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***2012 Neighbor Survey***  
**FINAL Report Findings**

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City of FORT LAUDERDALE

Submitted to:  
***Fort Lauderdale, Florida***

By



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### Overview

ETC Institute administered a survey to residents of the City of Fort Lauderdale during November and December of 2012. 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 first resident survey administered by ETC Institute for the City of Fort Lauderdale.

This report contains:

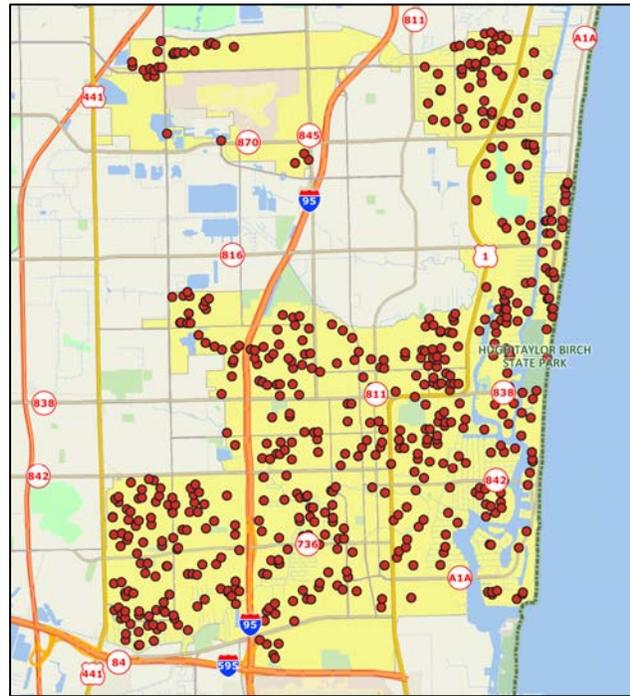
- an executive summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey
- benchmarking data that show how the results for Fort Lauderdale compare to other communities
- GIS maps that show the results of selected questions on the survey
- importance-satisfaction analysis that can help the City set priorities for improvement
- tables that show the results for all questions on the survey
- a copy of the survey instrument

**Methodology.** A letter from Mayor, followed by a seven-page survey was mailed to a random sample of 5,000 households in the City of Fort Lauderdale on November 14. A typical mailing would have been 2,500, but a larger mailing was done to help the City obtain information to supplement the development of a 2035 Community Vision.

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 600 surveys were completed, including 313 by mail, 92 by phone, and 195 on the internet.

The results for the random sample of 600 households have a precision of at least +/-4% at the 95% level of confidence. This statement is the statistically certainty of the data. Practically, it means that if the same survey was administered 100 times, 95 of those times the results would come back as they are reported here, within +4% or minus 4% of the result indicated. There were no statistically significant differences in the results of the survey based on the method of administration.

In order to understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the resident survey based on the location of their home. The geographical difference in responses to specific questions are shown in Section 3: GIS Mapping.



## Major Findings

In general, when reviewing the survey results on the 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. For the best understanding of the results of any one category, please check Section 2: Benchmarking Analysis

- **Overall Ratings of the City 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%), the City as a place to play and leisure (85%), and the City as a place to live (83%). Residents were least satisfied with the City as a place to raise and educate children (49%). There are a total of eleven questions regarding overall ratings.
- **Overall Satisfaction with City Services.** Out of 12 questions regarding the overall satisfaction with city services, residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the overall quality of police and fire services (75%), the quality of parks and recreation programs and facilities (75%), and the landscaping in parks/medians and other public areas (69%). Residents were least satisfied with the overall flow of traffic (39%), however it is important to note that all major streets within the city are under the control of Broward County and the Florida Department of Transportation. Approximately 70% of respondents provided feedback about the major City services that should receive the most emphasis by the City leaders over the next two years. These services are: 1) the overall flow of traffic, 2) the maintenance of city streets, sidewalks and infrastructure, 3) how well the city is prepared for disasters, and 4) the overall quality of police services.

- **Perceptions of the City.** Thirteen (13) questions were asked regarding various issues that influence the perception of Fort Lauderdale. The perception issues that residents rated as excellent or good (ratings of 4 or 5 on a 5-point scale) included: the overall appearance of the City (66%), the acceptance of diversity (63%), and the overall feeling of safety in the City (56%). Residents' lowest ratings were with the City's effort to eradicate homelessness (23%).
- **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 (85%), the quality of emergency medical services (85%), and how quickly fire rescue responds to 911 emergencies (85%). Residents were least satisfied with the quality of life guard protection at City beaches (76%).
- **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 (70%), the overall quality of police protection (68%), and how quickly police respond to 911 emergencies (65%). 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 (89%), and at special events (89%). Respondents indicated that they have met a police officer in their neighborhood or at a civic association meeting (51%). Residents were least satisfied with the City's effort to prevent crime (50%).
- **Parks and Recreation Services.** The areas of parks and recreation that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the proximity of your home to City parks (79%), the maintenance of City parks (77%), and the quality of athletic fields (72%). Residents were least satisfied with the City's adult athletic programs (53%) and the cost of parks programs and facility fees (57%). Within these questions, respondents ranked the maintenance of city parks and the availability of green space next your home as the top two items to receive emphasis from City leaders over the next two years.
- **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 recycling services (84%), residential bulk trash collection (83%), and residential garbage collection (83%). Residents were least satisfied with the prevention of tidal-related flooding (34%). Within these questions, respondents ranked the prevention of storm water related flooding, the overall quality of drinking water, and the prevention of tidal-related flooding as the three items to receive emphasis from City leaders over the next two years.

- **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 (59%), availability of sidewalks in the City (60%), and the maintenance of street signs and pavement markings (57%). Residents rated lower levels of satisfaction with the availability of greenways for walking or biking (42%), safety of walking (43%) the safety of biking (30%), and residents were least satisfied with the cost of private parking (22%), and the cost of public parking (29%).

## **Comparative Benchmarks with the Nation and the Florida Region**

Fort Lauderdale exceeded national and regional benchmarks in;

- Public transportation services
- Parks and recreation services
- Feelings of safety in downtown
- Feelings of safety in City parks
- Level of public involvement in decision making
- Recycling services
- Bulky item pick-up
- Fort Lauderdale as a place to work
- Fort Lauderdale as a place to visit

The City of Fort Lauderdale excelled in several areas when compared to other communities in ETC Institute's national DirectionFinder® database. The City ranked 11% higher than other Florida cities as a place to visit and 22% above the national average. As a place to work, Fort Lauderdale ranked 10% higher than other Florida cities and 7% higher than the national average.

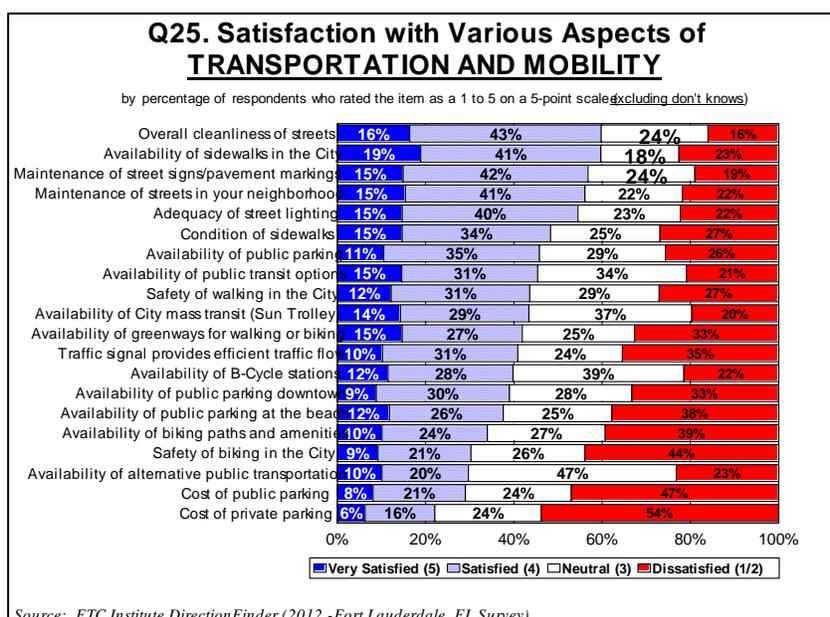
Satisfaction levels with recycling services were 7% higher than other Florida cities and 13% higher than the national average. Additionally, satisfaction with bulky item pick-up and removal services was ranked 22% higher than other Florida cities and 24% higher than the national average.

## Conclusions and Recommendations for Action

This information is based on Section 4: Importance-Satisfaction Analysis. This analysis combines the satisfaction response of residents with the importance ranking in a calculation that provides the most accurate information to City leaders for budgeting priorities.

- **Overall Emphasis for Change.** Among the 12 major categories of City services that were assessed on the survey, residents indicated by their Importance/Satisfaction ratings that the most important improvements should be 1) the overall flow of traffic, 2) the maintenance of City streets/sidewalks/infrastructure, 3) how well the City is preparing for the future, and 4) how well the City is prepared for disasters.
- **Public Safety Emphasis for Change.** Among the 5 categories of public safety services that were rated, residents indicated by their Importance/Satisfaction ratings that the most important improvements should be 1) the City's efforts to prevent crime, and 2) the visibility of police in neighborhoods.
- **Water Services Emphasis for Change.** Among the 8 categories of water services that were rated, residents indicated by their Importance/Satisfaction ratings that the most important improvements should be 1) prevention of storm water-related flooding, 2) prevention of tidal-related flooding, 3) cleanliness of waterways near your home, and 4) overall quality of drinking water.

The series of questions in this graph is of particular interest to the City for resident ease of getting around the City and for the ease of the many visitors to the City. With the focus on the many facets of this issue, the importance ranking was not asked here and was therefore not a part of the Importance-Satisfaction Analysis. Given the percentages of dissatisfaction and the importance to the future of the City, it should also be recommended for action.

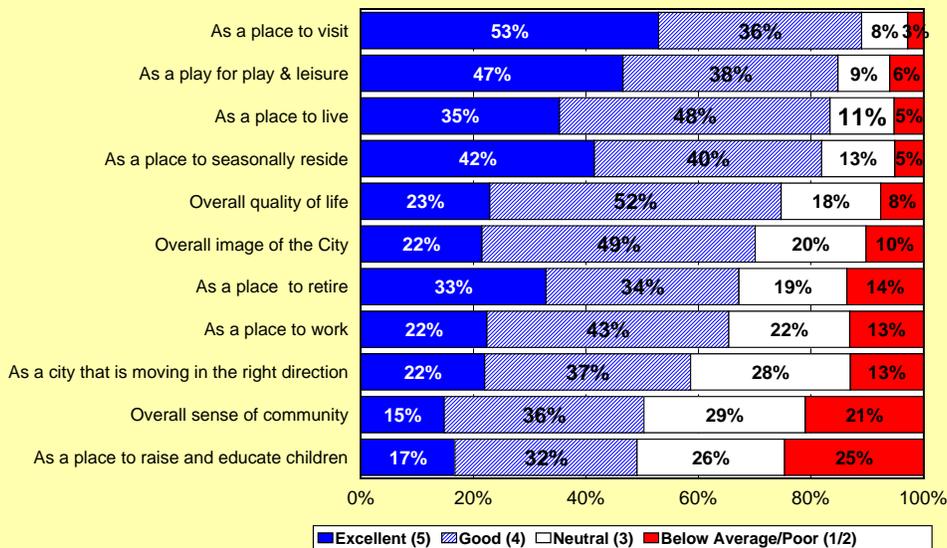


*Section 1:*  
***Charts and Graphs***

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### Q1. Overall Ratings of the City of Fort Lauderdale:

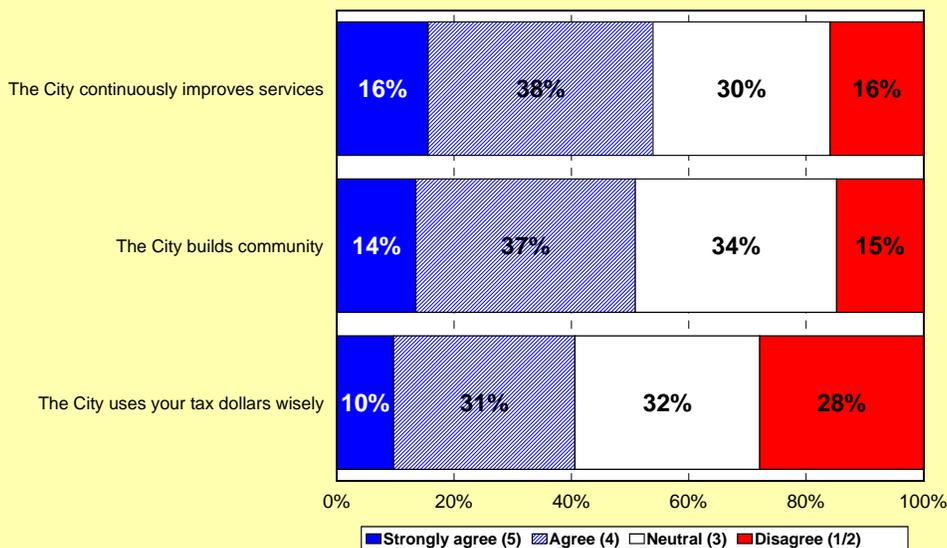
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q2. Level of agreement with CITY GOALS:

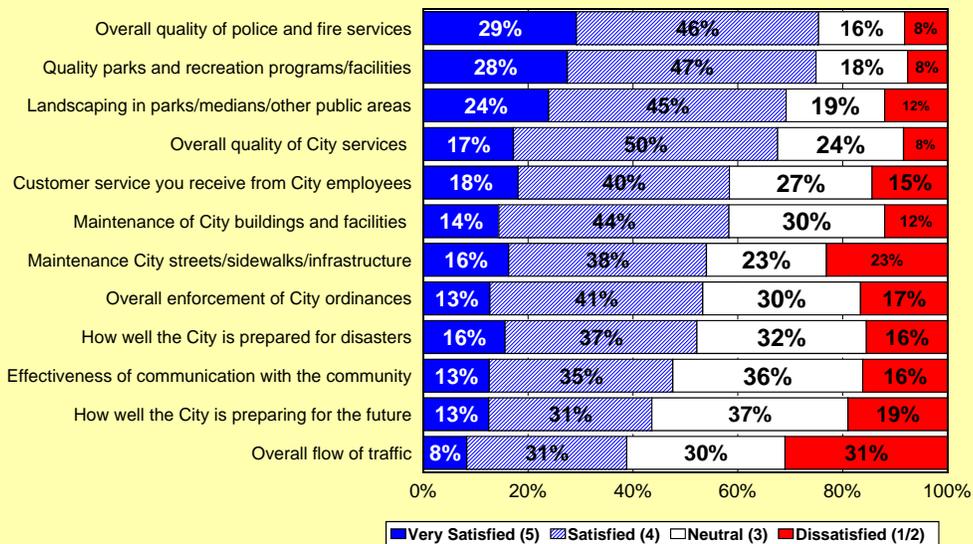
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q3. Overall Satisfaction with City Services

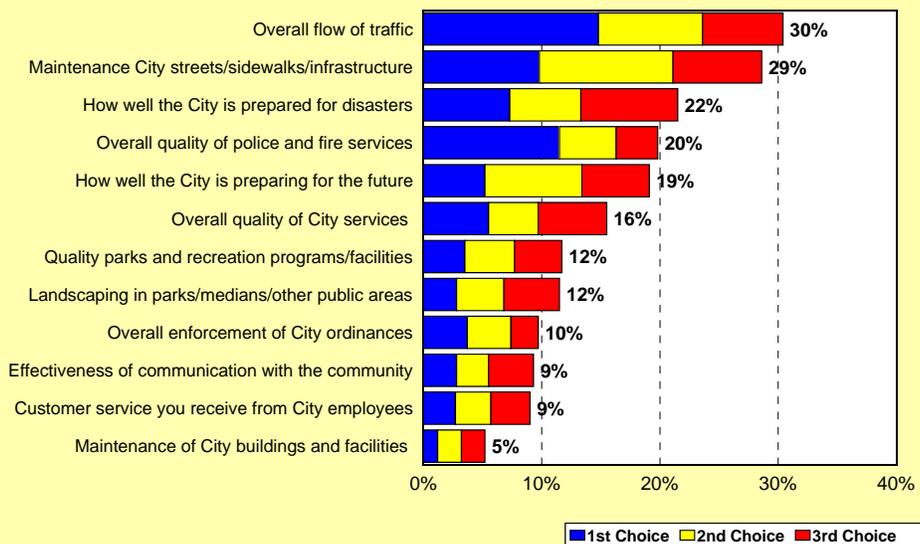
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q4. Which THREE of City services should receive the most emphasis from City leaders over the next two years

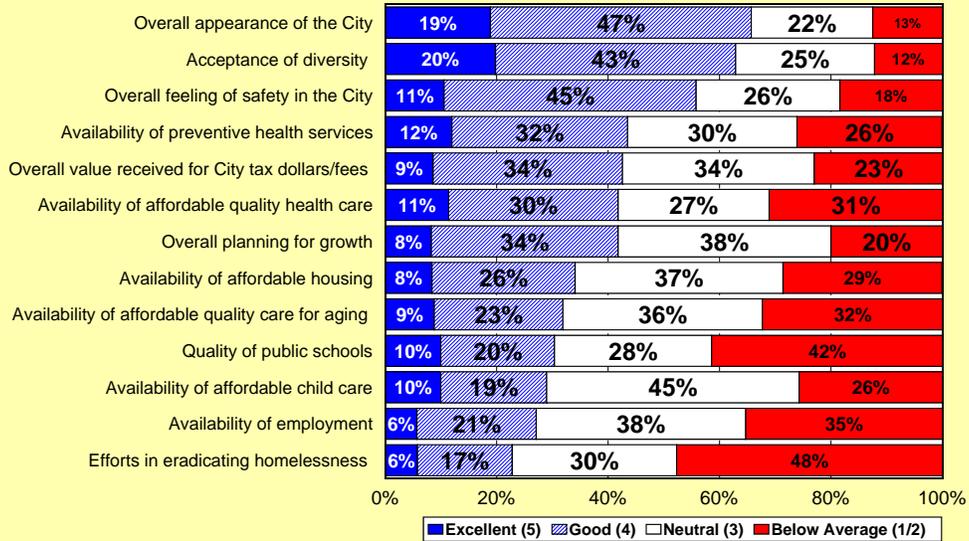
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q5. Satisfaction with Various Aspects of Items that Influence the Perception of Fort Lauderdale

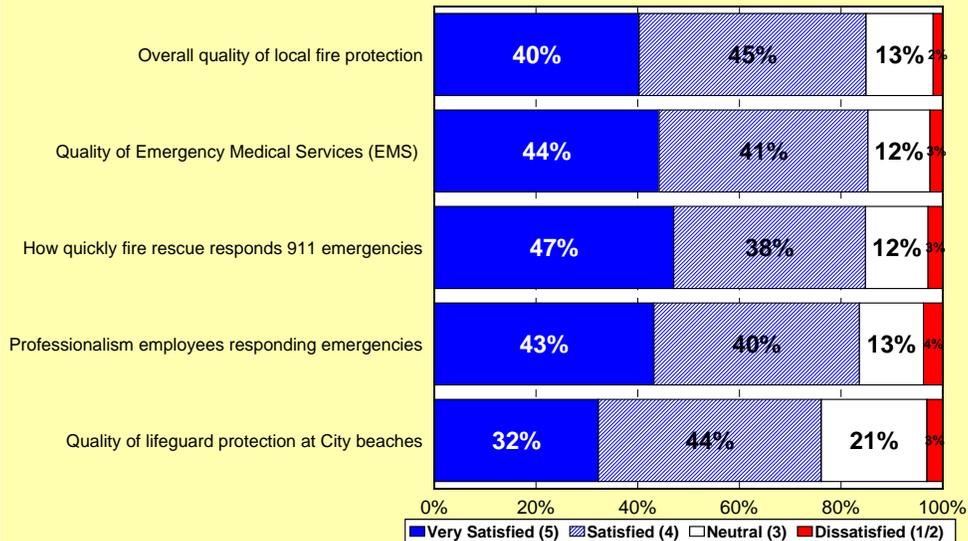
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q6. Satisfaction with Fire Rescue and Emergency Management Planning

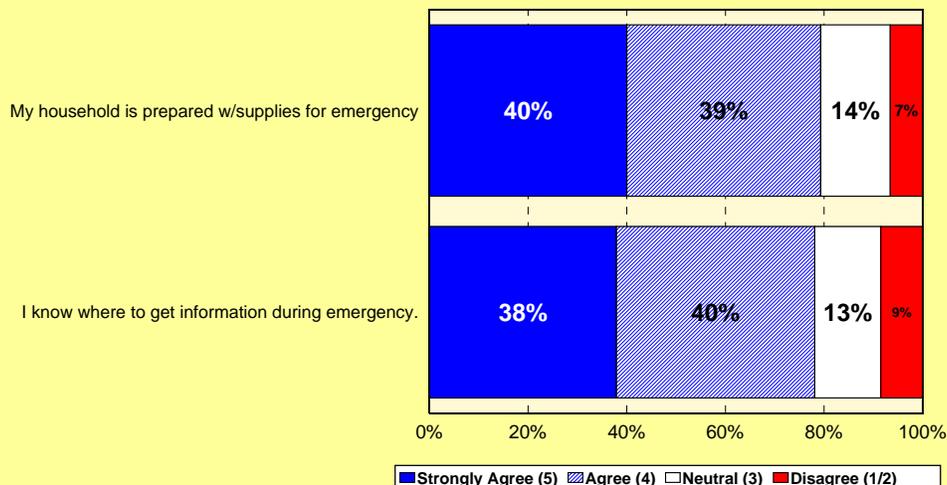
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q6(a). Level of Agreement with Fire Rescue and Emergency Management Planning

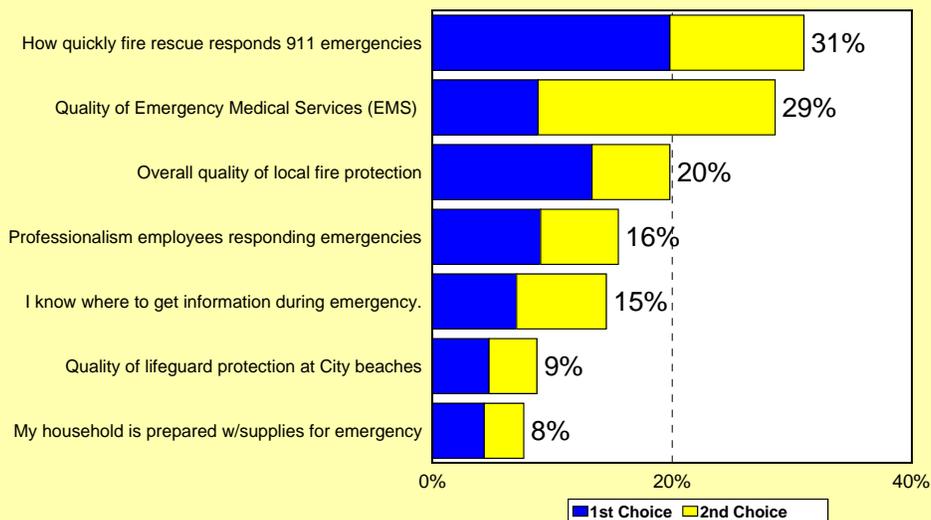
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



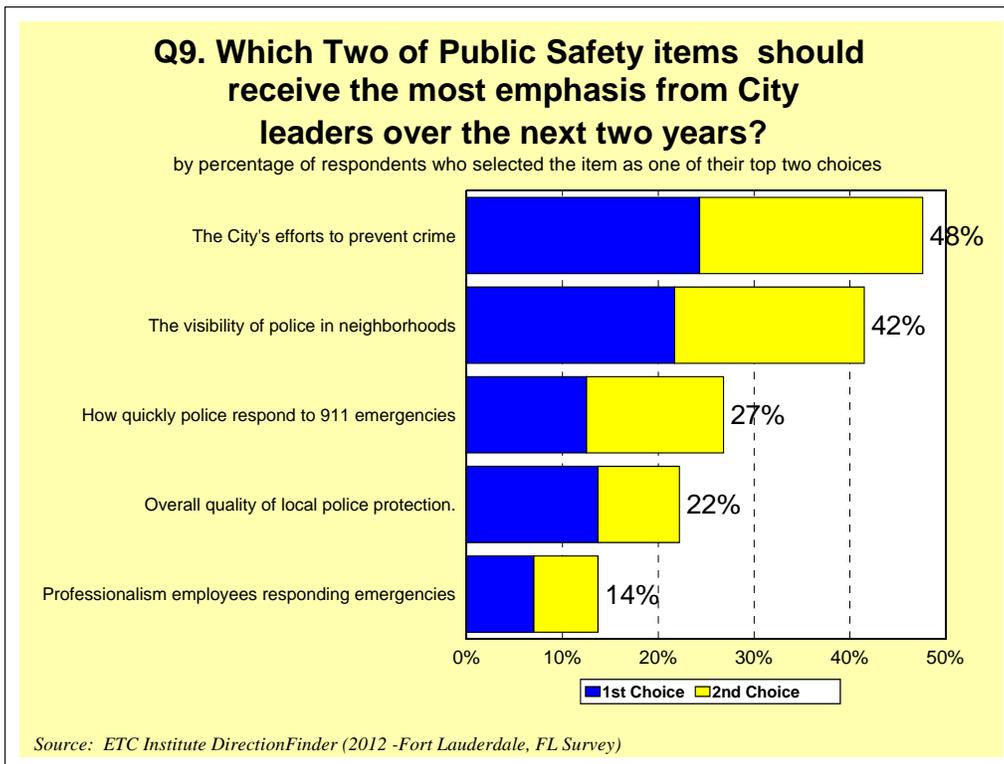
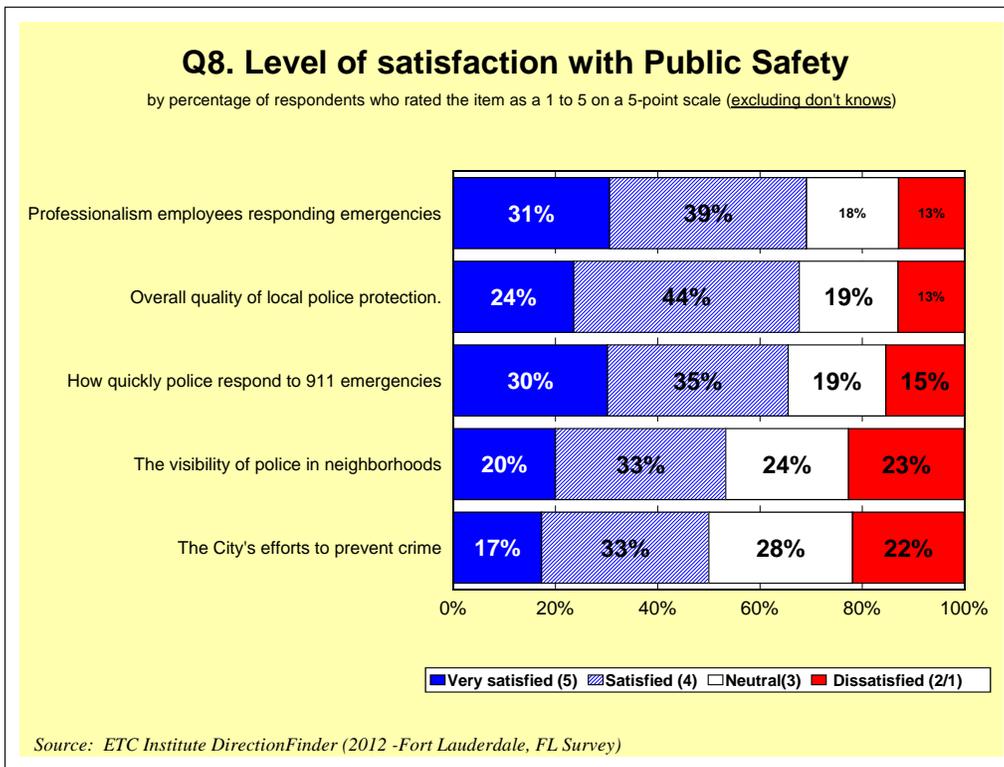
Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q7. Which Two of Fire Rescue and Emergency items 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

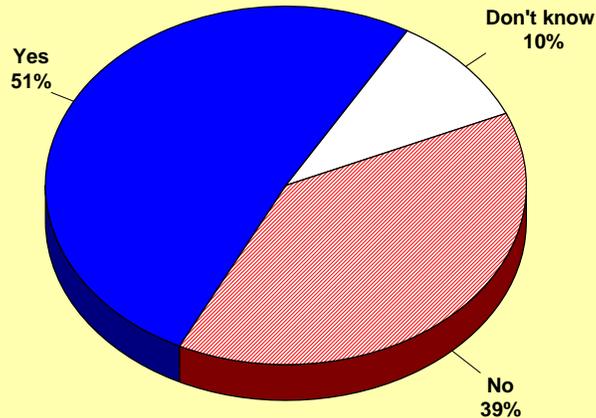


Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)



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

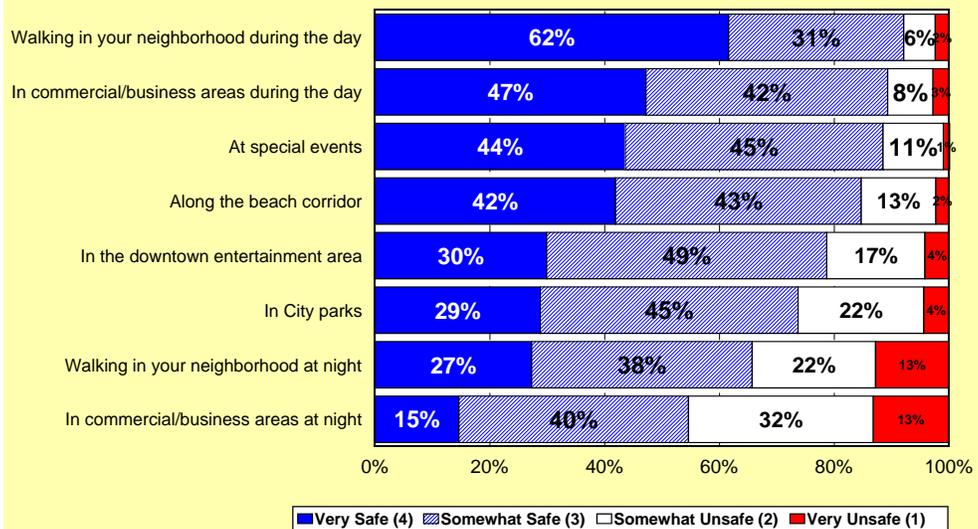
by percentage of respondents



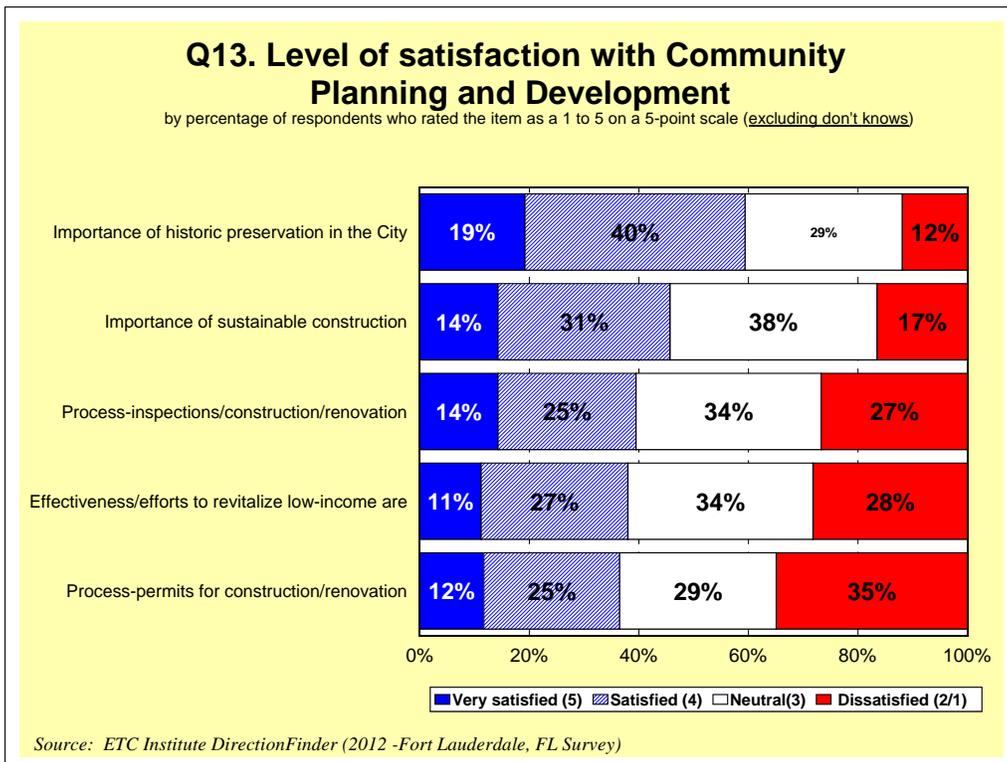
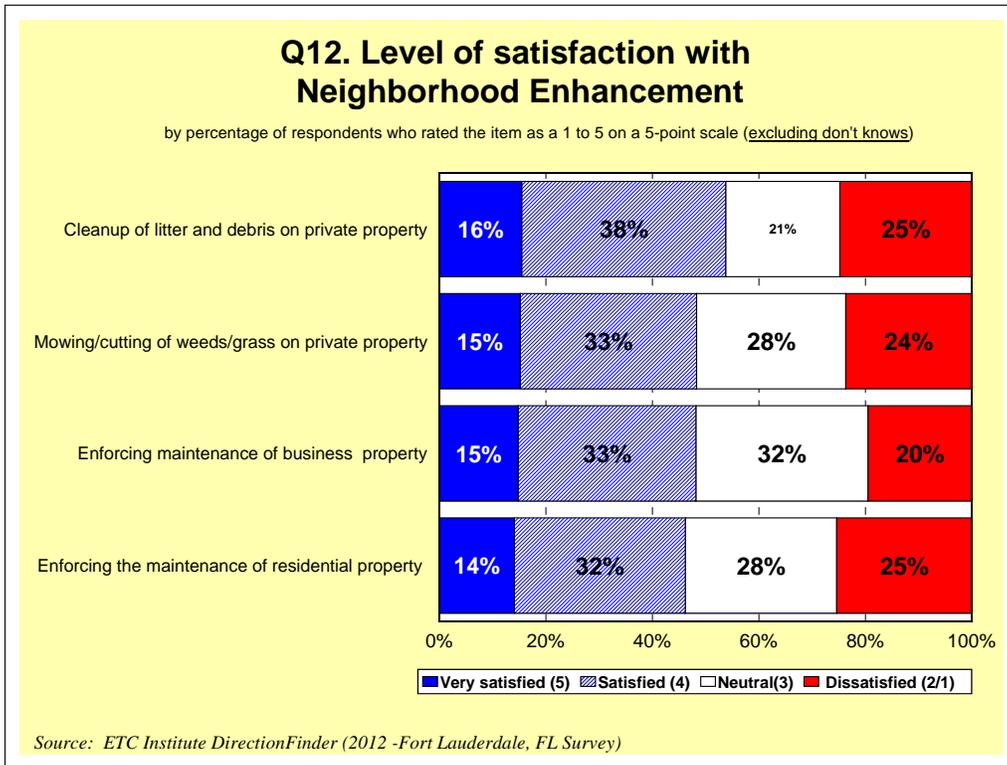
Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q11. How safe you Feel in Fort Lauderdale

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

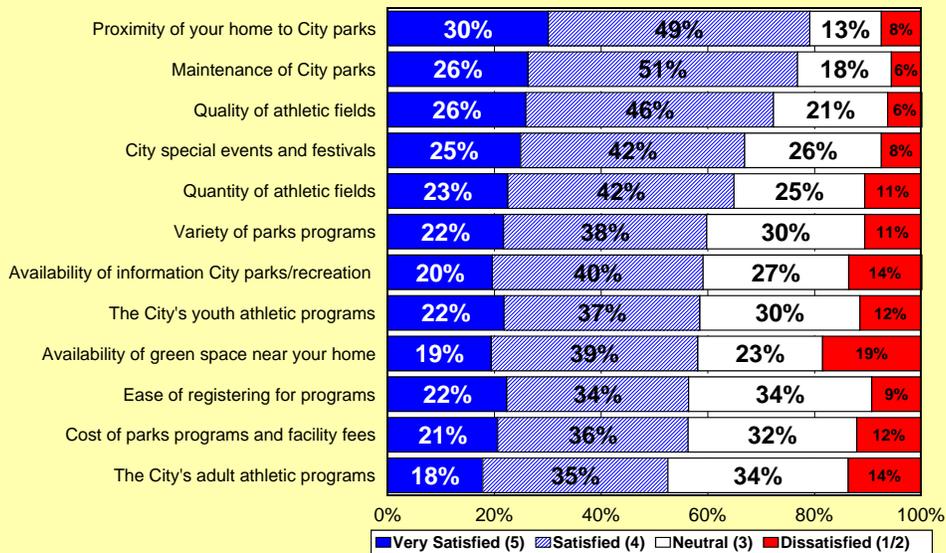


Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)



### Q14. Satisfaction with Various Aspects of Parks and Recreation Services

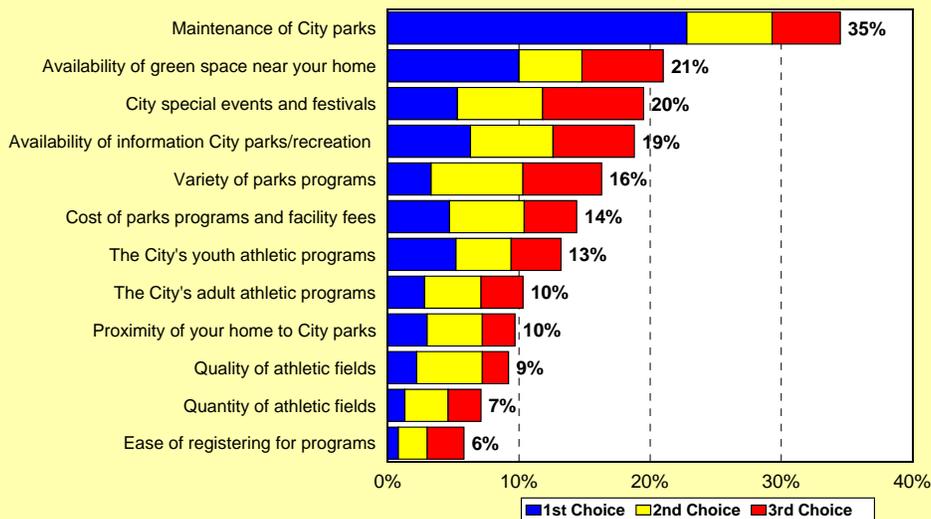
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q15. Which THREE of Parks and Recreation services should receive the most emphasis from City leaders over the next two years

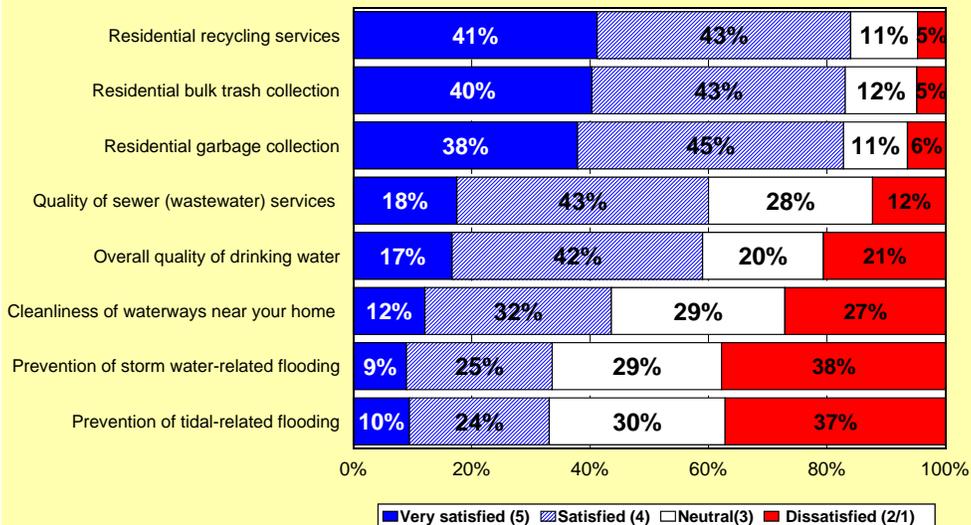
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q16. Please rate your satisfaction with Water, Wastewater, Waterways, Flooding, Sanitation

