



Memorandum

Memorandum No: 25-070

TO: Honorable Mayor and Members of the Fort Lauderdale City Commission

FROM: Rickelle Williams, City Manager *RW*

DATE: June 20, 2025

SUBJECT: Mid-Year 2025 Neighbor Survey Results and Ongoing Efforts

The purpose of this memo is to share the mid-year findings of the 2025 Neighbor Survey.

Each year the City of Fort Lauderdale (City) conducts a Neighbor Survey to understand satisfaction and sentiment with a variety of City services. Zencity has administered the survey on behalf of the City since 2023 and ensures results are statistically valid and representative of the City of Fort Lauderdale – both demographically and geographically.

The web-based Neighbor Survey was conducted from January through March 2025, gathering input from 631 verified neighbors who were recruited through targeted digital advertisements via social media, mobile applications, and websites. Participation was limited to adults who provided a valid local zip code and demographic information.

I am pleased to report that this cycle's results have shown progress toward many of the City Commission's priorities. Most notably, survey results indicate that neighbors feel increasingly positive about the City's efforts to create a sense of overall safety, address homelessness, and maintain City infrastructure. The following sections of this memorandum identify the most notable progression in survey results observed against the results of the previous survey cycle (July through September 2024). A full copy of the survey report is attached (Attachment 1).

Public Safety

As compared to survey results from July through September 2024, this survey cycle observed a 15% increase in the number of respondents that rated their sense of overall safety in Fort Lauderdale positively to 44%; this is a credit to current initiatives by both the Police and Fire Rescue Departments. As a follow up to this question, the survey asked those who responded negatively to articulate the most important actions the City can take to improve their sense of overall safety. The top three (3) actions include putting more police officers on patrol, developing or improving crime prevention initiatives, and reducing homelessness.

Homelessness Response

In the July through September 2024 survey cycle, only 10% of respondents positively rated the City's efforts to address homelessness. The most current survey cycle demonstrated improvement with 21% of respondents reporting positively about the City's efforts. This mid-year survey result represents the highest levels of satisfaction and lowest levels of dissatisfaction in the City's efforts to address homelessness since April 2023. The survey also gives those who responded negatively the opportunity to identify the most important actions the City can take to address homelessness. The top three (3) actions identified include creating more affordable housing for low-income households, providing more shelter beds such as "pallet" shelters or repurposing a hotel, and expanding partnerships with nonprofits and houses of worship.

Infrastructure and Resilience

There have been improvements in respondents' satisfaction levels related to the City's maintenance of infrastructure and resilience to flooding. Positive responses related to the City's ability to maintain City streets, sidewalks, and infrastructure have increased by 12% to 42%. Since the first survey administered after the historic floods of April 2023 (April – May 2023 cycle), neighbor satisfaction with the City's ability to prevent and respond to flooding has increased from 20% to 25%. Additionally, respondents are increasingly satisfied with the reliability and quality of their drinking water as the survey reported a 10% increase in the number of positive responses to 37%.

Public Spaces, Community Initiatives, and Bolstering a Thriving Community

The City Commission remains committed to creating a thriving community through the provision of quality public spaces and events for all neighbors in the City, and the survey results reflect satisfaction with that commitment. For both the availability of a variety of art and cultural events and the quality of parks and recreational amenities, 64% of respondents rated the City positively. Compared to benchmarks, Fort Lauderdale rates 14% higher than national scores and 7% higher than the City's comparative cohort (cities that are statistically comparable based upon geography and demographics) for the availability of a variety of art and cultural events. Fort Lauderdale is also performing on par with its national and cohort benchmark for the quality of parks and recreational amenities. For those that rated the quality of parks and recreational amenities negatively, the top three (3) actions identified for improvement include enhancing current parks, walking/biking trails, and paths; improving restroom maintenance and cleanliness; and enhancing safety with improved security and accessibility measures such as lighting, cameras, or increased patrols.

Additionally, 48% of respondents reported positively for access to quality education, which represents a 16% increase as compared to the previous cycle and the highest levels recorded since 2023.

Continued Survey Efforts

The City will continue its survey efforts with a second cycle of the Neighbor Survey during the period of July 1, 2025 through September 30, 2025. The upcoming cycle of the Neighbor Survey will follow the same methodology as previously described in this memorandum but will add a question to better understand the community's preferences for receiving City news and information. The complete survey instrument is attached (Attachment 2).

The City will also utilize Zencity to administer a business survey during the period of June through September 2025. The intent of the Business Survey is to gather feedback on existing economic development programs and initiatives and the perception of the City as a place to do business. Businesses will be invited to participate in the survey through the business tax application process and a Citywide email campaign. Additionally, staff will promote the survey at targeted meetings with groups such as the Economic Development Advisory Board, Greater Fort Lauderdale Chamber of Commerce, and Broward Workshop. The complete survey instrument is attached (Attachment 3).

Should you have any feedback on the survey results or the upcoming survey instruments, please contact Yvette Matthews, Acting Director of the Office of Management and Budget, at ymatthews@fortlauderdale.gov or (954) 828-6103.

Attachments:

1. January – March 2025 Neighbor Survey Report
2. July – September 2025 Neighbor Survey Instrument
3. 2025 Business Survey Instrument

c: D'Wayne M. Spence, Interim City Attorney
David R. Soloman, City Clerk
Patrick Reilly, City Auditor
City Manager's Office
Department Directors



Fort Lauderdale, FL

Community Survey

January - March 2025



Survey Methodology

The current cycle of the web-based Community Survey collected survey data between January - March 2025. Respondents were digitally recruited (e.g., over social media, mobile apps, websites, and survey panels). These ads are targeted to residents, and responses are only included in the data when a local valid zipcode is provided.

Respondents who self-reported being under 18, who declined to provide any demographic information, or those who provided an invalid zipcode are excluded from the results.

631 valid respondents participated in the web-based Community Survey during this cycle.

Representation

Zencity ensures broad demographic representation in several ways:

Before data collection, Zencity employs national statistical data to establish response targets. These targets are defined based on race/ethnicity, age, and gender.

During data collection, we track the demographic composition of the survey responses in real time, comparing them to the predetermined targets. We fine-tune our distribution and advertising strategies as needed to target all demographic groups.

After data collection, Zencity employs an industry-standard statistical technique called rake weighting. This assigns a unique weight to each respondent based on their demographic characteristics. This method ensures that the distribution of these characteristics in the final weighted sample aligns with the community's overall demographics.

