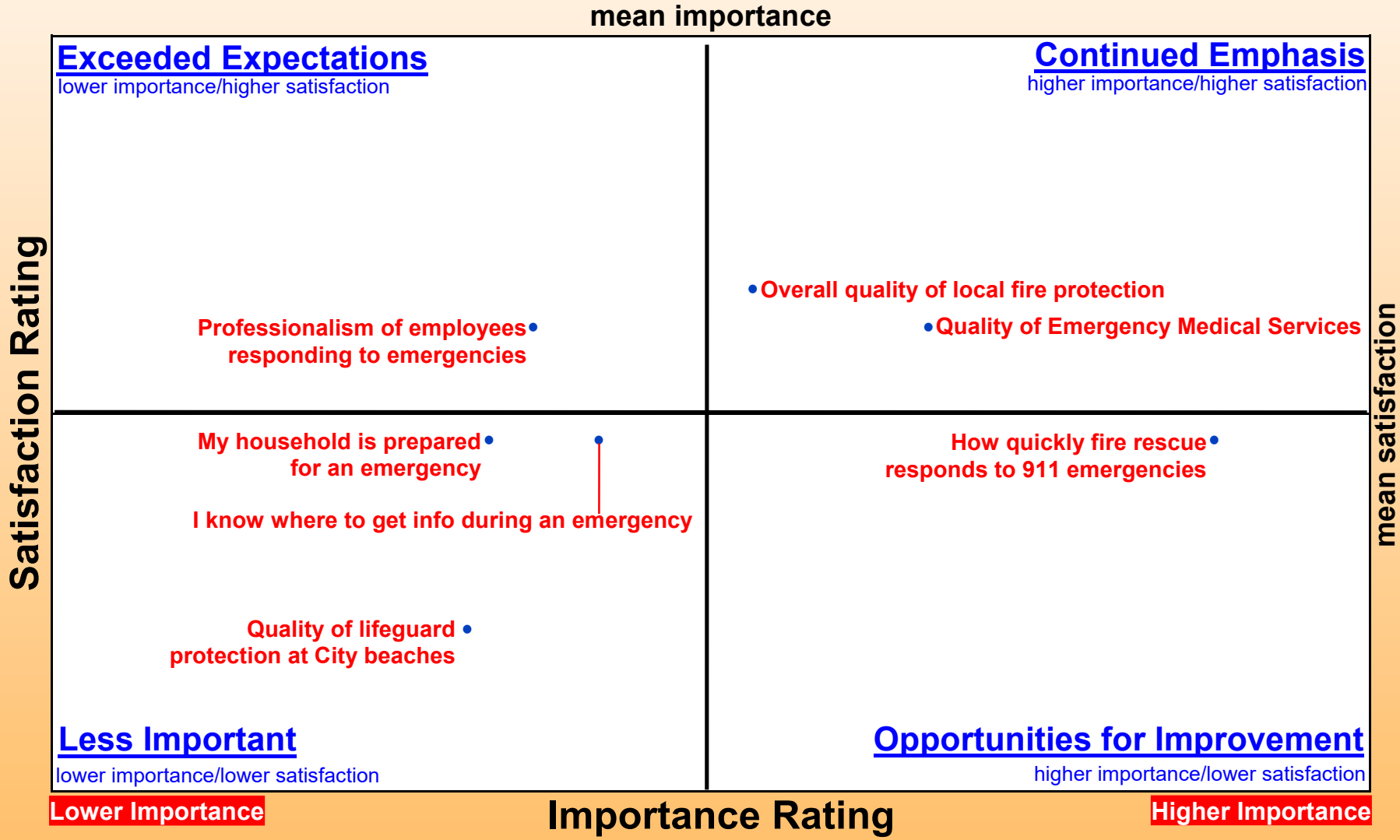



Source: ETC Institute (2016)

# 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)

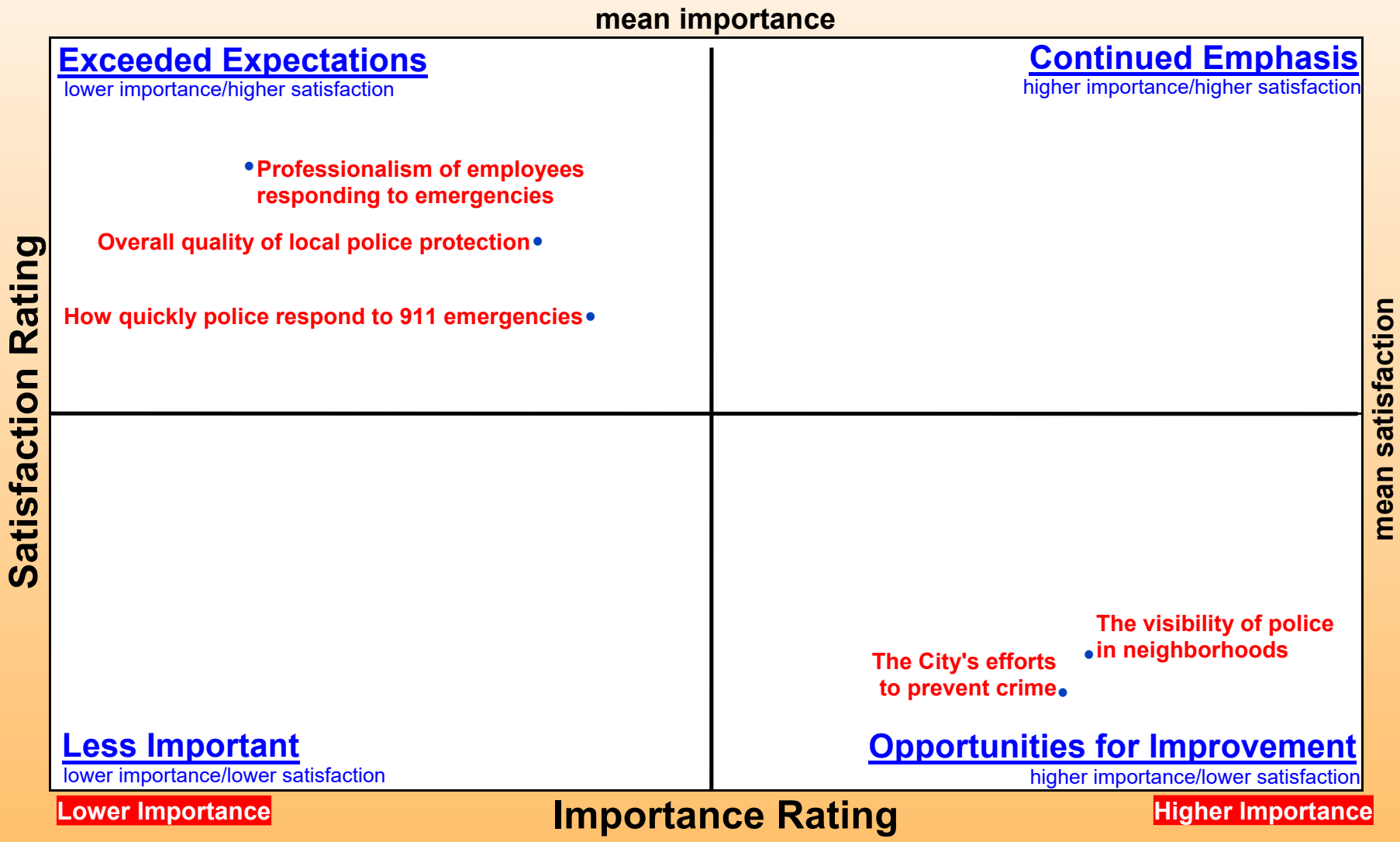



Source: ETC Institute (2016)

# 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)

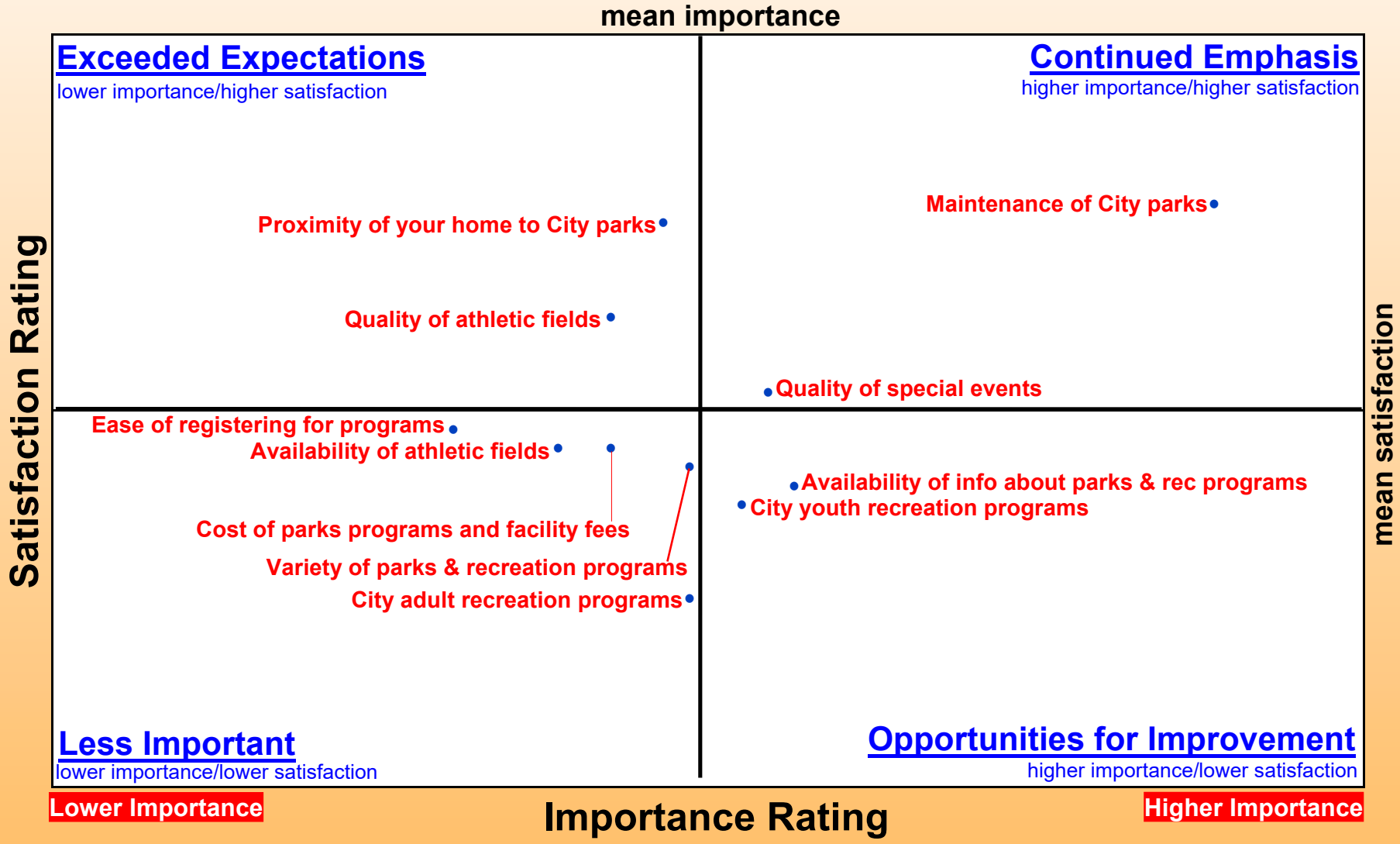



Source: ETC Institute (2016)

# 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)

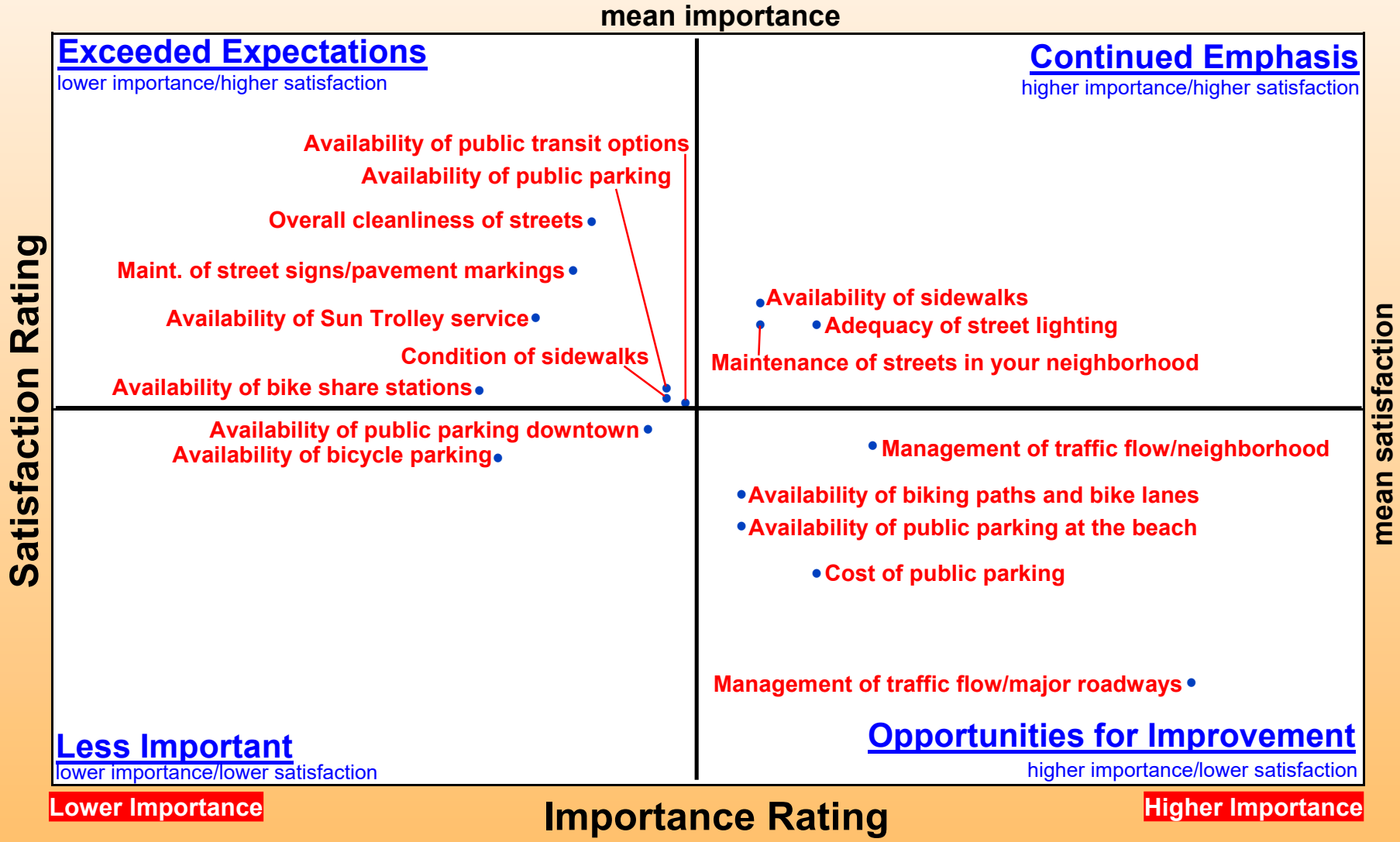



Source: ETC Institute (2016)

# 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)

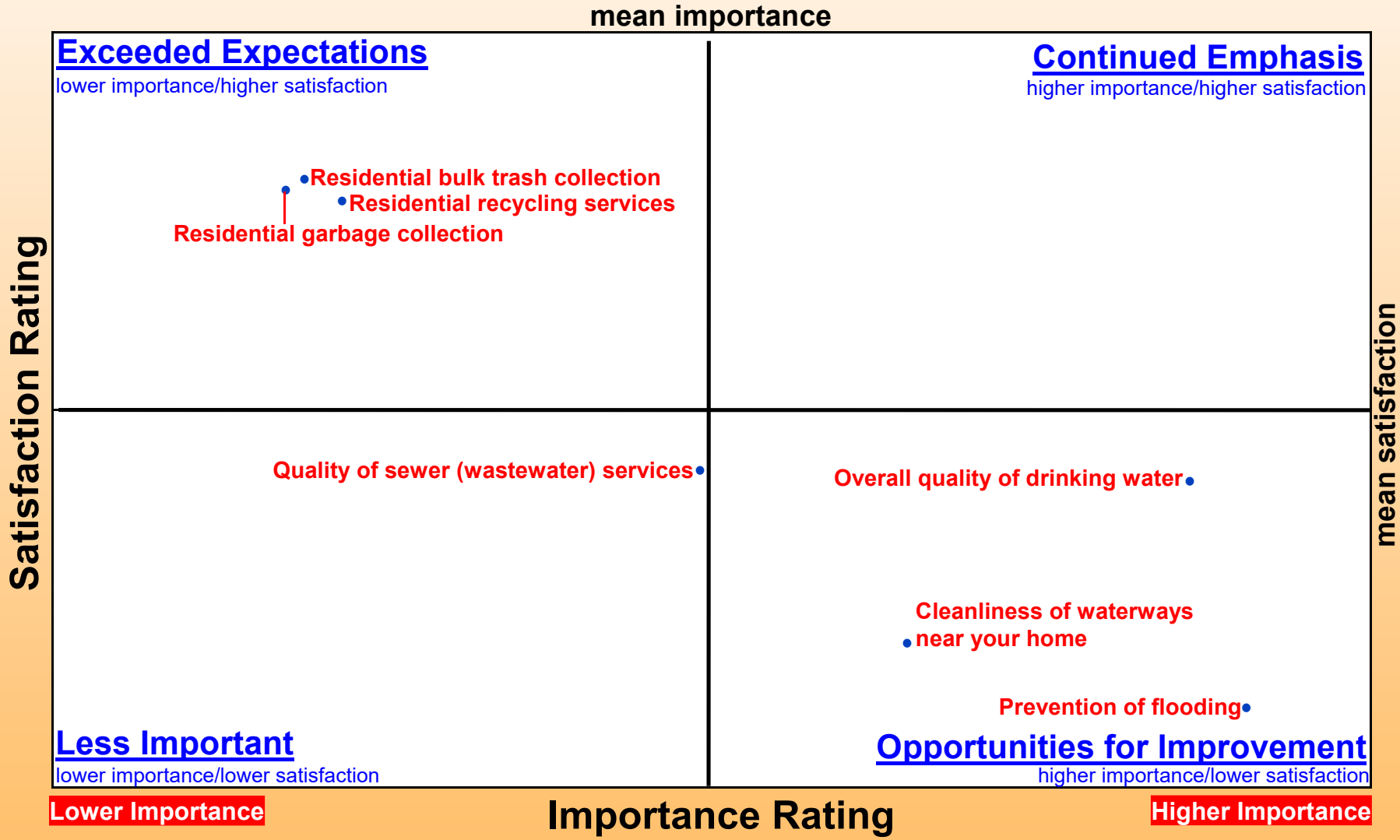



Source: ETC Institute (2016)

# 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)




Source: 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.

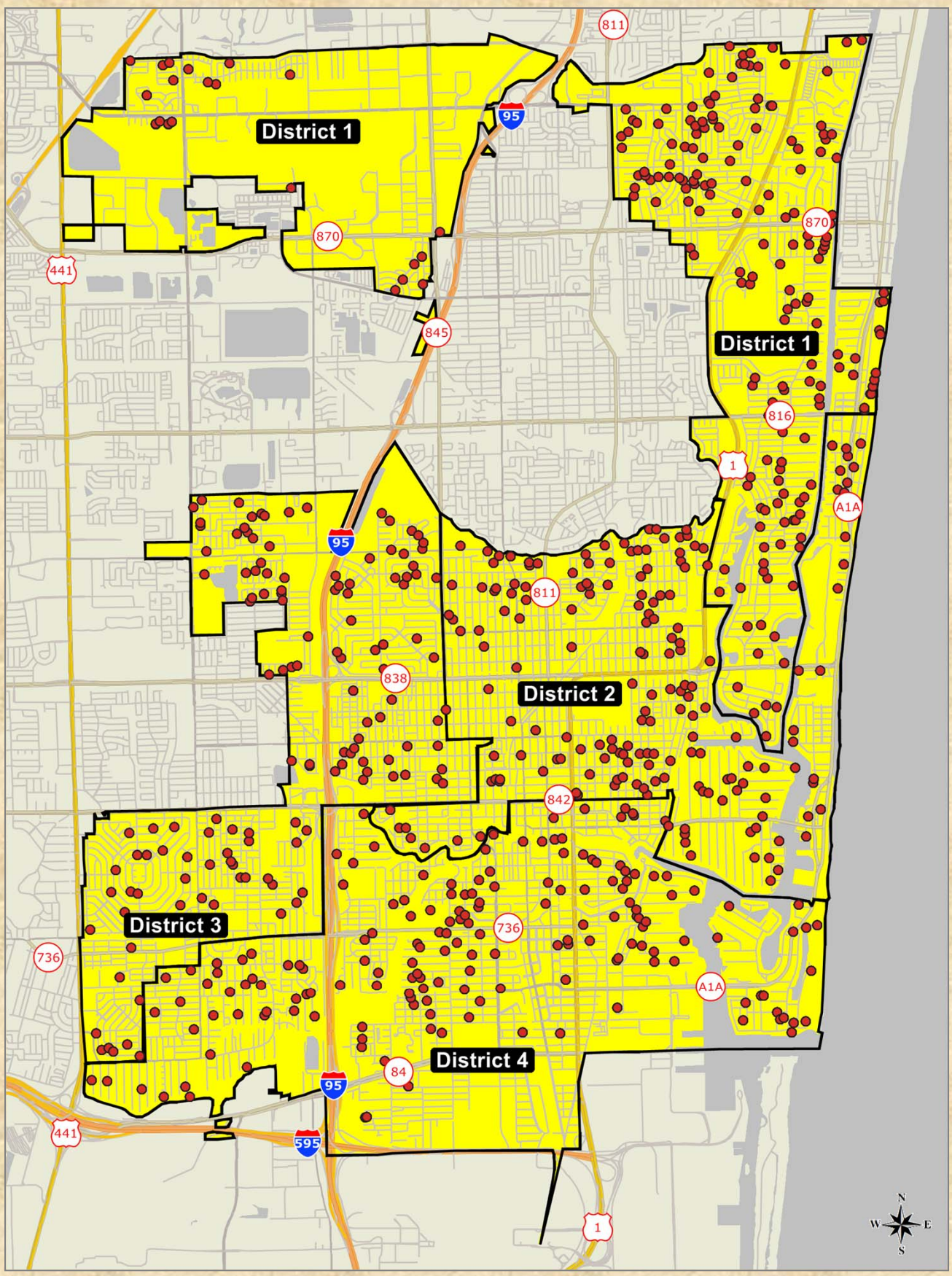
When reading the maps, please use the following color scheme as a guide:

- DARK/LIGHT BLUE shades indicate POSITIVE 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 NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

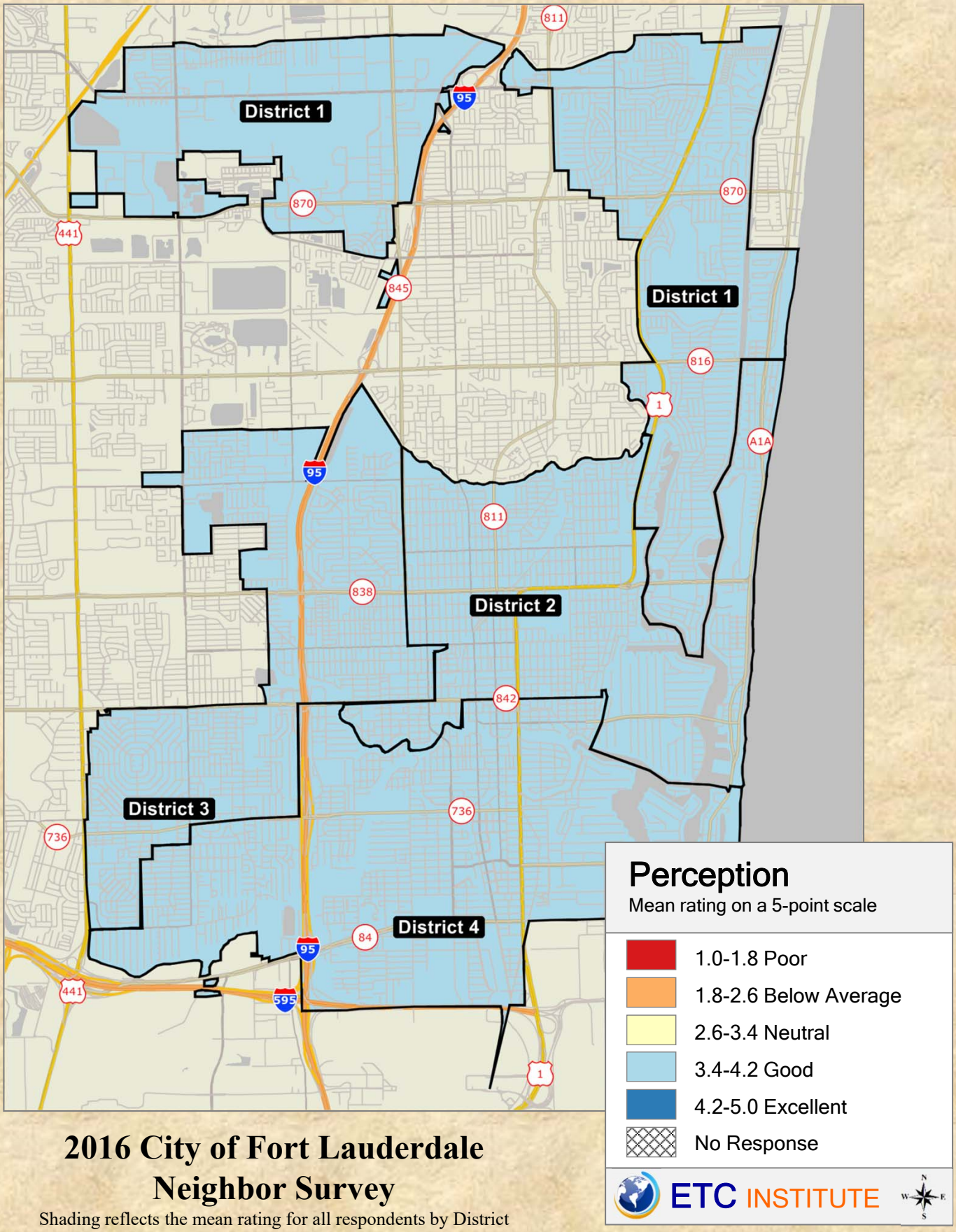
- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of "below average" or "poor" and ratings of "unsafe" or "very unsafe."

# Location of Survey Respondents




# 2016 City of Fort Lauderdale Neighbor Survey

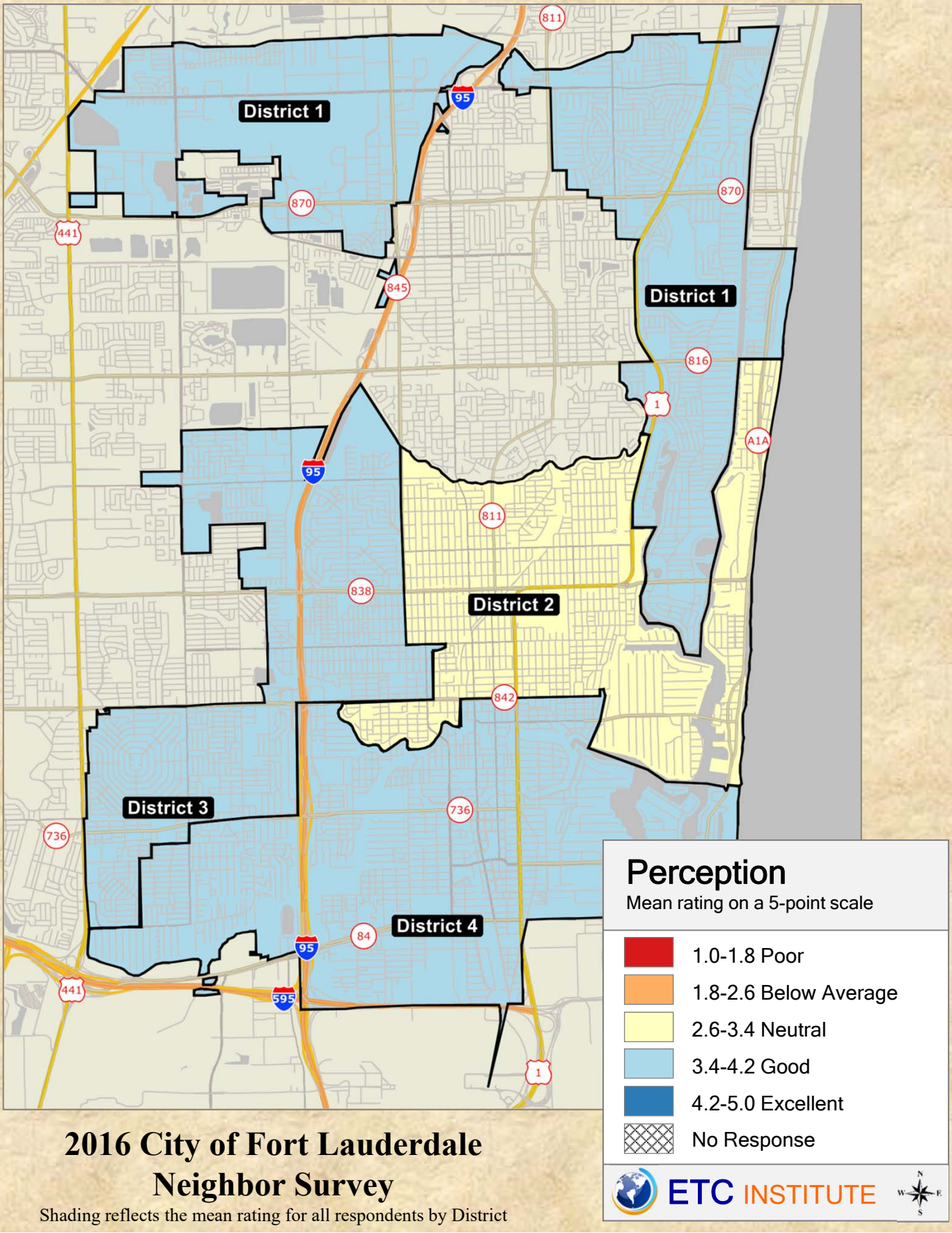
# Q1-01 Ratings of the City as a place to live




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

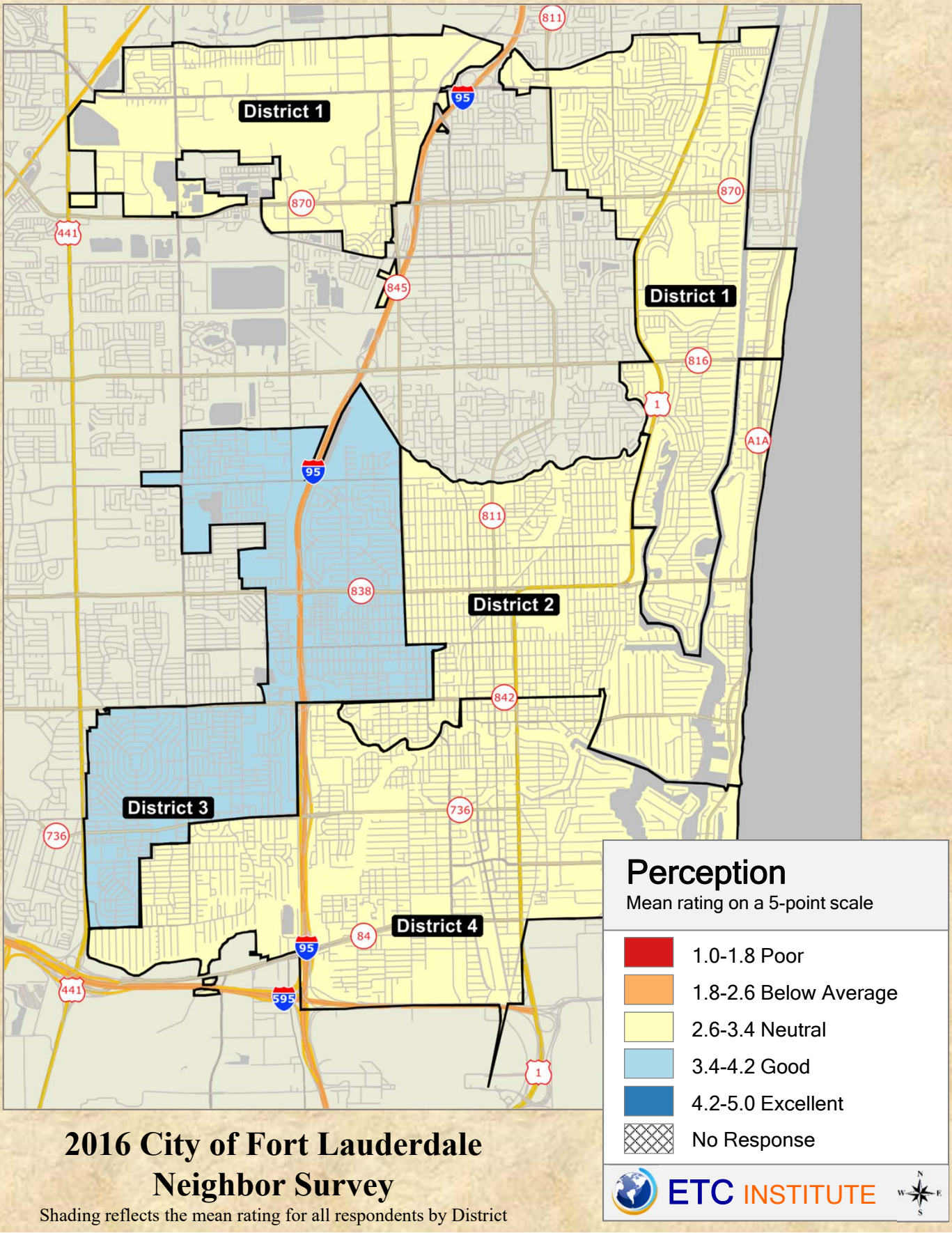
# Q1-02 Ratings of the City as a place to raise children




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

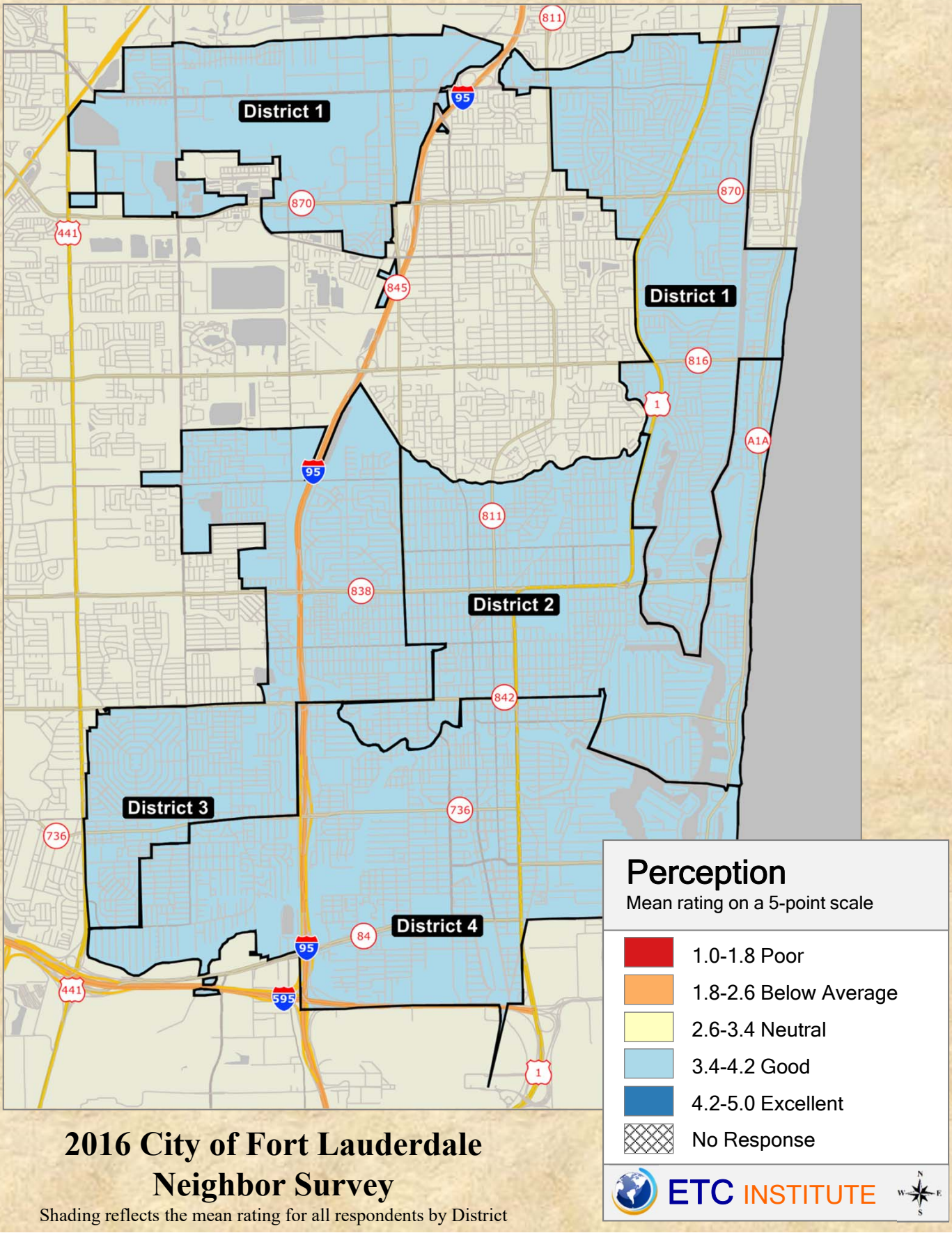
# Q1-03 Ratings of the City as a place to educate children




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

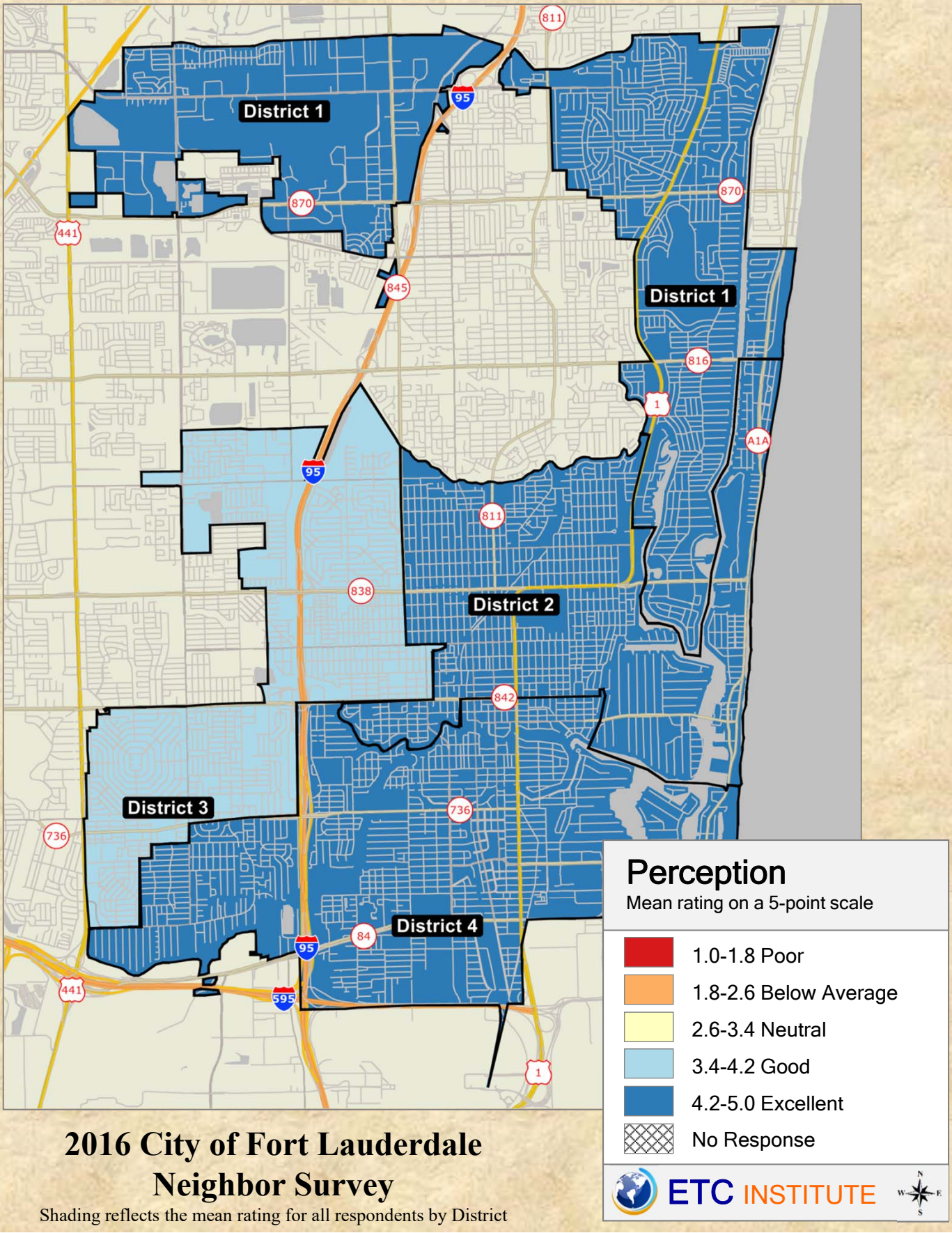
# Q1-04 Ratings of the City as a place to work




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

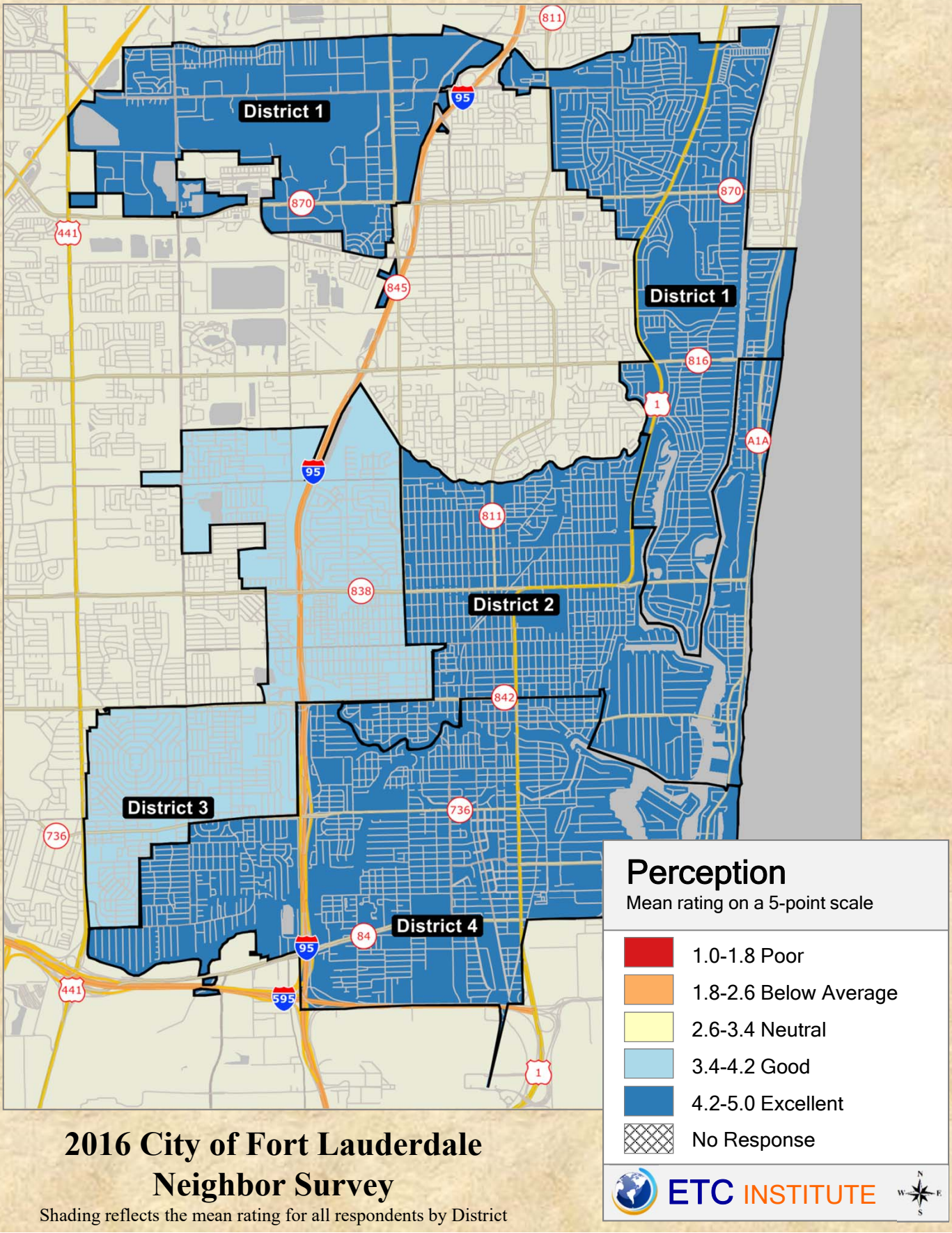
# Q1-05 Ratings of the City as a place for play & leisure




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

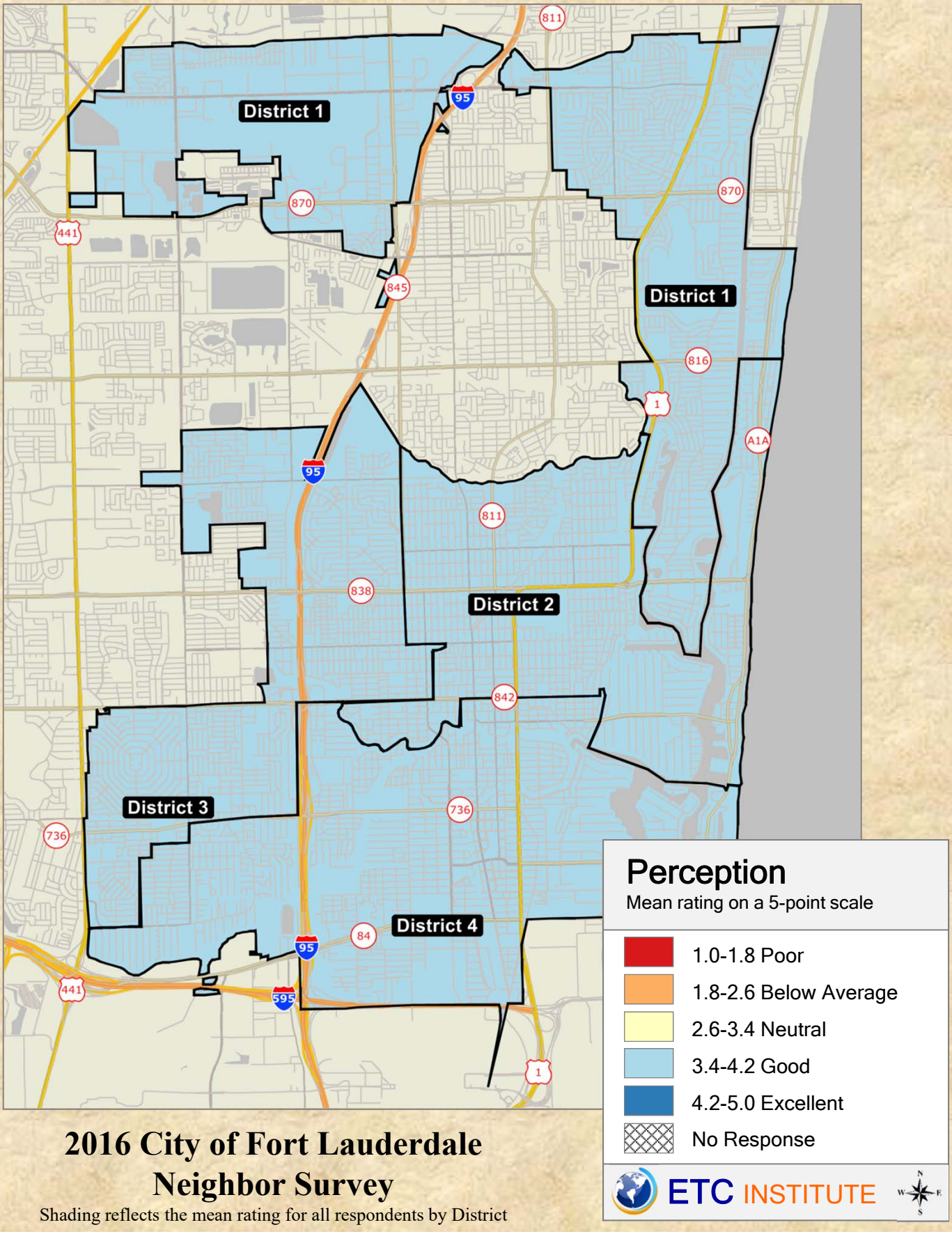
# Q1-06 Ratings of the City as a place to visit




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

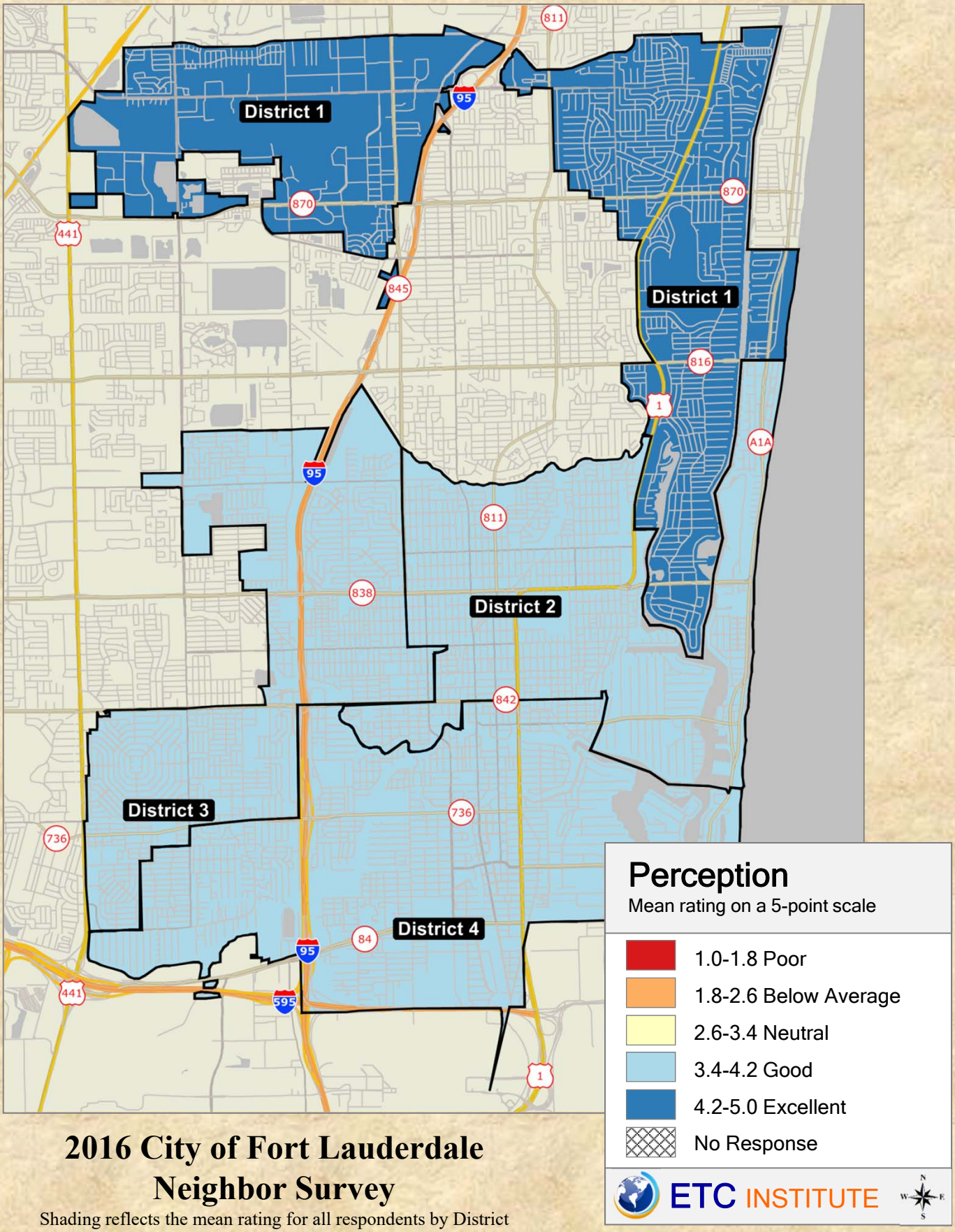
# Q1-07 Ratings of the City as a place to retire




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

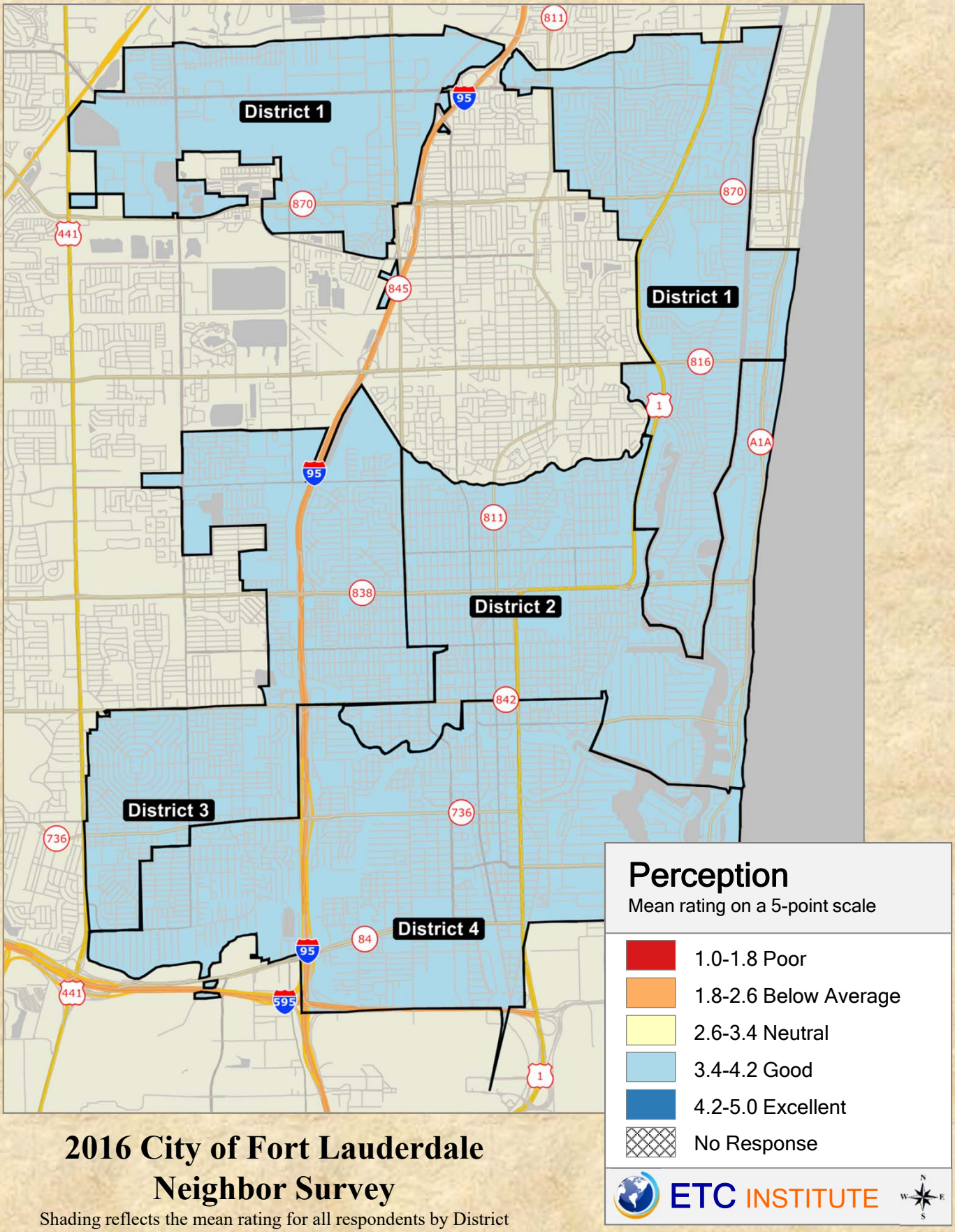
# Q1-08 Ratings of the City as a place to seasonally reside




**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

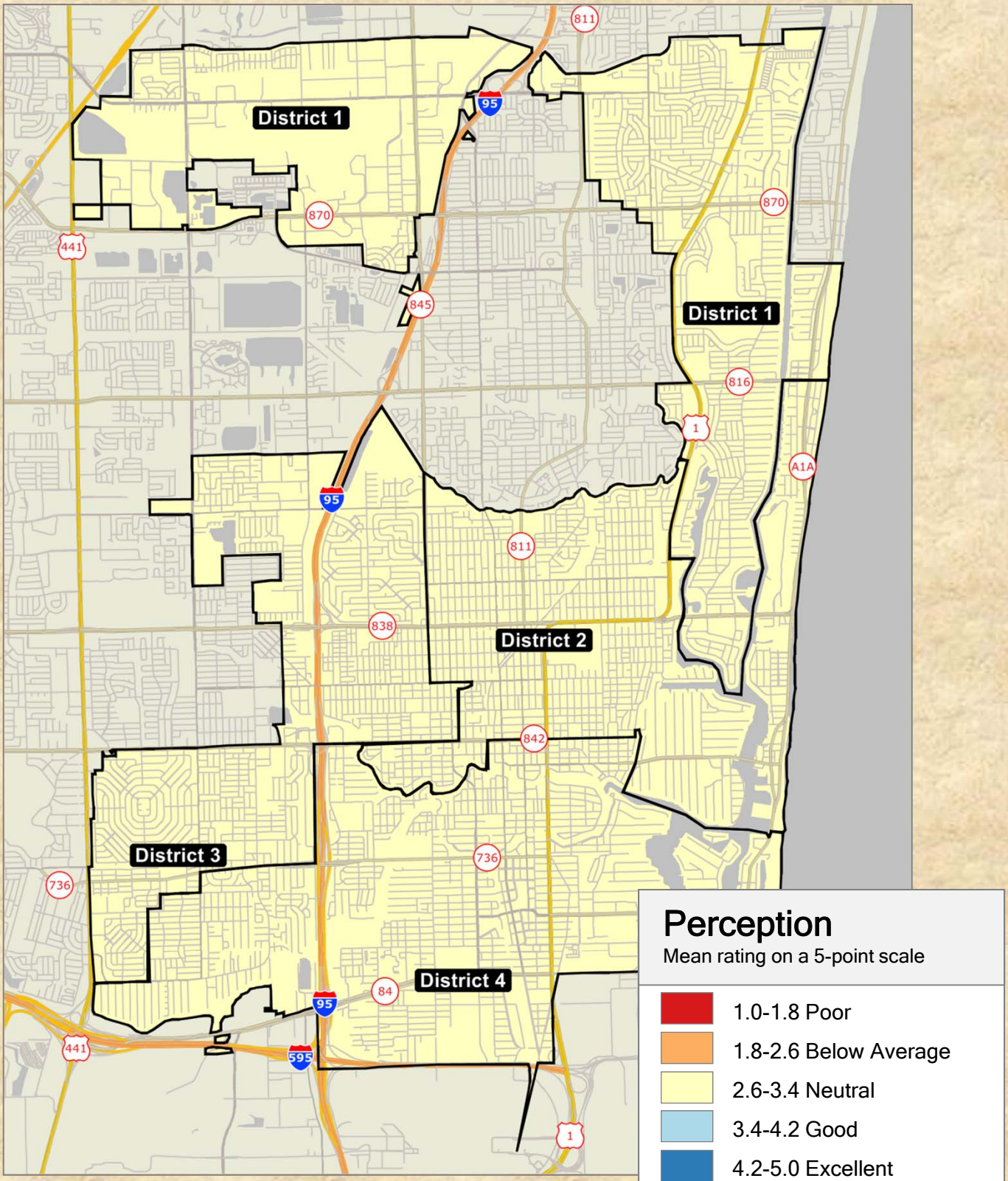
# Q1-09 Ratings of overall quality of life in the City




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

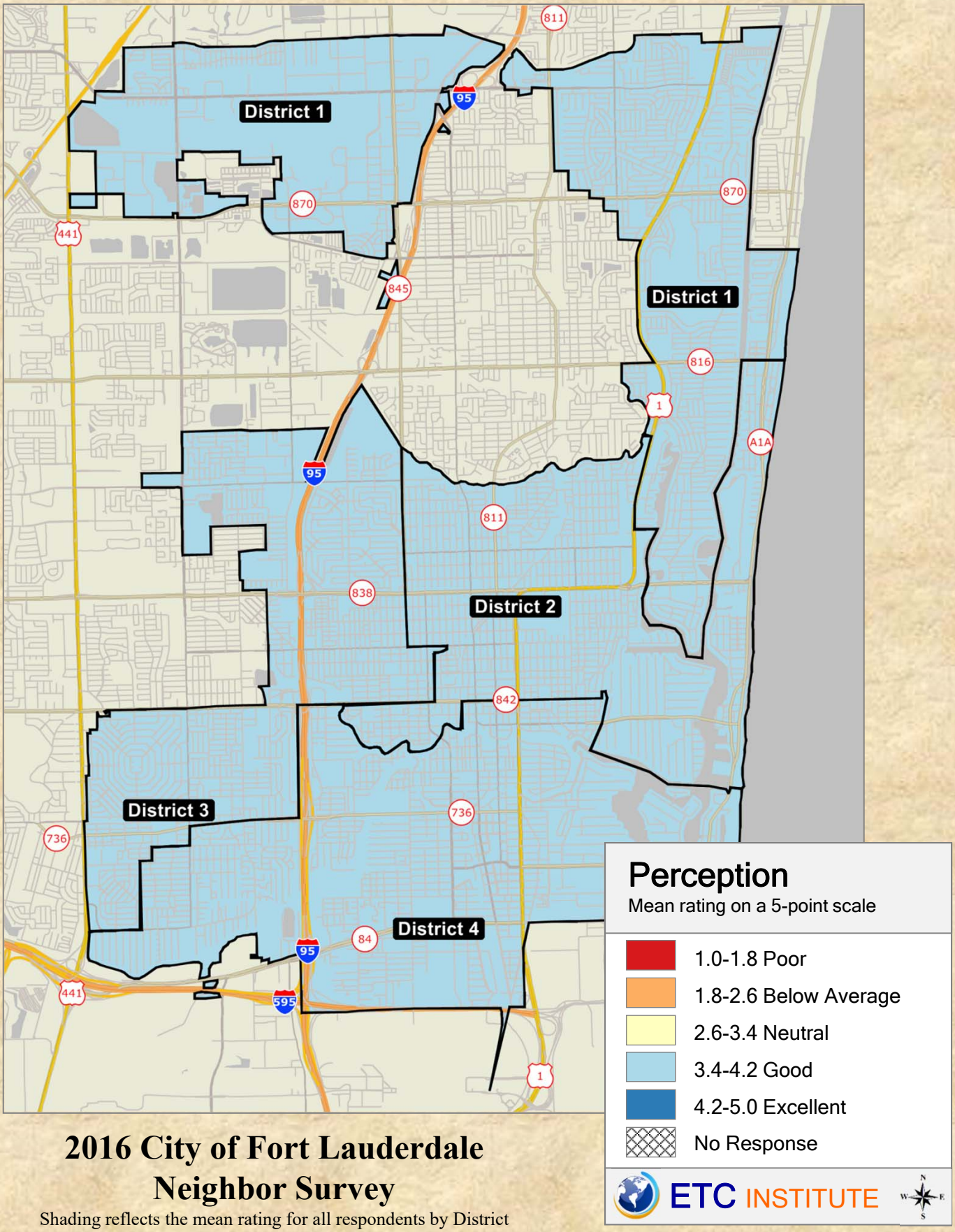
# Q1-10 Ratings of overall sense of community in the City




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

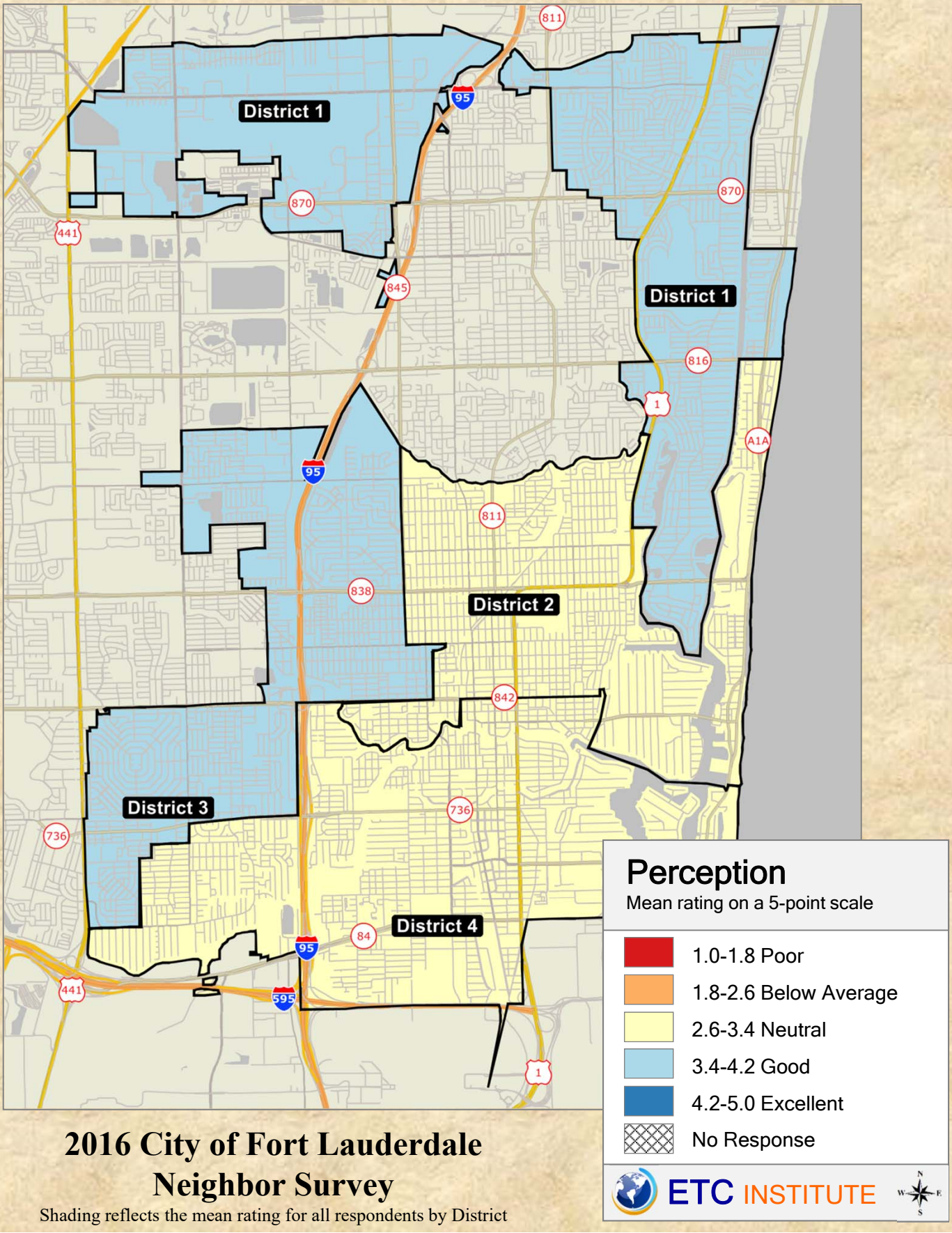
# Q1-11 Ratings of overall image of the City