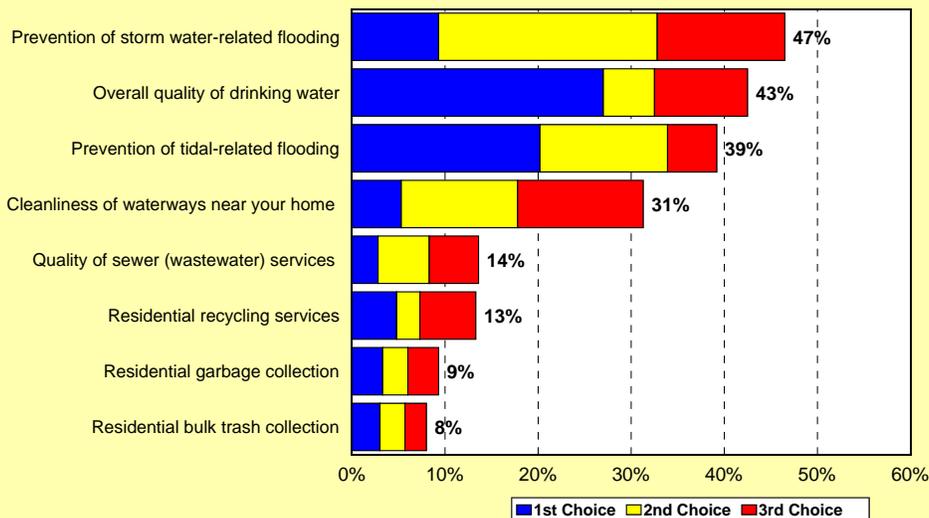
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q17. Which THREE of Water, Wastewater, Waterways, Flooding, Sanitation services should receive the most emphasis from City leaders over the next two years

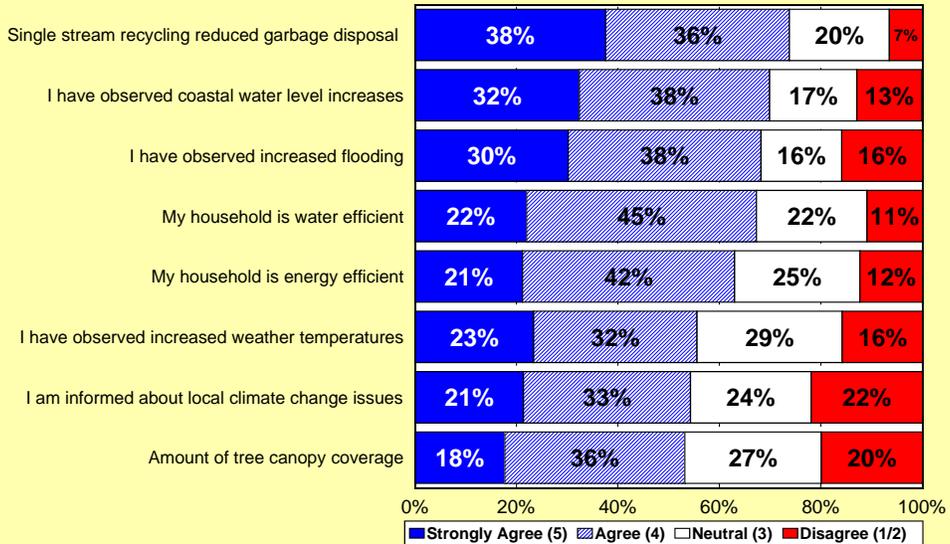
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q18. Level of Agreement with Various Aspects of Sustainability

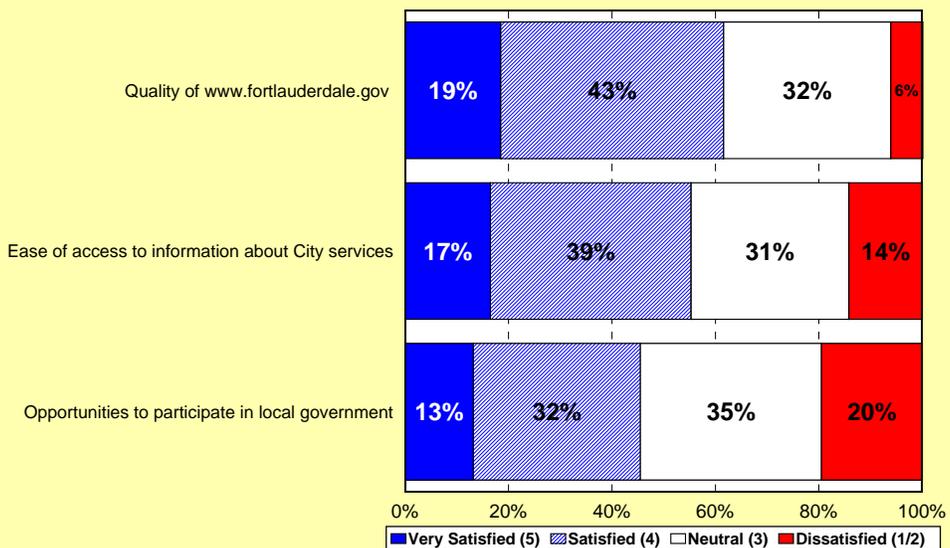
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q19. Satisfaction with Various Aspects of Public Communication and Outreach

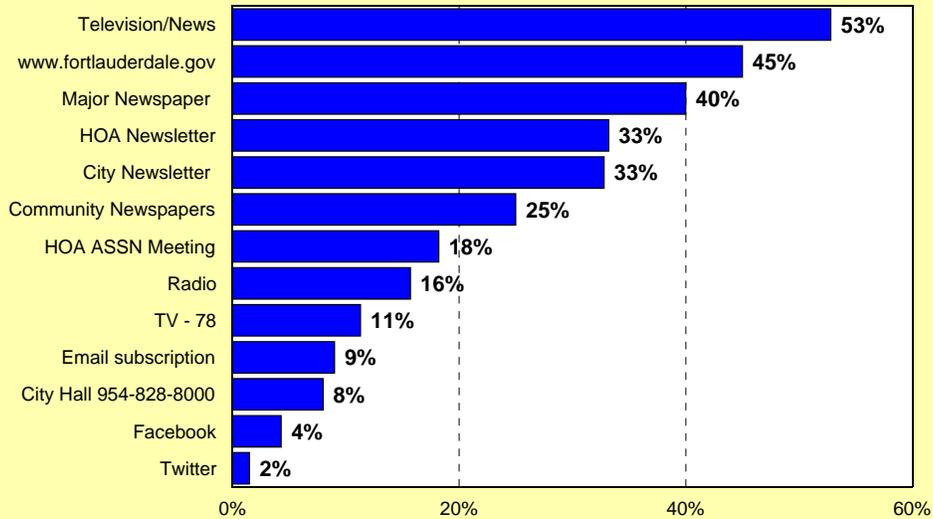
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

**Q20. Which of the following are your primary sources of information about City issues, services, and events?**

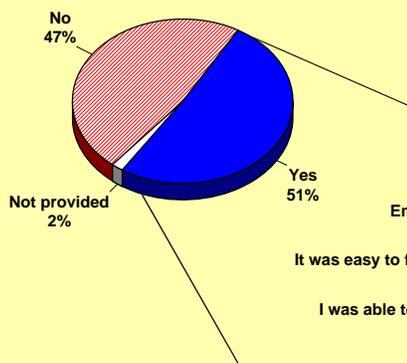
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

**Q21. Have you contacted the City during the past year?**

by percentage of respondents



**Q21[a-f]. Level of satisfaction with City employees on the following behaviors:**

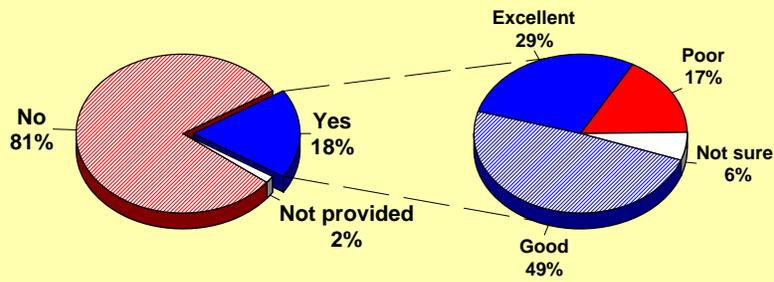


Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

**Q22. Have you ever contacted our 24-hour Customer Service Center (954-828-8000)?**

by percentage of respondents

**22a. How would you rate your experience?**

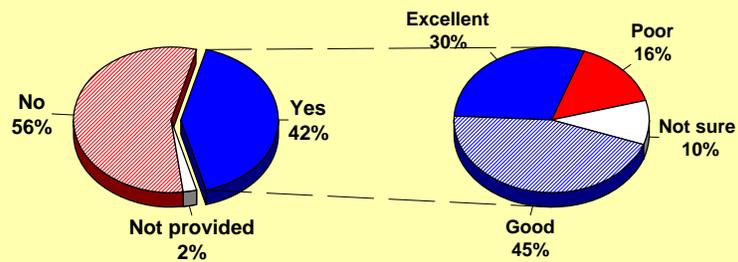


Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

**Q23. Have you ever contacted our Utility Billing Office (954-828-5150)?**

by percentage of respondents

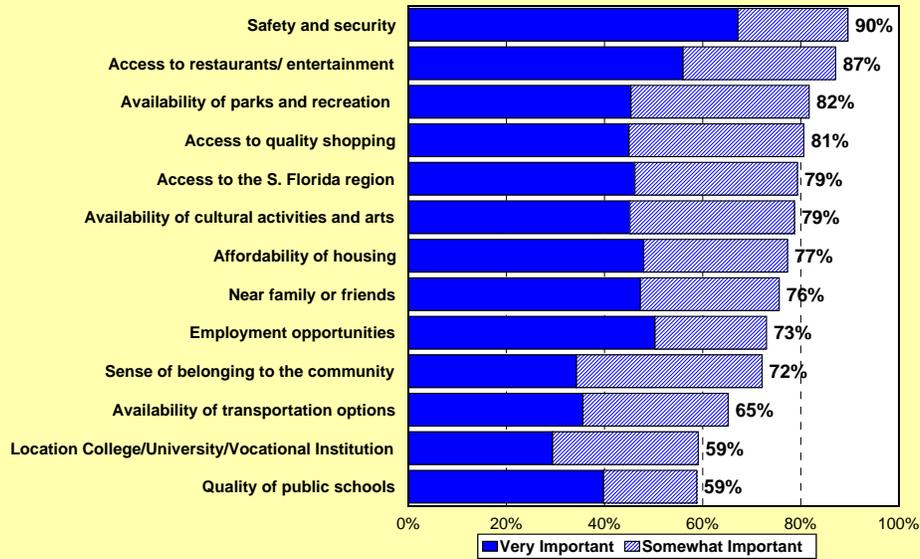
**23a. How would you rate your experience?**



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q24. How important was each reason in your decision to live in Fort Lauderdale?

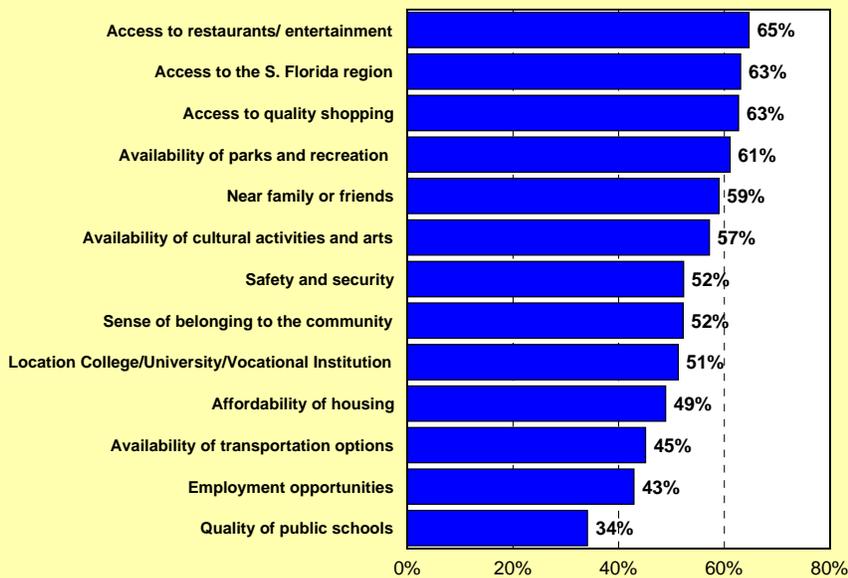
On a scale from 1 to 4 where 4 is "very important" and 1 is "unimportant,"



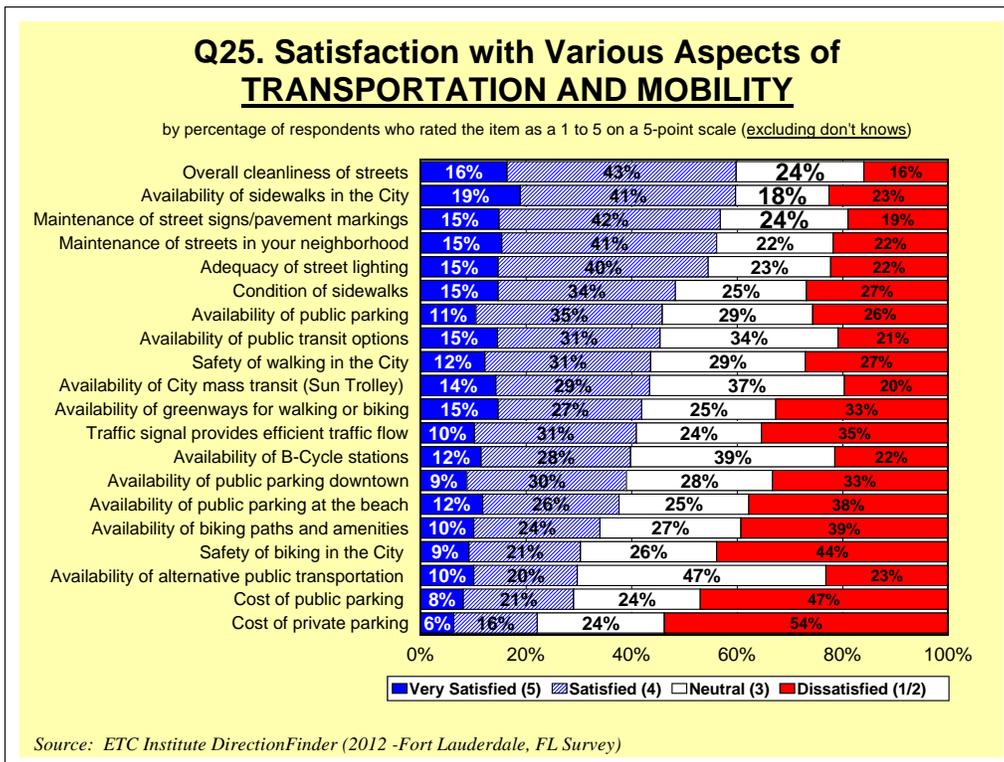
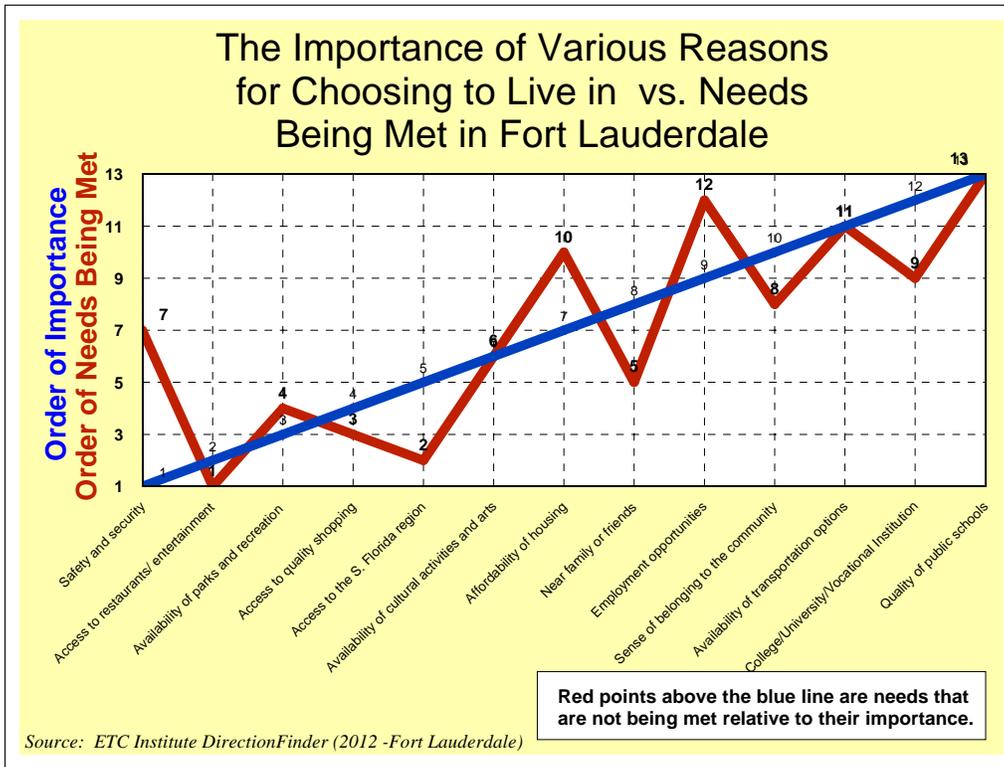
Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q24(a). Are your needs being met in about in Fort Lauderdale?

by percentage of respondents who responded "yes"

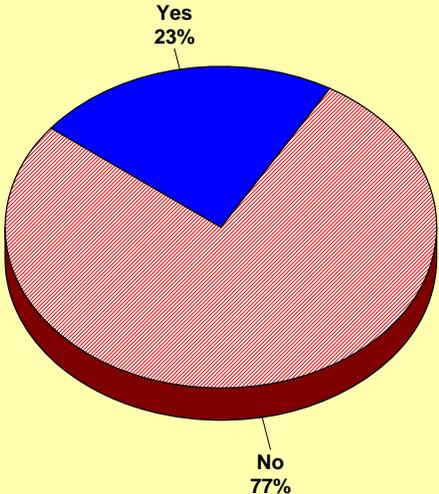


Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)



**Q26. Do you or does any member of your household use public transportation options?**

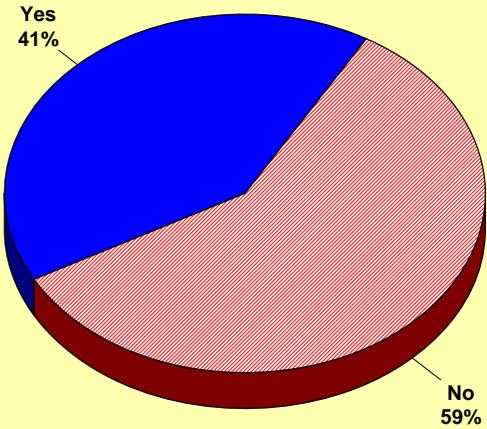
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

**Q27. Does anyone in your household regularly ride a bicycle?**

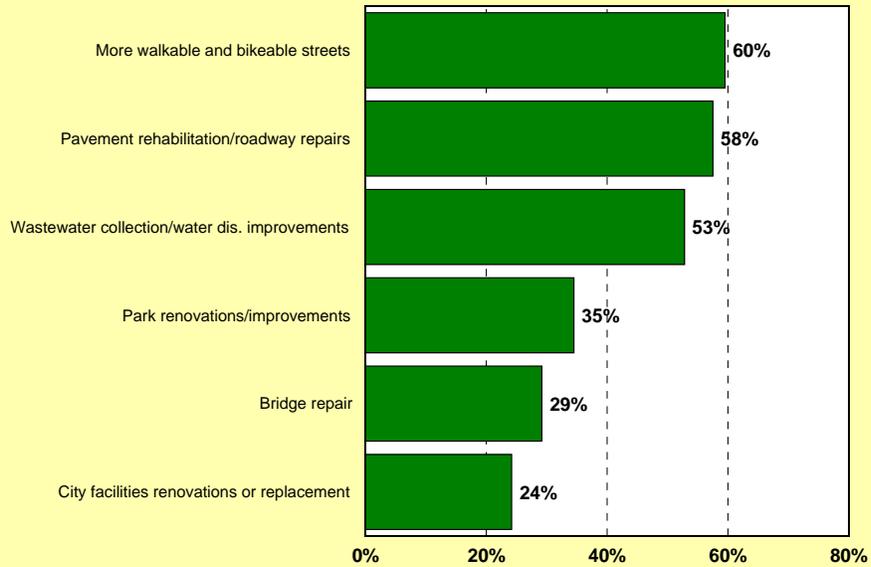
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

**Q28. Which Three of these Capital Improvement options would you select as most important?**

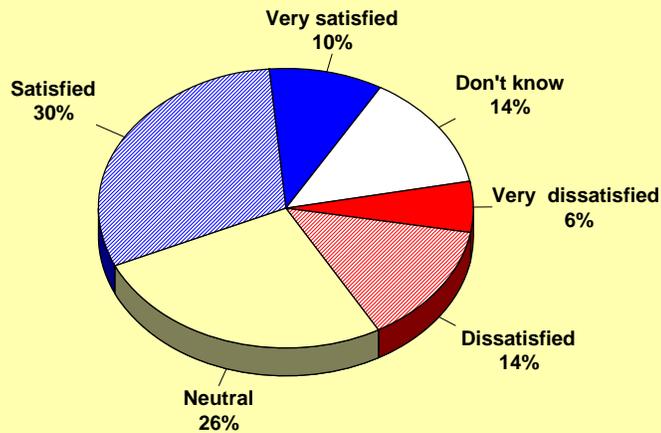
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

**Q29. What is your level of satisfaction with the value you receive for the portion of your property taxes that fund the City's operating budget?**

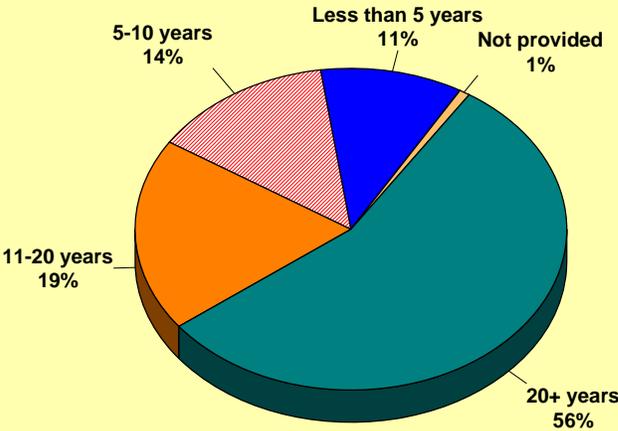
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q30. Approximately how many years have you lived in the City of Fort Lauderdale?

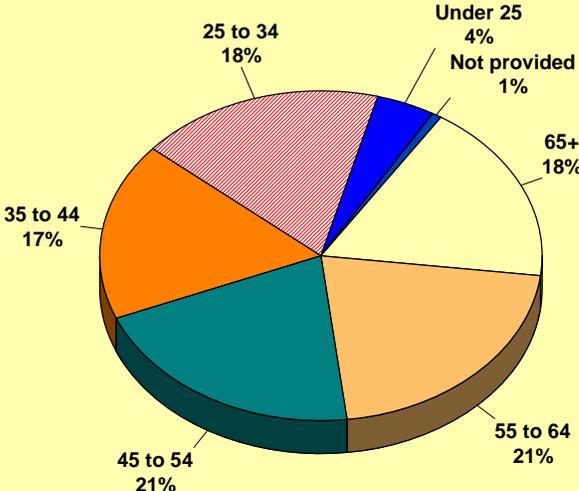
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q31. What is your age?

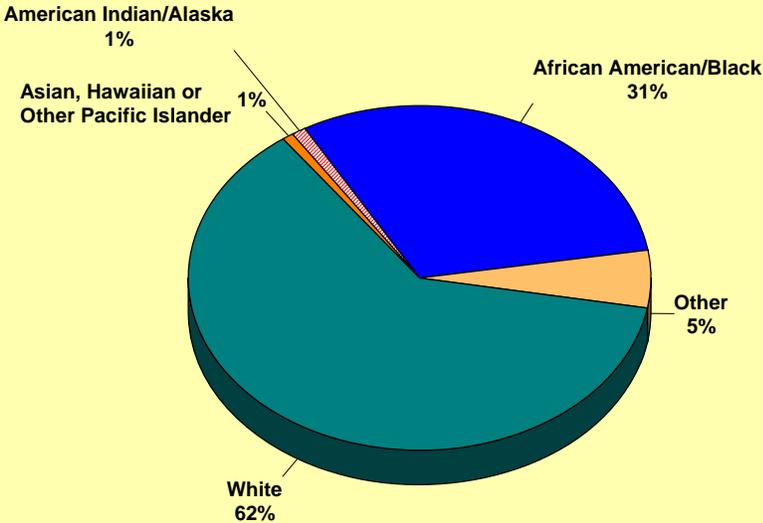
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

**Q32. Which of the following best describes your race?**

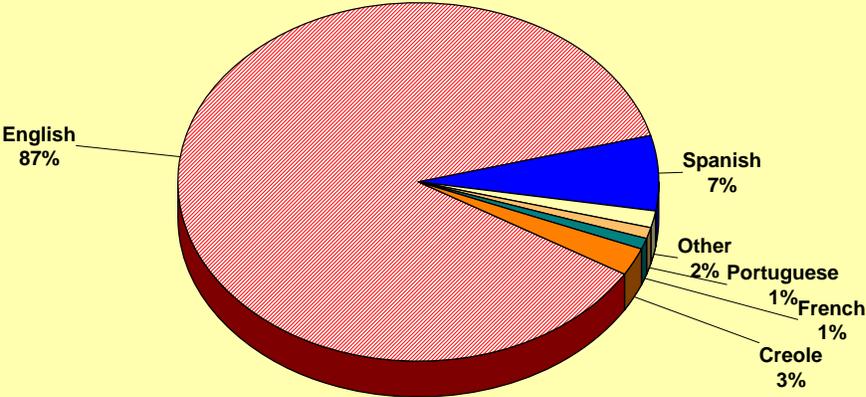
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

**Q33. What is the primary language spoken in your home?**

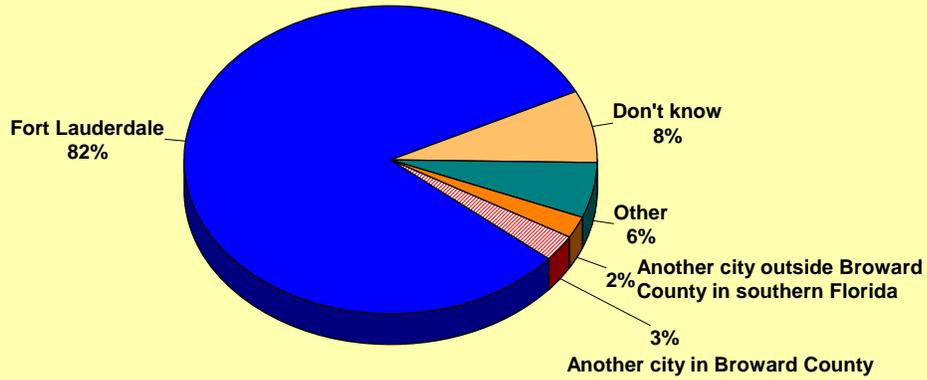
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q34. Where do you plan on living in the next 2-5 years?

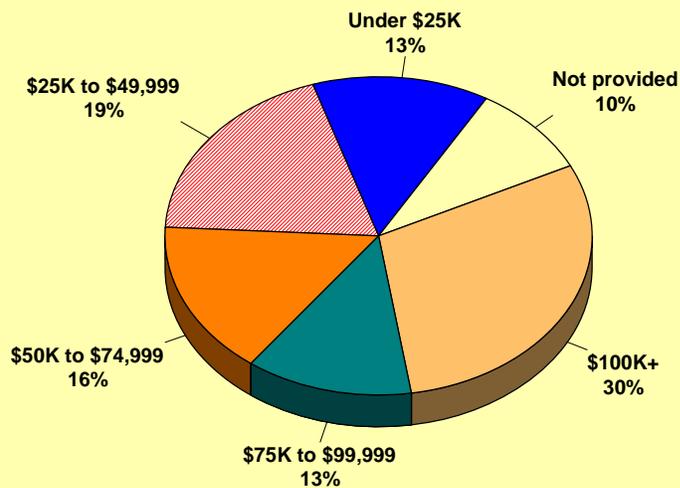
by percentage of respondents



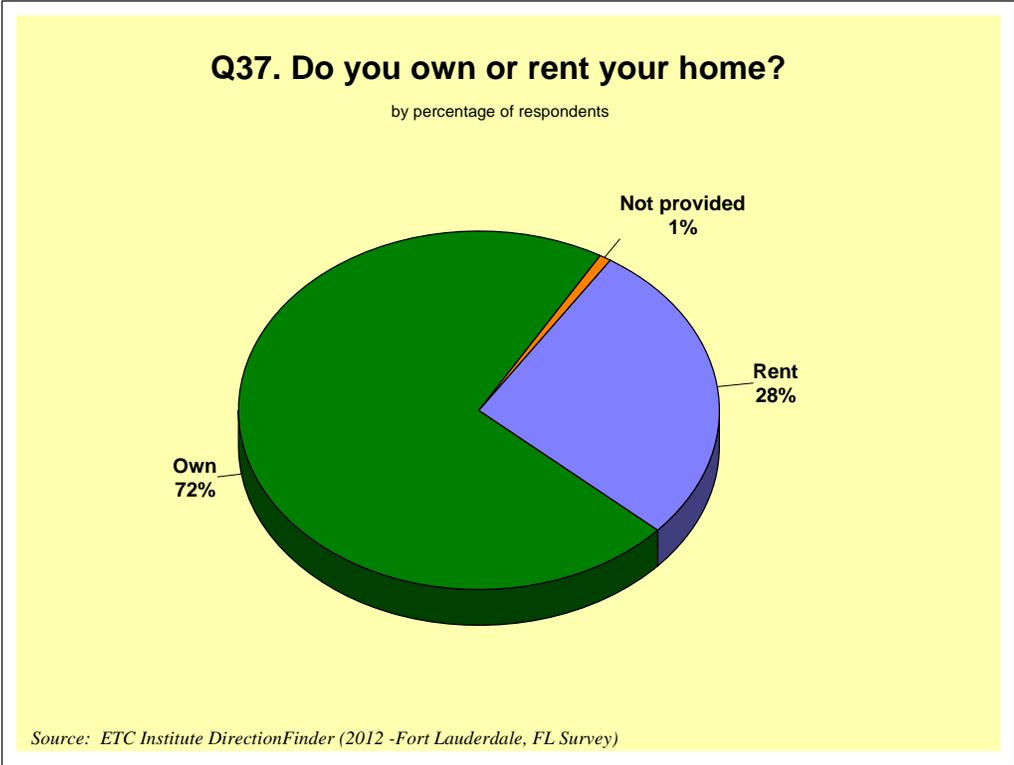
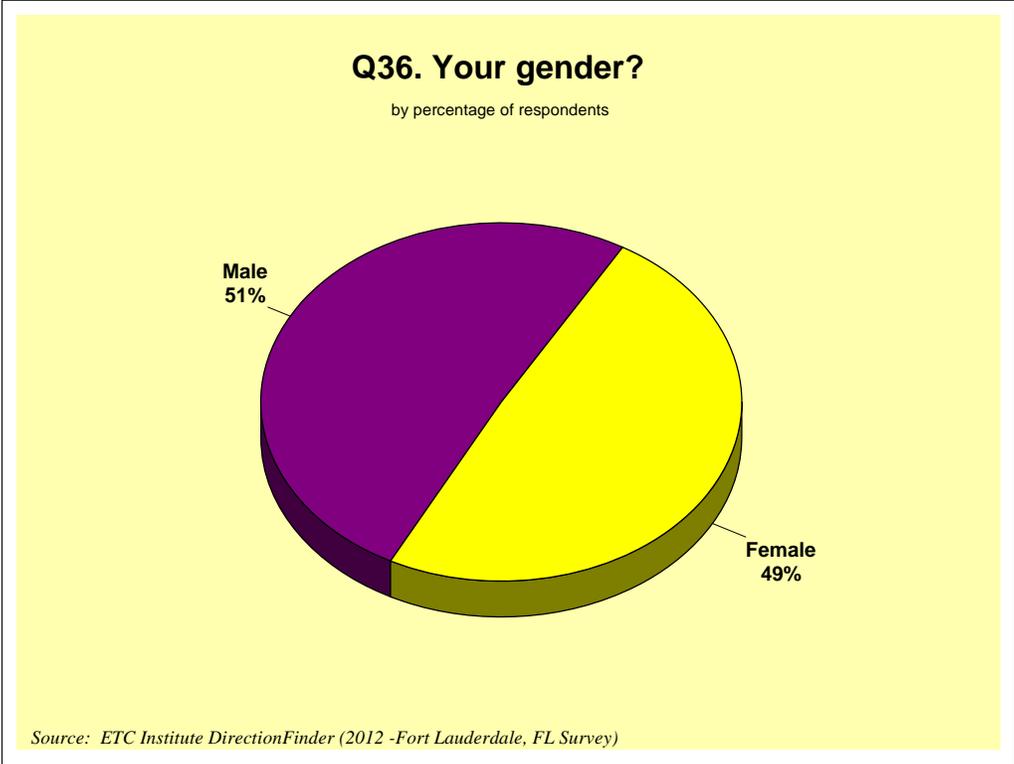
Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q35. Would you say your total household income is:

by percentage of respondents

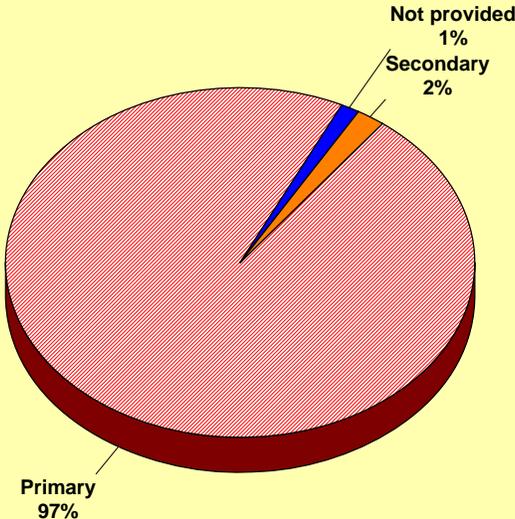


Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)



### Q38. Is your residence in Fort Lauderdale your primary or secondary residence?

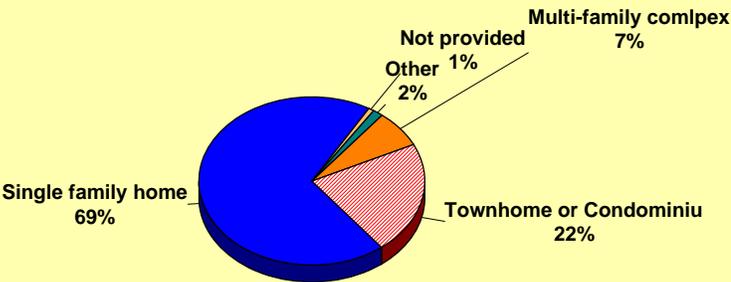
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

### Q39. Type of residence?

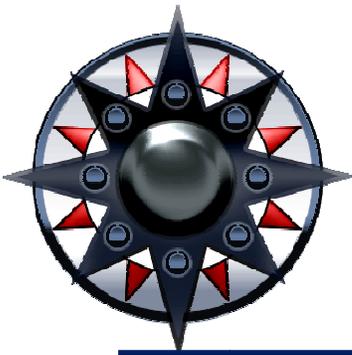
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 -Fort Lauderdale, FL Survey)

*Section 2:*  
***Benchmarking Analysis***

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# DirectionFinder Survey

## Year 2012 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 2011 to a random sample of 3,926 residents in the continental United States. The second source is from a regional survey administered to a random sample of 343 Florida residents during May and June 2011 and the third source is from individual community surveys that were administered in 36 medium-sized cities (population of 20,000 to 199,999) between February 2009 and December 2012. 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 36 cities included in the performance ranges that are shown in this report are listed below:

- Abilene, Texas
- Auburn, Alabama
- Blue Springs, Missouri
- Bryan, Texas
- Chapel Hill, North Carolina
- Columbia, Missouri
- Coral Springs, Florida
- Davenport, Iowa
- Dothan, Alabama
- Garden City, Kansas
- Hallandale Beach, Florida
- High Point, North Carolina
- Independence, Missouri
- Junction City, Kansas
- Lawrence, Kansas
- Lenexa, Kansas
- Mesa County, Colorado
- Naperville, Illinois
- Newport Beach, California
- Norman, Oklahoma
- Olathe, Kansas
- Overland Park, Kansas
- Panama City, Florida
- Pueblo, Colorado
- Round Rock, Texas
- Saint Joseph, Missouri
- Shoreline, Washington
- Springfield, Missouri
- Tamarac, Florida
- Tempe, Arizona
- Vancouver, Washington
- Vestavia Hills, Alabama
- Wentzville, Missouri
- Wilmington, North Carolina
- Winchester, Virginia
- Yuma, Arizona

### Interpreting the Performance Range Charts

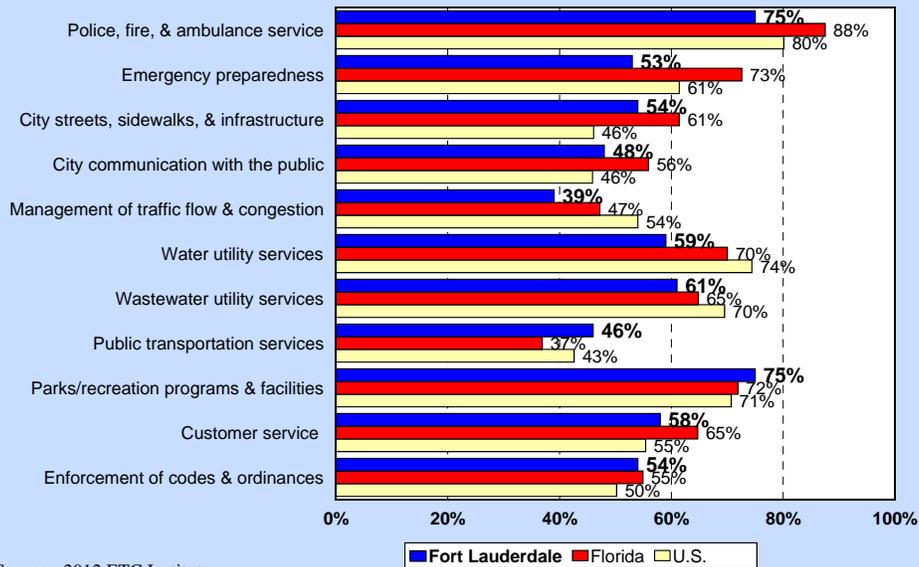
The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in communities that have participated in the DirectionFinder® Survey. The lowest and highest satisfaction ratings are listed to the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

