

2017 Neighbor Survey

...helping organizations make better decisions since 1982

Final Report

Submitted to the City of Fort Lauderdale, Florida

by:

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

March 2018



CAM 18-0230
Exhibit 1
Page 1 of 189

Contents

Executive Summary i

Section 1: Charts and Graphs..... 1

Section 2: Importance-Satisfaction Analysis36

Section 3: GIS Maps52

Section 4: Survey Instrument.....174

Executive Summary

Overview

ETC Institute administered a survey to residents of the City of Fort Lauderdale during November and December of 2017. 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 sixth resident survey administered by ETC Institute for the City of Fort Lauderdale; trends provided in this report reflect changes from the 2012 and 2016 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 2017. 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 744 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 744 households have a precision of at least $\pm 3.6\%$ 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 $\pm 3.6\%$ or 3.6% of the results indicated. This also means that any changes that are equal to or greater than $\pm 3.6\%$ in the survey data from 2016 to 2017 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 ($\pm 3.6\%$) 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, 2016 and 2017 survey results. When analyzing the trend charts, it is important to note that changes equal to or greater than $\pm 3.6\%$ 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 61% in 2016 to 55% in 2017. However, only 17% 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) how well the City is preparing for the future, and 3) maintenance of streets, sidewalks and infrastructure.

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 (82%), the quality of emergency medical services (80%), and professionalism of employees responding to emergencies (80%).
- **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 (68%), the overall quality of local police protection (63%), and how quickly police respond to 911 emergencies (61%). Residents feel safest at special events (86%), in commercial/business areas during the day (85%), along the beach (84%), and walking/biking in their neighborhood during the day (82%). Residents were least satisfied with the City’s efforts to prevent crime (38%, a decrease of 4% over the previous 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 proximity of respondent’s home to City parks (72%), the maintenance of City parks (69%), and the quality of athletic fields (66%). Residents were least satisfied with the City’s adult recreation programs (49%, a decrease of 4% over the previous 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 (51%), the availability of sidewalks (46%), and the maintenance of street signs and pavement markings (44%). Residents were least satisfied with the management of traffic flow on major roadways (14%, a decrease of 2% over the previous year).

- **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 garbage collection (77%), residential recycling services (73%), and residential bulk trash collection (73%). Residents were least satisfied with the prevention of flooding (24%, a decrease of 7% over the previous year).

Other Findings

Ratings of Fort Lauderdale

The aspects of the City that residents rated as most positive (ratings of 4 or 5 on a 5-point scale) were: the City as a place to visit (89%), as a place for play and leisure (85%), and as a place to live (79%). Residents were least satisfied with the City as a place to educate children (30%, a decrease of 11% over the previous 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 (63%), the acceptance of diversity (60%), the overall appearance of the City (52%), and the overall feeling of safety in the City (42%). Residents gave the lowest ratings to the City's efforts in addressing homelessness (11%, a decrease of 2% over the previous year).

How Fort Lauderdale Compares to Other Communities

The City of Fort Lauderdale scored 8% above the U.S. average for customer service 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:

- Ratings of the City as a place to visit
- Bulky item pick up and removal services
- Mowing/cutting of weeds and grass on private property
- Opportunities to participate in local government
- Ratings of the City as a place to work
- Enforcing the maintenance of residential property

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

- Ratings of the City as a place to raise children
- Wastewater service
- Management of traffic flow and congestion
- Overall feeling of safety in the City
- How well the City is planning growth
- Water utility services

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:

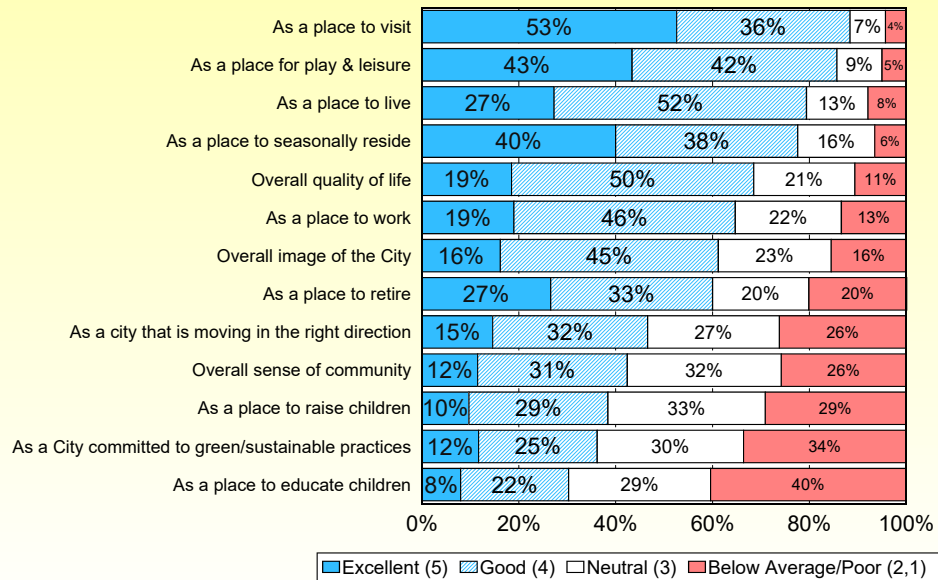
- **Overall Priorities for the City:** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended 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 City's efforts to prevent crime and the visibility of police in neighborhoods.
 - **Parks and Recreation:** maintenance of City parks
 - **Transportation and Mobility:** management of traffic flow on major roadways, management of traffic flow in neighborhoods, and cost of public parking.
 - **Water, Wastewater, Waterways, Flooding and Sanitation:** Prevention of flooding, overall quality of drinking water, the cleanliness of waterways near home, and the quality of sewer (wastewater) services.

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

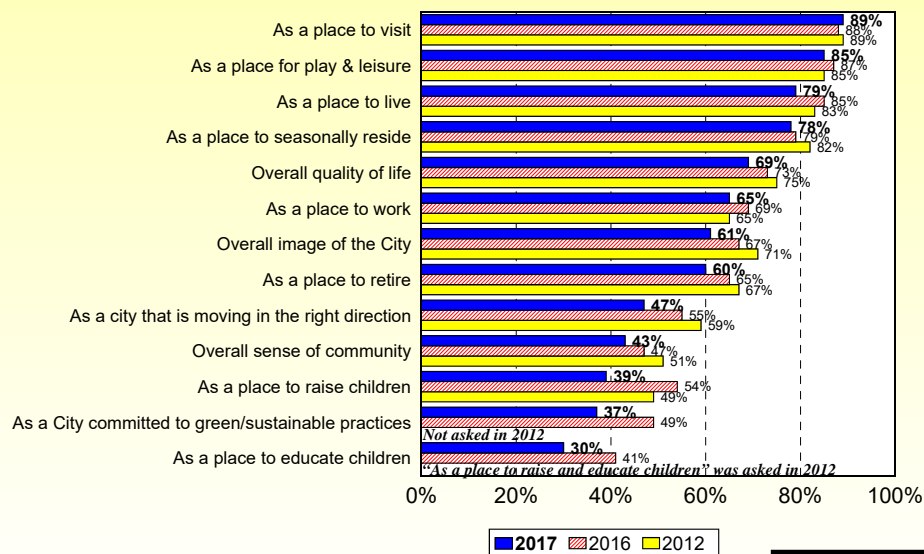
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Overall Ratings for the City of Fort Lauderdale 2012 to 2017

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



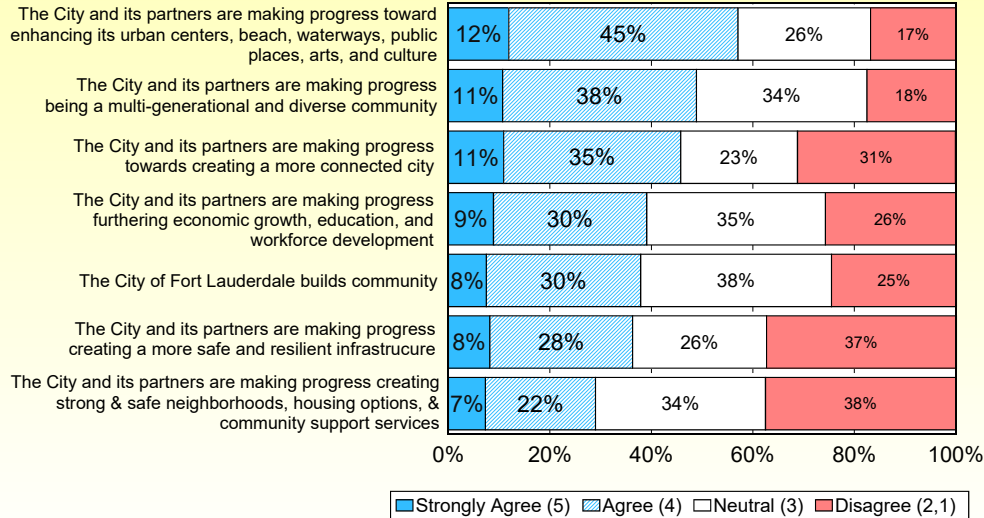
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

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

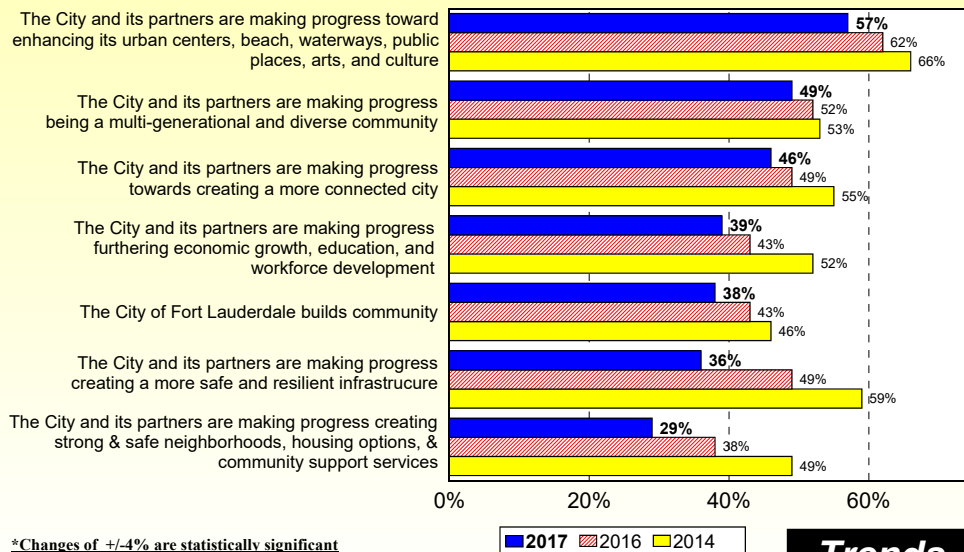
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

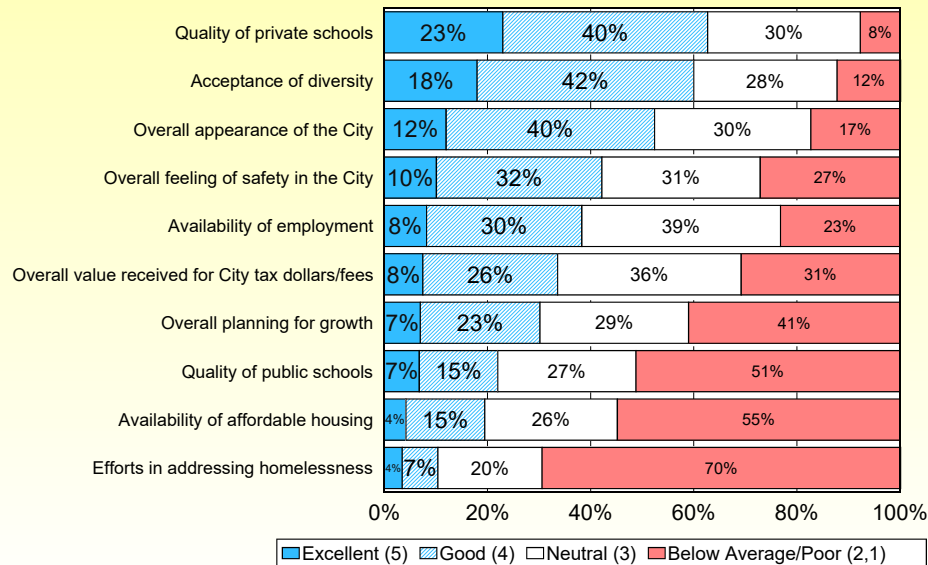
Level of Agreement With Statements Related to the City's Mission and Vision - 2014 to 2017

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



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

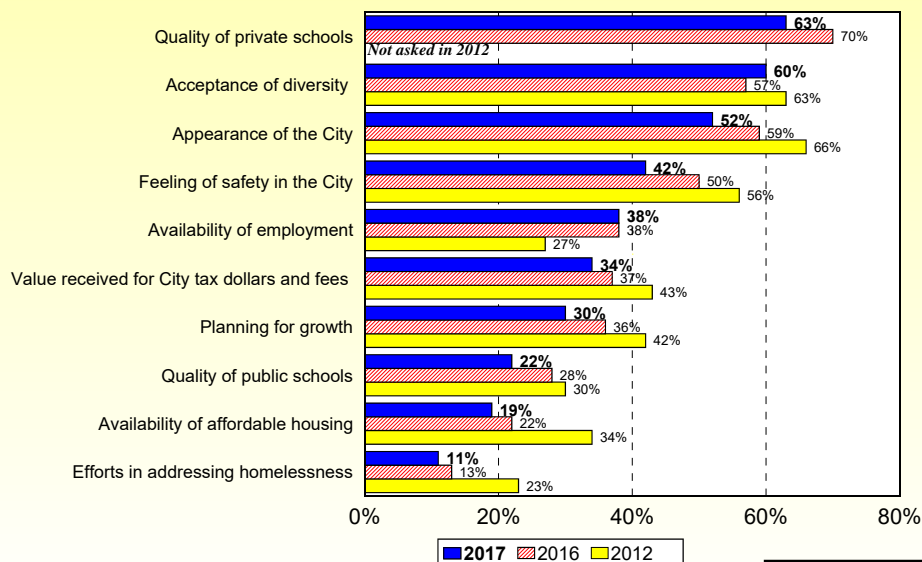
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Satisfaction With Items That Influence the Perception Residents Have of the City - 2012 to 2017

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



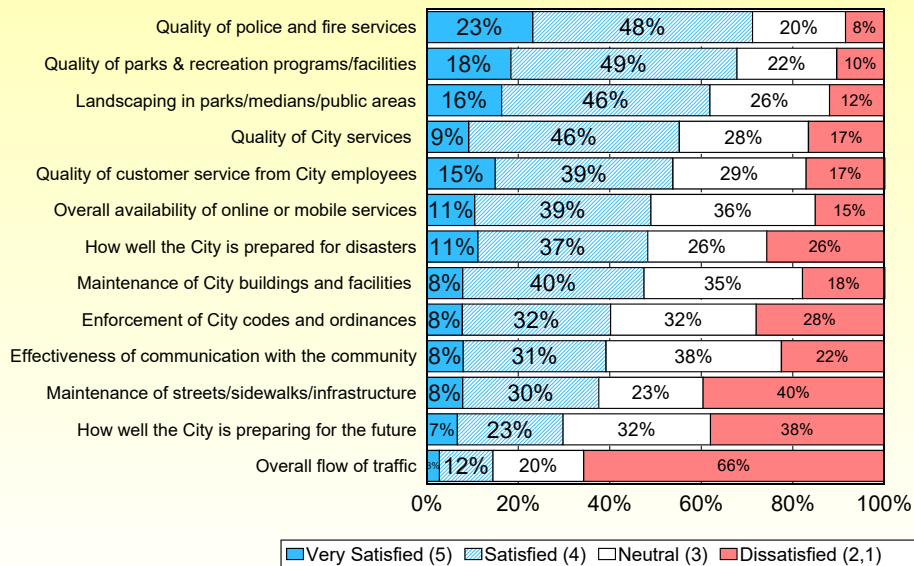
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

Q4. Overall Satisfaction with City Services

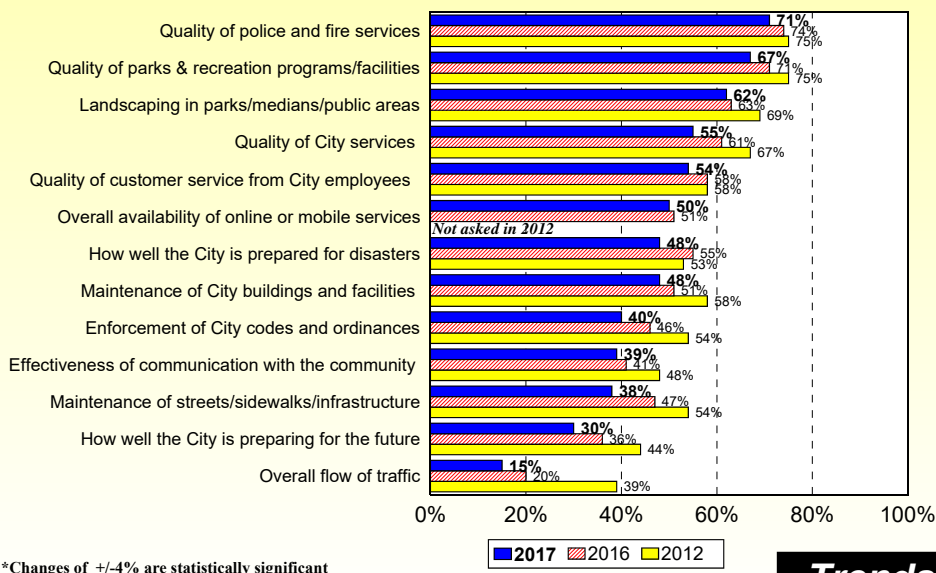
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Overall Satisfaction with City Services 2012 to 2017

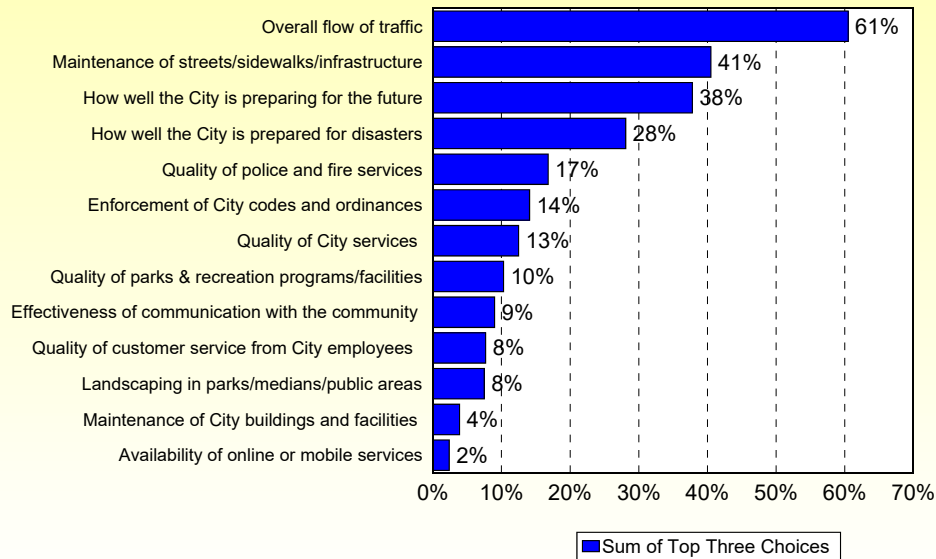
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q5. City Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

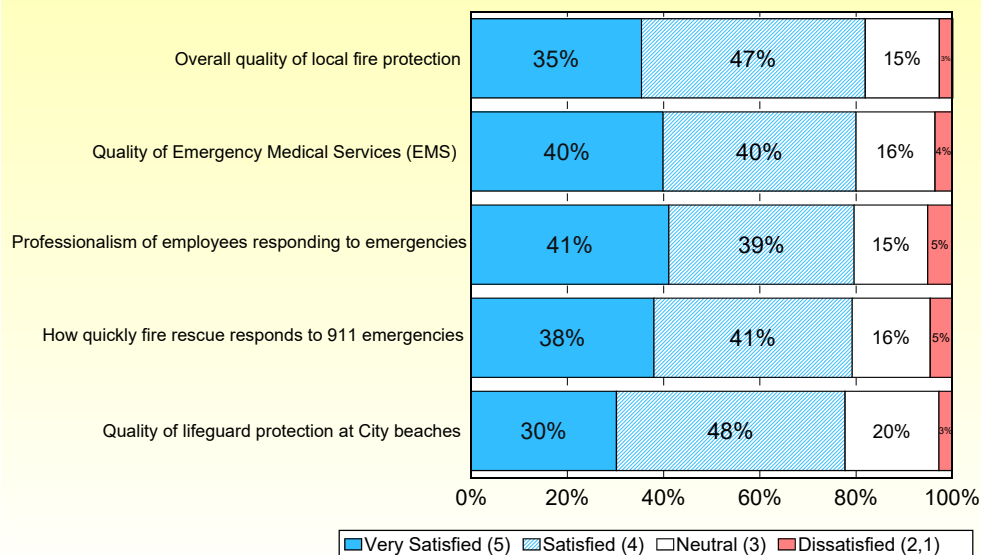
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q6a. Satisfaction with Fire Rescue and Emergency Management Planning

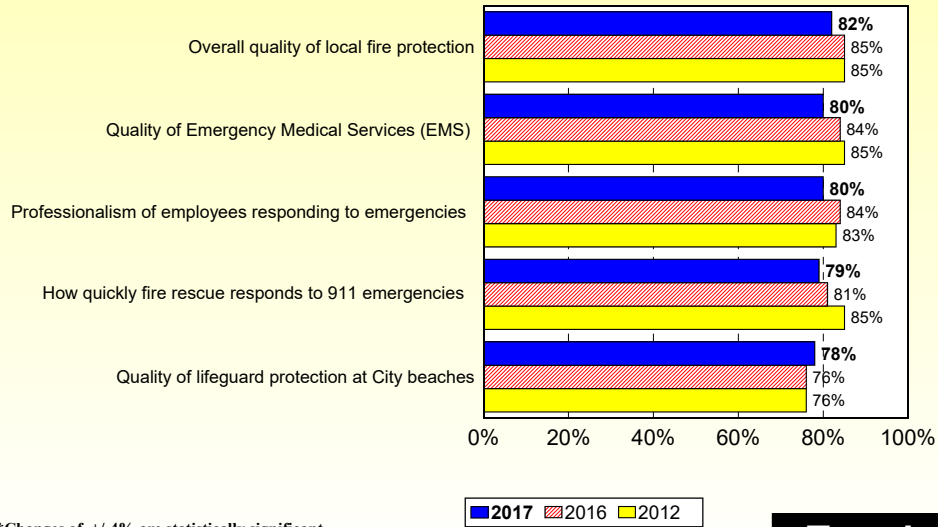
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

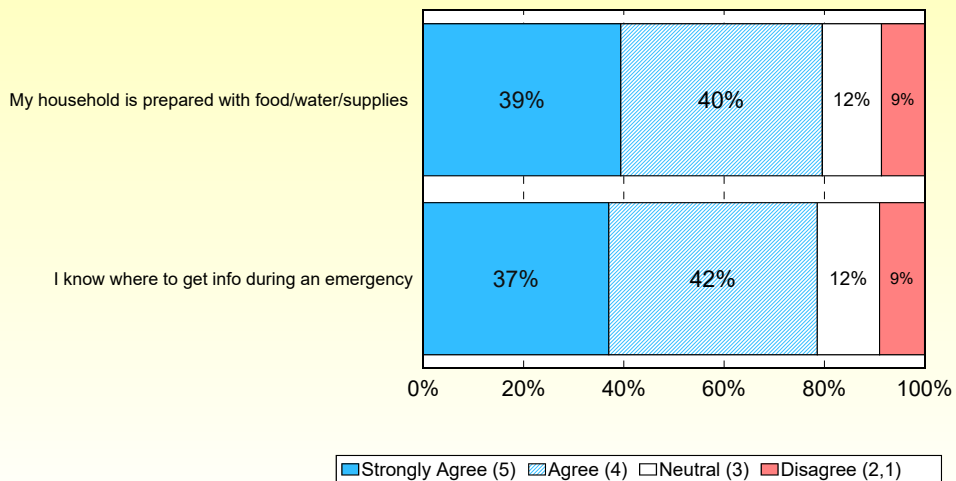
Satisfaction With Fire Rescue and Emergency Management Planning - 2012 to 2017

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



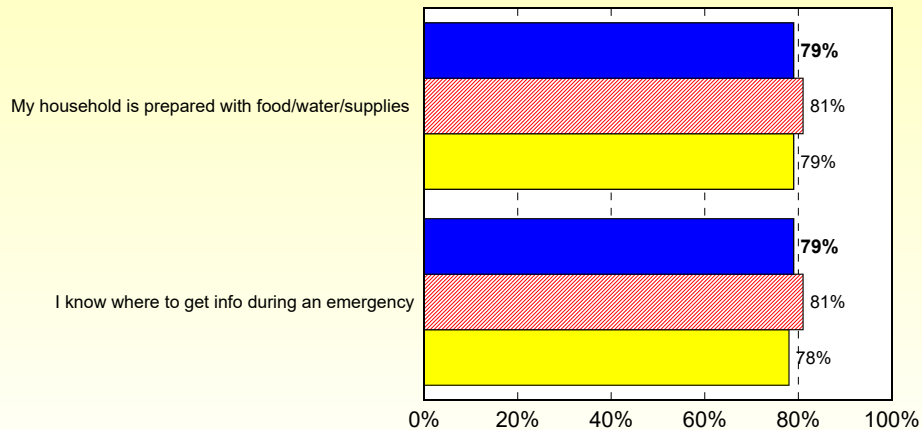
Q6b. Level of Agreement With Various Aspects of Fire Rescue and Emergency Management Planning

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



Level of Agreement with Various Aspects of Fire Rescue and Emergency Management Planning 2012 to 2017

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

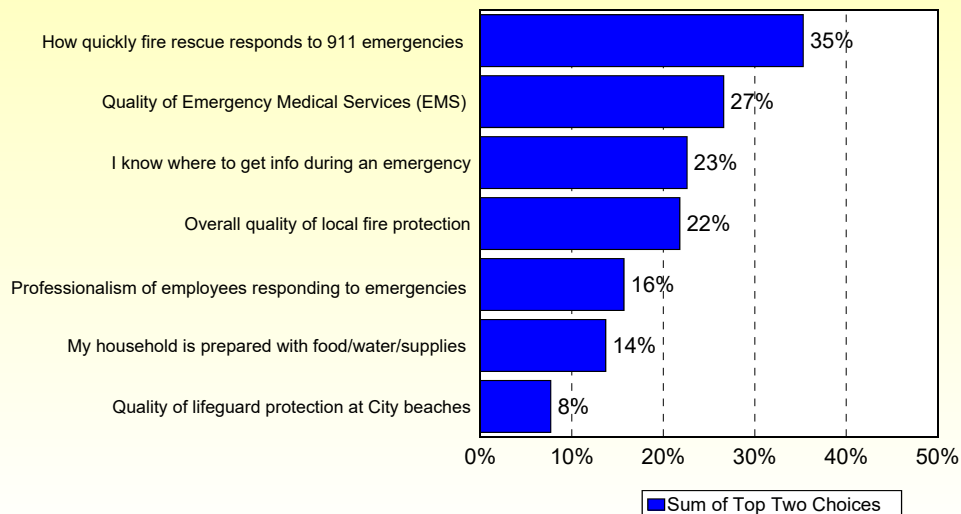
Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

■ 2017 ■ 2016 ■ 2012

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

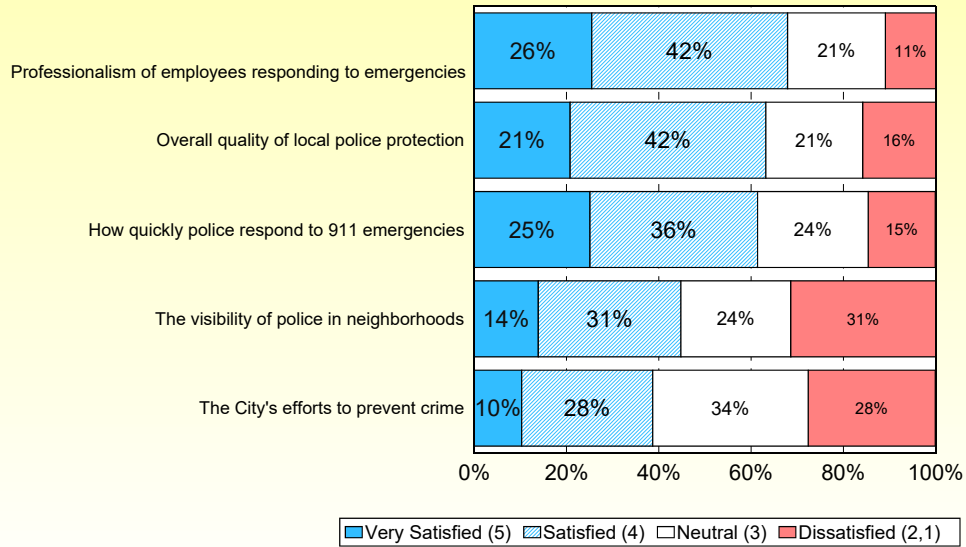


Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

■ Sum of Top Two Choices

Q8. Satisfaction with Public Safety - Police

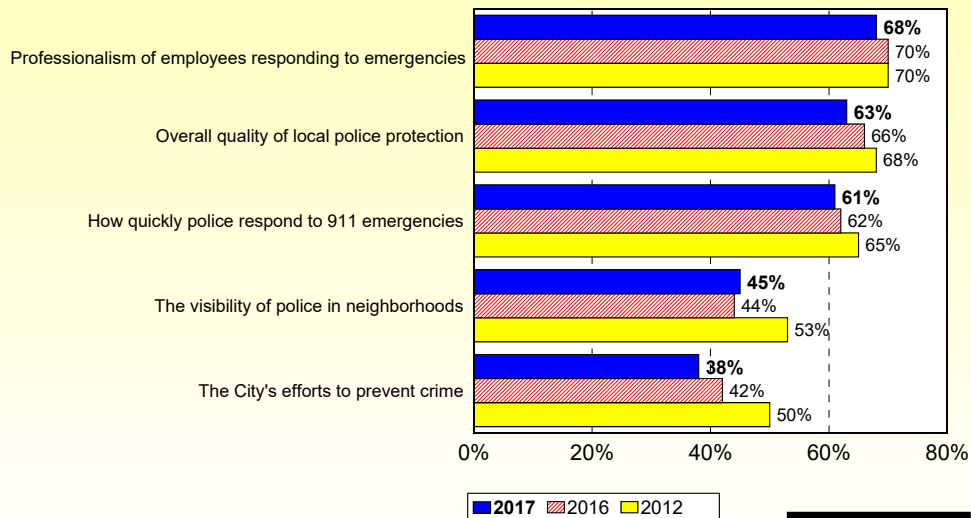
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Satisfaction With Public Safety - Police 2012 to 2017

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



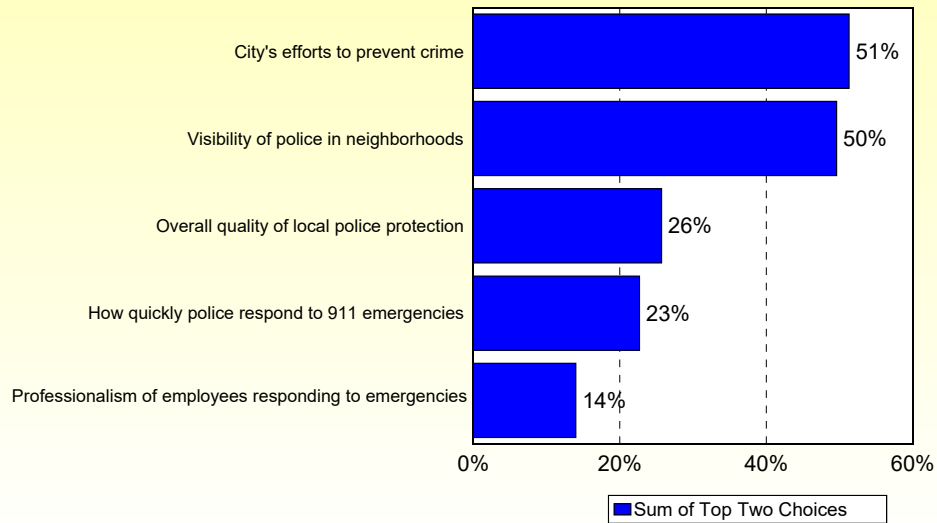
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

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

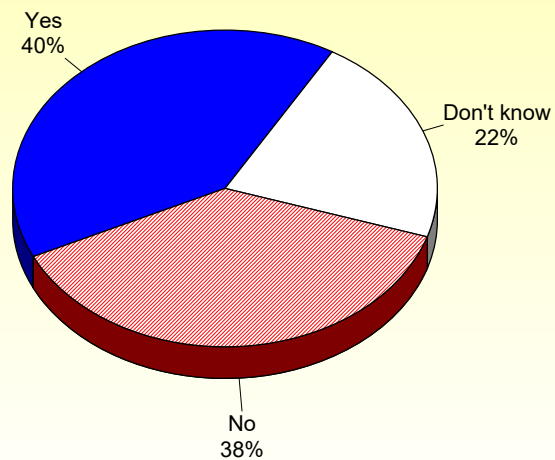
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

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

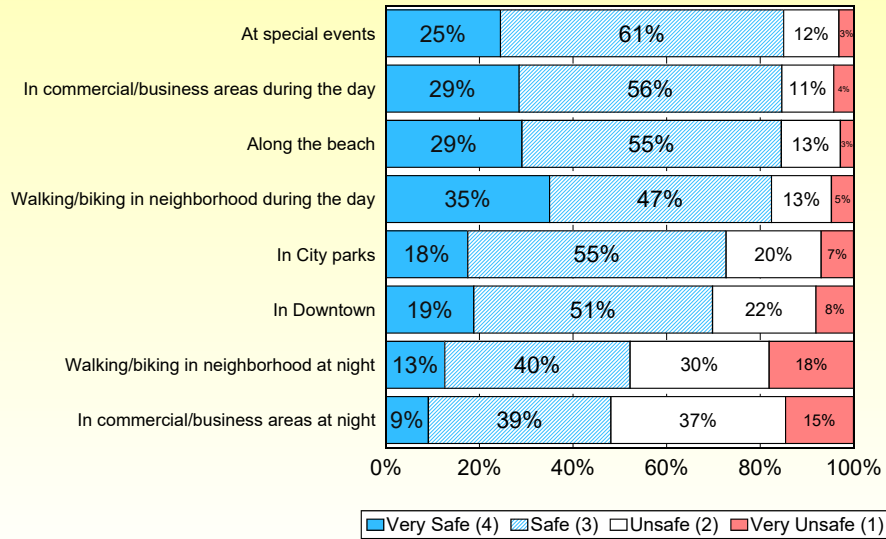
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q11. Perceptions of Safety in Fort Lauderdale

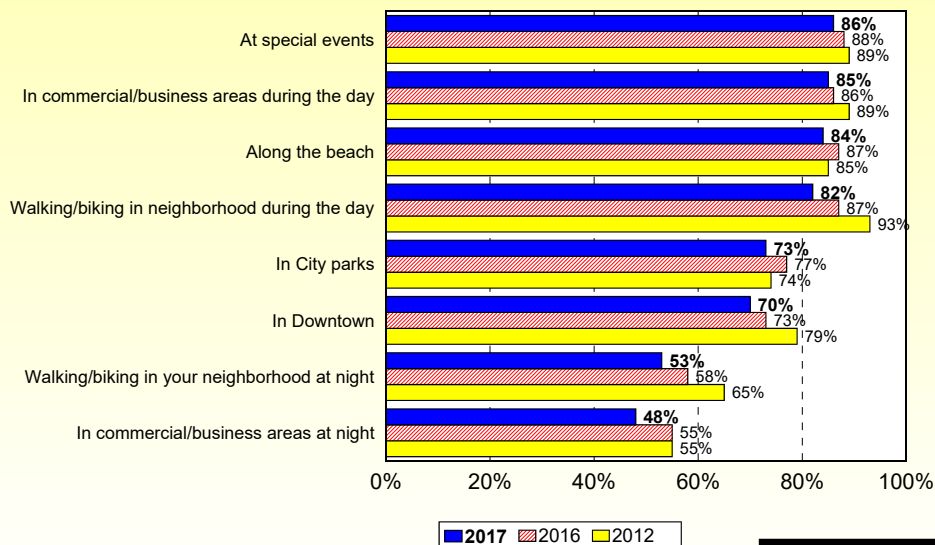
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Perceptions of Safety in Fort Lauderdale 2012 to 2017

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



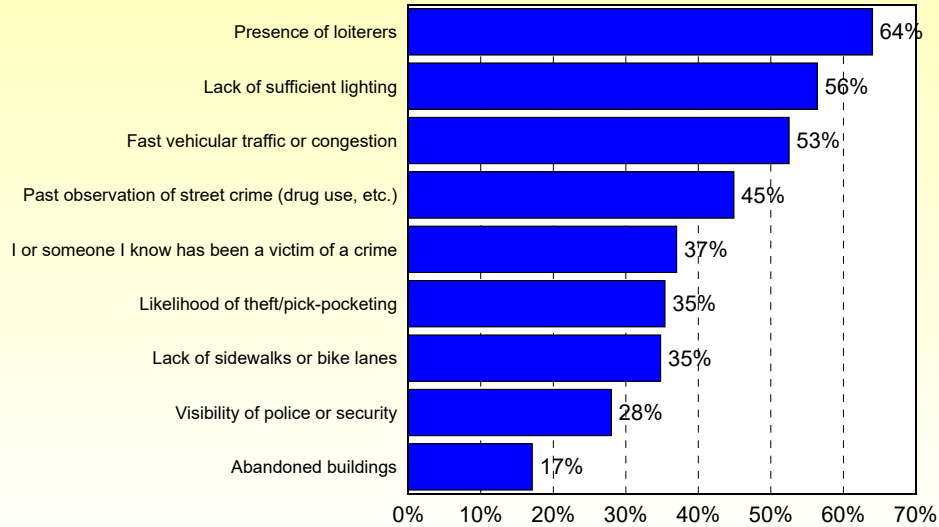
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

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

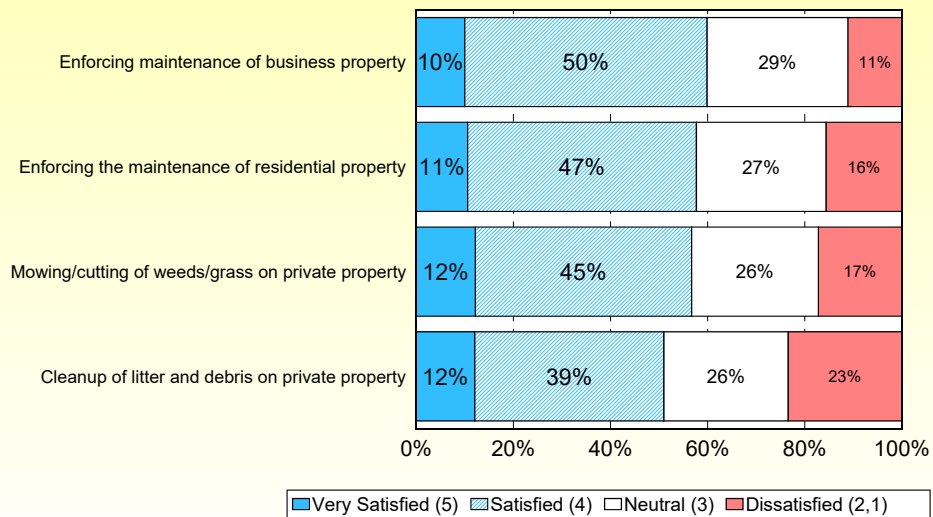
by percentage of respondents who indicated they felt "unsafe" or "very unsafe" in any area on Question 11 (multiple selections could be made)



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q12. Satisfaction With Codes and Ordinances Related to Appearance

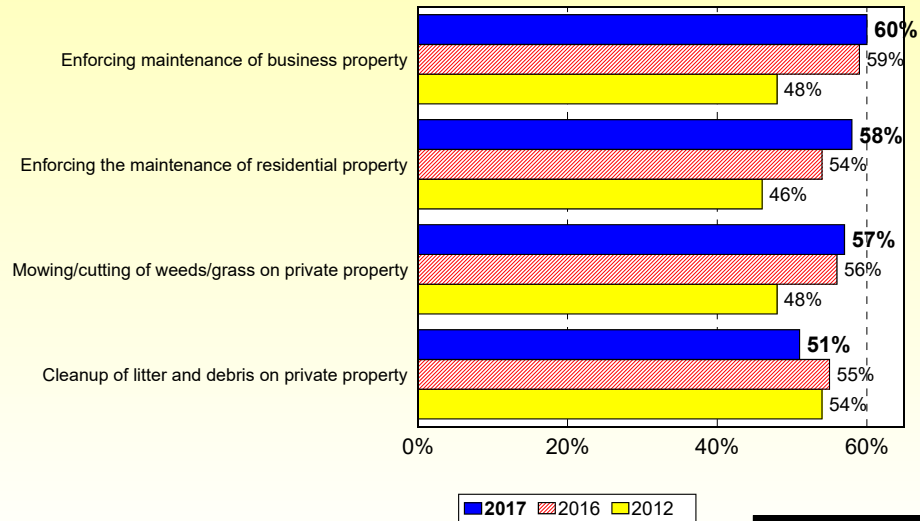
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

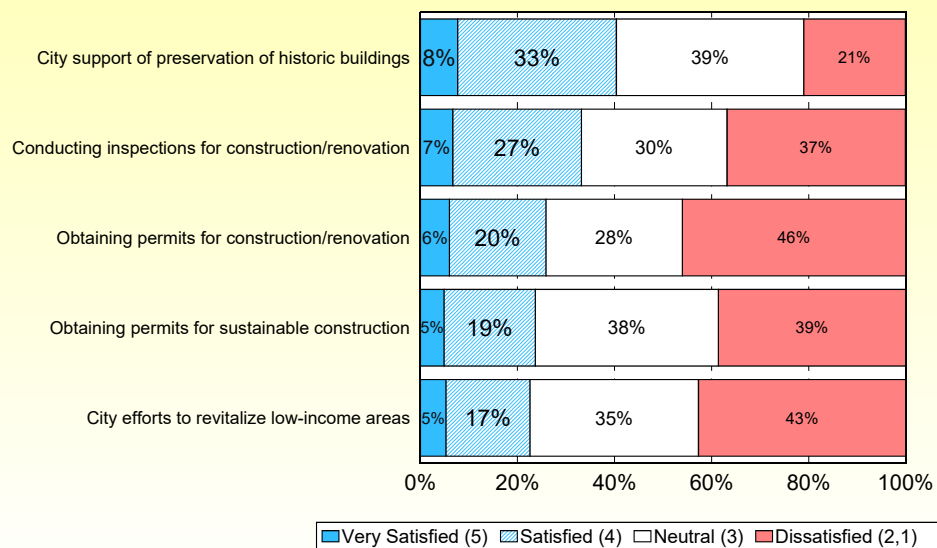
Satisfaction With Codes and Ordinances Related to Appearance - 2012 to 2017

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



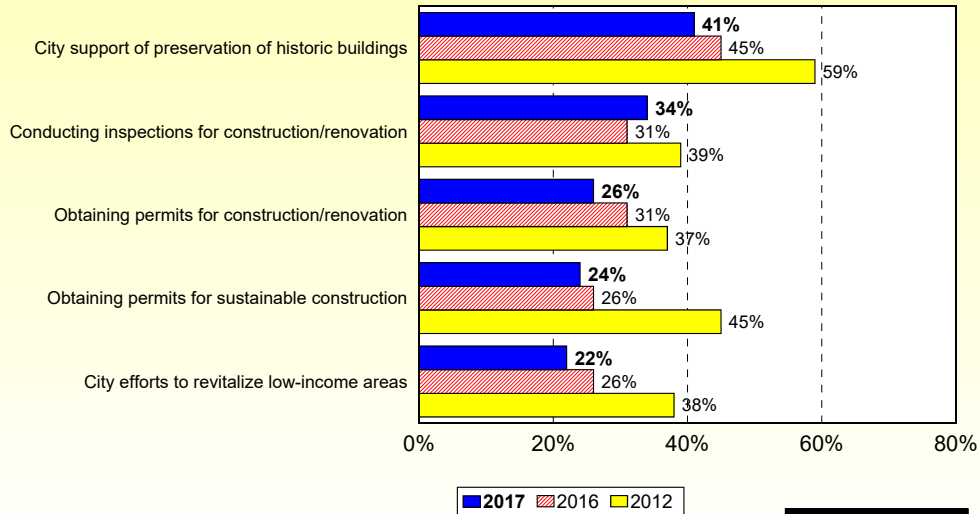
Q13. Satisfaction with Community Planning and Development

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



Satisfaction with Community Planning and Development 2012 to 2017

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



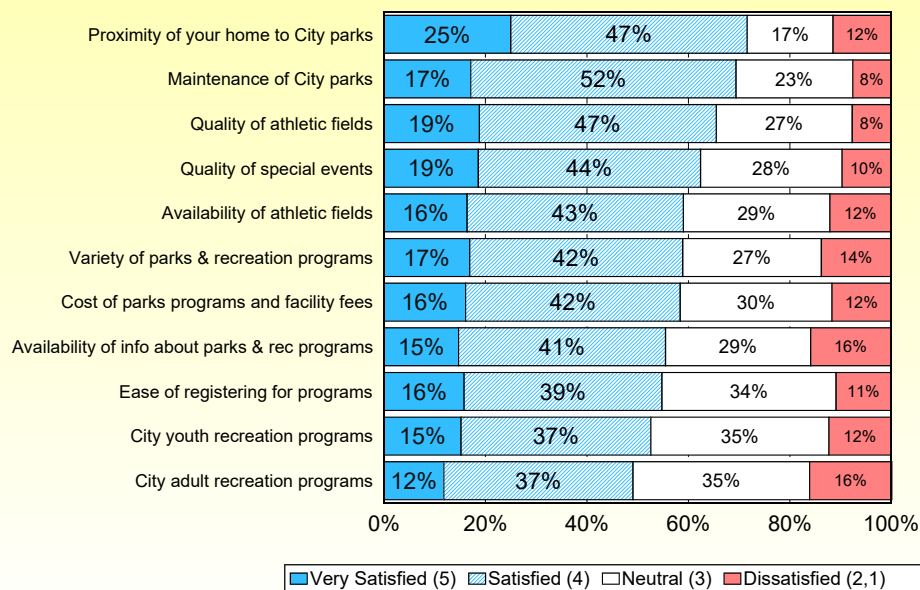
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

Q14. Satisfaction With Parks and Recreation Services

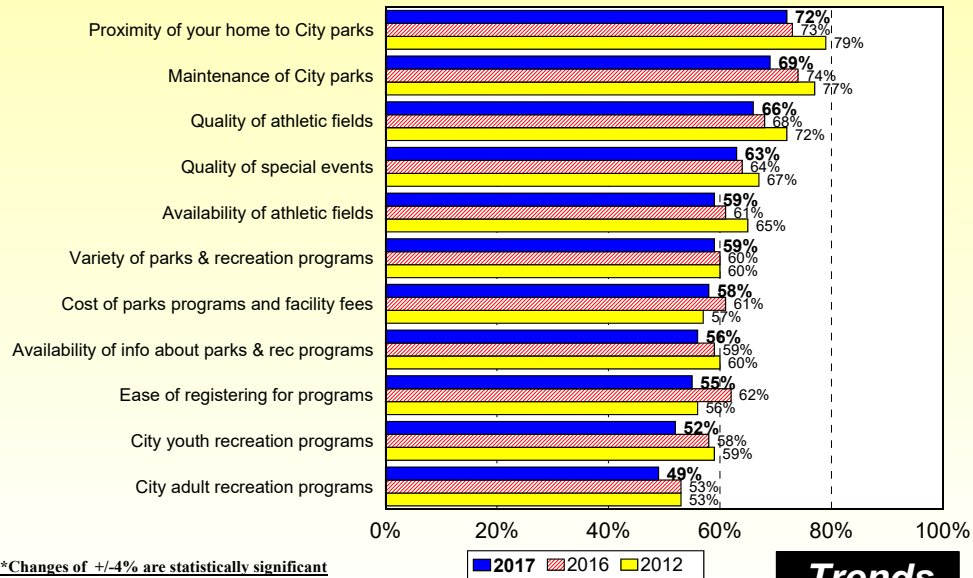
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

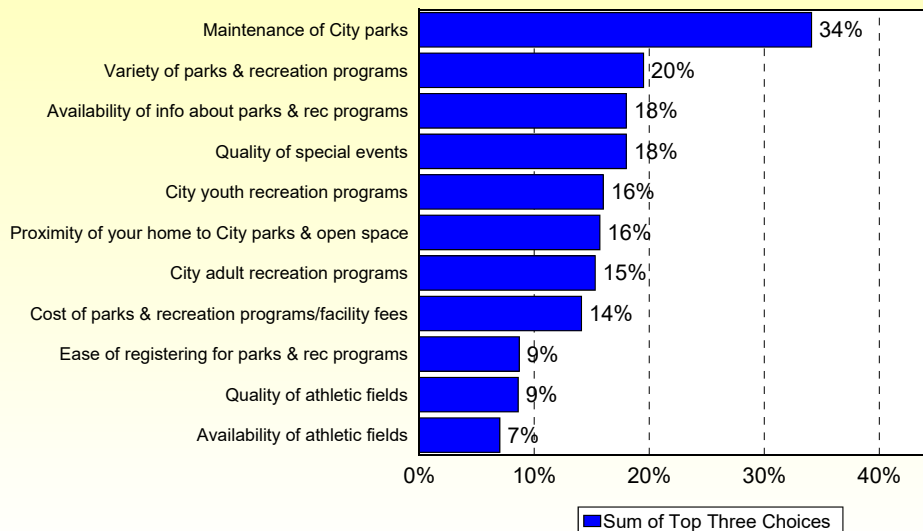
Satisfaction With Parks and Recreation Services 2012 to 2017

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



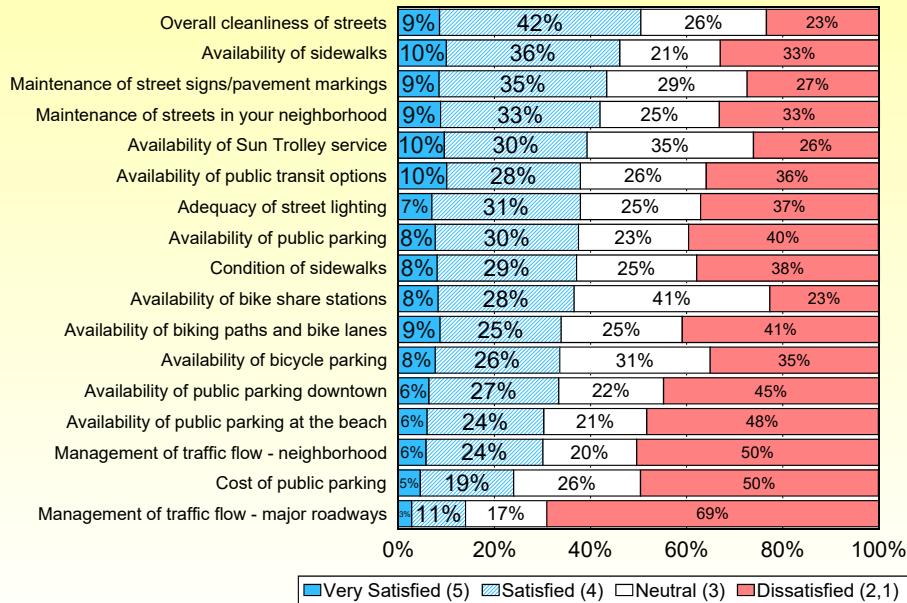
Q15. Parks and Recreation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



Q16. Satisfaction With Transportation and Mobility

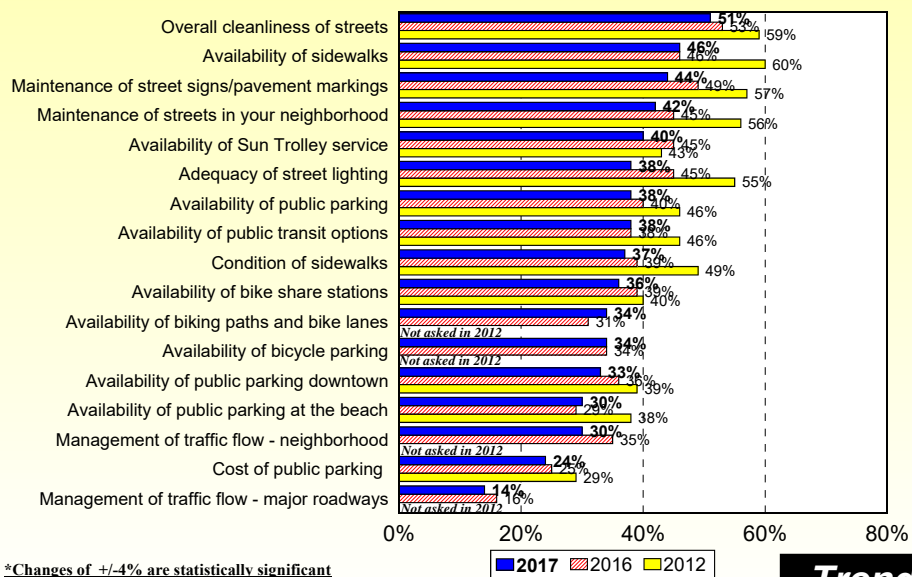
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Satisfaction With Transportation and Mobility 2012 to 2017

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

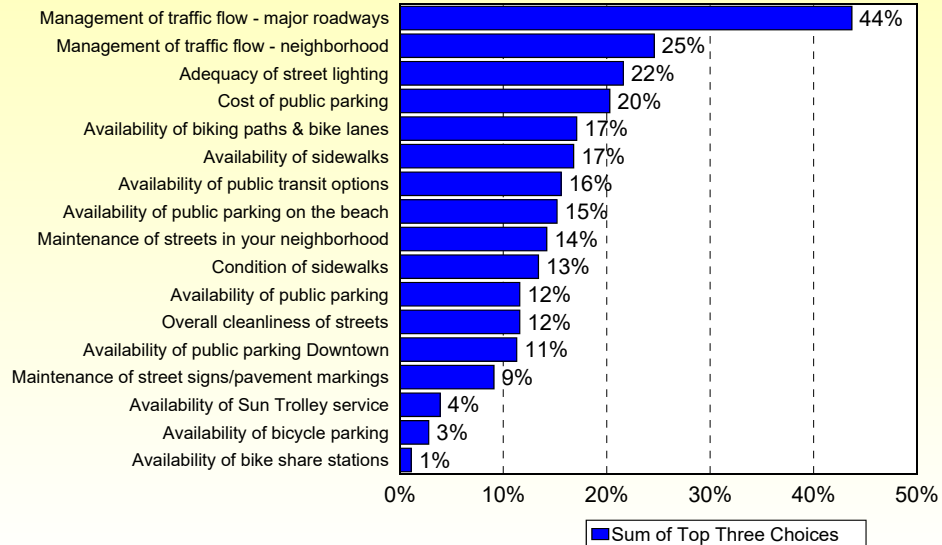


Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

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

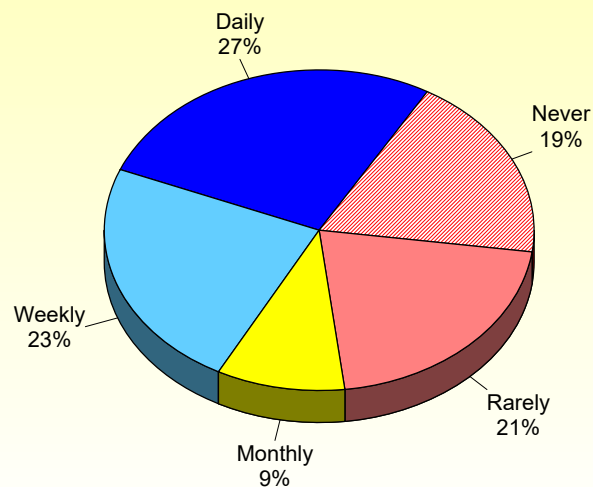
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - 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?

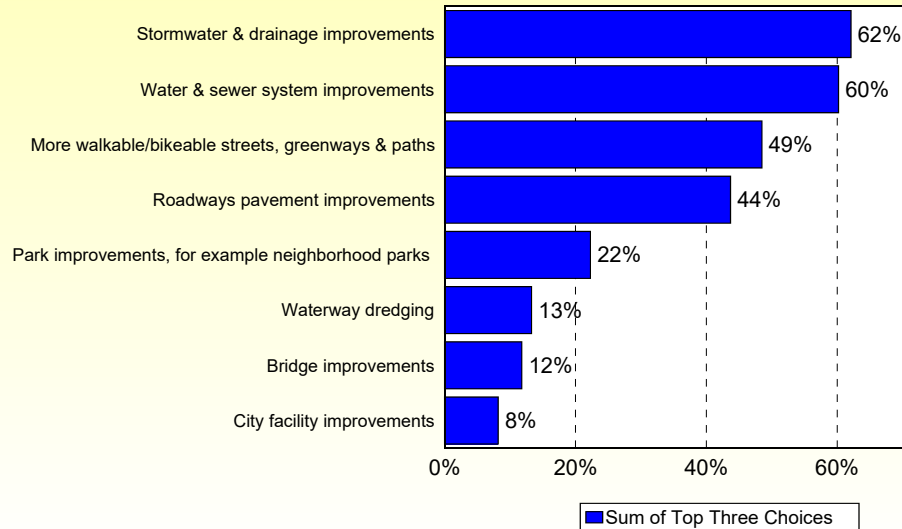
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q19. Of these Community Investment Plan capital project types, which three would you select as the most important?

