

City of Fort Lauderdale Neighbor Survey

Findings Report

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2018

Submitted to the City of Fort Lauderdale

By:

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April 2019



CAM 19-0330
Exhibit 1
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2018 City of Fort Lauderdale Neighbor Survey

Executive Summary

Overview

ETC Institute administered a survey to residents of the City of Fort Lauderdale during the winter of 2018 and 2019. 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 seventh resident survey administered by ETC Institute for the City of Fort Lauderdale; trends provided in this report reflect changes from the 2012, 2017 and 2018 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 **(to be added)**
- 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 December of 2018. 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 739 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 739 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 $\pm 3.6\%$ 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 2017 to 2018 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, 2017 and 2018 survey results. When analyzing the trend charts, it is important to note that changes equal to or greater than $\pm 3.6\%$ are statistically significant changes.

Major Findings

- **Satisfaction with the overall quality of City services increased.** The percentage of residents who indicated that they were satisfied with the “overall quality of City services” increased significantly, from 55% in 2017 to 59% in 2018. Only 11% of those surveyed were dissatisfied with the overall quality of City services, this is a 6% decrease from 2017. The remaining residents gave a “neutral” rating (a rating of 3 on a 5-point scale) or did not have an opinion.
- **Priorities for City services.** Based on the sum of their top three choices, the city services that residents indicated should receive the most emphasis from City leaders over the next two years were 1) overall flow of traffic, 2) maintenance of streets, sidewalks and infrastructure, and 3) how well the City is preparing for the future.

Satisfaction with Specific City Services

- **Fire Rescue and Emergency Management Services.** The areas of fire rescue and emergency management services that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the overall quality of local fire protection (84%), the professionalism of employees responding to emergencies (78%), and how quickly fire rescue responds to 911 emergencies (79%).
- **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 (64%, a decrease of 4% from 2017), the overall quality of local police protection (64%), and how quickly police respond to 911 emergencies (60%). Residents feel safest in commercial/business areas during the day (88%), at special events (88%), along the beach (87%), and walking/biking in their neighborhood during the day (85%). Residents were least satisfied with the City’s efforts to prevent crime (42%, an increase of 4% from 2017).
- **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 (74%), the maintenance of City parks (73%, an increase of 4% from 2017), and the quality of athletic fields (68%). Residents were least satisfied with the City’s adult recreation programs (53%, an increase of 4% from 2017).
- **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 (52%), the availability of sidewalks (49%), and the maintenance of street signs and pavement markings (44%). Residents were least satisfied with the management of traffic flow on major roadways (14%).
- **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 (73%, a decrease of 4% from 2017), residential bulk trash collection (71%), and residential recycling services (63%, a 10% decrease from 2017). Residents were least satisfied with the prevention of flooding (27%).

Other Findings

Ratings of Fort Lauderdale

The aspects of the City that residents rated as most positive (ratings of 4 or 5 on a 5-point scale) were: the City as a place to visit (88%), as a place for play and leisure (87%), and as a place to live (82%). Residents were least satisfied with the City as a place to educate children (33%). 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: the acceptance of diversity (64%, an increase of 4% from 2017), the quality of private schools (59%, a decrease of 4% from 2017), the overall appearance of the City (59%, an increase of 7% from 2017), and the overall feeling of safety in the City (49%, an increase of 7% from 2017). Residents gave the lowest ratings to the availability of affordable housing (17%). In 2017 the City's efforts in addressing homelessness received the lowest ratings but saw a significant increase in 2018 (11% in 2017 to 19% in 2018).

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
- Opportunities to participate in local government
- Ratings of the City as a place to work
- The quality of customer service received from City employees
- Mowing/cutting of weeds and grass on private property
- Ratings of the City as a place to live

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
- Quality of sewer (wastewater) services
- The maintenance of street signs and pavement markings
- The overall quality of public schools
- The overall flow of traffic
- The overall feeling of safety in the City
- The overall cleanliness of streets

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, the cost of public parking, management of traffic flow in neighborhoods, the adequacy of street lighting, and the availability of biking paths and bike lanes.
 - **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.

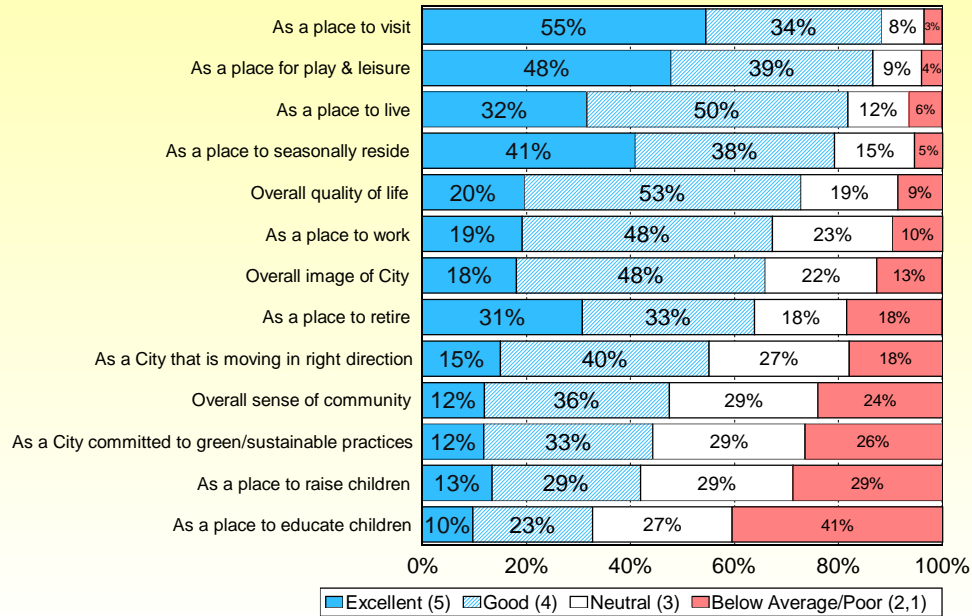
ETC Institute recommends that the information included in this report be shared with the Mayor and Commission, Department Directors, staff, and key community partners. Institutionalizing the results into strategic planning and the budgeting processes will provide a systematic focus for improvement over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

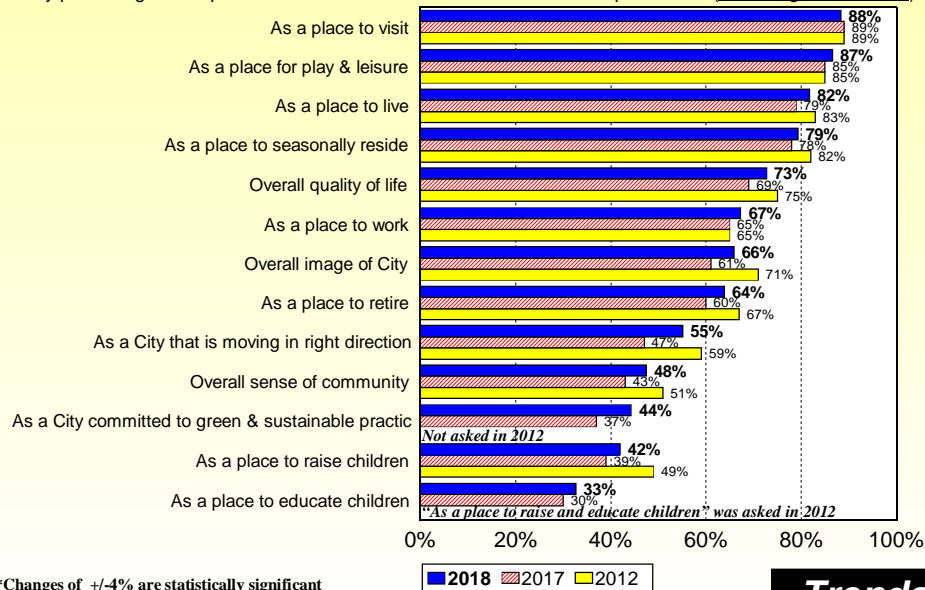
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Overall Ratings for the City of Fort Lauderdale 2012 to 2018

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

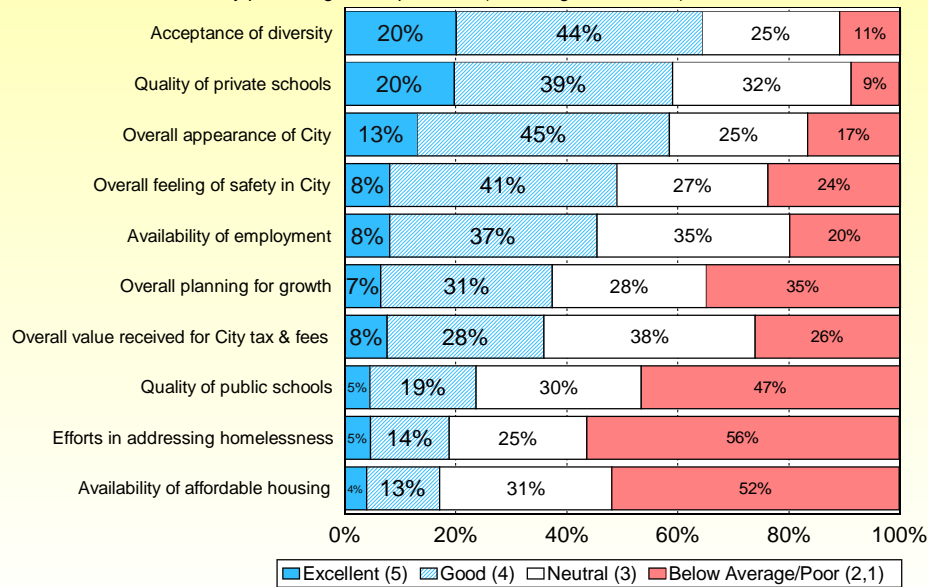


Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

Q2. Satisfaction With Items That Influence the Perception Residents Have of the City

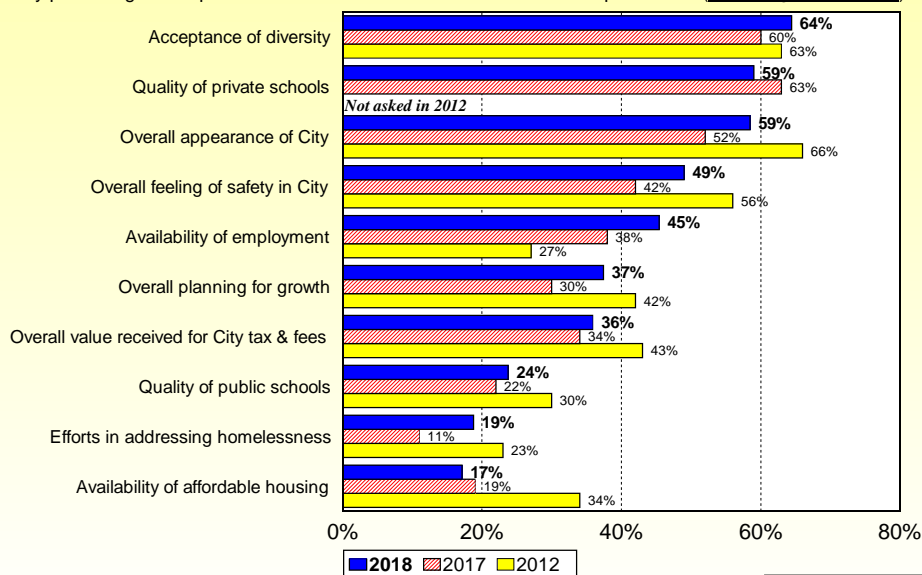
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Satisfaction With Items That Influence the Perception Residents Have of the City - 2012 to 2018

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



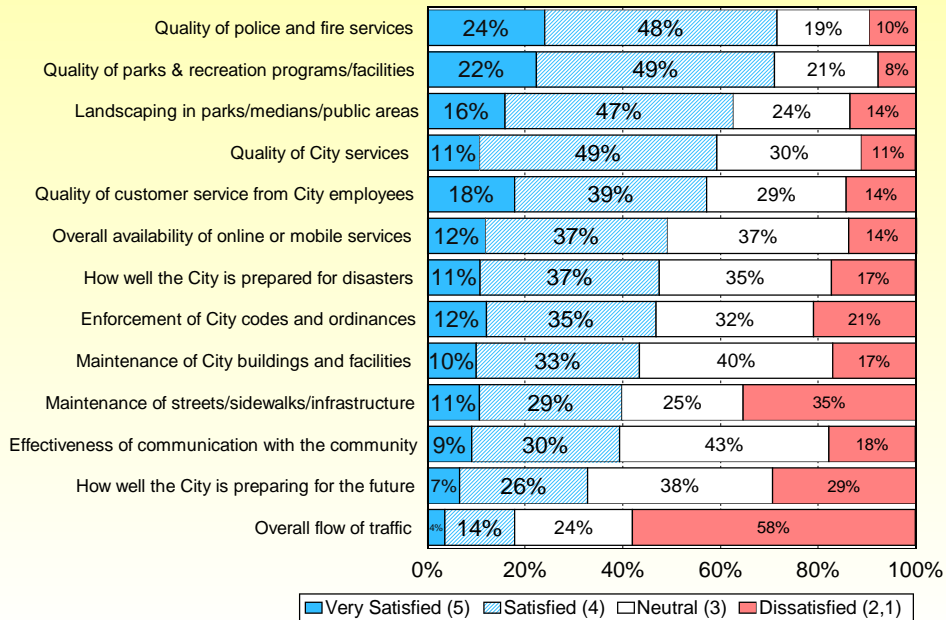
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

Q3. Overall Satisfaction with City Services

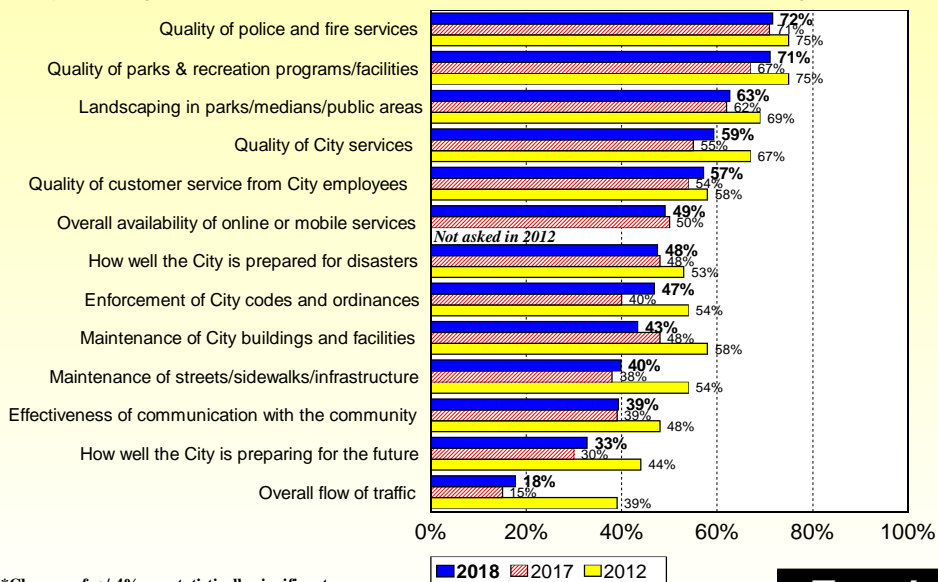
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Overall Satisfaction with City Services 2012 to 2018

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



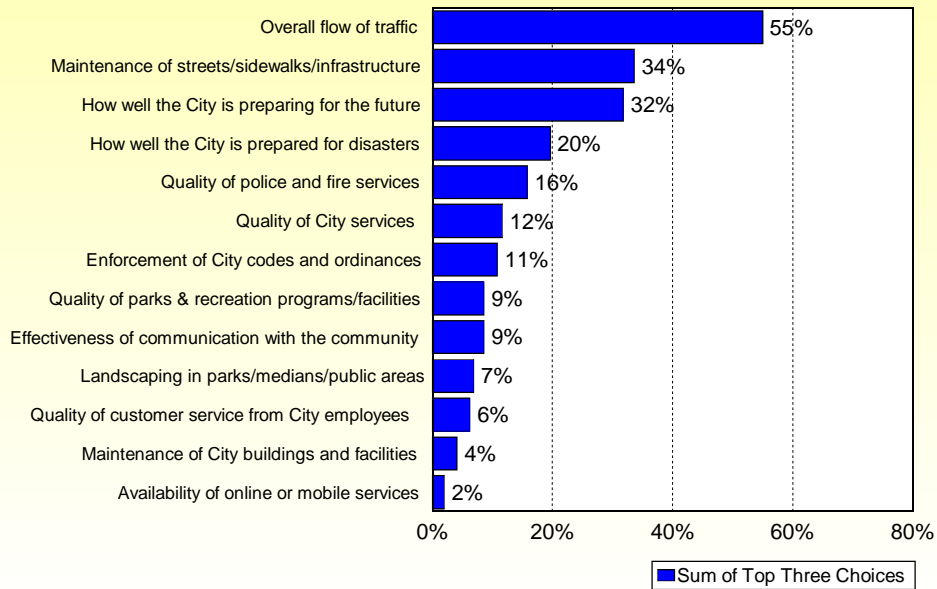
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

Q4. City Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

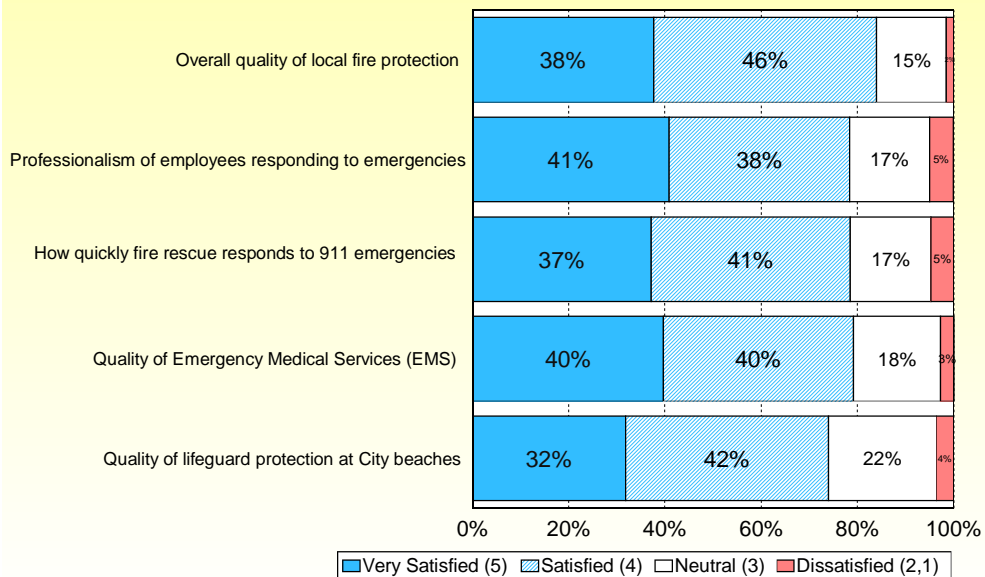
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q5a. Satisfaction with Fire Rescue and Emergency Management Planning

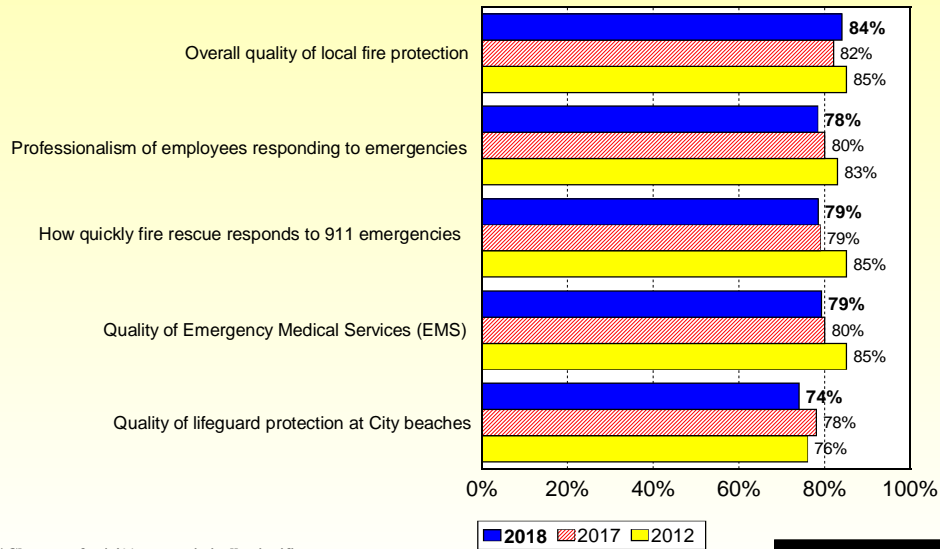
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

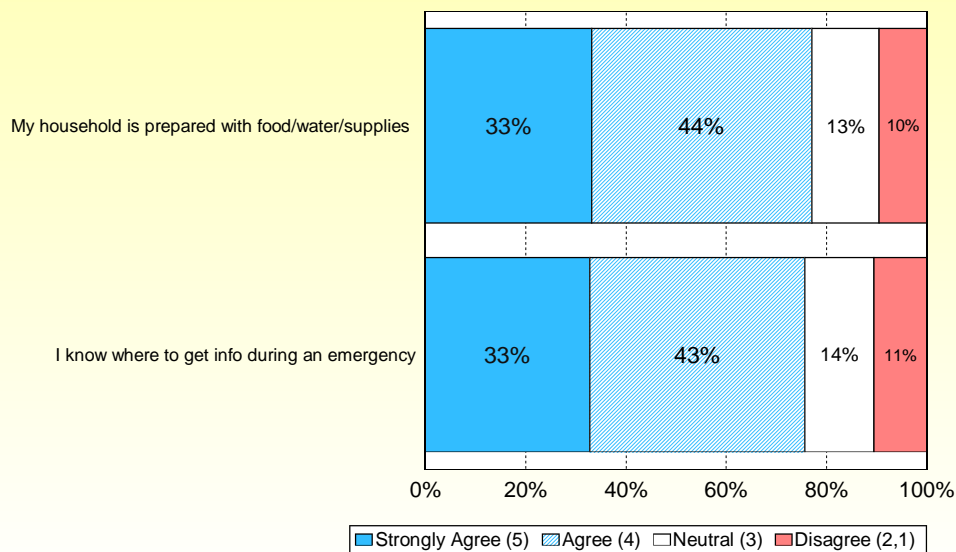
Satisfaction With Fire Rescue and Emergency Management Planning - 2012 to 2018

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



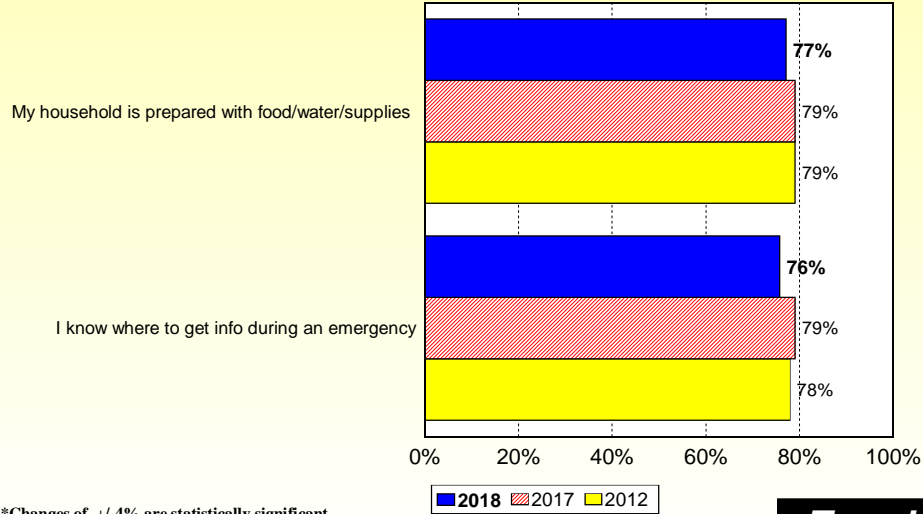
Q5b. Level of Agreement With Various Aspects of Fire Rescue and Emergency Management Planning

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



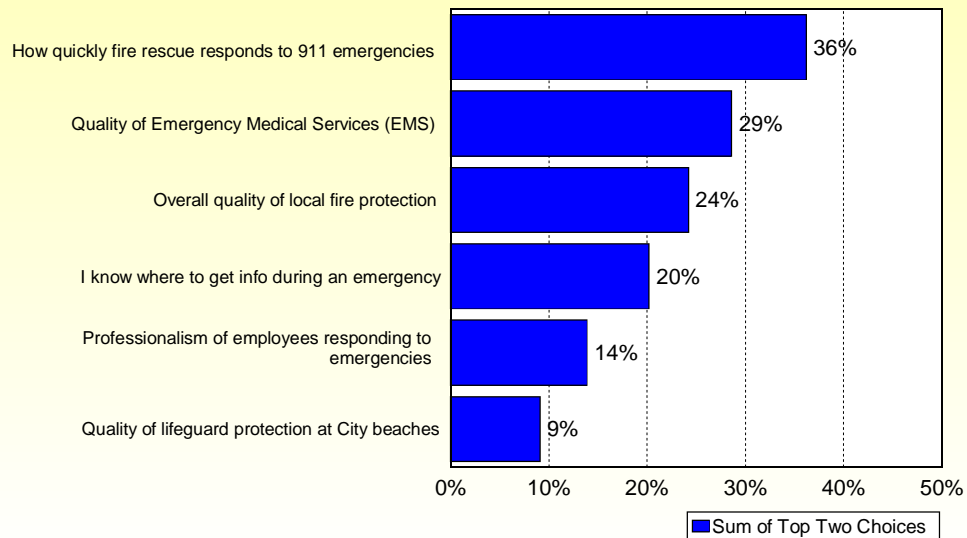
Level of Agreement with Various Aspects of Fire Rescue and Emergency Management Planning 2012 to 2018

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



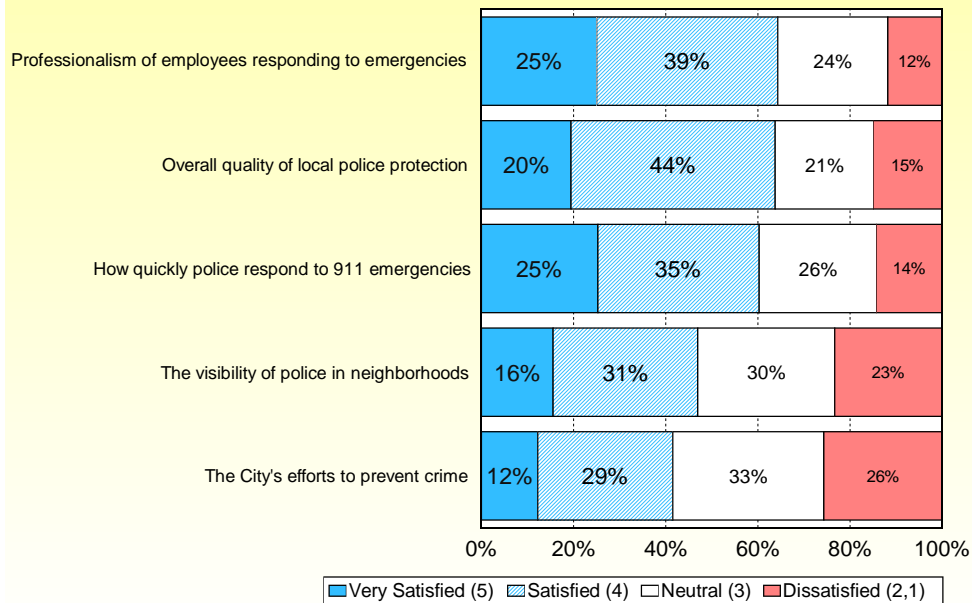
Q6. Fire Rescue and Emergency Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



Q7. Satisfaction with Public Safety - Police

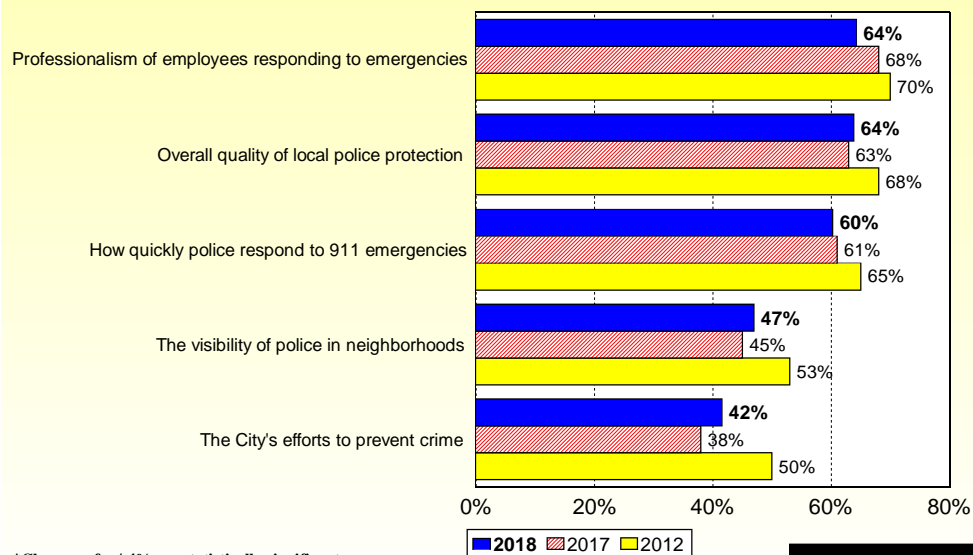
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Satisfaction With Public Safety - Police 2012 to 2018

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



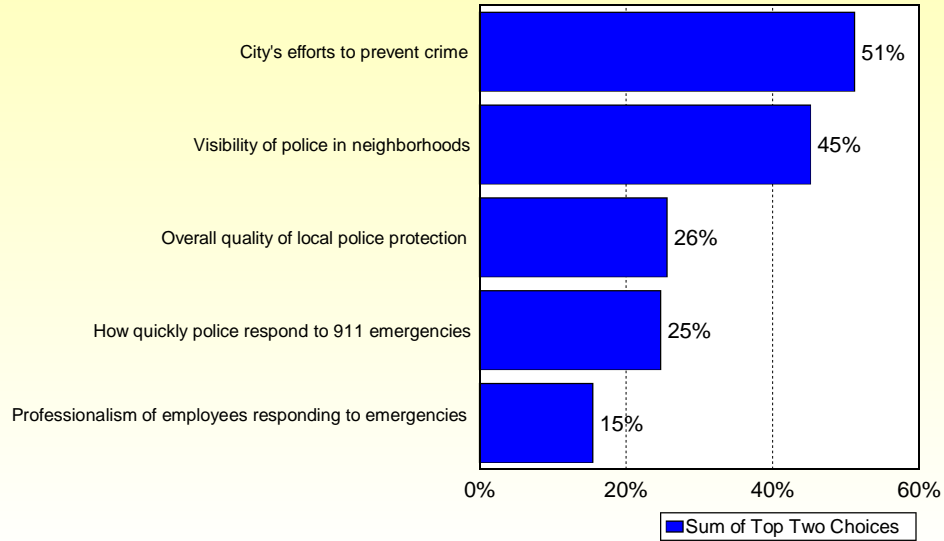
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

Q8. Public Safety Issues That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

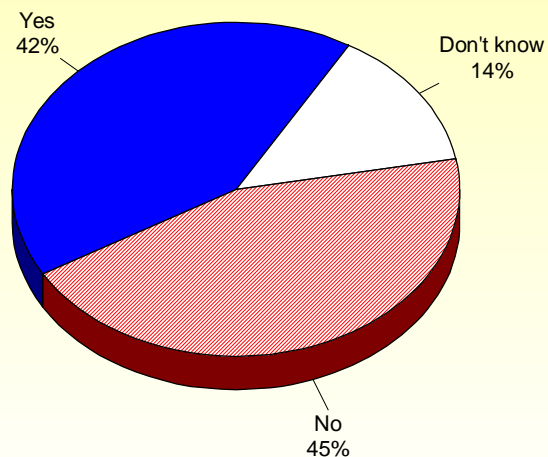
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q9. Have you met a police officer in your neighborhood or at a civic association meeting?

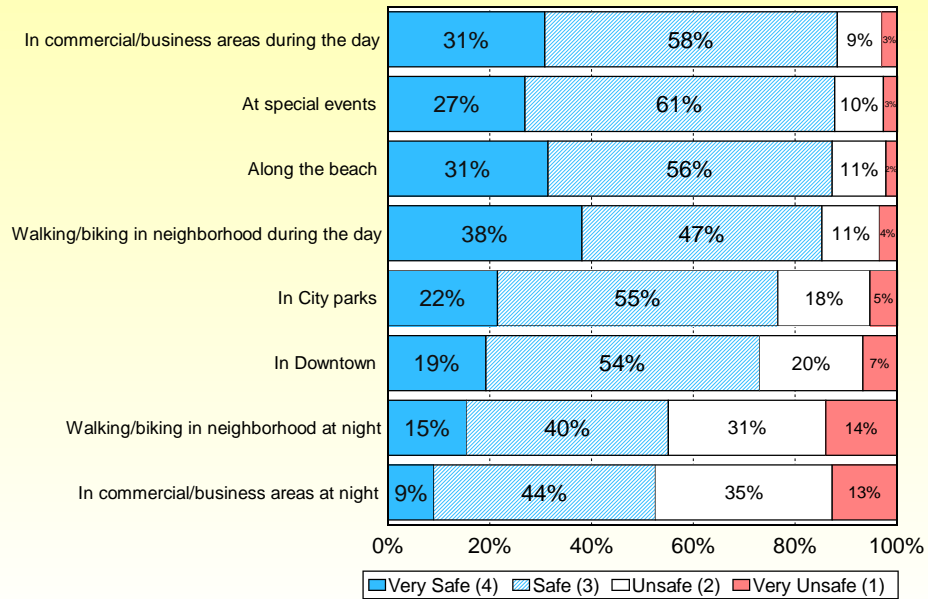
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q10. Perceptions of Safety in Fort Lauderdale

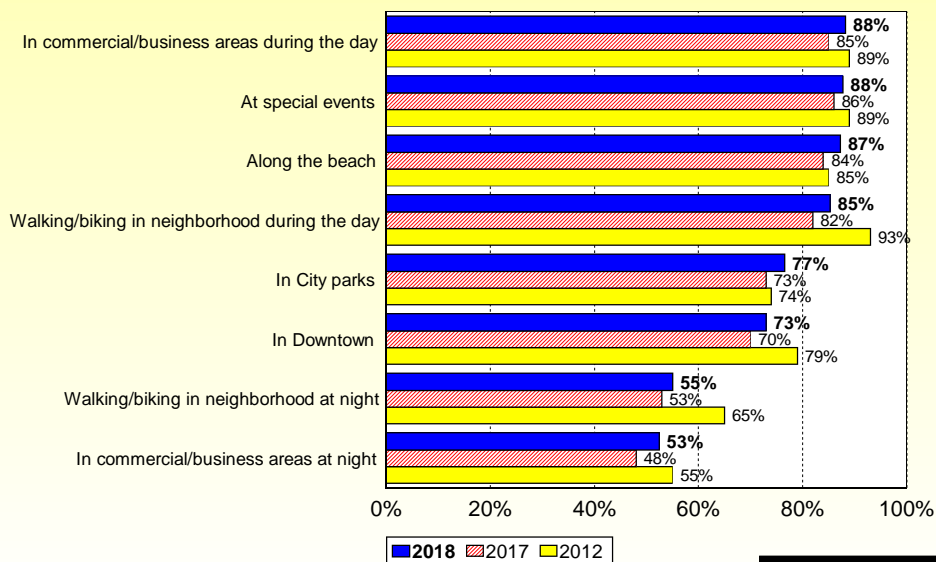
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Perceptions of Safety in Fort Lauderdale 2012 to 2018

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



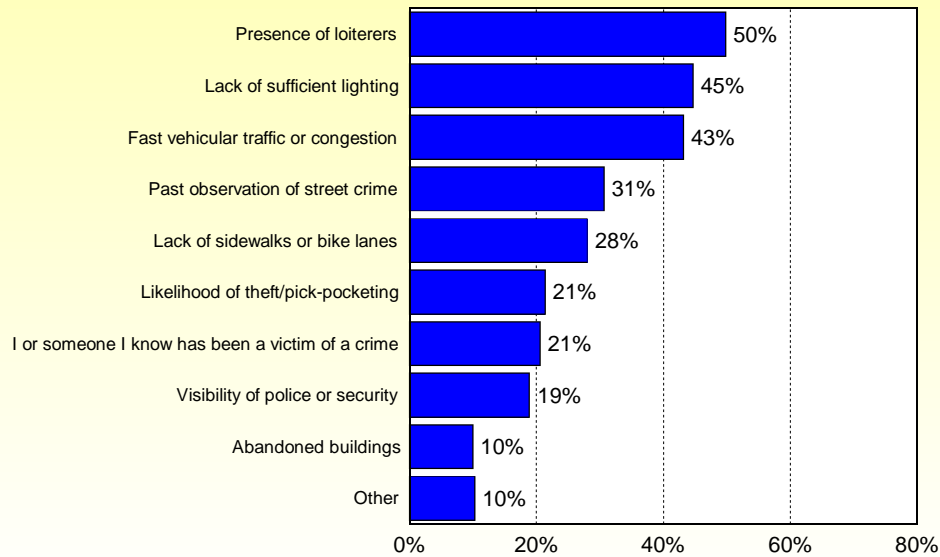
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

Q11. If you feel unsafe in any area, why do you feel unsafe?

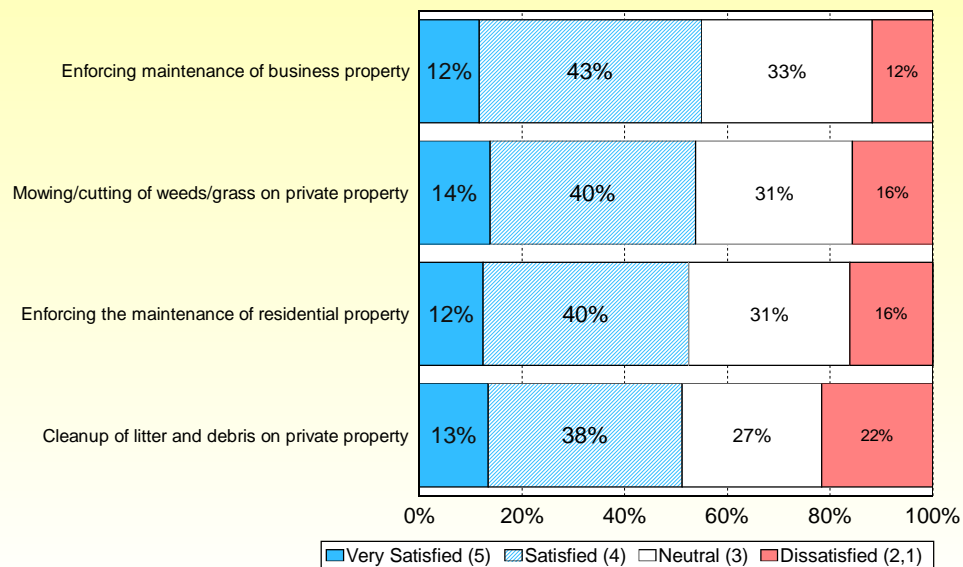
by percentage of respondents who indicated they felt "unsafe" or "very unsafe" in any area on Question 11 (multiple selections could be made)



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q12. Satisfaction With Codes and Ordinances Related to Appearance

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



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

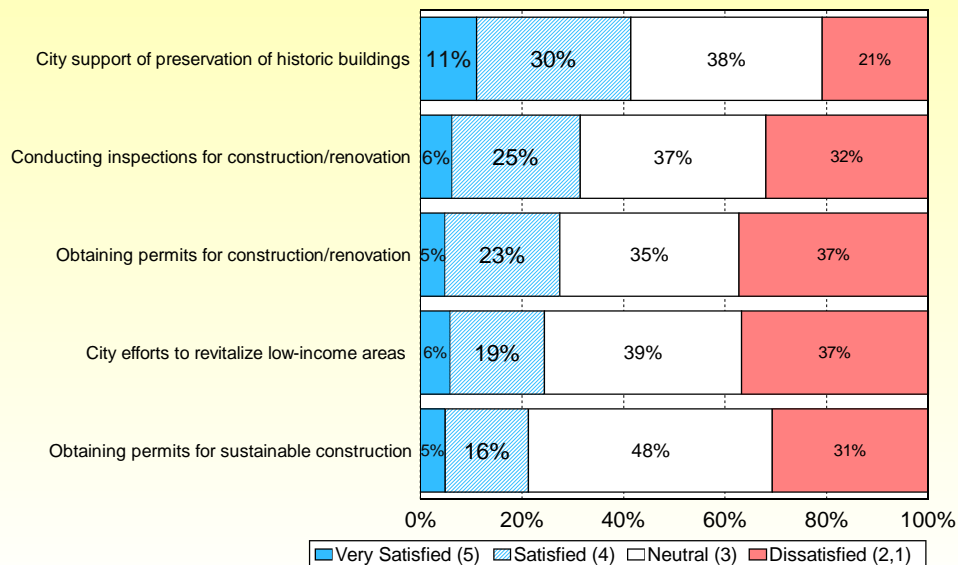
Satisfaction With Codes and Ordinances Related to Appearance - 2012 to 2018

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



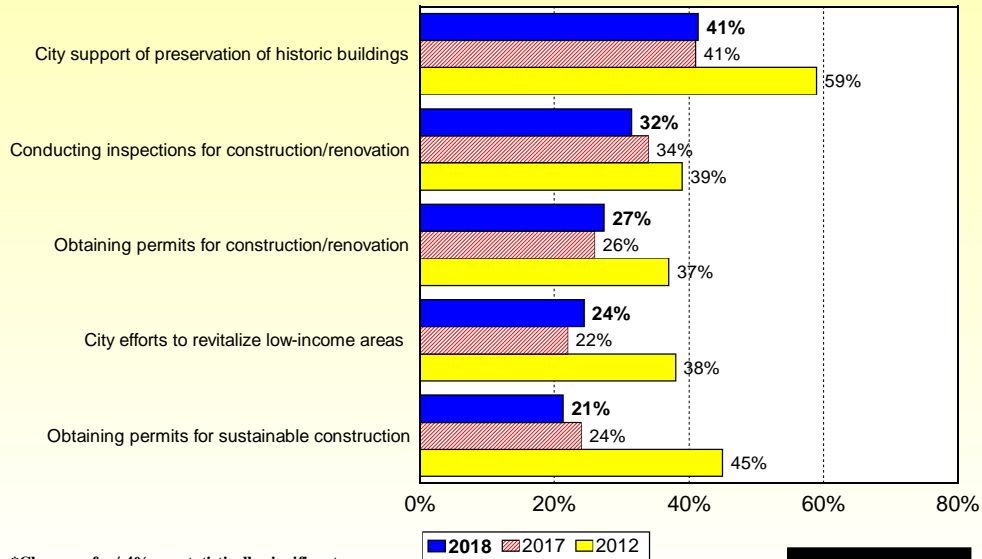
Q13. Satisfaction with Community Planning and Development

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



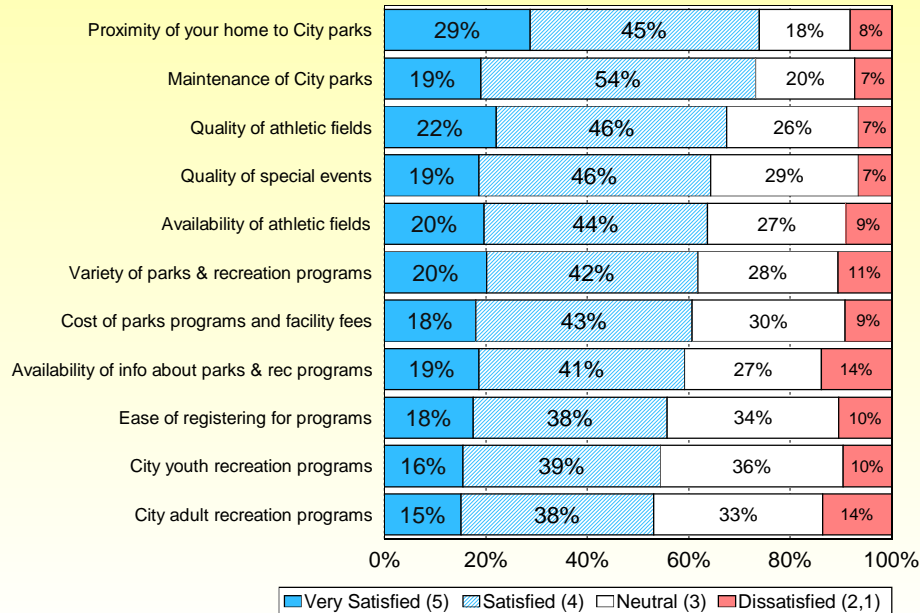
Satisfaction with Community Planning and Development 2012 to 2017

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



Q14. Satisfaction With Parks and Recreation Services

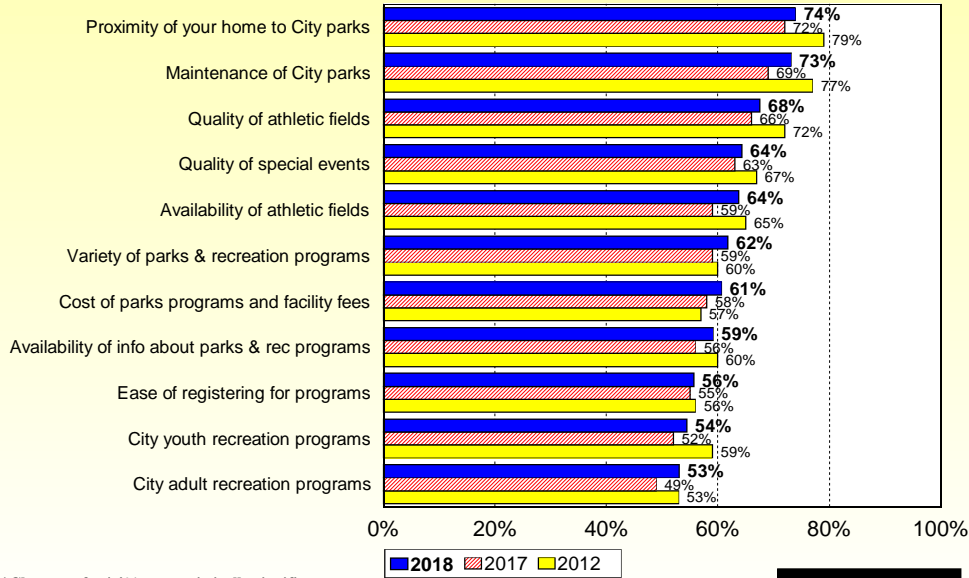
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Satisfaction With Parks and Recreation Services 2012 to 2018

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



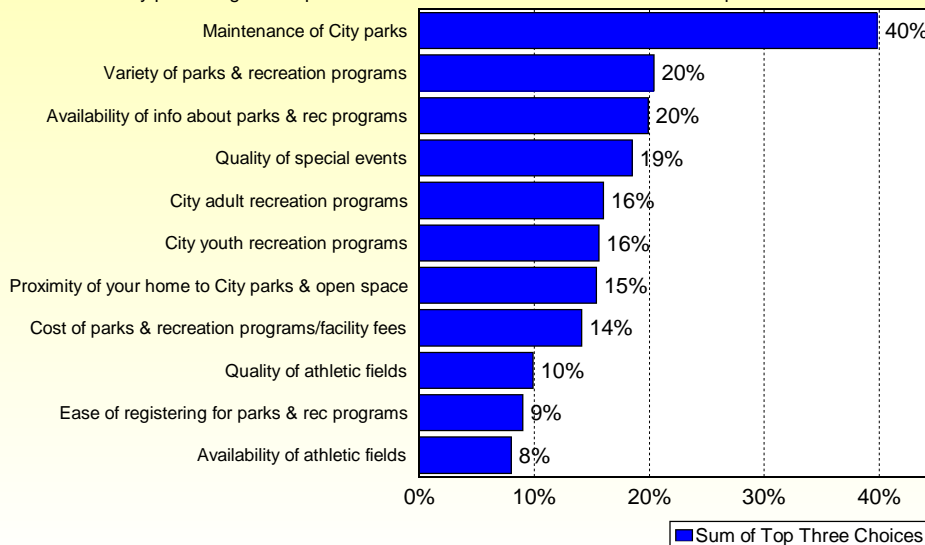
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

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

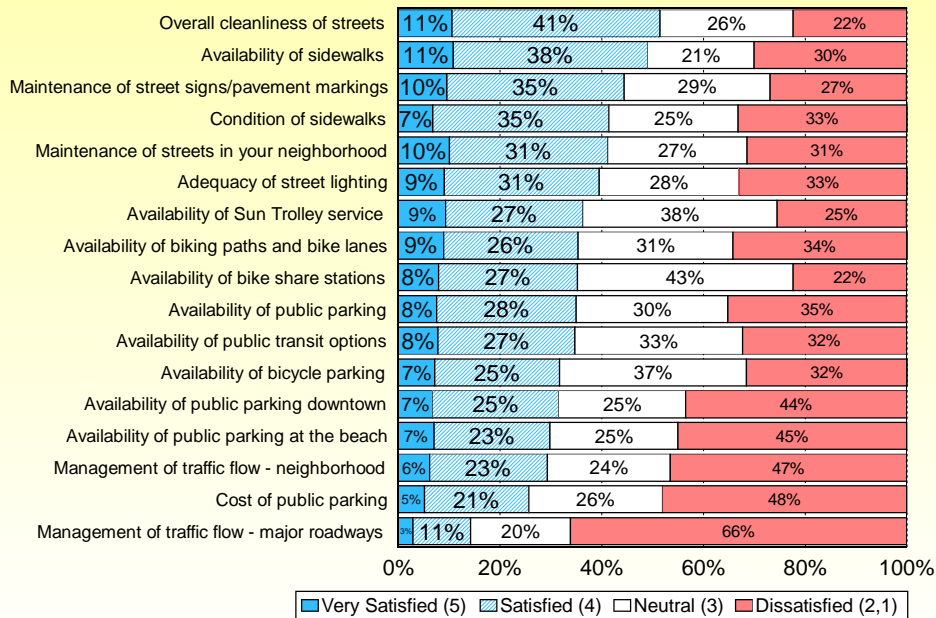
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q16. Satisfaction With Transportation and Mobility

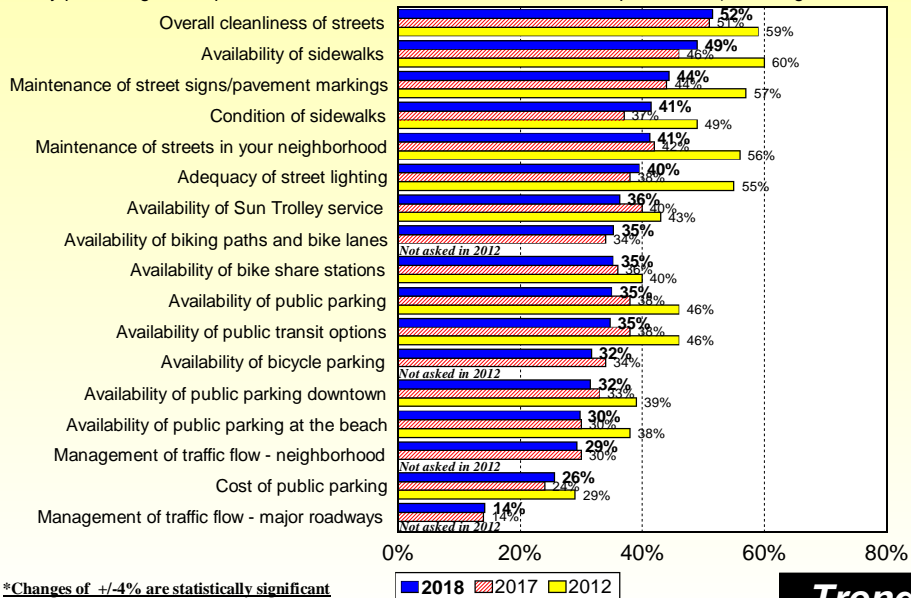
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Satisfaction With Transportation and Mobility 2012 to 2018

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



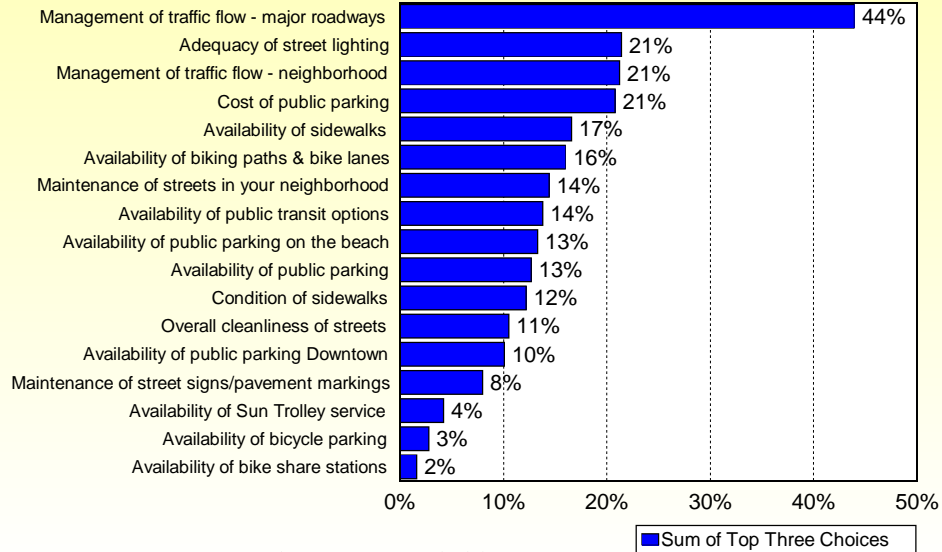
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

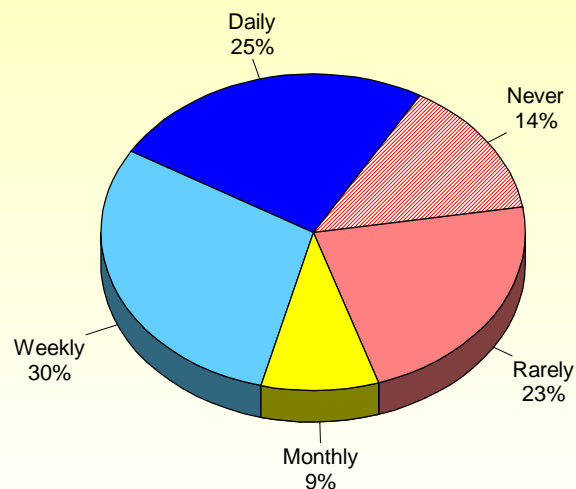
Q17. Transportation and Mobility Issues That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



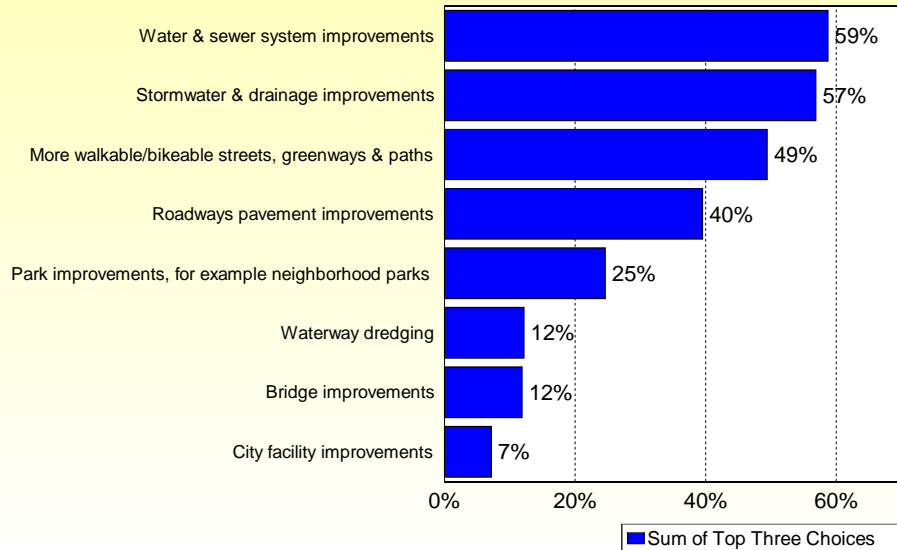
Q18. How often do you or any member of your household use alternate transportation options, such as walking, biking, or mass transit?

by percentage of respondents (excluding "not provided")



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

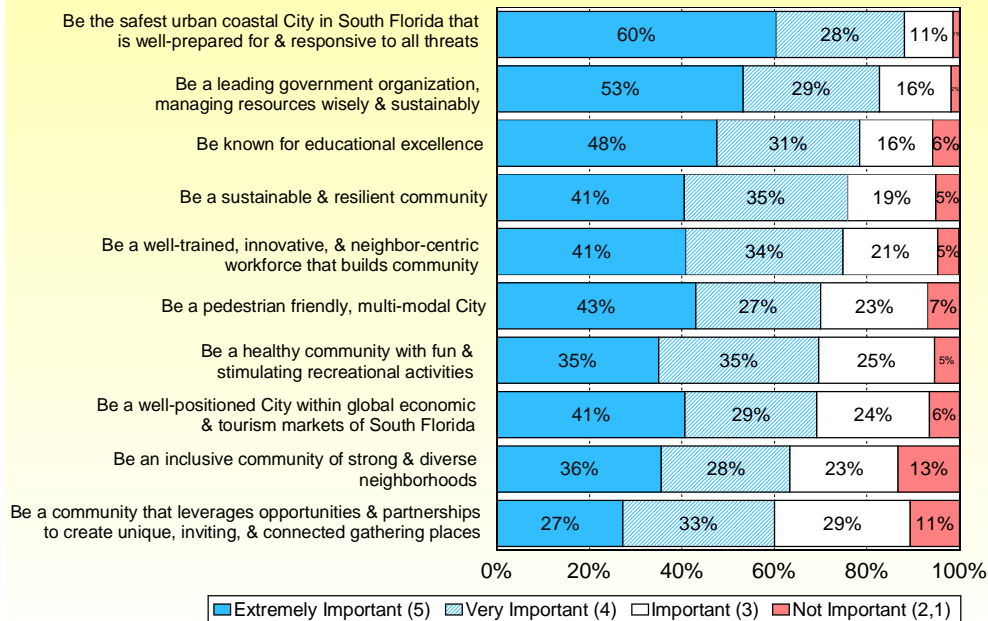
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q20. Importance of Strategic Planning Areas

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



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

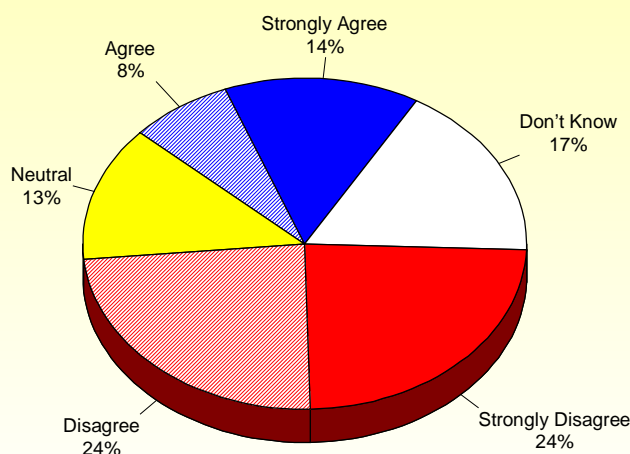
Q21. Strategic Planning Areas That Should Receive the Most Emphasis From City Leaders Over the Next Two Years



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q23. Please indicate your level of agreement with the following statement: "The City of Fort Lauderdale builds community."

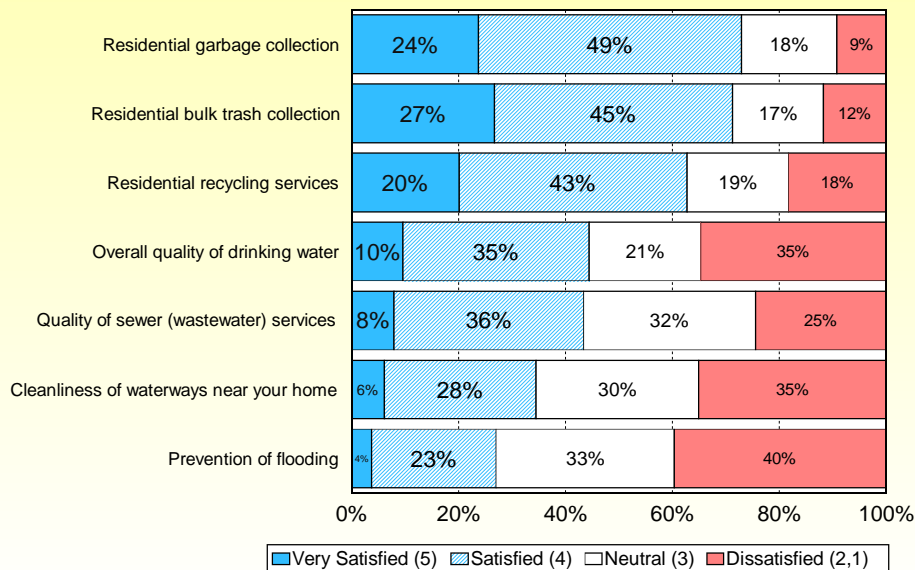
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q24. Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation

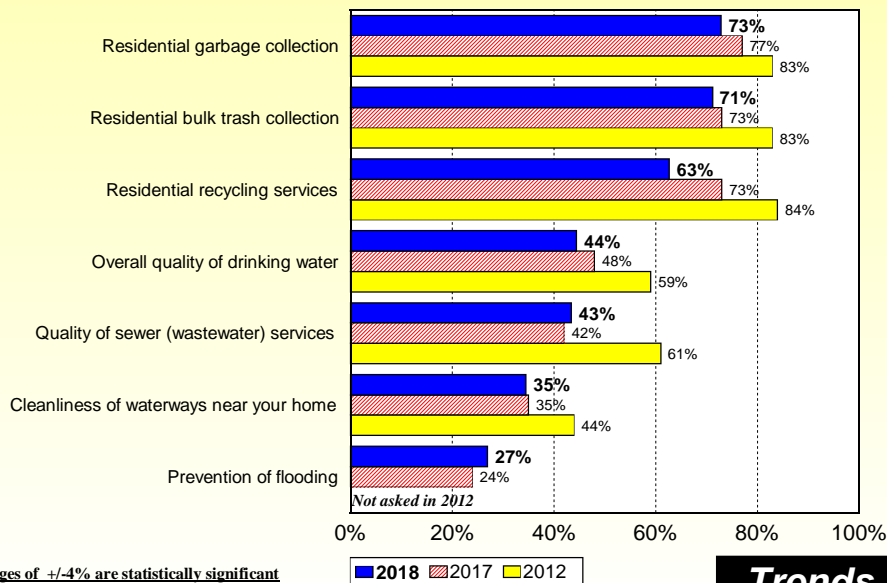
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation - 2012 to 2018

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



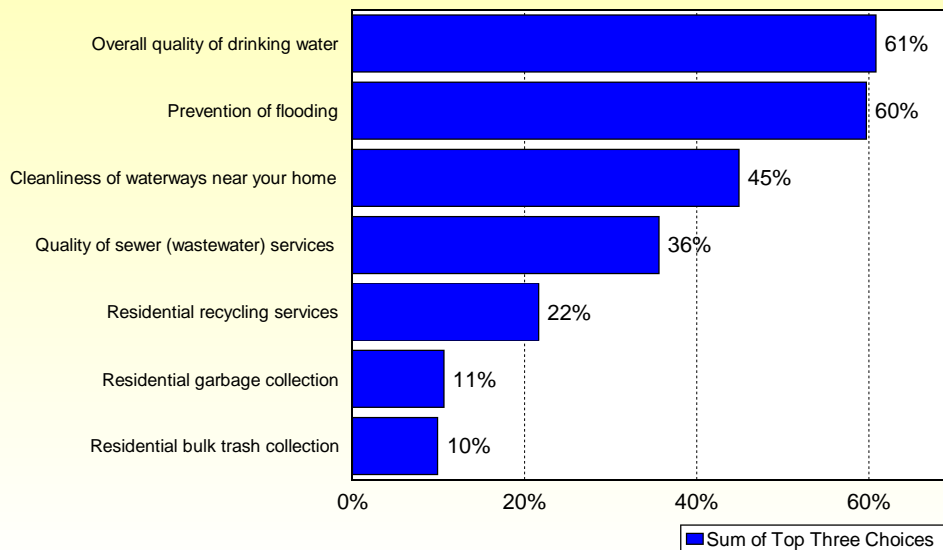
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

Q25. Water and Sanitation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

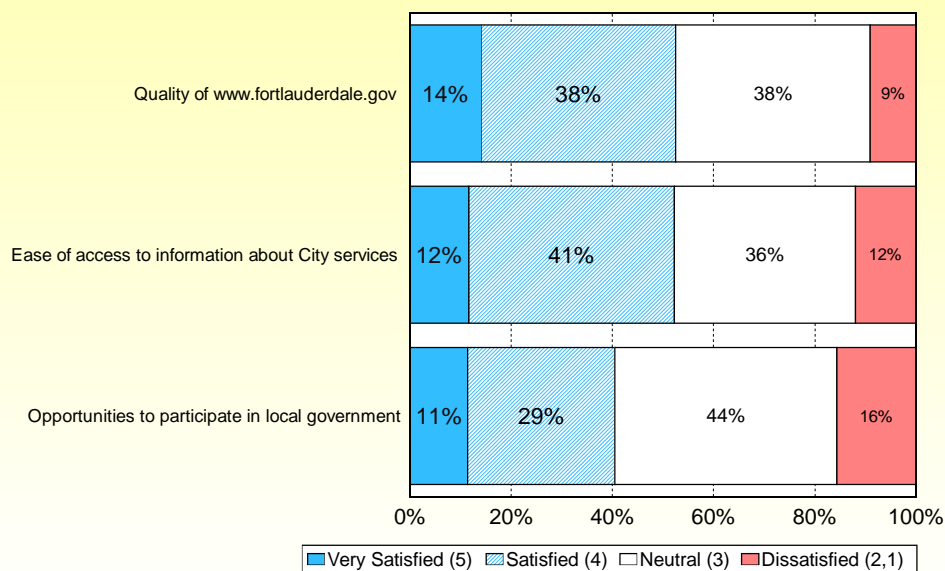
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q26. Satisfaction With Public Communication and Outreach

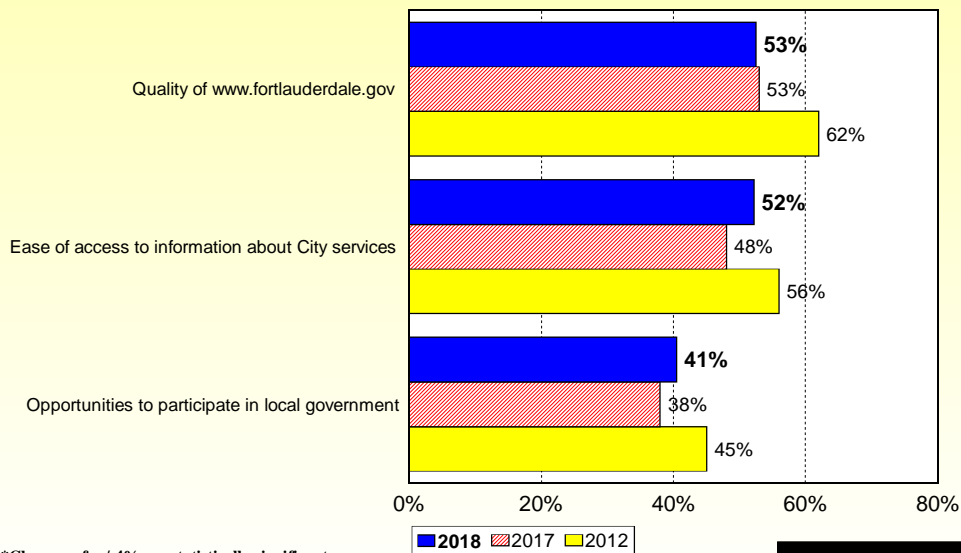
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

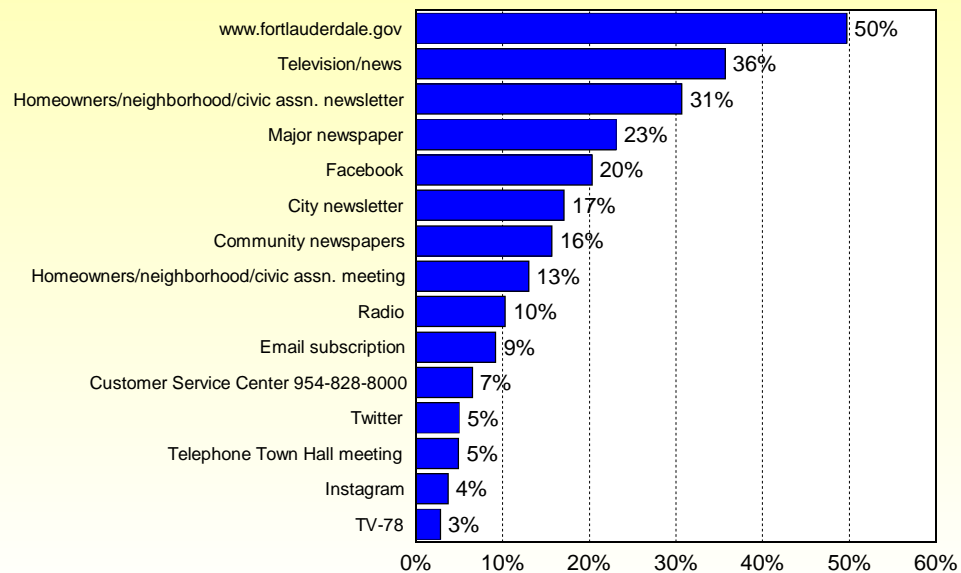
Satisfaction With Public Communication and Outreach 2012 to 2018

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



Q27. Which of the following are your primary sources of information about City issues, services, and events?

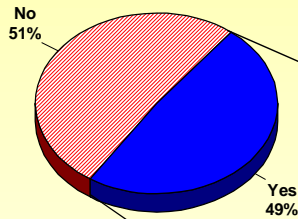
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

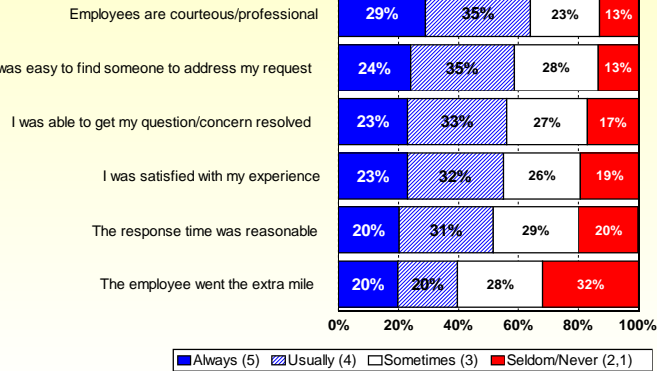
Q28. Have you contacted the City during the past year?

by percentage of respondents



Q28a-f. Frequency That City Employees Display Various Behaviors

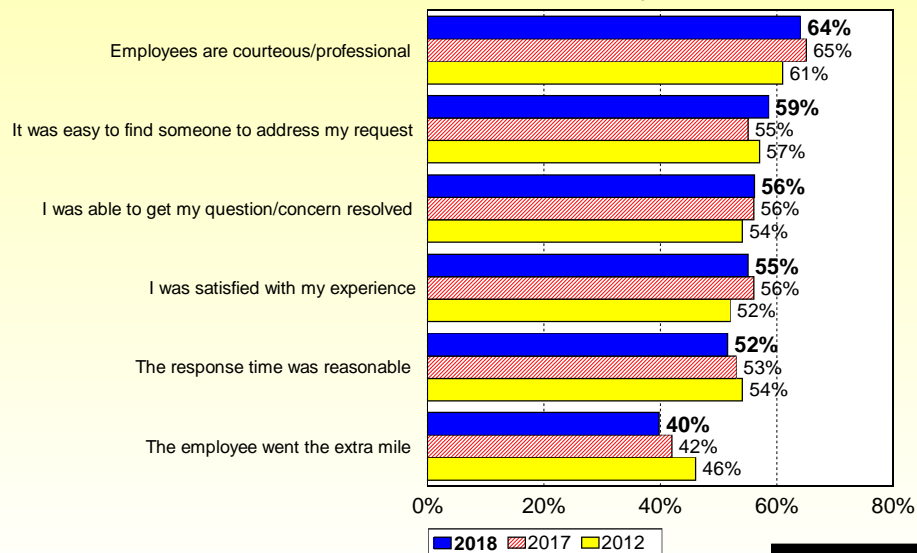
(excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Frequency That City Employees Display Various Behaviors 2012 to 2018

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



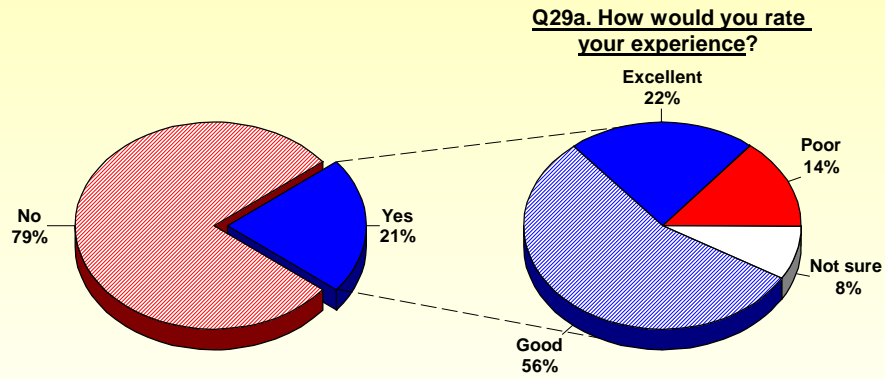
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

Q29. Have you ever contacted our 24-hour Customer Service Center (954-828-8000)?

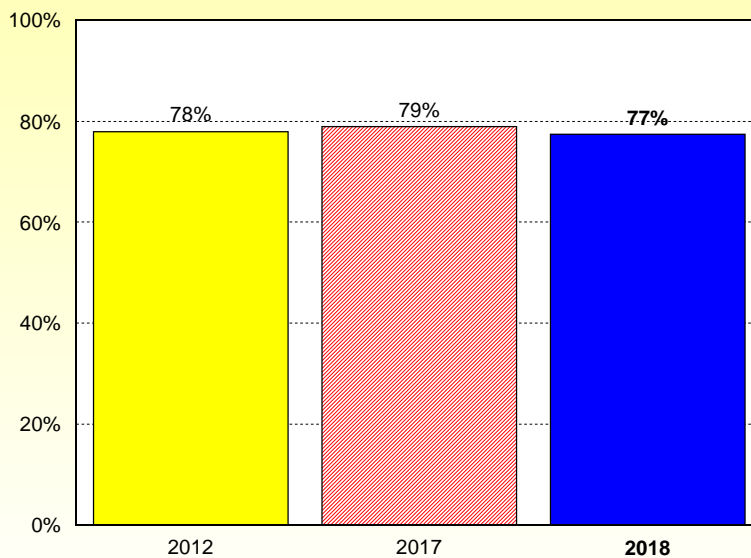
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - 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"



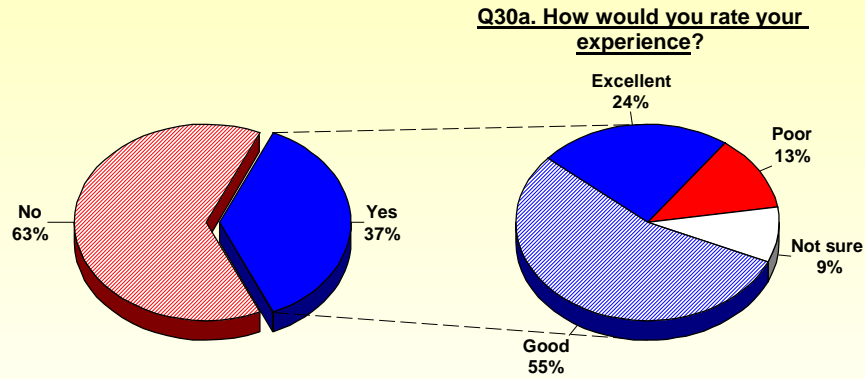
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

Q30. Have you ever contacted our Utility Billing Office (954-828-5150)?