Zencity Community Survey

January - March 2025

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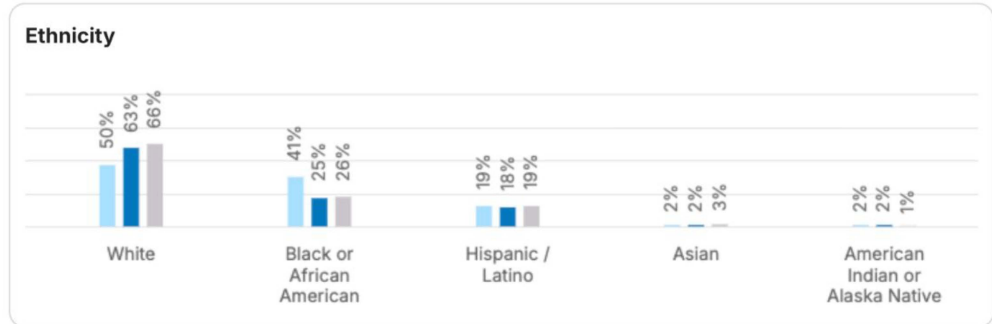
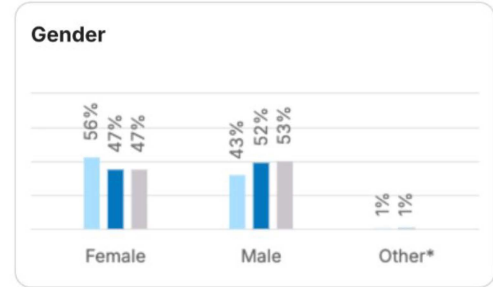
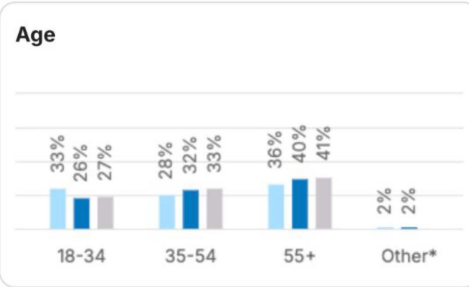
Sample Composition

631 valid respondents

Key

- **Unweighted demographics** - What we collected, without adjustments
- **Weighted demographics** - Our sample, adjusted to be representative of the population
- **Population demographics** - The demographics of the 18+ population

* The "Other" category includes missing data, people who selected "prefer not to say", and other groups not defined in the census.



Overall Quality of Life

Residents' quality of life is a key metric for local government leaders. Here, we present how Fort Lauderdale residents are feeling about their quality of life, looking at how this changes by demographic group and geography.

We will show the percent of valid respondents who reported either a 4 or a 5 on the 1-5 scale, weighted by age, gender, and race/ethnicity (see page 3 for details).

Scores will be shown only for groups (e.g., for a geographic area or for a demographic group) with at least 30 responses. For groups between 30 and 49 respondents, we highlight the small sample size using an (!). Use these scores with caution.

Zencity Community Survey

January - March 2025

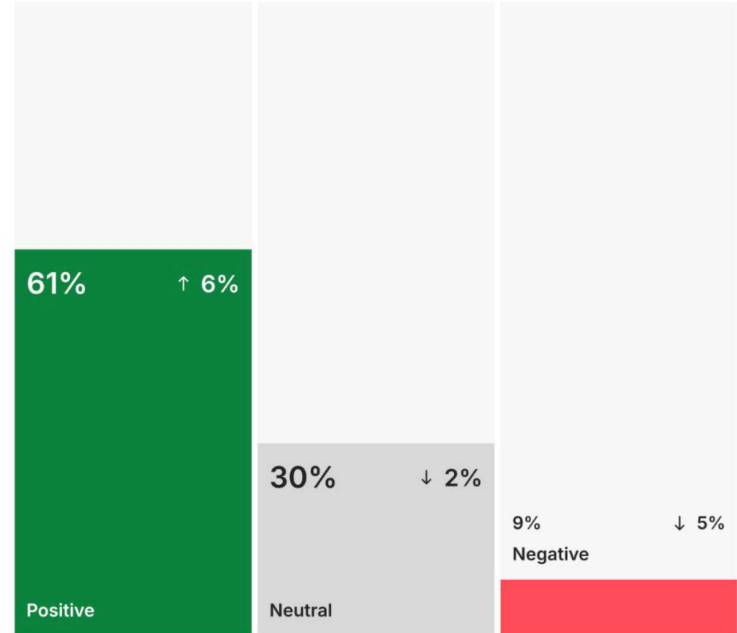
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How is the overall quality of life in Fort Lauderdale?

61%

of 631 surveyed residents are satisfied with the overall quality of life in Fort Lauderdale

↑ 6% vs. previous cycle



Zencity Community Survey

January - March 2025

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How is the overall quality of life in Fort Lauderdale?

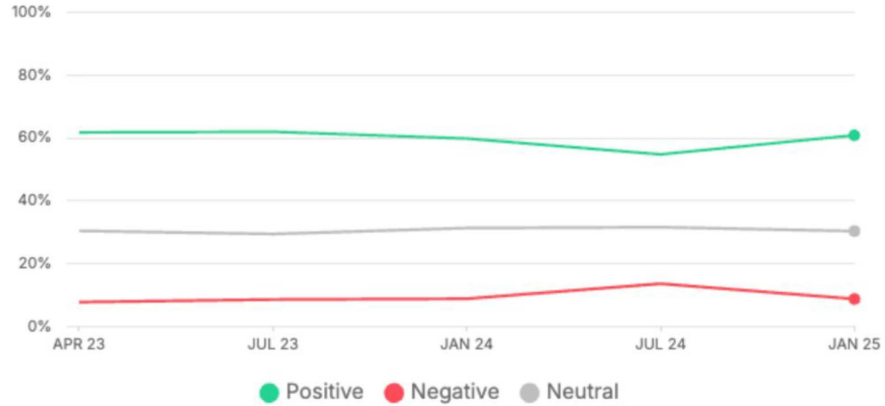
61% ↑ 6%

Neutral

30% • ↓ 2%

Negative

9% • ↓ 5%

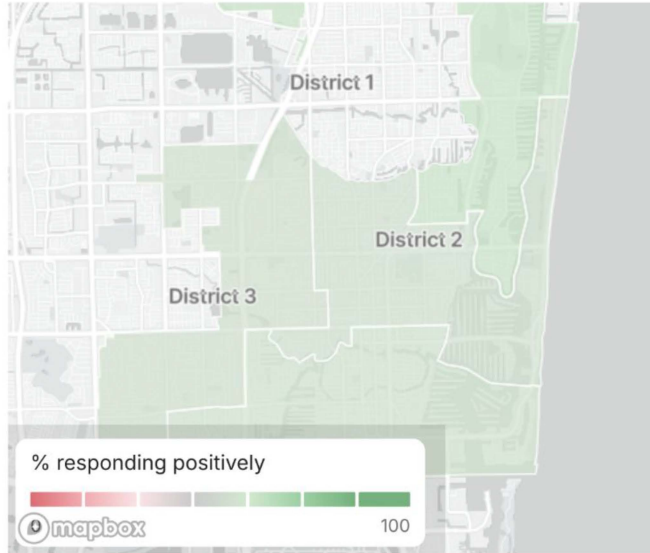






Zencity Community Survey

January - March 2025

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How is the overall quality of life in Fort Lauderdale? | **Geographic Breakdown**



| Area | Resident Satisfaction |
|------------|--|
| District 1 | 63% • ↑ 2%  |
| District 2 | 57% • ↑ 5%  |
| District 3 | 57% • ↑ 8%  |
| District 4 | 59% • ↑ 6%  |