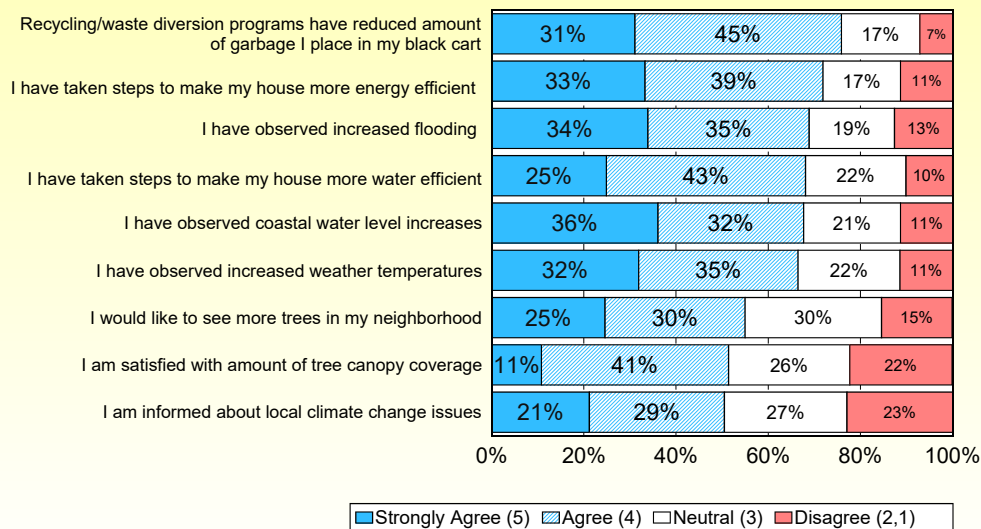
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q20. Level of Agreement with Various Aspects of Sustainability

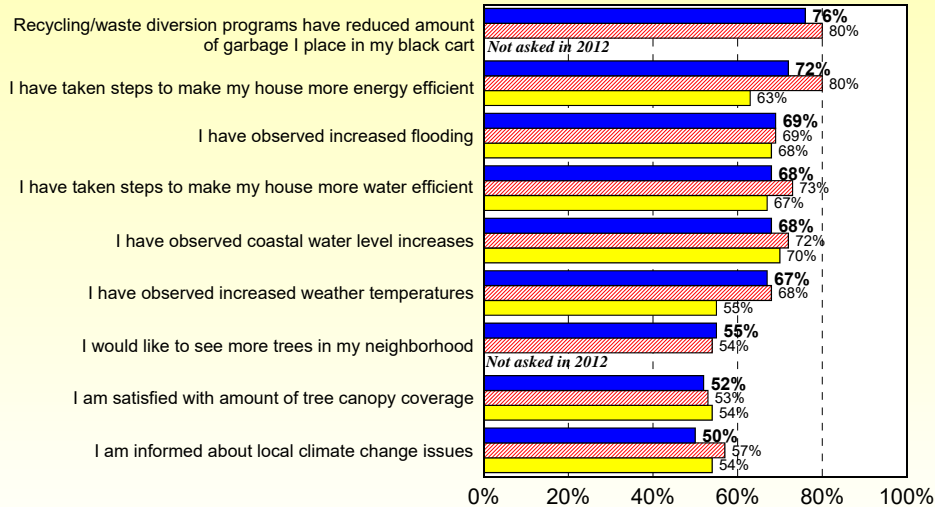
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Level of Agreement with Various Aspects of Sustainability - 2012 to 2017

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



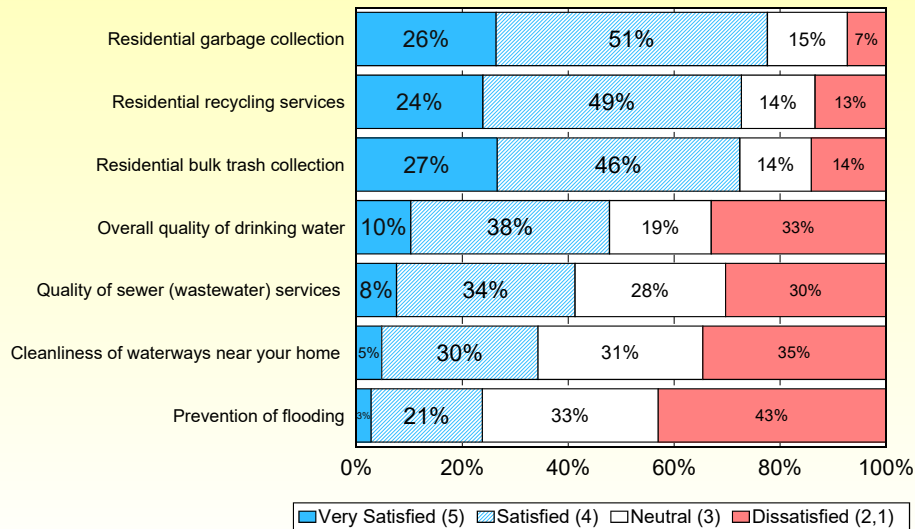
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

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

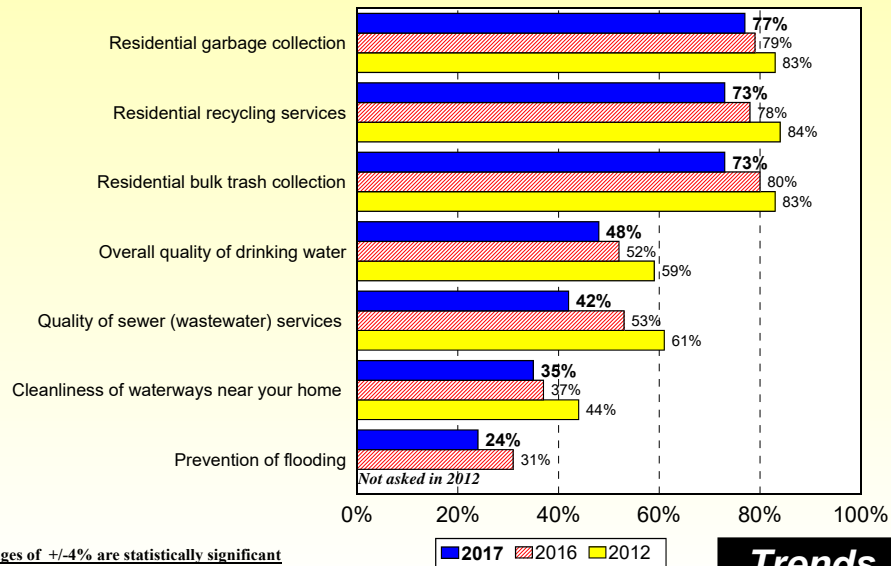
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

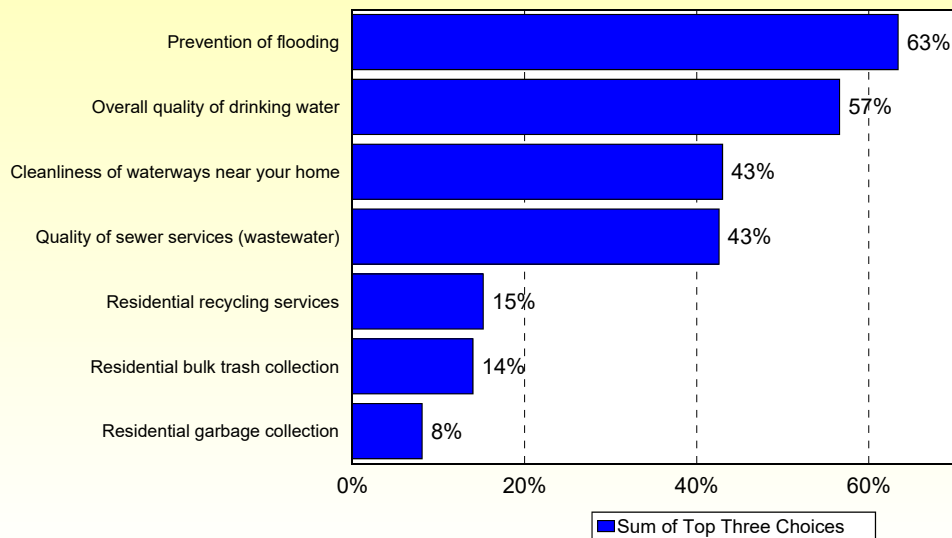
Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation - 2012 to 2017

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



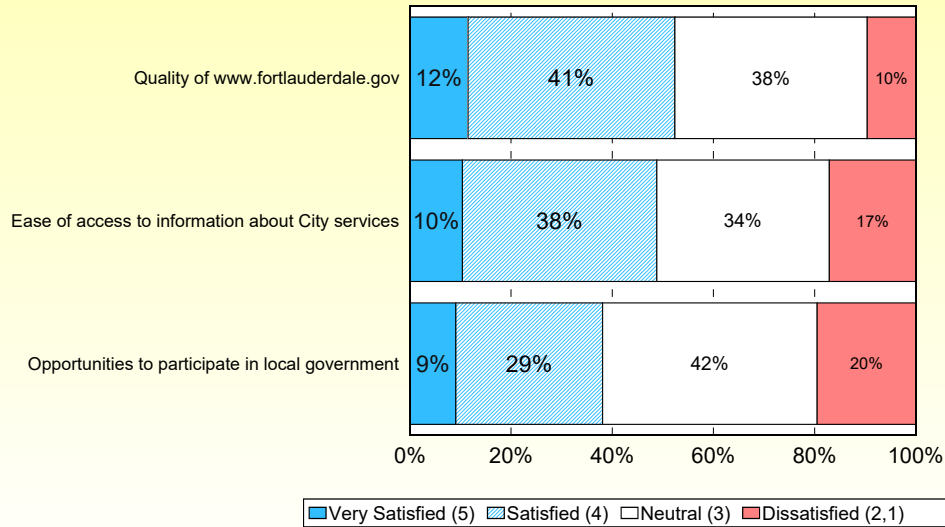
Q22. Water and Sanitation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



Q23. Satisfaction With Public Communication and Outreach

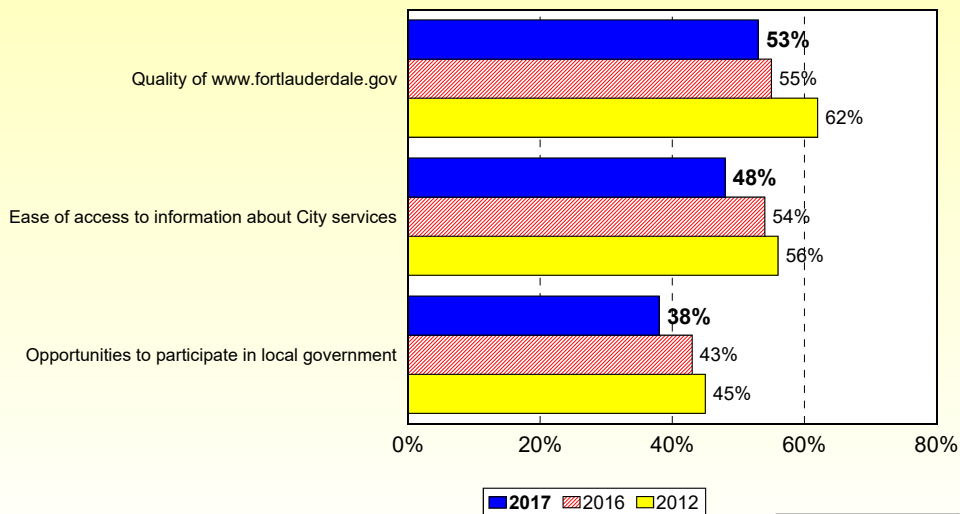
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Satisfaction With Public Communication and Outreach 2012 to 2017

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



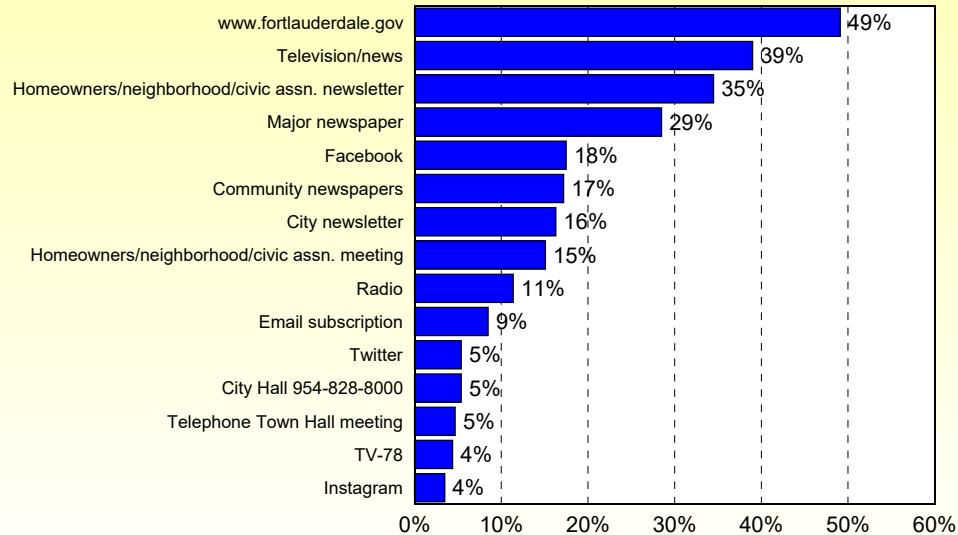
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

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

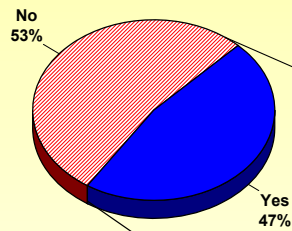
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

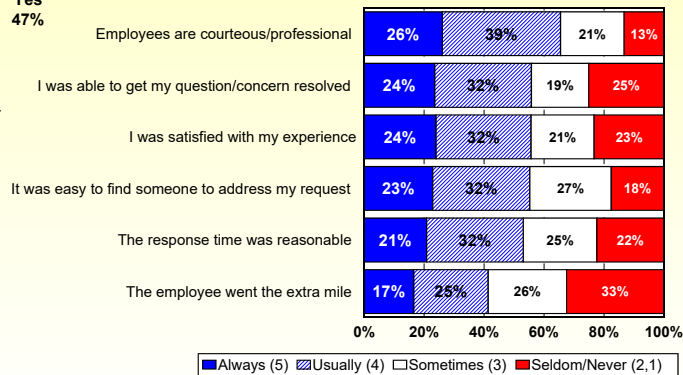
Q25. Have you contacted the City during the past year?

by percentage of respondents



Q25a-f. Frequency That City Employees Display Various Behaviors

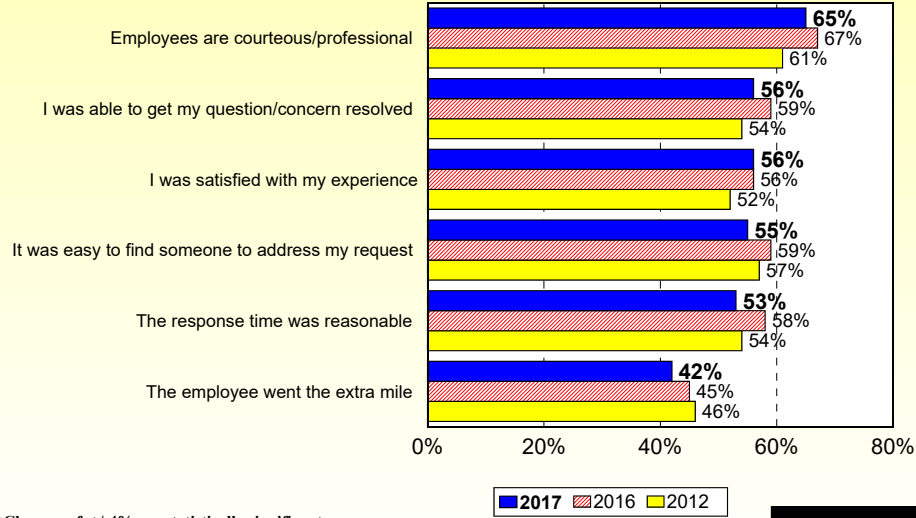
(excluding "don't know")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Frequency That City Employees Display Various Behaviors 2012 to 2017

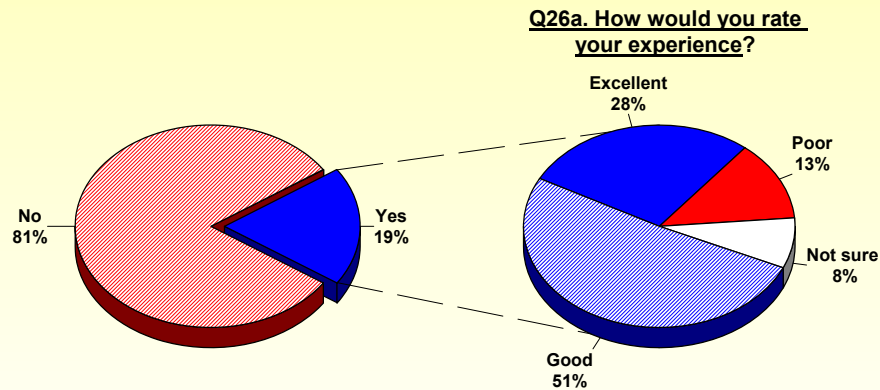
by percentage of respondents who had contacted the City during the past year and rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends

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

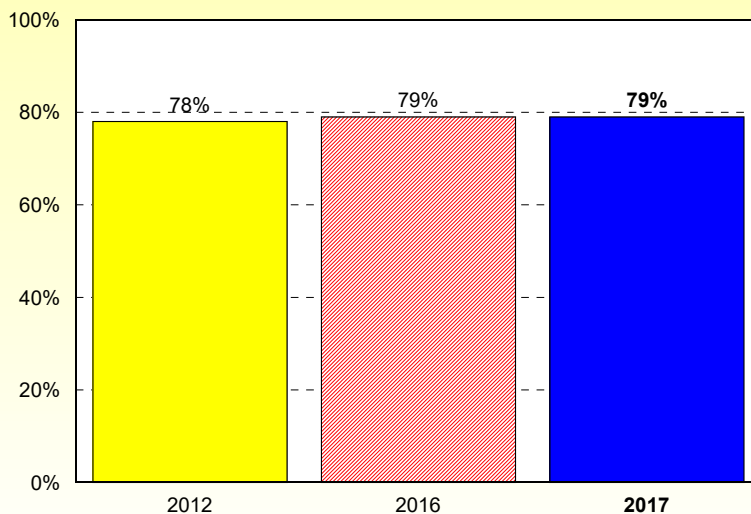
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - 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"



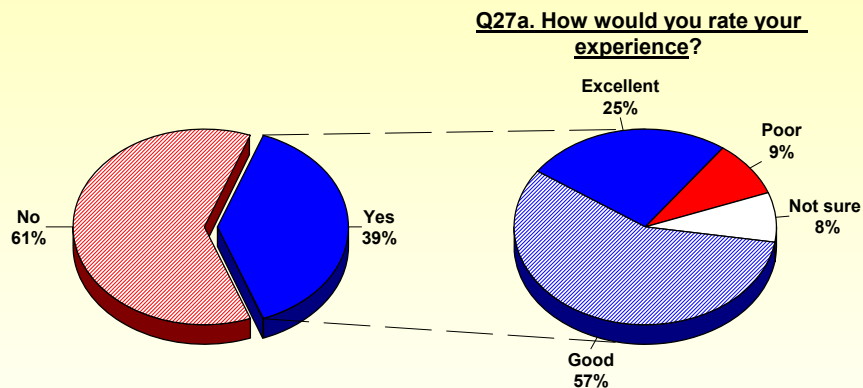
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

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

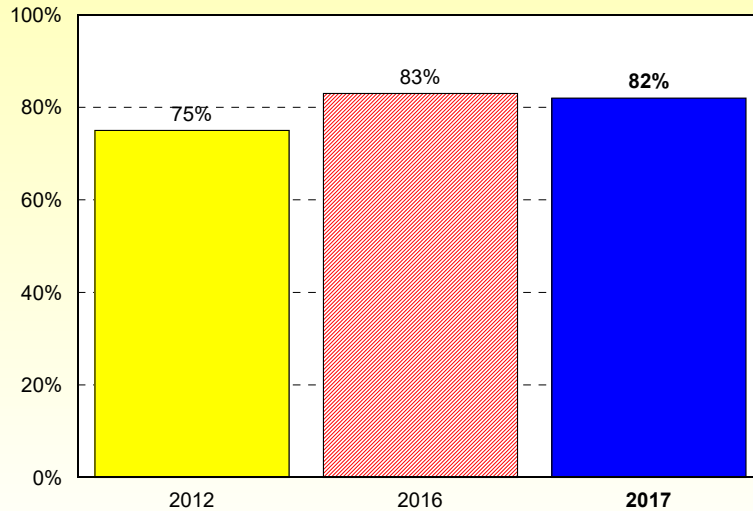
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - 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"



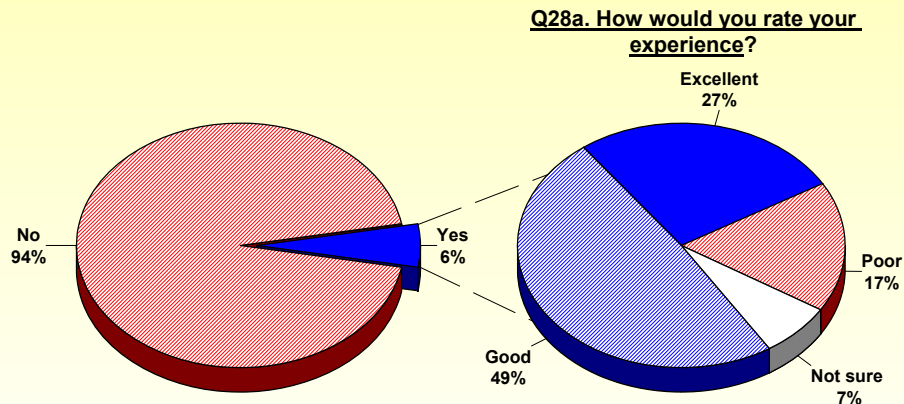
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

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

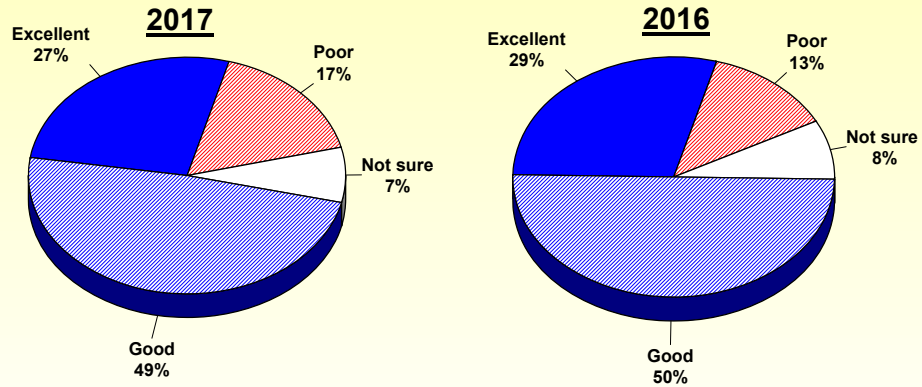
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - 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

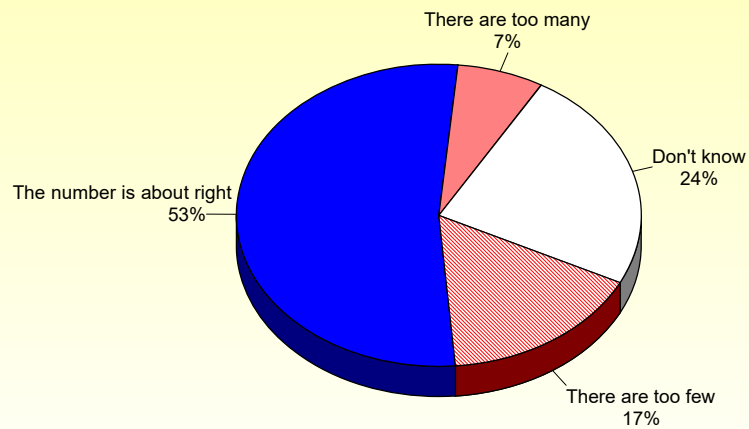


Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

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

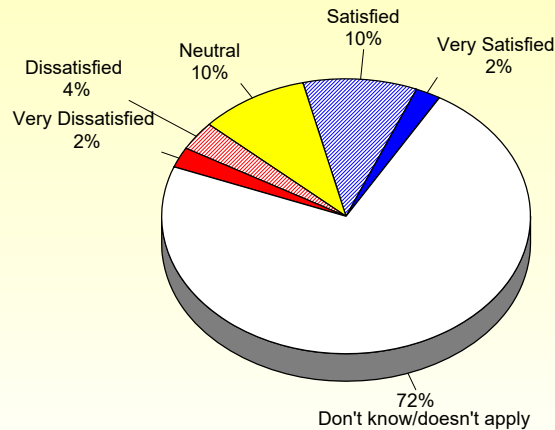
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q30. 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 the City?

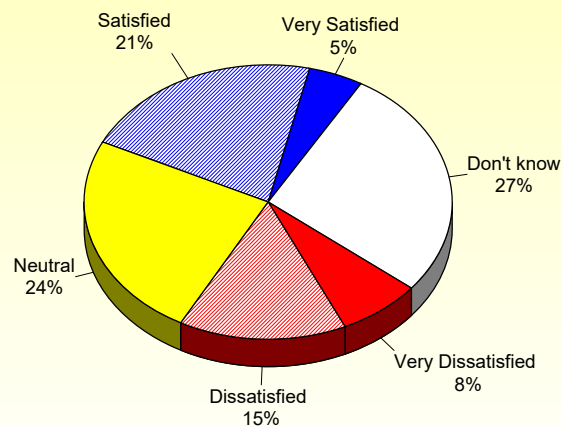
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - 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?

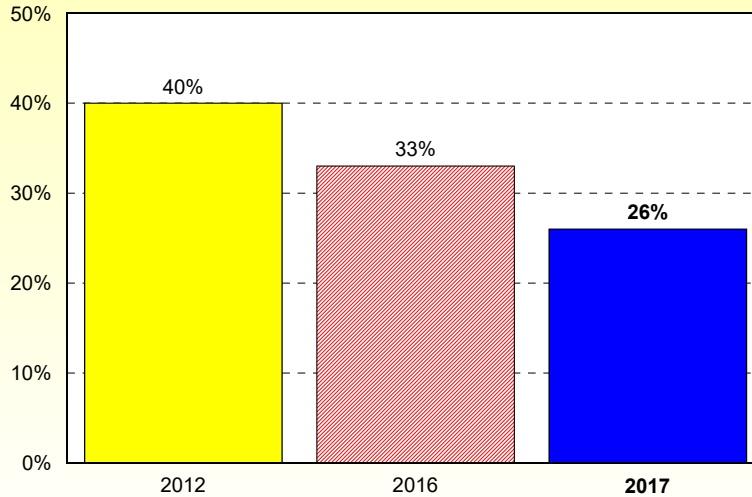
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - 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"



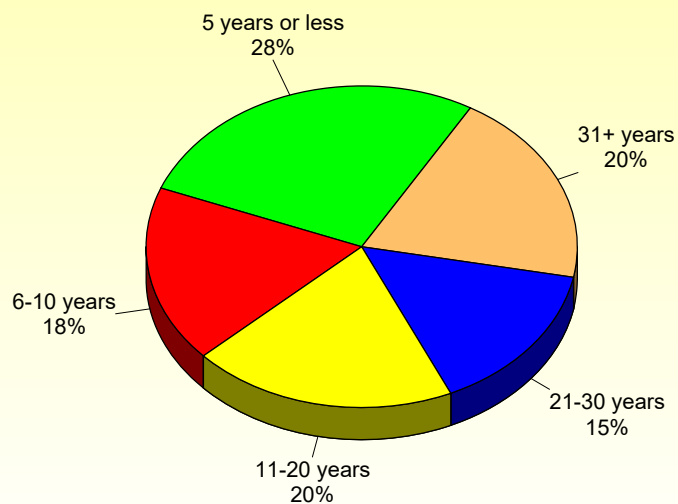
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Trends

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

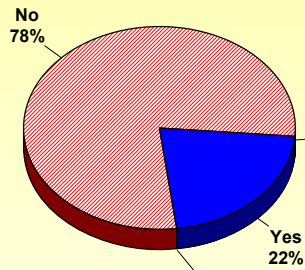
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

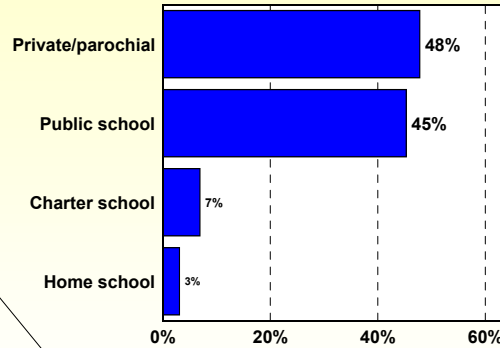
Q33. Do you have school age children (grades K-12) living at home?

by percentage of respondents



Q33a. What type of school(s) do they attend?

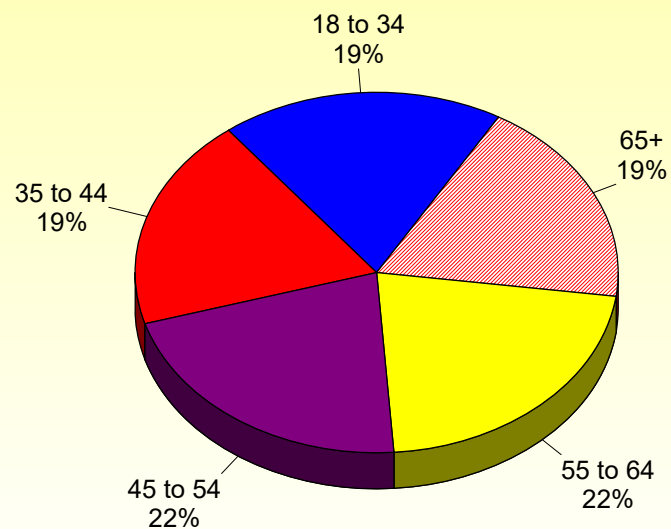
(multiple selections could be made)



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q34. What is your age?

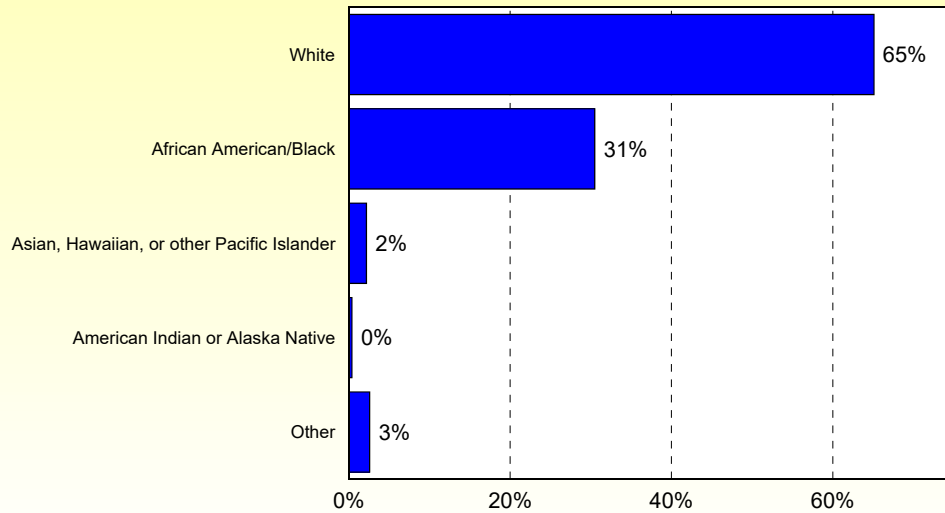
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q35. Which of the following best describes your race?

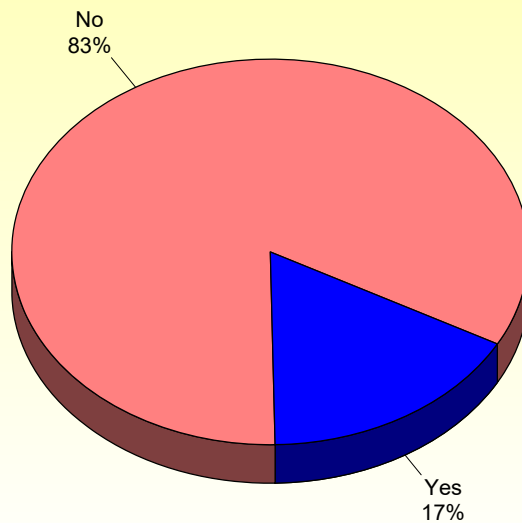
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q36. Are you of Hispanic, Latino, or other Spanish ancestry?

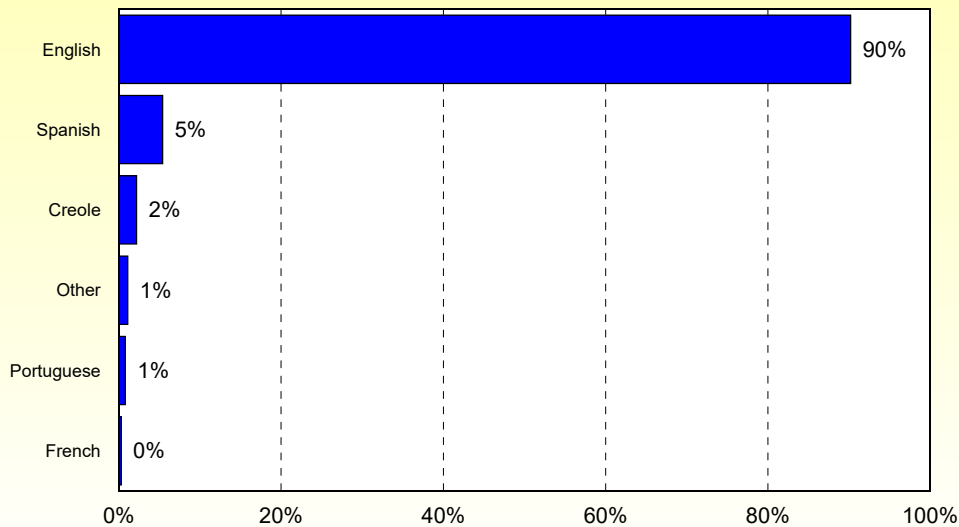
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q37. What is the primary language spoken in your home?

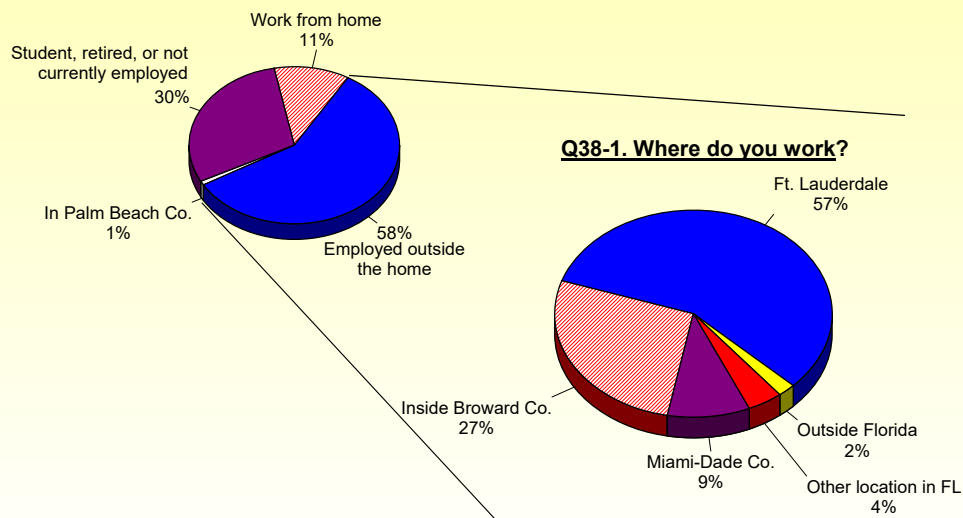
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q38. Which of the following best describes your current place of employment?

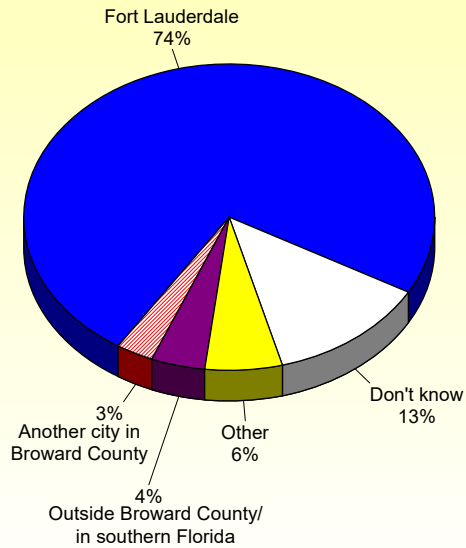
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q39. Where do you plan to be living in the next 2-5 years?

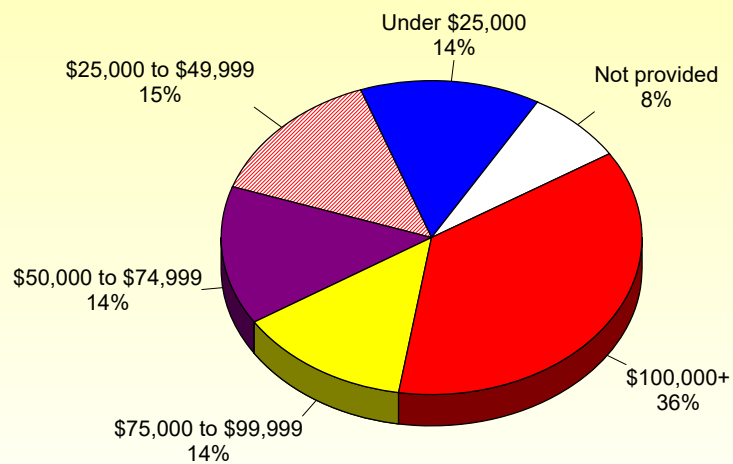
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q40. Annual Household Income

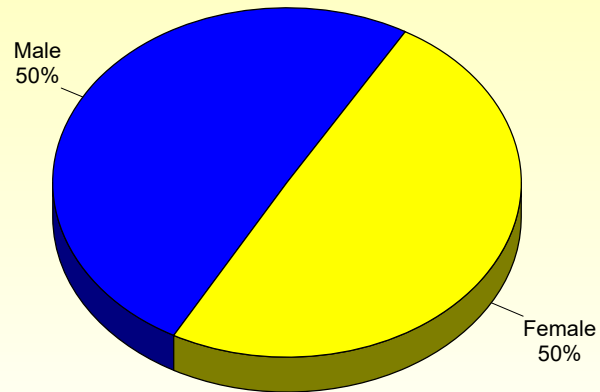
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q41. Gender

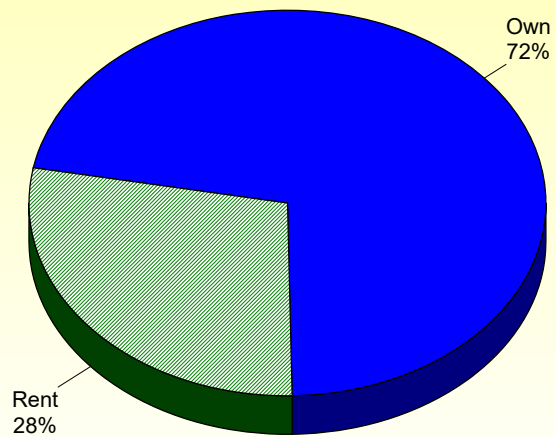
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q42. Do you own or rent your home?

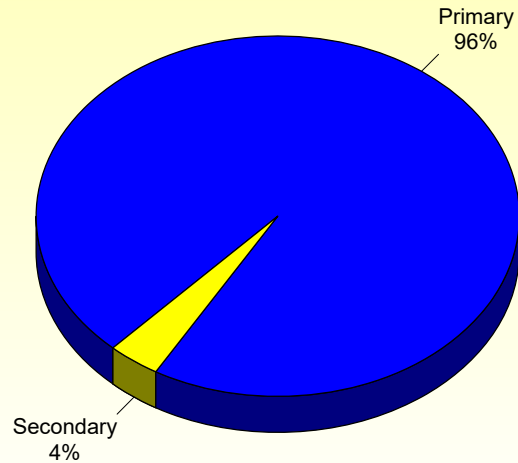
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q43. Is your residence in Fort Lauderdale your primary or secondary residence?

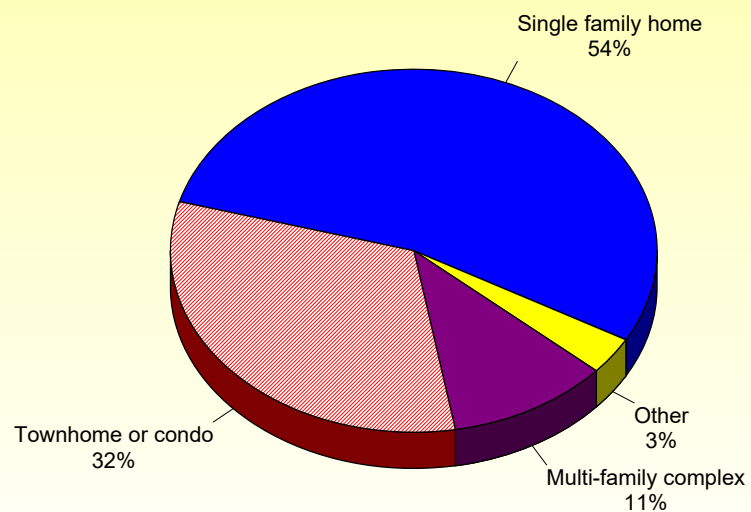
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q44. In what type of residence do you live?

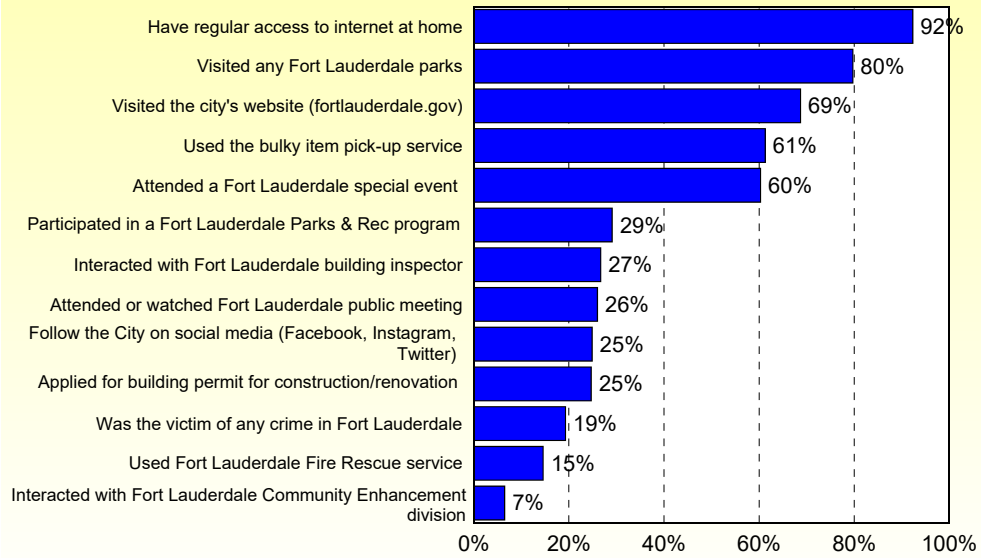
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Fort Lauderdale, FL)

Q45. 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 (2017 - 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. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Approximately sixty-one percent (60.5%) of residents selected "overall flow of traffic" as the most important major service to provide.

With regard to satisfaction, 15% 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, 60.5% was multiplied by 85% (1-0.15). This calculation yielded an I-S rating of 0.5143, 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 ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Fort Lauderdale are provided on the following 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 |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Very High Priority (IS >.20)</u> | | | | | | |
| Overall flow of traffic | 61% | 1 | 15% | 13 | 0.5143 | 1 |
| How well the City is preparing for the future | 38% | 3 | 30% | 12 | 0.2646 | 2 |
| Maintenance of streets/sidewalks/infrastructure | 41% | 2 | 38% | 11 | 0.2511 | 3 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| How well the City is prepared for disasters | 28% | 4 | 48% | 7 | 0.1461 | 4 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Enforcement of City codes and ordinances | 14% | 6 | 40% | 9 | 0.0846 | 5 |
| Quality of City services | 13% | 7 | 55% | 4 | 0.0563 | 6 |
| Effectiveness of communication with the community | 9% | 9 | 39% | 10 | 0.0549 | 7 |
| Quality of police and fire services | 17% | 5 | 71% | 1 | 0.0487 | 8 |
| Quality of customer service from City employees | 8% | 10 | 54% | 5 | 0.0354 | 9 |
| Quality of parks & recreation programs/facilities | 10% | 8 | 67% | 2 | 0.0340 | 10 |
| Landscaping in parks/medians/public areas | 8% | 11 | 62% | 3 | 0.0285 | 11 |
| Maintenance of City buildings and facilities | 4% | 12 | 48% | 8 | 0.0203 | 12 |
| Overall availability of online or mobile services | 2% | 13 | 50% | 6 | 0.0120 | 13 |

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Fire Rescue and Emergency Management

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| How quickly fire rescue responds to 911 emergencies | 35% | 1 | 79% | 4 | 0.0741 | 1 |
| Quality of Emergency Medical Services (EMS) | 27% | 2 | 80% | 2 | 0.0532 | 2 |
| I know where to get info during an emergency | 23% | 3 | 79% | 6 | 0.0475 | 3 |
| Overall quality of local fire protection | 22% | 4 | 82% | 1 | 0.0392 | 4 |
| Professionalism of employees responding to emergencies | 16% | 5 | 80% | 3 | 0.0314 | 5 |
| My household is prepared with food/water/supplies for an emergency | 14% | 6 | 79% | 5 | 0.0288 | 6 |
| Quality of lifeguard protection at City beaches | 8% | 7 | 78% | 7 | 0.0169 | 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.

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Public Safety: Police

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Very High Priority (IS >.20)</u> | | | | | | |
| The City's efforts to prevent crime | 51% | 1 | 38% | 5 | 0.3181 | 1 |
| The visibility of police in neighborhoods | 50% | 2 | 45% | 4 | 0.2728 | 2 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Overall quality of local police protection | 26% | 3 | 63% | 2 | 0.0951 | 3 |
| How quickly police respond to 911 emergencies | 23% | 4 | 61% | 3 | 0.0885 | 4 |
| Professionalism of employees responding to emergencies | 14% | 5 | 68% | 1 | 0.0448 | 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.

© 2017 DirectionFinder by ETC Institute

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 |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Maintenance of City parks | 34% | 1 | 69% | 2 | 0.1057 | 1 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Variety of parks & recreation programs | 20% | 2 | 59% | 6 | 0.0800 | 2 |
| Availability of info about parks & rec programs | 18% | 4 | 56% | 8 | 0.0792 | 3 |
| City adult recreation programs | 15% | 7 | 49% | 11 | 0.0780 | 4 |
| City youth recreation programs | 16% | 5 | 52% | 10 | 0.0768 | 5 |
| Quality of special events | 18% | 3 | 63% | 4 | 0.0666 | 6 |
| Cost of parks programs and facility fees | 14% | 8 | 58% | 7 | 0.0592 | 7 |
| Proximity of your home to City parks | 16% | 6 | 72% | 1 | 0.0440 | 8 |
| Ease of registering for programs | 9% | 9 | 55% | 9 | 0.0392 | 9 |
| Quality of athletic fields | 9% | 10 | 66% | 3 | 0.0292 | 10 |
| Availability of athletic fields | 7% | 11 | 59% | 5 | 0.0287 | 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.

© 2017 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Transportation and Mobility

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Very High Priority (IS >.20)</u> | | | | | | |
| Management of traffic flow - major roadways | 44% | 1 | 14% | 8 | 0.3758 | 1 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Management of traffic flow - neighborhood | 25% | 2 | 30% | 4 | 0.1722 | 2 |
| Cost of public parking | 20% | 4 | 24% | 13 | 0.1543 | 3 |
| Adequacy of street lighting | 22% | 3 | 38% | 3 | 0.1339 | 4 |
| Availability of biking paths and bike lanes | 17% | 5 | 34% | 7 | 0.1129 | 5 |
| Availability of public parking at the beach | 15% | 8 | 30% | 2 | 0.1064 | 6 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Availability of public transit options | 16% | 7 | 38% | 14 | 0.0967 | 7 |
| Availability of sidewalks | 17% | 6 | 46% | 16 | 0.0907 | 8 |
| Condition of sidewalks | 13% | 10 | 37% | 10 | 0.0844 | 9 |
| Maintenance of streets in your neighborhood | 14% | 9 | 42% | 6 | 0.0824 | 10 |
| Availability of public parking downtown | 11% | 13 | 33% | 1 | 0.0757 | 11 |
| Availability of public parking | 12% | 12 | 38% | 5 | 0.0719 | 12 |
| Overall cleanliness of streets | 12% | 11 | 51% | 17 | 0.0568 | 13 |
| Maintenance of street signs/pavement markings | 9% | 14 | 44% | 12 | 0.0510 | 14 |
| Availability of Sun Trolley service | 4% | 15 | 40% | 15 | 0.0234 | 15 |
| Availability of bicycle parking | 3% | 16 | 34% | 11 | 0.0185 | 16 |
| Availability of bike share stations | 1% | 17 | 36% | 9 | 0.0070 | 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 each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Water, Wastewater, Waterways, Flooding and Sanitation

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Very High Priority (IS >.20)</u> | | | | | | |
| Prevention of flooding | 63% | 1 | 24% | 7 | 0.4818 | 1 |
| Overall quality of drinking water | 57% | 2 | 42% | 5 | 0.3283 | 2 |
| Cleanliness of waterways near your home | 43% | 3 | 35% | 6 | 0.2795 | 3 |
| Quality of sewer (wastewater) services | 43% | 4 | 48% | 4 | 0.2215 | 4 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Residential recycling services | 15% | 5 | 73% | 3 | 0.0410 | 5 |
| Residential bulk trash collection | 14% | 6 | 77% | 1 | 0.0322 | 6 |
| Residential garbage collection | 8% | 7 | 73% | 2 | 0.0219 | 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.

© 2017 DirectionFinder by ETC Institute

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.

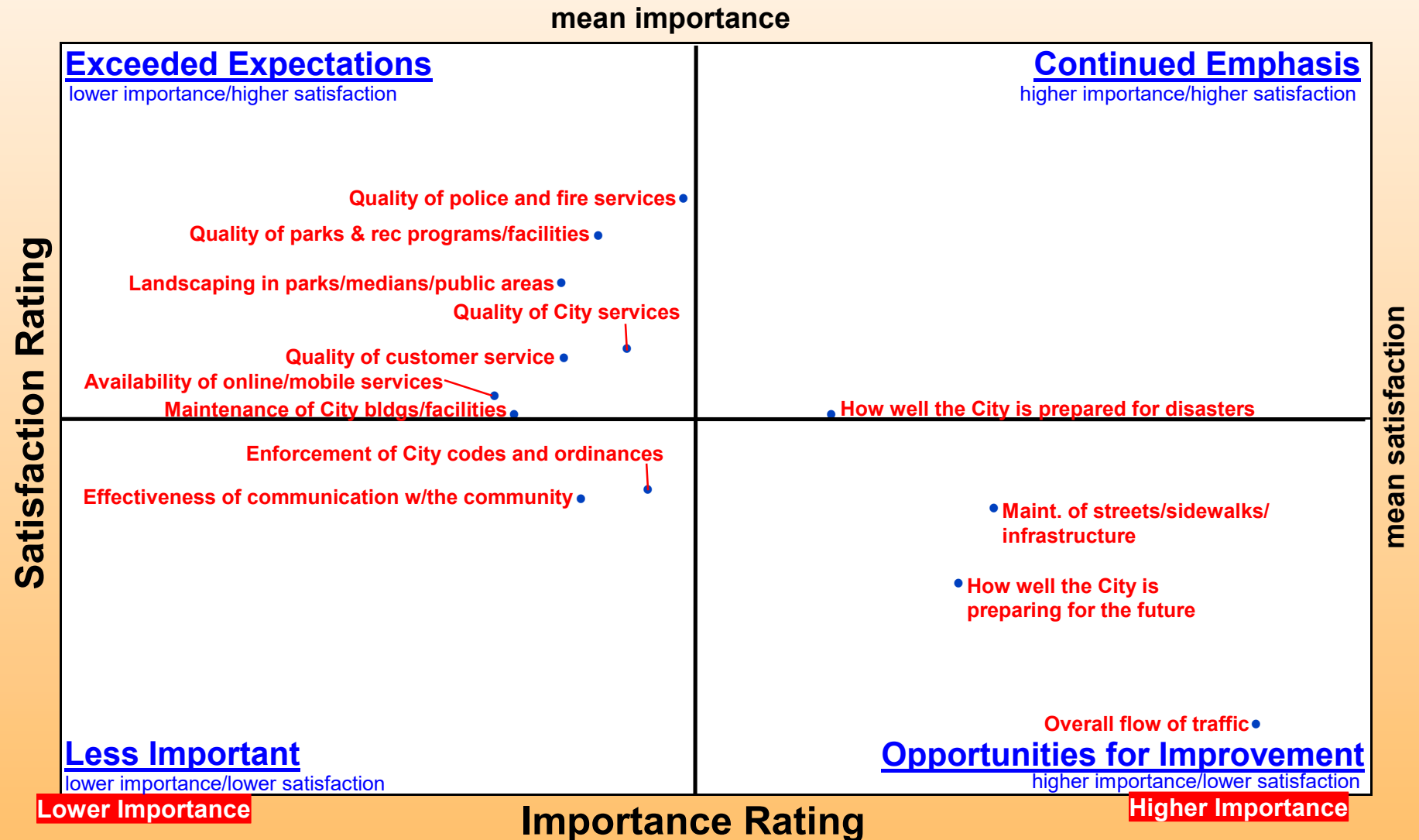
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 the City of Fort Lauderdale are provided on the following pages.

2017 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)

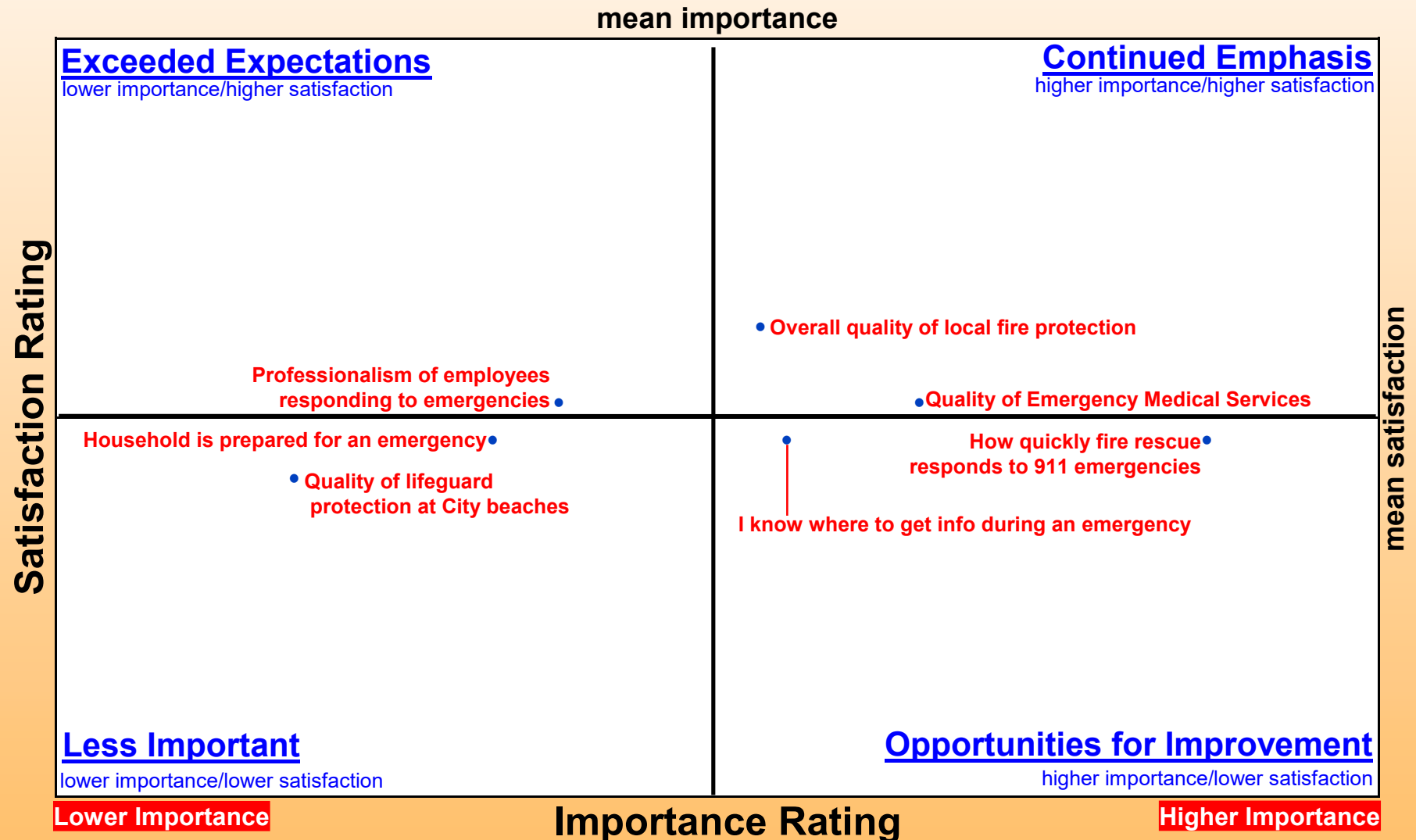


Source: ETC Institute (2017)

2017 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)

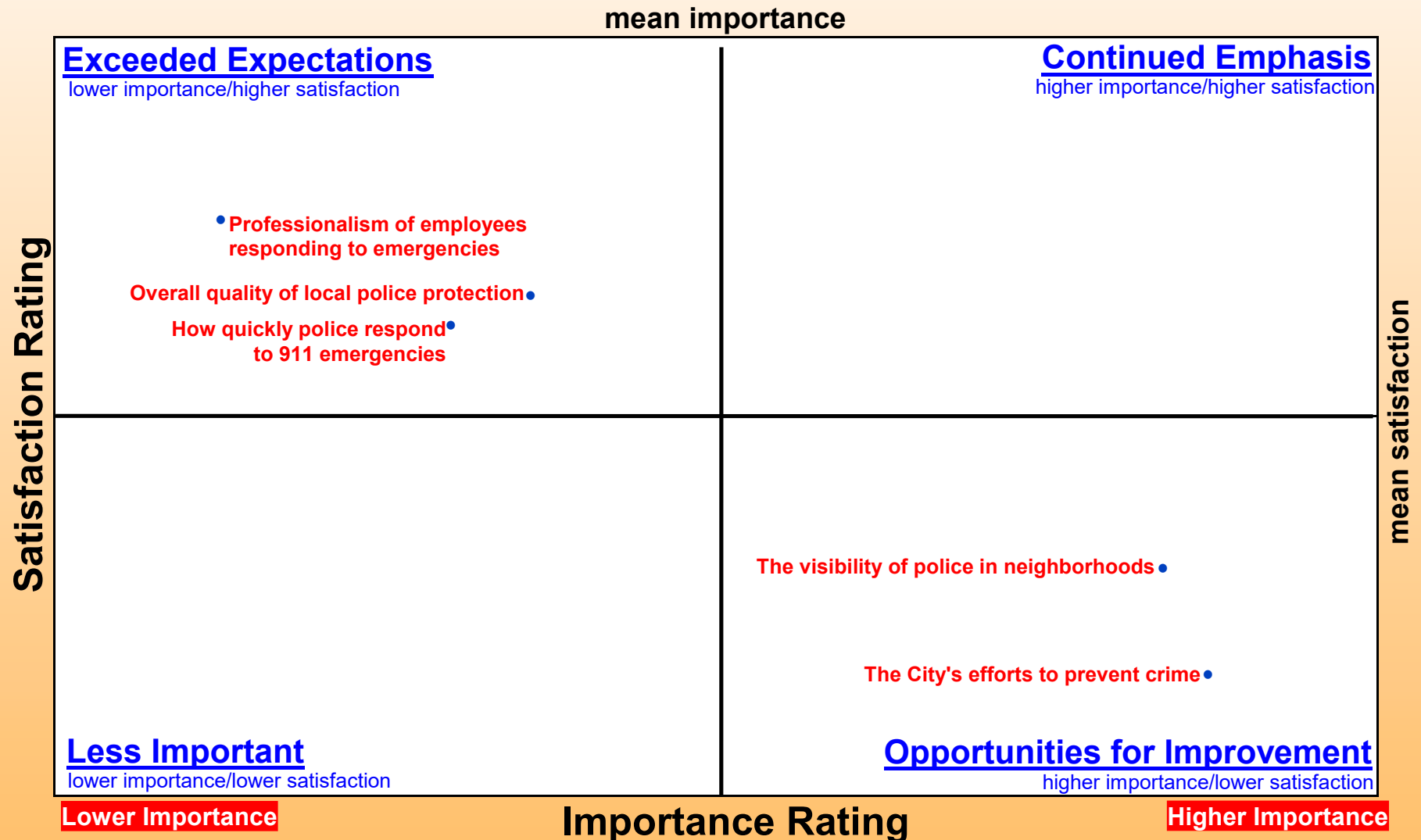


Source: ETC Institute (2017)

2017 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)

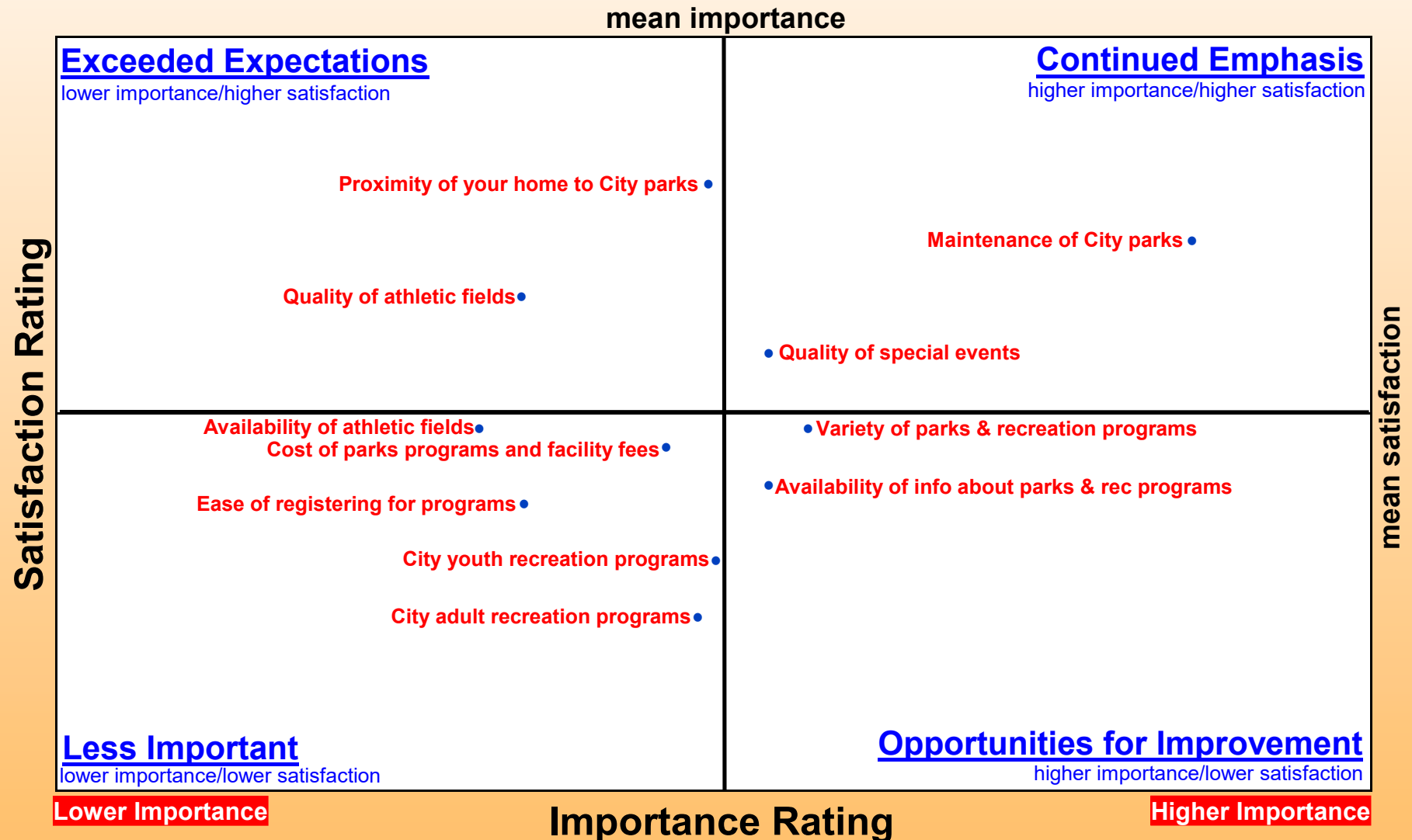


Source: ETC Institute (2017)

2017 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)

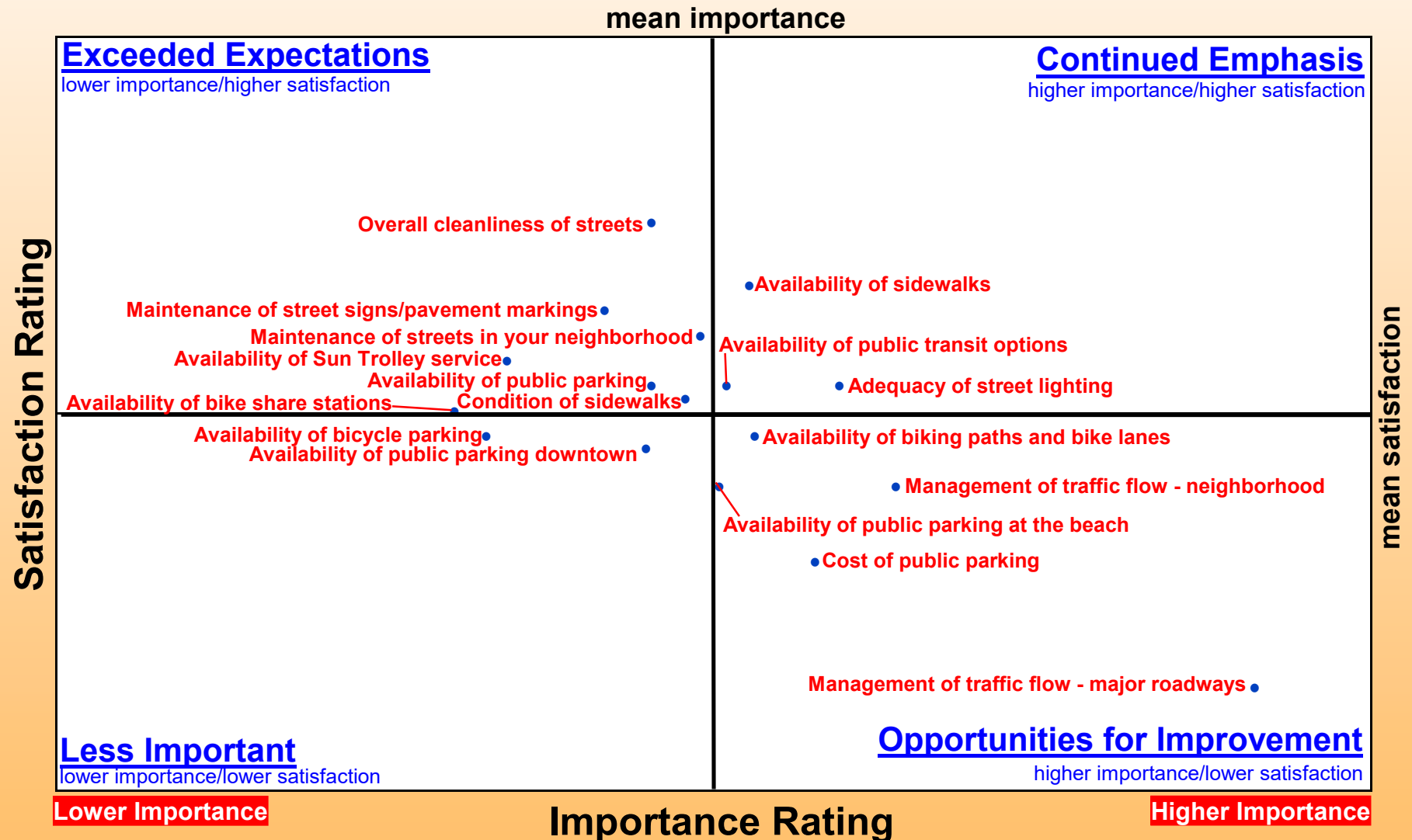


Source: ETC Institute (2017)