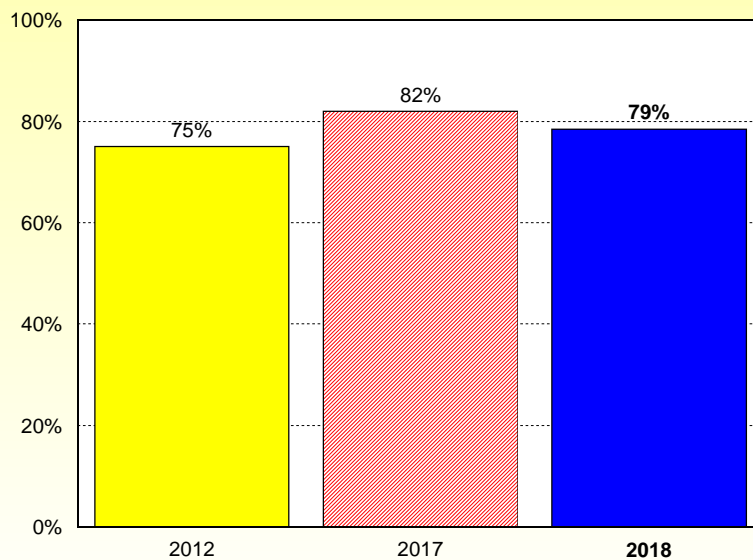
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - 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"



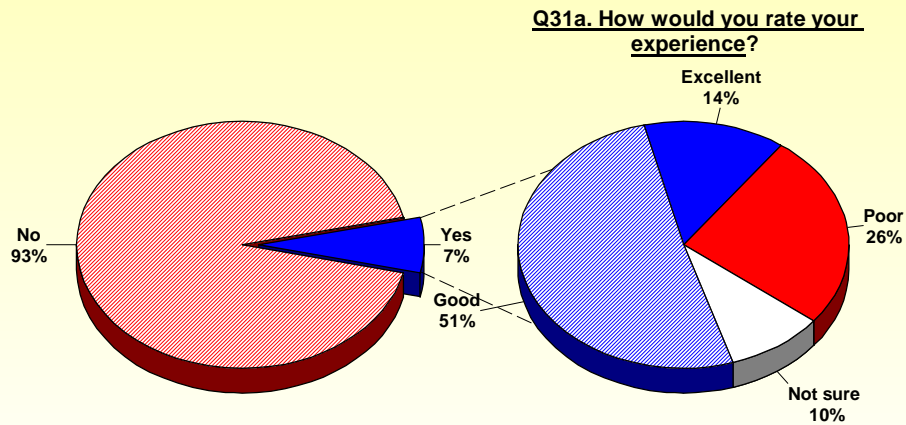
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

Q31. Have you utilized the Lauderserve mobile device app to submit a service request?

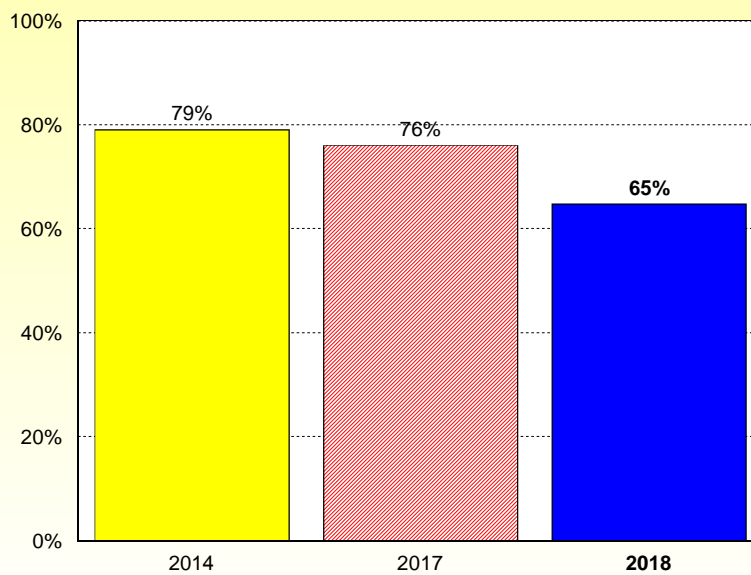
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - 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 and rated their experience as "excellent" or "good"

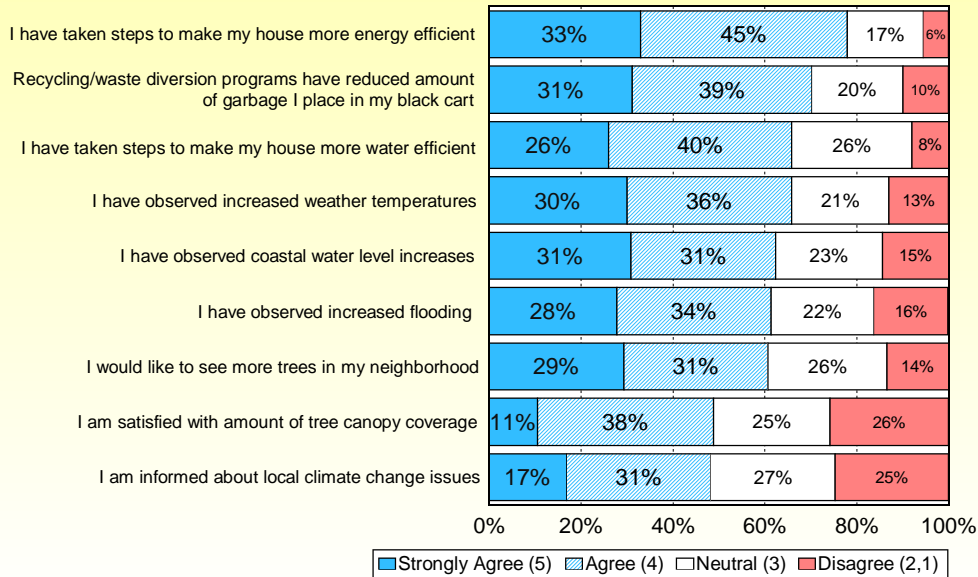


Trends

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q32. Level of Agreement with Various Aspects of Sustainability

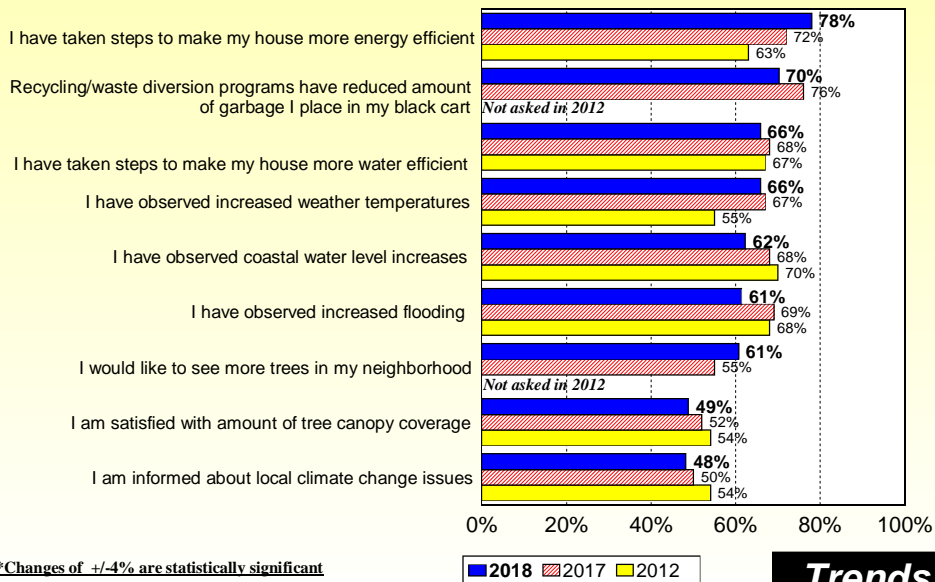
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Level of Agreement with Various Aspects of Sustainability - 2012 to 2018

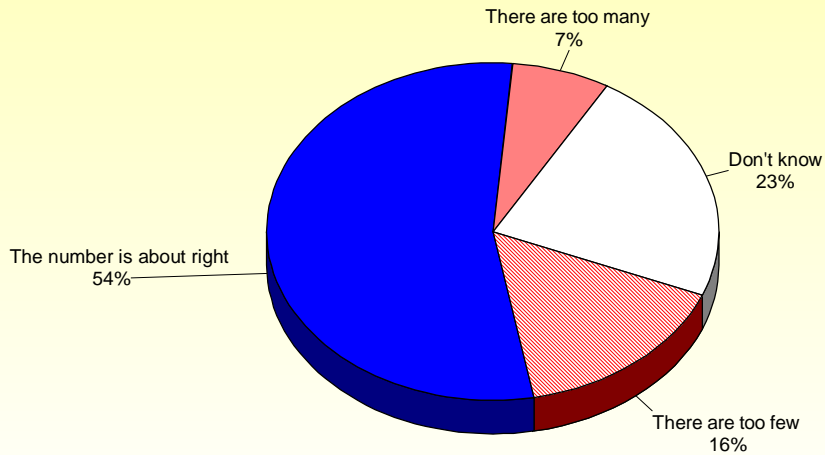
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q33. Which of the following best describes your opinion about the number of special events in Fort Lauderdale?

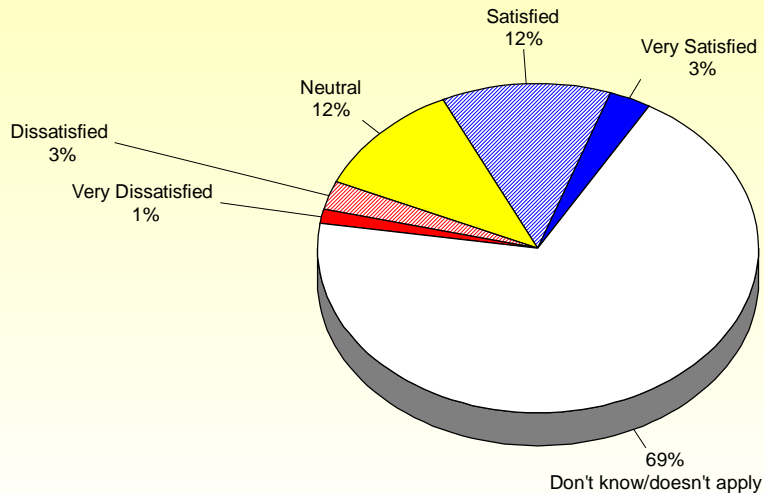
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q34. 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?

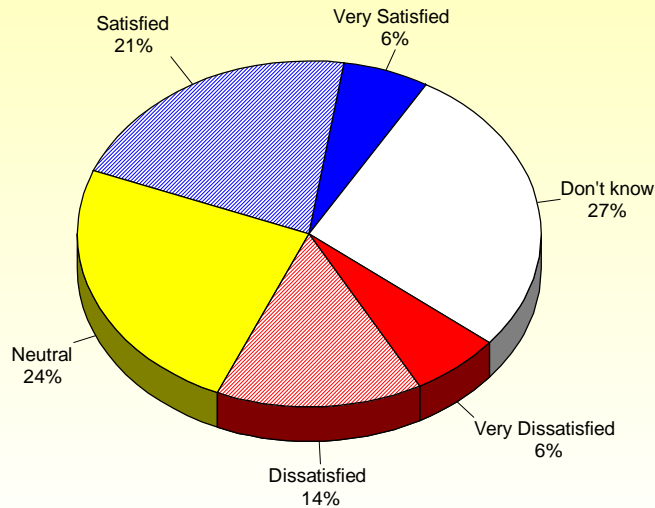
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q35. 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?

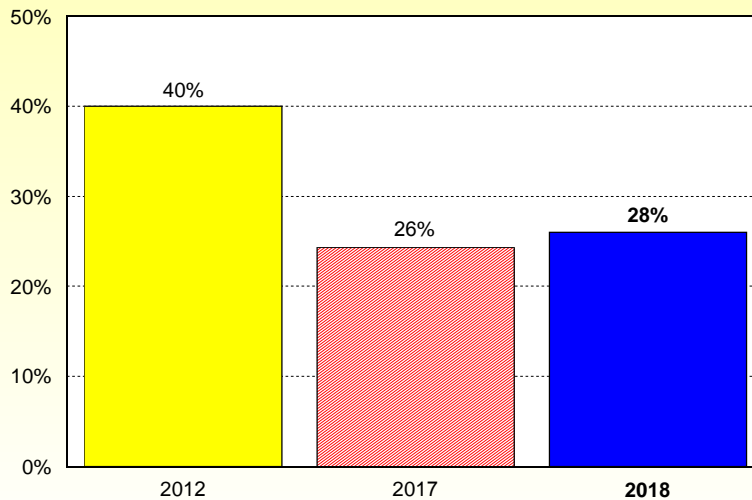
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - 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"



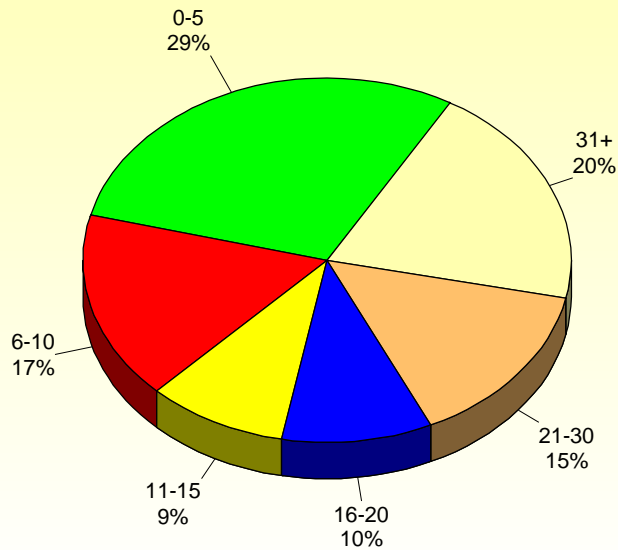
*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Trends

Q36. Approximately how many years have you lived in the City of Fort Lauderdale?

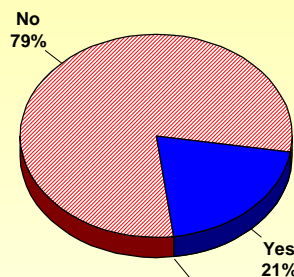
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

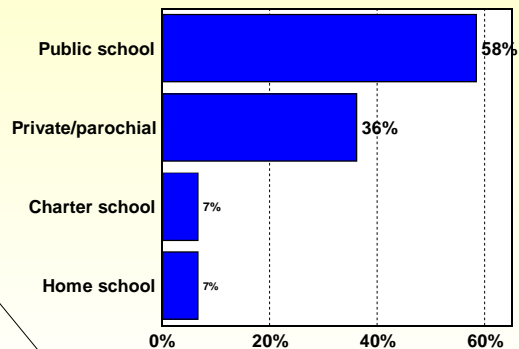
Q37. Do you have school age children (grades K-12) living at home?

by percentage of respondents



Q37a. What type of school(s) do they attend?

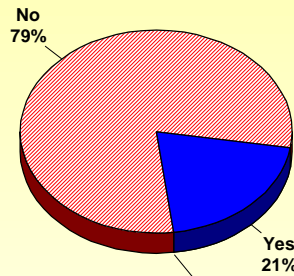
(multiple selections could be made)



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

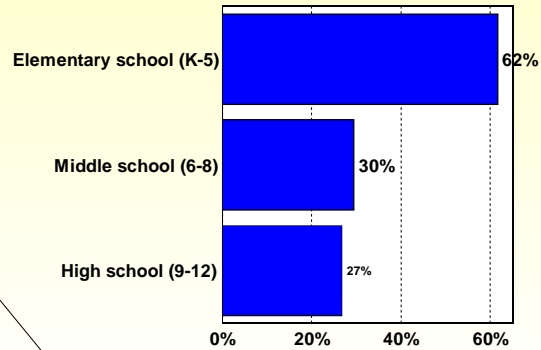
Q37. Do you have school age children (grades K-12) living at home?

by percentage of respondents



Q37b. In what level of school are they currently enrolled?

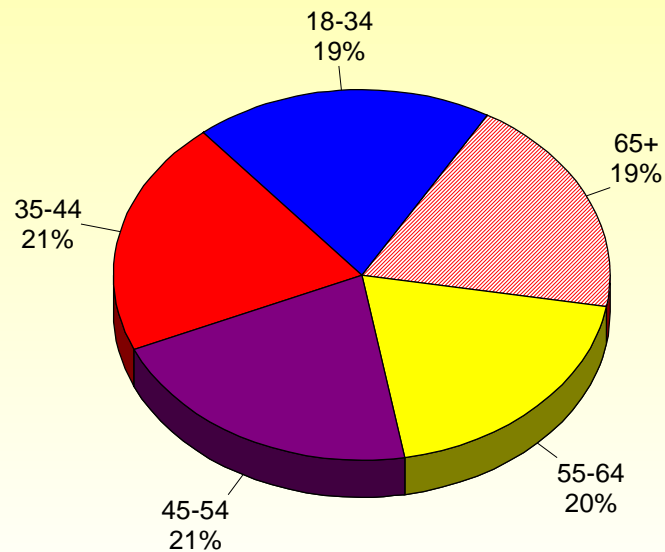
(multiple selections could be made)



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q38. What is your age?

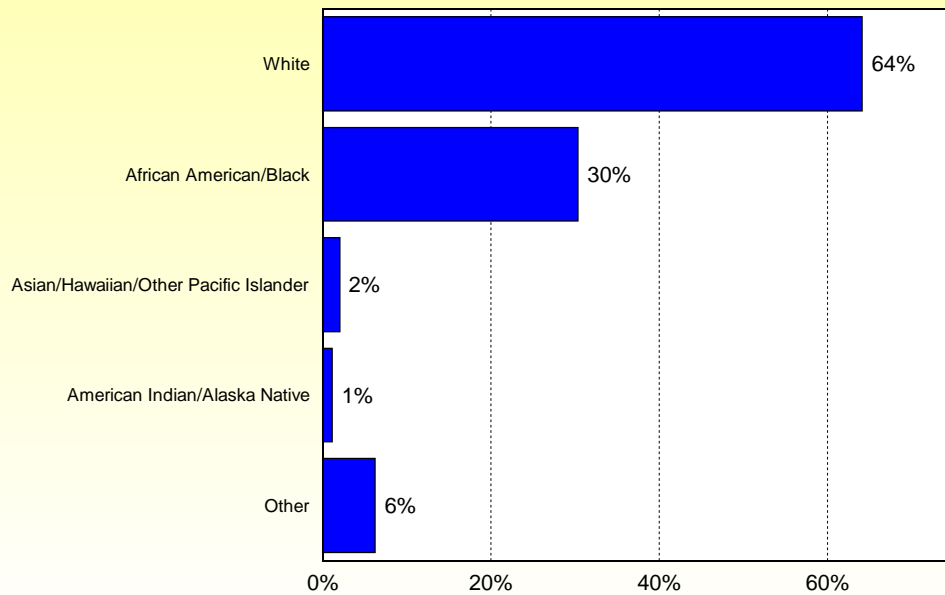
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q39. Which of the following best describes your race?

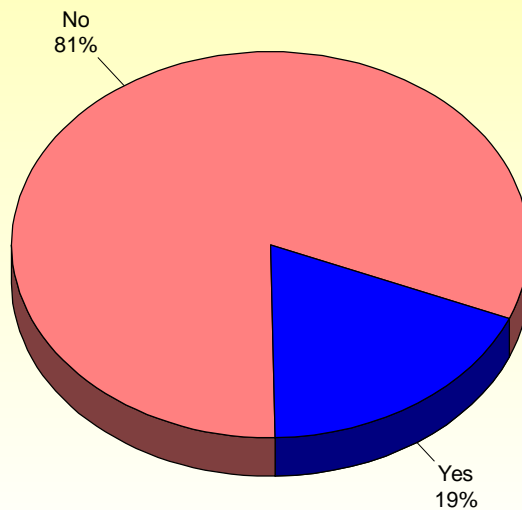
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q40. Are you of Hispanic, Latino, or other Spanish ancestry?

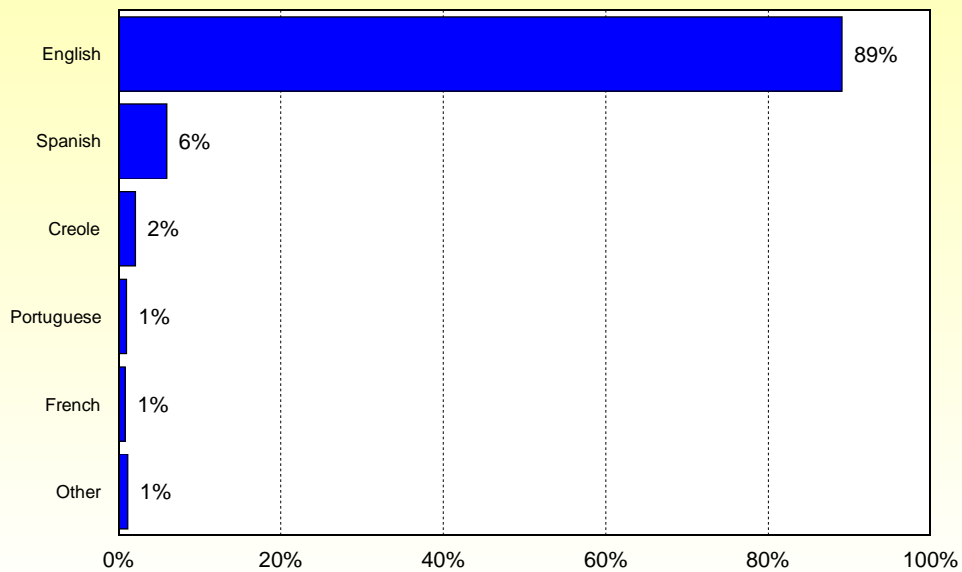
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q41. What is the primary language spoken in your home?

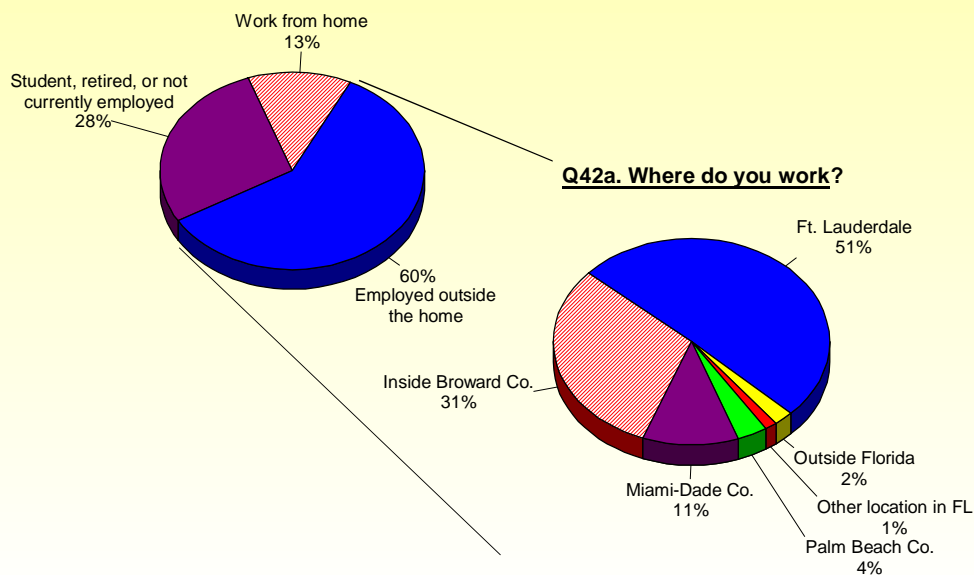
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q42. Which of the following best describes your current place of employment?

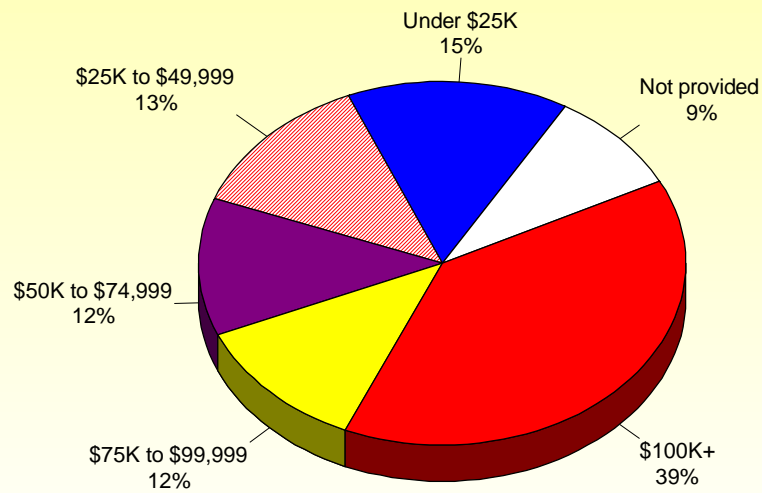
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q43. Annual Household Income

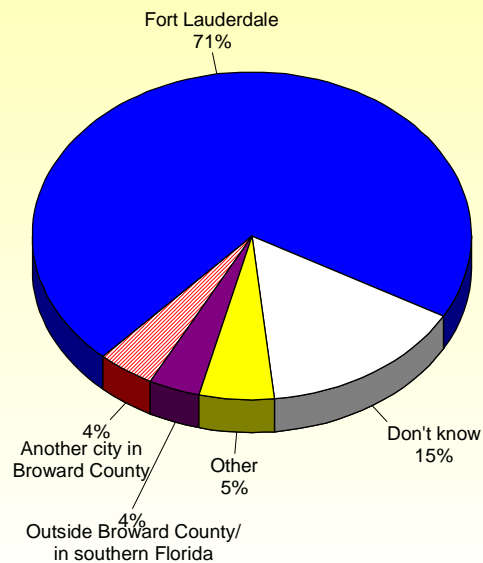
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q44. Where do you plan to be living in the next 2-5 years?

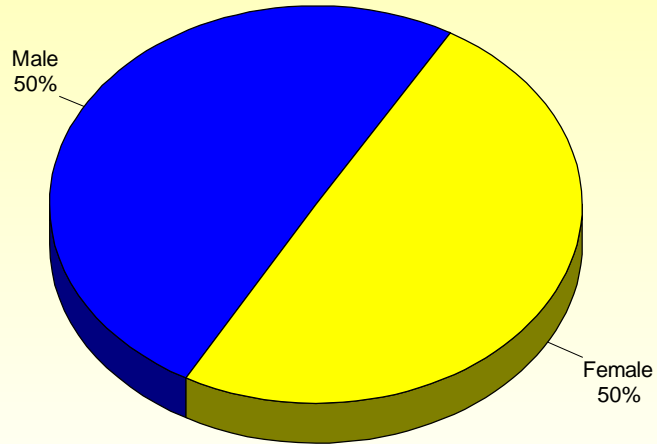
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q45. Gender

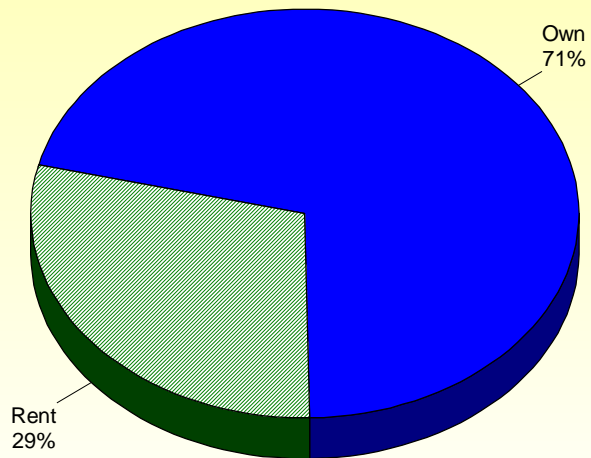
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q46. Do you own or rent your home?

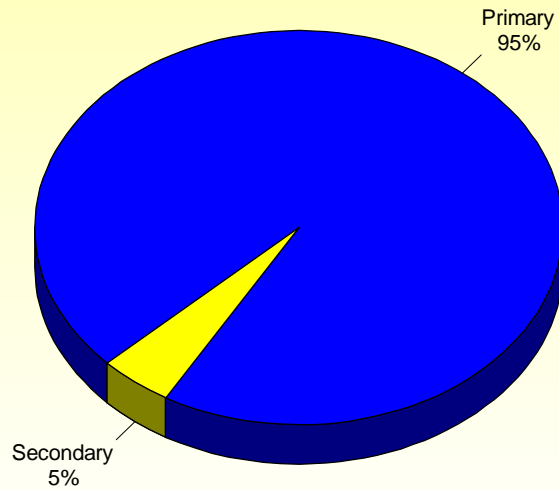
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q47. Is your residence in Fort Lauderdale your primary or secondary residence?

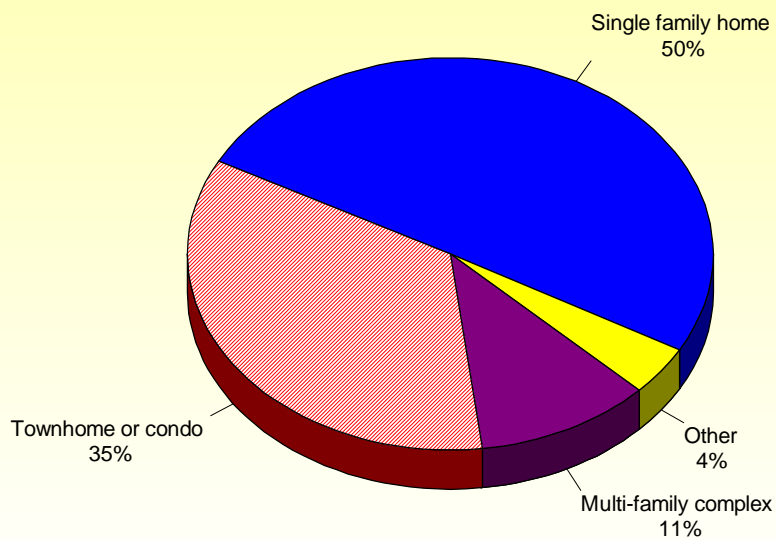
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q48. In what type of residence do you live?

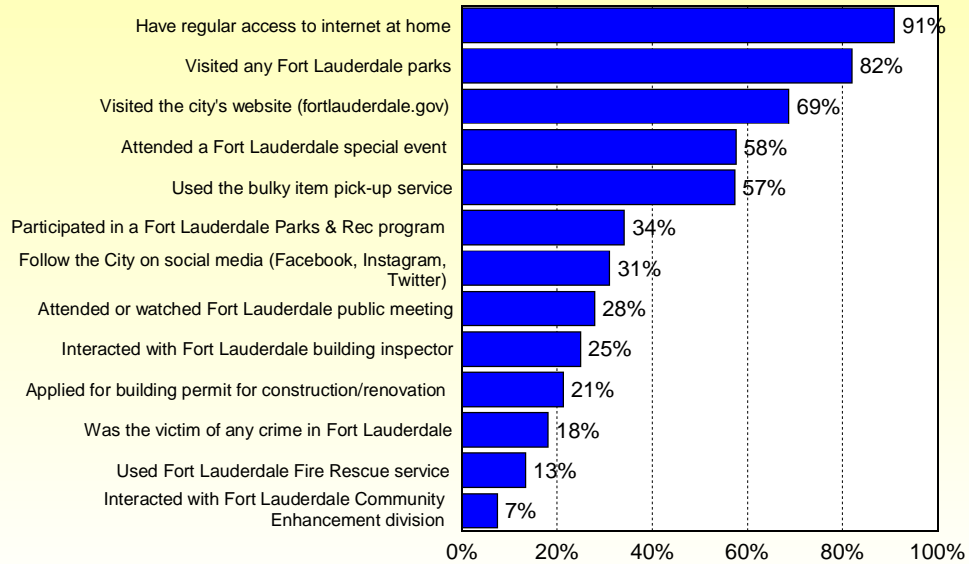
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Fort Lauderdale, FL)

Q49. 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 (2019 - Fort Lauderdale, FL)

Section 2

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

City of Fort Lauderdale, Florida

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 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.

Overview

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 provide. The sum is then multiplied by 1 minus the percentage of respondents who 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 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 categories of city services they thought should receive the most emphasis over the next two years. Fifty-five percent (55%) of respondents selected *the overall flow of traffic*, as one of the most important services for the City to emphasize over the next two years.

With regard to satisfaction, 18% of respondents surveyed rated the City's overall performance in *the overall flow of traffic*, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *the 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 55% was multiplied by 82% (1-0.18). This calculation yielded an I-S rating of 0.4521 which ranked first out of 13 major service categories.

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 they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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 for 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 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.

2018 Importance-Satisfaction Rating

Fort Lauderdale, Florida

Major Categories of City Services

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	55%	1	18%	13	0.4521	1
How well City is preparing for the future	32%	3	33%	12	0.2137	2
Overall maintenance of City streets, sidewalks, & infrastructure	34%	2	40%	10	0.2023	3
<u>High Priority (IS .10-.20)</u>						
How well City is prepared for disasters	20%	4	48%	7	0.1029	4
<u>Medium Priority (IS <.10)</u>						
Overall enforcement of City codes & ordinances	11%	7	47%	8	0.0575	5
Effectiveness of communication with the community	9%	9	39%	11	0.0522	6
Overall quality of City services	12%	6	59%	4	0.0476	7
Overall quality of police & fire rescue services	16%	5	72%	1	0.0449	8
Overall quality of customer service you receive from City employees	6%	11	57%	5	0.0266	9
Quality of landscaping in parks, medians & other public areas	7%	10	63%	3	0.0258	10
Overall quality of parks & recreation programs & facilities	9%	8	71%	2	0.0249	11
Overall maintenance of City buildings & facilities	4%	12	43%	9	0.0232	12
Overall availability of online or mobile services	2%	13	49%	6	0.0102	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 "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2018 Importance-Satisfaction Rating

Fort Lauderdale, Florida

Fire Rescue and Emergency Management

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
How quickly fire rescue responds to 911 emergencies	36%	1	79%	3	0.0778	1
Quality of Emergency Medical Services (EMS)	29%	2	79%	2	0.0595	2
I know where to get information during an emergency	20%	4	76%	5	0.0491	3
Overall quality of local fire rescue protection	24%	3	84%	1	0.0387	4
Professionalism of employees responding to emergencies	14%	5	78%	4	0.0300	5
Quality of lifeguard protection at City beaches	9%	6	74%	6	0.0237	6

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 "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2018 Importance-Satisfaction Rating

Fort Lauderdale, Florida

Public Safety and Police

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
City's efforts to prevent crime	51%	1	42%	5	0.2990	1
Visibility of police in neighborhoods	45%	2	47%	4	0.2396	2
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
How quickly police respond to 911 emergencies	25%	4	60%	3	0.0981	3
Overall quality of local police protection	26%	3	64%	2	0.0927	4
Professionalism of employees responding to emergencies	15%	5	64%	1	0.0550	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 "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2018 Importance-Satisfaction Rating

Fort Lauderdale, Florida

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of City parks	40%	1	73%	2	0.1067	1
Medium Priority (IS <.10)						
Availability of information about City parks & recreation programs	20%	3	59%	8	0.0812	2
Variety of parks & recreation programs	20%	2	62%	6	0.0779	3
City adult recreation programs	16%	5	53%	11	0.0750	4
City youth recreation programs	16%	6	54%	10	0.0711	5
Quality of special events	19%	4	64%	4	0.0660	6
Cost of parks & recreation programs & facility fees	14%	8	61%	7	0.0554	7
Proximity of your home to City parks & open space	15%	7	74%	1	0.0402	8
Ease of registering for parks & recreation programs	9%	10	56%	9	0.0399	9
Quality of athletic fields	10%	9	68%	3	0.0322	10
Availability of athletic fields	8%	11	64%	5	0.0290	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 "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2018 Importance-Satisfaction Rating

Fort Lauderdale, Florida

Transportation and Mobility

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Management of traffic flow/congestion on major roadways	44%	1	14%	17	0.3767	1
High Priority (IS .10-.20)						
Cost of public parking	21%	4	26%	16	0.1548	2
Management of traffic flow/congestion in your neighborhood	21%	3	29%	15	0.1499	3
Adequacy of street lighting	21%	2	40%	6	0.1295	4
Availability of biking paths & bike lanes	16%	6	35%	8	0.1035	5
Medium Priority (IS <.10)						
Availability of public parking at the beach	13%	9	30%	14	0.0934	6
Availability of public transit options	14%	8	35%	11	0.0901	7
Maintenance of streets in your neighborhood	14%	7	41%	5	0.0847	8
Availability of sidewalks	17%	5	49%	2	0.0847	9
Availability of public parking	13%	10	35%	10	0.0826	10
Condition of sidewalks	12%	11	41%	4	0.0715	11
Availability of public parking downtown	10%	13	32%	13	0.0692	12
Overall cleanliness of streets	11%	12	52%	1	0.0509	13
Overall maintenance of street signs/pavement markings	8%	14	44%	3	0.0445	14
Availability of Sun Trolley service	4%	15	36%	7	0.0268	15
Availability of bicycle parking	3%	16	32%	12	0.0191	16
Availability of bike share stations	2%	17	35%	9	0.0104	17

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

Most Important %:

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

Satisfaction %:

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

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2018 Importance-Satisfaction Rating

Fort Lauderdale, Florida

Water, Wastewater, Waterways, Flooding, Sanitation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Prevention of flooding	60%	2	27%	7	0.4358	1
Overall quality of drinking water	61%	1	44%	4	0.3380	2
Cleanliness of waterways near your home	45%	3	35%	6	0.2941	3
Quality of sewer (wastewater) services	36%	4	43%	5	0.2015	4
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
Residential recycling services	22%	5	63%	3	0.0806	5
Residential garbage collection	11%	6	73%	1	0.0287	6
Residential bulk trash collection	10%	7	71%	2	0.0285	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 "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

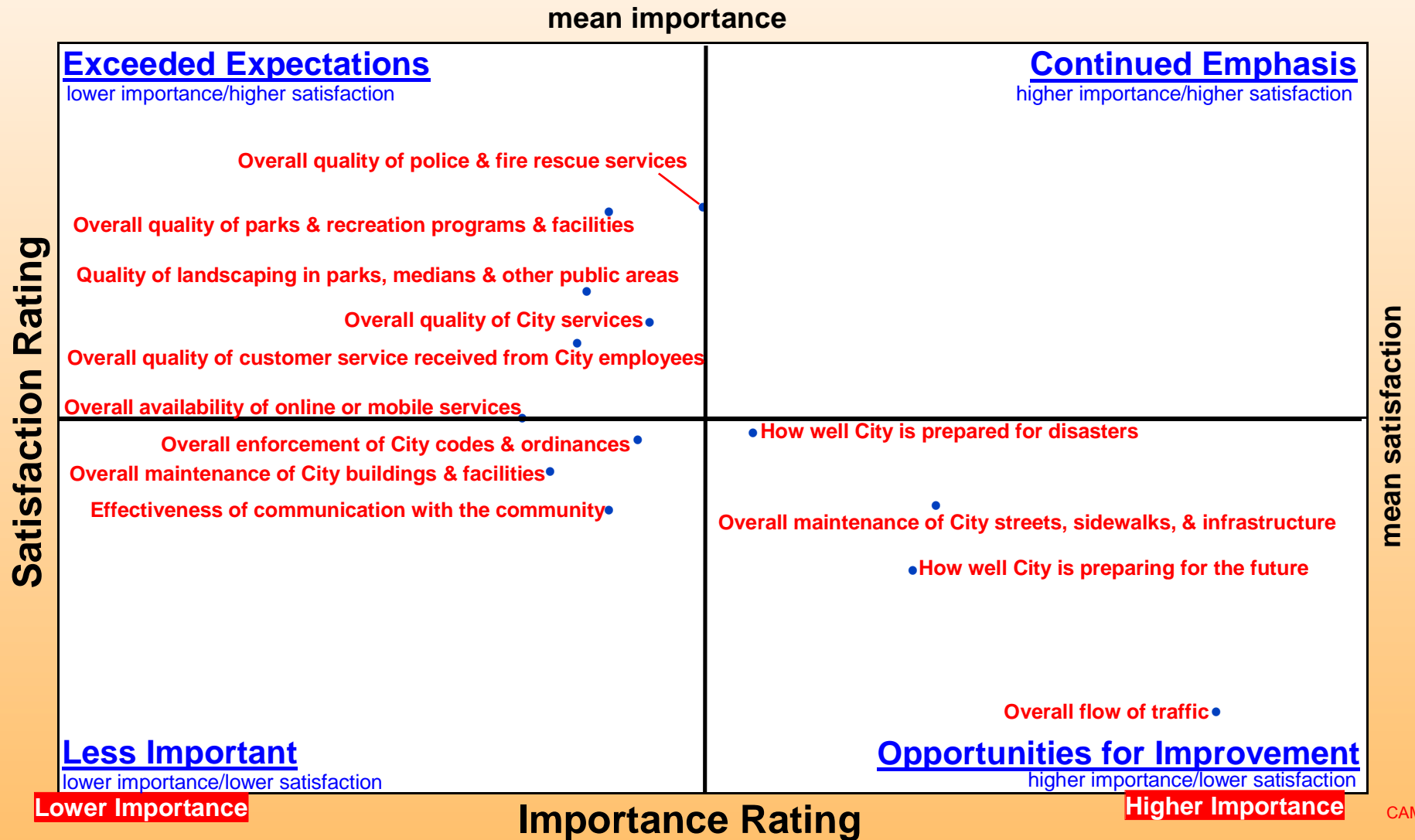
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Fort Lauderdale are provided on the following pages.

2018 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

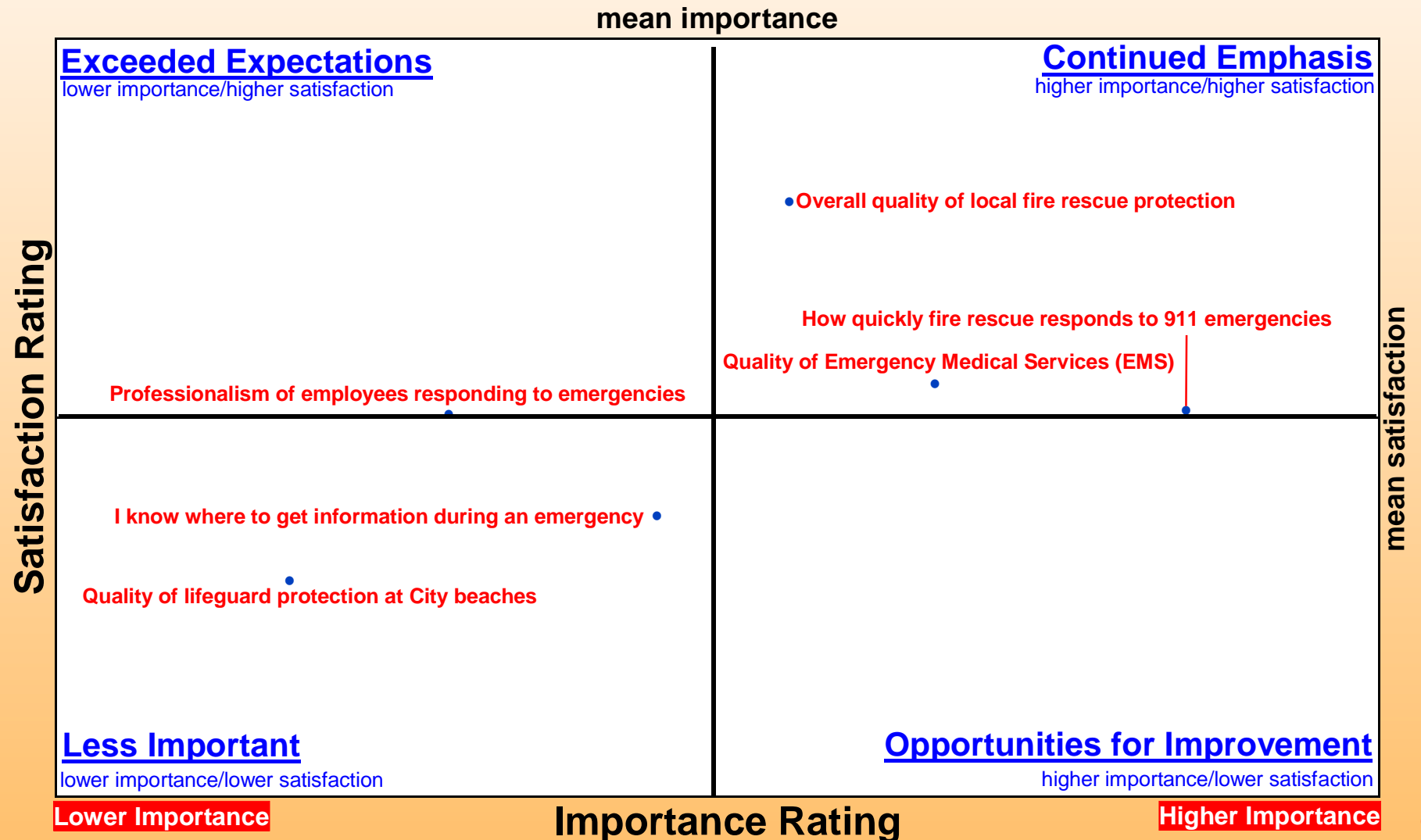
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

2018 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix -Fire Rescue and Emergency Management-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

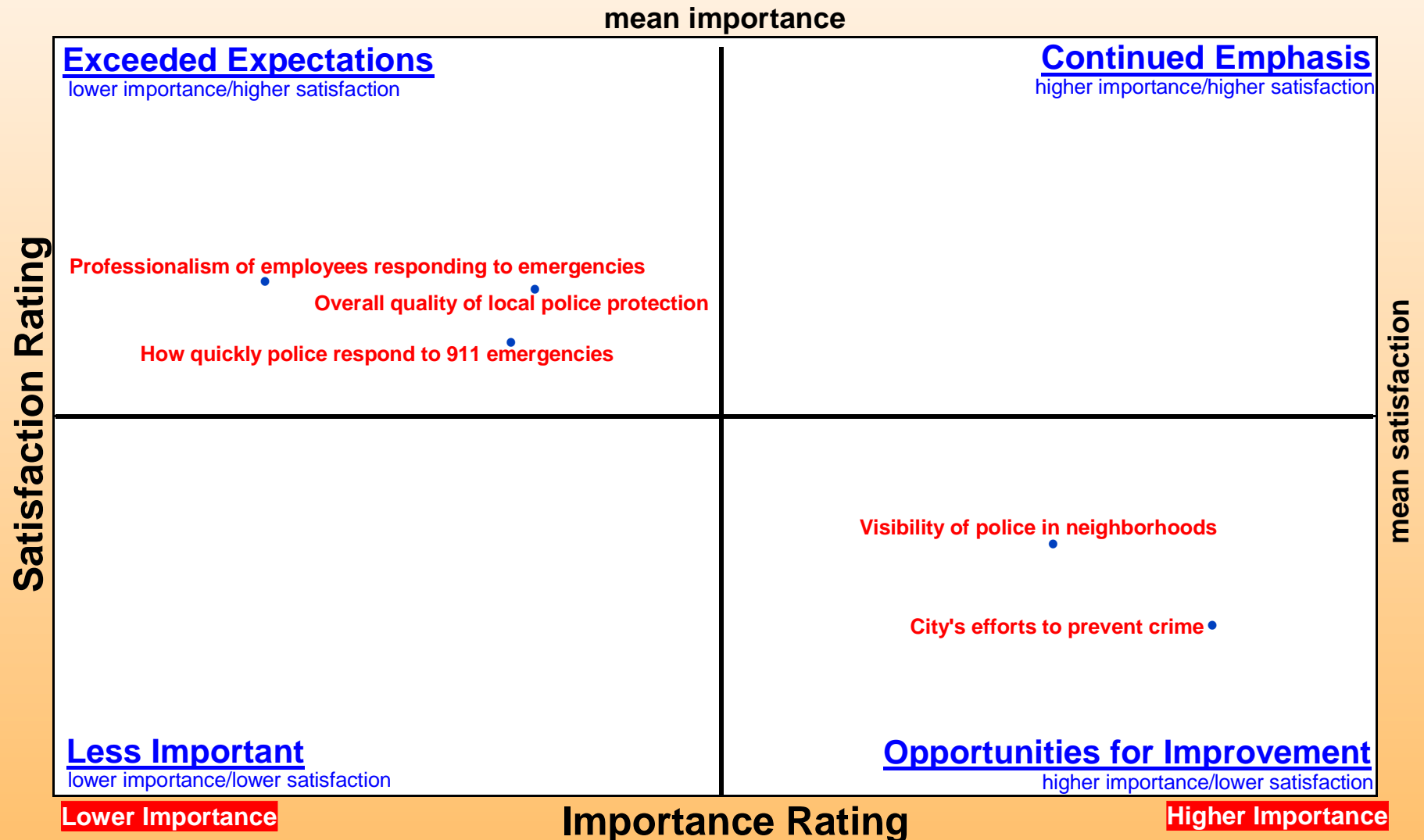


Source: ETC Institute (2019)

2018 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety and Police-

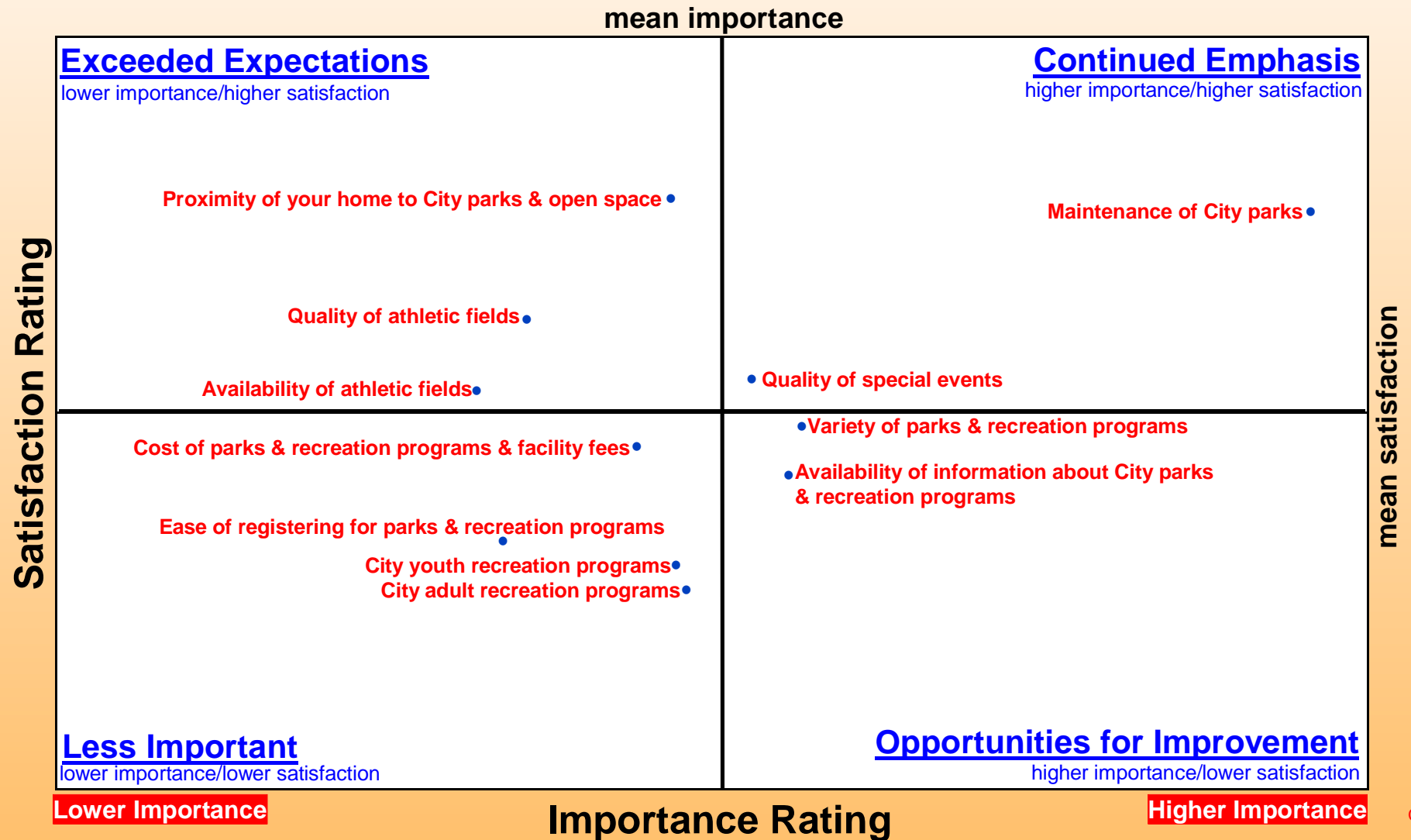
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

2018 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)

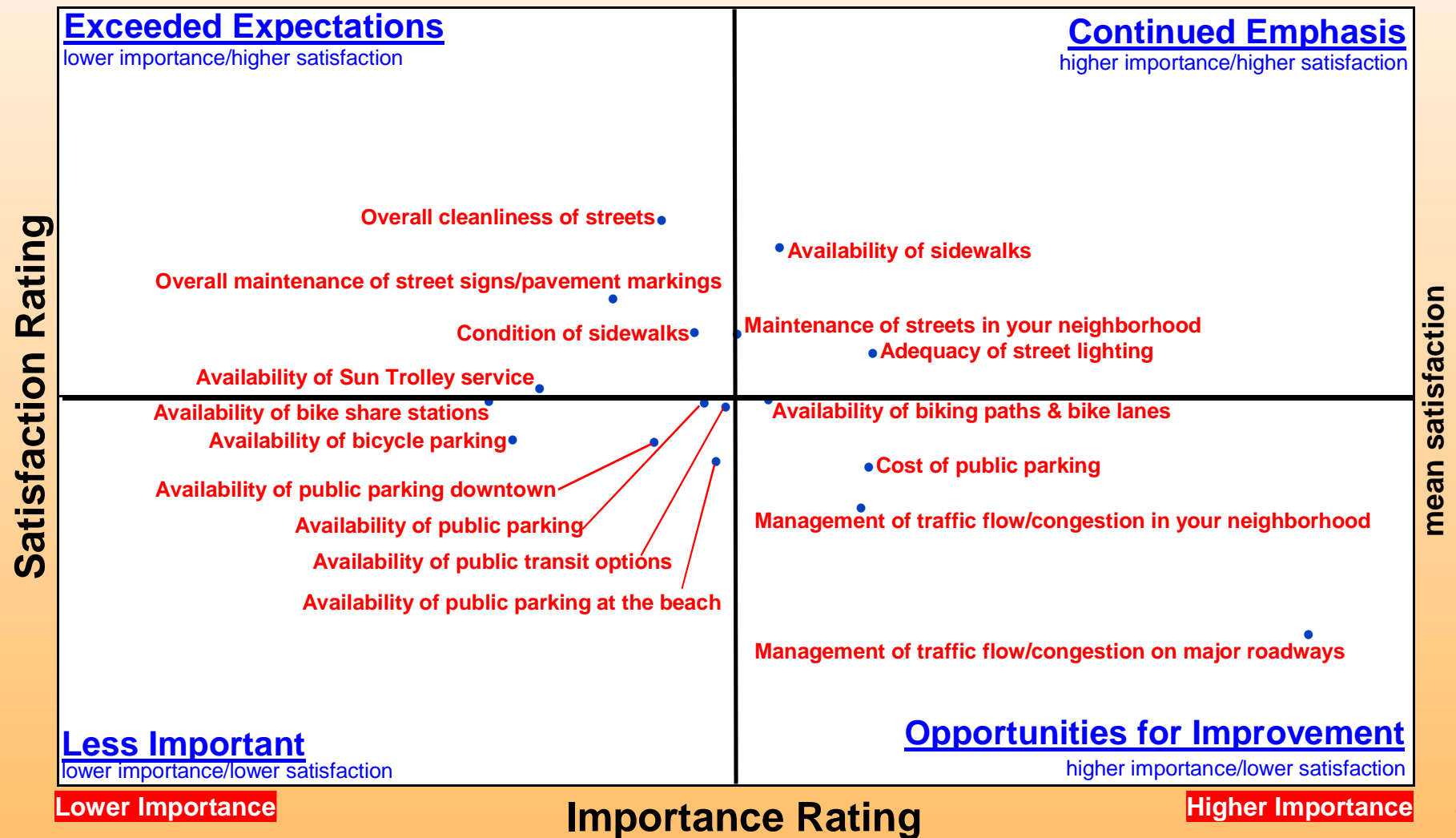


Source: ETC Institute (2019)

2018 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)

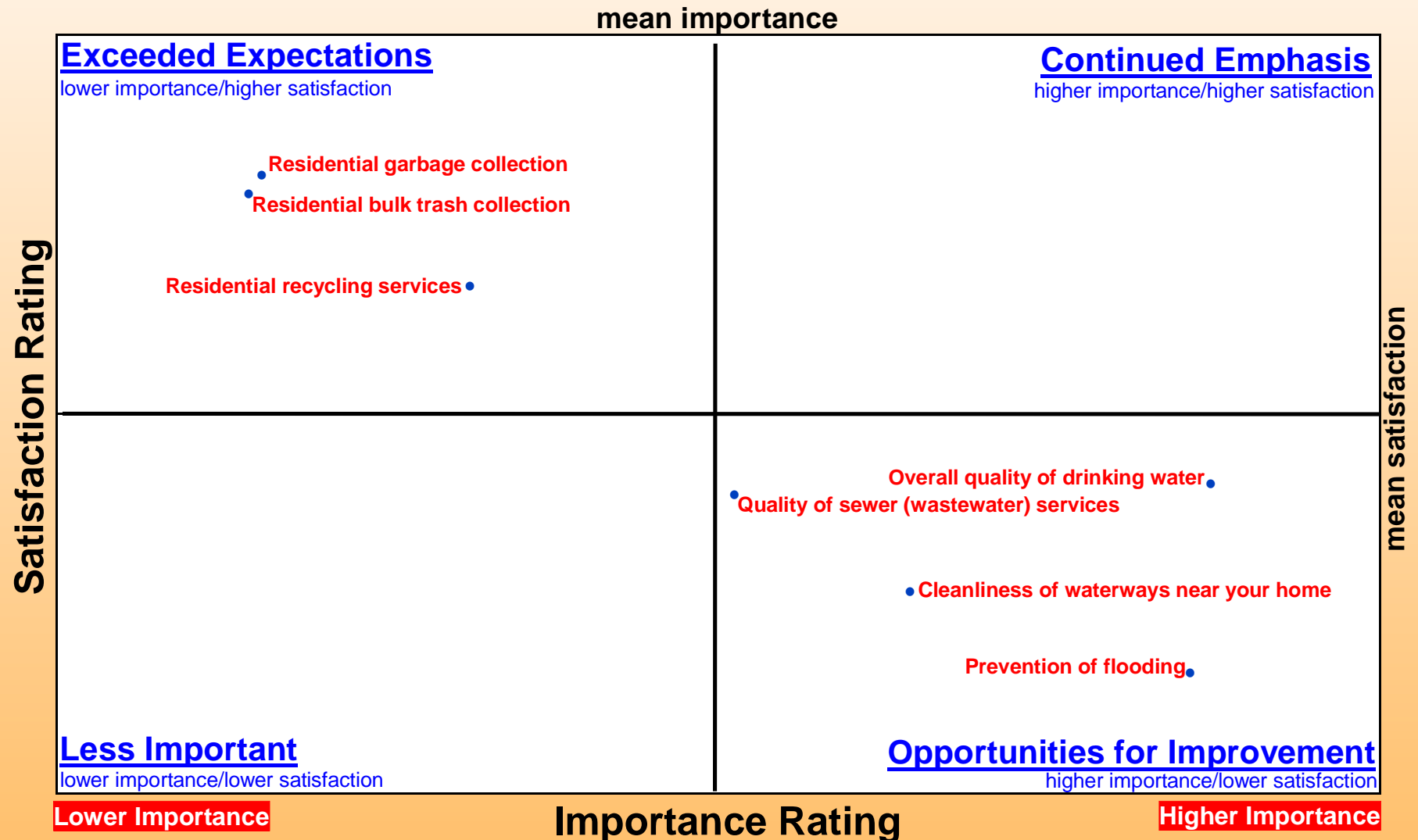


Source: ETC Institute (2019)

2018 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Water, Wastewater, Waterways, Flooding, Sanitation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

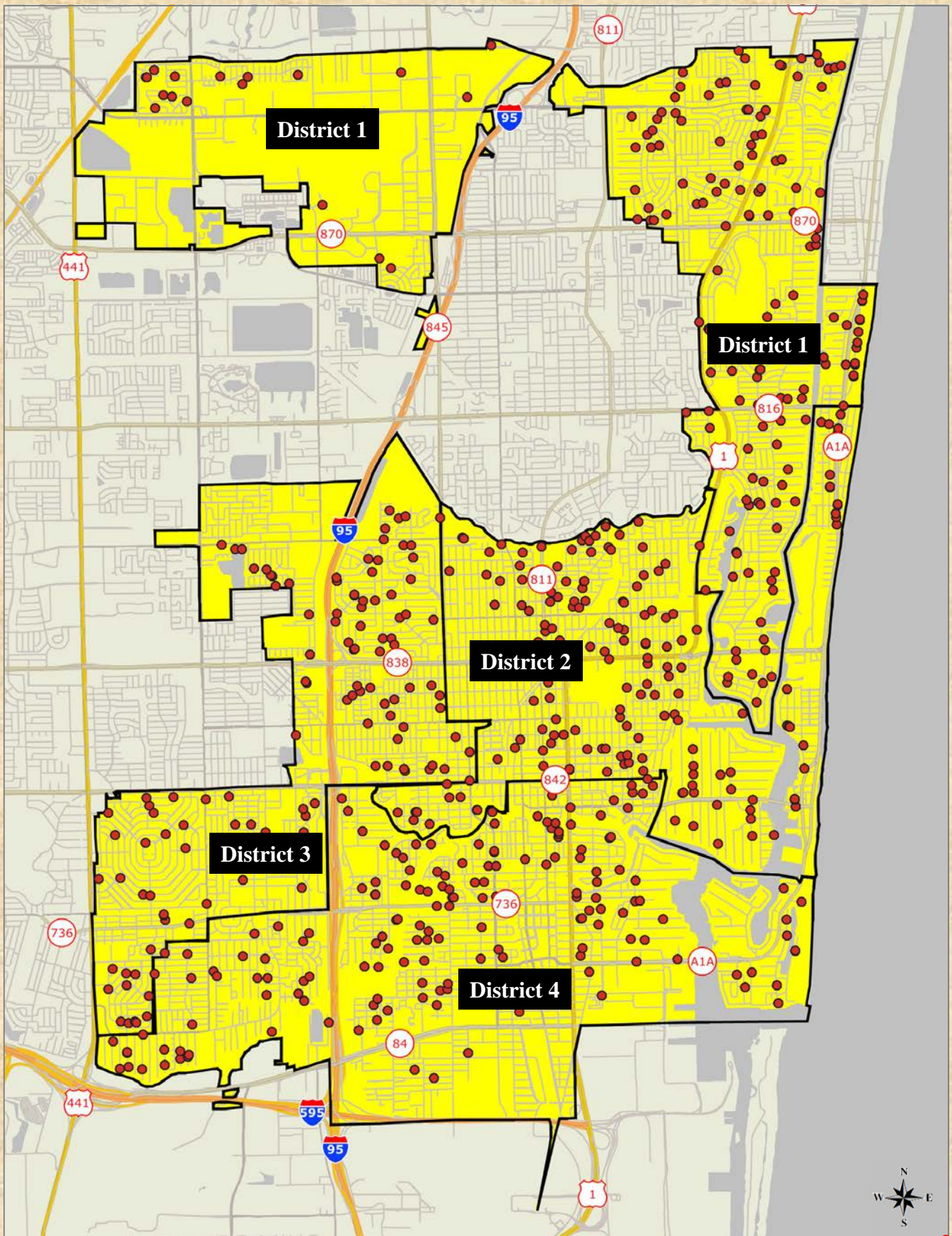


Source: ETC Institute (2019)

Section 3

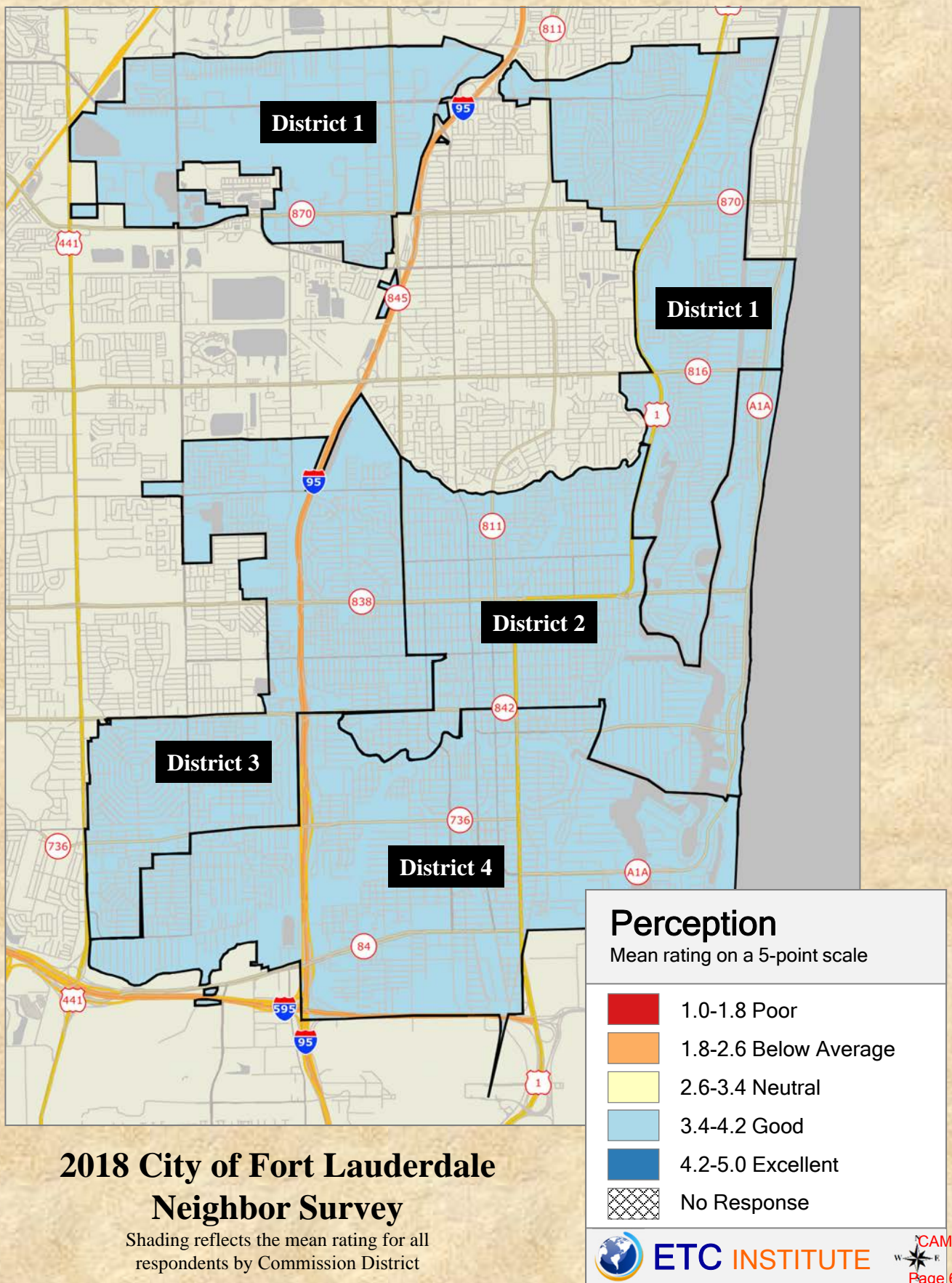
GIS Maps

Location of Survey Respondents

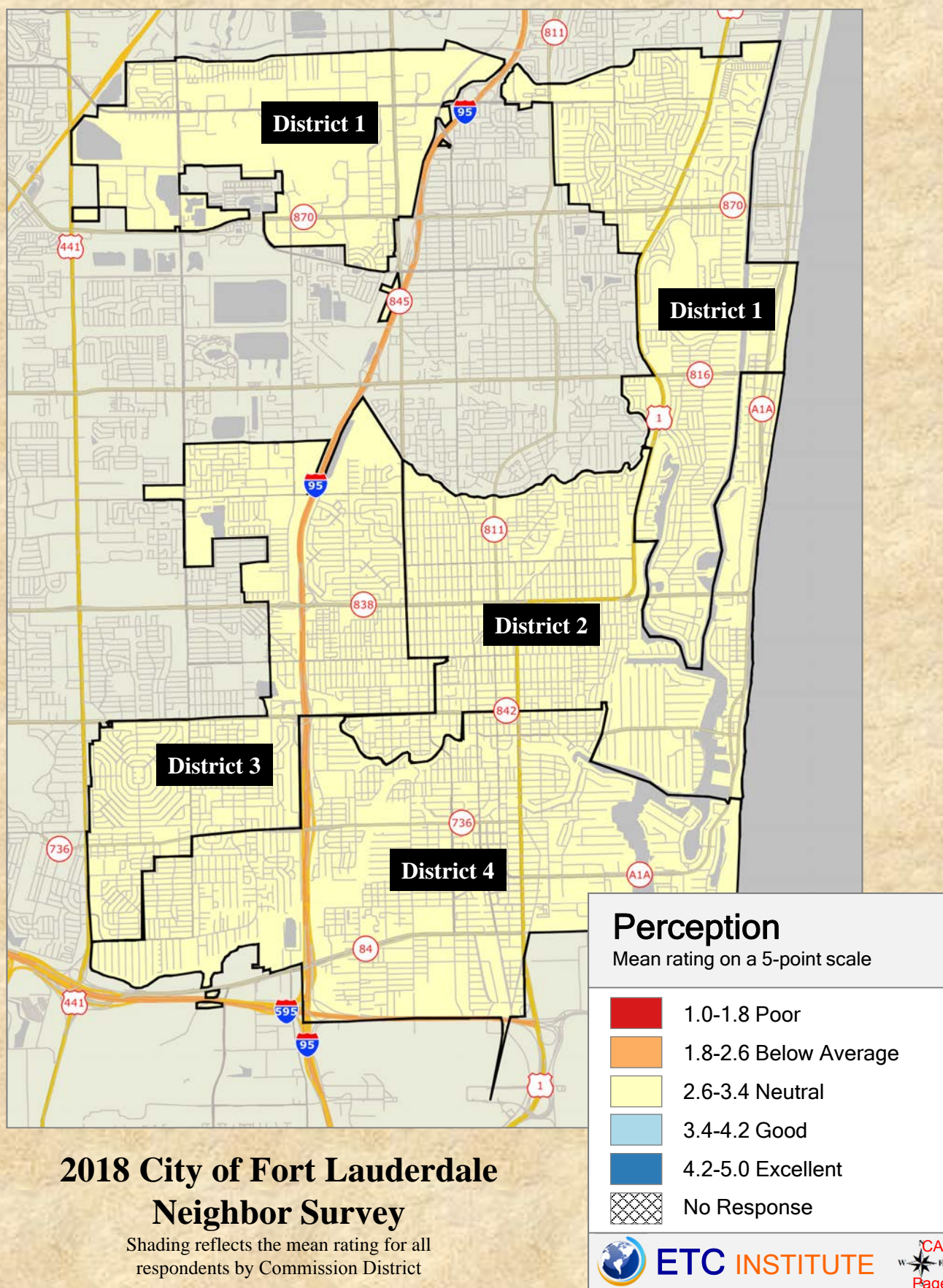


2018 City of Fort Lauderdale Neighbor Survey

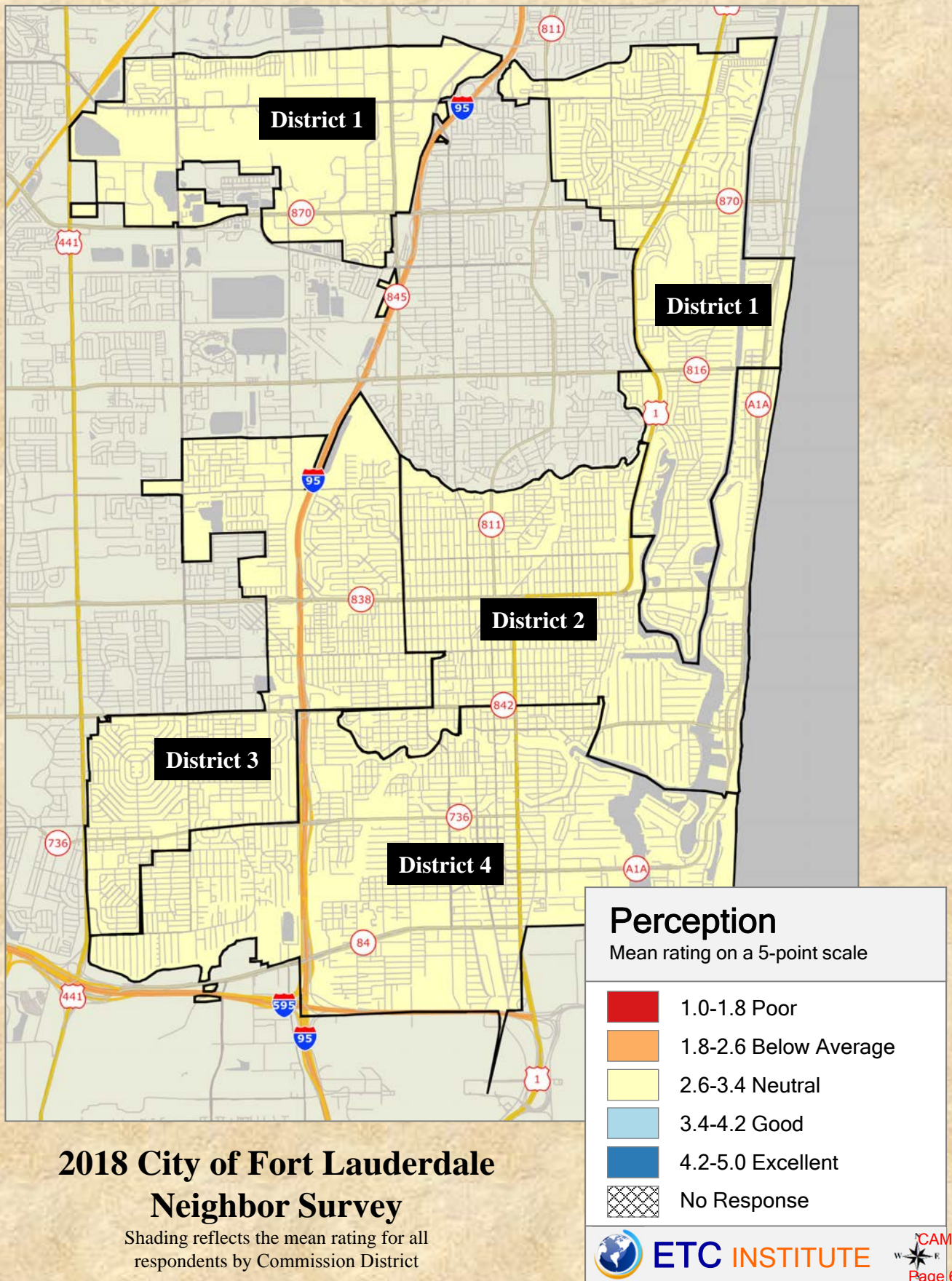
Q1. 01 Perception of City: As a place to live



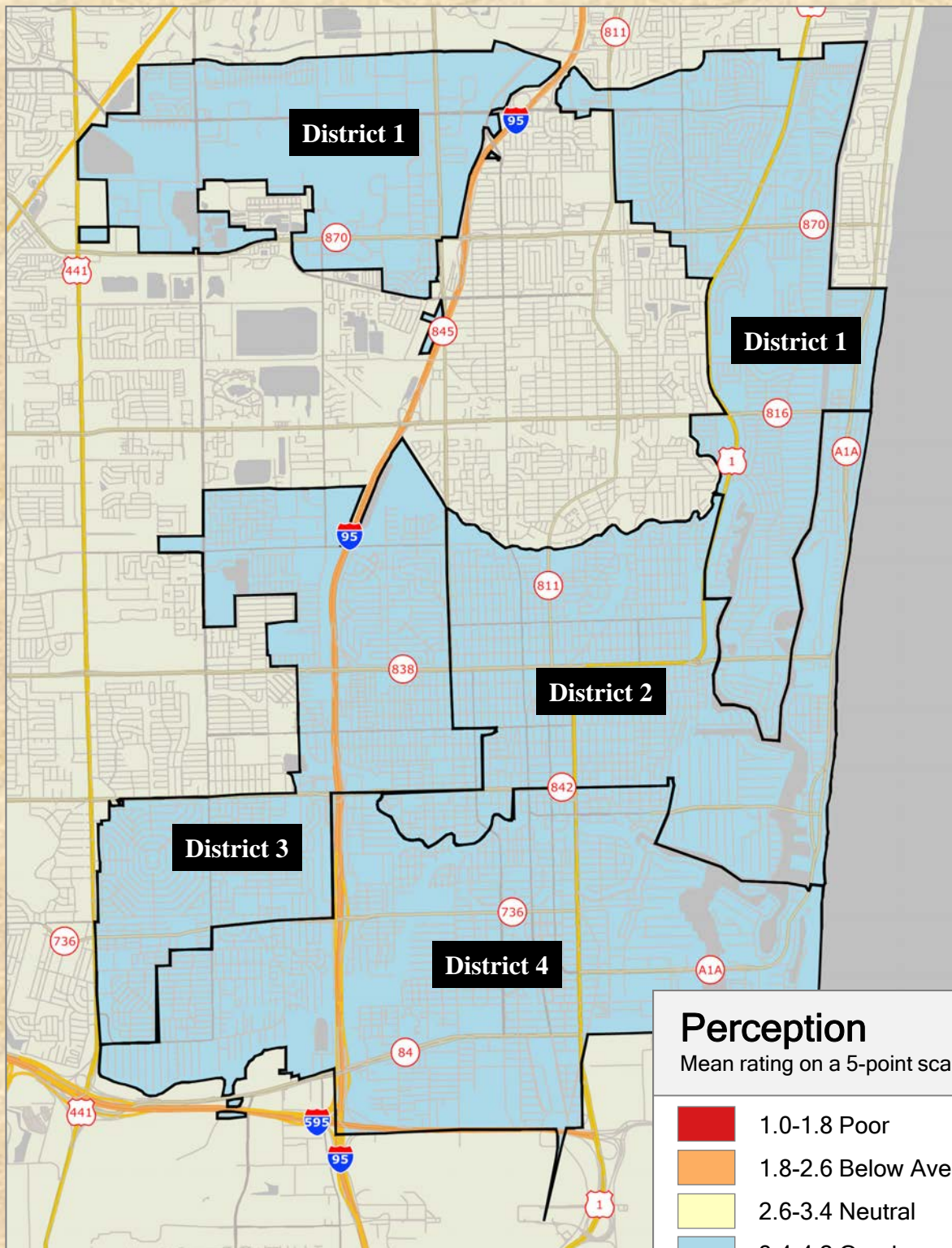
Q1. 02 Perception of City: As a place to raise children



