2015 Neighbor Survey

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Final Report

Submitted to the City of Fort Lauderdale, Florida

by:

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Executive Summary

Overview

ETC Institute administered a survey to residents of the City of Fort Lauderdale during November and December of 2015. The purpose of the survey was to assess the quality of life and the overall provision of City services. Additionally, the survey was designed to assess community priorities by illustrating the importance of certain issues. This is the fourth resident survey administered by ETC Institute for the City of Fort Lauderdale; trends provided in this report reflect changes from the 2012 and 2014 surveys.

This report contains:

- an executive summary of the methodology for administering the survey and major findings
- charts and graphs showing the overall results of the survey
- Importance-satisfaction analysis that can help the City set priorities for improvement
- GIS maps that show the results of selected questions on the survey
- a copy of the survey instrument

Methodology. A letter from the Mayor, followed by a seven-page survey, was mailed to a random sample of households in the City of Fort Lauderdale in November of 2015. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone or on the Internet. A total of 654 surveys were completed. There were no statistically significant differences in the results of the survey based on the method of administration.

The results for the random sample of 654 households have a precision of at least +/-4% at the 95% level of confidence. This statement is the statistical certainty of the data. This means that if the same survey was administered 100 times, 95 of those 100 times the results would come back as they are reported here, within +4% or -4% of the results indicated. This also means that any changes that are equal to or greater than +4% or -4% in the survey data from 2014 to 2015 are considered "statistically significant" changes. When a result is said to be "statistically significant" it means that the change is equal to or greater than the margin of error (+/-4%) and thus can be attributed to actual changes in perceptions or satisfaction versus general fluctuations in the survey data.

In general, when reviewing the survey results on the graphs in Section 1: Charts and Graphs, positive responses are represented by a blue color, neutral responses (interpreted as neither positive nor negative) are represented by a white color and negative responses are represented by a red color. Section 1 also includes trend charts that compare the 2012, 2014 and 2015 survey results. When analyzing the trend charts, it is important to note that changes equal to or greater than +4% or -4% are statistically significant changes.

MAJOR FINDINGS

- **Satisfaction with the overall quality of City services increased.** The percentage of residents who indicated that they were satisfied with the "overall quality of City services" increased significantly, from 68% in 2014 to 74% in 2015. Only 7% of those surveyed were dissatisfied with the overall quality of City services. The remaining residents gave a "neutral" rating (a rating of 3 on a 5-point scale) or did not have an opinion.

- **Satisfaction with the overall quality of life in Fort Lauderdale increased.** The percentage of residents who indicated that they were satisfied with the "overall quality of life" increased from 76% in 2014 to 78% in 2015. Only 6% of those surveyed were dissatisfied with the overall quality of life. The remaining residents gave a "neutral" rating (a rating of 3 on a 5-point scale) or did not have an opinion.

- **Satisfaction with the overall quality customer service remains steady.** The percentage of residents who indicated that they were satisfied with the "quality of customer service from City employees" was 62% in both 2014 and 2015. Only 13% of those surveyed were dissatisfied with the quality of customer service. The remaining residents gave a "neutral" rating (a rating of 3 on a 5-point scale) or did not have an opinion.

Satisfaction with Specific City Services

- **Fire Rescue and Emergency Management Services**. The areas of fire rescue and emergency management services that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the overall quality of local fire protection (88%), the quality of emergency medical services (86%), and professionalism of employees responding to emergencies (84%).

- **Public Safety Services**. The public safety services that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the professionalism of employees responding to emergencies (73%), the overall quality of local police protection (71%), and how quickly police respond to 911 emergencies (68%). The highest perceptions of safety were that residents feel safe walking in their neighborhood during the day (93%), in commercial/business areas during the day (93%), and at special events (91%). Residents were least satisfied with the City's efforts to prevent crime (46%, a decrease of 6% over the prior year).

- **Parks and Recreation Services**. The areas of parks and recreation that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the maintenance of City parks (83%), the proximity of respondent's home to City parks (78%), and the quality of athletic fields (72%). Residents were least satisfied with the availability of green space near respondent's home (56%, an increase of 2% over the prior year).

- **Transportation and Mobility**. The areas of transportation and mobility that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the overall cleanliness of streets (60%), the maintenance of street signs and pavement markings (50%), and maintenance of neighborhood streets (50%). Residents were least satisfied with the cost of private parking (17%, the same as the prior year) and the management of traffic flow and congestion (23%, an increase of 2% over the prior year).

- **Water, Wastewater, Waterways, Flooding, and Sanitation**. The areas that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: residential garbage collection (81%), residential bulk trash collection (80%), and residential recycling services (77%). Residents were least satisfied with the prevention of storm water-related flooding (29%, a decrease of 2% over the prior year).

Other Findings

Ratings of Fort Lauderdale

The aspects of the City that residents rated as most positive (ratings of 4 or 5 on a 5-point scale) were: the City as a place to visit (89%), as a place to live (88%), and as a place for play and leisure (87%). Residents were least satisfied with the City as a place to educate children (40%, a decrease of 4% over the prior year). There are a total of 13 questions regarding overall ratings.

Perceptions of Fort Lauderdale

Ten (10) questions were asked regarding various issues that influence the perception of Fort Lauderdale**.** The perception issues that residents rated as excellent or good (ratings of 4 or 5 on a 5-point scale) included: quality of private schools (68%), the overall appearance of the City (67%), the acceptance of diversity (61%), and the overall feeling of safety in the City (60%). Residents gave the lowest ratings to the City's efforts in addressing homelessness (20%, a decrease of 5% over the prior year).

How Fort Lauderdale Compares to Other Communities

The City of Fort Lauderdale scored 17% above the U.S. average for communities with a population between 100,000 and 250,000 for the overall quality of City services provided and 17% above the Florida average. The top areas in which the City of Fort Lauderdale scored highest above the U.S. average were:

- Bulky item pick up/removal services
- Ratings of the City as a place to visit
- Feeling of safety in downtown Fort Lauderdale
- Feeling of safety in City parks

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

- Management of traffic flow and congestion
- Adequacy of City street lighting
- Ratings of the City as a place to raise children
- Water utility services
- Wastewater service

Conclusions and Recommendations for Action

In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings.

Details regarding the methodology for the analysis are provided in Section 2 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City:** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:

    - Overall flow of traffic
    - Maintenance of streets, sidewalks and infrastructure
    - Preparing for the future of the City

- **Priorities Within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:

    - **Fire Rescue and Emergency Management Services**: No high priorities identified.

    - **Public Safety Services**: The City's efforts to prevent crime and the visibility of police in neighborhoods.

- **Parks and Recreation**: Availability of green space near home.

- **Transportation and Mobility**: management of traffic flow and congestion, safety of biking, adequacy of street lighting, and the cost of public parking.

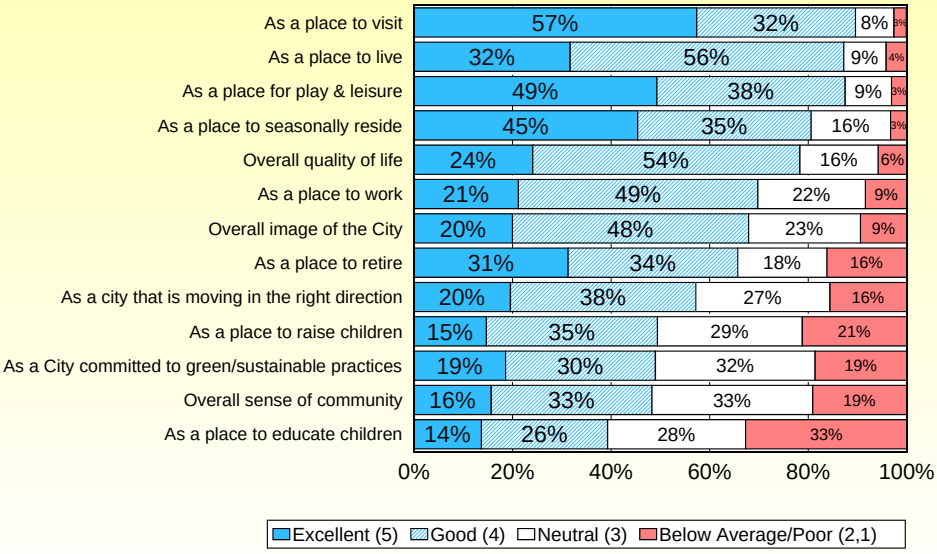
- **Water, Wastewater, Waterways, Flooding and Sanitation:** Prevention of storm water-related flooding, prevention of tidal-related flooding, the overall quality of drinking water, and the cleanliness of waterways near home.

ETC Institute recommends that the information included in this report be shared with the Mayor and Commission, Department Directors, staff, and key community partners. Institutionalizing the results into strategic planning and the budgeting processes will provide a systematic focus for improvement over time. Future surveys will provide the City with the ability to see trends that may be attributed to changes in resource allocation, examination and adjustments to specific services, and improved communications.

Section 1:
Charts and Graphs

Q1. Overall Ratings for the City of Fort Lauderdale

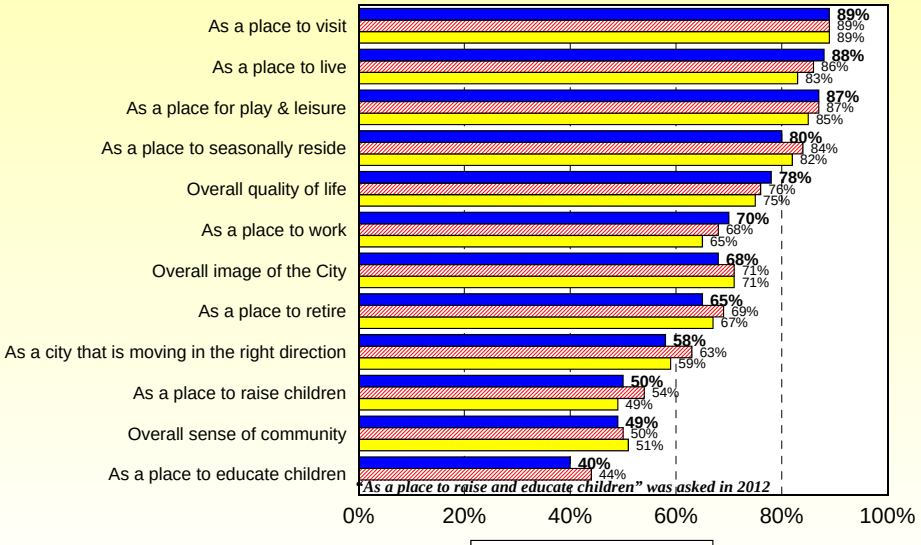
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Overall Ratings for the City of Fort Lauderdale 2012 to 2015

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



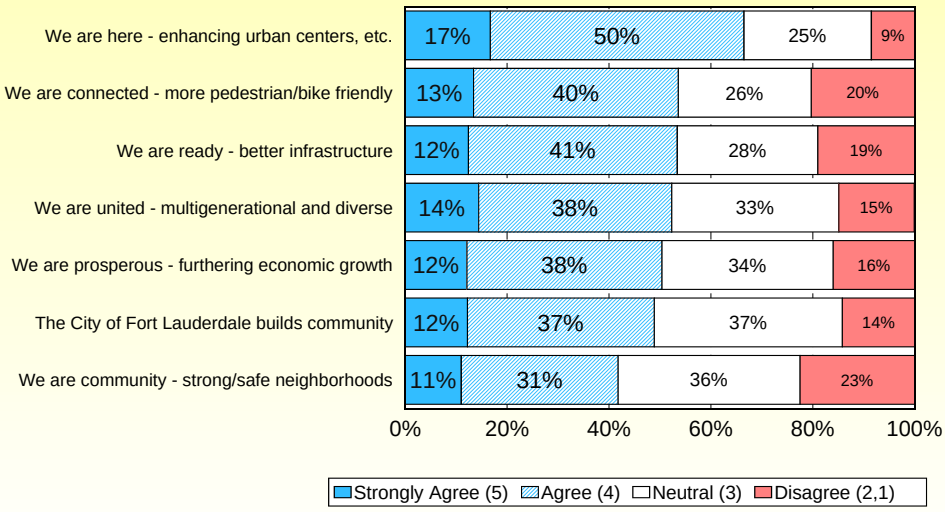
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

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

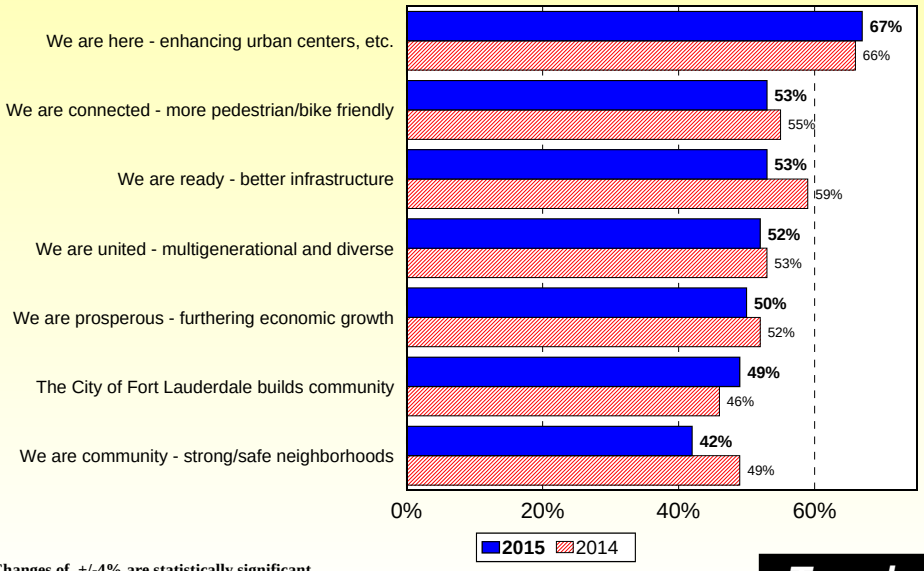
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Level of Agreement With Statements Related to the City's Mission and Vision - 2014 and 2015

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



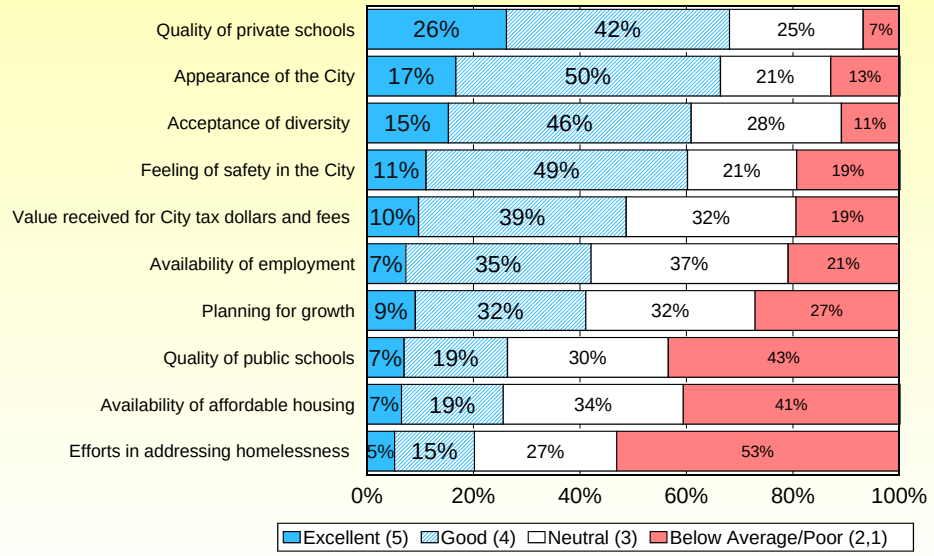
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

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

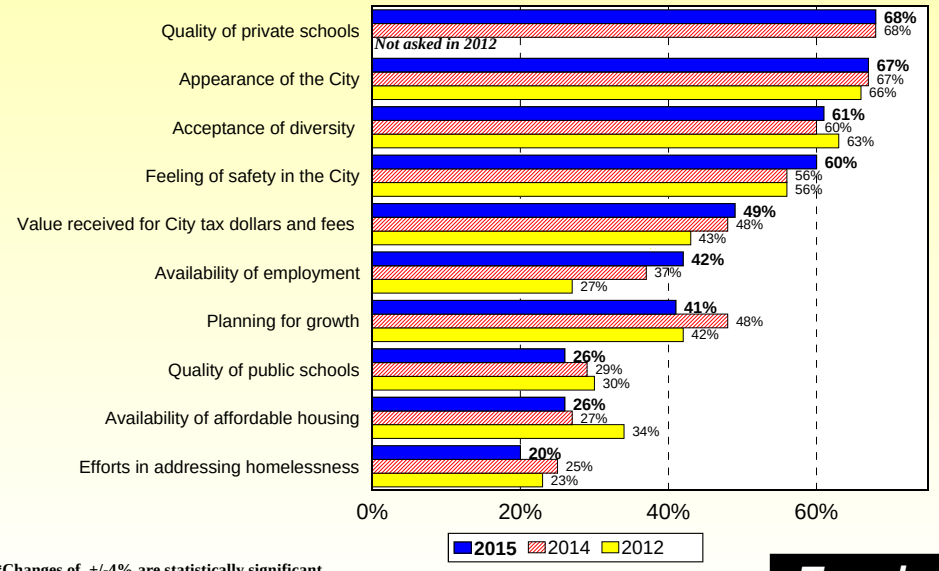
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Satisfaction With Items That Influence the Perception Residents Have of the City - 2012 to 2015

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



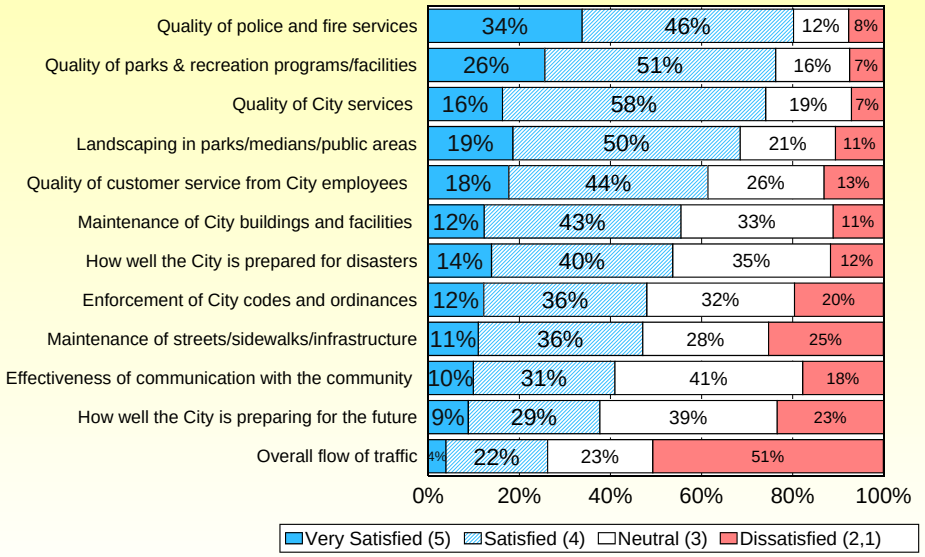
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q4. Overall Satisfaction with City Services

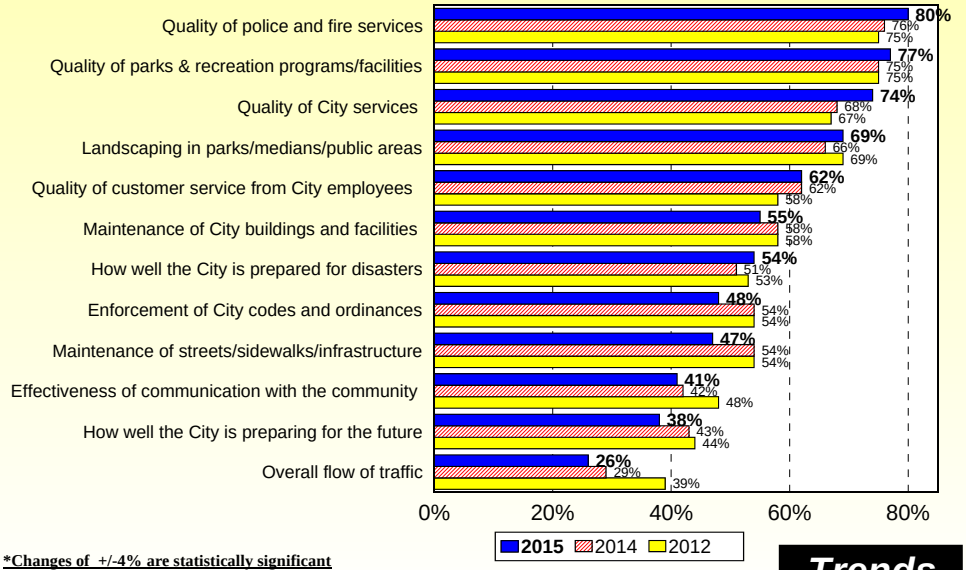
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Overall Satisfaction with City Services 2012 to 2015

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



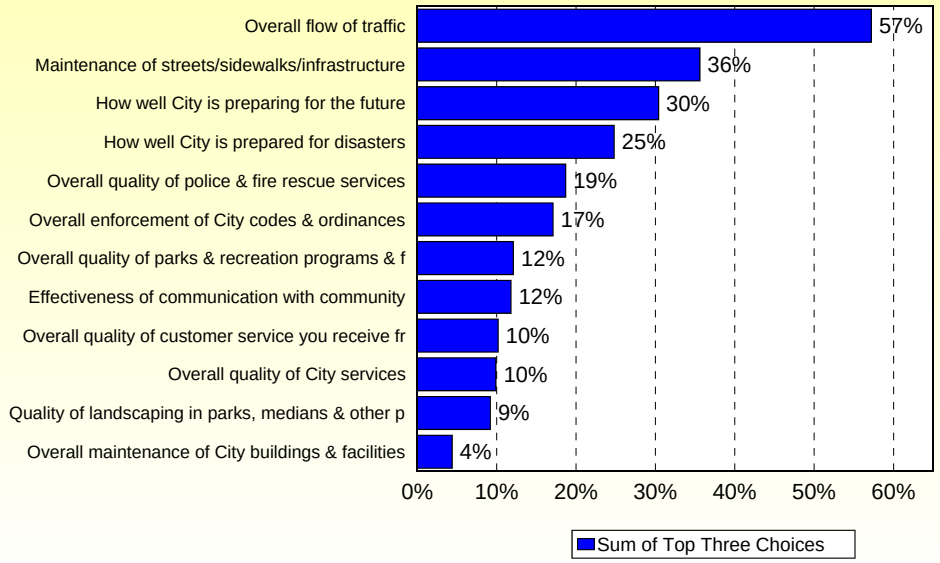
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

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

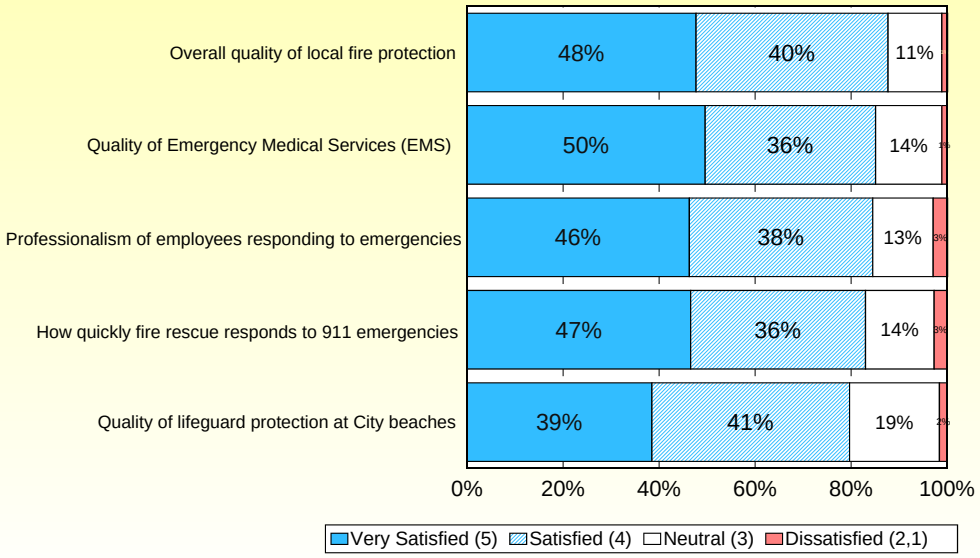
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q6. Satisfaction with Fire Rescue and Emergency Management Planning

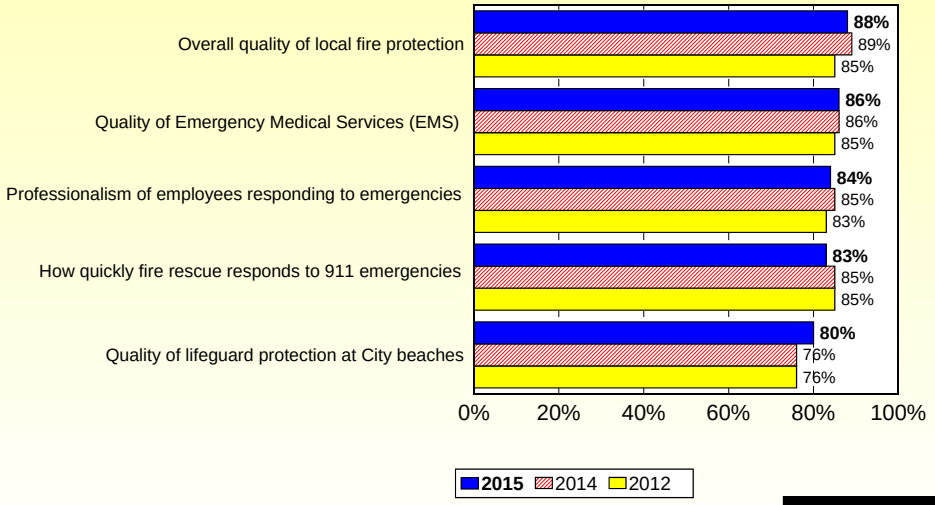
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Satisfaction With Fire Rescue and Emergency Management Planning - 2012 to 2015

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



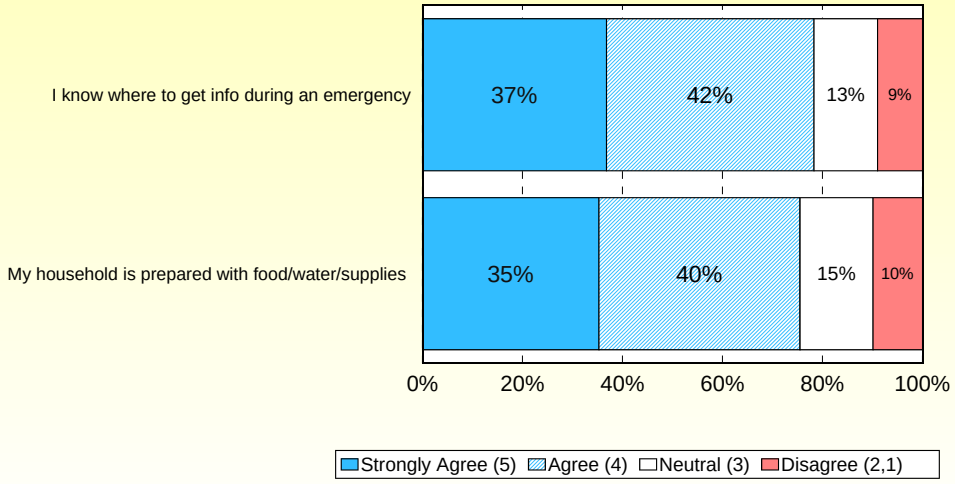
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q6a. Level of Agreement With Various Aspects of Fire Rescue and Emergency Management Planning

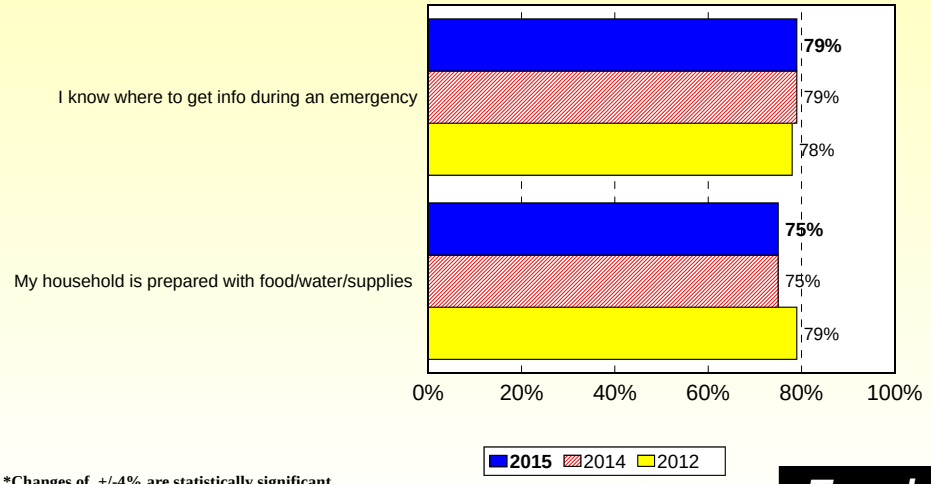
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Level of Agreement with Various Aspects of Fire Rescue and Emergency Management Planning 2012 to 2015

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



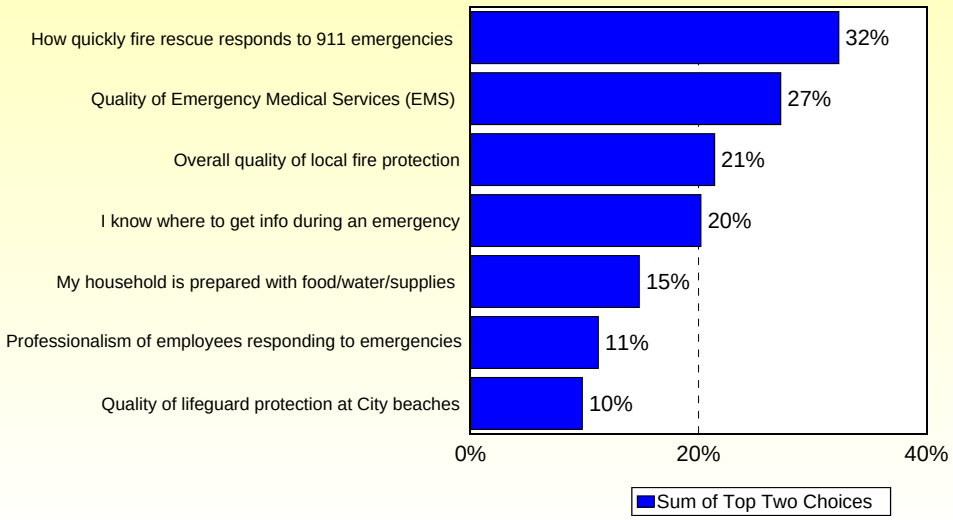
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q7. Fire Rescue and Emergency Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

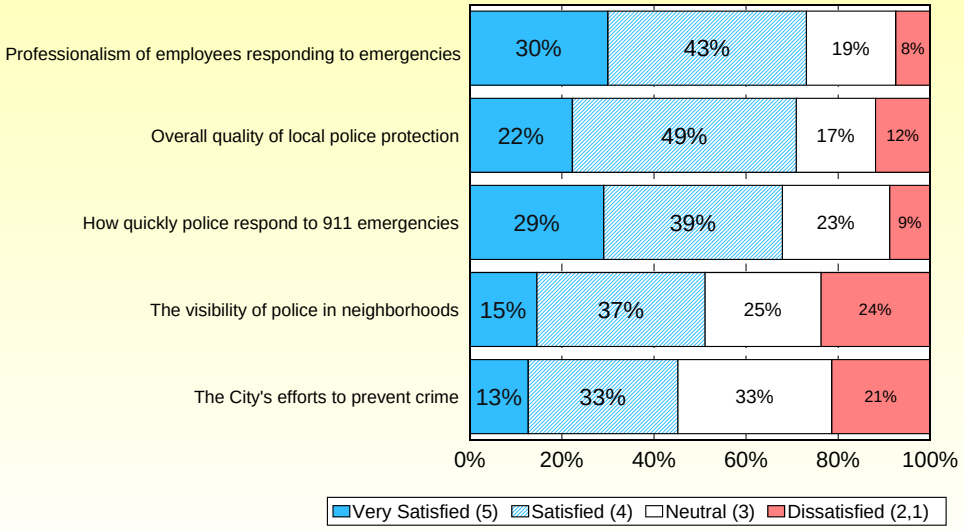
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q8. Satisfaction with Public Safety

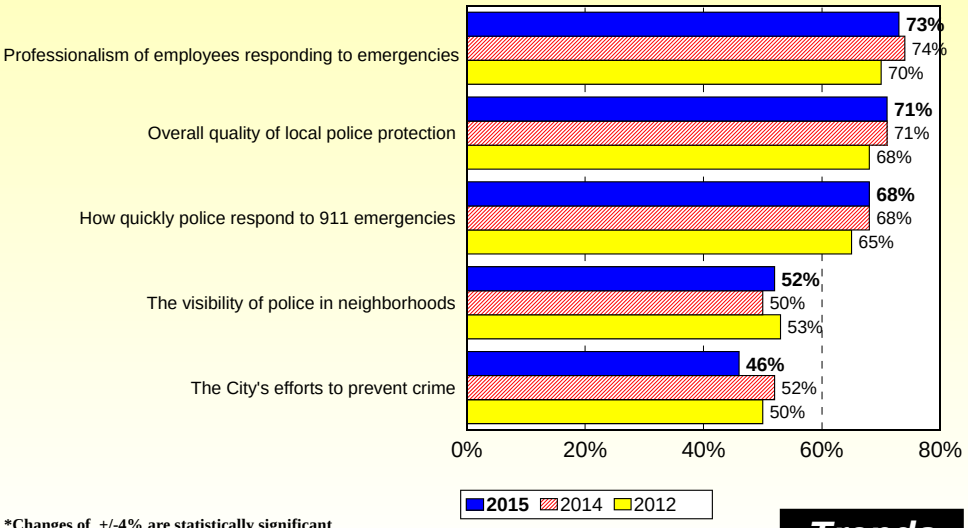
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Satisfaction With Public Safety 2012 to 2015

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



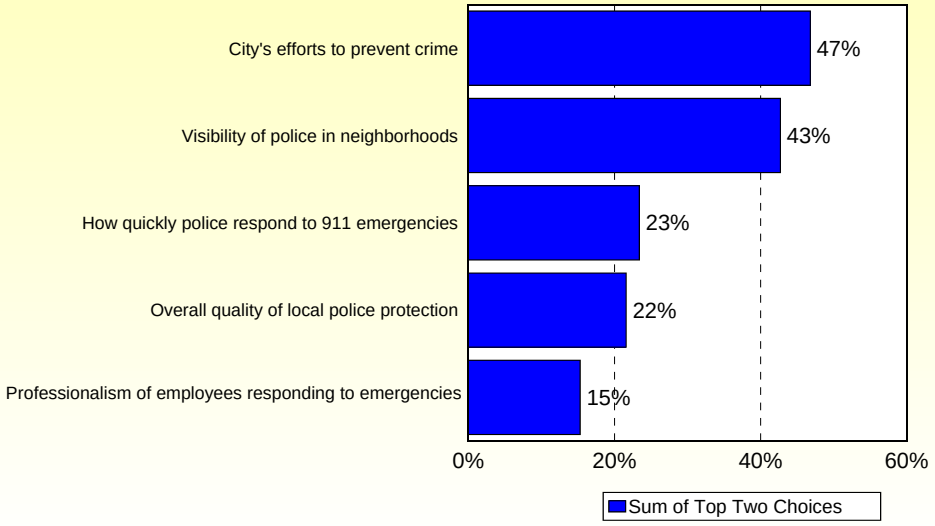
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

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

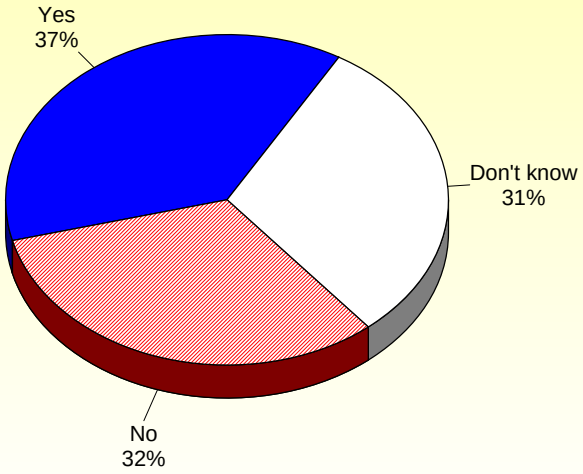
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

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

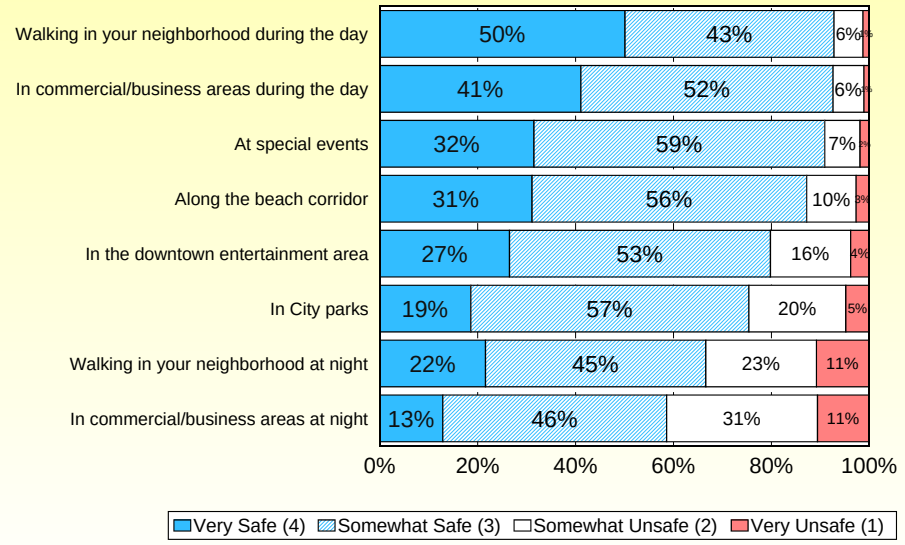
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q11. Perceptions of Safety in Fort Lauderdale

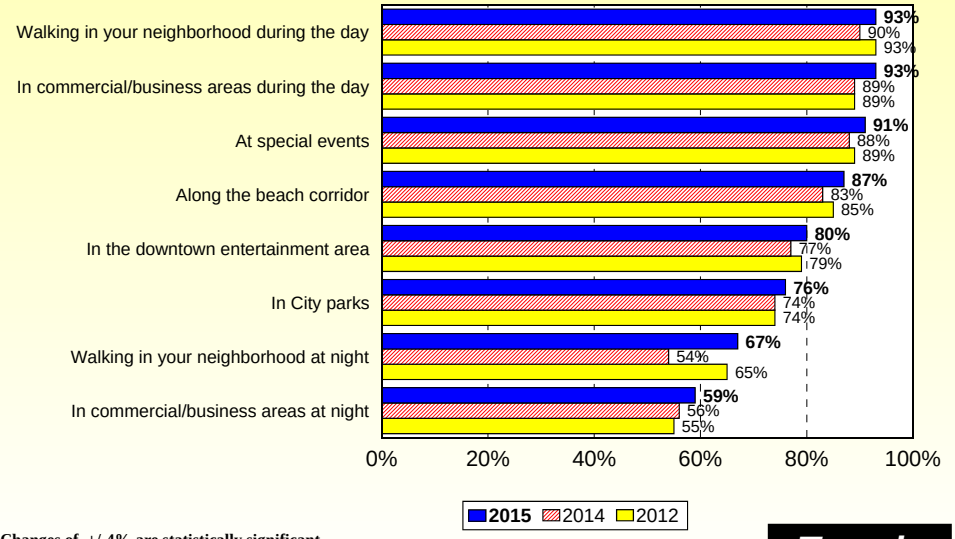
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Perceptions of Safety in Fort Lauderdale 2012 to 2015

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



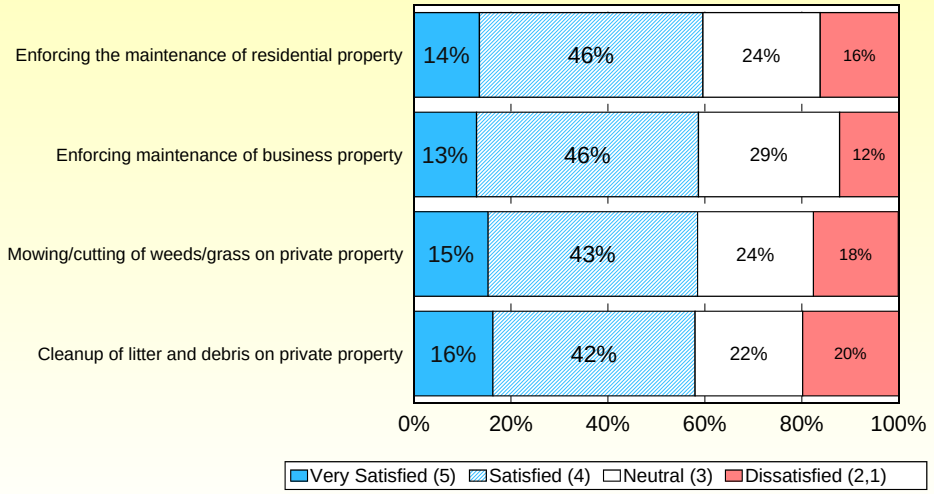
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q12. Satisfaction With Codes and Ordinances Related to Appearance

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



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Satisfaction With Codes and Ordinances Related to Appearance - 2012 to 2015

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

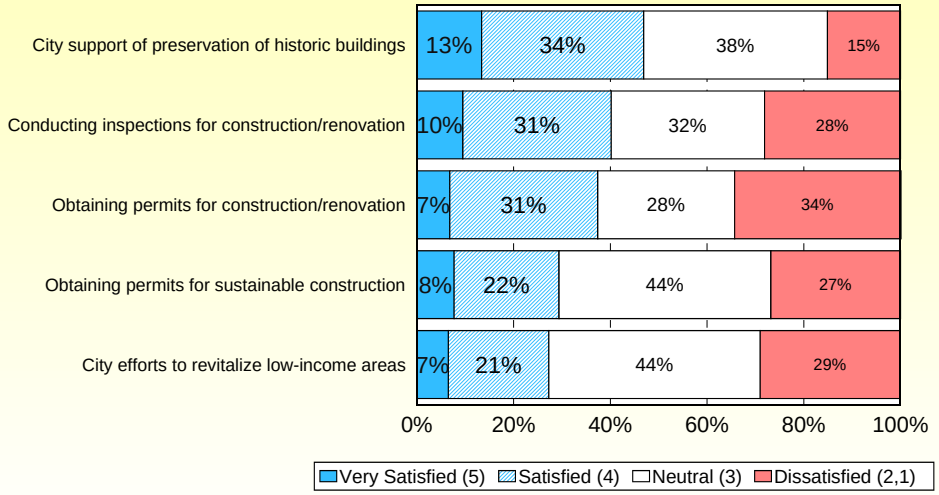
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q13. Satisfaction with Community Planning and Development

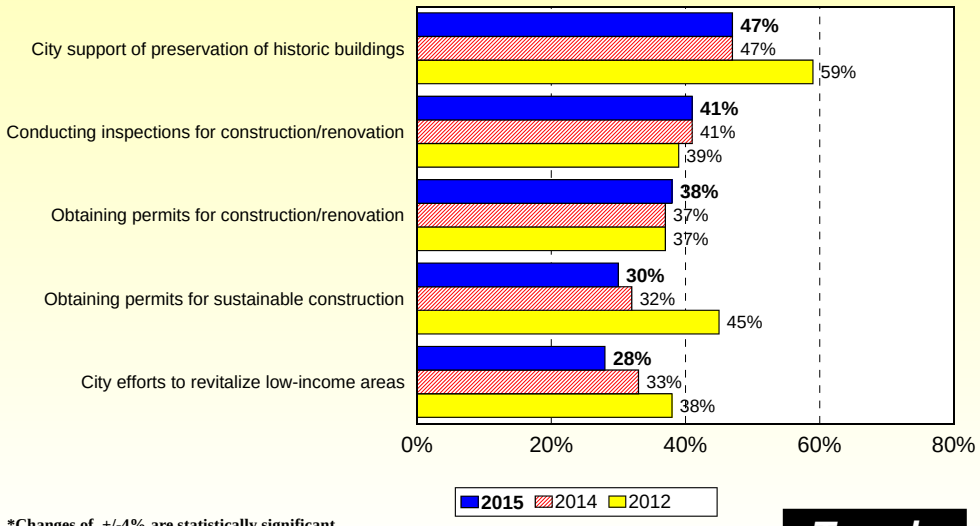
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Satisfaction with Community Planning and Development 2012 to 2015

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



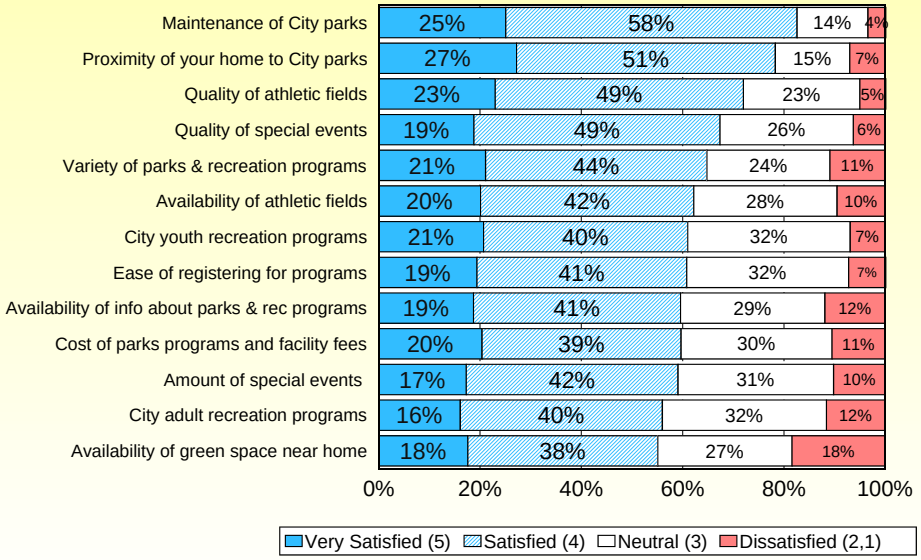
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q14. Satisfaction With Parks and Recreation Services

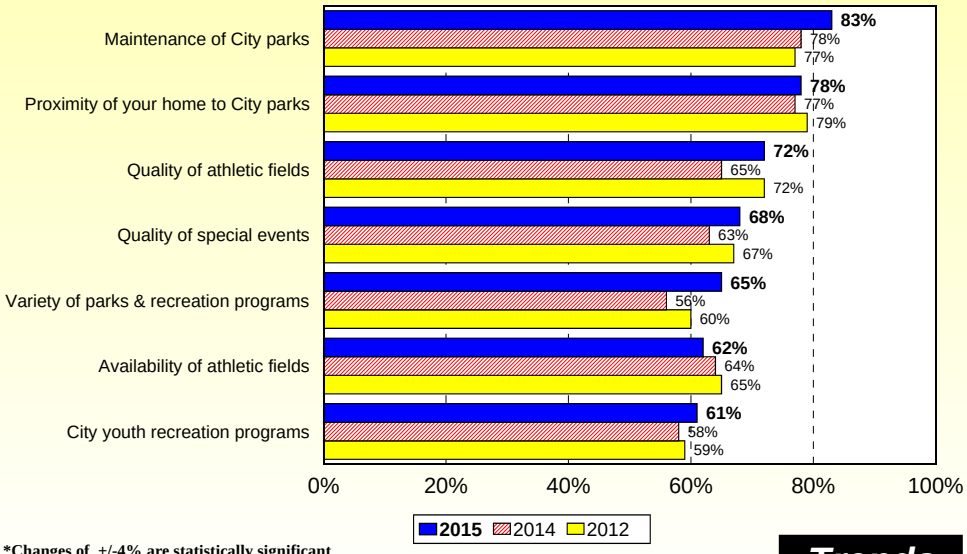
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Satisfaction With Parks and Recreation Services 2012 to 2015

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



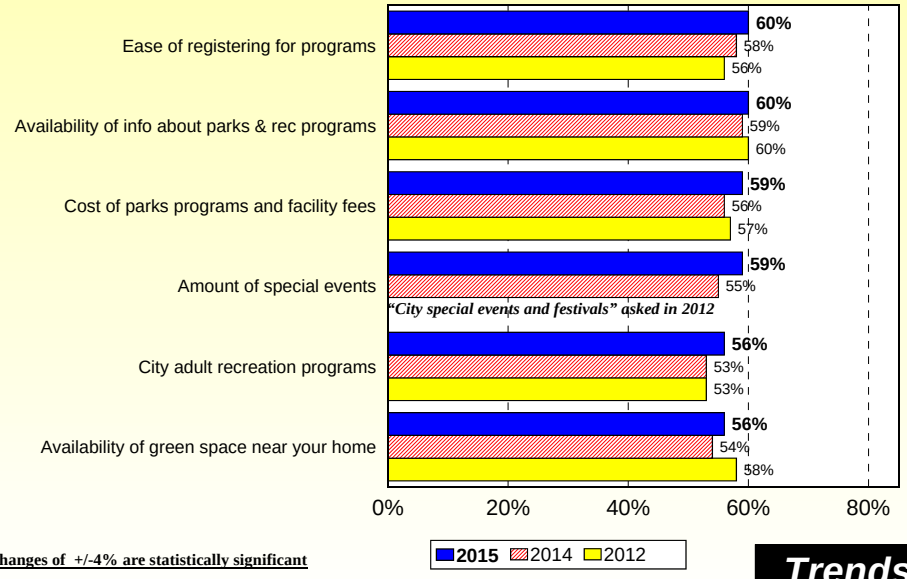
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

(Cont.) Satisfaction With Parks and Recreation Services 2012 to 2015

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



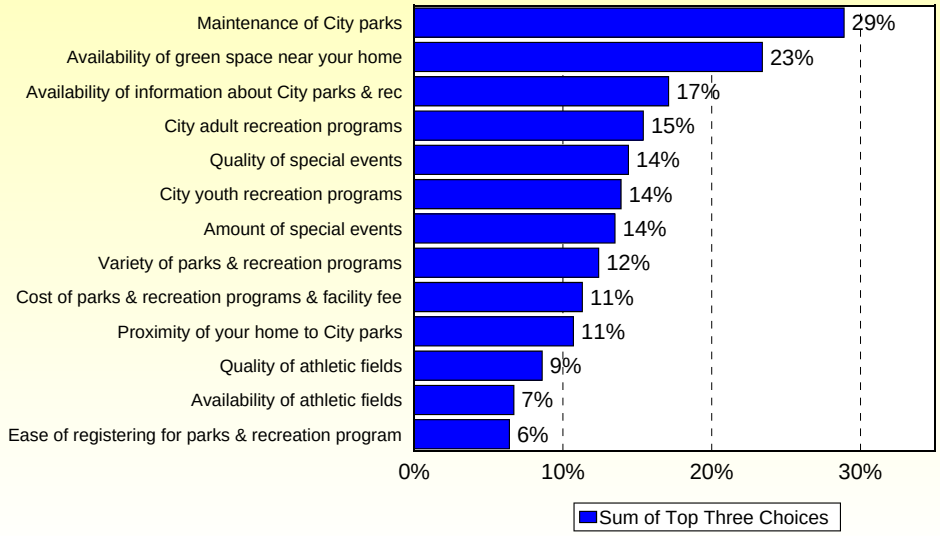
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

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

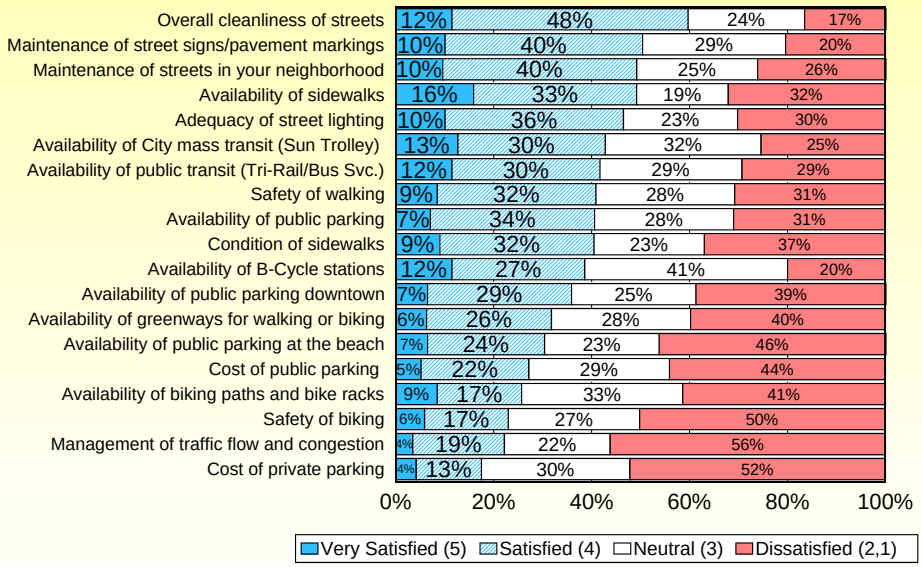
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q16. Satisfaction With Transportation and Mobility

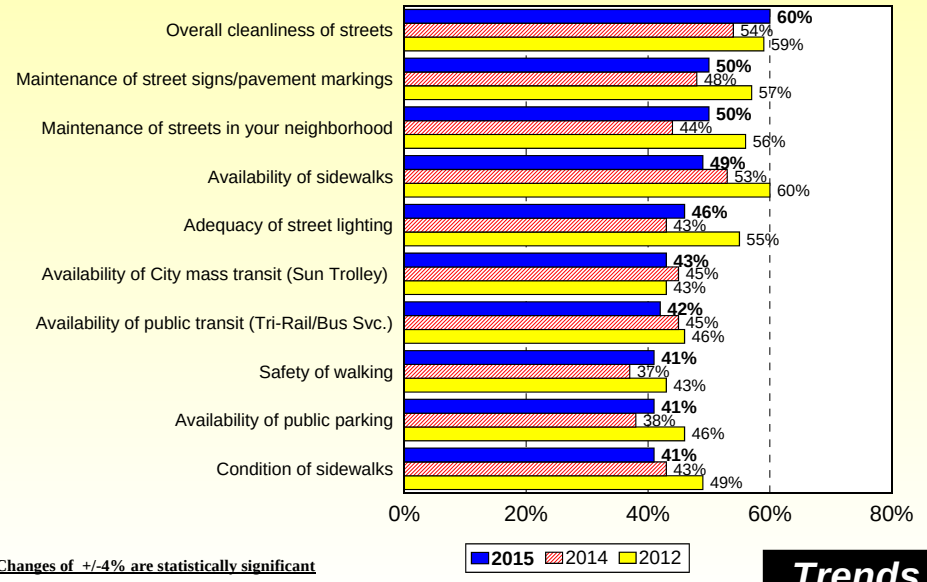
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Satisfaction With Transportation and Mobility 2012 to 2015

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



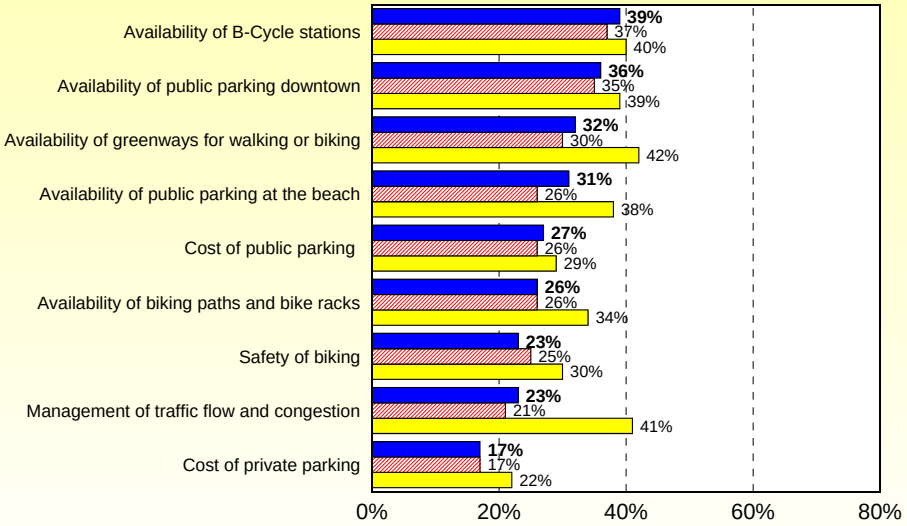
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

(Cont.) Satisfaction With Transportation and Mobility 2012 to 2015

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



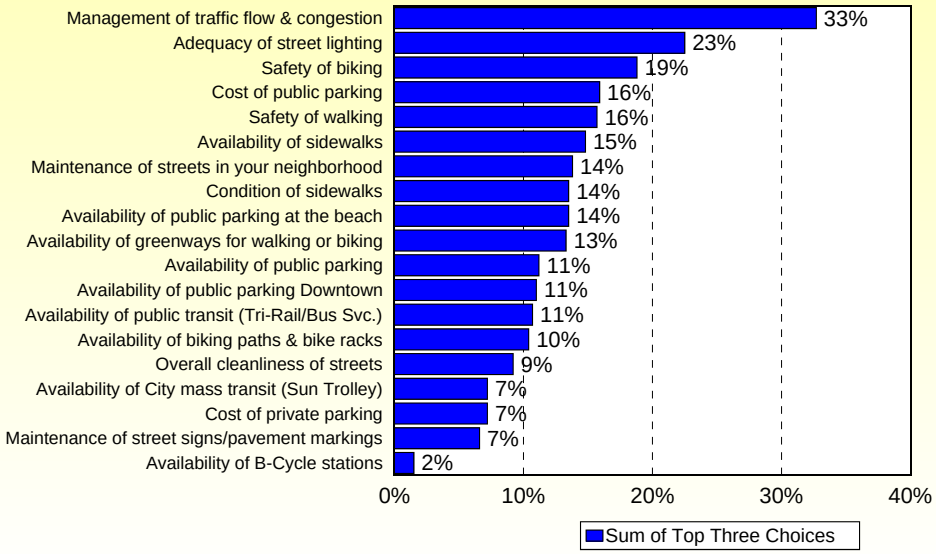
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

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

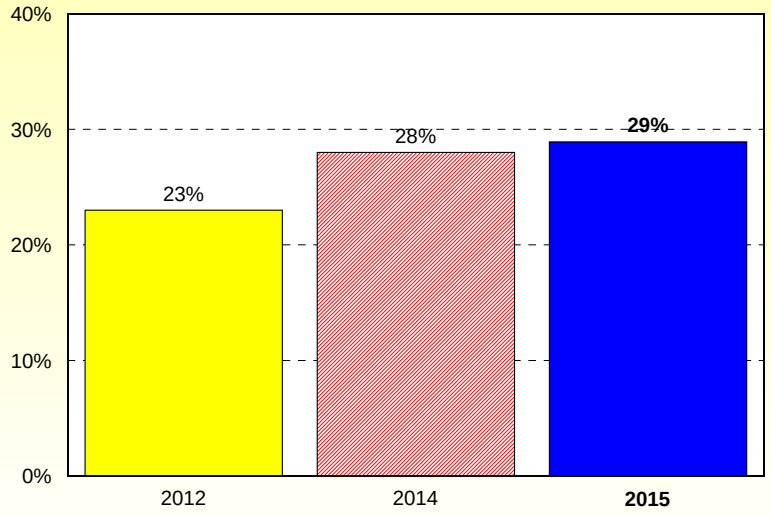
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q18. Do you or does any member of your household use public transportation options?

by percentage of respondents who answered "yes" (excluding "not provided")



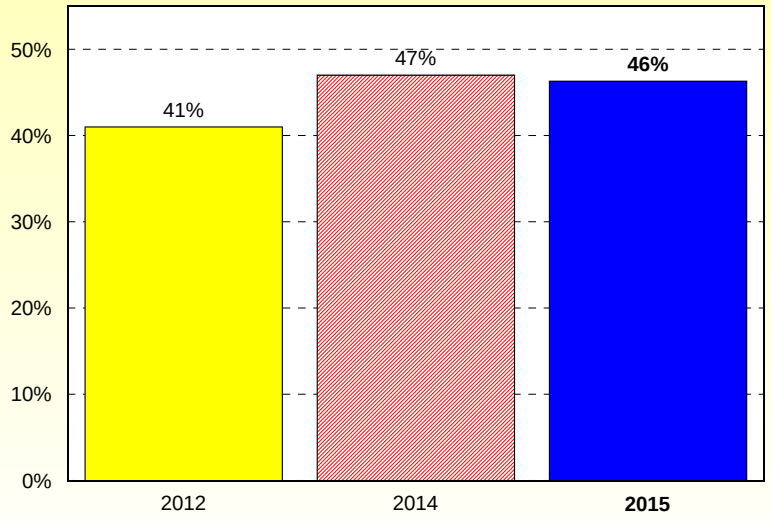
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q19. Does anyone in your household regularly ride a bicycle?

by percentage of respondents who answered "yes" (excluding "not provided")



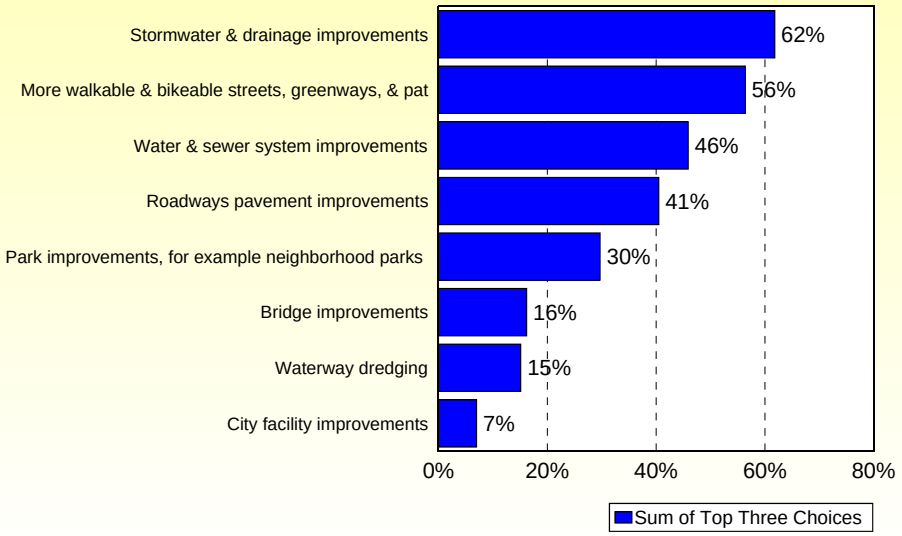
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q20. Of these Community Investment Plan capital project types, which three would you select as the most important?

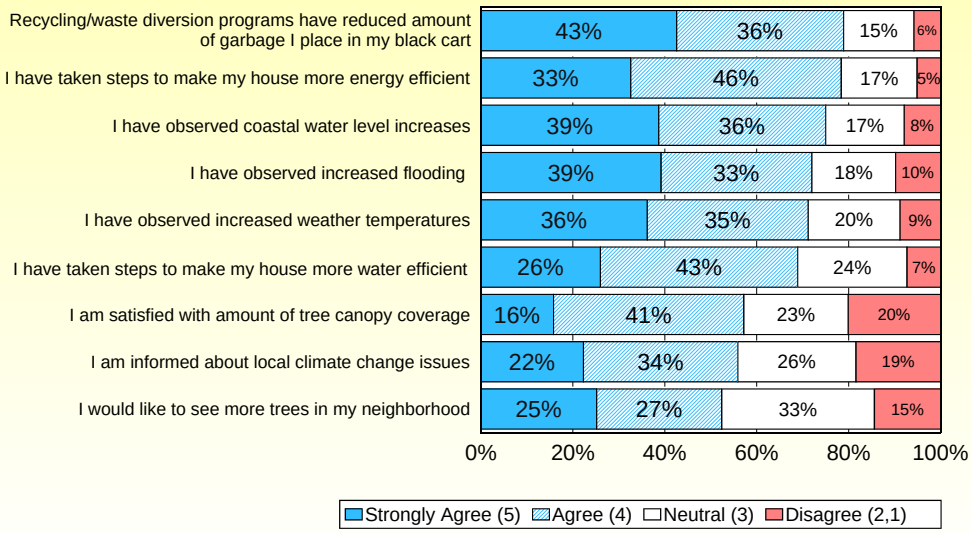
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q21. Level of Agreement with Various Aspects of Sustainability

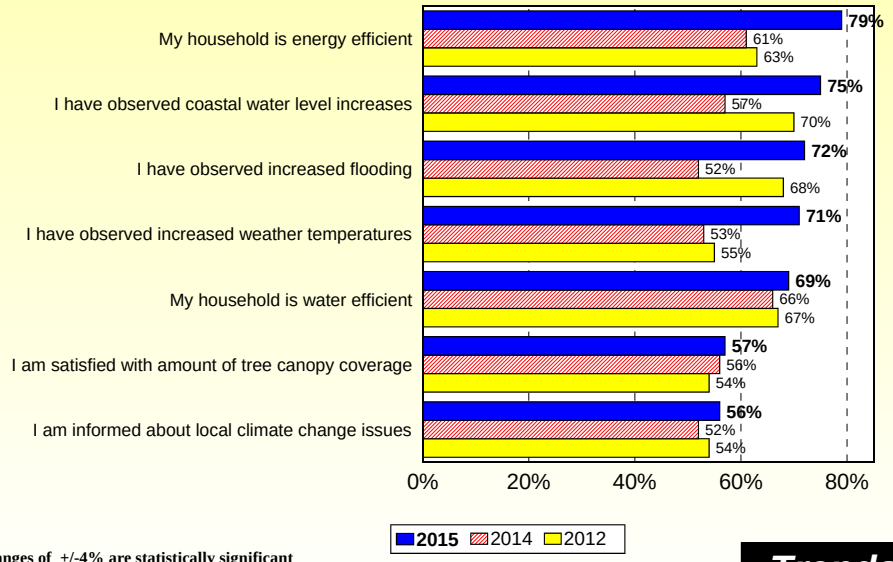
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Level of Agreement with Various Aspects of Sustainability - 2012 to 2015

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



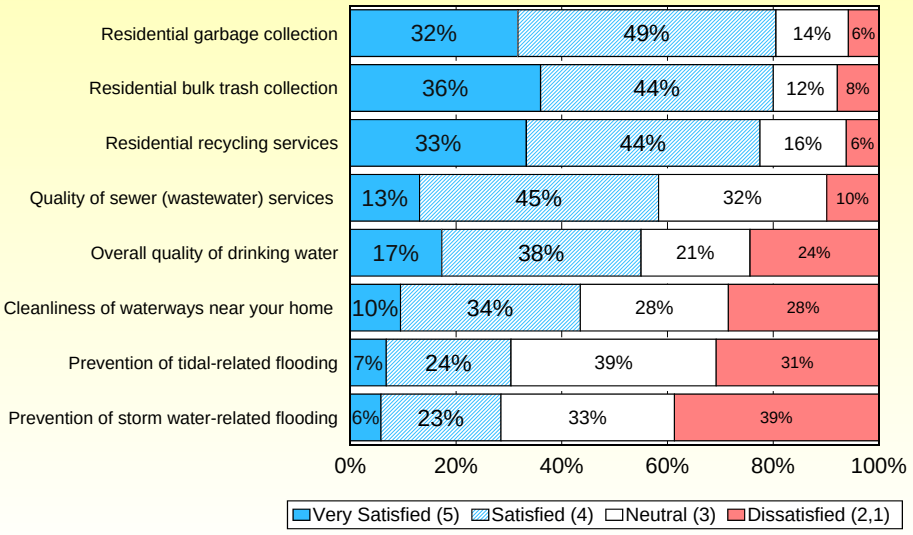
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q22. Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation

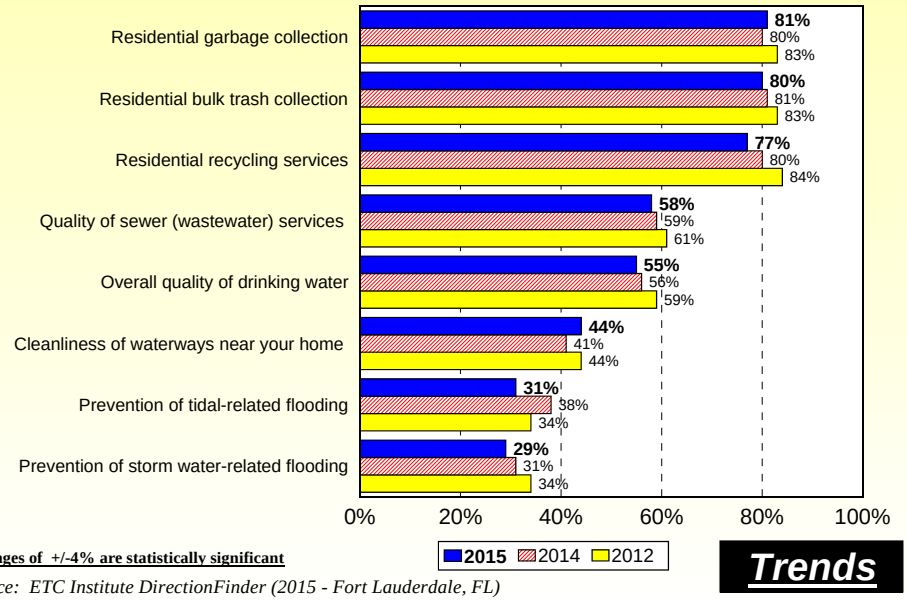
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation - 2012 to 2015

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



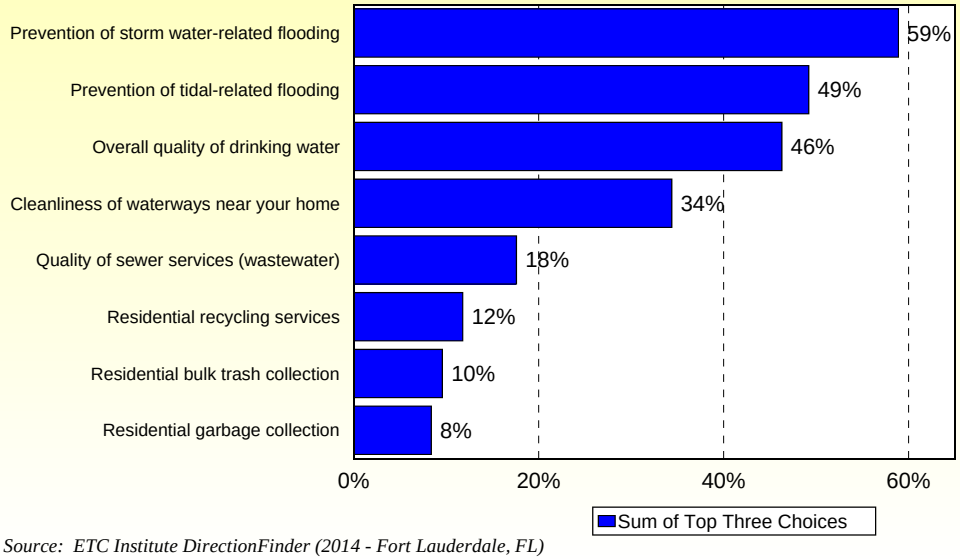
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q23. Water and Sanitation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

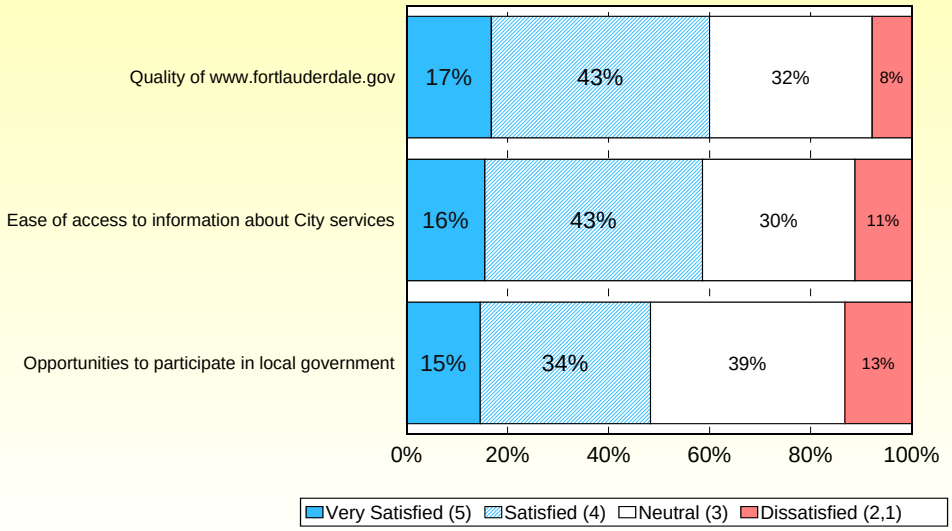
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

Q24. Satisfaction With Public Communication and Outreach

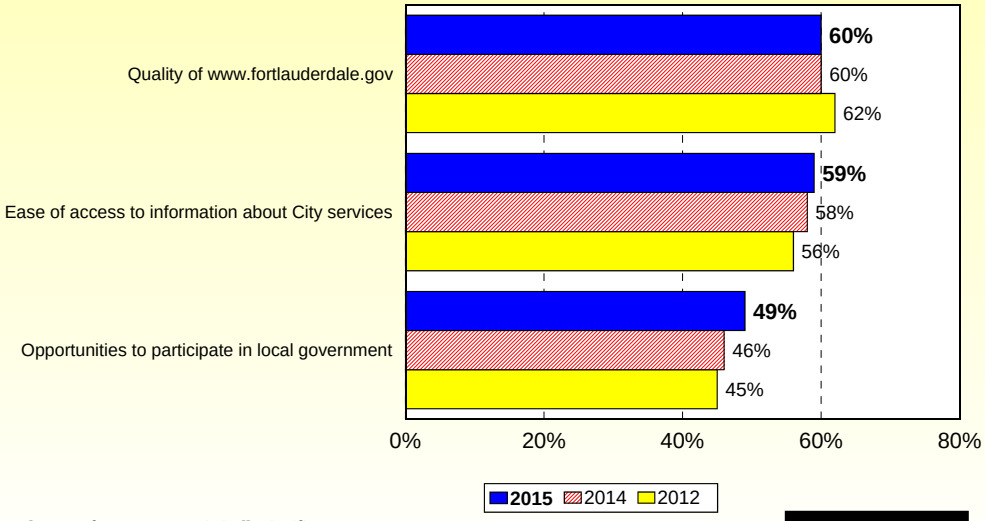
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Satisfaction With Public Communication and Outreach 2012 to 2015

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



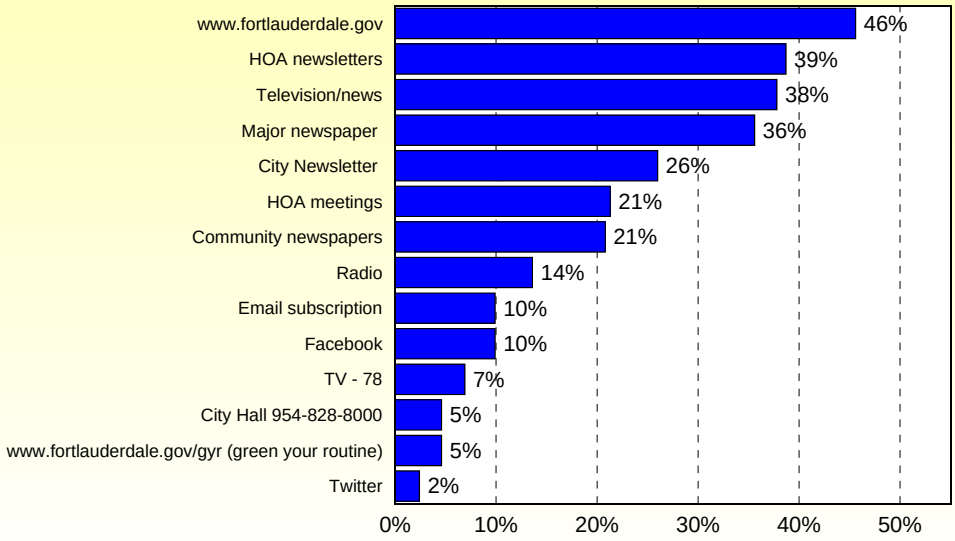
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q25. Which of the following are your primary sources of information about City issues, services, and events?

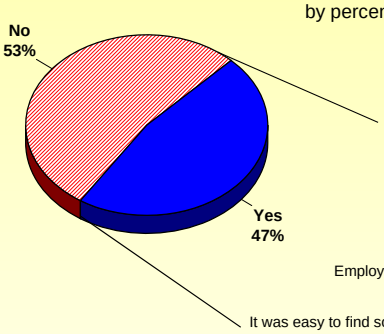
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

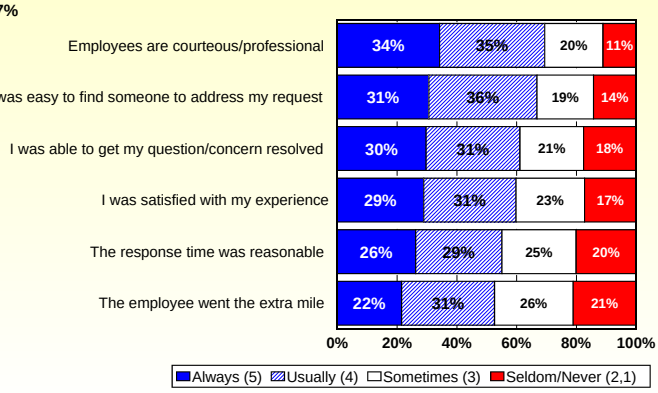
Q26. Have you contacted the City during the past year?

by percentage of respondents



Q26a-f. Frequency That City Employees Display Various Behaviors

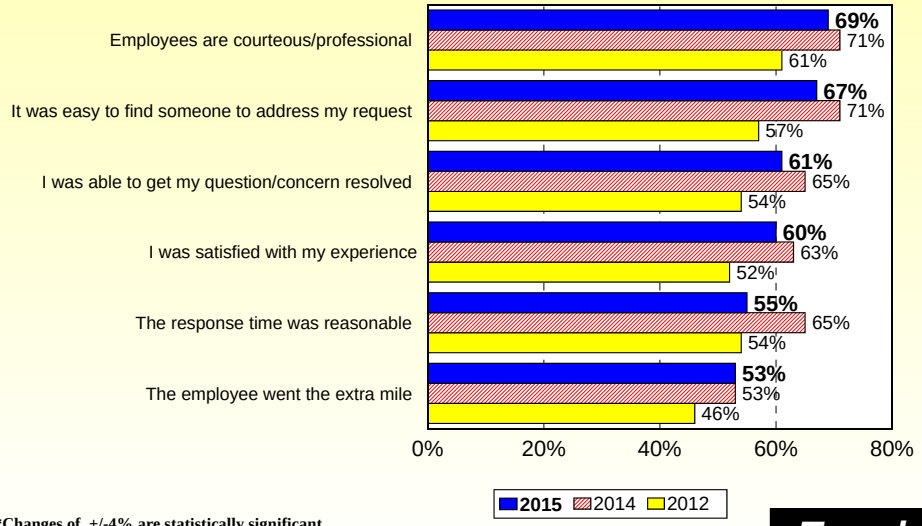
(excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Frequency That City Employees Display Various Behaviors 2012 to 2015

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



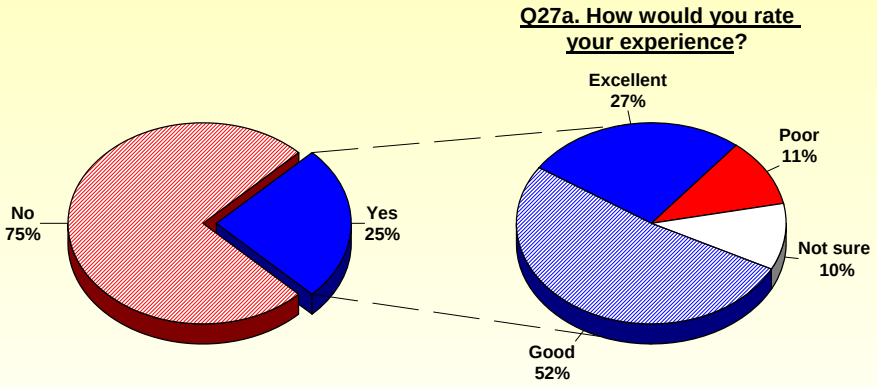
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

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

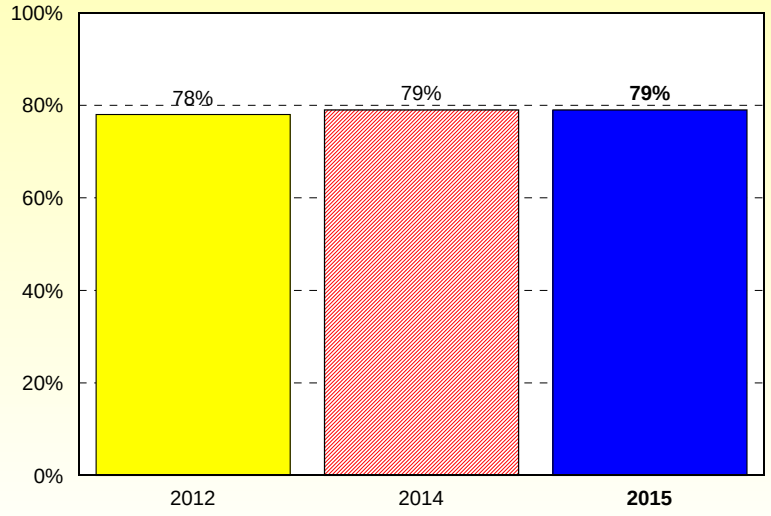
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

How would you rate your experience?

by percentage of respondents who contacted the City's 24-hour Customer Service Center and rated their experience as "excellent" or "good"



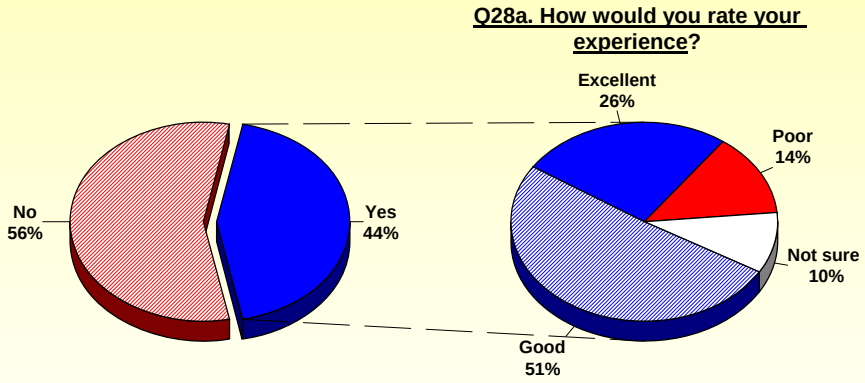
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

Q28. Have you ever contacted our Utility Billing Office (954-828-5150)?

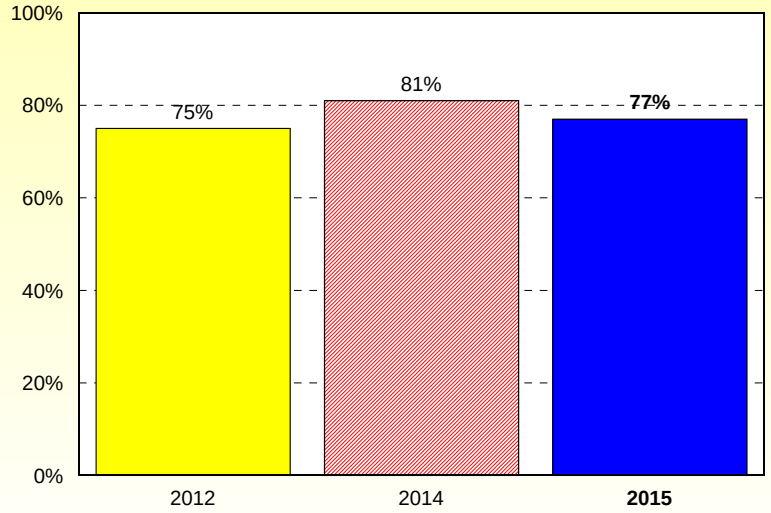
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

How would you rate your experience?

by percentage of respondents who had contacted the City's Utility Billing Office and rated their experience as "excellent" or "good"



***Changes of +/-4% are statistically significant**

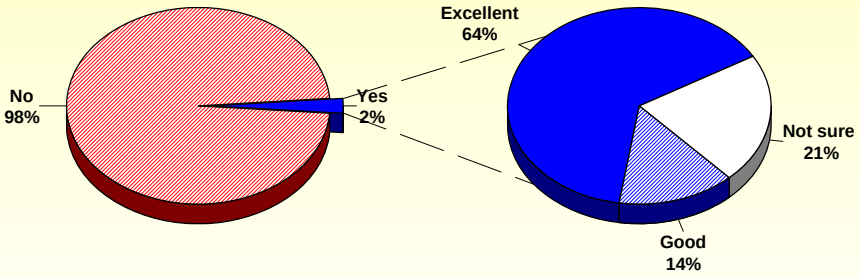
Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

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

by percentage of respondents

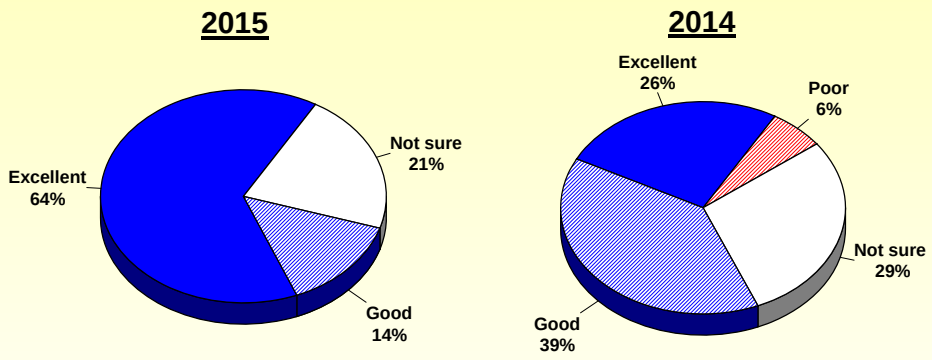
Q29a. How would you rate your experience?