2017 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)

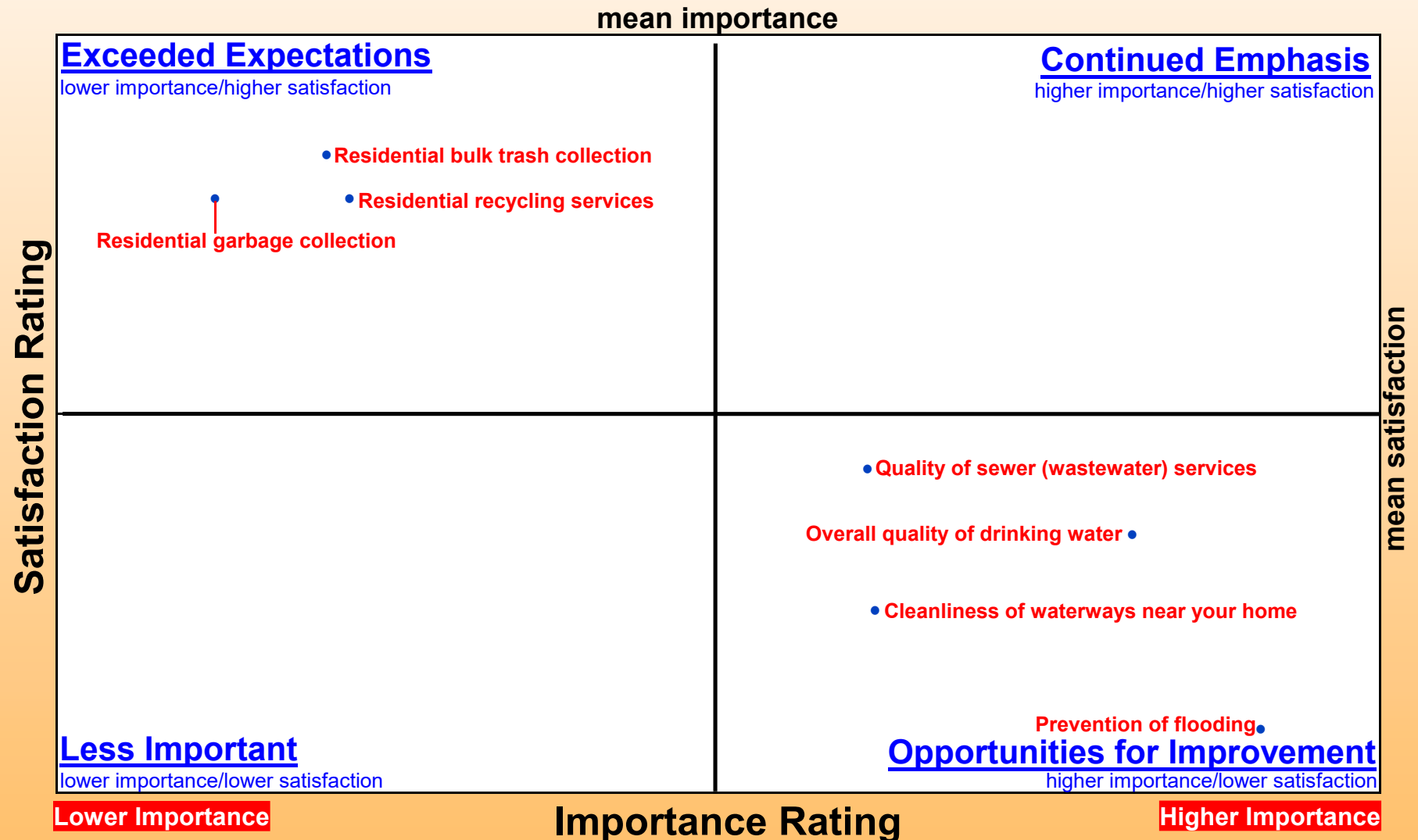


Source: ETC Institute (2017)

2017 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 (2017)

Section 3:
GIS Maps

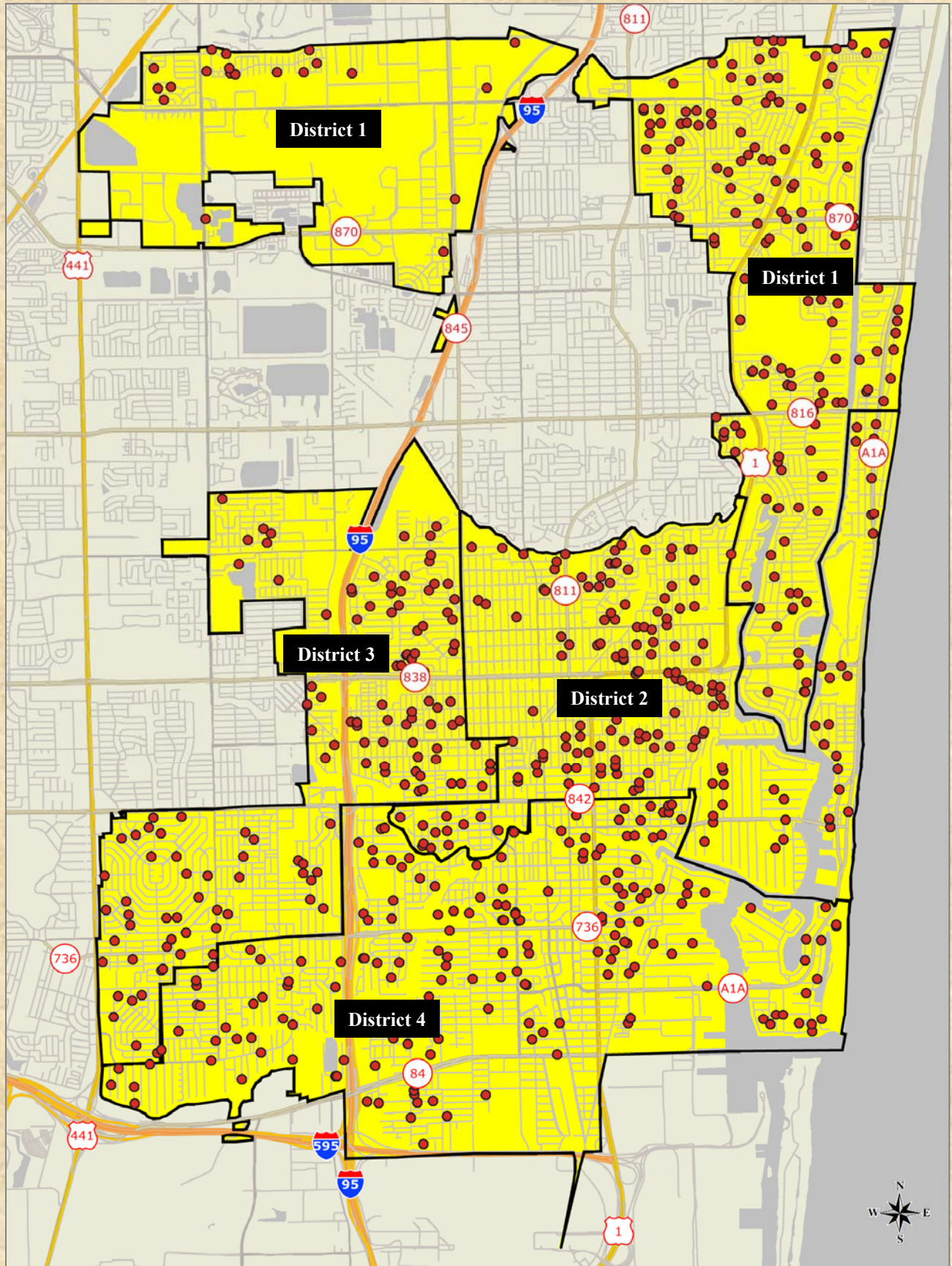
Interpreting the Maps

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:

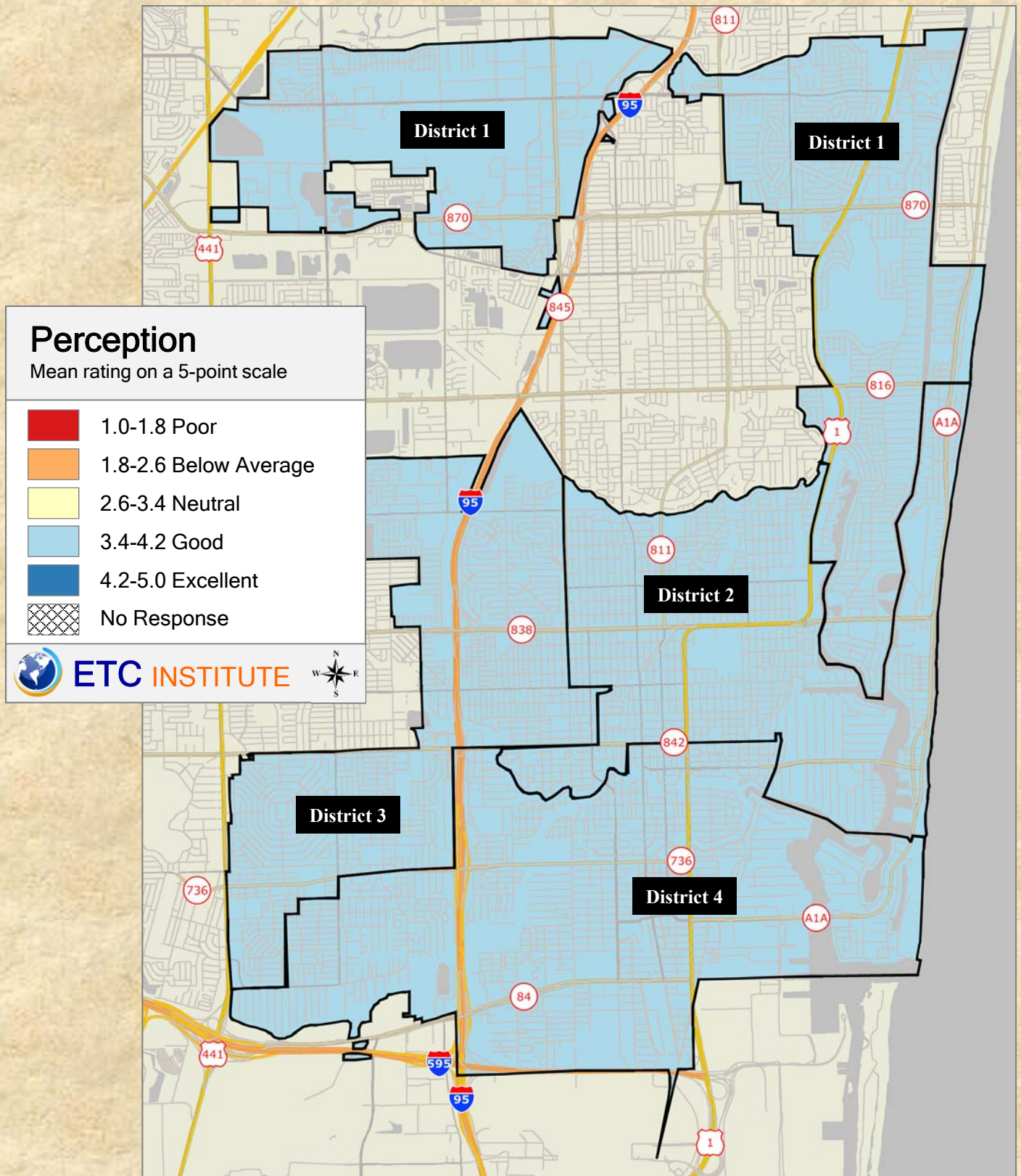
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the 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



2017 City of Fort Lauderdale Neighbor Survey

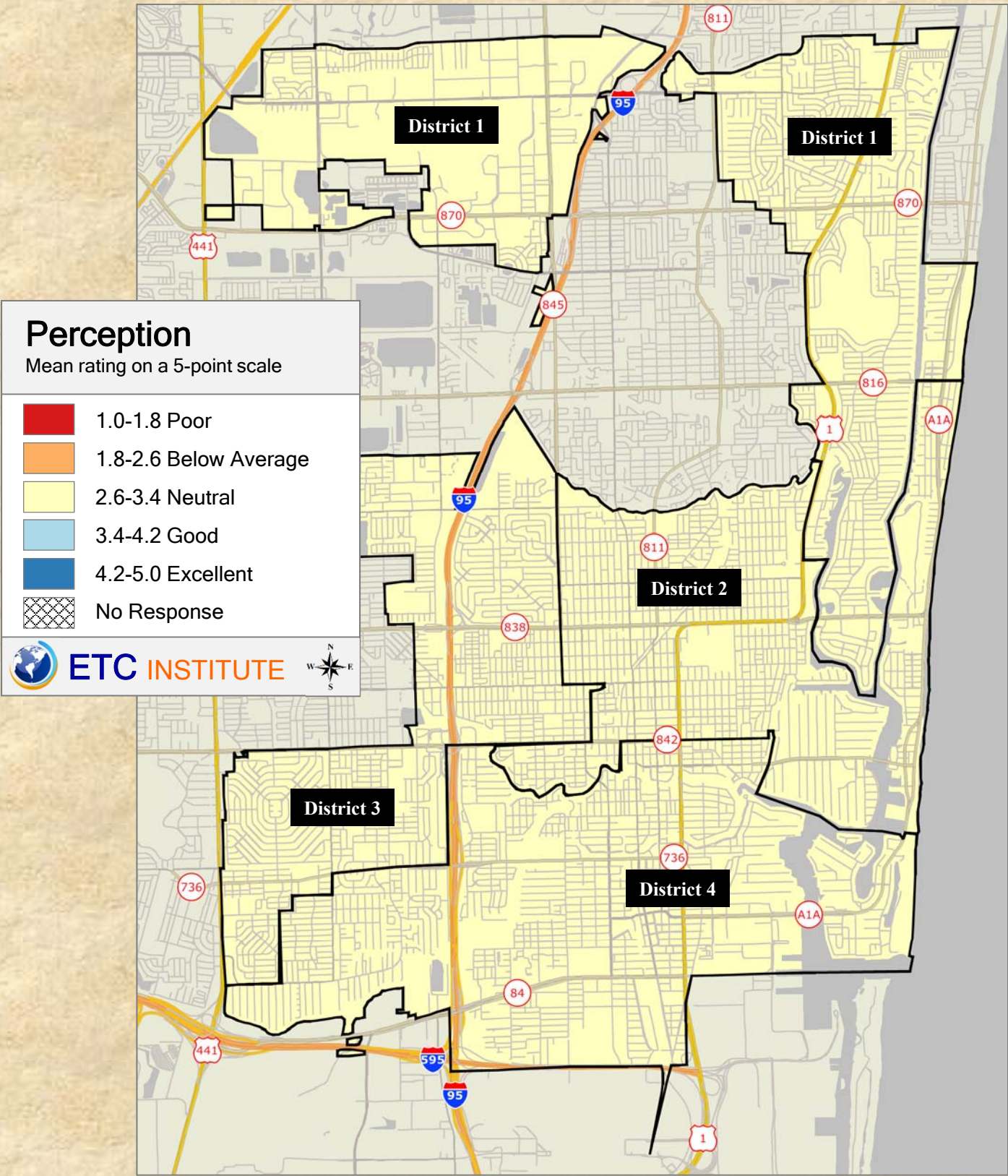
Q1-01 Ratings of the City as a place to live



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

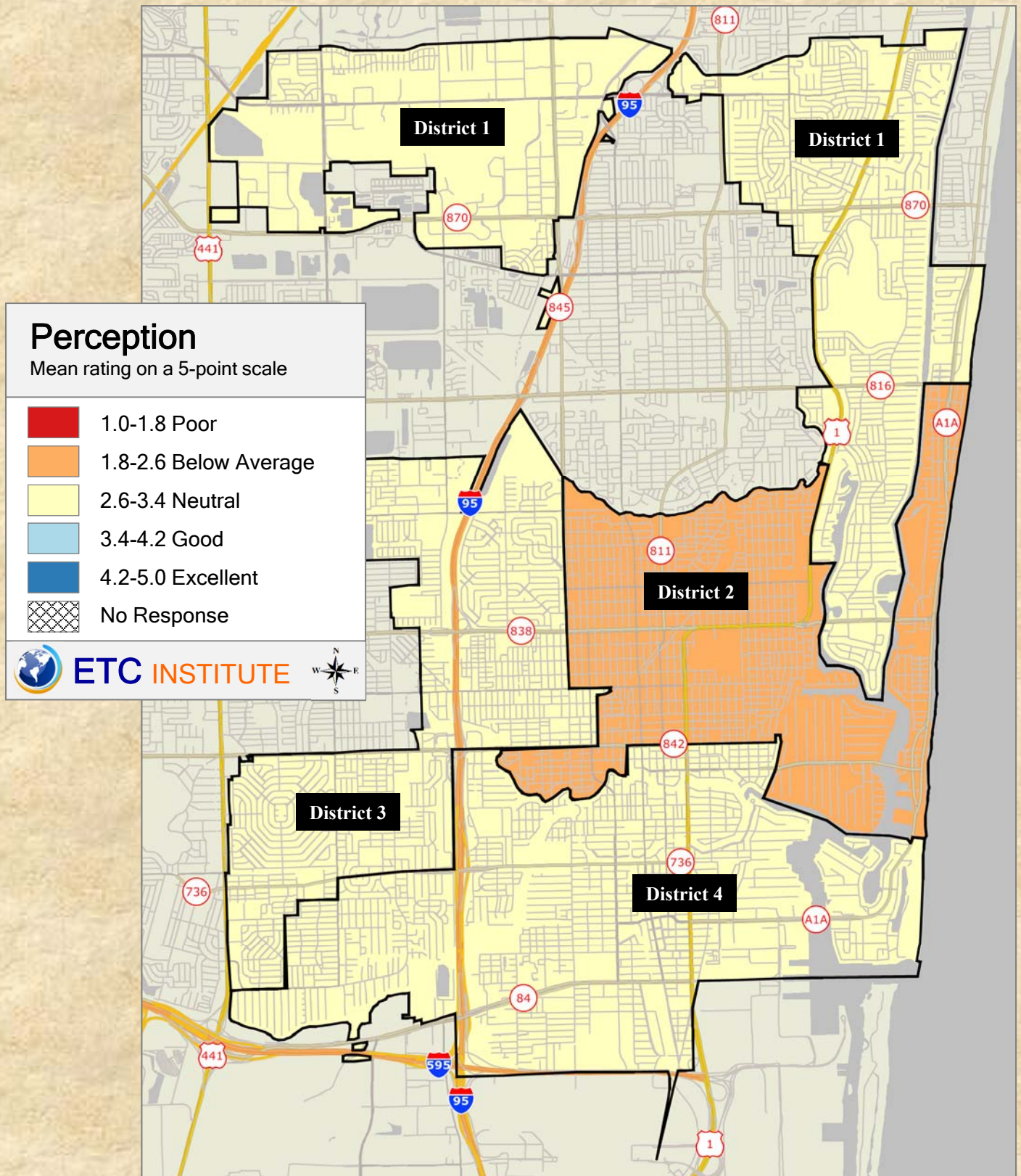
Q1-02 Ratings of the City as a place to raise children



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

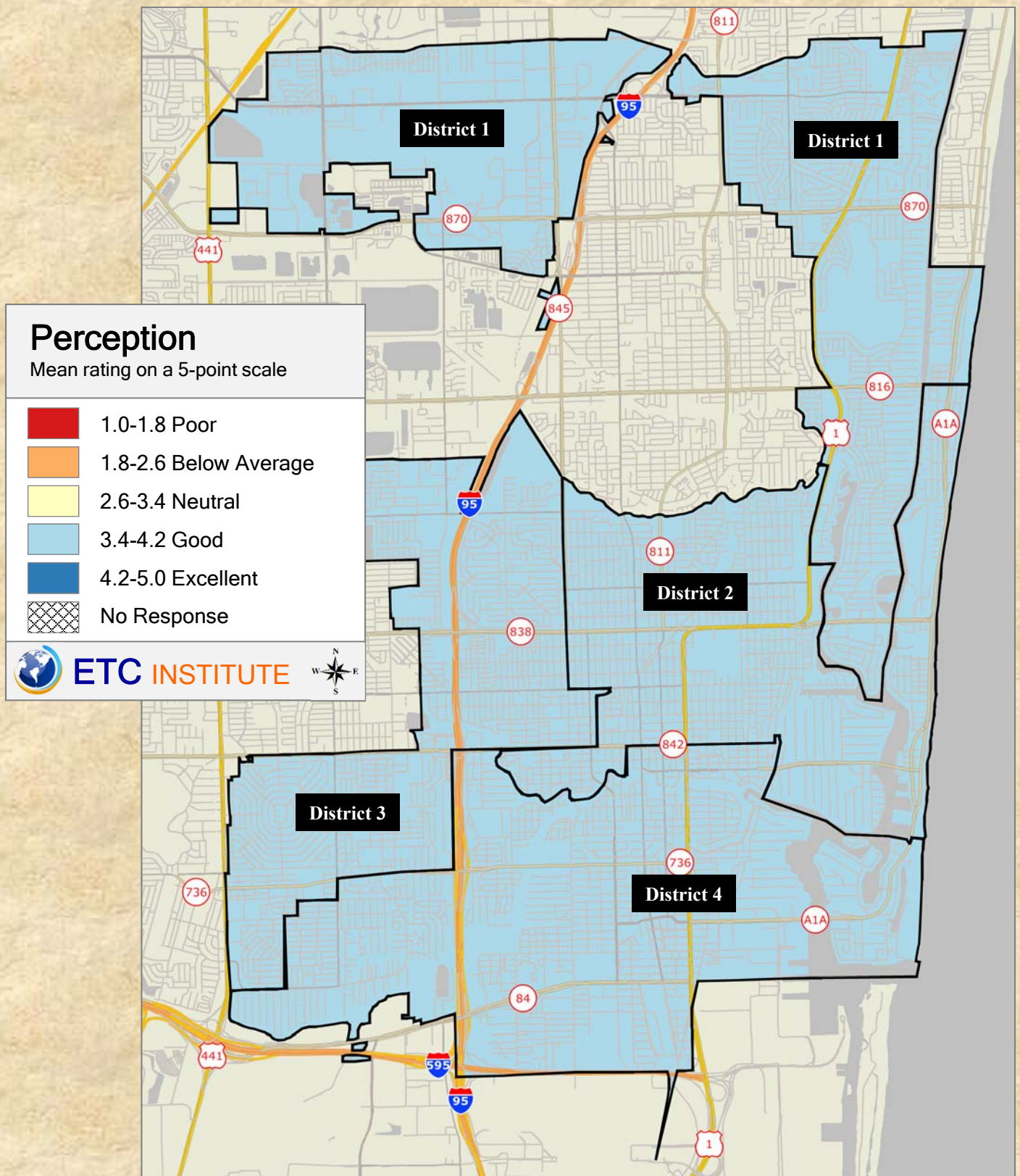
Q1-03 Ratings of the City as a place to educate children



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

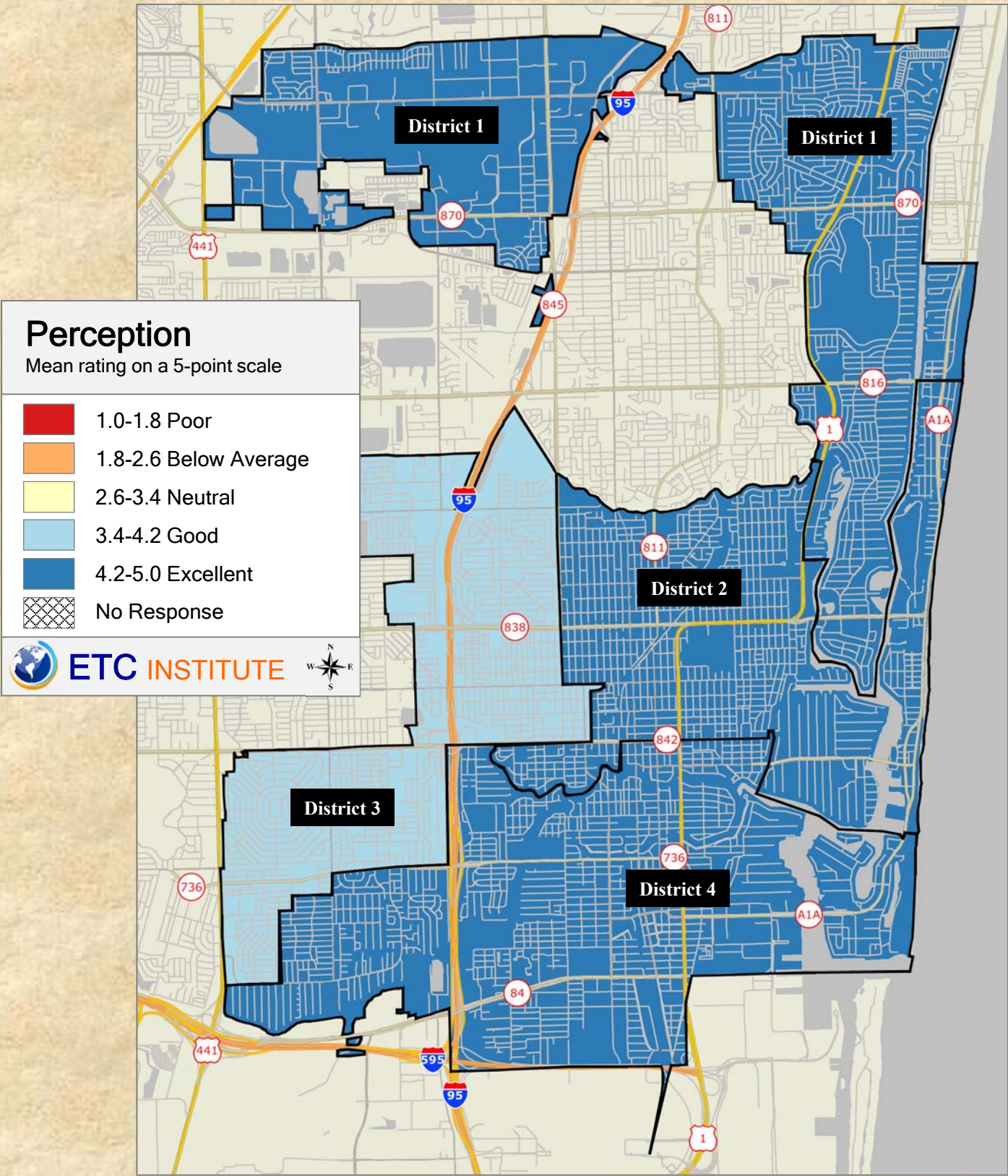
Q1-04 Ratings of the City as a place to work



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

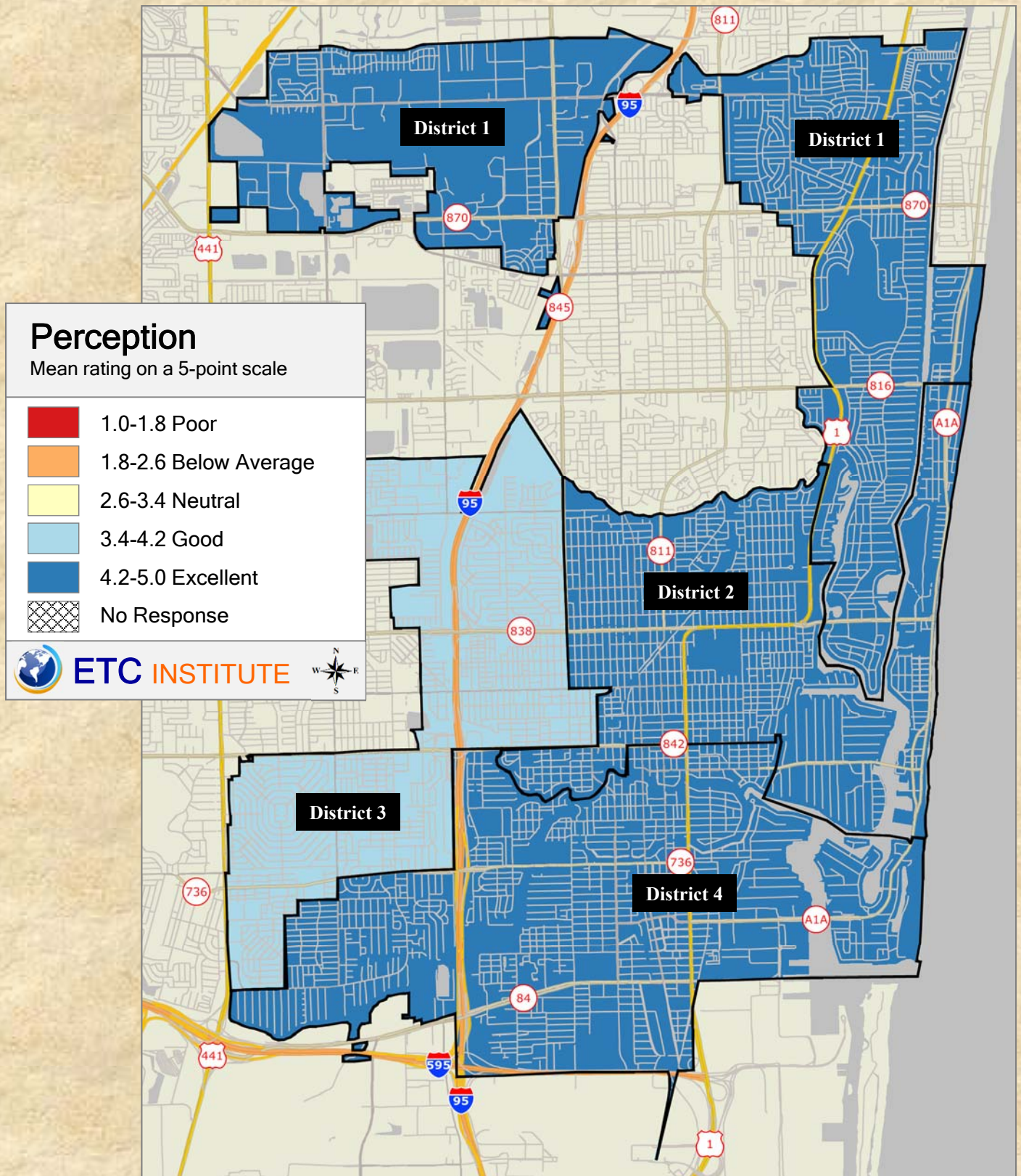
Q1-05 Ratings of the City as a place for play & leisure



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

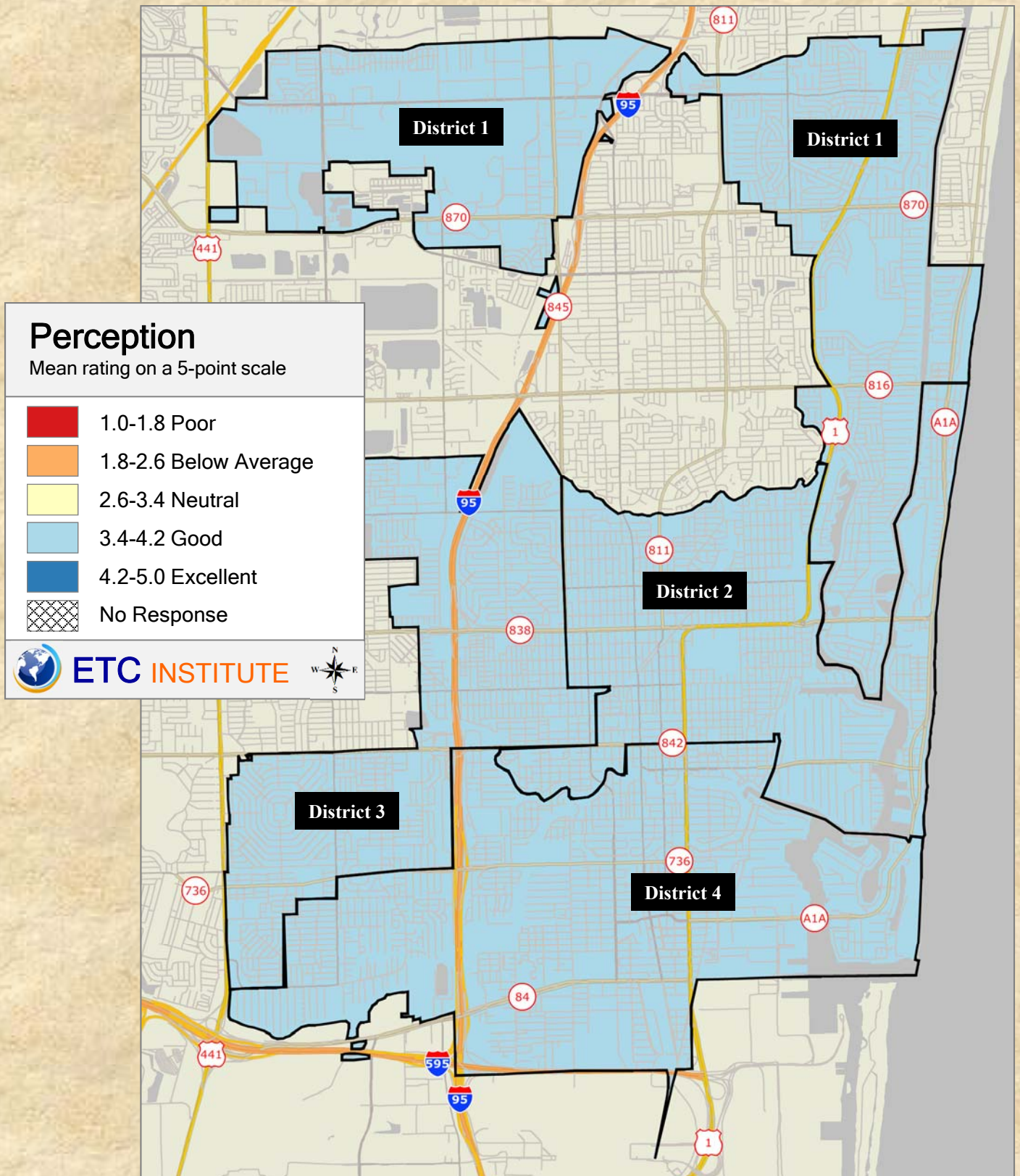
Q1-06 Ratings of the City as a place to visit



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

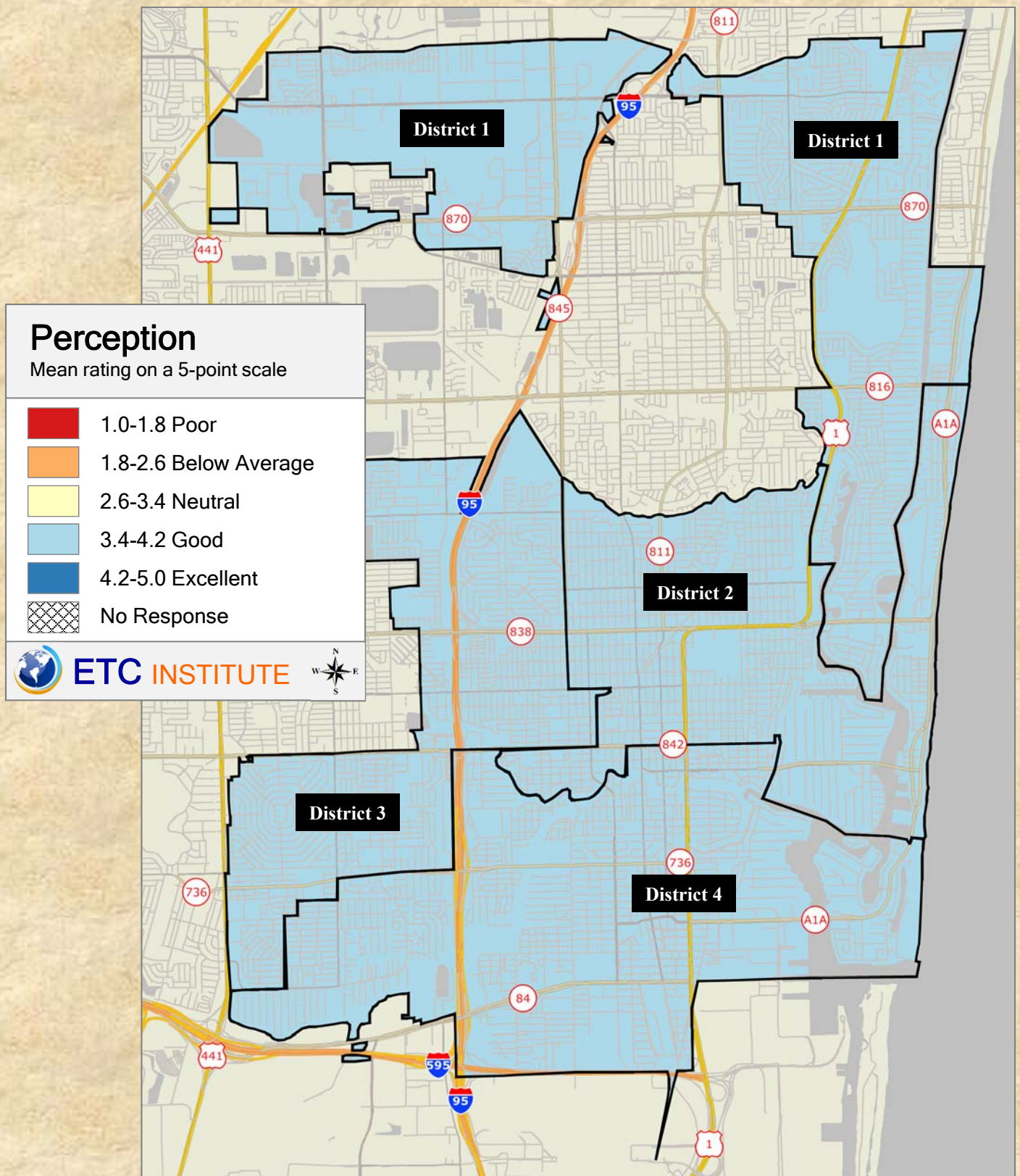
Q1-07 Ratings of the City as a place to retire



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

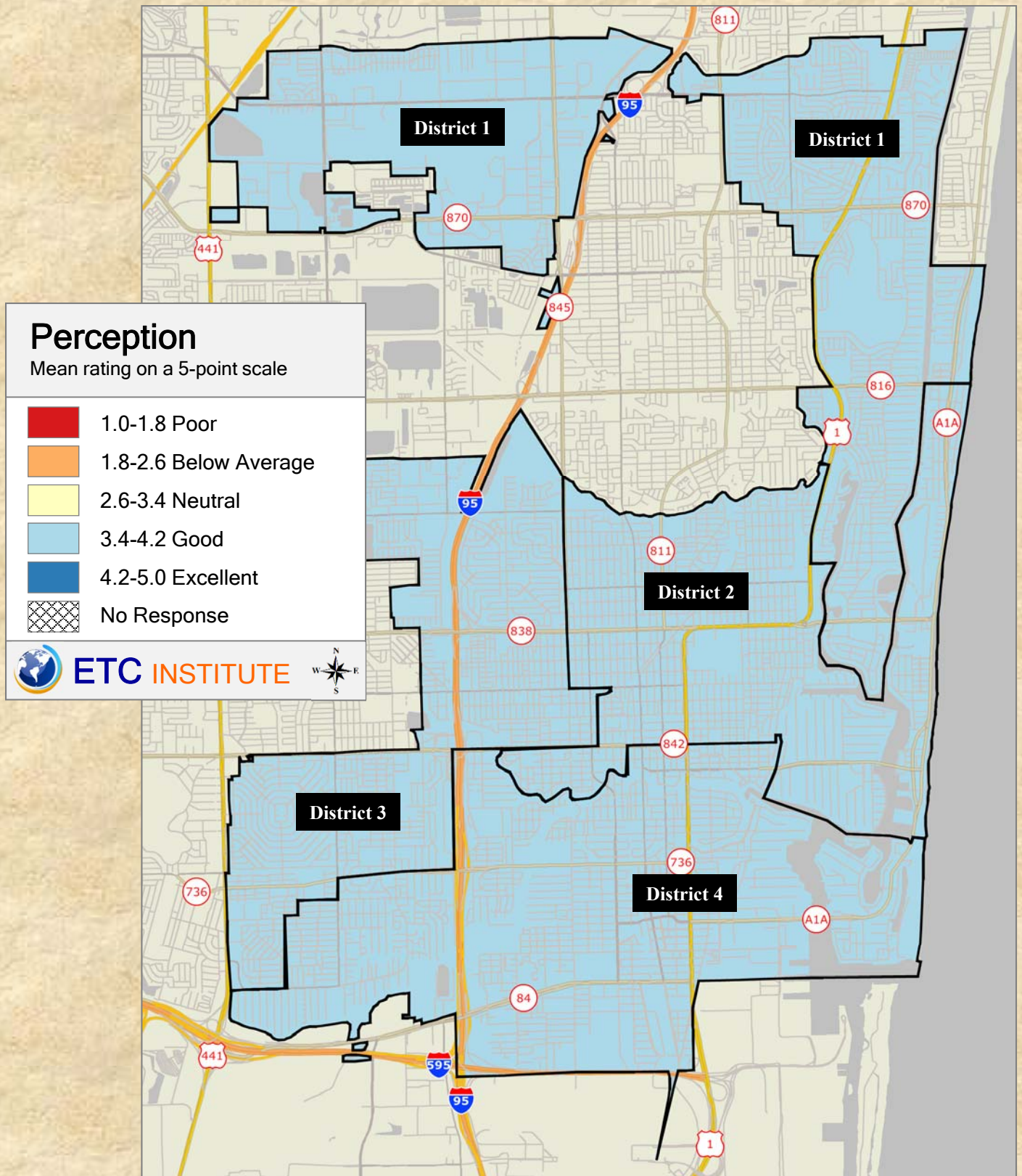
Q1-08 Ratings of the City as a place to seasonally reside



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

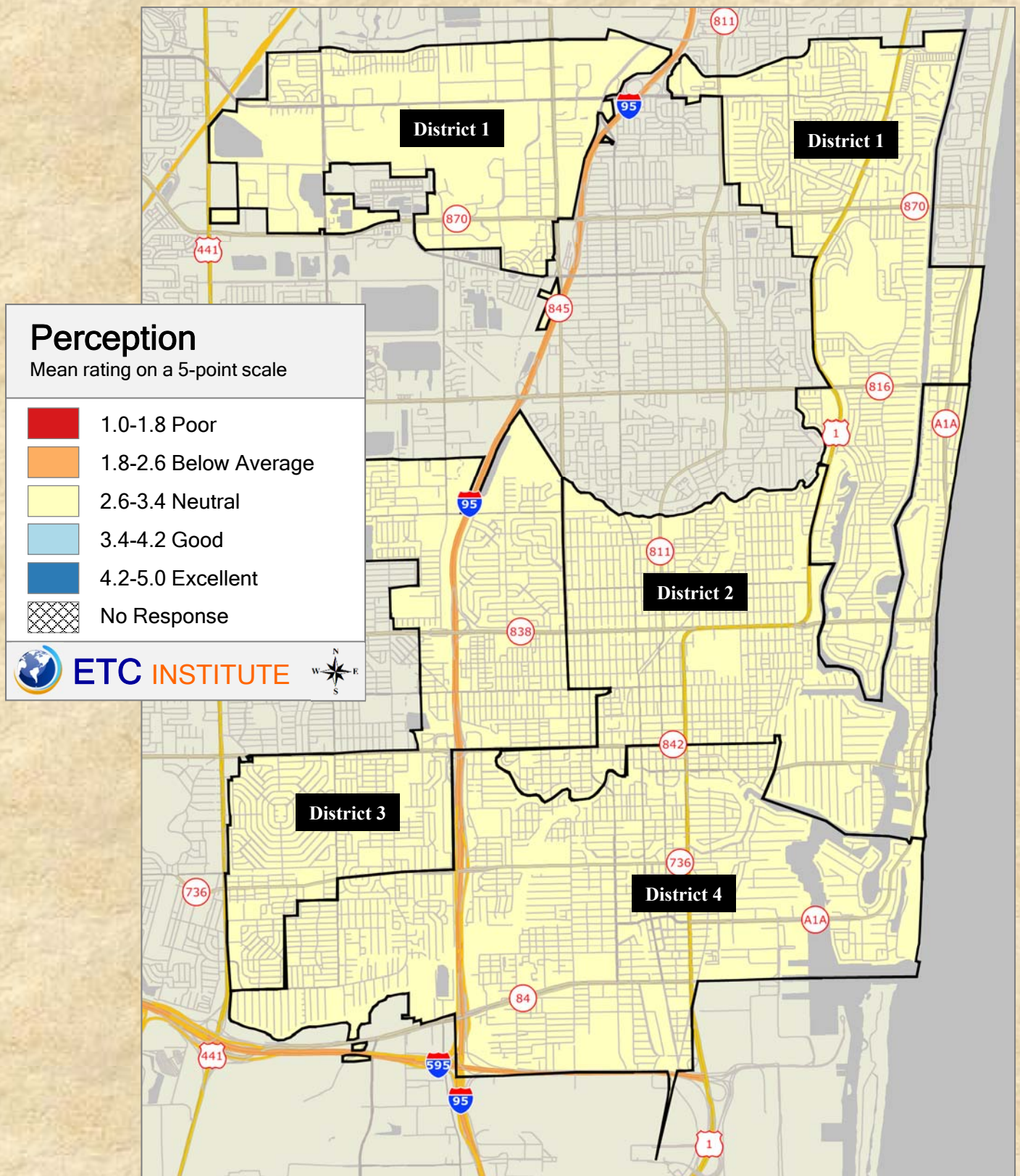
Q1-09 Ratings of overall quality of life in the City



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

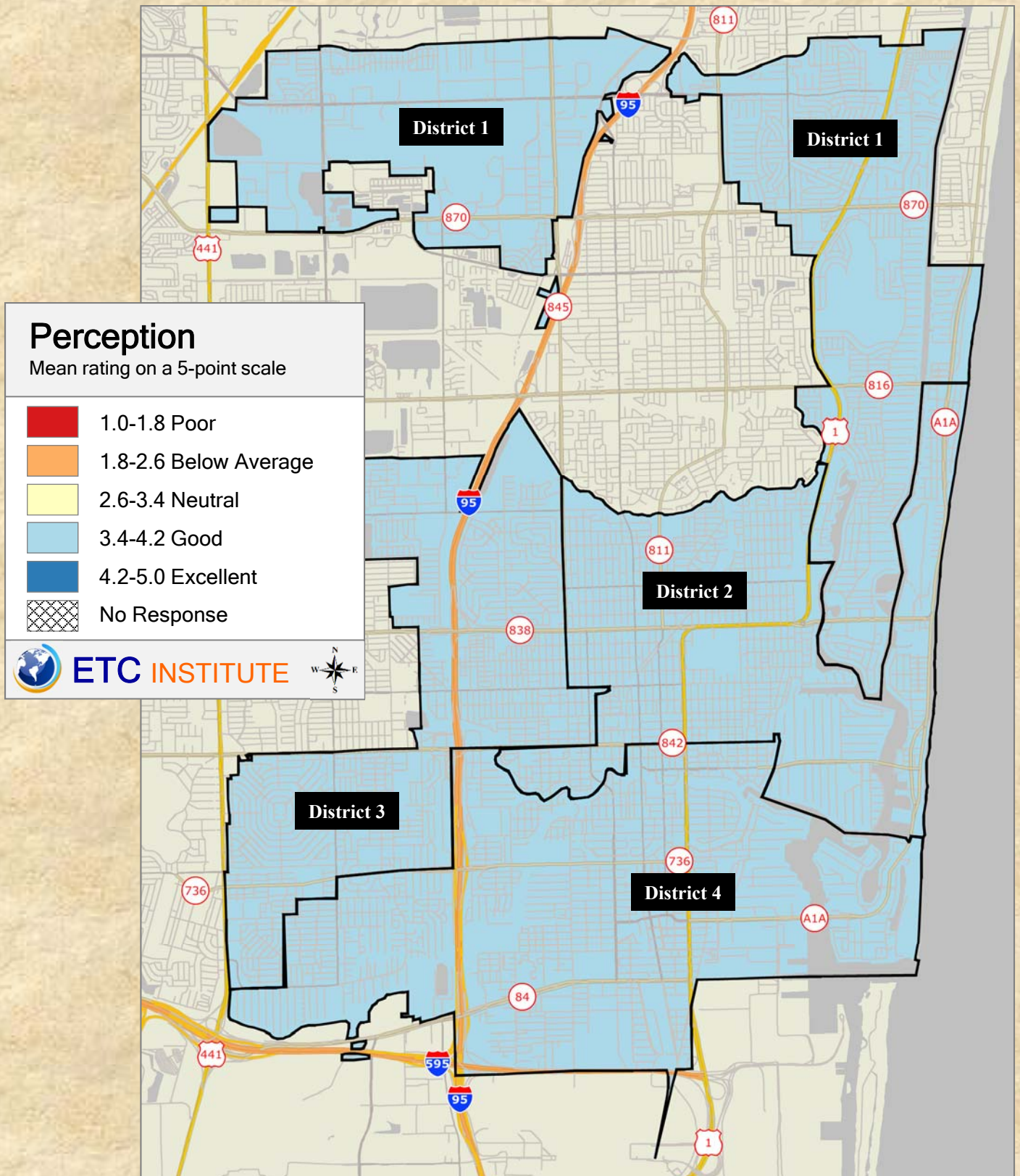
Q1-10 Ratings of overall sense of community in the City



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

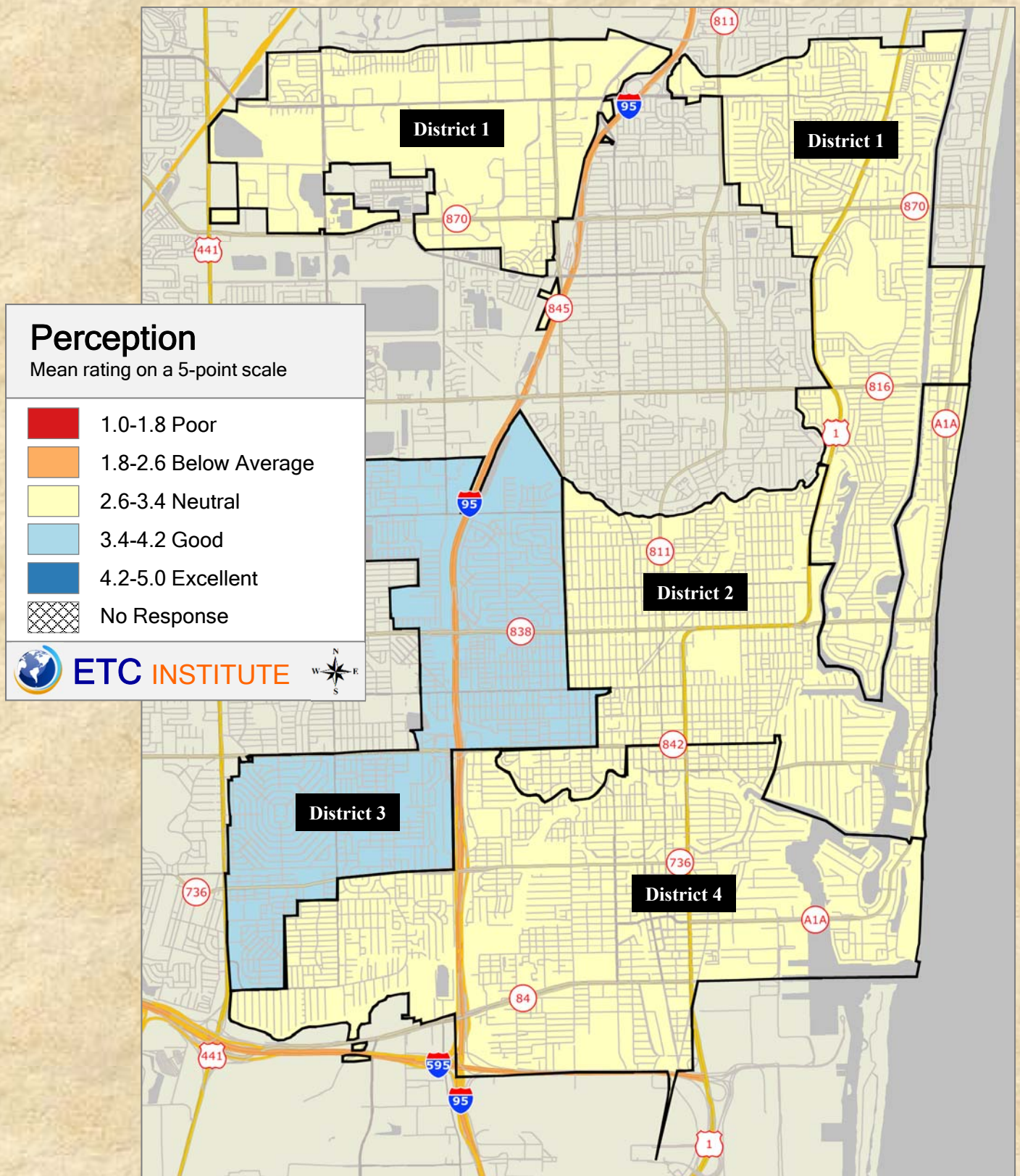
Q1-11 Ratings of overall image of the City



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

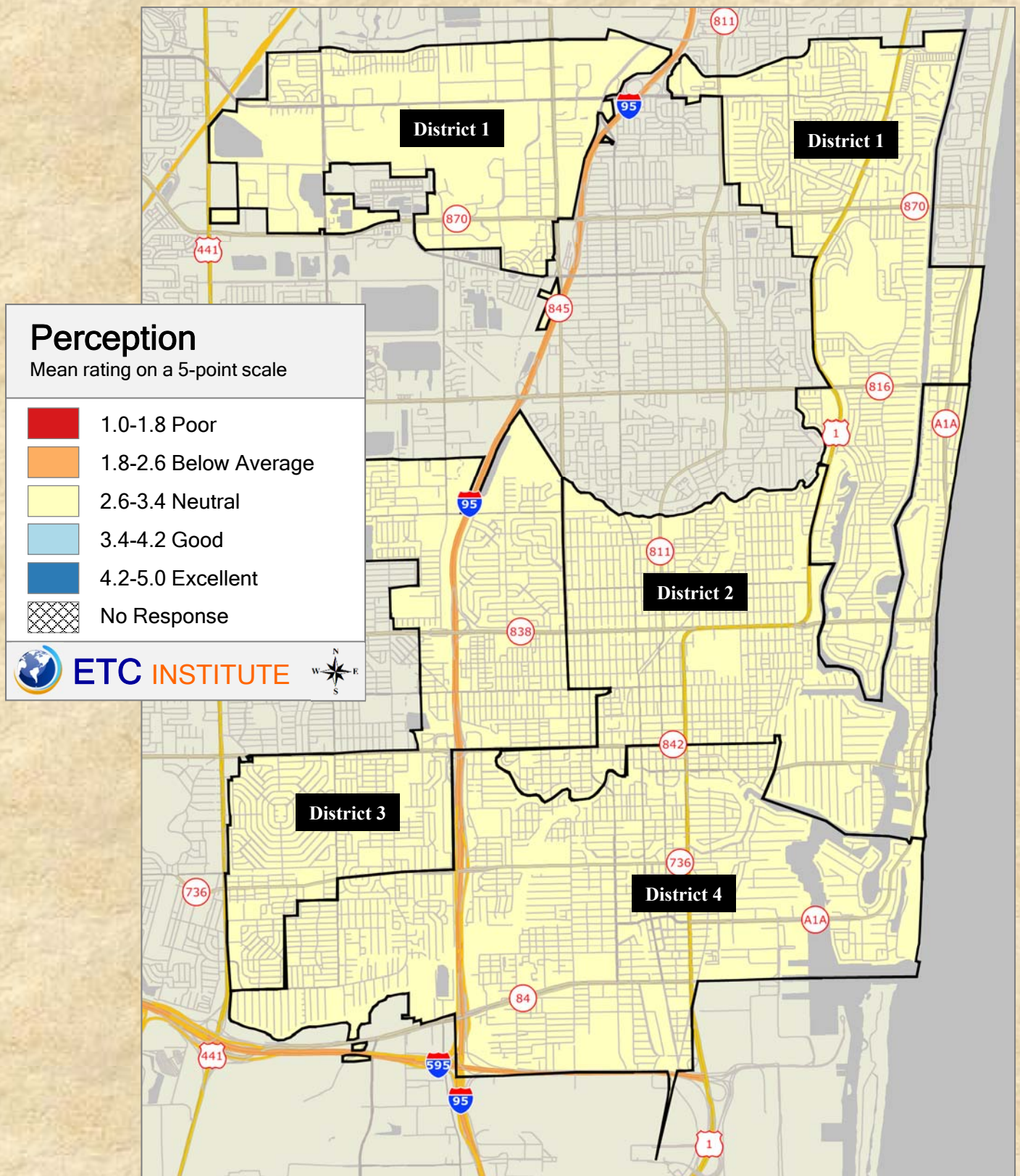
Q1-12 Ratings as a city that is moving in the right direction



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

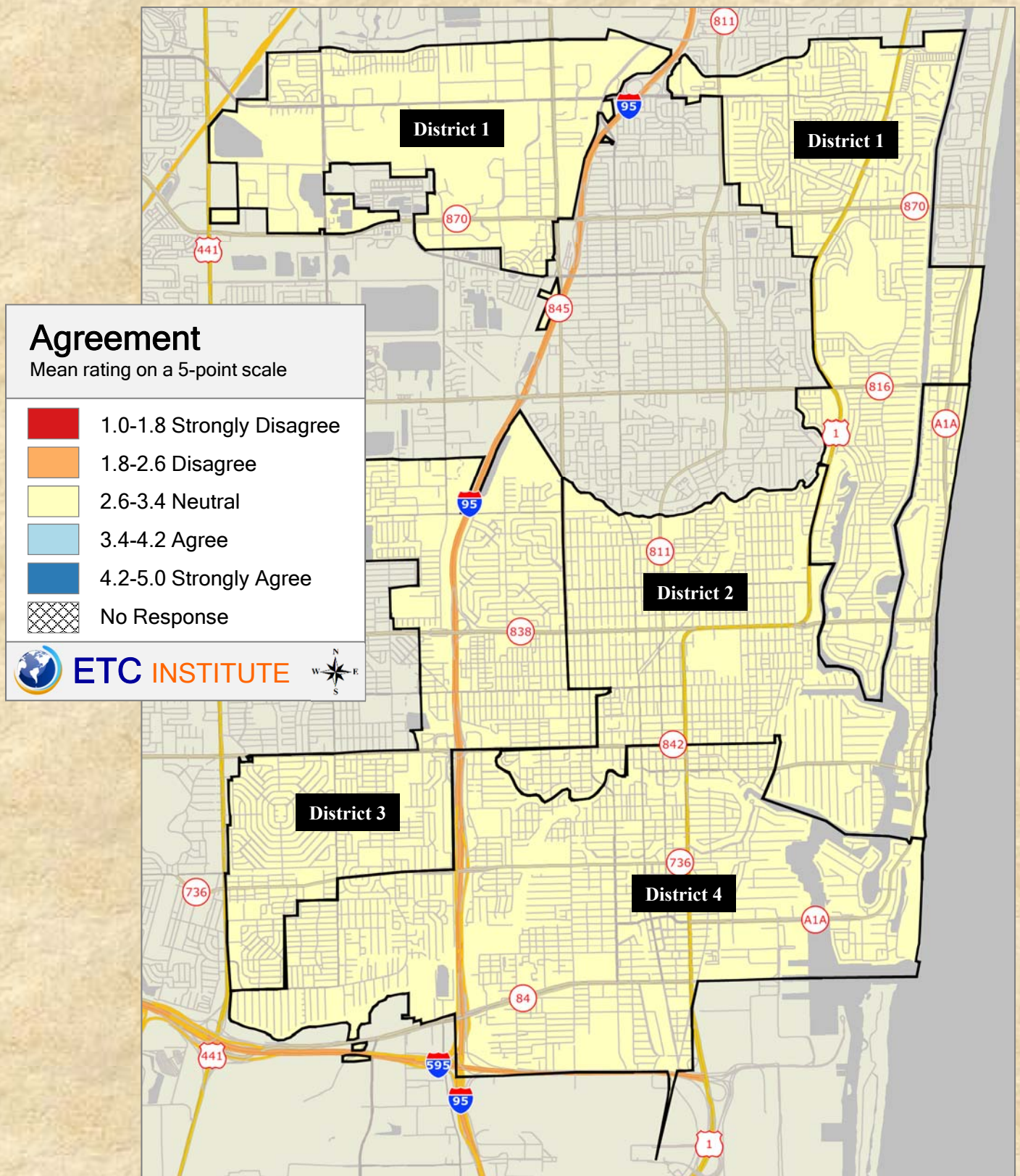
Q1-13 Ratings as a city committed to green and sustainable practices



