



Memorandum

Memorandum No: 22-052

Date: May 16, 2022

To: Honorable Mayor and Commissioners

From: Chris Lagerbloom, ICMA-CM, City Manager

Re: 2021 Neighbor Survey Results

The purpose of this memo is to share the findings of the 2021 Neighbor Survey, conducted by ETC Institute.

The Neighbor Survey has been conducted in the City of Fort Lauderdale for nine years and was administered between December 2021 and January 2022. ETC Institute ensures that the results are statistically valid and representative of the population of the City, both demographically and geographically (by District) for the surveyed year (2021). The Neighbor Survey provides information regarding neighbors' perceptions of the City and satisfaction with its services and identifies neighbors' priorities.

The City continues to see positive survey results as an "excellent" or "good" place to visit (88%), place for play and leisure (83%), and place to live (78%). Compared to the national average, the City rates notably higher as a place to visit and as a place to live. Neighbors gave low ratings for the City as a place to raise children (45%) and as a place to educate children (37%). It is important to note that ratings have significantly increased for the City as a place to educate children by more than 4% since 2019.

Regarding specific perceptions of the City, the quality of private schools (70%), acceptance of diversity (66%), and the availability of employment (57%) received the highest ratings. The City received a significant increase of 8% since 2019 for its rating for the availability of employment. The full findings report, including an executive summary of the results, is included as Exhibit 1.

Relationship between Importance and Satisfaction

To identify top community priorities, ETC Institute conducts an importance-satisfaction analysis. This analysis examines the level of satisfaction and the importance that neighbors placed on each survey question in comparison to those within the same category. The analysis consists of ranking services with the lowest satisfaction rating, that are also perceived as highly important by neighbors, as top priorities. By identifying services of high importance and low satisfaction, the analysis helps to identify which

actions will have the most impact on overall satisfaction and guides efforts on improving services that matter most to the community.

Based on the results of the analysis, the major services that are recommended as the highest priorities over the next two years (high importance, low satisfaction) include:

- Overall flow of traffic
- Maintenance of streets, sidewalks, and infrastructure
- How well the City is preparing for the future
- Police services

This data is meant to guide decision-making as *Fast Forward Fort Lauderdale 2035*, the City's Vision Plan, and *Press Play Fort Lauderdale 2024*, the City's five-year Strategic Plan are implemented. The results inform the development of the annual operating budget and five-year Community Investment Plan.

Attachment

Exhibit 1 – 2021 Neighbor Survey Final Report

c: Tarlesha W. Smith, Esq., Assistant City Manager
Greg Chavarria, Assistant City Manager
Alain E. Boileau, City Attorney
David R. Solomon, City Clerk
Patrick Reilly, Interim City Auditor
Department Directors
CMO Managers



CITY OF FORT LAUDERDALE

2021 NEIGHBOR SURVEY

Findings Report

Prepared By
ETC INSTITUTE
OLATHE, KANSAS

Presented To The
CITY OF FORT LAUDERDALE,
FLORIDA

MAY 2022



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Section 1: Executive Summary

City of Fort Lauderdale Neighbor Survey (2021)

Executive Summary

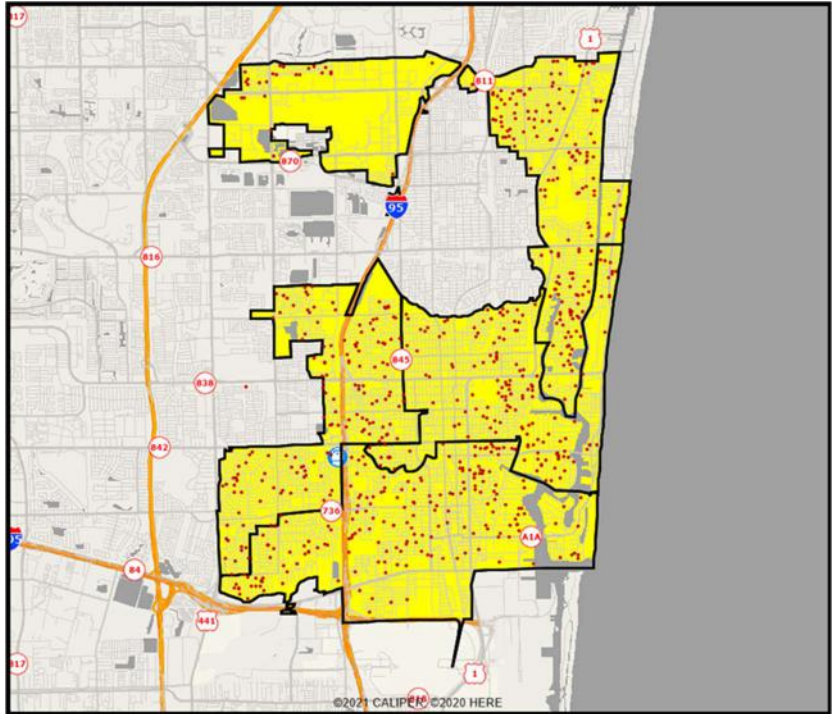


Purpose & Methodology

In 2021 ETC Institute administered a community neighbor survey for the City of Fort Lauderdale as a tool to receive feedback from the City's residents. The information compiled from this survey will be used as the City continues to enhance programs, services, and identify areas where improvements are needed to ensure the City moves innovatively into the future. Resident input is also extremely valuable for the development and implementation of the City's five-year strategic plan which further outlines the City's goals and priorities.

The survey instrument, cover letter, and postage paid return envelope were mailed to a random sample of households in the City of Fort Lauderdale. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Approximately ten days after the surveys were mailed, ETC Institute sent emails/text messages to the households that received the survey to encourage participation. The emails/texts contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted. The GIS map to the right shows, indicated with small red dots, the location, to the block level, of completed surveys.



The goal was to obtain at least 600 completed surveys. This goal was far exceeded, with a total of 717 residents completing the survey. The overall response for the sample of 717 households have a precision of at least +/- 3.6% at the 95% level of confidence.

City of Fort Lauderdale Neighbor Survey (2021)

Executive Summary



The Findings Report contains:

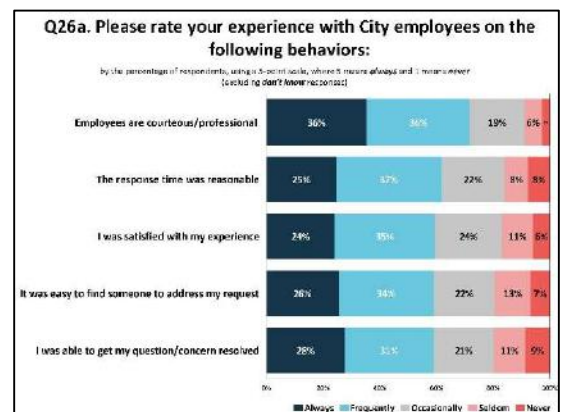
- executive summary (Section 1)
- charts depicting the overall results of the survey and trends comparing the 2021 results to 2019 results (Section 2)
- benchmarking data that shows how the survey results for Fort Lauderdale compare with large U.S. communities (population between 100,000 and 249,000) and the national average for services analyzed (Section 3)
- importance satisfaction analysis (Section 4)
- cross-tabular data by City Commission Districts (Section 5)
- tabular data for all questions on the survey (Section 6)
- a copy of the survey instrument (Section 7)

Major survey findings are on the following pages.

Major Findings

Since 2019, the City's satisfaction rating for the overall quality of City services increased by 9.6% and satisfaction rating for customer service increased by 8.9%.

- The top three major City services that had the highest satisfaction ratings were:
 - Fire rescue services (80.2%)
 - Parks and recreation programs and facilities (67.9%)
 - Customer service you receive from City employees (60.0%)
- Since 2019, resident satisfaction with customer service increased by 8.9% from 51.1% in 2019 to 60.0% since 2021. Resident satisfaction with the overall quality of City services increased by 9.6% from 48.8% in 2019 to 58.4% in 2021.
- The graph to the right shows how residents that contacted the City within the past year (51.2%) rated the City employees.
 - 71.8% indicated City employees are either *always* or *frequently* courteous/professional and 61.8% indicated the response time is either *always* or *frequently* reasonable.



City of Fort Lauderdale Neighbor Survey (2021)

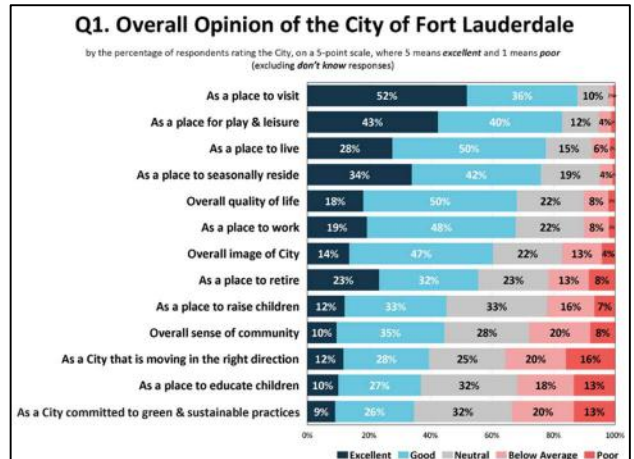
Executive Summary



Residents gave the City of Fort Lauderdale high ratings as being an excellent/good place to visit, for play and leisure, to live, to seasonally reside, to work, and the overall quality of life in the City.

- The graph to the right shows how residents rated their overall opinion of the City. The top six items that had the highest ratings of *excellent* and *good* ratings combined were:

- The City as a place to visit (87.8%)
- The City as a place for play and leisure (82.8%)
- The City as a place to live (77.6%)
- The City as a place to seasonally reside (75.9%)
- The overall quality of life in the City (68.1%)
- The City as a place to work (67.8%)



- Compared to the national average, the City had notably higher ratings (based on the sum of *excellent* and *good* ratings) for the City as a place to visit (+29.8%) and the City as a place to live (+27.9%). The City had a notable lower rating than the national average, in only one out of the six items compared, for the City as a place to raise children (-17.1%).
- At least one out of two residents gave the City a rating of either *excellent* or *good* for the quality of private schools (70.0%), the acceptance of diversity (65.6%), the availability of employment (57.2%), and the overall appearance of the City (52.6%).
 - The City's rating for the availability of employment increased by 8.4% from 48.8% in 2019 to 57.2% in 2021.

The top four major City services that residents think should receive the most emphasis from City leaders over the next two years are the overall flow of traffic, the maintenance of City streets, sidewalks, and infrastructure, how well the City is preparing for the future, and police services.

- The top four major City services that received the highest ratings of satisfaction, based on the sum of *very satisfied* and *satisfied* responses, were:
 - Fire rescue services (80.2%)
 - Parks and recreation programs and facilities (67.9%)
 - Customer service you receive from City employees (60.0%)
 - Police services (59.7%)

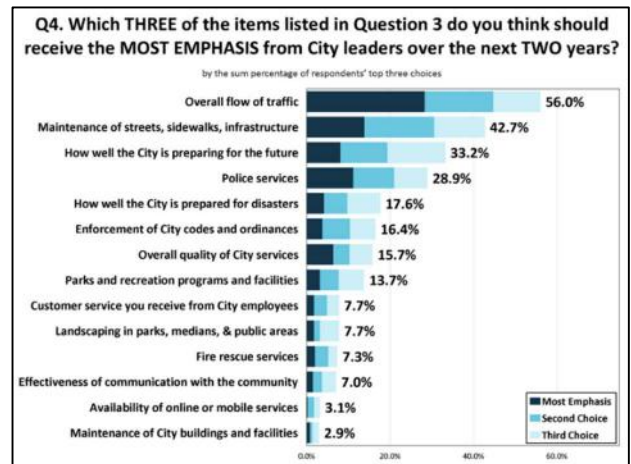
City of Fort Lauderdale Neighbor Survey (2021)

Executive Summary



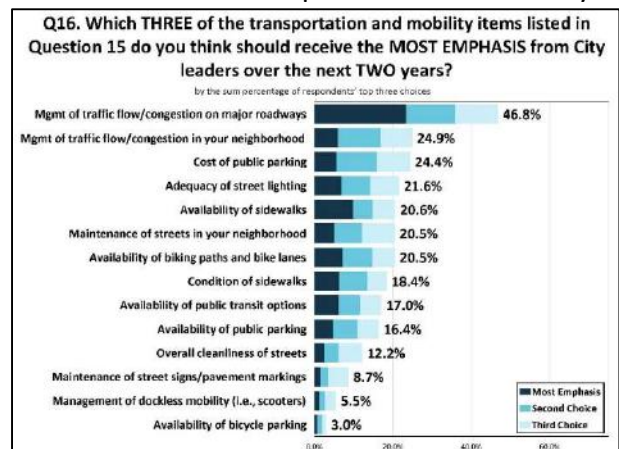
- The three City services that had the lowest ratings of satisfaction were: the maintenance of City streets, sidewalks, and infrastructure (34.8%), how well the City is preparing for the future (27.3%), and the overall flow of traffic (18.9%).
- Residents were asked which of the three major City services did they think should receive the most emphasis from City leaders over the next two years. Based on the sum of the top three choices, the top four major City services that received the highest responses are listed below. *See the graph to the right.*

- The overall flow of traffic (56.0%)
- Maintenance of streets, sidewalks, and infrastructure (42.7%)
- How well the City is preparing for the future (33.2%)
- Police services (28.9%)



The top four transportation and mobility services that residents think should receive the most emphasis from City leaders over the next two years are management of traffic flow/congestion on major roadways and in their neighborhoods, cost of public parking, and the adequacy of street lighting.

- The graph to the right shows the sum of residents' top three choices for the transportation and mobility services they think should receive the most emphasis from City leaders over the next two years.
- Transportation and mobility services that received the highest ratings of satisfaction (based on the sum of *very satisfied* and *satisfied* ratings) were the overall cleanliness of streets (48.3%) and the overall maintenance of street signs/pavement markings (41.8%).
- The services with the lowest ratings of satisfaction were: the cost of public parking (23.7%) and the management of traffic flow/congestion on major roadways (12.5%).
- The majority (53.1%) of residents use alternative transportation options (walking, biking, mass transit, or dockless mobility) monthly to daily.



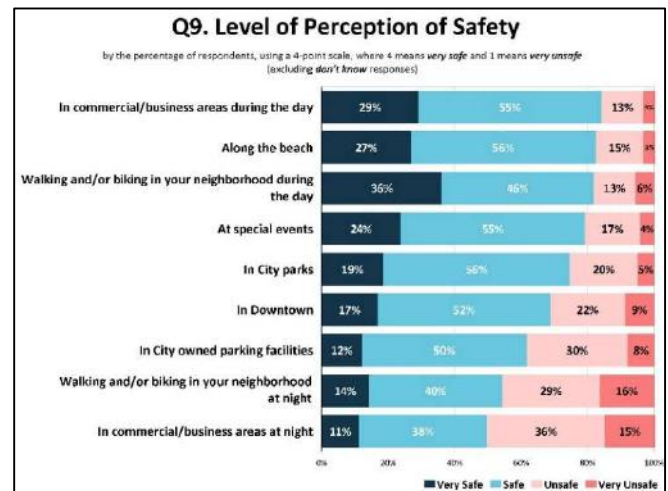
City of Fort Lauderdale Neighbor Survey (2021)

Executive Summary



Over half (50.0%) of residents are either very satisfied or satisfied with the professionalism of police employees responding to emergencies, the overall quality of local police protection and how quickly police respond to 9-1-1 emergencies.

- Based on the sum of *very satisfied* and *satisfied* responses, the following three police services had the highest satisfaction ratings:
 - Professionalism of police employees responding to emergencies (66.0%)
 - Overall quality of local police protection (59.3%)
 - How quickly police respond to 9-1-1 emergencies (54.5%)
- The top two public safety services that residents think should receive the most emphasis from City leaders over the next two years are the visibility of police in neighborhoods (52.0%) and the City's efforts to prevent crime (50.3%).
- Residents were asked to rate their level of perception of safety in various situation in the City. *See the graph to the right.* At least four out of five (80.0%) residents feel either *very safe* or *safe* in the following situations:
 - In commercial/business areas during the day (84.1%)
 - Along the beach (82.4%)
 - Walking and/or biking in your neighborhood during the day (81.8%)
- The following two situations had the lowest ratings of *very safe* and *safe* responses:
 - Walking and/or biking in your neighborhood at night (54.3%)
 - In commercial/business areas at night (49.7%)
- Residents that indicated they feel safe in various situations in the City, 61.3% indicated they feel unsafe because of the presence of loiterers, 49.9% because of the lack of sufficient lighting, and 46.2% because of fast vehicular traffic or congestion.



City of Fort Lauderdale Neighbor Survey (2021)

Executive Summary



Conclusion

To ensure the City continues to deliver a high quality of services to its' residents, ETC Institute recommends the City of Fort Lauderdale emphasize the following areas.

- **Overall Priorities for Major Categories of City Services:** To help set the overall priorities for the City, the first level of analysis reviewed the importance of and satisfaction with the overall priorities of major categories of City services.
- The table below shows the Importance-Satisfaction Analysis for six out of the fourteen major categories of City services analyzed. Based on the results of this analysis, the four services that are recommended as the top opportunity for improvement over the next two years, in order to raise the City's overall satisfaction rating are:
 - The overall flow of traffic (I-S Rating=0.4542)
 - Maintenance of City streets, sidewalks, and infrastructure (I-S Rating=0.2784)
 - How well the City is preparing for the future (I-S Rating=0.2414)
 - Police services (I-S Rating=0.1165)

Importance-Satisfaction Analysis Ratings 2021 City of Fort Lauderdale Neighbor Survey Major City Services Fort Lauderdale, Florida						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Overall flow of traffic	56%	1	19%	14	0.4542	1
Maintenance of City streets, sidewalks, and infrastructure	43%	2	35%	12	0.2784	2
How well the City is preparing for the future	33%	3	27%	13	0.2414	3
High Priority (I-S = 0.10-0.20)						
Police services	29%	4	60%	4	0.1165	4
Medium Priority (I-S < 0.10)						
How well the City is prepared for disasters	18%	5	44%	10	0.0979	5
Enforcement of City codes and ordinances	16%	6	43%	11	0.0940	6

City of Fort Lauderdale Neighbor Survey (2021)

Executive Summary



- **Priorities for Specific Areas:** The second level of analysis reviewed the importance of and satisfaction with services within other 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 area over the next two years are listed below:
 - **Fire Rescue & Emergency Management Planning Services:** how quickly fire rescue responds to 9-1-1 emergencies
 - **Police Services:** the visibility of police in neighborhoods, the City's efforts to prevent crime, how quickly police respond to 9-1-1 emergencies, and the overall quality of police protection
 - **Parks & Recreation Services:** maintenance of City parks, City adult recreation programs, City youth recreation programs, variety of parks and recreation programs, the quality of special events, the cost of programs and facility fees, and the availability of information about programs
 - **Transportation & Mobility Services:** management of traffic flow/congestion on major roadways, cost of public parking, management of traffic flow/congestion in neighborhoods, the availability of biking paths and bike lanes, the adequacy of street lighting, maintenance of neighborhood streets, the availability of sidewalks, condition of sidewalks, availability of public transit options, and the availability of public parking
 - **Water, Wastewater, Flooding, & Sanitation Services:** prevention of flooding, cleanliness of waterways near homes, overall quality of drinking water, and the overall quality of sewer services

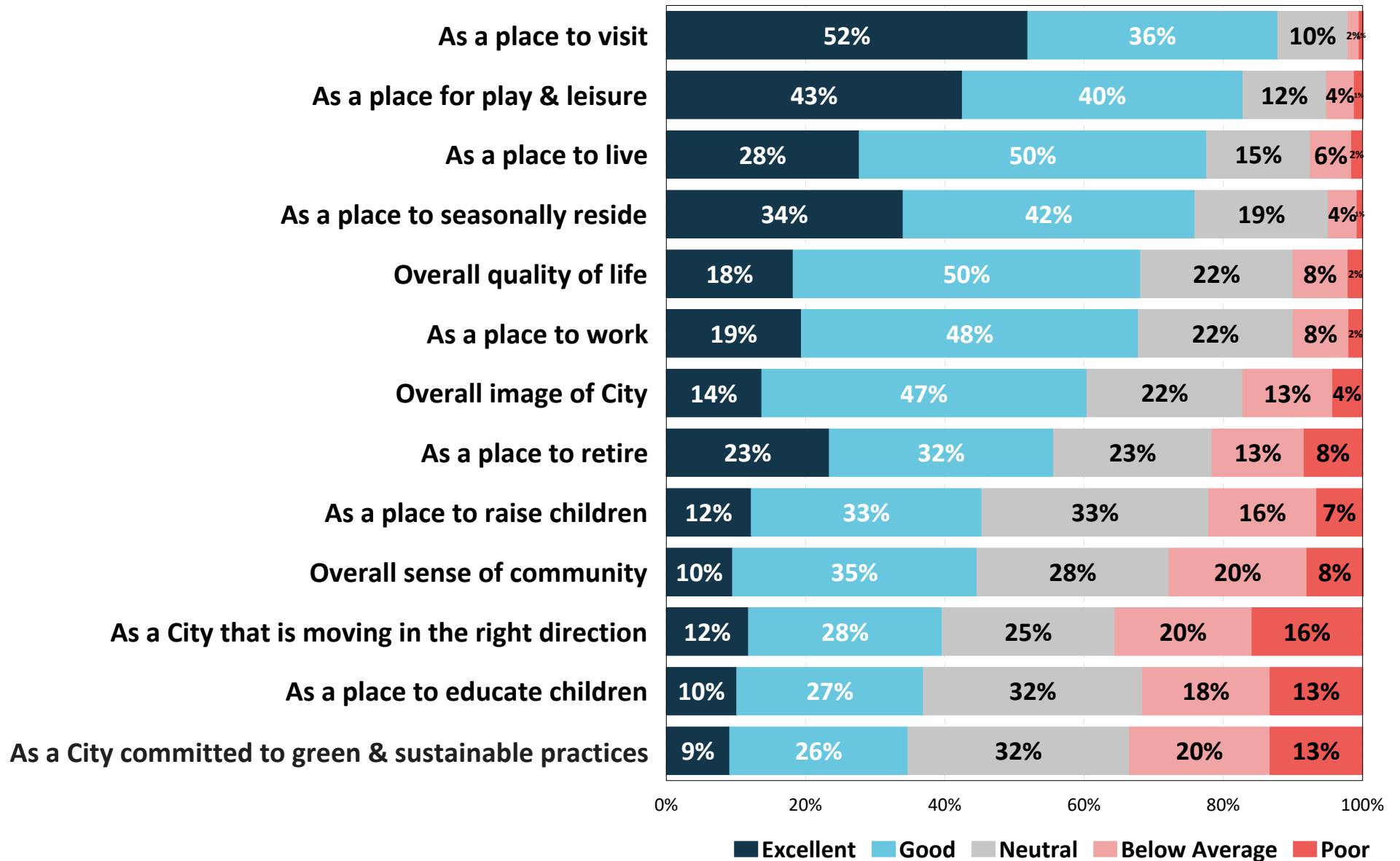
By emphasizing improvements in the areas listed above, the City will be able to continue to improve levels of customer satisfaction in future years and increase satisfaction in areas where improvements are needed.

Importance-Satisfaction Analysis tables for the City of Fort Lauderdale are found in Section 4 of the Findings Report.

Section 2: Charts & Graphs of Overall Results

Q1. Overall Opinion of the City of Fort Lauderdale

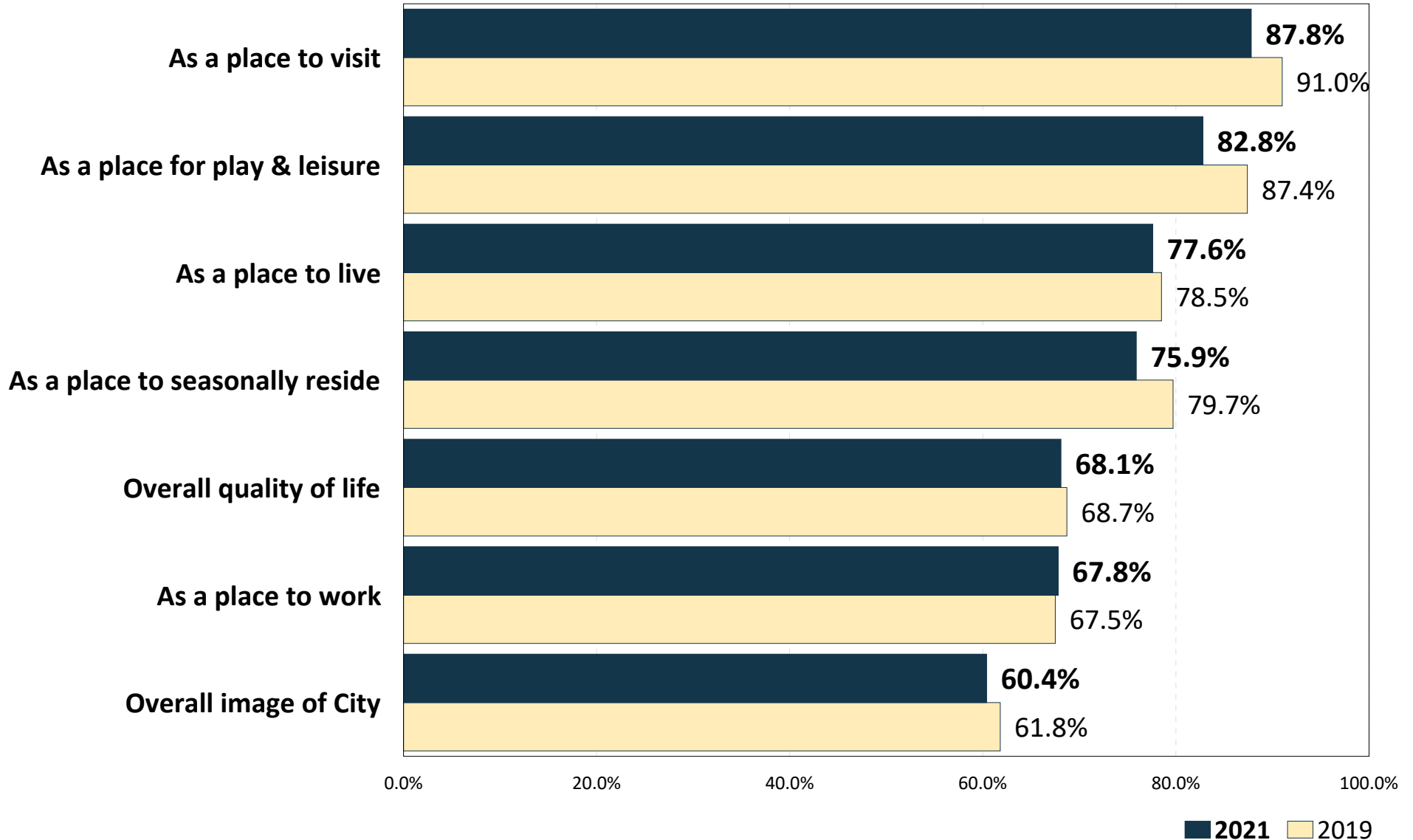
by the percentage of respondents rating the City, on a 5-point scale, where 5 means *excellent* and 1 means *poor*
(excluding *don't know* responses)



Trends: 2021 v. 2019

Overall Opinion of the City of Fort Lauderdale

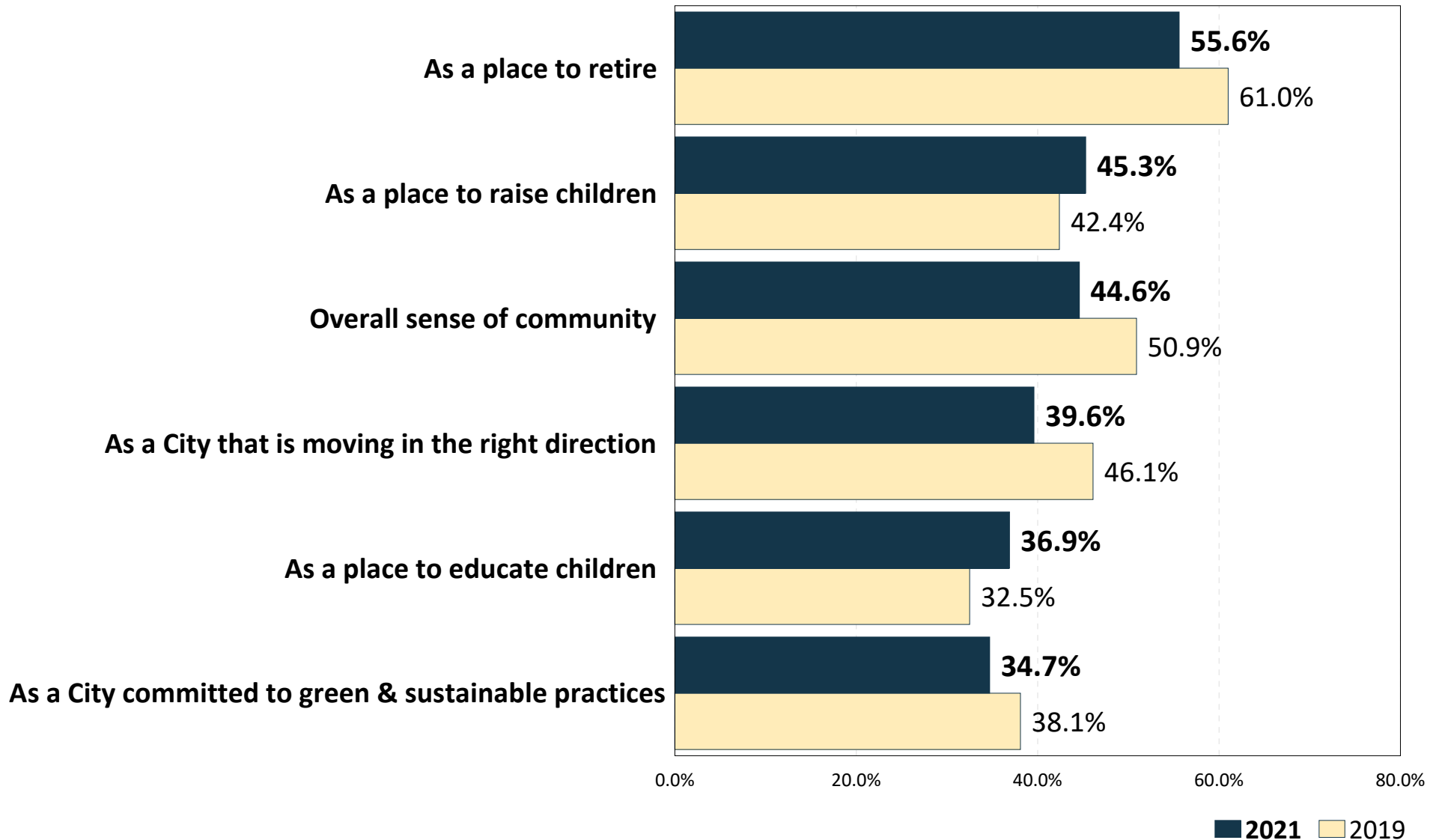
by the sum percentage of respondents that gave the City a rating of either *excellent* or *good*
(excluding *don't know* responses)



Trends: 2021 v. 2019

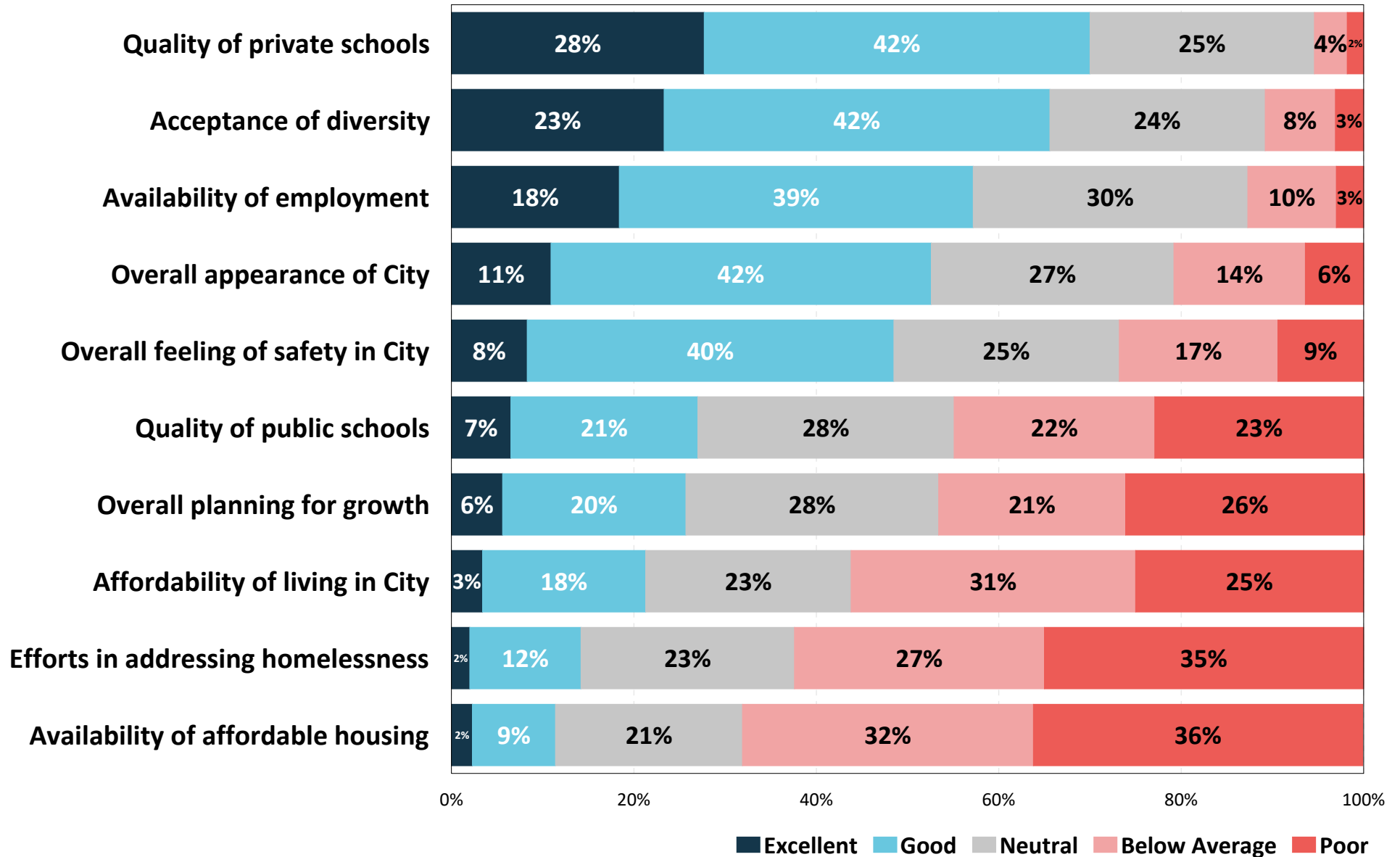
Overall Opinion of the City of Fort Lauderdale (Continued)

by the sum percentage of respondents that gave the City a rating of either *excellent* or *good*
(excluding *don't know* responses)



Q2. Perceptions of the City of Fort Lauderdale

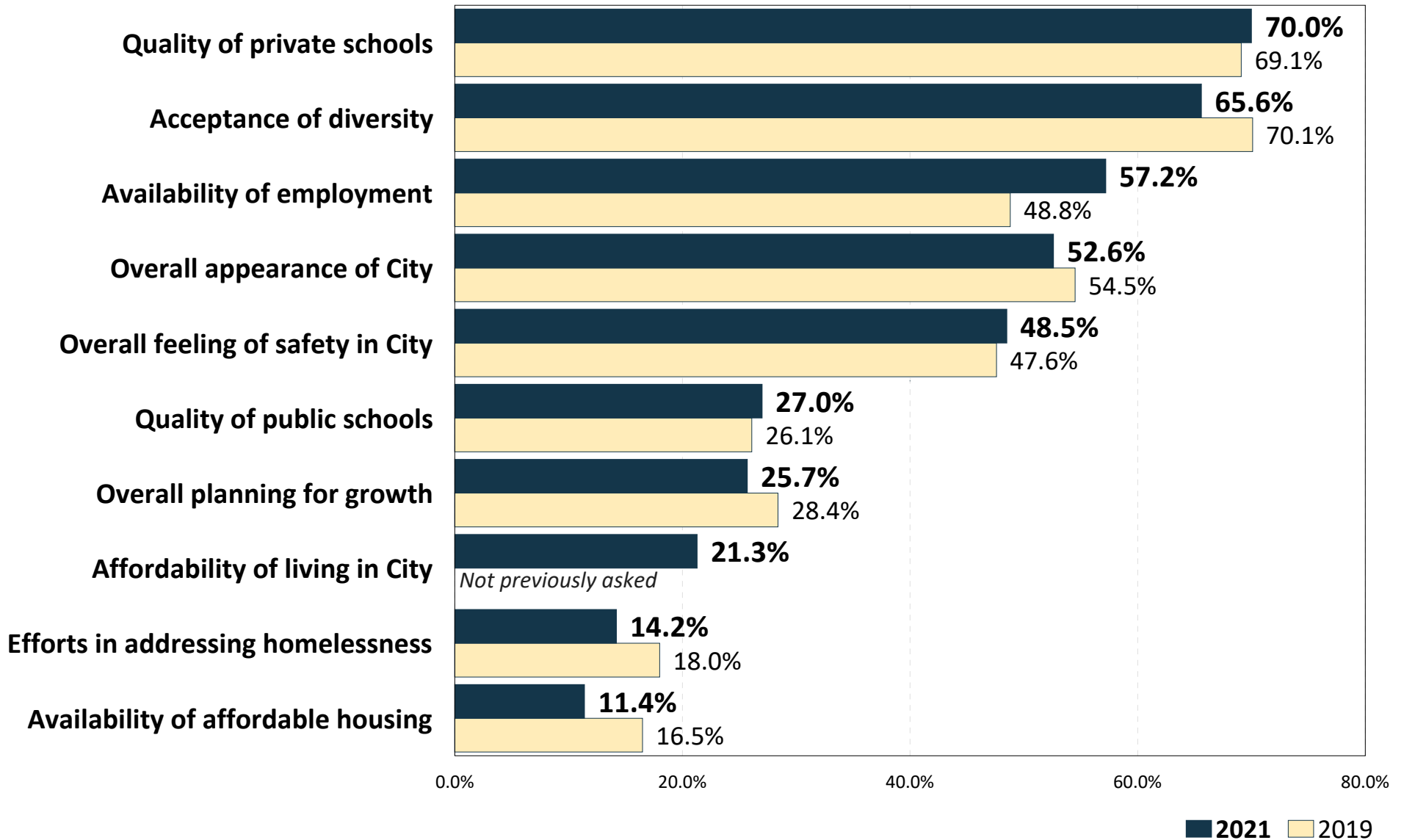
by the percentage of respondents rating the City, on a 5-point scale, where 5 means *excellent* and 1 means *poor* (excluding *don't know* responses)



Trends: 2021 v. 2019

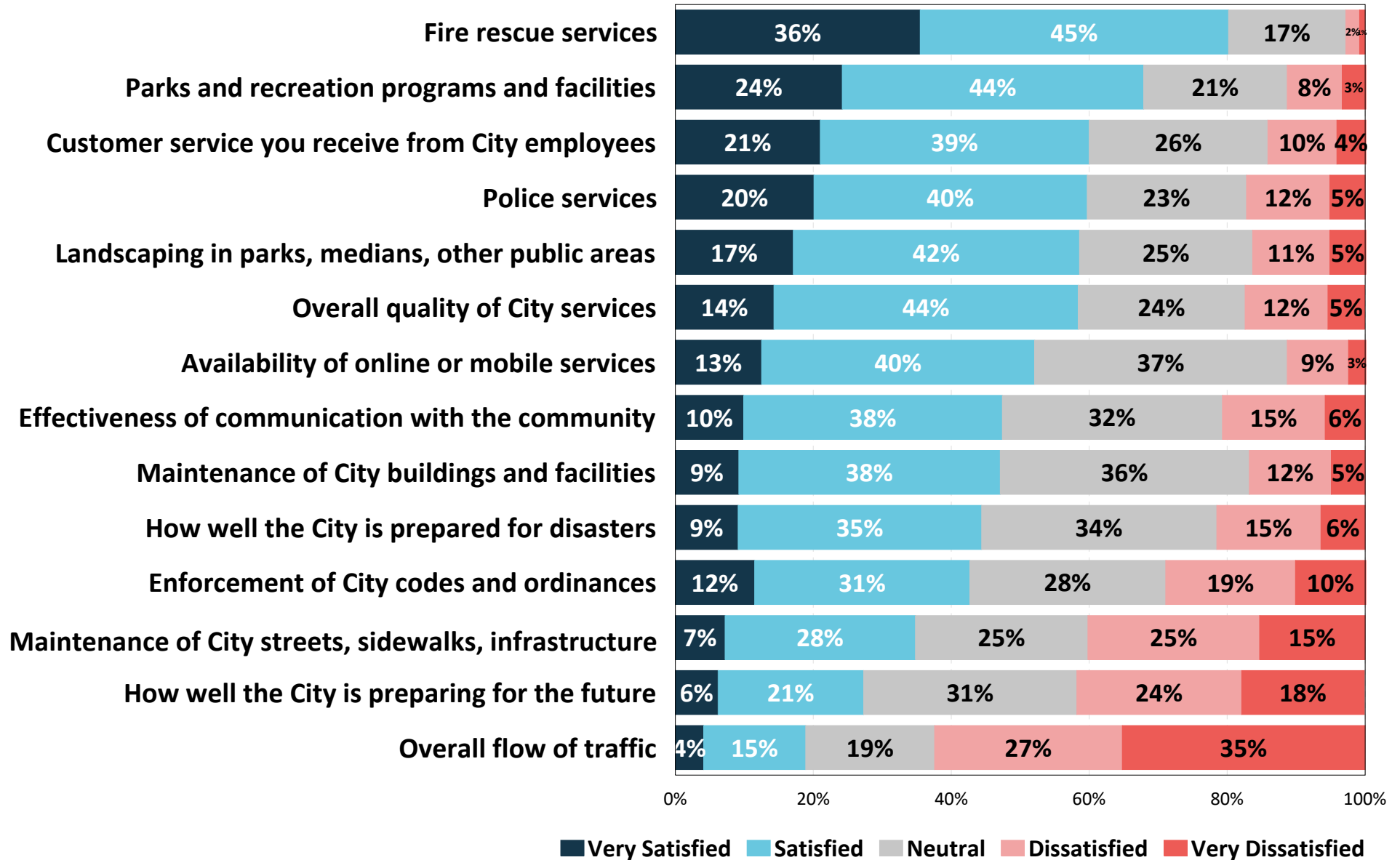
Perceptions of the City of Fort Lauderdale

by the sum percentage of respondents that gave the City a rating of either *excellent* or *good*
(excluding *don't know* responses)



Q3. Level of Satisfaction with Major City Services

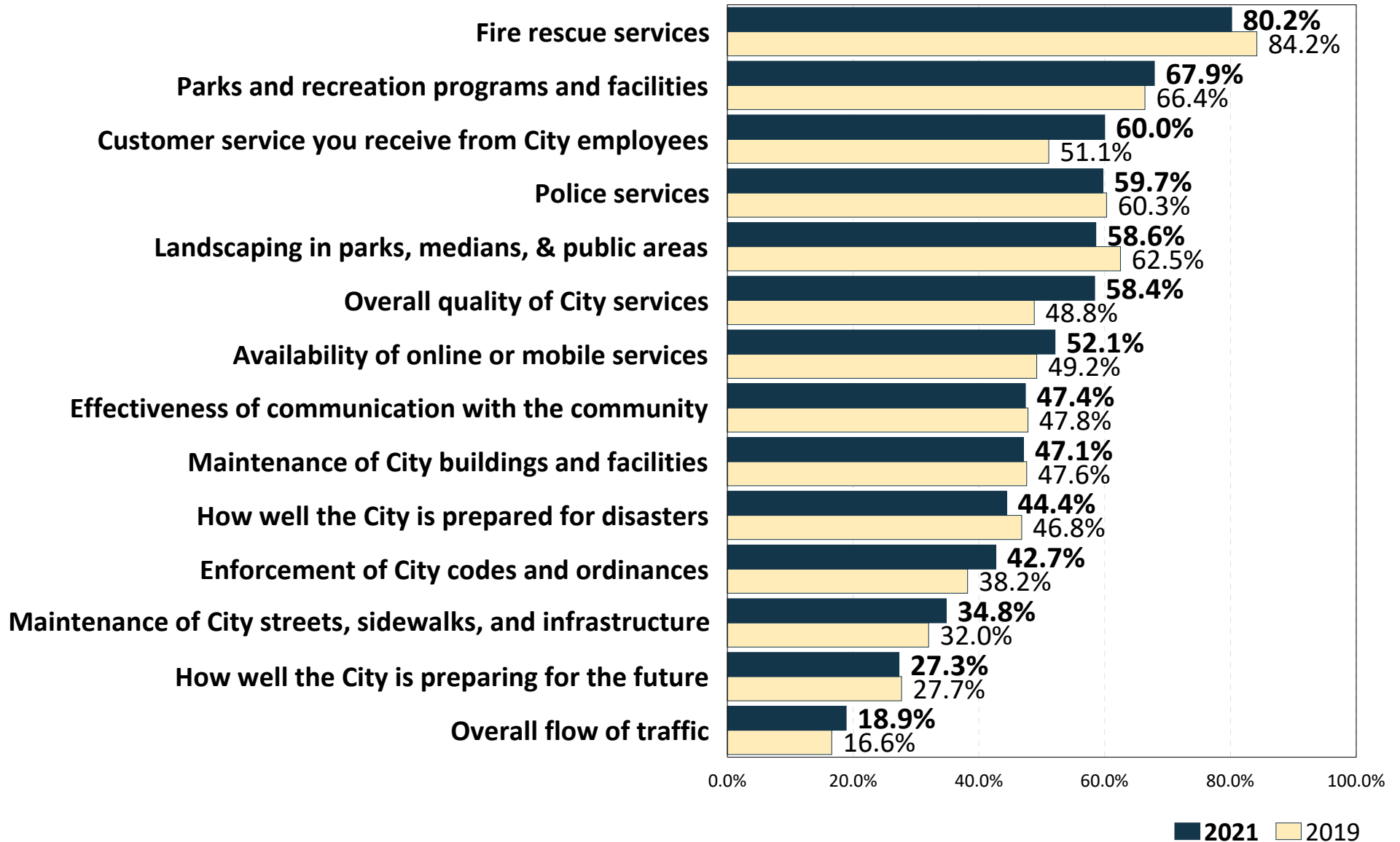
by the percentage of respondents rated their level of satisfaction, using a 5-point scale, where 5 means *very satisfied* and 1 means *satisfied* (excluding *don't know* responses)



Trends: 2021 v. 2019

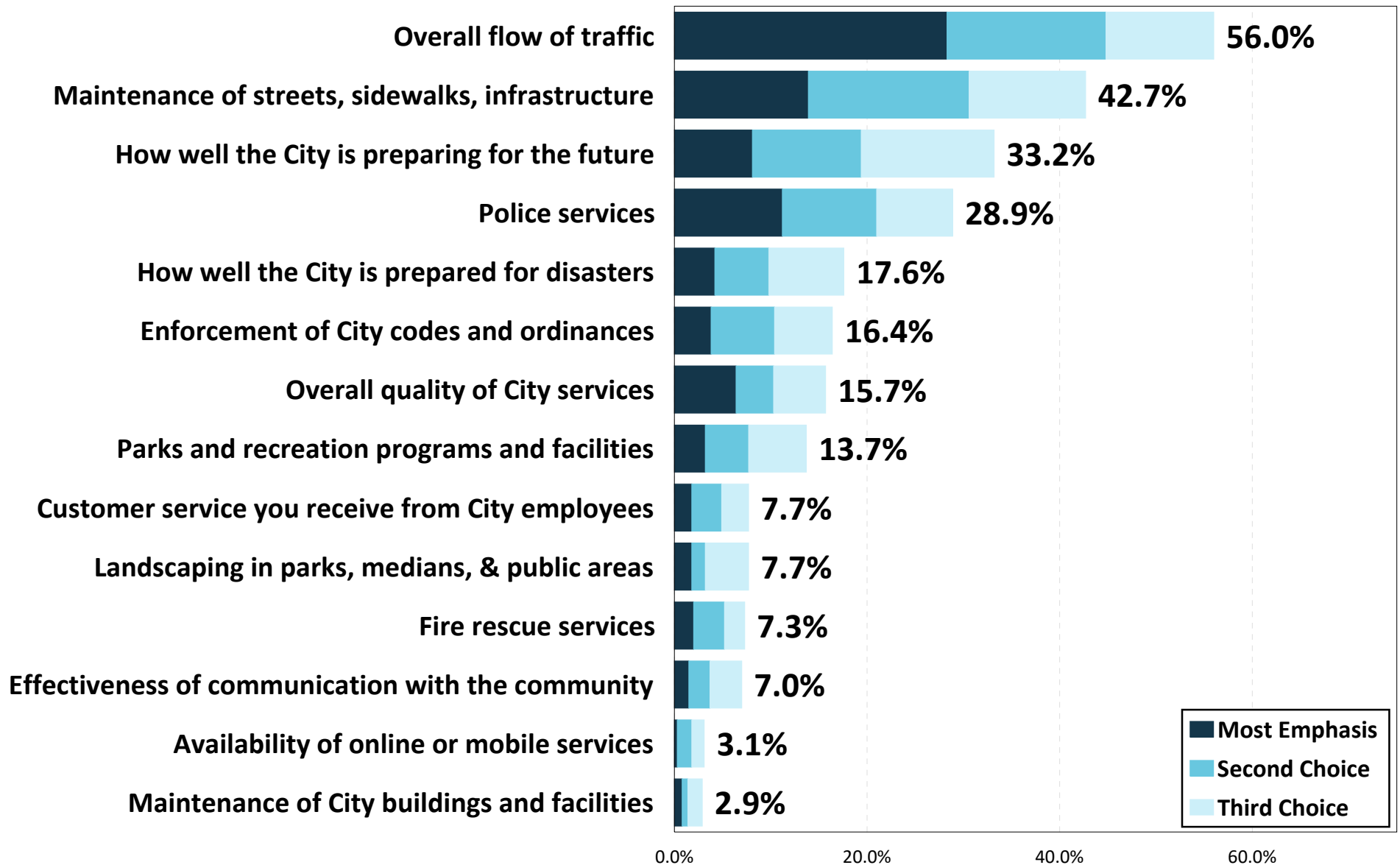
Overall Satisfaction with Major City Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



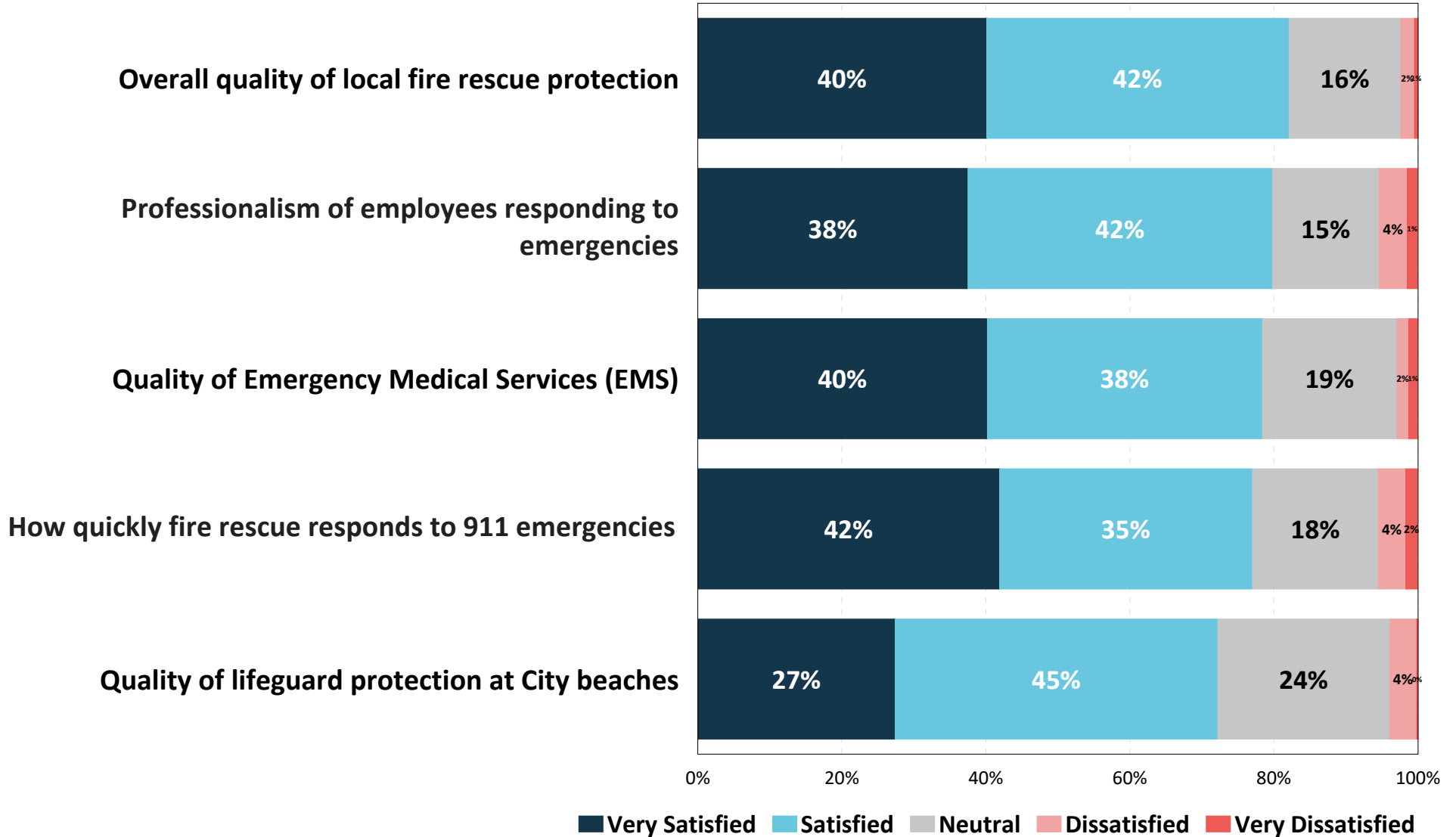
Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by the sum percentage of respondents' top three choices



Q5(1-5). Level of Satisfaction with Fire Rescue and Emergency Management Planning

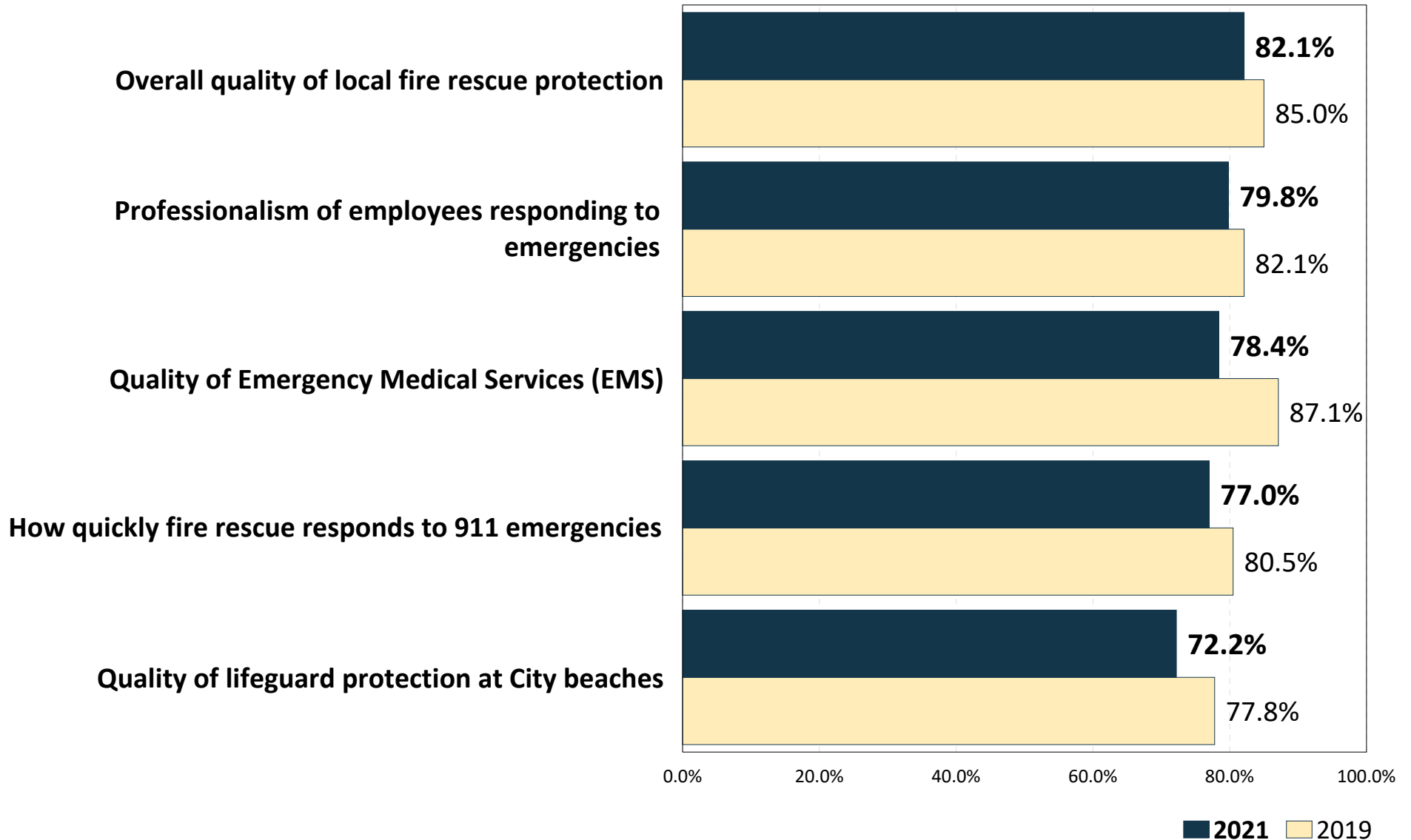
by the percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends: 2021 v. 2019

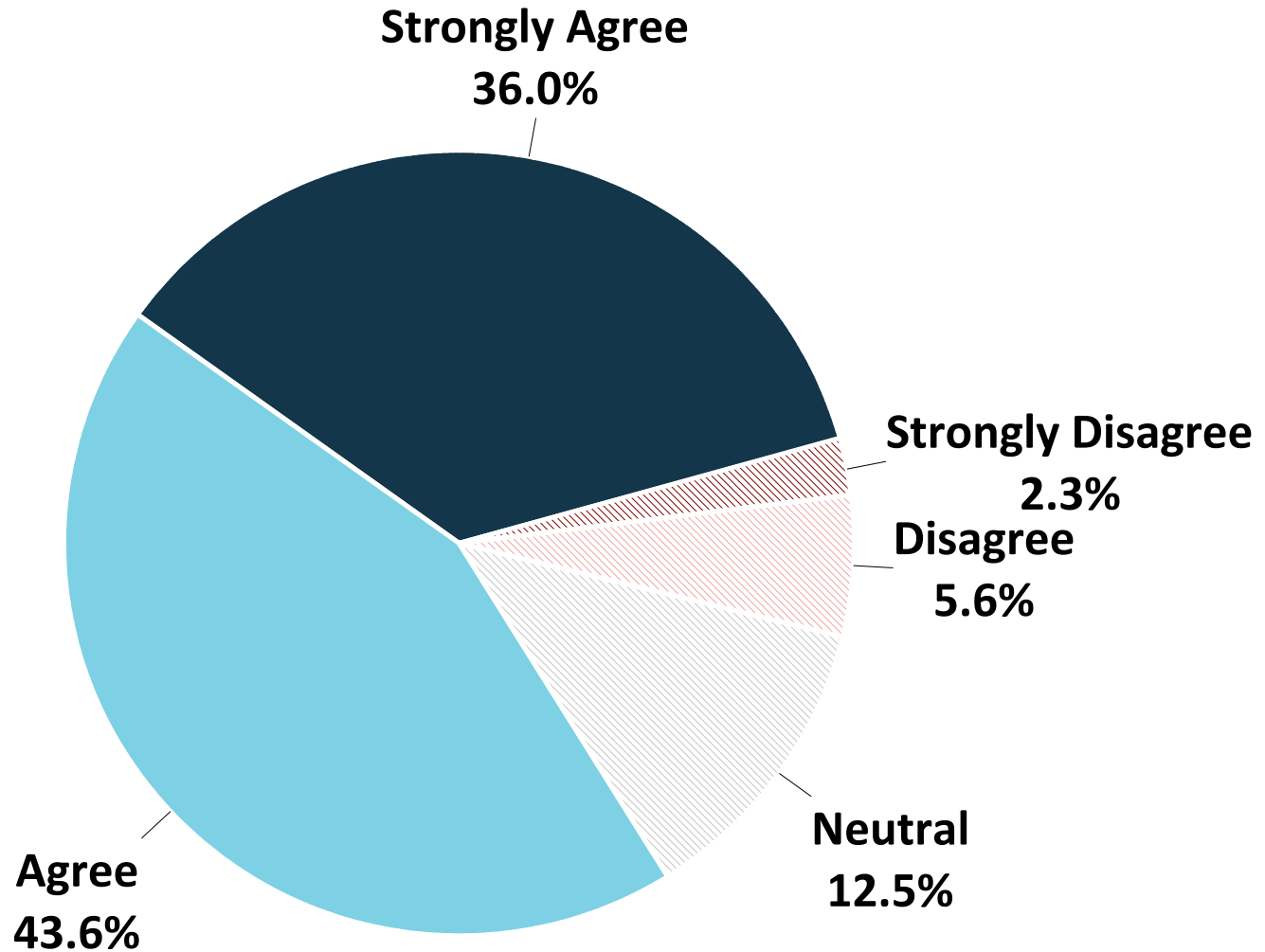
Overall Satisfaction with Fire Rescue and Emergency Management Planning

by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



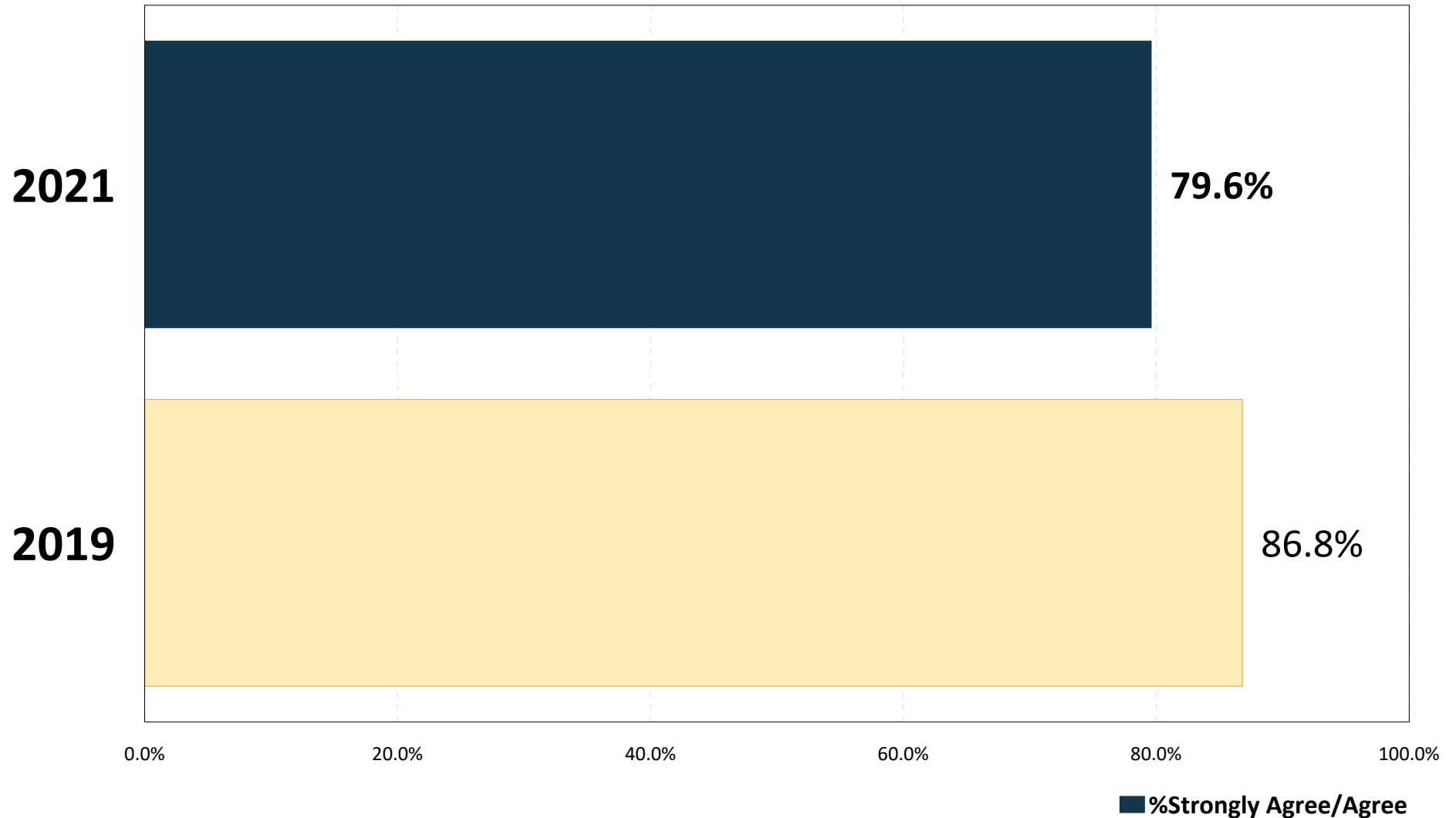
Q5-6. Please indicate your level of agreement with the following statement: “My household is prepared with food, water, and other supplies for an emergency, such as a natural disaster”

by percentage of respondents (excluding *don't know* responses)



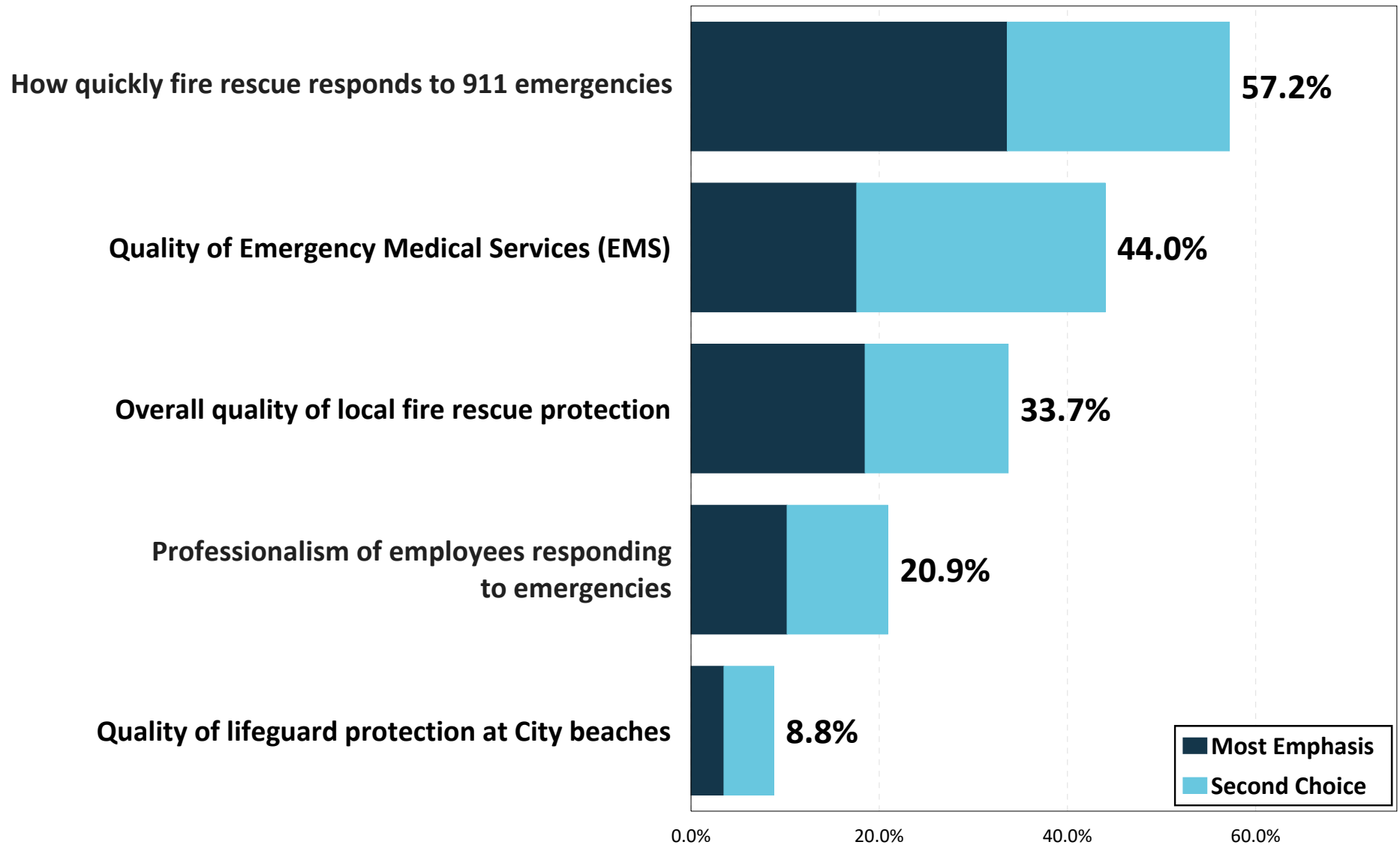
Q5-6. Please indicate your level of agreement with the following statement: “My household is prepared with food, water, and other supplies for an emergency, such as a natural disaster”

by percentage of respondents (excluding *don't know* responses)



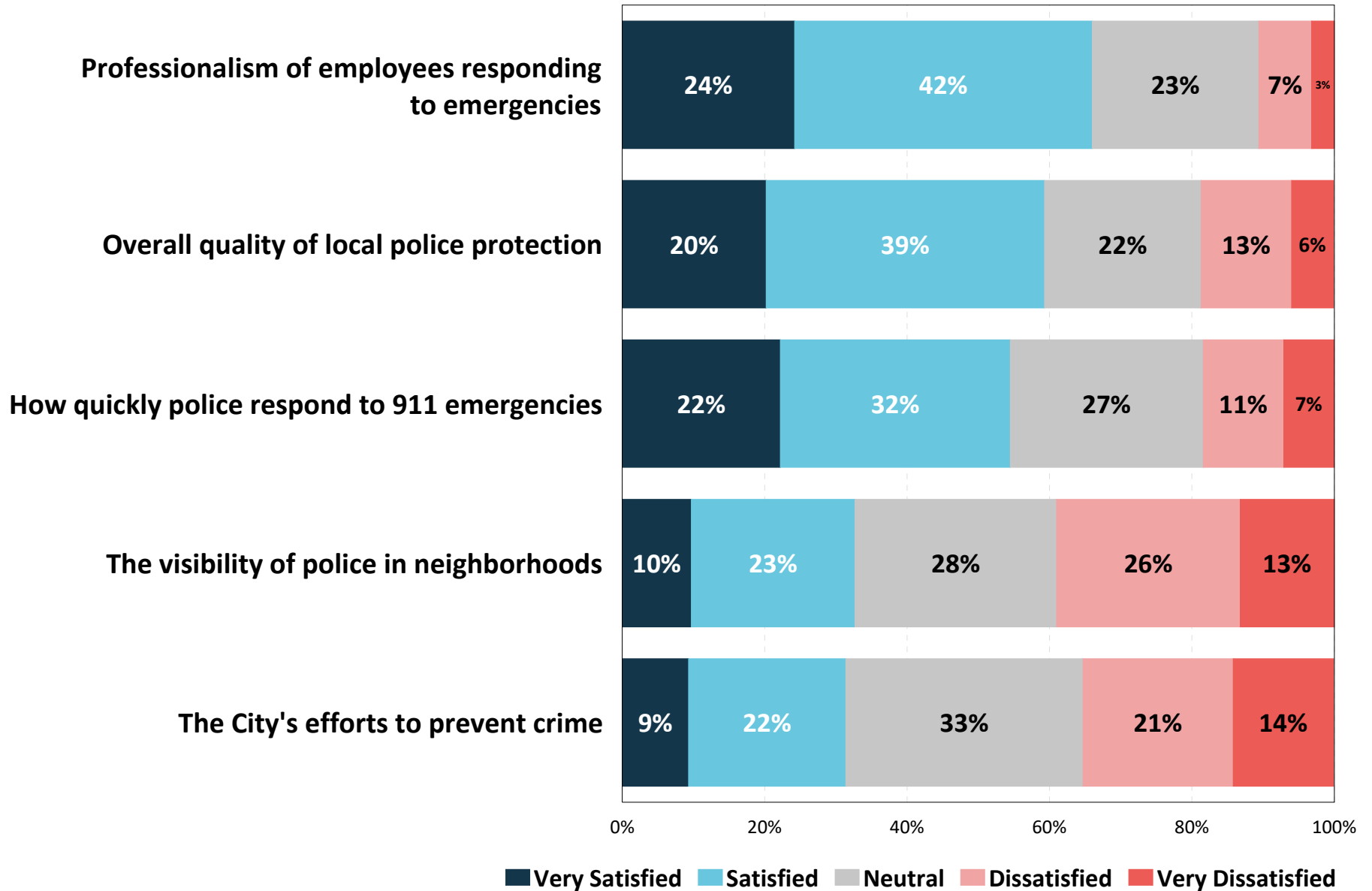
Q6. Which TWO of the Fire Rescue and Emergency items listed in Questions 5a do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by the sum percentage of respondents' top two choices



Q7. Level of Satisfaction with Police Services

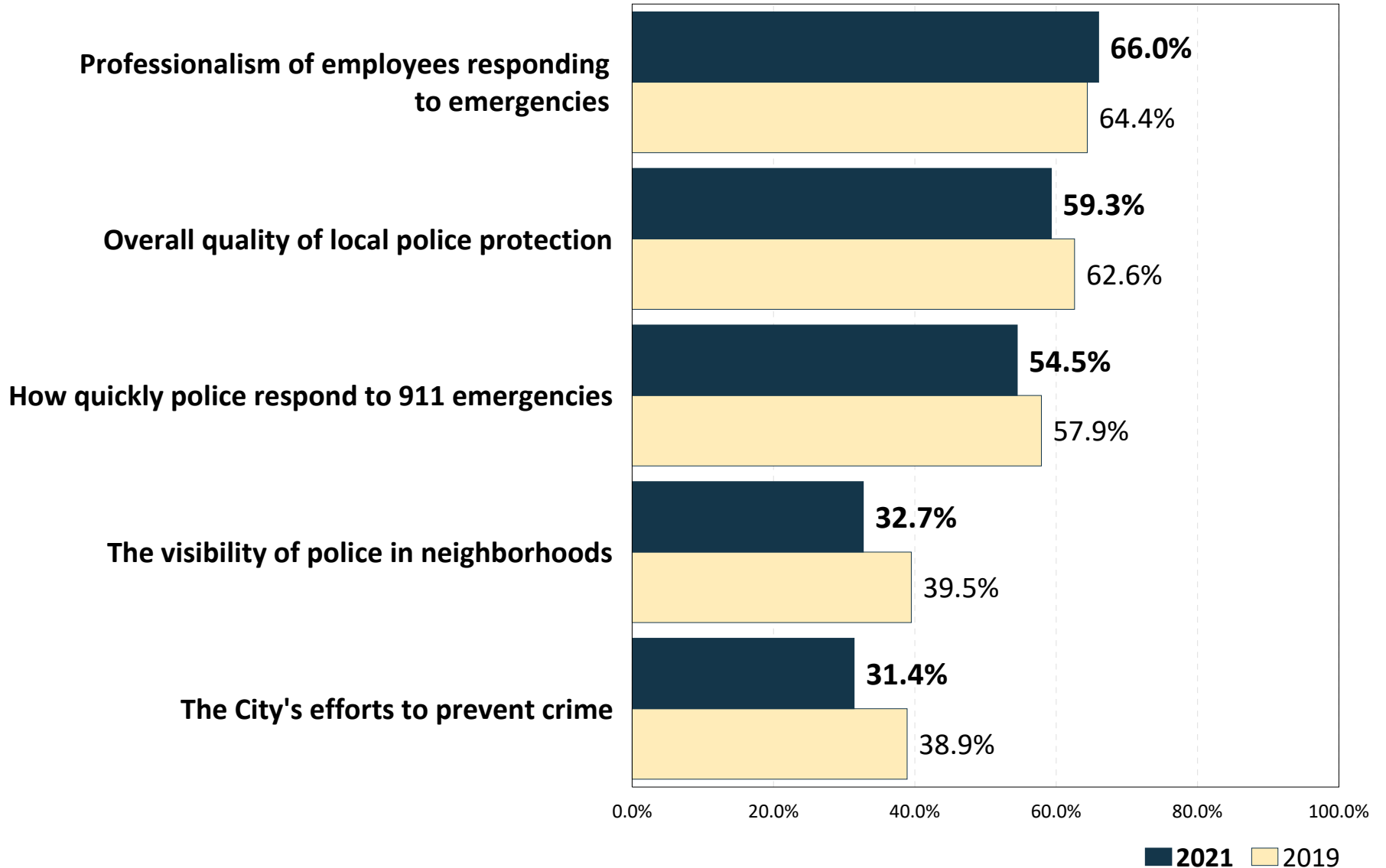
by the percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends: 2021 v. 2019

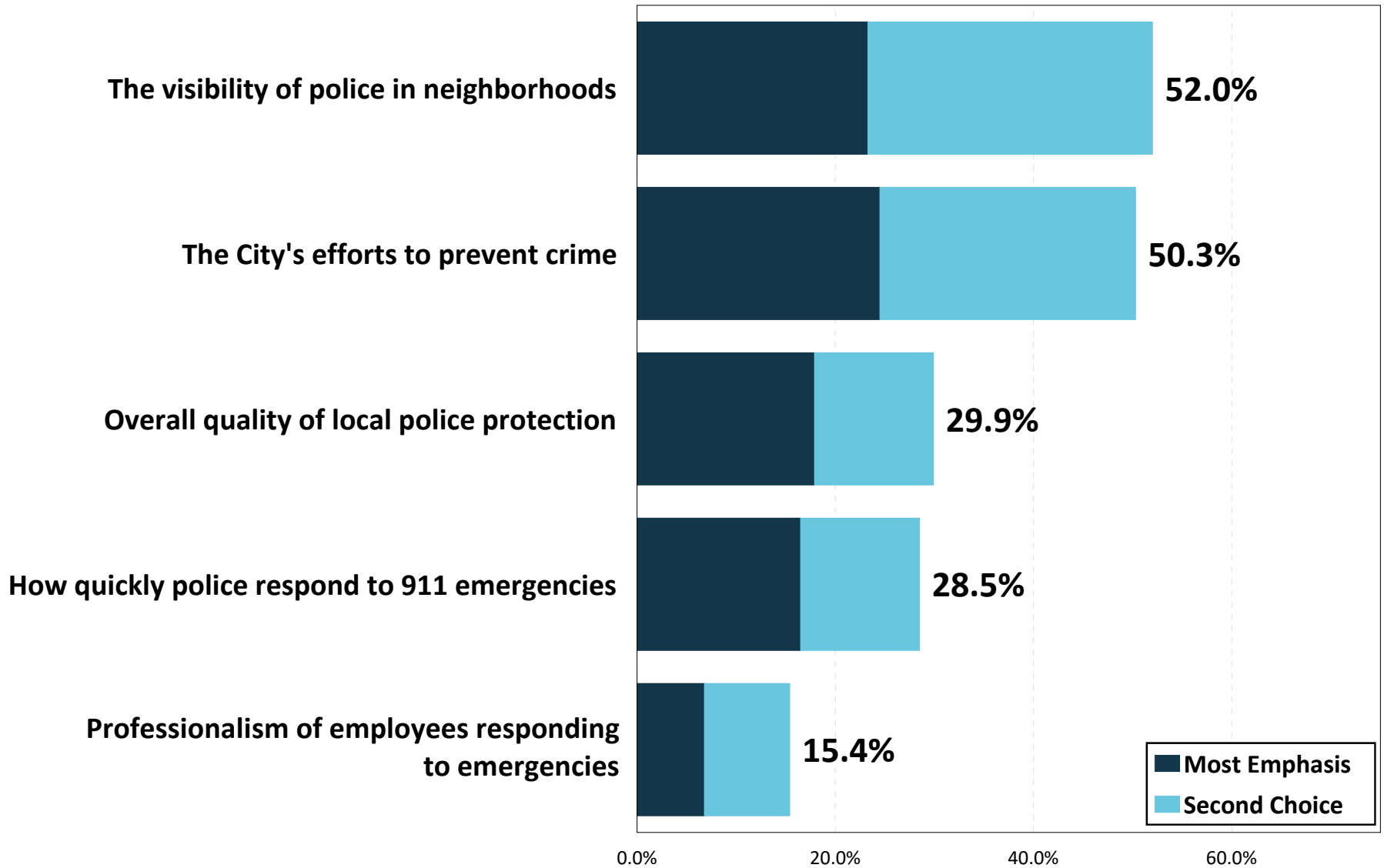
Overall Satisfaction with Police

by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



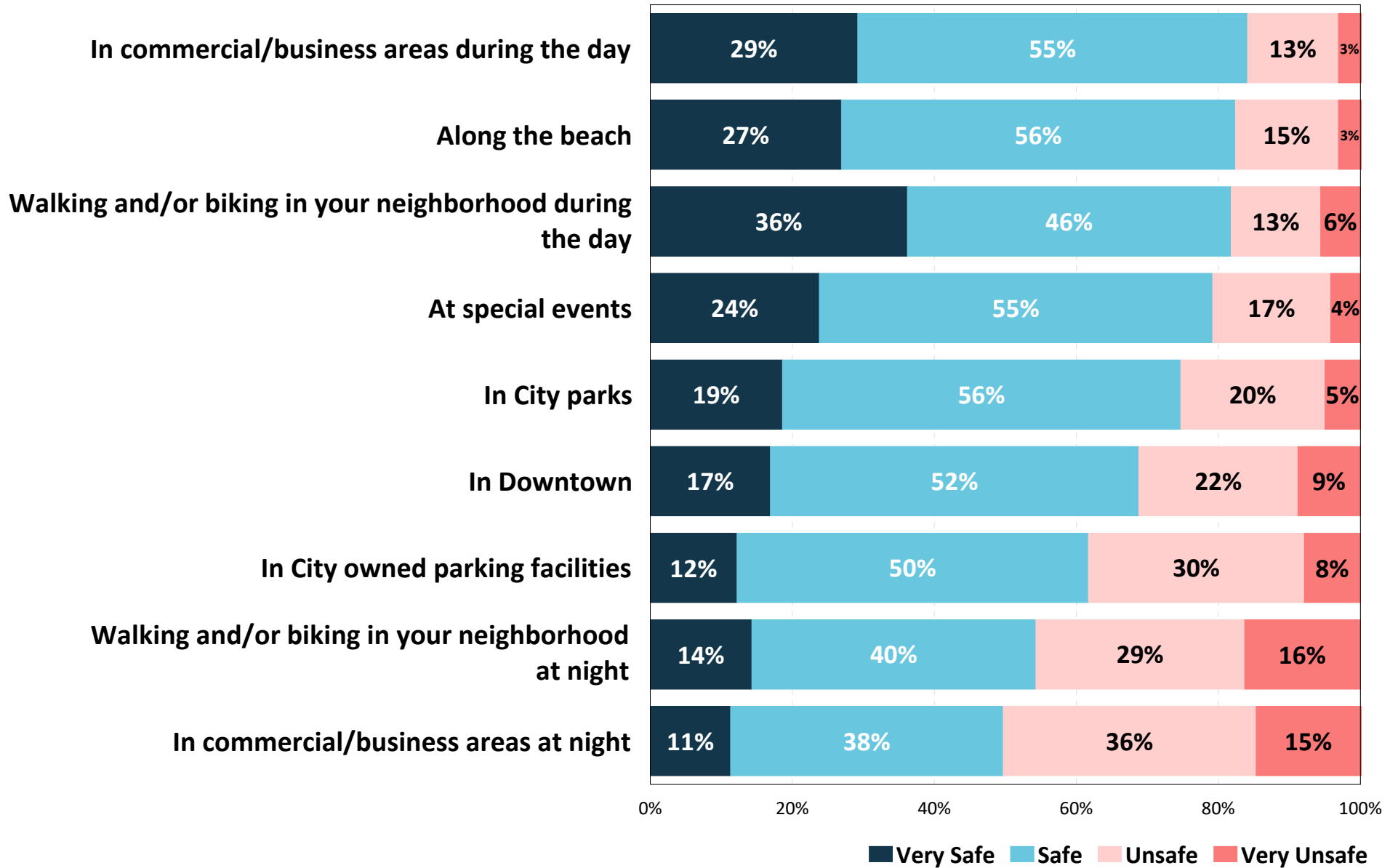
Q8. Which TWO of the public safety items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by the sum percentage of respondents' top two choices



Q9. Level of Perception of Safety

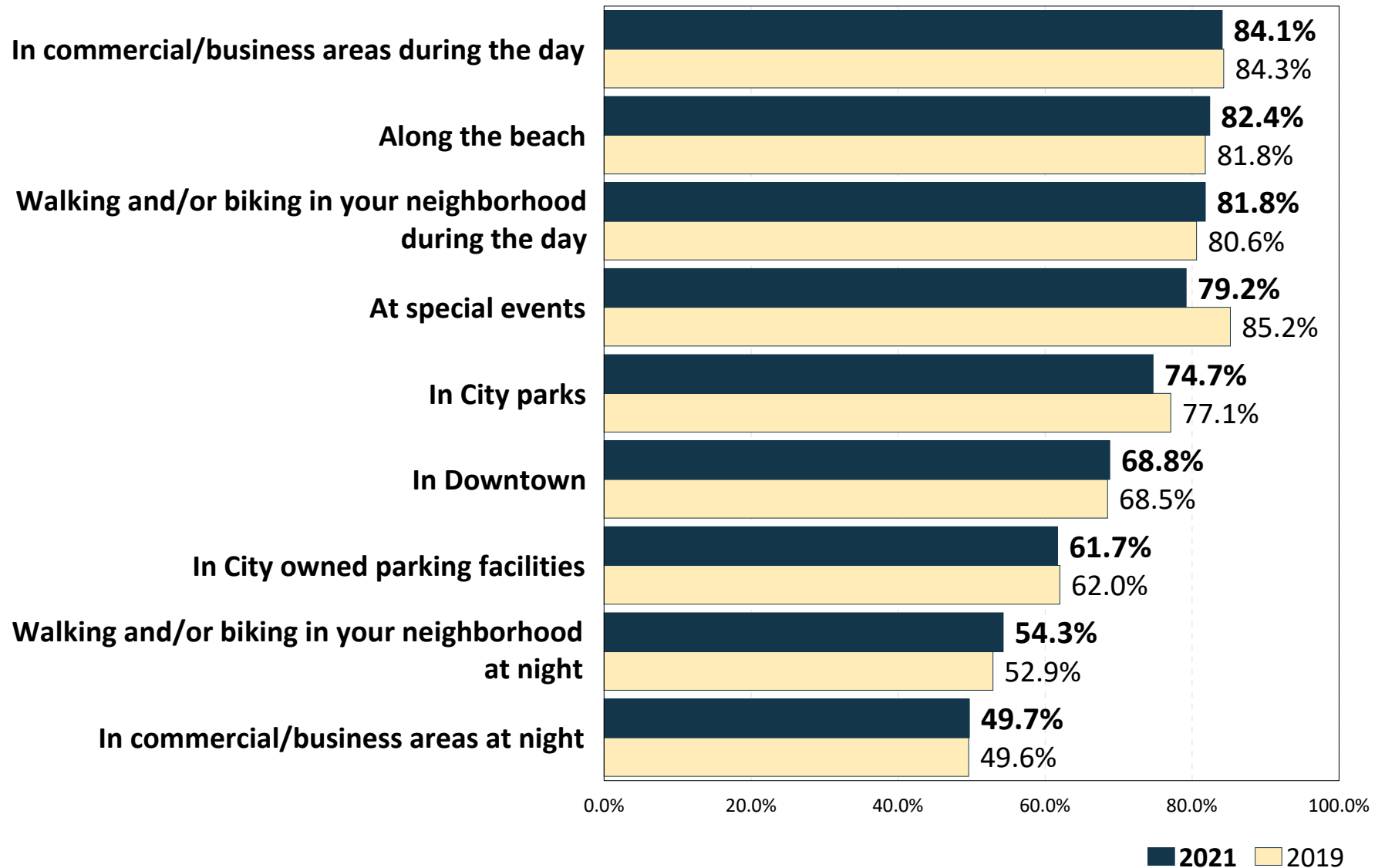
by the percentage of respondents, using a 4-point scale, where 4 means *very safe* and 1 means *very unsafe*
(excluding *don't know* responses)