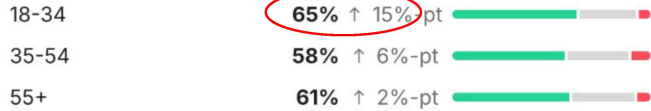
Zencity Community Survey

January - March 2025

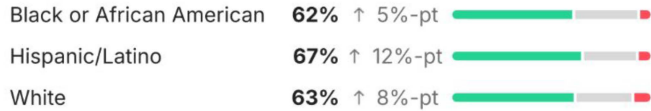
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How is the overall quality of life in Fort Lauderdale? | Demographic Breakdown

AGE



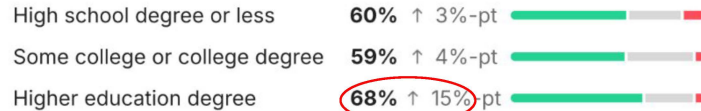
ETHNICITY



GENDER



EDUCATION



INCOME



Zencity Community Survey

January - March 2025

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Other measures of satisfaction with life in Fort Lauderdale

How likely are you to recommend Fort Lauderdale as a place to live?

51% ↑ 5%

Neutral

28% · --

Negative

21% · ↓ 5%

How likely are you to be living in Fort Lauderdale 5 years from now?

55% ↑ 4%

Neutral

19% · ↓ 1%

Negative

26% · ↓ 3%

Community Characteristics

Respondents were asked to rate how satisfied they were with a range of community characteristics on a scale from 1 (Poor) to 5 (Excellent).

Zencity Community Survey

January - March 2025

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| COMMUNITY CHARACTERISTIC | SATISFACTION SCORE | | | CHANGE | | KEY |
|--|--------------------|-----|-----|--------|-------|-----|
| Quality of parks and recreational amenities | 64% | 23% | 13% | ↑ 10% | ↓ 3% | |
| Availability of a variety of art and cultural events | 64% | 26% | 9% | ↑ 7% | ↓ 5% | |
| Acceptance of residents of all backgrounds | 59% | 25% | 16% | ↑ 2% | ↑ 1% | |
| Quality of waste and recycling services | 51% | 29% | 20% | ↑ 10% | ↓ 4% | |
| Access to quality education | 48% | 34% | 18% | ↑ 16% | ↓ 14% | |
| Overall quality of services provided by Fort Lauderdale | 46% | 34% | 20% | ↑ 9% | ↓ 7% | |
| Overall cleanliness and maintenance | 46% | 36% | 19% | ↑ 10% | ↓ 8% | |
| Quality of customer service provided by City employees | 45% | 35% | 20% | ↑ 8% | ↓ 8% | |

Items of significance are highlighted in gray.

Zencity Community Survey

January - March 2025

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| COMMUNITY CHARACTERISTIC | SATISFACTION SCORE | | | CHANGE | | KEY |
|--|--------------------|-----|-----|--------|-------|-----|
| Sense of overall safety | 44% | 35% | 22% | ↑ 15% | ↓ 10% | |
| Ease of getting around by public transportation | 43% | 26% | 31% | ↑ 17% | ↓ 16% | |
| Maintenance of City streets, sidewalks, and infrastructure | 42% | 29% | 29% | ↑ 12% | ↓ 10% | |
| Sense of community among residents | 41% | 31% | 27% | ↑ 8% | ↓ 2% | |
| Ability for residents to give input to the City of Fort Lauderdale | 40% | 34% | 27% | ↑ 10% | ↓ 7% | |
| Availability of jobs that pay a living wage | 27% | 30% | 42% | ↑ 10% | ↓ 10% | |
| Efforts to address homelessness | 21% | 25% | 54% | ↑ 11% | ↓ 15% | |
| Availability of affordable housing | 21% | 23% | 56% | ↑ 11% | ↓ 17% | |

Zencity Community Survey

January - March 2025

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Change Matrix Highlights

The Change Matrix showcases the questions with the largest changes from the previous cycle, highlighting the demographic groups and geographic areas contributing to these shifts.

| Top Questions | Overall Score | Total Change | Ethnicity | Gender | Age | Geographic Area |
|---|---------------|--------------|-----------------|--------|--------|-----------------|
| Ease of getting around by public transportation | 43% | ↑ +17% | Hispanic/Latino | Female | 35-54 | District 1 |
| | | | ↑ +20% | ↑ +20% | ↑ +28% | ↑ +23% |
| Access to quality education | 48% | ↑ +16% | Hispanic/Latino | Female | 18-34 | District 1 |
| | | | ↑ +27% | ↑ +18% | ↑ +23% | ↑ +20% |
| Sense of overall safety | 44% | ↑ +15% | Hispanic/Latino | Male | 18-34 | District 2 |
| | | | ↑ +18% | ↑ +18% | ↑ +23% | ↑ +24% |

Focus Areas

The next pages highlight community characteristics of interest and provide insights into these characteristics, along with breakdowns by relevant groups for further analysis.

These insights are designed to support targeted strategic planning and deeper analysis. Where applicable, follow-up questions were included, focusing on responses that highlighted challenges (e.g., low ratings).

Follow-up questions in Zencity surveys gather detailed feedback, clarify responses, or provide context triggered by prior answers to help address issues or improve services.

Zencity Community Survey

January - March 2025

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Efforts to address homelessness

