



## LETTER TO THE COMMISSION

**LTC No: 26-004**

**TO:** Honorable Mayor and Members of the Fort Lauderdale City Commission  
**FROM:** Rickelle Williams, City Manager *RW*  
**DATE:** January 9, 2026  
**SUBJECT:** **Community Survey Update**

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The purpose of this Letter to the Commission (LTC) is to inform the City Commission of the most recent Community Survey results, including findings from both the Neighbor Survey and Business Survey.

Twice per year, the City conducts a Neighbor Survey to better understand satisfaction and sentiment regarding City services. The survey is administered by Zencity, which ensures results are statistically valid and representative of the City of Fort Lauderdale across both demographic and geographic dimensions. The most recent survey cycle, which was administered July through September 2025, garnered 602 responses.

Highlights of changes from the 2024 Neighbor Survey results include:

- A 14% increase in neighbors' sense of overall safety;
- A 14% increase in satisfaction with the City's quality of customer service; and
- A 10% increase in satisfaction with the maintenance of streets, sidewalks, and infrastructure.

Annually, the City also conducts a Business Survey to likewise understand satisfaction and sentiment from the business community. The most recent survey cycle was administered from July through October 2025 and garnered 101 responses. While the number of responses collected was insufficient to deem results statistically valid or representative, the findings, nonetheless provide valuable context and insight into businesses' experiences and perceptions.

Growth in satisfaction was also seen from the business community as 75% of respondents indicate they are satisfied with the City as a place to do business. The results of both surveys are included with this letter (Attachments 1 and 2) and will be further discussed as part of the City Commission's upcoming Prioritization Workshop on January 13, 2026.

In conjunction with this, staff have prepared the Neighbor Survey instrument for the next round of survey administration that will take place from January 2026 through March 2026

(Attachment 3). The updated instrument includes new questions (#s 24 and 26) about the elements of life most important to neighbors and barriers to accessing high-speed internet.

If you have questions or concerns regarding the updated Neighbor Survey instrument, or otherwise, please contact Laura Reece, Director of the Office of Management and Budget, at [lreece@fortlauderdale.gov](mailto:lreece@fortlauderdale.gov).

Attachments:

1. July – September 2025 Neighbor Survey Results
2. July – October 2025 Business Survey Results
3. January – March 2026 Neighbor Survey Instrument

c: Shari McCartney, City Attorney  
David R. Soloman, City Clerk  
Patrick Reilly, City Auditor  
City Manager's Office  
Department Directors



# Fort Lauderdale, FL

# Community Survey

## July - September 2025



## Survey Methodology

The current cycle of the web-based Community Survey collected survey data between July - September 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.

602 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

July - September 2025

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## Sample Composition

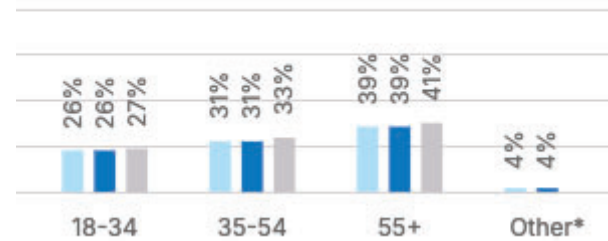
**602** valid respondents

### Key

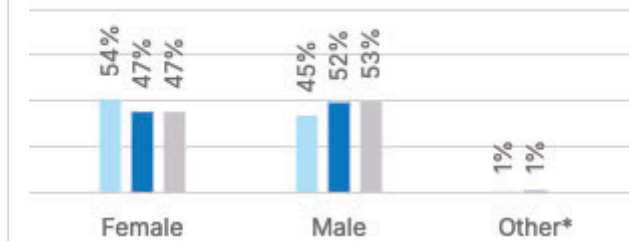
- **Unweighted demographics** - What we collected, without adjustments
- **Weighted demographics** - Our sample, adjusted to be representative of the population
- **Population demographics** - The demographics of the 18+ population

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

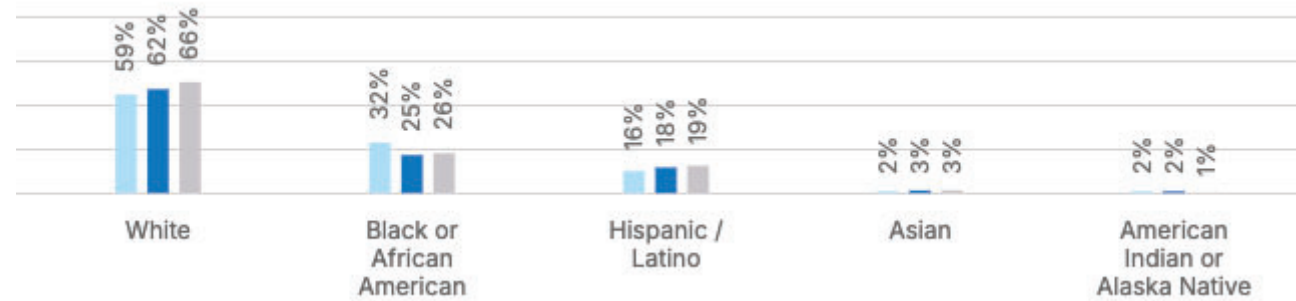
Age



Gender



Ethnicity



# 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

July - September 2025

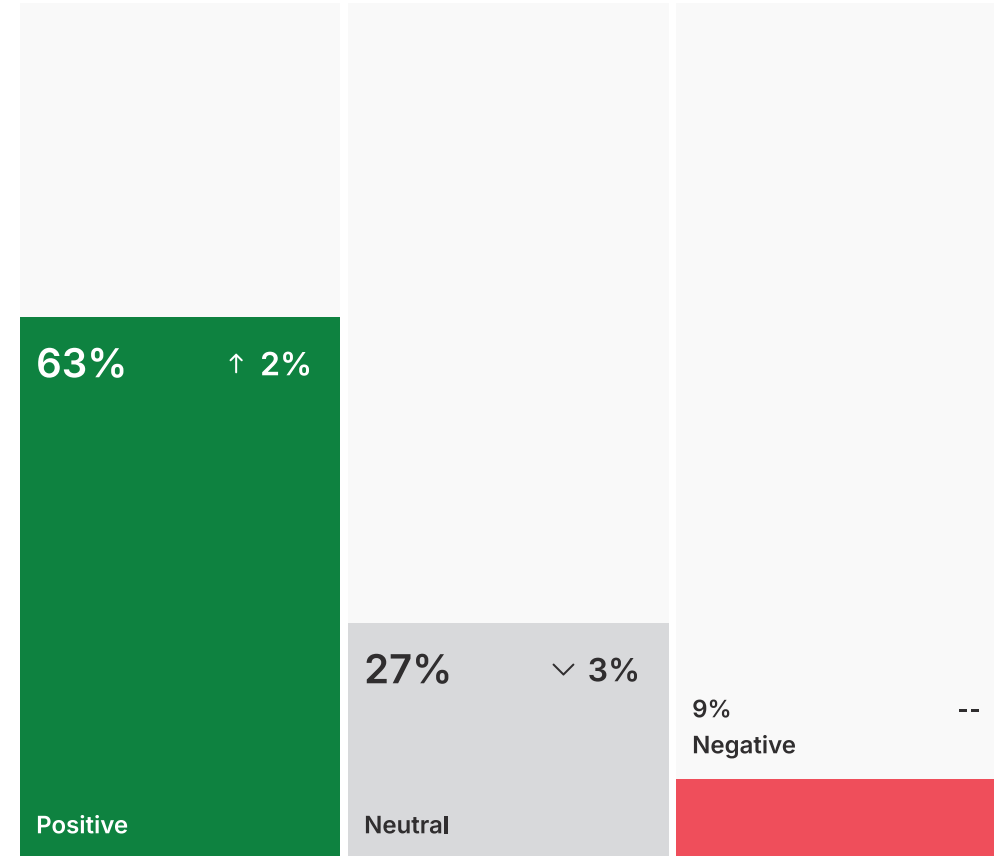
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How is the overall quality of life in Fort Lauderdale?

# 63%

of 602 surveyed residents are satisfied with the overall quality of life in Fort Lauderdale

↑ 2% vs. previous cycle



# Zencity Community Survey

July - September 2025

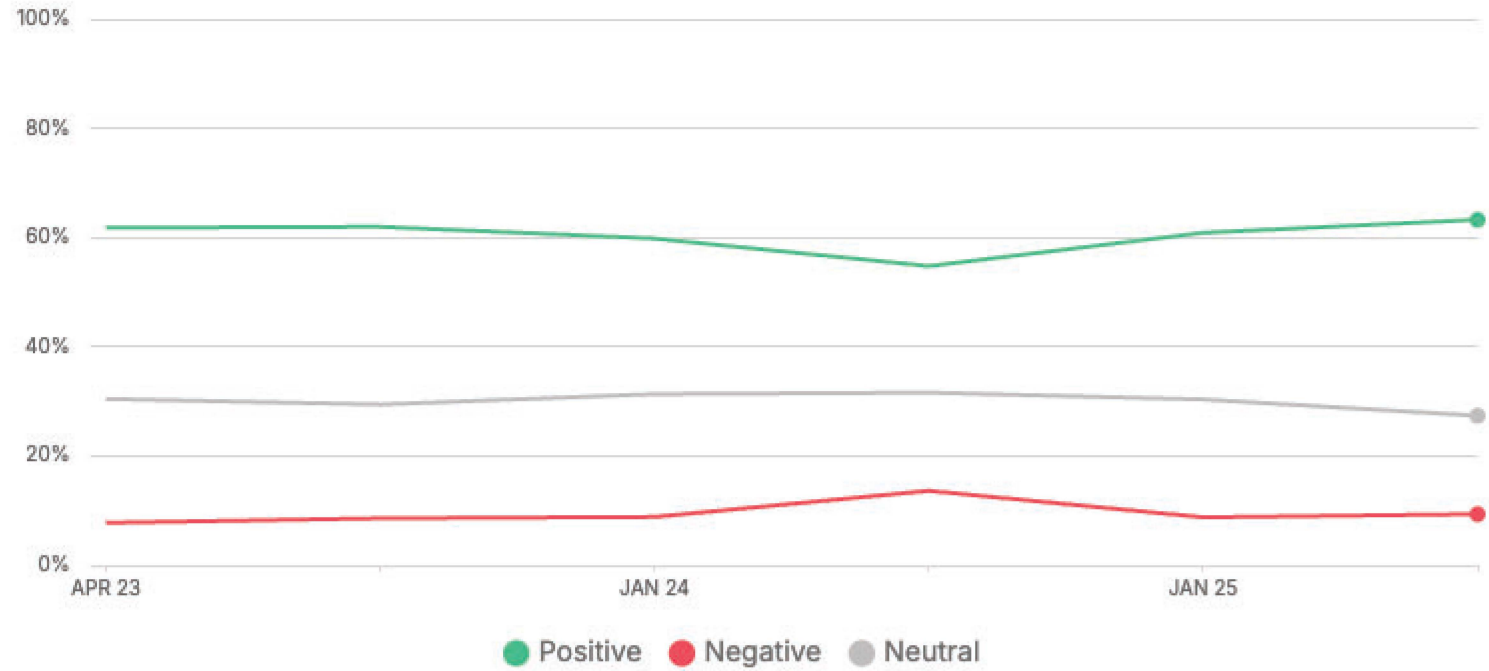
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## How is the overall quality of life in Fort Lauderdale?

**63%** ↑ 2%

Neutral  
**27%** • ∨ 3%

Negative  
**9%** • --

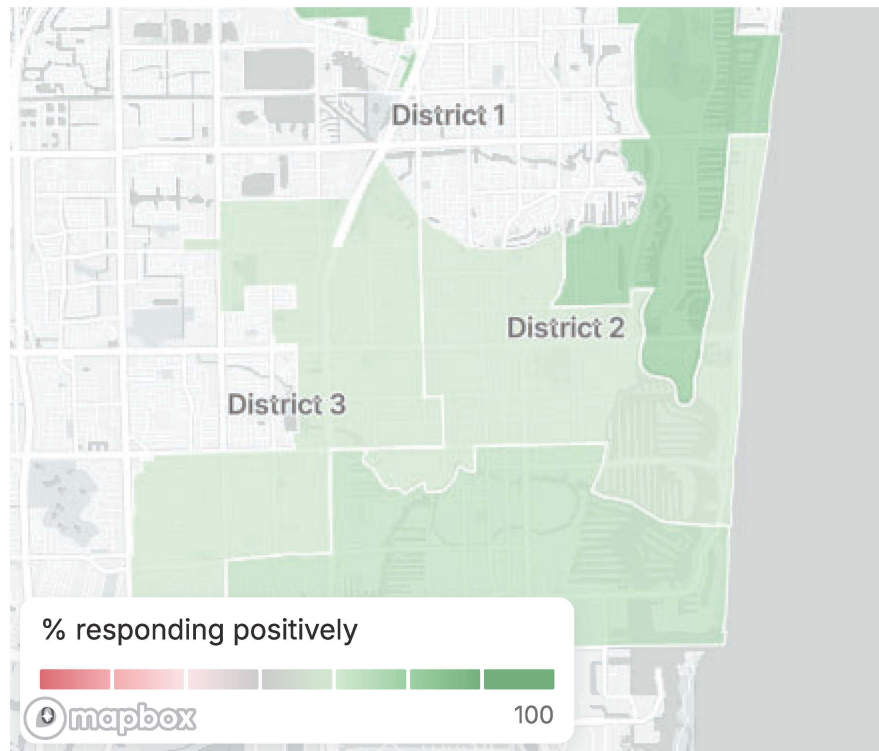






# Zencity Community Survey

July - September 2025

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



Area	Resident Satisfaction
District 1	73% • ↑ 10% 
District 2	60% • ↑ 3% 
District 3	60% • ↑ 3% 
District 4	65% • ↑ 6% 