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

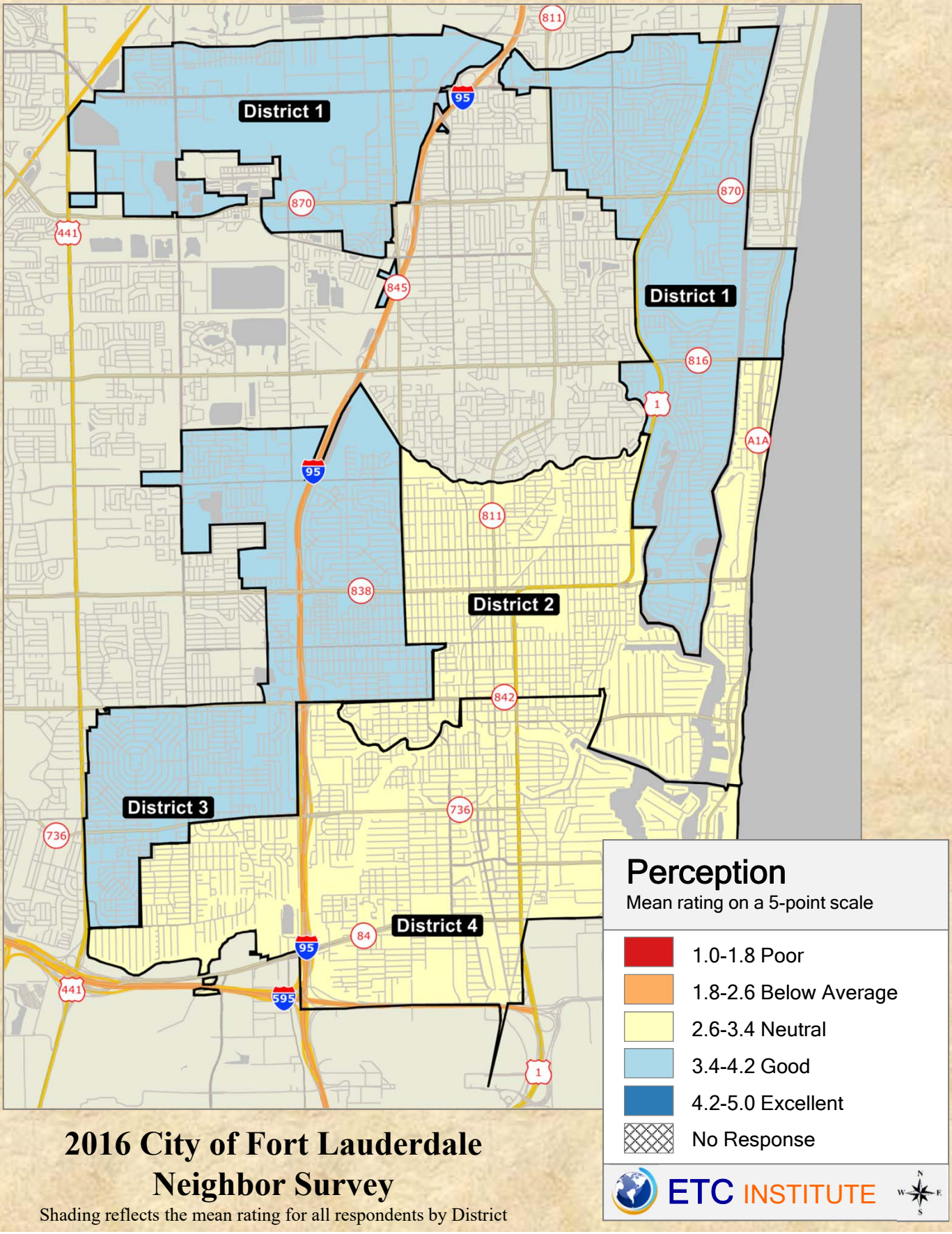
# Q1-12 Ratings as a city that is moving in the right direction




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

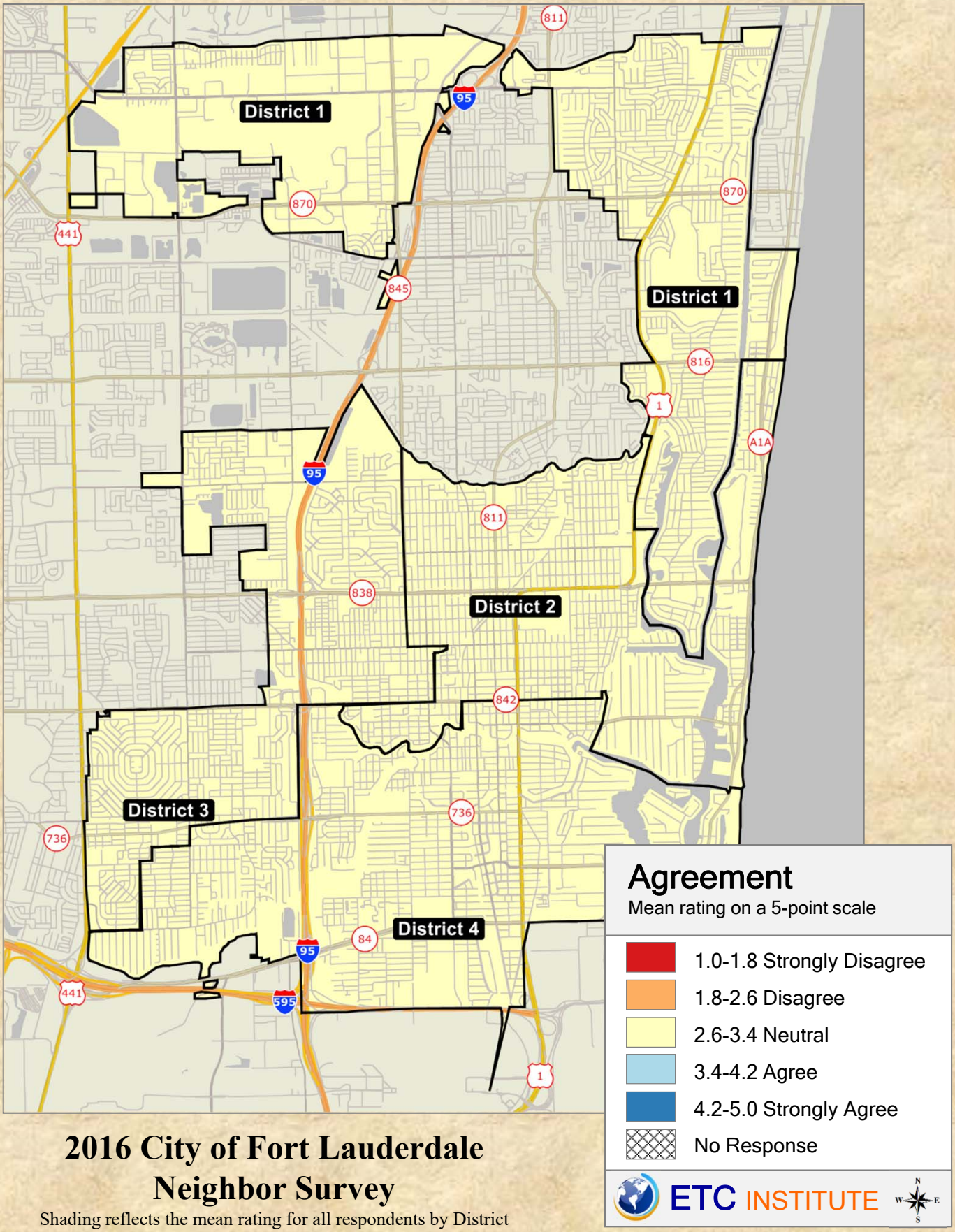
# Q1-13 Ratings as a city committed to green and sustainable practices




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

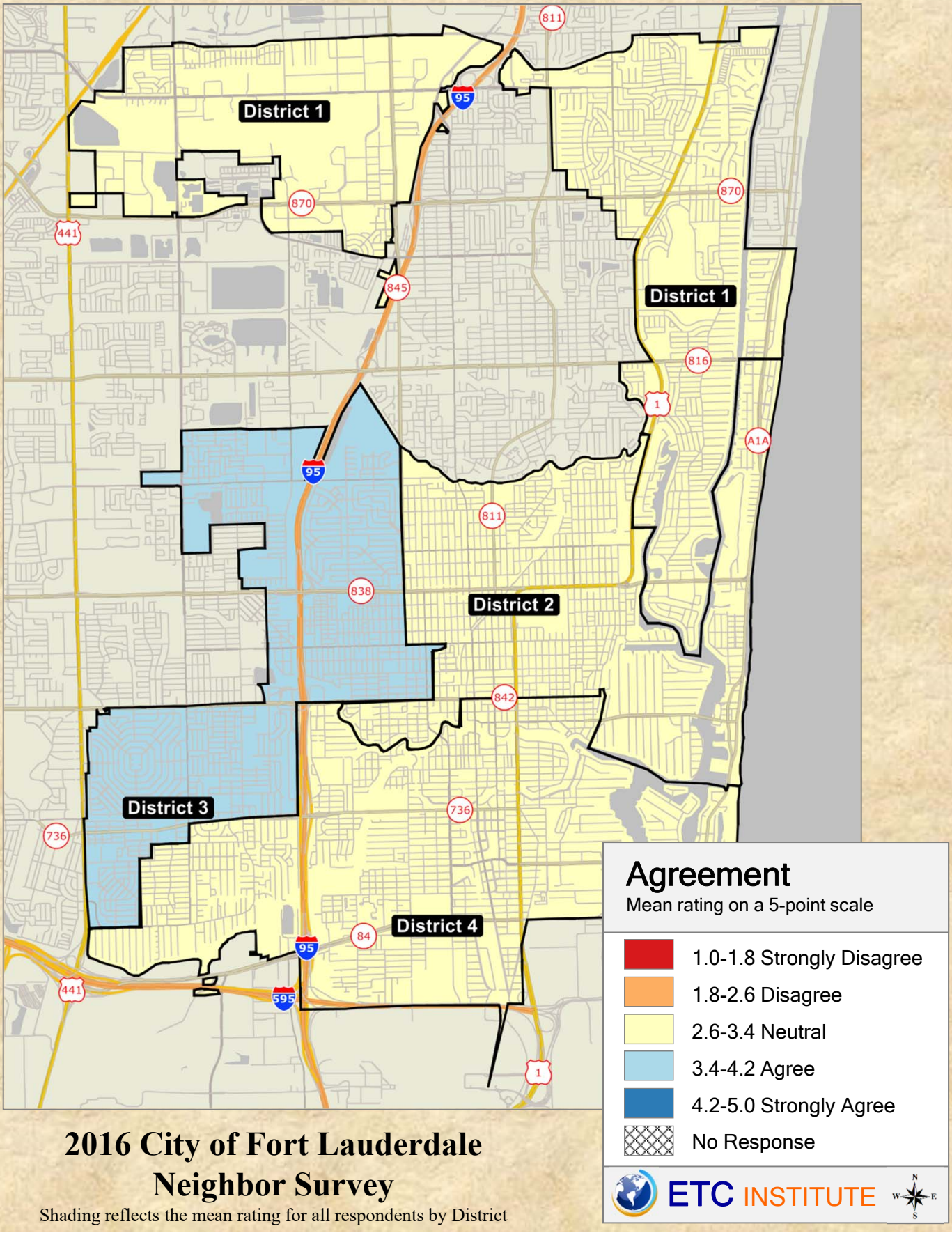
# Q2-01 Agreement that the City of Fort Lauderdale builds community




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

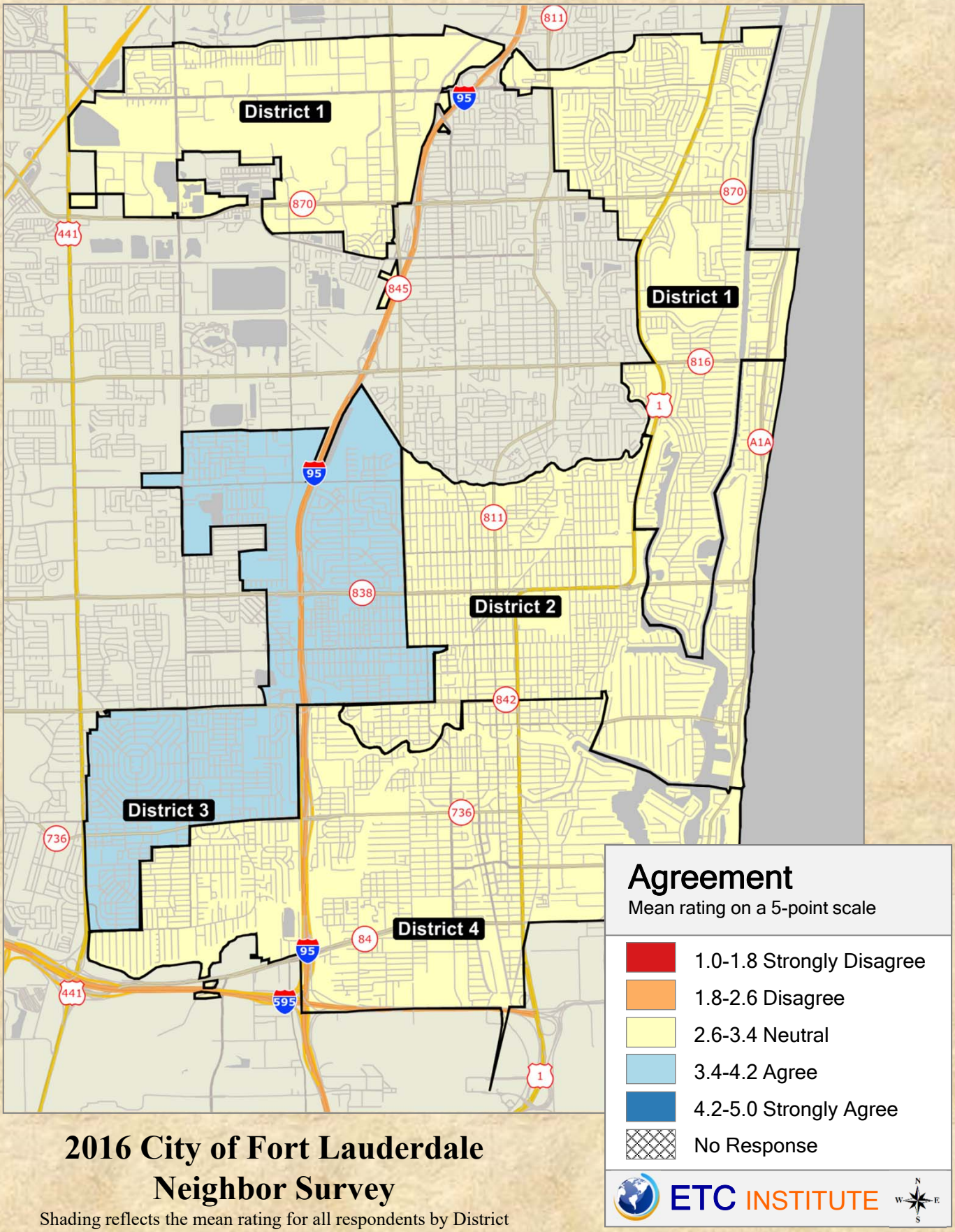
# Q2-02 Agreement that the City and its partners are creating a more connected city




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

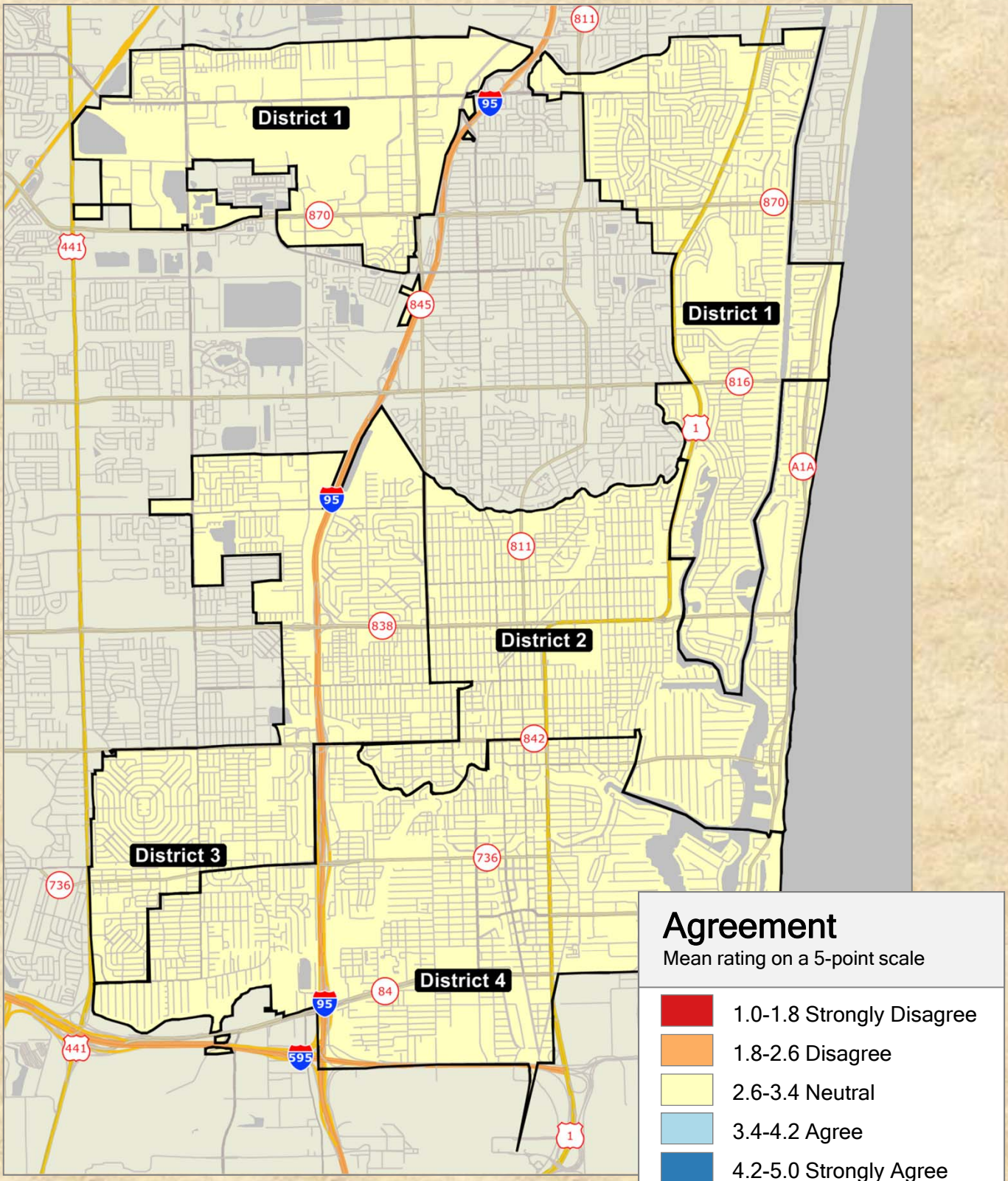
# Q2-03 Agreement that the City and its partners are creating a more resilient infrastructure




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

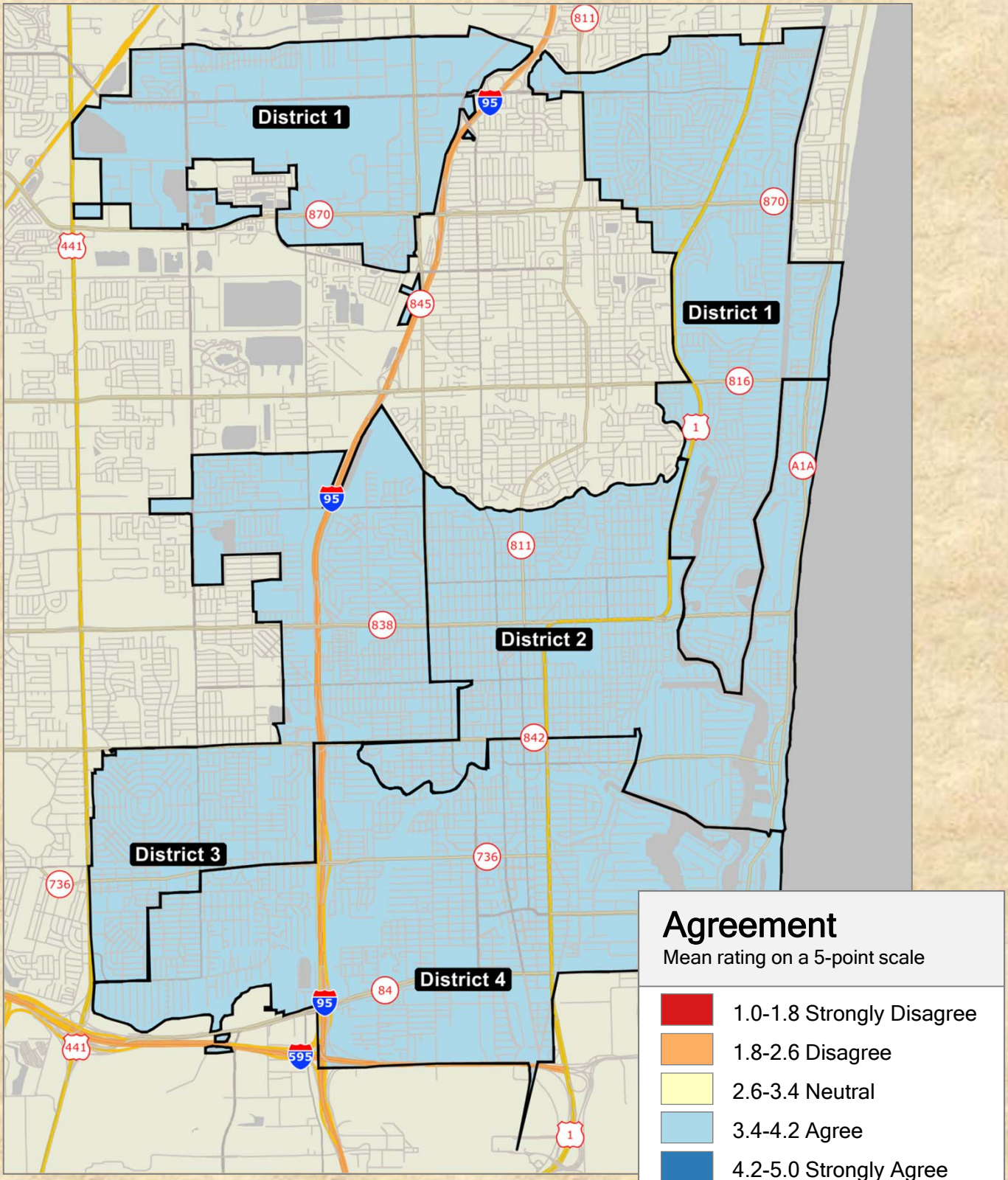
# Q2-04 Agreement that the City and its partners are making progress creating strong and safe neighborhoods




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

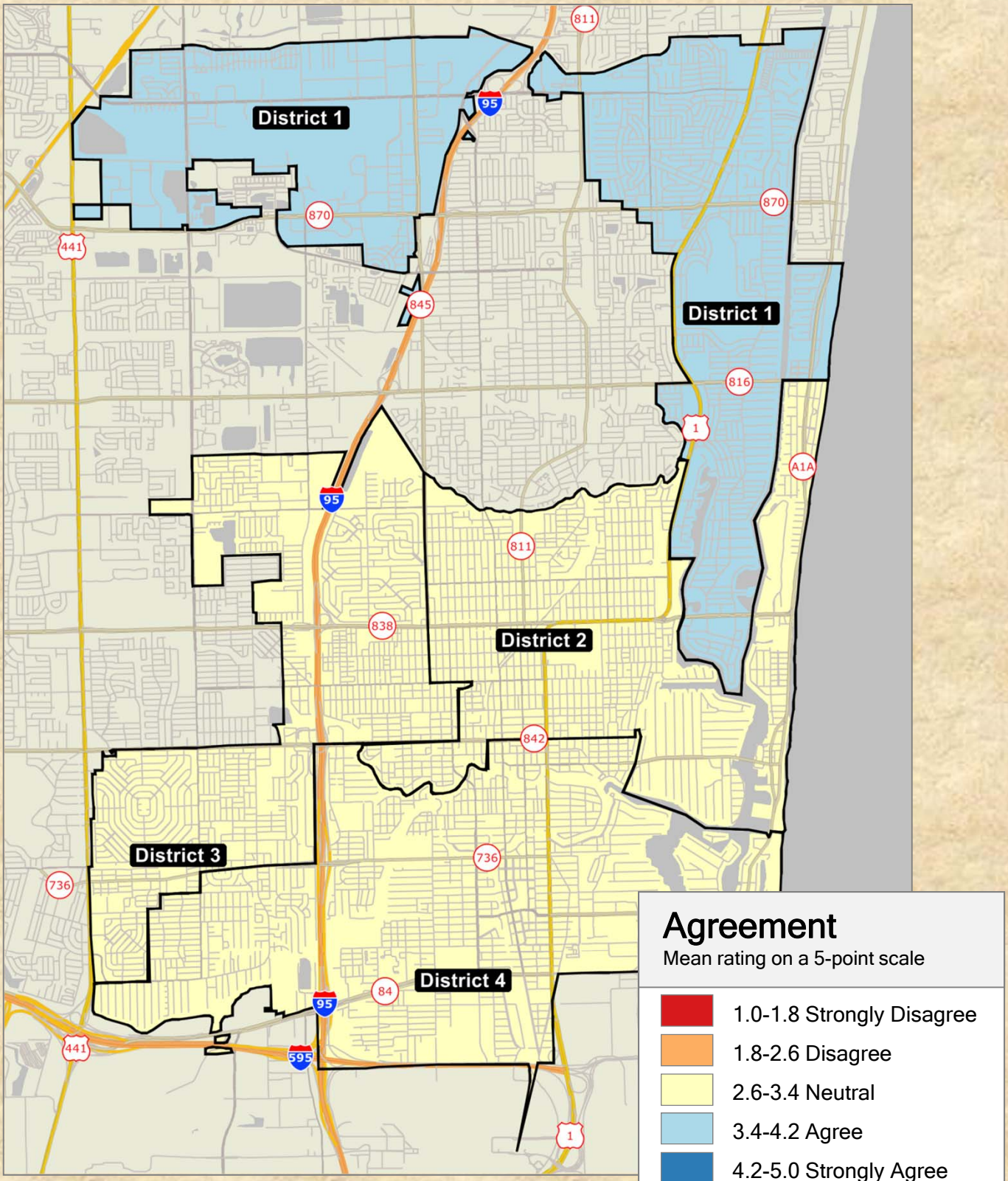
# Q2-05 Agreement that the City and its partners are making progress toward enhancing its urban centers, etc.




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

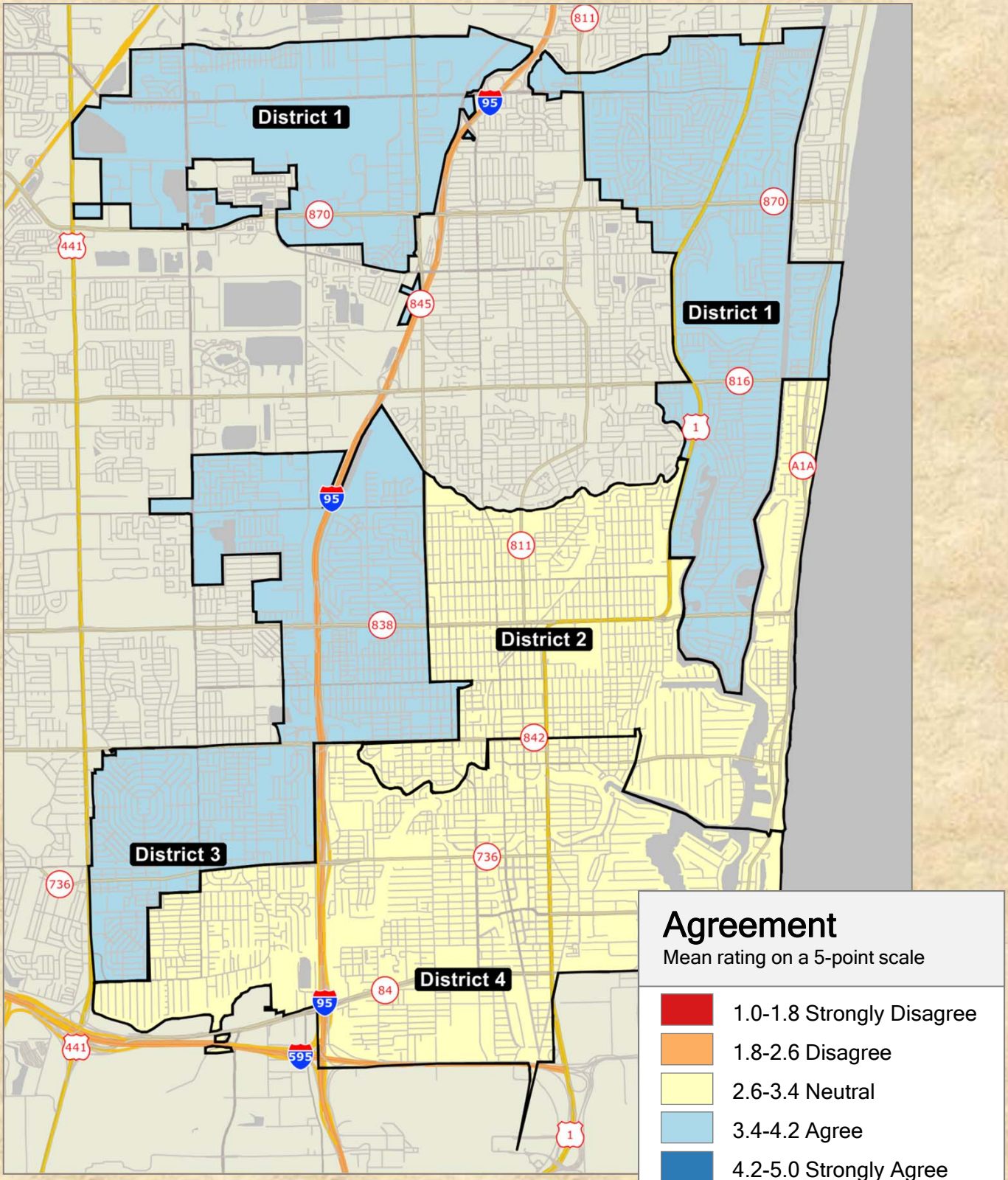
# Q2-06 Agreement that the City and its partners are making progress furthering economic growth, etc.




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

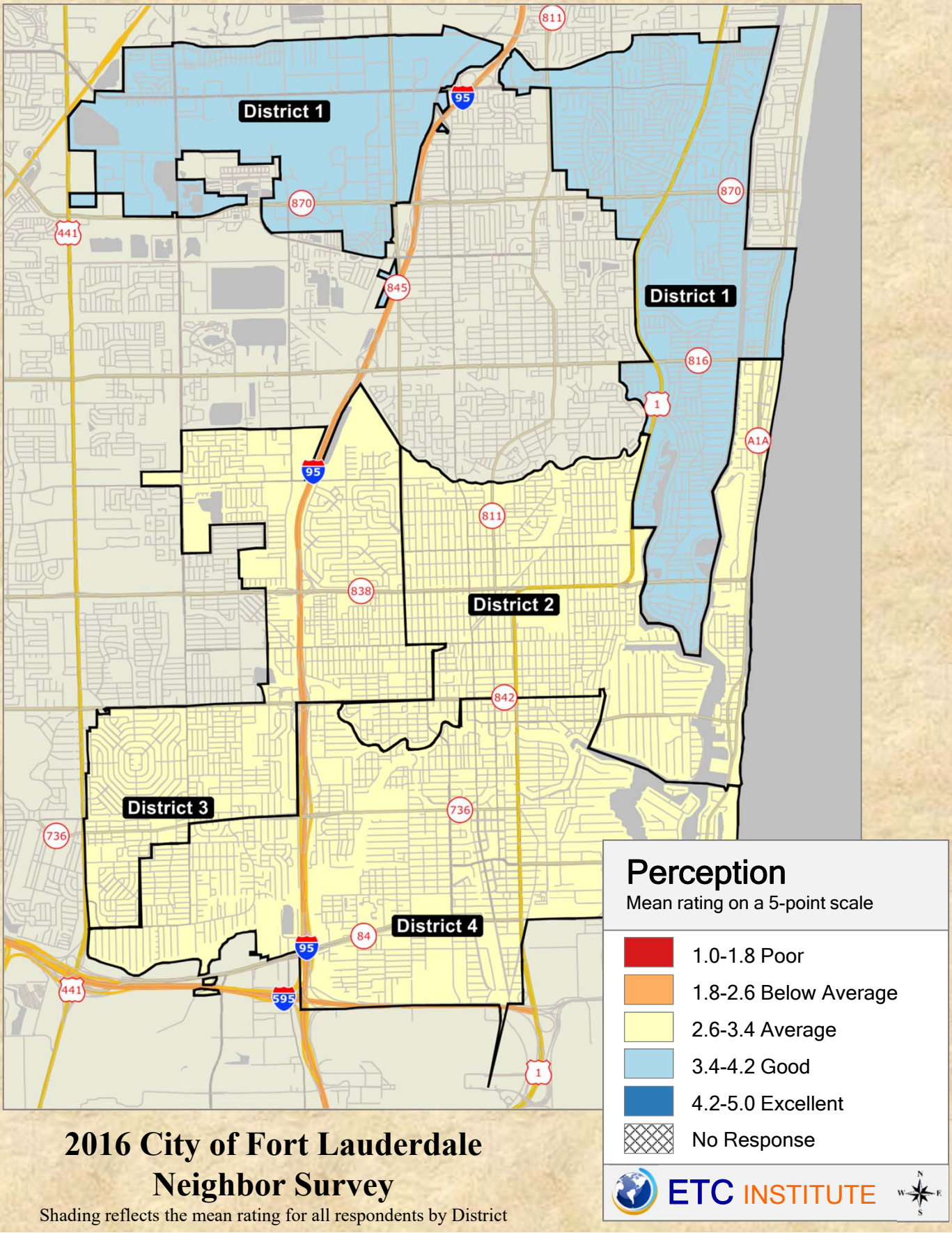
# Q2-07 Agreement that the City and its partners are making progress being a multi-generational and diverse community




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

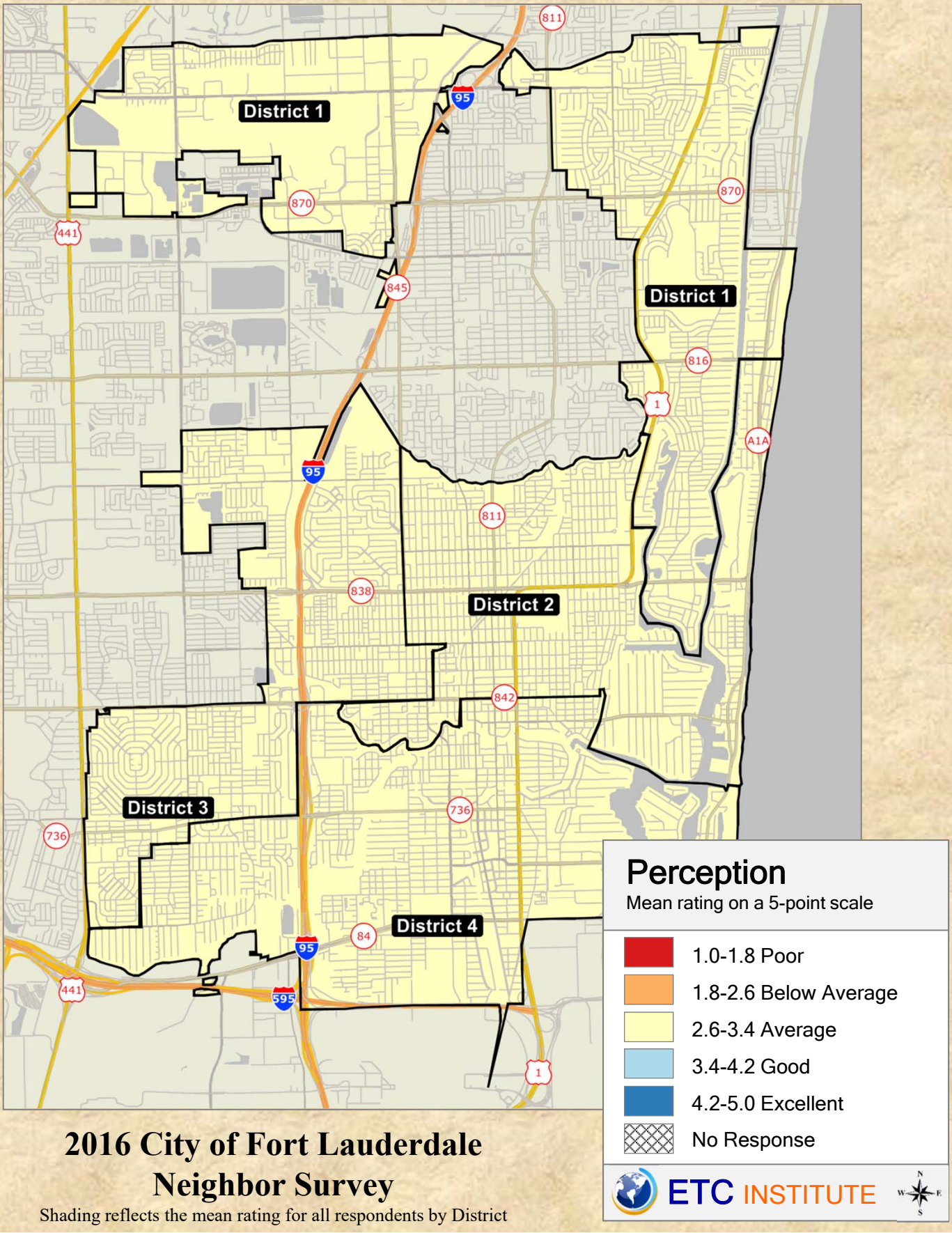
# Q3-01 Ratings of overall feeling of safety in the City




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

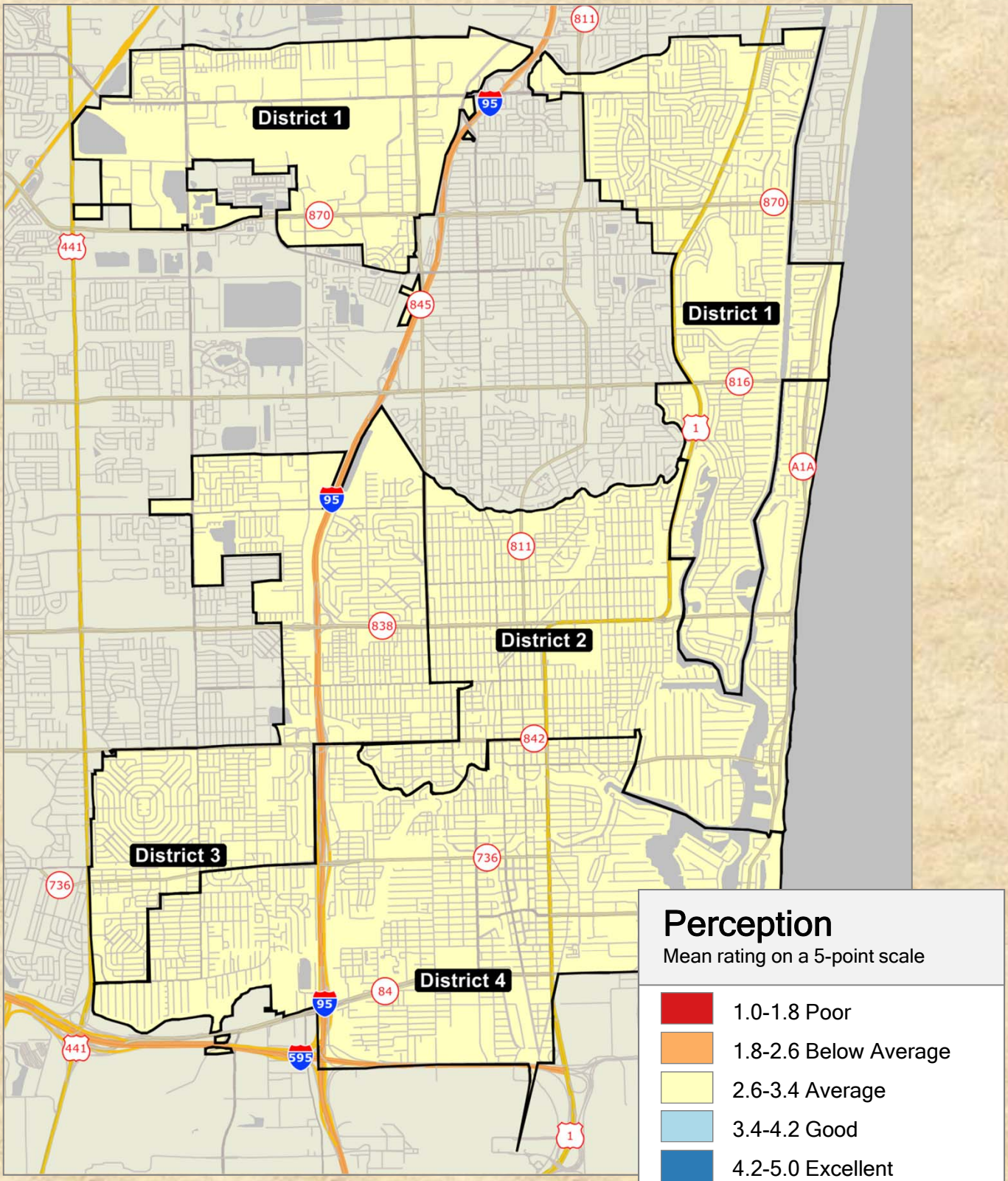
# Q3-02 Ratings of overall value received for City tax dollars and fees




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

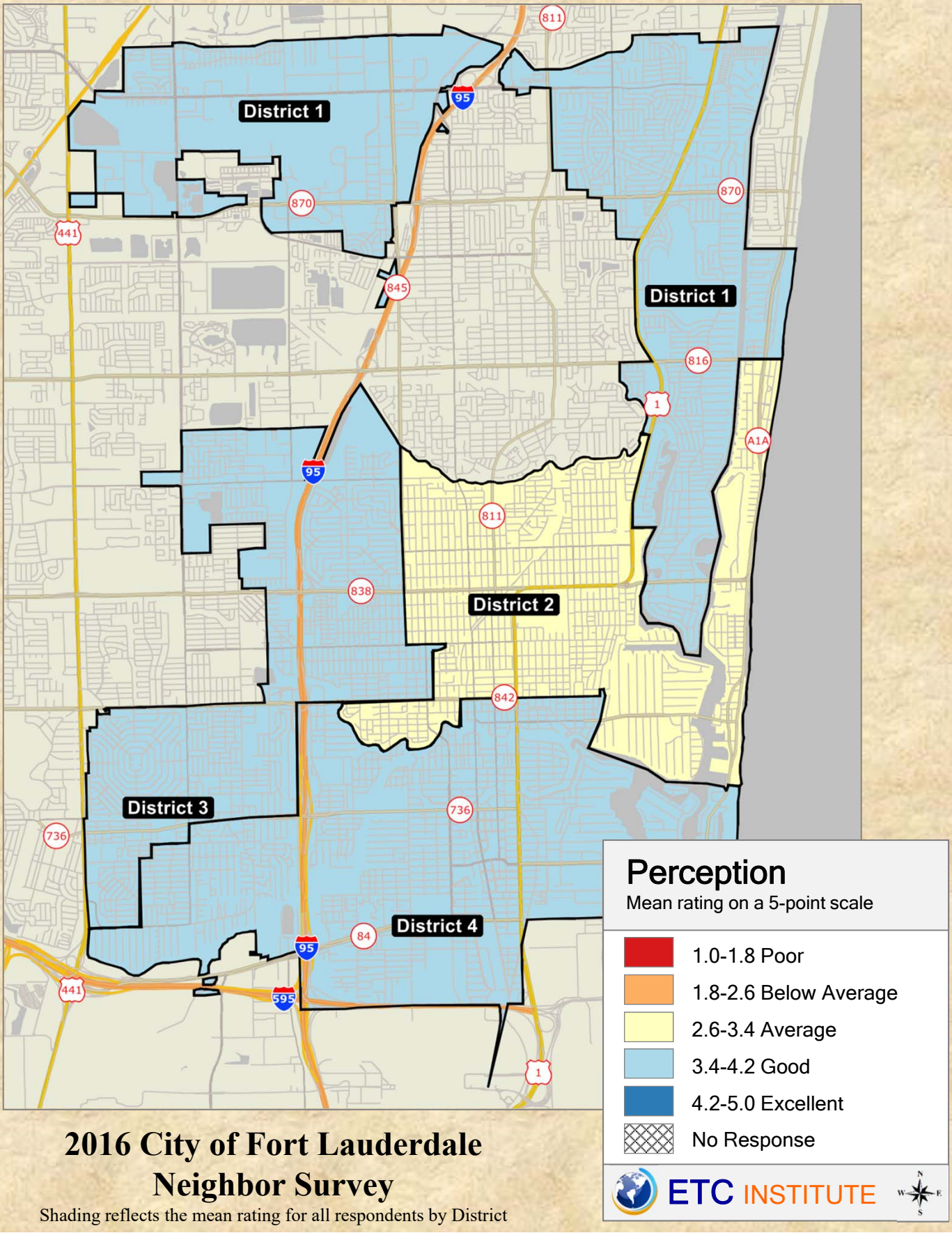
# Q3-03 Ratings of overall planning for growth




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

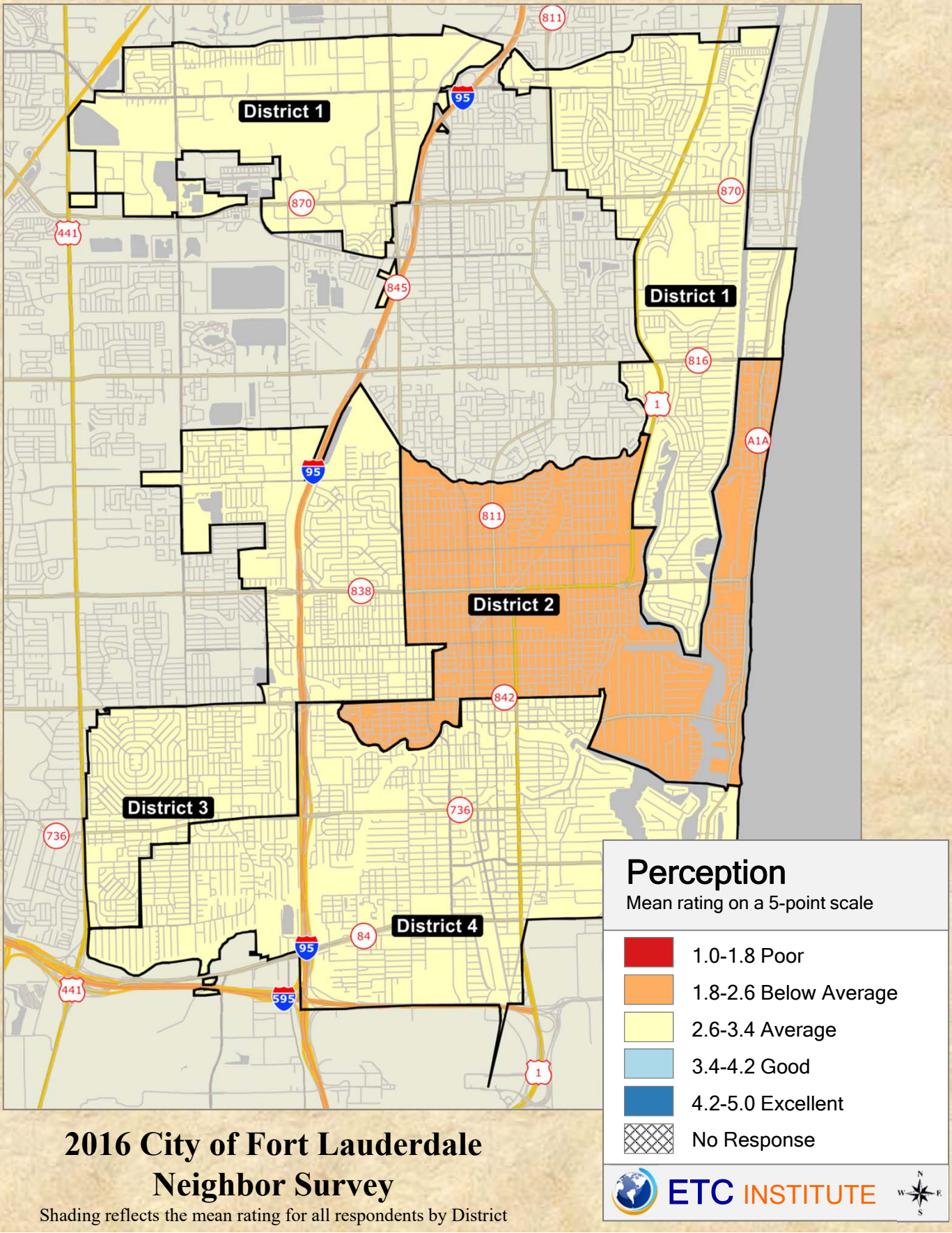
# Q3-04 Ratings of overall appearance of the City




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

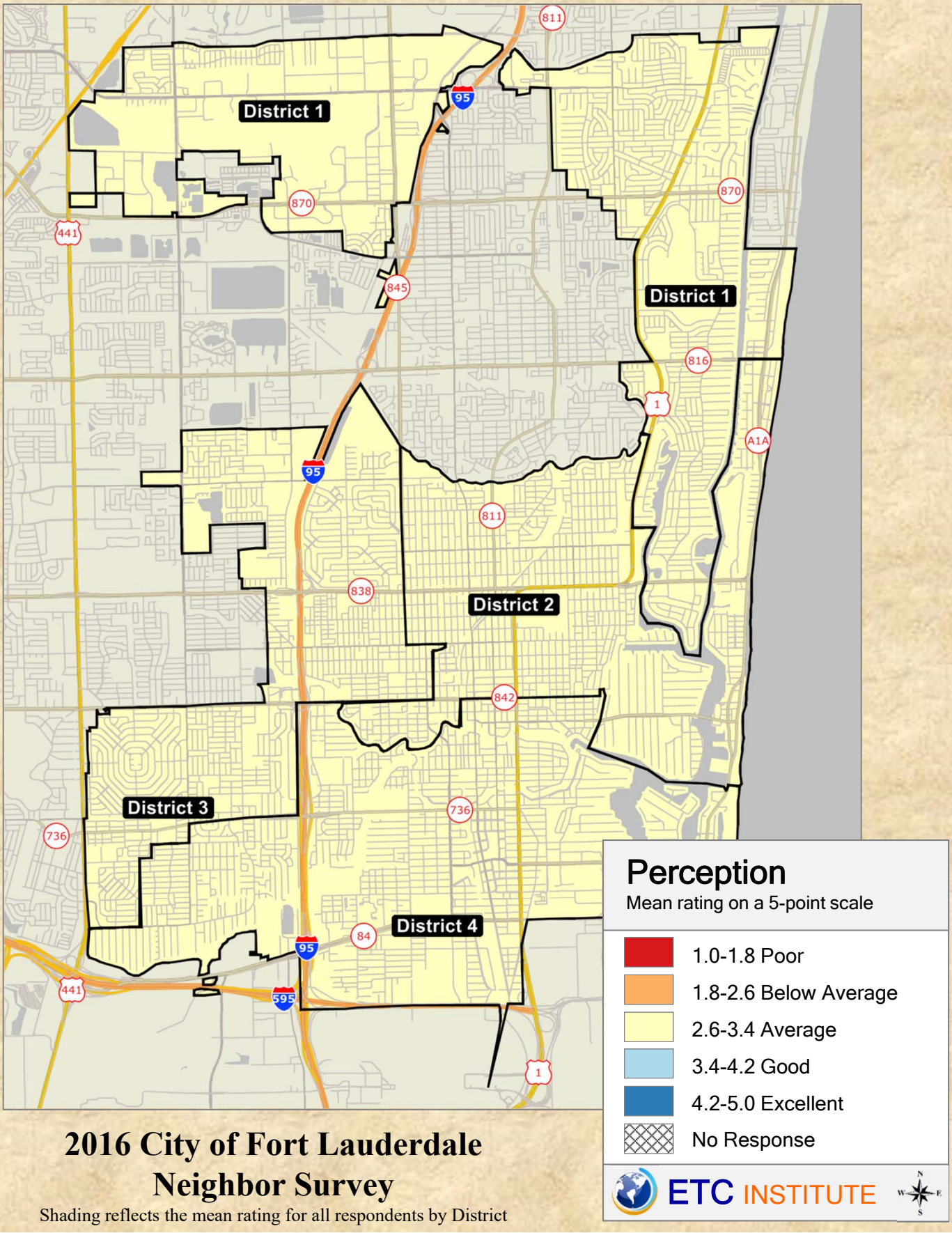
# Q3-05 Ratings of availability of affordable housing




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

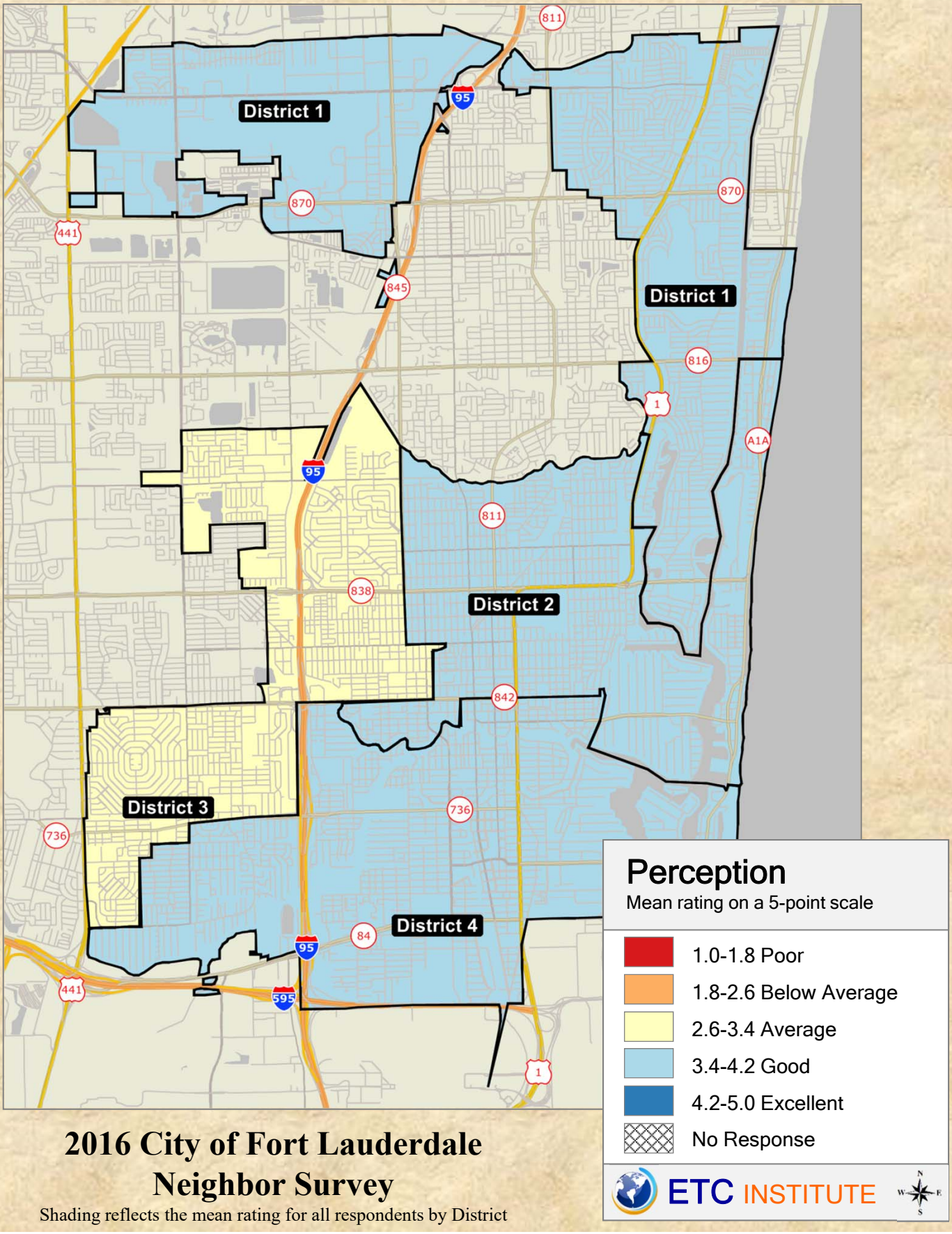
# Q3-06 Ratings of availability of employment




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

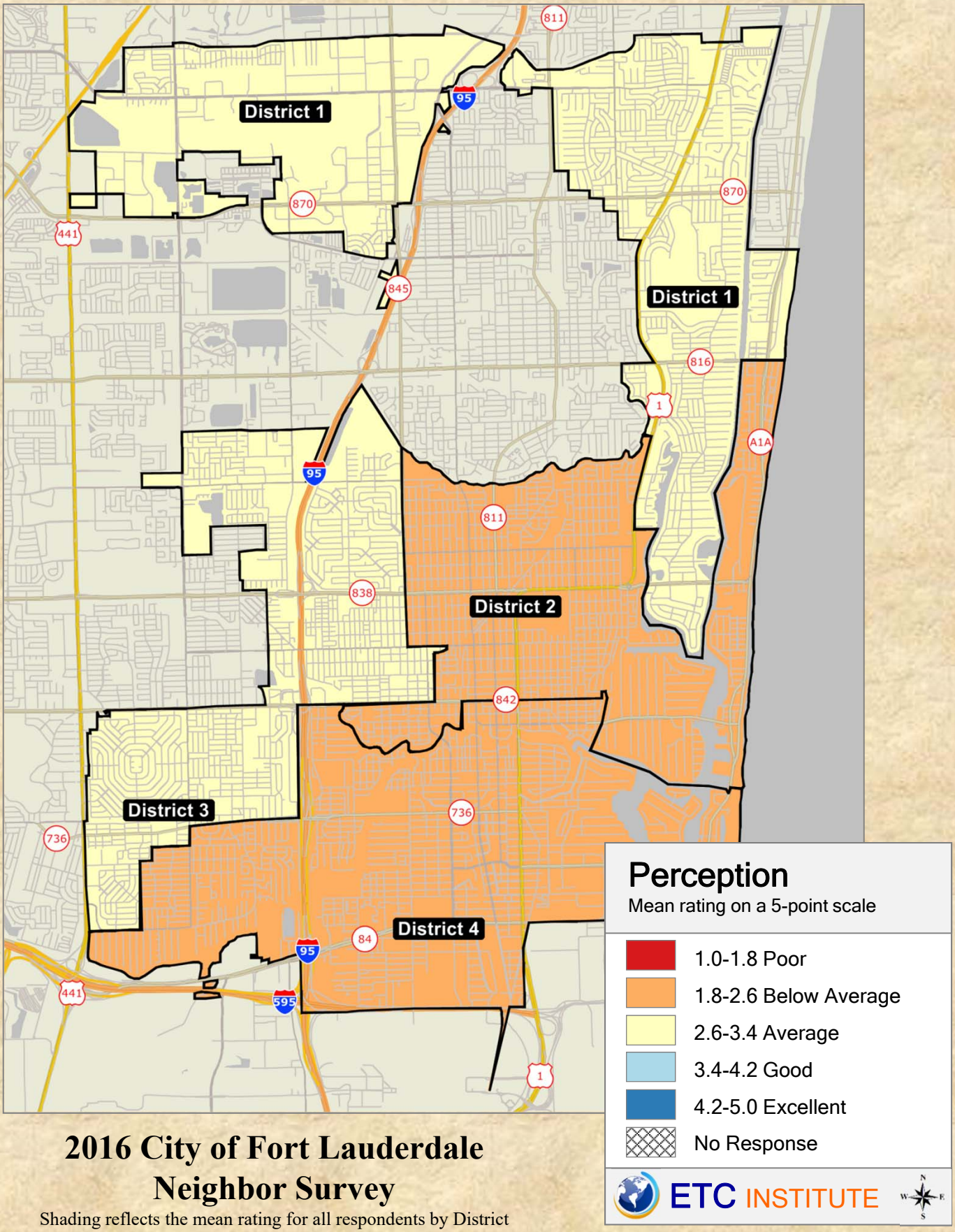
# Q3-07 Ratings of acceptance of diversity




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

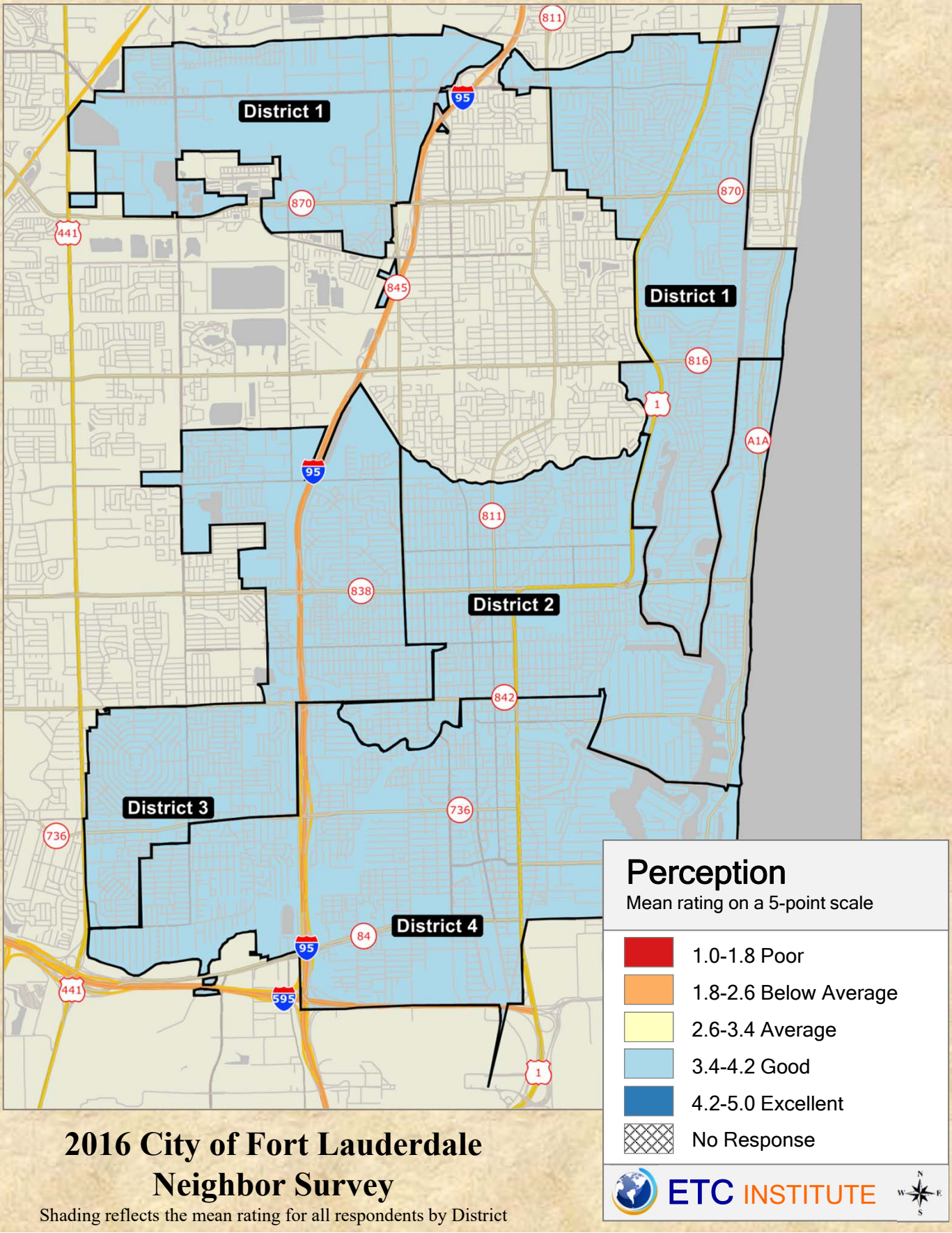
# Q3-08 Ratings of quality of public schools