Trends: 2021 v. 2019

Overall Perception of Safety

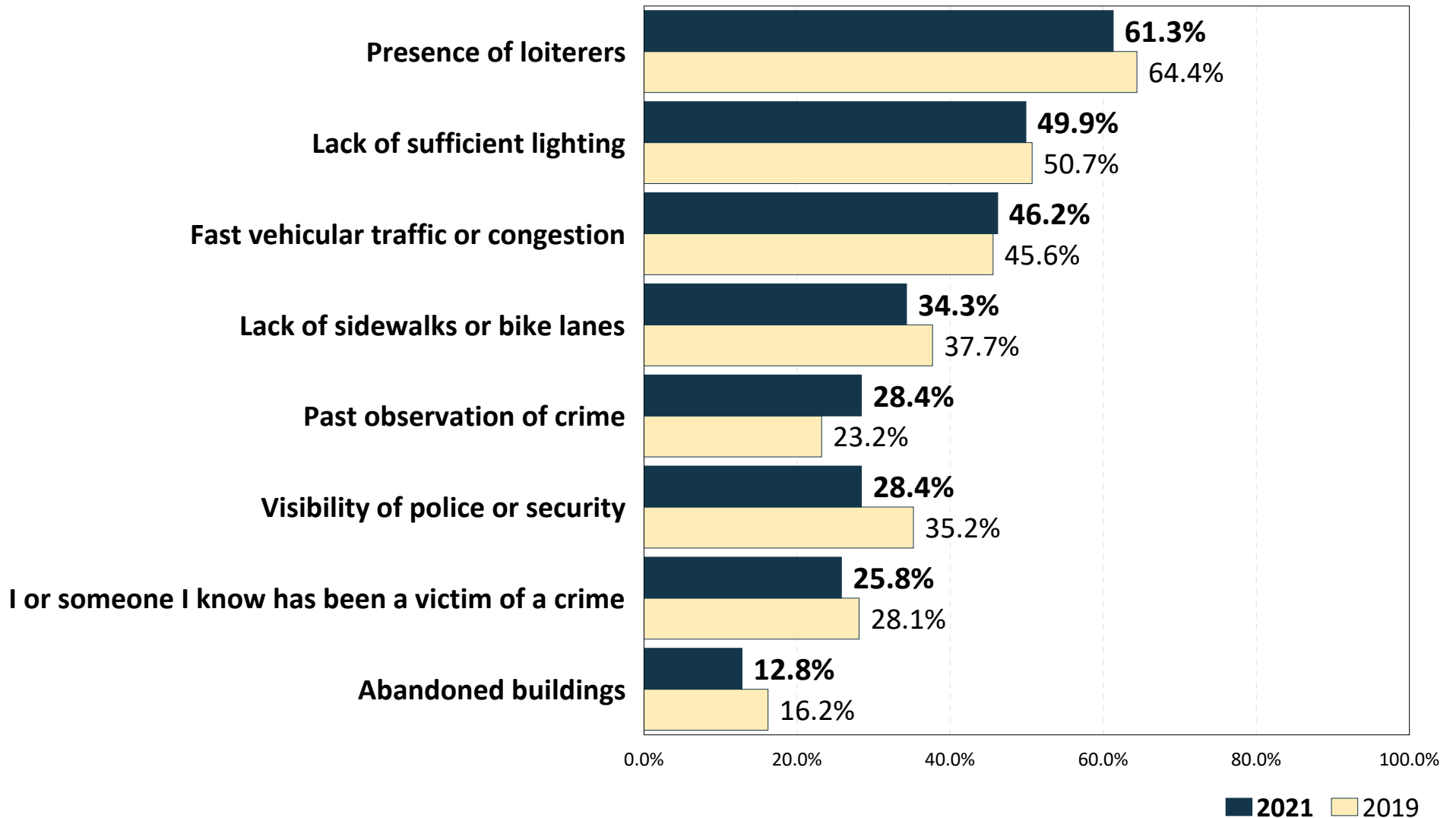
by the sum percentage of respondents the feel either *very safe* or *safe*
(excluding *don't know* responses)



Trends: 2021 v. 2019

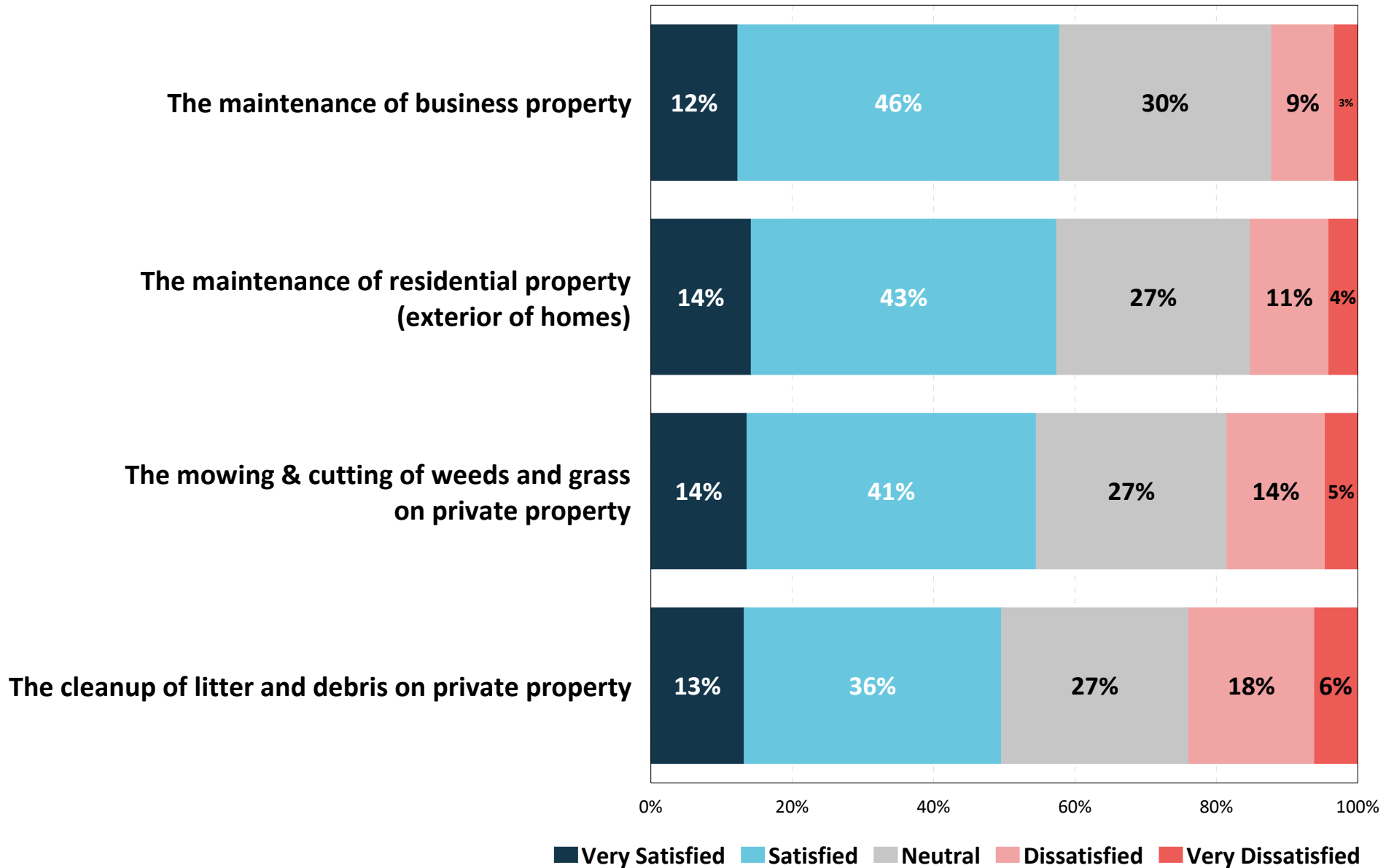
Q10. If you feel unsafe in any areas in Question 9, why do you feel unsafe?

by the percentage of respondents (multiple choices could be selected)



Q11. Level of Satisfaction with Codes and Ordinances

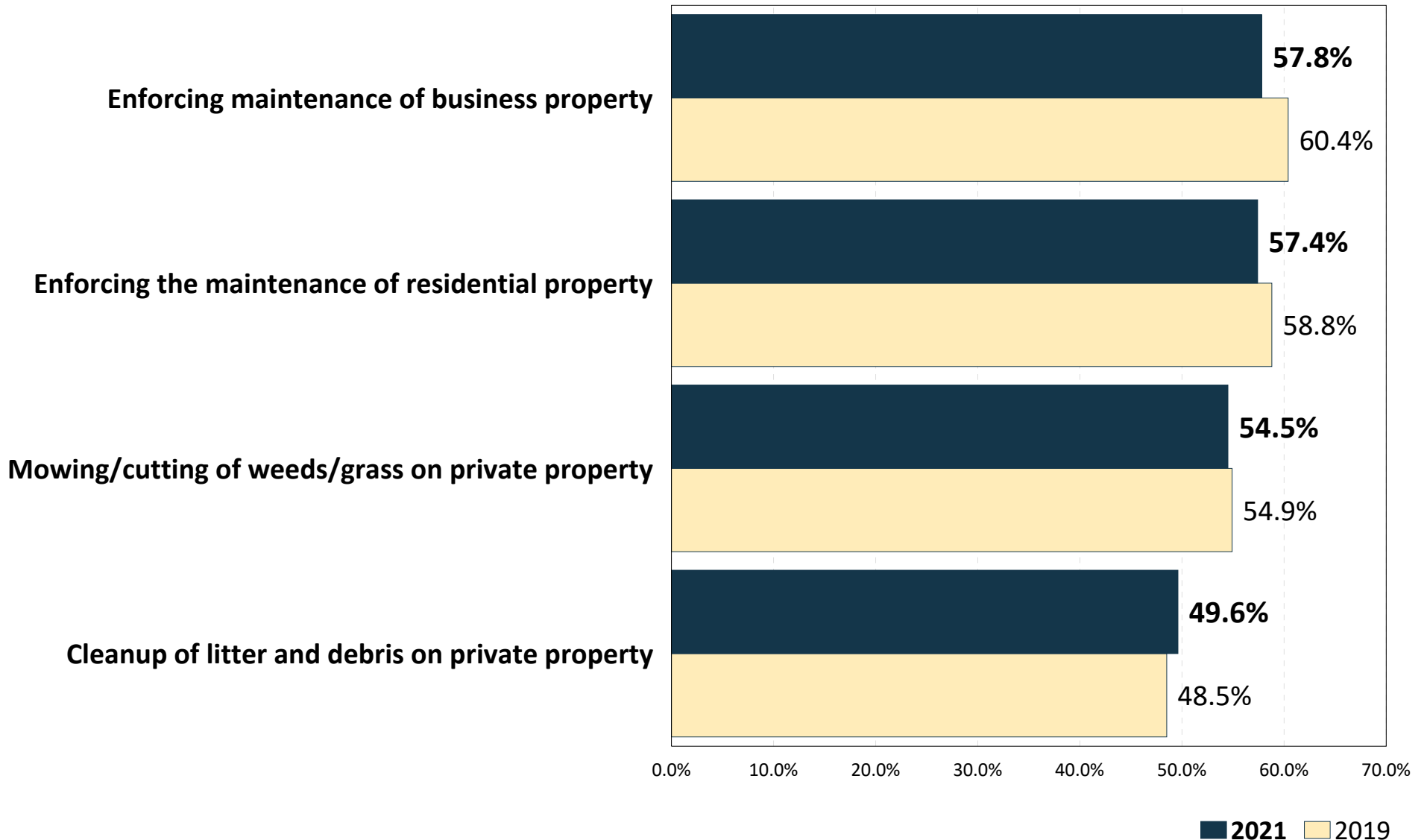
by the percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



Trends: 2021 v. 2019

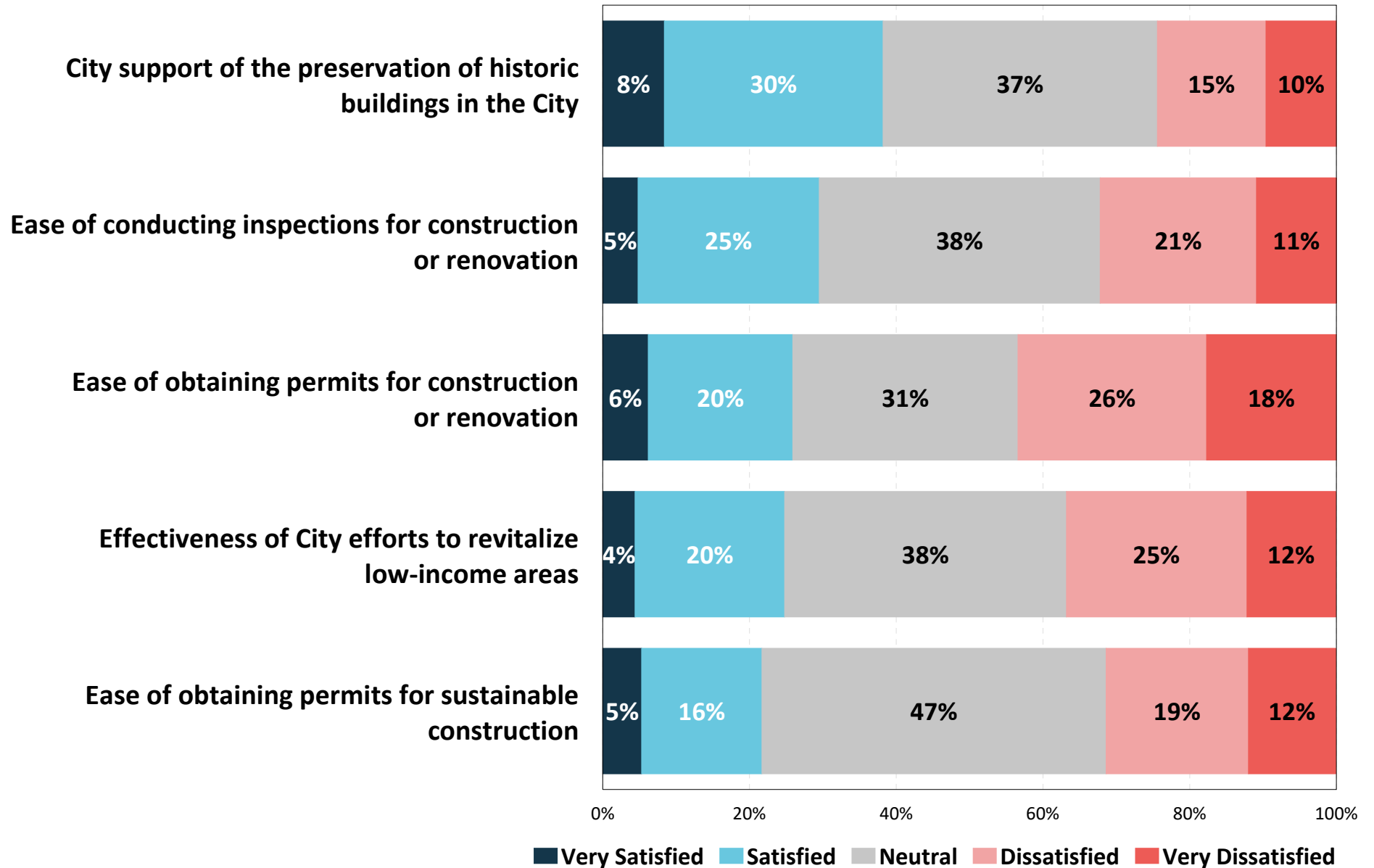
Overall Satisfaction with Codes and Ordinances

by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Q12. Level of Satisfaction with Community Planning and Development

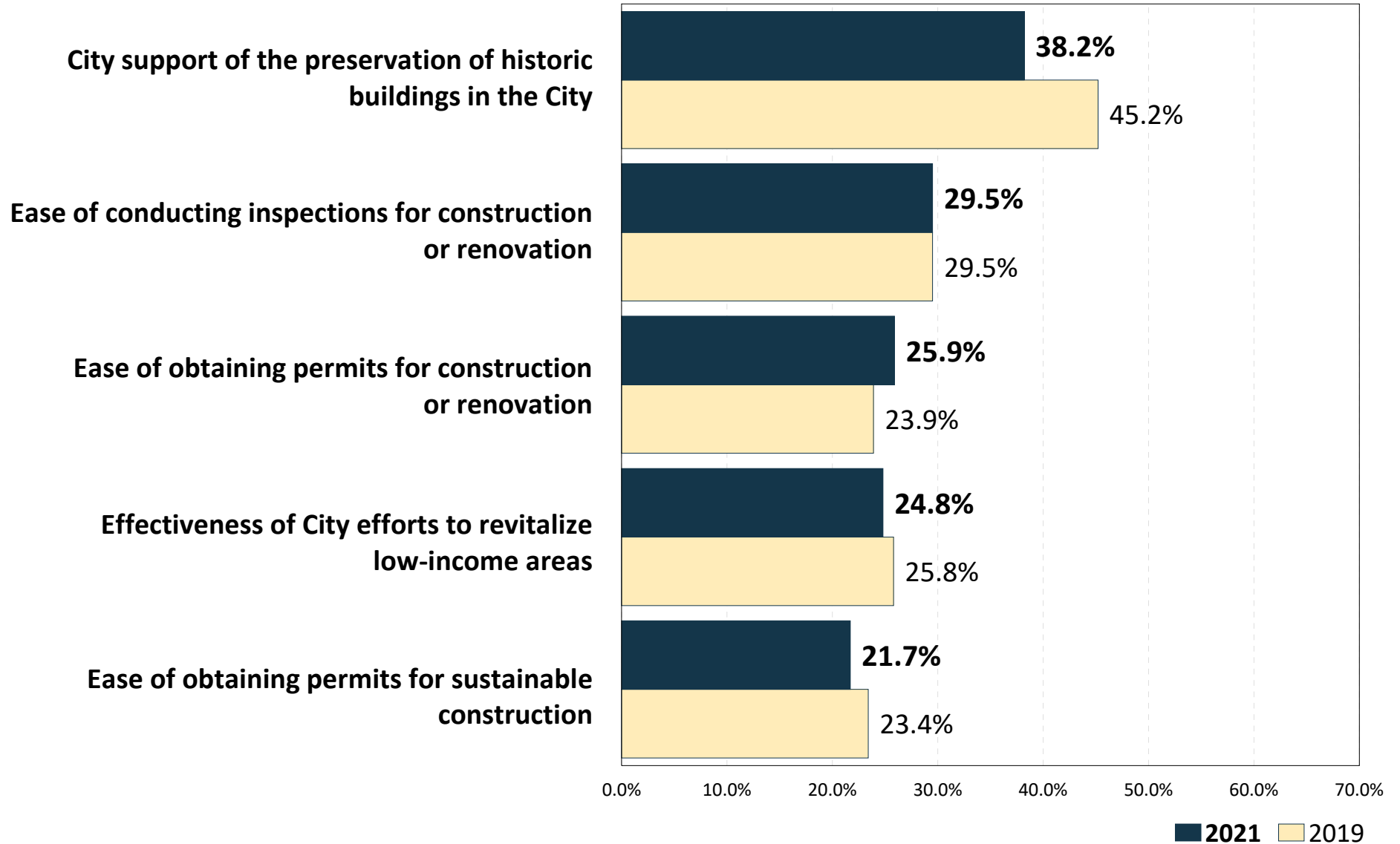
by the percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



Trends: 2021 v. 2019

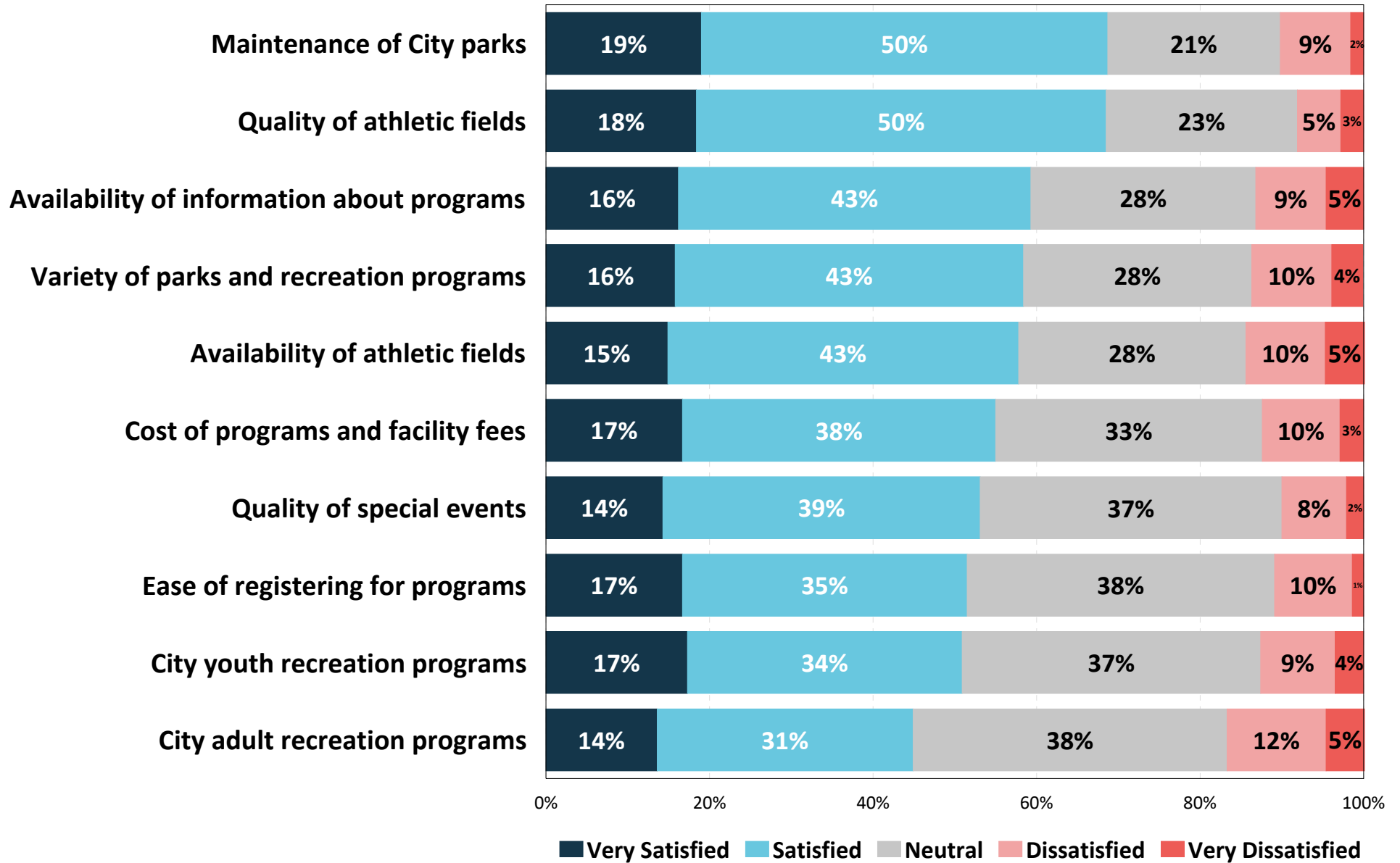
Satisfaction with Community Planning and Development

by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Q13. Level of Satisfaction with Parks and Recreation Services

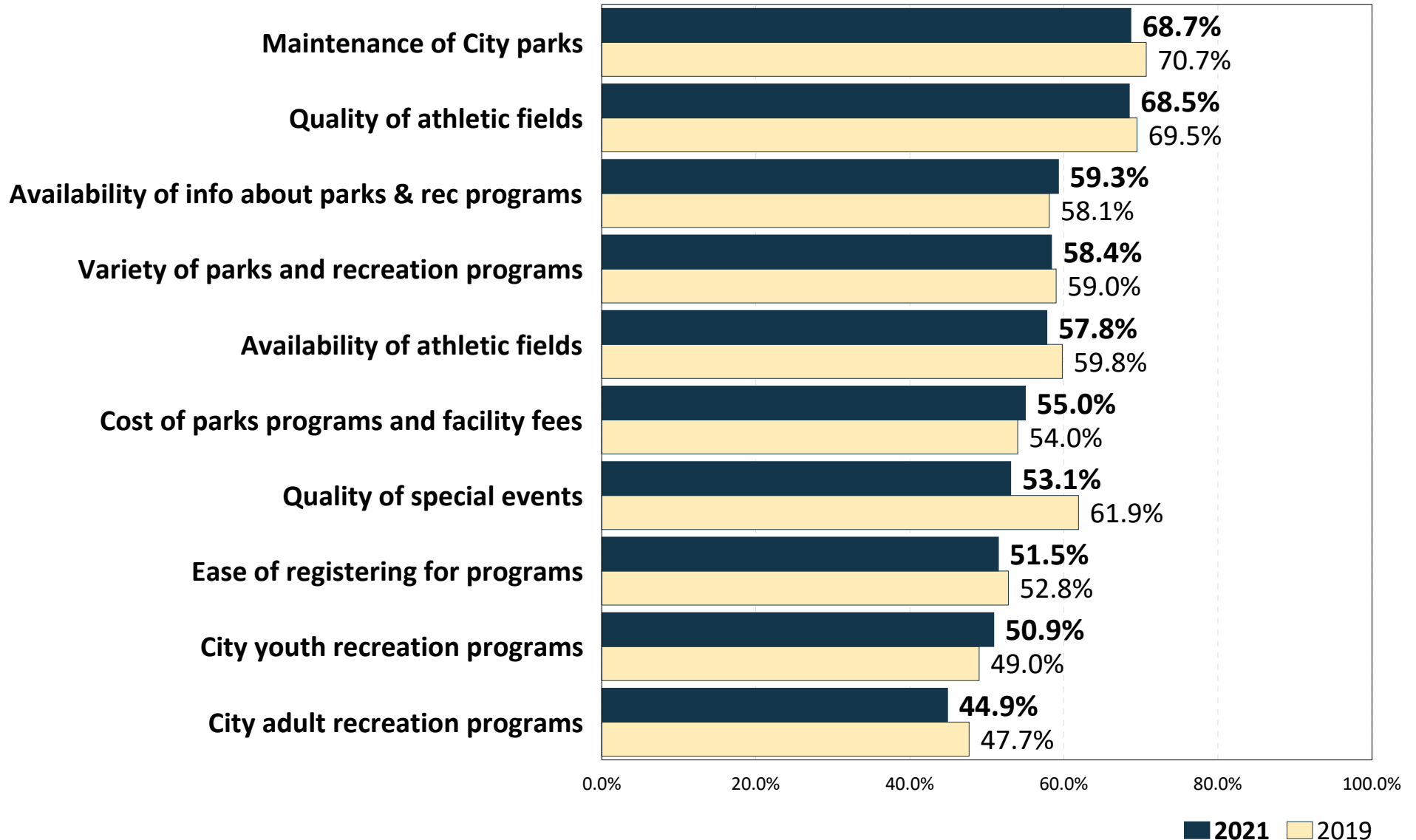
by the percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends: 2021 v. 2019

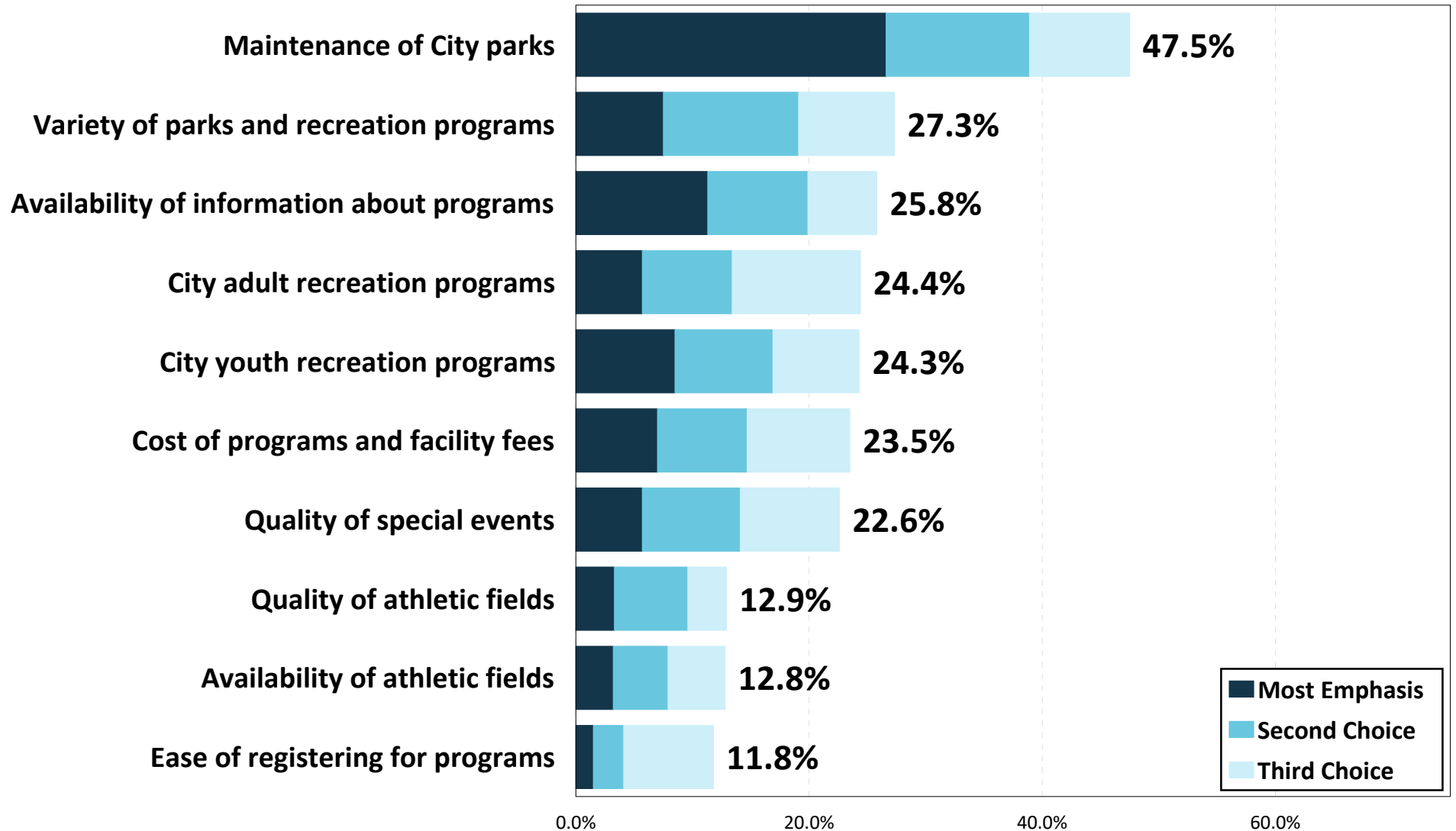
Satisfaction with Parks and Recreation Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



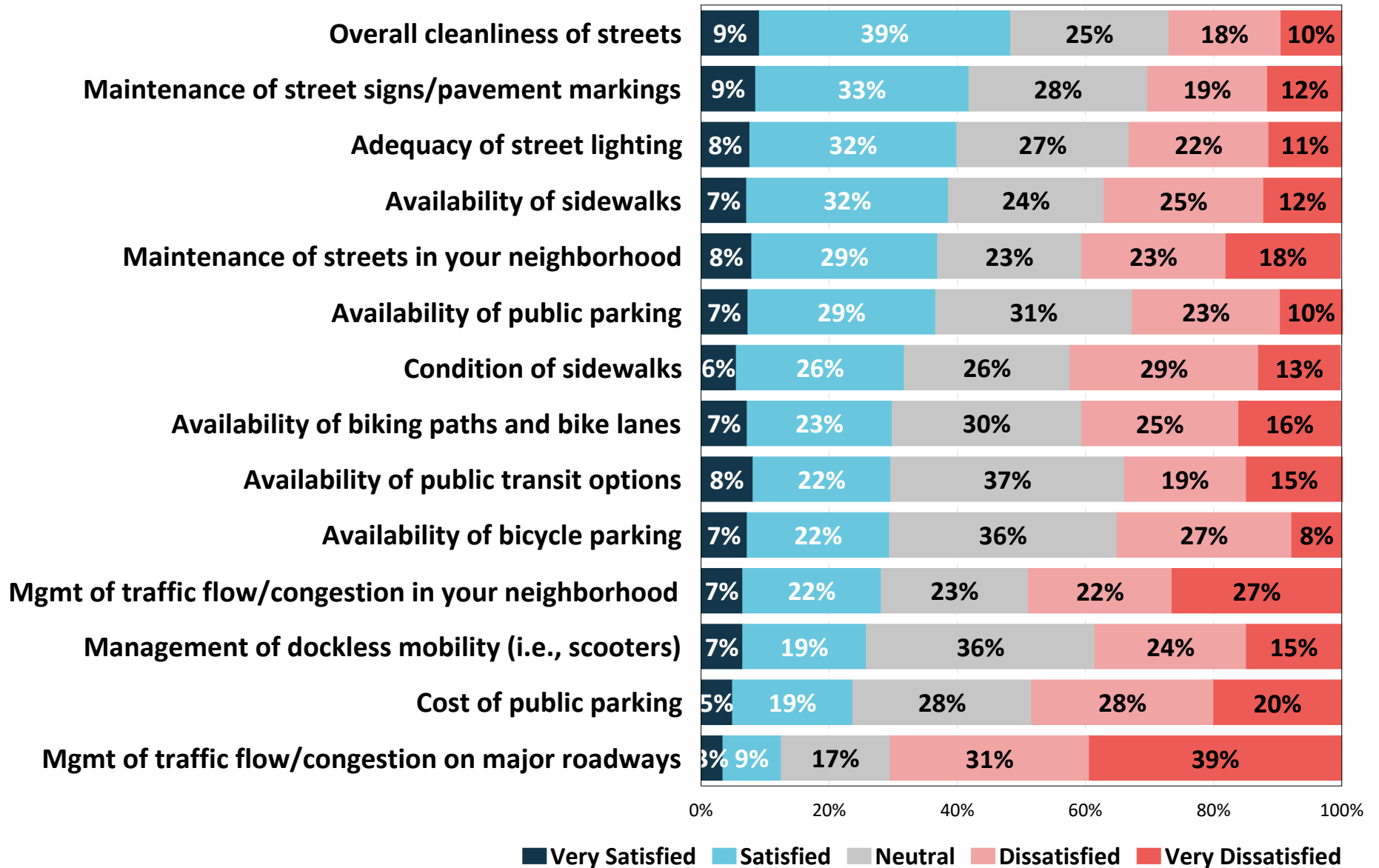
Q14. Which THREE of the Parks and Recreation items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by the sum percentage of respondents' top three choices



Q14. Level of Satisfaction with Transportation and Parking

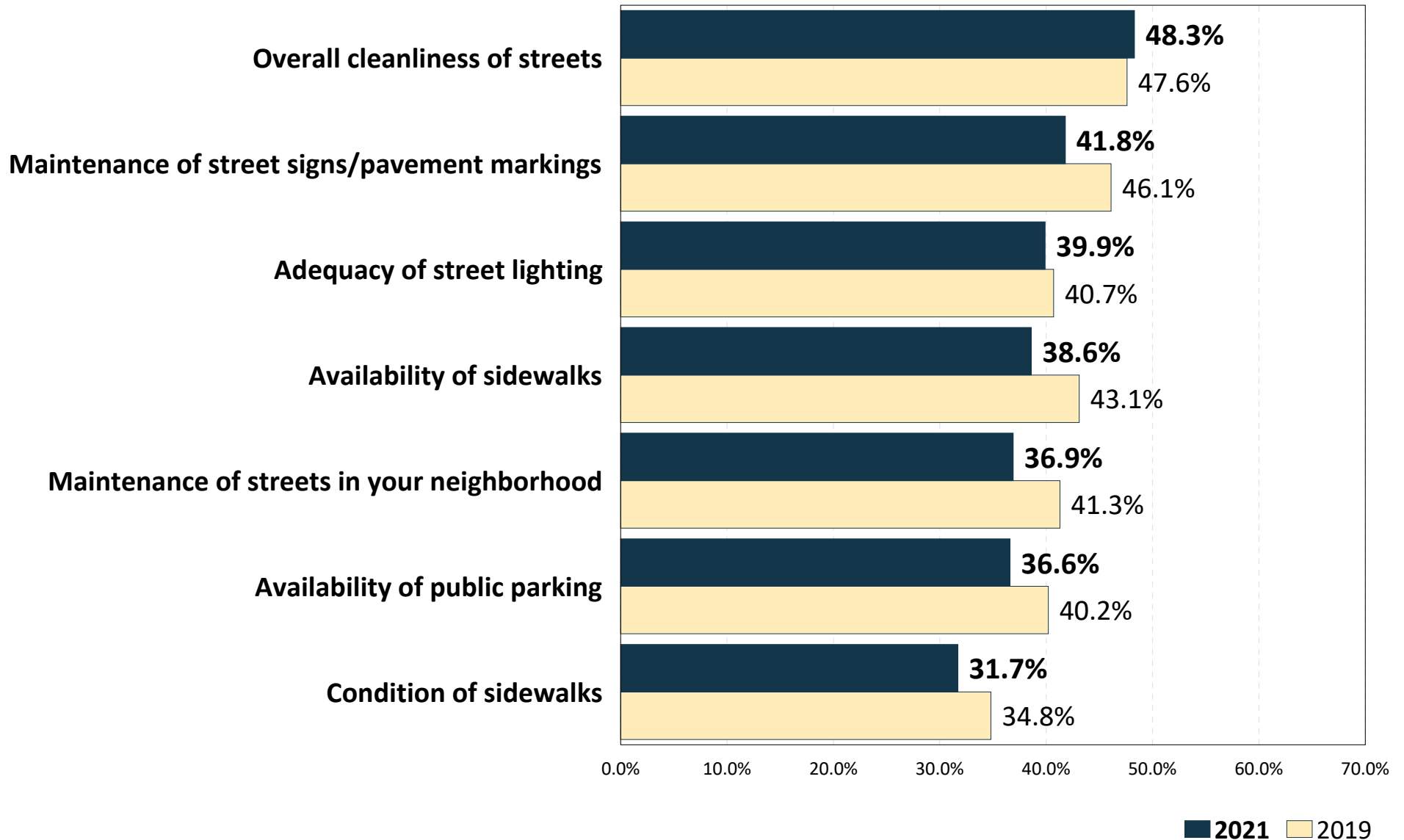
by the percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends: 2021 v. 2019

Satisfaction with Transportation and Parking

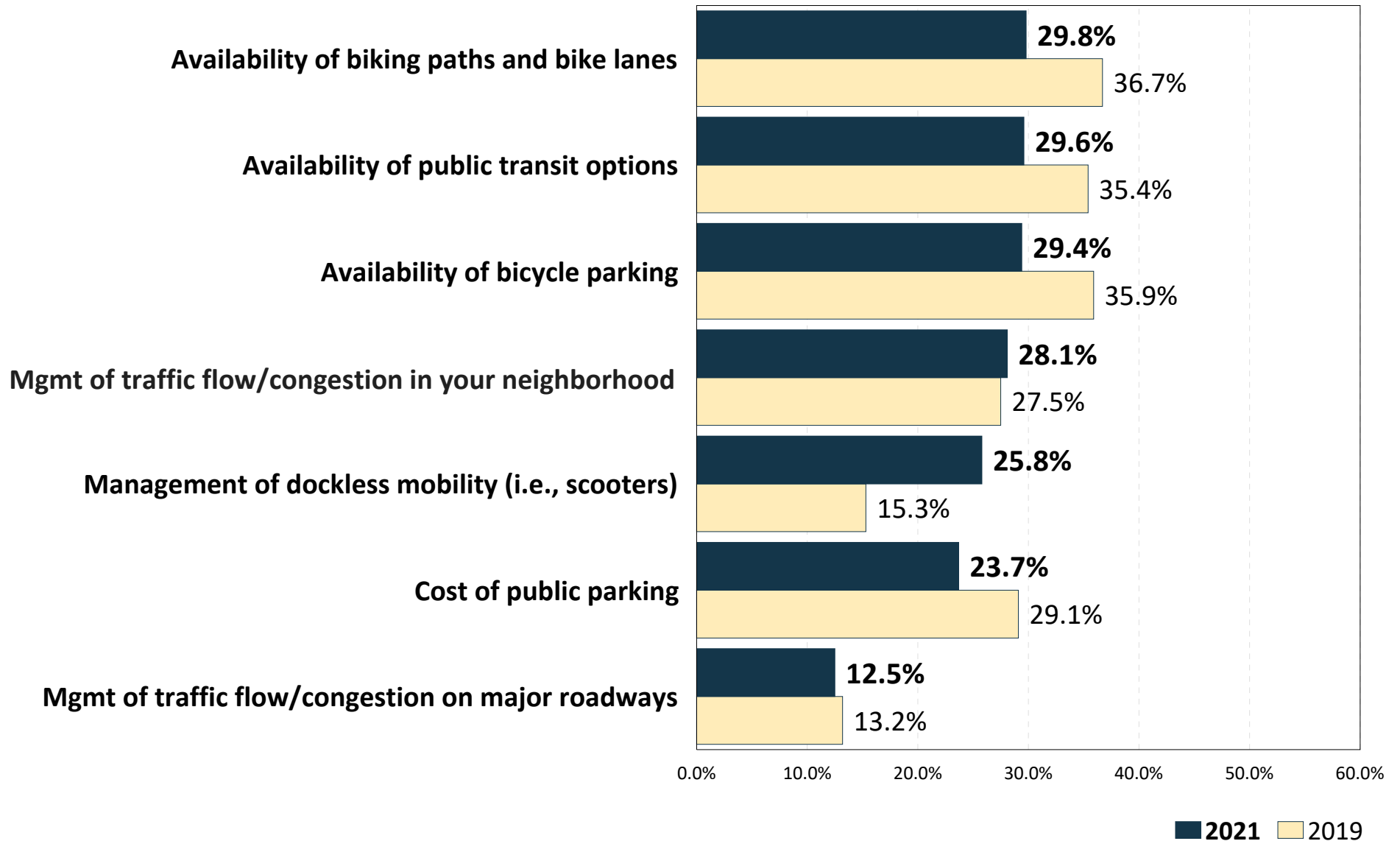
by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Trends: 2021 v. 2019

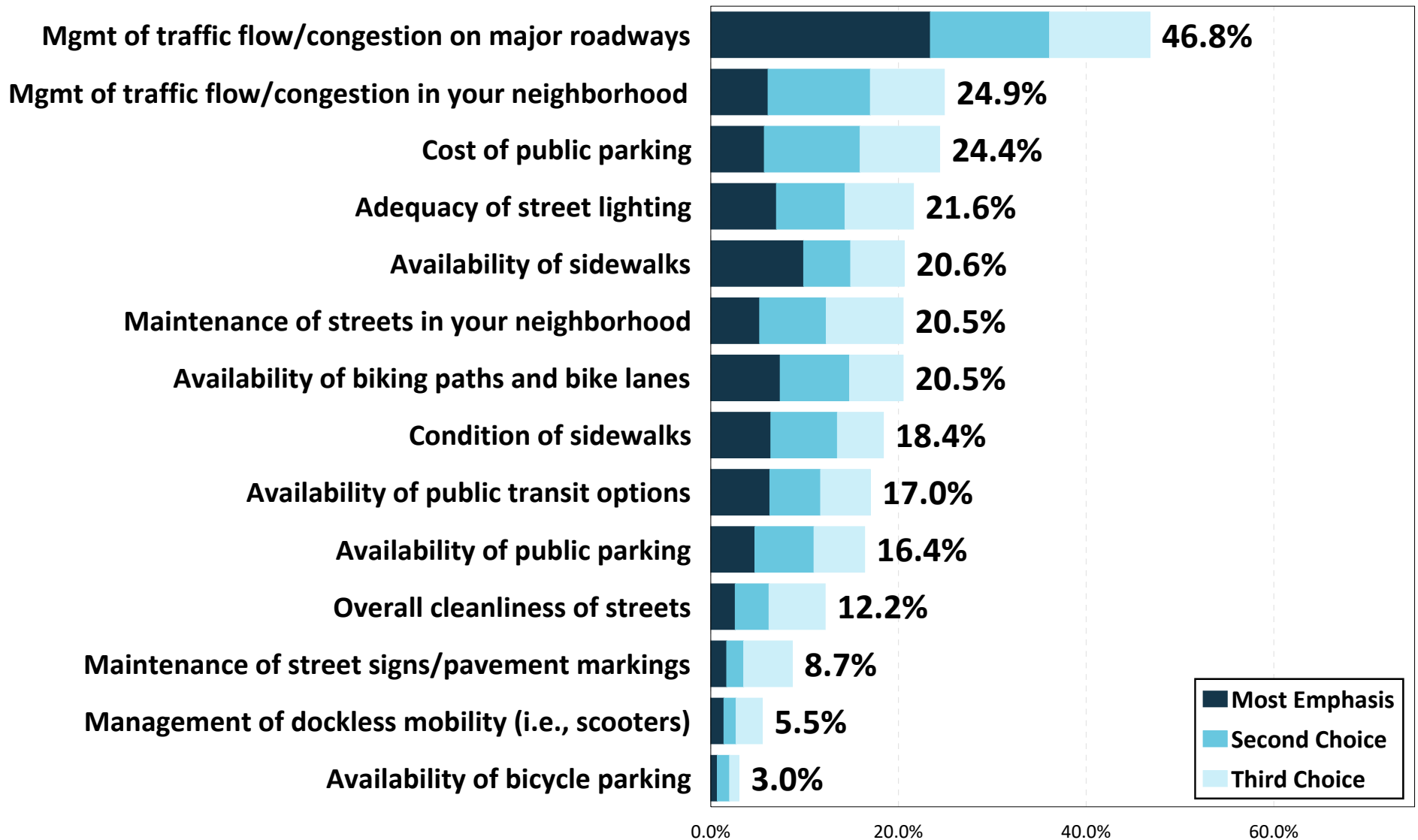
Satisfaction with Transportation and Parking (Continued)

by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



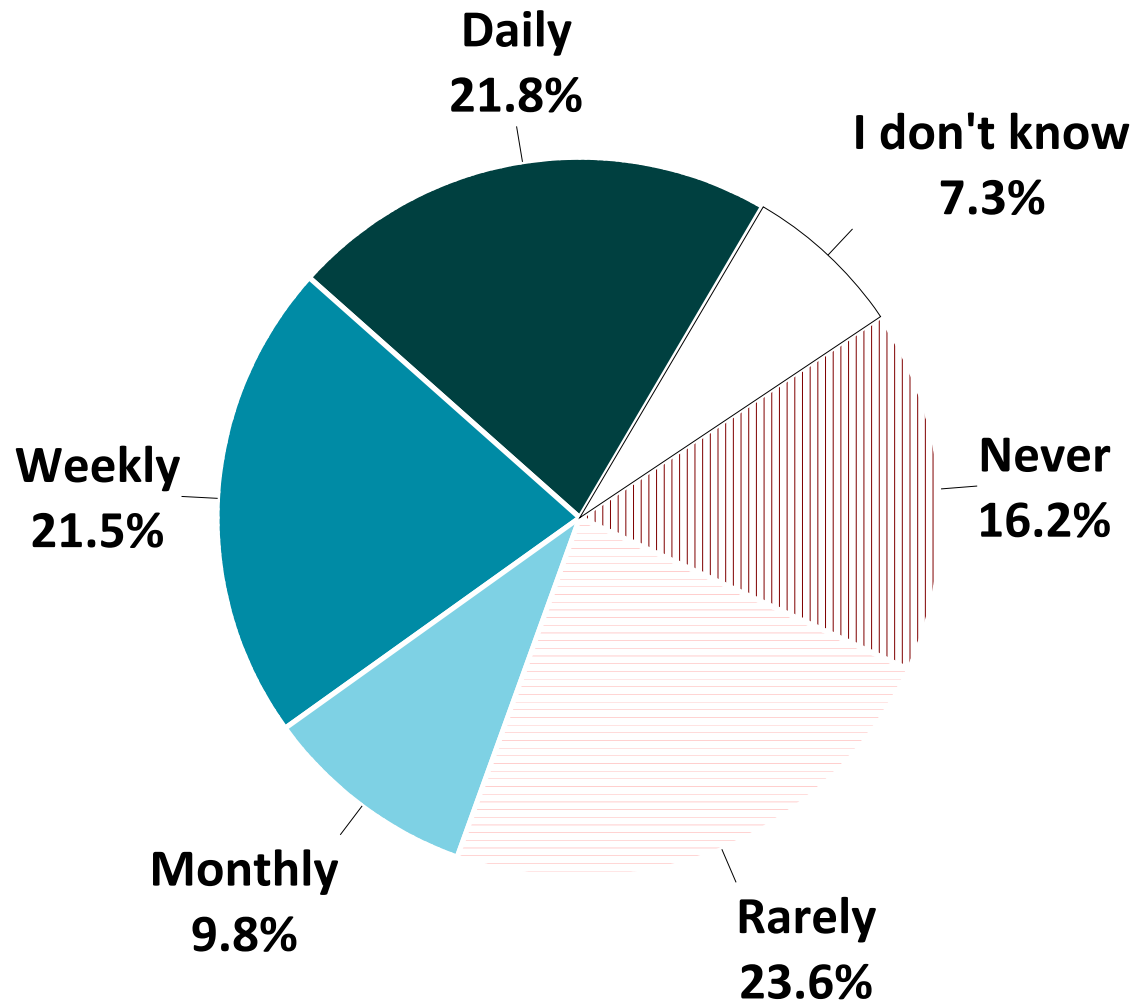
Q16. Which THREE of the transportation and mobility items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by the sum percentage of respondents' top three choices



Q17. How often do you or any member of your household use alternate transportation options, such as walking, biking, mass transit or dockless mobility (i.e. scooters)?

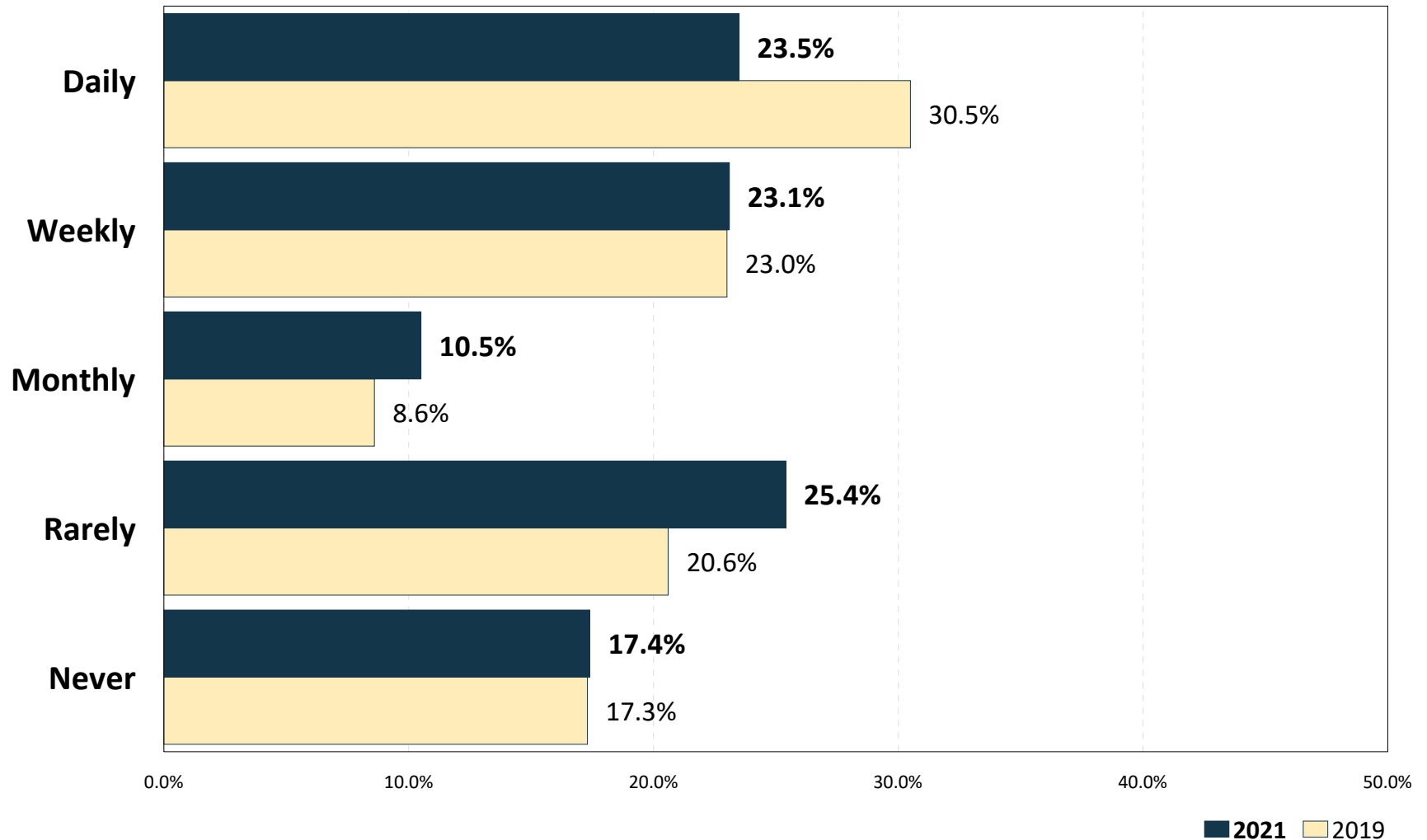
by percentage of respondents



Trends: 2021 v. 2019

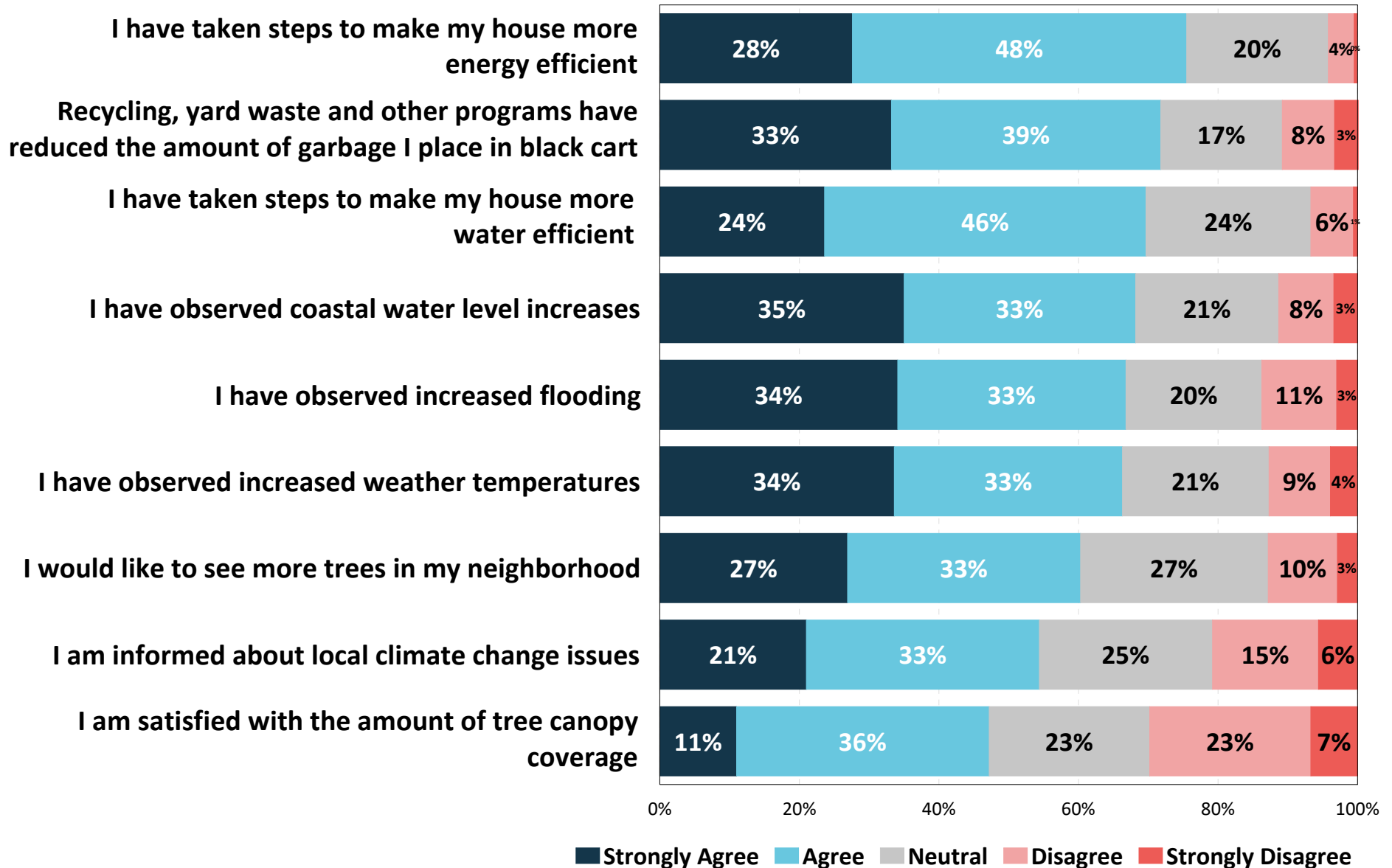
Q17. How often do you or any member of your household use alternate transportation options, such as walking, biking, mass transit or dockless mobility (i.e. scooters)?

by the percentage of respondents (excluding *don't know* responses)



Q15. Level of Satisfaction with Sustainability

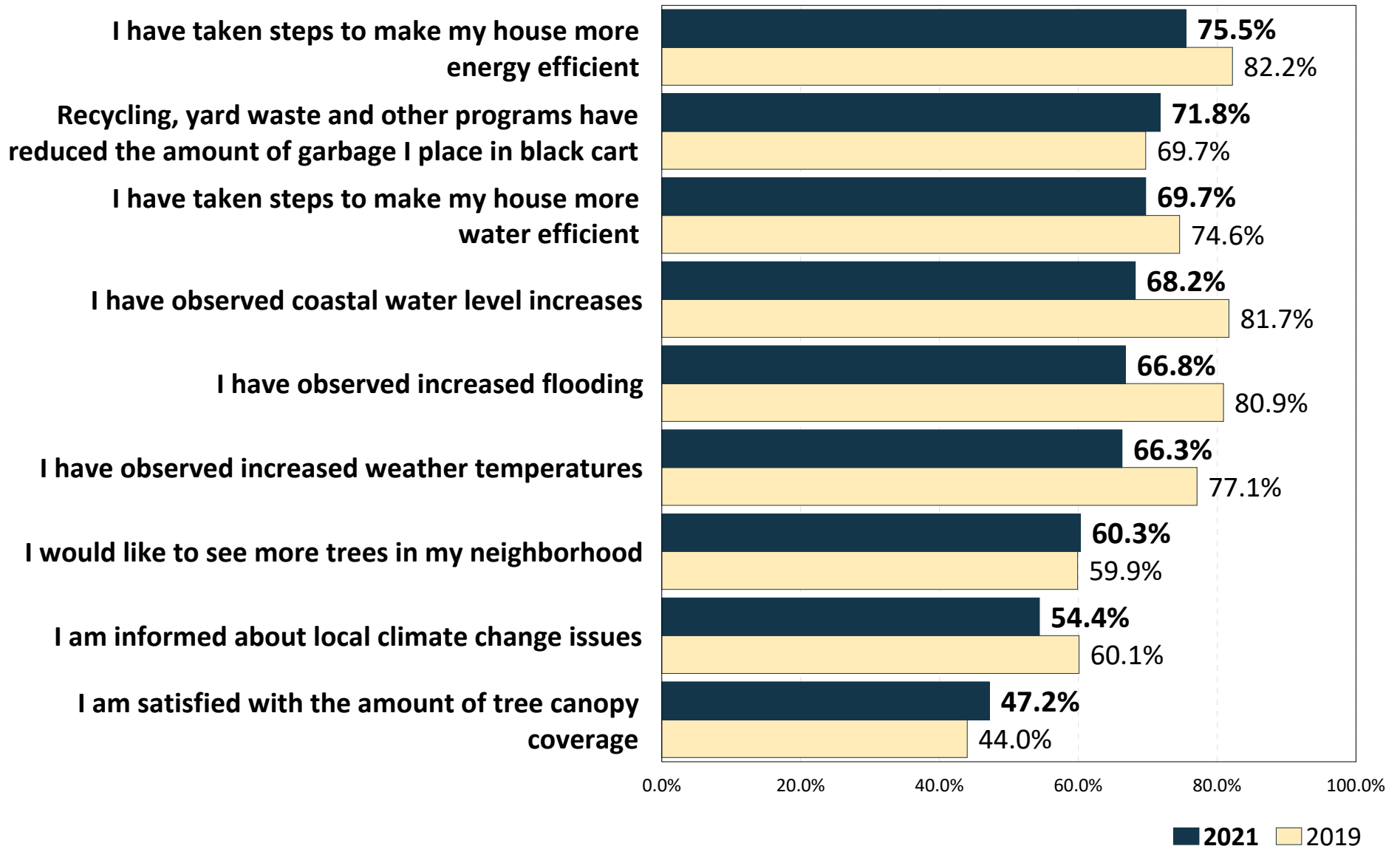
by the percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



Trends: 2021 v. 2019

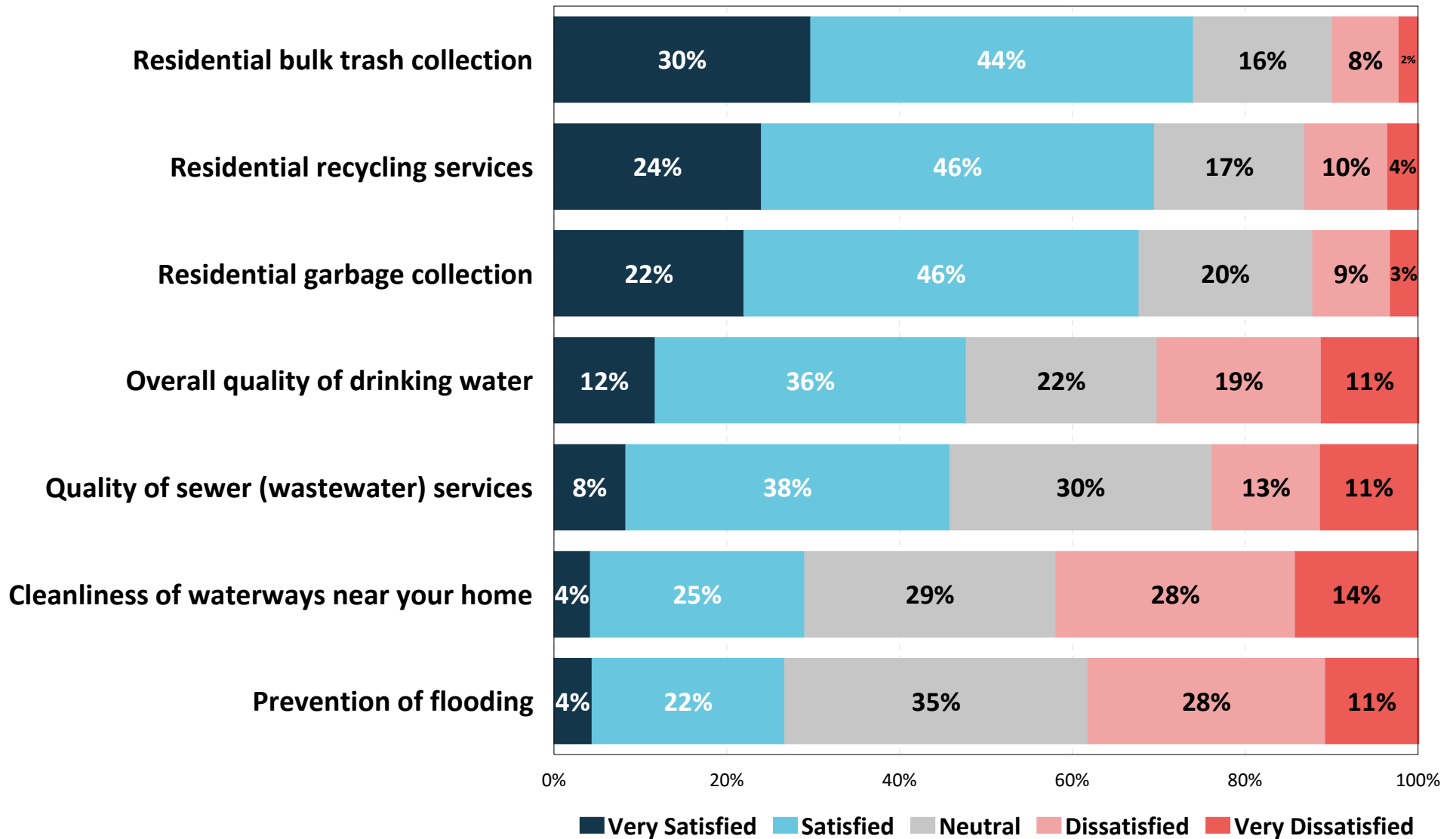
Satisfaction with Sustainability

by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Q19. Level of Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation

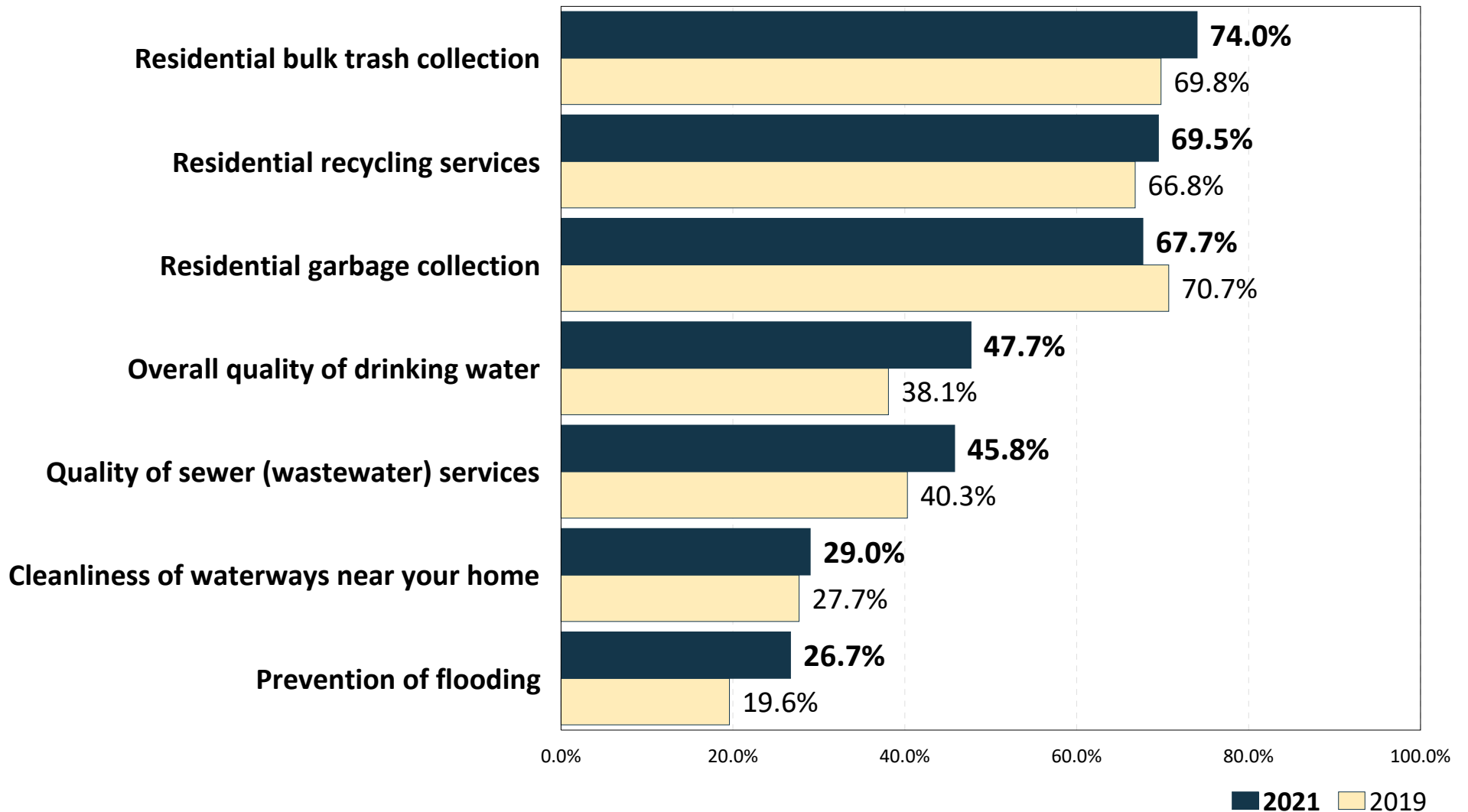
by the percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends: 2021 v. 2019

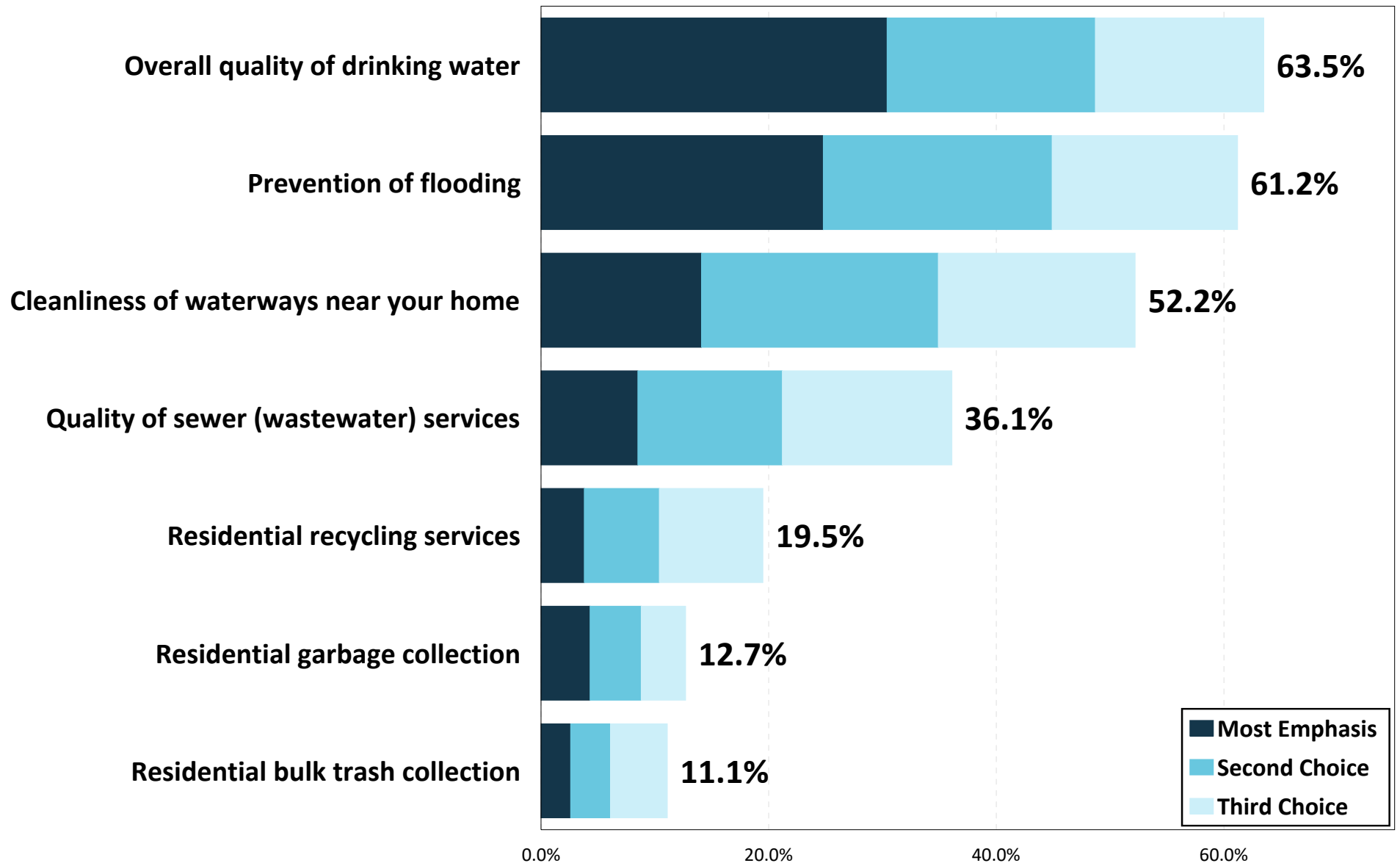
Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation

by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



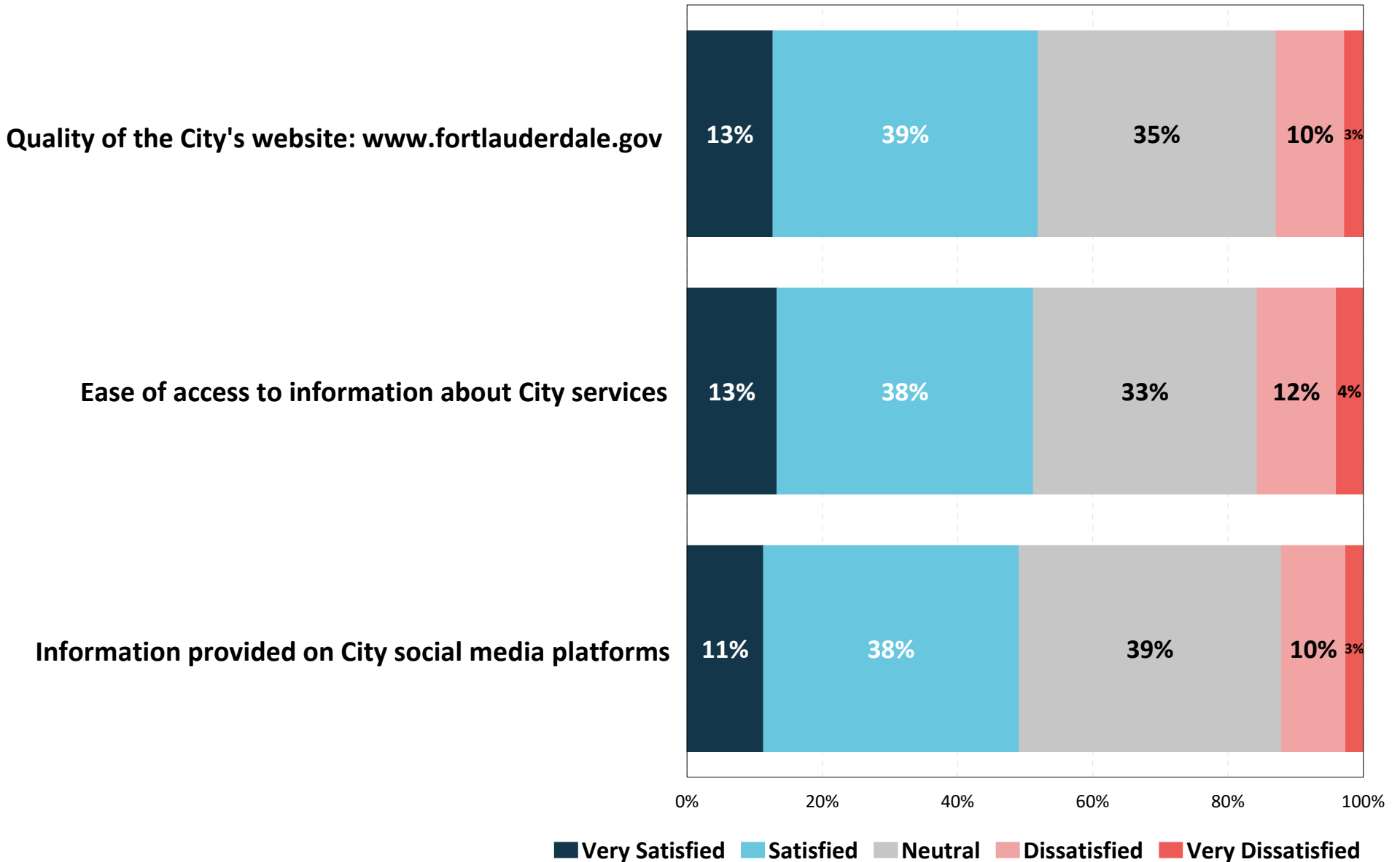
Q20. Which THREE of the items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by the sum percentage of respondents' top three choices



Q21. Level of Satisfaction with Public Communication and Outreach

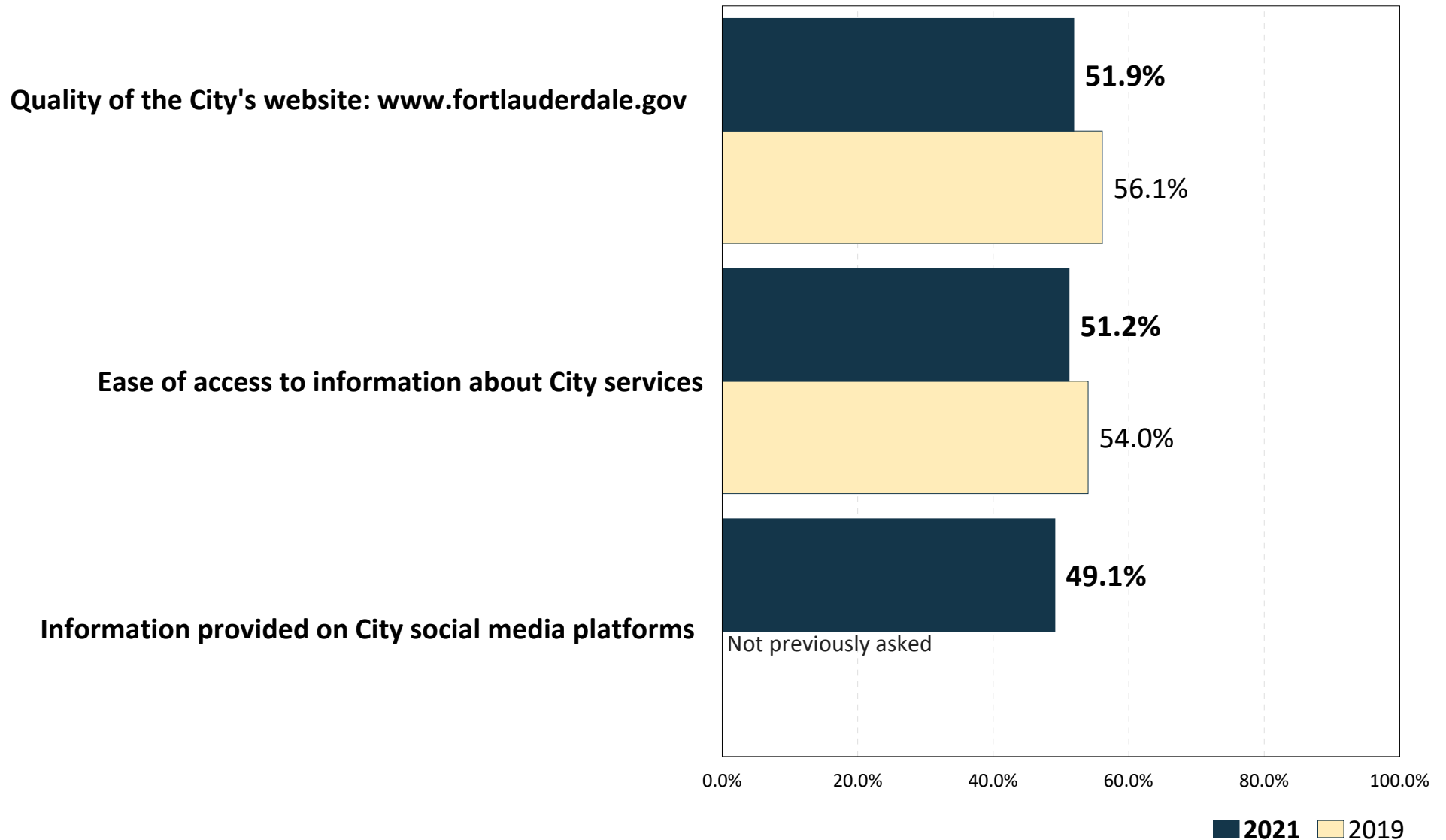
by the percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



Trends: 2021 v. 2019

Satisfaction with Public Communication and Outreach

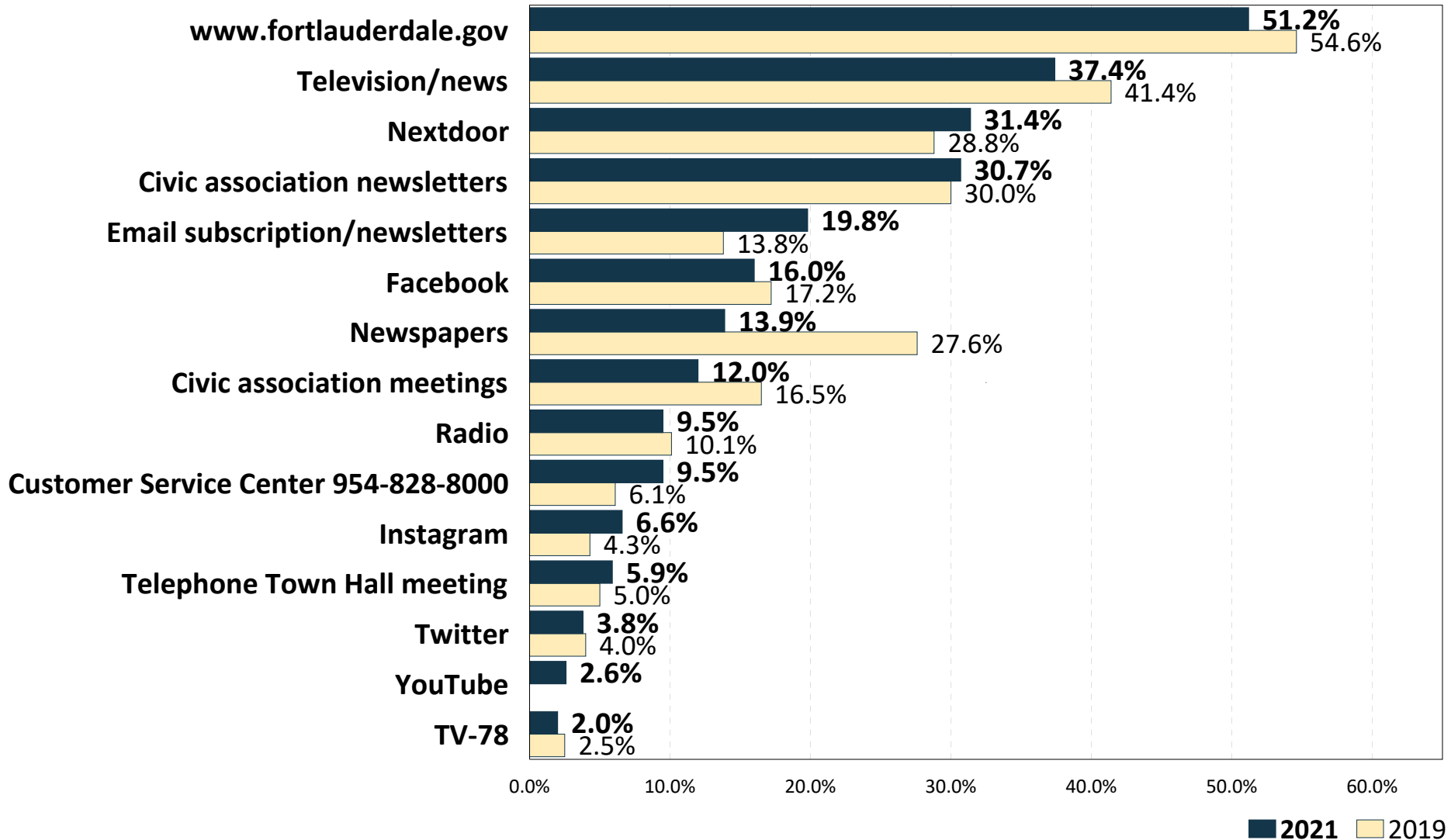
by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Trends: 2021 v. 2019

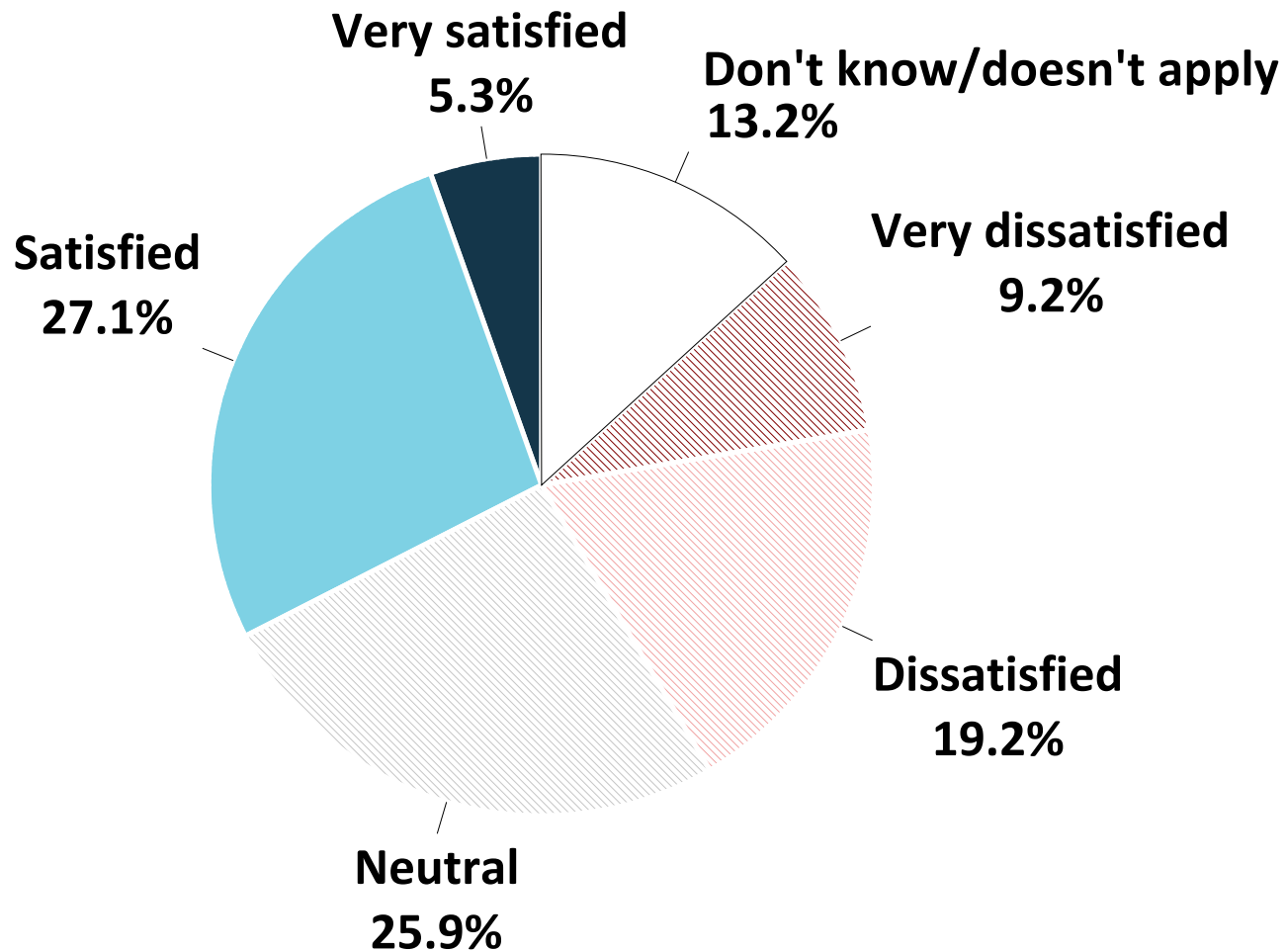
Q22. Which of the following are your primary sources of information about City issues, services, programming, and events?

by the percentage of respondents (multiple choices could be selected)



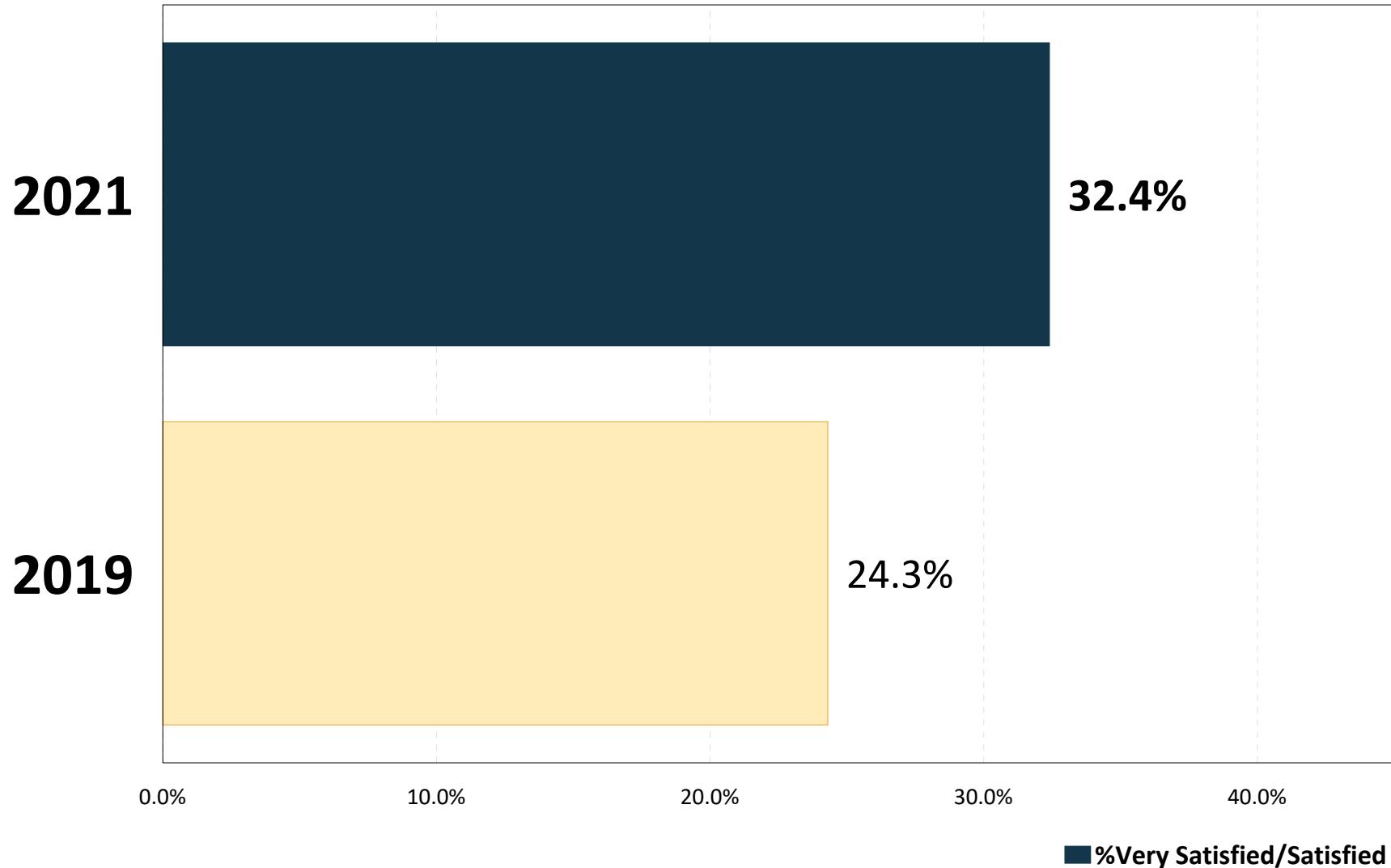
Q23. What is your level of satisfaction with the value you receive for the portion of your property taxes that fund the City's operating budget?

by percentage of respondents



Q23. 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?