Q1. 03 Perception of City: As a place to educate children



Q1. 04 Perception of City: As a place to work



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all
respondents by Commission District

Perception

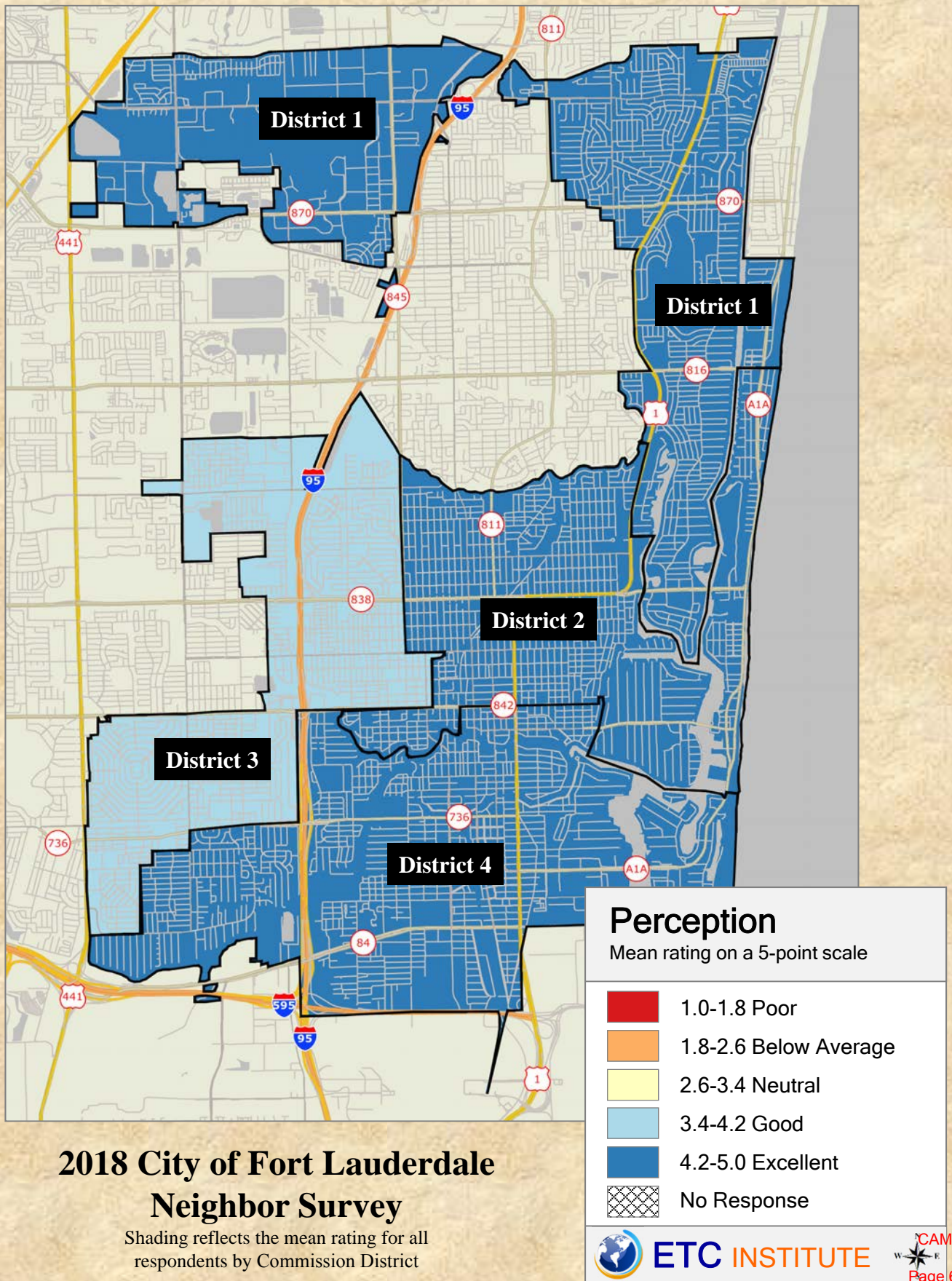
Mean rating on a 5-point scale

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

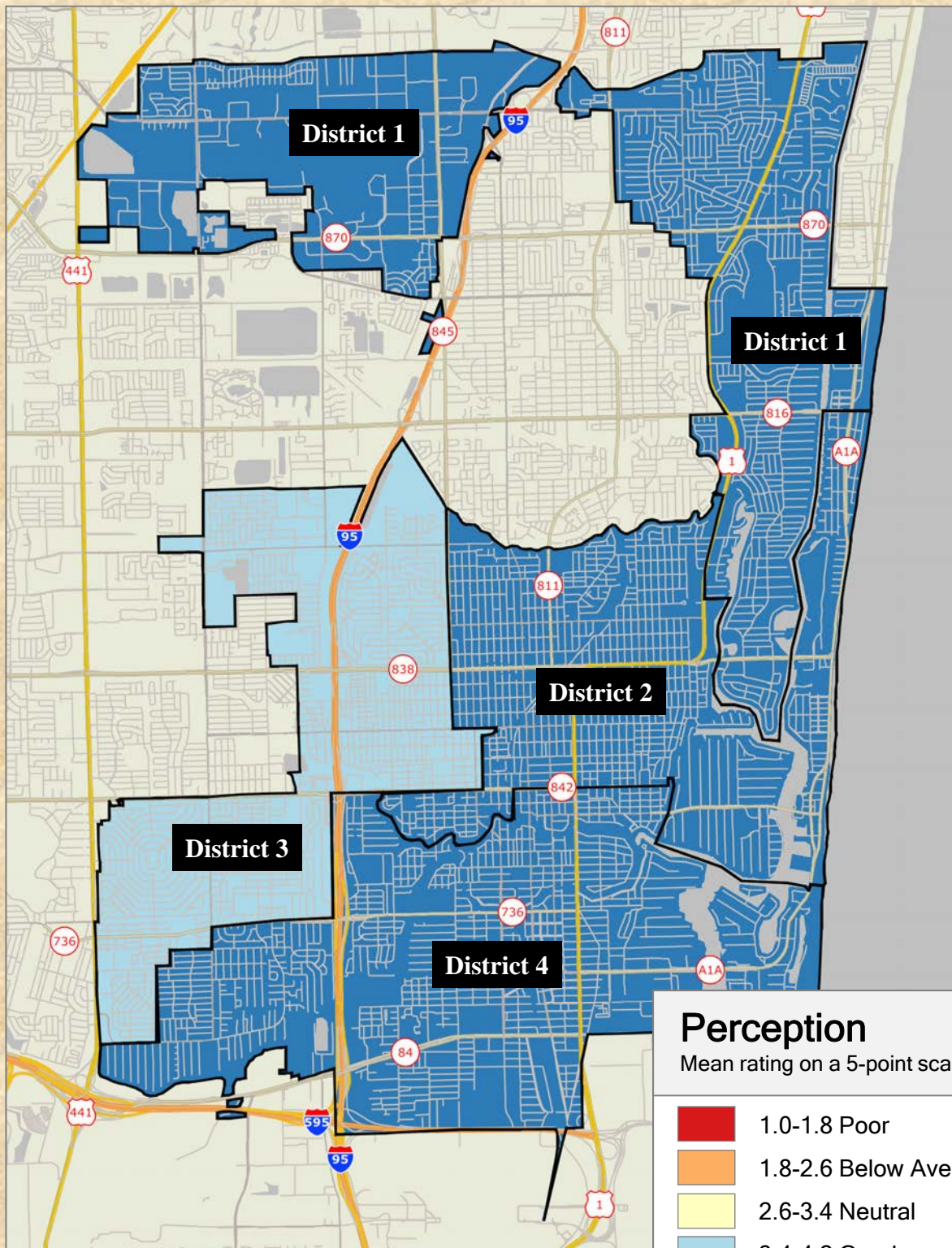


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Q1. 05 Perception of City: As a place for play and leisure



Q1. 06 Perception of City: As a place to visit



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all
respondents by Commission District

Perception

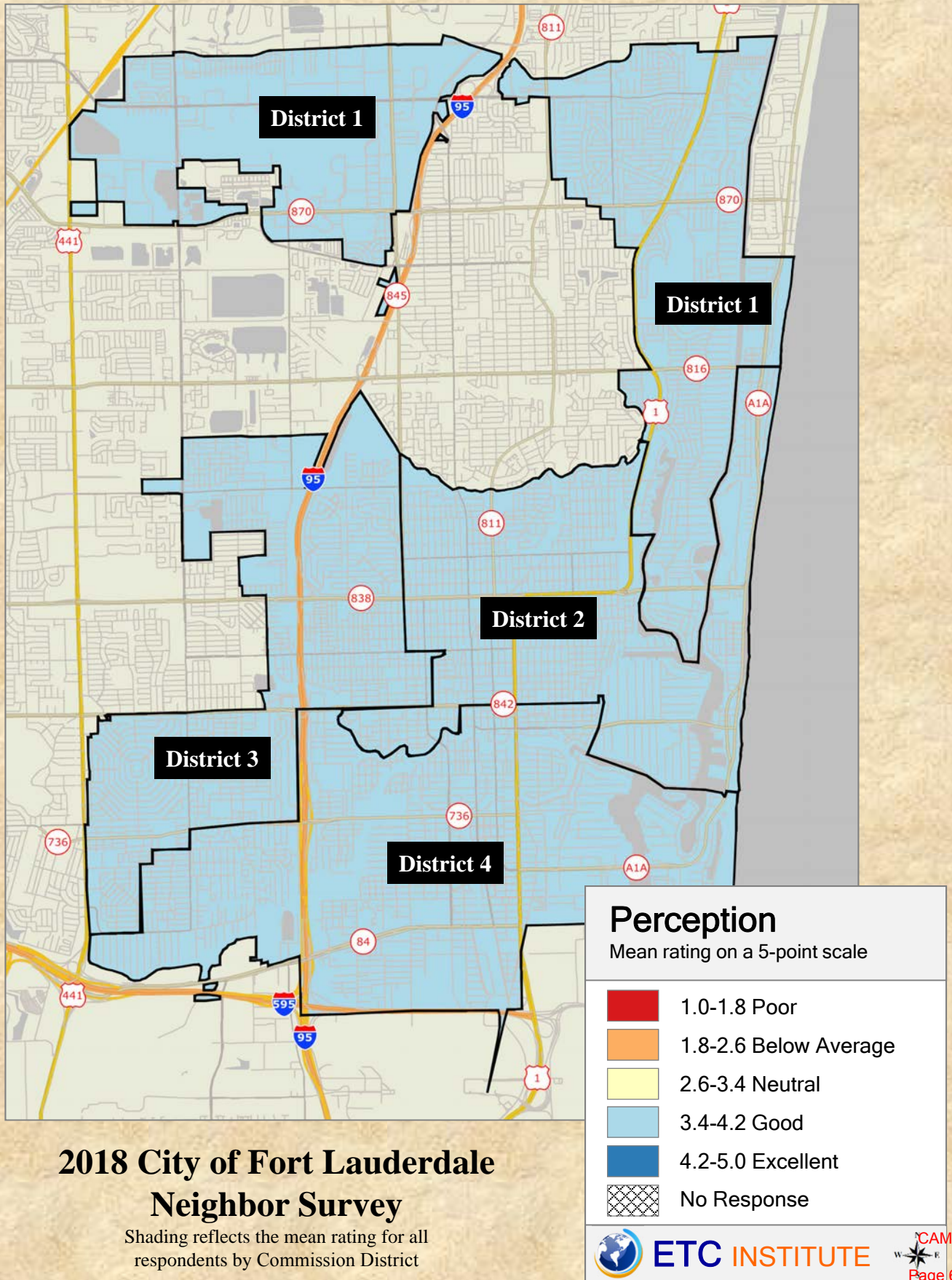
Mean rating on a 5-point scale

Red	1.0-1.8 Poor
Orange	1.8-2.6 Below Average
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Good
Dark Blue	4.2-5.0 Excellent
White with black border	No Response

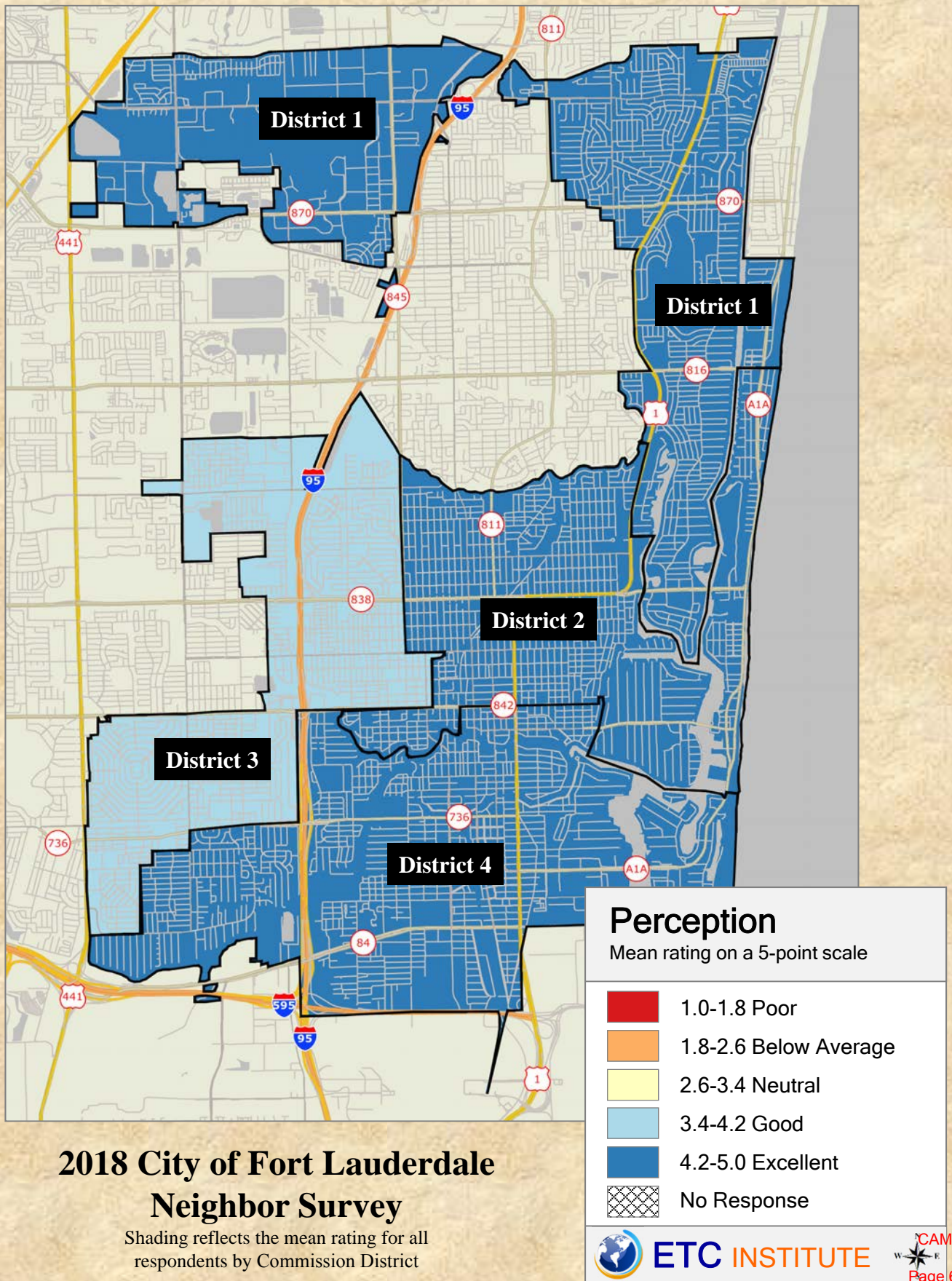


ETC INSTITUTE

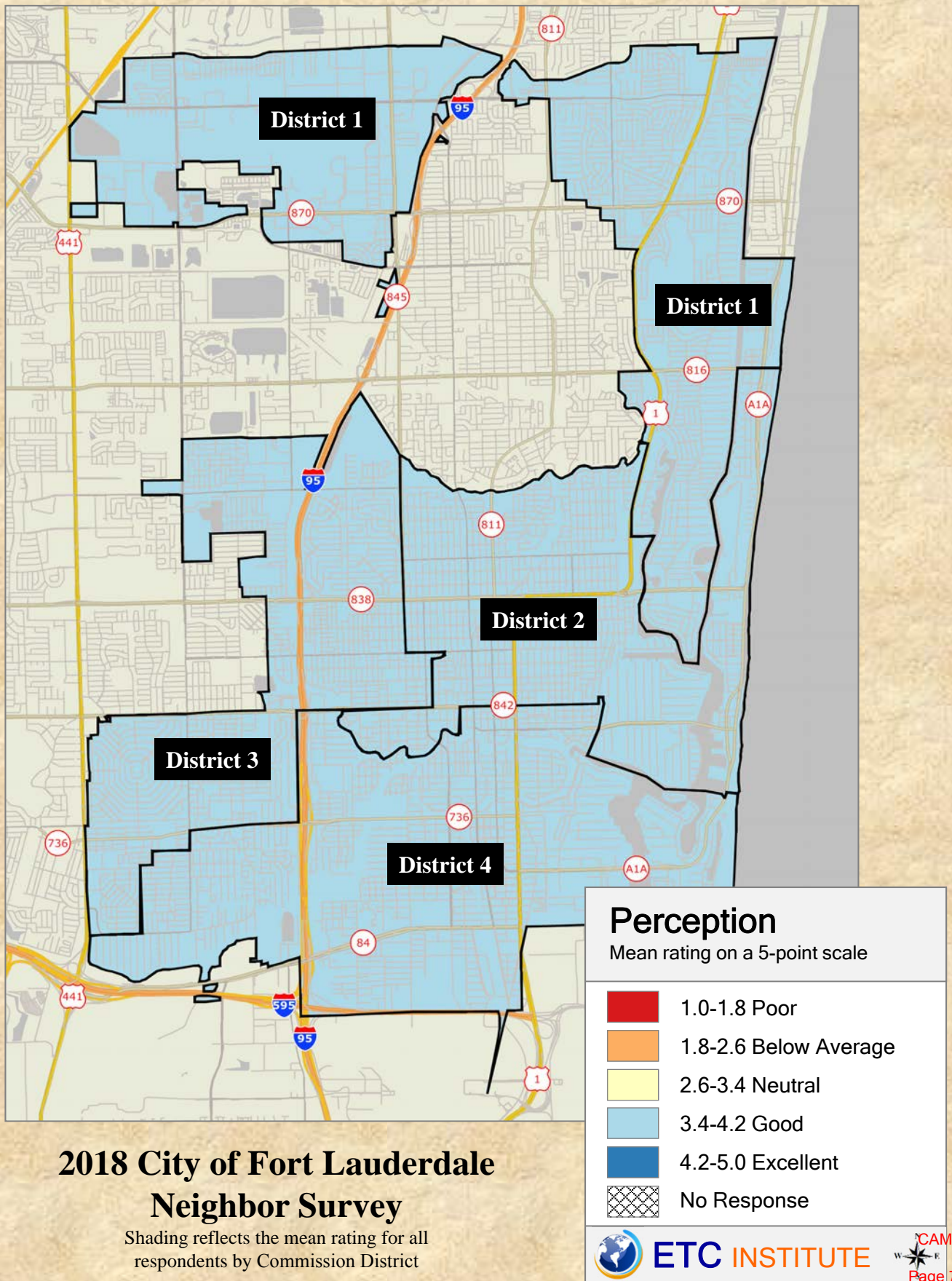
Q1. 07 Perception of City: As a place to retire



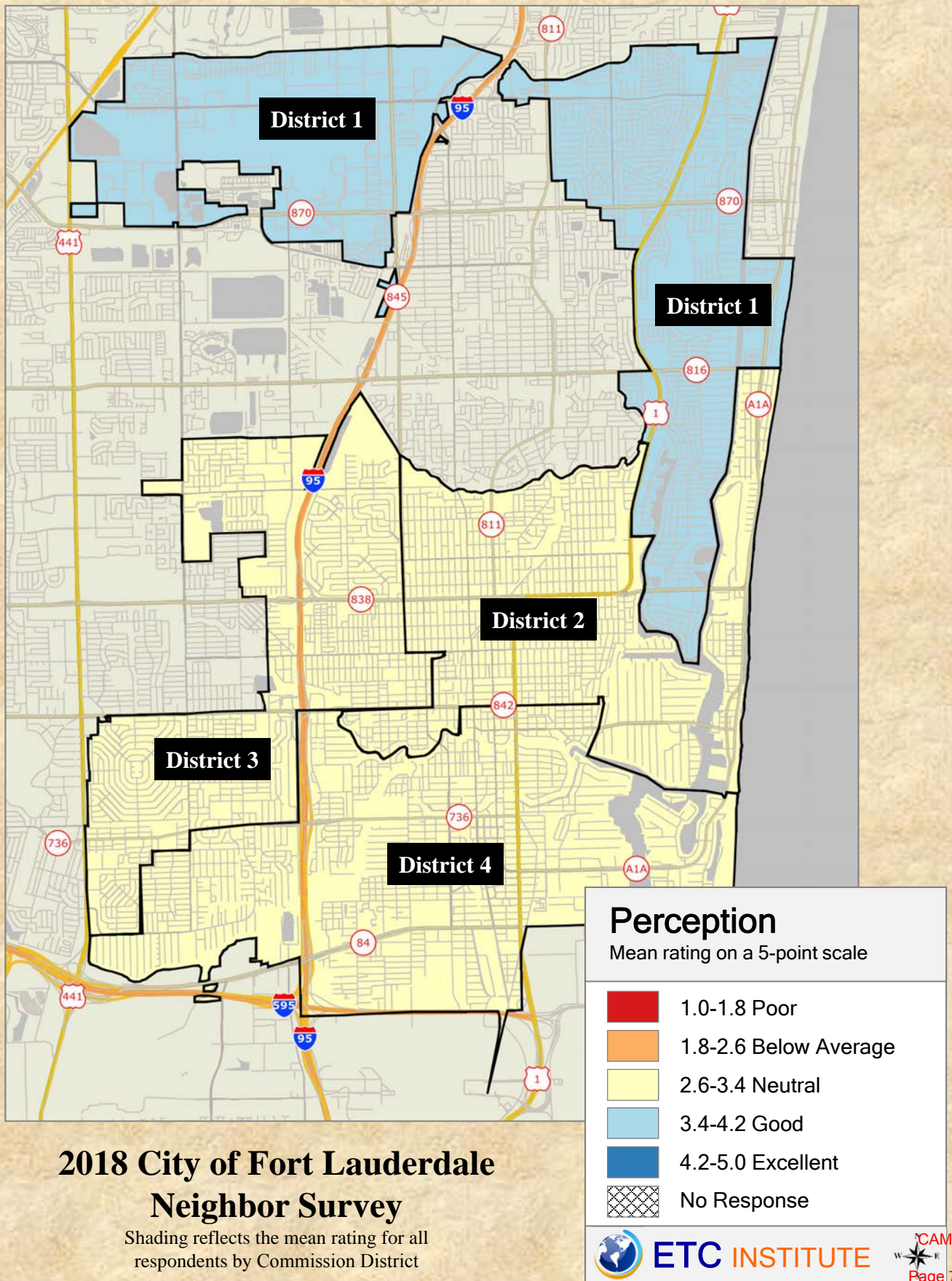
Q1. 08 Perception of City: As a place to seasonally reside



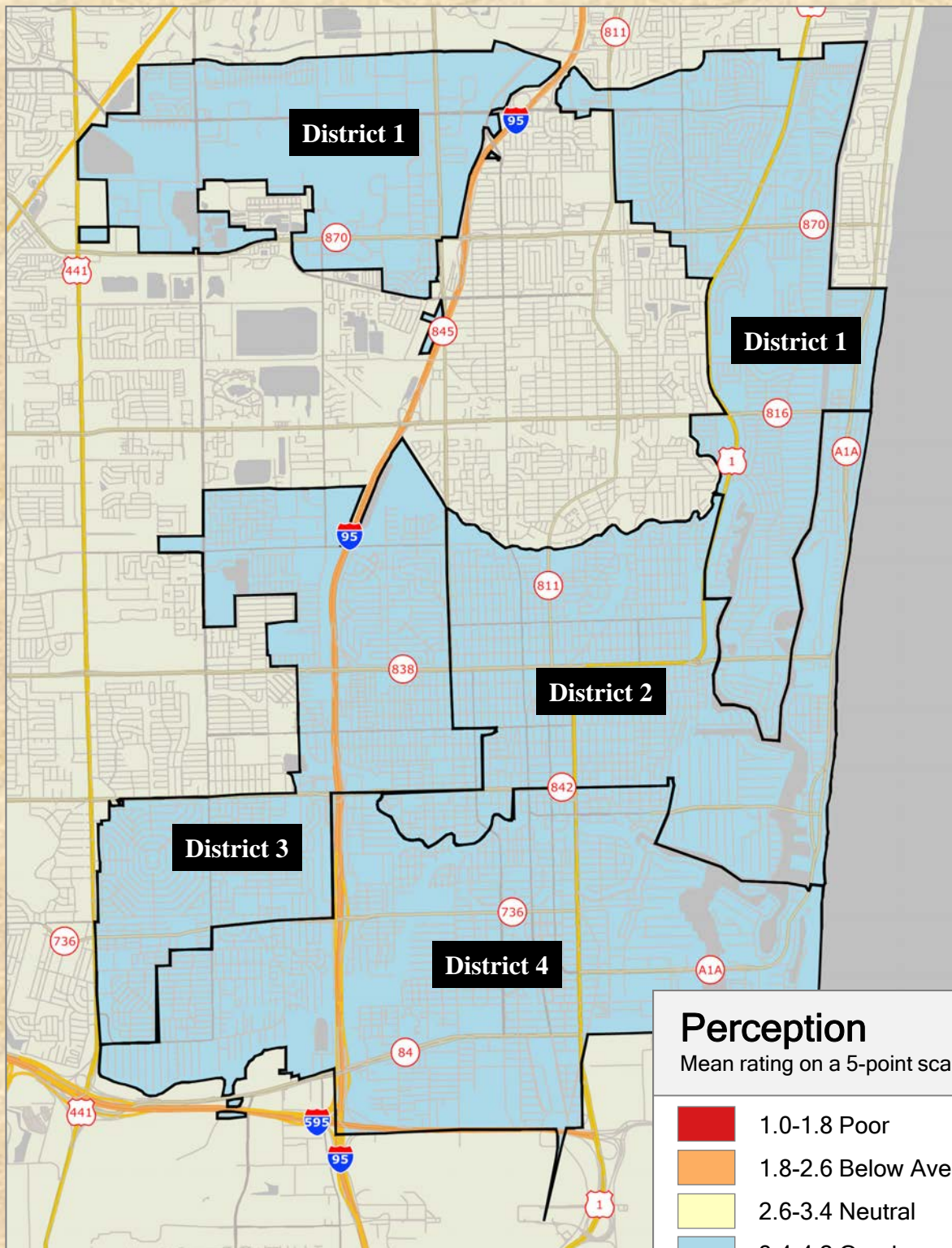
Q1. 09 Perception of City: Overall quality of life



Q1. 10 Perception of City: Overall sense of community



Q1. 11 Perception of City: Overall image of the City



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all
respondents by Commission District

Perception

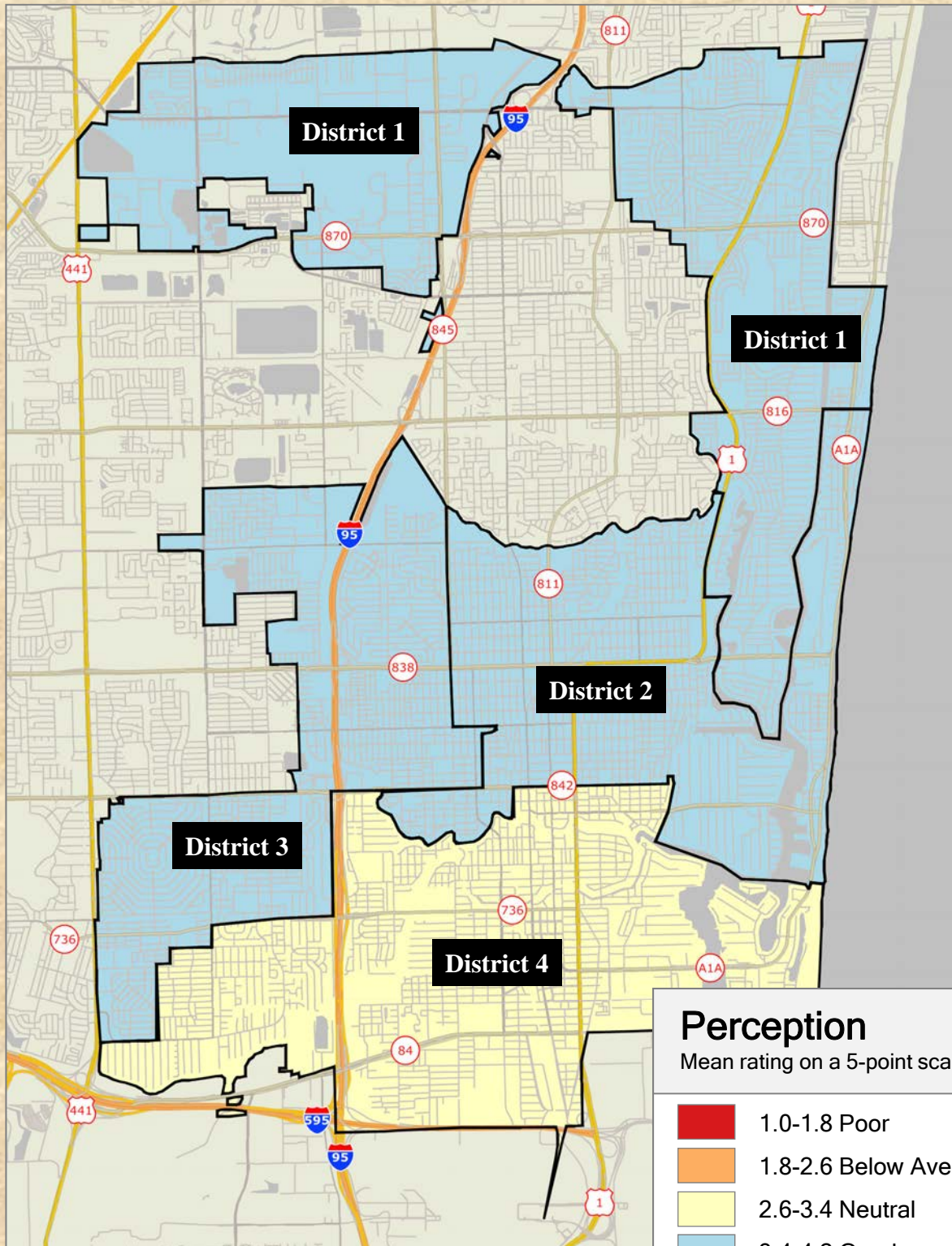
Mean rating on a 5-point scale

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



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Q1. 12 Perception of City: As a city that is moving in the right direction



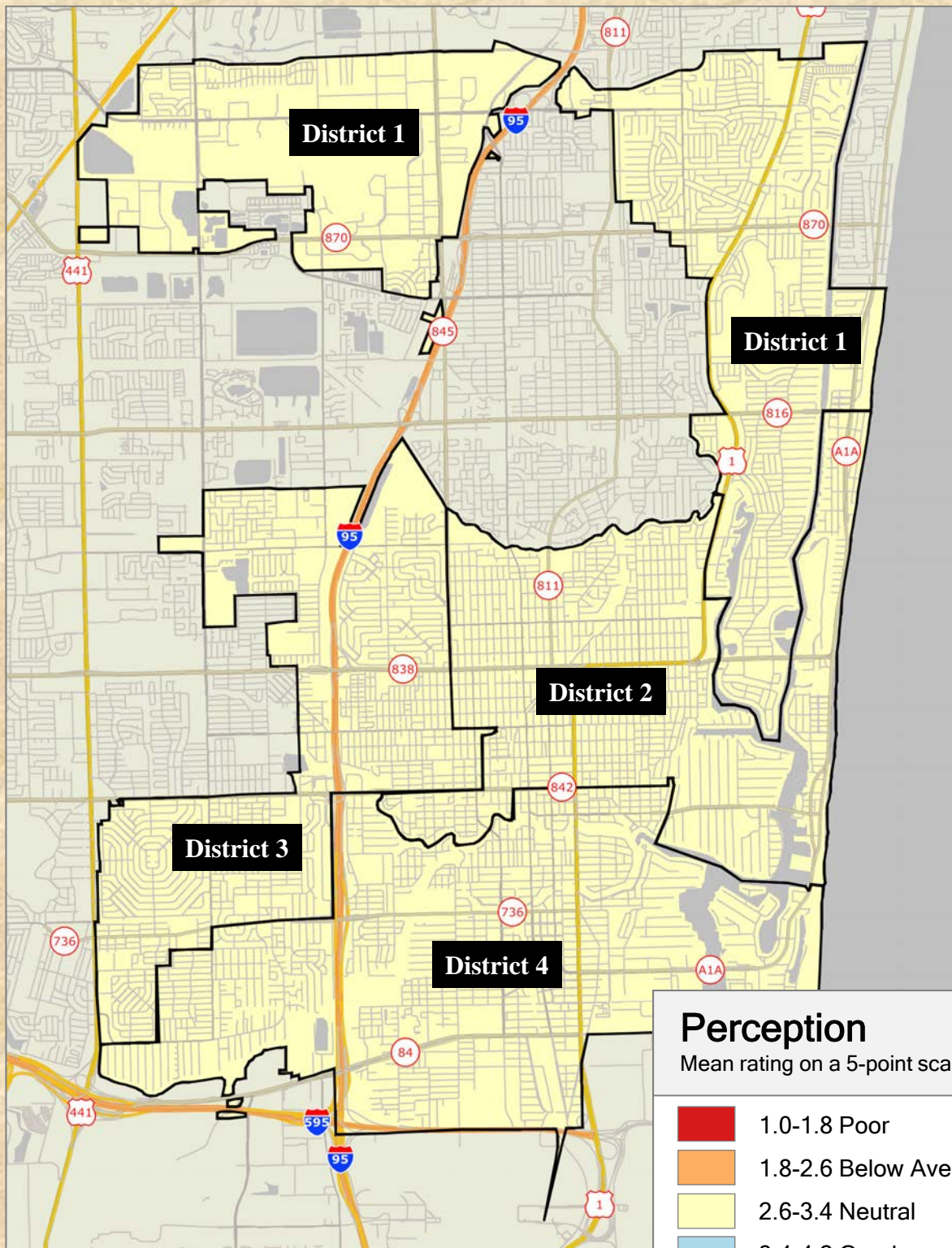
2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District



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Q1. 13 Perception of City: As a city committed to green and sustainable practices



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

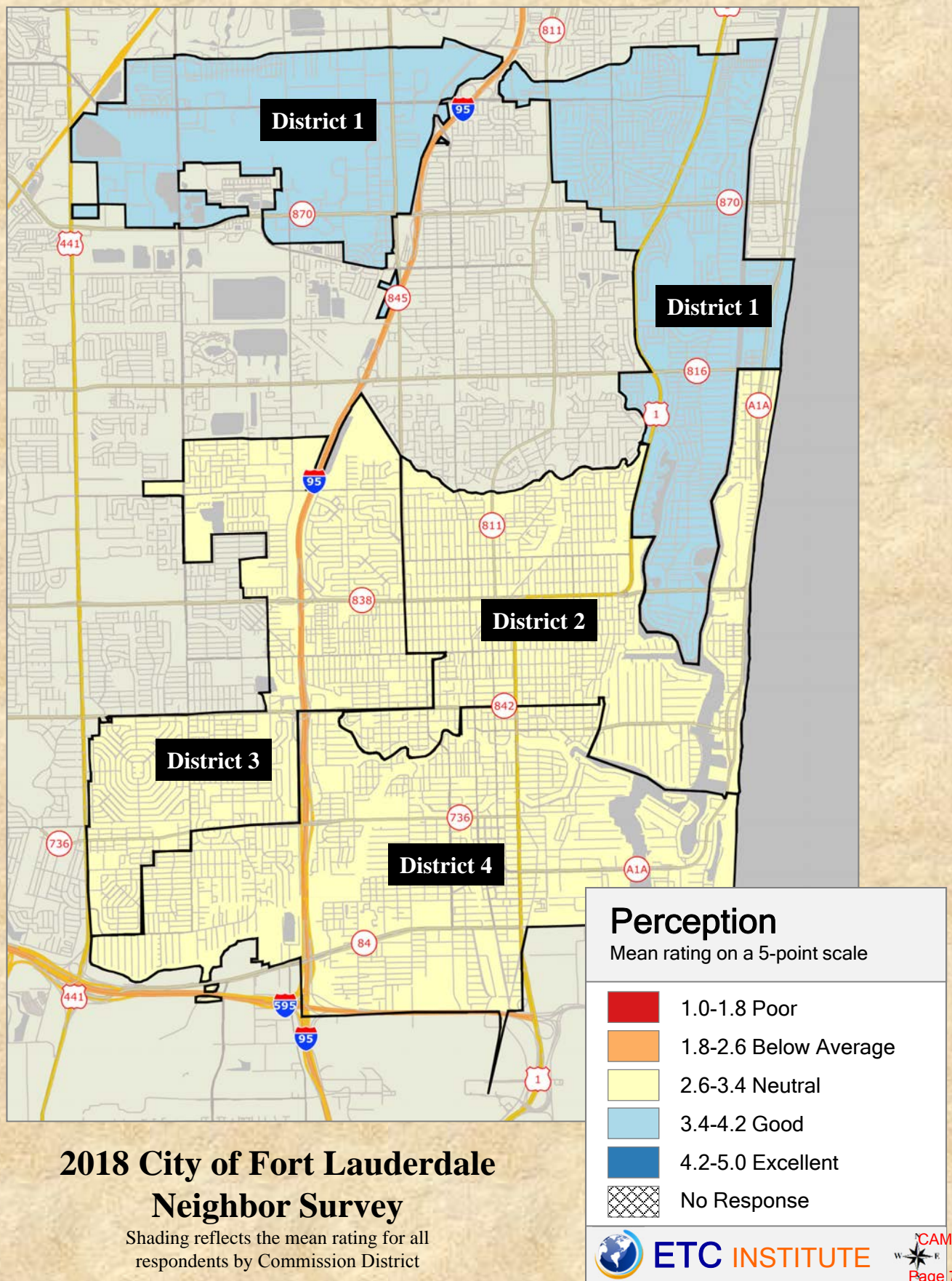
Perception

Mean rating on a 5-point scale

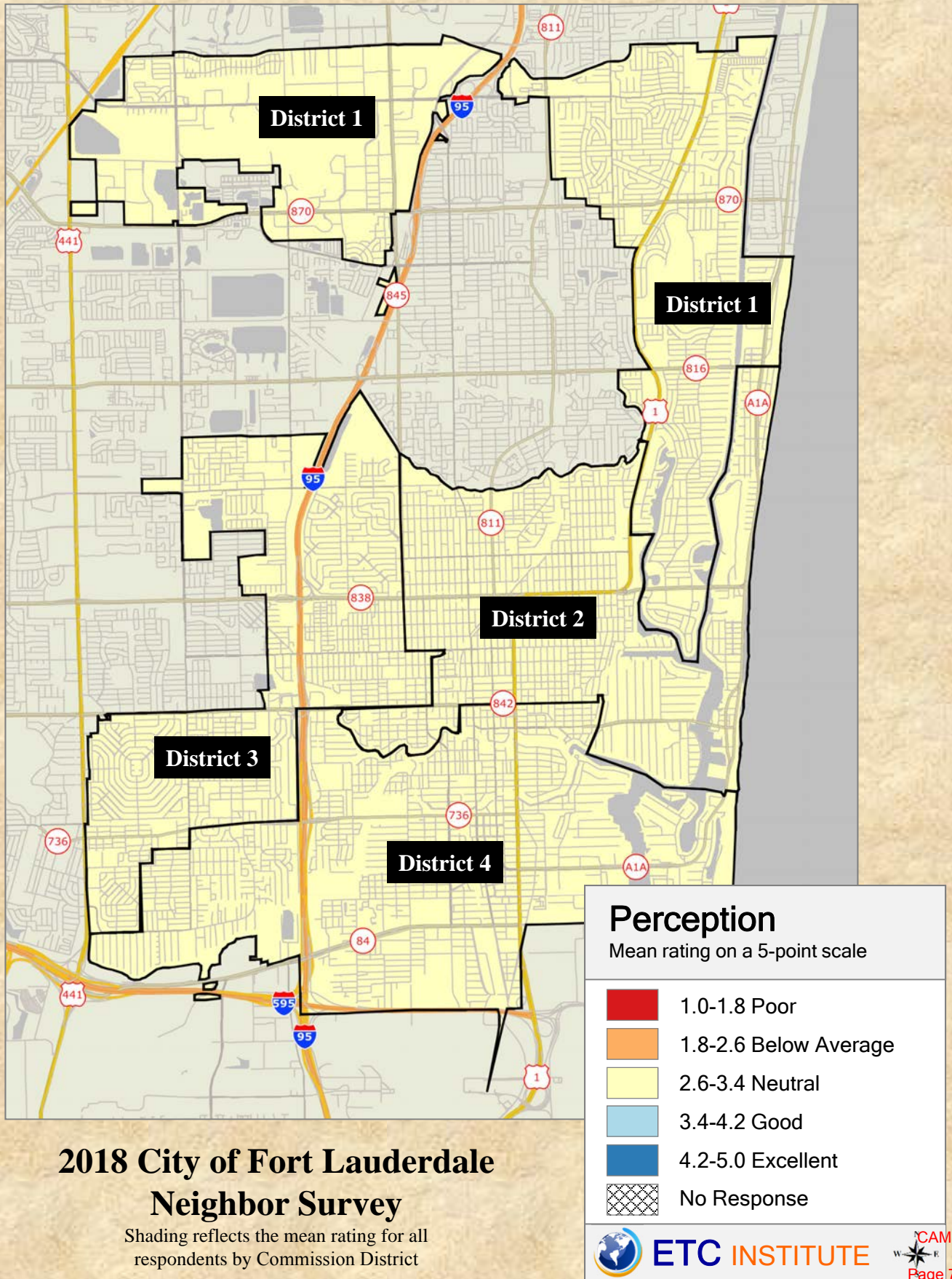


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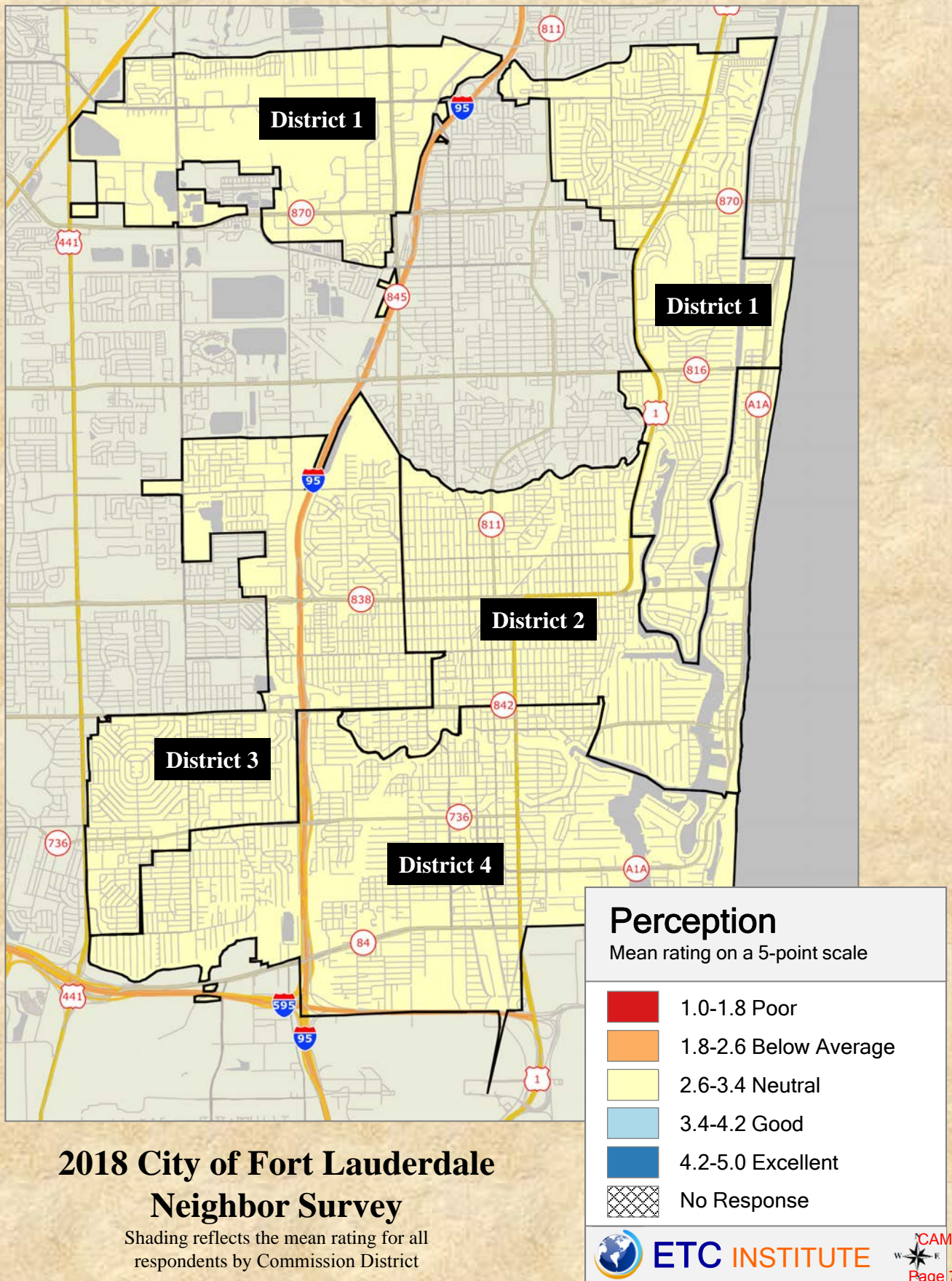
Q2. 01 Perception of City: Overall feeling of safety in the City



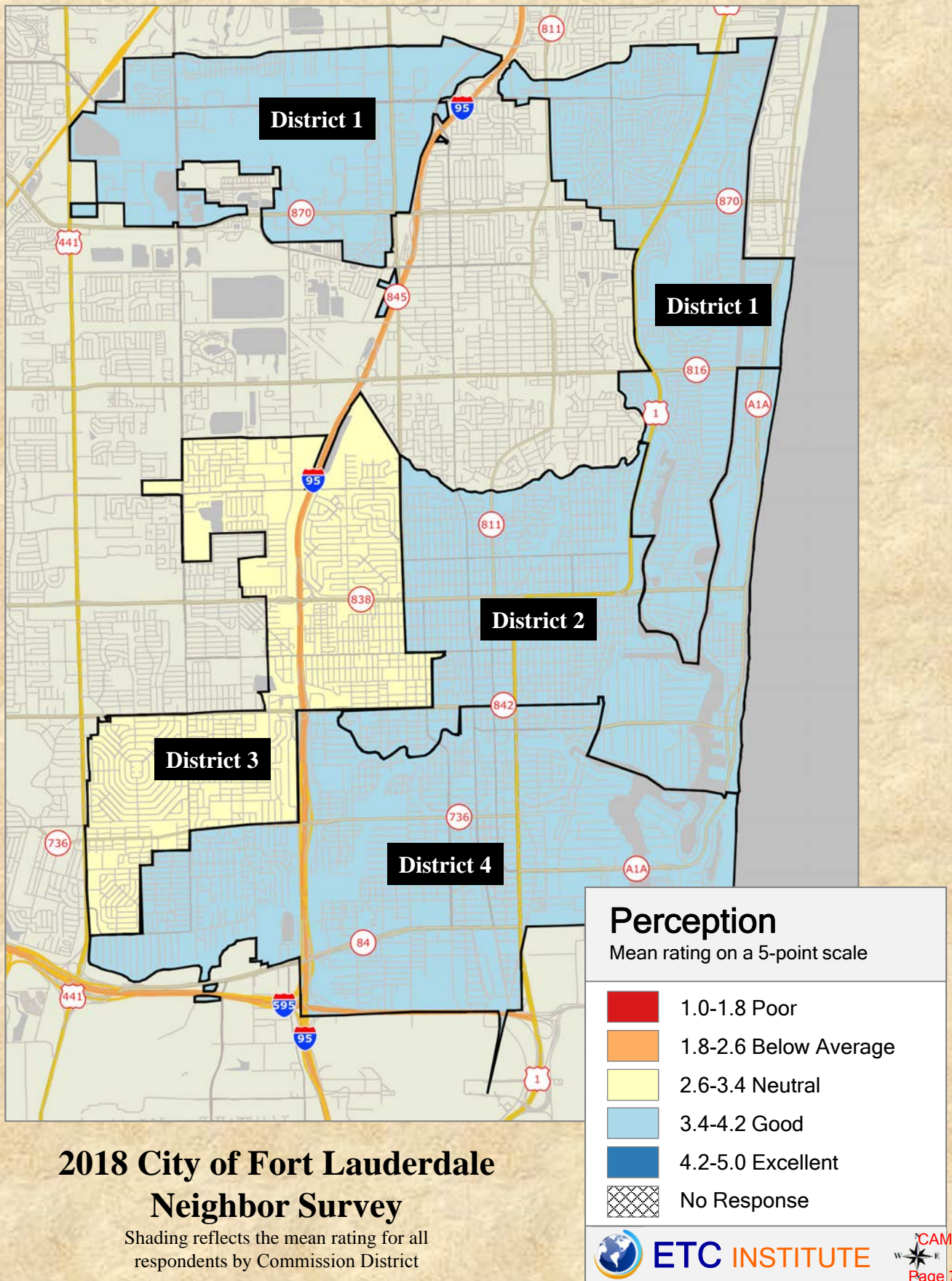
Q2. 02 Perception of City: Overall value received for City tax dollars and fees



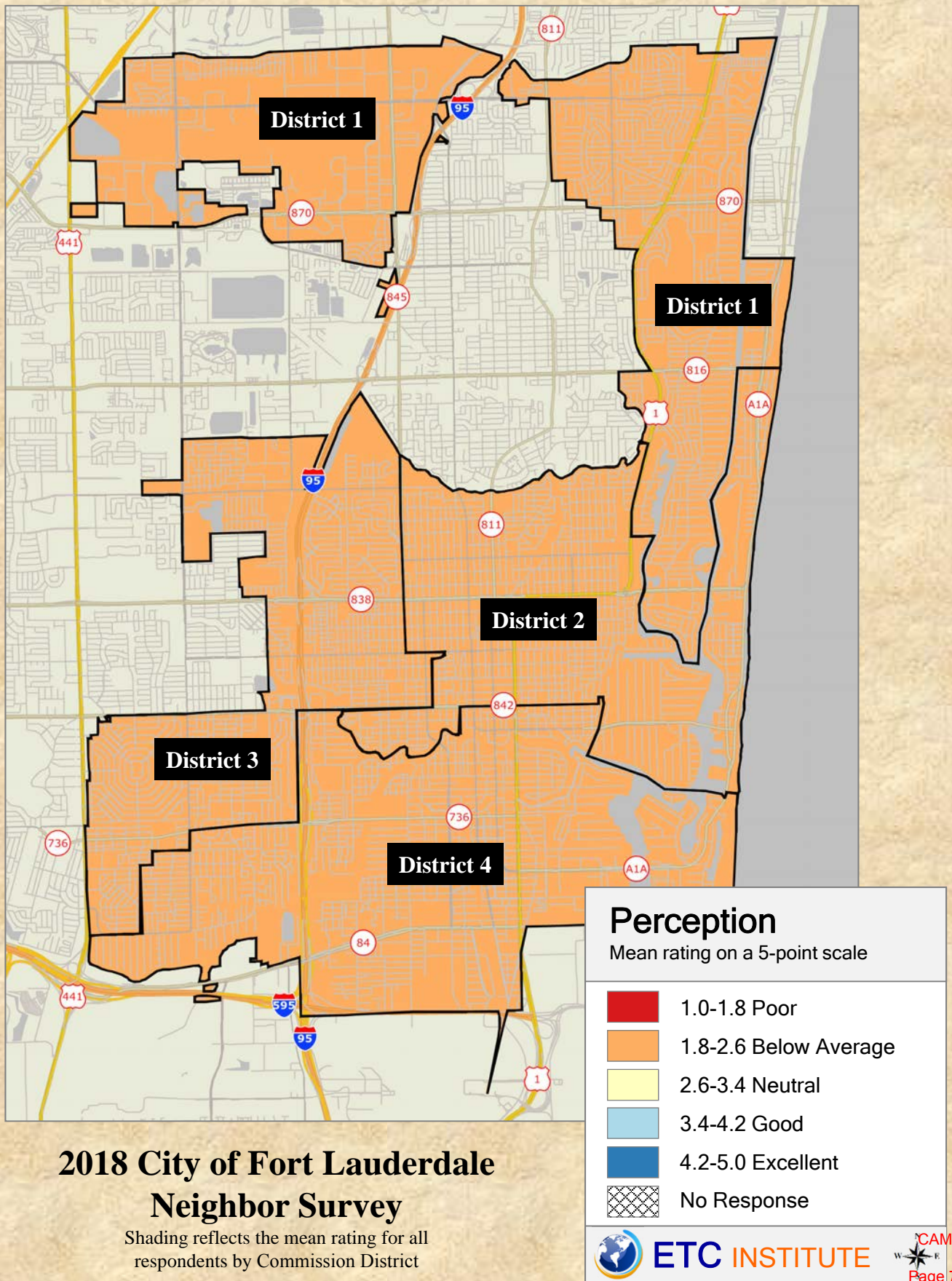
Q2. 03 Perception of City: Overall planning for growth



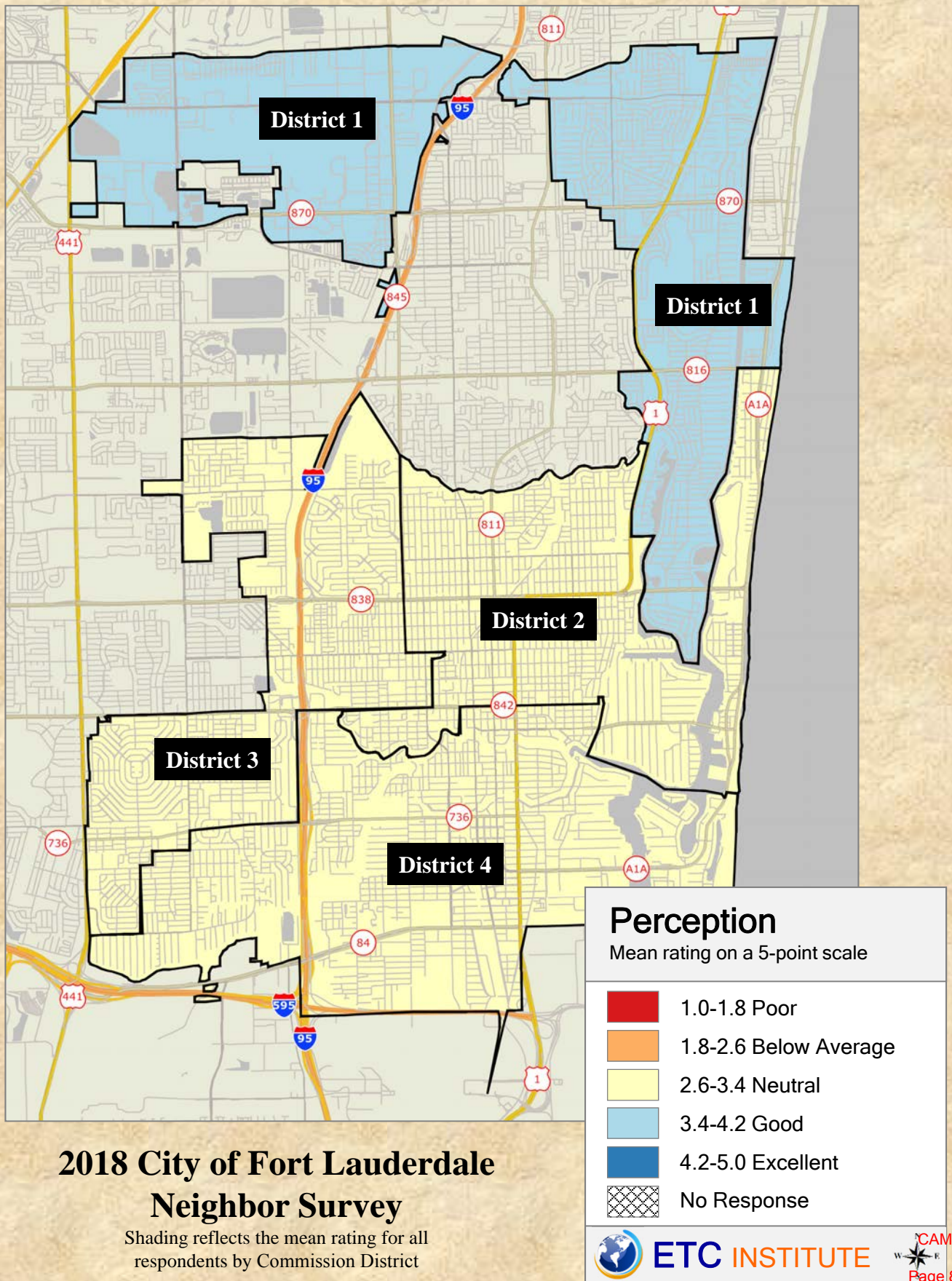
Q2. 04 Perception of City: Overall appearance of the City



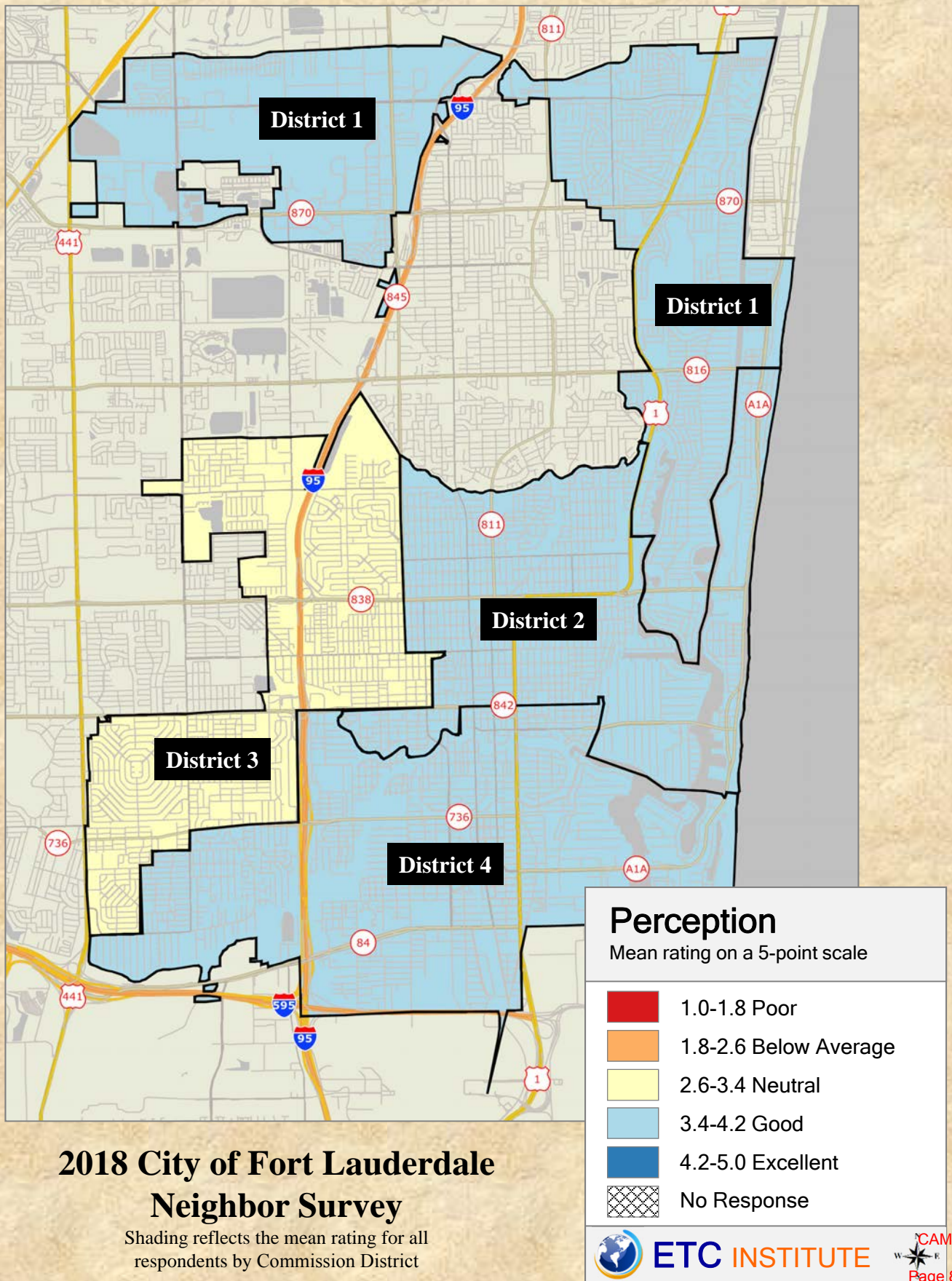
Q2. 05 Perception of City: Availability of affordable housing



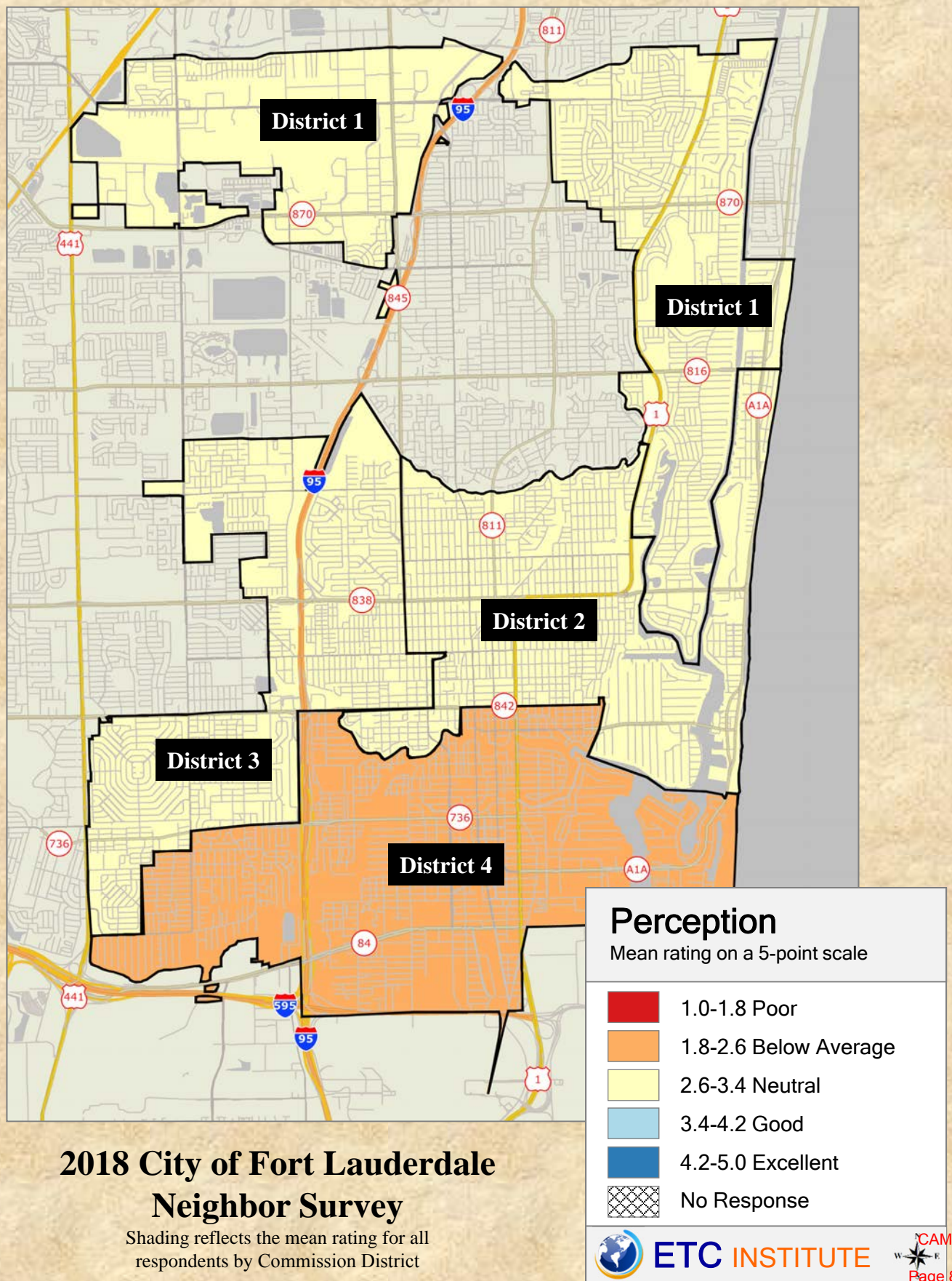
Q2. 06 Perception of City: Availability of employment



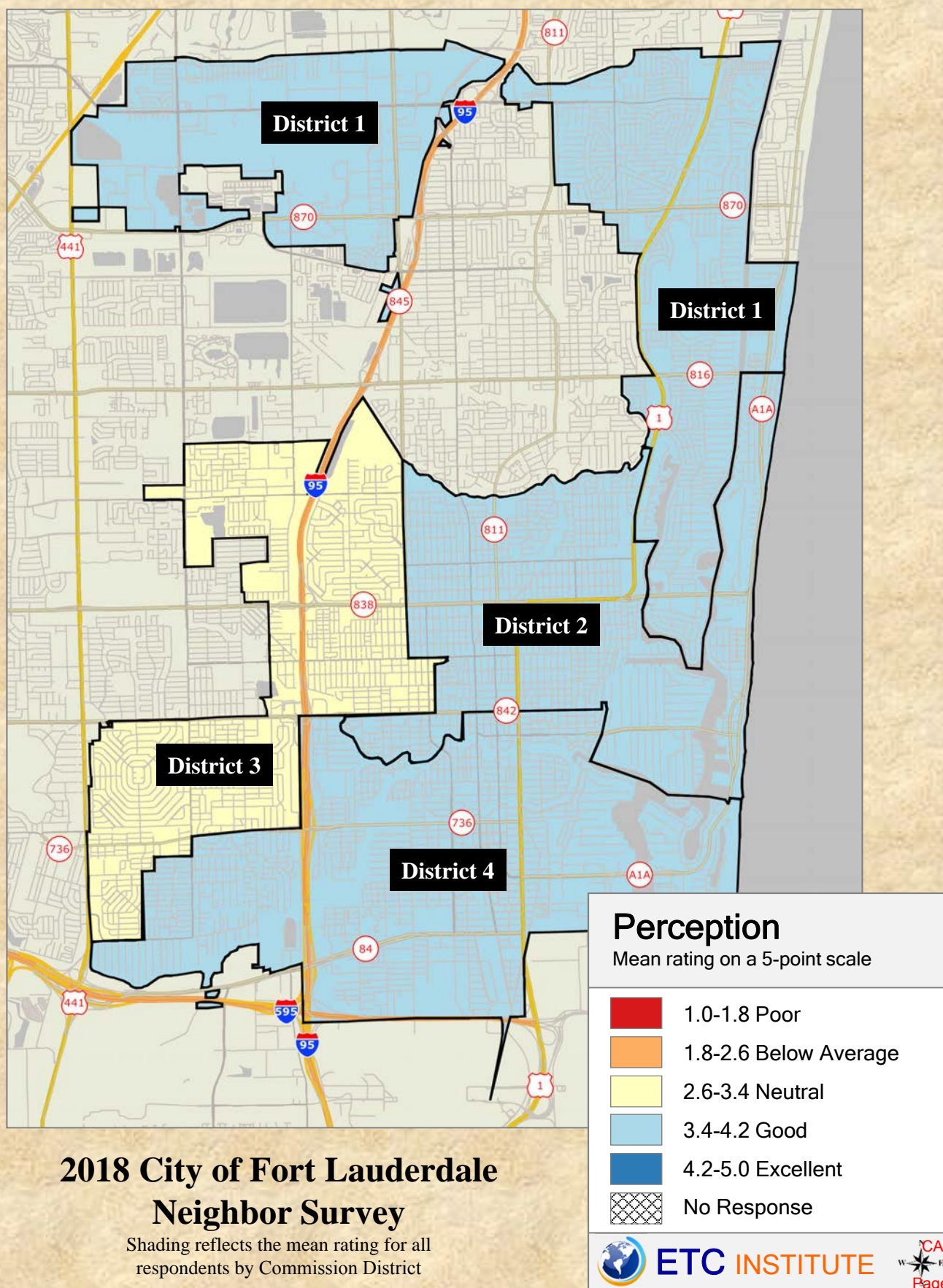
Q2. 07 Perception of City: Acceptance of diversity



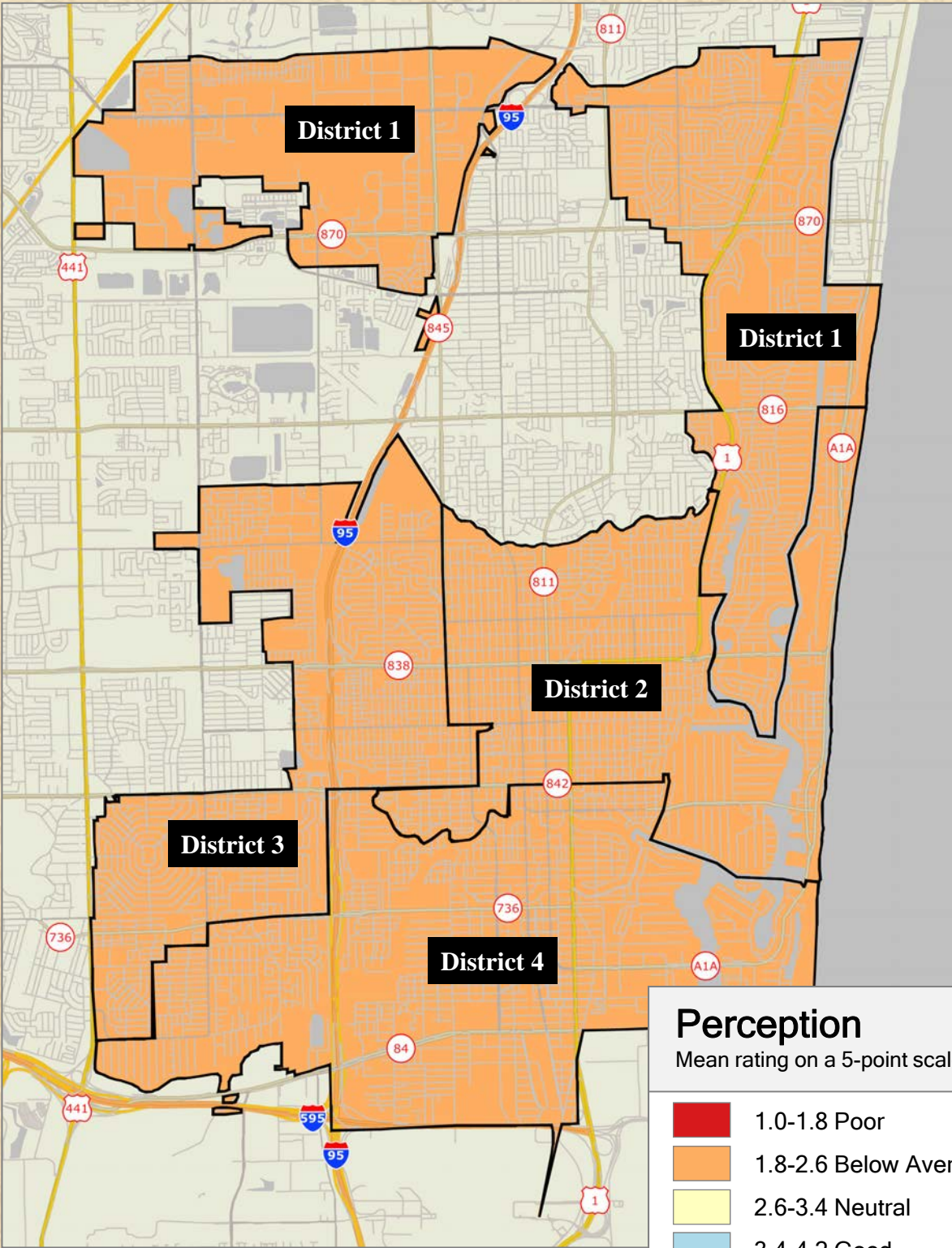
Q2. 08 Perception of City: Quality of public schools