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

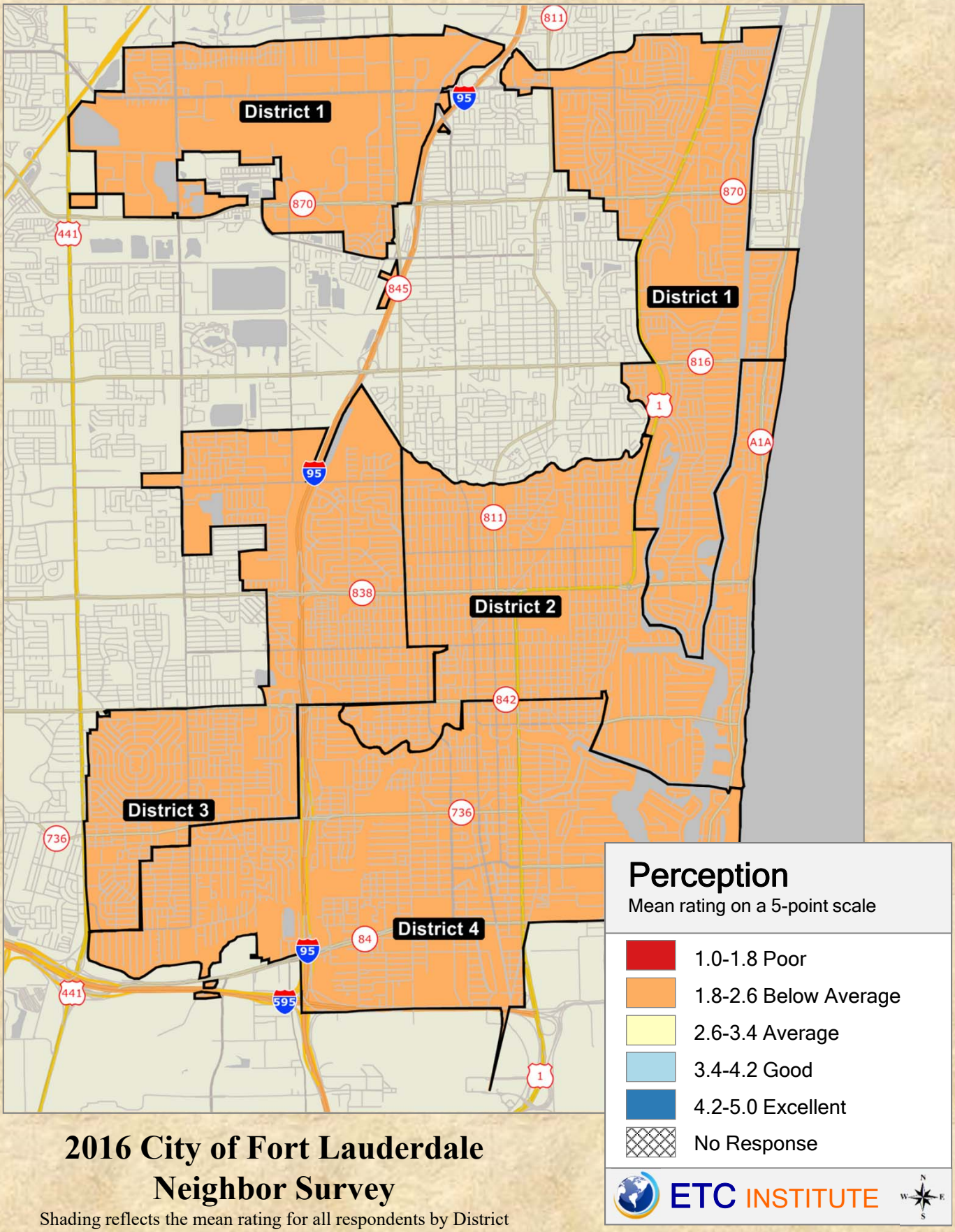
# Q3-09 Ratings of quality of private schools




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

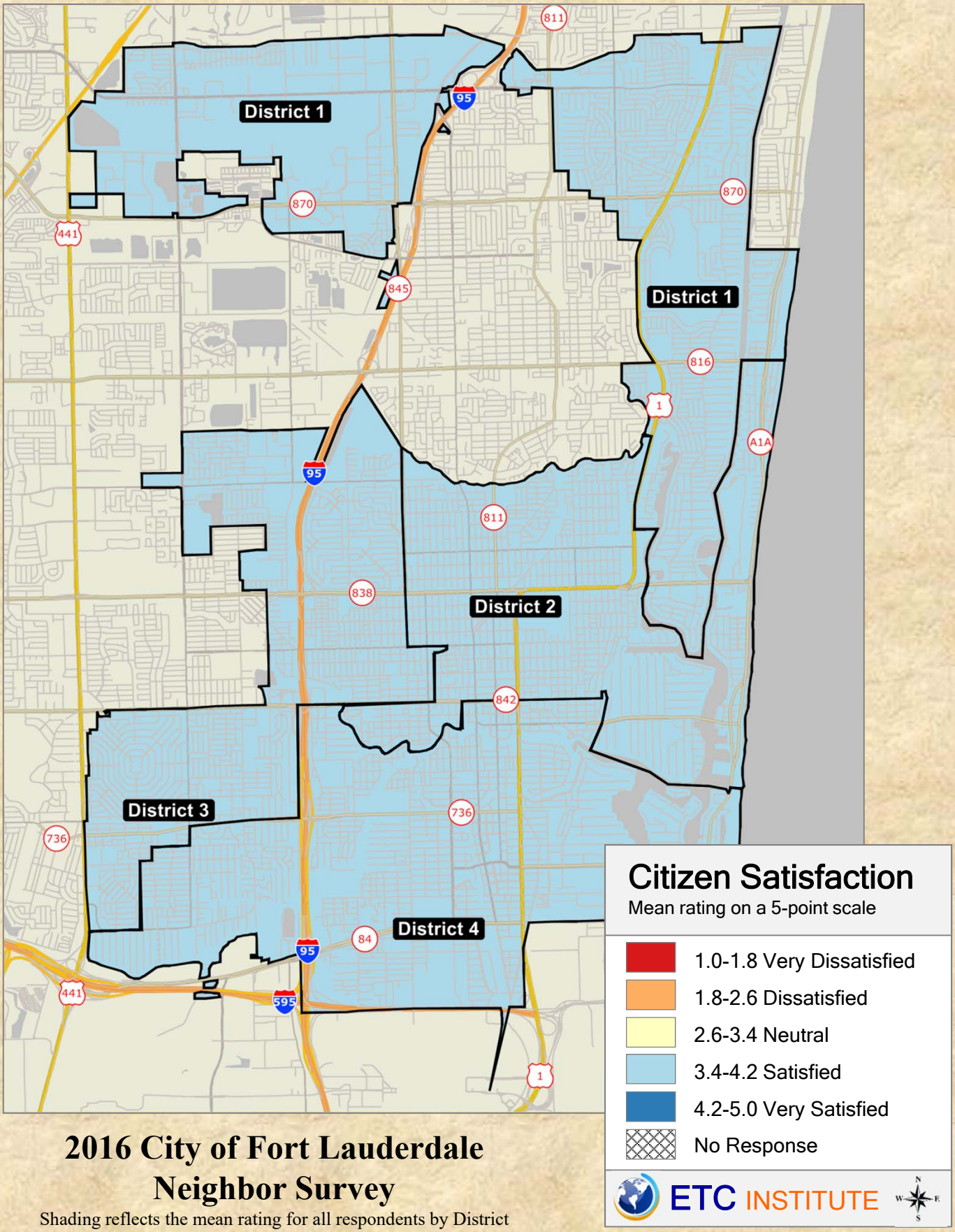
# Q3-10 Ratings of efforts in addressing homelessness




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

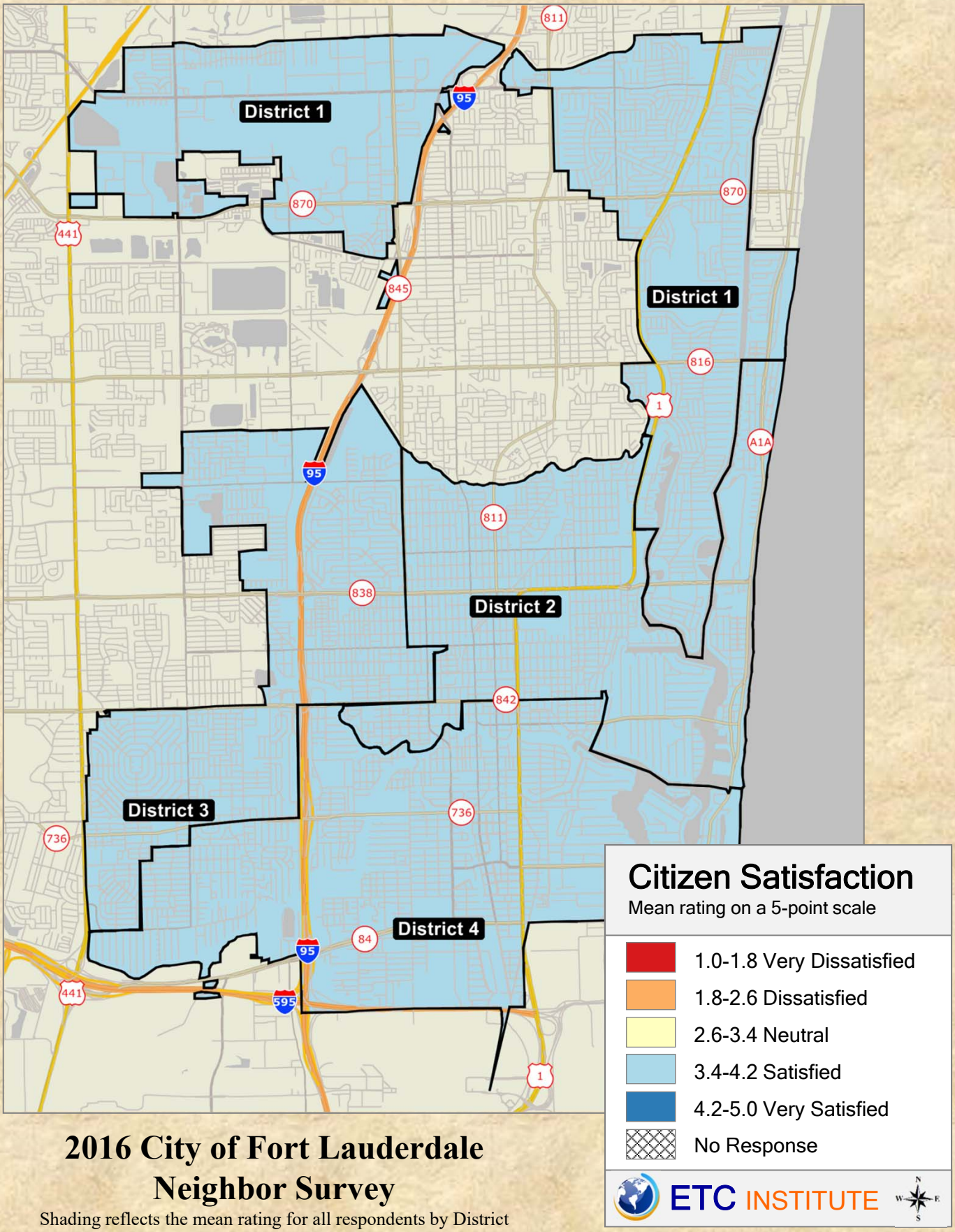
# Q4-01 Satisfaction with overall quality of City services




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

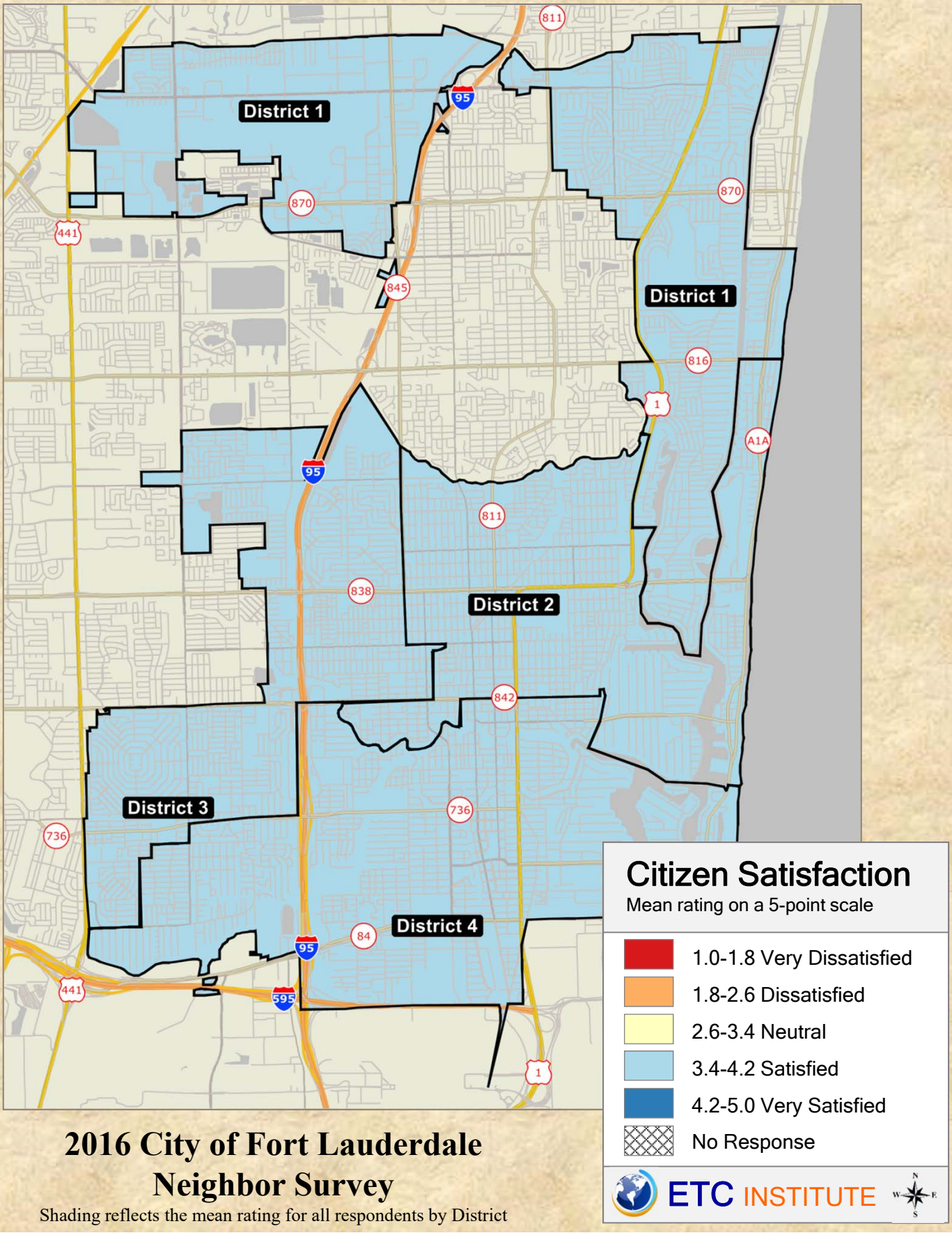
# Q4-02 Satisfaction with overall quality of police and fire rescue services




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

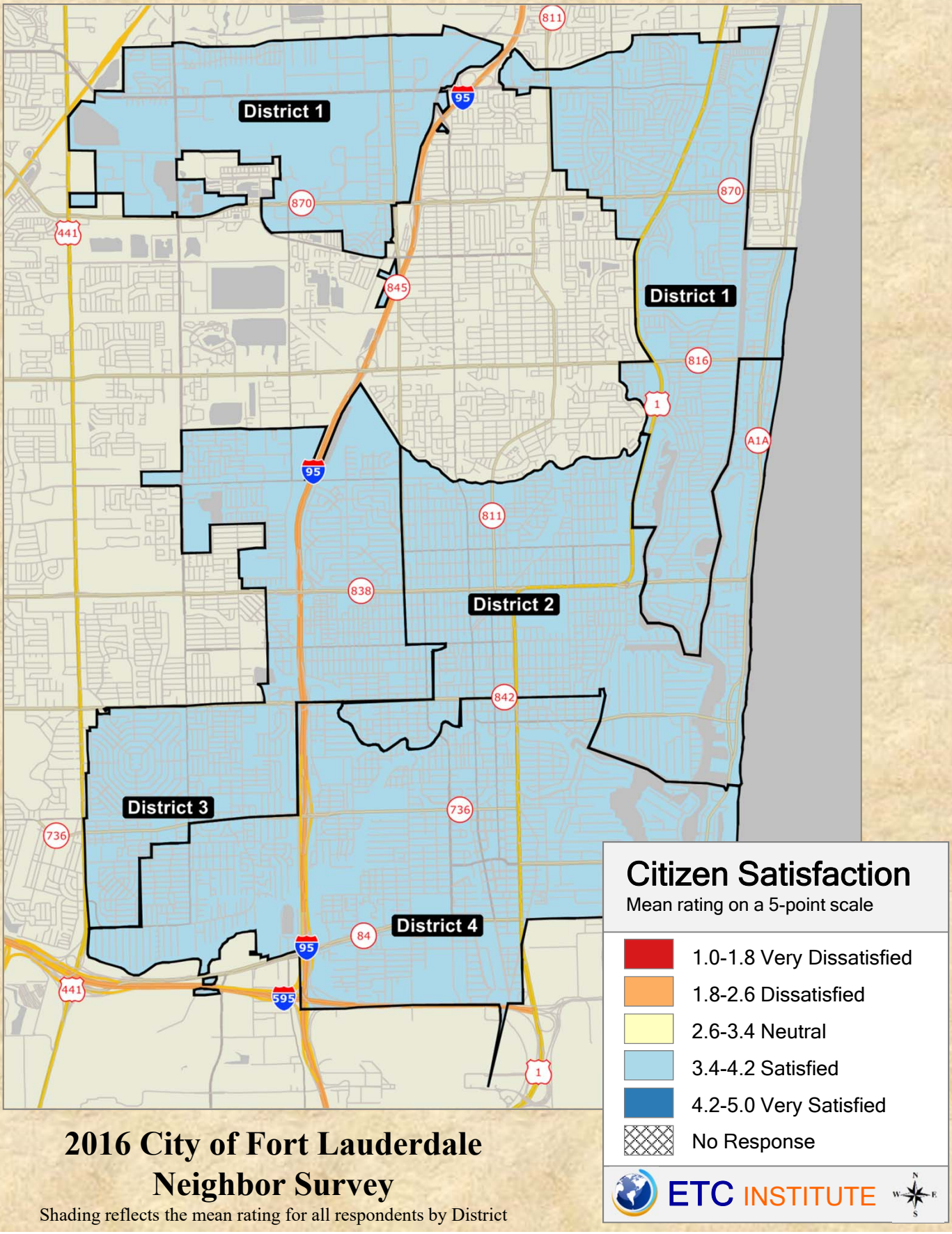
# Q4-03 Satisfaction with overall quality of parks and recreation programs and facilities




**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

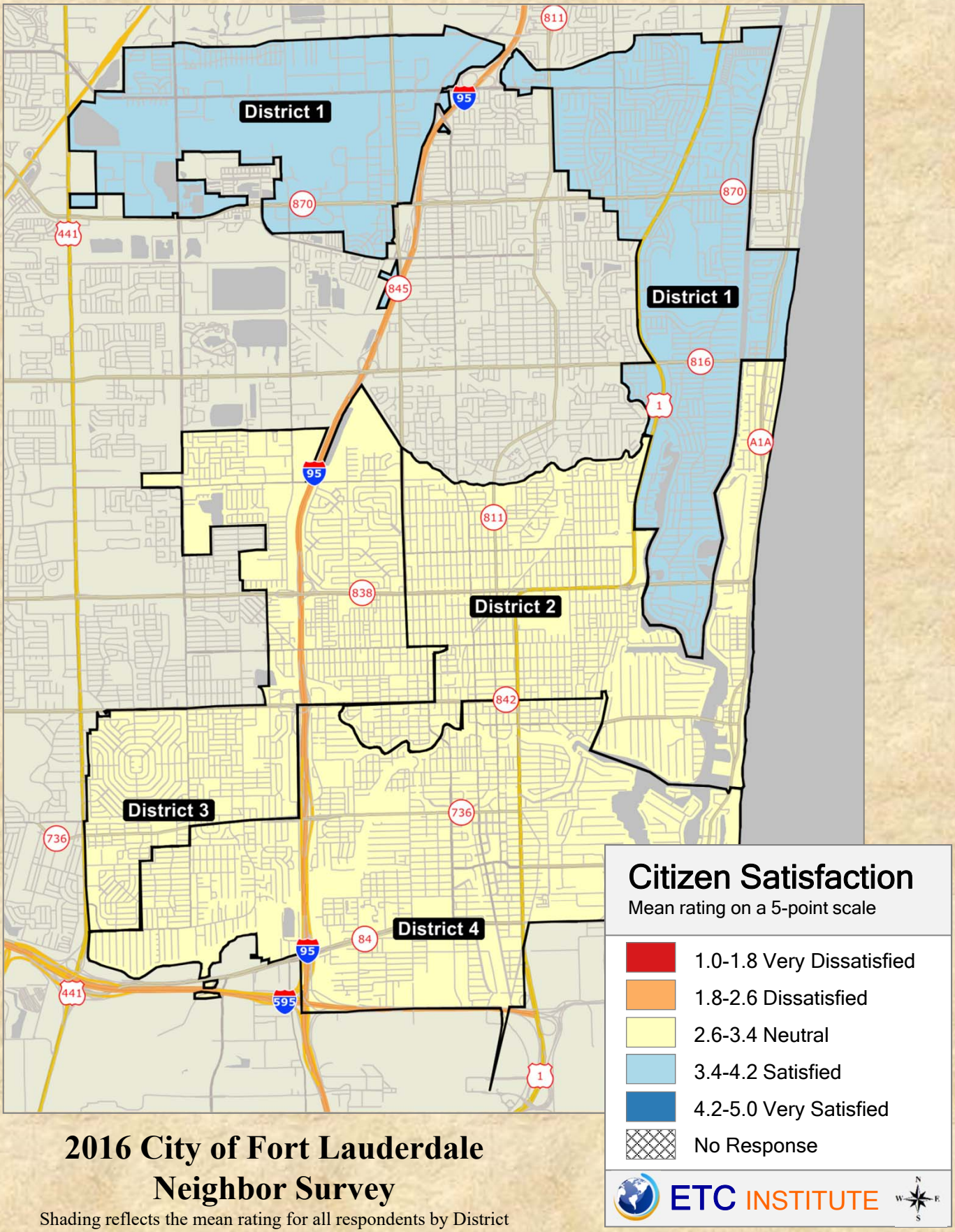
# Q4-04 Satisfaction with overall quality of customer service from City employees




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

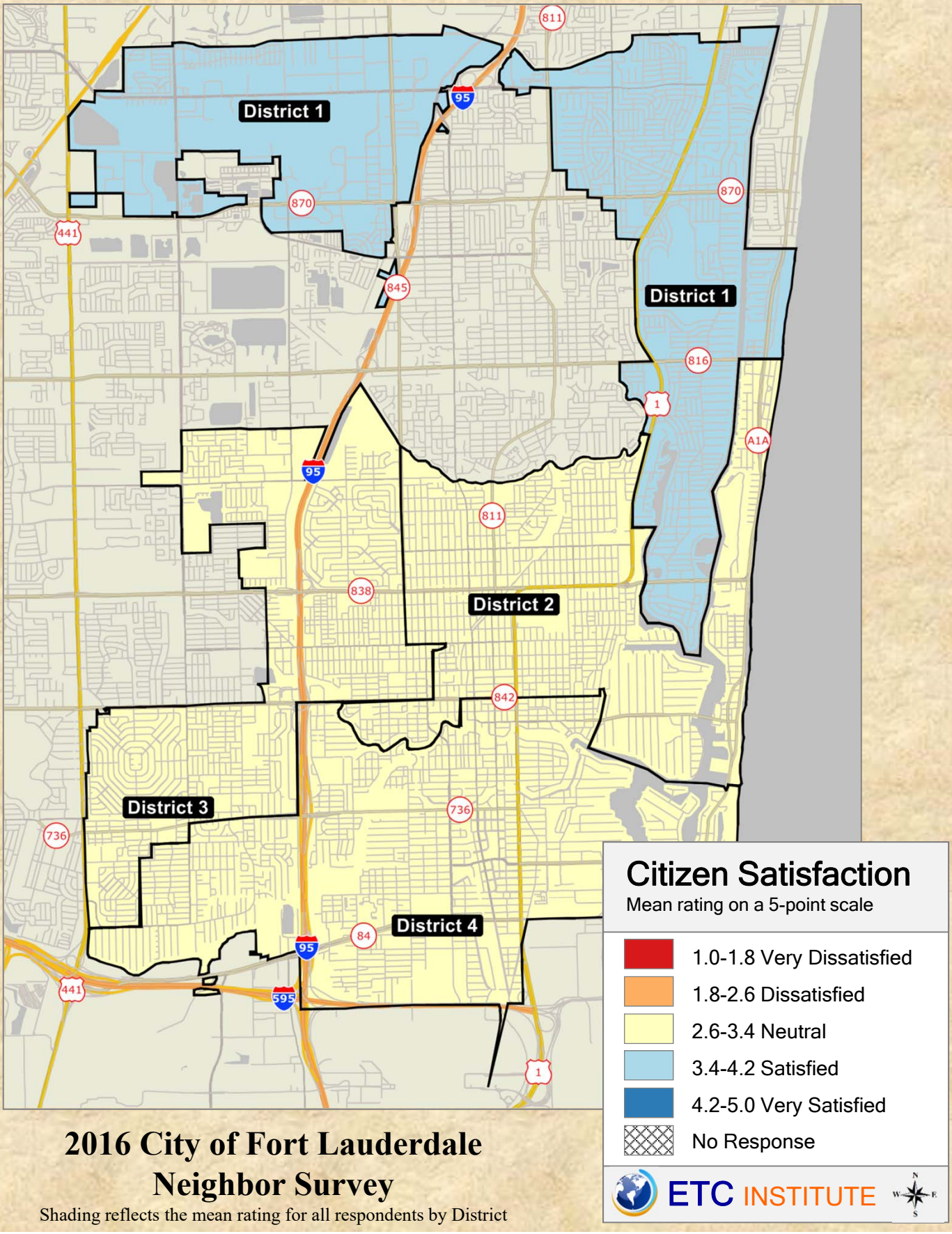
# Q4-05 Satisfaction with overall enforcement of City codes and ordinances




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

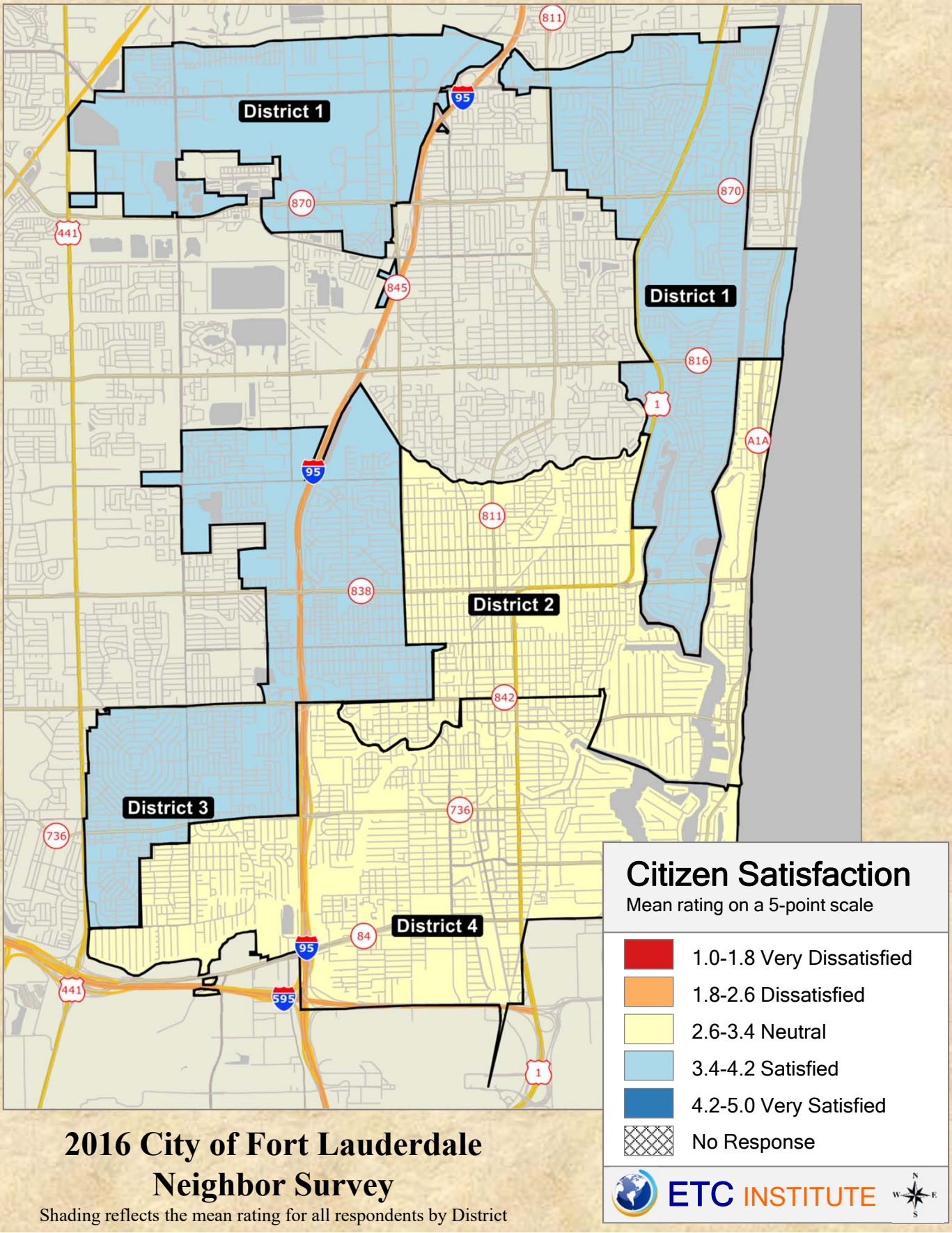
# Q4-06 Satisfaction with overall maintenance of City streets, sidewalks, and infrastructure




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

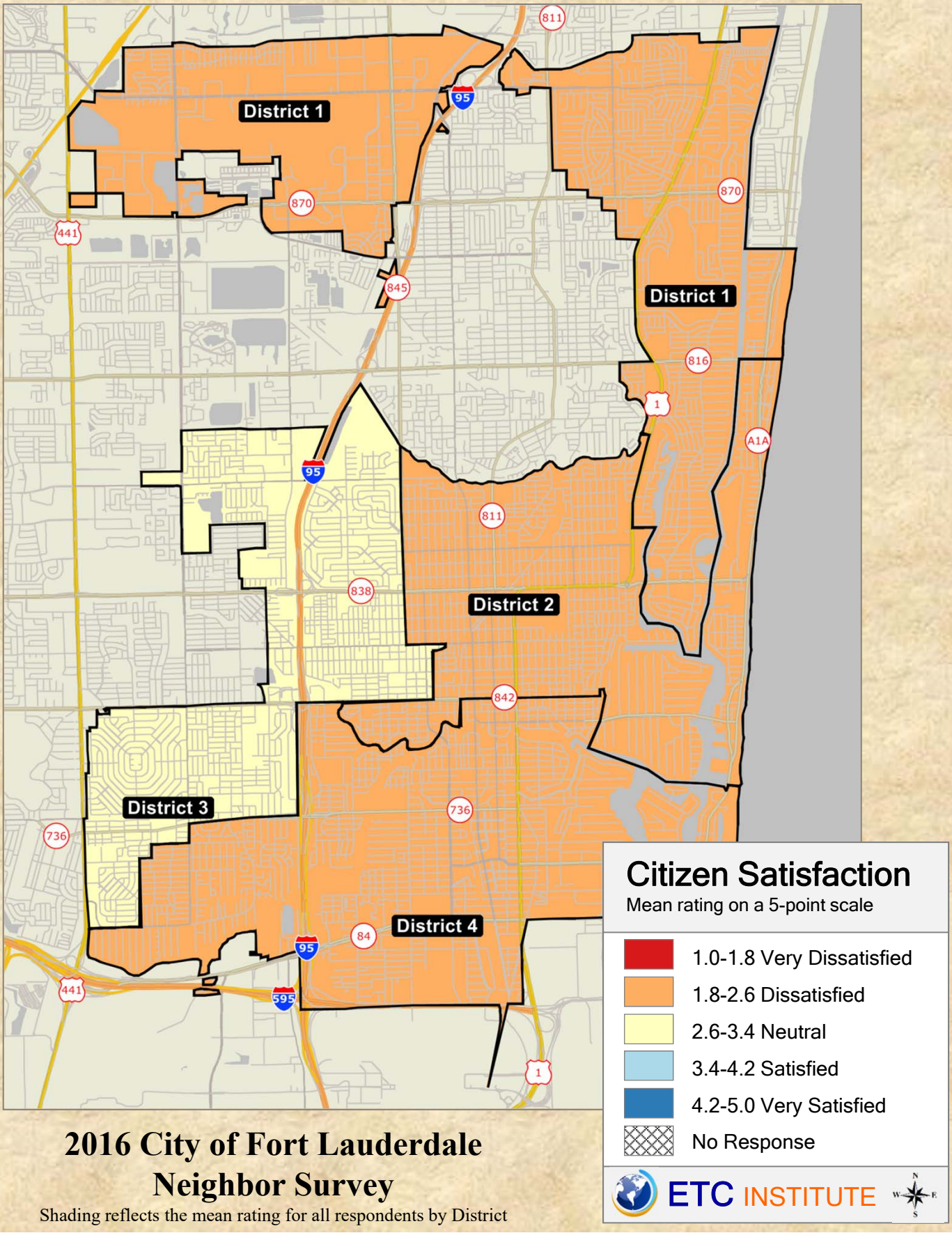
# Q4-07 Satisfaction with overall maintenance of City buildings and facilities




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

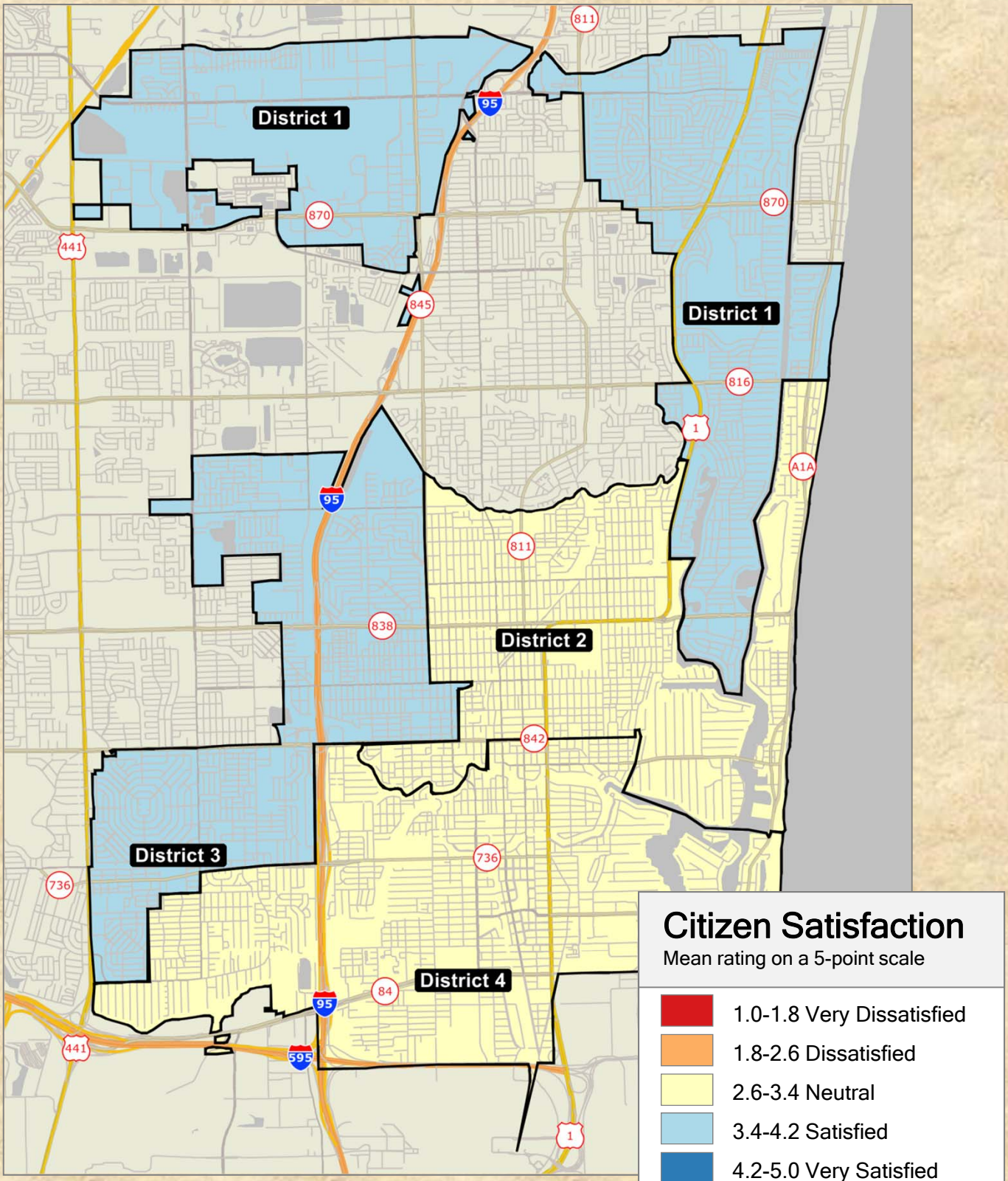
# Q4-08 Satisfaction with overall flow of traffic




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

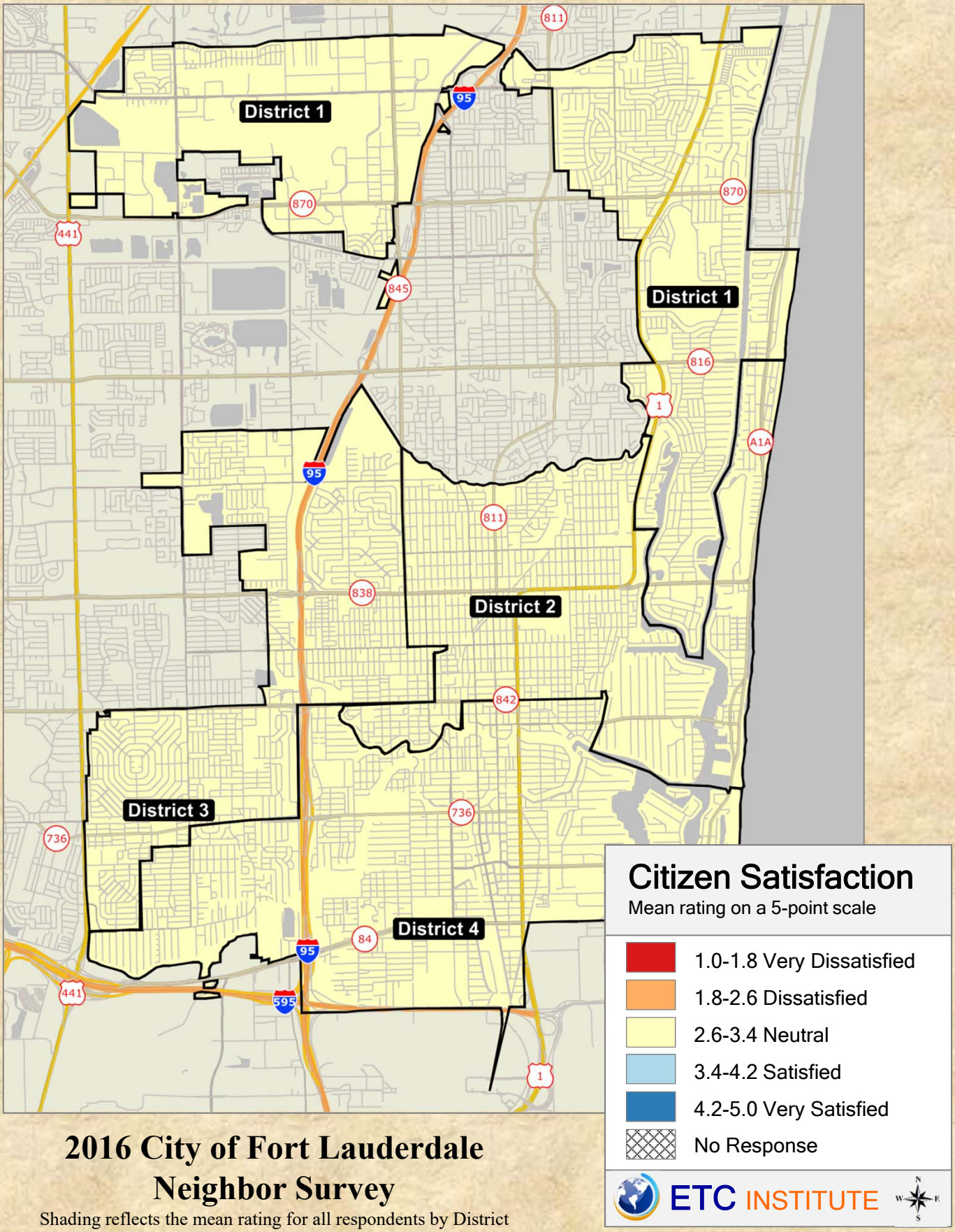
# Q4-09 Satisfaction with overall availability of online or mobile services




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

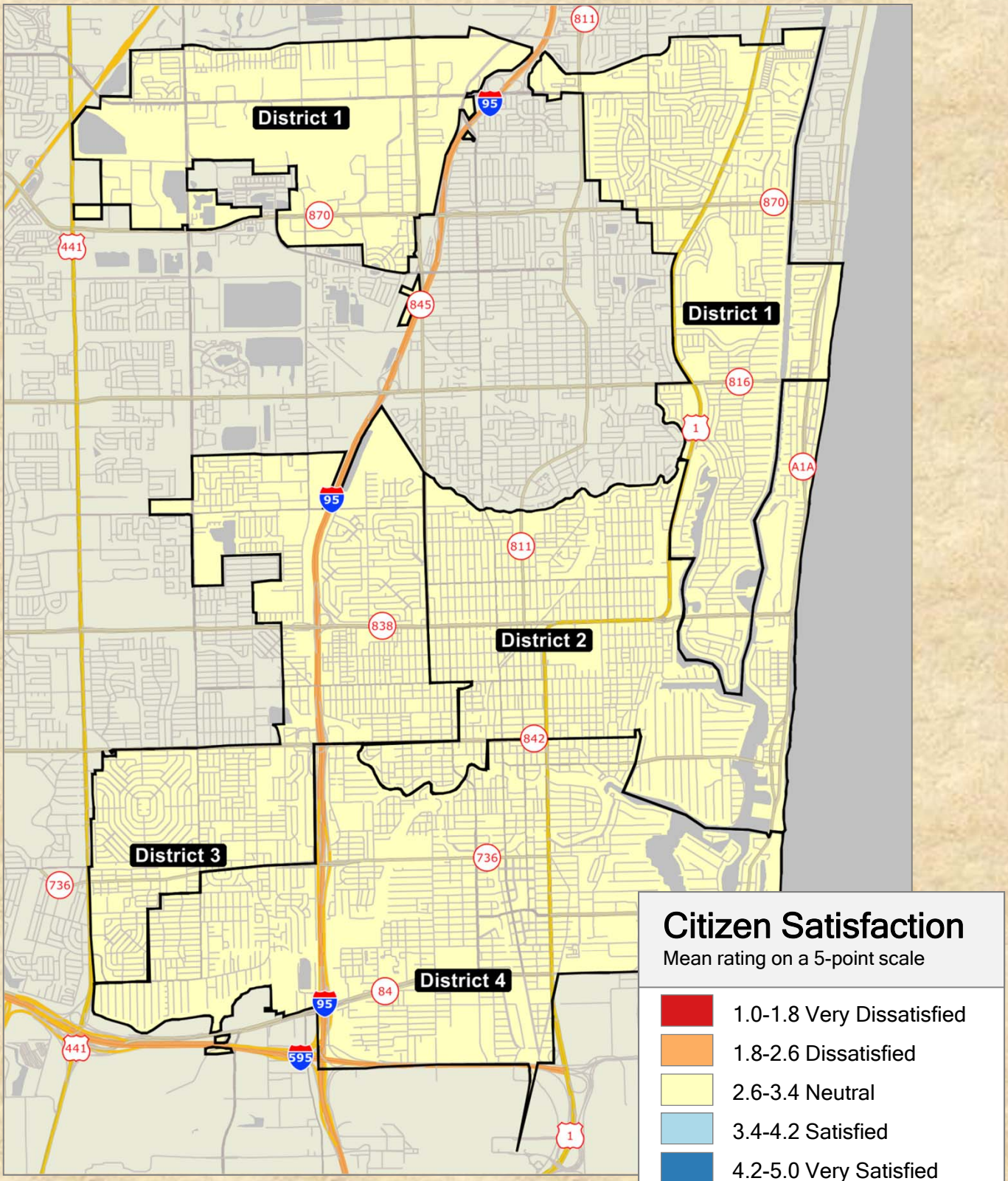
# Q4-10 Satisfaction with effectiveness of communication with the community




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

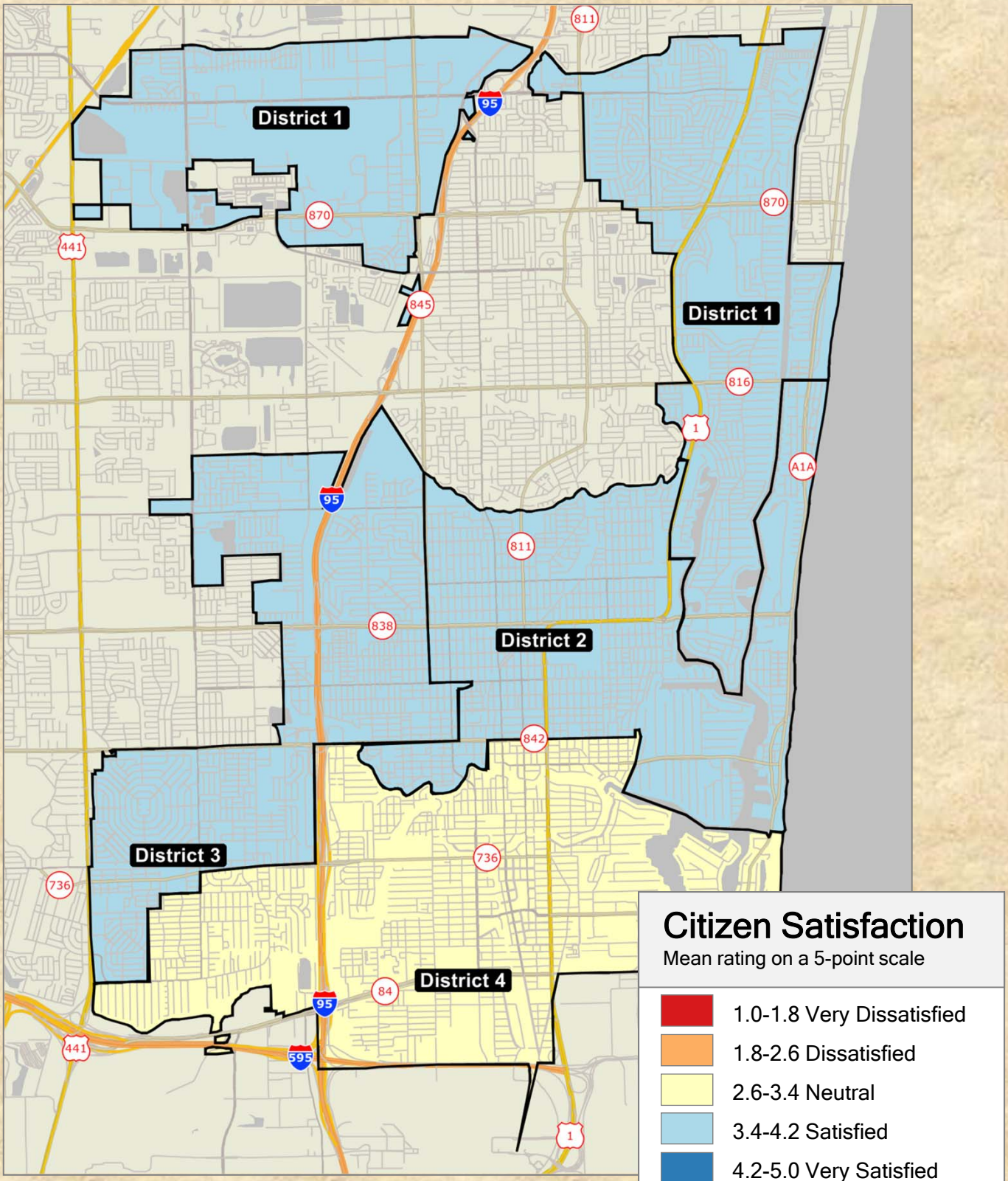
# Q4-11 Satisfaction with how well the City is preparing for the future




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

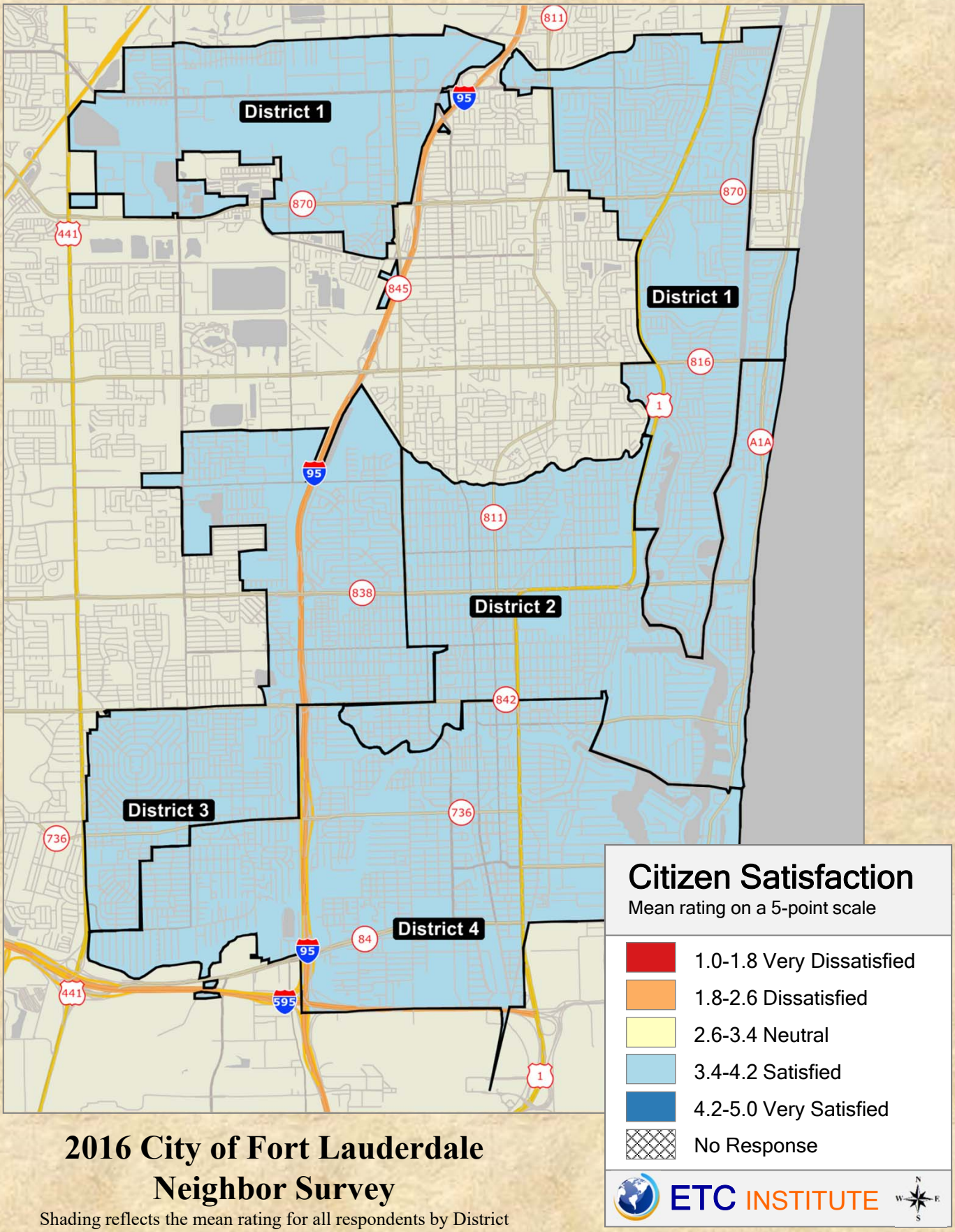
# Q4-12 Satisfaction with how well the City is prepared for disasters




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

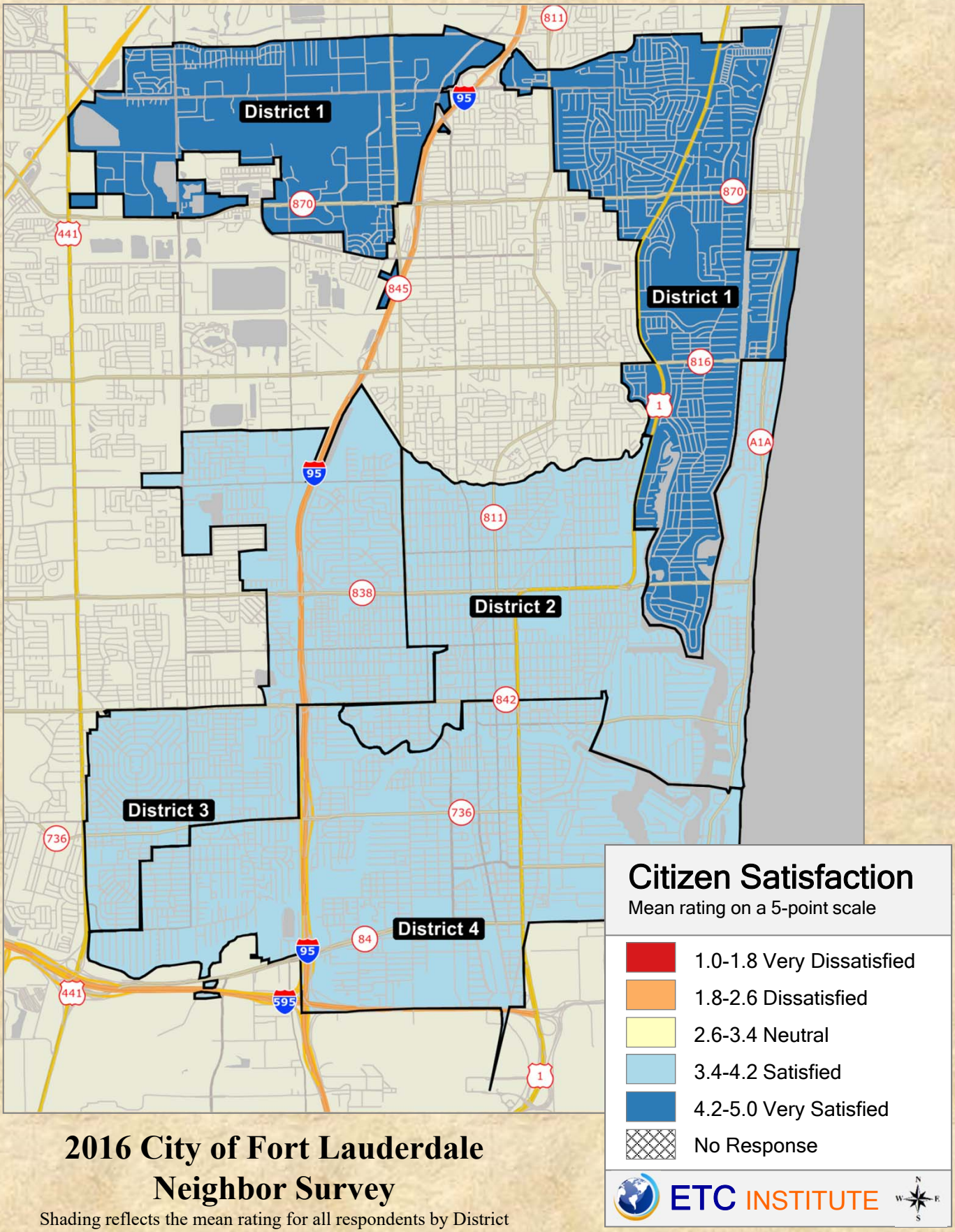
# Q4-13 Satisfaction with the quality of landscaping in parks, medians and other public areas




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

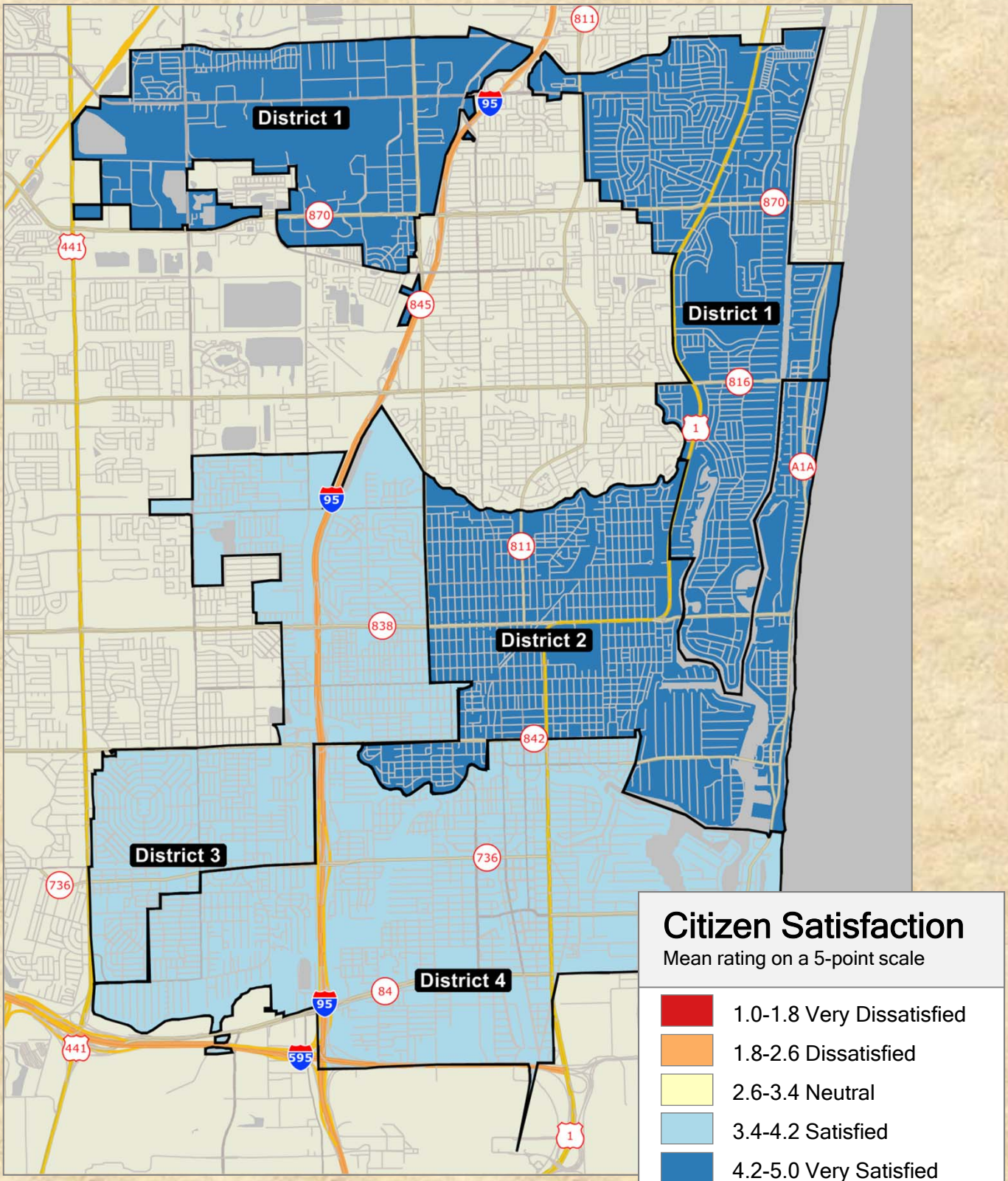
# Q6a-01 Satisfaction with overall quality of local fire rescue protection




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

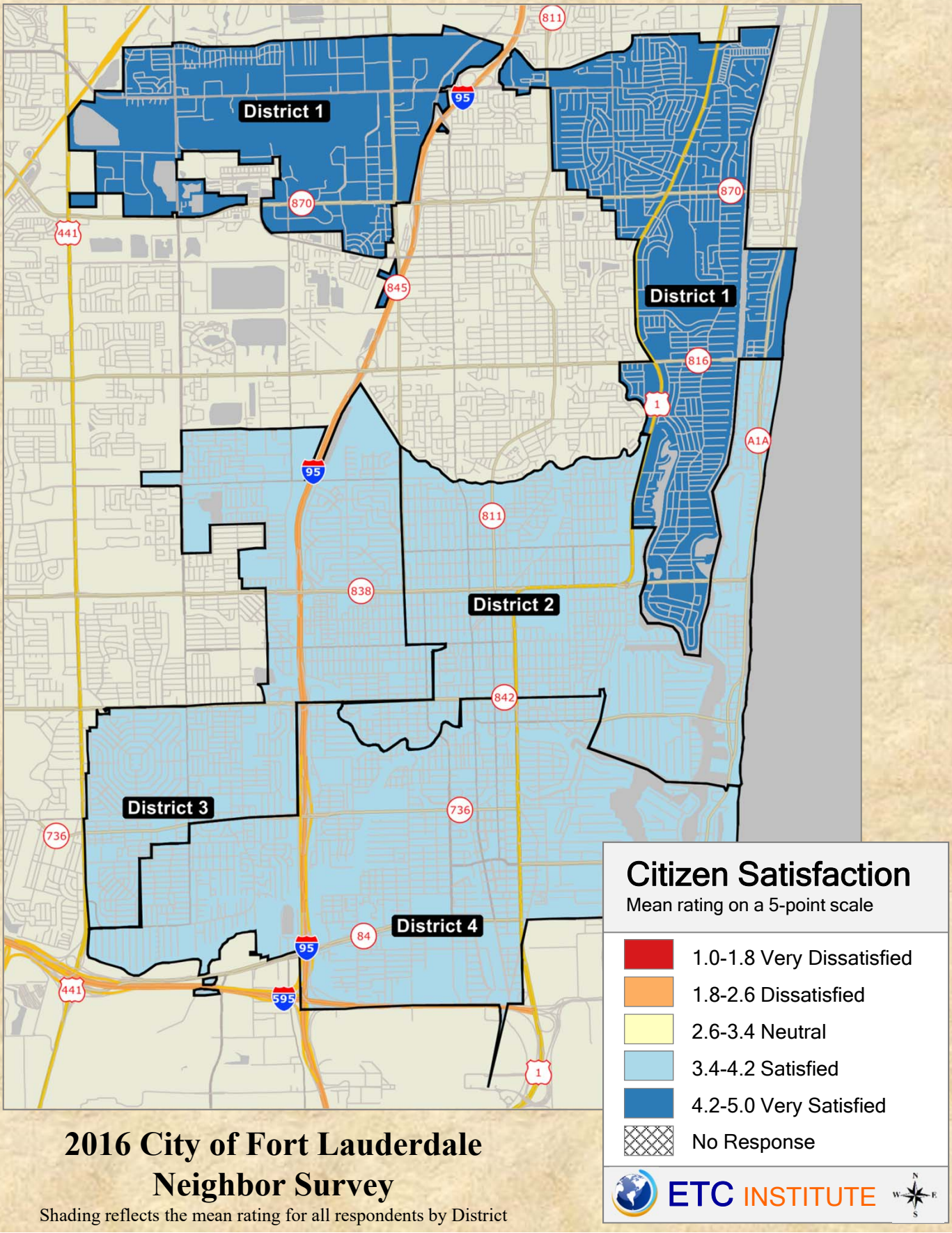
# Q6a-02 Satisfaction with professionalism of employees responding to emergencies




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

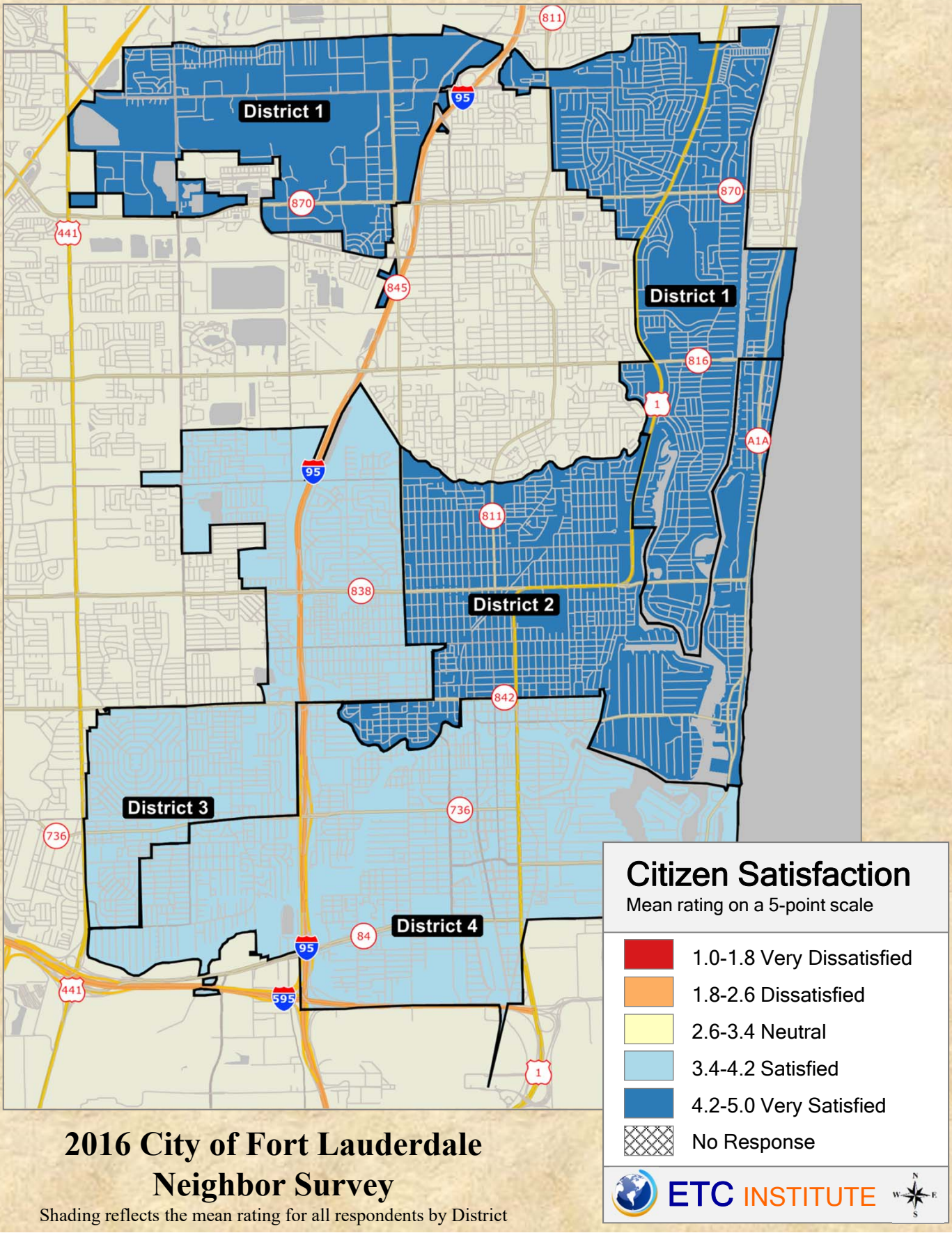
# Q6a-03 Satisfaction with how quickly fire rescue responds to 911 emergencies