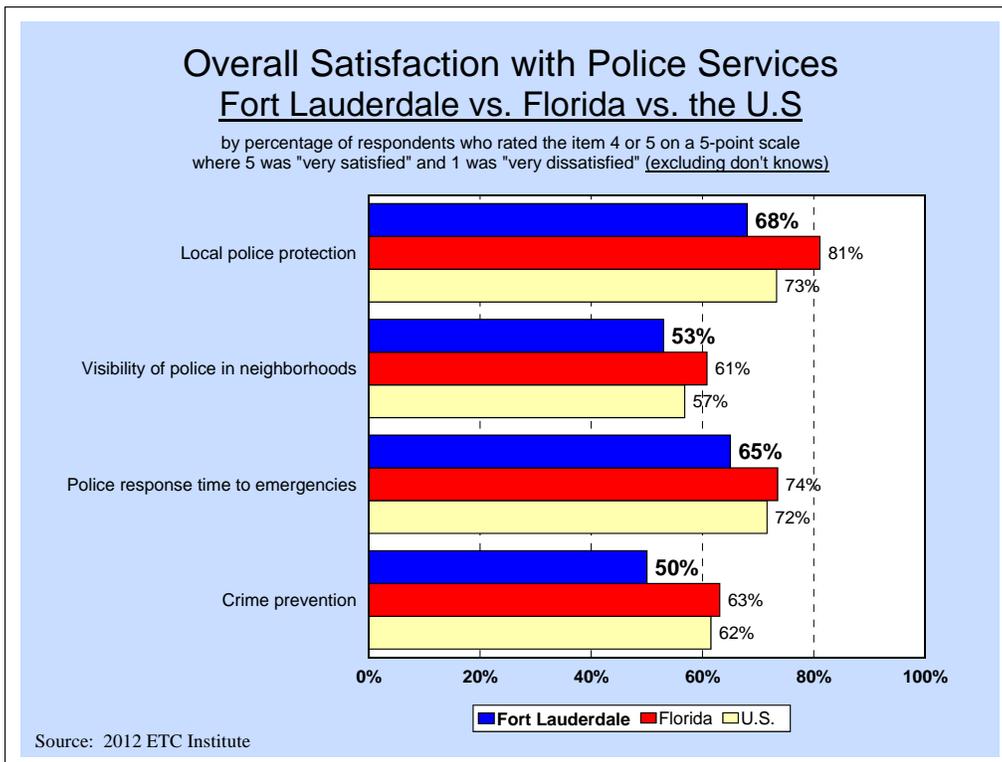
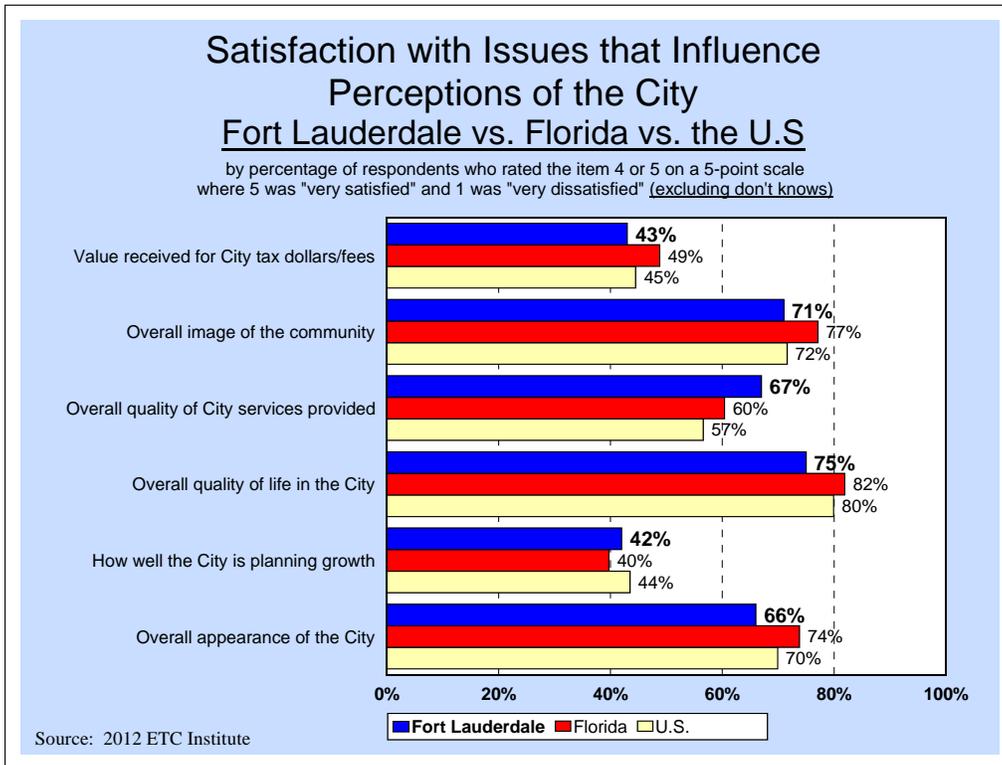
# National Benchmarks

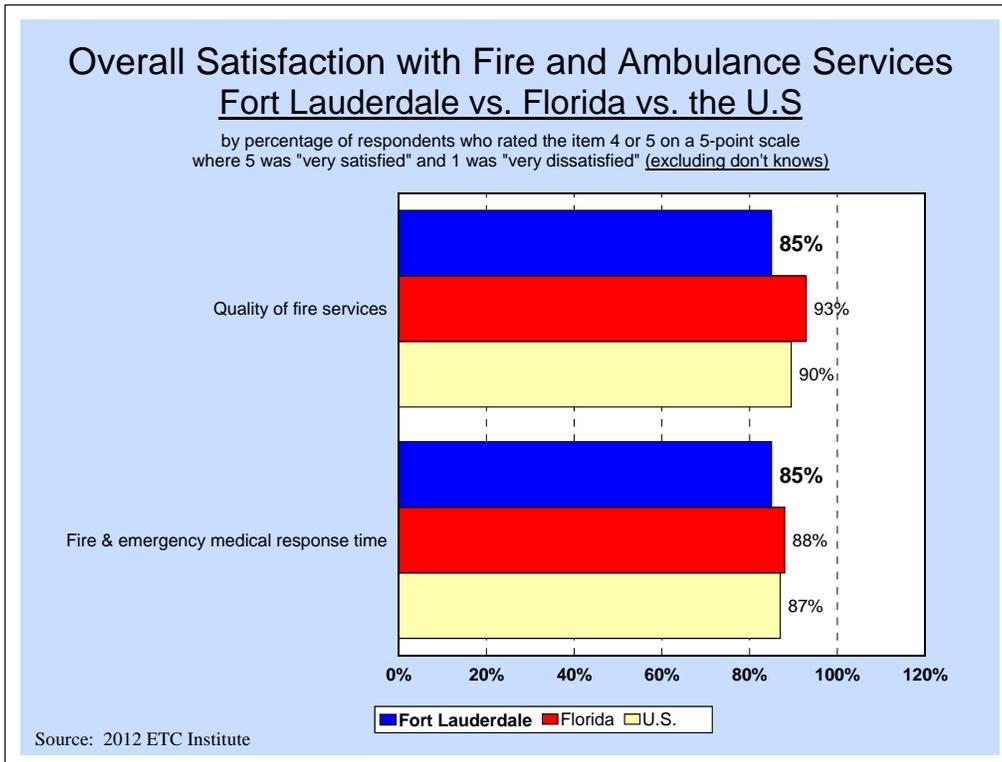
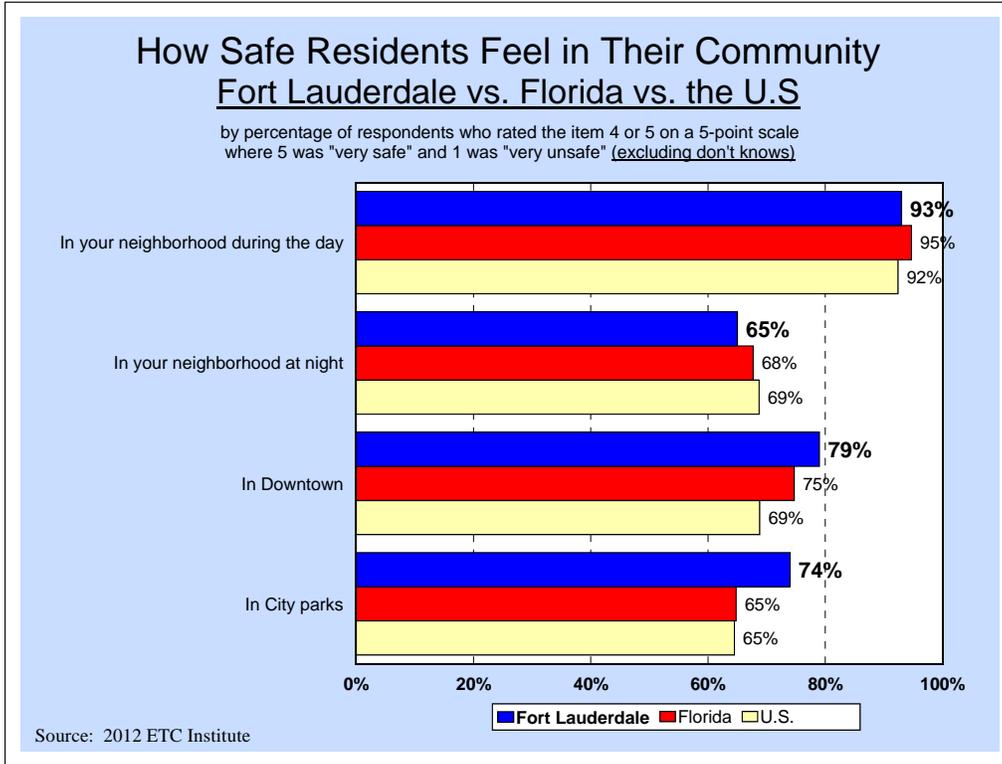
**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Fort Lauderdale is not authorized without written consent from ETC Institute.**

## Overall Satisfaction with Various City Services Fort Lauderdale vs. Florida vs. the U.S

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)

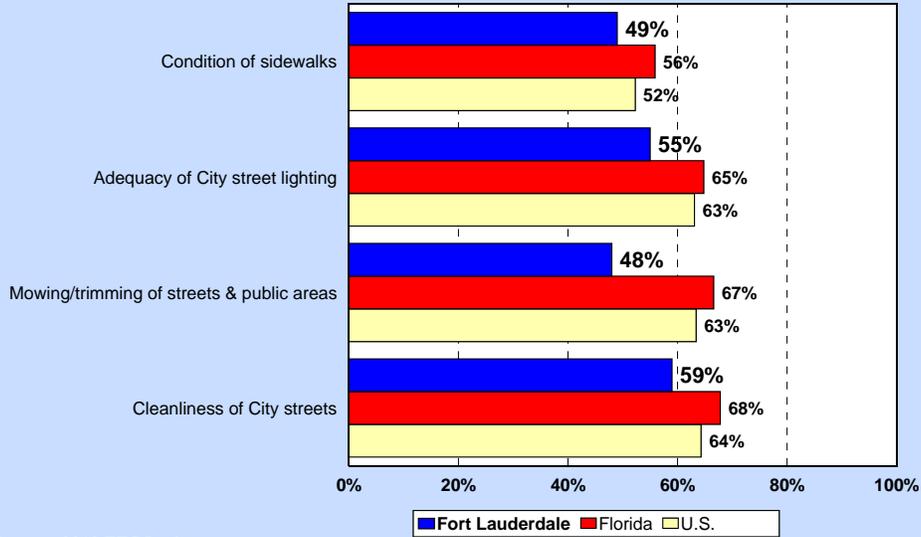






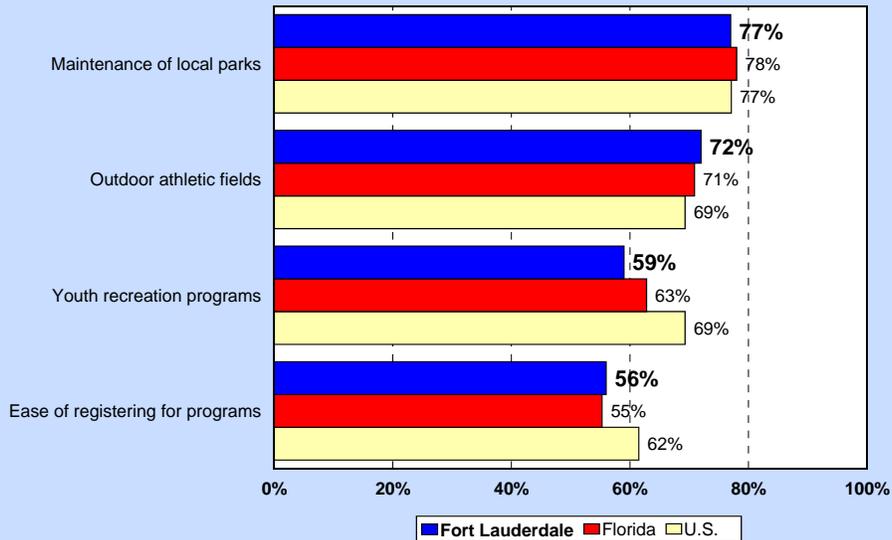
### Overall Satisfaction with City Maintenance Fort Lauderdale vs. Florida vs. the U.S

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)



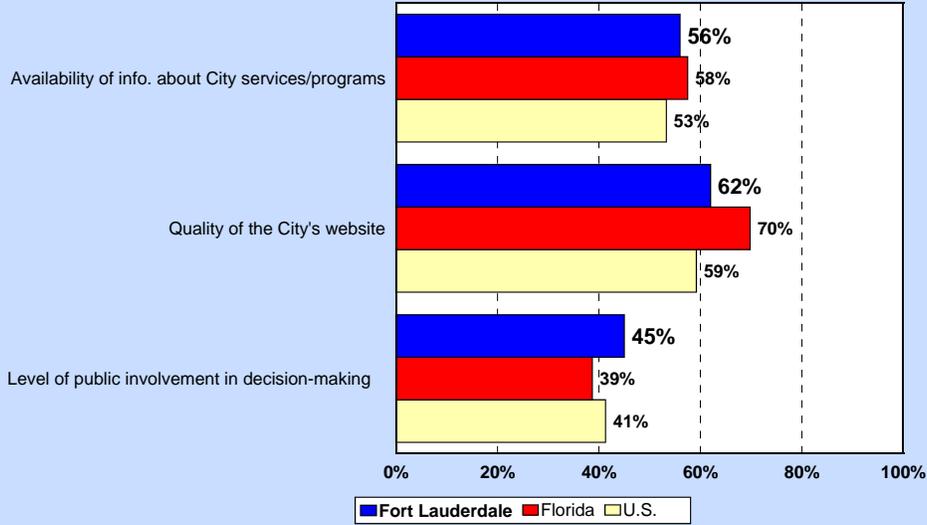
### Overall Satisfaction with Parks and Recreation Fort Lauderdale vs. Florida vs. the U.S

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)



### Overall Satisfaction with Communication Fort Lauderdale vs. Florida vs. the U.S

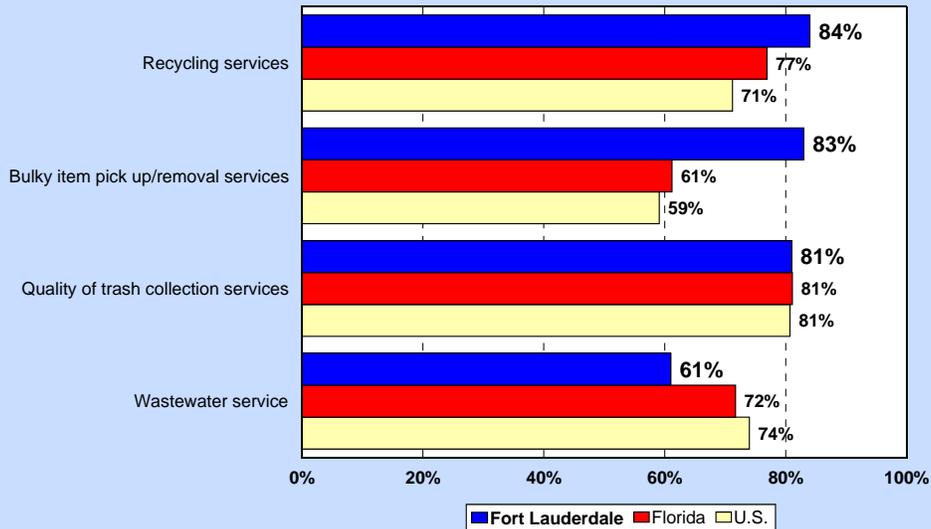
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2012 ETC Institute

### Overall Satisfaction with Utility Services Fort Lauderdale vs. Florida vs. the U.S

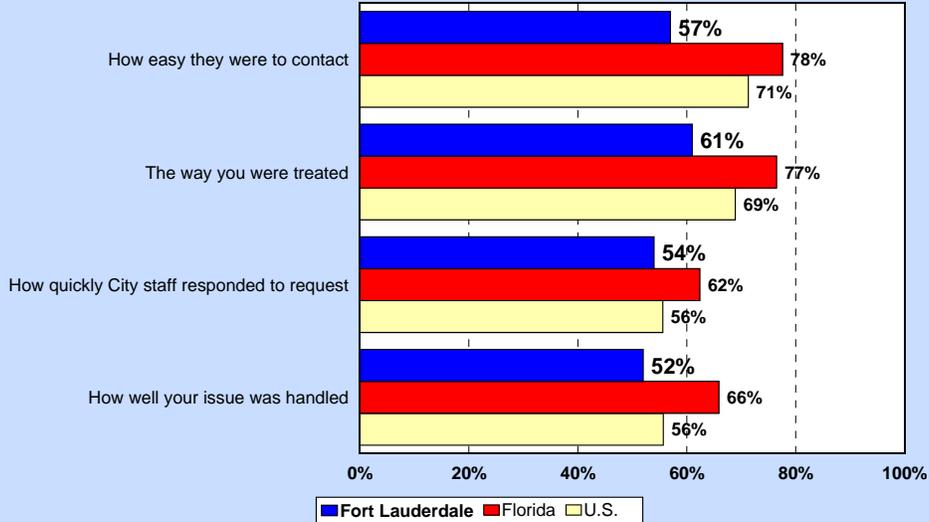
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2012 ETC Institute

### Overall Satisfaction with Customer Service Fort Lauderdale vs. Florida vs. the U.S

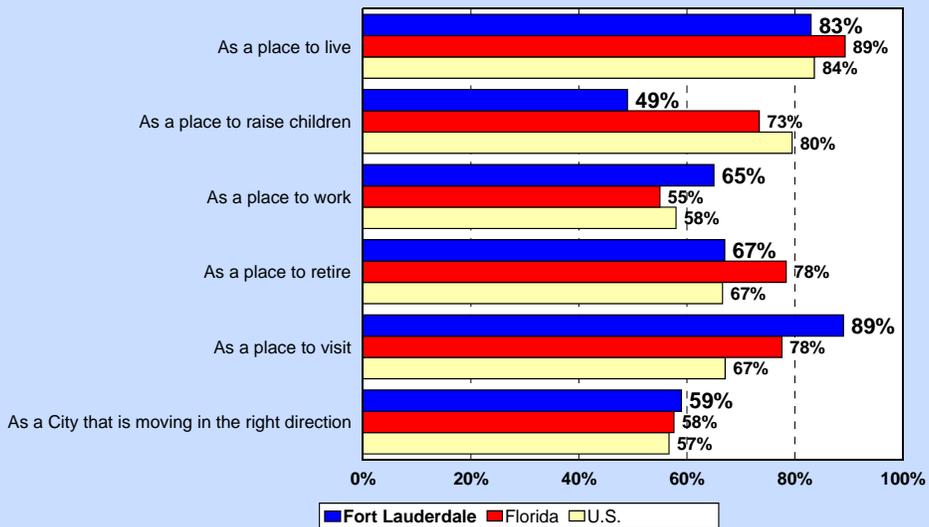
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



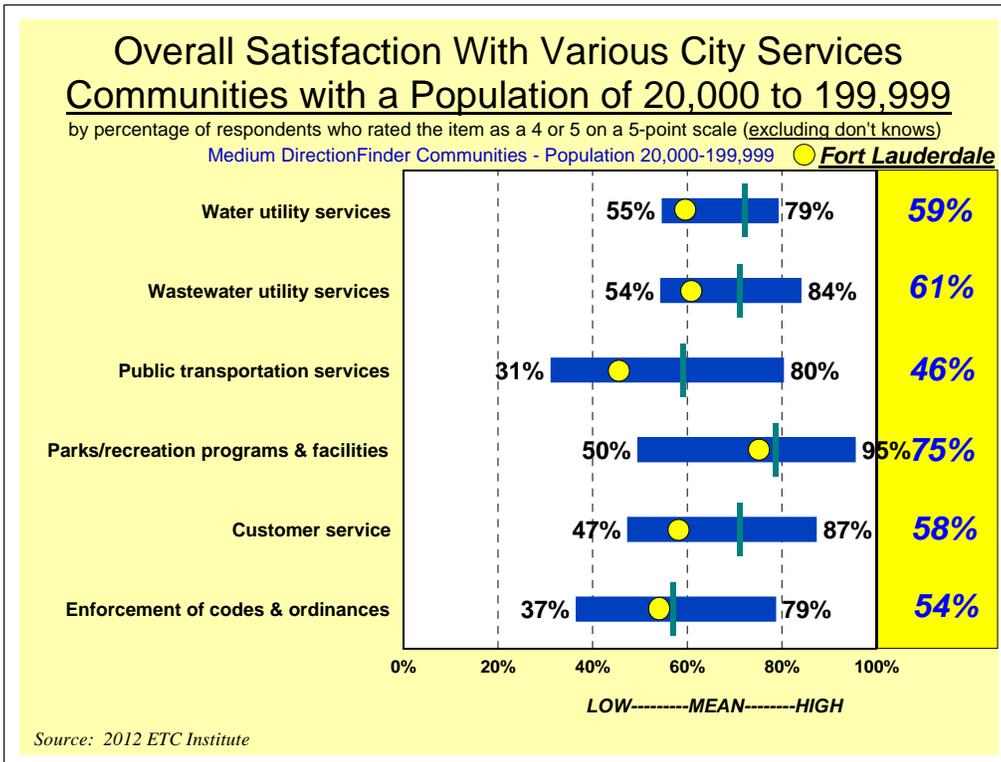
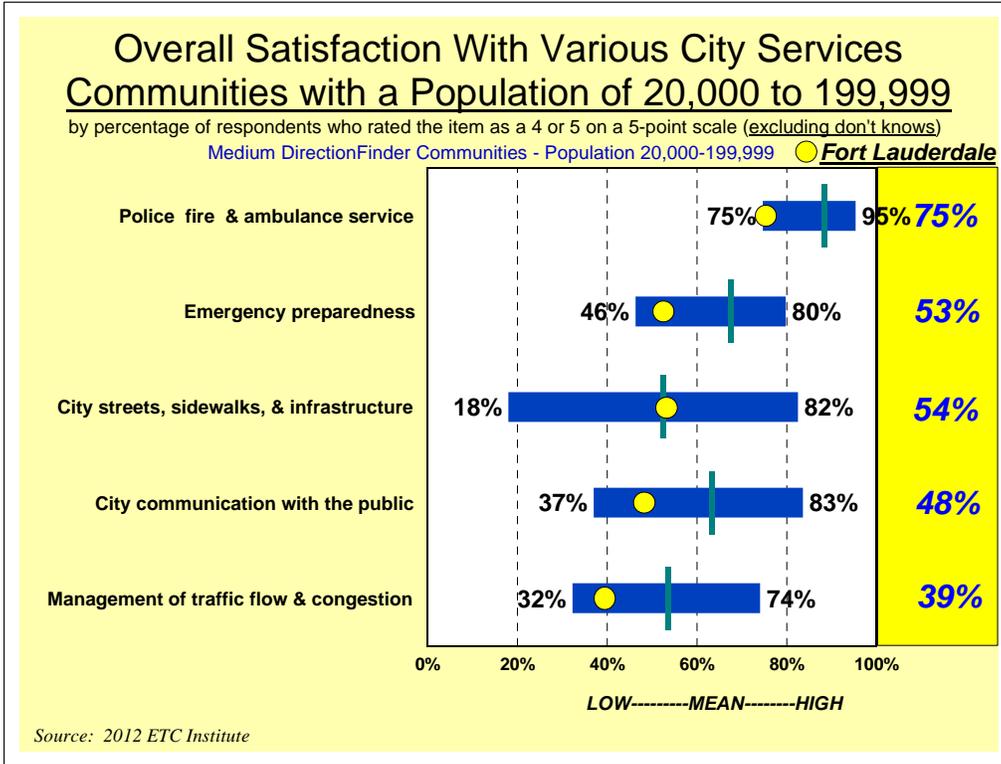
Source: 2012 ETC Institute

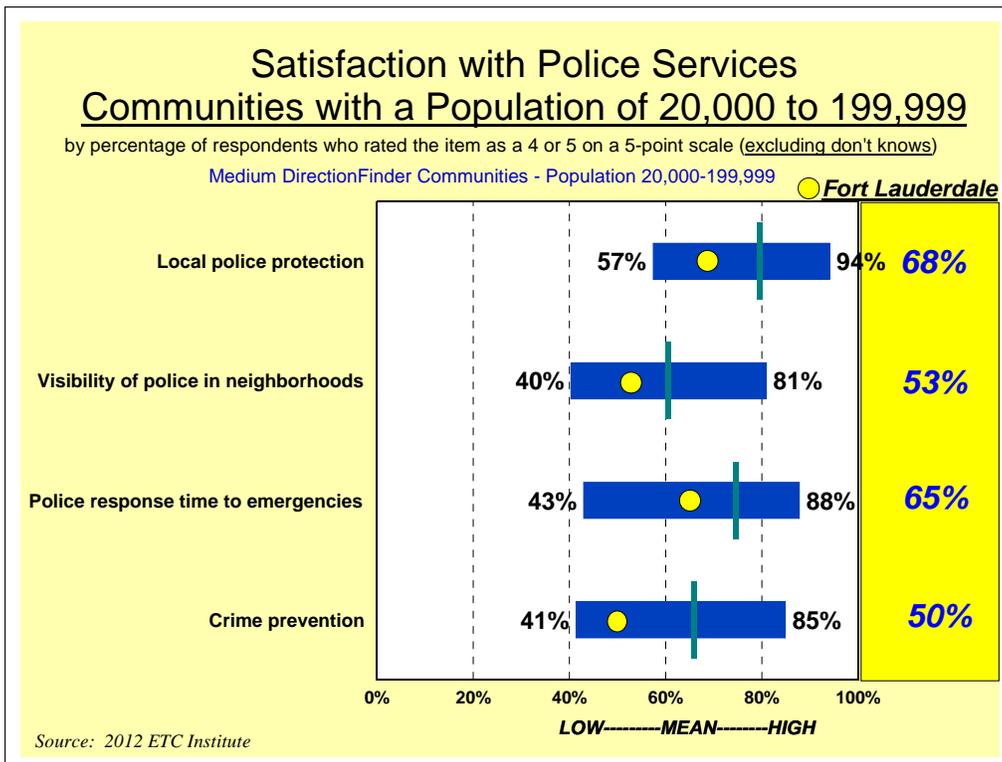
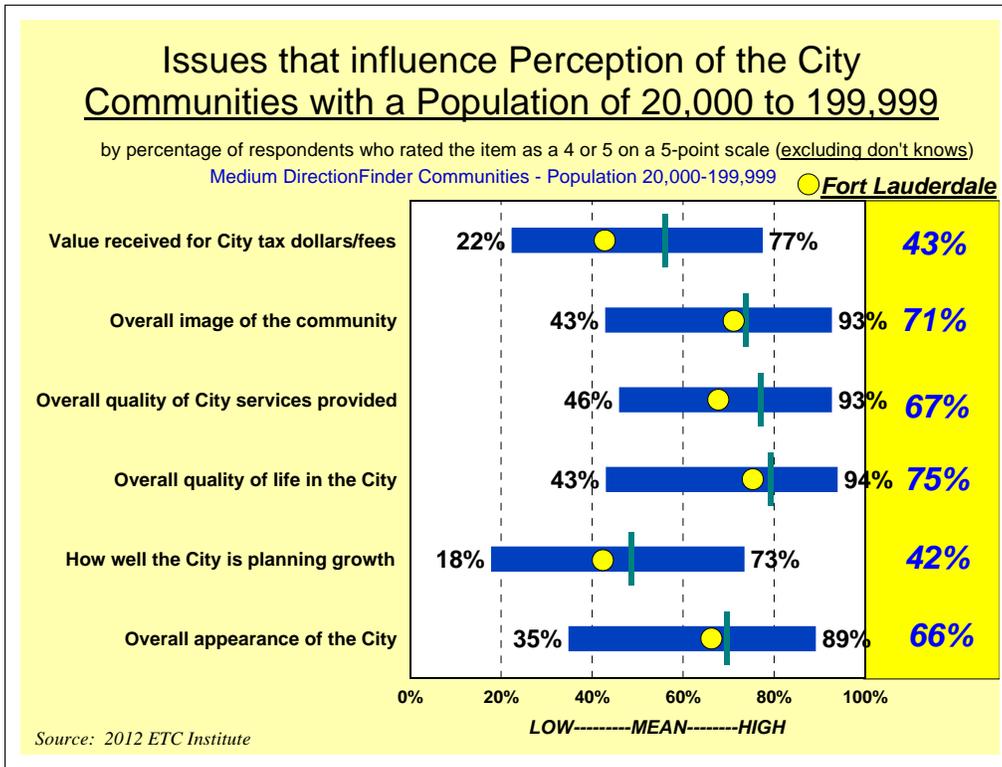
### Overall Ratings of the Community Fort Lauderdale vs. Florida vs. the U.S

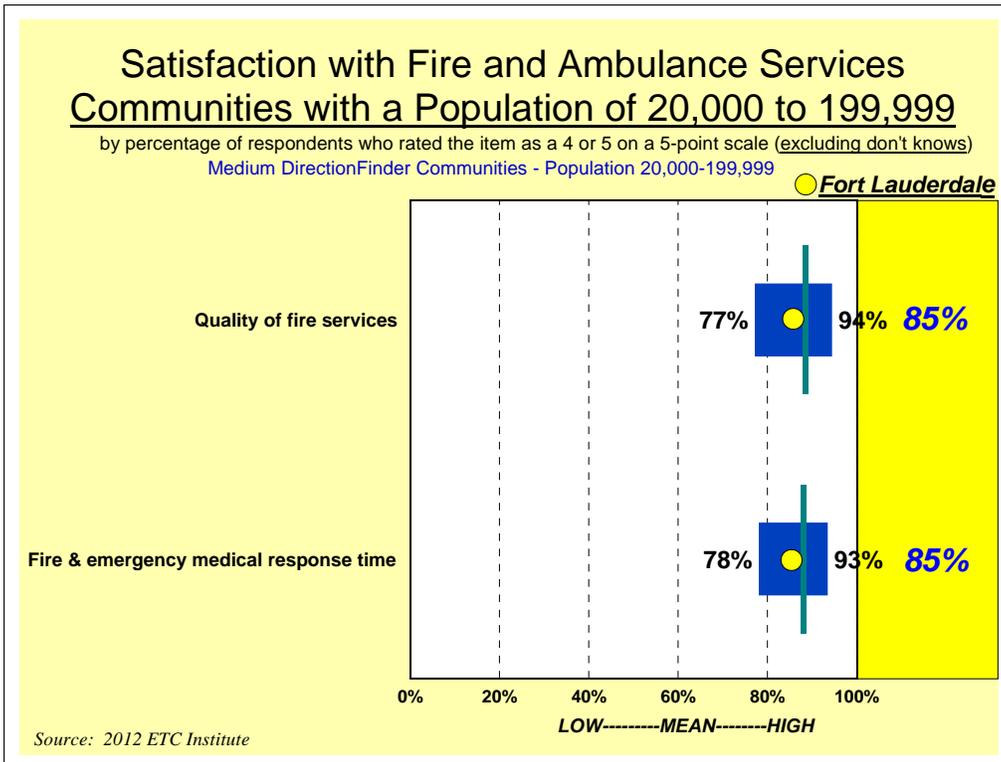
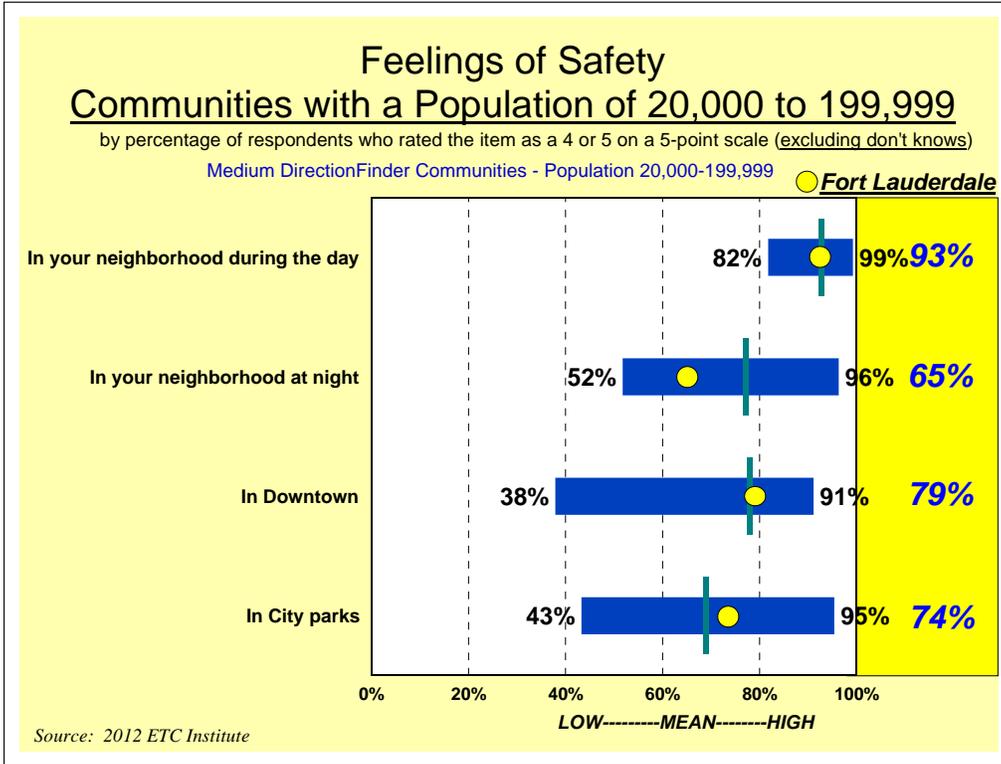
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)

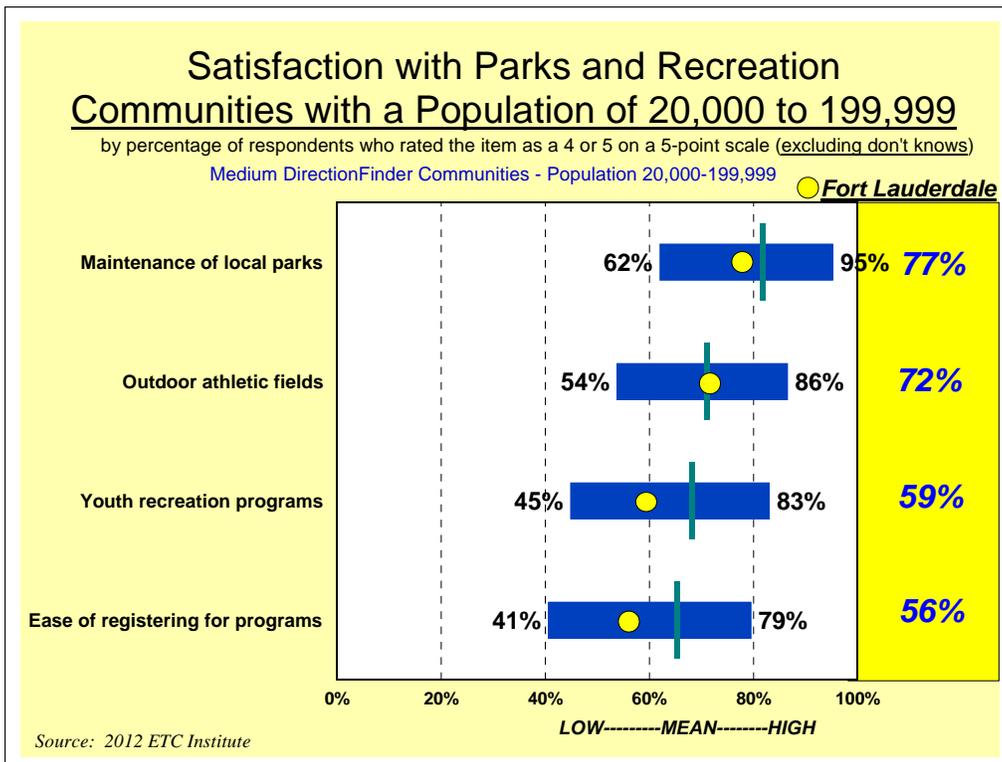
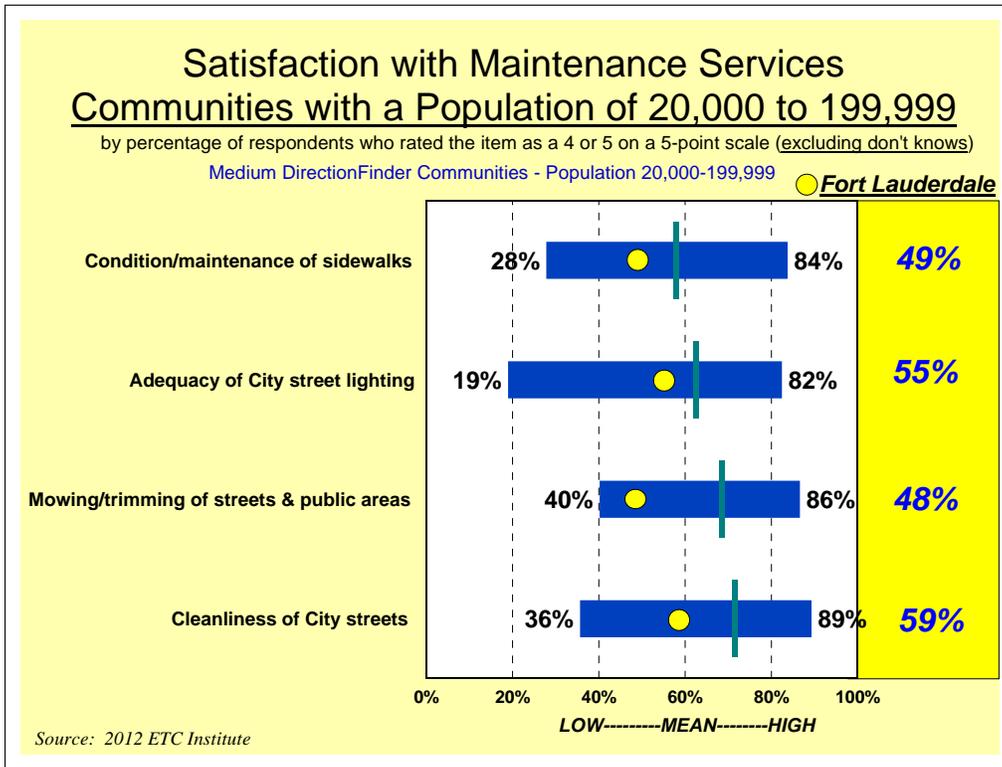


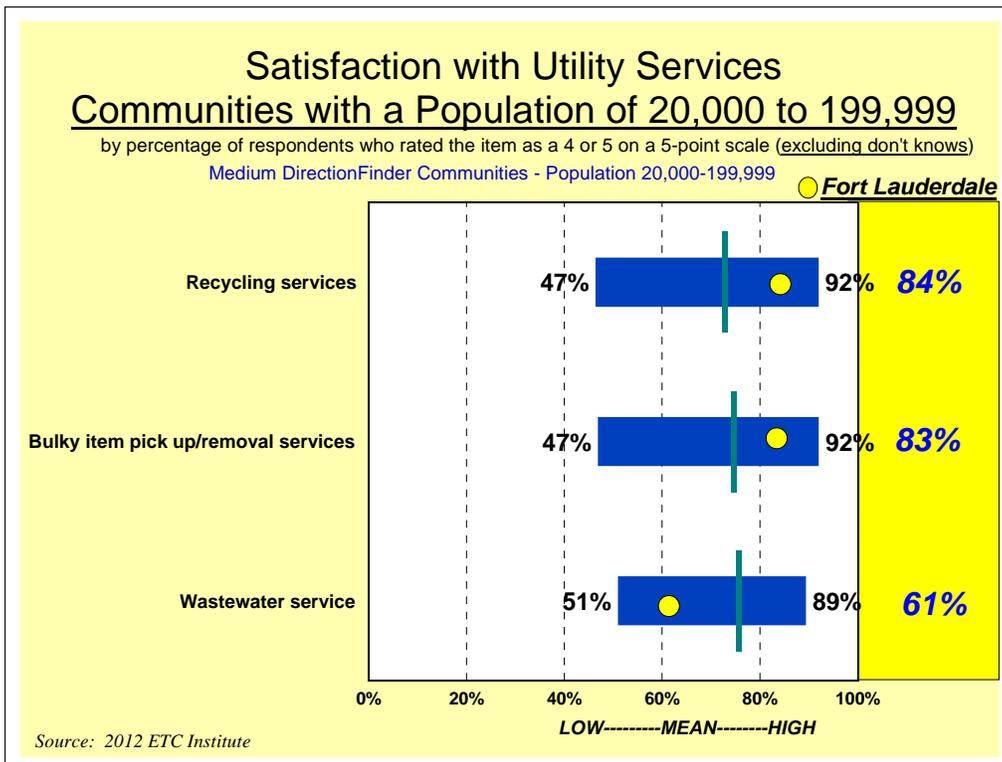
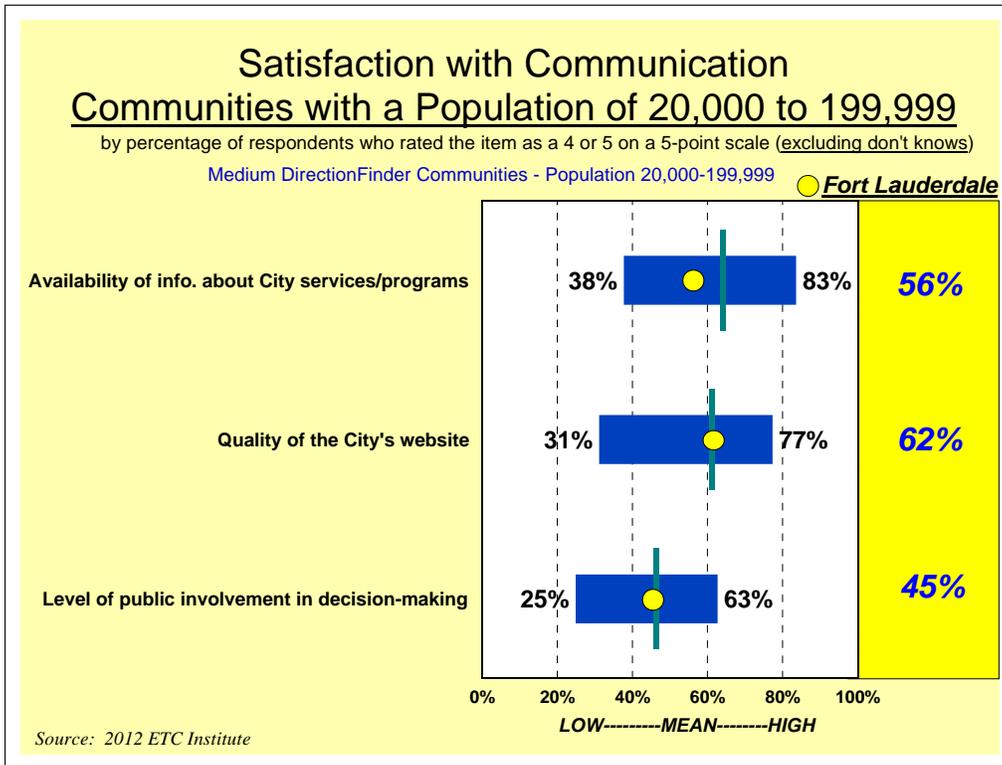
Source: 2012 ETC Institute