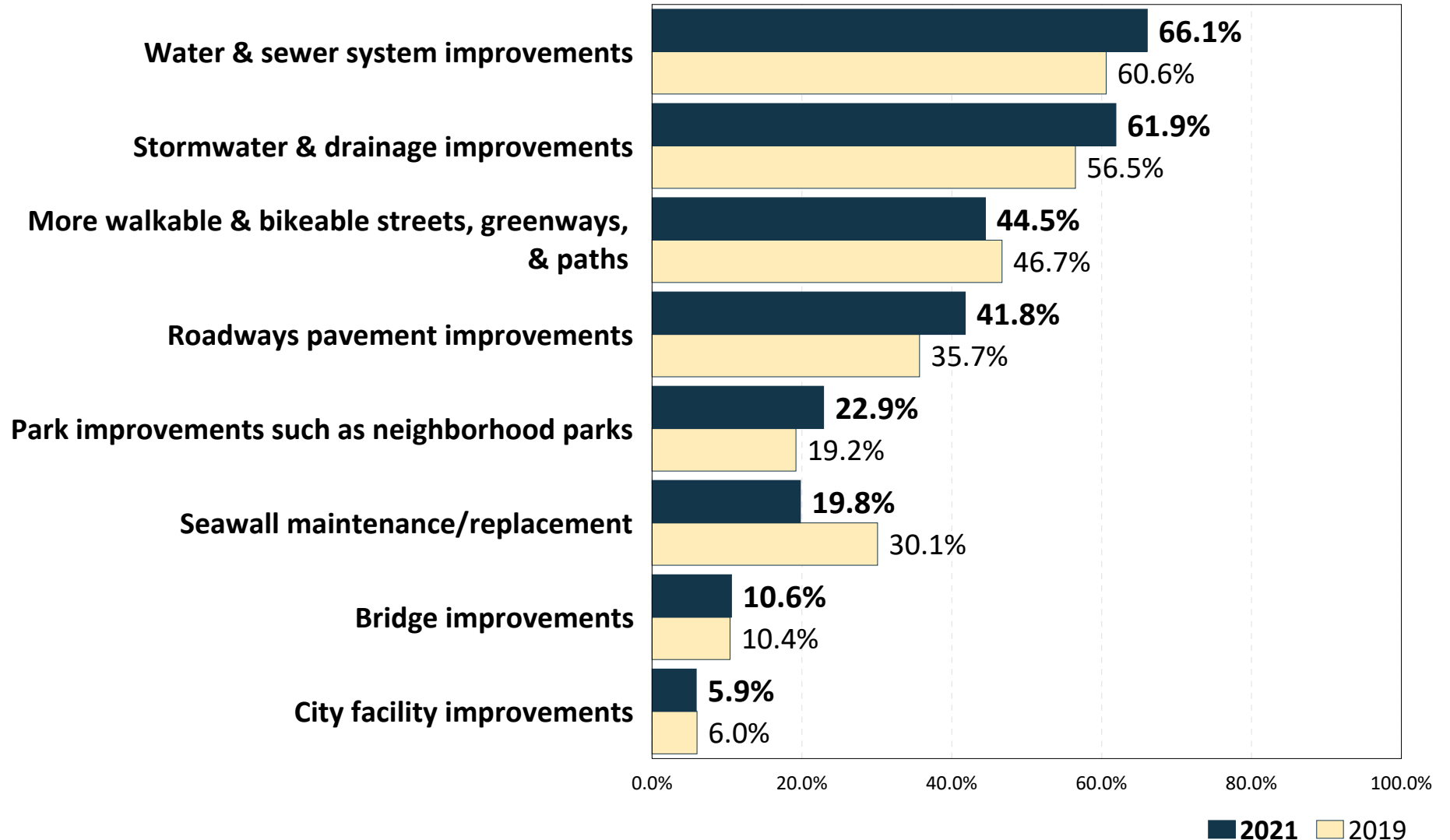
by percentage of respondents (excluding *don't know* responses)



Trends: 2021 v. 2019

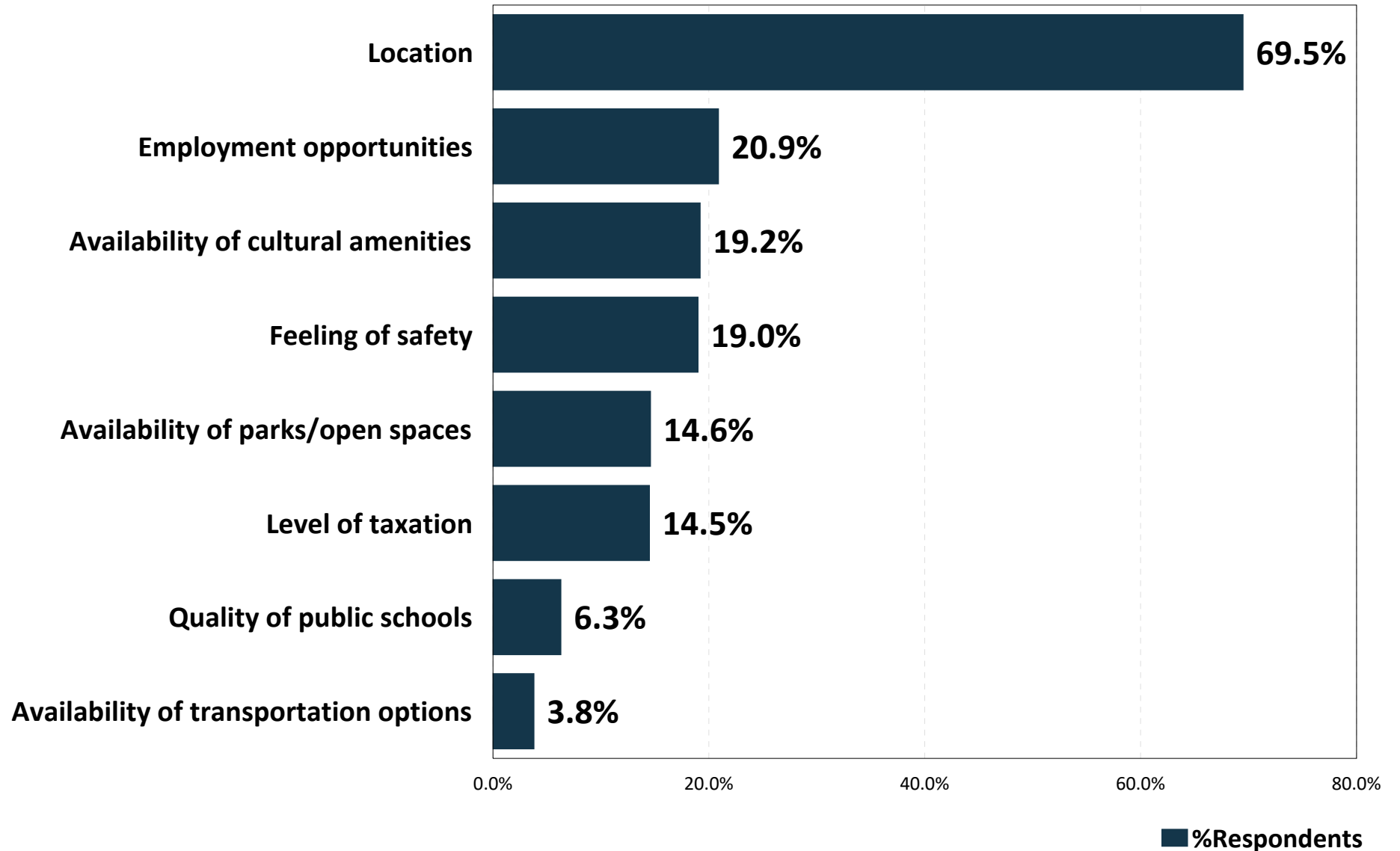
Q24. Of the following Community Investment Plan capital project types, which THREE would you select as the MOST IMPORTANT?

by the percentage of respondents (three choices could be selected)



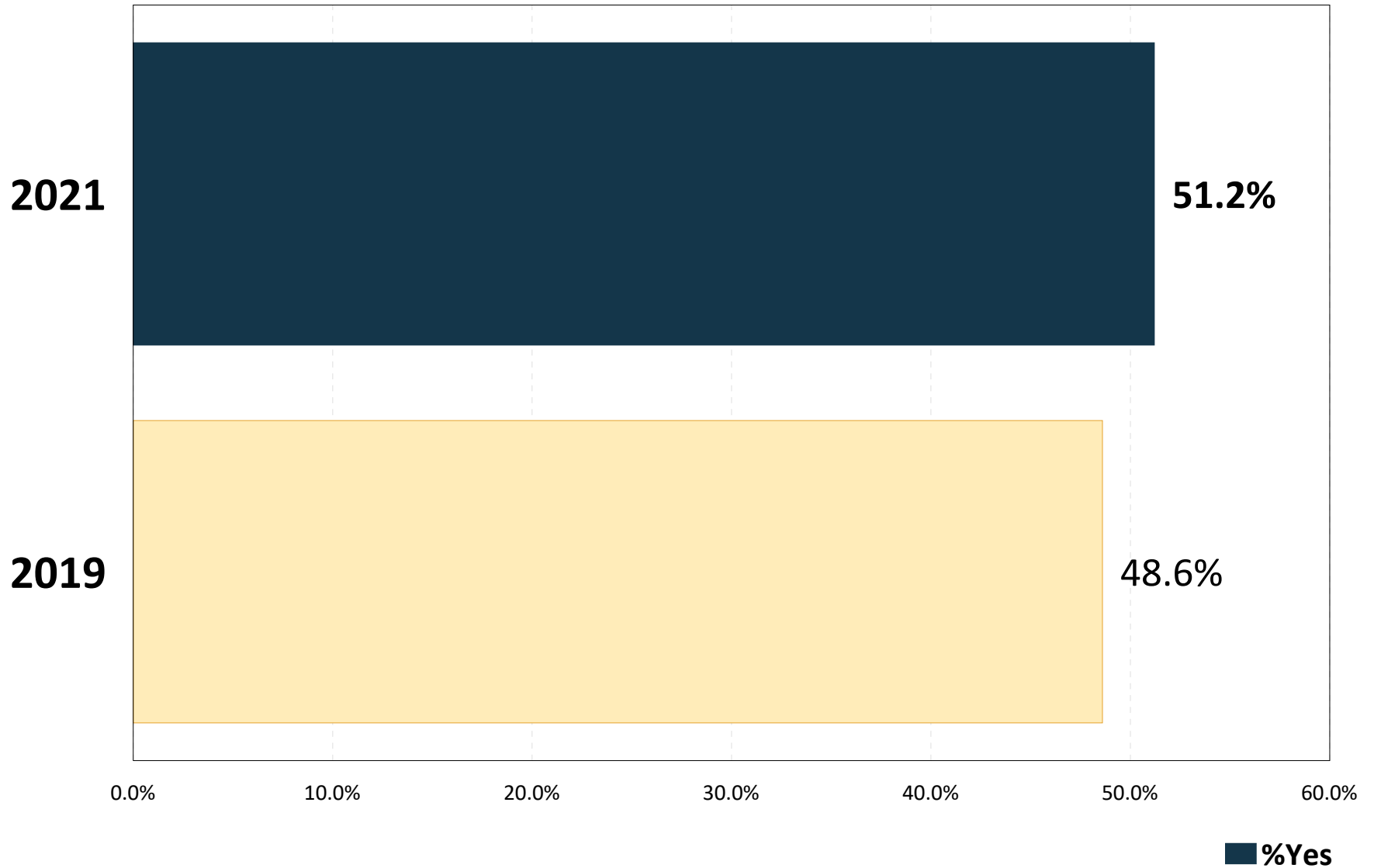
Q25. Which of the reasons listed below most influence your decision to live in Fort Lauderdale?

by the percentage of respondents (multiple choices could be selected)



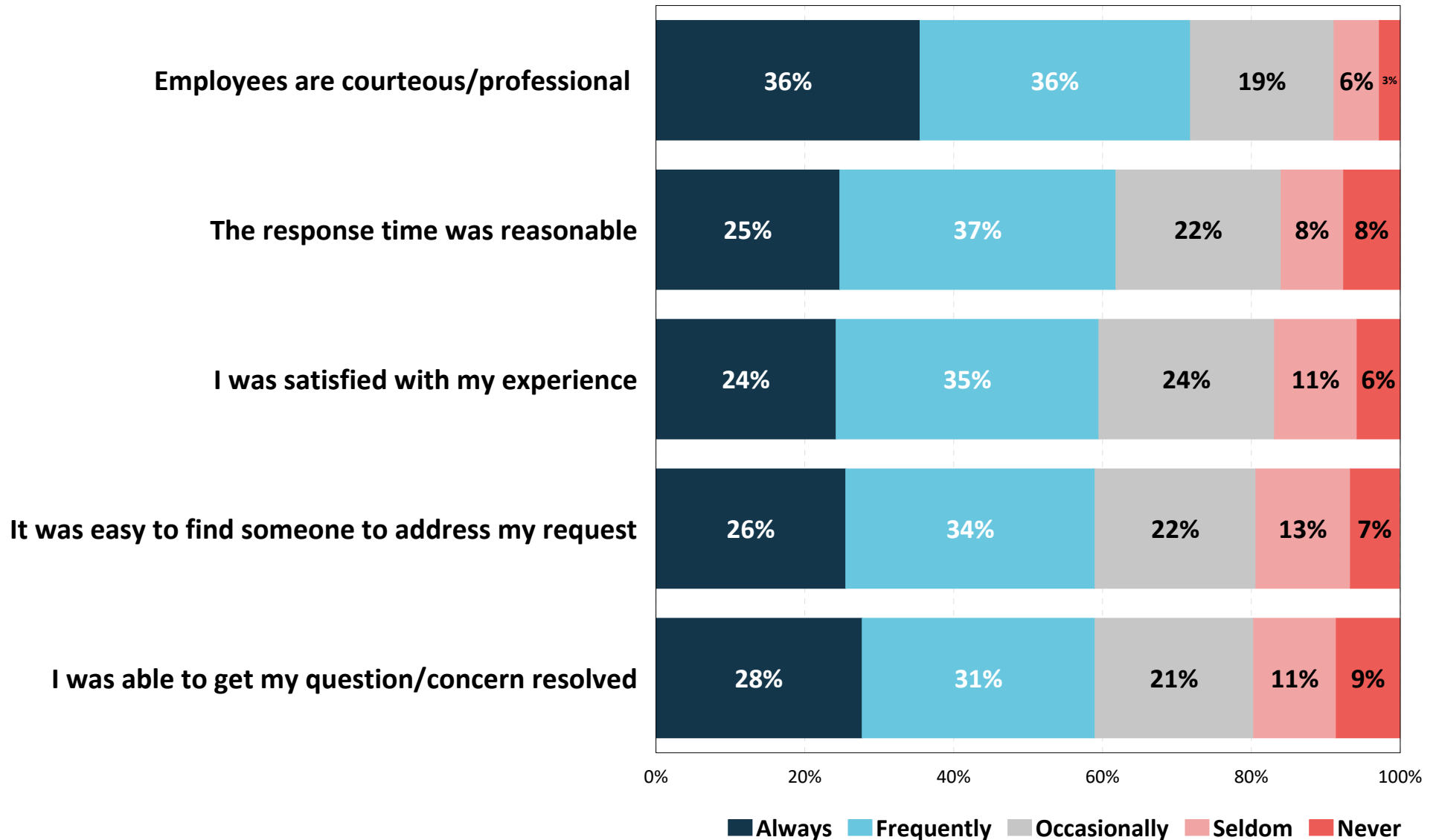
Q26. Customer Service. Have you contacted the City during the past year?

by percentage of respondents that responded with "Yes"



Q26a. Please rate your experience with City employees on the following behaviors:

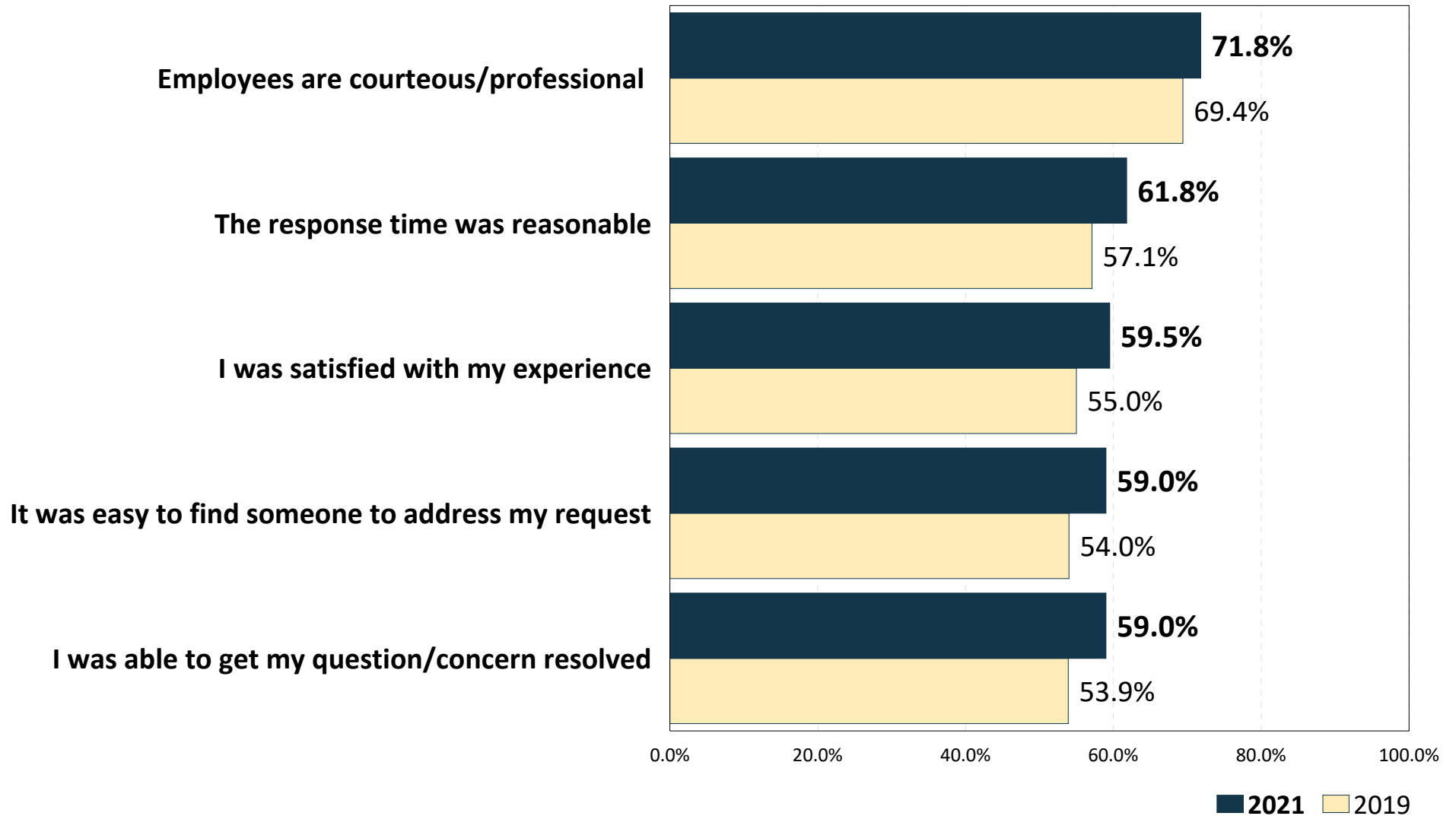
by the percentage of respondents, using a 5-point scale, where 5 means *always* and 1 means *never* (excluding *don't know* responses)



Trends: 2021 v. 2019

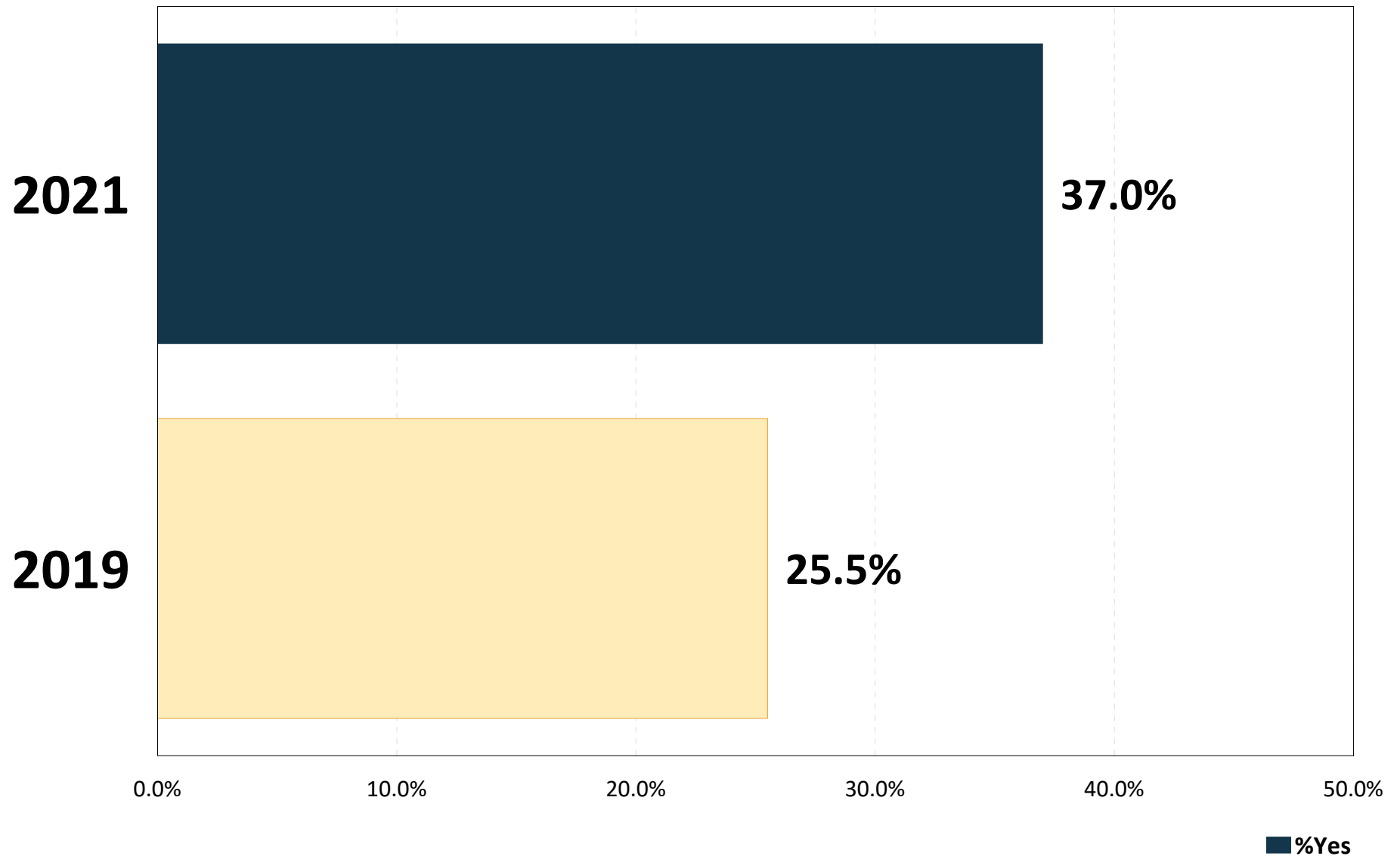
Please rate your experience with City employees on the following behaviors.

by the sum percentage of respondents that rated their experience with City employees with *always* or *frequently*
(excluding *don't know* responses)



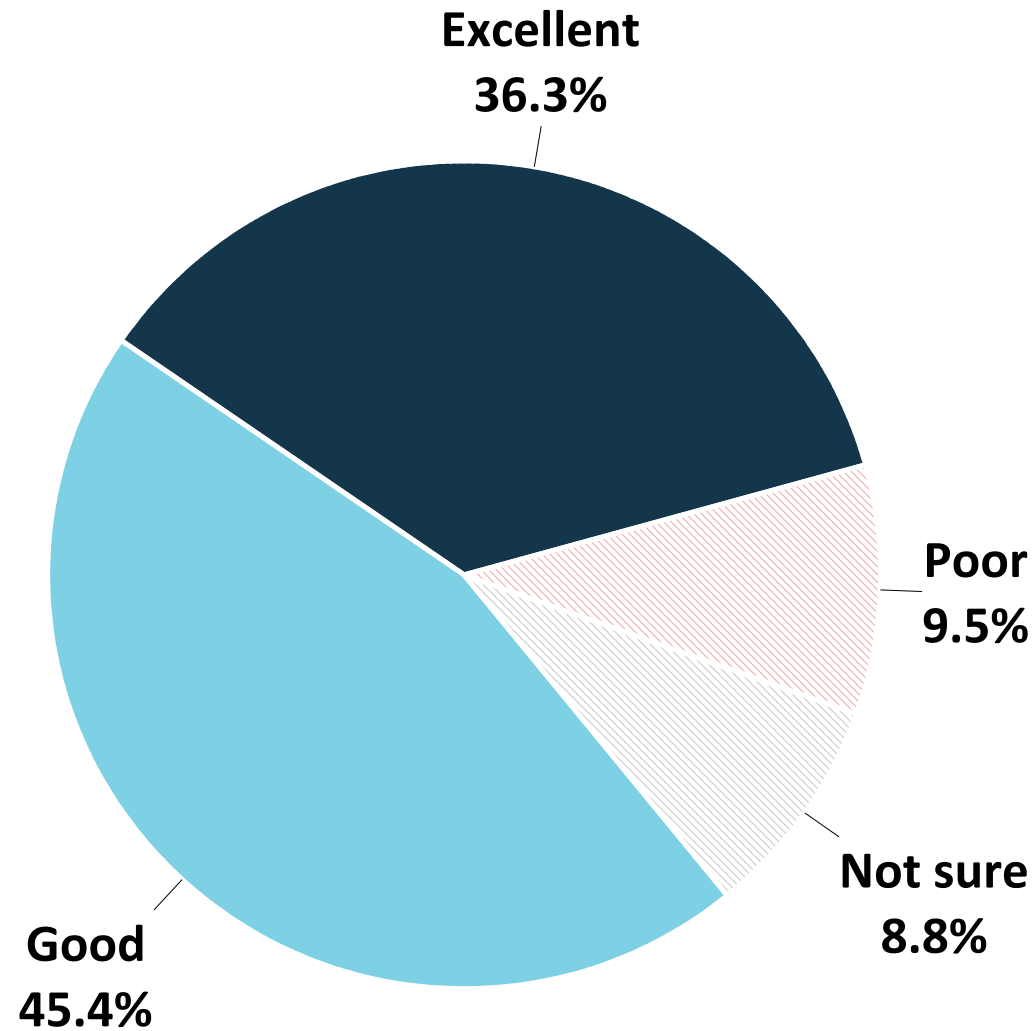
Q27. Have you ever contacted our 24-hour Customer Service Center (954-828-8000)?

by percentage of respondents that responded with "Yes"



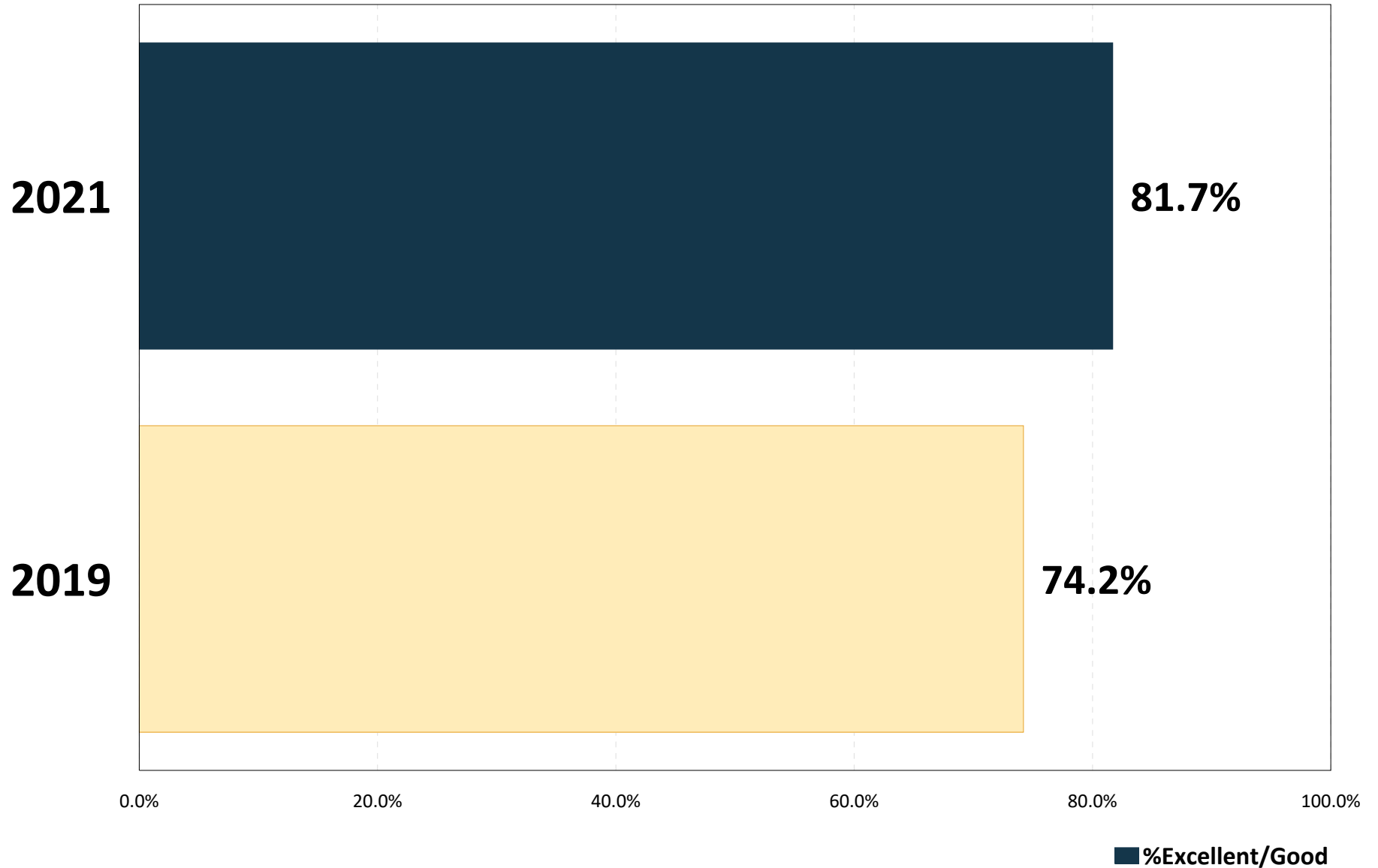
Q27a. How would you rate your experience?

by percentage of respondents that answered "Yes" (excluding *not provided* responses)



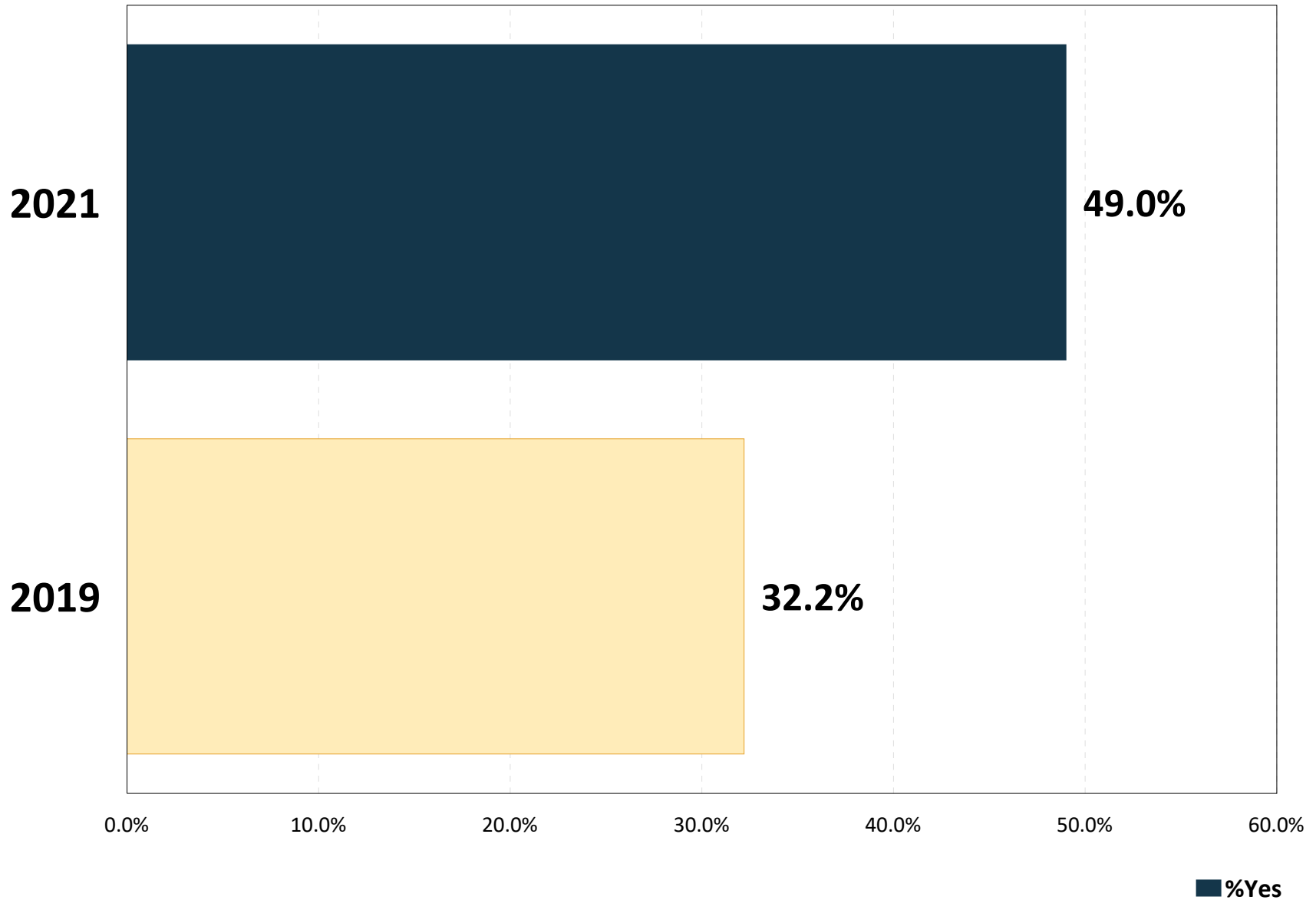
Q27a. How would you rate your experience?

by percentage of respondents that responded with "Yes" (excluding *not provided* responses)



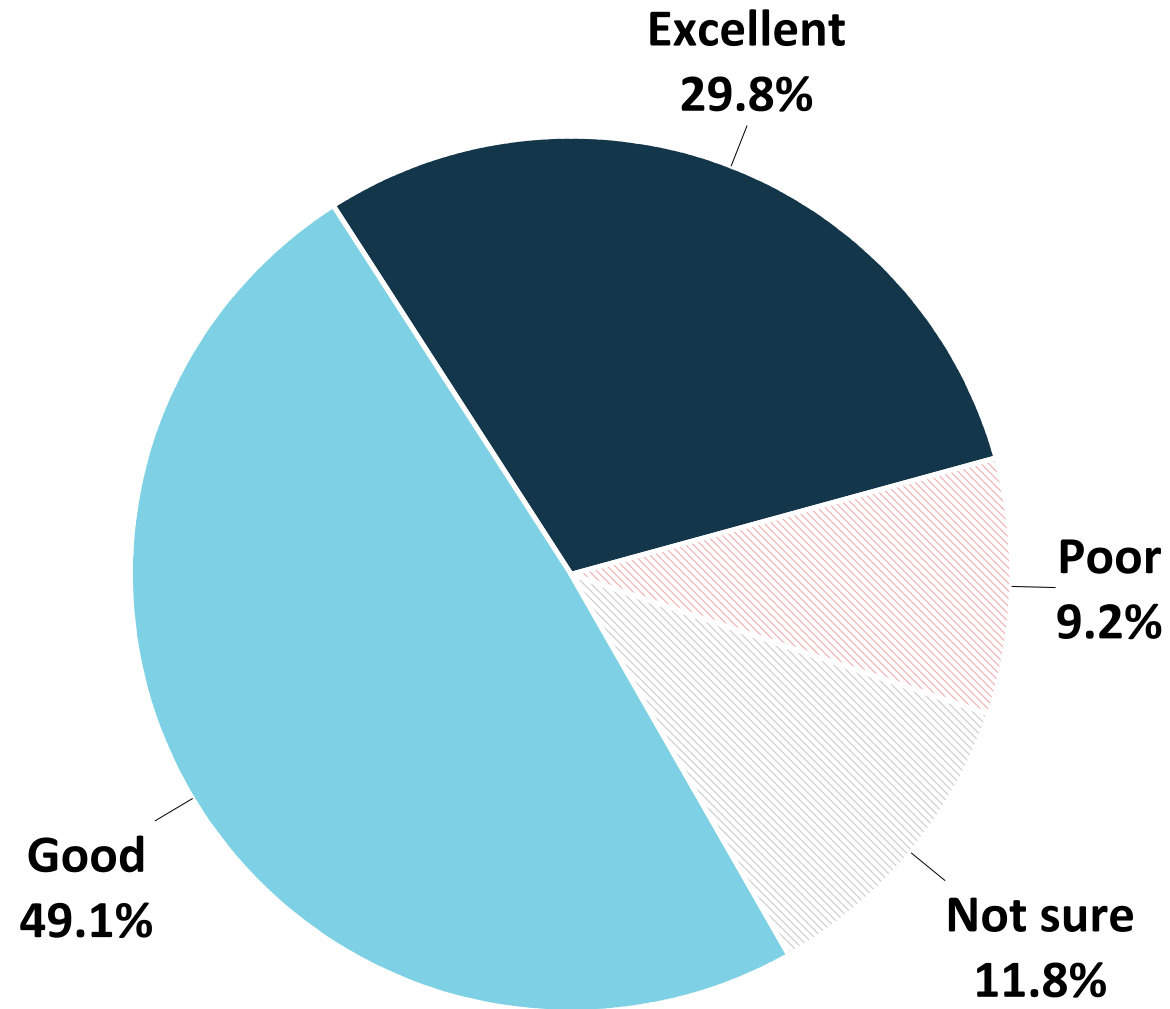
Q28. Have you ever contacted our Utility Billing Office?

by percentage of respondents that responded with "Yes"



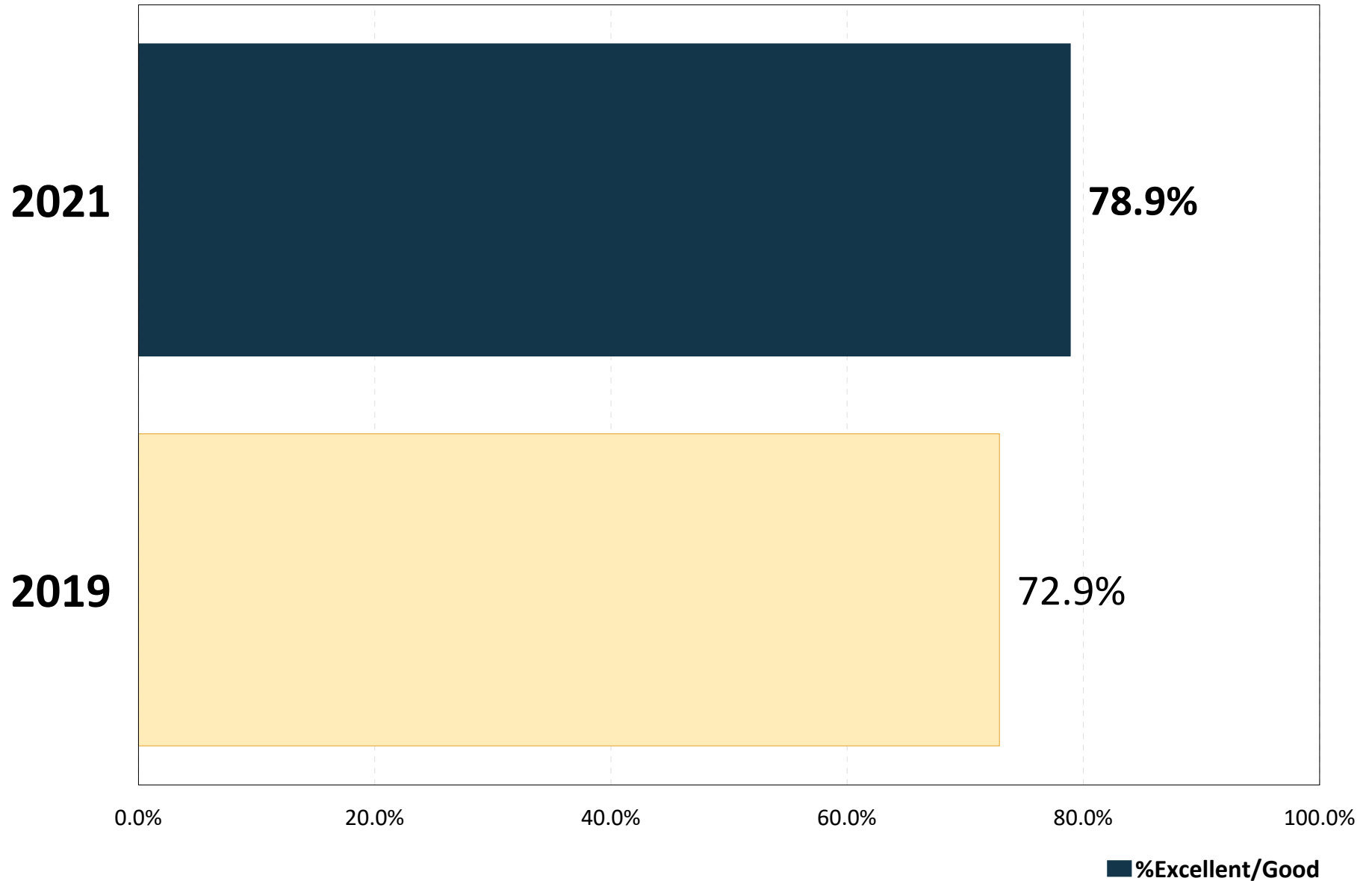
Q28a. How would you rate your experience?

by percentage of respondents that answered "Yes" (excluding *not provided* responses)



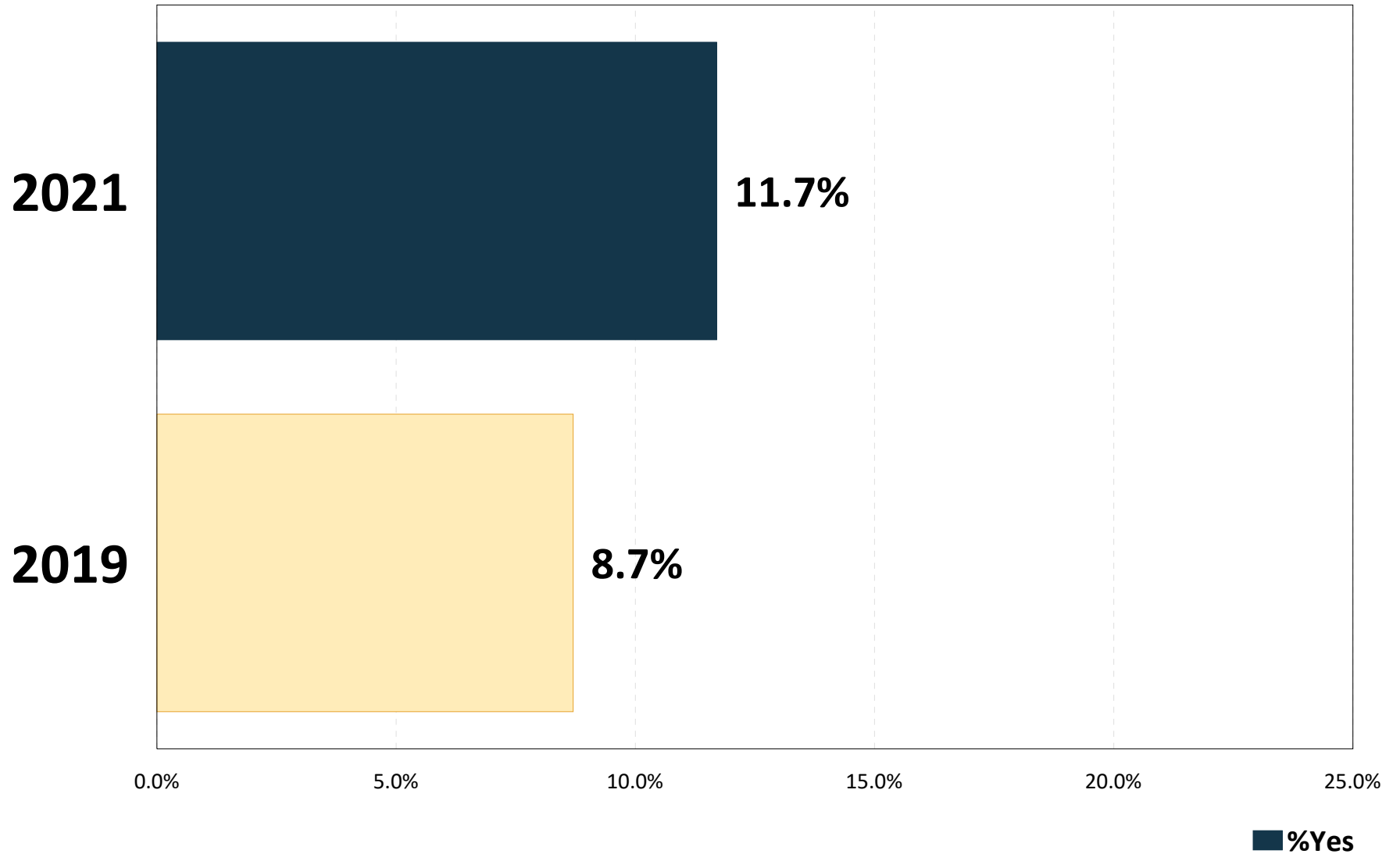
Q28a. How would you rate your experience?

by percentage of respondents that responded with "Yes" (excluding *not provided* responses)



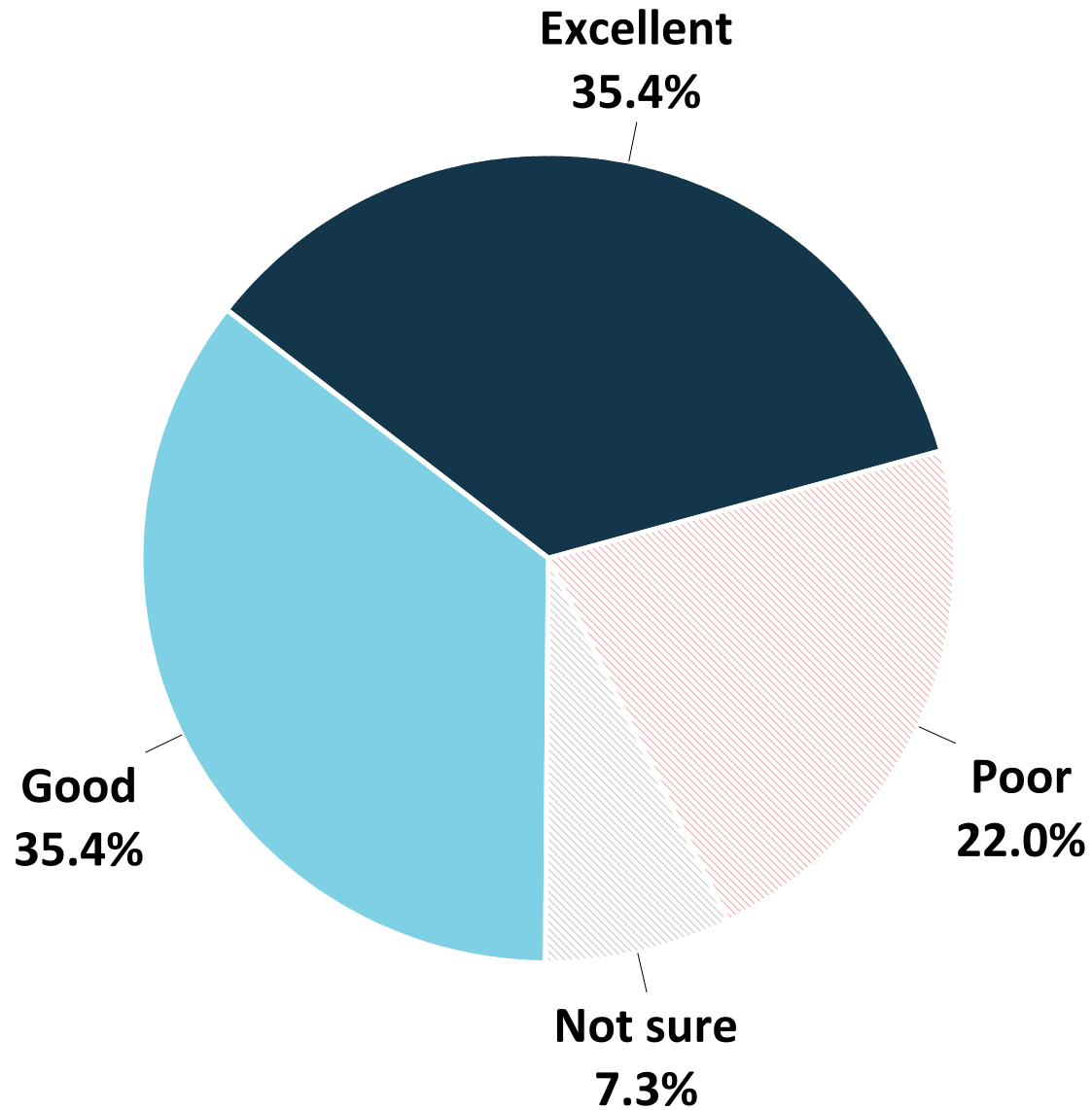
Q29. Have you utilized the LauderServ mobile device app to submit a service request?

by percentage of respondents that responded with "Yes"



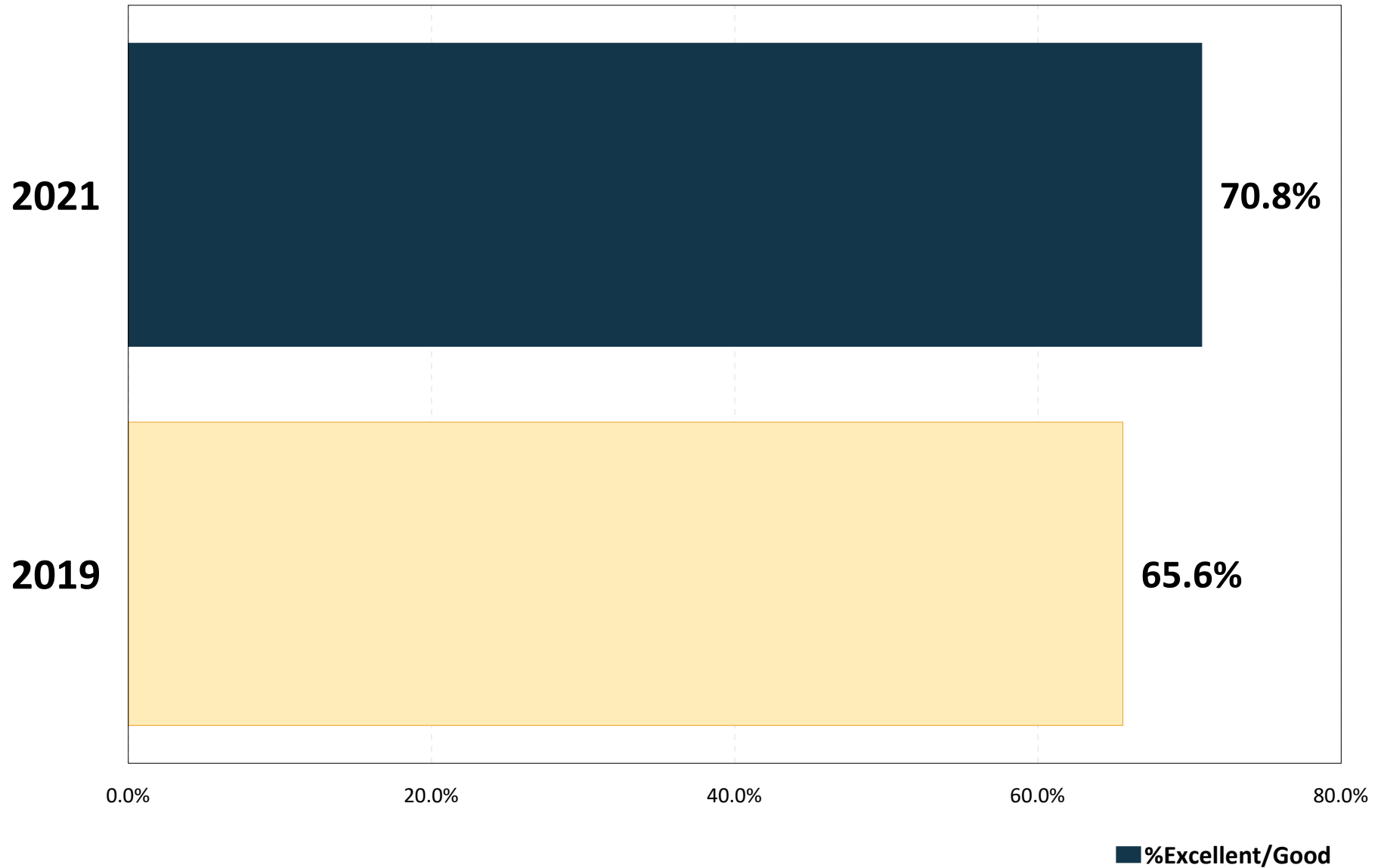
Q29a. How would you rate your experience?

by percentage of respondents (excluding *not provided* responses)



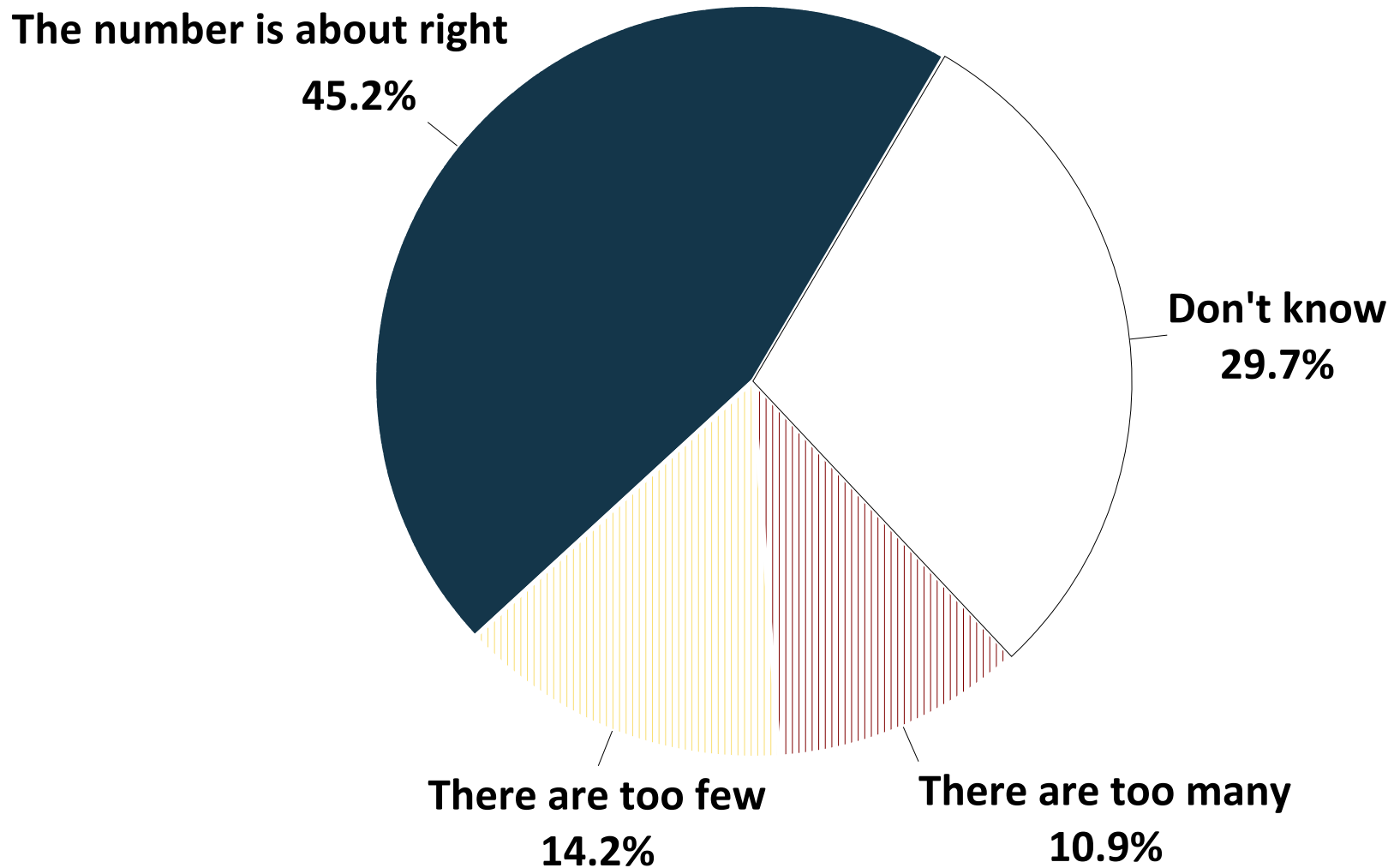
Q29a. How would you rate your experience?

by percentage of respondents that responded with "Yes" (excluding *not provided* responses)



Q30. Which of the following best describes your opinion about the number of special events in Fort Lauderdale?

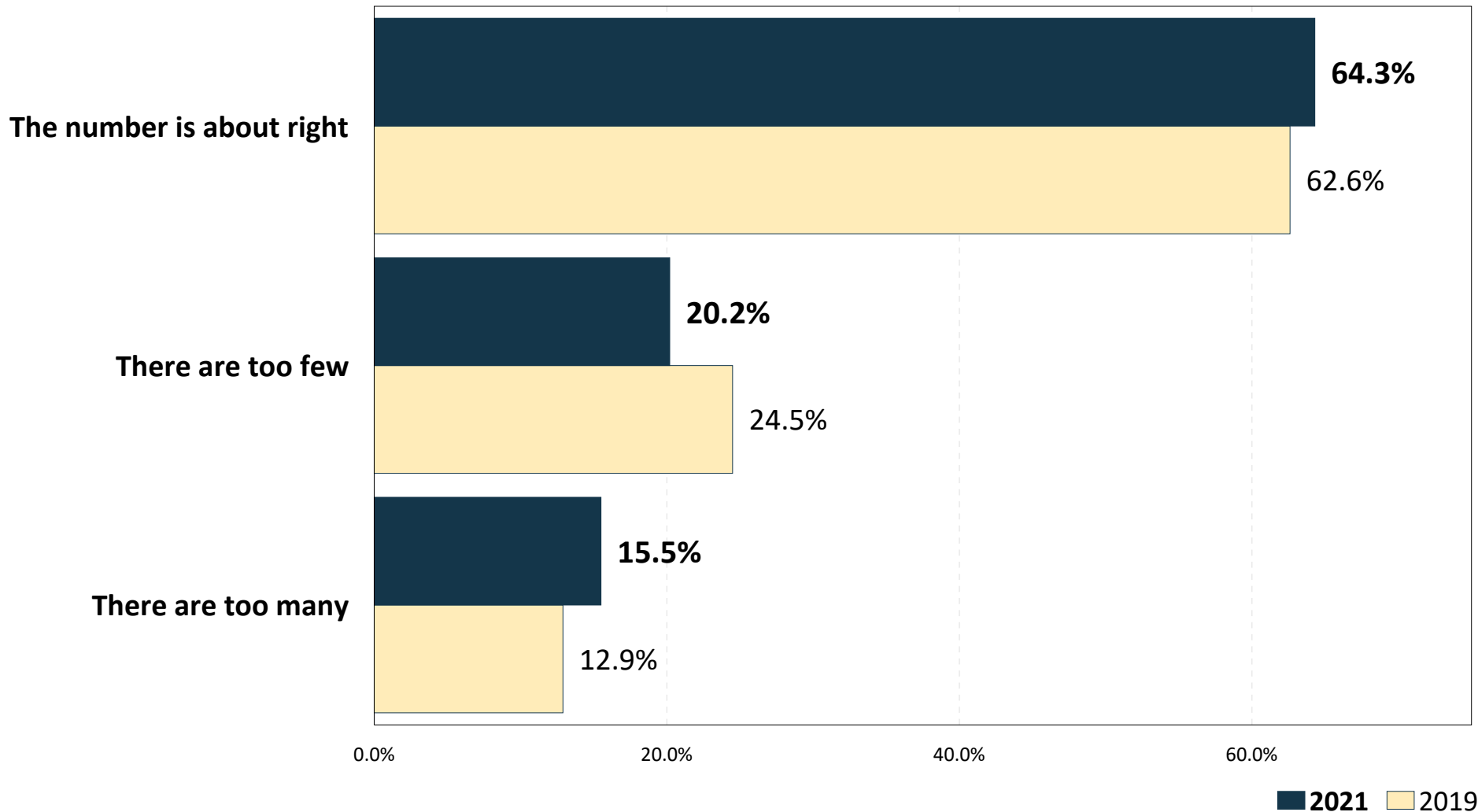
by percentage of respondents



Trends: 2021 v. 2019

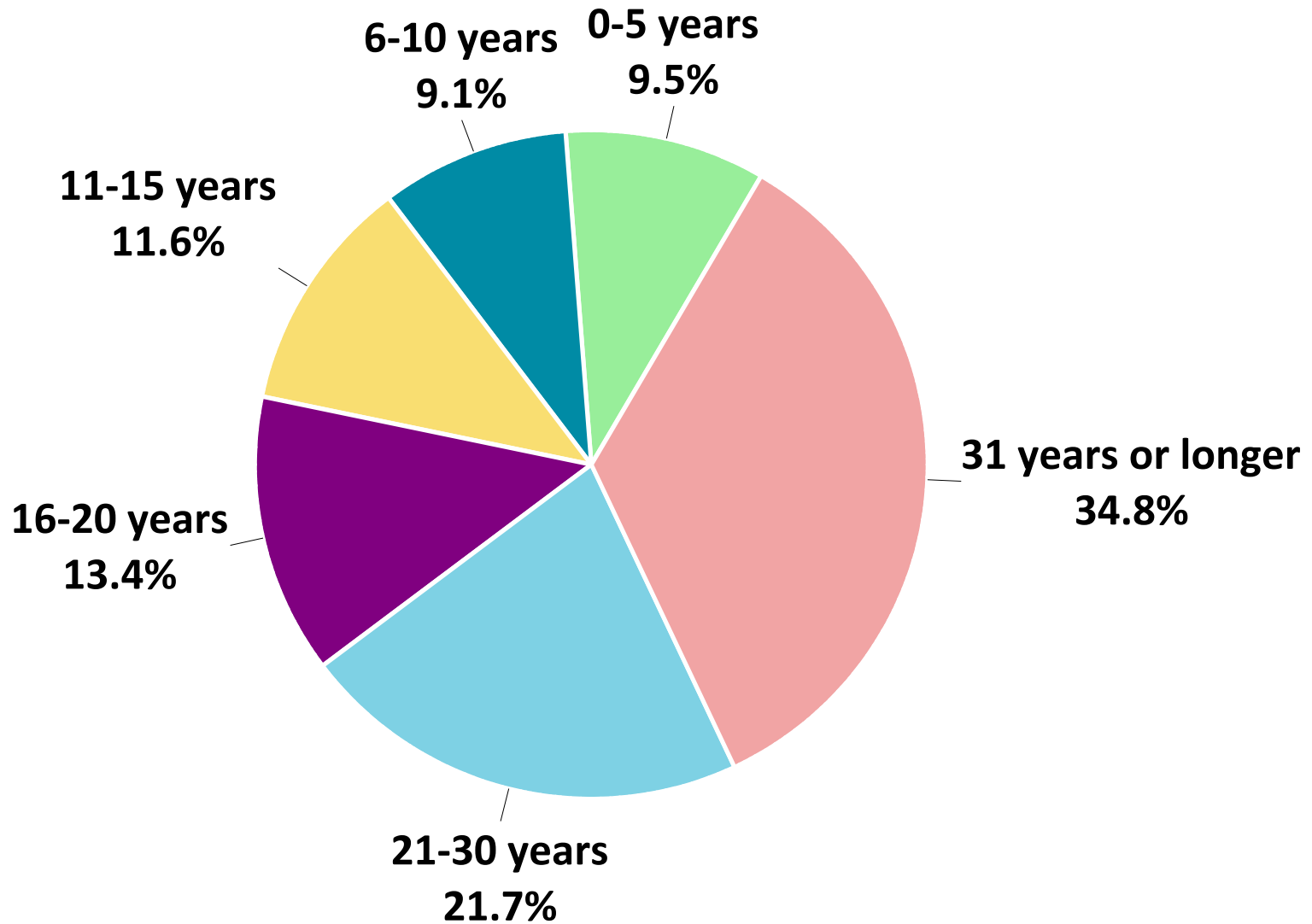
Q30. Which of the following best describes your opinion about the number of special events in Fort Lauderdale?

by the sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



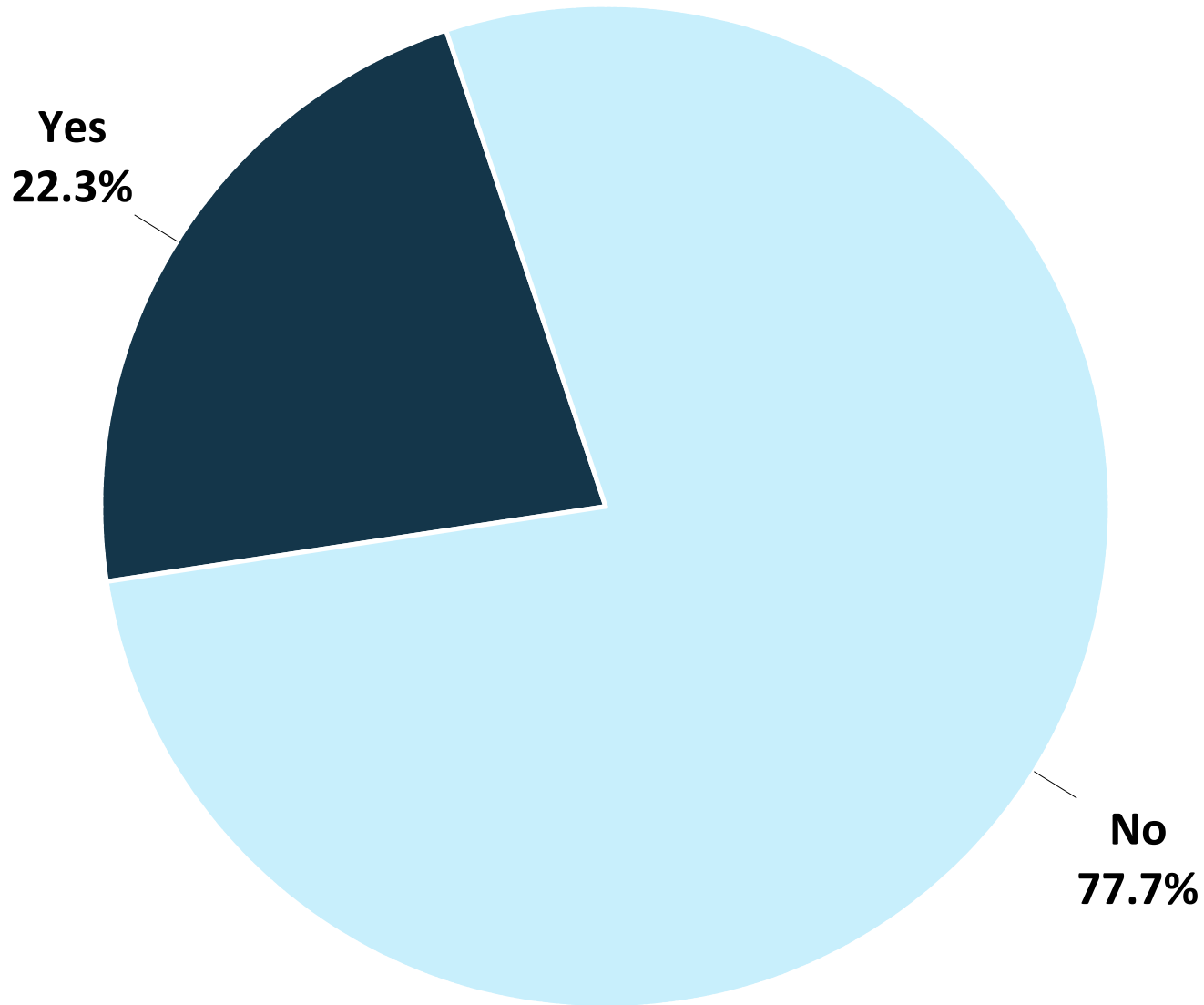
Q31. Approximately how many years have you lived in the City of Fort Lauderdale?

by percentage of respondents (excluding *not provided* responses)



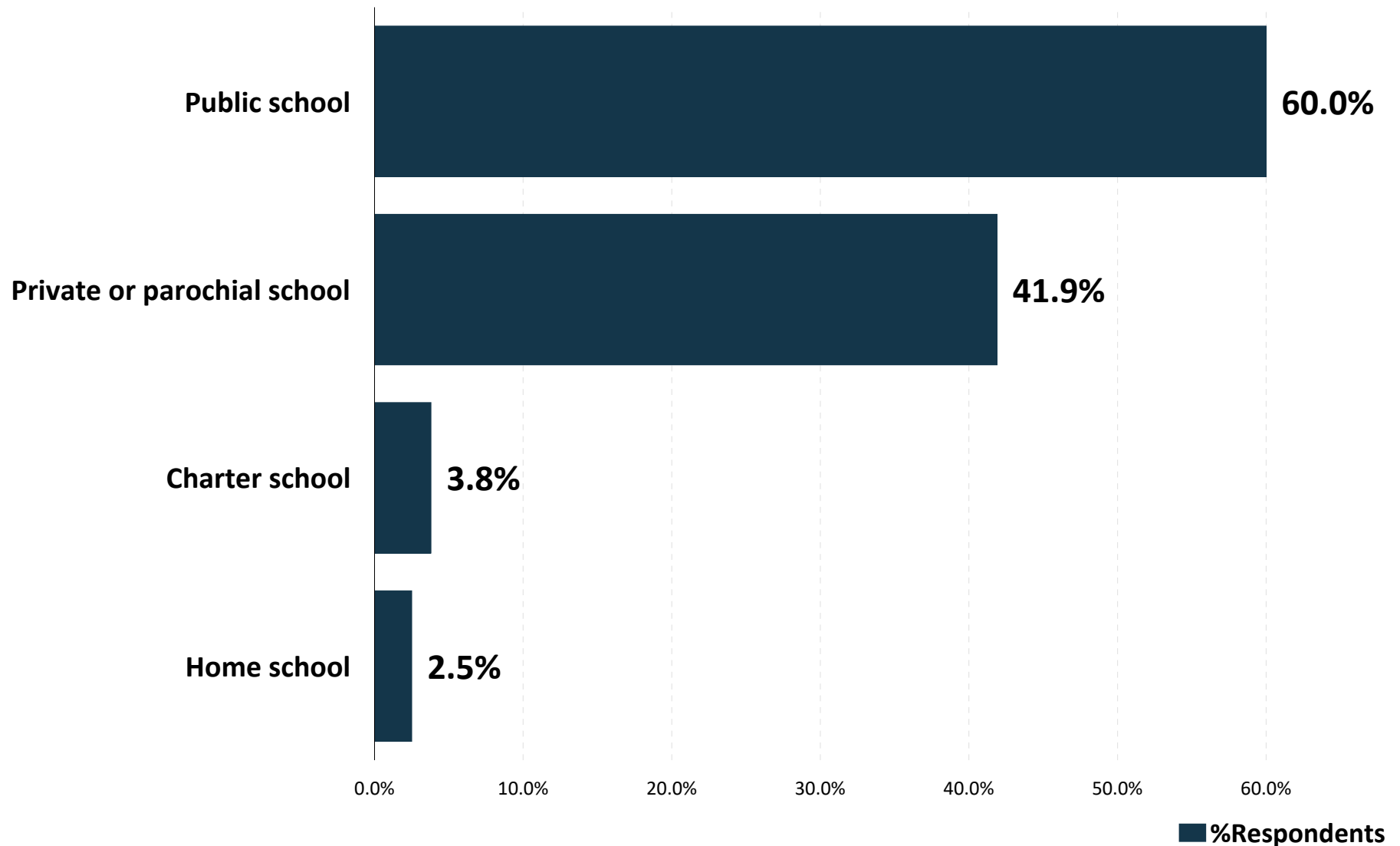
Q32. Do you have school age children (grades K-12) living at home?

by percentage of respondents



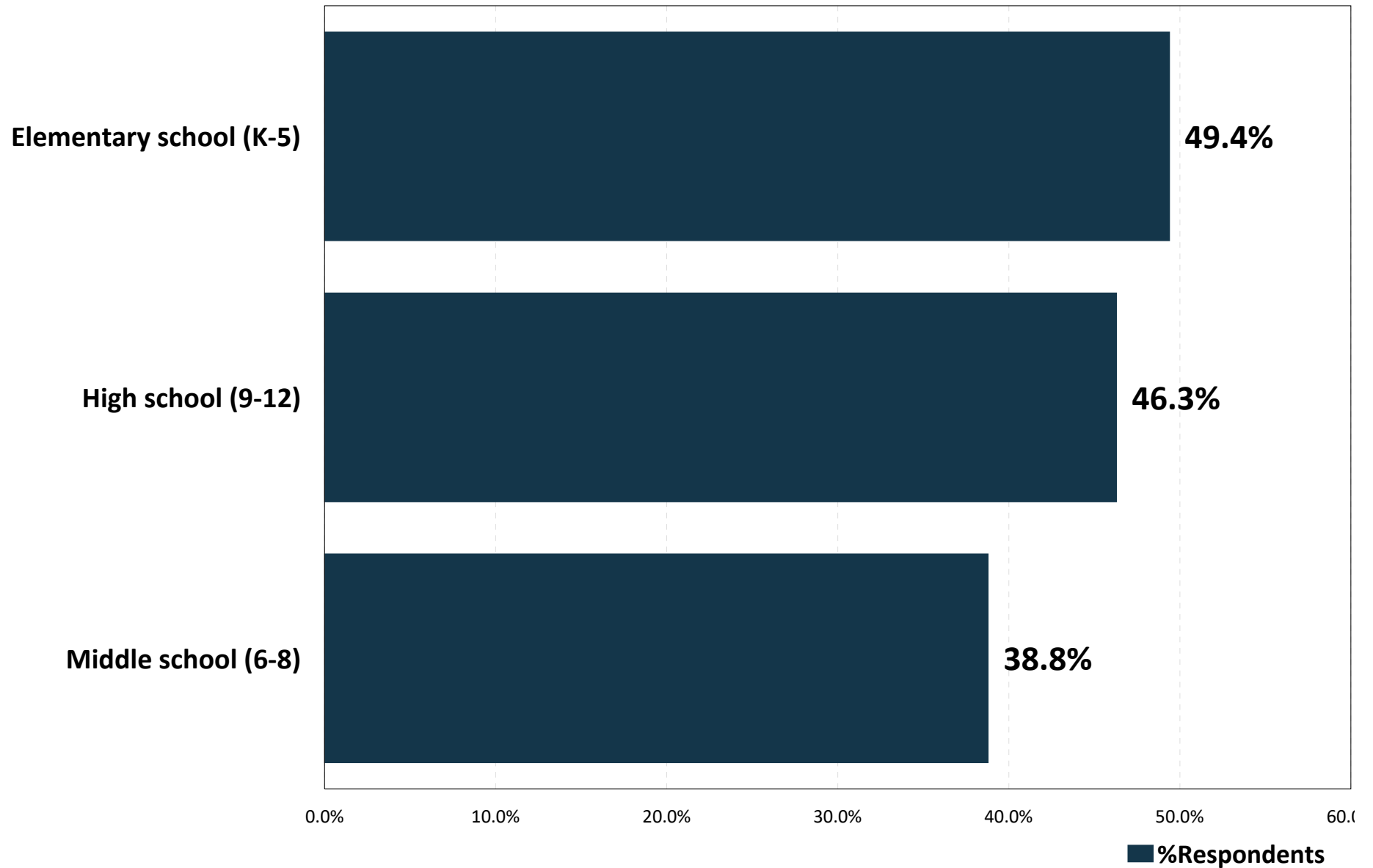
Q32a. For your school age children, what type(s) of school do they attend?

by percentage of respondents that have school age children living at home (multiple choices could be selected)



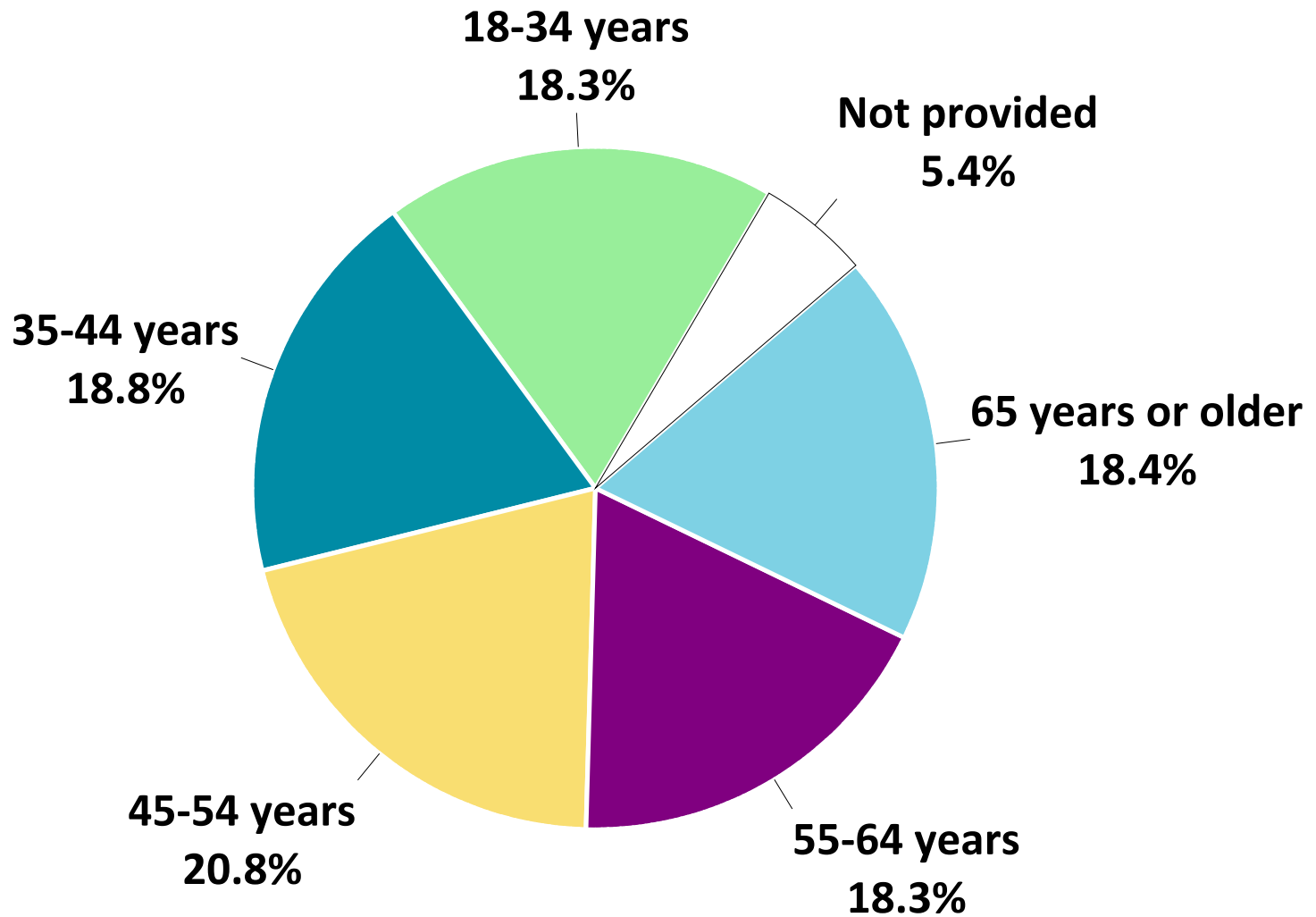
Q32b. In what level of school are they currently enrolled?

by percentage of respondents that have school age children living at home (multiple choices could be selected)



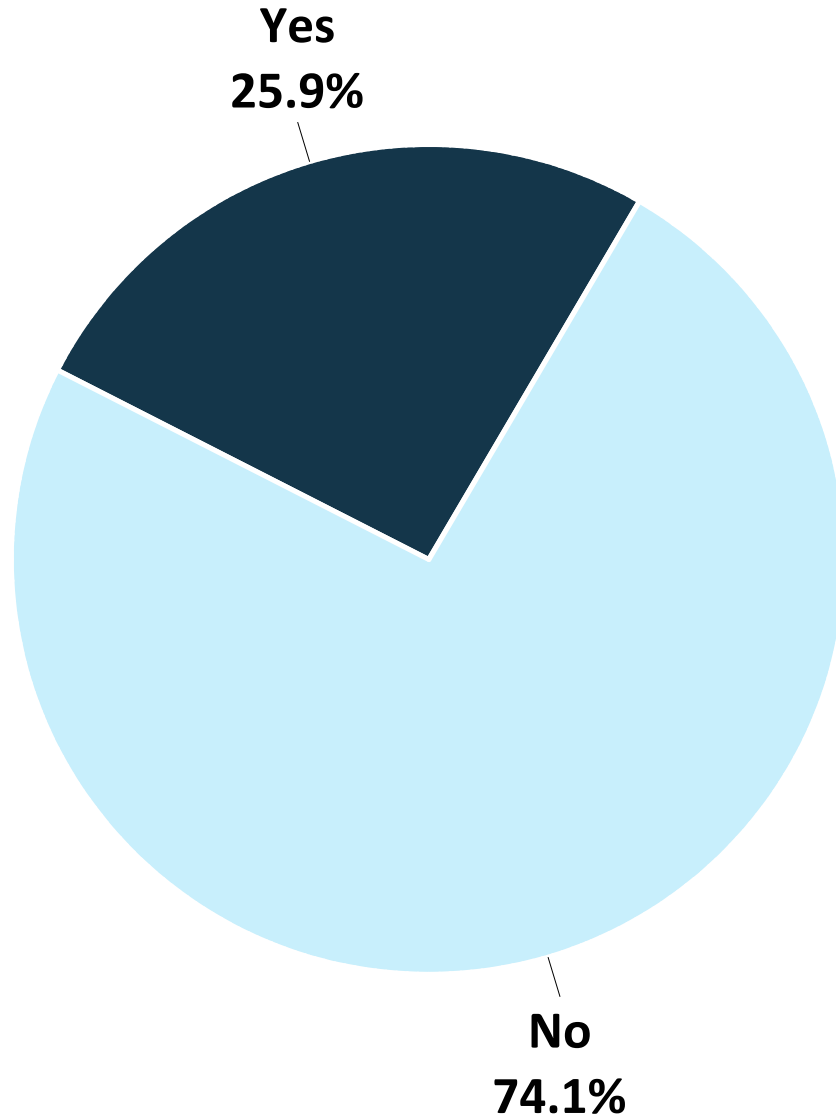
Q33. What is your age?