Q2. 09 Perception of City: Quality of private schools



Q2. 10 Perception of City: Efforts in addressing homelessness



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

Perception

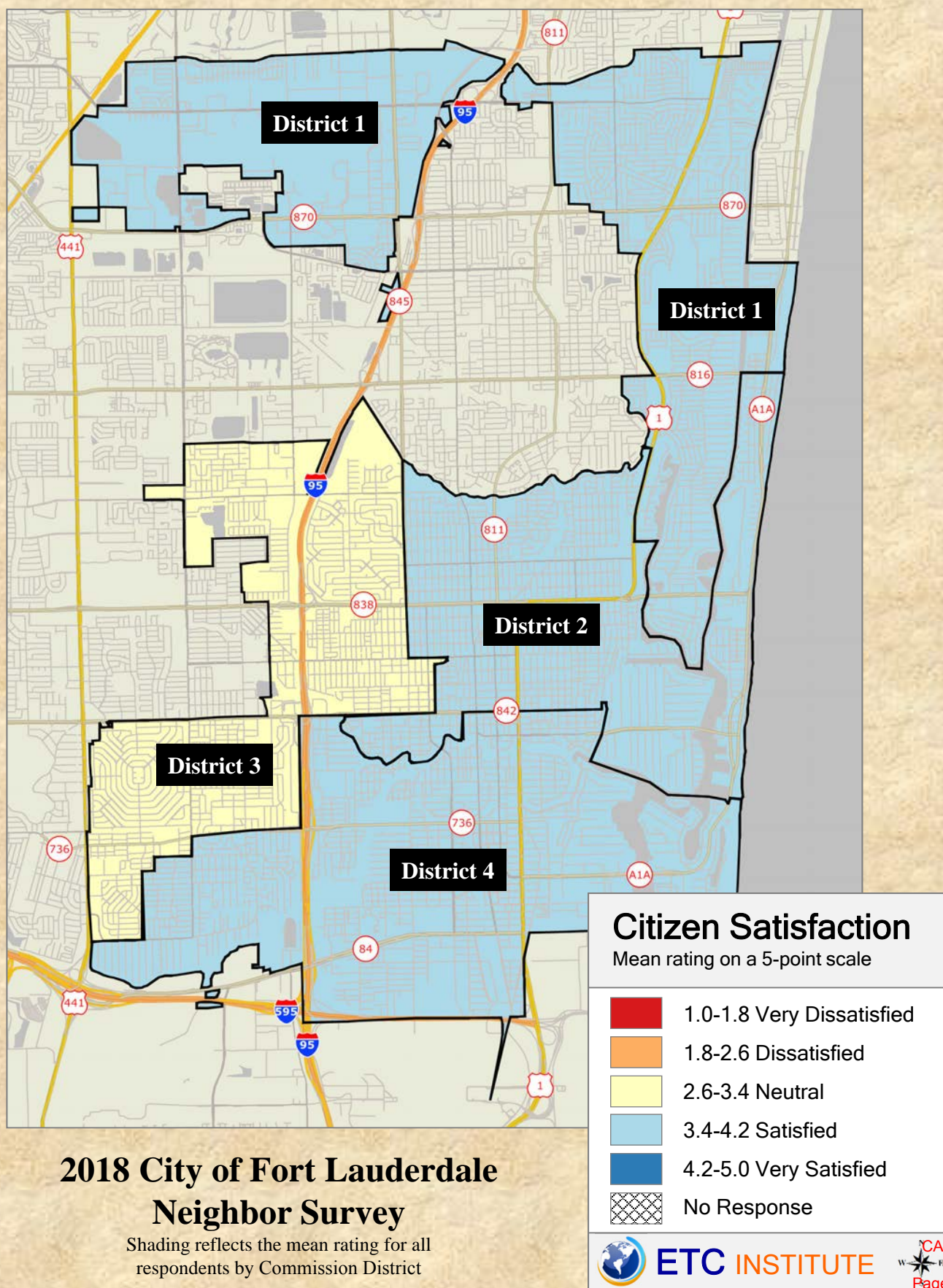
Mean rating on a 5-point scale

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

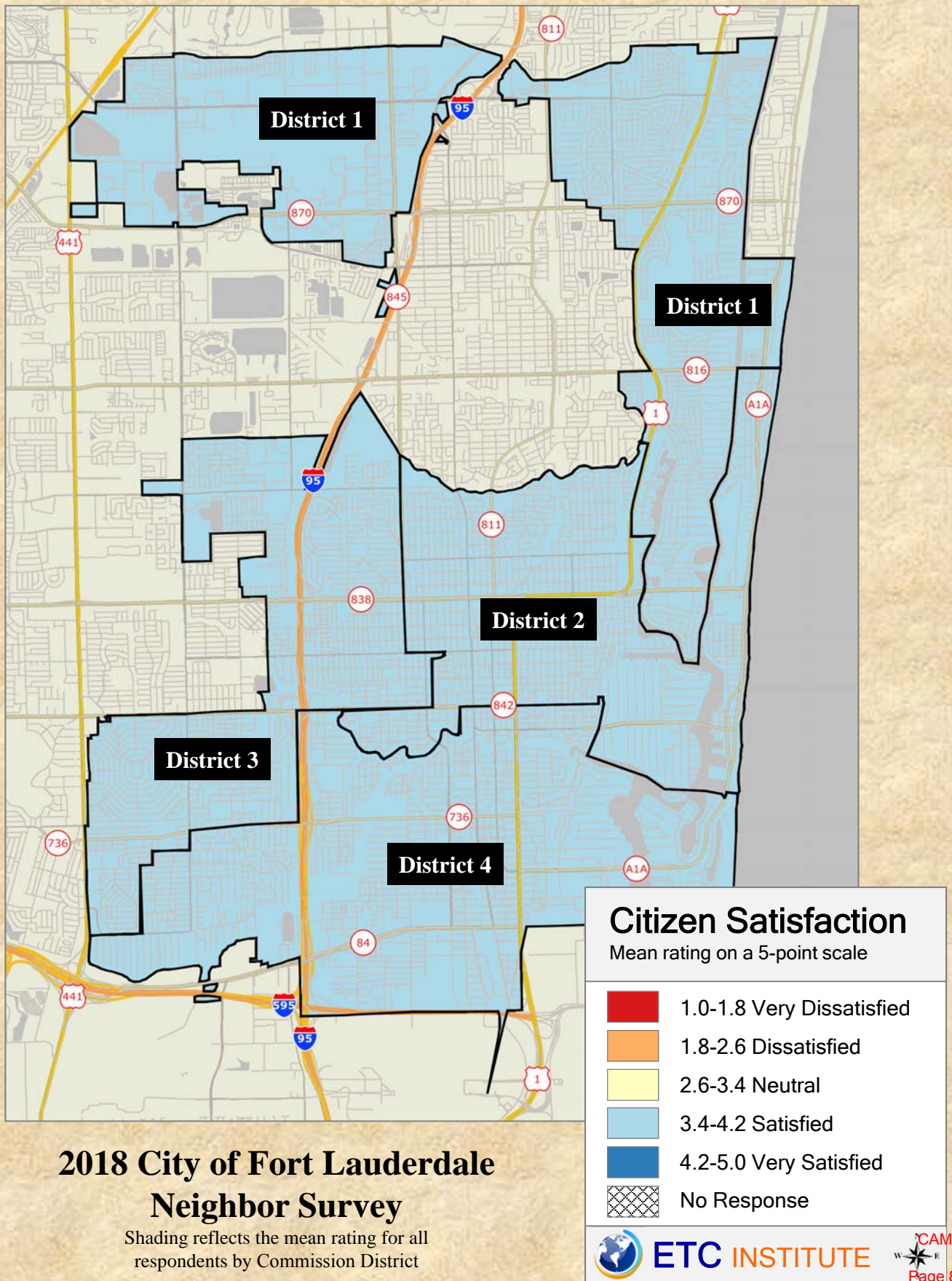


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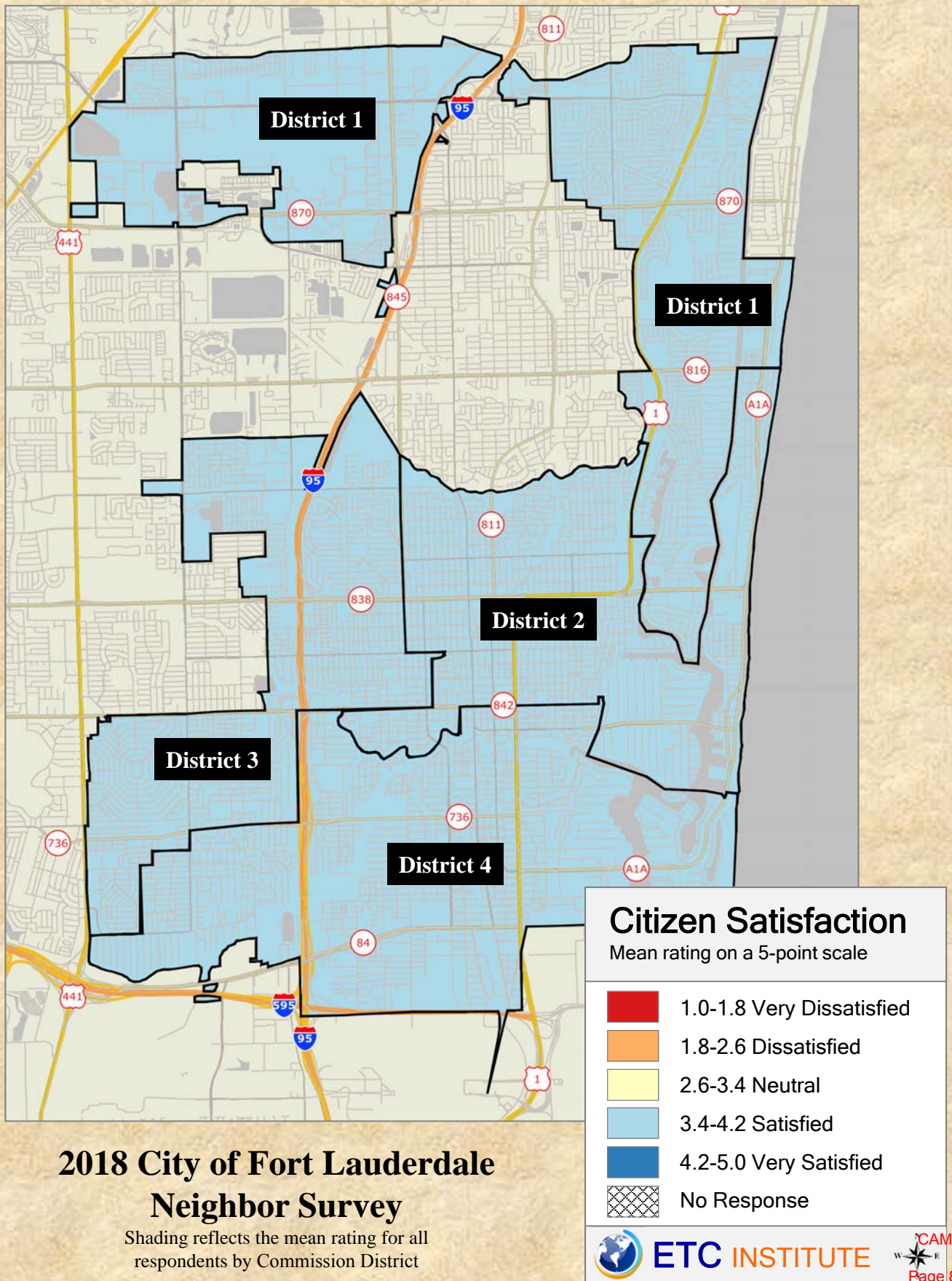
Q3. 01 Satisfaction with: Overall quality of City services



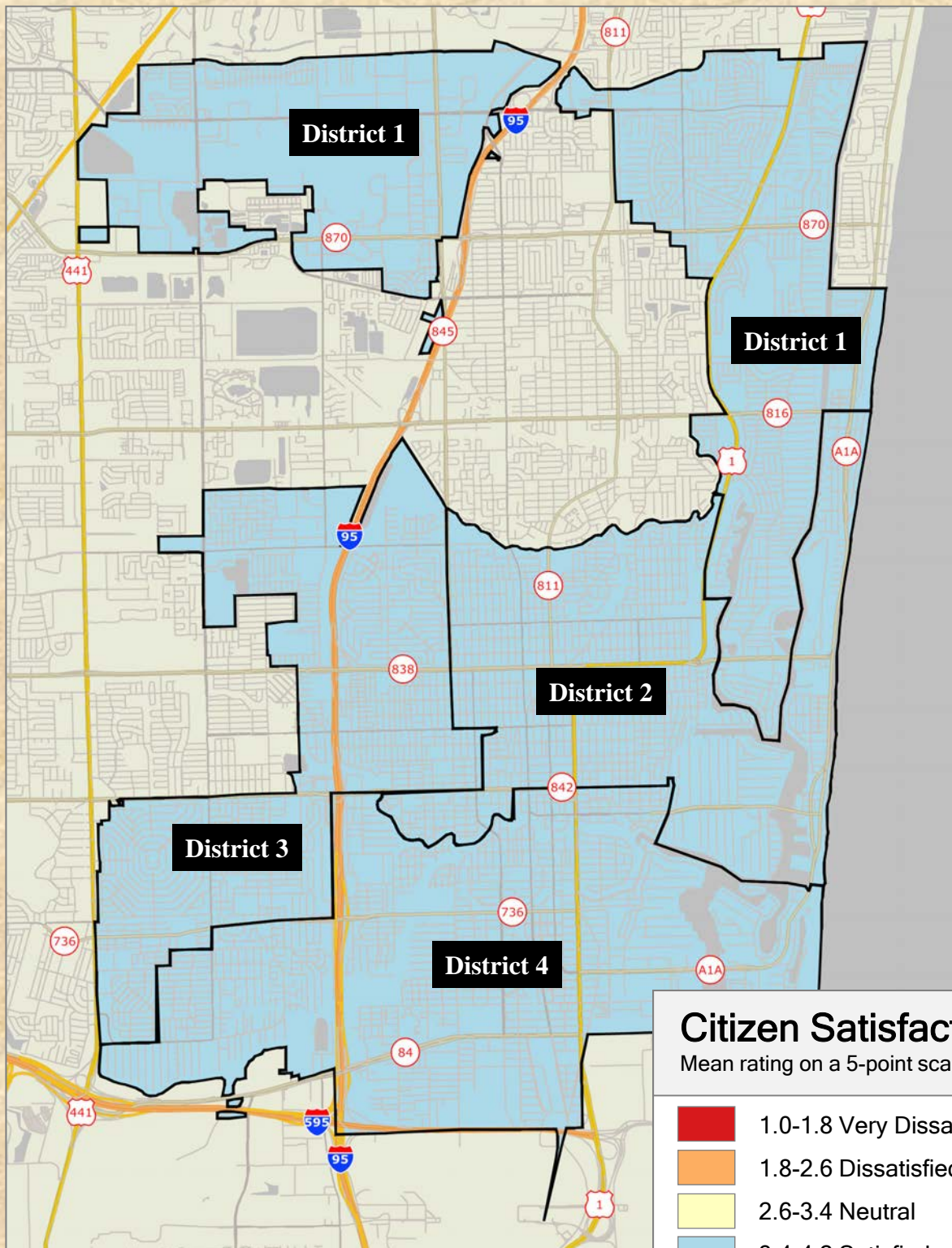
Q3. 02 Satisfaction with: Overall quality of police and fire rescue services



Q3. 03 Satisfaction with: Overall quality of parks and recreation programs and facilities



Q3. 04 Satisfaction with: Overall quality of customer services you receive from City employees



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

Citizen Satisfaction

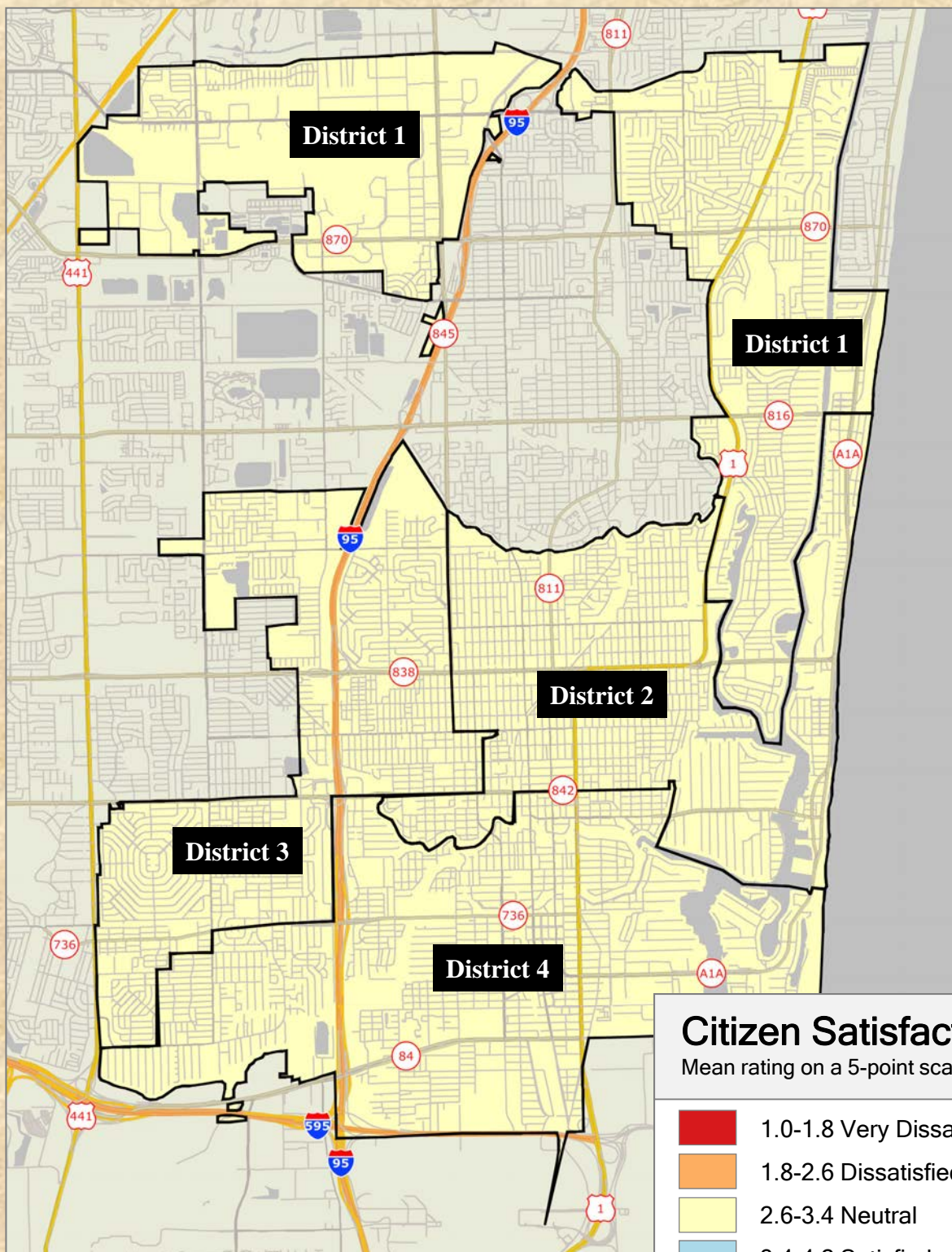
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response



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Q3. 05 Satisfaction with: Overall enforcement of City codes and ordinances



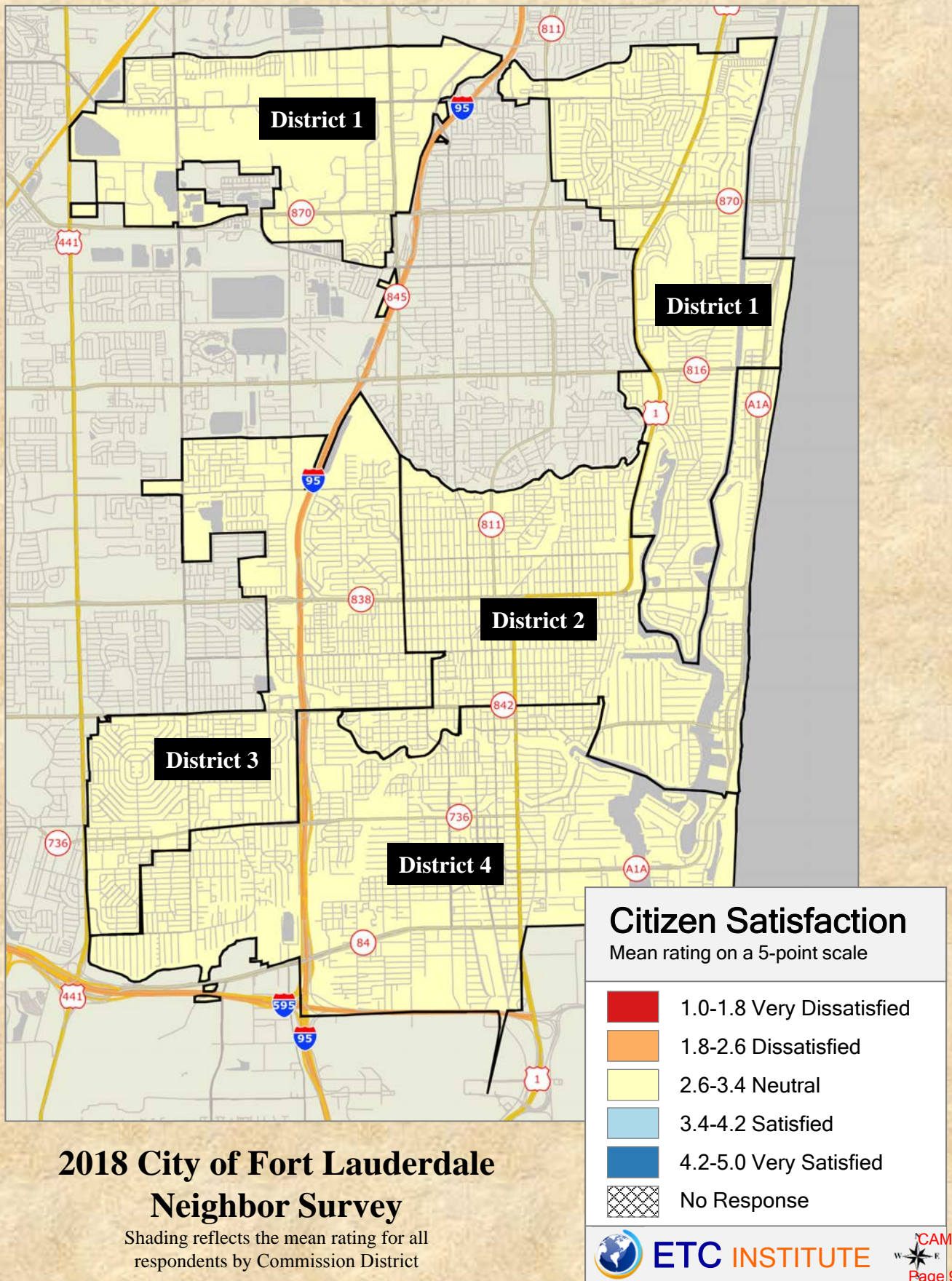
2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

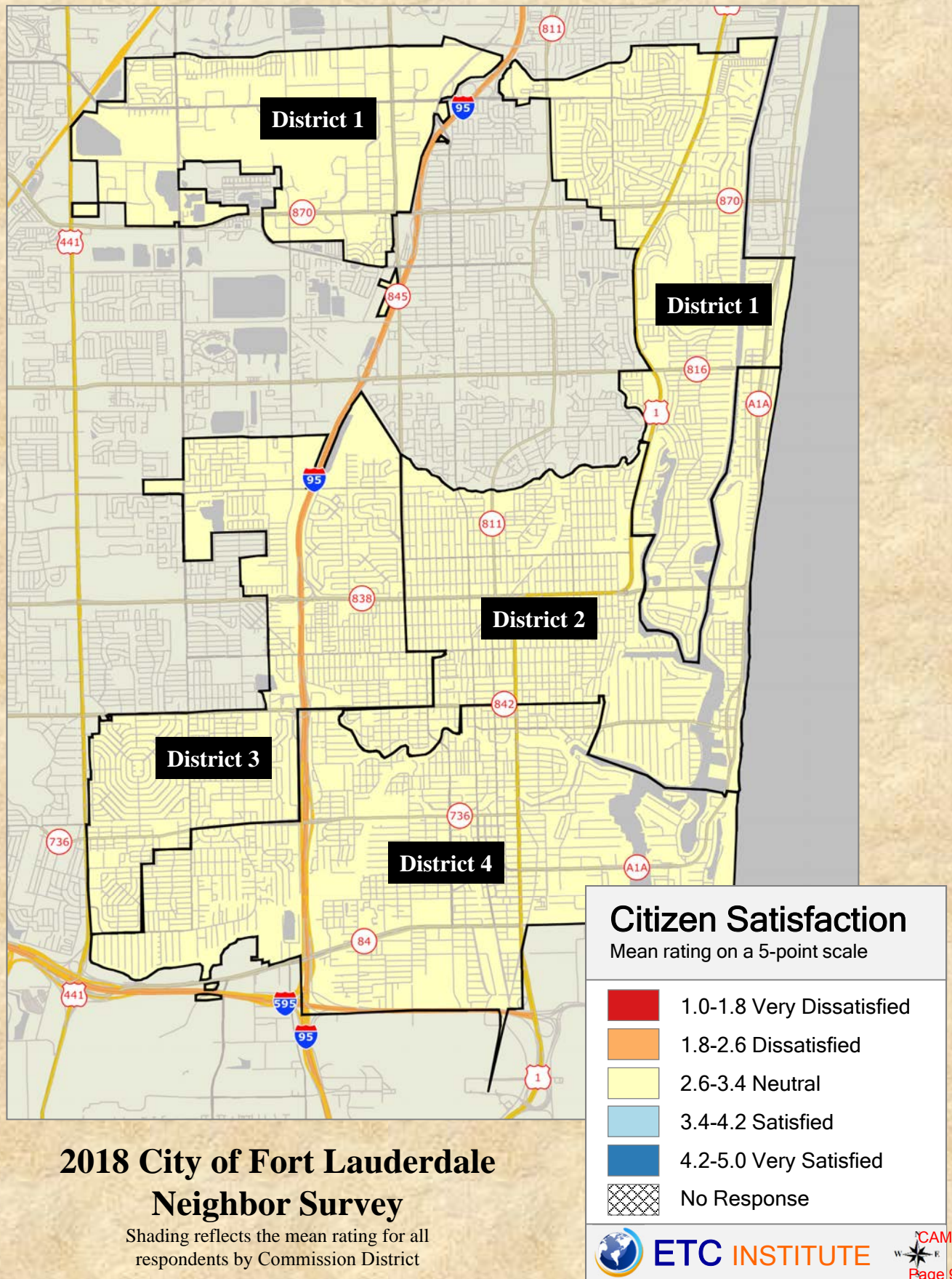


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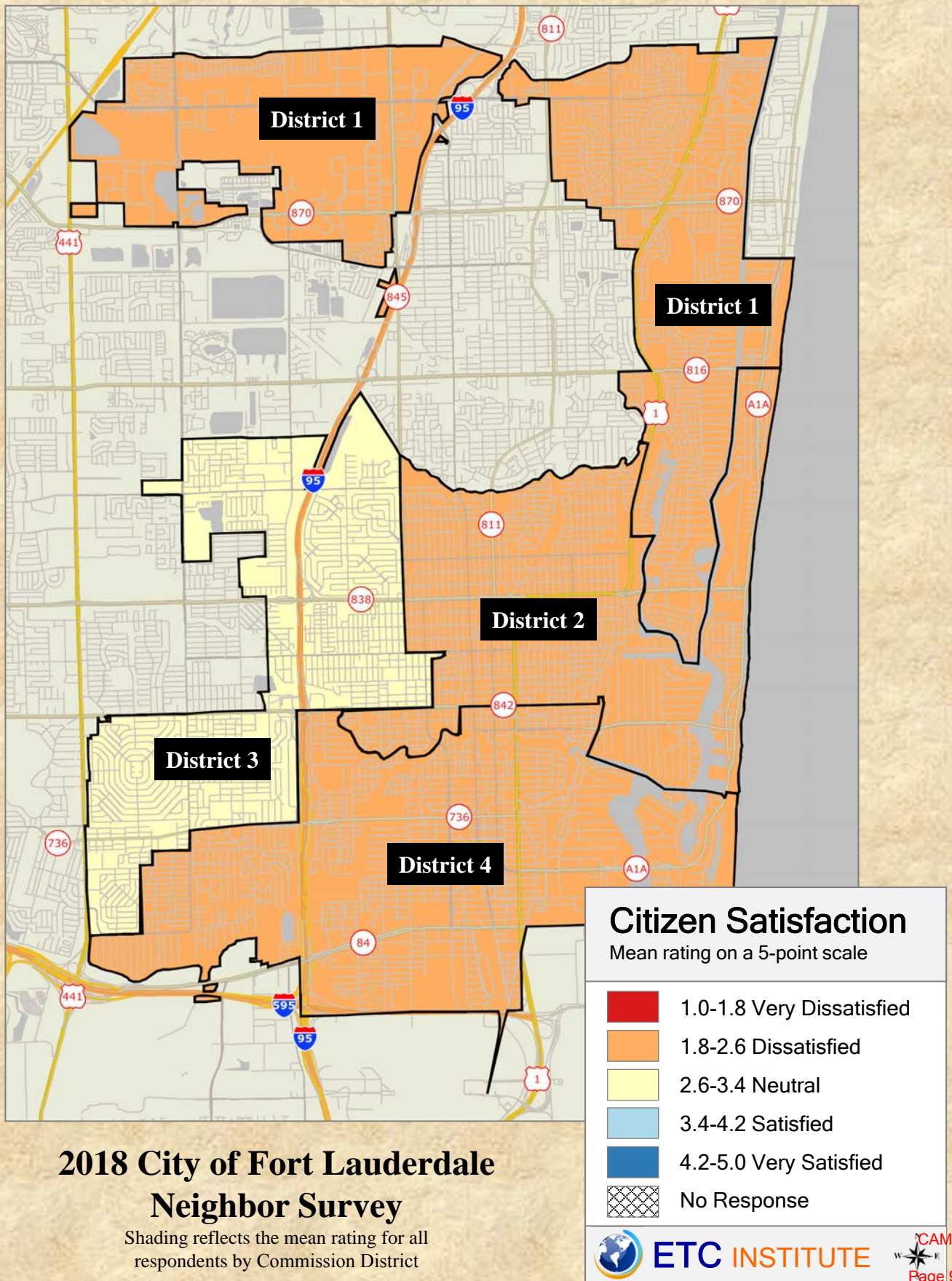
Q3. 06 Satisfaction with: Overall maintenance of City streets, sidewalks, and infrastructure



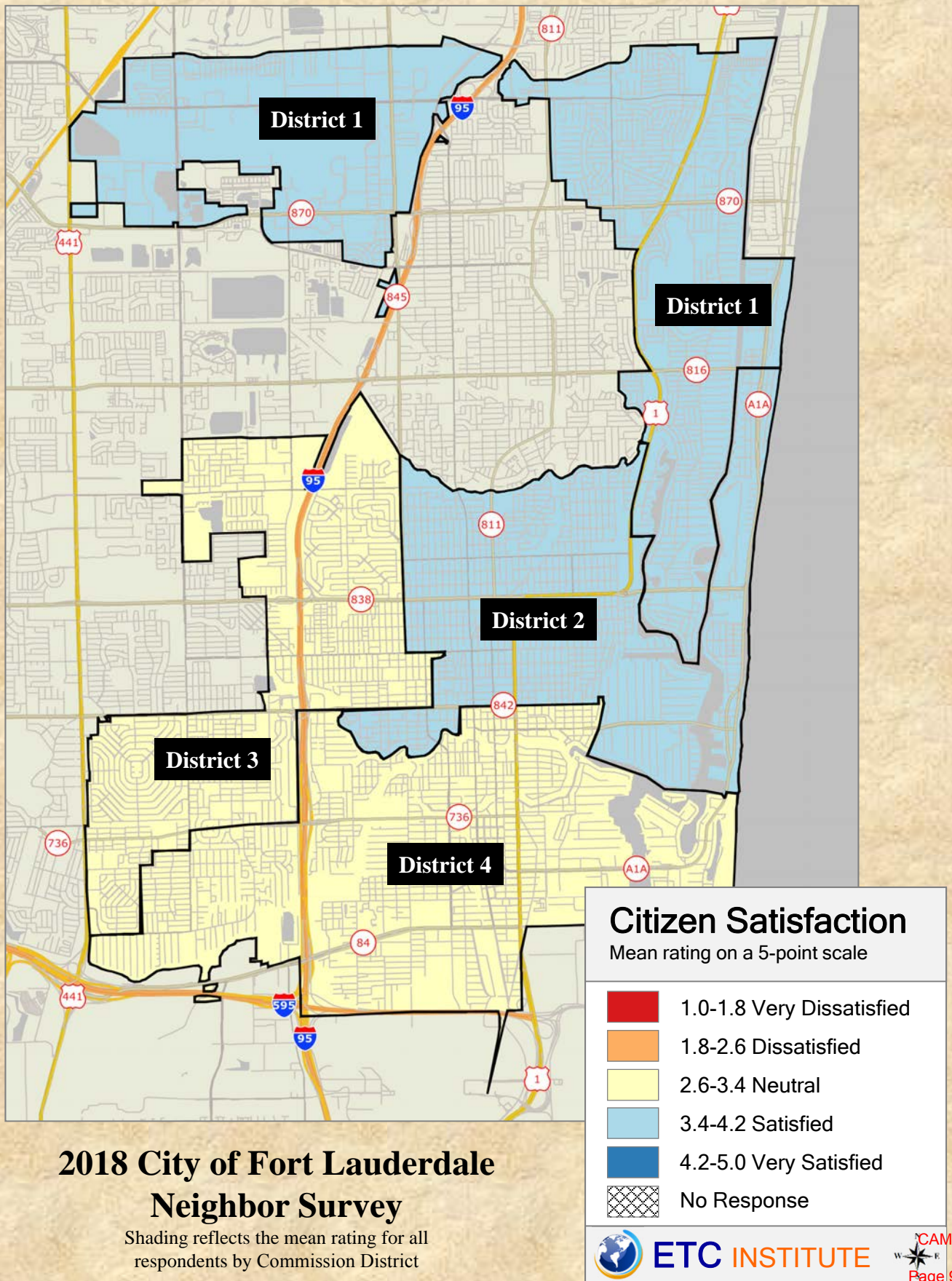
Q3. 07 Satisfaction with: Overall maintenance of City buildings and facilities



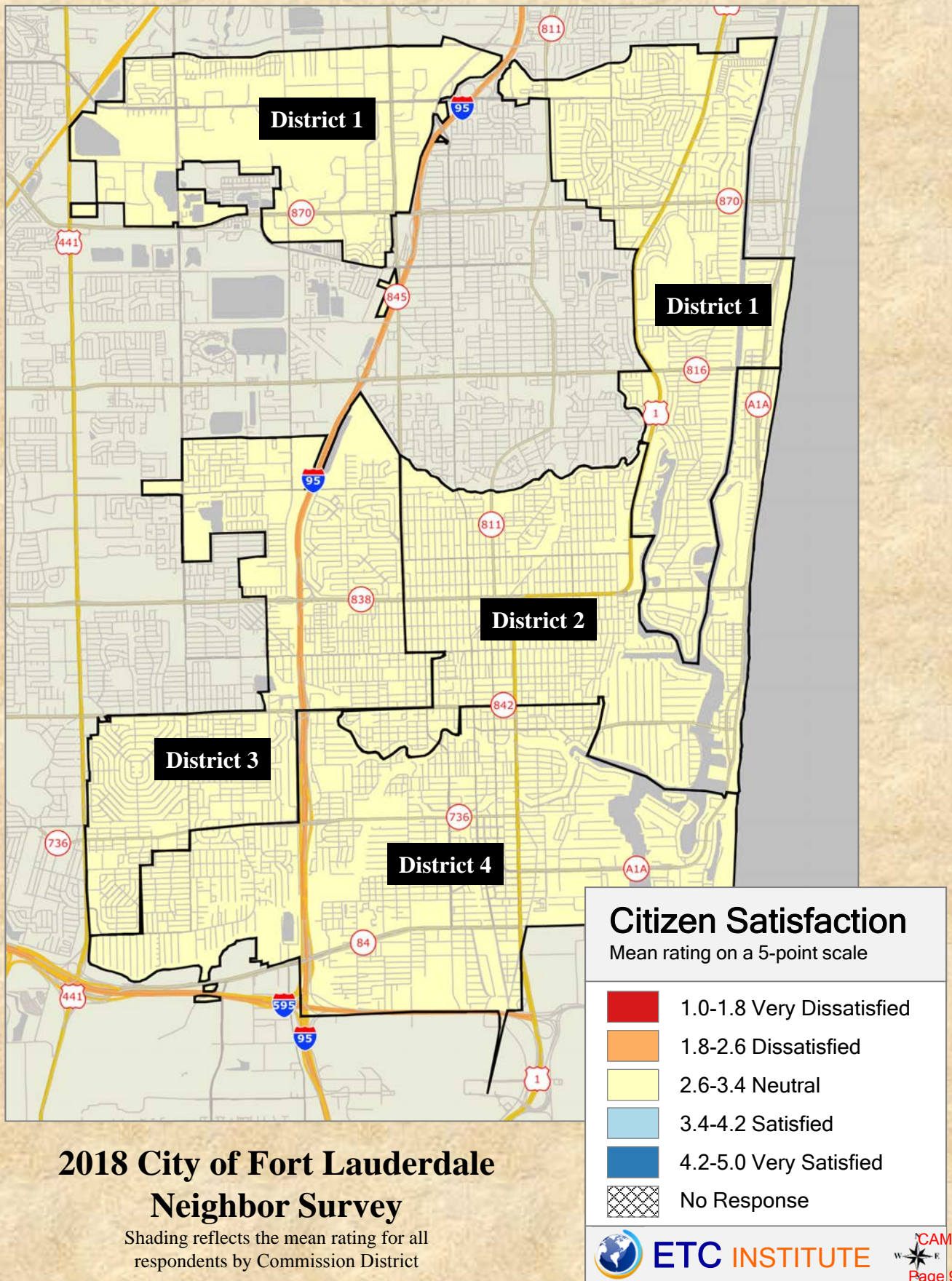
Q3. 08 Satisfaction with: Overall flow of traffic



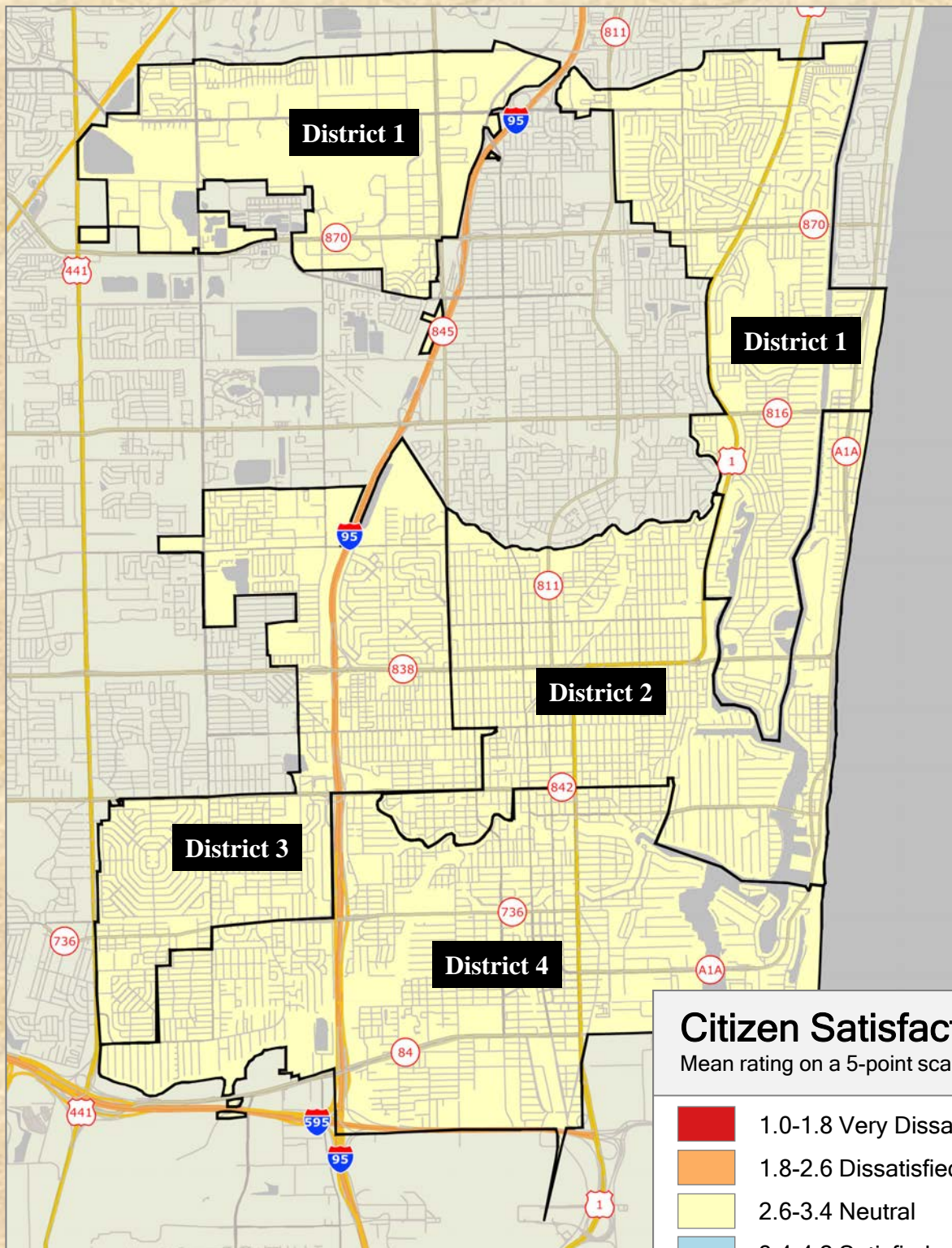
Q3. 09 Satisfaction with: Overall availability of online and mobile services



Q3. 10 Satisfaction with: Effectiveness of communication with the community



Q3. 11 Satisfaction with: How well the City is preparing for the future



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

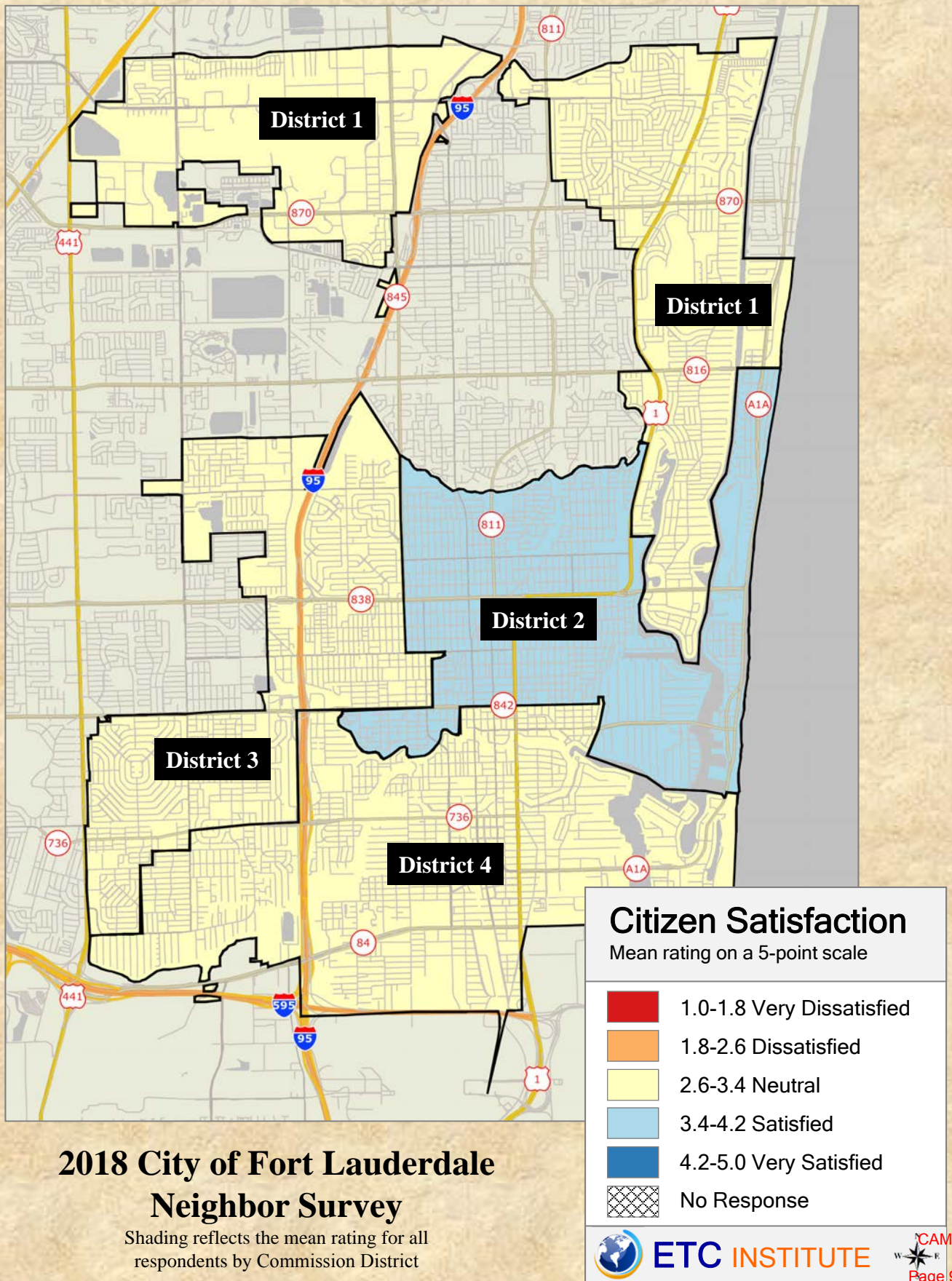
Citizen Satisfaction

Mean rating on a 5-point scale

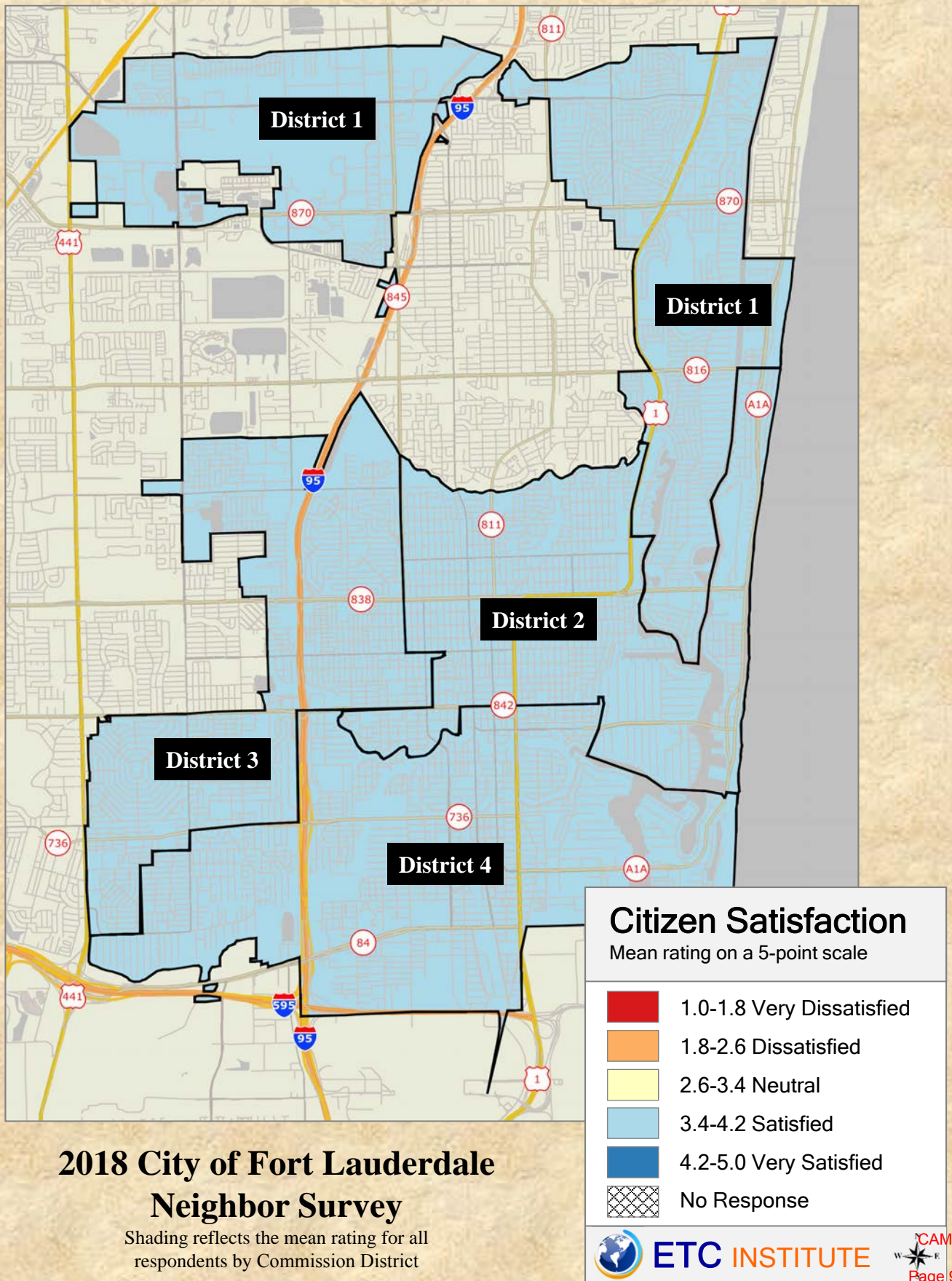


ETC INSTITUTE

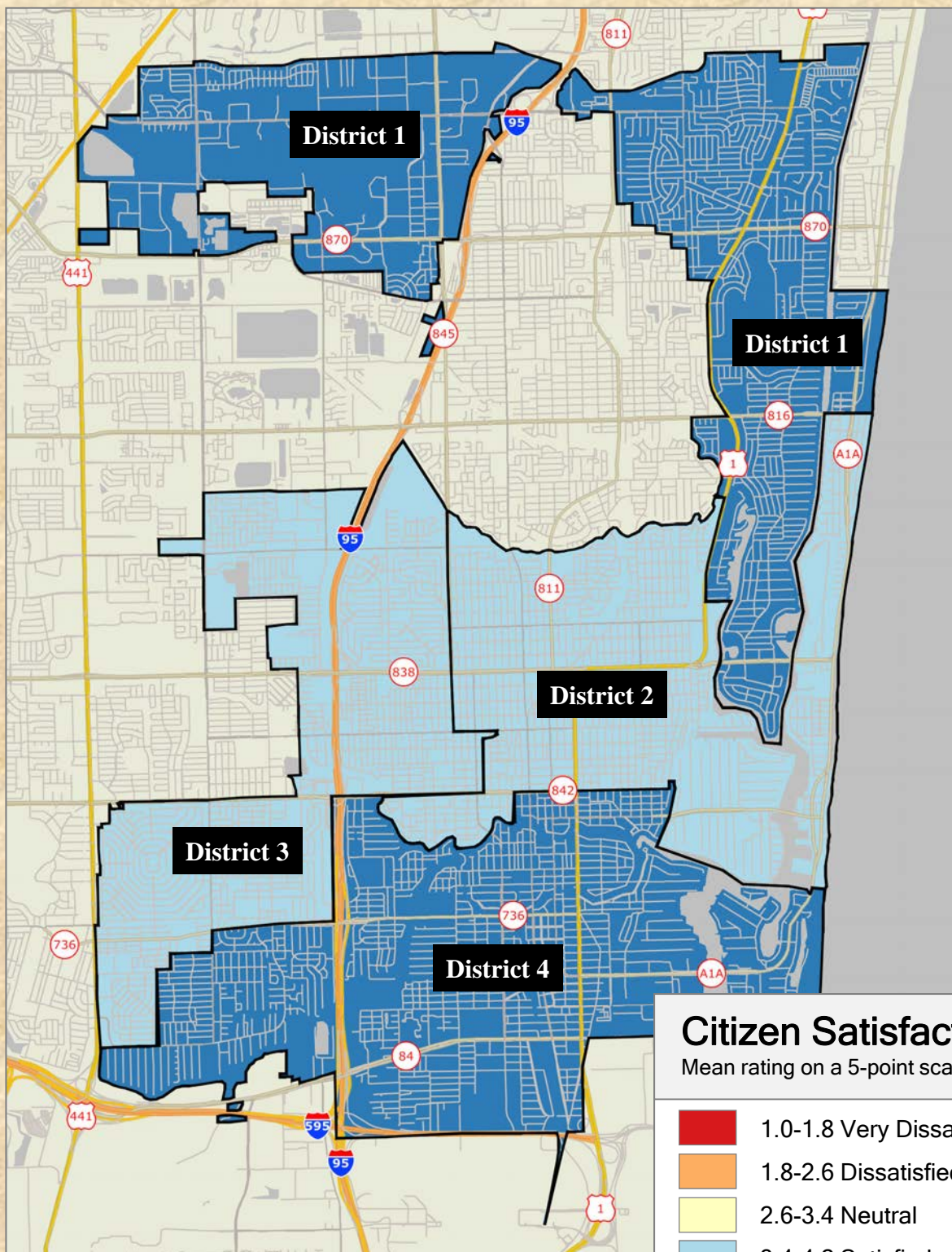
Q3. 12 Satisfaction with: How well the City is preparing for the future



Q3. 13 Satisfaction with: Quality of landscaping in parks, medians, and other public areas



Q5a. 01 Satisfaction with: Overall quality of local fire rescue protection

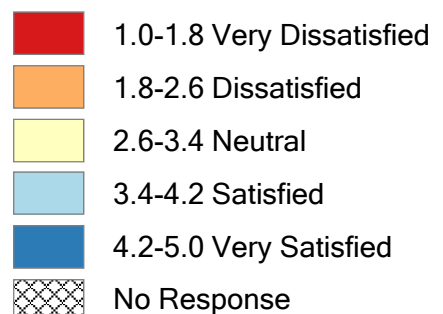


2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

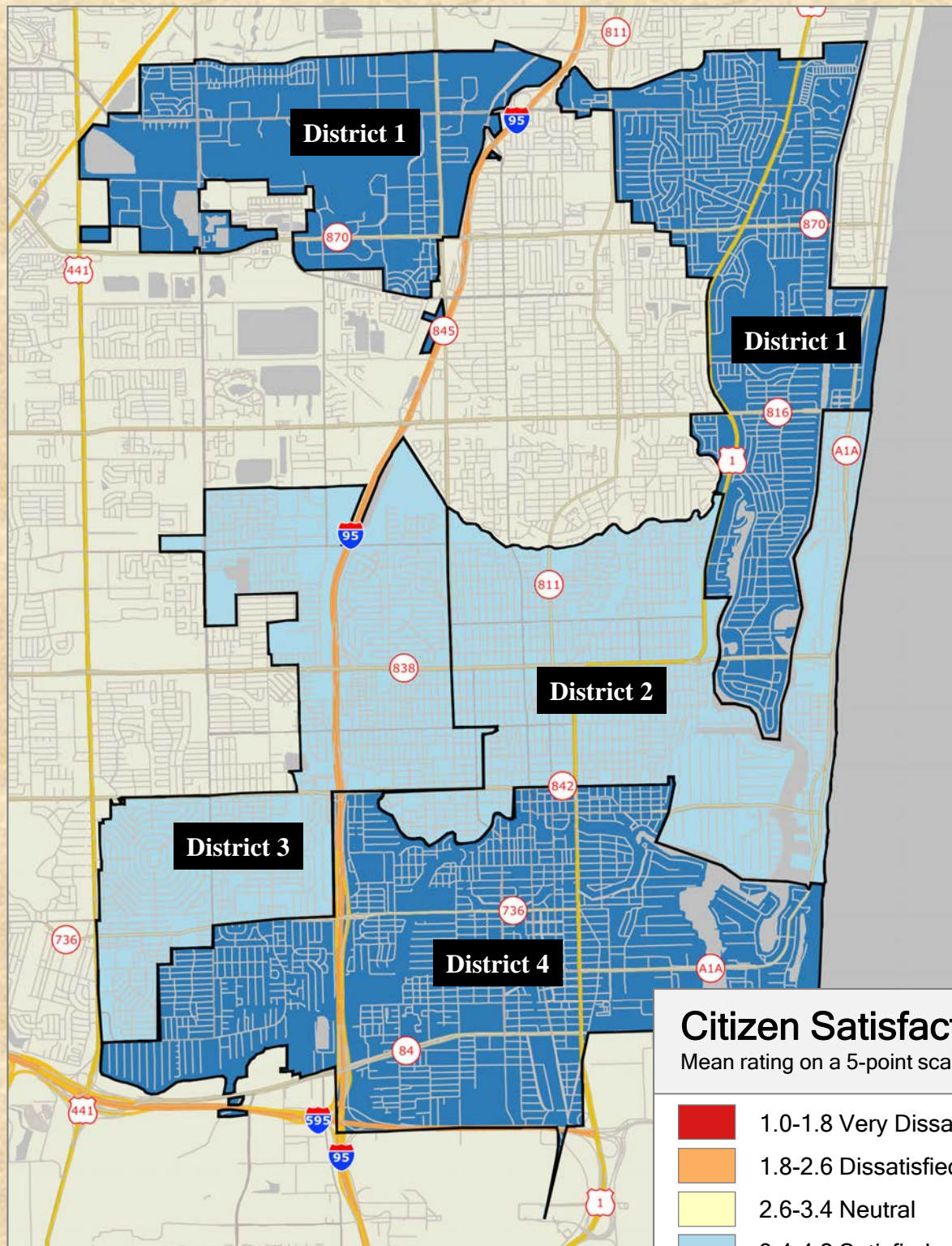
Citizen Satisfaction

Mean rating on a 5-point scale



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Q5a. 02 Satisfaction with: Professionalism of employees responding to emergencies

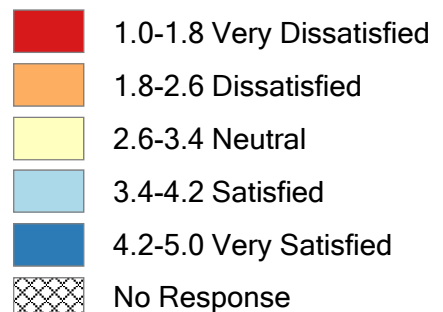


2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

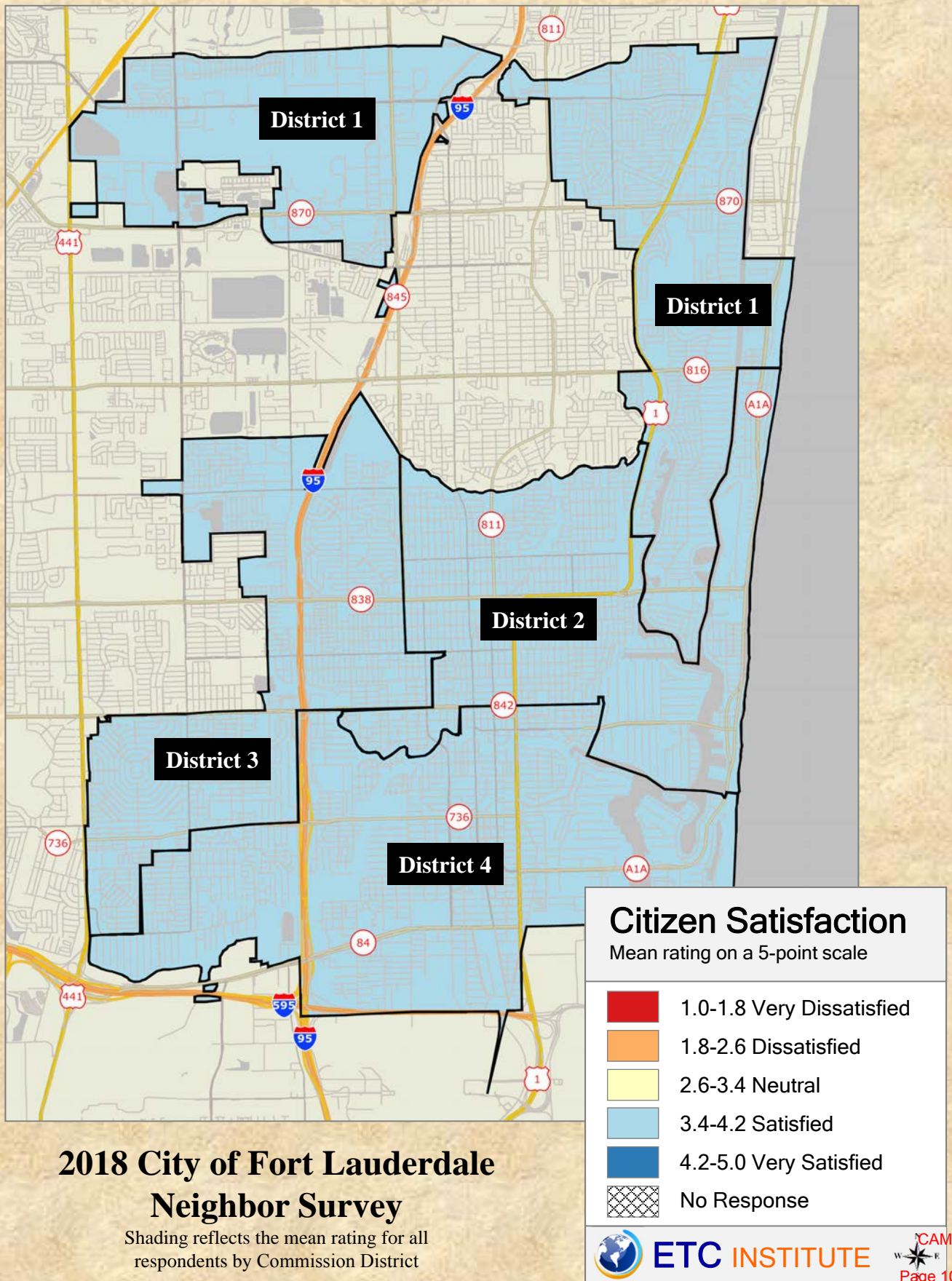
Citizen Satisfaction

Mean rating on a 5-point scale

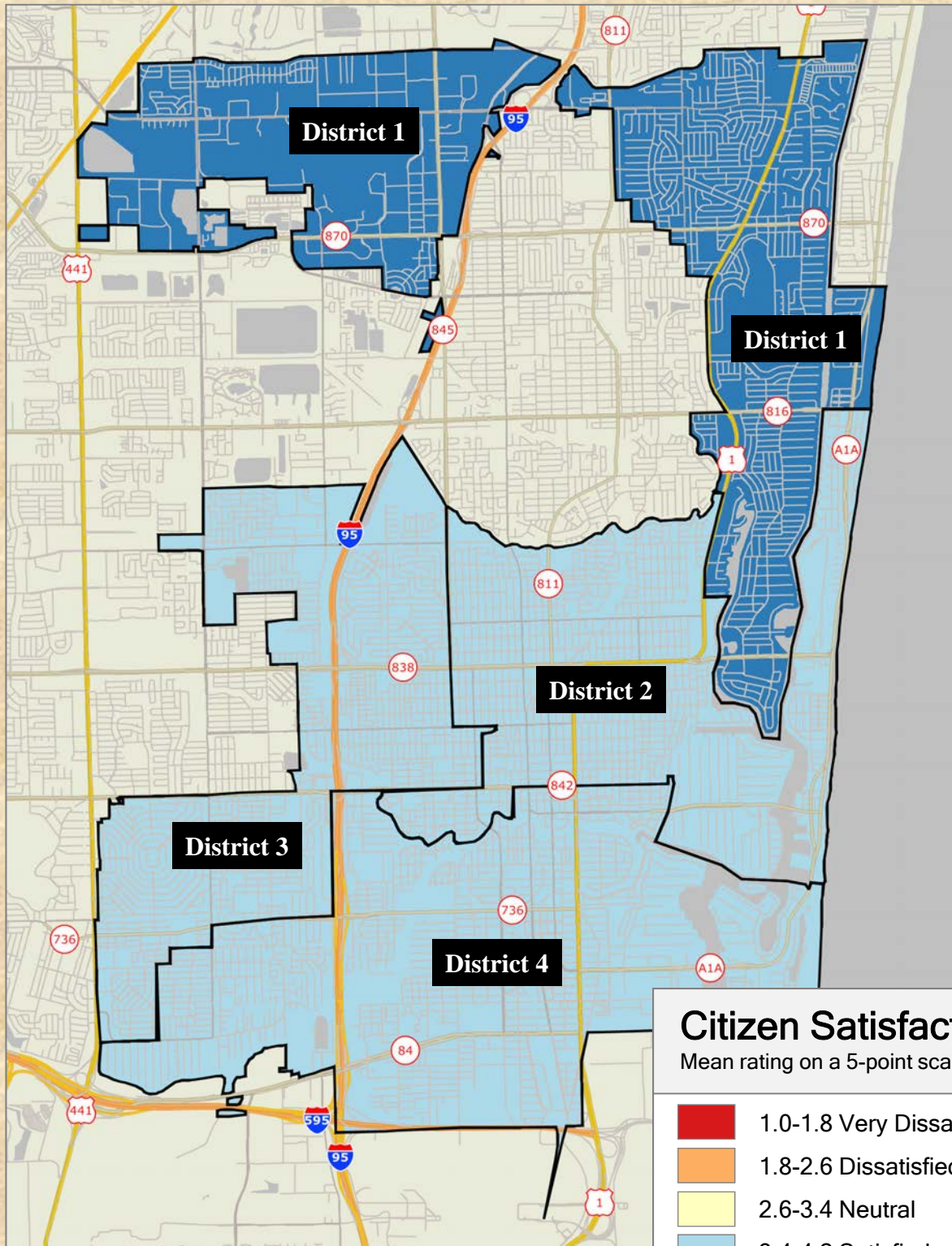


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Q5a. 03 Satisfaction with: How quickly fire rescue responds to 911 emergencies



Q5a. 04 Satisfaction with: Quality of Emergency Medical Services (EMS)



Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

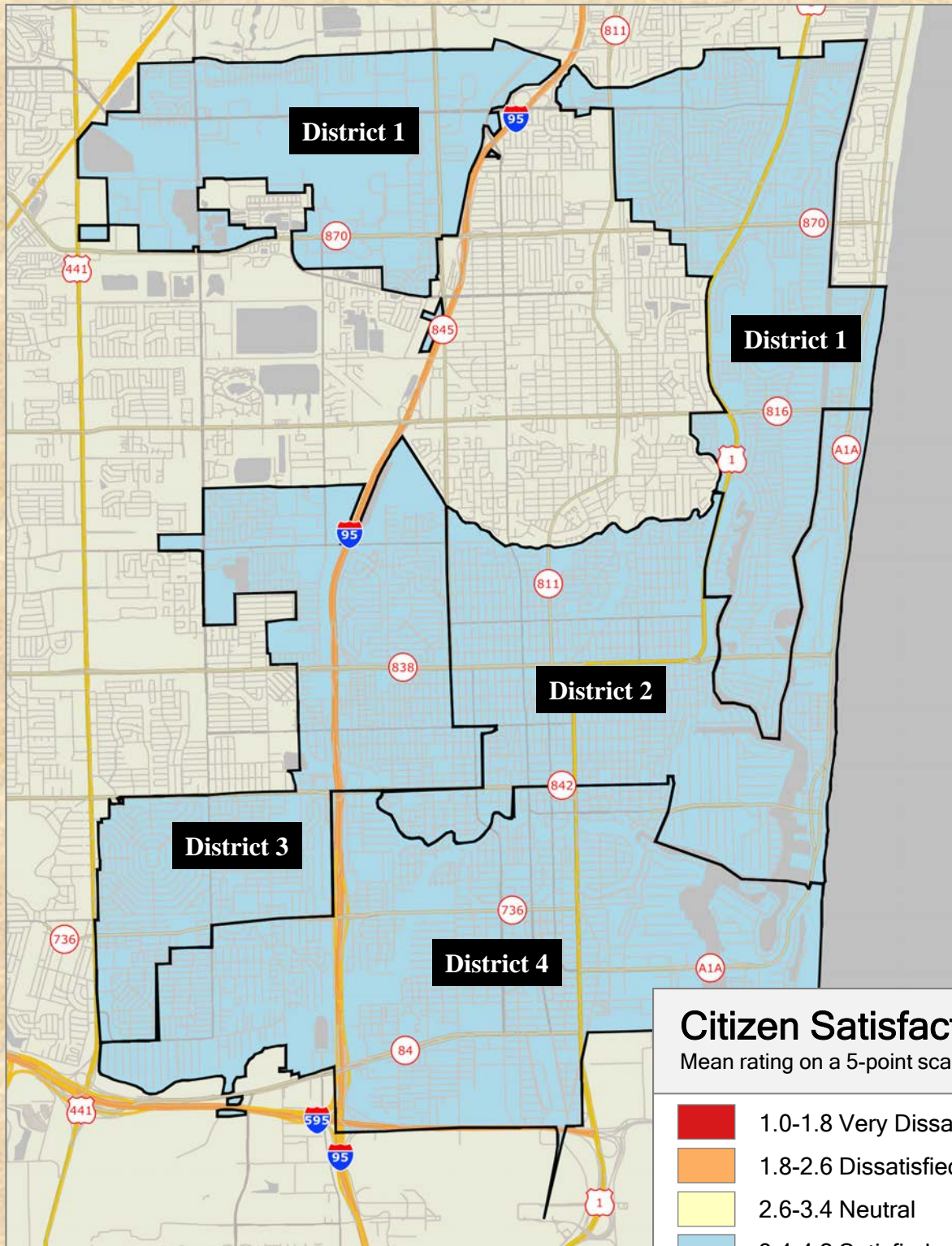
2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District



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Q5a. 05 Satisfaction with: Quality of lifeguard protection at City beaches



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

Citizen Satisfaction

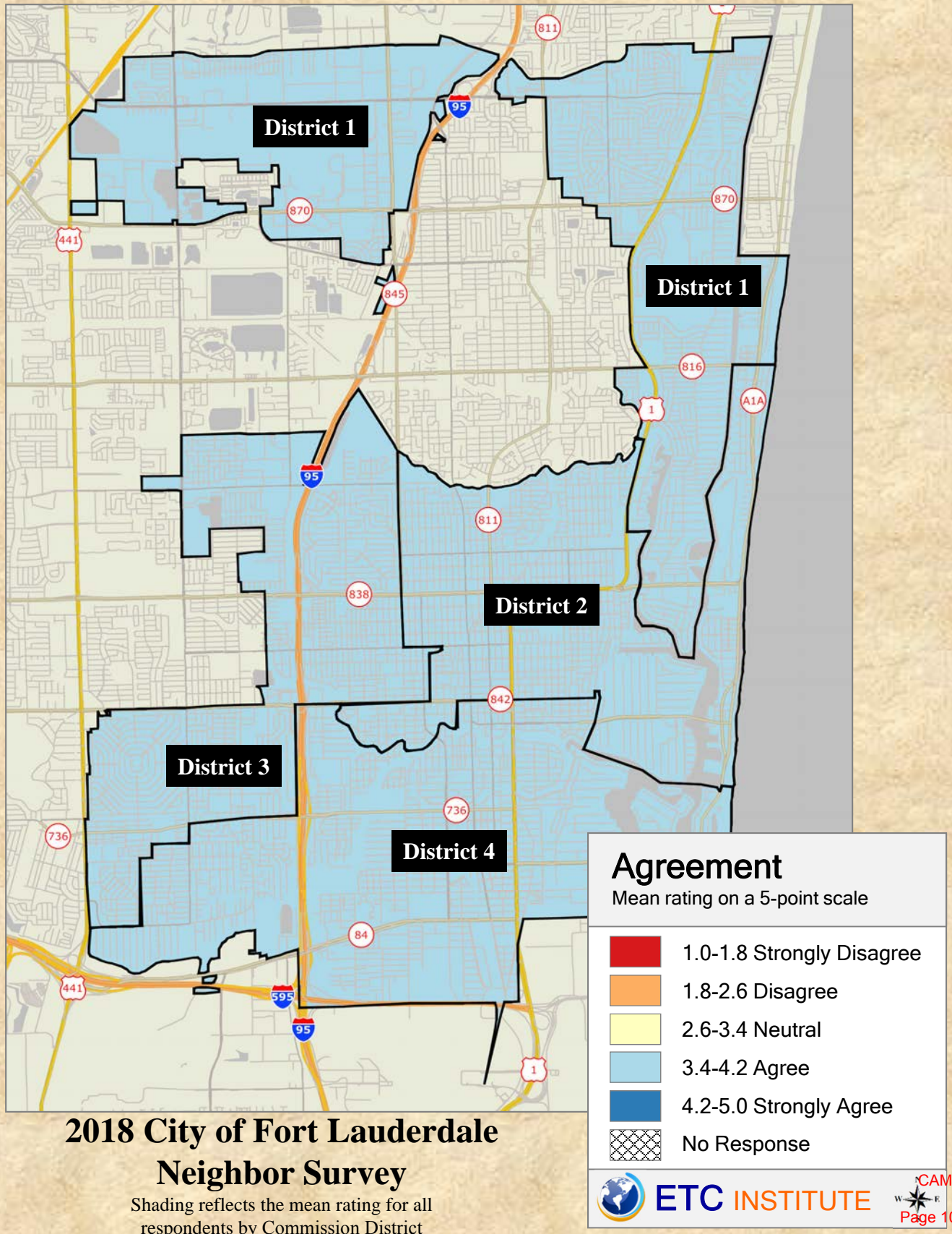
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

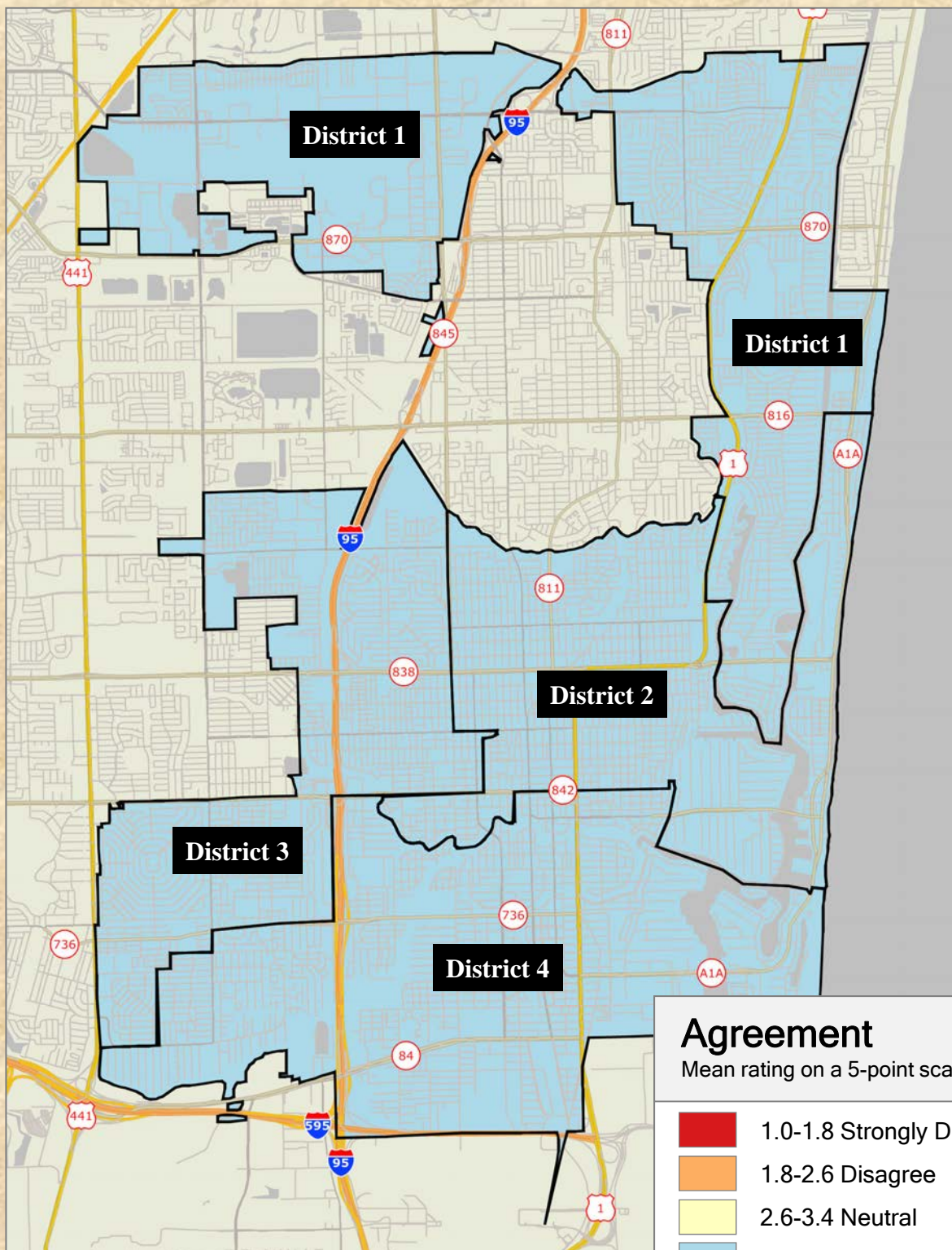


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Q5b. 01 Level of Agreement: My household is prepared with food, water, and other supplies for an emergency, such as a natural disaster



Q5b. 02 Level of Agreement: I know where to get information during an emergency



2018 City of Fort Lauderdale Neighbor Survey

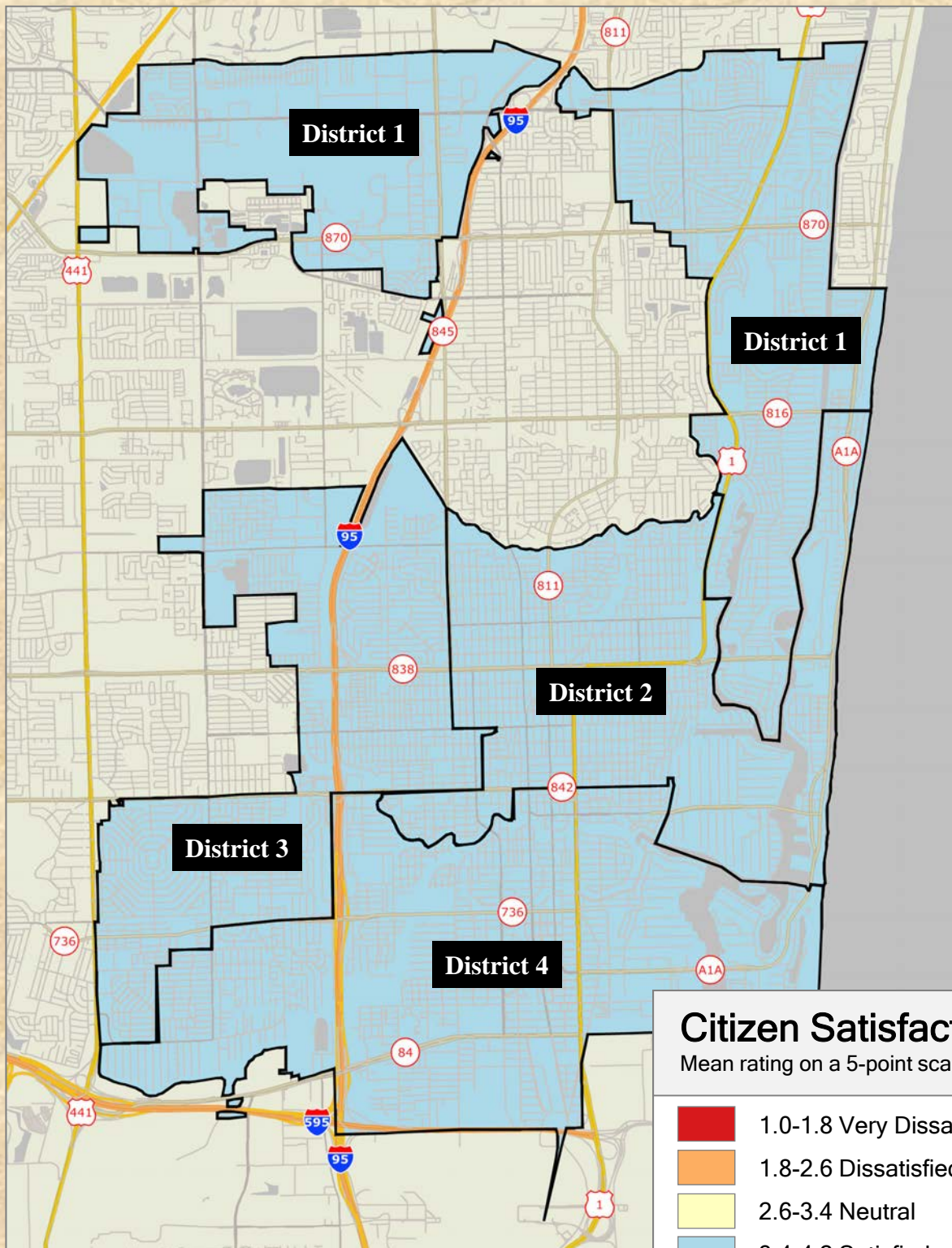
Shading reflects the mean rating for all respondents by Commission District