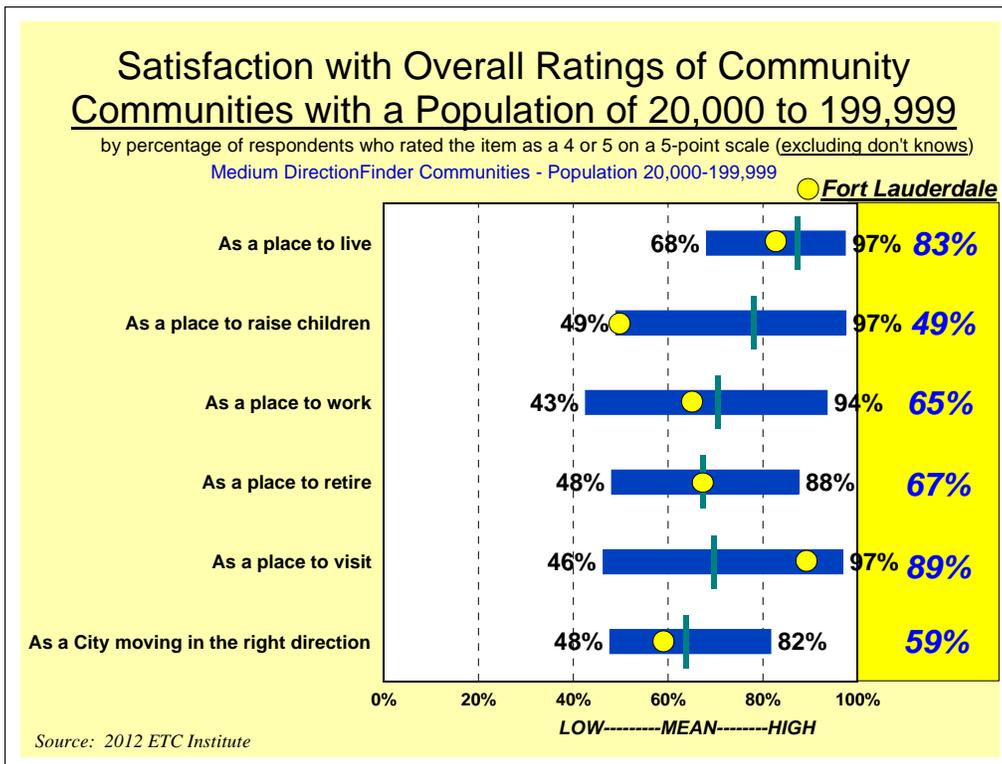
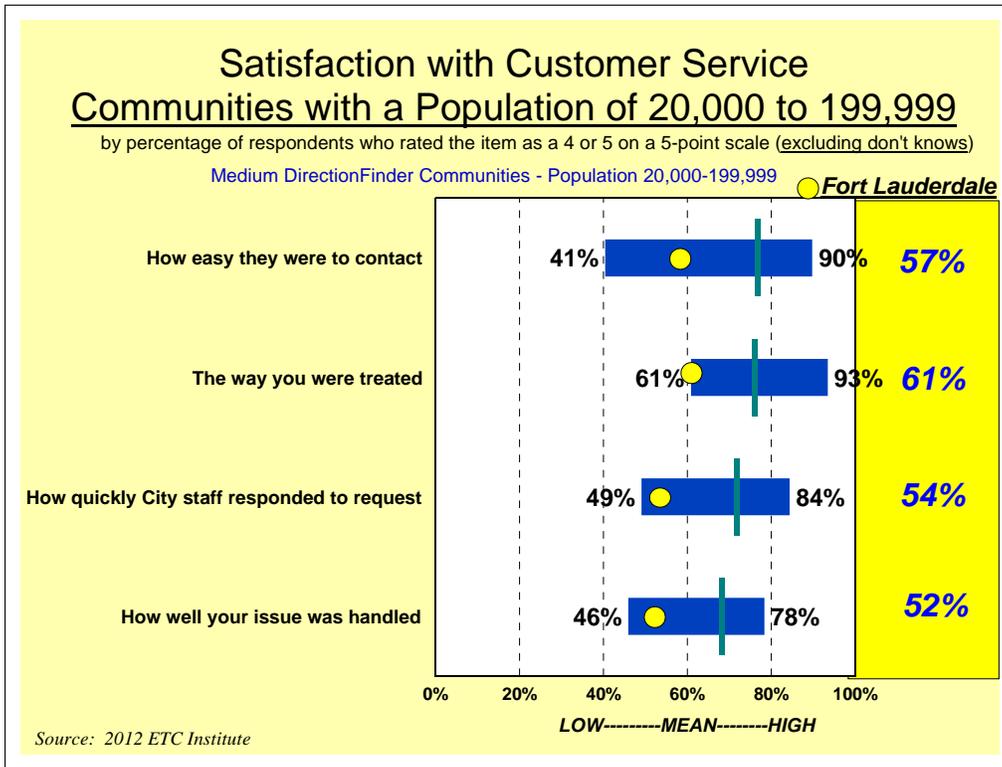












*Section 3:*  
***GIS Mapping***

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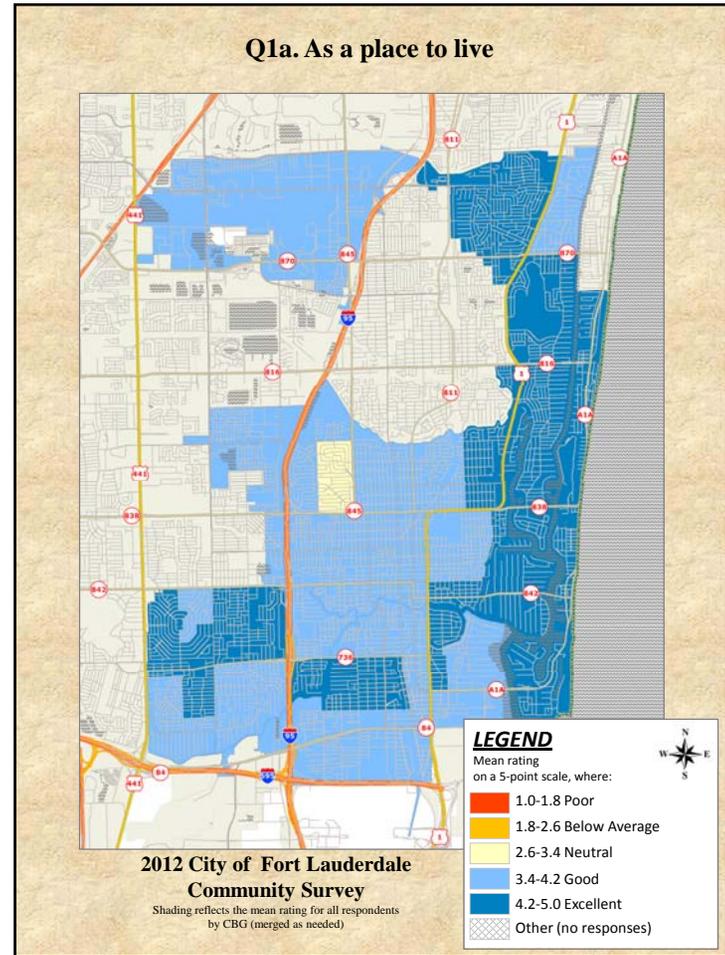
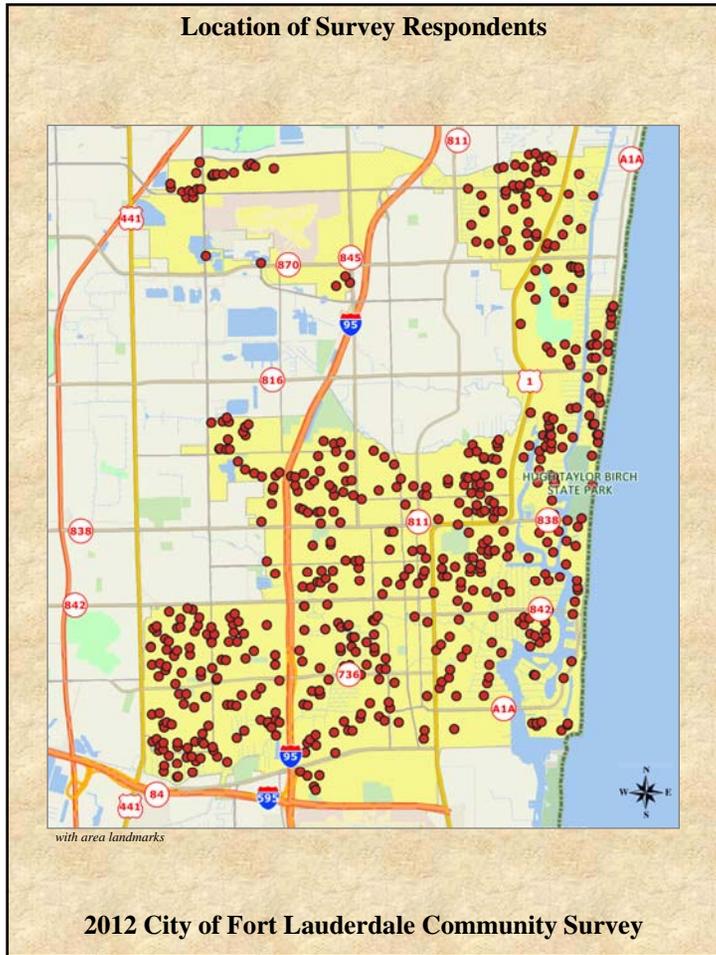
## Interpreting the Maps

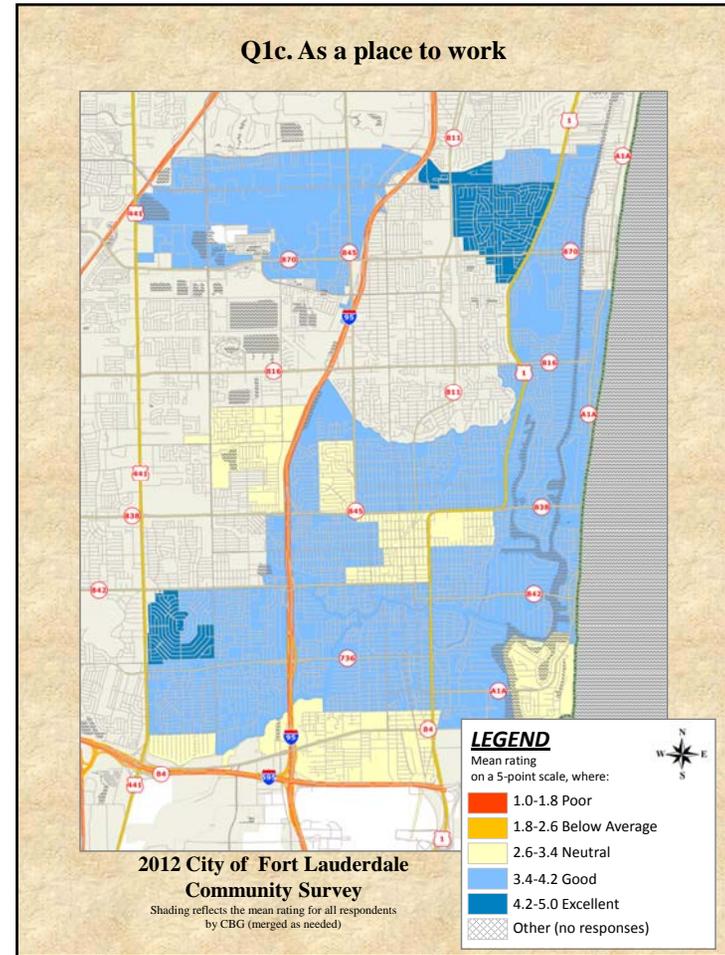
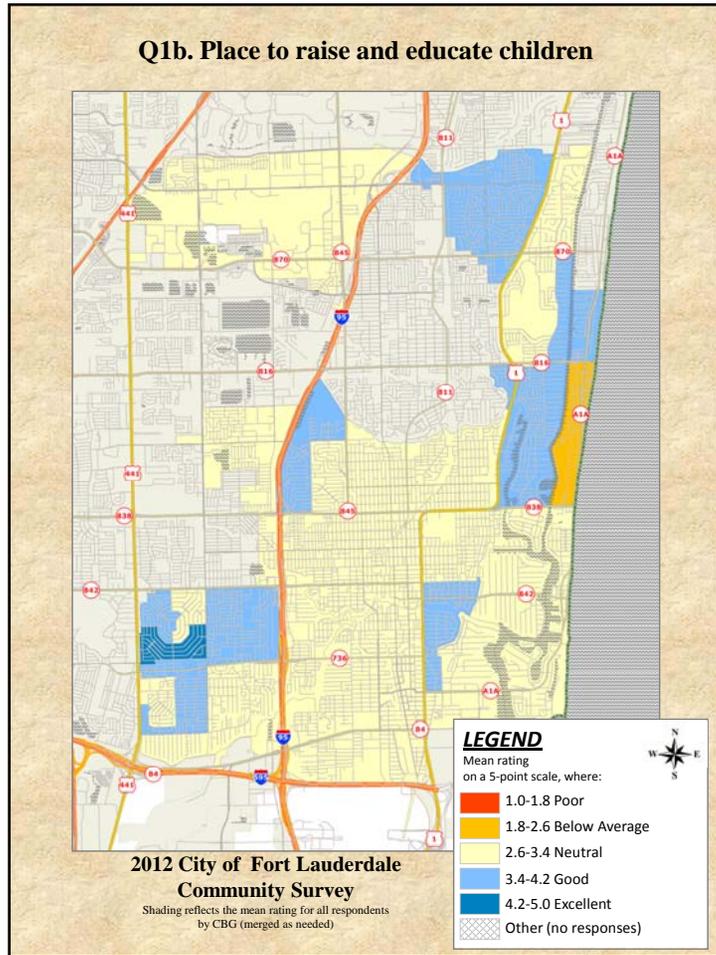
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. A Census Block Group is an area defined by the U.S. Census Bureau, which is generally smaller than a zip code but larger than a neighborhood.

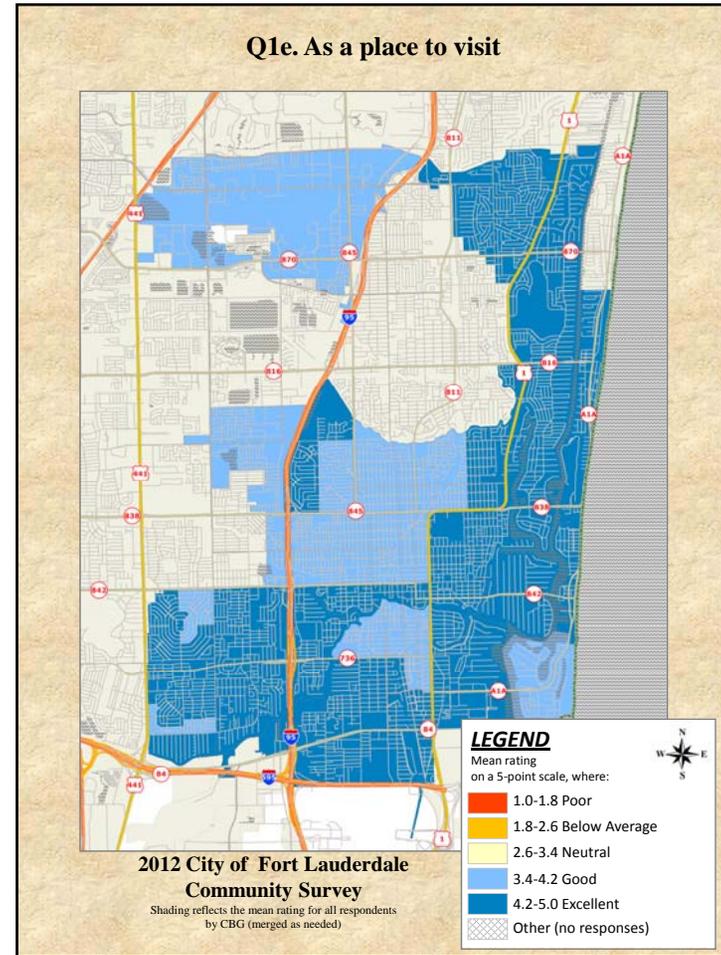
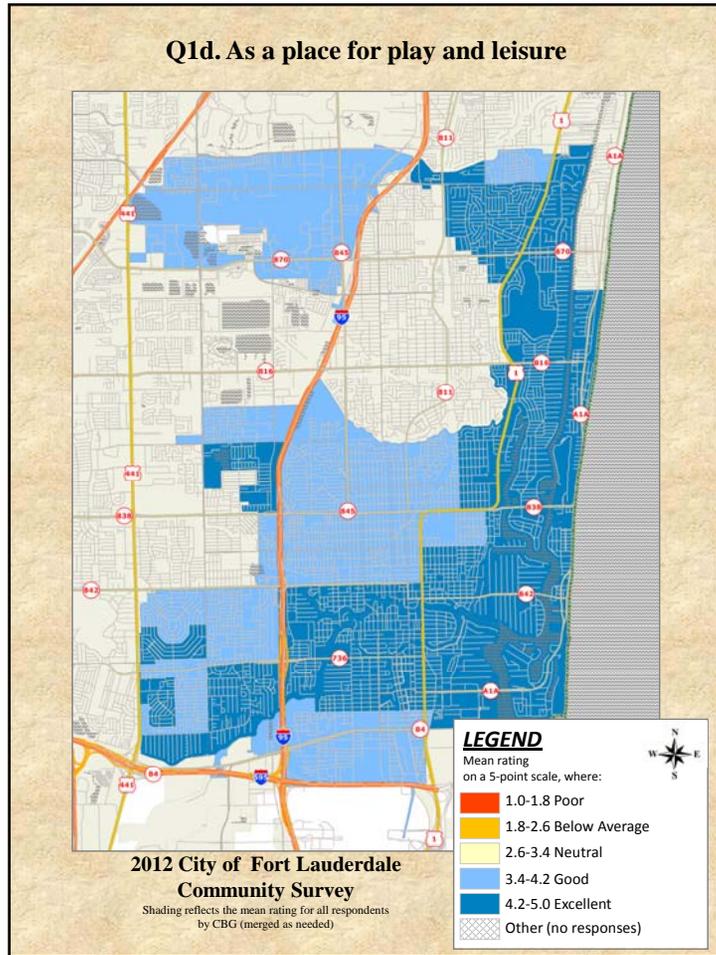
If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

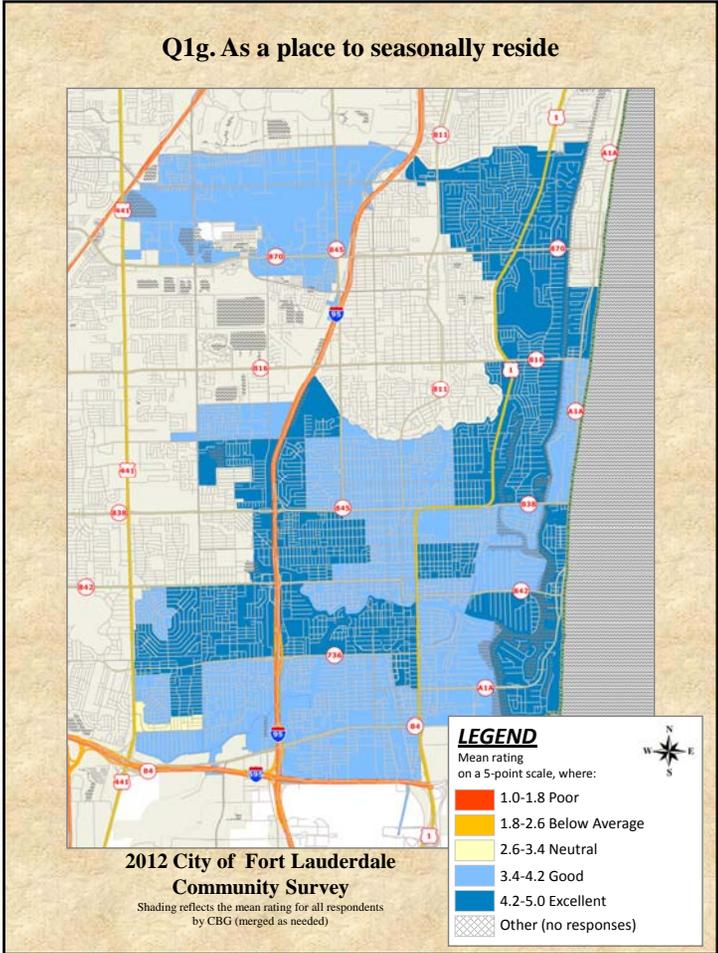
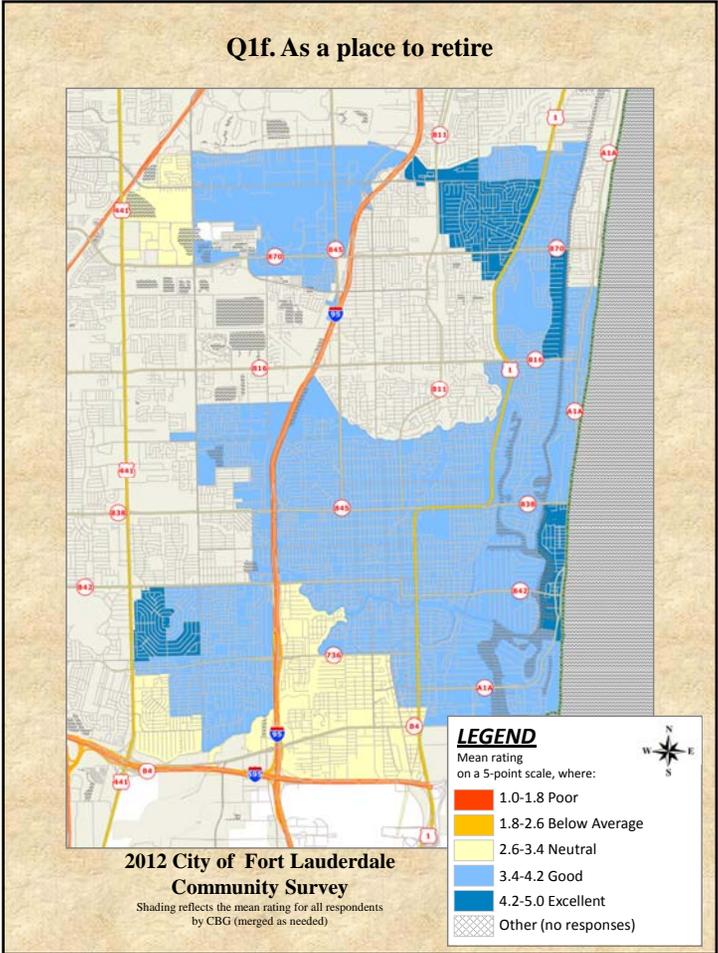
When reading the maps, please use the following color scheme as a guide:

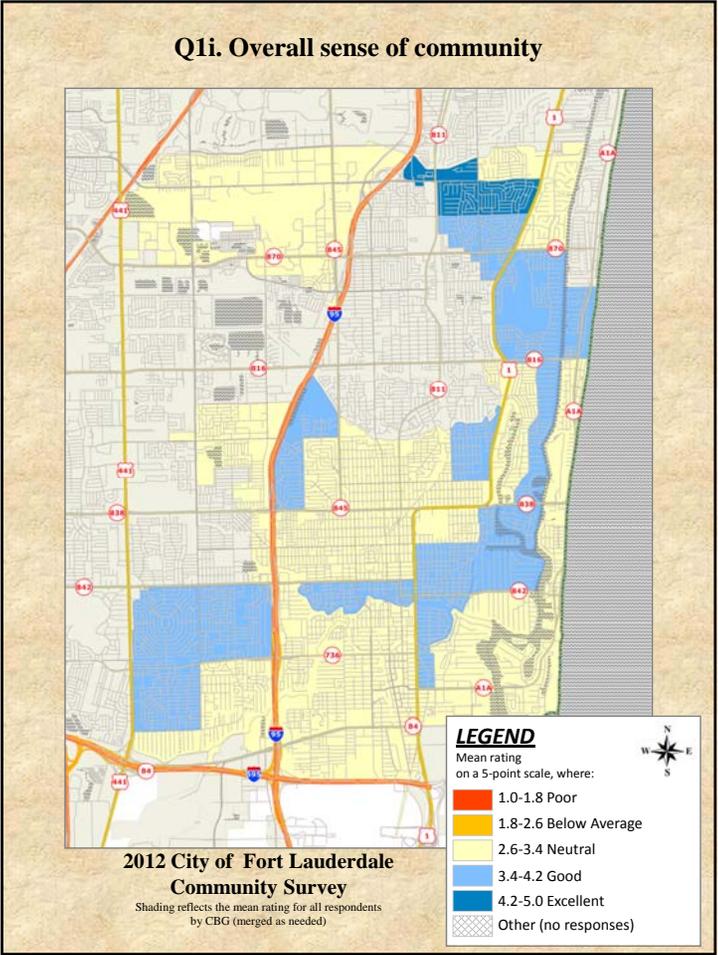
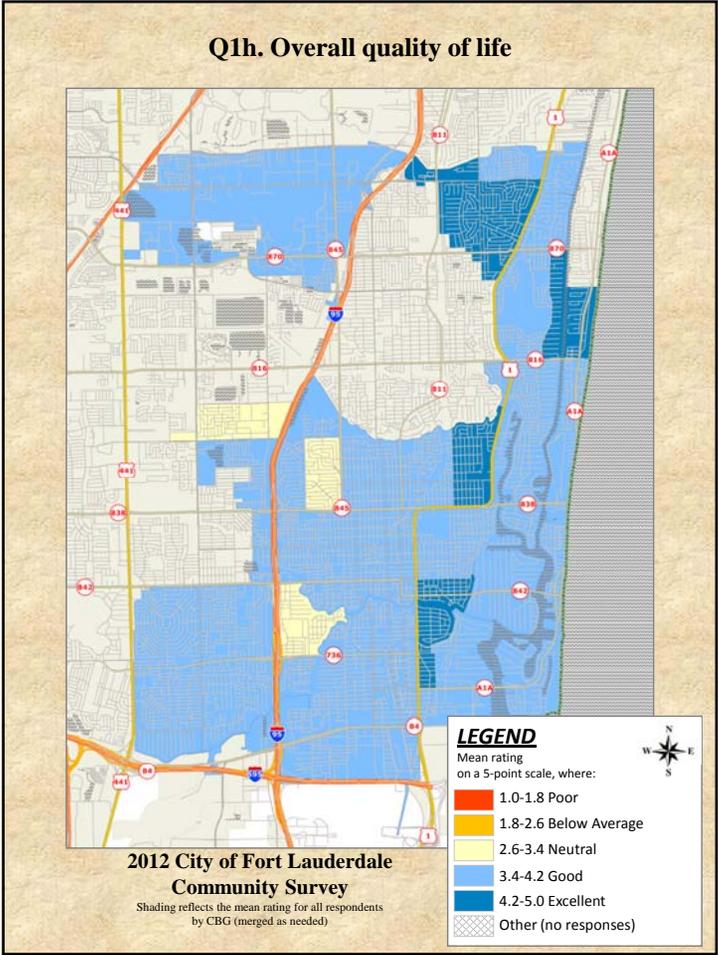
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

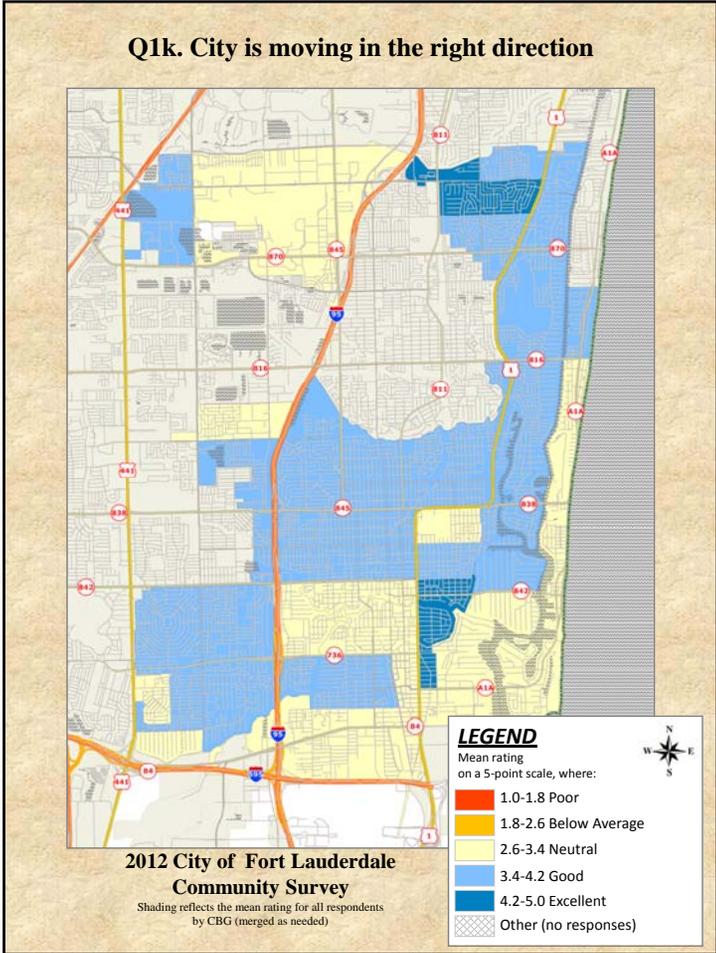
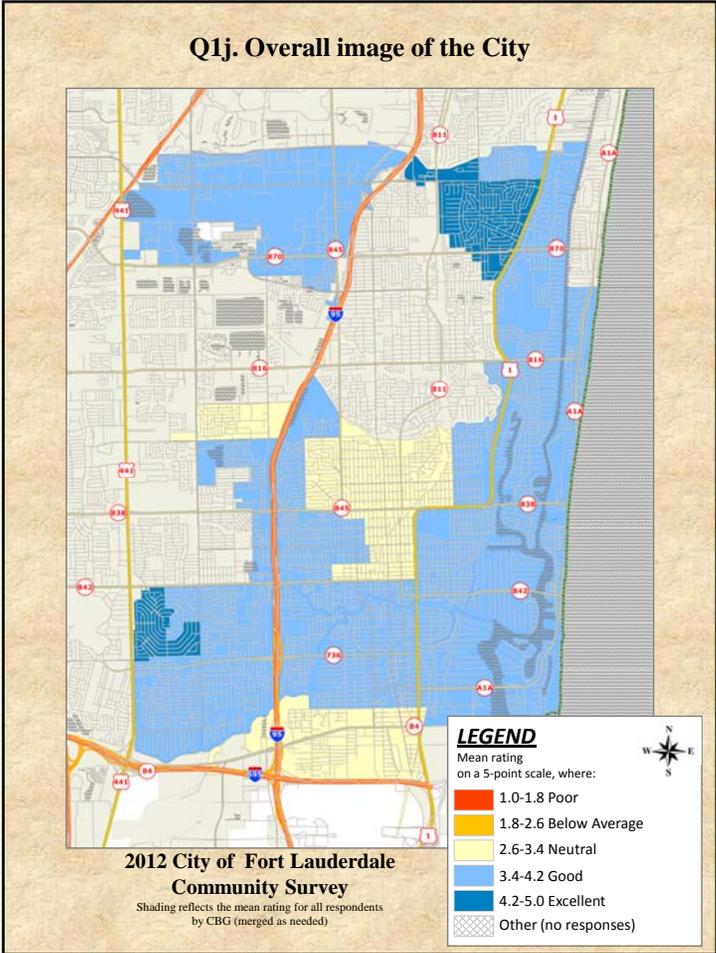


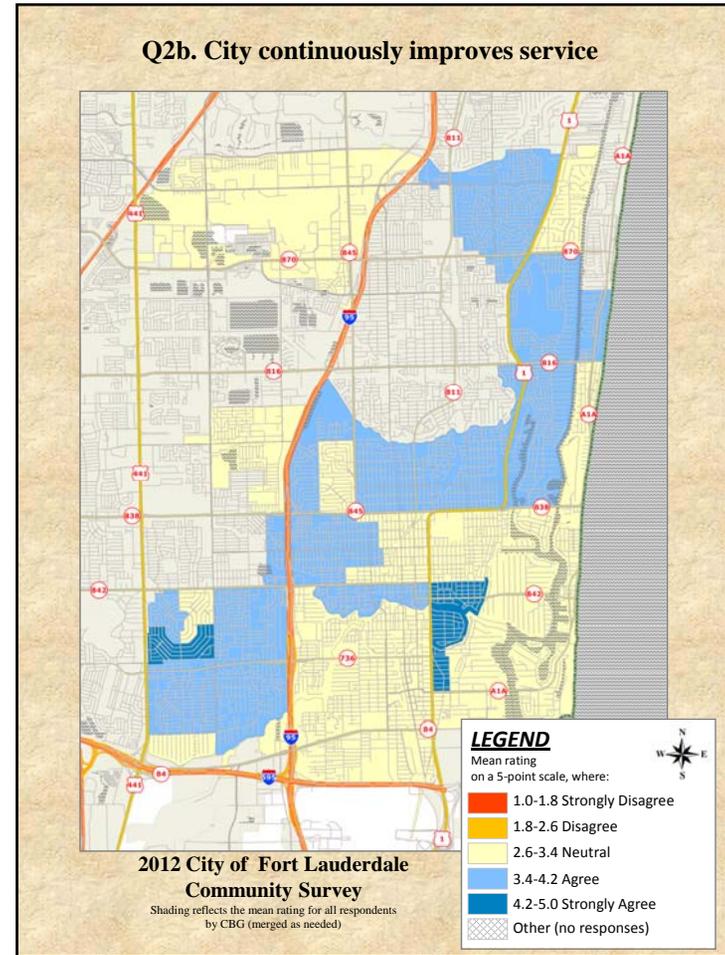
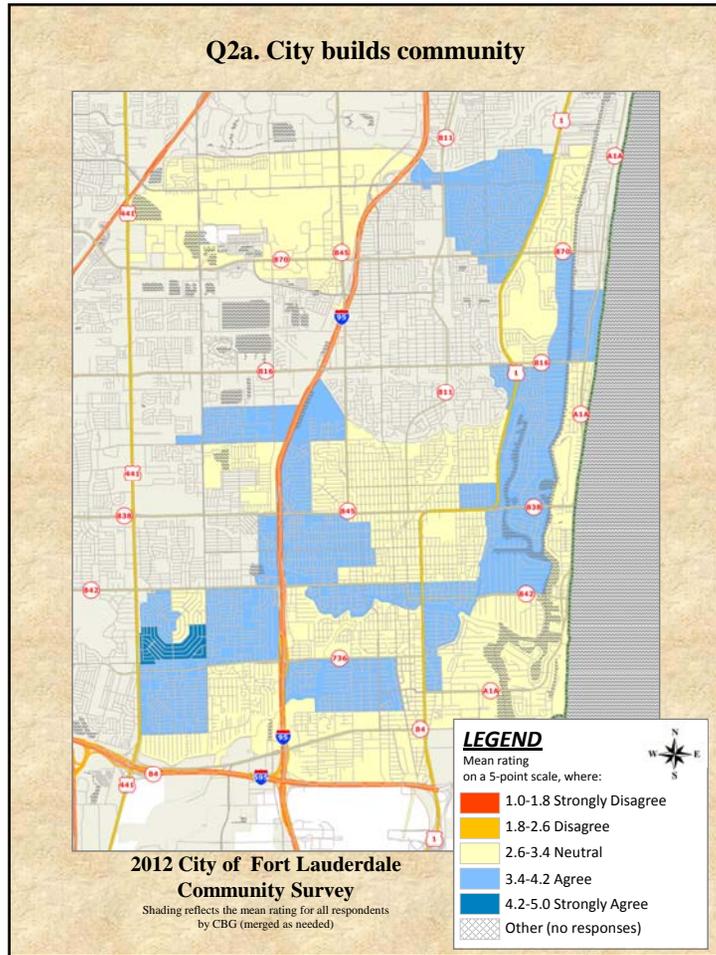


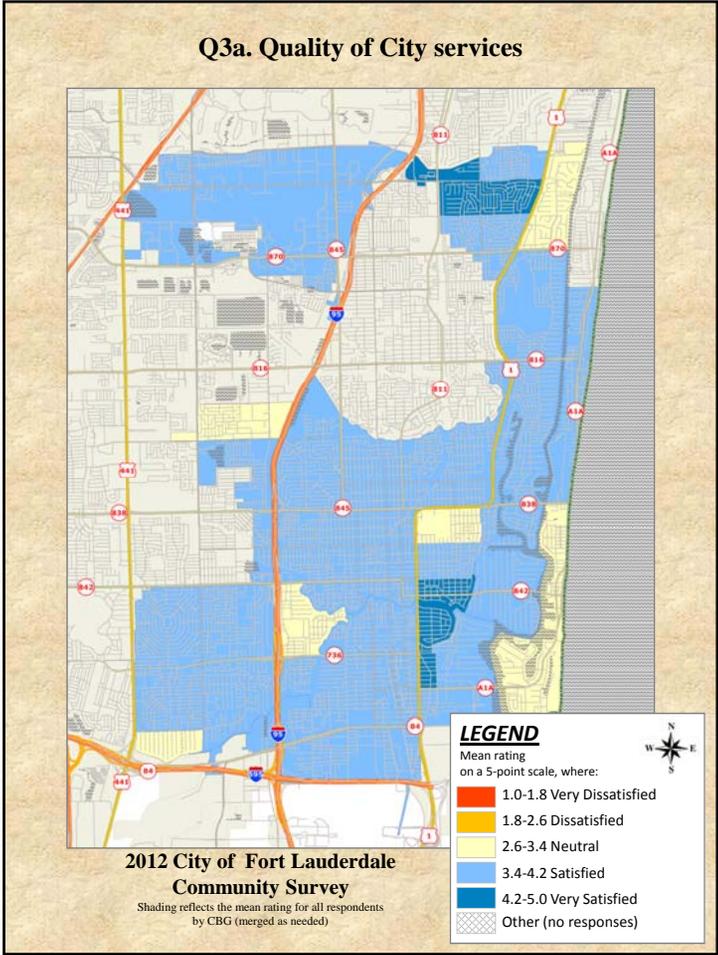
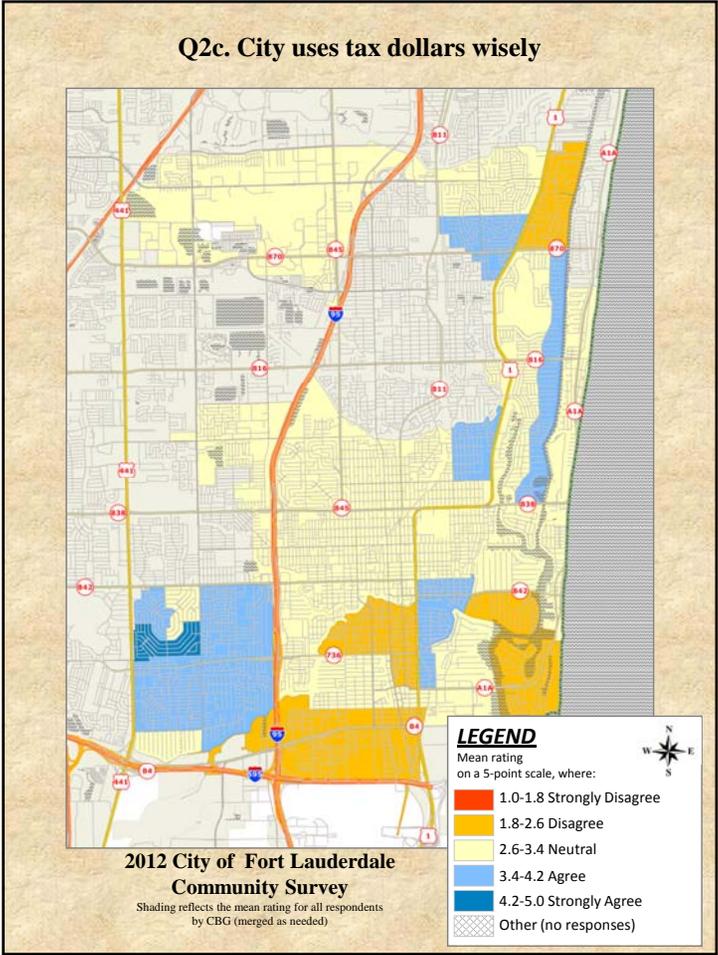