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

How would you rate your experience?

by percentage of respondents who have utilized the Lauderserve mobile device app to submit a service request

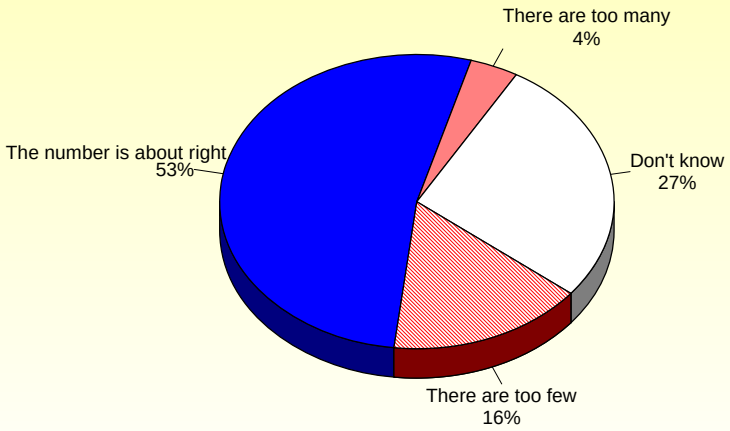


Trends

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

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

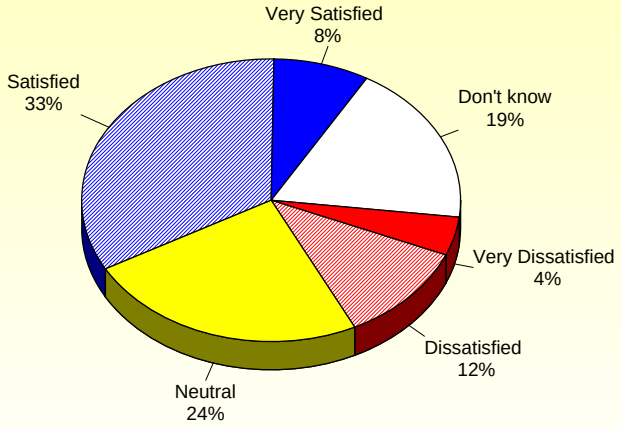
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q31. What is your level of satisfaction with the value you receive for the portion of your property taxes that fund the City's operating budget?

by percentage of respondents

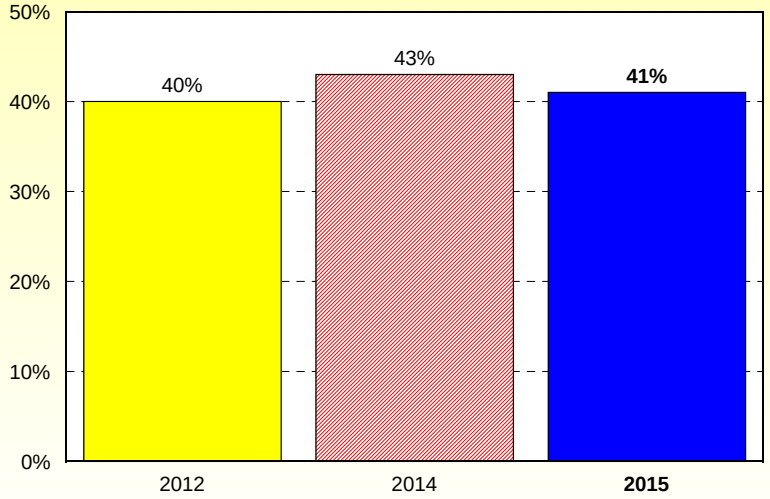


***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

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

by percentage of respondents who answered "very satisfied" or "satisfied"



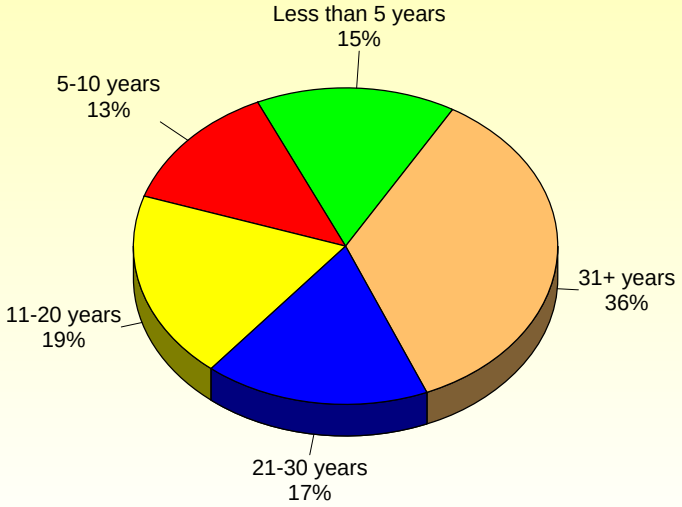
***Changes of +/-4% are statistically significant**

Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Trends

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

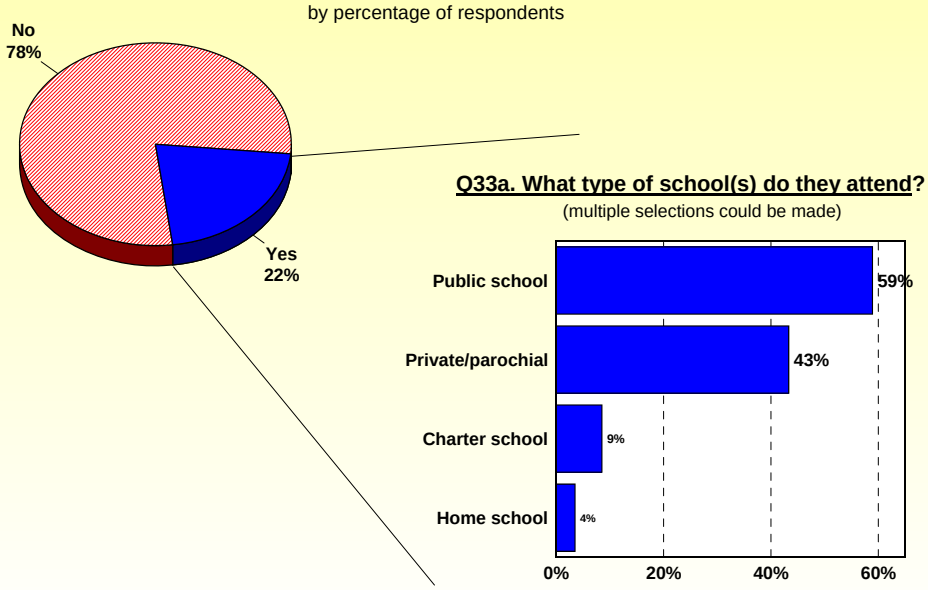
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

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

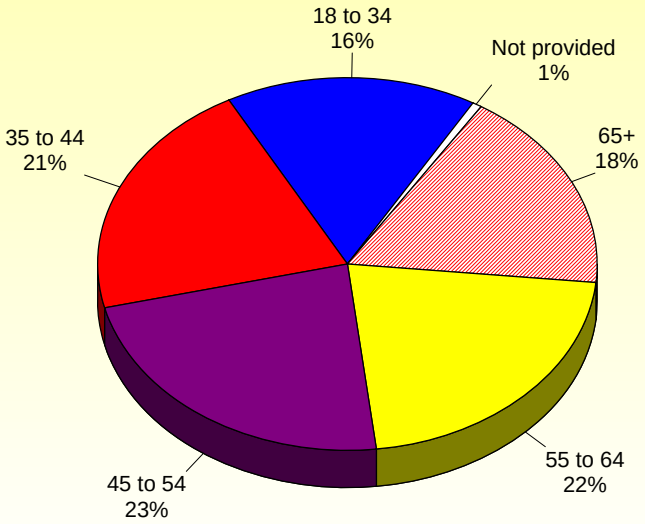
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q34. What is your age?

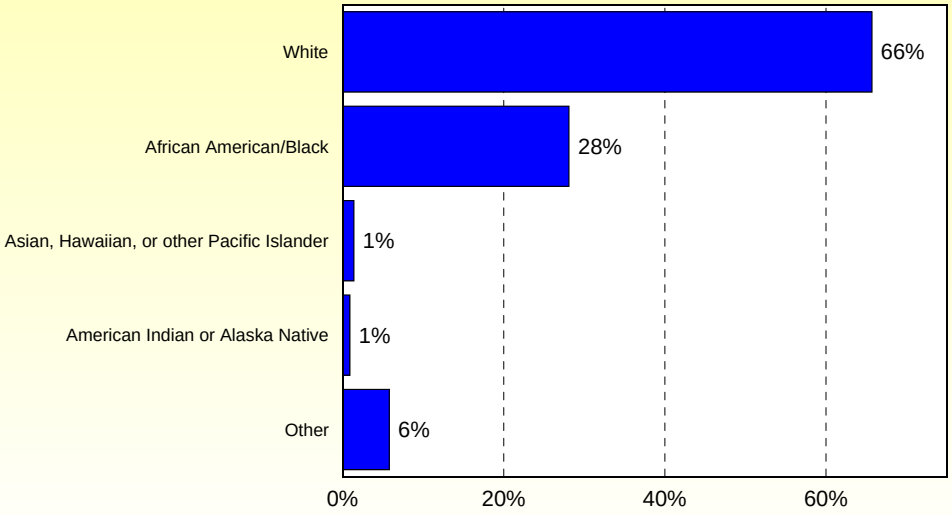
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q35. Which of the following best describes your race?

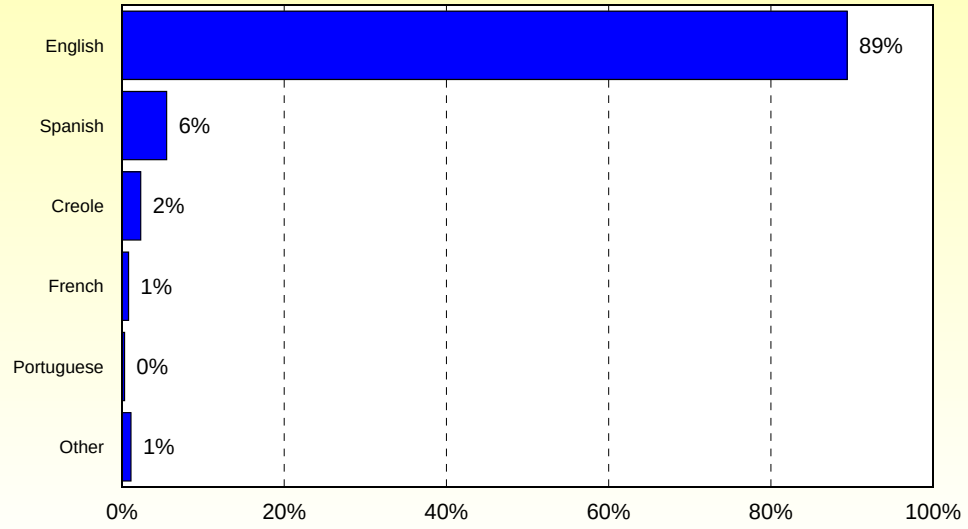
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

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

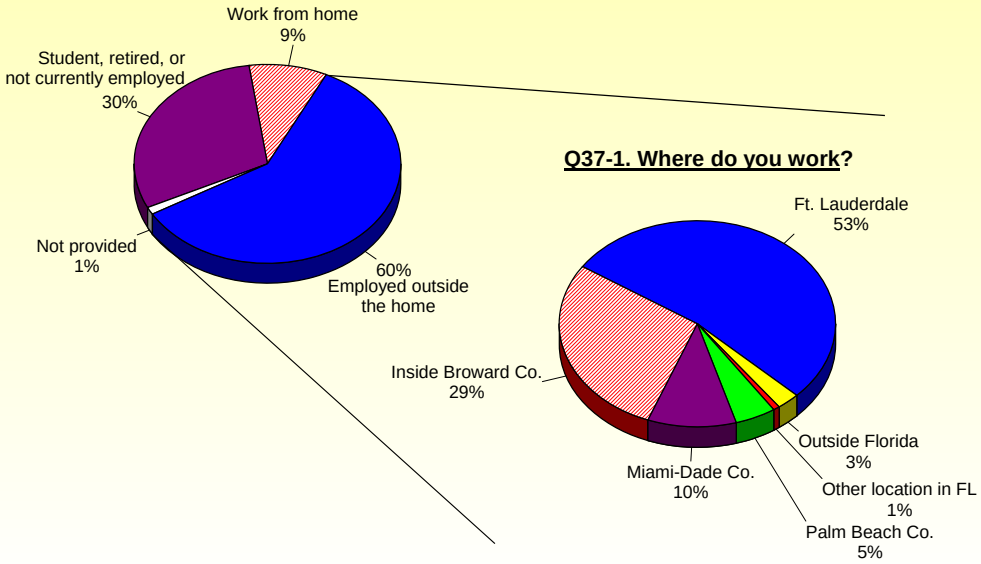
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

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

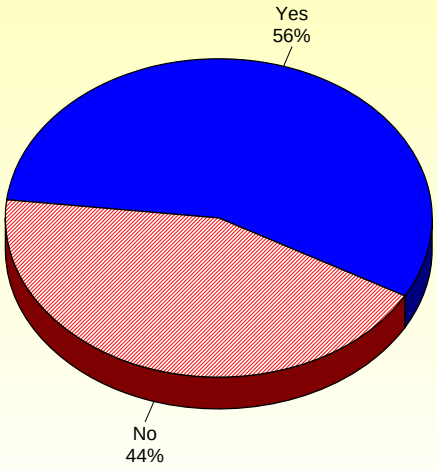
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q38. Have you ever been required to obtain a permit for construction from the City of Fort Lauderdale?

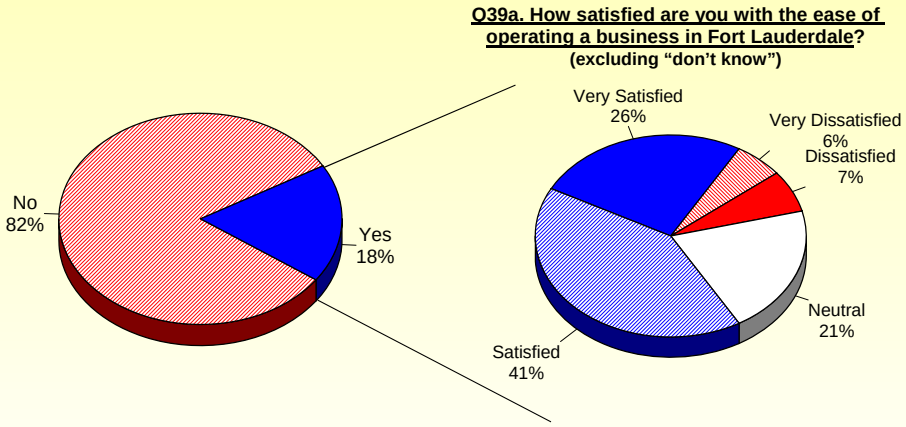
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q39. Do you own or manage a business in the City of Fort Lauderdale?

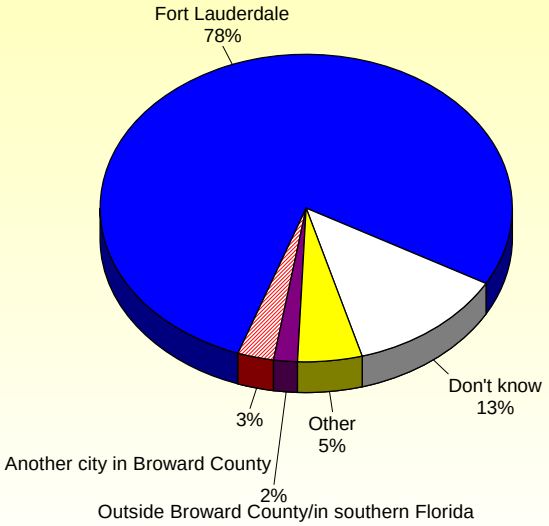
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q40. Where do you plan to be living in the next 2-5 years?

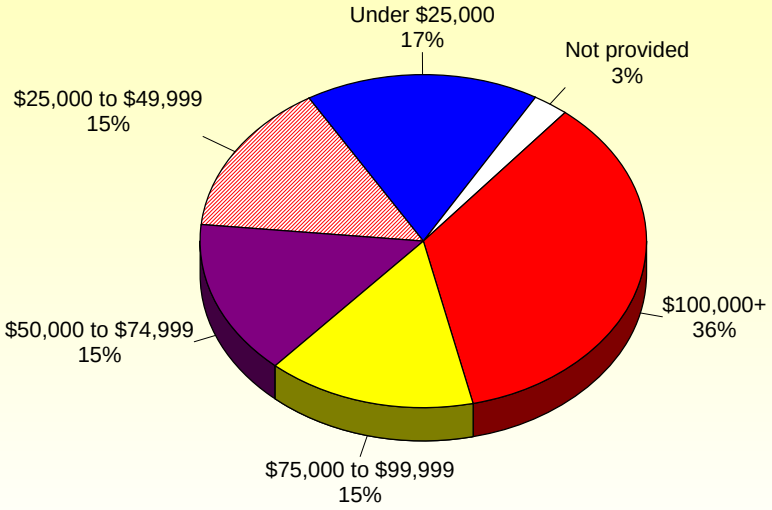
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q41. Annual Household Income

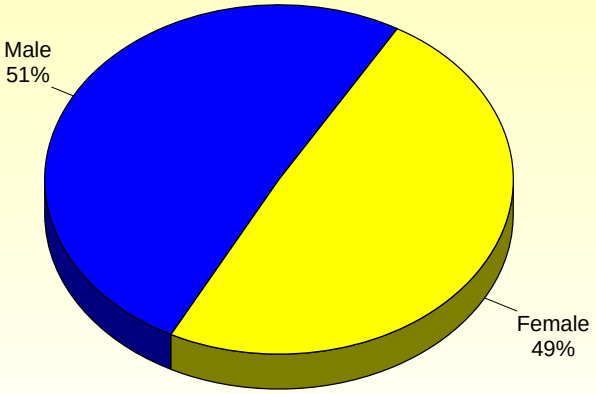
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q42. Gender

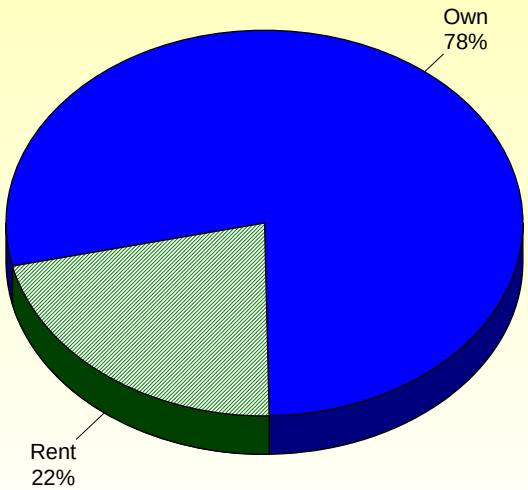
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q43. Do you own or rent your home?

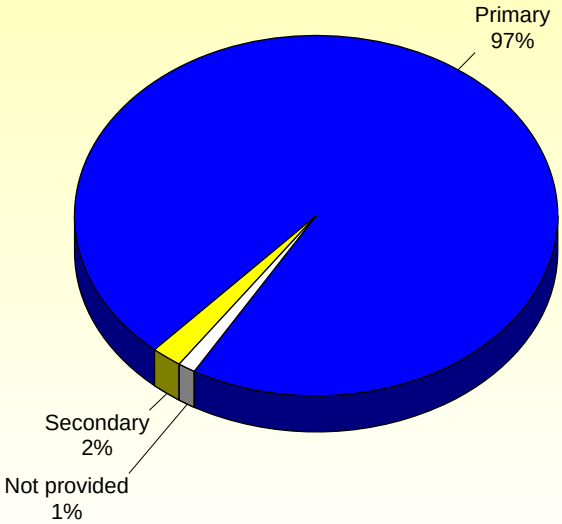
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q44. Is your residence in Fort Lauderdale your primary or secondary residence?

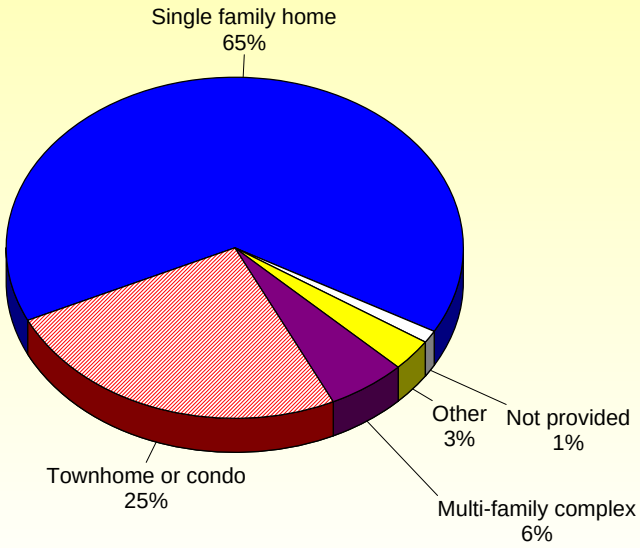
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Q45. In what type of residence do you live?

by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Fort Lauderdale, FL)

Section 2:
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

The City of Fort Lauderdale, FL

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Fifty-seven percent (57%) of residents selected "overall flow of traffic" as the most important major service to provide.

With regard to satisfaction, 26% of the residents surveyed rated their overall satisfaction with "overall flow of traffic" as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied"). The I-S rating for "overall flow of traffic" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 57% was multiplied by 74% (1-0.26). This calculation yielded an I-S rating of 0.4218, which ranked first out of twelve major City services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (IS>=0.20)
- Increase Current Emphasis (0.10<=IS<0.20)
- Maintain Current Emphasis (IS<0.10)

The results for Fort Lauderdale are provided on the following pages.

Importance-Satisfaction Rating
City of Fort Lauderdale, FL
Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall flow of traffic	57%	**1**	26%	**12**	0.4218	**1**
High Priority (IS .10-.20)						
Maintenance of streets/sidewalks/infrastructure	36%	**2**	47%	**9**	0.1908	**2**
How well the City is preparing for the future	30%	**3**	38%	**11**	0.1860	**3**
How well the City is prepared for disasters	25%	**4**	54%	**7**	0.1150	**4**
Medium Priority (IS <.10)						
Enforcement of City codes and ordinances	17%	**6**	48%	**8**	0.0884	**5**
Effectiveness of communication with the community	12%	**8**	41%	**10**	0.0708	**6**
Quality of customer service from City employees	10%	**9**	62%	**5**	0.0380	**7**
Quality of police and fire services	19%	**5**	80%	**1**	0.0380	**8**
Landscaping in parks/medians/public areas	9%	**11**	69%	**4**	0.0279	**9**
Quality of parks & recreation programs/facilities	12%	**7**	77%	**2**	0.0276	**10**
Quality of City services	10%	**10**	74%	**3**	0.0260	**11**
Maintenance of City buildings and facilities	4%	**12**	55%	**6**	0.0180	**12**

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

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

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

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Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Fire Rescue and Emergency Management

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Professionalism of employees responding to emergencies	32%	**1**	83%	**4**	0.0544	**1**
Quality of lifeguard protection at City beaches	20%	**4**	79%	**6**	0.0420	**2**
Quality of Emergency Medical Services (EMS)	27%	**2**	86%	**2**	0.0378	**3**
My household is prepared with food/water/supplies for an emergency	15%	**5**	75%	**7**	0.0375	**4**
Overall quality of local fire protection	21%	**3**	88%	**1**	0.0252	**5**
I know where to get info during an emergency	10%	**7**	80%	**5**	0.0200	**6**
How quickly fire rescue responds to 911 emergencies	11%	**6**	84%	**3**	0.0176	**7**

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

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

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

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Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Public Safety: Police

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
The City's efforts to prevent crime	47%	**1**	46%	**5**	0.2538	**1**
The visibility of police in neighborhoods	43%	**2**	52%	**4**	0.2064	**2**
Medium Priority (IS <.10)						
How quickly police respond to 911 emergencies	23%	**3**	68%	**3**	0.0736	**3**
Overall quality of local police protection	22%	**4**	71%	**2**	0.0638	**4**
Professionalism of employees responding to emergencies	15%	**5**	73%	**1**	0.0405	**5**

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

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

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

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Importance-Satisfaction Rating
City of Fort Lauderdale, FL
Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Availability of green space near home	23%	**2**	56%	**13**	0.1012	**1**
Medium Priority (IS <.10)						
Availability of info about parks & rec programs	17%	**3**	60%	**9**	0.0680	**2**
City adult recreation programs	15%	**4**	56%	**12**	0.0660	**3**
Amount of special events	14%	**7**	59%	**11**	0.0574	**4**
City youth recreation programs	14%	**6**	61%	**7**	0.0546	**5**
Maintenance of City parks	29%	**1**	83%	**1**	0.0493	**6**
Cost of parks programs and facility fees	11%	**9**	59%	**10**	0.0451	**7**
Quality of special events	14%	**5**	68%	**4**	0.0448	**8**
Variety of parks & recreation programs	12%	**8**	65%	**5**	0.0420	**9**
Availability of athletic fields	7%	**12**	62%	**6**	0.0266	**10**
Quality of athletic fields	9%	**11**	72%	**3**	0.0252	**11**
Proximity of your home to City parks	11%	**10**	78%	**2**	0.0242	**12**
Ease of registering for programs	6%	**13**	60%	**8**	0.0240	**13**

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

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

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

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Importance-Satisfaction Rating
City of Fort Lauderdale, FL
Transportation and Mobility

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Management of traffic flow and congestion	33%	**1**	23%	**18**	0.2541	**1**
High Priority (IS .10-.20)						
Safety of biking	19%	**3**	23%	**17**	0.1463	**2**
Adequacy of street lighting	23%	**2**	46%	**5**	0.1242	**3**
Cost of public parking	16%	**4**	27%	**15**	0.1168	**4**
Medium Priority (IS <.10)						
Availability of public parking at the beach	14%	**9**	31%	**14**	0.0966	**5**
Safety of walking	16%	**5**	41%	**8**	0.0944	**6**
Availability of greenways for walking or biking	13%	**10**	32%	**13**	0.0884	**7**
Condition of sidewalks	14%	**8**	41%	**10**	0.0826	**8**
Availability of sidewalks	15%	**6**	49%	**4**	0.0765	**9**
Availability of biking paths and bike racks	10%	**14**	26%	**16**	0.0740	**10**
Availability of public parking downtown	11%	**12**	36%	**12**	0.0704	**11**
Maintenance of streets in your neighborhood	14%	**7**	50%	**3**	0.0700	**12**
Availability of public parking	11%	**11**	41%	**9**	0.0649	**13**
Availability of public transit (Tri-Rail/Bus Svc.)	11%	**13**	42%	**7**	0.0638	**14**
Cost of private parking	7%	**17**	17%	**19**	0.0581	**15**
Availability of City mass transit (Sun Trolley)	7%	**16**	43%	**6**	0.0399	**16**
Overall cleanliness of streets	9%	**15**	60%	**1**	0.0360	**17**
Maintenance of street signs/pavement markings	7%	**18**	50%	**2**	0.0350	**18**
Availability of B-Cycle stations	2%	**19**	39%	**11**	0.0122	**19**

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

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

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

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Importance-Satisfaction Rating

City of Fort Lauderdale, FL

Water, Wastewater, Waterways, Flooding and Sanitation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Prevention of storm water-related flooding	59%	**1**	29%	**8**	0.4189	**1**
Prevention of tidal-related flooding	49%	**2**	31%	**7**	0.3381	**2**
Overall quality of drinking water	46%	**3**	55%	**5**	0.2070	**3**
High Priority (IS .10-.20)						
Cleanliness of waterways near your home	34%	**4**	44%	**6**	0.1904	**4**
Medium Priority (IS <.10)						
Quality of sewer (wastewater) services	18%	**5**	58%	**4**	0.0756	**5**
Residential recycling services	12%	**6**	77%	**3**	0.0276	**6**
Residential bulk trash collection	10%	**7**	80%	**2**	0.0200	**7**
Residential garbage collection	8%	**8**	81%	**1**	0.0152	**8**

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

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

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

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Importance-Satisfaction Matrix Analysis

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

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

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

- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.

- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

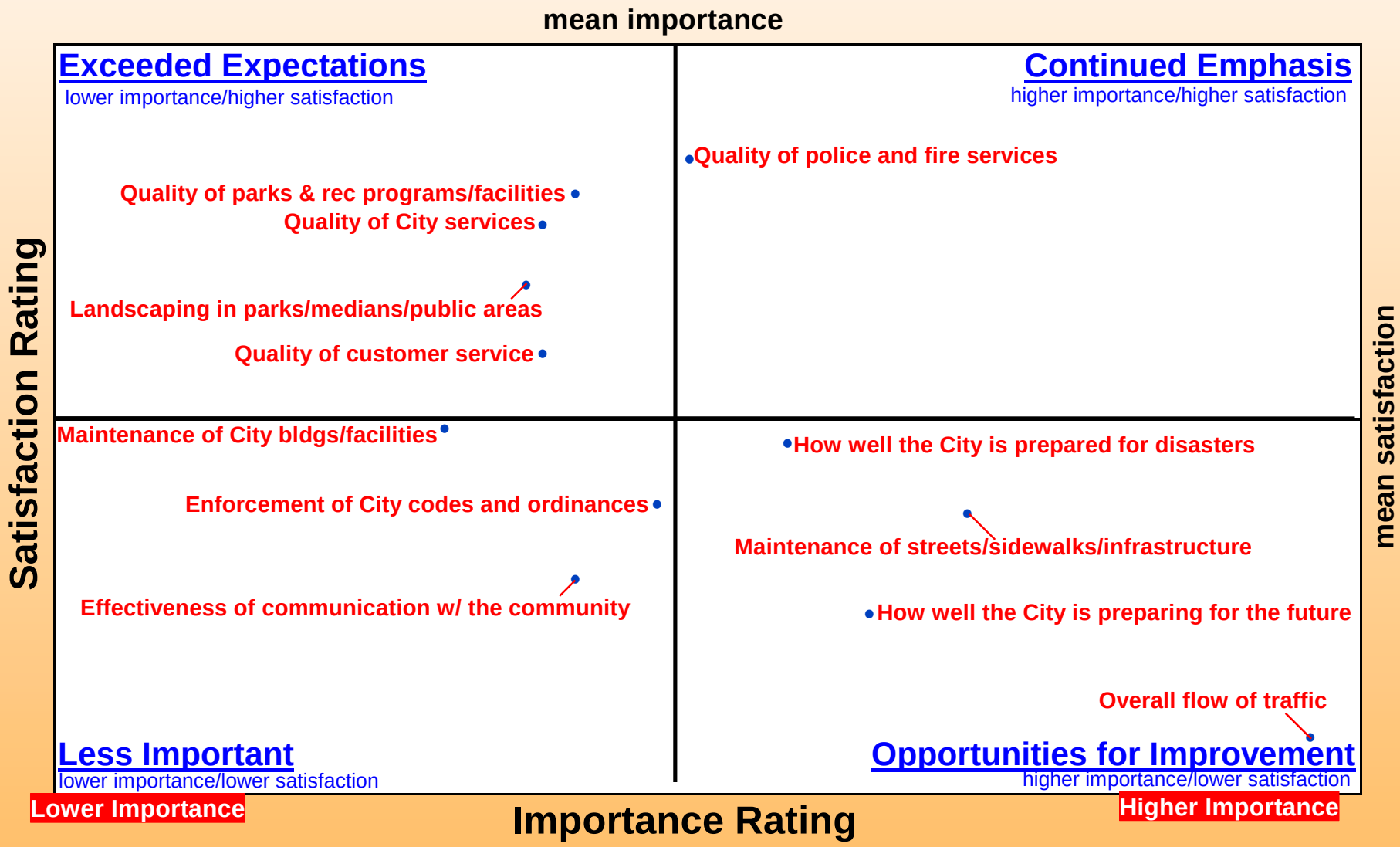
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

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

2015 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

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

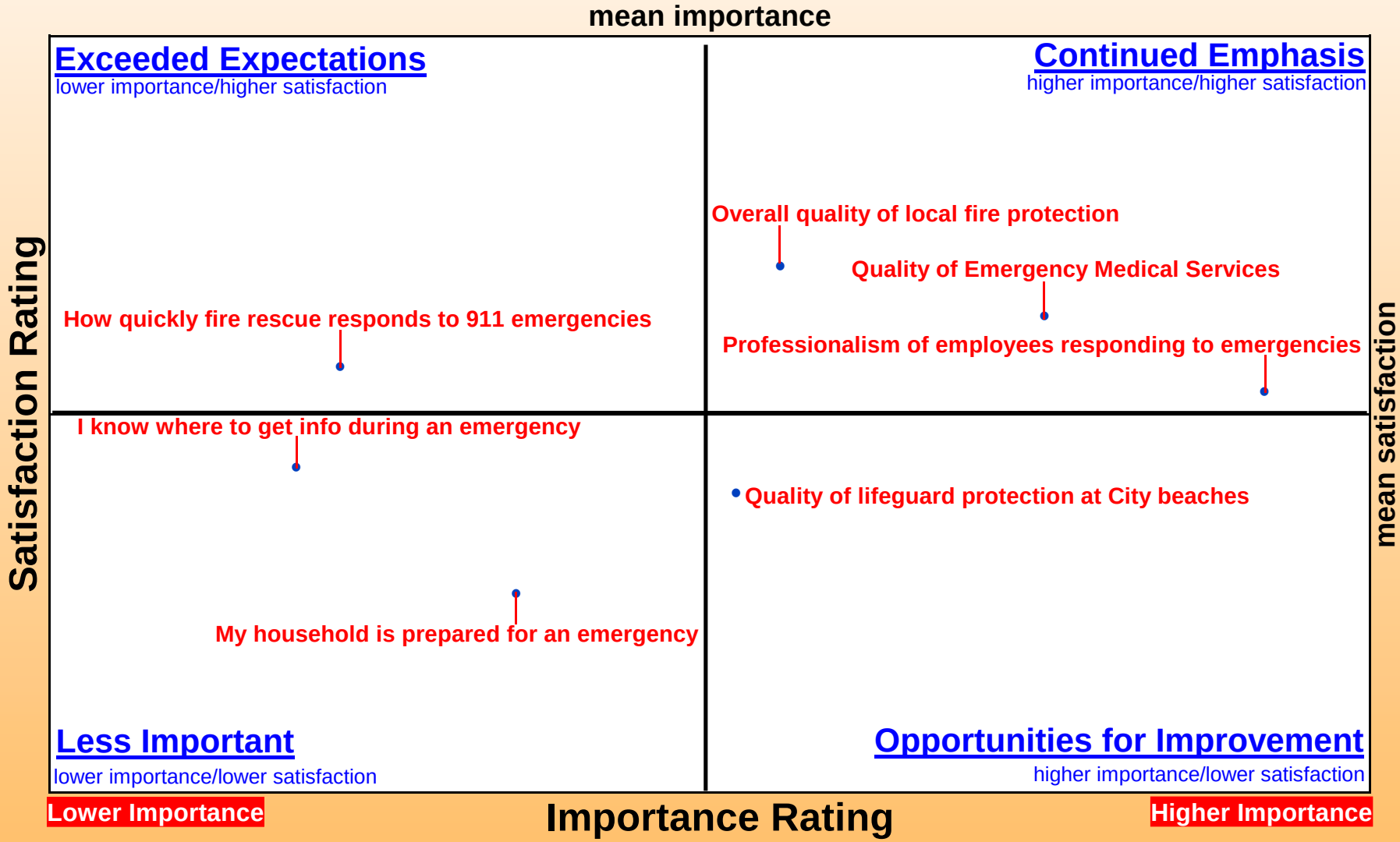


Source: ETC Institute (2015)

2015 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Fire Rescue-

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

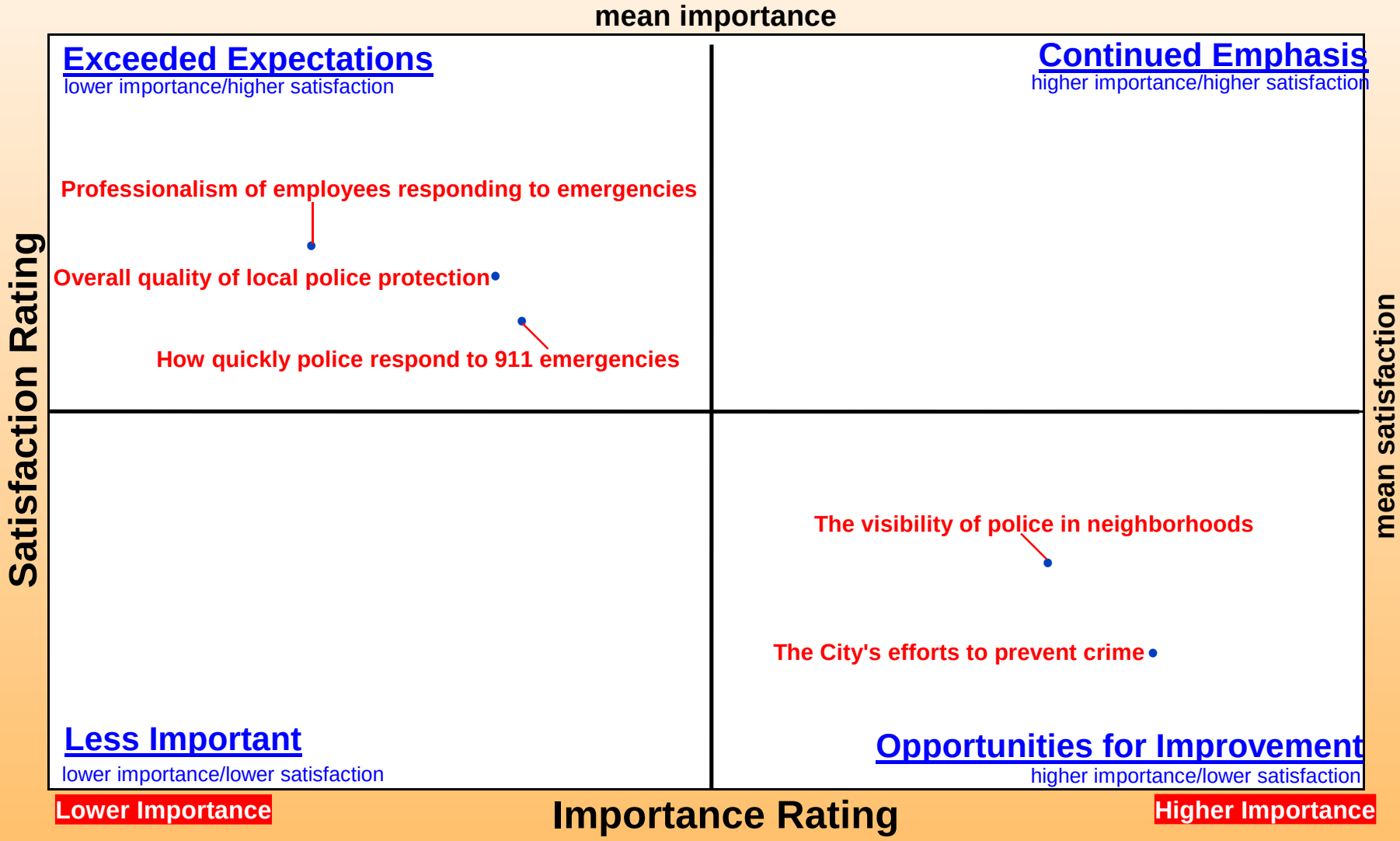


Source: ETC Institute (2015)

2015 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety: Police-

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

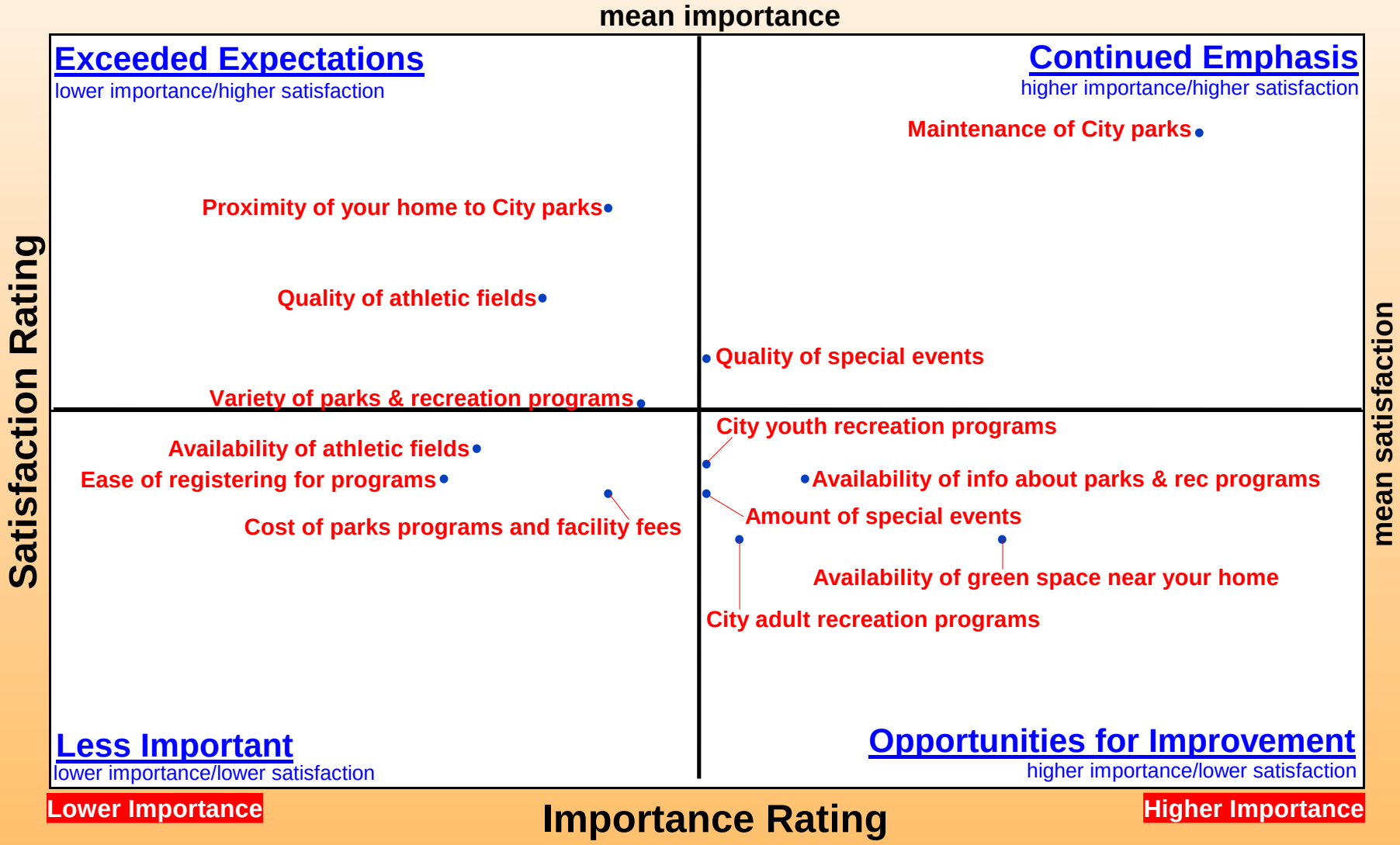


Source: ETC Institute (2015)

2015 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

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

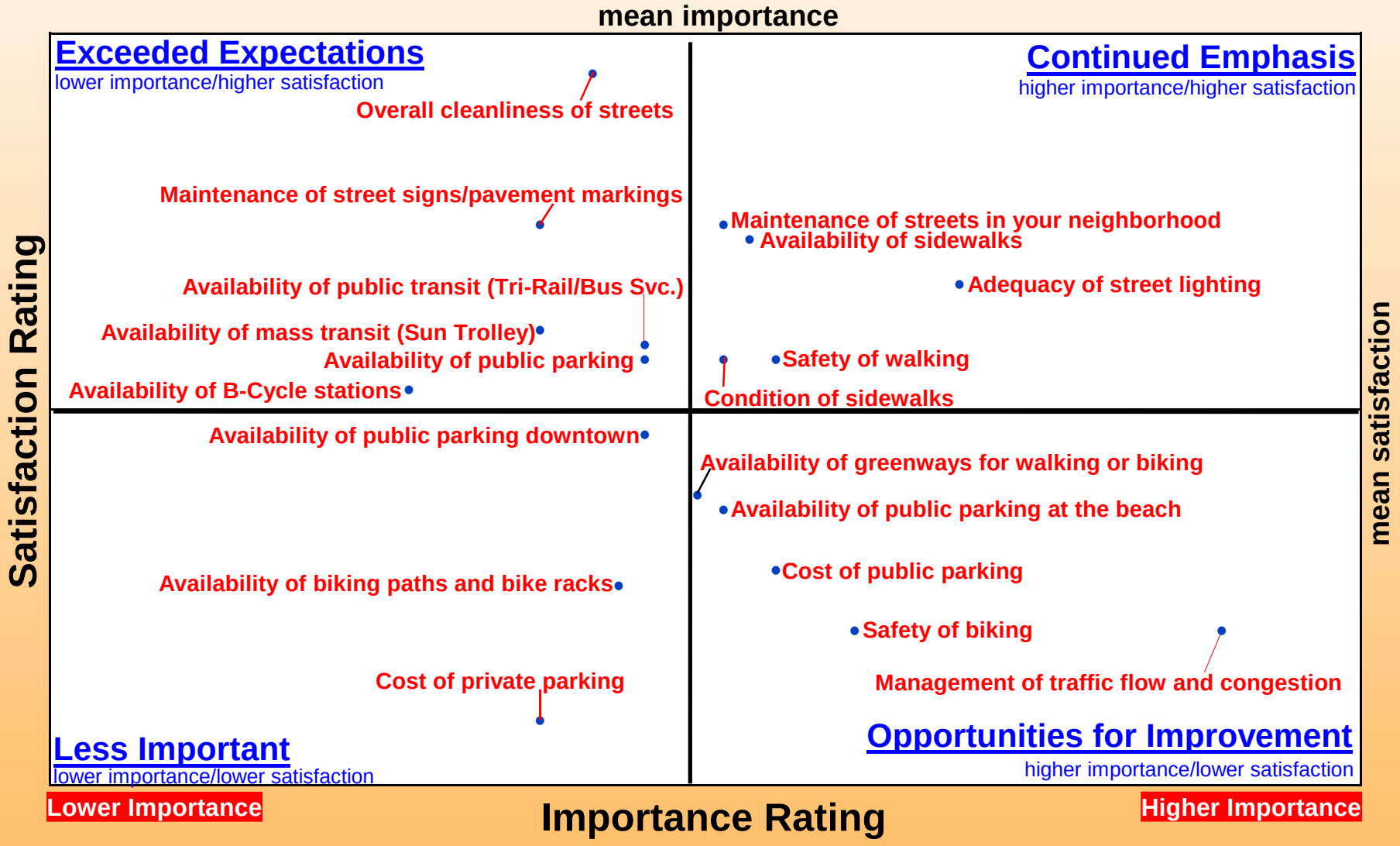


Source: ETC Institute (2015)

2015 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Transportation and Mobility-

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

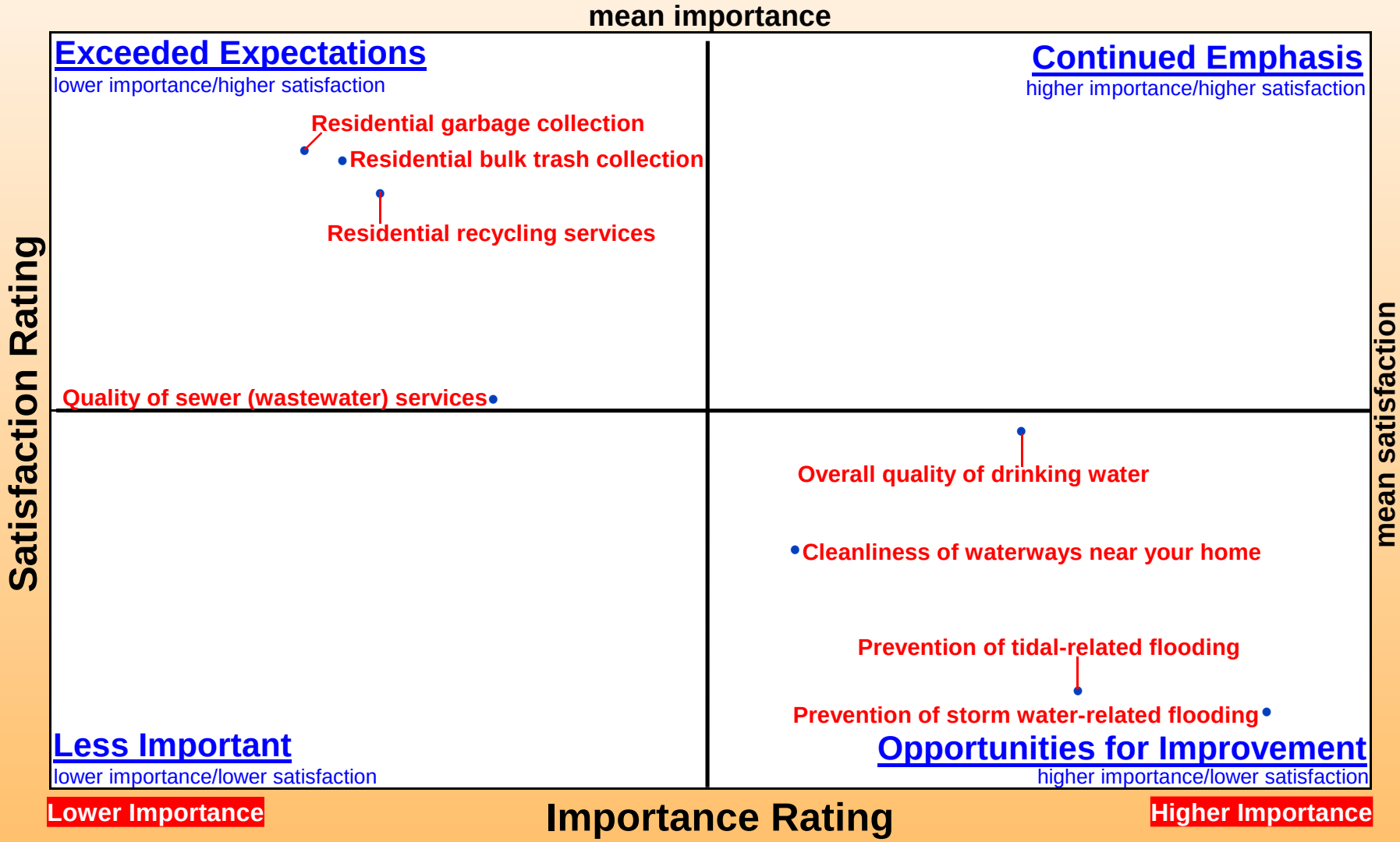


Source: ETC Institute (2015)

2015 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

-Water, Wastewater, Waterways, Flooding and Sanitation-

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



Source: ETC Institute (2015)

Section 3:
GIS Maps

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by District. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

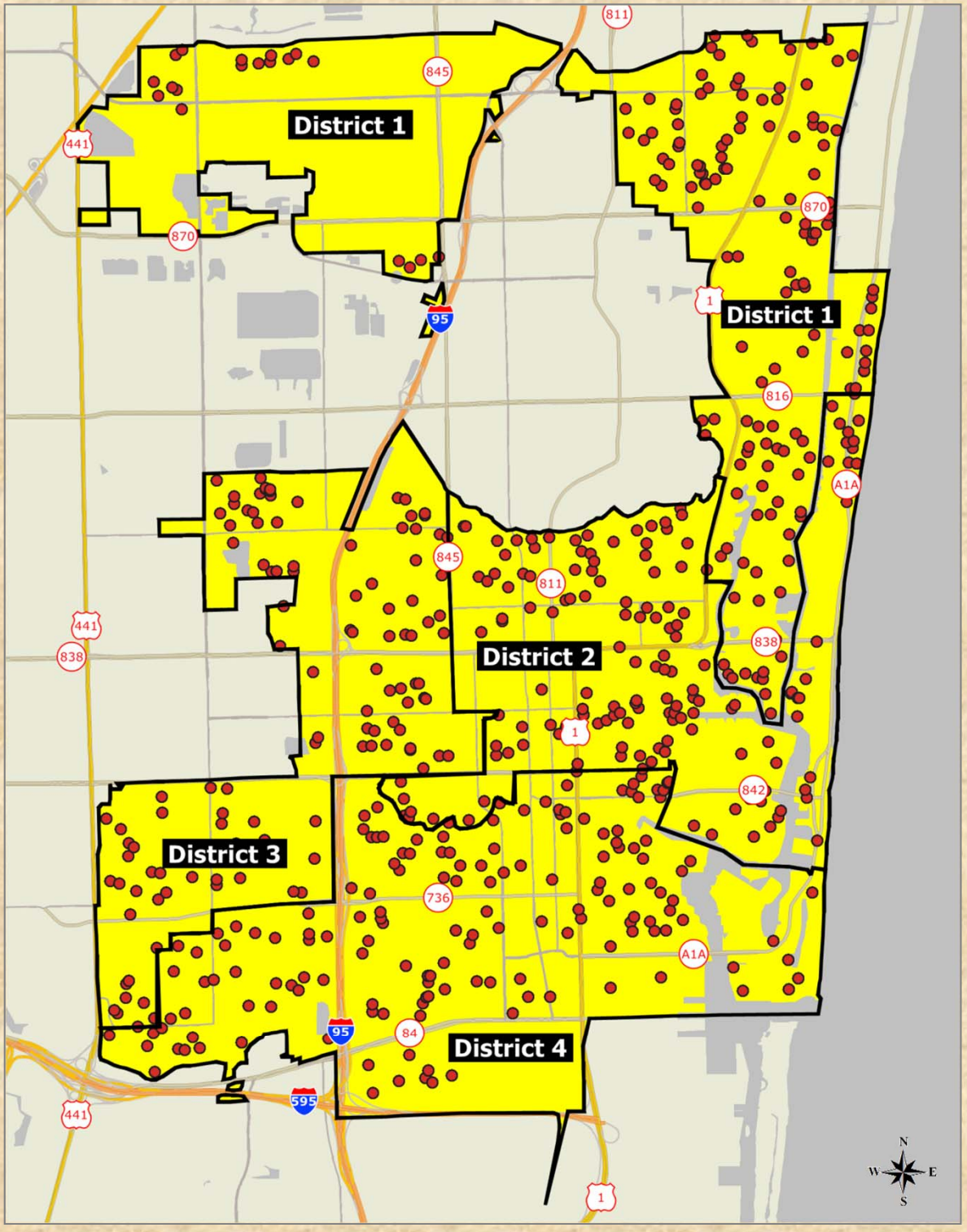
When reading the maps, please use the following color scheme as a guide:

- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of "excellent" or "good" and ratings of "very safe" or "safe."

- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

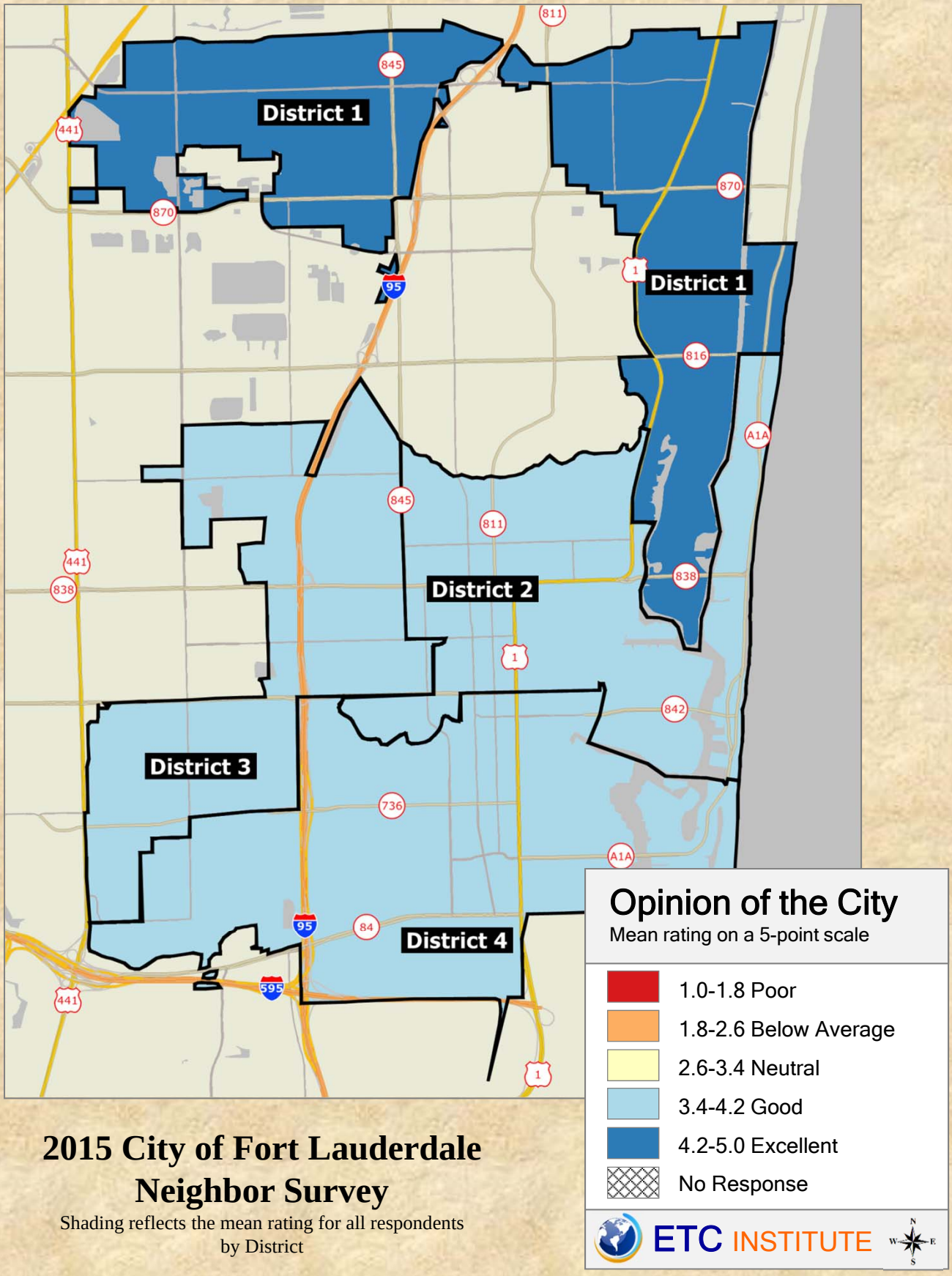
- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of "below average" or "poor" and ratings of "unsafe" or "very unsafe."

Location of Survey Respondents



2015 City of Fort Lauderdale Neighbor Survey

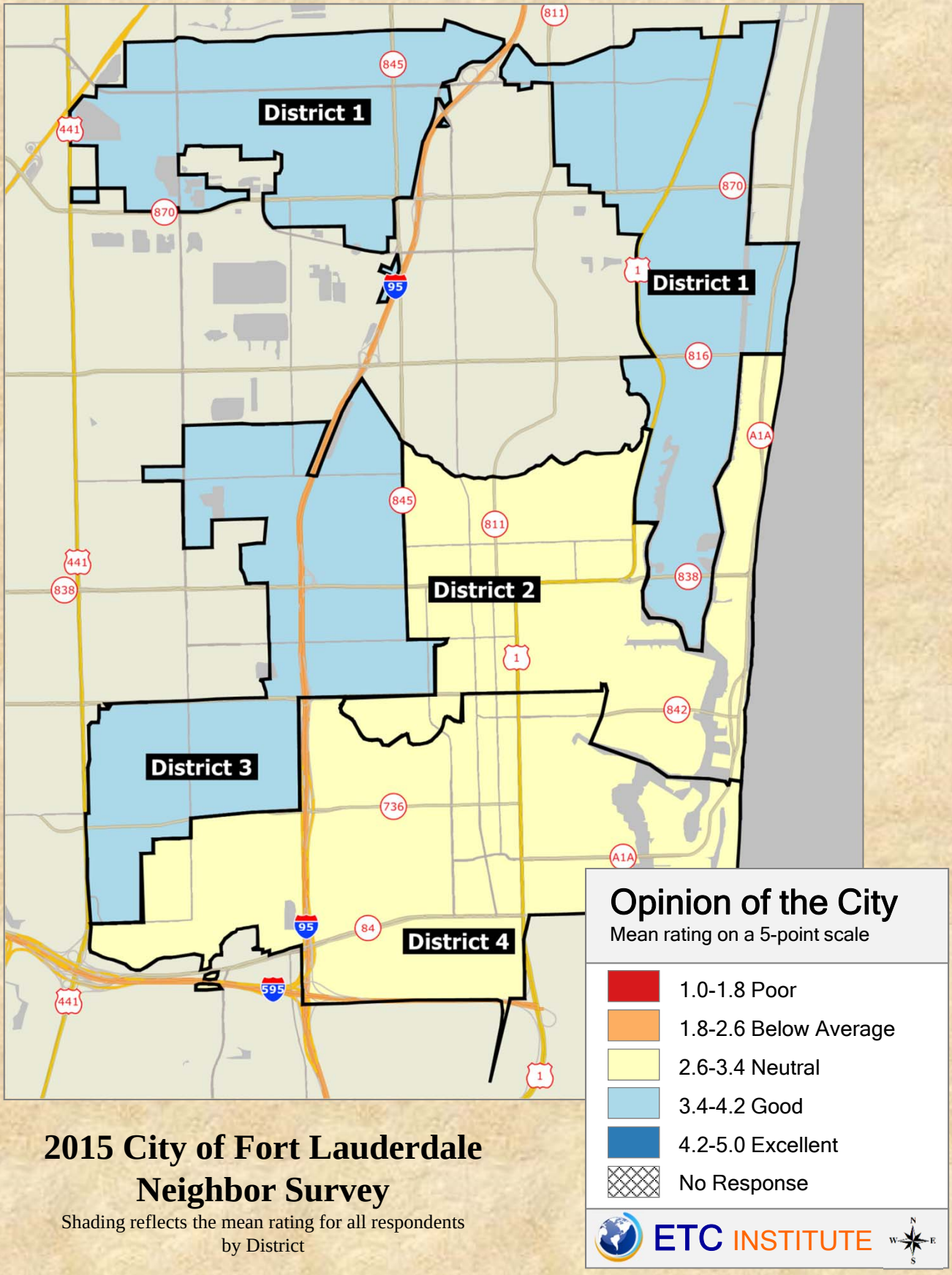
Q1-1 Ratings of the City as a place to live



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

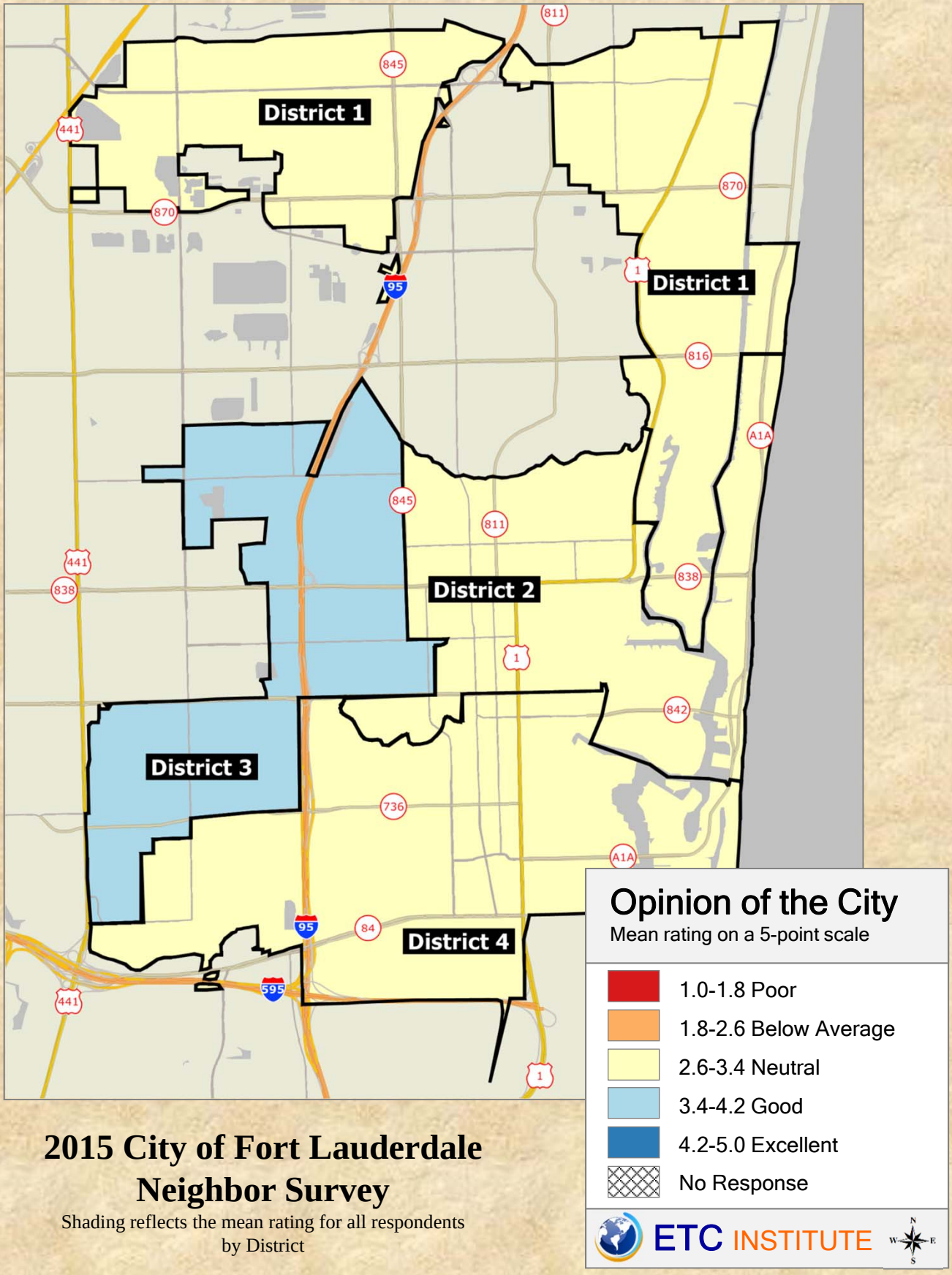
Q1-2 Ratings of the City as a place to raise children



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

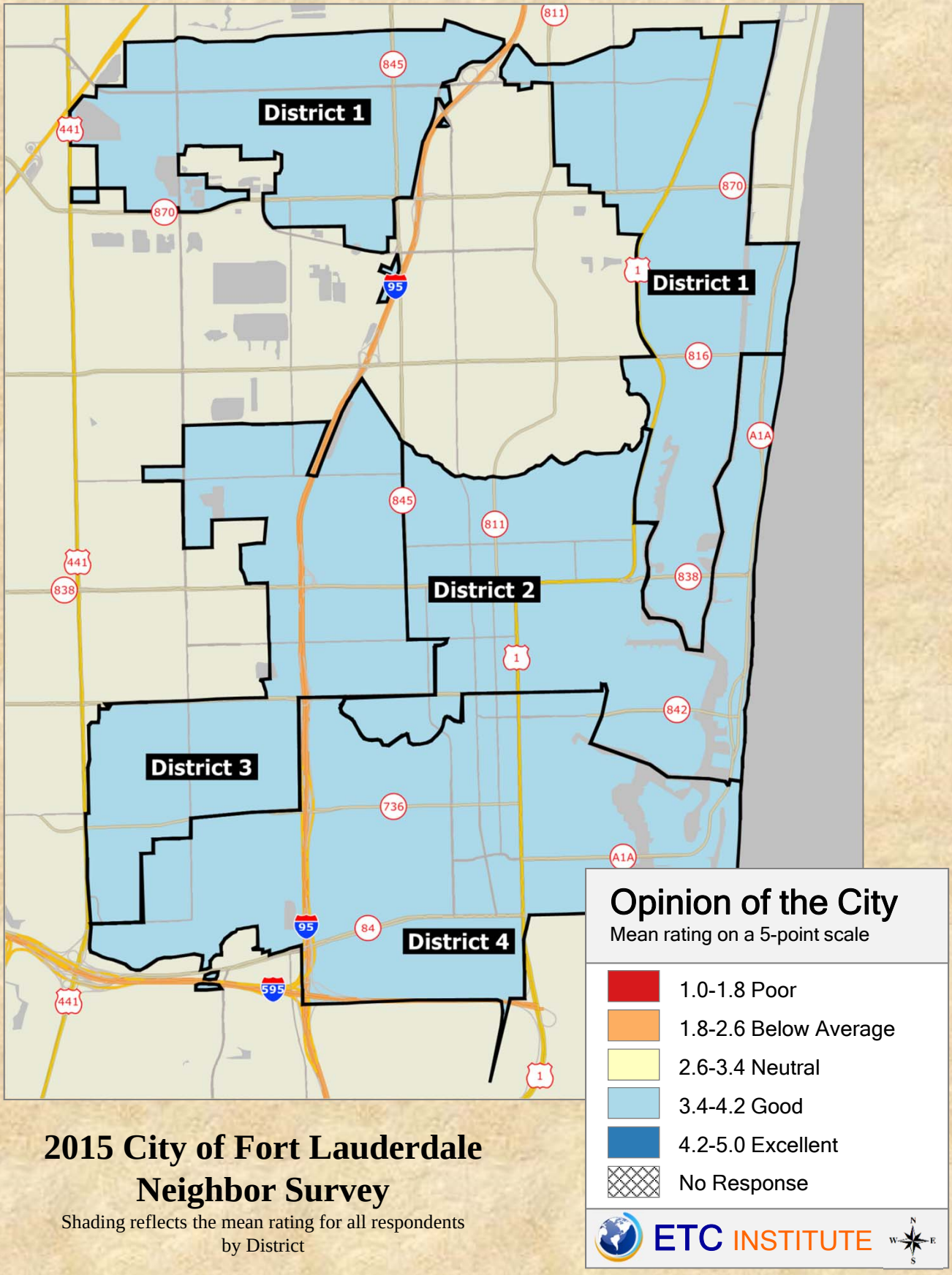
Q1-3 Ratings of the City as a place to educate children



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

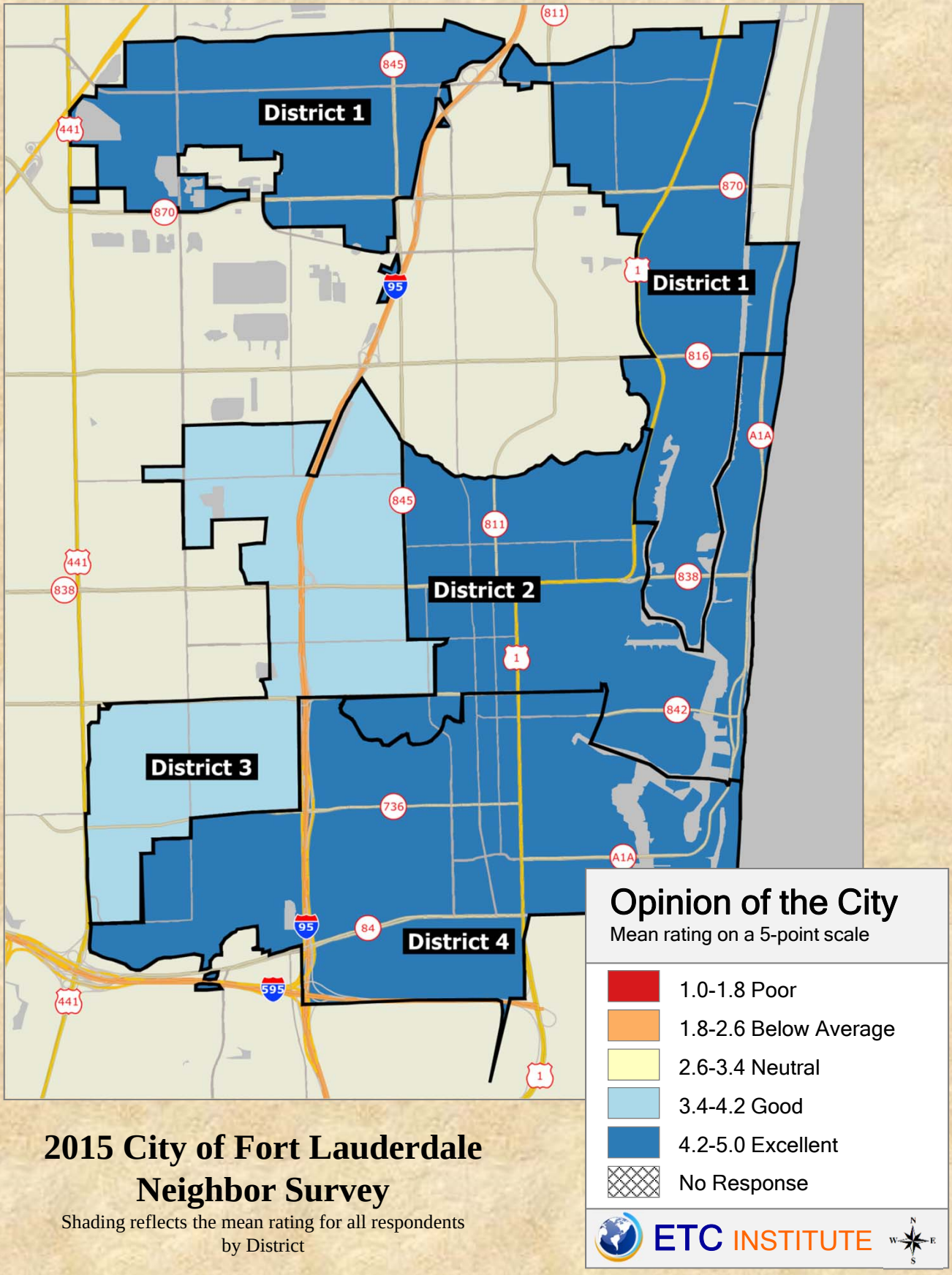
Q1-4 Ratings of the City as a place to work



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

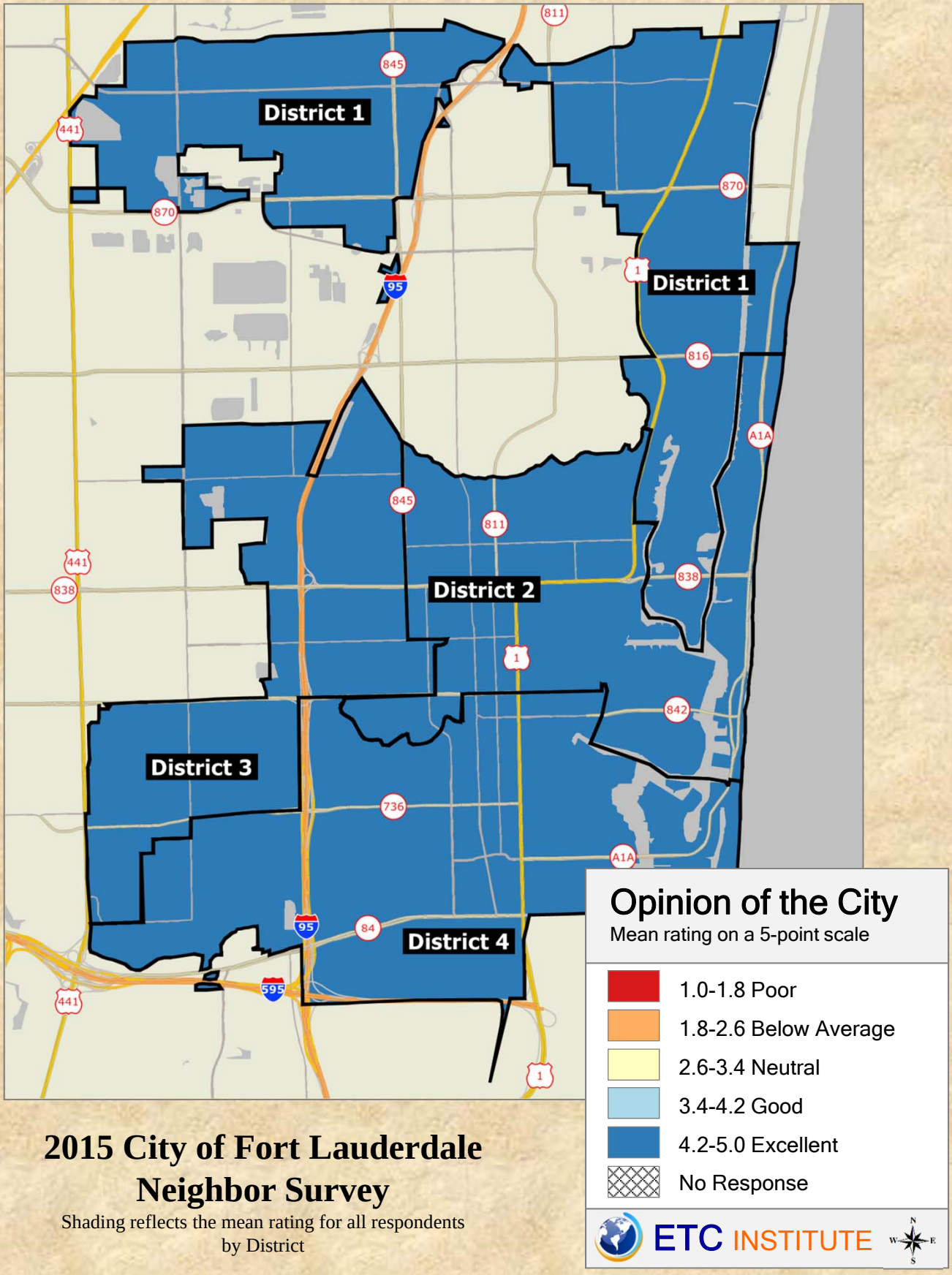
Q1-5 Ratings of the City as a place for play & leisure



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

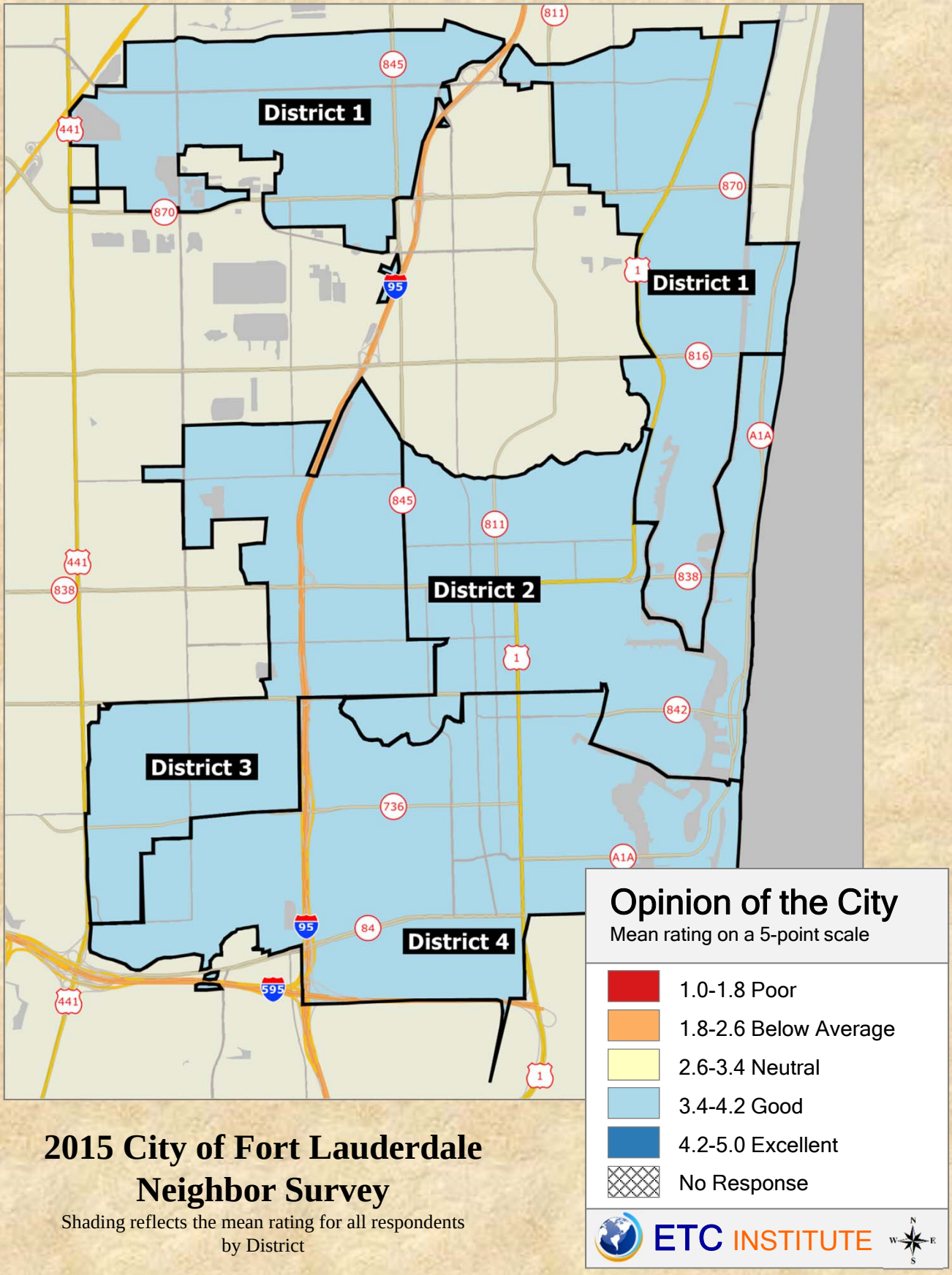
Q1-6 Ratings of the City as a place to visit



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

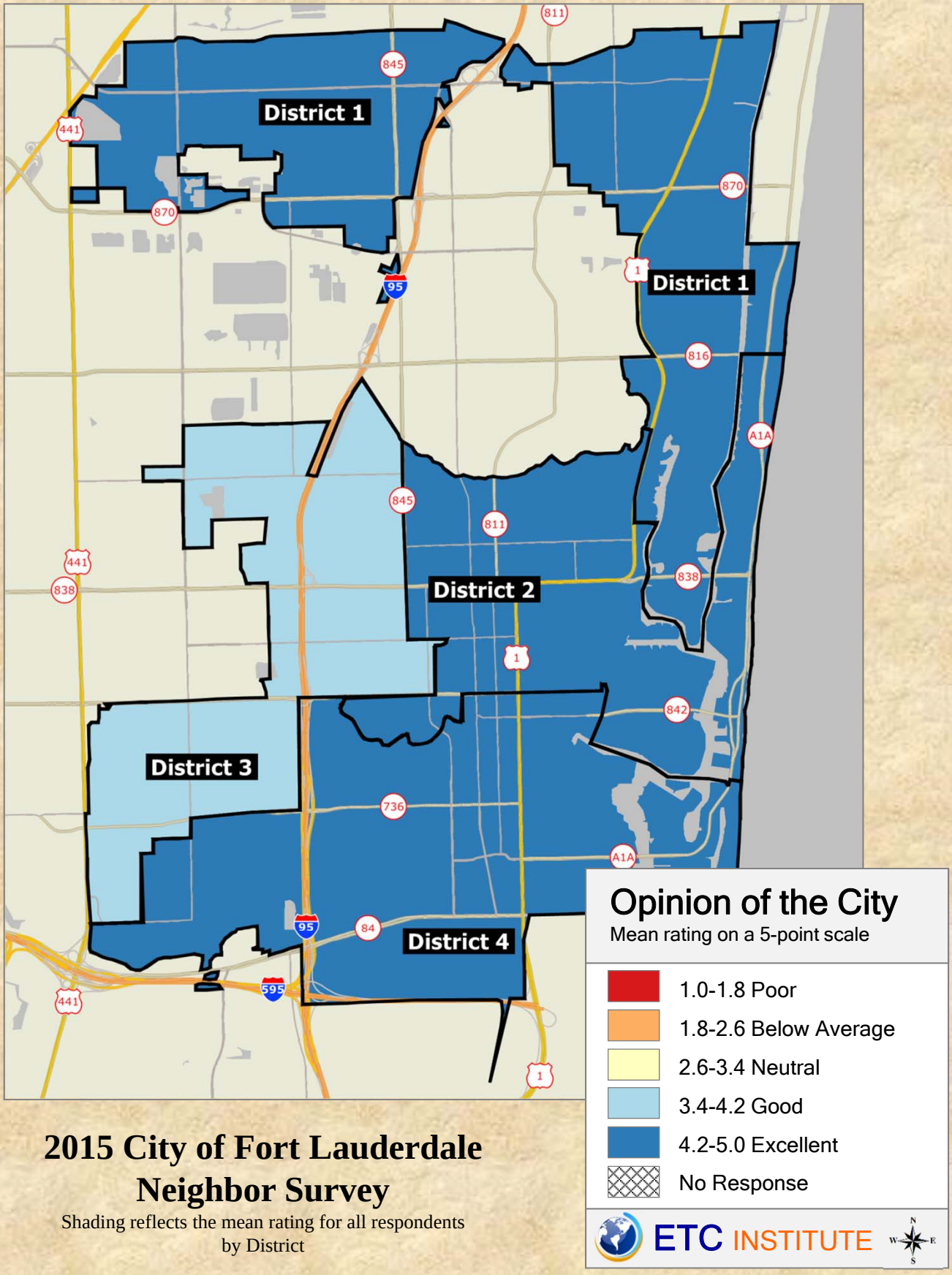
Q1-7 Ratings of the City as a place to retire