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CAM 19-0330
Exhibit 1
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Q7. 01 Satisfaction with: Overall quality of local police protection



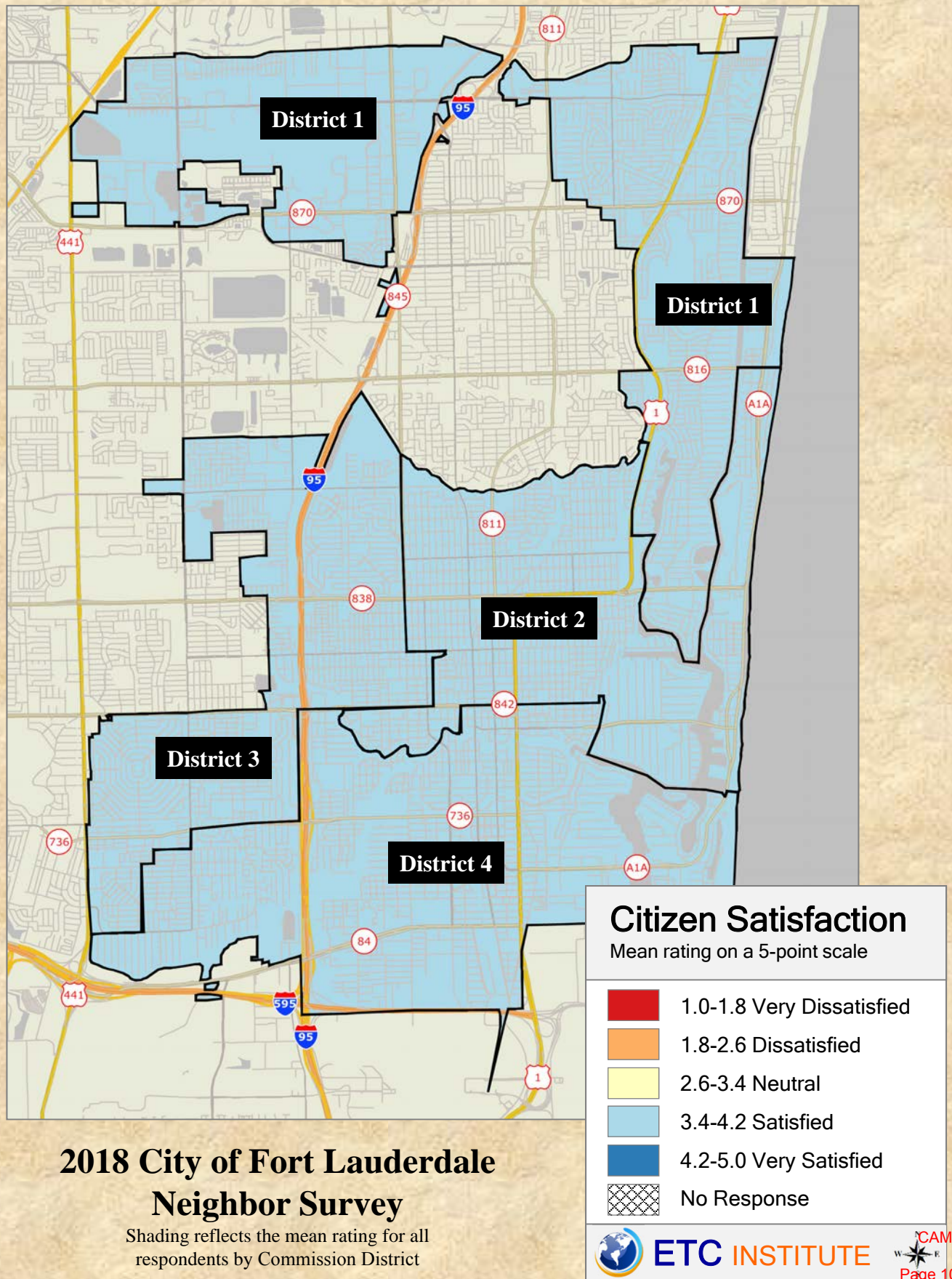
2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

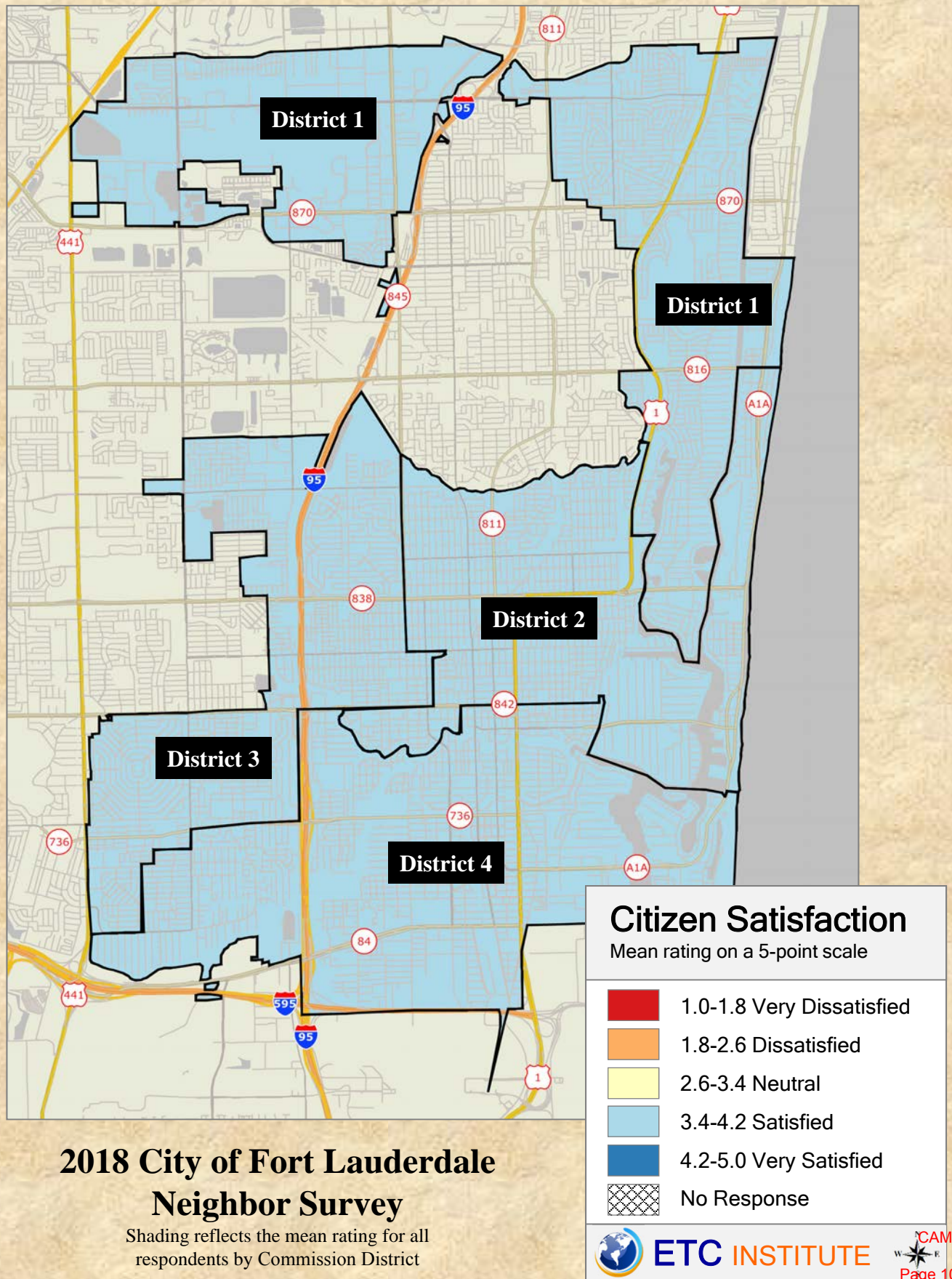


ETC INSTITUTE

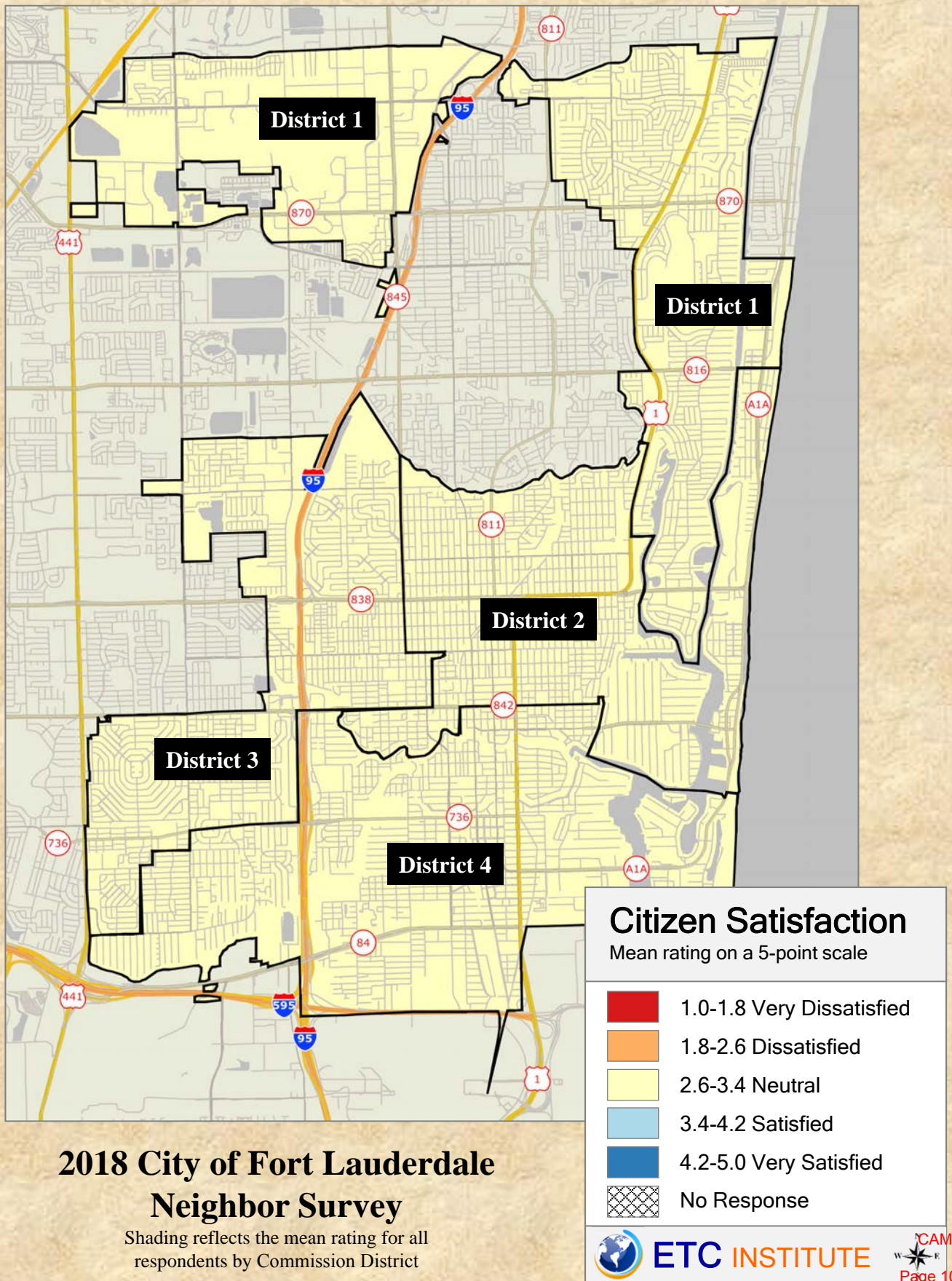
Q7. 02 Satisfaction with: Professionalism of employees responding to emergencies



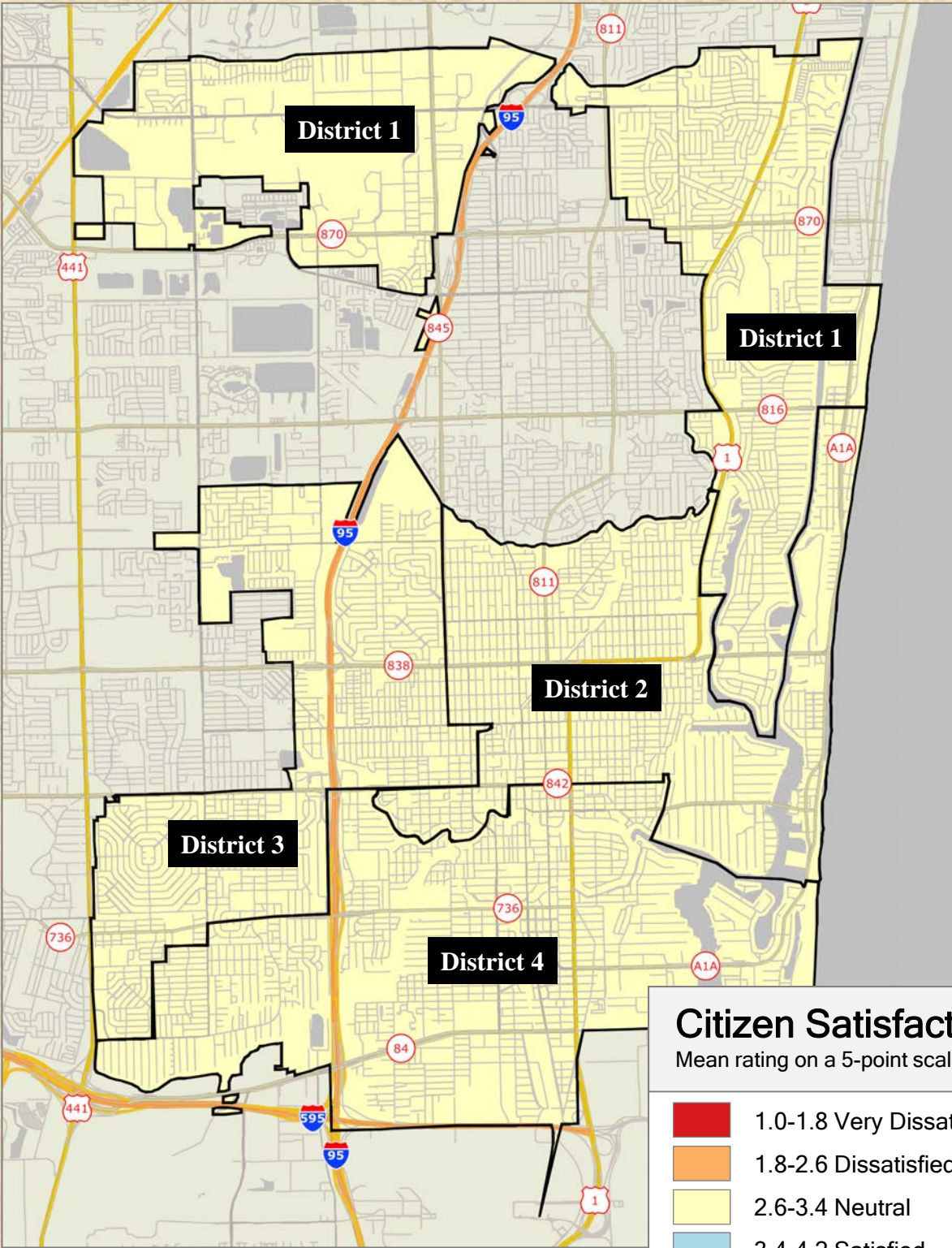
Q7. 03 Satisfaction with: How quickly police respond to 911 emergencies



Q7. 04 Satisfaction with: The visibility of police in neighborhoods



Q7. 05 Satisfaction with: The City's efforts to prevent crime



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

Citizen Satisfaction

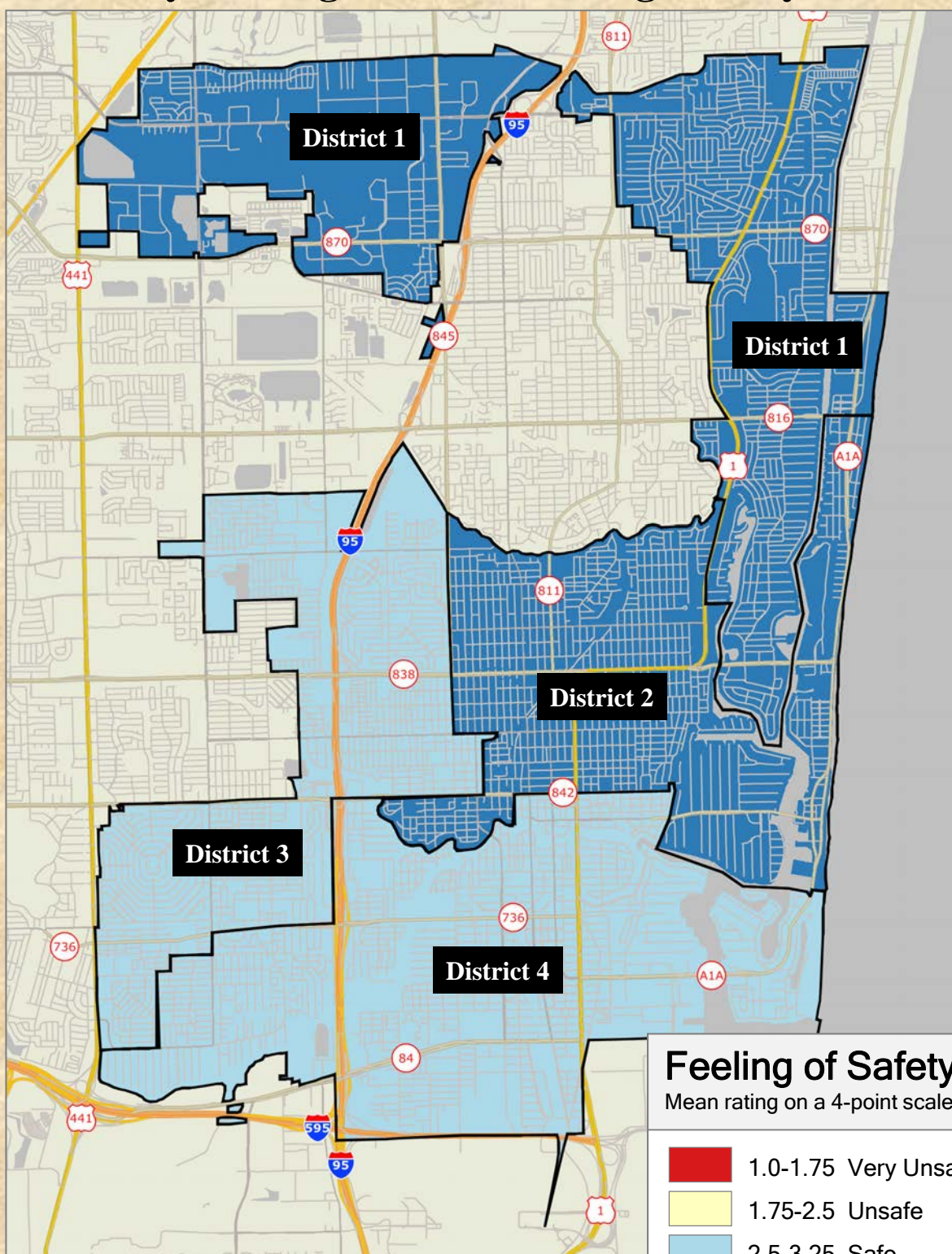
Mean rating on a 5-point scale

<div></div>	1.0-1.8 Very Dissatisfied
<div></div>	1.8-2.6 Dissatisfied
<div></div>	2.6-3.4 Neutral
<div></div>	3.4-4.2 Satisfied
<div></div>	4.2-5.0 Very Satisfied
<div></div>	No Response



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Q10. 01 Feeling of Safety While: Walking and/or biking in your neighborhood during the day



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

Feeling of Safety

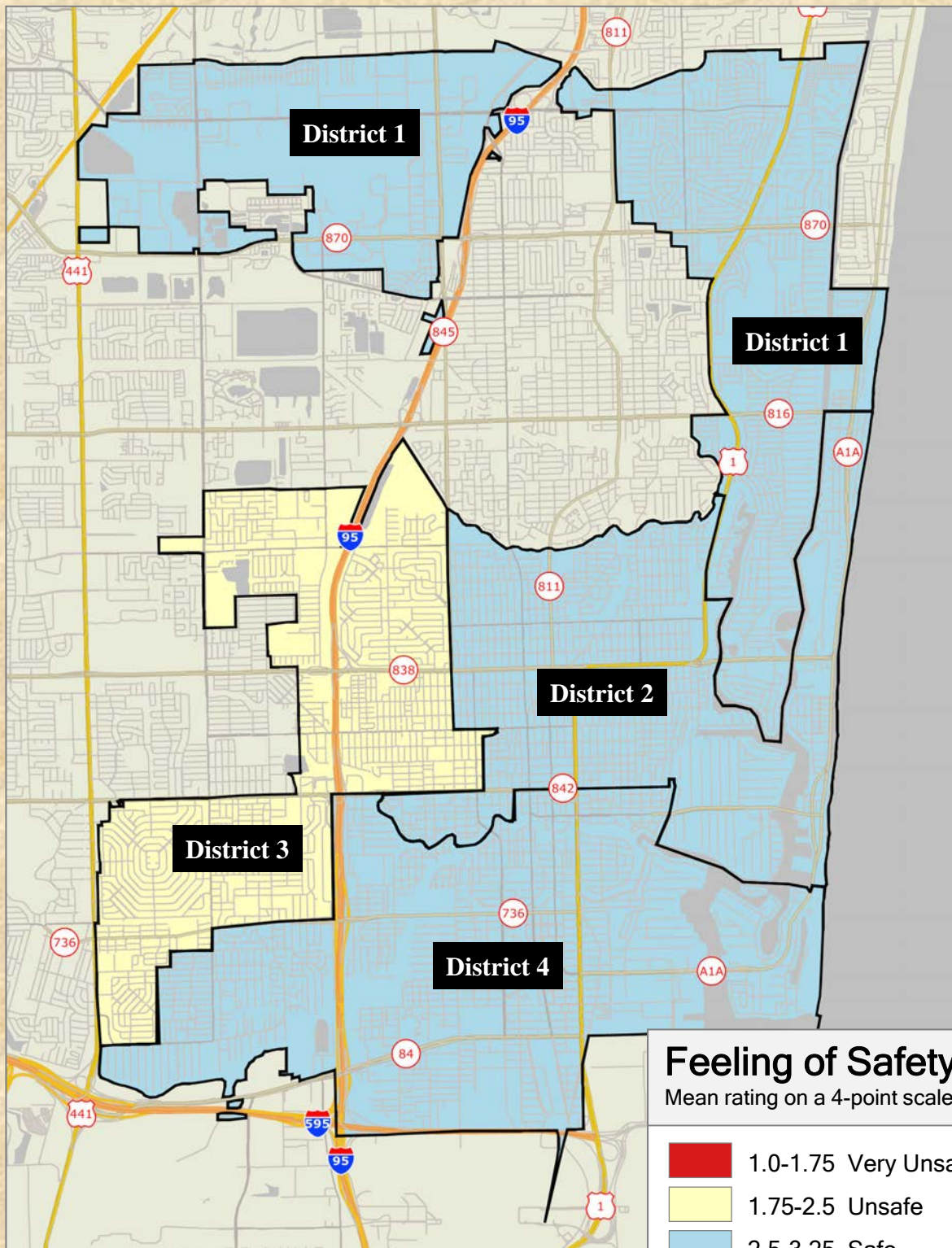
Mean rating on a 4-point scale

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



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Q10. 02 Feeling of Safety While: Walking and/or biking in your neighborhood at night



2018 City of Fort Lauderdale Neighbor Survey

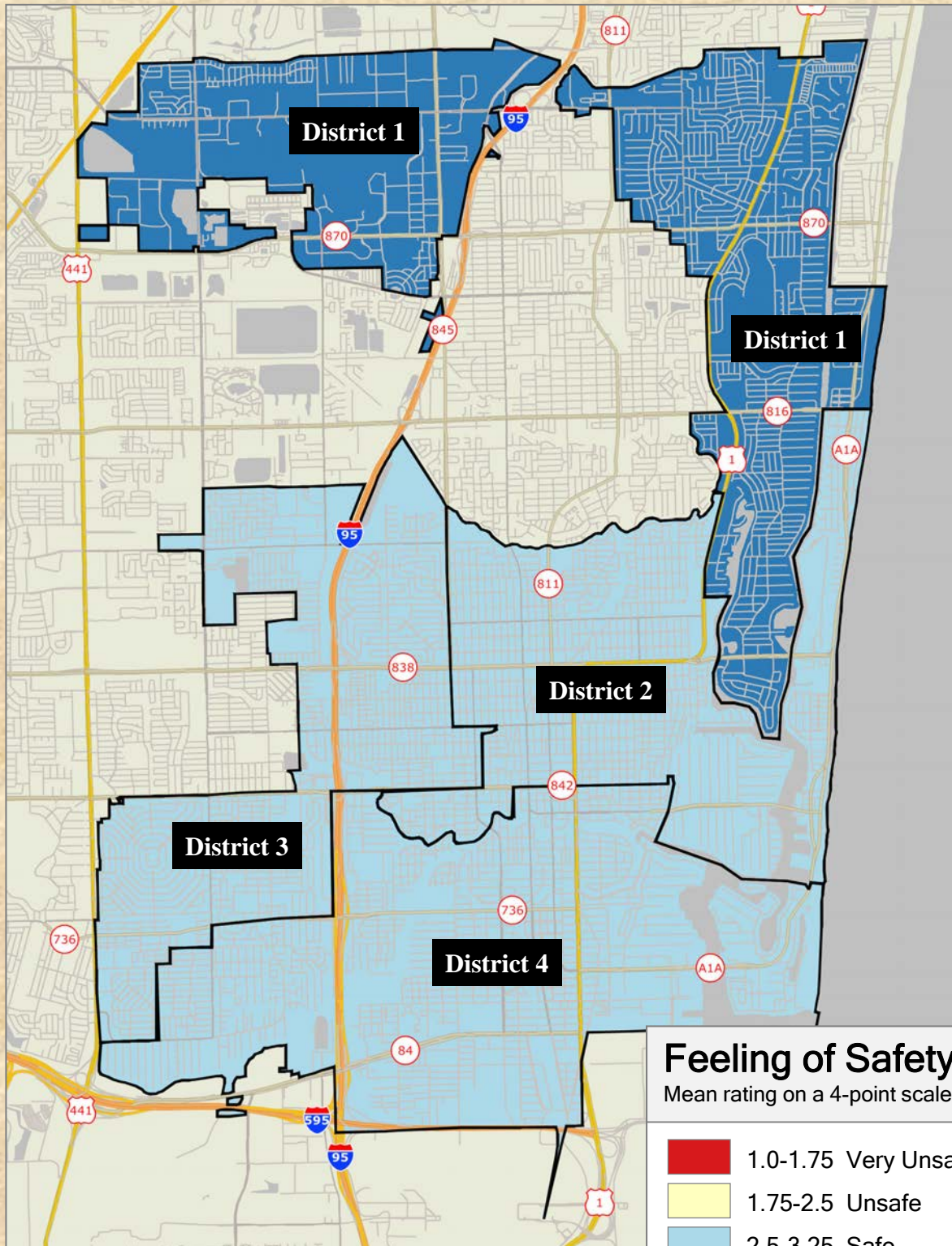
Shading reflects the mean rating for all
respondents by Commission District



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CAM 19-0330
Exhibit 1
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Q10. 03 Feeling of Safety While: In commercial/business areas during the day



2018 City of Fort Lauderdale Neighbor Survey

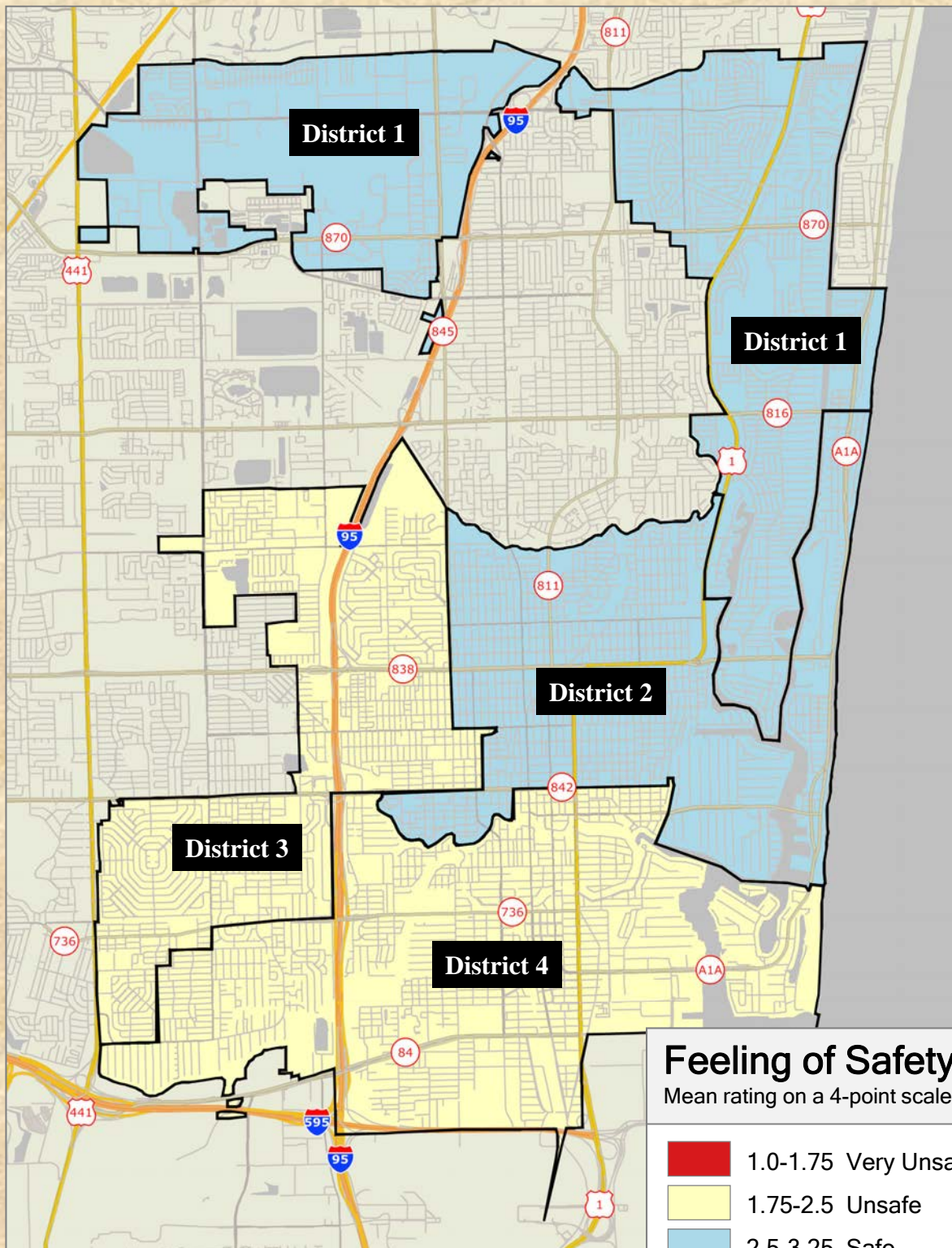
Shading reflects the mean rating for all respondents by Commission District



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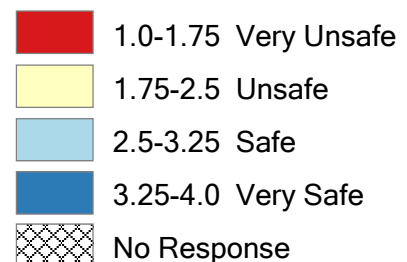
CAM 19-0330
Exhibit 1
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Q10. 04 Feeling of Safety While: In commercial/business areas at night



Feeling of Safety

Mean rating on a 4-point scale



2018 City of Fort Lauderdale Neighbor Survey

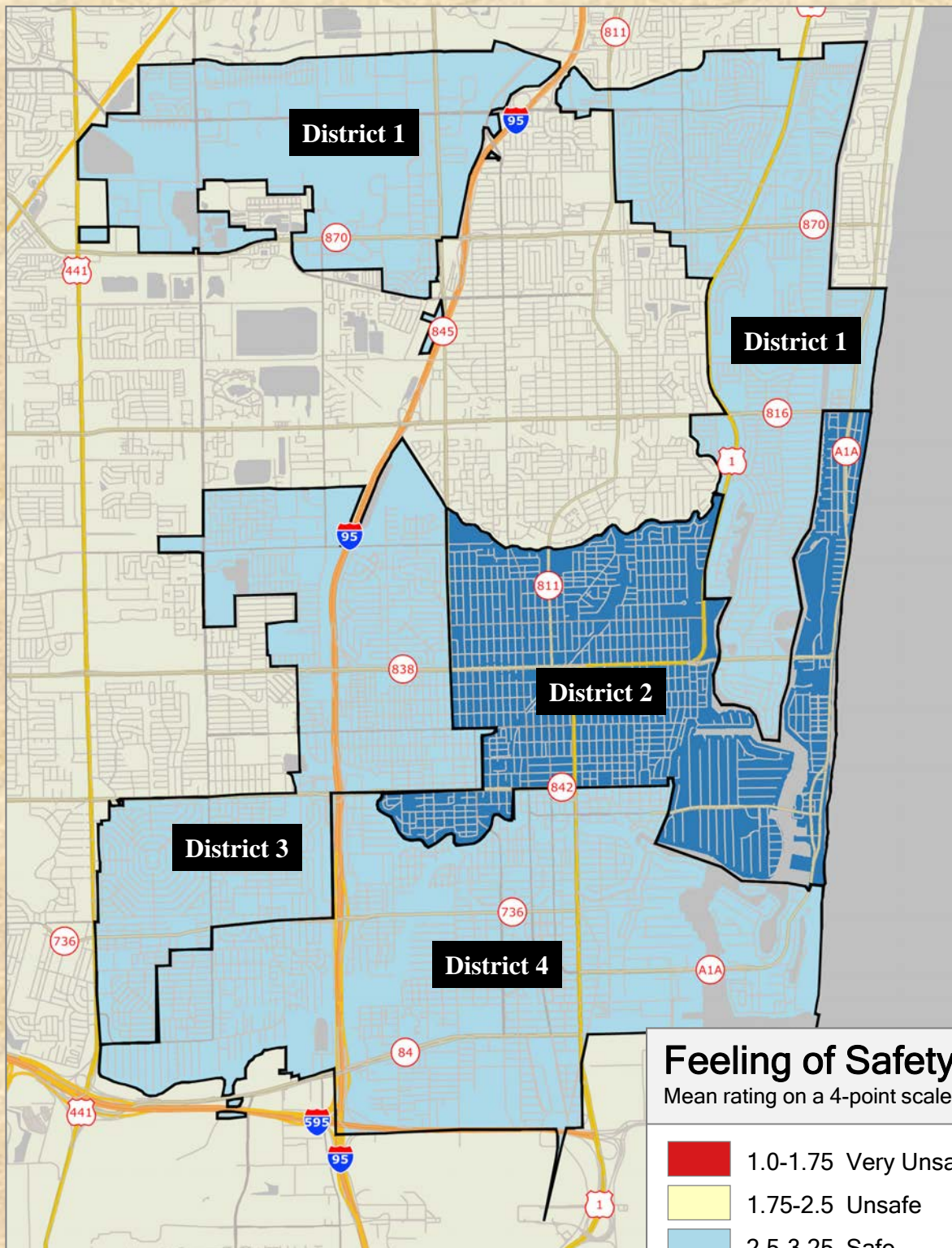
Shading reflects the mean rating for all respondents by Commission District



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CAM 19-0330
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Q10. 05 Feeling of Safety While: Along the beach



2018 City of Fort Lauderdale Neighbor Survey

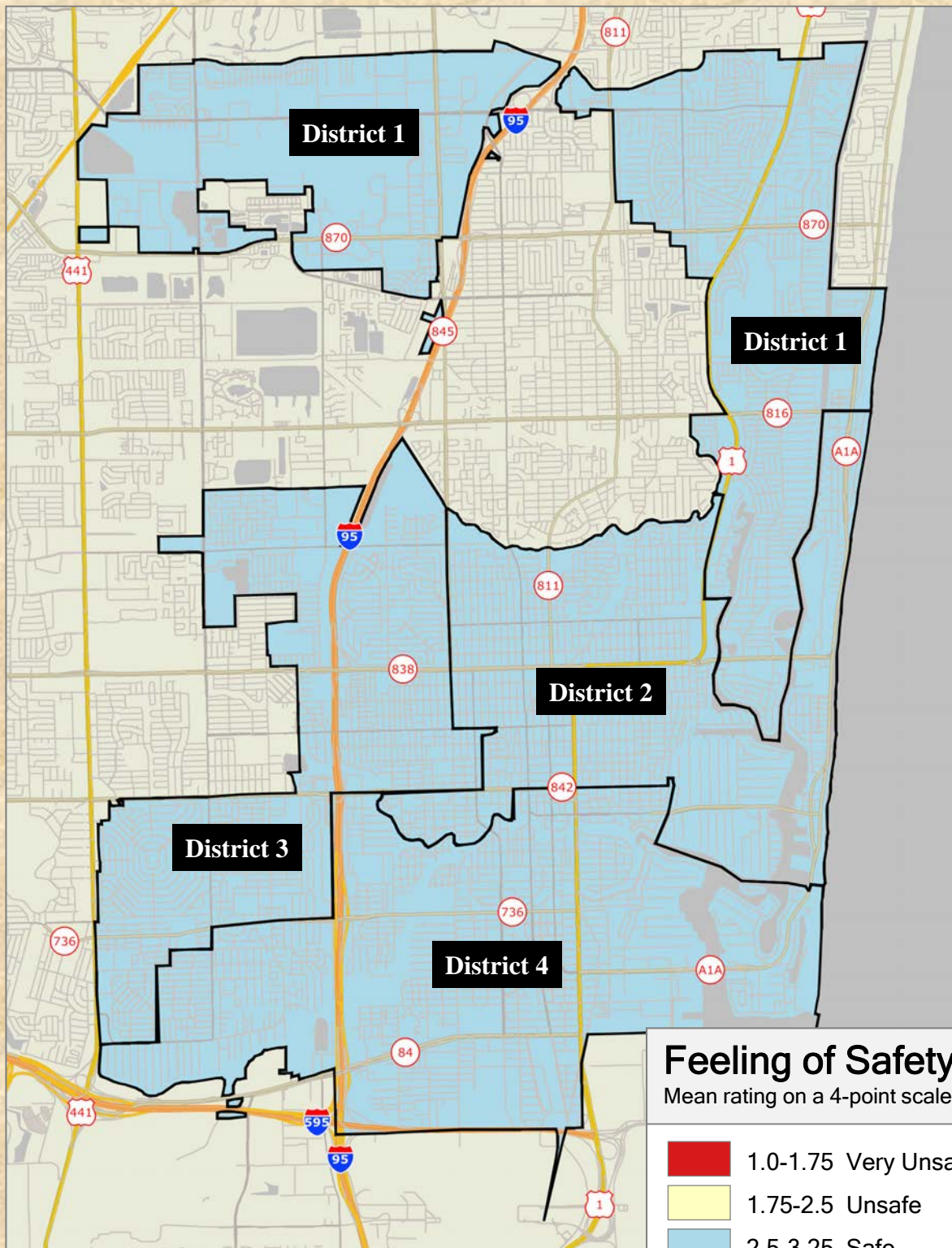
Shading reflects the mean rating for all
respondents by Commission District



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CAM 19-0330
Exhibit 1
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Q10. 06 Feeling of Safety While: In Downtown



2018 City of Fort Lauderdale Neighbor Survey

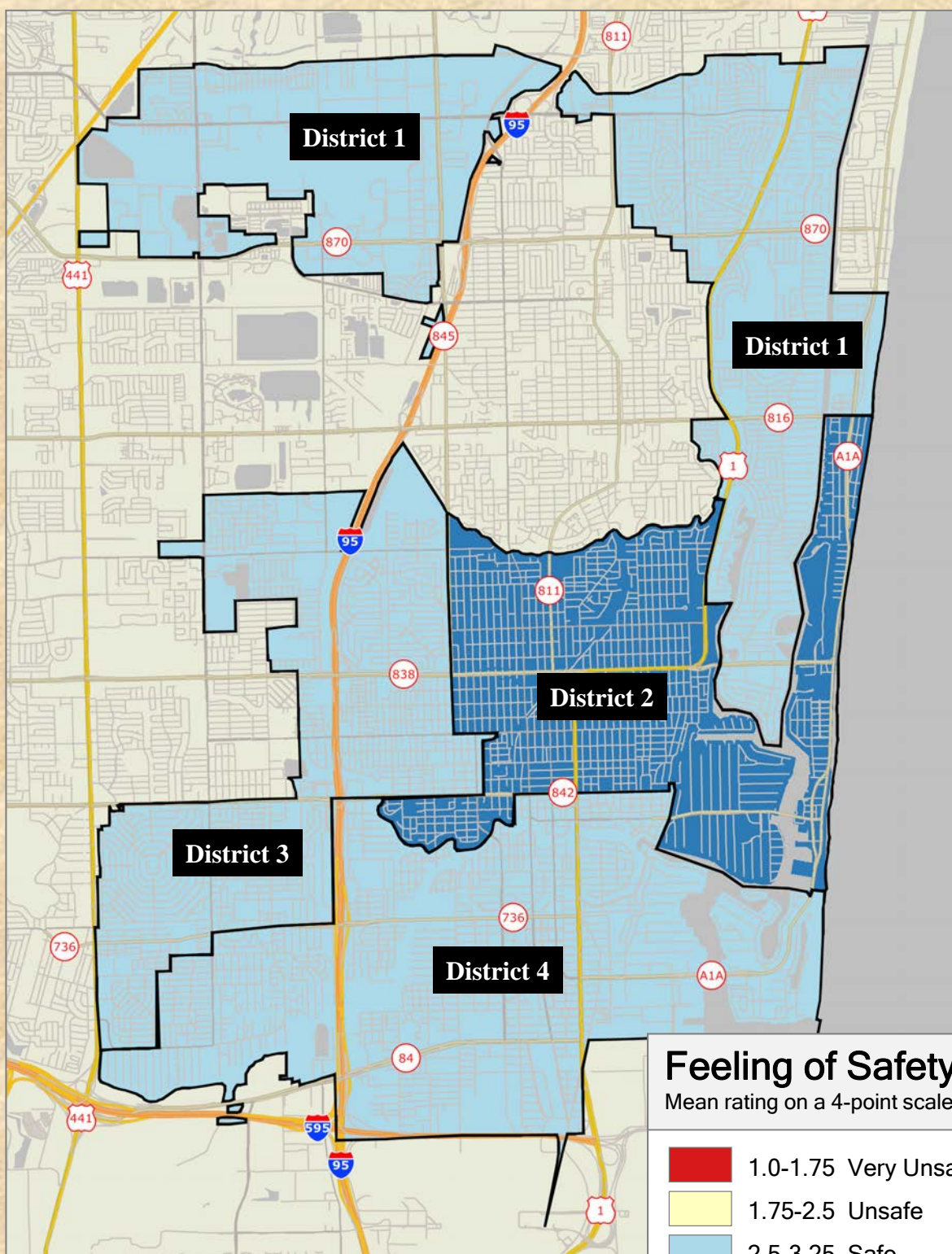
Shading reflects the mean rating for all
respondents by Commission District



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Q10. 07 Feeling of Safety While: At special events



2018 City of Fort Lauderdale Neighbor Survey

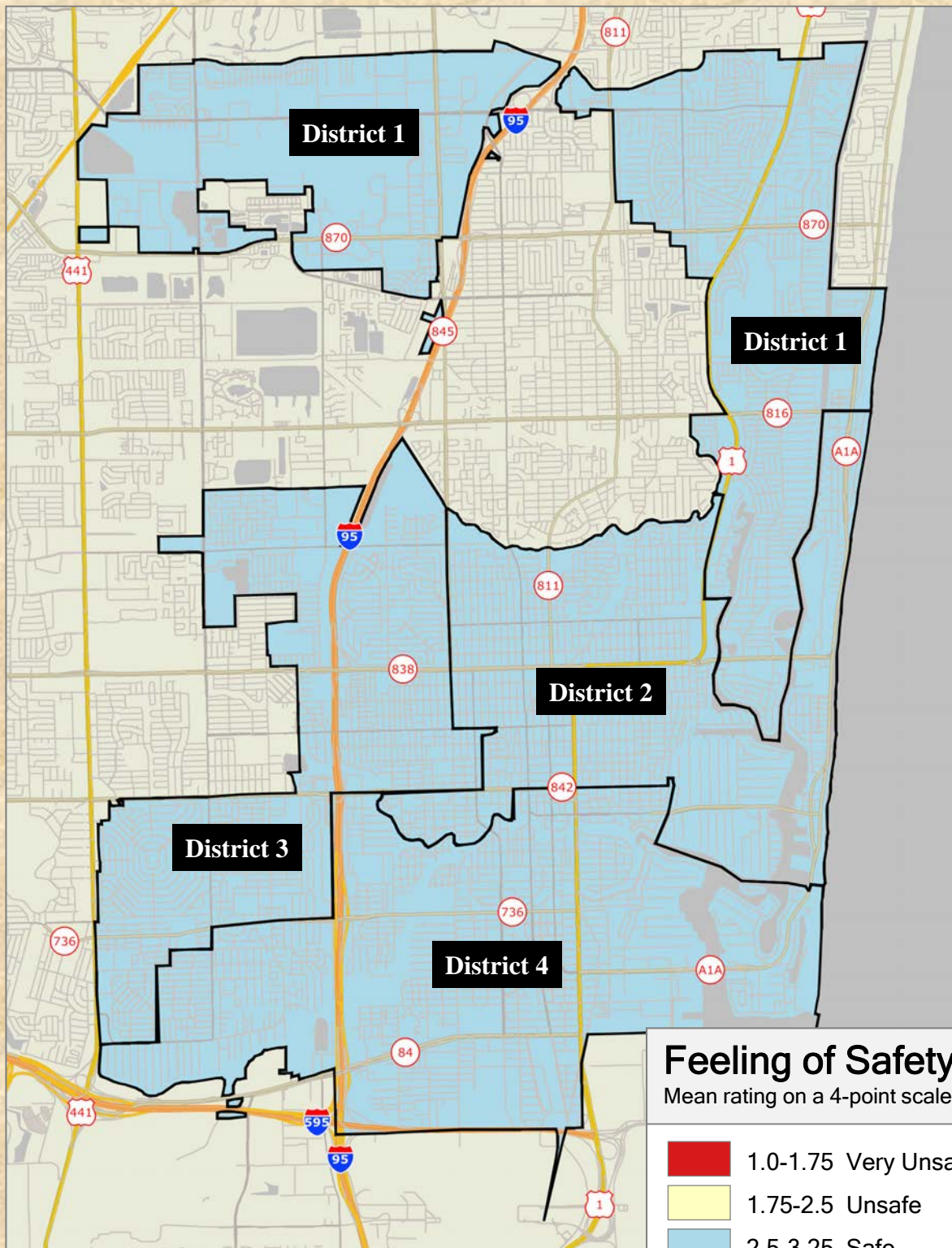
Shading reflects the mean rating for all
respondents by Commission District



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Q10. 08 Feeling of Safety While: In City parks



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all
respondents by Commission District

Feeling of Safety

Mean rating on a 4-point scale

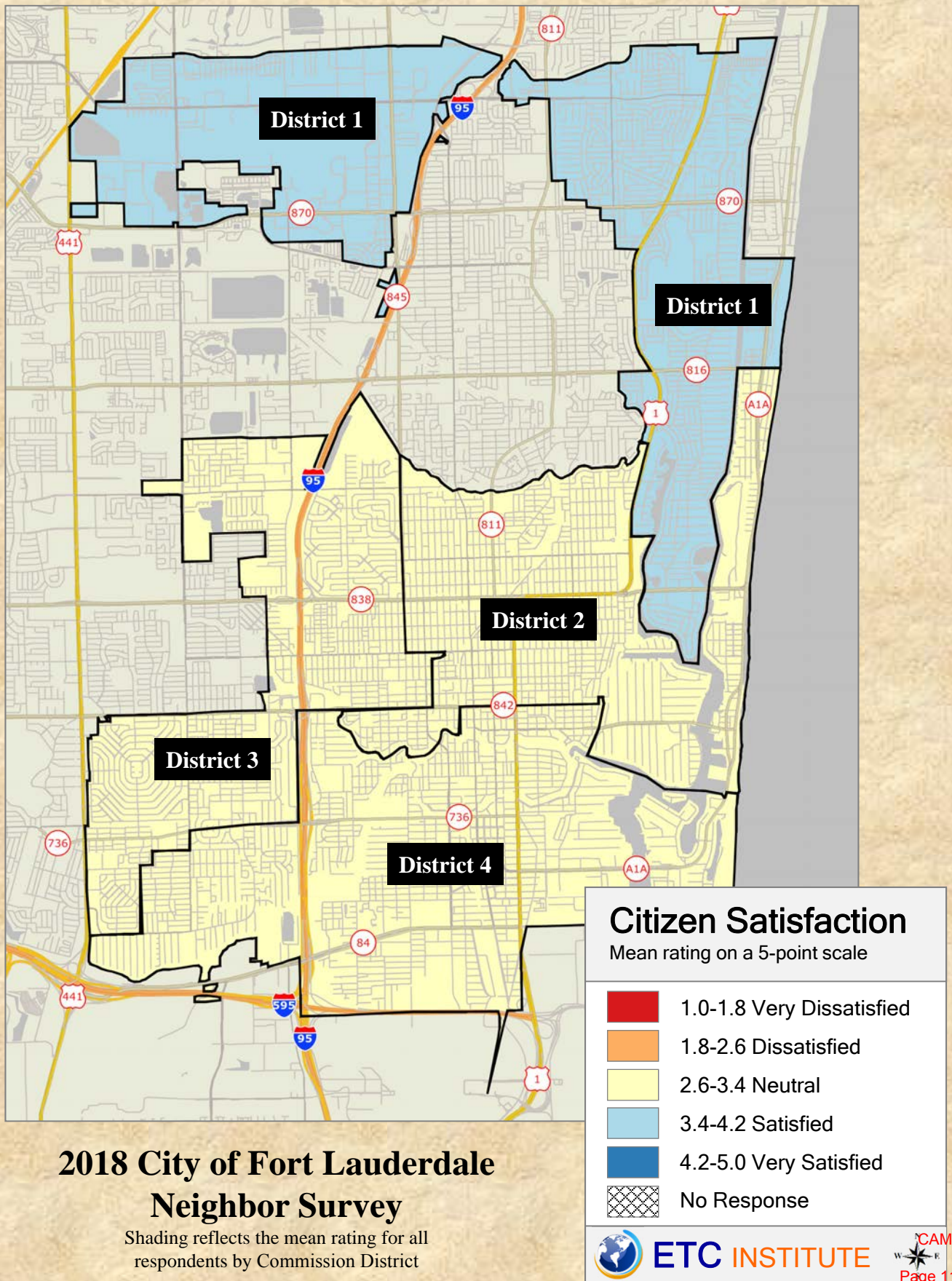
Red	1.0-1.75 Very Unsafe
Yellow	1.75-2.5 Unsafe
Light Blue	2.5-3.25 Safe
Dark Blue	3.25-4.0 Very Safe
White with black border	No Response



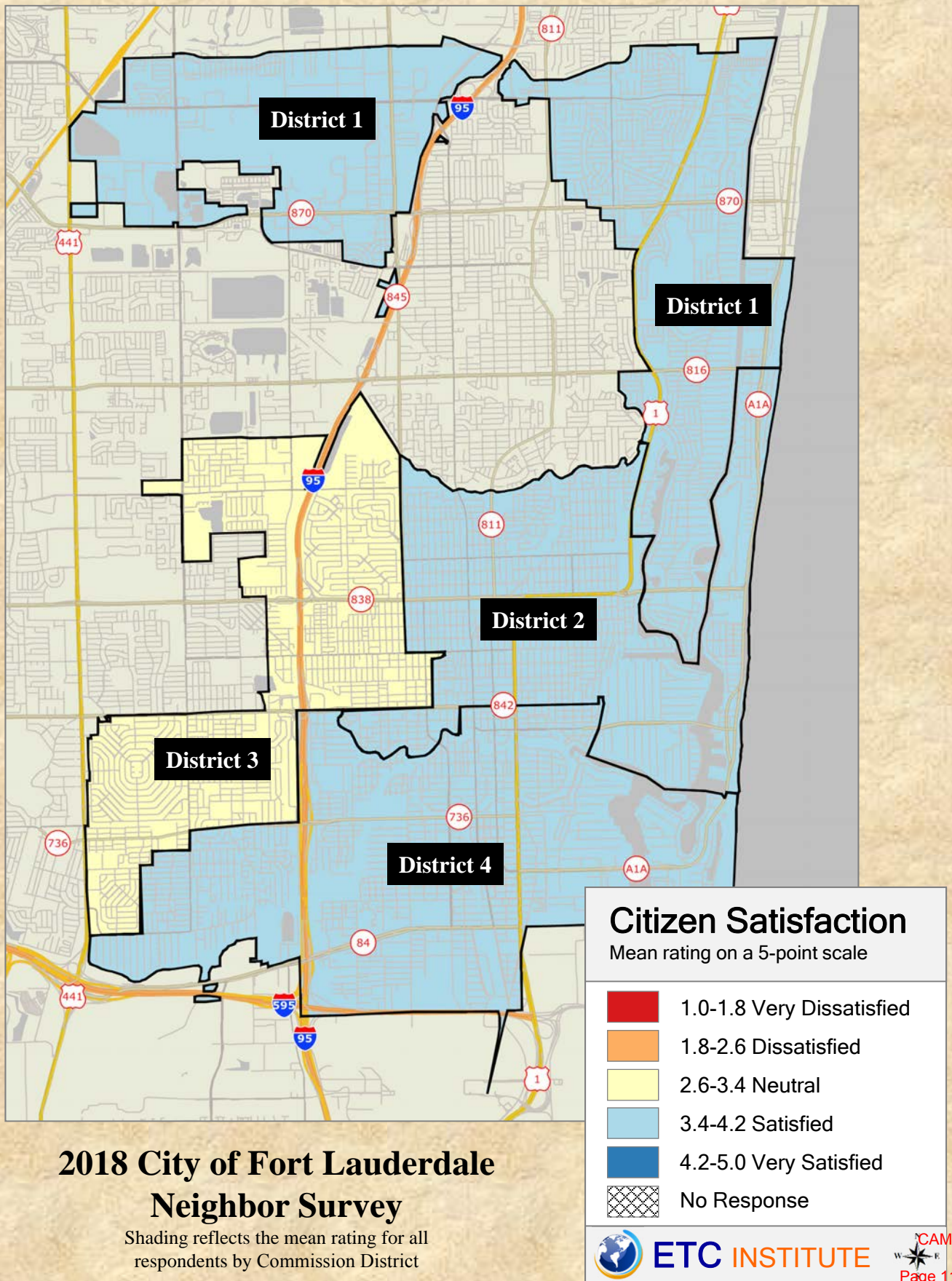
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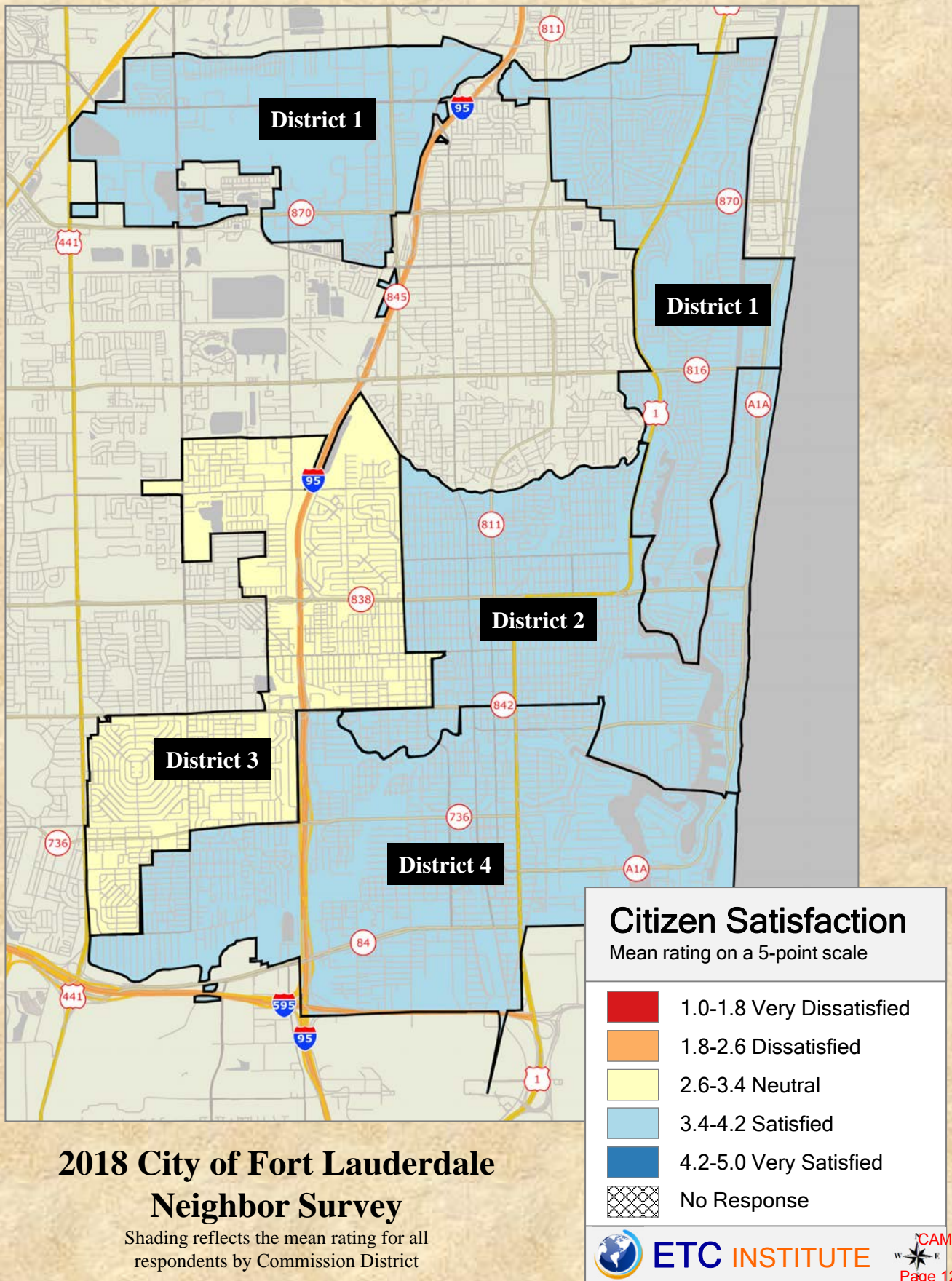
Q12. 01 Satisfaction with: The cleanup of litter and debris on private property



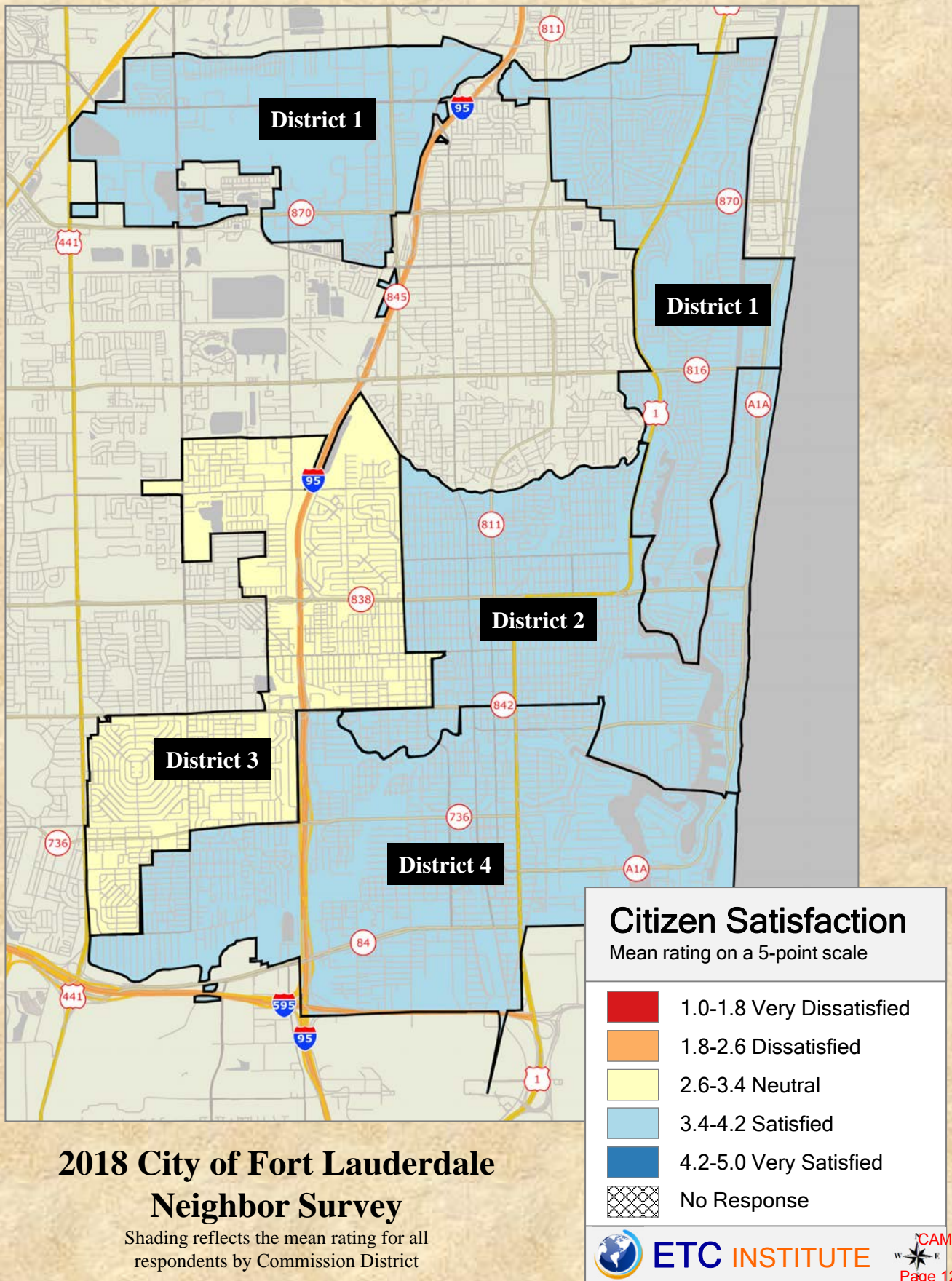
Q12. 02 Satisfaction with: The mowing and cutting of weeds and grass on private property



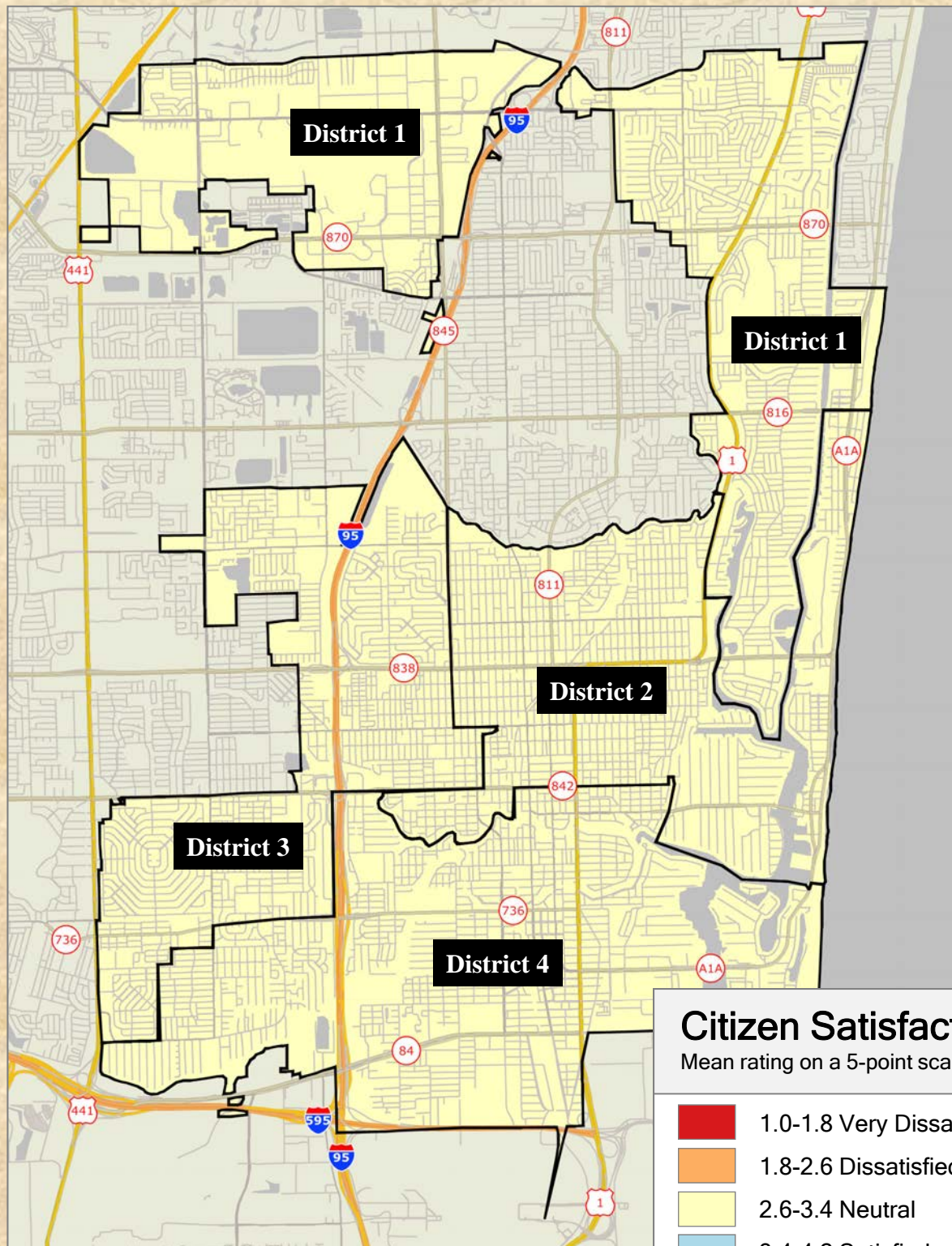
Q12. 03 Satisfaction with: The maintenance of residential property (exterior of homes)



Q12. 04 Satisfaction with: The maintenance of business property



Q13. 01 Satisfaction with: Ease of obtaining permits for construction or renovation



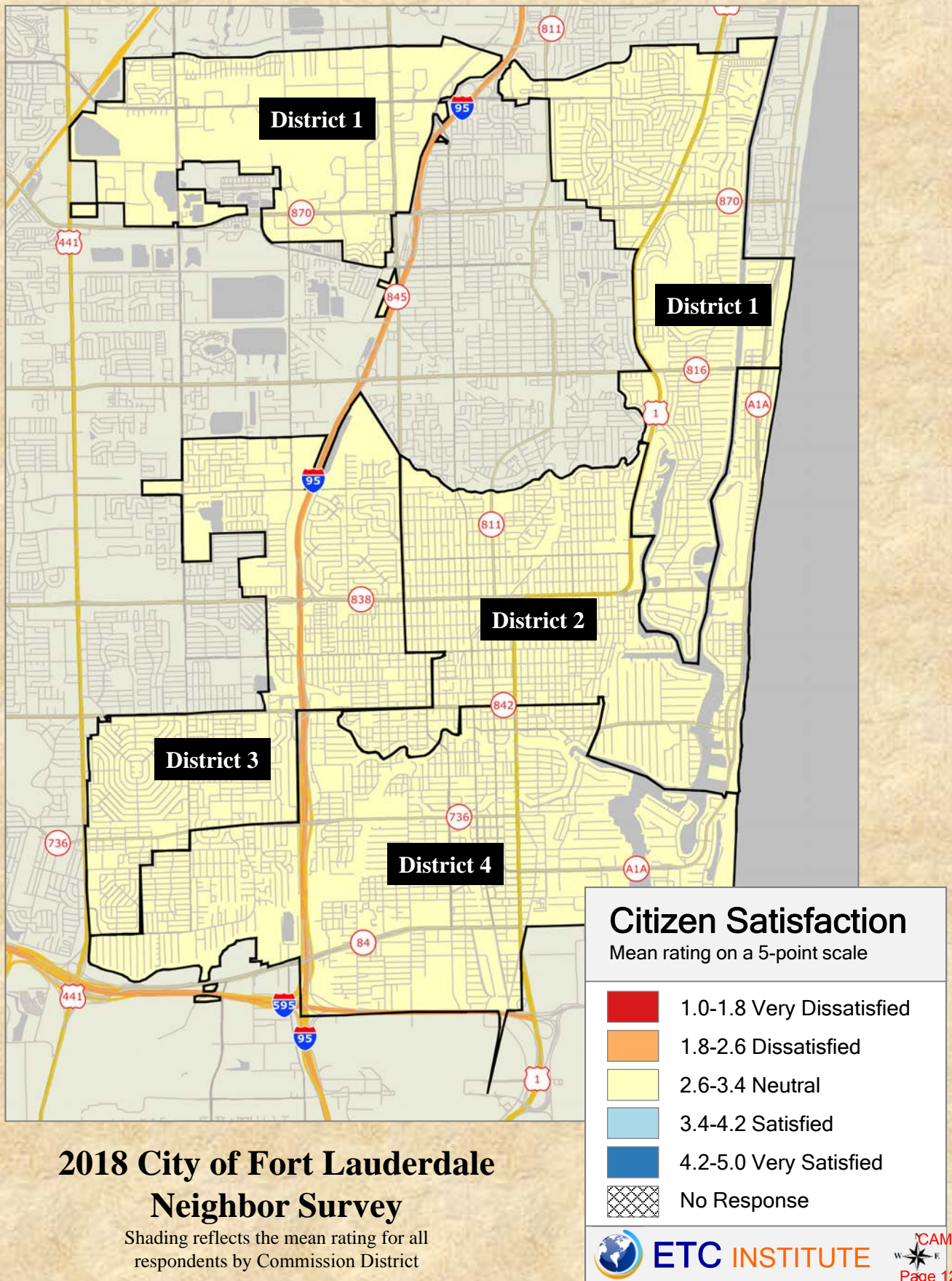
2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

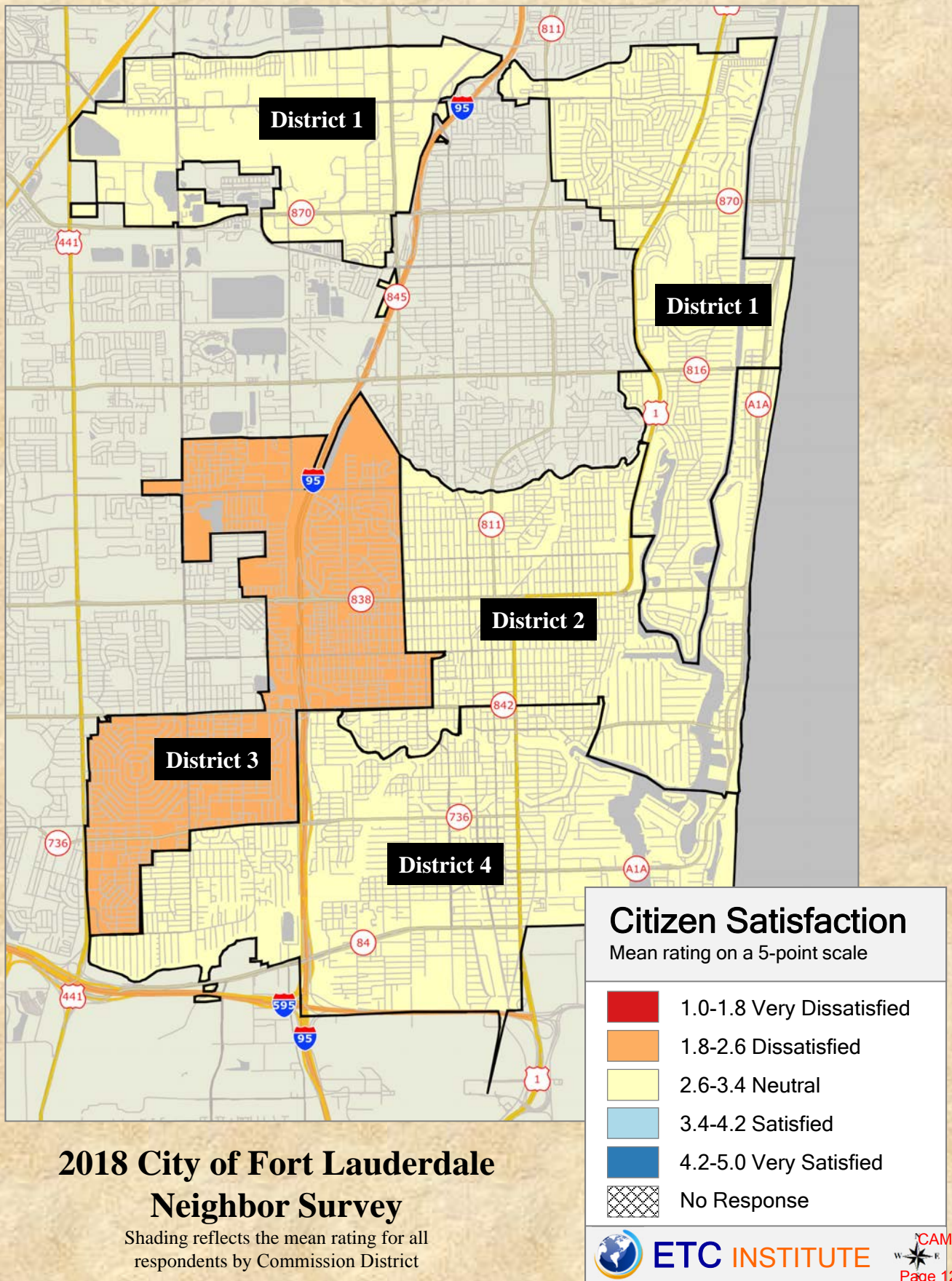


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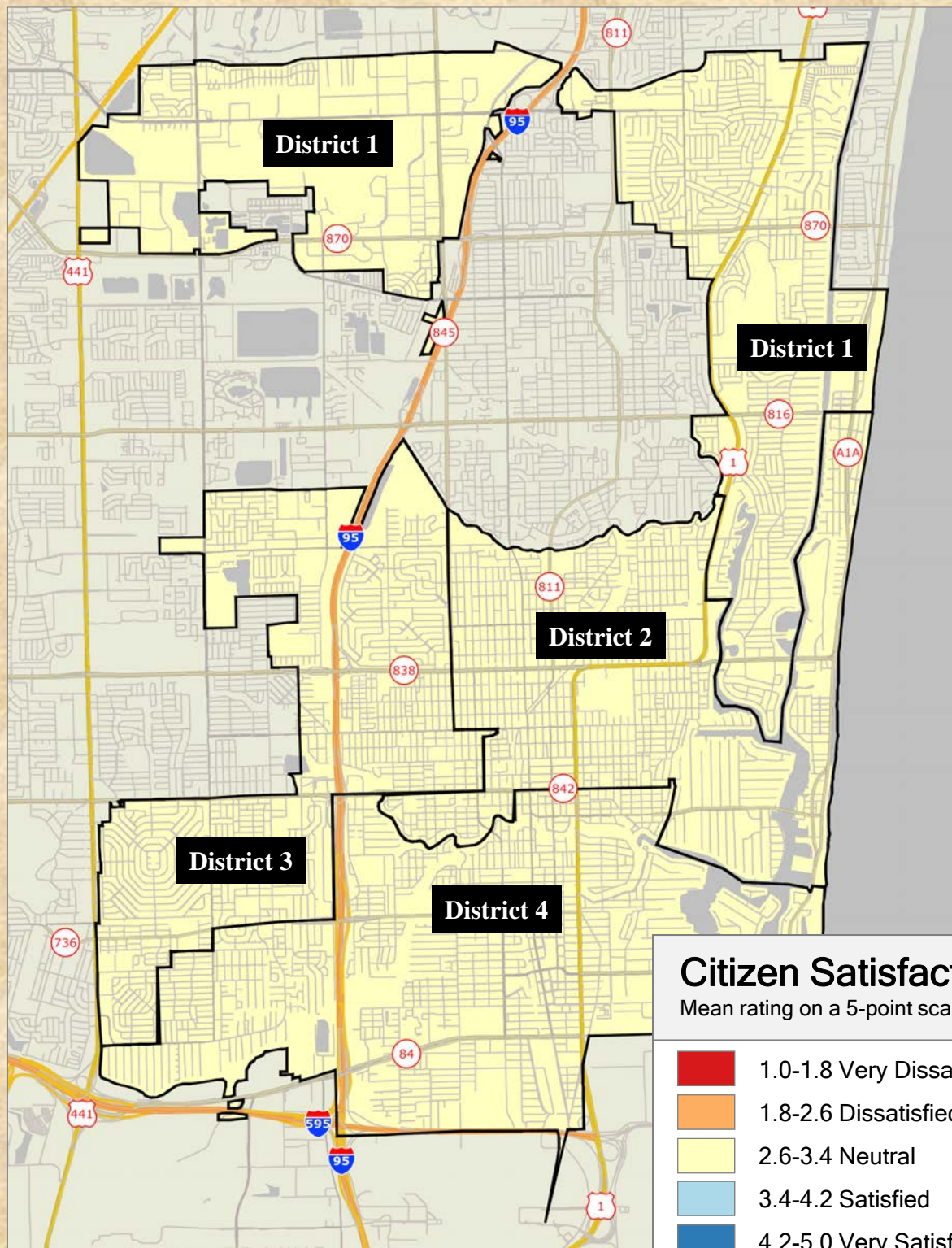
Q13. 02 Satisfaction with: Ease of conducting inspections for construction or renovation