21% ↑ 11%

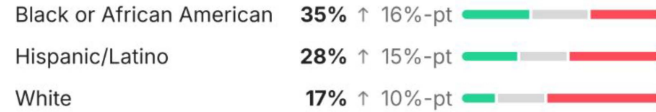
Neutral
25% • ↑ 4%

Negative
54% • ↓ 15%

AGE



ETHNICITY



GENDER

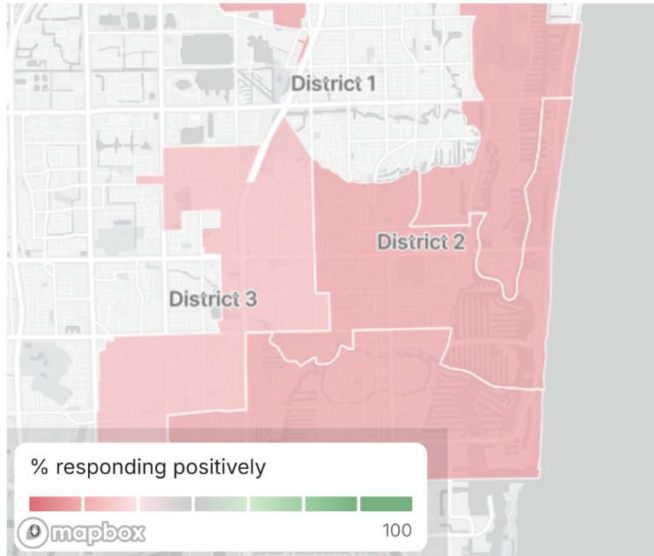


Zencity Community Survey

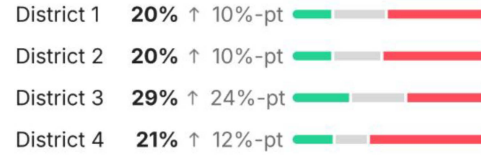
January - March 2025

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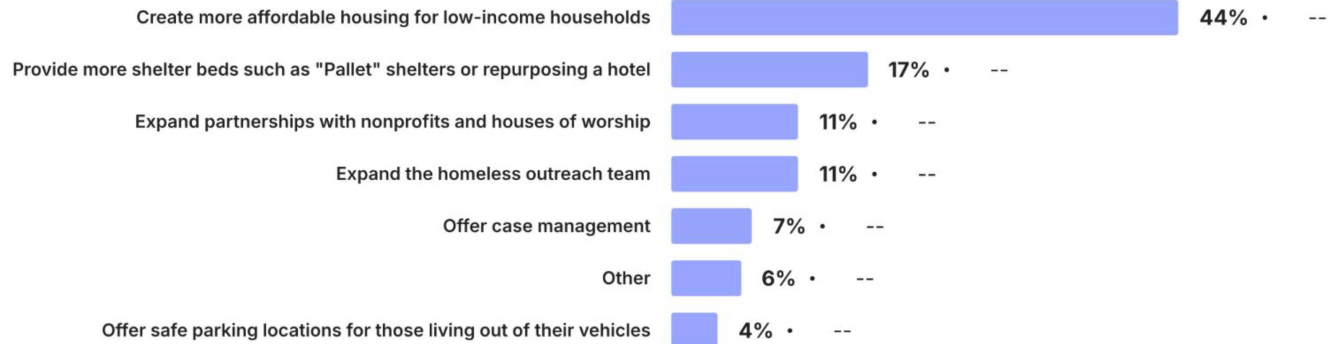
Efforts to address homelessness



AREA



What is the most important thing you think Fort Lauderdale can do to address homelessness?



To view the full question breakdown, visit your Zencity [dashboard](#)

Zencity Community Survey

January - March 2025

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Quality of parks and recreational amenities

64% ↑ 10%

Neutral
23% • ↓ 7%

Negative
13% • ↓ 3%

AGE

18-34 **67%** ↑ 18%-pt 


35-54 **70%** ↑ 14%-pt 

55+ **59%** ↑ 3%-pt 

INCOME

\$49,999 or less **66%** ↑ 14%-pt 

\$50,000-\$149,999 **63%** ↑ 7%-pt 

\$150,000 or more **69%** ↑ 12%-pt 

DO ANY CHILDREN UNDER THE AGE OF 18 LIVE IN YOUR HOUSEHOLD AT LEAST HALF OF THE TIME?

Yes **68%** ↑ 17%-pt 

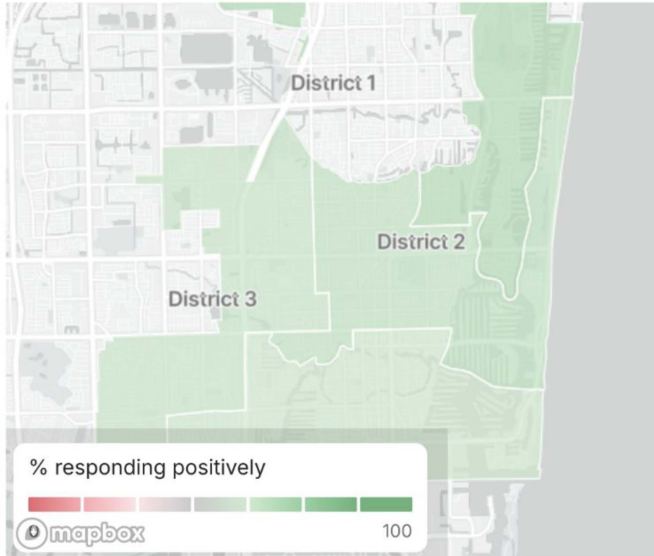
No **64%** ↑ 8%-pt 

Zencity Community Survey

January - March 2025

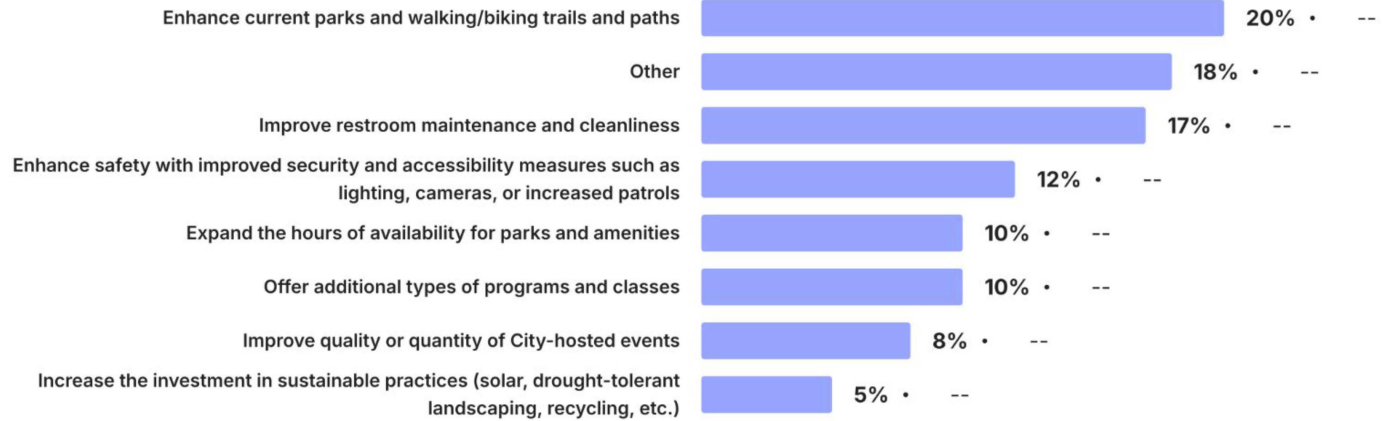
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Quality of parks and recreational amenities



| AREA | Percentage | Change | Visual |
|------------|------------|----------|--------|
| District 1 | 67% | ↑ 13%-pt | |
| District 2 | 64% | ↑ 11%-pt | |
| District 3 | 63% | ↑ 15%-pt | |
| District 4 | 61% | ↑ 7%-pt | |

What is the most important thing you think Fort Lauderdale can do to improve the quality of parks and recreational amenities?