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

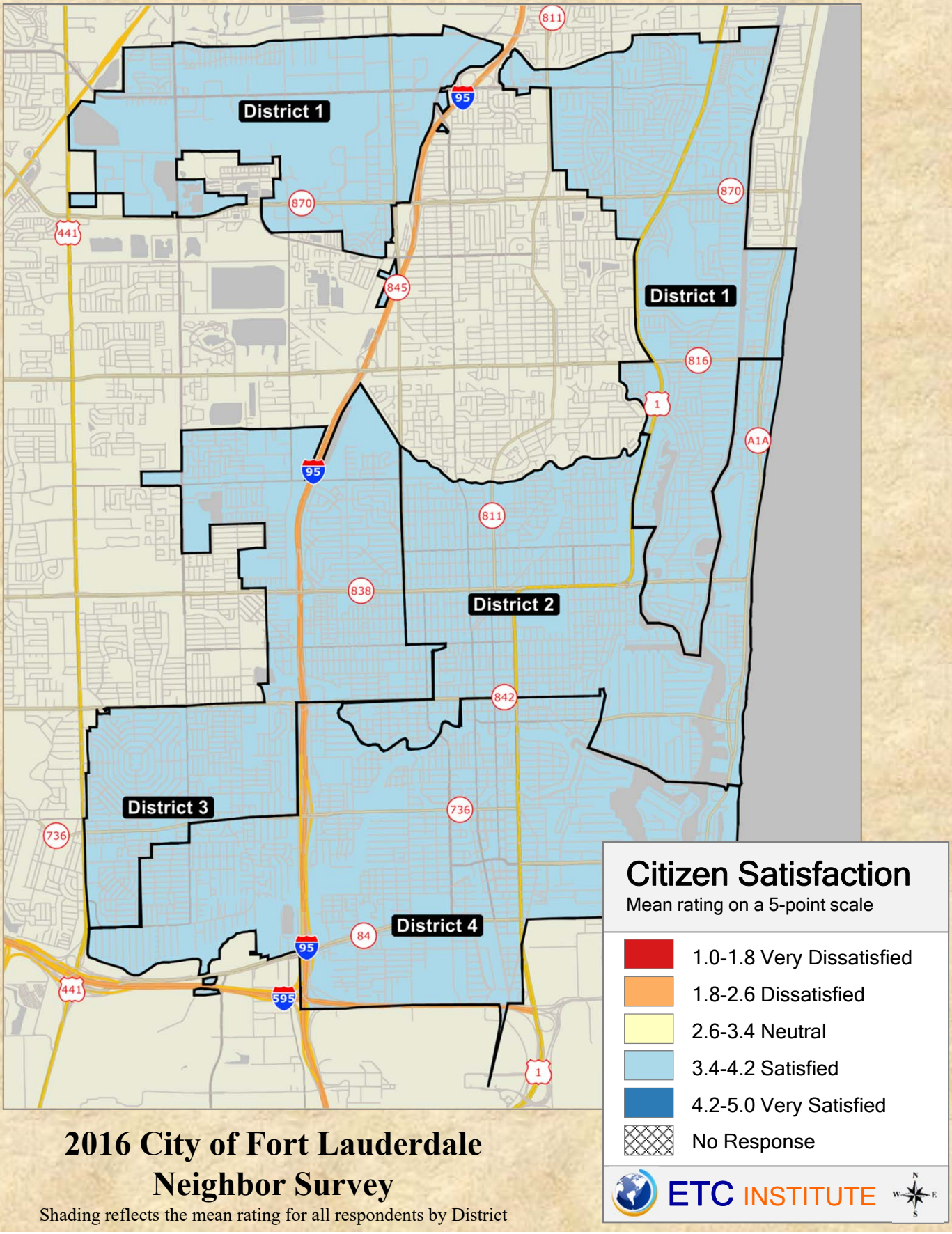
# Q6a-04 Satisfaction with quality of Emergency Medical Services




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

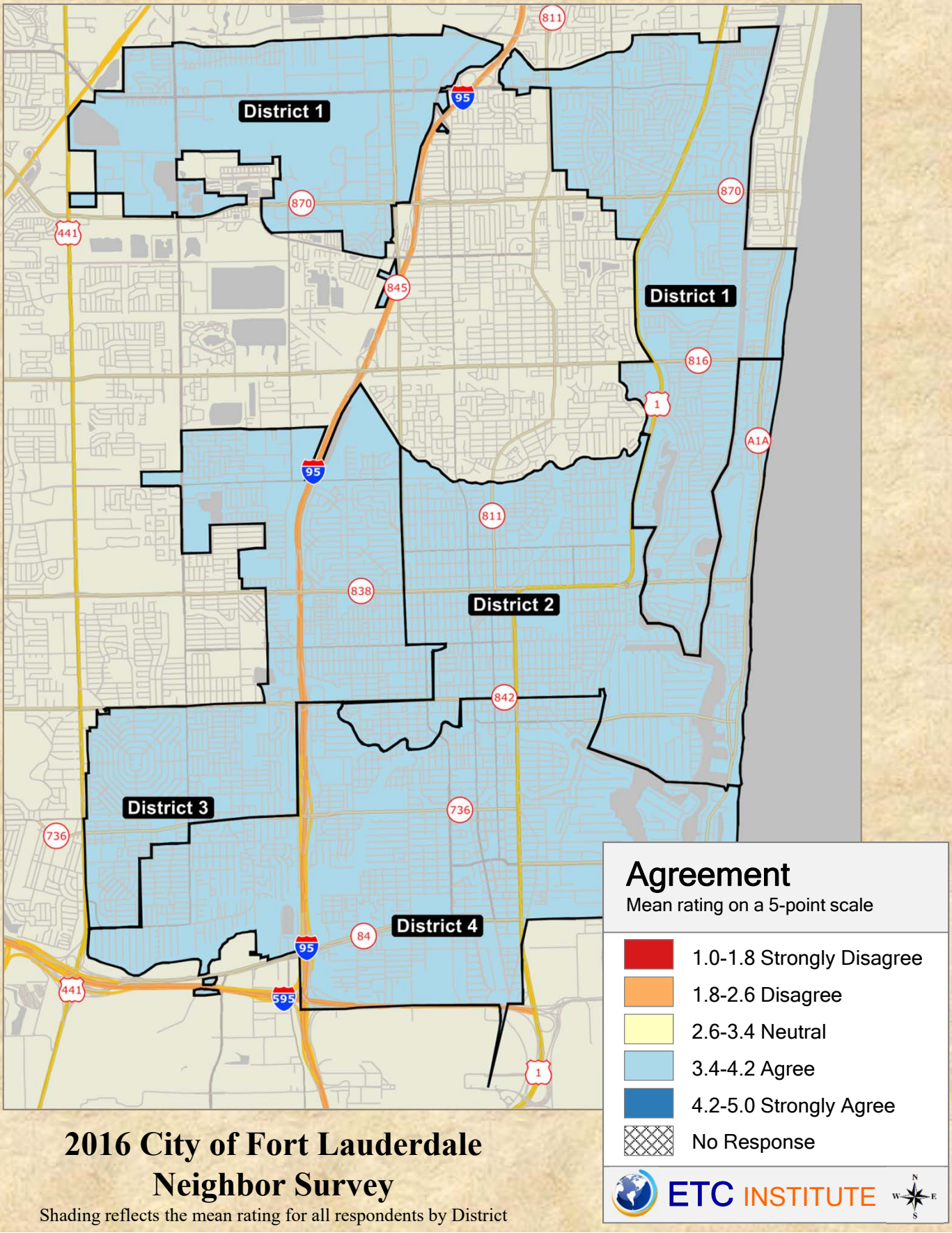
# Q6a-05 Satisfaction with quality of lifeguard protection at City beaches




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

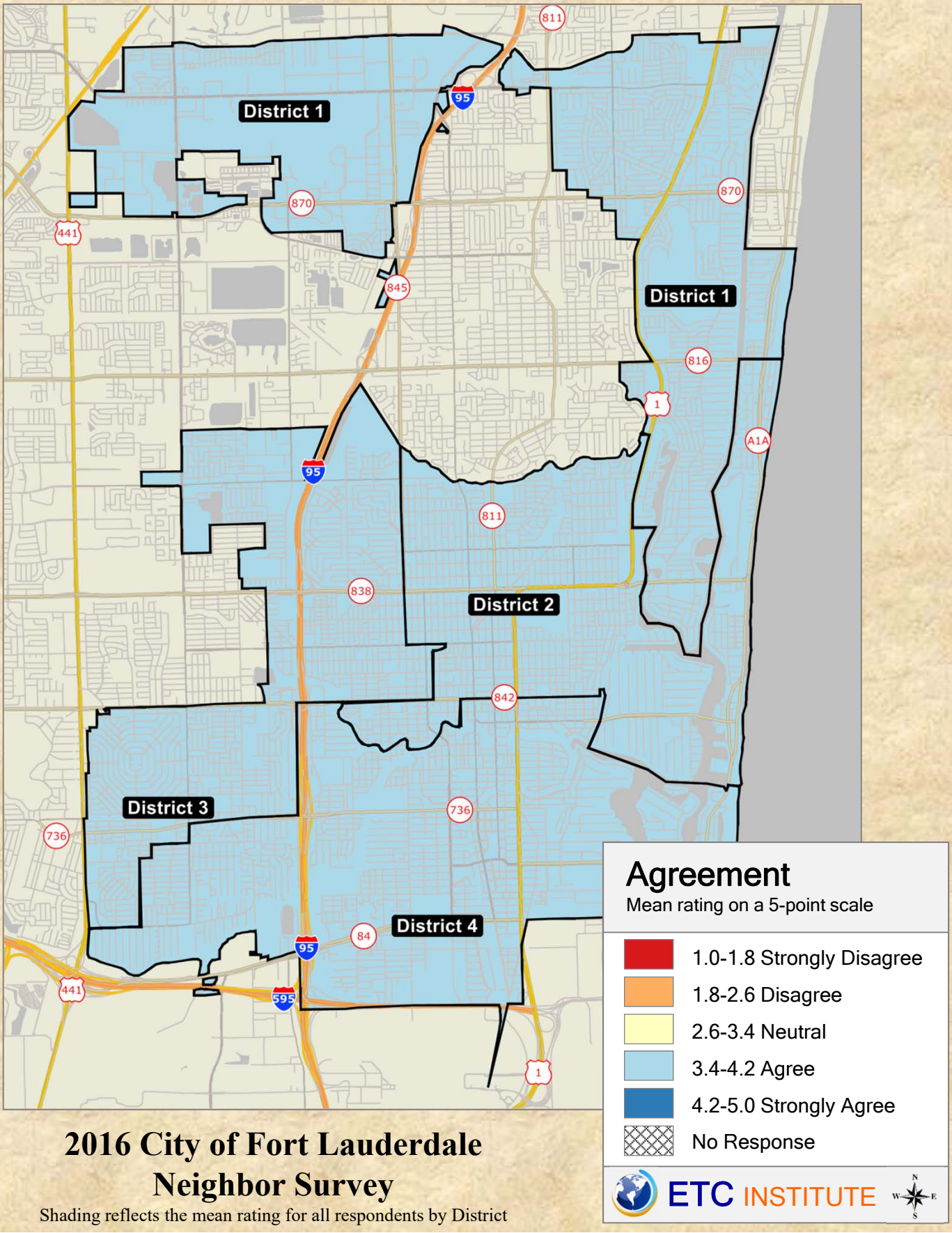
# Q6b-06 Agreement that household is prepared with food, water and other supplies for an emergency




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

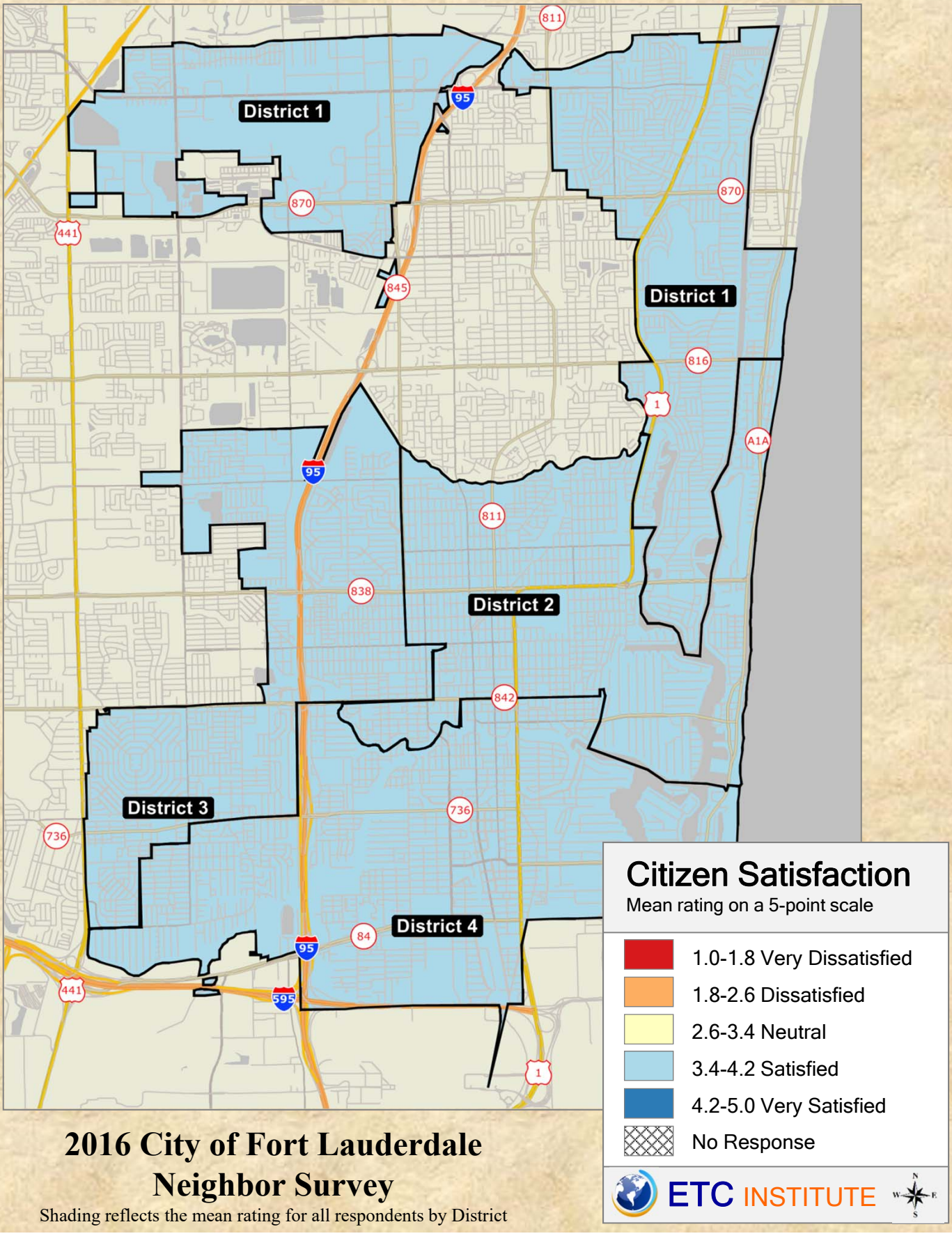
# Q6b-07 Agreement that residents know where to get information during an emergency




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

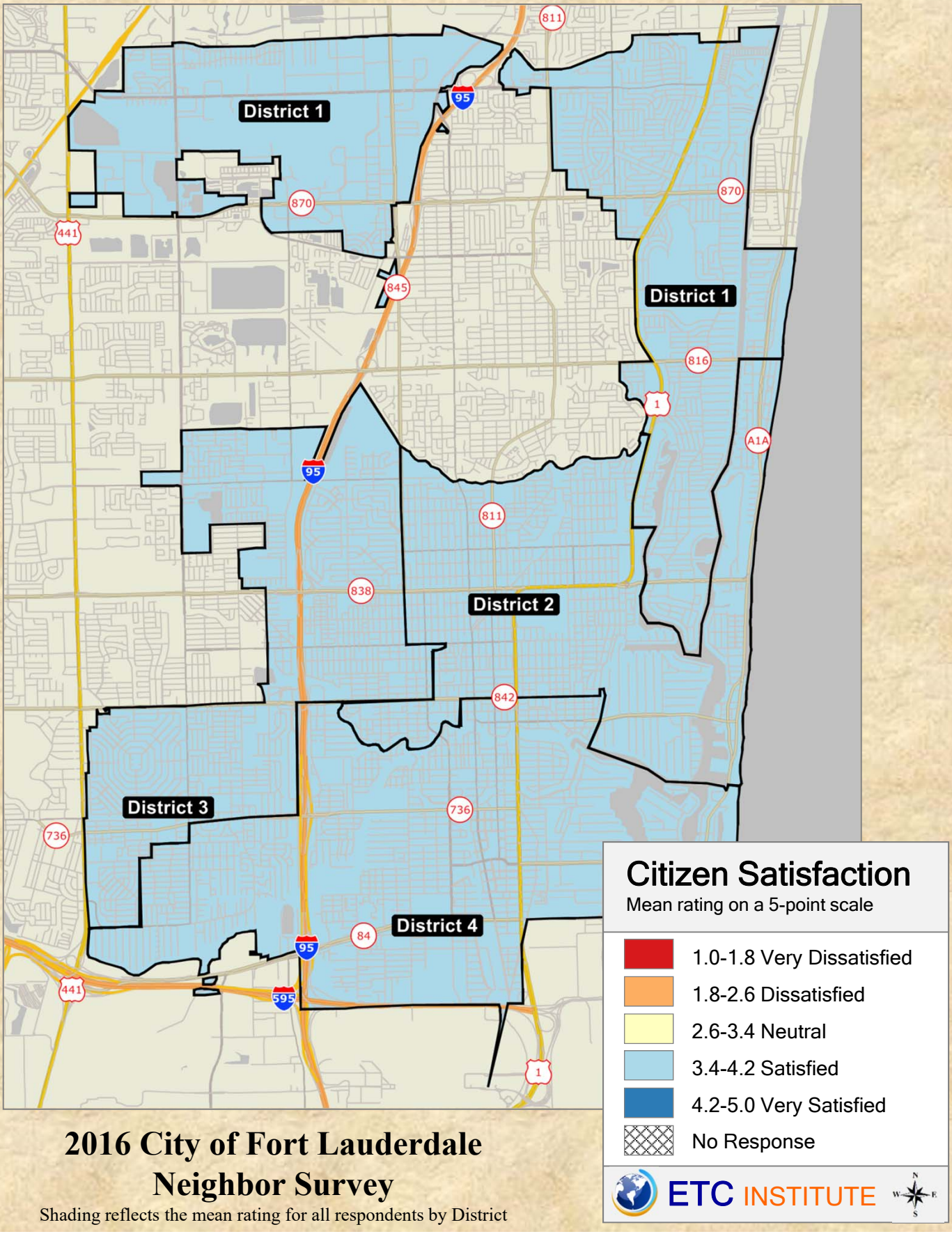
# Q8-01 Satisfaction with overall quality of local police protection




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

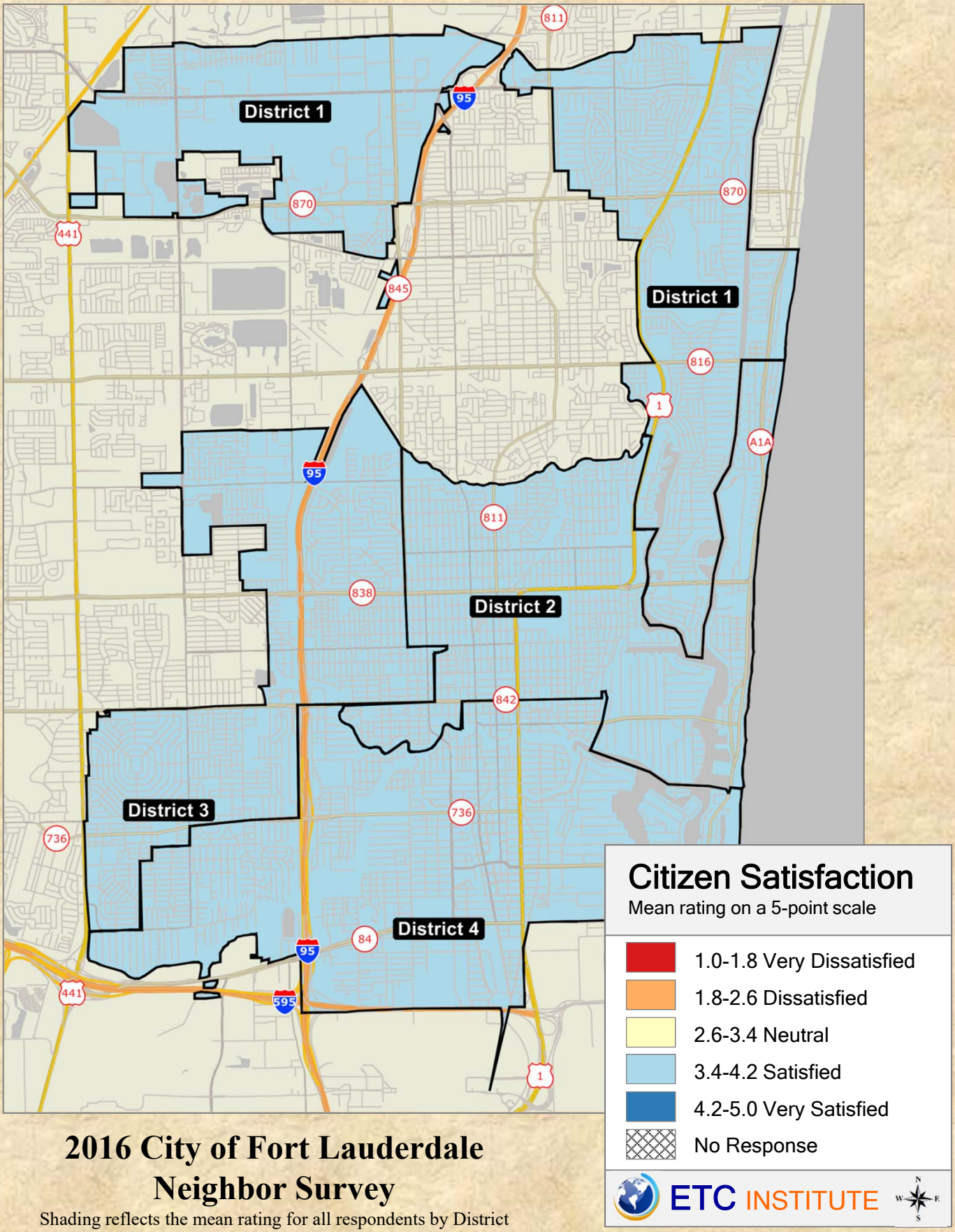
# Q8-02 Satisfaction with professionalism of employees responding to emergencies




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

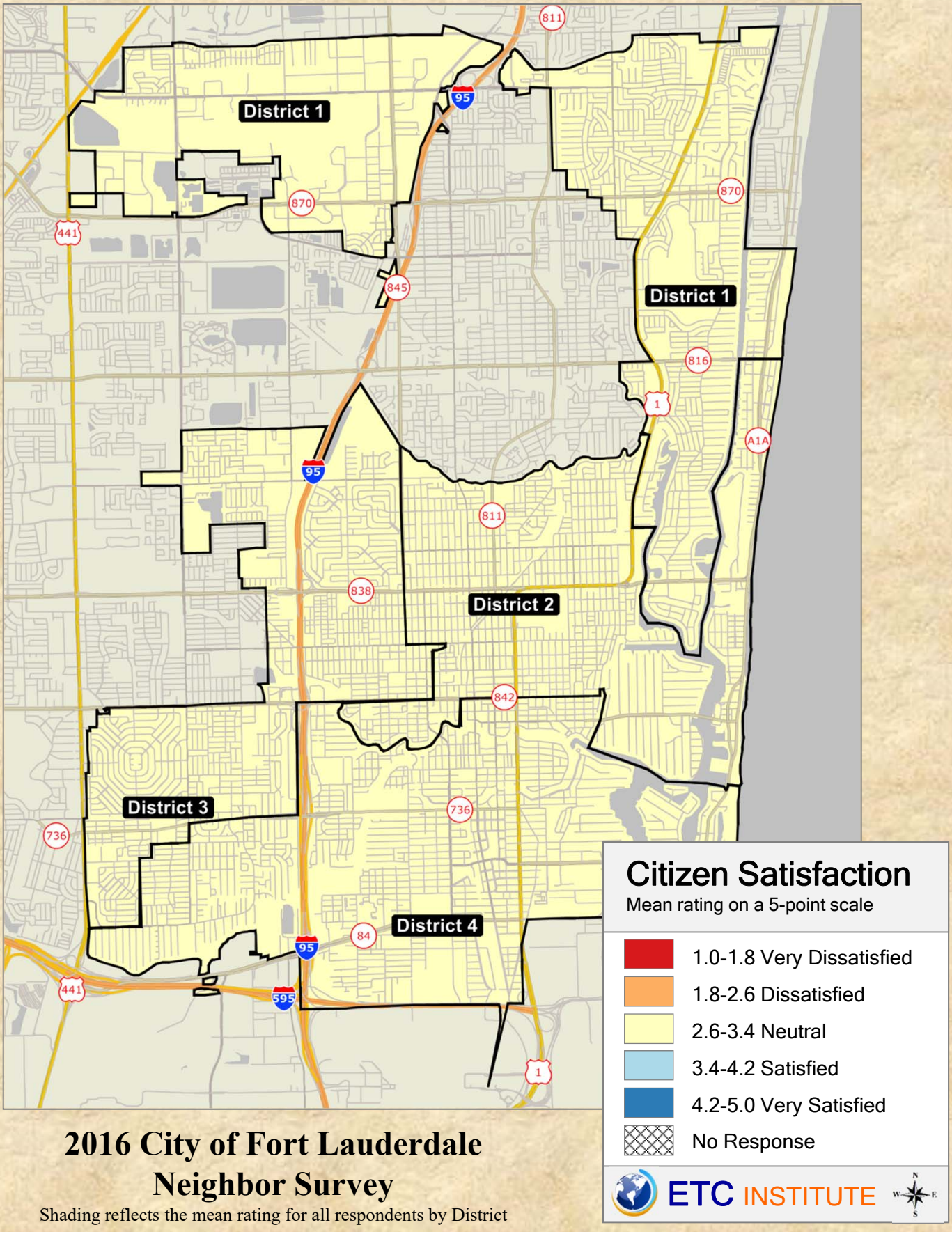
# Q8-03 Satisfaction with how quickly police respond to 911 emergencies




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

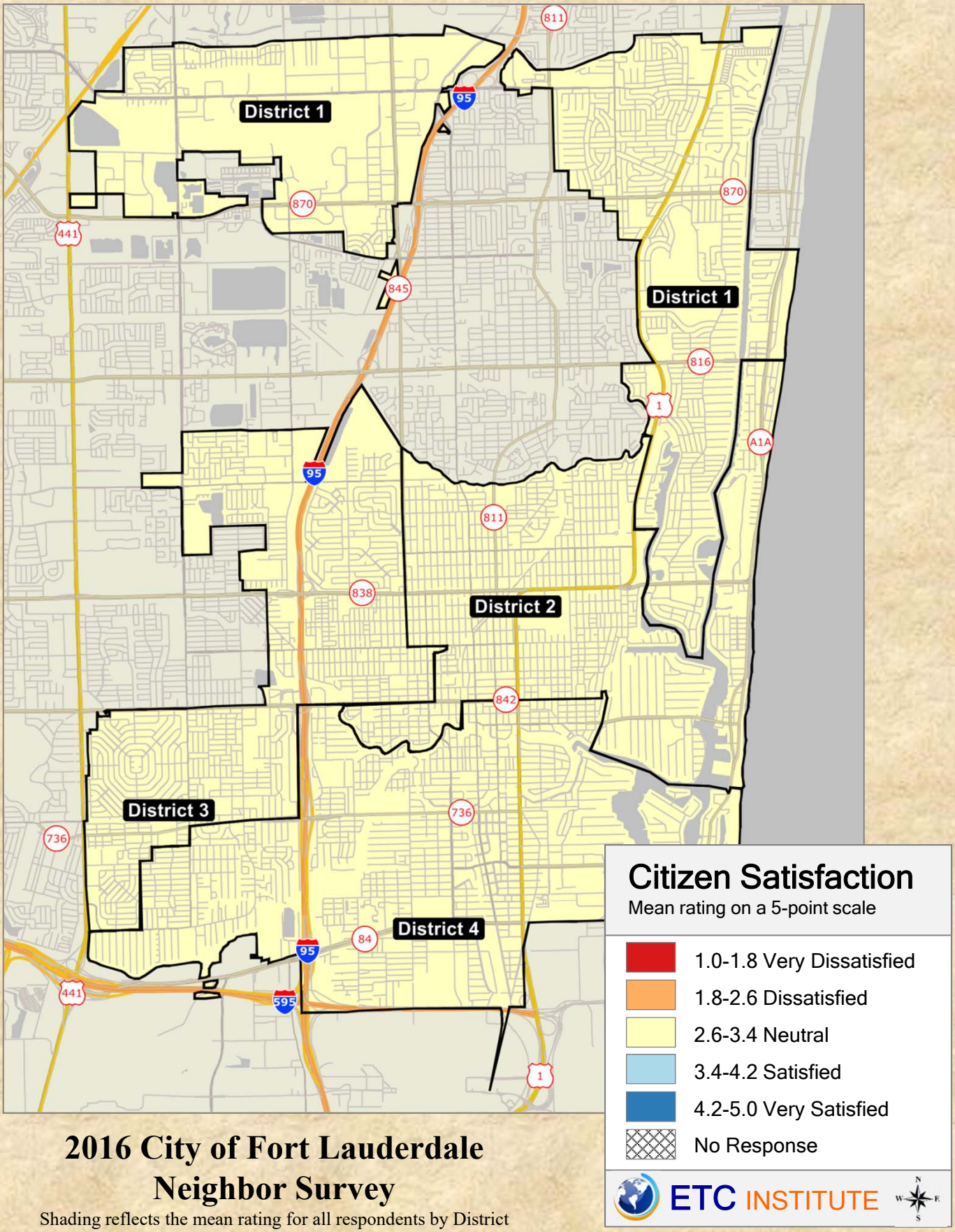
# Q8-04 Satisfaction with the visibility of police in neighborhoods




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

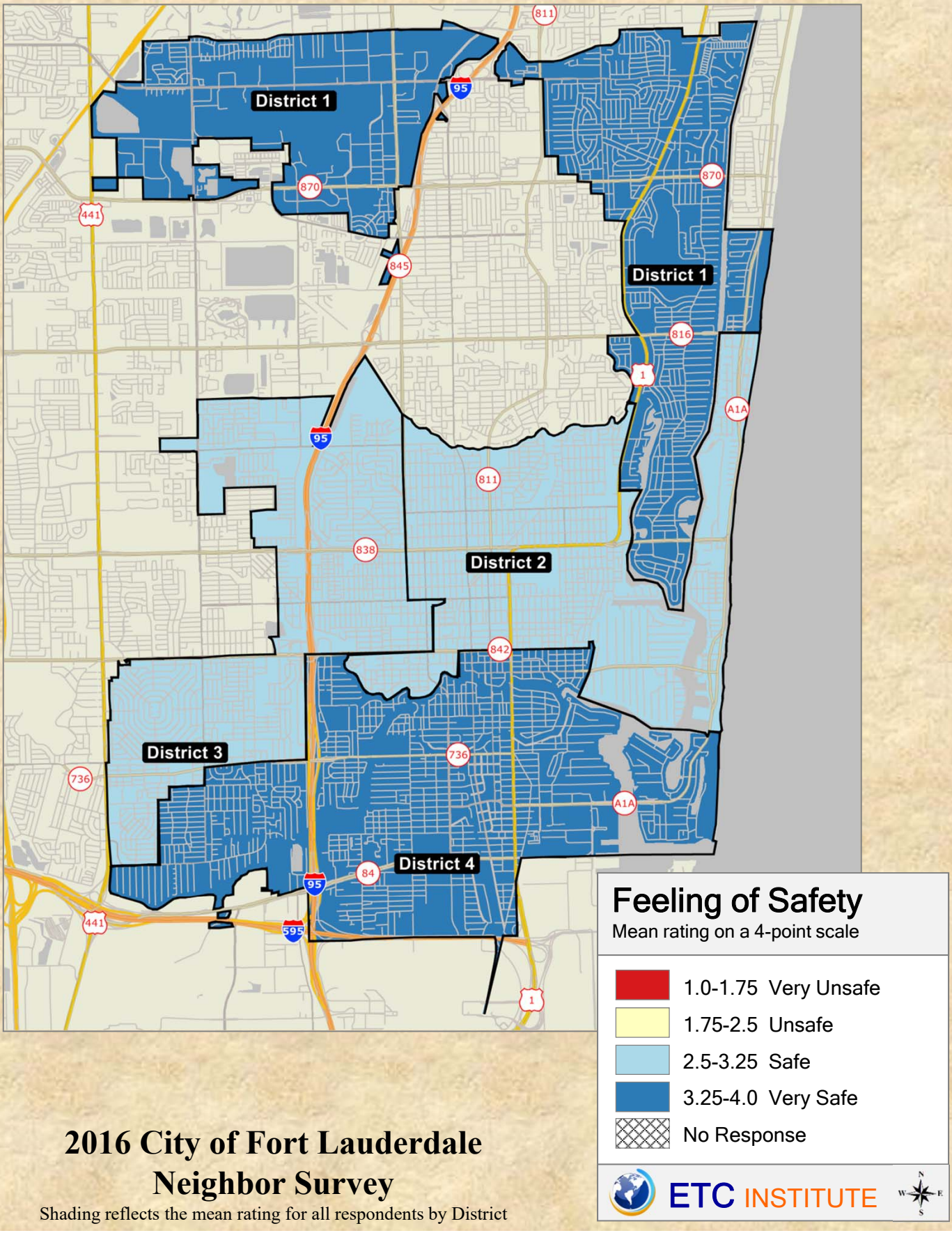
# Q8-05 Satisfaction with the City's efforts to prevent crime




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

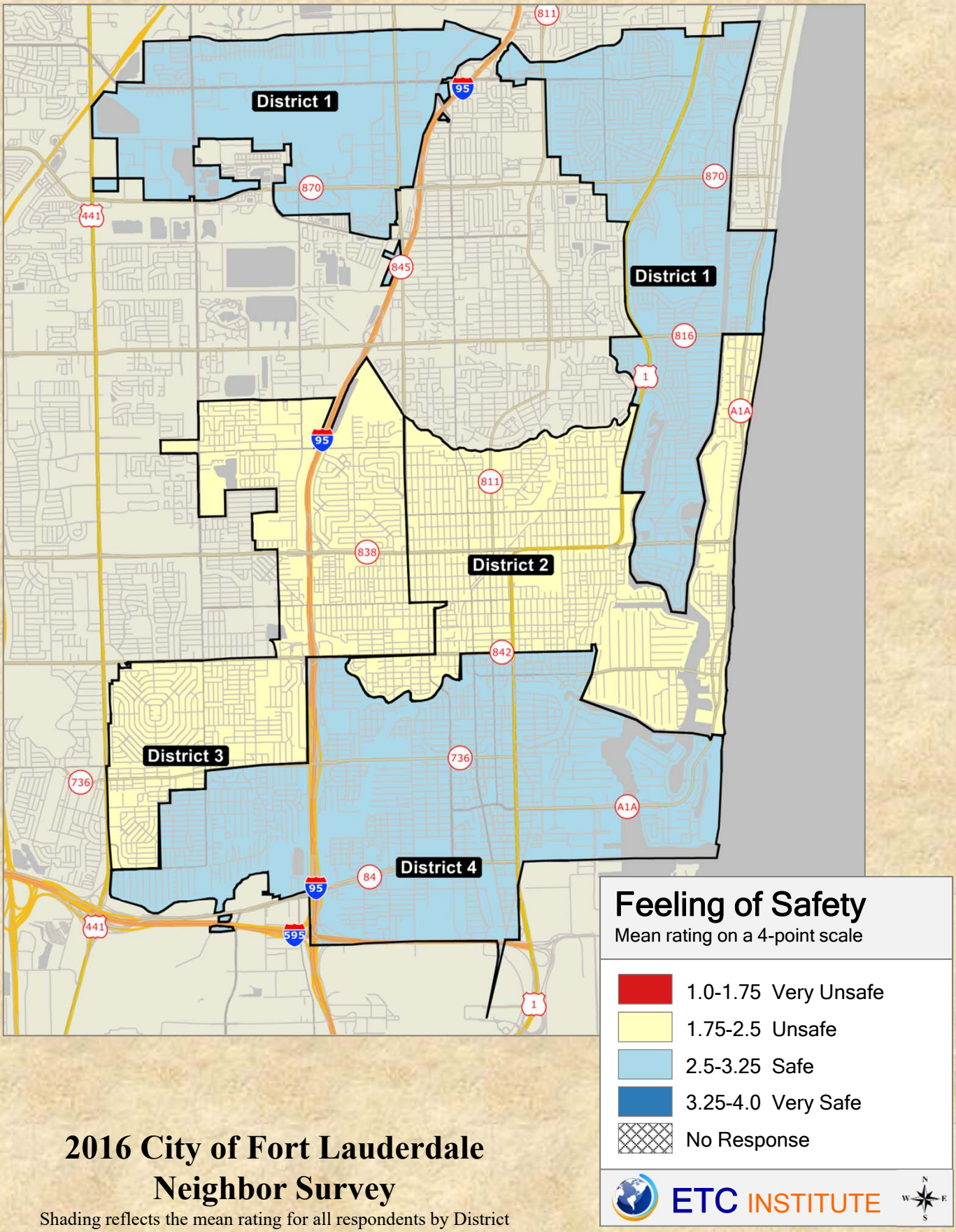
# Q11-01 Feeling of safety walking and/or biking in neighborhoods during the day




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

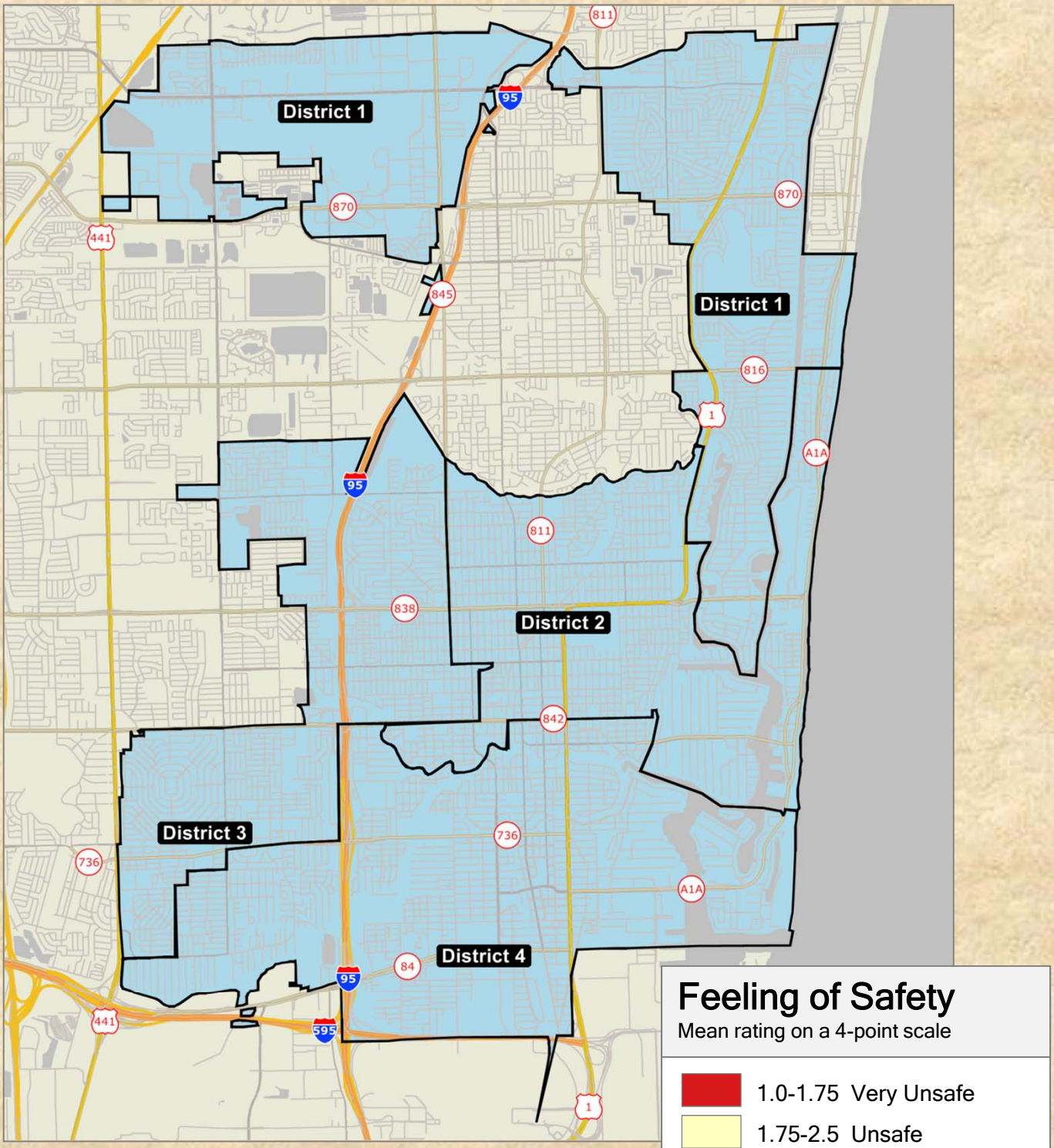
# Q11-02 Feeling of safety walking and/or biking in neighborhoods at night




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

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




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

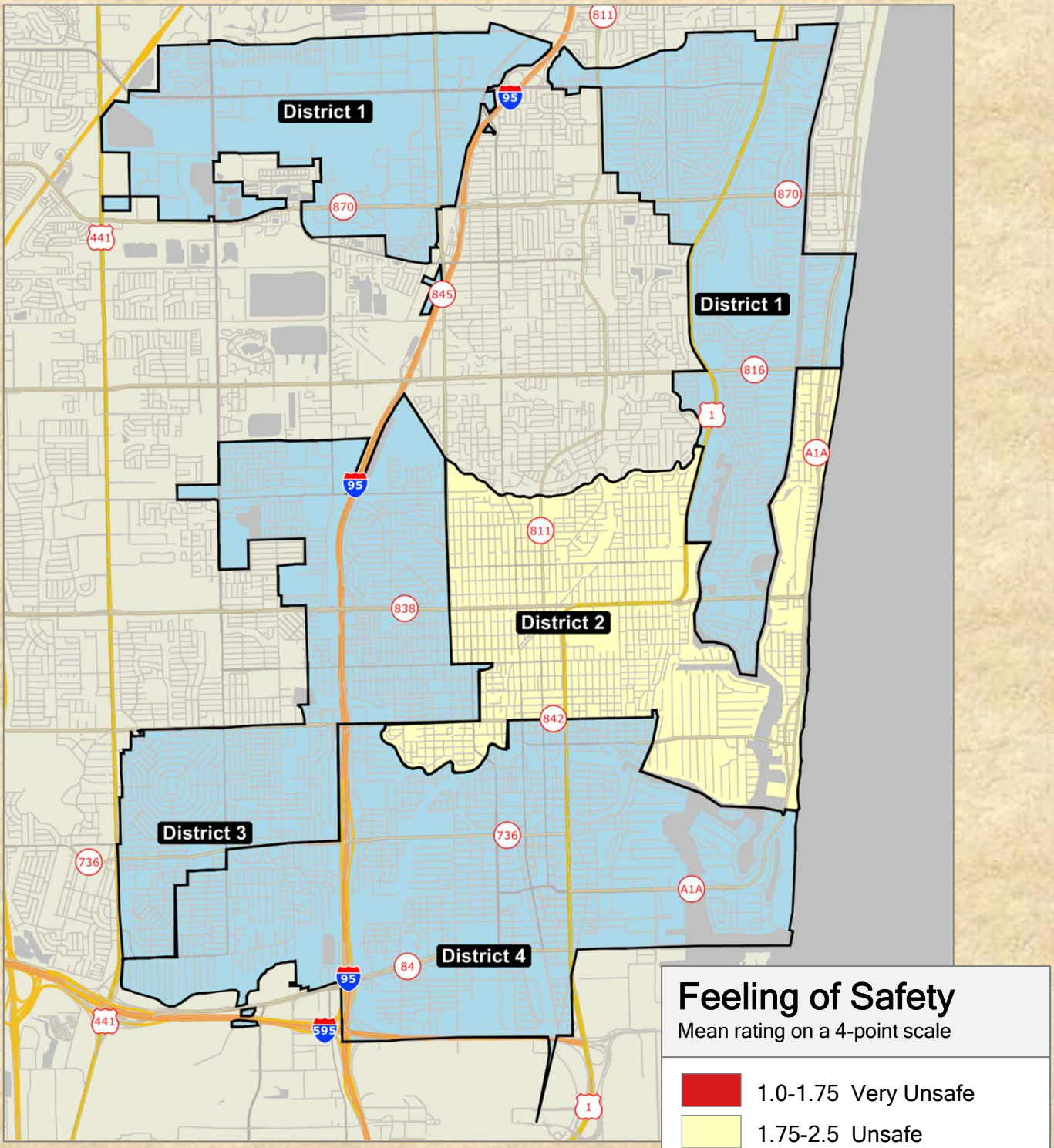
- 1.0-1.75 Very Unsafe
- 1.75-2.5 Unsafe
- 2.5-3.25 Safe
- 3.25-4.0 Very Safe
- No Response

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

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




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

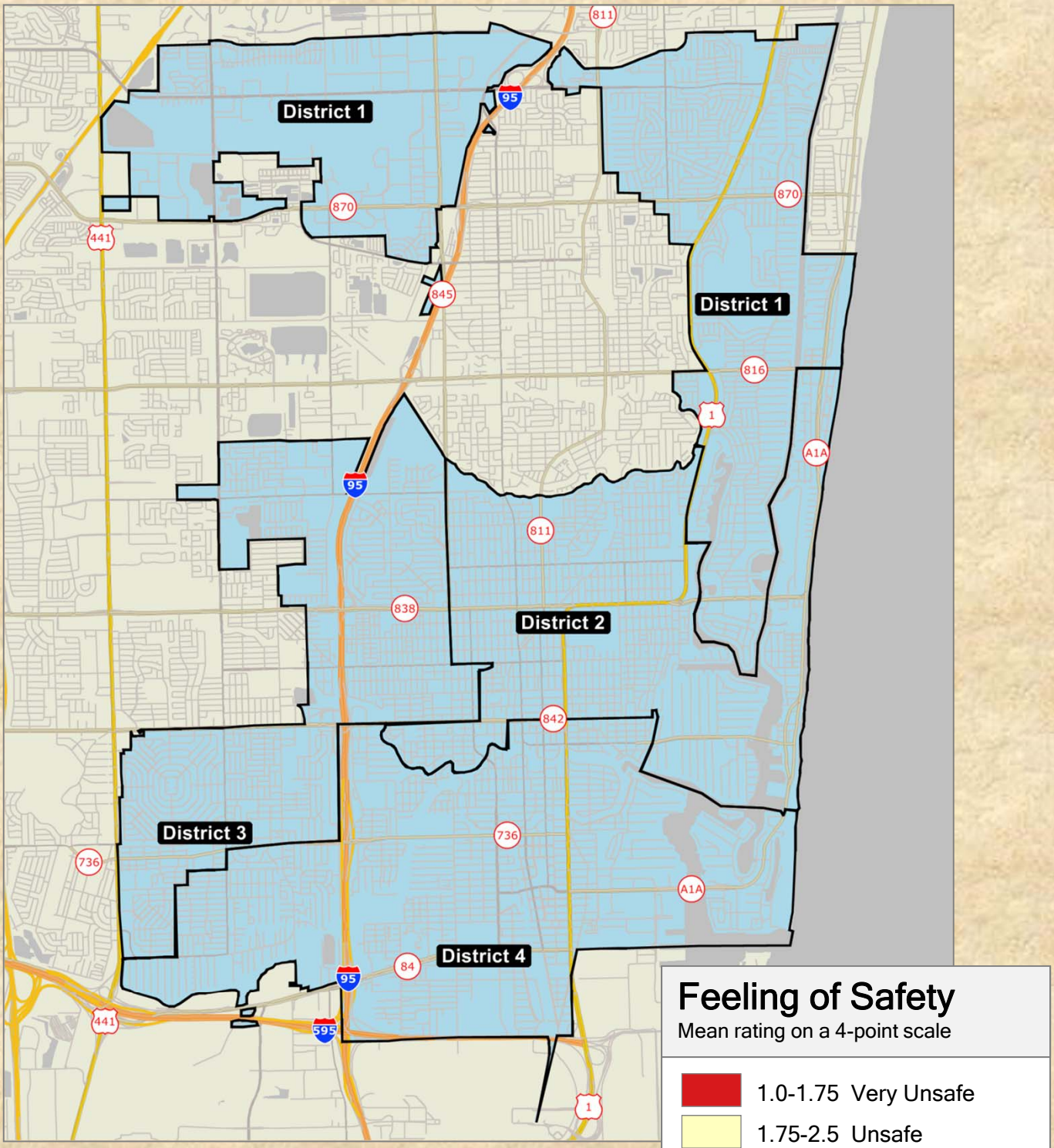
- 1.0-1.75 Very Unsafe
- 1.75-2.5 Unsafe
- 2.5-3.25 Safe
- 3.25-4.0 Very Safe
- No Response

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

# Q11-05 Feeling of safety along the beach




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

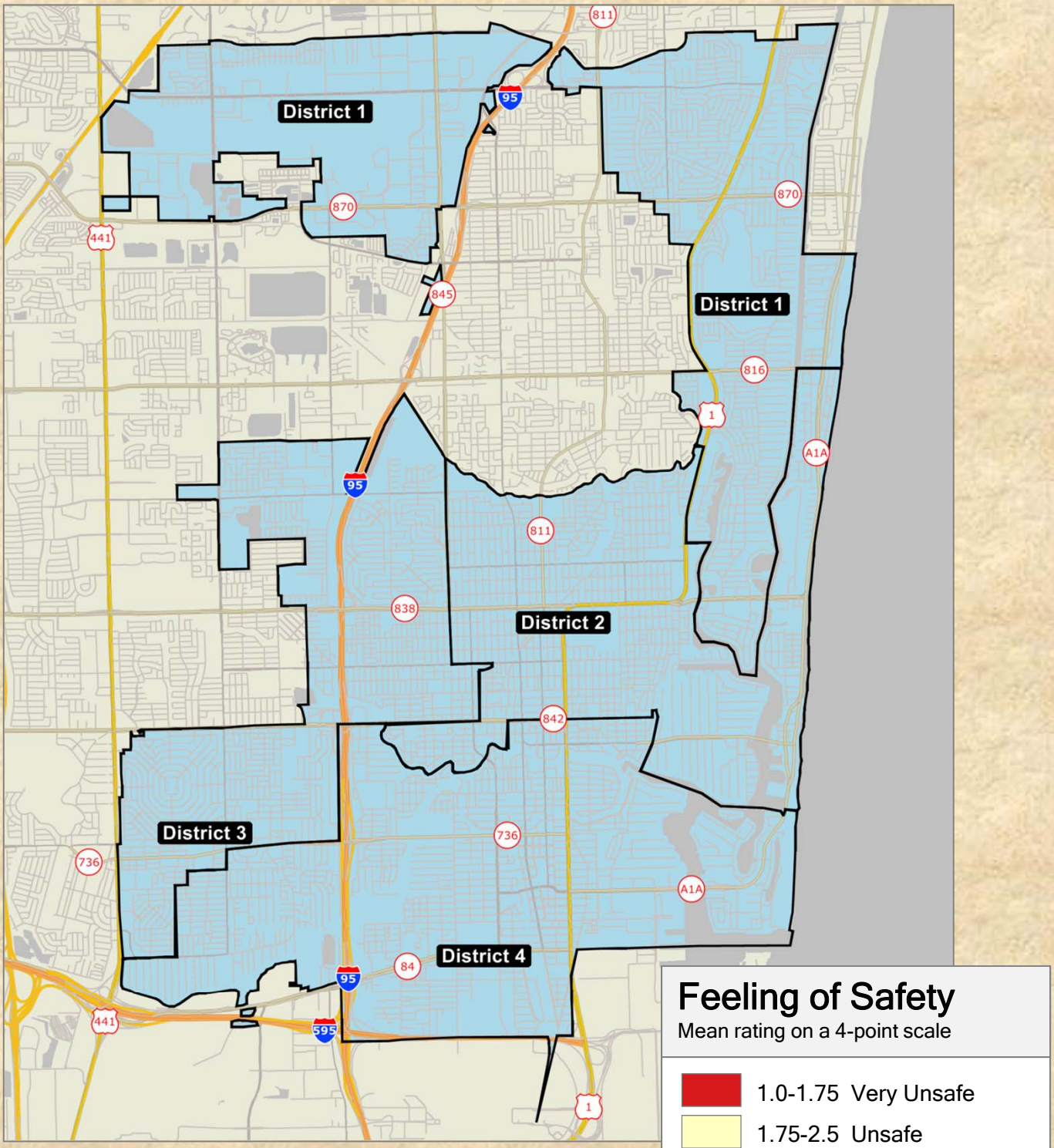
- 1.0-1.75 Very Unsafe
- 1.75-2.5 Unsafe
- 2.5-3.25 Safe
- 3.25-4.0 Very Safe
- No Response

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

# Q11-06 Feeling of safety in Downtown




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

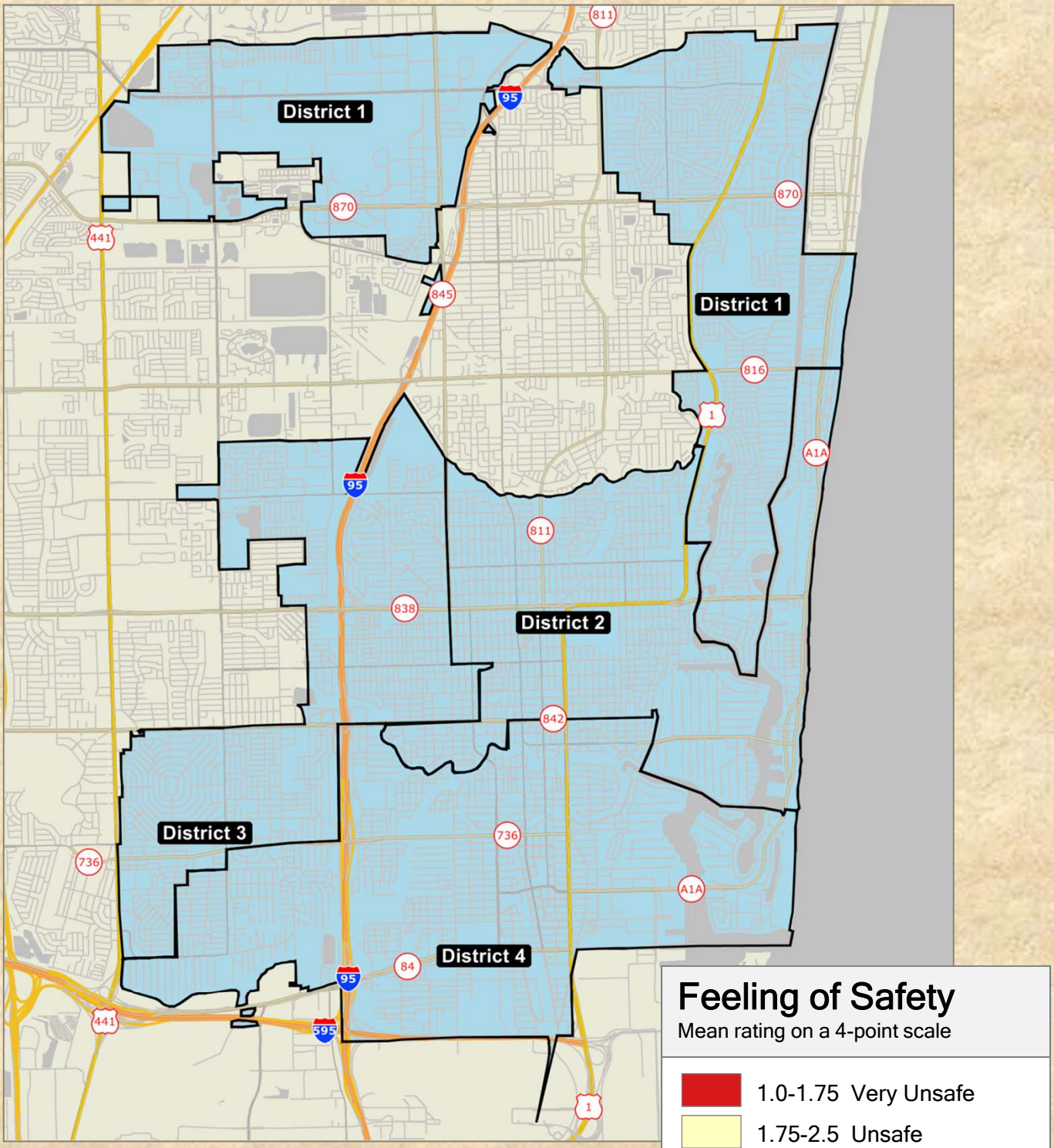
- 1.0-1.75 Very Unsafe
- 1.75-2.5 Unsafe
- 2.5-3.25 Safe
- 3.25-4.0 Very Safe
- No Response

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

# Q11-07 Feeling of safety at special events




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

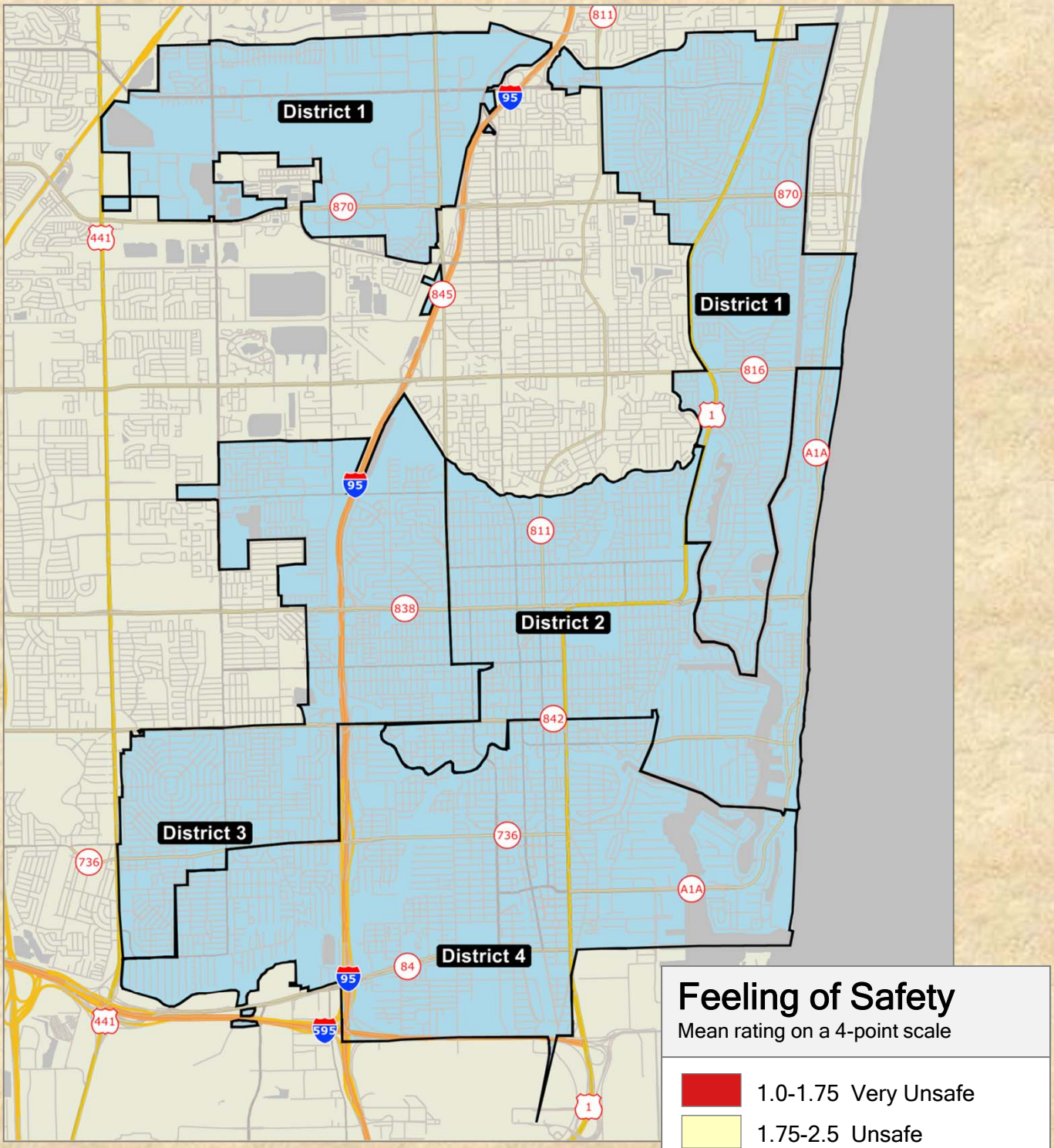
- 1.0-1.75 Very Unsafe
- 1.75-2.5 Unsafe
- 2.5-3.25 Safe
- 3.25-4.0 Very Safe
- No Response

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

# Q11-08 Feeling of safety in City parks




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

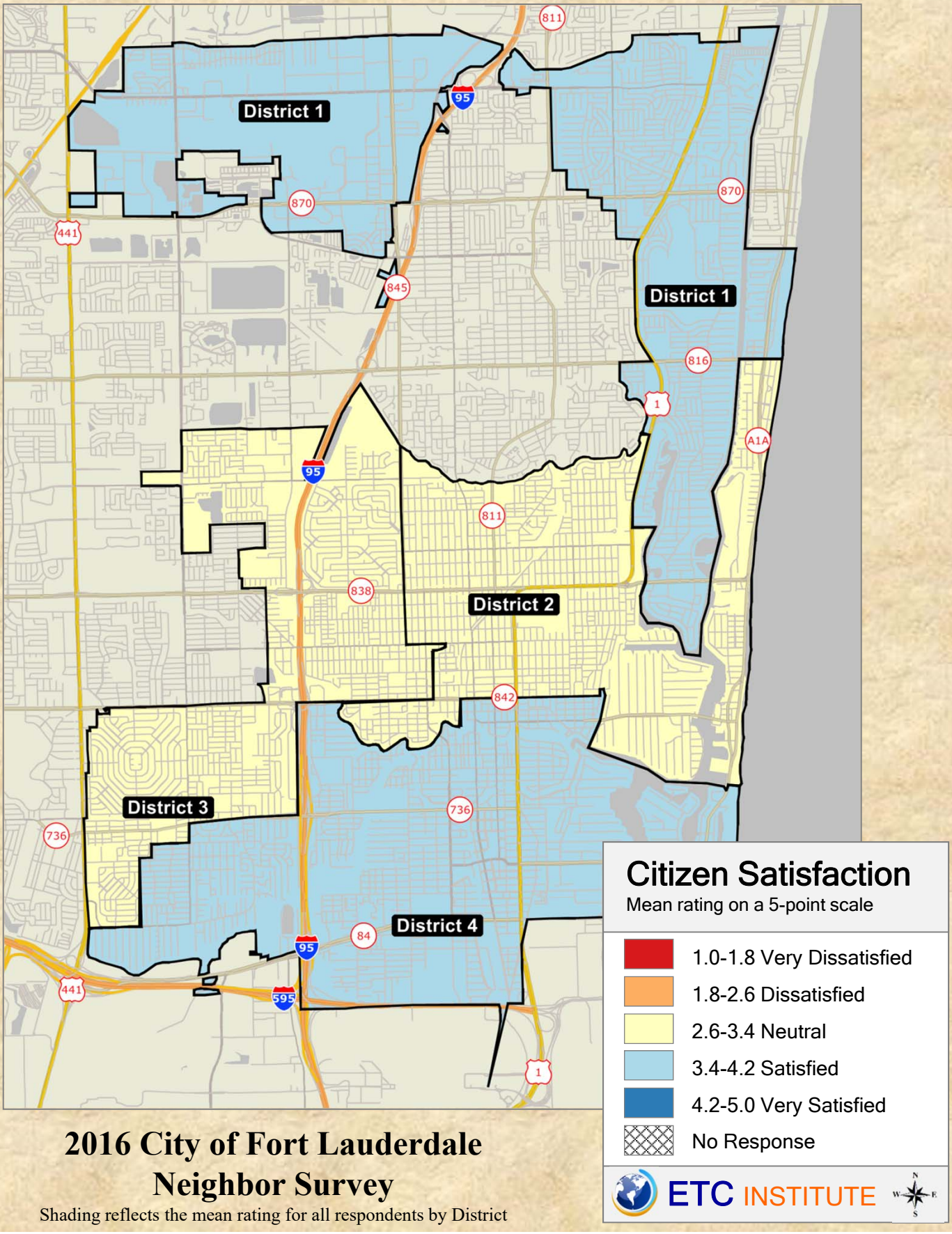
- 1.0-1.75 Very Unsafe
- 1.75-2.5 Unsafe
- 2.5-3.25 Safe
- 3.25-4.0 Very Safe
- No Response