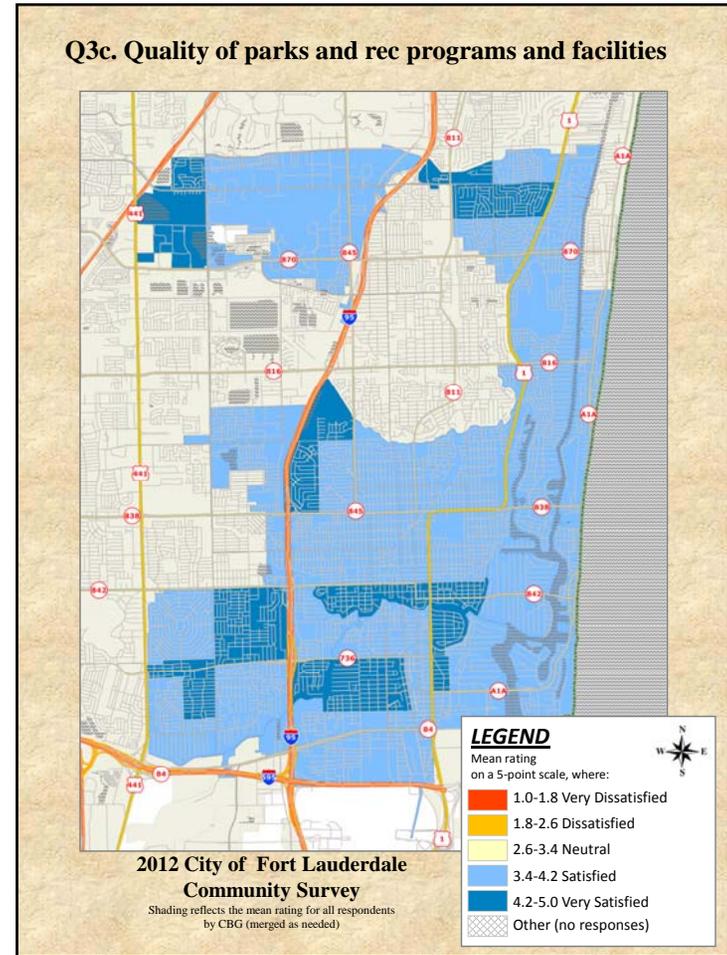
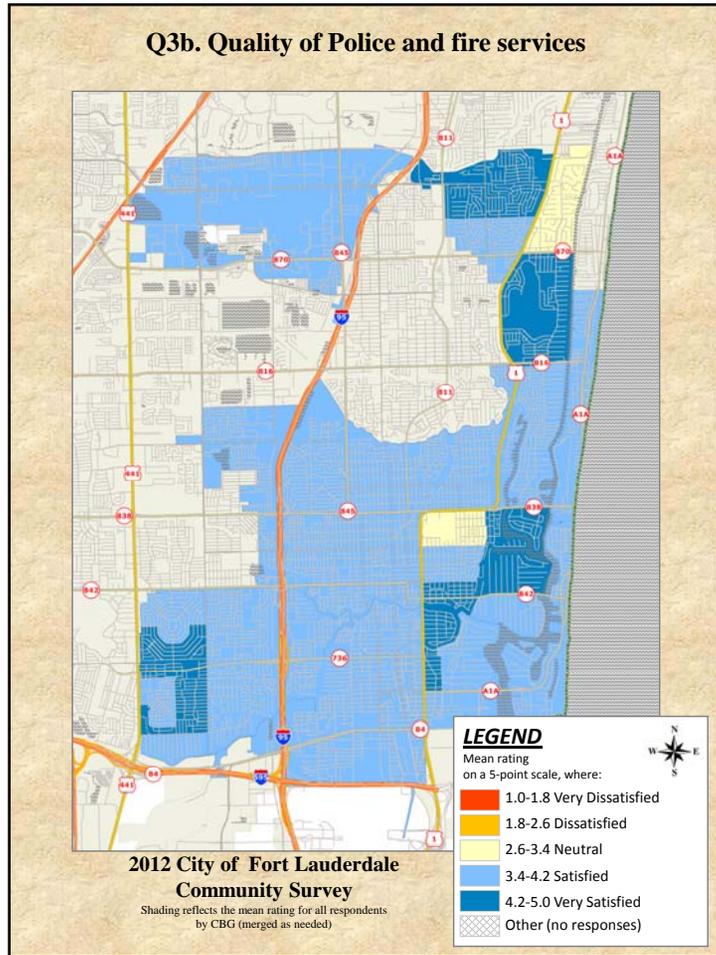




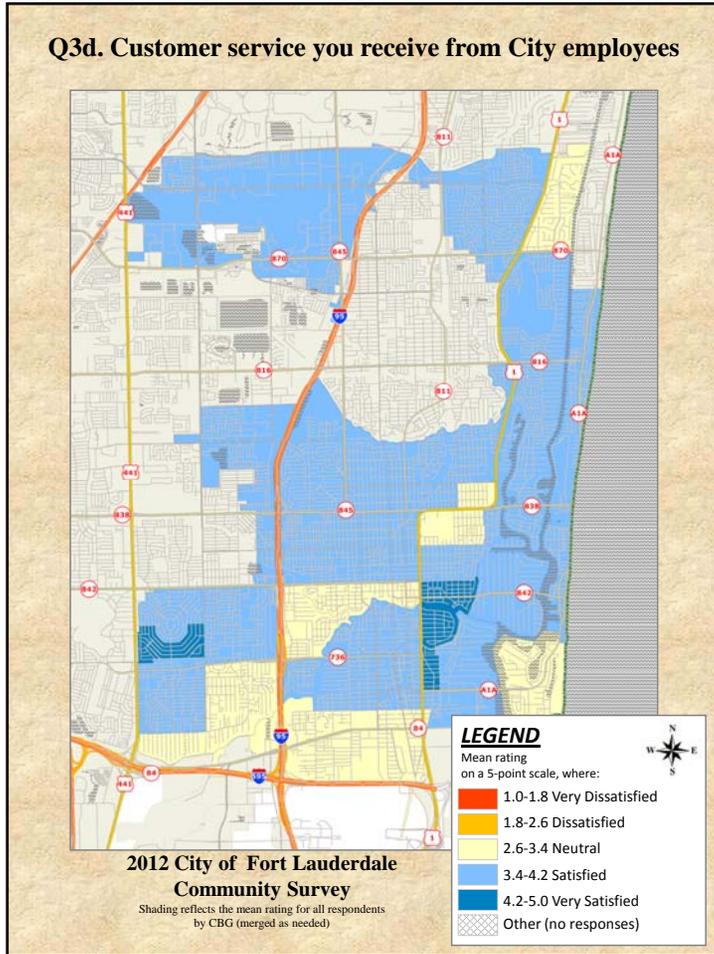




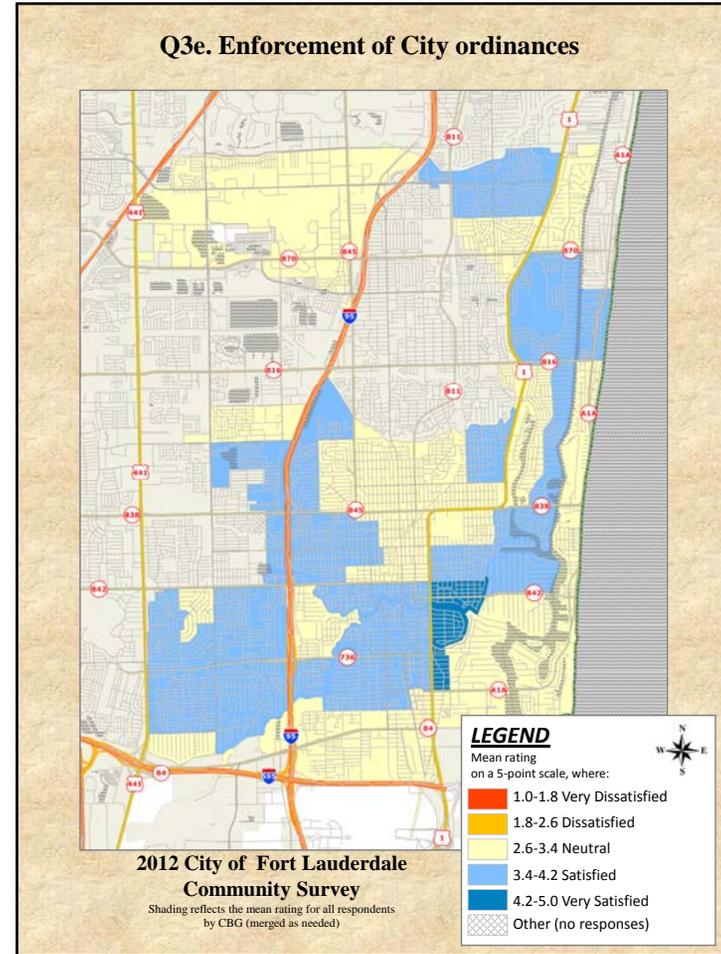




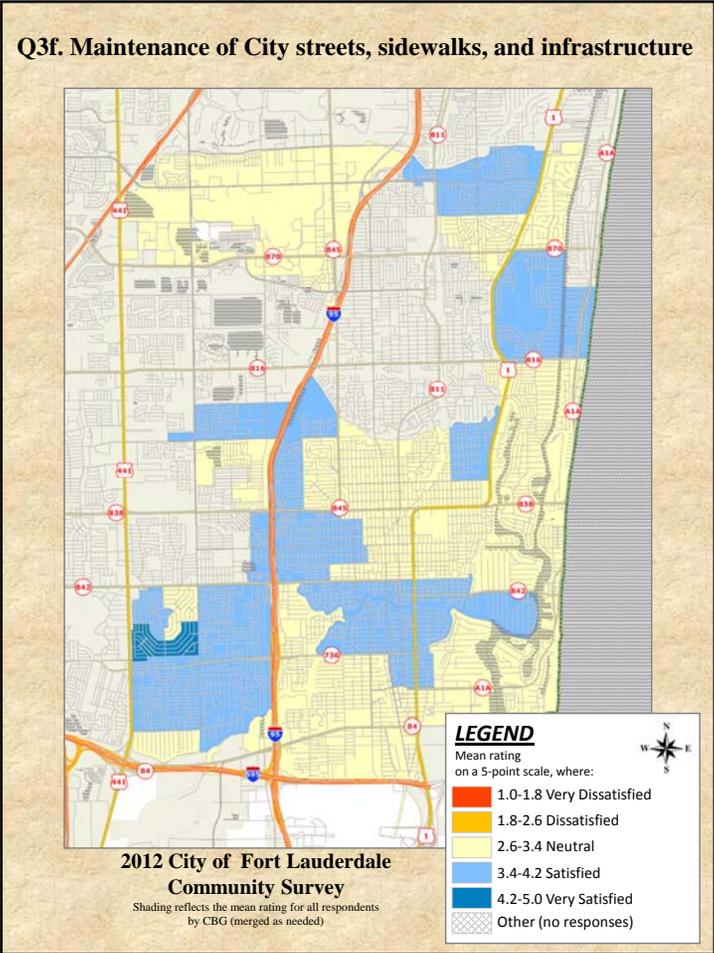
**Q3d. Customer service you receive from City employees**



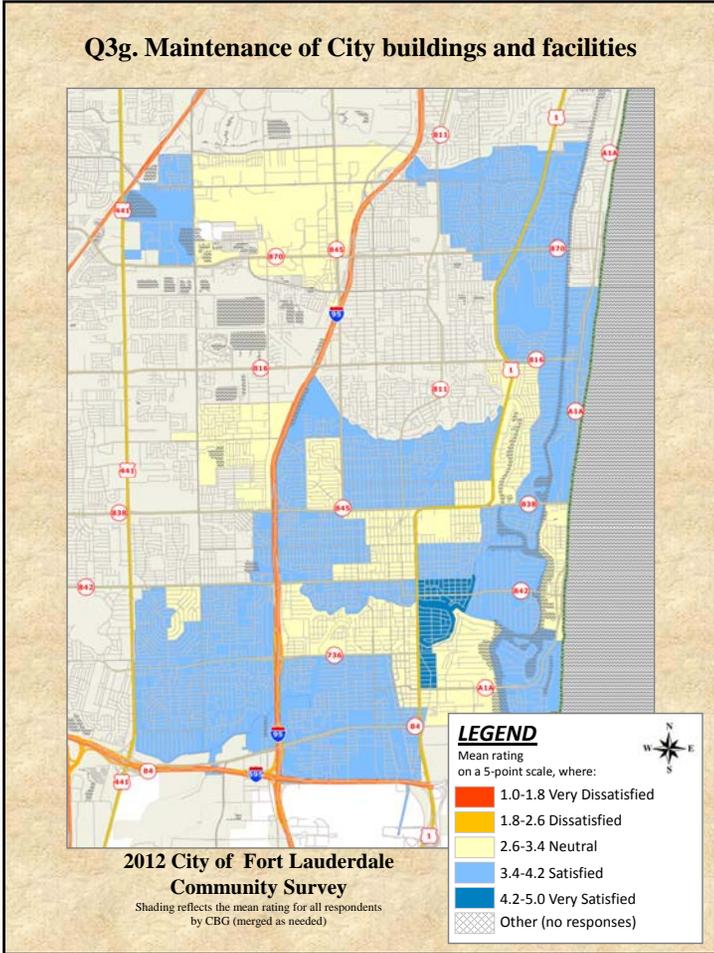
**Q3e. Enforcement of City ordinances**



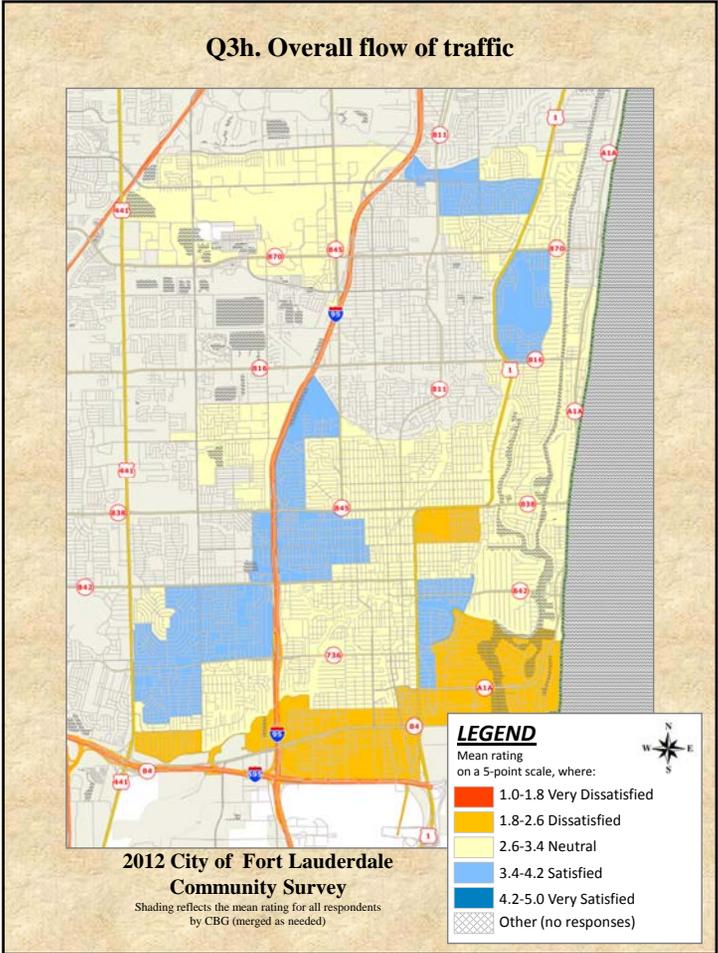
Q3f. Maintenance of City streets, sidewalks, and infrastructure



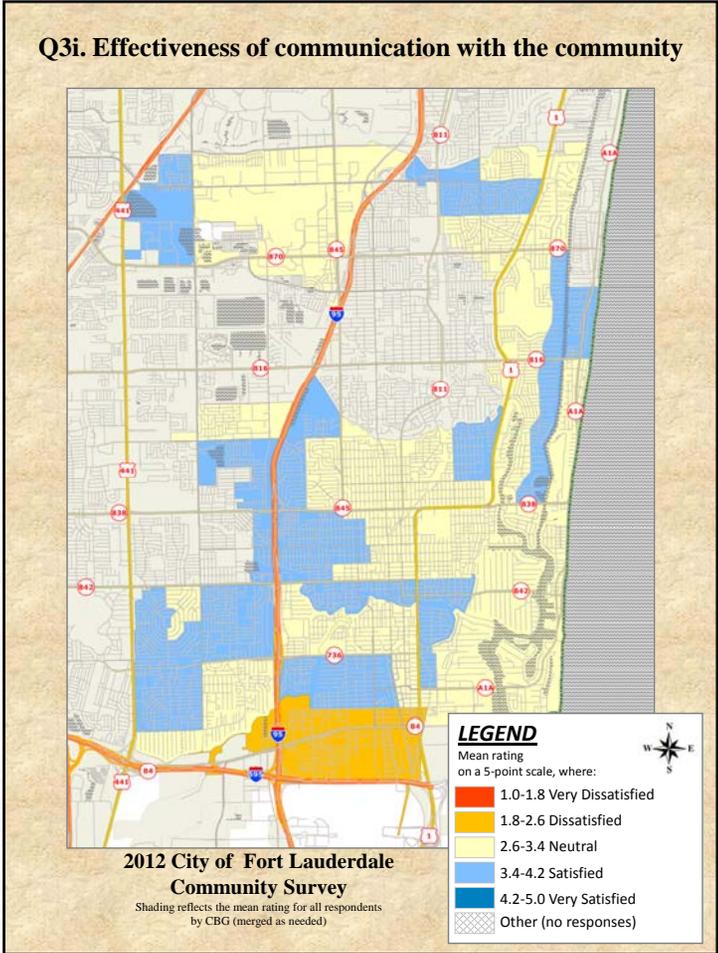
Q3g. Maintenance of City buildings and facilities



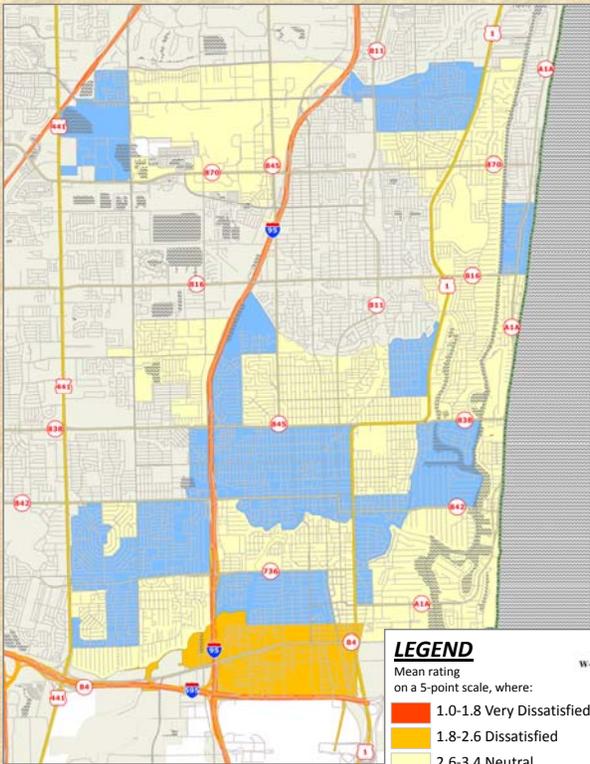
Q3h. Overall flow of traffic



Q3i. Effectiveness of communication with the community

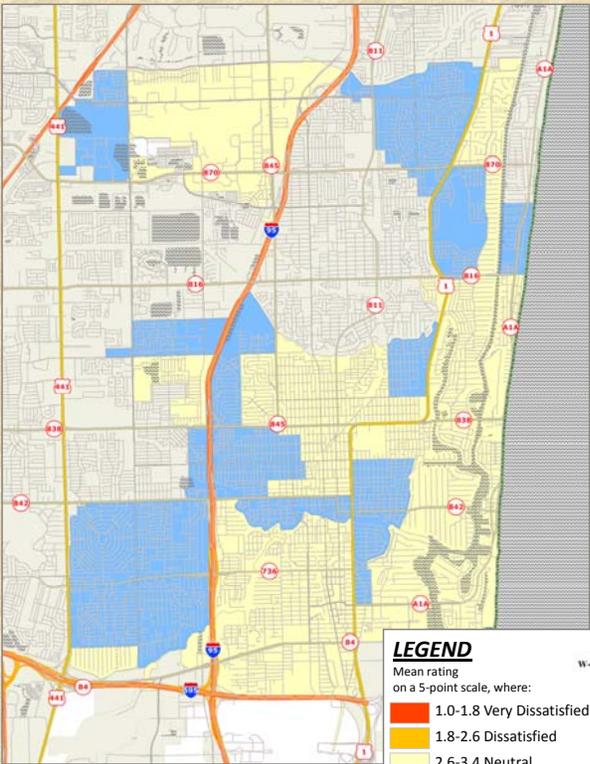


**Q3j. How well the City is preparing for the future**



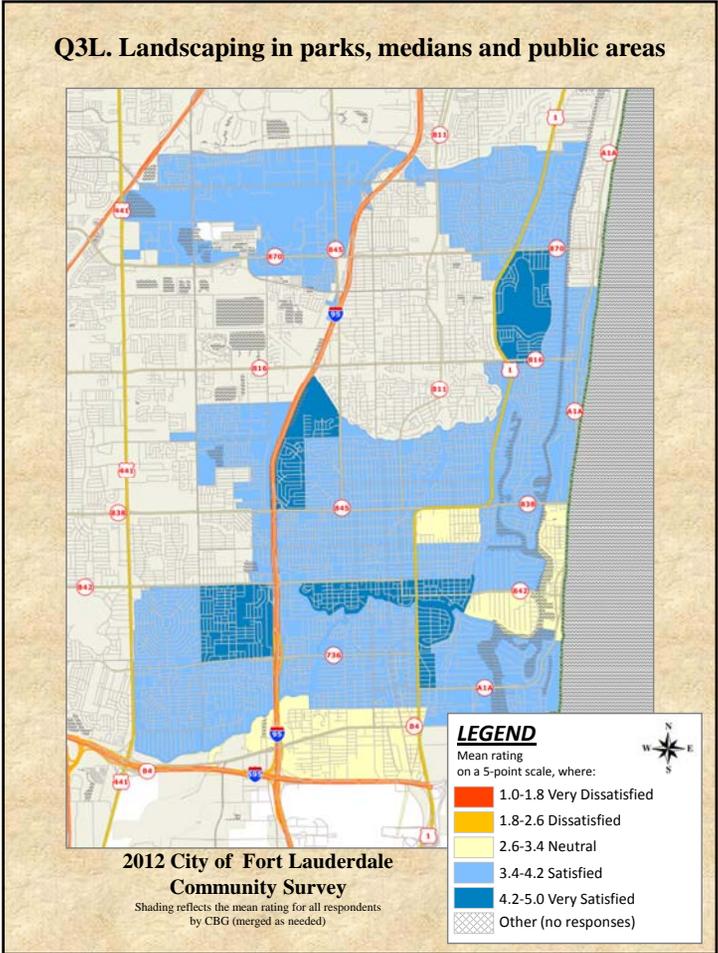
**2012 City of Fort Lauderdale Community Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

**Q3k. How well the City is prepared for disasters**

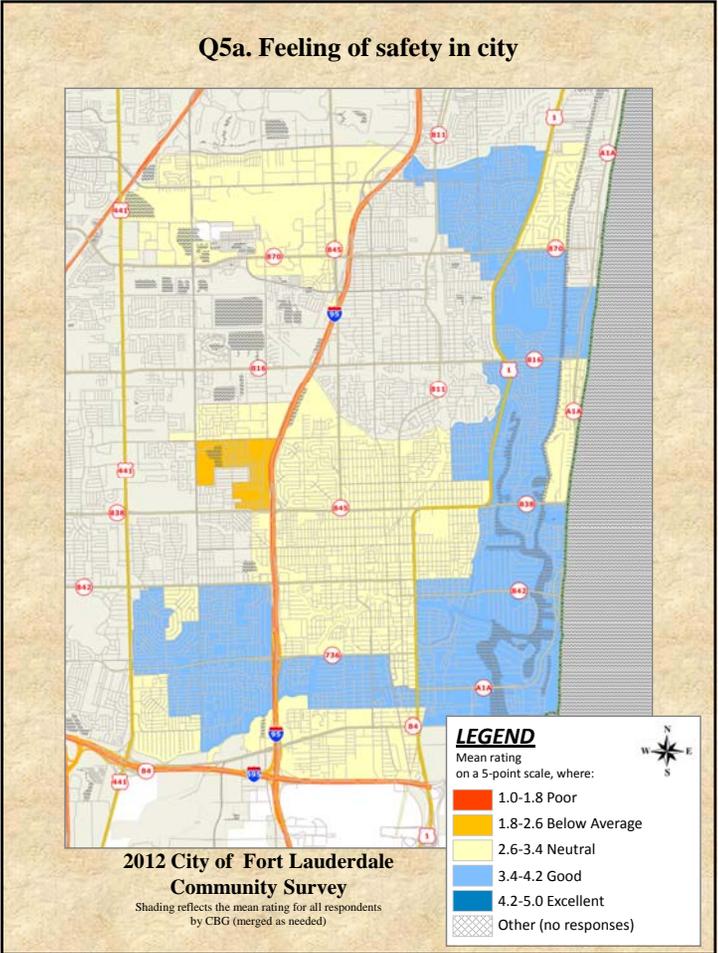


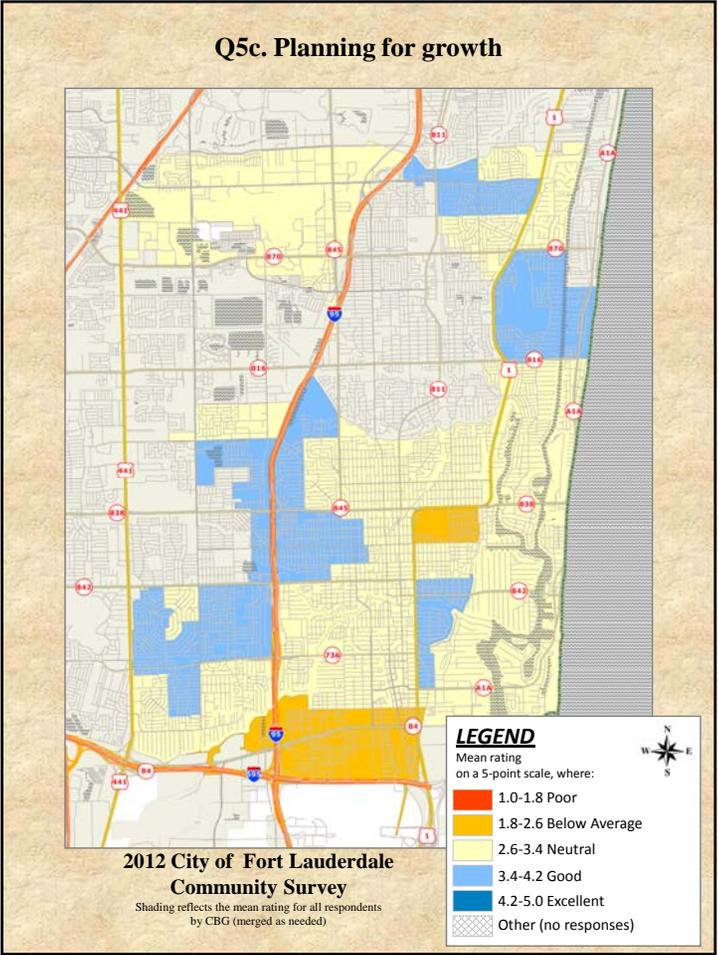
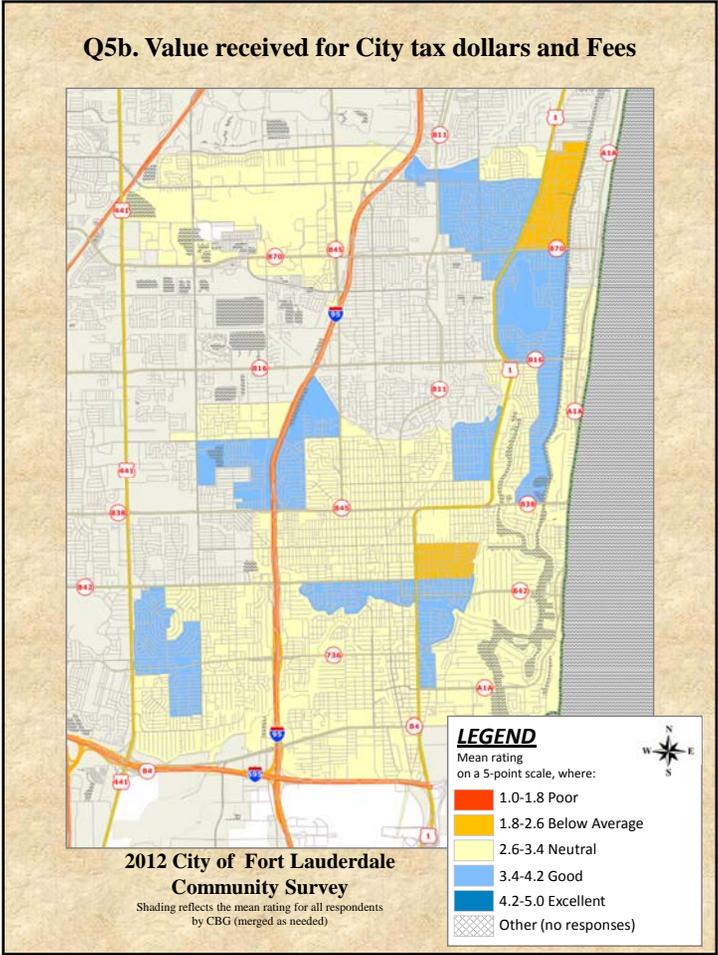
**2012 City of Fort Lauderdale Community Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

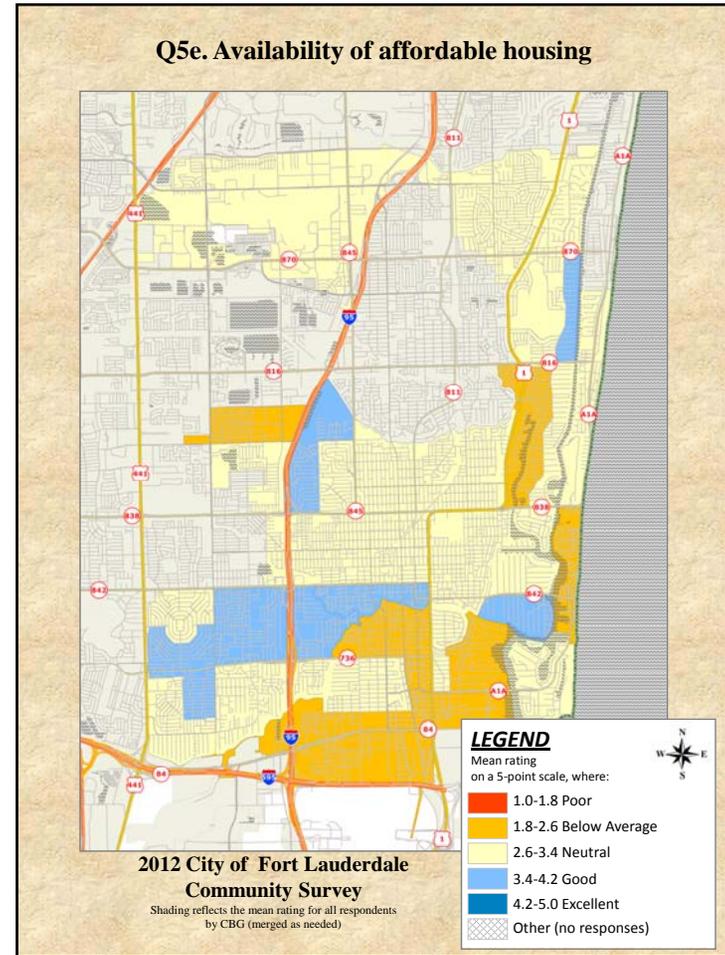
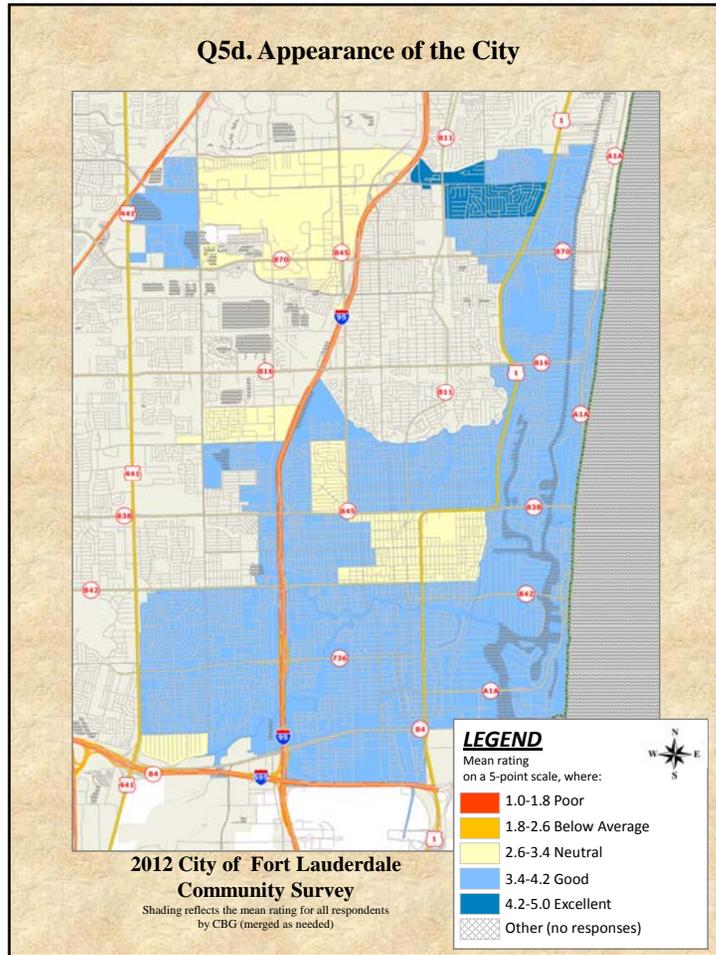
**Q3L. Landscaping in parks, medians and public areas**

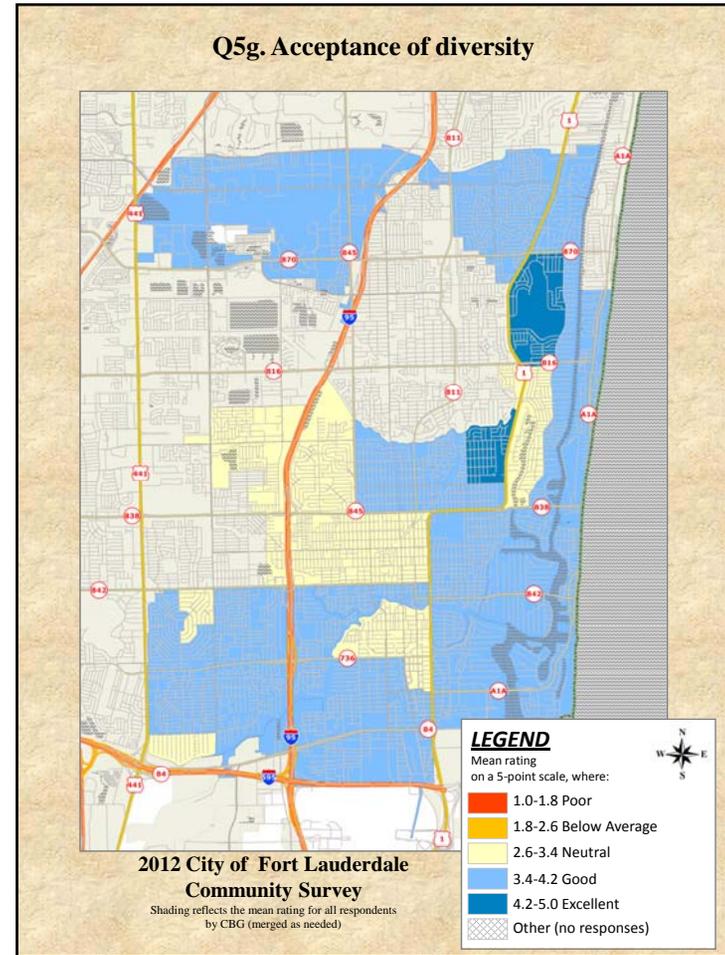
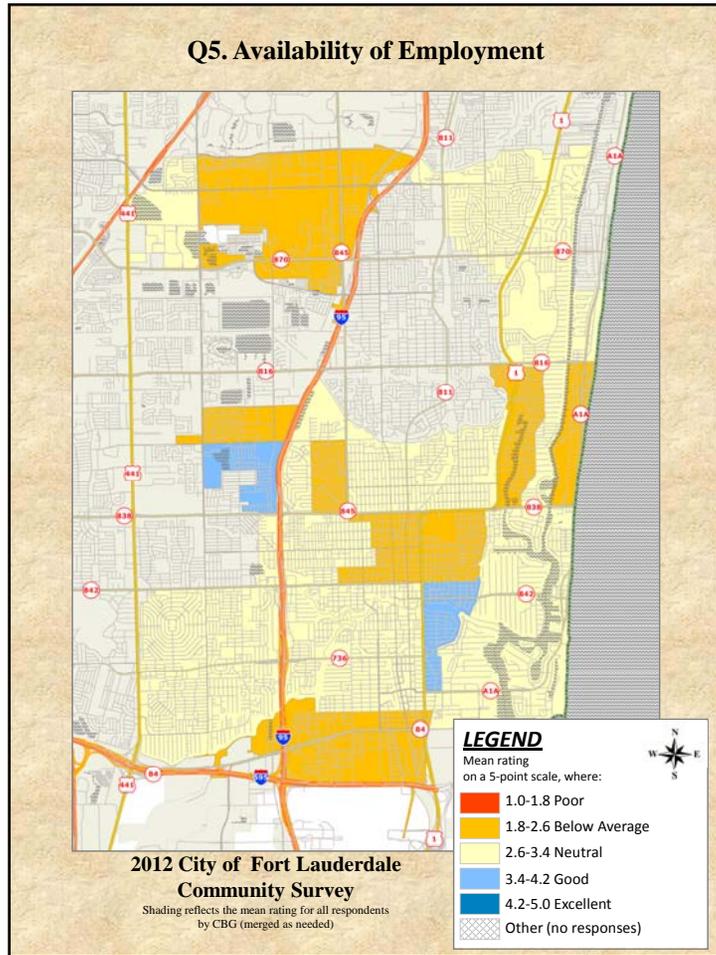