by percentage of respondents



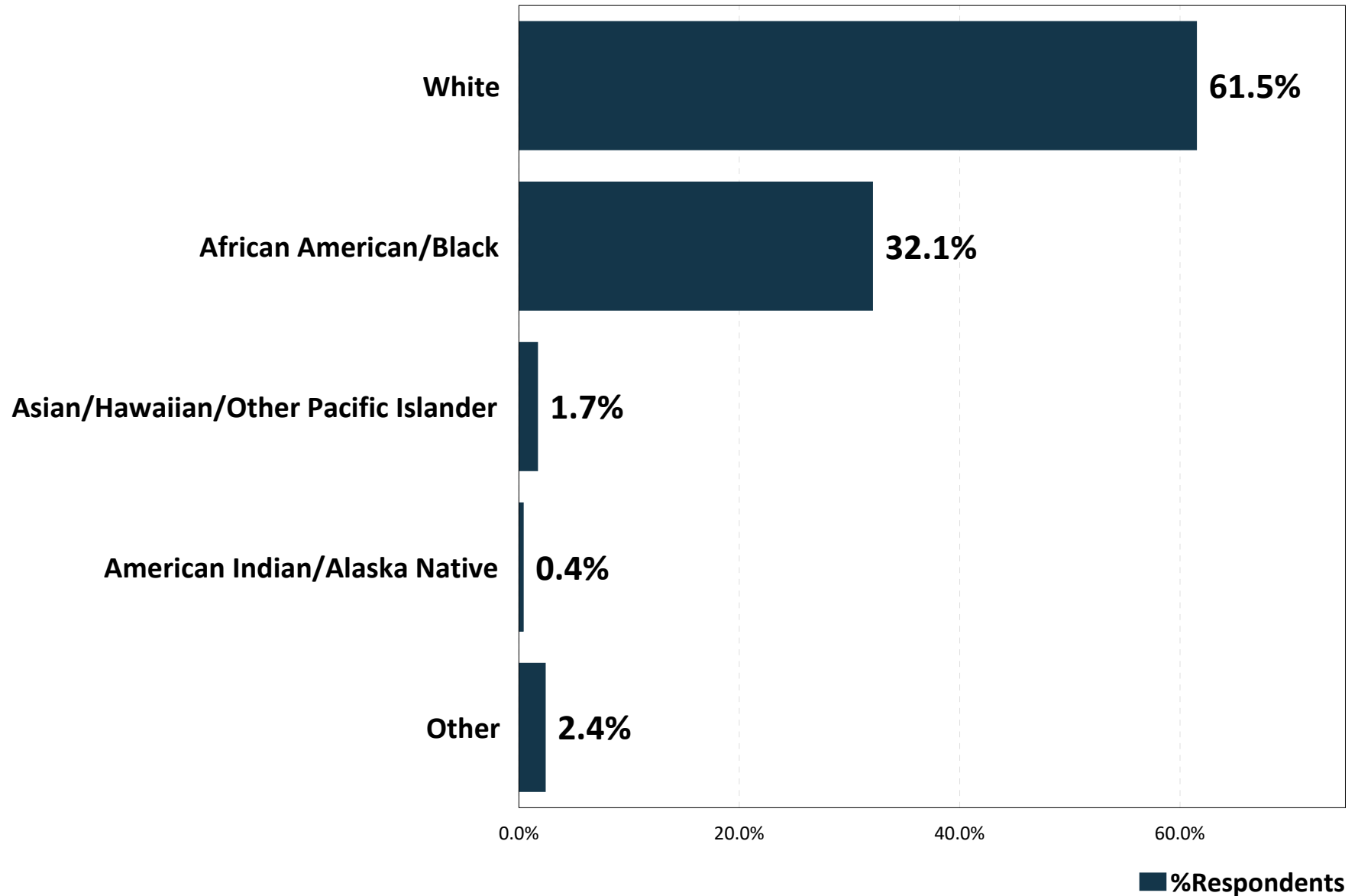
Q34. Are you of Hispanic, Latino, or other Spanish ancestry?

by percentage of respondents



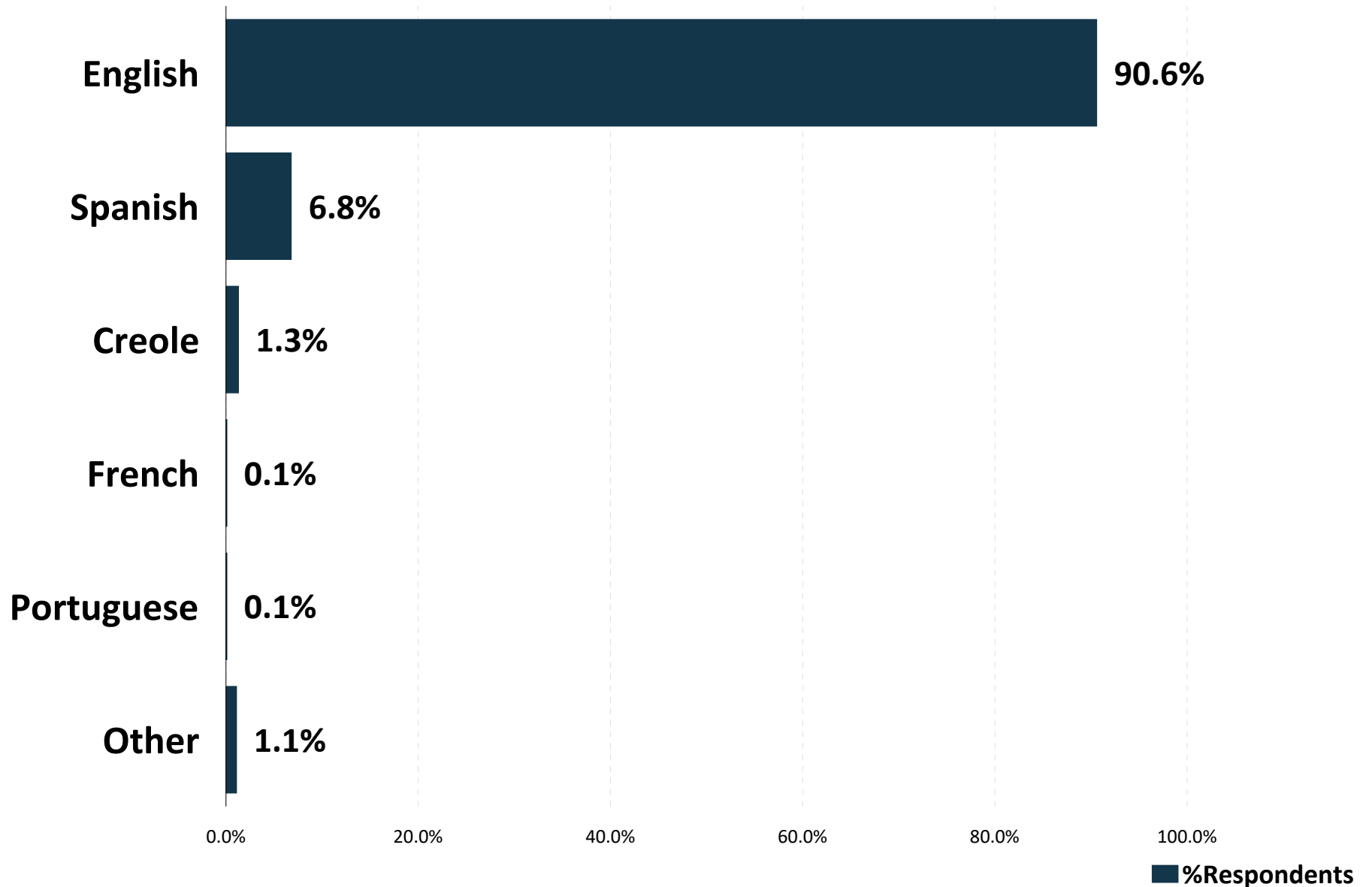
Q35. Which of the following best describes your race?

by percentage of respondents (multiple choices could be selected)



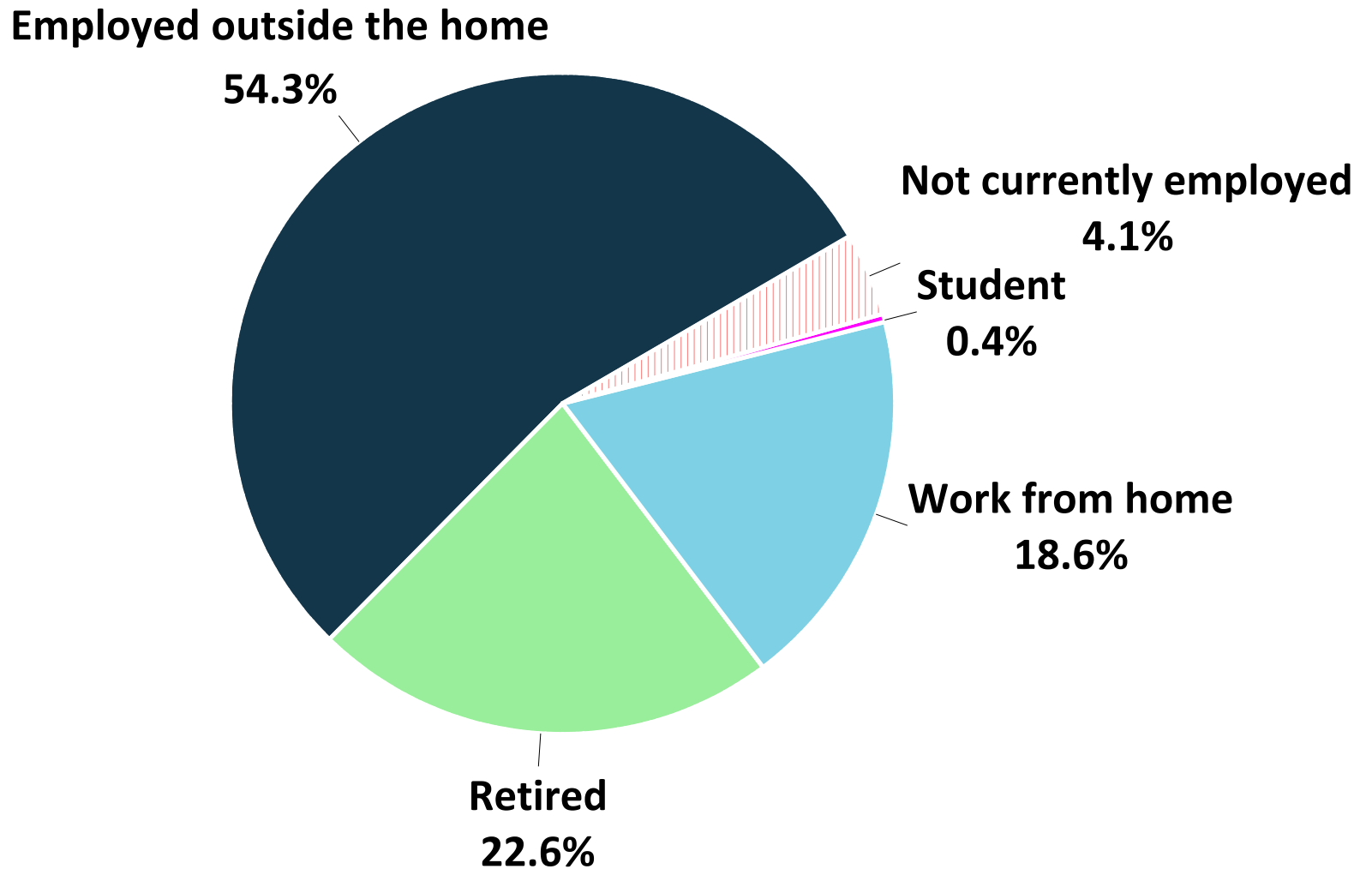
Q36. What is the primary language spoken in your home?

by percentage of respondents (excluding *not provided* responses)



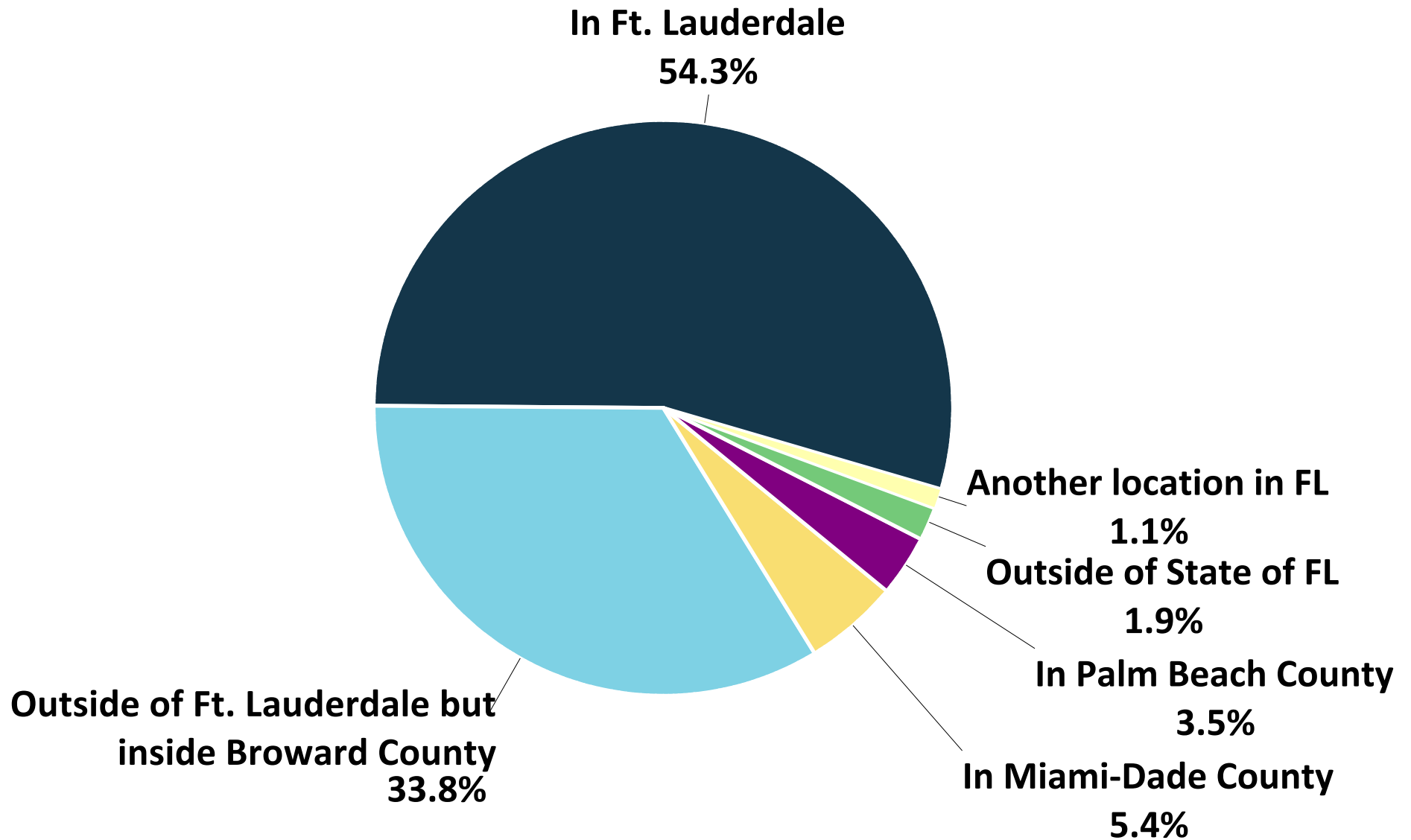
Q37. Which of the following best describes your current, primary place of employment?

by percentage of respondents (excluding *not provided* responses)



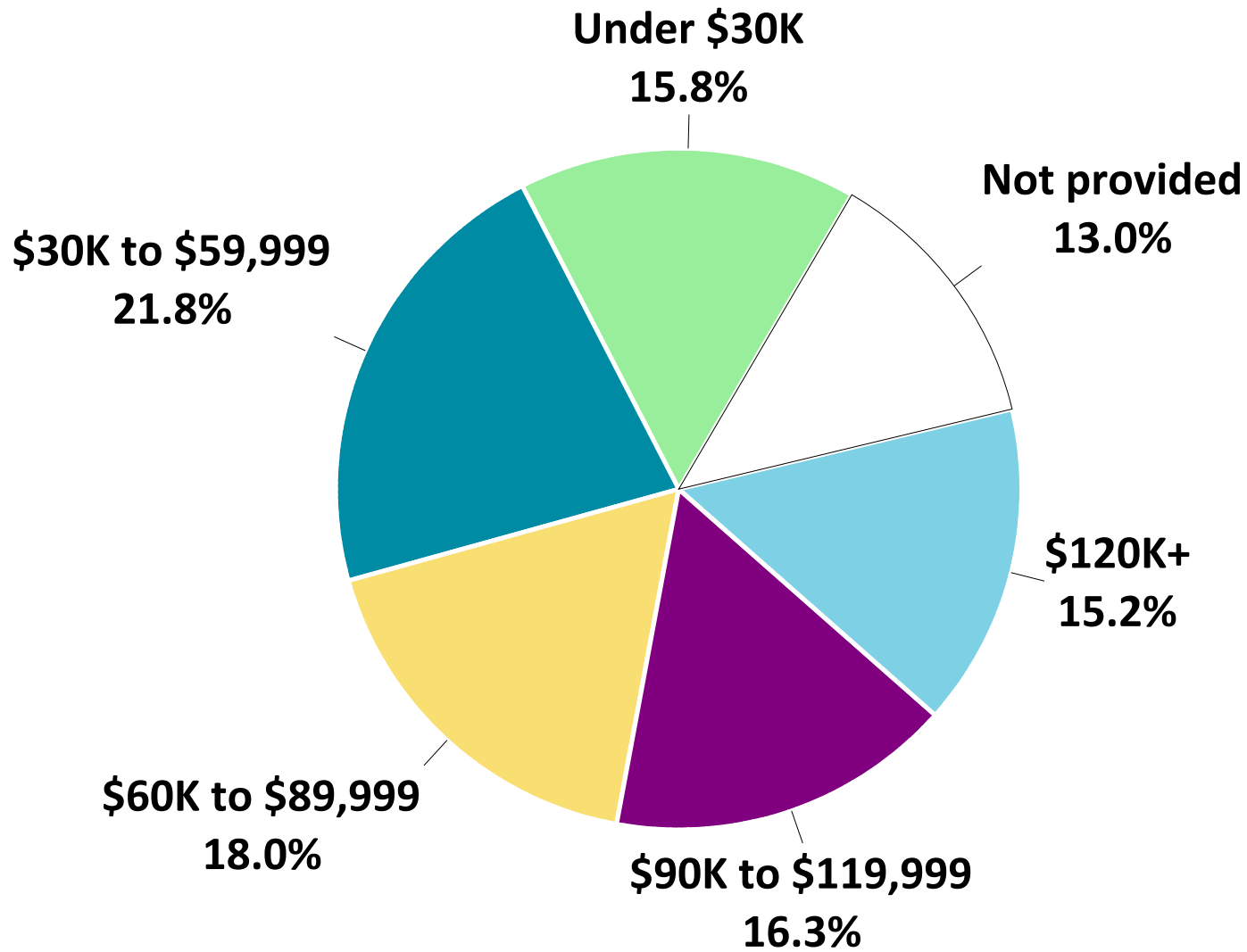
Q37a. Where do you work?

by percentage of respondents who indicated they work (excluding *not provided* responses)



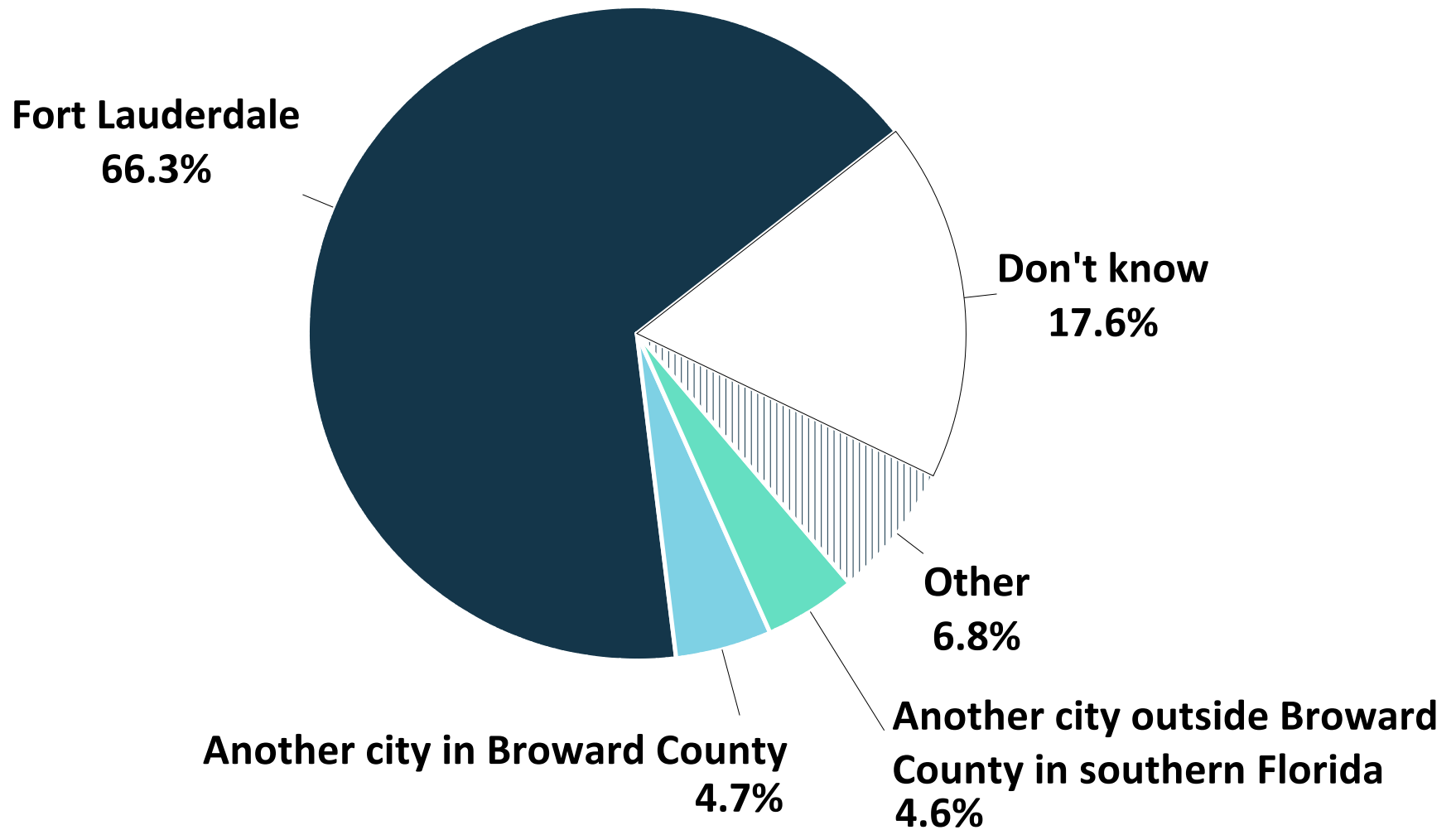
Q38. Would you say your total household income is...

by percentage of respondents



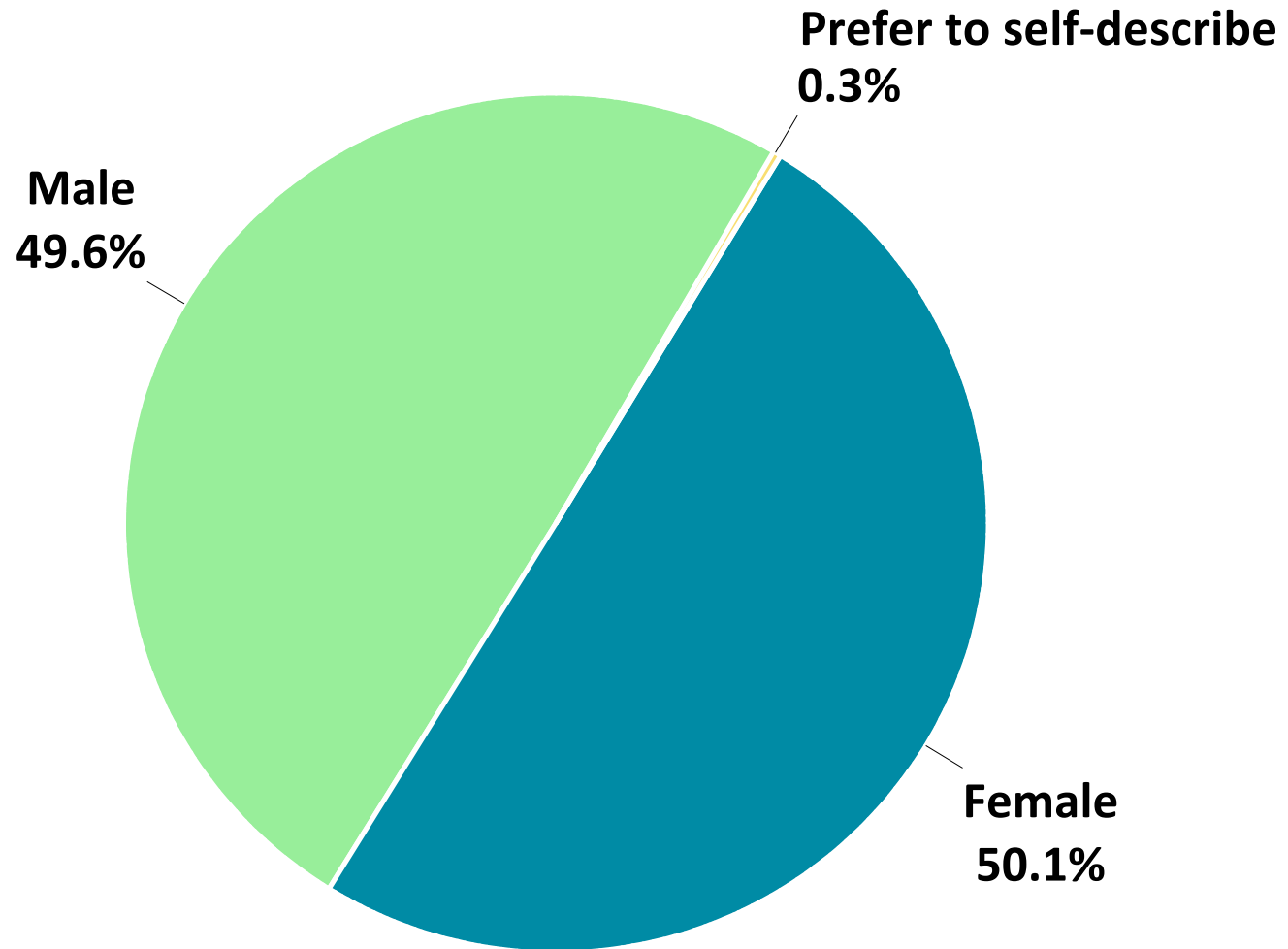
Q39. Where do you plan to be living in the next 2-5 years?

by percentage of respondents



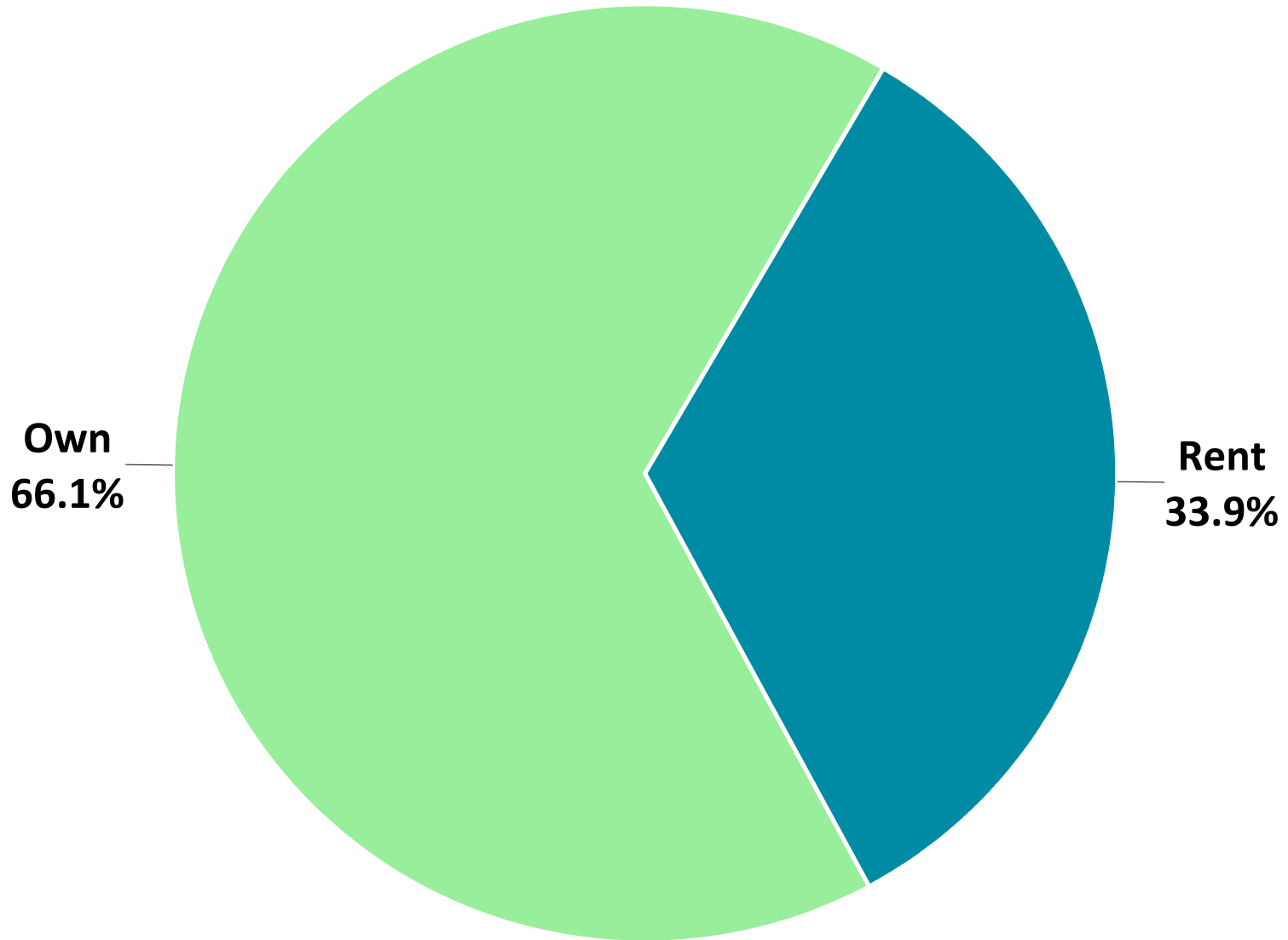
Q40. Your gender:

by percentage of respondents (excluding *not provided* responses)



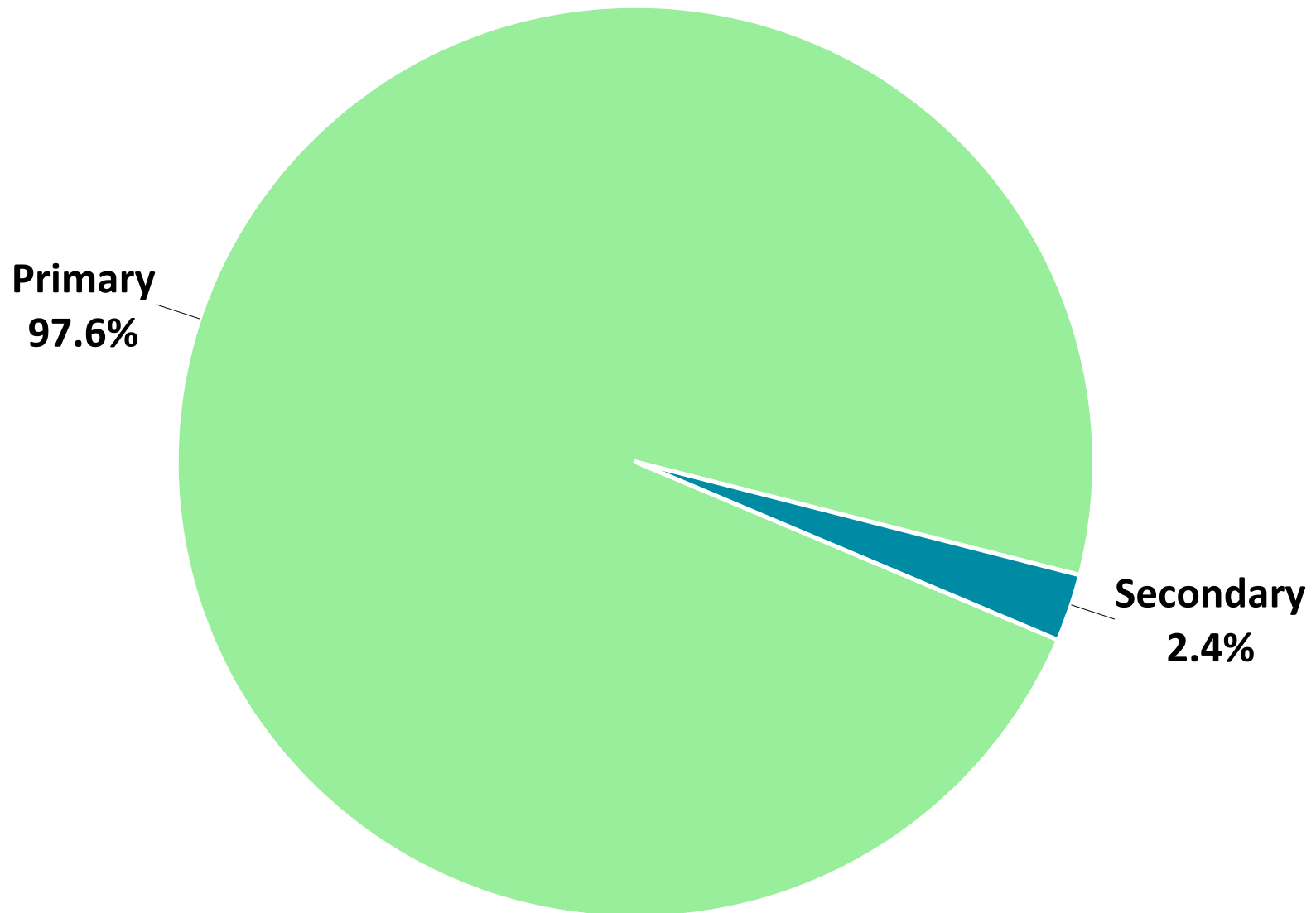
Q41. Do you own or rent your current residence?

by percentage of respondents (excluding *not provided* responses)



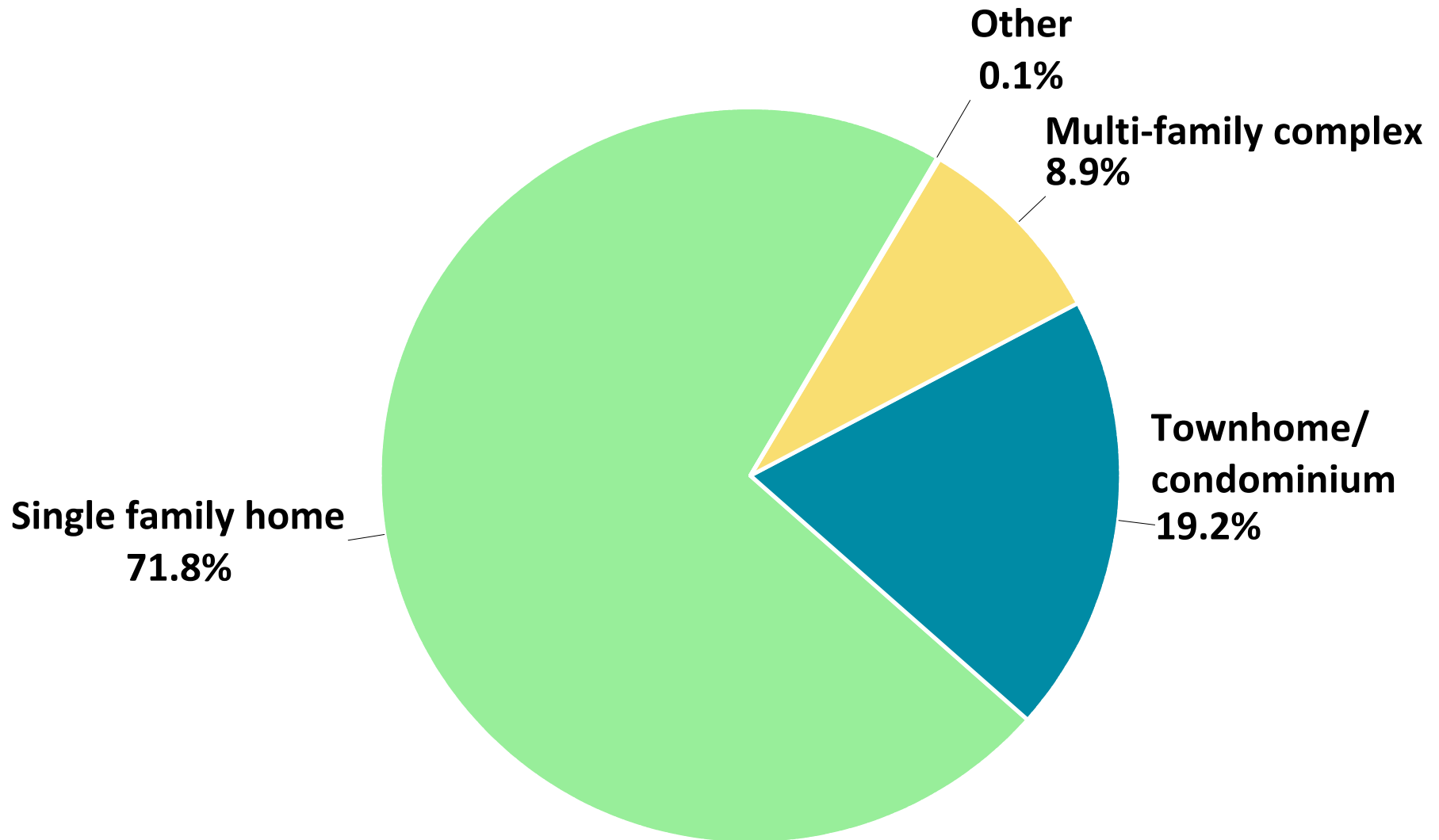
Q42. Is your residence in Fort Lauderdale your primary or secondary residence?

by percentage of respondents (excluding *not provided* responses)



Q43. In what type of residence do you live?

by percentage of respondents (excluding *not provided* responses)



Section 3: Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

Today, City officials have limited resources which need to be targeted to services that are of the most benefit to their residents. Two of the most important criteria for decision making are;

1. to target resources toward services of the highest importance to residents and
2. to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall resident 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.

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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify major categories of services provided by the City that they think are most important for the City to provide. Fifty-six percent (56.0%) of respondents selected the *overall flow of traffic*, as one of the most important major services for the City to provide.

Importance-Satisfaction Analysis (Continued)

Regarding satisfaction, 18.9% of respondents rated the City's overall performance regarding 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*, is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages.

In this example, 56.0% was multiplied by 81.1% (1-0.189). This calculation yielded an I-S rating of 0.4542 which ranked first out of the fourteen (14) services, provided by the City, that were analyzed.

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 two or 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 the City of Fort Lauderdale are provided on the following pages.

Importance-Satisfaction Analysis Ratings

2021 City of Fort Lauderdale Neighbor Survey

Major City Services

Fort Lauderdale, Florida

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Overall flow of traffic	56%	1	19%	14	0.4542	1
Maintenance of City streets, sidewalks, and infrastructure	43%	2	35%	12	0.2784	2
How well the City is preparing for the future	33%	3	27%	13	0.2414	3
High Priority (I-S = 0.10-0.20)						
Police services	29%	4	60%	4	0.1165	4
Medium Priority (I-S < 0.10)						
How well the City is prepared for disasters	18%	5	44%	10	0.0979	5
Enforcement of City codes and ordinances	16%	6	43%	11	0.0940	6
Overall quality of City services	16%	7	58%	6	0.0653	7
Parks and recreation programs and facilities	14%	8	68%	2	0.0440	8
Effectiveness of communication with the community	7%	12	47%	8	0.0368	9
Landscaping in parks, medians, and other public areas	8%	10	59%	5	0.0319	10
Customer service you receive from City employees	8%	9	60%	3	0.0308	11
Maintenance of City buildings and facilities	3%	14	47%	9	0.0153	12
Availability of online or mobile services	3%	13	52%	7	0.0148	13
Fire rescue services	7%	11	80%	1	0.0145	14

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Fort Lauderdale Neighbor Survey

Fire Rescue & Emergency Management Planning Services

Fort Lauderdale, Florida

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
How quickly fire rescue responds to 911 emergencies	57%	1	77%	4	0.1316	1
Medium Priority (I-S < 0.10)						
Quality of Emergency Medical Services (EMS)	44%	2	78%	3	0.0950	2
Overall quality of local fire rescue protection	34%	3	82%	1	0.0603	3
Professionalism of employees responding to emergencies	21%	4	80%	2	0.0422	4
Quality of lifeguard protection at City beaches	9%	5	72%	5	0.0245	5

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Fort Lauderdale Neighbor Survey

Police Services

Fort Lauderdale, Florida

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
The visibility of police in neighborhoods	52%	1	33%	4	0.3500	1
The City's efforts to prevent crime	50%	2	31%	5	0.3451	2
High Priority (I-S = 0.10-0.20)						
How quickly police respond to 911 emergencies	29%	4	55%	3	0.1297	3
Overall quality of local police protection	30%	3	59%	2	0.1217	4
Medium Priority (I-S < 0.10)						
Professionalism of employees responding to emergencies	15%	5	66%	1	0.0524	5

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Fort Lauderdale Neighbor Survey

Parks & Recreation Services

Fort Lauderdale, Florida

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Maintenance of City parks	48%	1	69%	1	0.1487	1
City adult recreation programs	24%	4	45%	10	0.1344	2
City youth recreation programs	24%	5	51%	9	0.1193	3
Variety of parks and recreation programs	27%	2	58%	4	0.1136	4
Quality of special events	23%	7	53%	7	0.1060	5
Cost of parks and recreation programs and facility fees	24%	6	55%	6	0.1058	6
Availability of information about City parks and recreation programs	26%	3	59%	3	0.1050	7
Medium Priority (I-S < 0.10)						
Ease of registering for parks and recreation programs	12%	10	52%	8	0.0572	8
Availability of athletic fields	13%	9	58%	5	0.0540	9
Quality of athletic fields	13%	8	69%	2	0.0406	10

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Fort Lauderdale Neighbor Survey

Transportation & Mobility Services

Fort Lauderdale, Florida

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Management of traffic flow/congestion on major roadways	47%	1	13%	14	0.4095	1
High Priority (I-S = 0.10-0.20)						
Cost of public parking	24%	3	24%	13	0.1862	2
Management of traffic flow/congestion in your neighborhood	25%	2	28%	11	0.1790	3
Availability of biking paths and bike lanes	21%	7	30%	8	0.1439	4
Adequacy of street lighting	22%	4	40%	3	0.1298	5
Maintenance of streets in your neighborhood	21%	6	37%	5	0.1294	6
Availability of sidewalks	21%	5	39%	4	0.1265	7
Condition of sidewalks	18%	8	32%	7	0.1257	8
Availability of public transit options	17%	9	30%	9	0.1197	9
Availability of public parking	16%	10	37%	6	0.1040	10
Medium Priority (I-S < 0.10)						
Overall cleanliness of streets	12%	11	48%	1	0.0631	11
Overall maintenance of street signs/pavement markings	9%	12	42%	2	0.0506	12
Management of dockless mobility (i.e., scooters)	6%	13	26%	12	0.0408	13
Availability of bicycle parking	3%	14	29%	10	0.0212	14

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Fort Lauderdale Neighbor Survey

Water, Wastewater, Flooding, & Sanitation Services

Fort Lauderdale, Florida

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Prevention of flooding	61%	2	27%	7	0.4486	1
Cleanliness of waterways near your home	52%	3	29%	6	0.3706	2
Overall quality of drinking water	64%	1	48%	4	0.3321	3
High Priority (I-S = 0.10-0.20)						
Quality of sewer (wastewater) services	36%	4	46%	5	0.1957	4
Medium Priority (I-S < 0.10)						
Residential recycling services	20%	5	70%	2	0.0595	5
Residential garbage collection	13%	6	68%	3	0.0410	6
Residential bulk trash collection	11%	7	74%	1	0.0289	7

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

Most Important %:

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

Satisfaction %:

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

Section 4: GIS Mapping






GIS Mapping Overview



Interpreting the GIS (Geographic Information System) Maps Provided

The maps on the following pages show the mean ratings for satisfaction and rating questions on the 2021 City of Fort Lauderdale Neighbor Survey. Boundaries are shown by City Commission Districts.

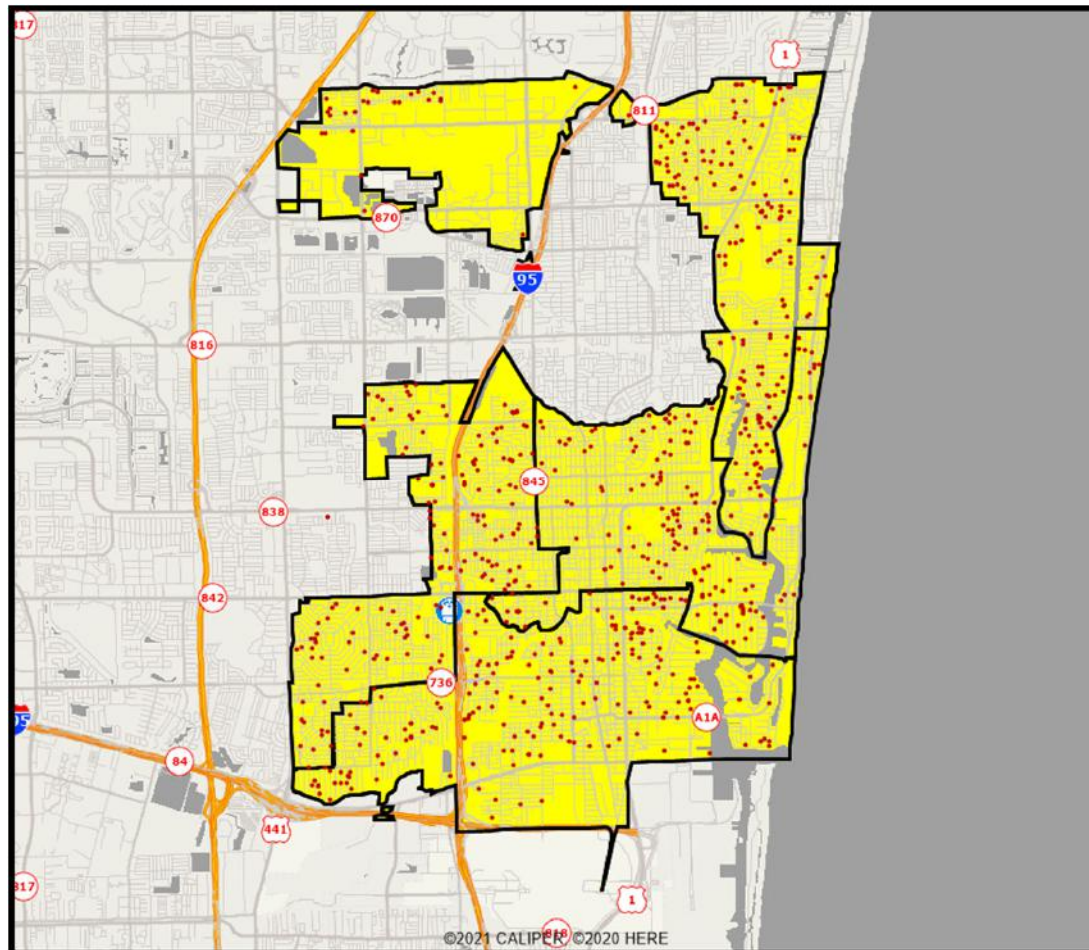
When reading the maps, please use the following color scheme as a guide:

-  Darker blue shades indicate POSITIVE ratings. Shades of blue generally indicate high satisfaction with a service, ratings of “very satisfied” or “excellent.”
-  Lighter blue shades indicate POSITIVE ratings. Shades of light blue generally indicate satisfaction with a service, ratings of “satisfied” or “good.”
-  Off-white shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality-of-service delivery is adequate.
-  Orange shades indicate NEGATIVE ratings. Shades of orange generally indicate slight dissatisfaction with a service, ratings of “dissatisfied” or “below average.”
-  Red shades indicate NEGATIVE ratings. Shades of red generally indicate dissatisfaction with a service, ratings of “very dissatisfied” or “poor.”

Location of Respondents

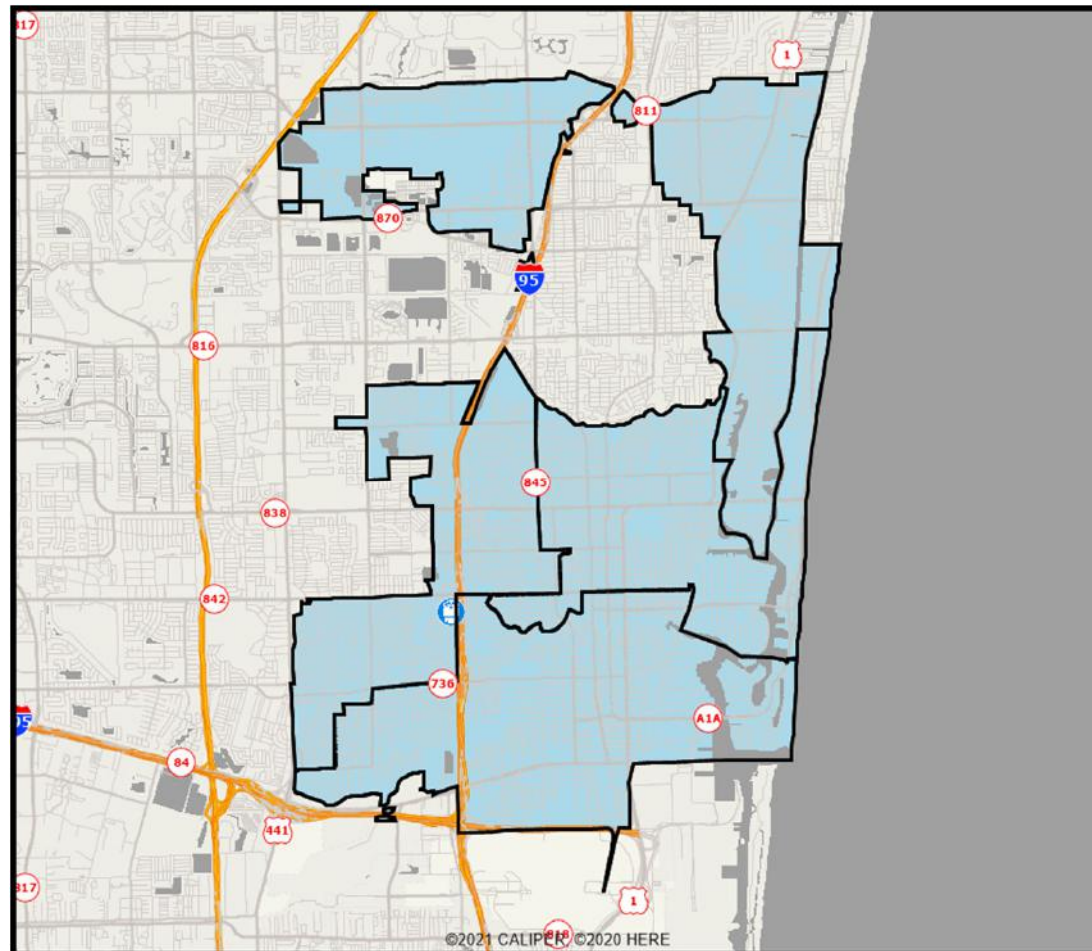
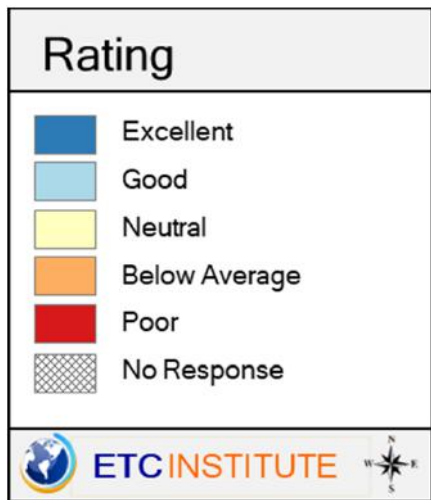
(Boundaries Show City Commission Districts)

Fort Lauderdale, FL



Q1-01. Rating of Fort Lauderdale as a place to live

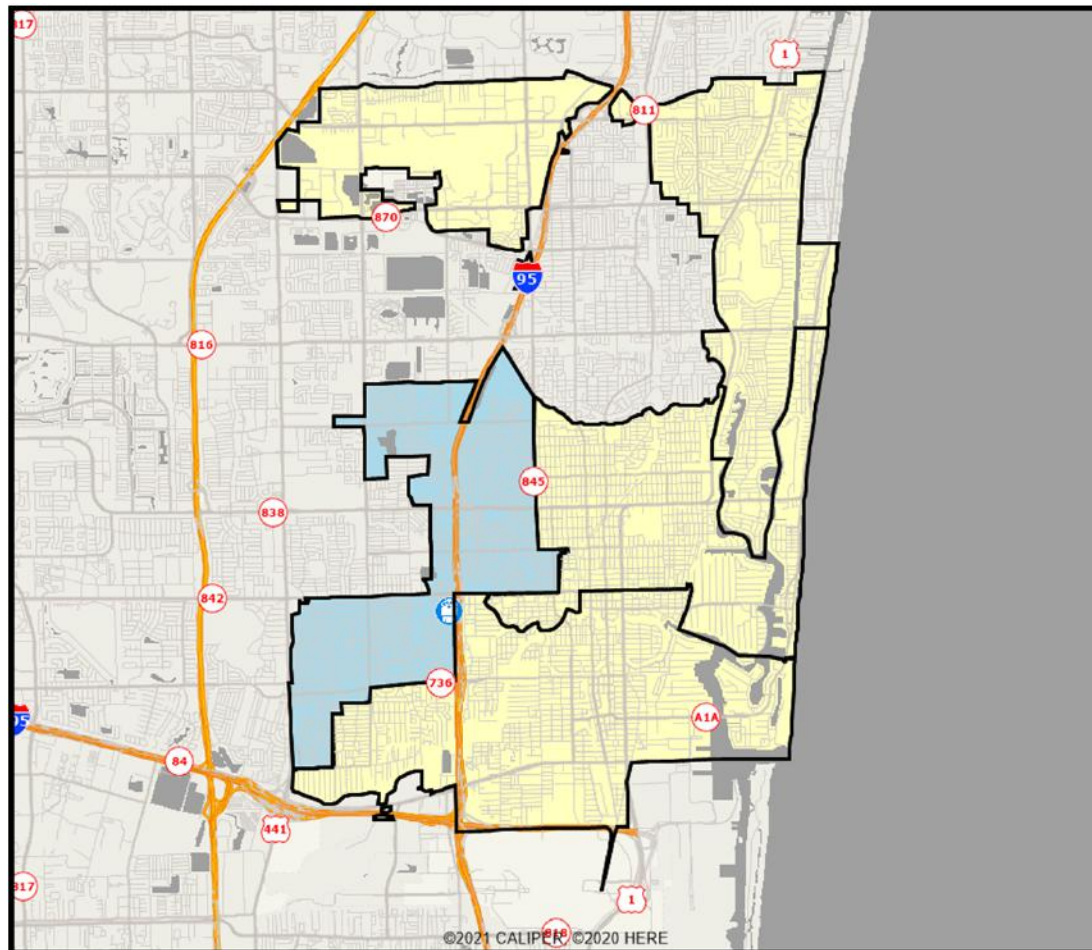
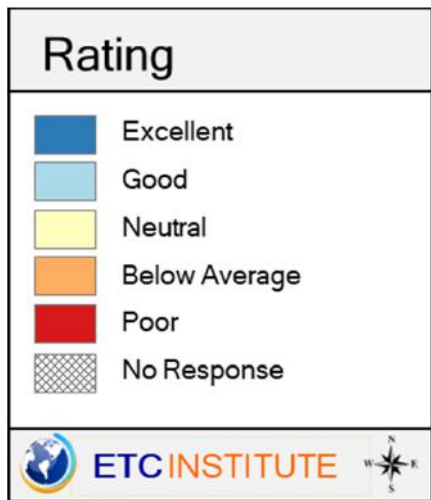
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
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Q1-02. Rating of Fort Lauderdale as a place to raise children

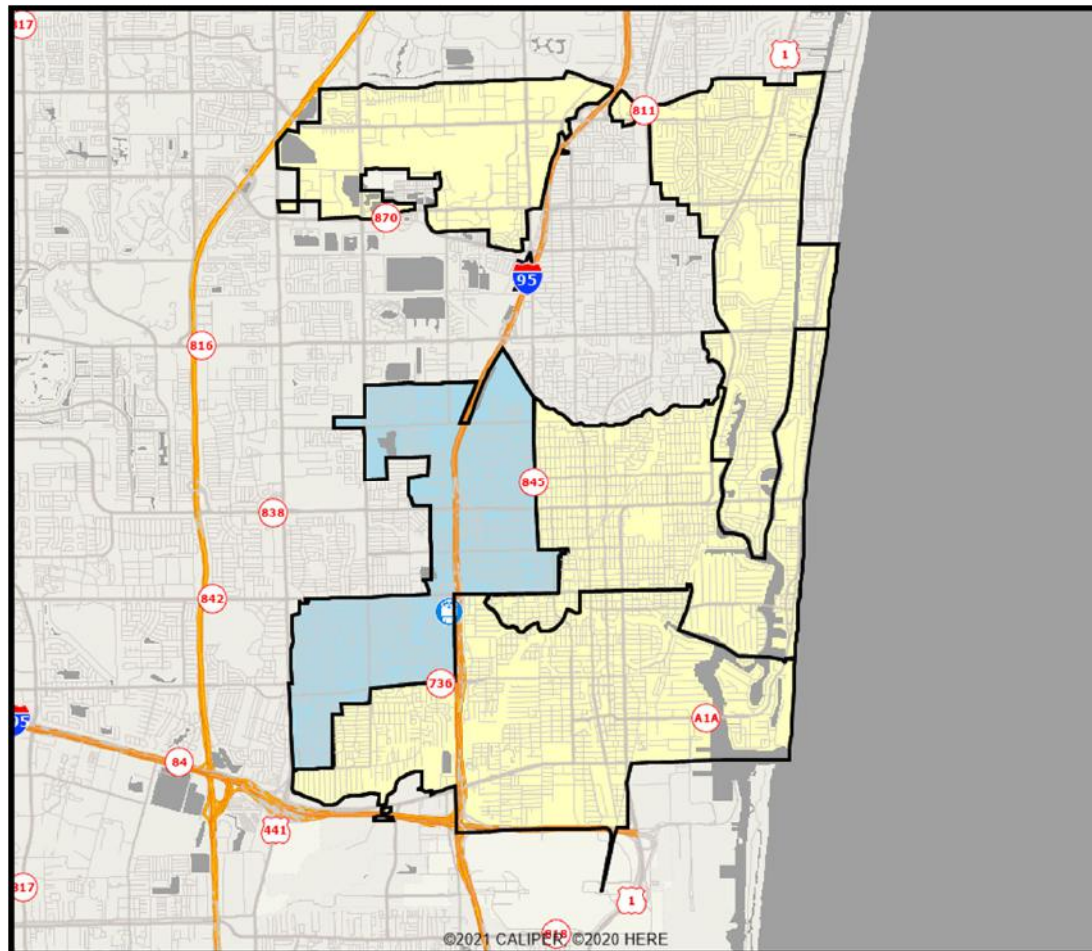
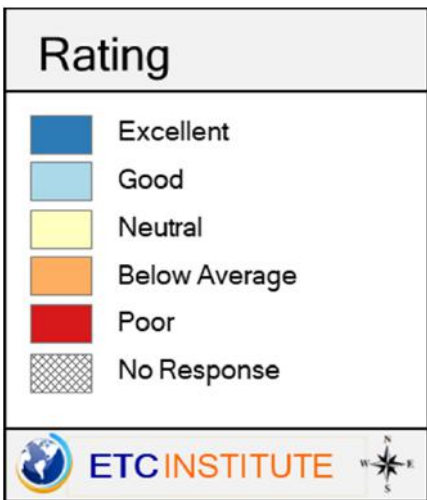
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q1-03. Rating of Fort Lauderdale as a place to educate children

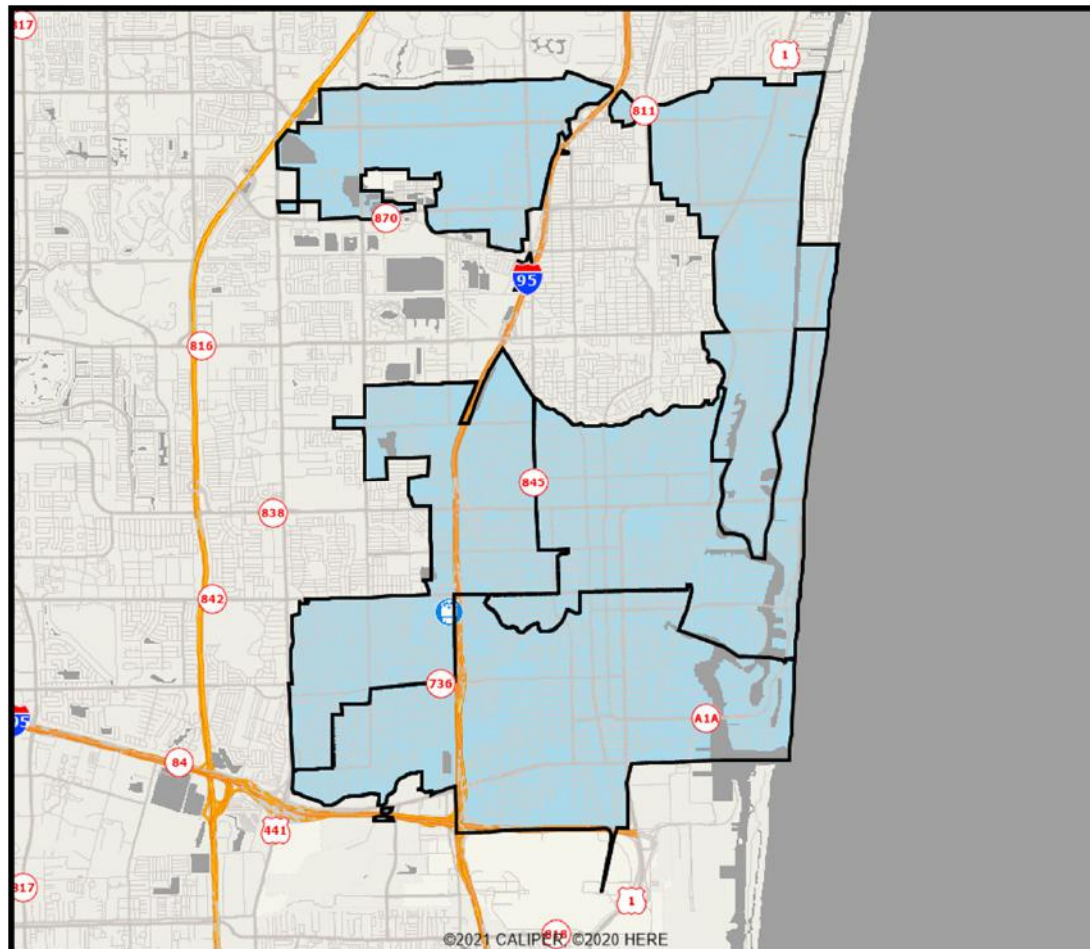
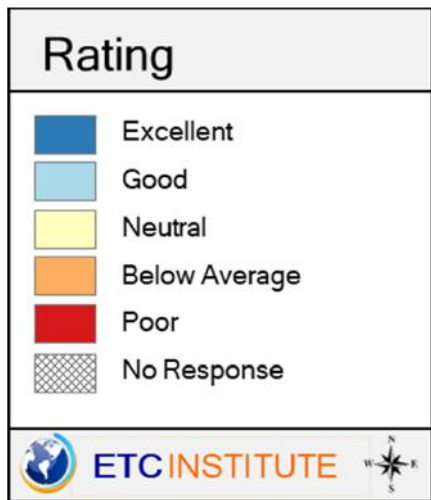
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q1-04. Rating of Fort Lauderdale as a place to work

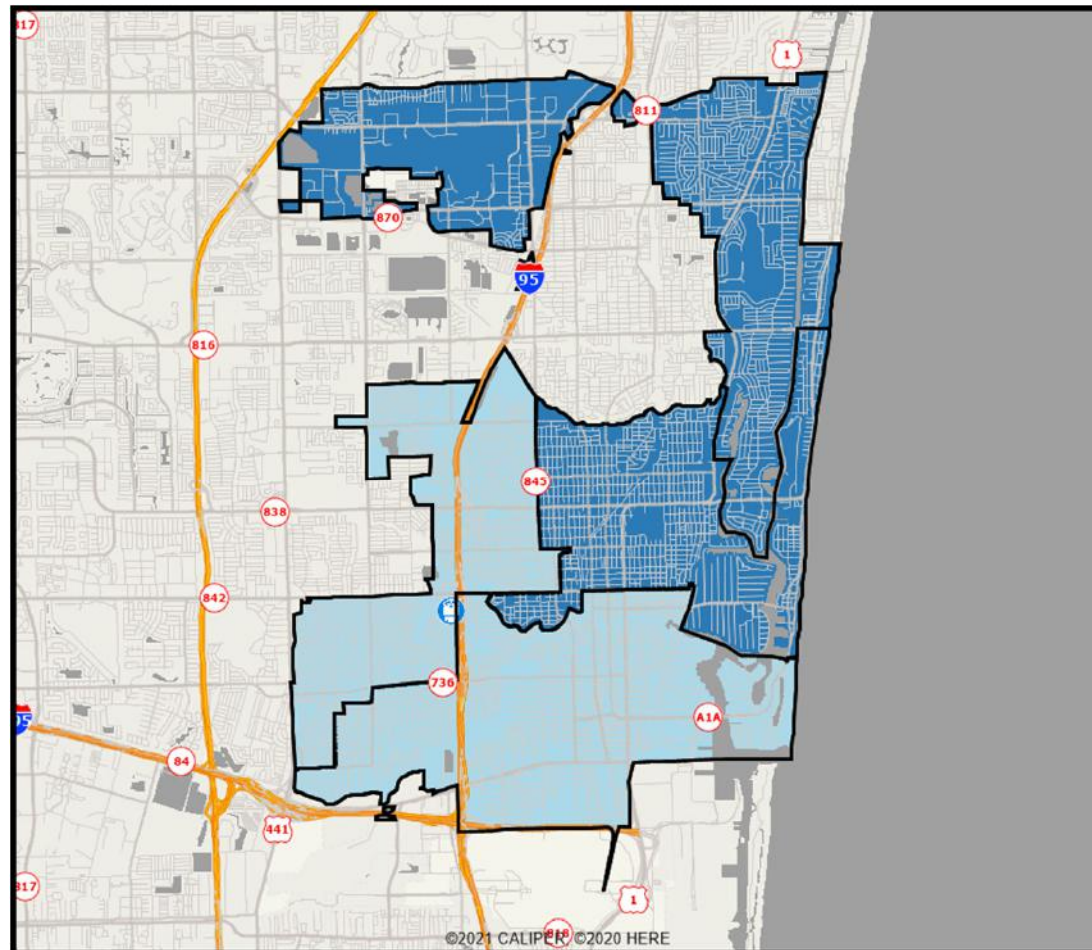
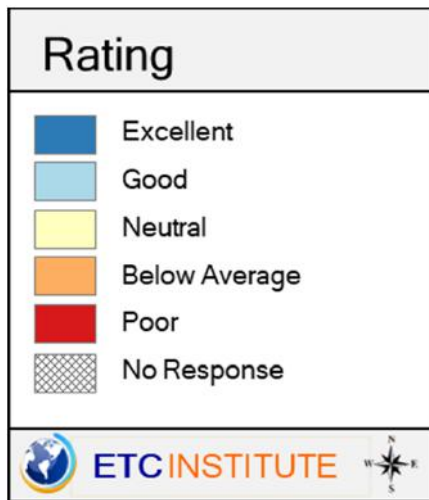
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q1-05. Rating of Fort Lauderdale as a place for play and leisure

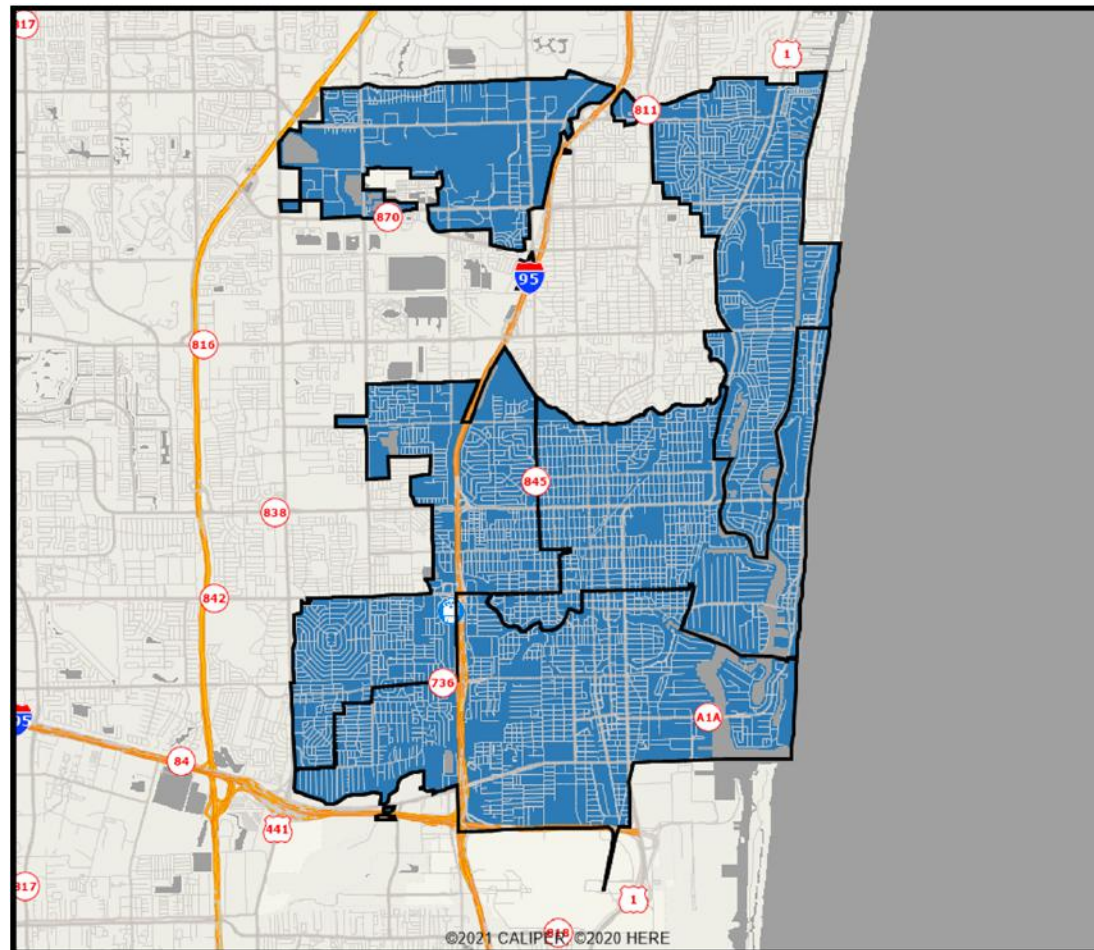
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
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Survey

Q1-06. Rating of Fort Lauderdale as a place to visit

(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

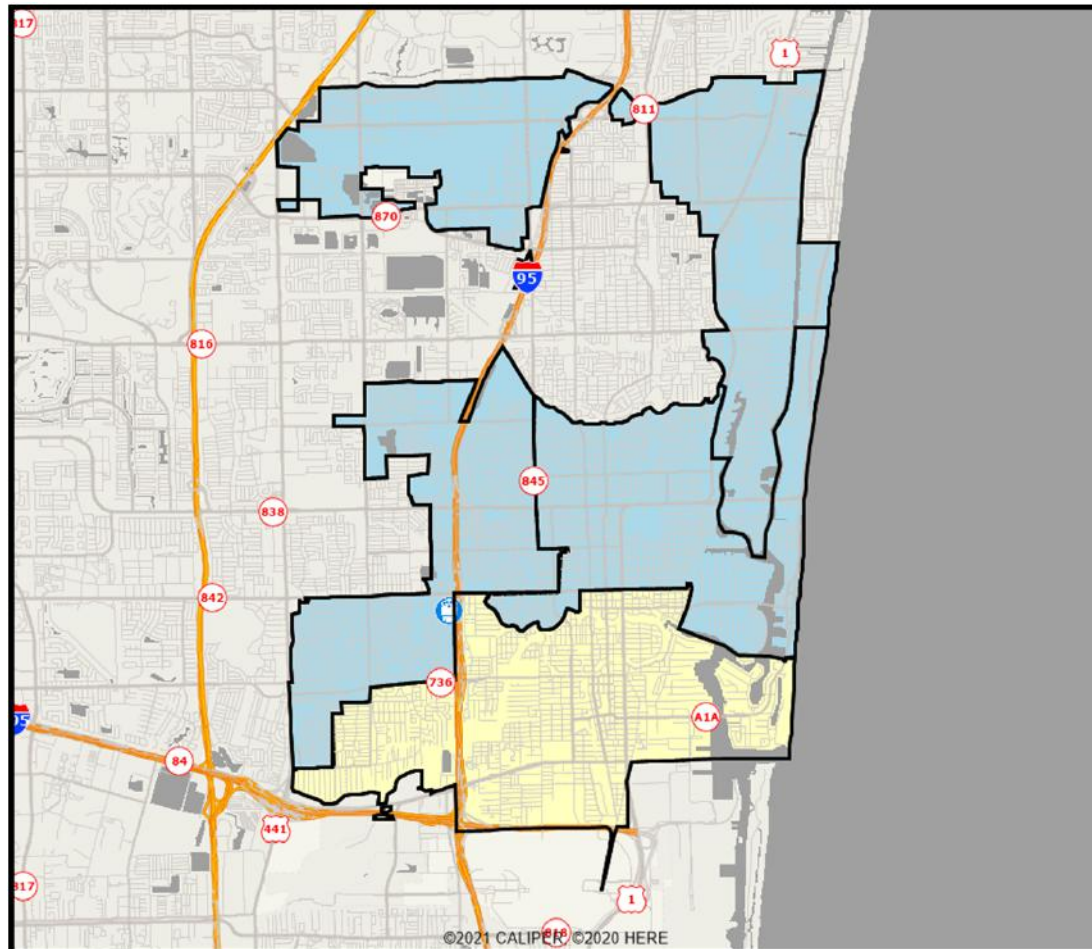
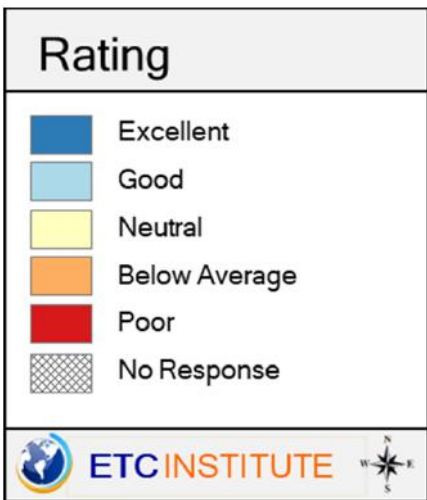
Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

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Q1-07. Rating of Fort Lauderdale as a place to retire

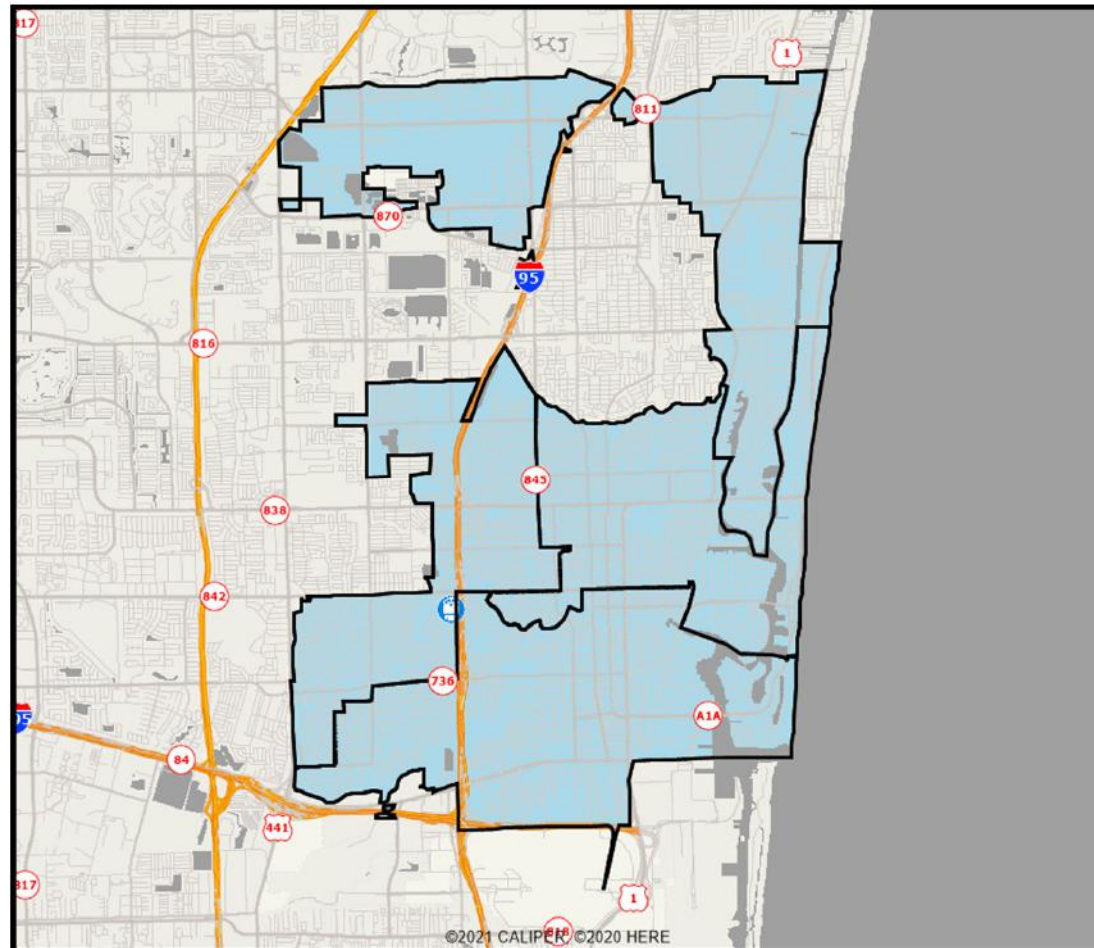
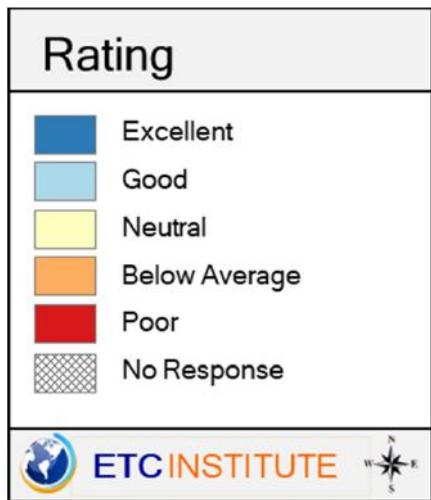
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q1-08. Rating of Fort Lauderdale as a place to seasonally reside

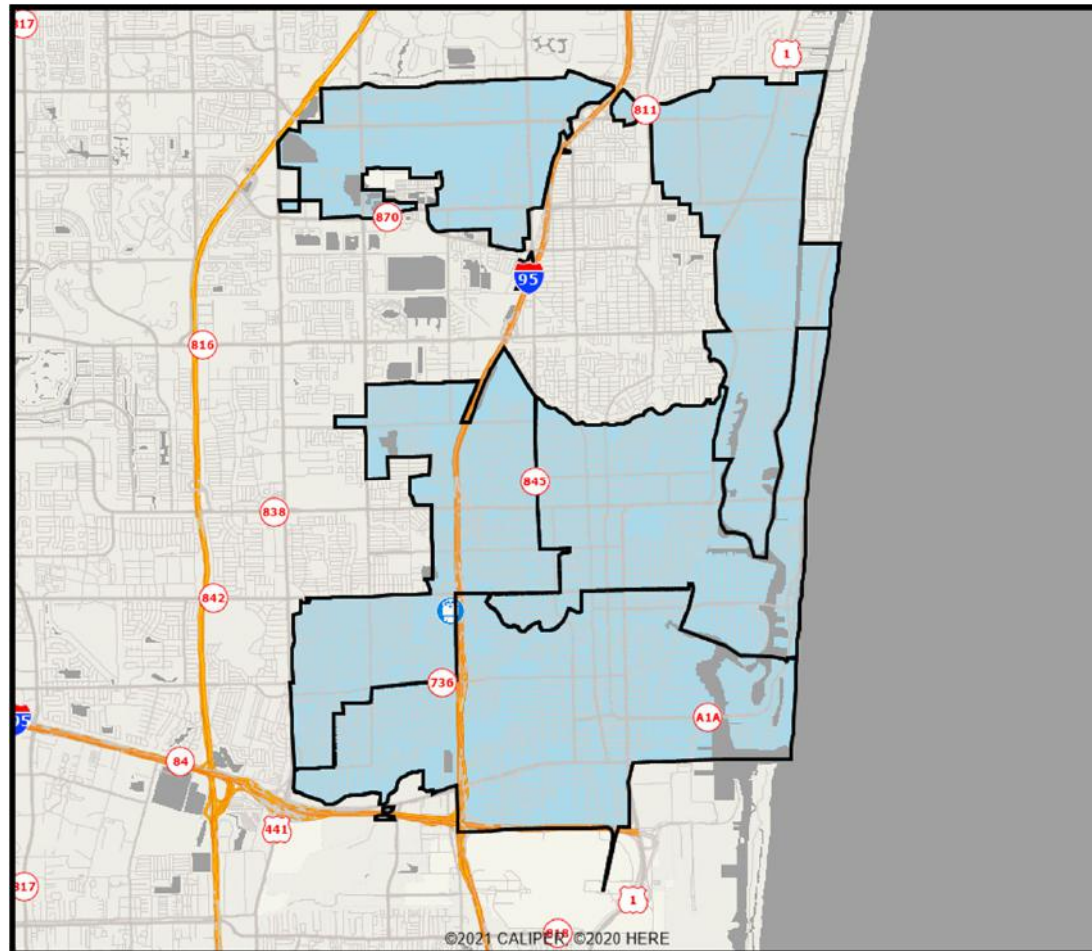
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
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Survey

Q1-09. Rating of the overall quality of life in Fort Lauderdale

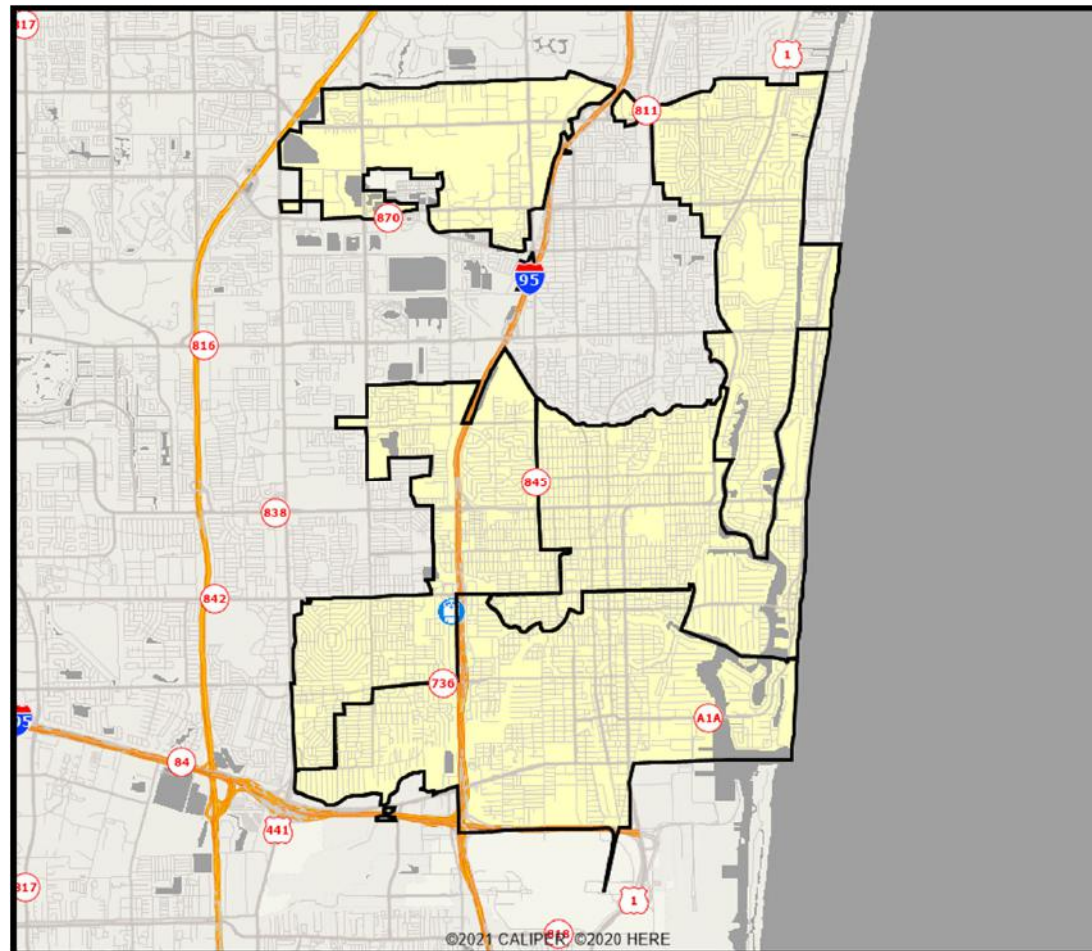
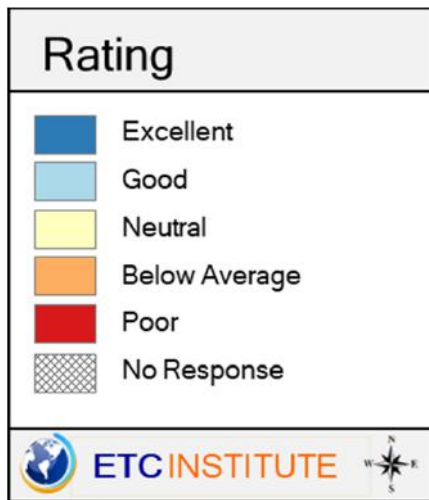
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q1-10. Rating of the overall sense of community in Fort Lauderdale

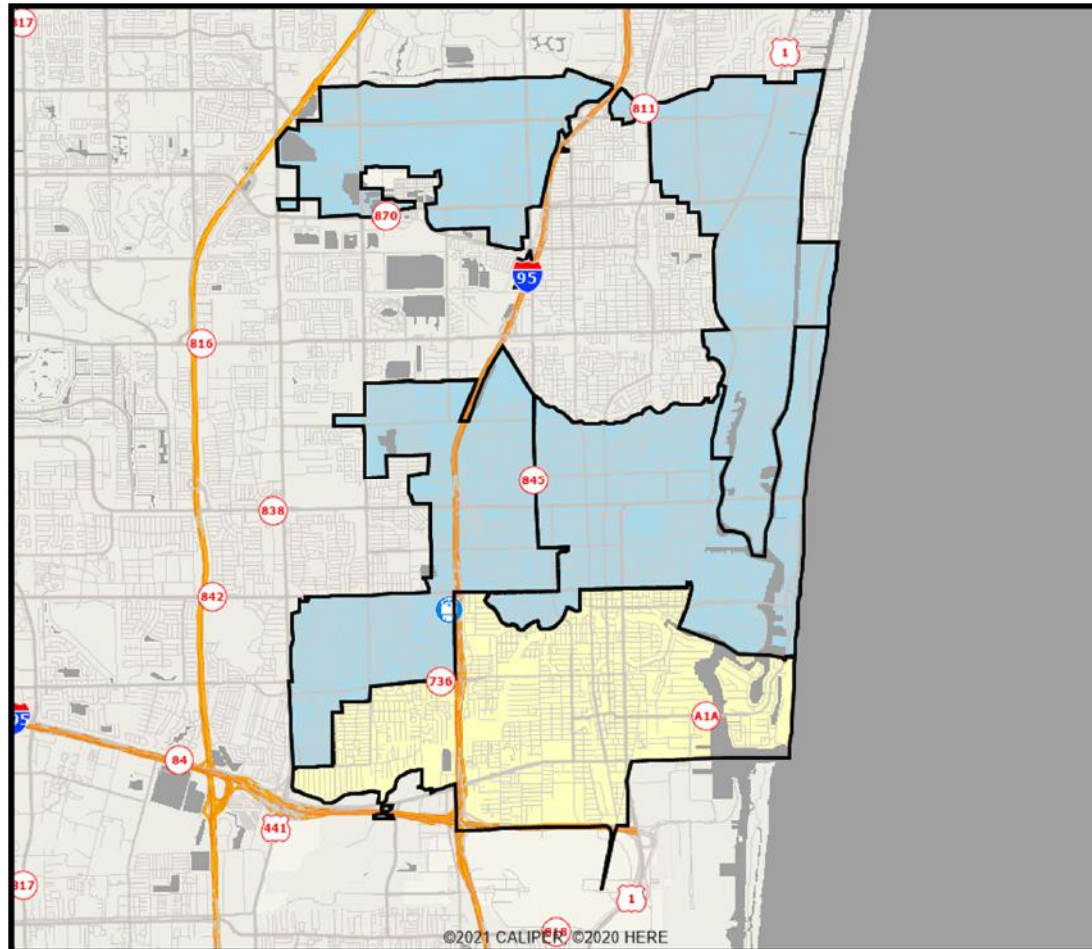
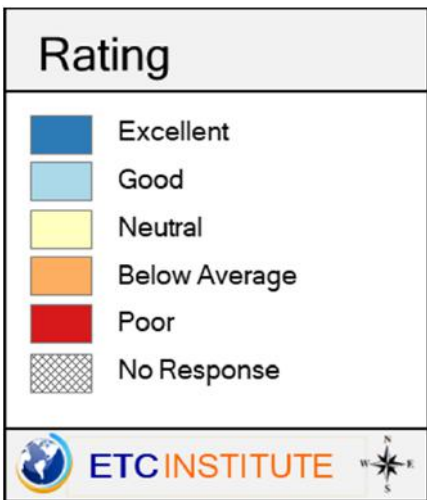
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q1-11. Rating of the overall image Fort Lauderdale