To view the full question breakdown, visit your Zencity [dashboard](#)

Zencity Community Survey

January - March 2025

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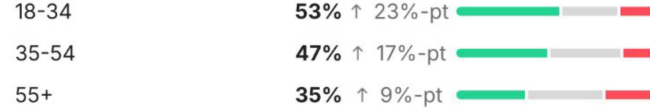
Sense of overall safety

44% ↑ 15%

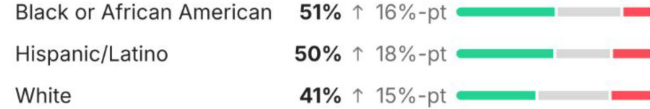
Neutral
35% • ↓ 5%

Negative
22% • ↓ 10%

AGE



ETHNICITY



GENDER

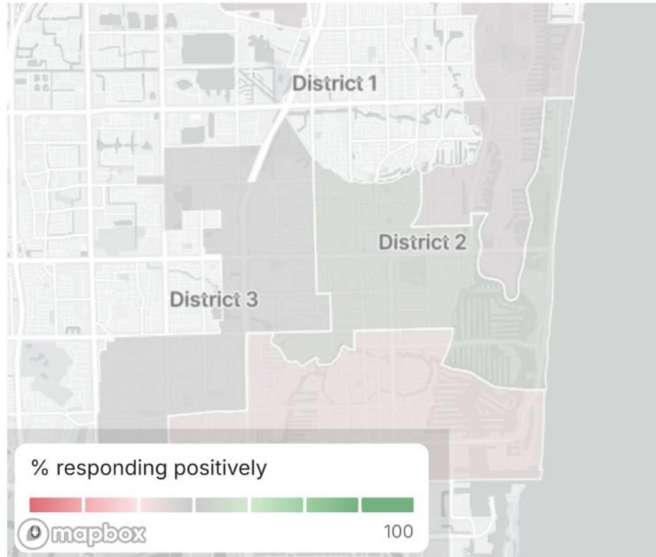


Zencity Community Survey

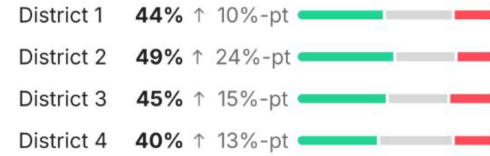
January - March 2025

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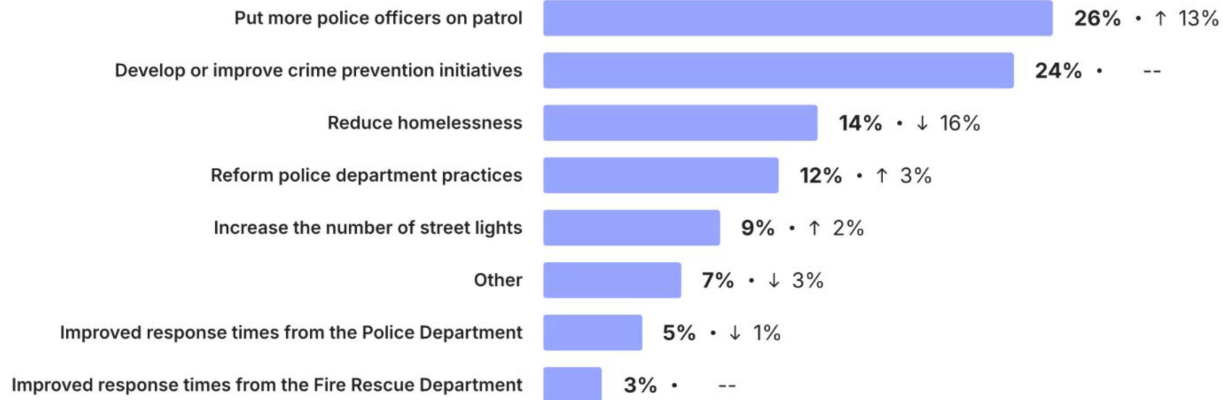
Sense of overall safety



AREA



What is the most important thing you think Fort Lauderdale can do to improve your sense of overall safety?



To view the full question breakdown, visit your Zencity [dashboard](#)

Community Benchmark

We aim to help Zencity clients understand their results and put them into context. To that end, we will compare Fort Lauderdale's results to the United States as a whole and against communities with similar characteristics such as size, population density, and region (their "cohort").

These cohorts help to distinguish patterns unique to each client from those that are common in similar communities.

Community Benchmark

January - March 2025

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How we compare Fort Lauderdale to other similar communities

Creating the cohorts

First, all cities, towns, and counties in the US--not just Zencity clients--are put into cohorts based on geography and demographics using a method known as cluster analysis. This method balances a range of different characteristics to put communities into cohorts that are statistically similar to one another. The result of this step is one set of cohorts for cities and towns and a second set for counties.

We chose this method to create objectively similar groups of communities with respect to characteristics that are likely to be correlated with answers to the survey questions. By creating cohorts of larger sets of communities we have found that our benchmark baselines tend to be more reliable than they would be if we had direct comparisons of a small number of communities. See our Help Site for more information on cohorts, including the full list of communities in your cohort.

Creating cohort scores and national benchmark scores

The Zencity National Benchmark Survey is conducted semiannually, collecting about 5000 responses across the country. The cohort scores are the weighted average of scores for respondents in each cohort. These weights are calculated to match the client's own demographics, to make them directly comparable to the clients' scores. National scores are calculated in a similar manner.

Community Benchmark

January - March 2025

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Your Cohort

Fort Lauderdale is in the South and Central Small/Medium Cities cohort. The table below shows some demographics of your community and general makeup of communities in your cohort. Note that all percentages are the percent of the 18 and over population.

See our [Help Site](#) for the full list of communities included in your cohort. Because we are creating a cohort from the National Benchmark Survey data instead of running representative surveys of selected communities, most cohort scores are generated from a few responses from each community.

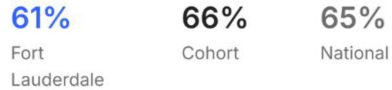
| | 18+ Pop. | % age 18-34 | % age 55+ | % White | % Black | % Hispanic | Median income |
|---|------------------------|---------------------|-----------------------|---------------------|---------------------|------------------------|---------------------------|
| Fort Lauderdale, FL | 151,762 | 27% | 41% | 66% | 26% | 19% | \$75,376 |
| | Median 18+ Pop. | Avg. % 18-34 | Avg. % age 55+ | Avg. % White | Avg. % Black | Avg. % Hispanic | Avg. Median Income |
| South and Central Small/ Medium Cities | 111,877 | 34% | 34% | 59% | 21% | 21% | \$73,482 |

Community Benchmark

January - March 2025

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The overall quality of life in Fort Lauderdale is lower than its cohort and lower than the national score.