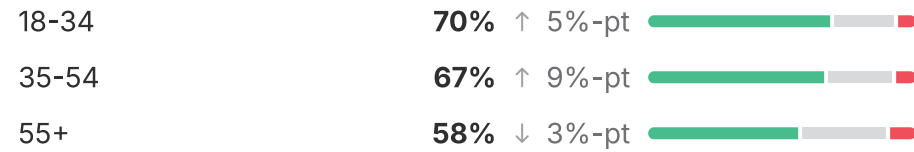
# Zencity Community Survey

July - September 2025

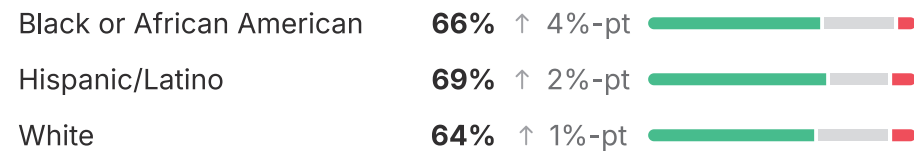
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## How is the overall quality of life in Fort Lauderdale? | Demographic Breakdown

### AGE



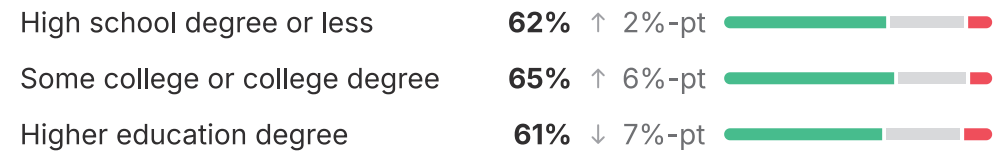
### ETHNICITY



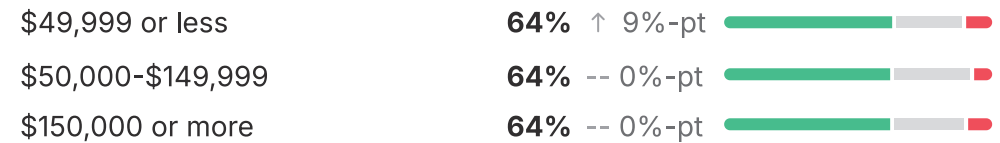
### GENDER



### EDUCATION



### INCOME



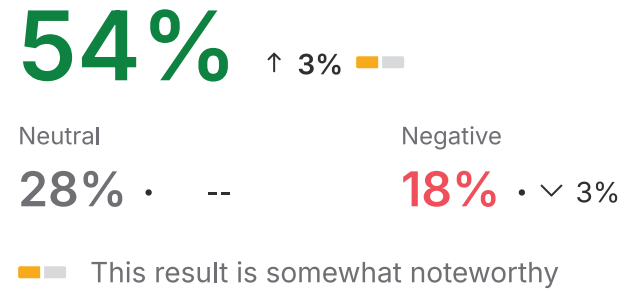
# Zencity Community Survey

July - September 2025

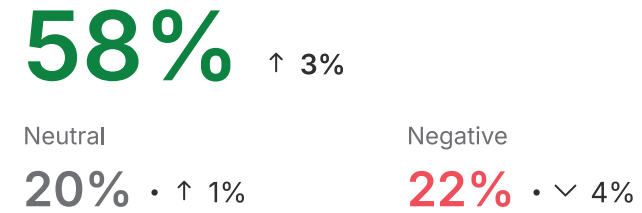
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## Other measures of satisfaction with life in Fort Lauderdale

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



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
















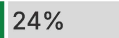















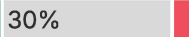


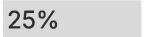

# Community Characteristics

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

July - September 2025

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COMMUNITY CHARACTERISTIC	SATISFACTION SCORE			CHANGE		KEY	
Quality of parks and recreational amenities		21% 	12% 	↑ 2%	↓ 1%		<p><b>KEY</b></p> <ul style="list-style-type: none"> <li><span style="color: green;">●</span> POSITIVE</li> <li><span style="color: gray;">●</span> NEUTRAL</li> <li><span style="color: red;">●</span> NEGATIVE</li> <li><span style="color: gray;">○</span> NON-SUBSTANTIATIVE</li> </ul> <hr/> <p>↓ ↑ CHANGE IN POSITIVE SCORE</p> <p>↓ ↑ CHANGE IN NEGATIVE SCORE</p> <p>  NOTEWORTHY</p> <p>  SOMEWHAT NOTEWORTHY</p> <p>The 'Change' column shows percentage point changes from the previous cycle. Questions with changes above 5% are highlighted.</p>
Availability of a variety of art and cultural events		23% 	14% 	↓ 1%	↑ 5%		
Acceptance of residents of all backgrounds	 		24% 	13% 	↑ 4%	↓ 3%	
Quality of waste and recycling services	 		28% 	17% 	↑ 4%	↓ 3%	
<b>Quality of customer service provided by City employees</b>	 		27% 	22% 	↑ 6%	↑ 2%	
Access to quality education			30% 	19% 	↑ 3%	↑ 1%	
Overall quality of services provided by Fort Lauderdale			30% 	20% 	↑ 3%	- 0%	
Ease of getting around by public transportation			25% 	29% 	↑ 3%	↓ 2%	

# Zencity Community Survey

July - September 2025

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COMMUNITY CHARACTERISTIC	SATISFACTION SCORE			CHANGE		KEY
Overall cleanliness and maintenance	46%	33%	21%	- 0%	↑ 2%	
Sense of community among residents	43%	35%	22%	↑ 2%	↓ 5%	
Sense of overall safety	43%	34%	23%	↓ 1%	↑ 1%	
Ability for residents to give input to the City of Fort Lauderdale	41%	30%	29%	↑ 1%	↑ 2%	
Maintenance of City streets, sidewalks, and infrastructure	40%	30%	30%	↓ 2%	↑ 1%	
Availability of jobs that pay a living wage	27%	31%	42%	- 0%	- 0%	
Availability of affordable housing	23%	19%	59%	↑ 2%	↑ 3%	
Efforts to address homelessness	18%	24%	57%	↓ 3%	↑ 3%	

# Zencity Community Survey

July - September 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
Quality of customer service provided by City employees	51%	↑ +6%	Black or African American	Female	18-34	District 4
			↑ +10%	↑ +8%	↑ +9%	↑ +16%
Acceptance of residents of all backgrounds	63%	+4%	White	Female	35-54	District 4
			+3%	↑ +8%	↑ +12%	↑ +14%
Quality of waste and recycling services	55%	+4%	White	Female	18-34	District 4
			+4%	↑ +8%	↑ +11%	↑ +14%

# Priority Matrix

The Priority Matrix helps prioritize community characteristics by plotting them based on resident satisfaction and their impact on quality of life.

**X-axis (Satisfaction):** How residents rated each community characteristic.

**Y-axis (Impact on quality of life):** How strongly each characteristic predicts overall quality of life (calculated using statistical analysis, not direct resident input).

The matrix divides all community characteristics into quadrants using median values for both satisfaction and impact scores, ensuring a balanced distribution across all four categories for strategic prioritization purposes.

Learn more [HERE](#)

# Zencity Community Survey

July - September 2025

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## High Impact Challenges (Low satisfaction, High impact)

These are lower satisfaction areas that significantly affect residents' lives and community well-being; as such, they are high-impact challenges that should be prioritized.



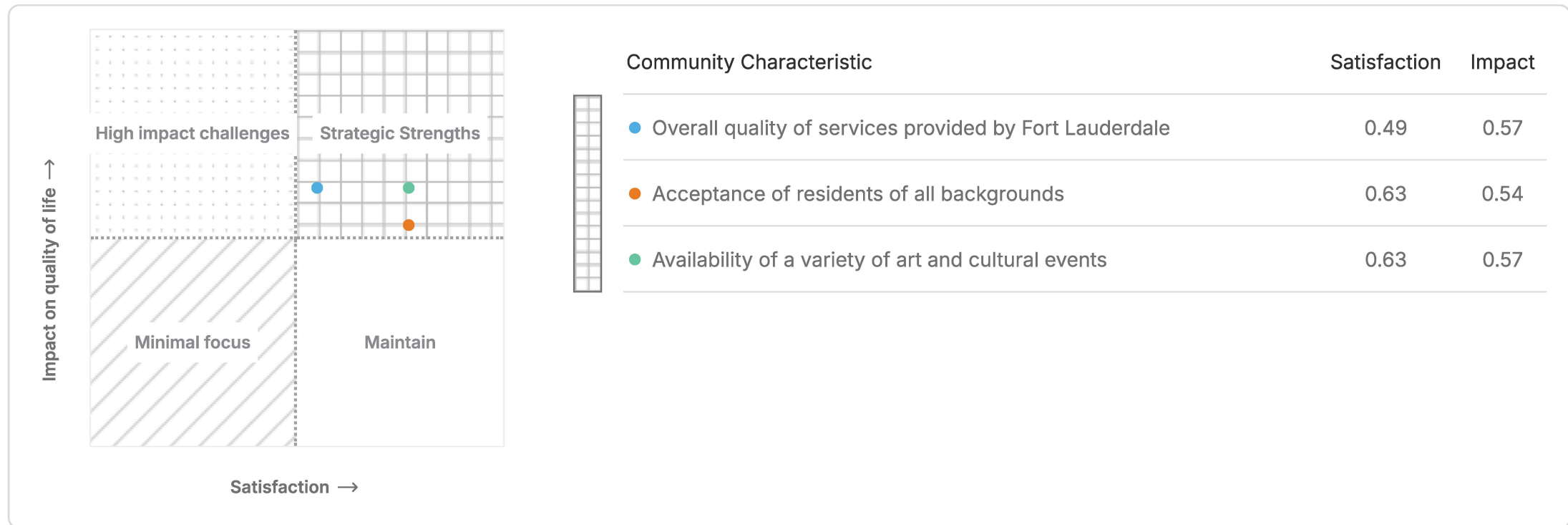
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## Strategic Strengths (High satisfaction, High impact)

These are characteristics that residents value highly and are satisfied with. Maintain or leverage these as community strengths.



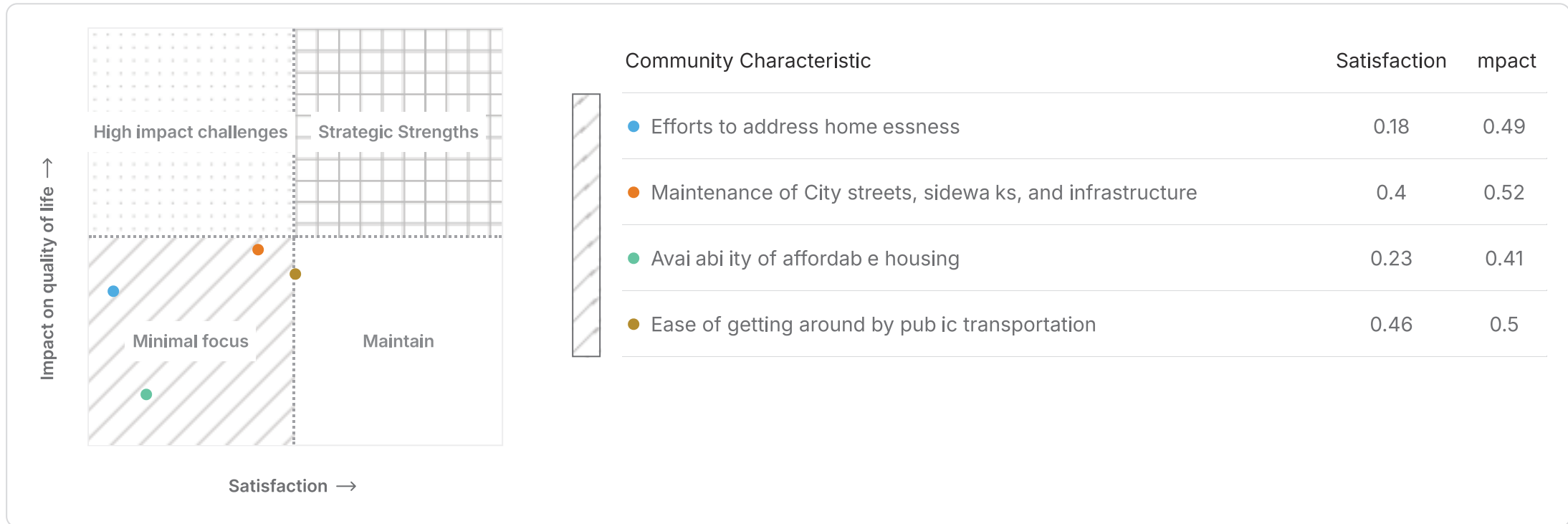
# Zencity Community Survey

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## Minimal Focus (Low satisfaction, Low impact)

These are lower satisfaction areas that do not significantly drive quality of life, suggesting a lower priority for investment unless specific strategic goals apply.