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

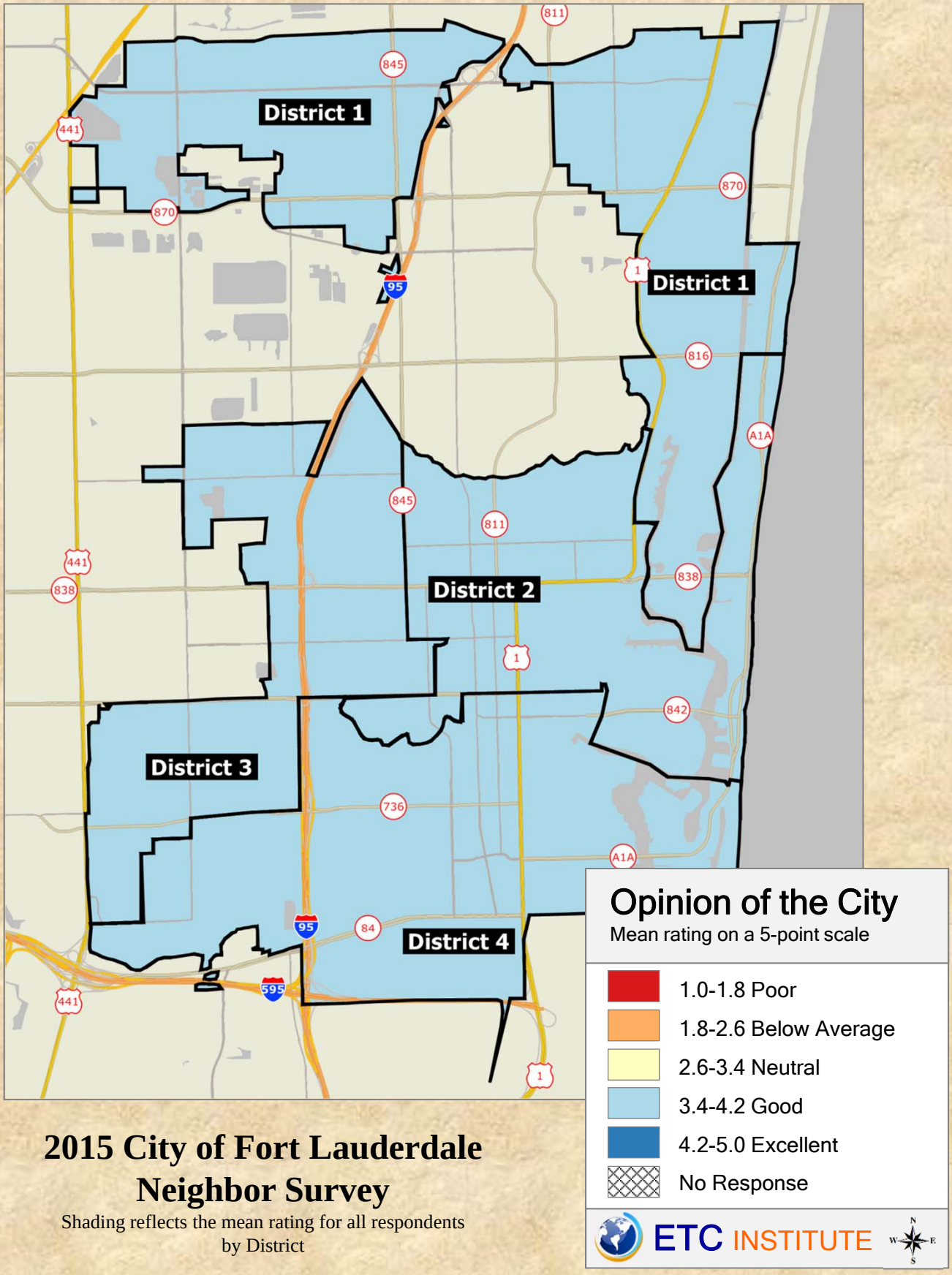
Q1-8 Ratings of the City as a place to seasonally reside



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

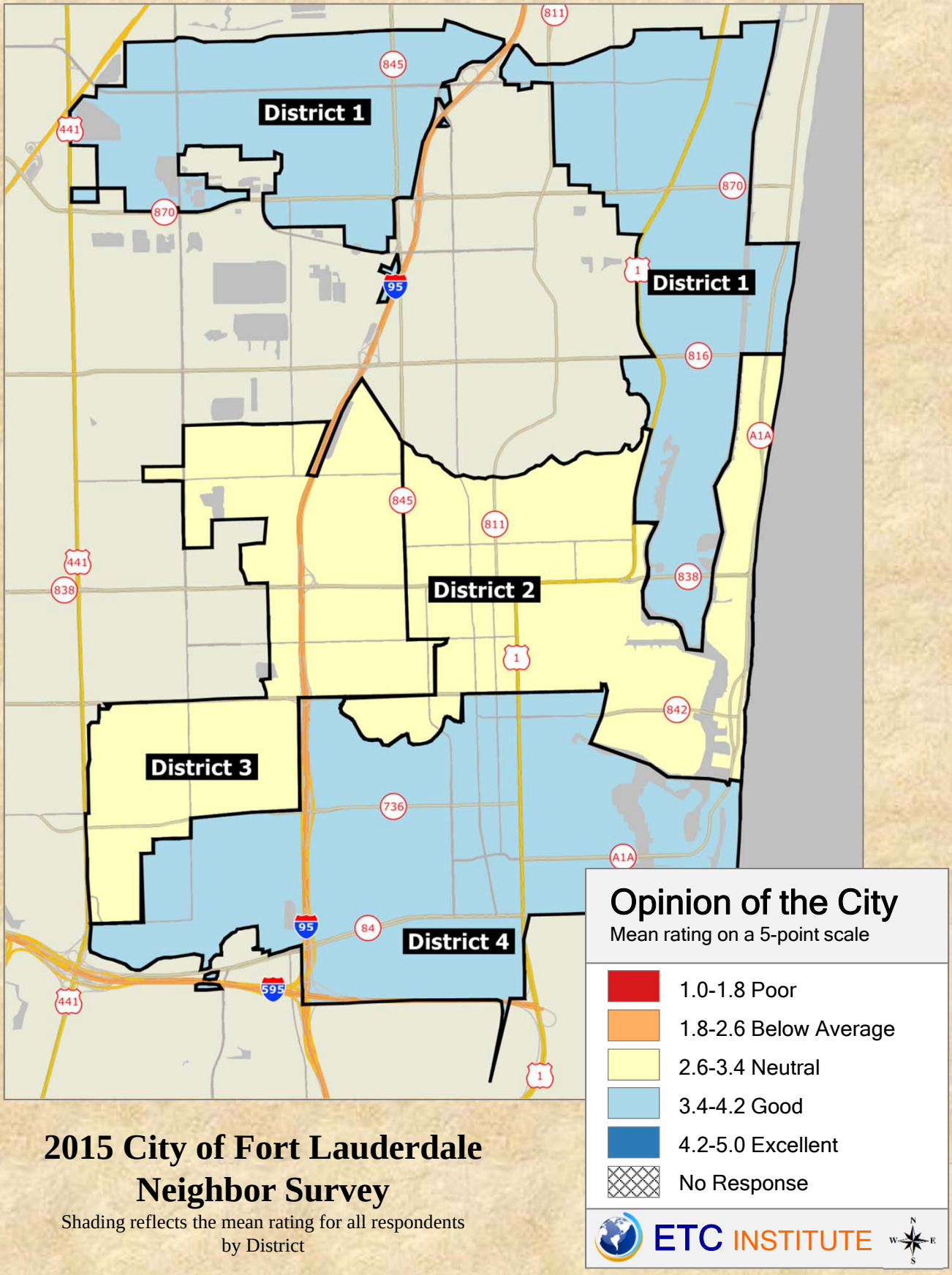
Q1-9 Ratings of overall quality of life in the City



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

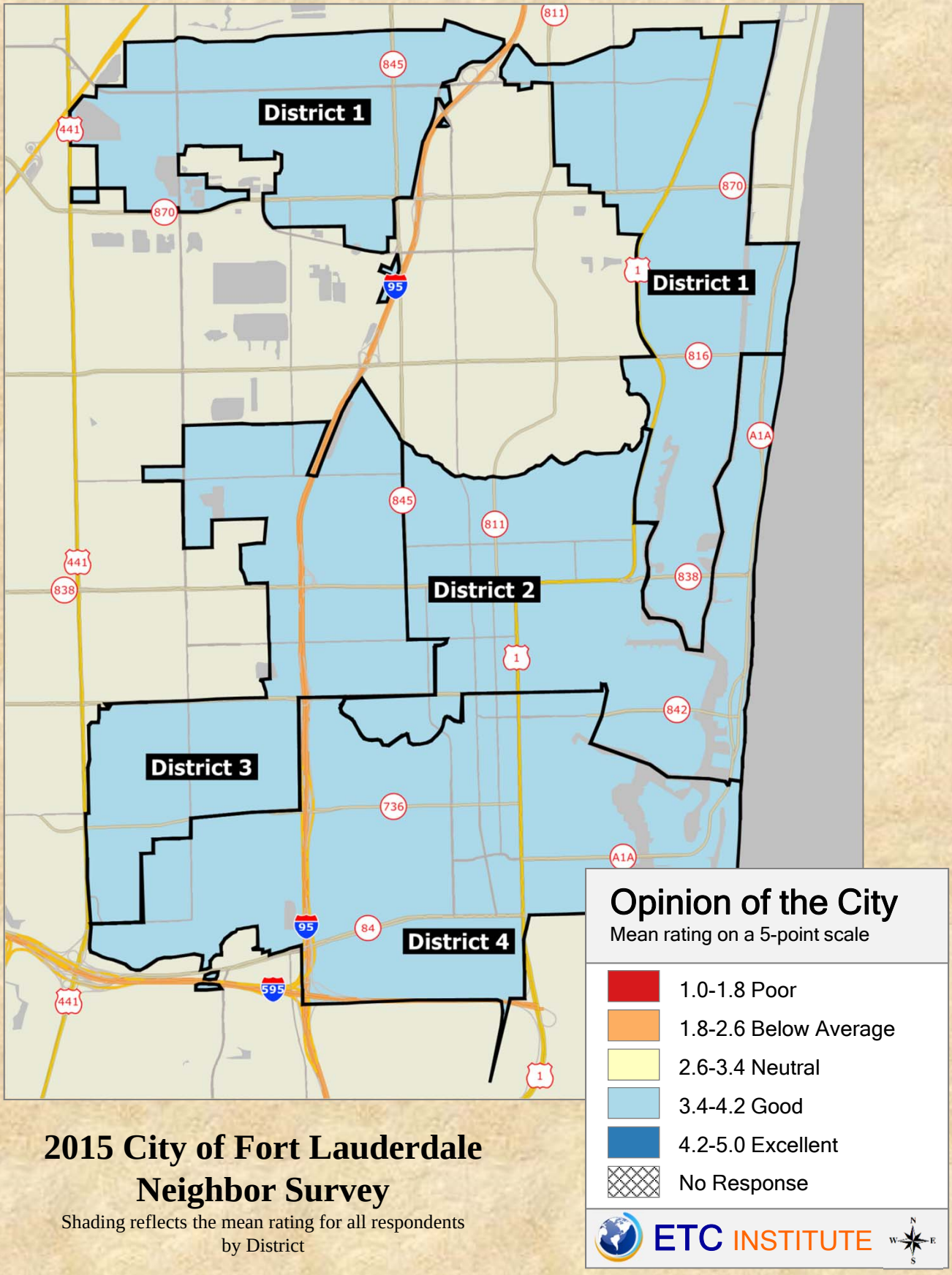
Q1-10 Ratings of overall sense of community in the City



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

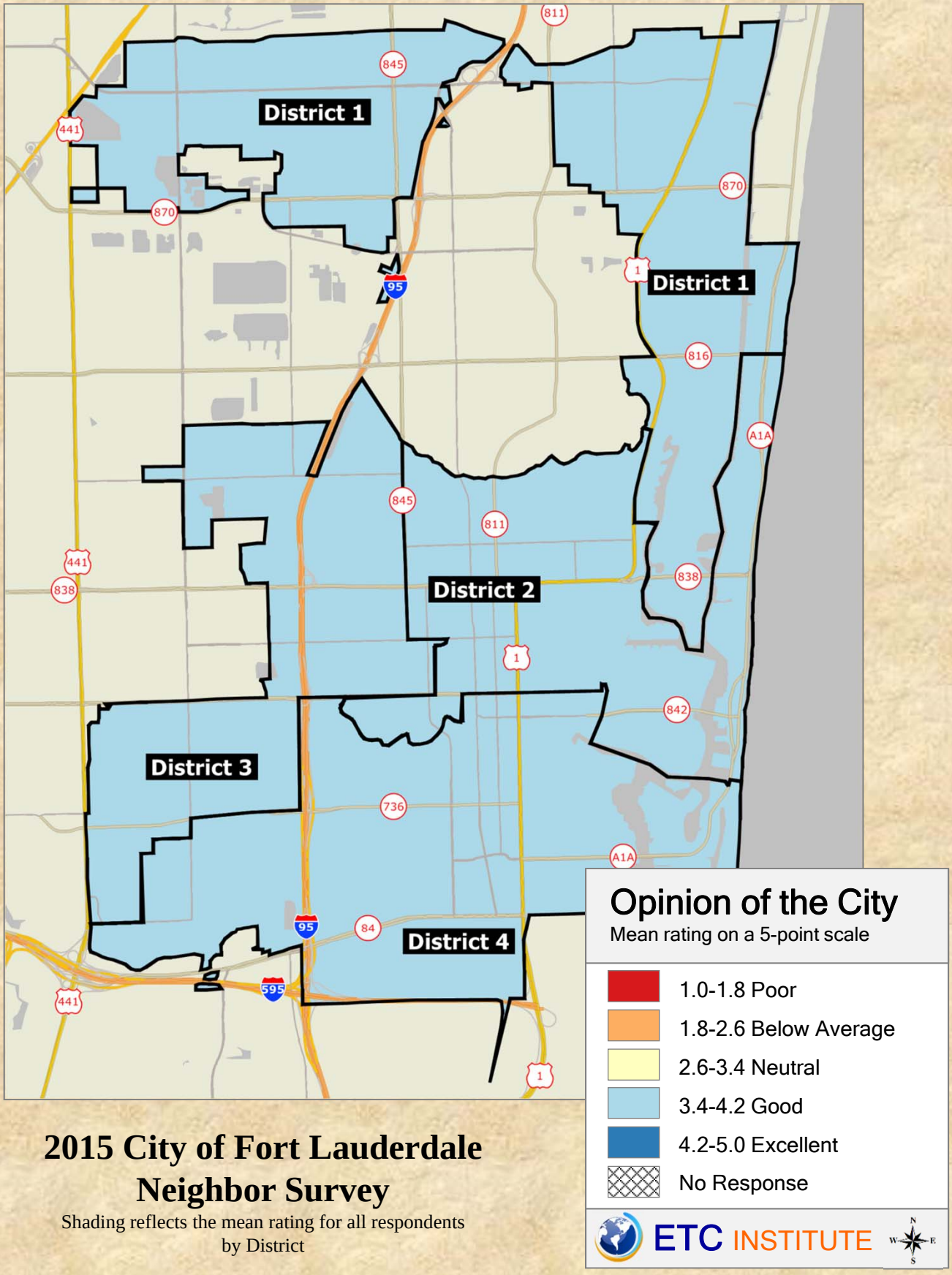
Q1-11 Ratings of overall image of the City



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

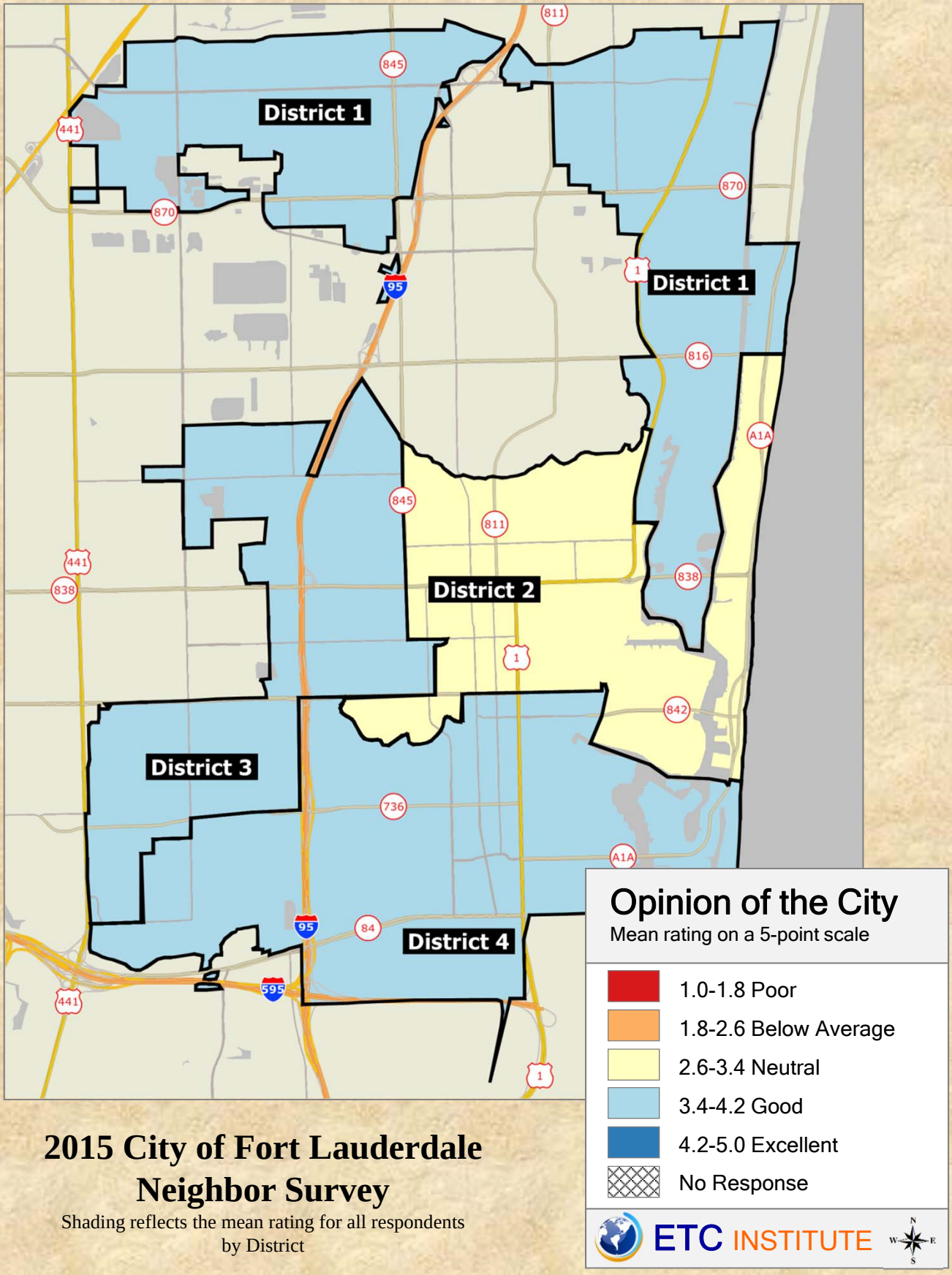
Q1-12 Ratings of a city that is moving in the right direction



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

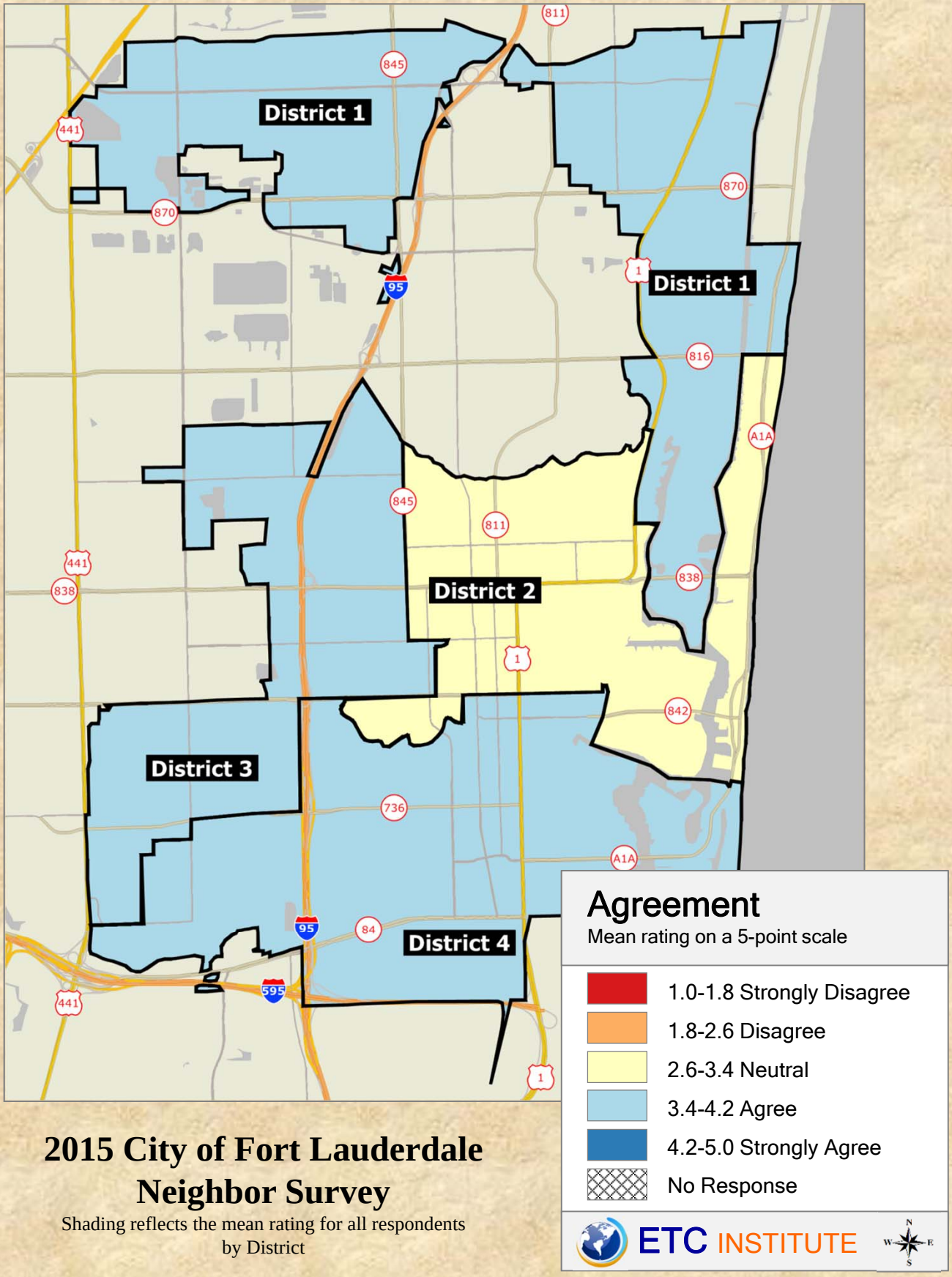
Q1-13 Ratings of a city committed to green and sustainable practices



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

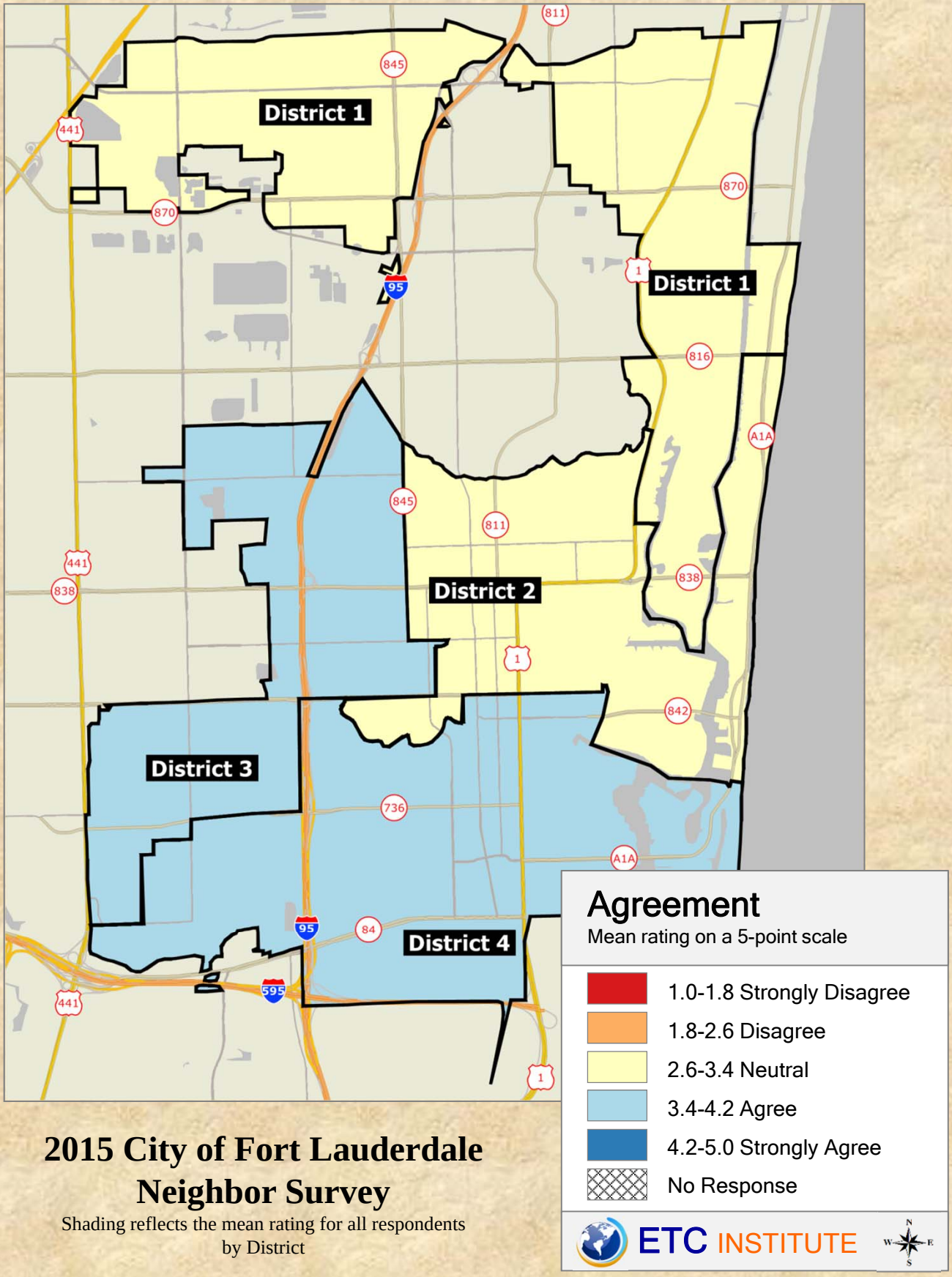
Q2-1 Agreement that the City of Fort Lauderdale builds community



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

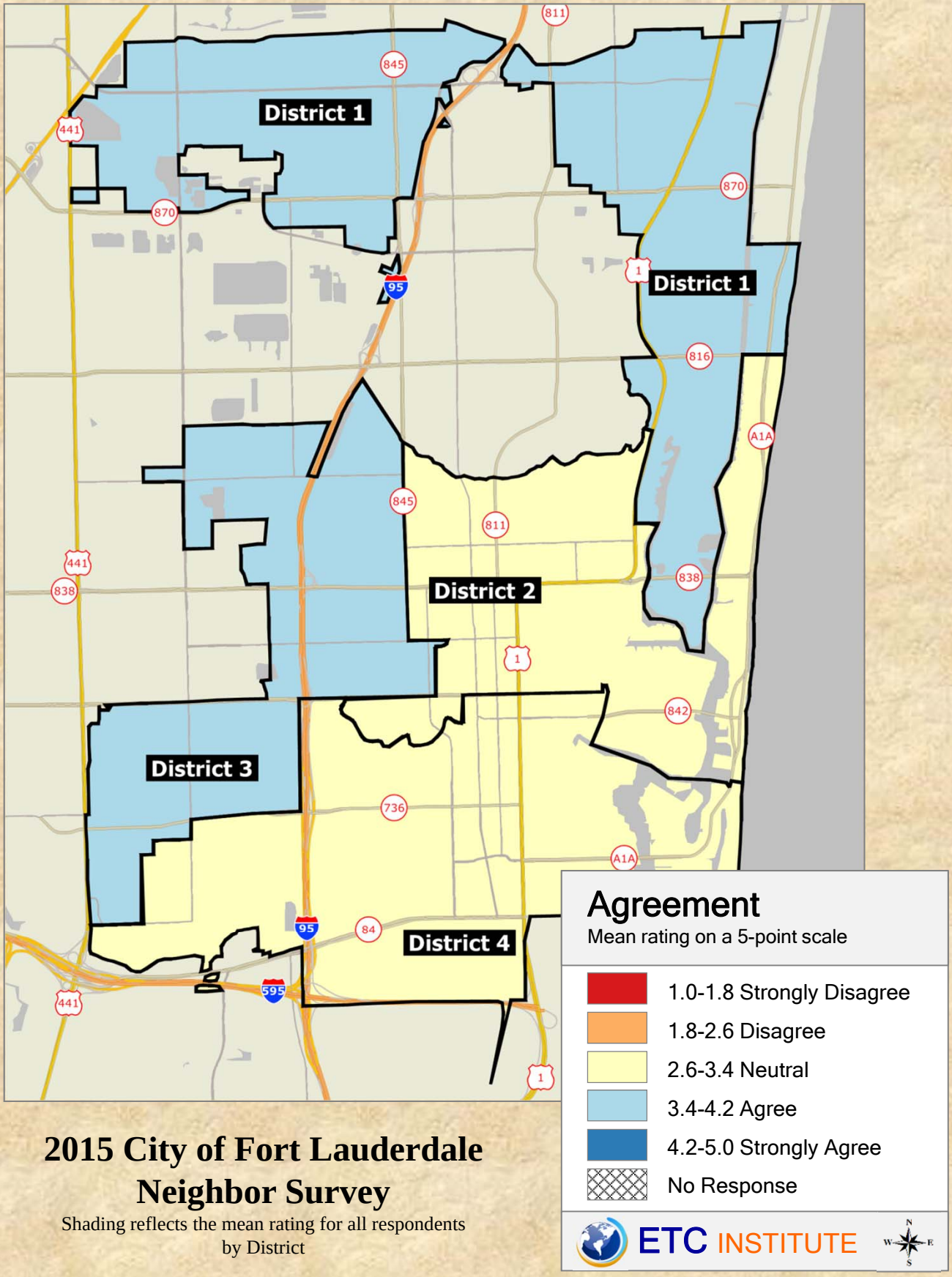
Q2-2 Agreement that Ft. Lauderdale and its partners are creating a more connected community



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

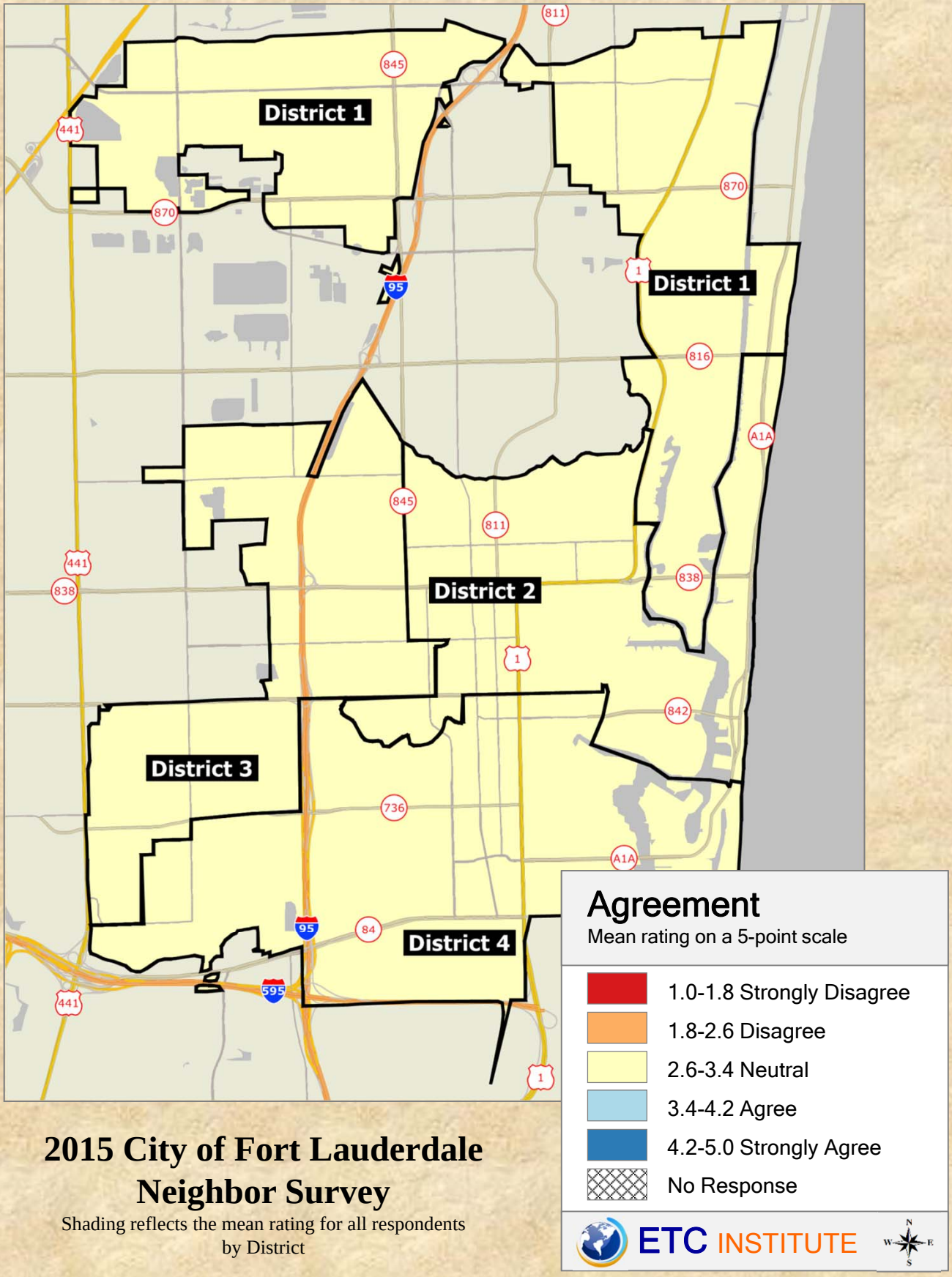
Q2-3 Agreement that Fort Lauderdale is creating a more resilient infrastructure



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

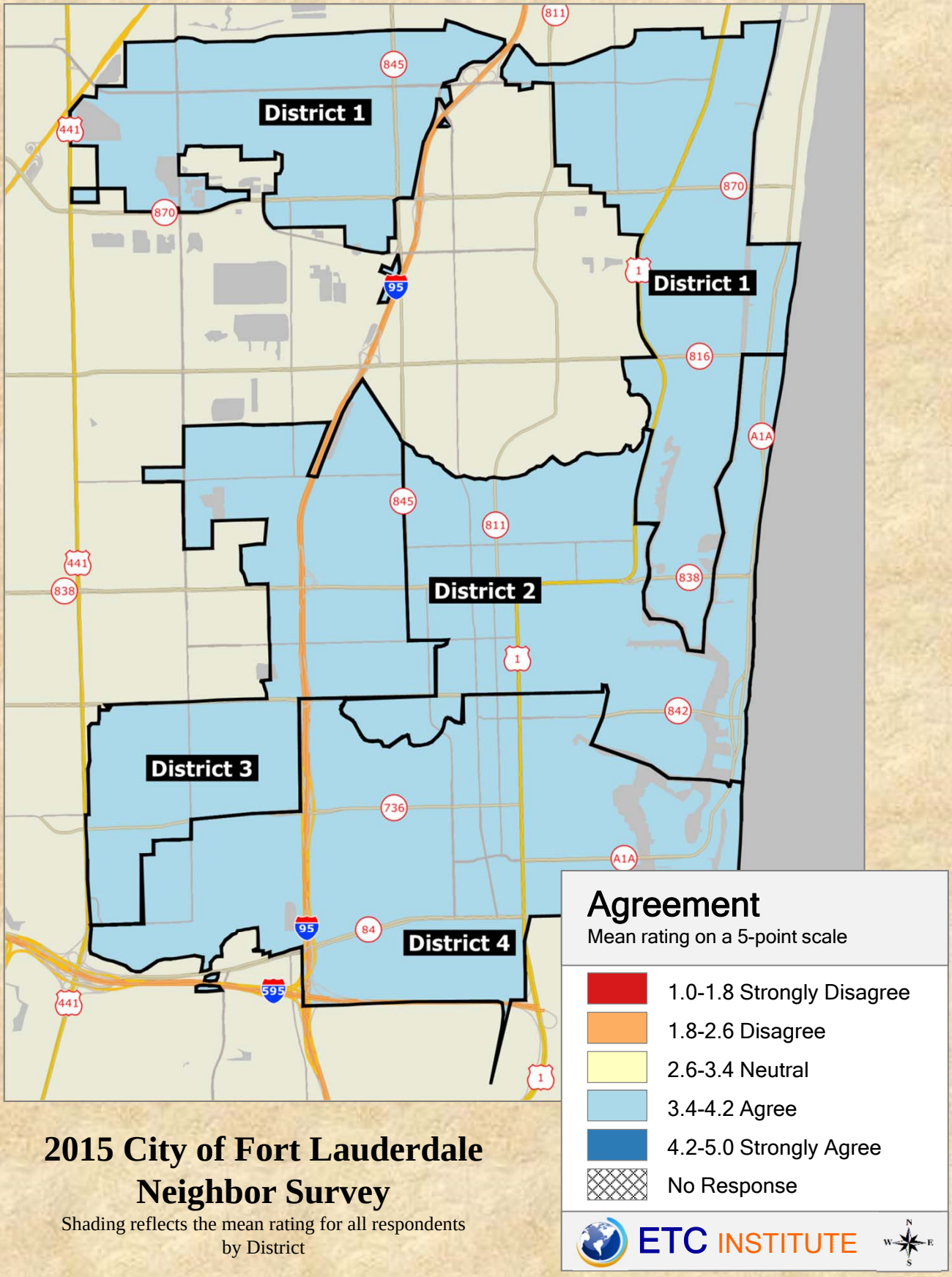
Q2-4 Agreement that Fort Lauderdale is making progress creating strong and safe neighborhoods



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

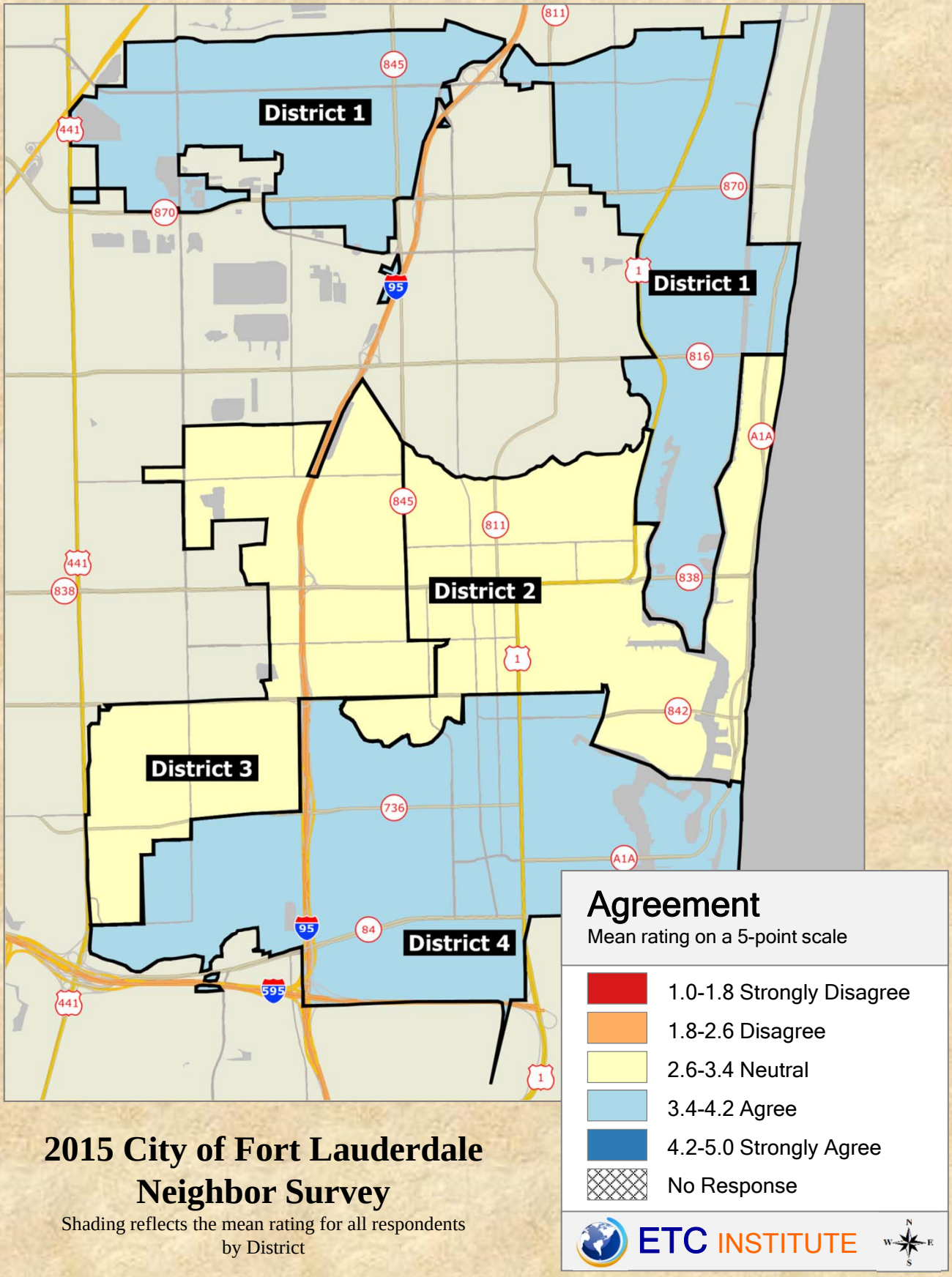
Q2-5 Agreement that Fort Lauderdale is making progress toward enhancing its urban centers, etc.



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

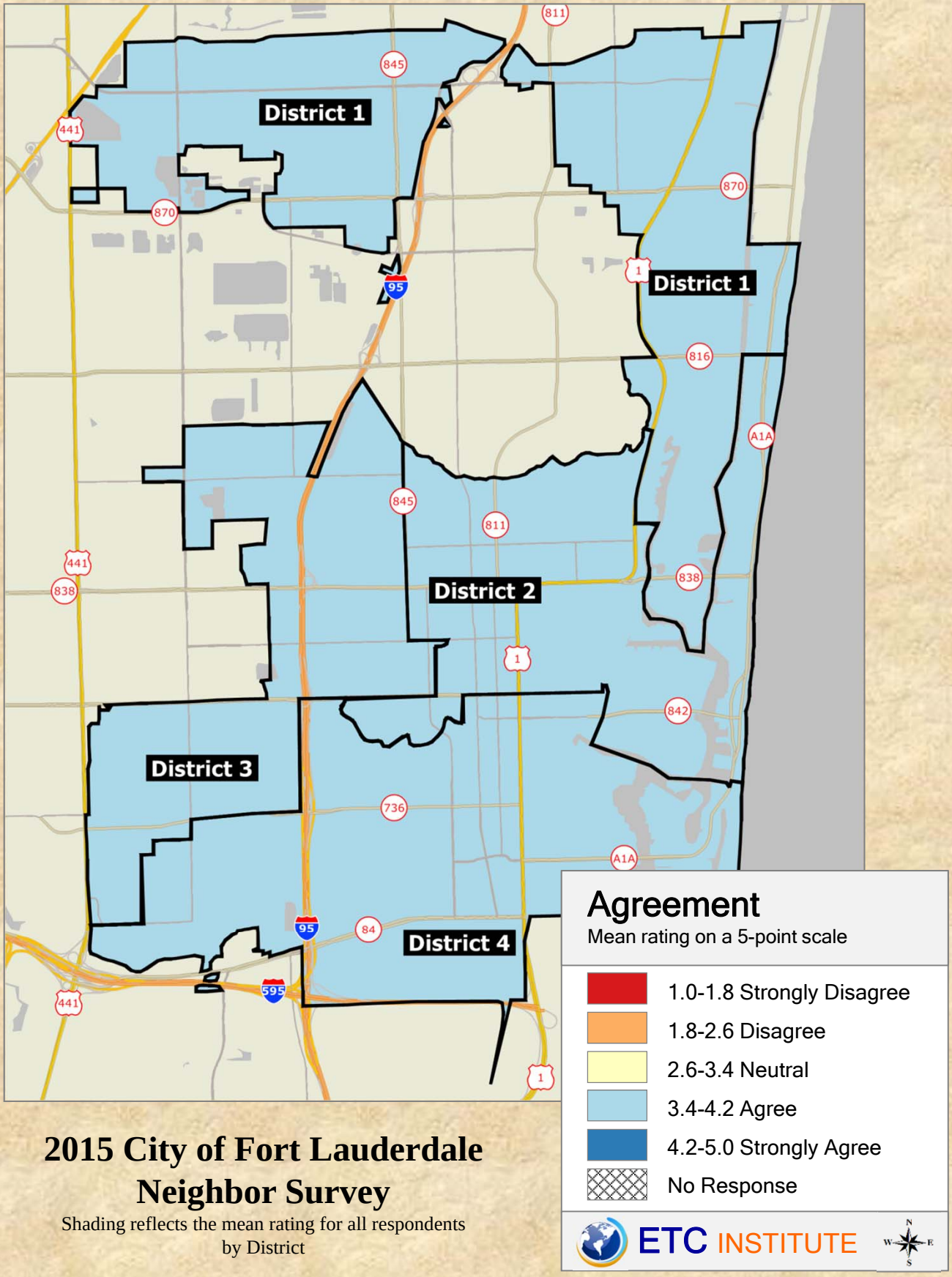
Q2-6 Agreement that Fort Lauderdale is making progress furthering economic growth, etc.



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

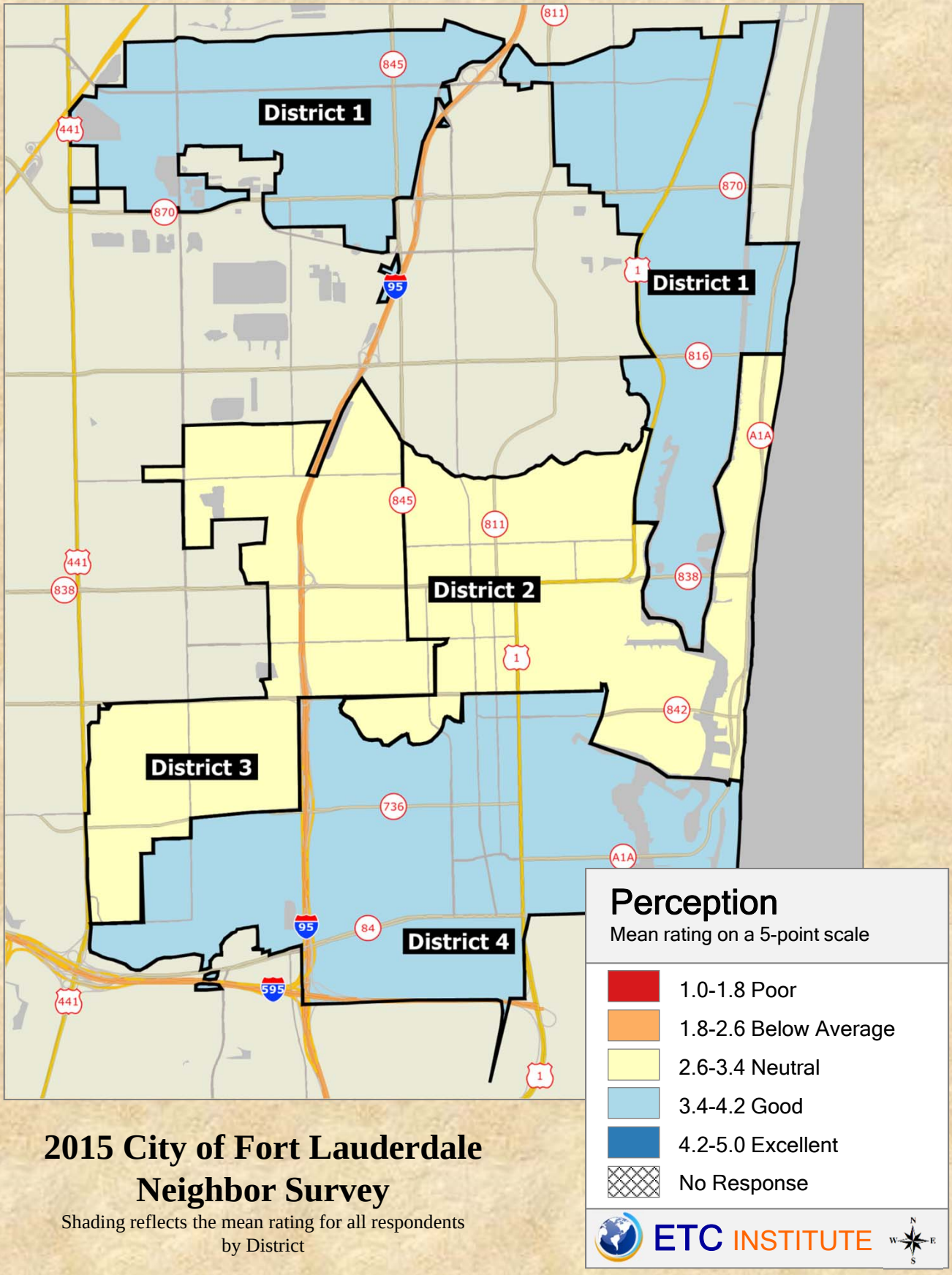
Q2-7 Agreement that Fort Lauderdale is making progress in being a multi-generational and diverse community



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

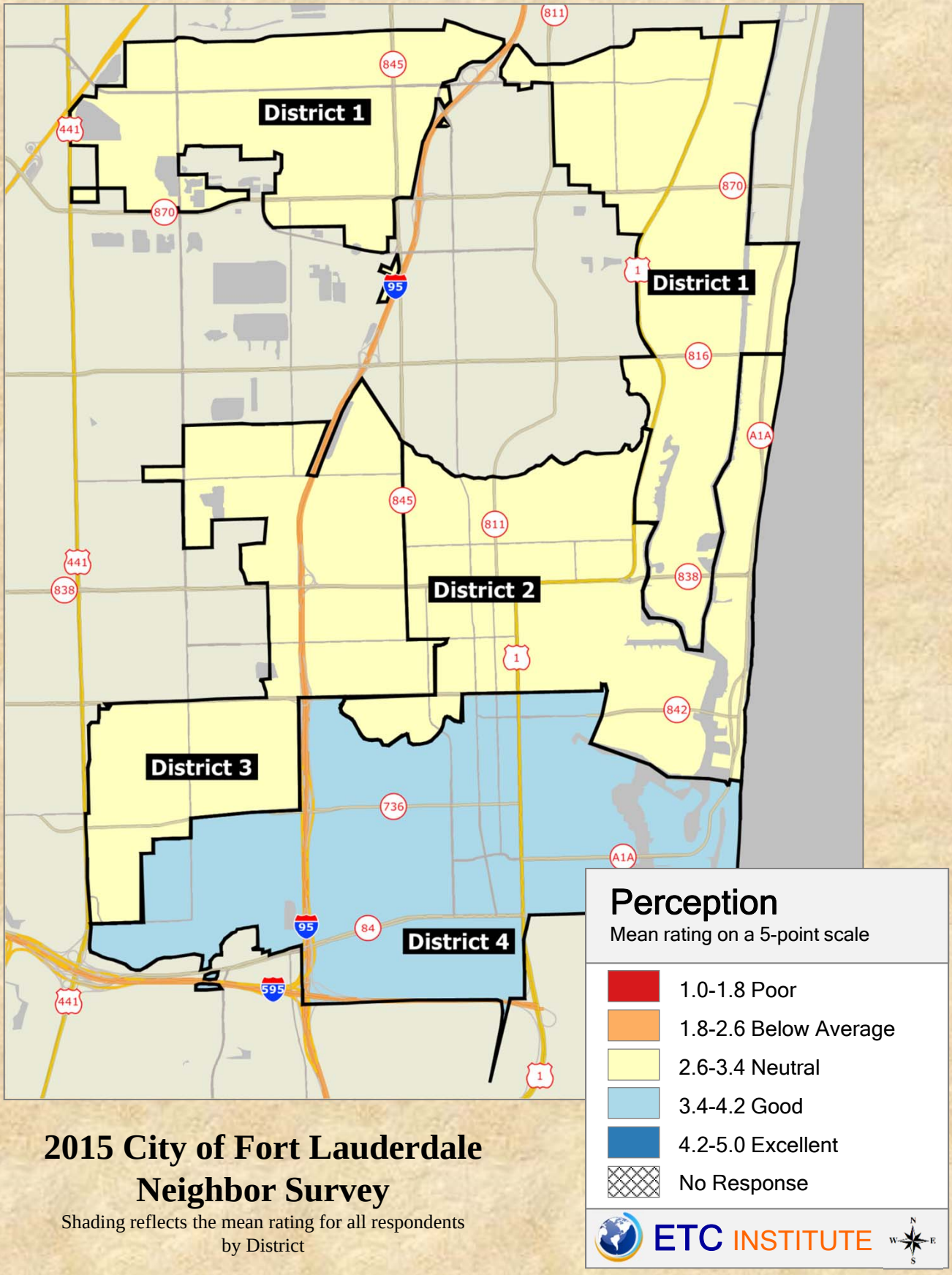
Q3-1 Ratings of the overall feeling of safety in the City



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

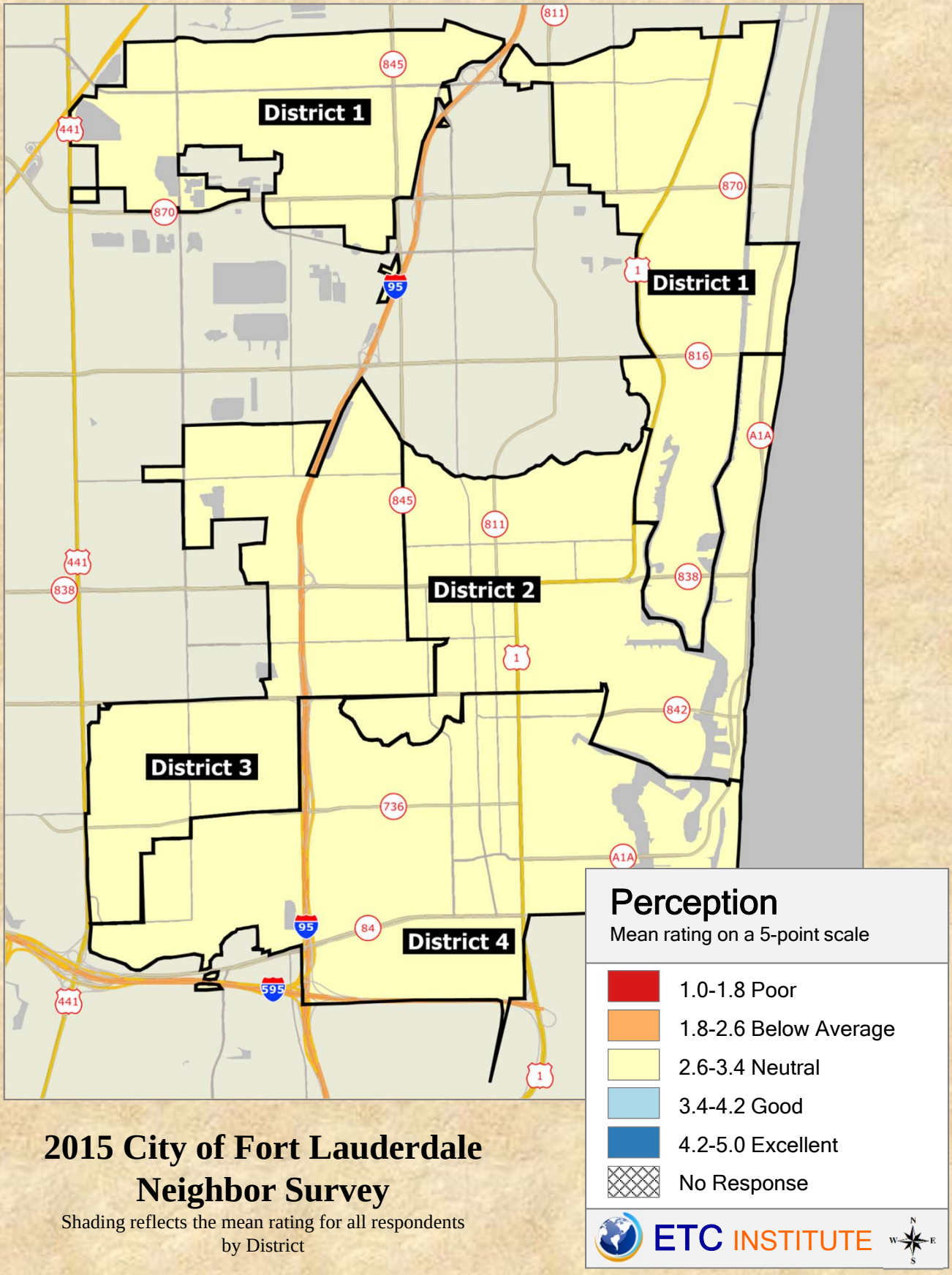
Q3-2 Ratings of the overall value received for City tax dollars and fees



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

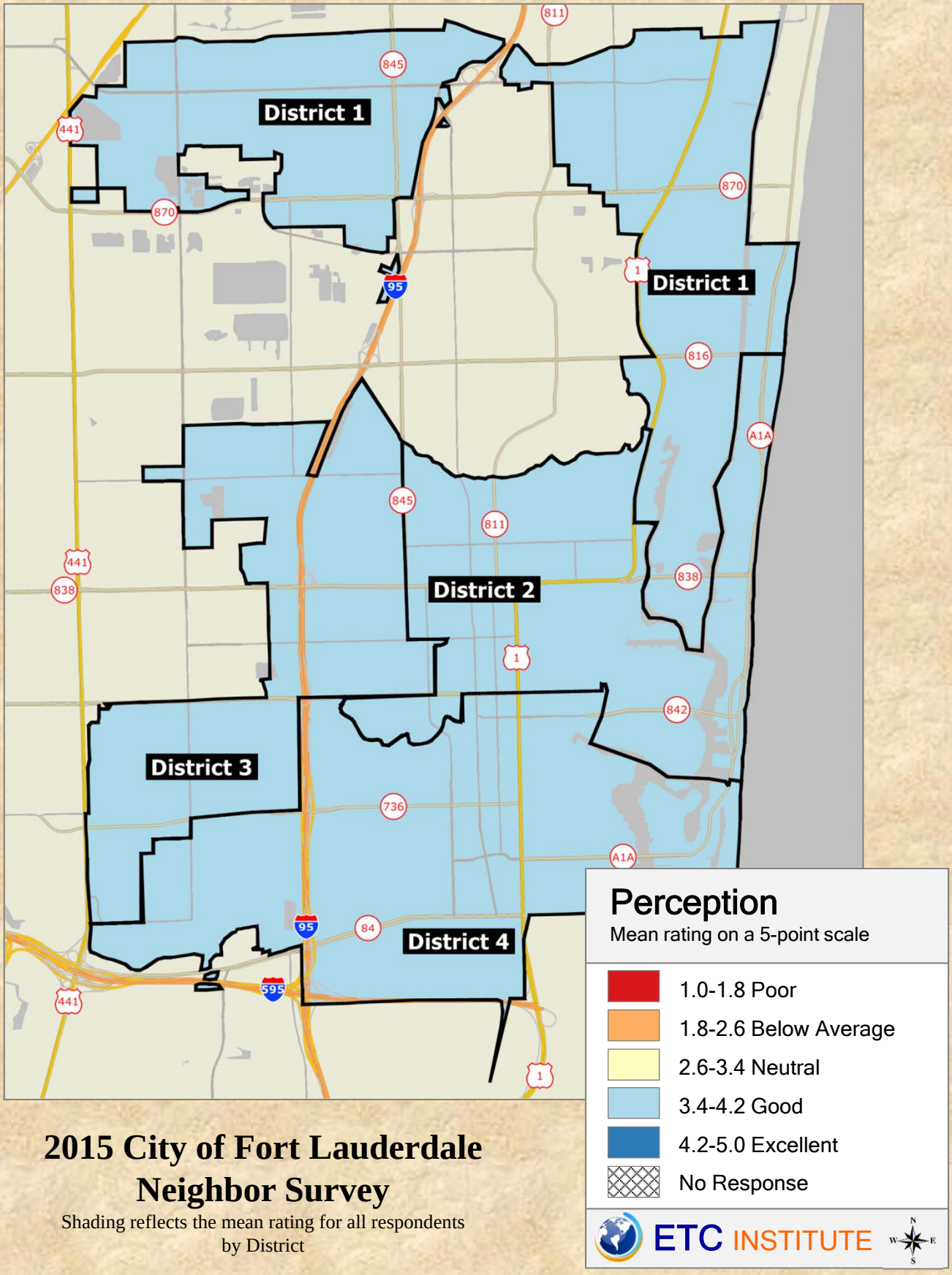
Q3-3 Ratings of the overall planning for growth



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

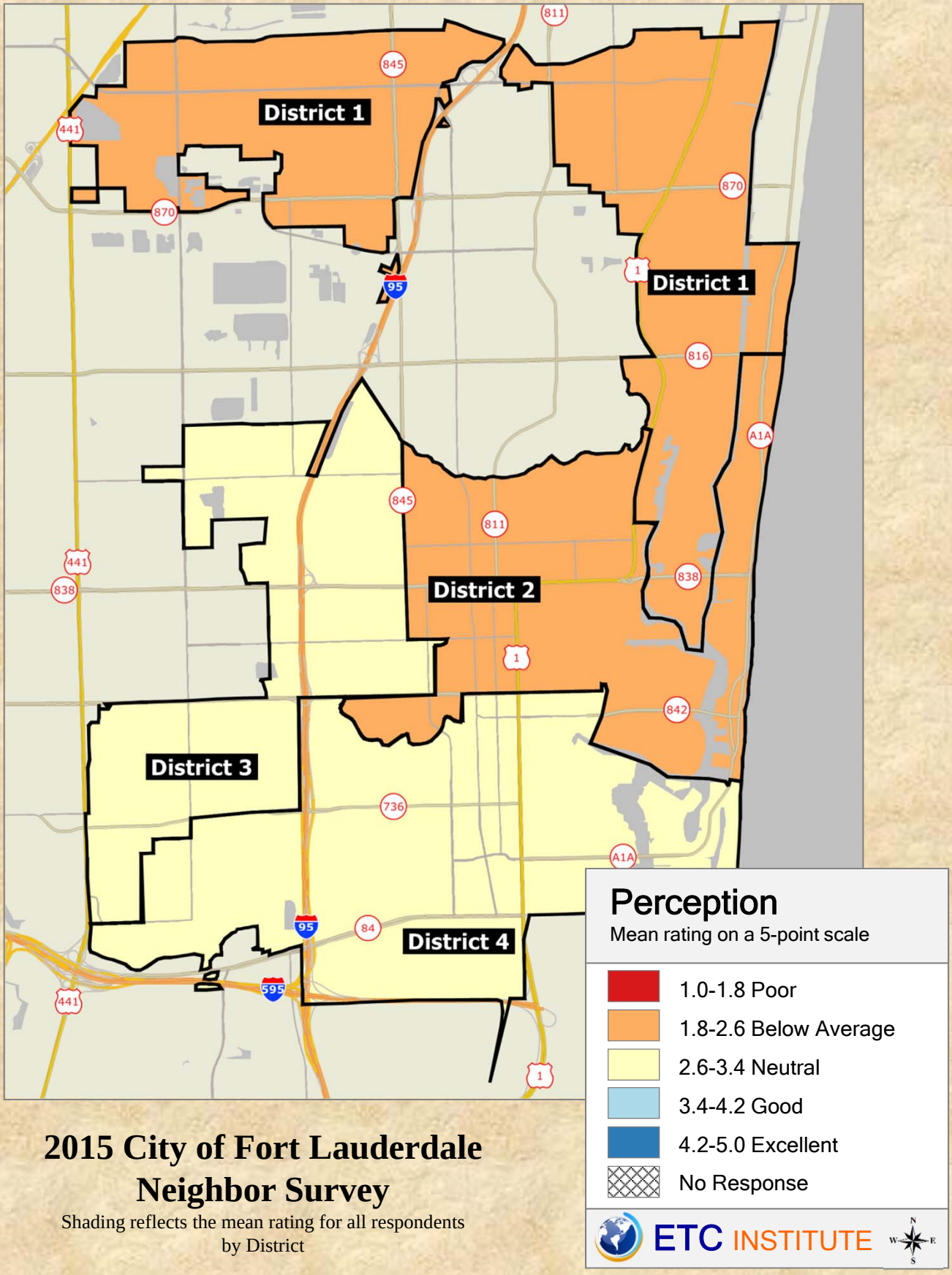
Q3-4 Ratings of the overall appearance of the City



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

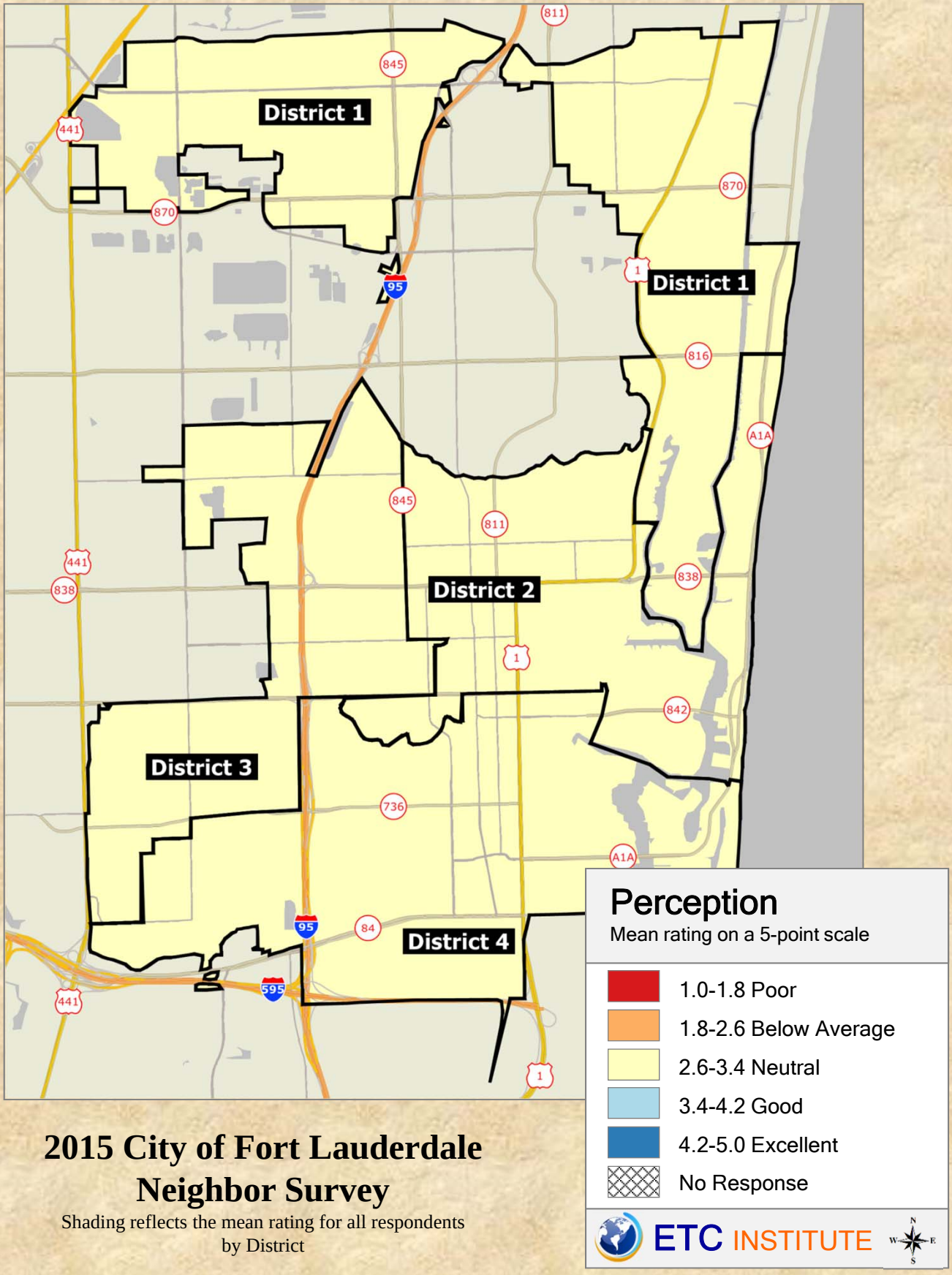
Q3-5 Ratings of the availability of affordable housing



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

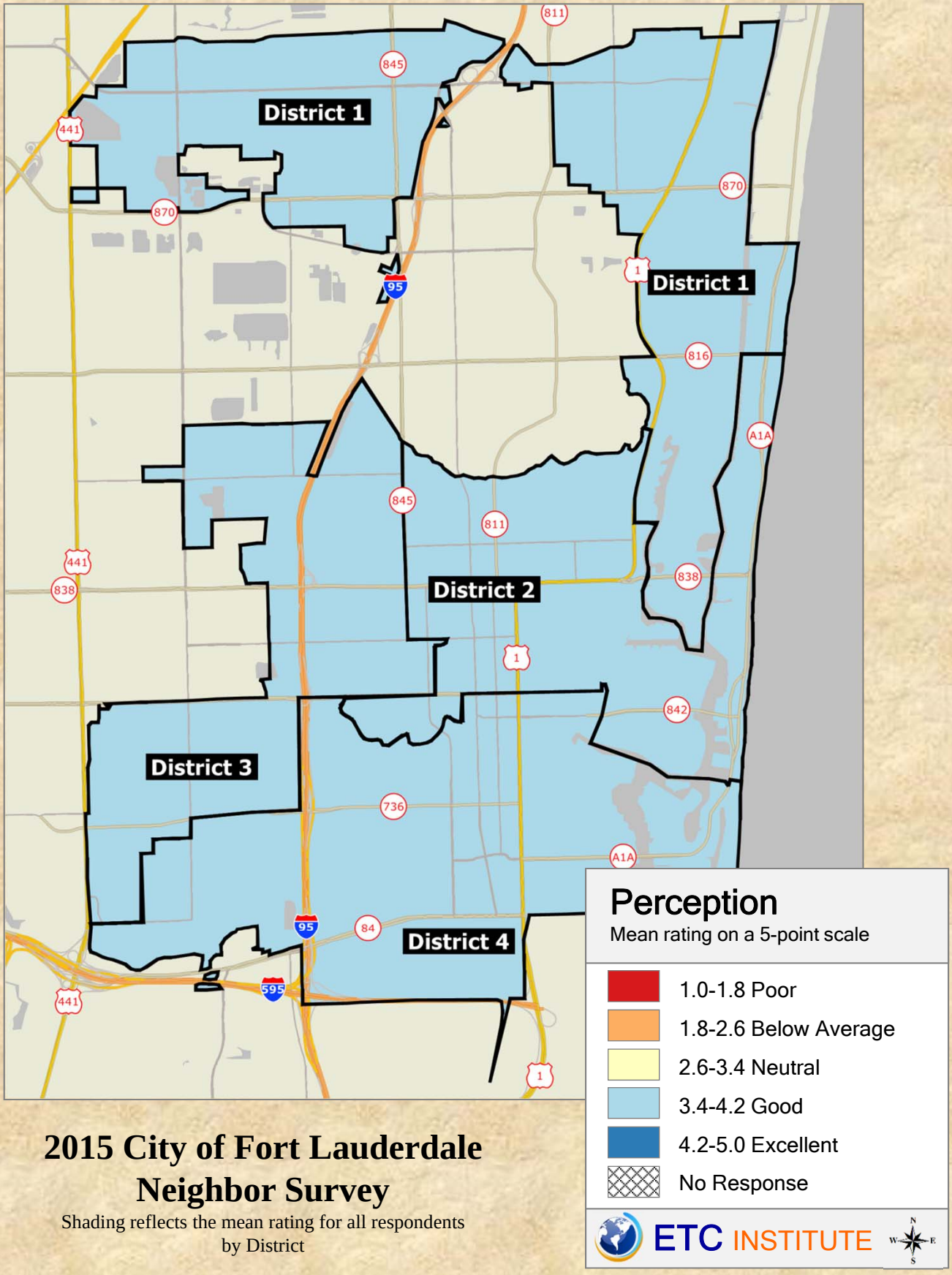
Q3-6 Ratings of the availability of employment



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

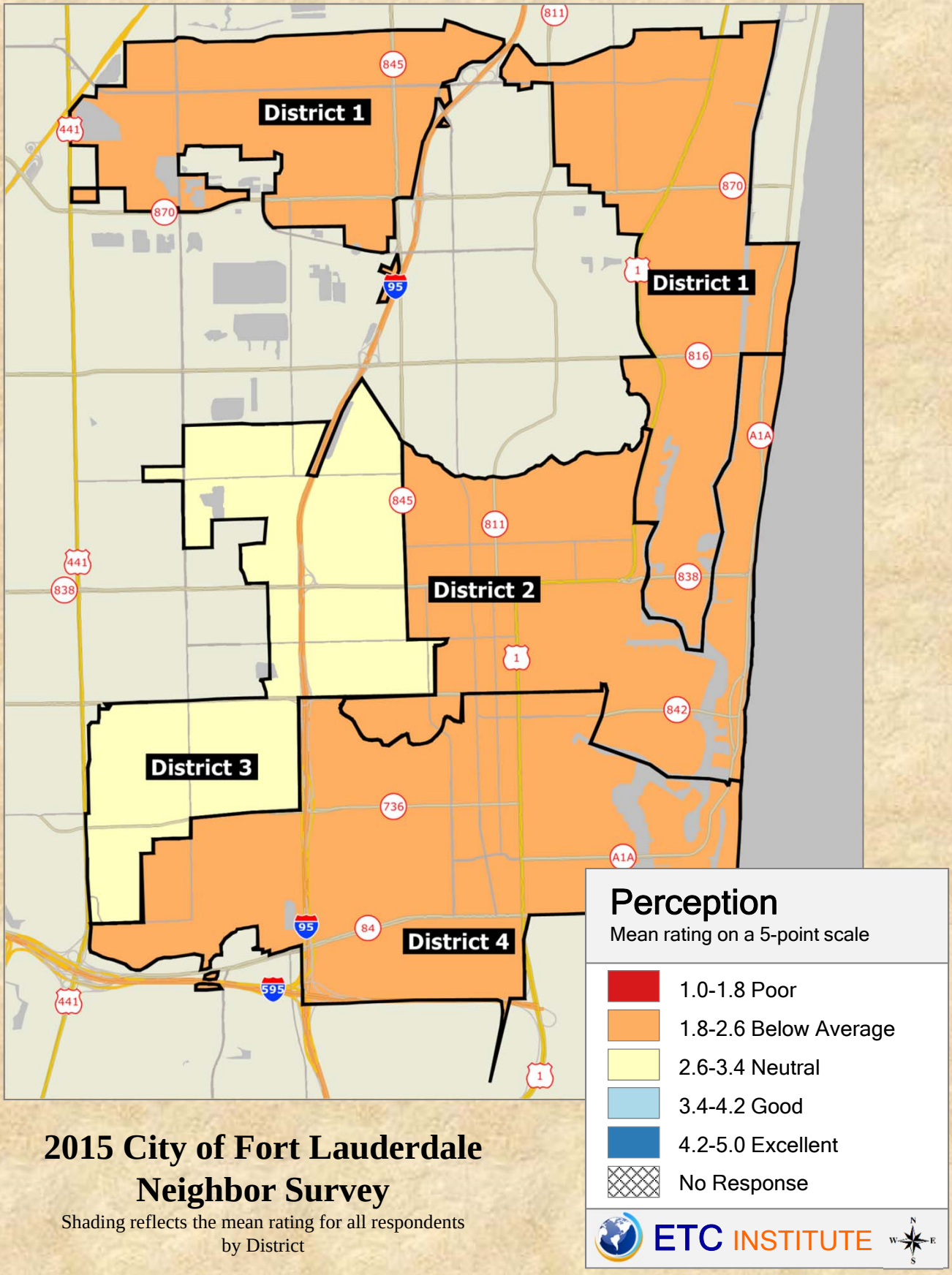
Q3-7 Ratings of the acceptance of diversity



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

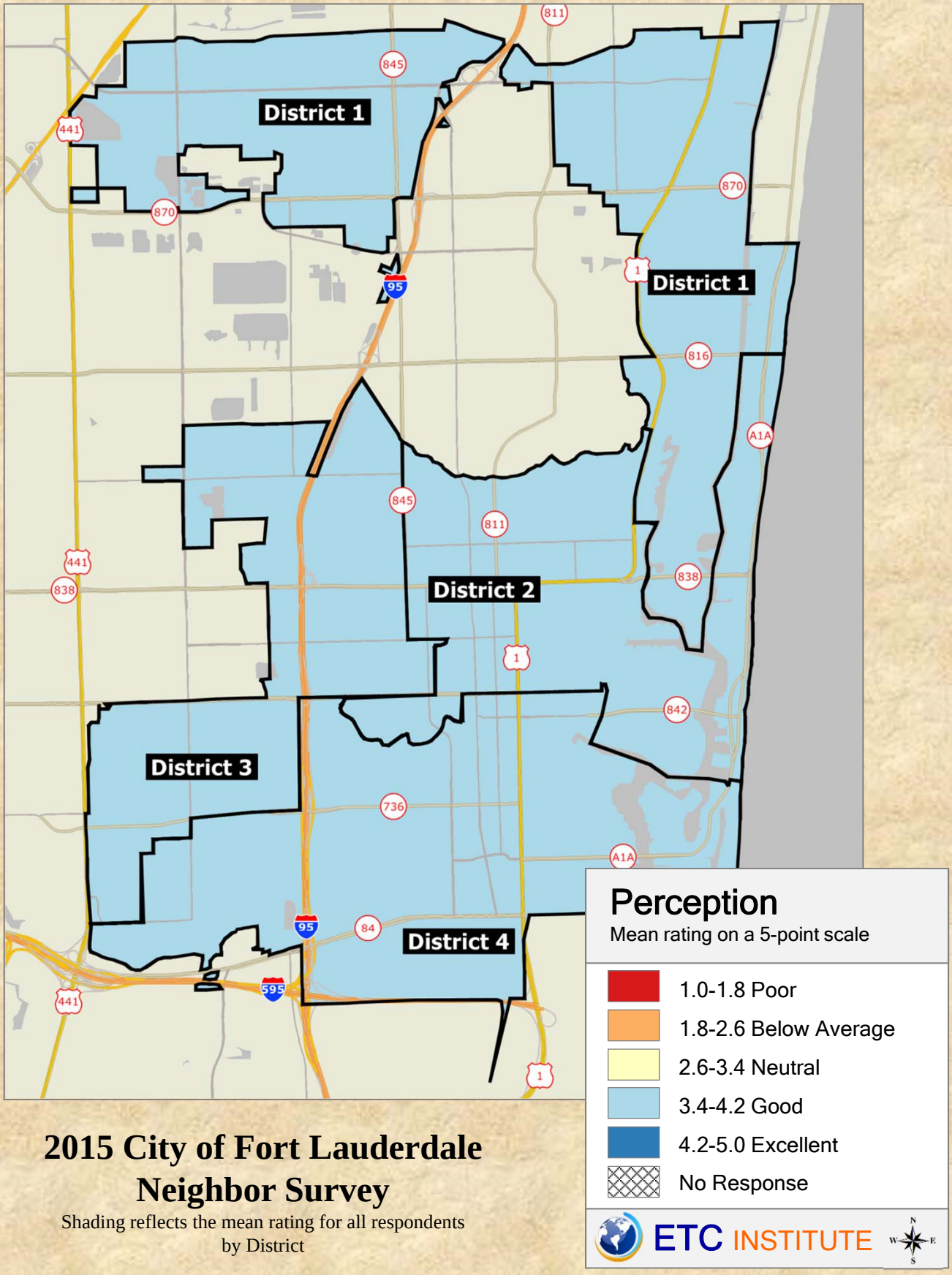
Q3-8 Ratings of the quality of public schools



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

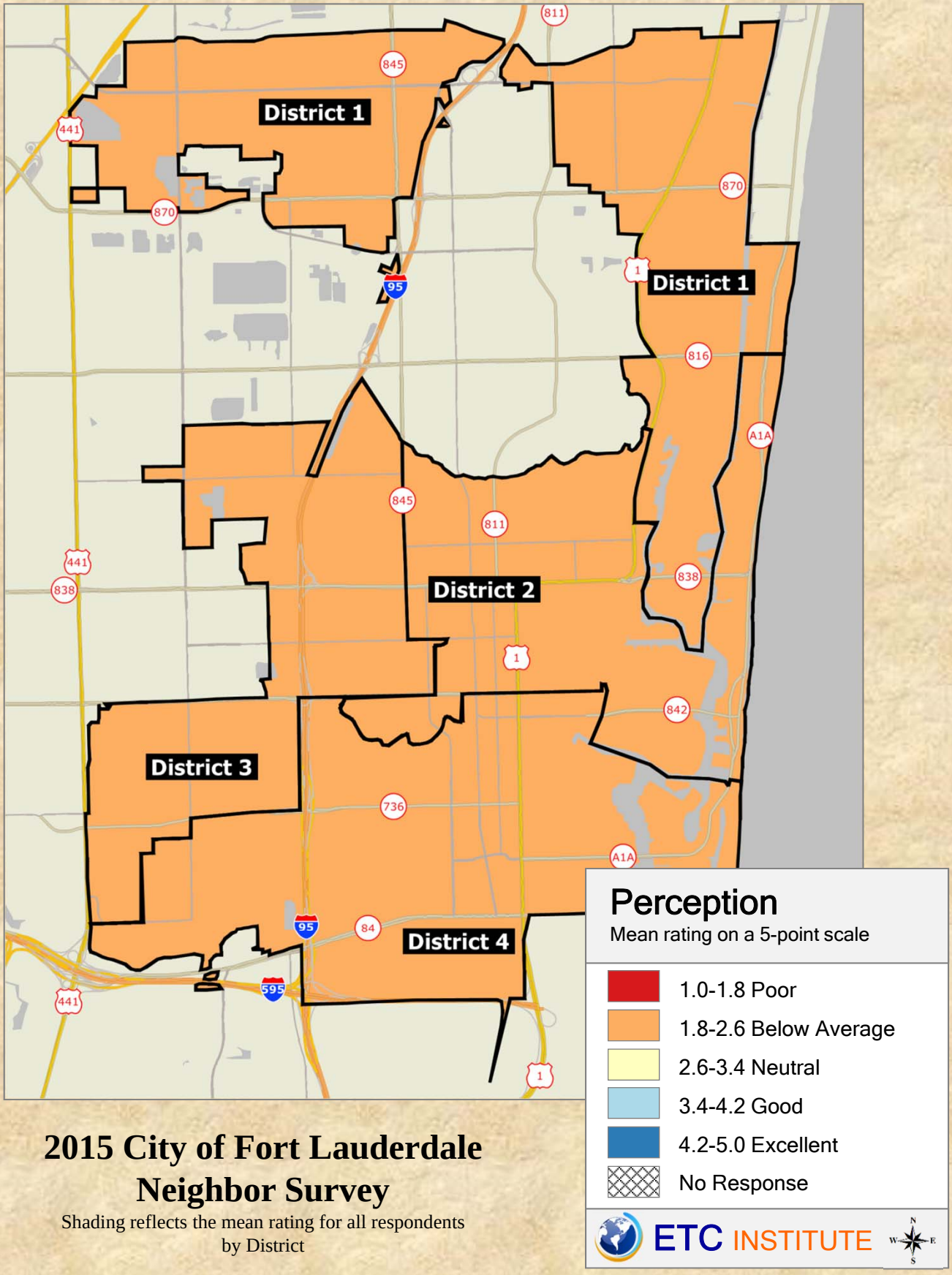
Q3-9 Ratings of the quality of private schools



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

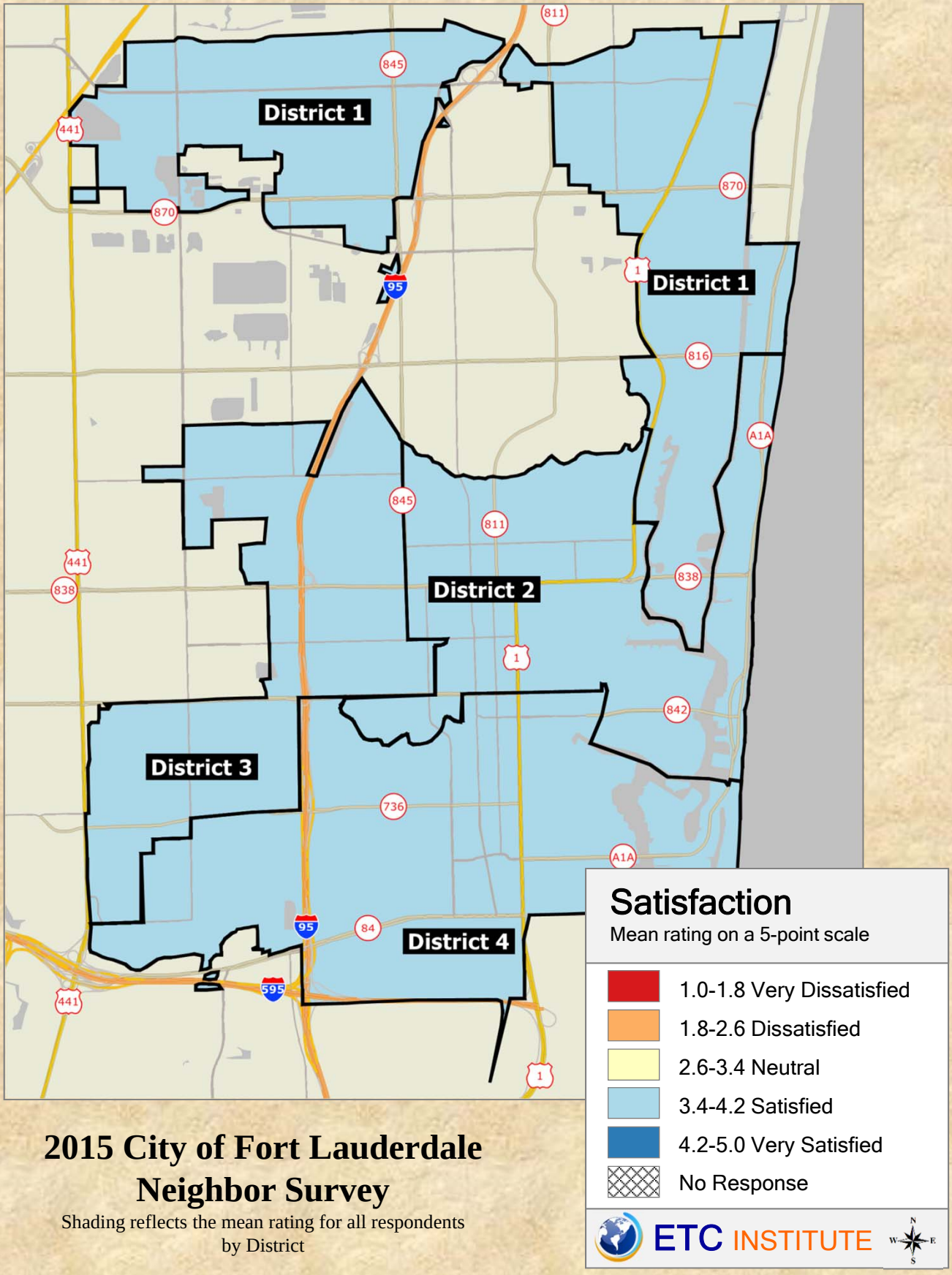
Q3-10 Ratings of efforts in addressing homelessness