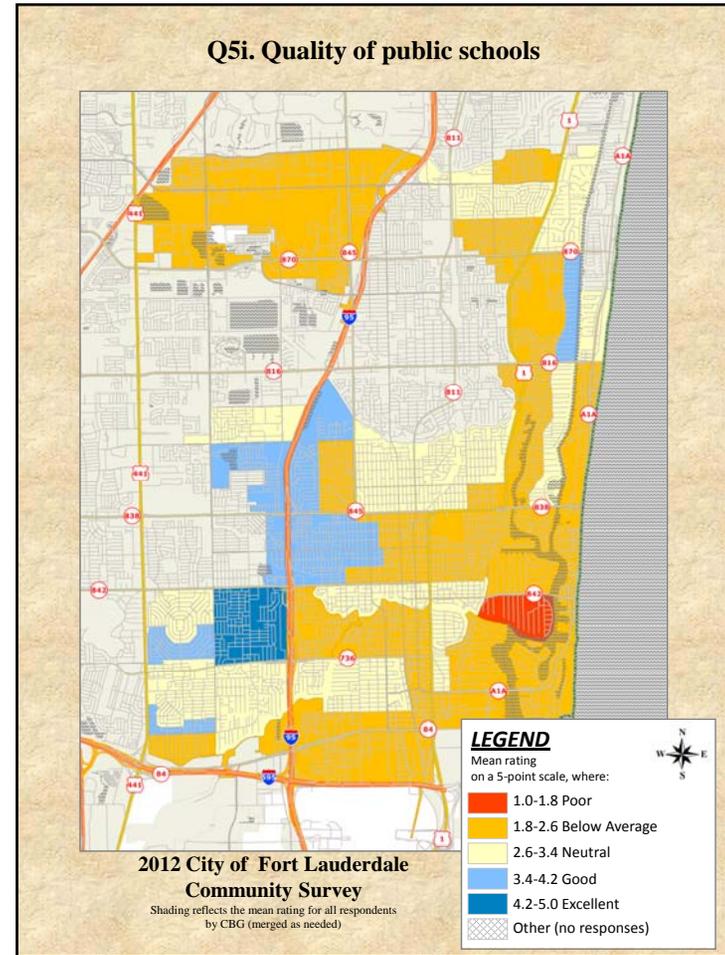
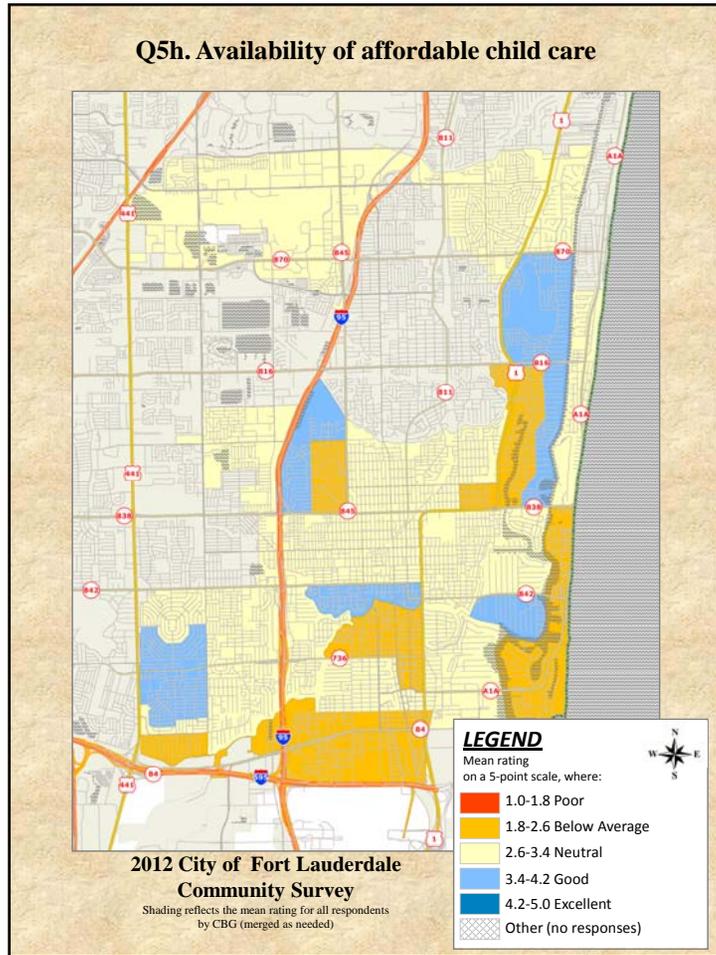
**Q5a. Feeling of safety in city**



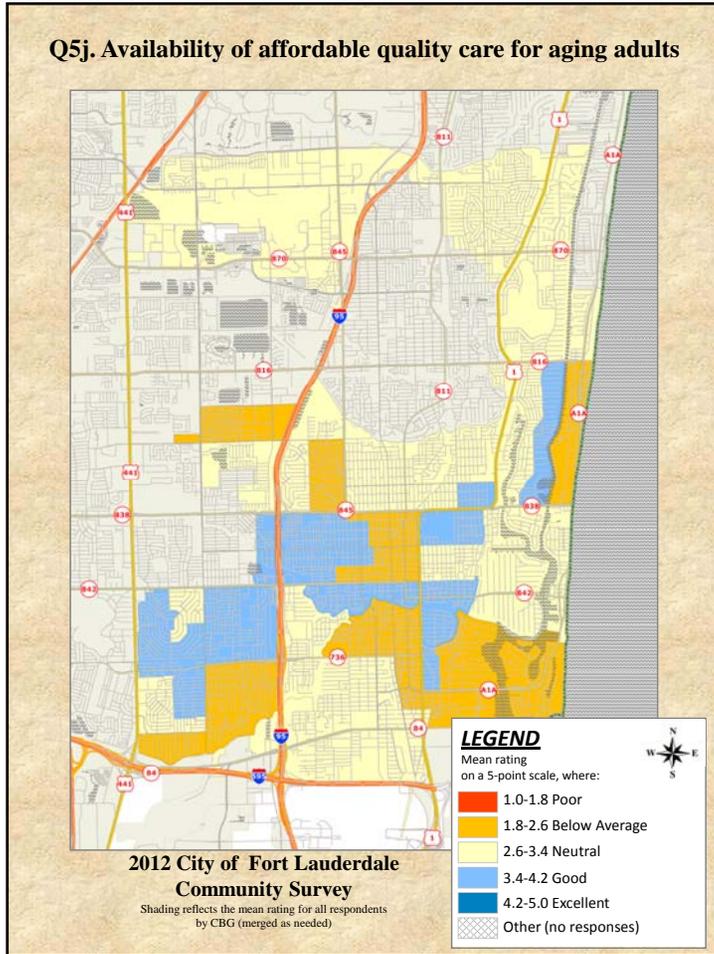




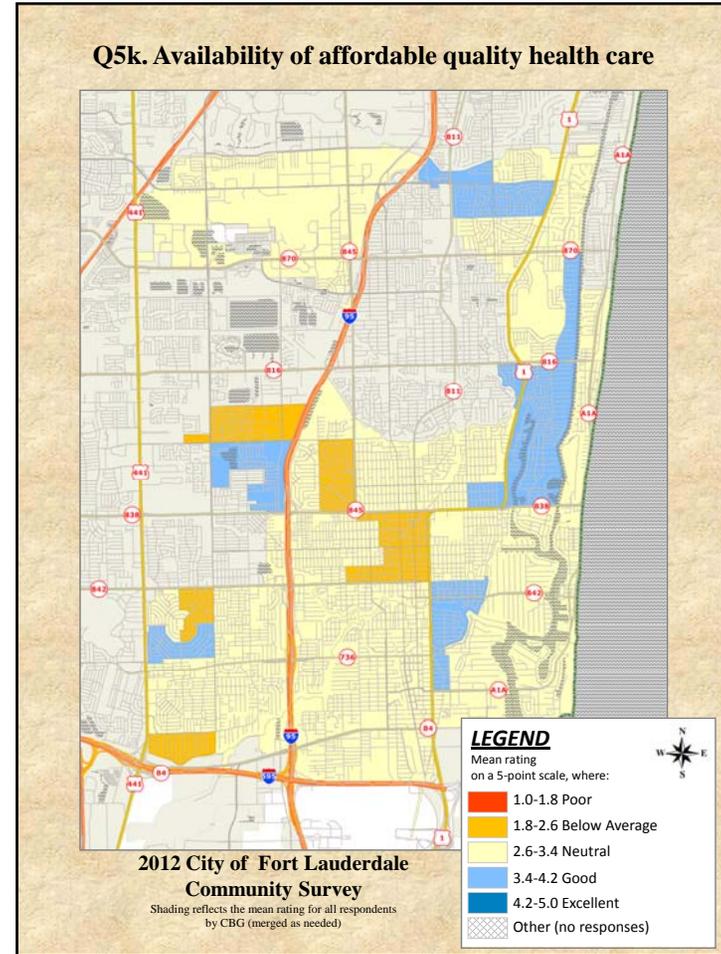


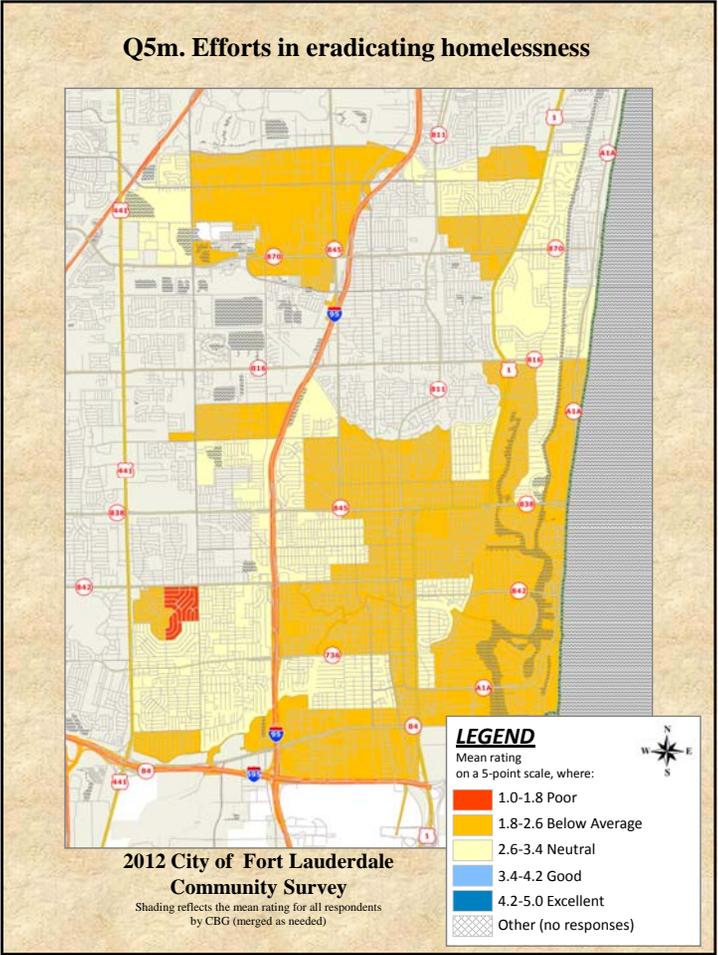
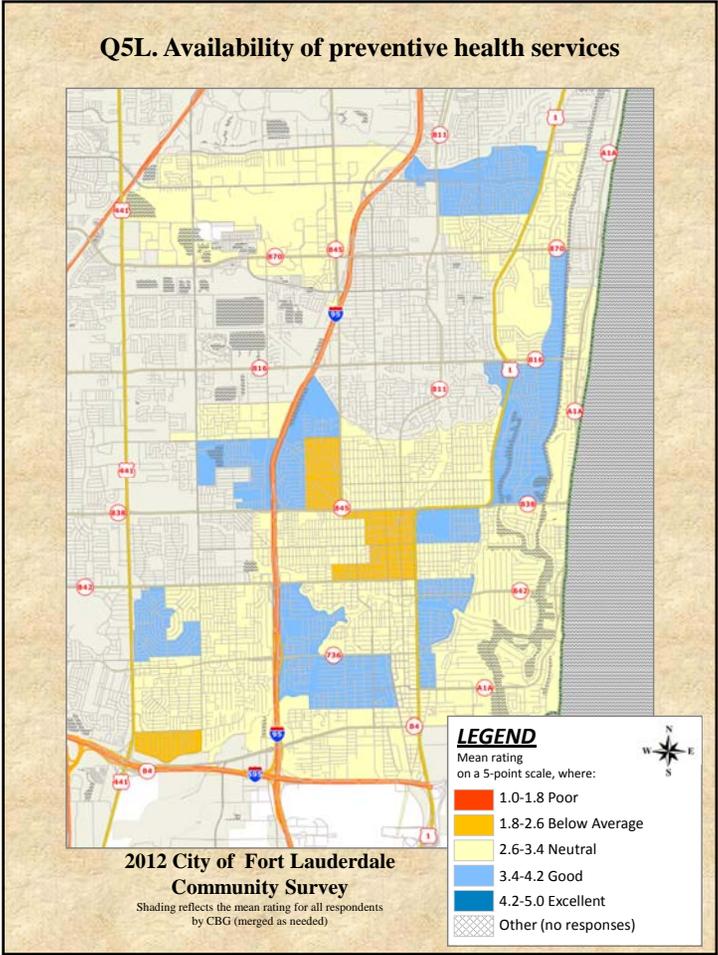


**Q5j. Availability of affordable quality care for aging adults**

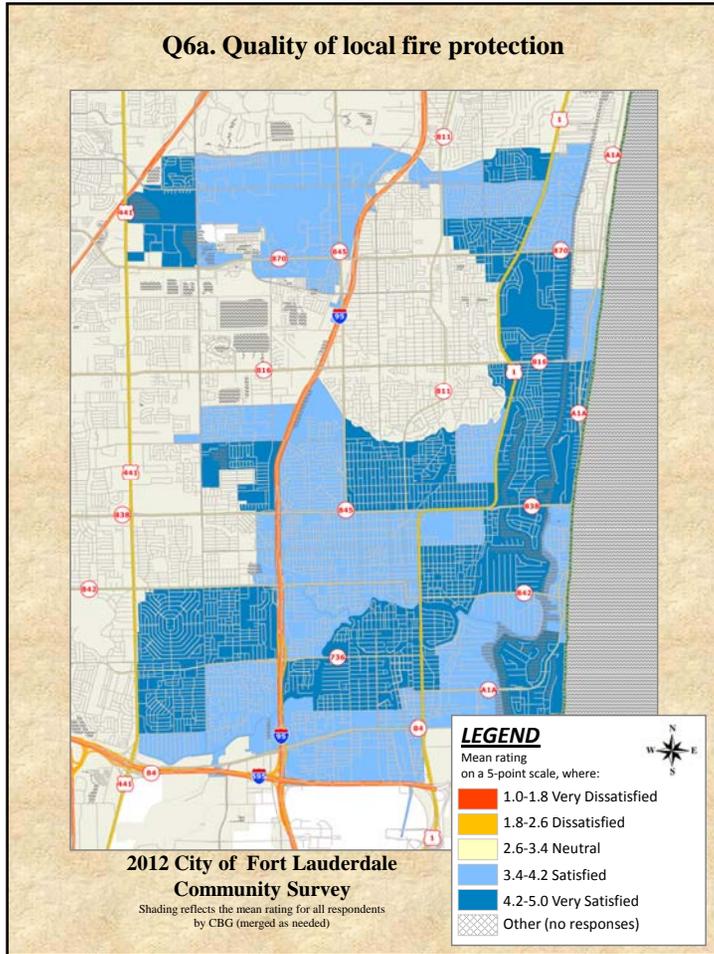


**Q5k. Availability of affordable quality health care**

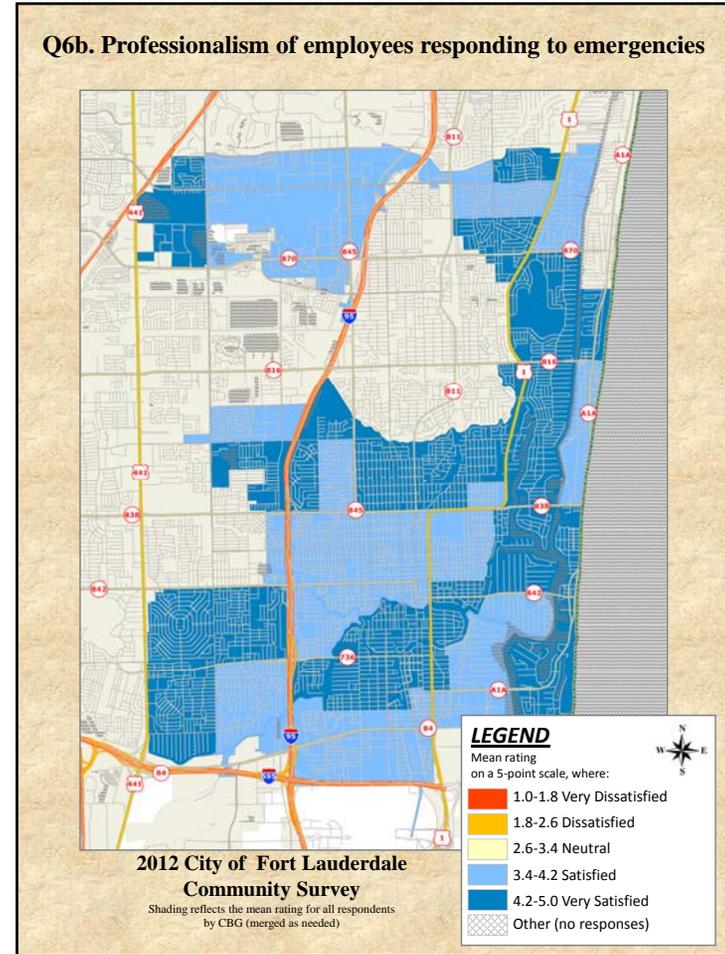




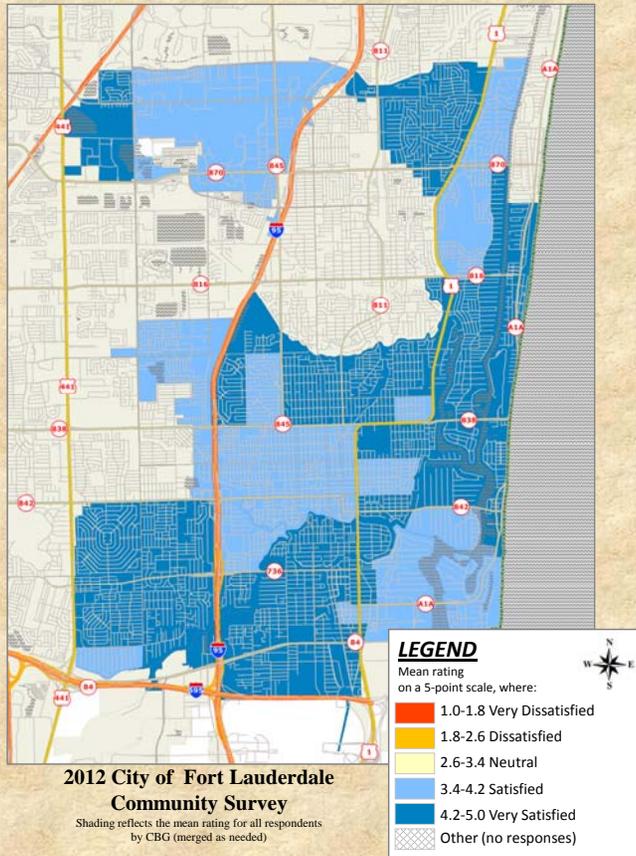
**Q6a. Quality of local fire protection**



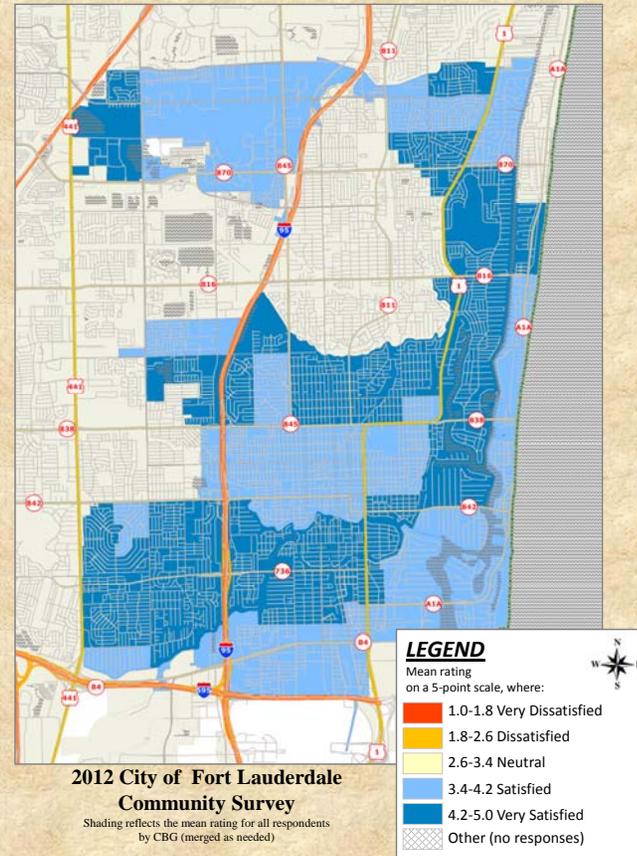
**Q6b. Professionalism of employees responding to emergencies**

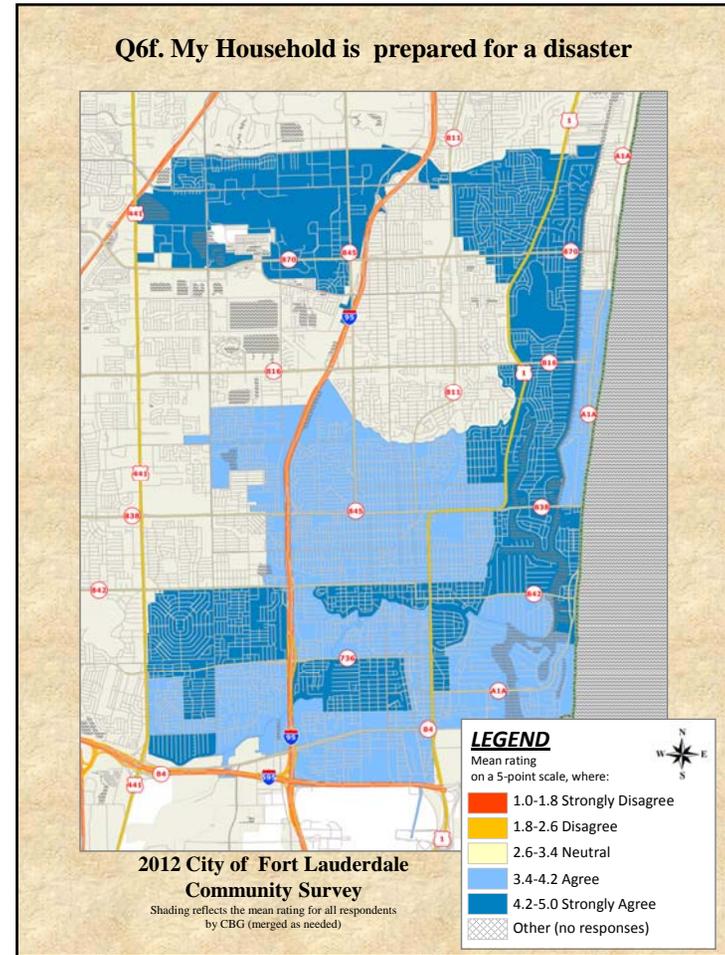
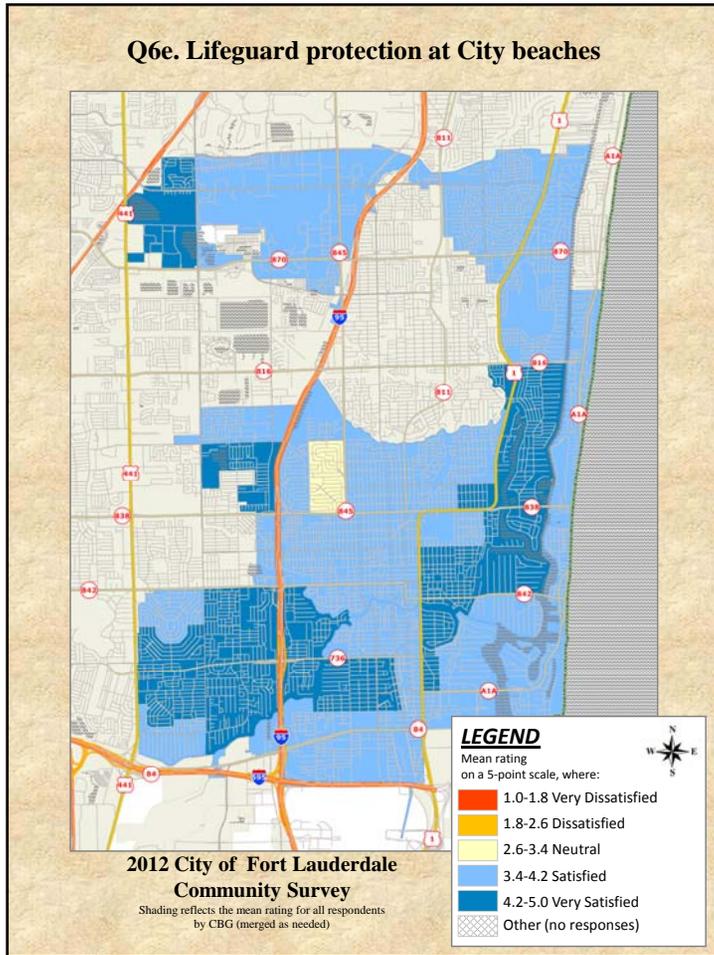


**Q6c. How quickly fire rescue responds to emergencies**

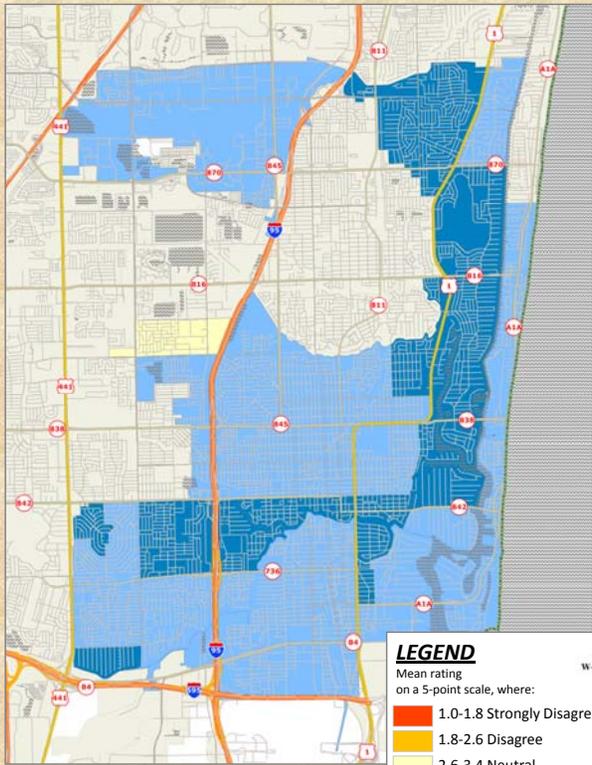


**Q6d. Quality of EMS**



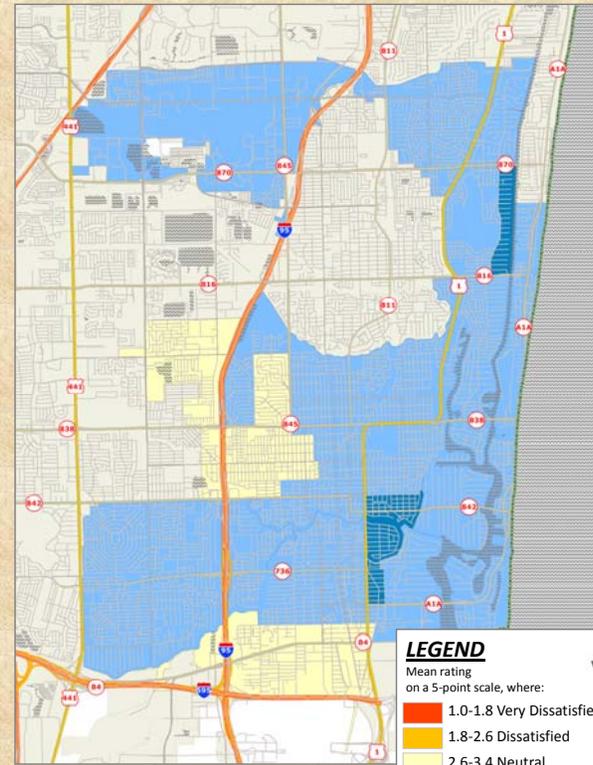


**Q6g. I know where to get information during an emergency**



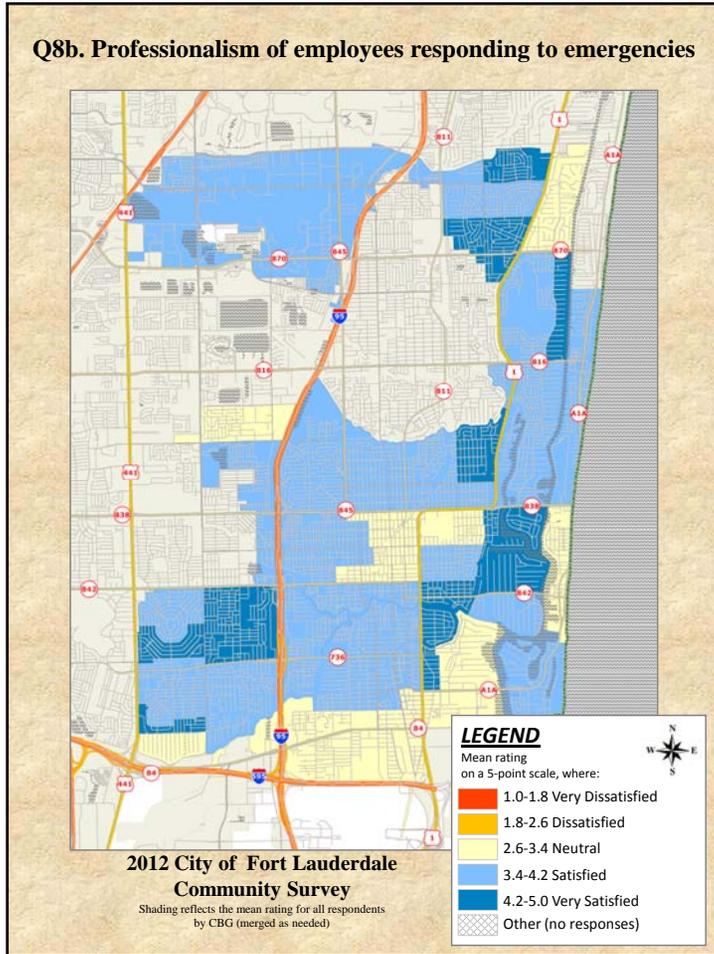
**2012 City of Fort Lauderdale Community Survey**  
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

**Q8a. Quality of local police protection**

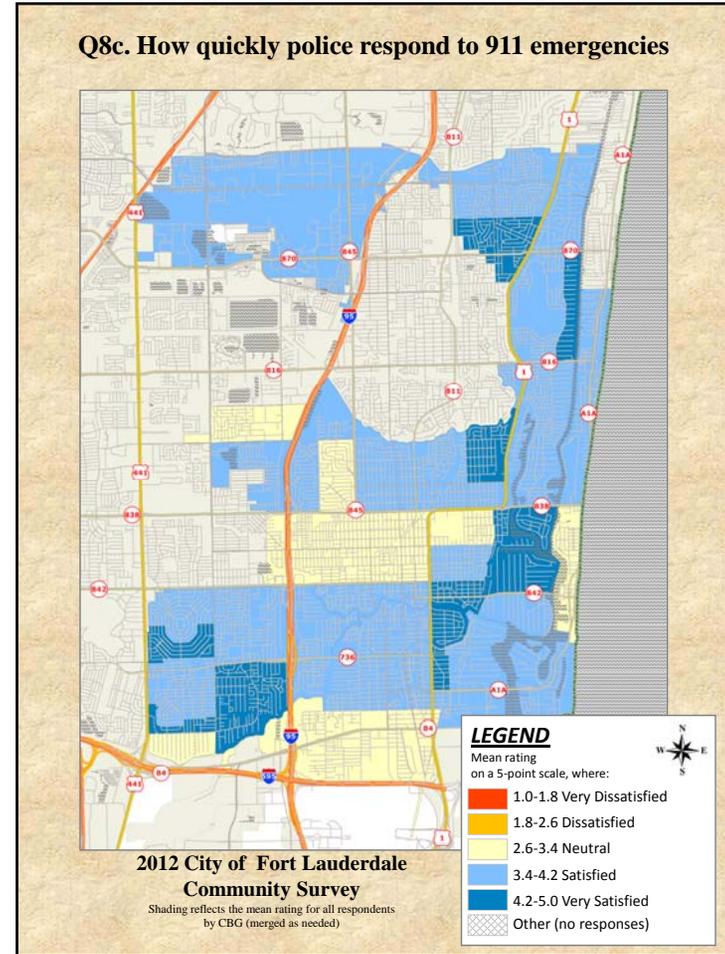


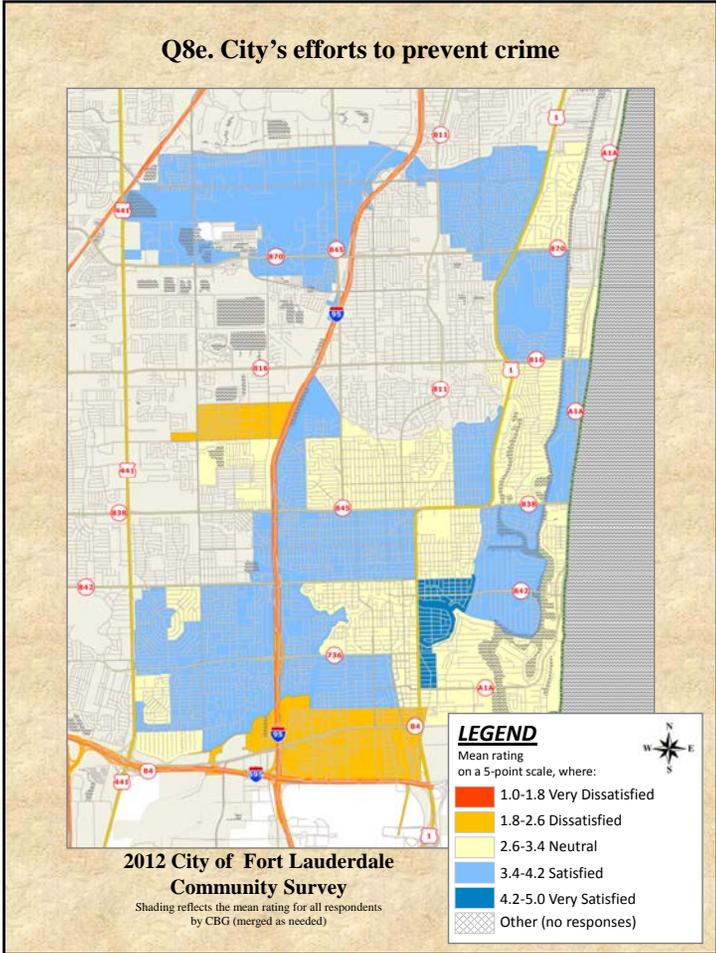
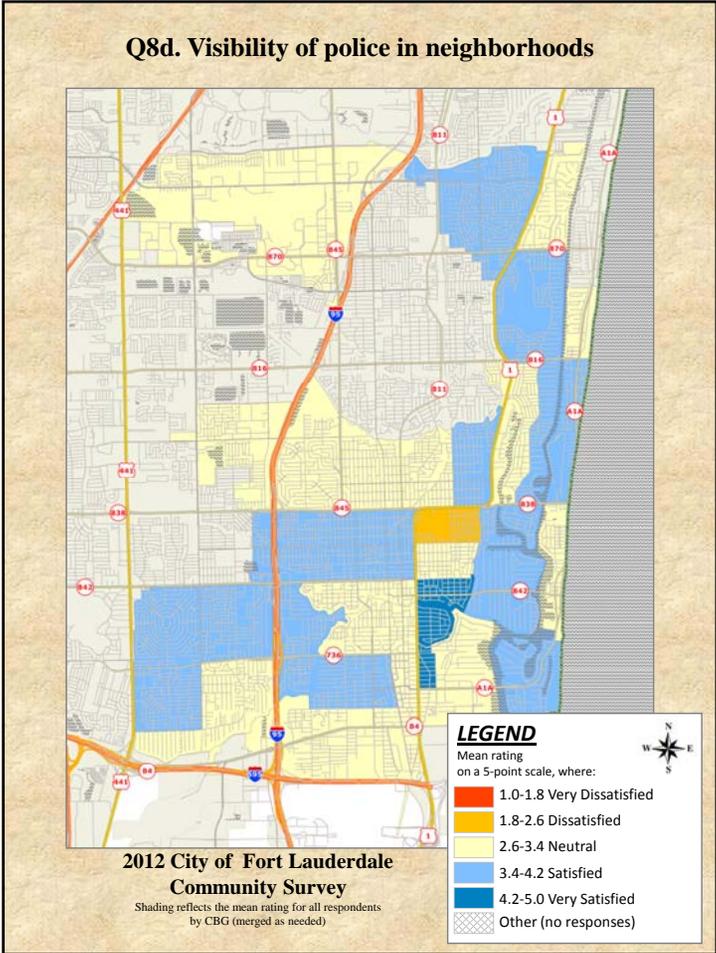
**2012 City of Fort Lauderdale Community Survey**  
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