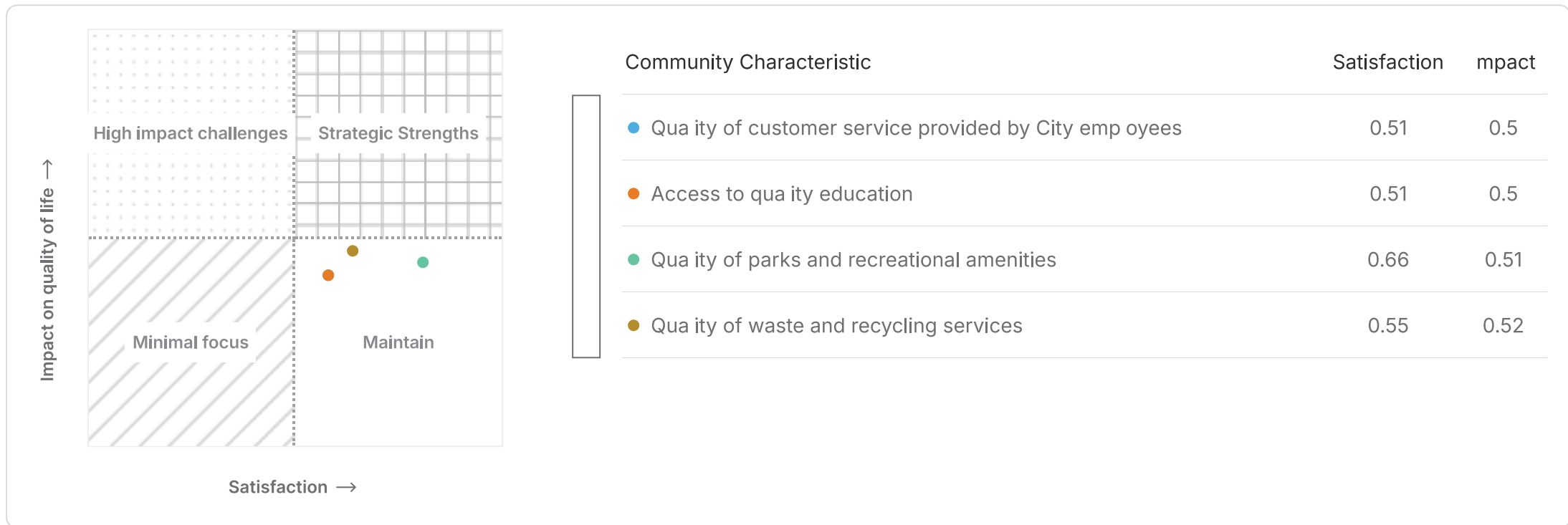
# Zencity Community Survey

July - September 2025

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## Maintain (High satisfaction, Low impact)

These are well-regarded characteristics that do not strongly influence the overall quality of life. While they can be maintained efficiently, they may warrant attention if they align with specific strategic goals.



# 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

July - September 2025

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## Efforts to address homelessness

**18%** ∨ 3%

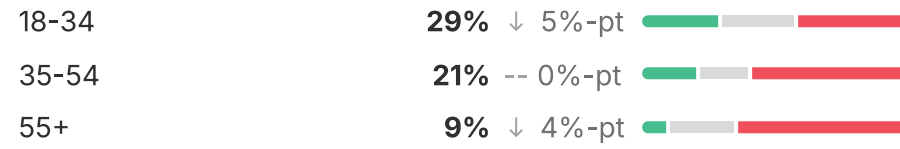
Neutral

**24%** • ∨ 1%

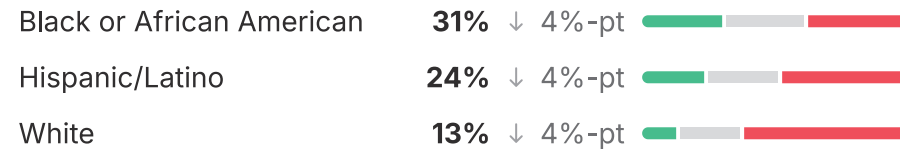
Negative

**57%** • ↑ 3%

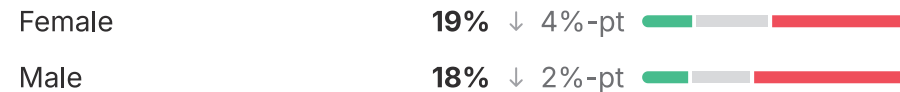
### AGE



### ETHNICITY



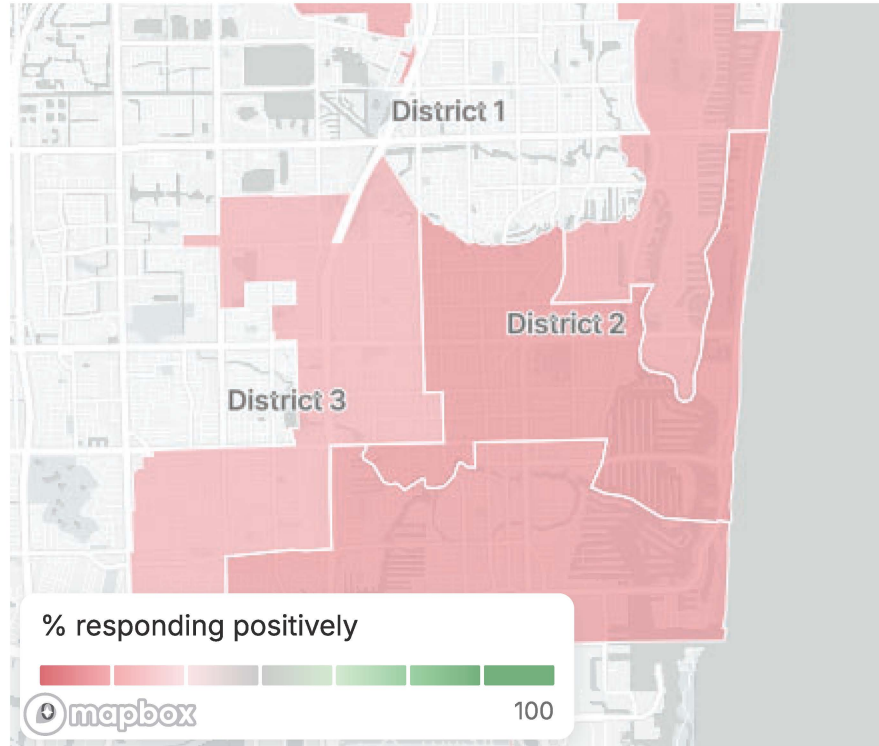
### GENDER



# Zencity Community Survey

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AREA

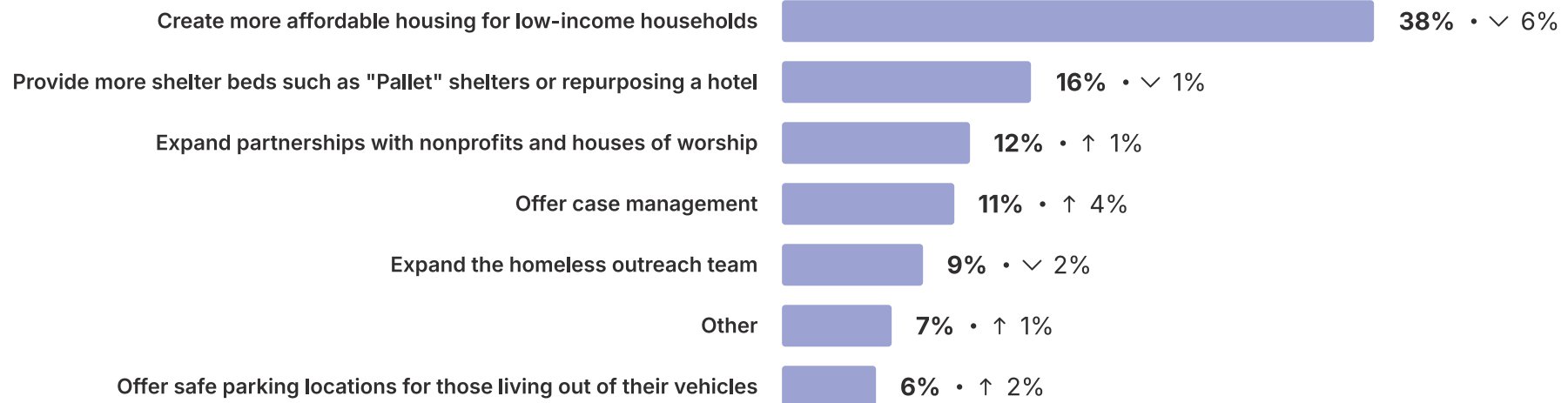
District 1	<b>20%</b> -- 0%-pt	
District 2	<b>13%</b> ↓ 7%-pt	
District 3	<b>26%</b> ↓ 3%-pt	
District 4	<b>15%</b> ↓ 6%-pt	

# Zencity Community Survey

July - September 2025

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## 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

July - September 2025

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## Quality of parks and recreational amenities

**66%** ↑ 2%

Neutral


**21%** • ↓ 2%

Negative

**12%** • ↓ 1%

### AGE

18-34 **73%** ↑ 6%-pt 

35-54 **70%** -- 0%-pt 

55+ **62%** ↑ 3%-pt 

### INCOME

\$49,999 or less **69%** ↑ 3%-pt 

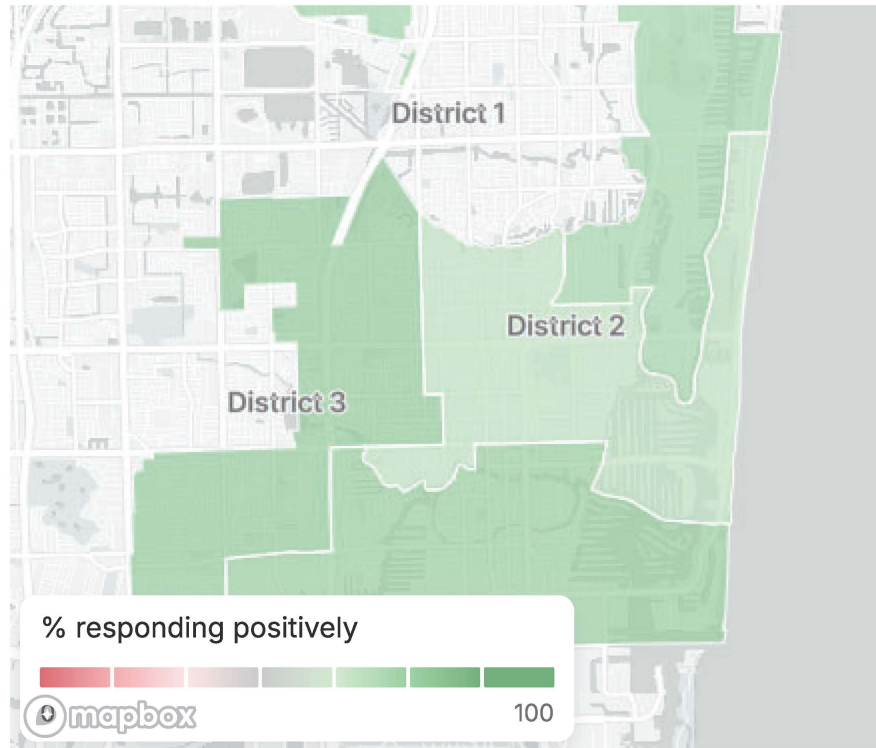
\$50,000-\$149,999 **67%** ↑ 4%-pt 

\$150,000 or more **64%** ↓ 5%-pt 





# Zencity Community Survey

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## AREA

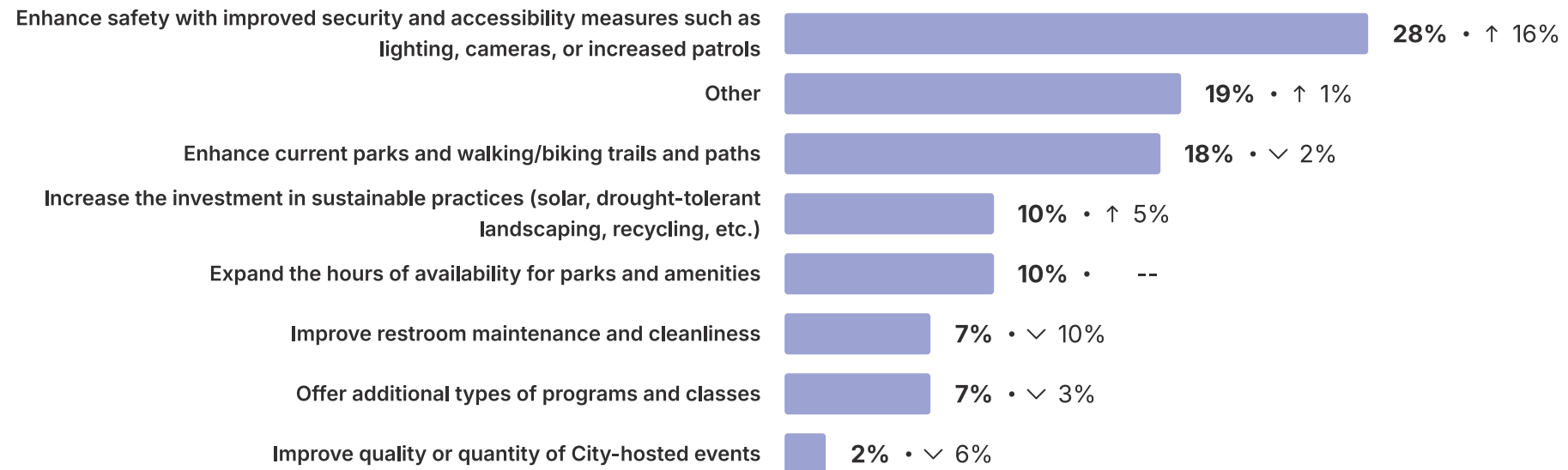
District 1	<b>69%</b> ↑ 2%-pt	
District 2	<b>64%</b> -- 0%-pt	
District 3	<b>74%</b> ↑ 11%-pt	
District 4	<b>72%</b> ↑ 11%-pt	

# Zencity Community Survey

July - September 2025

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## 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