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

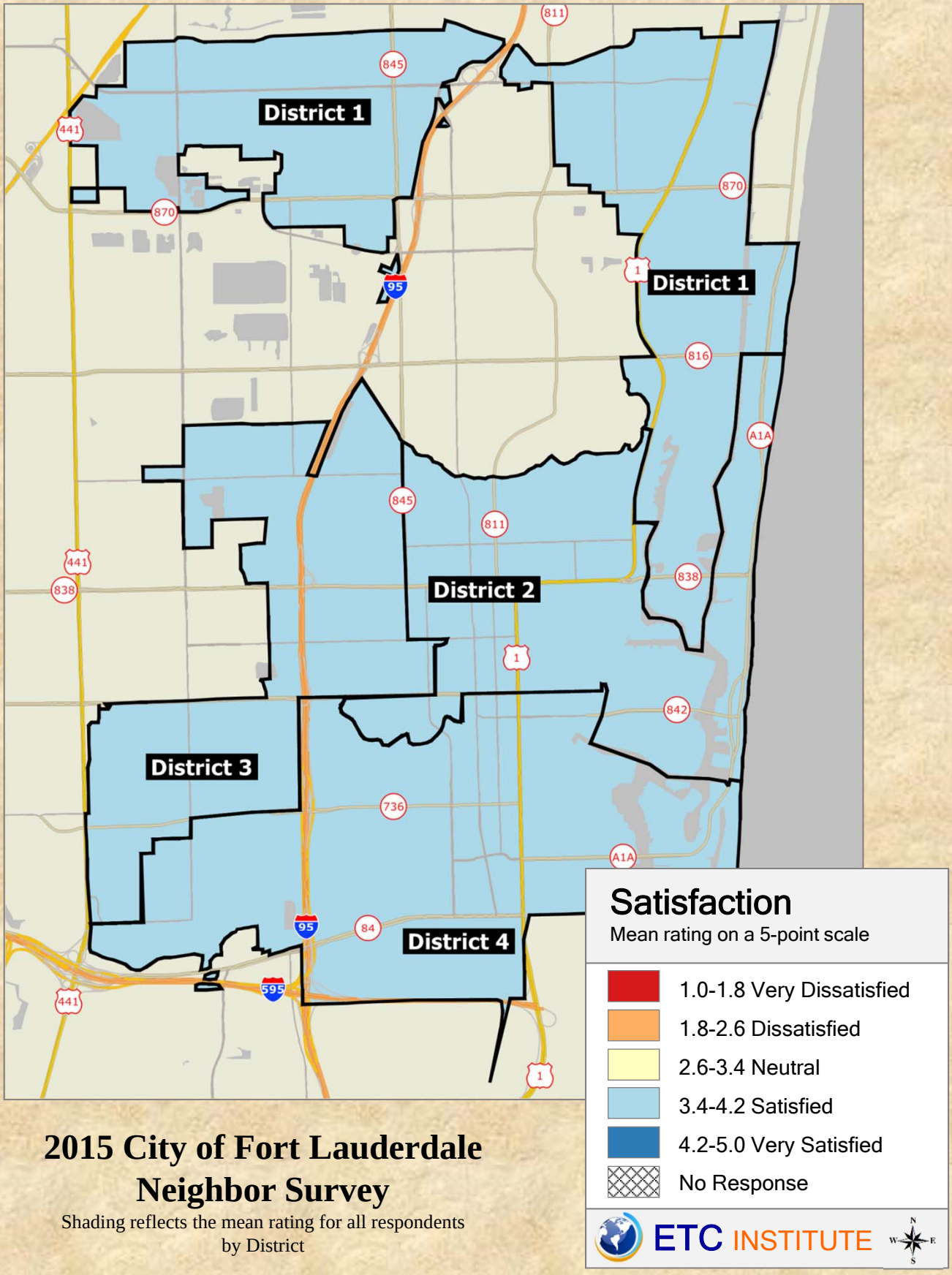
Q4-1 Satisfaction with overall quality of City services



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

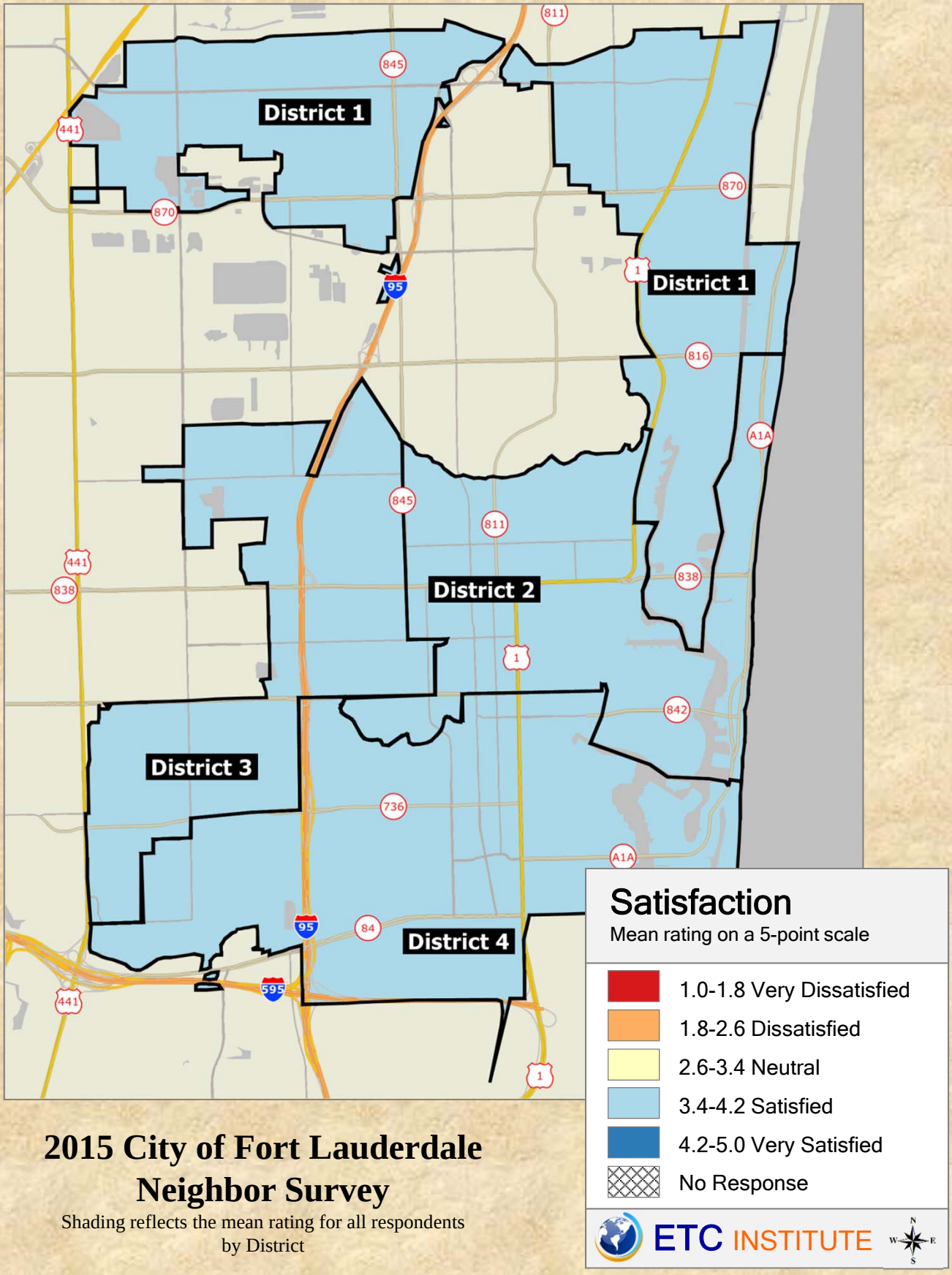
Q4-2 Satisfaction with overall quality of police and fire rescue services



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

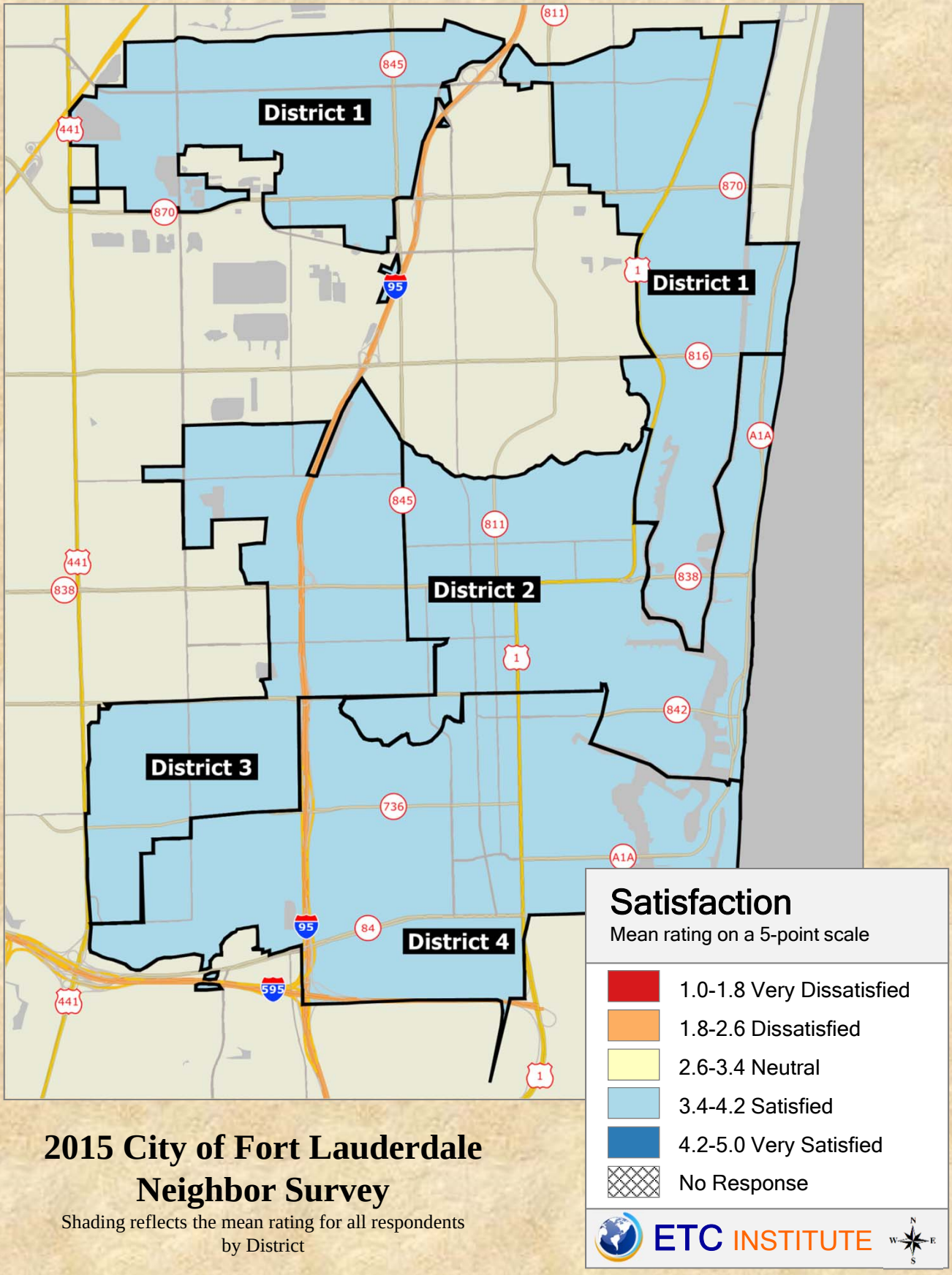
Q4-3 Satisfaction with overall quality of parks and recreation programs and facilities



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

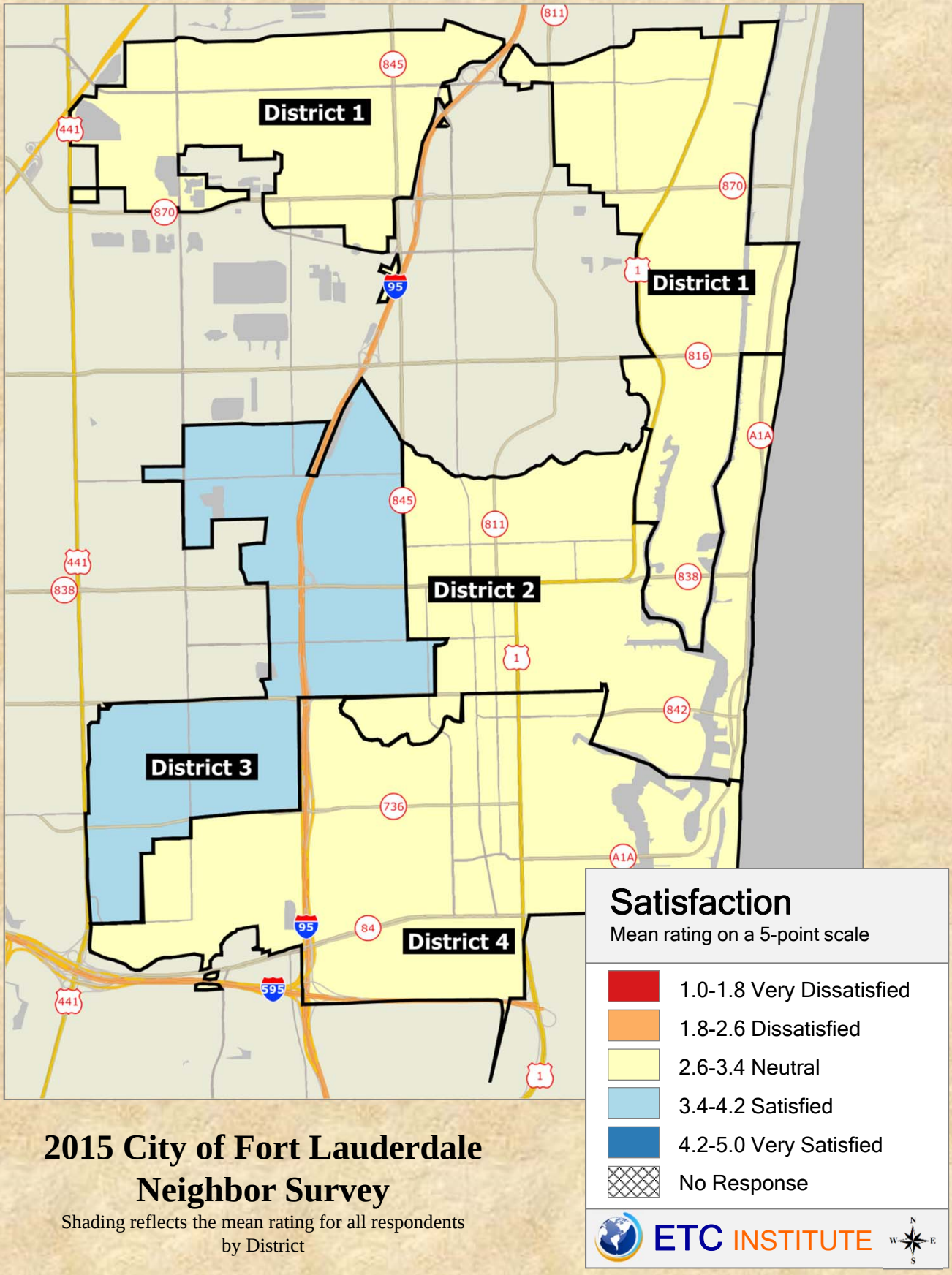
Q4-4 Satisfaction with overall quality of customer service



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

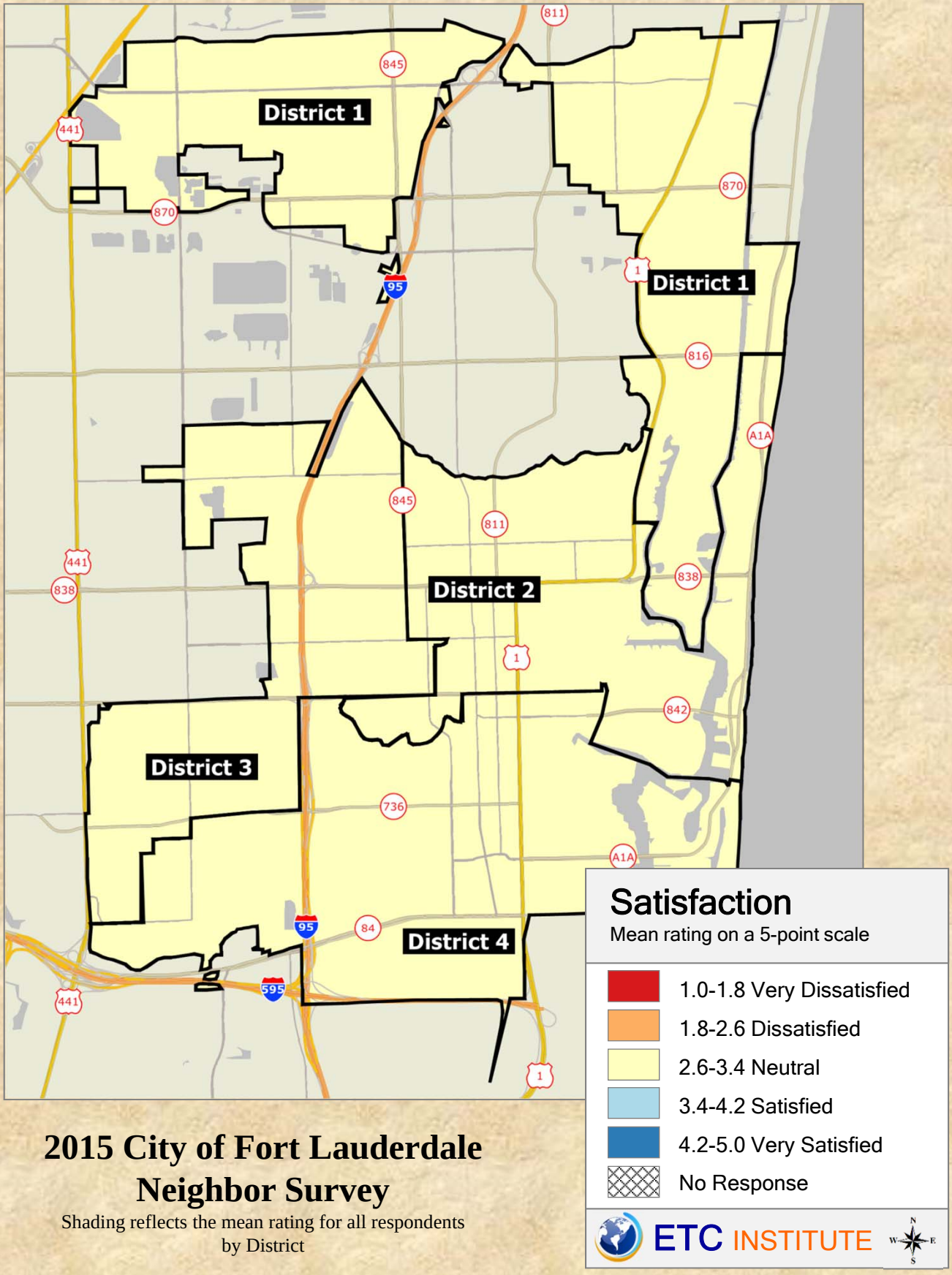
Q4-5 Satisfaction with overall enforcement of City codes and ordinances



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

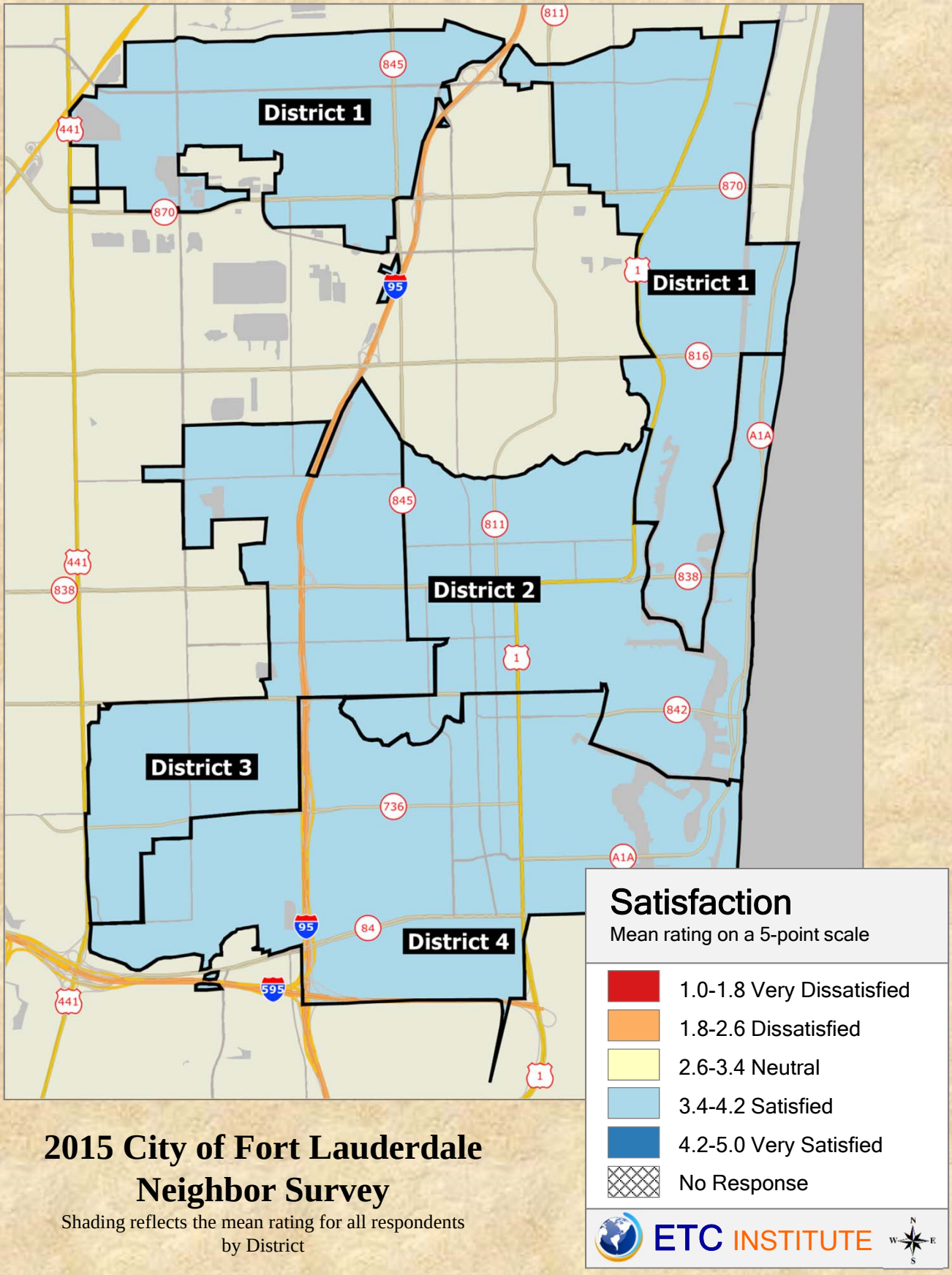
Q4-6 Satisfaction with overall maintenance of City streets, sidewalks and infrastructure



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

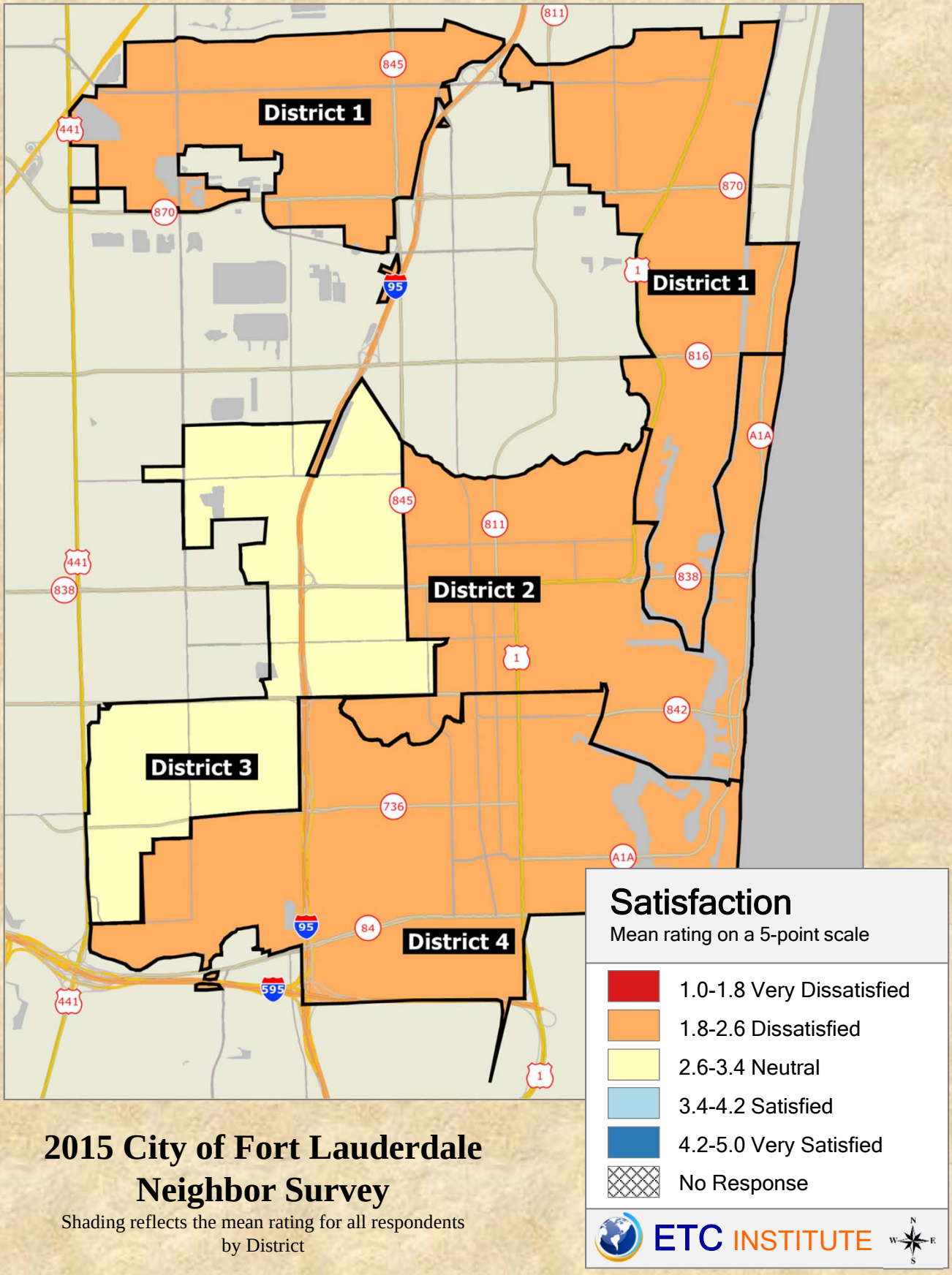
Q4-7 Satisfaction with overall maintenance of City buildings and facilities



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

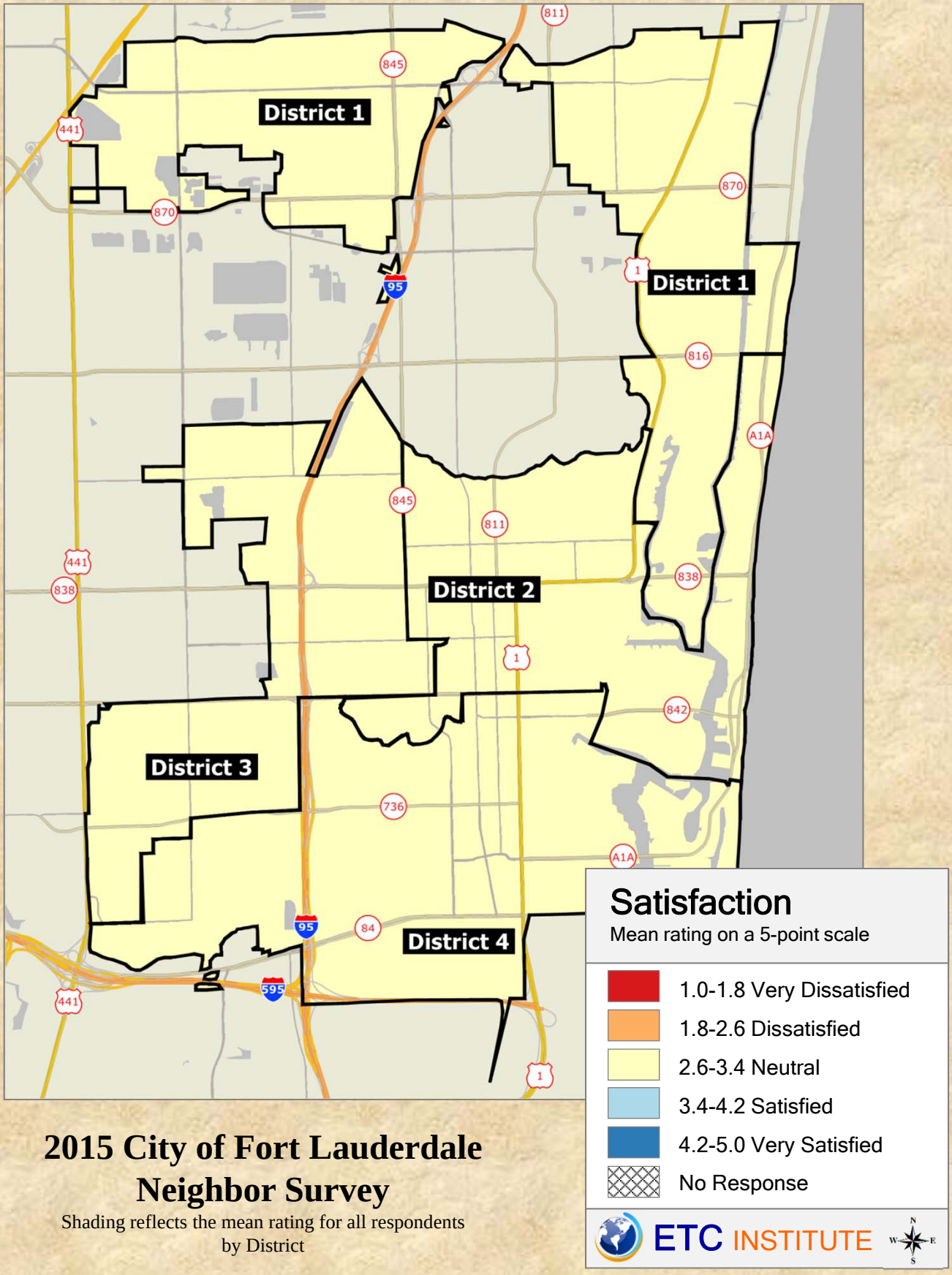
Q4-8 Satisfaction with overall flow of traffic



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

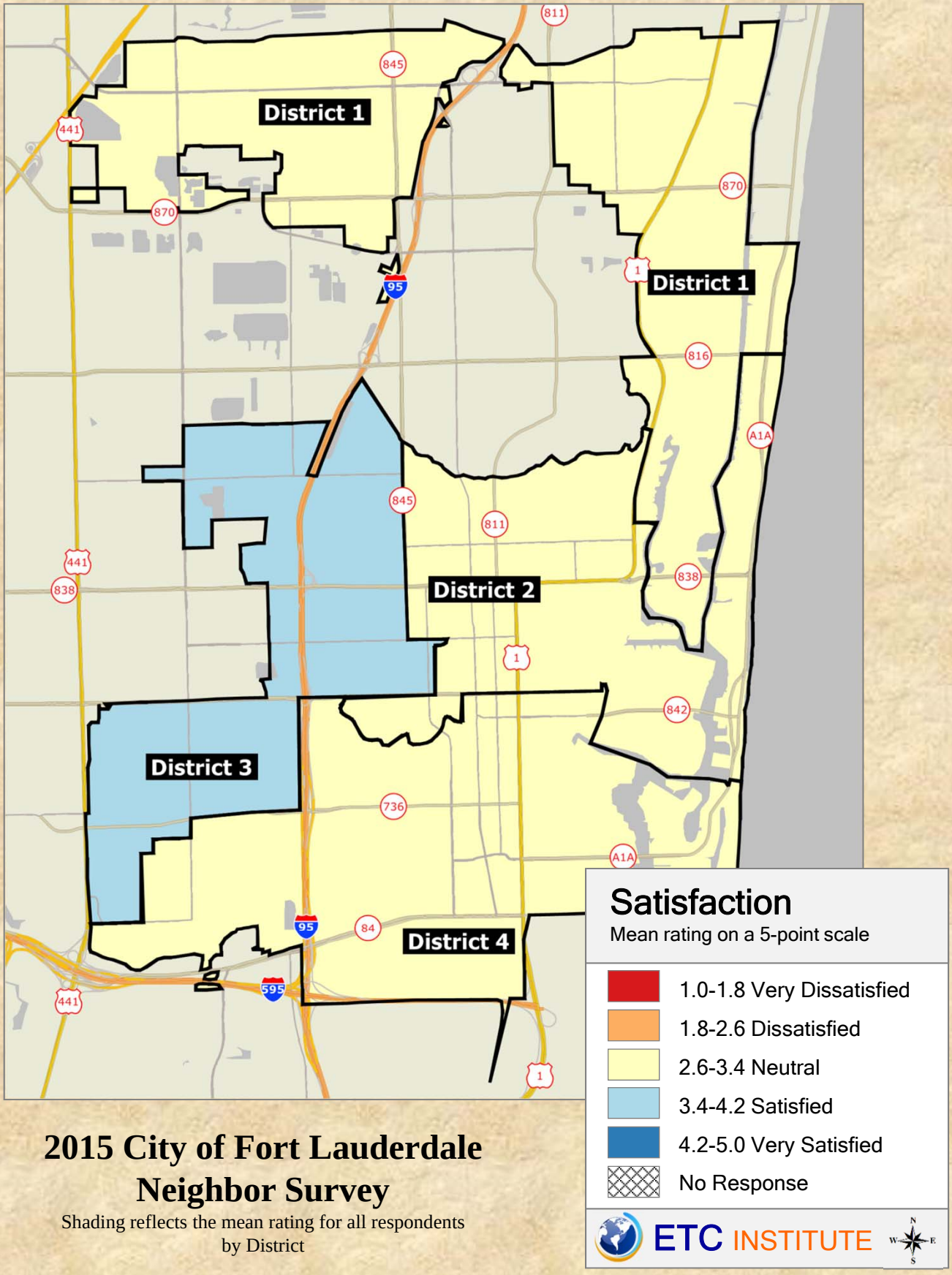
Q4-9 Satisfaction with effectiveness of communication with the community



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

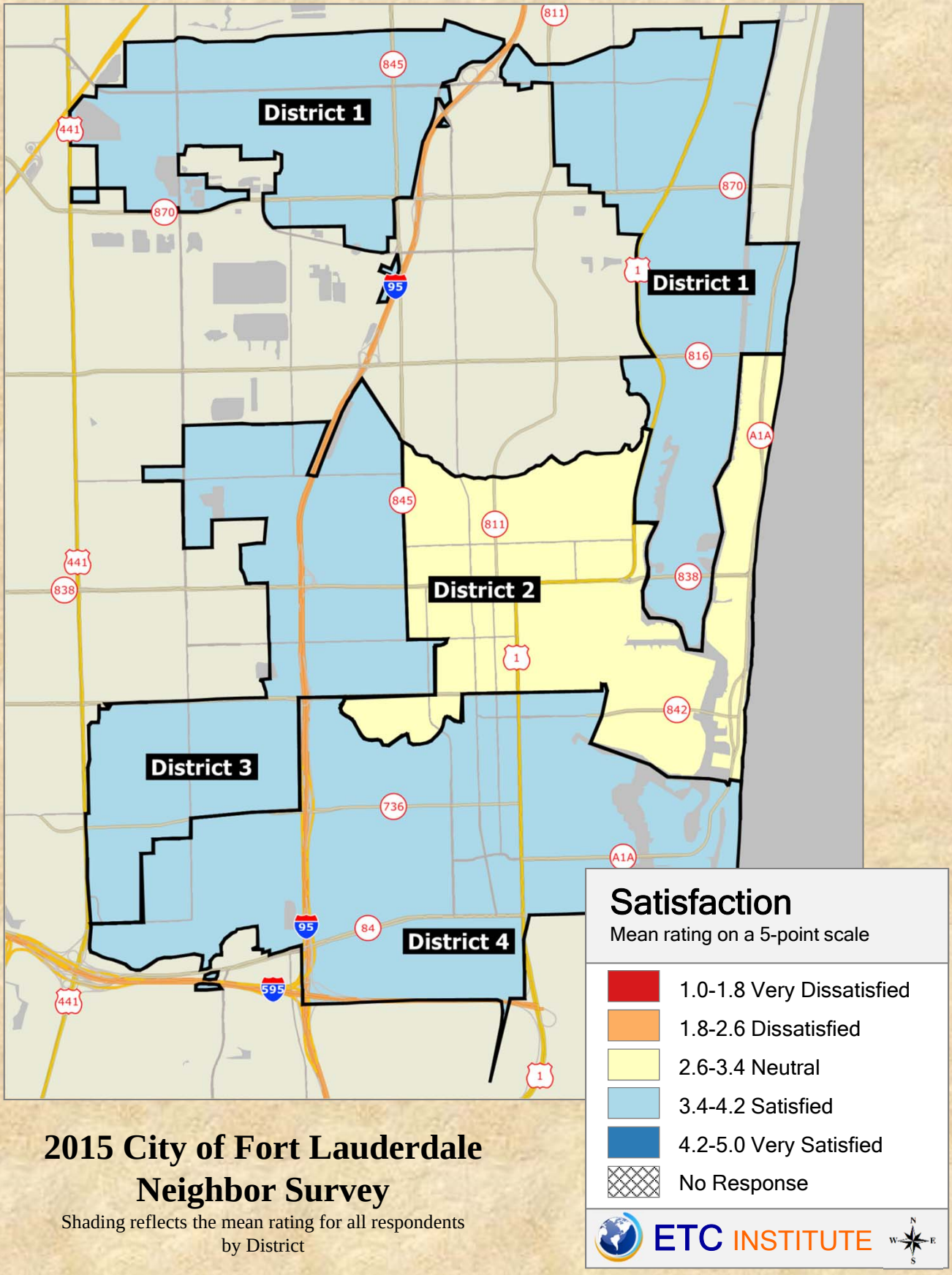
Q4-10 Satisfaction with how well the City is preparing for the future



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

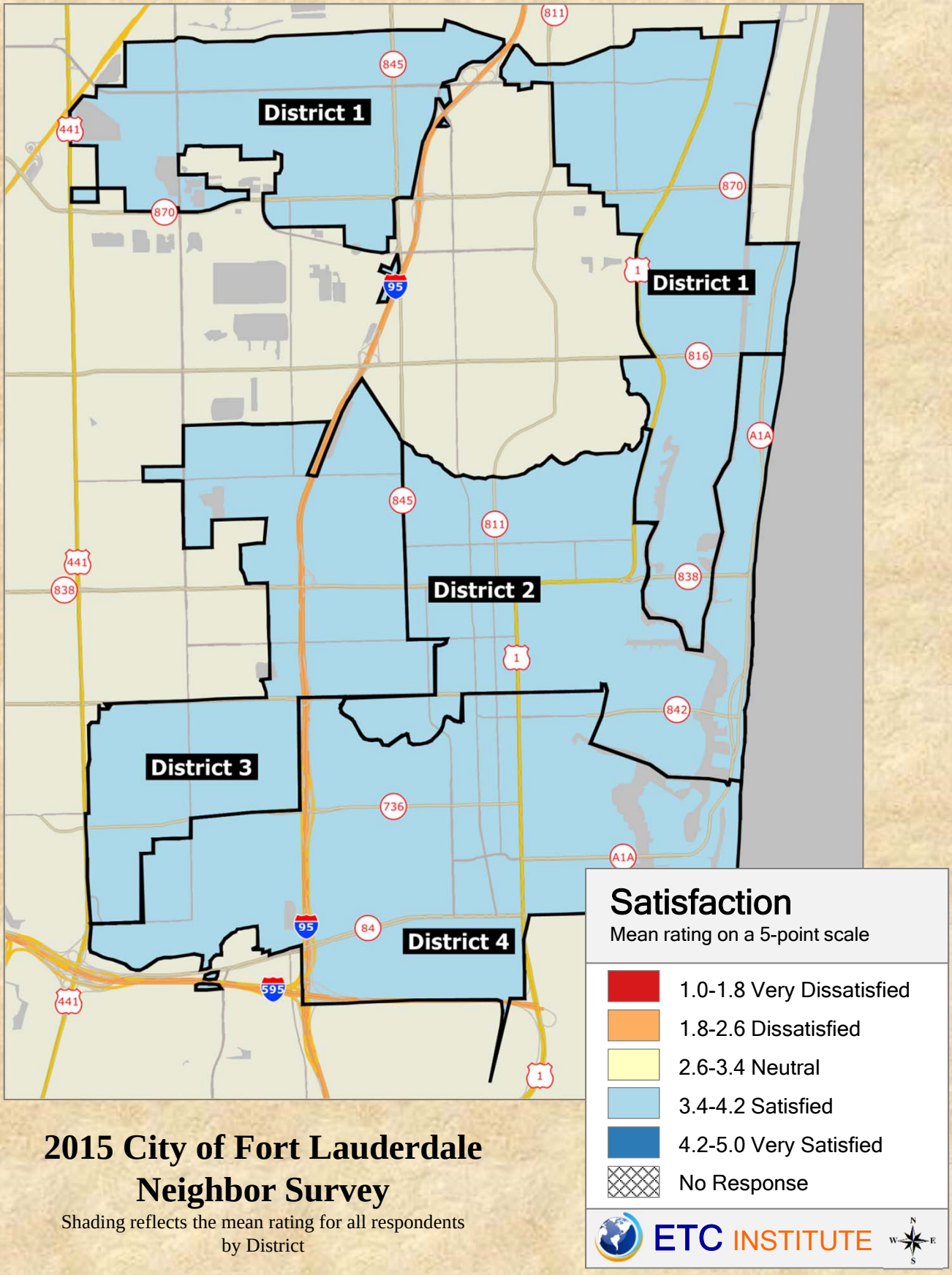
Q4-11 Satisfaction with how well the City is preparing for disasters



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

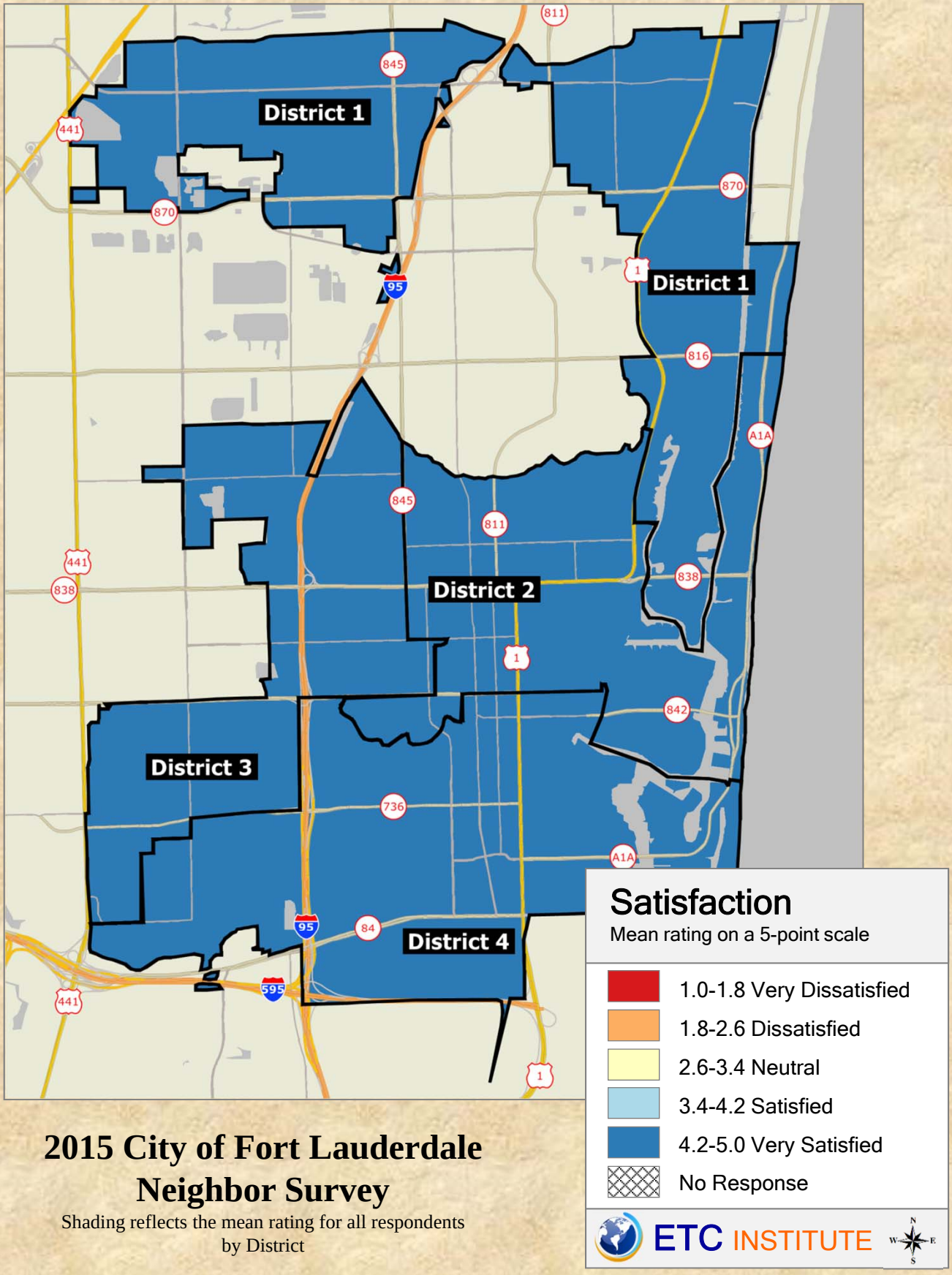
Q4-12 Satisfaction with quality of landscaping in parks, medians and other public areas



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

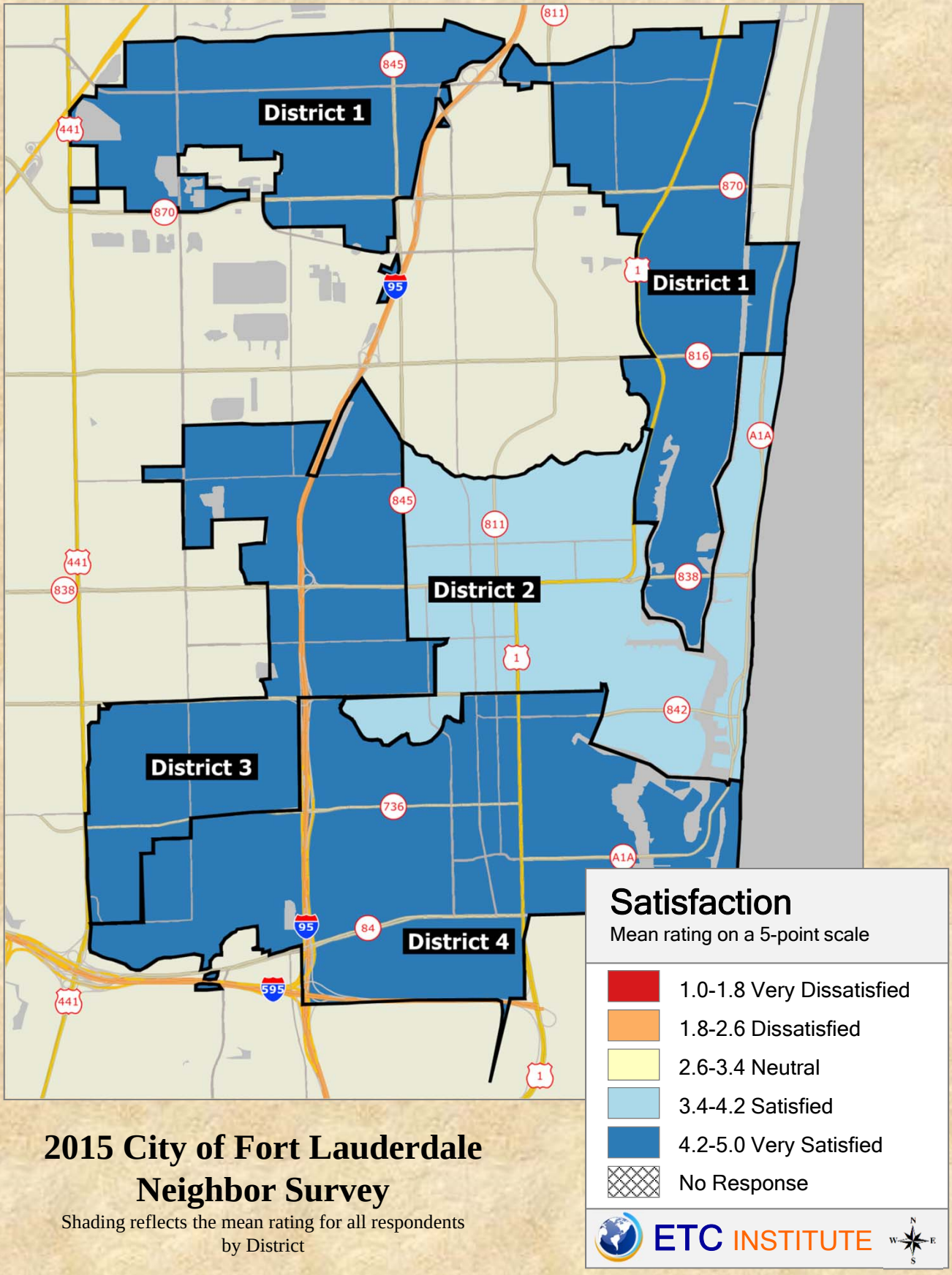
Q6-1 Satisfaction with overall quality of local fire rescue protection



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

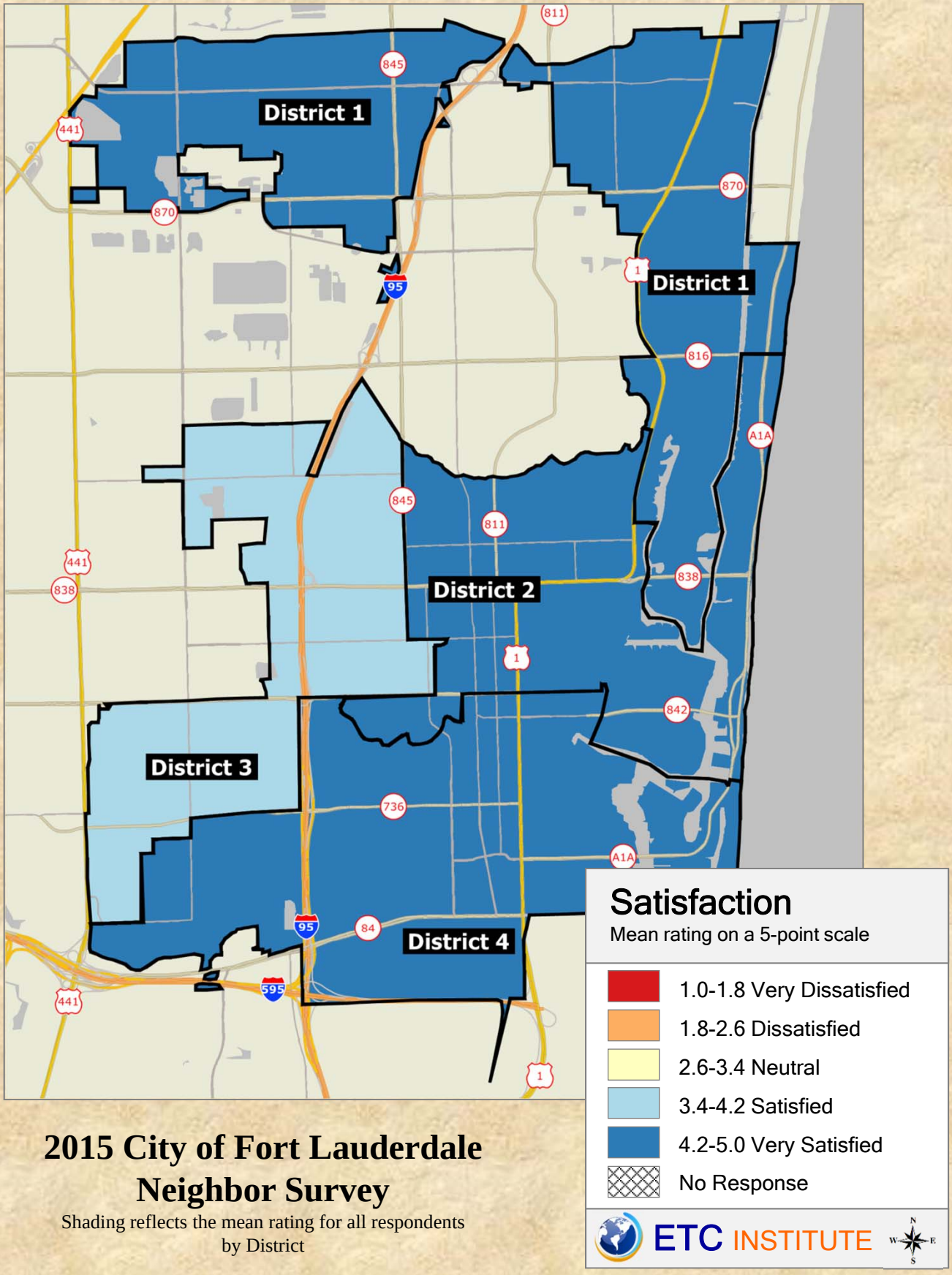
Q6-2 Satisfaction with professionalism of employees responding to emergencies



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

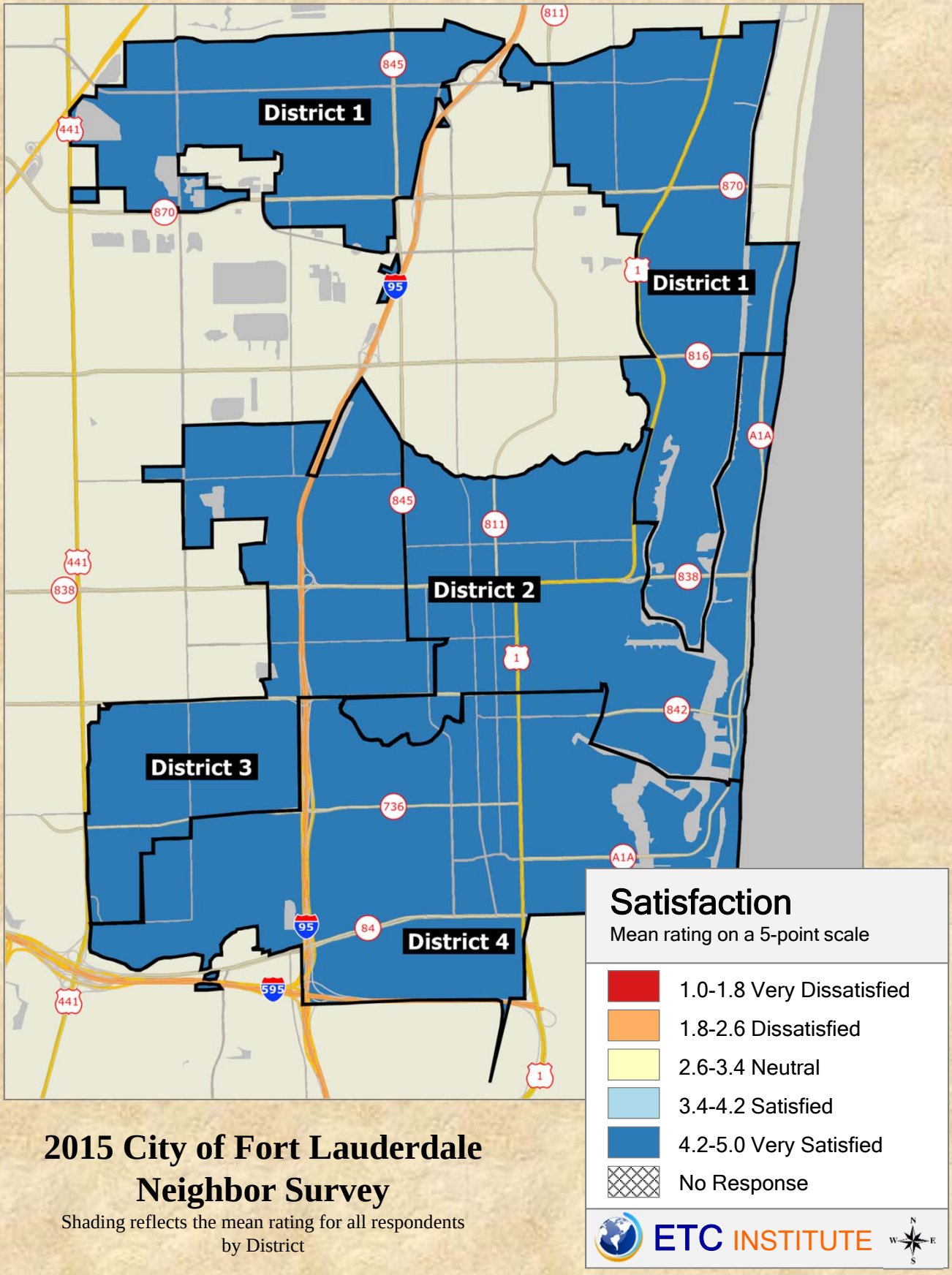
Q6-3 Satisfaction with how quickly fire rescue respond to 911 emergencies



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

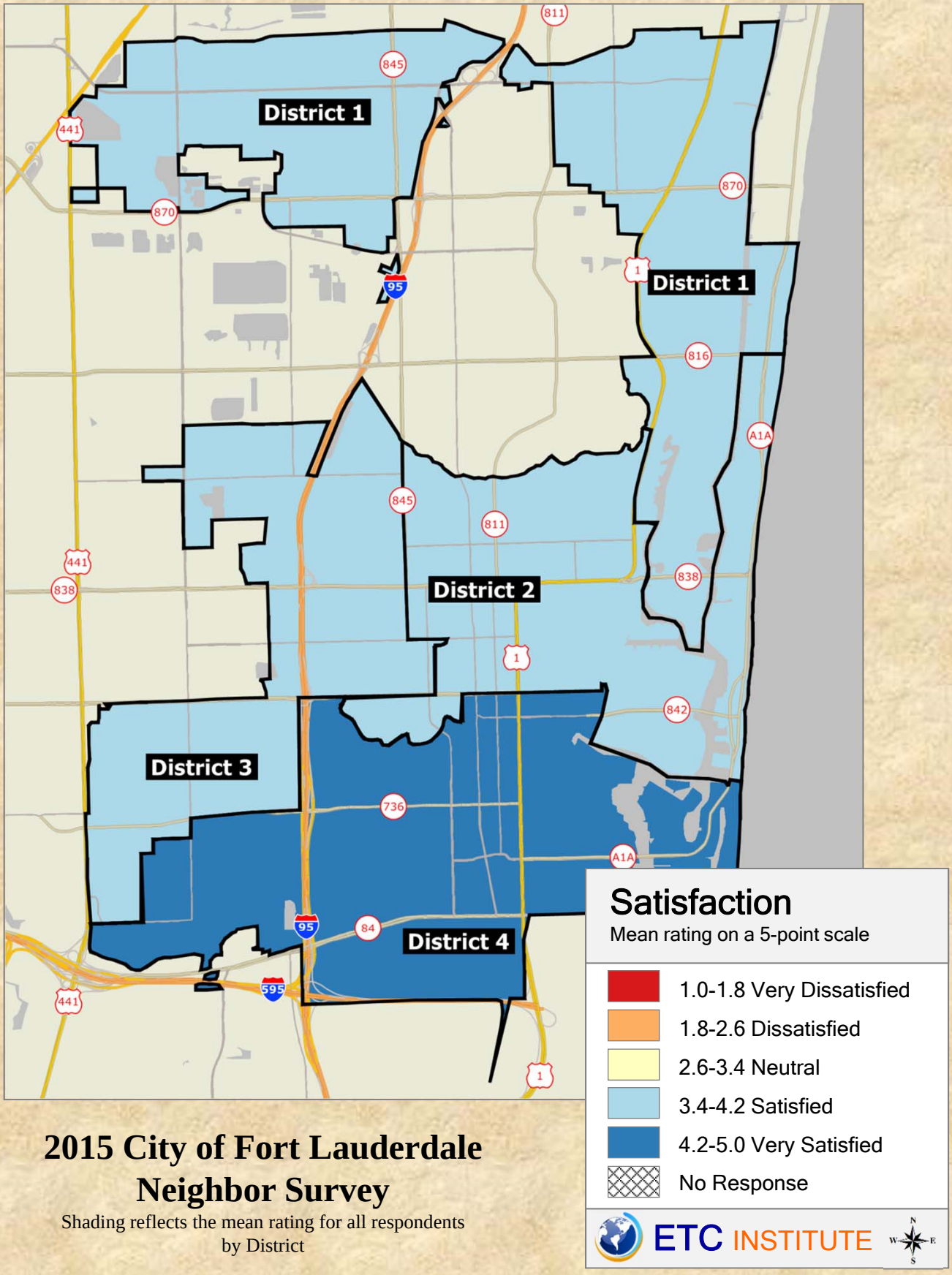
Q6-4 Satisfaction with quality of Emergency Medical Services



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

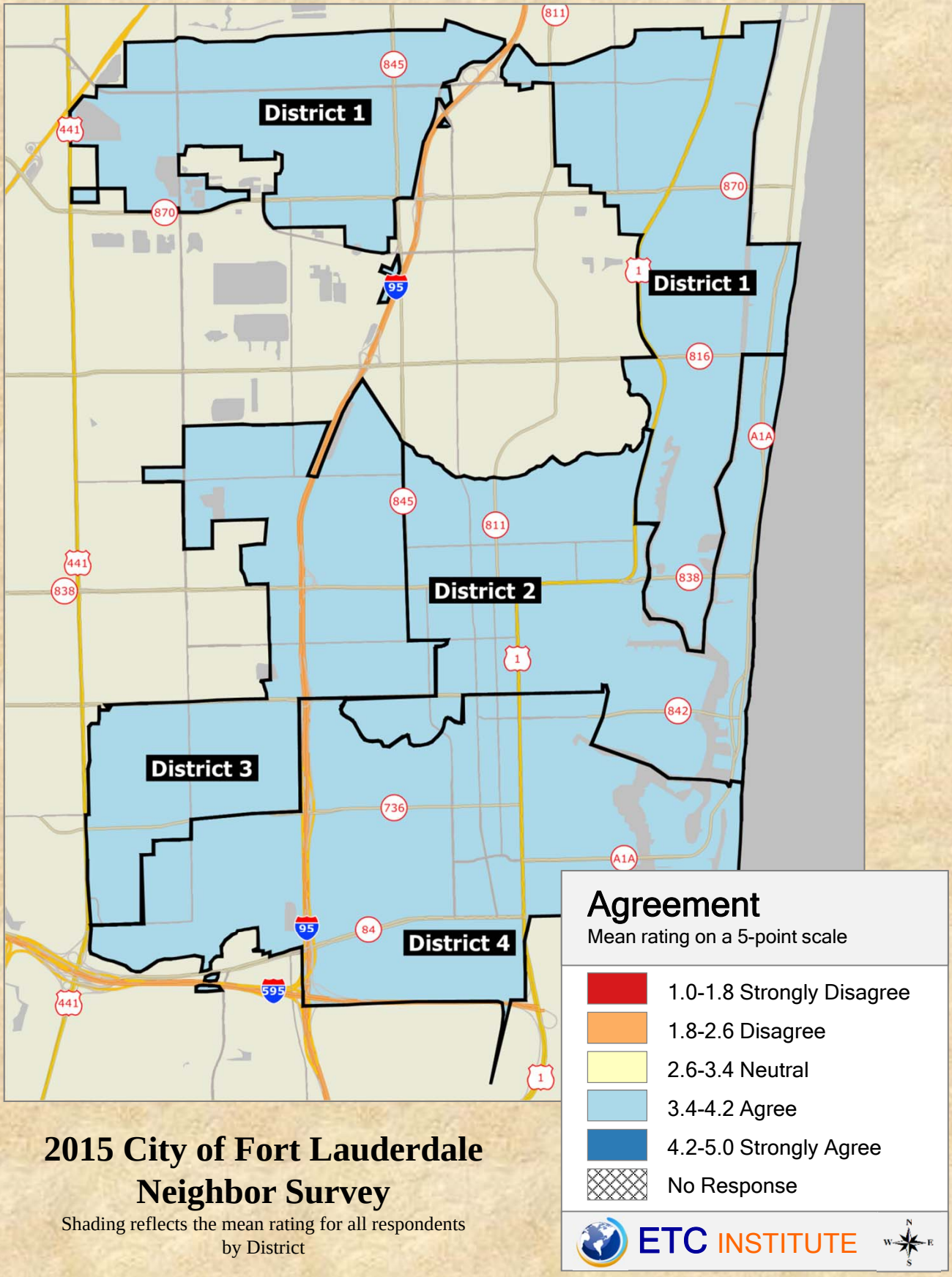
Q6-5 Satisfaction with quality of lifeguard protection at City beaches



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

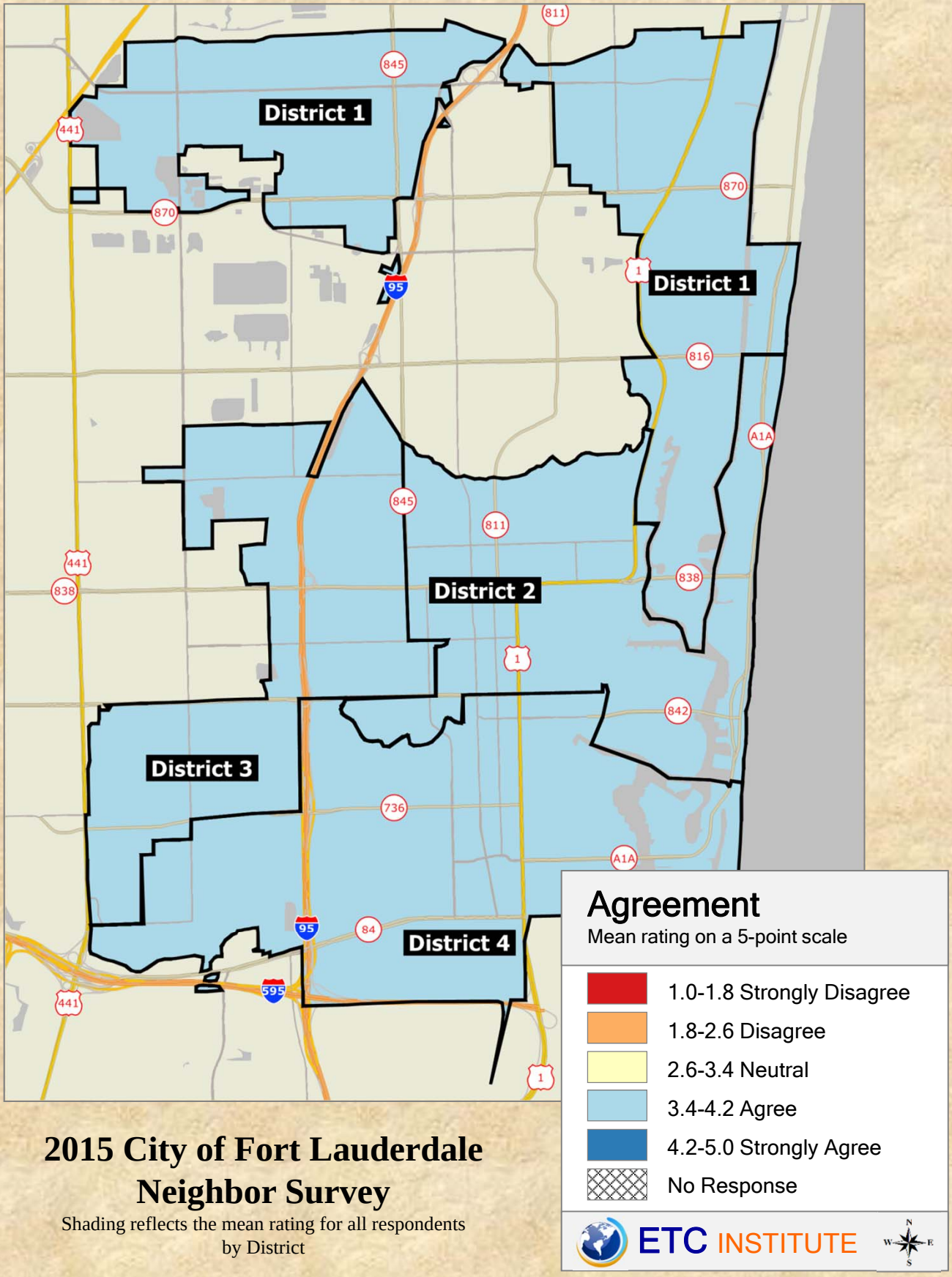
Q6-6 Agreement that household is prepared with food, water and other supplies for an emergency



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

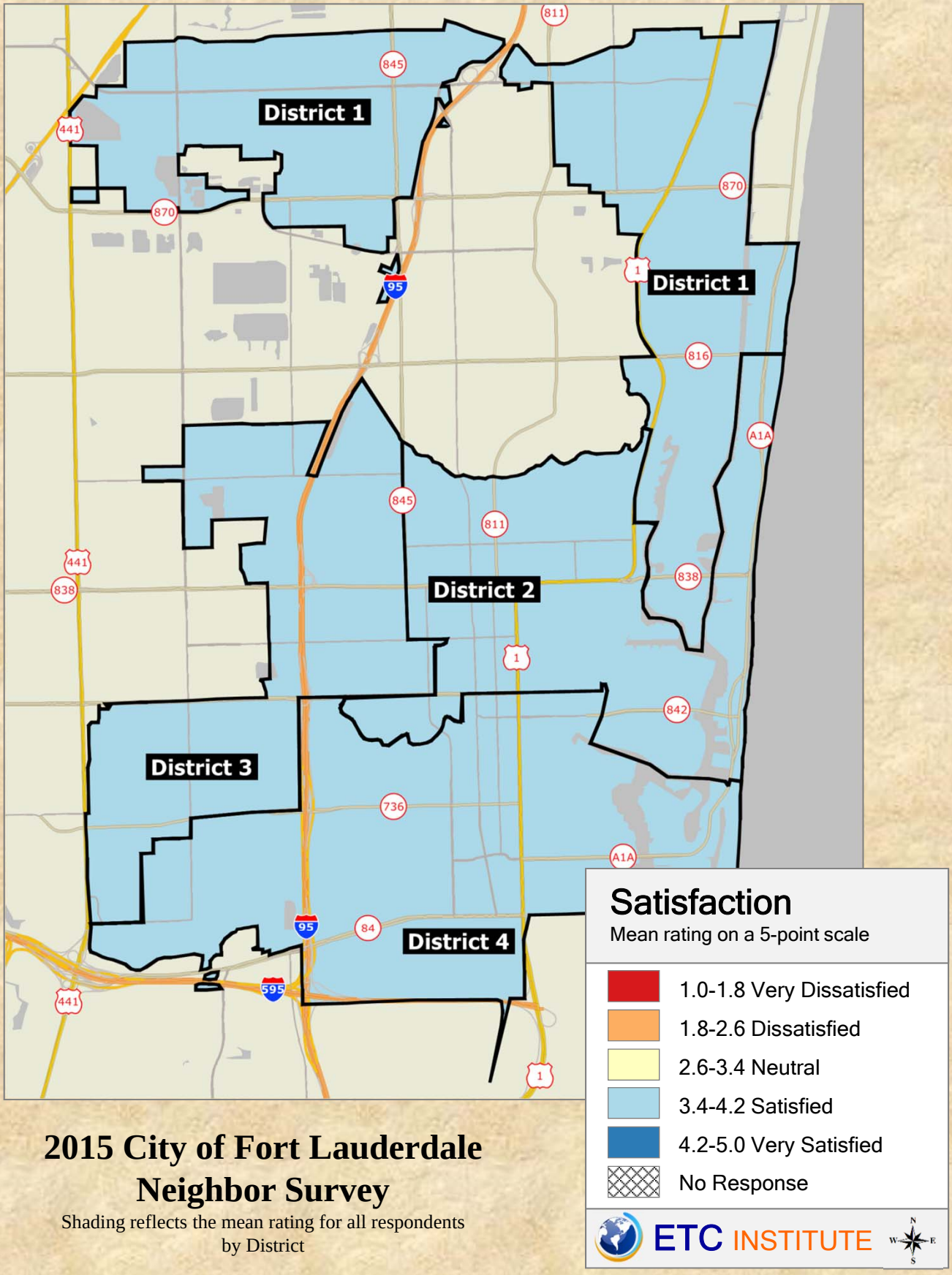
Q6-7 Agreement that residents know where to get information during an emergency



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

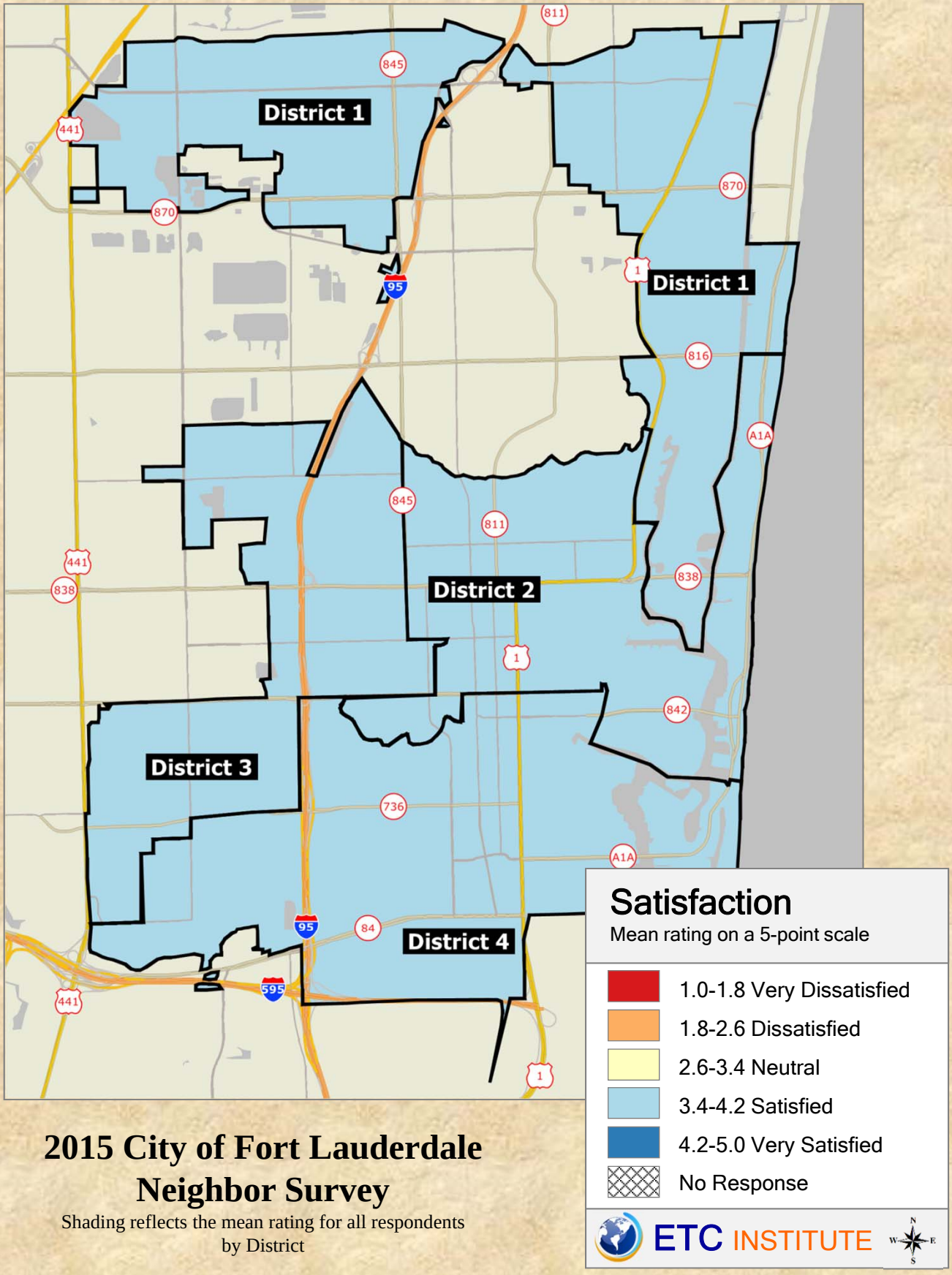
Q8-1 Satisfaction with overall quality of local police protection



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

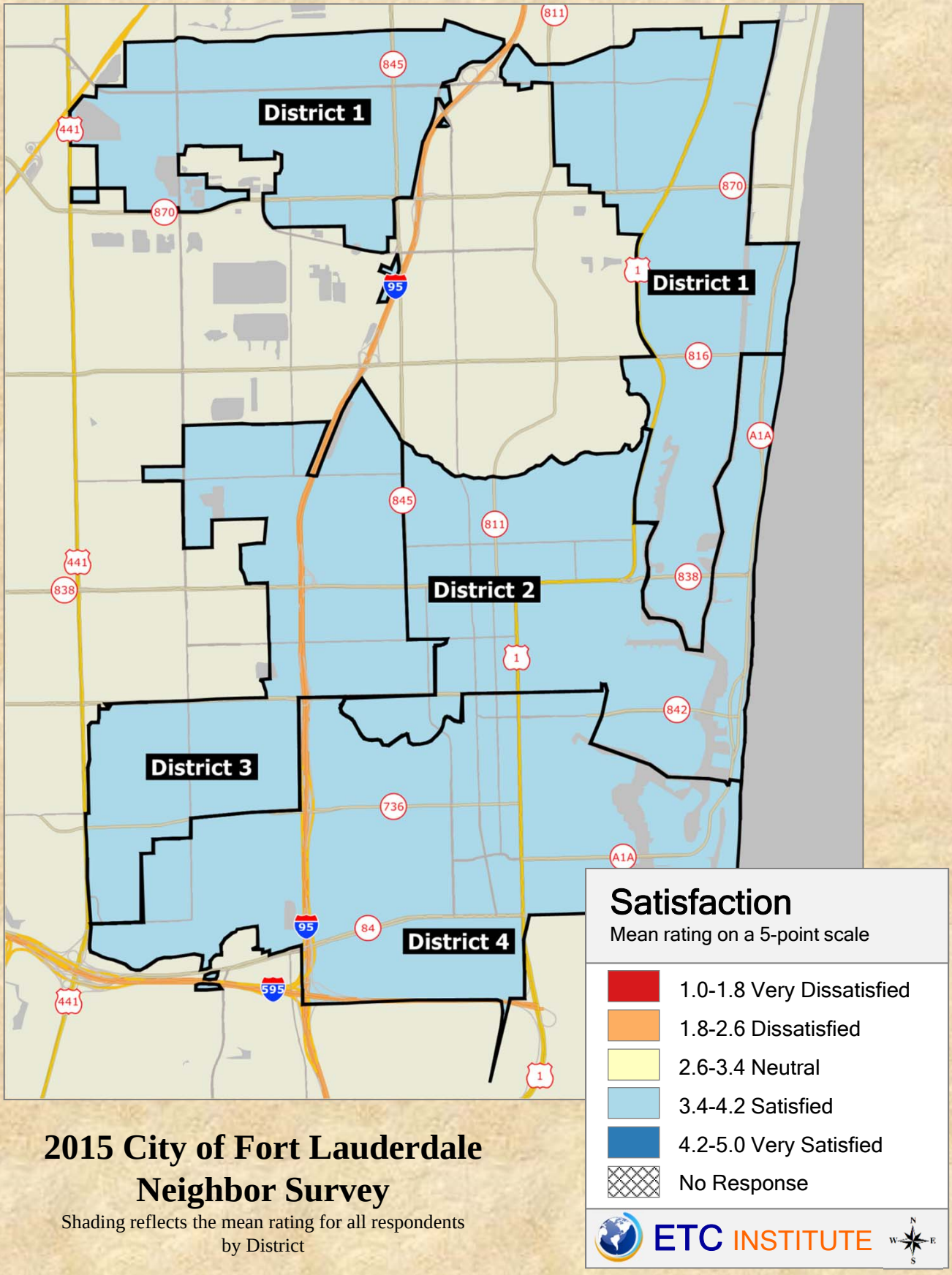
Q8-2 Satisfaction with professionalism of employees responding to emergencies



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

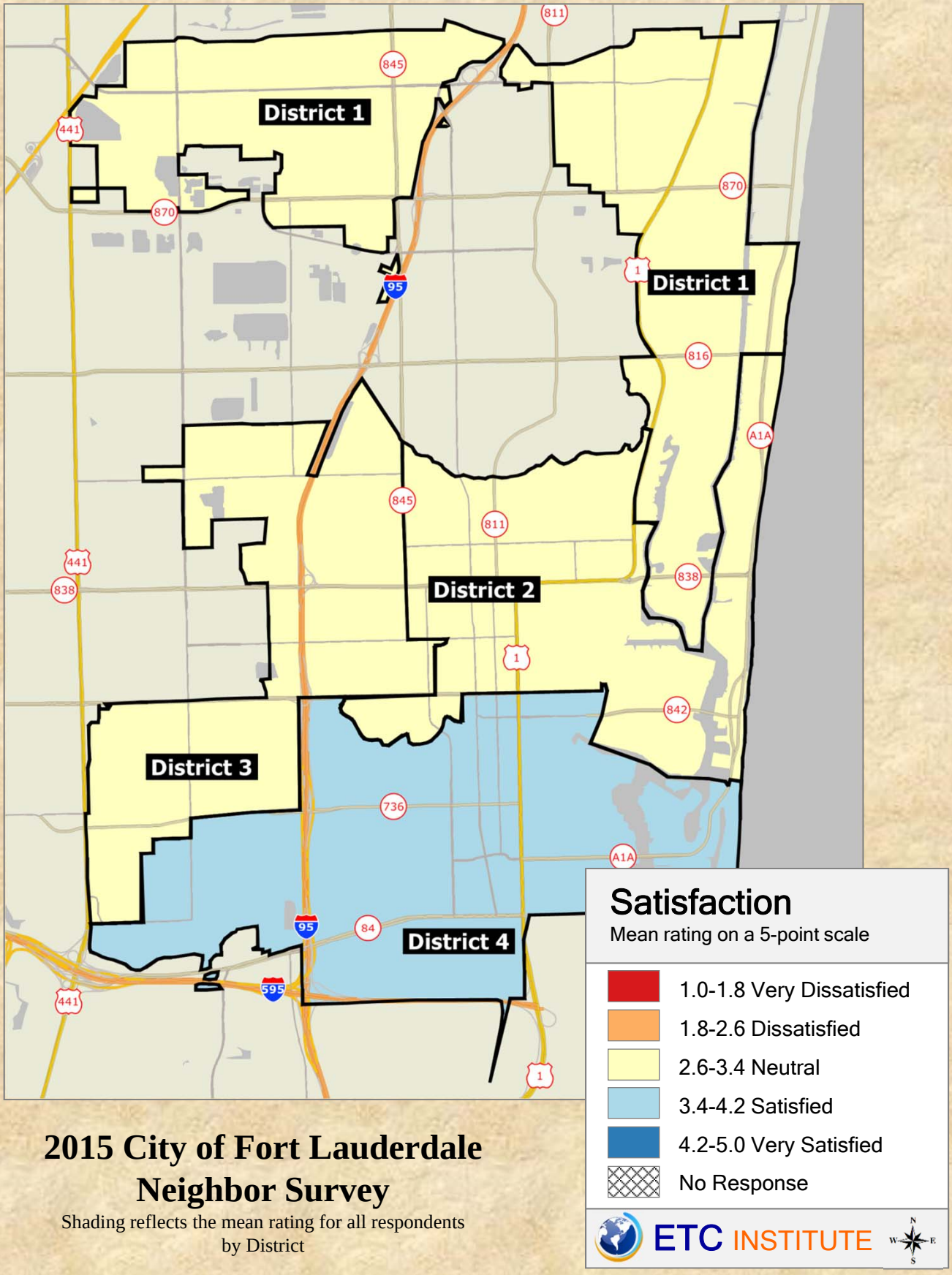
Q8-3 Satisfaction with how quickly police respond to 911 emergencies



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

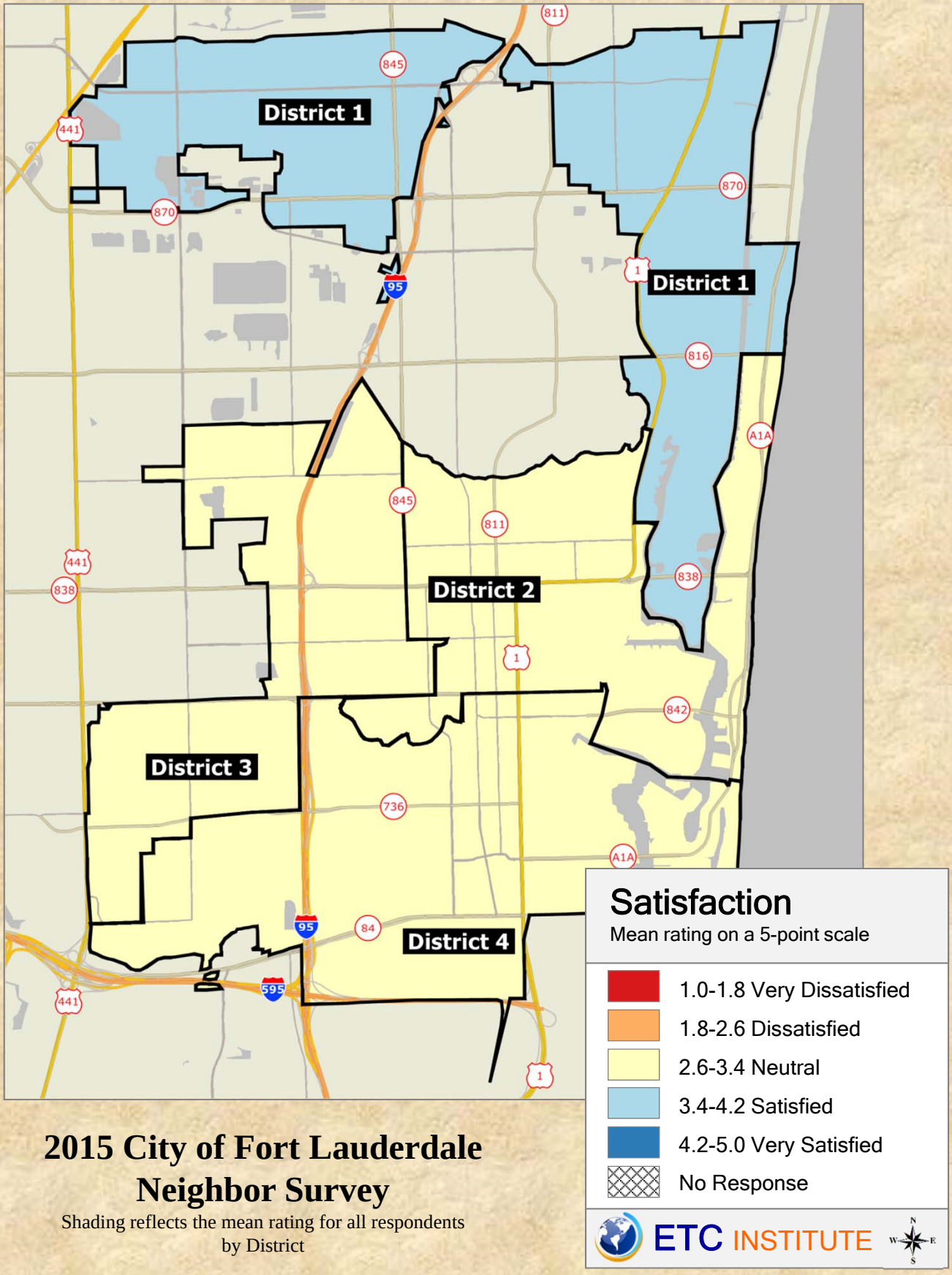
Q8-4 Satisfaction with the visibility of police in neighborhoods