ETC INSTITUTE

## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

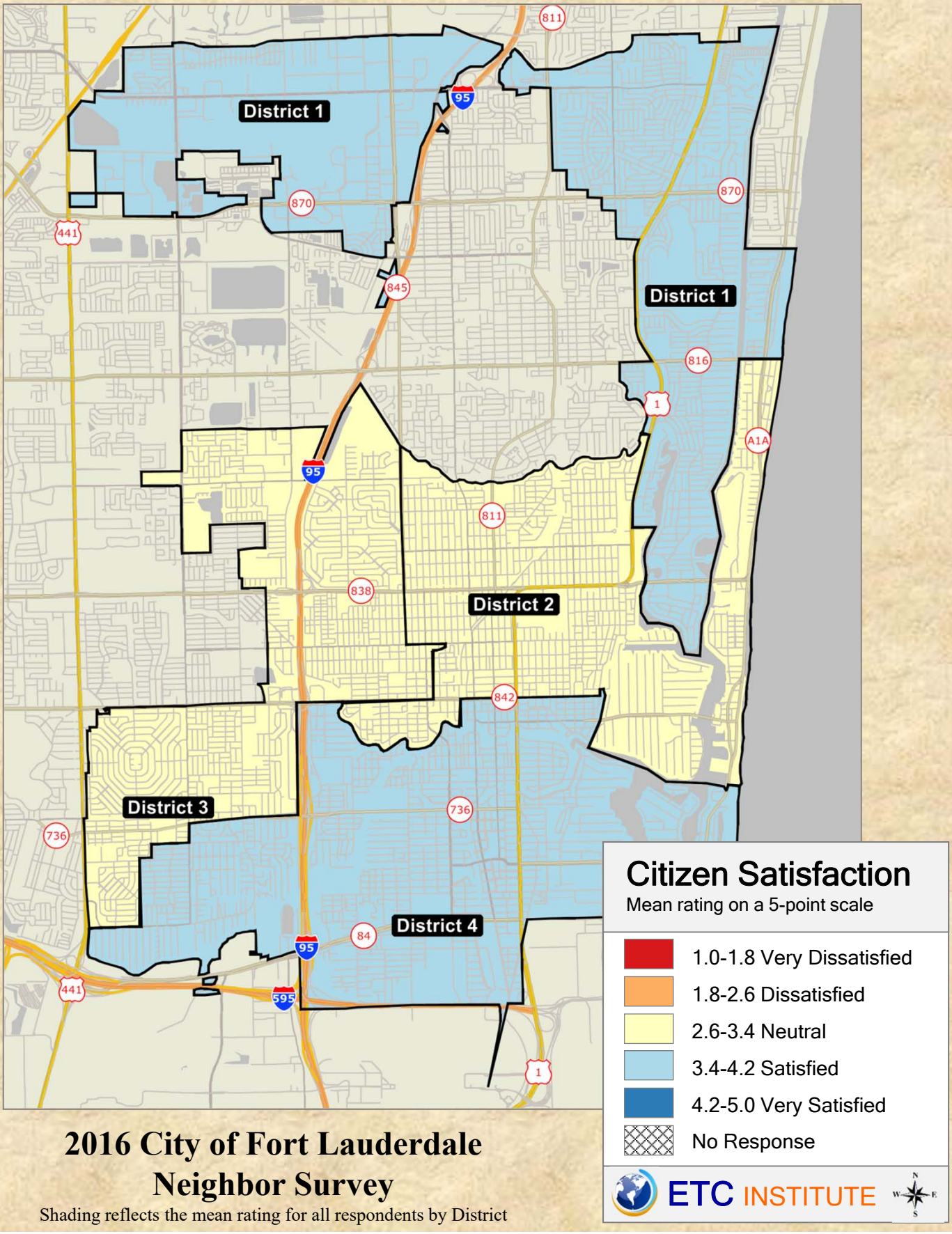
# Q12-01 Satisfaction with the cleanup of litter and debris on private property




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

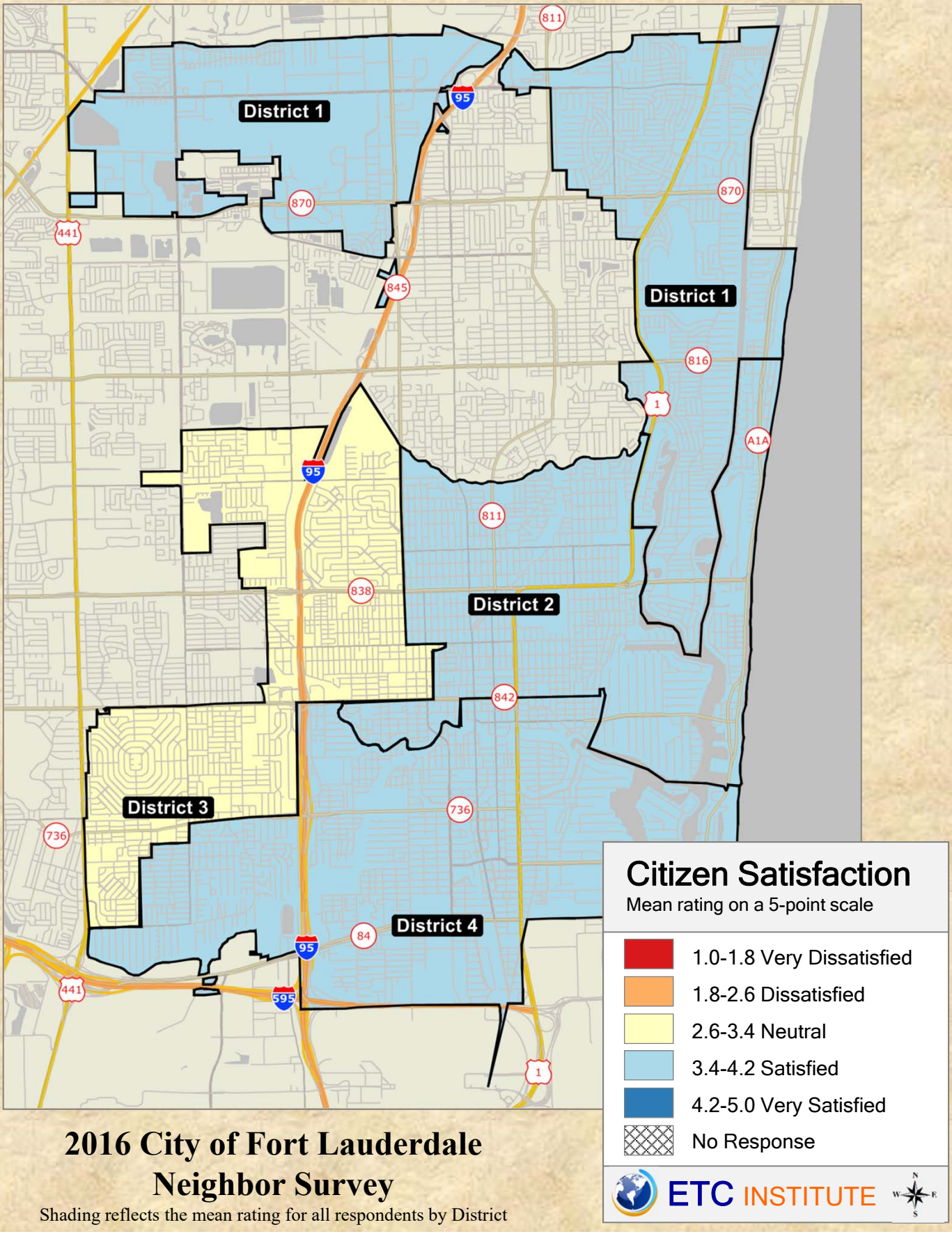
# Q12-02 Satisfaction with the mowing and cutting of weeds and grass on private property




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

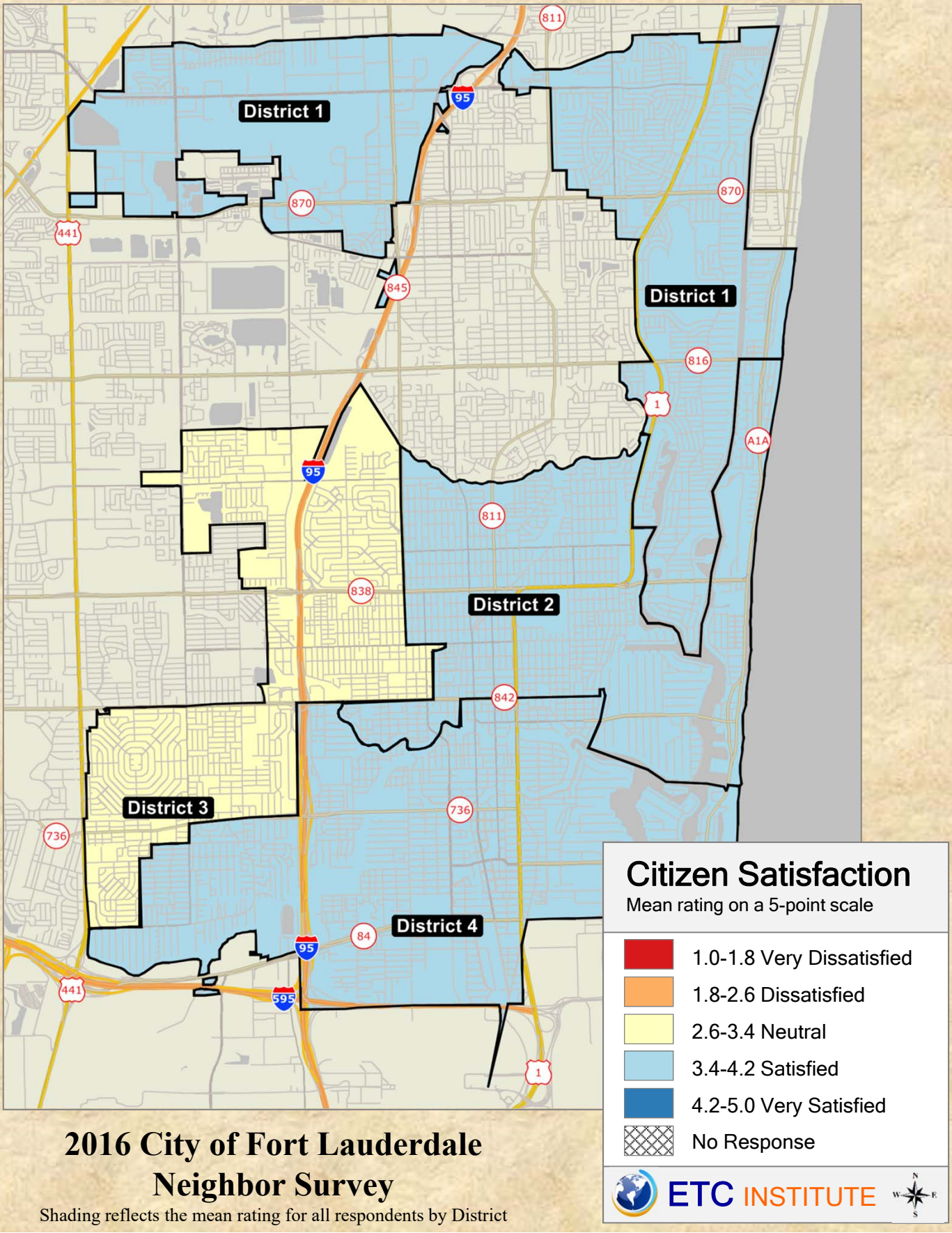
# Q12-03 Satisfaction with the maintenance of residential property (exterior of homes)




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

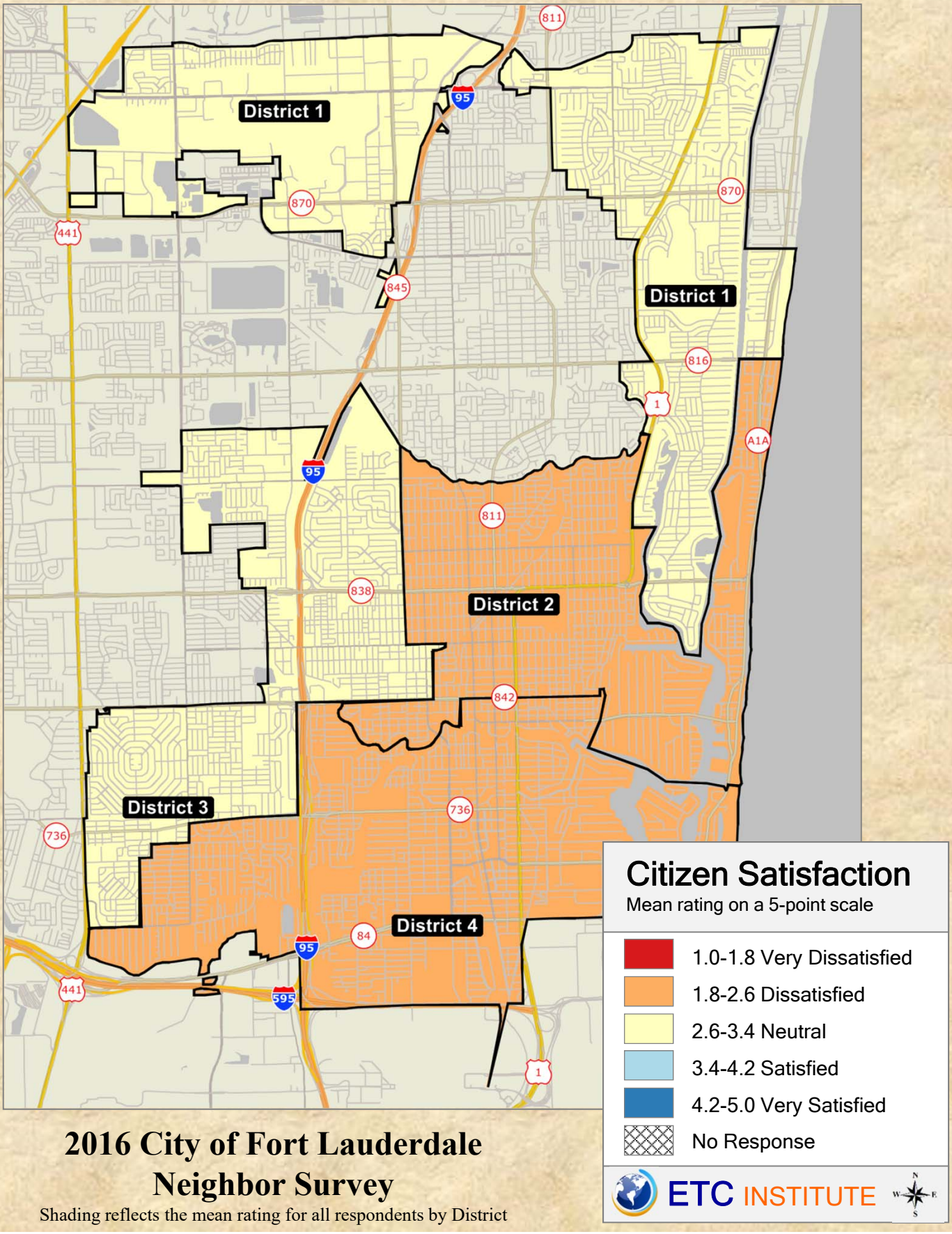
# Q12-04 Satisfaction with the maintenance of business property




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

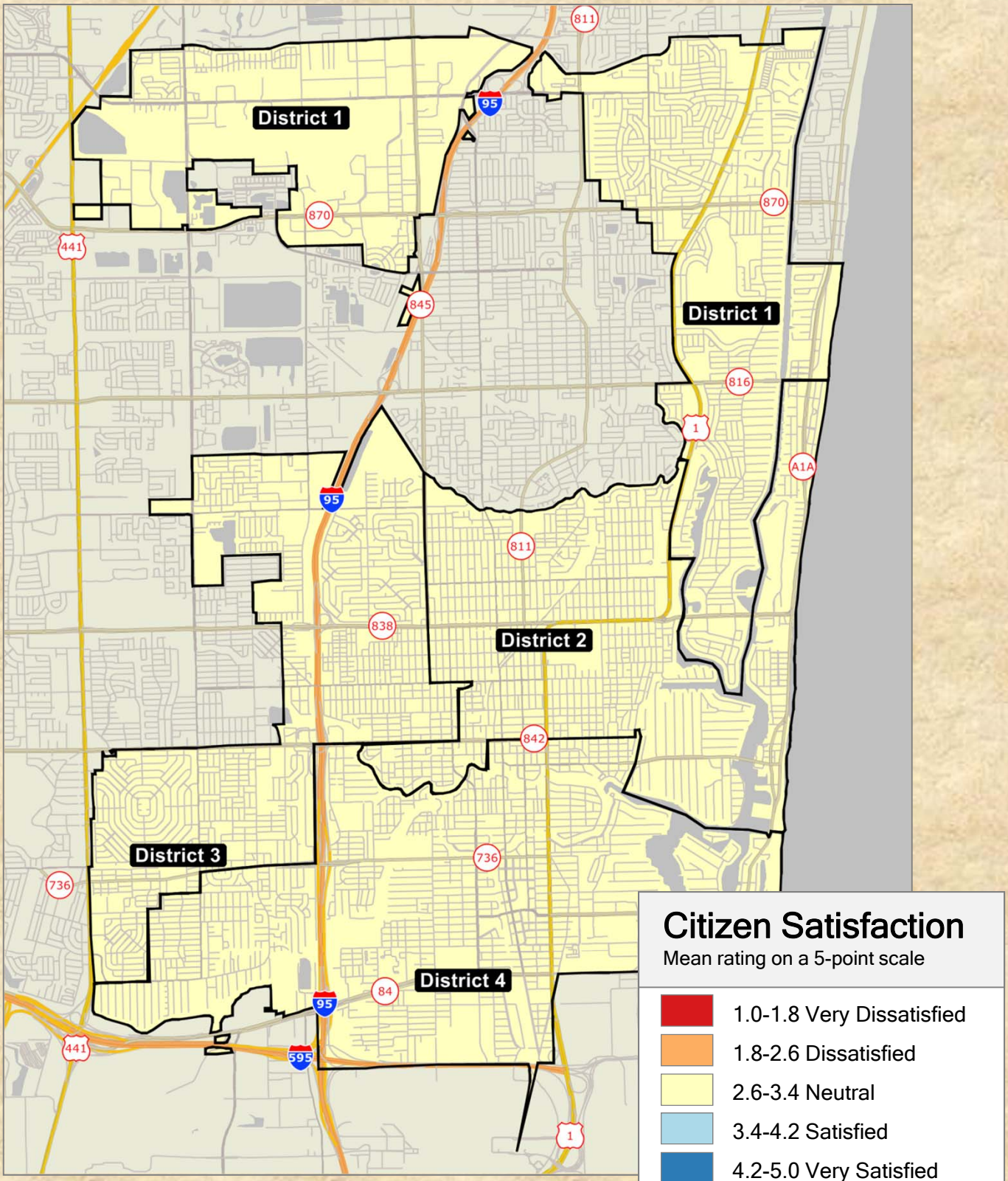
# Q13-01 Satisfaction with ease of obtaining permits for construction or renovation




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

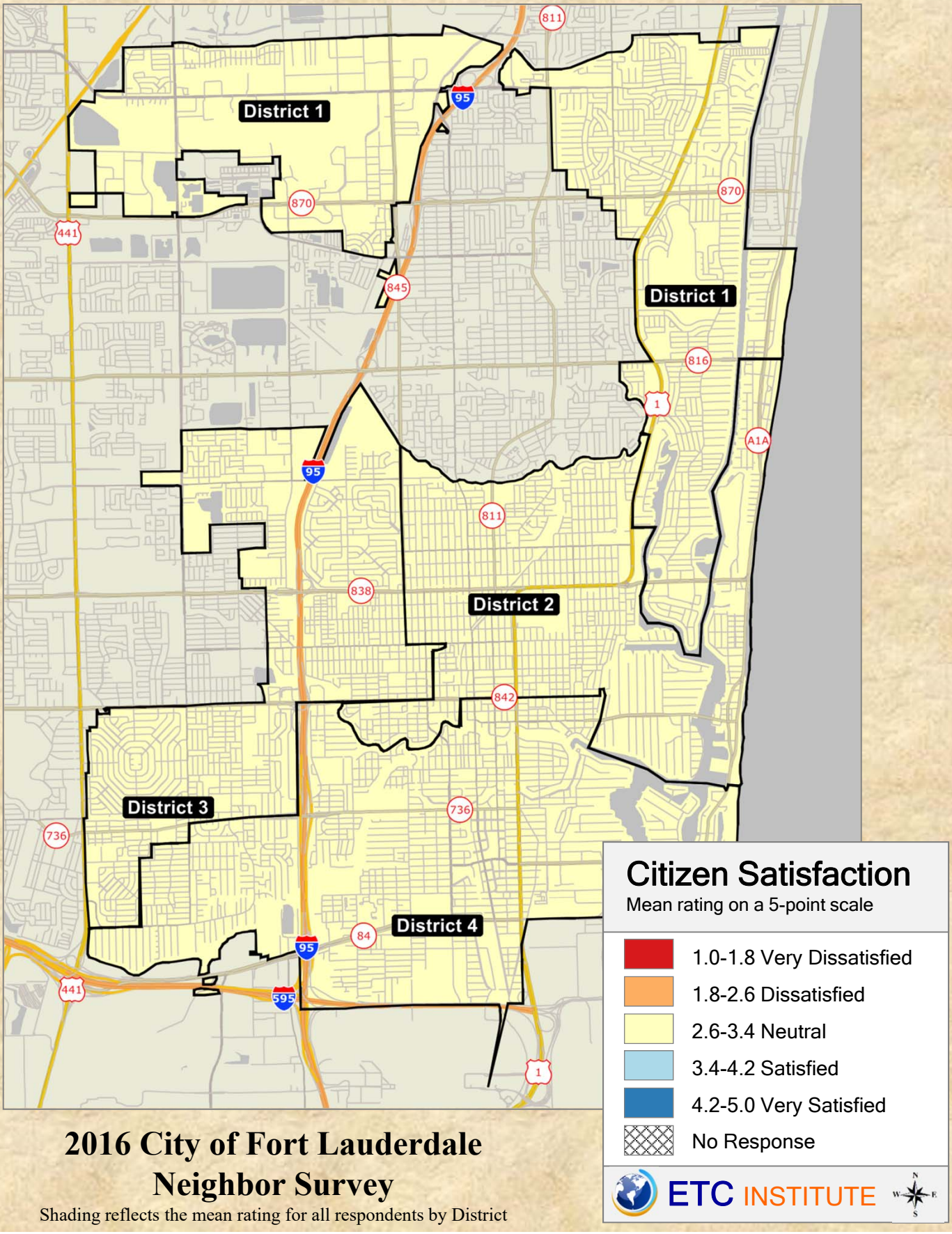
# Q13-02 Satisfaction with ease of conducting inspections for construction or renovation




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

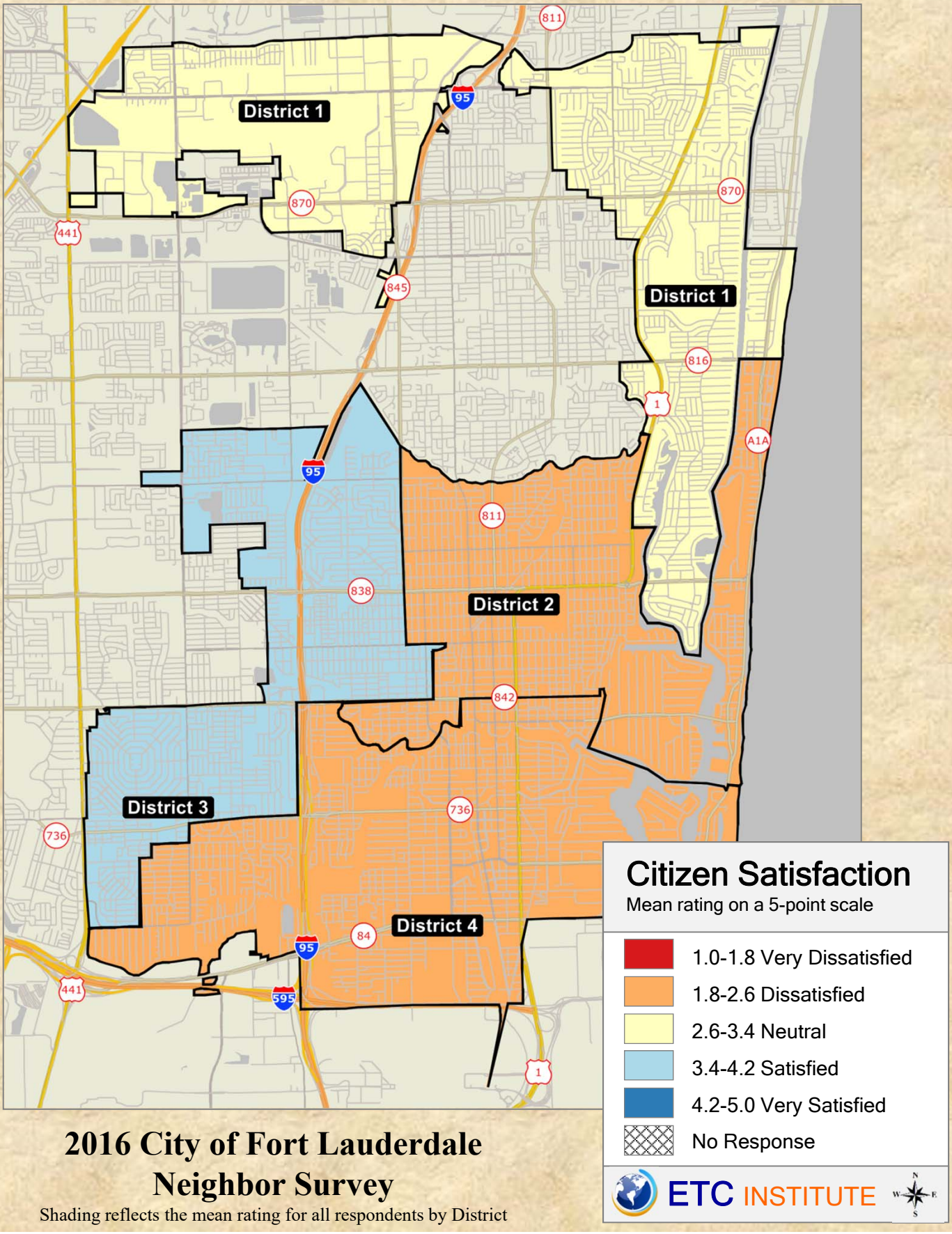
# Q13-03 Satisfaction with effectiveness of City efforts to revitalize low-income areas




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

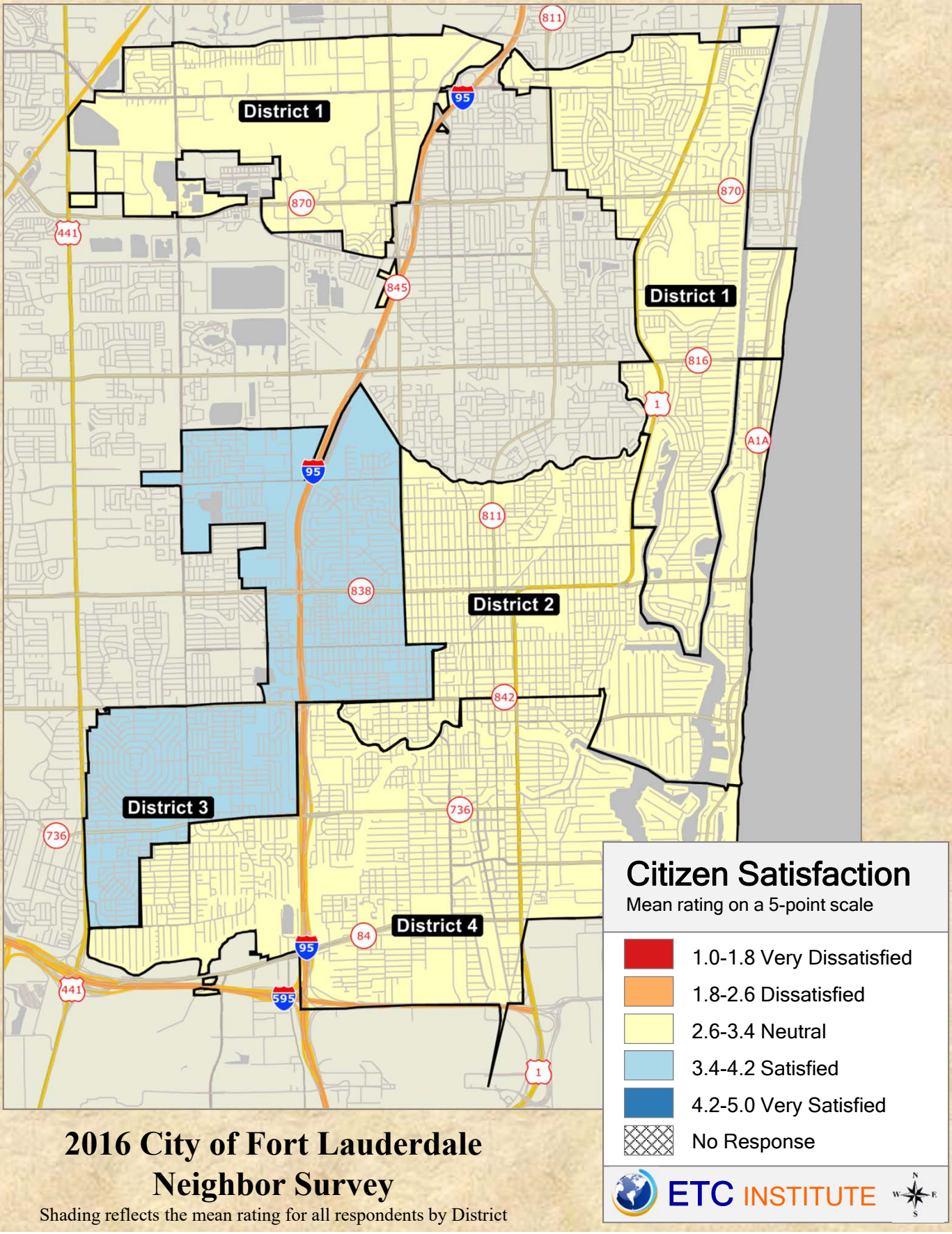
# Q13-04 Satisfaction with ease of obtaining permits for sustainable construction




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

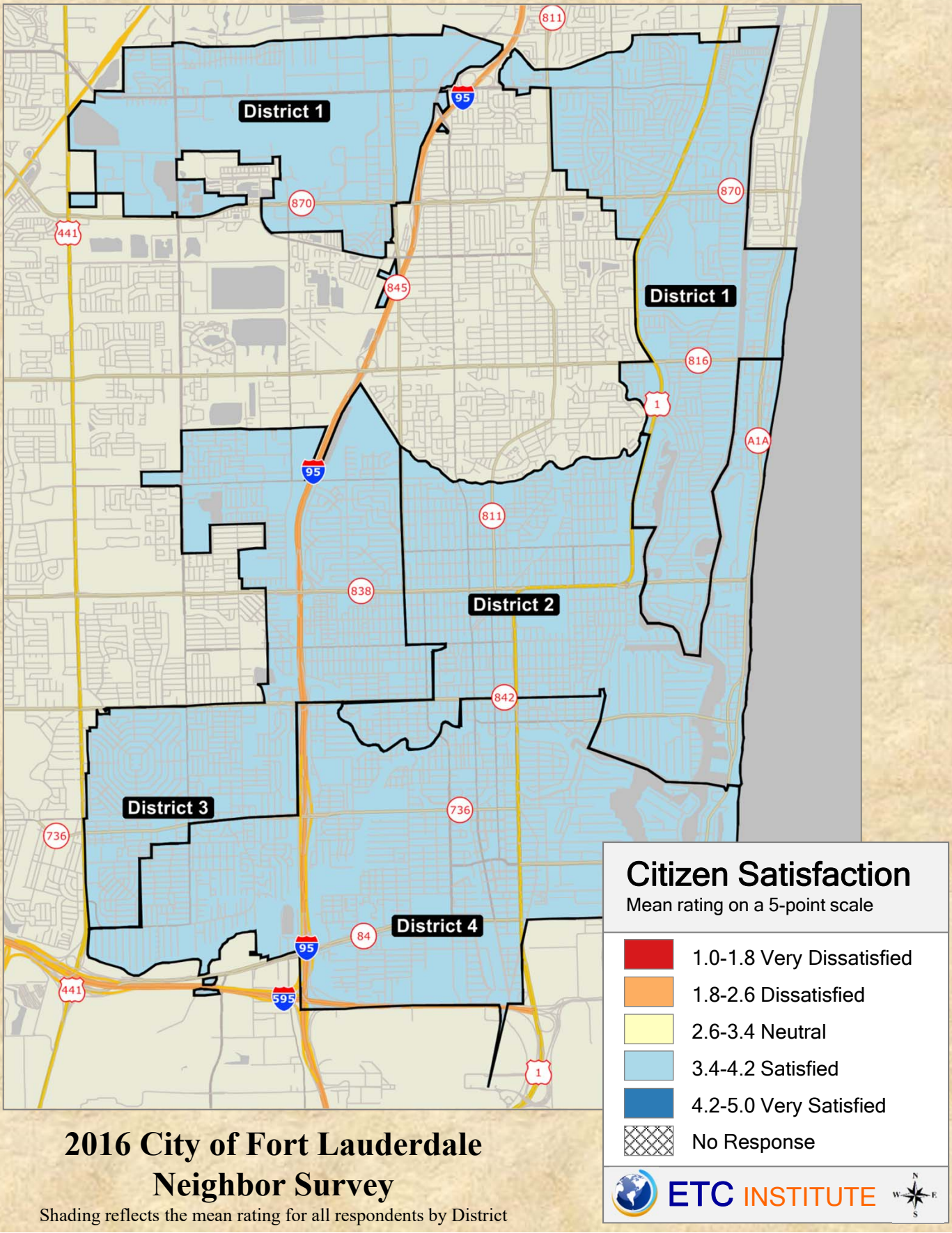
# Q13-05 Satisfaction with City support of the preservation of historic buildings in the City




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

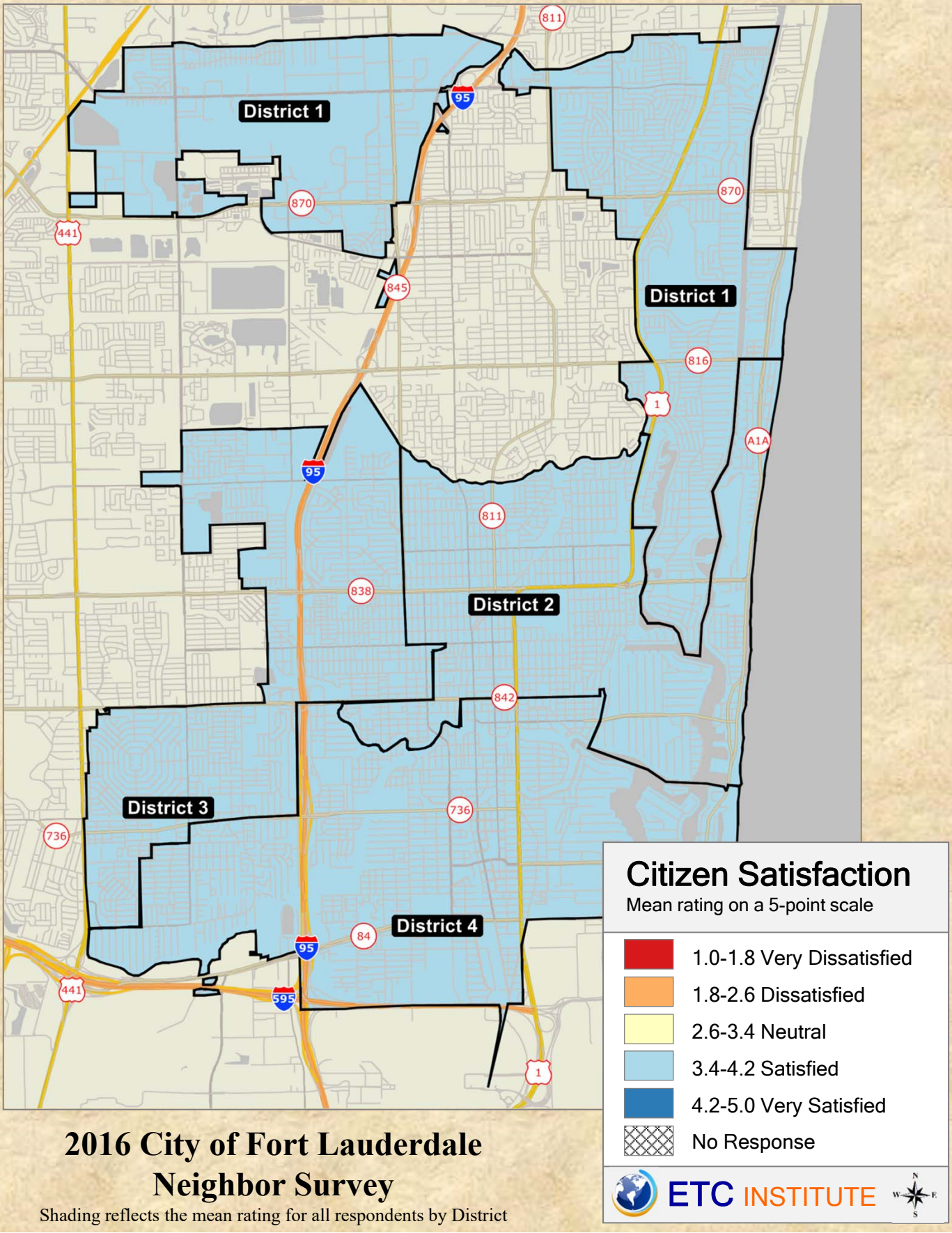
# Q14-01 Satisfaction with maintenance of City parks




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

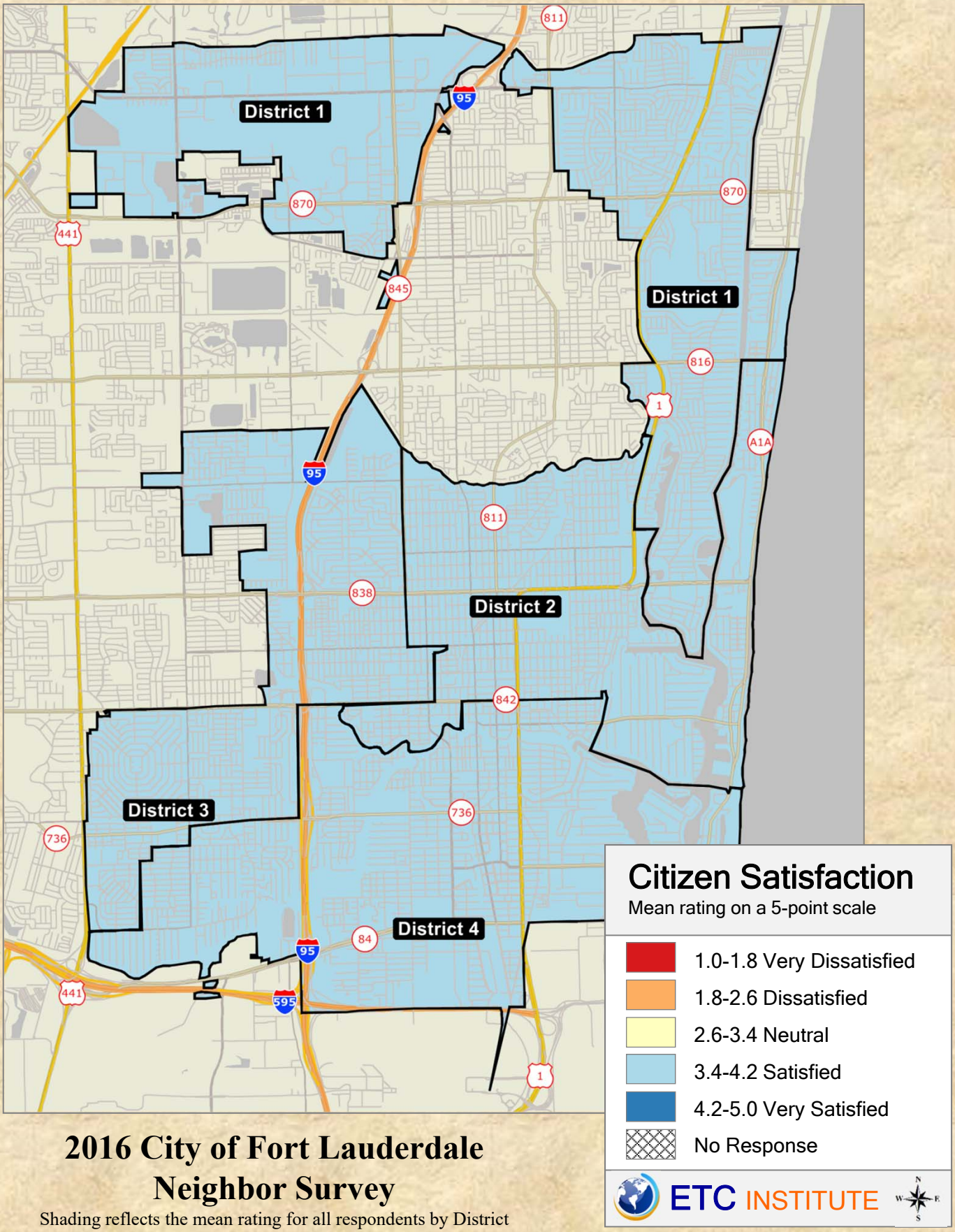
# Q14-02 Satisfaction with proximity of home to City parks and open space




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

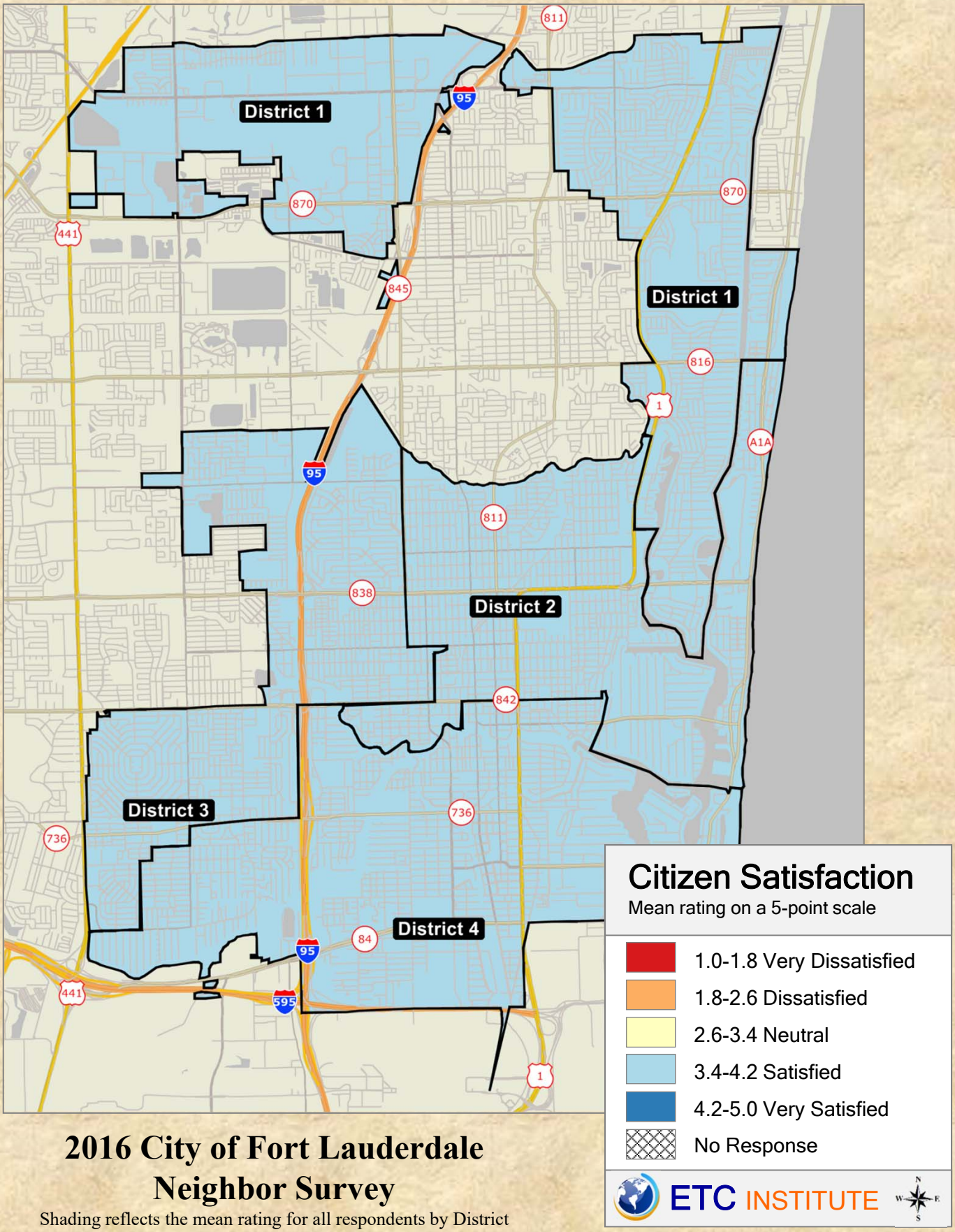
# Q14-03 Satisfaction with quality of athletic fields




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

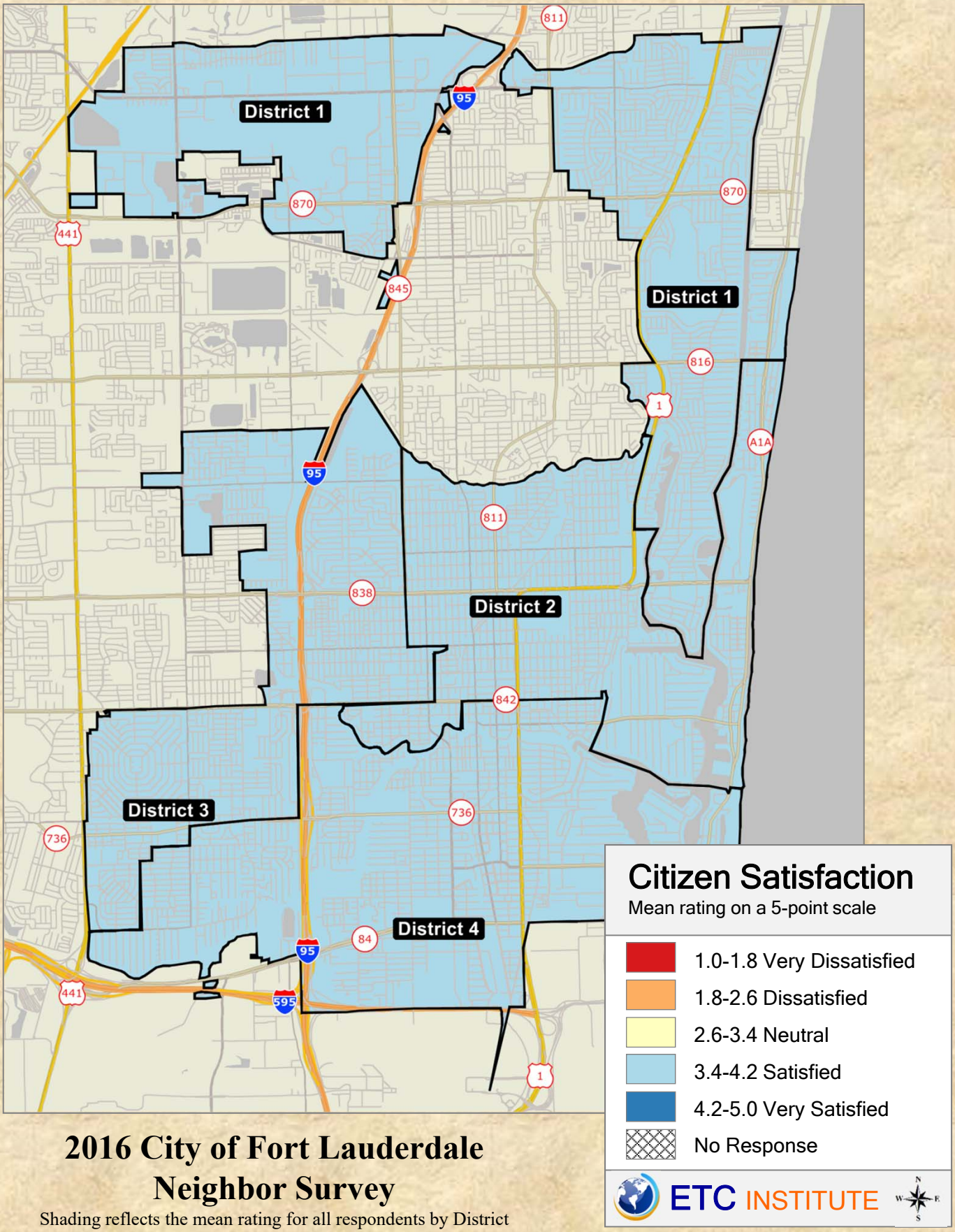
# Q14-04 Satisfaction with availability of athletic fields




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

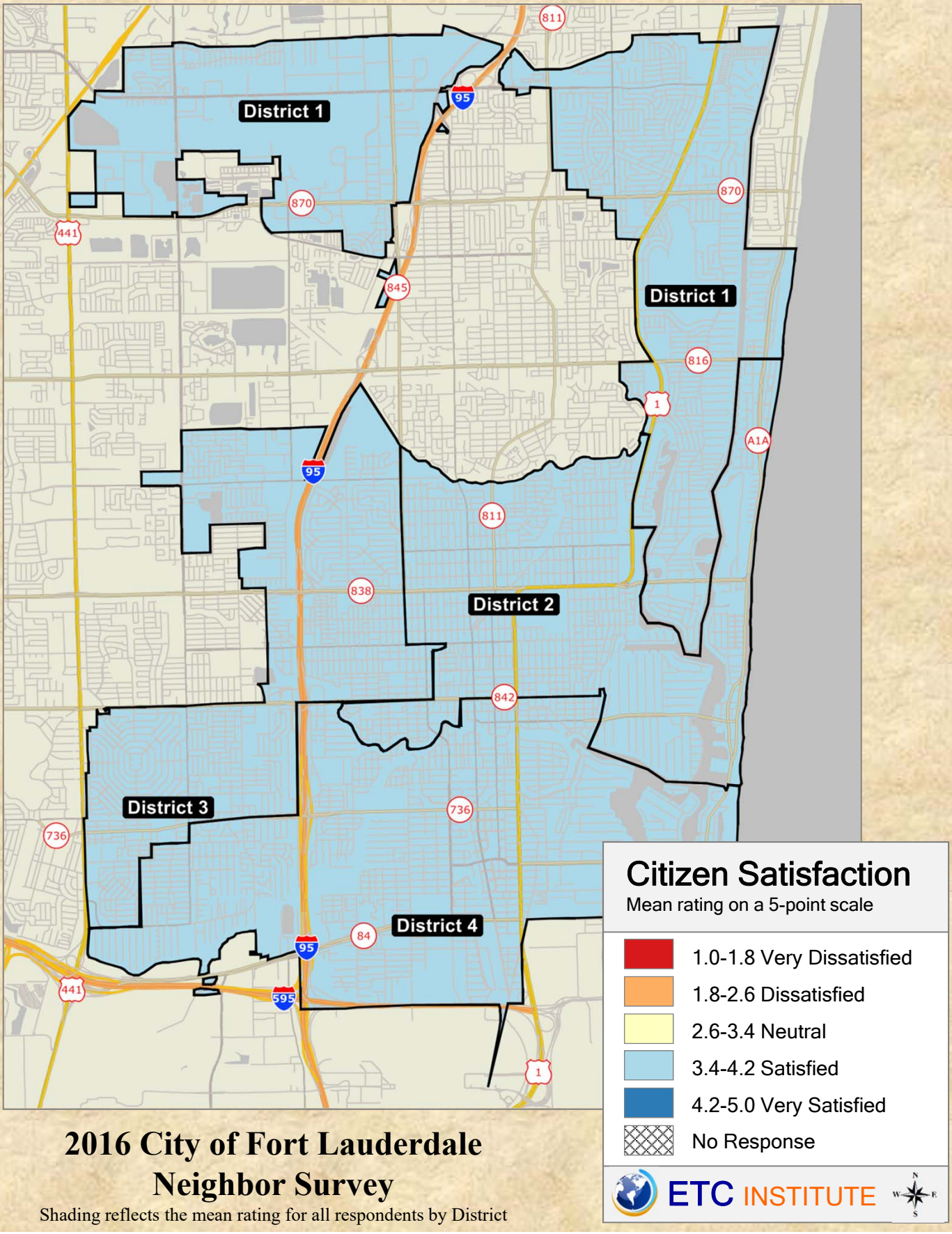
# Q14-05 Satisfaction with availability of information about City parks and recreation programs




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

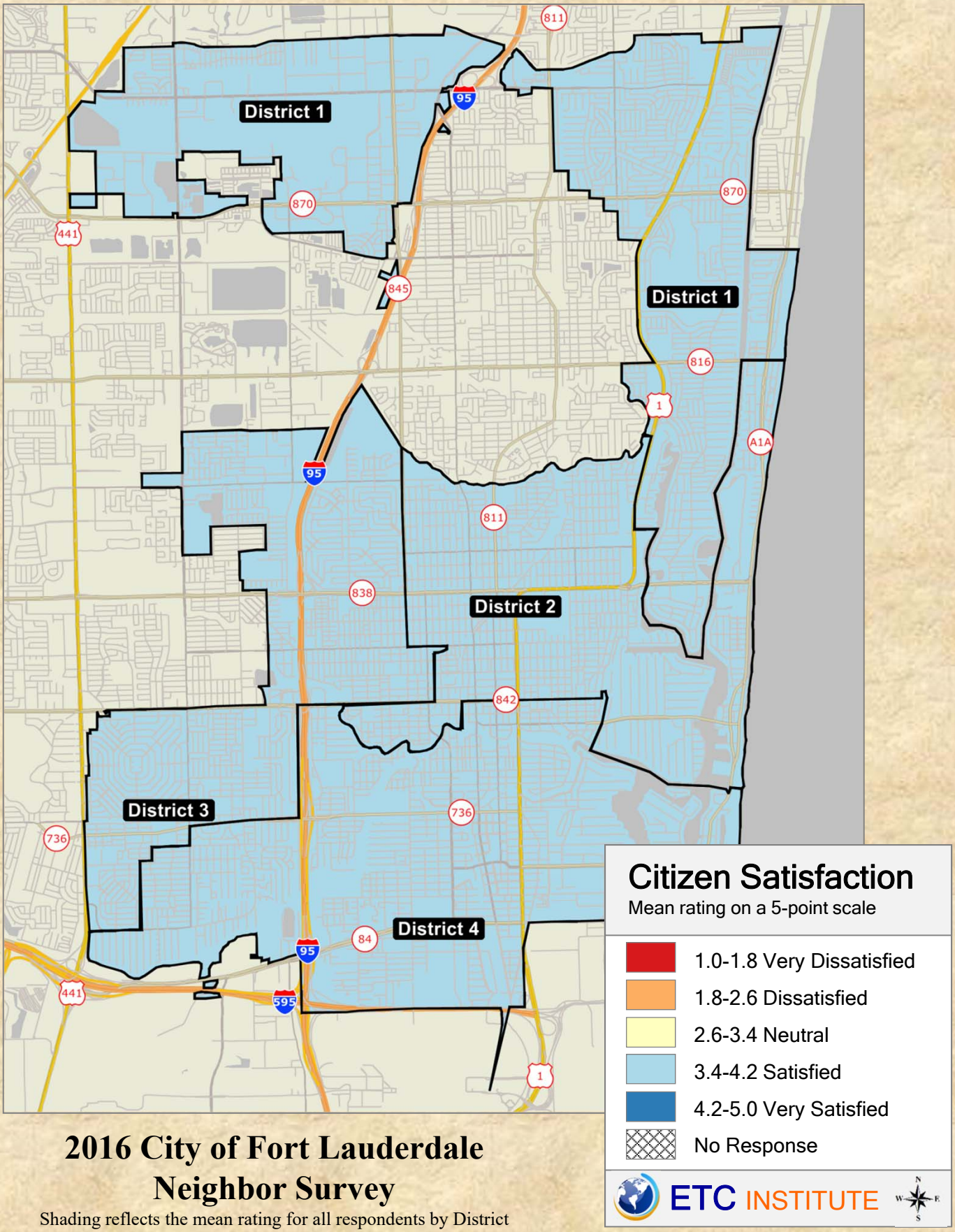
# Q14-06 Satisfaction with variety of parks and recreation programs




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

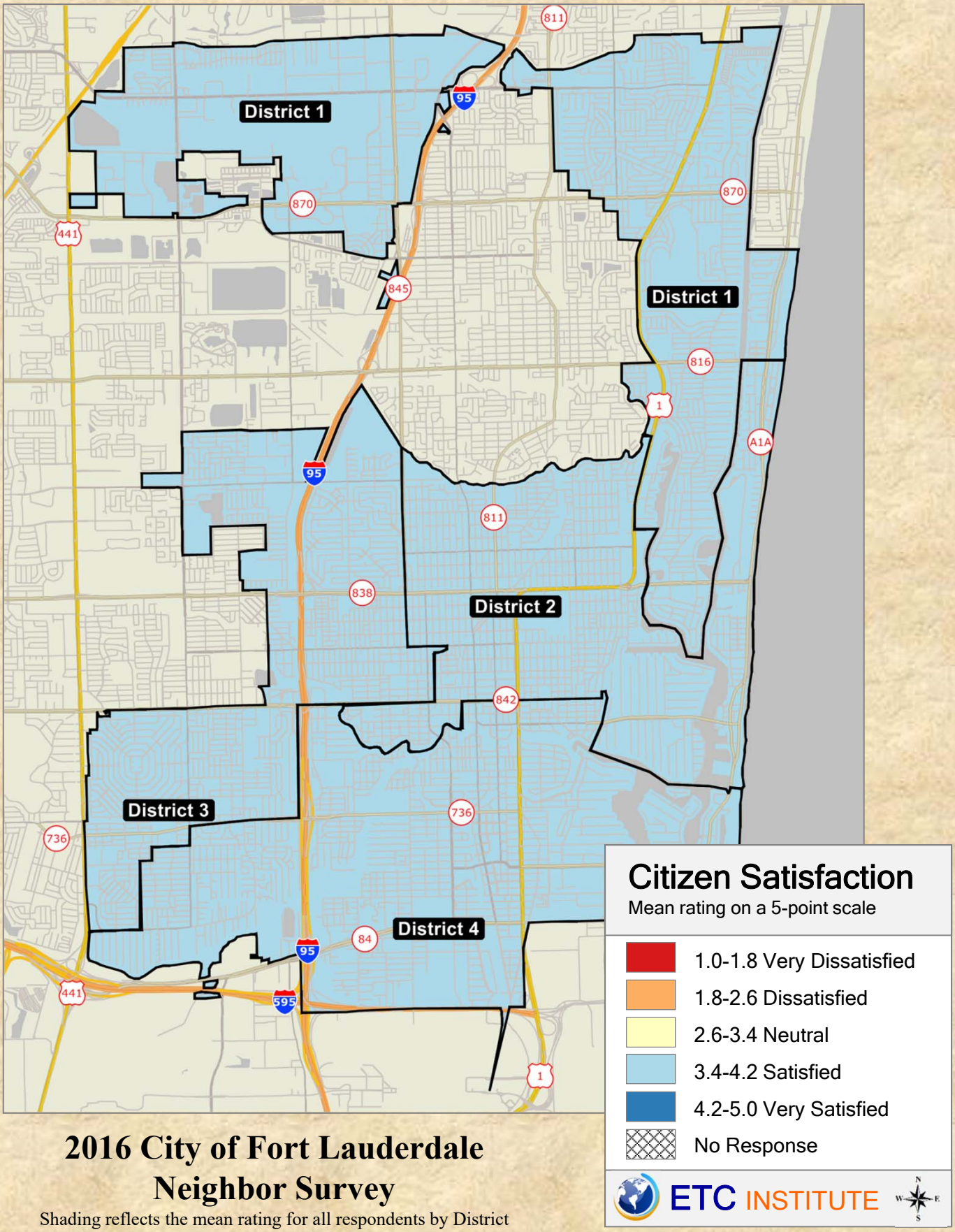
# Q14-07 Satisfaction with cost of parks and recreation programs and facility fees




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

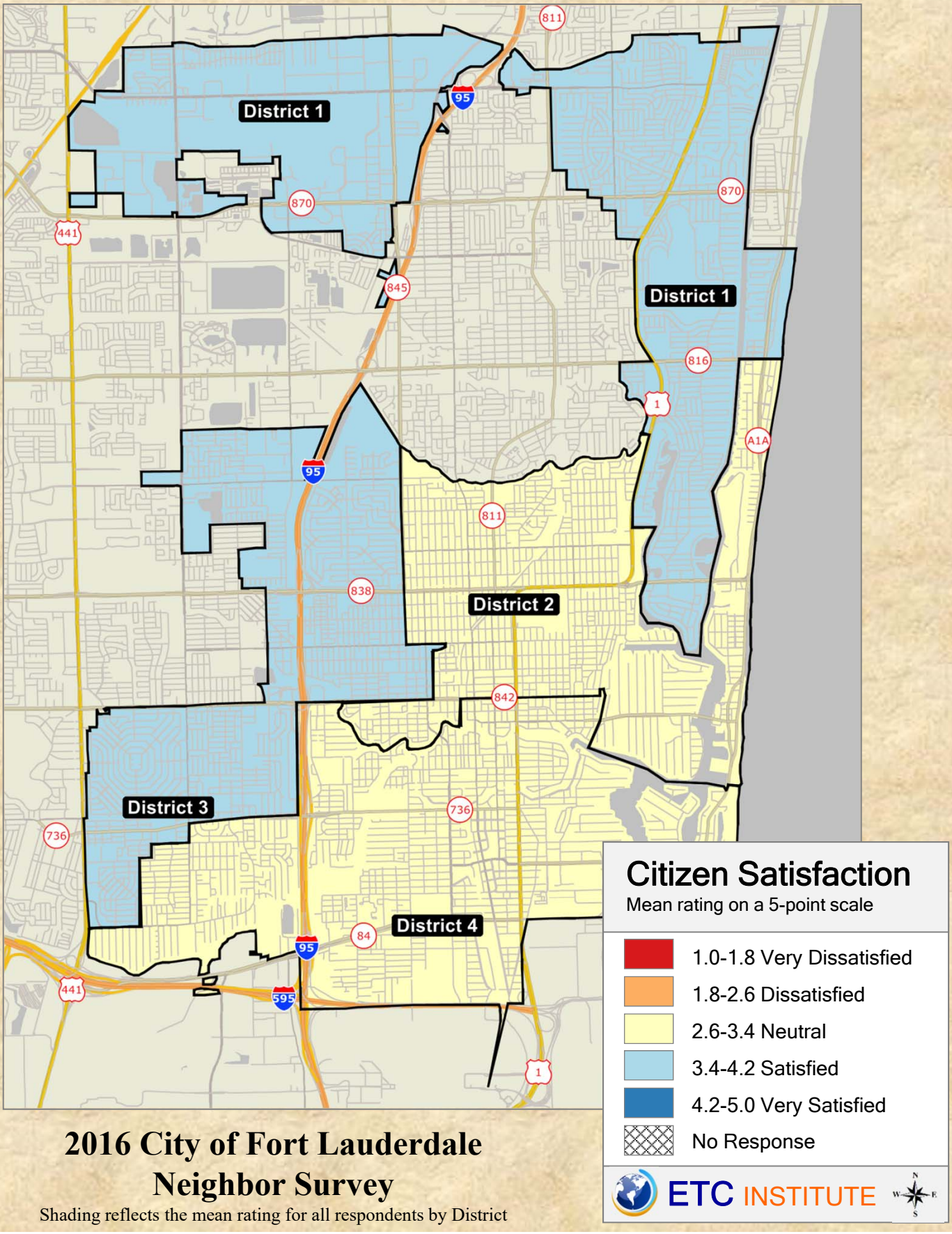
# Q14-08 Satisfaction with City youth recreation programs