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

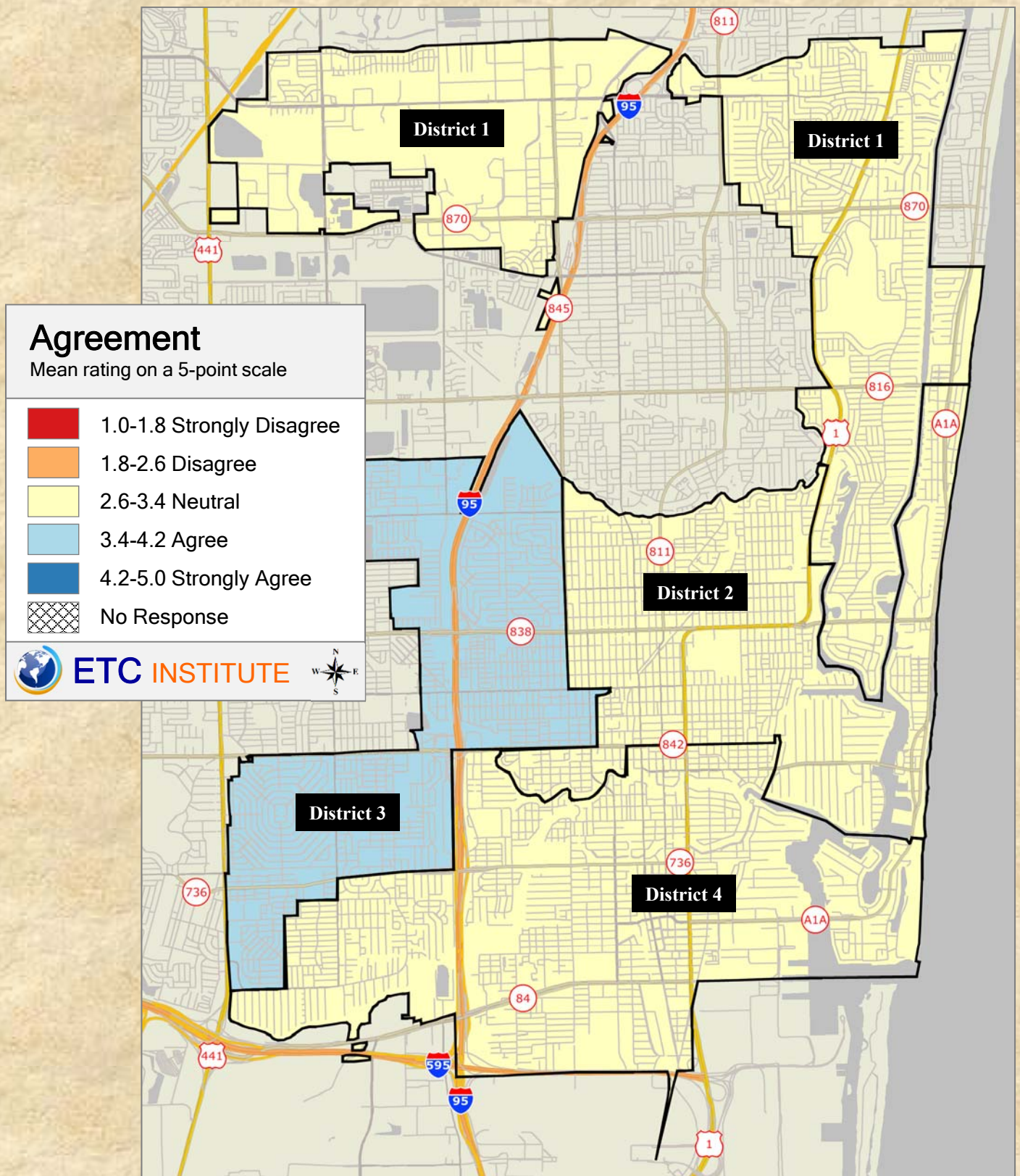
Q2-01 Agreement that the City of Fort Lauderdale builds community



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

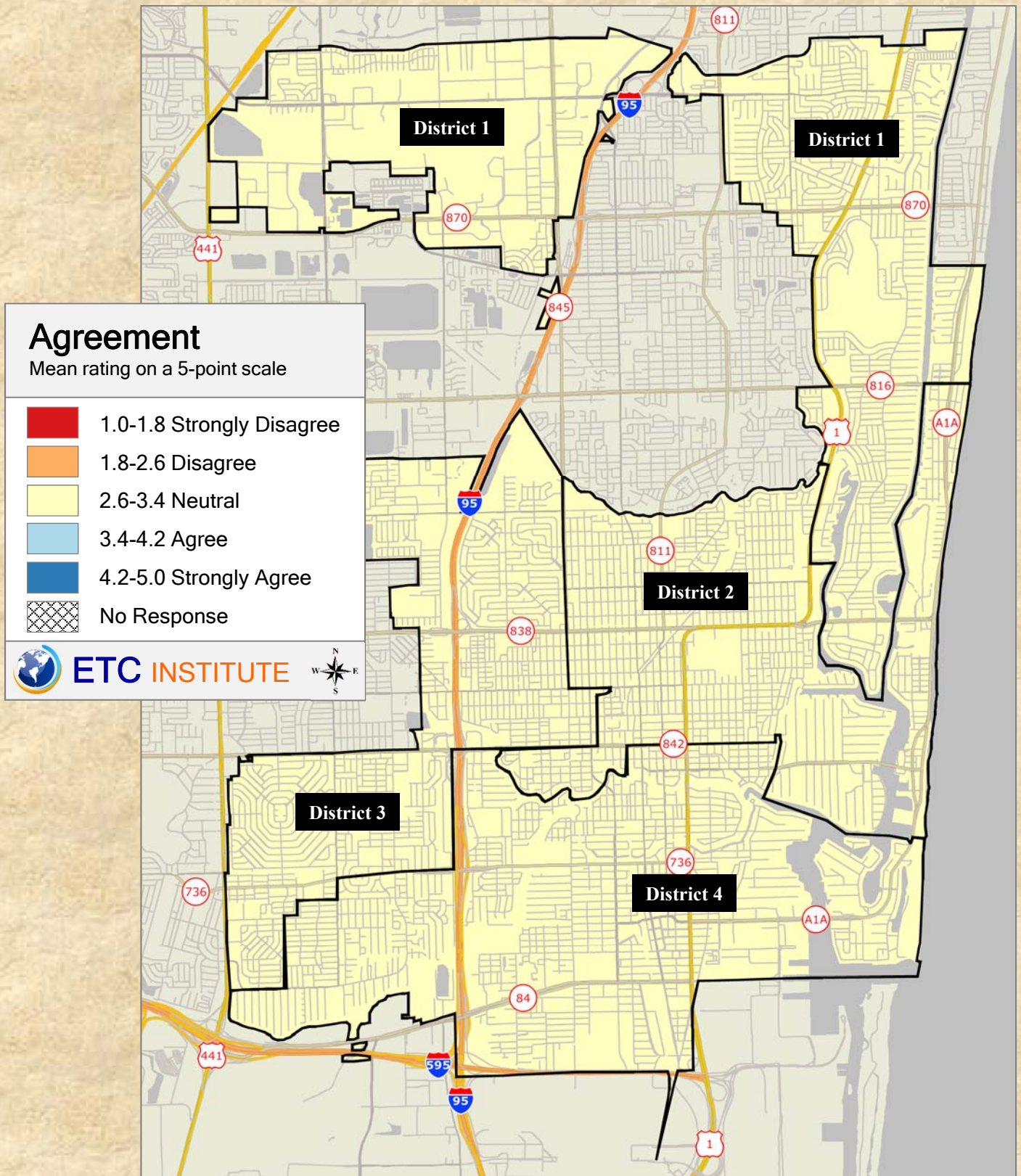
Q2-02 Agreement that the City and its partners are creating a more connected city



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

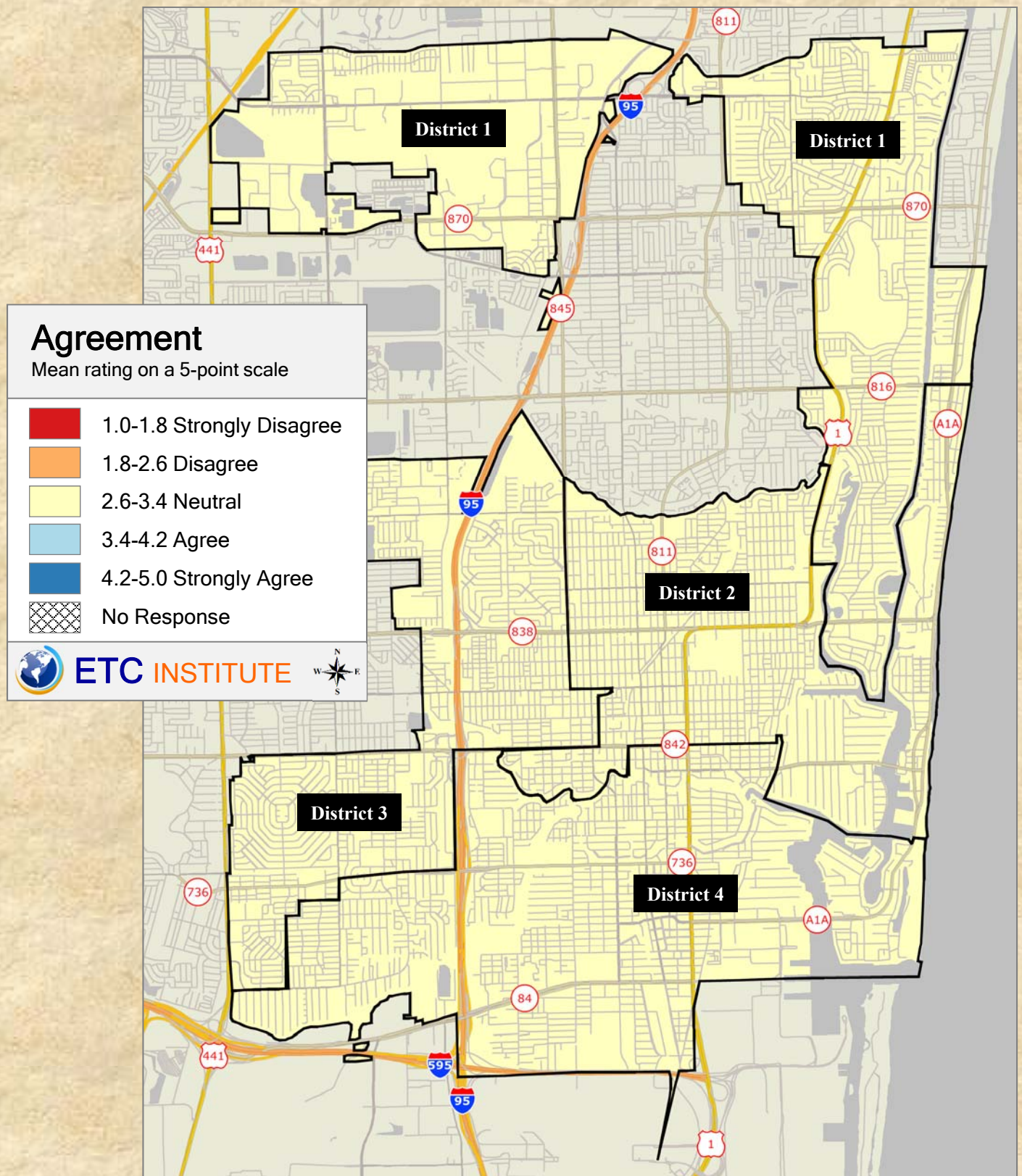
Q2-03 Agreement that the City and its partners are creating a more resilient infrastructure



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

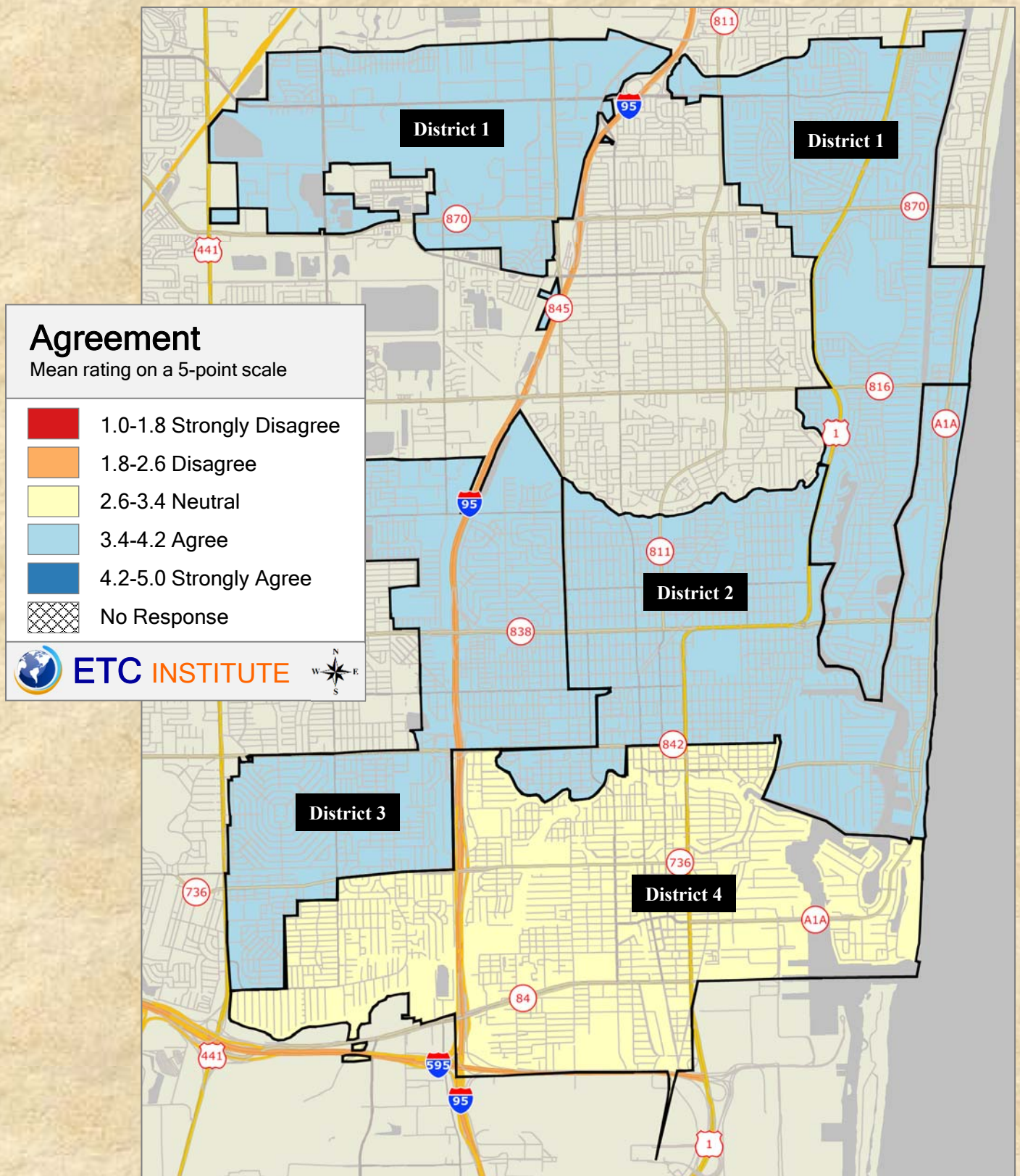
Q2-04 Agreement that the City and its partners are making progress creating strong and safe neighborhoods



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

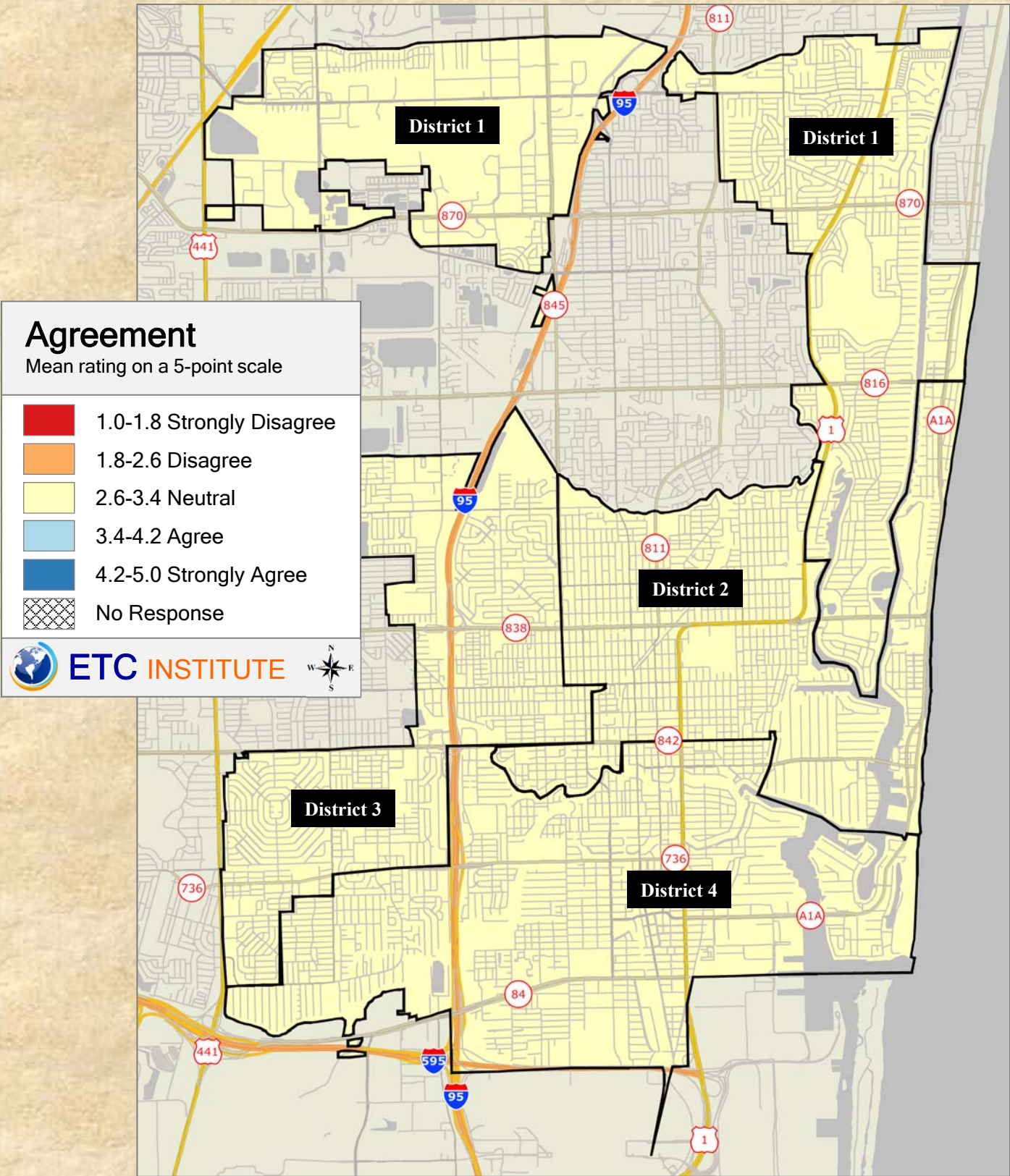
Q2-05 Agreement that the City and its partners are making progress toward enhancing its urban centers, etc.



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

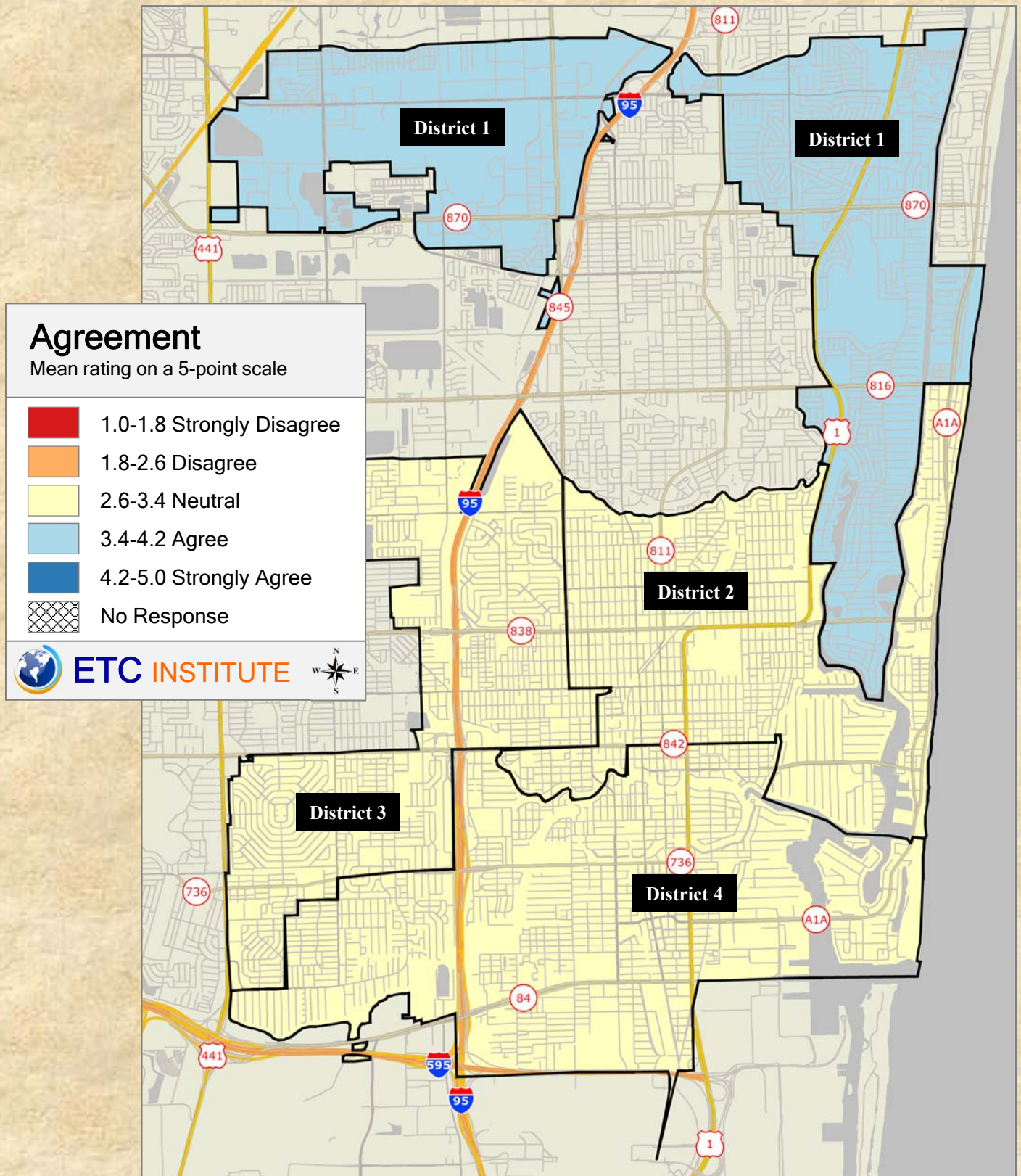
Q2-06 Agreement that the City and its partners are making progress furthering economic growth, etc.



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

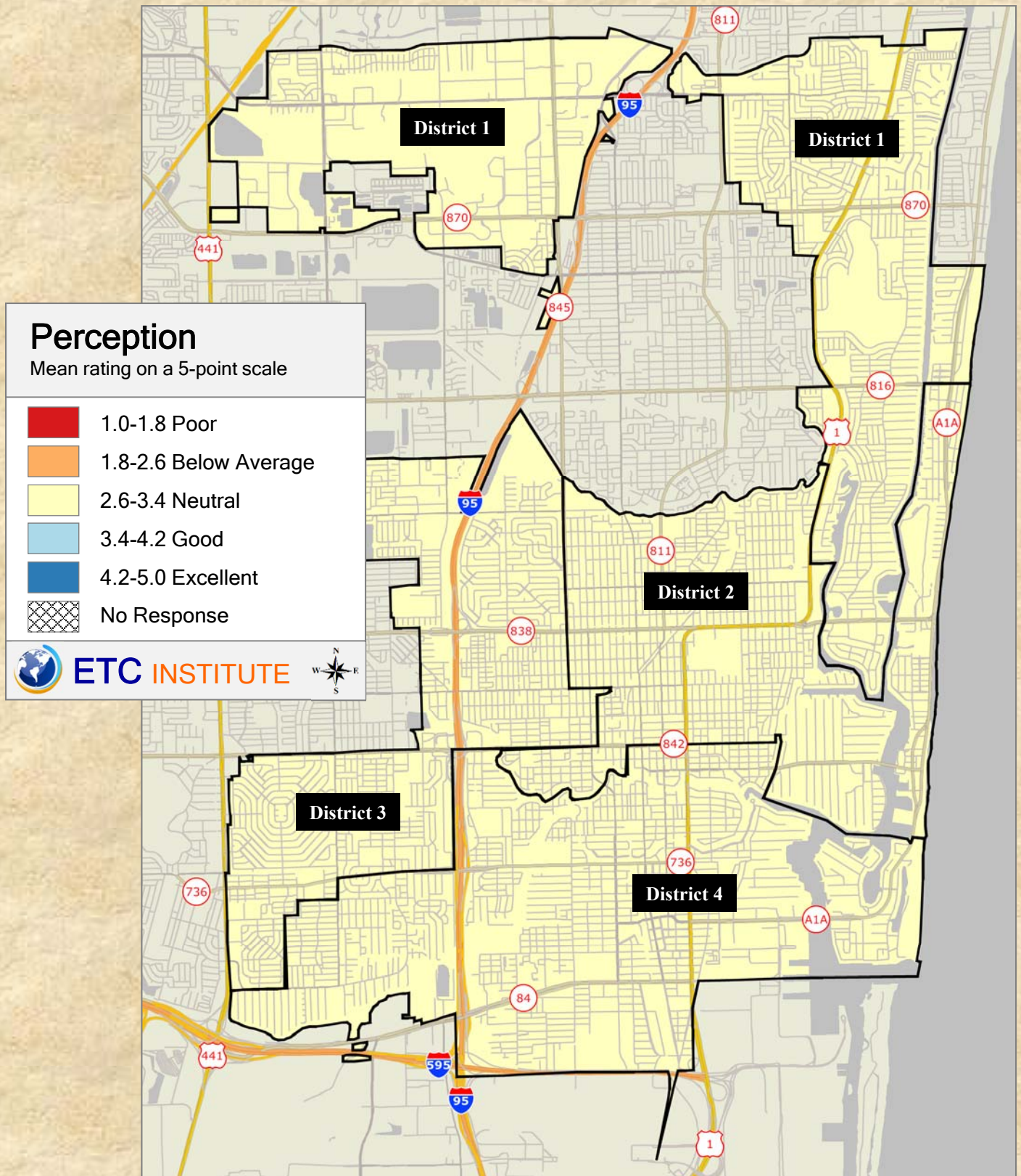
Q2-07 Agreement that the City and its partners are making progress being a multi-generational and diverse community



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

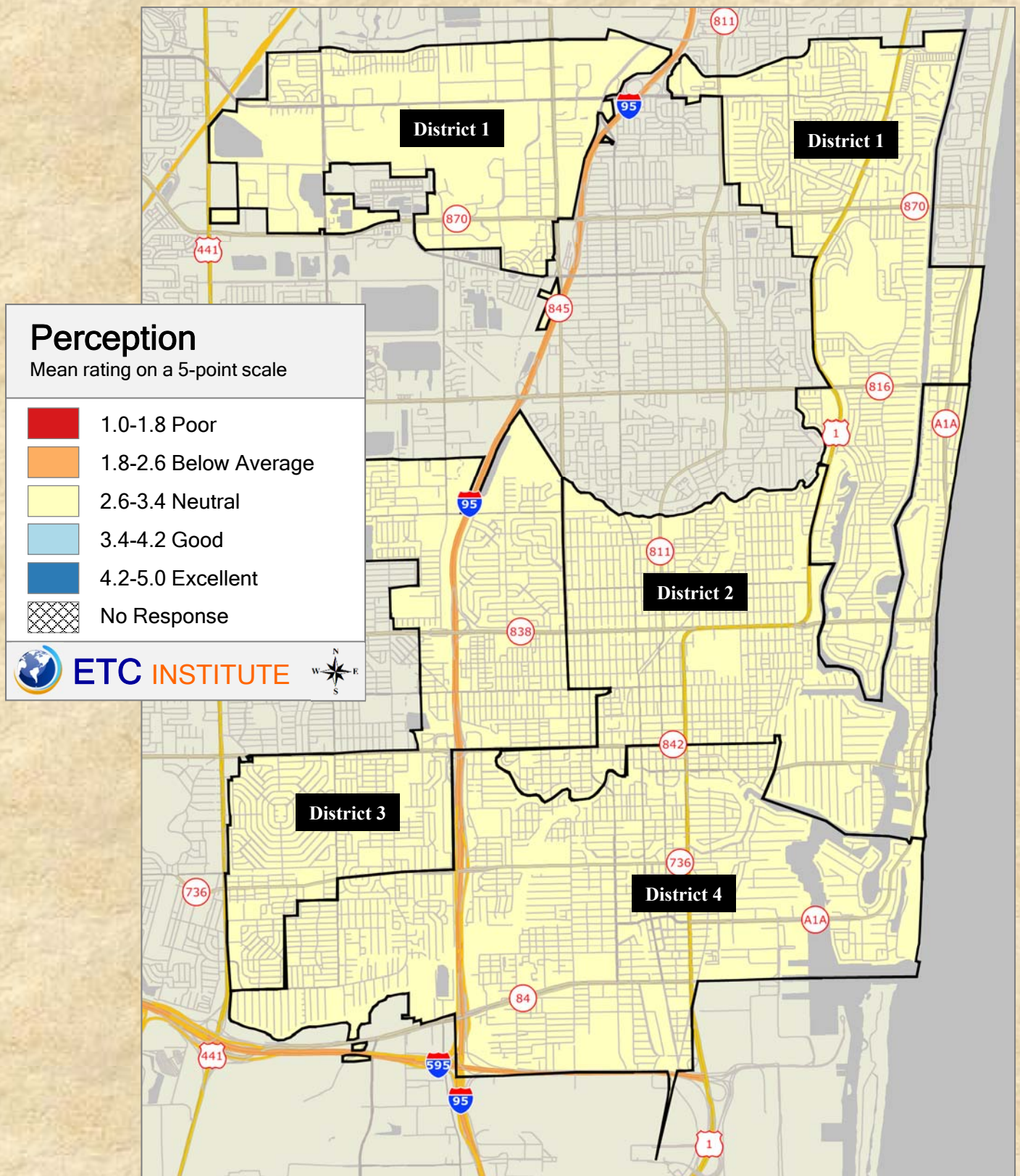
Q3-01 Ratings of overall feeling of safety in the City



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

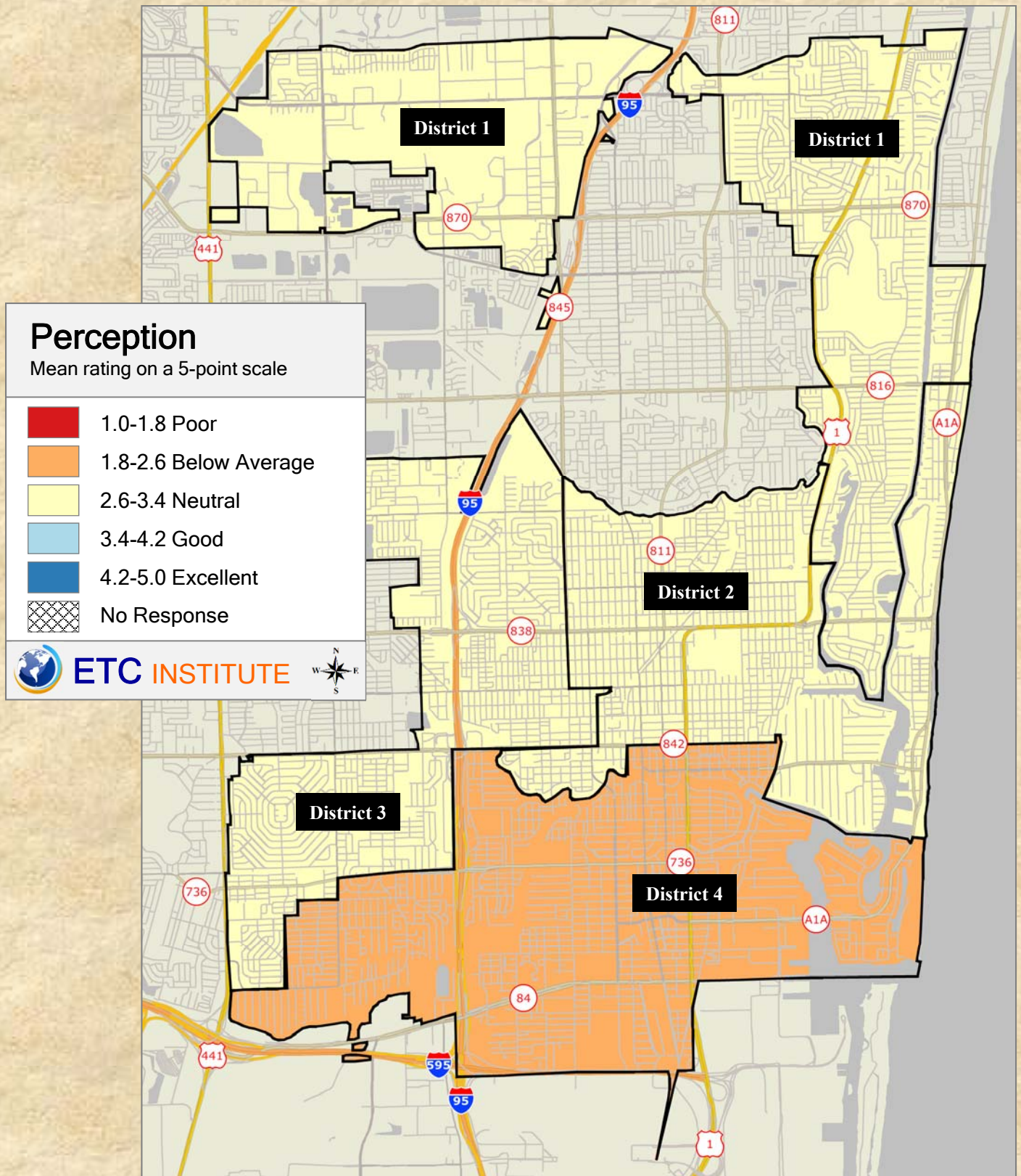
Q3-02 Ratings of overall value received for City tax dollars and fees



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

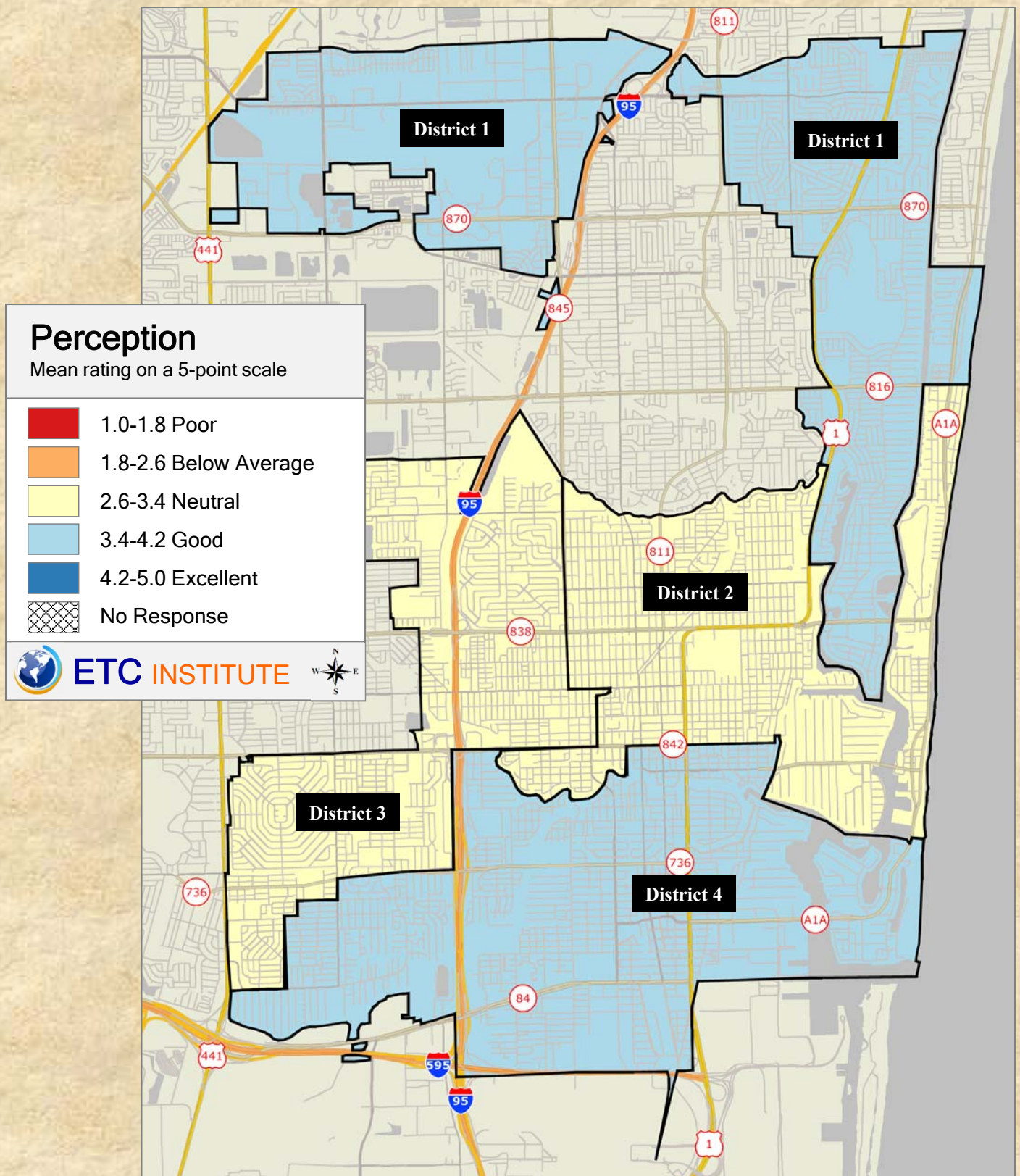
Q3-03 Ratings of overall planning for growth



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

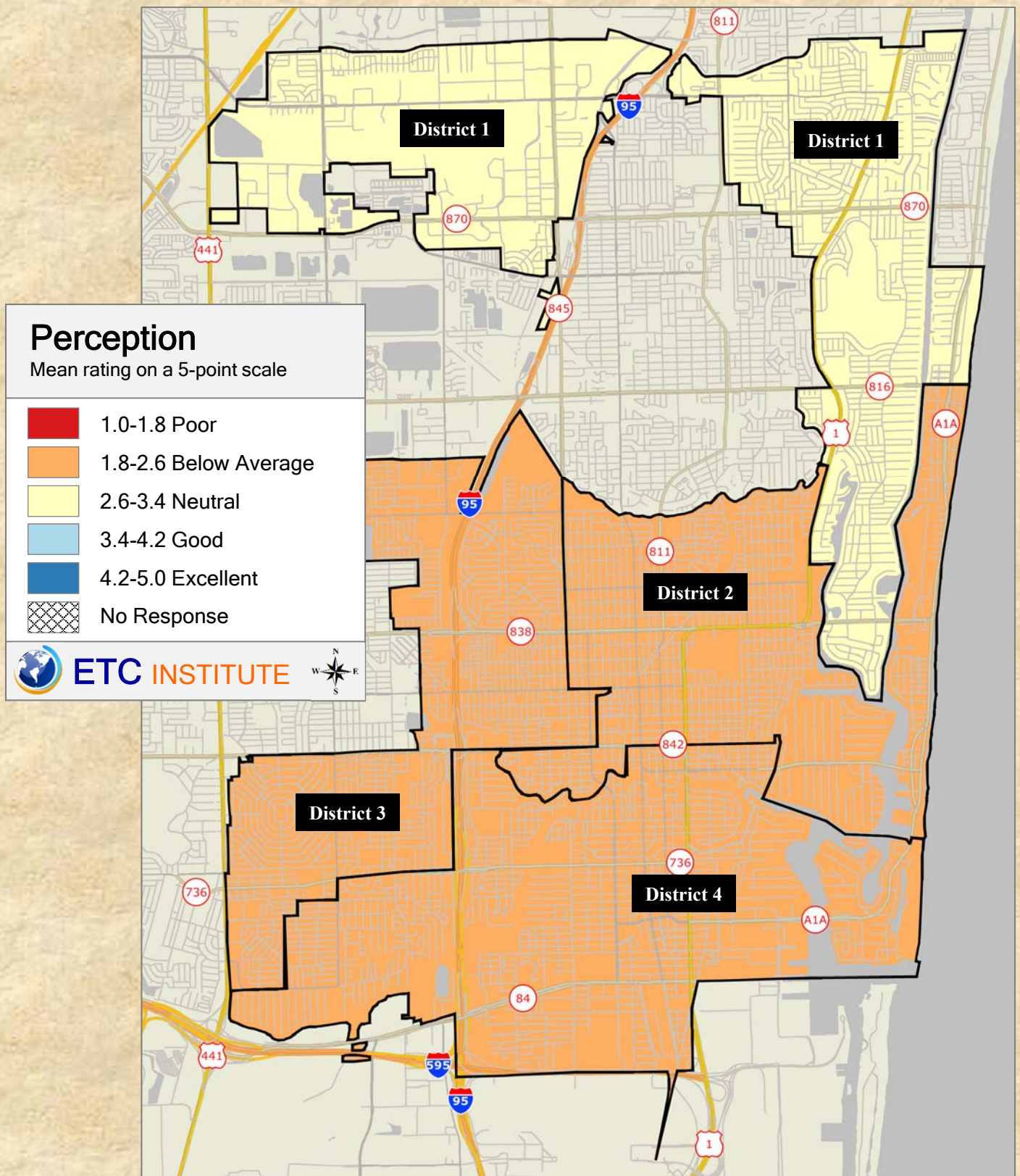
Q3-04 Ratings of overall appearance of the City



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

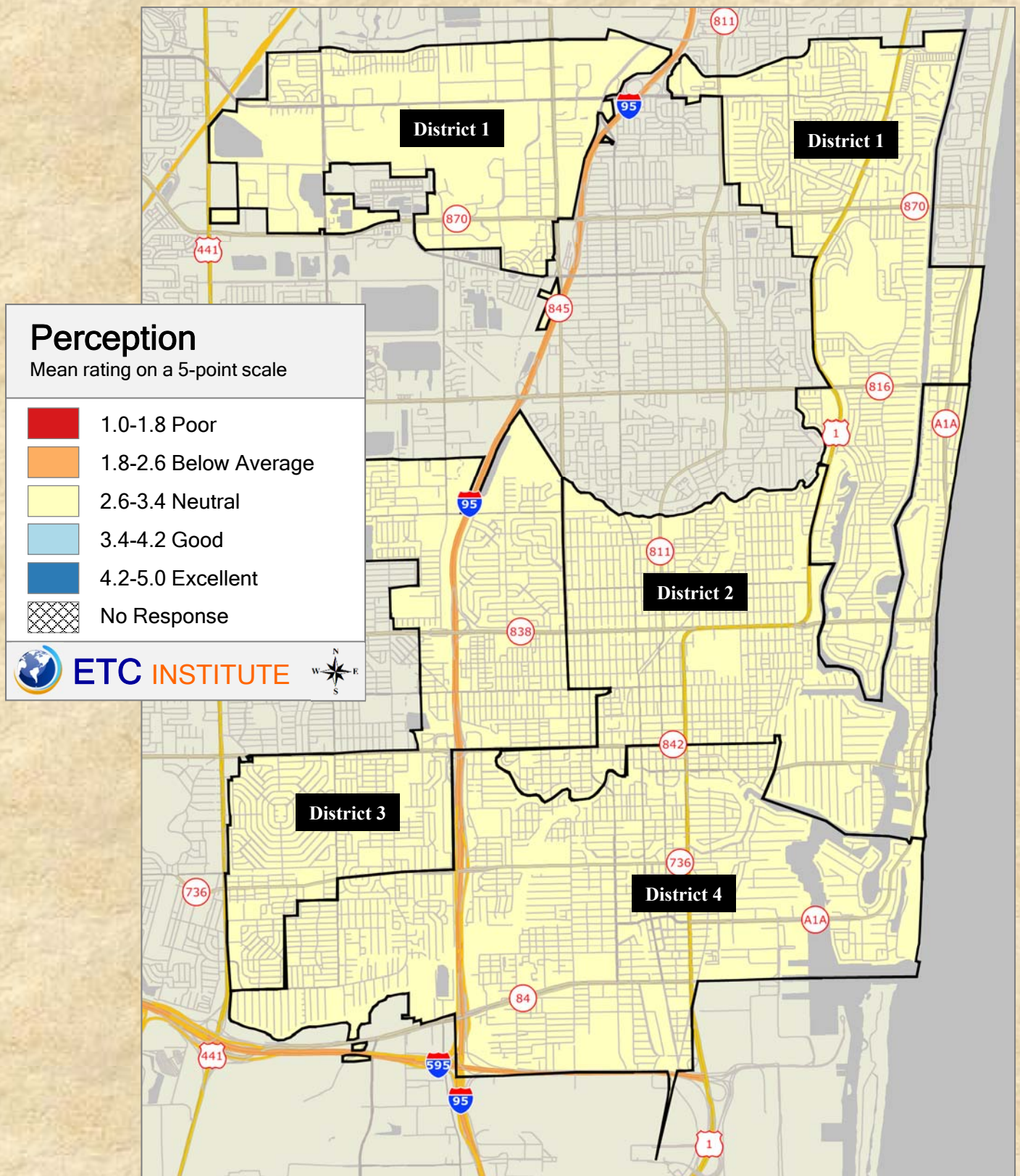
Q3-05 Ratings of availability of affordable housing



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

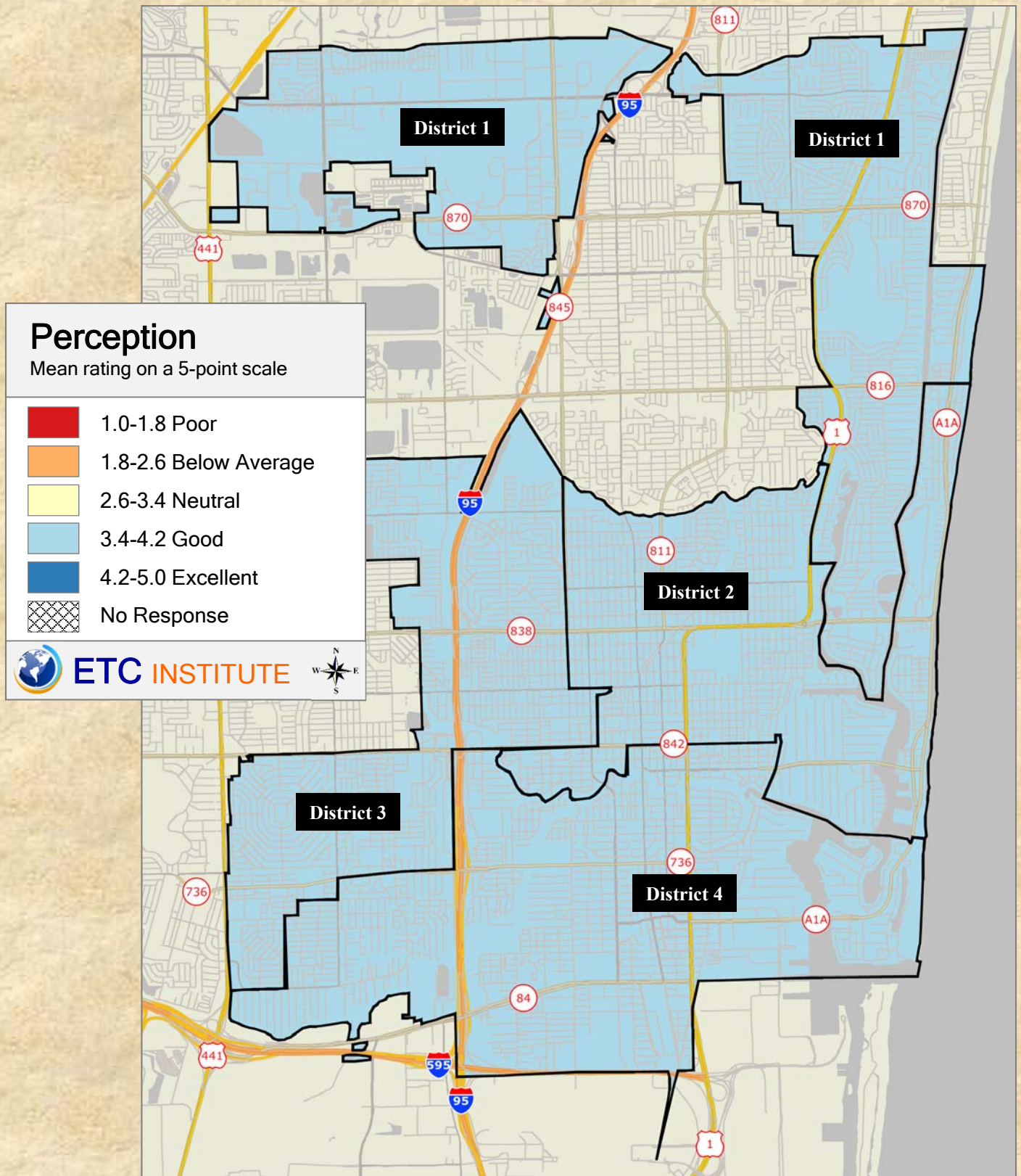
Q3-06 Ratings of availability of employment



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

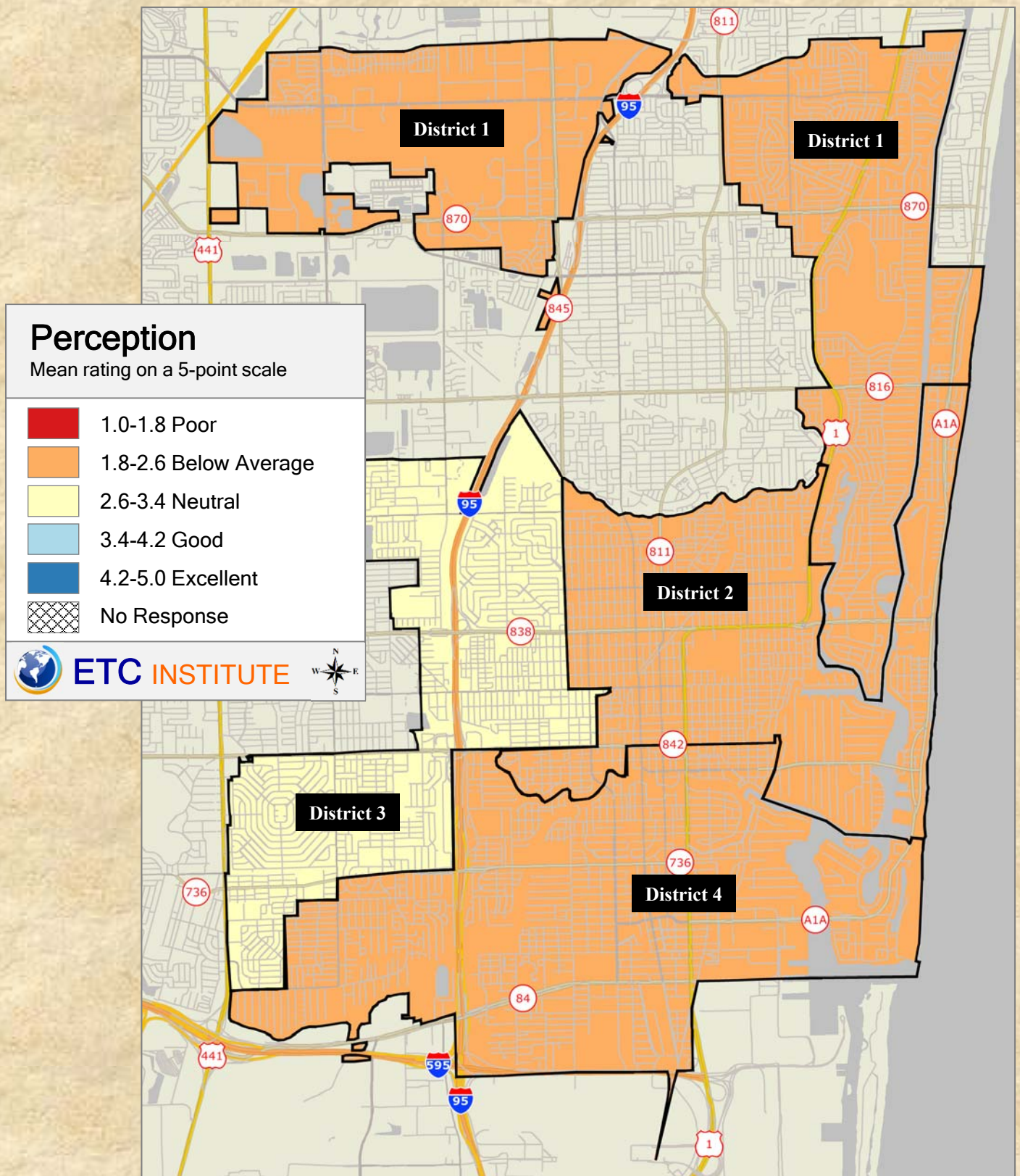
Q3-07 Ratings of acceptance of diversity



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

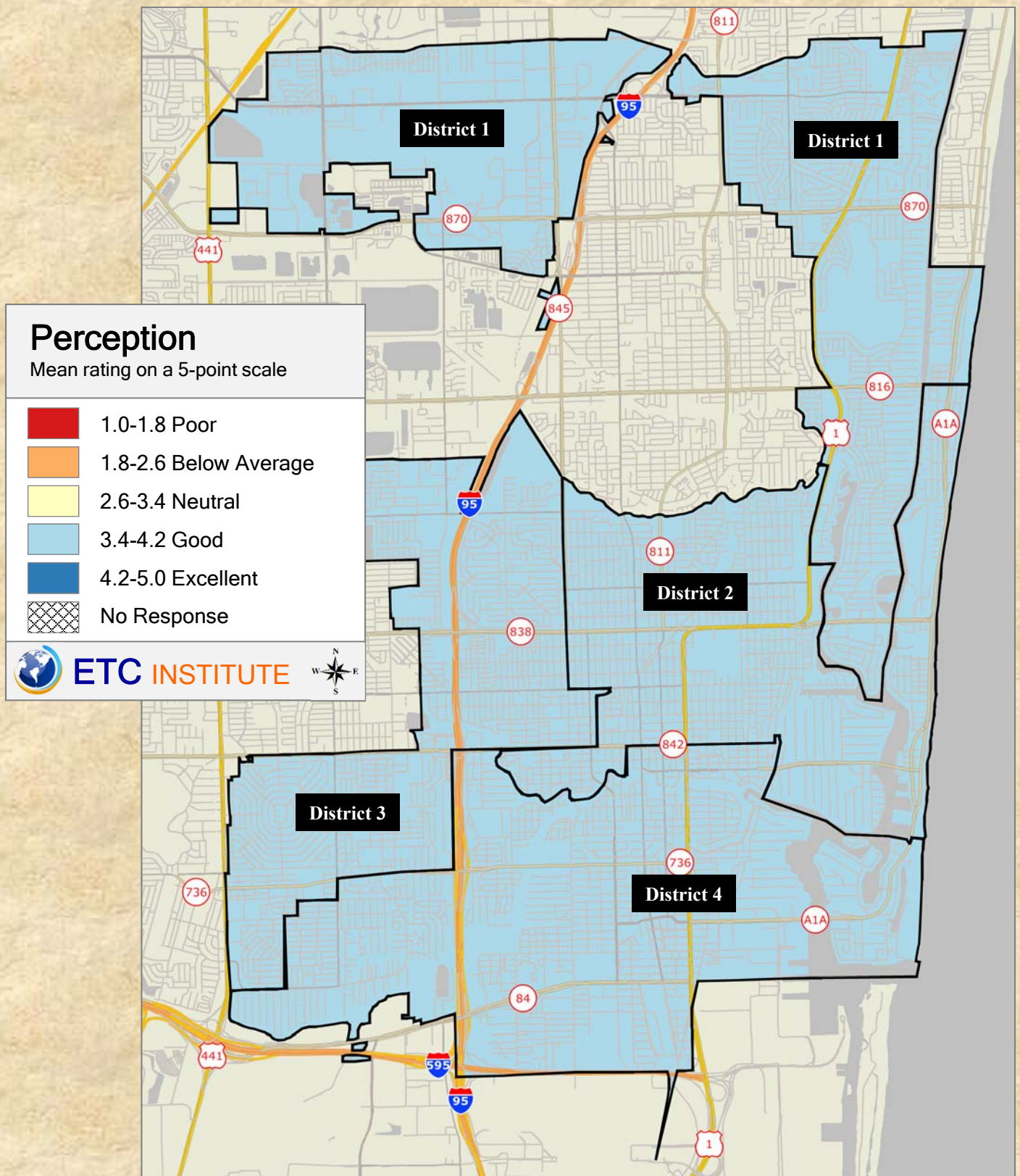
Q3-08 Ratings of quality of public schools



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

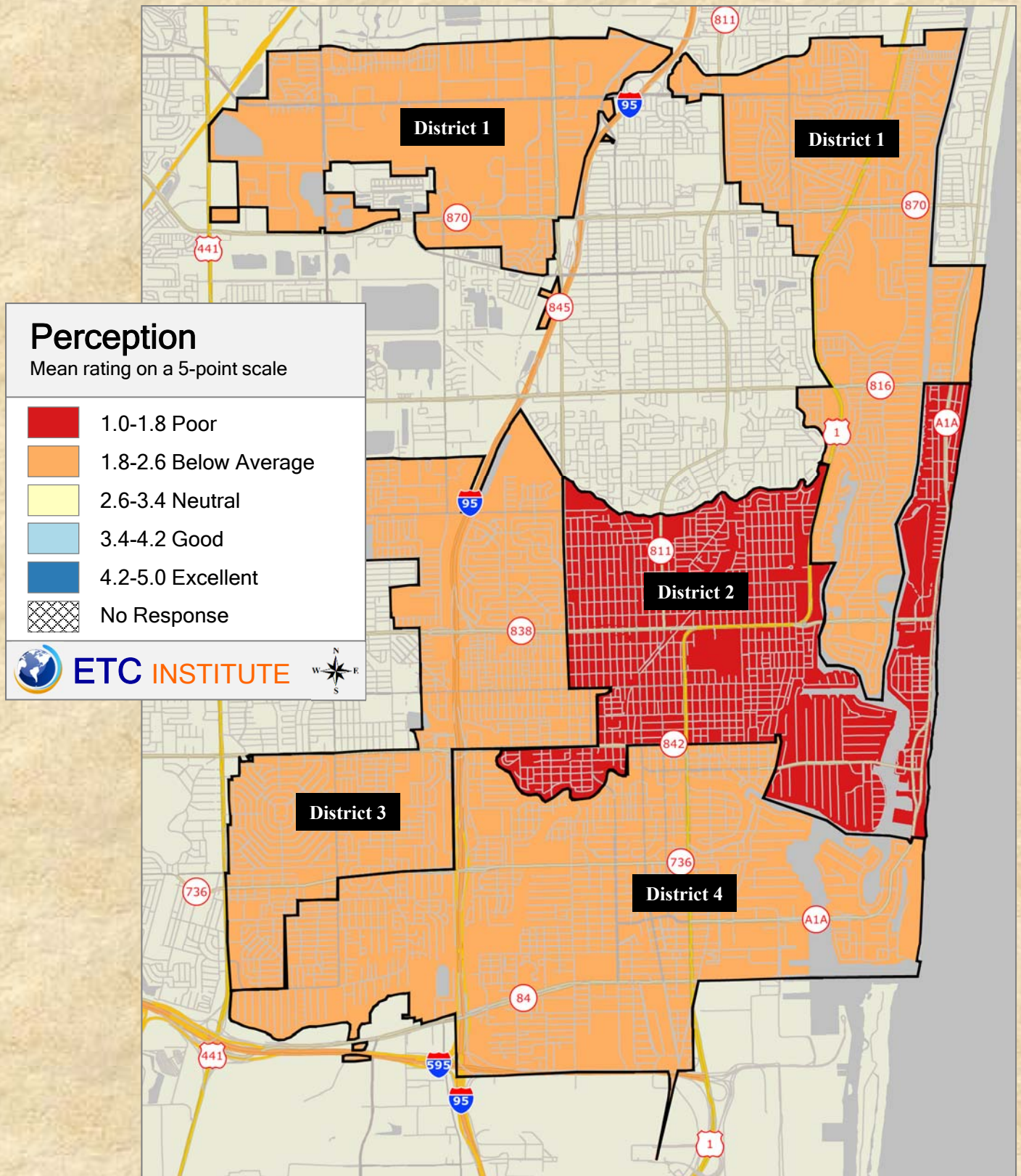
Q3-09 Ratings of quality of private schools



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

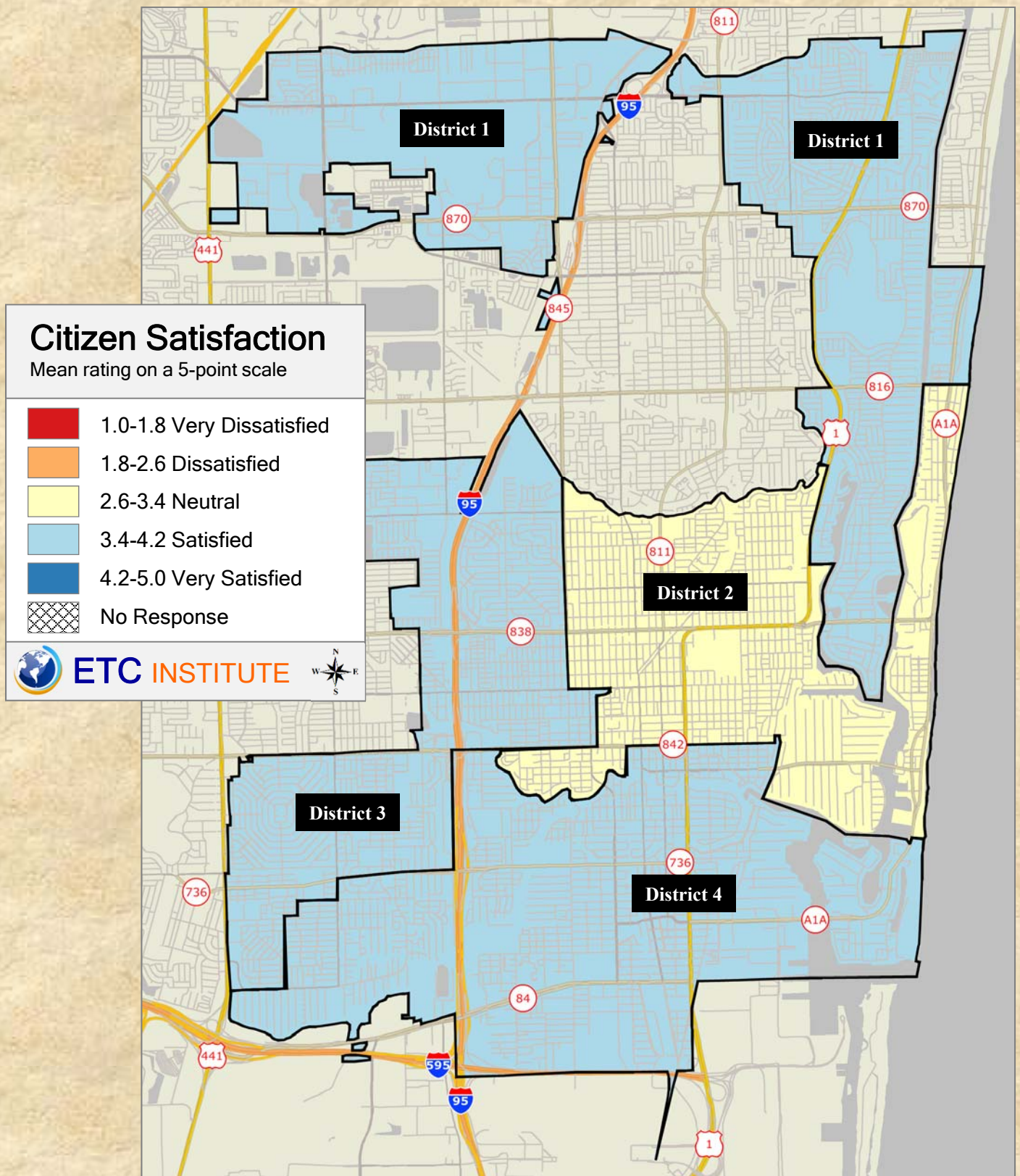
Q3-10 Ratings of efforts in addressing homelessness