**Q8b. Professionalism of employees responding to emergencies**

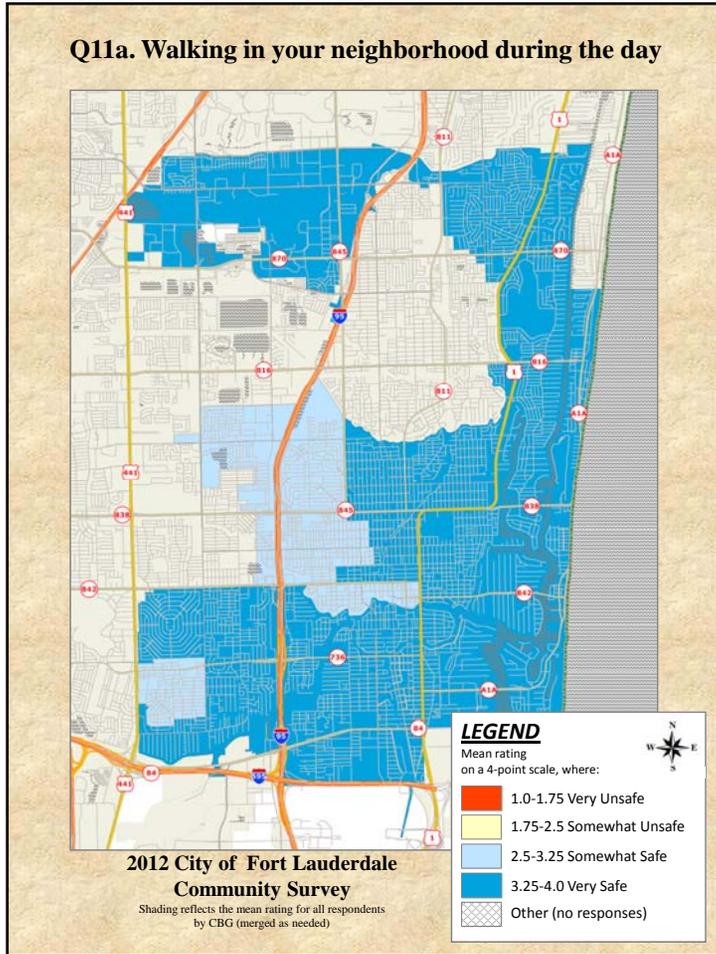


**Q8c. How quickly police respond to 911 emergencies**

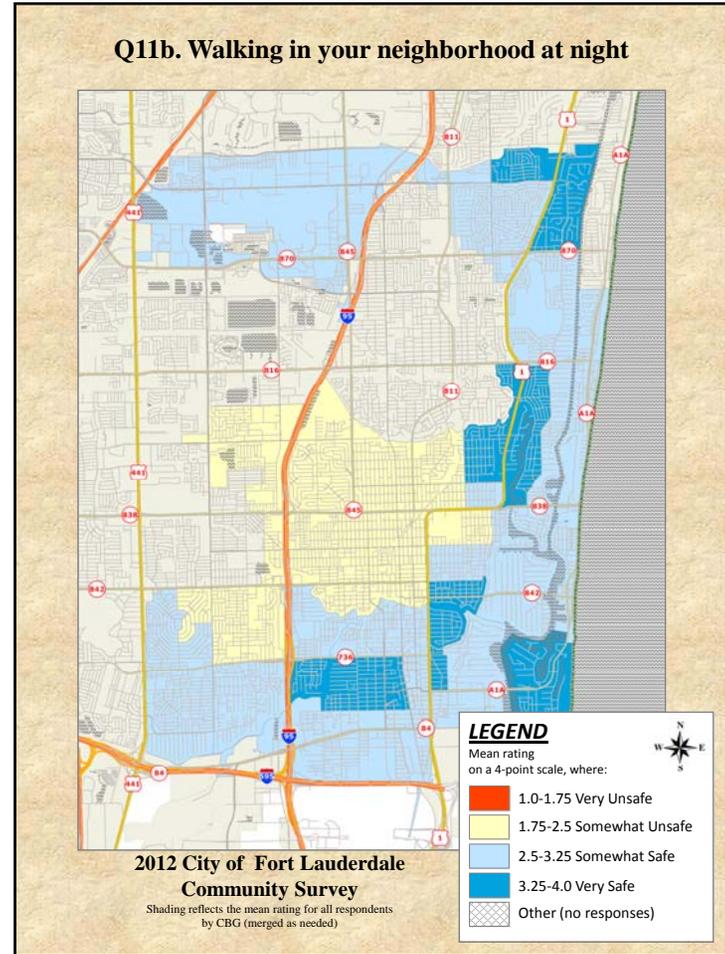




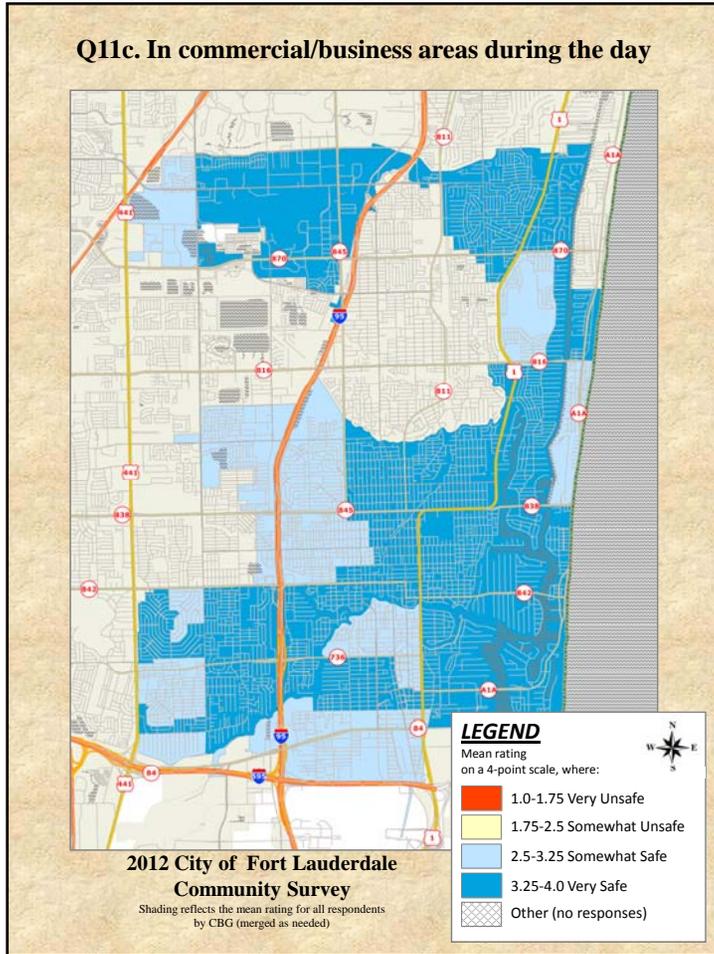
**Q11a. Walking in your neighborhood during the day**



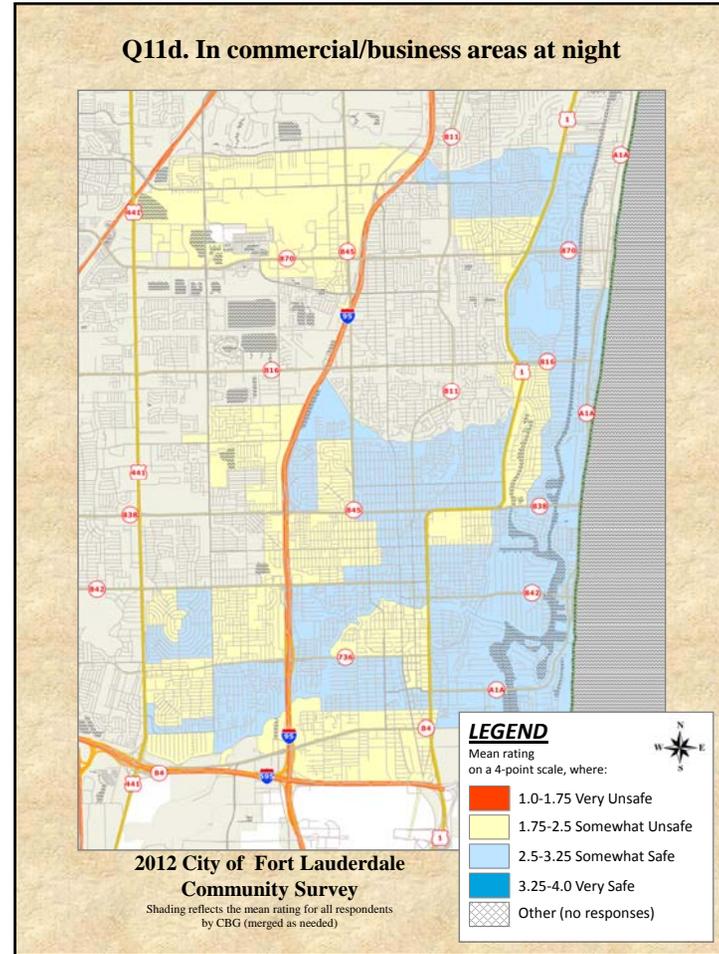
**Q11b. Walking in your neighborhood at night**

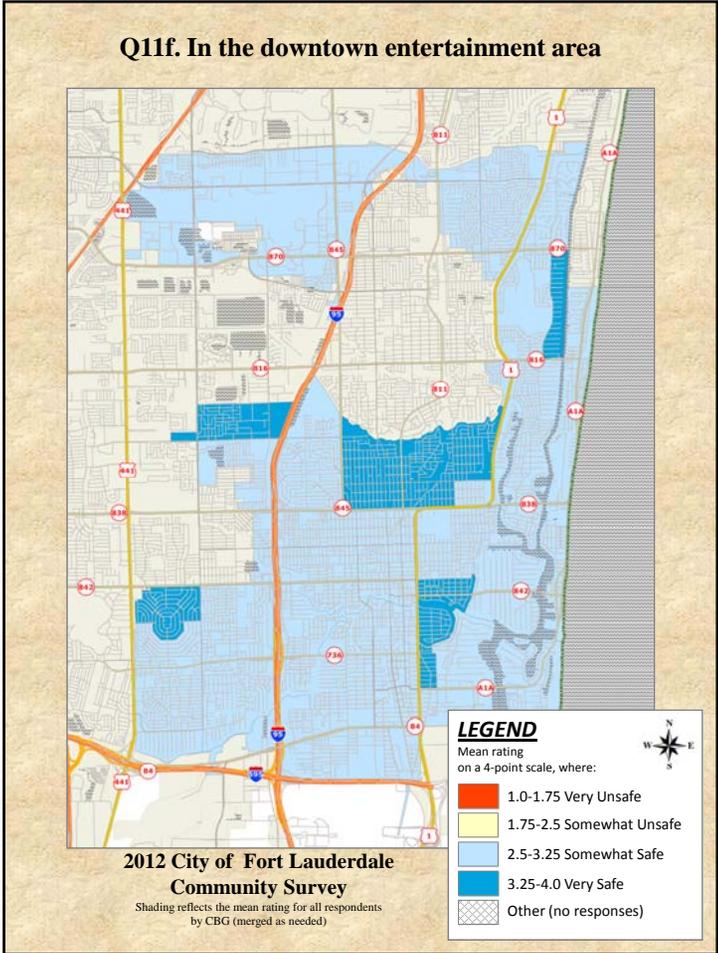
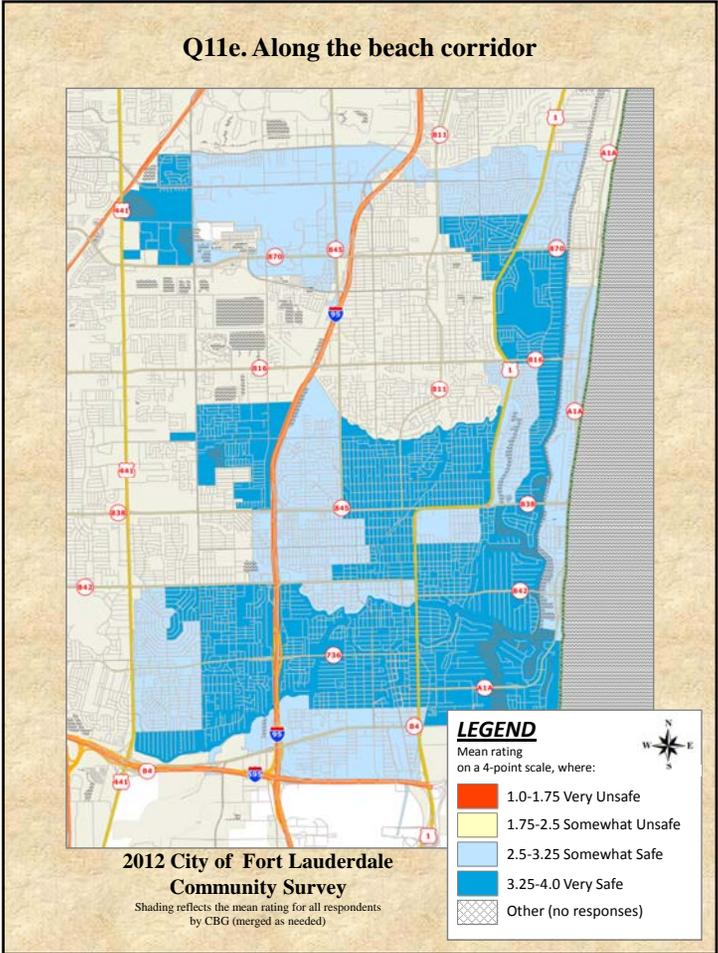


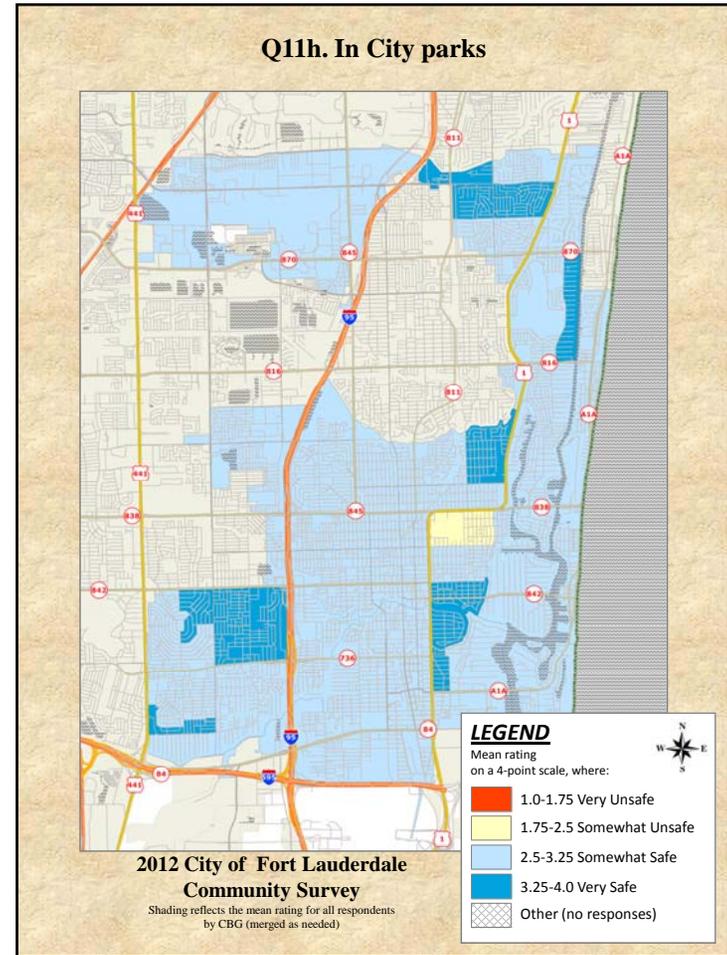
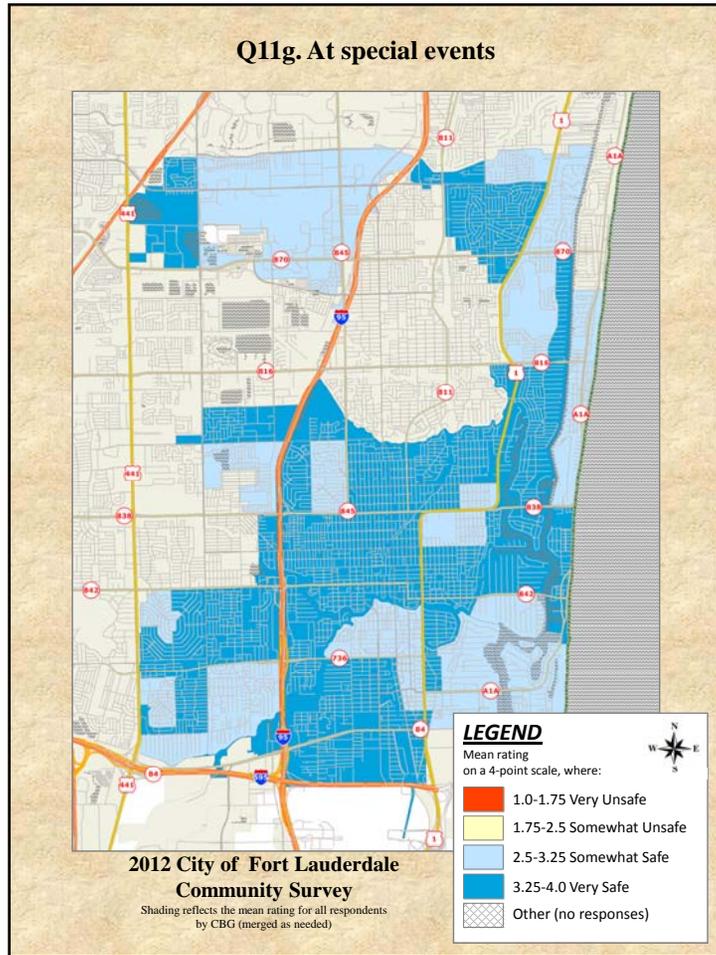
**Q11c. In commercial/business areas during the day**



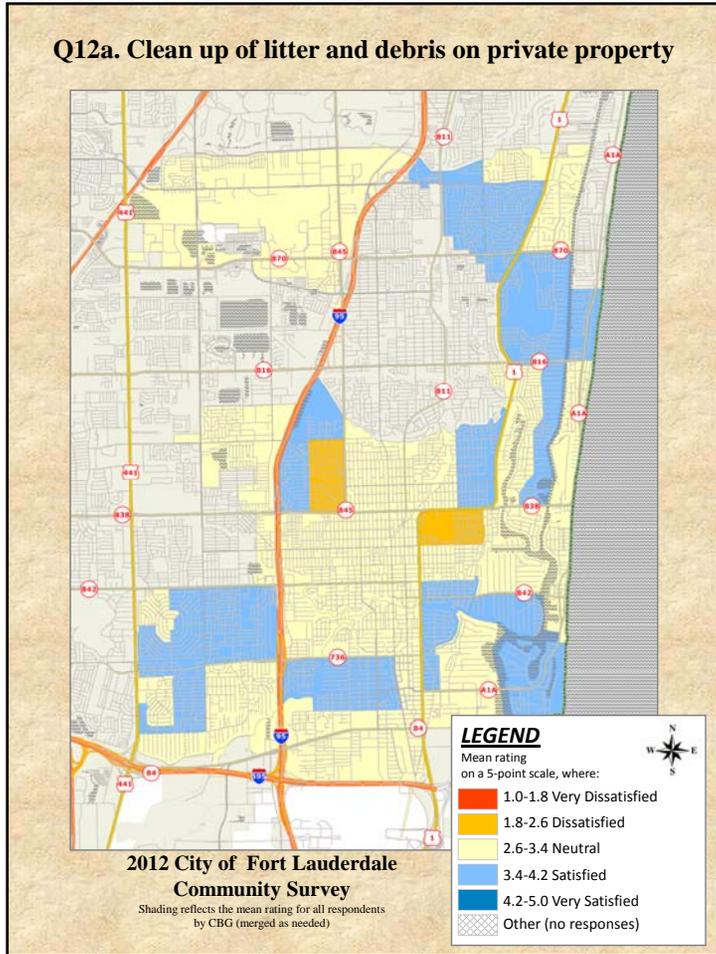
**Q11d. In commercial/business areas at night**



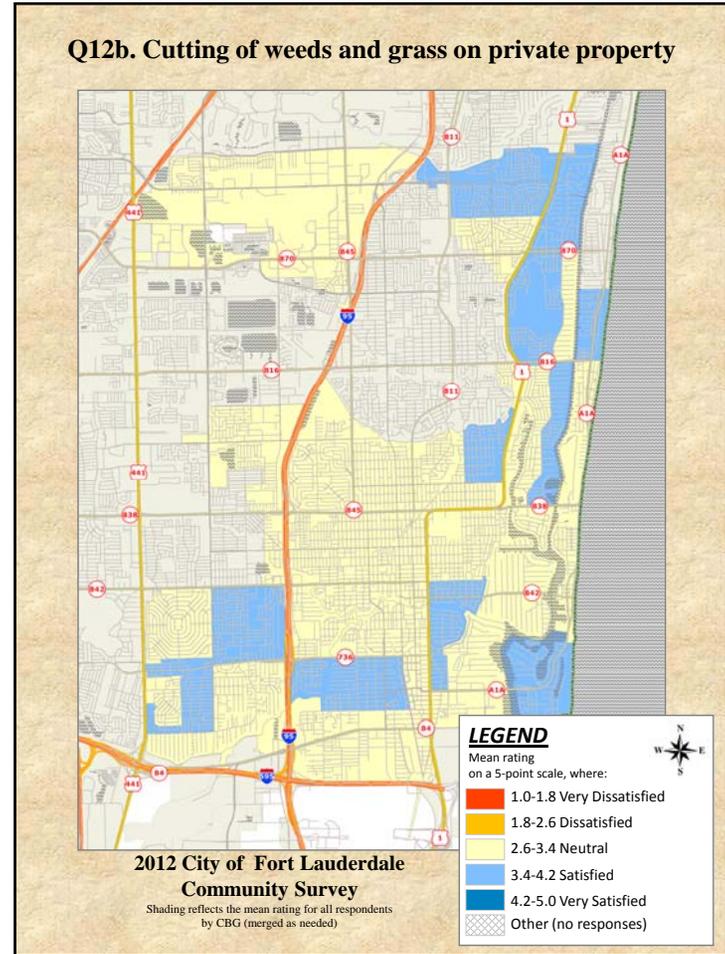


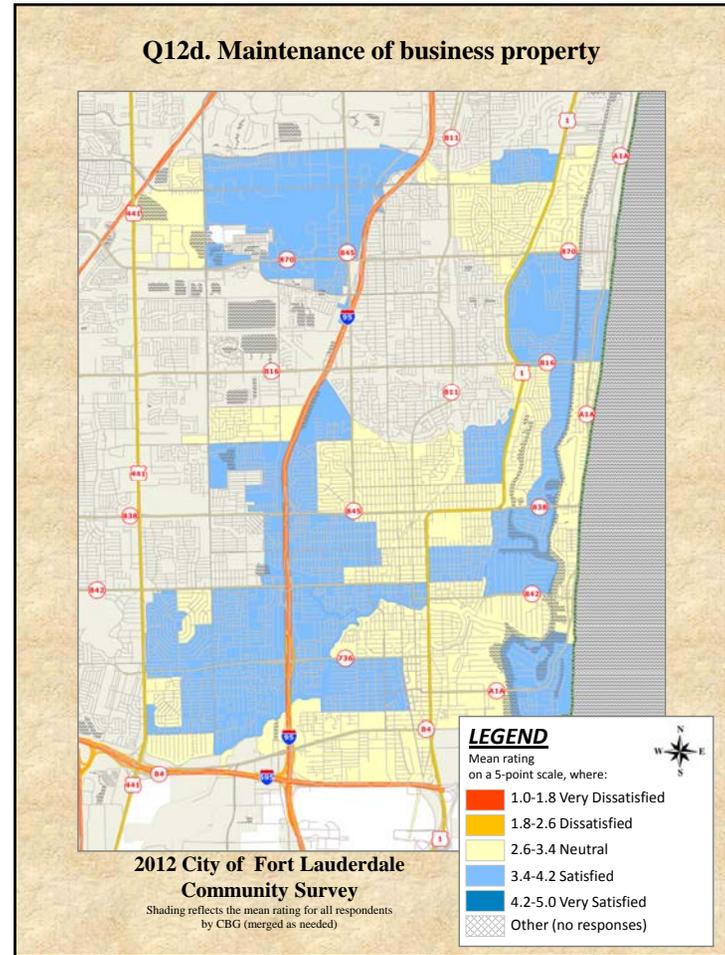
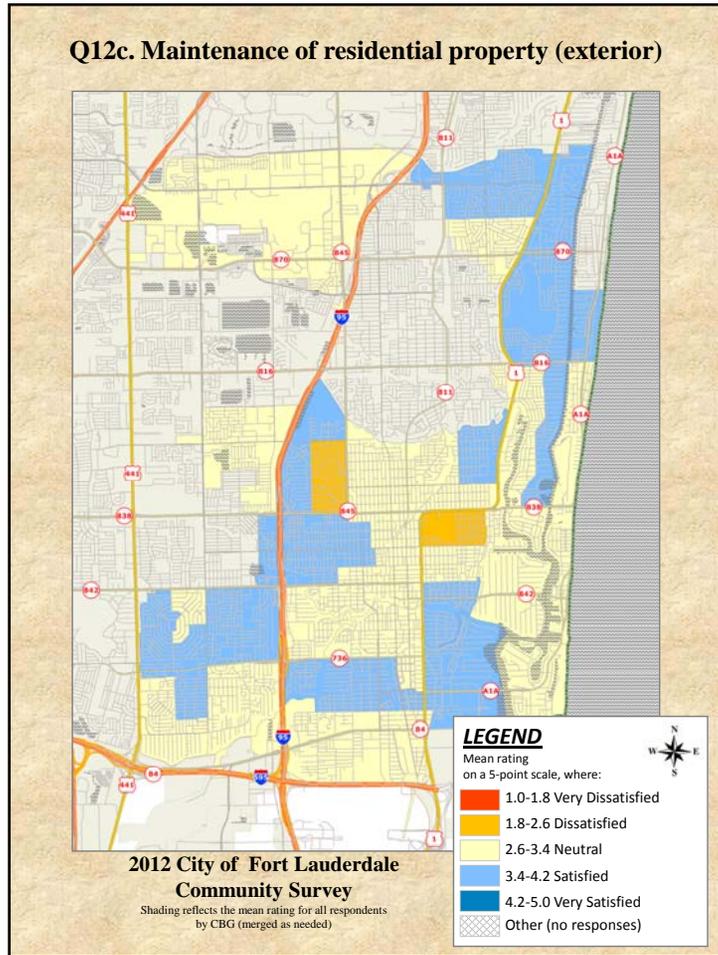


**Q12a. Clean up of litter and debris on private property**

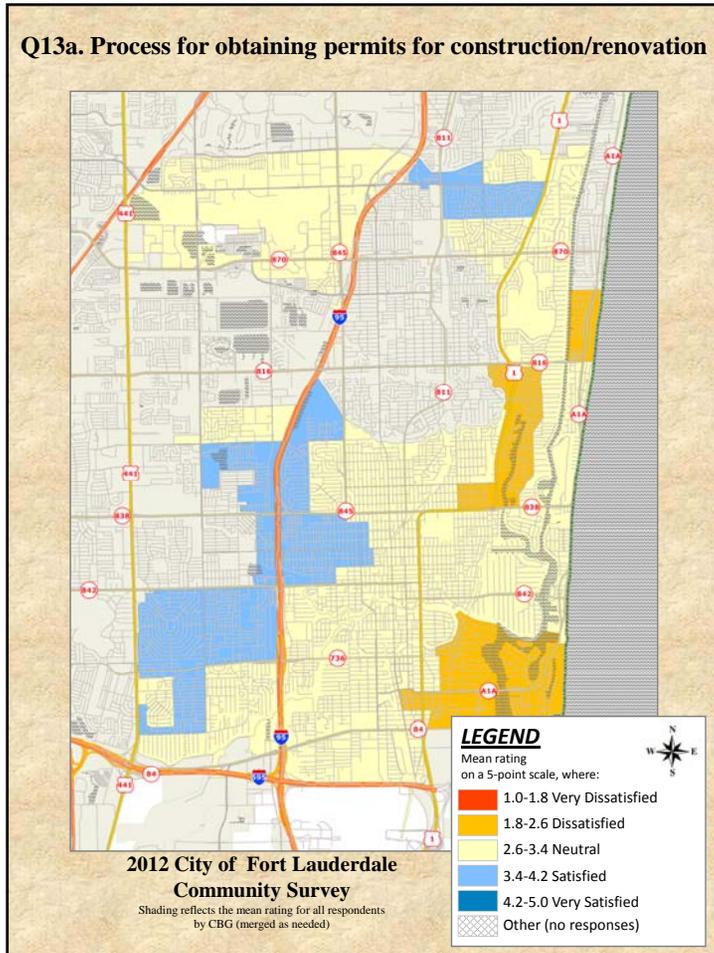


**Q12b. Cutting of weeds and grass on private property**

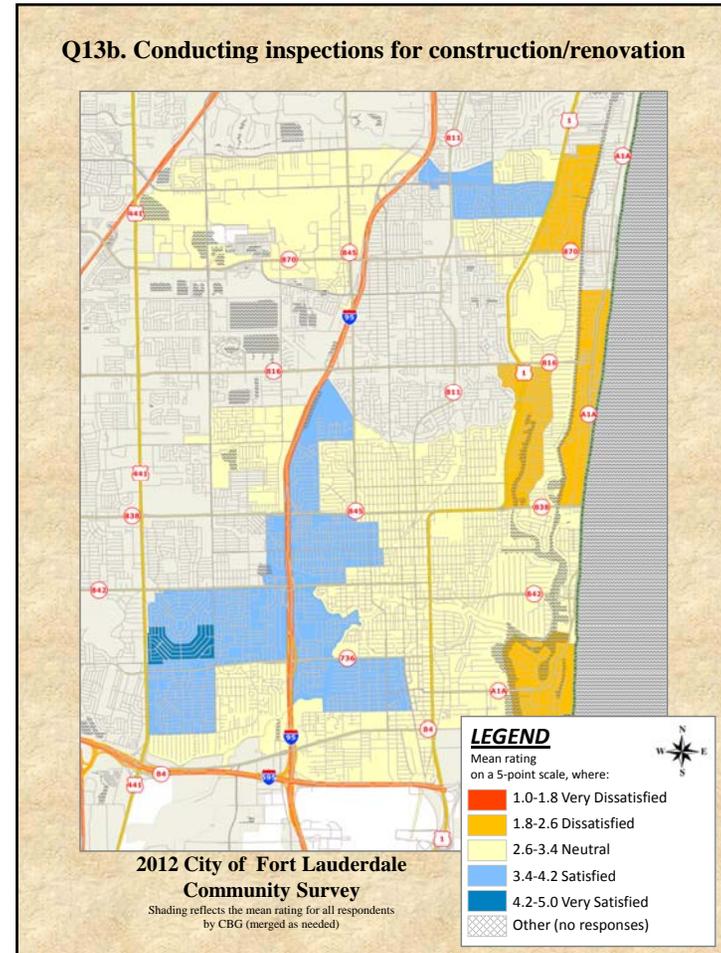




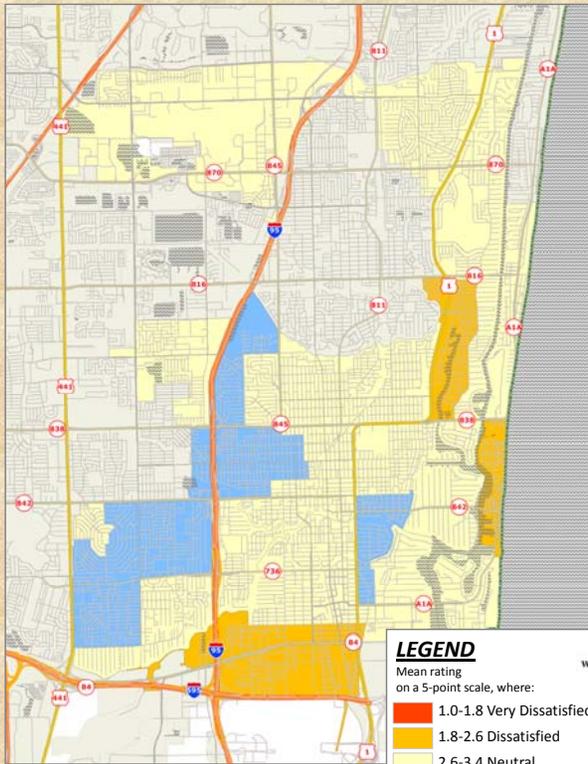
**Q13a. Process for obtaining permits for construction/renovation**



**Q13b. Conducting inspections for construction/renovation**



**Q13c. City efforts to revitalize low-income areas**

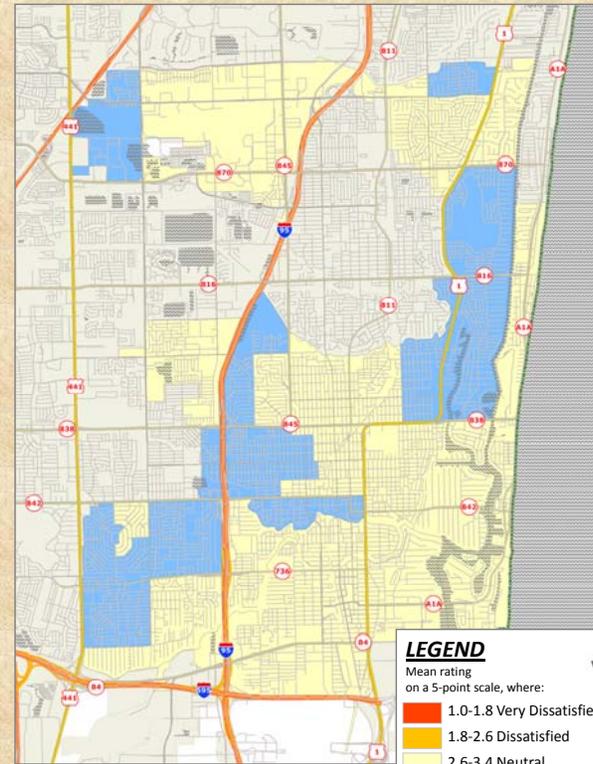


**LEGEND**  
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

**2012 City of Fort Lauderdale Community Survey**  
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

**Q13d. Importance of sustainable construction**

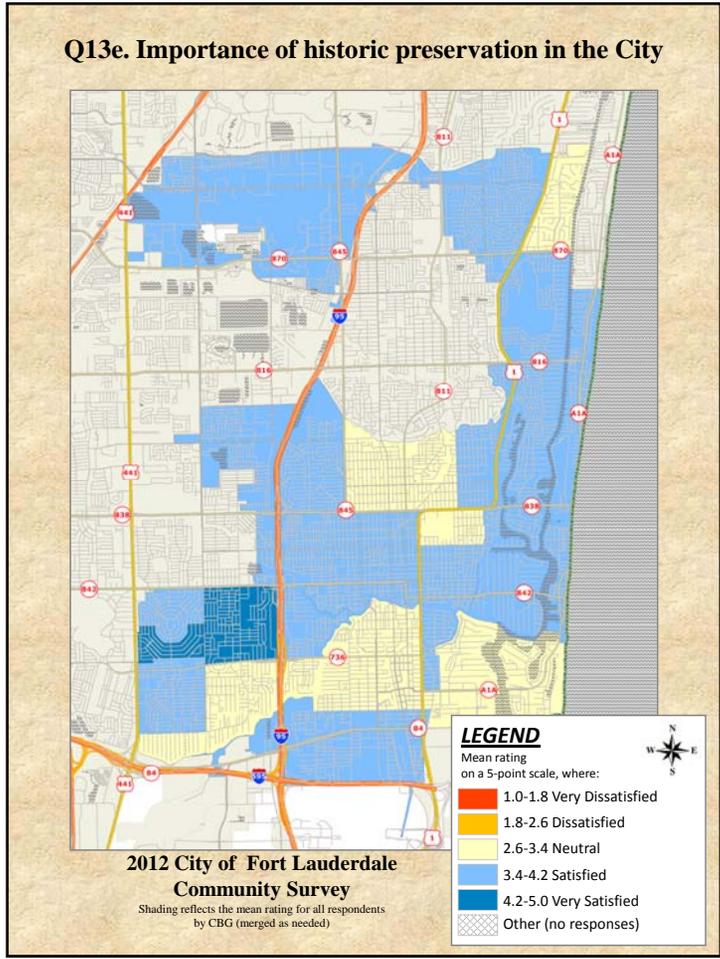


**LEGEND**  
 Mean rating on a 5-point scale, where:

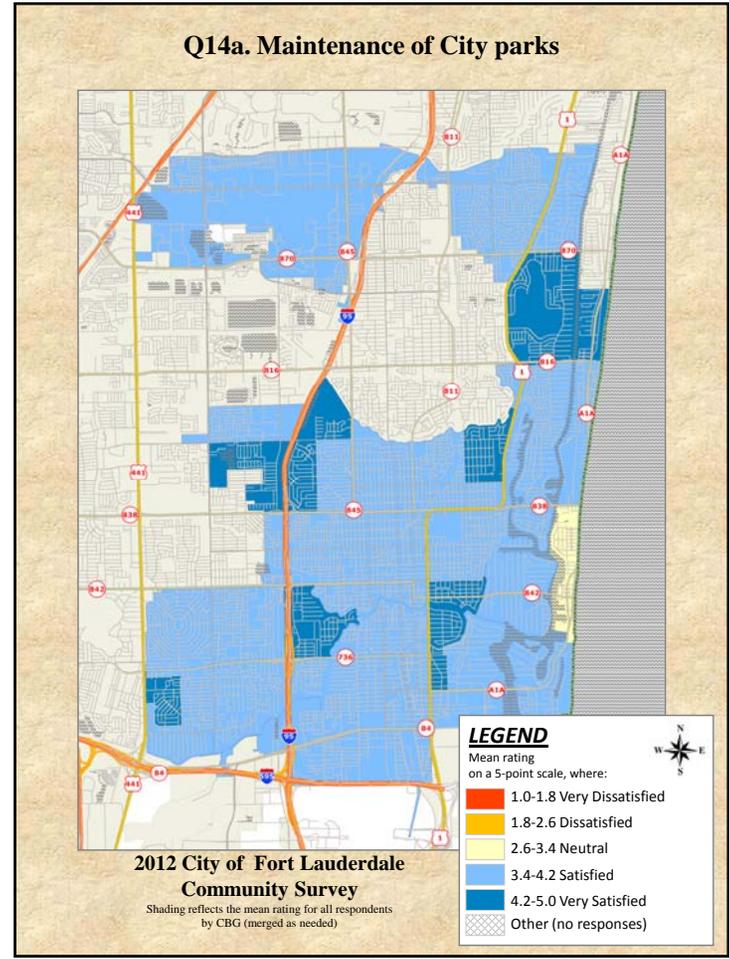
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

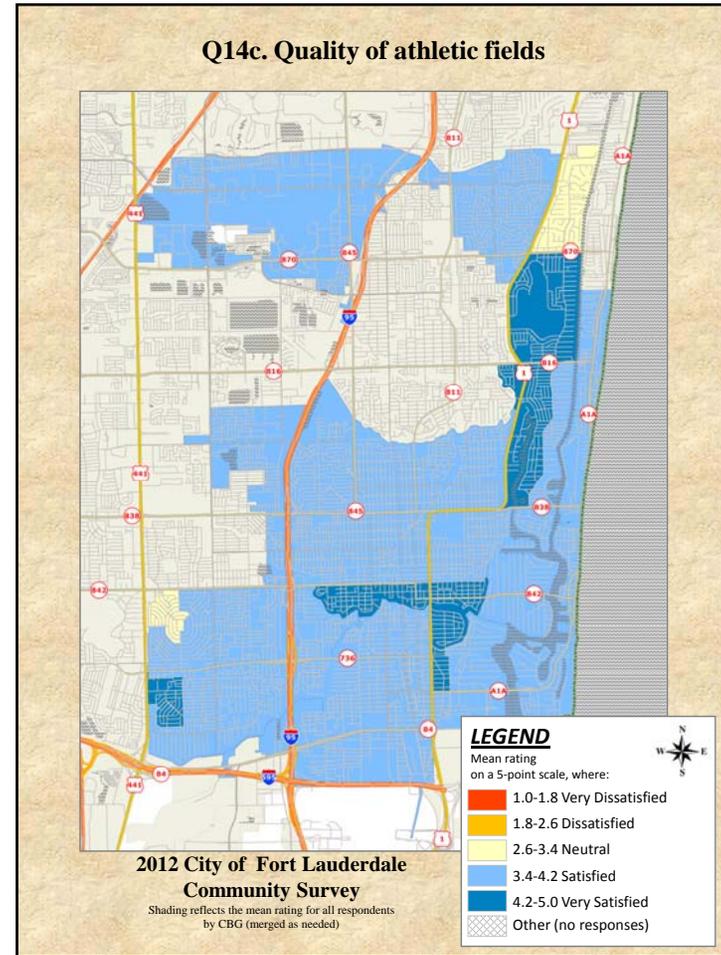
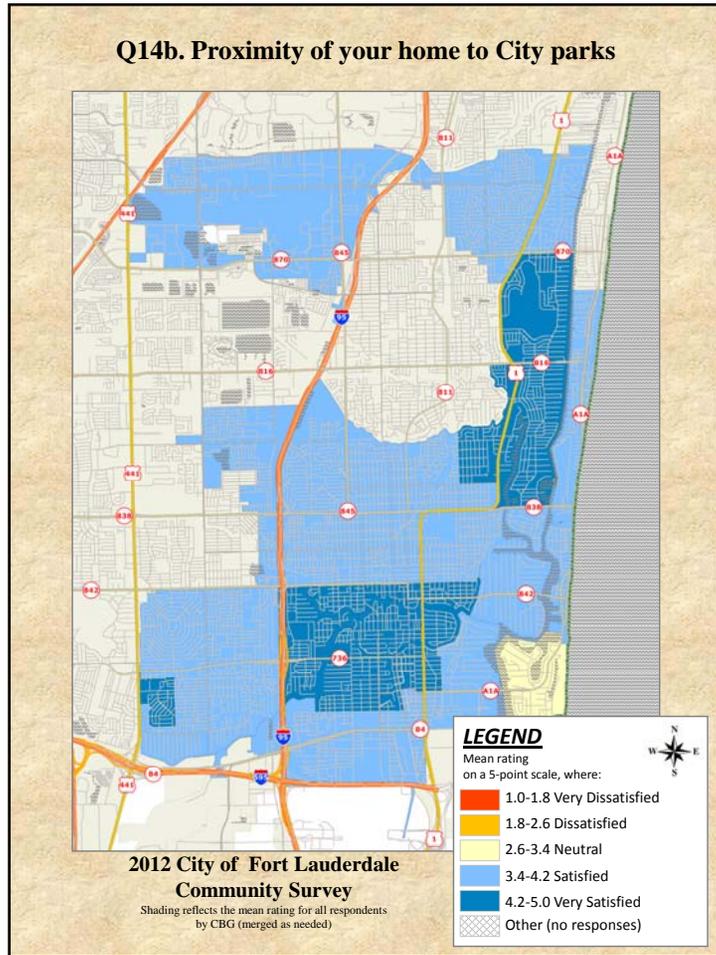
**2012 City of Fort Lauderdale Community Survey**  
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