- Fort Lauderdale
- Cohort
- ▲ National

| Question | National | Cohort | Your Score | Satisfaction Comparison |
|--|----------|--------|------------|-------------------------|
| How is the overall quality of life in Fort Lauderdale? | 65% | 66% | 61% | |
| How likely are you to be living in Fort Lauderdale 5 years from now? | 63% | 62% | 55% | |
| How likely are you to recommend Fort Lauderdale as a place to live? | 61% | 61% | 51% | |

0% 25% 50% 75% 100%

Community Benchmark

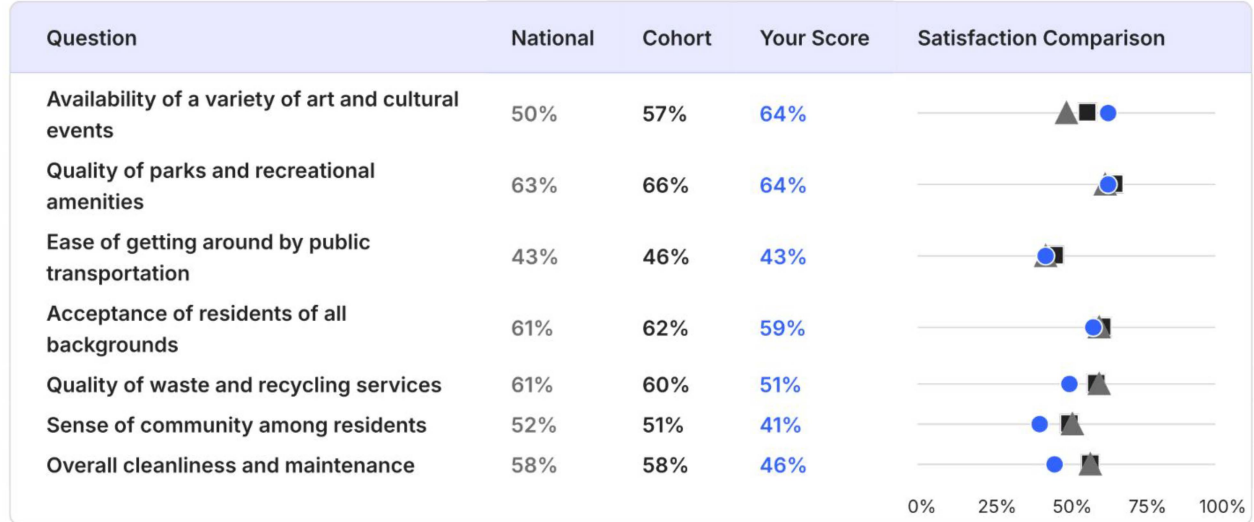
January - March 2025

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Satisfaction with Life in Fort Lauderdale

Breakdown by characteristic

- Fort Lauderdale
- Cohort
- ▲ National



Community Benchmark

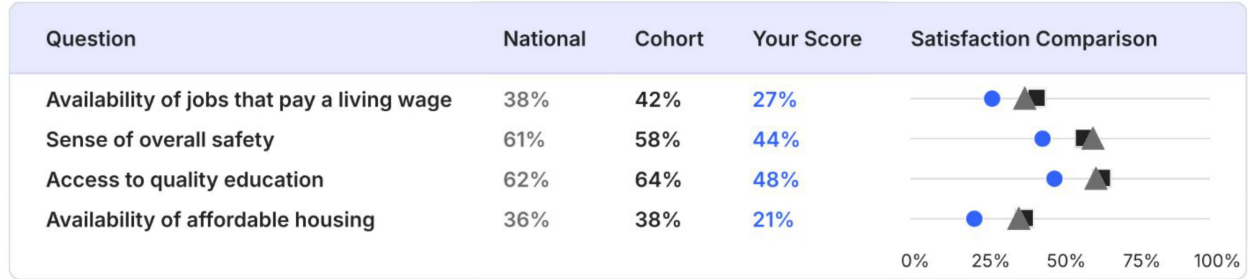
January - March 2025

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Satisfaction with Life in Fort Lauderdale

Breakdown by characteristic

- Fort Lauderdale
- Cohort
- ▲ National



Free-Text Responses

Respondents were asked open-ended questions about what the Fort Lauderdale government does well and how Fort Lauderdale could improve its services.

This section presents the main themes from both questions. Using our proprietary AI algorithm, responses are analyzed and categorized into

unique topics and subtopics for Fort Lauderdale, with multiple labels assigned to responses when relevant.

To ensure comprehensive information, responses that have been flagged as invalid (e.g., under 18, missing demographic data, or invalid zip codes

but claiming residency in Fort Lauderdale), are analyzed in the free-text responses but excluded from the quantitative results.

Wha

- Feb 23, 2025 - Area: District 3
Female, 18-34, Black Or African American
keep the roads clean
Cleanliness
- Feb 22, 2025 - Area: District 2
Male, 55+, White
Keeping the city clean
City Management Cleanliness
- Feb 22, 2025 - Area: District 2
Female, 18-34, Black Or African American
Cleaning
Cleanliness
- Feb 22, 2025 - Area: District 2
Female, 55+, White
Maintaining cleanliness of City
City Management Cleanliness
- Feb 17, 2025 - Area: District 2
Female, 55+, White
The quality of free events in the parks for the elderly and the quick clean up afterwards
Parks Events Cleanliness
- Feb 16, 2025 - Area: District 1
Male, 18-34, White
Keeping it clean and healthy
Maintenance Cleanliness
- Feb 16, 2025 - Area: District 1
Male, 35-54, Black Or African American
Clean
Cleanliness

Feb 1, 2025 - Area: -
Female, 35-54, White

I can say Fort Lauderdale is a lot cleaner than Miami per say. It does a great job at keeping the street clean when it comes to homelessness as well.

Cleanliness Homelessness Public Satisfaction

Jan 25, 2025 - Area: District 1
Female, 35-54, White

They keep the City clean and are keeping their parks well preserved.

Parks Cleanliness

Wha
do t

Rotating Survey Section

The rotating survey section focuses on areas of interest each cycle and can be updated as new areas of interest emerge.

Zencity Community Survey

January - March 2025

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How would you rate traffic in Fort Lauderdale?

22% ↑ 8%

Neutral

25% • ↓ 5%

Negative

53% • ↓ 2%

AGE



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Zencity Community Survey

January - March 2025

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How would you rate the reliability and quality of drinking water in Fort Lauderdale?

37% ↑ 10%


Neutral


32% • ↑ 3%

Negative

31% • ↓ 14%


AGE


18-34 **52%** ↑ 13%-pt 


35-54 **37%** ↑ 15%-pt 

55+ **27%** ↑ 5%-pt 

ETHNICITY


Black or African American **45%** ↑ 8%-pt 

Hispanic/Latino **54%** ↑ 20%-pt 

White **35%** ↑ 13%-pt 

GENDER

Female **36%** ↑ 11%-pt 

Male **38%** ↑ 9%-pt 

Zencity Community Survey

January - March 2025

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How would you rate the reliability of sanitary sewer services to your home?

49% ↑ 3%

Neutral

29% · --

Negative

21% · ↓ 4%

AGE



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Zencity Community Survey

January - March 2025

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How would you rate Fort Lauderdale's prevention of and resilience to flooding?