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

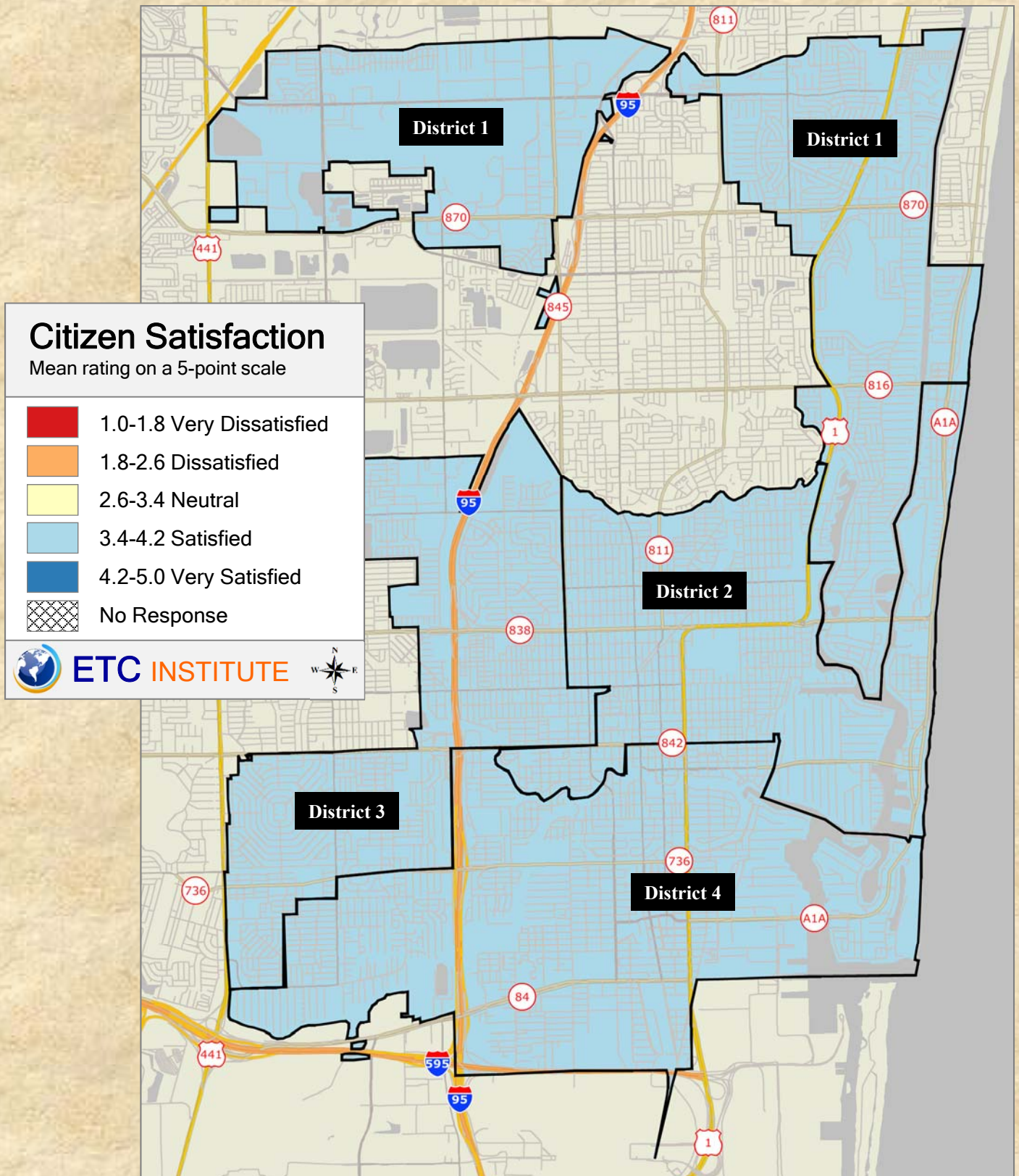
Q4-01 Satisfaction with overall quality of City services



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

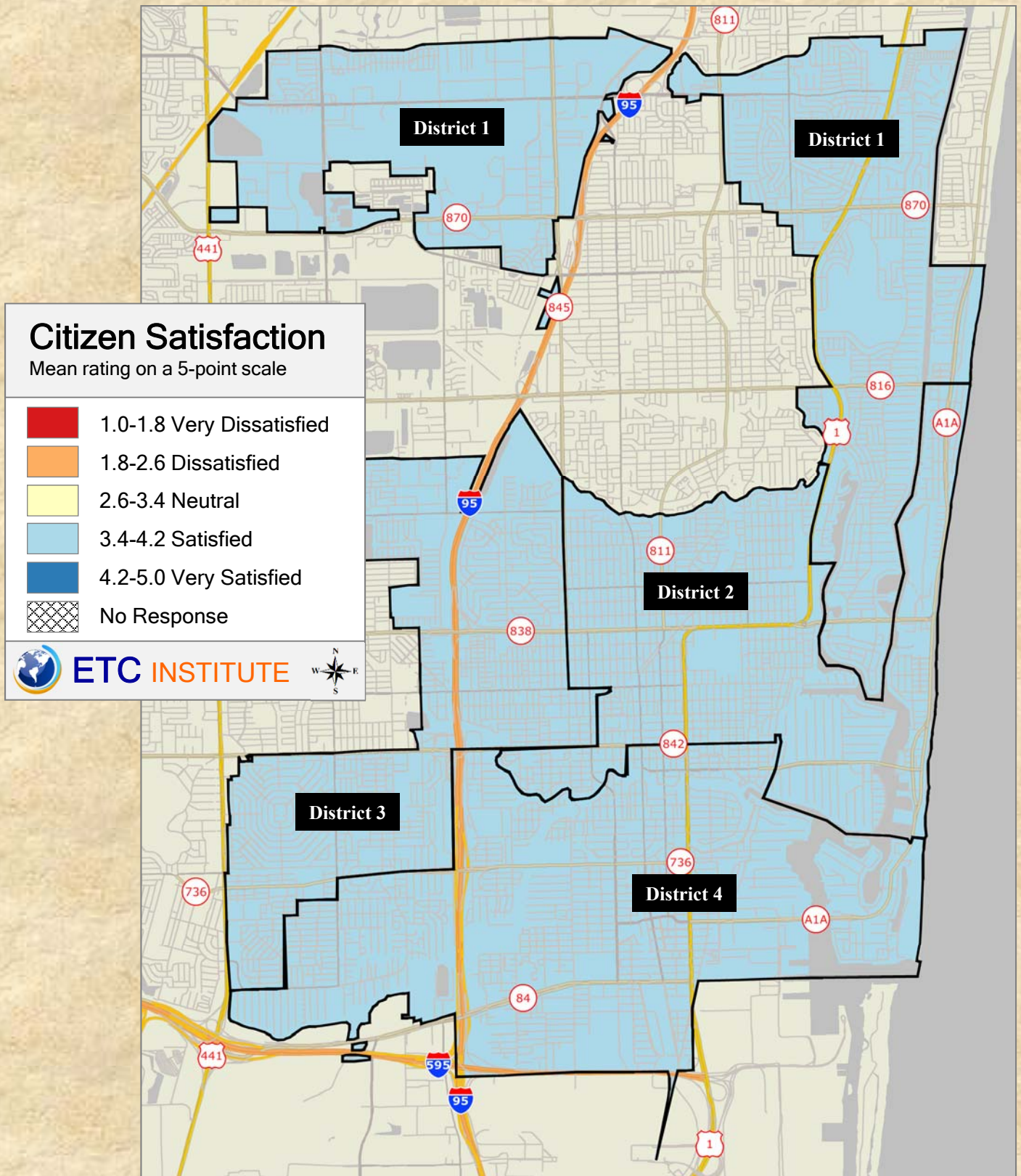
Q4-02 Satisfaction with overall quality of police and fire rescue services



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

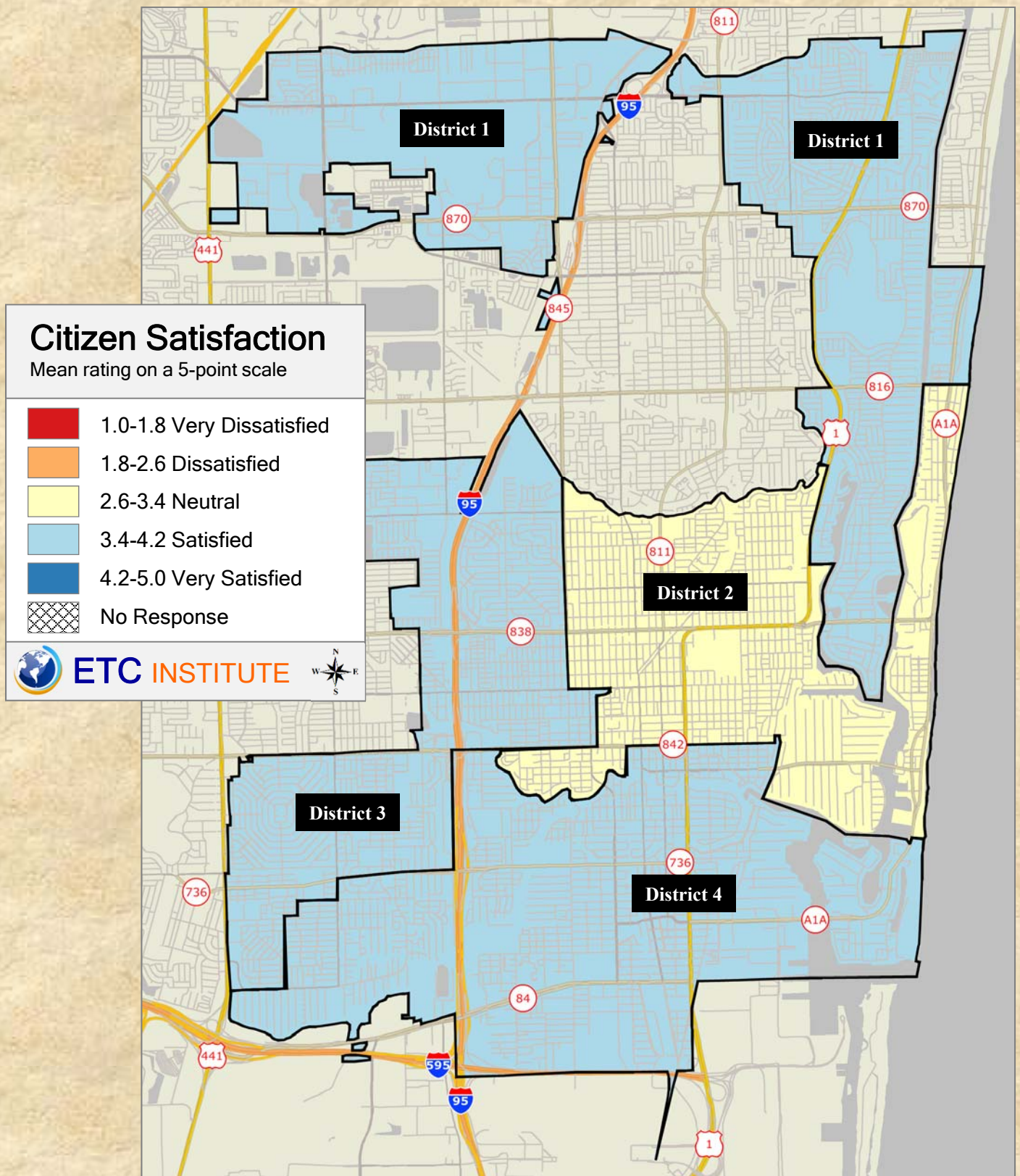
Q4-03 Satisfaction with overall quality of parks and recreation programs and facilities



2017 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



2017 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



2017 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



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

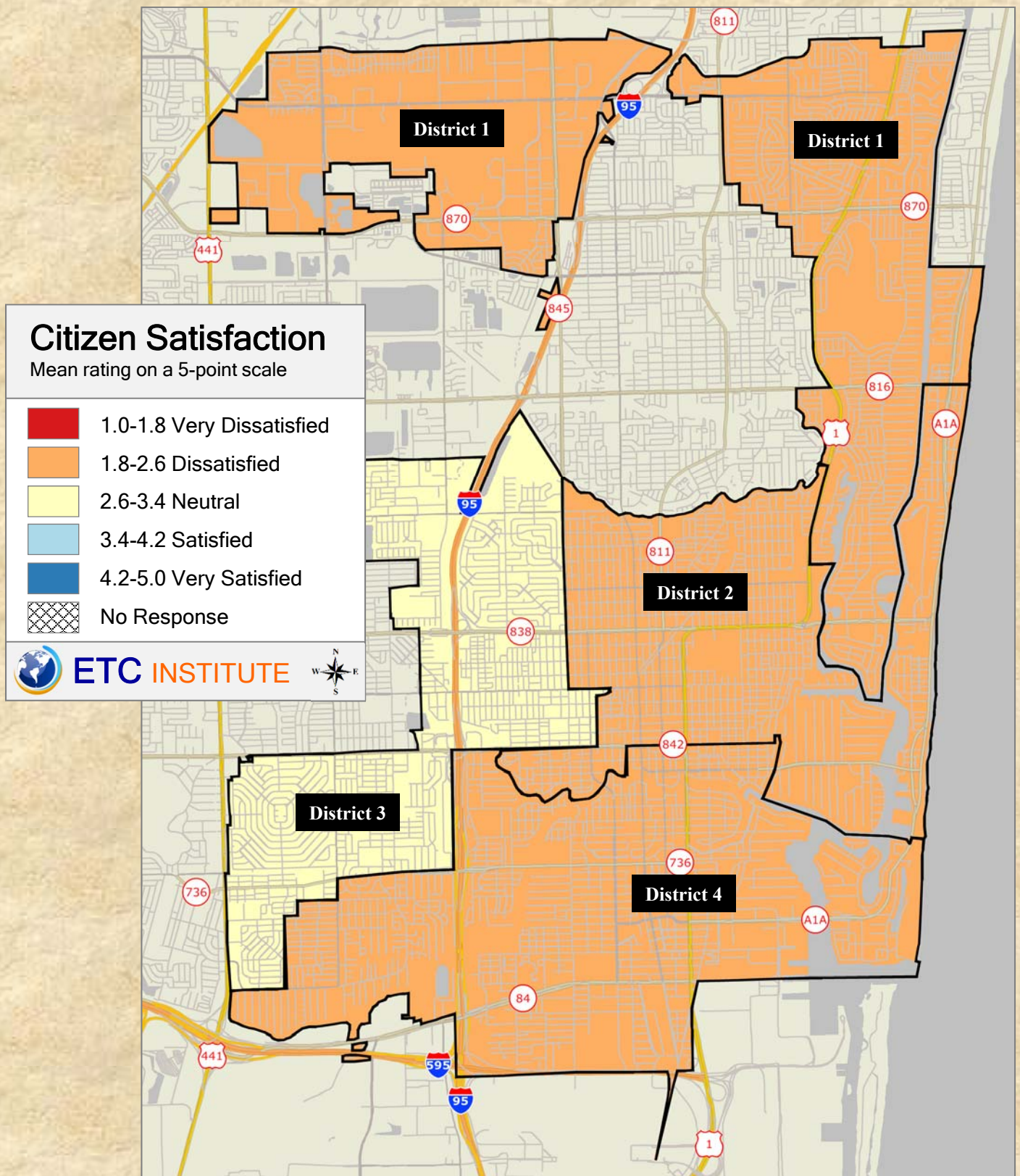
Q4-07 Satisfaction with overall maintenance of City buildings and facilities



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

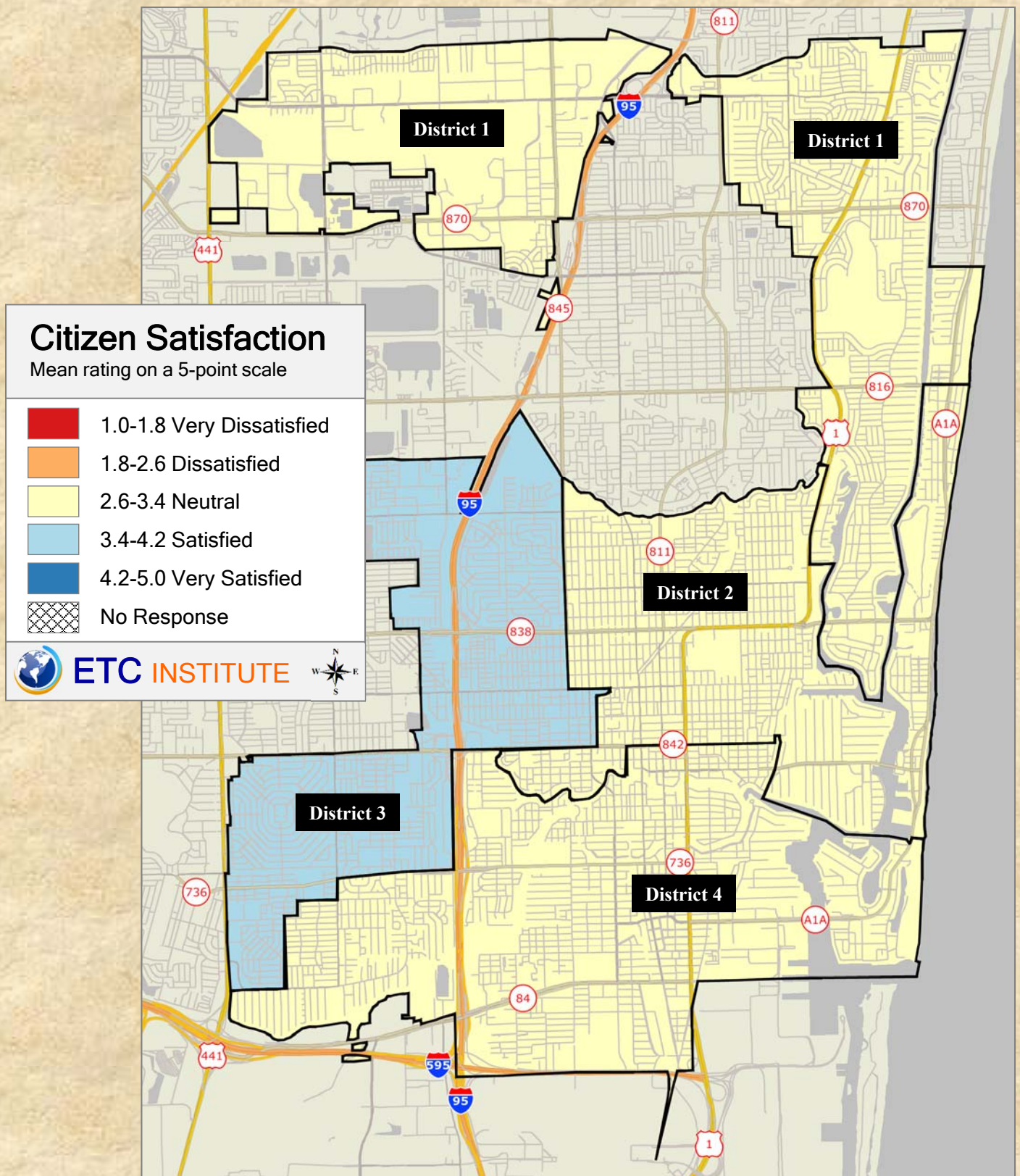
Q4-08 Satisfaction with overall flow of traffic



2017 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



2017 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



2017 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



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

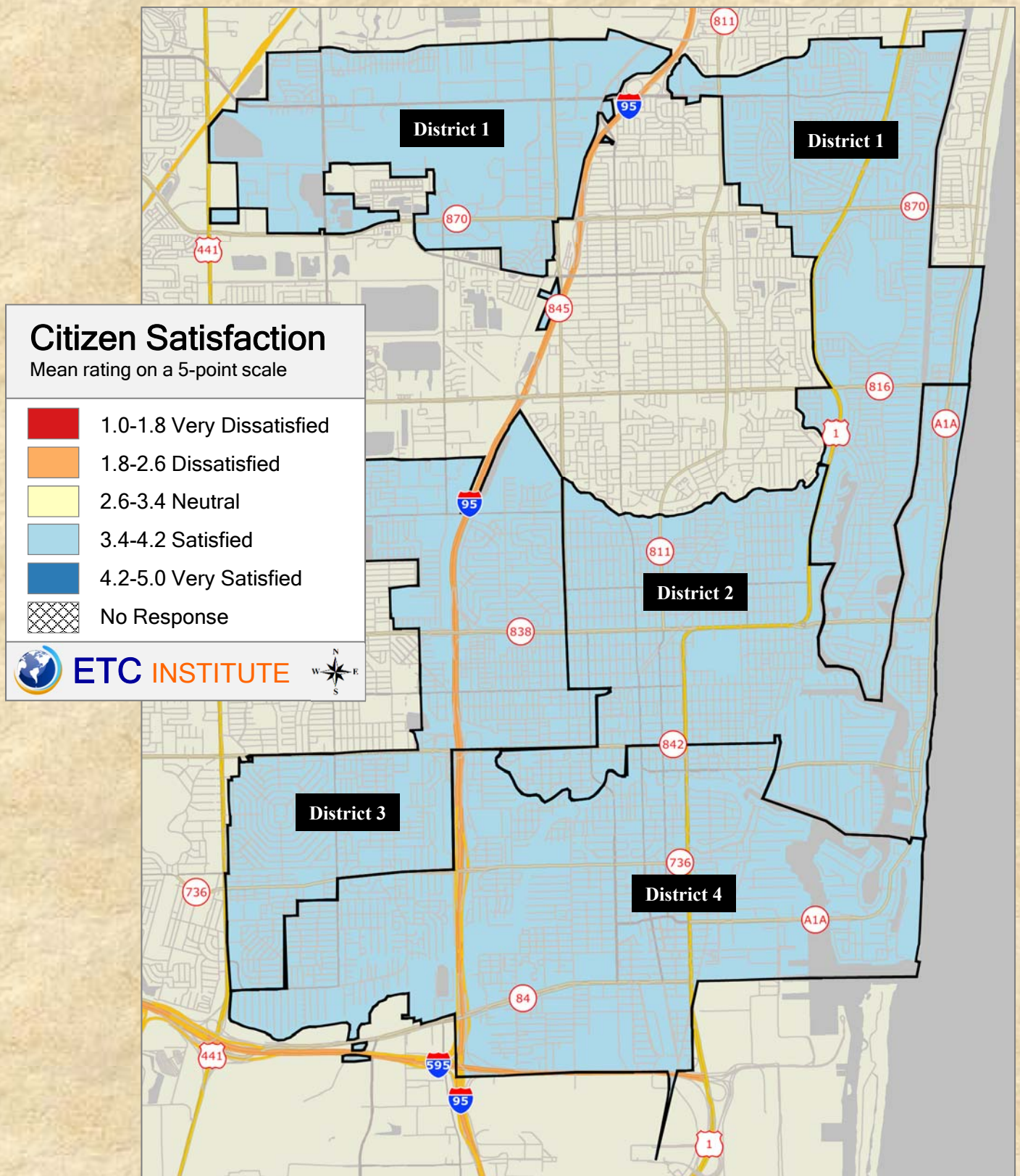
Q4-12 Satisfaction with how well the City is prepared for disasters



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

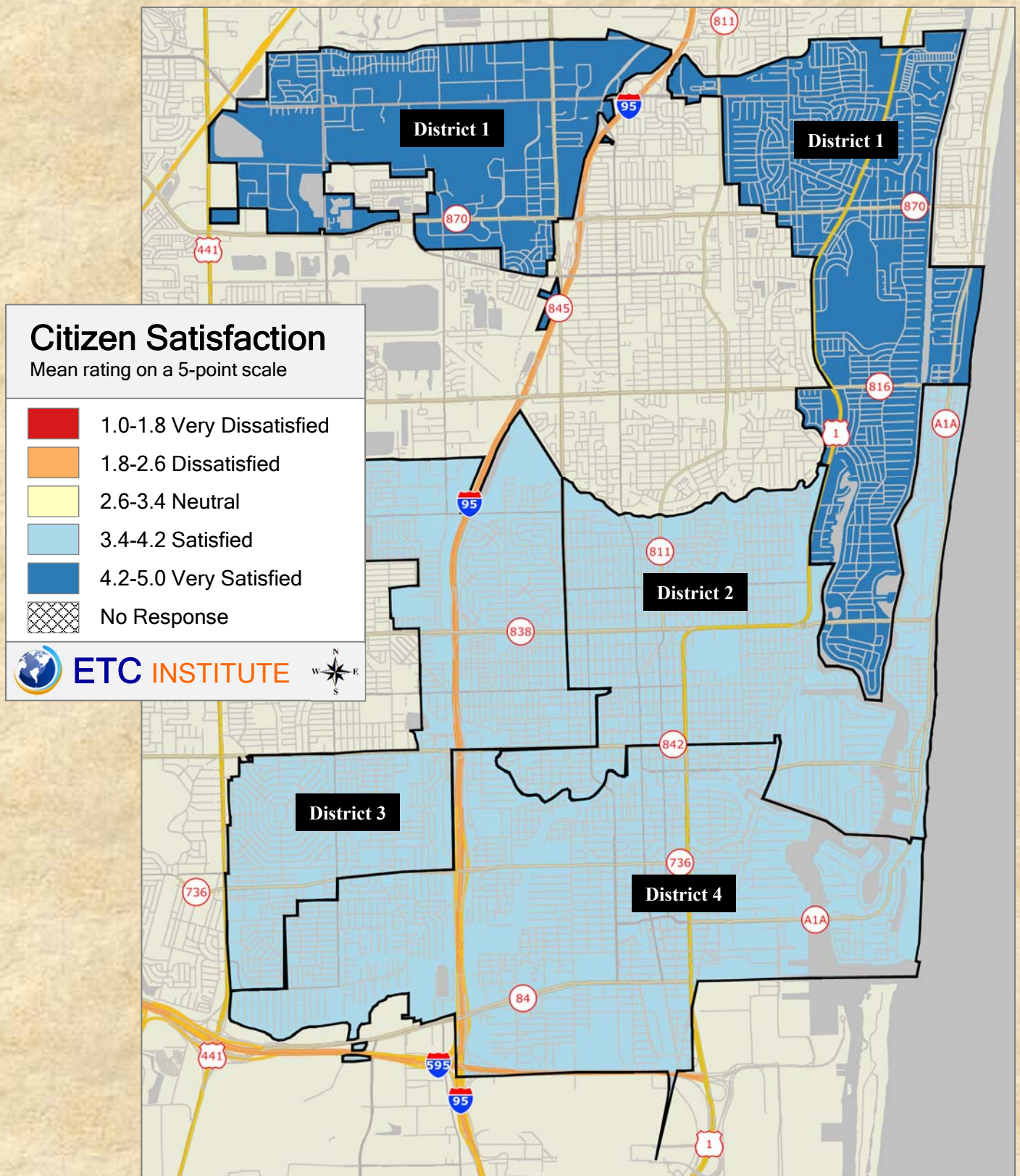
Q4-13 Satisfaction with the quality of landscaping in parks, medians and other public areas



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

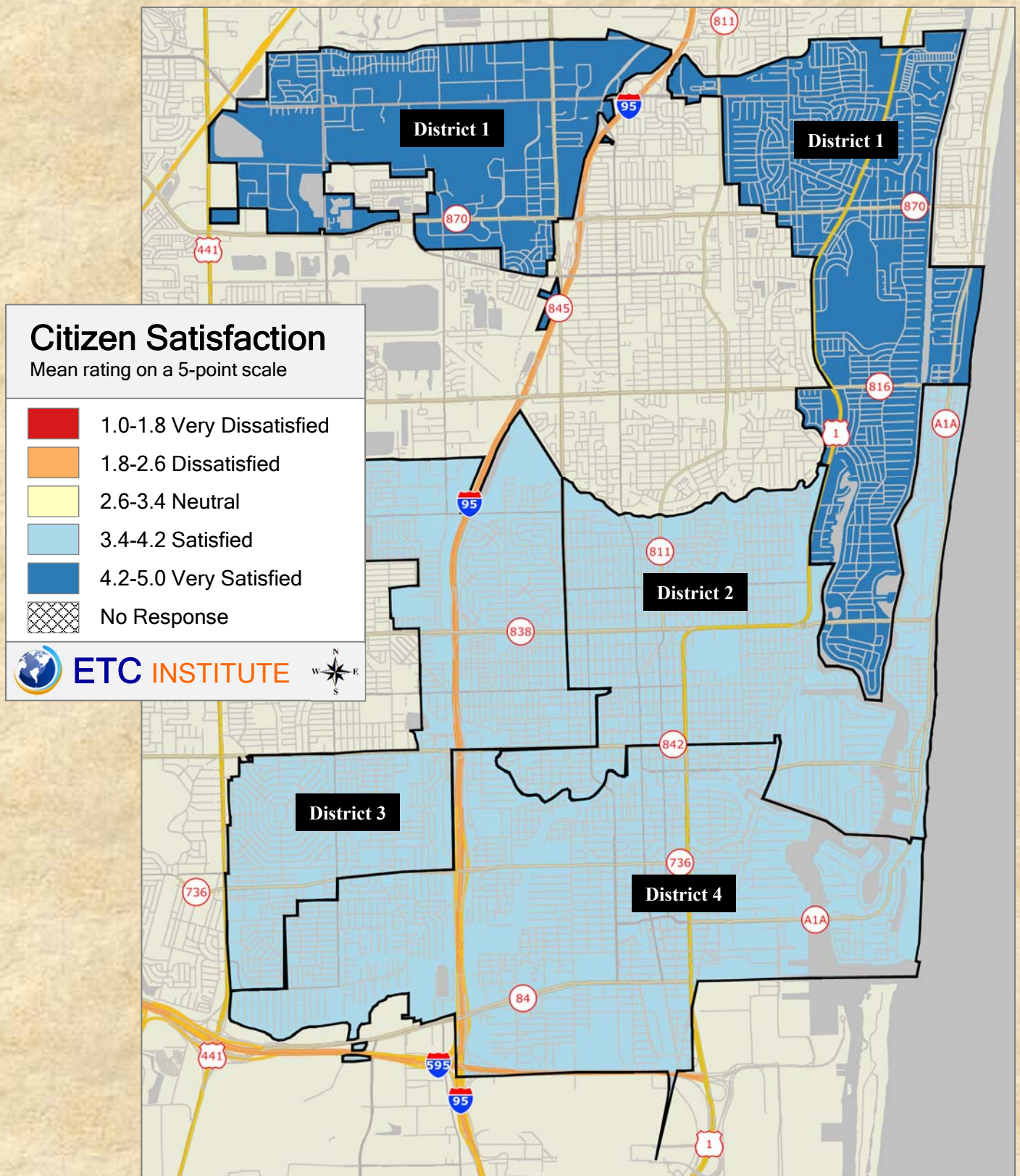
Q6a-01 Satisfaction with overall quality of local fire rescue protection



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

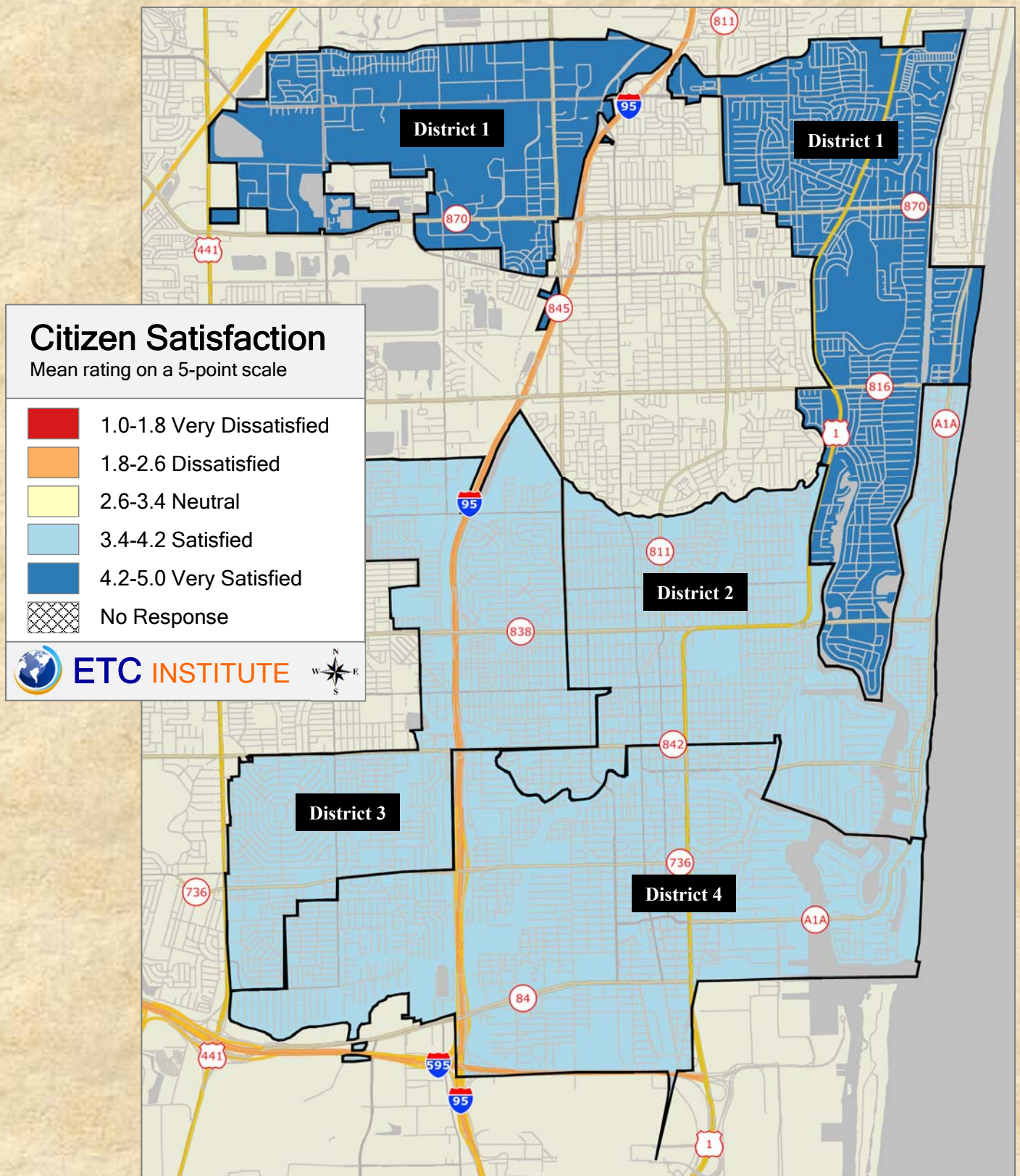
Q6a-02 Satisfaction with professionalism of employees responding to emergencies



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

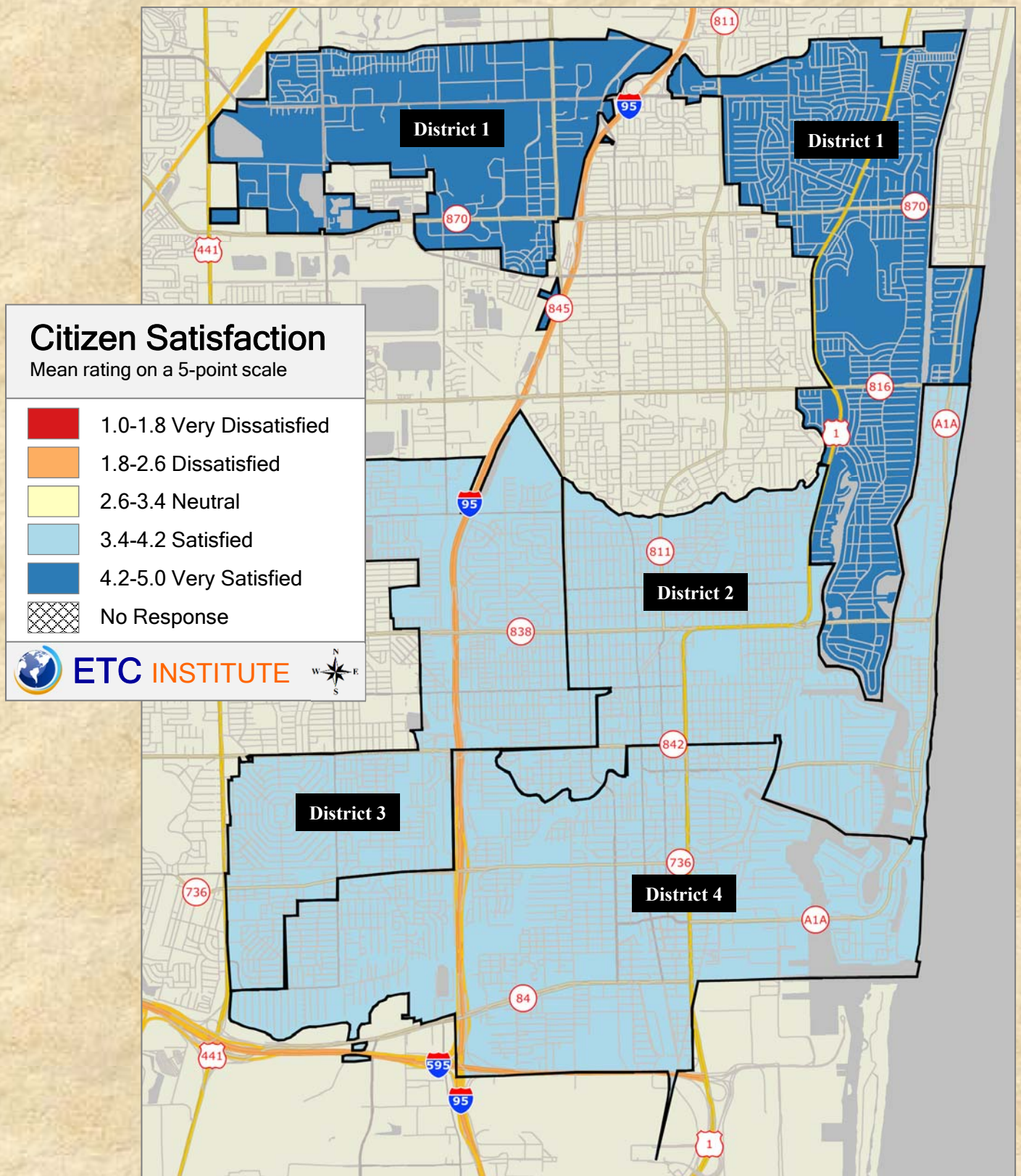
Q6a-03 Satisfaction with how quickly fire rescue responds to 911 emergencies



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

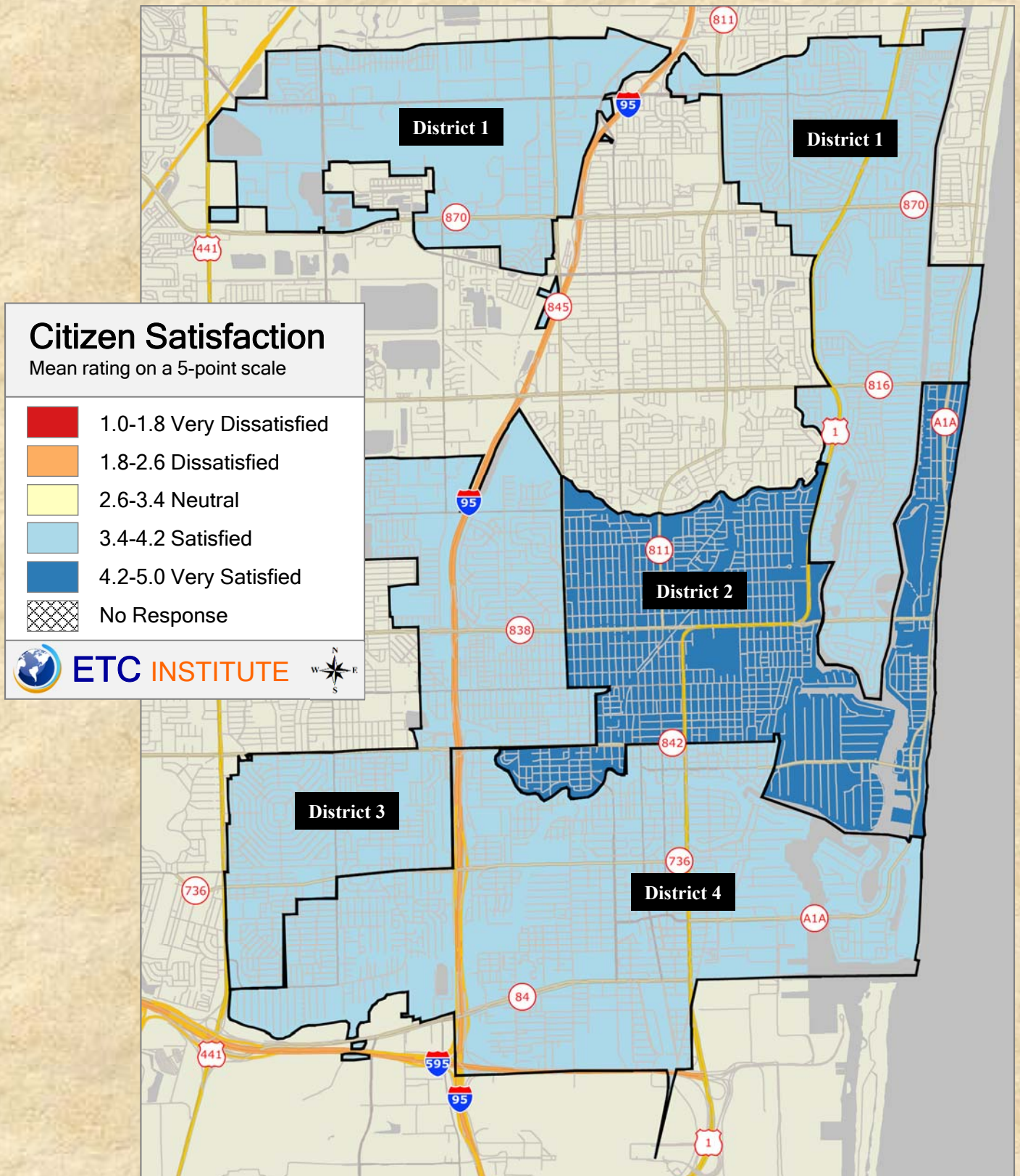
Q6a-04 Satisfaction with quality of Emergency Medical Services



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

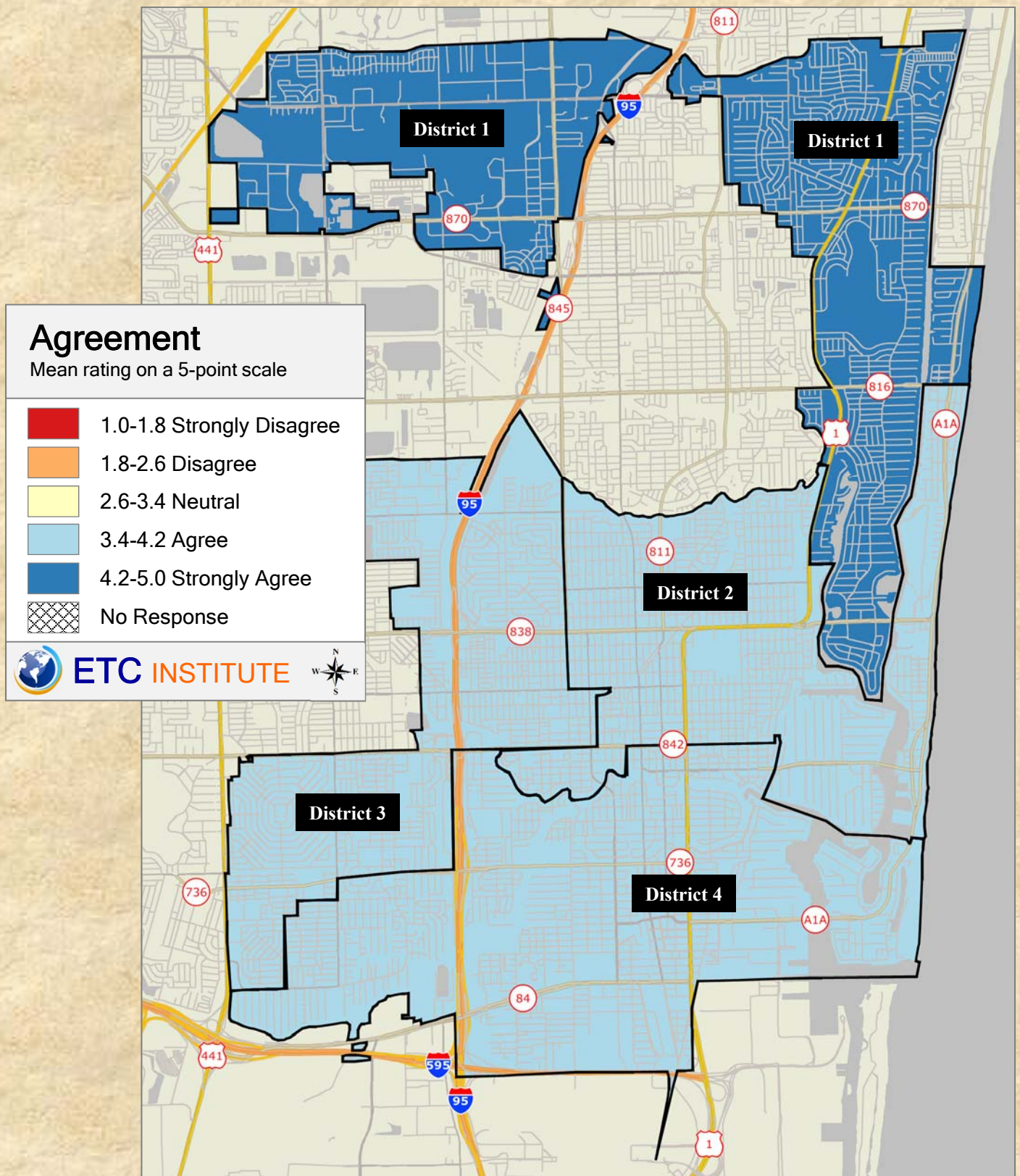
Q6a-05 Satisfaction with quality of lifeguard protection at City beaches



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

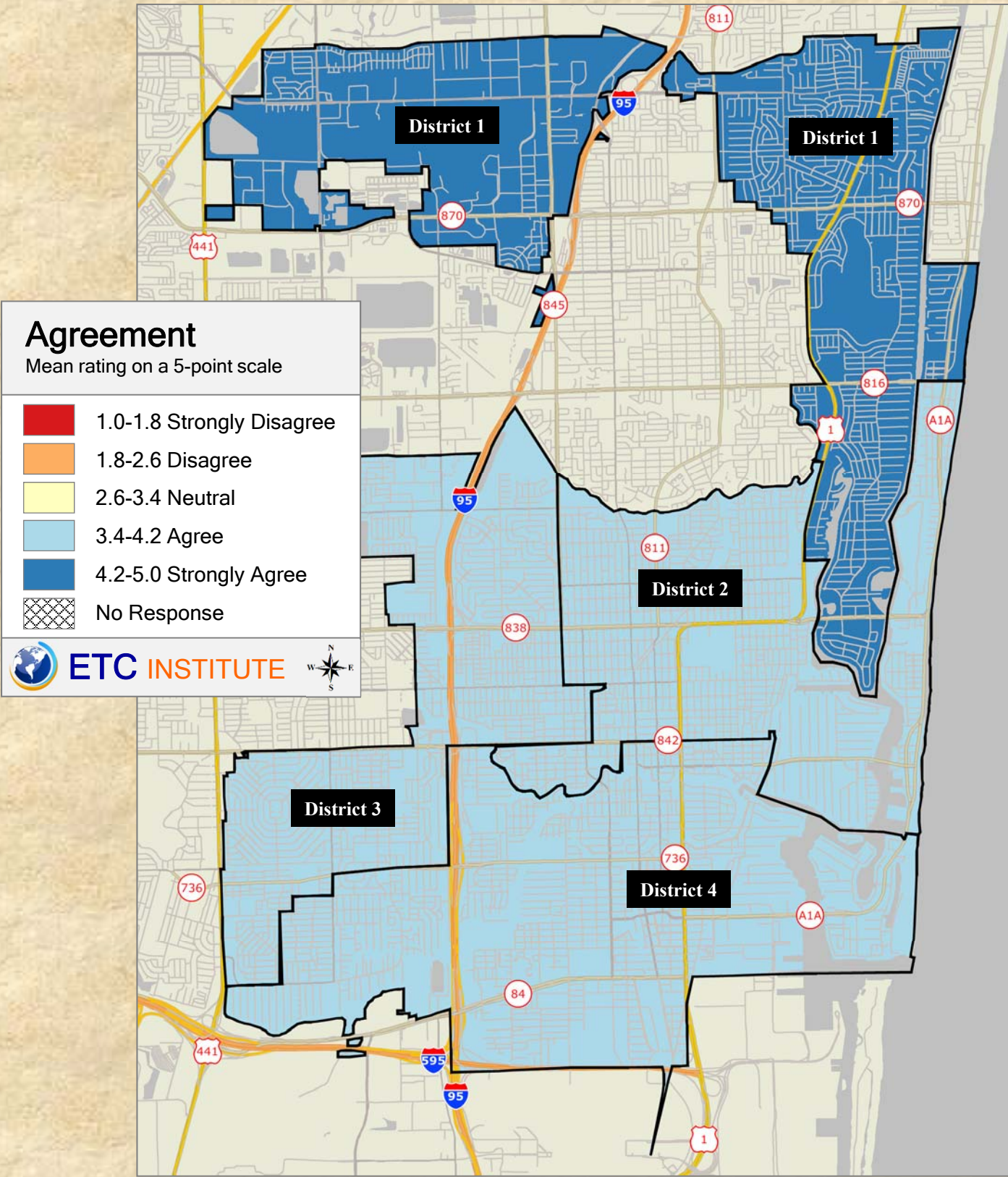
Q6b-06 Agreement that household is prepared with food, water and other supplies for an emergency



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

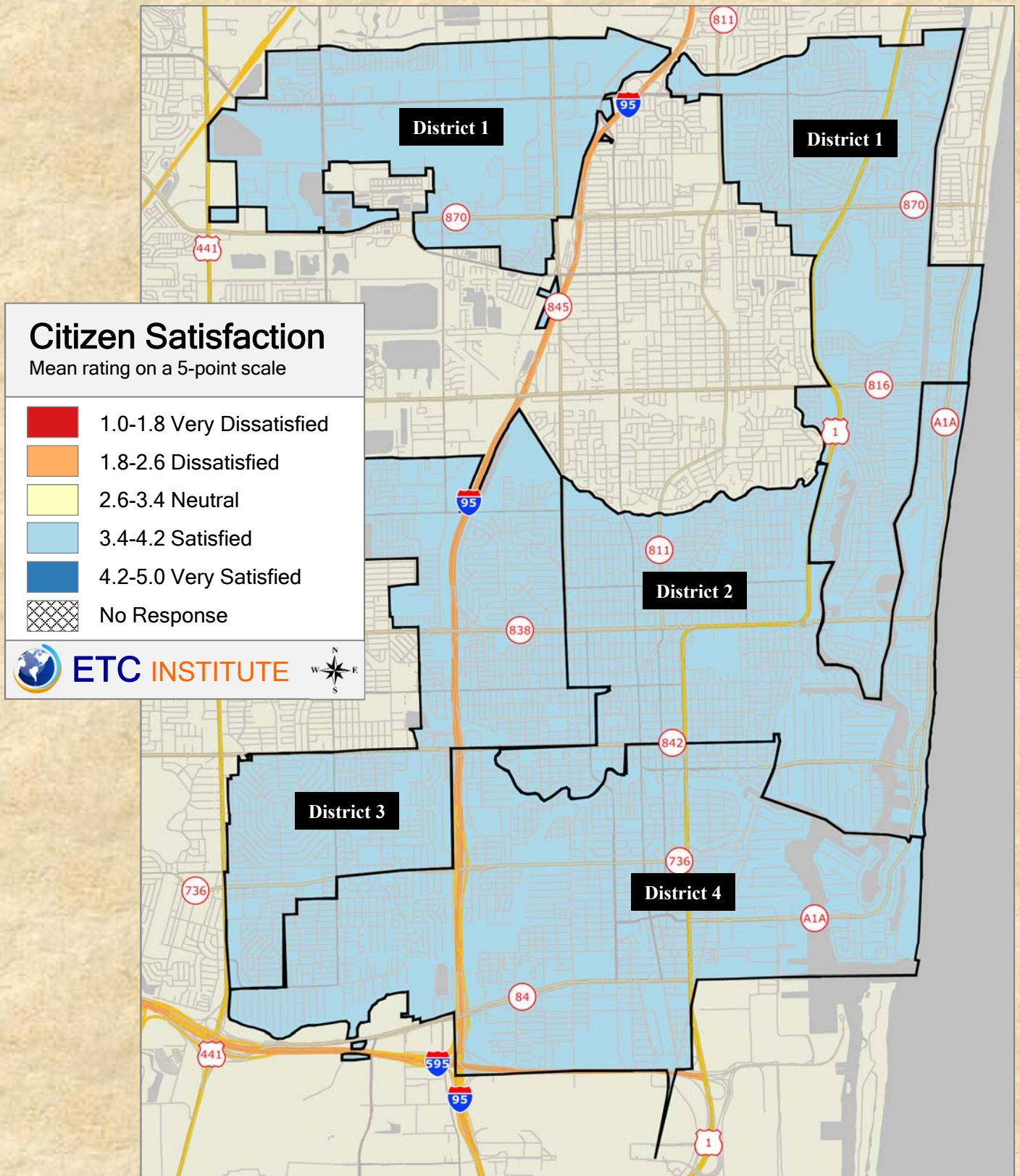
Q6b-07 Agreement that residents know where to get information during an emergency



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

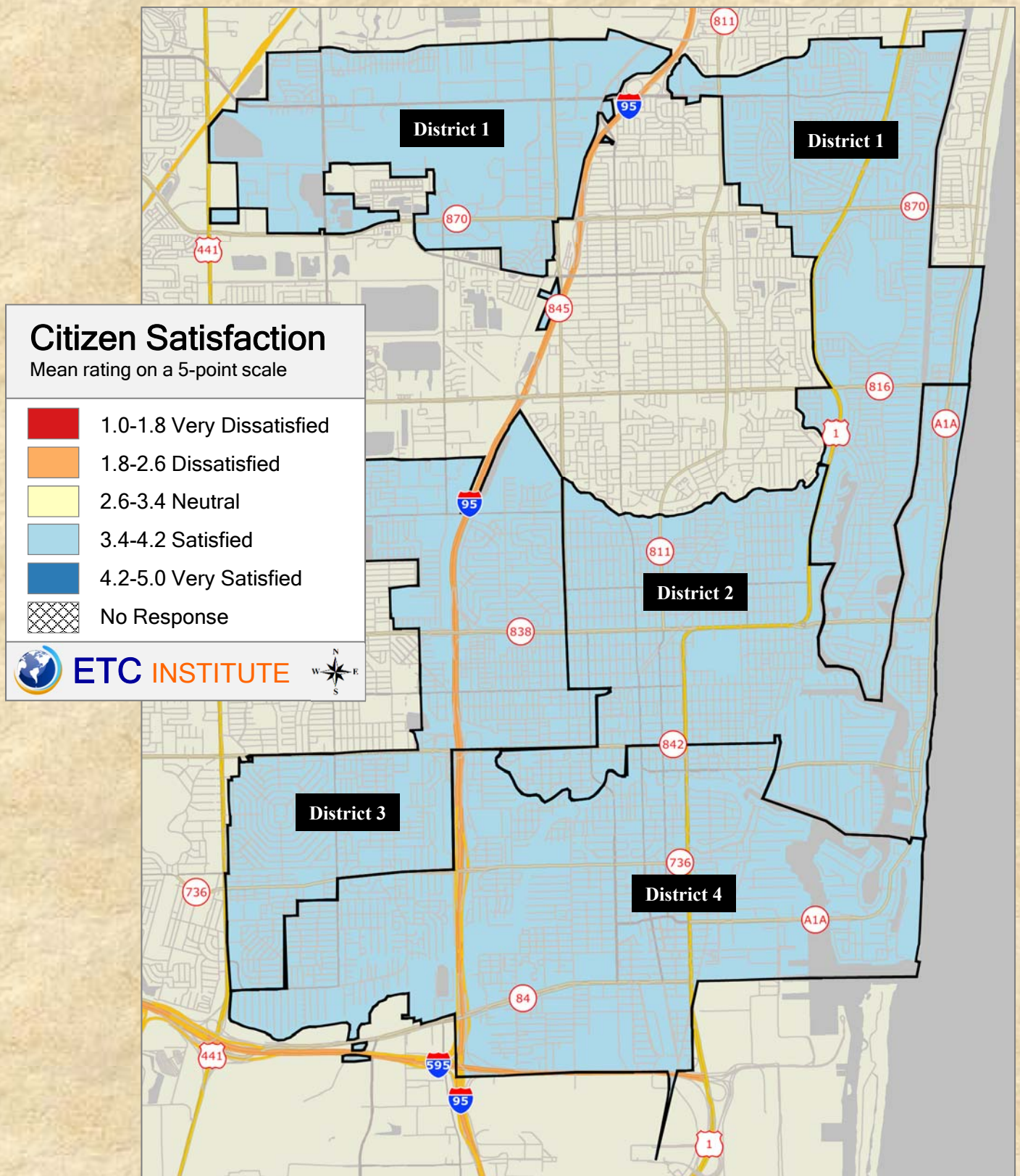
Q8-01 Satisfaction with overall quality of local police protection



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

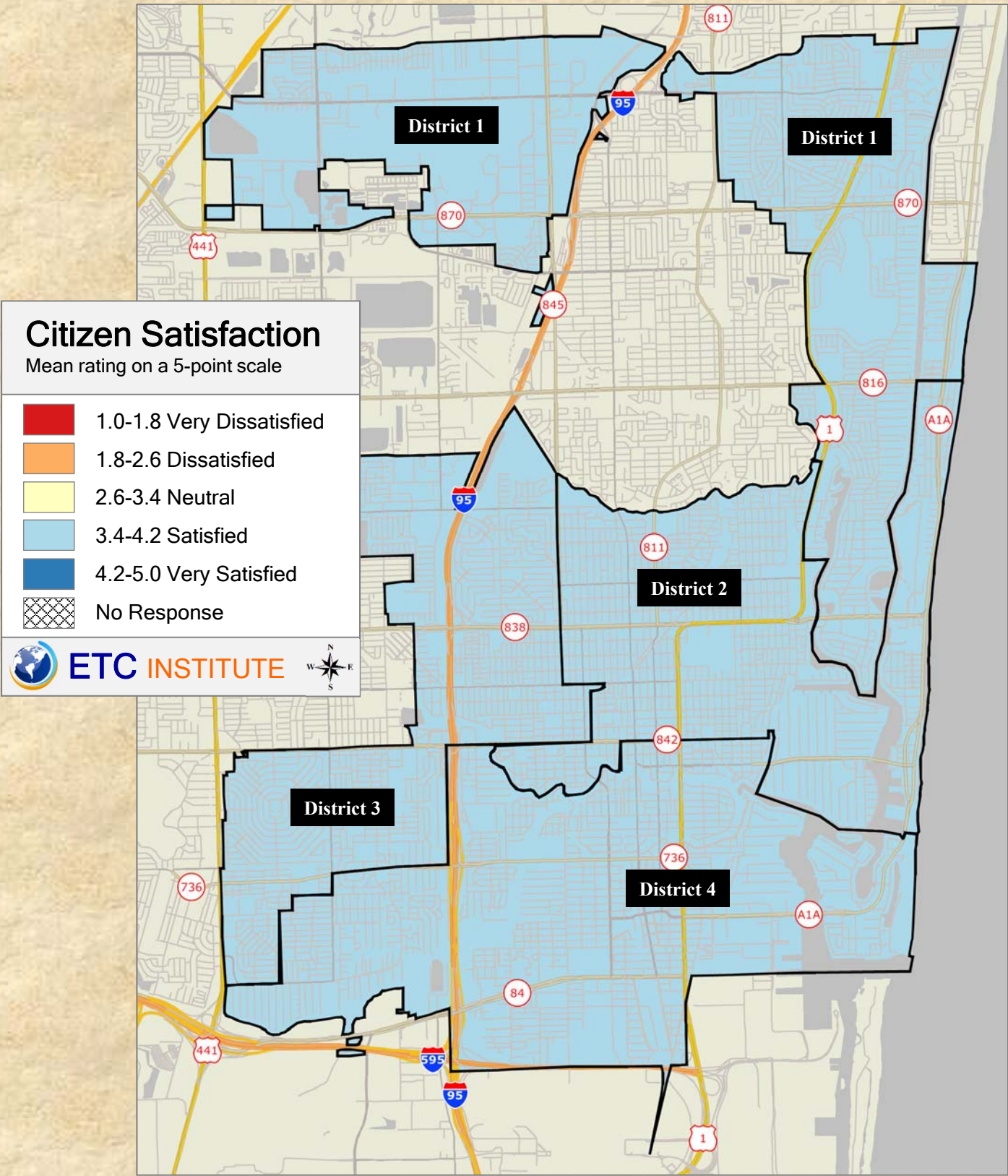
Q8-02 Satisfaction with professionalism of employees responding to emergencies