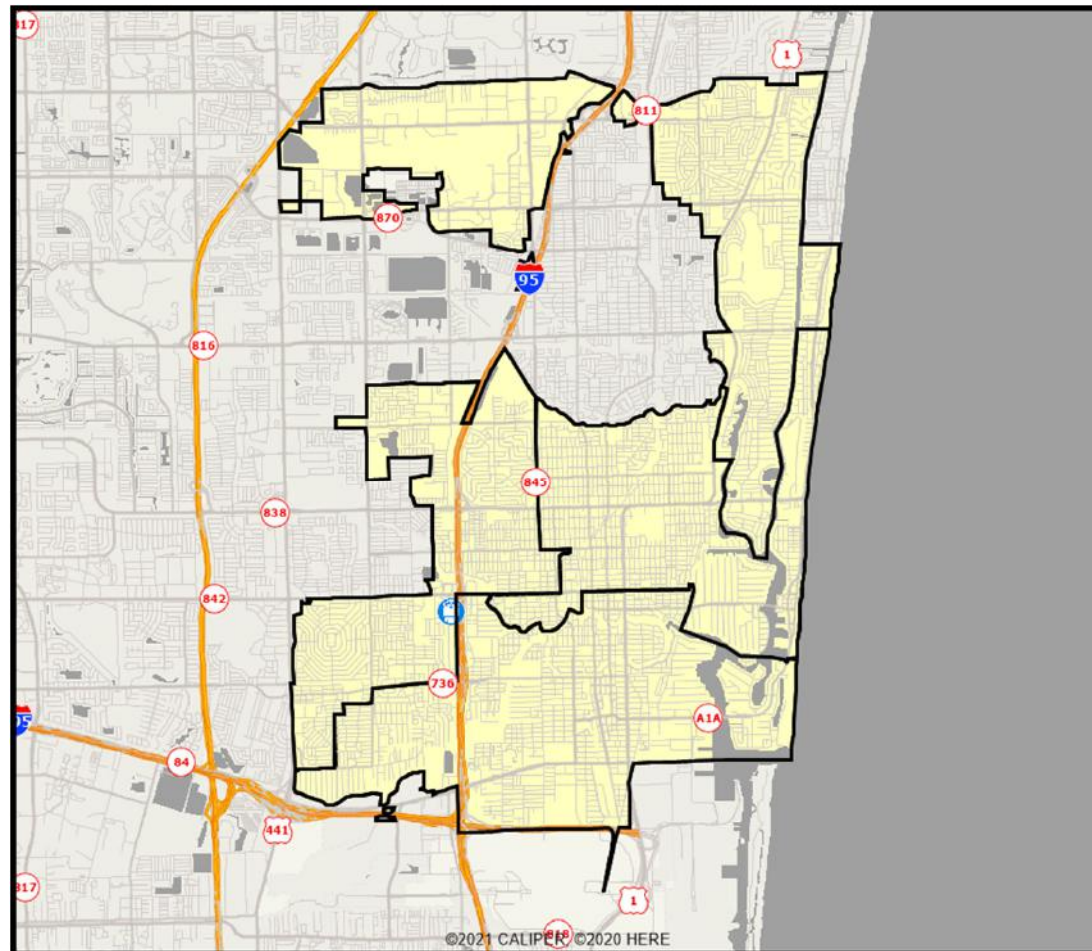
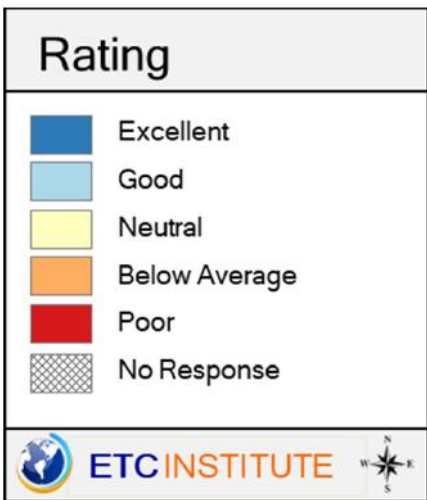
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q1-12. Rating of Fort Lauderdale, as a city that is moving in the right direction

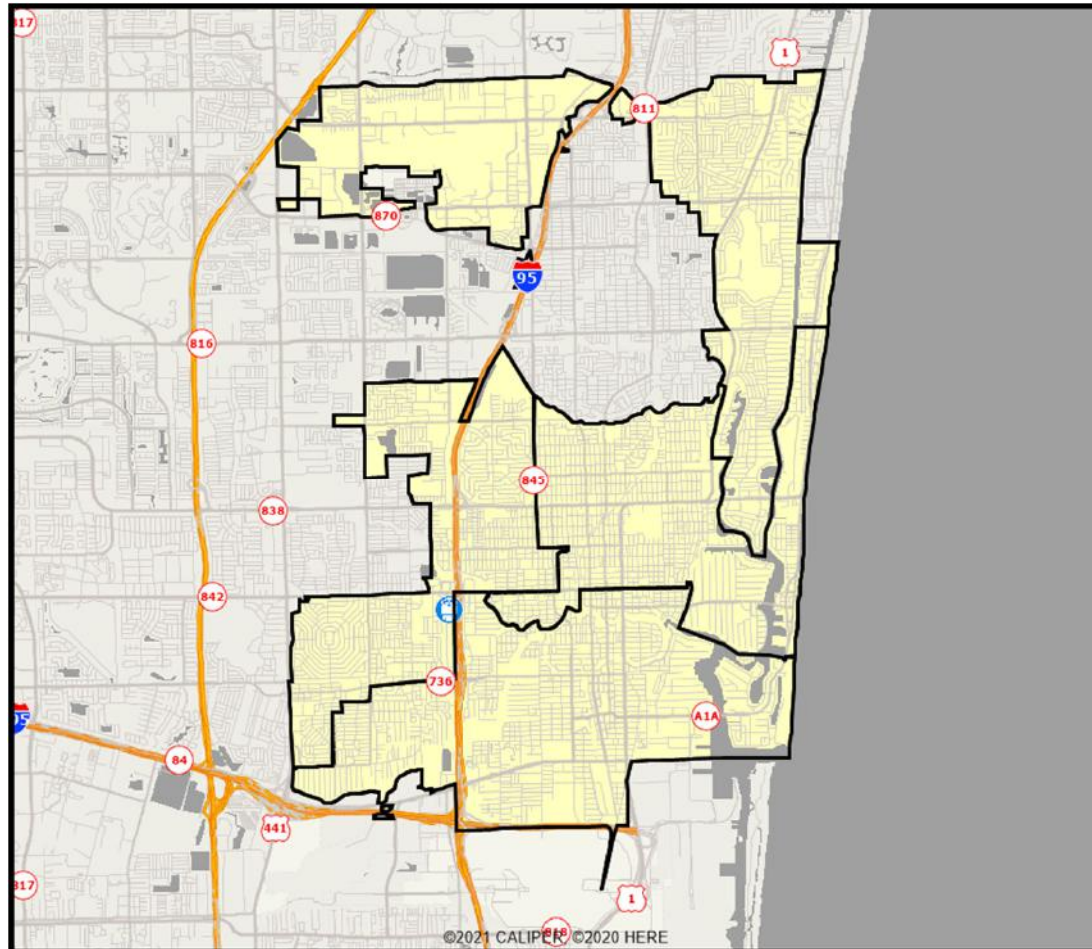
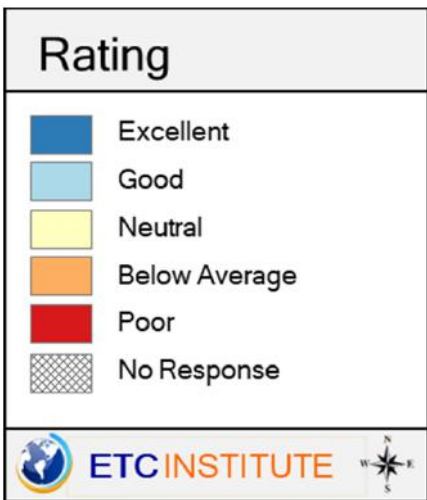
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q1-13. Rating of Fort Lauderdale, as a city committed to green and sustainable practices

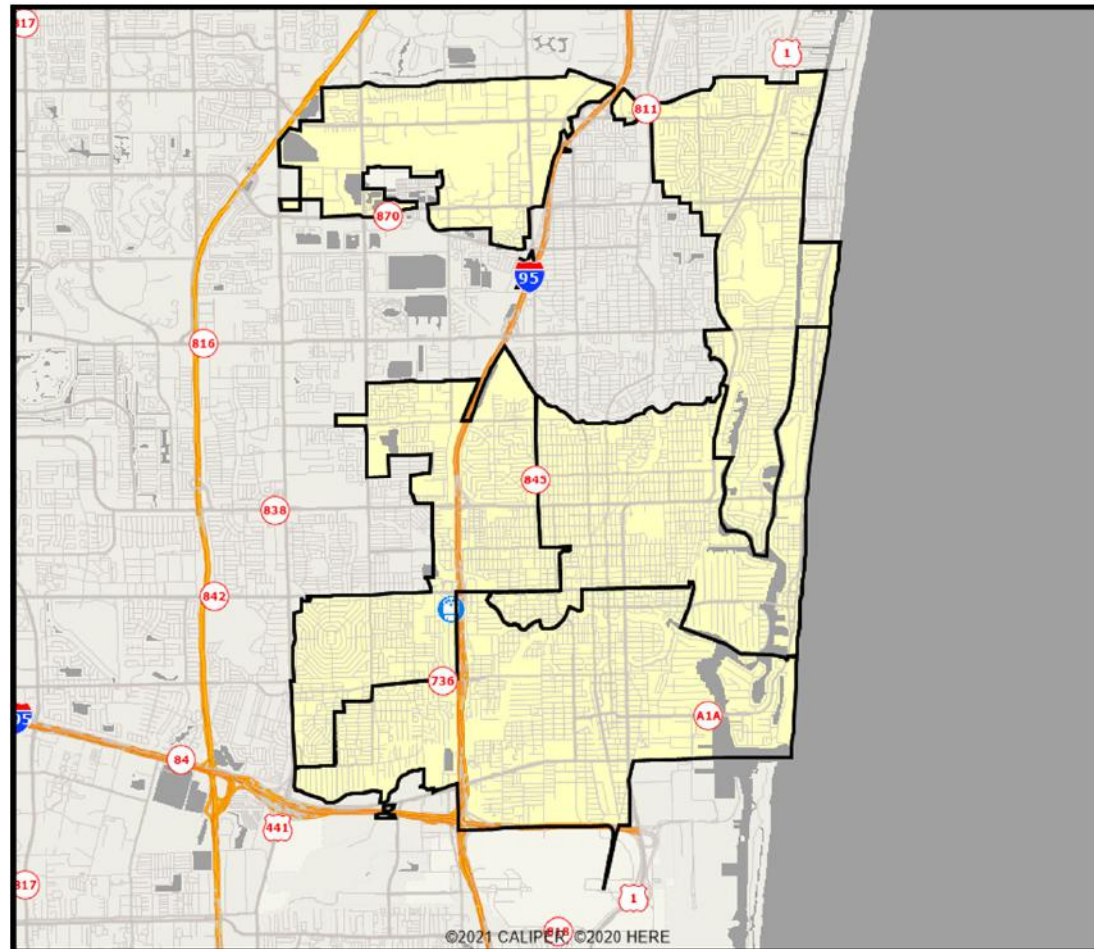
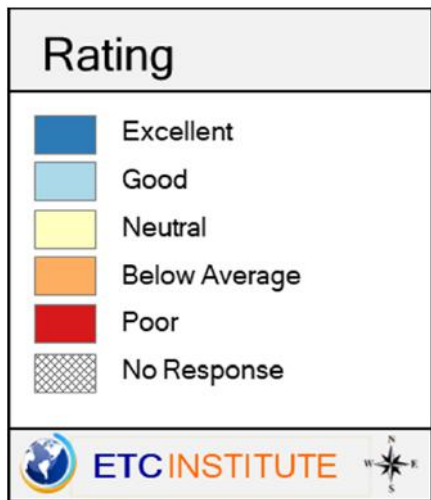
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q2-01. Rating of the overall feeling of safety in Fort Lauderdale

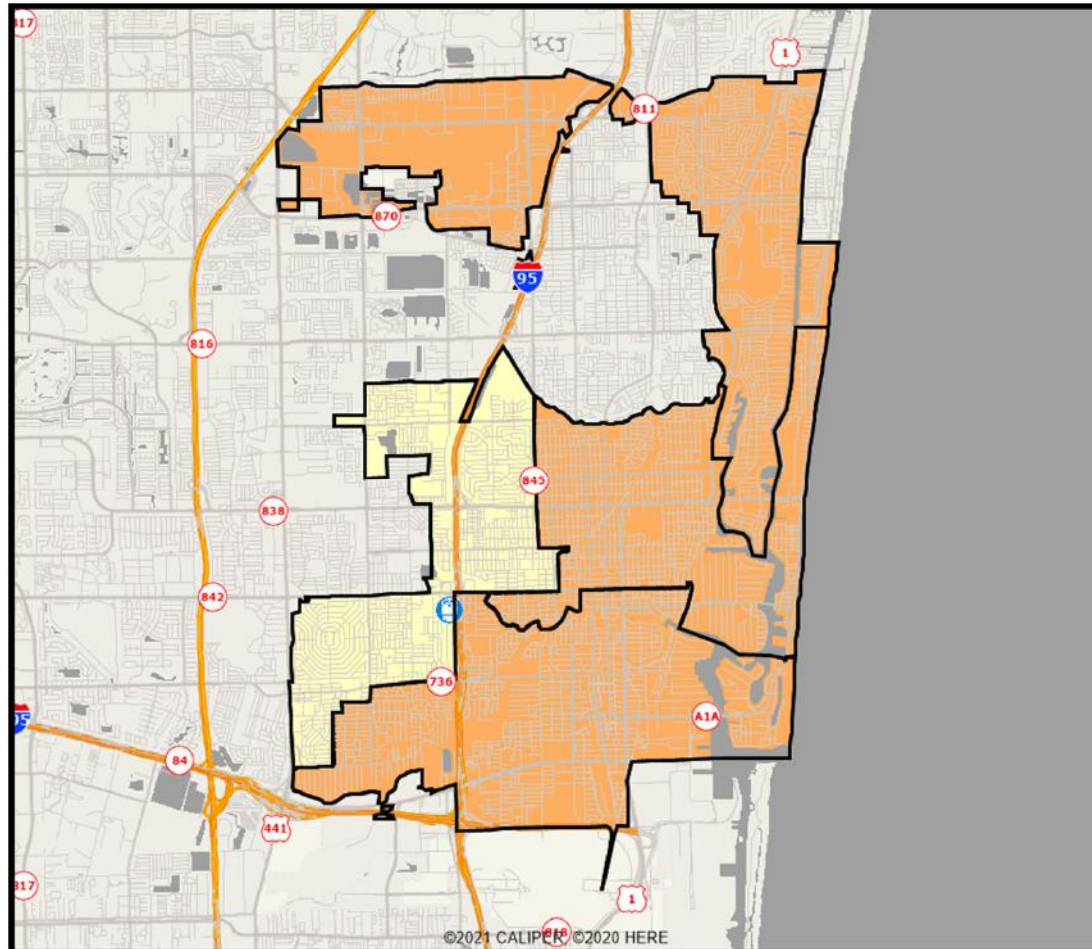
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q2-02. Rating of the affordability of living in Fort Lauderdale

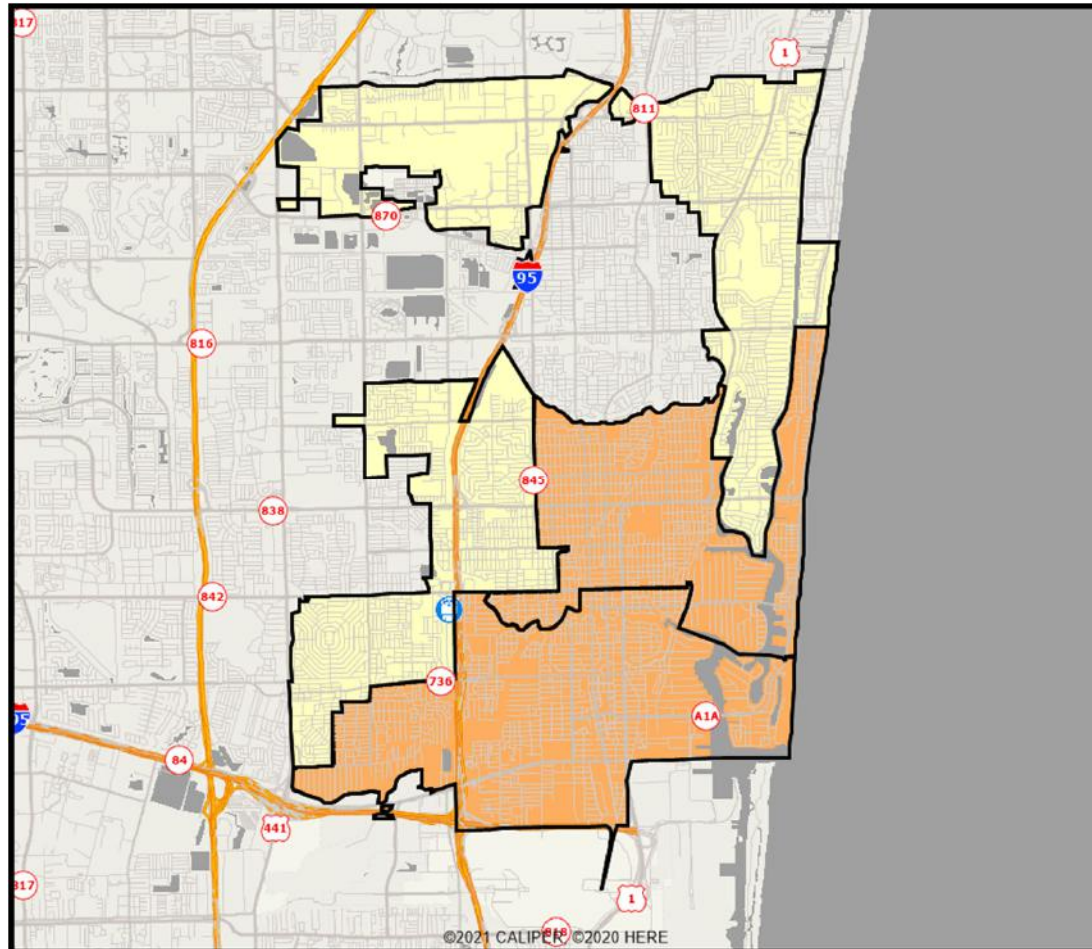
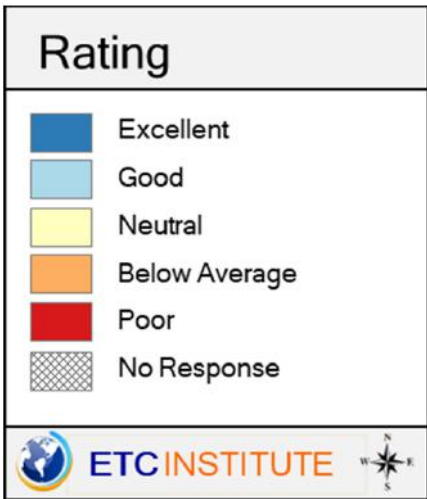
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q2-03. Rating of Fort Lauderdale's overall planning for growth

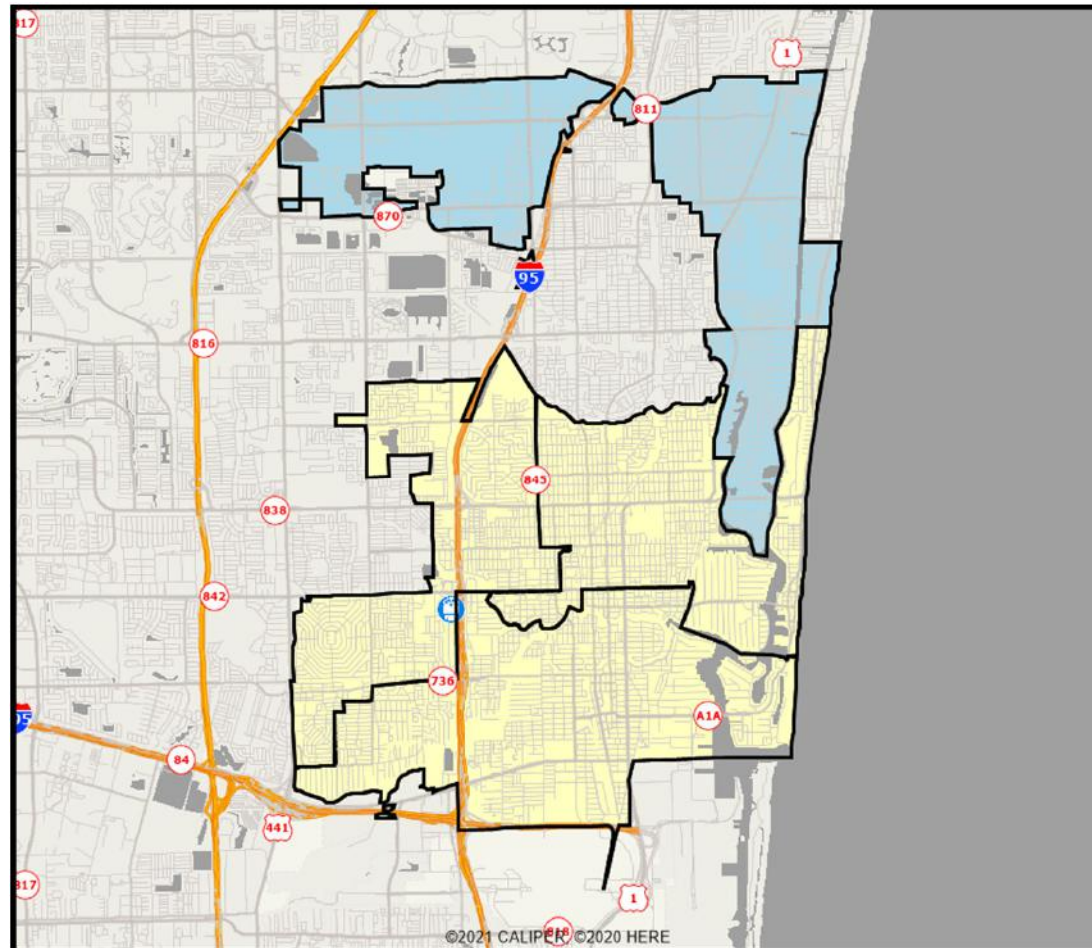
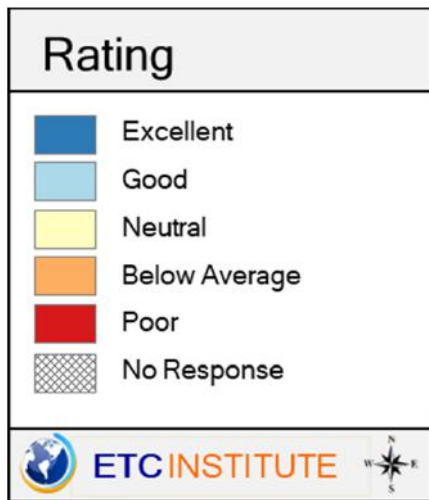
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q2-04. Rating of the overall appearance of Fort Lauderdale

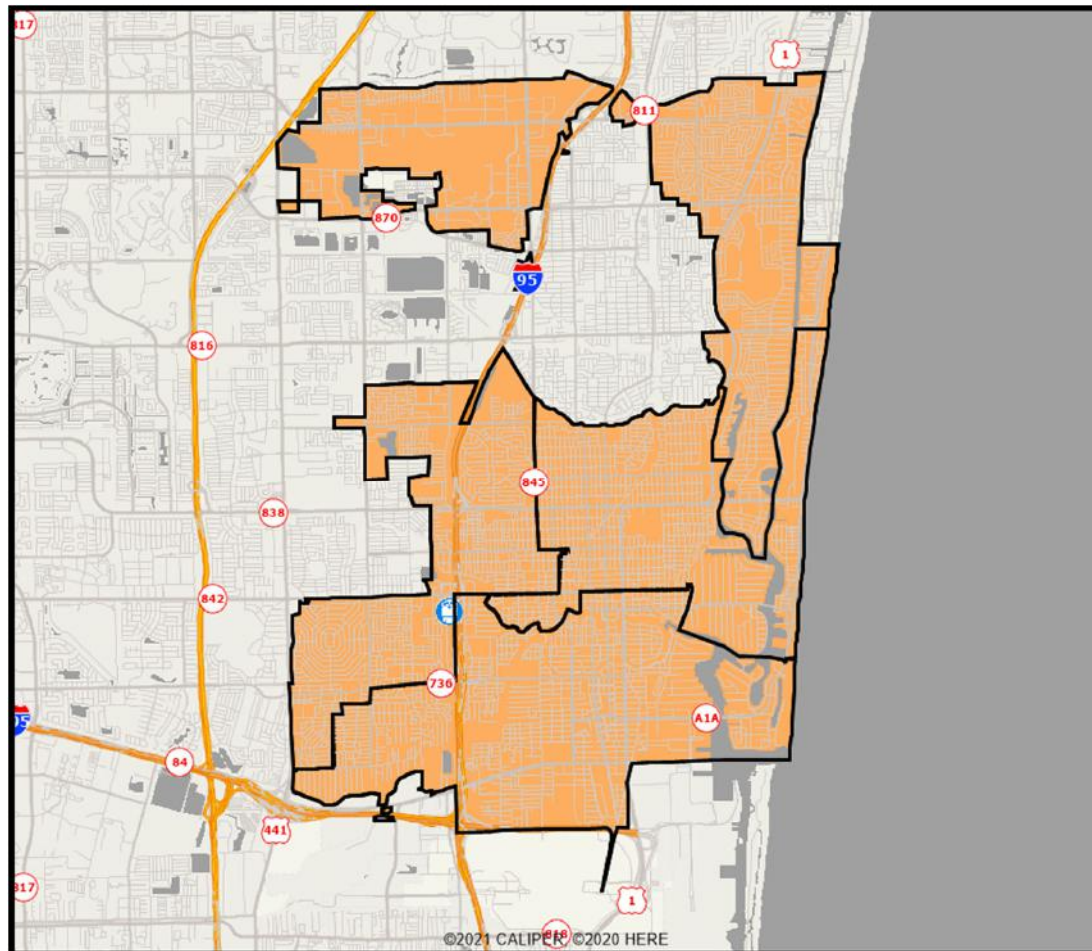
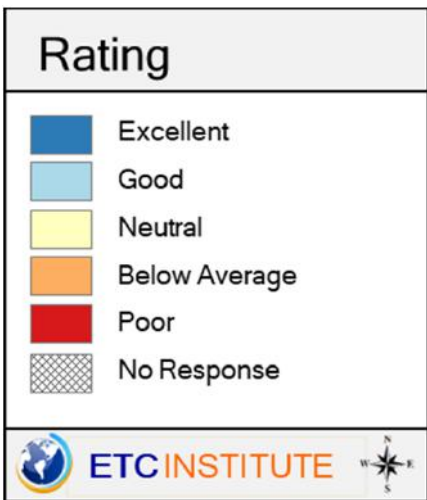
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q2-05. Rating of the availability of affordable housing in Fort Lauderdale

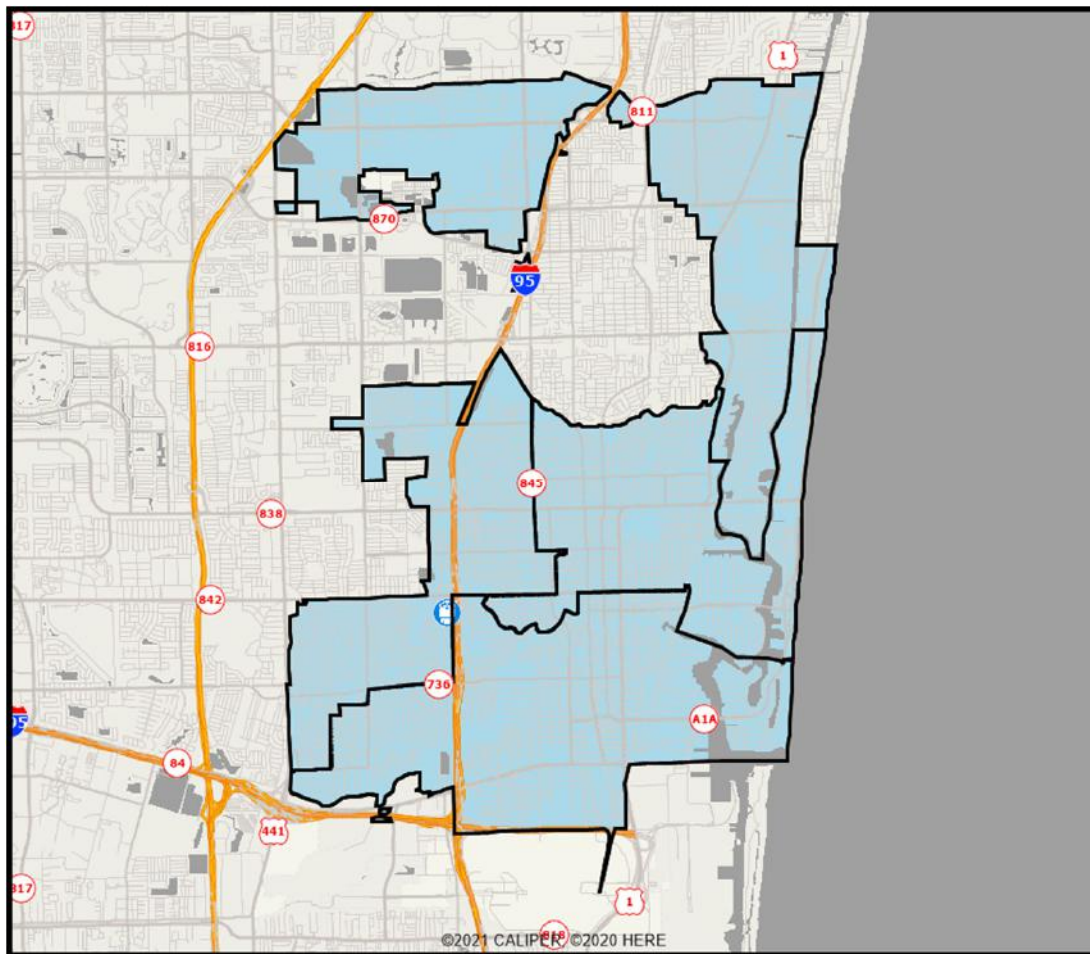
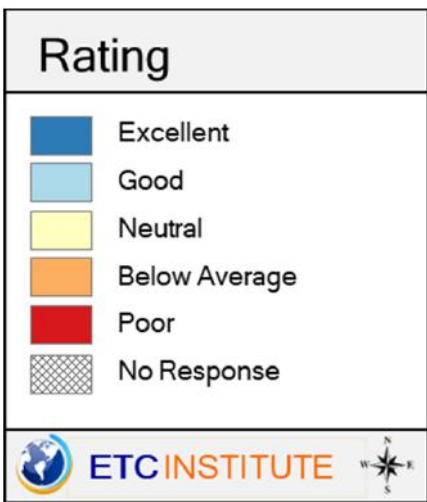
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q2-06. Rating of the availability of employment in Fort Lauderdale

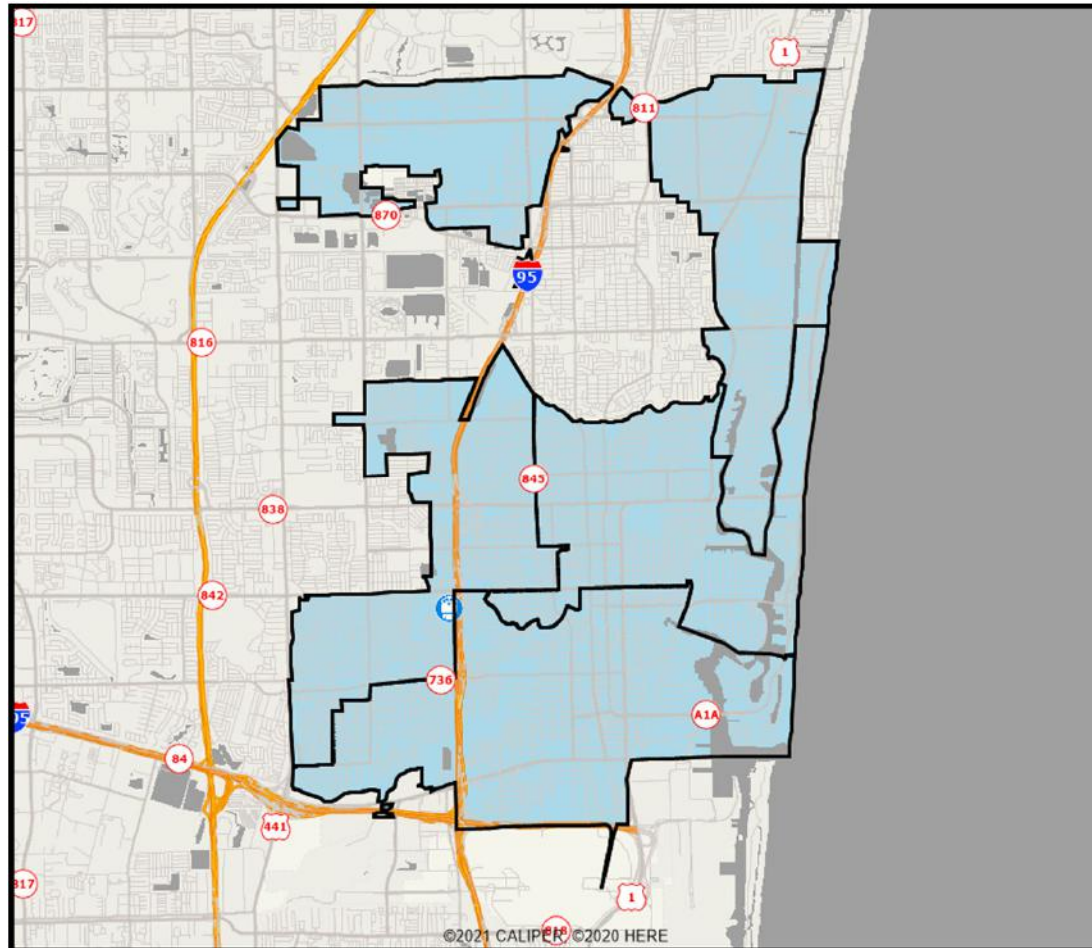
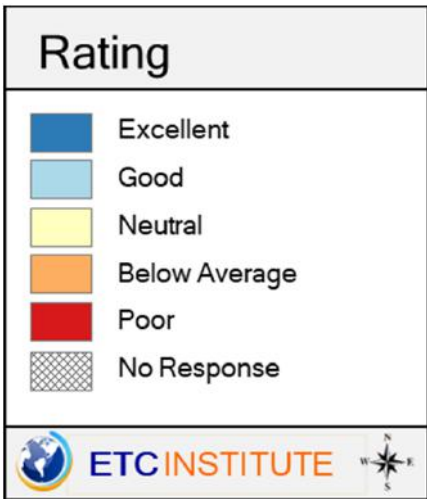
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q2-07. Rating of the acceptance of diversity in Fort Lauderdale

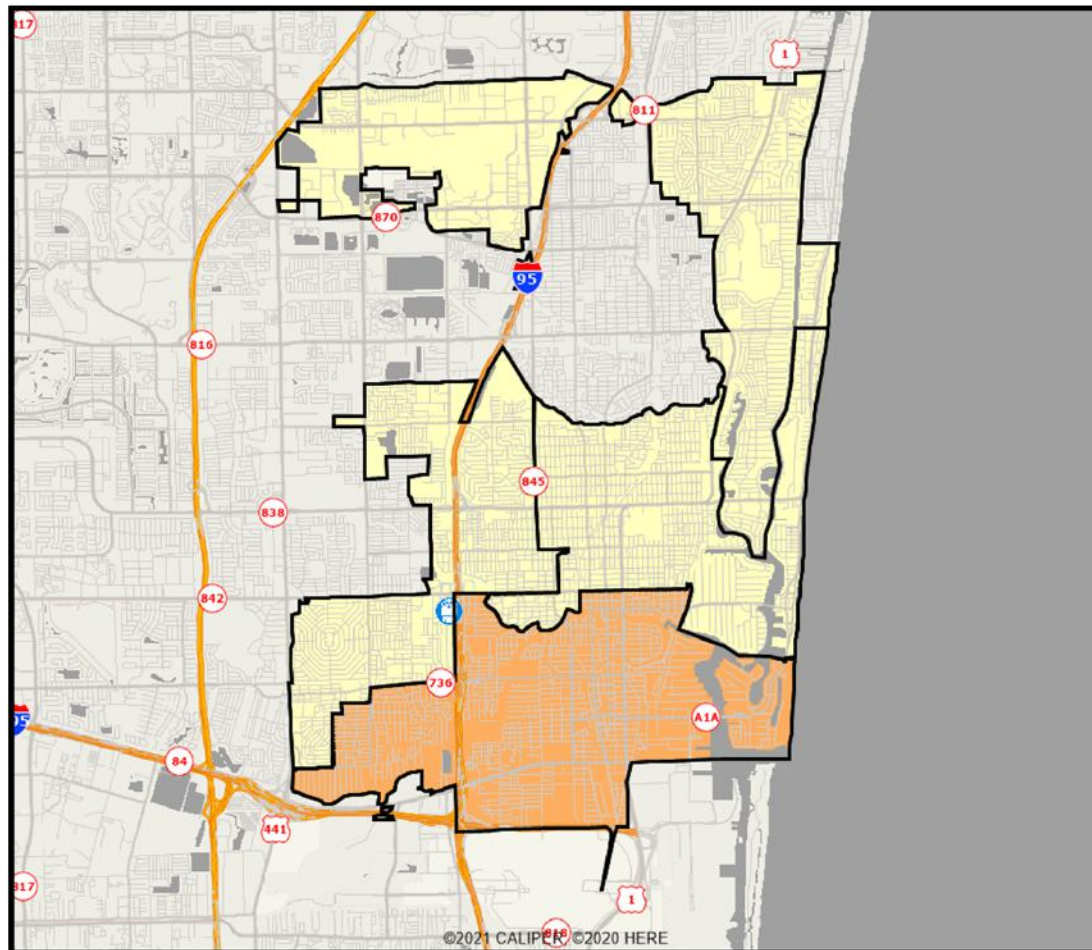
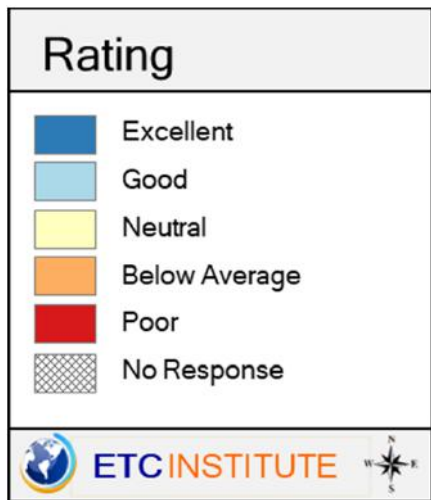
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q2-08. Rating of the quality of public schools in Fort Lauderdale

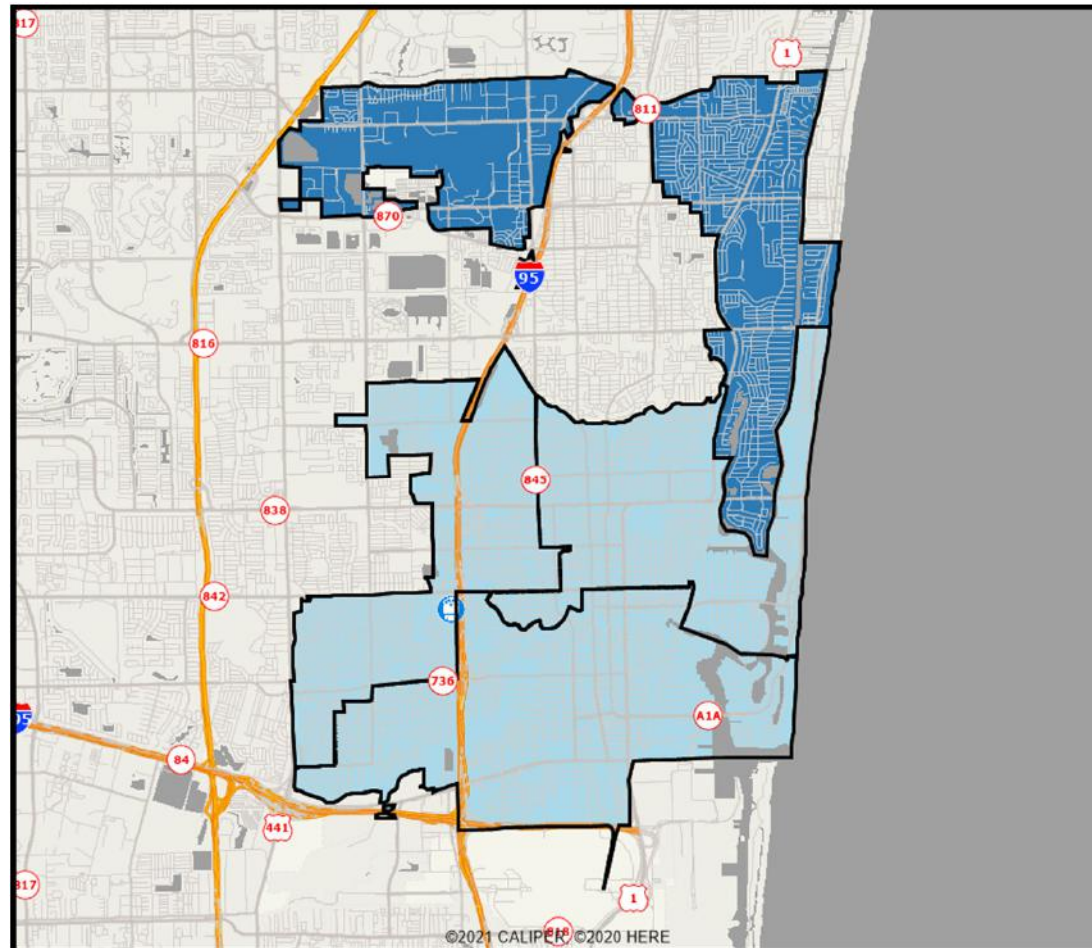
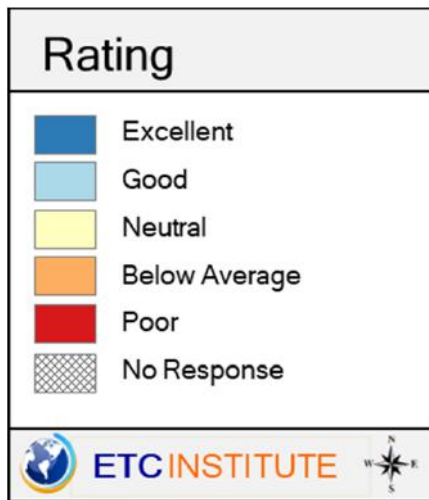
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q2-09. Rating of the quality of private schools in Fort Lauderdale

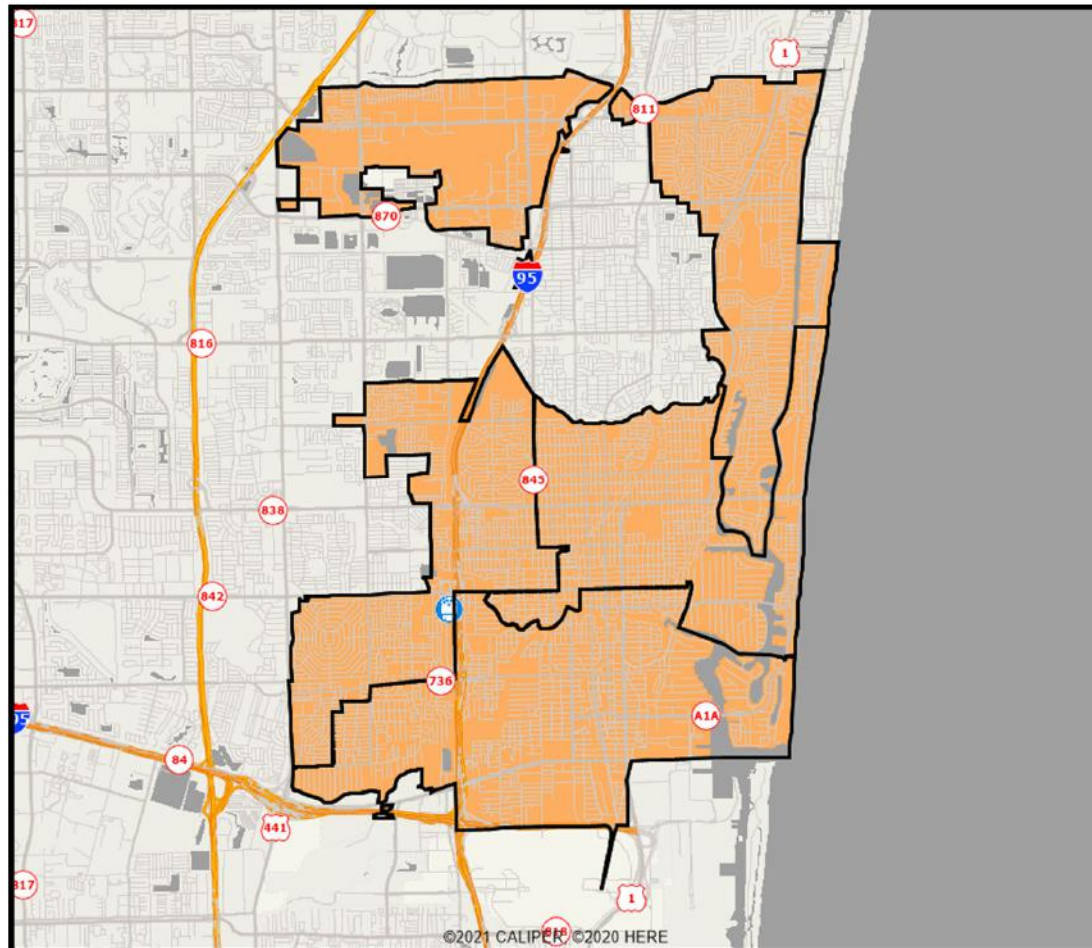
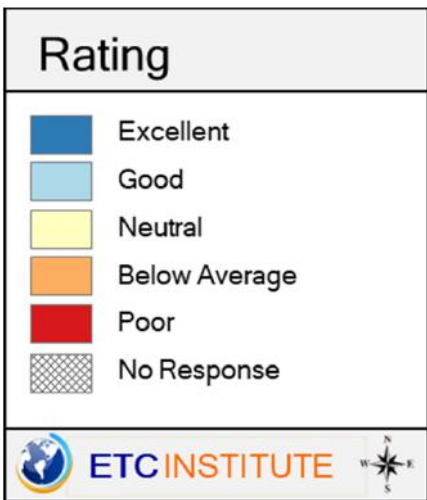
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q2-10. Rating of Fort Lauderdale's efforts in addressing homelessness

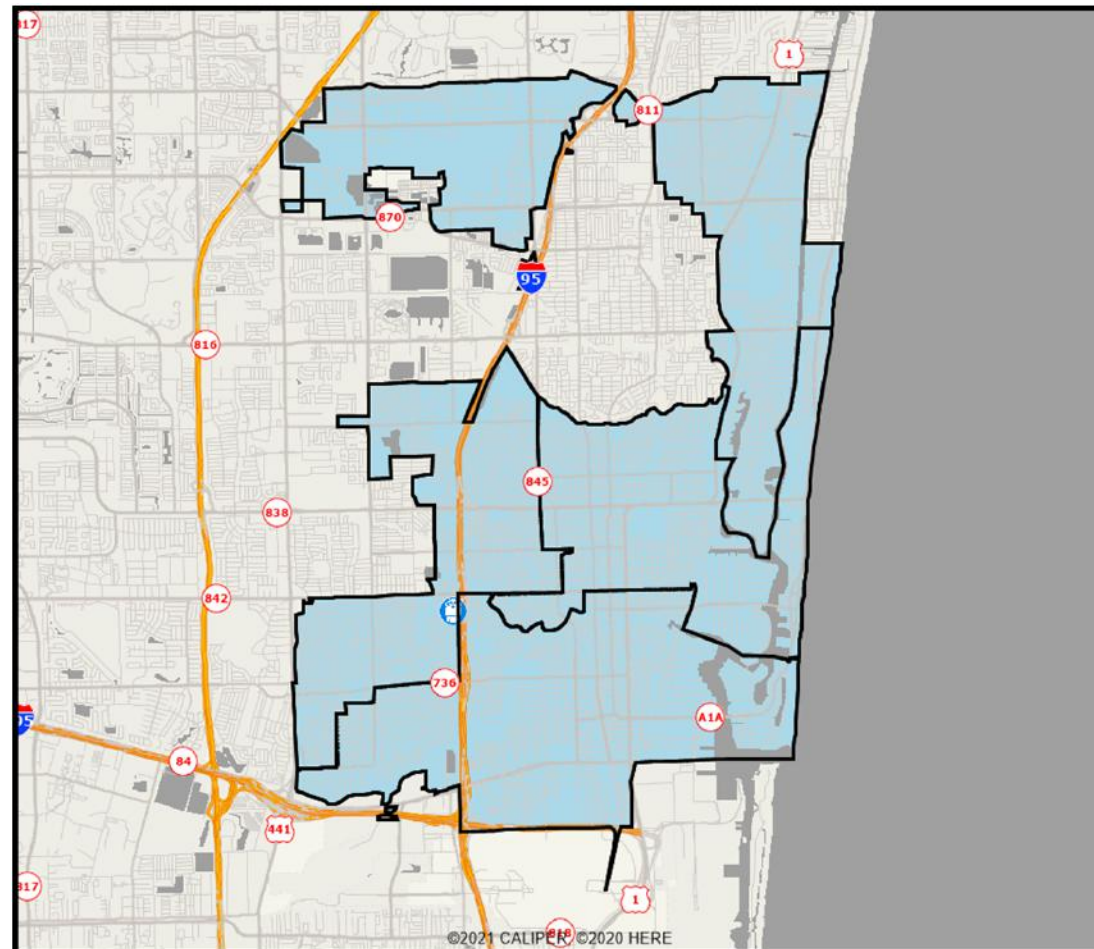
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-01. Level of satisfaction with the overall quality of City services

(Shading Reflects the Mean Rating by City Commission Districts)



Legend

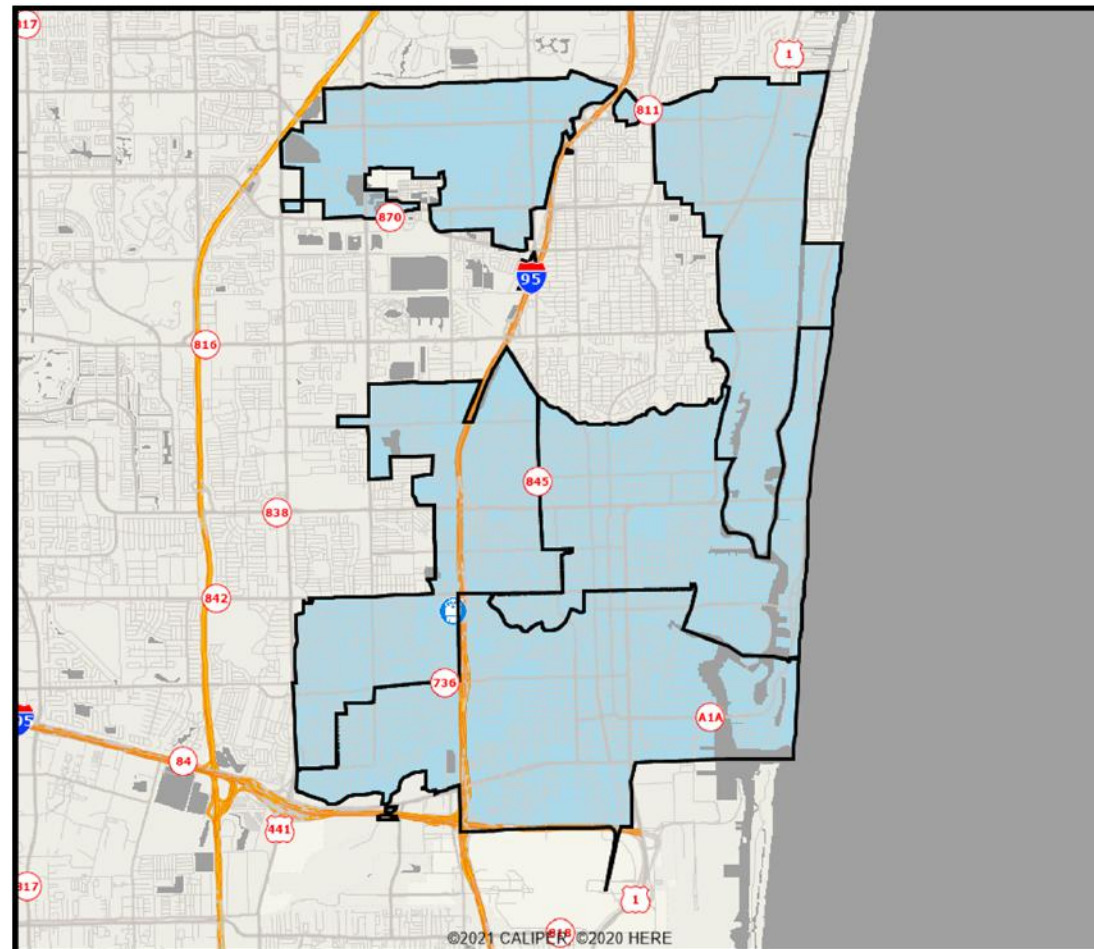
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-02. Level of satisfaction with the overall quality of police services

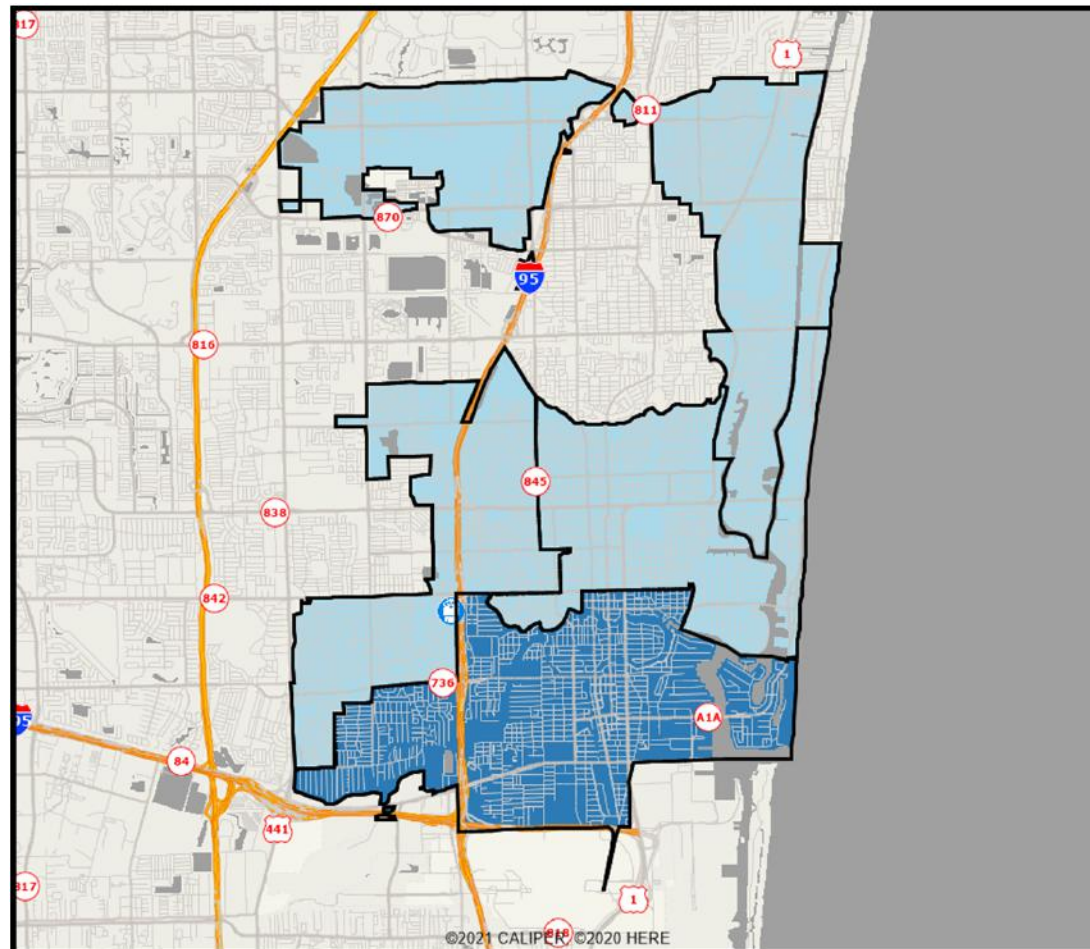
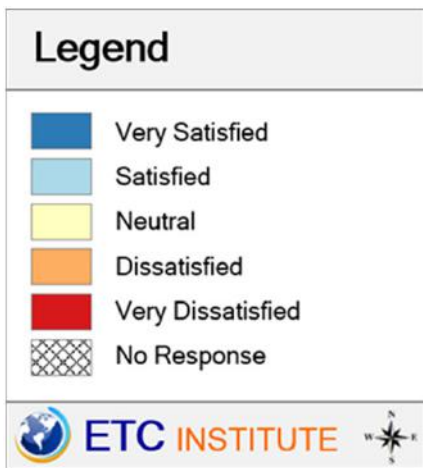
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-03. Level of satisfaction with the overall quality of fire rescue services

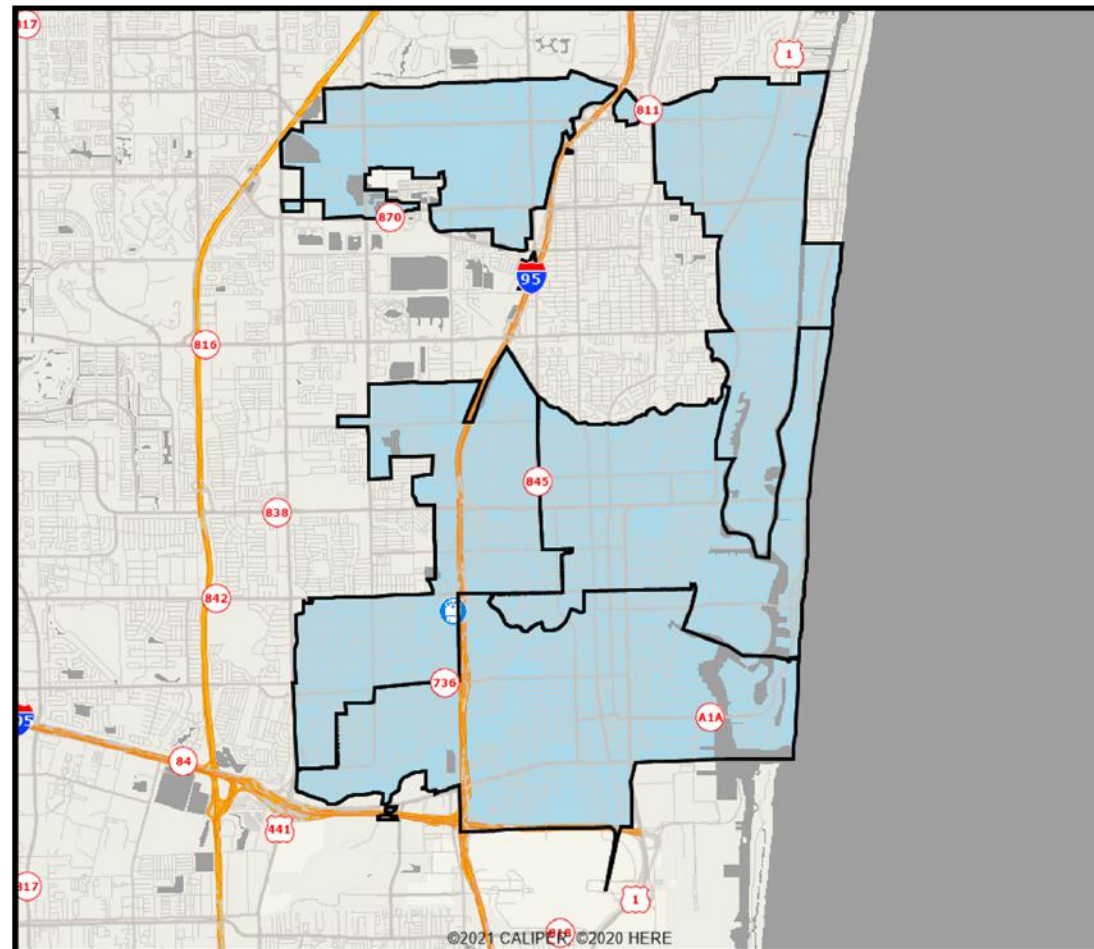
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-04. Level of satisfaction with the overall quality of parks and recreation programs and facilities

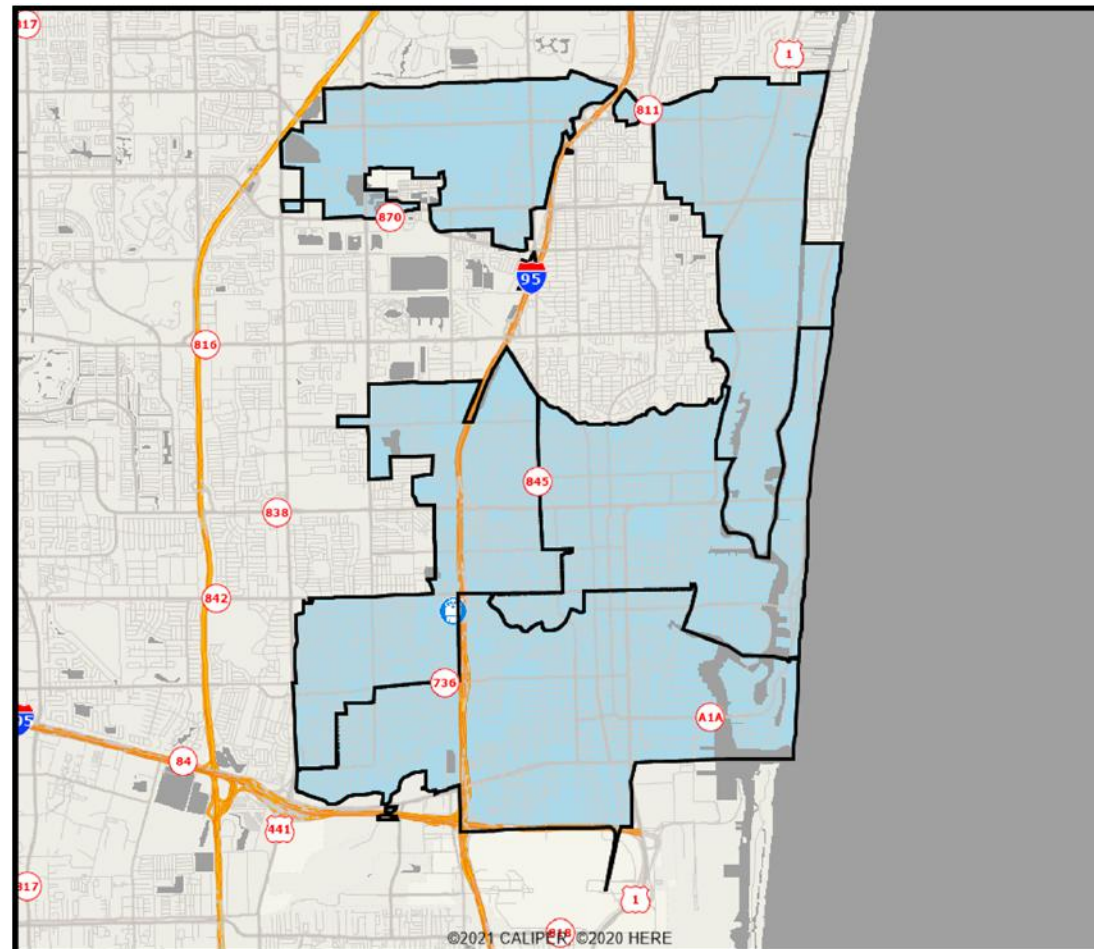
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-05. Level of satisfaction with the overall quality of customer service you receive from City employees

(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

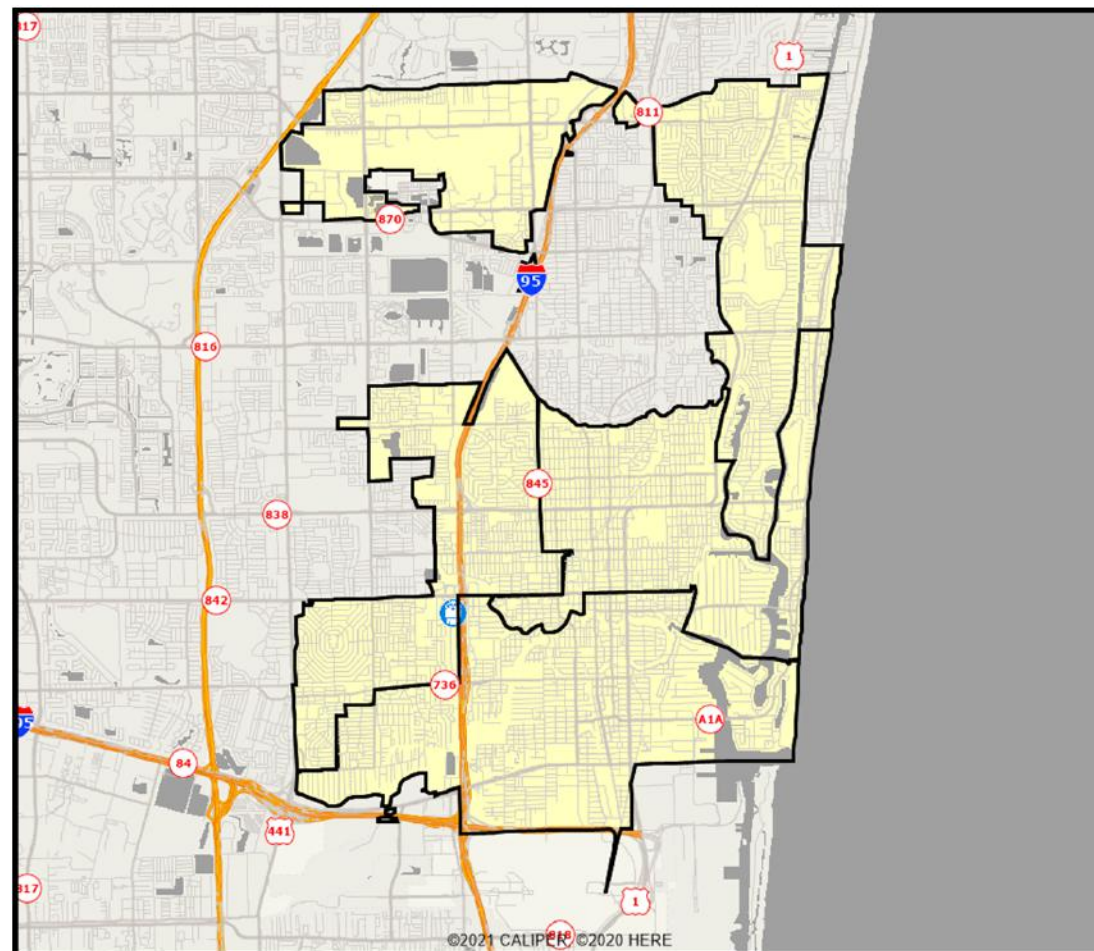
Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q3-06. Level of satisfaction with the overall enforcement of City codes and ordinances

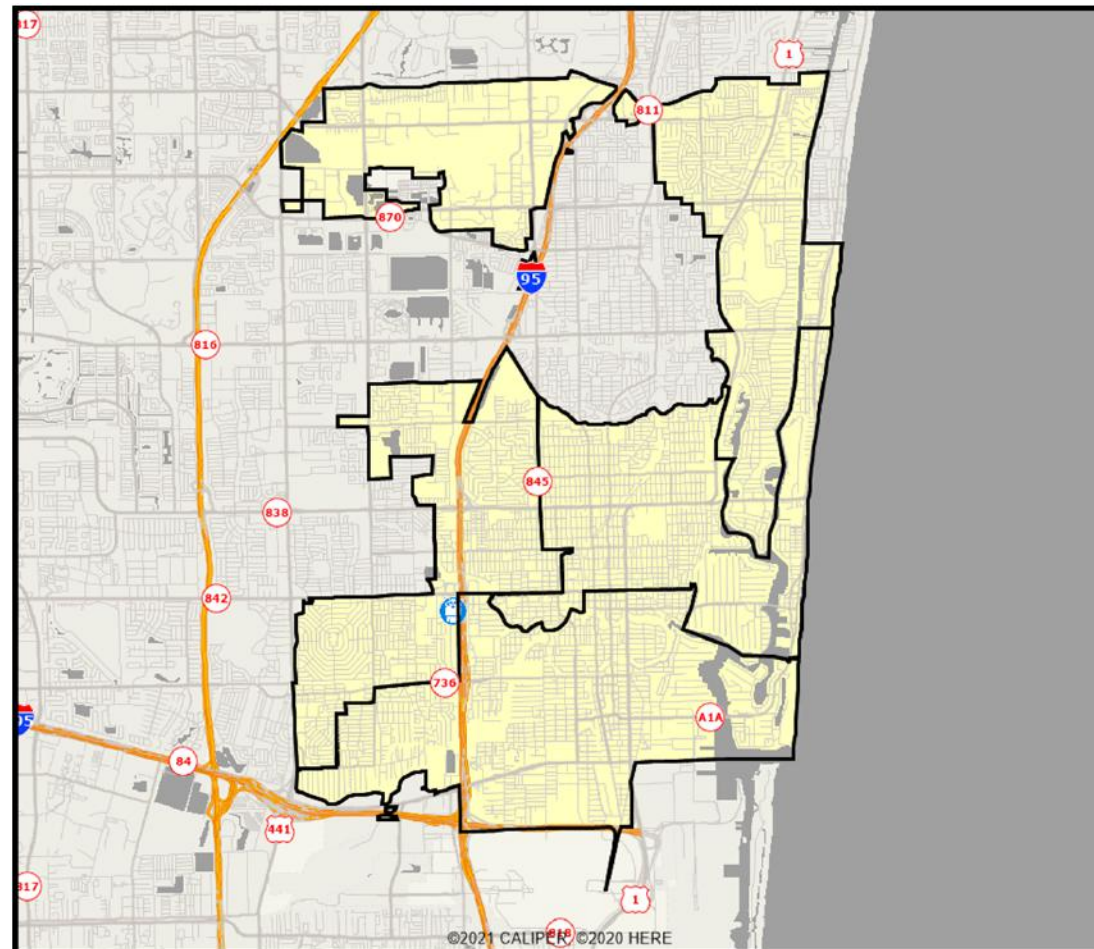
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-07. Level of satisfaction with the overall maintenance of City streets, sidewalks, and infrastructure

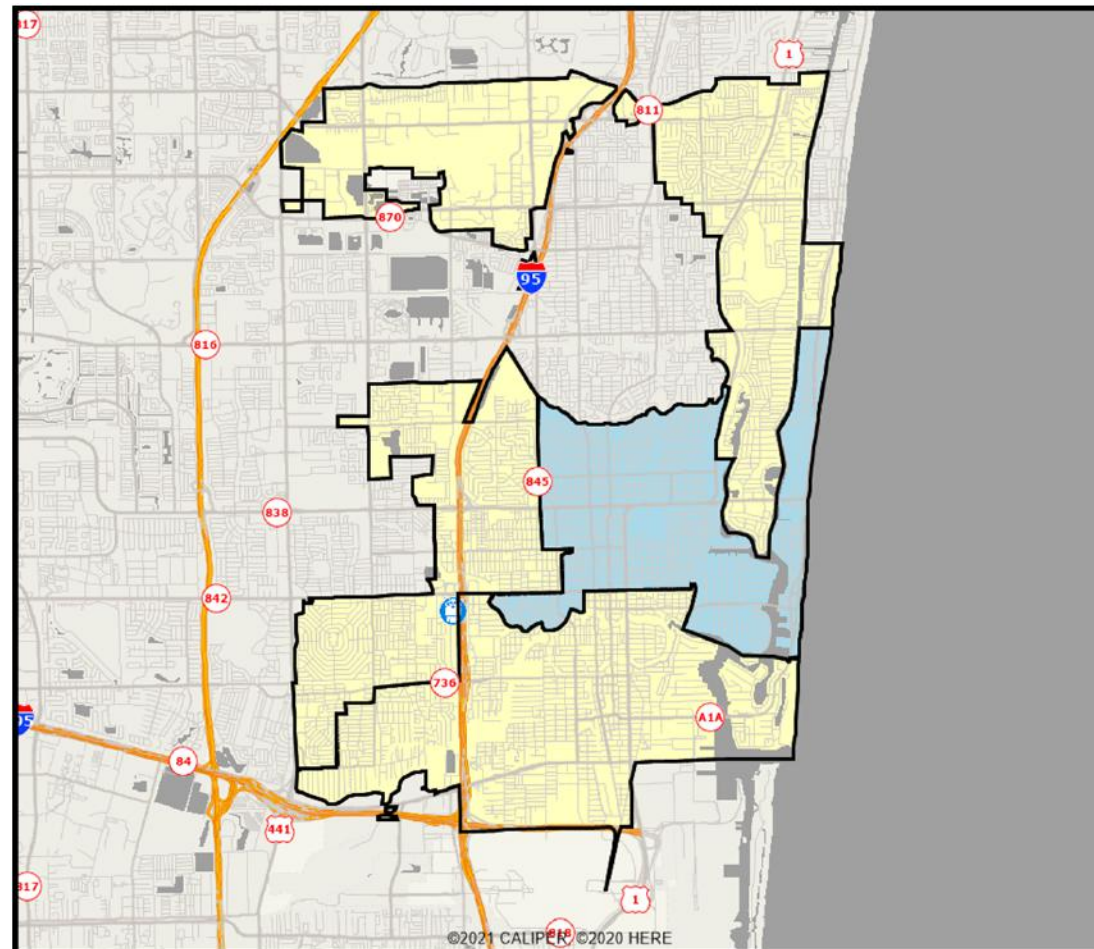
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-08. Level of satisfaction with the overall maintenance of City buildings and facilities

(Shading Reflects the Mean Rating by City Commission Districts)



Legend

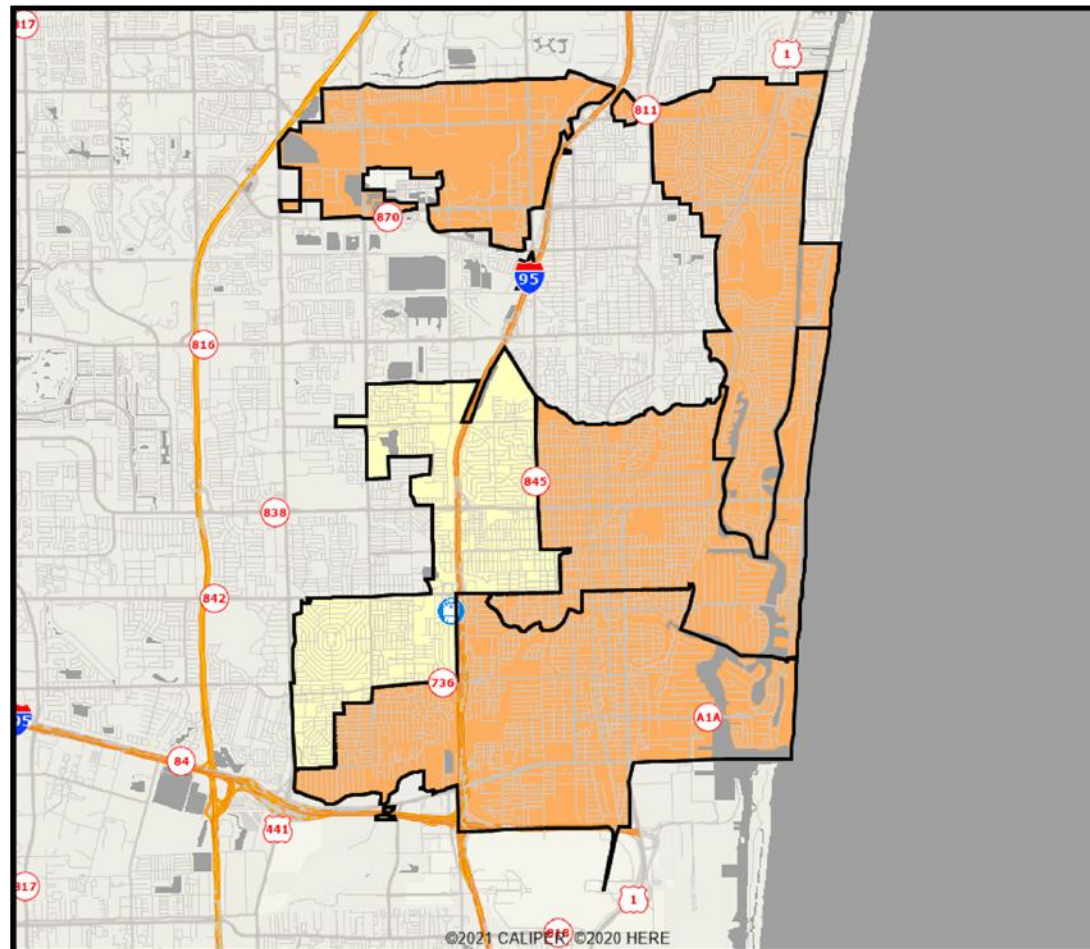
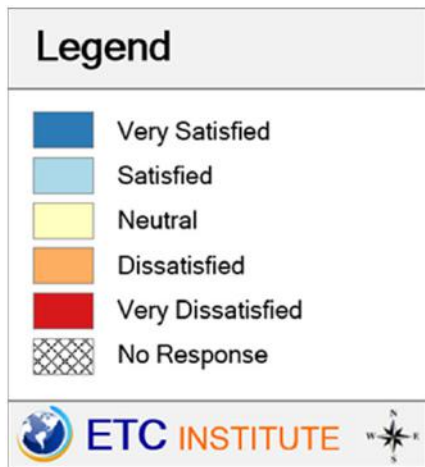
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-09. Level of satisfaction with the overall flow of traffic

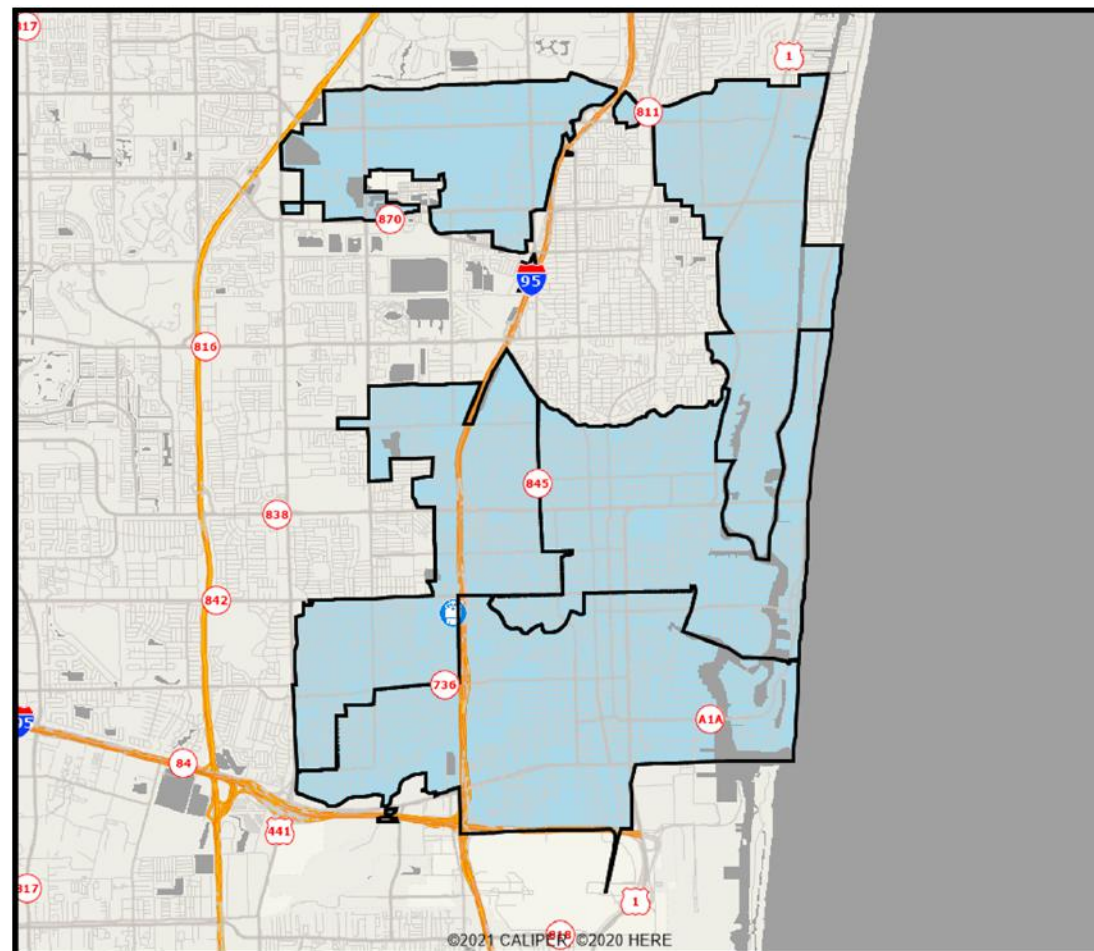
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-10. Level of satisfaction with the overall availability of online or mobile services

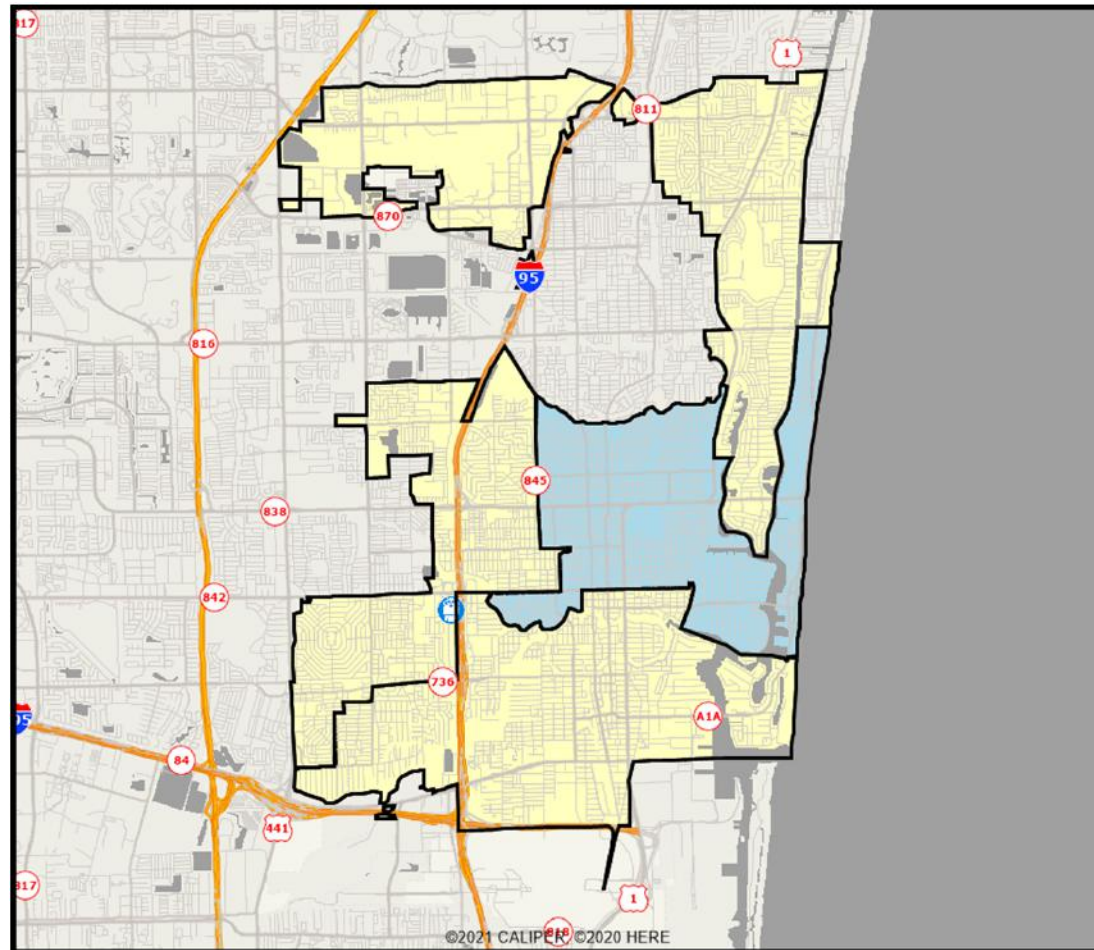
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-11. Level of satisfaction with the effectiveness of communication with the community