25% ↑ 13%

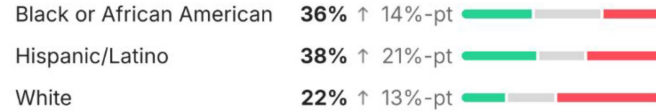
Neutral
28% • ↑ 3%

Negative
47% • ↓ 16%

AGE



ETHNICITY



GENDER

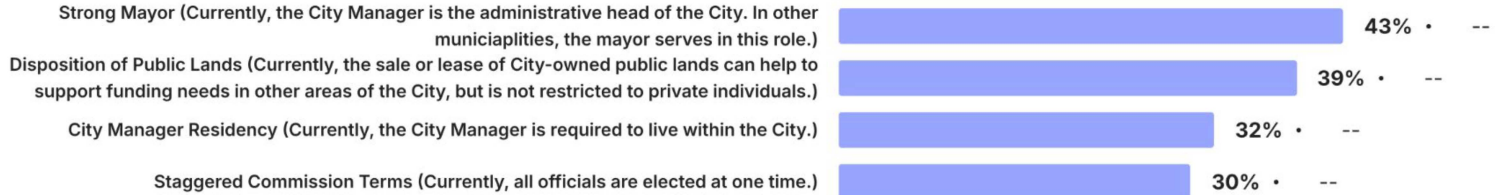


Do you feel that you have a quality public park or recreational offering near your home?



To view the full question breakdown, visit your Zencity [dashboard](#)

The City's Charter establishes the roles and responsibilities of city government, what topics do you think are most in need of review?



To view the full question breakdown, visit your Zencity [dashboard](#)



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support@zencity.io

Fort Lauderdale July – September 2025 Neighbor Survey

Introduction

Hi there! Thank you for choosing to share your thoughts with us.

Fort Lauderdale is running this survey to hear from residents like you about quality of life in the City. Your answers help us know where to focus and how to plan for the future.

Thank you for taking the time to share what you think.

- 1. Do you live or work within the limits of Fort Lauderdale?**
 - a. I live here
 - b. I work here
 - c. None of the above

General Satisfaction

Let's start with some questions about the quality of life in Fort Lauderdale. For each question, please choose the rating that best matches your answer.

- 2. How is the overall quality of life in Fort Lauderdale?**
(1) Poor to (5) Excellent
- 3. How likely are you to recommend Fort Lauderdale as a place to live?**
(1) Very Unlikely to (5) Very Likely
- 4. How likely are you to be living in Fort Lauderdale 5 years from now?**
(1) Very Unlikely to (5) Very Likely

Community Characteristics

First section down! The following questions will cover different parts of life in Fort Lauderdale. For each question, please choose the rating that best matches your experience.

(1) Poor to (5) Excellent

- 5. Sense of community among residents**
- 6. Acceptance of residents of all backgrounds**
- 7. Ability for residents to give input to the City of Fort Lauderdale**
- 8. Overall quality of services provided by Fort Lauderdale**
- 9. Quality of customer service provided by City employees**
- 10. Availability of affordable housing**
- 11. Availability of jobs that pay a living wage**
- 12. Efforts to address homelessness**

If the response is rated as (1) Poor or (2) Below Average, the following question will be provided.

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12.1 What is the most important thing you think Fort Lauderdale can do to address homelessness?

- a. Create more affordable housing for low-income households
- b. Offer case management
- c. Offer safe parking locations for those living out of their vehicles
- d. Provide more shelter beds such as “Pallet” shelters or repurposing a hotel
- e. Expand partnerships with nonprofits and houses of worship
- f. Expand the homeless outreach team
- g. Other: _____

13. Access to quality education

14. Availability of a variety of art and cultural events

15. Quality of parks and recreational amenities

If the response is rated as (1) Poor or (2) Below Average, the following question will be provided.

15.1 What is the most important thing you think Fort Lauderdale can do to improve the quality of parks and recreational amenities?

- a. Offer additional types of programs and classes
- b. Improve restroom maintenance and cleanliness
- c. Expand the hours of availability for parks and amenities
- d. Increase the investment in sustainable practices (solar, drought-tolerant landscaping, recycling, etc.)
- e. Enhance safety with improved security and accessibility measures such as lighting, cameras, or increased patrols
- f. Enhance current parks and walking/biking trails and paths
- g. Improve quality or quantity of City-hosted events
- h. Other: _____

16. Ease of getting around by public transportation

17. Sense of overall safety

If the response is rated as (1) Poor or (2) Below Average, the following question will be provided.

17.1 What is the most important thing you think Fort Lauderdale can do to improve your sense of overall safety?

- a. Develop or improve crime prevention initiatives
- b. Increase the number of streetlights
- c. Put more police officers on patrol
- d. Reform police department practices
- e. Reduce homelessness
- f. Improve response times from the Police Department
- g. Improve response times from the Fire Rescue Department
- h. Other: _____

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18. Overall cleanliness and maintenance

19. Maintenance of City streets, sidewalks, and infrastructure

20. Quality of waste and recycling services

21. What is the #1 thing you think Fort Lauderdale government does well?

Please pick one quality or topic to write about.

22. What is the #1 thing you think Fort Lauderdale could do to improve its services?

Please pick one quality or topic to write about.

23. How would you rate traffic in Fort Lauderdale?

(1) Poor to (5) Excellent

24. How would you rate the reliability and quality of drinking water in Fort Lauderdale?

(1) Poor to (5) Excellent

25. How would you rate the reliability of sanitary sewer services to your home?

(1) Poor to (5) Excellent

26. How would you rate Fort Lauderdale's prevention of and resilience to flooding?

(1) Poor to (5) Excellent

27. Do you feel that you have a quality public park or recreational offering near your home?

- a. Yes
- b. No

28. How do you prefer to receive information and news from the City?

- a. Social media (i.e., X, Instagram, Facebook, Nextdoor)
- b. City website
- c. FLTV or City's YouTube channel
- d. FTL Connect Magazine
- e. Printed flyers and newsletters
- f. Email
- g. Text (SMS) alerts
- h. Other: _____

About You

A few final questions!

To make sure we're hearing from all resident groups that make up Fort Lauderdale, we have a few questions about who you are.

30. In what year were you born? _____

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31. Which of the following do you identify as?

- a. Male
- b. Female
- c. Prefer to self-describe

If “c. Prefer to self-describe” is selected, the following question will be provided.

31.1 Please state the gender you identify as: _____

32. Which one of these statements best describes your current situation?

- a. Full-time employed
- b. Part-time employed
- c. Unemployed
- d. Student
- e. Apprentice/intern
- f. In retirement or early retirement
- g. Permanently disabled
- h. Fulfilling domestic tasks or looking after children/family
- i. Prefer not to say
- j. Other: _____

33. Are you of Hispanic, Latino, or Spanish origin?

- a. Yes
- b. No
- c. Prefer not to say

34. What is your race?

Select all that apply

- a. White
- b. Black or African American
- c. American Indian or Alaska Native
- d. Asian
- e. Native Hawaiian, Samoan, Chamorro, or other Pacific Islander
- f. Prefer not to say
- g. Other: _____

35. Is your home:

- a. Owned by you or someone in your household, with or without a mortgage or loan
- b. Rented
- c. Occupied without payment of rent
- d. Prefer not to say

36. What is your home zip code? _____

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37. What is the highest level of school you have completed or the highest degree you have received?