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

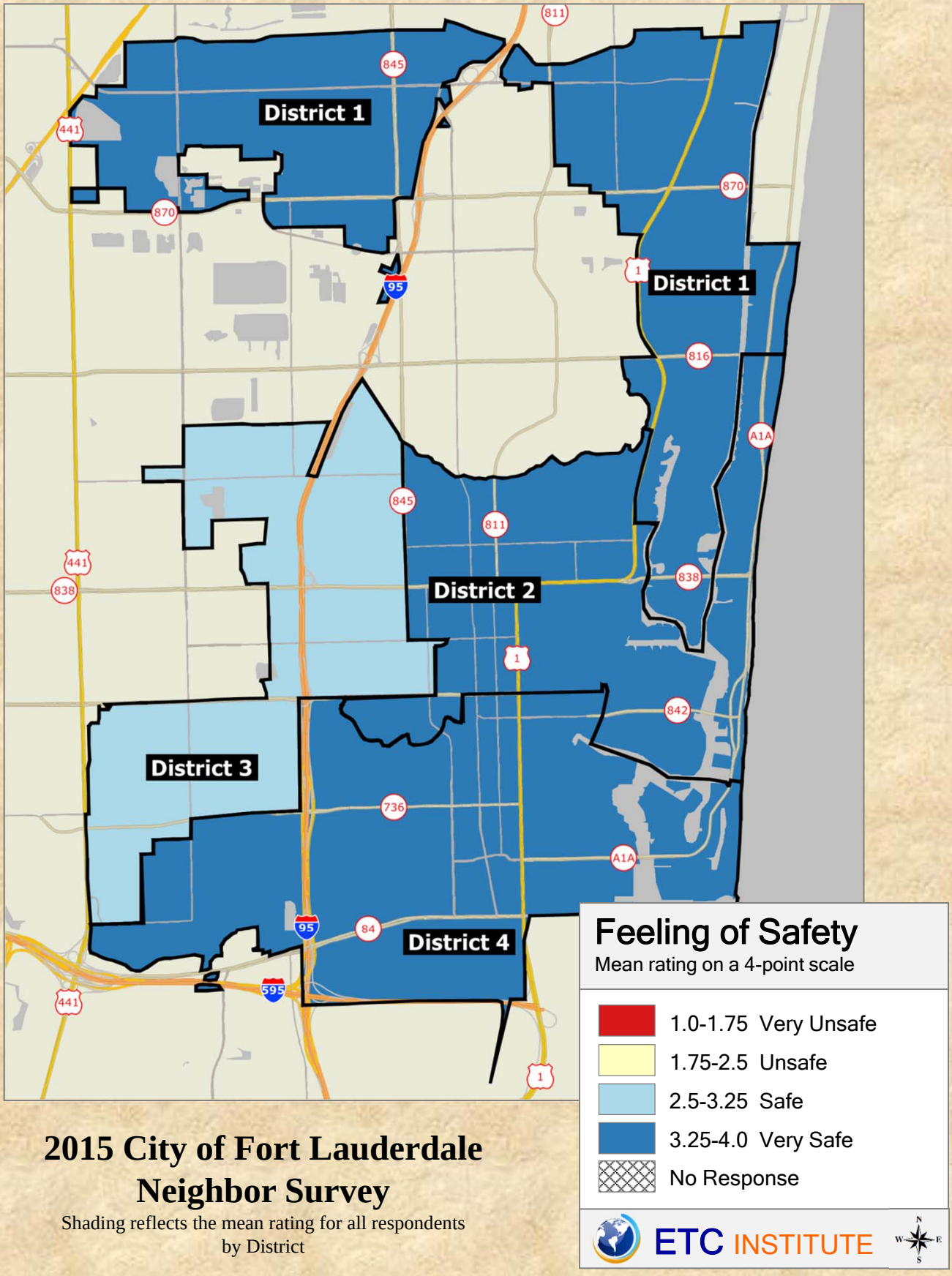
Q8-5 Satisfaction with the City's efforts to prevent crime



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

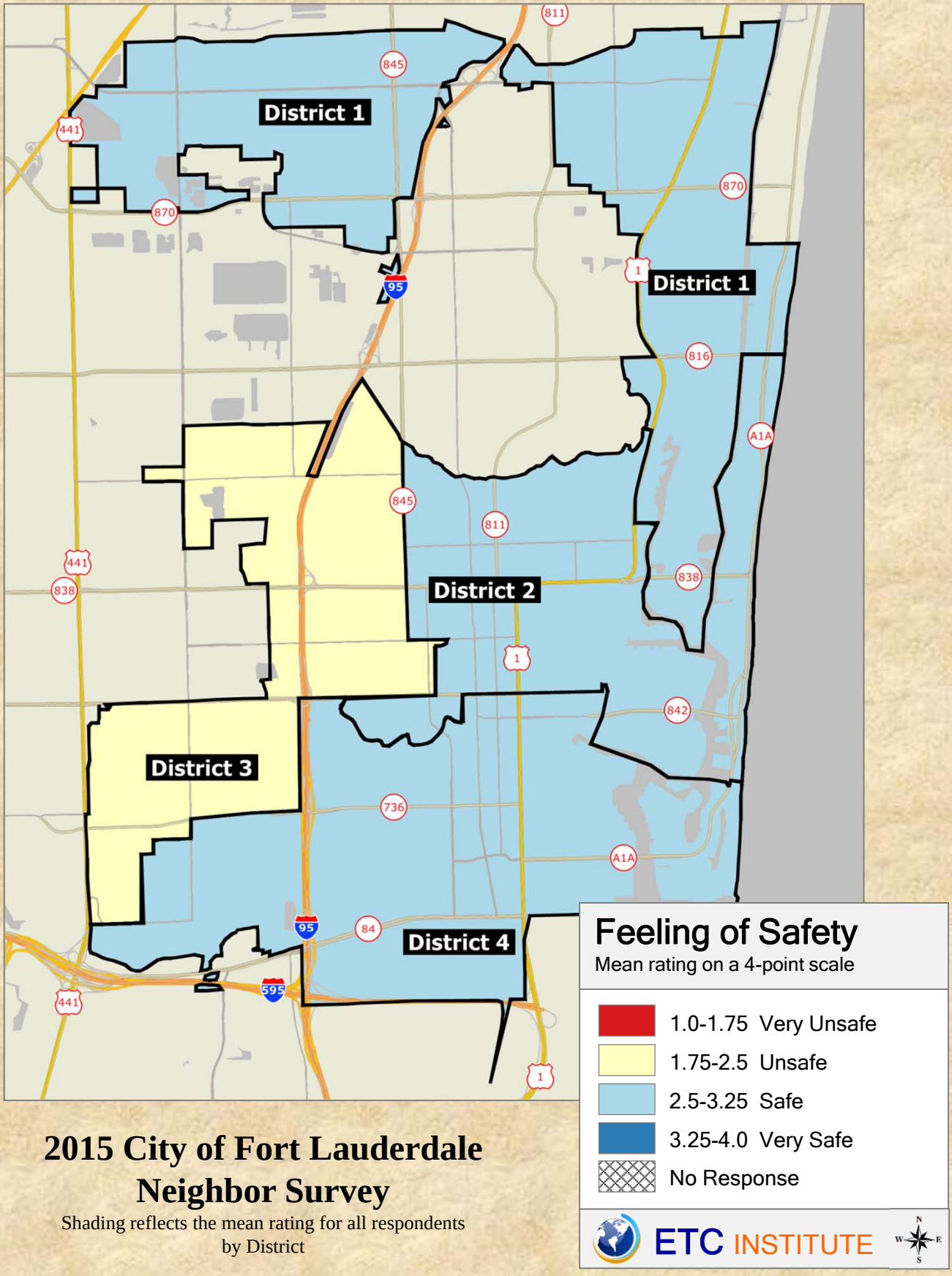
Q11-1 Feeling of safety walking in your neighborhood during the day



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

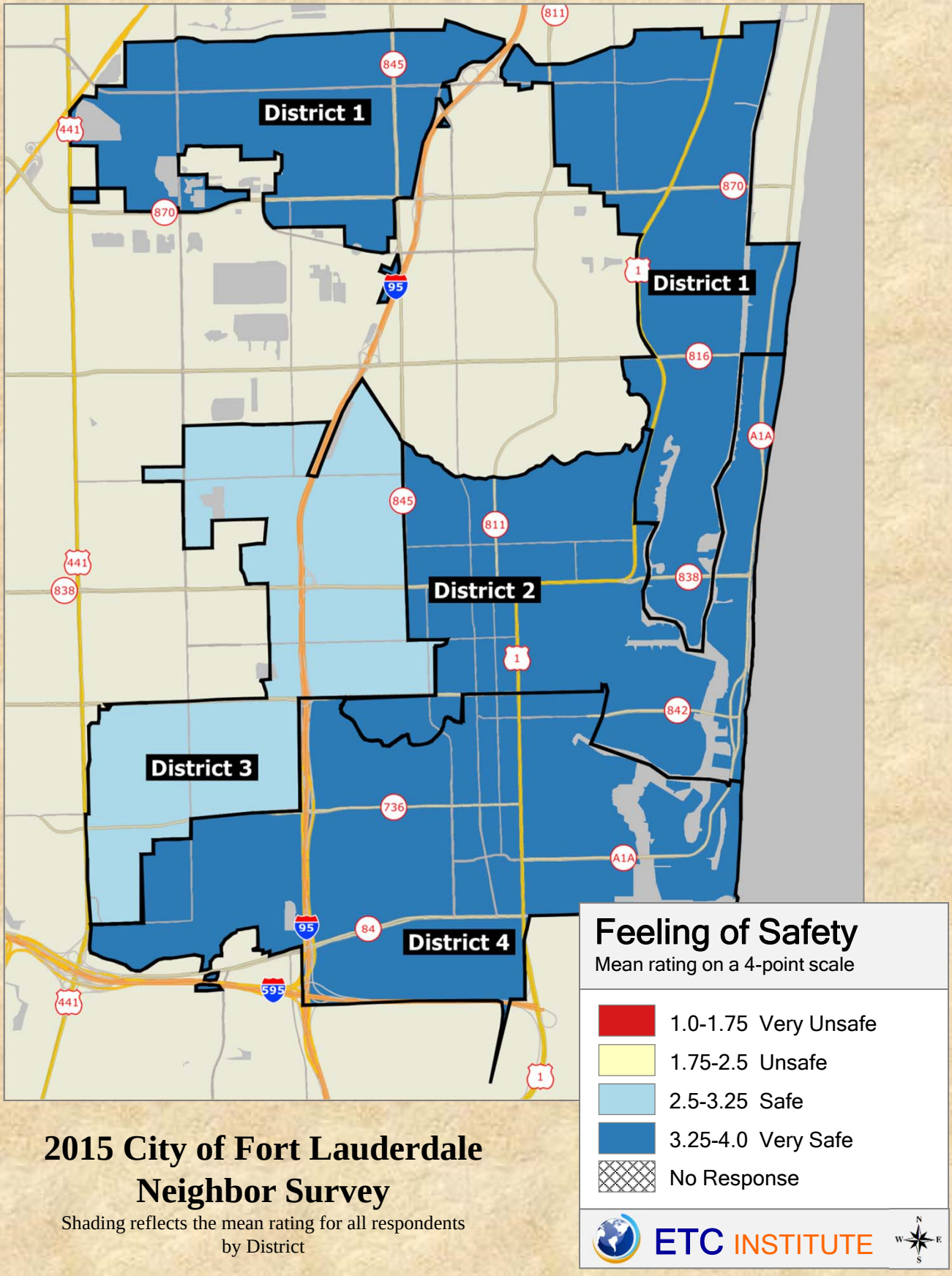
Q11-2 Feeling of safety walking in your neighborhood at night



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

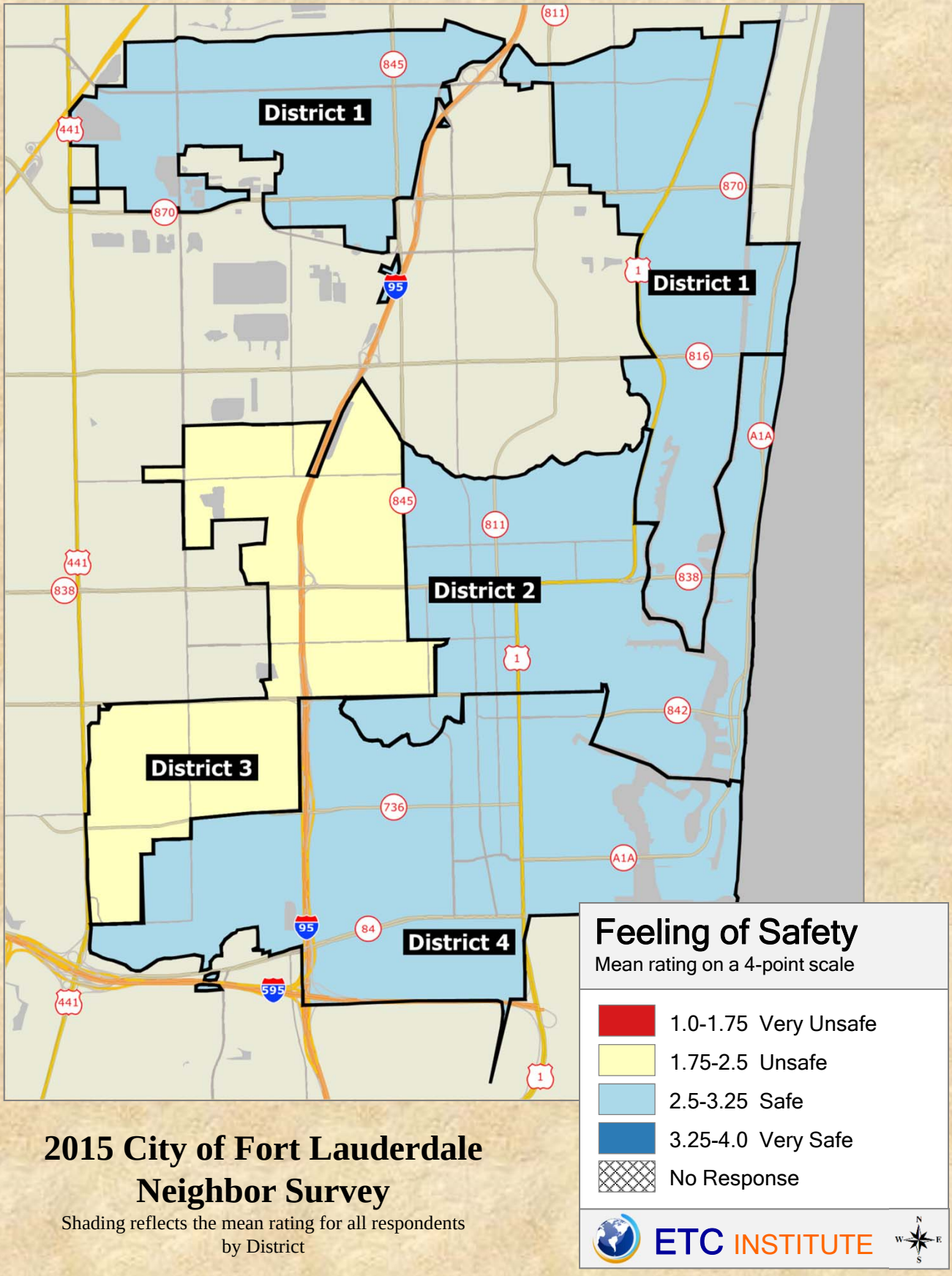
Q11-3 Feeling of safety in commercial/business areas during the day



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

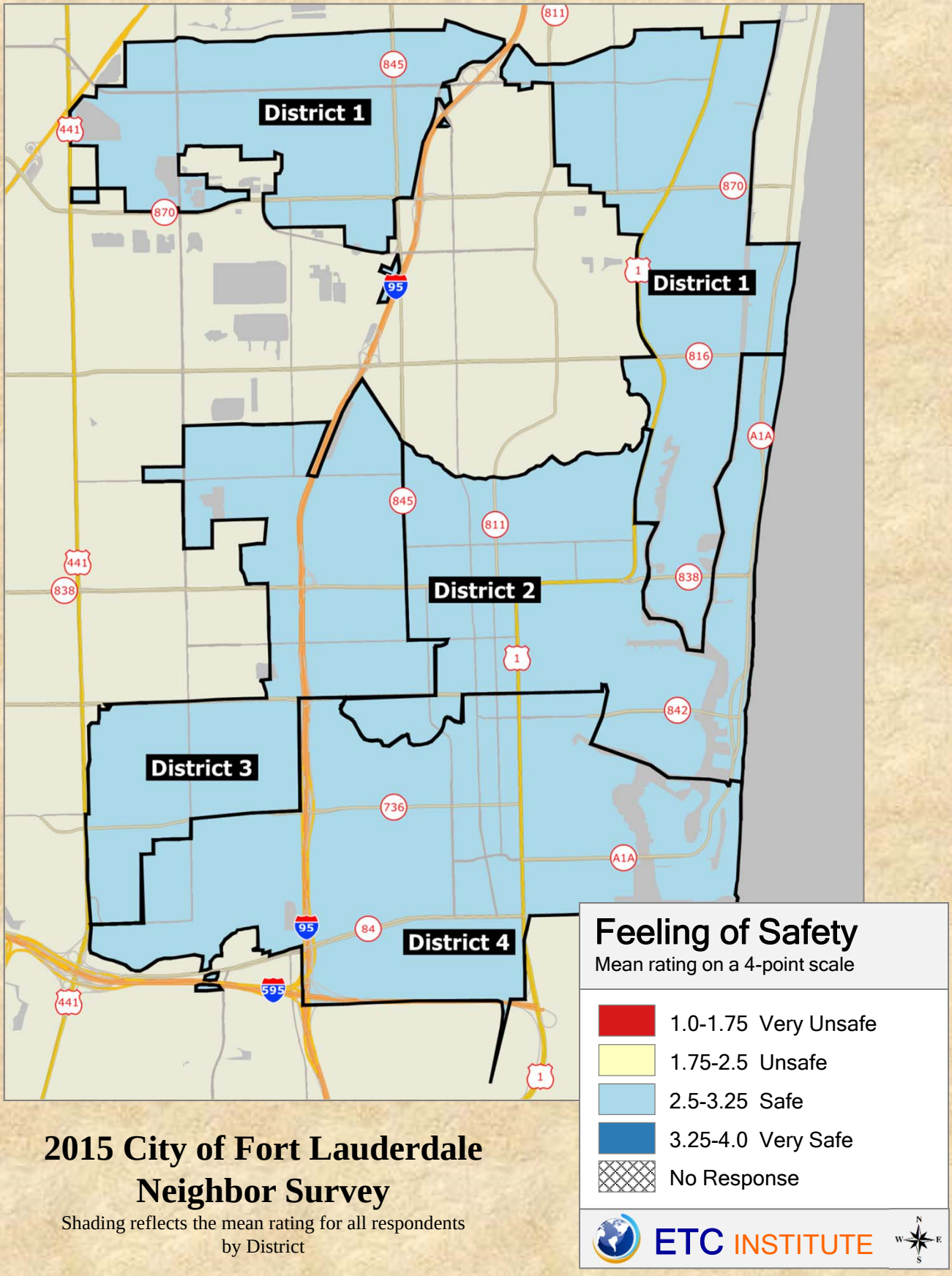
Q11-4 Feeling of safety in commercial/business areas at night



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

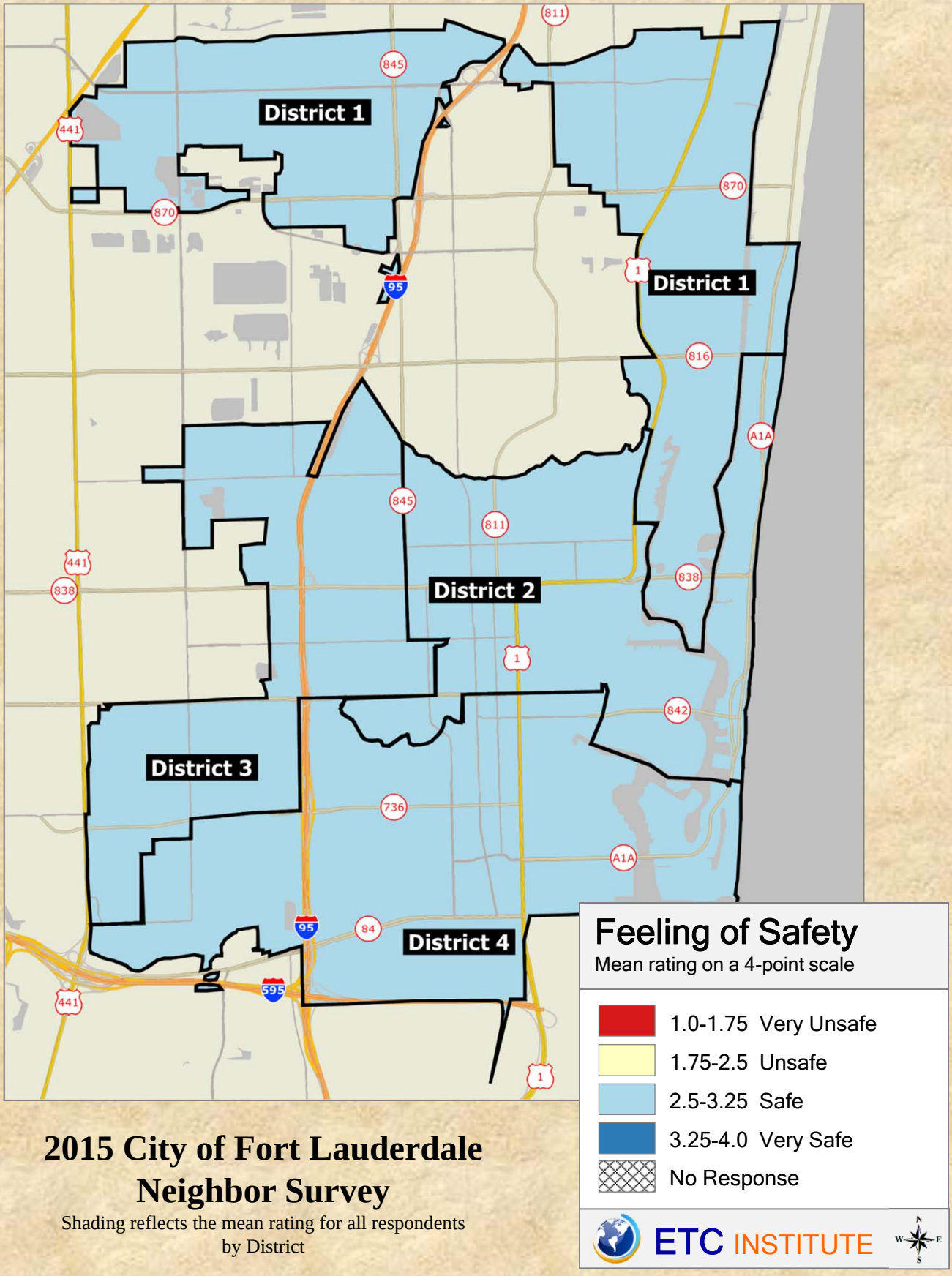
Q11-5 Feeling of safety along the beach corridor



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

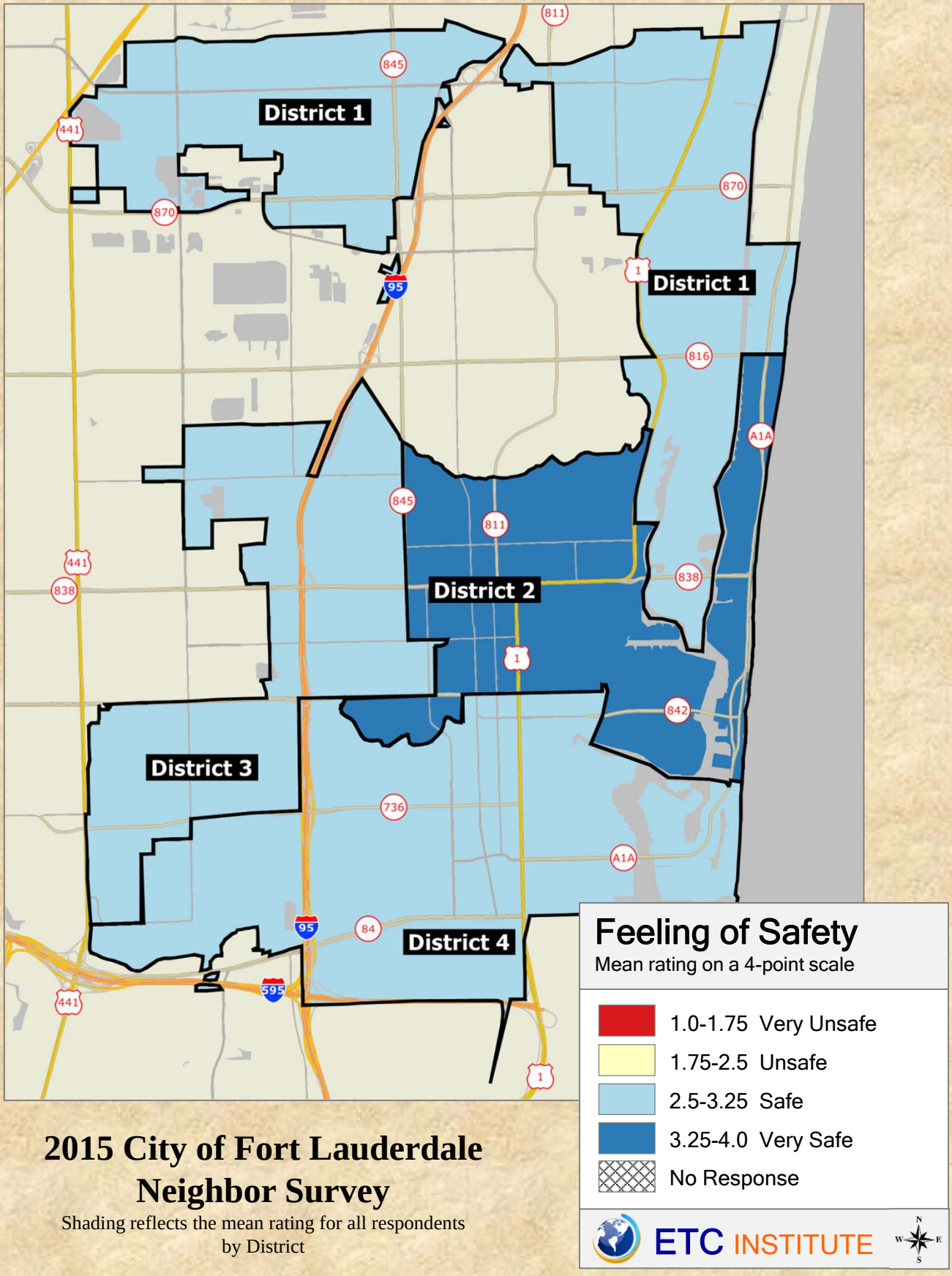
Q11-6 Feeling of safety in the downtown entertainment area



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

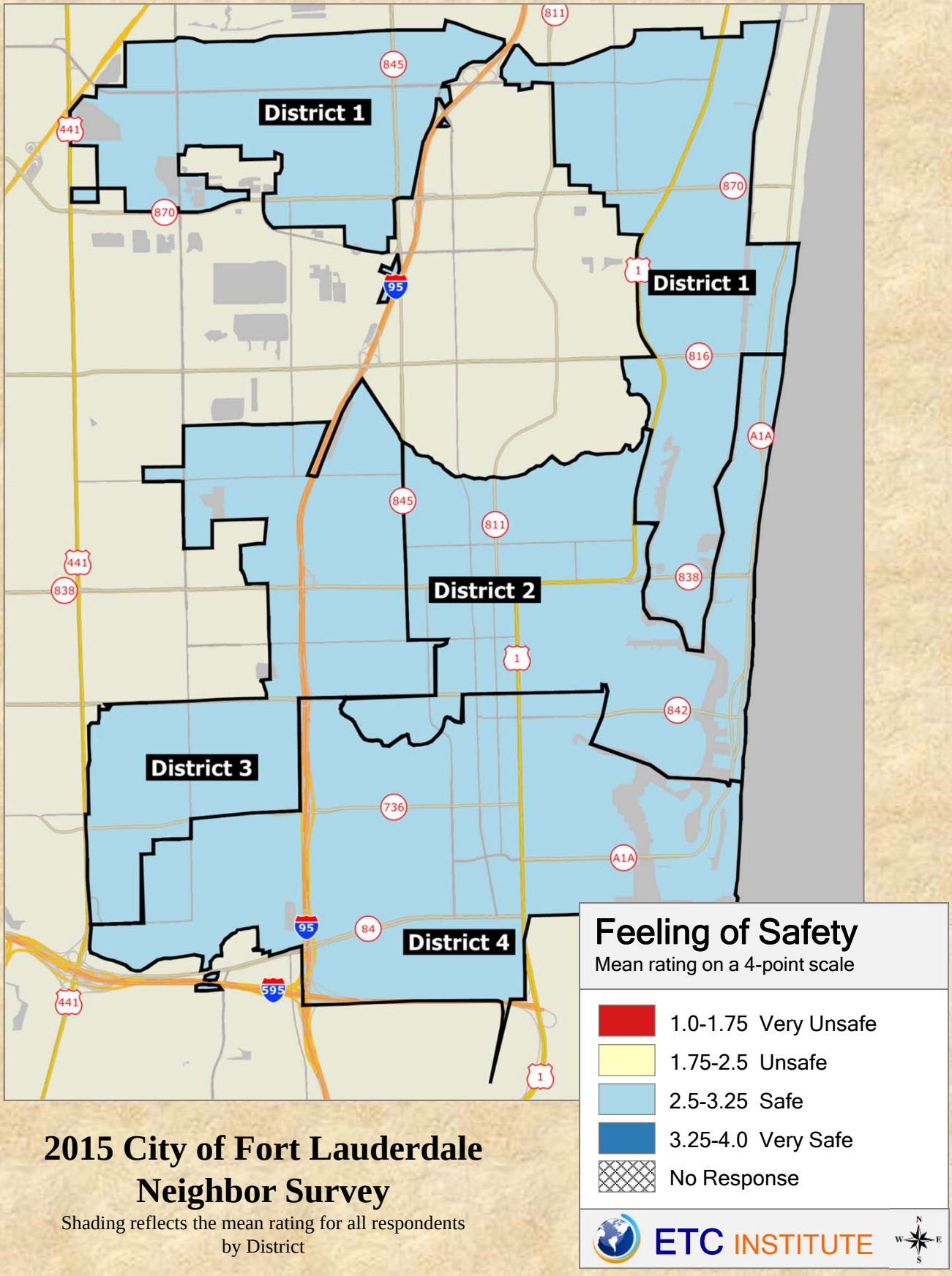
Q11-7 Feeling of safety at special events



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

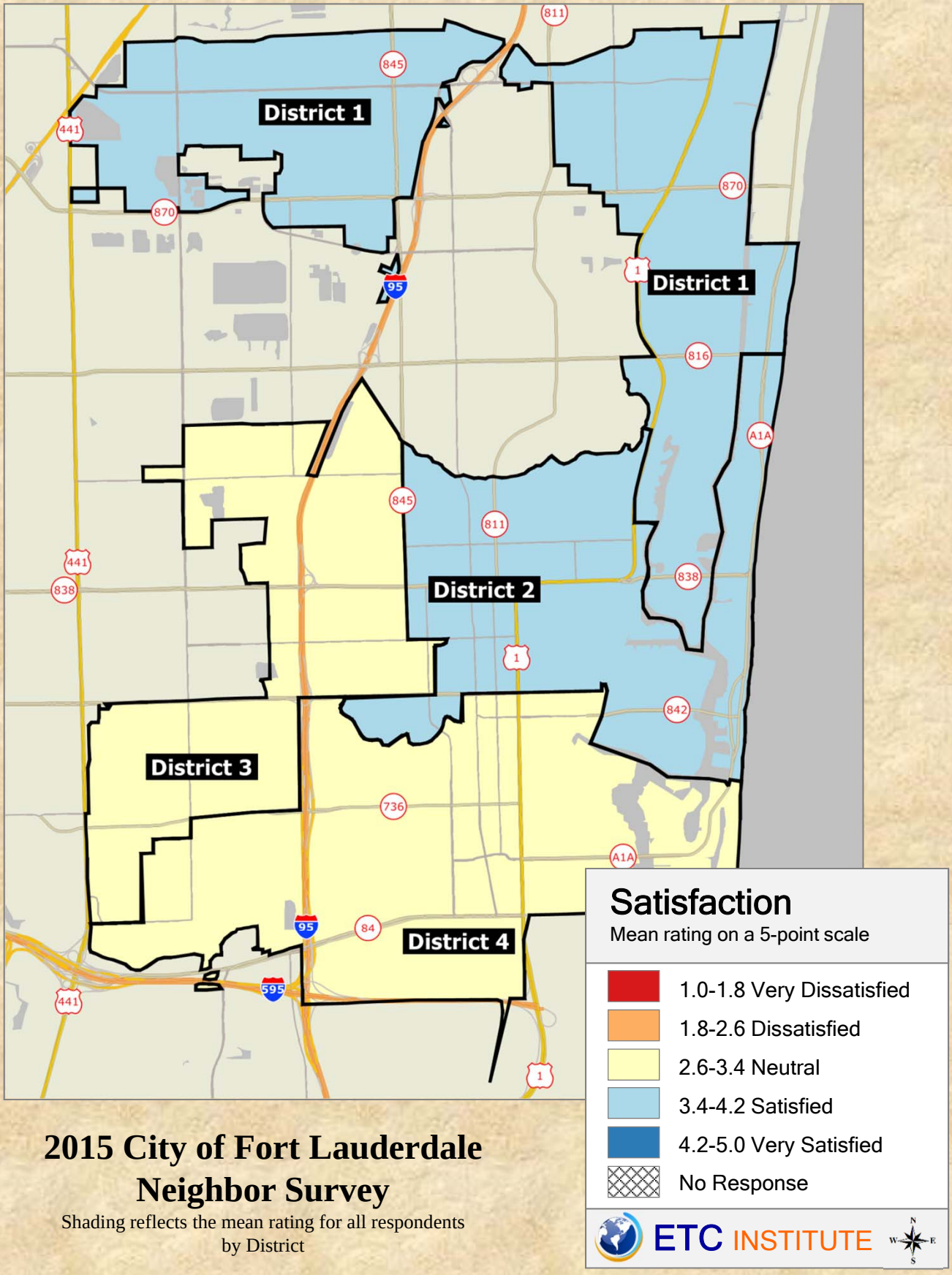
Q11-8 Feeling of safety in City parks



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

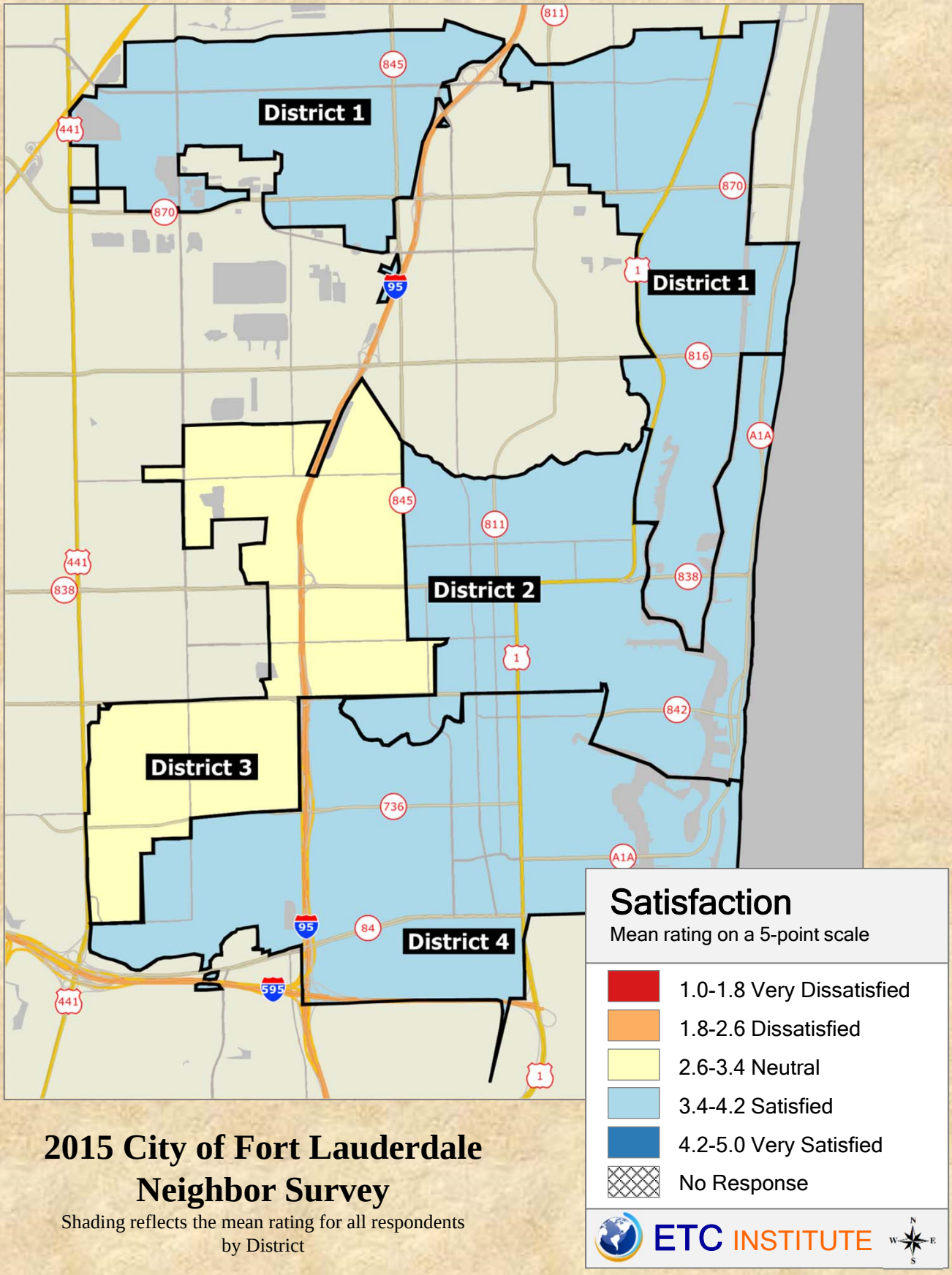
Q12-1 Satisfaction with the cleanup of litter and debris on private property



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

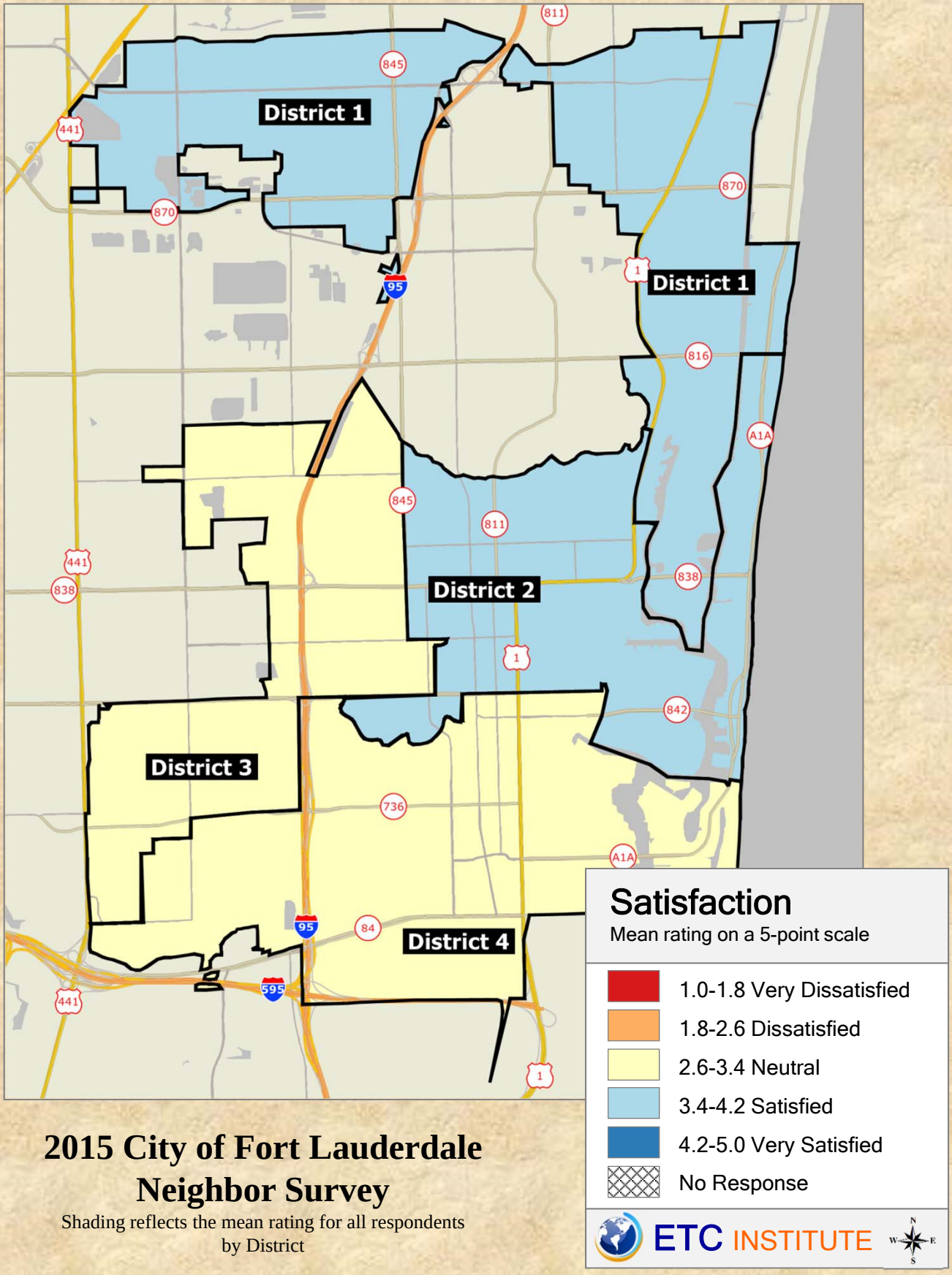
Q12-2 Satisfaction with the mowing and cutting of weeds and grass on private property



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

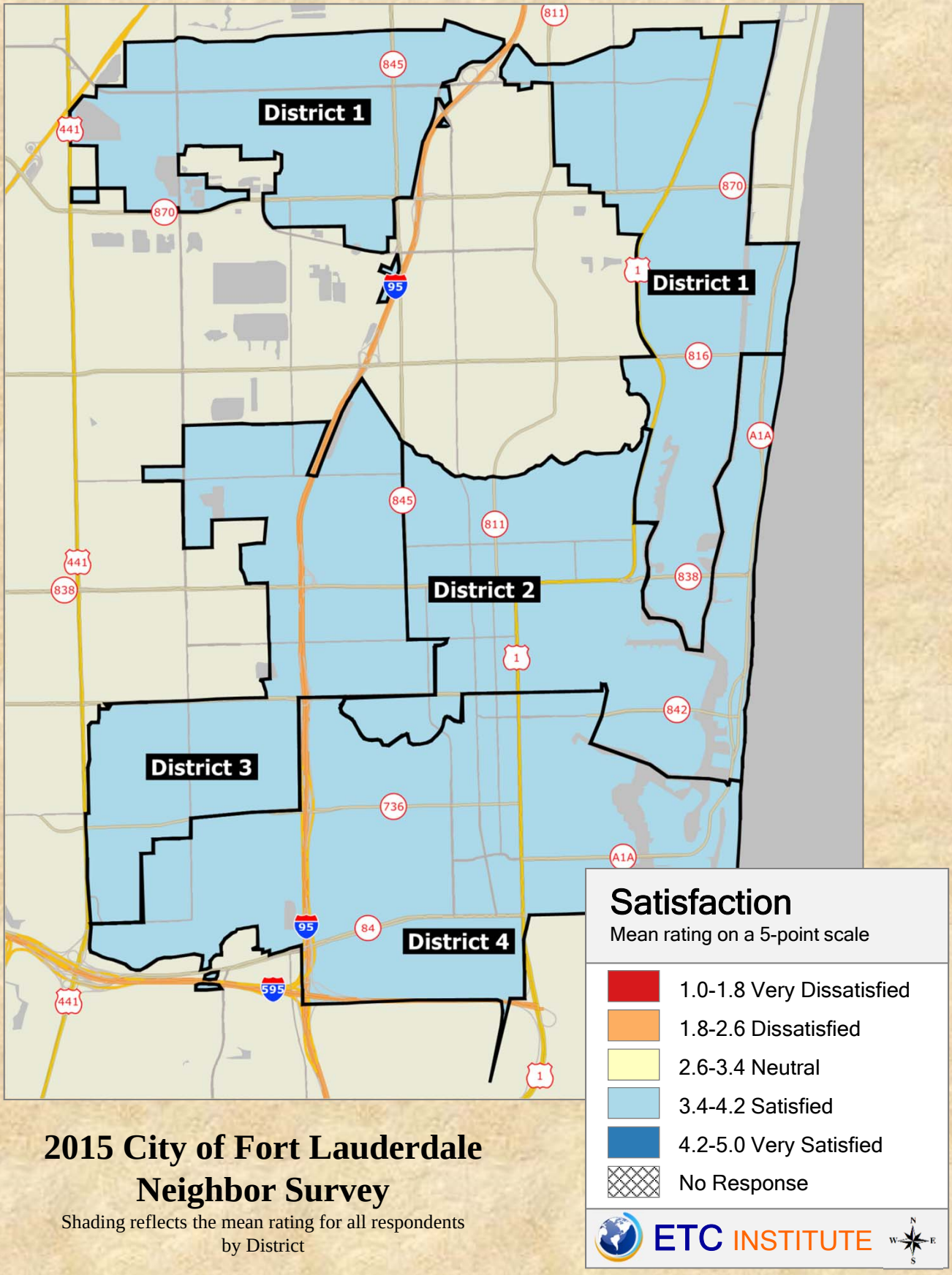
Q12-3 Satisfaction with the maintenance of residential property



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

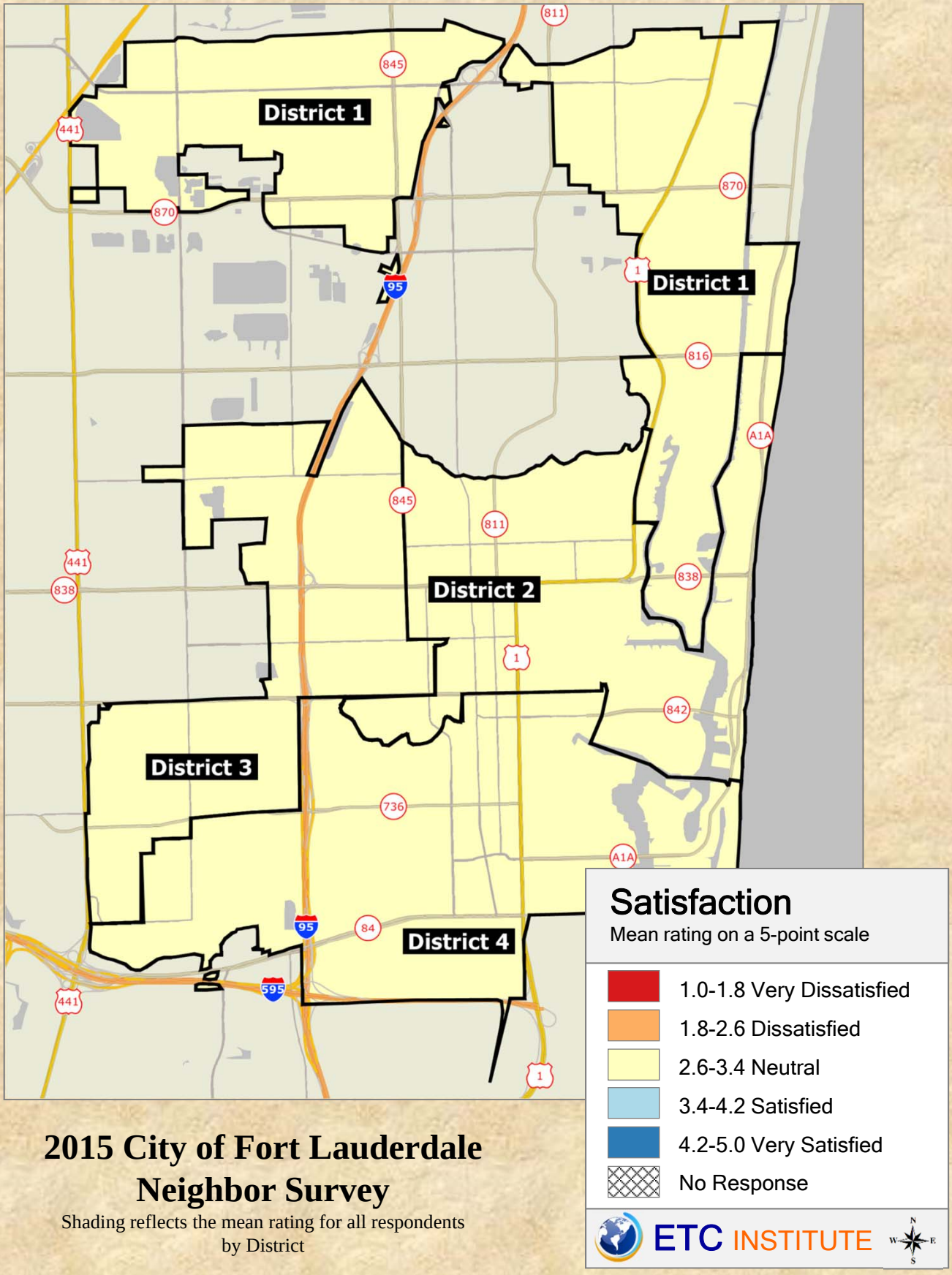
Q12-4 Satisfaction with the maintenance of business property



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

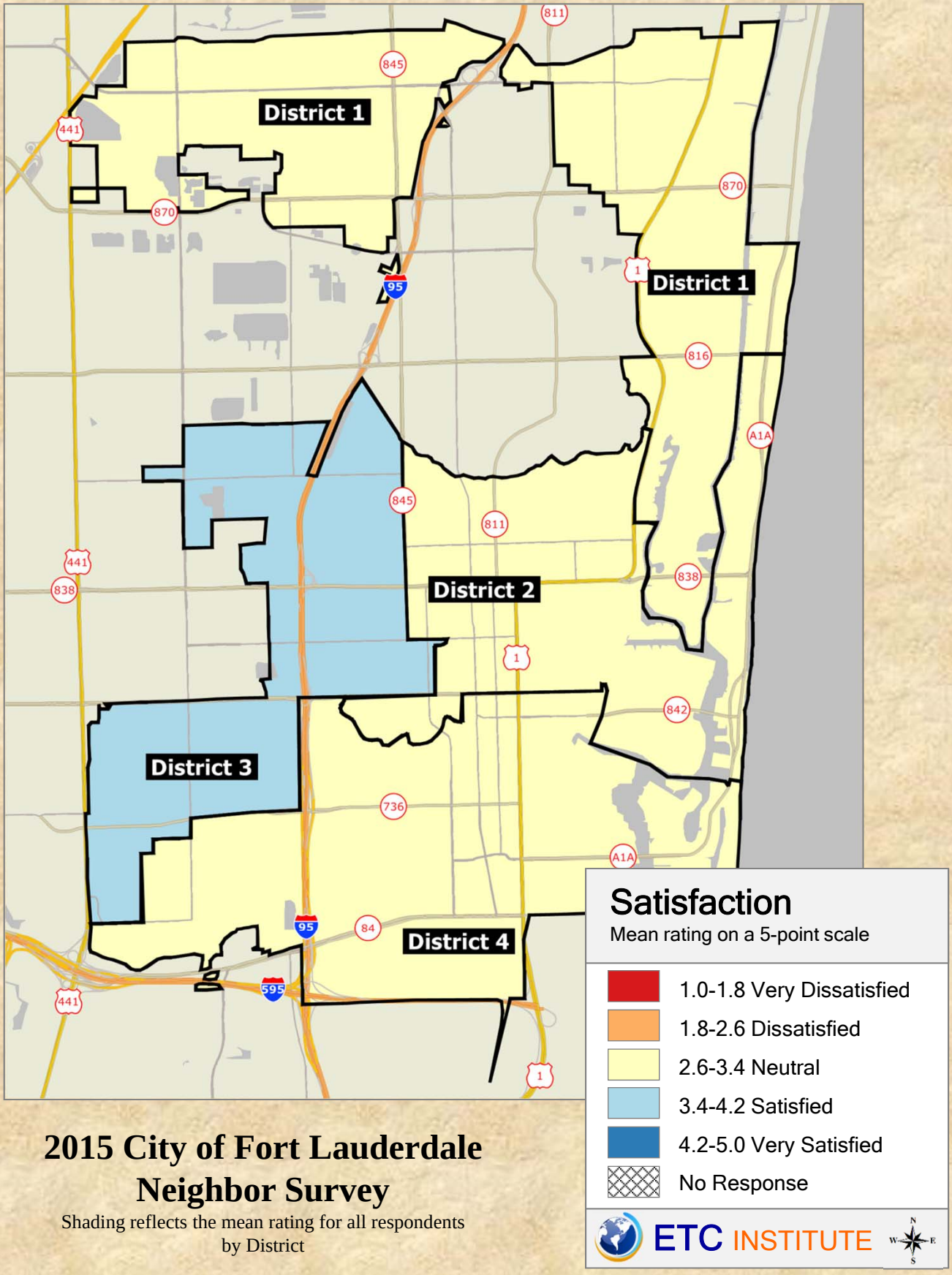
Q13-1 Satisfaction with ease of obtaining permits for construction or renovation



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

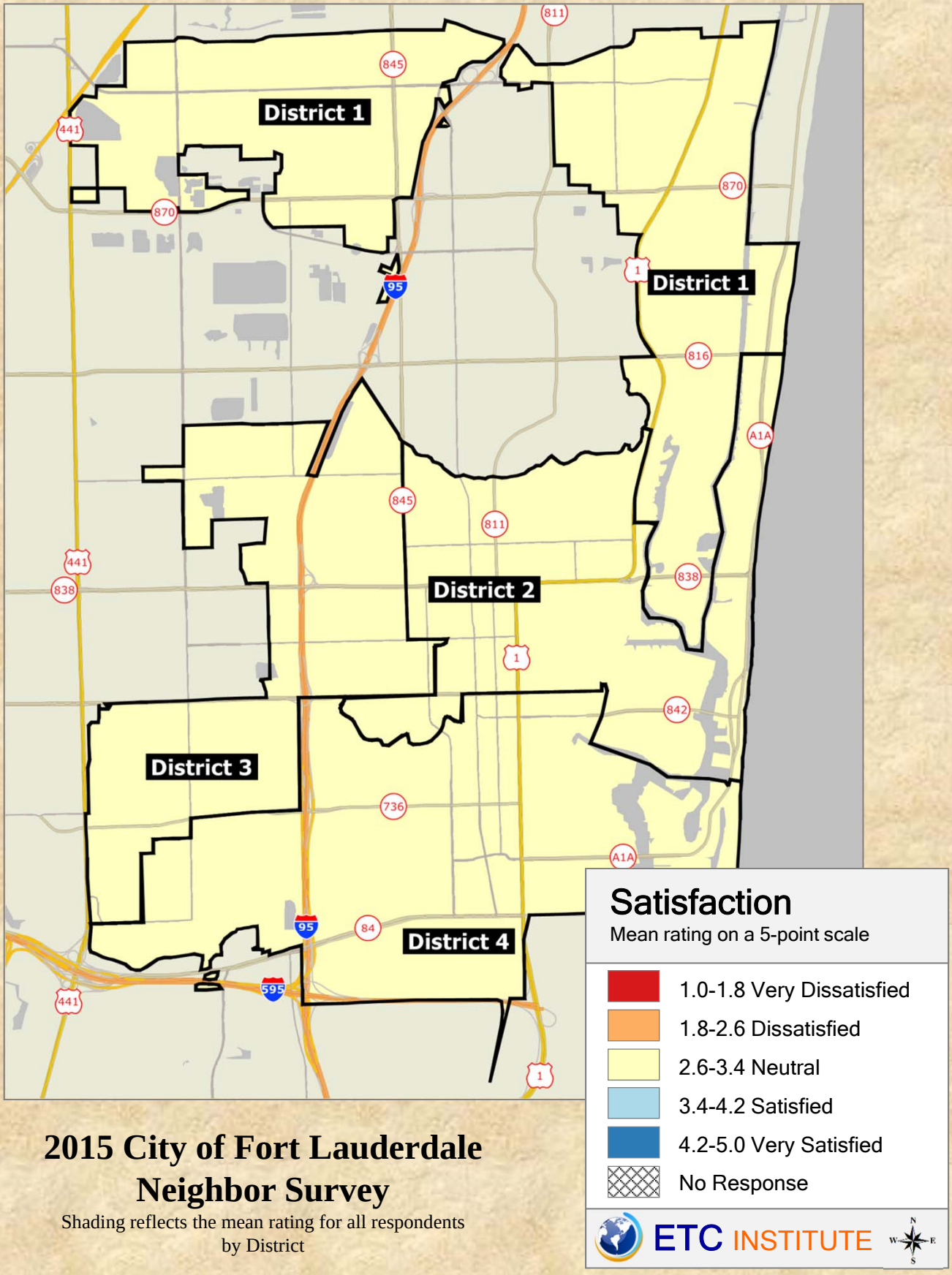
Q13-2 Satisfaction with ease of conducting inspection for construction or renovation



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

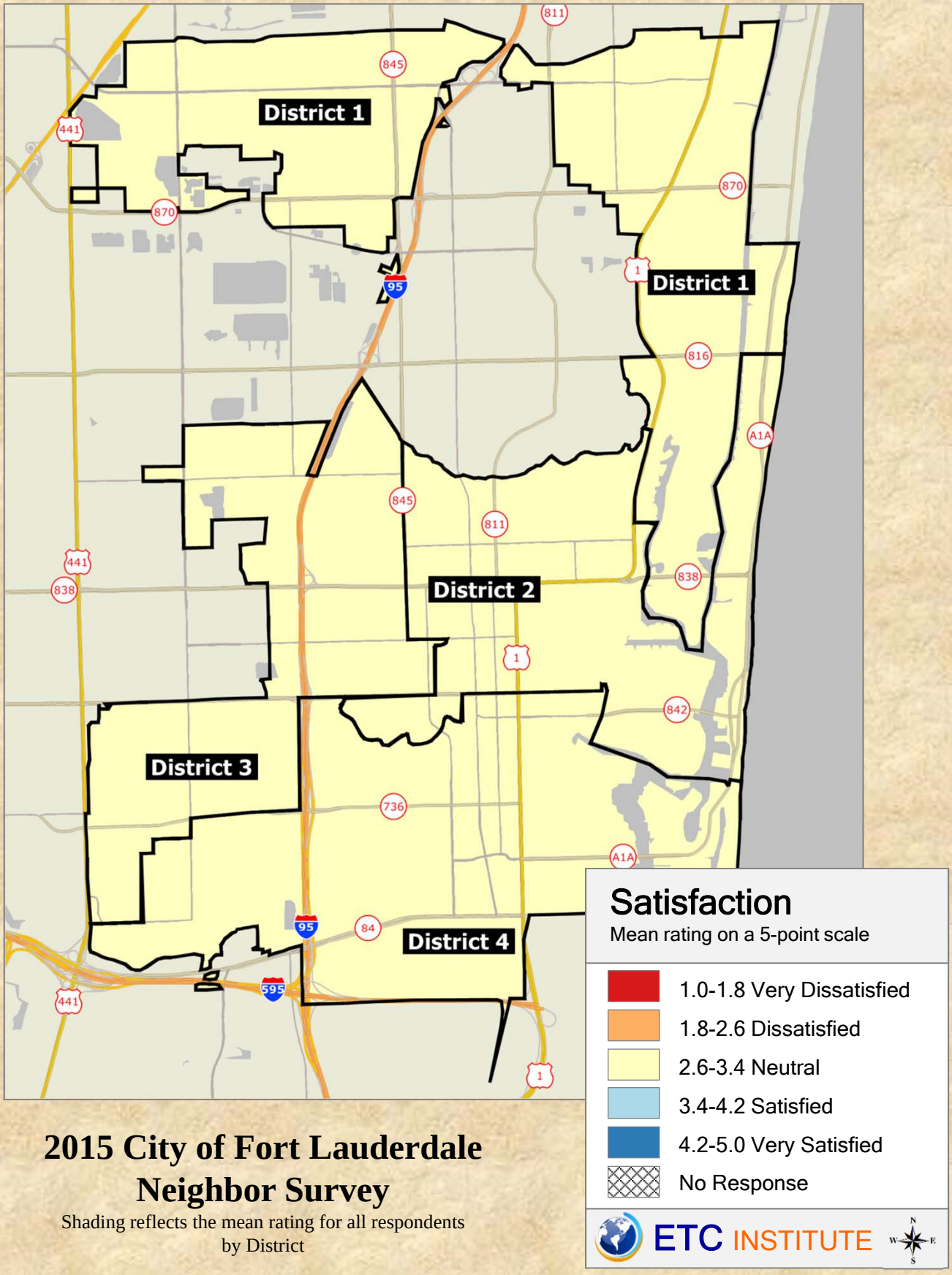
Q13-3 Satisfaction with effectiveness of City efforts to revitalize low-income areas



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

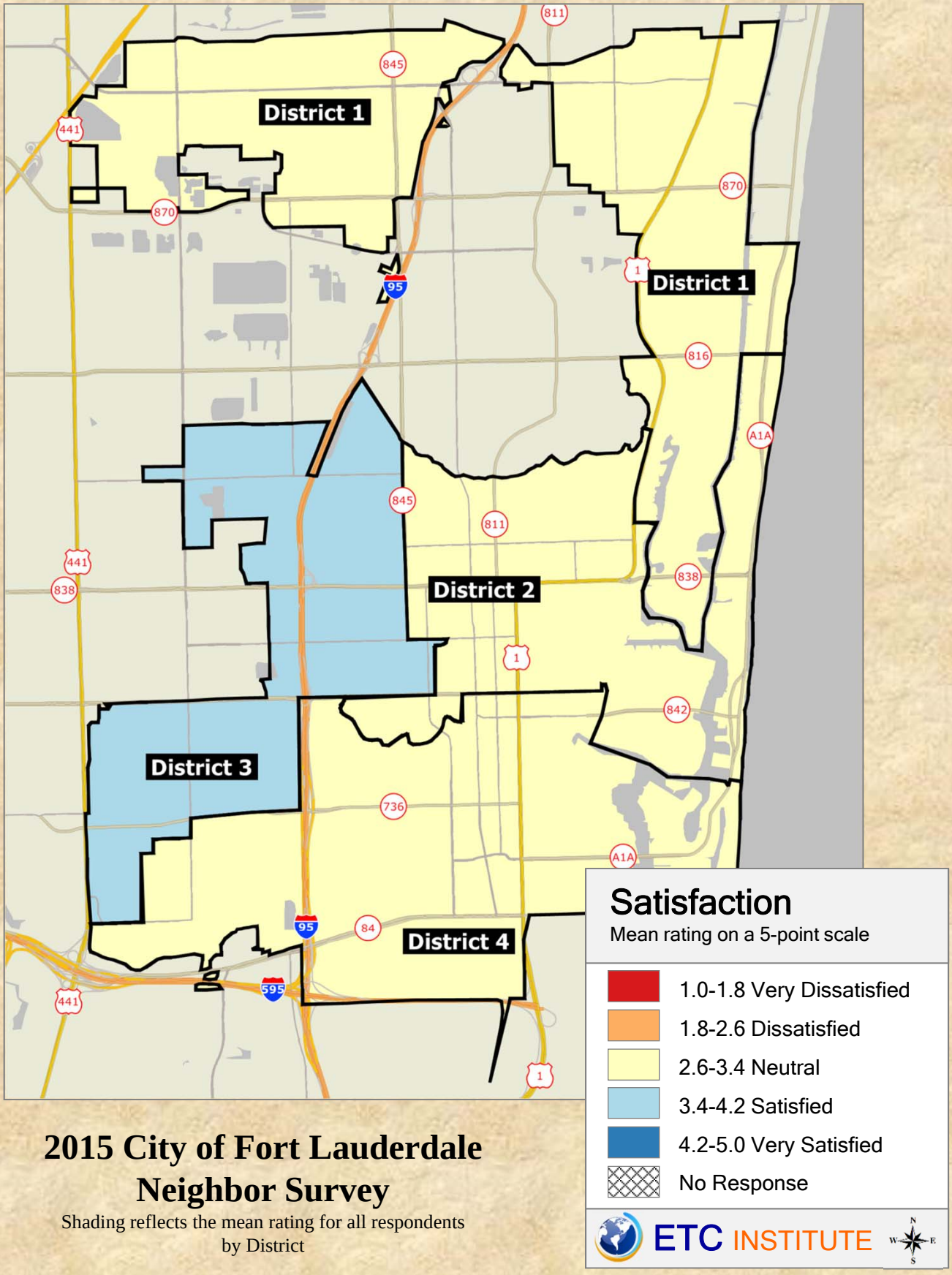
Q13-4 Satisfaction with the ease of obtaining permits for sustainable construction



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

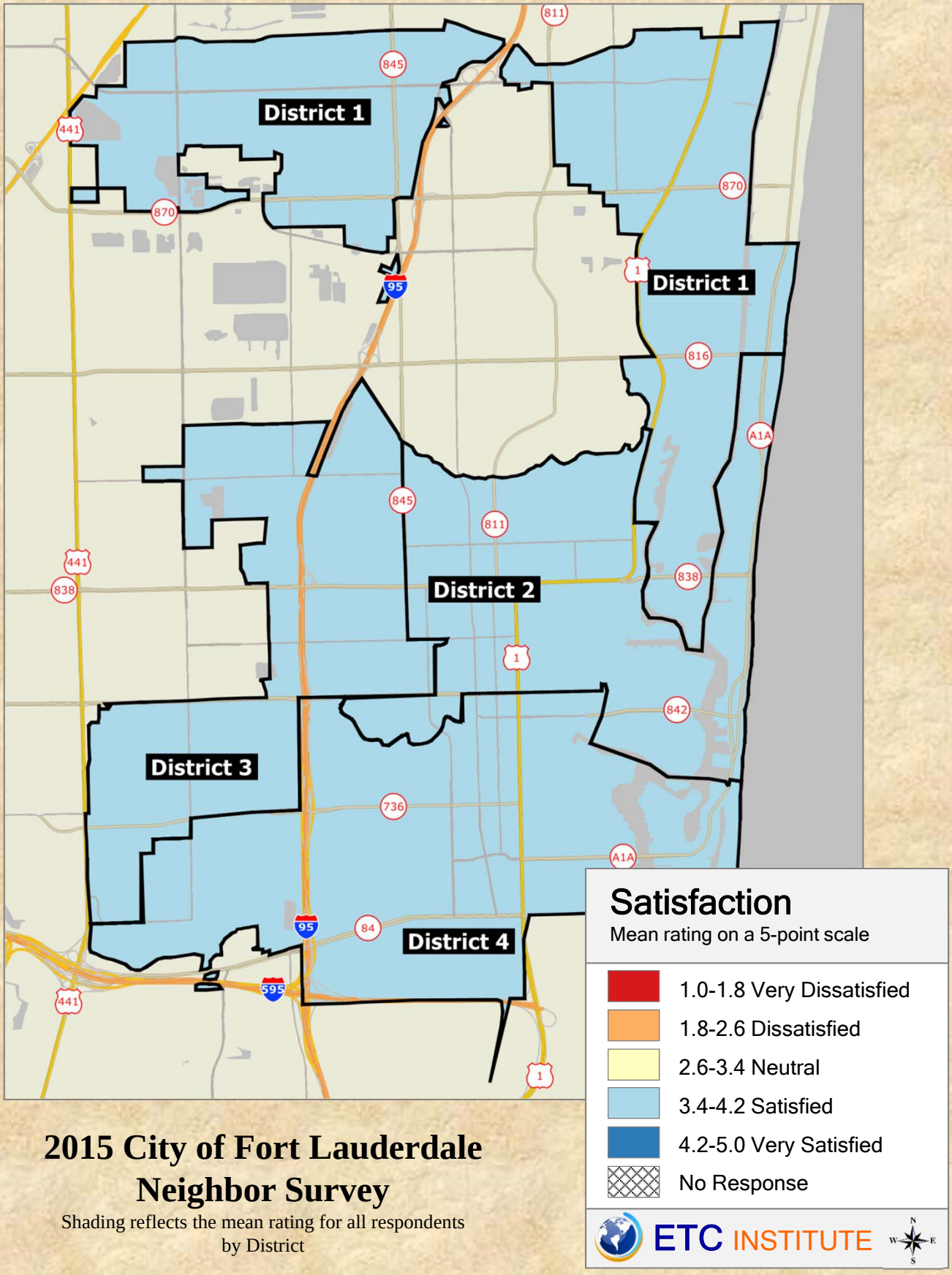
Q13-5 Satisfaction with City support of the preservation of historic buildings in the city



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

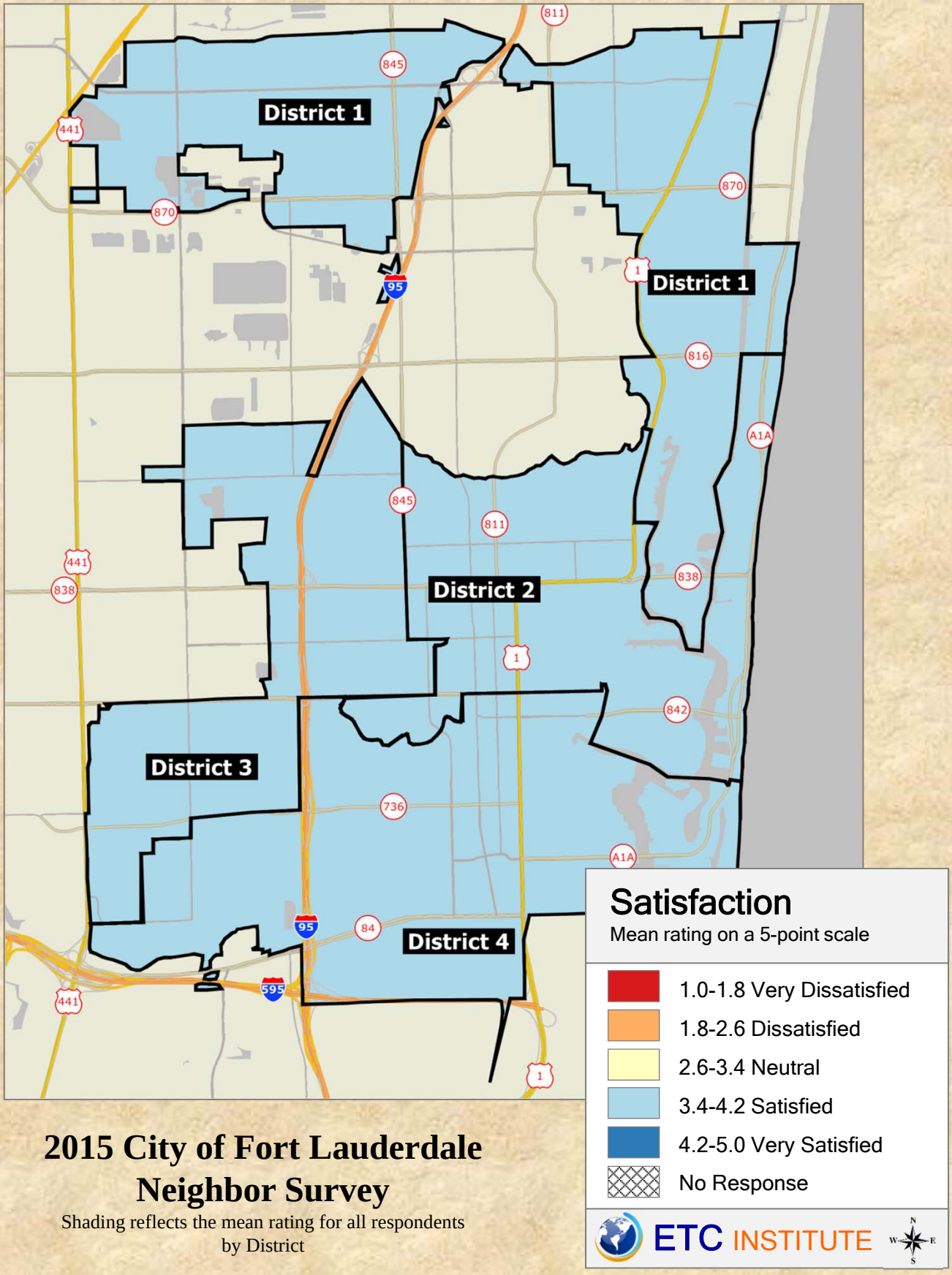
Q14-1 Satisfaction with maintenance of City parks



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

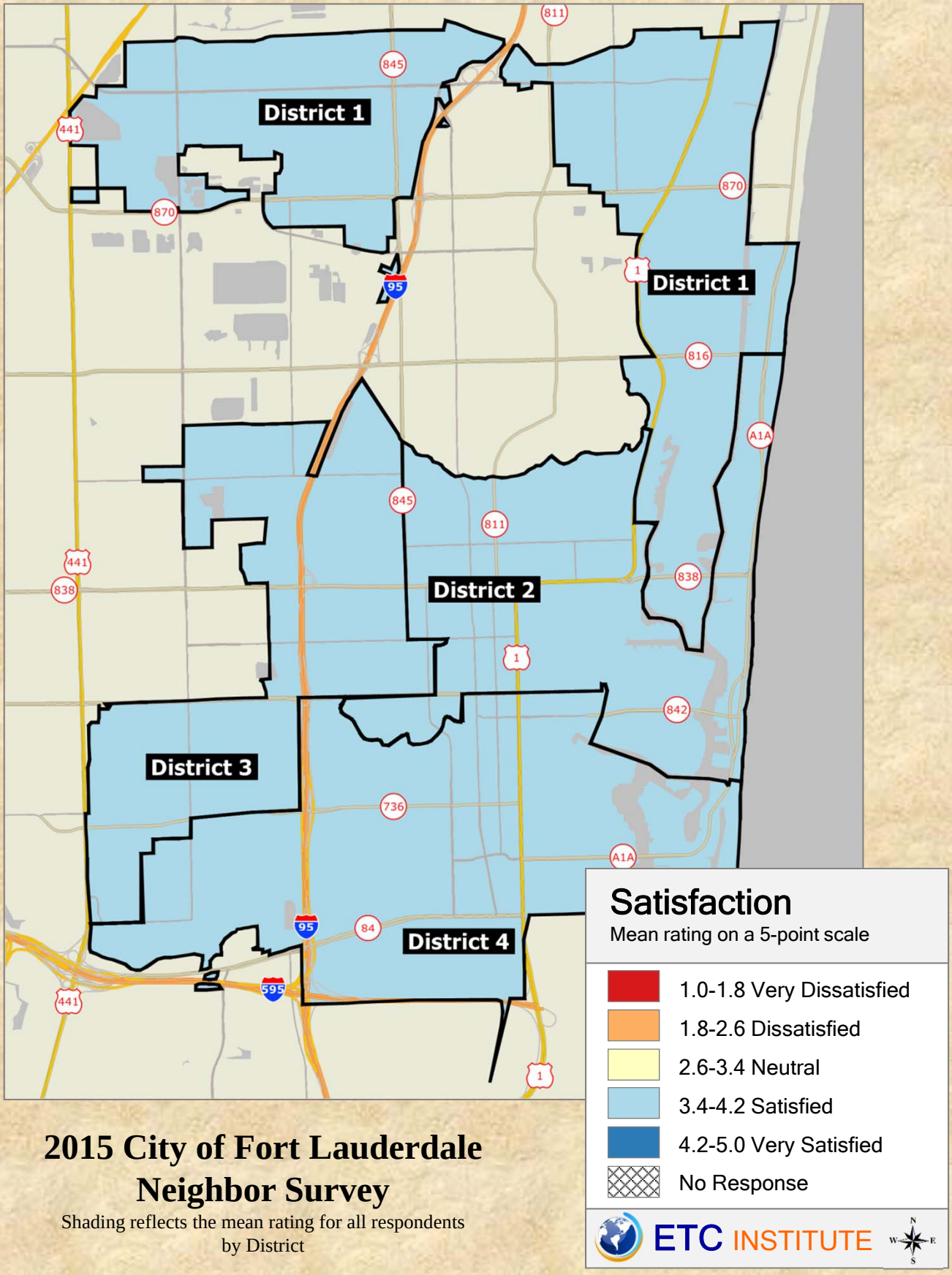
Q14-2 Satisfaction with proximity of your home to City parks



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

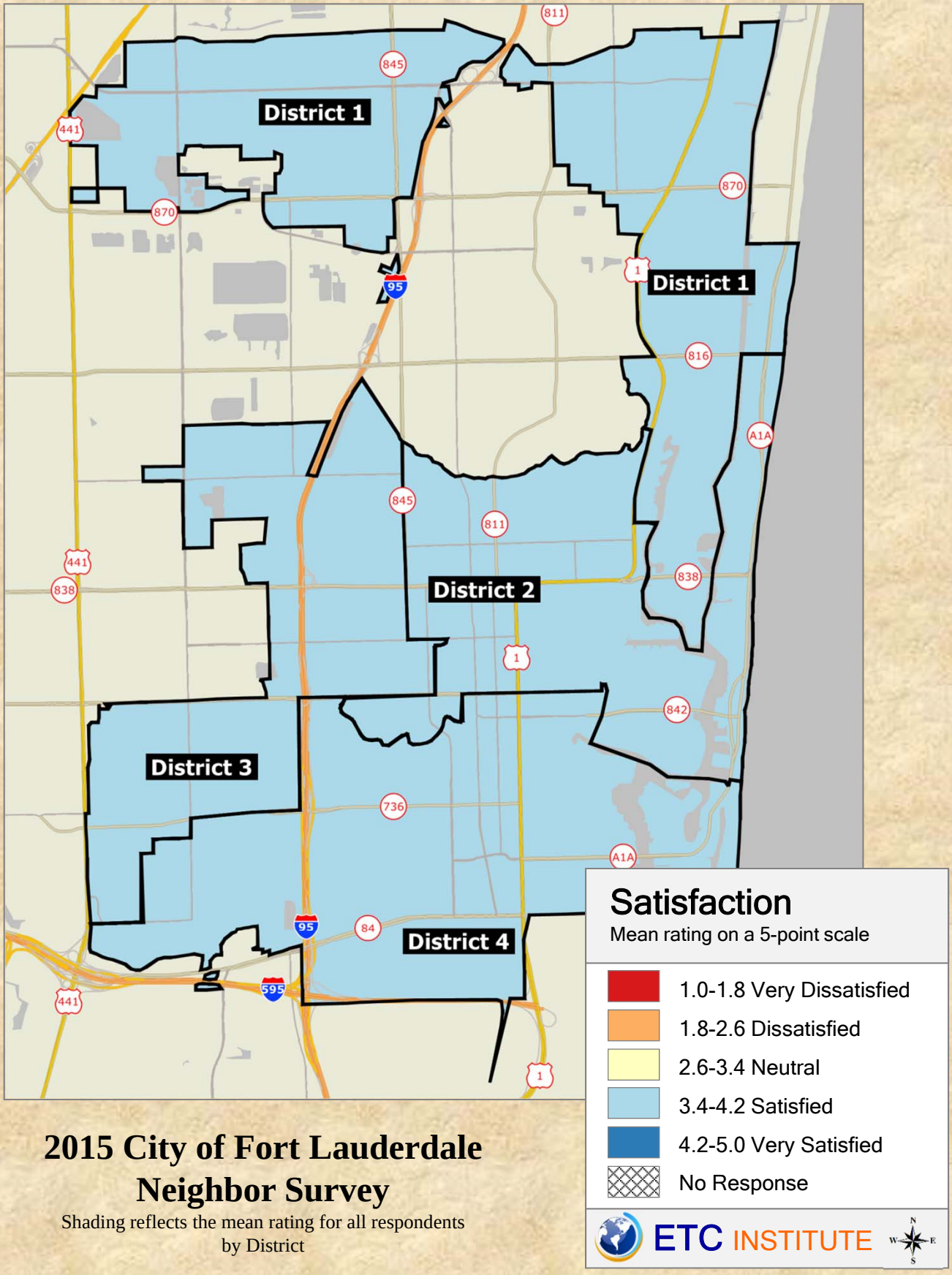
Q14-3 Satisfaction with quality of athletic fields



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

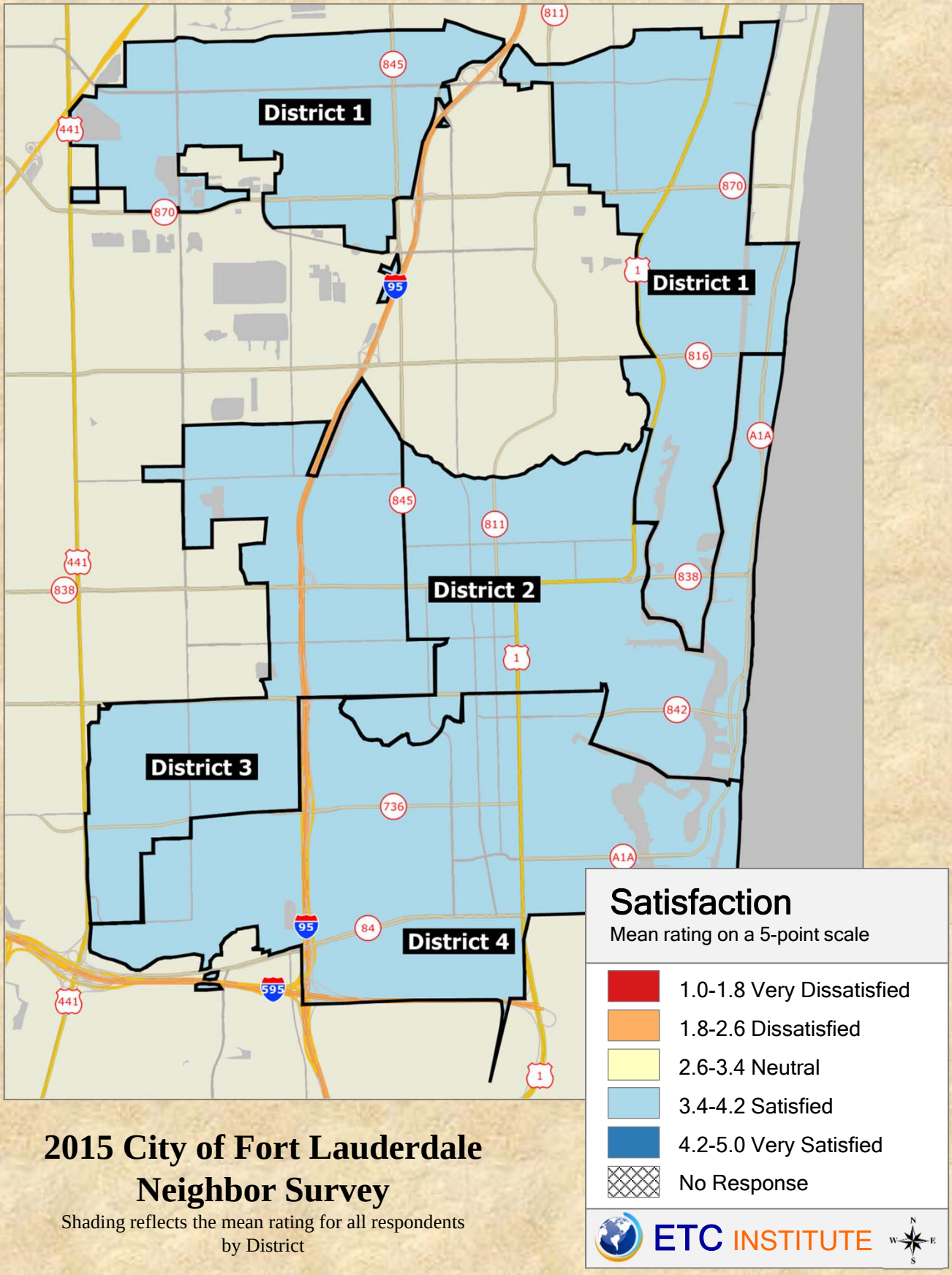
Q14-4 Satisfaction with availability of athletic field