July - September 2025

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## Sense of overall safety

**43%** ∨ 1%

Neutral

**34%** • ∨ 1%

Negative

**23%** • ↑ 1%

### AGE

18-34 **54%** ↑ 1%-pt 

35-54 **44%** ↓ 3%-pt 

55+ **36%** ↑ 1%-pt 

### ETHNICITY

Black or African American **52%** ↑ 1%-pt 

Hispanic/Latino **55%** ↑ 5%-pt 

White **40%** ↓ 1%-pt 

### GENDER

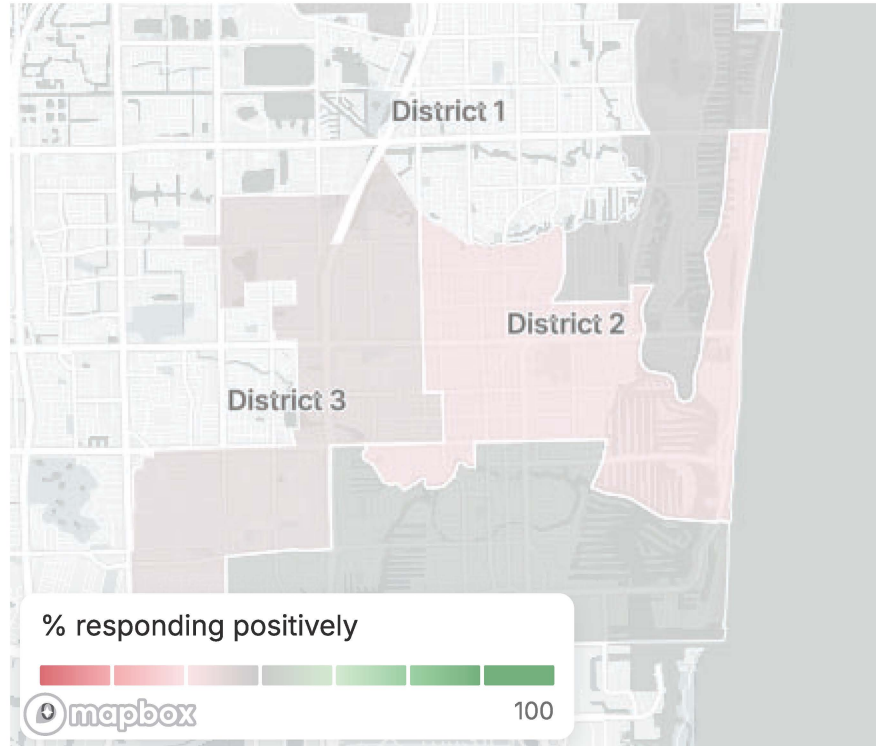
Female **41%** ↓ 1%-pt 

Male **45%** ↓ 1%-pt 



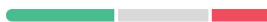

# Zencity Community Survey

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## AREA

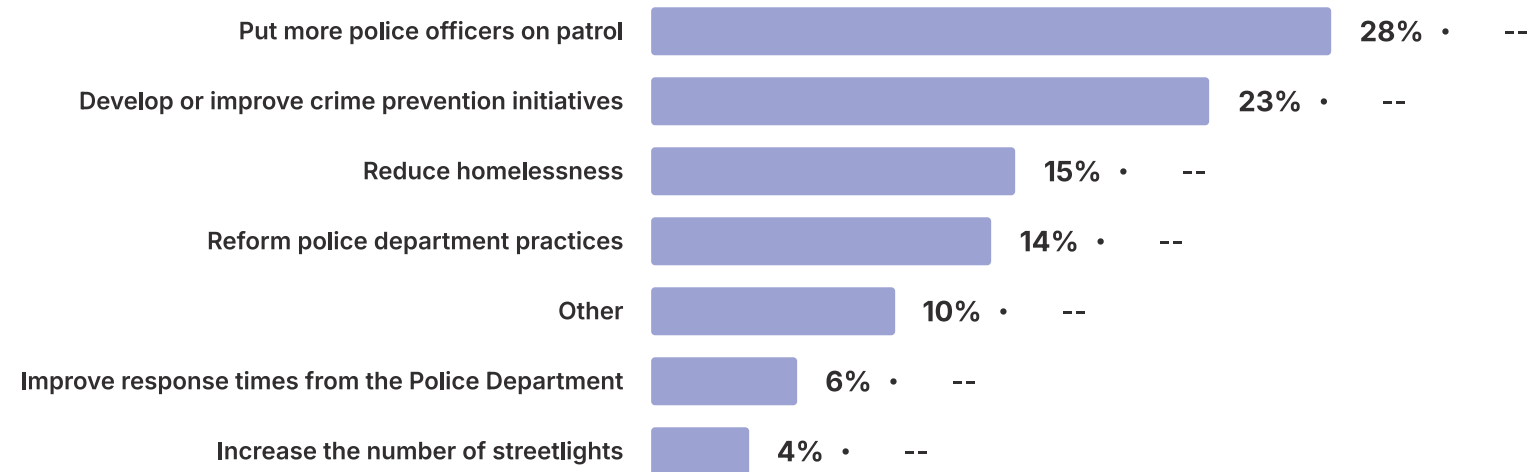
District 1	<b>46%</b>	↑ 2%-pt	
District 2	<b>37%</b>	↓ 12%-pt	
District 3	<b>41%</b>	↓ 4%-pt	
District 4	<b>47%</b>	↑ 7%-pt	

# Zencity Community Survey

July - September 2025

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## 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.

## 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

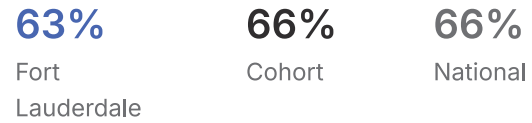
The Zencity National Benchmark Survey is conducted semiannually, collecting about 5000 responses across the country. The cohort scores are the weighted average of scores for respondents in each cohort. These weights are calculated to match the client's own demographics, to make them directly comparable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

# Community Benchmark

July - September 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?	66%	66%	<b>63%</b>	
How likely are you to recommend Fort Lauderdale as a place to live?	63%	64%	<b>54%</b>	
How likely are you to be living in Fort Lauderdale 5 years from now?	64%	62%	<b>58%</b>	

0% 25% 50% 75% 100%

# Community Benchmark

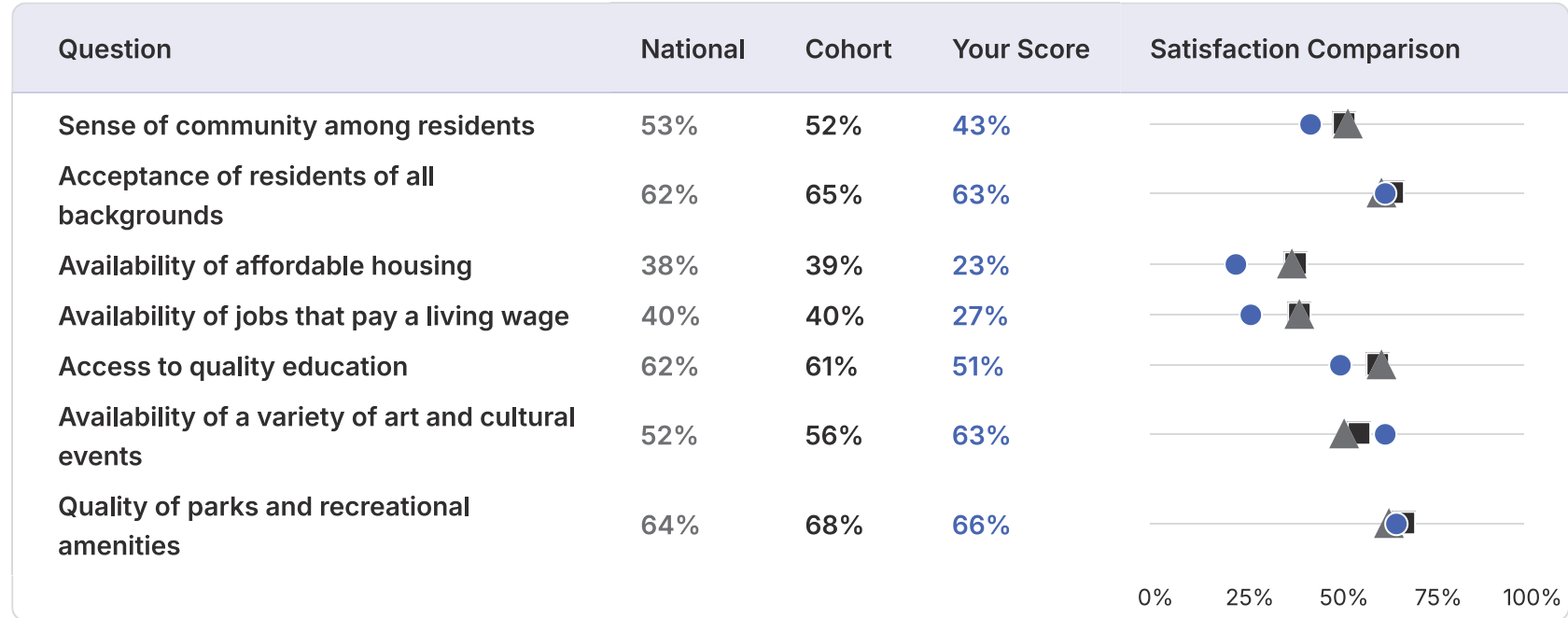
July - September 2025

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## Satisfaction with Life in Fort Lauderdale

Breakdown by characteristic

- Fort Lauderdale
- Cohort
- ▲ National



# Community Benchmark

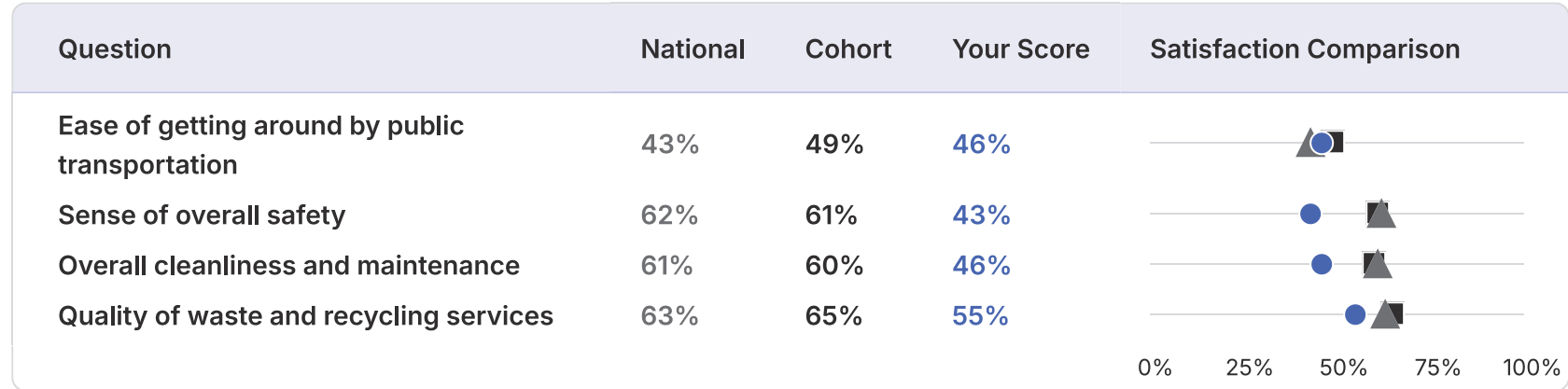
July - September 2025

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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), as well as responses collected through self-distribution efforts, are analyzed in the free-text responses but excluded from the quantitative results.

# Zencity Community Survey

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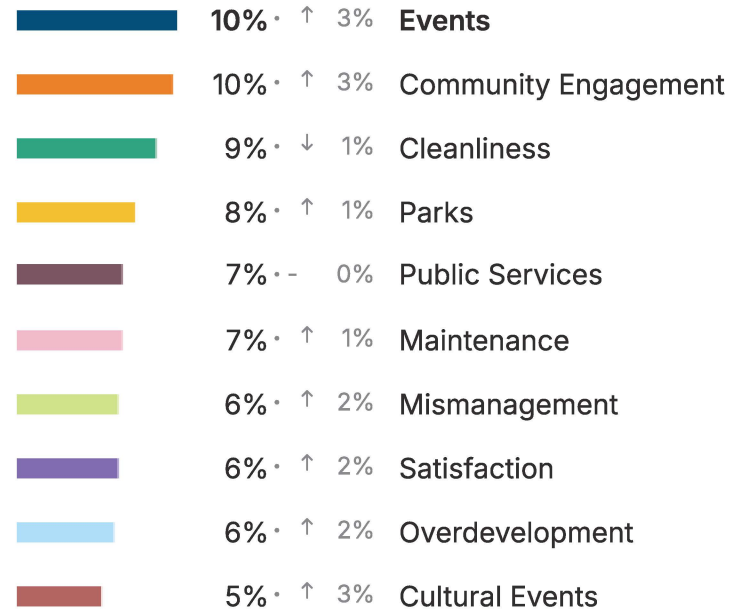
BETA

Question:

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

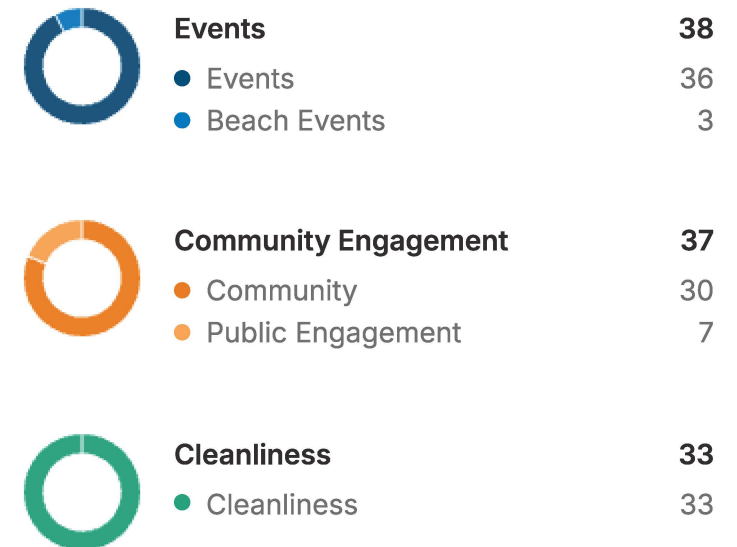
## Most Common Topics

370 labeled responses out of 544



## Top 3 Topics Breakdown

Number of responses by leading subtopic



# Zencity Community Survey

July - September 2025

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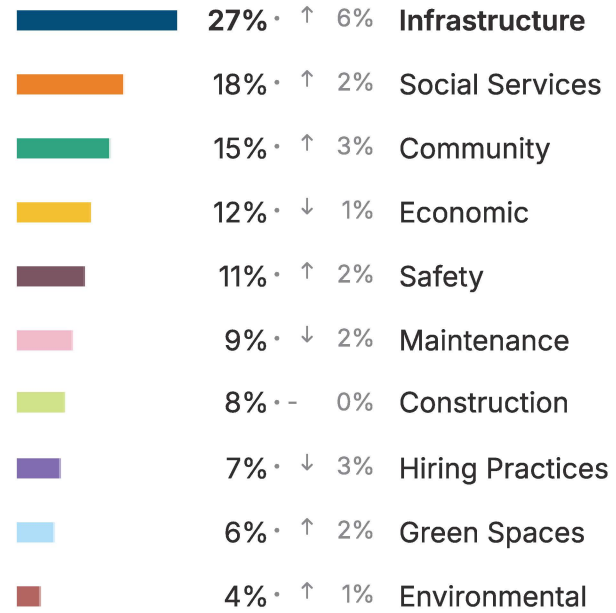
BETA

Question:

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

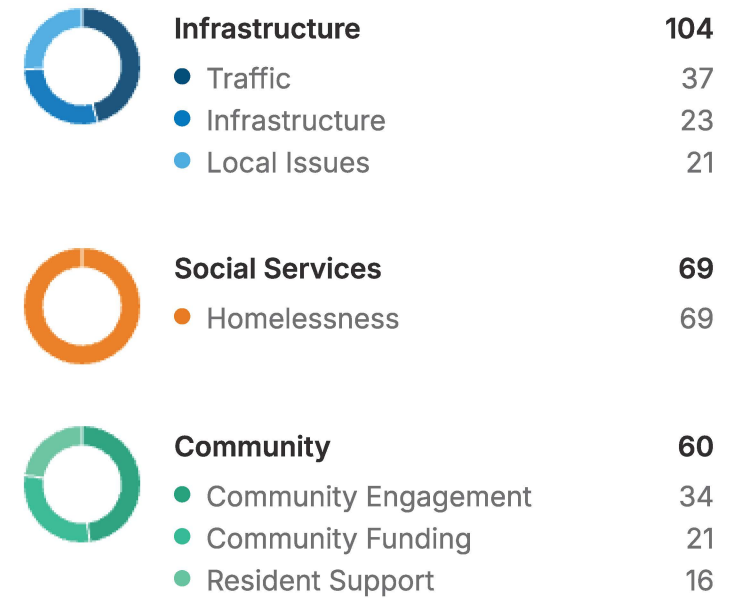
## Most Common Topics

390 labeled responses out of 561



## Top 3 Topics Breakdown

Number of responses by leading subtopic



# 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

July - September 2025

Powered by  Zencity

## How would you rate traffic in Fort Lauderdale?

**23%** ↑ 1%

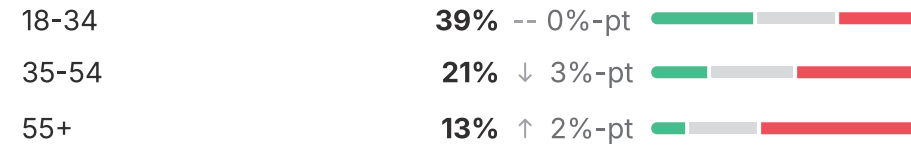
Neutral

**29%** • ↑ 4%

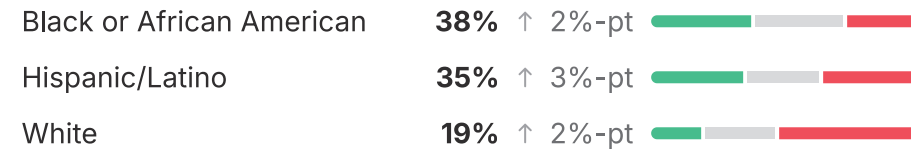
Negative

**48%** • ↓ 5%

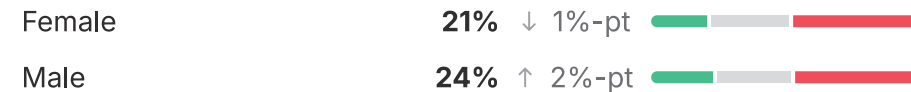
### AGE



### ETHNICITY



### GENDER



# Zencity Community Survey

July - September 2025

Powered by  Zencity

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

**36%** ∨ 1%

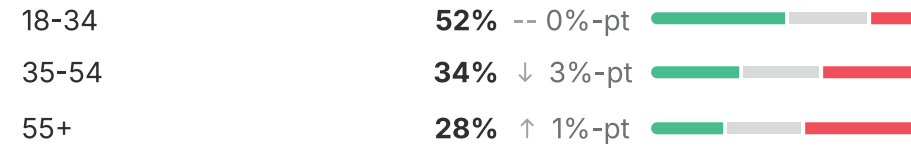
Neutral

**29%** ∙ ∨ 3%

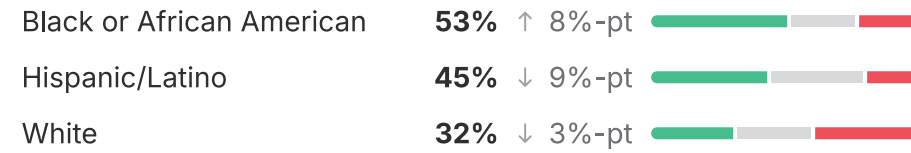
Negative

**35%** ∙ ↑ 4%

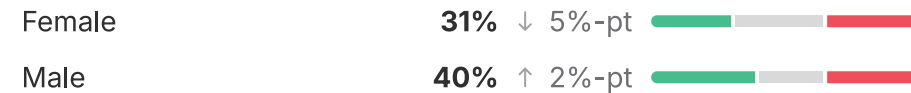
### AGE



### ETHNICITY



### GENDER



# Zencity Community Survey

July - September 2025

Powered by  Zencity

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

**51%** ↑ 2%

Neutral

**28%** • ↓ 1%

Negative

**21%** • --

### AGE

18-34 **59%** ↑ 8%-pt 

35-54 **52%** ↑ 2%-pt 

55+ **47%** ↓ 1%-pt 

### ETHNICITY

Black or African American **52%** ↑ 3%-pt 

Hispanic/Latino **57%** ↑ 4%-pt 

White **52%** ↑ 1%-pt 

### GENDER

Female **48%** ↓ 2%-pt 

Male **53%** ↑ 4%-pt 

# Zencity Community Survey

July - September 2025

Powered by  Zencity

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

**27%** ↑ 2%

Neutral  
**27%** • ↓ 1%

Negative  
**46%** • ↓ 1%

### AGE

18-34 **42%** ↑ 2%-pt 

35-54 **28%** ↓ 1%-pt 

55+ **16%** ↑ 3%-pt 

### ETHNICITY

Black or African American **39%** ↑ 3%-pt 

Hispanic/Latino **43%** ↑ 5%-pt 

White **23%** ↑ 1%-pt 

### GENDER

Female **25%** ↓ 6%-pt 

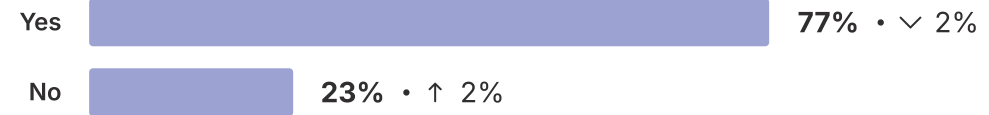
Male **29%** ↑ 8%-pt 

# Zencity Community Survey

July - September 2025

Powered by  Zencity

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



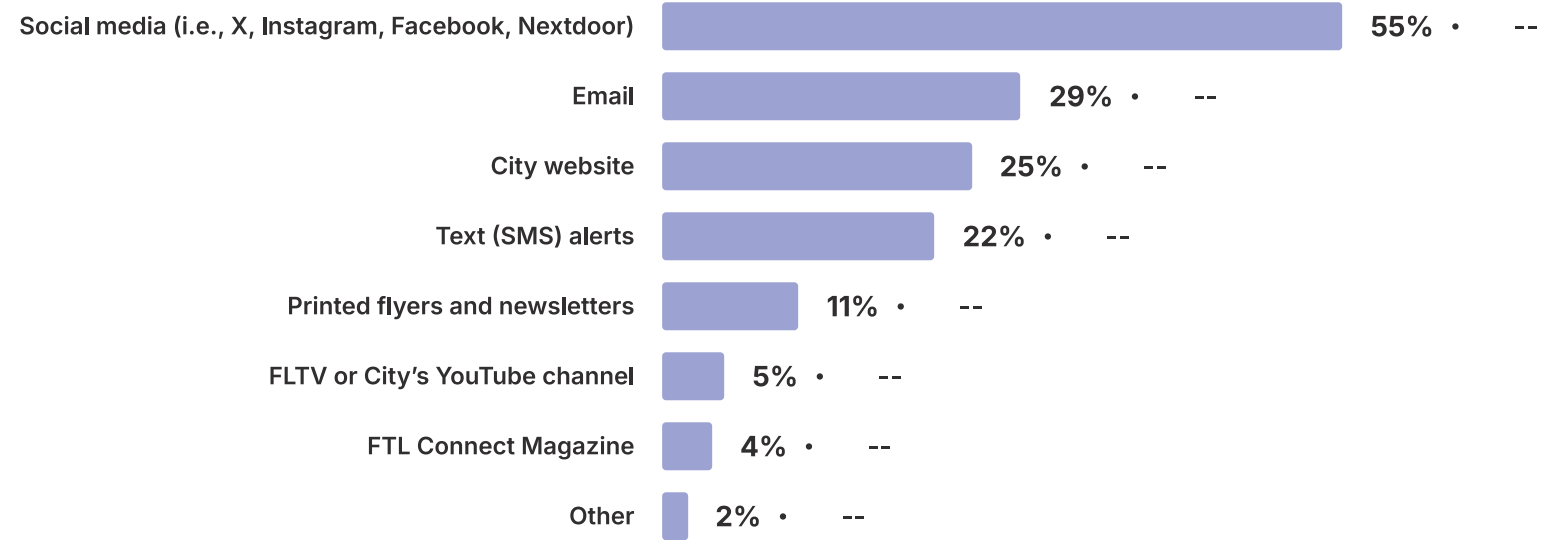
To view the full question breakdown, visit your Zencity [dashboard](#)

# Zencity Community Survey

July - September 2025

Powered by  Zencity

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



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



Published on October 8th, 2025 by Zencity

[support@zencity.io](mailto:support@zencity.io)

# Fort Lauderdale, FL

## Business Survey Report

### November 2025



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# Executive Summary

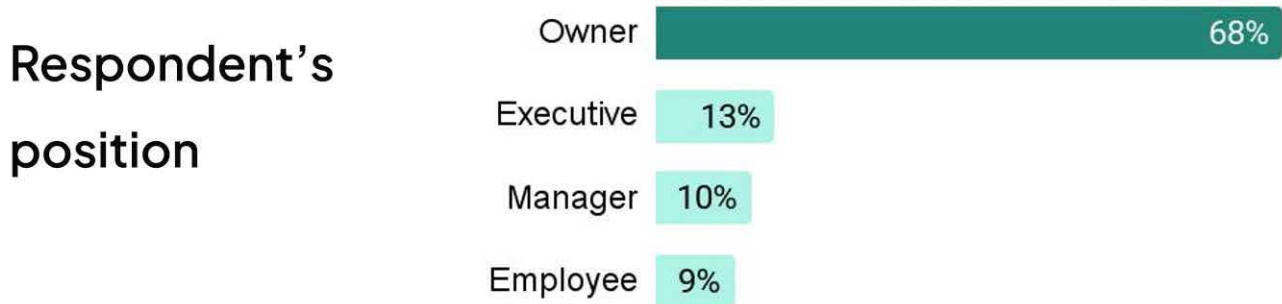
- Most surveyed businesses were long-established small employers, with high overall satisfaction—75% rated Fort Lauderdale positively as a place to do business.
- Key strengths included the regulatory environment and access to customers or markets, while the largest challenges were infrastructure conditions and employee quality-of-life factors.
- Difficulty finding qualified candidates and maintaining competitive wages are the leading workforce pressures; future skill needs centered on technology, trades, and administrative support.
- Email was the preferred communication method, and many respondents expressed interest in grants, incentives, and targeted assistance to support business growth and retention.