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

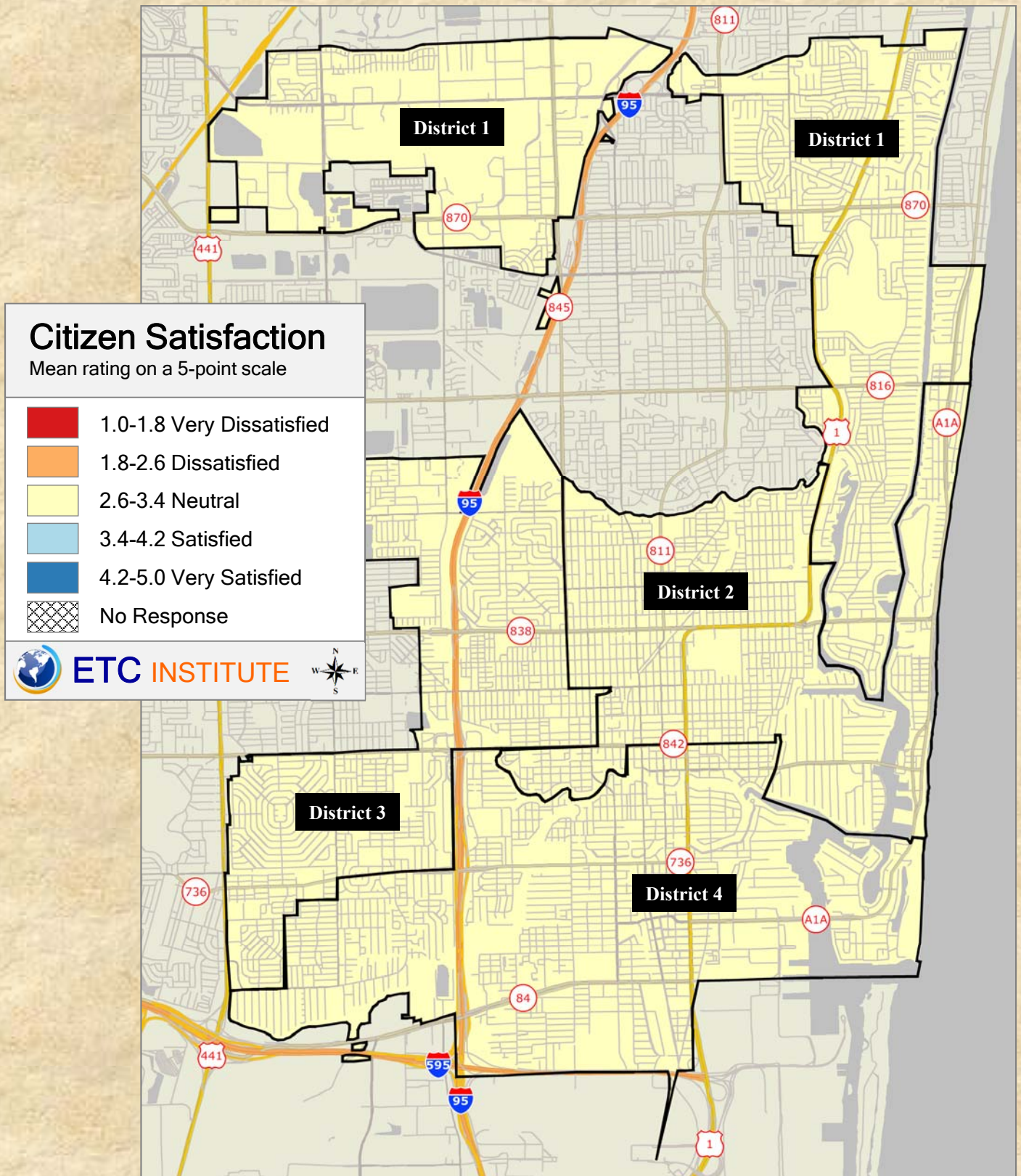
Q8-03 Satisfaction with how quickly police respond to 911 emergencies



2017 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



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

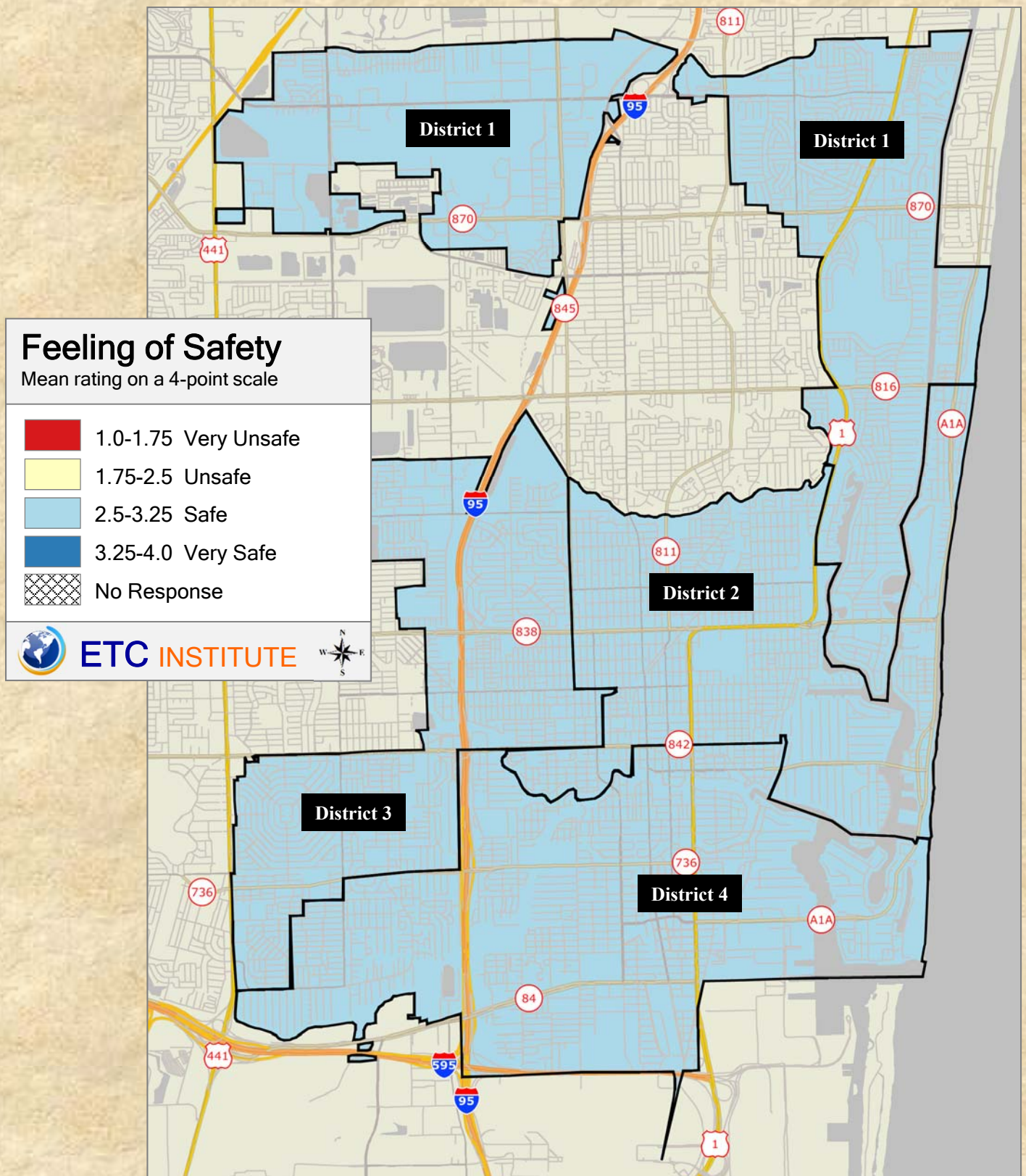
Q8-05 Satisfaction with the City's efforts to prevent crime



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

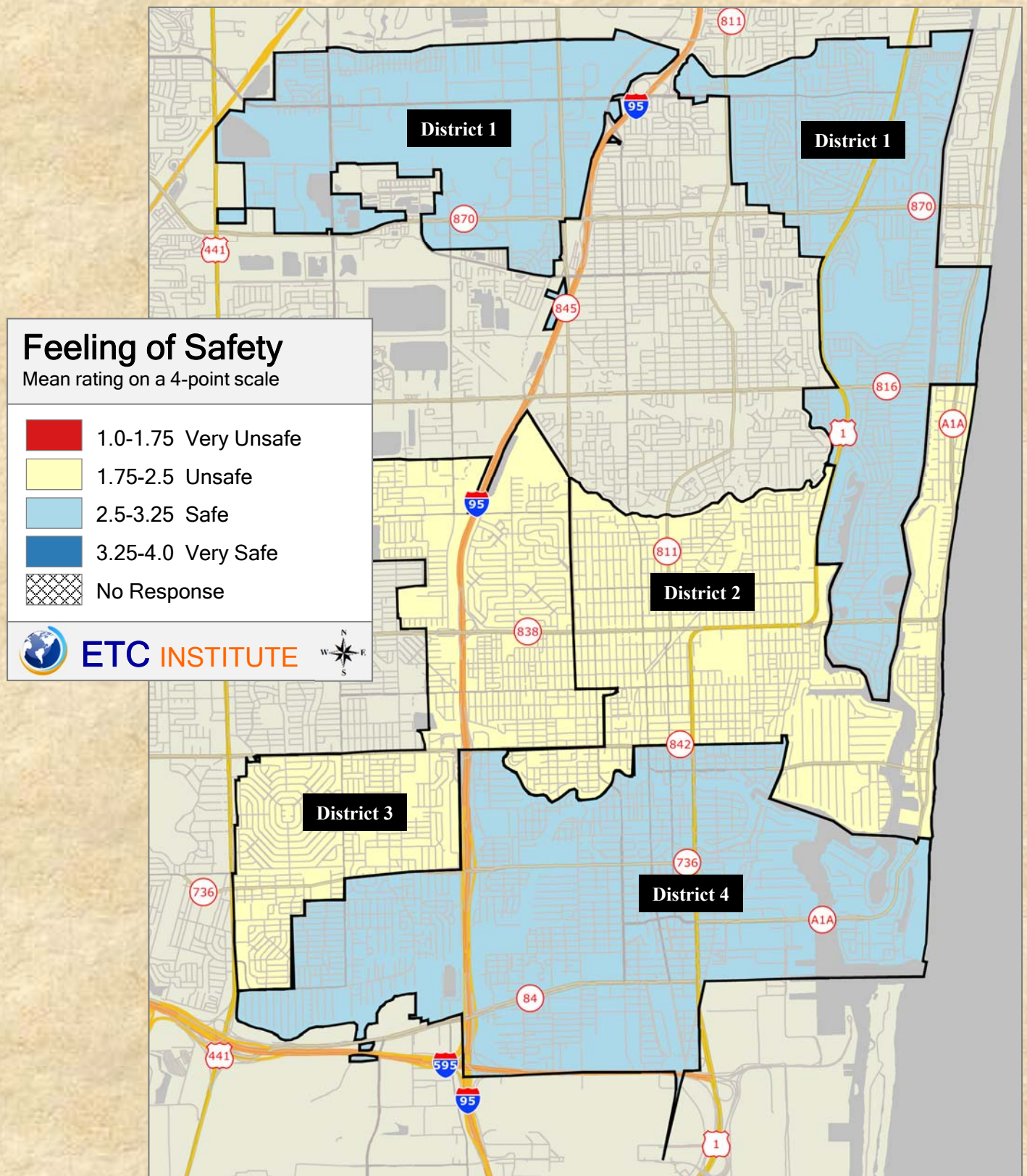
Q11-01 Feeling of safety walking and/or biking in neighborhoods during the day



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

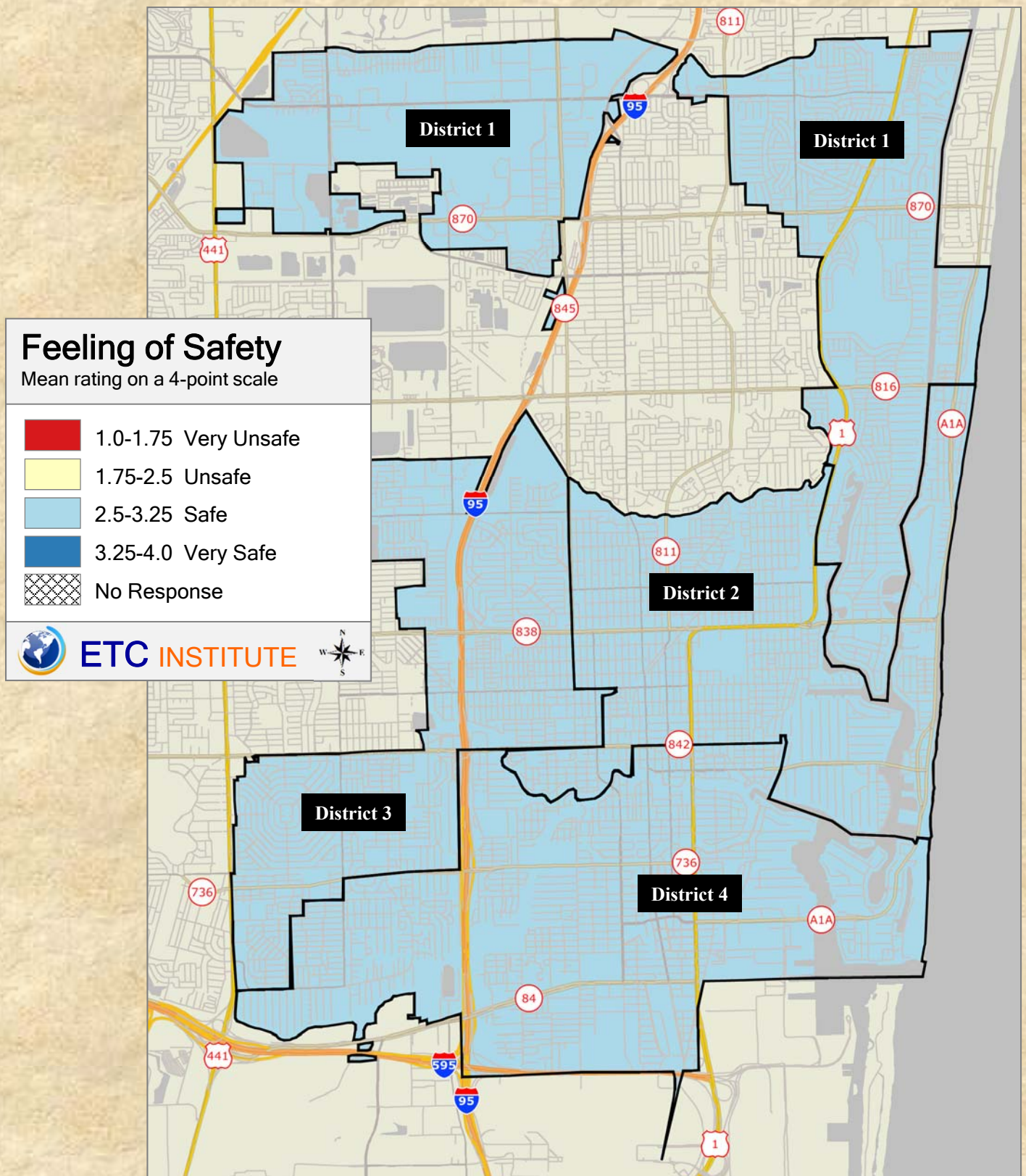
Q11-02 Feeling of safety walking and/or biking in neighborhoods at night



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

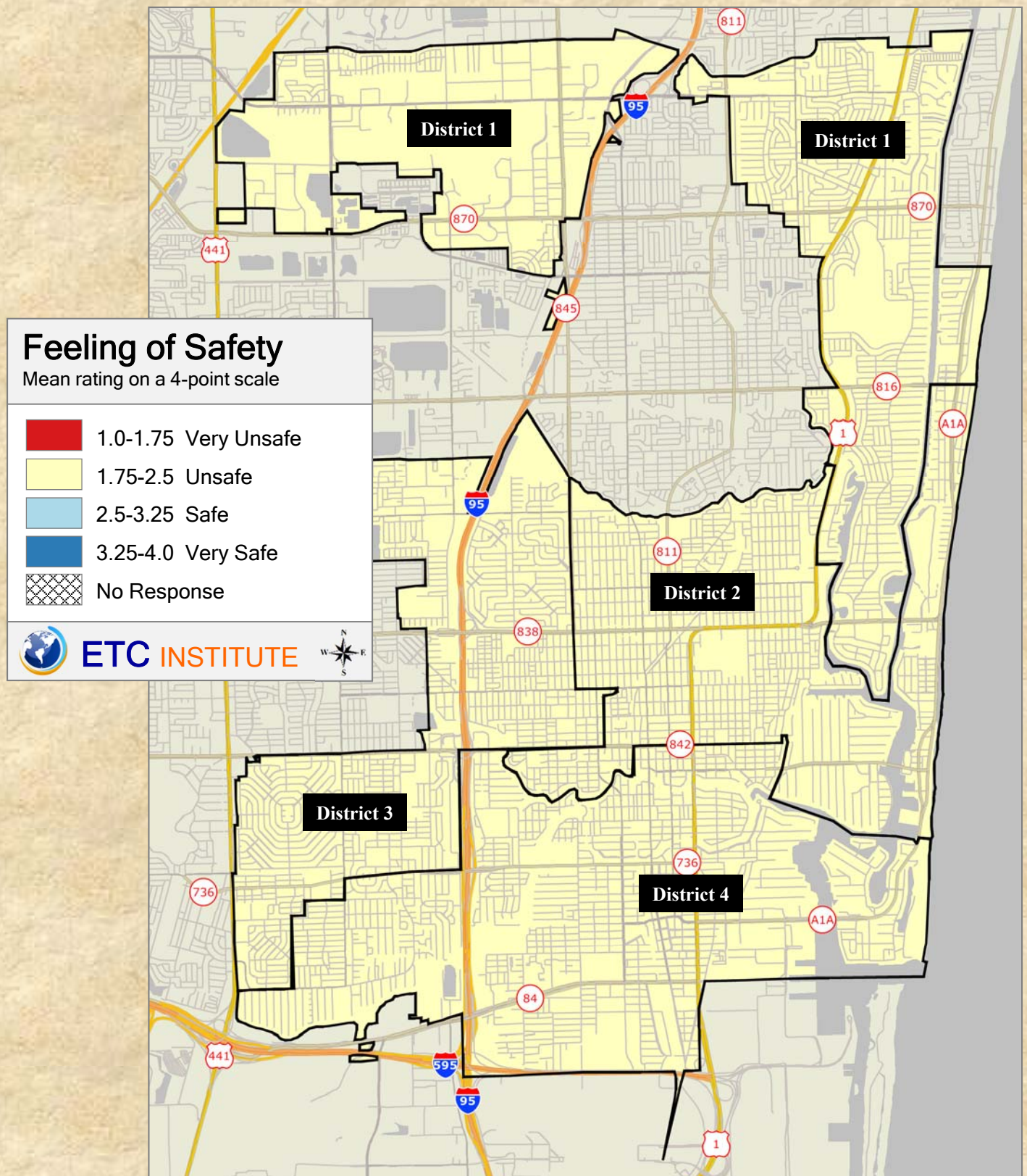
Q11-03 Feeling of safety in commercial/business areas during the day



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

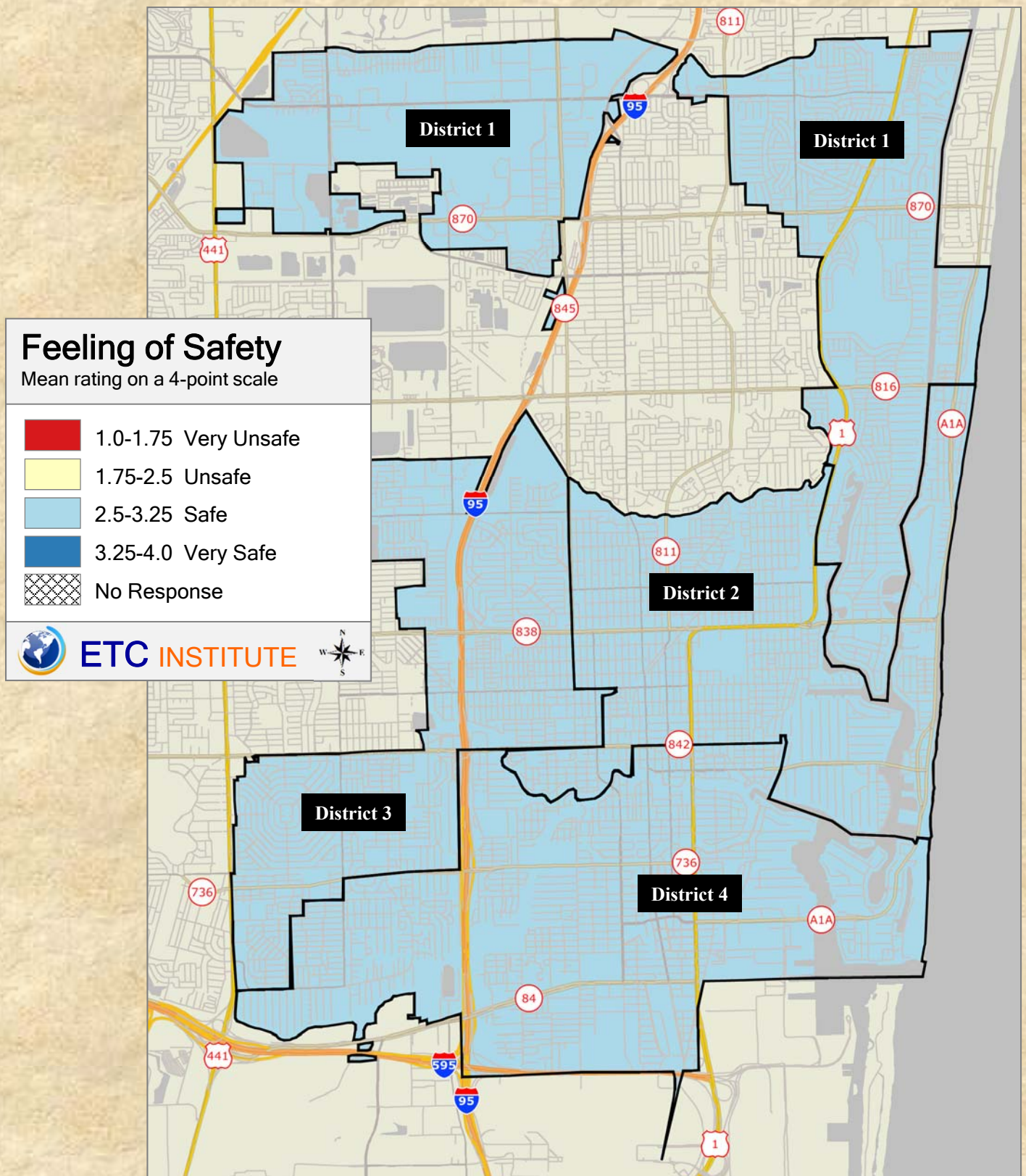
Q11-04 Feeling of safety in commercial/business areas at night



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

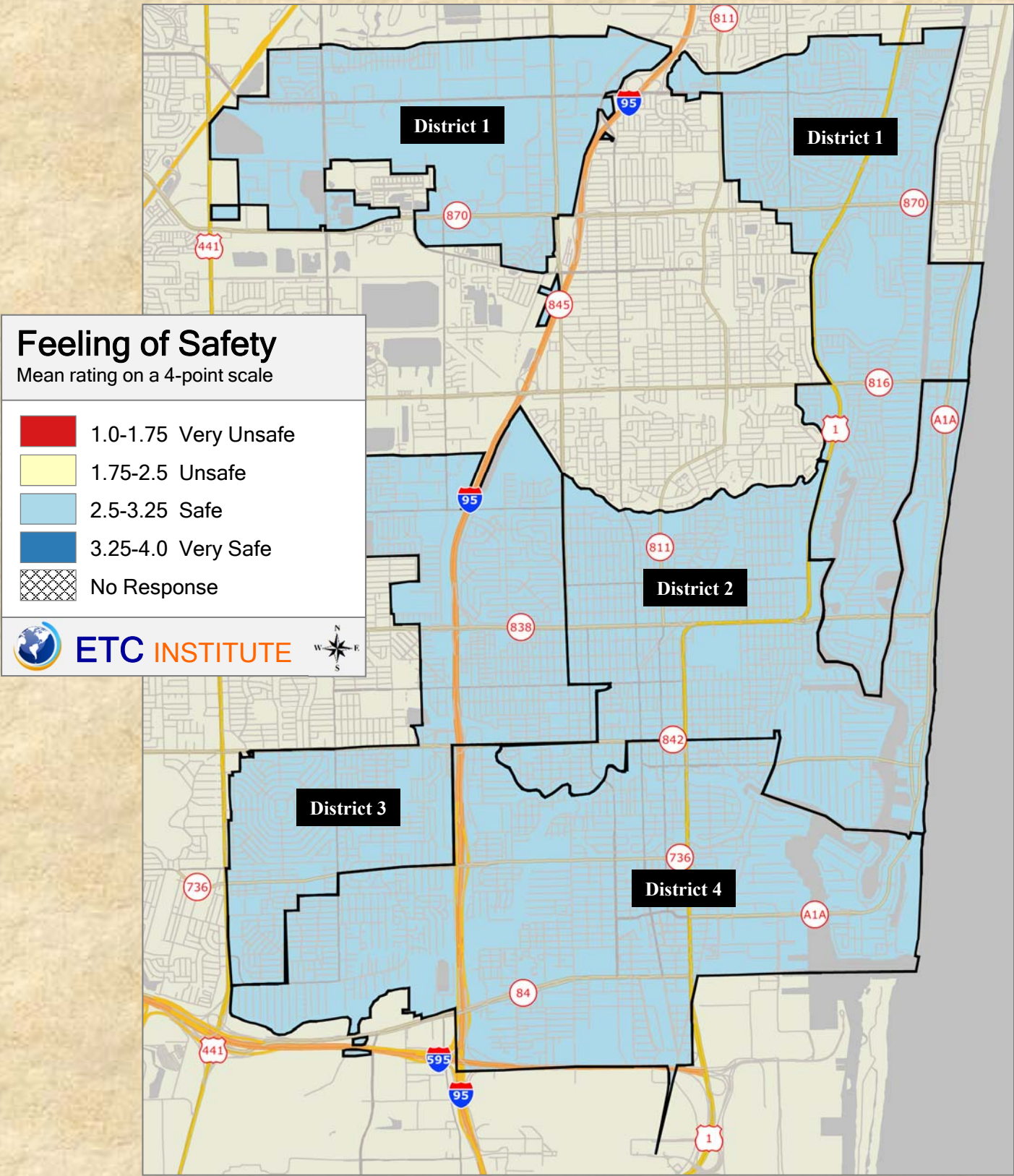
Q11-05 Feeling of safety along the beach



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

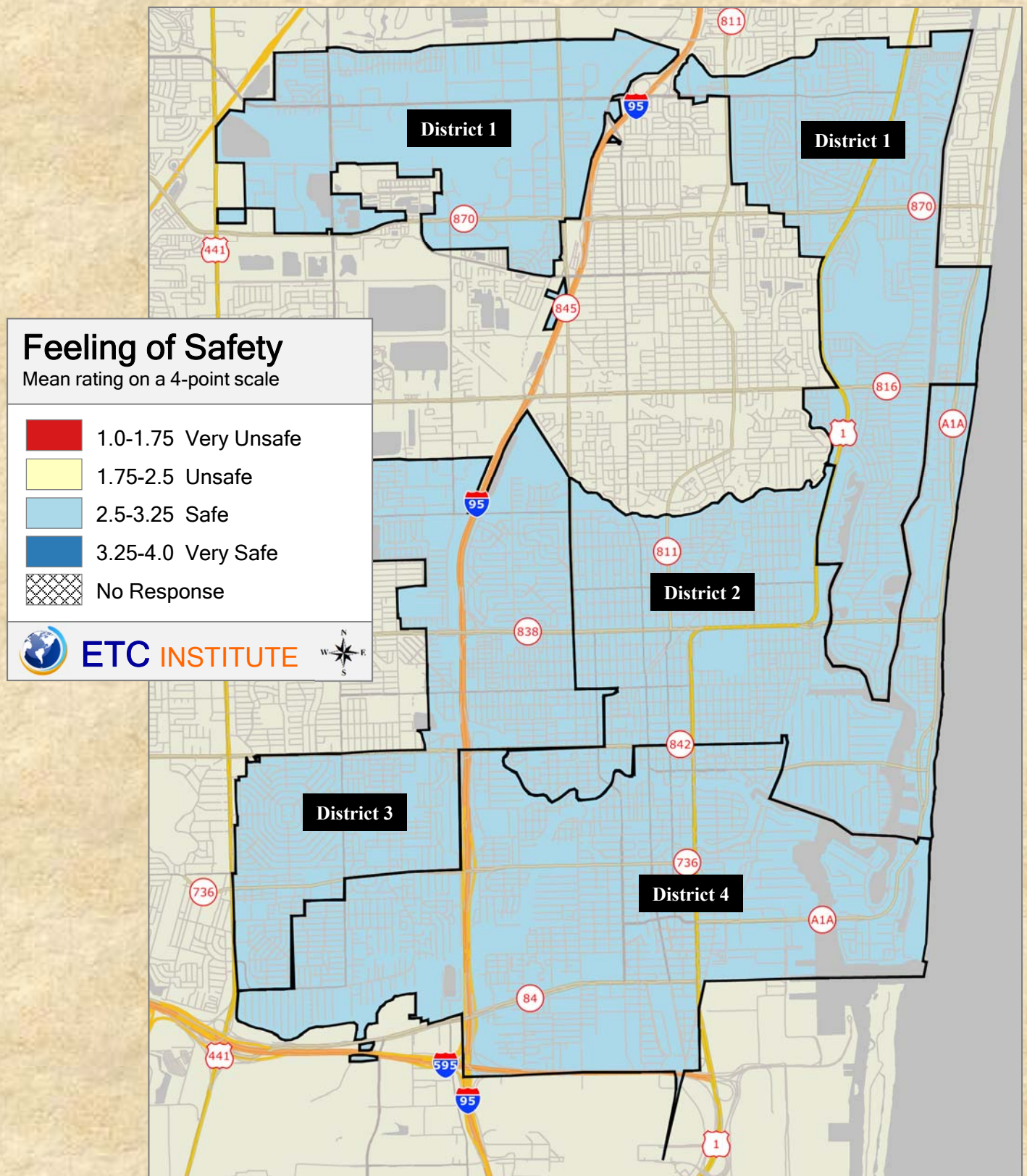
Q11-06 Feeling of safety in Downtown



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

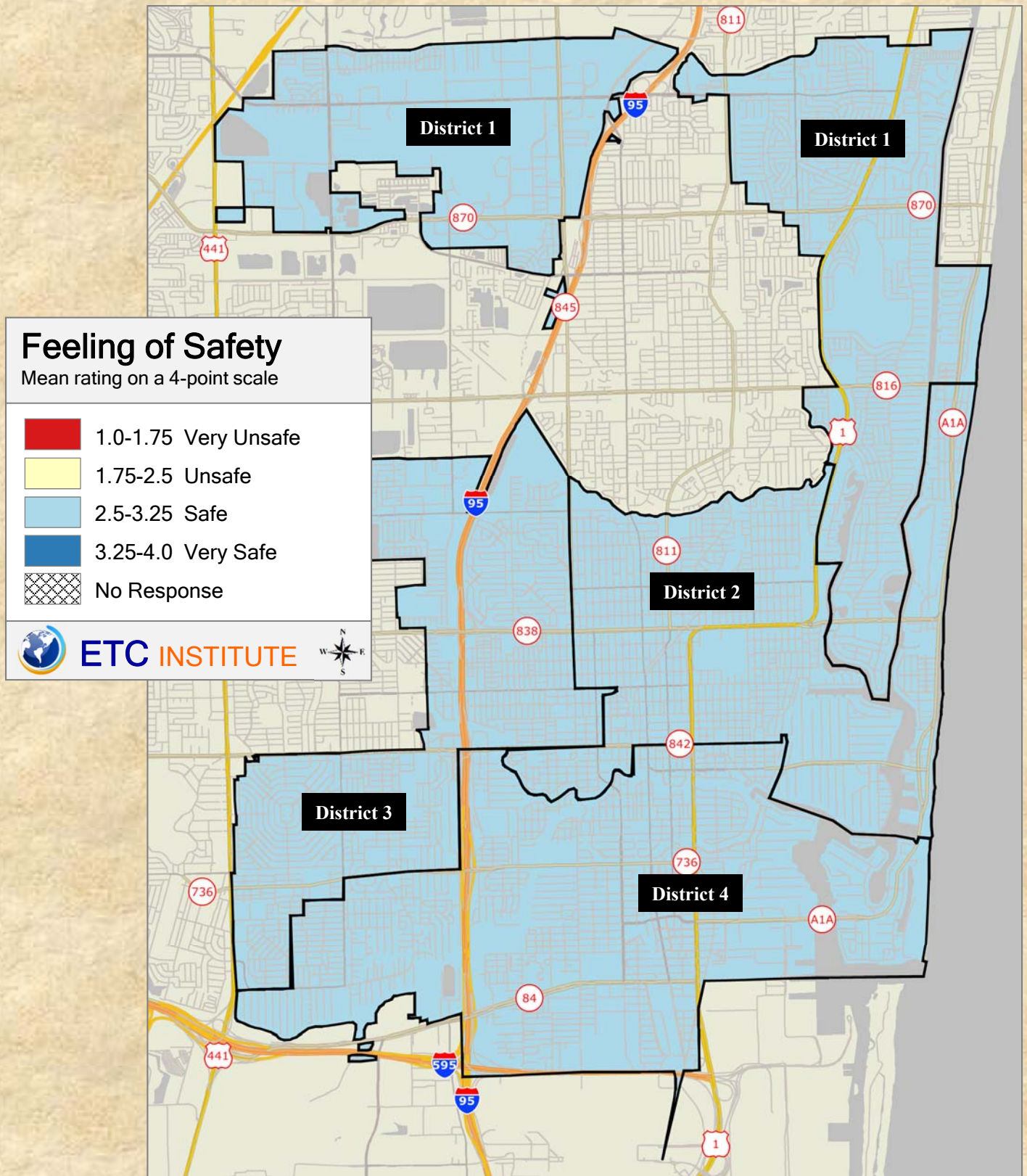
Q11-07 Feeling of safety at special events



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

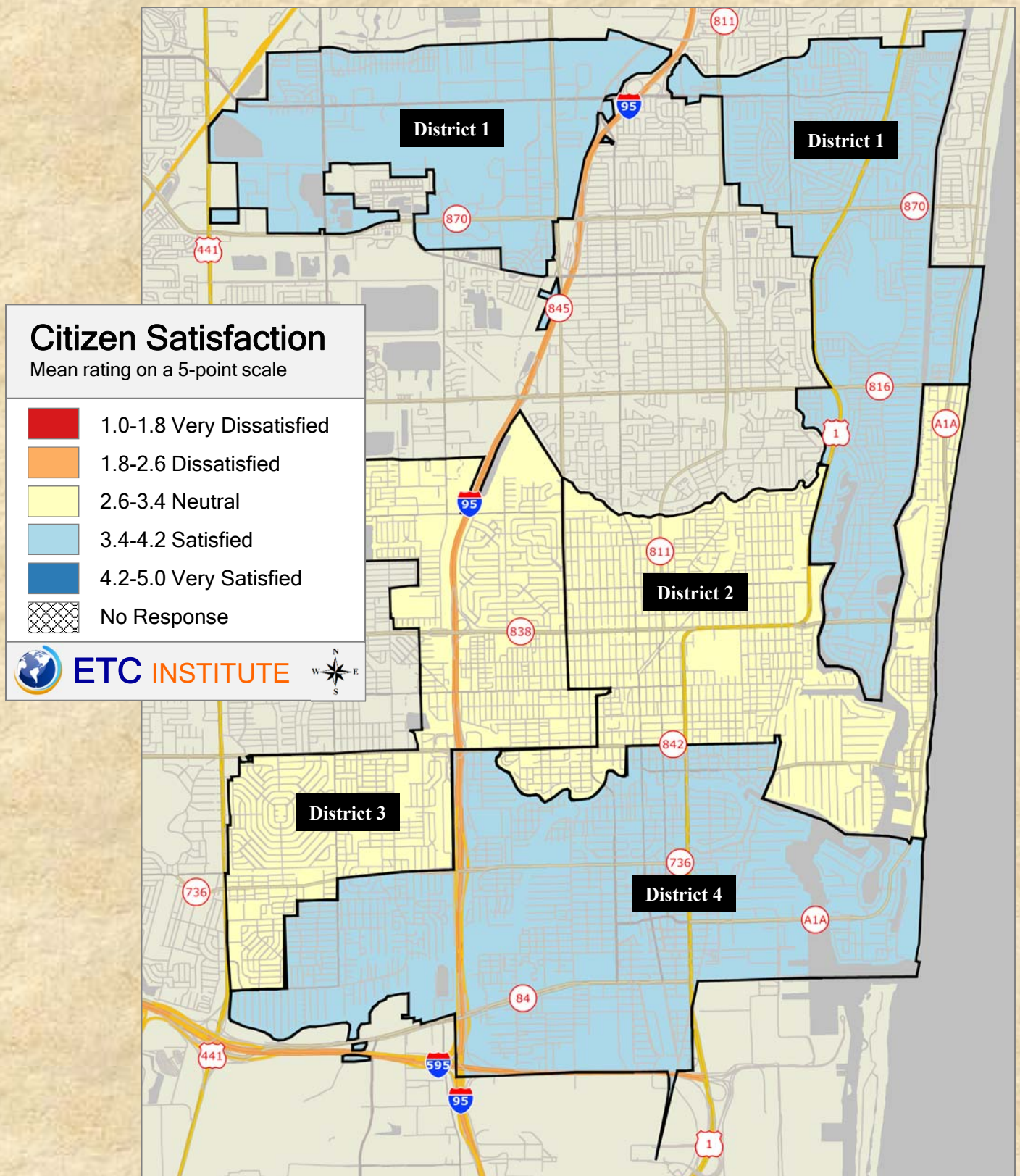
Q11-08 Feeling of safety in City parks



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

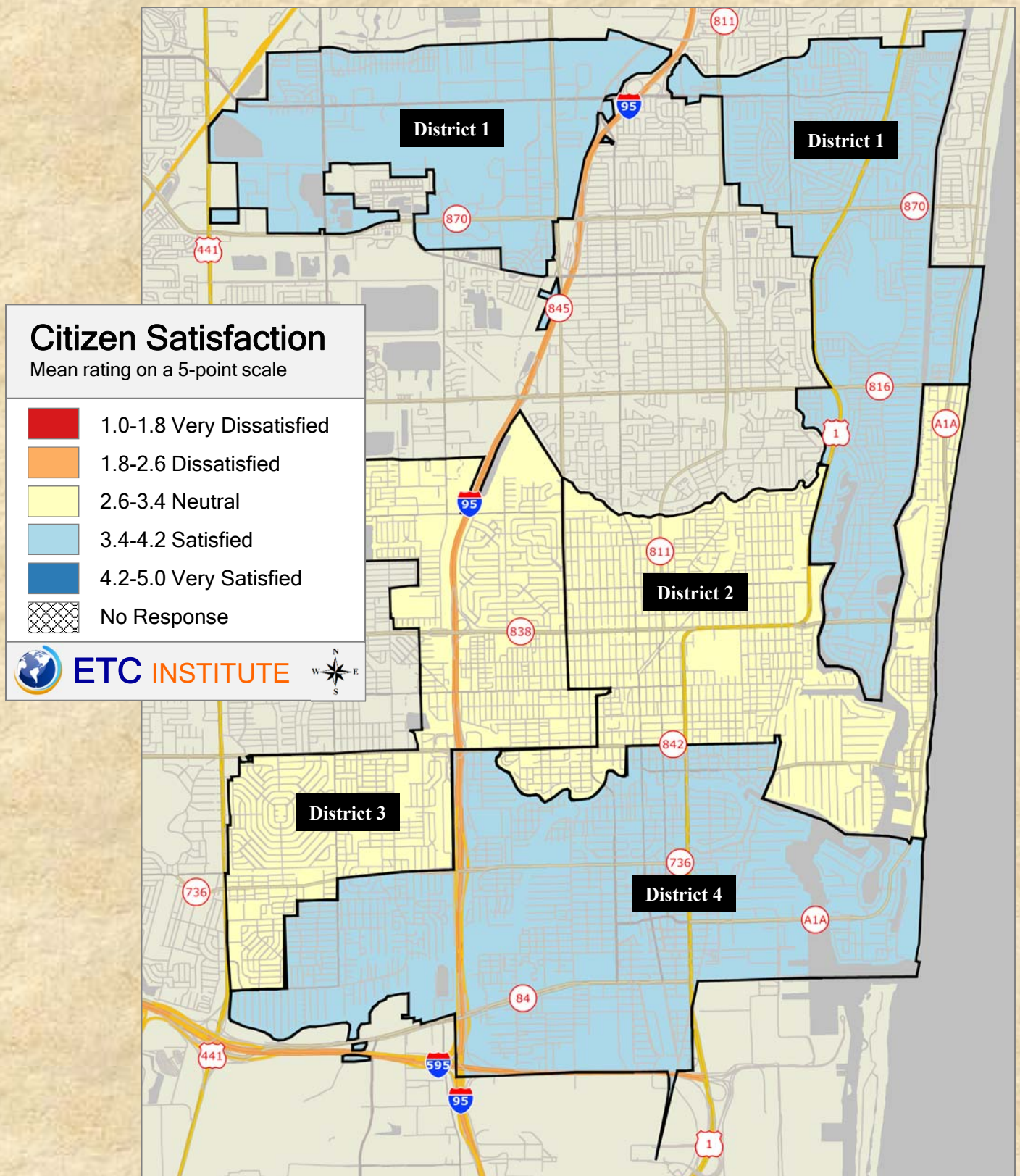
Q12-01 Satisfaction with the cleanup of litter and debris on private property



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

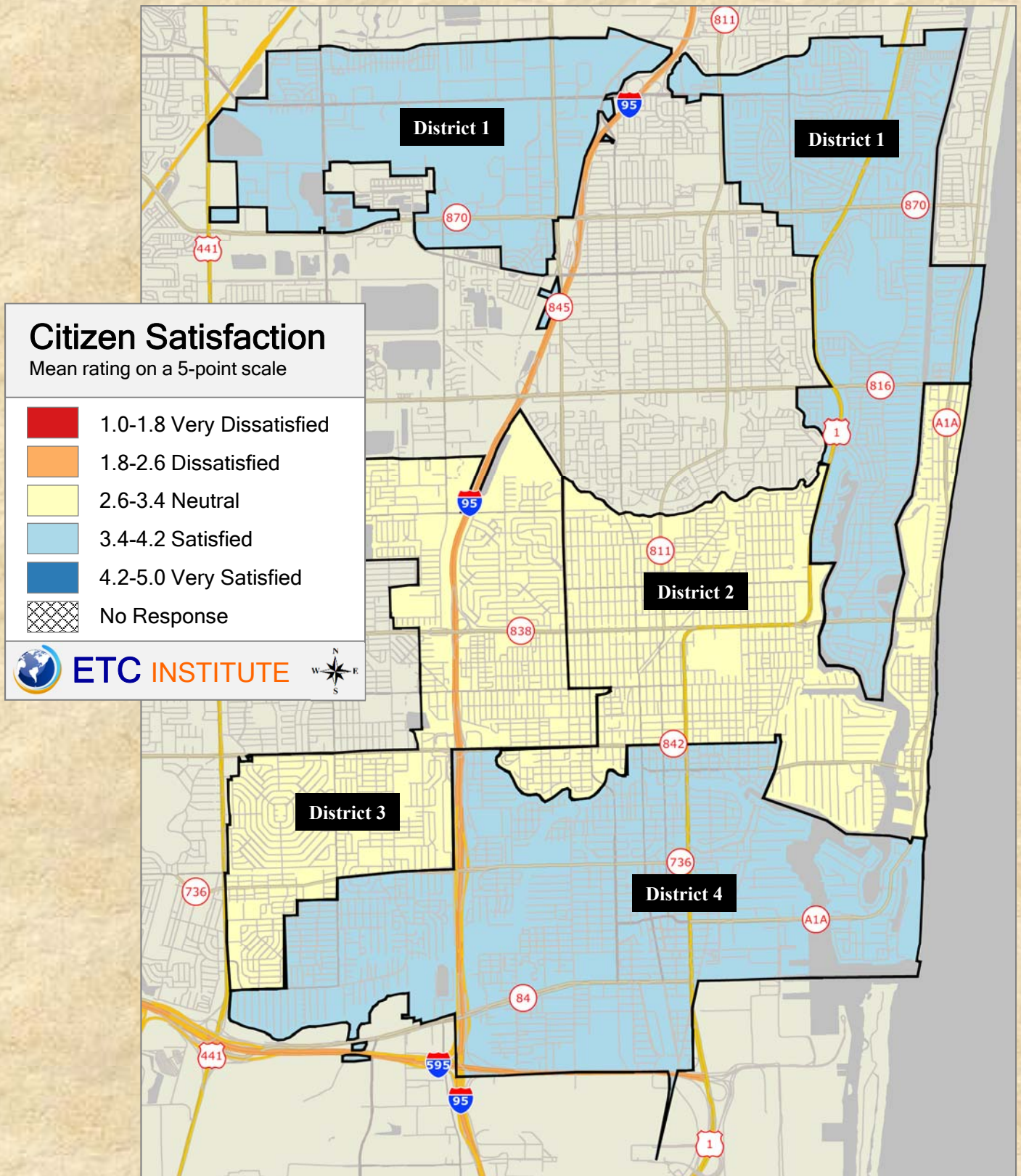
Q12-02 Satisfaction with the mowing and cutting of weeds and grass on private property



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

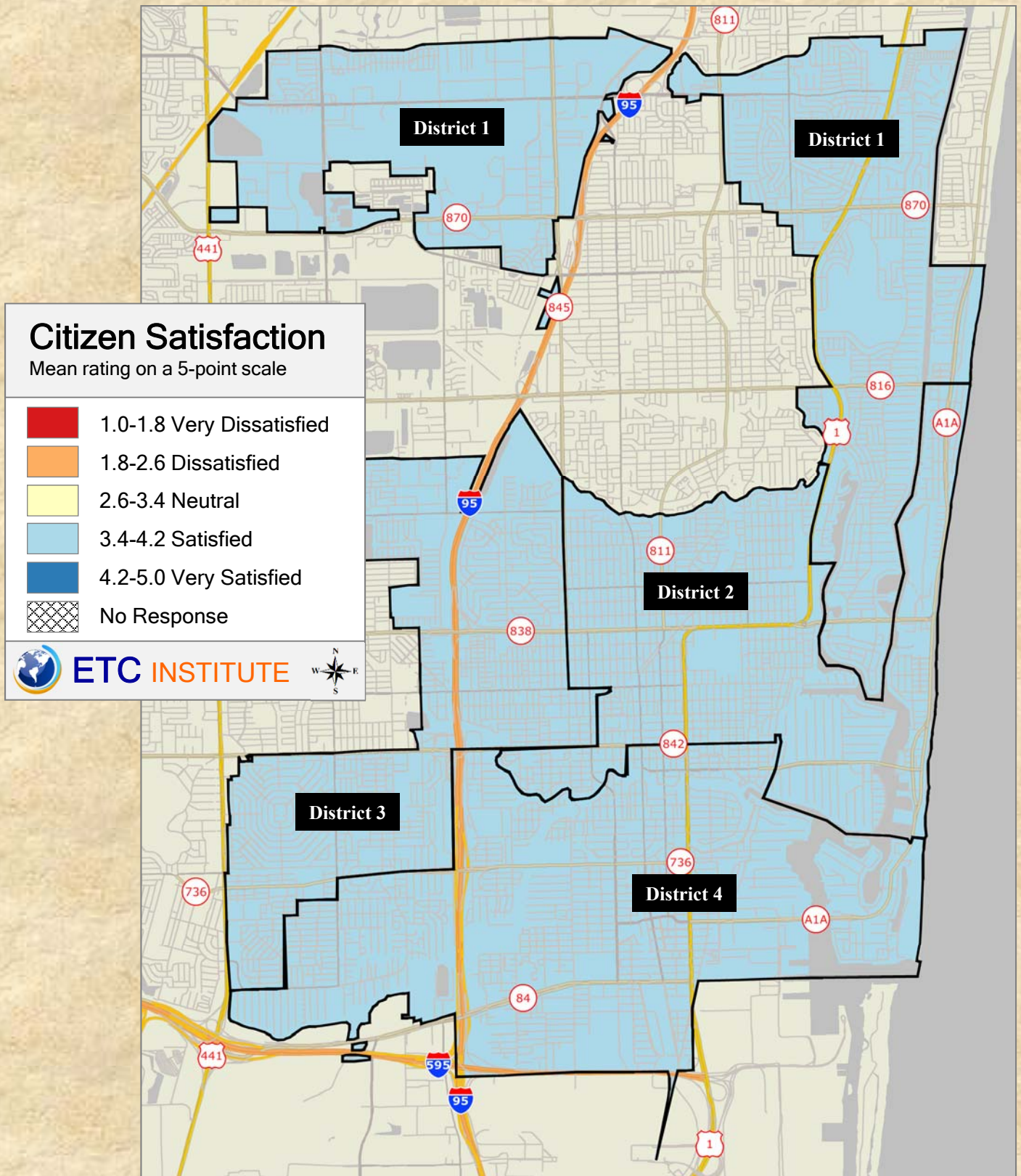
Q12-03 Satisfaction with the maintenance of residential property (exterior of homes)



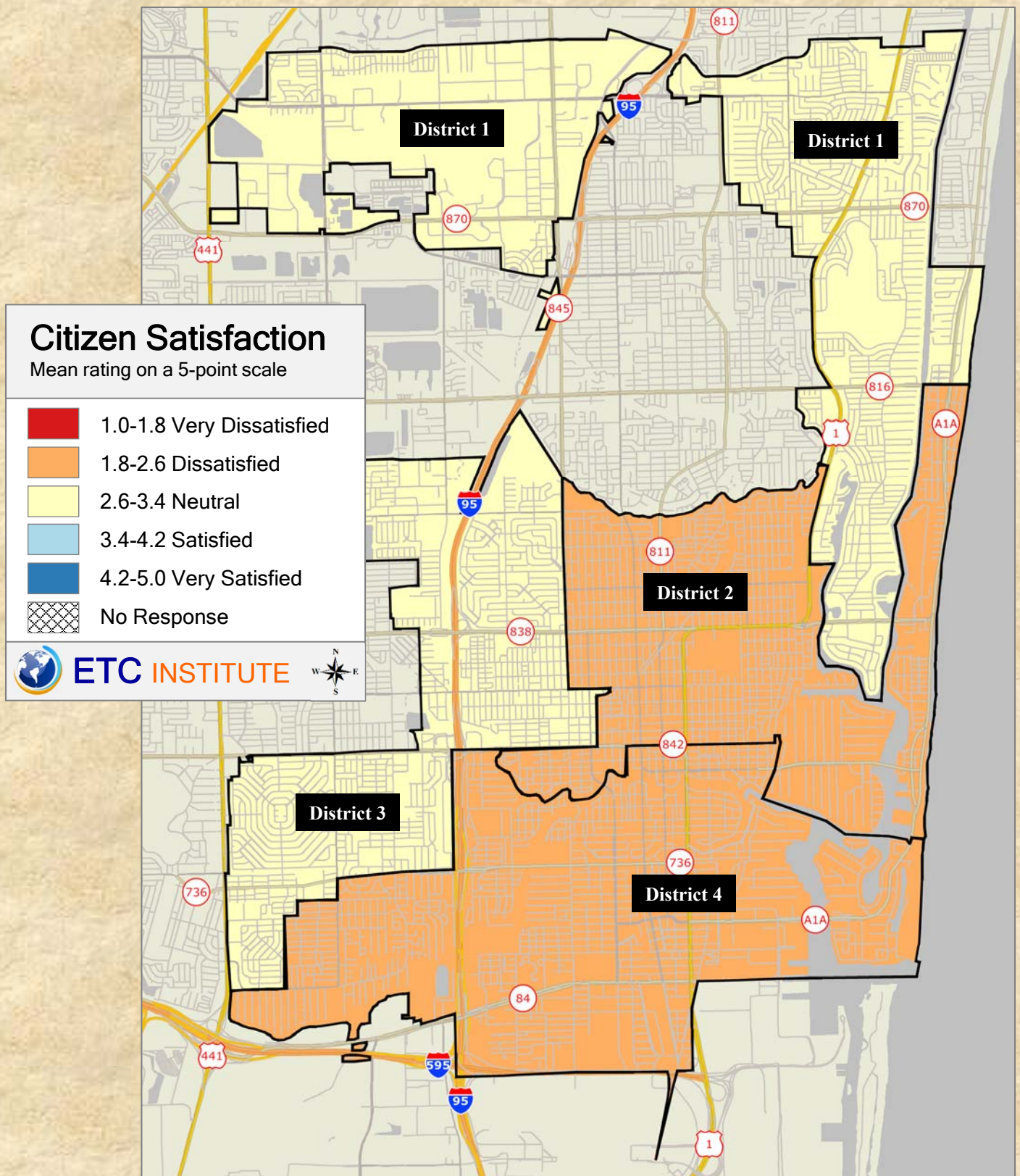
2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q12-04 Satisfaction with the maintenance of business property



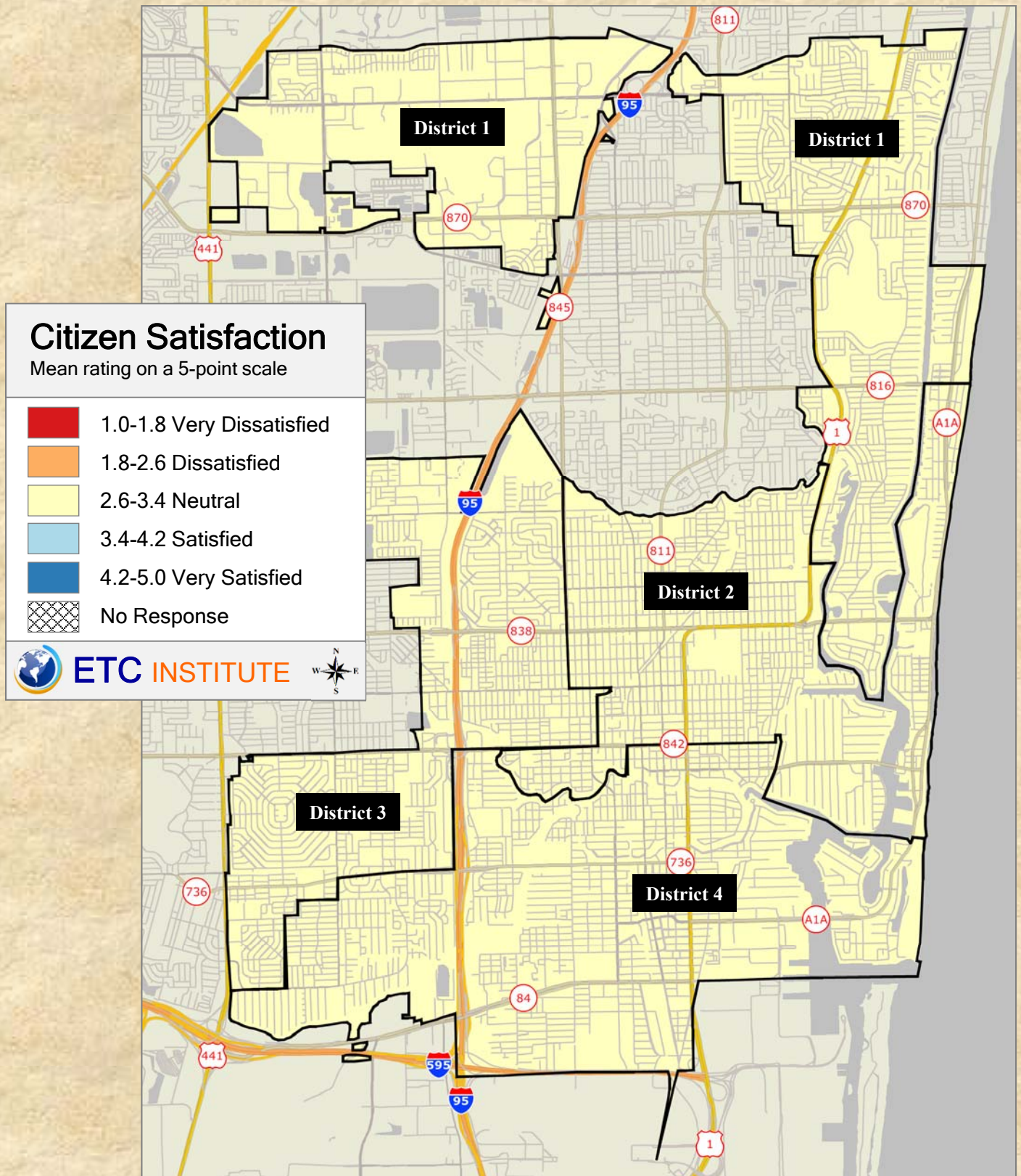
Q13-01 Satisfaction with ease of obtaining permits for construction or renovation



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

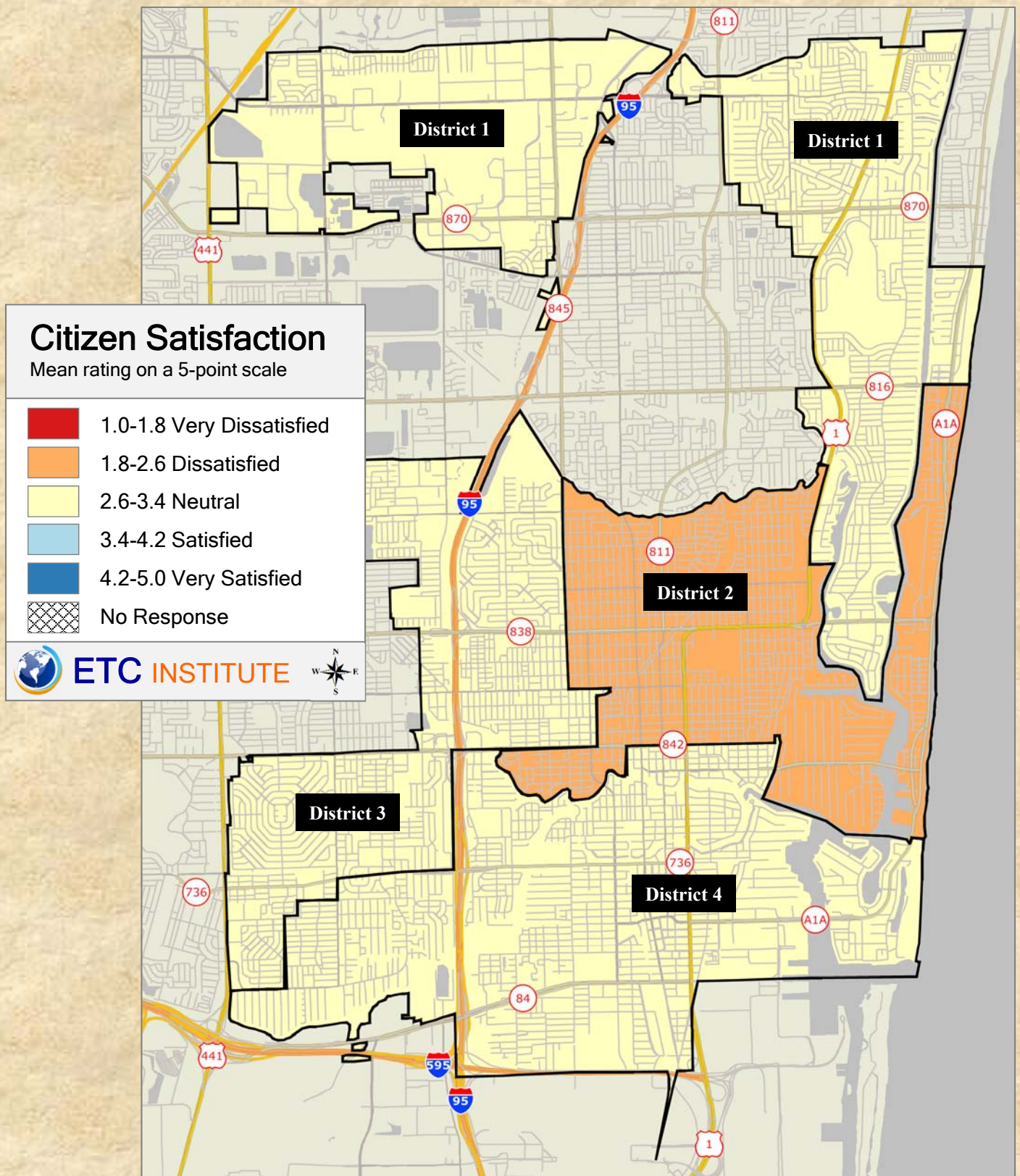
Q13-02 Satisfaction with ease of conducting inspections for construction or renovation



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

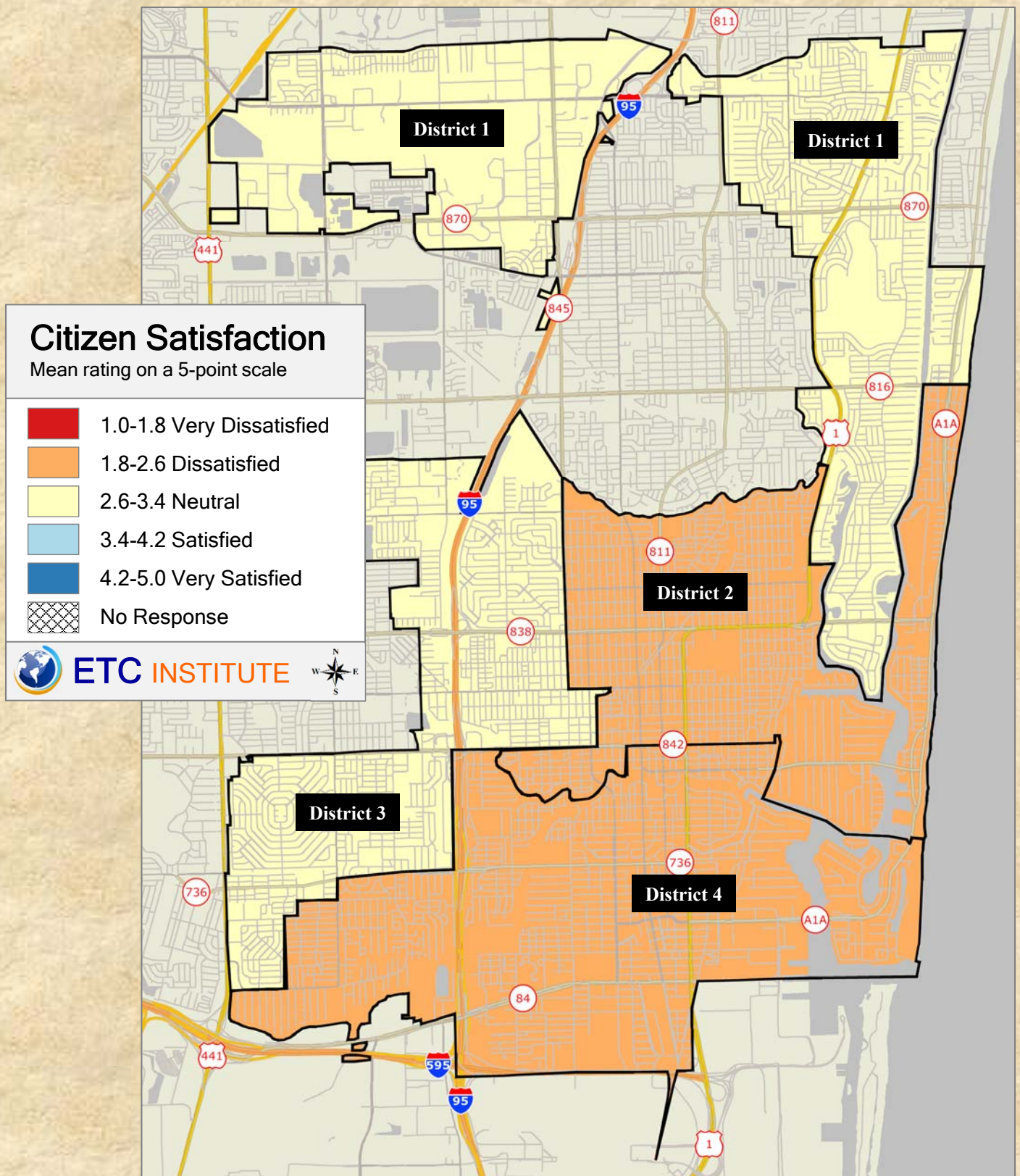
Q13-03 Satisfaction with effectiveness of City efforts to revitalize low-income areas