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

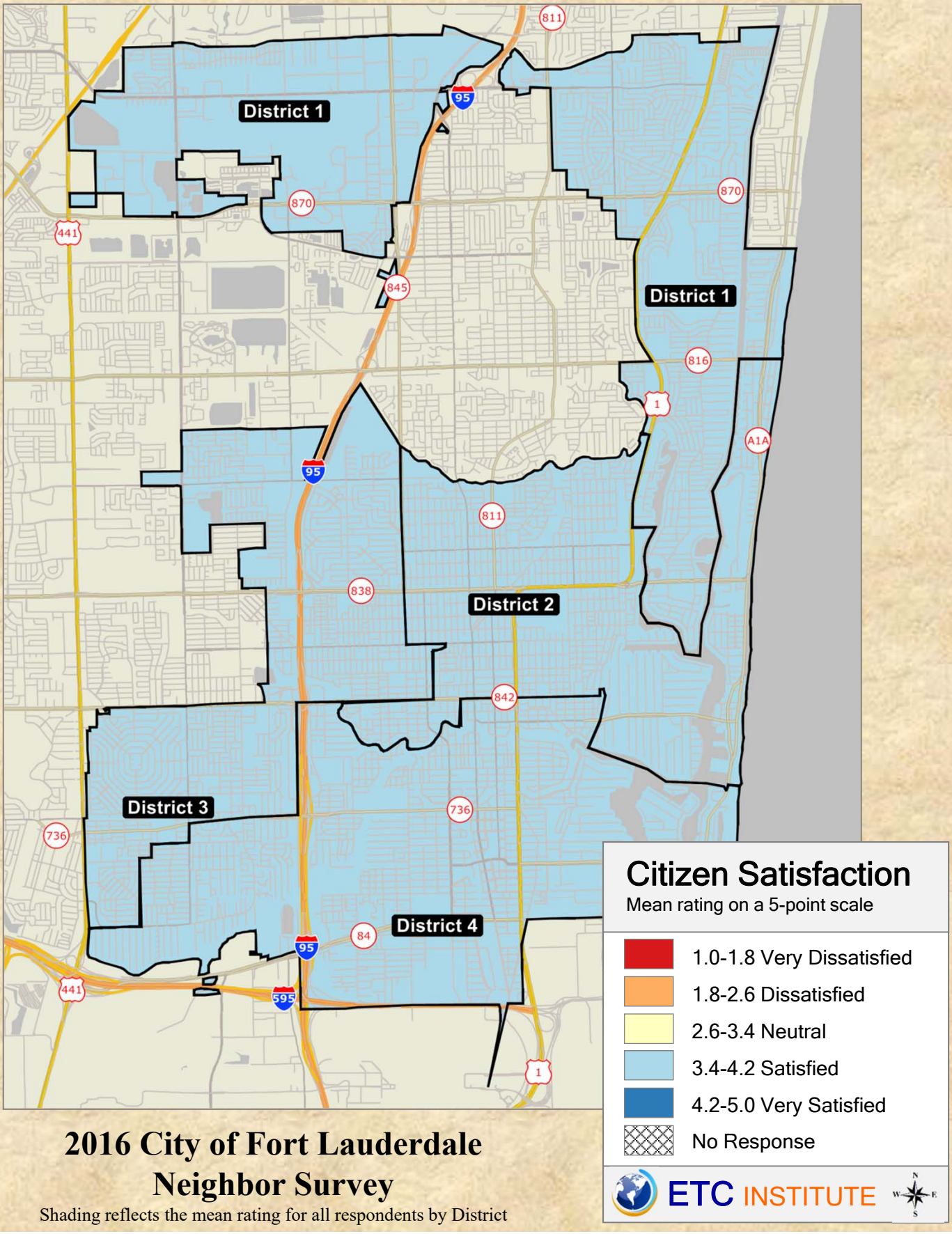
# Q14-09 Satisfaction with City adult recreation programs




**2016 City of Fort Lauderdale Neighbor Survey**

Shading reflects the mean rating for all respondents by District

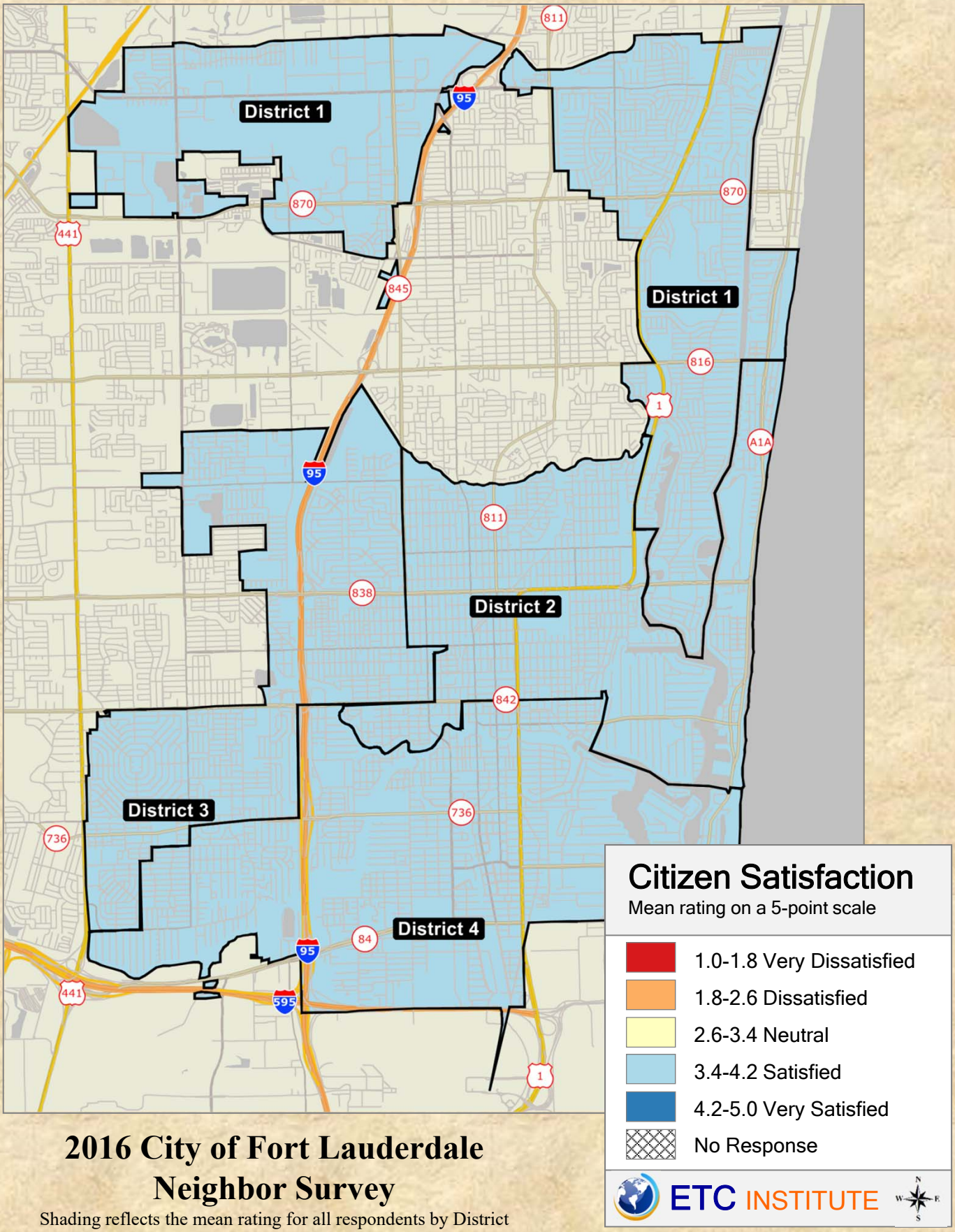
# Q14-10 Satisfaction with quality of special events




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

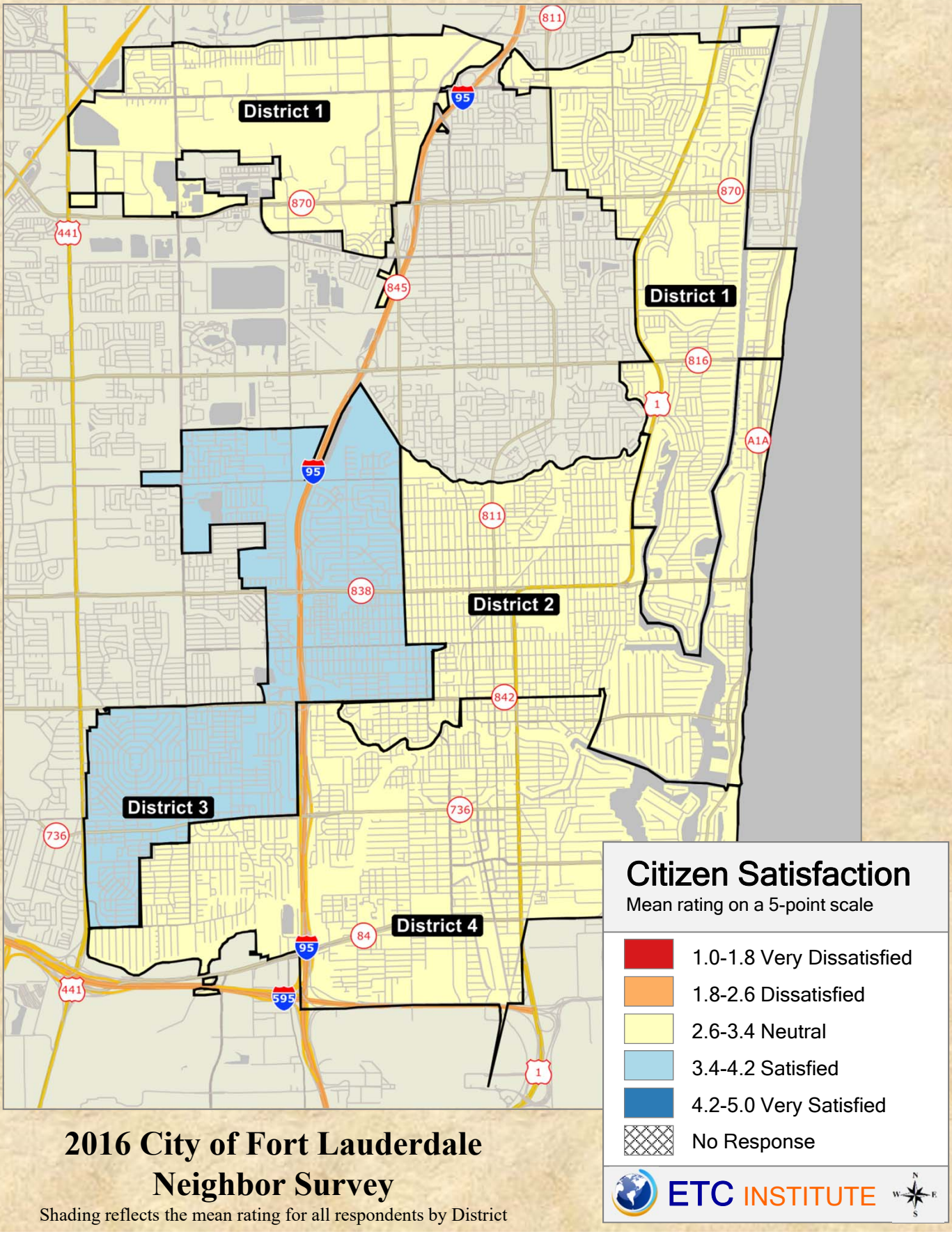
# Q14-11 Satisfaction with ease of registering for parks and recreation programs




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

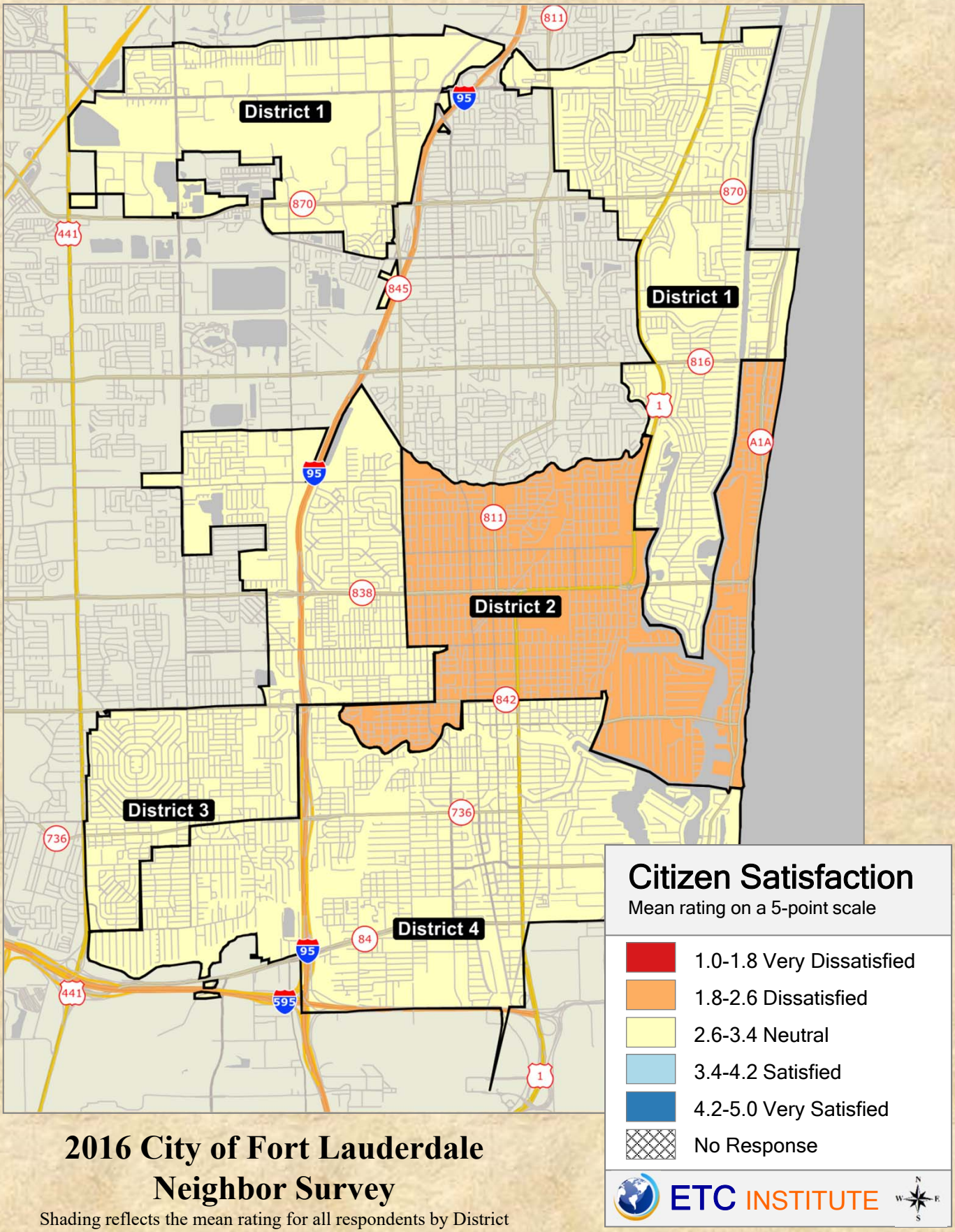
# Q16-01 Satisfaction with availability of sidewalks




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

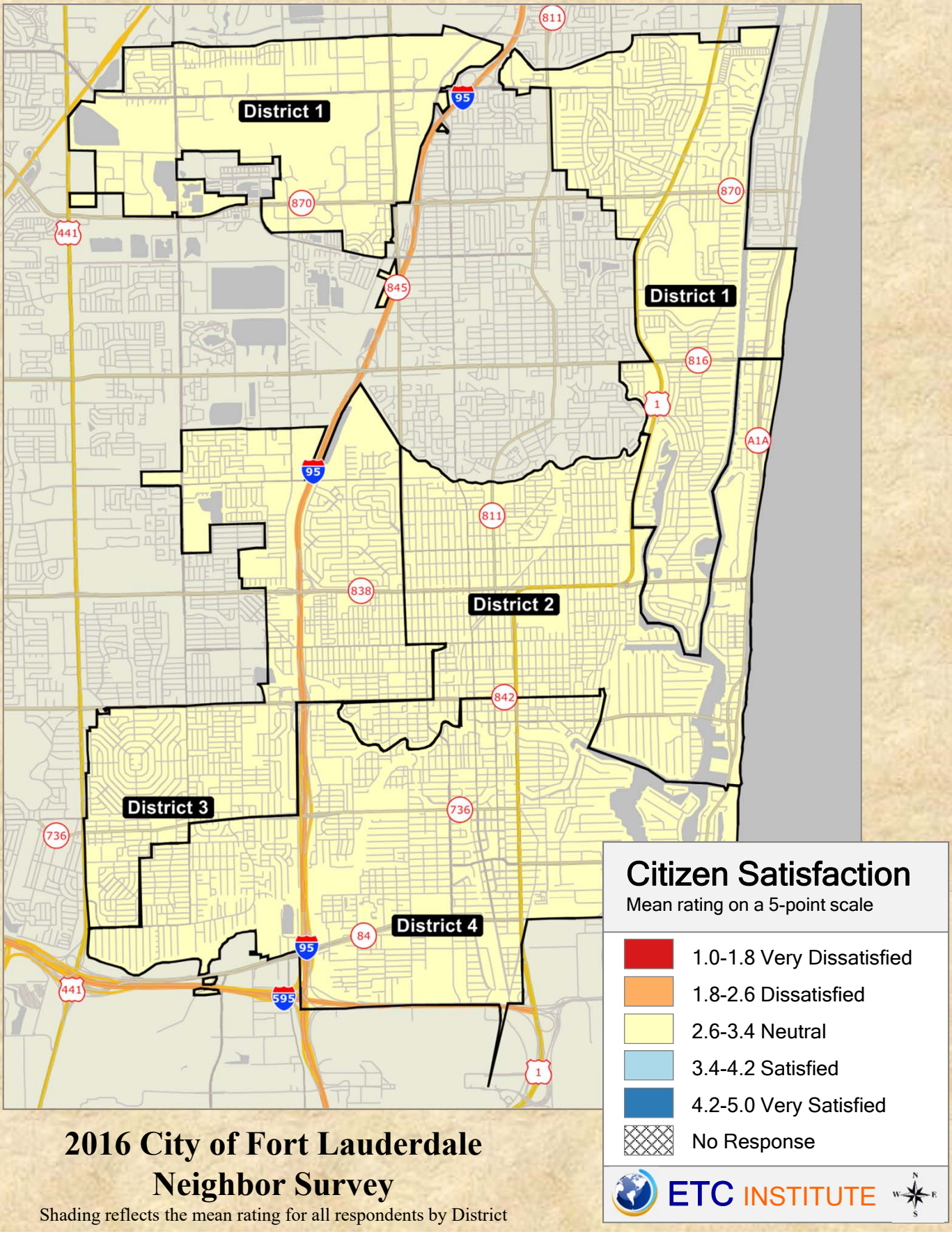
# Q16-02 Satisfaction with condition of sidewalks




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

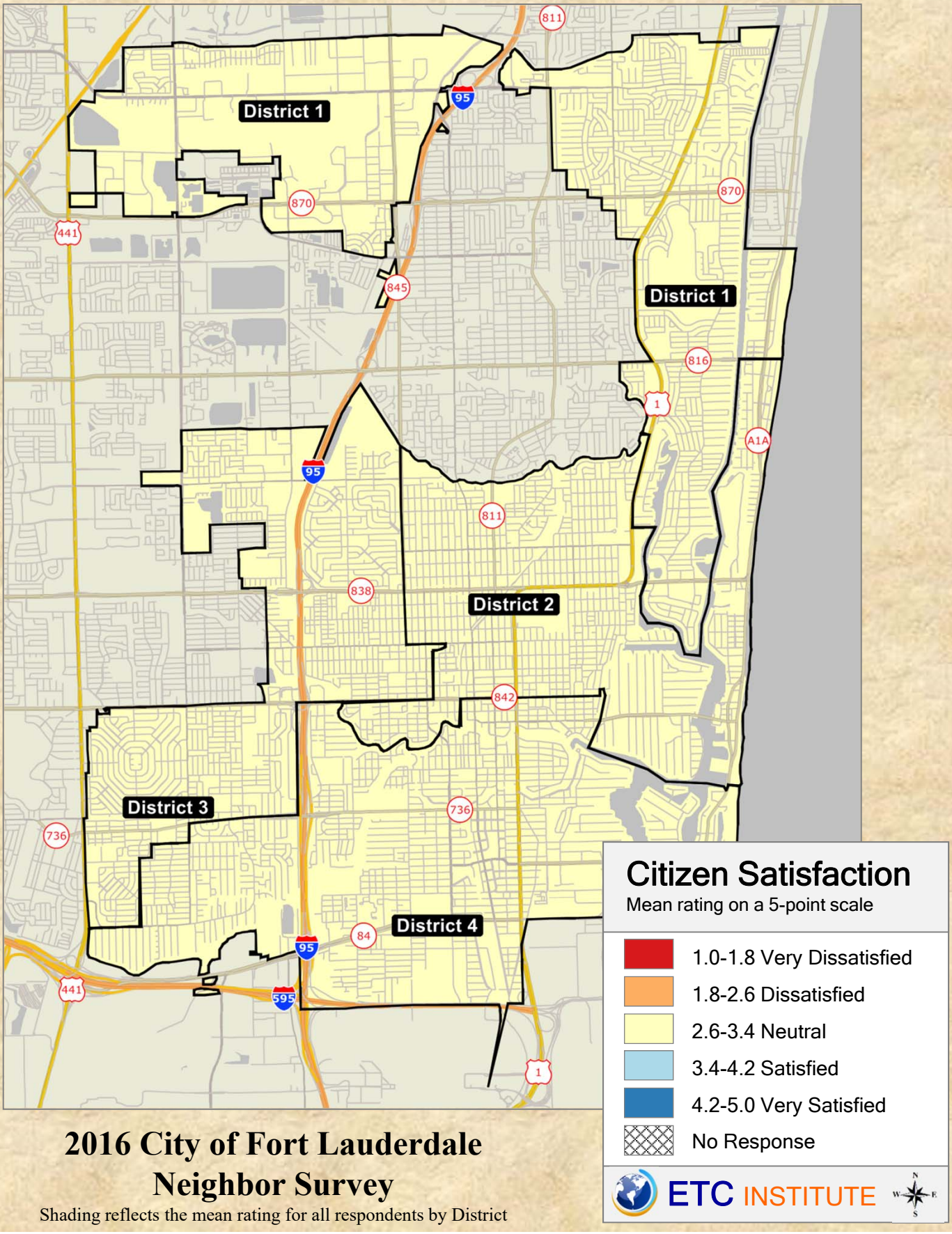
# Q16-03 Satisfaction with availability of bicycle parking




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

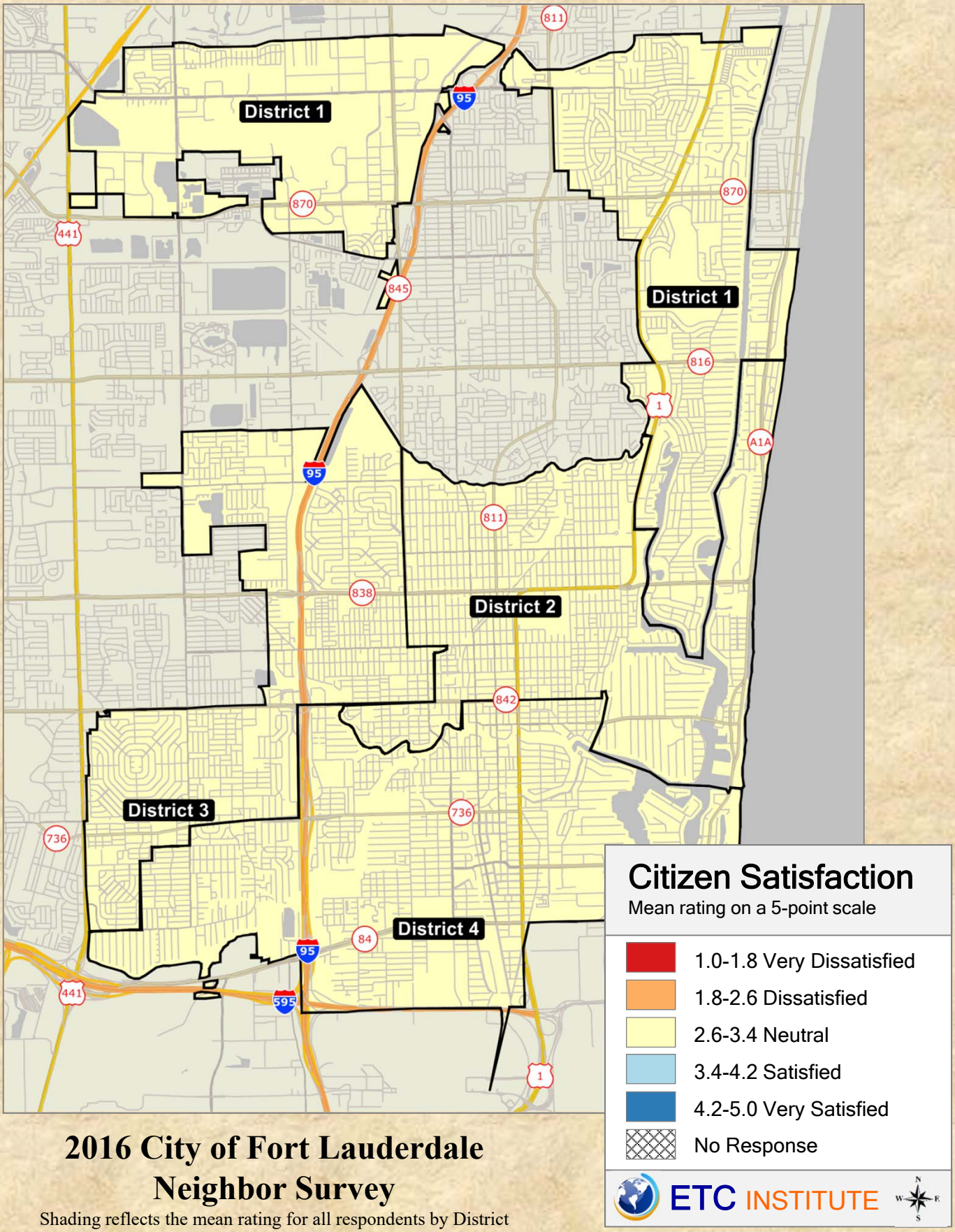
# Q16-04 Satisfaction with availability of biking paths and bike lanes




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

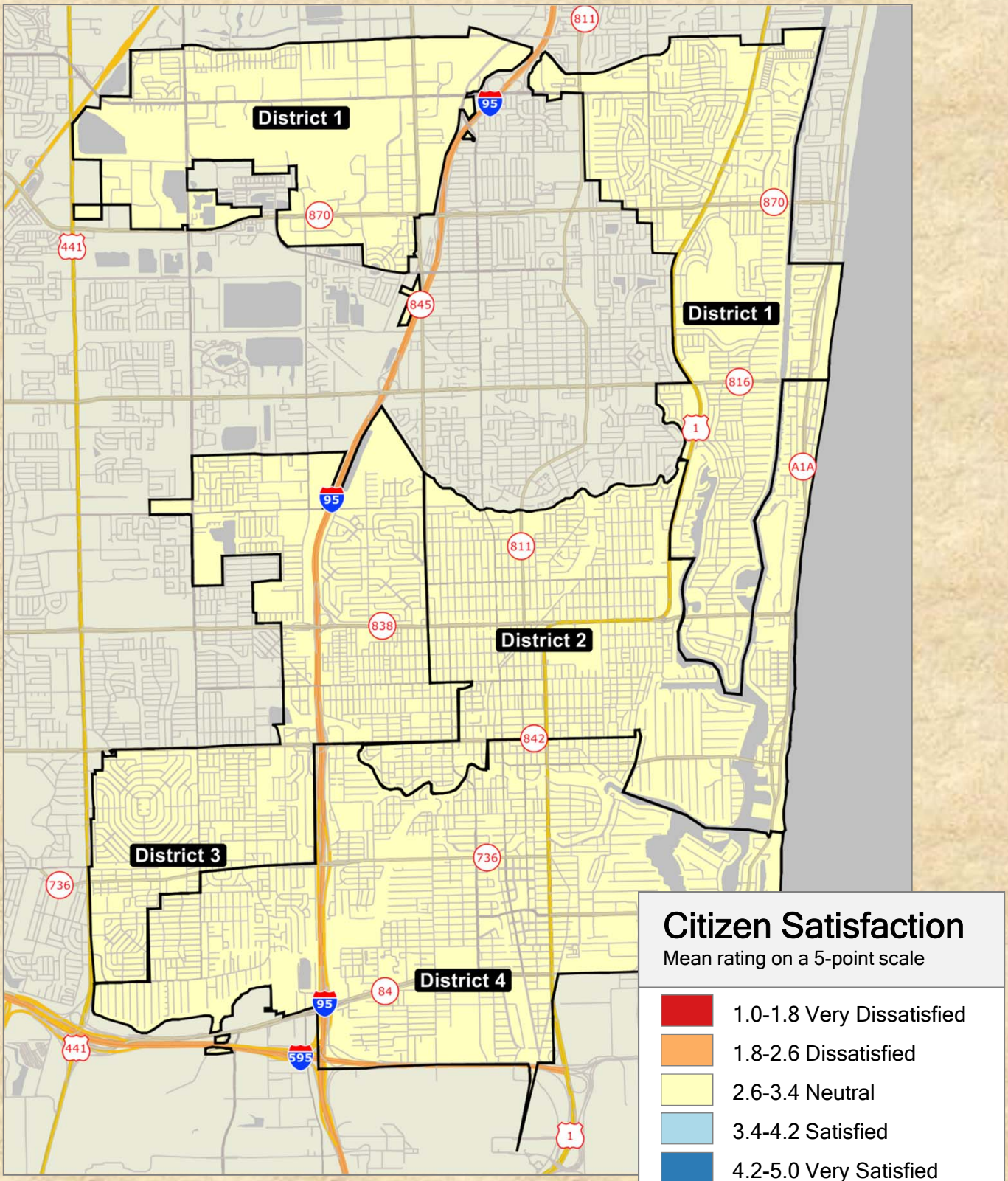
# Q16-05 Satisfaction with availability of bike share stations




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

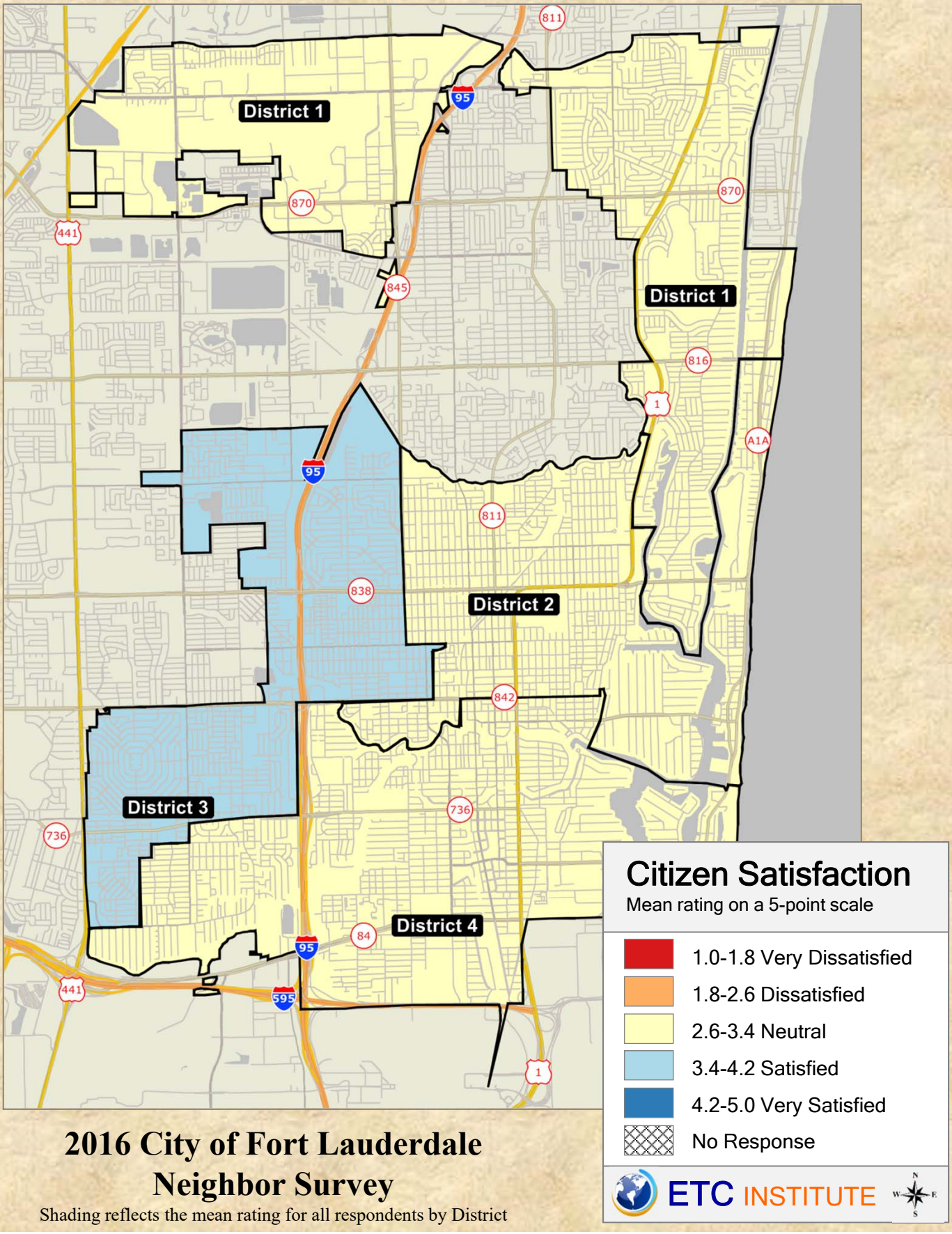
# Q16-06 Satisfaction with availability of public transit options




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

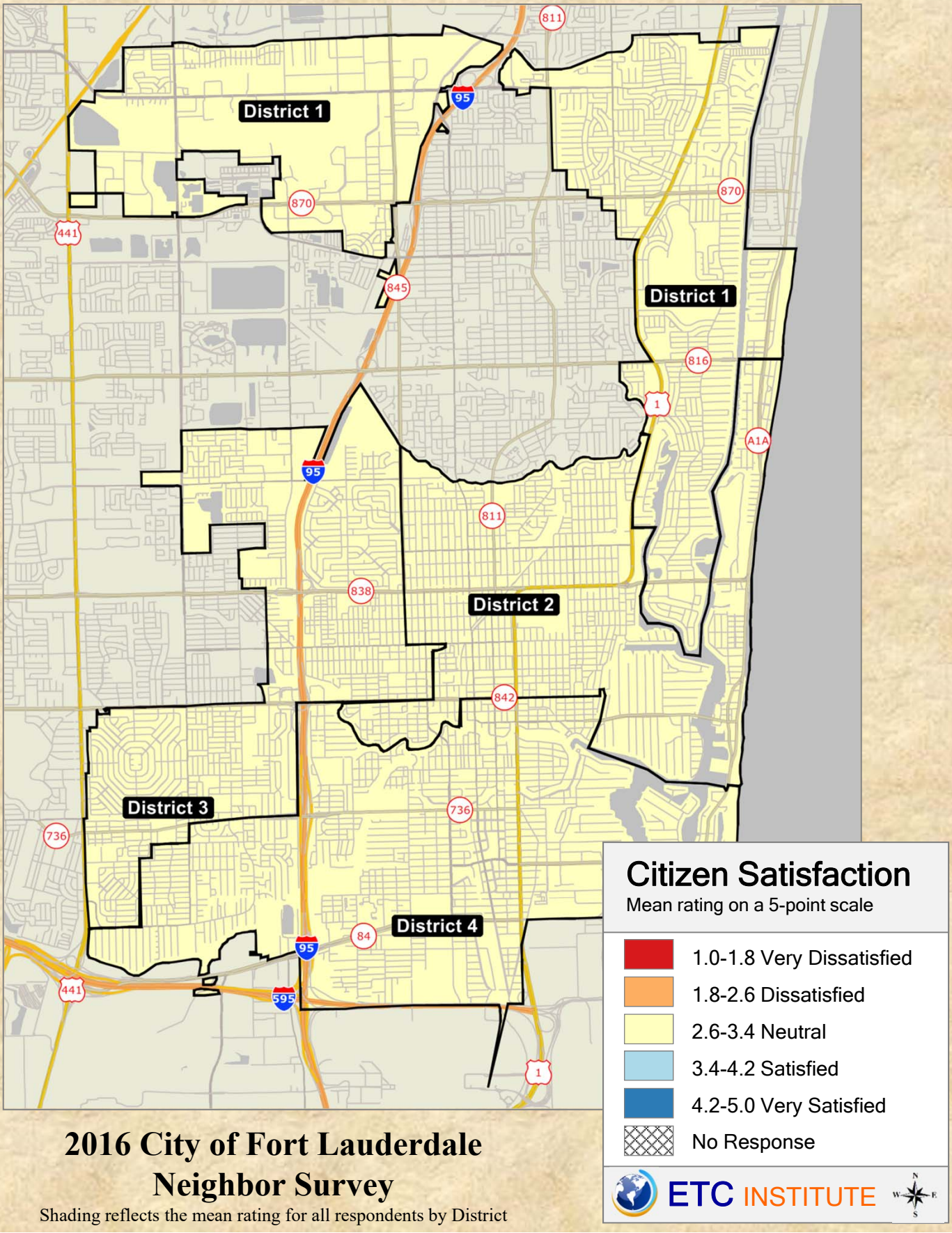
# Q16-07 Satisfaction with availability of Sun Trolley service




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

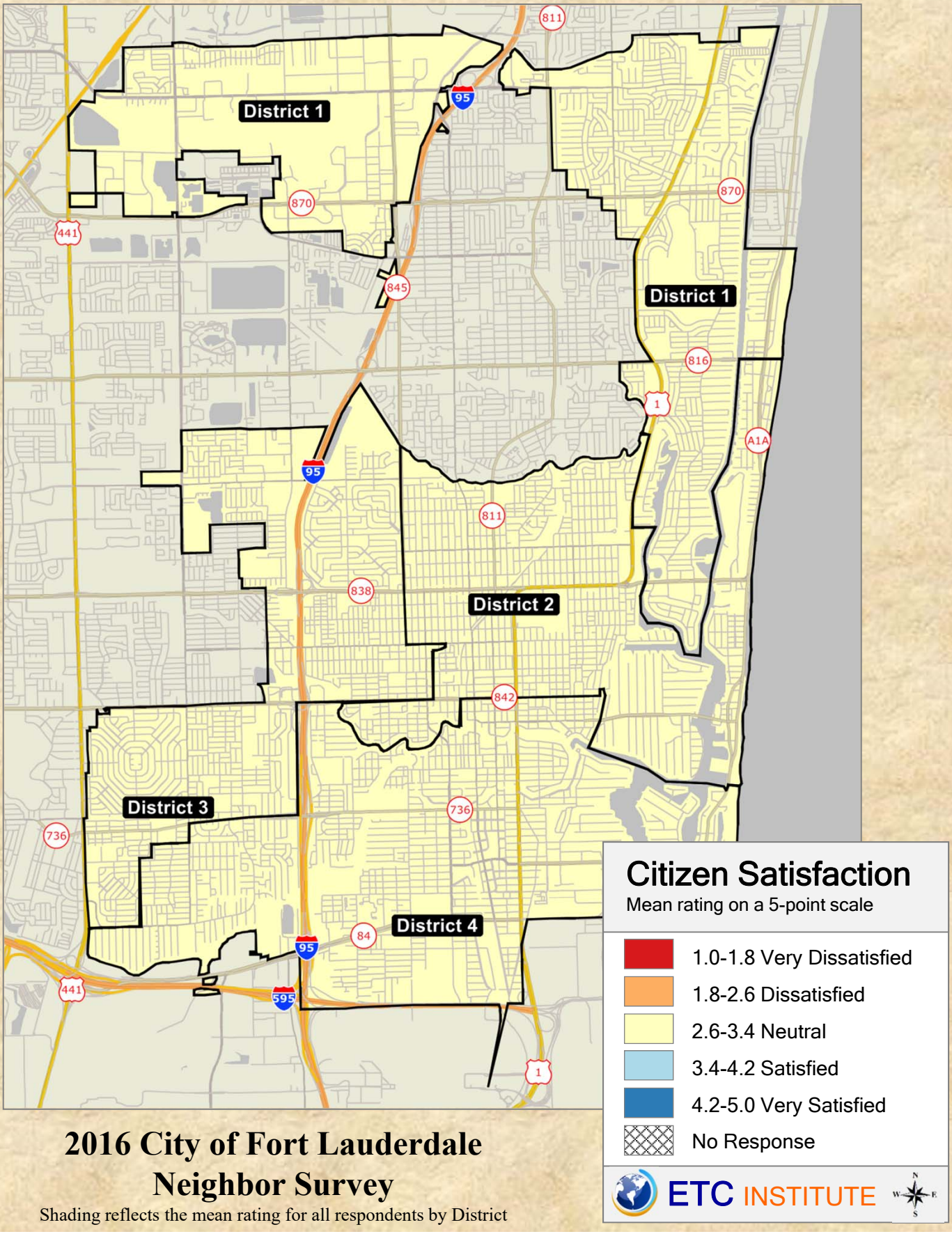
# Q16-08 Satisfaction with availability of public parking




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

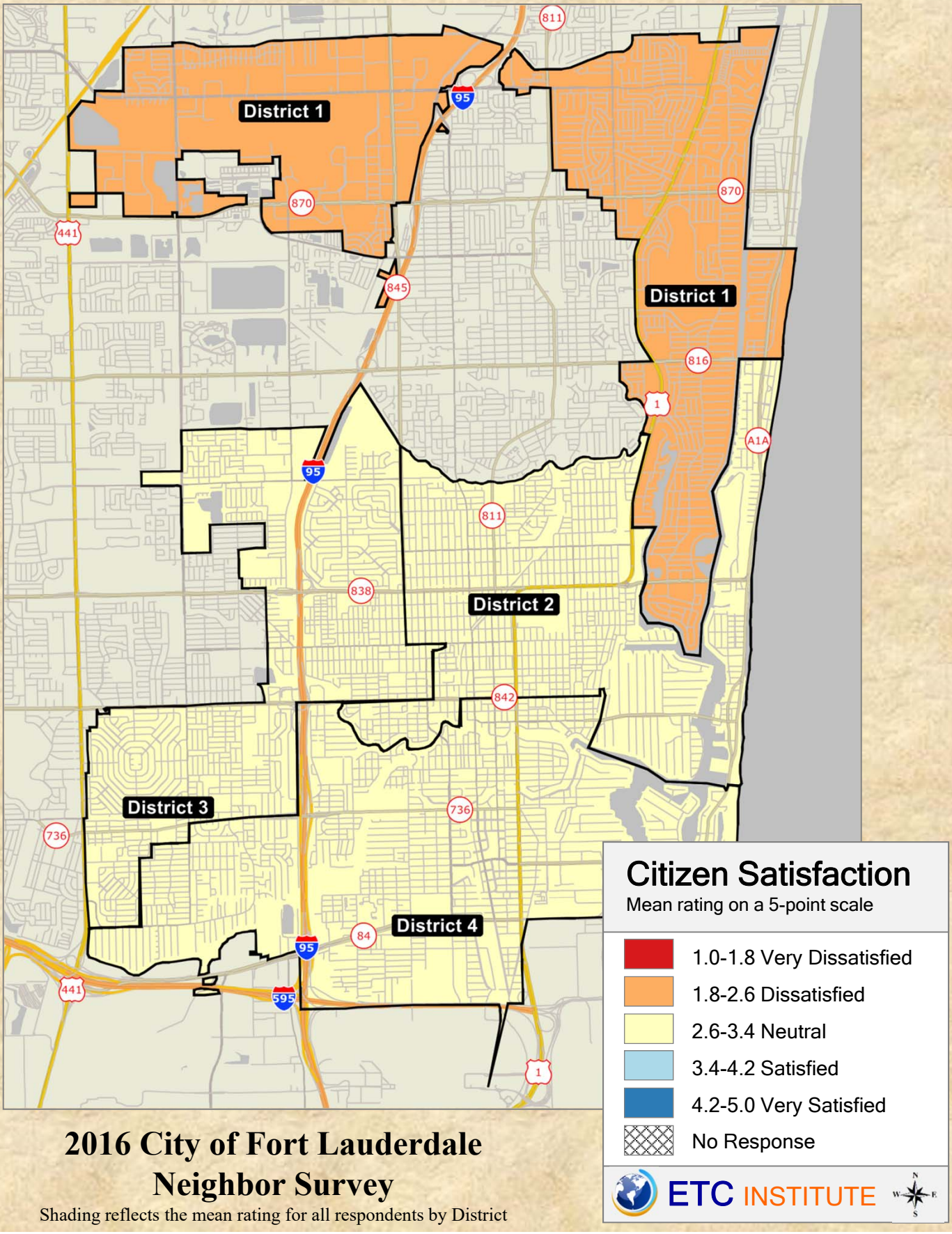
# Q16-09 Satisfaction with availability of public parking downtown




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

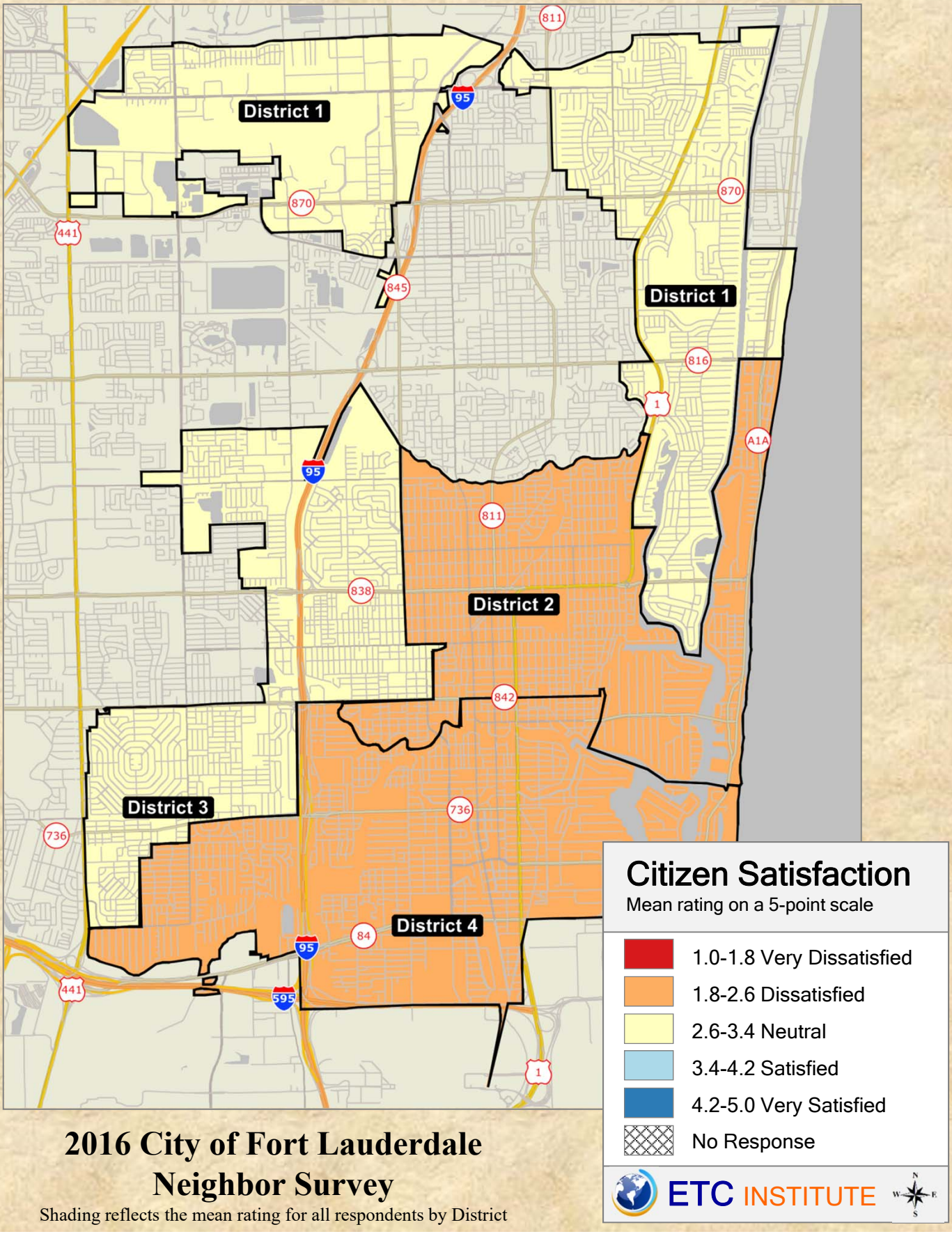
# Q16-10 Satisfaction with availability of public parking at the beach




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

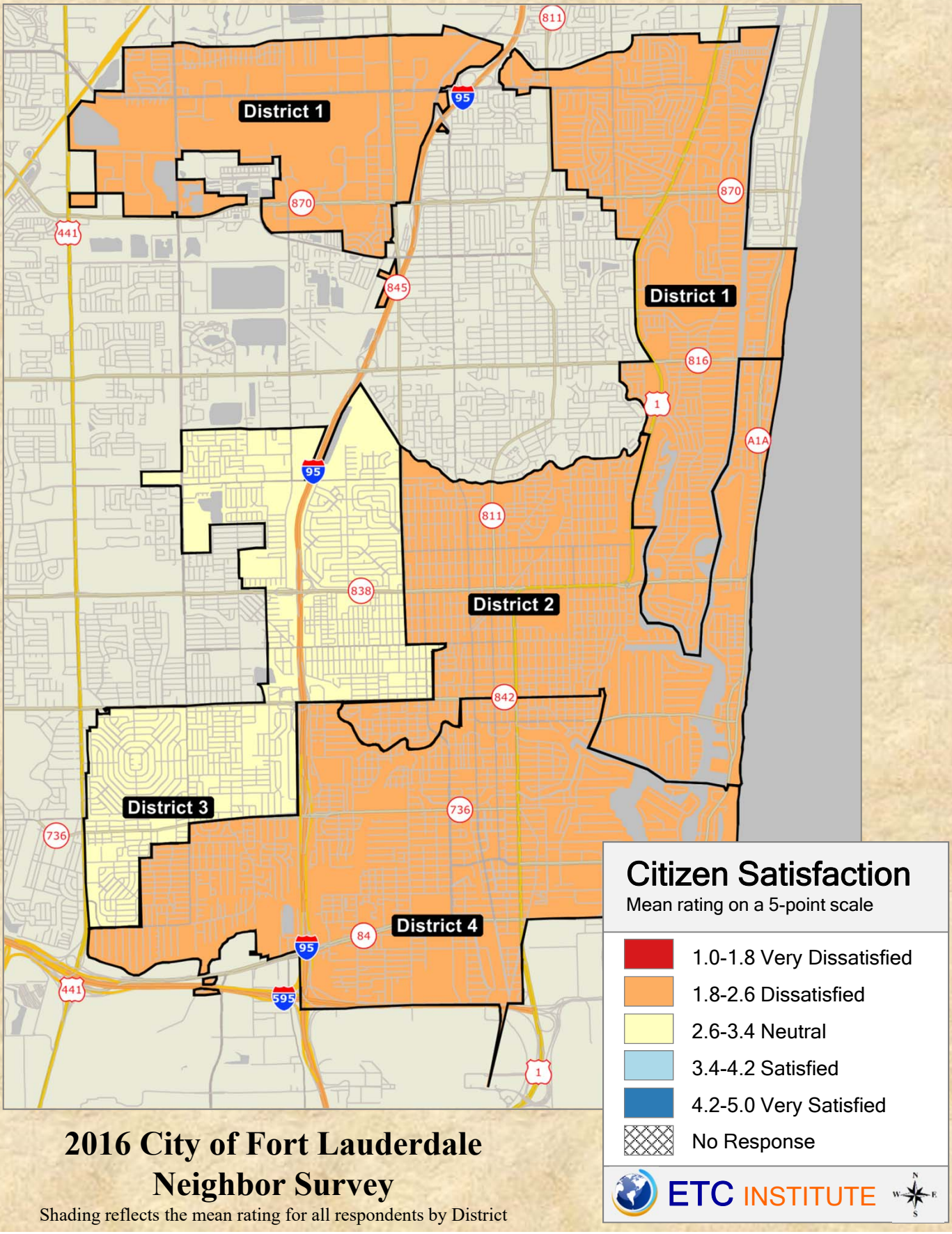
# Q16-11 Satisfaction with cost of public parking




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

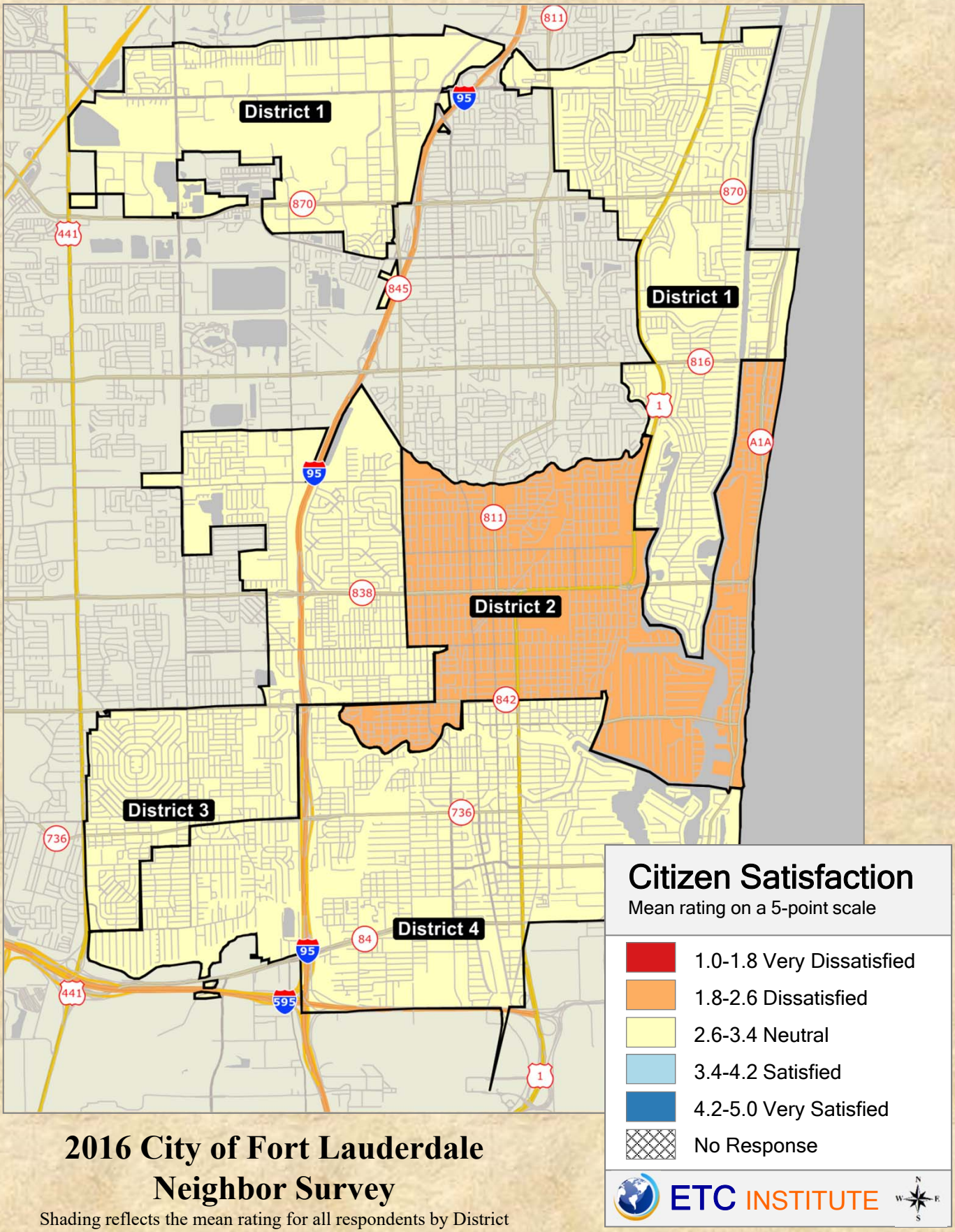
# Q16-12 Satisfaction with management of traffic flow/ congestion on major roadways




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

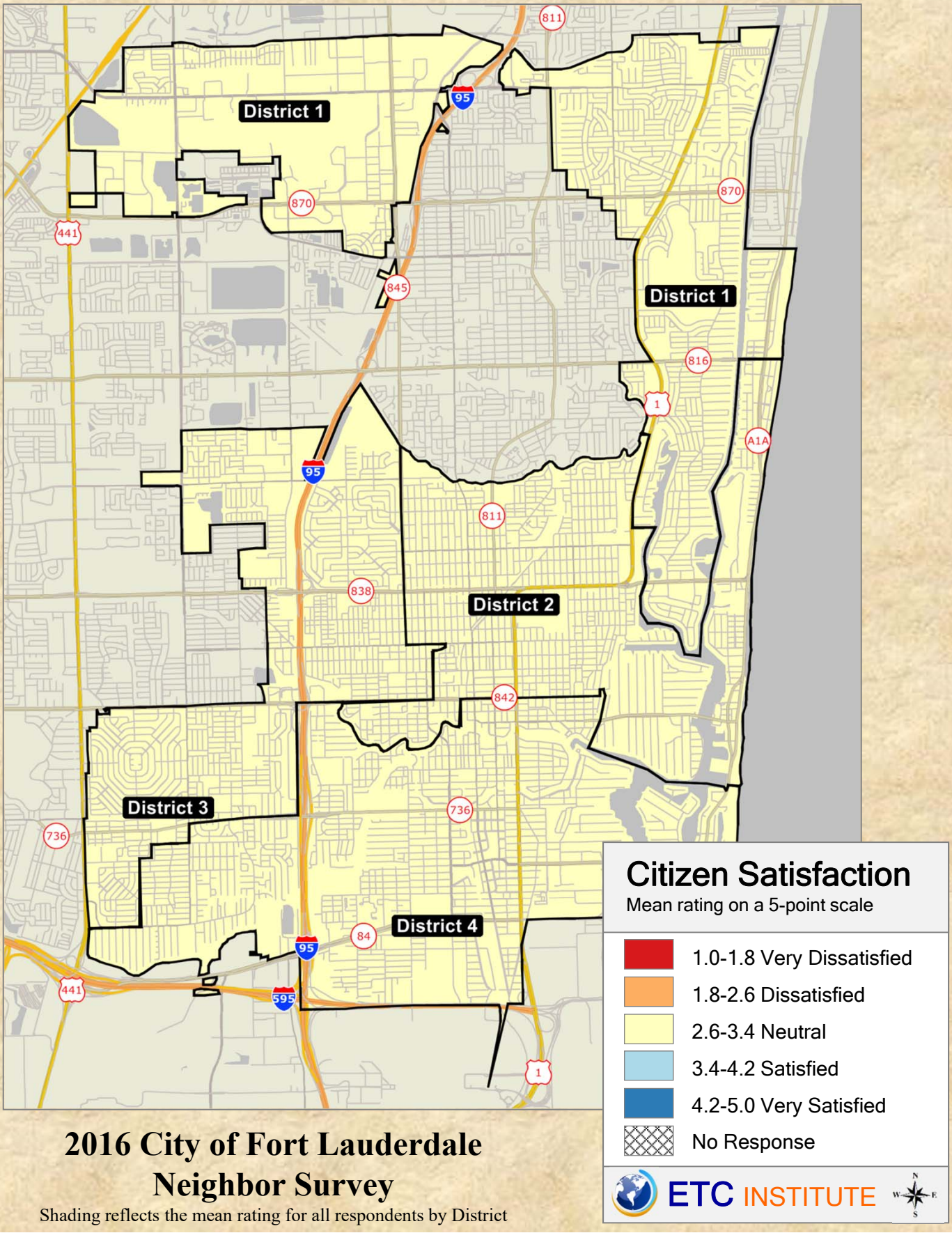
# Q16-13 Satisfaction with management of traffic flow/ congestion in neighborhoods




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

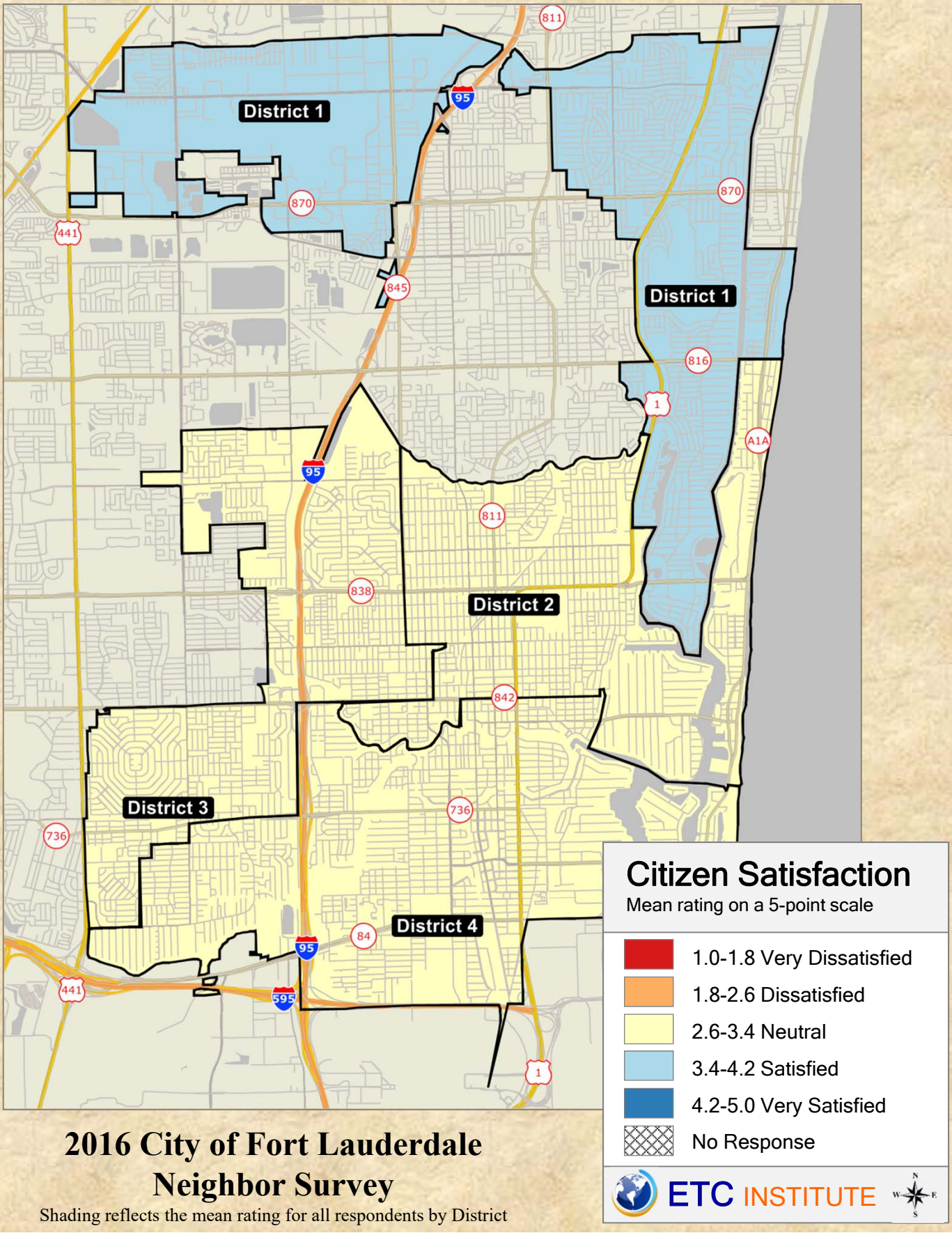
# Q16-14 Satisfaction with maintenance of neighborhood streets




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

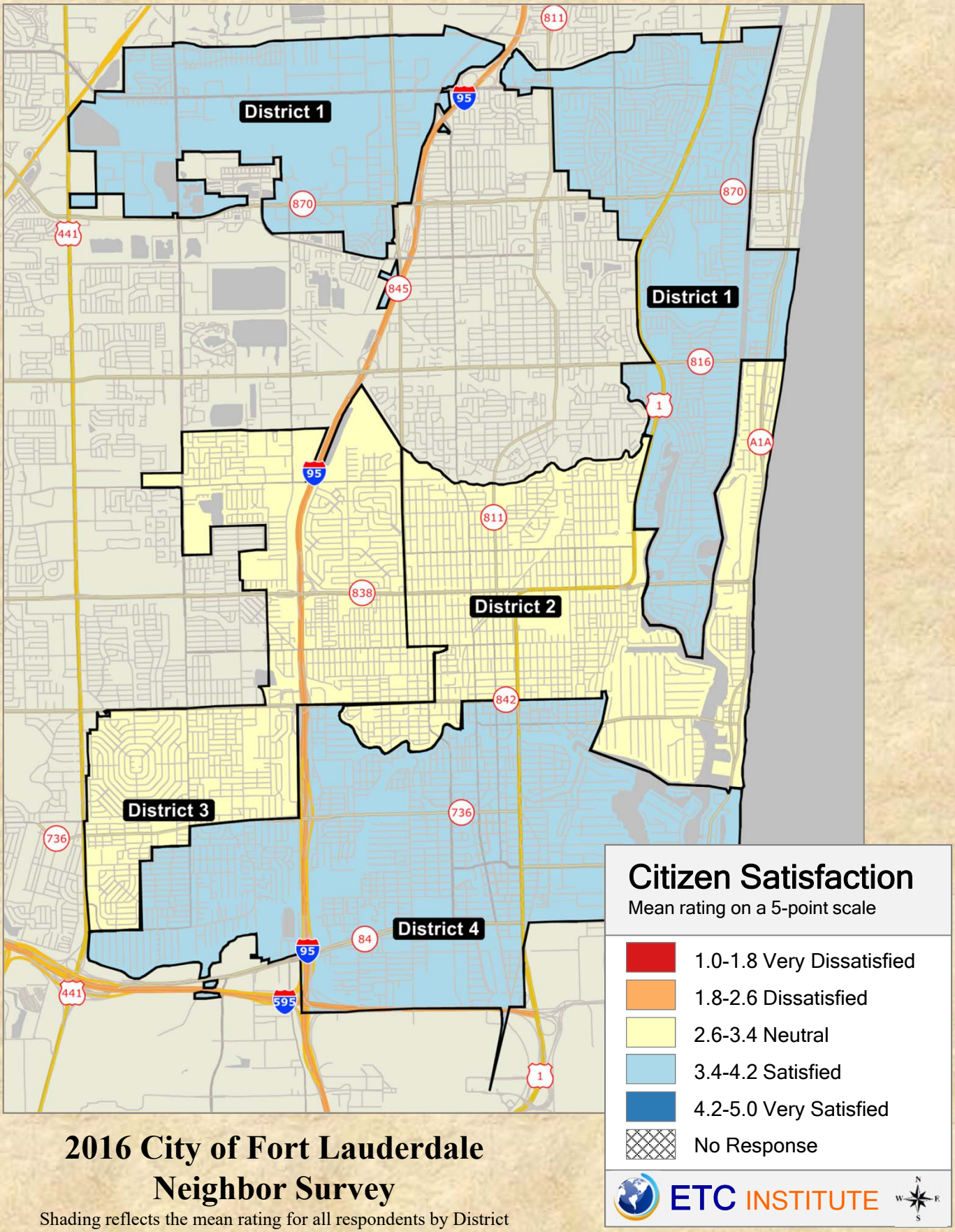
# Q16-15 Satisfaction with overall maintenance of street signs/ pavement markings