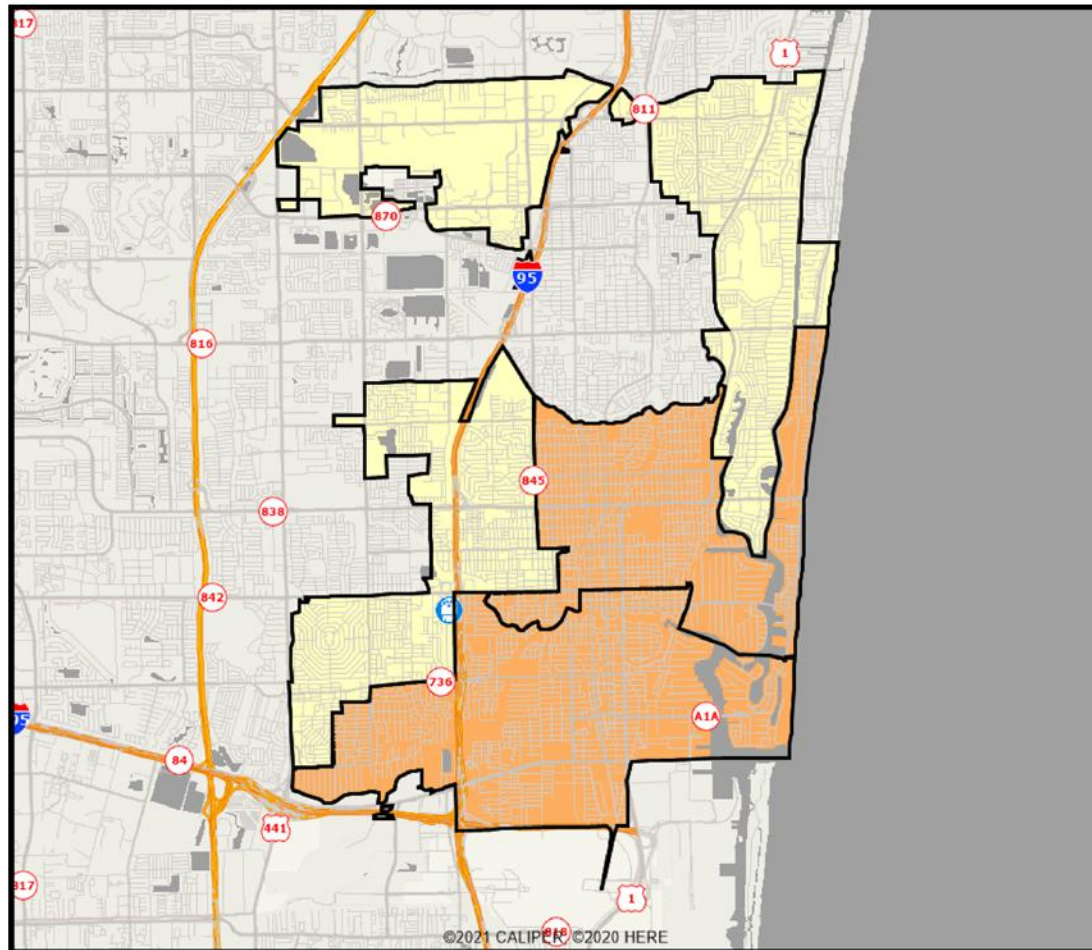
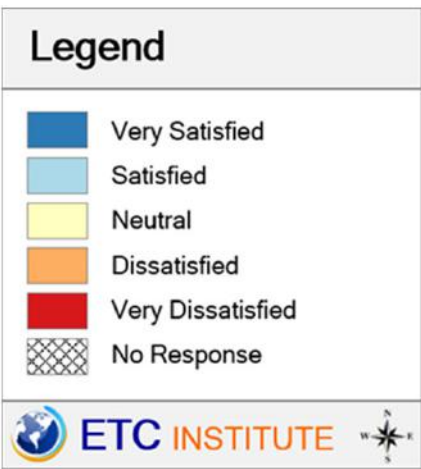
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-12. Level of satisfaction with how well the City is preparing for the future

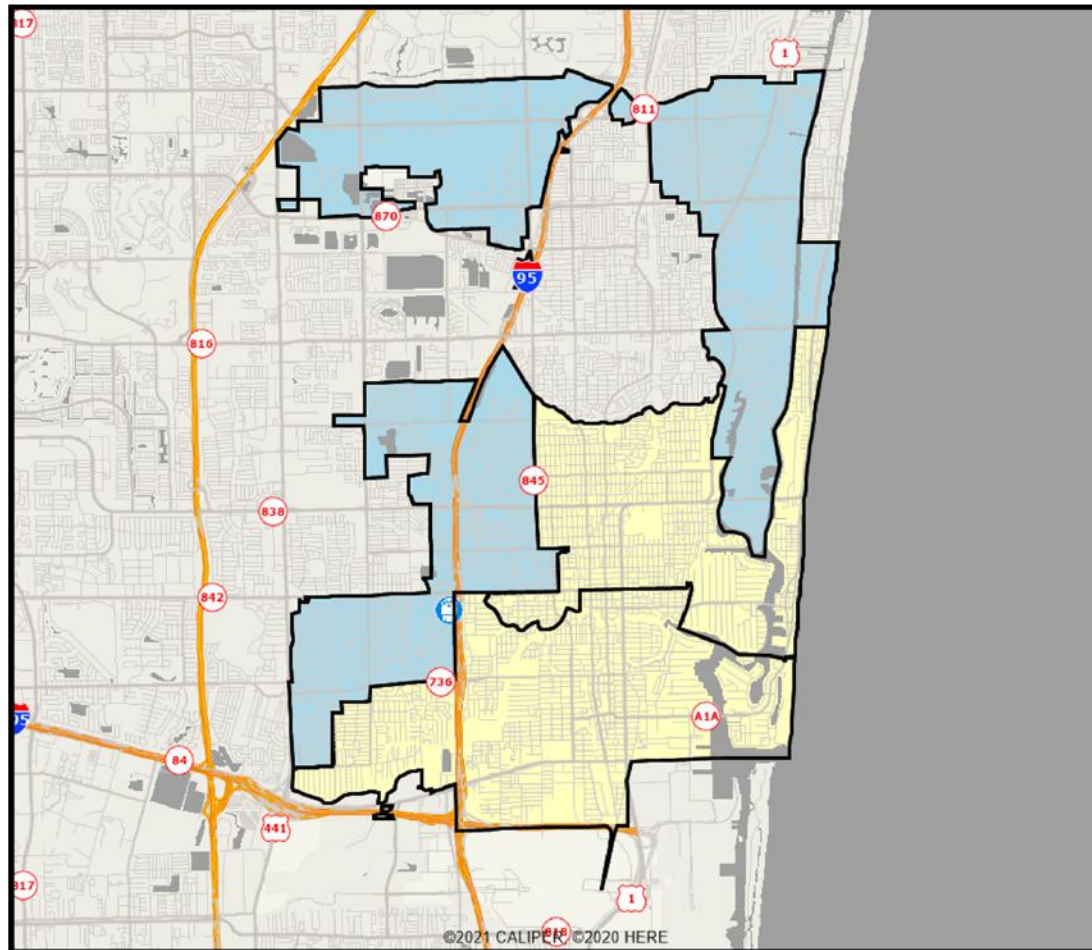
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-13. Level of satisfaction with how well the City is prepared for disasters

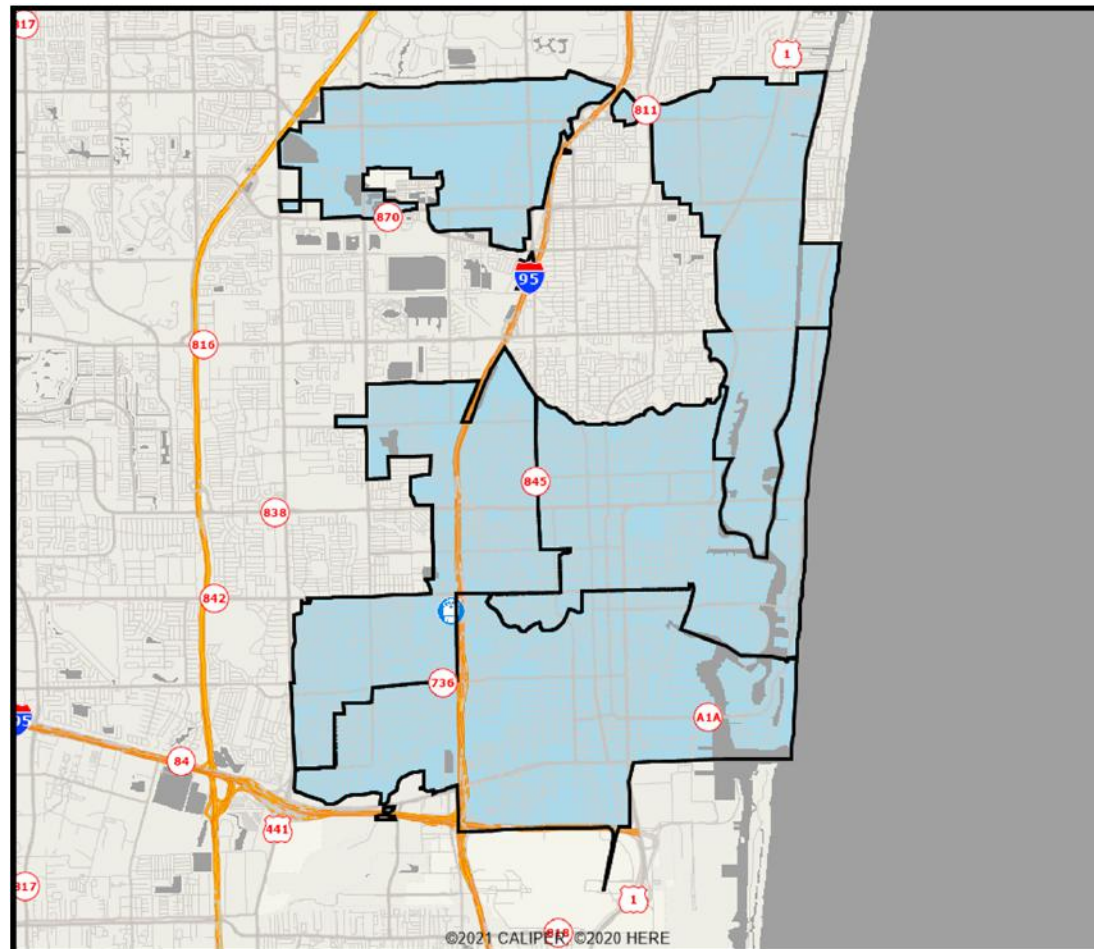
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q3-14. Level of satisfaction with the quality of landscaping in parks, medians and other public areas

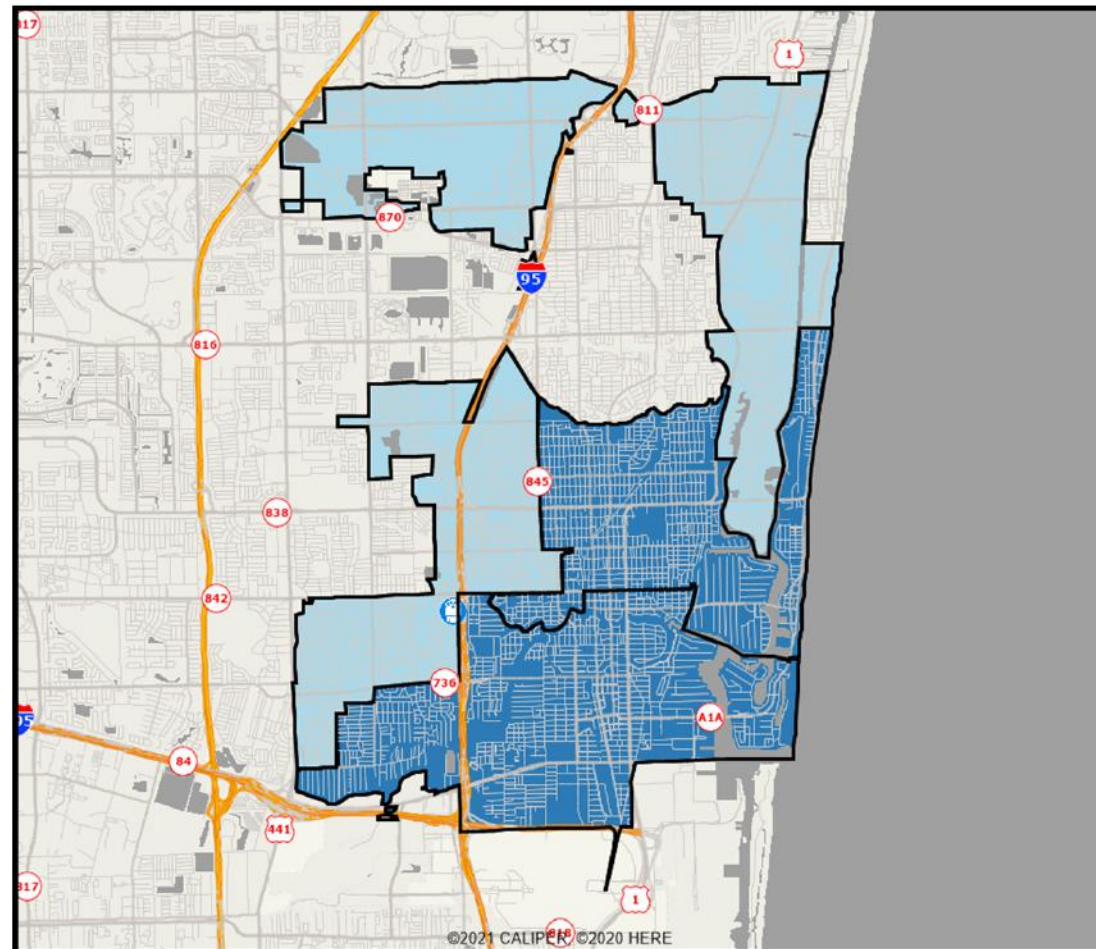
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q5a-1. Level of satisfaction with the overall quality of local fire rescue protection

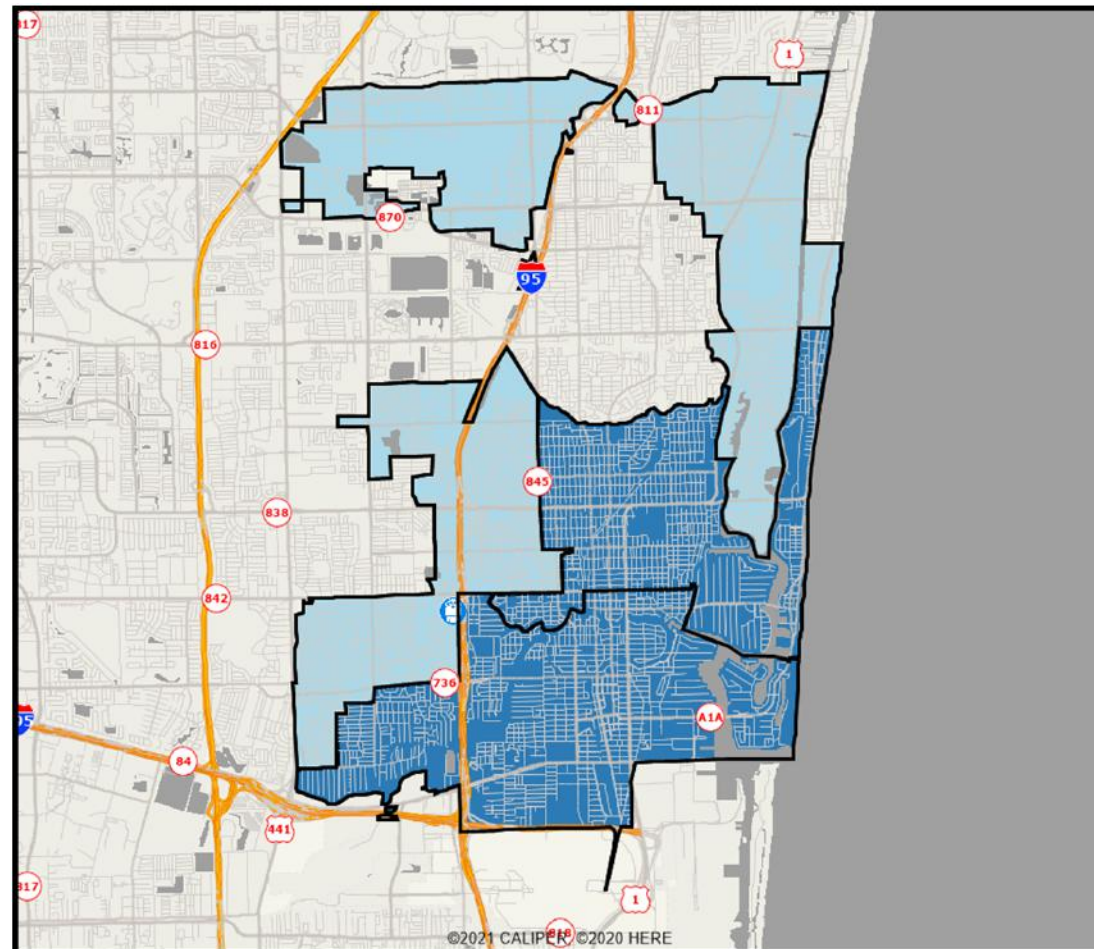
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q5a-2. Level of satisfaction with the professionalism of employees responding to emergencies

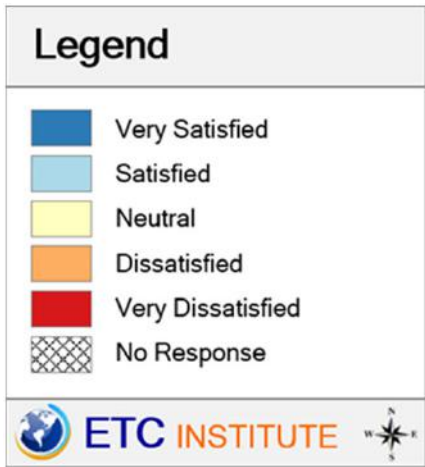
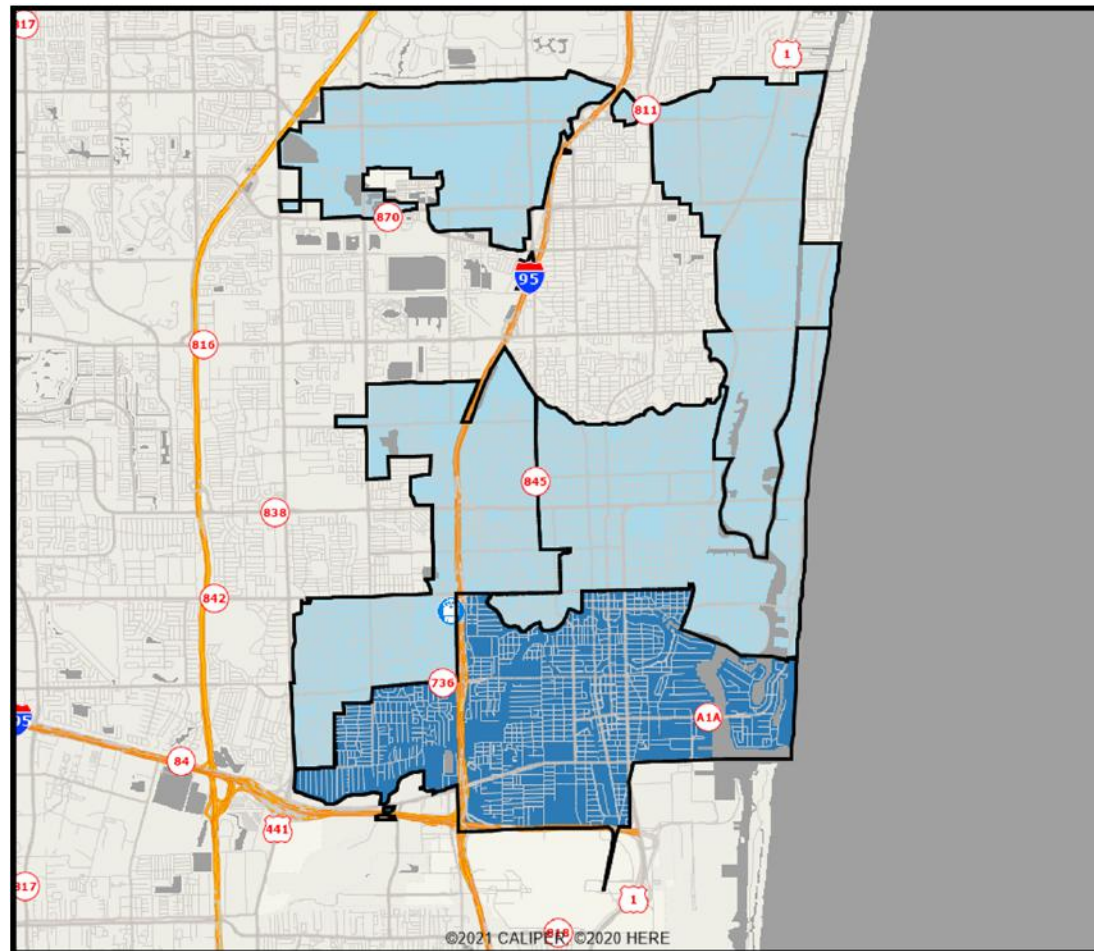
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q5a-3. Level of satisfaction with how quickly fire rescue responds to 911 emergencies

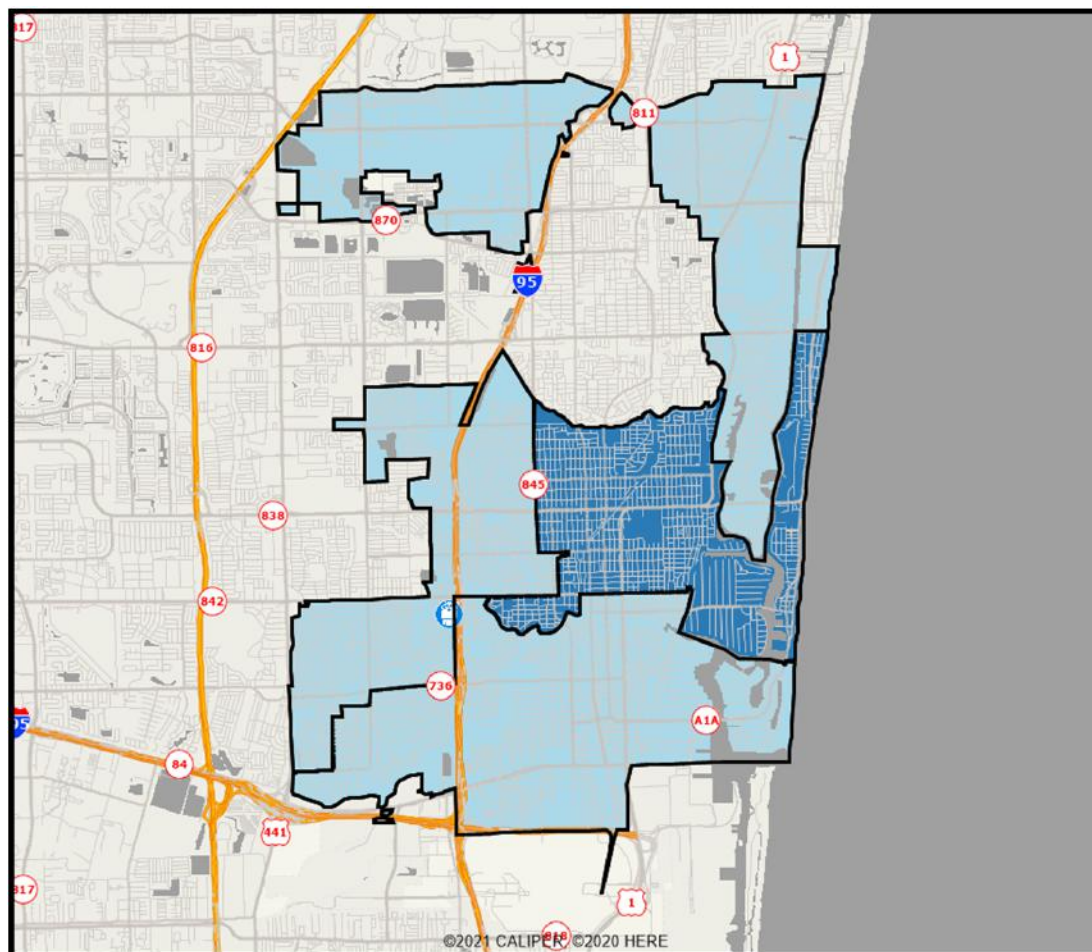
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q5a-4. Level of satisfaction with the quality of Emergency Medical Services (EMS)

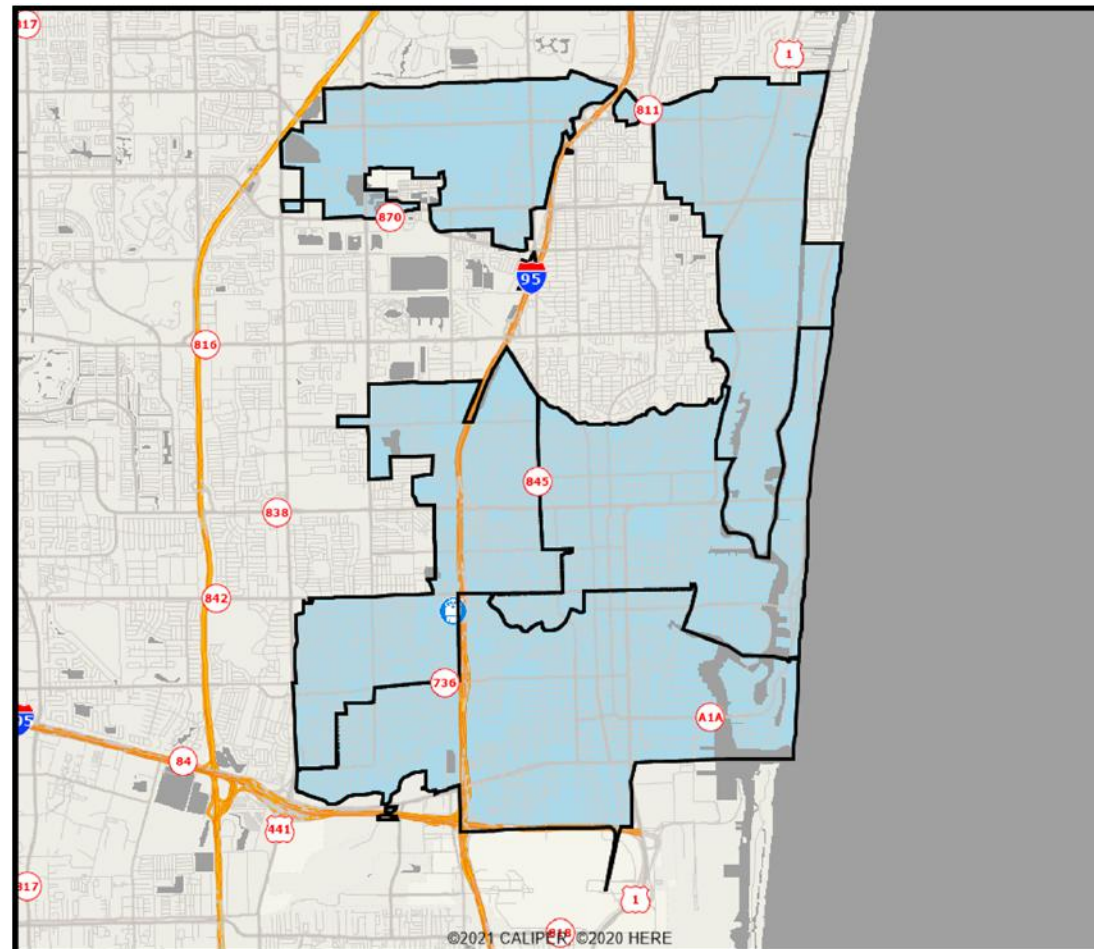
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q5a-5. Level of satisfaction with the quality of lifeguard protection at City beaches

(Shading Reflects the Mean Rating by City Commission Districts)



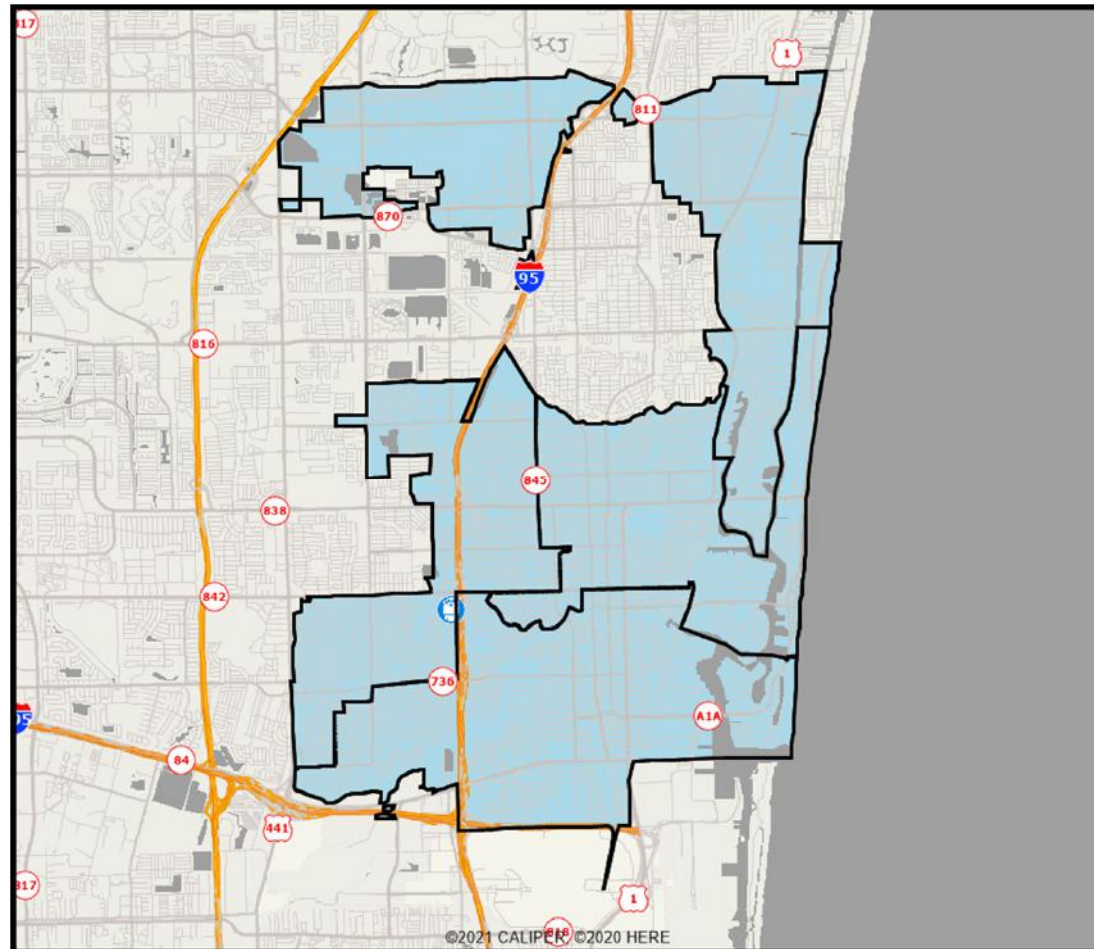
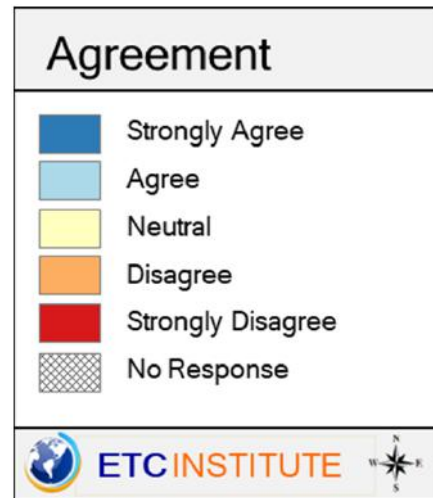
2021
City of
Fort
Lauderdale
Neighbor
Survey

Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

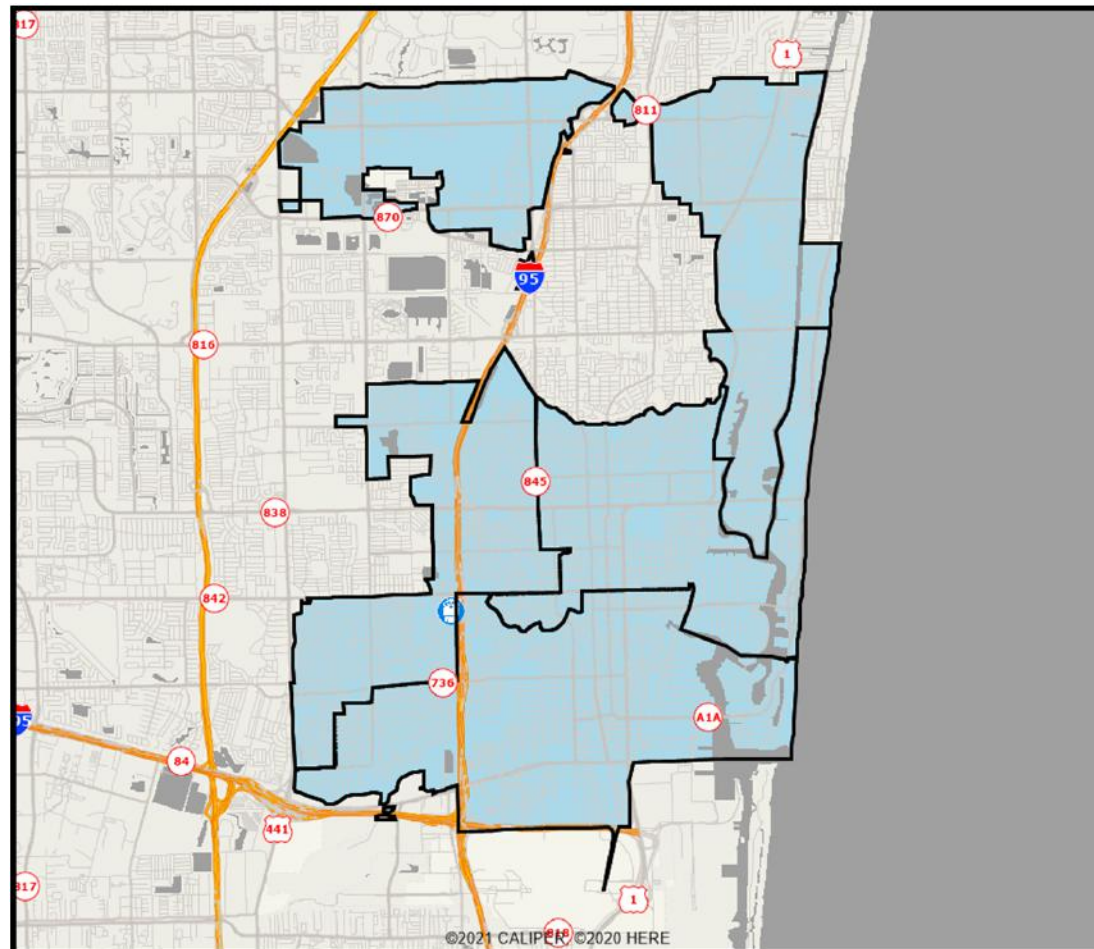
Q5b-6. Level of agreement with the statement:
 "My household is prepared with food, water and other supplies for an emergency, such as a natural disaster"
 (Shading Reflects the Mean Rating by City Commission Districts)



2021
 City of
 Fort
 Lauderdale
 Neighbor
 Survey

Q7-1. Level of satisfaction with the overall quality of local police protection

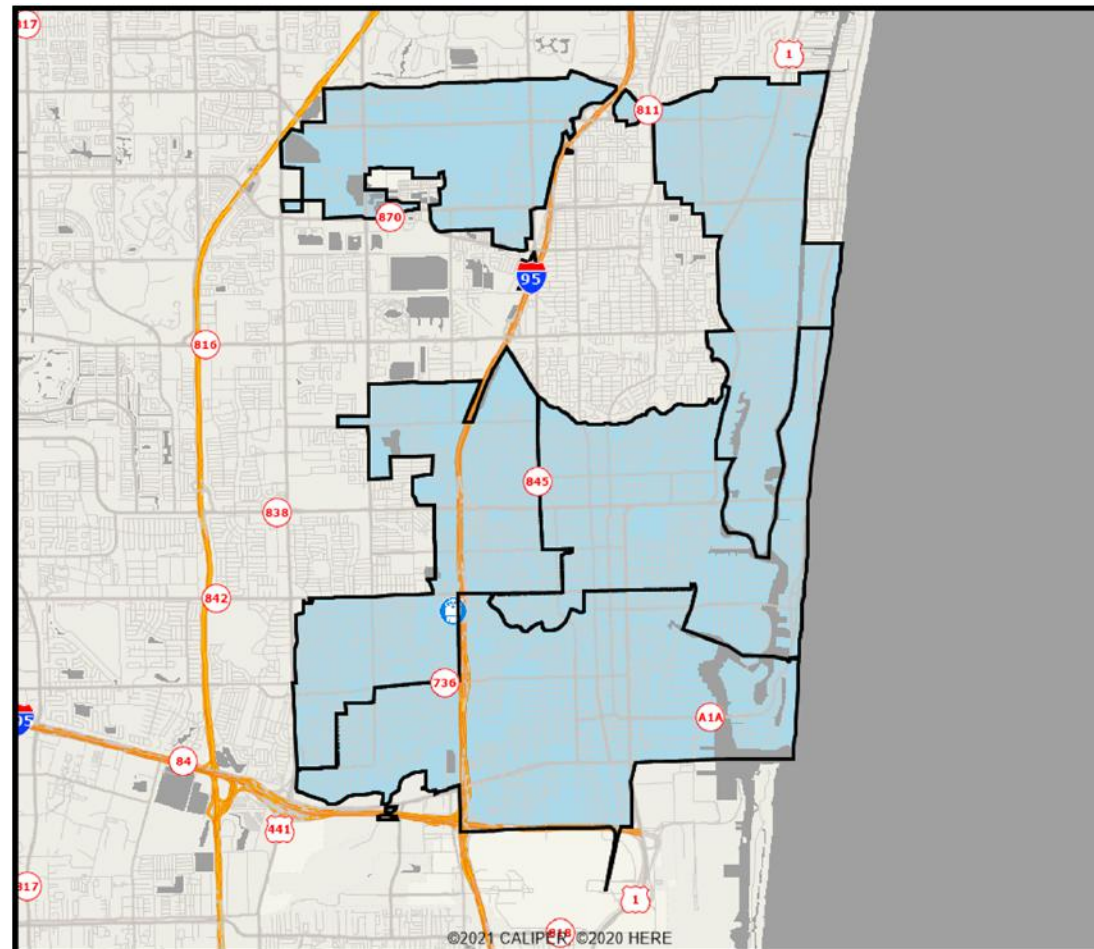
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q7-2. Level of satisfaction with the professionalism of employees responding to emergencies

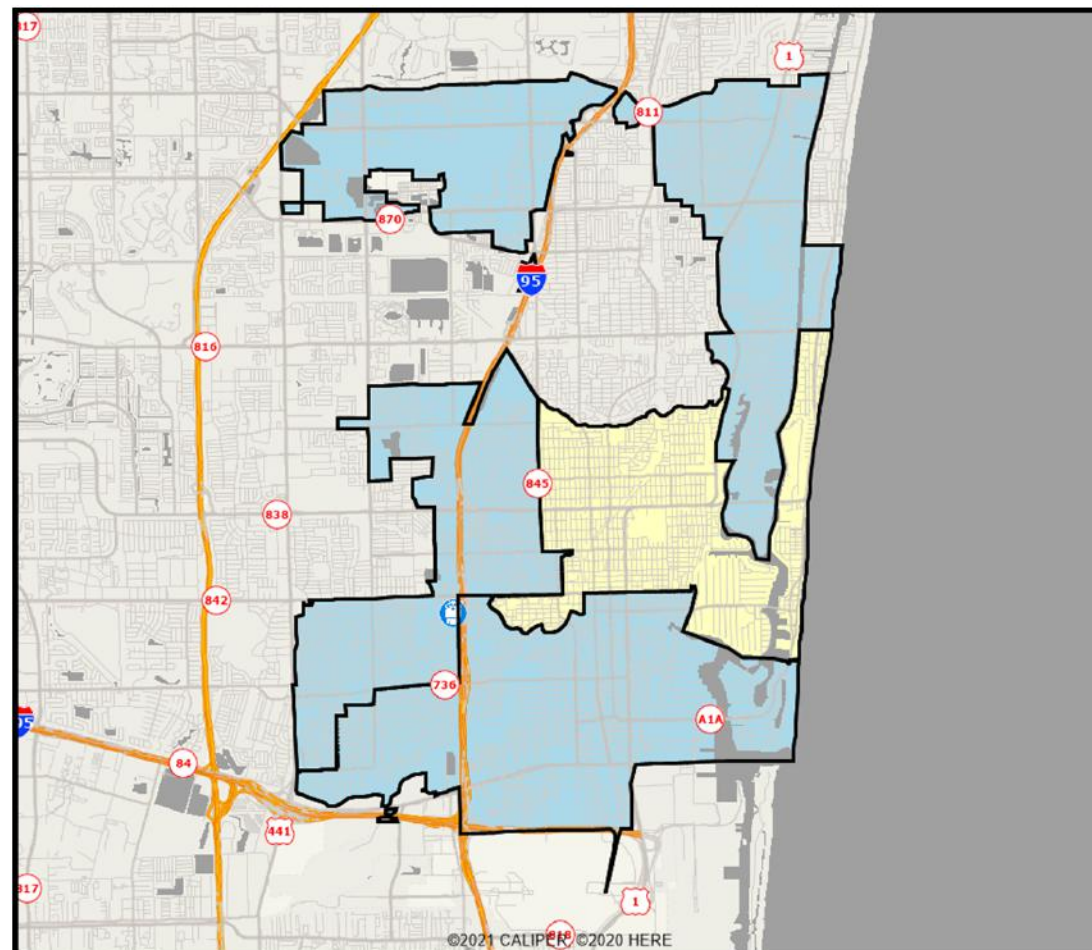
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q7-3. Level of satisfaction with the how quickly police respond to 911 emergencies

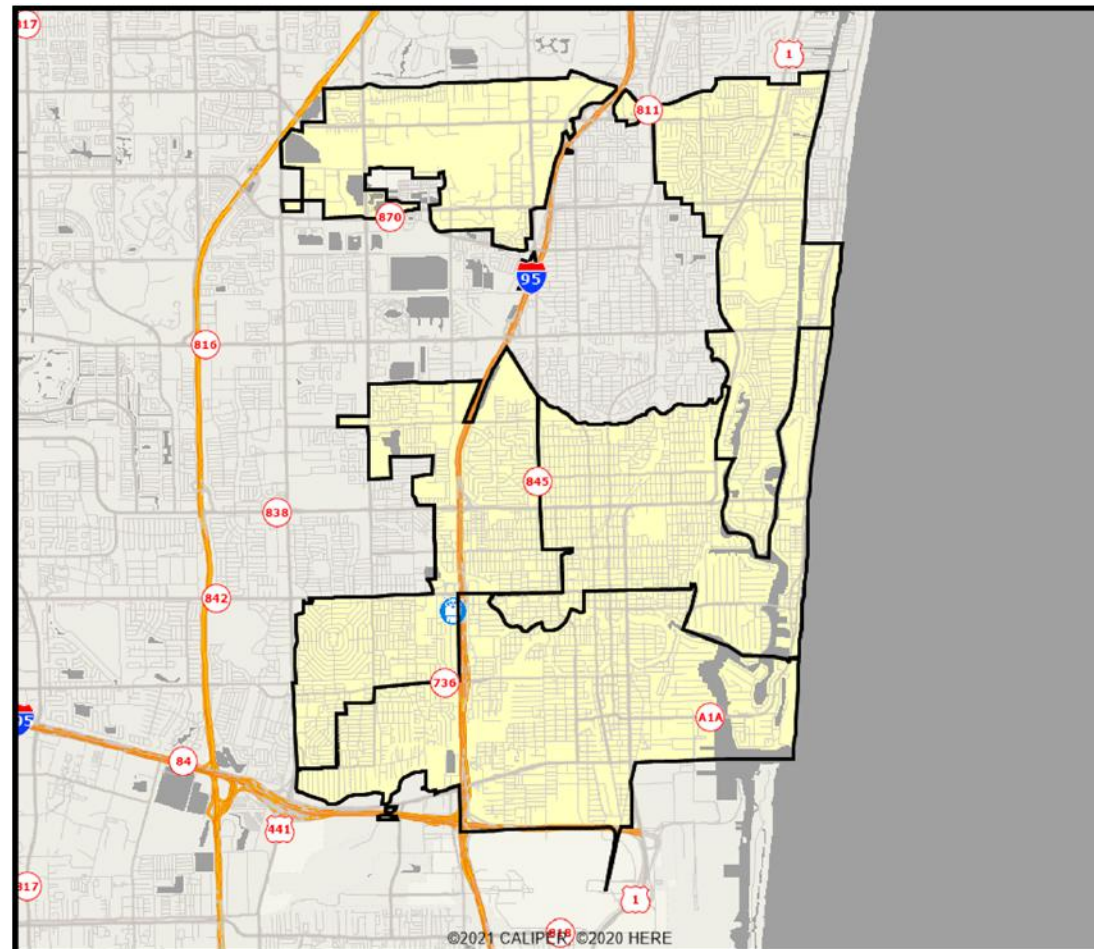
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q7-4. Level of satisfaction with the visibility of police in neighborhoods

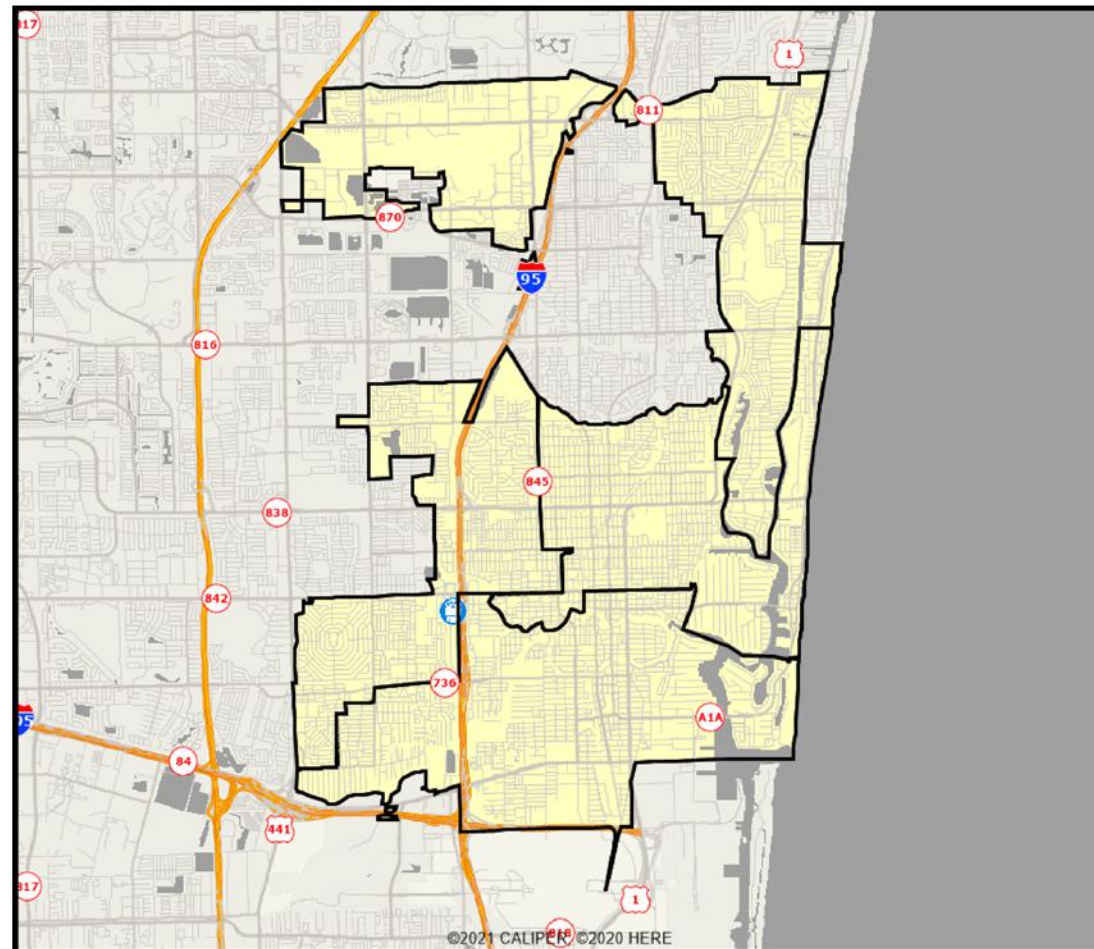
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q7-5. Level of satisfaction with the City's efforts to prevent crime

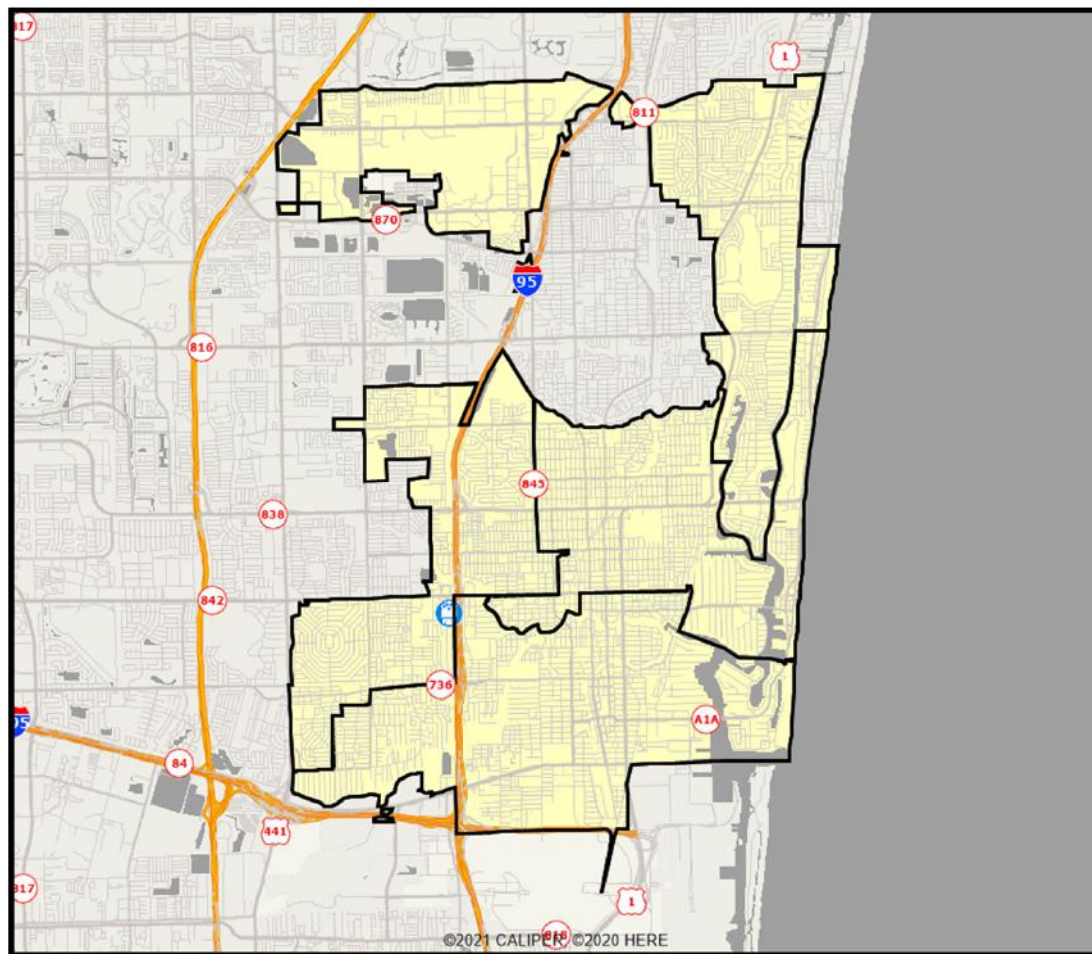
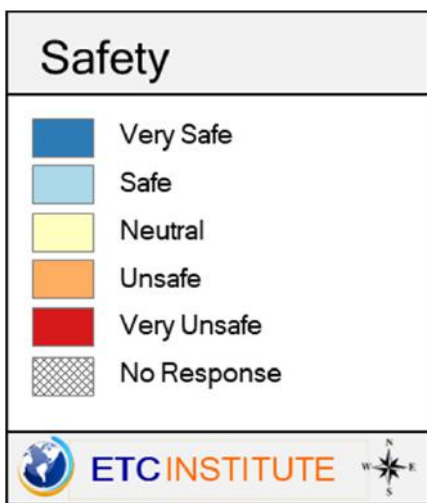
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q9-1. Feeling of safety walking and/or biking in your neighborhood during the day

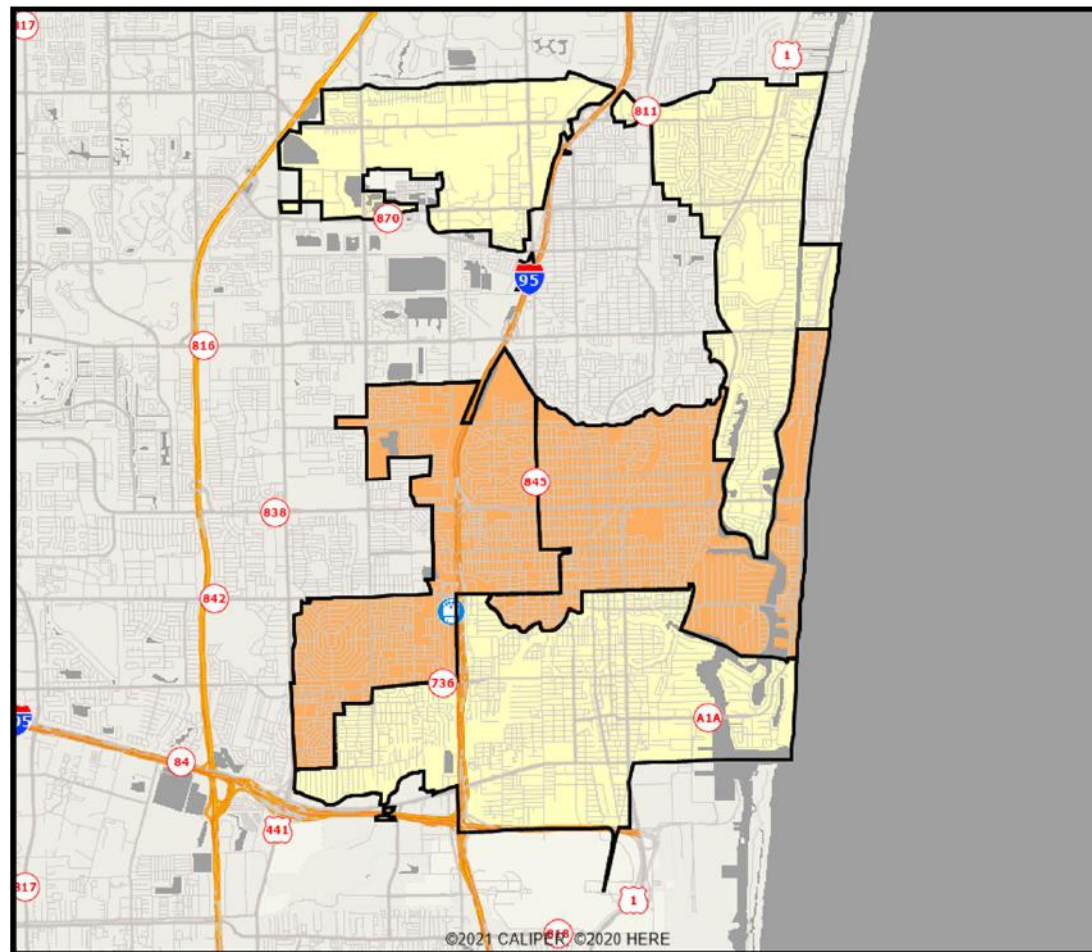
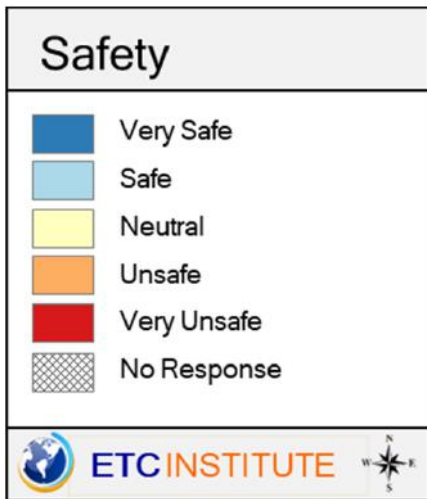
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q9-2. Feeling of safety walking and/or biking in your neighborhood at night

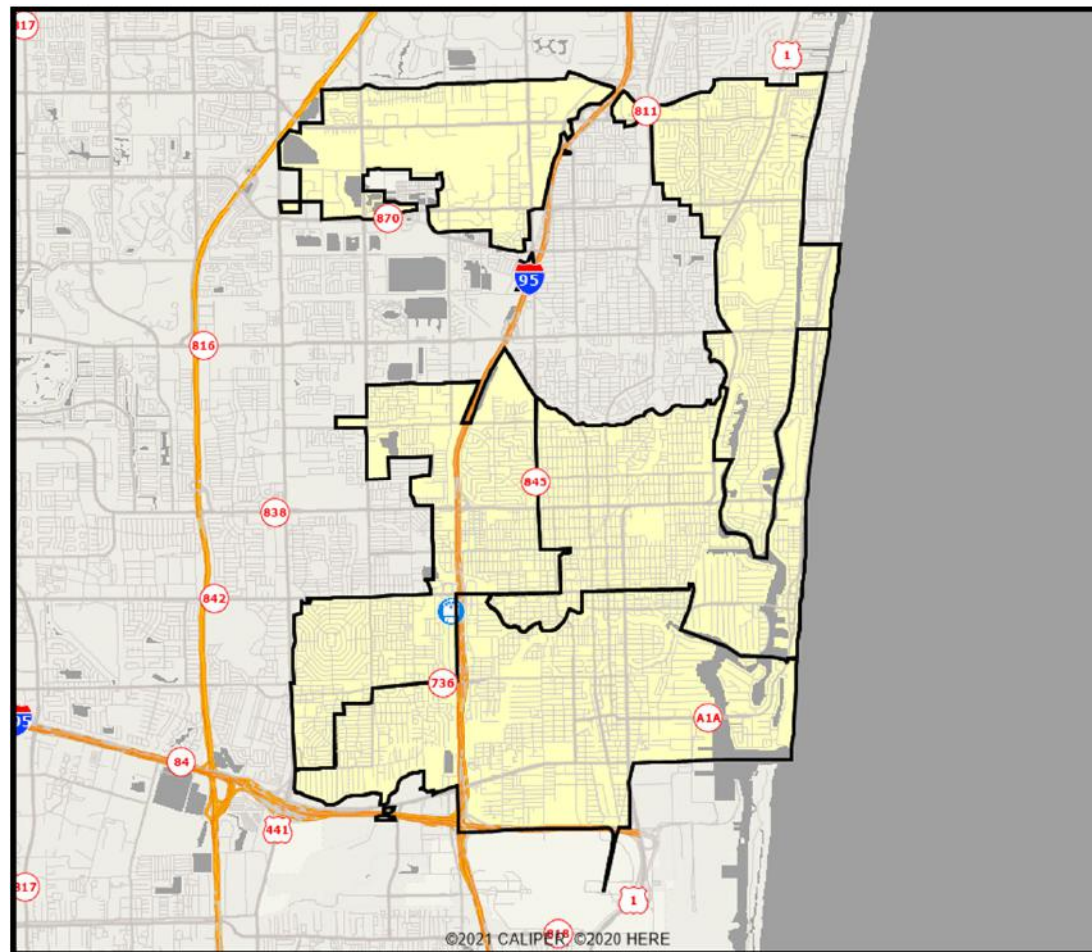
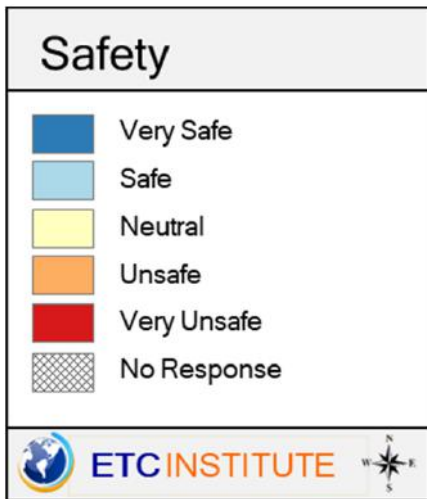
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q9-3. Feeling of safety in commercial/business areas during the day

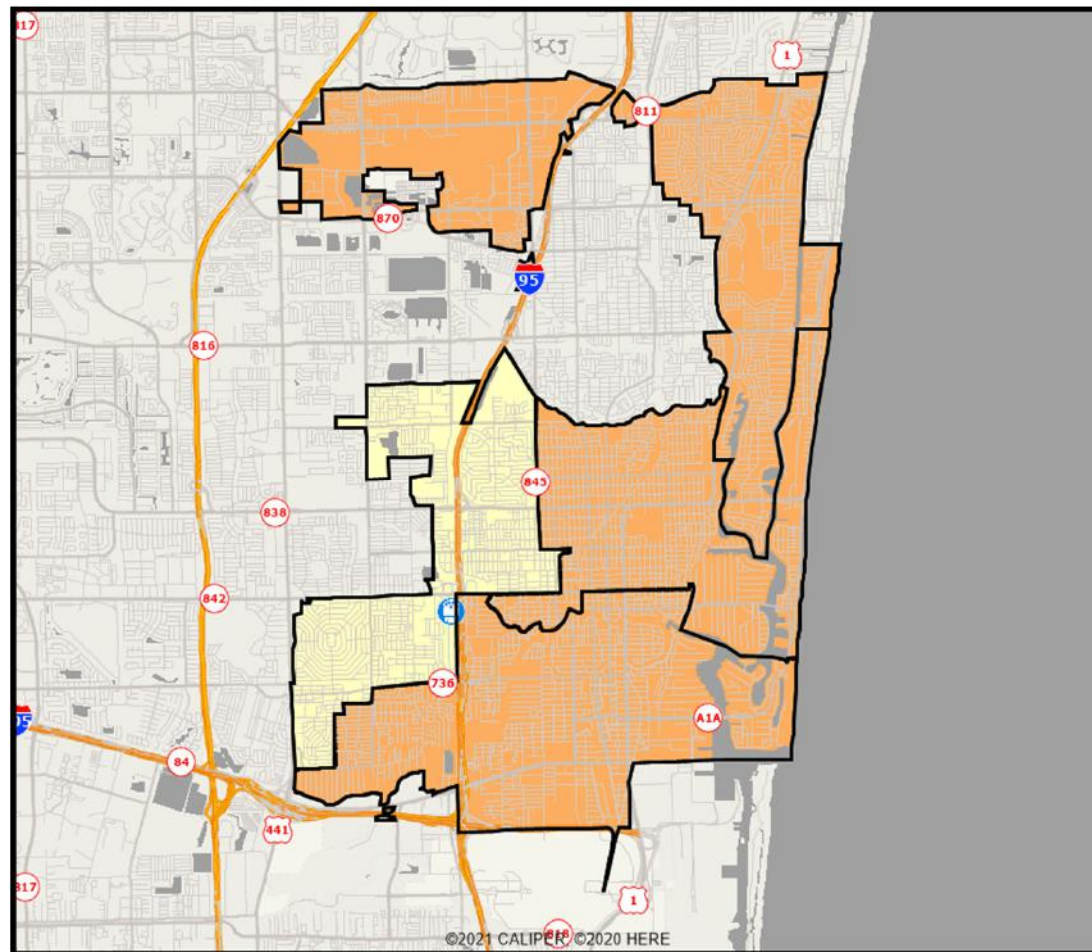
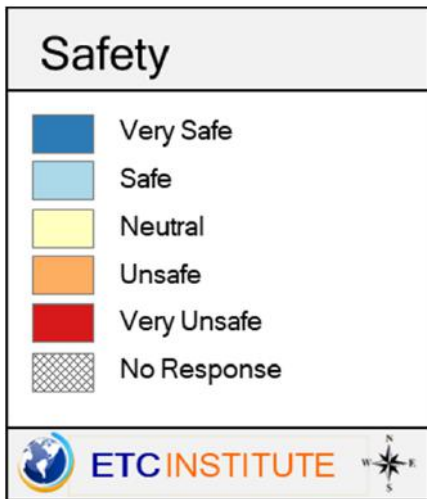
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q9-4. Feeling of safety in commercial/business areas at night

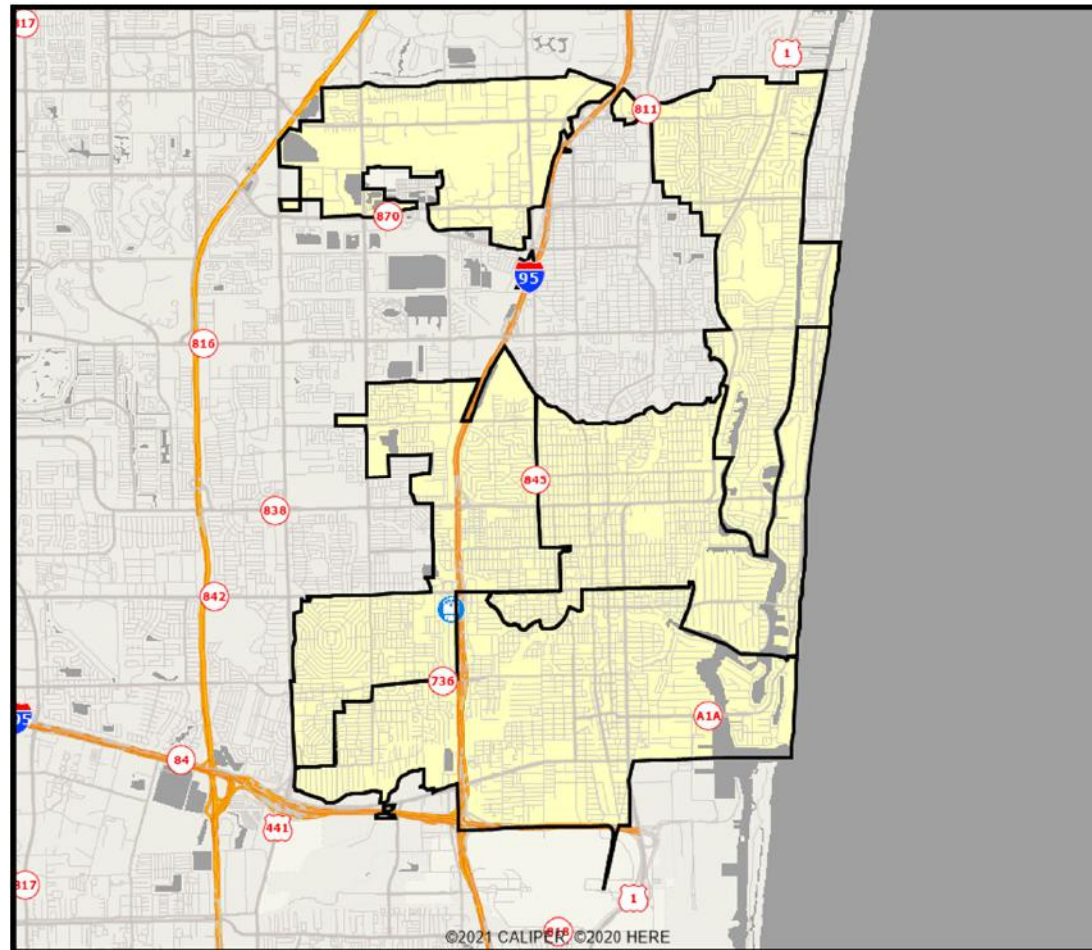
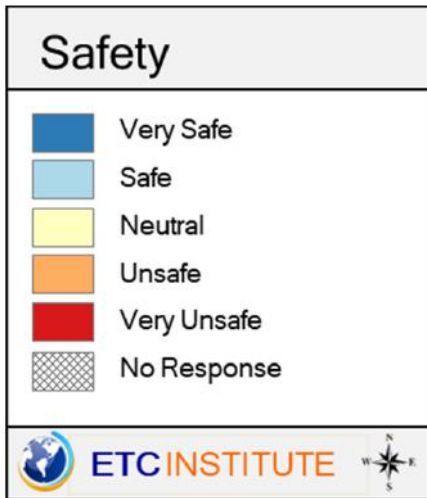
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q9-5. Feeling of safety along the beach

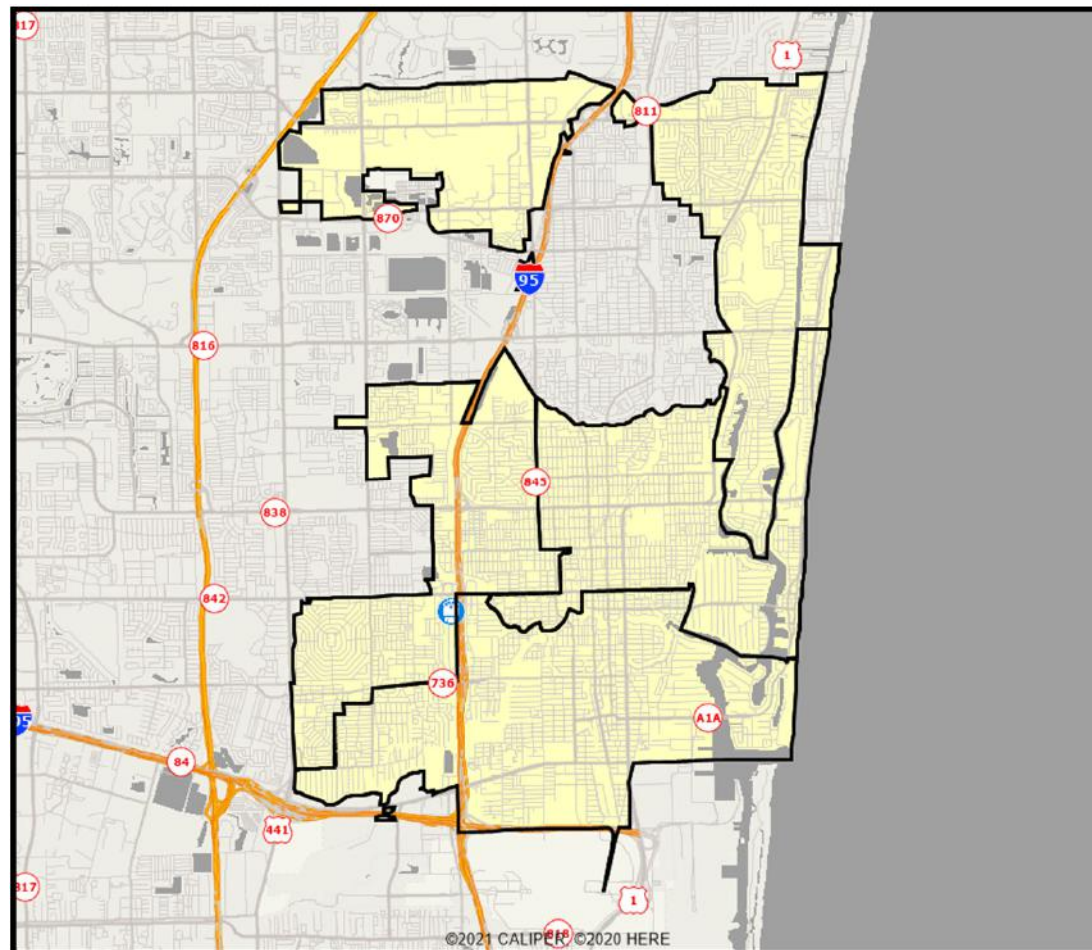
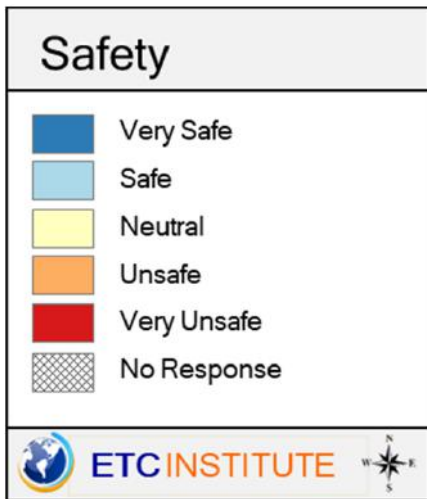
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q9-6. Feeling of safety in Downtown

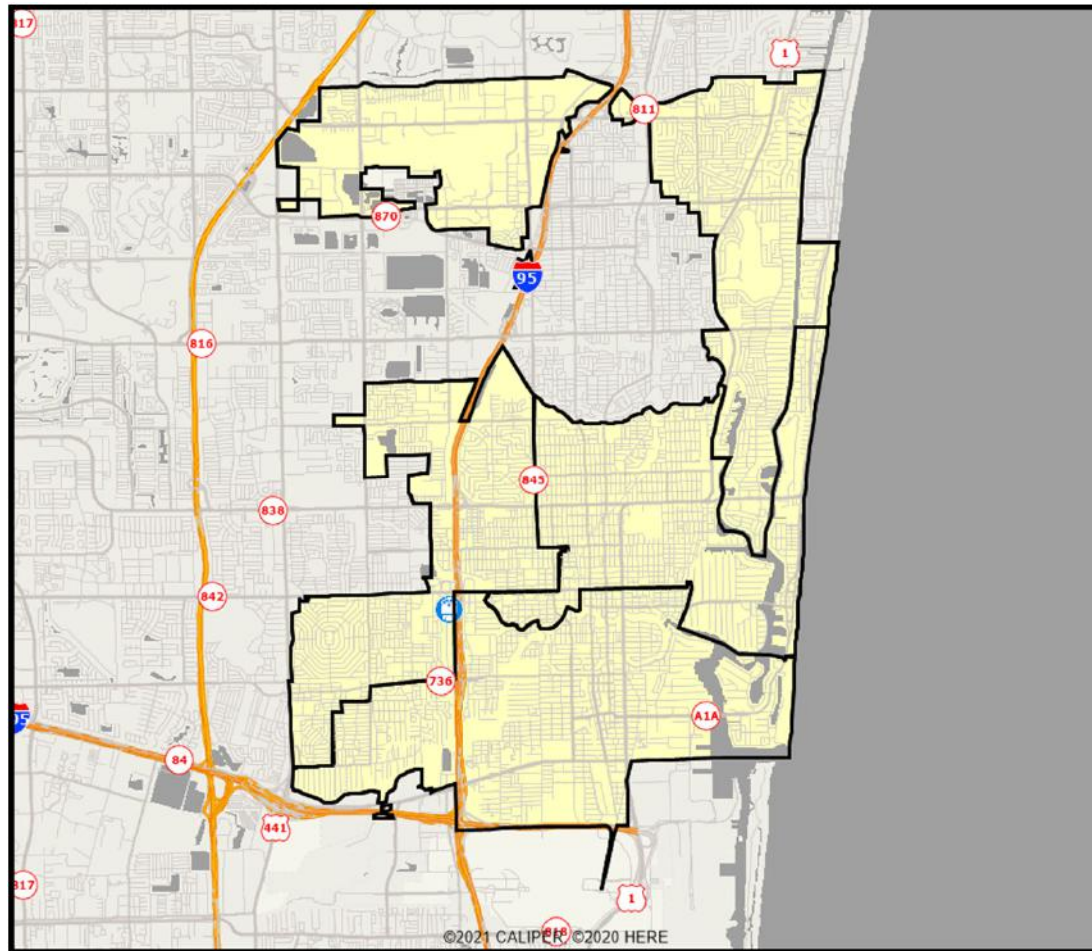
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q9-7. Feeling of safety at special events

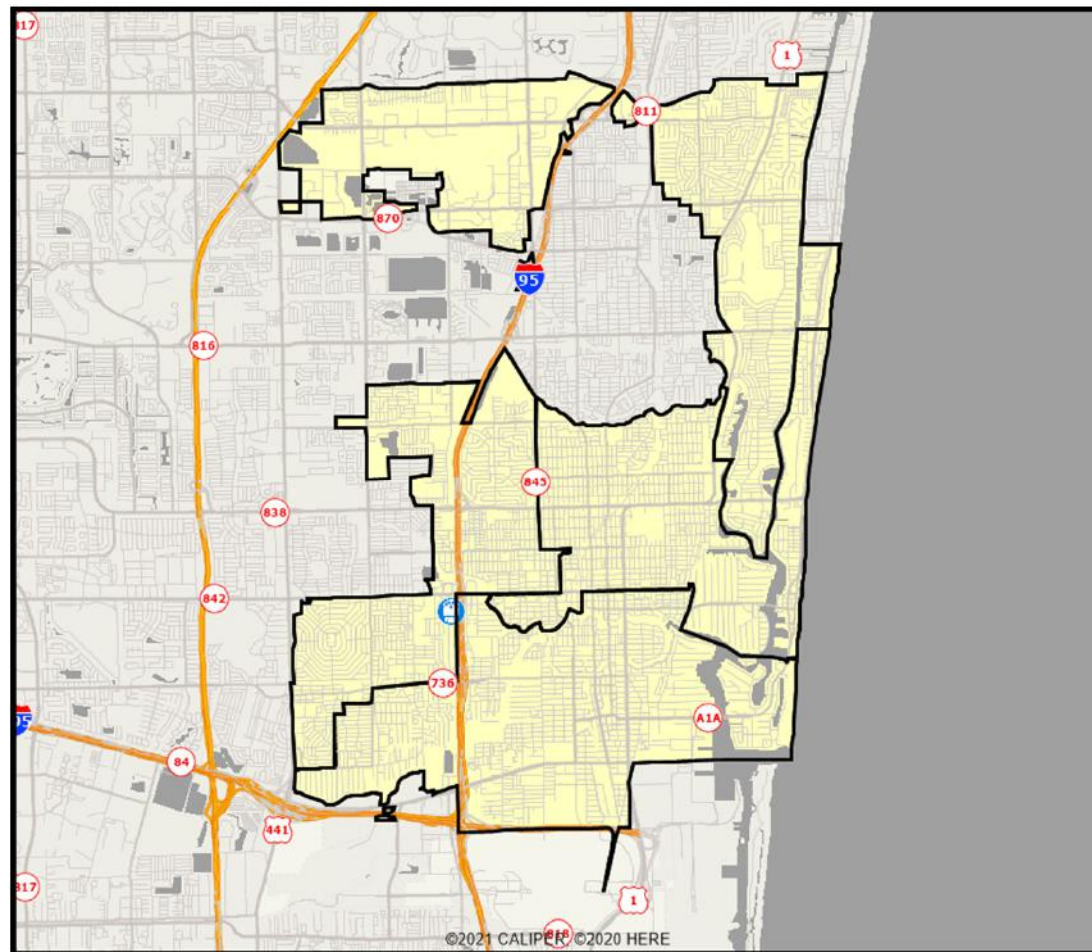
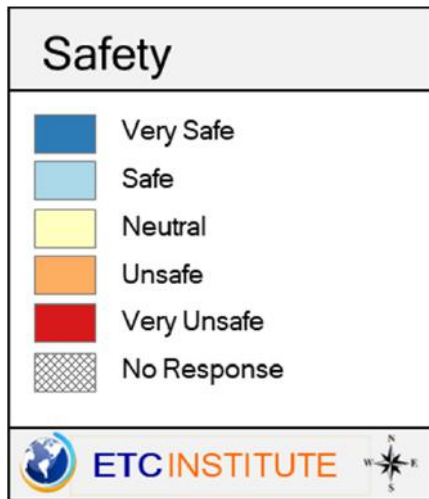
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q9-8. Feeling of safety in City parks

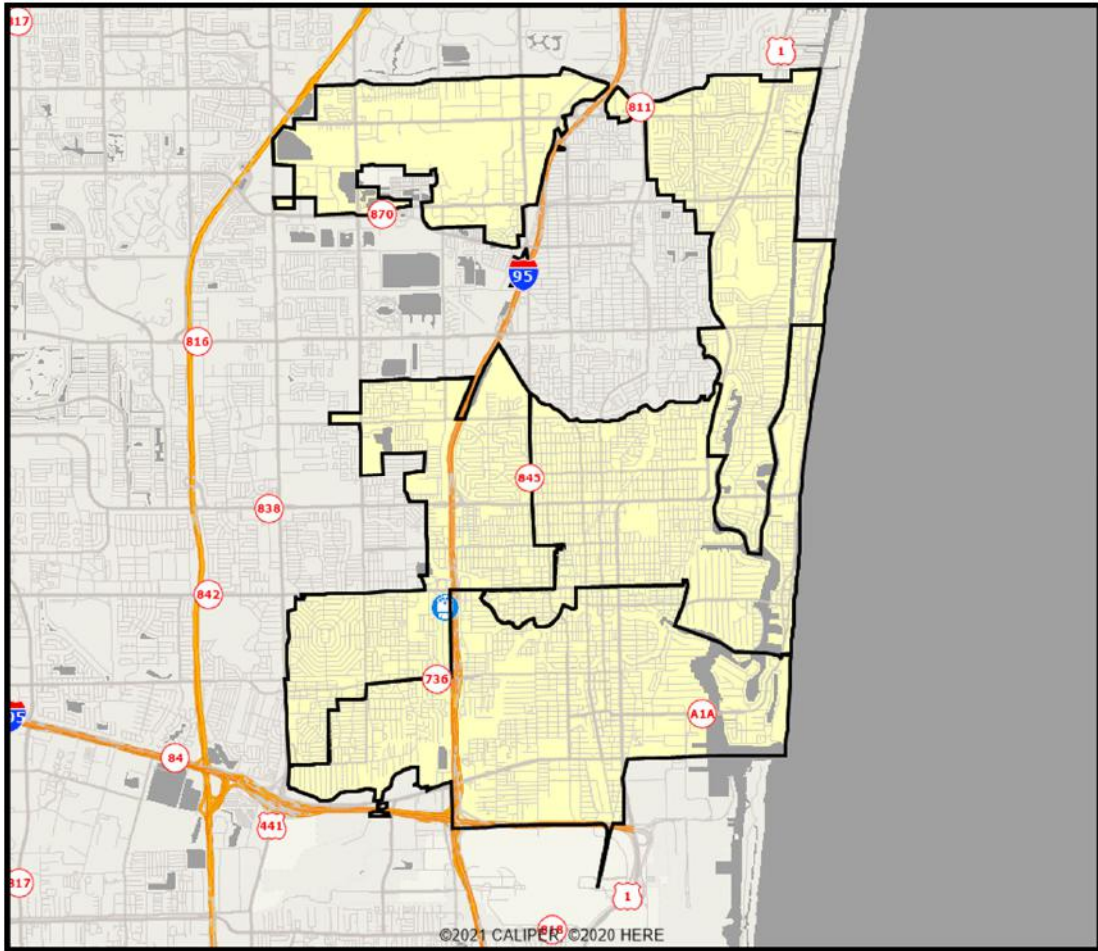
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q9-9. Feeling of safety in City owned parking facilities (i.e. lots and garages)

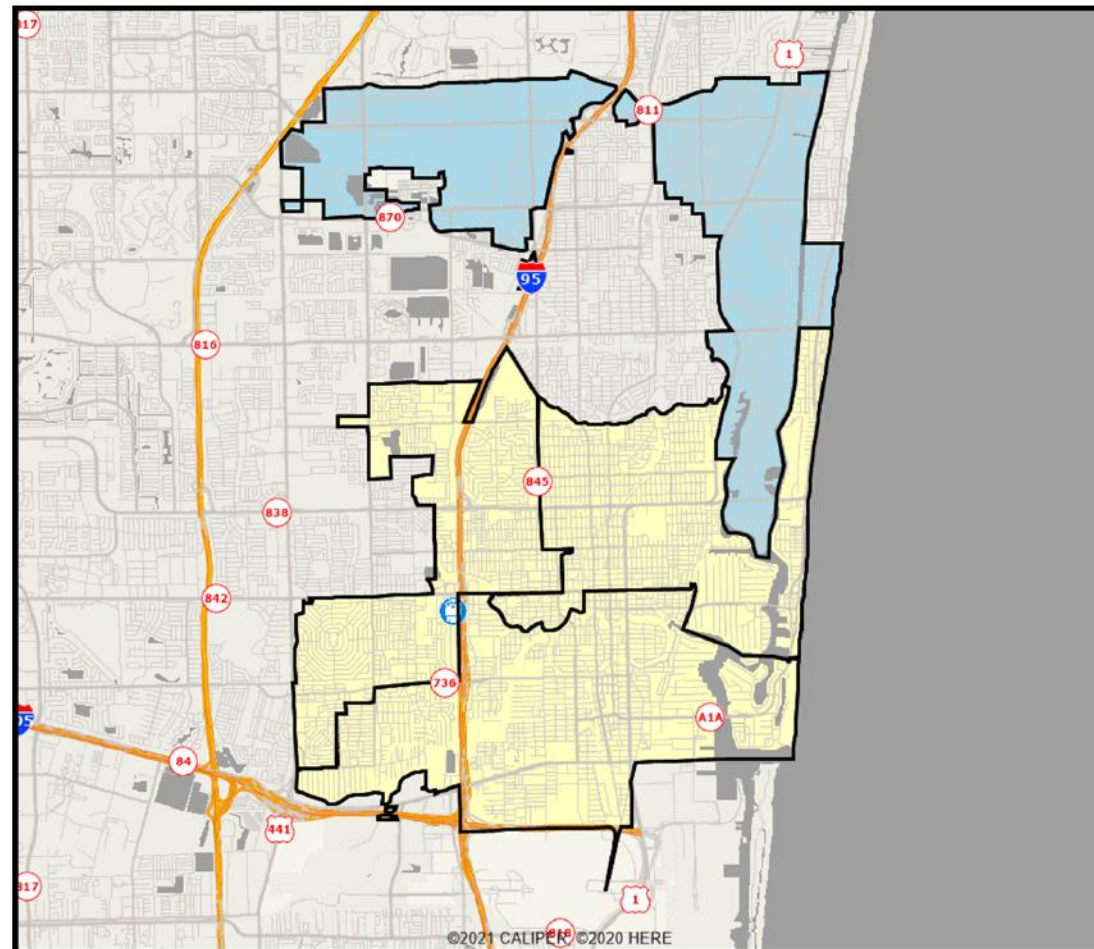
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q11-1. Level of satisfaction with the cleanup of litter and debris on private property

(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

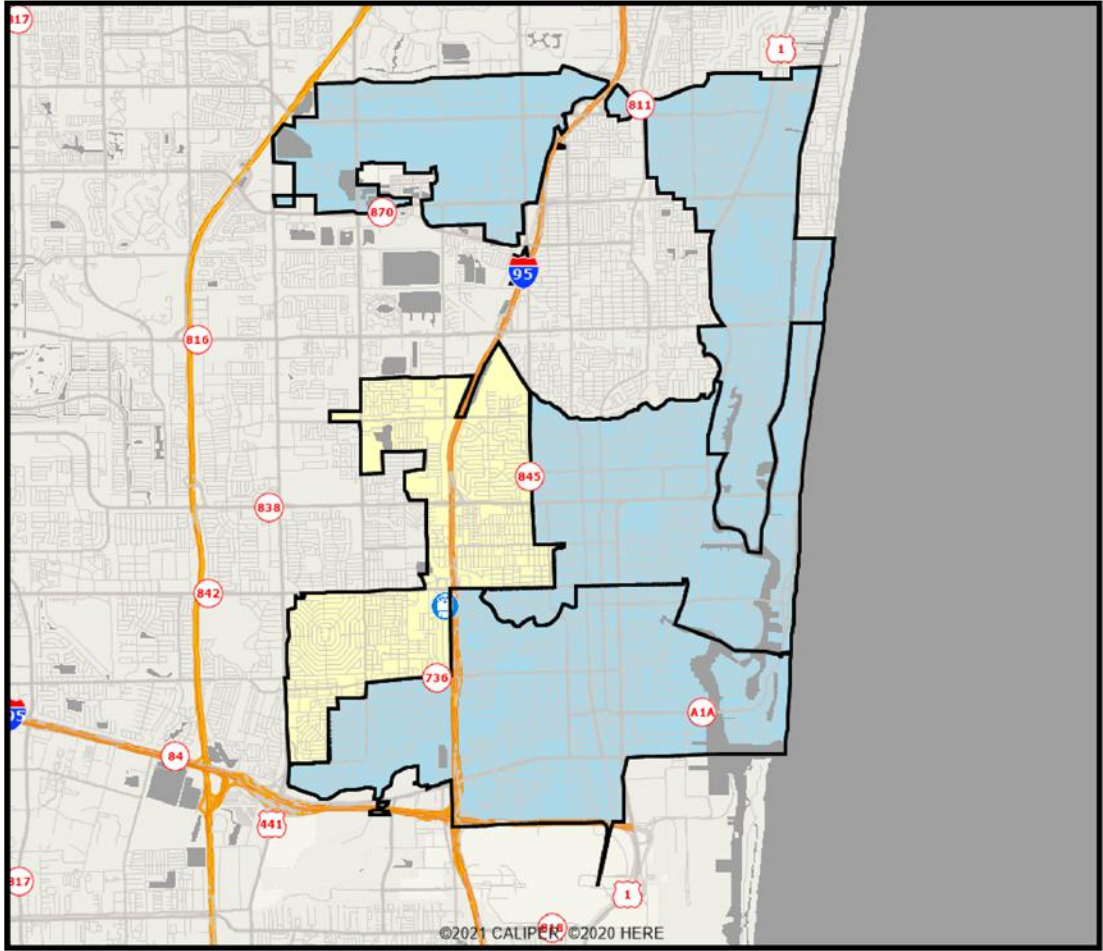
Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q11-2. Level of satisfaction with the mowing and cutting of weeds and grass on private property

(Shading Reflects the Mean Rating by City Commission Districts)