2017 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



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

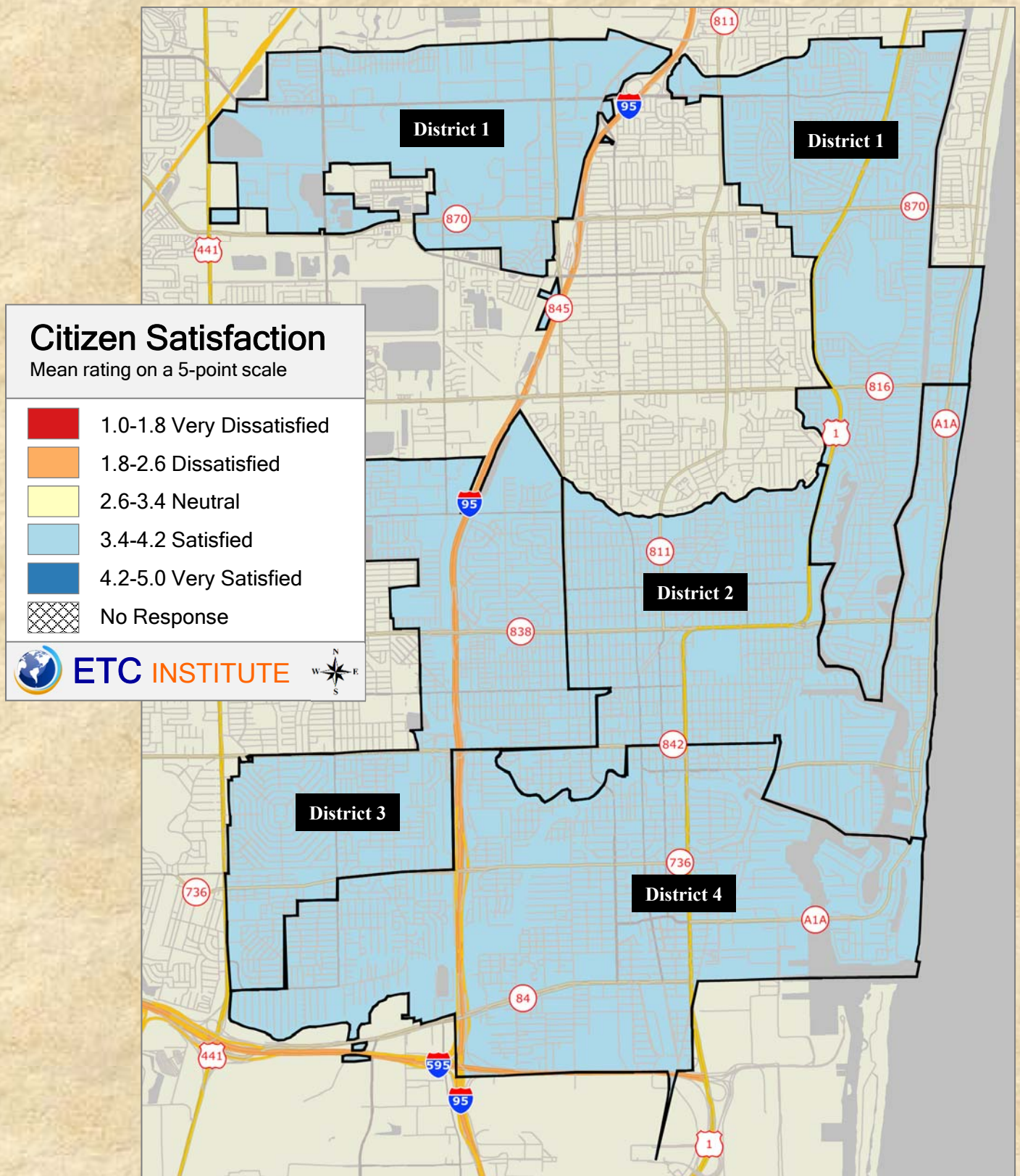
Q13-05 Satisfaction with City support of the preservation of historic buildings in the City



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

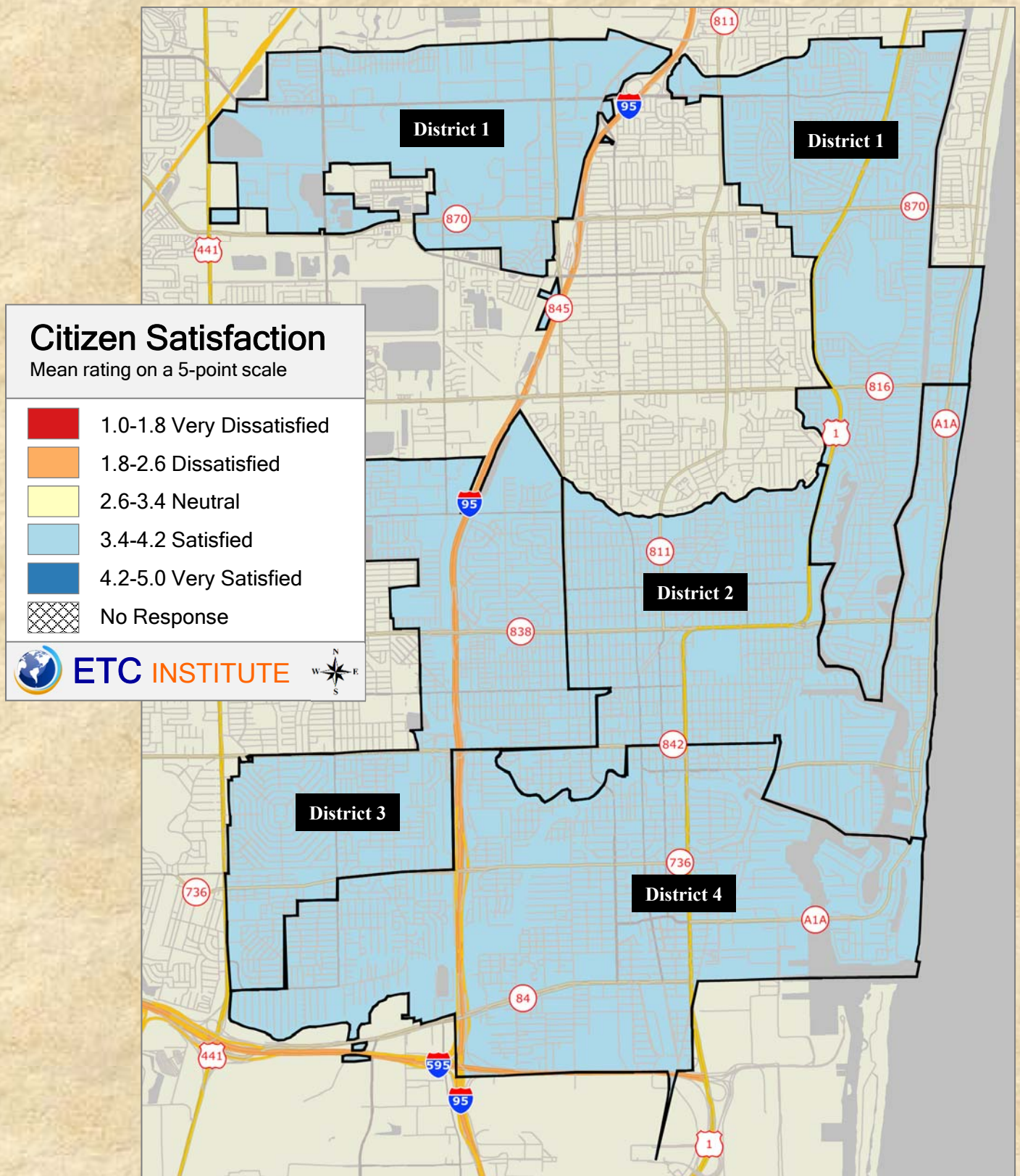
Q14-01 Satisfaction with maintenance of City parks



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

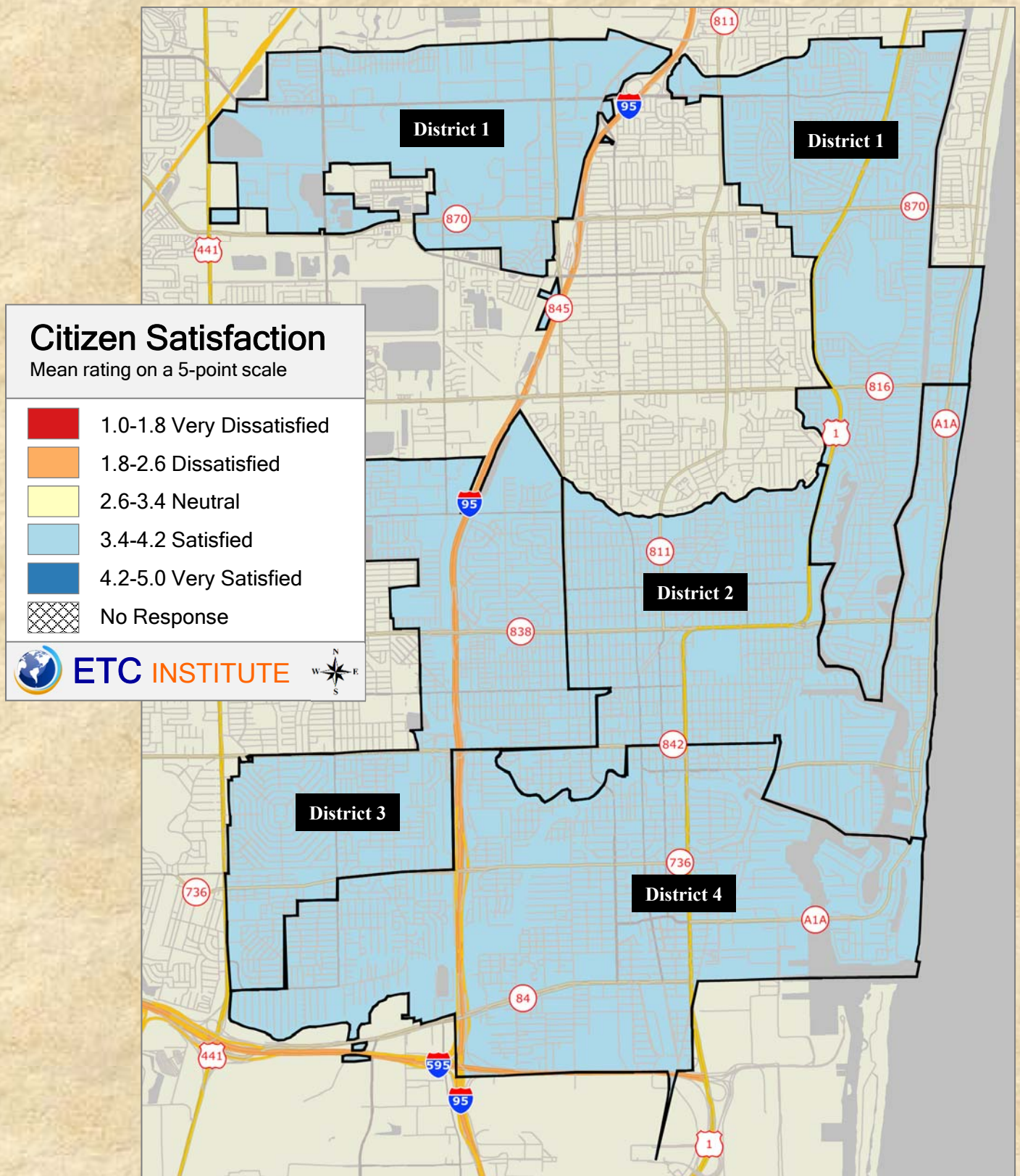
Q14-02 Satisfaction with proximity of home to City parks and open space



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

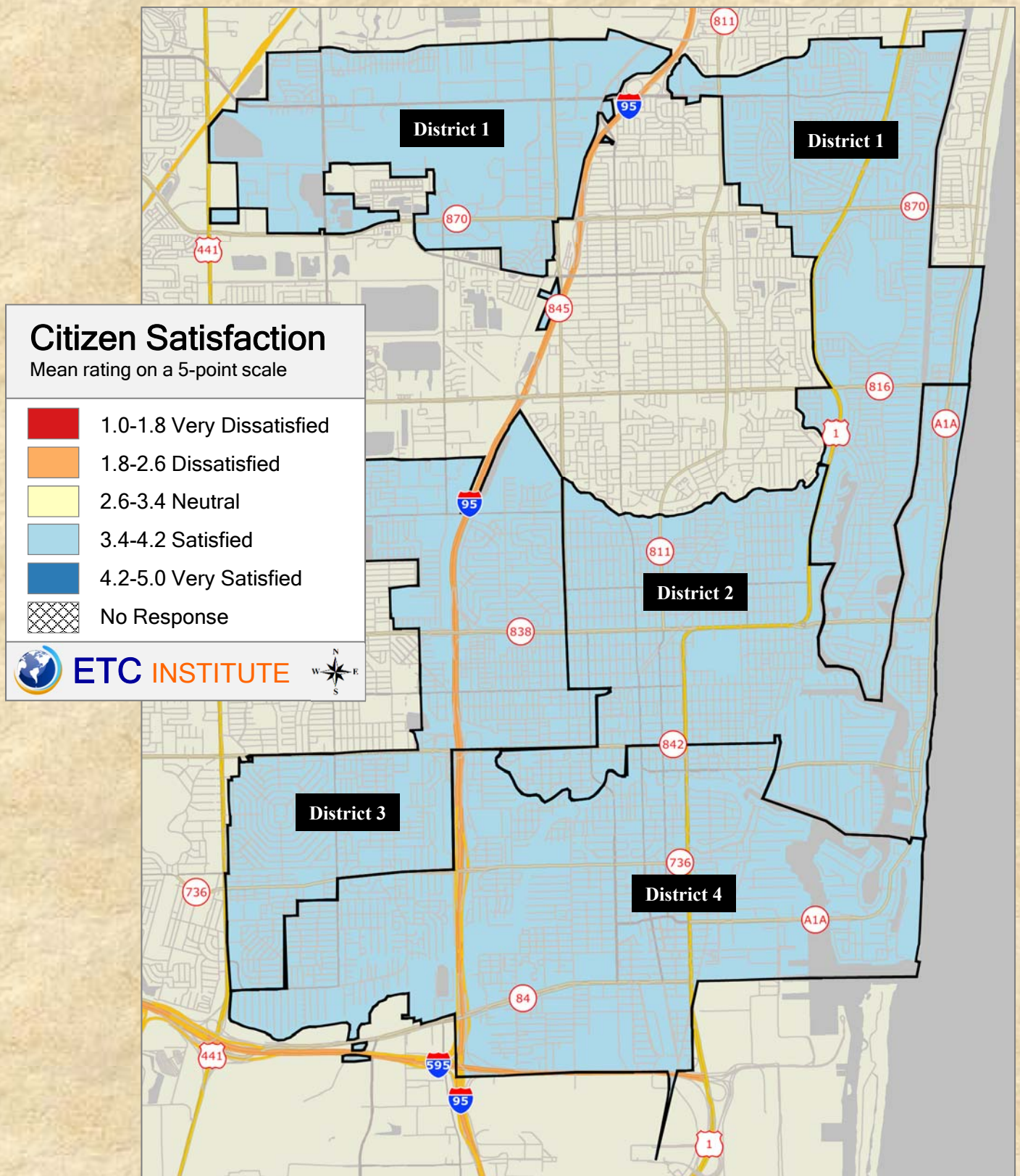
Q14-03 Satisfaction with quality of athletic fields



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

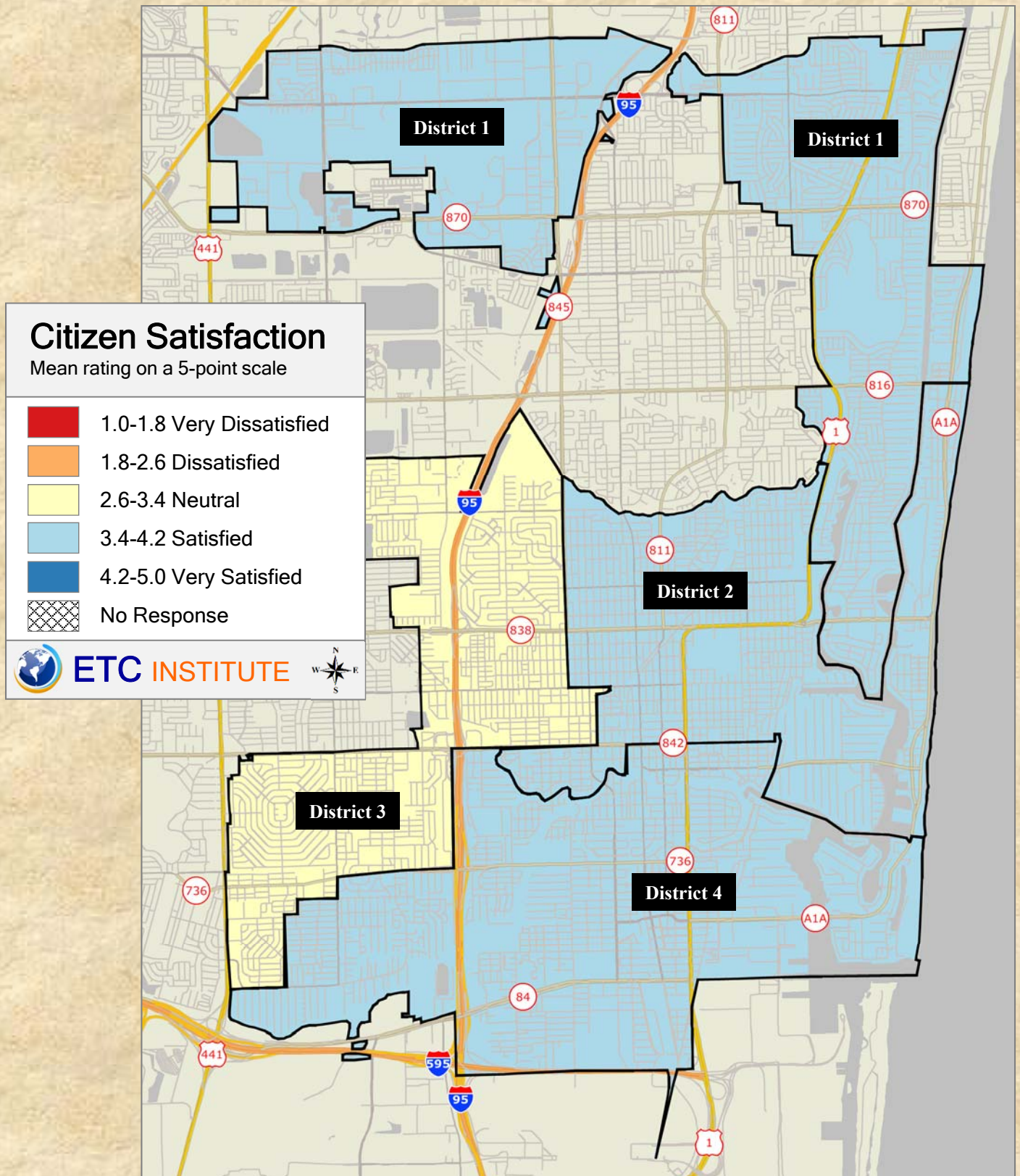
Q14-04 Satisfaction with availability of athletic fields



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

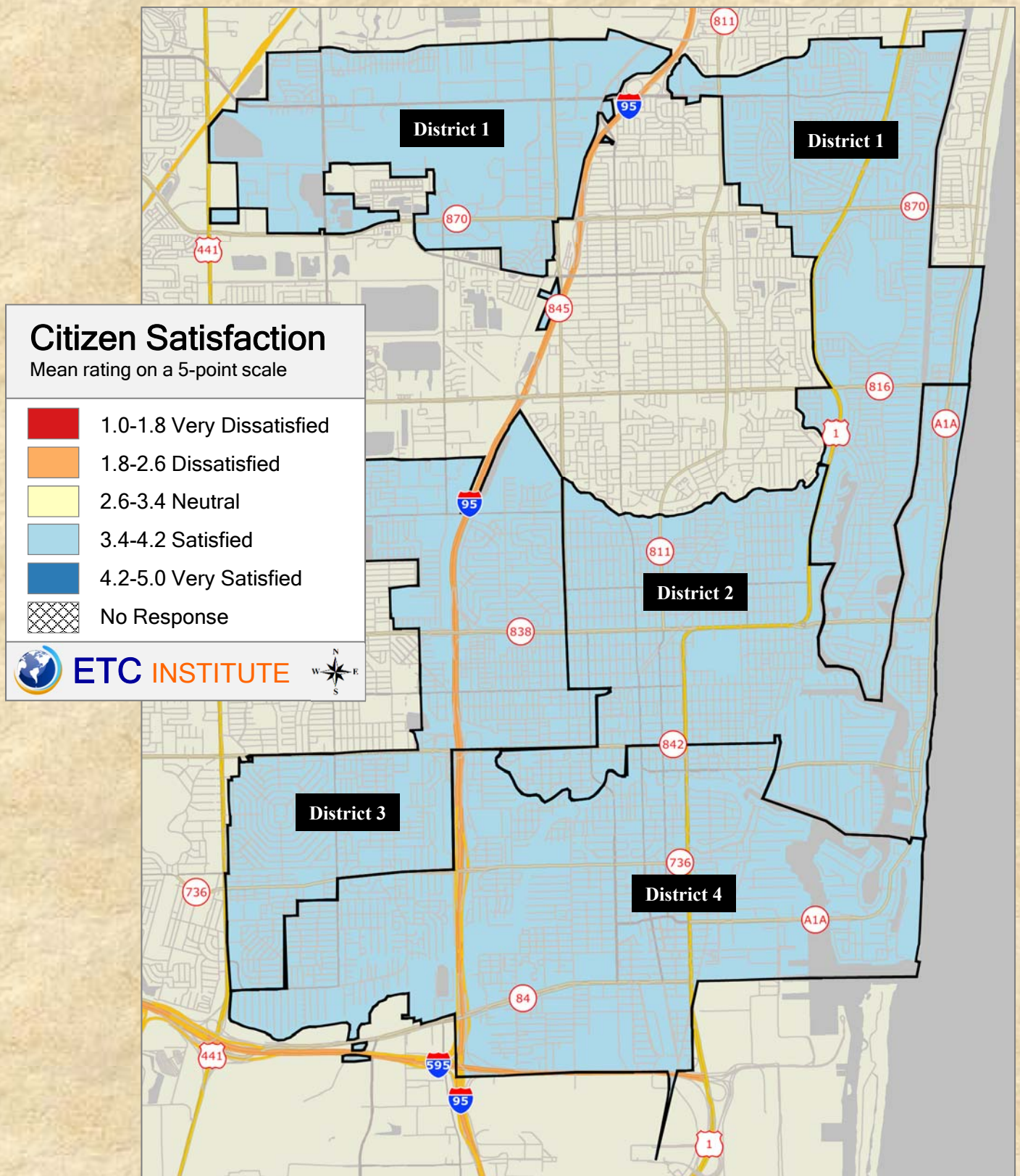
Q14-05 Satisfaction with availability of information about City parks and recreation programs



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

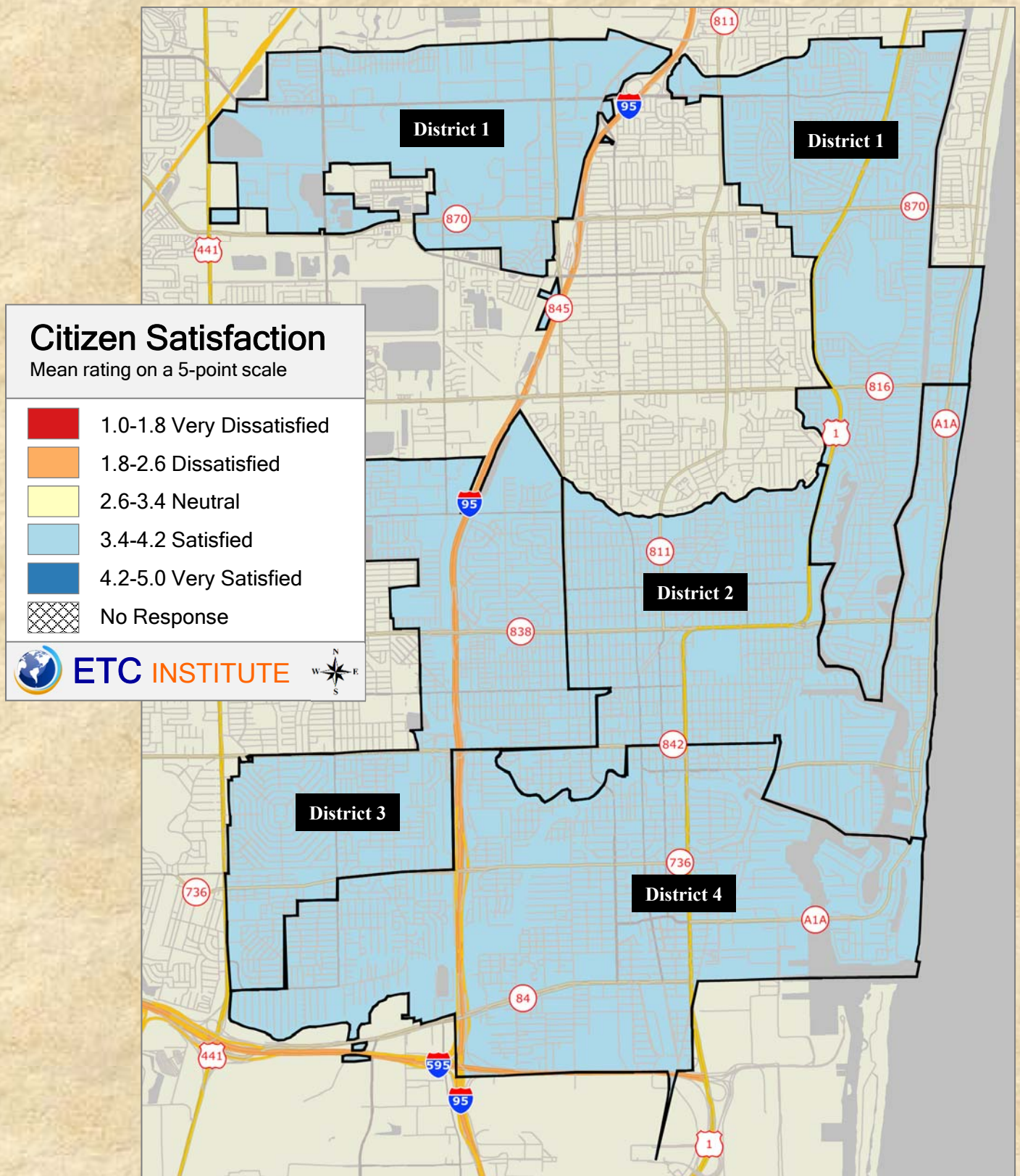
Q14-06 Satisfaction with variety of parks and recreation programs



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

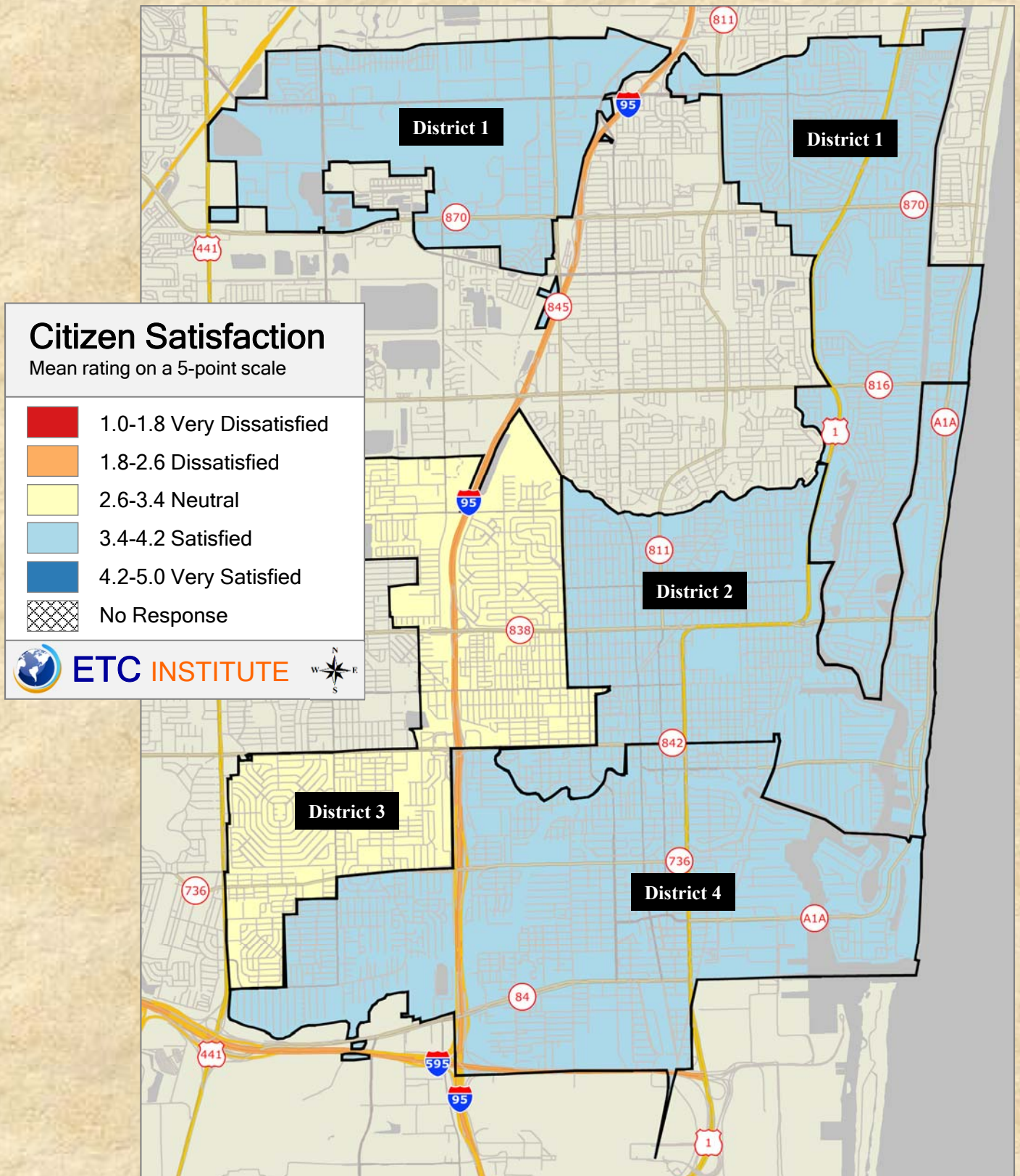
Q14-07 Satisfaction with cost of parks and recreation programs and facility fees



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

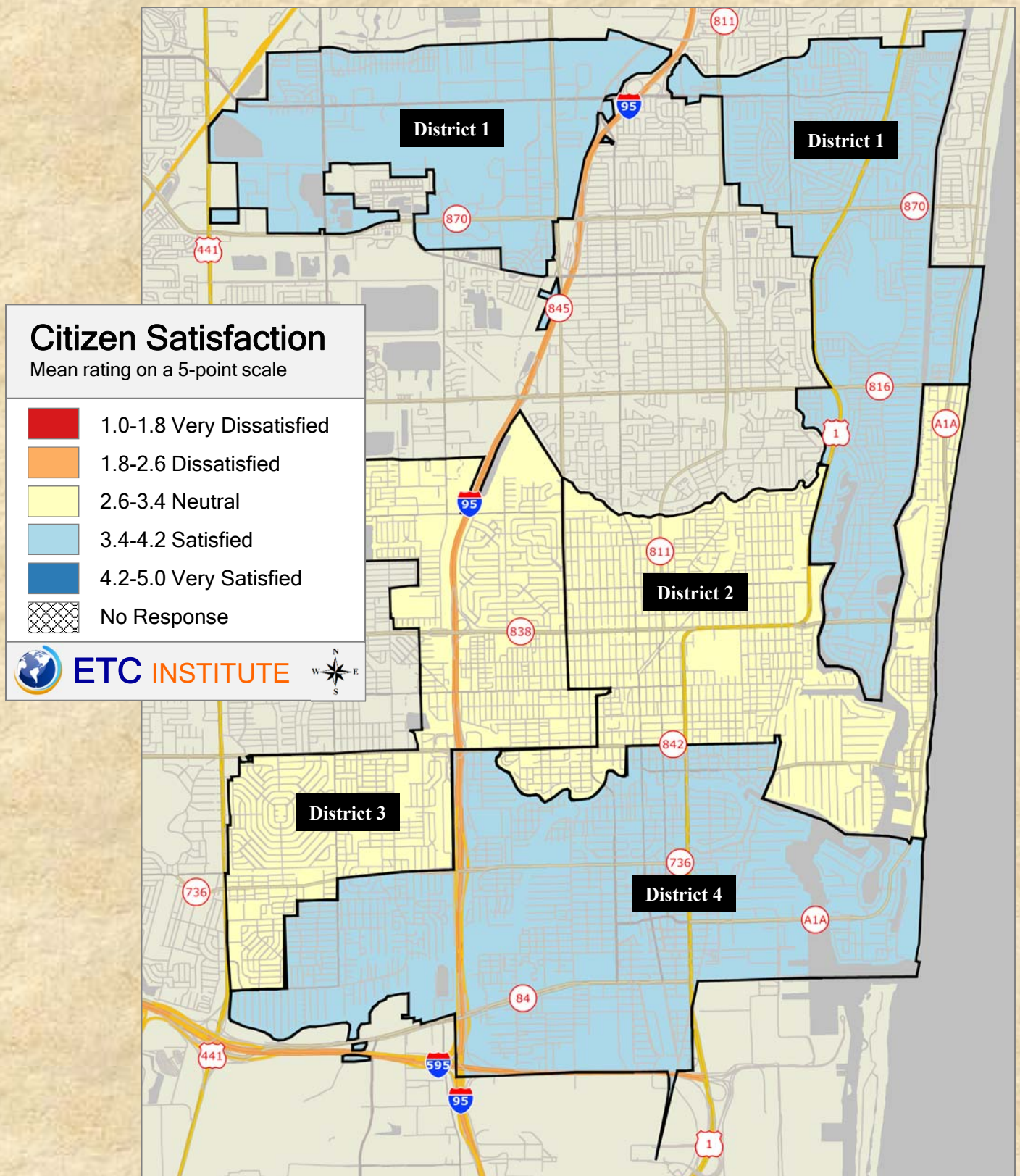
Q14-08 Satisfaction with City youth recreation programs



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

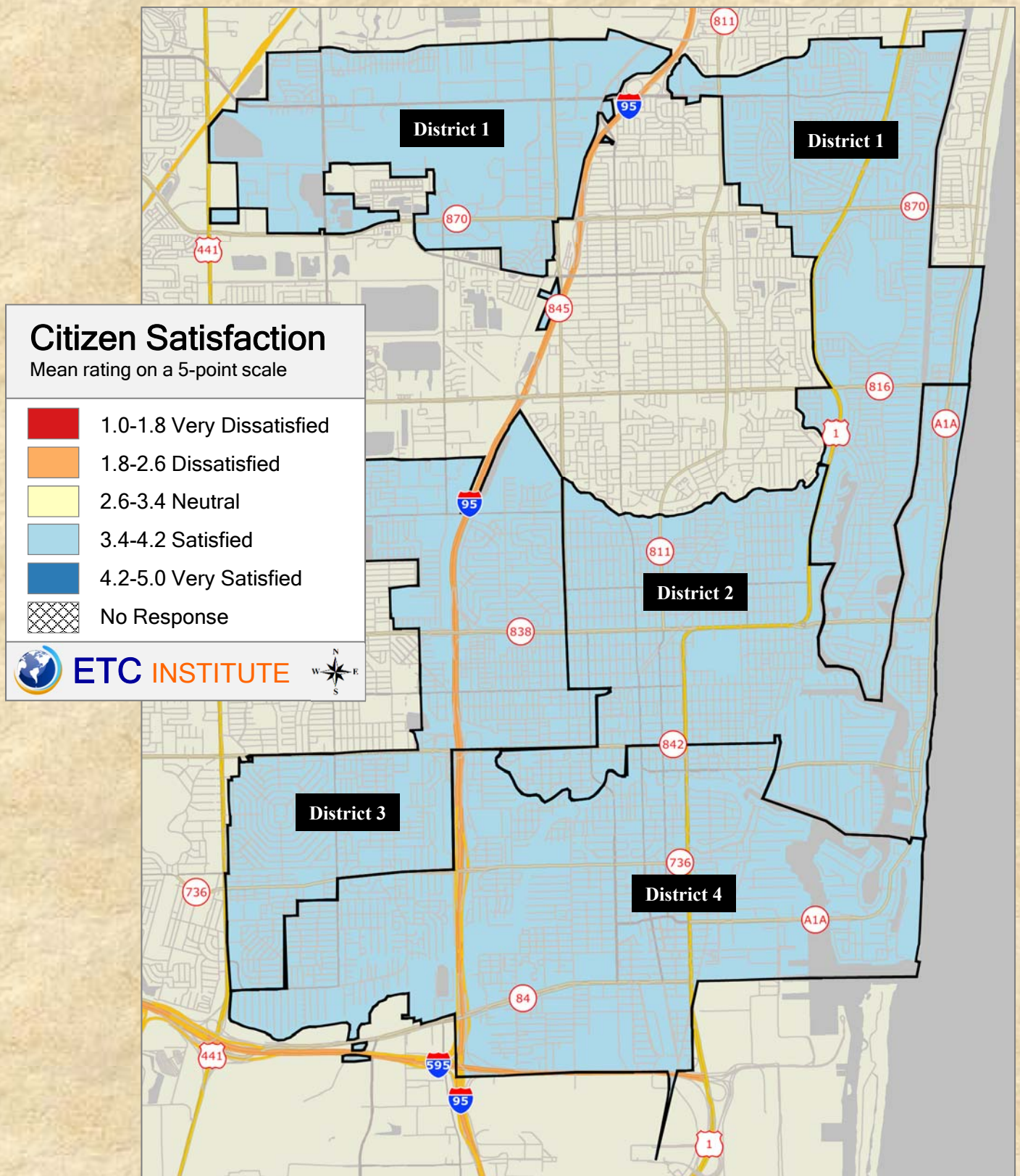
Q14-09 Satisfaction with City adult recreation programs



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

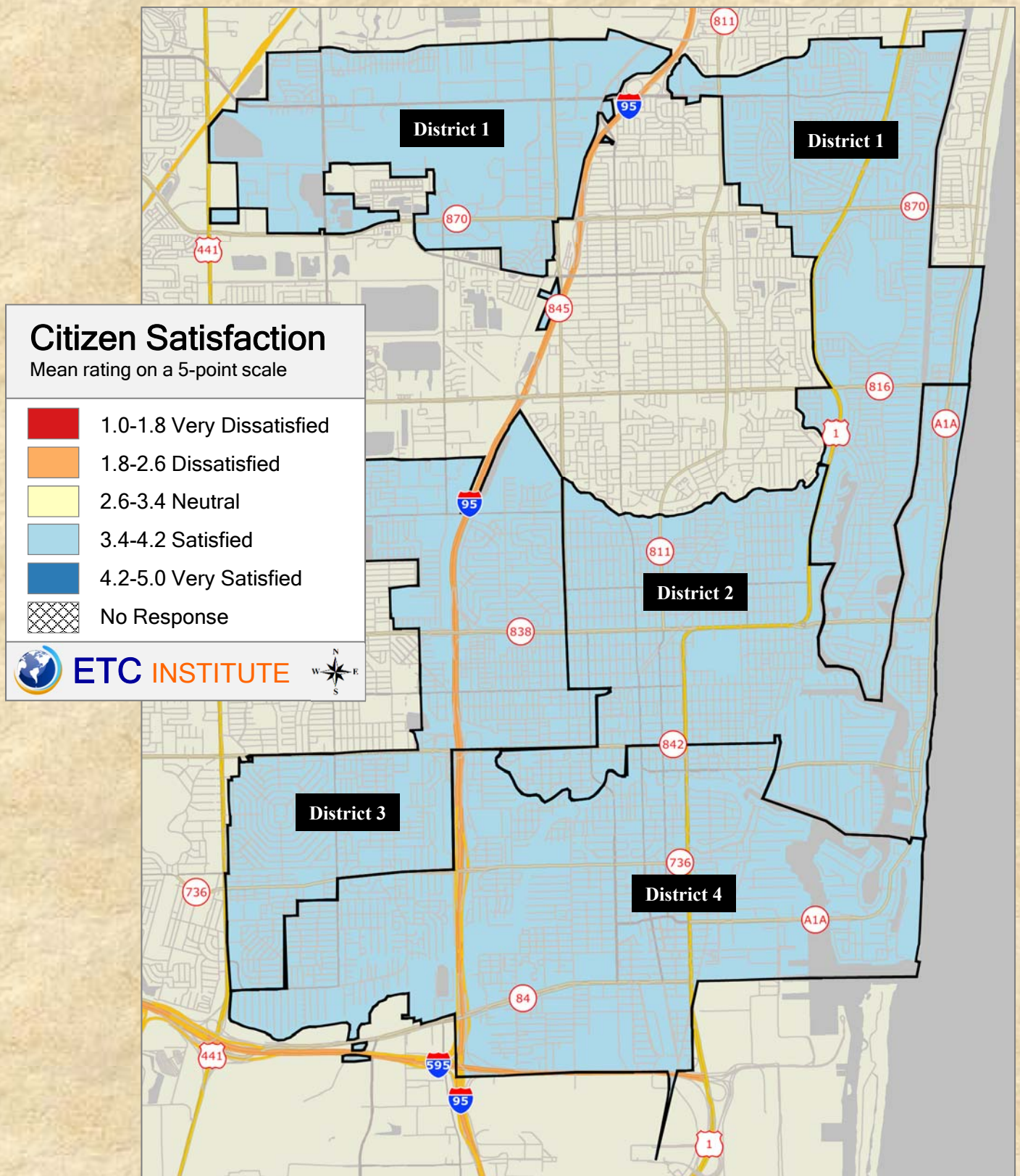
Q14-10 Satisfaction with quality of special events



2017 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



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q16-01 Satisfaction with availability of sidewalks



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q16-02 Satisfaction with condition of sidewalks



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q16-03 Satisfaction with availability of bicycle parking



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



2017 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



2017 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



2017 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



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q16-08 Satisfaction with availability of public parking



2017 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



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

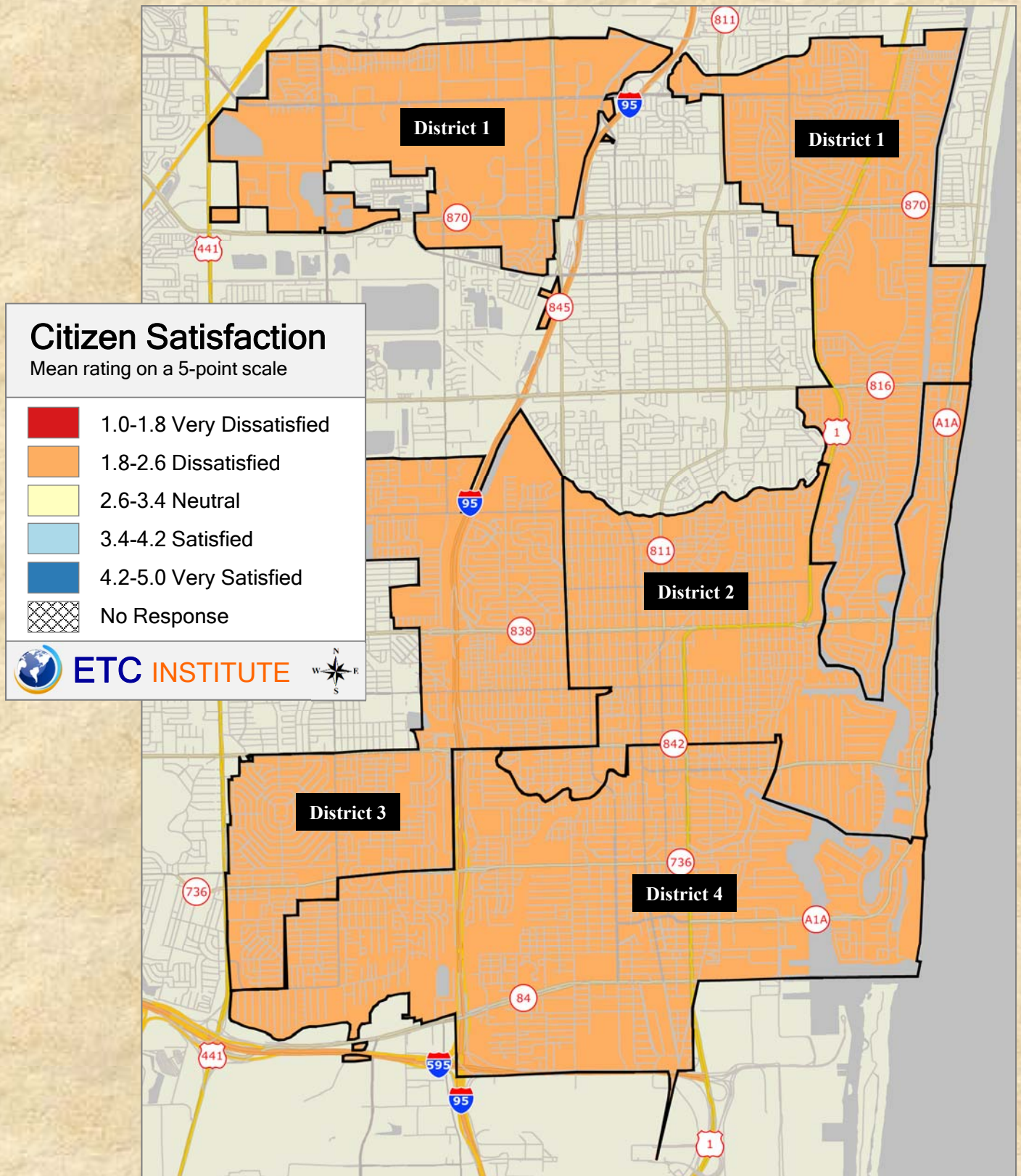
Q16-10 Satisfaction with availability of public parking at the beach



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

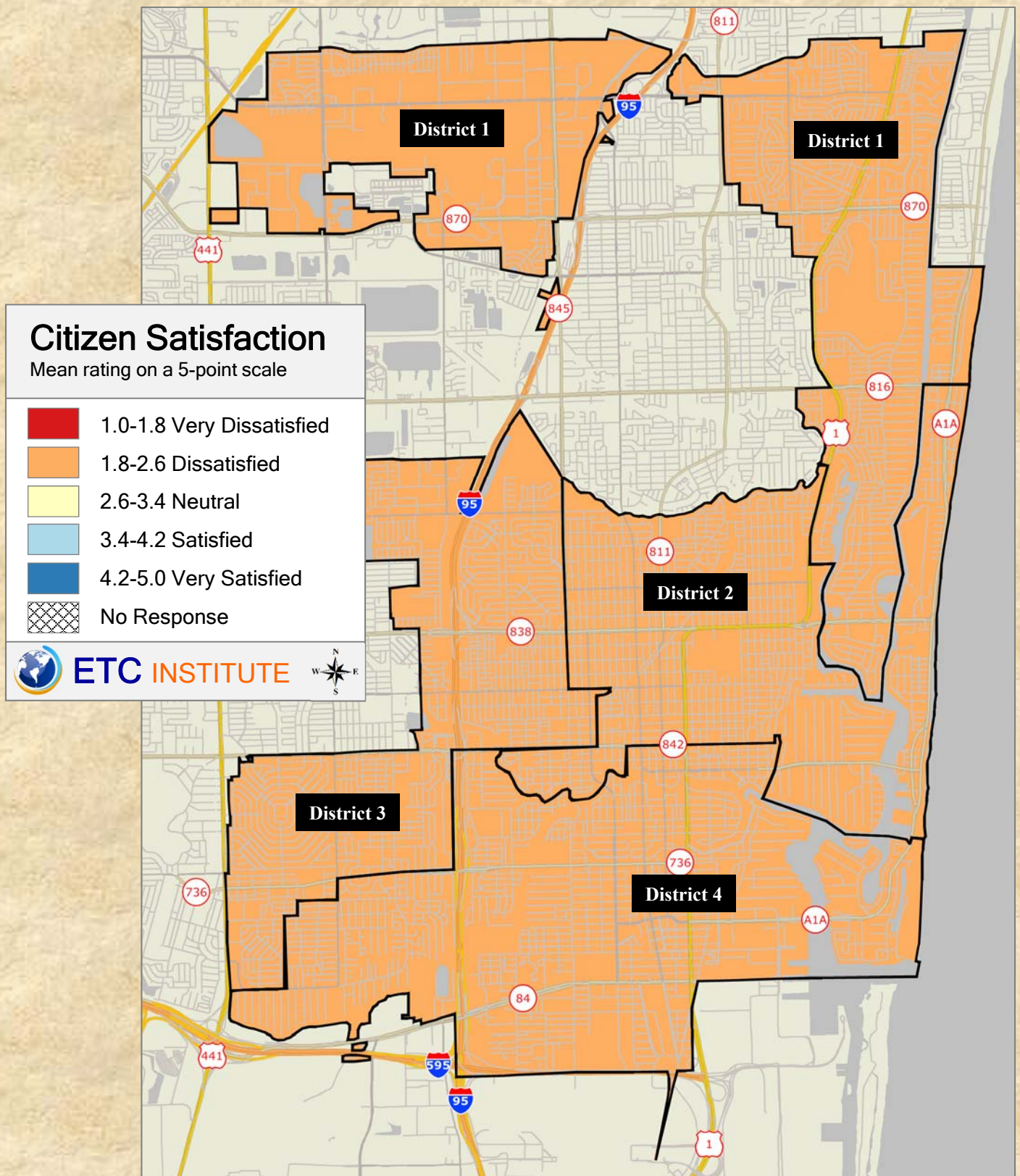
Q16-11 Satisfaction with cost of public parking



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

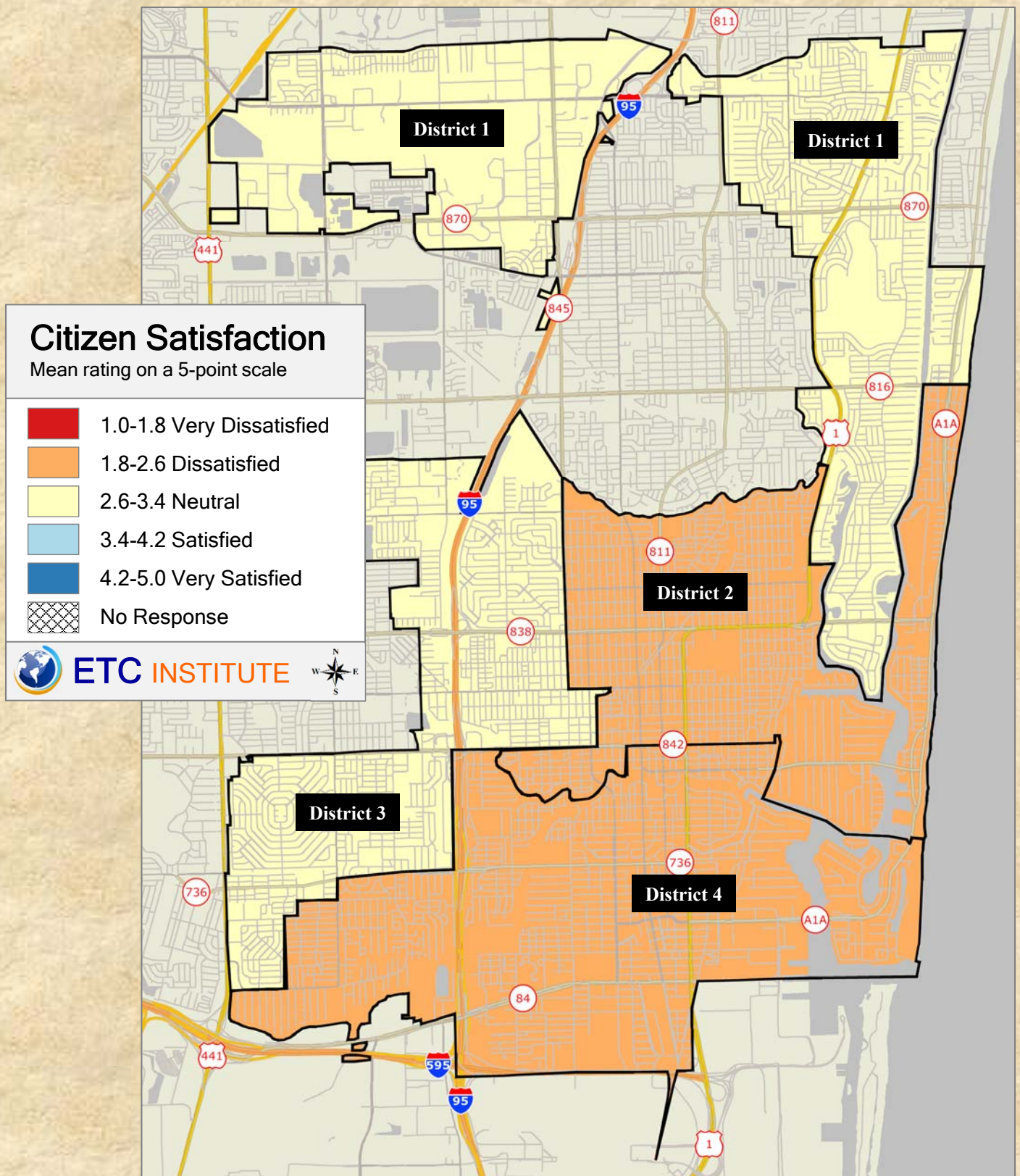
Q16-12 Satisfaction with management of traffic flow/ congestion on major roadways



2017 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



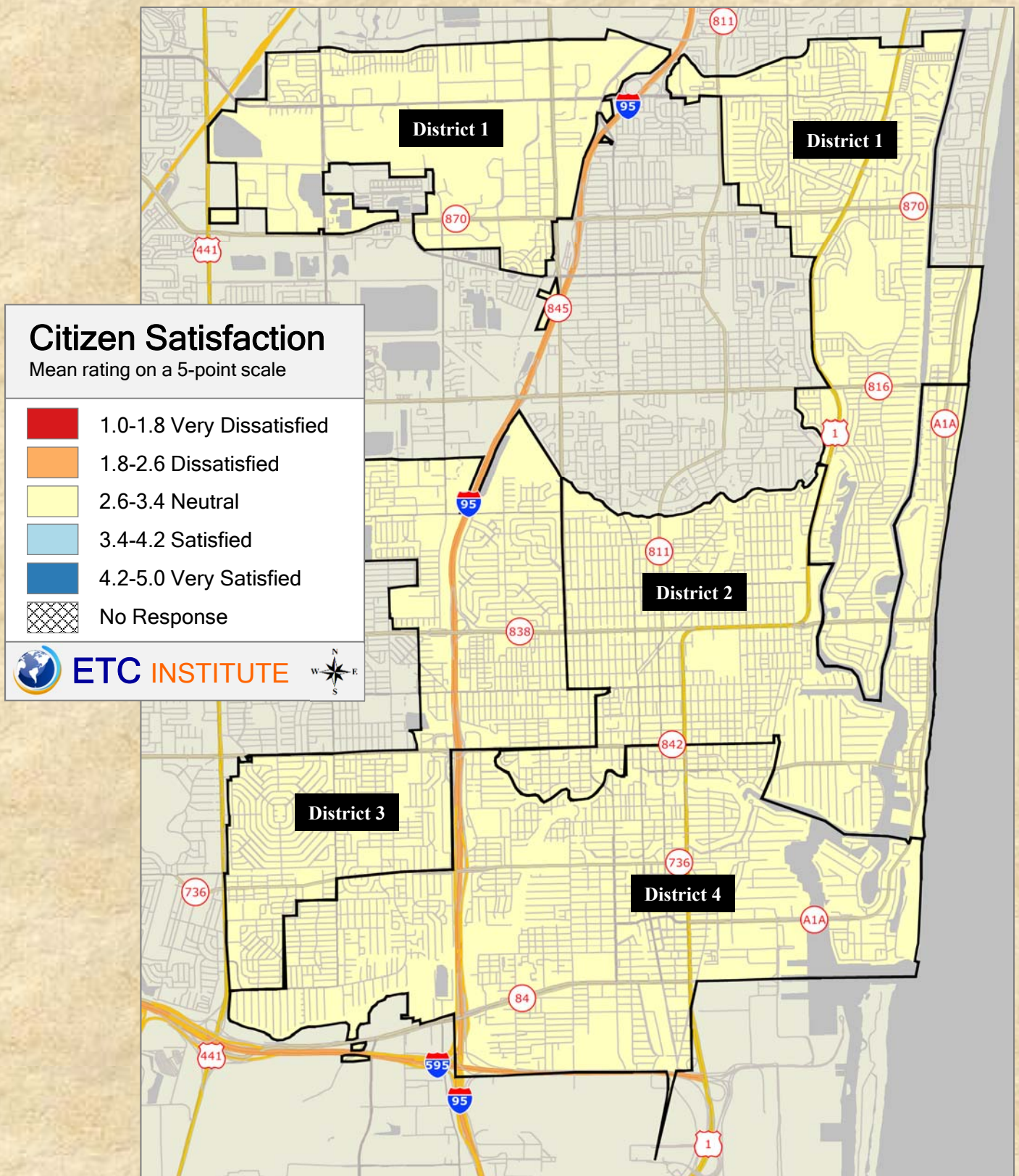
2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q16-14 Satisfaction with maintenance of neighborhood streets



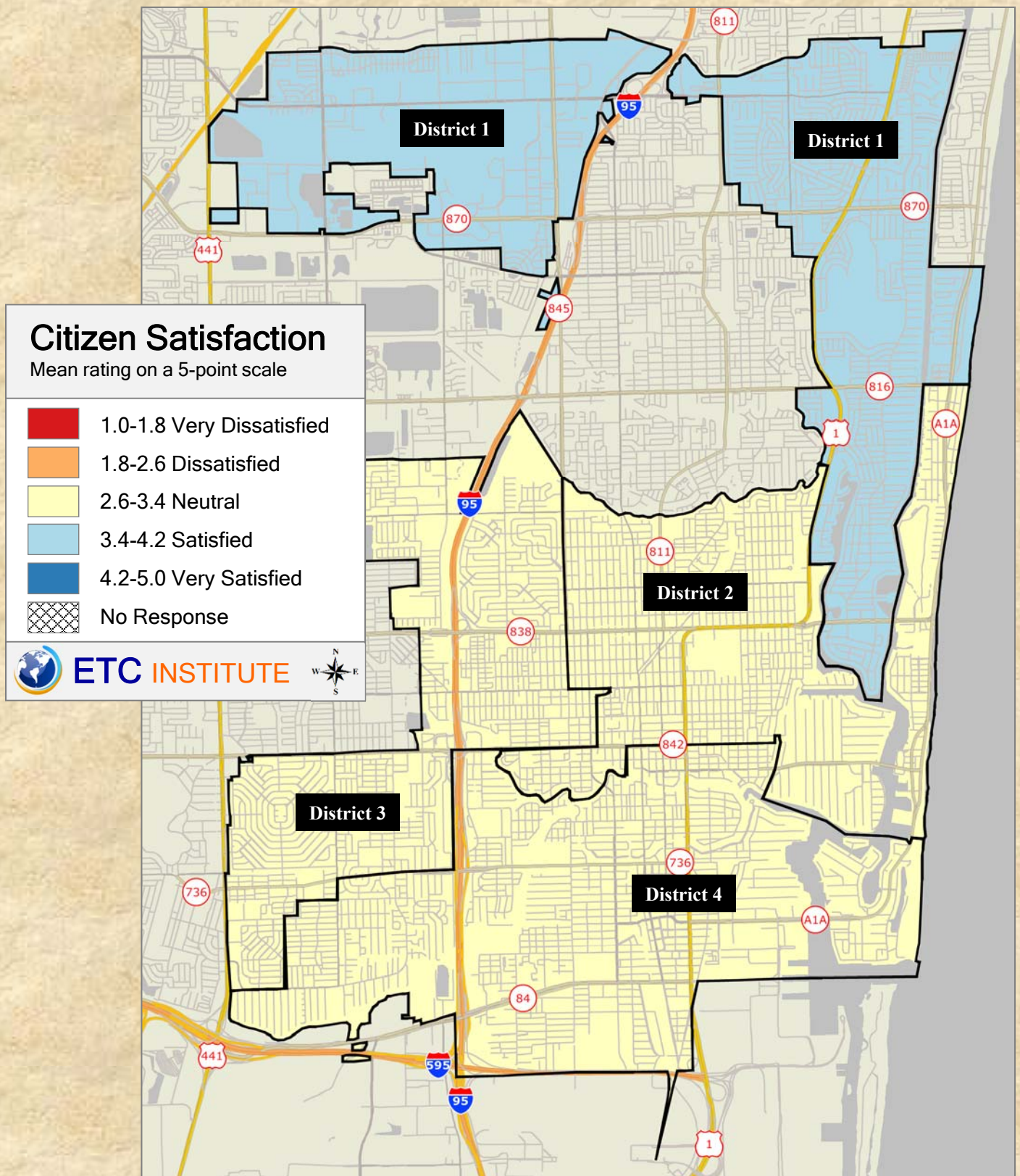
Q16-15 Satisfaction with overall maintenance of street signs/ pavement markings



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q16-16 Satisfaction with overall cleanliness of streets