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

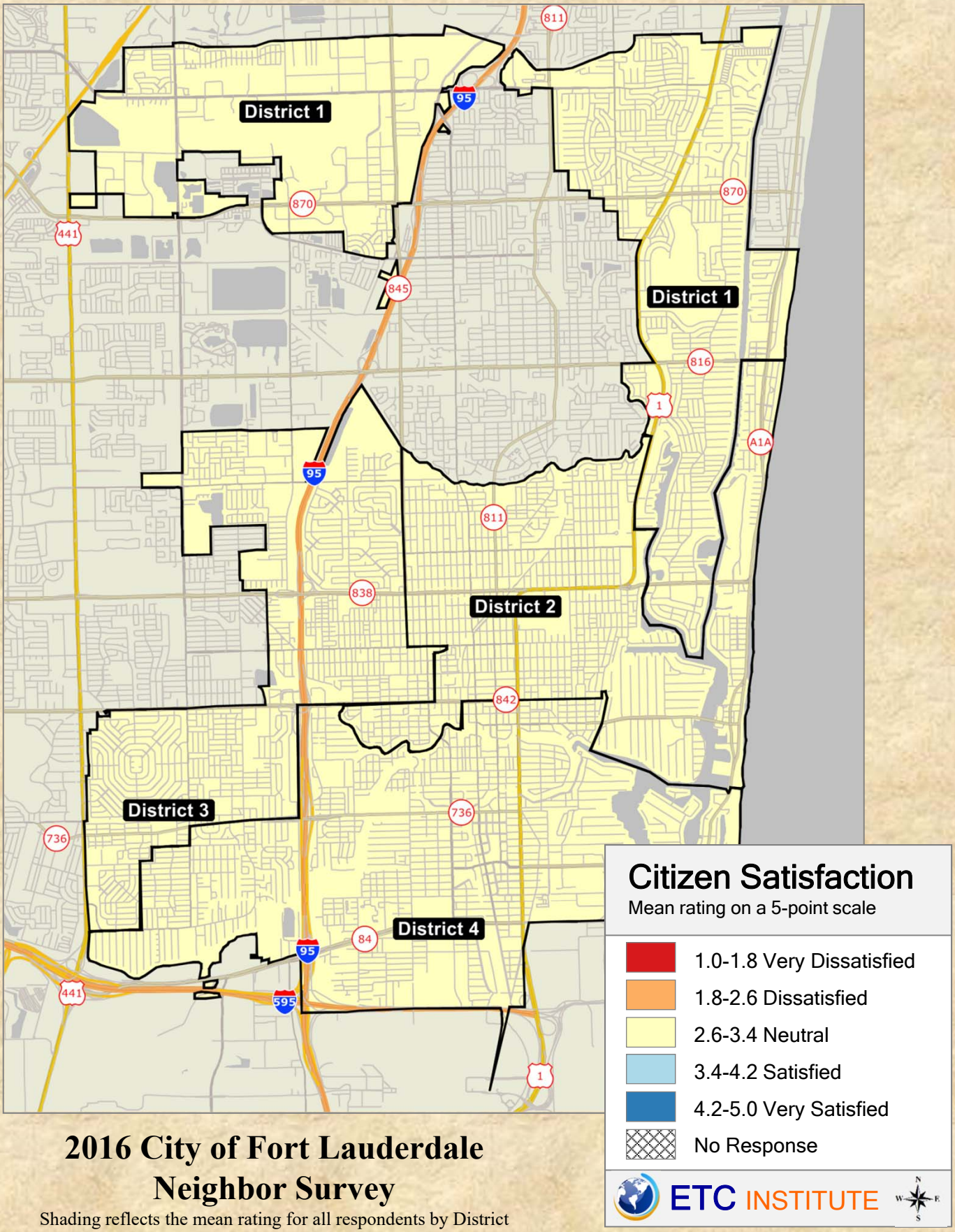
# Q16-16 Satisfaction with overall cleanliness of streets




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

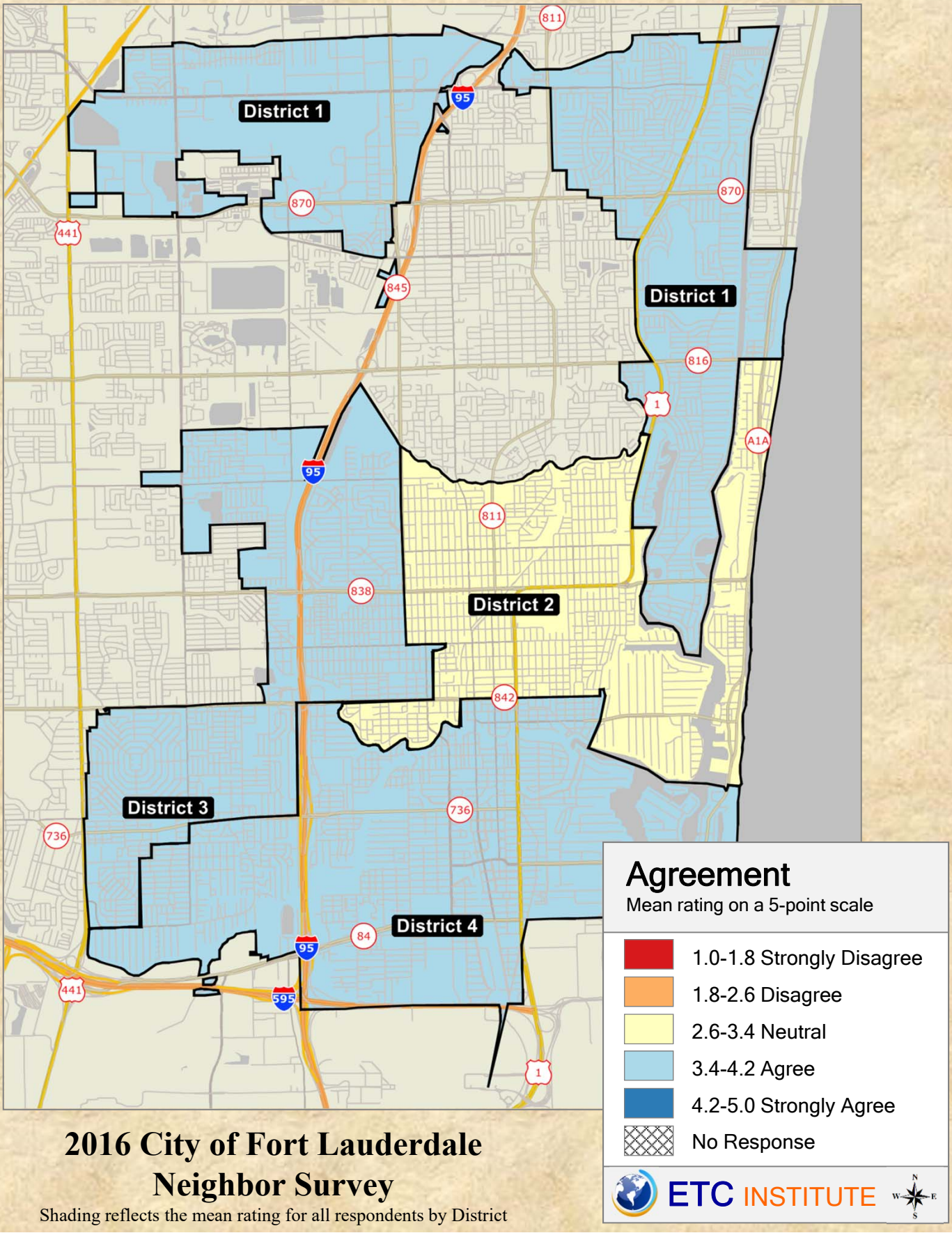
# Q16-17 Satisfaction with adequacy of street lighting




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

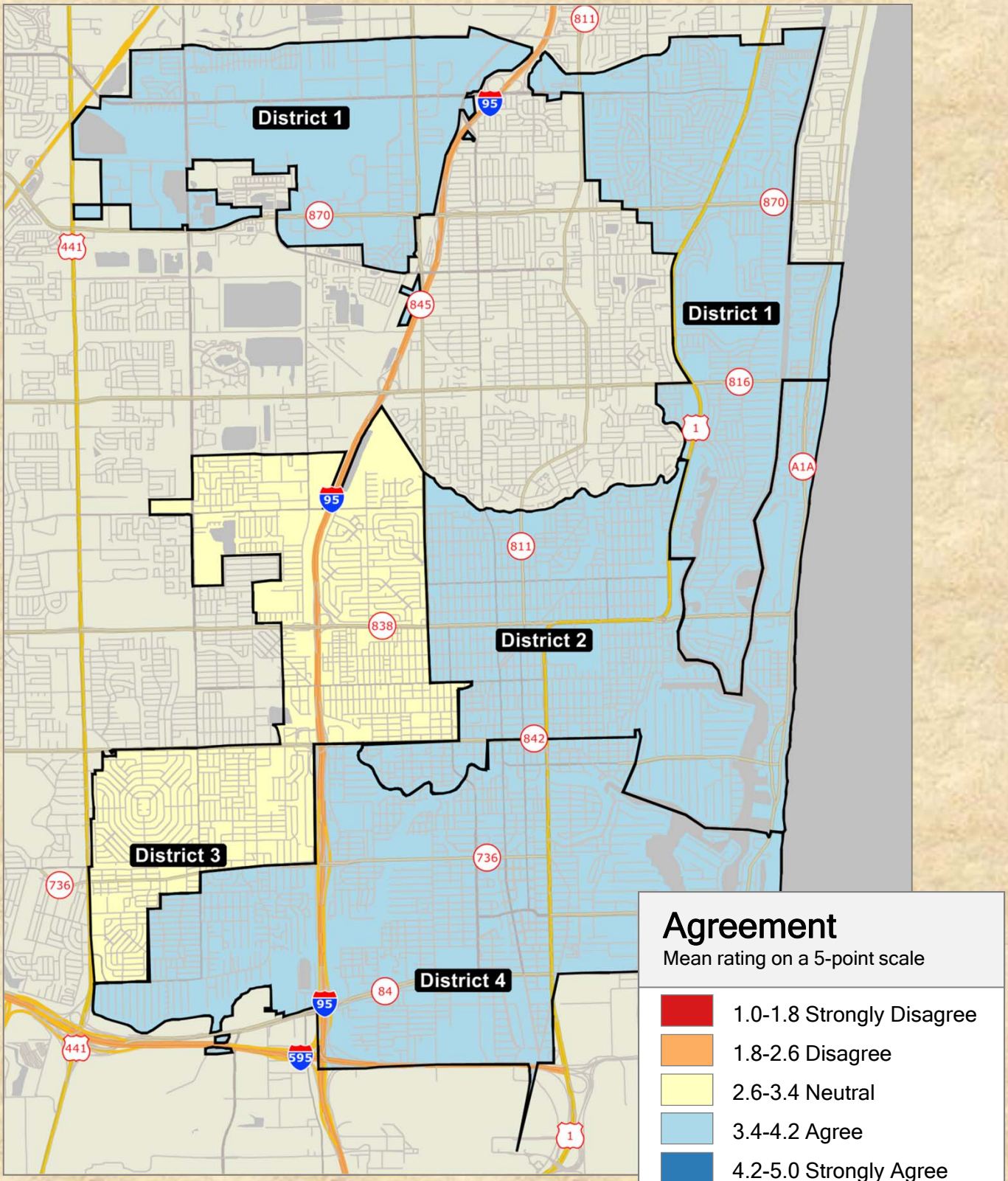
# Q20-01 Agreement that residents are satisfied with the amount of tree canopy coverage




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

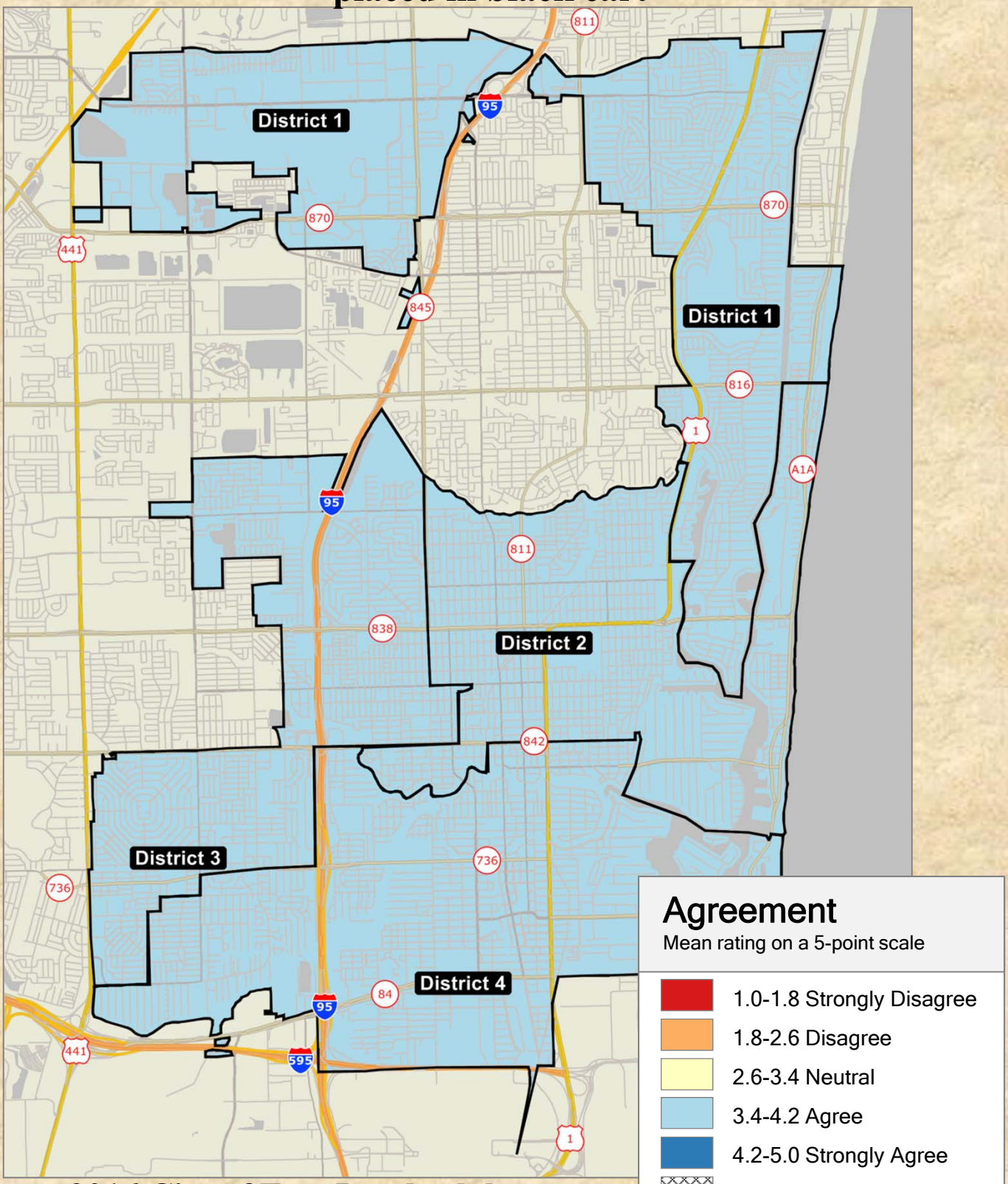
# Q20-02 Agreement that residents would like to see more trees in their neighborhood




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

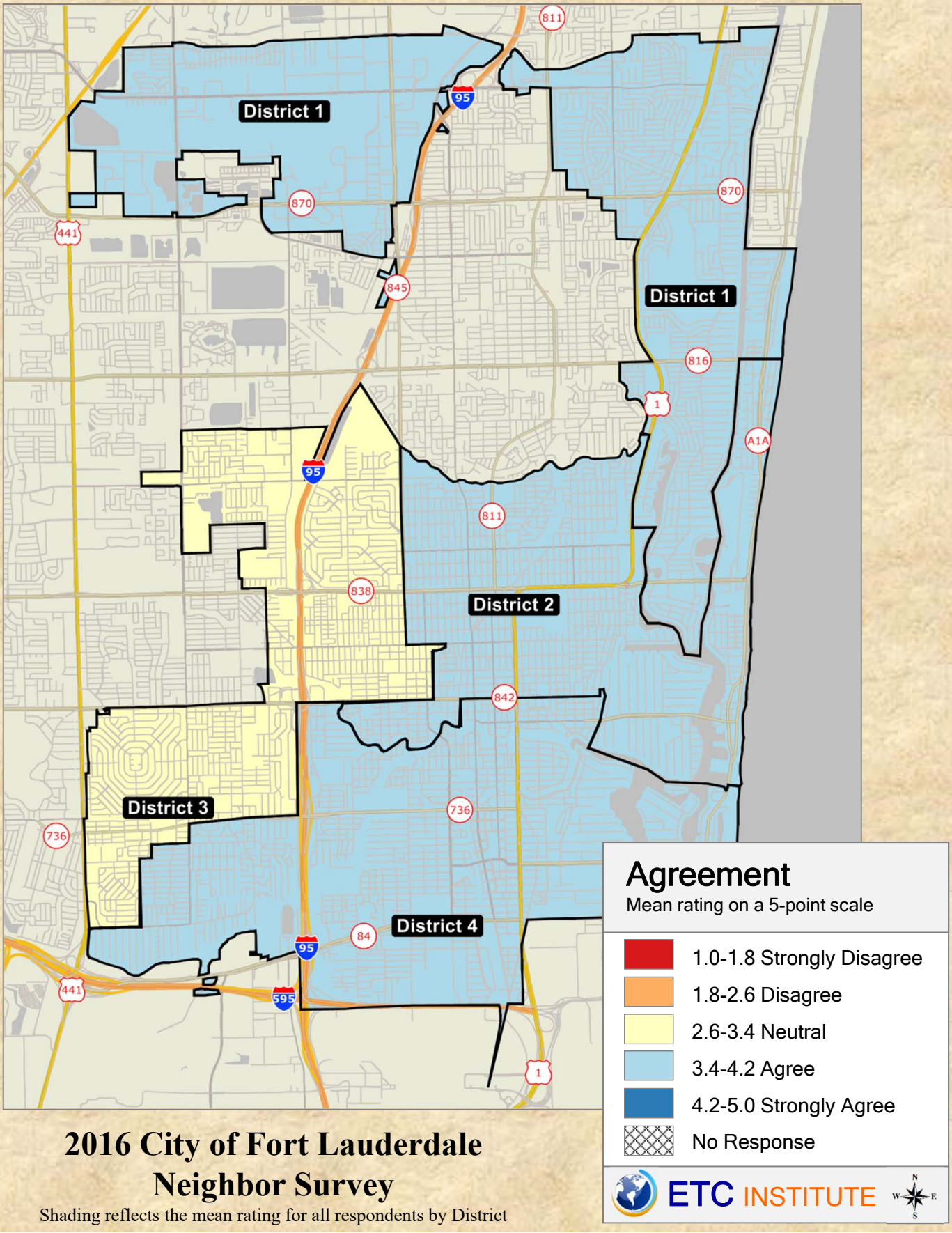
# Q20-03 Agreement that recycling, yard waste and other waste diversion programs have reduced the amount of garbage placed in black cart




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

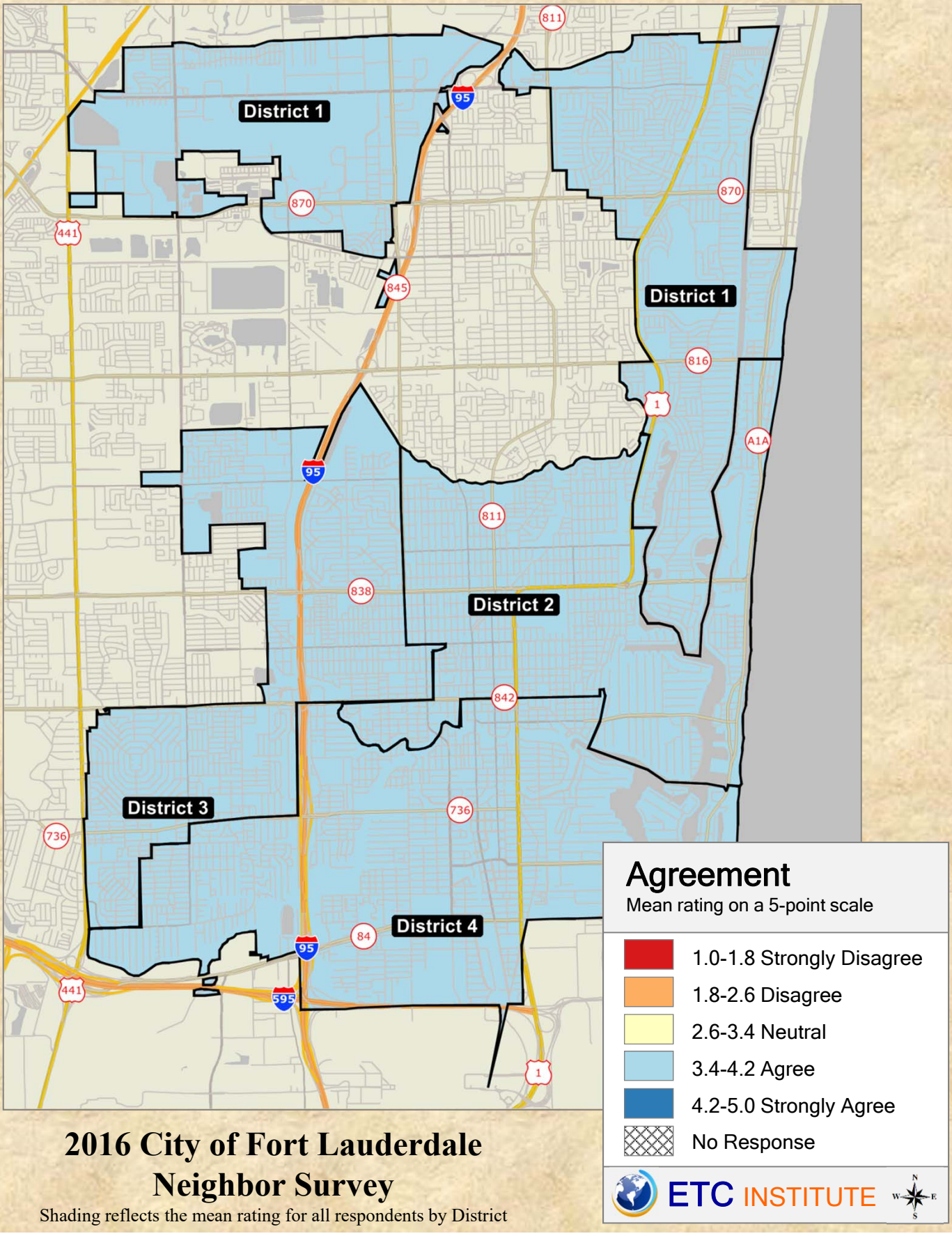
# Q20-04 Agreement that residents are informed about local climate change issues




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

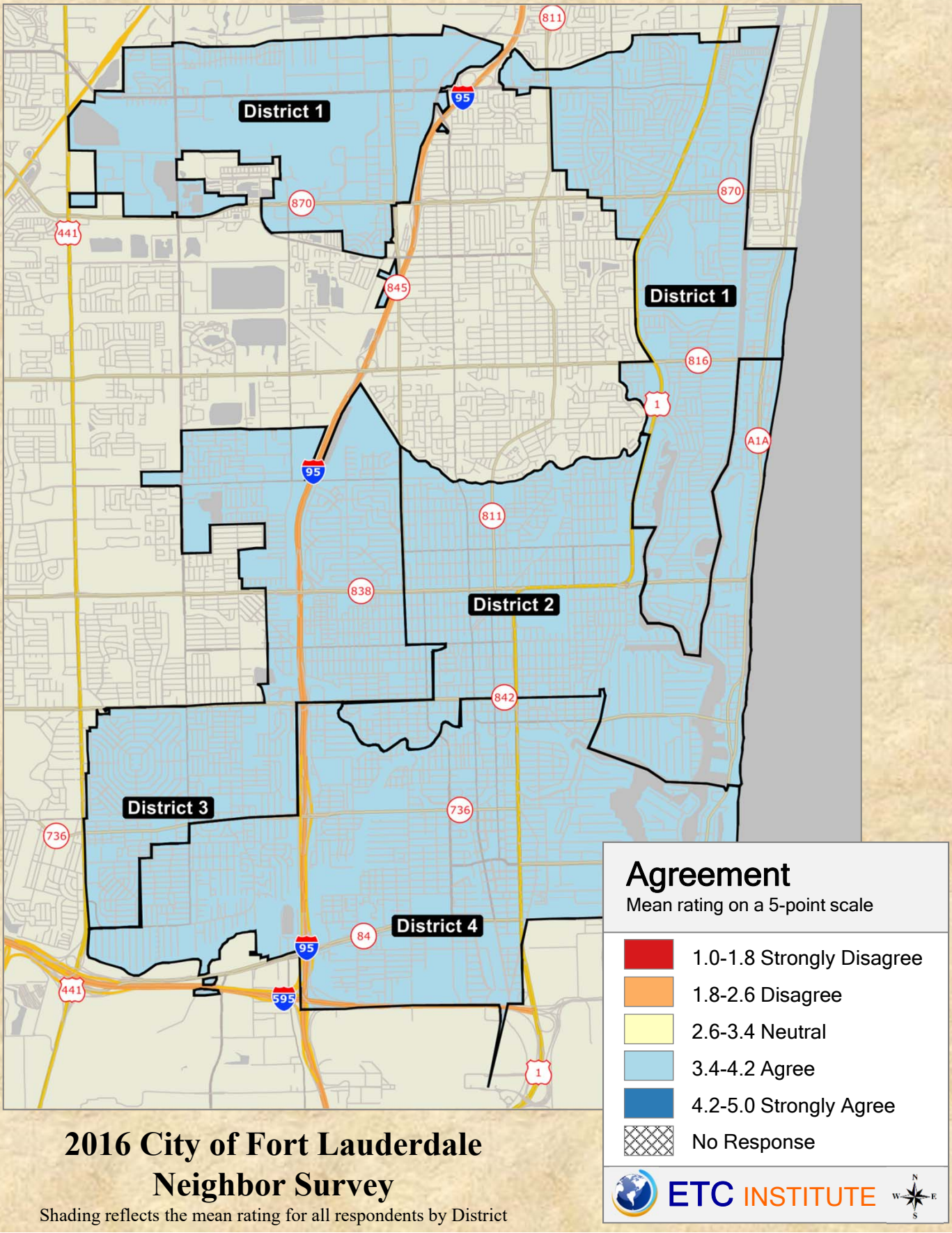
# Q20-05 Agreement that residents have observed coastal water level increases




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

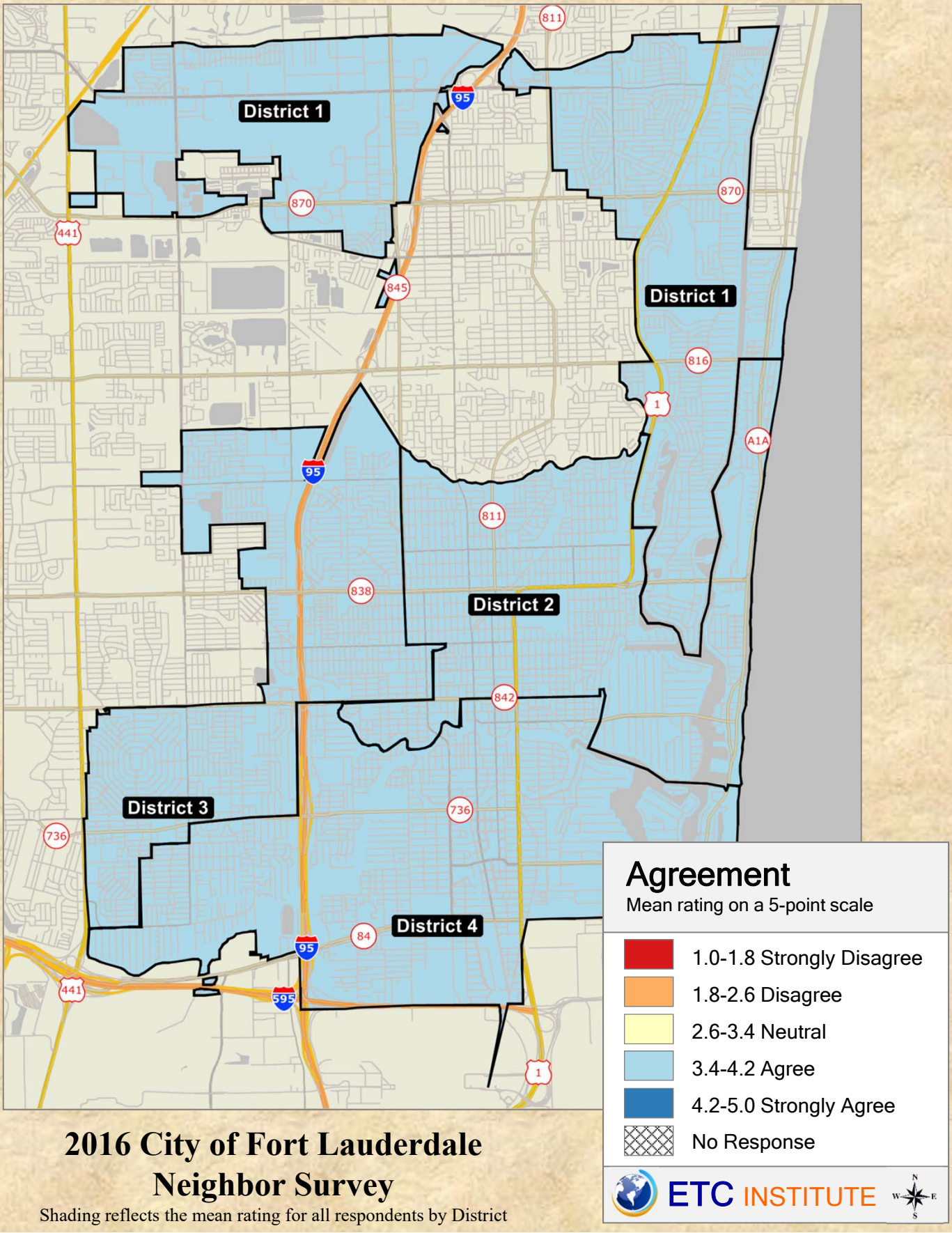
# Q20-06 Agreement that residents have observed increased flooding




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

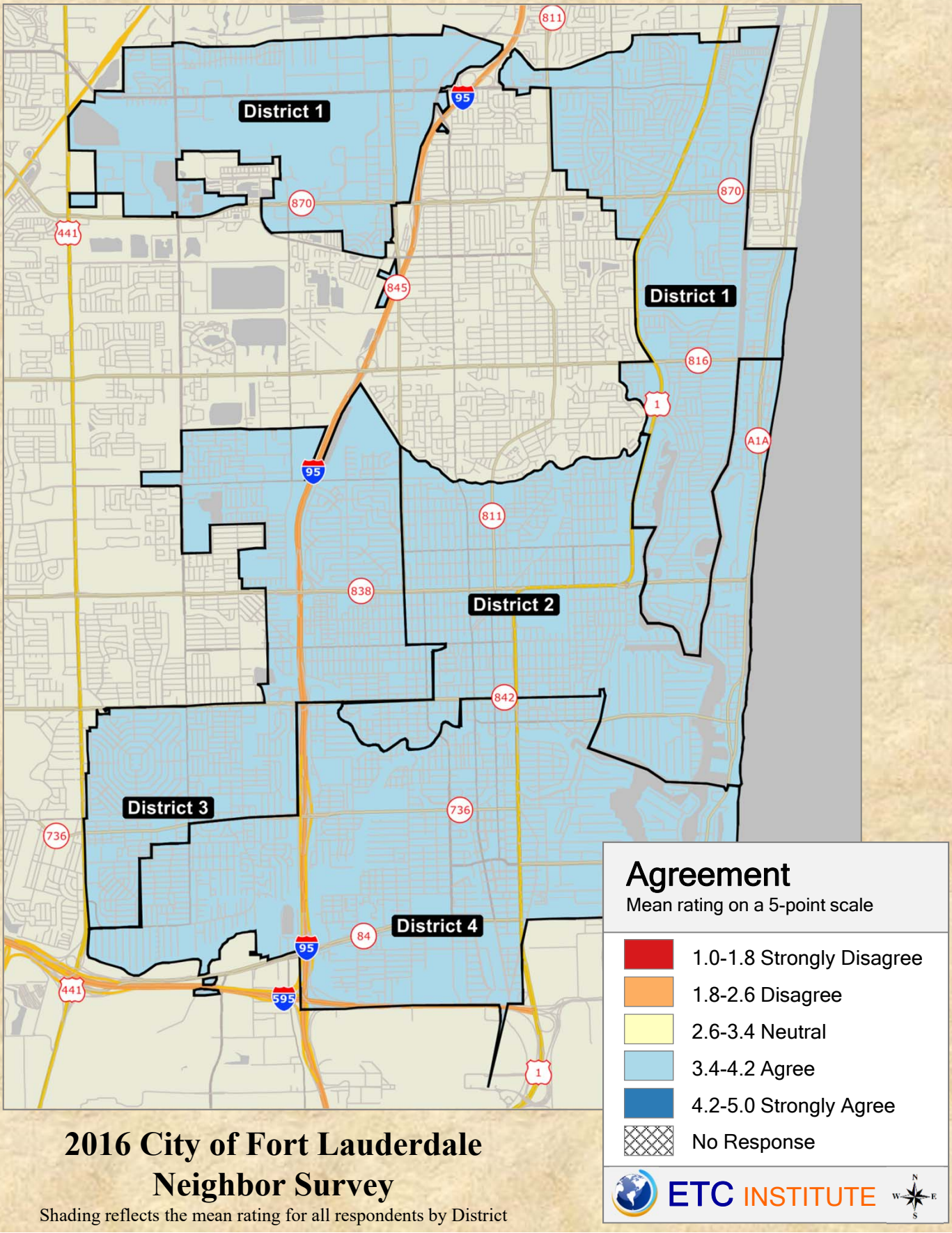
# Q20-07 Agreement that residents have observed increased weather temperatures




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

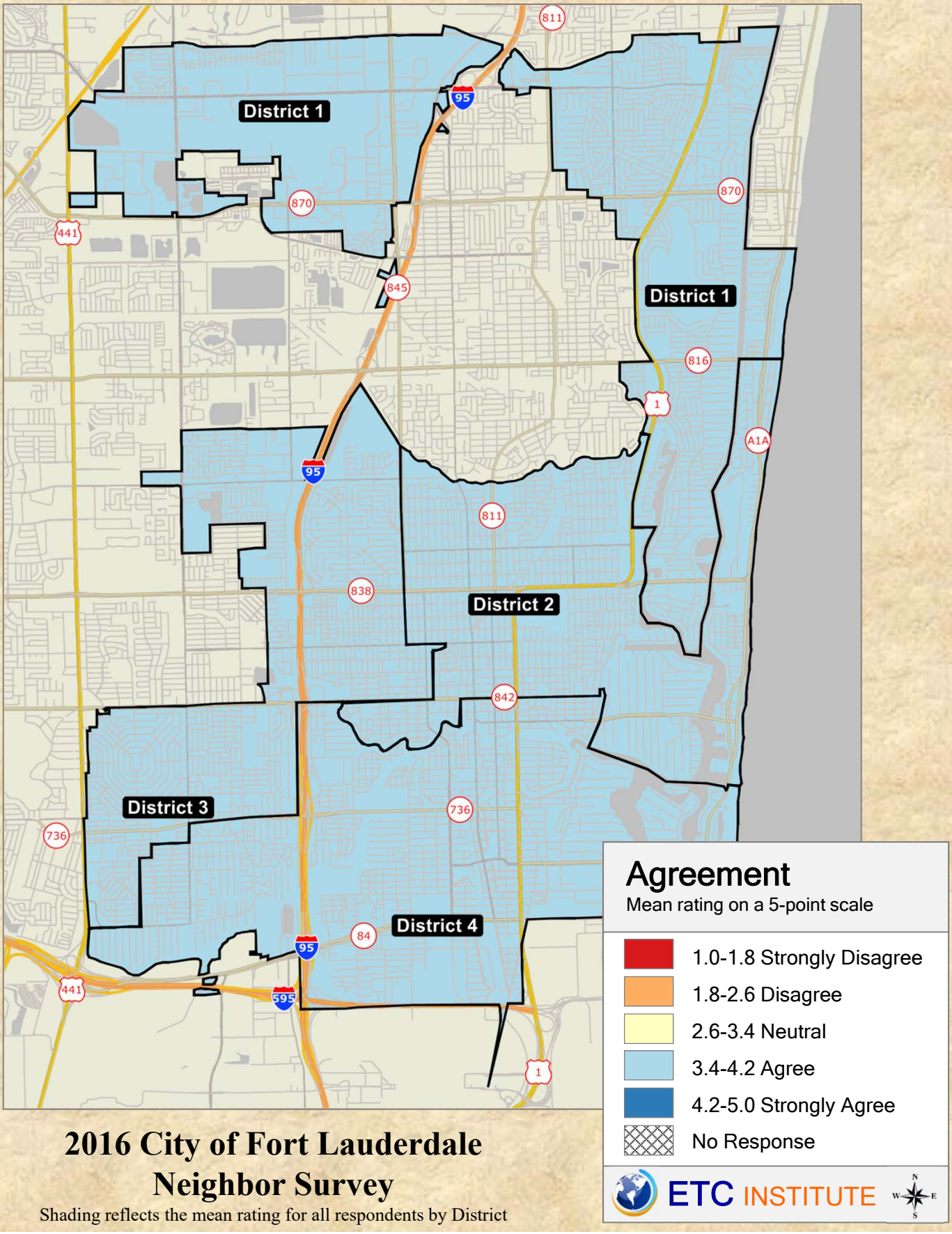
# Q20-08 Agreement that residents have taken steps to make house more energy efficient




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

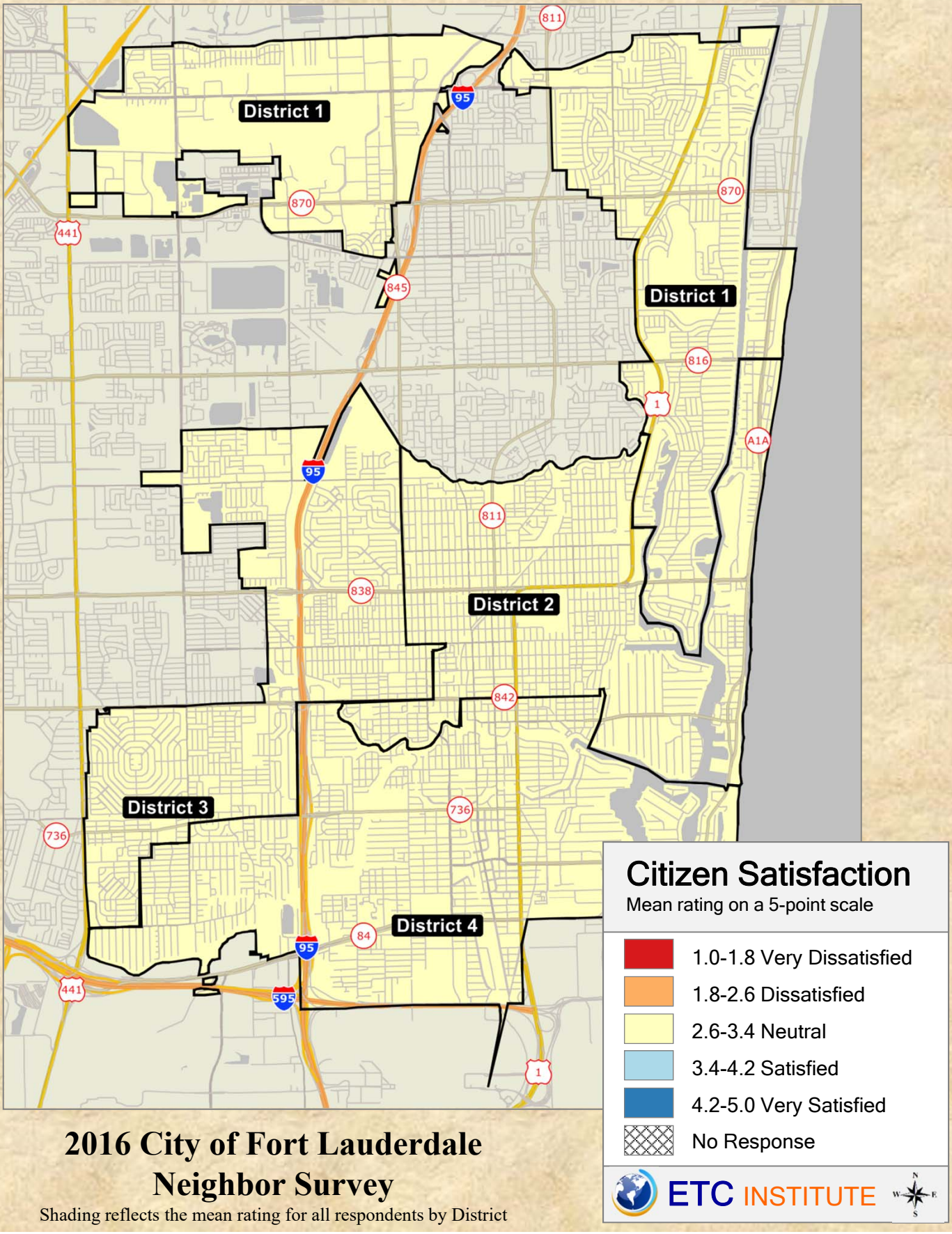
# Q20-09 Agreement that residents have taken steps to make house more water efficient




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

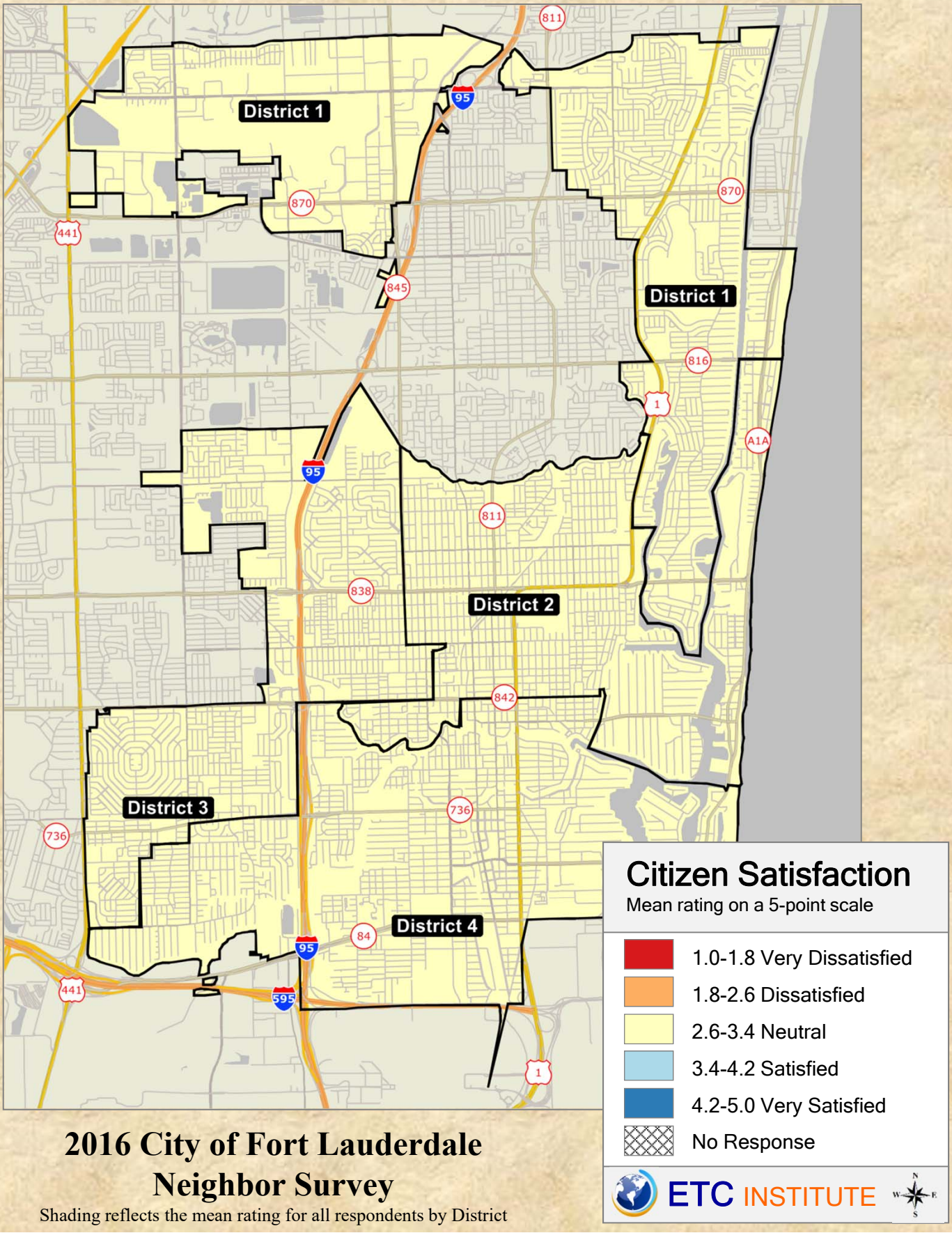
# Q21-01 Satisfaction with overall quality of drinking water




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

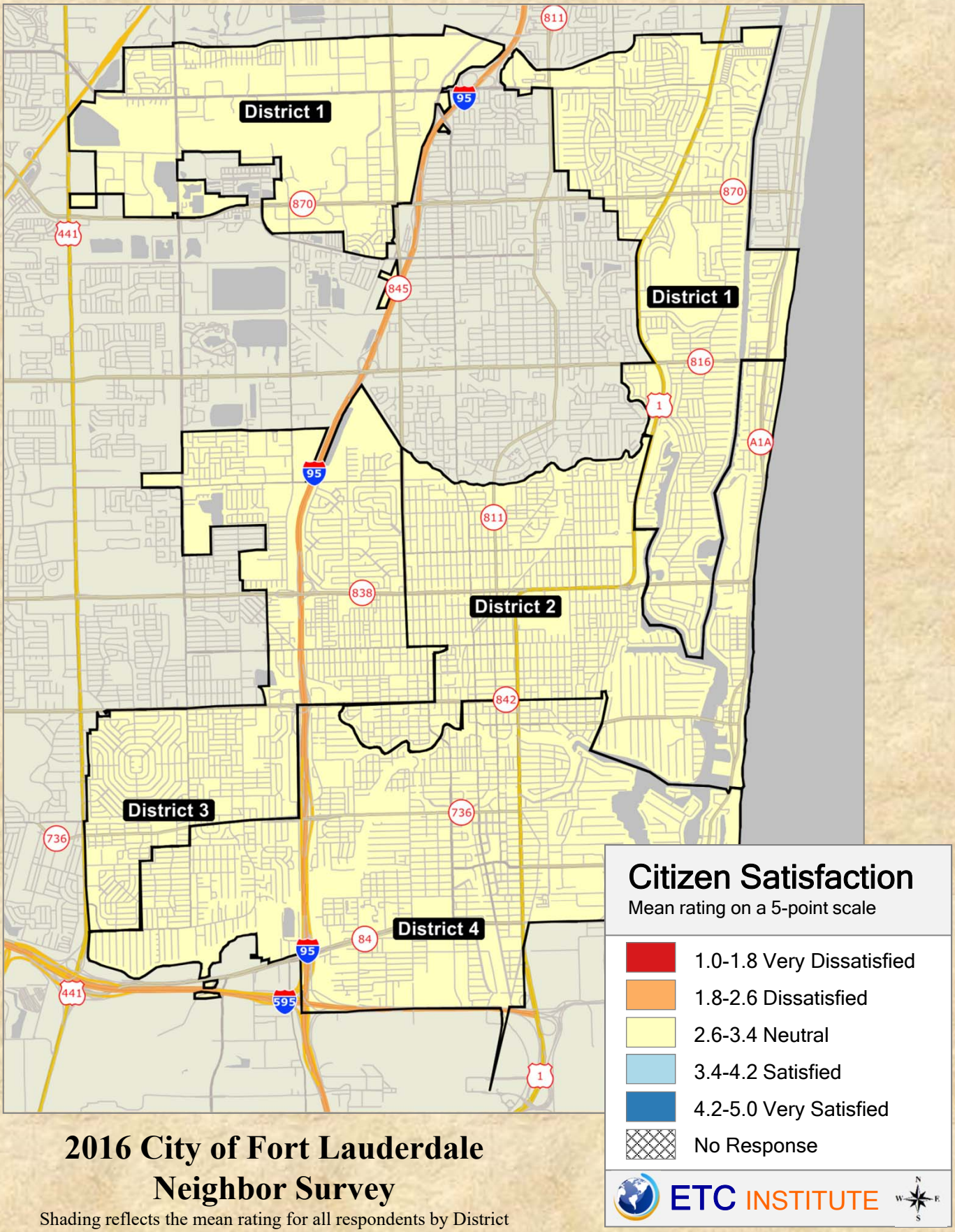
# Q21-02 Satisfaction with prevention of flooding




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

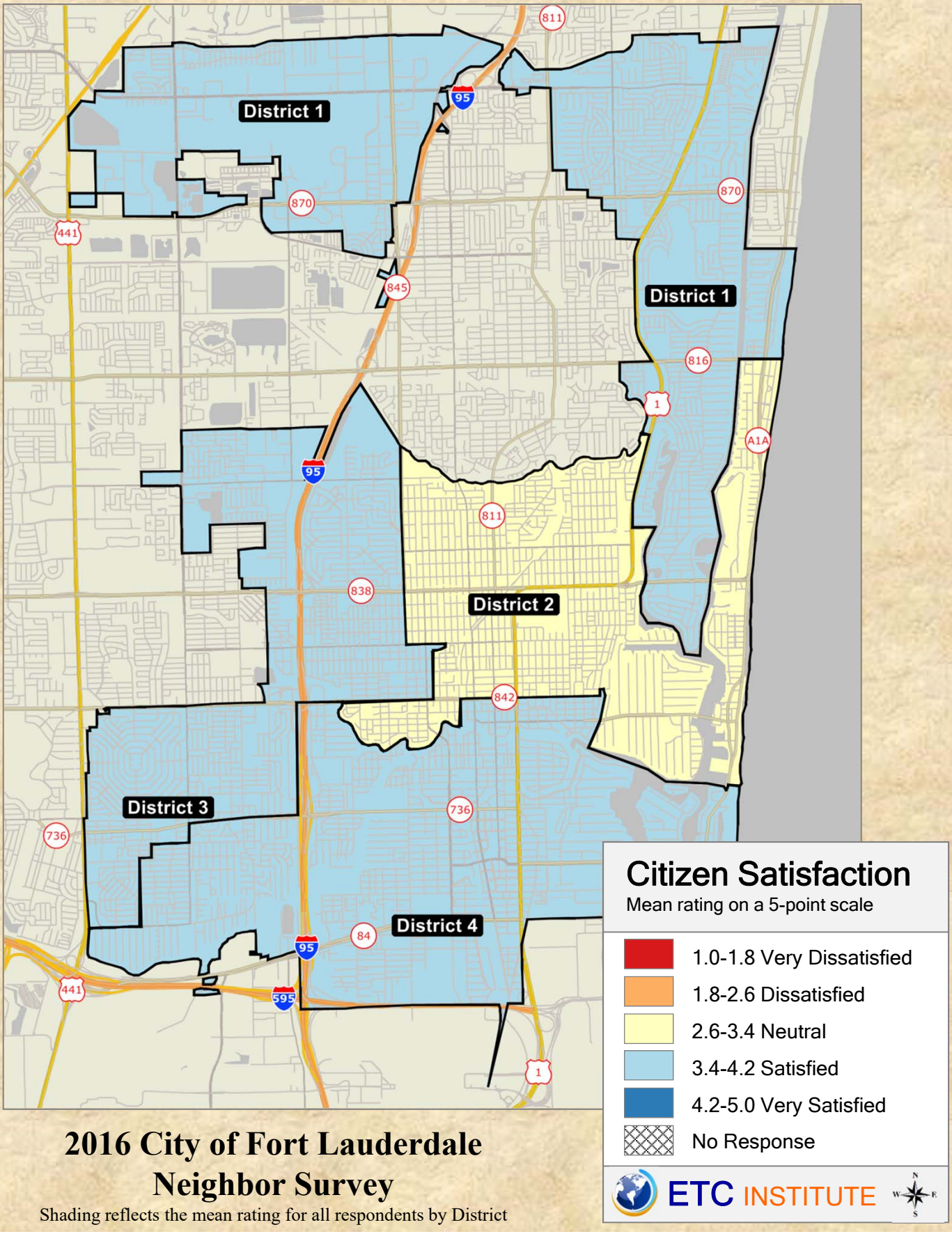
# Q21-03 Satisfaction with cleanliness of waterways near home




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

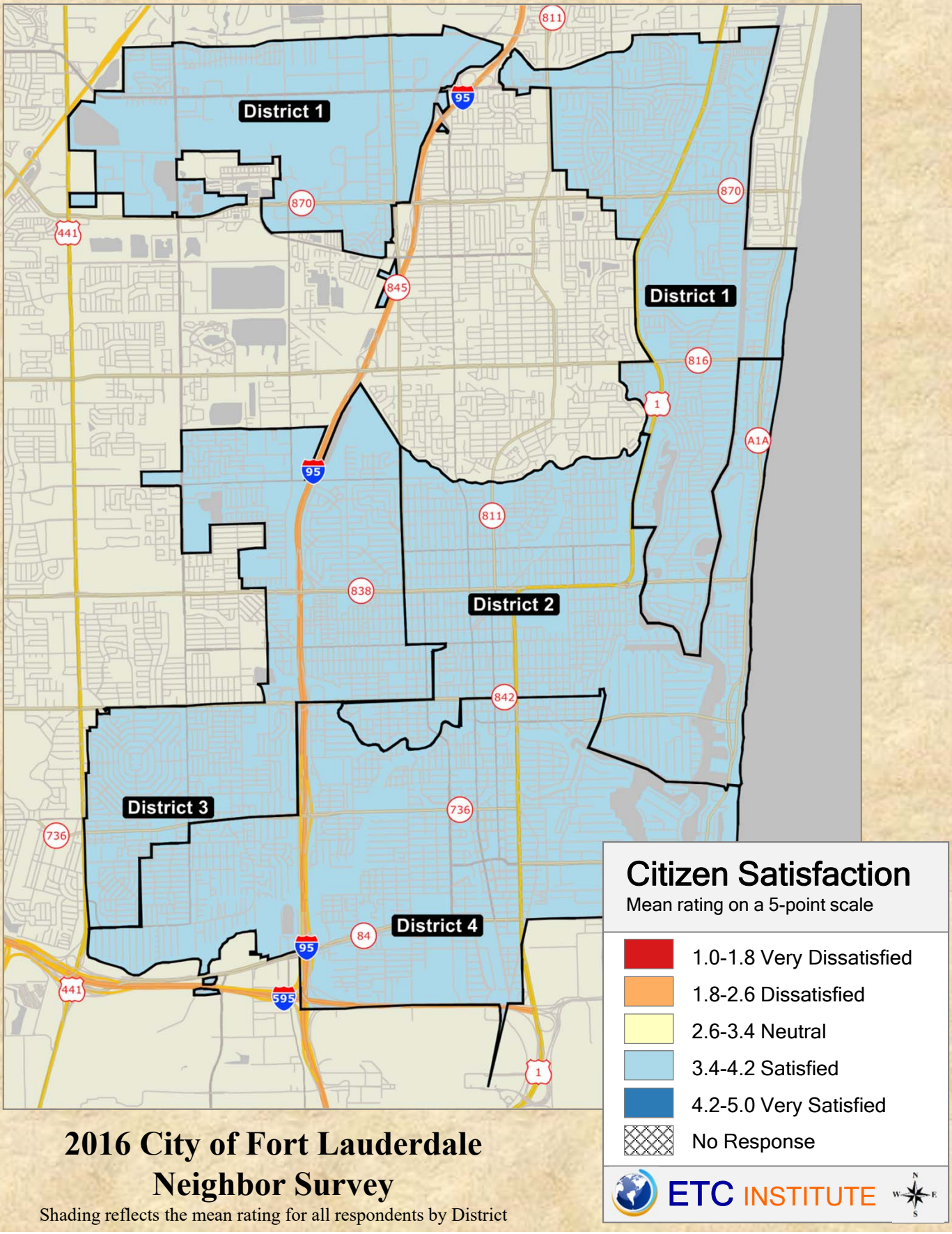
# Q21-04 Satisfaction with quality of sewer (wastewater) services




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

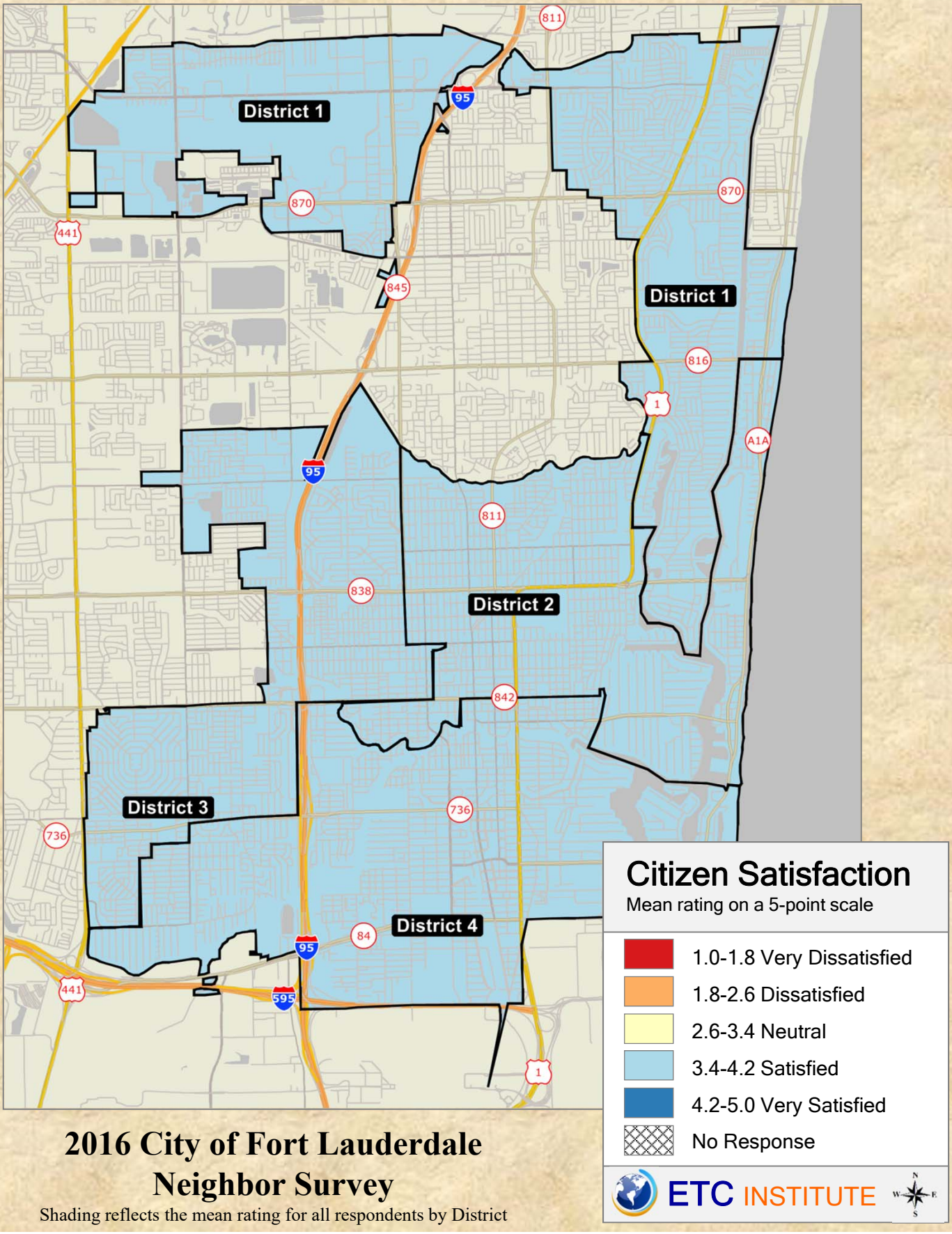
# Q21-05 Satisfaction with residential garbage collection




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

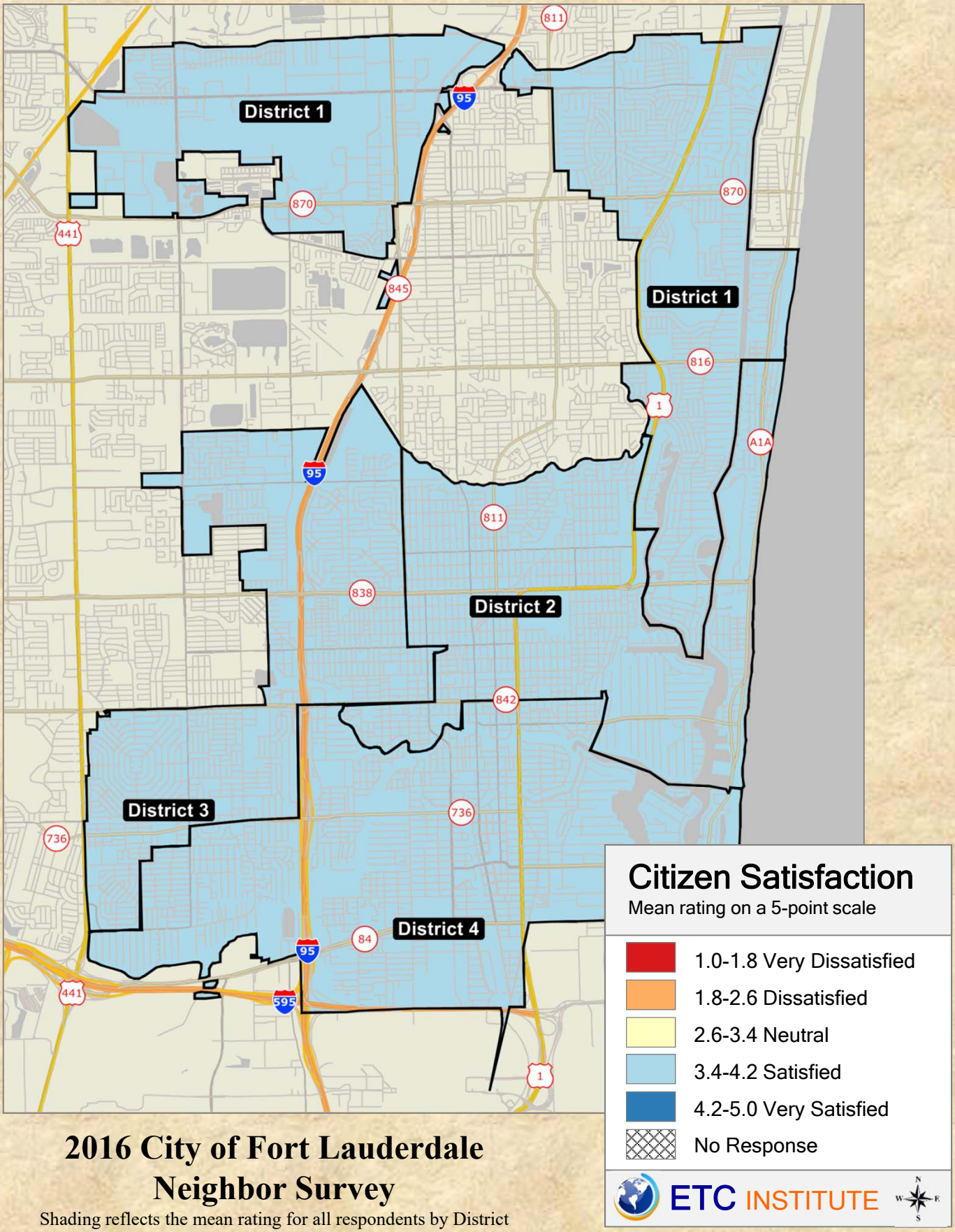
# Q21-06 Satisfaction with residential bulk trash collection




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

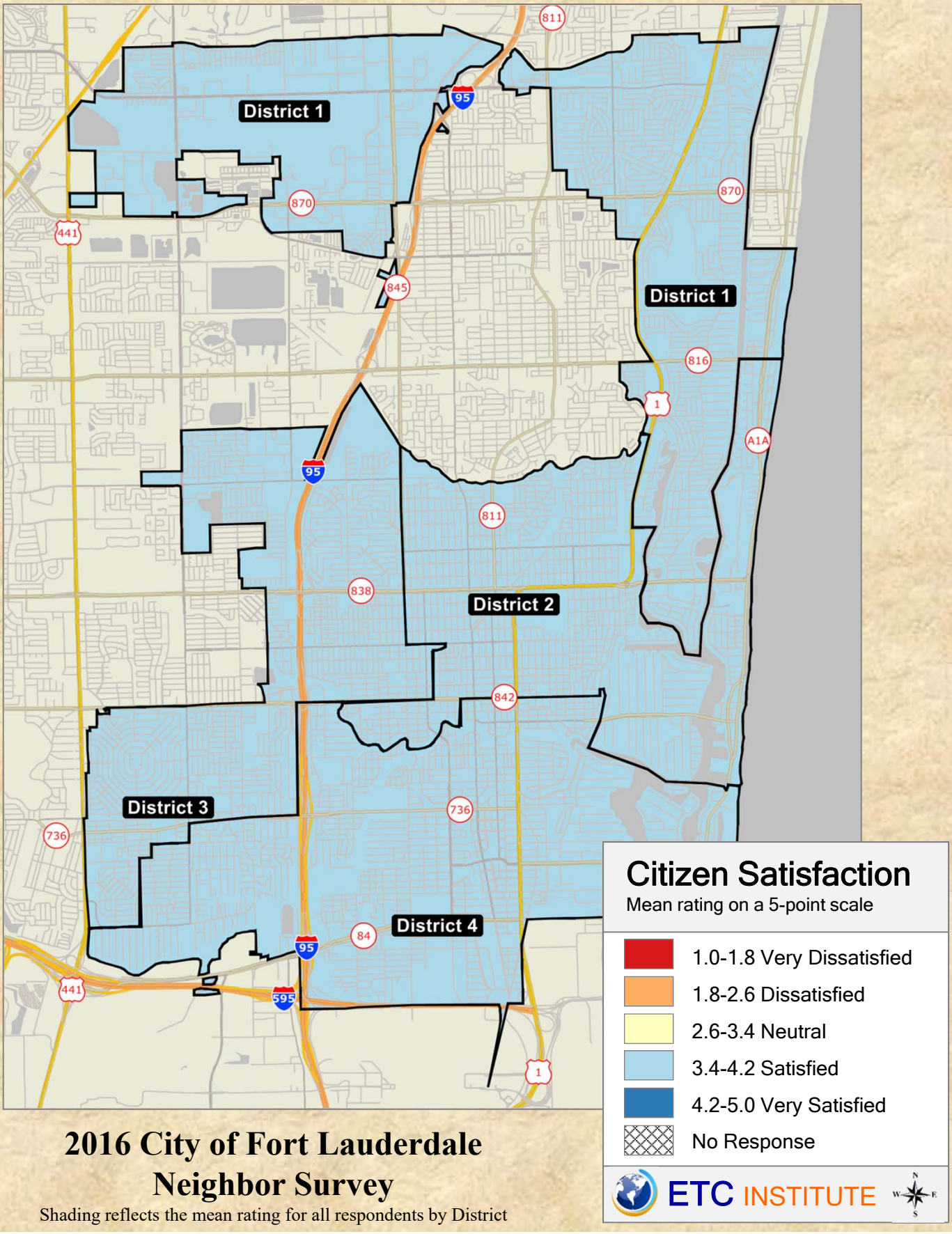
# Q21-07 Satisfaction with residential recycling services