Legend

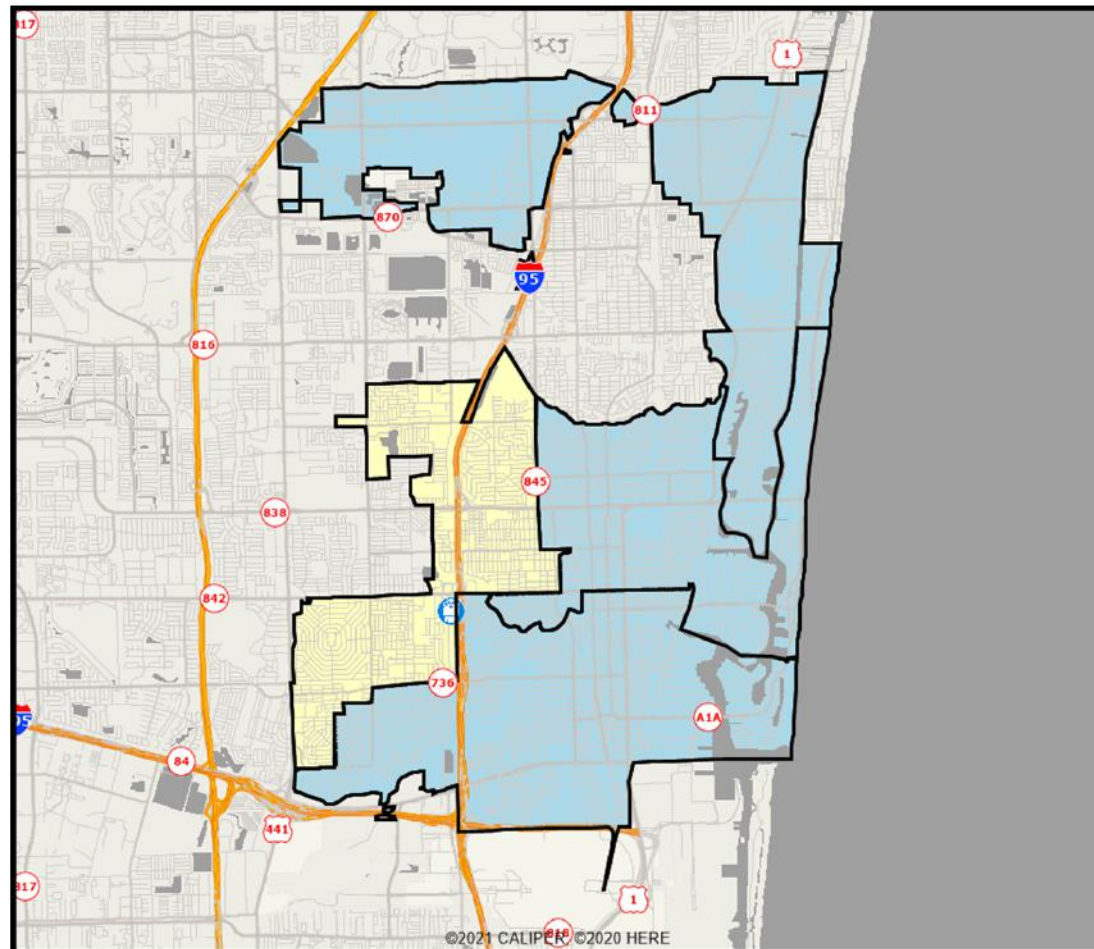
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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2021
City of
Fort
Lauderdale
Neighbor
Survey

Q11-3. Level of satisfaction with the maintenance of residential property (exterior of homes)

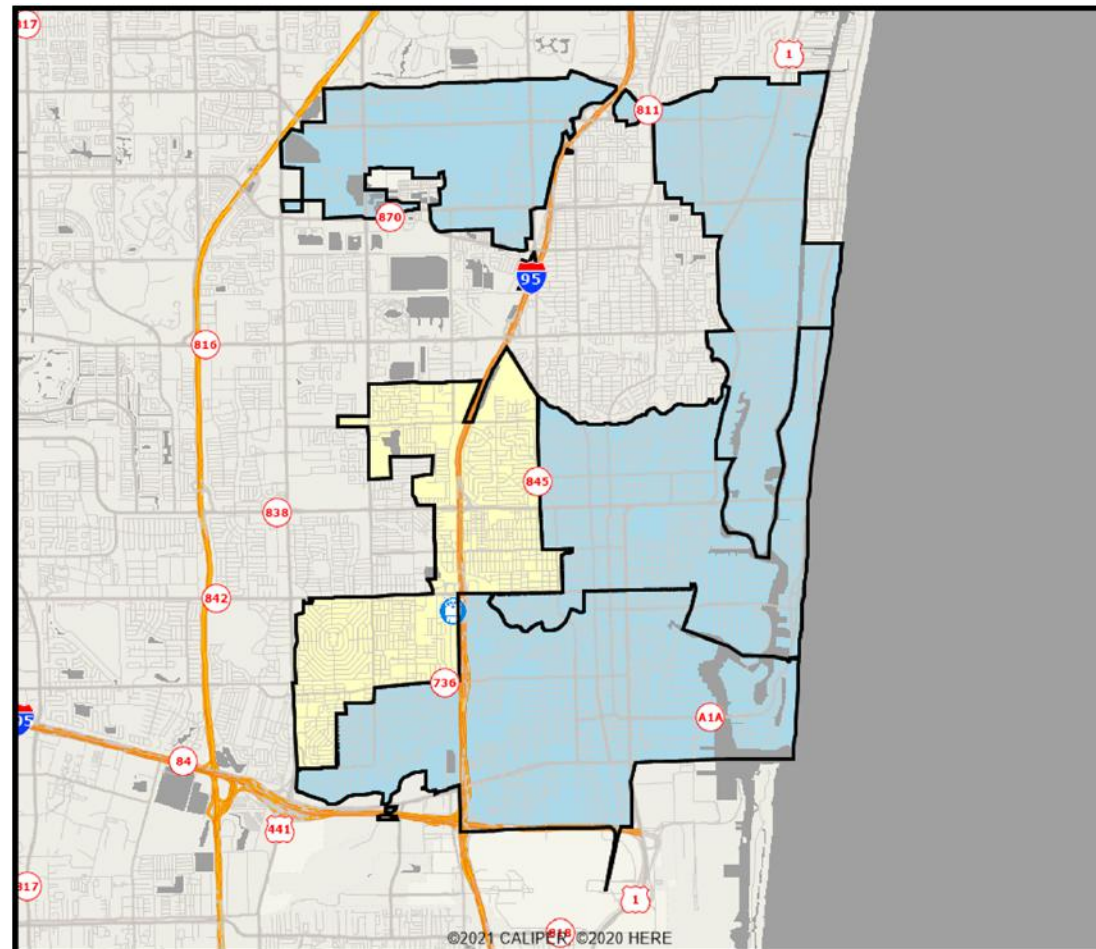
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q11-4. Level of satisfaction with the maintenance of business property

(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

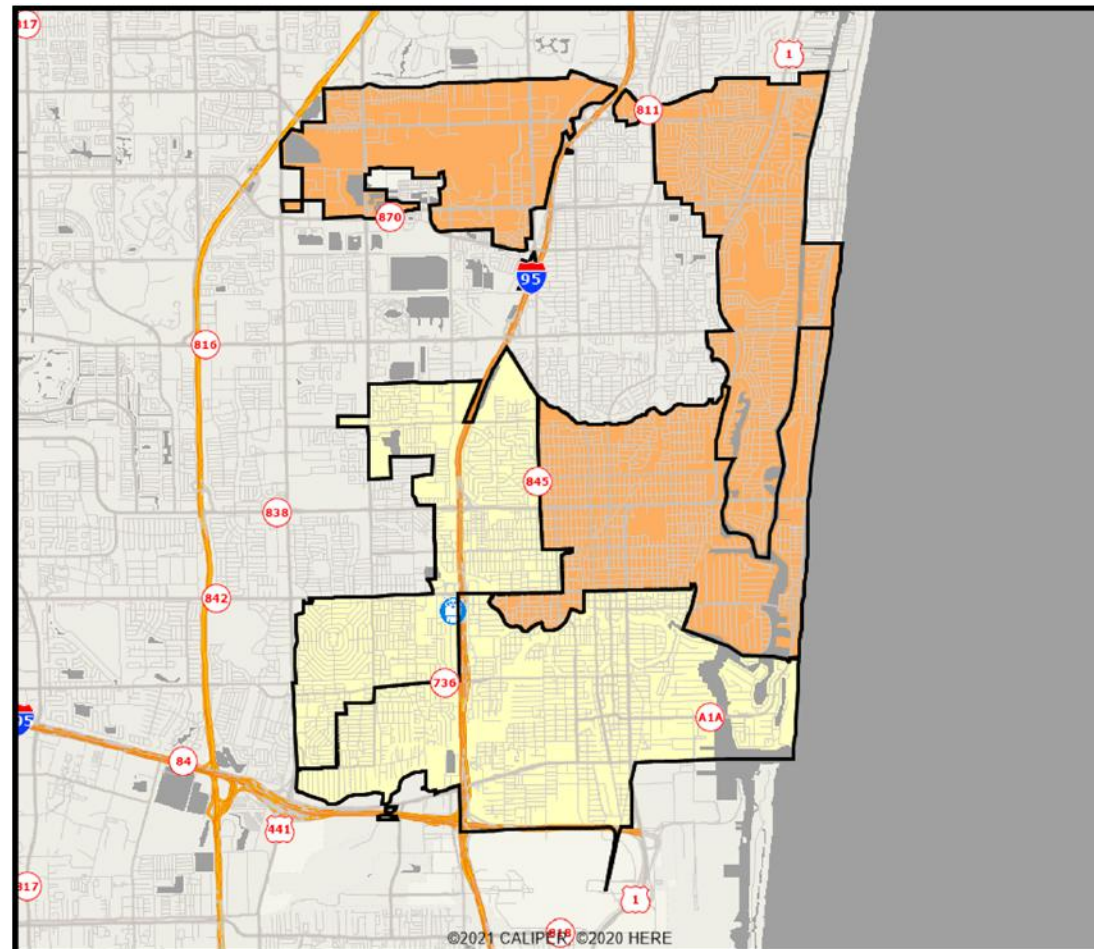
Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q12-01. Level of satisfaction with the ease of obtaining permits for construction or renovation

(Shading Reflects the Mean Rating by City Commission Districts)



Legend

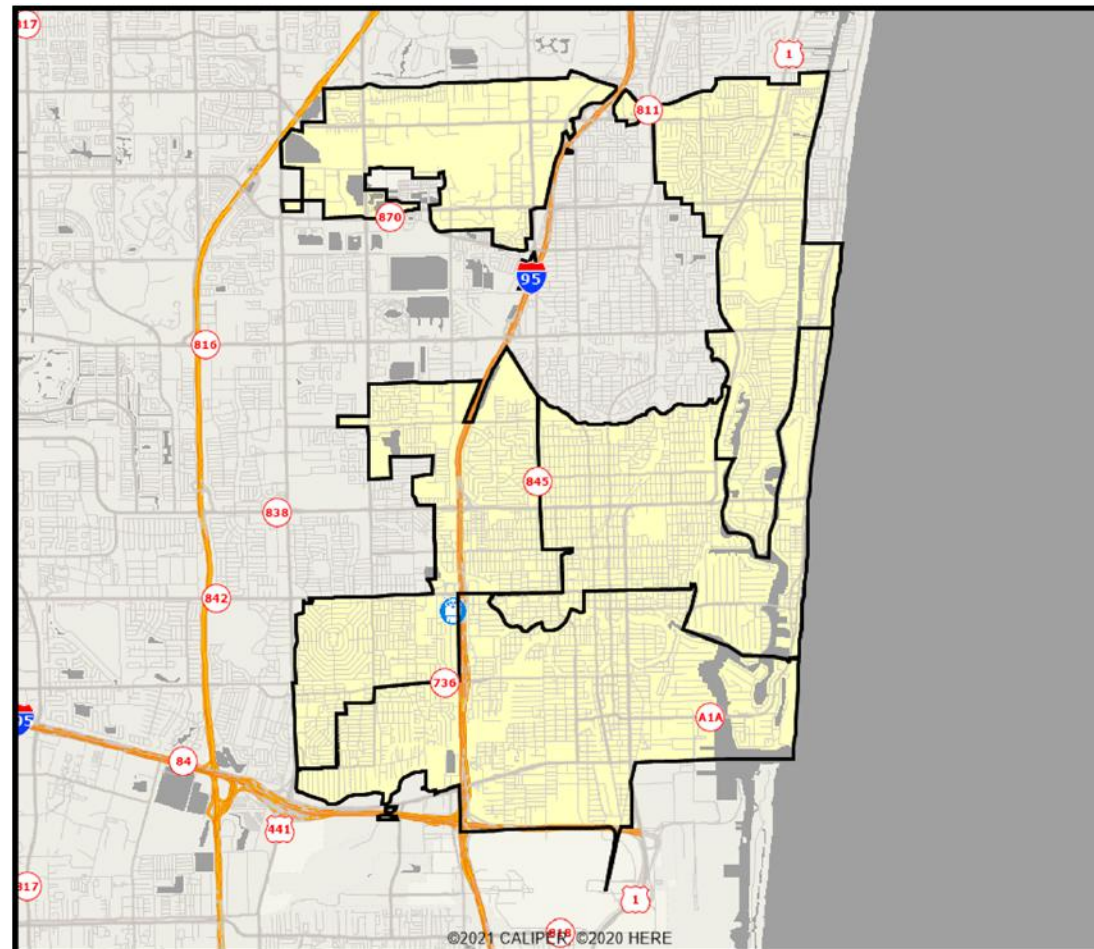
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

2021
City of
Fort
Lauderdale
Neighbor
Survey

Q12-02. Level of satisfaction with the ease of conducting inspections for construction or renovation

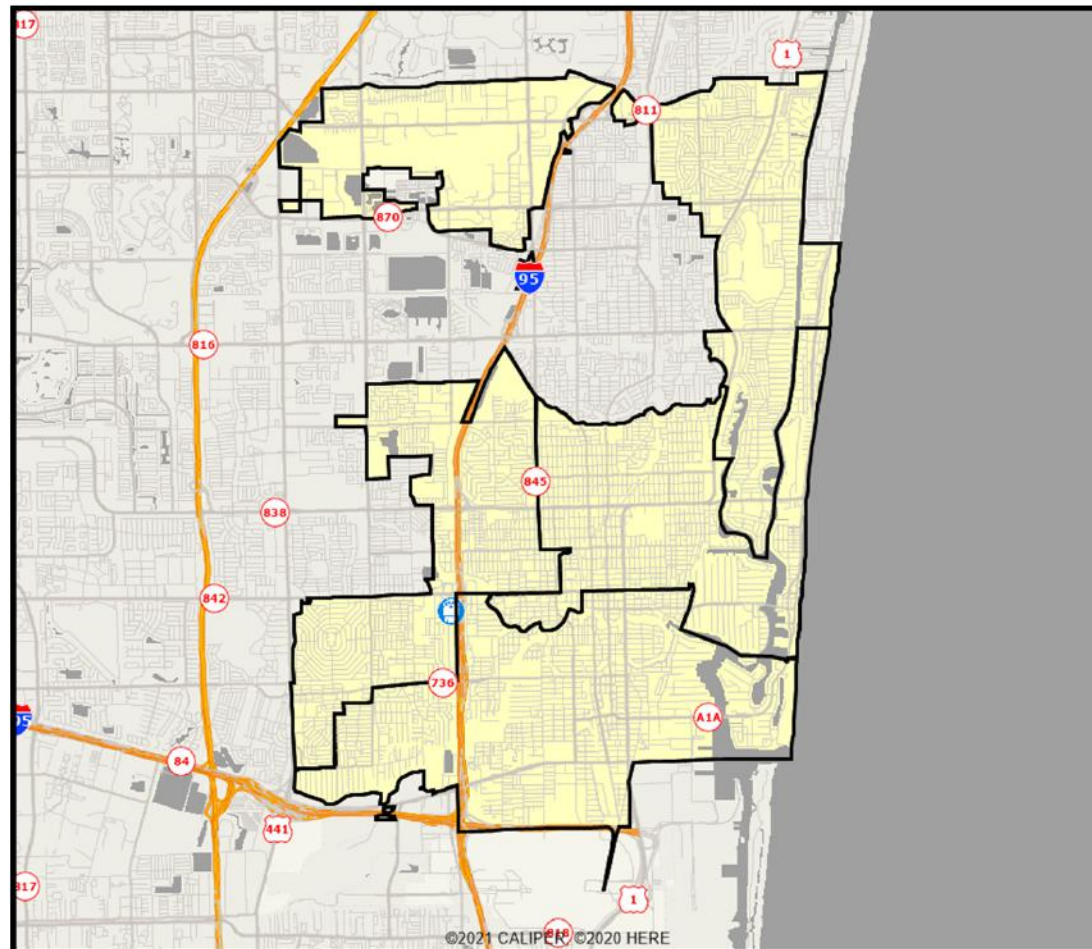
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q12-03. Level of satisfaction with the effectiveness of City efforts to revitalize low-income areas

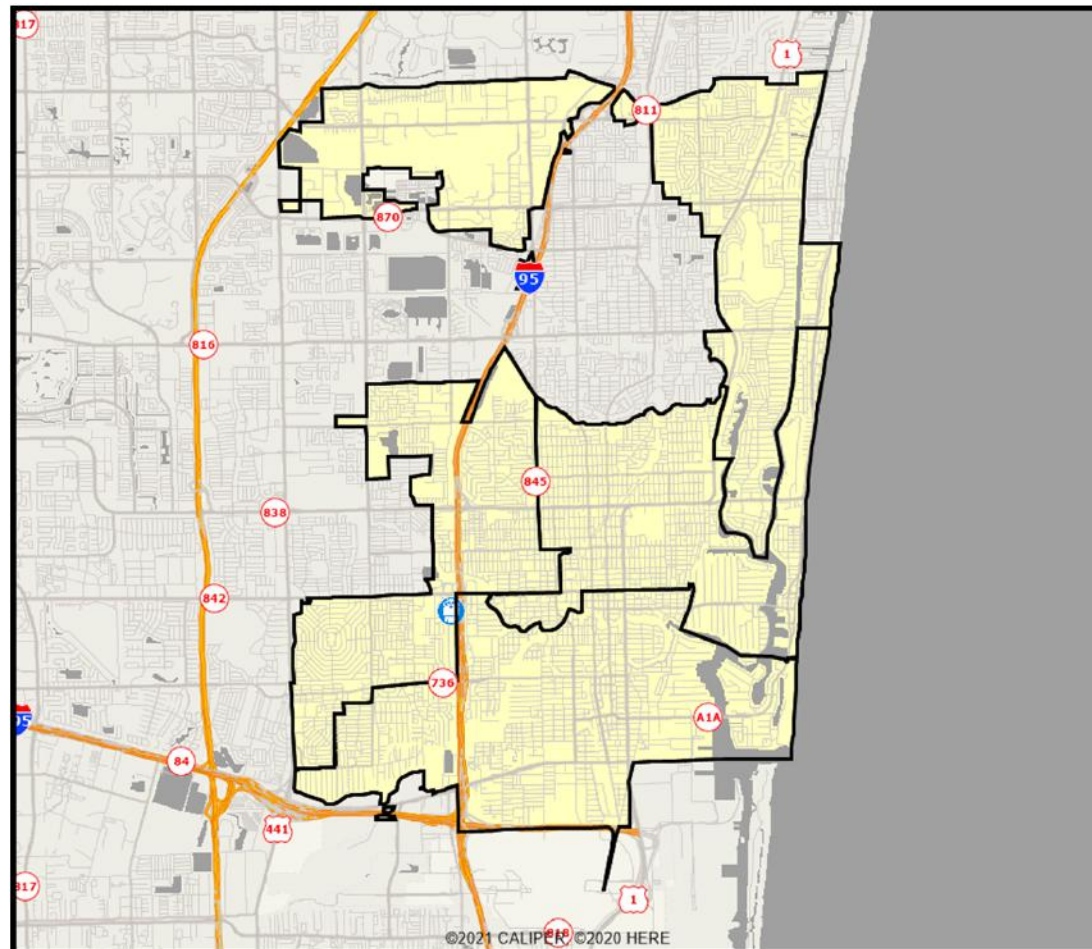
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q12-04. Level of satisfaction with the ease of obtaining permits for sustainable construction (materials, renewable energy)

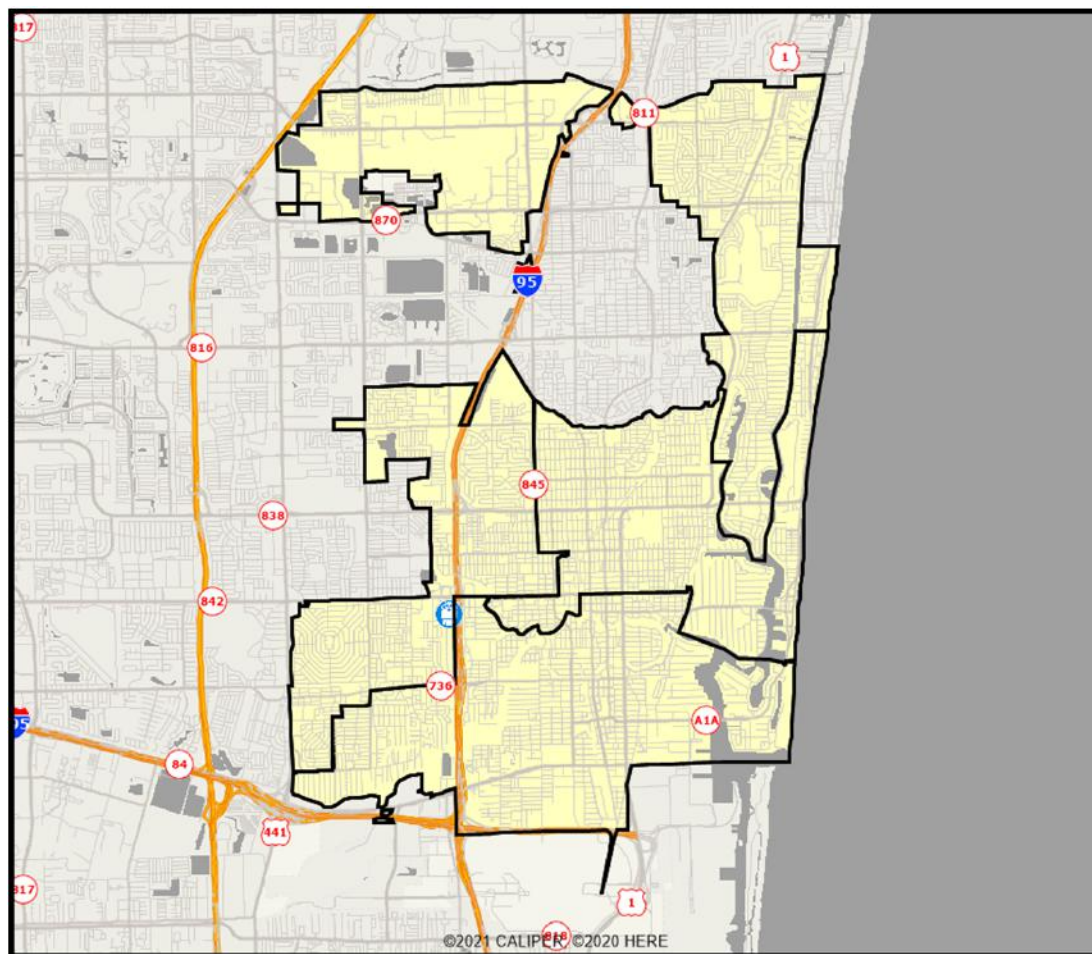
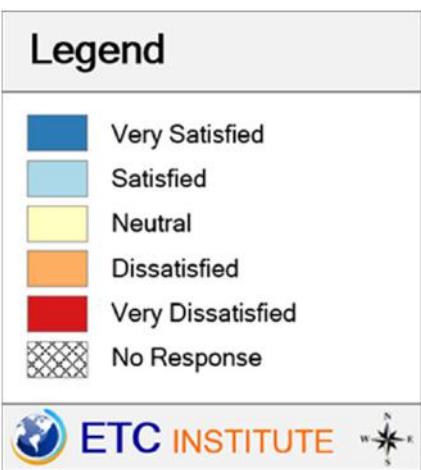
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q12-05. Level of satisfaction with the City's support of the preservation of historic buildings in the City

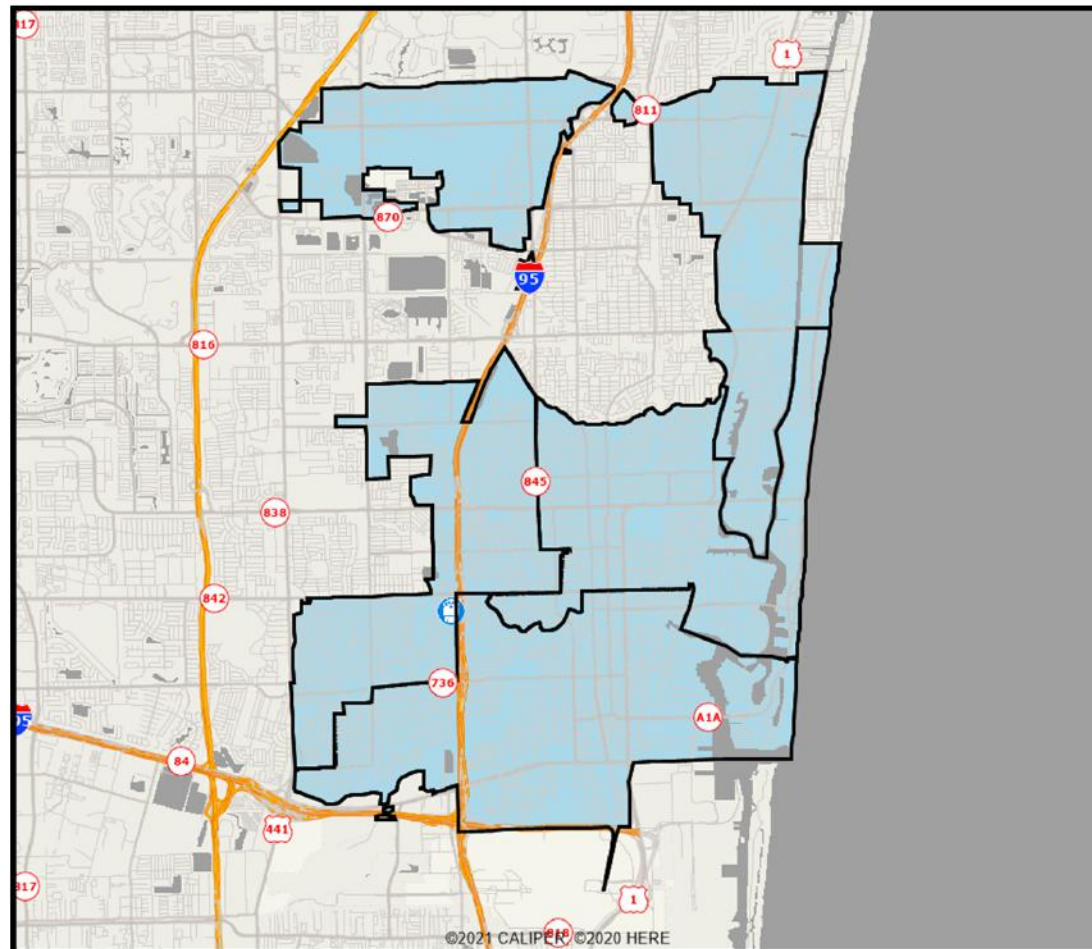
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q13-01. Level of satisfaction with the maintenance of City parks

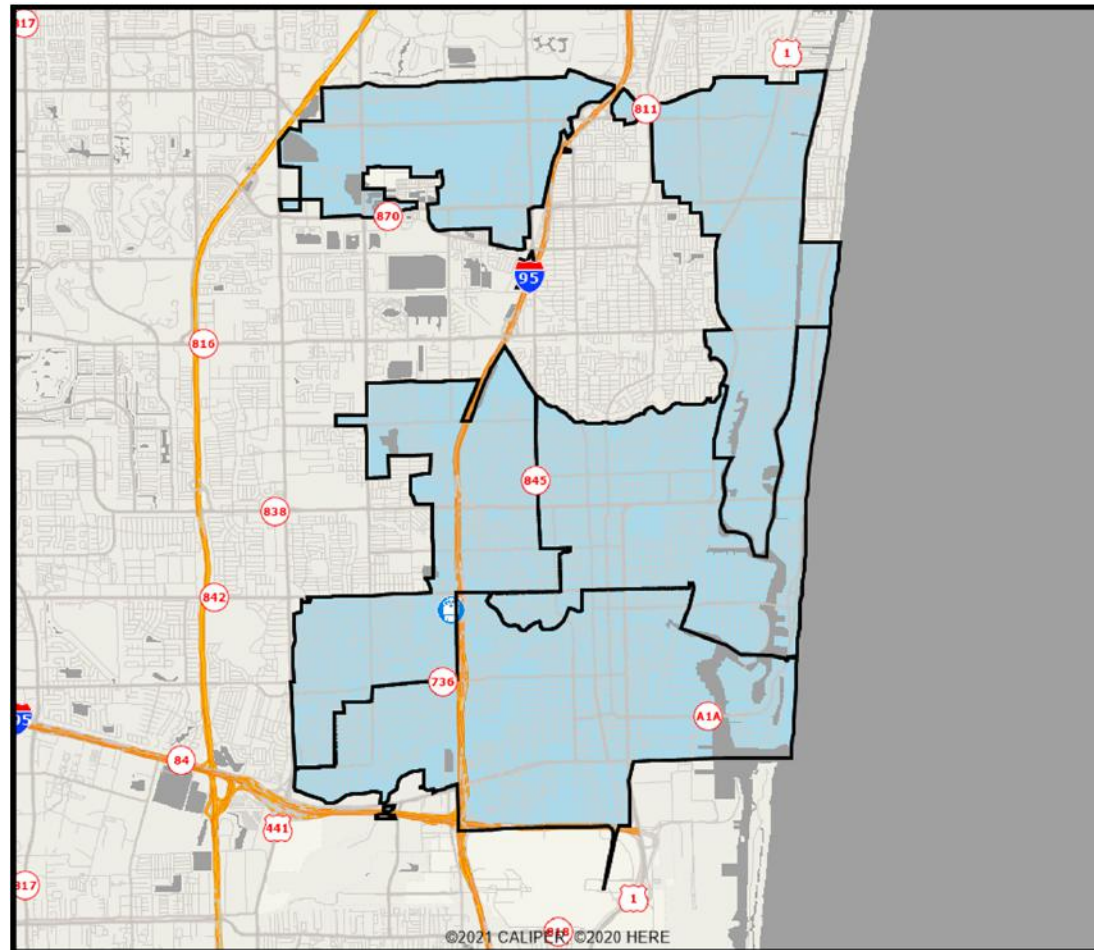
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q13-02. Level of satisfaction with the quality of athletic fields

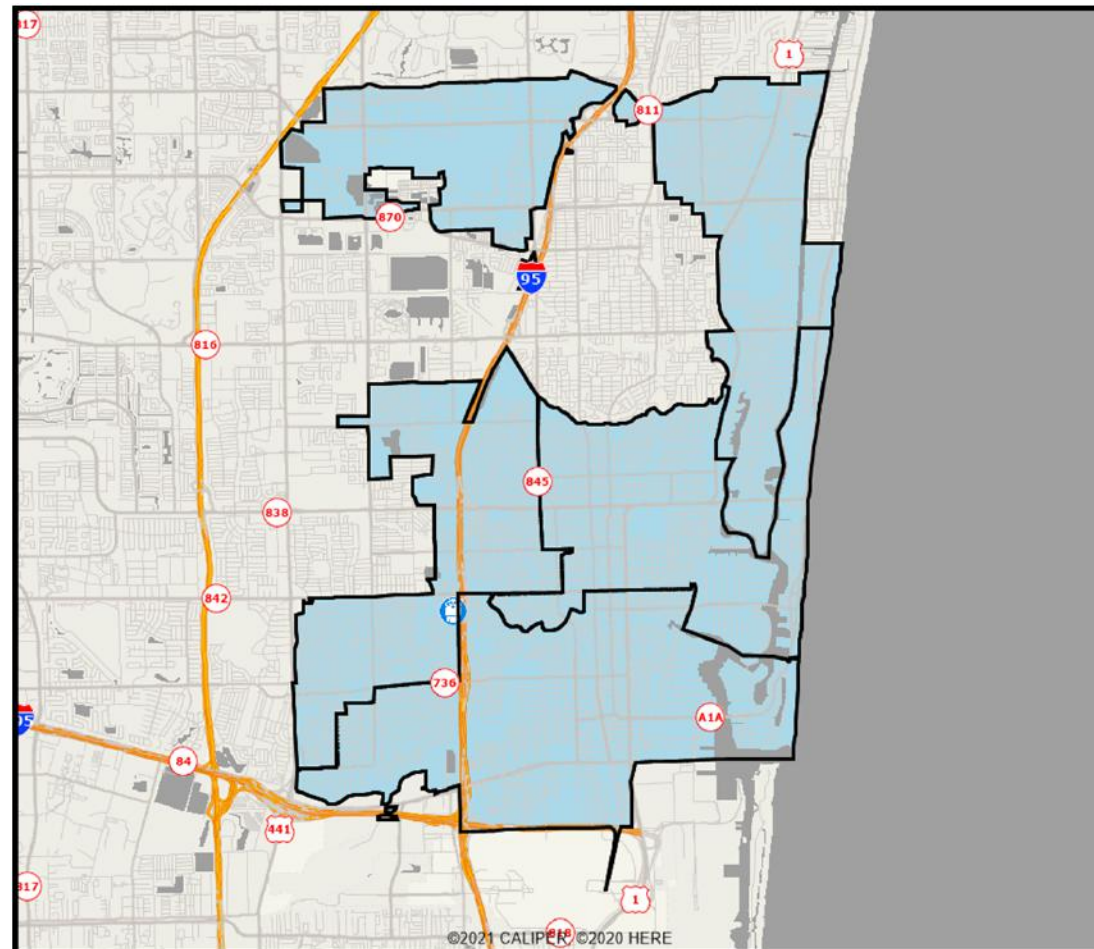
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q13-03. Level of satisfaction with the availability of athletic fields

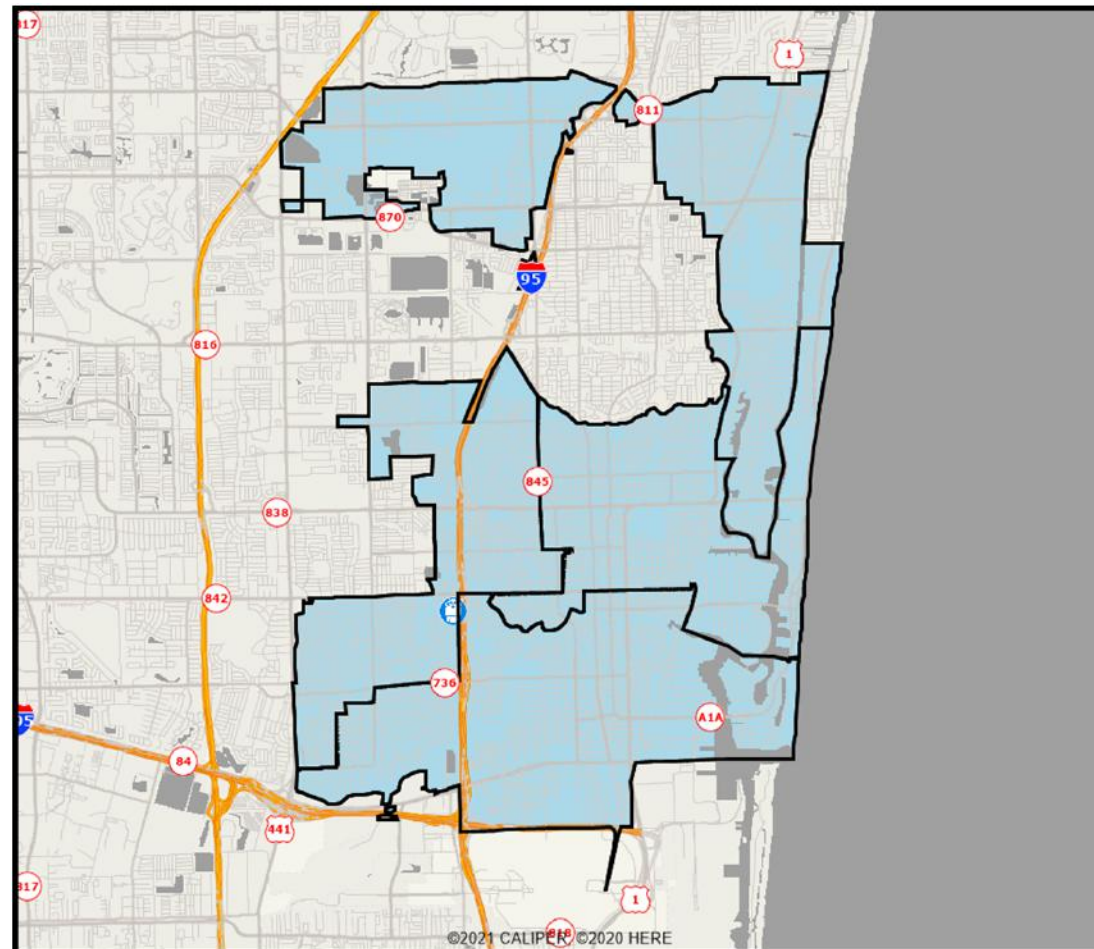
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q13-04. Level of satisfaction with the availability of information about City parks and recreation programs

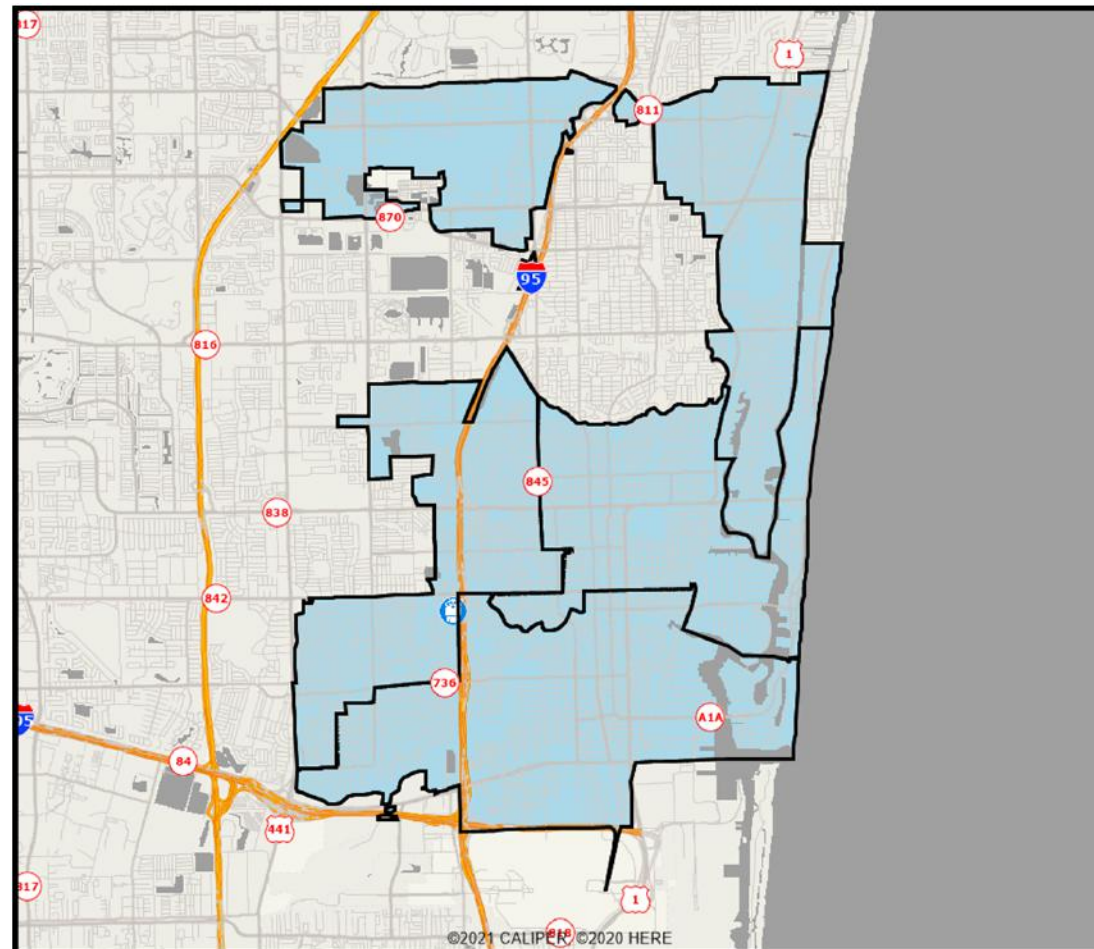
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q13-05. Level of satisfaction with the variety of parks and recreation programs

(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

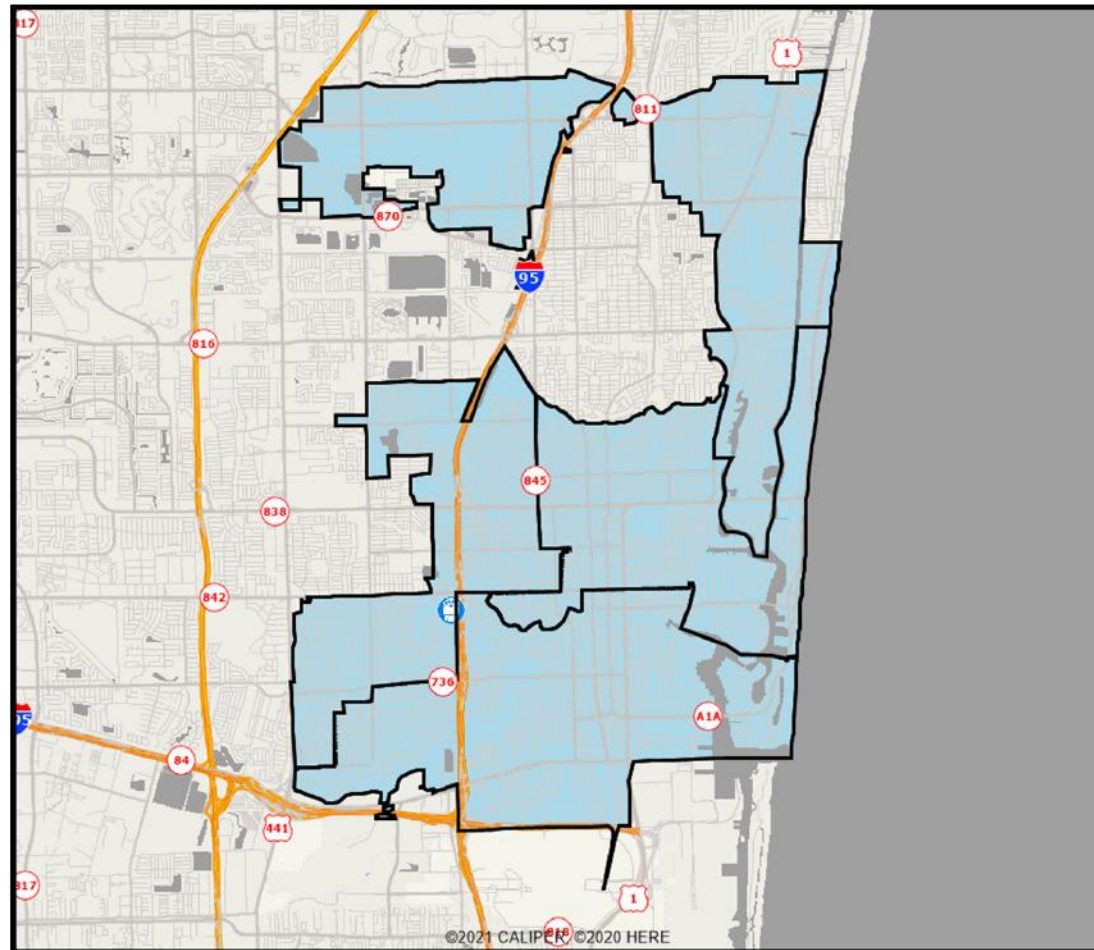
Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q13-06. Level of satisfaction with the cost of parks and recreation programs and facility fees

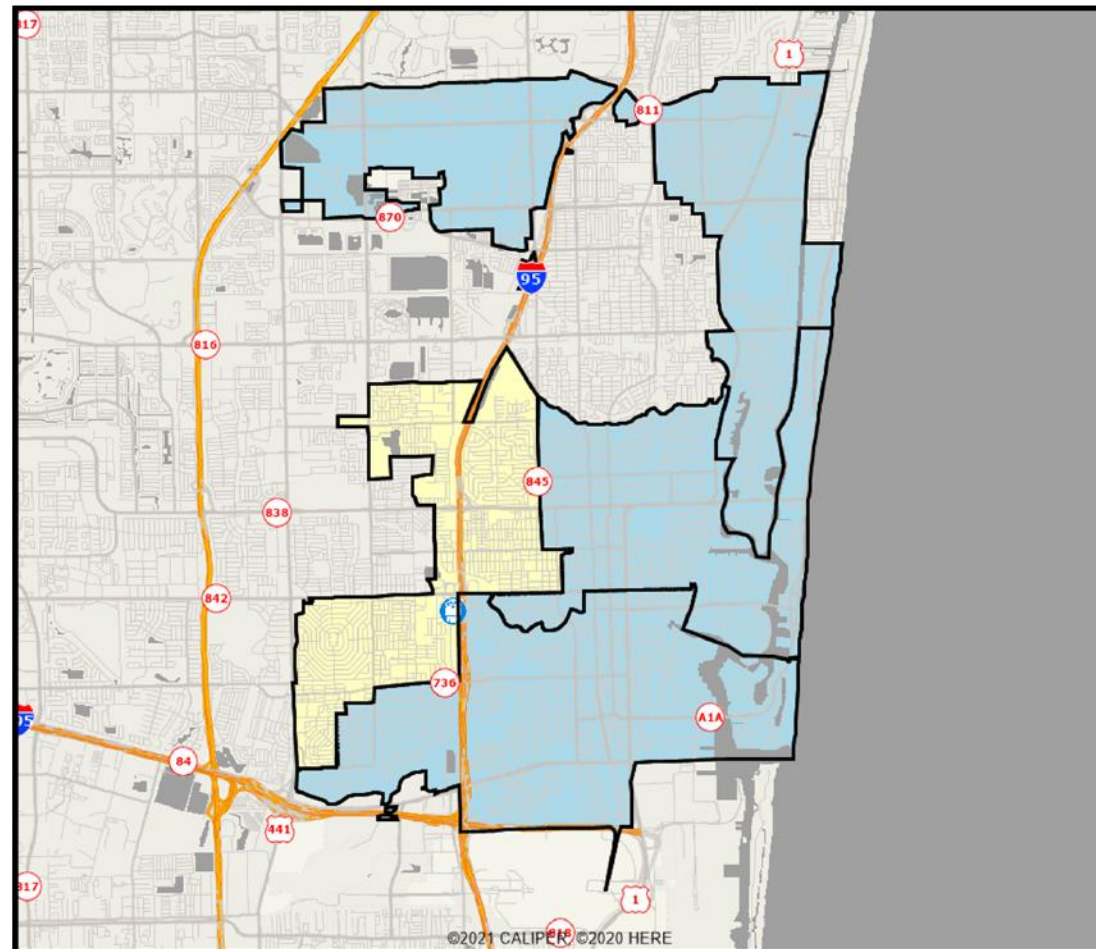
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q13-07. Level of satisfaction with City youth recreation programs

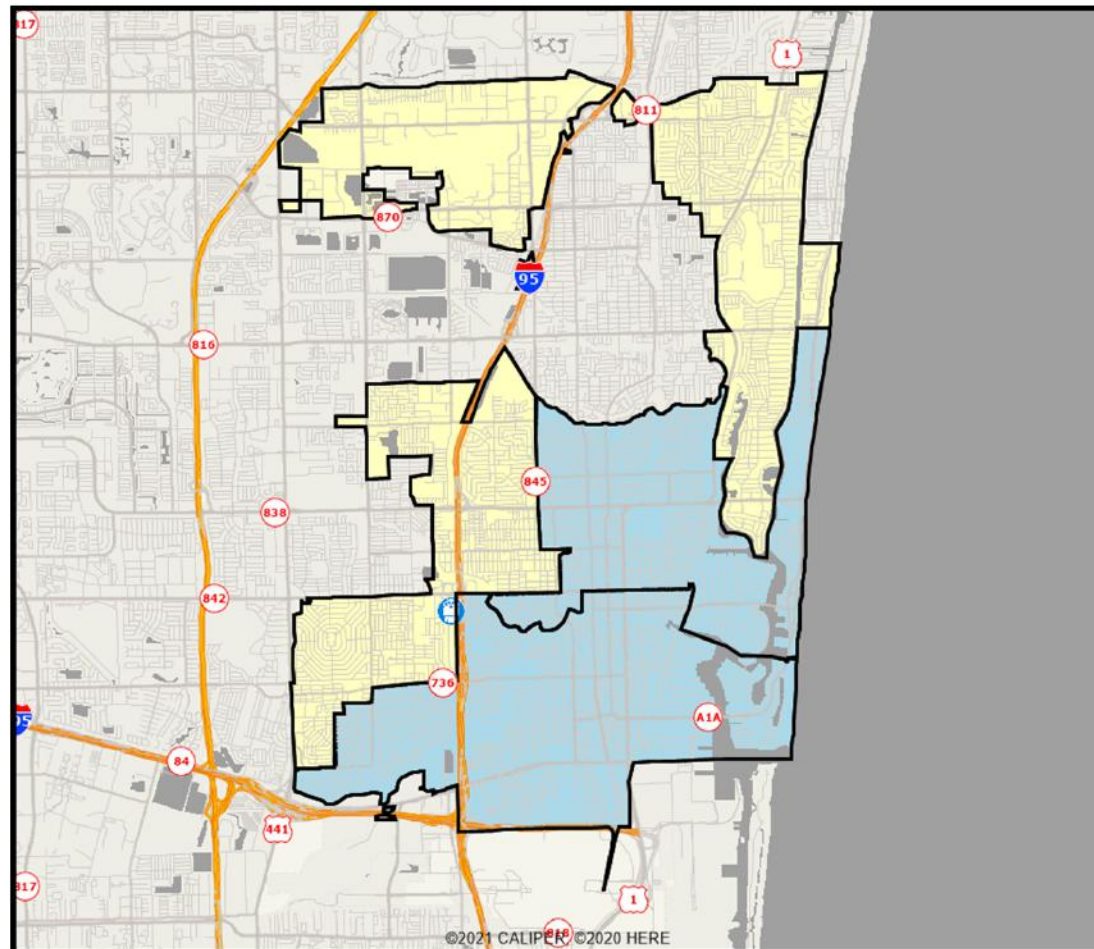
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q13-08. Level of satisfaction with City adult recreation programs

(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

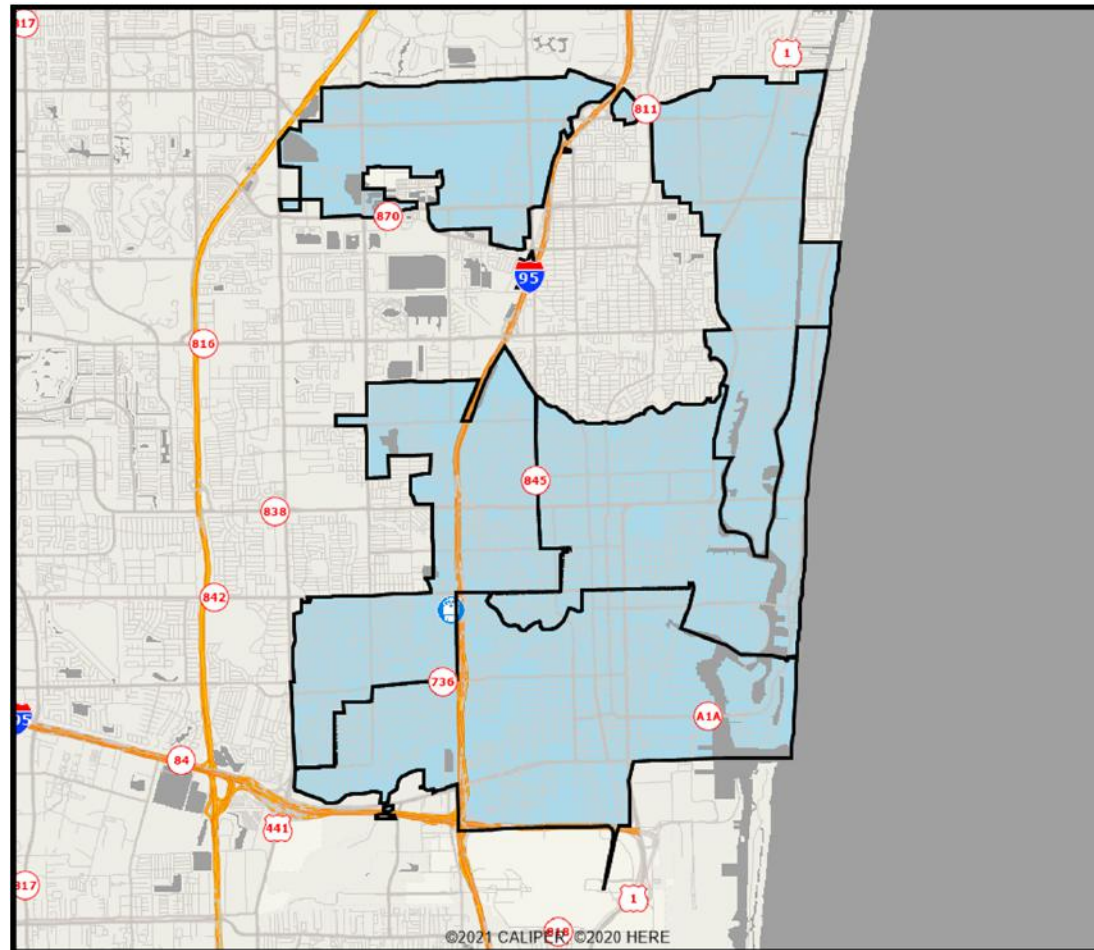
Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-09. Level of satisfaction with the quality of special events

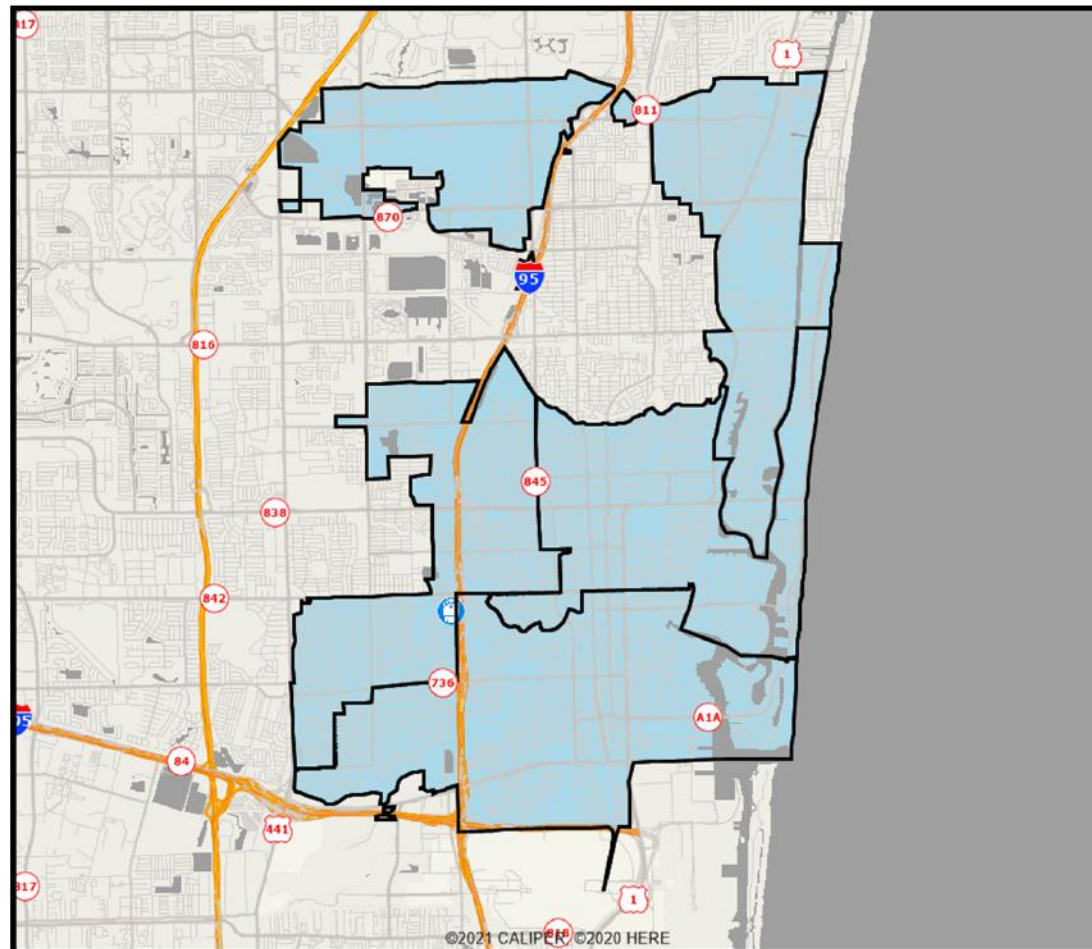
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q13-10. Level of satisfaction with the ease of registering for parks and recreation programs

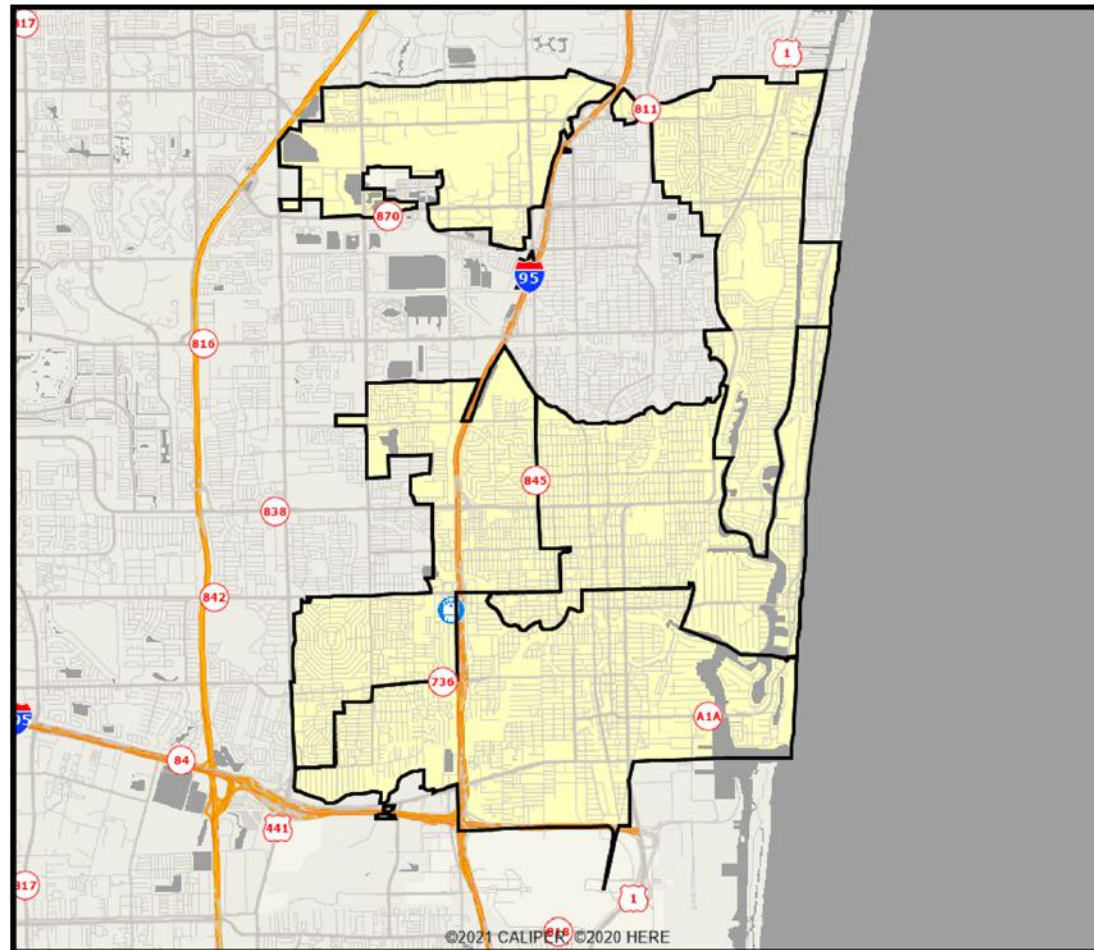
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q15-01. Level of satisfaction with the availability of sidewalks

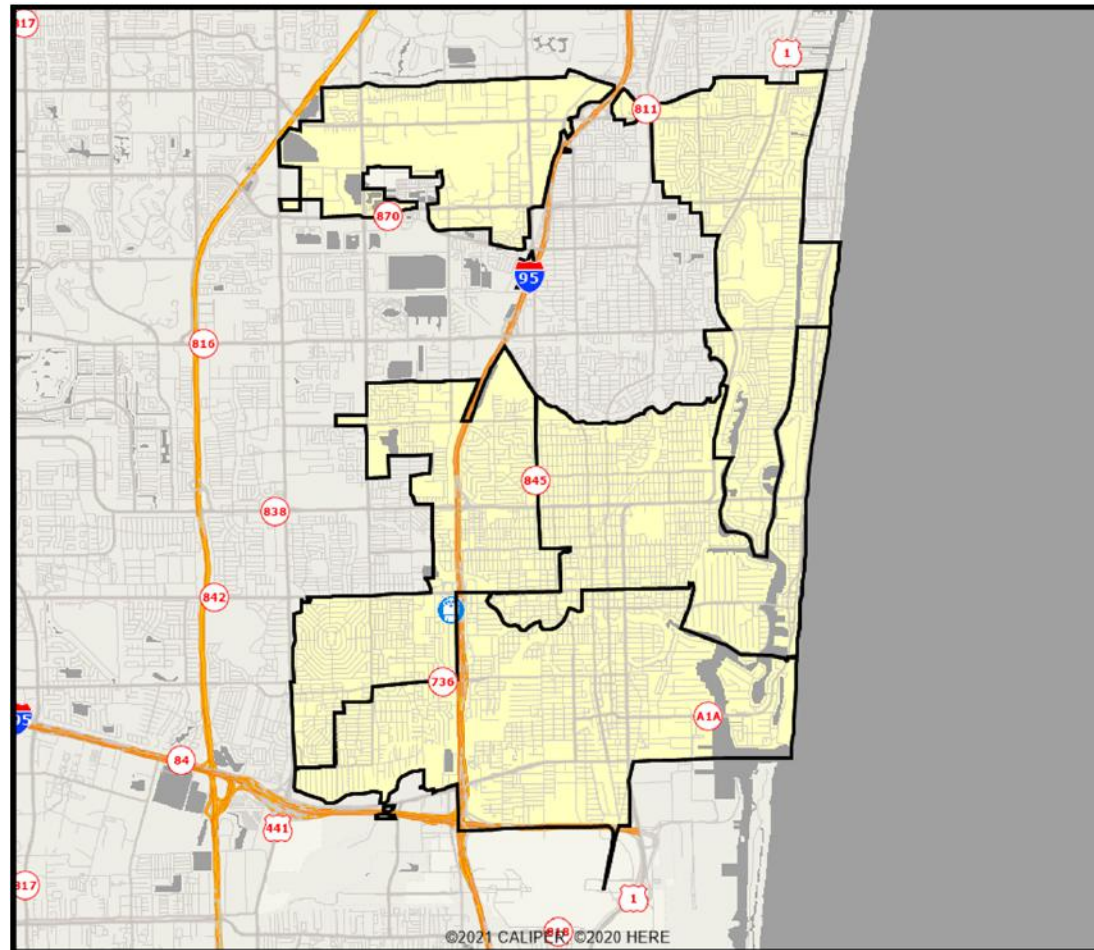
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q15-02. Level of satisfaction with the condition of sidewalks

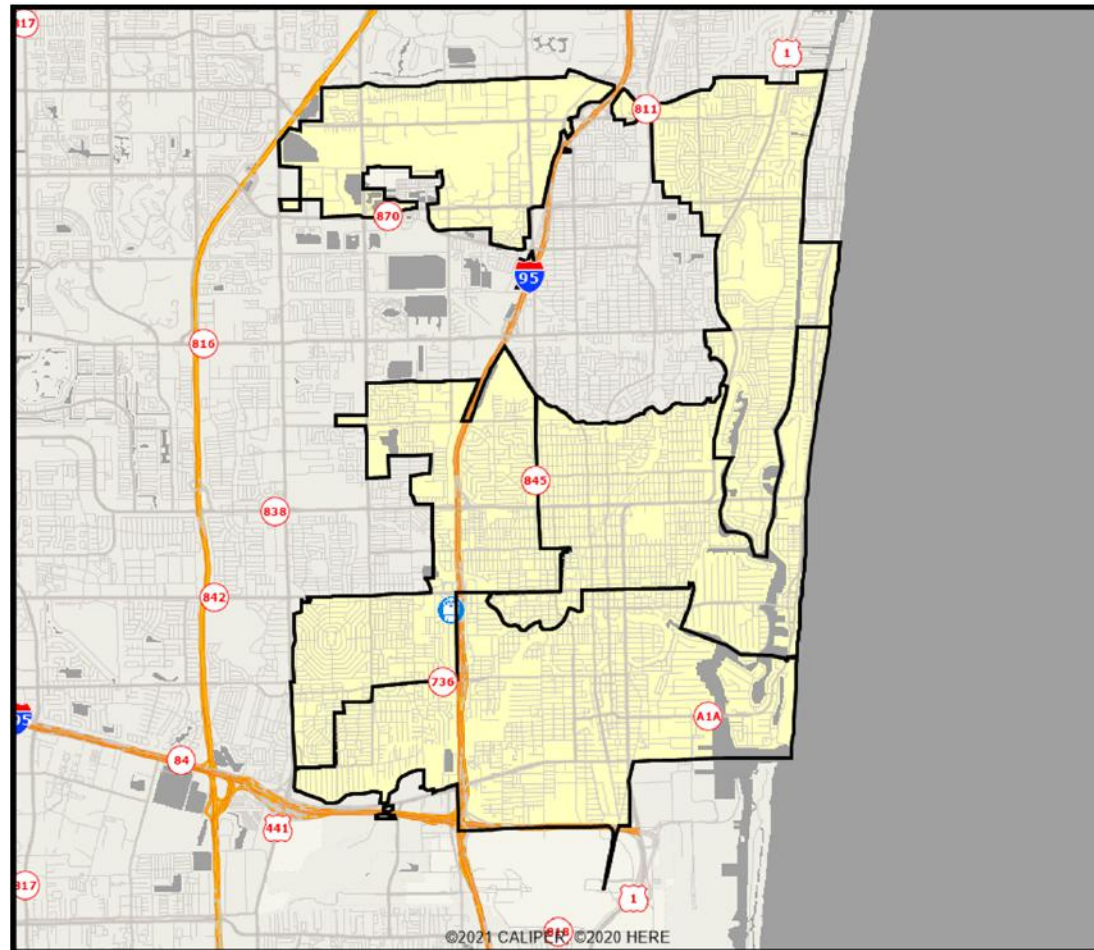
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q15-03. Level of satisfaction with the availability of bicycle parking

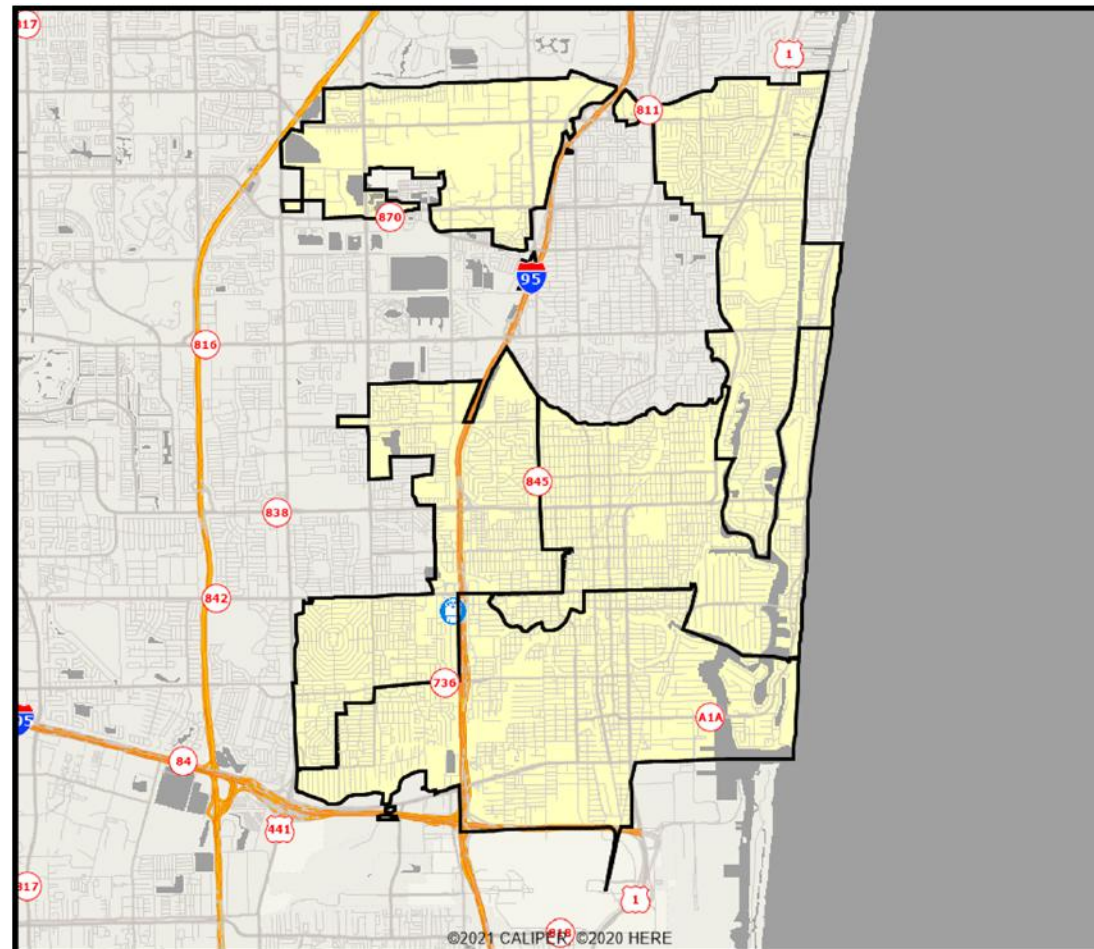
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q15-04. Level of satisfaction with the availability of biking paths and bike lanes

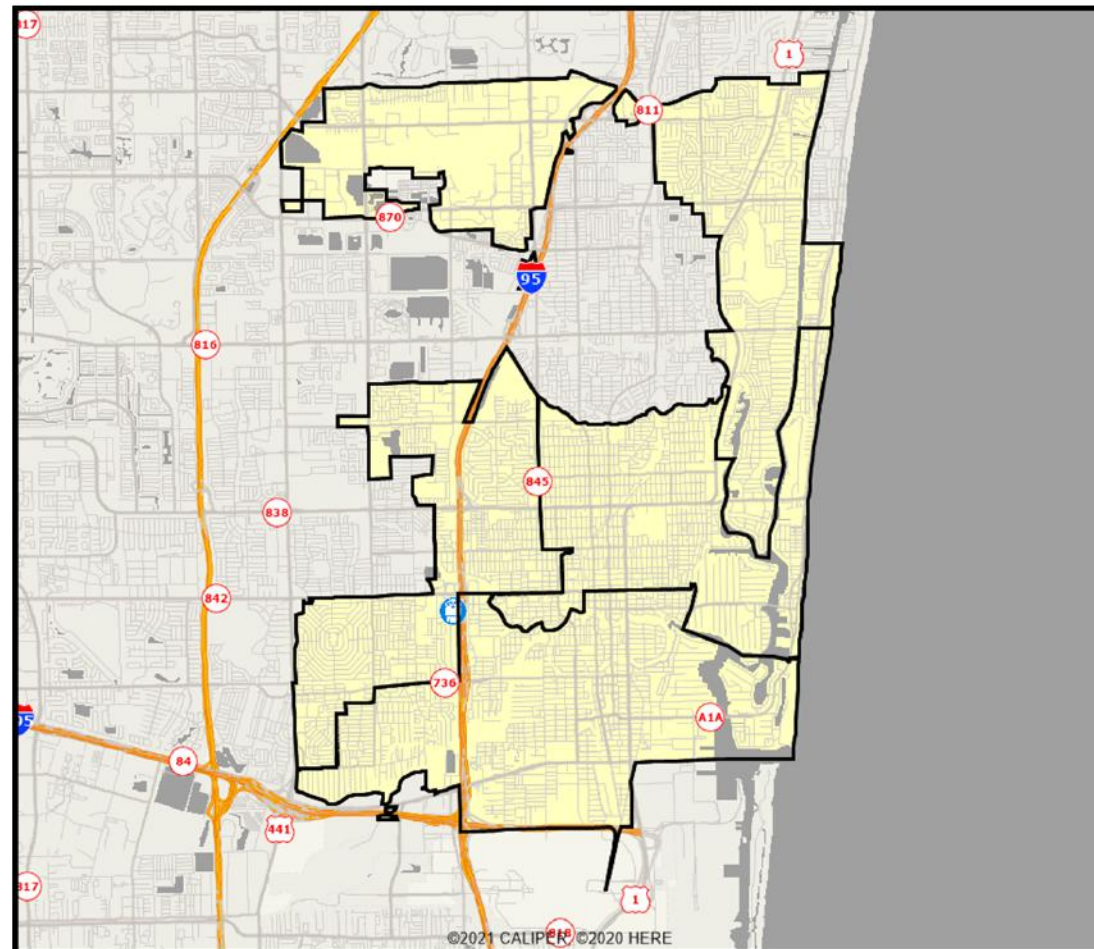
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q15-05. Level of satisfaction with the management of dockless mobility (i.e. scooters)

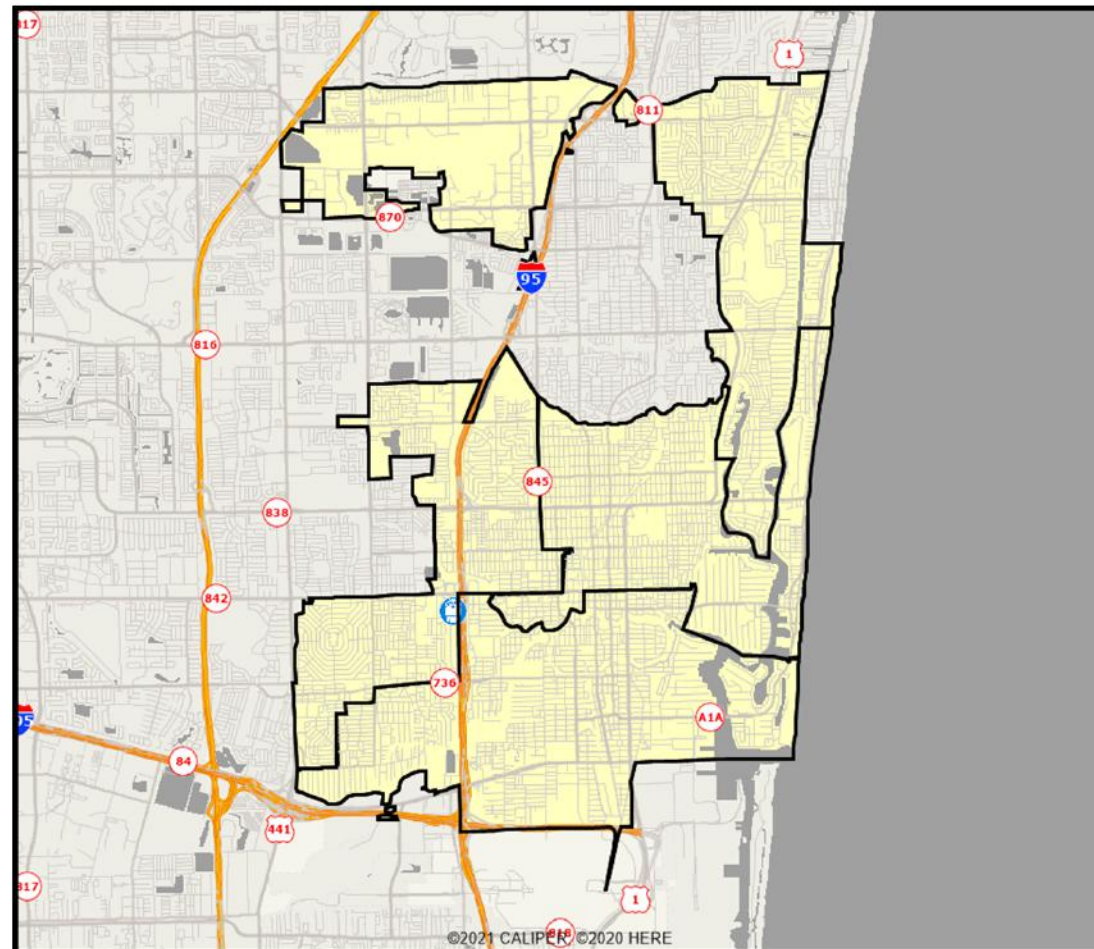
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q15-07. Level of satisfaction with the availability of public parking

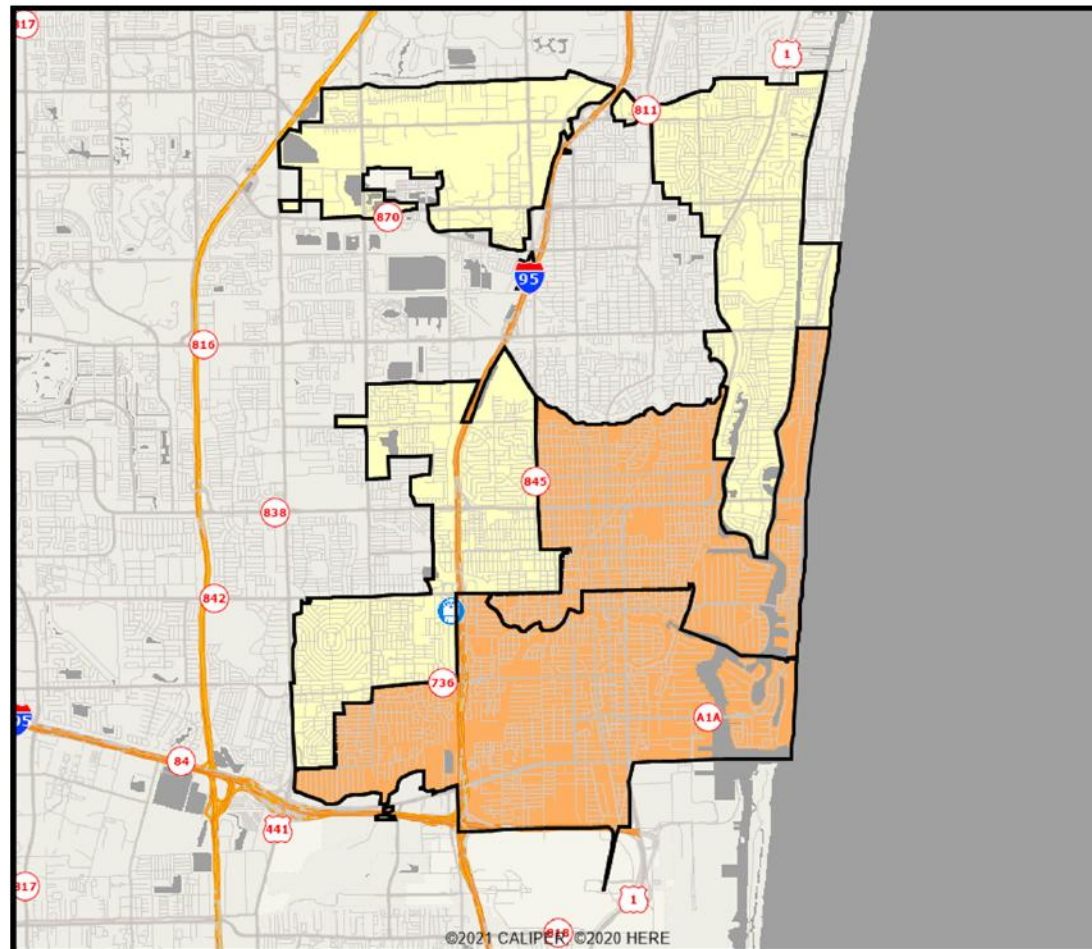
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q15-08. Level of satisfaction with the cost of public parking

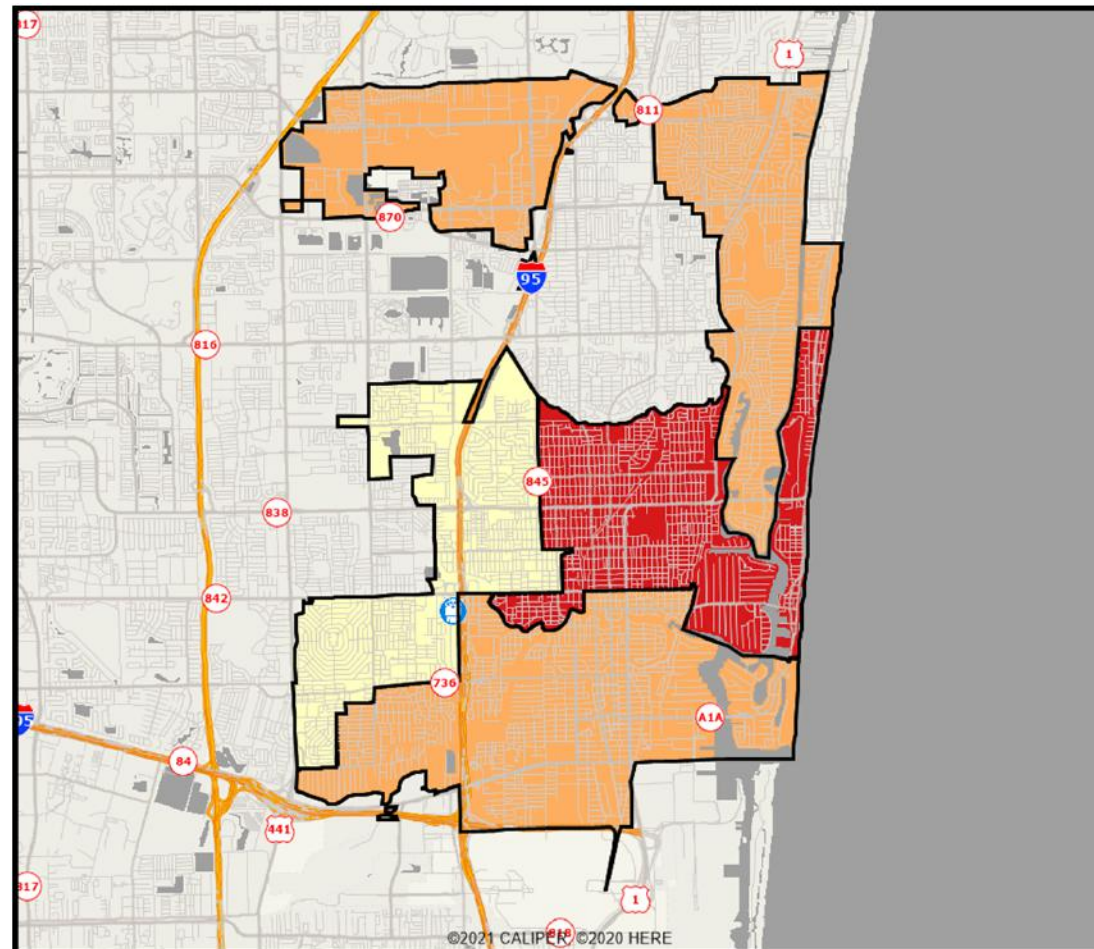
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q15-09. Level of satisfaction with the management of traffic flow/congestion on major roadways

(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

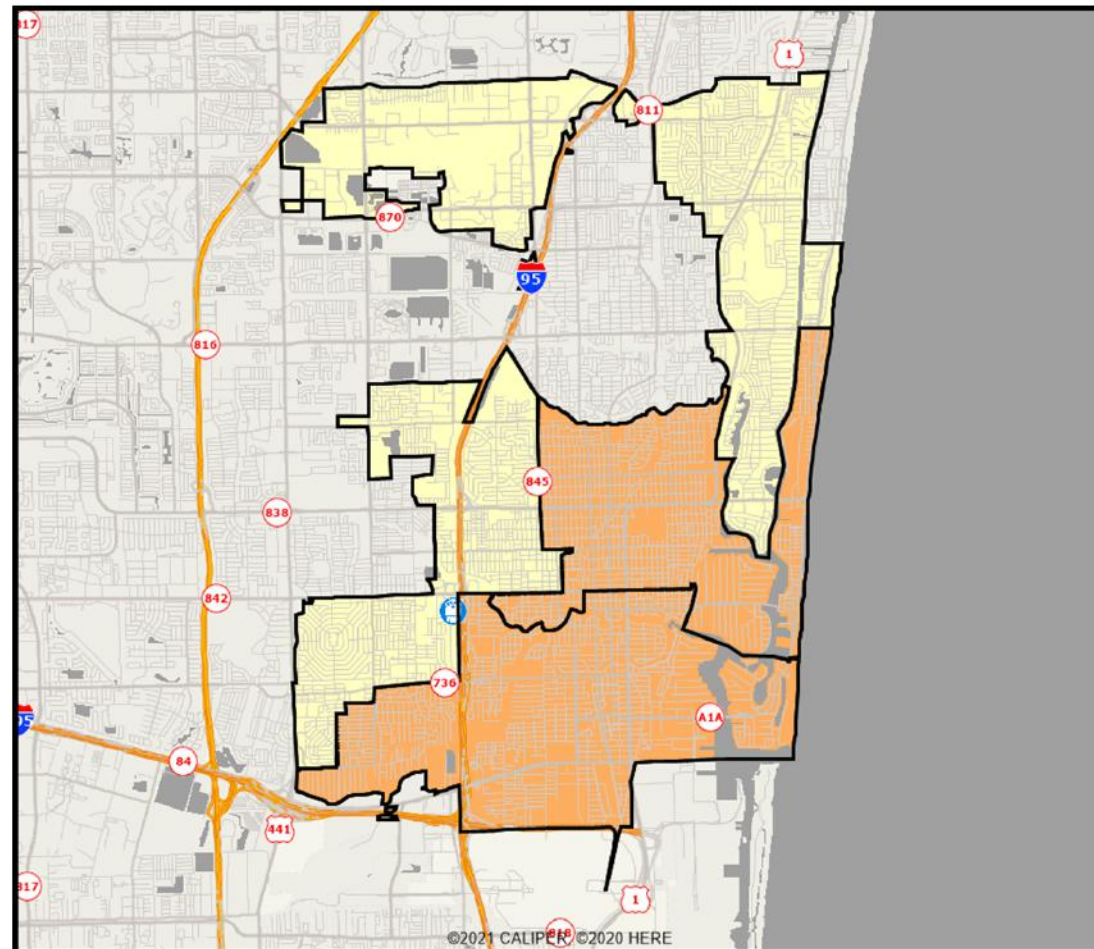
Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q15-10. Level of satisfaction with the management of traffic flow/congestion in your neighborhood