## Methodology

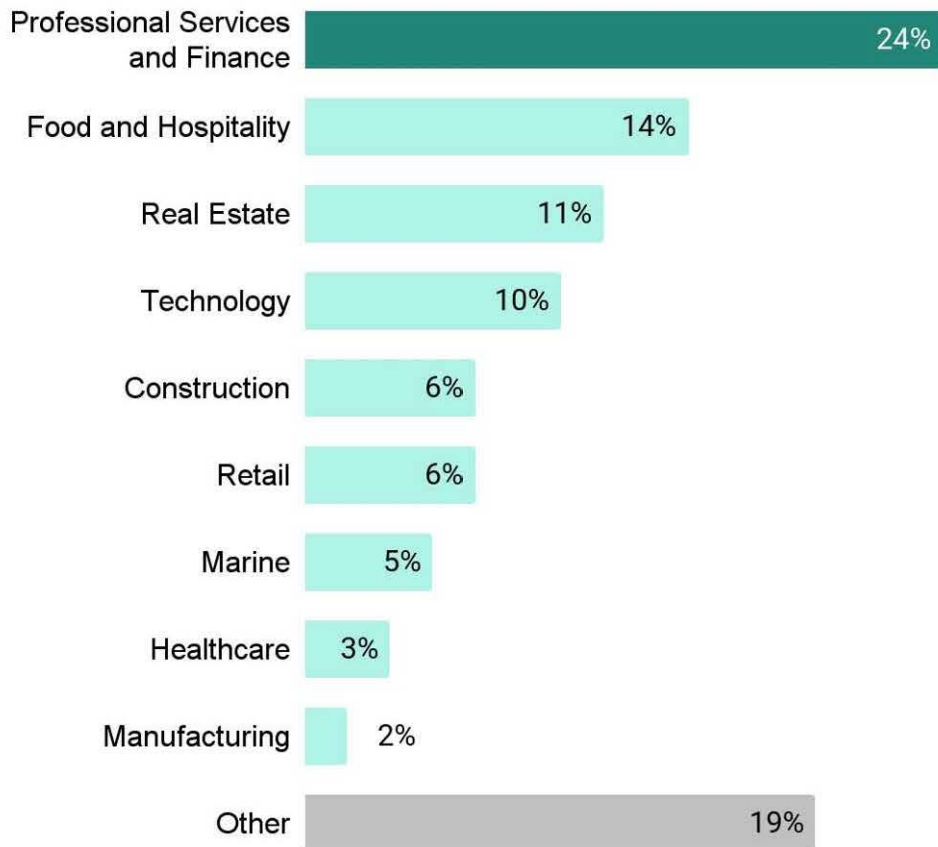
- The survey presented in this report was a business survey that was live from July to October 2025. It included eight topic questions, of which two were open ended, in addition to 14 demographic questions. See the questionnaire [here](#), which was developed in partnership with Fort Lauderdale.
- Responses from 101 businesses in Fort Lauderdale were collected through this online survey, and were included in the analysis presented in this report. Of these responses, 39 were partial responses that answered a minimum of five questions, and were therefore included in this analysis.
- Each question presented in this report reflects the breakdown of the valid responses and excludes missing data (due to partials or the respondent skipping the question).
- All duplicate responses were removed from the data. Unique fingerprint IDs were used to identify which responses were duplicates.

# Sample Breakdown

The majority of survey respondents (68%) were business owners. Industries represented in the survey varied widely, with the most common sectors being professional services and finance, food and hospitality, and real estate. A small number of respondents selected “Other,” noting additional sectors such as publishing and marketing, and film and media production.



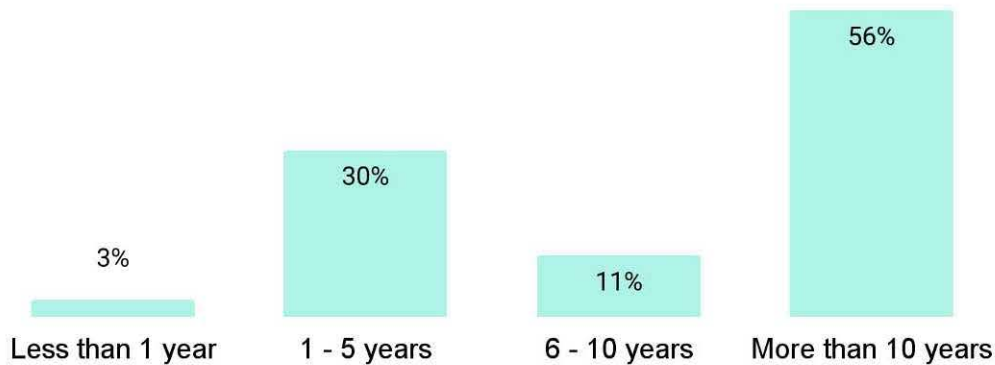
## Business' industry



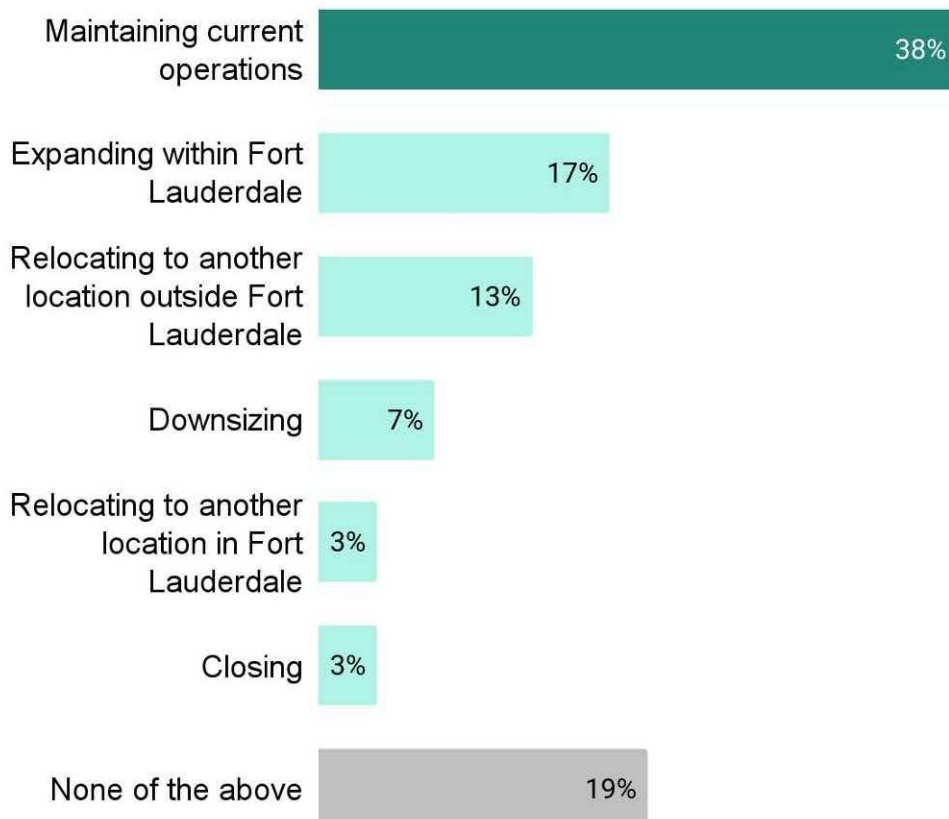
# Sample Breakdown

The majority (56%) of the surveyed businesses have been operating in Fort Lauderdale for more than ten years. **38% of the surveyed businesses reported that they plan to maintain current operations in the next year.** Less than a fifth (17%) reported that they are planning to expand within Fort Lauderdale, and just over a tenth (13%) reported that they are planning to relocate to a location outside of Fort Lauderdale.

## Time operating in Fort Lauderdale



## Plans for next year

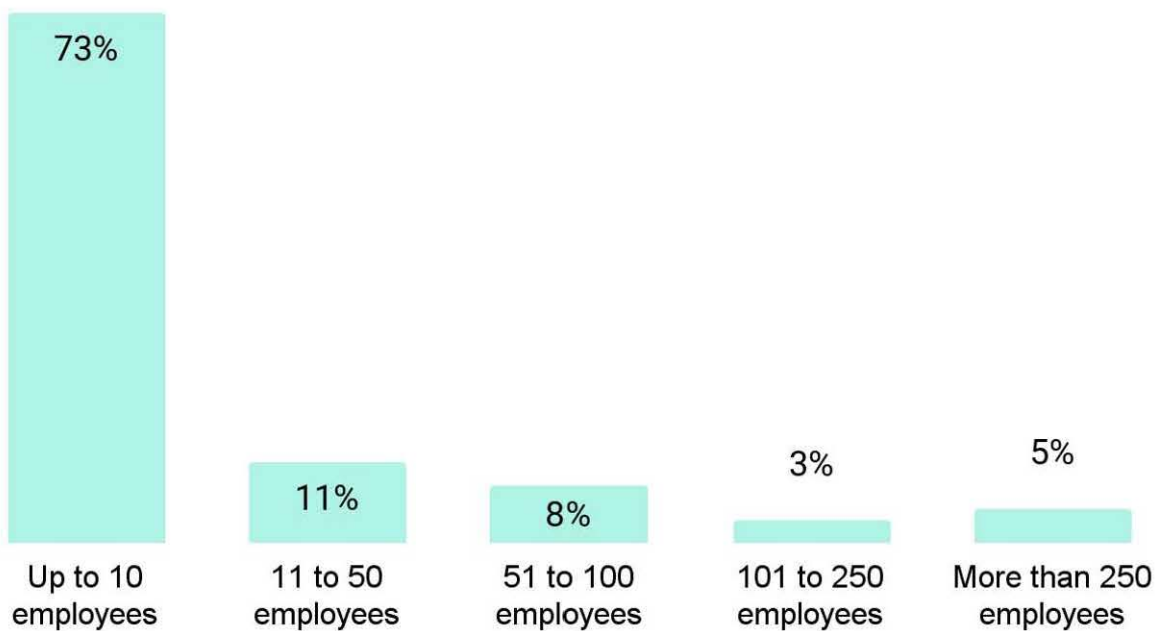


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# Sample Breakdown

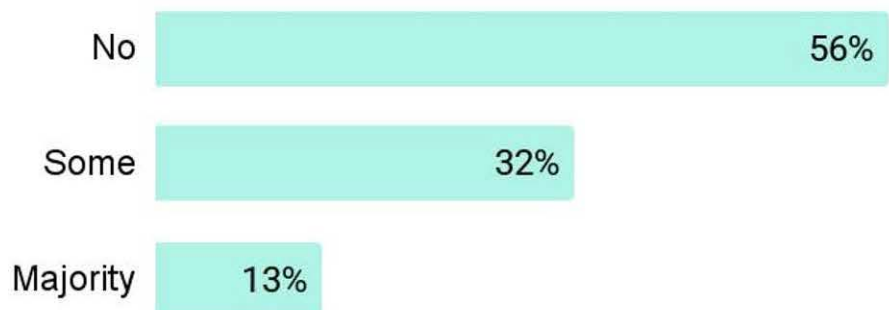
The businesses that were surveyed most commonly reported (73%) having between **1 to 10 employees**. The majority of them (56%) also reported that their employees do not telecommute.

## Number of employees



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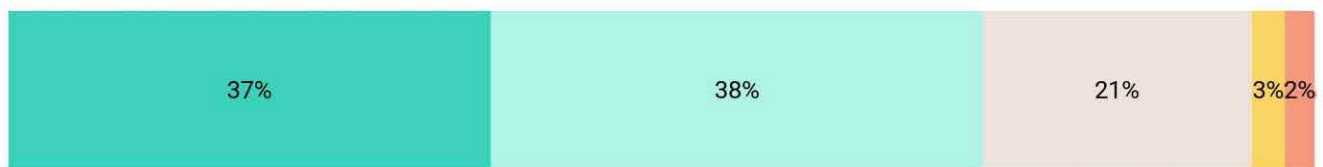
## Do employees telecommute?



## How would you rate the City as a place to do business?

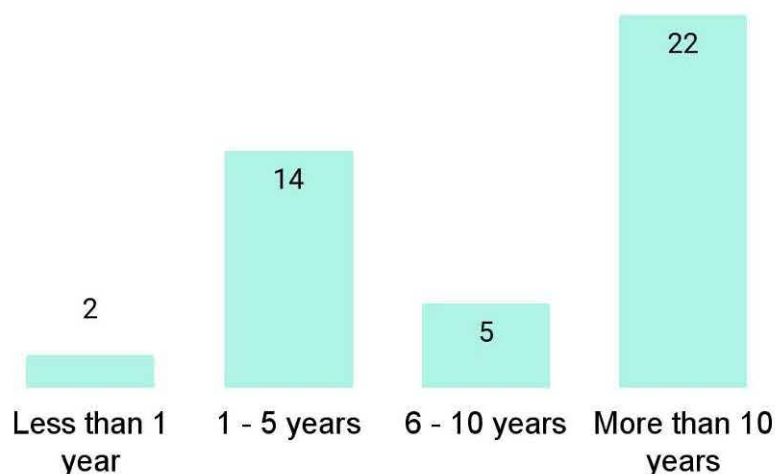
Scale from 1 (poor) to 5 (excellent)

The majority of surveyed businesses (**75%**) were satisfied (4 or 5 on scale) with the City as a place to do business. In comparison, only **5%** were dissatisfied with the City as a place to do business (1 or 2 on the scale), and **21%** were neutral (3 on the scale).



Among businesses that rated Fort Lauderdale positively as a place to do business (scores of 4 or 5), satisfaction was most common among long-established businesses. **Those operating in the City for more than 10 years accounted for the largest share of positive ratings** (22 respondents), followed by businesses in operation for 1–5 years (14 respondents).