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

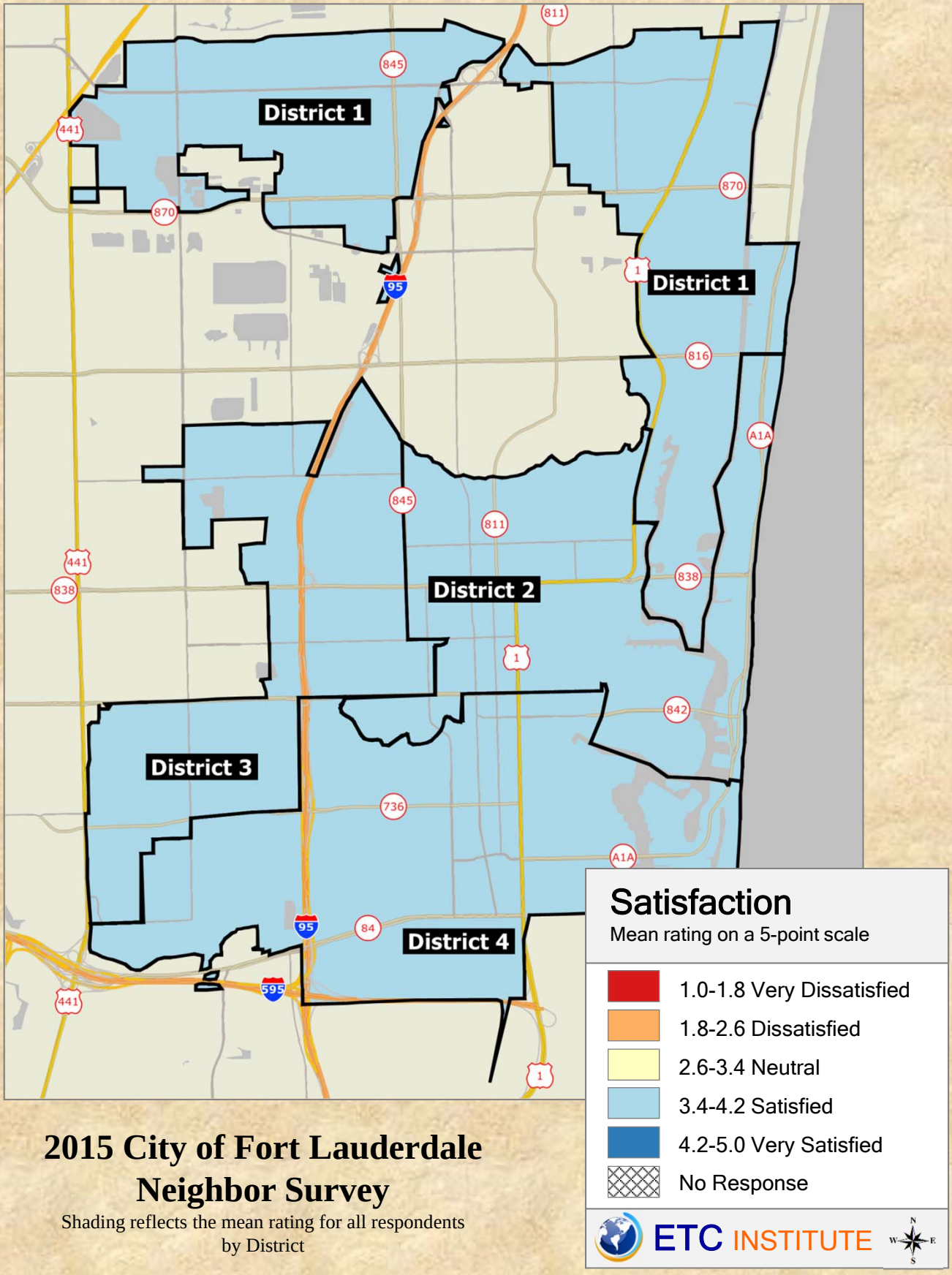
Q14-5 Satisfaction with availability of information about City parks and recreation programs



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

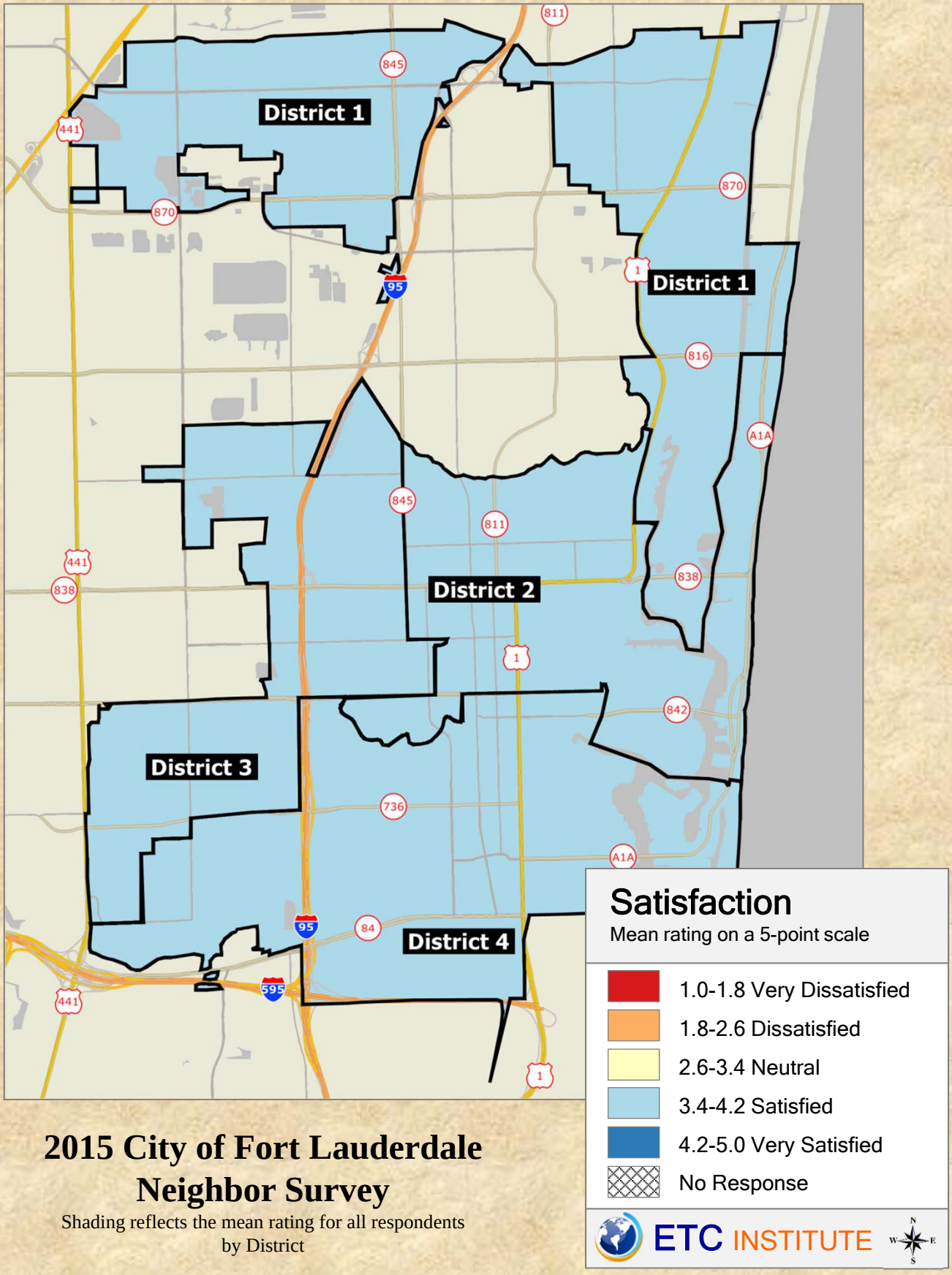
Q14-6 Satisfaction with variety of parks and recreation programs



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

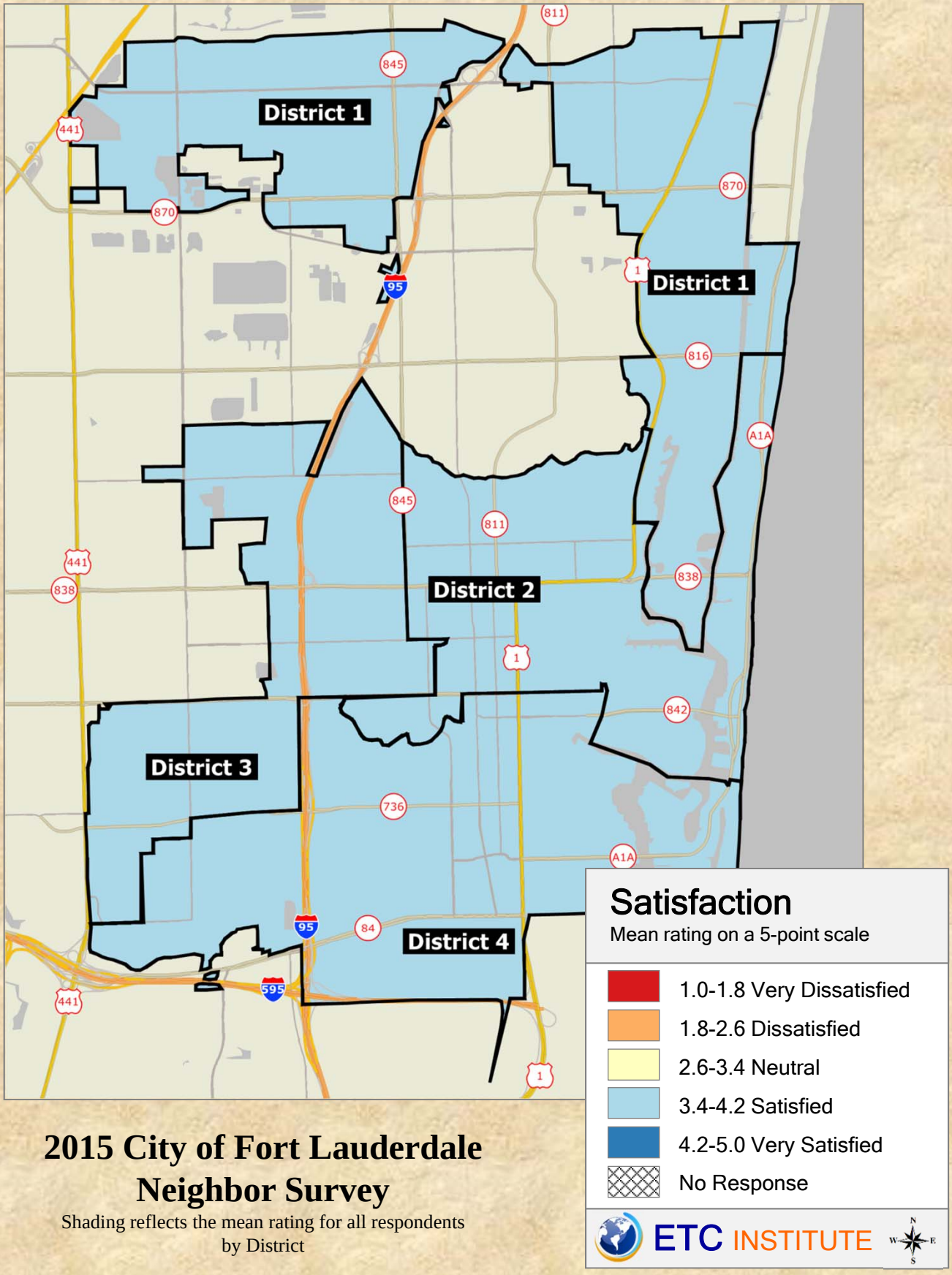
Q14-7 Satisfaction with cost of parks and recreation programs and facility fees



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

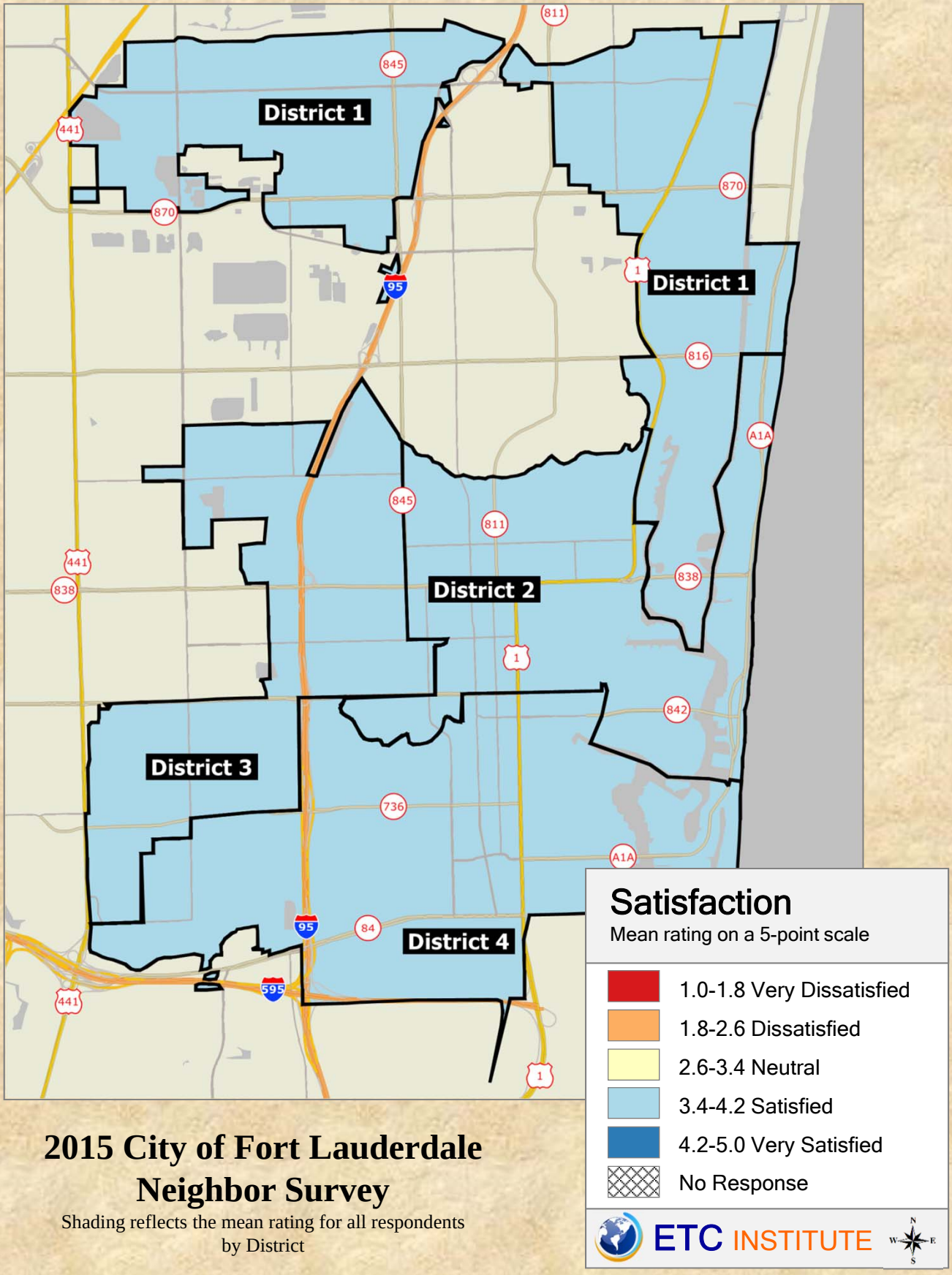
Q14-8 Satisfaction with City youth recreation programs



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

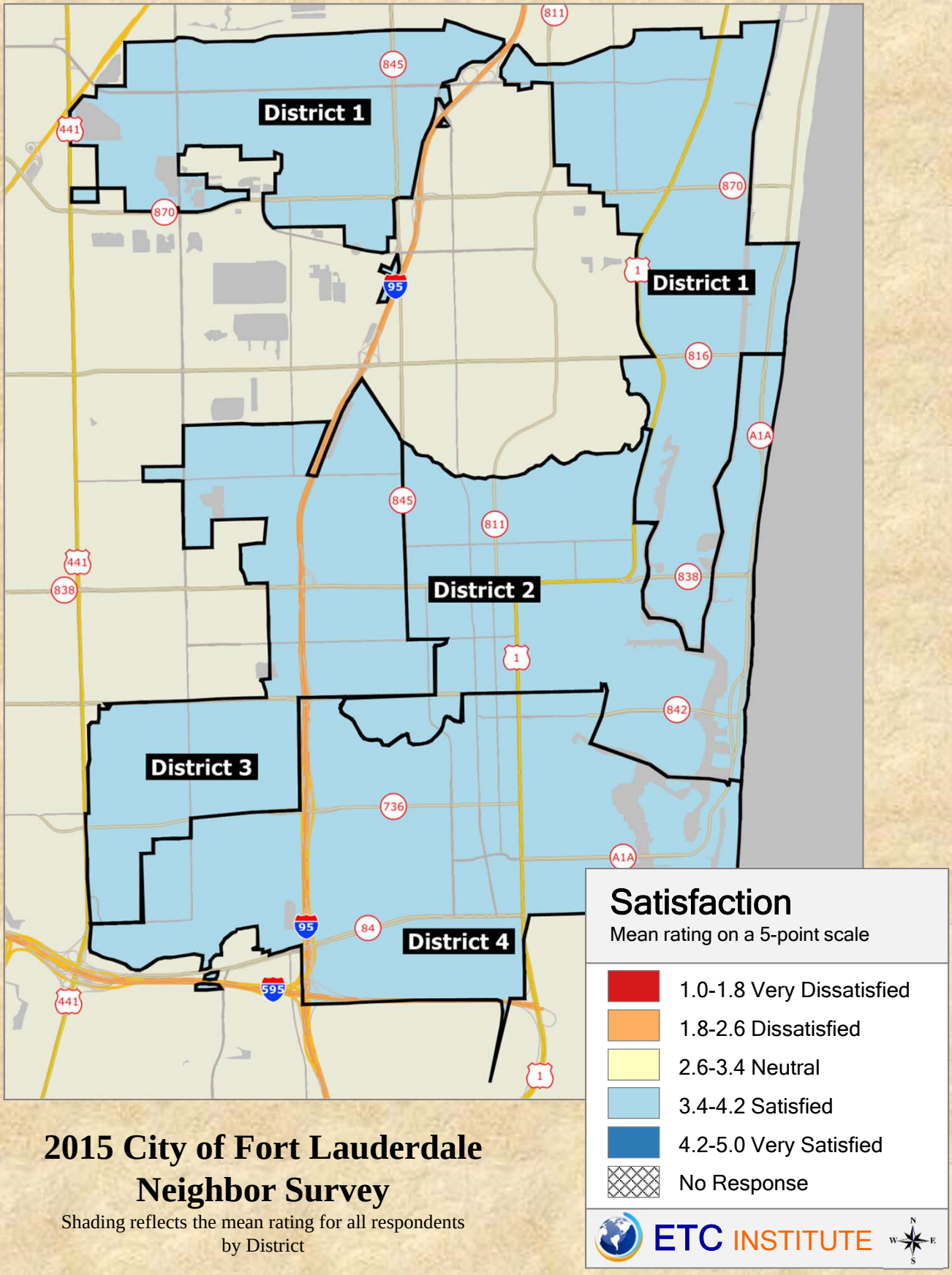
Q14-9 Satisfaction with City adult recreation programs



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

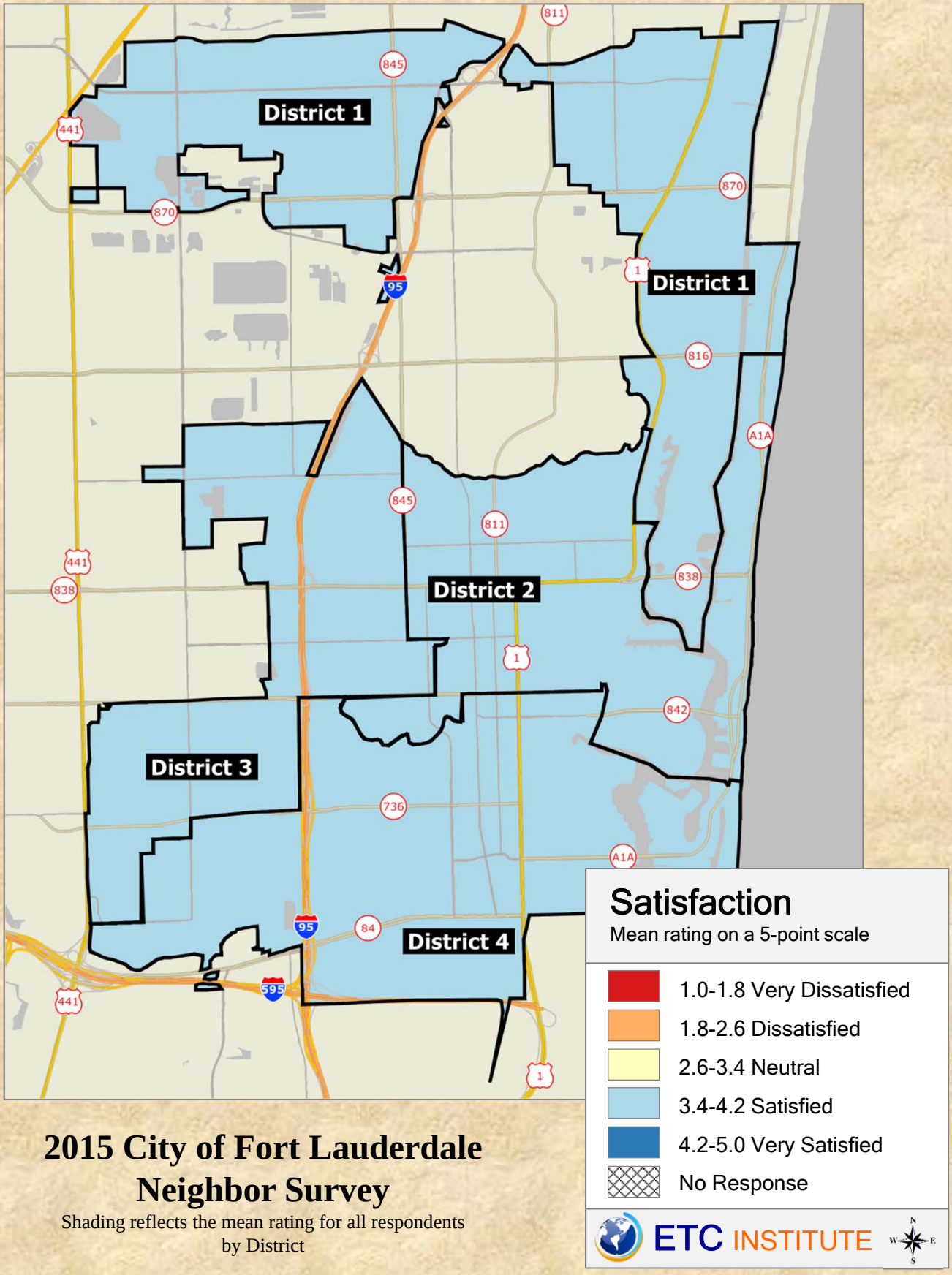
Q14-10 Satisfaction with the quality of special events



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

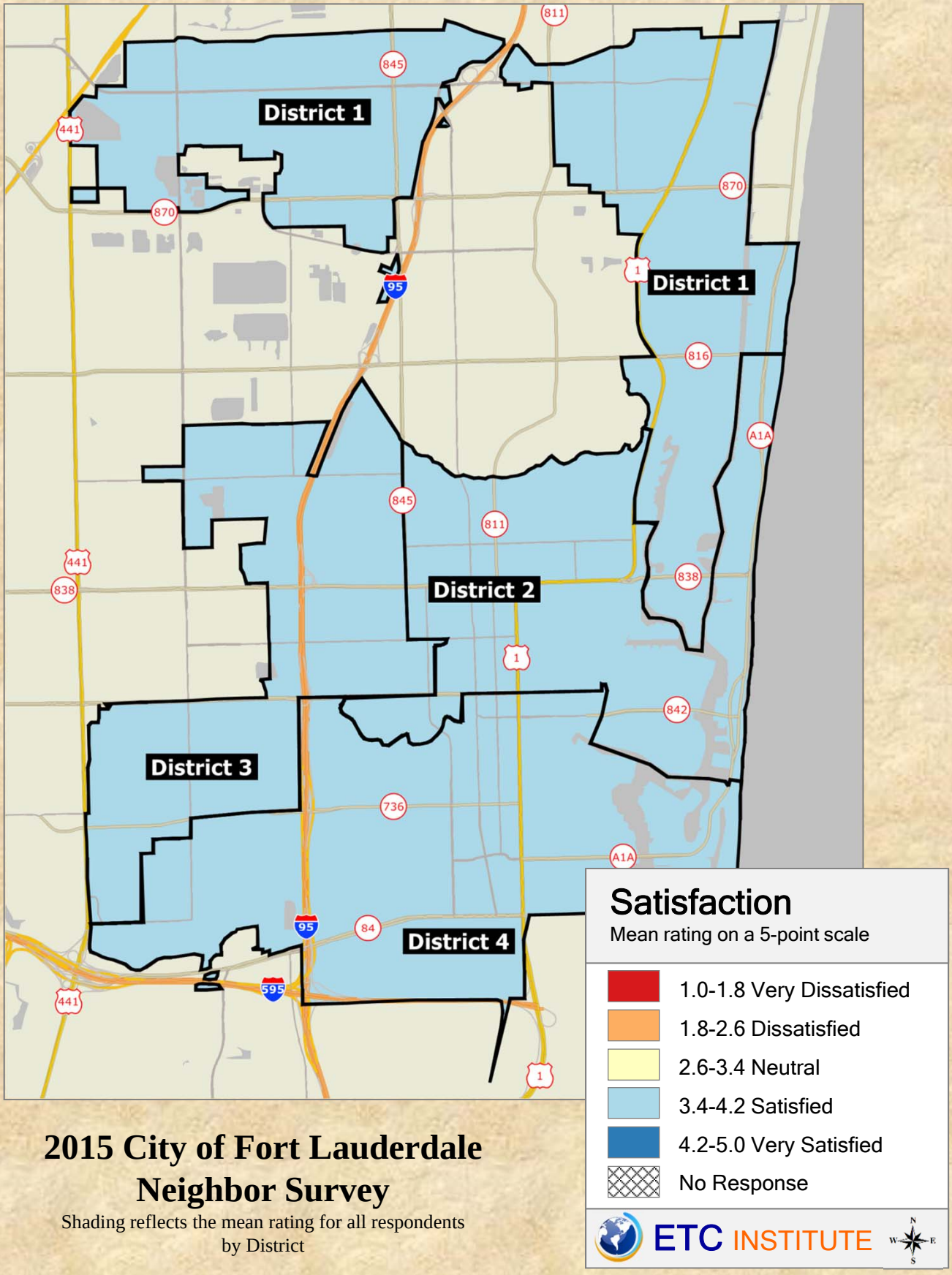
Q14-11 Satisfaction with the amount of special events



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

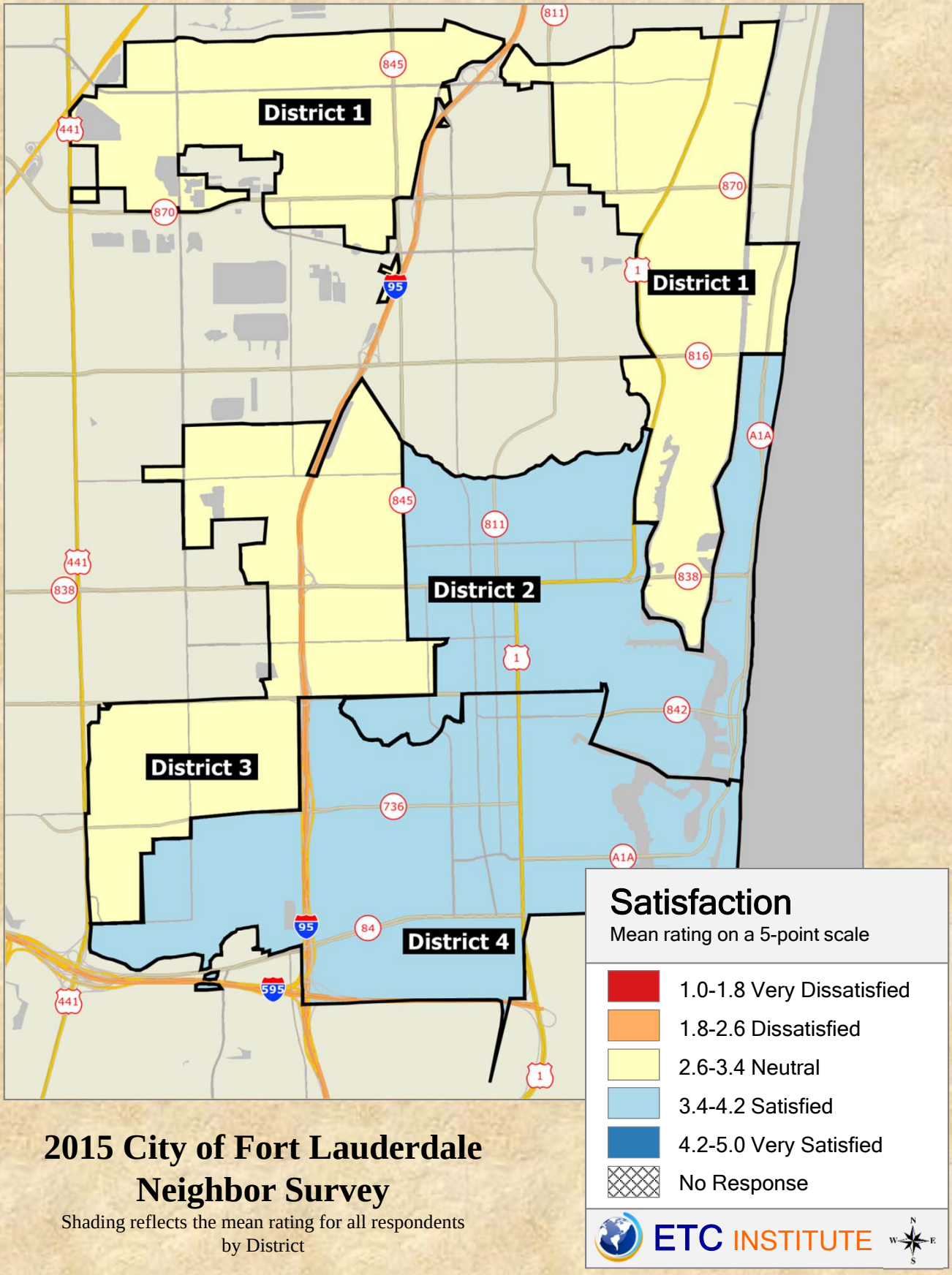
Q14-12 Satisfaction with ease of registering for parks programs



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

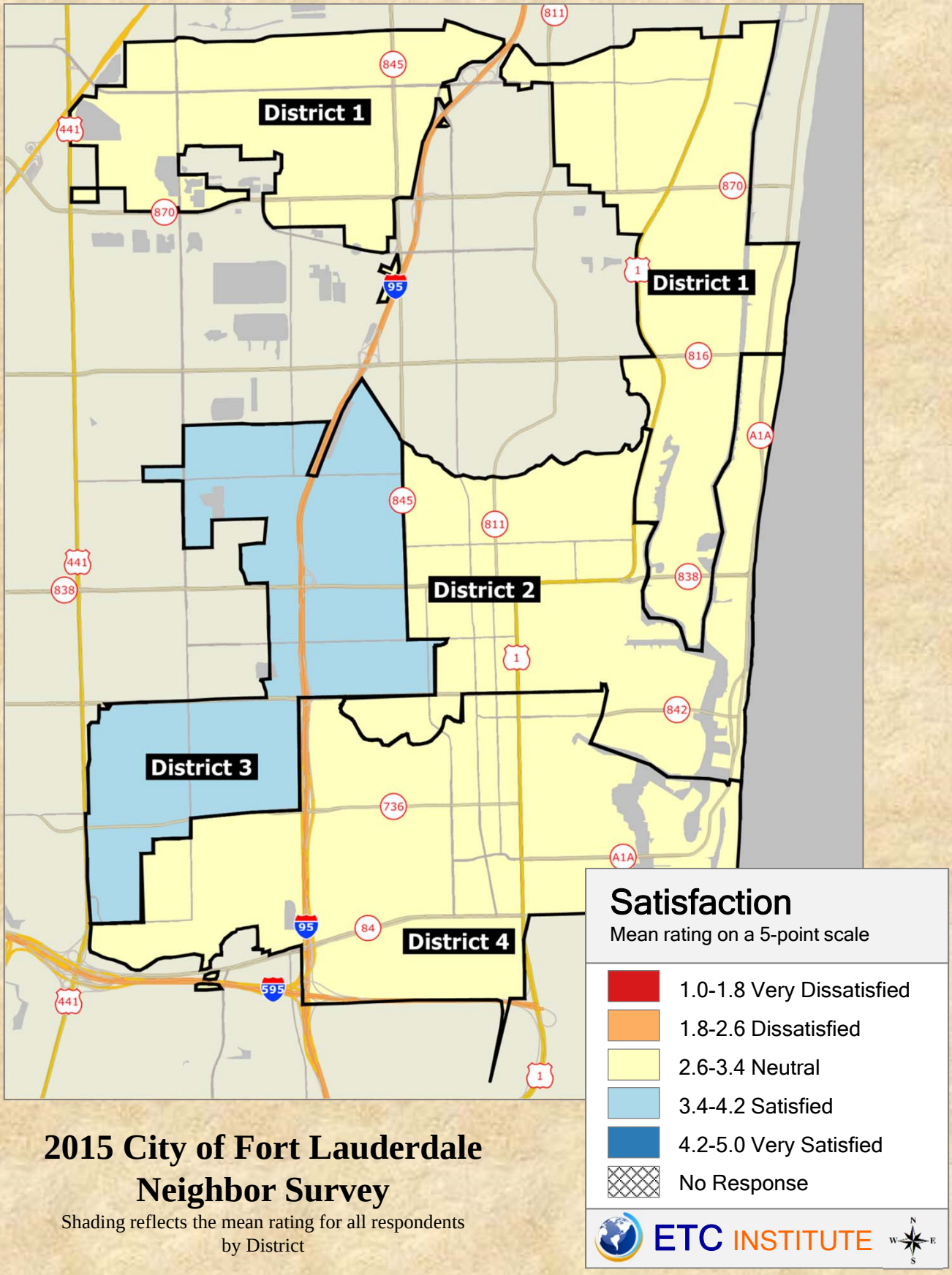
Q14-13 Satisfaction with availability of green space near home



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

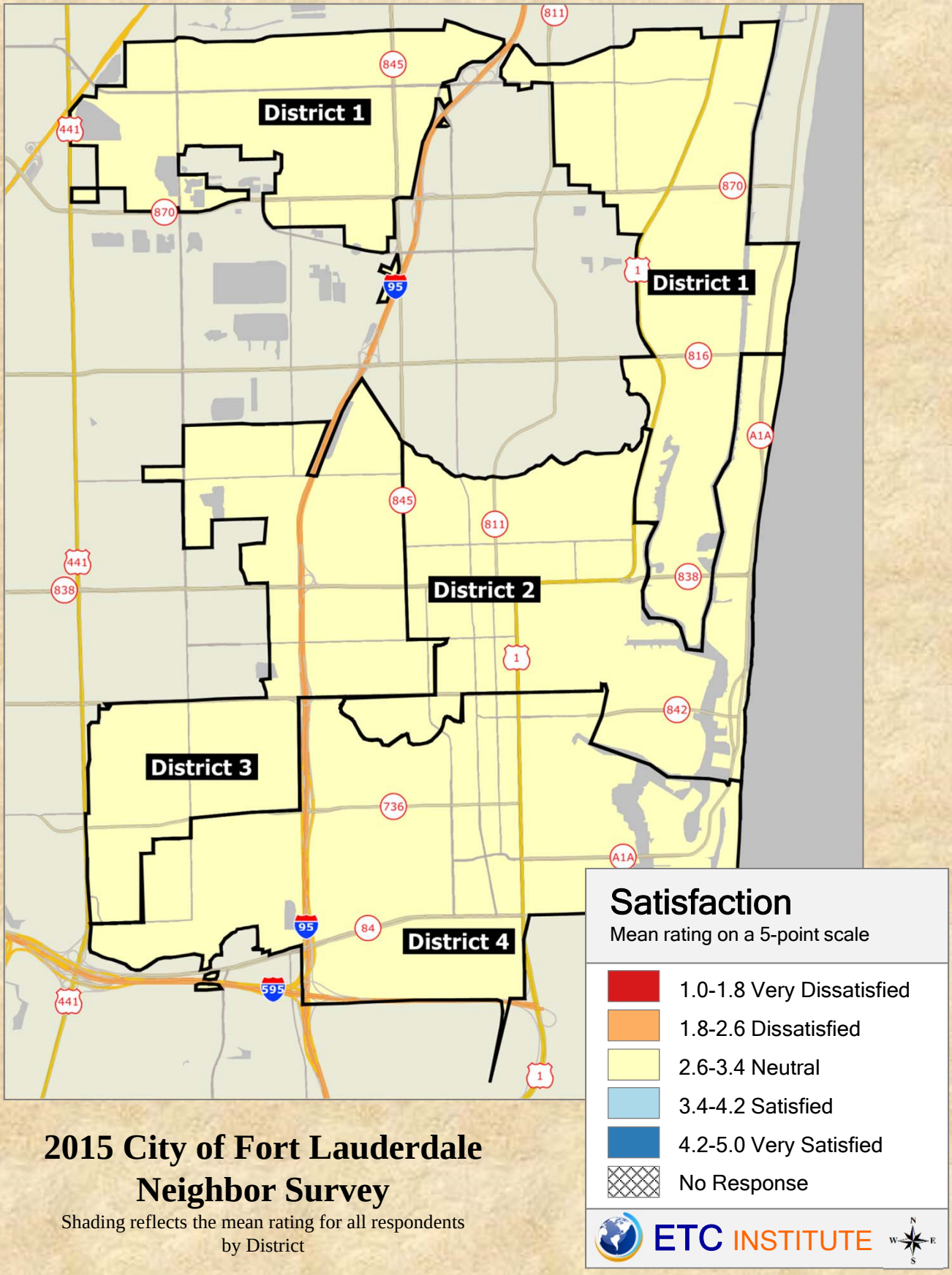
Q16-1 Satisfaction with availability of sidewalks



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

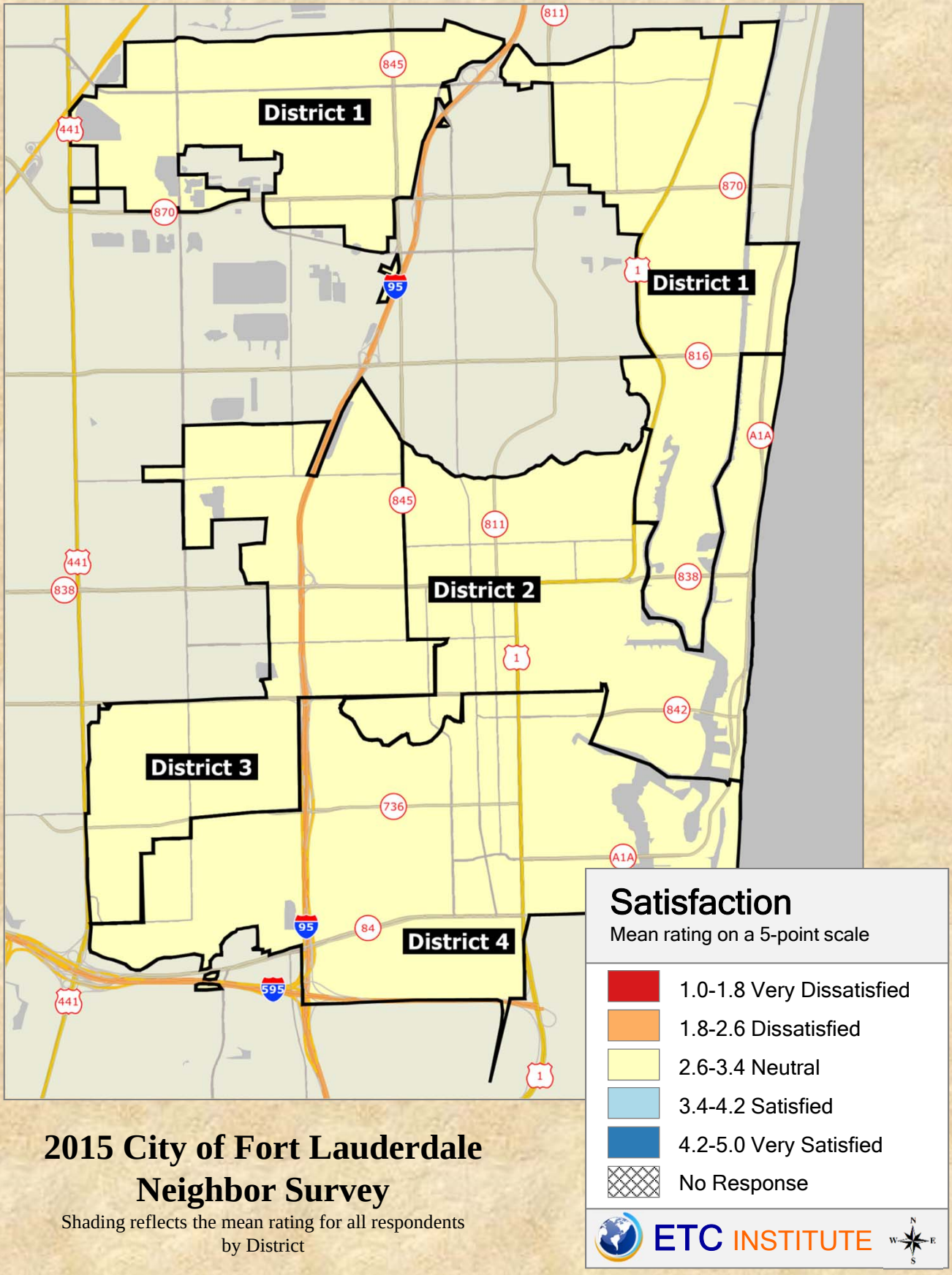
Q16-2 Satisfaction with condition of sidewalks



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

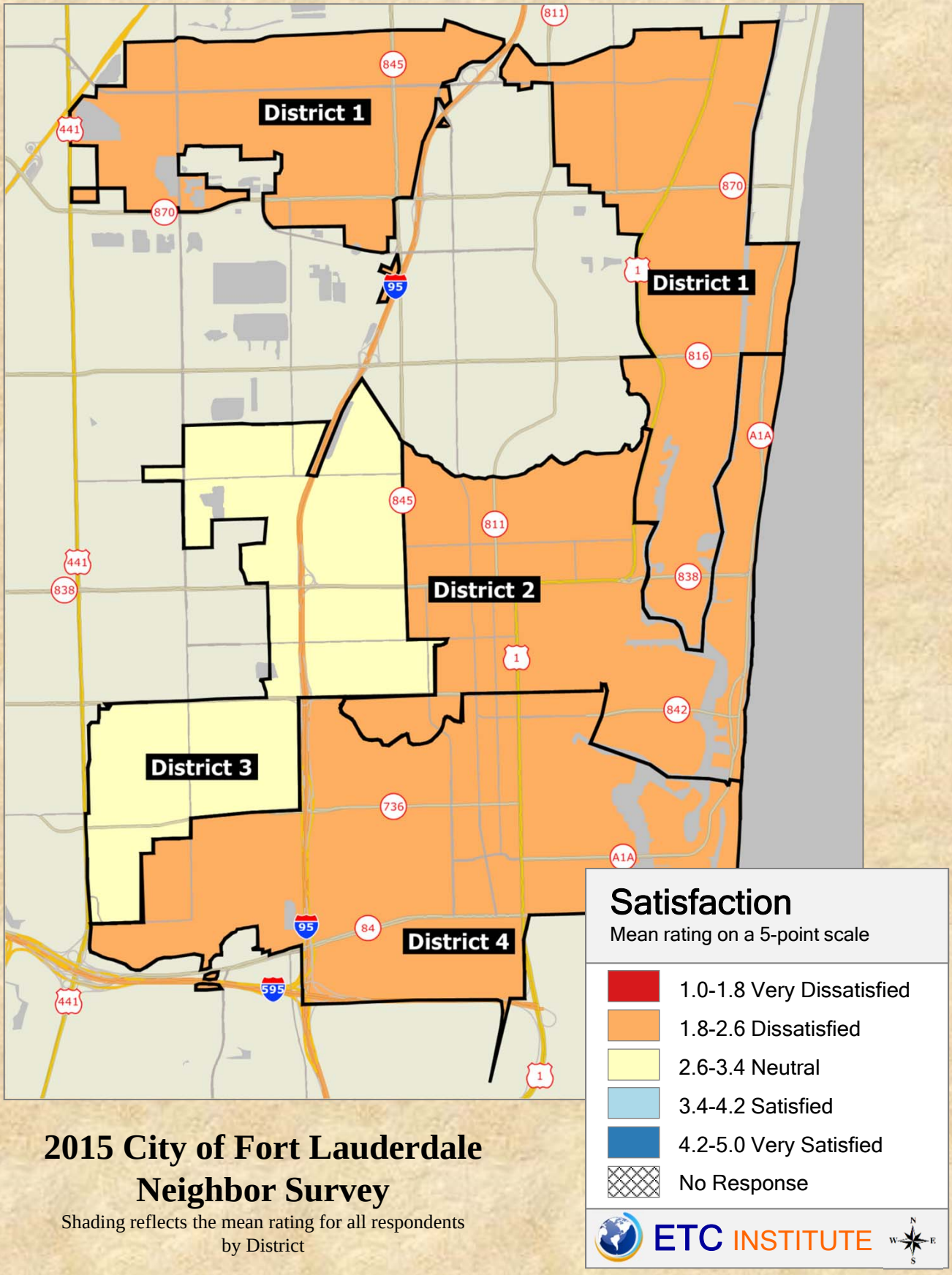
Q16-3 Satisfaction with availability of greenways for walking or biking



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

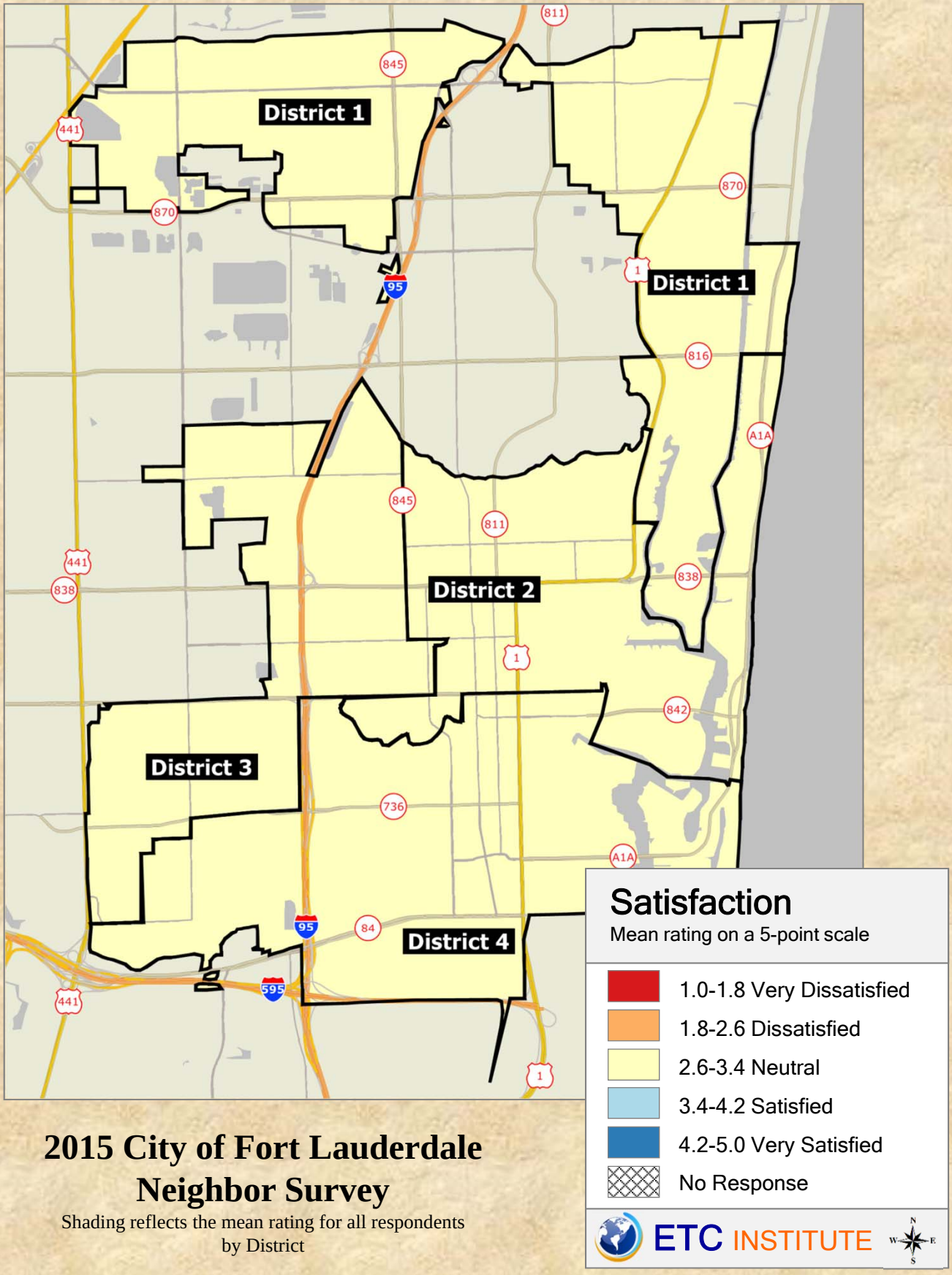
Q16-4 Satisfaction with safety of biking



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

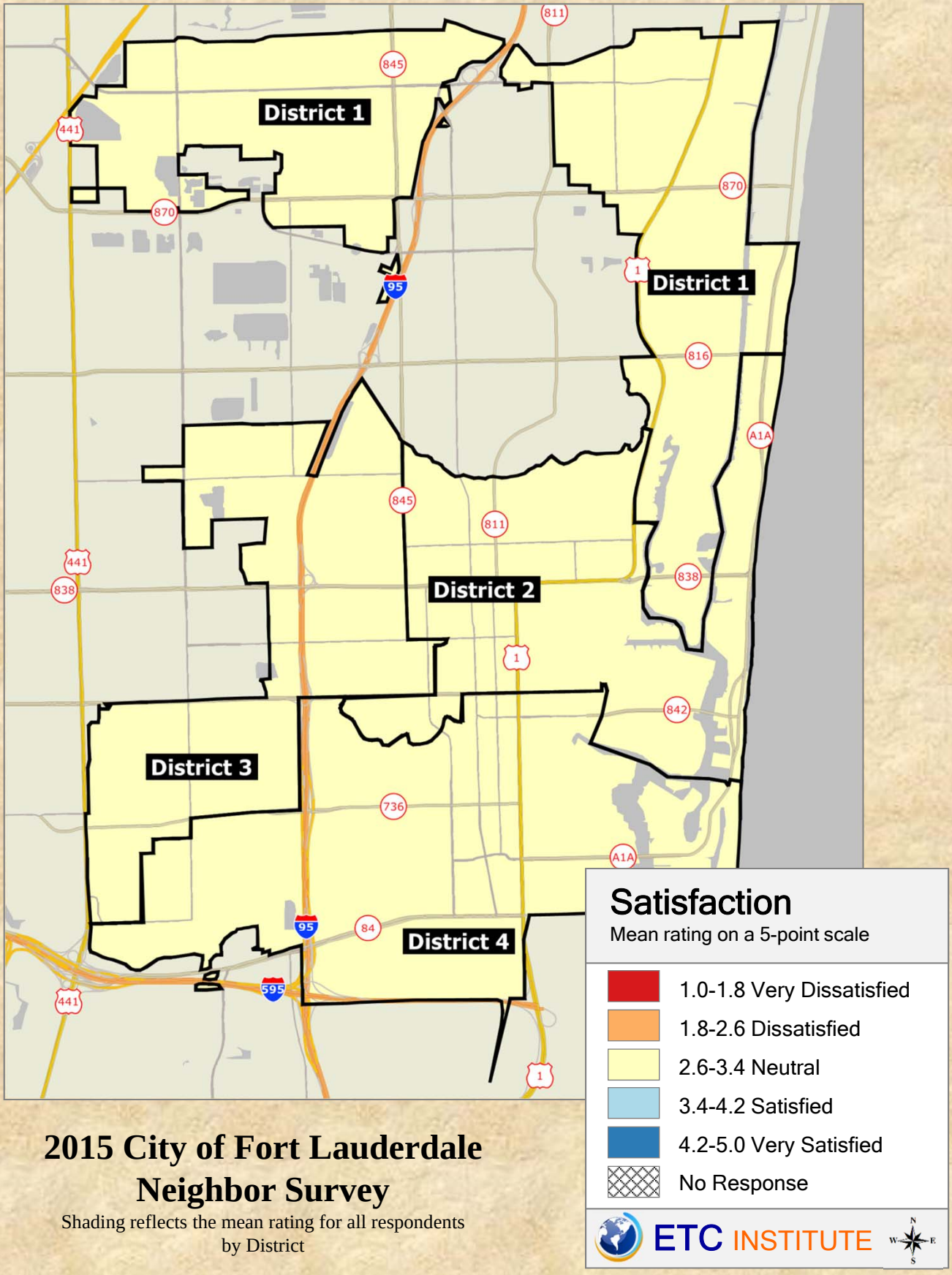
Q16-5 Satisfaction with safety of walking



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

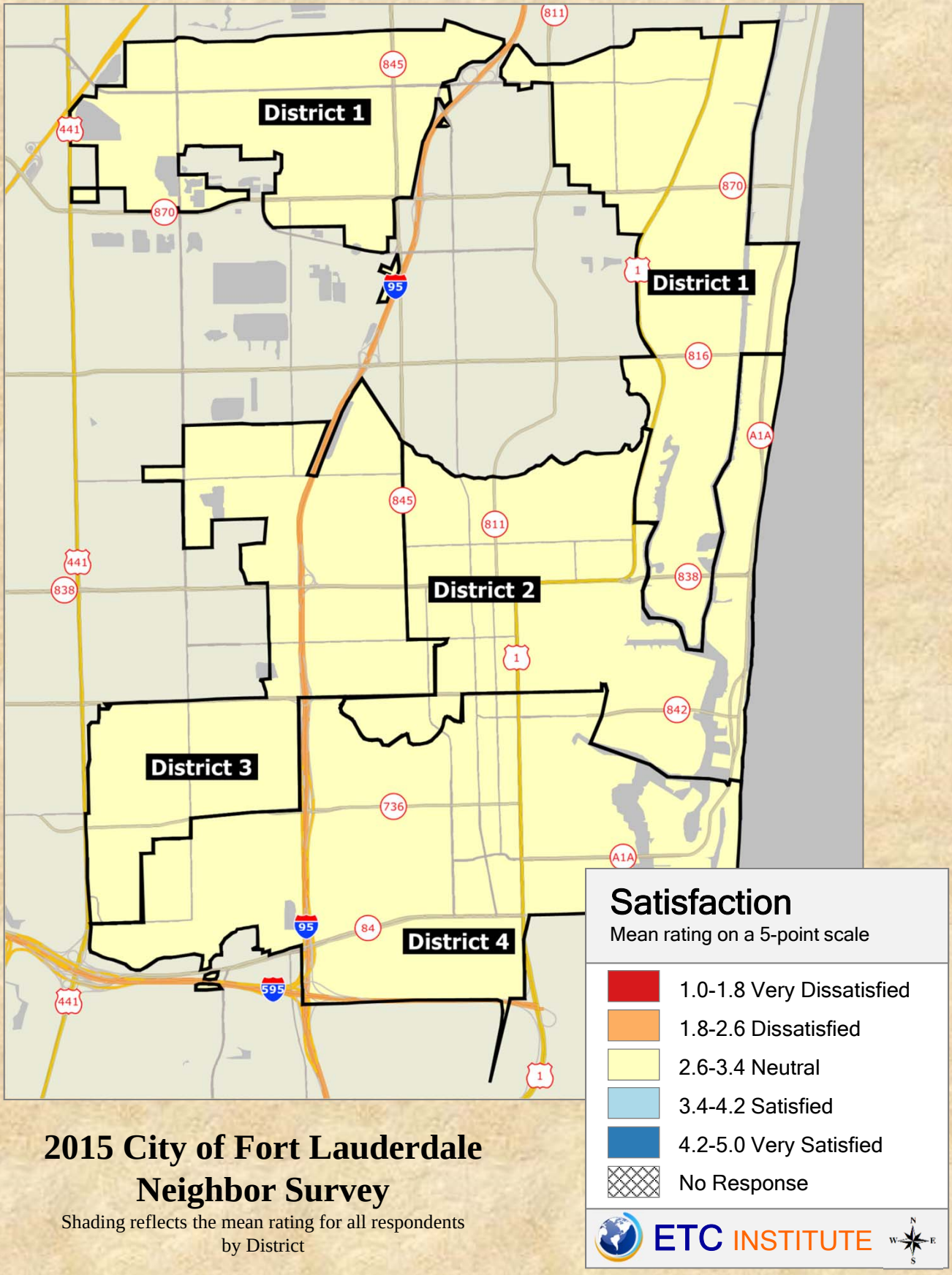
Q16-6 Satisfaction with availability of biking paths and bike racks



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

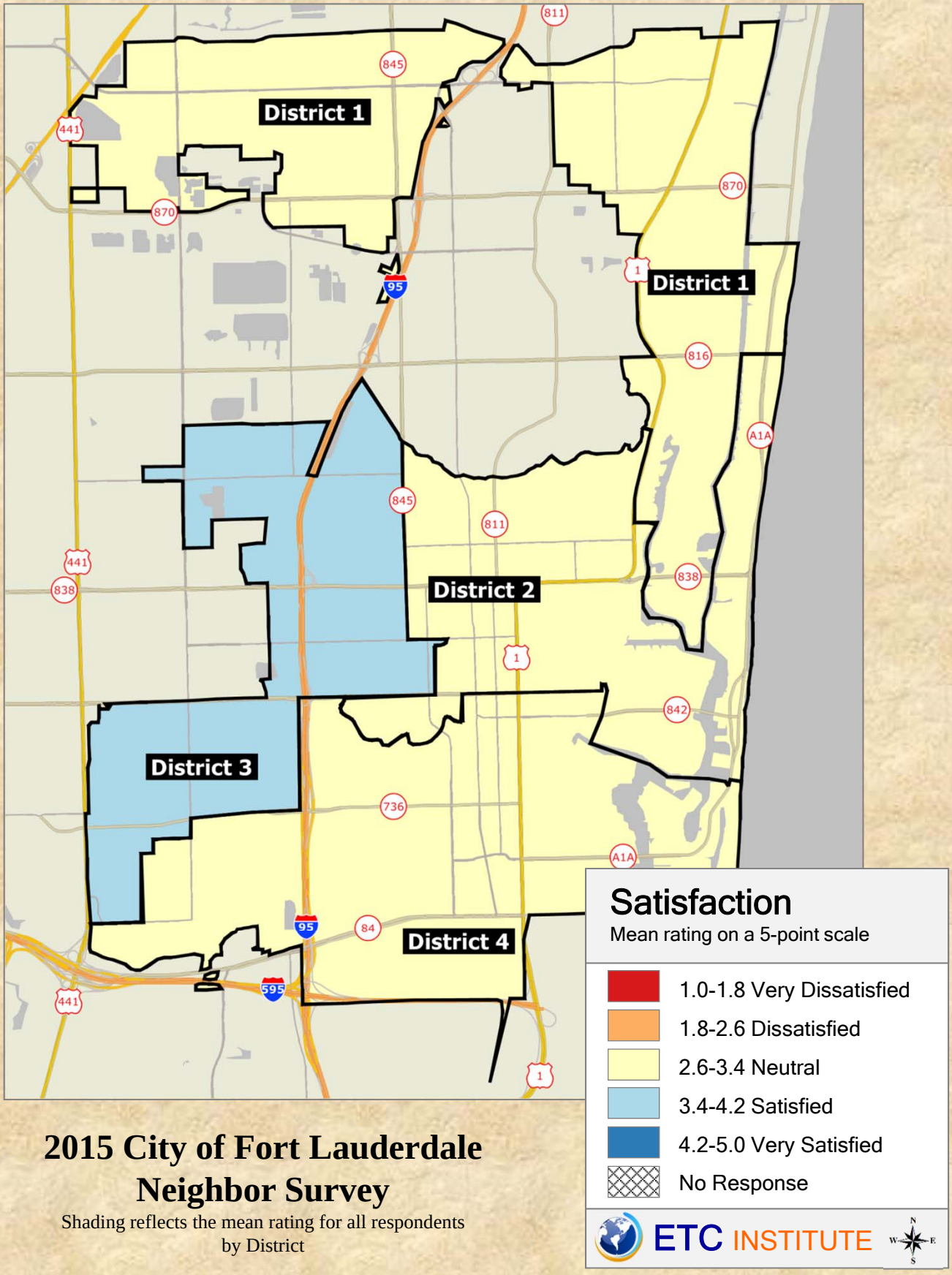
Q16-7 Satisfaction with availability of B-Cycle stations



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

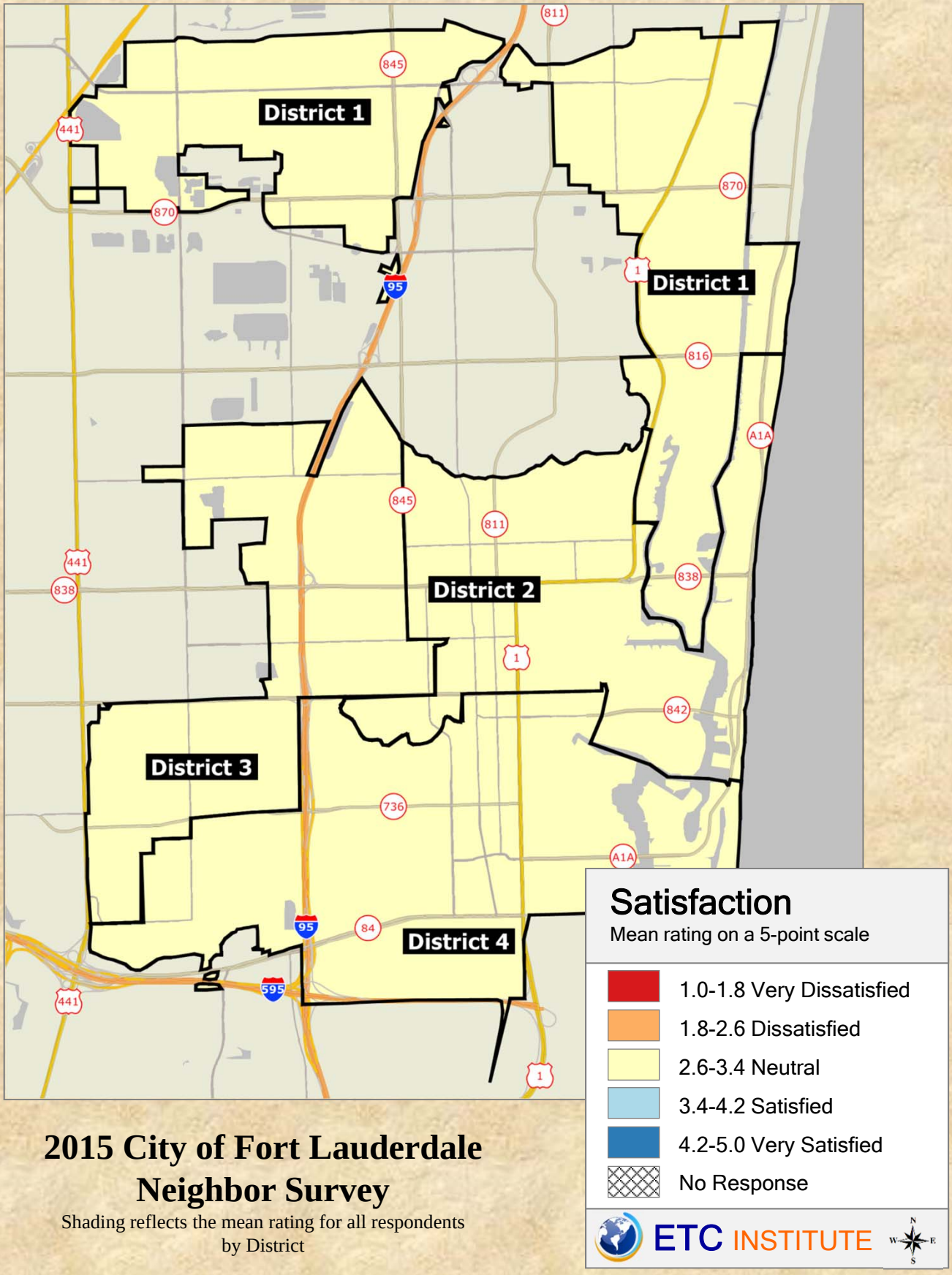
Q16-8 Satisfaction with availability of public transit options



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

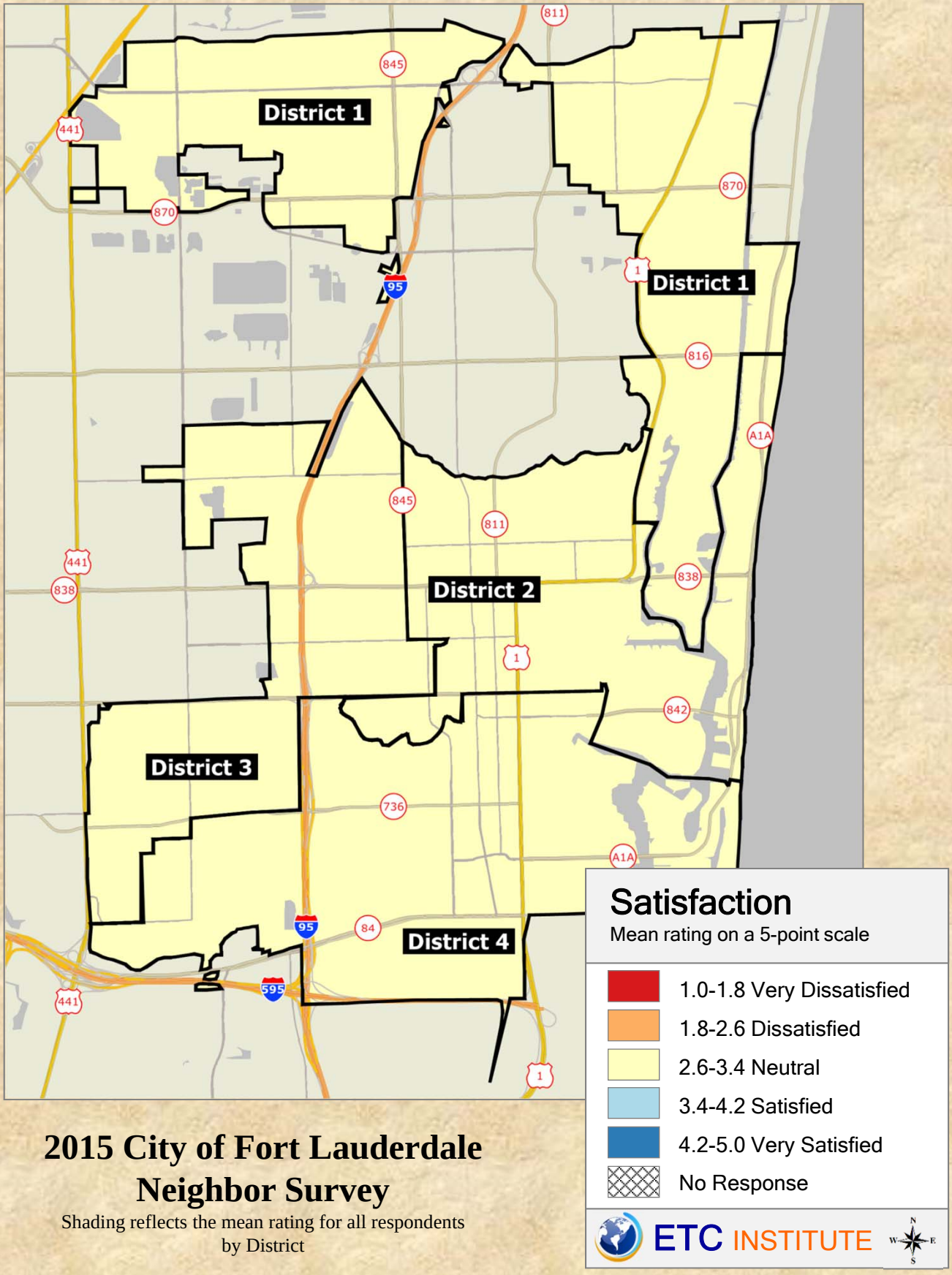
Q16-9 Satisfaction with availability of City mass transit



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

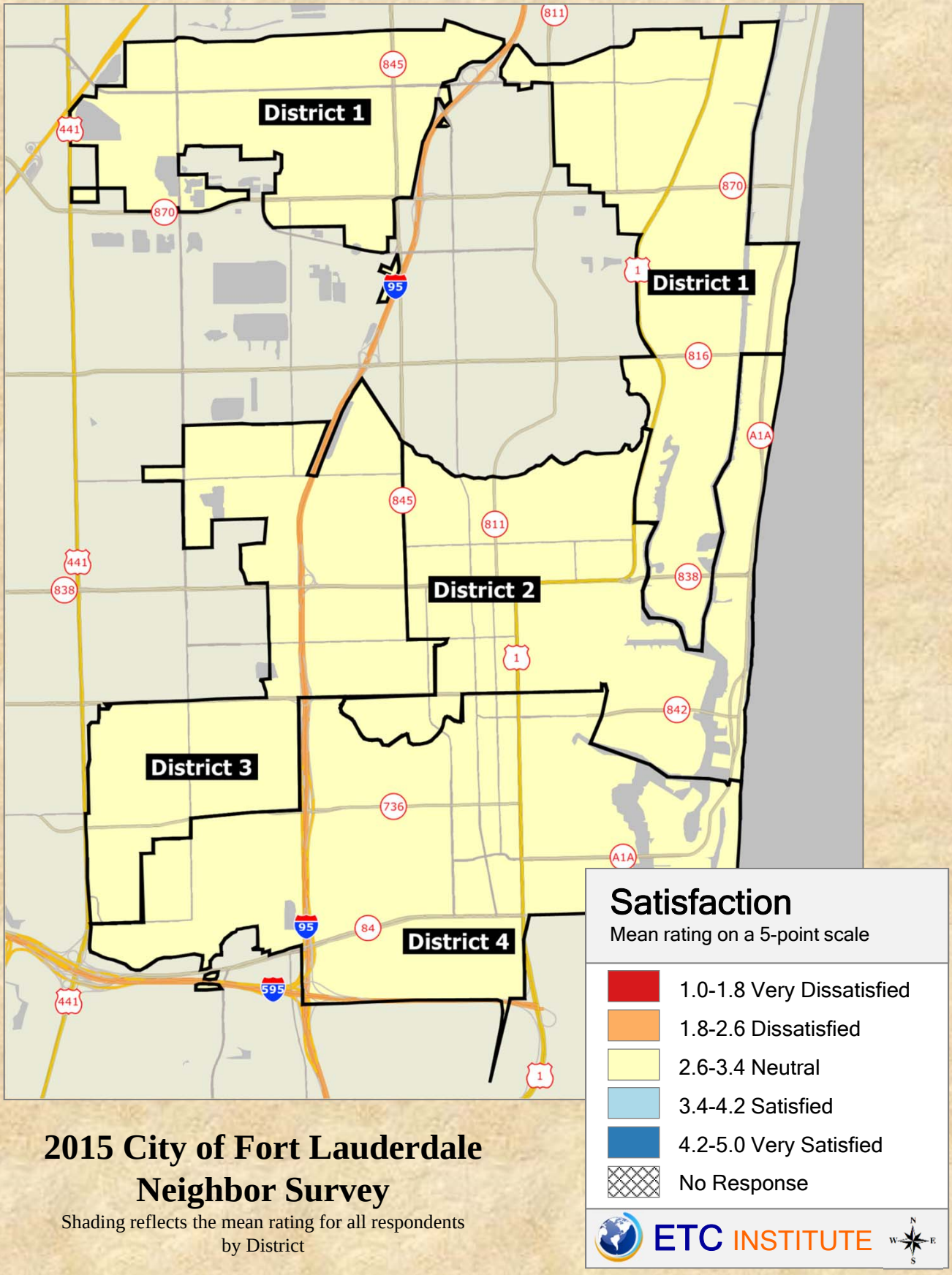
Q16-10 Satisfaction with availability of public parking



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

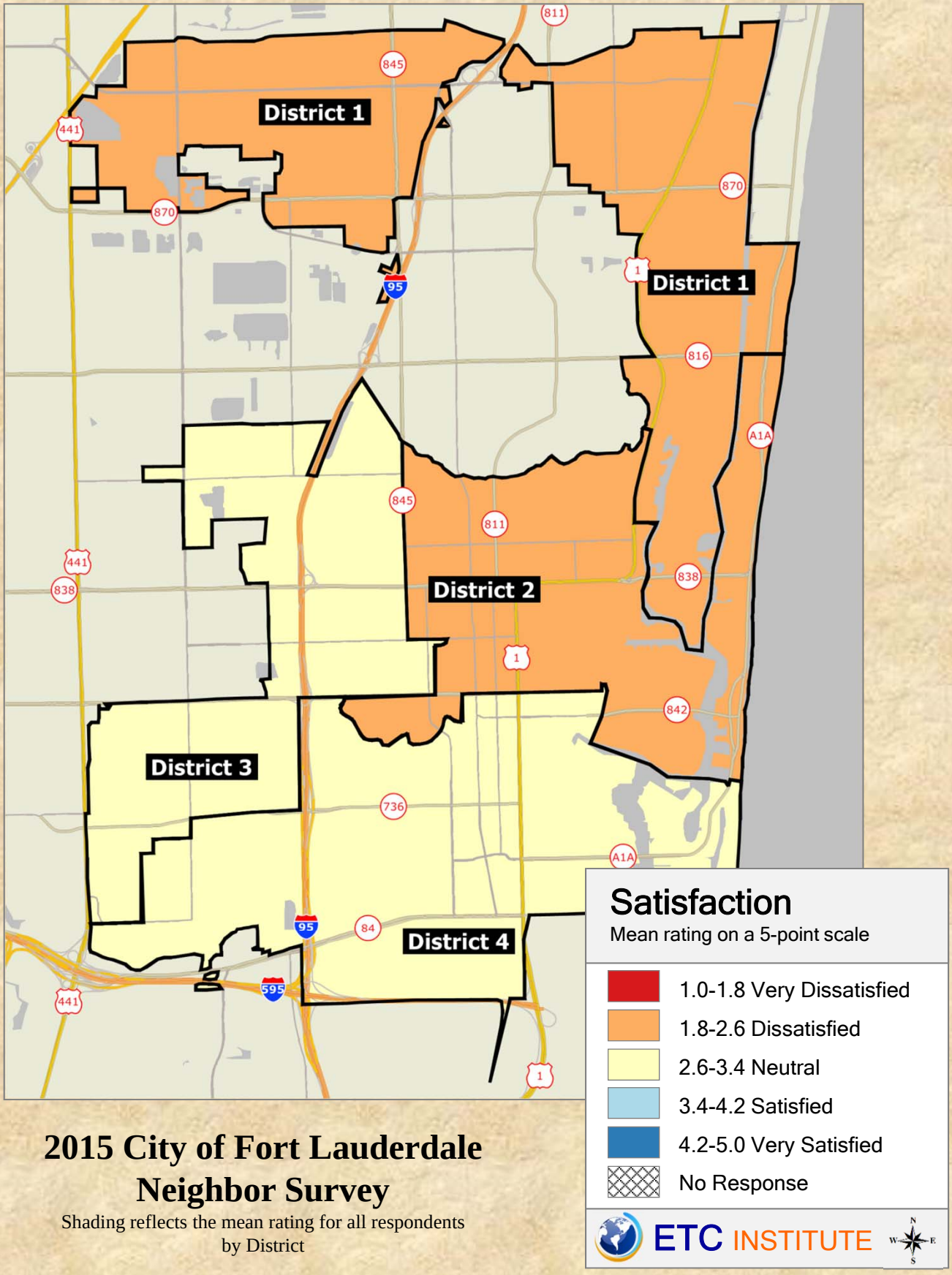
Q16-11 Satisfaction with Availability of public parking downtown



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

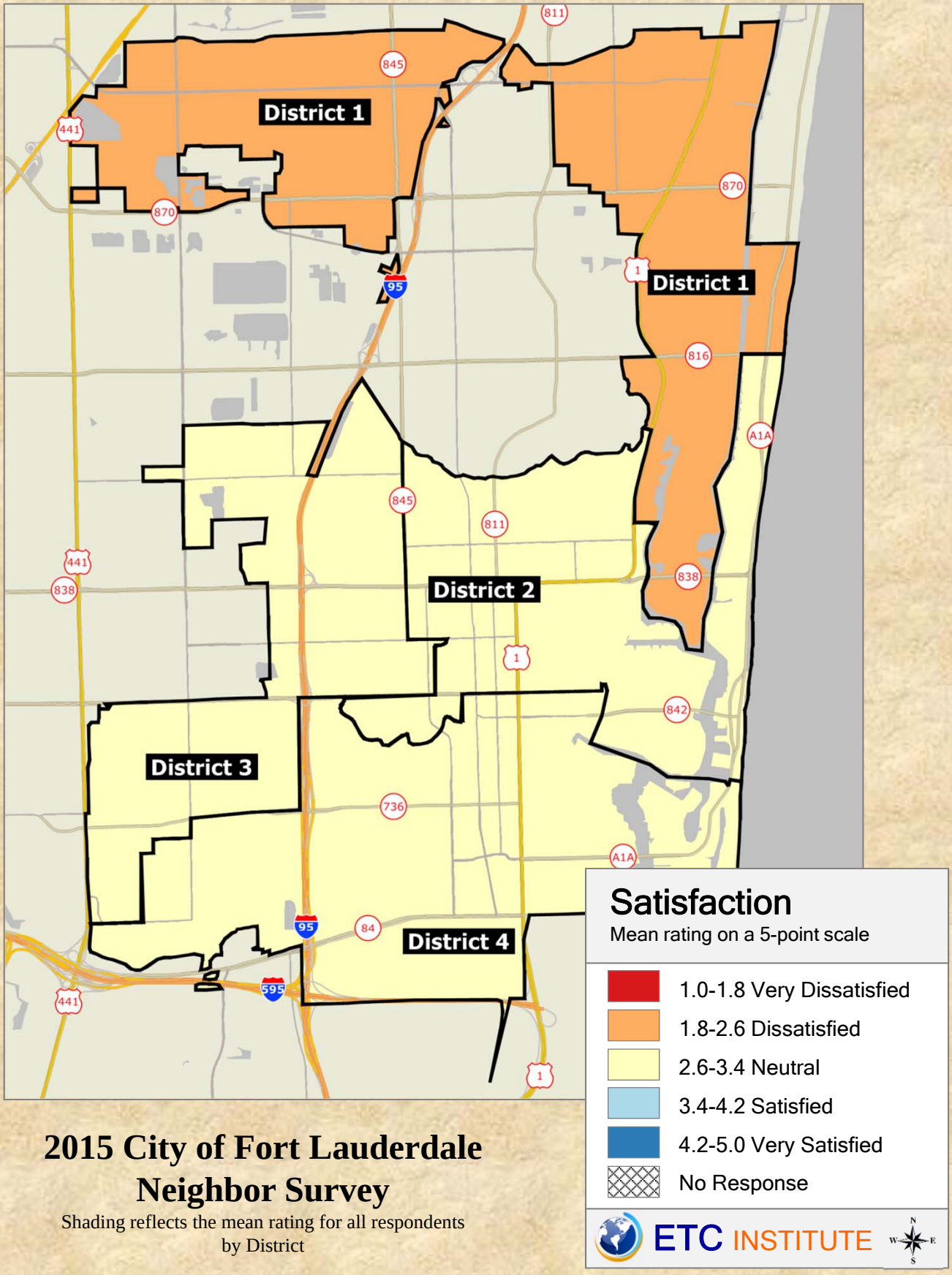
Q16-12 Satisfaction with availability of public parking at the beach



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

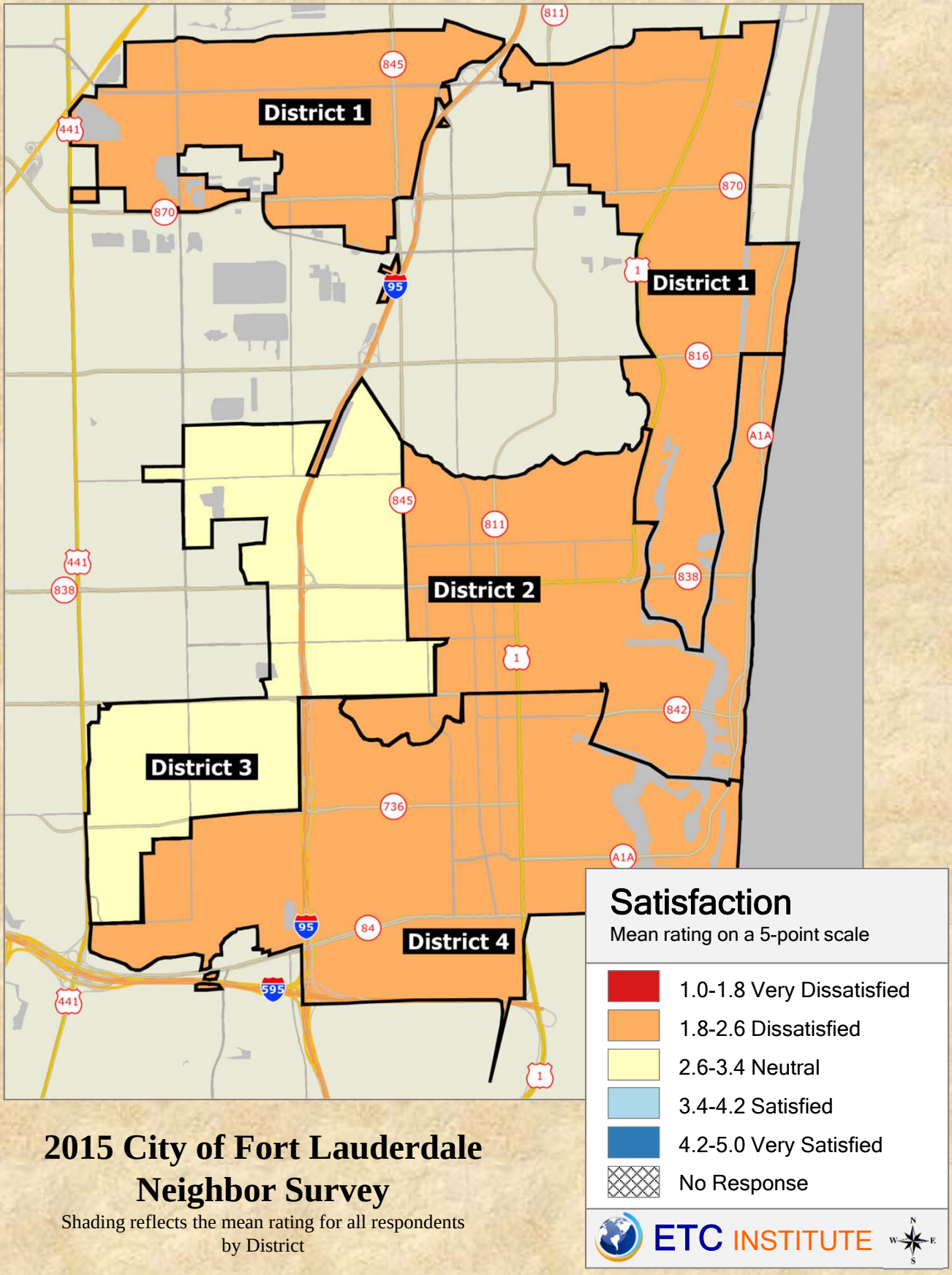
Q16-13 Satisfaction with cost of public parking



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

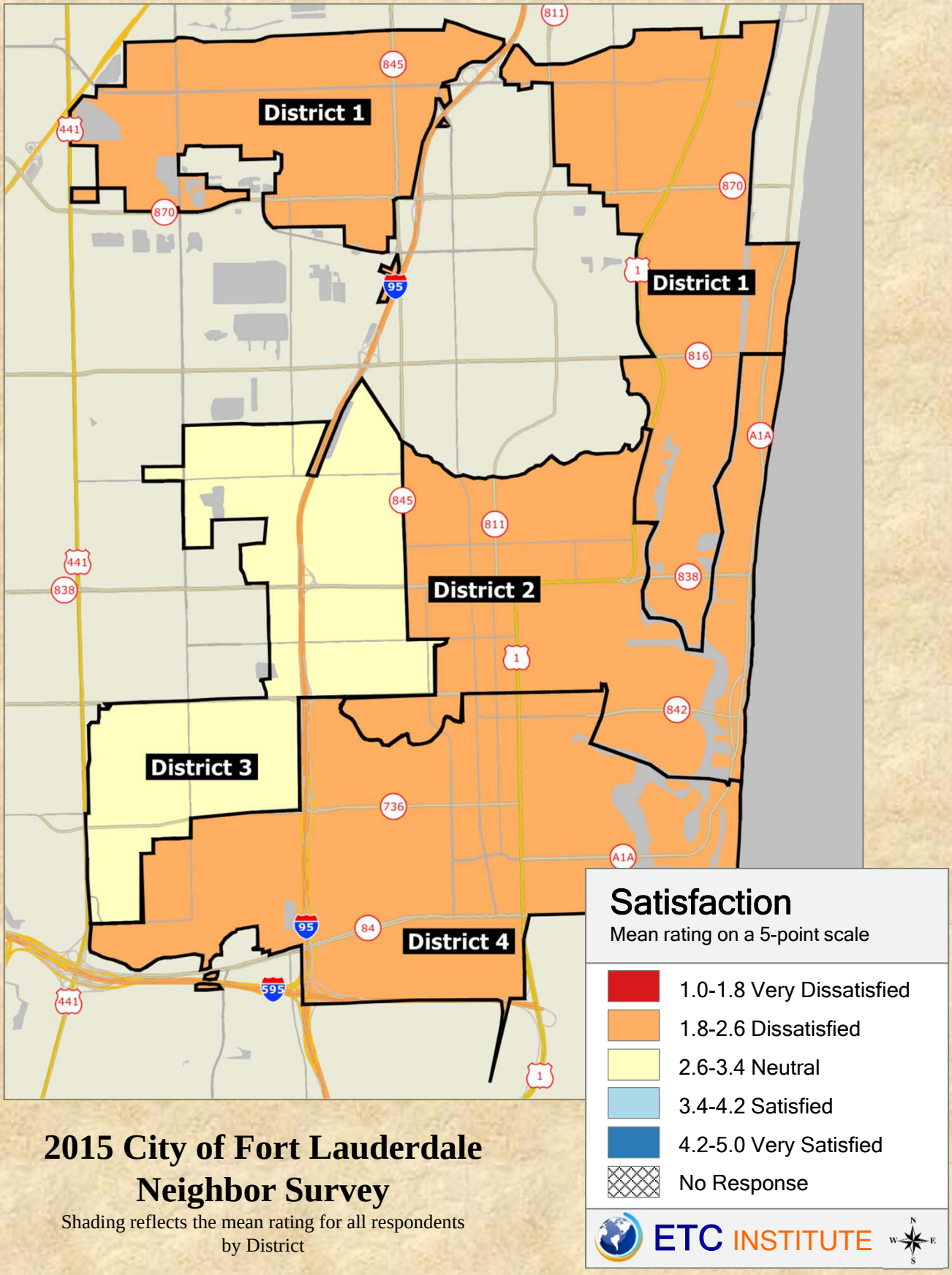
Q16-14 Satisfaction with cost of private parking