- a. Less than a high school diploma
- b. High school graduate or GED
- c. Some college but no degree
- d. Associate's degree in college
- e. Bachelor's degree (For example: BA, AB, BS)
- f. Master's degree (for example: MA, MS, MBA)
- g. Professional School Degree (for example: MD, DDS, DVM, LLB, JD)
- h. Doctorate degree (for example: PhD, EdD)
- i. Prefer not to say

38. Do any children under the age of 18 live in your household at least half of the time?

- a. Yes
- b. No
- c. Prefer not to say

39. Which category best represents your household's total income over the past year?

- a. \$14,999 or less
- b. \$15,000-\$29,999
- c. \$30,000-\$49,999
- d. \$50,000-\$74,999
- e. \$75,000-\$99,999
- f. \$100,000-\$124,999
- g. \$125,000-\$149,999
- h. \$150,000-\$199,999
- i. \$200,000-\$299,999
- j. \$300,000 or more
- k. Prefer not to say

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

Select all that apply

- a. English
- b. Spanish
- c. Creole
- d. Other: _____

41. Can we count on you for regular feedback?

If so, please enter your email below. We'll use it to send you surveys in the future but never to identify your survey submission. If not, go ahead and submit.

Fort Lauderdale July – September 2025 Neighbor Survey

You're all done!

Thank you so much for taking the time to fill out this survey. We value your thoughts and look forward to reviewing your feedback.

If you have any questions about this survey and would like to reach out to the City's Office of Management and Budget, please call 954-828-5015 or email strategyandinnovation@fortlauderdale.gov.

Fort Lauderdale 2025 Business Survey

Introduction

Hi there! Thank you for choosing to share your thoughts with us.

Fort Lauderdale is running this survey to hear from business owners like you about your satisfaction with the City as a place to do business. Your answers help us know where to focus and how to plan for the future.

Thank you for taking the time to share what you think.

1. Which of the following best describes your position within your company?

- a. Owner
- b. Executive
- c. Manager
- d. Employee

General Satisfaction

For each question, please choose the rating that best matches your answer.

2. Overall, how would you rate the City of Fort Lauderdale as a place to do business?

(1) Poor to (5) Excellent

Business Environment

3. How satisfied are you with each of the following?

(1) Completely Unsatisfied to (5) Completely Satisfied

- a. Local tax rates
- b. Regulatory environment
- c. Availability of a skilled workforce
- d. Infrastructure (e.g., roads, utilities)
- e. Cost of doing business (e.g., inflation, local supply chain)
- f. Quality of life for employees (e.g., affordable housing, cost of living, education, healthcare)

4. Which of the following elements of Fort Lauderdale's business climate are most important to you?

Select the top three (3)

- a. Local tax rates
- b. Regulatory environment
- c. Availability of a skilled workforce
- d. Infrastructure (e.g., roads, utilities)
- e. Cost of doing business (e.g., inflation, local supply chain)
- f. Quality of life for employees (e.g., affordable housing, cost of living, education, healthcare)

Fort Lauderdale 2025 Business Survey

5. Which of the following municipal business support services do you use?

Select all that apply

- a. Business licensing assistance
- b. Zoning and permit guidance
- c. Small business development programs
- d. Networking events
- e. Training workshops
- f. Financial assistance programs
- g. Municipal workforce development programs
- h. None of the above

6. How satisfied are you with the local government's business-related support services?

(1) Very Dissatisfied to (5) Very Satisfied

7. What additional business support services would you like to see offered?

Open-ended response

Expansion and Retention Motivators

8. In the next year, is your business considering any of the following?

- a. Expanding within Fort Lauderdale
- b. Relocating to another location in Fort Lauderdale
- c. Relocating to another location outside Fort Lauderdale
- d. Downsizing
- e. Closing
- f. Maintaining current operations
- g. None of the above

9. Which of the following are the most important factors for keeping/expanding your business in Fort Lauderdale?

Select the top three (3)

- a. Access to customers/markets
- b. Availability of commercial/industrial space
- c. Cost of real estate or rent
- d. Local government support
- e. Skilled workforce
- f. Improved infrastructure
- g. Financial incentives (e.g., local tax rates, tax credits, abatements)
- h. Other: _____

Fort Lauderdale 2025 Business Survey

If “g. Financial incentives” is selected, the following question will be provided.

15.1 What specific financial incentives would most motivate your business to expand locally?

- a. Grants for facility improvements and business equipment
- b. Facilitate access to low-interest loans
- c. Workforce training subsidies
- d. Other: _____

10. What specific areas of communication with the City of Fort Lauderdale do you believe need improvement?

Select all that apply

- a. Timeliness of response
- b. Methods of communication (e.g., email, newsletter, text, social media)
- c. Clarity of information provided
- d. Accessibility of contact points
- e. Frequency of updates
- f. Other: _____
- g. Not applicable

11. How does your business prefer to receive communication from the City?

- a. Text (SMS) alerts/updates
- b. Newsletters/magazines
- c. City social media pages
- d. Email
- e. Flyers/printed notices

12. What are your biggest workforce challenges?

Select all that apply

- a. Finding qualified candidates
- b. Retaining employees
- c. Training and development
- d. Competitive wages
- e. Other: _____

13. What skills do you anticipate will be most in-demand for your business in the next 3-5 years?

Open-ended response

About You

A few final questions!

To make sure we're hearing from all business groups in Fort Lauderdale, we have a few questions about your business.

Fort Lauderdale 2025 Business Survey

14. What is your business' name? _____

15. What is the zip code of your business? _____

16. How long has your business been operating in this municipality?

- a. Less than 1 year
- b. 1-5 years
- c. 6-10 years
- d. More than 10 years

17. How many employees does your business have?

- a. 1-10
- b. 11-50
- c. 51-100
- d. 101-250
- e. More than 250

18. What is your business's primary industry sector?

- a. Retail
- b. Manufacturing
- c. Professional Services and Finance
- d. Technology
- e. Healthcare
- f. Construction
- g. Food and Hospitality
- h. Real Estate
- i. Marine
- j. Aviation
- k. Other: _____

19. What is your business's annual revenue?

Response optional

- a. Less than \$100,000
- b. \$100,000 - \$500,000
- c. \$500,001 - \$1 million
- d. \$1 million - \$5 million
- e. More than \$5 million

20. Do your employees telecommute?

- a. Majority
- b. Some
- c. No

Fort Lauderdale 2025 Business Survey

21. If you have any additional comments that you would like to share with the City of Fort Lauderdale, please write them in the space below.

Open-ended response

You're all done!

Thank you for taking the time to complete this survey. Your feedback is invaluable in helping us improve our business support services and create a thriving local economy.

If you have any questions about this survey and would like to reach out to the City's Office of Management and Budget, please call 954-828-5015 or email strategyandinnovation@fortlauderdale.gov.