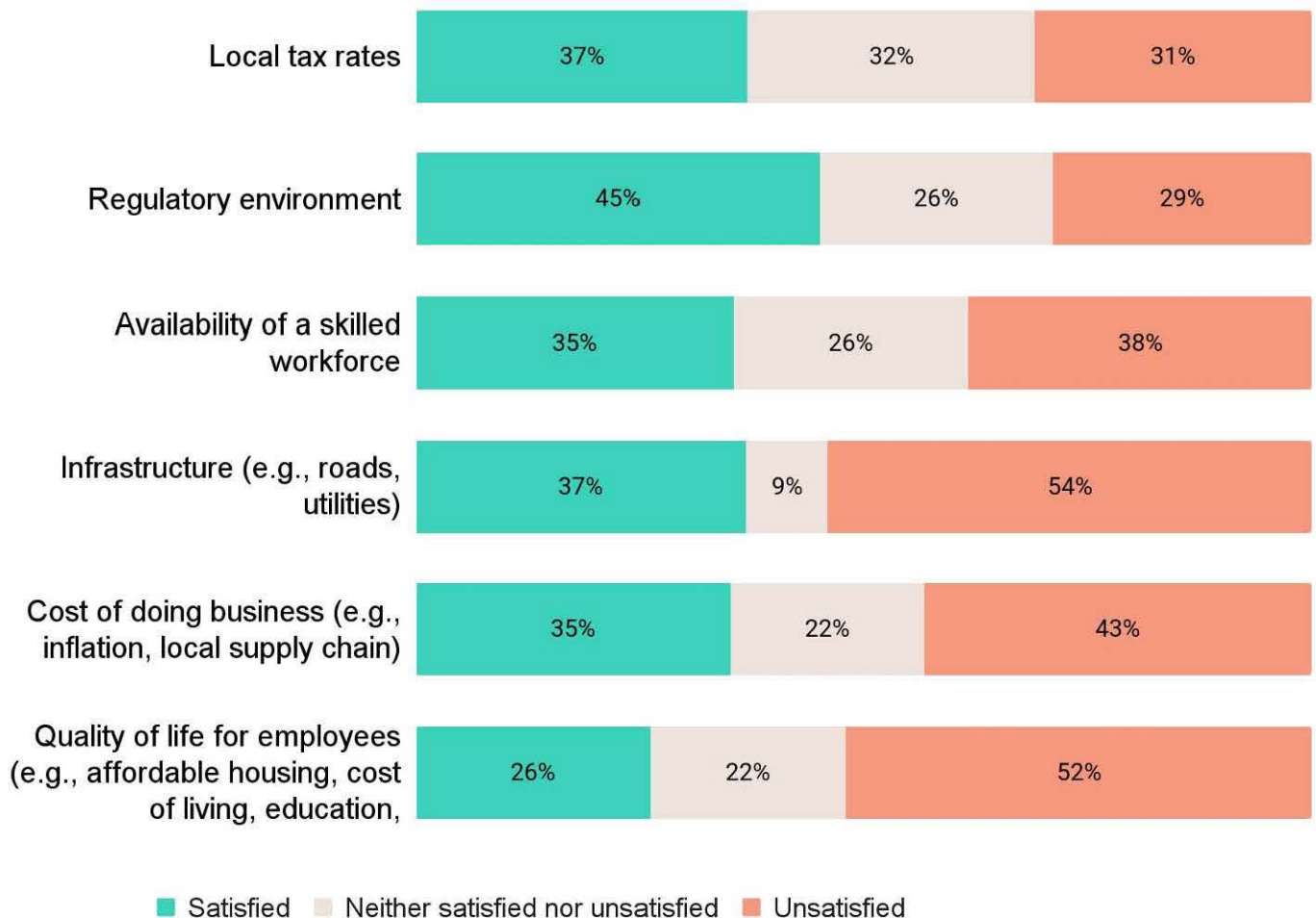
### Distribution of Positive City Ratings by Business Tenure



## How satisfied are you with each of the following?

Scale from 1 (completely unsatisfied) to 5 (completely satisfied)

Among the surveyed businesses, **satisfaction was highest for the regulatory environment**, followed by a similar satisfaction share for local tax rates, and infrastructure (37%). **Dissatisfaction was found to be highest for infrastructure (54%), and quality of life for employees (52%).**



## Infrastructure: A Key Point of Divergence Among Surveyed Businesses

Infrastructure emerged as one of the most polarizing aspects evaluated in the survey. It received both the highest share of dissatisfaction (54%) and one of the highest satisfaction levels (37%), resulting in the smallest neutral group (9%). This distribution indicates that businesses tend to hold strong views—positive or negative—about the City’s infrastructure conditions, prompting a closer look at which sectors contributed most to this divide.



Professional services and finance showed the largest positive deviation on satisfaction with infrastructure, scoring 10 percentage points above the overall average. Food and hospitality had the strongest deviation on dissatisfaction, exhibiting the highest dissatisfaction score among any other industry.

### How Each Industry Diverged From the Overall Infrastructure Ratings

Industry	Satisfaction (37%)	Dissatisfaction (54%)
Professional Services and Finance	+10%	-7%
Food and Hospitality	-15%	+24%
Real Estate	+6%	+3%
Technology	-4%	-4%

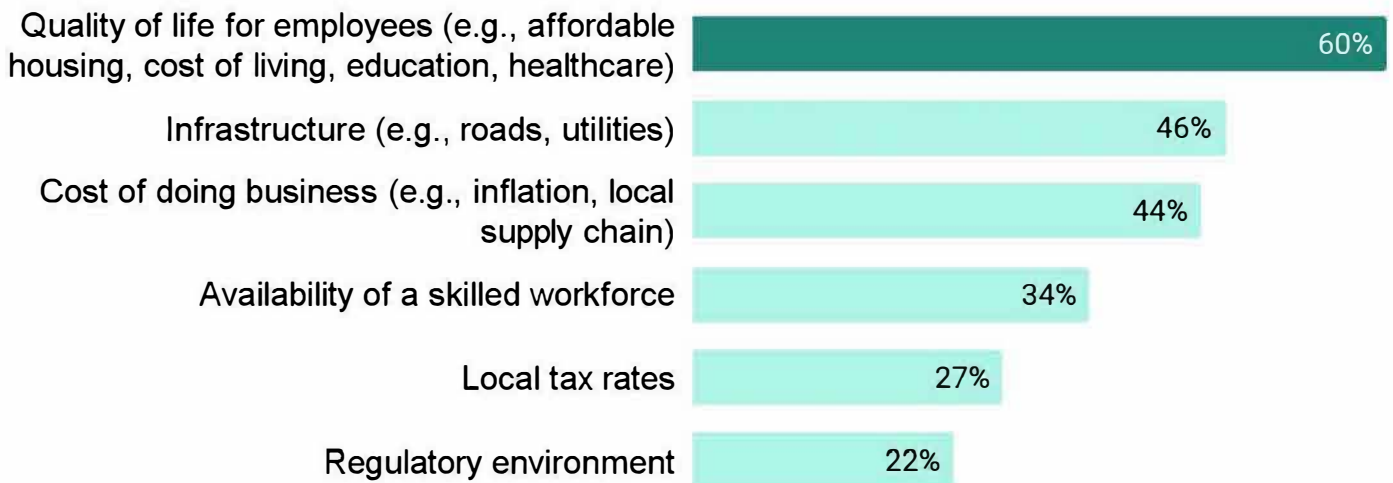
Percentage points from average

**How to read the table:** The values show how each business sector compares to the overall survey average. A positive number means that sector reported more satisfaction or dissatisfaction than average. For example, while 37% of all businesses were satisfied with infrastructure, 47% of professional services and finance firms reported satisfaction (+10 points). By contrast, food and hospitality businesses reported 78% dissatisfaction, which is 24 points higher than the overall average of 54%. These differences highlight which sectors are most positively or negatively experiencing infrastructure conditions.

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

(Select the top 3)

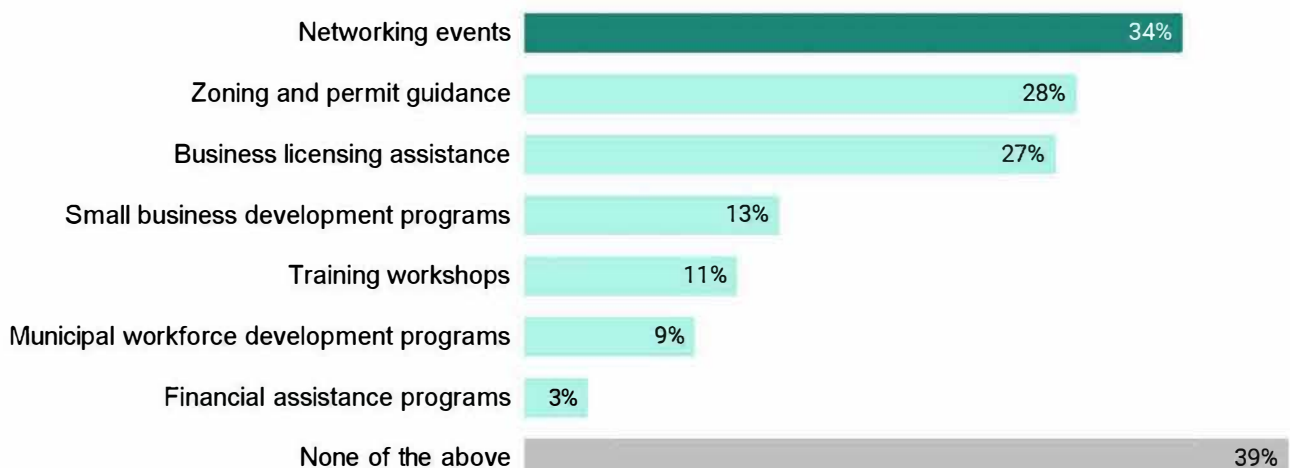
Quality of life for employees was the most frequently selected element of Fort Lauderdale's business climate (60%), followed by infrastructure at 46% and the cost of doing business at 44%.



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

(Select all that apply)

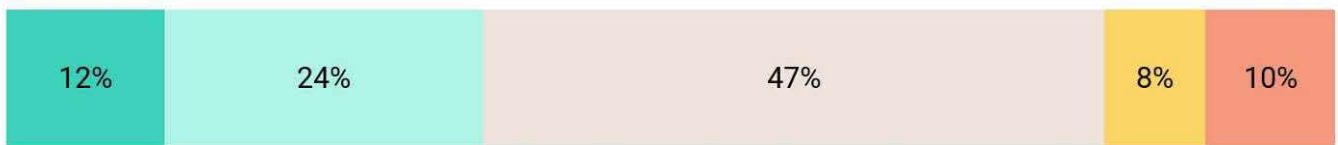
Networking events were the most commonly used municipal business support service (34%), followed by zoning and permit guidance at 28% and business licensing assistance at 27%. Notably, 39% of respondents indicated they do not use any of the listed services.



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

Scale from 1 (very dissatisfied) to 5 (very satisfied)

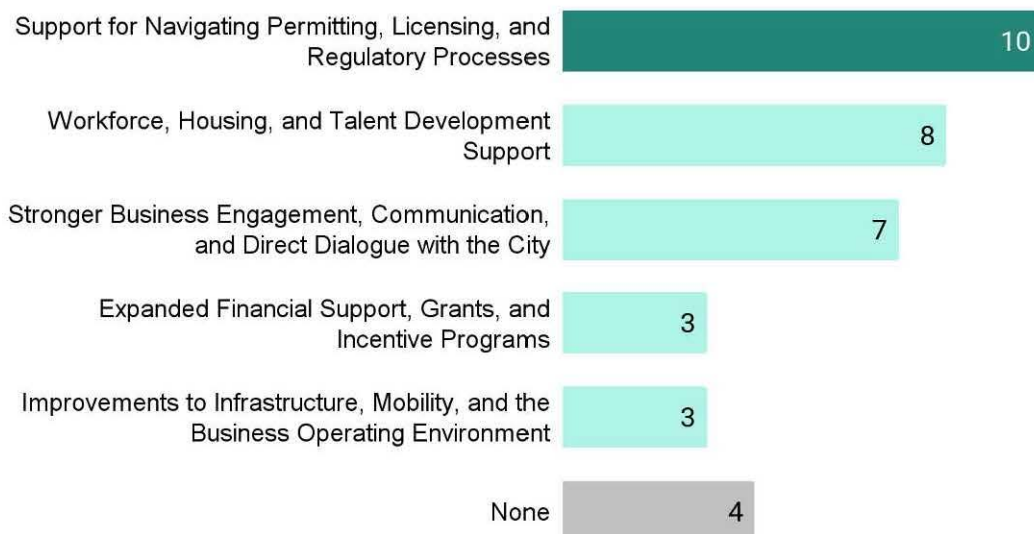
Satisfaction with the local government's business-related support services stood at 36% (4 or 5 on scale), approximately **twice the share of respondents who reported dissatisfaction** at 18% (1 or 2 on scale).



## What support is needed?

(Open text)

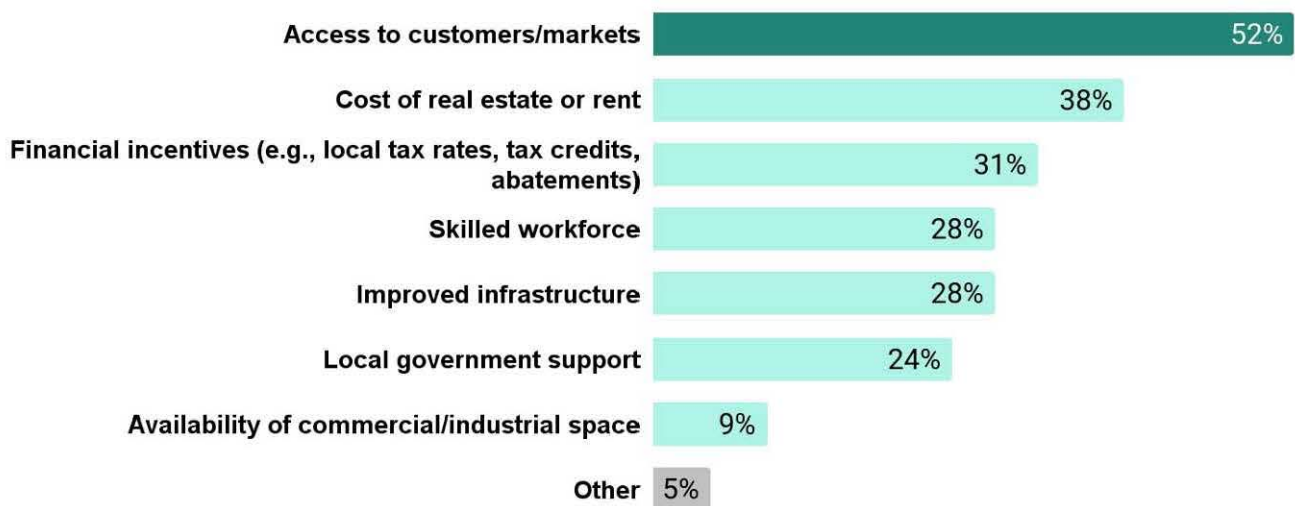
The most common requests centered on support for navigating permitting, licensing, and regulatory processes, with several respondents noting challenges such as “too many layers to get answers” and a need to “make it easier for businesses to navigate the licensing and permitting process.” Workforce and housing support also emerged as a key need, including calls for “workforce housing” and “affordable housing for hourly associates.”