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

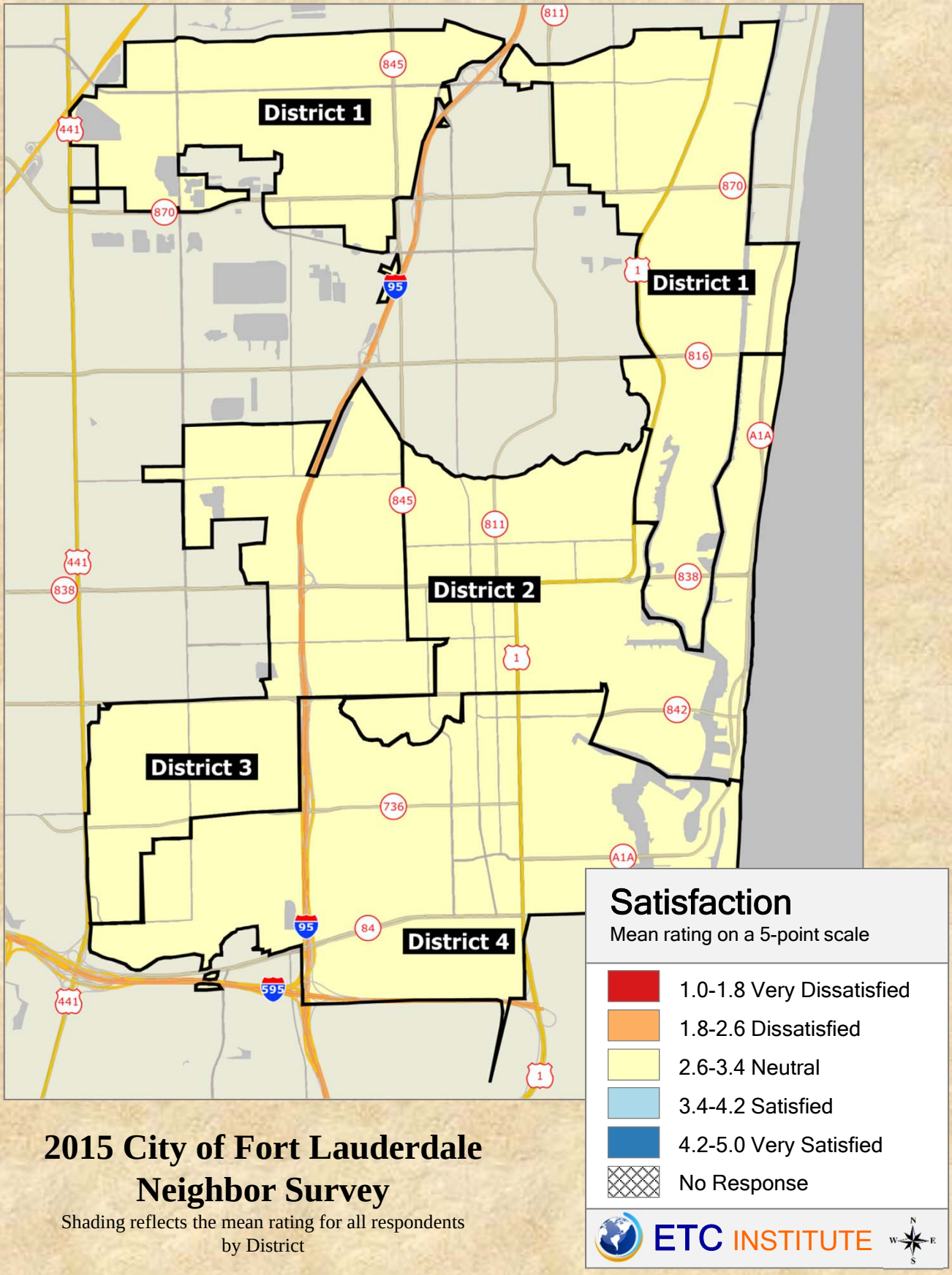
Q16-15 Satisfaction with management of traffic flow and congestion



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

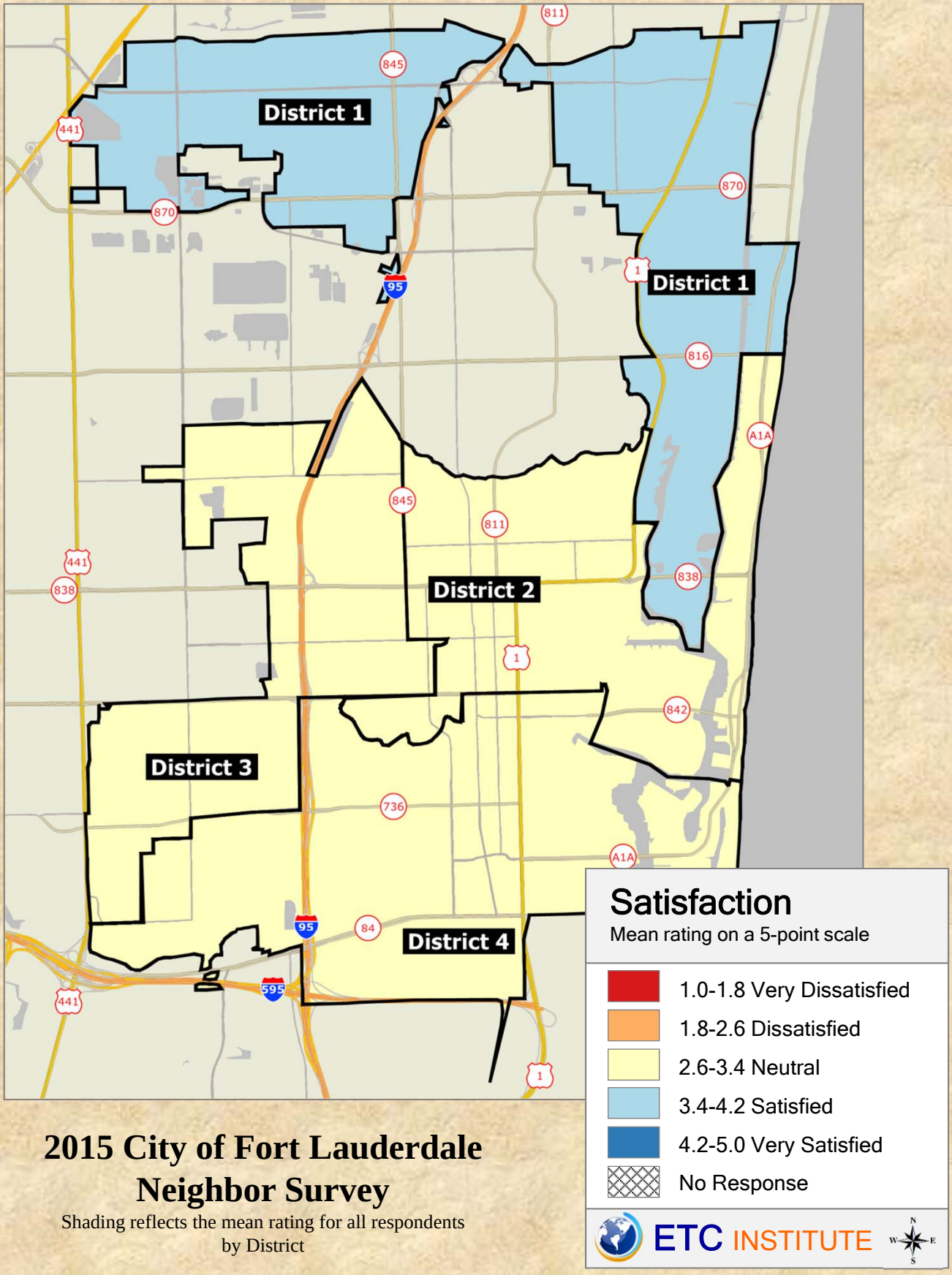
Q16-16 Satisfaction with maintenance of streets in your neighborhood



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

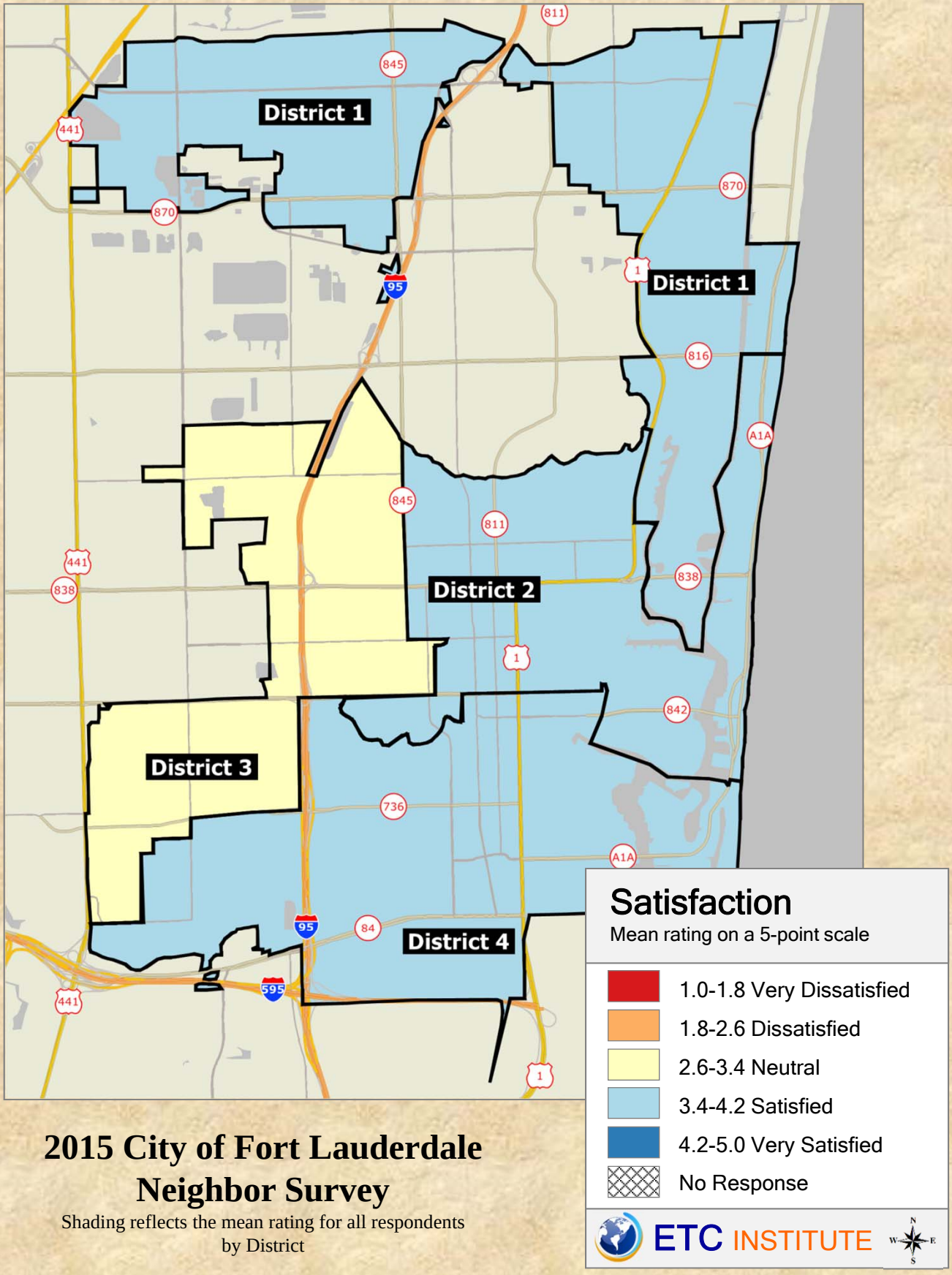
Q16-17 Satisfaction with overall maintenance of street signs and pavement markings



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

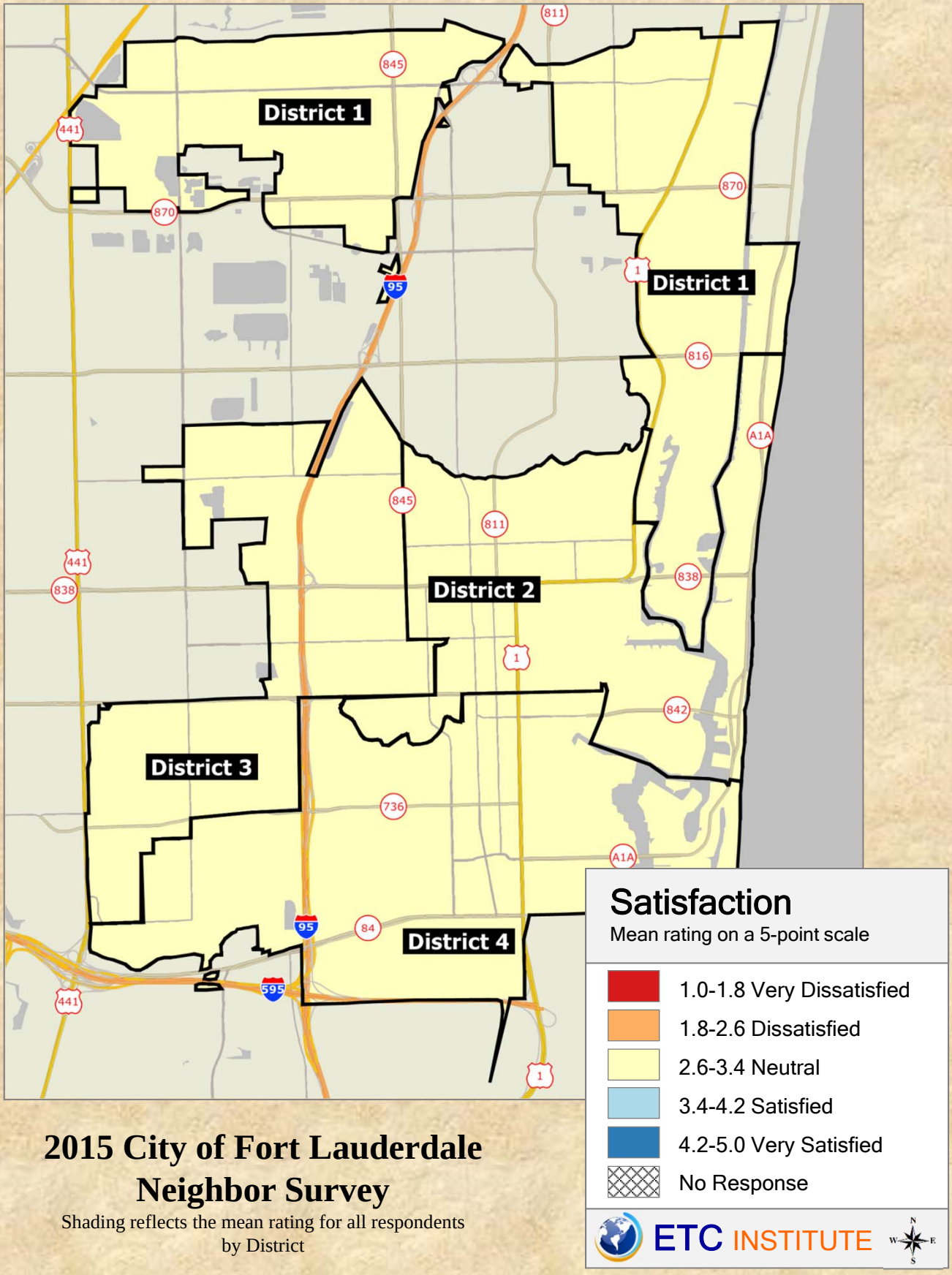
Q16-18 Satisfaction with overall cleanliness of street



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

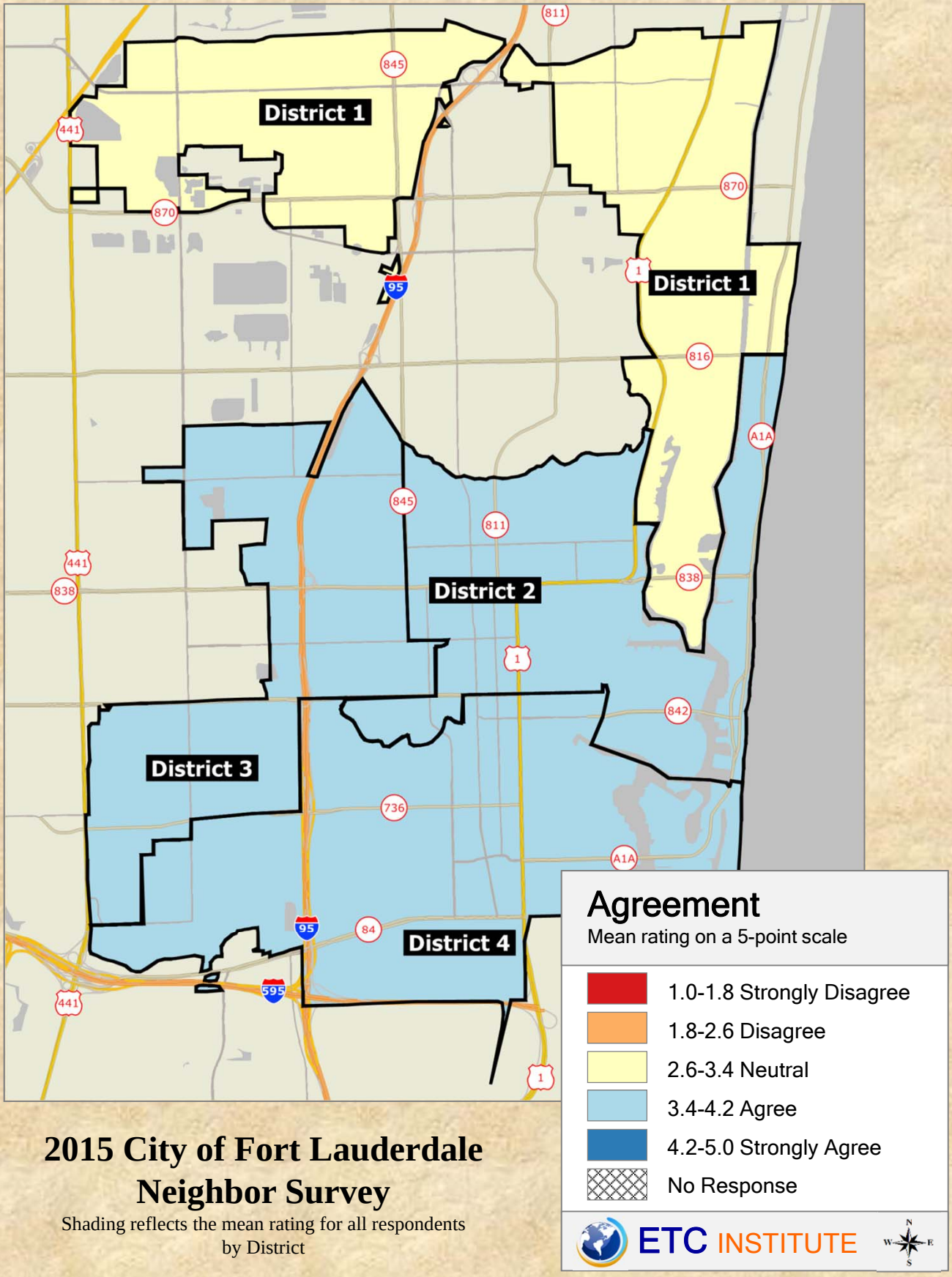
Q16-19 Satisfaction with adequacy of street lighting



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

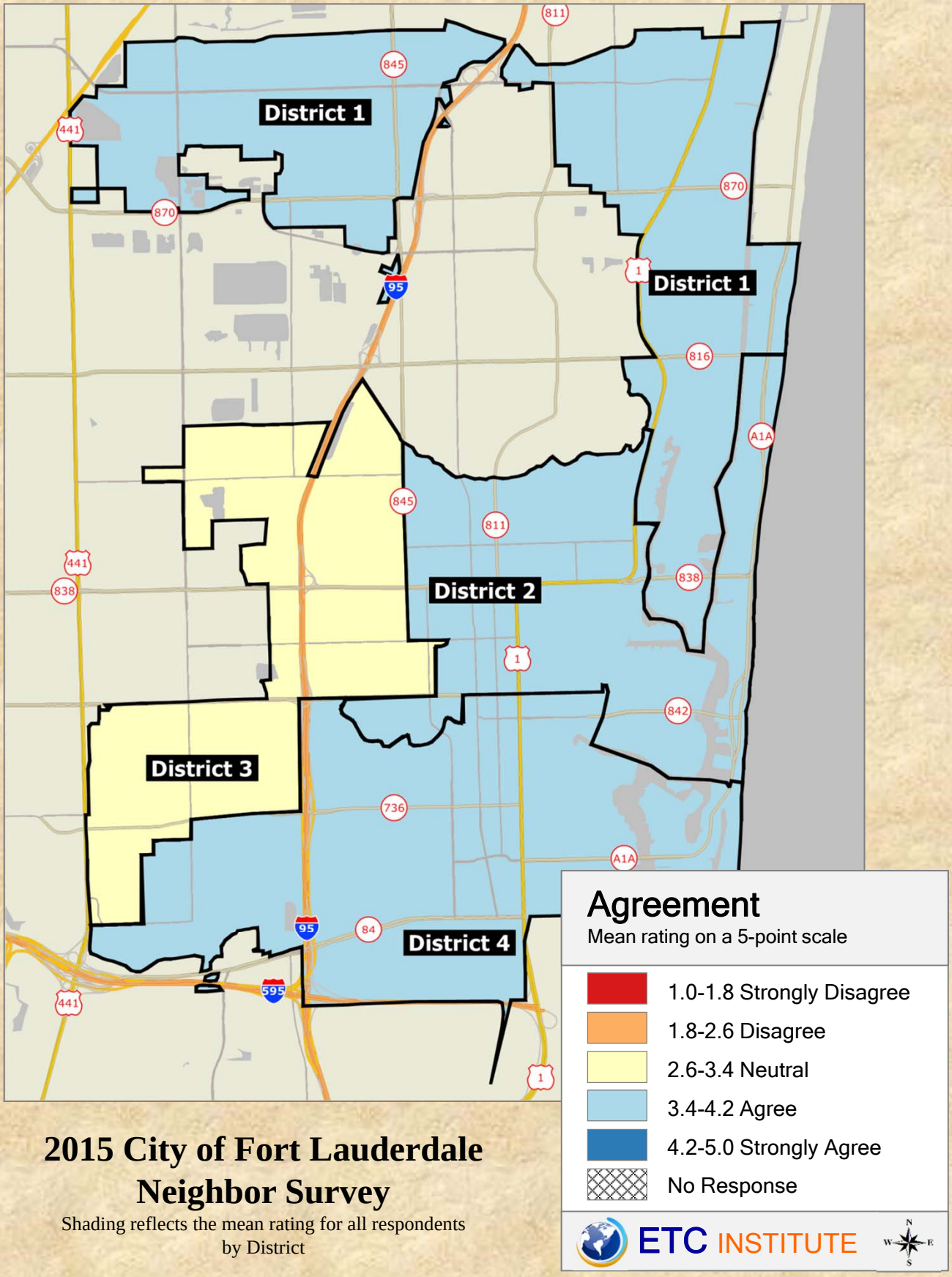
Q21-1 Agreement that residents are satisfied with the amount of tree canopy coverage



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

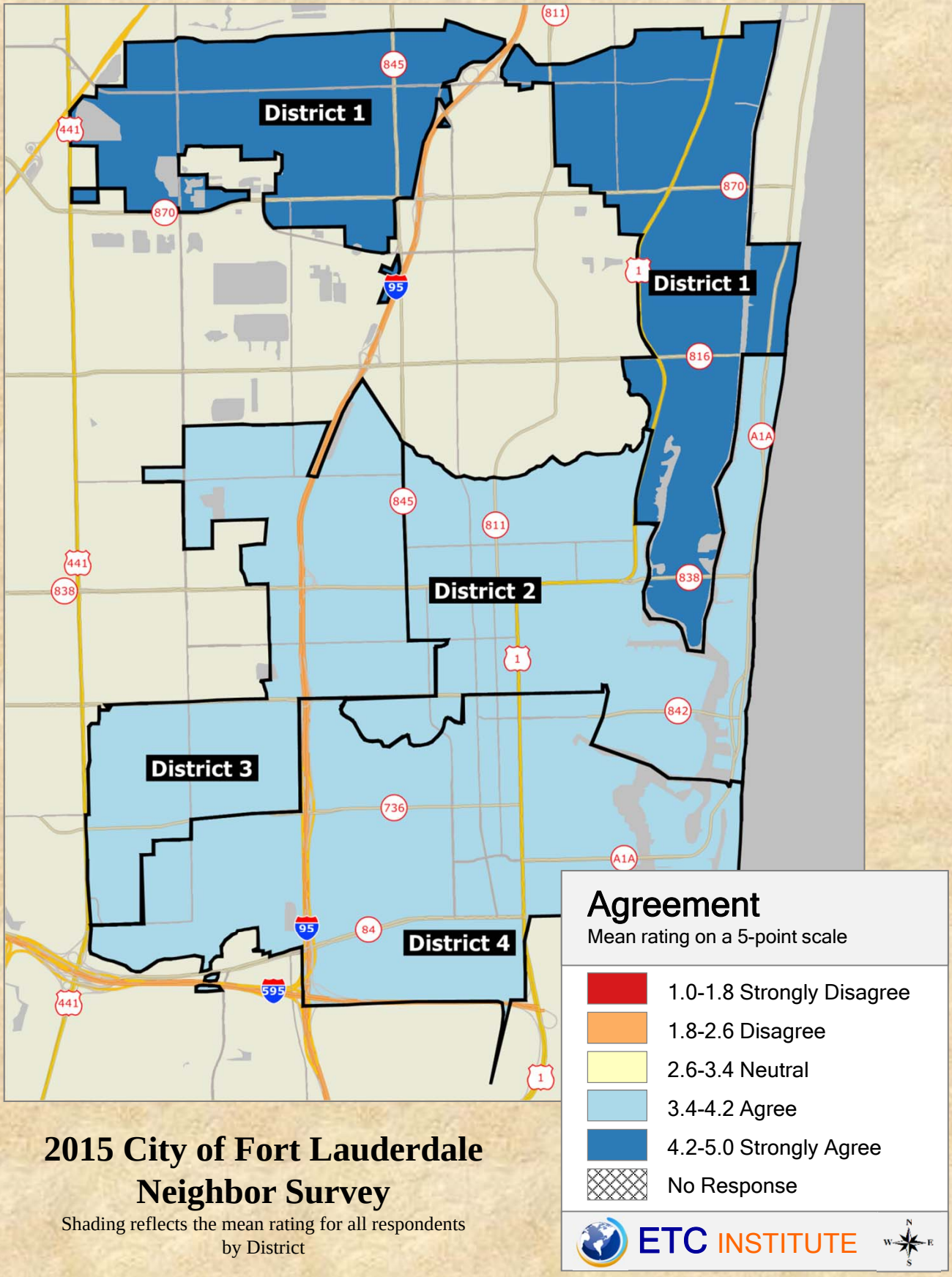
Q21-2 Agreement that residents would like to see more trees



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

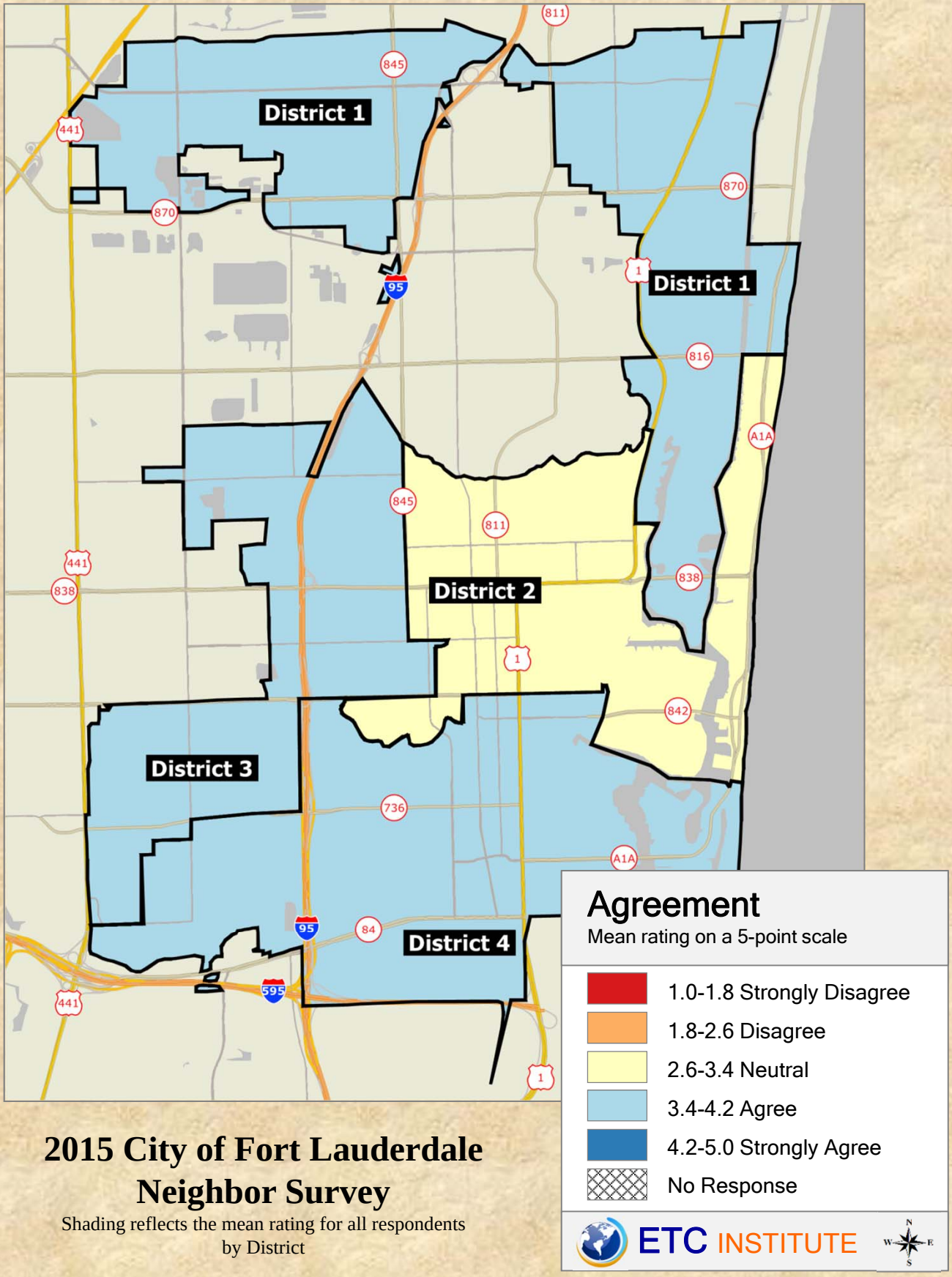
Q21-3 Agreement that single stream recycling program has reduced household garbage disposal



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

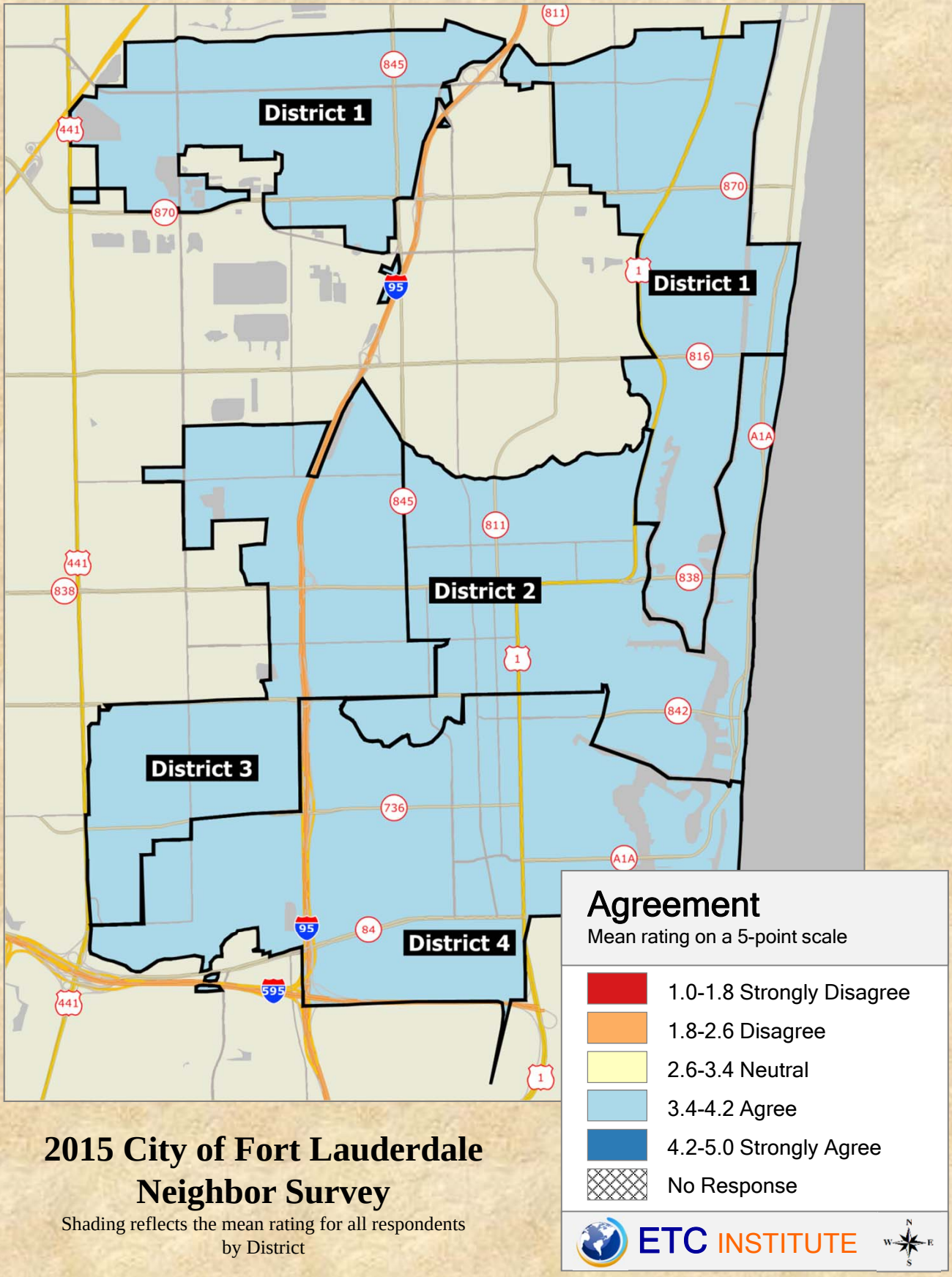
Q21-4 Agreement that residents are informed about local climate change issues



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

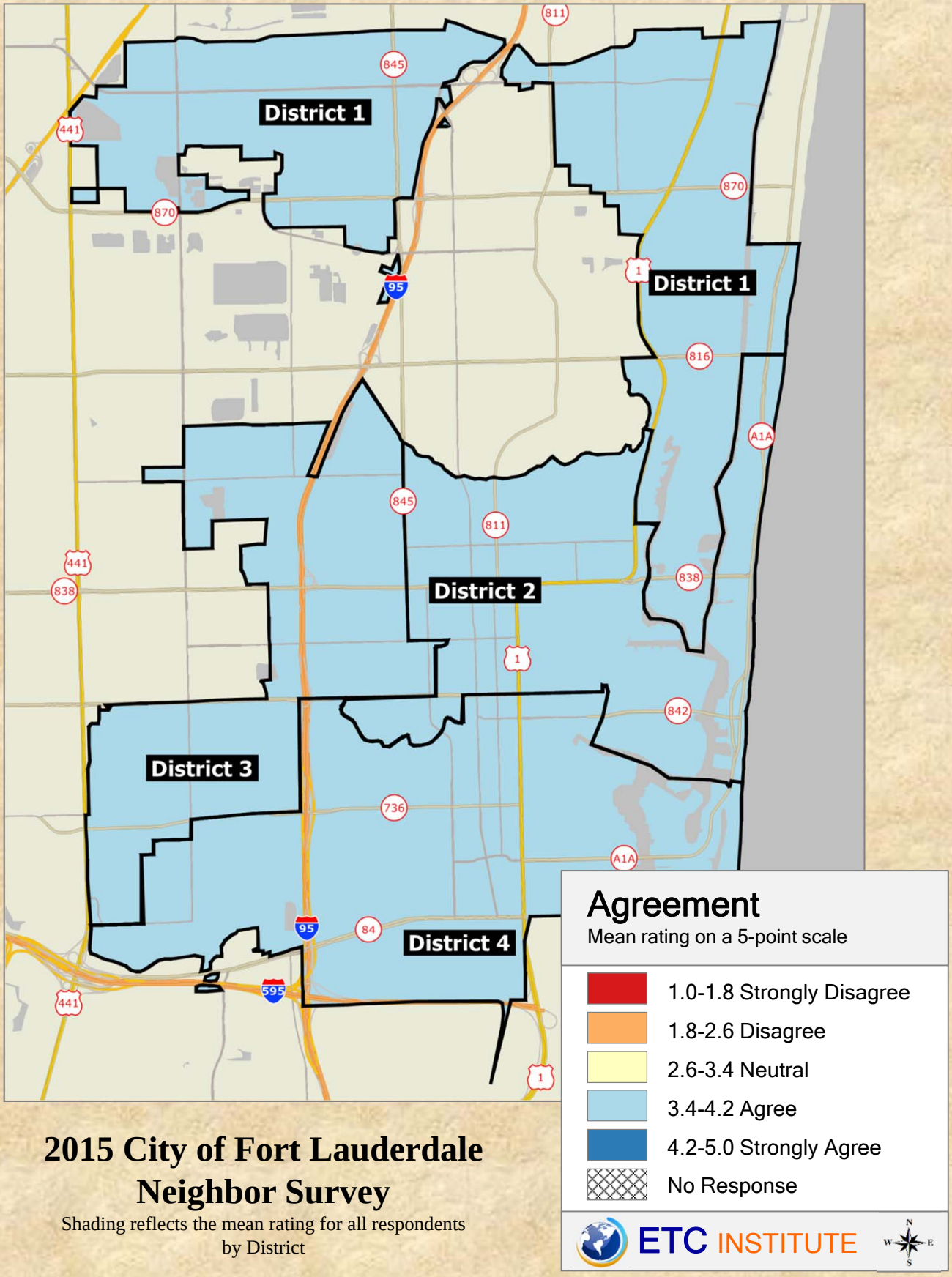
Q21-5 Agreement that residents have observed coastal water level increases



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

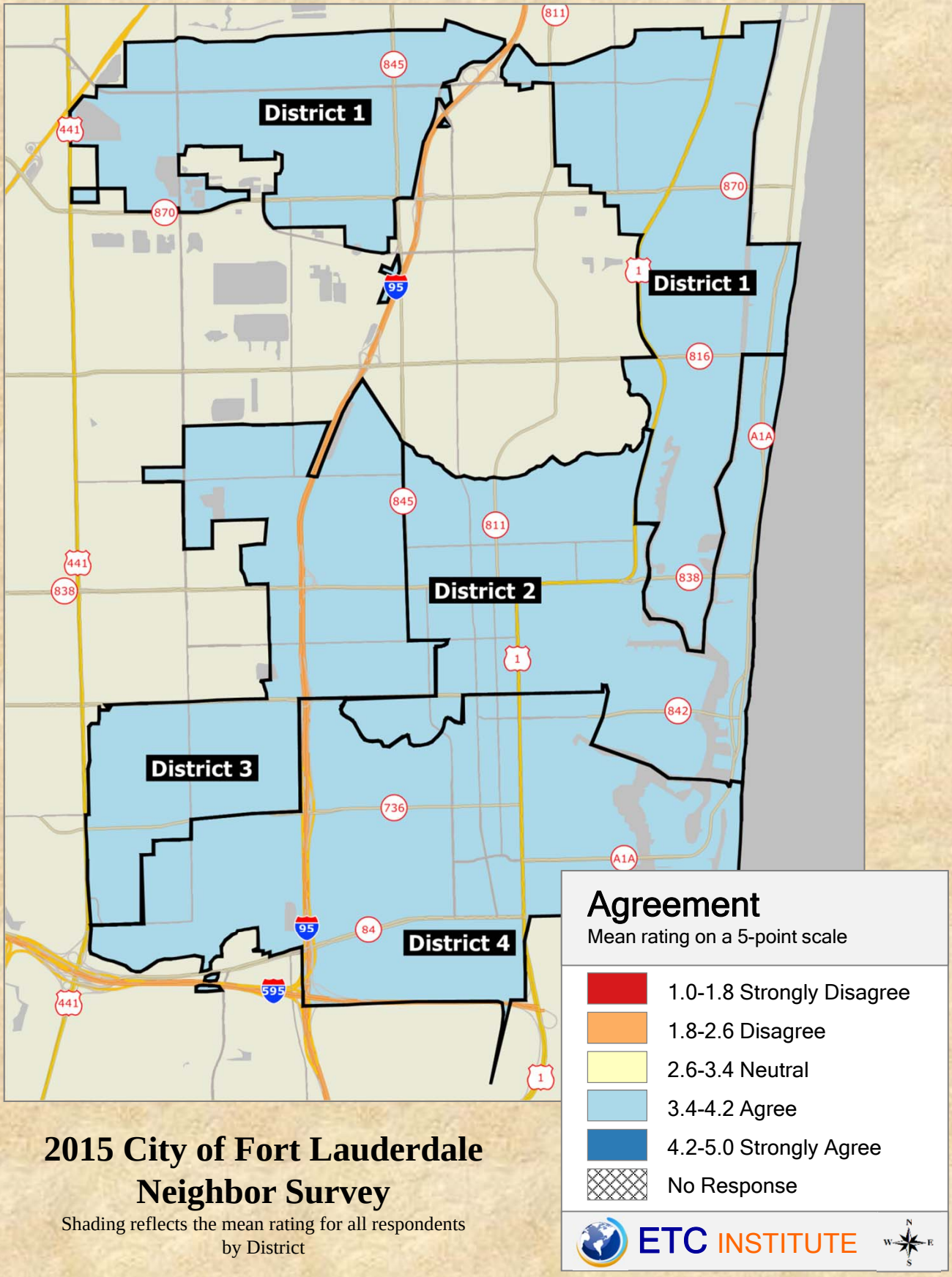
Q21-6 Agreement that residents have observed increased flooding



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

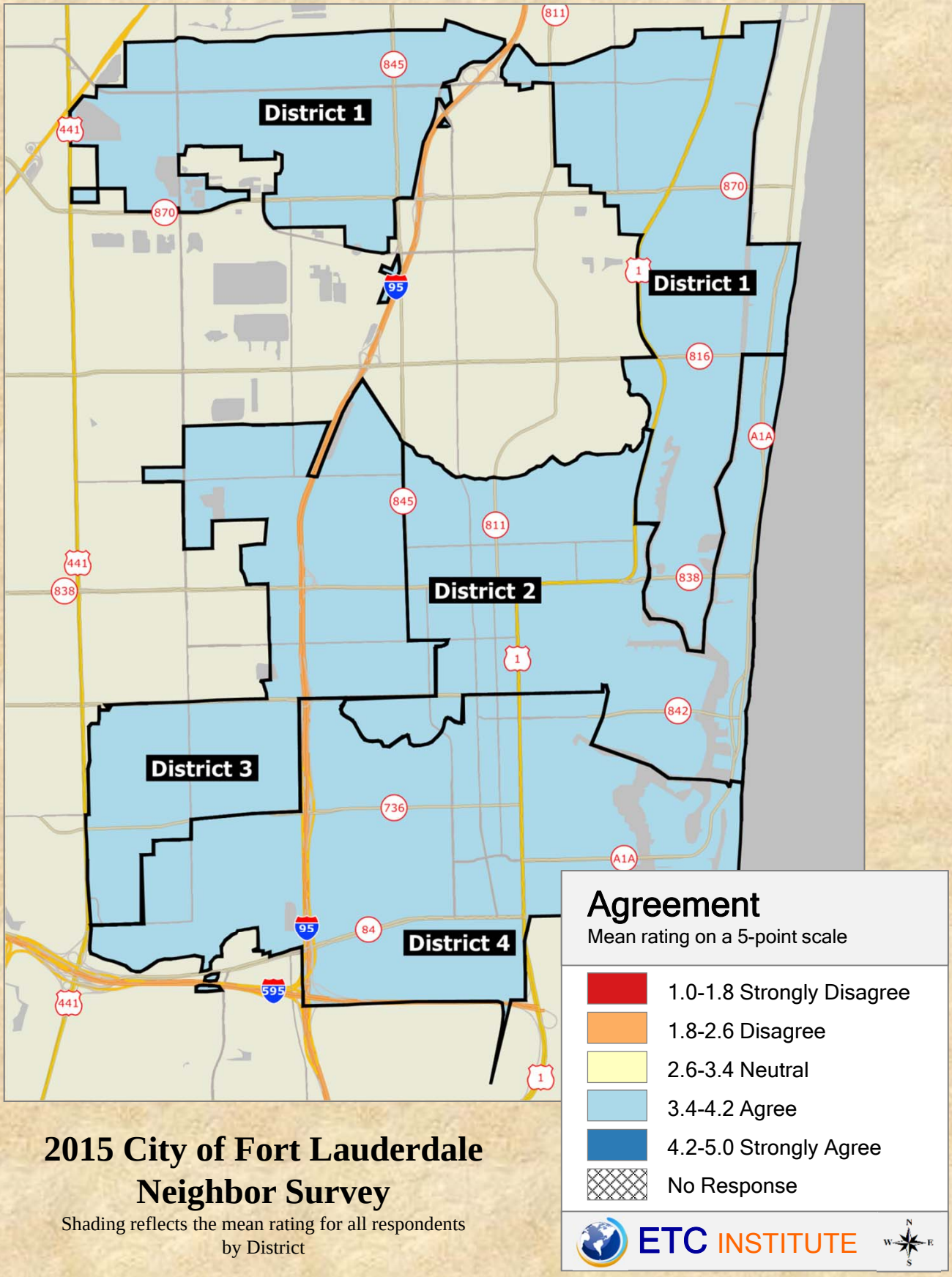
Q21-7 Agreement that residents have observed increased weather temperatures



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

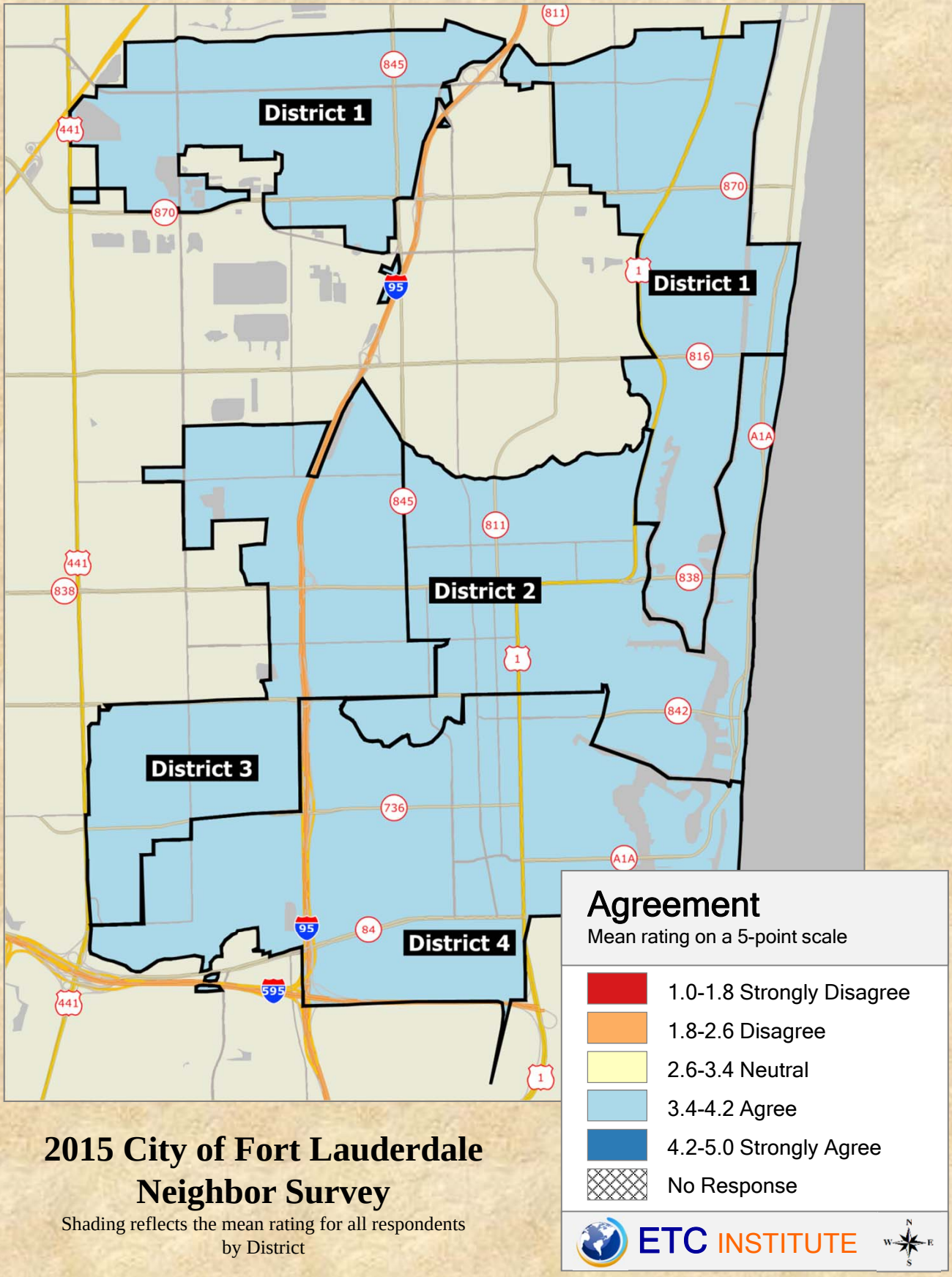
Q21-8 Agreement that residents have taken steps to make household energy efficient



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

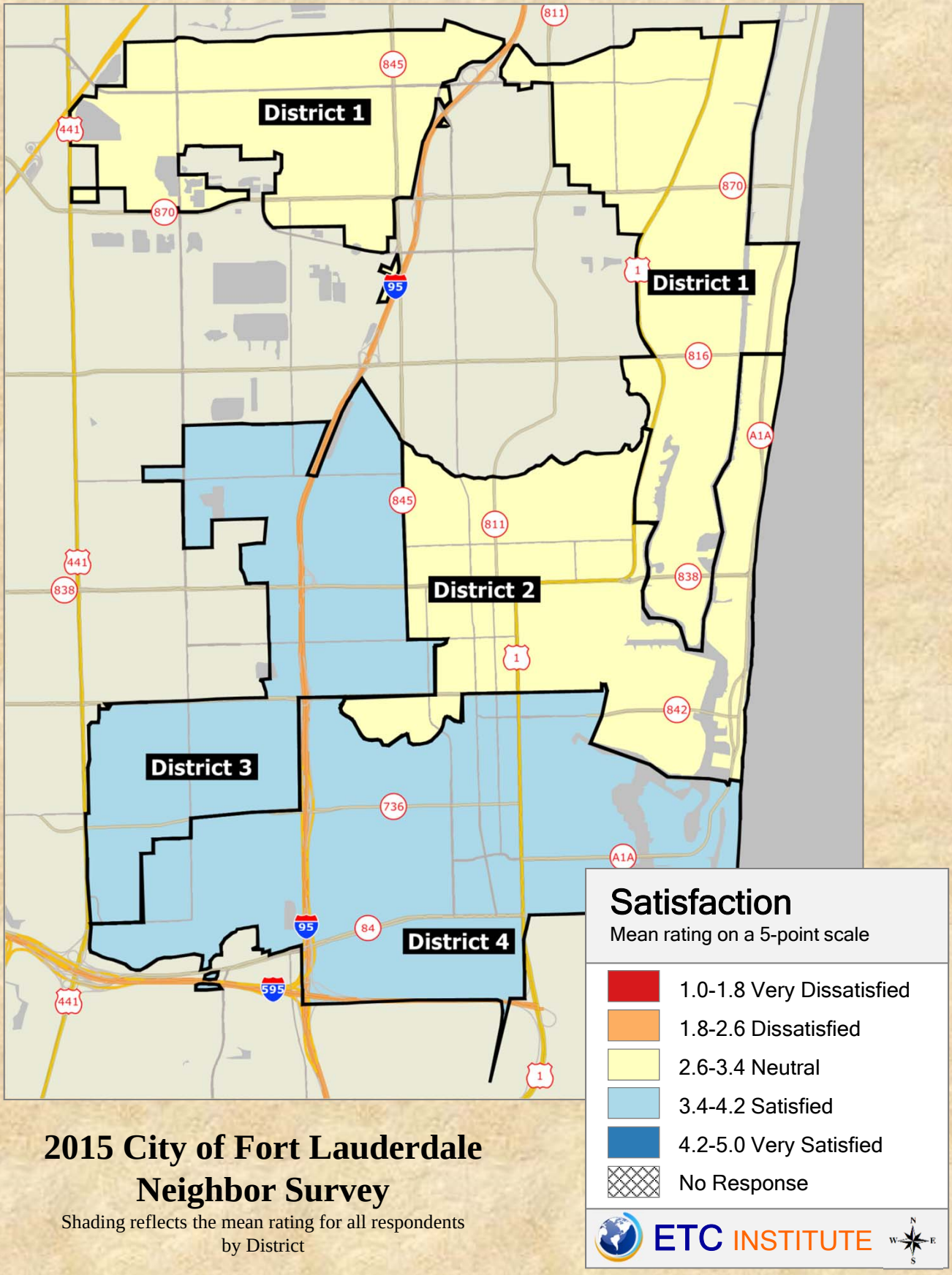
Q21-9 Agreement that residents have taken steps to make household more water efficient



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

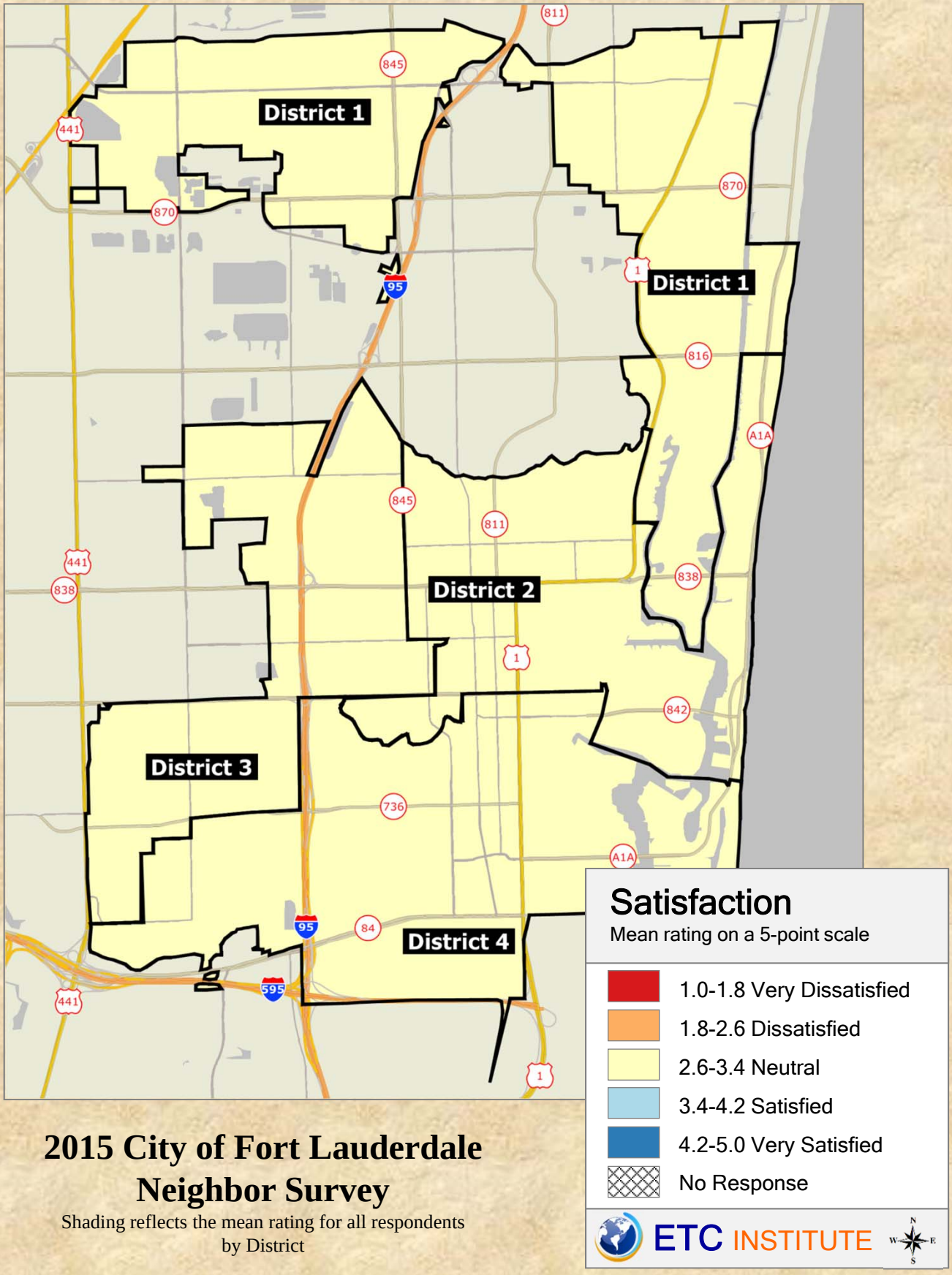
Q22-1 Satisfaction with overall quality of drinking water



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

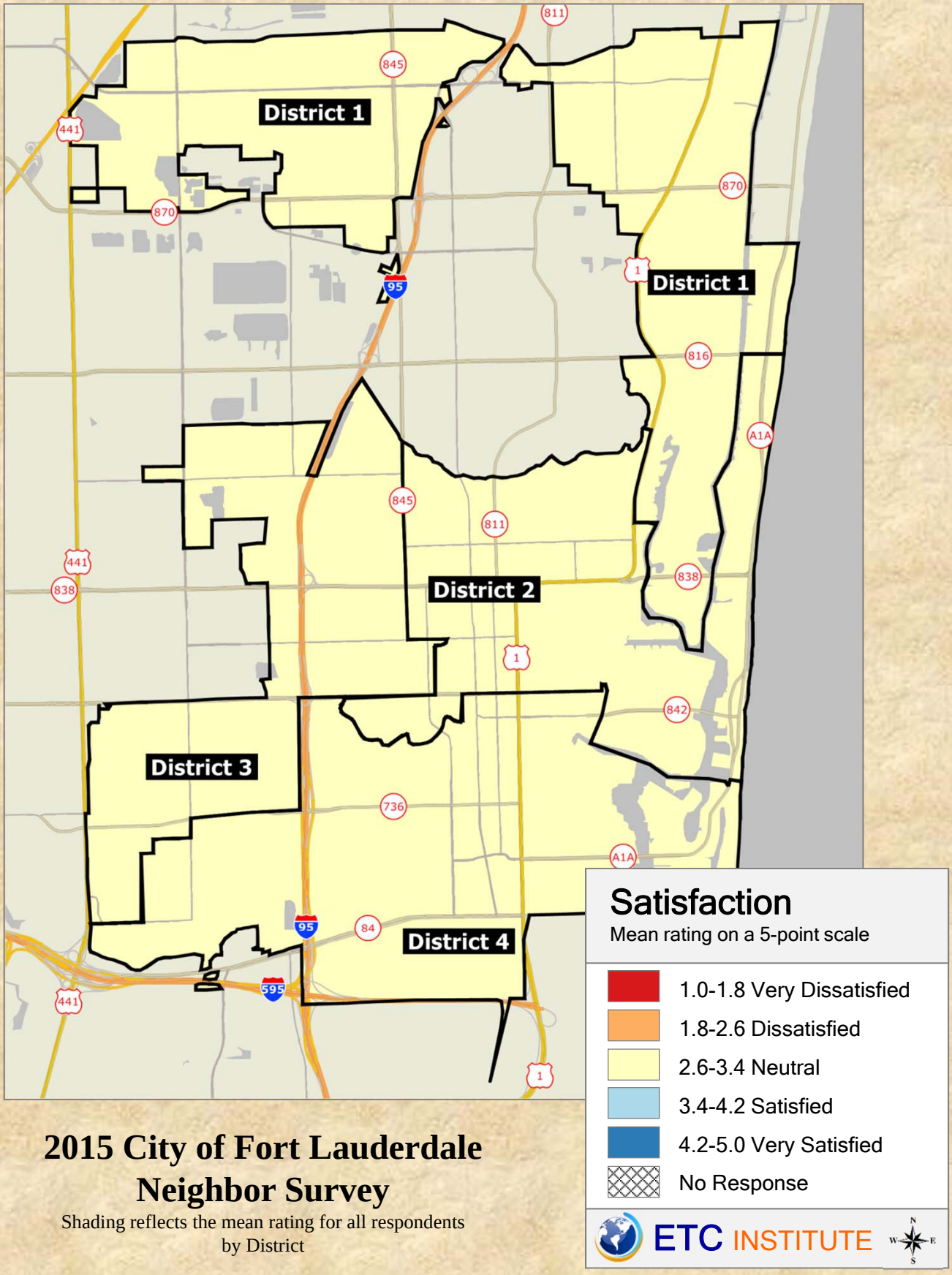
Q22-2 Satisfaction with prevention of tidal-related flooding



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

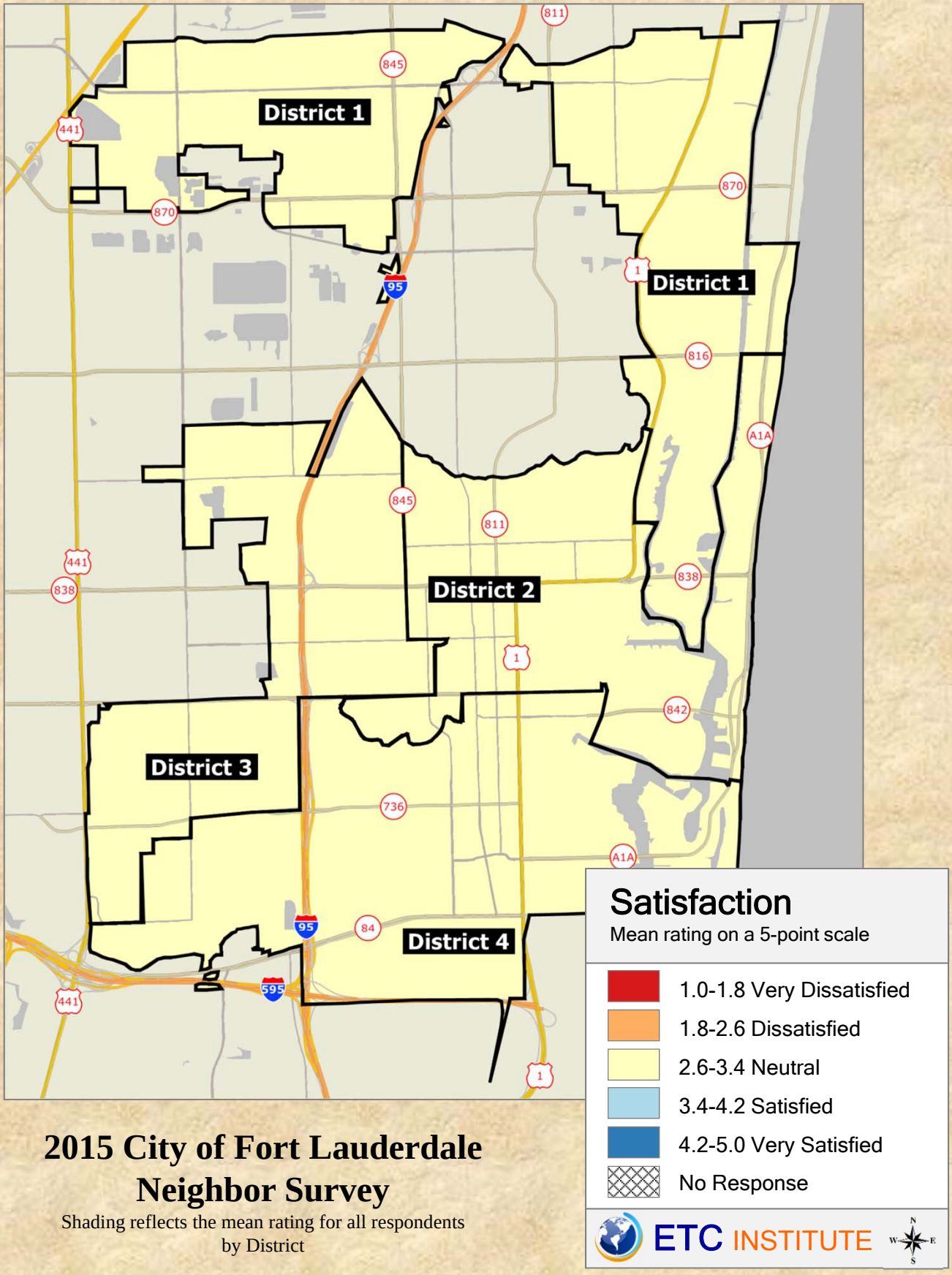
Q22-3 Satisfaction with prevention of storm water-related flooding



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

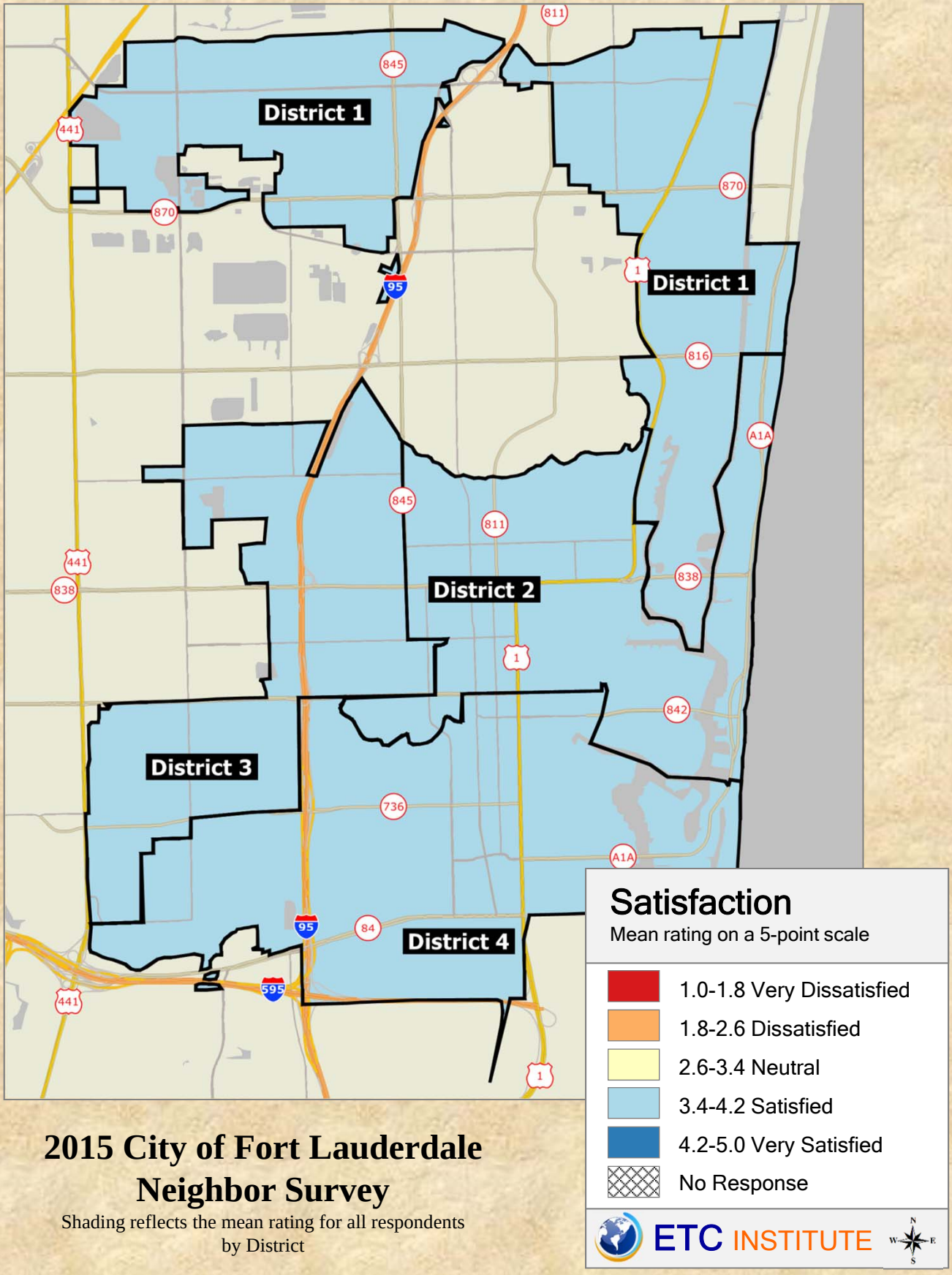
Q22-4 Satisfaction with cleanliness of waterways near home



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

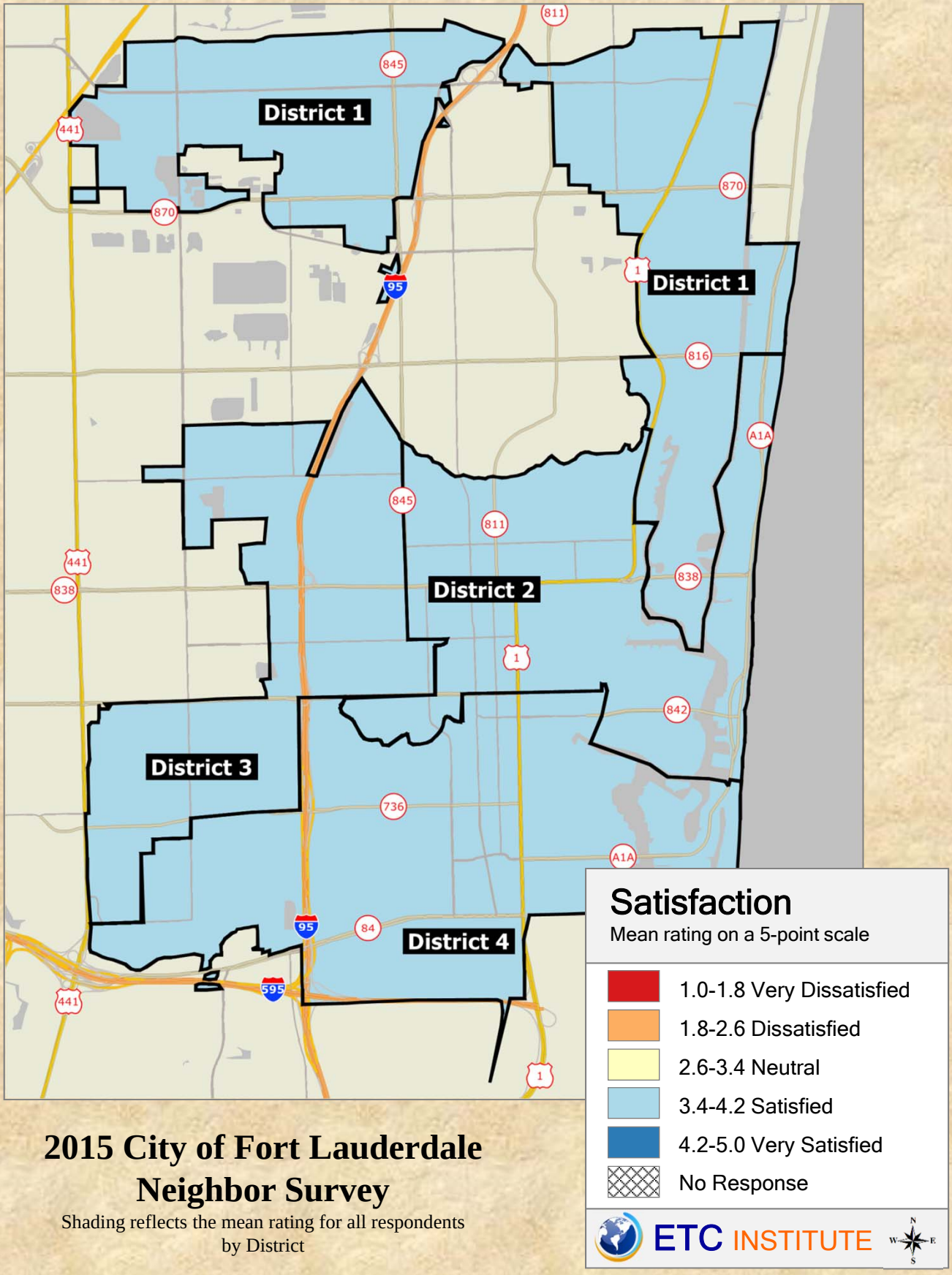
Q22-5 Satisfaction with quality of sewer (wastewater) services



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

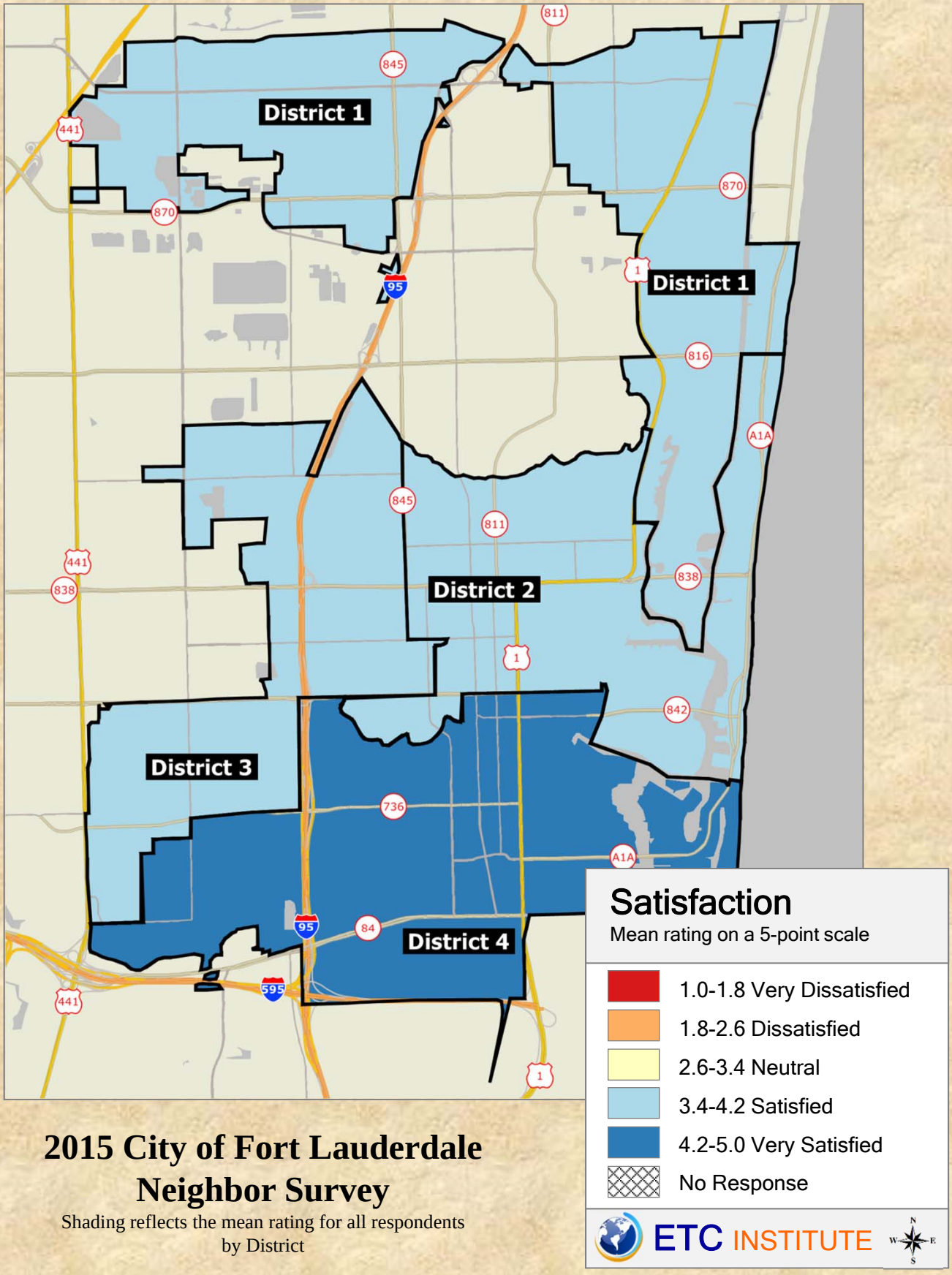
Q22-6 Satisfaction with residential garbage collection



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

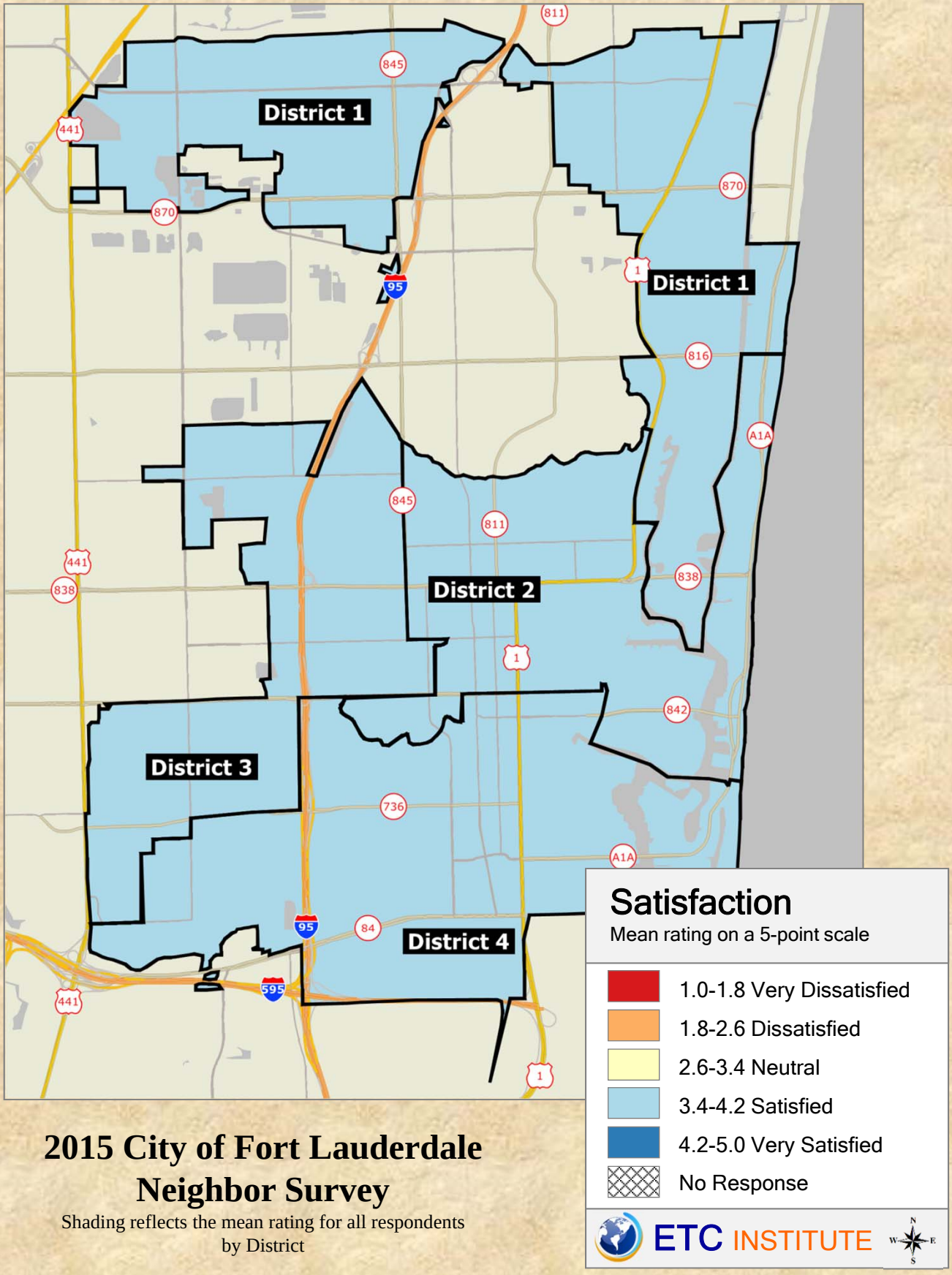
Q22-7 Satisfaction with residential bulk trash collection



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

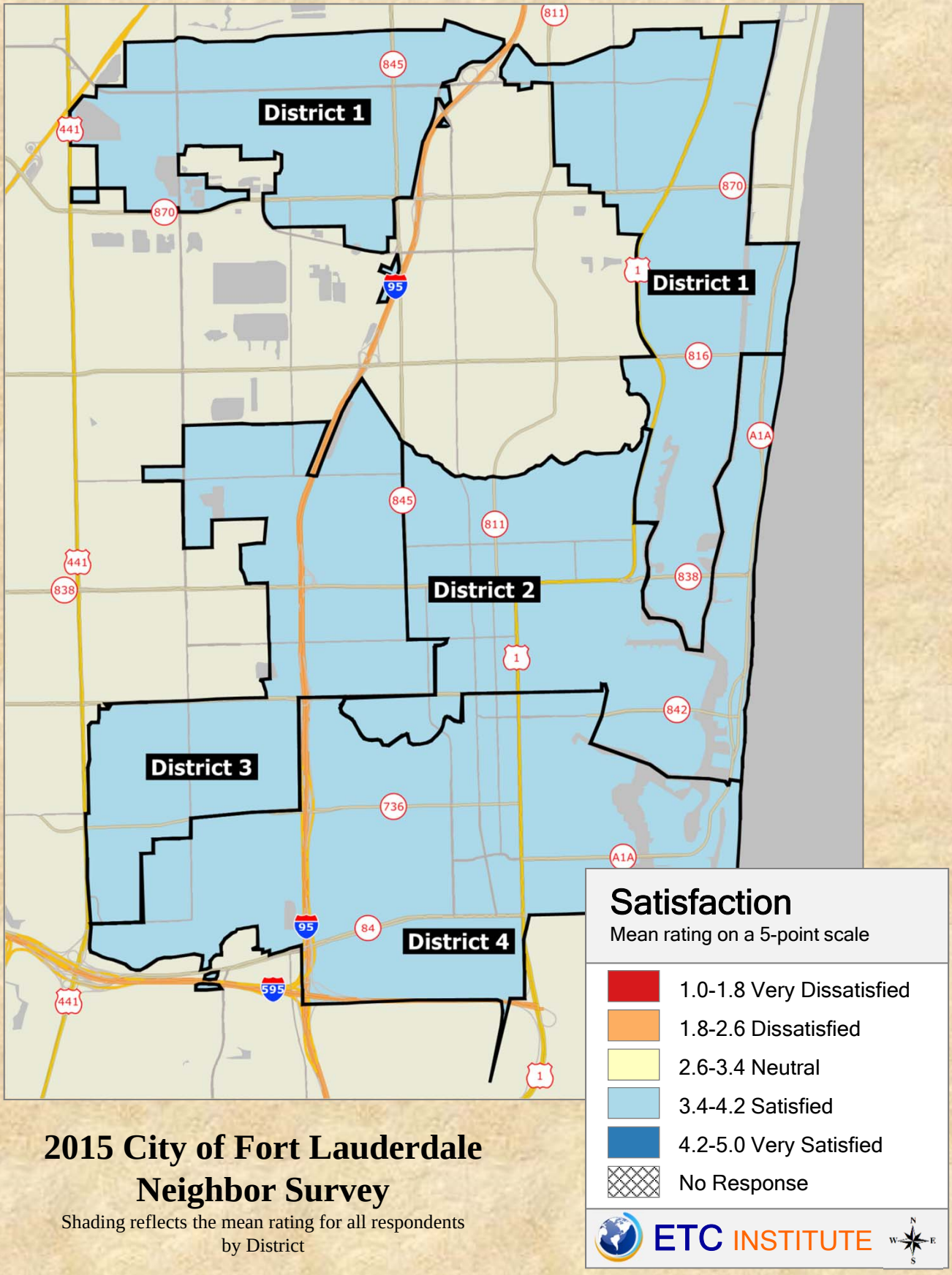
Q22-8 Satisfaction with residential recycling services



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

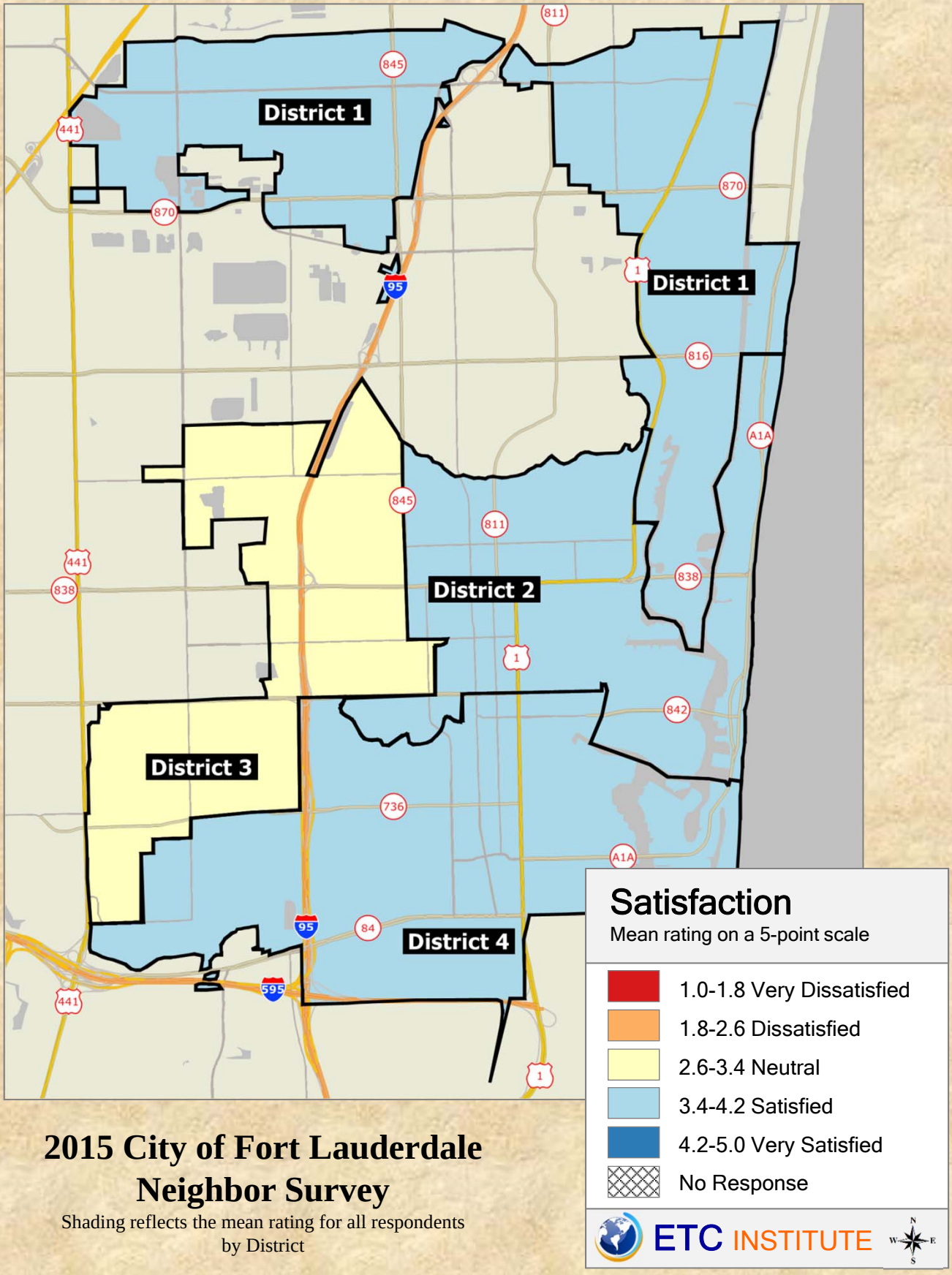
Q24-1 Satisfaction with ease of access to information about City services



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

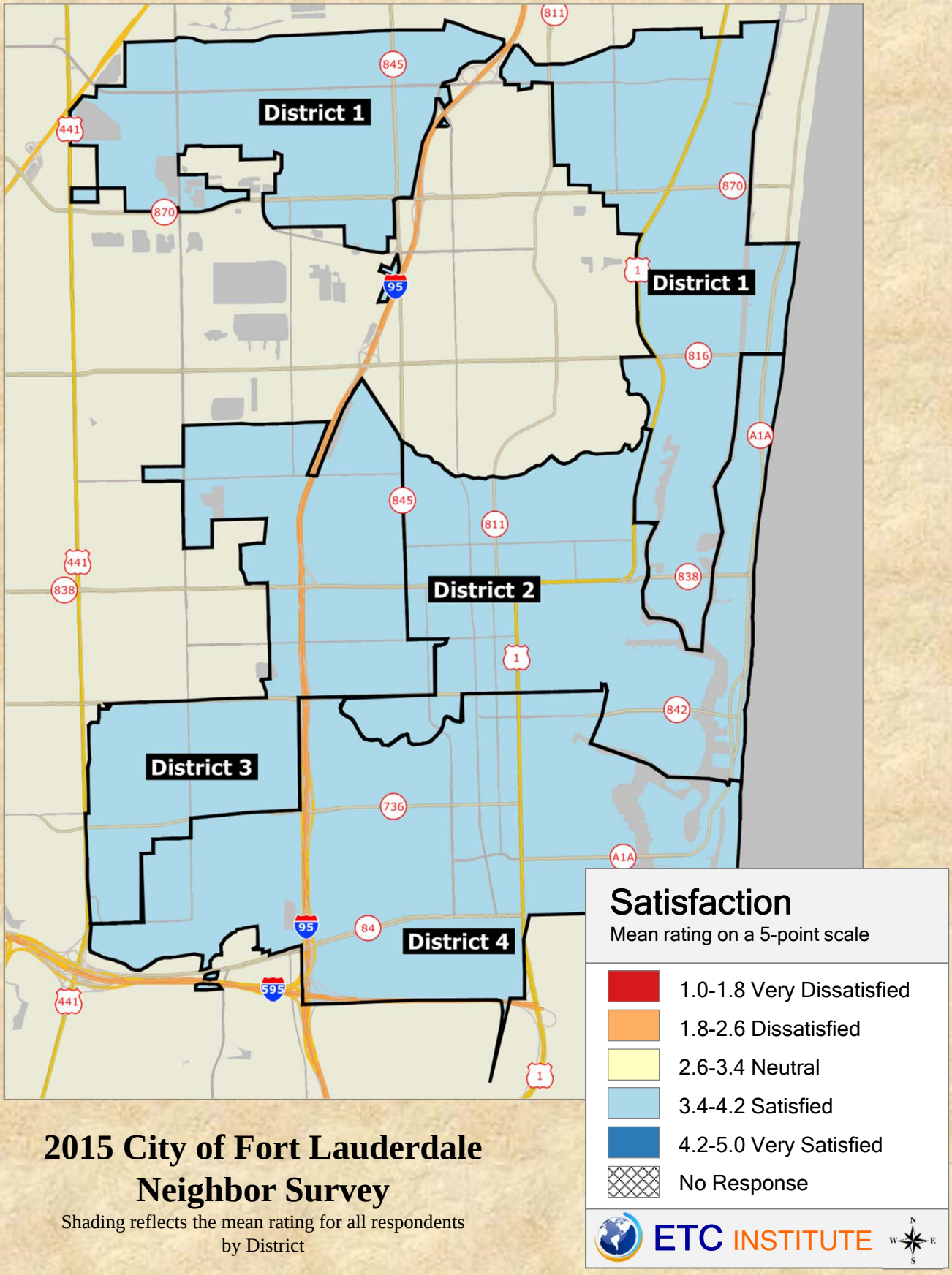
Q24-2 Satisfaction with opportunities to participate in local governments



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Q24-3 Satisfaction with the quality of the City's website



2015 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

Section 4:
Survey Instrument

CITY OF
FORT LAUDERDALE

All-America City

John P. "Jack" Seiler
MAYOR

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Fort Lauderdale, FL 33301
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(954) 828-5667 Fax
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November 2015

Dear Neighbor:

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

In order to continue to enhance our programs and services, we are asking you to participate in our fourth (4th) annual Neighbor Survey. Your input will help reveal where we are exceeding expectations, as well as identify areas where improvements are needed to ensure our city moves strategically and innovatively into the future.