Q13. 03 Satisfaction with: Effectiveness of City efforts to revitalize low-income areas



Q13. 04 Satisfaction with: Ease of obtaining permits for sustainable construction (materials, renewable energy, energy and water efficiency)



2018 City of Fort Lauderdale Neighbor Survey

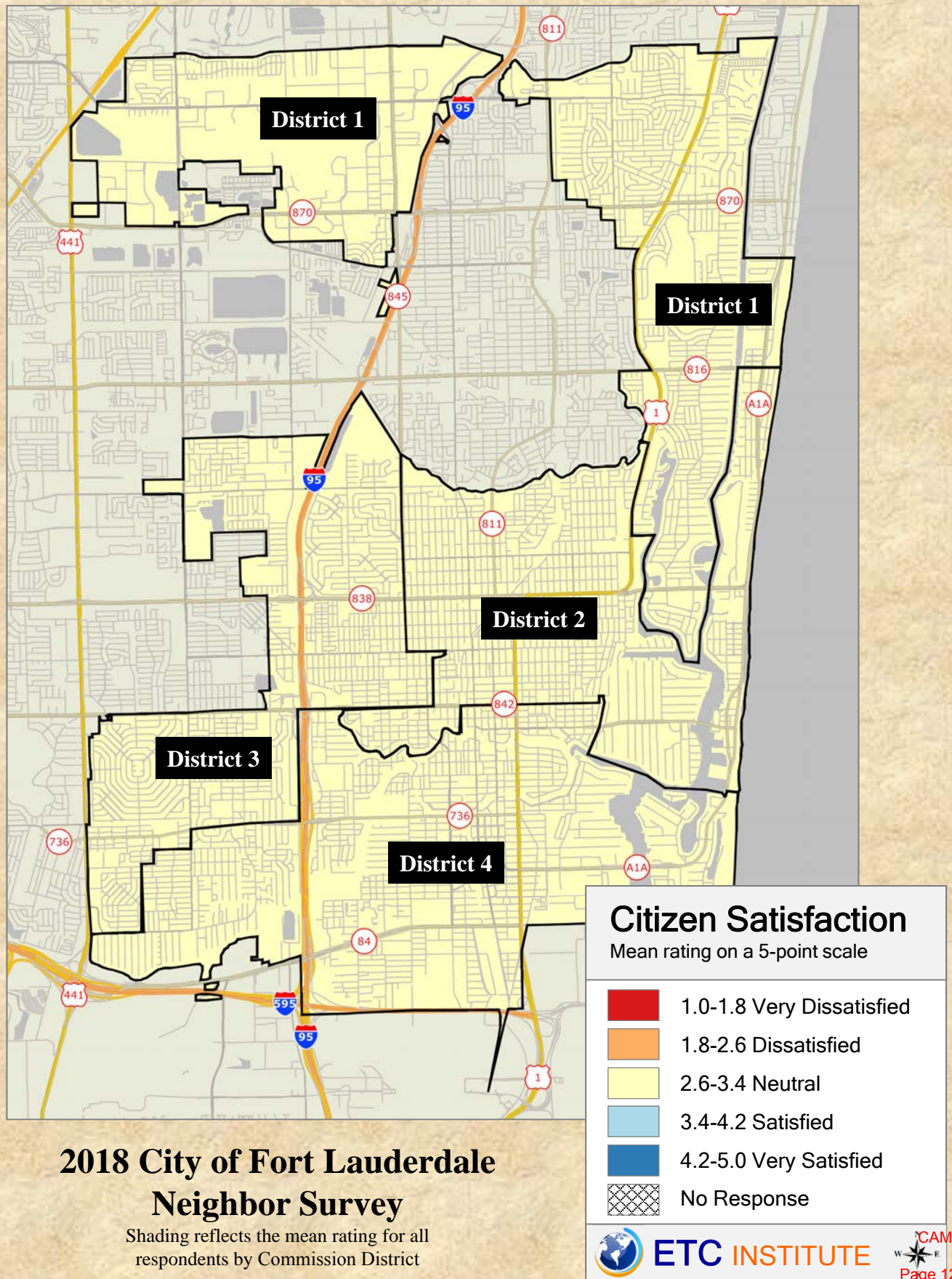
Shading reflects the mean rating for all respondents by Commission District



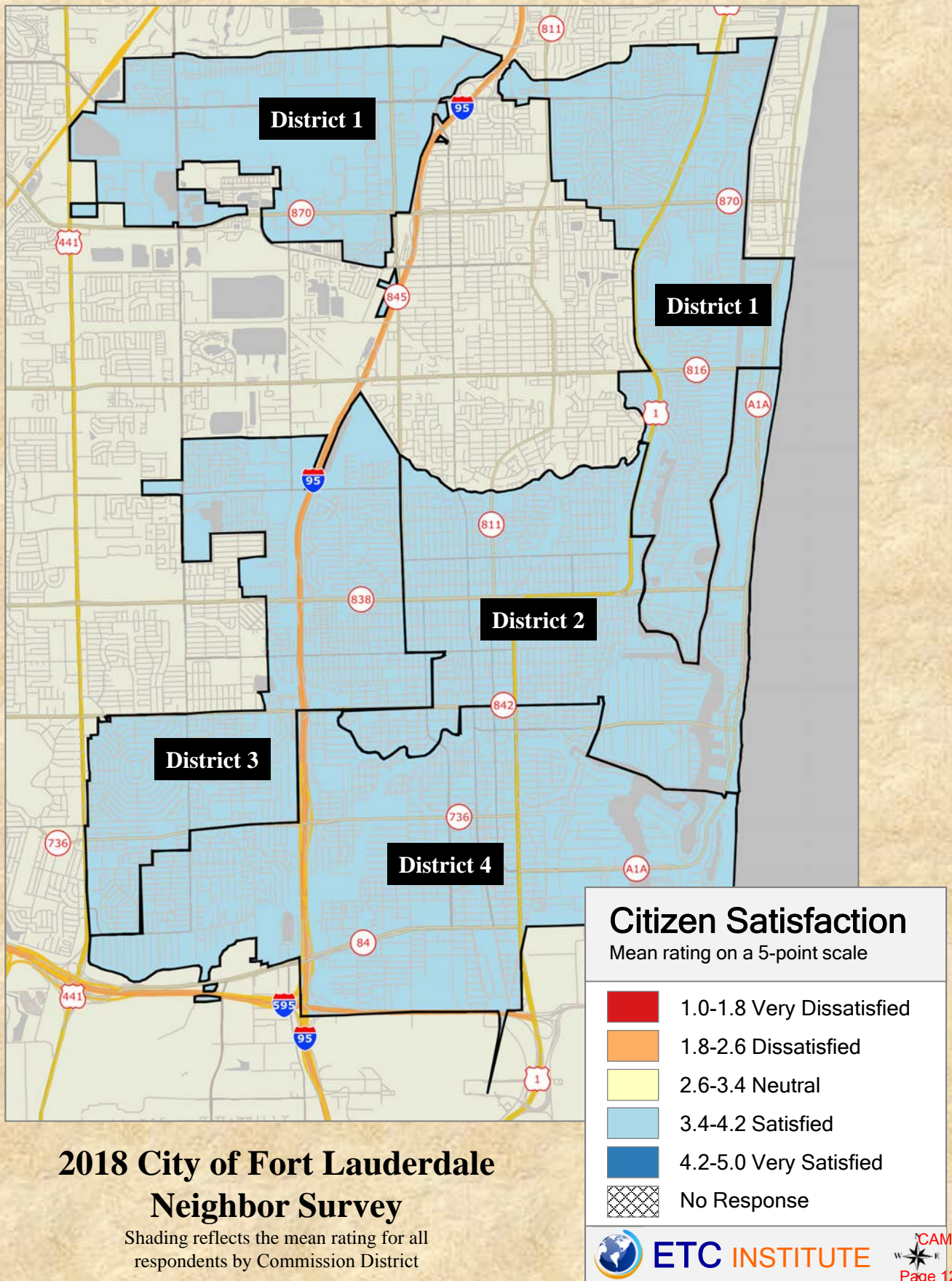
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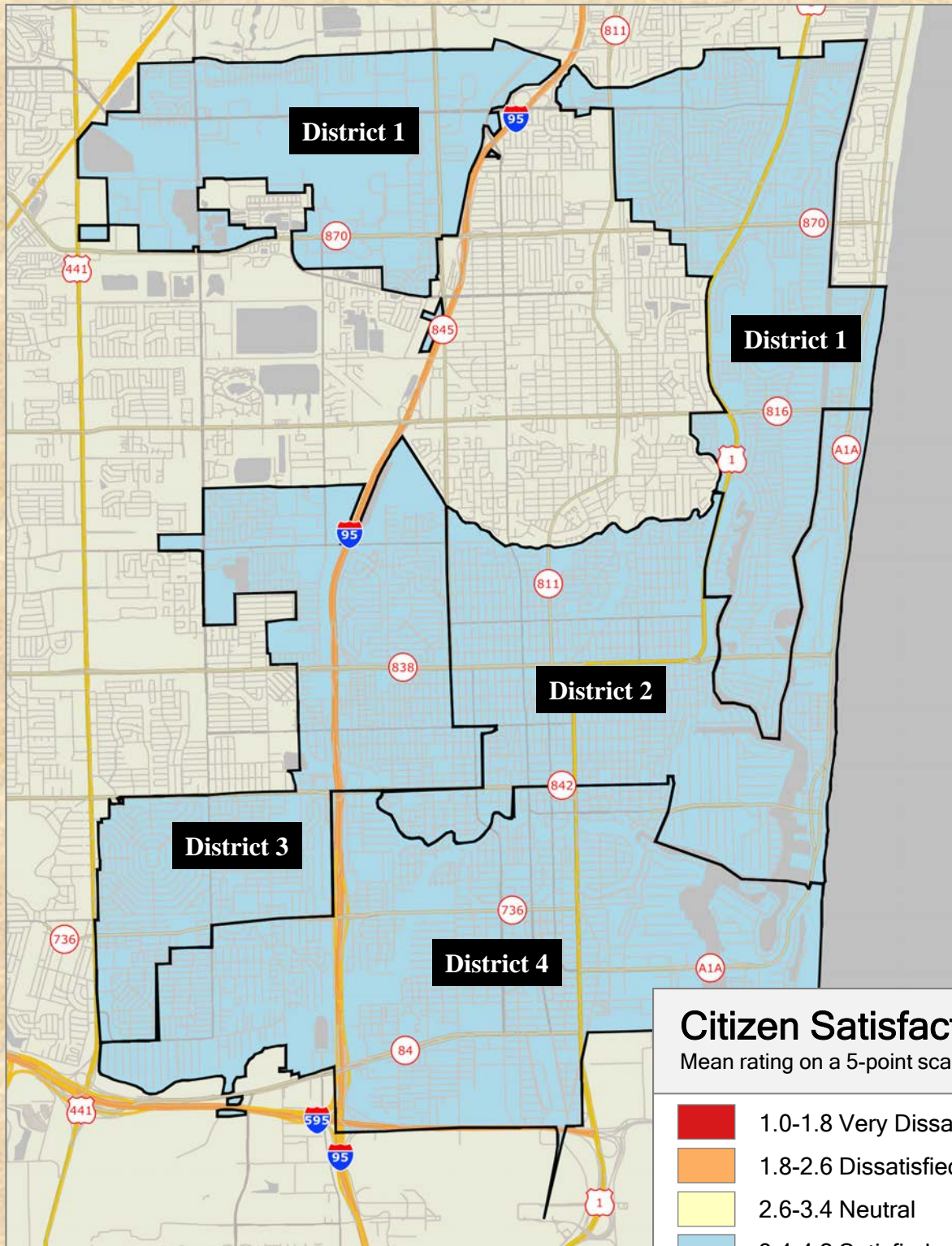
Q13. 05 Satisfaction with: City support of the preservation of historic buildings in the City



Q14. 01 Satisfaction with: Maintenance of City parks



Q14. 02 Satisfaction with: Proximity of your home to City parks and open space



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

Citizen Satisfaction

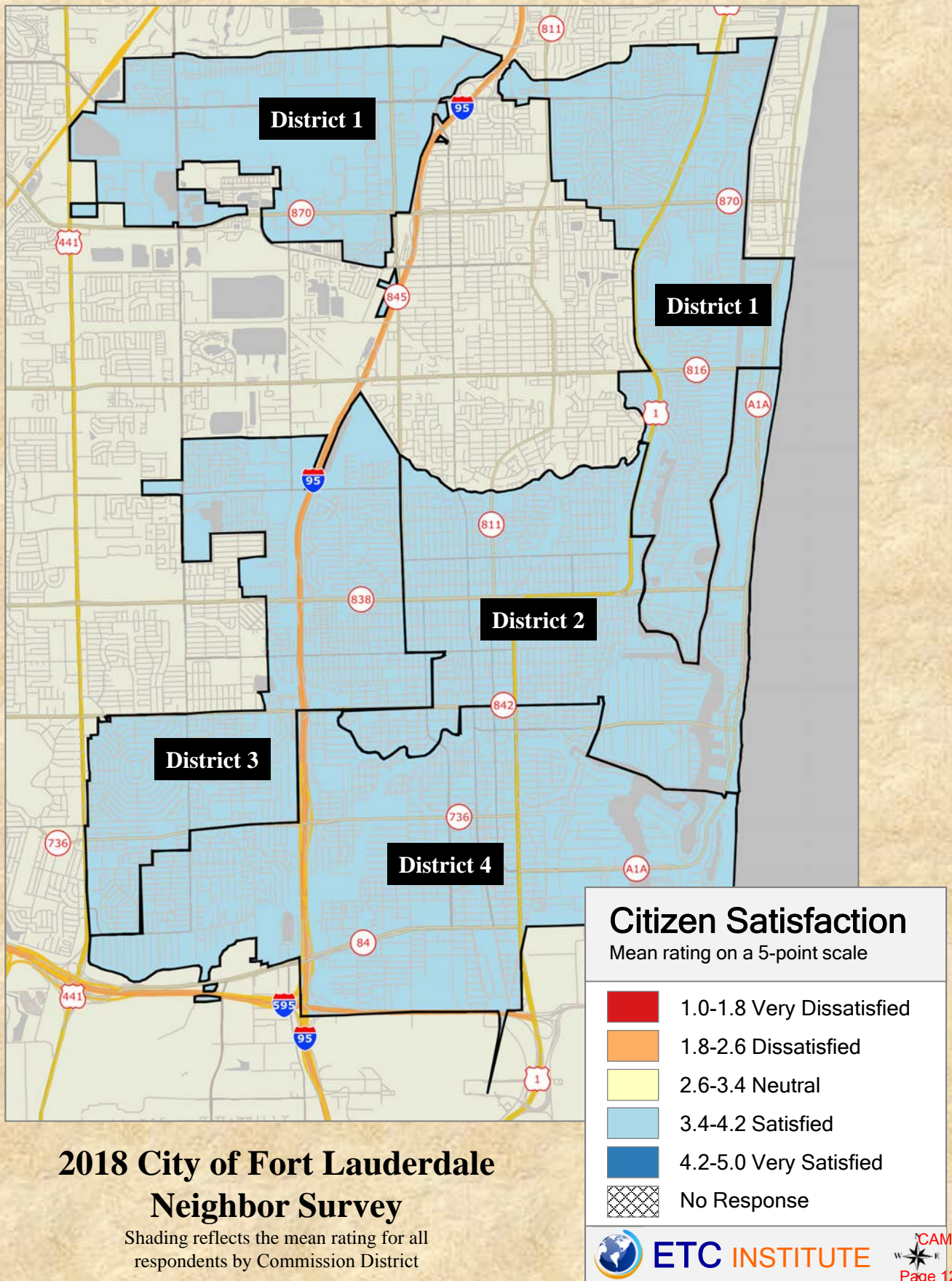
Mean rating on a 5-point scale

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

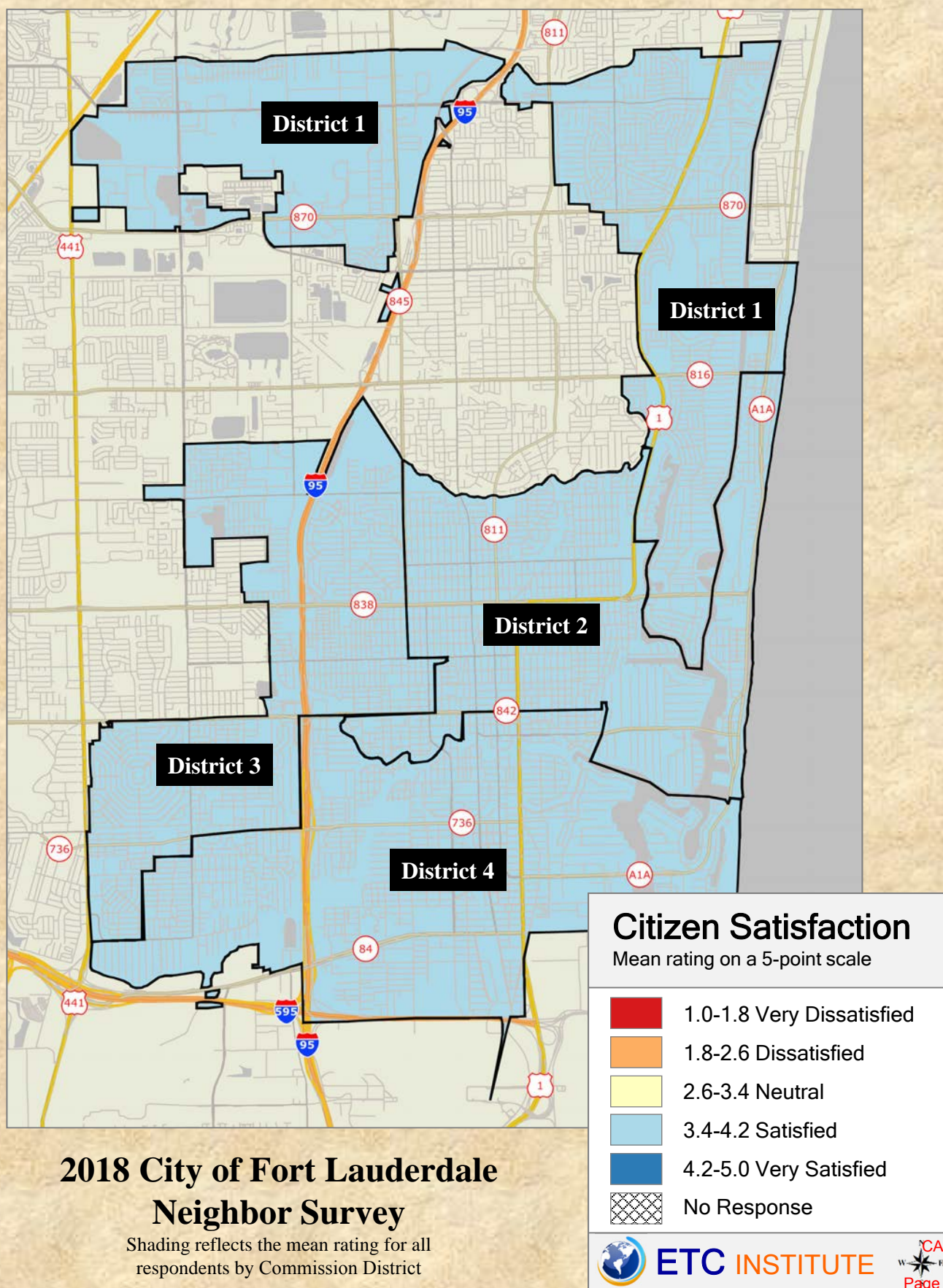


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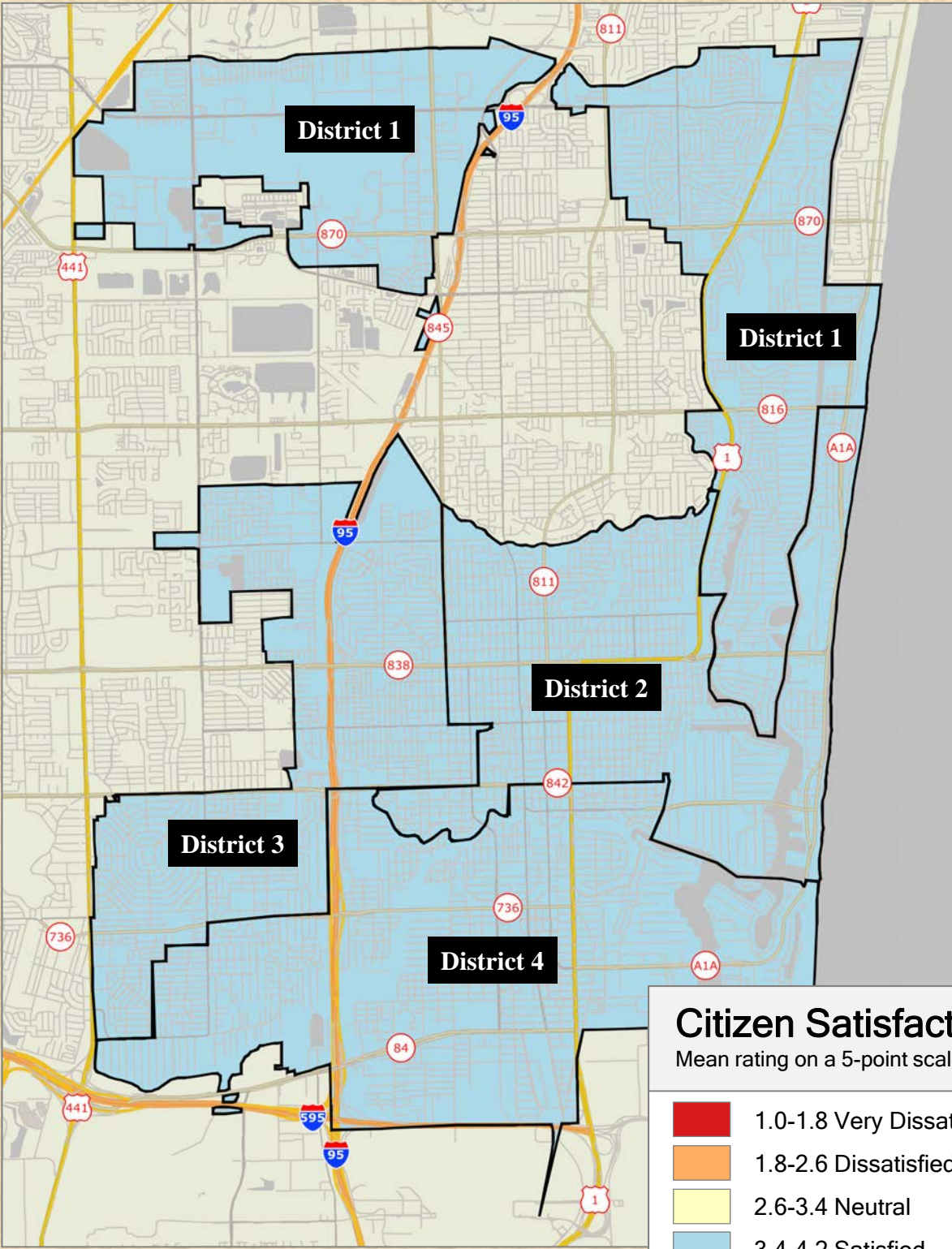
Q14. 03 Satisfaction with: Quality of athletic fields



Q14. 04 Satisfaction with: Availability of athletic fields



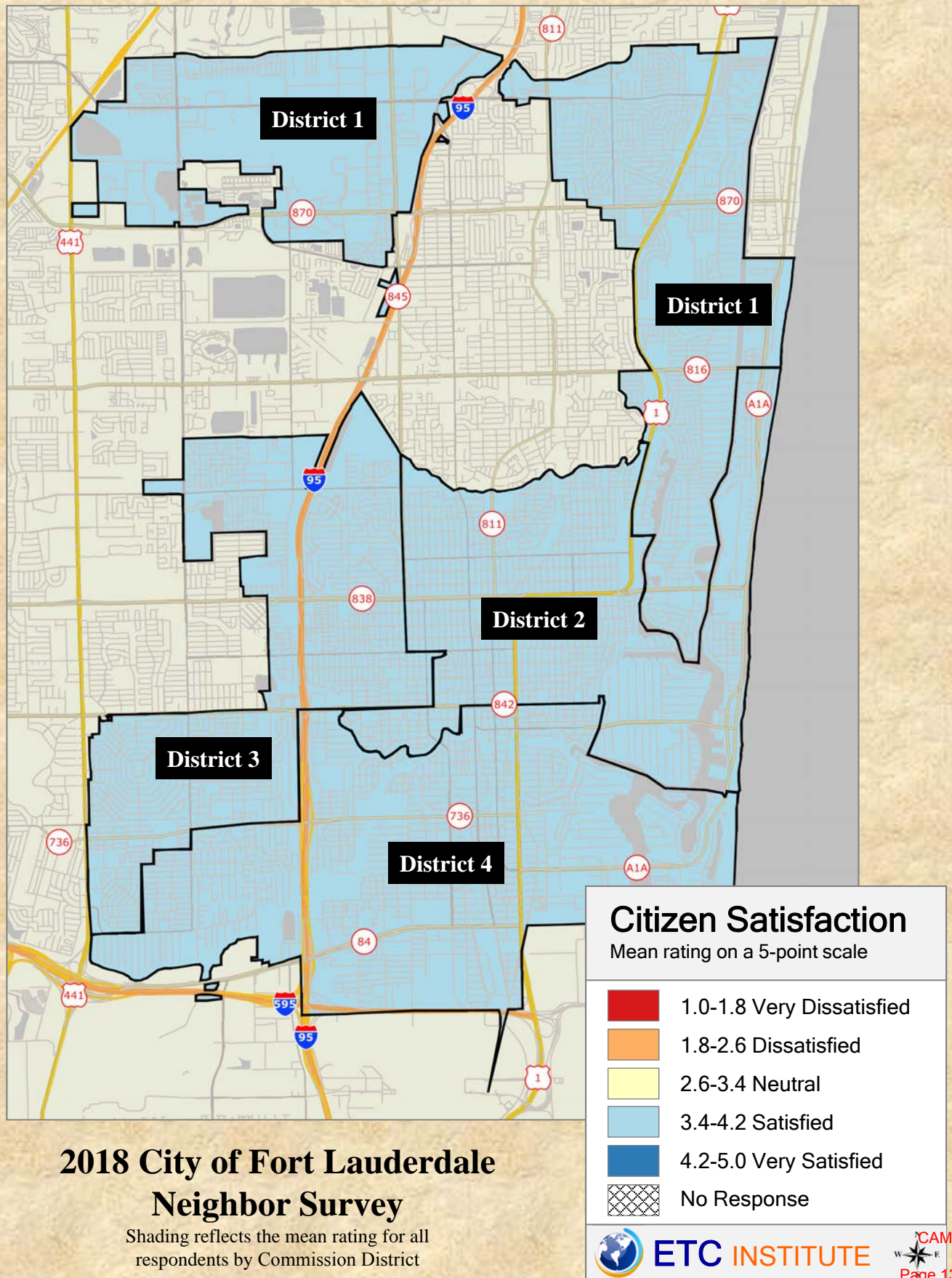
Q14. 05 Satisfaction with: Availability of information about City parks and recreation programs



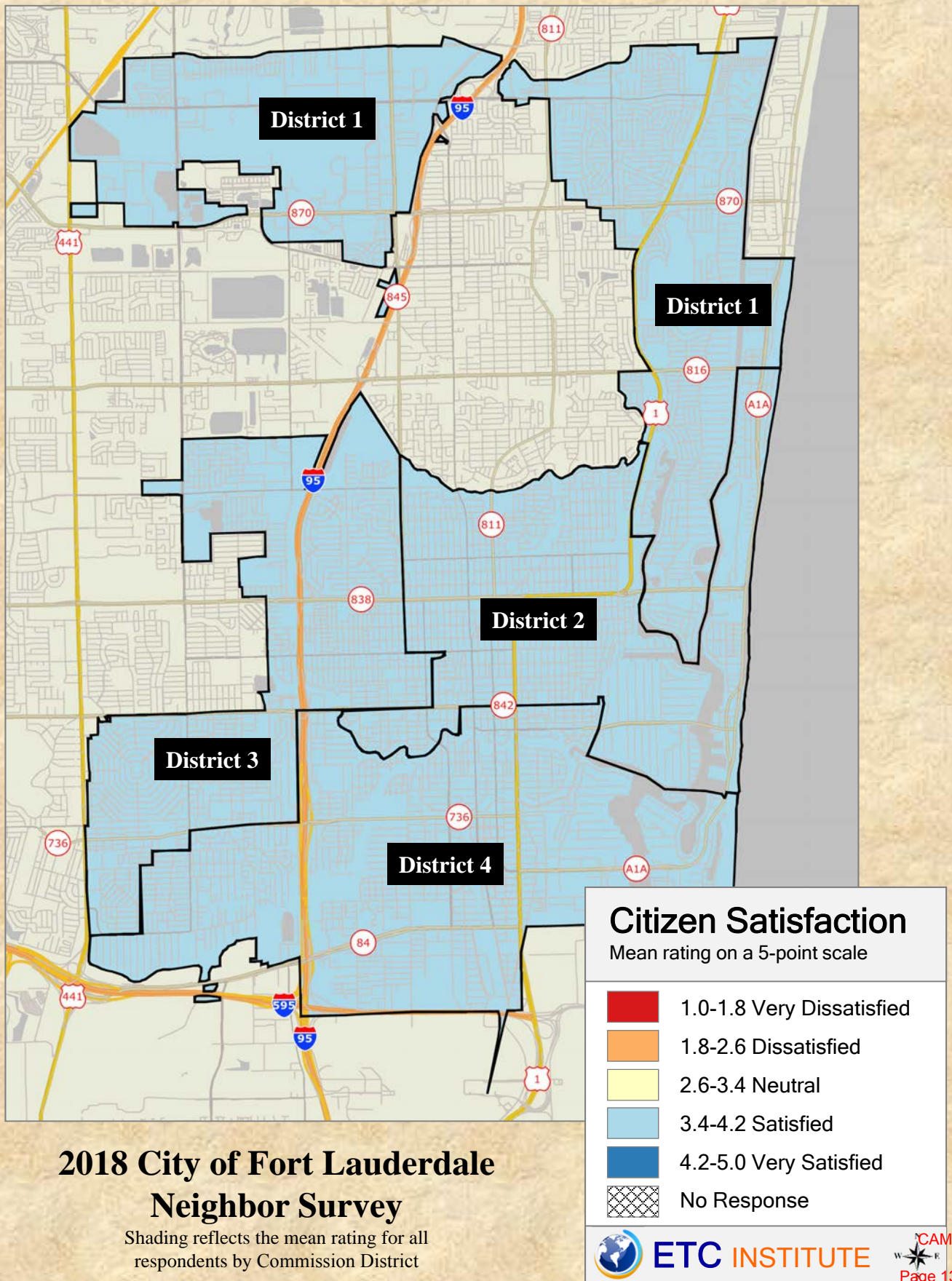
2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

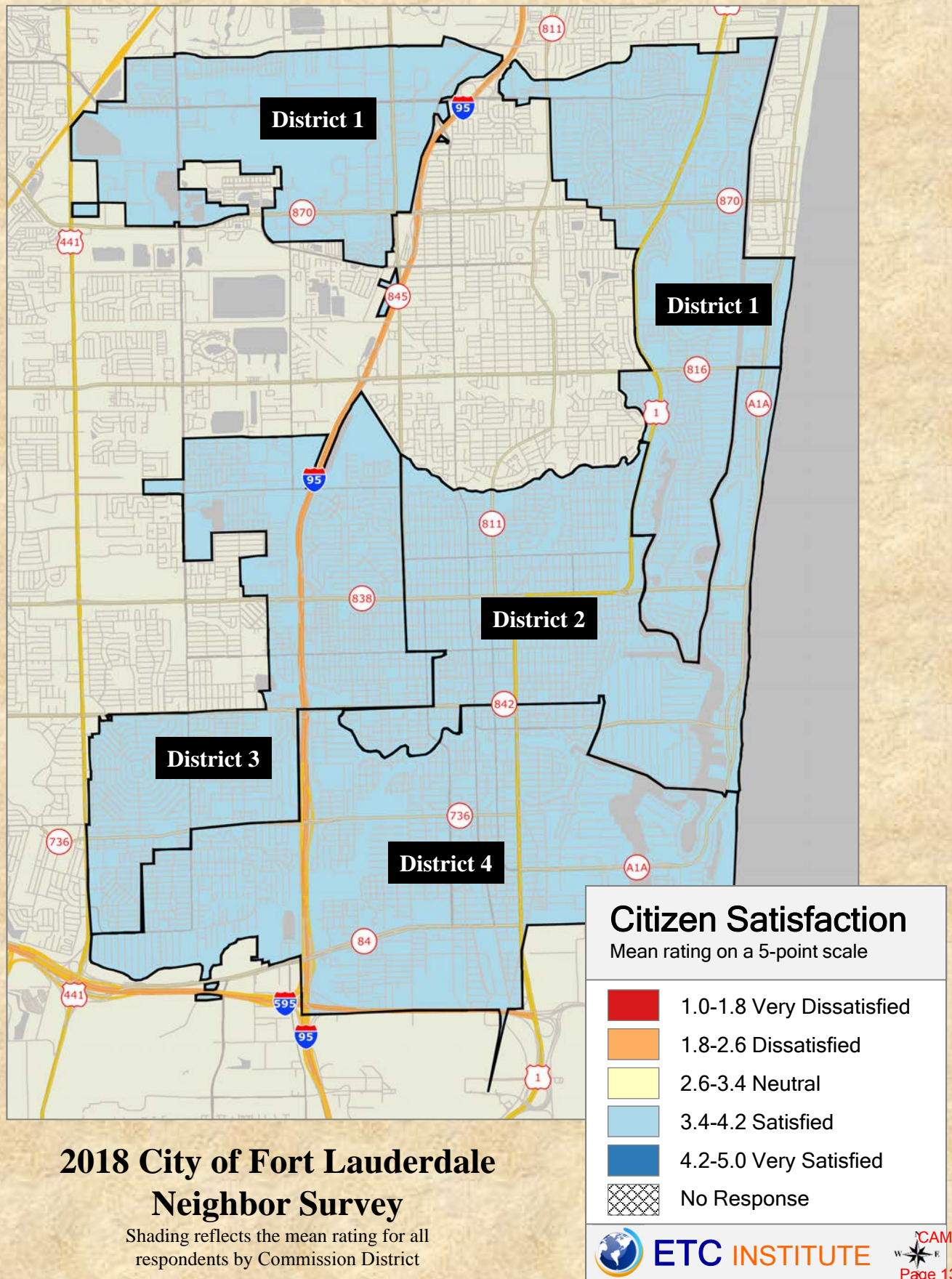
Q14. 06 Satisfaction with: Variety of parks and recreation programs



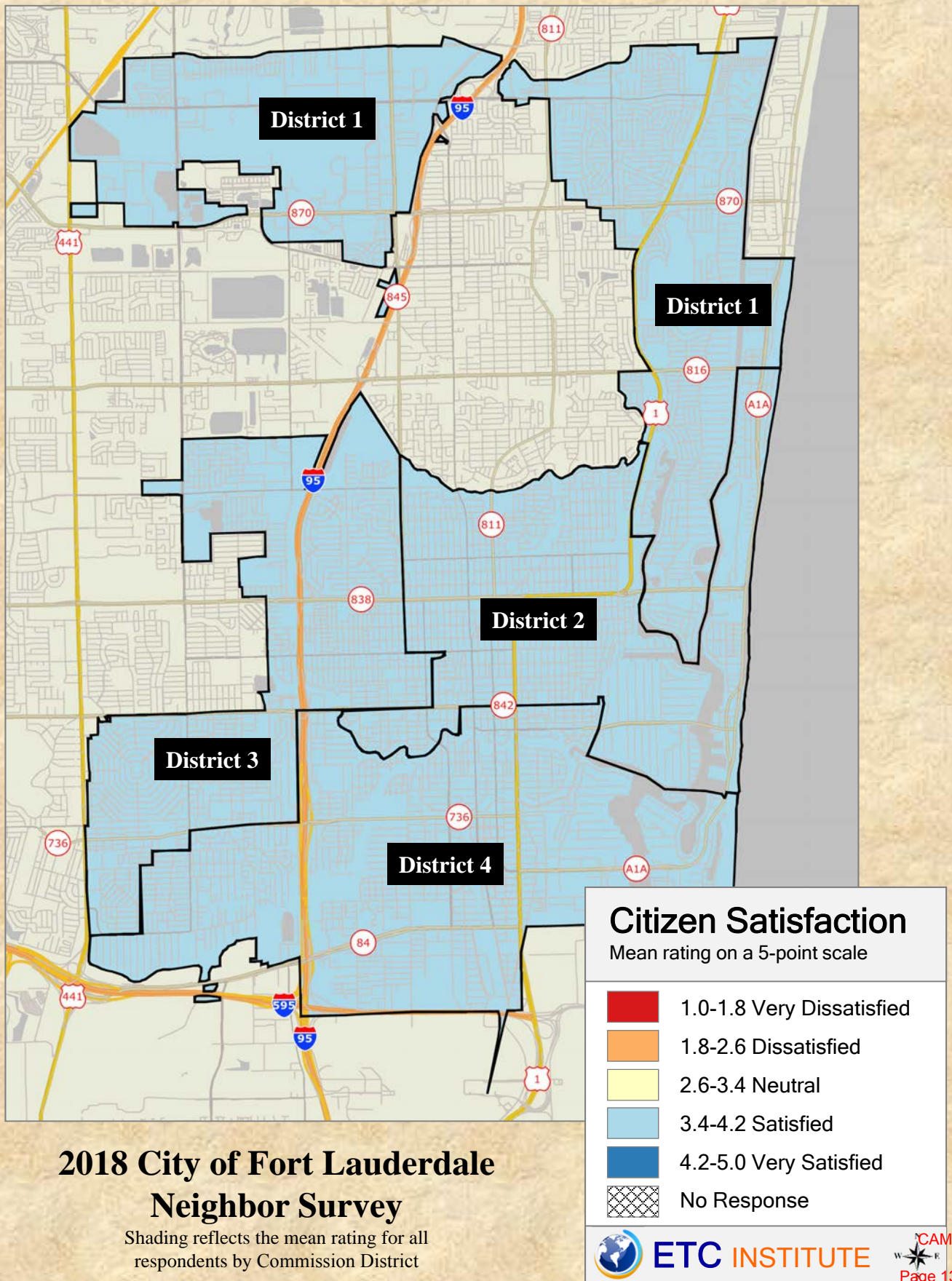
Q14. 07 Satisfaction with: Cost of parks and recreation programs and facility fees



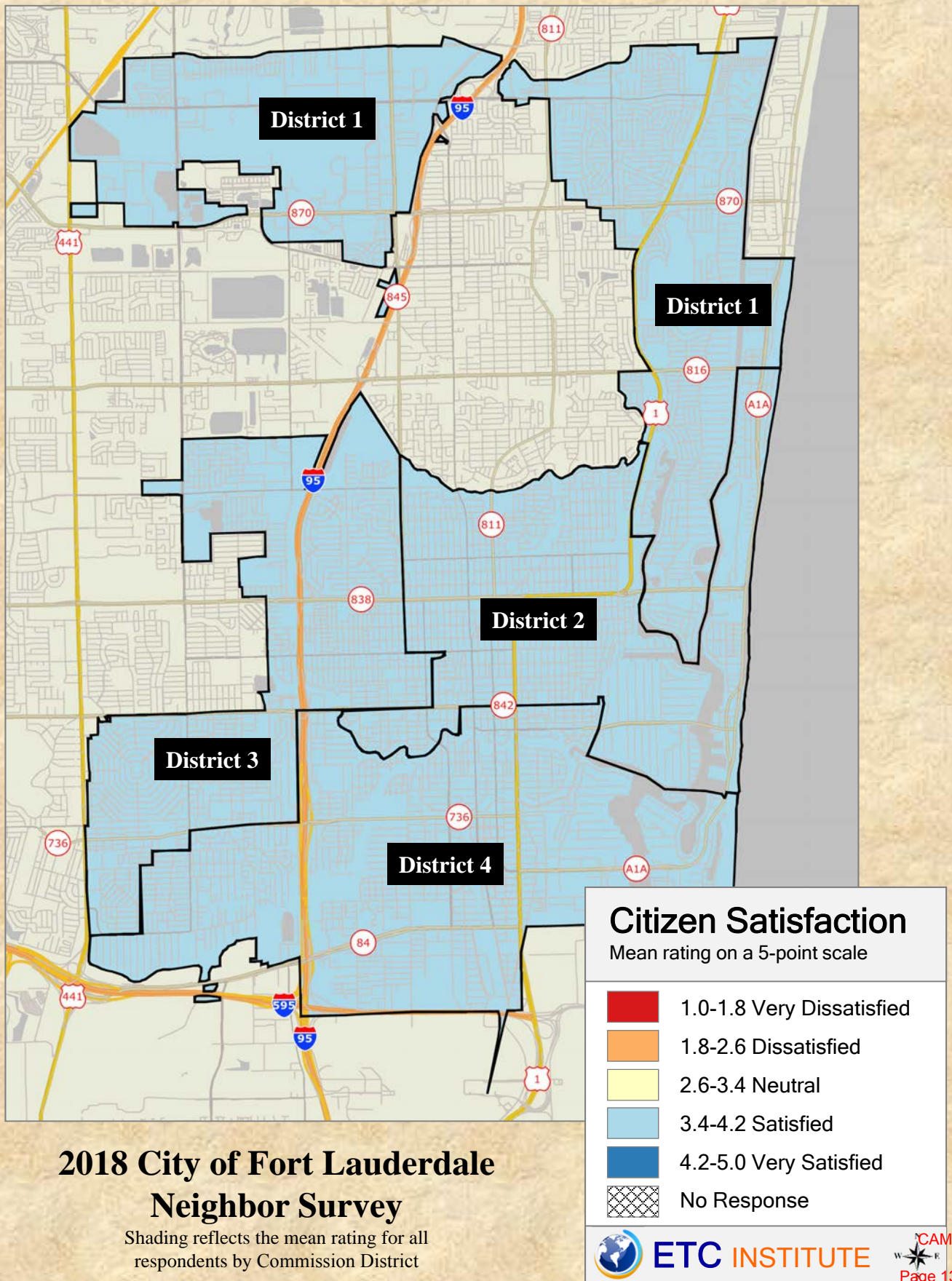
Q14. 08 Satisfaction with: City youth recreation programs



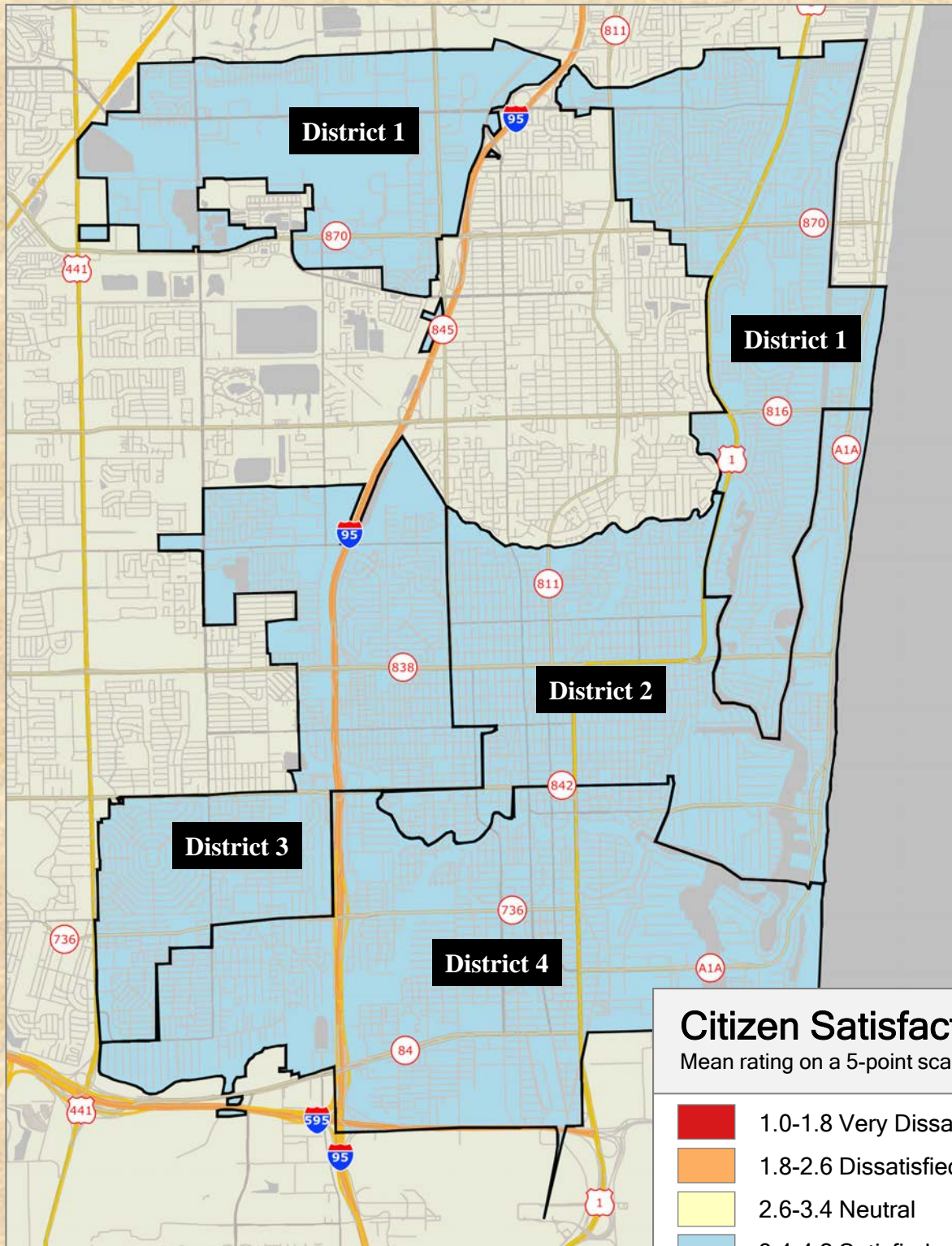
Q14. 09 Satisfaction with: City adult recreation programs



Q14. 10 Satisfaction with: Quality of special events



Q14. 11 Satisfaction with: Ease of registering for parks and recreation programs



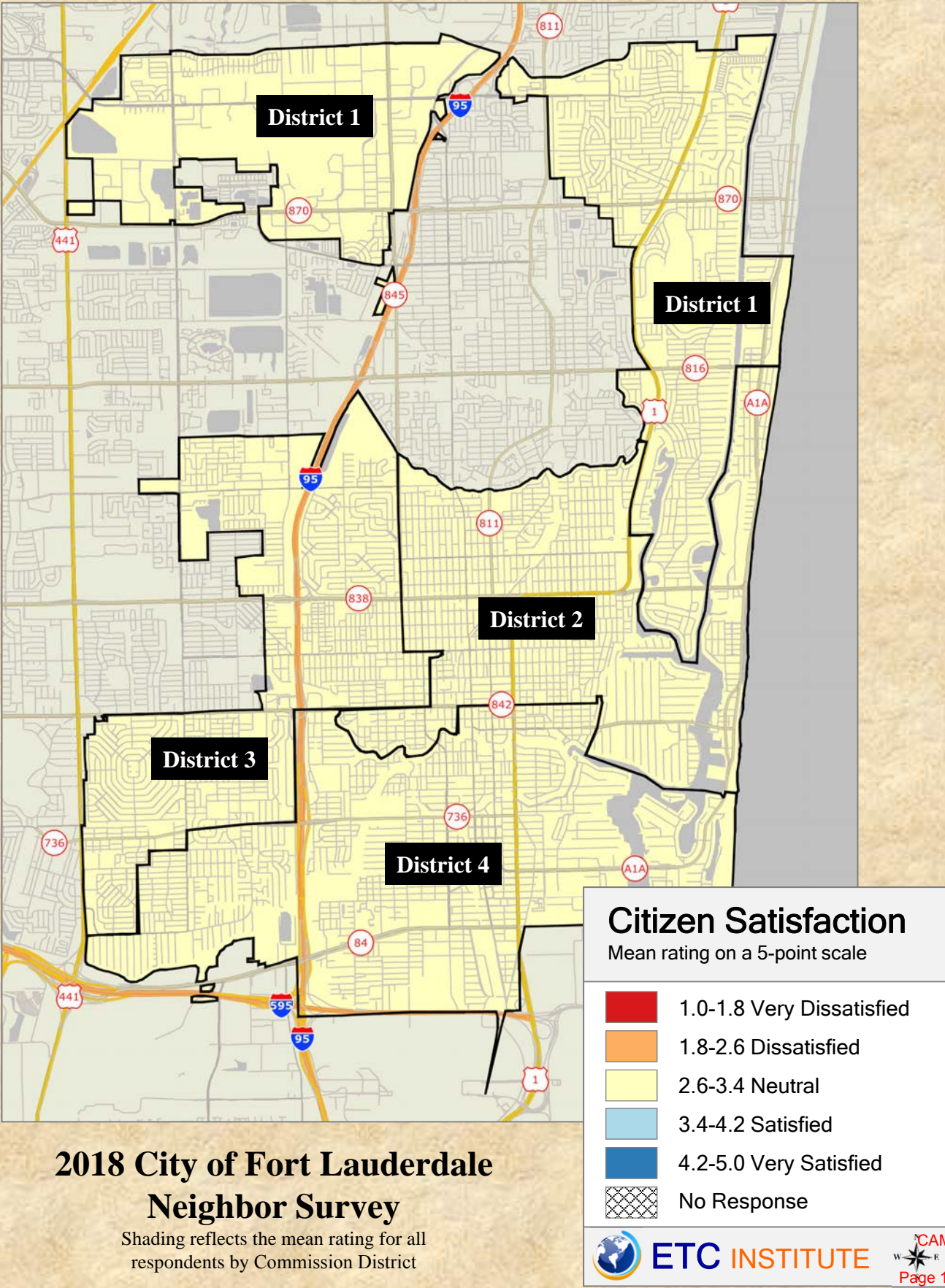
2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

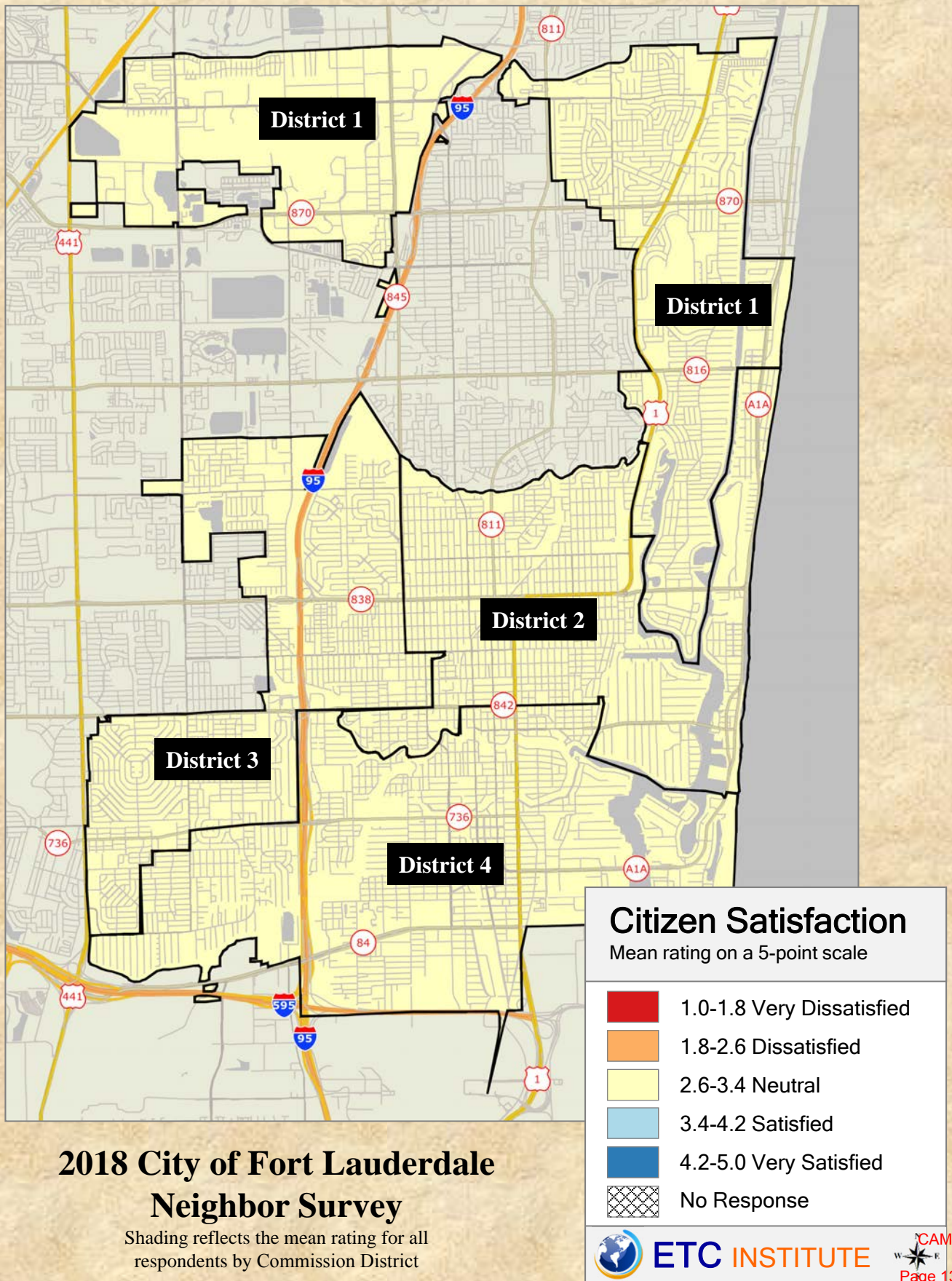


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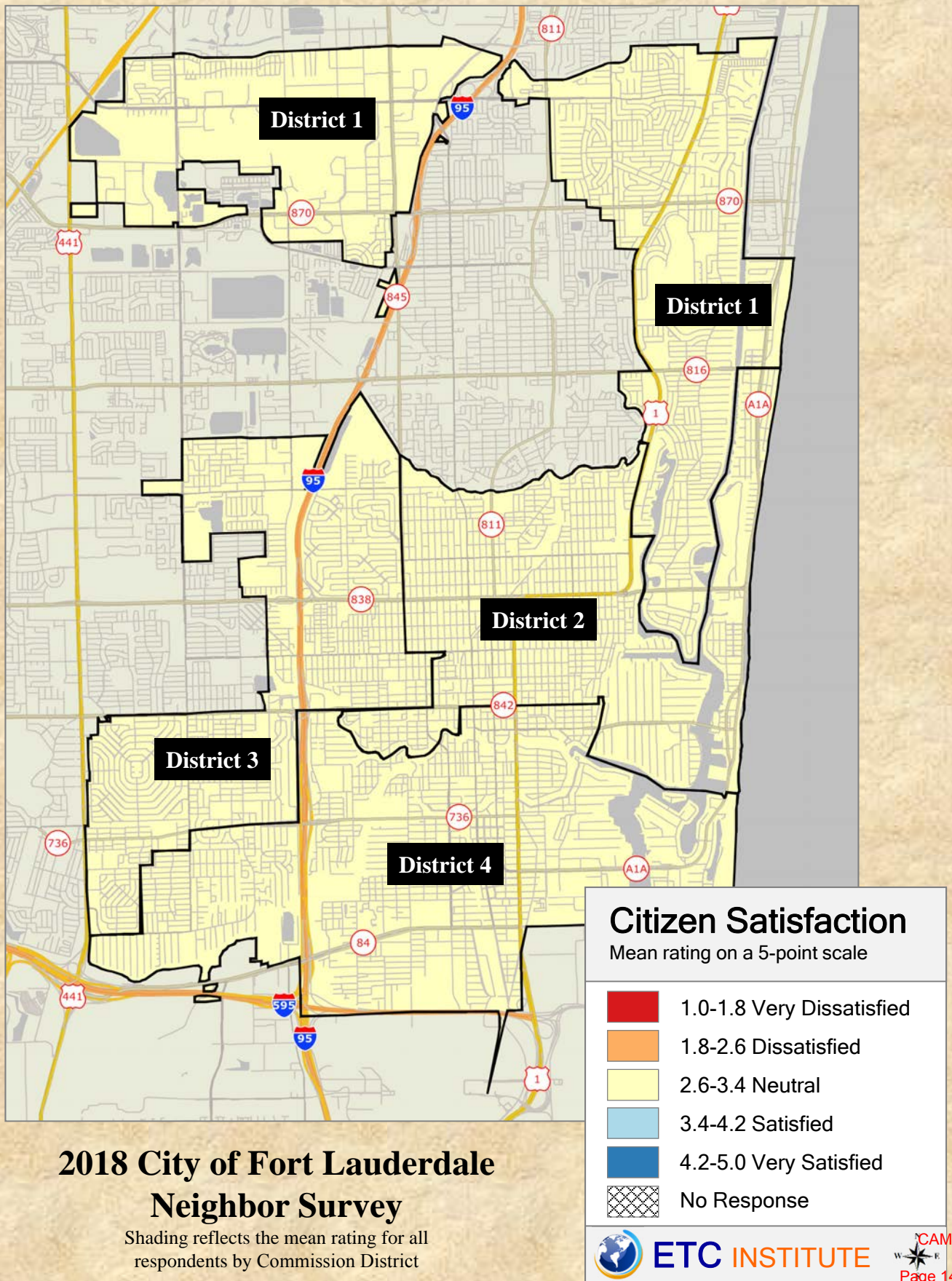
Q16. 01 Satisfaction with: Availability of sidewalks



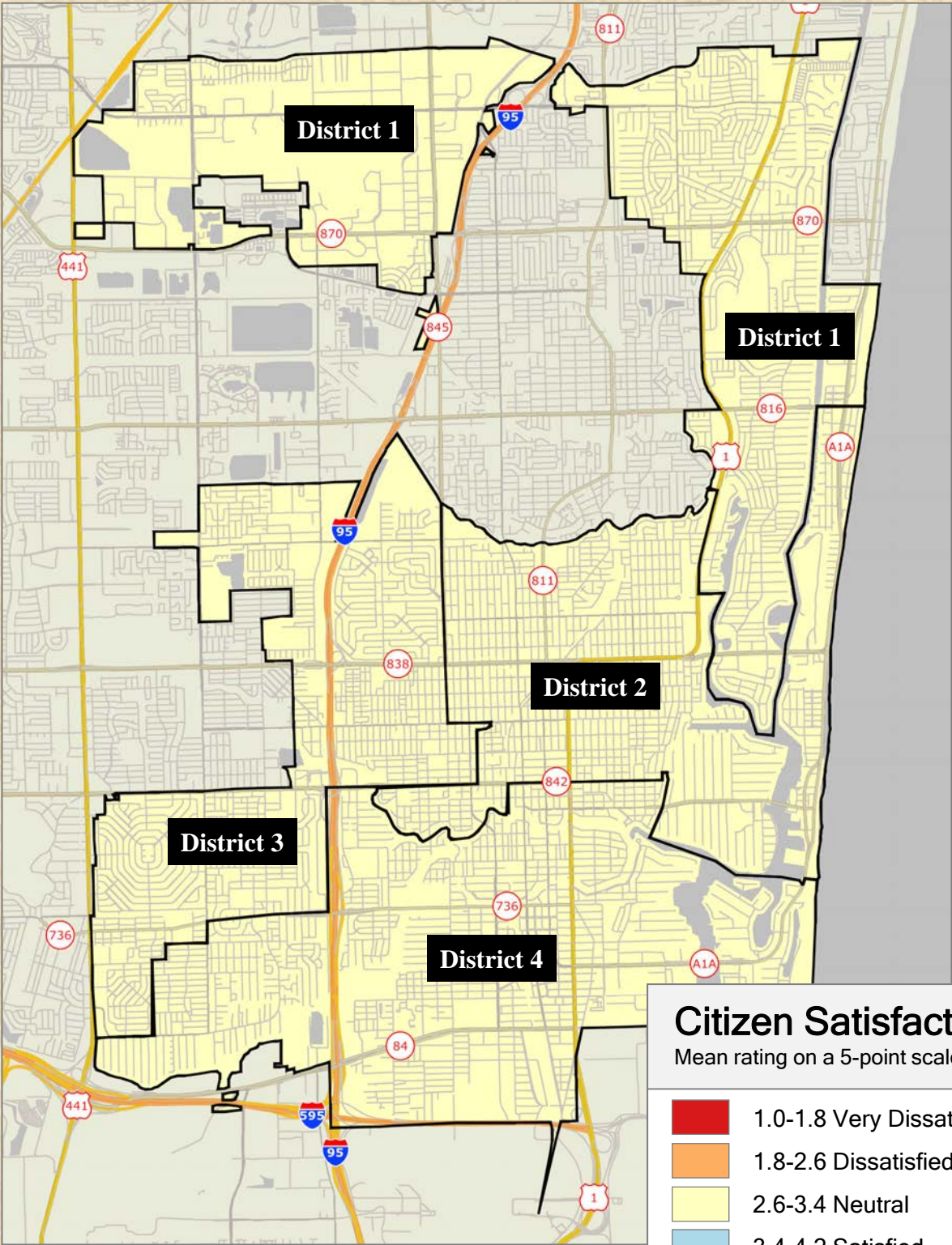
Q16. 02 Satisfaction with: Condition of sidewalks



Q16. 03 Satisfaction with: Availability of bicycle parking



Q16. 04 Satisfaction with: Availability of biking paths and bike lanes



2018 City of Fort Lauderdale Neighbor Survey

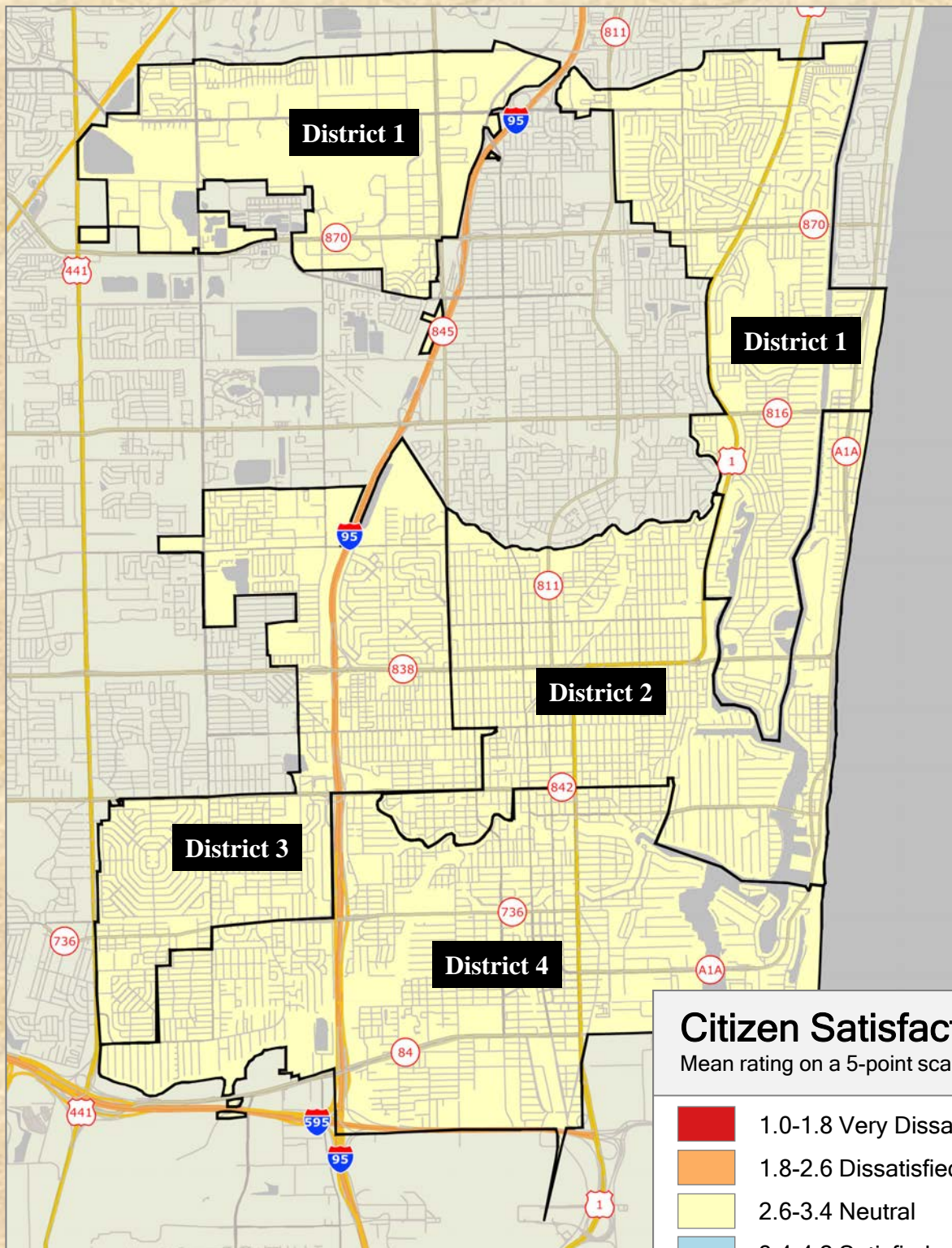
Shading reflects the mean rating for all
respondents by Commission District



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Q16. 05 Satisfaction with: Availability of bike share stations



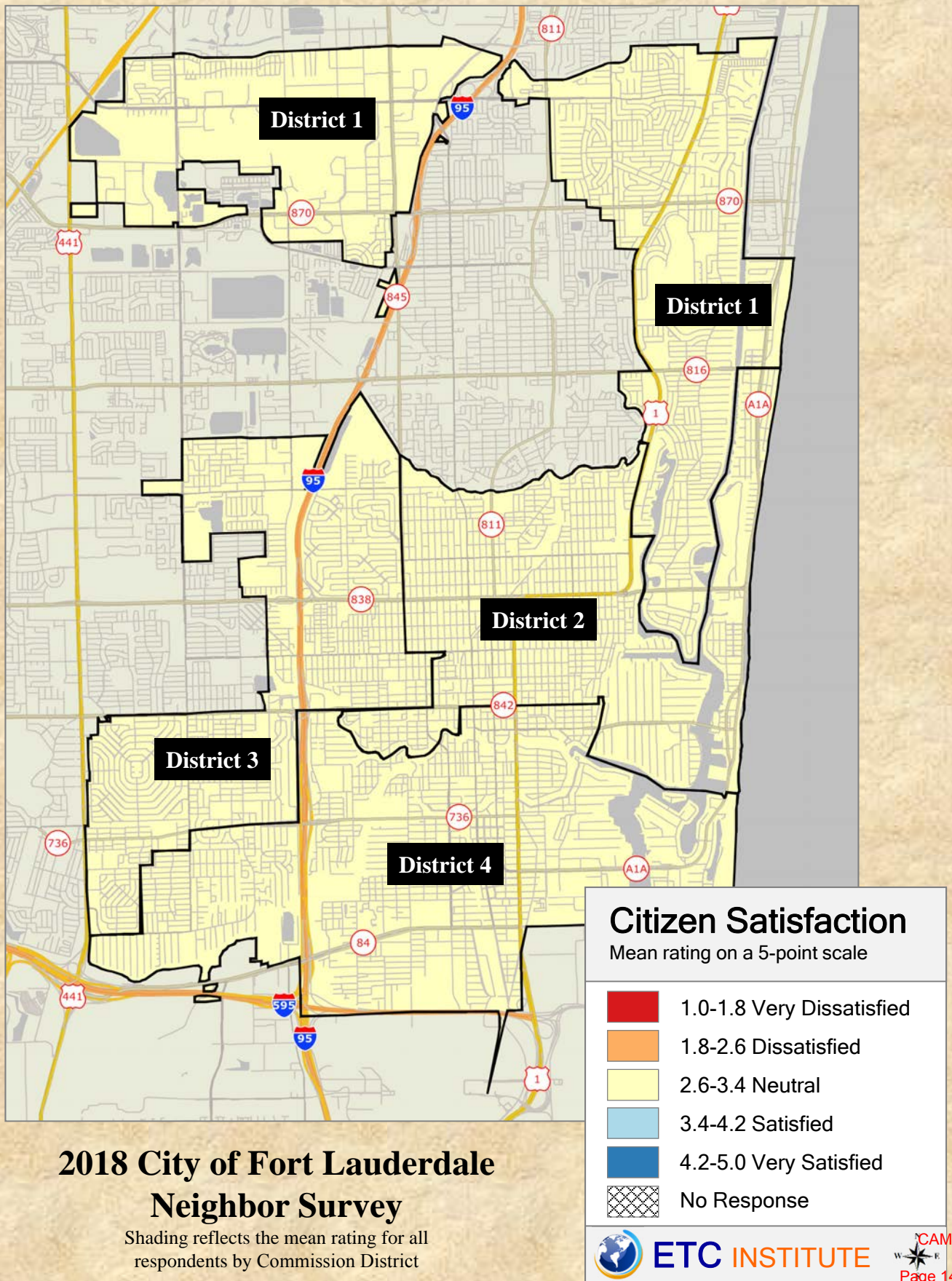
2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

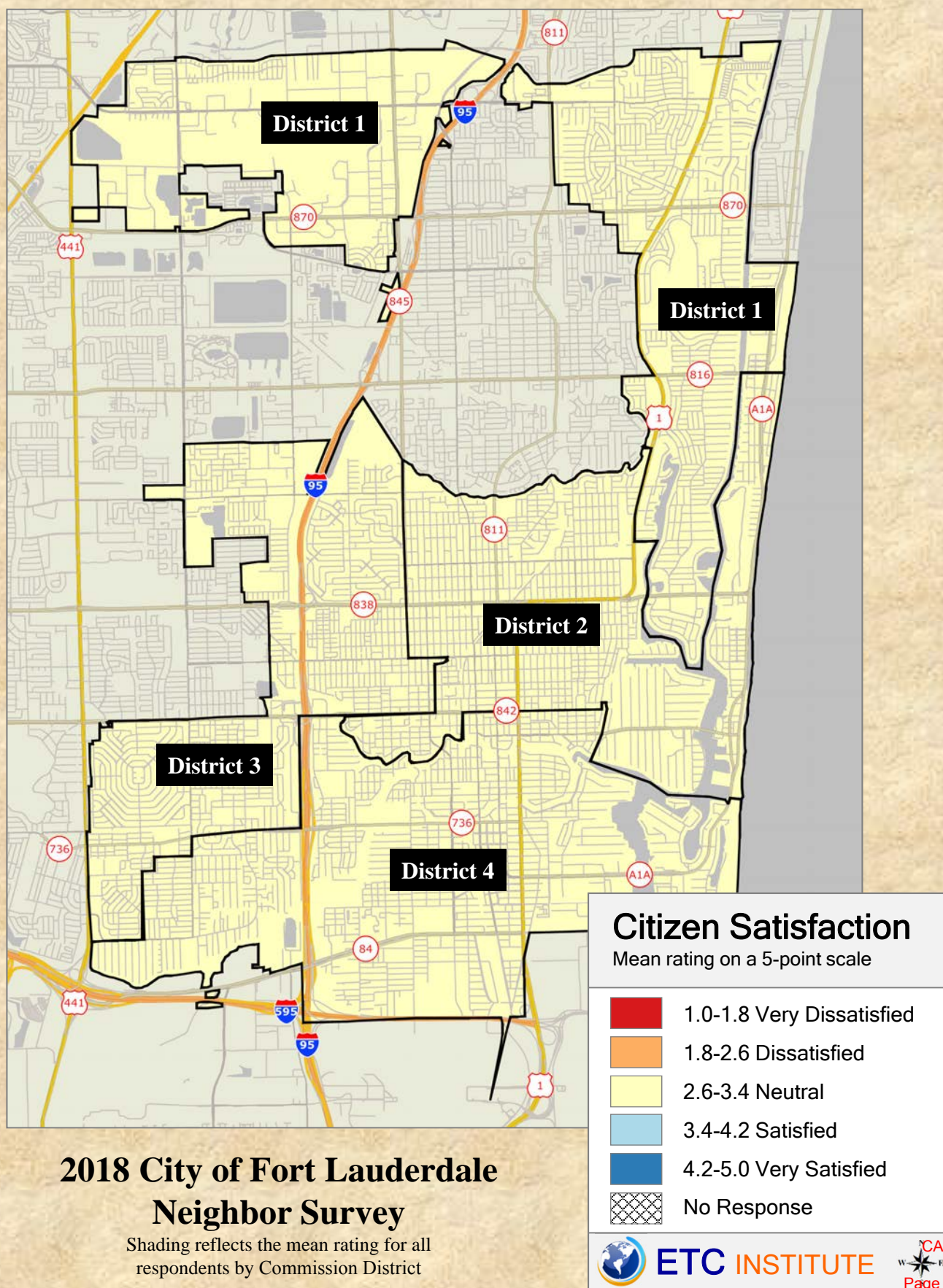


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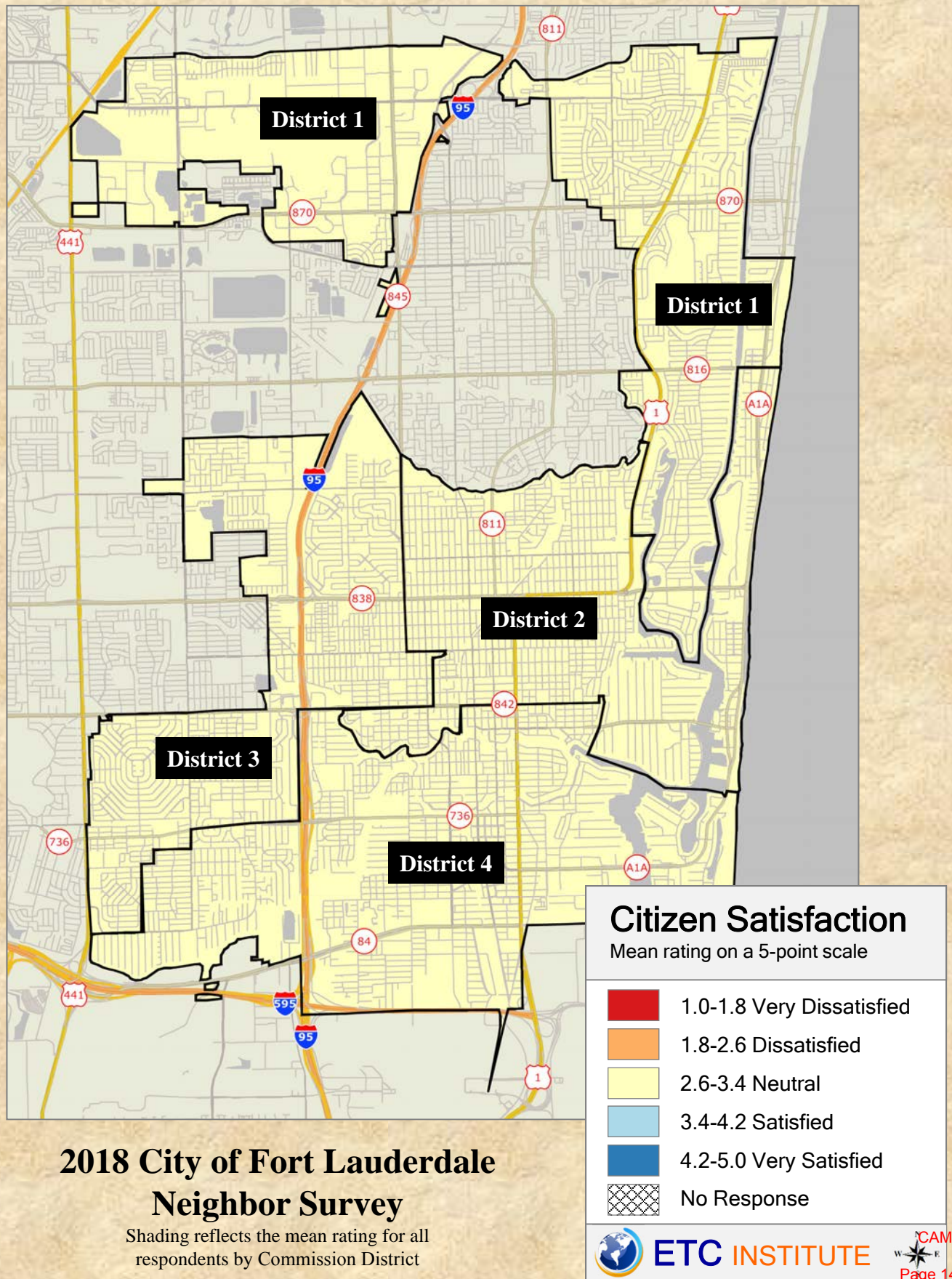
Q16. 06 Satisfaction with: Availability of public transit options