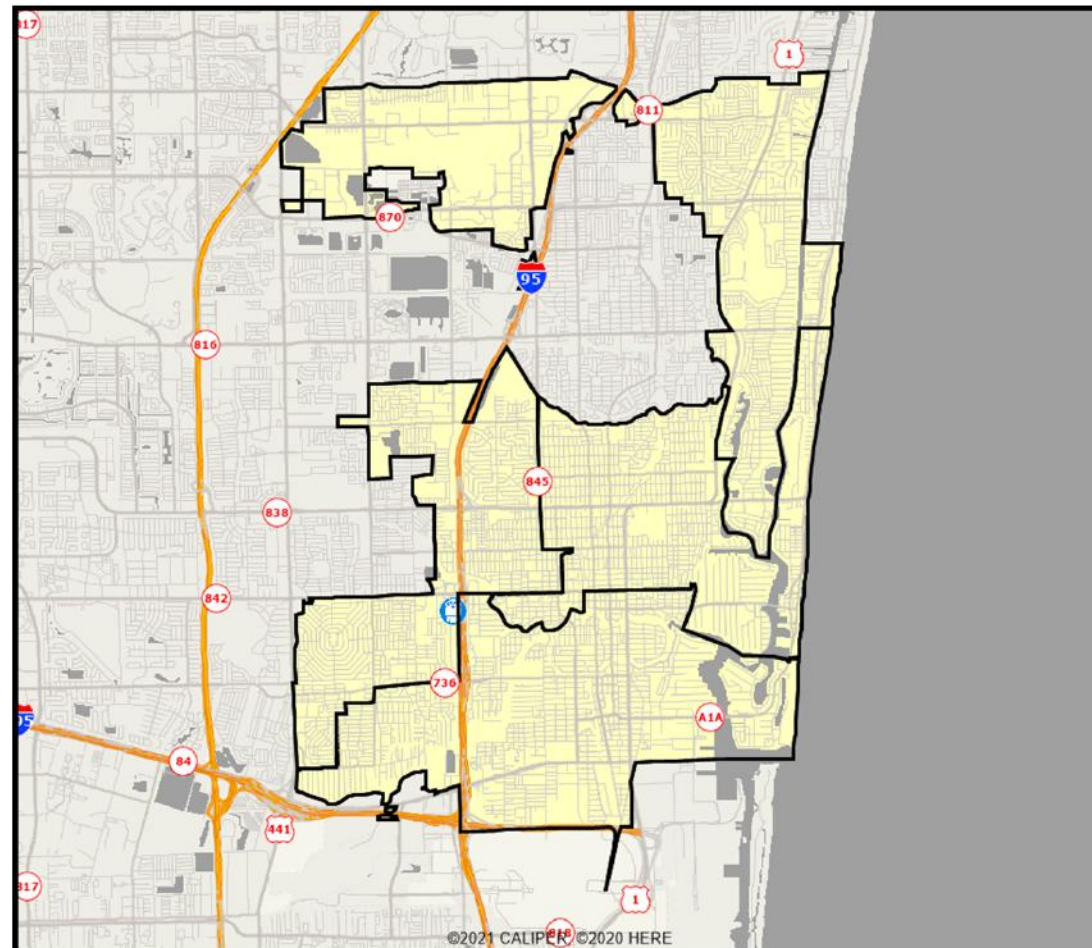
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q15-11. Level of satisfaction with the maintenance of streets in your neighborhood

(Shading Reflects the Mean Rating by City Commission Districts)



Legend

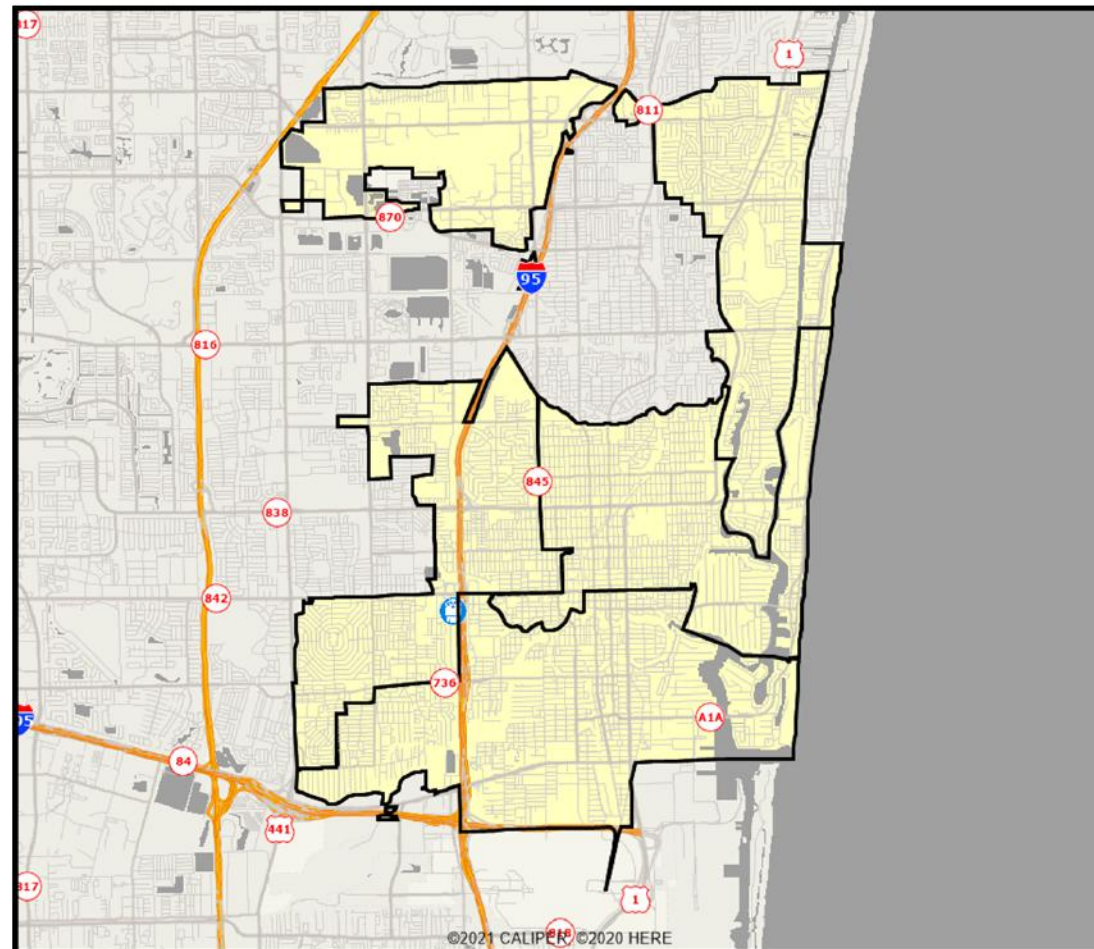
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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2021
City of
Fort
Lauderdale
Neighbor
Survey

Q15-12. Level of satisfaction with the overall maintenance of street signs/pavement markings

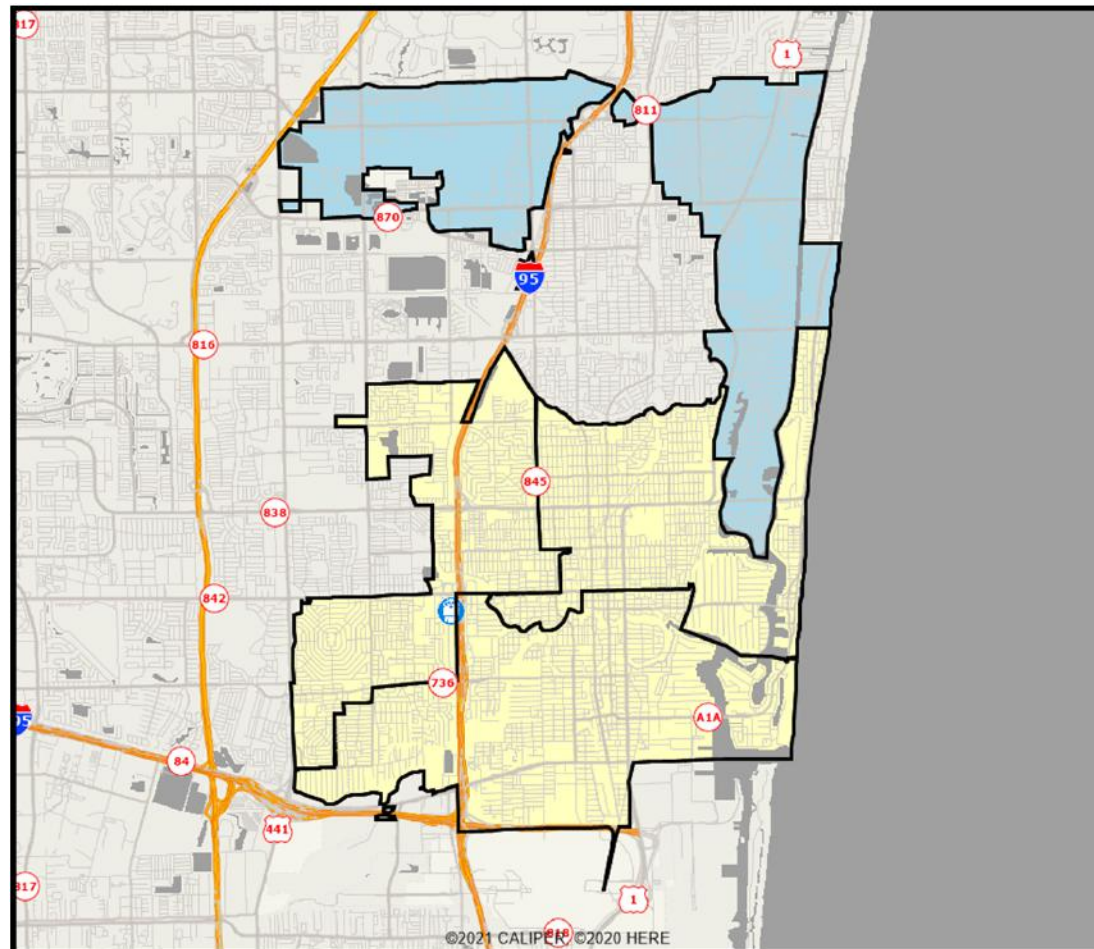
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q15-13. Level of satisfaction with the overall cleanliness of streets

(Shading Reflects the Mean Rating by City Commission Districts)



Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

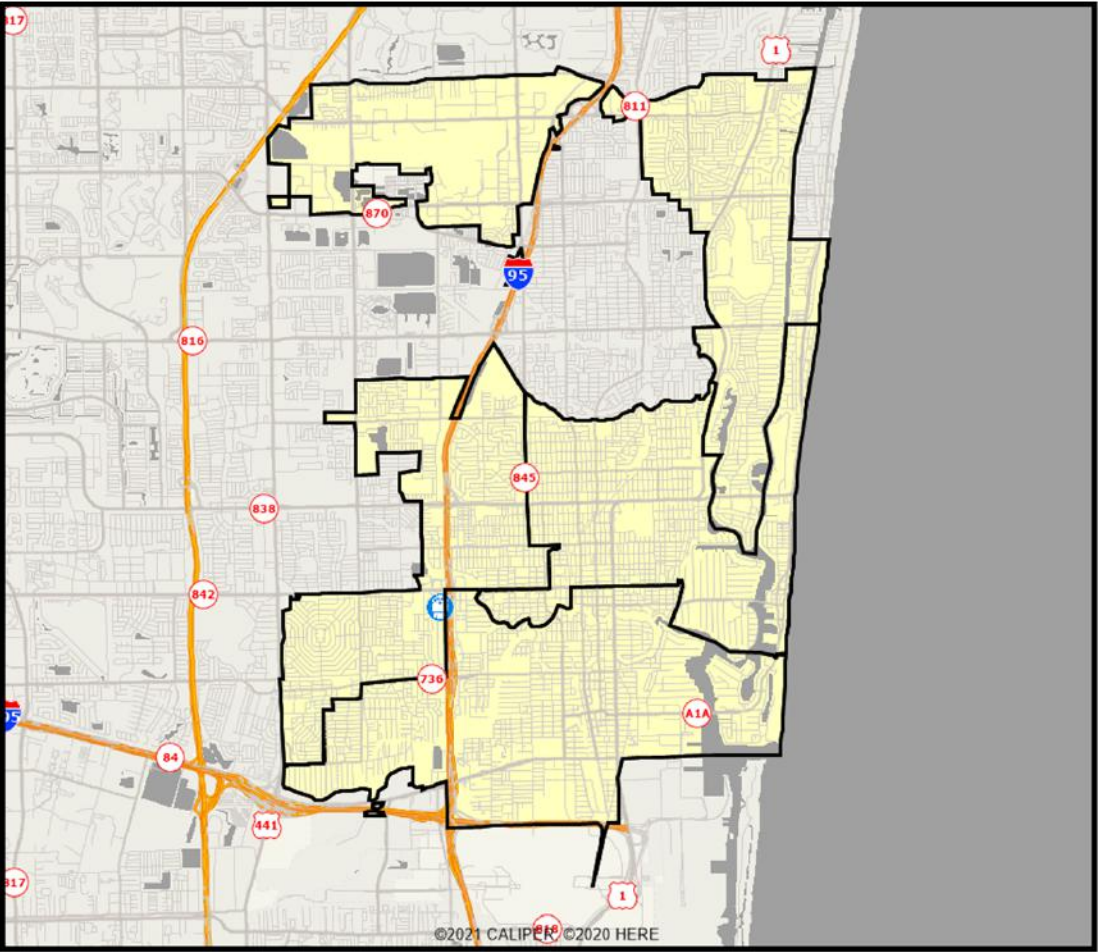

2021
City of
Fort
Lauderdale
Neighbor
Survey

Q18-1. Level of agreement with the statement: "I am satisfied with the amount of tree canopy coverage"

(Shading Reflects the Mean Rating by City Commission Districts)

Agreement

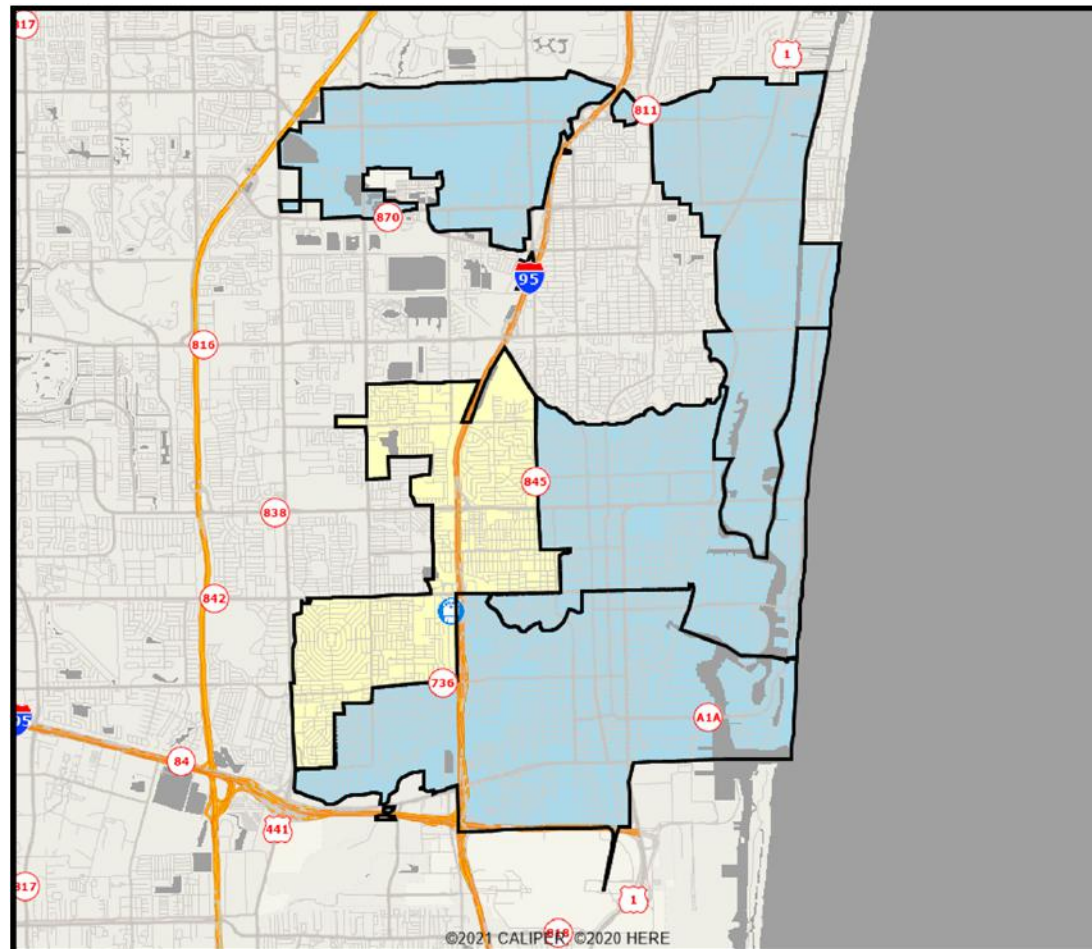
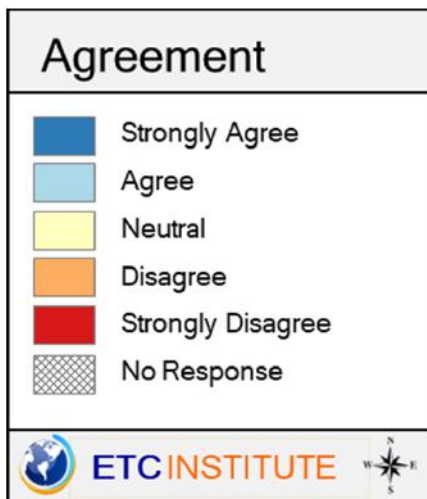
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q18-2. Level of agreement with the statement: "I would like to see more trees in my neighborhood"

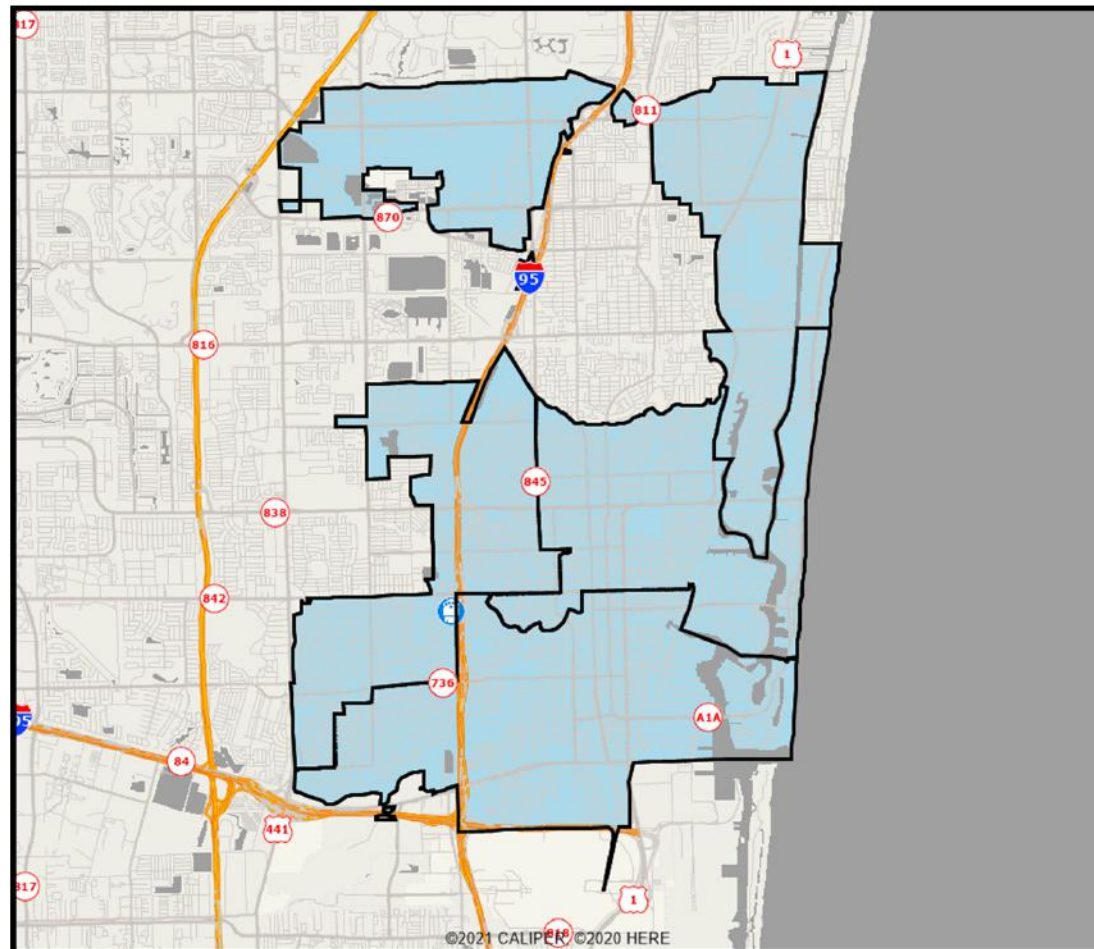
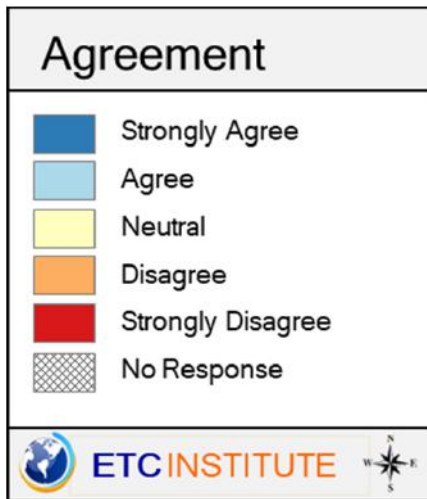
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q18-3. Level of agreement with the statement: "Recycling, yard waste and other waste diversion programs have reduced the amount of garbage I place in my black cart"

(Shading Reflects the Mean Rating by City Commission Districts)



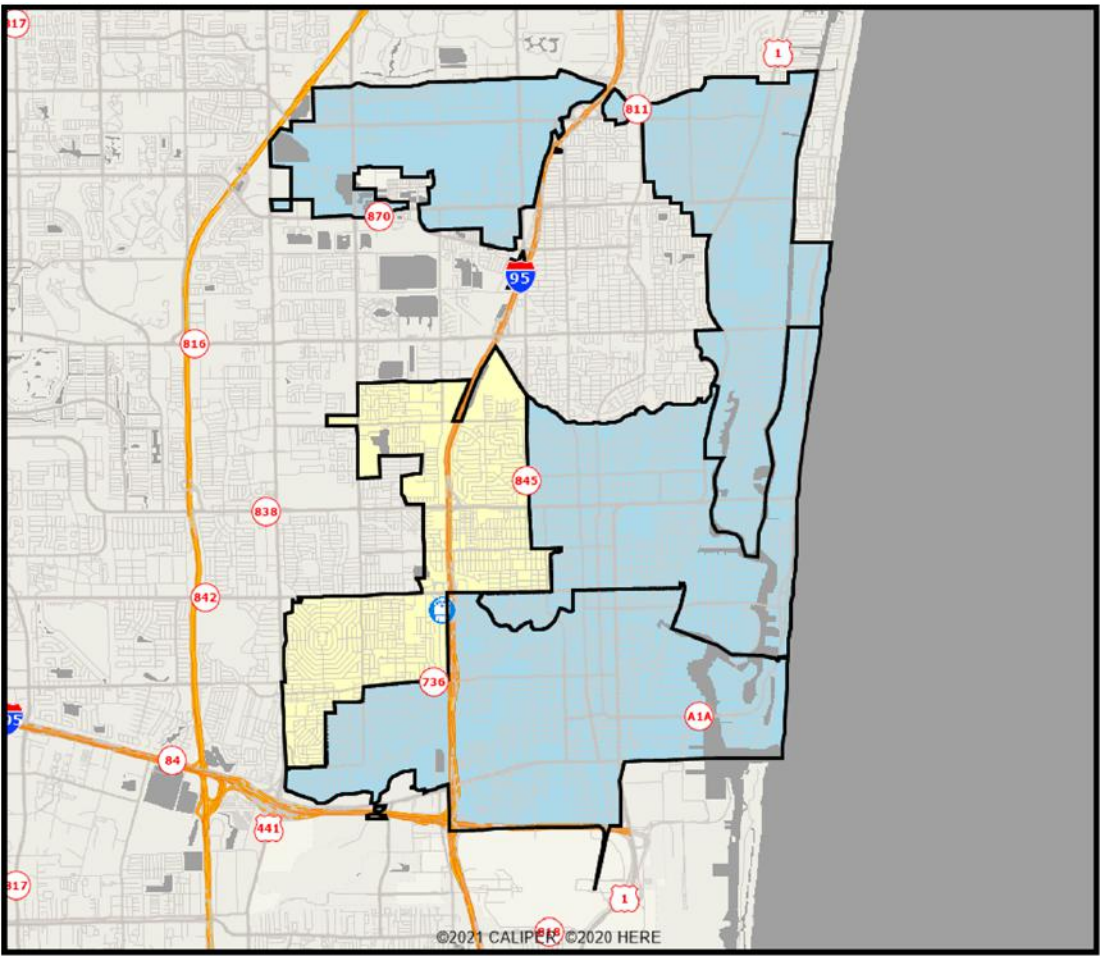

2021
City of
Fort
Lauderdale
Neighbor
Survey

Q18-4. Level of agreement with the statement: "I am informed about local climate change issues"

(Shading Reflects the Mean Rating by City Commission Districts)

Agreement

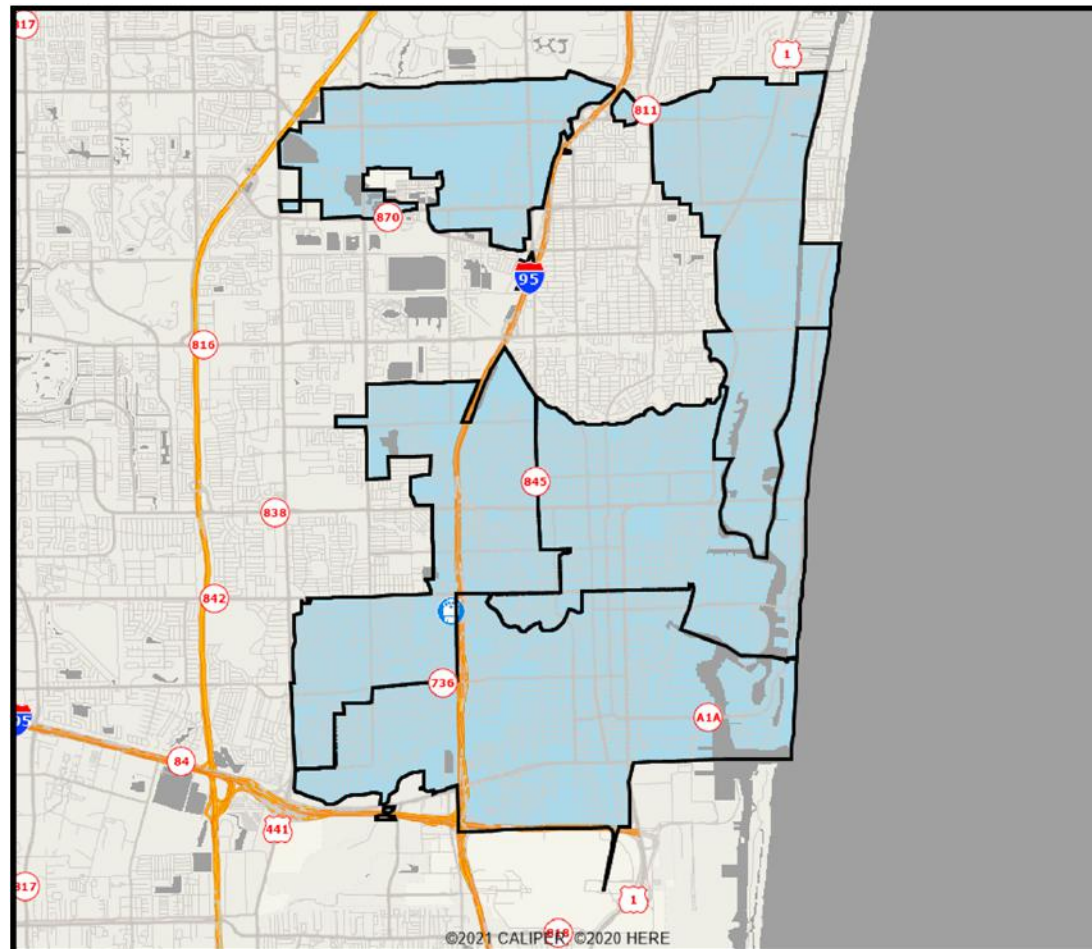
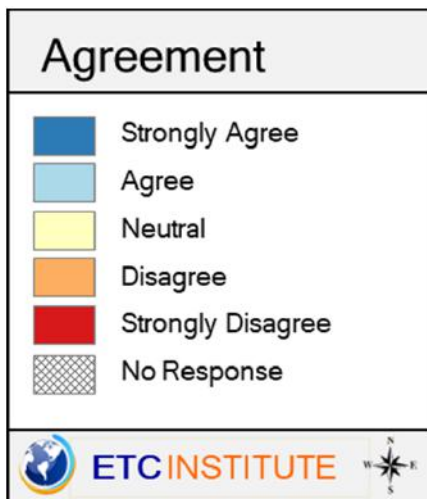
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q18-5. Level of agreement with the statement: "I have observed coastal water level increases"

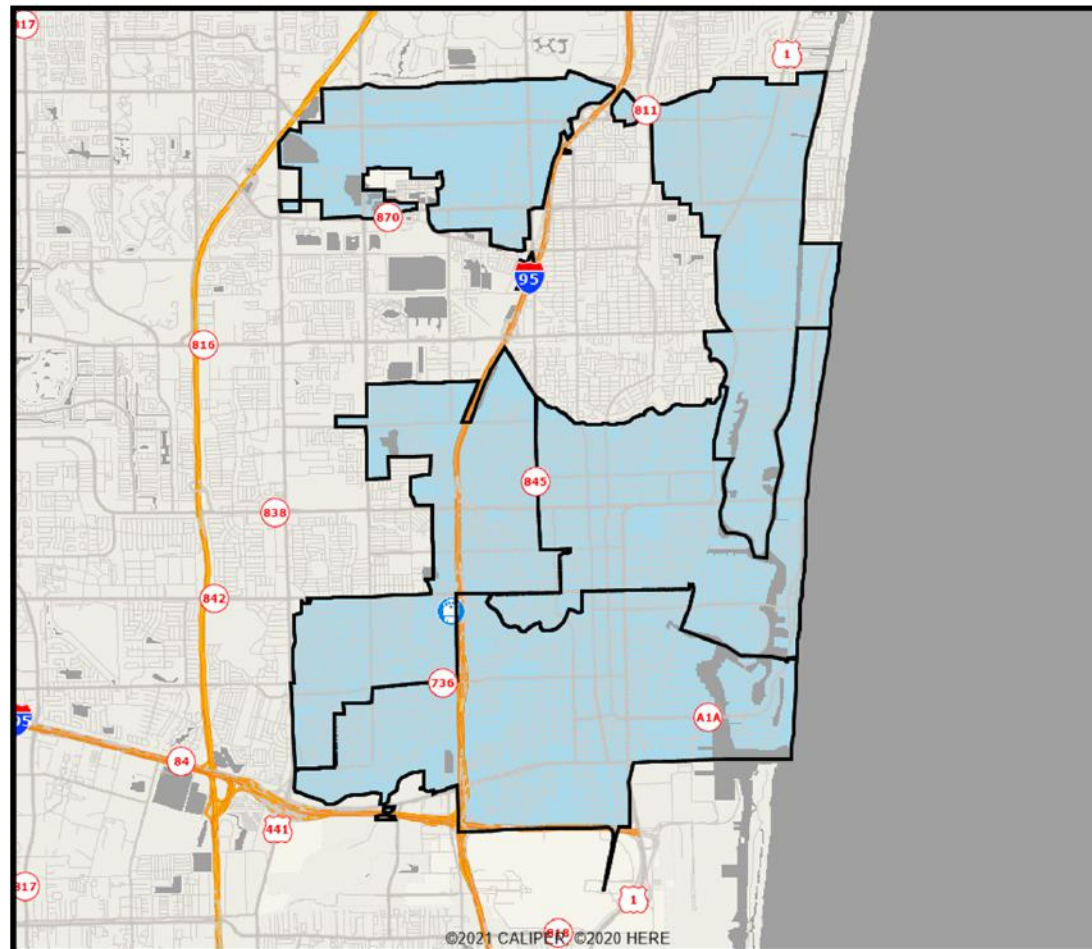
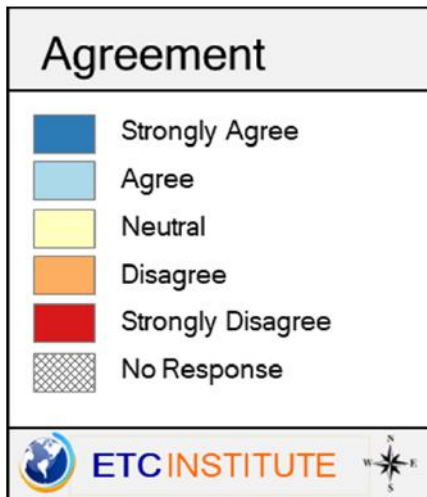
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q18-6. Level of agreement with the statement: "I have observed increased flooding"

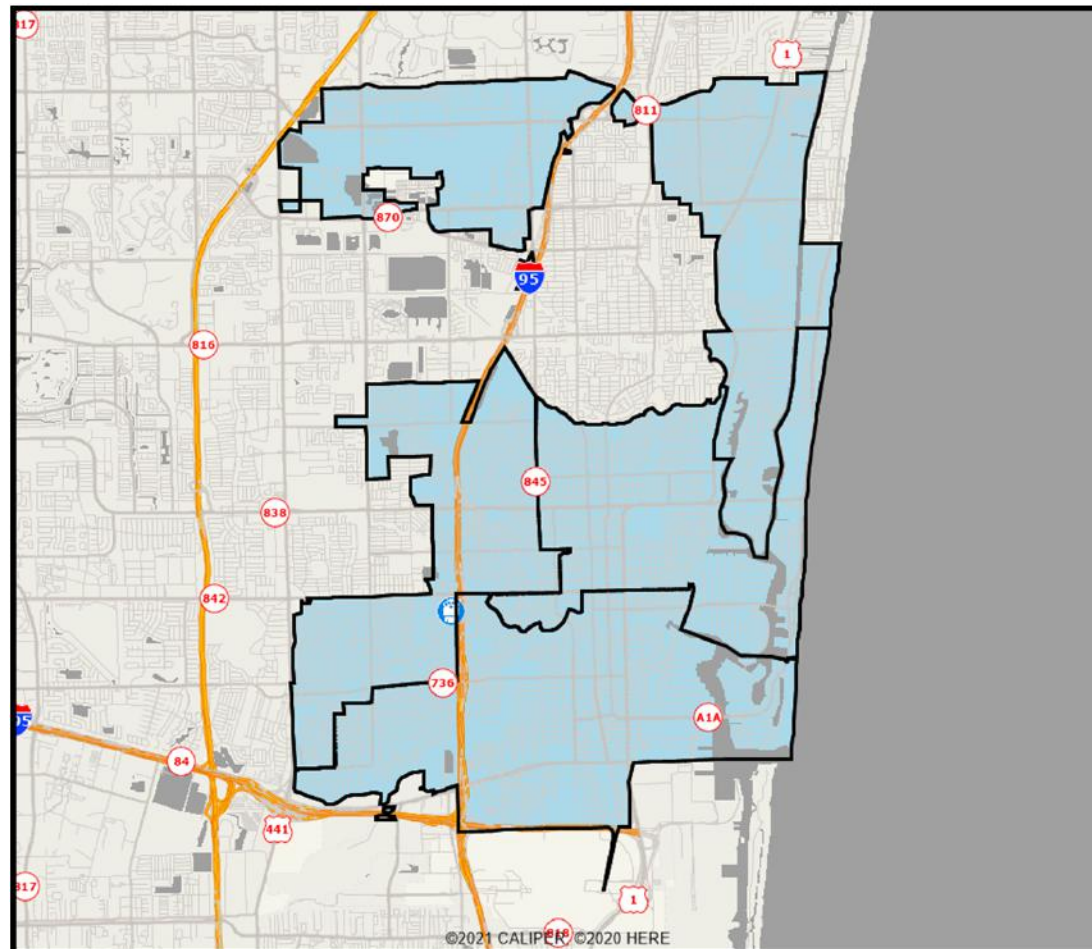
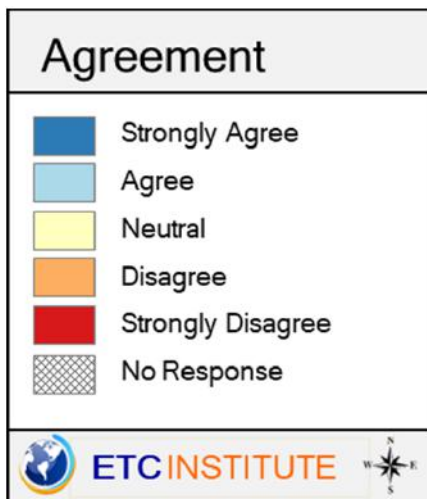
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q18-7. Level of agreement with the statement: "I have observed increased weather temperatures"

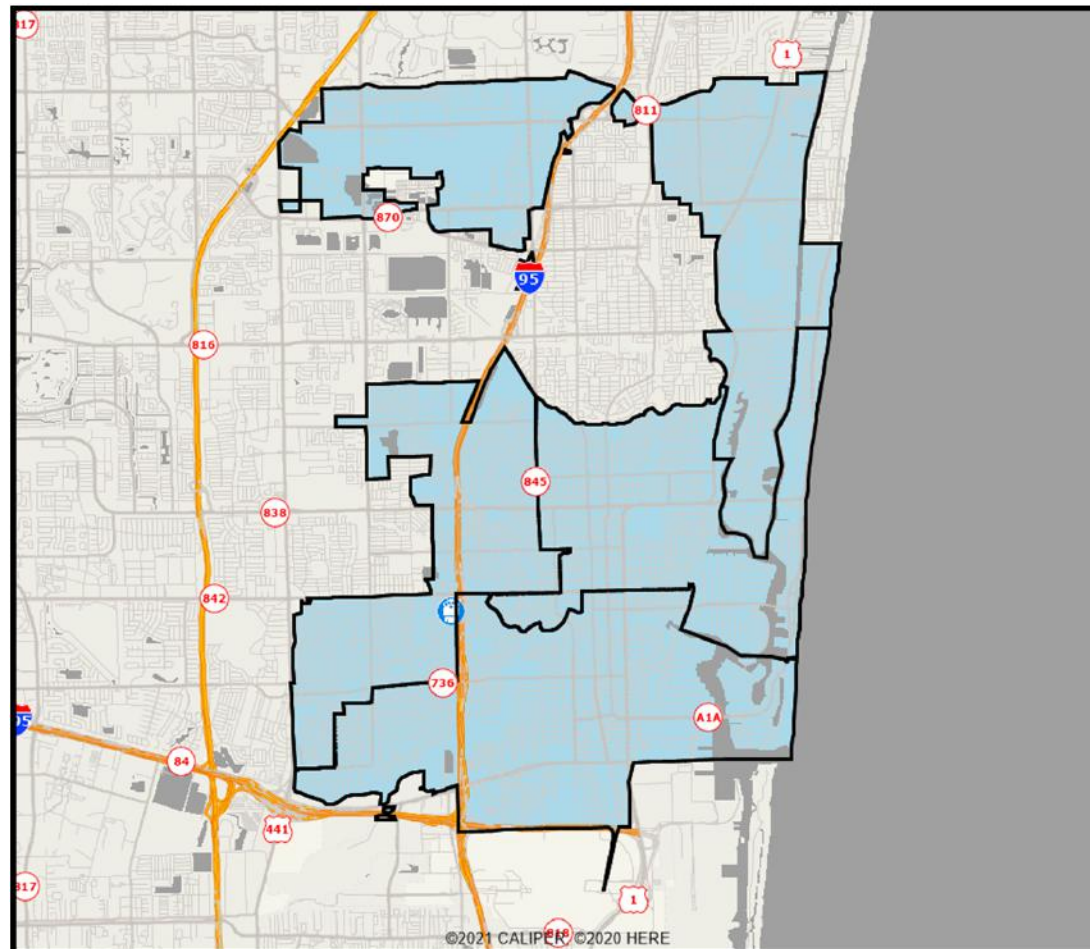
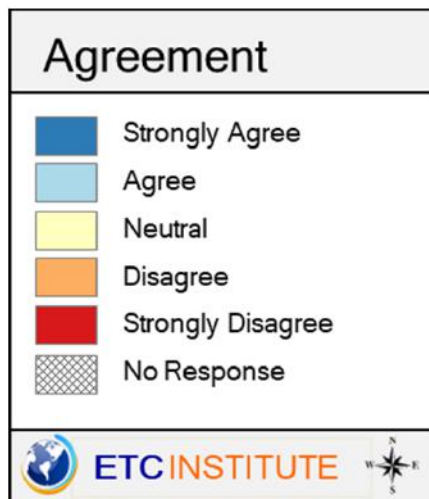
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q18-8. Level of agreement with the statement: "I have taken steps to make my house more energy efficient"

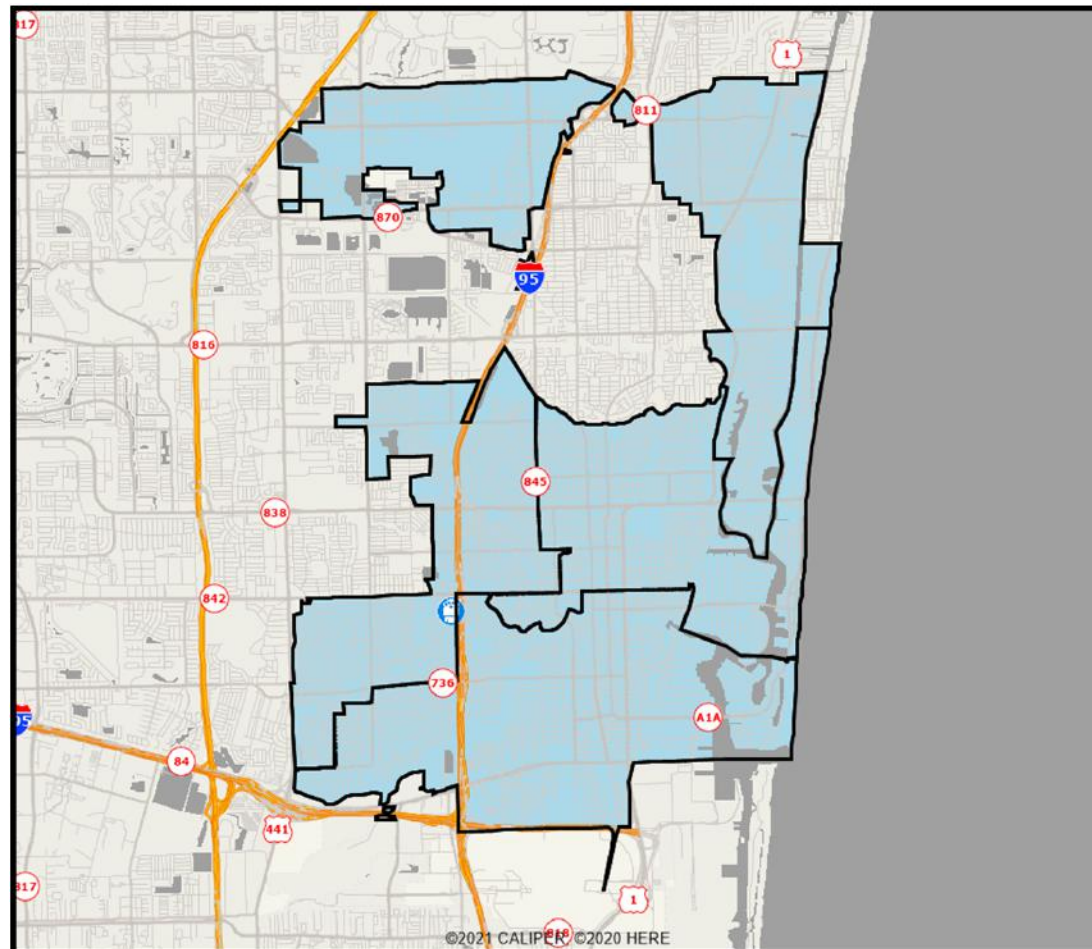
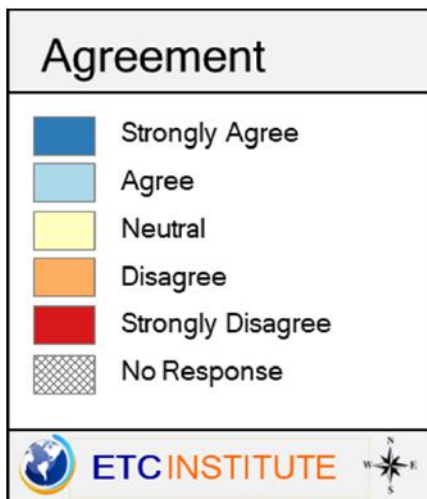
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q18-9. Level of agreement with the statement: "I have taken steps to make my house more water efficient"

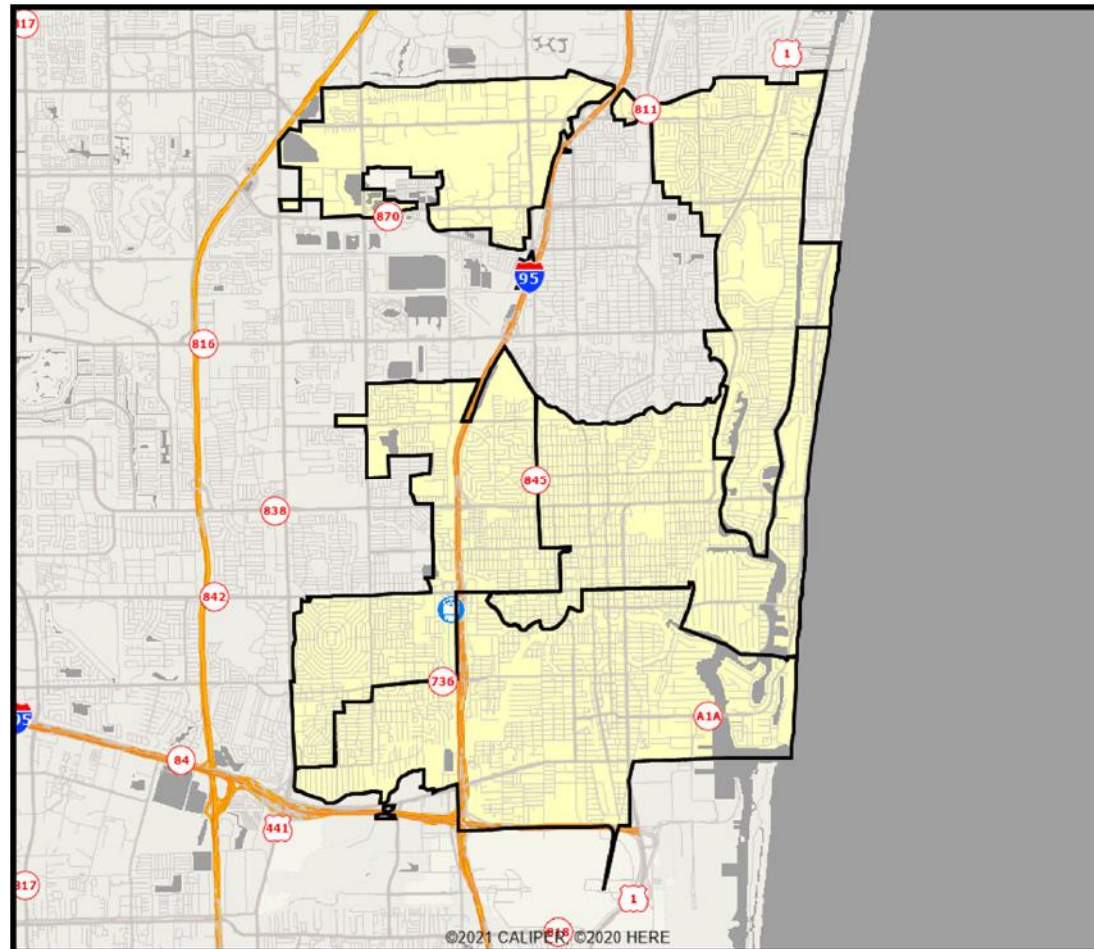
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q19-1. Level of satisfaction with the overall quality of drinking water

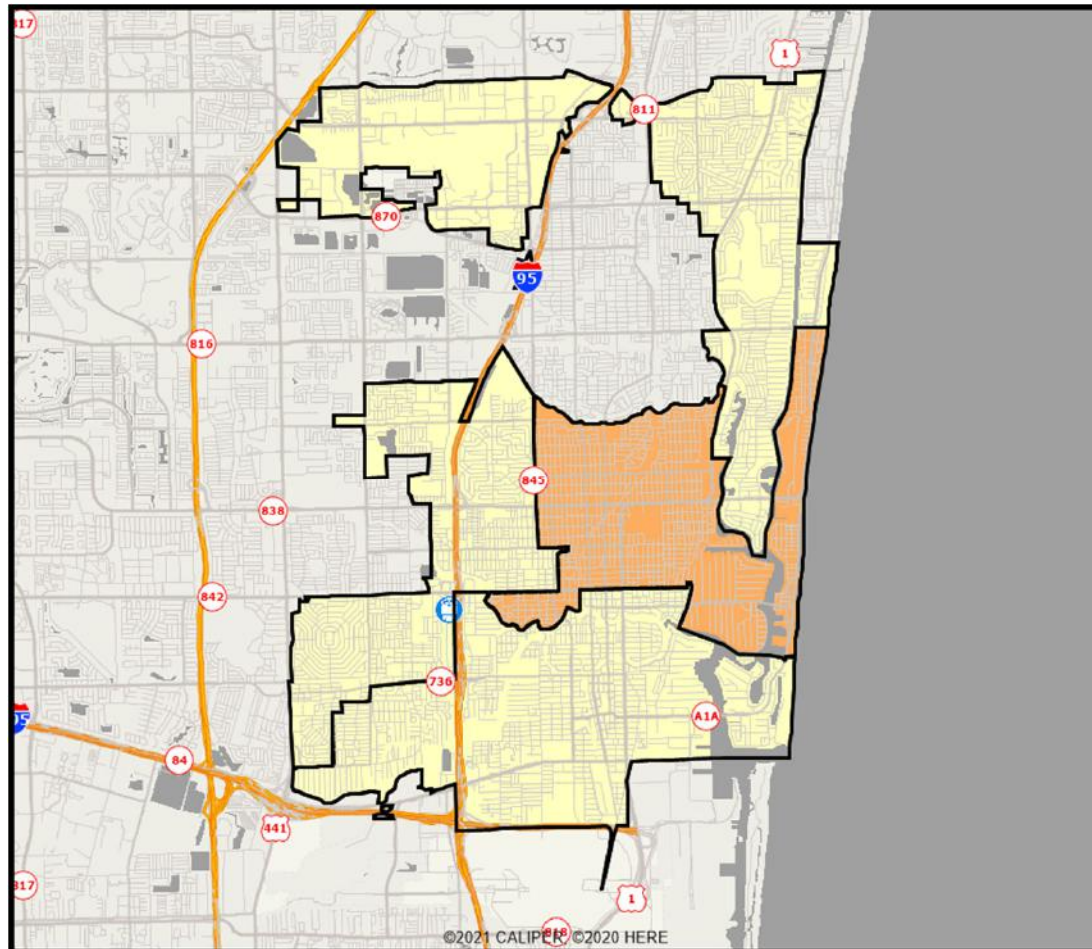
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q19-2. Level of satisfaction with the prevention of flooding

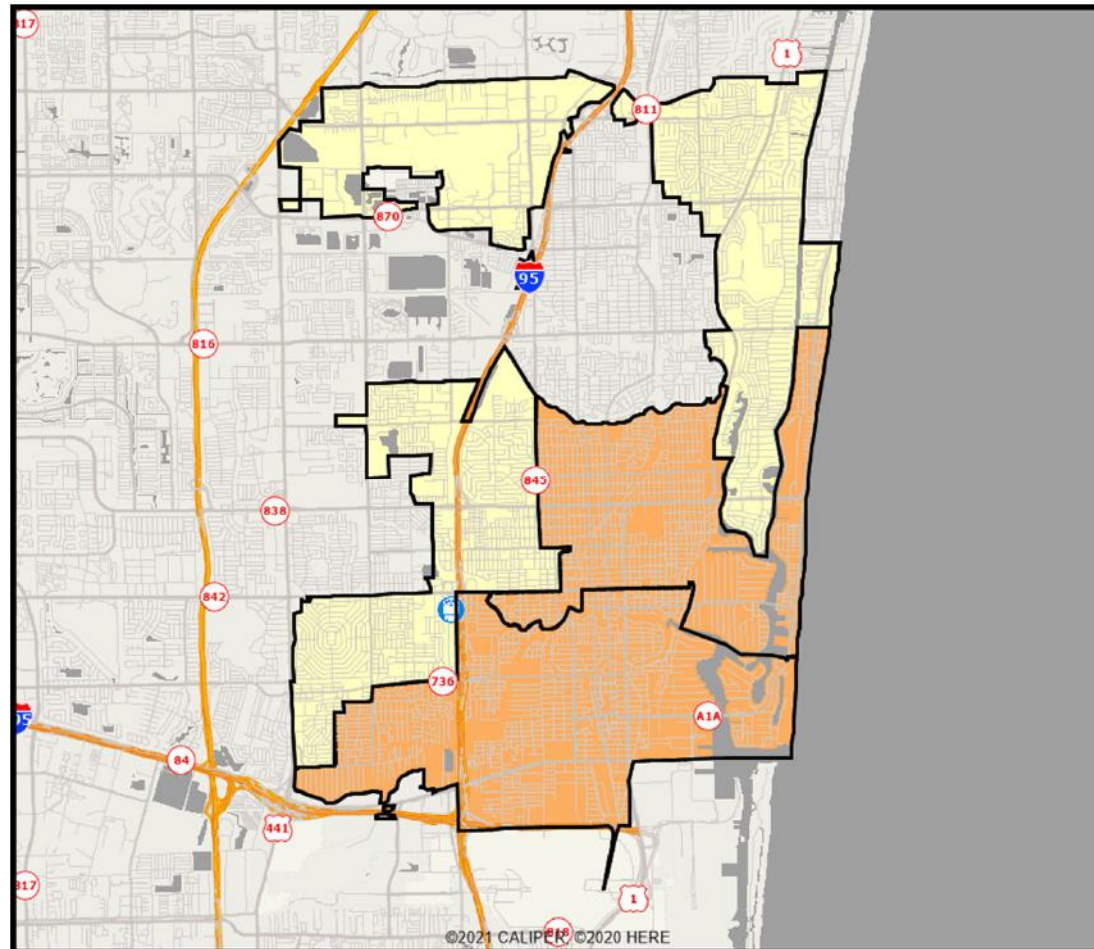
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q19-3. Level of satisfaction with the cleanliness of waterways near your home

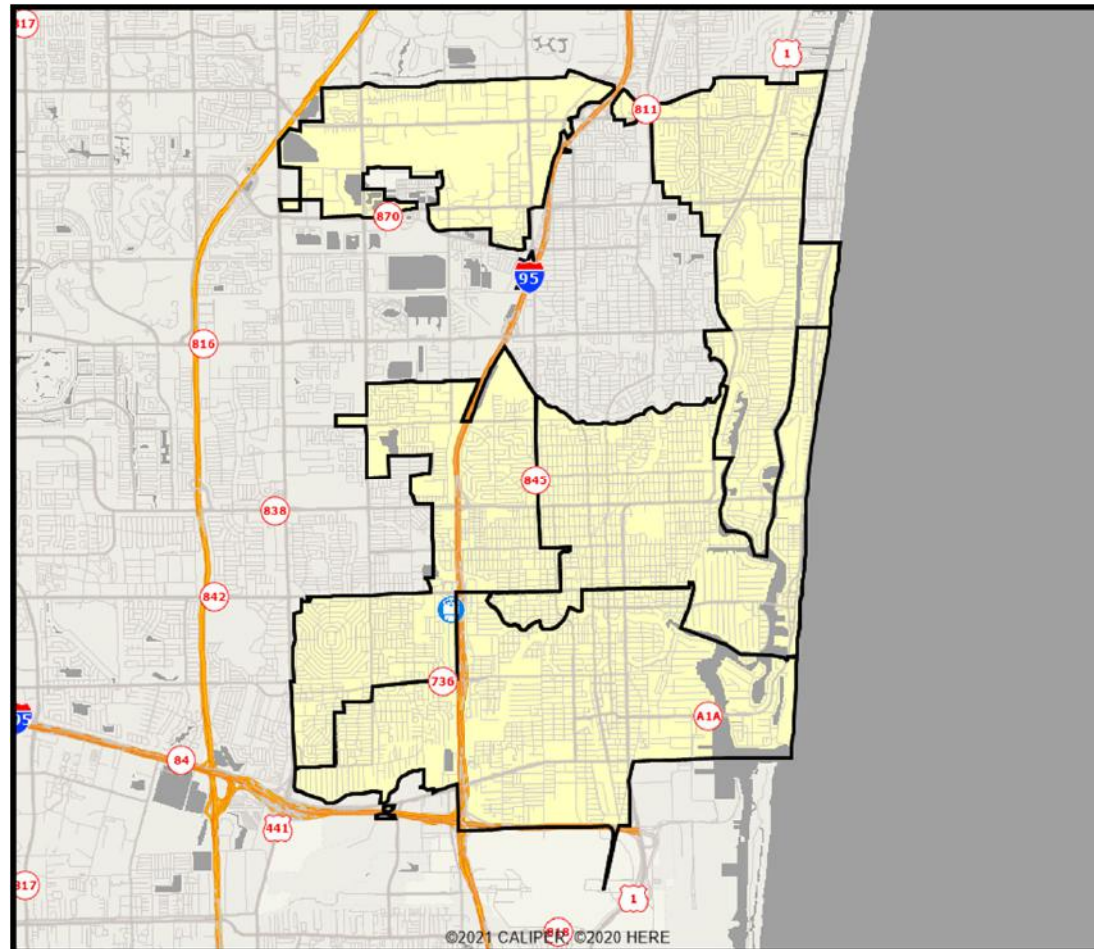
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q19-4. Level of satisfaction with the quality of sewer (wastewater) services

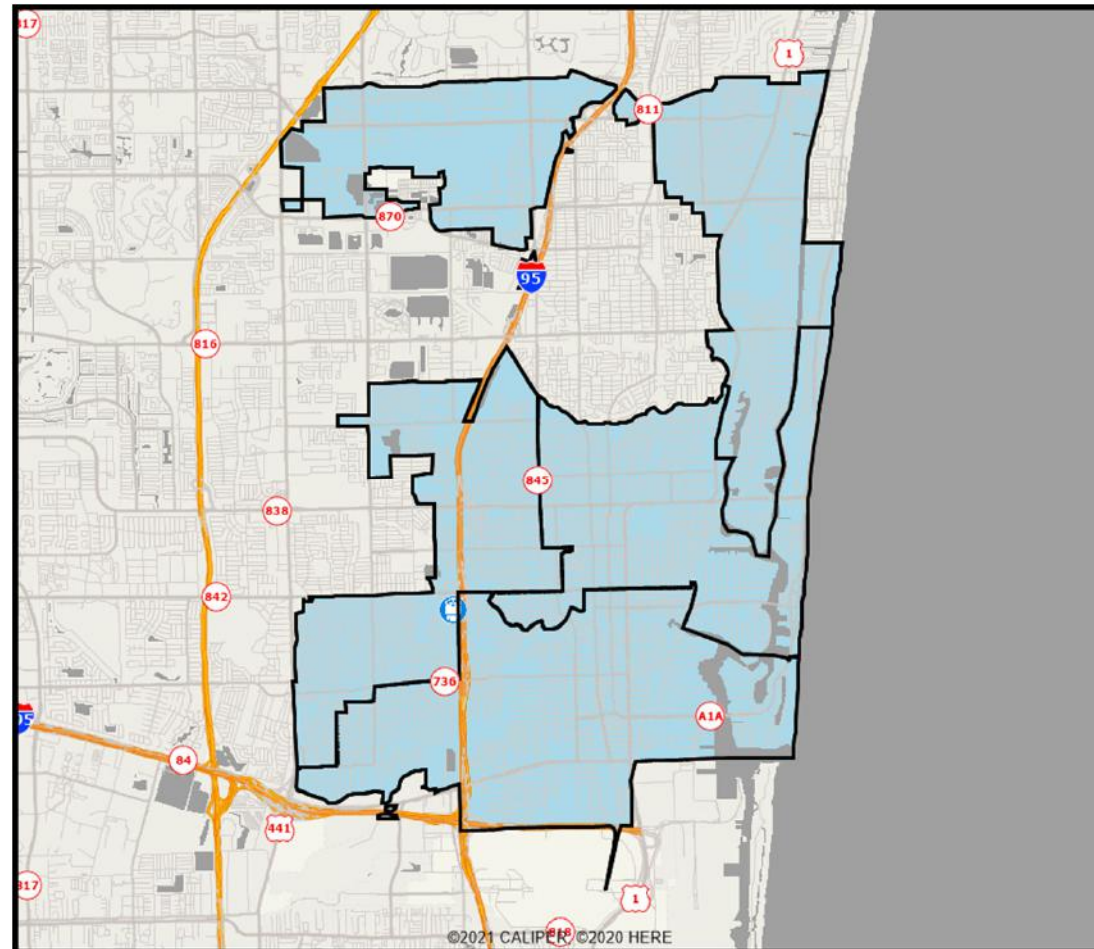
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q19-5. Level of satisfaction with the residential garbage collection

(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

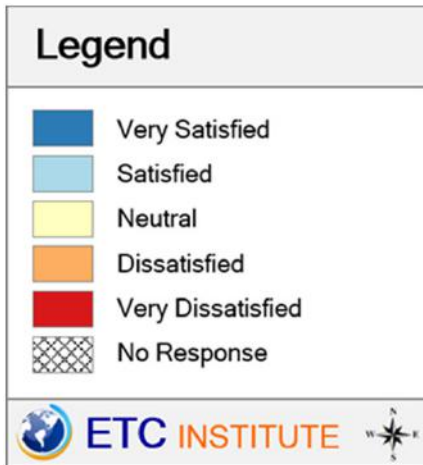
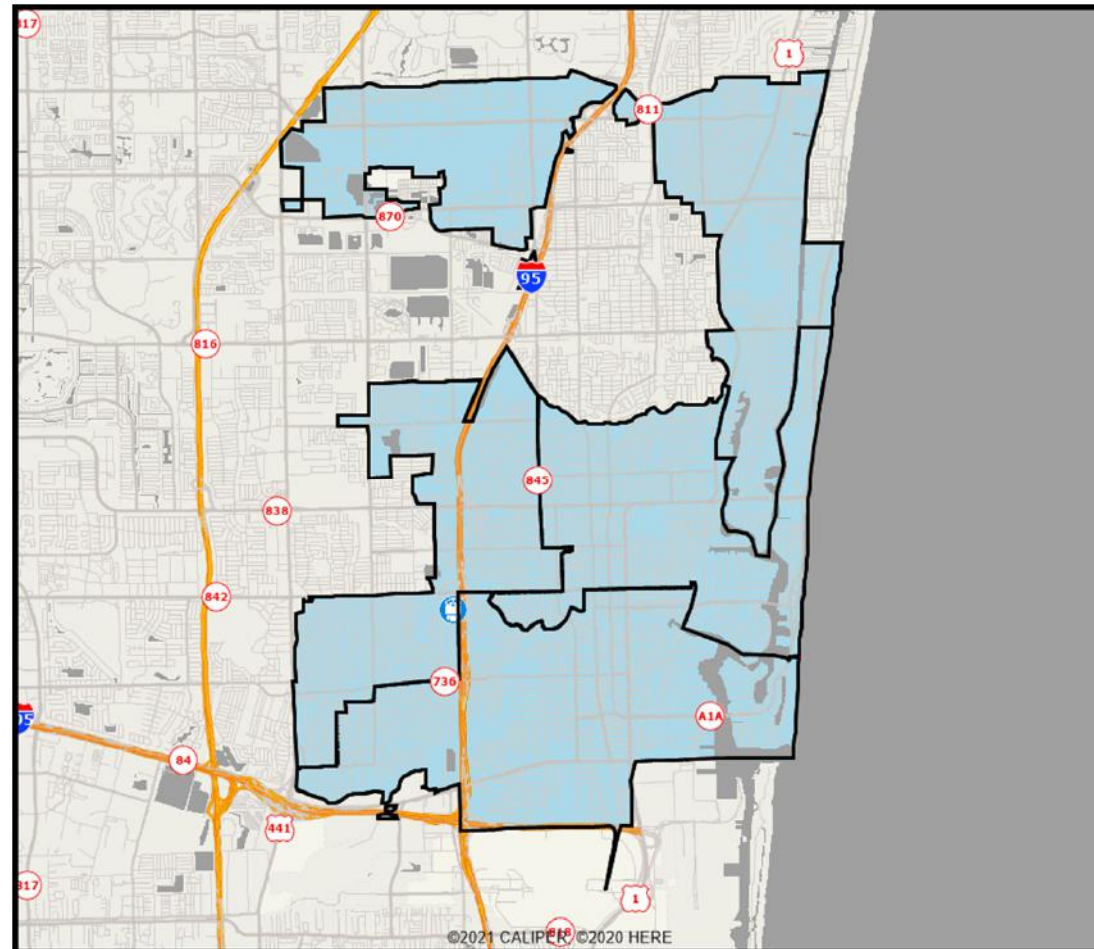
Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q19-6. Level of satisfaction with the residential bulk trash collection

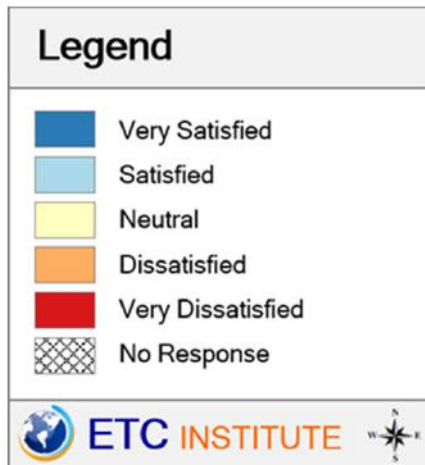
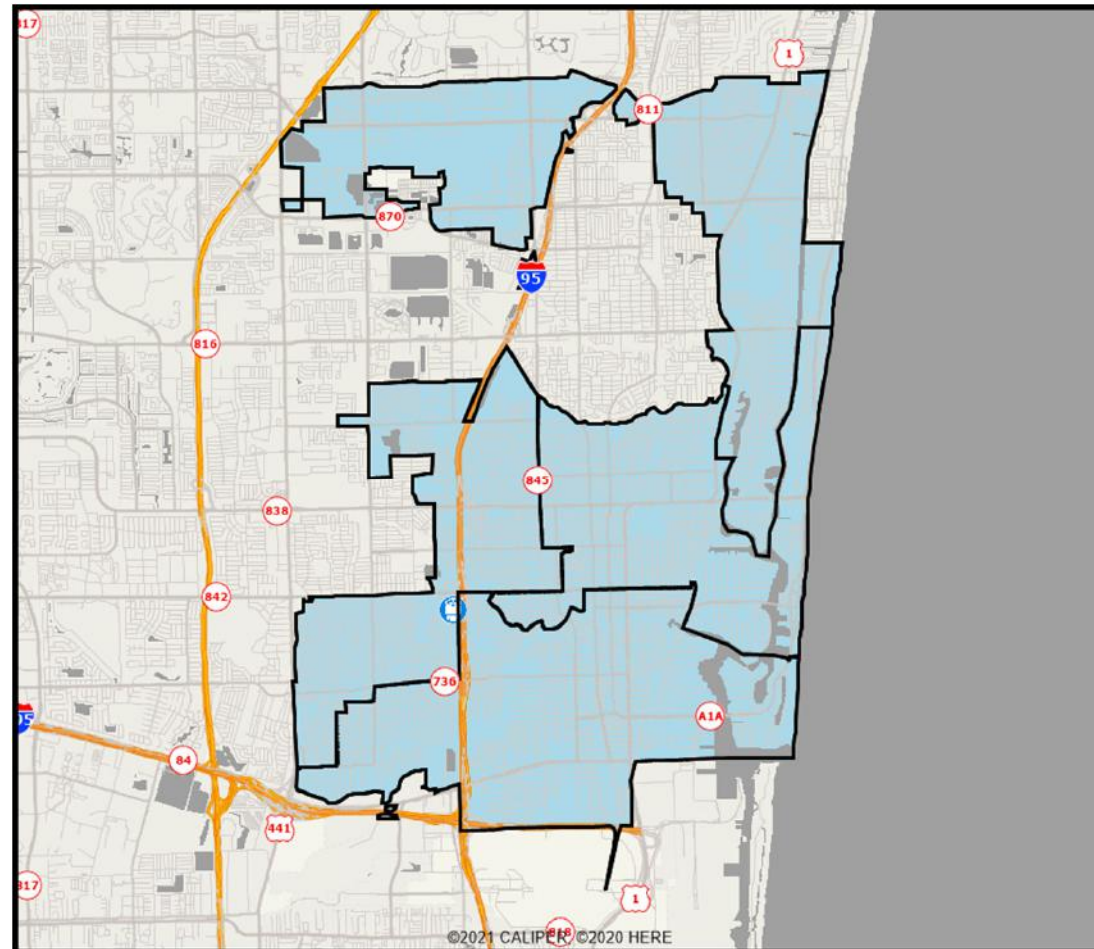
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

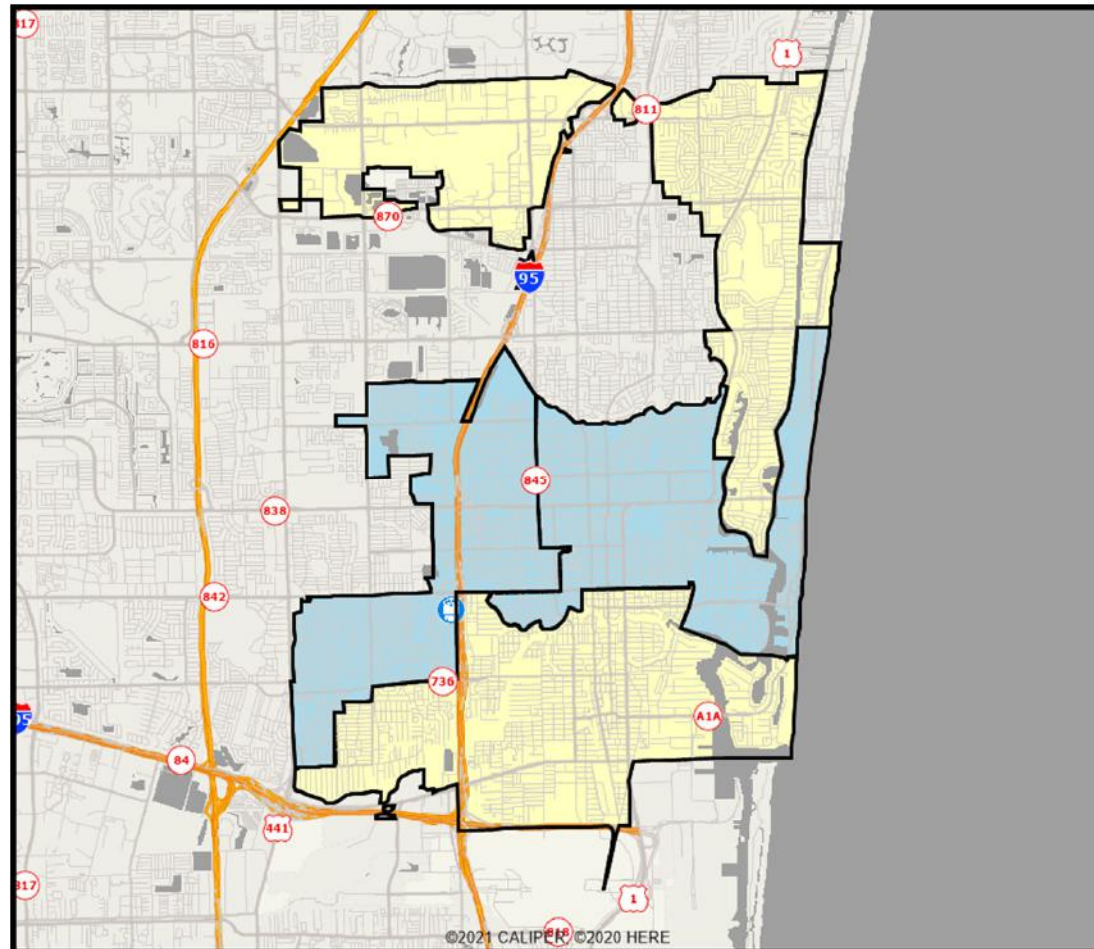
Q19-7. Level of satisfaction with the residential recycling services

(Shading Reflects the Mean Rating by City Commission Districts)



Q21-1. Level of satisfaction with the ease of access to information about City services

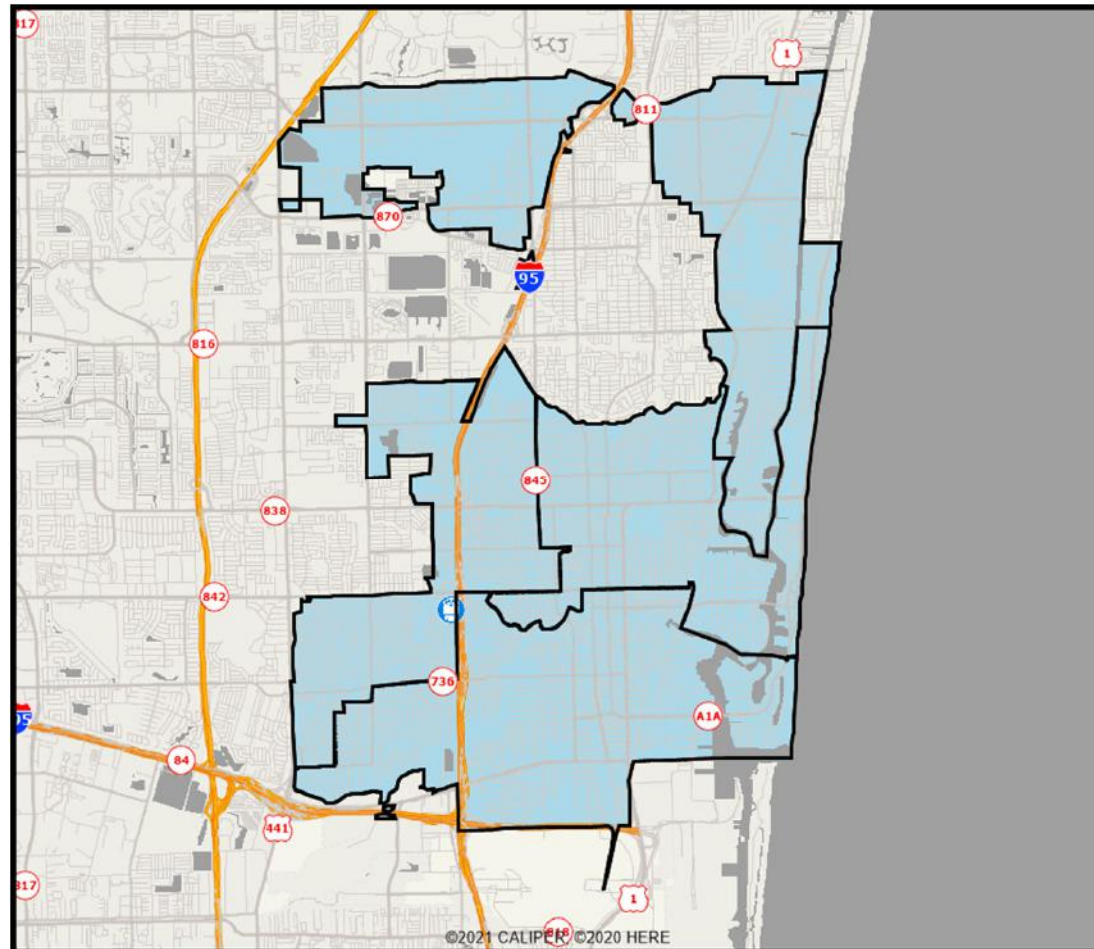
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q21-2. Level of satisfaction with the quality of the City's website: www.fortlauderdale.gov

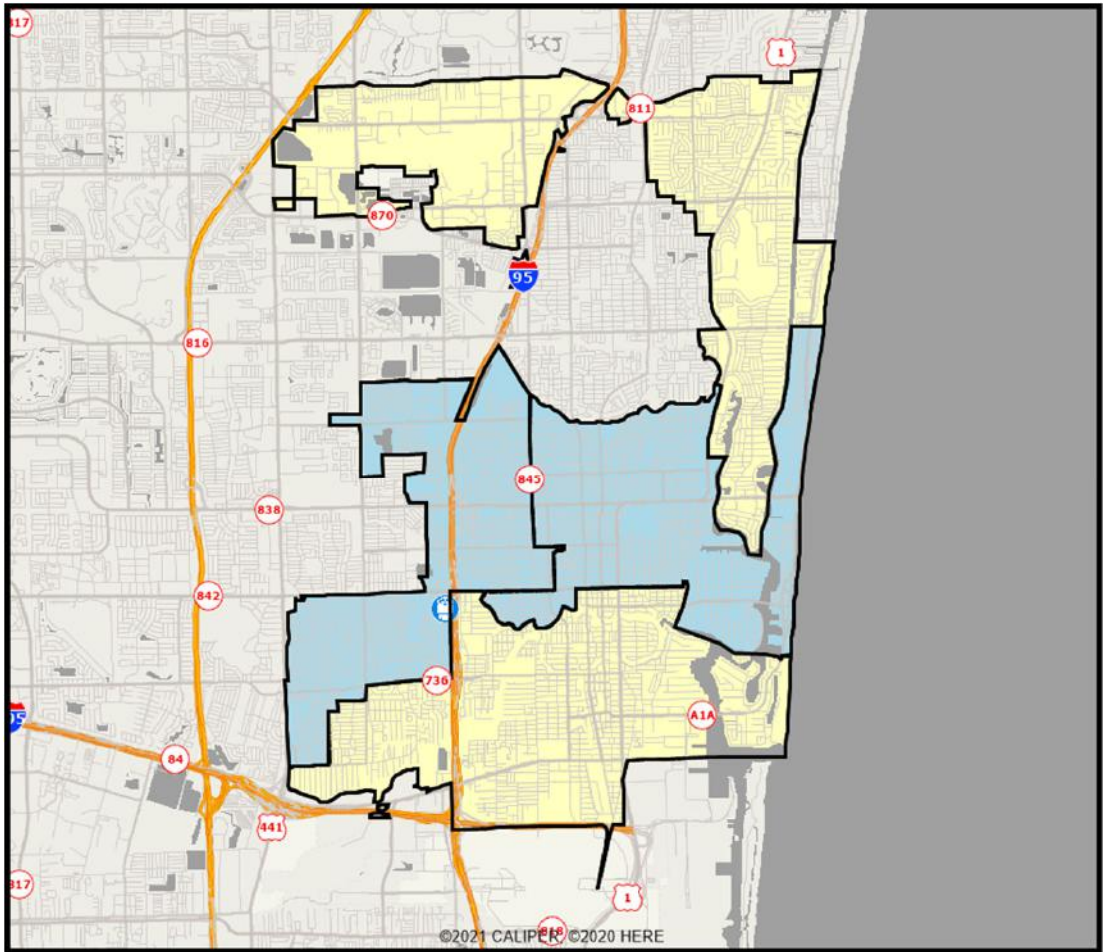
(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Q21-3. Level of satisfaction with the information provided on the City's social media platforms

(Shading Reflects the Mean Rating by City Commission Districts)



2021
City of
Fort
Lauderdale
Neighbor
Survey

Section 5: Survey Instrument



Dean J. Trantalis
Mayor

100 North Andrews Avenue
Fort Lauderdale, FL 33301
(954) 828-5314
(954) 828-5667 Fax
dtrantalis@fortlauderdale.gov
www.fortlauderdale.gov

December 2021

Dear Neighbor:

The City of Fort Lauderdale is committed to building community in partnership with each and every one of you -- our residents.

To continue to enhance programs and services, we are asking you to participate in our 9th Neighbor Survey. Your input will help to reveal where we are exceeding your expectations, as well as identify areas where improvements are needed to ensure our City moves innovatively into the future. Your input is also valuable for the implementation of our 5-year strategic plan, *Press Play Fort Lauderdale 2024*, which further outlines our government's goals and priorities.

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; alternatively, you may complete the survey online at www.FLNeighborSurvey.org. Once the survey results are compiled, a report will be presented. If you have any questions, please contact the Office of Management and Budget at (954) 828-5015.

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

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 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.



2021 City of Fort Lauderdale Neighbor Survey



The City of Fort Lauderdale is committed to building community. Your feedback on this survey will inform planning and service delivery. You may return your survey by mail or online at FLNeighborSurvey.org. If you have questions, please contact the Office of Management and Budget 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.		Excellent	Good	Neutral	Below Average	Poor	Don't Know
01.	Overall feeling of safety in the City	5	4	3	2	1	9
02.	Affordability of living in the City	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 services	5	4	3	2	1	9
03.	Overall quality of fire rescue services	5	4	3	2	1	9
04.	Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
05.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
06.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
07.	Overall maintenance of City streets, sidewalks, and infrastructure	5	4	3	2	1	9
08.	Overall maintenance of City buildings and facilities	5	4	3	2	1	9
09.	Overall flow of traffic	5	4	3	2	1	9
10.	Overall availability of online or mobile services	5	4	3	2	1	9
11.	Effectiveness of communication with the community	5	4	3	2	1	9
12.	How well the City is preparing for the future	5	4	3	2	1	9
13.	How well the City is prepared for disasters	5	4	3	2	1	9
14.	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

6. Which TWO of the Fire Rescue and Emergency items listed in Questions 5a 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.]

1st: ____ 2nd: ____

7. 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. 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
09.	In City owned parking facilities (i.e., lots and garages)	4	3	2	1	9

10. If you feel unsafe in any area in Question 9, 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 crime | ____ (09) Other: _____ |
| ____ (05) Fast vehicular traffic or congestion | |

11. 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 & 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

12. Community Planning and Development. Please rate your satisfaction with the following items.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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
13. Parks and Recreation. Please rate your satisfaction with each of the following items.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	Quality of athletic fields	5	4	3	2	1	9
03.	Availability of athletic fields	5	4	3	2	1	9
04.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
05.	Variety of parks and recreation programs	5	4	3	2	1	9
06.	Cost of parks and recreation programs and facility fees	5	4	3	2	1	9
07.	City youth recreation programs	5	4	3	2	1	9
08.	City adult recreation programs	5	4	3	2	1	9
09.	Quality of special events	5	4	3	2	1	9
10.	Ease of registering for parks and recreation programs	5	4	3	2	1	9

14. Which THREE of the Parks and Recreation items listed in Question 13 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 13.]

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

15. Transportation and Parking. 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.	Management of dockless mobility (i.e., scooters)	5	4	3	2	1	9
06.	Availability of public transit options	5	4	3	2	1	9
07.	Availability of public parking	5	4	3	2	1	9
08.	Cost of public parking	5	4	3	2	1	9
09.	Management of traffic flow/congestion on major roadways	5	4	3	2	1	9
10.	Management of traffic flow/congestion in your neighborhood	5	4	3	2	1	9
11.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
12.	Overall maintenance of street signs/pavement markings	5	4	3	2	1	9
13.	Overall cleanliness of streets	5	4	3	2	1	9
14.	Adequacy of street lighting	5	4	3	2	1	9

16. Which THREE of the transportation and mobility items listed in Question 15 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 15.]

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

17. How often do you or any member of your household use alternate transportation options, such as walking, biking, mass transit, or dockless mobility (i.e., scooters)?

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

18. 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
19. Water, Wastewater, Waterways, Flooding, Sanitation. Please rate your satisfaction with each of the following items.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of drinking water	5	4	3	2	1	9
02.	Prevention of flooding	5	4	3	2	1	9
03.	Cleanliness of waterways near your home	5	4	3	2	1	9
04.	Quality of sewer (wastewater) services	5	4	3	2	1	9
05.	Residential garbage collection	5	4	3	2	1	9
06.	Residential bulk trash collection	5	4	3	2	1	9
07.	Residential recycling services	5	4	3	2	1	9

20. Which THREE of the items listed in Question 19 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 19.]

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

21. Public Communication and Outreach. Please rate your satisfaction with each of the following items.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Ease of access to information about City services	5	4	3	2	1	9
02.	Quality of the City's website: www.fortlauderdale.gov	5	4	3	2	1	9
03.	Information provided on City social media platforms	5	4	3	2	1	9

22. 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) Radio
(Which ones? _____) |
| ____(02) Nextdoor | ____(11) Newspapers
(Which ones? _____) |
| ____(03) Twitter | ____(12) Homeowners, neighborhood, or other civic association newsletters |
| ____(04) Instagram | ____(13) Homeowners, neighborhood, or other civic association meetings |
| ____(05) Facebook | ____(14) Telephone Town Hall meeting |
| ____(06) YouTube | ____(15) Customer Service Center (954-828-8000) |
| ____(07) TV-78 | |
| ____(08) Email subscription/newsletters | |
| ____(09) Television/News
(Which ones? _____) | |

23. If you own a home in Fort Lauderdale, approximately 24% 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. 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 |

24. 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
- (2) Park improvements such as neighborhood parks
- (3) Water and sewer system improvements
- (4) Roadway pavement improvements
- (5) Bridge improvements
- (6) City facility improvements
- (7) Stormwater and drainage improvements
- (8) Seawall maintenance/replacement

25. Which of the reasons listed below most influence your decision to live in Fort Lauderdale? [Check all that apply.]

- (1) Level of taxation
- (2) Feeling of safety
- (3) Quality of public schools
- (4) Availability of transportation options
- (5) Availability of parks/open spaces
- (6) Availability of cultural amenities
- (7) Location
- (8) Employment opportunities
- (9) Other: _____

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

- (1) Yes
- (2) No [Skip to Q27.]

26a.	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 response time was reasonable	5	4	3	2	1	9
03.	I was able to get my question/concern resolved	5	4	3	2	1	9
04.	Fort Lauderdale employees are courteous/professional	5	4	3	2	1	9
05.	I was satisfied with my experience	5	4	3	2	1	9

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

- (1) Yes
- (2) No [Skip to Q28.]

27a. How would you rate your experience?

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

28. Have you ever contacted our Utility Billing Office? (1) Yes (2) No [Skip to Q29.]

28a. How would you rate your experience?

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

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

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

29a. How would you rate your experience?

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

30. 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

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

32. Do you have school age children (grades K-12) living at home? (1) Yes (2) No [Skip to Q33.]

32a. 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

32b. In what level of school are they currently enrolled?

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

33. What is your age? _____ years

34. Are you of Hispanic, Latino, or other Spanish ancestry? (1) Yes (2) No

- 35. Which of the following best describes your race?**
 ___(1) African American/Black ___(3) Asian/Hawaiian/Other Pacific Islander ___(5) Other: _____
 ___(2) American Indian/Alaska Native ___(4) White
- 36. What is the primary language spoken in your home?**
 ___(1) Spanish ___(2) English ___(3) Creole ___(4) French ___(5) Portuguese ___(6) Other: _____
- 37. Which of the following best describes your current, primary place of employment?**
 ___(1) Employed outside the home [Answer Q37a.] ___(3) Student ___(5) Not currently employed
 ___(2) Work from home ___(4) Retired
- 37a. 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
- 38. Would you say your total household income is...**
 ___(1) Under \$30,000 ___(3) \$60,000-\$89,999 ___(5) \$120,000 or more
 ___(2) \$30,000-\$59,999 ___(4) \$90,000-\$119,999
- 39. Where do you plan to be living in the next 2-5 years?**
 ___(1) Fort Lauderdale ___(4) Other: _____
 ___(2) Another city in Broward County ___(9) Don't know
 ___(3) Another city outside Broward County in southern Florida
- 40. Your gender:** ___(1) Male ___(2) Female ___(3) Prefer to self-describe: _____
- 41. Do you own or rent your current residence?** ___(1) Own ___(2) Rent
- 42. Is your residence in Fort Lauderdale your primary or secondary residence?**
 ___(1) Primary (live in Fort Lauderdale year-round) ___(2) Secondary (only live in Fort Lauderdale part of the year)
- 43. In what type of residence do you live?**
 ___(1) Single family home ___(3) Multi-family complex
 ___(2) Townhome/Condominium ___(4) Other: _____

44. Please answer the following questions by circling "Yes" or "No."

01.	Have any members of your household used the Fort Lauderdale Fire Rescue service in the last year?	Yes	No
02.	Have you requested assistance from the Police Department in 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.	Do any members of your household follow the City on social media (Nextdoor, Facebook, Instagram, Twitter, YouTube)?	Yes	No
13.	Have you ever ridden the City's free Community Shuttle?	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