For the past three years, neighbors shared opinions about their levels of satisfaction with our quality of life and services, while also communicating issues of concern. These survey results were instrumental in developing and implementing *Press Play Fort Lauderdale 2018,* our five-year Strategic Plan. The Strategic Plan serves as our roadmap to accomplishing the goals and aspirations outlined in *Fast Forward Fort Lauderdale*, our City Vision Plan for 2035. We are already making significant progress on many of the high priorities identified in last year's survey. I encourage you to visit our website at www.fortlauderdale.gov/neighbors to view the complete 2014 Neighbor Survey results.

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

Please take a few moments to complete the survey. Your participation is vital to the success of this effort, and your responses will remain anonymous. A postage-paid return envelope has been provided for your convenience, or you may complete the survey online at www.2015fortlauderdalesurvey.com.

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

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

Very truly yours,

John P. "Jack" Seiler
Mayor

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

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

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

Si ou pa pale angle epi ou gen kesyon sou sondaj sa a tanpri rele 1-844-468-2570. Mèsi.

2015 City of Fort Lauderdale Neighbor Survey

The City of Fort Lauderdale is committed to building community. Your feedback will inform planning and service delivery. Please take a few minutes to complete this survey. If you have questions, please contact Neighbor Support at (954) 828-5289.

1. OVERALL OPINION OF THE CITY Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of Fort Lauderdale with regard to the following:		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to educate children	5	4	3	2	1	9
4.	As a place to work	5	4	3	2	1	9
5.	As a place for play & leisure	5	4	3	2	1	9
6.	As a place to visit	5	4	3	2	1	9
7.	As a place to retire	5	4	3	2	1	9
8.	As a place to seasonally reside	5	4	3	2	1	9
9.	Overall quality of life	5	4	3	2	1	9
10.	Overall sense of community	5	4	3	2	1	9
11.	Overall image of the City	5	4	3	2	1	9
12.	As a city that is moving in the right direction	5	4	3	2	1	9
13.	As a city committed to green and sustainable practices	5	4	3	2	1	9

2. LEVEL OF AGREEMENT WITH THE CITY MISSION AND VISION Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please indicate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The City of Fort Lauderdale builds community.	5	4	3	2	1	9
2.	We are connected. The City and its partners are making progress towards creating a more connected city, becoming more pedestrian and bicyclist friendly with improved transportation options.	5	4	3	2	1	9
3.	We are ready. The City and its partners are making progress creating a more safe and resilient road, bridge, water, wastewater, and drainage infrastructure.	5	4	3	2	1	9
4.	We are community. The City and its partners are making progress creating strong & safe neighborhoods, housing options, & community support services.	5	4	3	2	1	9
5.	We are here. The City and its partners are making progress toward enhancing its urban centers, beach, waterways, public places, arts, and culture.	5	4	3	2	1	9
6.	We are prosperous. The City and its partners are making progress furthering economic growth, education, and workforce development.	5	4	3	2	1	9
7.	We are united. The City and its partners are making progress being a multi-generational and diverse community.	5	4	3	2	1	9

3. PERCEPTION Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of Fort Lauderdale with regard to the following:		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	Overall feeling of safety in the City	5	4	3	2	1	9
2.	Overall value received for City tax dollars and fees	5	4	3	2	1	9
3.	Overall planning for growth	5	4	3	2	1	9
4.	Overall appearance of the City	5	4	3	2	1	9
5.	Availability of affordable housing	5	4	3	2	1	9
6.	Availability of employment	5	4	3	2	1	9
7.	Acceptance of diversity	5	4	3	2	1	9
8.	Quality of public schools	5	4	3	2	1	9
9.	Quality of private schools	5	4	3	2	1	9
10.	Efforts in addressing homelessness	5	4	3	2	1	9

4. OVERALL SATISFACTION WITH CITY SERVICES Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of City services	5	4	3	2	1	9
2.	Overall quality of police and fire rescue services	5	4	3	2	1	9
3.	Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
4.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
5.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
6.	Overall maintenance of City streets, sidewalks, and infrastructure	5	4	3	2	1	9
7.	Overall maintenance of City buildings and facilities	5	4	3	2	1	9
8.	Overall flow of traffic	5	4	3	2	1	9
9.	Effectiveness of communication with the community	5	4	3	2	1	9
10.	How well the City is preparing for the future	5	4	3	2	1	9
11.	How well the City is prepared for disasters	5	4	3	2	1	9
12.	Quality of landscaping in parks, medians and other public areas	5	4	3	2	1	9

5. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the numbers below using the numbers from the list in Question 4 above.]

_____ 1st _____ 2nd _____ 3rd

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

7. Which TWO of the Fire Rescue and Emergency items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the numbers below using the numbers from the list in Question 6 above.]

_____ 1st _____ 2nd

8. Public Safety: Police Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local police protection	5	4	3	2	1	9
2.	Professionalism of employees responding to emergencies	5	4	3	2	1	9
3.	How quickly police respond to 911 emergencies	5	4	3	2	1	9
4.	The visibility of police in neighborhoods	5	4	3	2	1	9
5.	The City's efforts to prevent crime	5	4	3	2	1	9

9. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the numbers below using the numbers from the list in Question 8 above.]

_____ 1st _____ 2nd

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

_____ (1) Yes _____ (2) No _____ (3) Don't know

11. Perceptions of Safety Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:	Very Safe	Safe	Unsafe	Very Unsafe	Don't Know
1. Walking in your neighborhood during the day	4	3	2	1	9
2. Walking in your neighborhood at night	4	3	2	1	9
3. In commercial/business areas during the day	4	3	2	1	9
4. In commercial/business areas at night	4	3	2	1	9
5. Along the beach corridor	4	3	2	1	9
6. In the downtown entertainment area	4	3	2	1	9
7. At special events	4	3	2	1	9
8. In City parks	4	3	2	1	9

12. Codes and Ordinances Related to Appearance For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The cleanup of litter and debris on private property	5	4	3	2	1	9
2. The mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
3. The maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4. The maintenance of business property	5	4	3	2	1	9

13. Community Planning and Development For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Ease of obtaining permits for construction or renovation	5	4	3	2	1	9
2. Ease of conducting inspections for construction or renovation	5	4	3	2	1	9
3. Effectiveness of City efforts to revitalize low-income areas	5	4	3	2	1	9
4. Ease of obtaining permits for sustainable construction (materials, renewable energy, energy and water efficiency) neighborhood	5	4	3	2	1	9
5. City support of the preservation of historic buildings in the City	5	4	3	2	1	9

14. Parks and Recreation For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of City parks	5	4	3	2	1	9
2. Proximity of your home to City parks	5	4	3	2	1	9
3. Quality of athletic fields	5	4	3	2	1	9
4. Availability of athletic fields	5	4	3	2	1	9
5. Availability of information about City parks and recreation programs	5	4	3	2	1	9
6. Variety of parks and recreation programs	5	4	3	2	1	9
7. Cost of parks and recreation programs and facility fees	5	4	3	2	1	9
8. City youth recreation programs	5	4	3	2	1	9
9. City adult recreation programs	5	4	3	2	1	9
10. Quality of special events	5	4	3	2	1	9
11. Amount of special events	5	4	3	2	1	9
12. Ease of registering for parks and recreation programs	5	4	3	2	1	9
13. Availability of green space near your home	5	4	3	2	1	9

15. Which THREE of the parks and recreation items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the numbers below using the numbers from Question 14 above.]

_____ 1st _____ 2nd _____ 3rd

16. Transportation and Mobility For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of sidewalks	5	4	3	2	1	9
2.	Condition of sidewalks	5	4	3	2	1	9
3.	Availability of greenways for walking or biking	5	4	3	2	1	9
4.	Safety of biking	5	4	3	2	1	9
5.	Safety of walking	5	4	3	2	1	9
6.	Availability of biking paths and bike racks	5	4	3	2	1	9
7.	Availability of B-Cycle stations	5	4	3	2	1	9
8.	Availability of public transit options (Tri-Rail and Bus Service)	5	4	3	2	1	9
9.	Availability of City mass transit (Sun Trolley)	5	4	3	2	1	9
10.	Availability of public parking	5	4	3	2	1	9
11.	Availability of public parking downtown	5	4	3	2	1	9
12.	Availability of public parking at the beach	5	4	3	2	1	9
13.	Cost of public parking	5	4	3	2	1	9
14.	Cost of private parking	5	4	3	2	1	9
15.	Management of traffic flow and congestion	5	4	3	2	1	9
16.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
17.	Overall maintenance of street signs/pavement markings	5	4	3	2	1	9
18.	Overall cleanliness of streets	5	4	3	2	1	9
19.	Adequacy of street lighting	5	4	3	2	1	9

17. Which THREE of the transportation and mobility items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the numbers below using the numbers from Question 16 above.]

_____ 1st _____ 2nd _____ 3rd

18. Do you or does any member of your household use public transportation options, such as the bus, trolley, or tri-rail?
_____ (1) Yes _____ (2) No

19. Does anyone in your household regularly ride a bicycle? _____ (1) Yes _____ (2) No

20. Of these Community Investment Plan capital project types, which <u>three</u> would you select as the most important?
_____ (1) More walkable and bikeable streets, greenways, and paths
_____ (2) Park improvements, for example neighborhood parks and Riverwalk
_____ (3) Water and sewer system improvements
_____ (4) Roadways pavement improvements
_____ (5) Bridge improvements
_____ (6) City facility improvements
_____ (7) Stormwater and drainage improvements
_____ (8) Waterway dredging

21. Sustainability Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please indicate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I am satisfied with the amount of tree canopy coverage	5	4	3	2	1	9
2.	I would like to see more trees in my neighborhood	5	4	3	2	1	9
3.	Recycling, yard waste and other waste diversion programs have reduced the amount of garbage I place in my black cart	5	4	3	2	1	9
4.	I am informed about local climate change issues	5	4	3	2	1	9
5.	I have observed coastal water level increases	5	4	3	2	1	9
6.	I have observed increased flooding	5	4	3	2	1	9
7.	I have observed increased weather temperatures	5	4	3	2	1	9
8.	I have taken steps to make my house more energy efficient	5	4	3	2	1	9
9.	I have taken steps to make my house more water efficient	5	4	3	2	1	9

22. Water, Wastewater, Waterways, Flooding, Sanitation For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of drinking water	5	4	3	2	1	9
2.	Prevention of tidal-related flooding	5	4	3	2	1	9
3.	Prevention of storm water-related flooding	5	4	3	2	1	9
4.	Cleanliness of waterways near your home	5	4	3	2	1	9
5.	Quality of sewer (wastewater) services	5	4	3	2	1	9
6.	Residential garbage collection	5	4	3	2	1	9
7.	Residential bulk trash collection	5	4	3	2	1	9
8.	Residential recycling services	5	4	3	2	1	9

22a. If you are dissatisfied with the overall quality of drinking water, why are you dissatisfied?

_____

23. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write the numbers below using the numbers from the list in question 22 above.]

_____ 1st _____ 2nd _____ 3rd

24. Public Communication and Outreach For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of access to information about City services	5	4	3	2	1	9
2.	Opportunities to participate in local government (advisory boards, volunteering)	5	4	3	2	1	9
3.	Quality of the City's website: www.fortlauderdale.gov	5	4	3	2	1	9

25. Which of the following are your primary sources of information about City issues, services, and events?
(Check all that apply.)

_____ (01) www.fortlauderdale.gov
_____ (02) Twitter
_____ (03) Facebook
_____ (04) Email subscription
_____ (05) City Newsletter
_____ (06) TV - 78
_____ (07) Television/News (which ones)_____
_____ (08) City Hall 954-828-8000
_____ (09) Radio (which ones) _____
_____ (10) Major Newspaper (which ones)_____
_____ (11) Community Newspapers
_____ (12) Homeowners, Neighborhood, or other Civic Association Newsletters
_____ (13) Homeowners, Neighborhood, or other Civic Association meetings
_____ (14) www.fortlauderdale.gov/gyr (green your routine)

CUSTOMER SERVICE

26. Have you contacted the City during the past year?
___(1) Yes [Answer Q26a 1-6] ___(2) No [Go to Q27.]

26a (1-6) . Only if you have contacted the City during the past year: Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees on the following behaviors:

Customer Service Characteristics: Using a 5 point scale, where 5 means "Always" and 1 means "Never," please rate your level of satisfaction with City employees on the following behaviors.		Always	Usually	Sometimes	Seldom	Never	Don't Know
1.	It was easy to find someone to address my request	5	4	3	2	1	9
2.	The Fort Lauderdale employee went the extra mile	5	4	3	2	1	9
3.	The response time was reasonable	5	4	3	2	1	9
4.	I was able to get my question/concern resolved	5	4	3	2	1	9
5.	Fort Lauderdale employees are courteous/professional	5	4	3	2	1	9
6.	I was satisfied with my experience	5	4	3	2	1	9

27. Have you ever contacted our 24-hour Customer Service Center (954-828-8000)?
___(1) Yes [Answer Q27a.] ___(2) No [Go to Q28.]

27a. How would you rate your experience?
____(4) Excellent ____(3) Good ____(2) Not sure ____(1) Poor

28. Have you ever contacted our Utility Billing Office (954-828-5150)?
___(1) Yes [Answer Q28a.] ___(2) No [Go to Q29.]

28a. How would you rate your experience?
____(4) Excellent ____(3) Good ____(2) Not sure ____(1) Poor

29. Have you utilized the Lauderserve mobile device app to submit a service request?
___(1) Yes [Answer Q29a.] ___(2) No [Go to Q30.]

29a. How would you rate your experience?
____(4) Excellent ____(3) Good ____(2) Not sure ____(1) Poor

30. Which of the following best describes your opinion about the number of special events in Fort Lauderdale?
___(1) There are too many ___(2) The number is about right ___(3) There are too few ___(9) Don't know

31. If you own a home in Fort Lauderdale, 21.9% of your property tax bill goes to the City of Fort Lauderdale to fund the City's operating budget and voter approved debt to fund services such as public safety, local transportation, infrastructure maintenance, and parks and recreation services. The balance of your bill is split between the County (29.2%), the School District (37.1%), North Broward Hospital (7.4%), S. Florida Water Management (1.8%), Children Services (2.5%), and Florida Inland Navigation (.2%). What is your level of satisfaction with the value you receive for the portion of your property taxes that fund the City's operating budget?
_____ (1) Very satisfied _____ (3) Neutral _____ (5) Very Dissatisfied
_____ (2) Satisfied _____ (4) Dissatisfied _____ (9) Don't Know

DEMOGRAPHICS

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

33. Do you have school age children (grades K-12) living at home? ____(1) Yes ____(2) No

33a. IF YES: For your school age children, what type(s) of school do they attend?
___(1) Public school ___(3) Private or Parochial School
___(2) Charter school ___(4) Home School

34. What is your age? _____ years

35. Which of the following best describes your race?
___(1) African American/Black ___(4) White
___(2) American Indian or Alaska Native ___(5) Other: _____
___(3) Asian, Hawaiian or Other Pacific Islander

36. What is the primary language spoken in your home?
___(1) Spanish ___(4) French
___(2) English ___(5) Portuguese
___(3) Creole ___(6) Other: _____

37. Which of the following best describes your current place of employment?
_____ (1) Employed outside the home
Where do you work?
_____ (a) In Fort Lauderdale _____ (d) In Palm Beach County
_____ (b) Outside of Fort Lauderdale but inside Broward County _____ (e) Another location in Florida
_____ (f) Outside of the State of Florida
_____ (c) In Miami-Dade County
_____ (2) Work from home
_____ (3) Student, Retired, or not currently employed

38. Have you ever been required to obtain a permit for construction from the City of Fort Lauderdale?

____(1) Yes – In which year was your most recent permit issued? _____

____(2) No

39. Do you own or manage a business in the City of Fort Lauderdale?

____(1) Yes [Answer Q39a.] ____(2) No [Go to Q40.]

39a. How satisfied are you with the ease of operating a business in Fort Lauderdale?

____(5) Very Satisfied ____(3) Neutral ____(1) Very Dissatisfied

____(4) Satisfied ____(2) Dissatisfied ____(9) Don't Know

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

____(1) Fort Lauderdale

____(2) Another city in Broward County

____(3) Another city outside Broward County in southern Florida

____(4) Other_____

____(9) Don't know

41. Would you say your total household income is:

____(1) Under $25,000

____(2) $25,000 to $49,999

____(3) $50,000 to $74,999

____(4) $75,000 to $99,999

____(5) $100,000 or more

42. Your gender:

____(1) Male

____(2) Female

43. Do you own or rent your current residence?

____(1) Own

____(2) Rent

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

____ (1) Primary (generally live in Fort Lauderdale year-round)

____ (2) Secondary (only live in Fort Lauderdale part of the year)

45. In what type of residence do you live?

____ (1) Single family home

____ (2) Townhome or Condominium

____ (3) Multi-family complex

____ (4) Other_____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
ETC Institute
725 W. Frontier Circle
Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.

2015 Neighbor Survey

Appendix A – Benchmarking Analysis

...helping organizations make better decisions since 1982

Submitted to the City of Fort Lauderdale, Florida
by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

February 2016

DirectionFinder® Survey

Year 2015 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states.

This report contains benchmarking data from three sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2015 to a random sample of 400 residents in communities with a population between 100,000 and 250,000 in the continental United States. The second source is from a regional survey administered to a random sample of 350 Florida residents during the summer of 2015, and the third source is from individual community surveys that were administered in 26 communities with a population of 100,000 to 250,000 between January 2012 and July 2015. The "U.S. Average" shown in this report reflects the overall results of ETC Institute's national survey. The results from individual cities were used as the basis for developing the ranges of performance that are shown in this report for specific types of services. The 26 communities included in the performance ranges that are shown in this report are listed below:

- Abilene, TX
- Arlington County, VA
- Clay County, MO
- Columbia, MO
- Coral Springs, FL
- Davenport, IA
- Des Moines, IA
- Durham, NC
- Fayetteville, NC
- High Point, NC
- Independence, MO
- Mesa County, CO
- Naperville, IL
- Newport News, VA
- Norman, OK
- Olathe, KS
- Overland Park, KS
- Pueblo, CO
- Richmond, VA
- Round Rock, TX
- Springfield, MO
- Tempe, AZ
- Topeka, KS
- Vancouver, WA
- Wilmington, NC
- Yuma County, AZ

Interpreting the Performance Range Charts

The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in communities that have participated in the *DirectionFinder*® Survey. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The yellow dot on each bar shows how the results for Fort Lauderdale compare to the average of the 26 communities listed on the previous page, which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the City of Fort Lauderdale rated above the community average. If the yellow dot is located to the left of the vertical dash, the City of Fort Lauderdale rated below the community average.

National Benchmarks

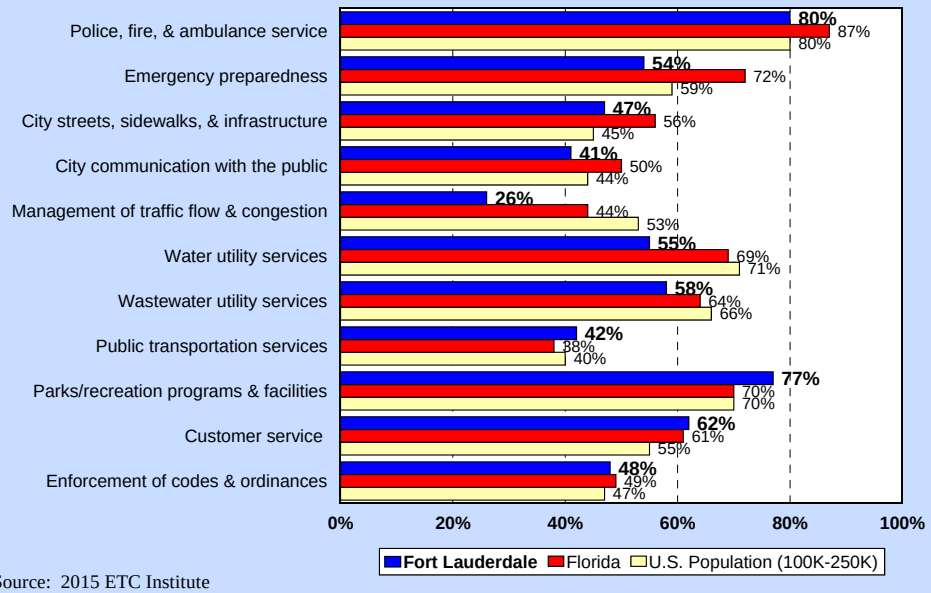
Florida Average and the U.S. Average (100K-250K)

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Fort Lauderdale is not authorized without written consent from ETC Institute.

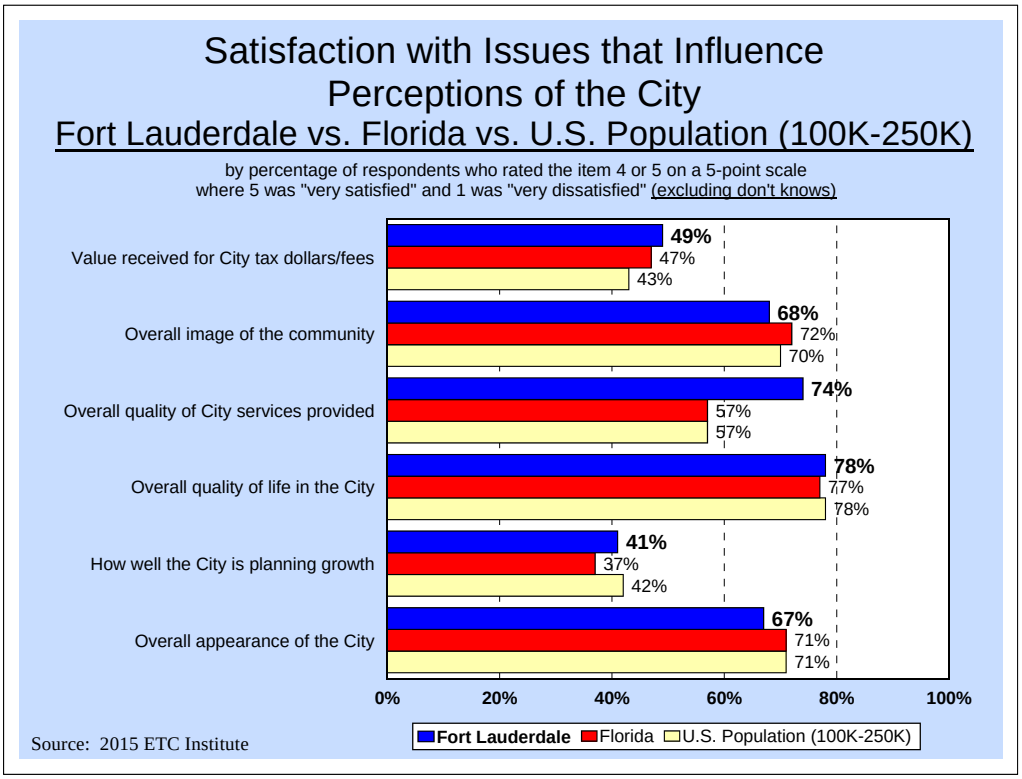
Source: 2015 ETC Institute

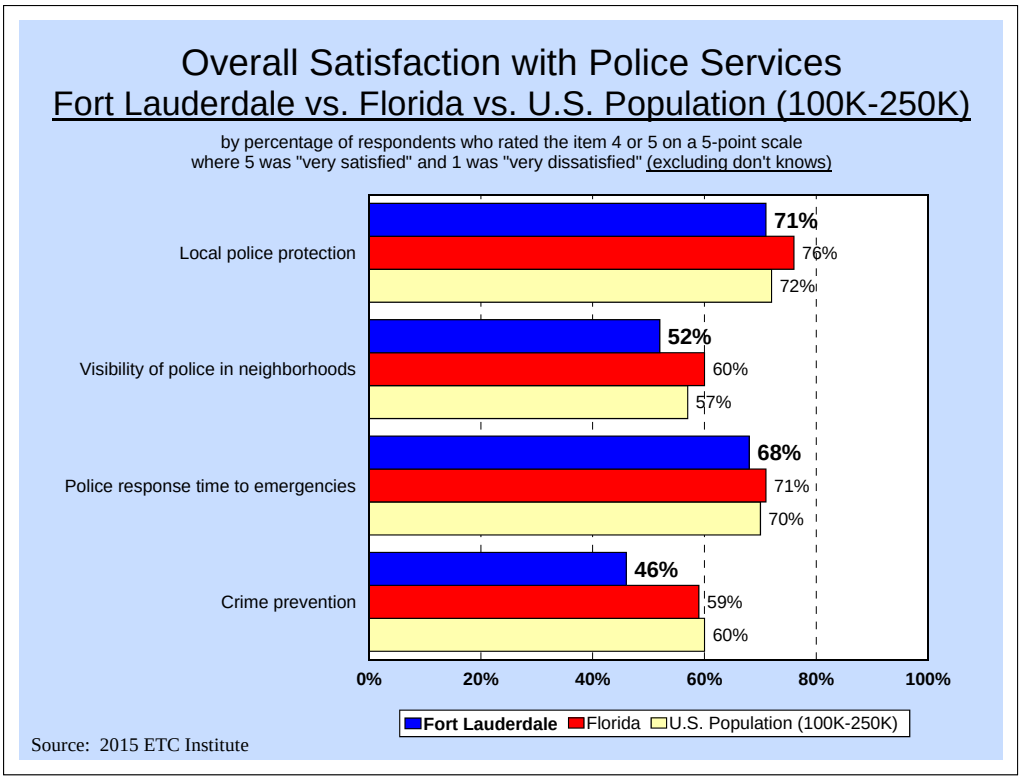
Overall Satisfaction with Various City Services
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)

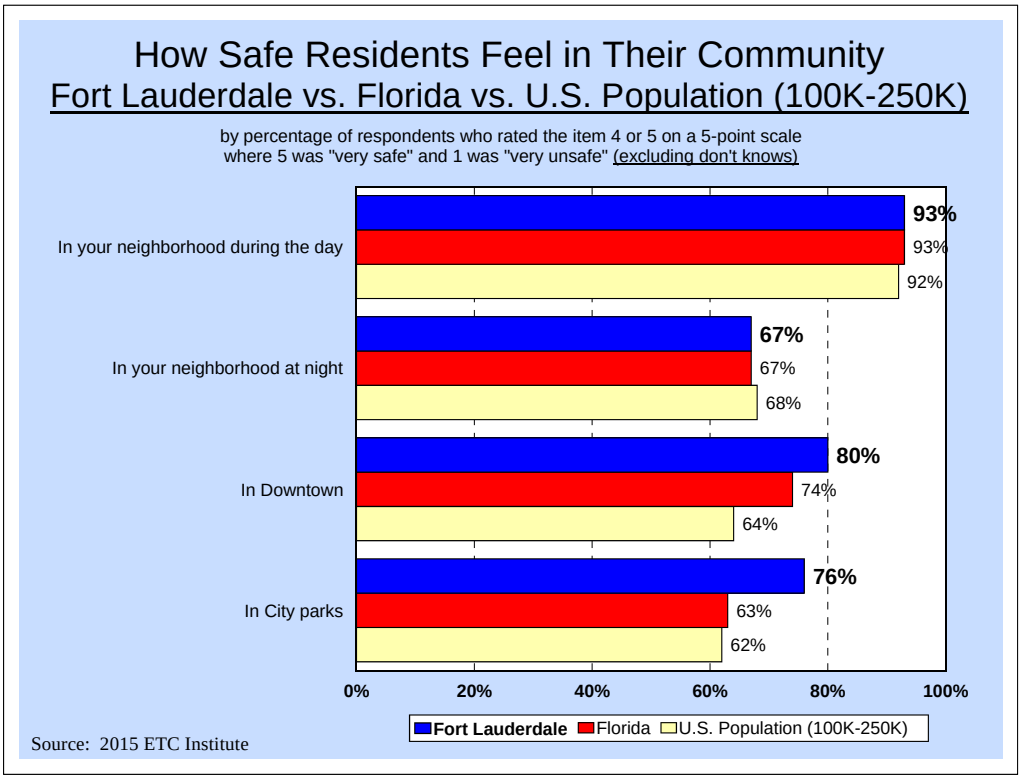
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

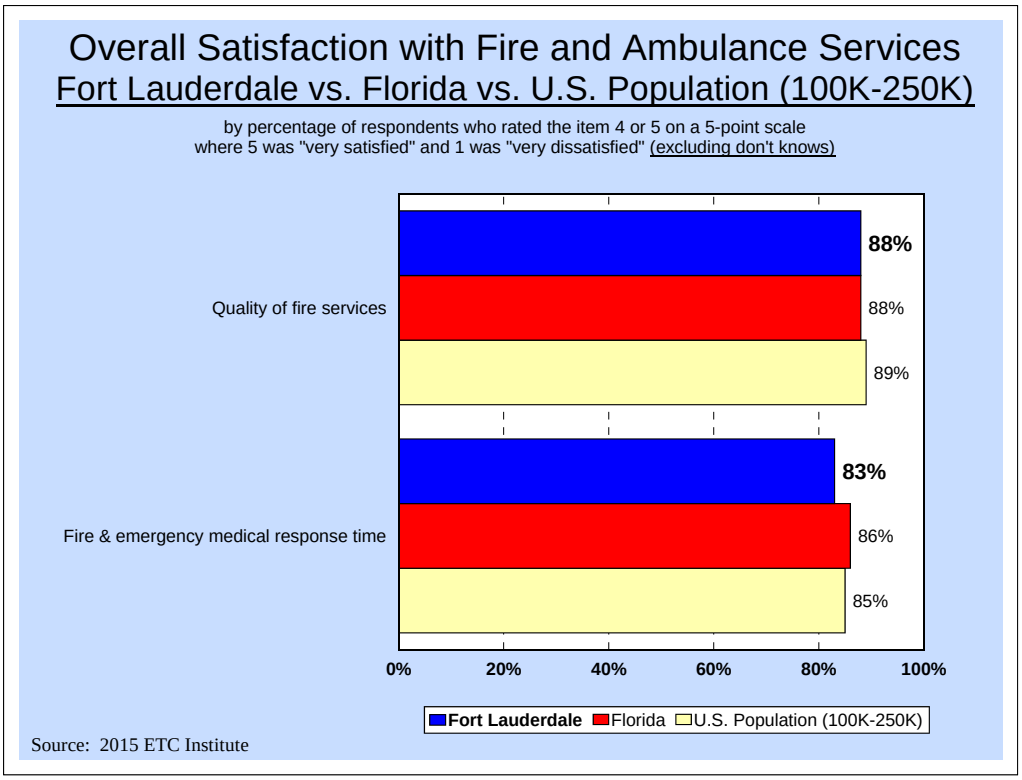


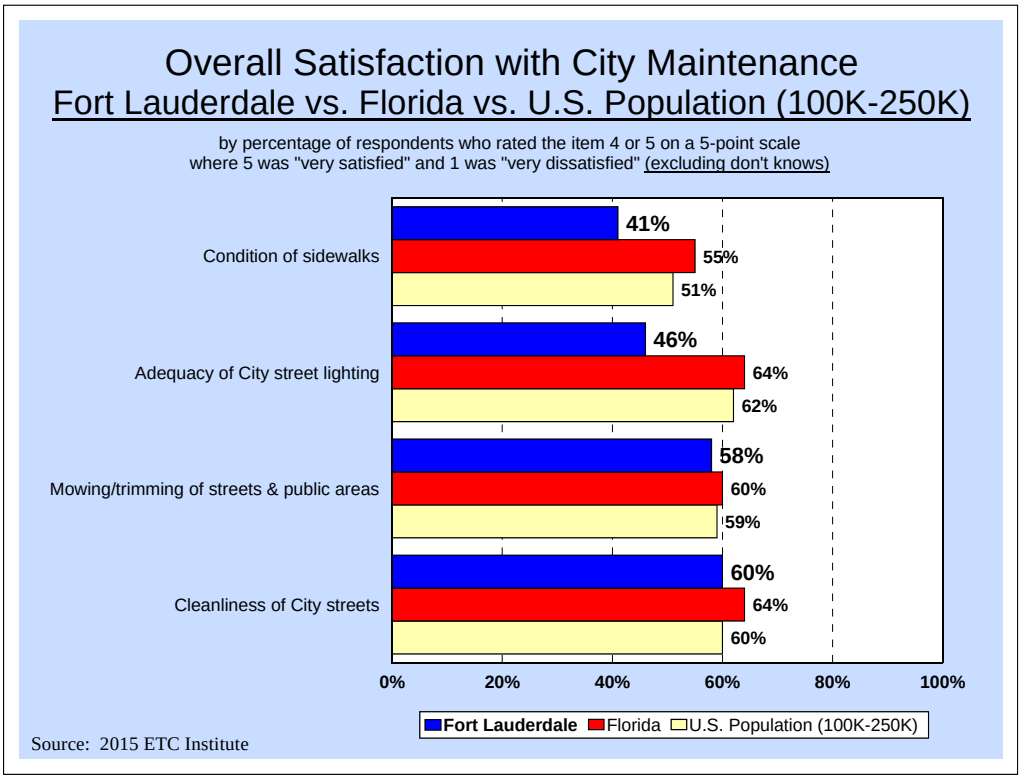
Source: 2015 ETC Institute

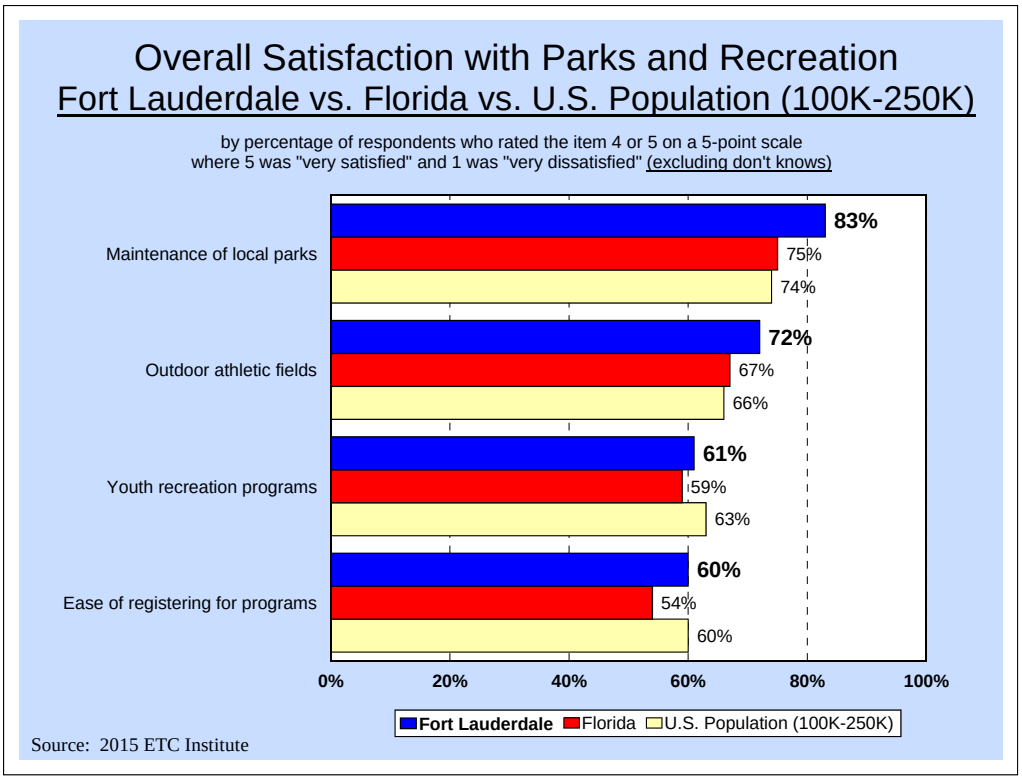

Satisfaction with Issues that Influence Perceptions of the City
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Value received for City tax dollars/fees
49%
47%
43%
Overall image of the community
68%
72%
70%
Overall quality of City services provided
74%
57%
57%
Overall quality of life in the City
78%
77%
78%
How well the City is planning growth
41%
37%
42%
Overall appearance of the City
67%
71%
71%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2015 ETC Institute

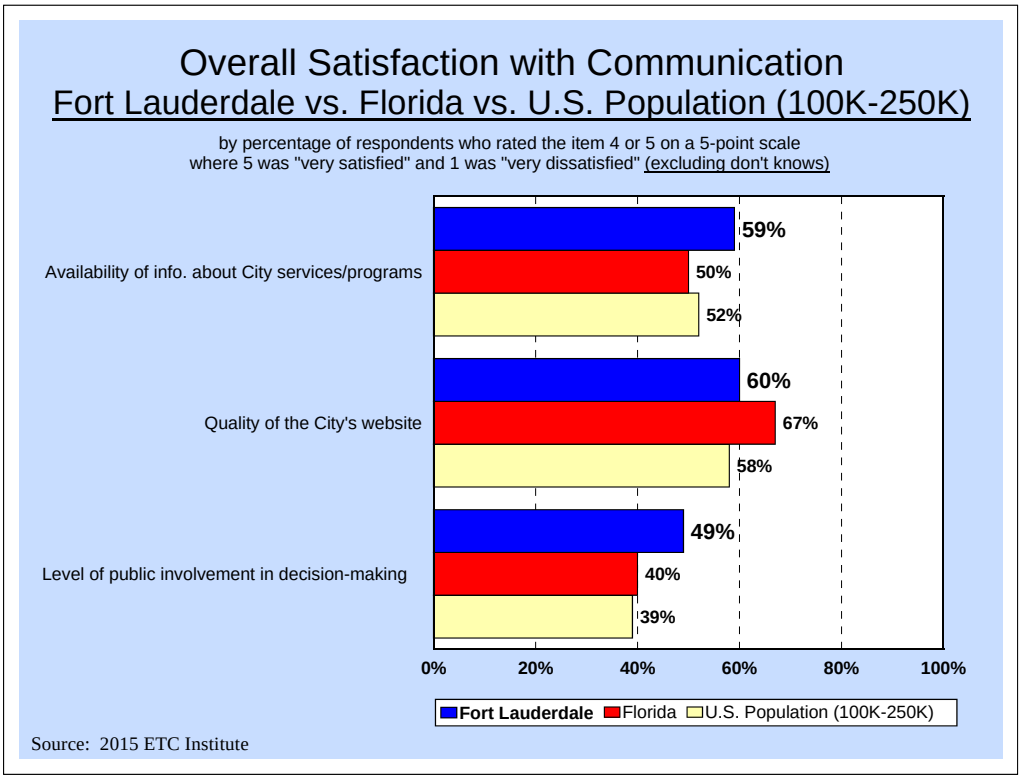

Overall Satisfaction with Police Services
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Local police protection
71%
76%
72%
Visibility of police in neighborhoods
52%
60%
57%
Police response time to emergencies
68%
71%
70%
Crime prevention
46%
59%
60%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2015 ETC Institute

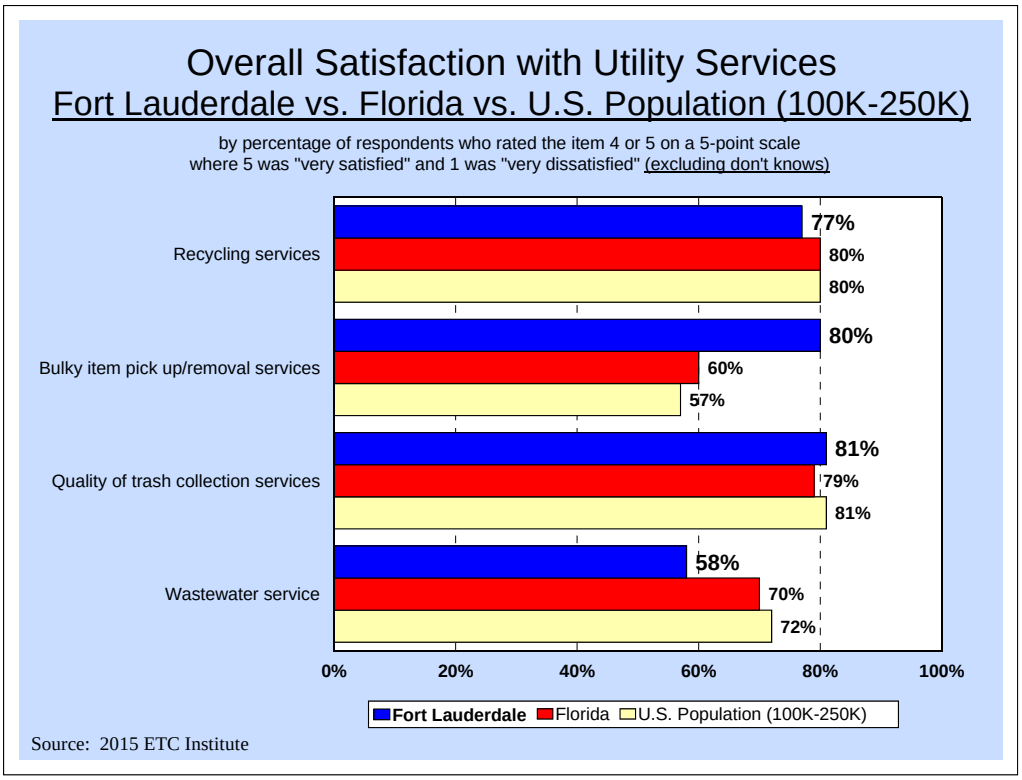

How Safe Residents Feel in Their Community
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)
In your neighborhood during the day
93%
93%
92%
In your neighborhood at night
67%
67%
68%
In Downtown
80%
74%
64%
In City parks
76%
63%
62%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2015 ETC Institute

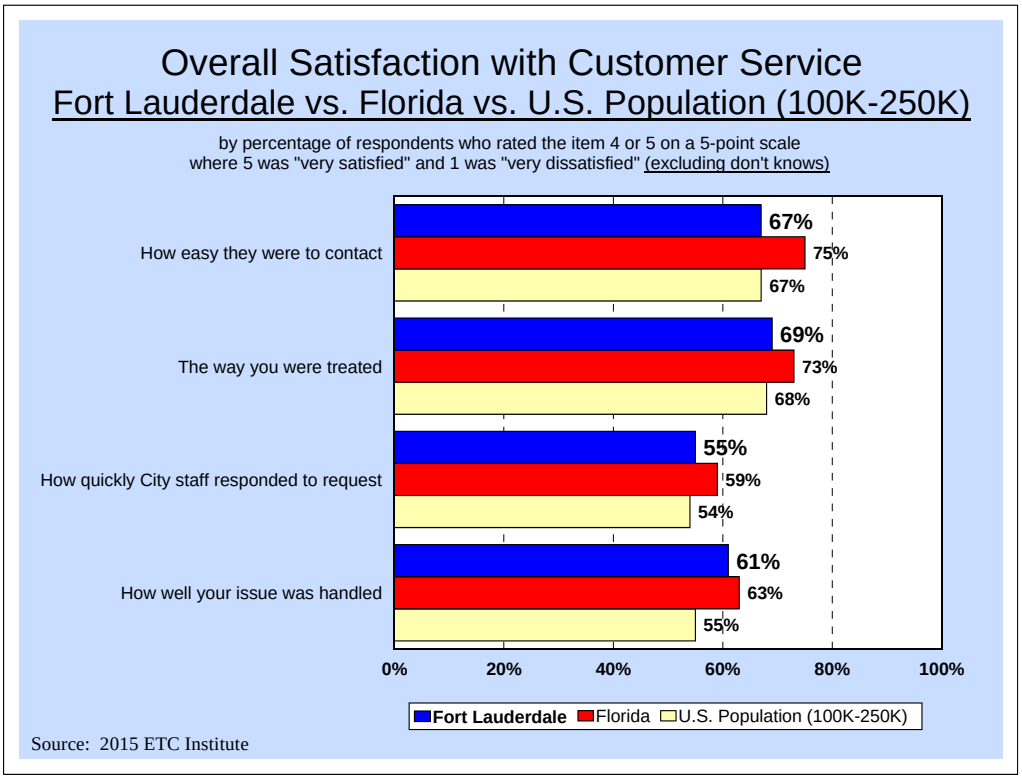

Overall Satisfaction with Fire and Ambulance Services
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Quality of fire services
88%
88%
89%
Fire & emergency medical response time
83%
86%
85%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2015 ETC Institute

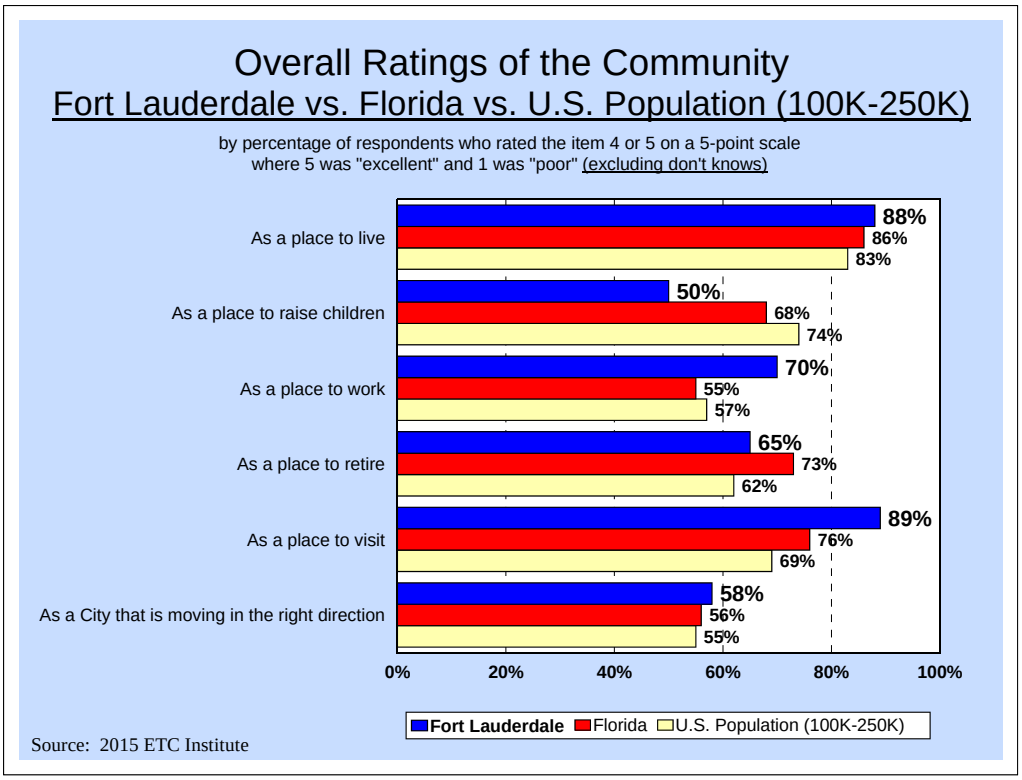

Overall Satisfaction with City Maintenance
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Condition of sidewalks
41%
55%
51%
Adequacy of City street lighting
46%
64%
62%
Mowing/trimming of streets & public areas
58%
60%
59%
Cleanliness of City streets
60%
64%
60%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2015 ETC Institute


Overall Satisfaction with Parks and Recreation
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Maintenance of local parks
83%
75%
74%
Outdoor athletic fields
72%
67%
66%
Youth recreation programs
61%
59%
63%
Ease of registering for programs
60%
54%
60%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2015 ETC Institute


Overall Satisfaction with Communication
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Availability of info. about City services/programs
59%
50%
52%
Quality of the City's website
60%
67%
58%
Level of public involvement in decision-making
49%
40%
39%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2015 ETC Institute


Overall Satisfaction with Utility Services
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Recycling services
77%
80%
80%
Bulky item pick up/removal services
80%
60%
57%
Quality of trash collection services
81%
79%
81%
Wastewater service
58%
70%
72%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2015 ETC Institute


Overall Satisfaction with Customer Service
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
How easy they were to contact
67%
75%
67%
The way you were treated
69%
73%
68%
How quickly City staff responded to request
55%
59%
54%
How well your issue was handled
61%
63%
55%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2015 ETC Institute

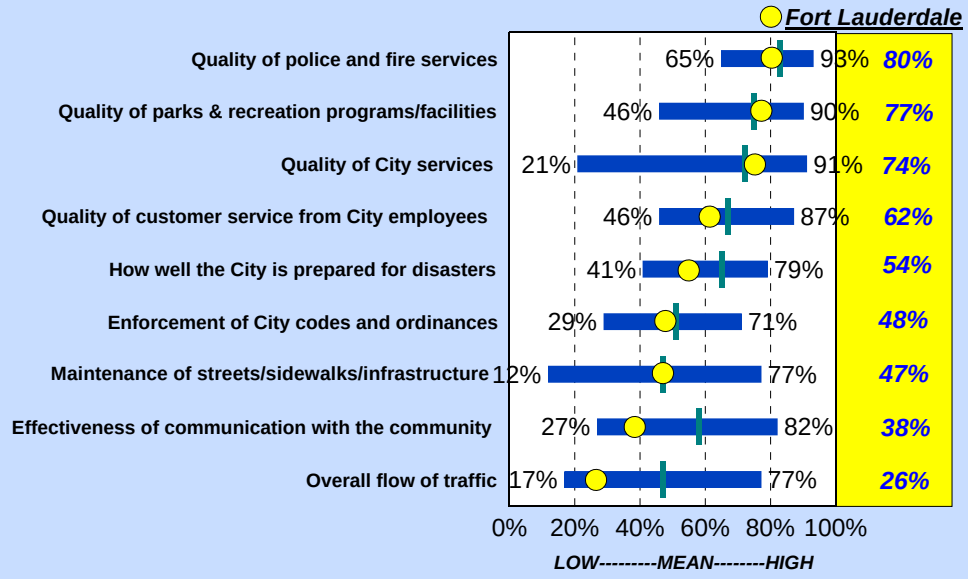

Overall Ratings of the Community
Fort Lauderdale vs. Florida vs. U.S. Population (100K-250K)
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)
As a place to live
88%
86%
83%
As a place to raise children
50%
68%
74%
As a place to work
70%
55%
57%
As a place to retire
65%
73%
62%
As a place to visit
89%
76%
69%
As a City that is moving in the right direction
58%
56%
55%
0%
20%
40%
60%
80%
100%
Fort Lauderdale
Florida
U.S. Population (100K-250K)
Source: 2015 ETC Institute

Performance Ranges

Communities with a Population of 100,000 to 250,000

Overall Satisfaction With Various City Services
Communities with a Population of 100,000 to 250,000

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



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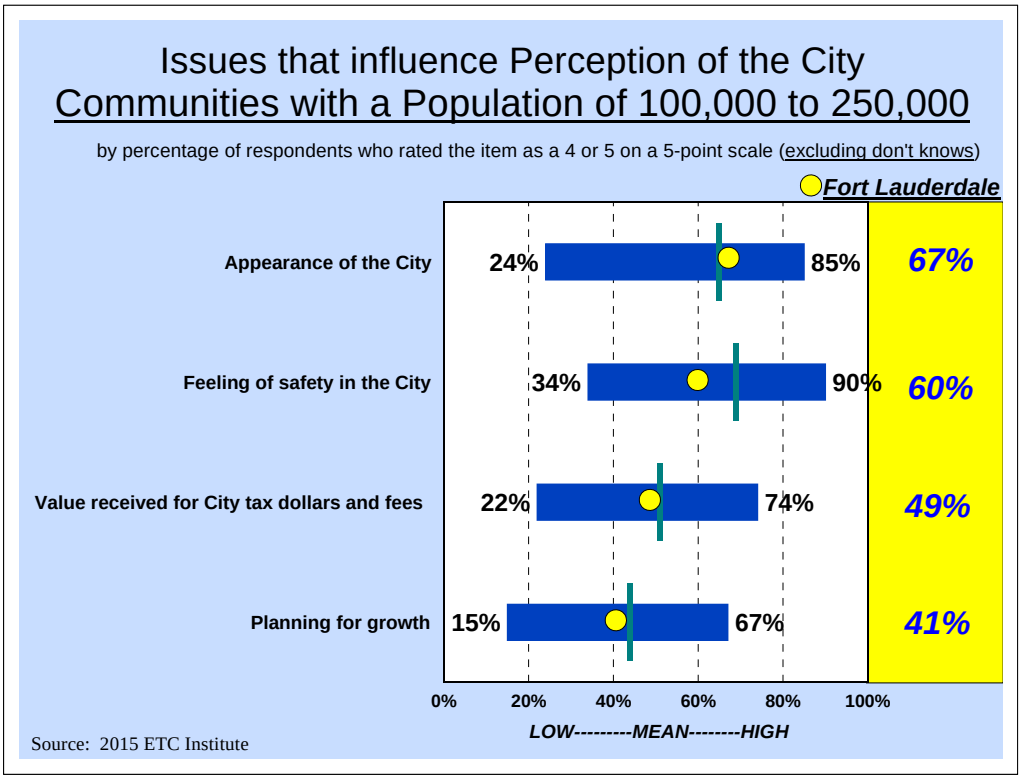
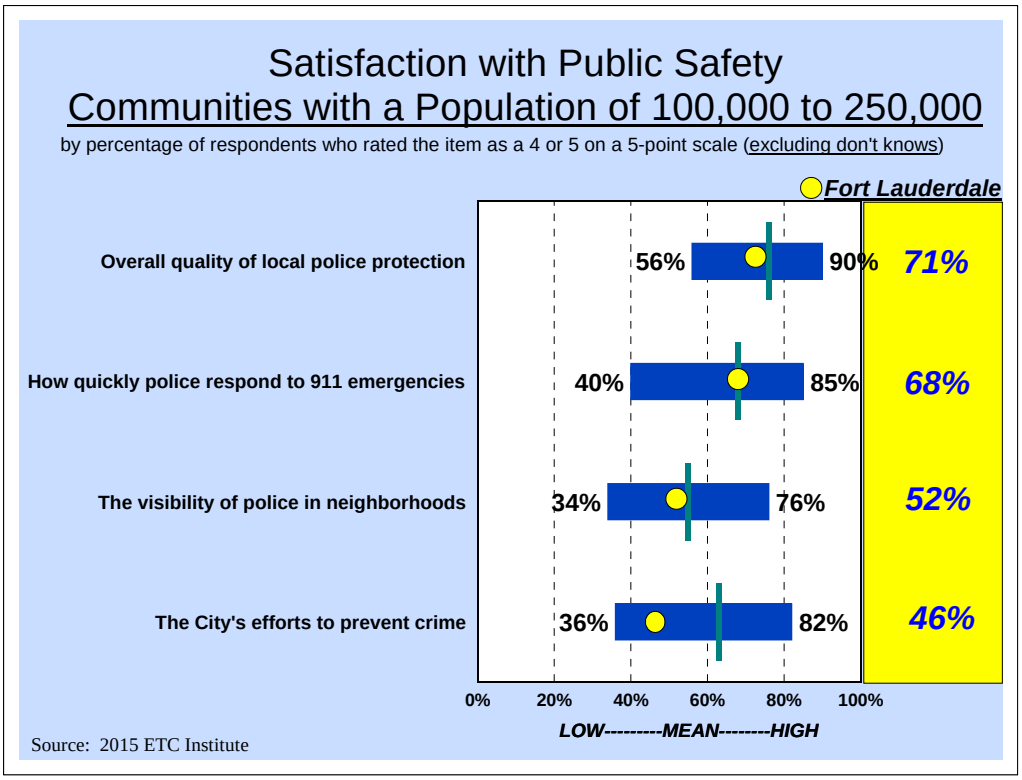
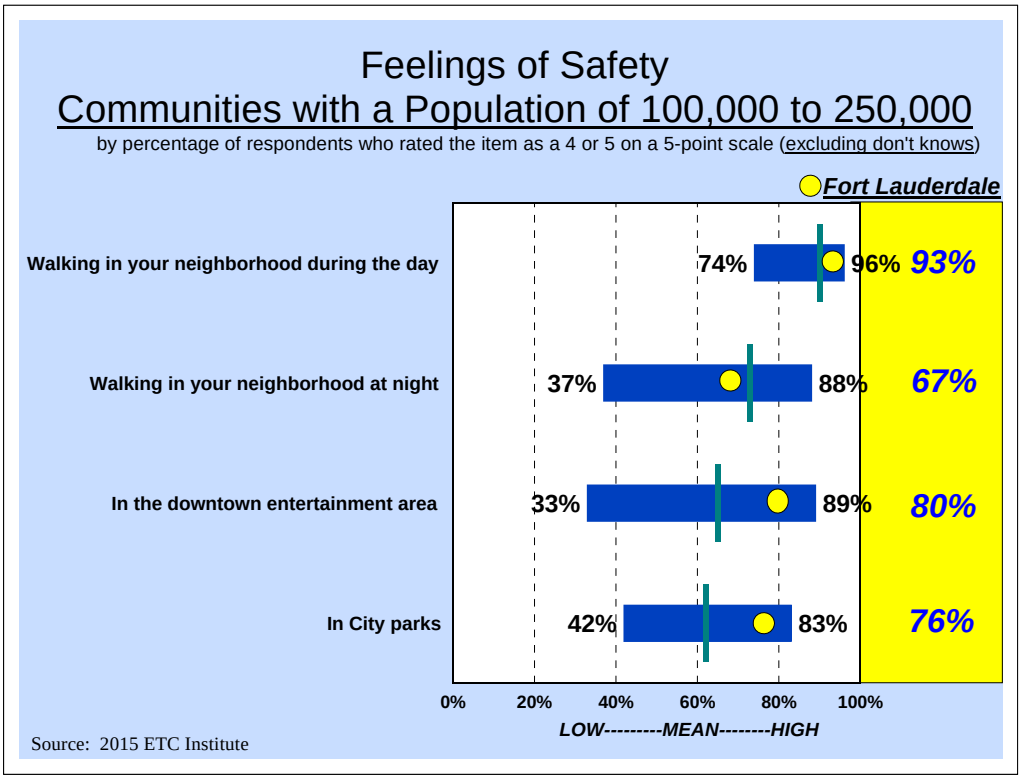
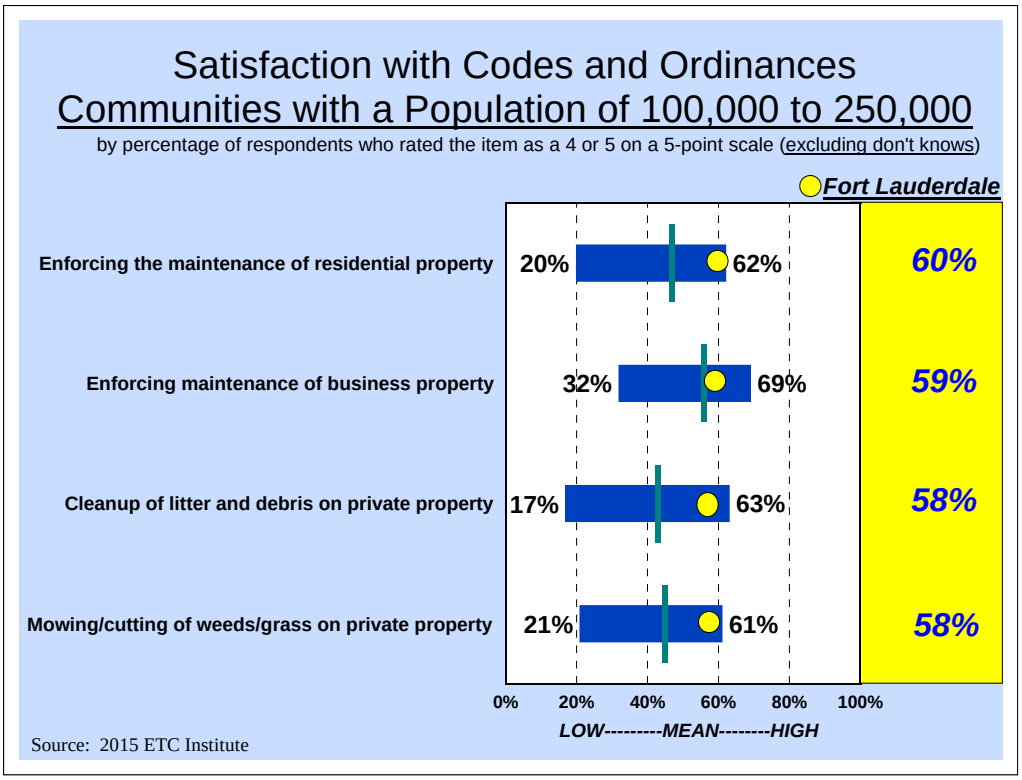
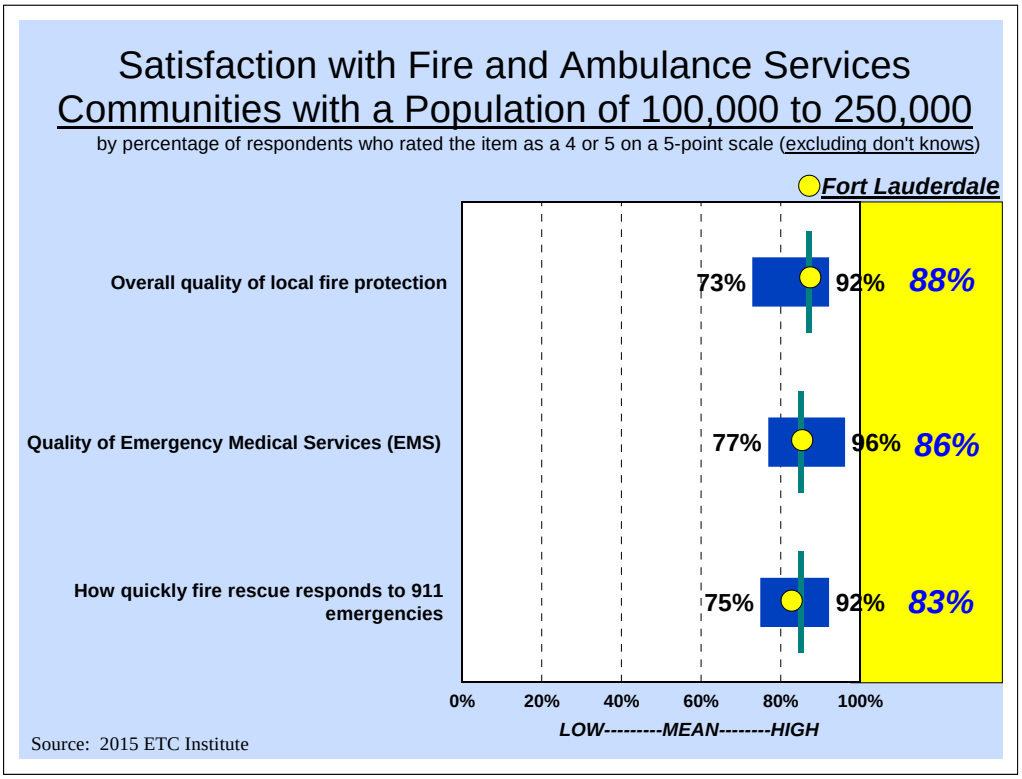
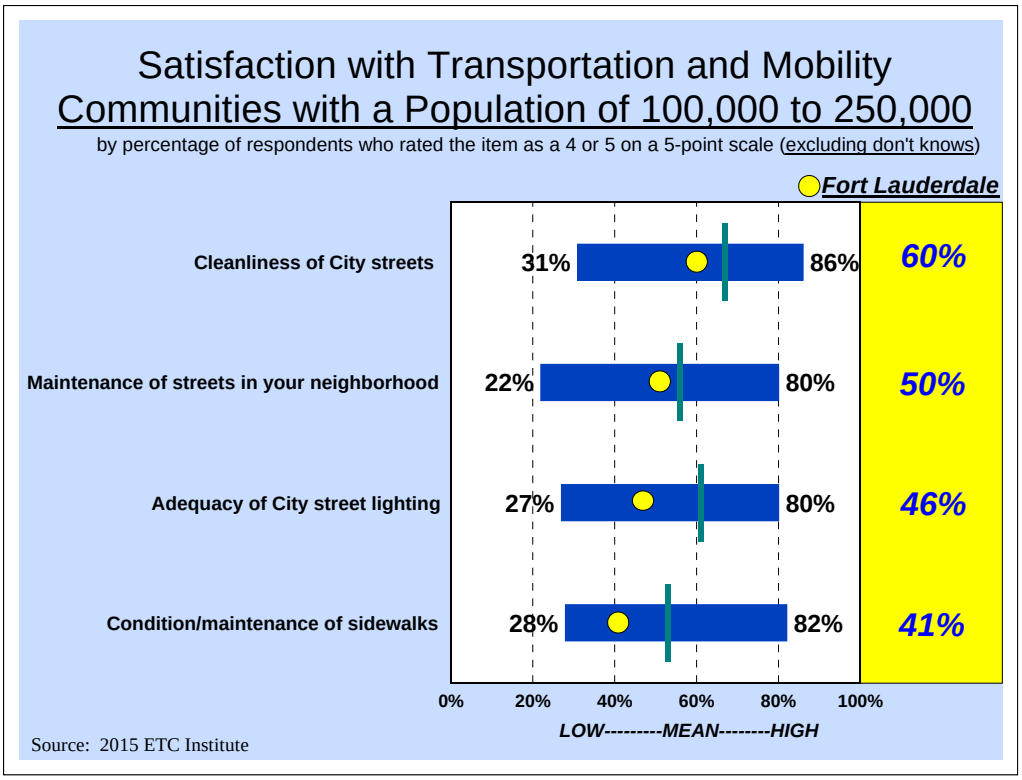

Issues that influence Perception of the City
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Appearance of the City
24%
85%
67%
Feeling of safety in the City
34%
90%
60%
Value received for City tax dollars and fees
22%
74%
49%
Planning for growth
15%
67%
41%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2015 ETC Institute

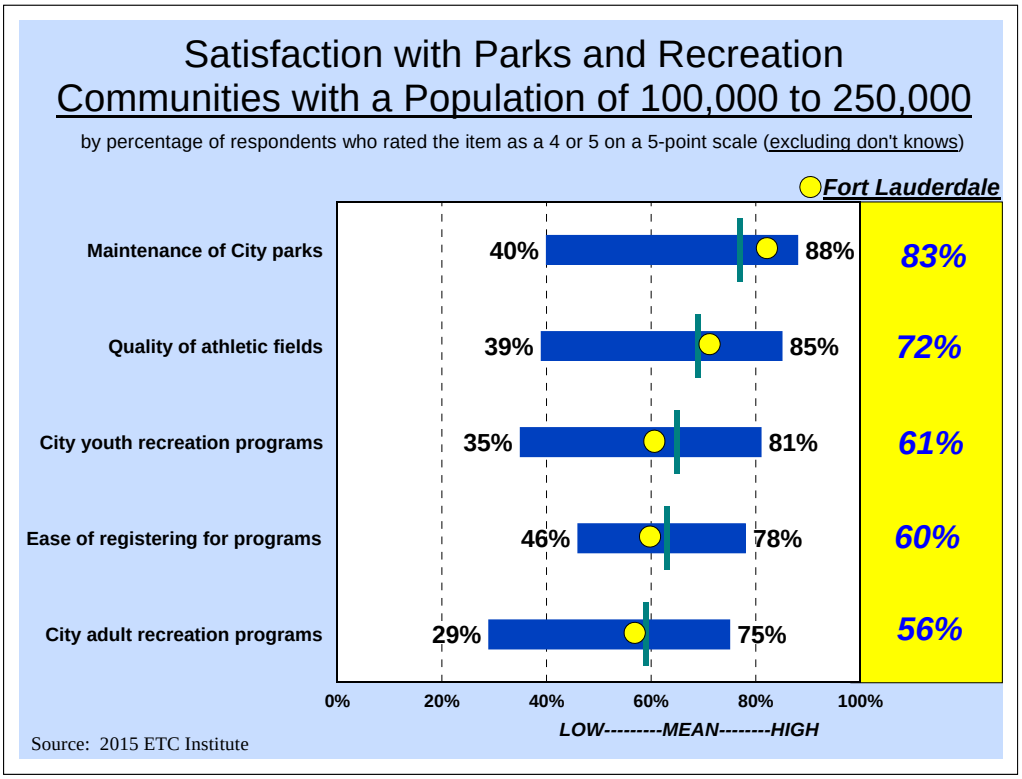

Satisfaction with Public Safety
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Overall quality of local police protection
56%
90%
71%
How quickly police respond to 911 emergencies
40%
85%
68%
The visibility of police in neighborhoods
34%
76%
52%
The City's efforts to prevent crime
36%
82%
46%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2015 ETC Institute

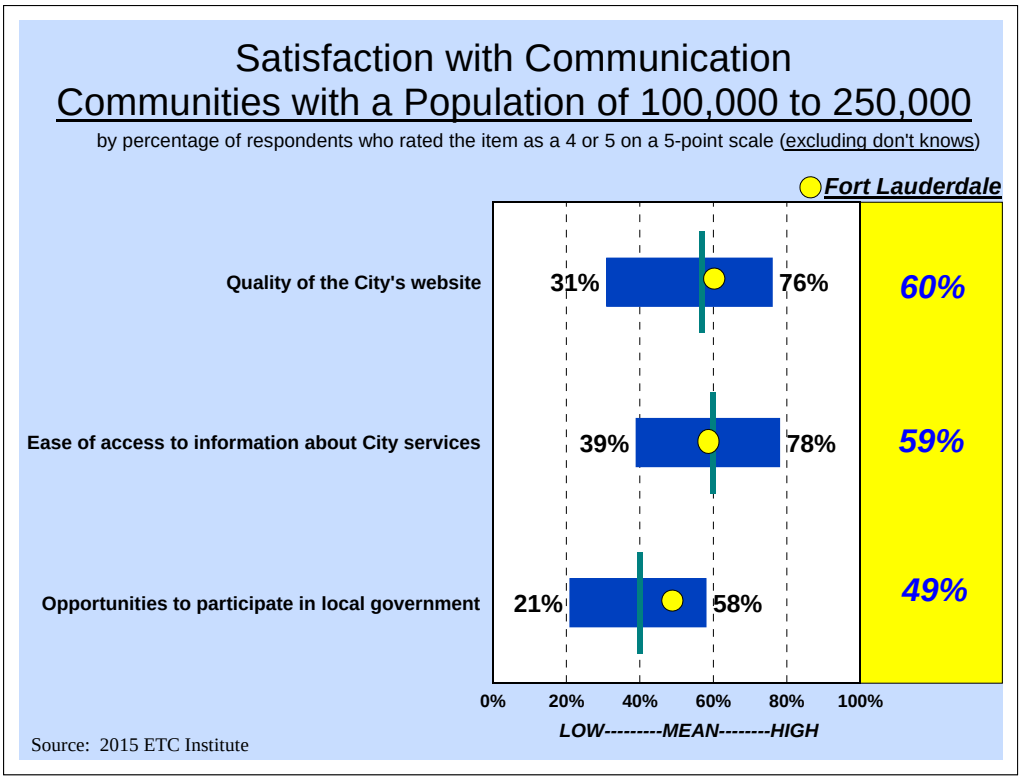

Feelings of Safety
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Walking in your neighborhood during the day
74%
96%
93%
Walking in your neighborhood at night
37%
88%
67%
In the downtown entertainment area
33%
89%
80%
In City parks
42%
83%
76%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2015 ETC Institute

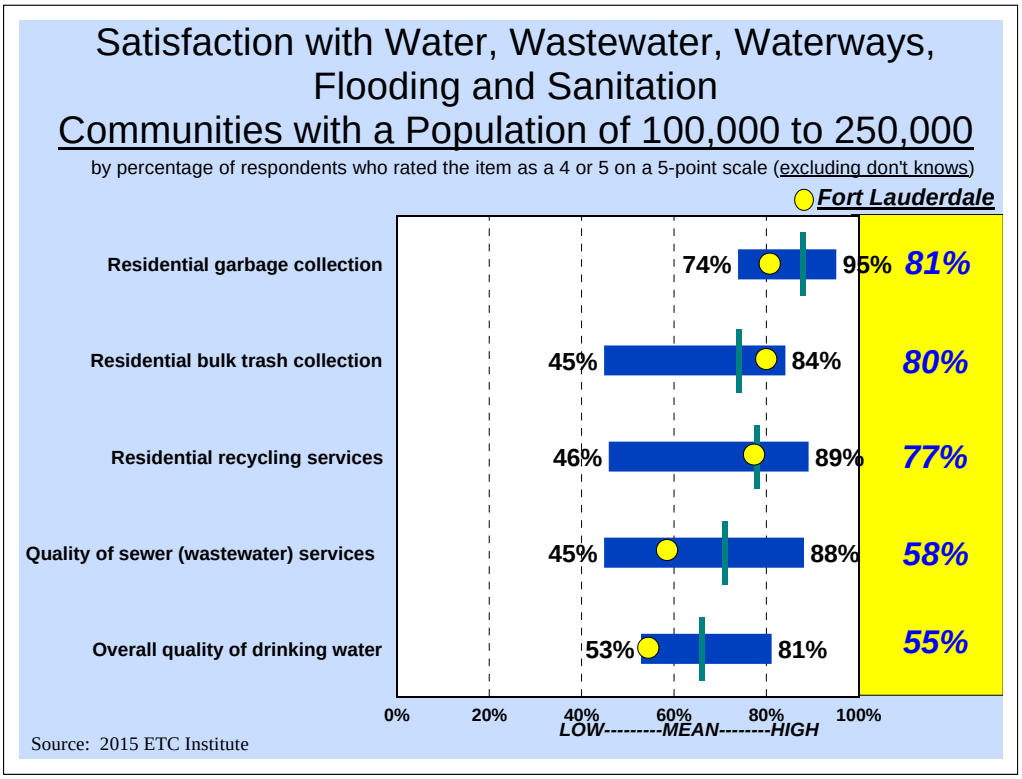

Satisfaction with Codes and Ordinances
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Enforcing the maintenance of residential property
20%
62%
60%
Enforcing maintenance of business property
32%
69%
59%
Cleanup of litter and debris on private property
17%
63%
58%
Mowing/cutting of weeds/grass on private property
21%
61%
58%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2015 ETC Institute

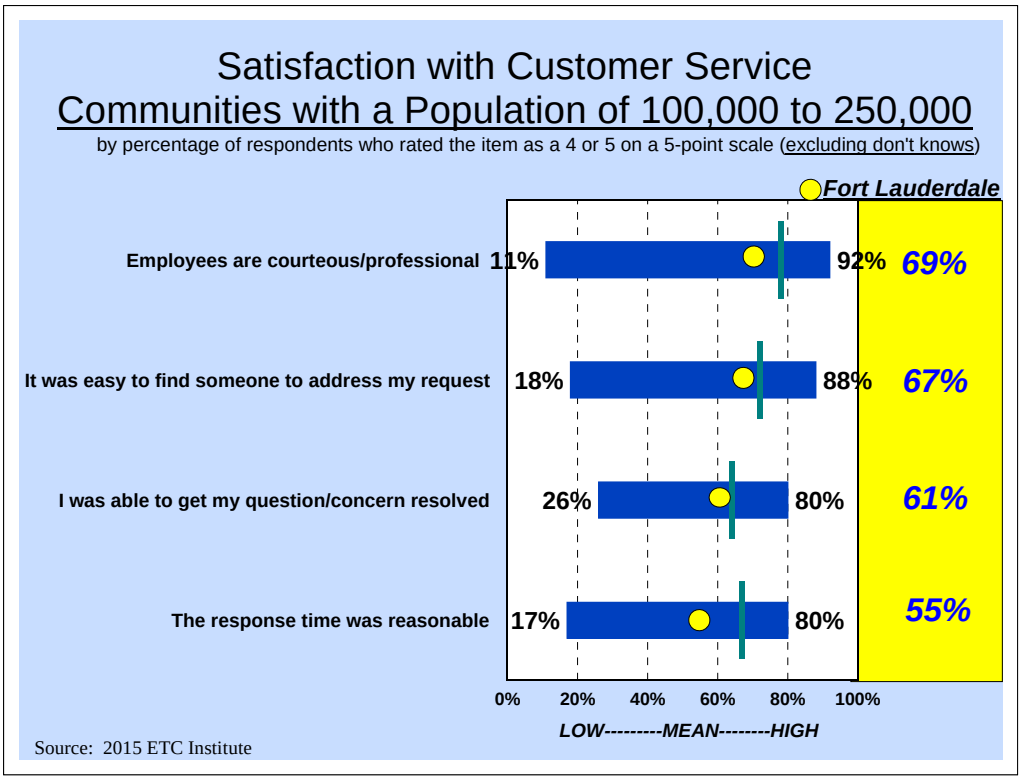

Satisfaction with Fire and Ambulance Services
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Overall quality of local fire protection
73%
92%
88%
Quality of Emergency Medical Services (EMS)
77%
96%
86%
How quickly fire rescue responds to 911 emergencies
75%
92%
83%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2015 ETC Institute

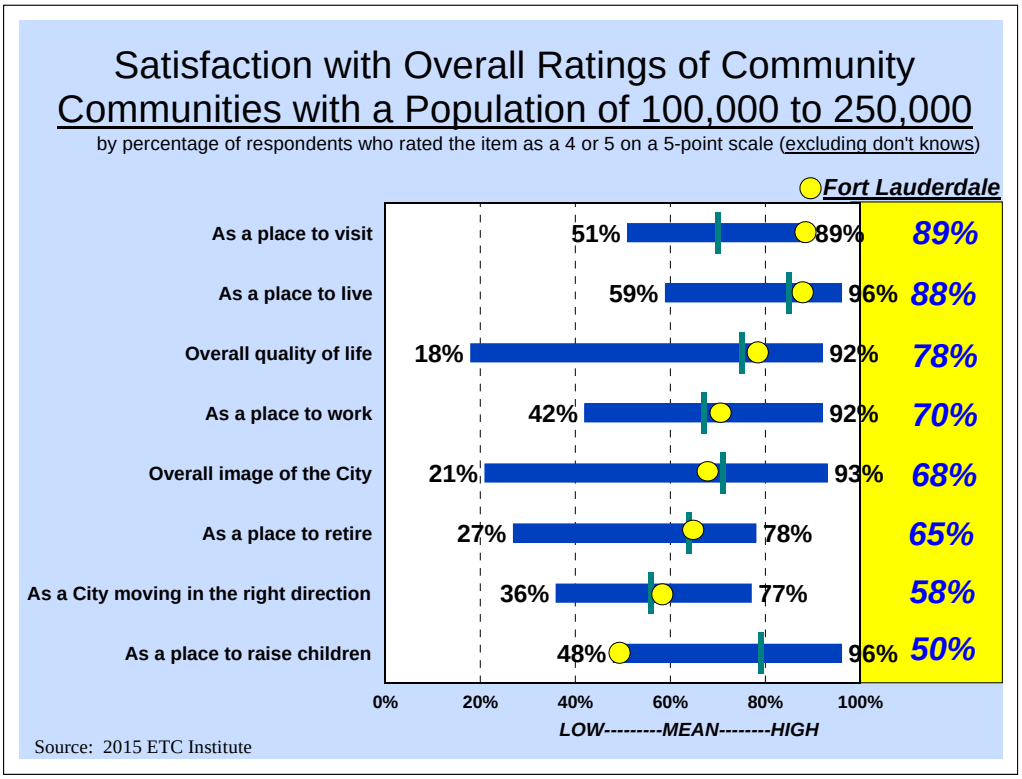

Satisfaction with Transportation and Mobility
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Cleanliness of City streets
31%
86%
60%
Maintenance of streets in your neighborhood
22%
80%
50%
Adequacy of City street lighting
27%
80%
46%
Condition/maintenance of sidewalks
28%
82%
41%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2015 ETC Institute


Satisfaction with Parks and Recreation
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Maintenance of City parks
40%
88%
83%
Quality of athletic fields
39%
85%
72%
City youth recreation programs
35%
81%
61%
Ease of registering for programs
46%
78%
60%
City adult recreation programs
29%
75%
56%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2015 ETC Institute


Satisfaction with Communication
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Quality of the City's website
31%
76%
60%
Ease of access to information about City services
39%
78%
59%
Opportunities to participate in local government
21%
58%
49%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2015 ETC Institute


Satisfaction with Water, Wastewater, Waterways, Flooding and Sanitation
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Residential garbage collection
74%
95%
81%
Residential bulk trash collection
45%
84%
80%
Residential recycling services
46%
89%
77%
Quality of sewer (wastewater) services
45%
88%
58%
Overall quality of drinking water
53%
81%
55%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2015 ETC Institute


Satisfaction with Customer Service
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
Employees are courteous/professional
11%
92%
69%
It was easy to find someone to address my request
18%
88%
67%
I was able to get my question/concern resolved
26%
80%
61%
The response time was reasonable
17%
80%
55%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2015 ETC Institute


Satisfaction with Overall Ratings of Community
Communities with a Population of 100,000 to 250,000
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Fort Lauderdale
As a place to visit
51%
89%
89%
As a place to live
59%
96%
88%
Overall quality of life
18%
92%
78%
As a place to work
42%
92%
70%
Overall image of the City
21%
93%
68%
As a place to retire
27%
78%
65%
As a City moving in the right direction
36%
77%
58%
As a place to raise children
48%
96%
50%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2015 ETC Institute