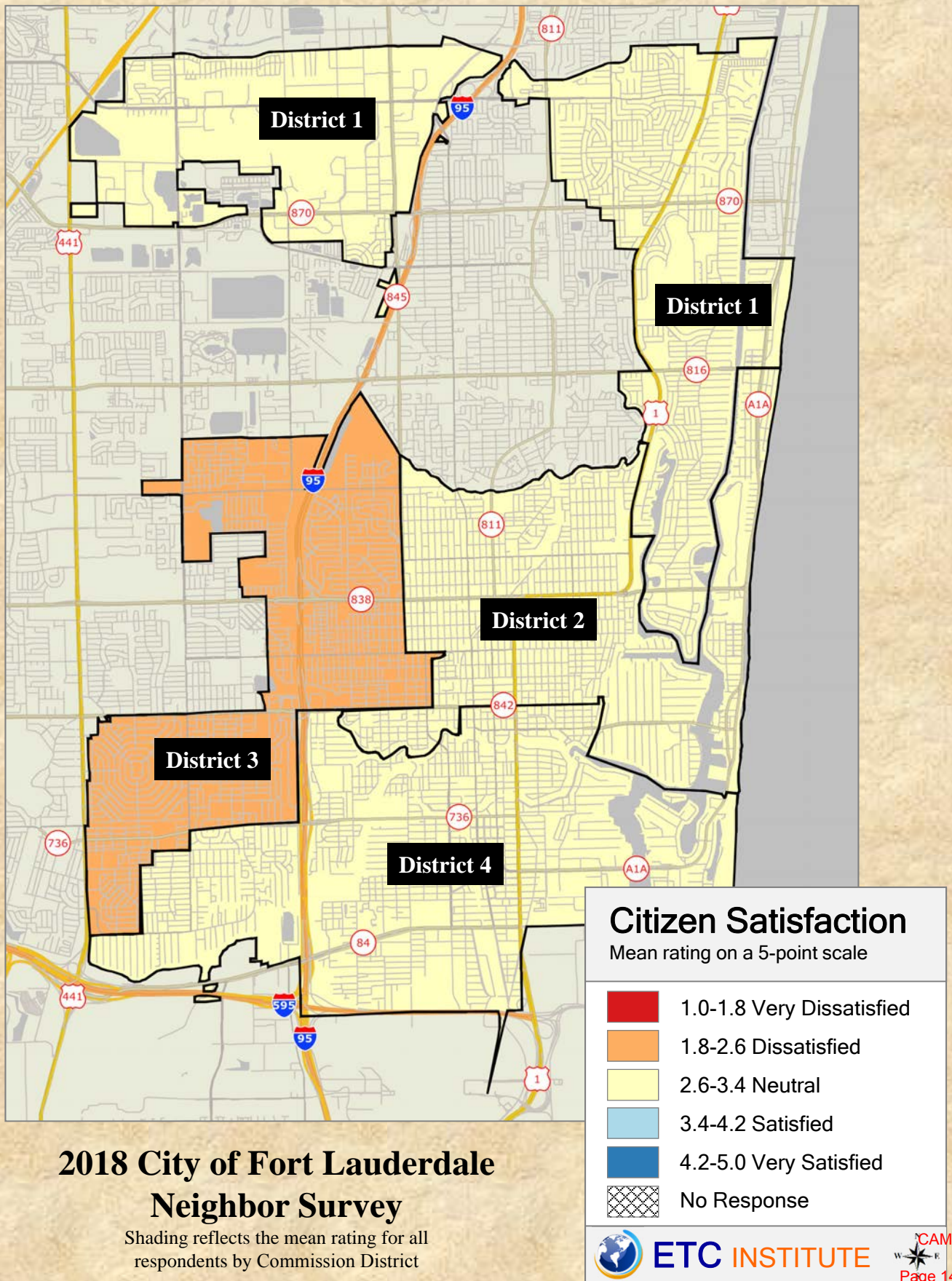
Q16. 07 Satisfaction with: Availability of Sun Trolley service



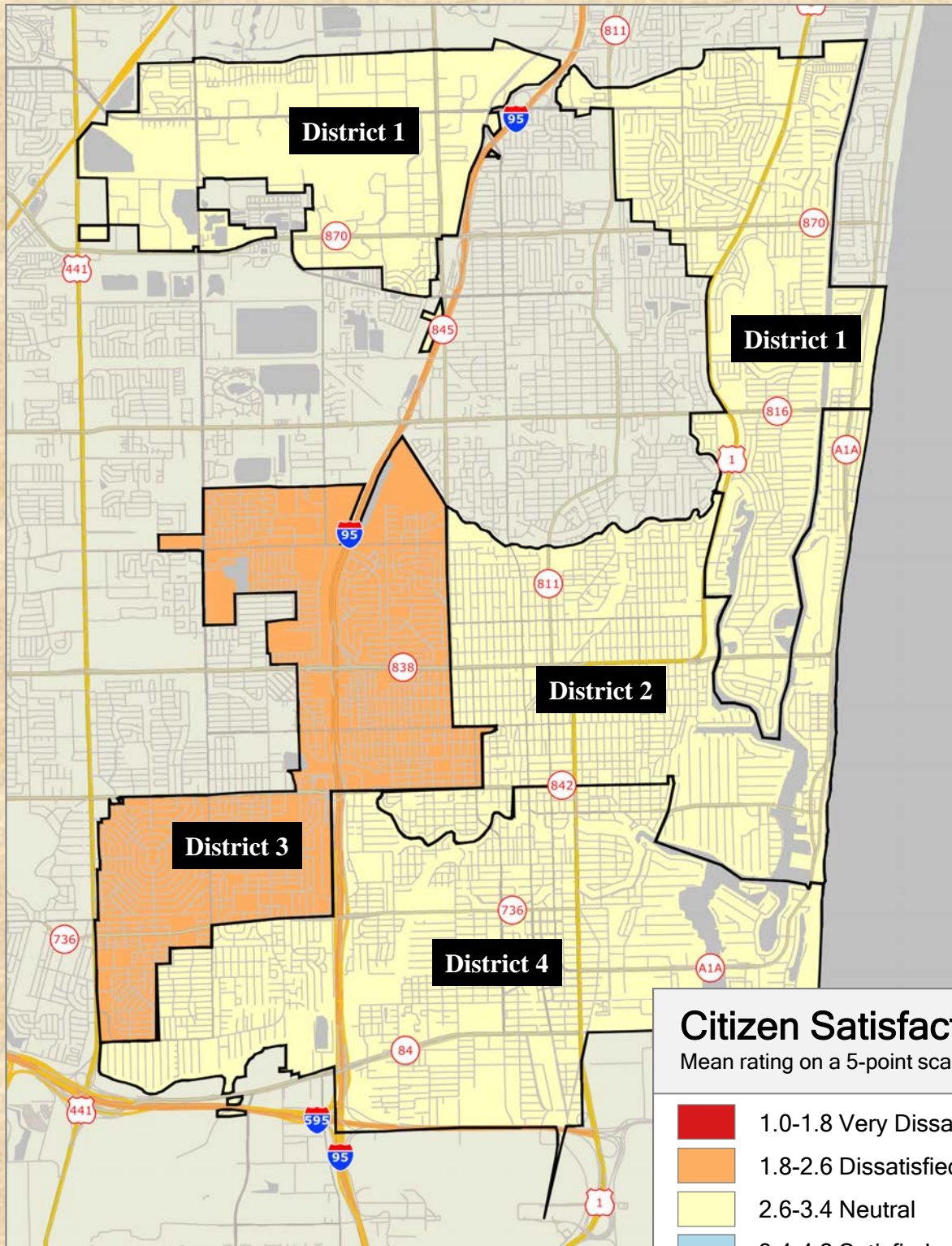
Q16. 08 Satisfaction with: Availability of public parking



Q16. 09 Satisfaction with: Availability of public parking downtown



Q16. 10 Satisfaction with: Availability of public parking at the beach



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

Citizen Satisfaction

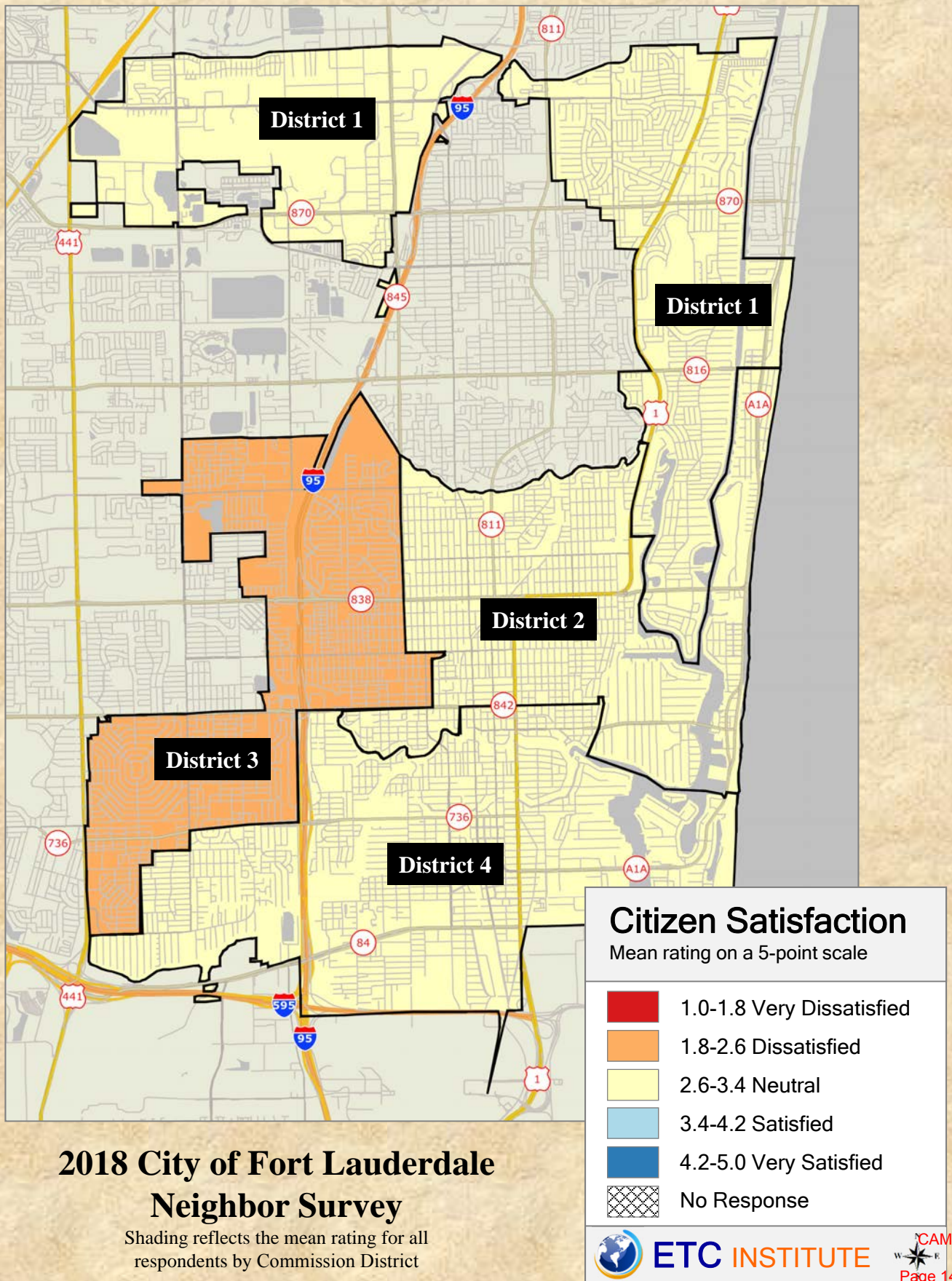
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

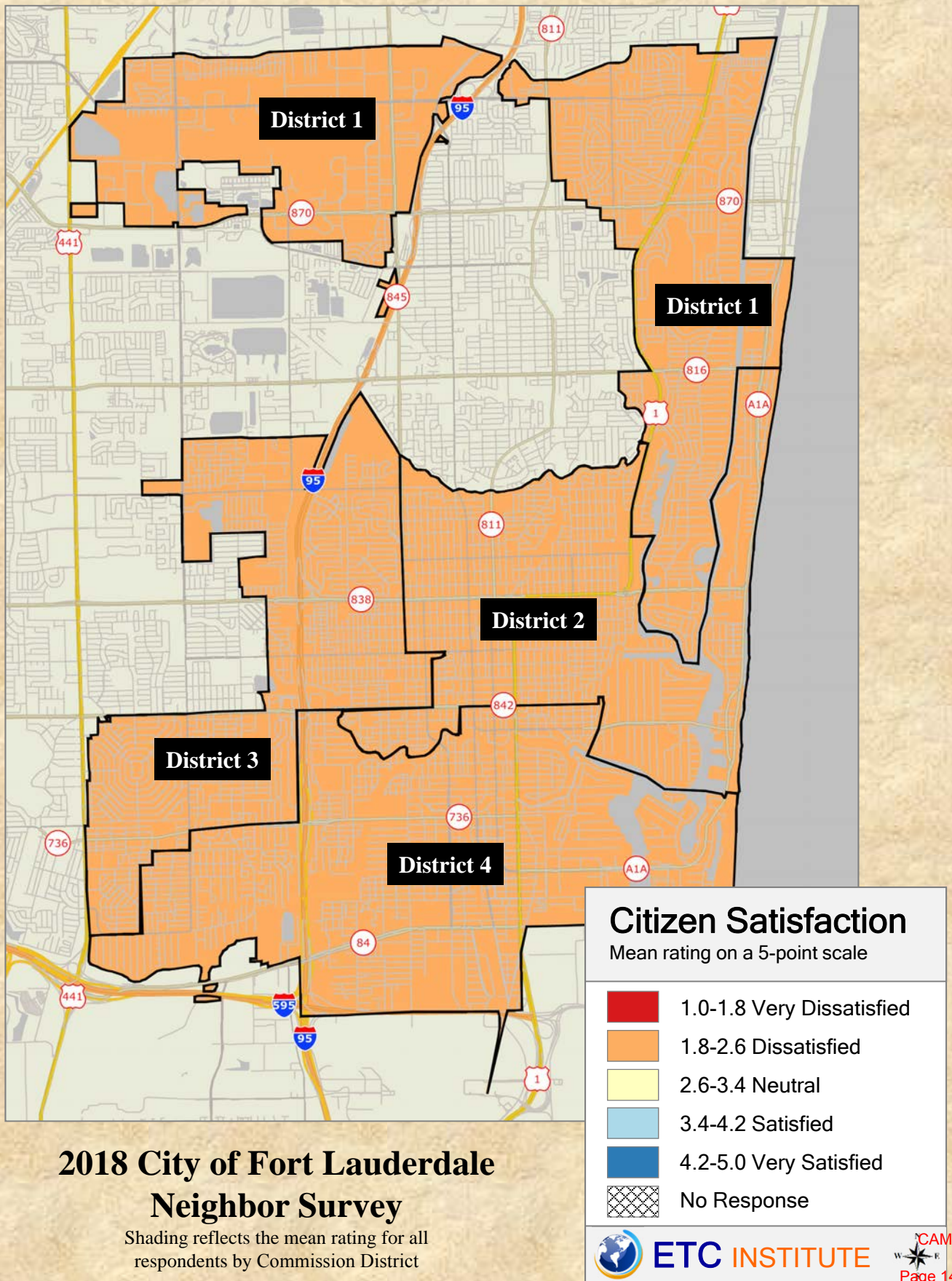


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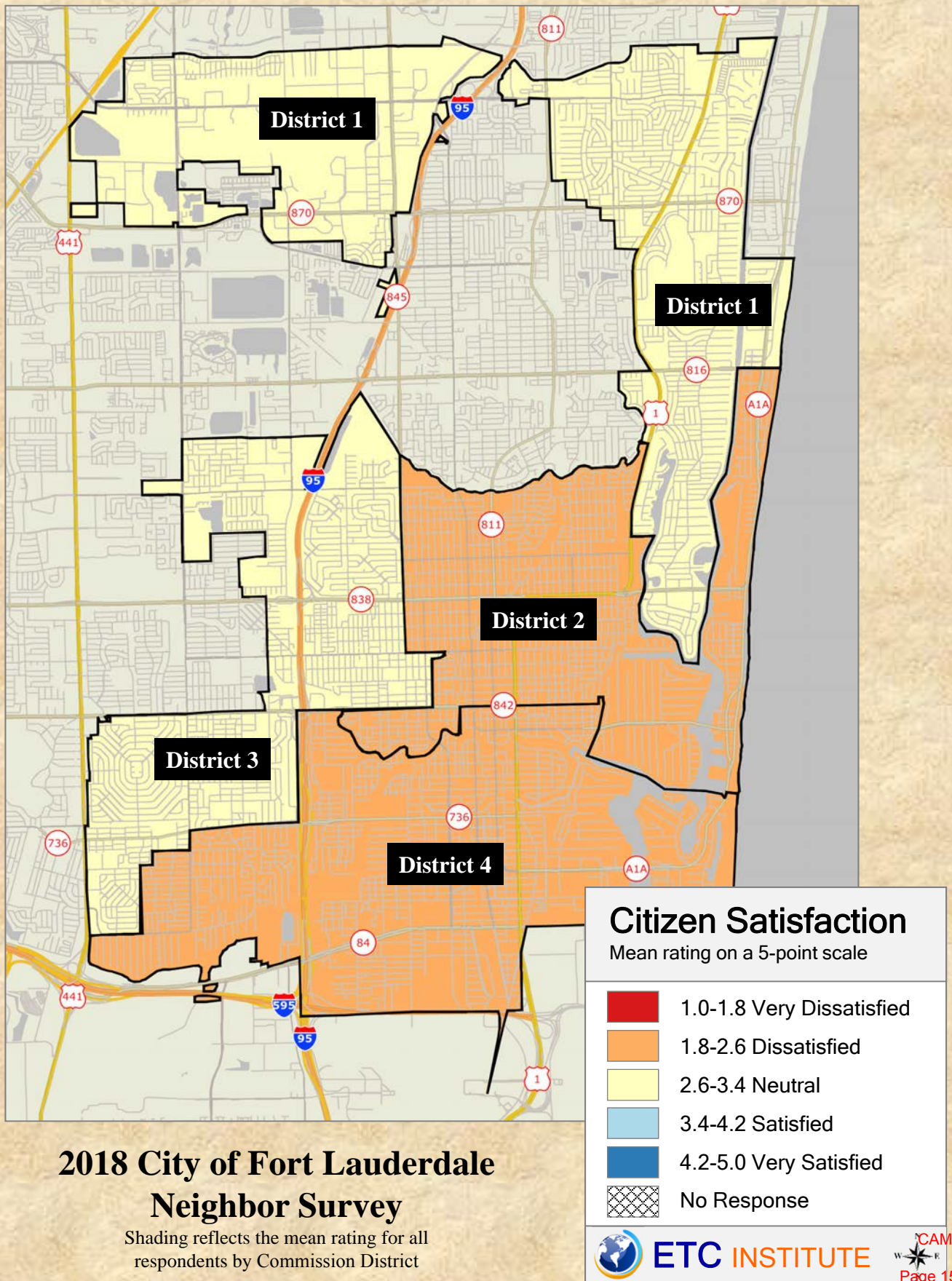
Q16. 11 Satisfaction with: Cost of public parking



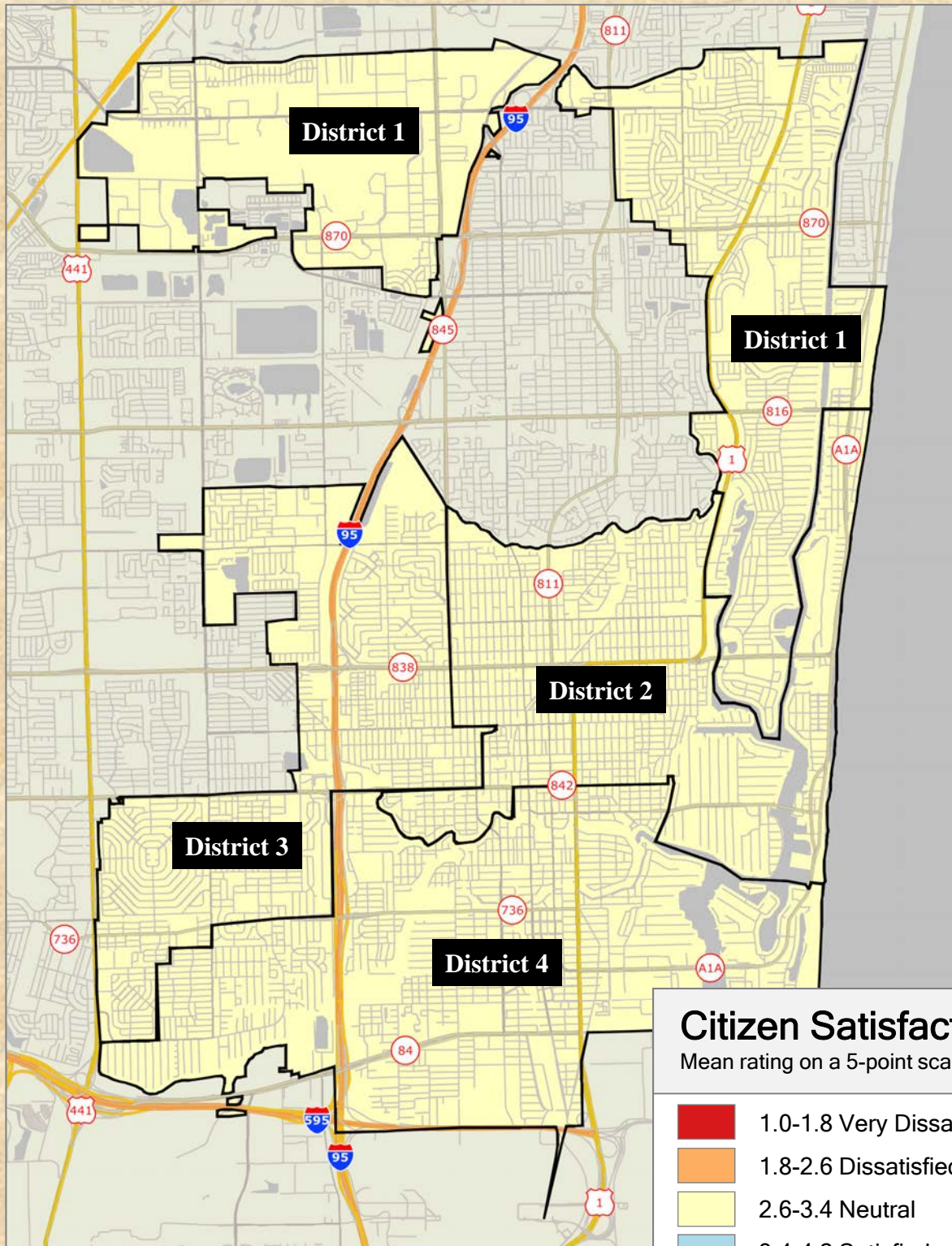
Q16. 12 Satisfaction with: Management of traffic flow/congestion on major roadways



Q16. 13 Satisfaction with: Management of traffic flow/congestion in your neighborhood



Q16. 14 Satisfaction with: Maintenance of streets in your neighborhood



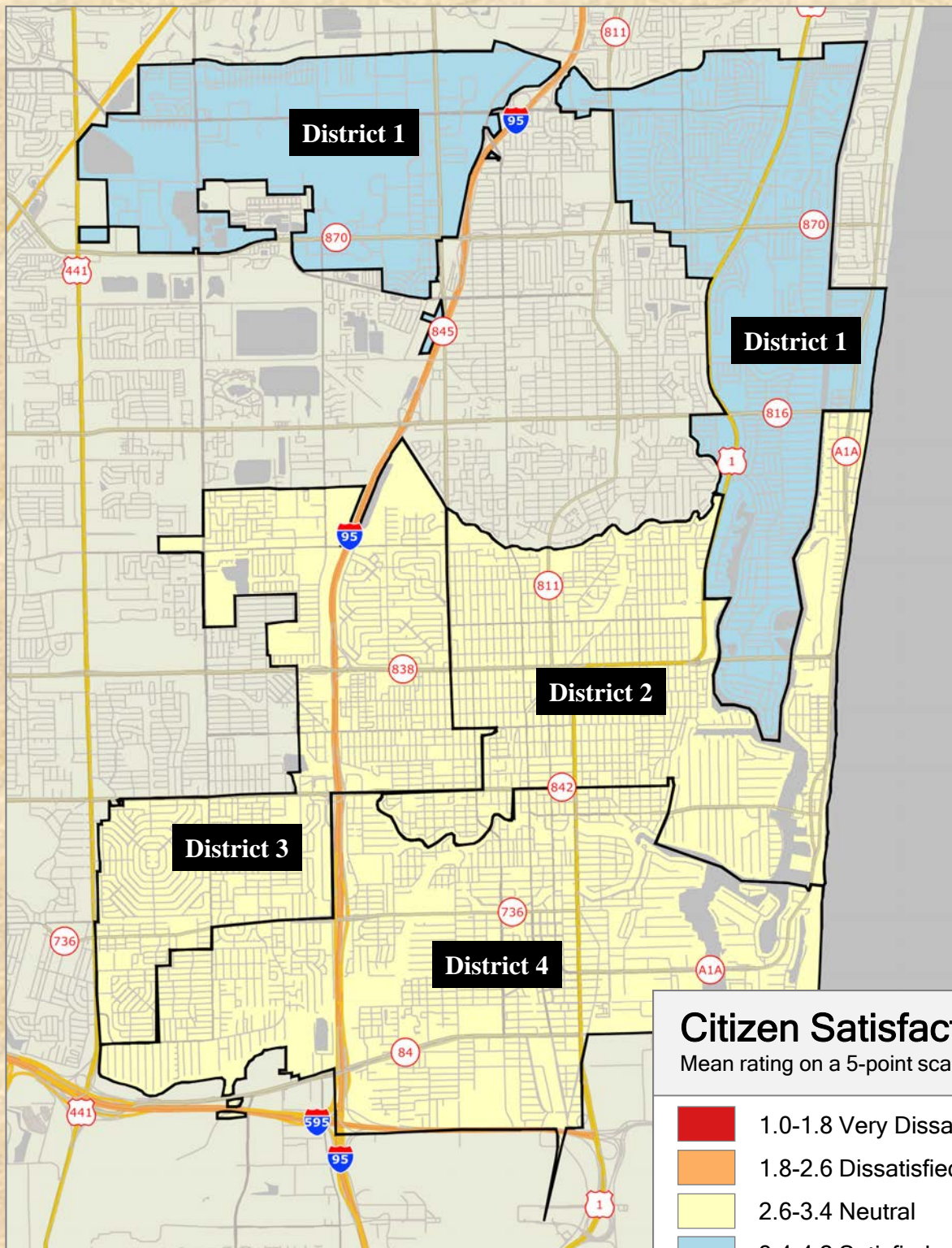
2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District



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Q16. 15 Satisfaction with: Overall maintenance of streets in your neighborhood

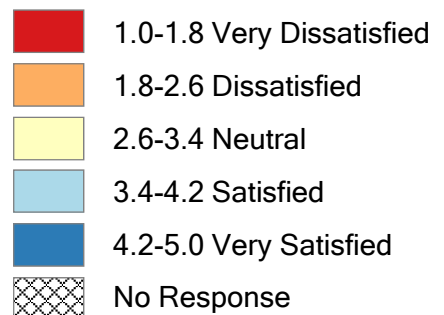


2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

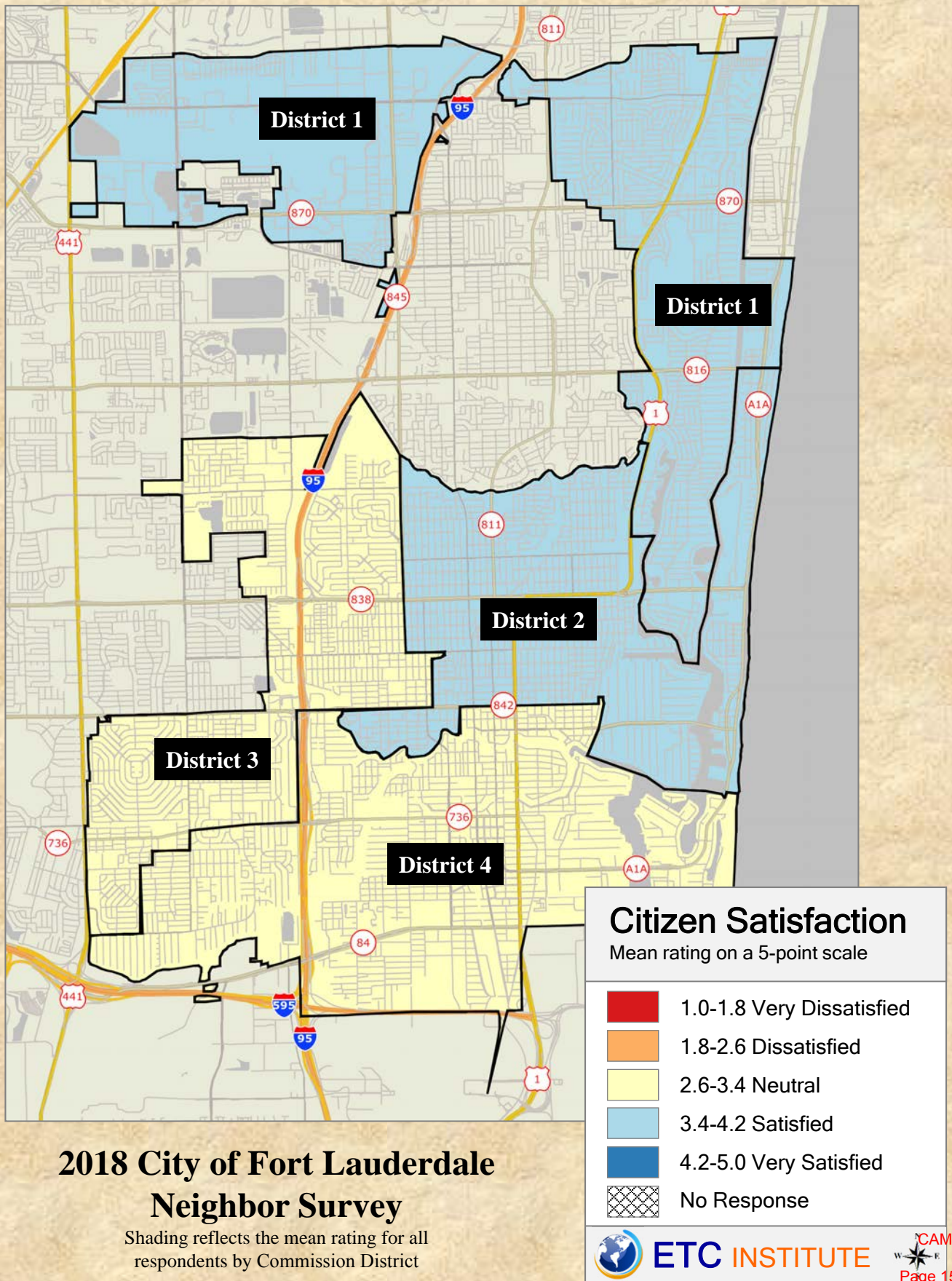
Citizen Satisfaction

Mean rating on a 5-point scale

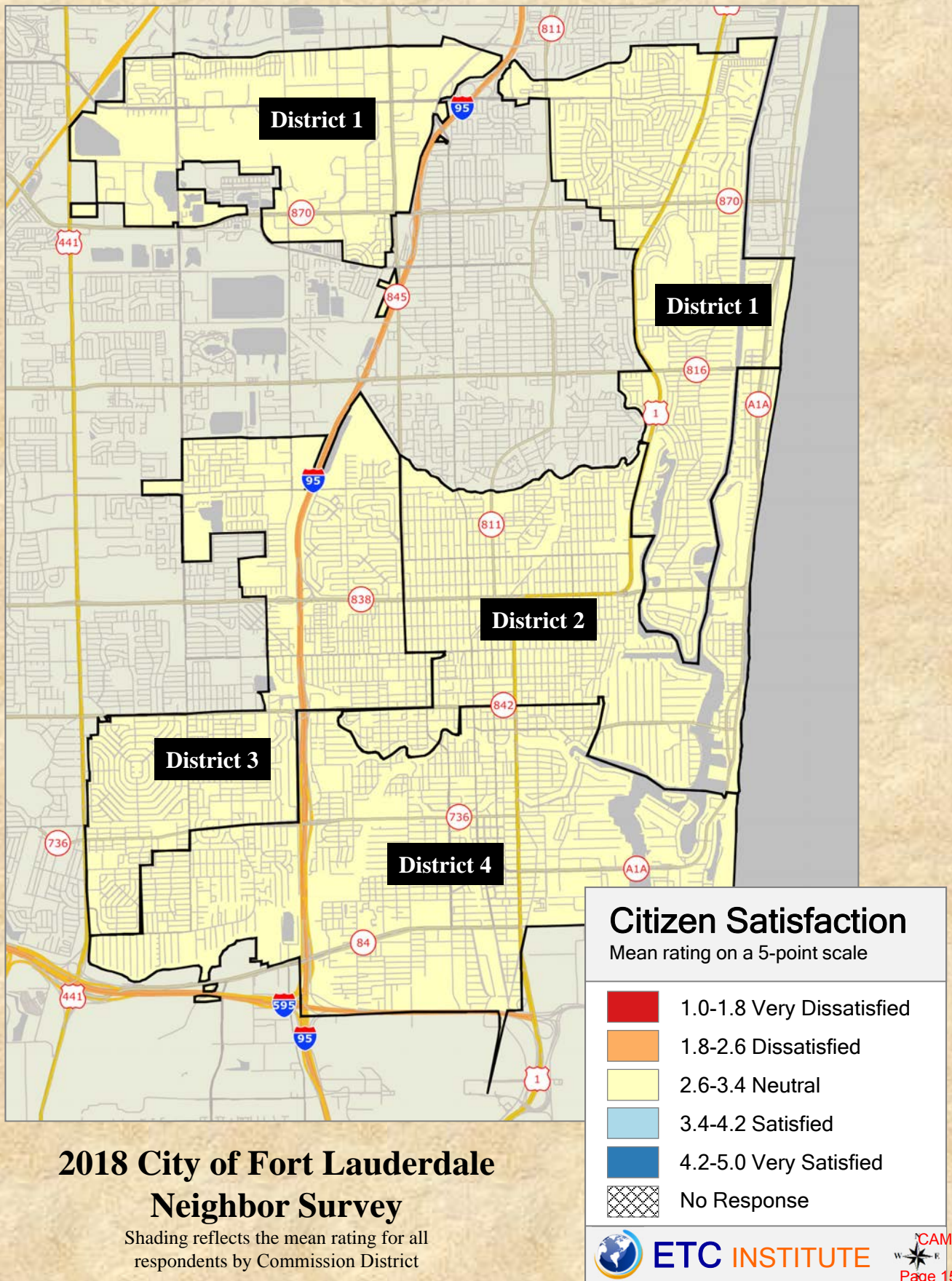


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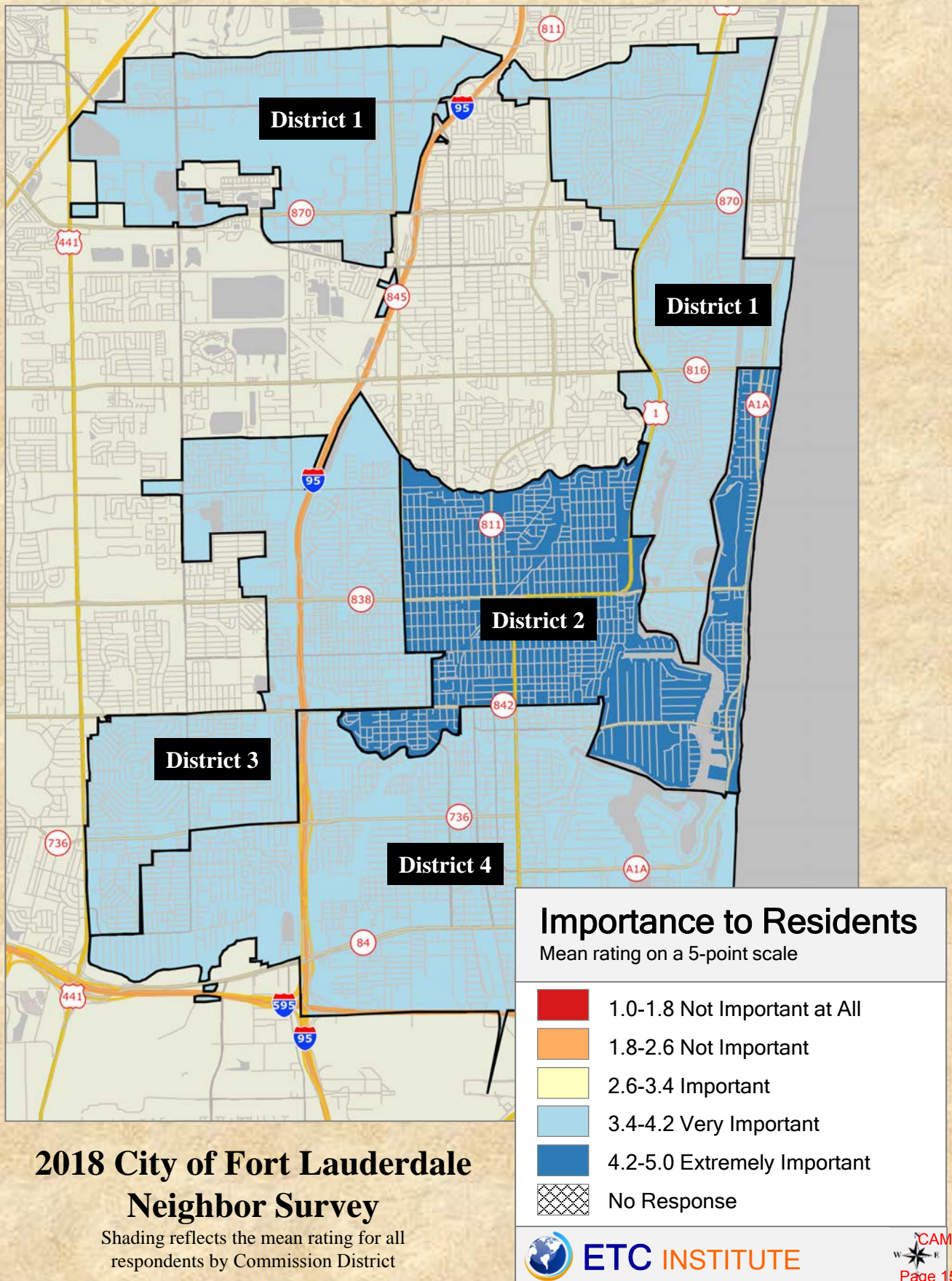
Q16. 16 Satisfaction with: Overall cleanliness of streets



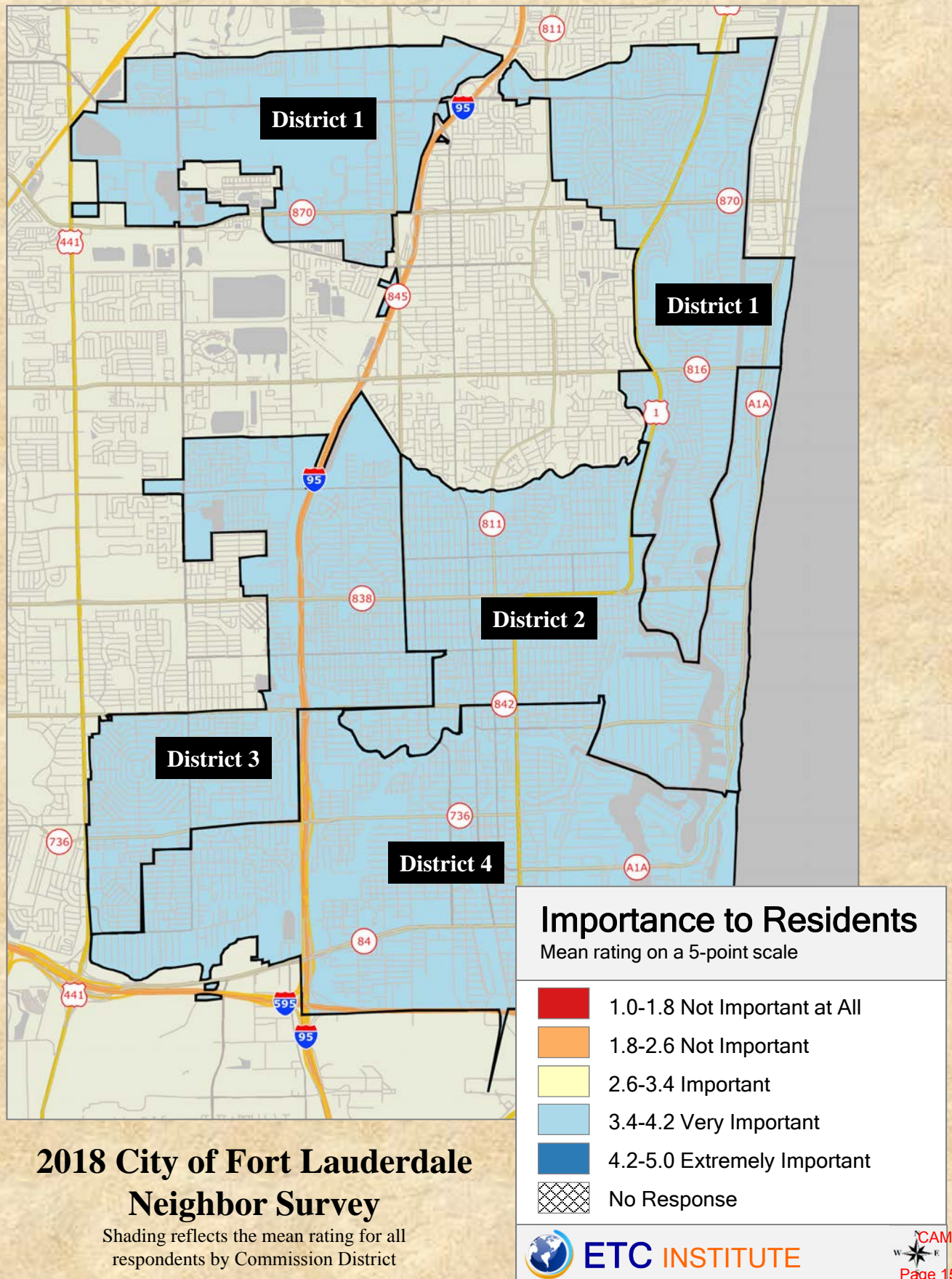
Q16. 17 Satisfaction with: Adequacy of street lighting



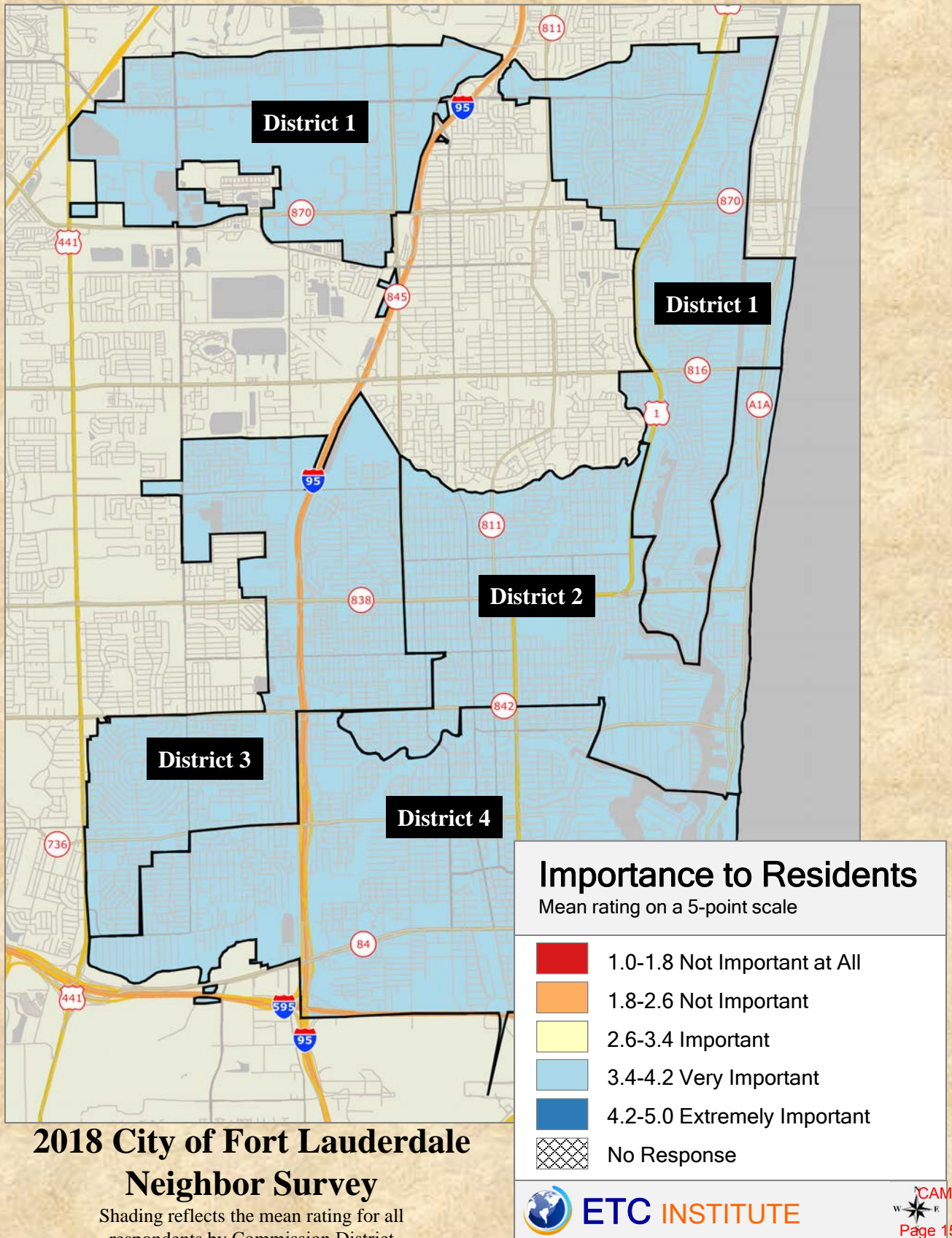
Q20. 01 Importance of the City to: Be a pedestrian friendly, multi-modal City



Q20. 02 Importance of the City to: Be a sustainable and resilient community



Q20. 03 Importance of the City to: Be a community that leverages opportunities and partnerships to create unique, inviting, and connected gathering places



The map displays four districts in San Antonio, each with a unique color and a label in a black box:

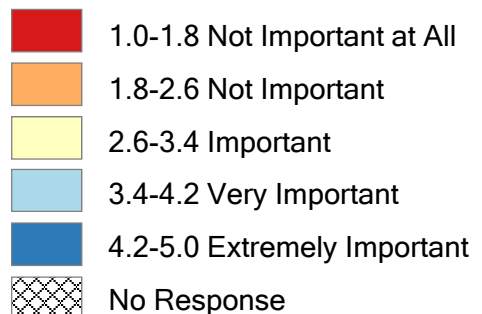
- District 1:** Light blue, located in the north and east.
- District 2:** Dark blue, located in the center.
- District 3:** Medium blue, located in the southwest.
- District 4:** Very light blue, located in the south and east.

The map also shows major highways (Interstates 95, 835, 817, and State Routes 441, 870, 845, 811, 816, 842, 736, 84, 595, 1) and various road shields. A legend in the bottom right corner, titled "Importance to Resident", explains the color coding for the mean rating on a 5-point scale:

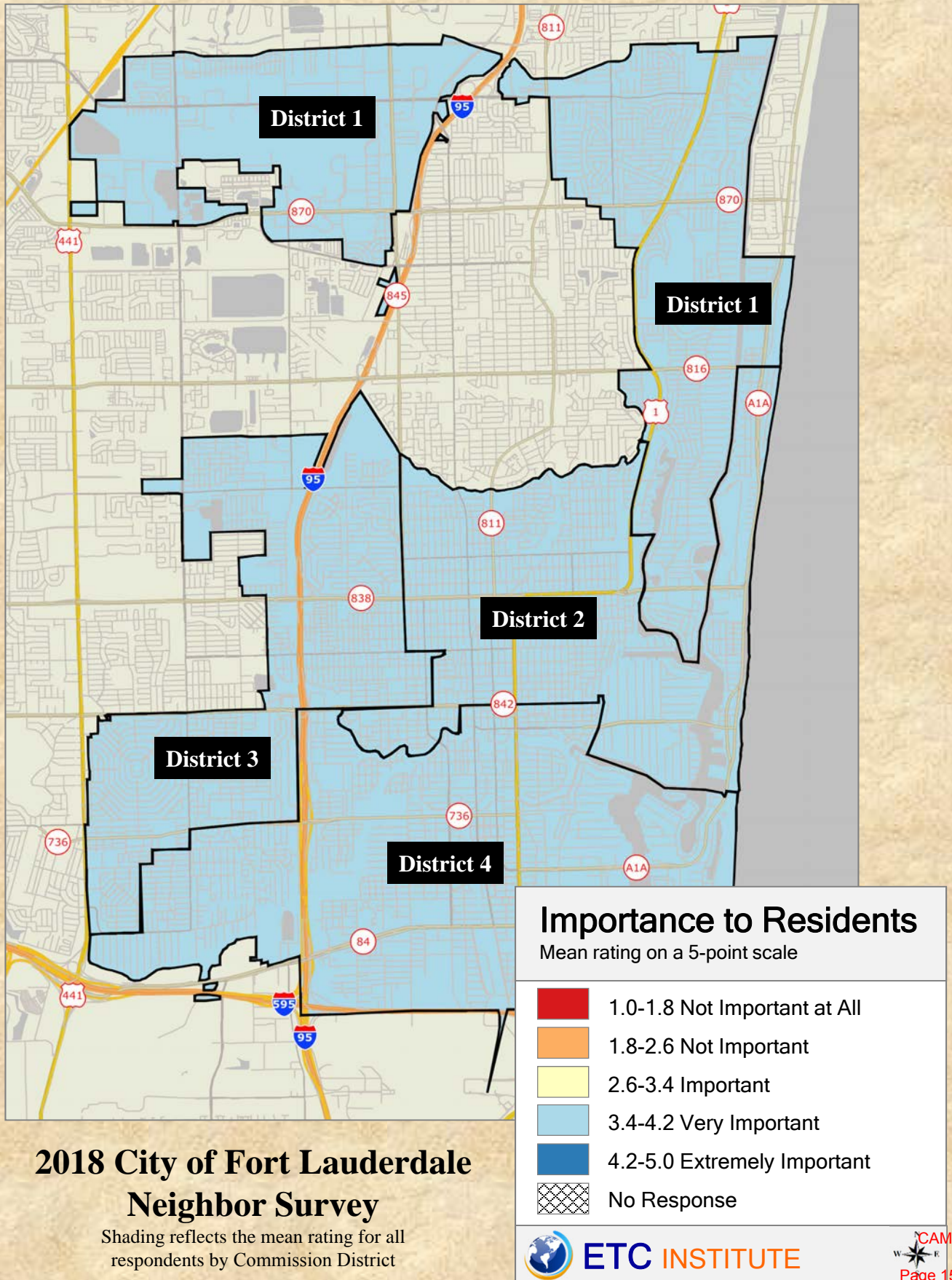
- Red: 1.0-1.8 Not Important at All
- Orange: 1.8-2.6 Not Important
- Yellow: 2.6-3.4 Important
- Light Blue: 3.4-4.0 Very Important

Shading reflects the mean rating for all respondents by Commission District

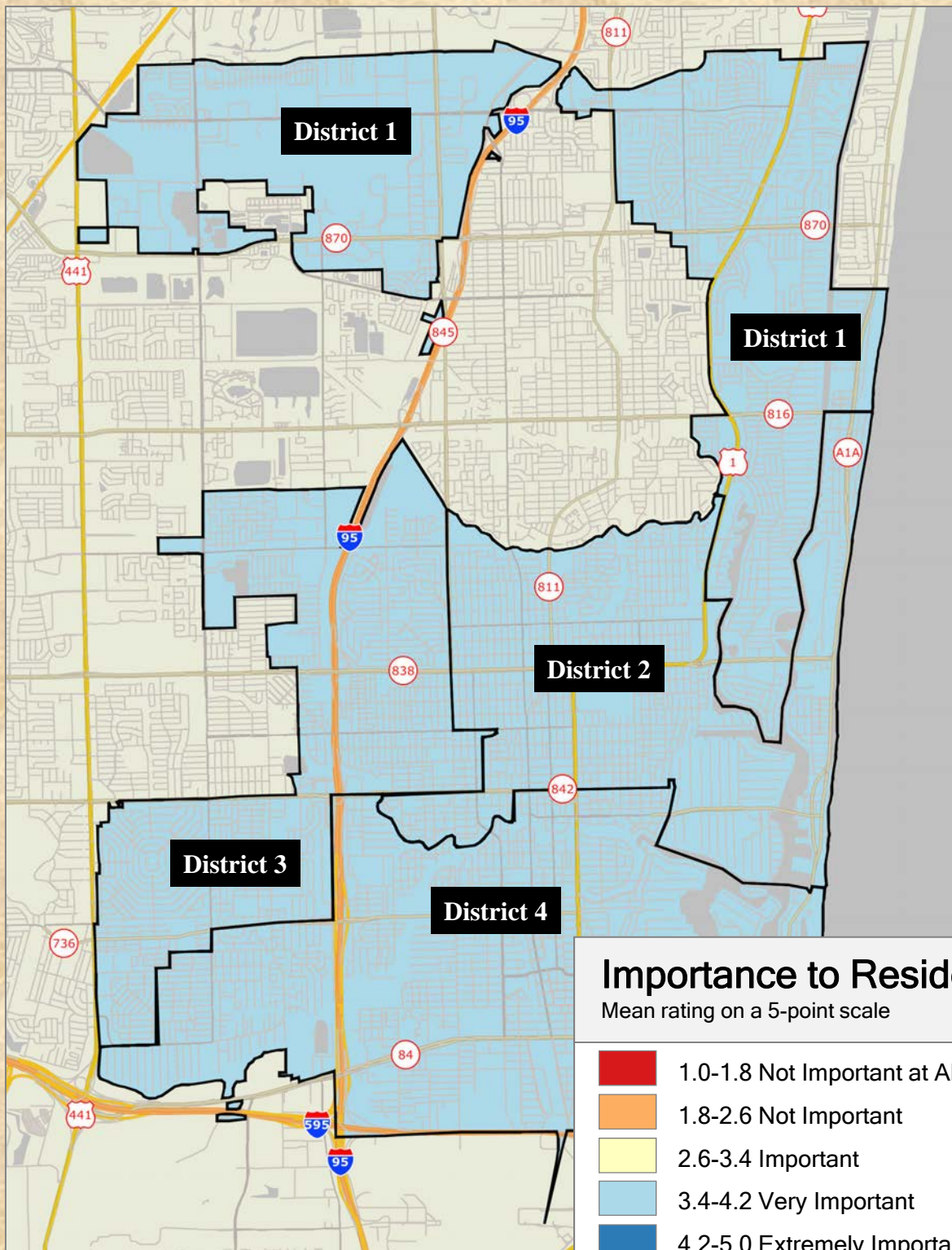
Mean rating on a 5-point scale



Q20. 05 Importance of the City to: Be an inclusive community of strong and diverse neighborhoods



Q20. 06 Importance of the City to: Be a well-positioned City within the global economic and tourism markets of South Florida

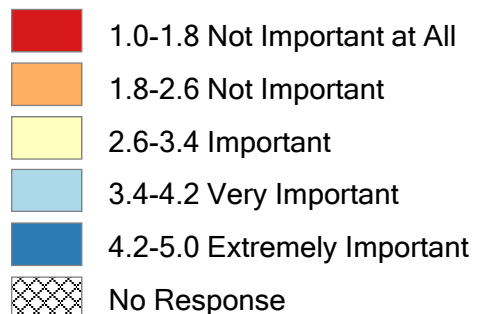


2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

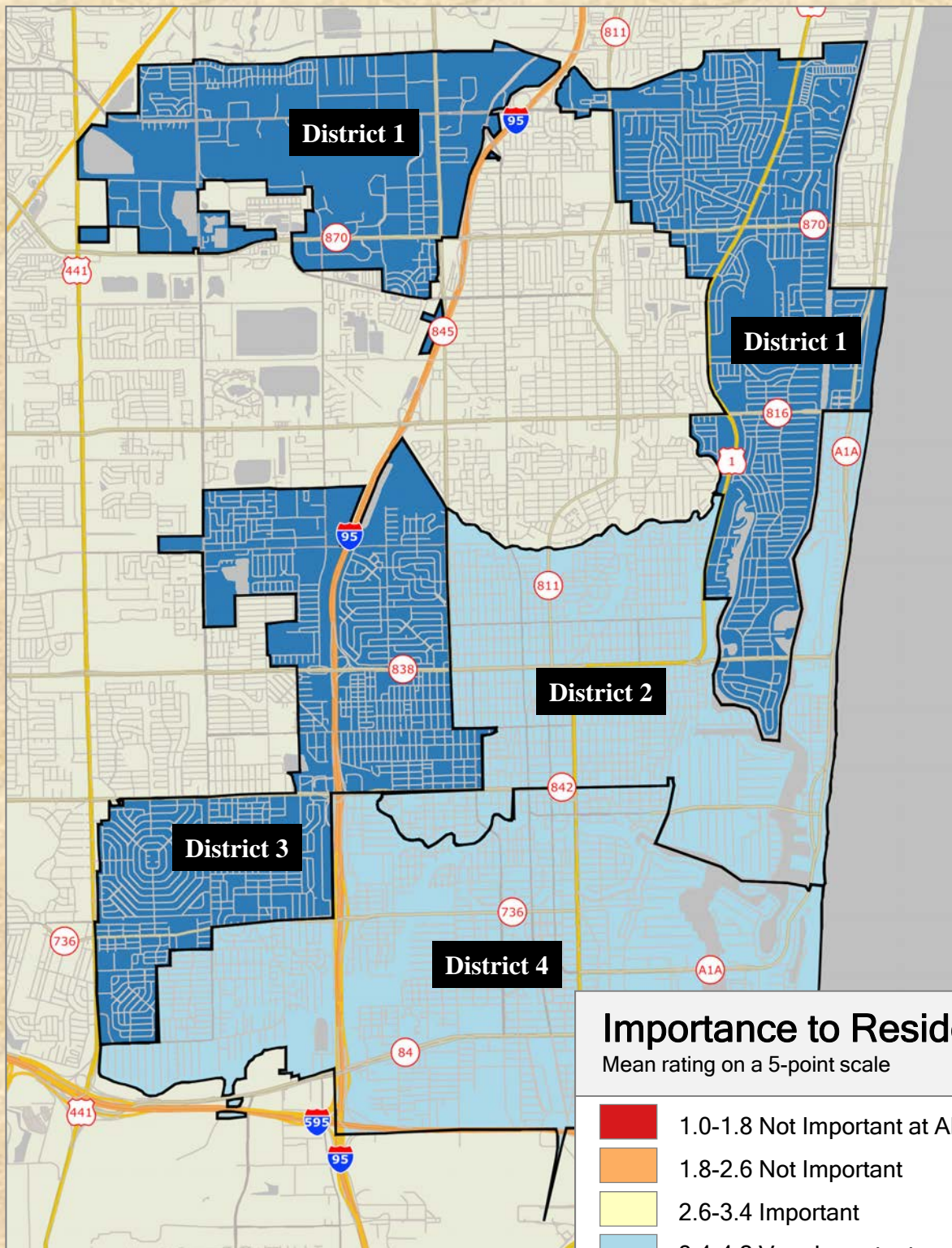
Importance to Residents

Mean rating on a 5-point scale



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Q20. 07 Importance of the City to: Be known for educational excellence

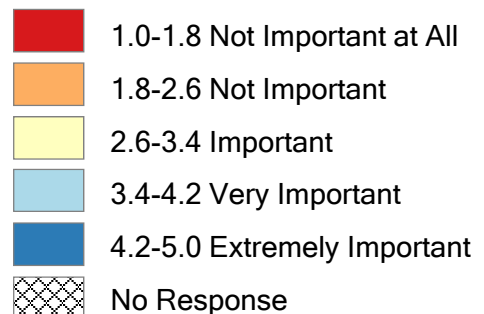


2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

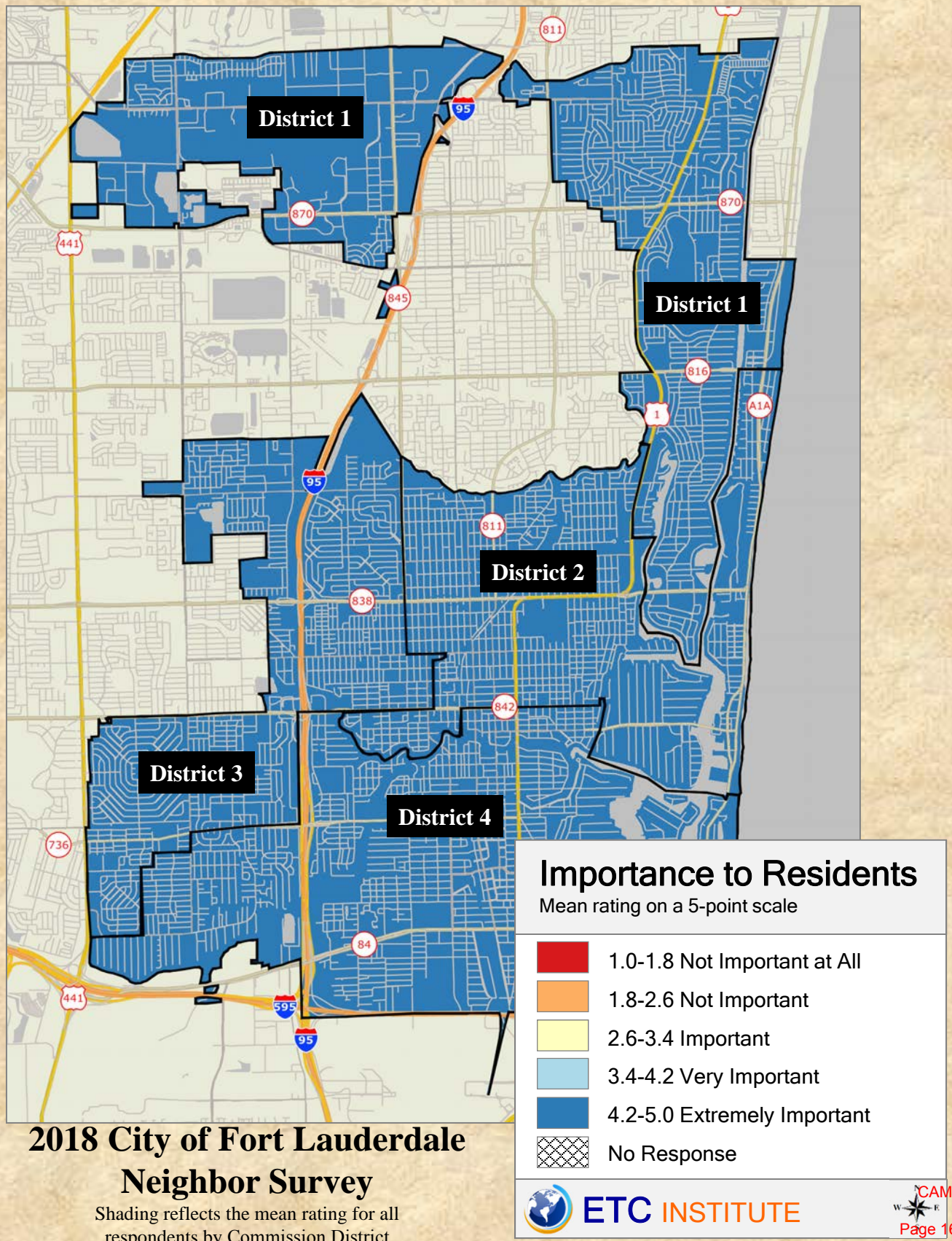
Importance to Residents

Mean rating on a 5-point scale

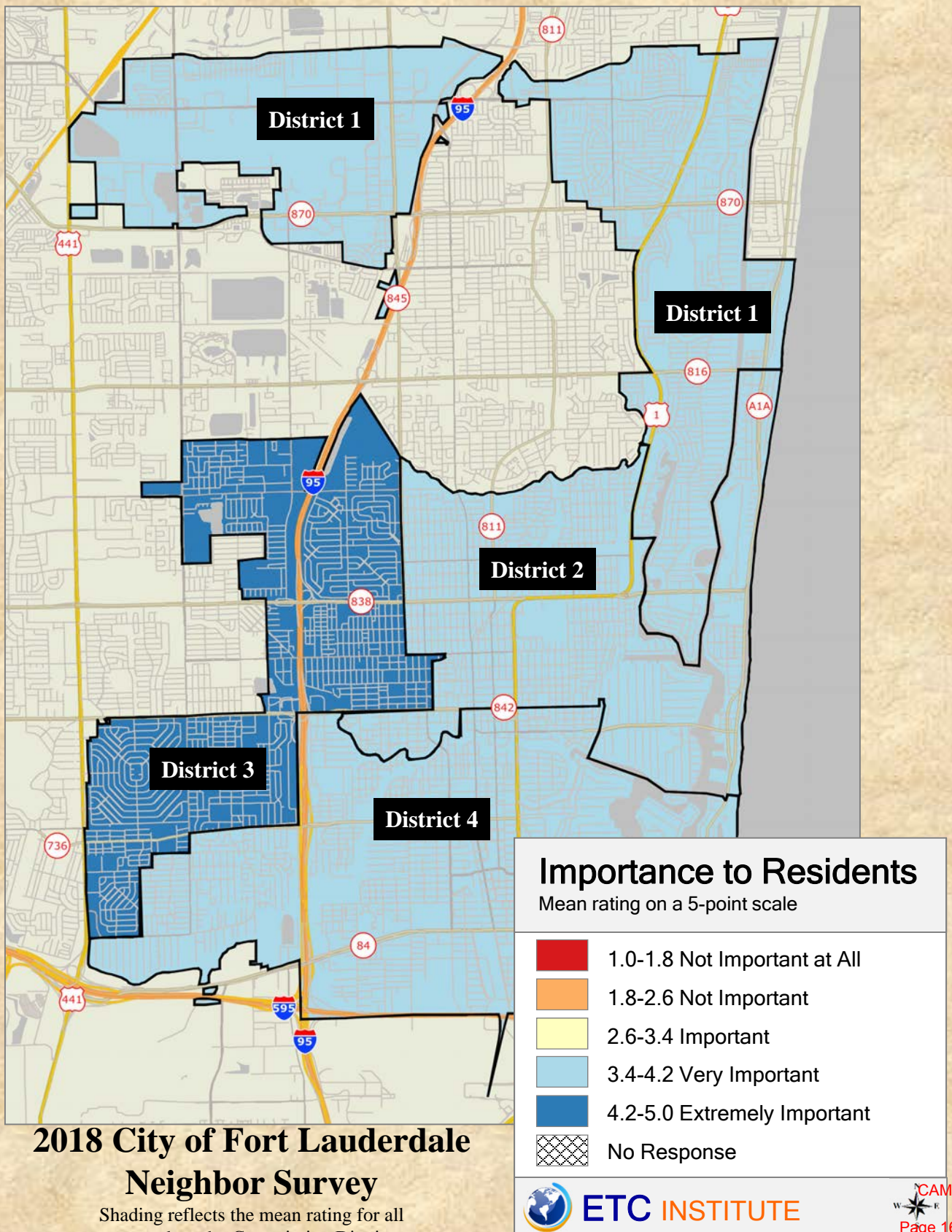


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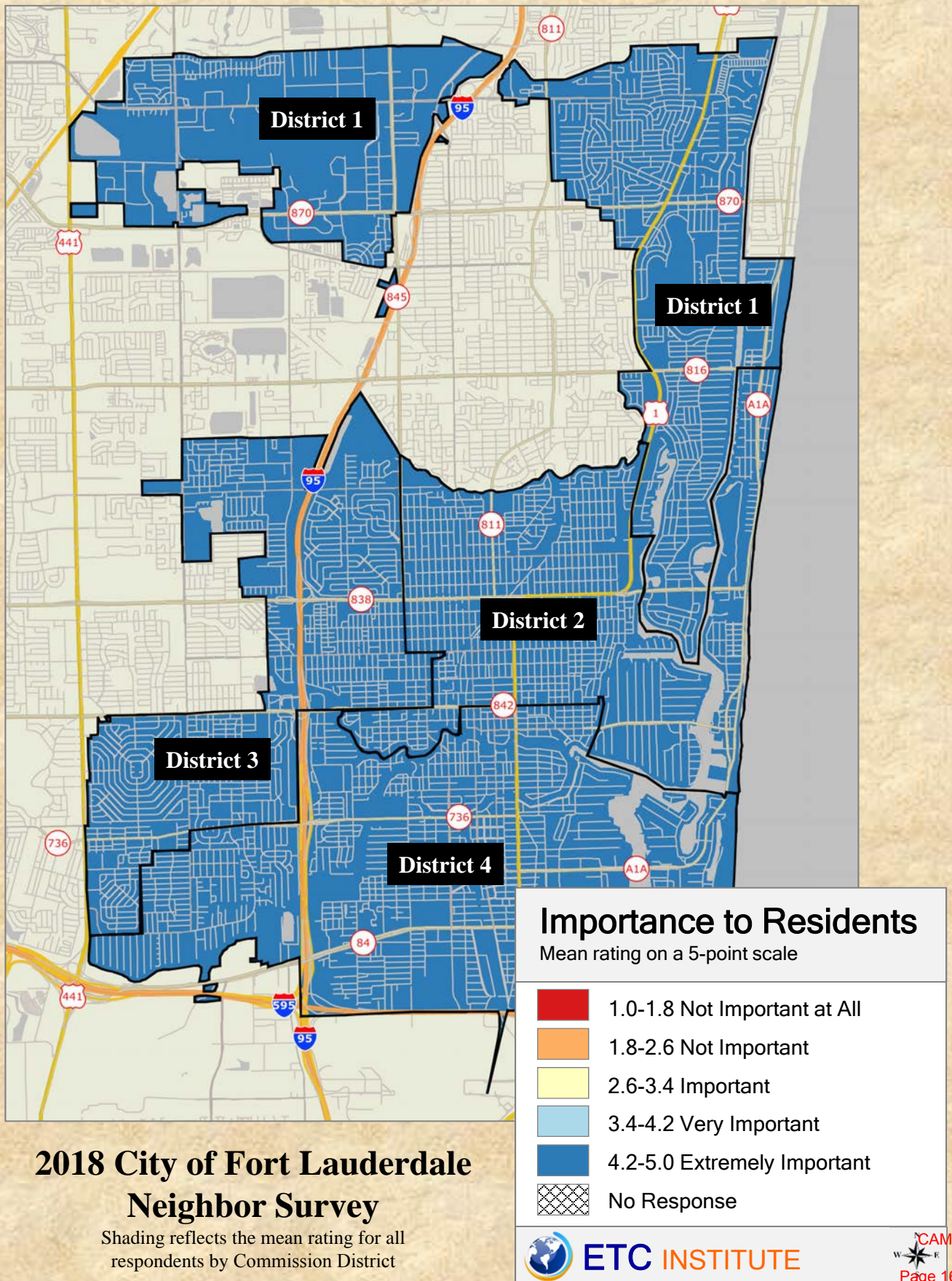
Q20. 08 Importance of the City to: Be the safest urban coastal City in South Florida that is well-prepared for and responsive to all threats



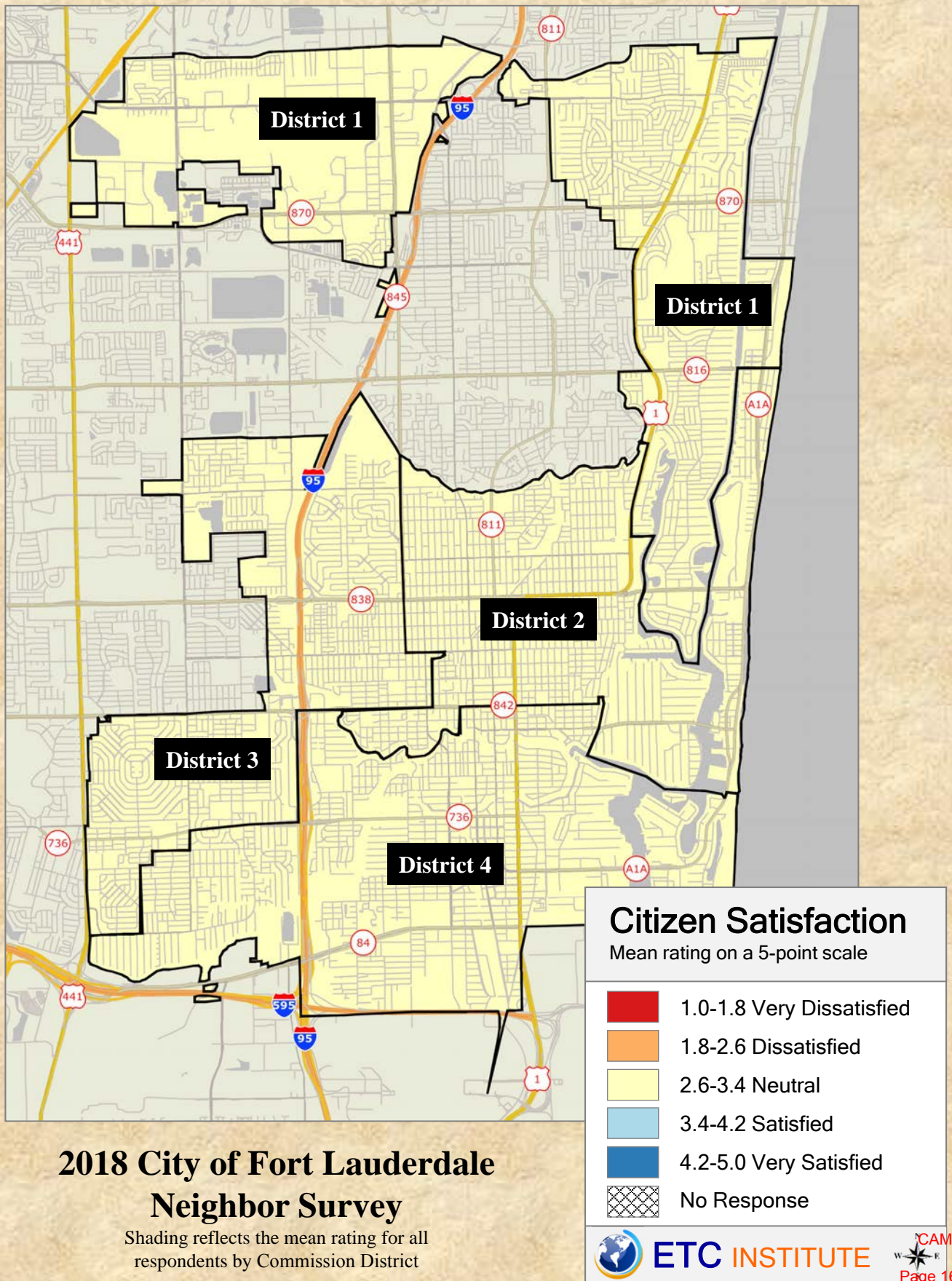
Q20. 09 Importance of the City to: Be a well-trained, innovative, and neighbor-centric workforce that builds community