## Which of the following are the most important factors for keeping/expanding your business?

(Select the top 3)

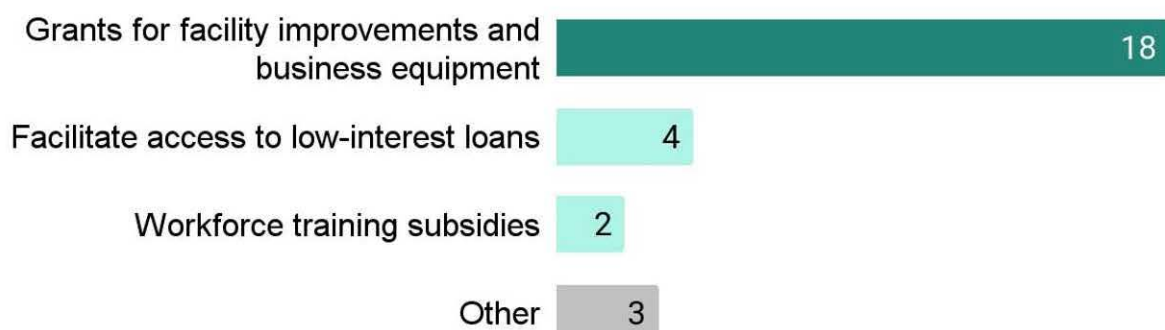
Access to customers or markets was the most frequently selected factor for retaining or expanding a business in Fort Lauderdale (52%), followed by the cost of real estate or rent at 38%. A small number of respondents selected “Other,” noting items such as access to capital, marketing support, and location.



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

(Follow-up question to respondents that marked "Financial incentives", N=27)

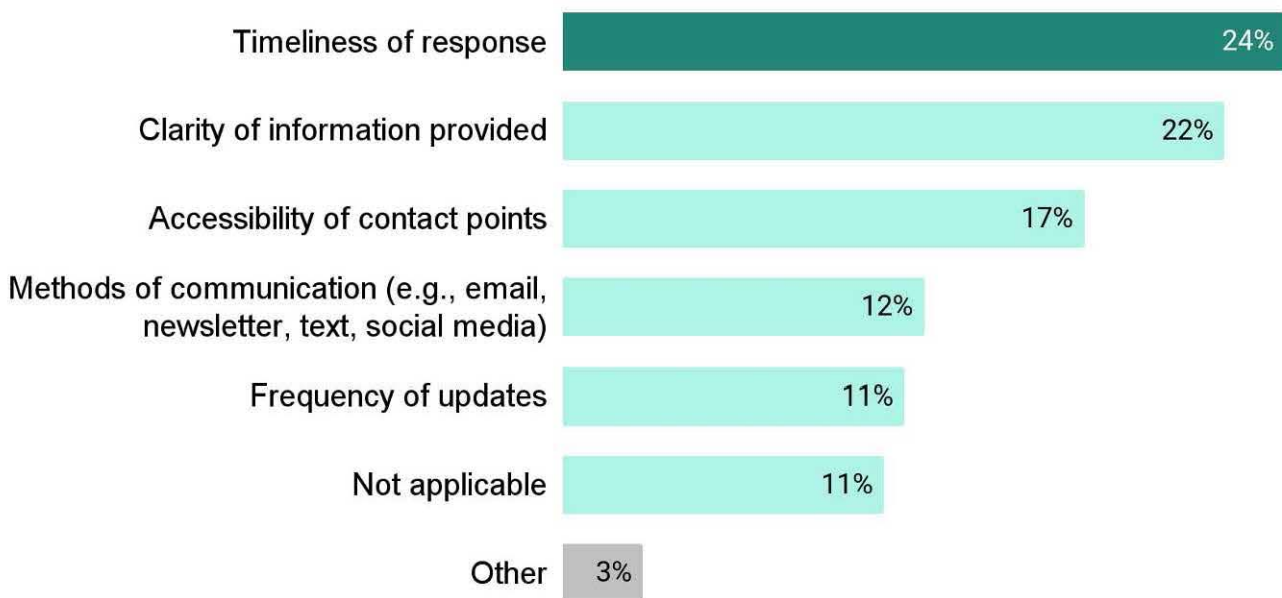
Among businesses that identified financial incentives as a priority, grants for facility improvements and business equipment were the most commonly selected option. A small number of open-ended responses referenced broader tax considerations, including property taxes, tangible business taxes, and interest in tax abatements.



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

(Select all that apply)

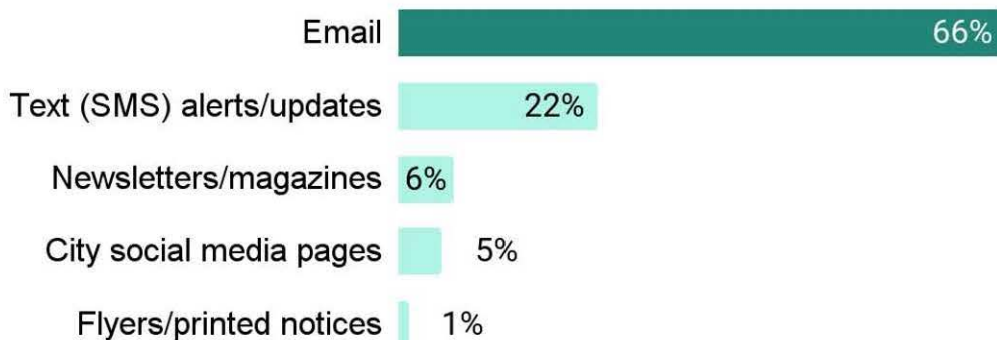
**Timeliness of response was the most commonly selected area for improvement**, identified by 24% of surveyed businesses. Clarity of information followed at 22%. A small number of open-ended responses raised broader concerns about how the City engages with businesses and noted opportunities to improve website clarity.



## Communication preferences

(Single select)

**Email was the preferred communication method for most surveyed businesses (66%)**, followed by text alerts or updates at 22%.

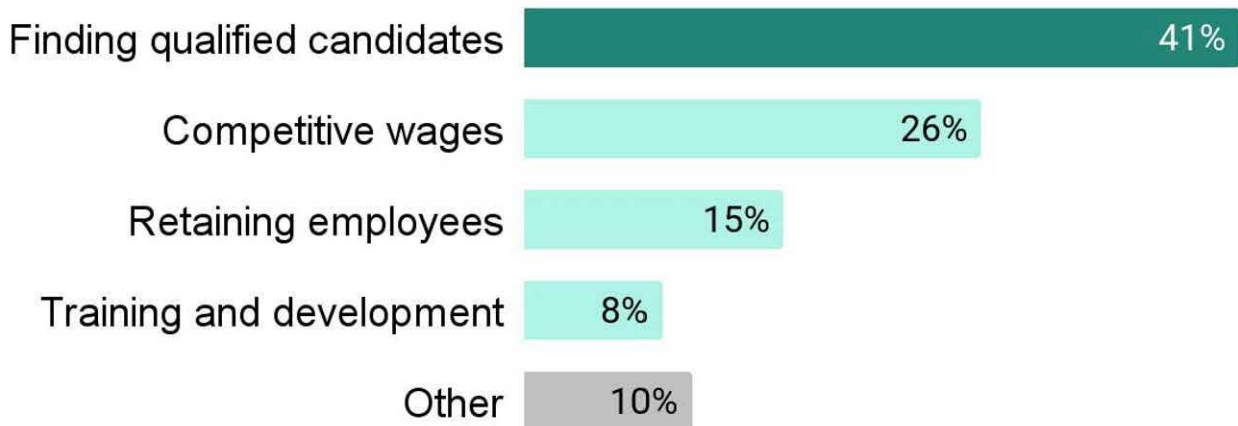


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## Workforce challenges

(Select all the apply)

**Finding qualified candidates was the most common workforce challenge**, identified by 41% of surveyed businesses. Competitive wages followed at 26%. An additional 10% selected “Other,” with comments pointing to challenges related to expanding their customer base and accessing needed resources such as housing, transportation, and business support.



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## High demand skills in the next 3–5 years

(Open text)

Businesses most frequently pointed to **technology-related skills, technical trades, and administrative or operational support** as the skills they expect to need most over the next 3–5 years. Responses consistently highlighted the growing importance of digital capabilities, hands-on technical labor, and reliable day-to-day business support.

- **Technology, AI, and Digital Skills:** “Software, AI, data science.” / “Competence in computer / internet security.”
- **Skilled Trades and Technical Labor:** “Skilled tradesmen.” / “Geotechnical installation for seawalls and under concrete.”
- **Administrative and Operational Support:** “Administrative/secretarial.” / “Bookkeepers.”

# Conclusion and Takeaways

- **Business Climate Perception Is Largely Positive.** A clear majority rated Fort Lauderdale favorably as a place to do business, with satisfaction levels twice as high as dissatisfaction. Long-established businesses—those operating in the City for more than ten years—comprised most of the satisfied respondents.
- **Infrastructure and Quality-of-Life Pressures Stand Out.** Infrastructure and employee quality-of-life received the highest dissatisfaction levels (54% and 52%), and these same areas were also identified as the most important elements of Fort Lauderdale’s business climate (60% and 46%). This alignment shows that the issues generating the most concern are also the ones businesses consider most critical to address.
- **Businesses Seek Support Navigating City Processes.** Open-ended responses frequently pointed to complexity in permitting, licensing, and regulatory interactions, highlighting opportunities to streamline processes and improve coordination across departments. Timeliness of responses and clarity of information were also top areas identified for improvement.
- **Access to Markets and Real Estate Costs Influence Retention.** Access to customers or markets was the most important factor for businesses considering future growth, while the cost of real estate or rent also played a significant role in expansion planning.
- **Future Skill Needs Trend Toward Technology and Trades.** Businesses expect growing demand for AI, digital literacy, cybersecurity, and technical trades over the next 3–5 years, alongside continued reliance on administrative and operational support roles.

The survey results show a business community that values Fort Lauderdale’s overall operating environment but continues to face notable challenges related to infrastructure, workforce availability, and the complexity of City processes. Improving permitting and licensing navigation, strengthening communication across departments, and expanding support for workforce and housing needs represent meaningful opportunities to reinforce the City’s business-friendly posture. With many businesses expressing interest in grants, incentives, and growth within the City, targeted improvements in these areas could further support retention, expansion, and long-term economic vitality.

# Fort Lauderdale January – March 2026 Neighbor Survey Instrument

## 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.*

**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 for housing
- 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 (e.g., solar, drought-tolerant landscaping, recycling)
- 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. Expand Wi-Fi access
- i. 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 (e.g., license plate readers, cameras)
- b. Increase the visibility of patrol officers
- c. Increase the number of streetlights
- 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: \_\_\_\_\_

**18. Overall cleanliness and maintenance**

**19. Maintenance of City streets, sidewalks, and infrastructure (e.g., utility pipes, stormwater system)**

**20. Quality of waste and recycling services**

**21. How would you rate traffic in Fort Lauderdale?**

*(1) Poor to (5) Excellent*

## Fort Lauderdale January – March 2026 Neighbor Survey Instrument

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

*(1) Poor to (5) Excellent*

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

*(1) Poor to (5) Excellent*

**24. Which of the following elements of life in Fort Lauderdale are most important to you?**

*Select top three (3)*

- a. Homelessness response
- b. Infrastructure
- c. Local tax rates
- d. Public safety
- e. Availability of job opportunities
- f. Parks and recreation amenities
- g. Other: \_\_\_\_\_

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

*Select all that apply*

- 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: \_\_\_\_\_

**26. What barrier(s), if any, do you have to high-speed internet access?**

- a. Devices capable of accessing the internet
- b. Service providers in my area are not capable of delivering high-speed internet
- c. Lack of training and knowledge on how to access the internet
- d. Affordability of rates charged by internet service providers
- e. I have no barriers to high-speed internet access
- f. 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.

**27. In what year were you born? \_\_\_\_\_**

**28. 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.*

**28.1 Please state the gender you identify as: \_\_\_\_\_**

## Fort Lauderdale January – March 2026 Neighbor Survey Instrument

**29. 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: \_\_\_\_\_

**30. Are you of Hispanic, Latino, or Spanish origin?**

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

**31. 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. Other: \_\_\_\_\_
- g. Prefer not to say

**32. 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

**33. What is your home zip code? \_\_\_\_\_**

**34. 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

## Fort Lauderdale January – March 2026 Neighbor Survey Instrument

**35. 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

**36. 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

**37. What is the primary language spoken in your home?**

*Select all that apply*

- a. English
- b. Spanish
- c. Creole
- d. Other: \_\_\_\_\_

**38. 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.

**39. 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 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 email [strategyandinnovation@fortlauderdale.gov](mailto:strategyandinnovation@fortlauderdale.gov).**