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

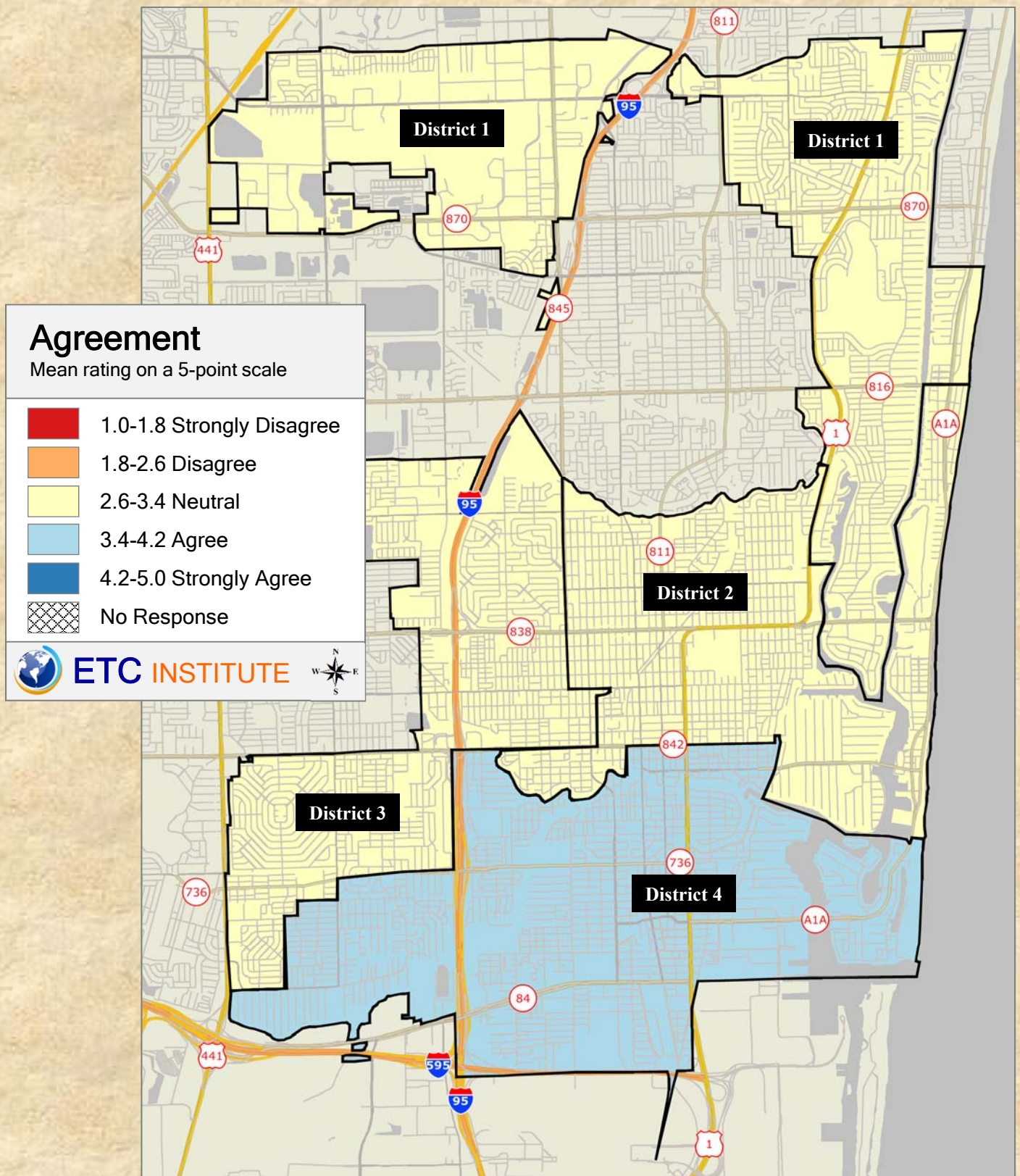
Q16-17 Satisfaction with adequacy of street lighting



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

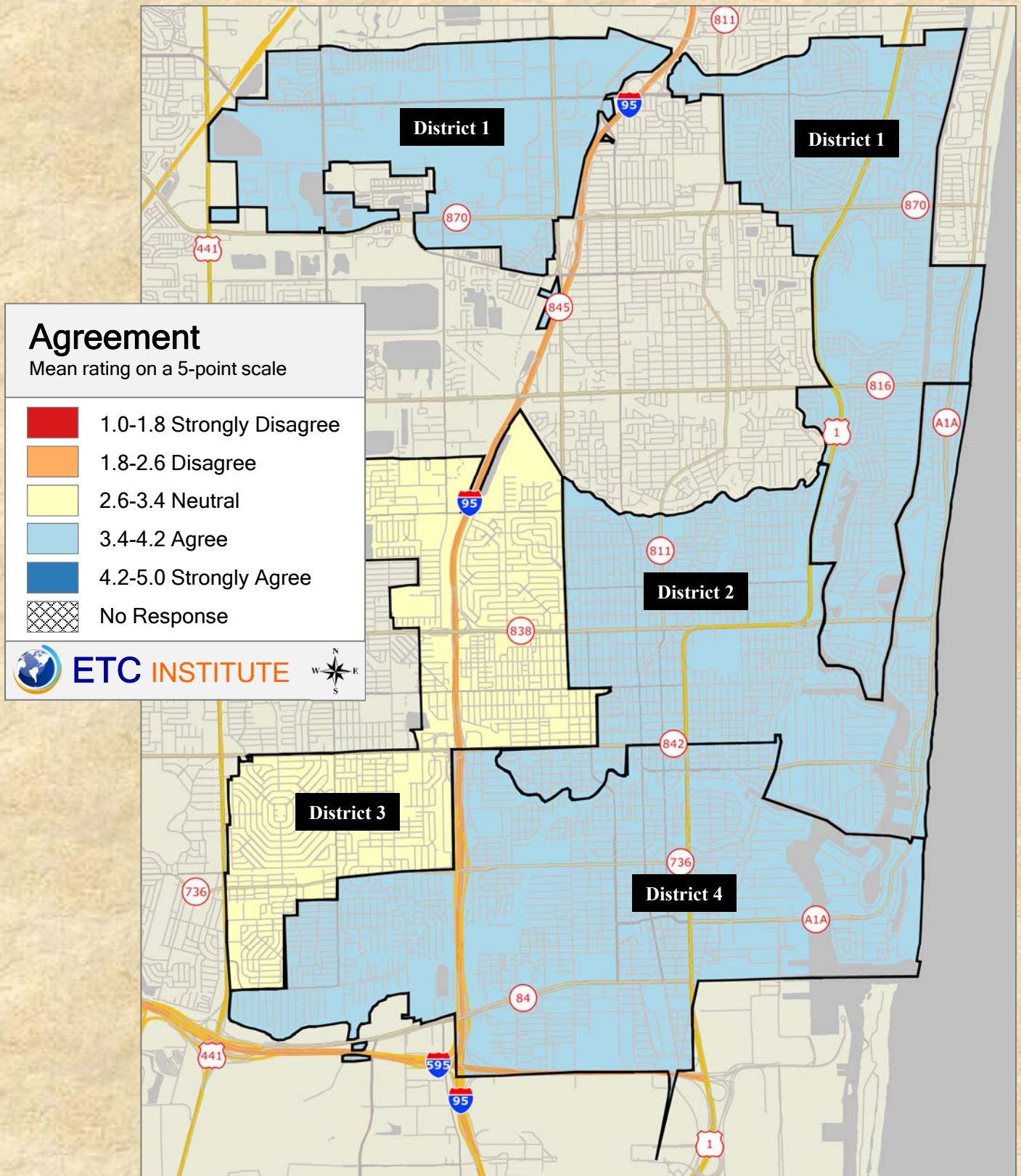
Q20-01 Agreement that residents are satisfied with the amount of tree canopy coverage



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

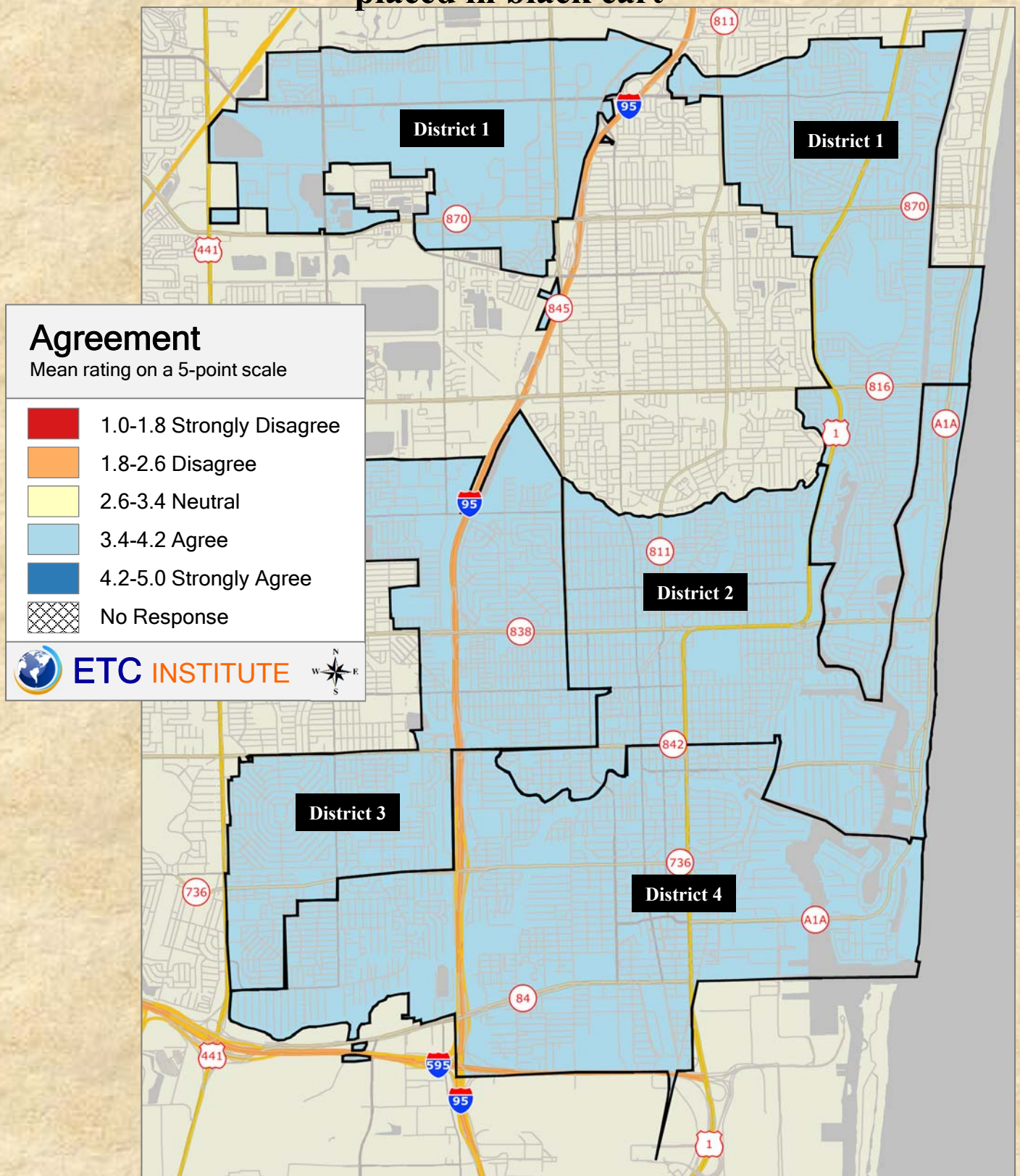
Q20-02 Agreement that residents would like to see more trees in their neighborhood



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

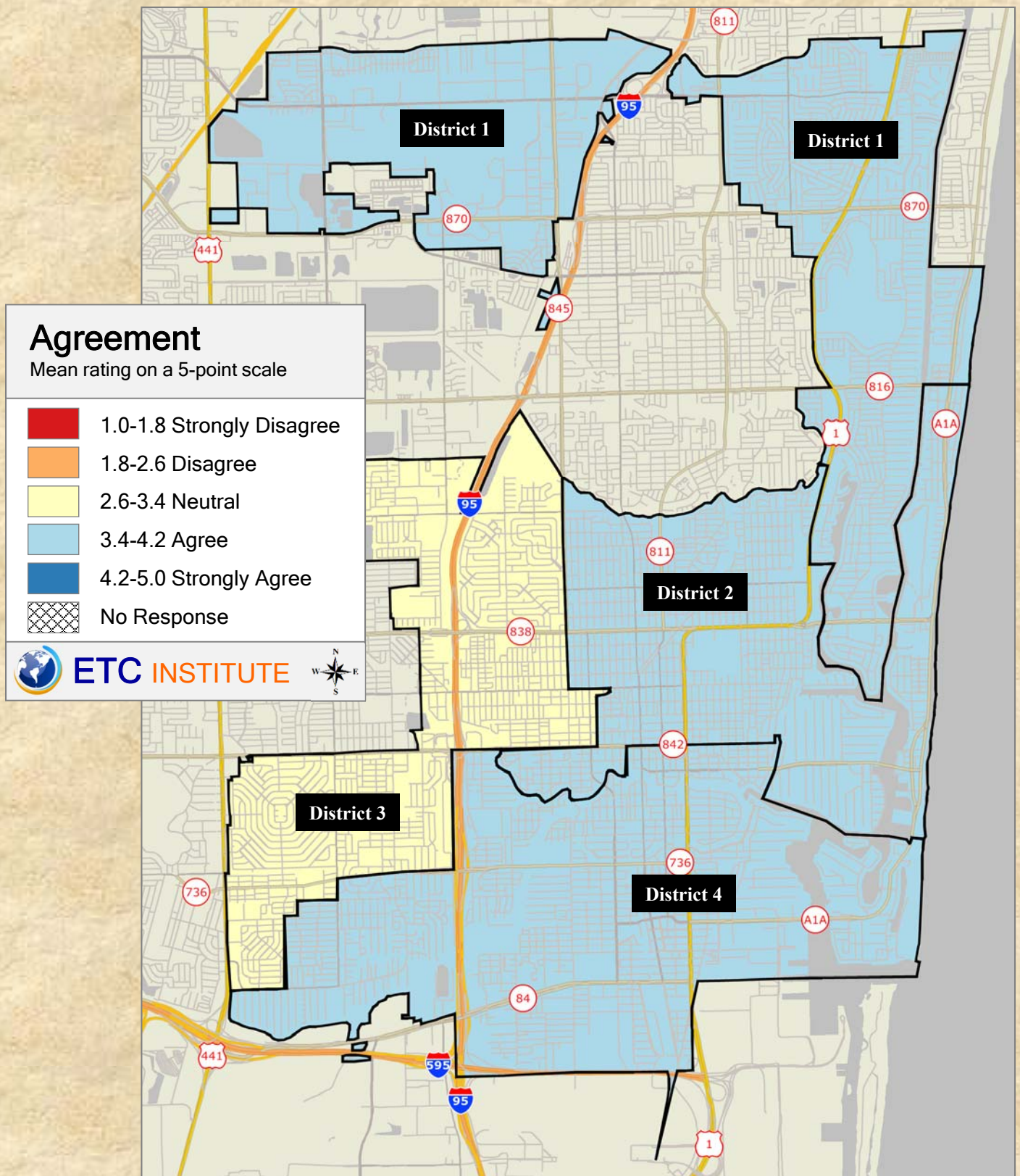
Q20-03 Agreement that recycling, yard waste and other waste diversion programs have reduced the amount of garbage placed in black cart



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

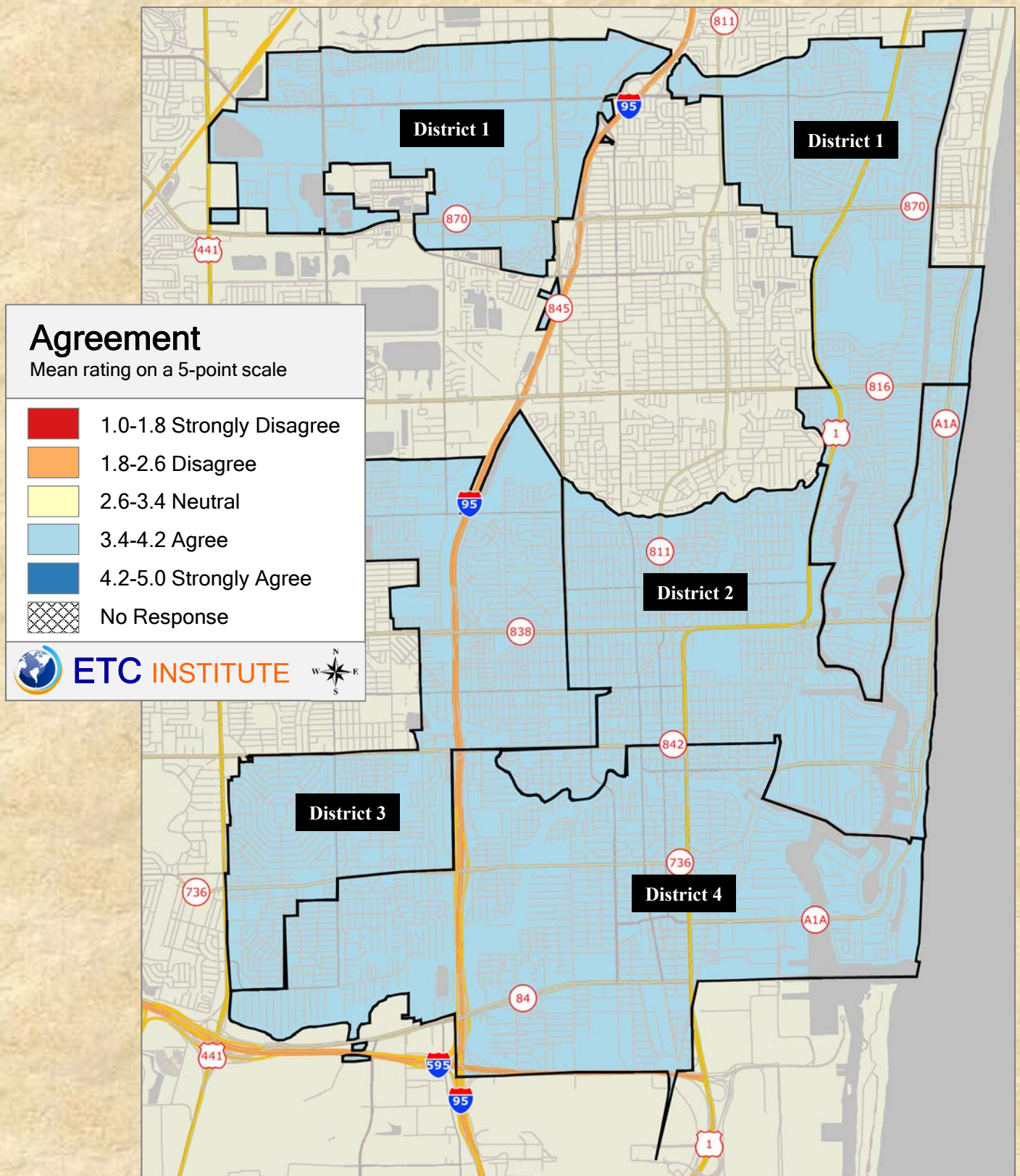
Q20-04 Agreement that residents are informed about local climate change issues



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

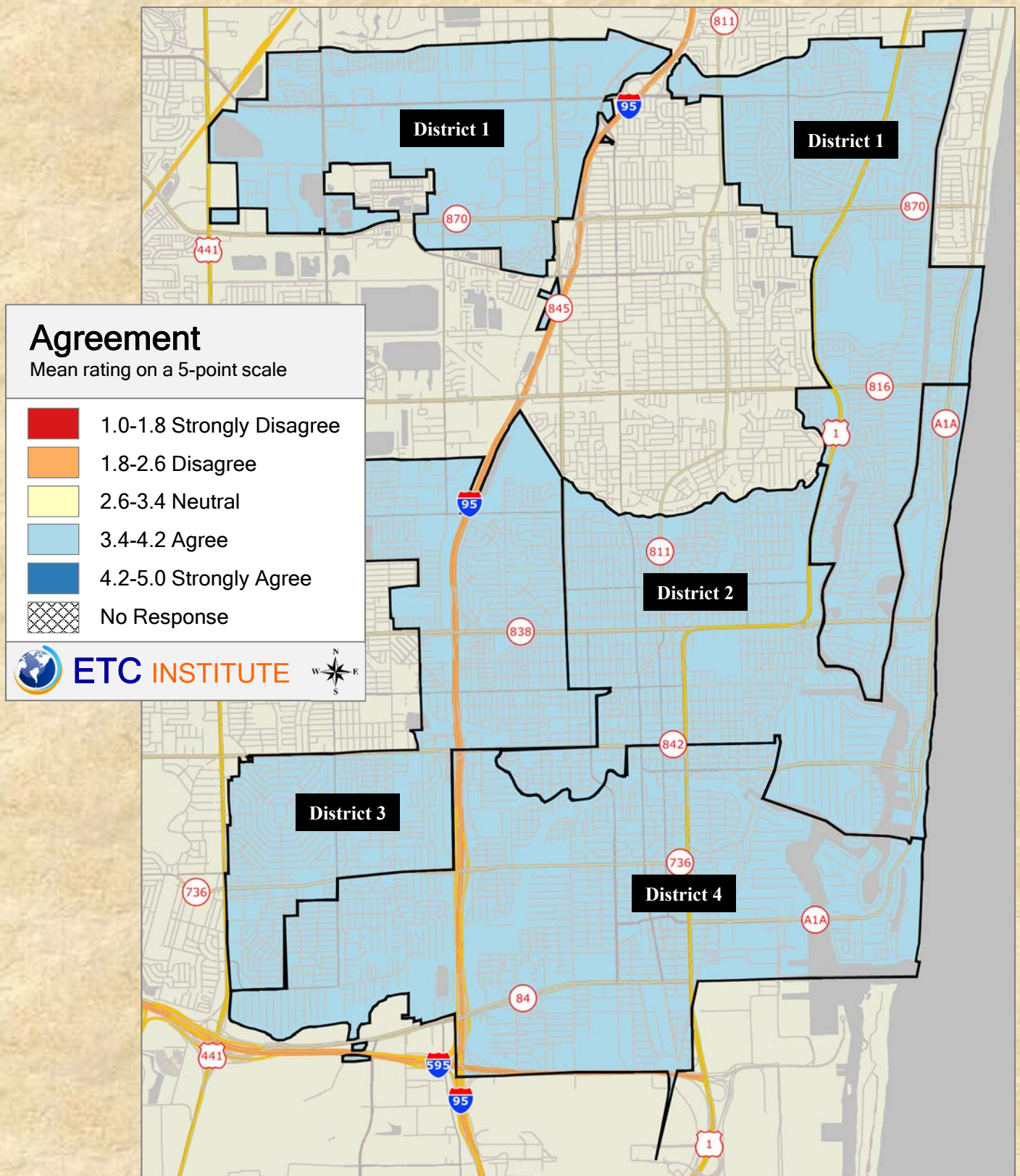
Q20-05 Agreement that residents have observed coastal water level increases



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

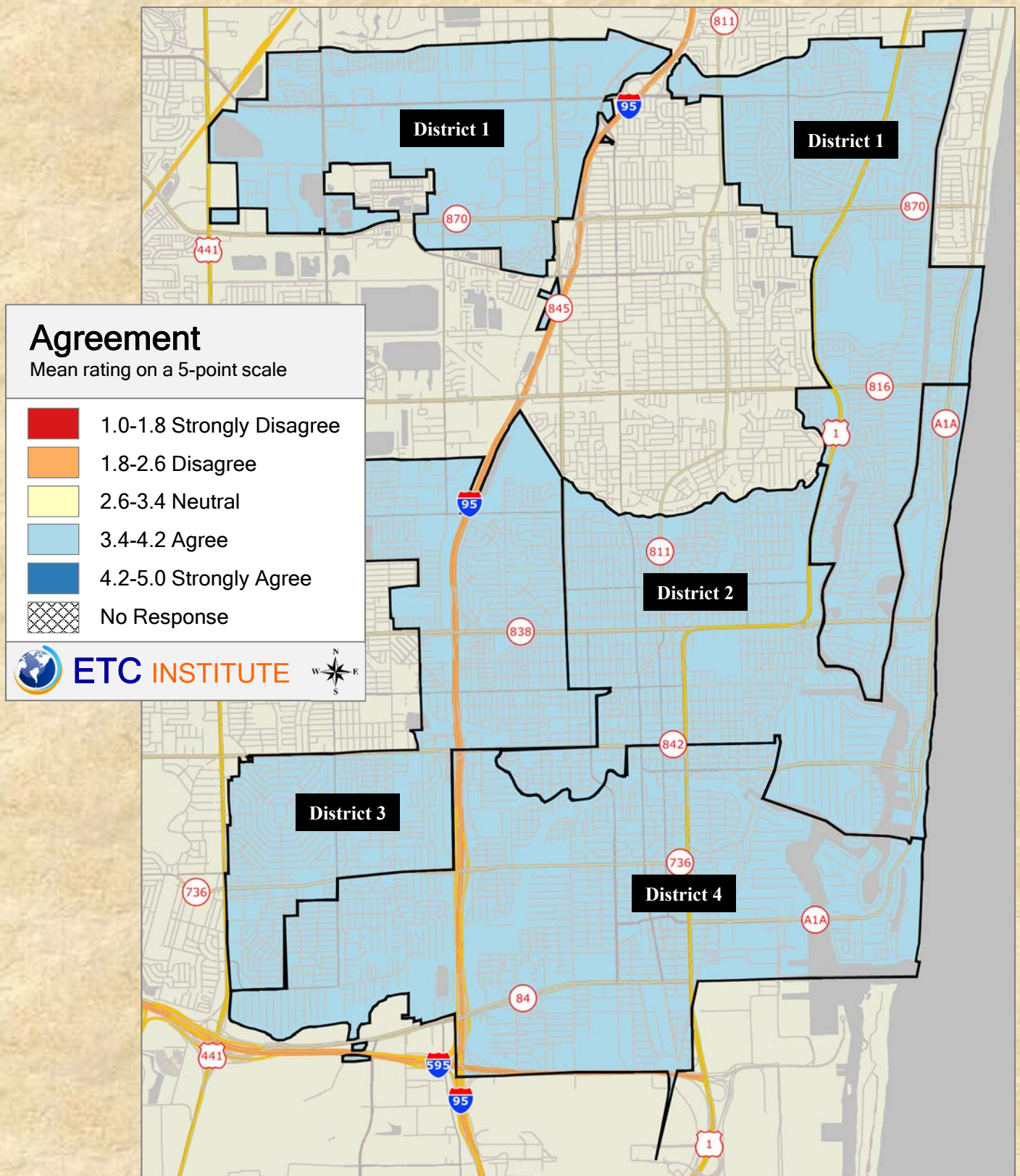
Q20-06 Agreement that residents have observed increased flooding



2017 City of Fort Lauderdale Neighbor Survey

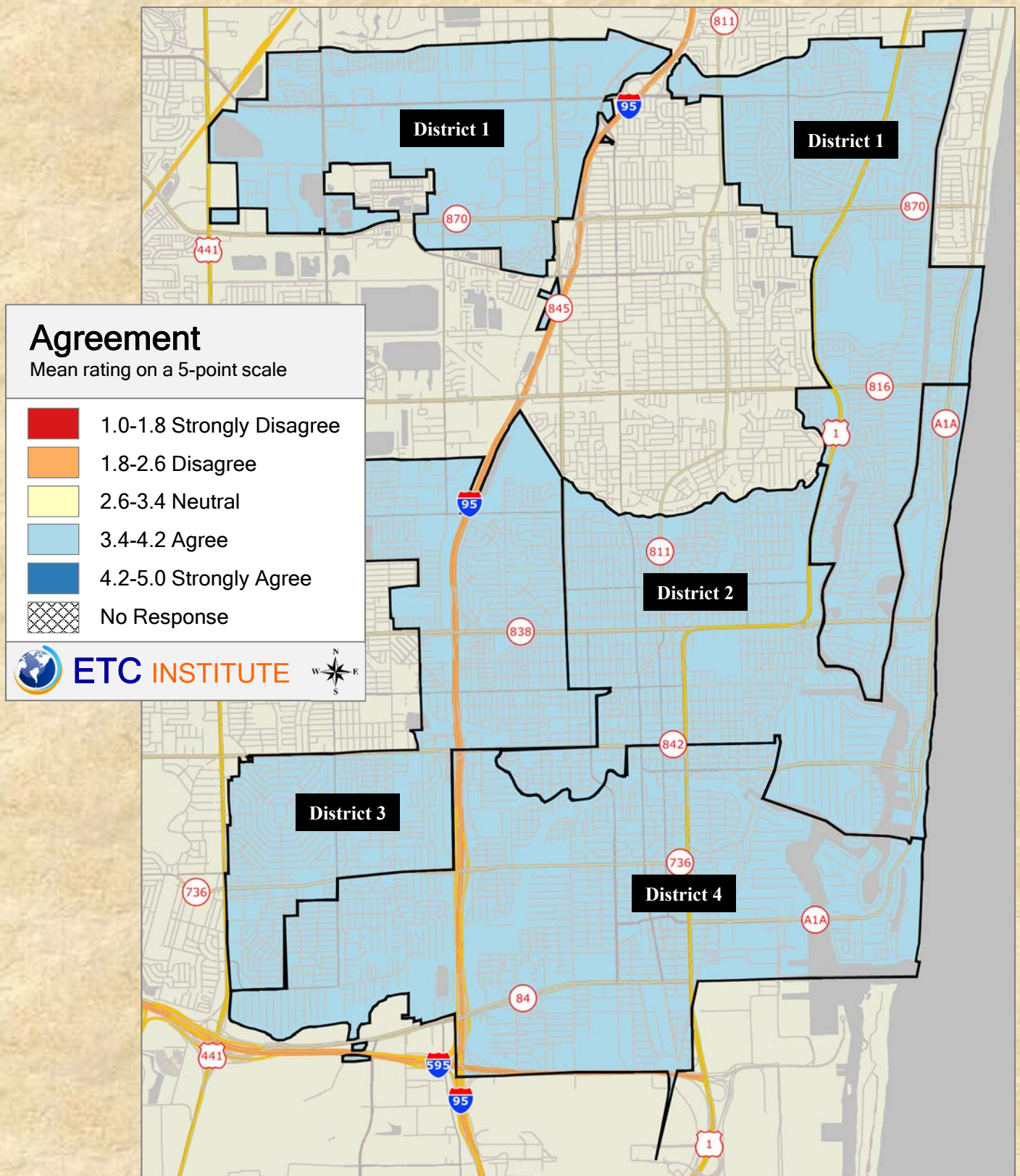
Shading reflects the mean rating for all respondents by District

Q20-07 Agreement that residents have observed increased weather temperatures



Shading reflects the mean rating for all respondents by District

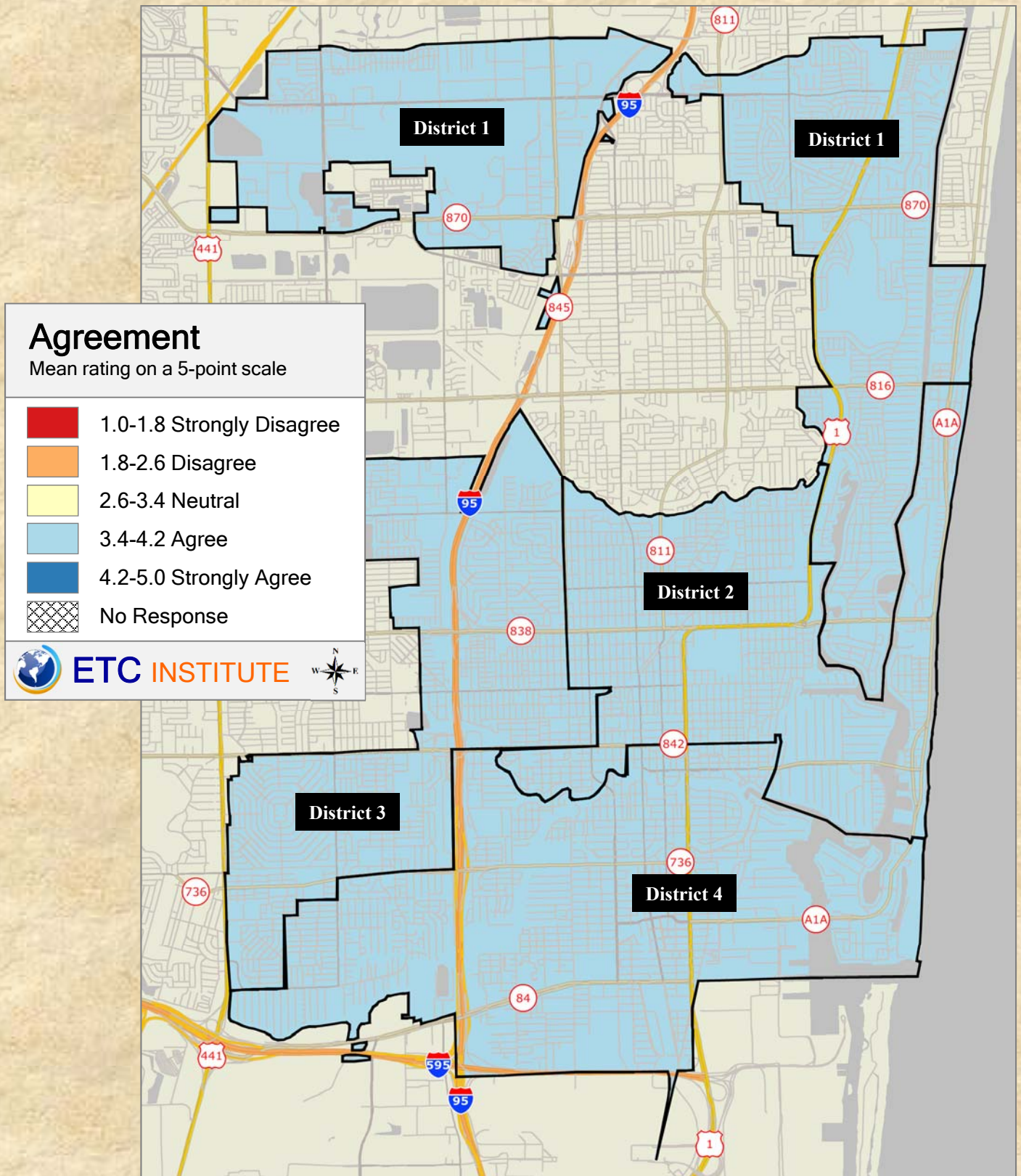
Q20-08 Agreement that residents have taken steps to make house more energy efficient



2017 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



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

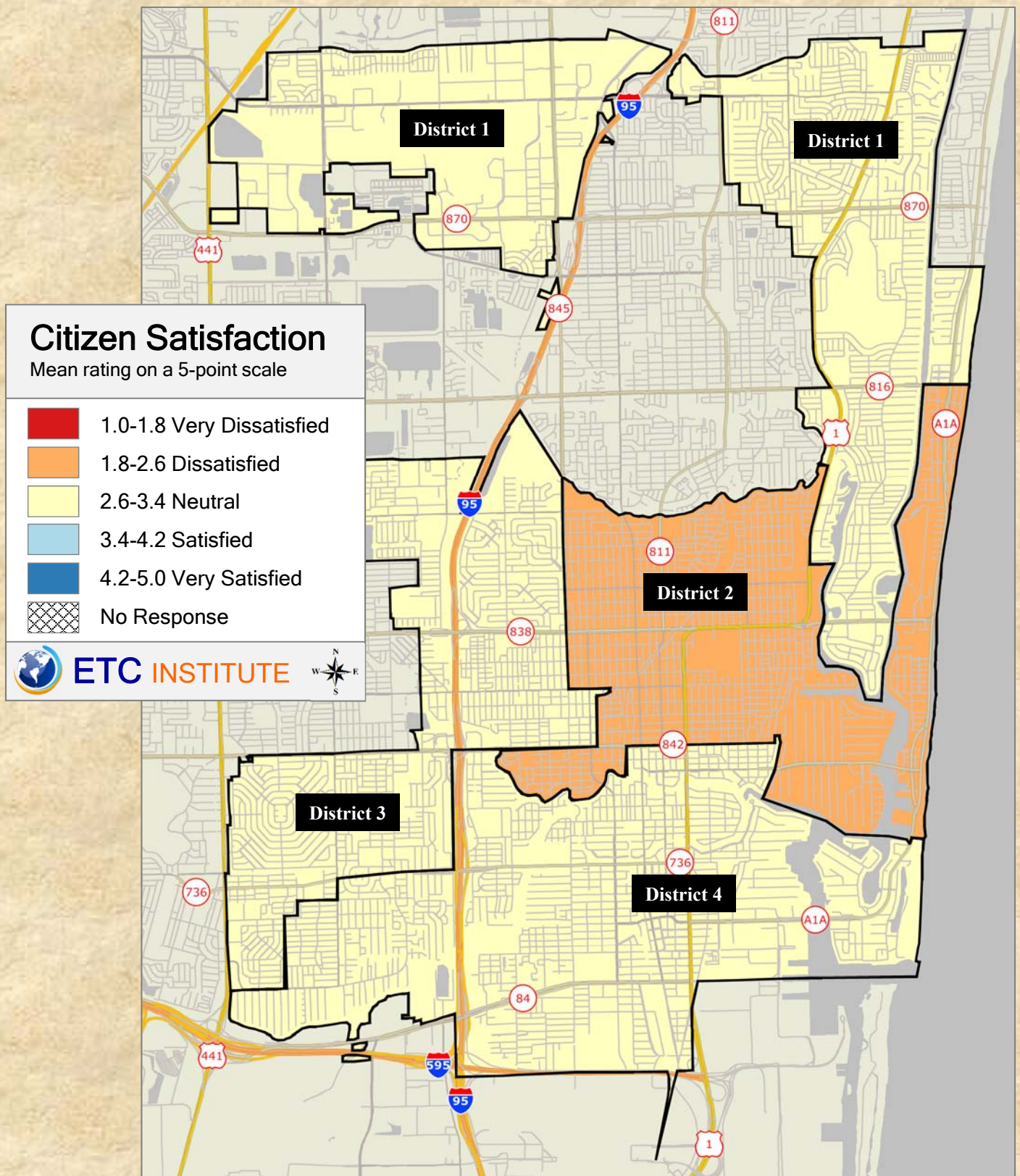
Q21-01 Satisfaction with overall quality of drinking water



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q21-02 Satisfaction with prevention of flooding



2017 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



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

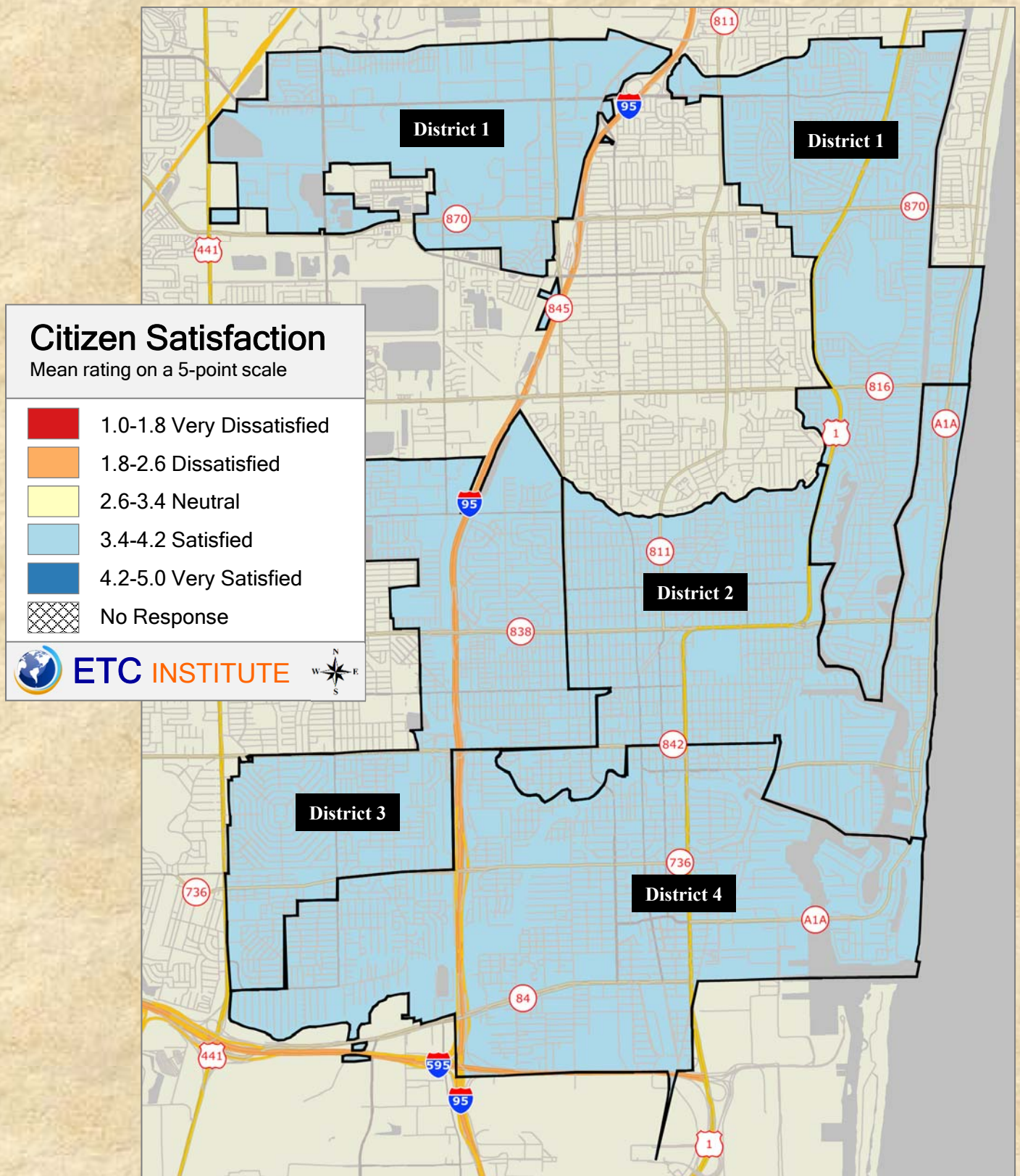
Q21-04 Satisfaction with quality of sewer (wastewater) services



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

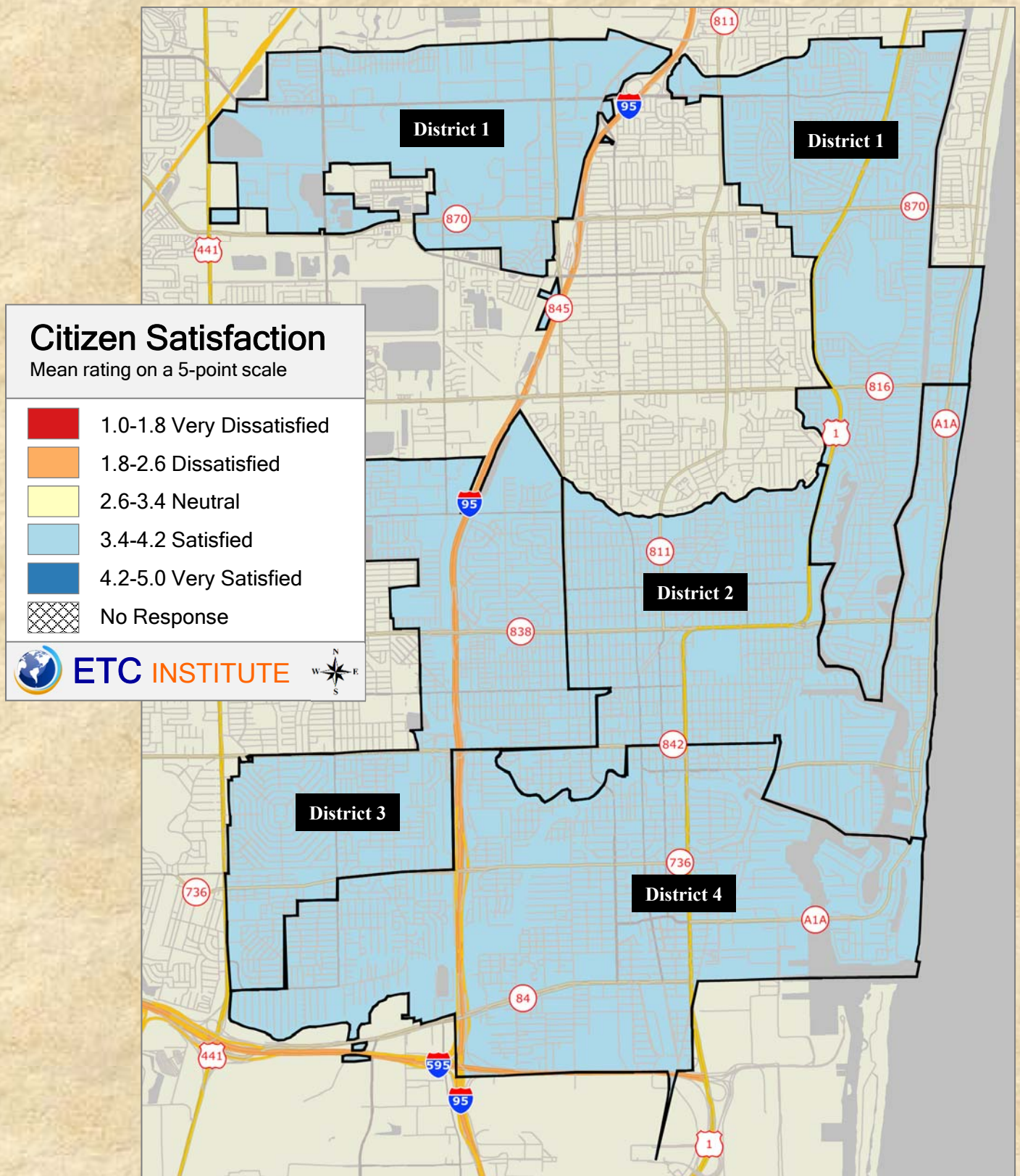
Q21-05 Satisfaction with residential garbage collection



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

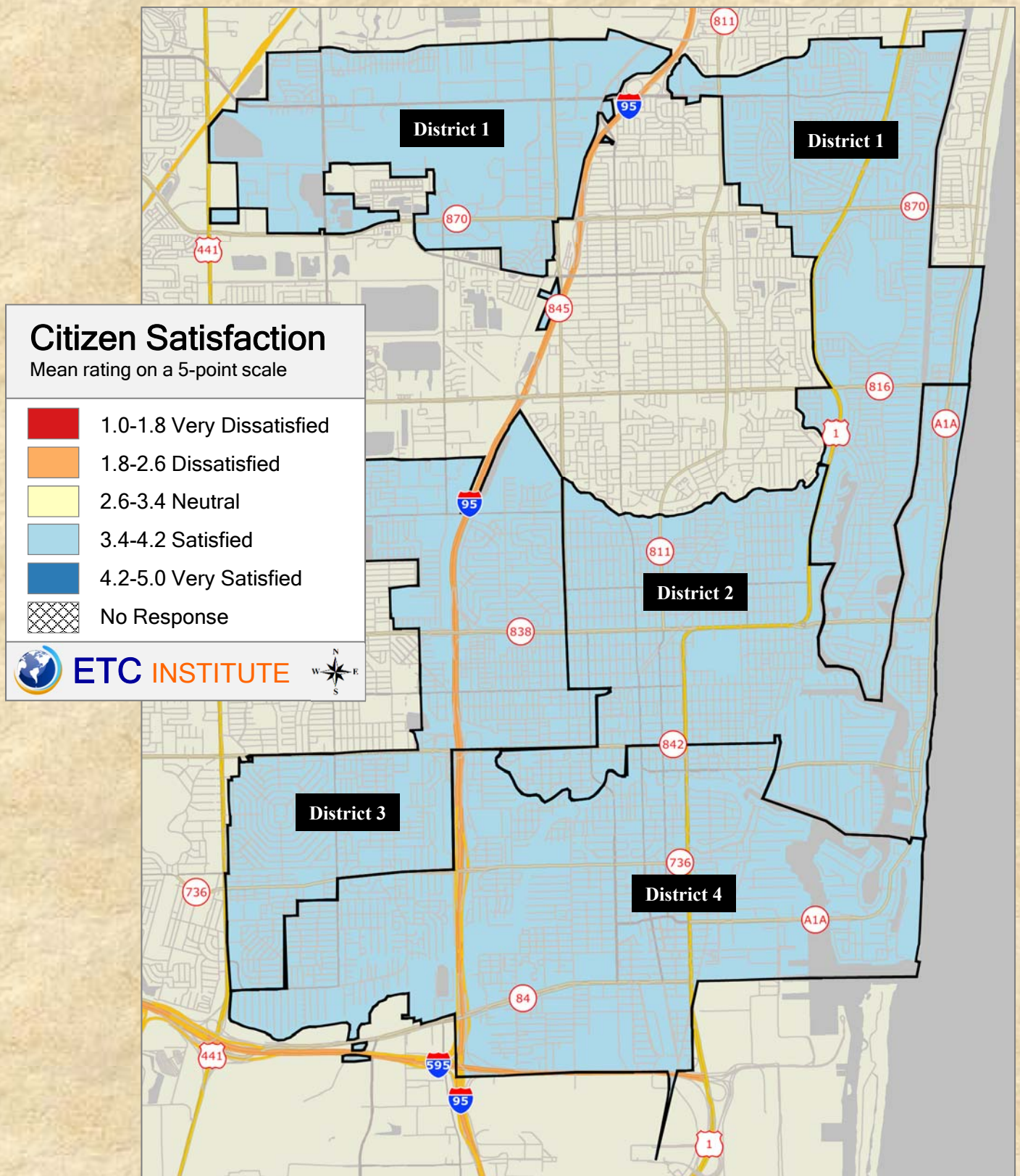
Q21-06 Satisfaction with residential bulk trash collection



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

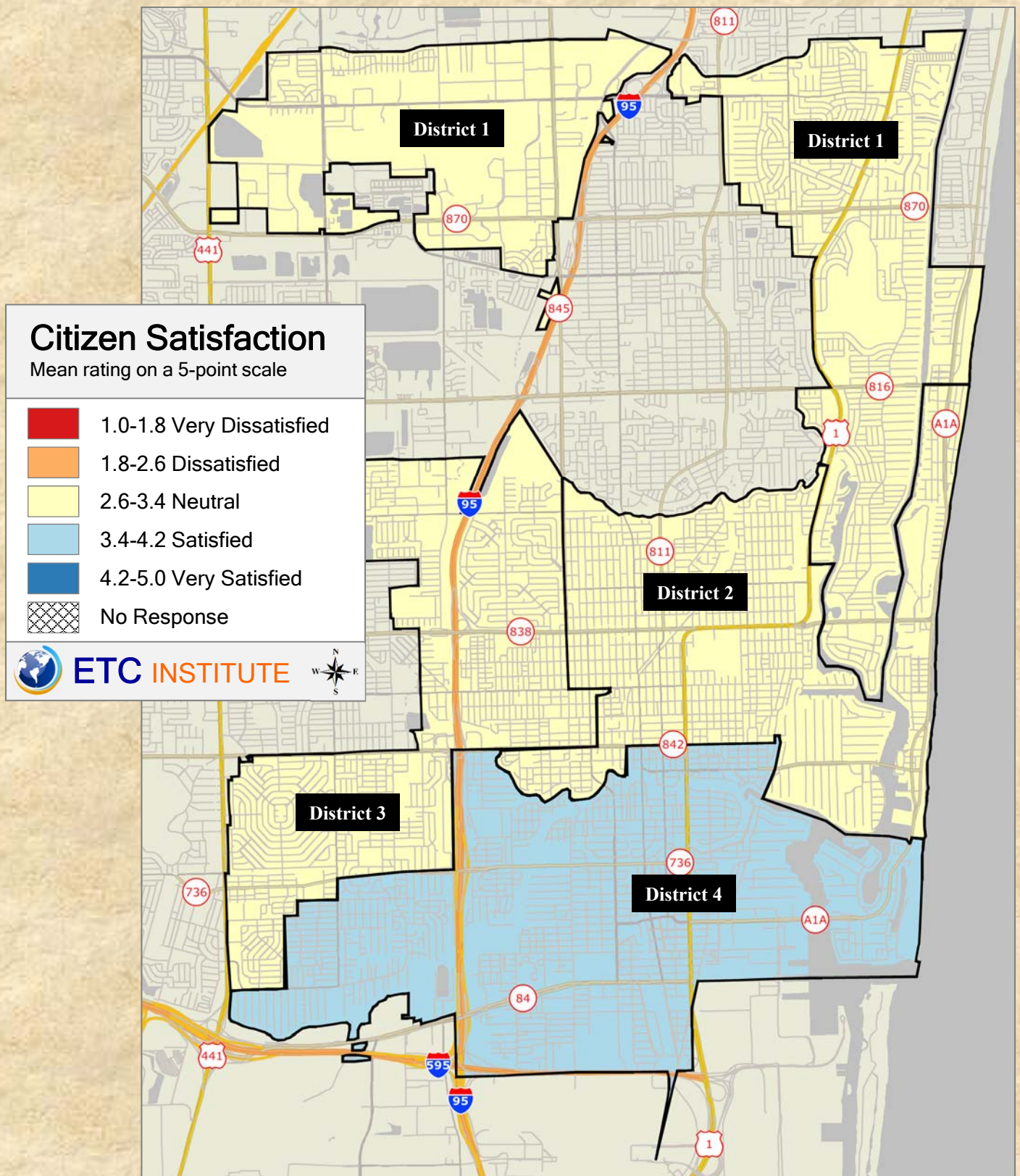
Q21-07 Satisfaction with residential recycling services



2017 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



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

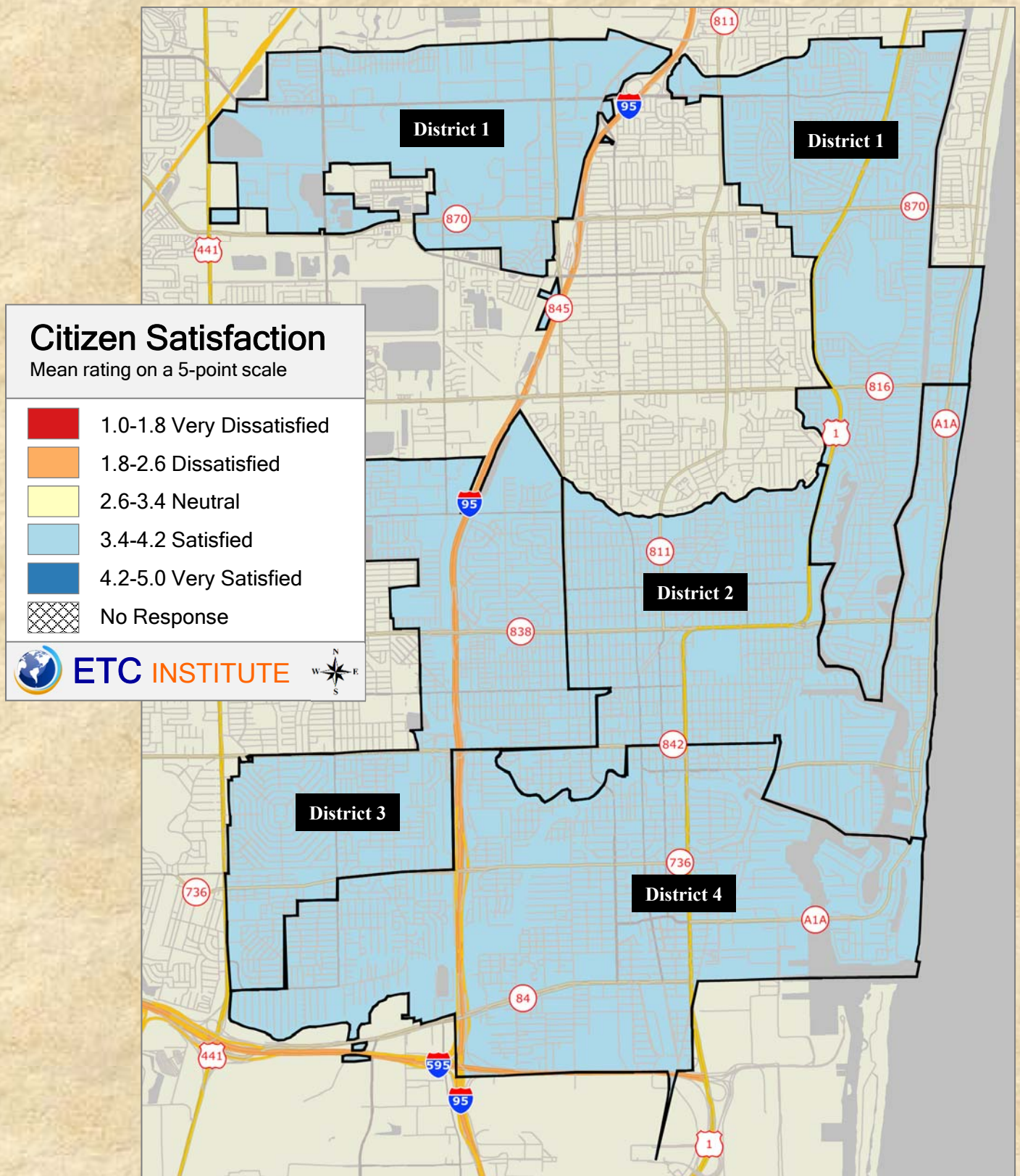
Q23-02 Satisfaction with opportunities to participate in local government



2017 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



2017 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Section 4:
Survey Instrument



John P. "Jack" Seiler
Mayor

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

November 2017

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 sixth (6th) 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 five 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. 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 five years.

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

Please take a few moments to complete the survey. Your participation is vital to the success of this effort, and your responses will remain anonymous. A postage-paid return envelope has been provided for your convenience, or you may complete the survey online at www.FortLauderdaleGov.org.

Once the survey results are compiled, a report will be presented to the community. If you have any questions, please contact our Neighbor Support Office at (954) 828-5289.

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

Very truly yours,



John P. "Jack" Seiler
Mayor

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

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

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

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



2017 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: Please rate your satisfaction with each of the services listed below. | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| 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 the items listed in Question 4 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 |
|--|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Overall quality of local fire rescue protection | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Professionalism of employees responding to emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | How quickly fire rescue responds to 911 emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Quality of Emergency Medical Services (EMS) | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | 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 |
| 6. | My household is prepared with food, water and other supplies for an emergency, such as a natural disaster | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. | 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 |
|--|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Overall quality of local police protection | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Professionalism of employees responding to emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | How quickly police respond to 911 emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | The visibility of police in neighborhoods | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | 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 |
|--|---|-----------|------|--------|-------------|------------|
| 1. | Walking and/or biking in your neighborhood during the day | 4 | 3 | 2 | 1 | 9 |
| 2. | Walking and/or biking in your neighborhood at night | 4 | 3 | 2 | 1 | 9 |
| 3. | In commercial/business areas during the day | 4 | 3 | 2 | 1 | 9 |
| 4. | In commercial/business areas at night | 4 | 3 | 2 | 1 | 9 |
| 5. | Along the beach | 4 | 3 | 2 | 1 | 9 |
| 6. | In Downtown | 4 | 3 | 2 | 1 | 9 |
| 7. | At special events | 4 | 3 | 2 | 1 | 9 |
| 8. | In city parks | 4 | 3 | 2 | 1 | 9 |

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

- | | |
|---|---|
| ____(01) Lack of sidewalks or bike lanes | ____(06) Abandoned buildings |
| ____(02) Lack of sufficient lighting | ____(07) Presence of loiterers |
| ____(03) I or someone I know has been a victim of a crime | ____(08) Visibility of police or security |
| ____(04) Past observation of street crime (drug use, prostitution, theft, etc.) | ____(09) Likelihood of theft/pick-pocketing |
| ____(05) Fast vehicular traffic or congestion | ____(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 on the previous page 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 the following Community Investment Plan capital project types, which **THREE** would you select as the **MOST IMPORTANT**?

- | | |
|--|--|
| ____(1) More walkable and bikeable streets, greenways, and paths | ____(5) Bridge improvements |
| ____(2) Park improvements such as neighborhood parks and Riverwalk | ____(6) City facility improvements |
| ____(3) Water and sewer system improvements | ____(7) Stormwater and drainage improvements |
| ____(4) Roadways pavement 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 |
|---|--|----------------|-------|---------|----------|-------------------|------------|
| 1. | I am satisfied with the amount of tree canopy coverage | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | I would like to see more trees in my neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | 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 |
| 4. | I am informed about local climate change issues | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | I have observed coastal water level increases | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | I have observed increased flooding | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. | I have observed increased weather temperatures | 5 | 4 | 3 | 2 | 1 | 9 |
| 8. | I have taken steps to make my house more energy efficient | 5 | 4 | 3 | 2 | 1 | 9 |
| 9. | 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 |
|--|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Overall quality of drinking water | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Prevention of flooding | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Cleanliness of waterways near your home | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Quality of sewer (wastewater) services | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Residential garbage collection | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | Residential bulk trash collection | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. | 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 |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Ease of access to information about City services | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Opportunities to participate in local government (advisory boards, volunteering) | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | 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 | ____(10) Major Newspaper (Which ones? _____) |
| ____(02) Twitter | ____(11) Community Newspapers |
| ____(03) Instagram | ____(12) Homeowners, Neighborhood, or other Civic Association Newsletters |
| ____(04) Facebook | ____(13) Homeowners, Neighborhood, or other Civic Association meetings |
| ____(05) City Newsletter | ____(14) Email subscription |
| ____(06) TV - 78 | ____(15) Telephone Town Hall Meeting |
| ____(07) Television/News (Which ones? _____) | |
| ____(08) City Hall 954-828-8000 | |
| ____(09) Radio (Which ones? _____) | |

Customer Service

25. Have you contacted the City during the past year? _____(1) Yes _____(2) No [Skip to Q26.]

| 25a. Customer Service Characteristics: Please rate your experience with city employees on the following behaviors. | | Always | Frequently | Occasionally | Seldom | Never | Don't Know |
|---|--|--------|------------|--------------|--------|-------|------------|
| 1. | It was easy to find someone to address my request | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | The city employee went the extra mile | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | The response time was reasonable | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | I was able to get my question/concern resolved | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Fort Lauderdale employees are courteous/professional | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | 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 Q27.]

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 Q28.]
- 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 Q29.]
- 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 ____ (3) There are too few
 ____ (2) The number is about right ____ (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/Doesn't Apply

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 ____ (3) Private or Parochial School
 ____ (2) Charter school ____ (4) Home School
- 33b. If "Yes", in what level of school are they currently enrolled?
 ____ (1) Elementary school (K-5) ____ (2) Middle School (6-8) ____ (3) High School (9-12)
34. What is your age? ____ years
35. Which of the following best describes your race?
 ____ (1) African American/Black ____ (3) Asian/Hawaiian/Other ____ (4) White
 ____ (2) American Indian/Alaska Native Pacific Islander ____ (5) Other: _____
36. Are you of Hispanic, Latino, or other Spanish ancestry? ____ (1) Yes ____ (2) No
37. What is the primary language spoken in your home?
 ____ (1) Spanish ____ (3) Creole ____ (5) Portuguese
 ____ (2) English ____ (4) French ____ (6) Other: _____

38. Which of the following best describes your current, primary place of employment?

- ____(1) Employed outside the home (*Where do you work?*) ____ (1) *In Fort Lauderdale*
____(2) Work from home ____ (2) *Outside of Fort Lauderdale but inside Broward County*
____(3) Student ____ (3) *In Miami-Dade County*
____(4) In Palm Beach County ____ (4) *Another location in Florida*
____(5) Retired ____ (5) *Outside of the State of Florida*
____(6) Not currently employed

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

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

40. 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

41. Your gender: ____ (1) Male ____ (2) Female

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

43. 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)

44. In what type of residence do you live?

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

45. 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 Community Enhancement 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.