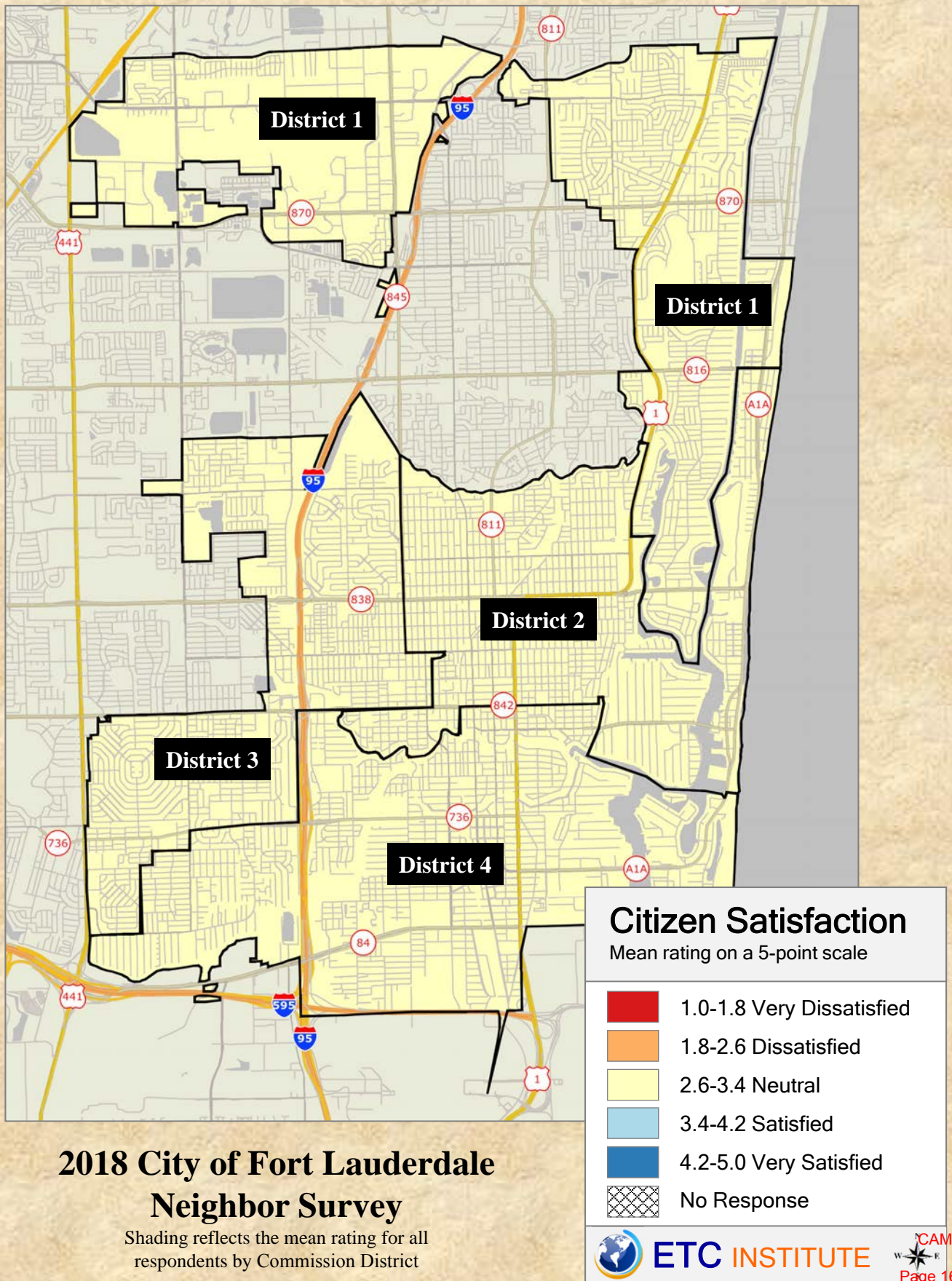
Q20. 10 Importance of the City to: Be a leading government organization, managing resources wisely and sustainably



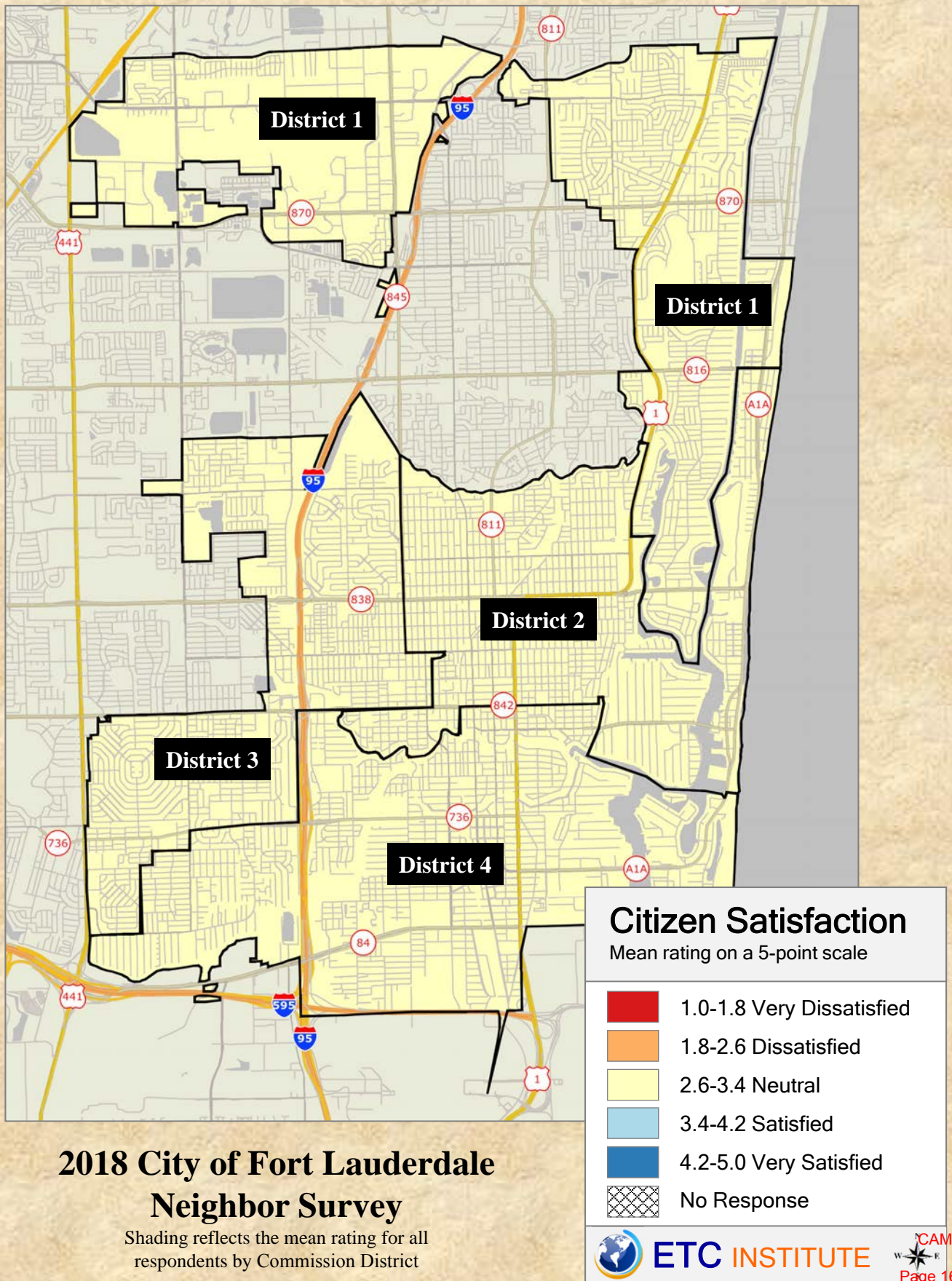
Q24. 01 Satisfaction with: Overall quality of drinking water



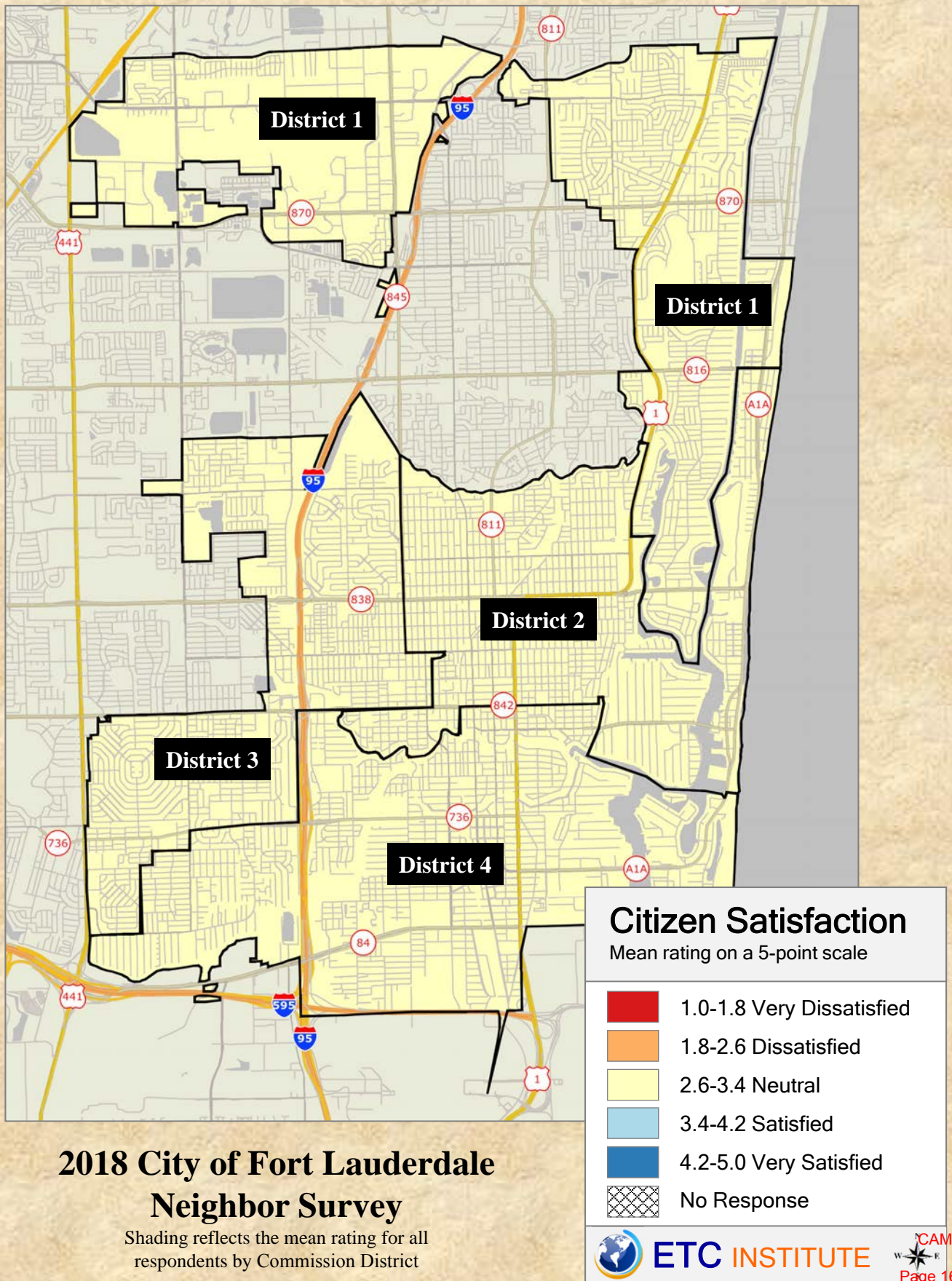
Q24. 02 Satisfaction with: Prevention of flooding



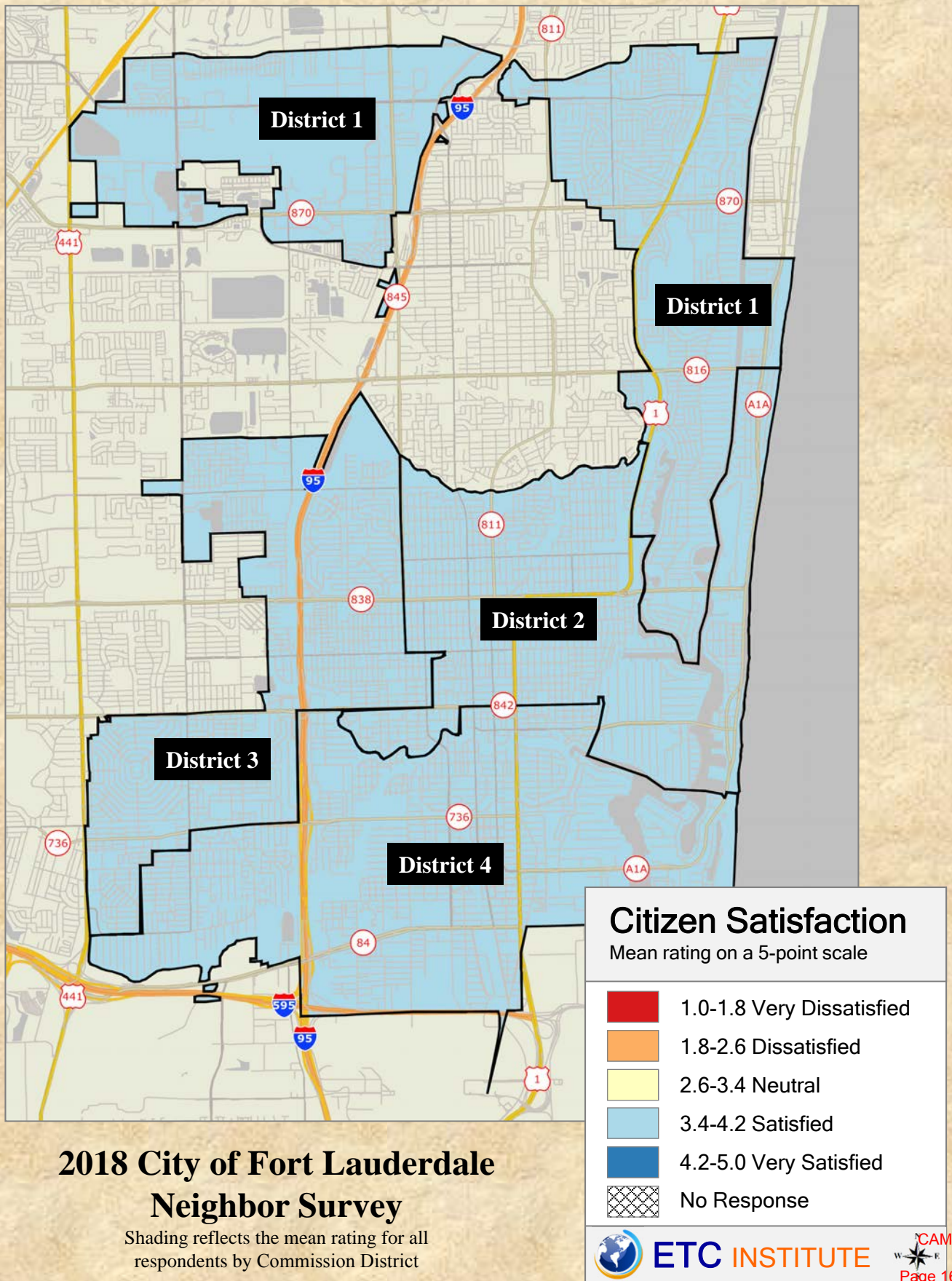
Q24. 03 Satisfaction with: Cleanliness of waterways near your home



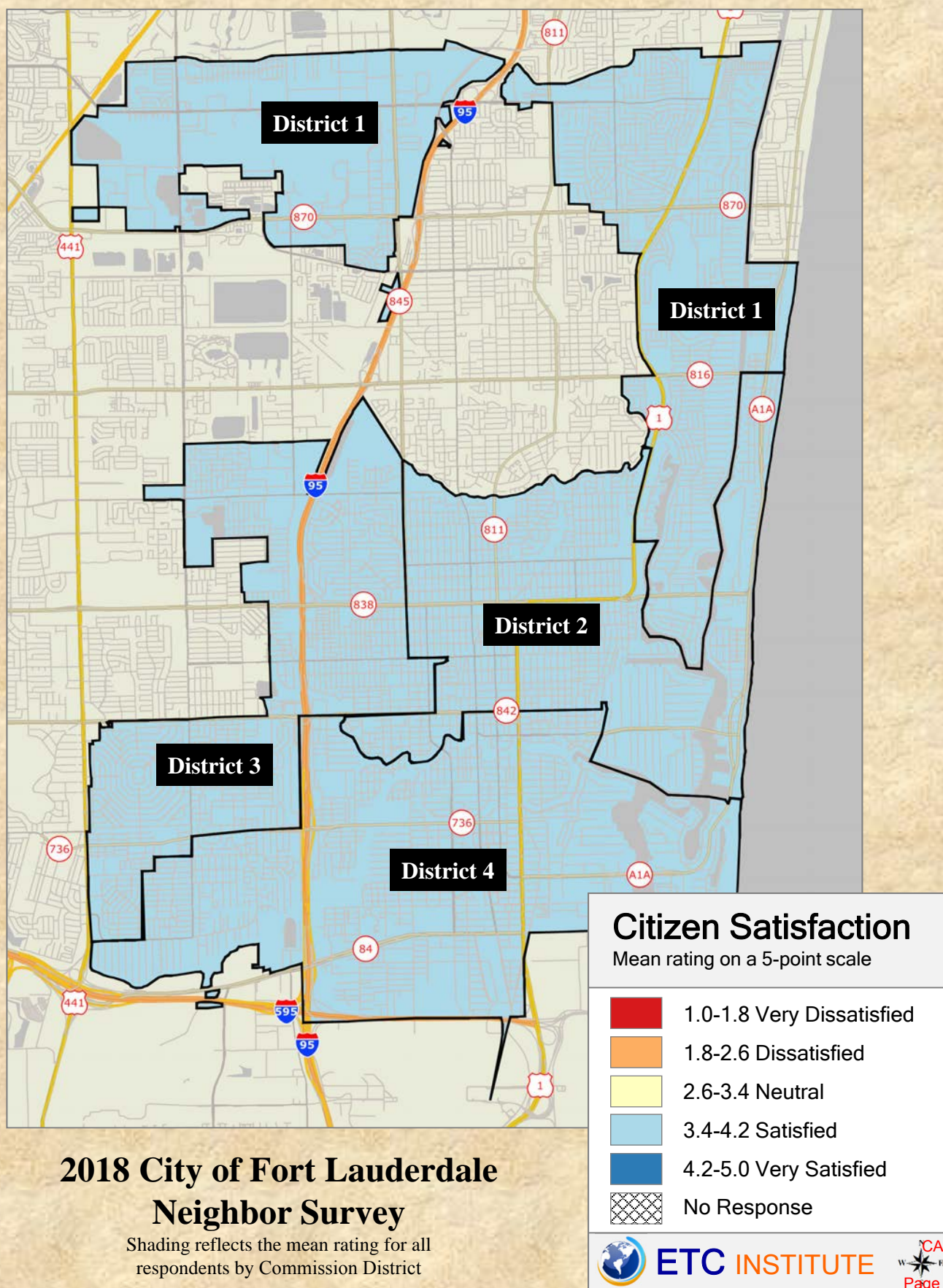
Q24. 04 Satisfaction with: Quality of sewer (wastewater) services



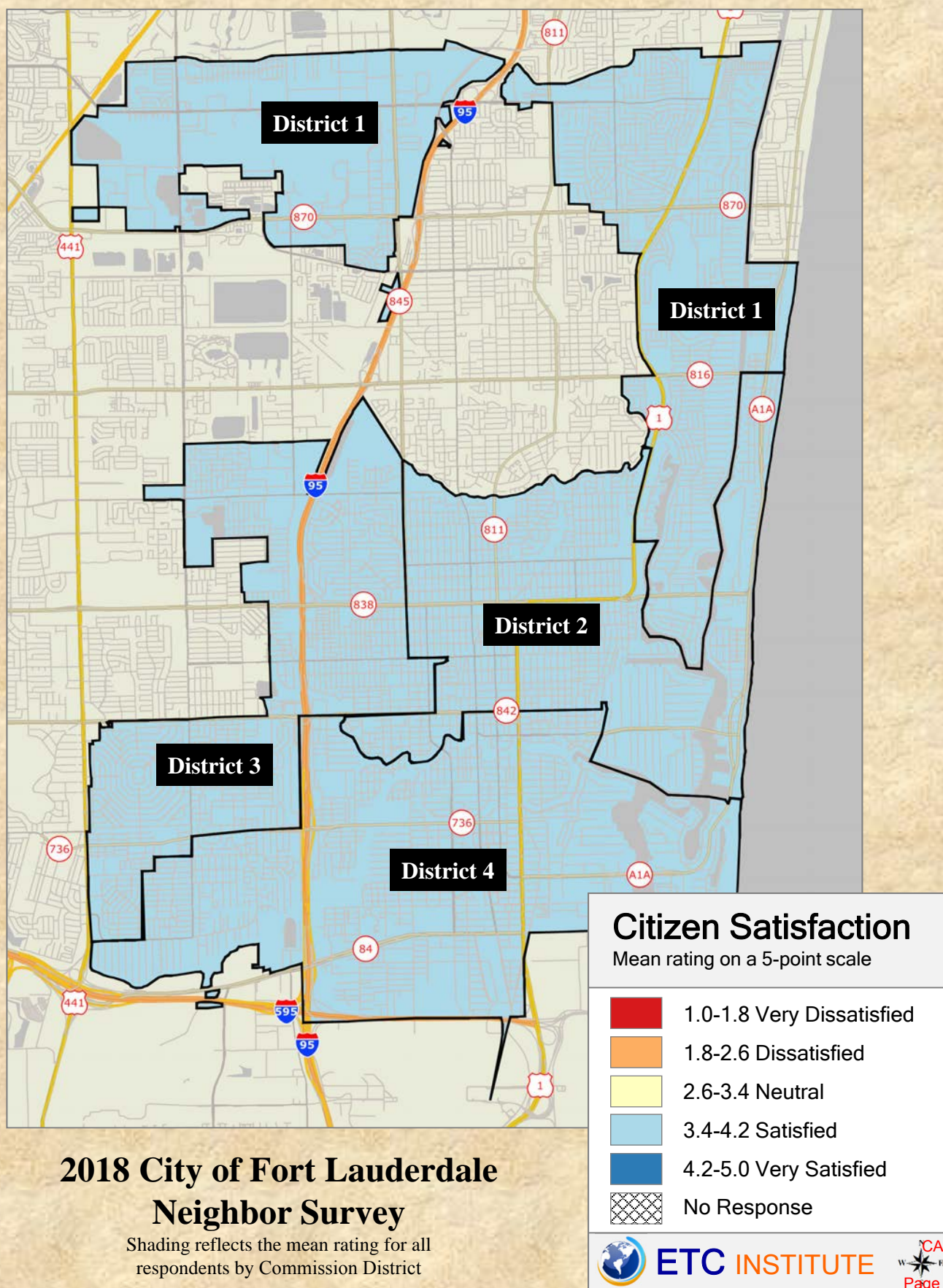
Q24. 05 Satisfaction with: Residential garbage collection



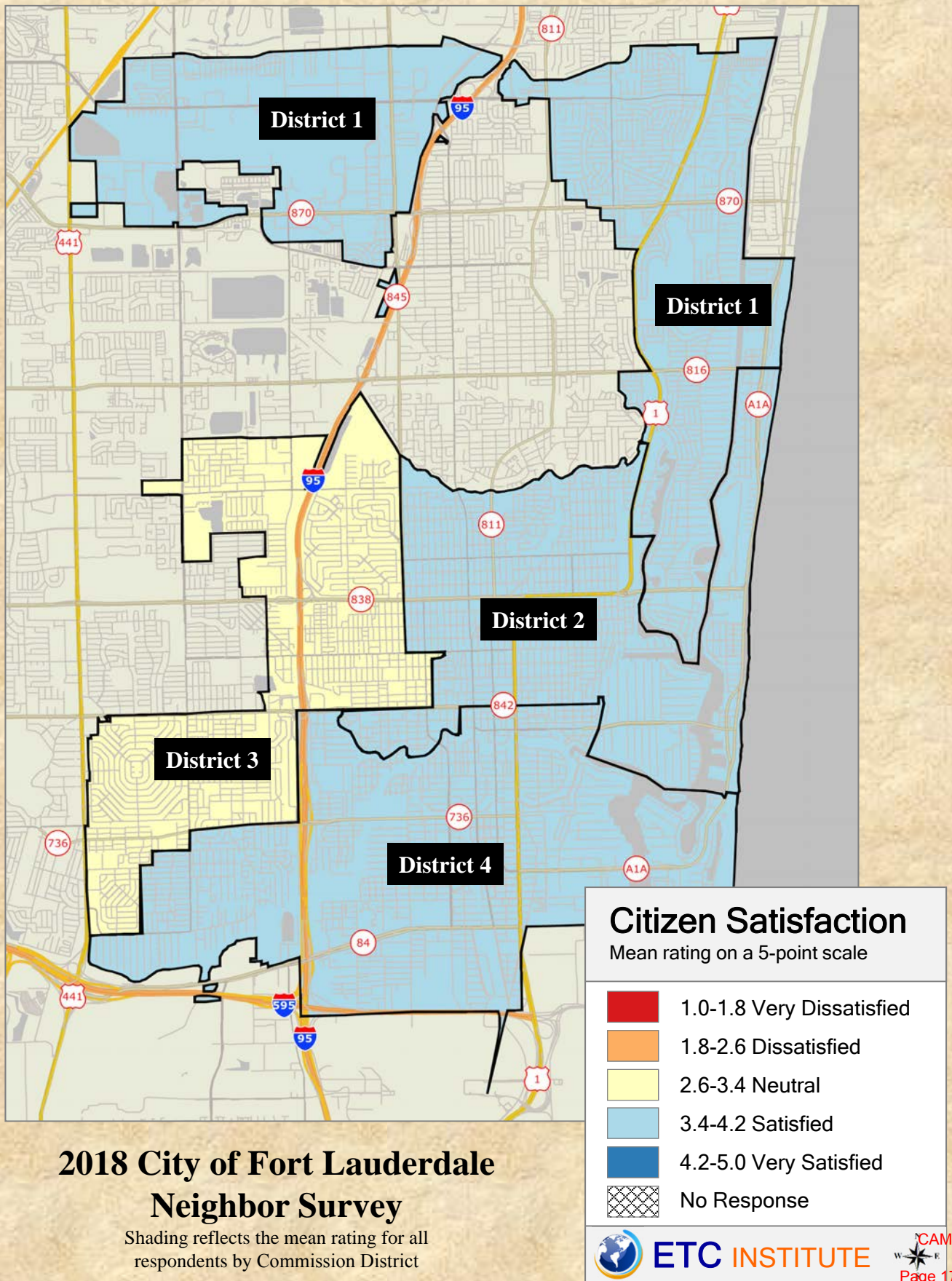
Q24. 06 Satisfaction with: Residential bulk trash collection



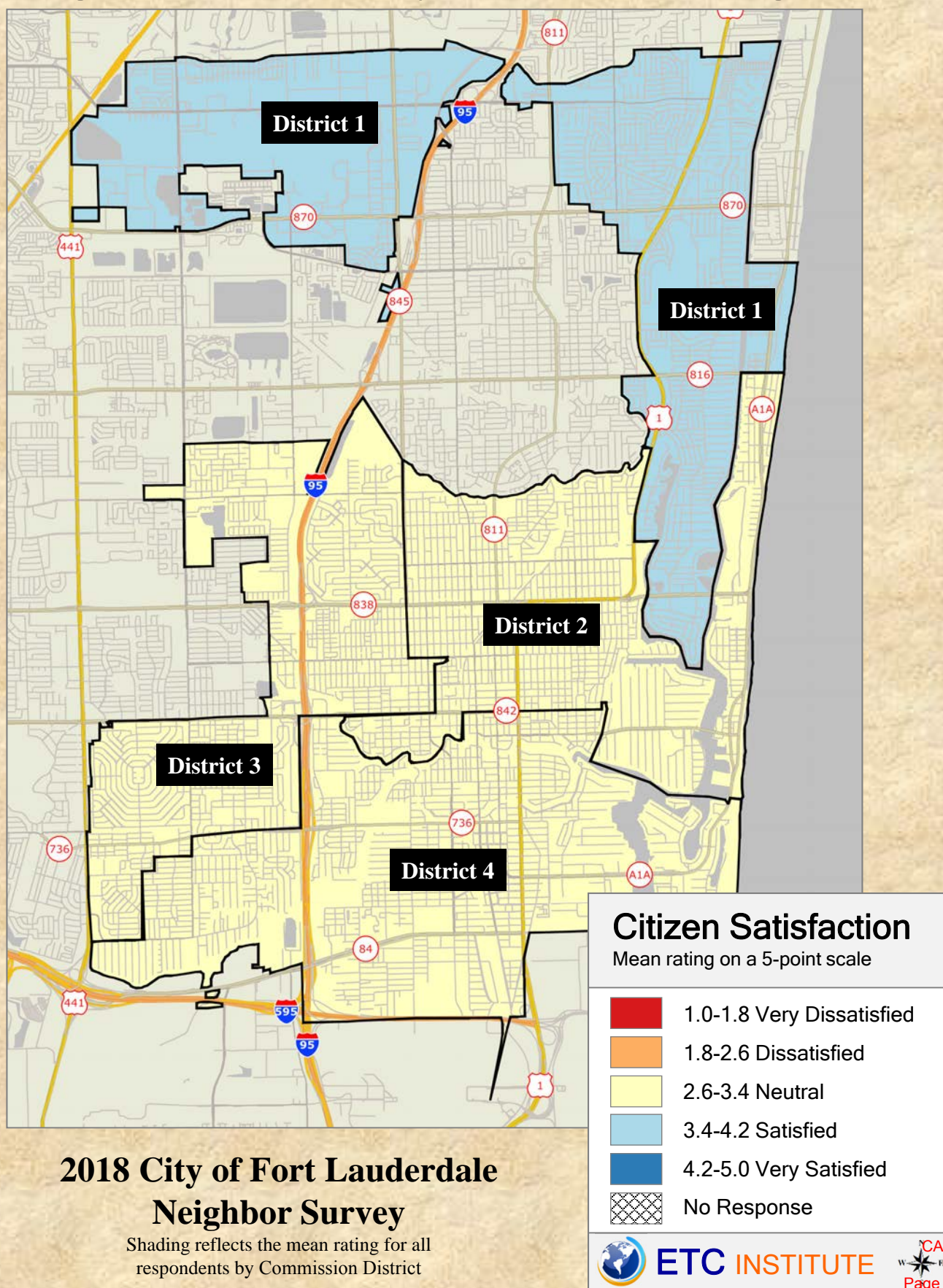
Q24. 07 Satisfaction with: Residential recycling services



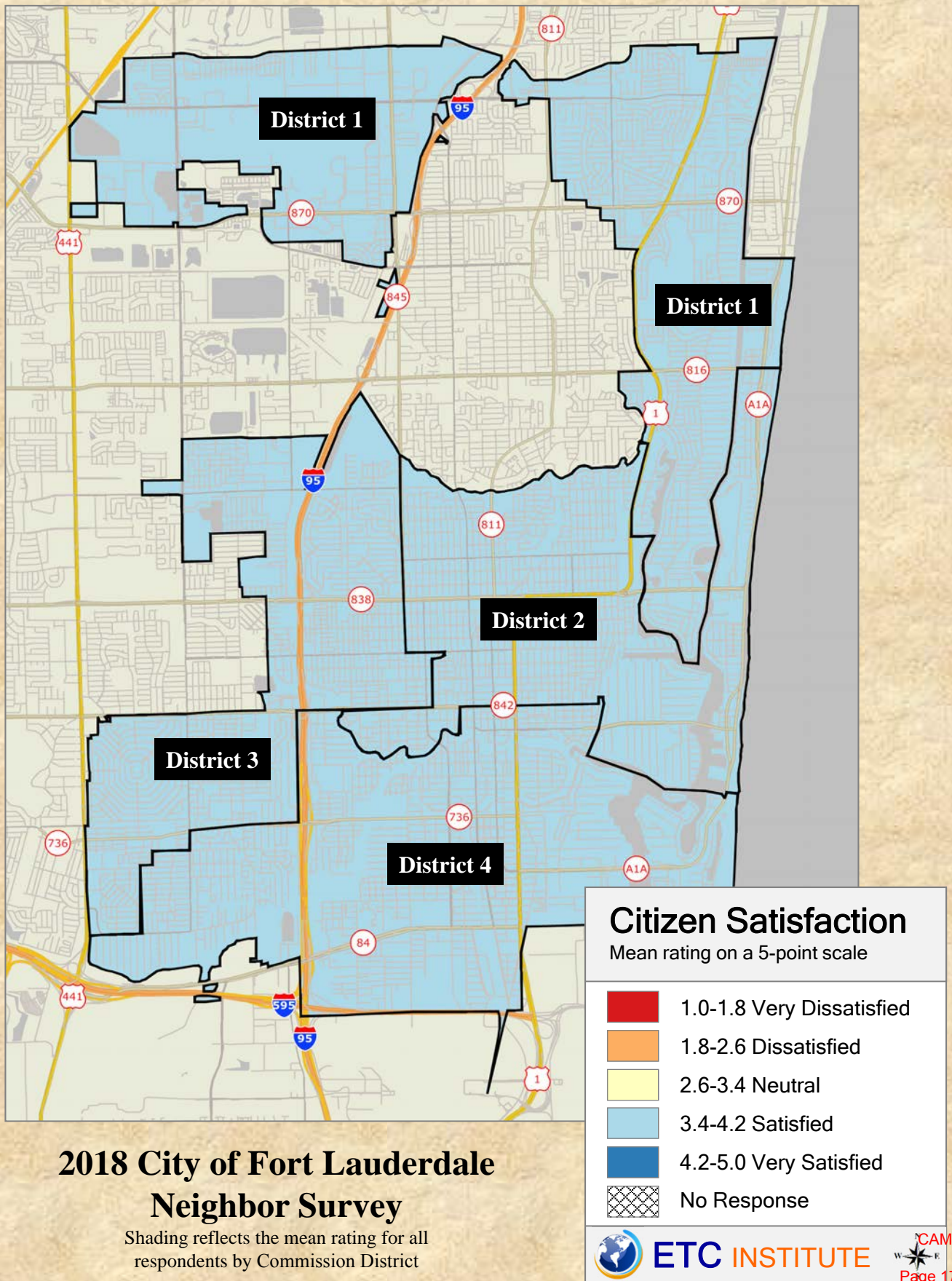
Q26. 01 Satisfaction with: Ease of access to information about City services



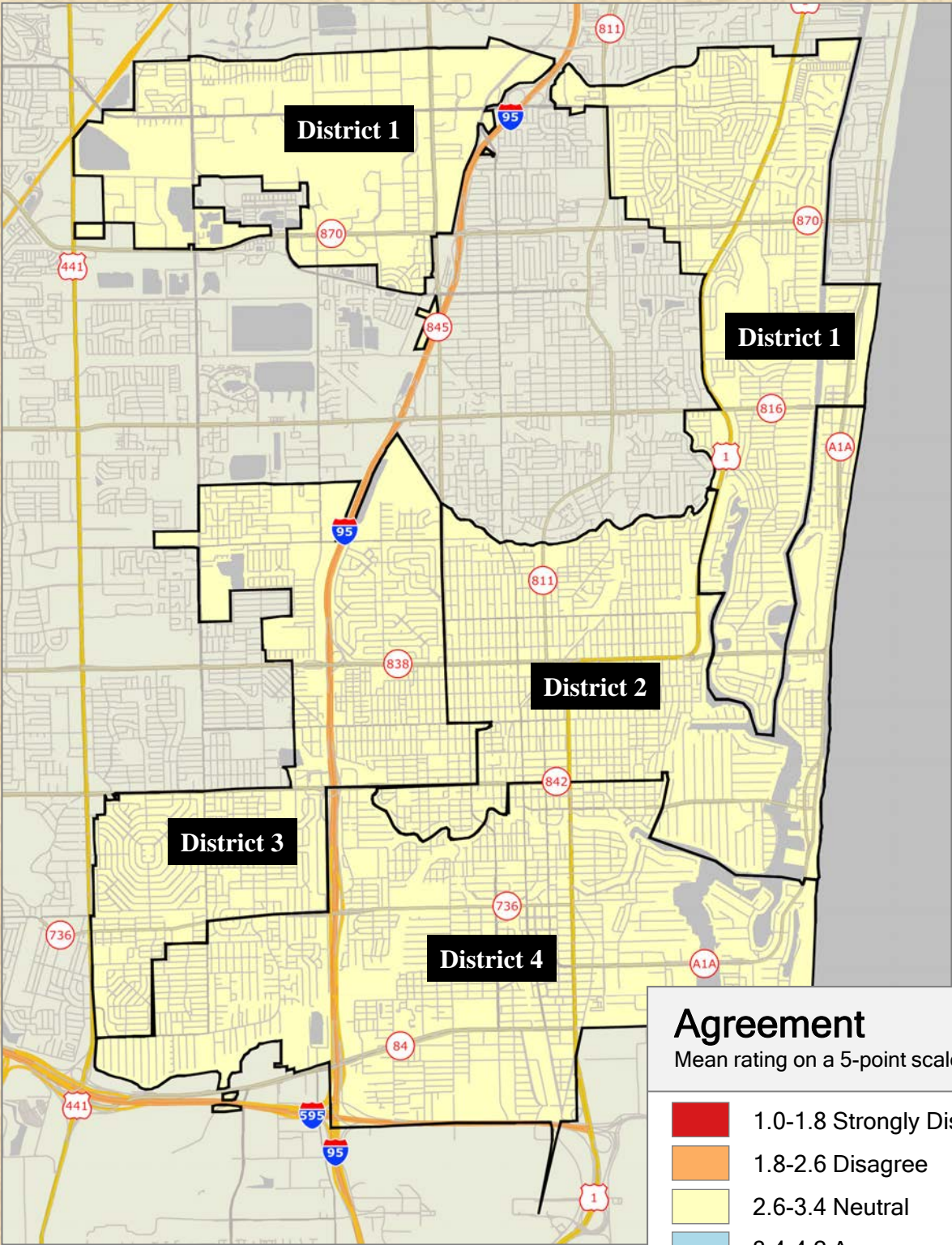
Q26. 02 Satisfaction with: Opportunities to participate in local government (advisory boards, volunteering)



Q26. 03 Satisfaction with: Quality of the City's website: www.fortlauderdale.gov



Q32. 01 Level of Agreement: I am satisfied with the amount of tree canopy coverage



2018 City of Fort Lauderdale
Neighbor Survey

Shading reflects the mean rating for all
respondents by Commission District

Agreement

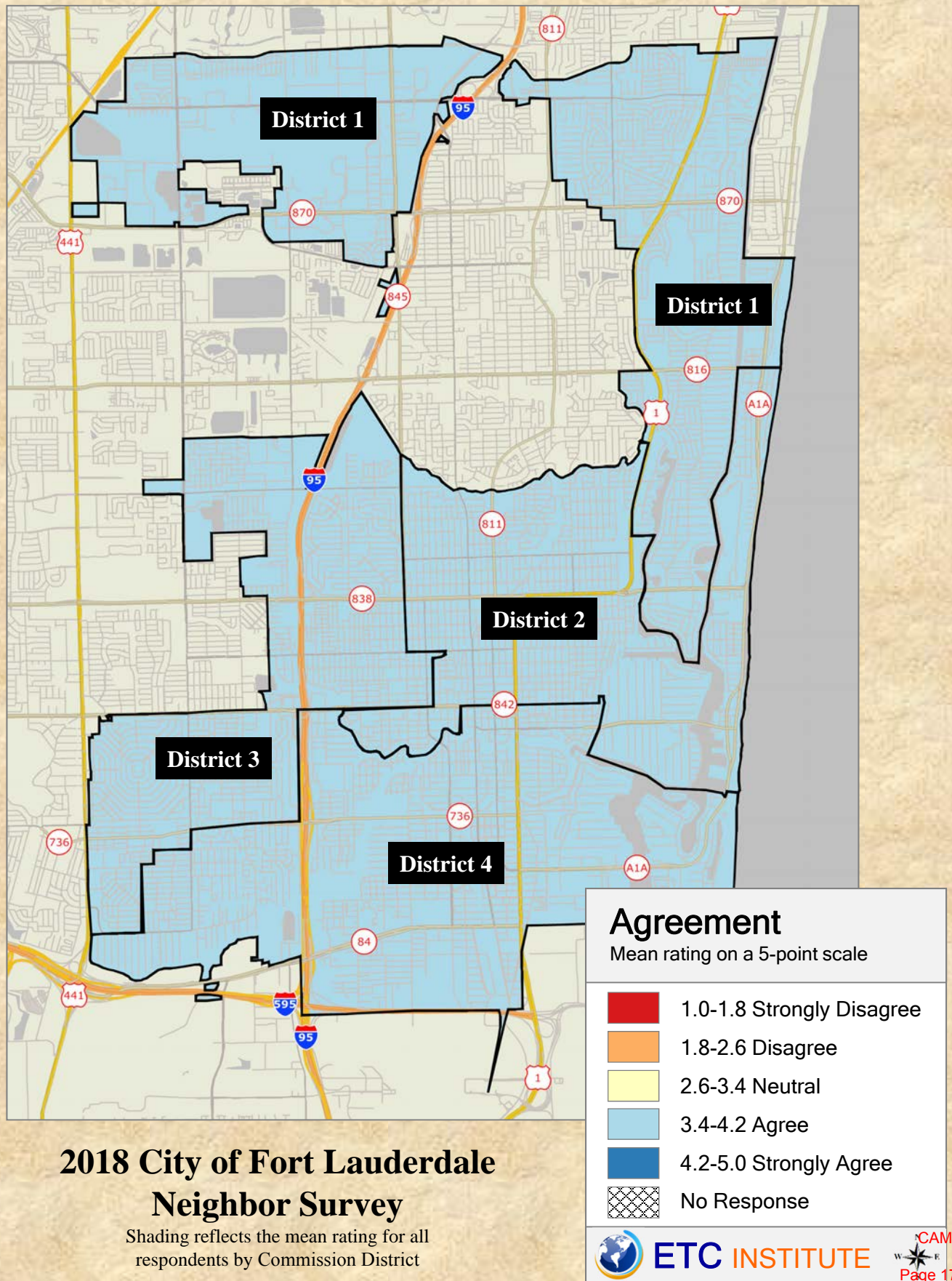
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

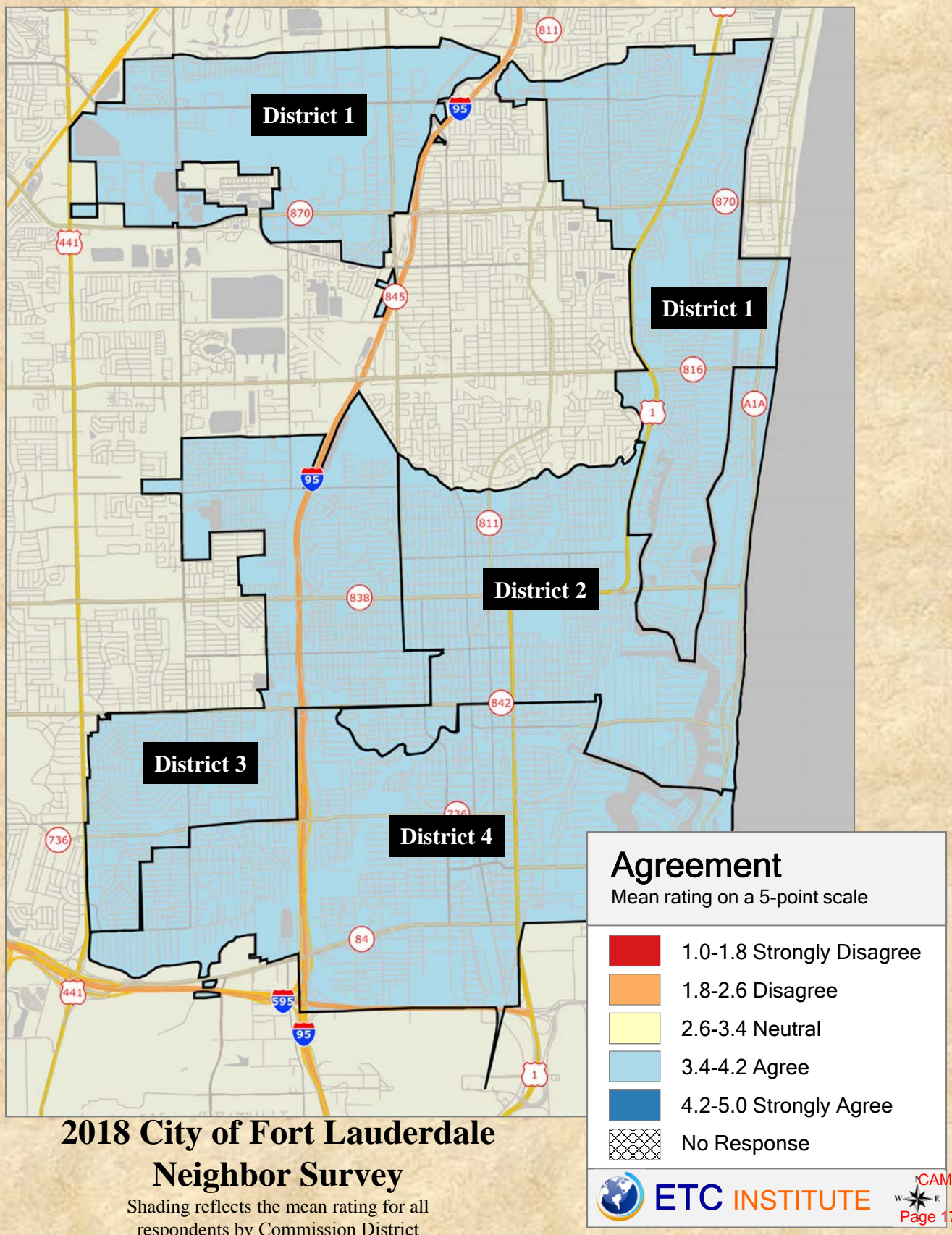


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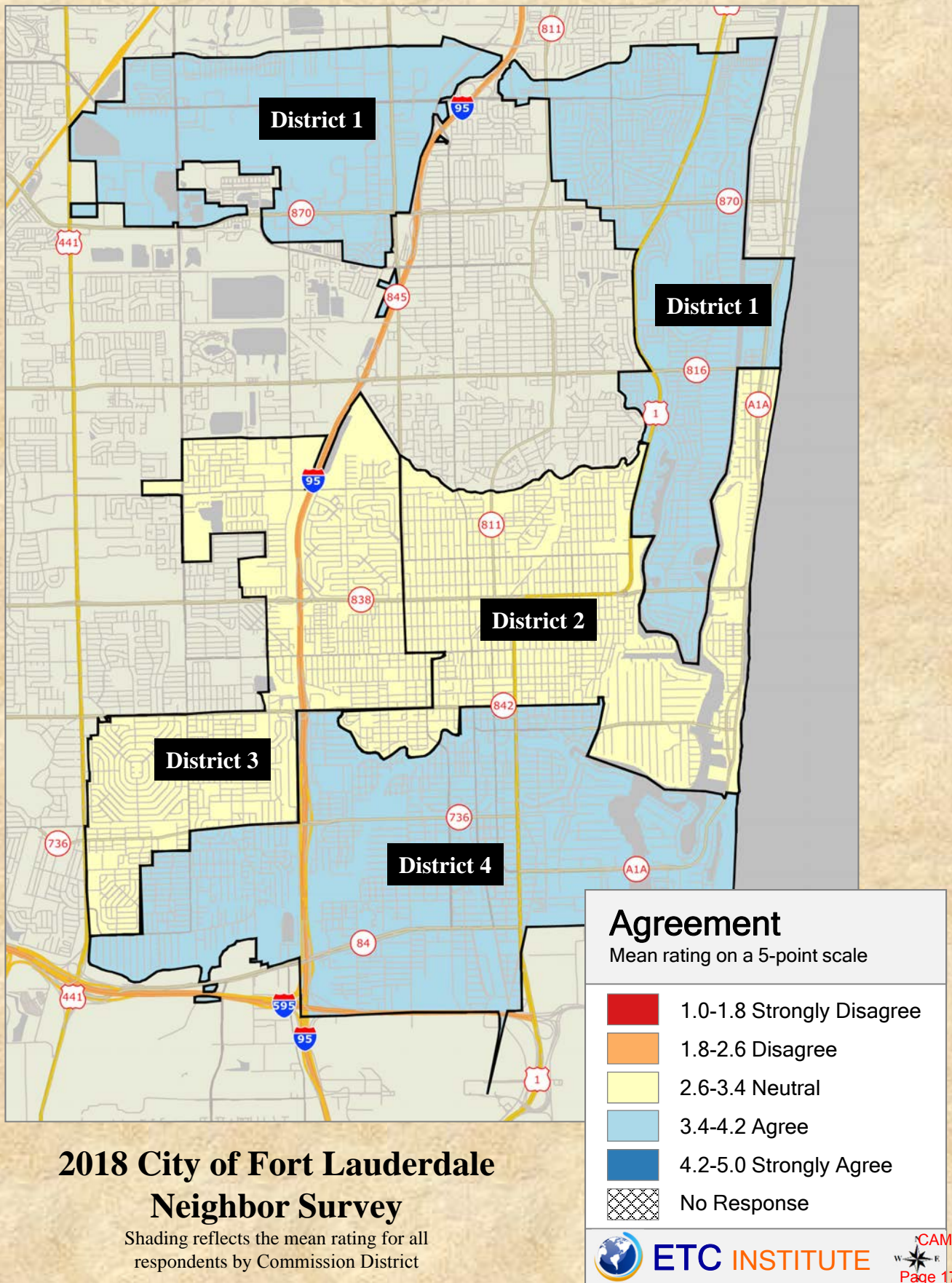
Q32. 02 Level of Agreement: I would like to see more trees in my neighborhood



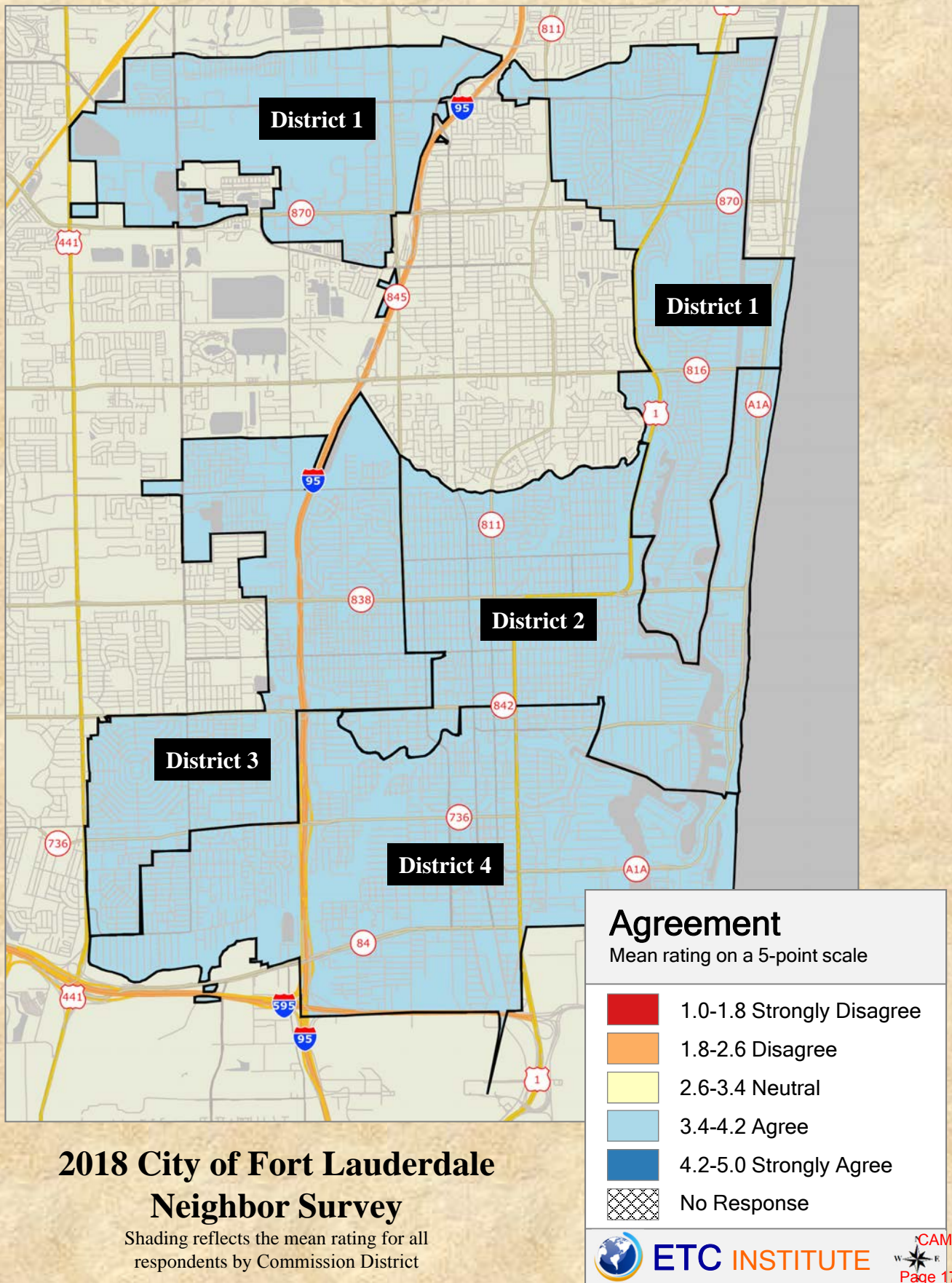
Q32. 03 Level of Agreement: Recycling, yard waste, and other waste diversion programs have reduced the amount of garbage I place in my black cart



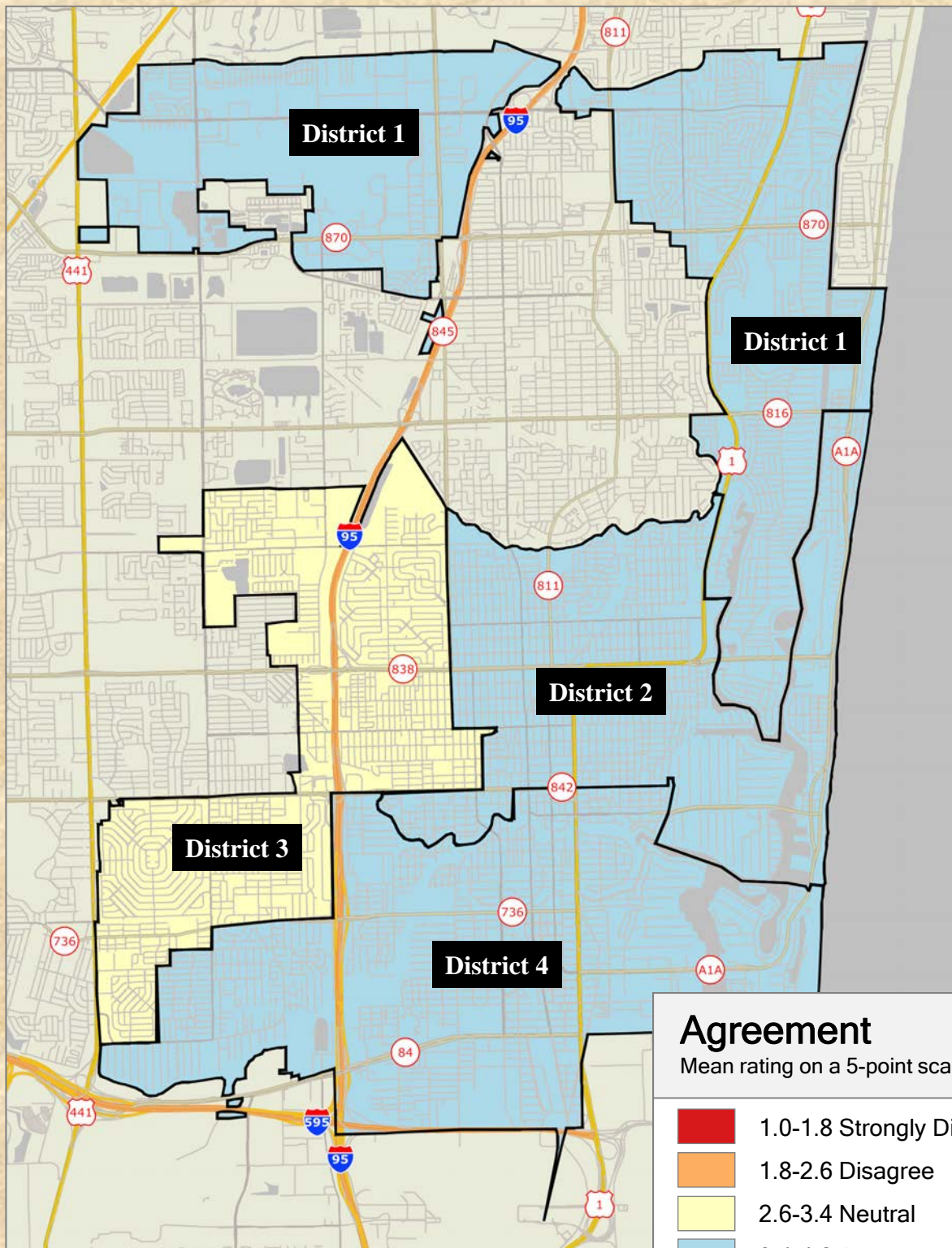
Q32. 04 Level of Agreement: I am informed about local climate change issues



Q32. 05 Level of Agreement: I have observed coastal water level increases



Q32. 06 Level of Agreement: I have observed increased flooding



2018 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by Commission District

Agreement

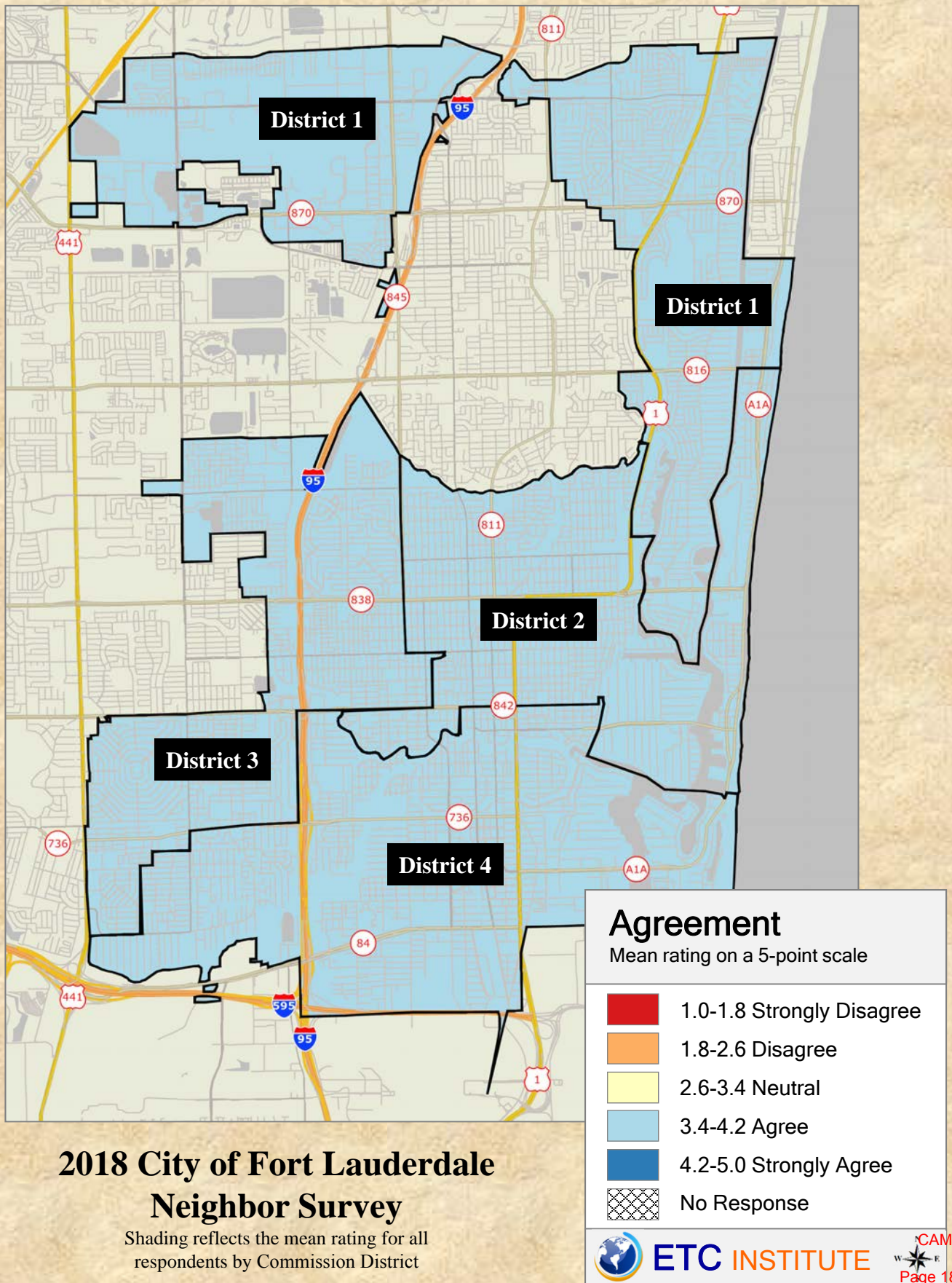
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

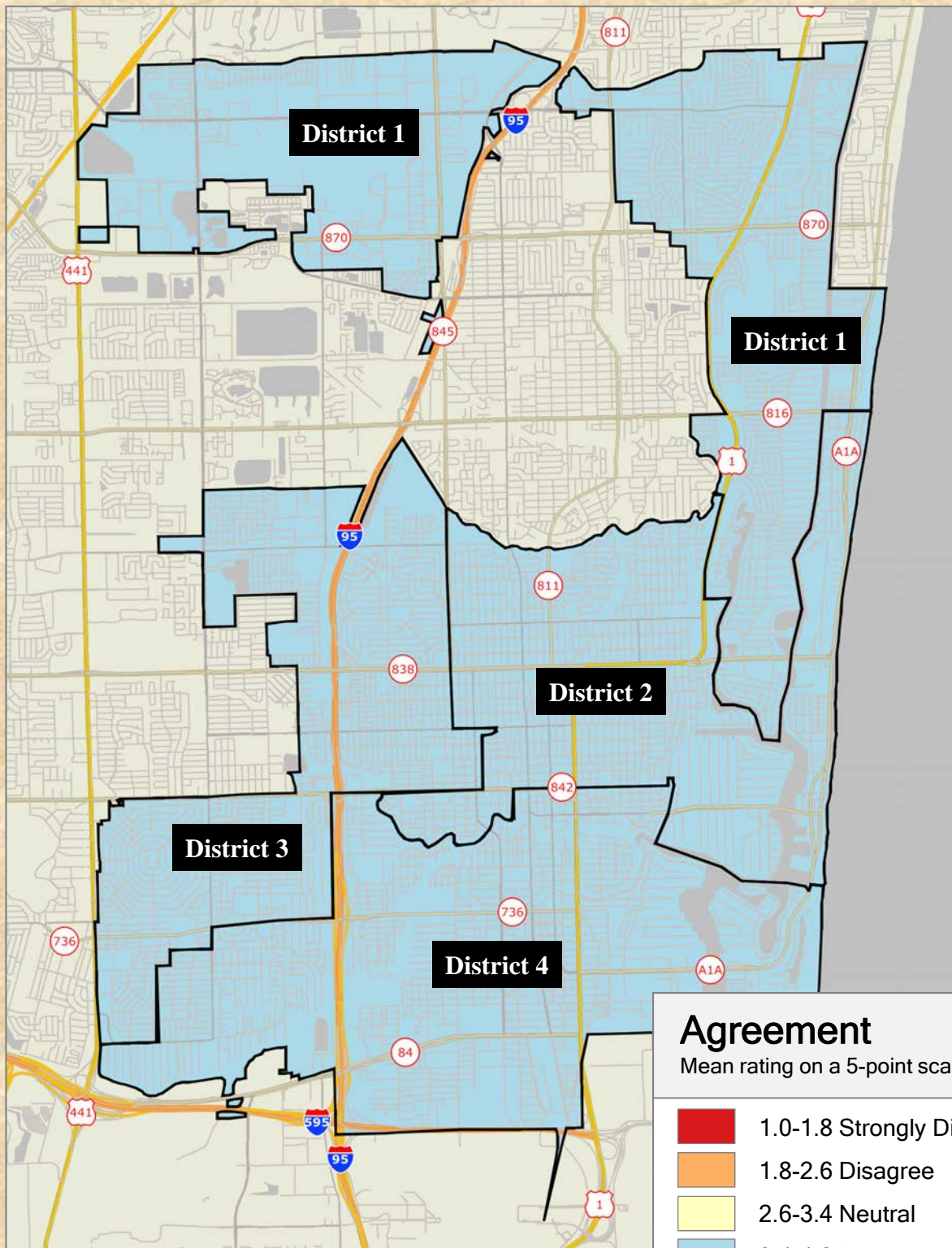


ETC INSTITUTE

Q32. 07 Level of Agreement: I have observed increased weather temperatures



Q32. 08 Level of Agreement: I have taken steps to make my house more energy efficient



2018 City of Fort Lauderdale Neighbor Survey

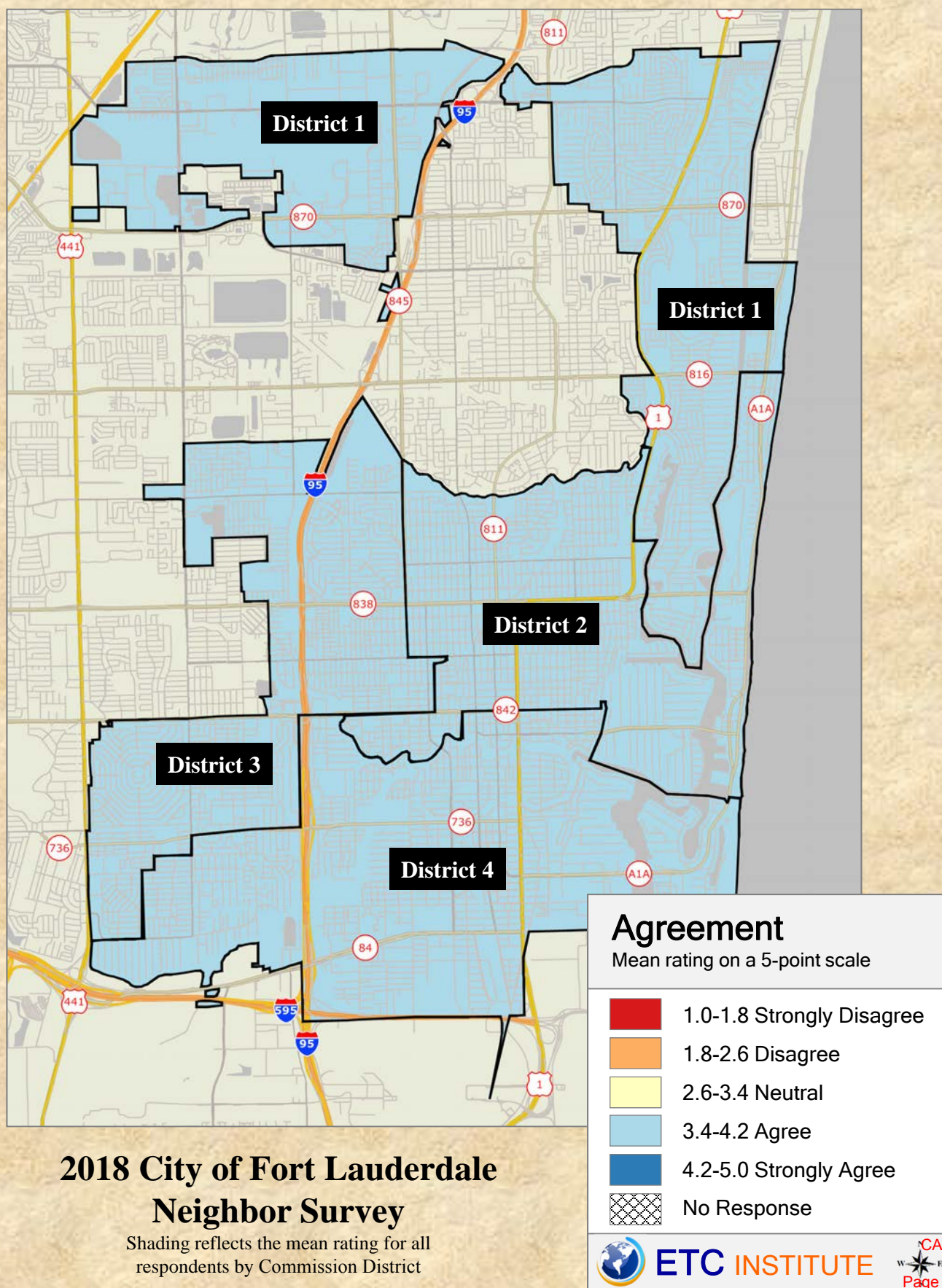
Shading reflects the mean rating for all respondents by Commission District



ETC INSTITUTE

CAM 19-0330
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Q32. 09 Level of Agreement: I have taken steps to make my house more water efficient



Section 4

Survey Instrument



Dean J. Trantalis
Mayor

100 North Andrews Avenue
Fort Lauderdale, FL 33301
(954) 828-5004
(954) 828-5667 Fax
dtrantalis@fortlauderdale.gov
www.fortlauderdale.gov

December 2018

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 seventh (7th) 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 six 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 to view the complete Neighbor Survey results from the past six 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.fortlauderdale.gov/survey.

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) 828-5015.

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,

Dean J. Trantalis
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.

CAM 19-0330
Exhibit 1
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2018 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 Structural Innovation at (954) 828-5015.

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 and 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. Perception. Please rate the City of Fort Lauderdale with regard to the following.							
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
3. 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

4. Which THREE of the items listed in Question 3 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 3.]

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

5a. Fire Rescue and Emergency Management Planning. Please rate your satisfaction with each of the following items.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of local fire rescue protection	5	4	3	2	1	9
02.	Professionalism of employees responding to emergencies	5	4	3	2	1	9
03.	How quickly fire rescue responds to 911 emergencies	5	4	3	2	1	9
04.	Quality of Emergency Medical Services (EMS)	5	4	3	2	1	9
05.	Quality of lifeguard protection at City beaches	5	4	3	2	1	9
5b. Please indicate your level of agreement with the following statements.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
06.	My household is prepared with food, water and other supplies for an emergency, such as a natural disaster	5	4	3	2	1	9
07.	I know where to get information during an emergency	5	4	3	2	1	9

- 6. Which TWO of the Fire Rescue and Emergency items listed in Questions 5a-b (not including #6) 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 5a-b.]*

1st: _____ 2nd: _____

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

- 8. Which TWO of the public safety items listed in Question 7 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 7.]*

1st: _____ 2nd: _____

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

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

- 11. If you feel unsafe in any area in Question 10, why do you feel unsafe?** *[Check all that apply.]*

____ (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 (e.g. drug use, prostitution, theft)	____ (09) Likelihood of theft/pick-pocketing
____ (05) Fast vehicular traffic or congestion	____ (10) Other: _____

12. Codes and Ordinances. 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 the following items.							
01.	Ease of obtaining permits for construction or renovation	5	4	3	2	1	9
02.	Ease of conducting inspections for construction or renovation	5	4	3	2	1	9
03.	Effectiveness of City efforts to revitalize low-income areas	5	4	3	2	1	9
04.	Ease of obtaining permits for sustainable construction (materials, renewable energy, energy and water efficiency)	5	4	3	2	1	9
05.	City support of the preservation of historic buildings in the City	5	4	3	2	1	9
14. Parks and Recreation. Please rate your satisfaction with each of the following items.							
01.	Maintenance of City parks	5	4	3	2	1	9
02.	Proximity of your home to City parks and open space	5	4	3	2	1	9
03.	Quality of athletic fields	5	4	3	2	1	9
04.	Availability of athletic fields	5	4	3	2	1	9
05.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
06.	Variety of parks and recreation programs	5	4	3	2	1	9
07.	Cost of parks and recreation programs and facility fees	5	4	3	2	1	9
08.	City youth recreation programs	5	4	3	2	1	9
09.	City adult recreation programs	5	4	3	2	1	9
10.	Quality of special events	5	4	3	2	1	9
11.	Ease of registering for parks and recreation programs	5	4	3	2	1	9

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

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

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

17. Which **THREE** of the transportation and mobility items listed in Question 16 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 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 ____ (6) City facility improvements
 ____ (2) Park improvements such as neighborhood parks and Riverwalk ____ (7) Stormwater and drainage improvements
 ____ (3) Water and sewer system improvements ____ (8) Waterway dredging
 ____ (4) Roadways pavement improvements
 ____ (5) Bridge improvements

20. Strategic Planning. The City's major focus areas are listed below. Please indicate how important each of the focus areas are to you.		Extremely Important	Very Important	Important	Not Important	Not Important at All	Don't Know
01.	Be a pedestrian friendly, multi-modal City	5	4	3	2	1	9
02.	Be a sustainable and resilient community	5	4	3	2	1	9
03.	Be a community that leverages opportunities and partnerships to create unique, inviting, and connected gathering places	5	4	3	2	1	9
04.	Be a healthy community with fun and stimulating recreational activities	5	4	3	2	1	9
05.	Be an inclusive community of strong and diverse neighborhoods	5	4	3	2	1	9
06.	Be a well-positioned City within the global economic and tourism markets of South Florida	5	4	3	2	1	9
07.	Be known for educational excellence	5	4	3	2	1	9
08.	Be the safest urban coastal City in South Florida that is well-prepared for and responsive to all threats	5	4	3	2	1	9
09.	Be a well-trained, innovative, and neighbor-centric workforce that builds community	5	4	3	2	1	9
10.	Be a leading government organization, managing resources wisely and sustainably	5	4	3	2	1	9

21. Which **THREE** focus areas should receive the most emphasis from City leaders over the next **FIVE** years? *[Write in your answers below using the numbers from the list in Question 20.]*

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

22. What do you think the City of Fort Lauderdale **MUST** emphasize over the next 5 years as City leaders plan the City's future?

23. Please indicate your level of agreement with the following statement: "The City of Fort Lauderdale builds community."

____ (5) Strongly agree ____ (3) Neutral ____ (1) Strongly disagree
 ____ (4) Agree ____ (2) Disagree ____ (9) Don't know

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

25. Which THREE of the items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write your answers below using the numbers from the list in Question 24.]

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

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

27. 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) Customer Service Center 954-828-8000 | |
| ____(09) Radio (Which ones? _____) | |

28. Customer Service. Have you contacted the City during the past year?

____(1) Yes ____ (2) No [Skip to Q29.]

28a. Please rate your experience with City employees on the following behaviors.		Always	Frequently	Occasionally	Seldom	Never	Don't Know
01.	It was easy to find someone to address my request	5	4	3	2	1	9
02.	The City employee went the extra mile	5	4	3	2	1	9
03.	The response time was reasonable	5	4	3	2	1	9
04.	I was able to get my question/concern resolved	5	4	3	2	1	9
05.	Fort Lauderdale employees are courteous/professional	5	4	3	2	1	9
06.	I was satisfied with my experience	5	4	3	2	1	9

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

____(1) Yes ____ (2) No [Skip to Q30.]

29a. How would you rate your experience?

____(1) Excellent ____ (2) Good ____ (3) Not sure ____ (4) Poor

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

____(1) Yes ____ (2) No [Skip to Q31.]

30a. How would you rate your experience?

____(1) Excellent ____ (2) Good ____ (3) Not sure ____ (4) Poor

31. Have you utilized the LauderServ mobile device app to submit a service request?

____(1) Yes ____ (2) No [Skip to Q32.]

31a. How would you rate your experience?

____(1) Excellent ____ (2) Good ____ (3) Not sure ____ (4) Poor

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

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

____(1) There are too many ____ (2) The number is about right ____ (3) There are too few ____ (9) Don't know

34. 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?

____(1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
____(2) Satisfied ____ (4) Dissatisfied ____ (9) Don't know/Doesn't apply

35. If you own a home in Fort Lauderdale, 23% 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 (31.2%), the School District (35.3%), North Broward Hospital (6%), S. Florida Water Management (1.6%), Children Services (2.7%), 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?

____(1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
____(2) Satisfied ____ (4) Dissatisfied ____ (9) Don't know/Doesn't apply

Demographics

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

37. Do you have school age children (grades K-12) living at home? ____ (1) Yes ____ (2) No [Skip to Q38.]

37a. For your school age children, what type(s) of school do they attend?

____(1) Public school ____ (2) Charter school ____ (3) Private or Parochial School ____ (4) Home School

37b. In what level of school are they currently enrolled?

____(1) Elementary school (K-5) ____ (2) Middle School (6-8) ____ (3) High School (9-12)

38. What is your age? ____ years

- 39. Which of the following best describes your race? [Check all that apply.]**
☐ (1) African American/Black ☐ (3) Asian/Hawaiian/Other Pacific Islander ☐ (5) Other: _____
☐ (2) American Indian/Alaska Native ☐ (4) White
- 40. Are you of Hispanic, Latino, or other Spanish ancestry?** ☐ (1) Yes ☐ (2) No
- 41. What is the primary language spoken in your home?**
☐ (1) Spanish ☐ (3) Creole ☐ (5) Portuguese
☐ (2) English ☐ (4) French ☐ (6) Other: _____
- 42. Which of the following best describes your current, primary place of employment?**
☐ (1) Employed outside the home [Answer Q42a.] ☐ (4) Retired
☐ (2) Work from home ☐ (5) Not currently employed
☐ (3) Student
- 42a. Where do you work?**
☐ (1) In Fort Lauderdale ☐ (4) In Palm Beach County
☐ (2) Outside of Fort Lauderdale but inside Broward County ☐ (5) Another location in Florida
☐ (3) In Miami-Dade County ☐ (6) Outside of the State of Florida
- 43. 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
- 44. 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
- 45. Your gender:** ☐ (1) Male ☐ (2) Female
- 46. Do you own or rent your current residence?** ☐ (1) Own ☐ (2) Rent
- 47. Is your residence in Fort Lauderdale your primary or secondary residence?**
☐ (1) Primary (live in Fort Lauderdale year-round) ☐ (2) Secondary (only live in Fort Lauderdale part of the year)
- 48. In what type of residence do you live?**
☐ (1) Single family home ☐ (3) Multi-family complex
☐ (2) Townhome/Condominium ☐ (4) Other: _____

49. 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

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Exhibit 1
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