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

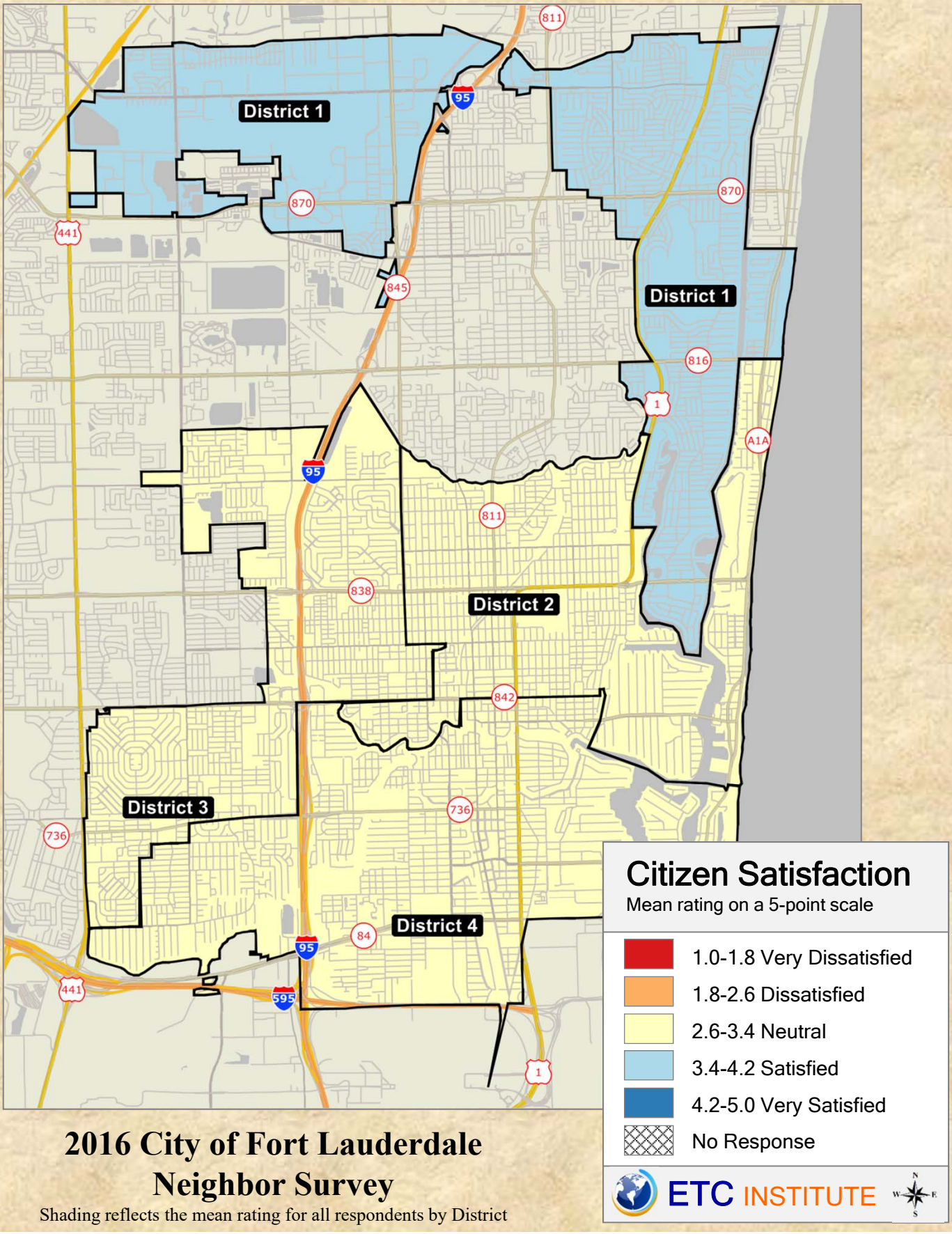
# Q23-01 Satisfaction with ease of access to information about City services




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

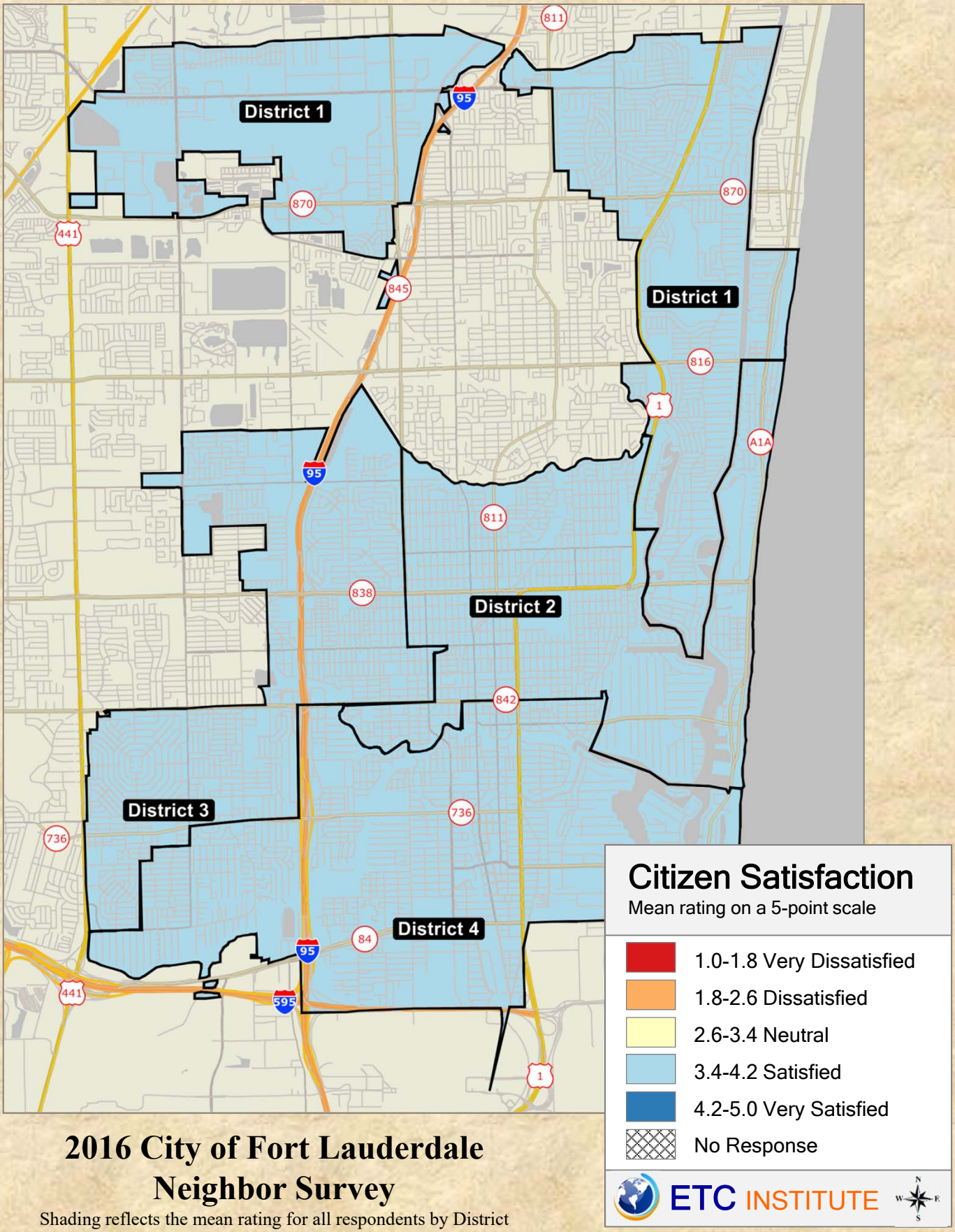
# Q23-02 Satisfaction with opportunities to participate in local government




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

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




## 2016 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

## *Section 4:*

# *Survey Instrument*

CITY OF
FORT LAUDERDALE

**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,

Jack

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

## 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 Islander ____(4) White
____(2) American Indian/Alaska Native ____(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) Outside of Fort Lauderdale but inside Broward County*
*____(3) In Miami-Dade County*
*____(4) In Palm Beach County*
*____(5) Another location in Florida*
*____(6) Outside of the State of Florida*
____(2) Work from home
____(3) Student, Retired, or not currently employed

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

**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 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

## 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

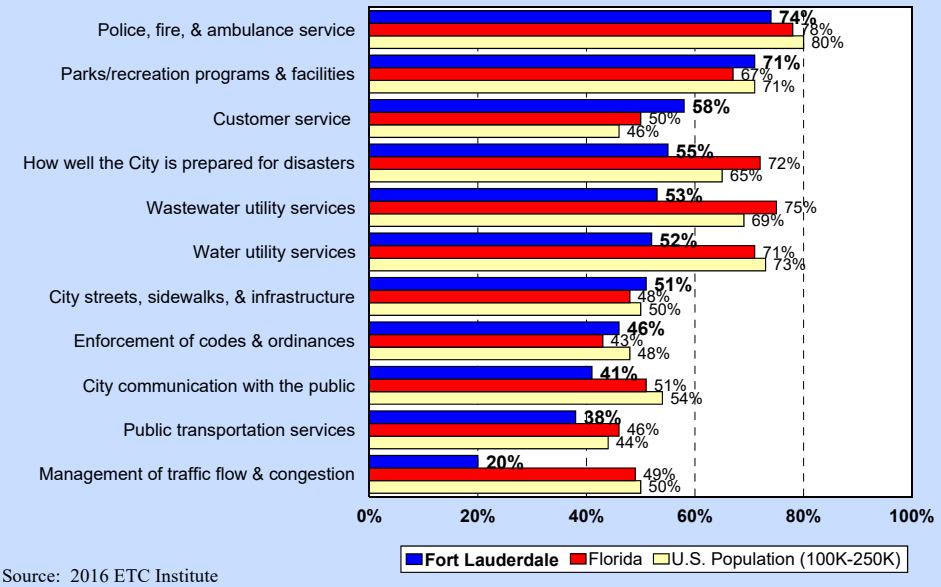
Florida Average and the U.S. Average (100K-250K)

**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.**

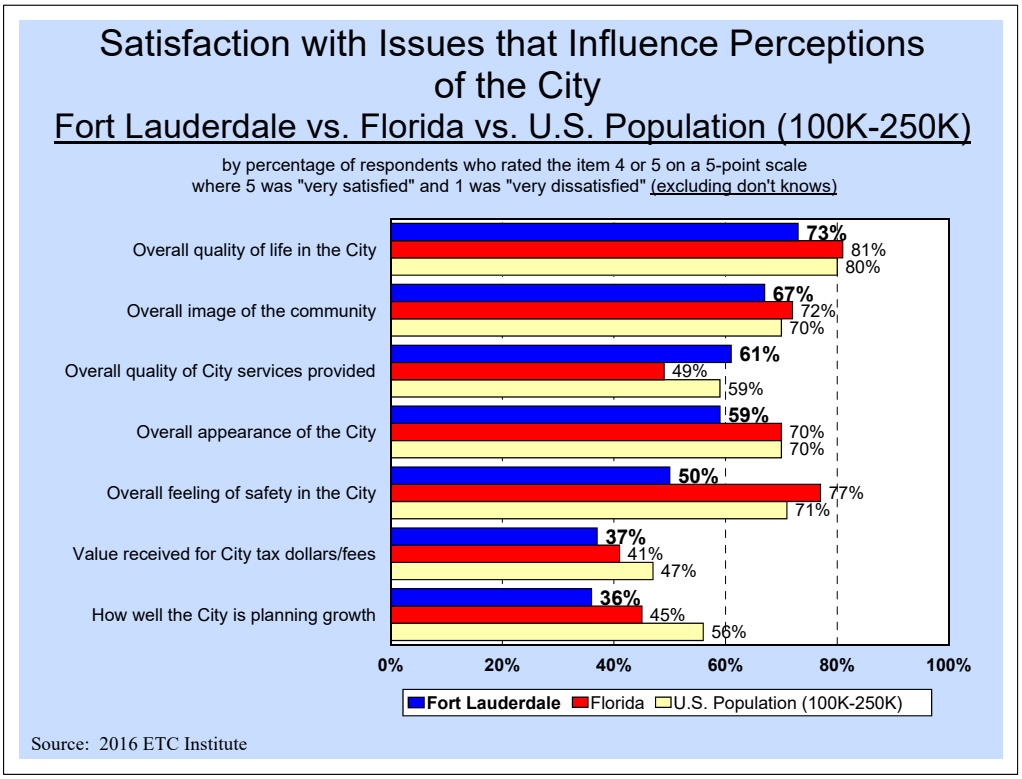
Source: 2016 ETC Institute

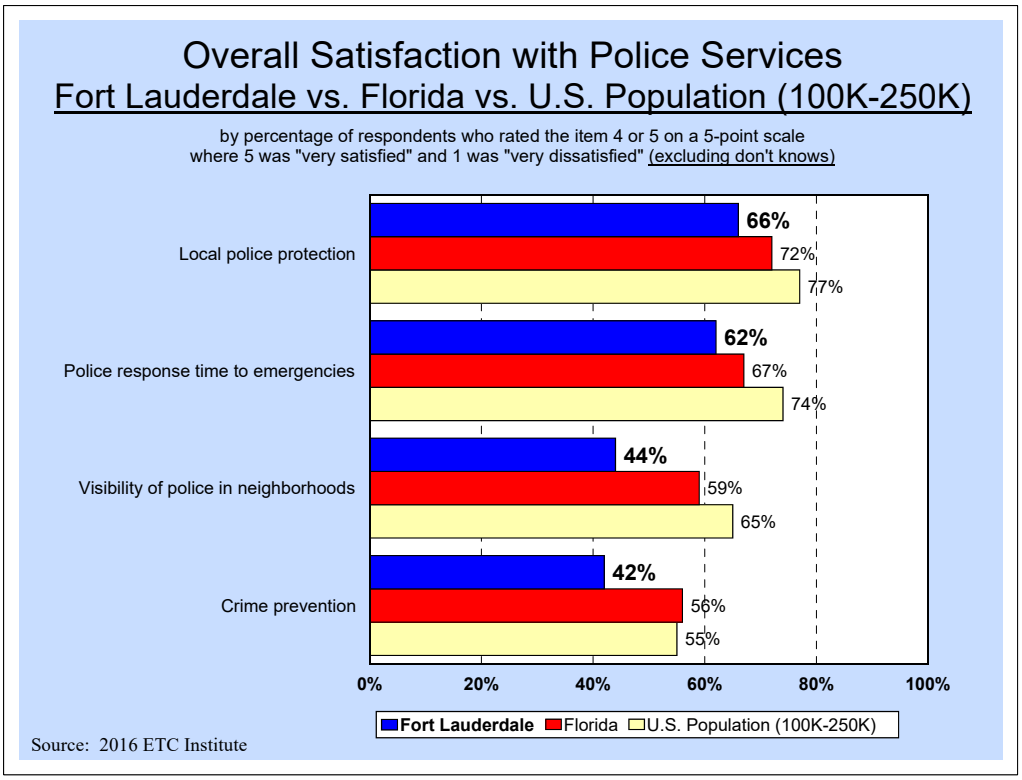
## Overall Satisfaction with Various City Services
## Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

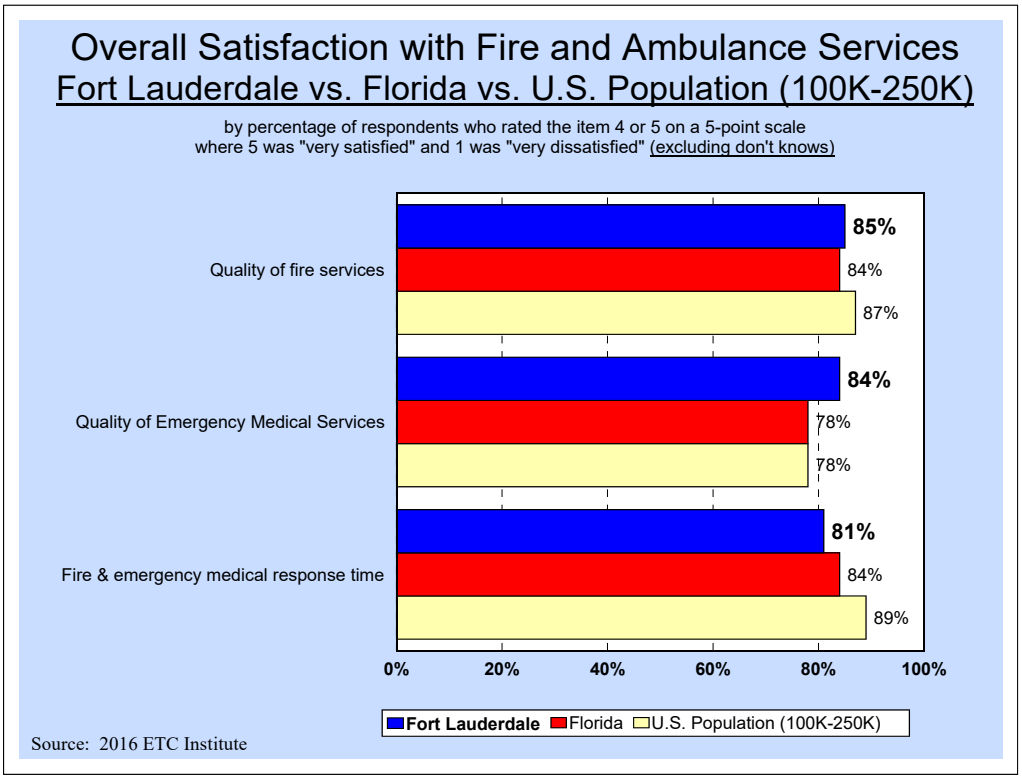
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

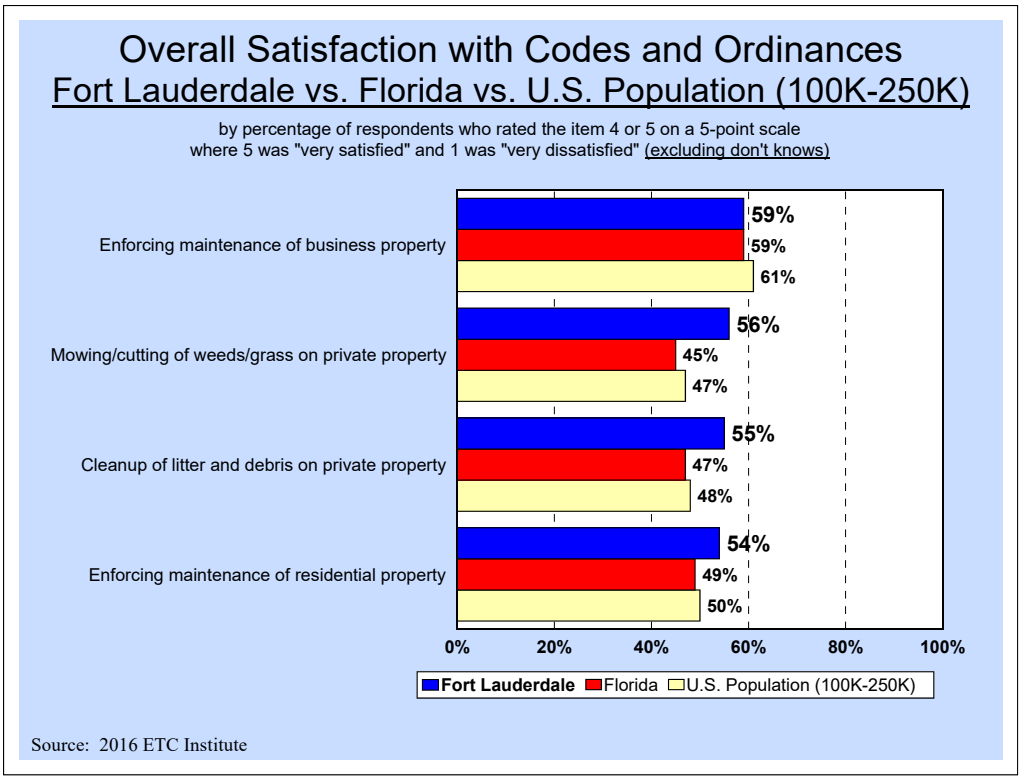


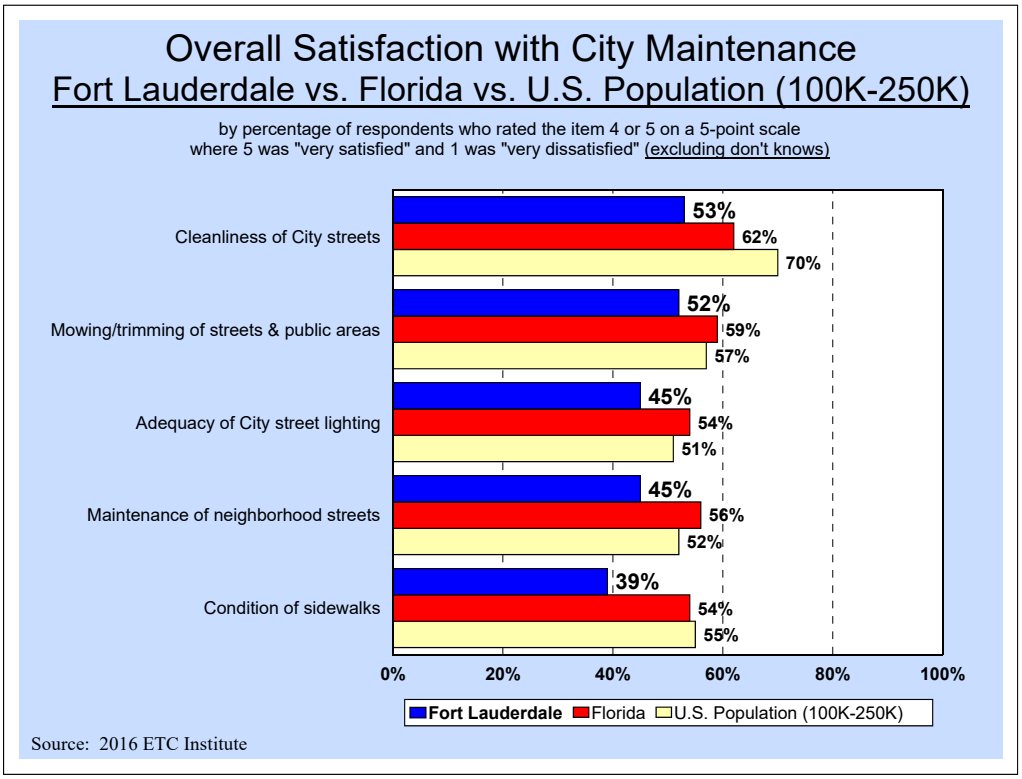

Source: 2016 ETC Institute

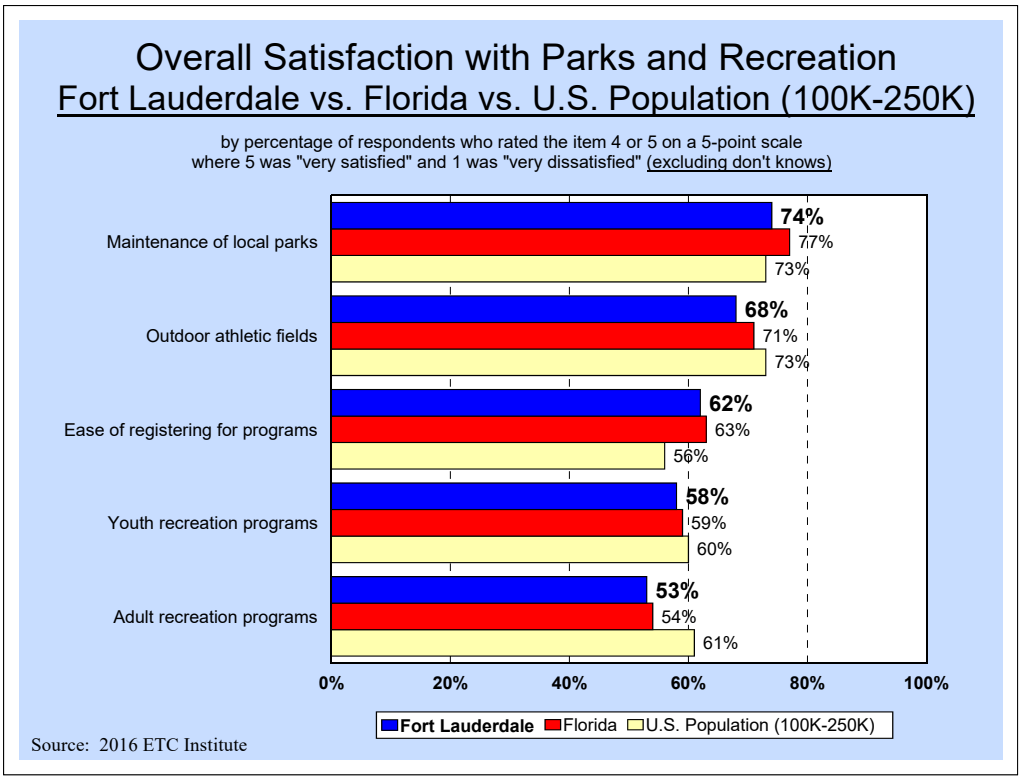

Satisfaction with Issues that Influence Perceptions of the City
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Overall quality of life 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%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2016 ETC Institute

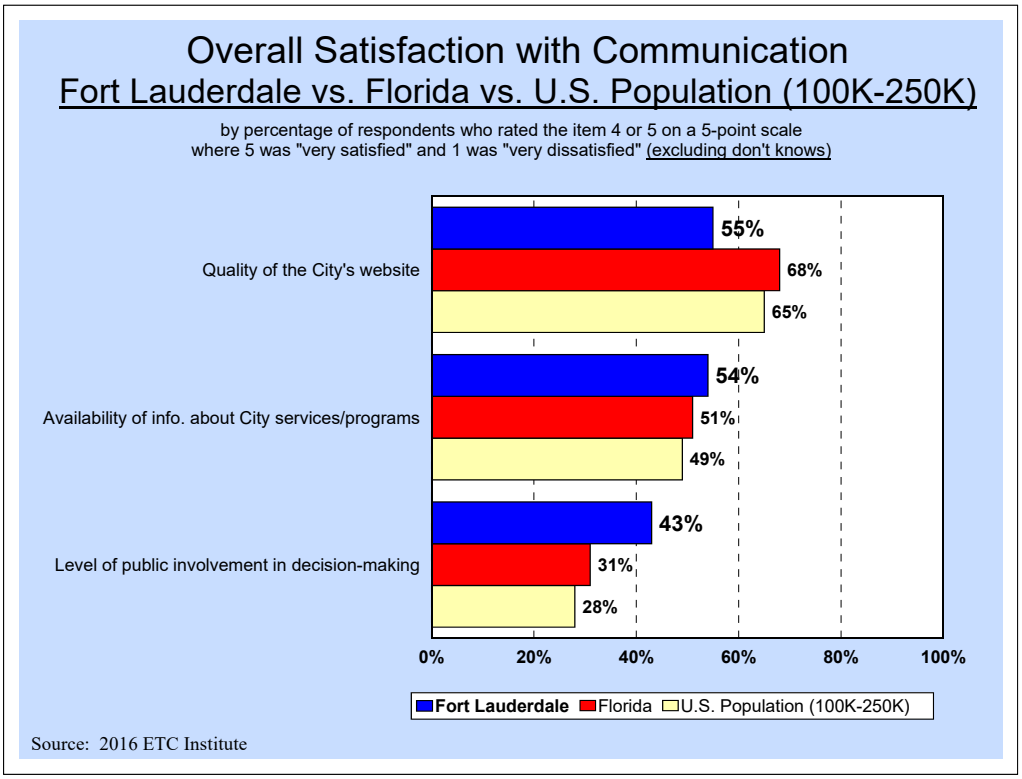

Overall Satisfaction with Police Services
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Local police protection
66%
72%
77%
Police response time to emergencies
62%
67%
74%
Visibility of police in neighborhoods
44%
59%
65%
Crime prevention
42%
56%
55%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2016 ETC Institute

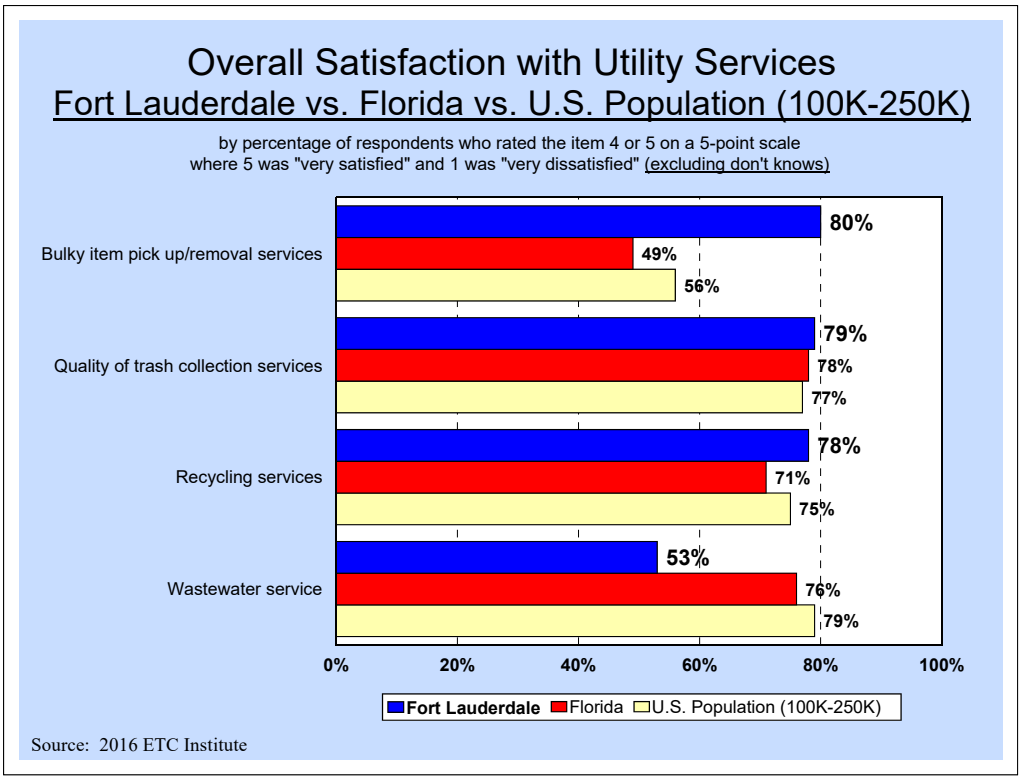

Overall Satisfaction with Fire and Ambulance Services
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Quality of fire services
85%
84%
87%
Quality of Emergency Medical Services
84%
78%
78%
Fire & emergency medical response time
81%
84%
89%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2016 ETC Institute

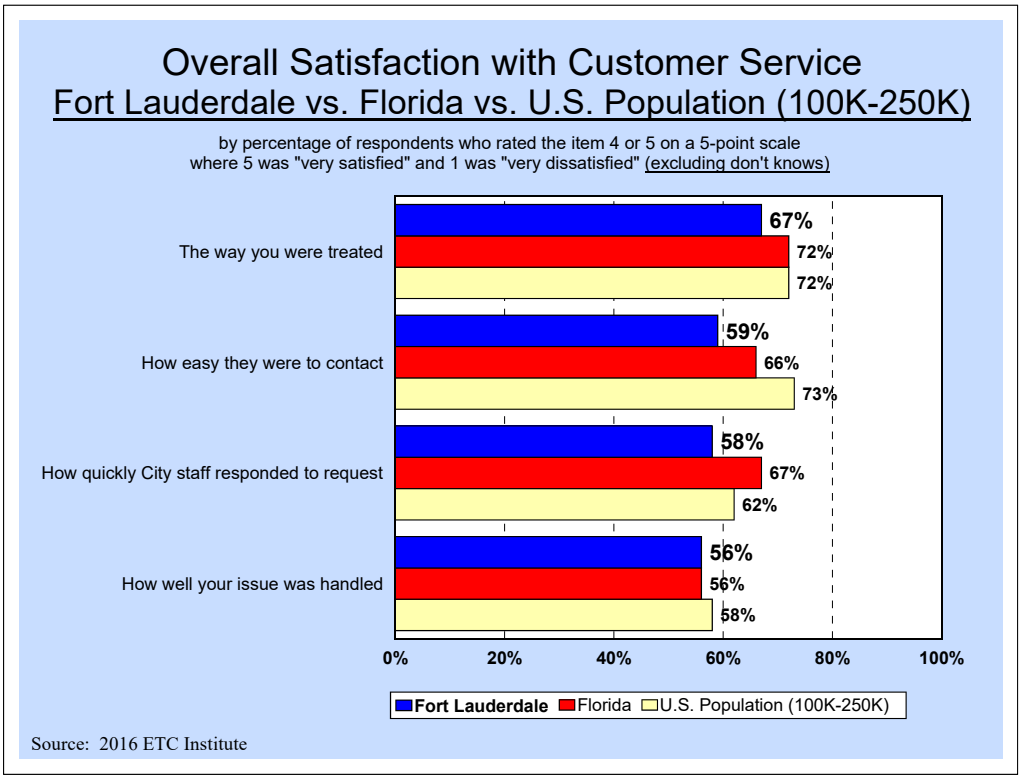

Overall Satisfaction with Codes and Ordinances
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Enforcing maintenance of business property
59%
59%
61%
Mowing/cutting of weeds/grass on private property
56%
45%
47%
Cleanup of litter and debris on private property
55%
47%
48%
Enforcing maintenance of residential property
54%
49%
50%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2016 ETC Institute

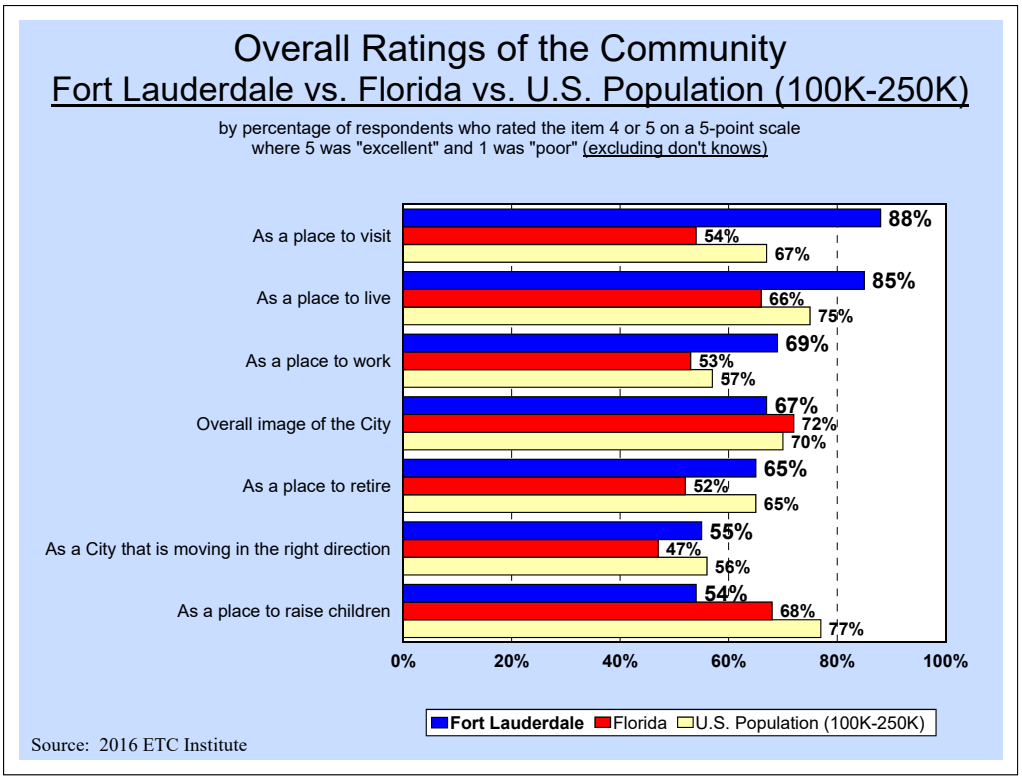

Overall Satisfaction with City Maintenance
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Cleanliness of City streets
53%
62%
70%
Mowing/trimming 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%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
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)
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%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2016 ETC Institute


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)
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%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
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)
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%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2016 ETC Institute


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)
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%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2016 ETC Institute

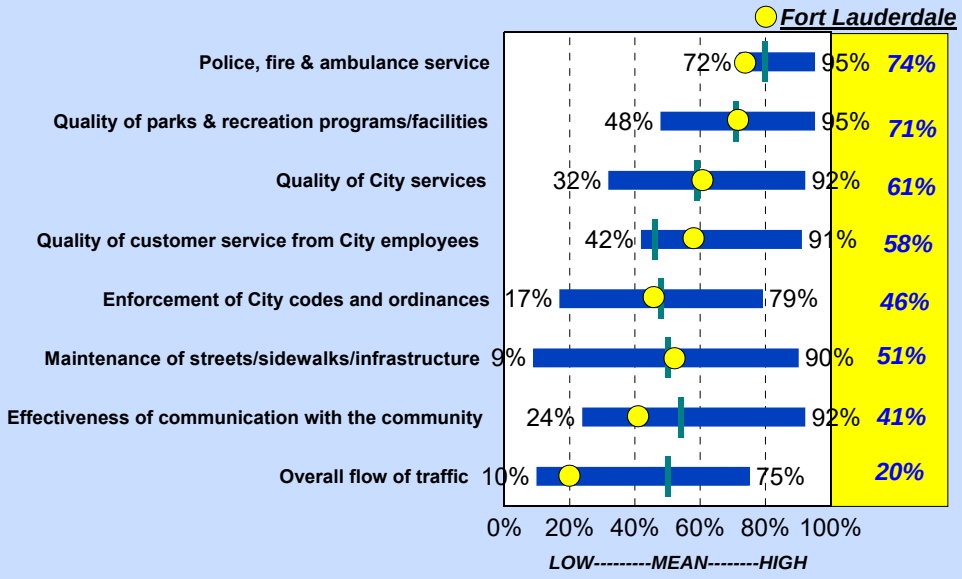

Overall Ratings of the Community
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)
As a place to visit
88%
54%
67%
As a place to live
85%
66%
75%
As a place 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%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2016 ETC Institute

# Performance Ranges

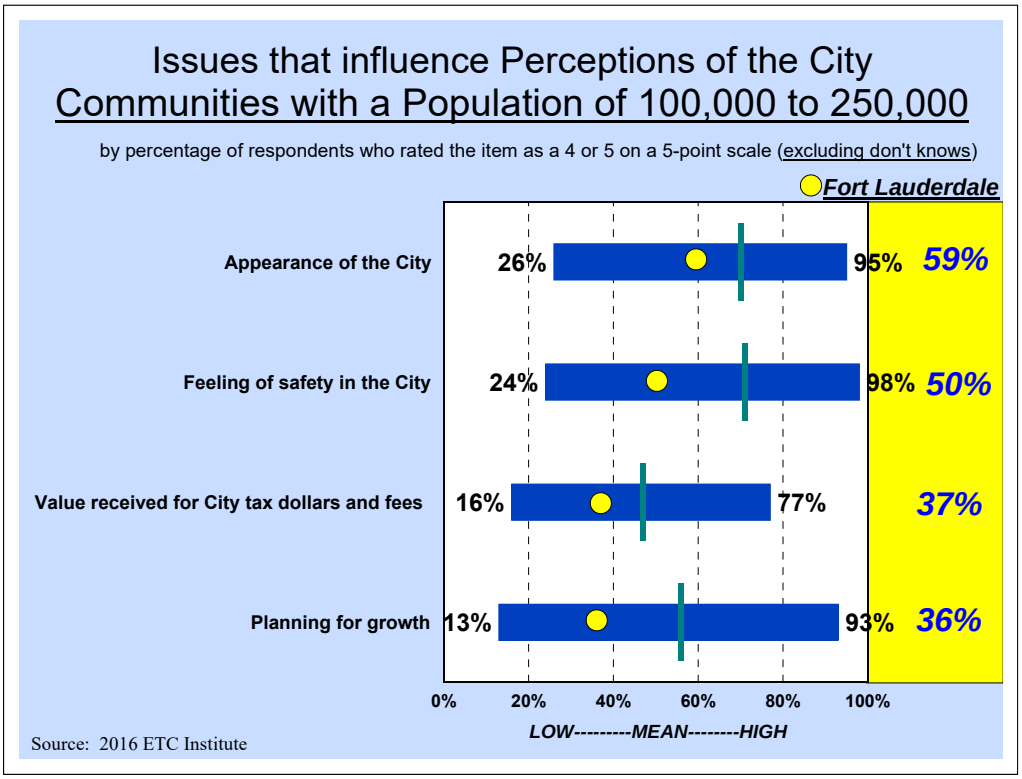
## Communities with a Population of 100,000 to 250,000

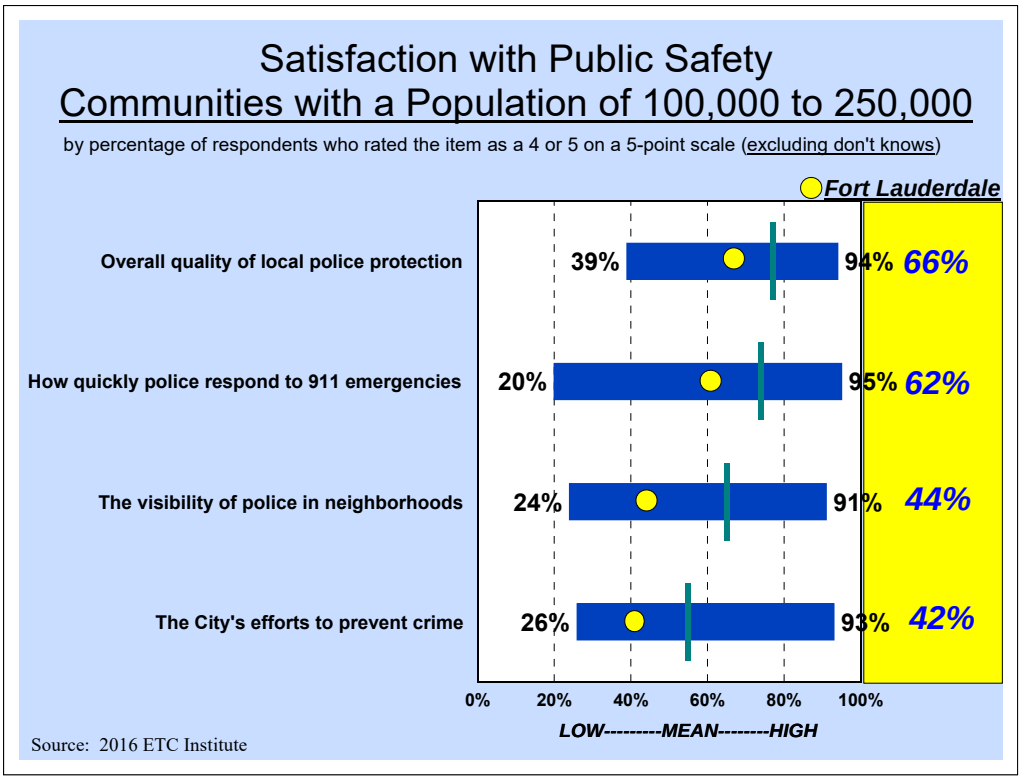
## Overall Satisfaction With Various City Services
## Communities with a Population of 100,000 to 250,000

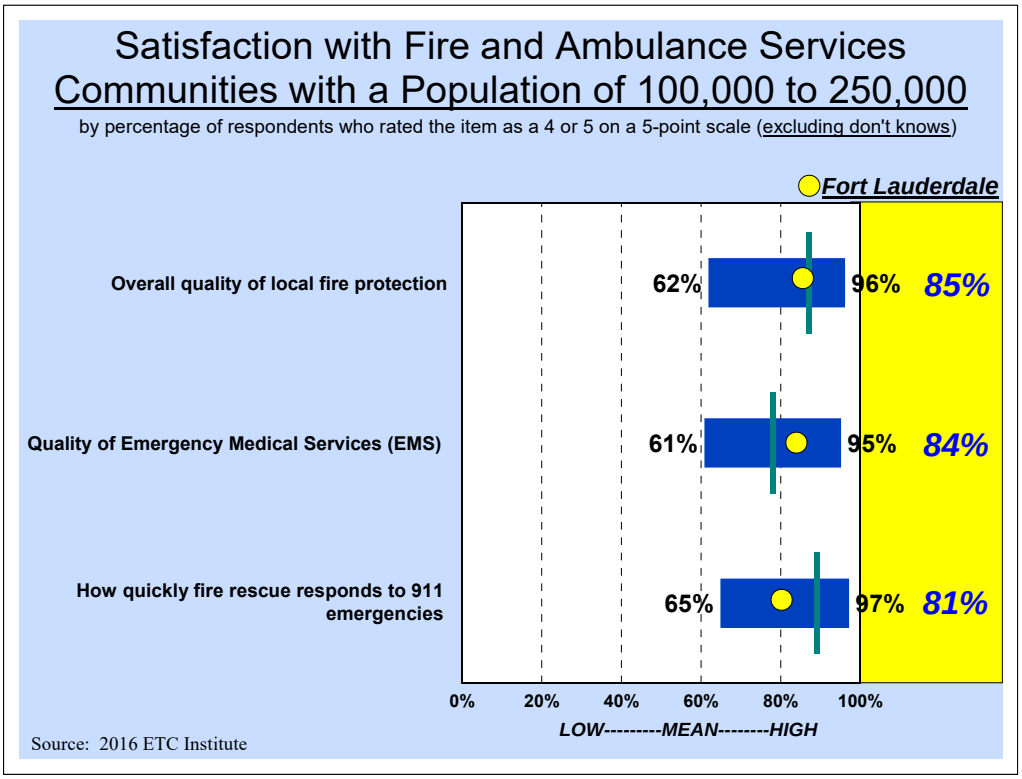
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

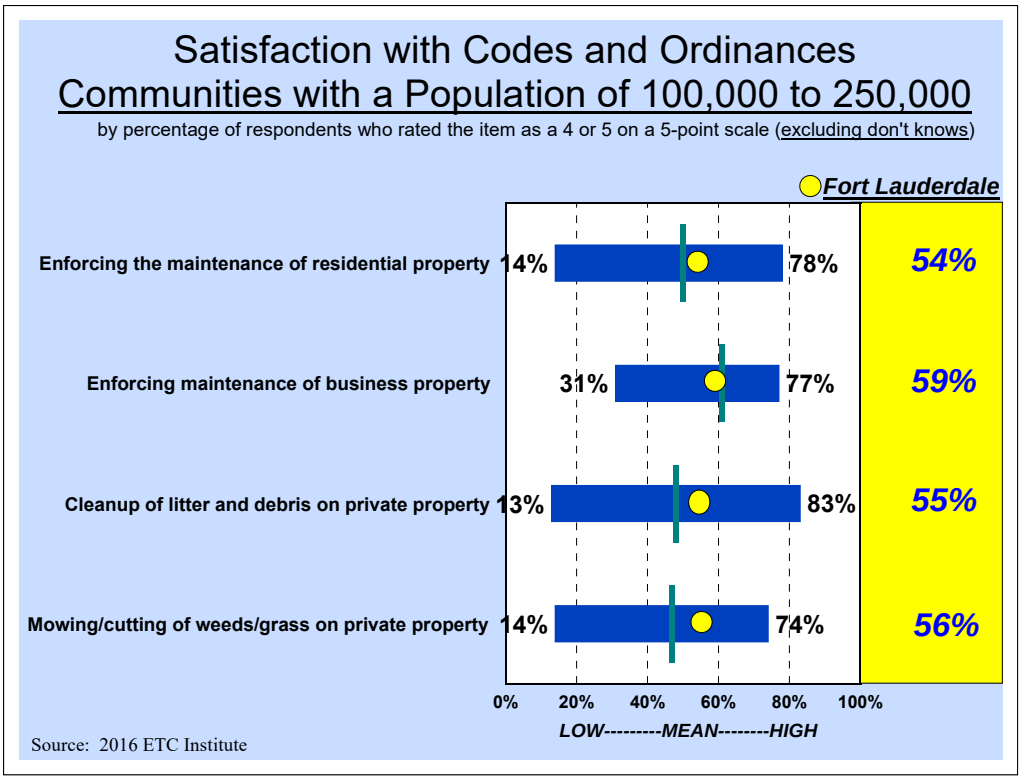


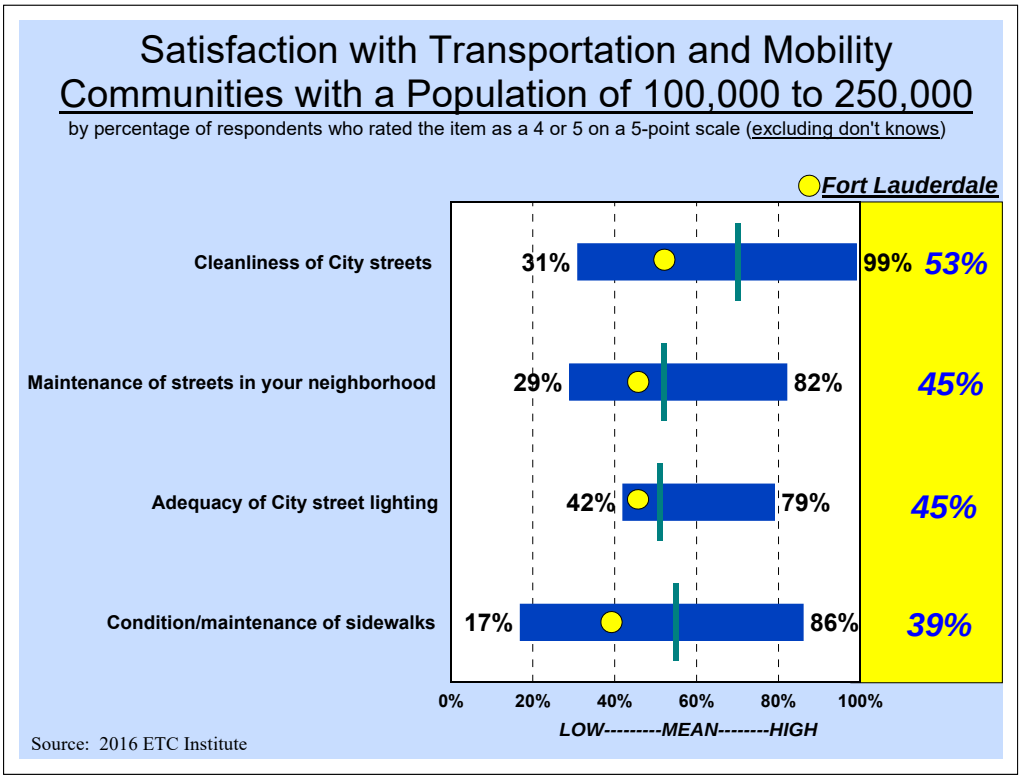

Source: 2016 ETC Institute

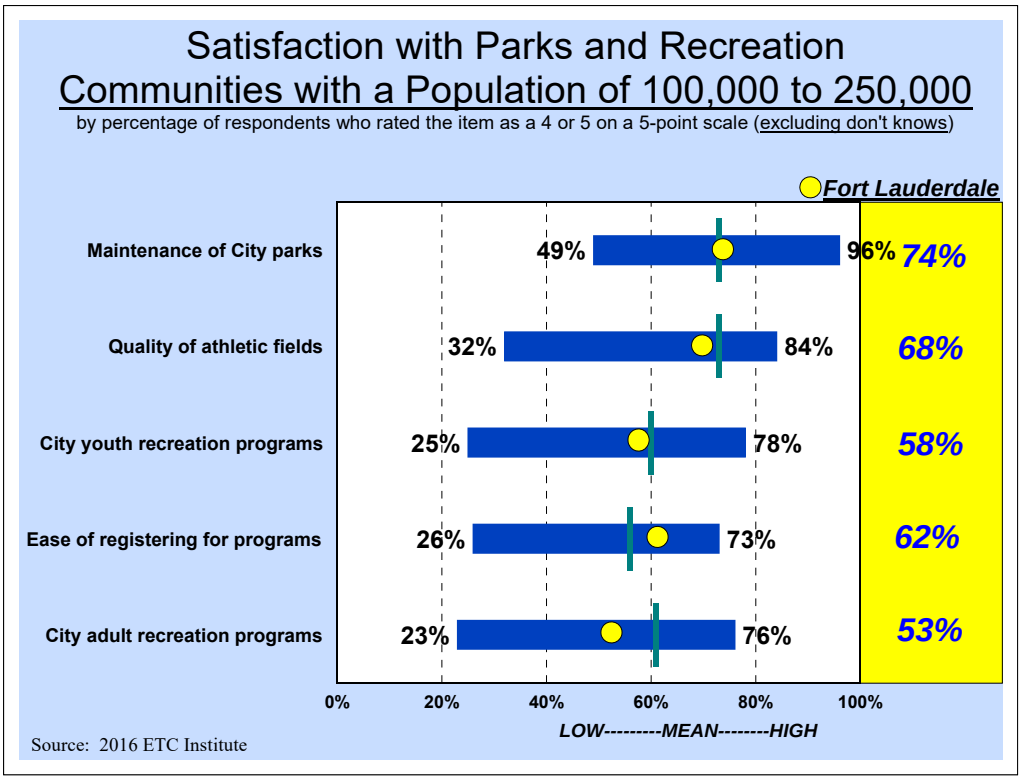

Issues that influence Perceptions of the City
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Appearance of the City
26%
95%
59%
Feeling of safety in the City
24%
98%
50%
Value received 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

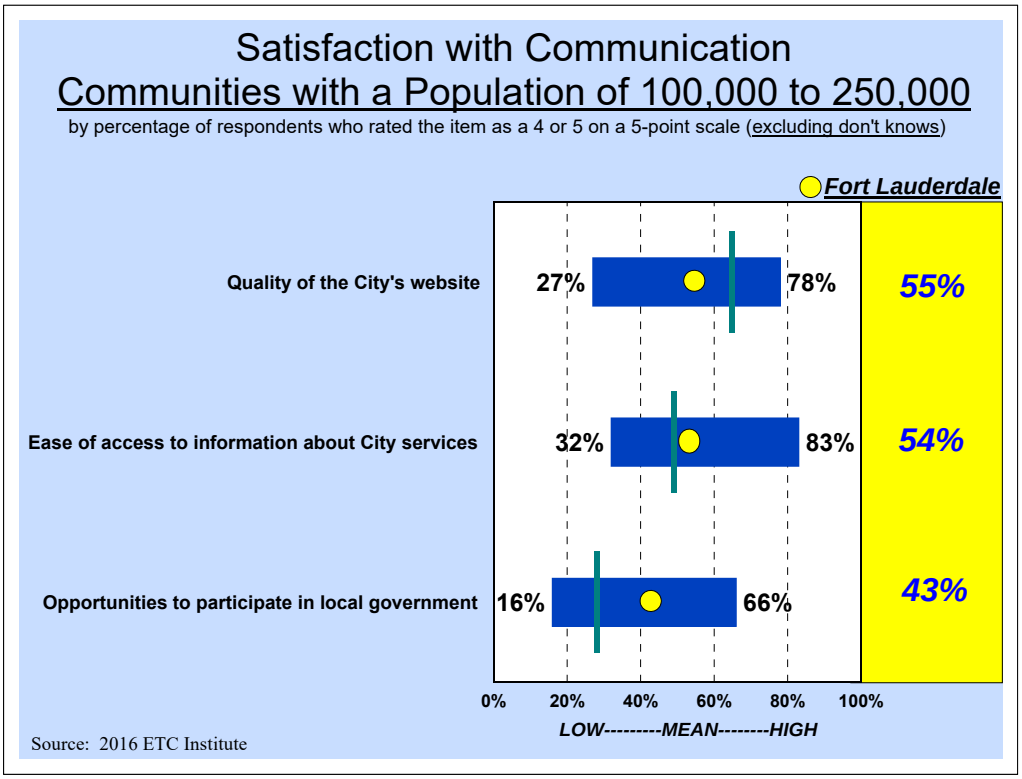

Satisfaction with Public Safety
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Overall quality of local police protection
39%
94%
66%
How quickly police respond to 911 emergencies
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

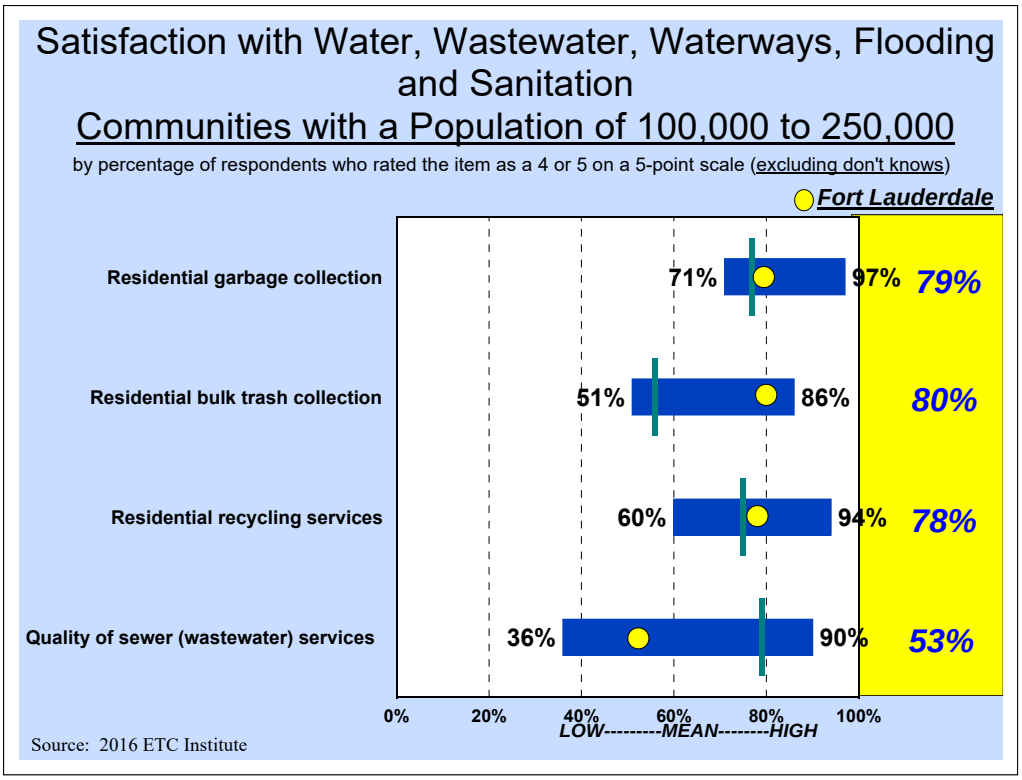

Satisfaction with Fire and Ambulance Services
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Overall quality of local fire protection
62%
96%
85%
Quality of Emergency Medical Services (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

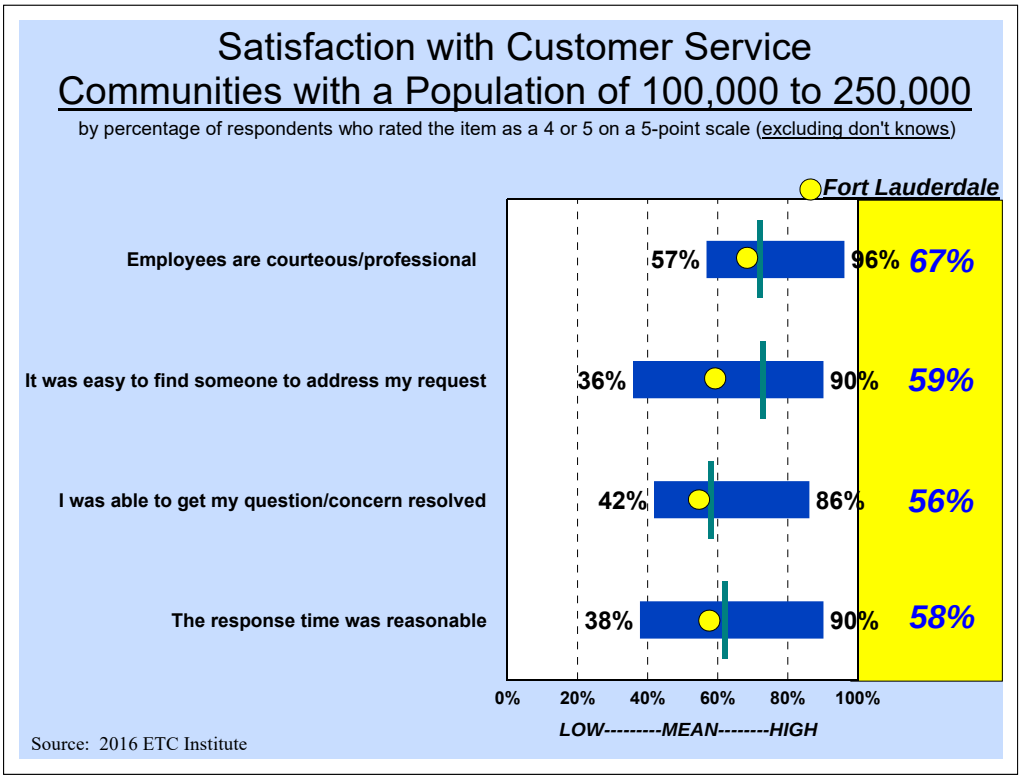

Satisfaction with Codes and Ordinances
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Enforcing the maintenance of residential property
14%
78%
54%
Enforcing maintenance of business 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

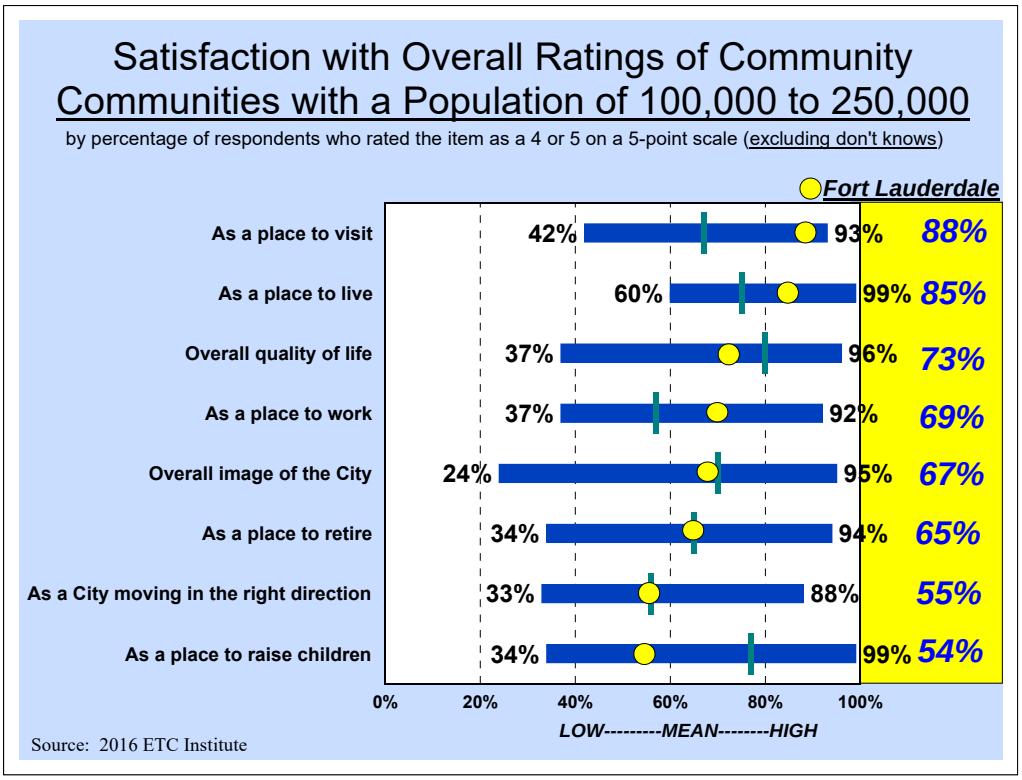

Satisfaction with Transportation and Mobility
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Cleanliness of City streets
31%
99%
53%
Maintenance of streets in your neighborhood
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
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


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


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
Employees are courteous/professional
57%
96%
67%
It was easy to find someone to address my request
36%
90%
59%
I was able to get my question/concern resolved
42%
86%
56%
The response time was reasonable
38%
90%
58%
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
As a place to visit
42%
93%
88%
As a place to live
60%
99%
85%
Overall quality of life
37%
96%
73%
As a place to work
37%
92%
69%
Overall image of the City
24%
95%
67%
As a place to retire
34%
94%
65%
As a City moving in the right direction
33%
88%
55%
As a place to raise children
34%
99%
54%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2016 ETC Institute