**Q13e. Importance of historic preservation in the City**

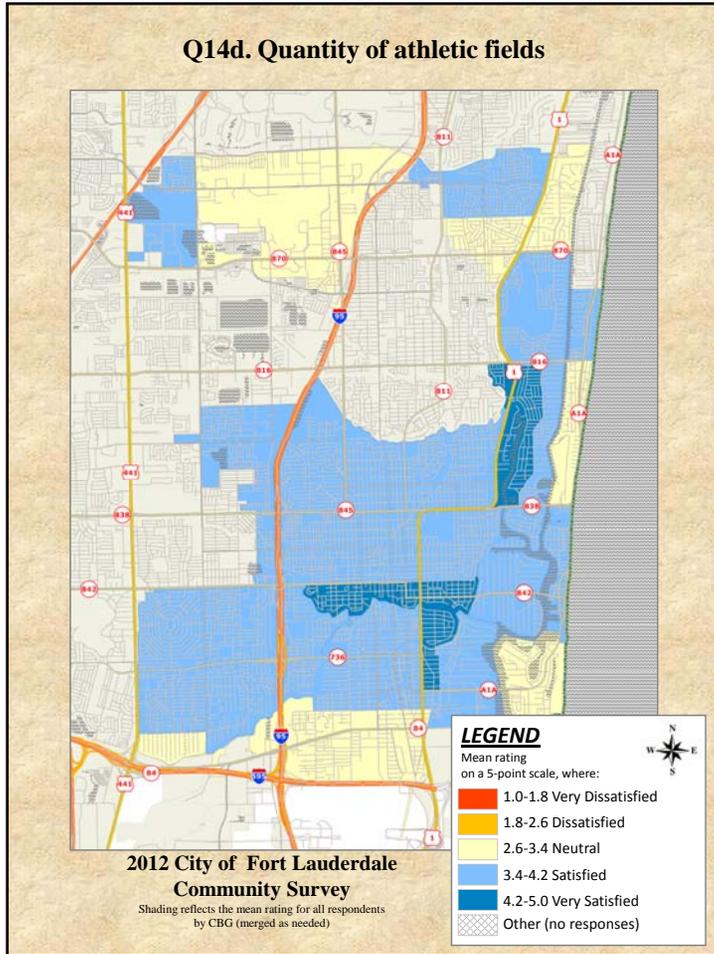


**Q14a. Maintenance of City parks**

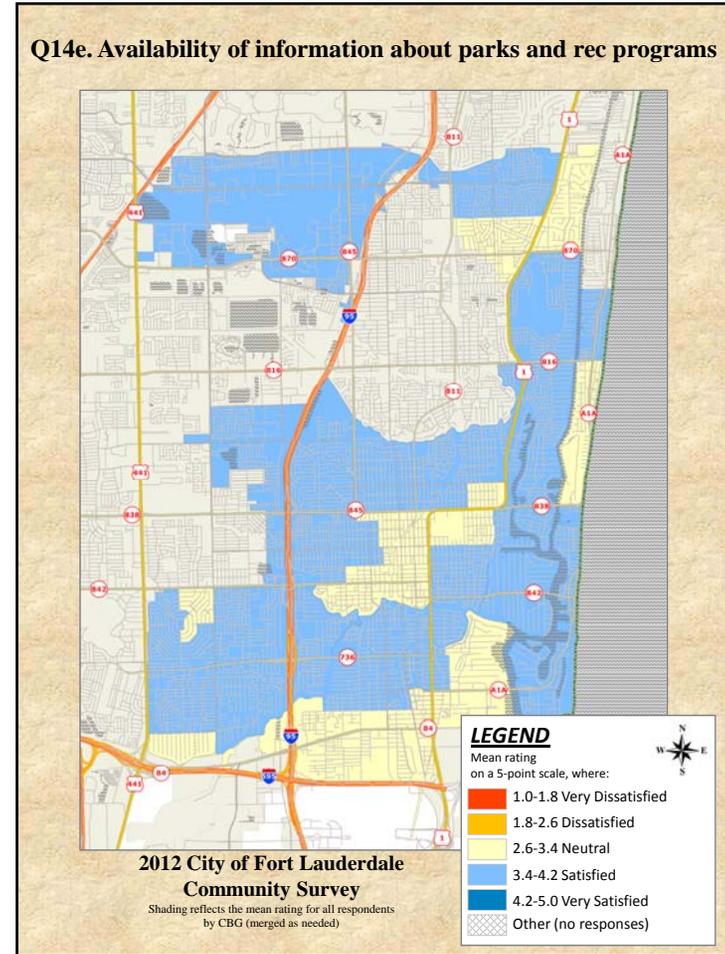


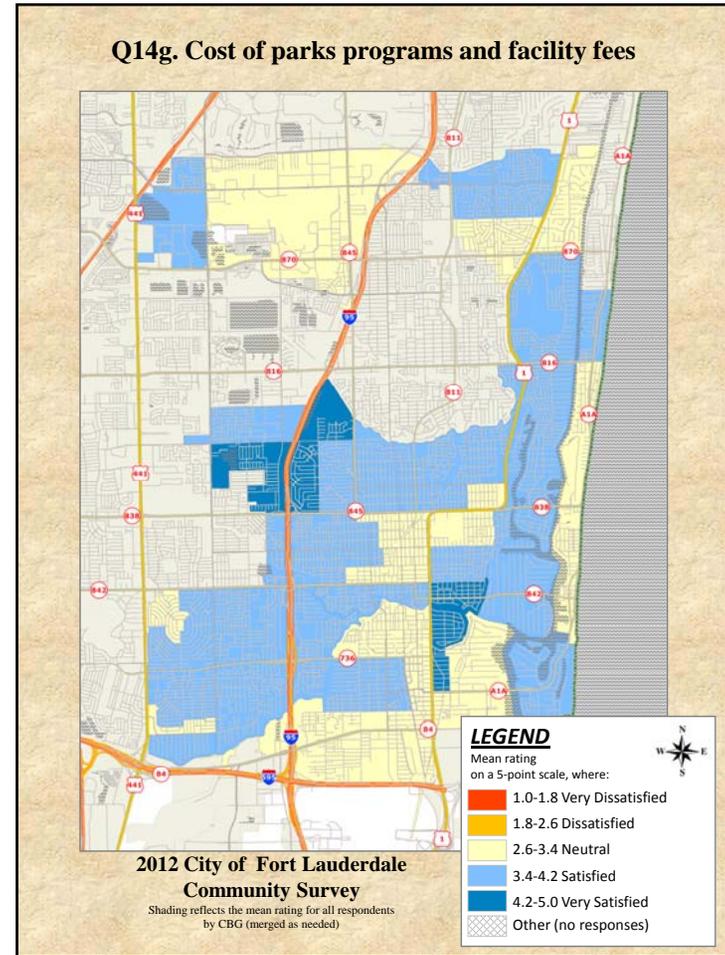
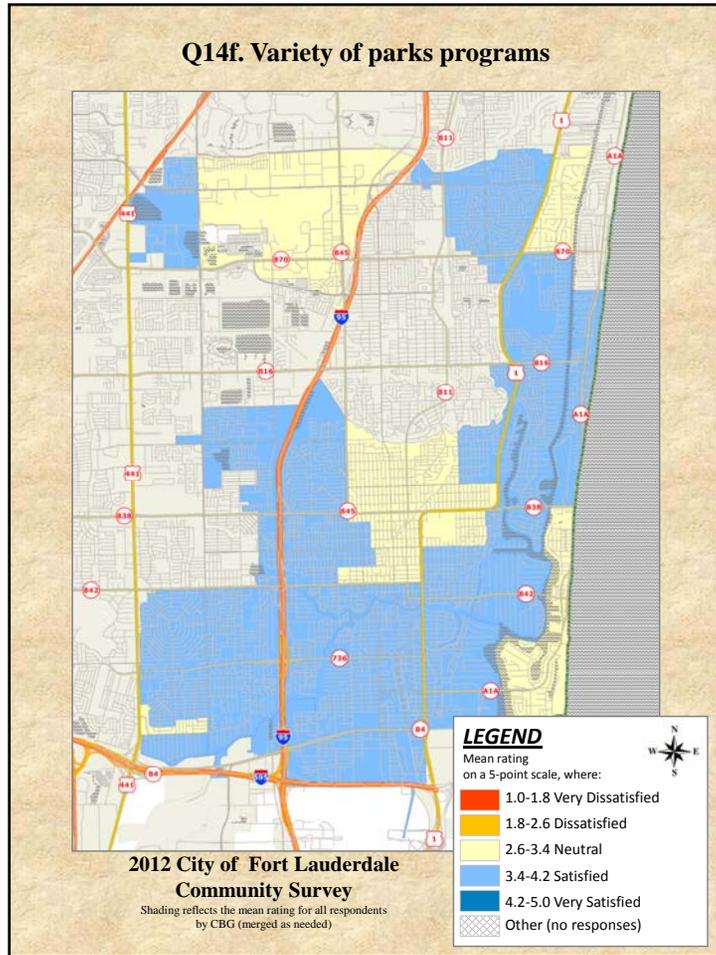


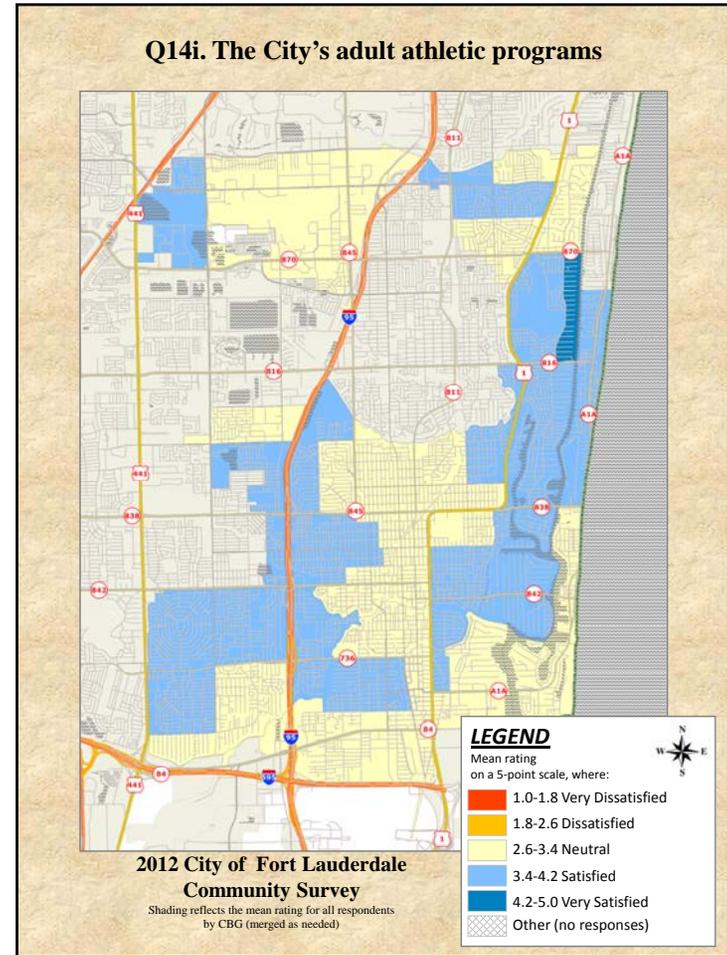
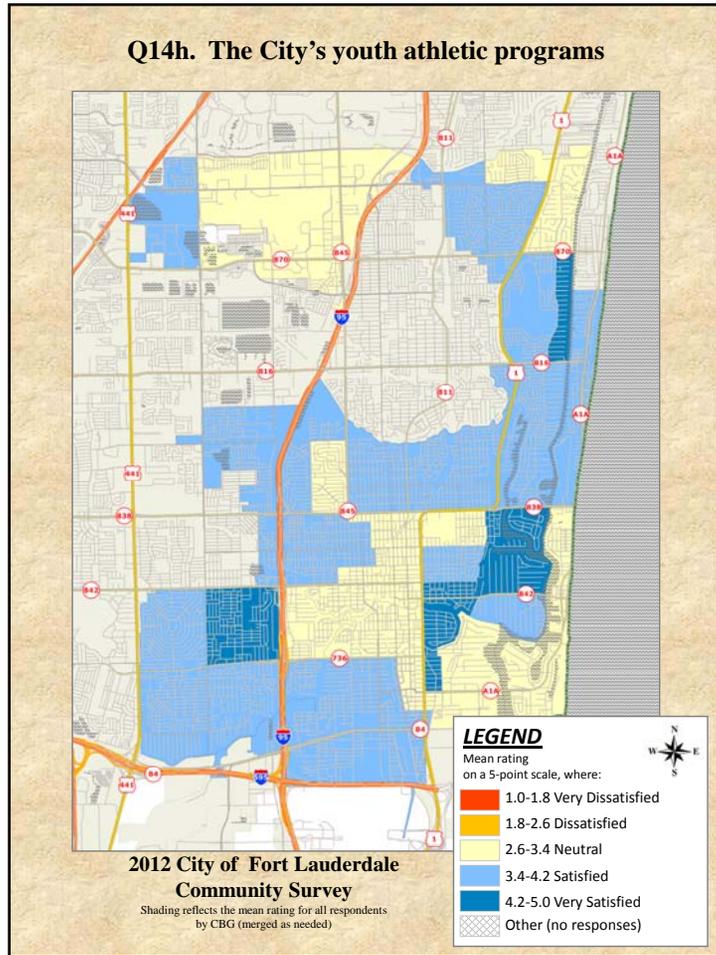
**Q14d. Quantity of athletic fields**

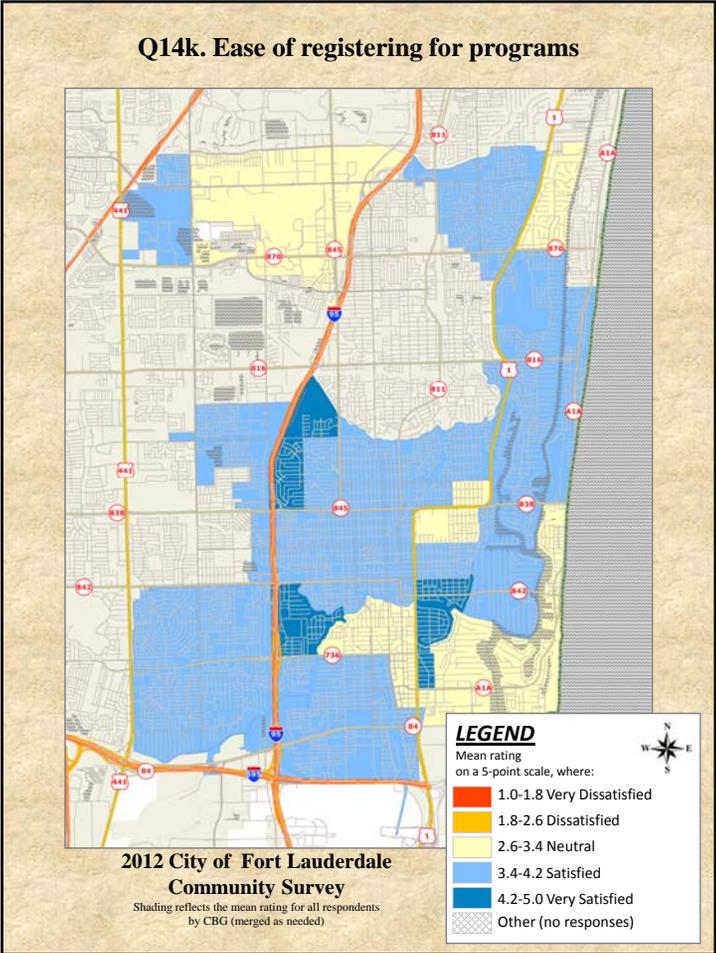
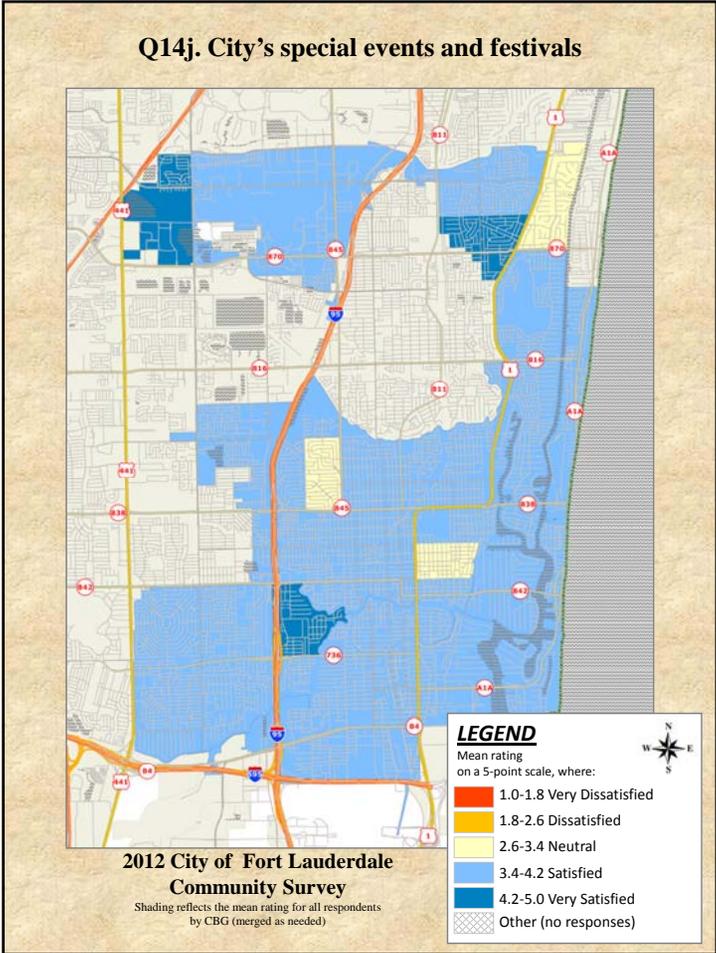


**Q14e. Availability of information about parks and rec programs**

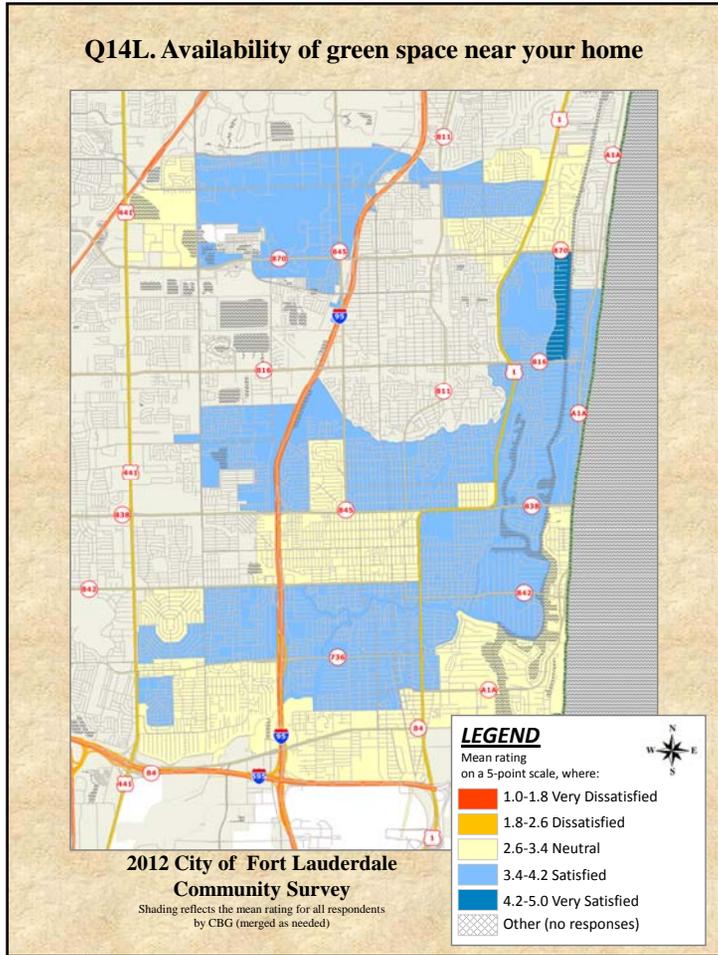




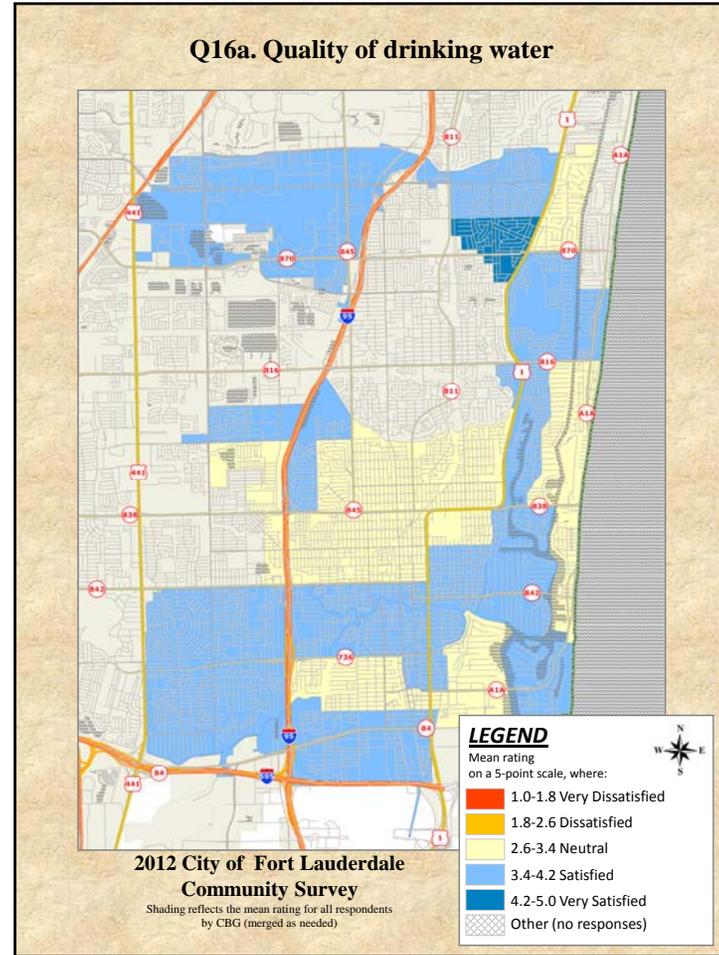


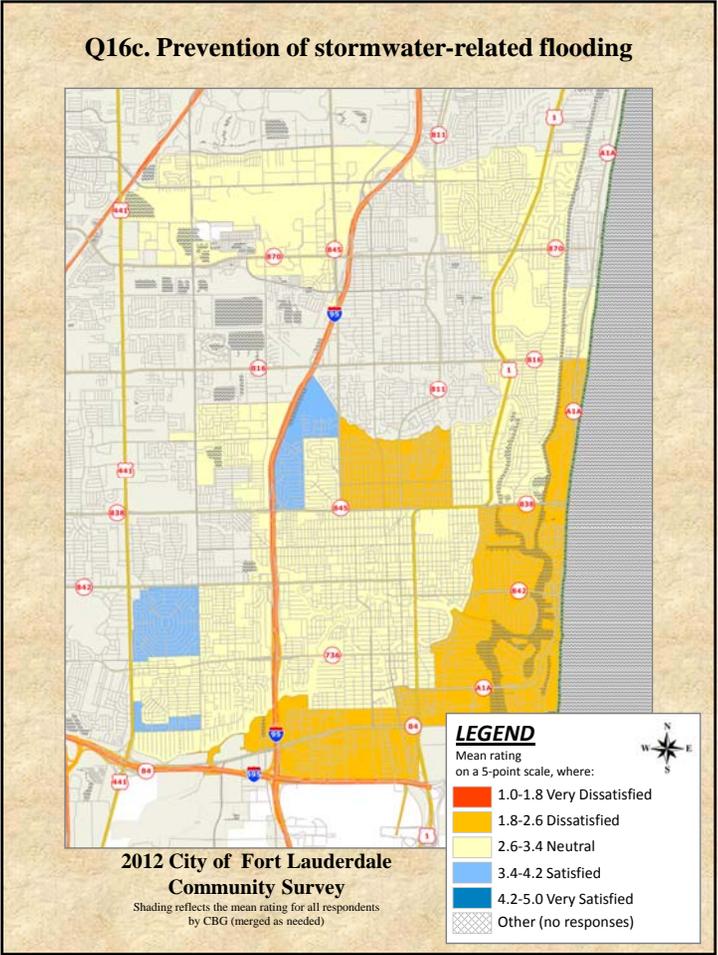
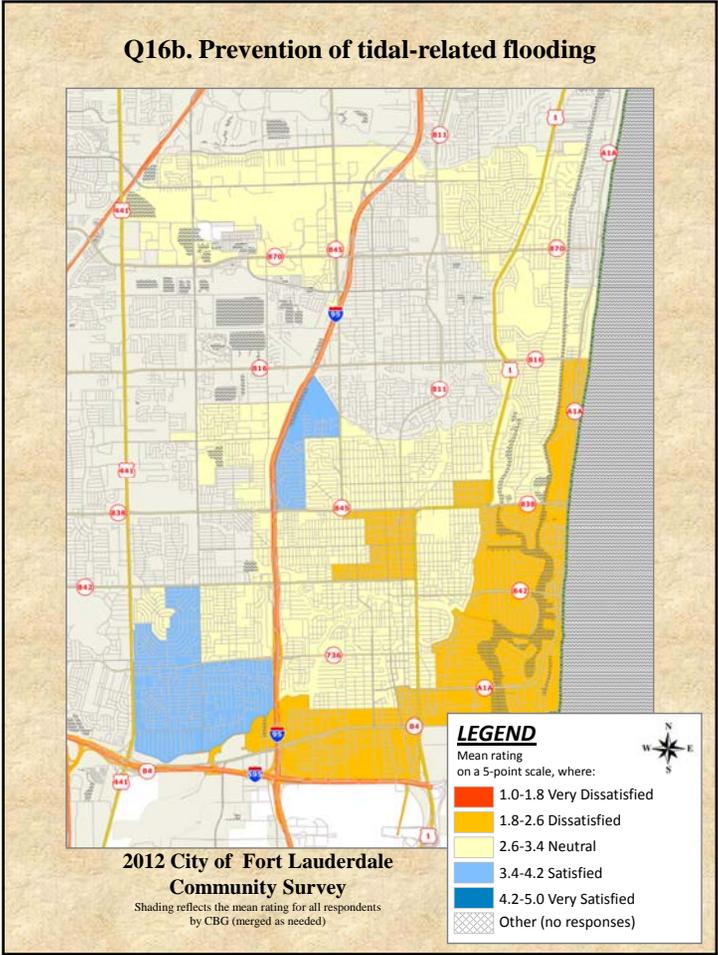


**Q14L. Availability of green space near your home**

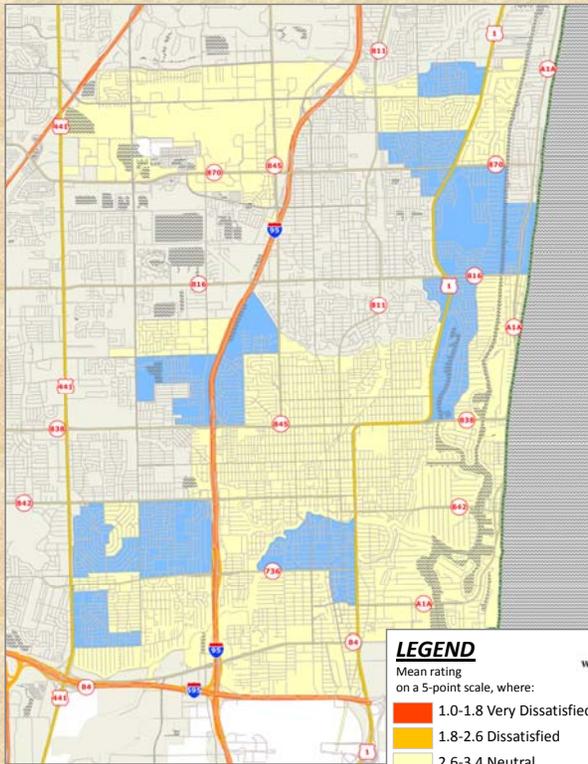


**Q16a. Quality of drinking water**



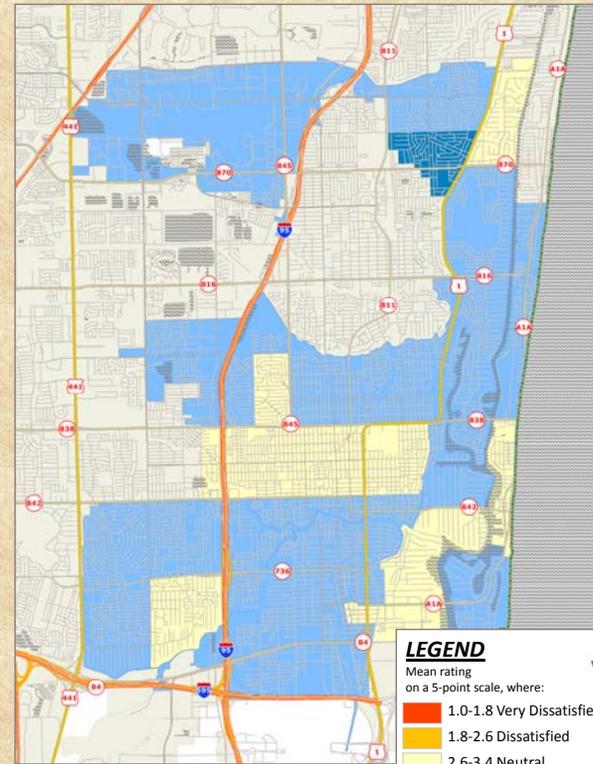


**Q16d. Cleanliness of waterways near your home**

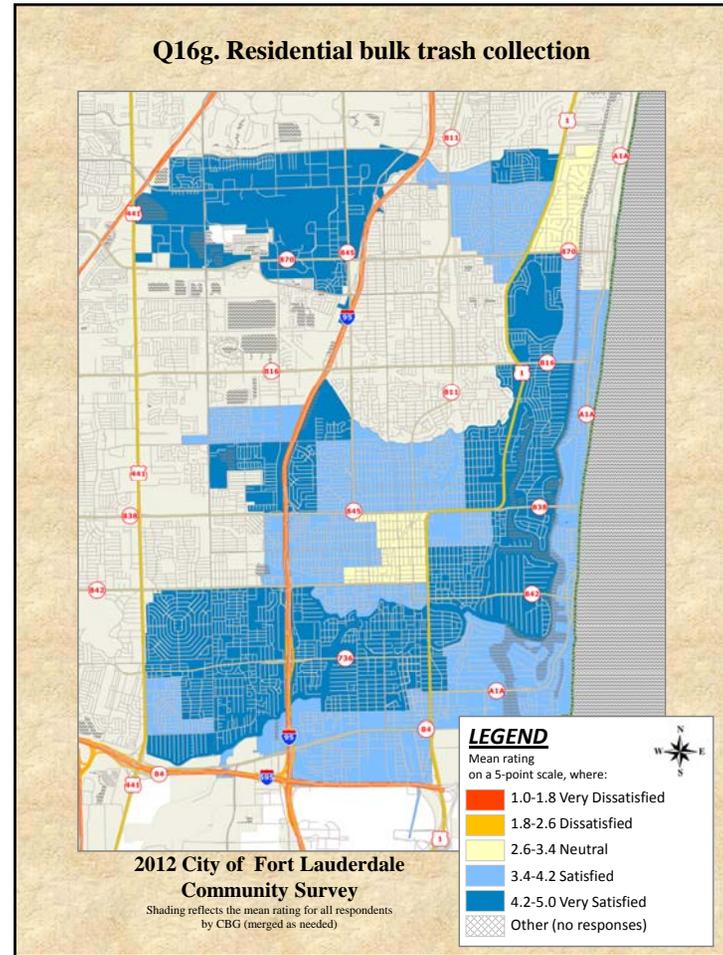
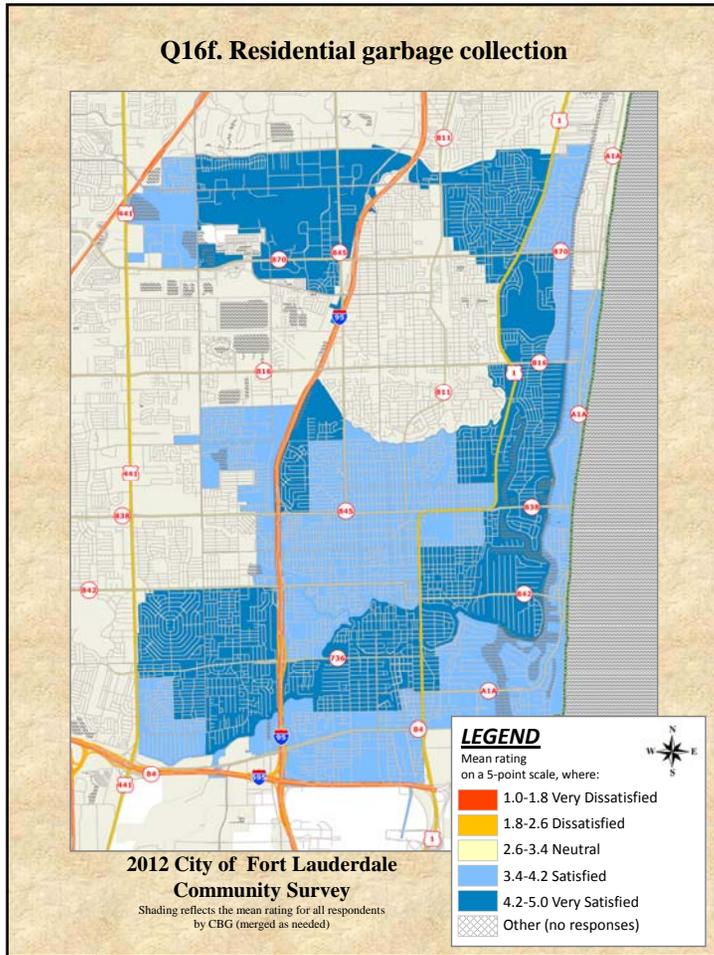


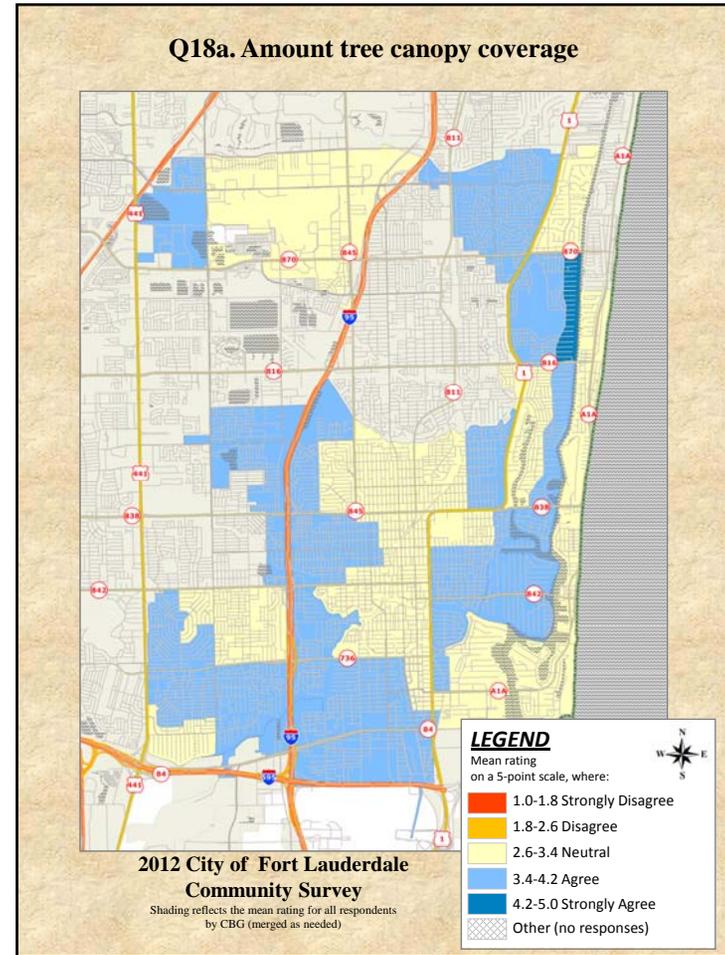
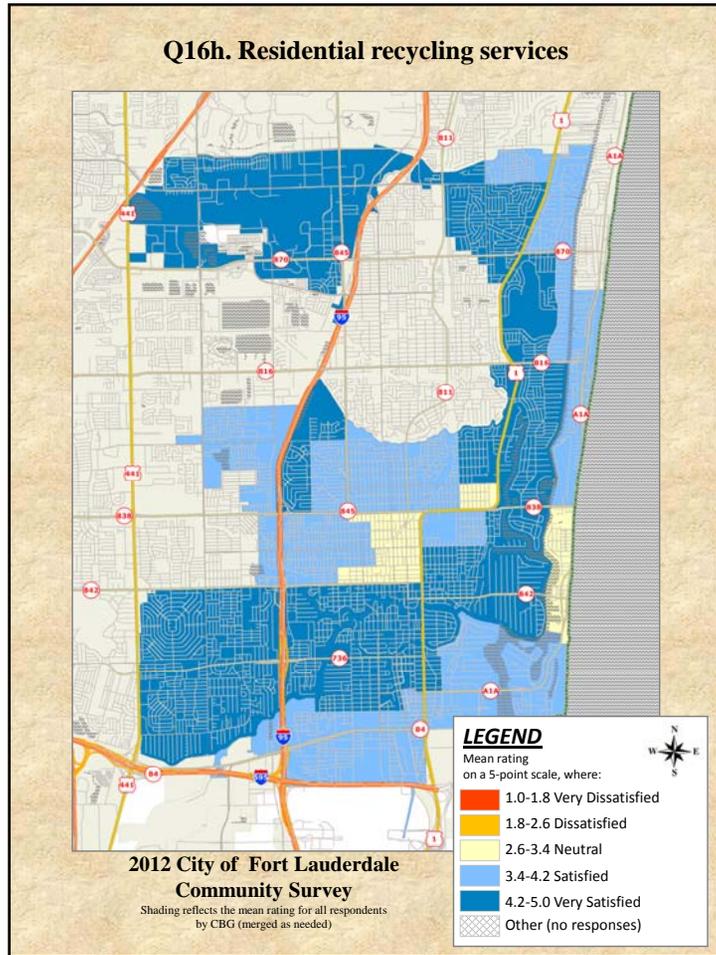
**2012 City of Fort Lauderdale  
Community Survey**  
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

**Q16e. Quality of sewer (wastewater) services**

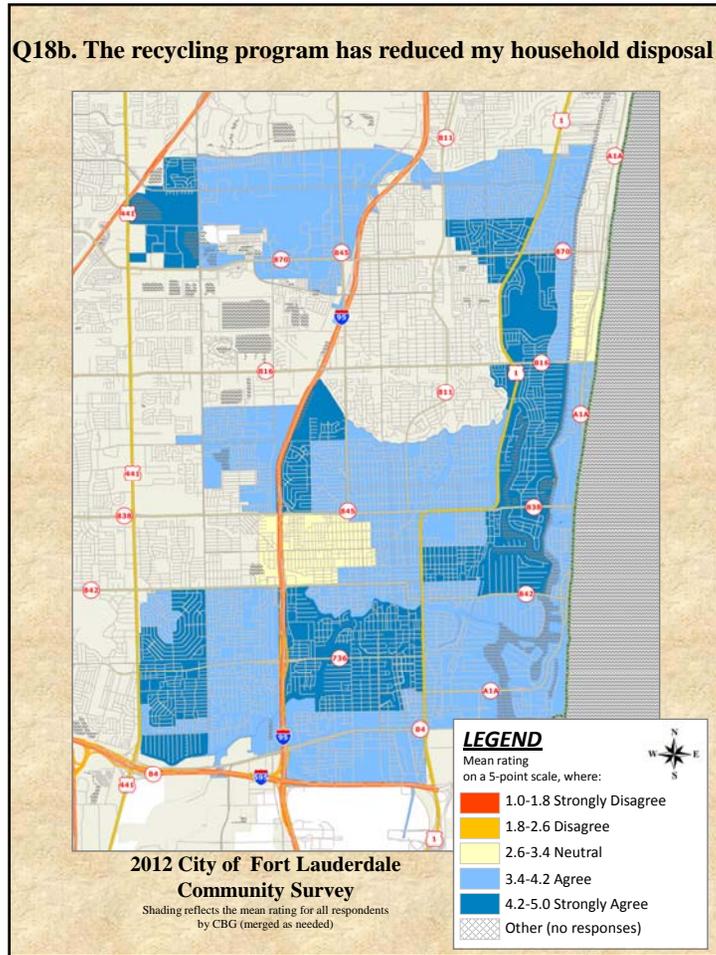


**2012 City of Fort Lauderdale  
Community Survey**  
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

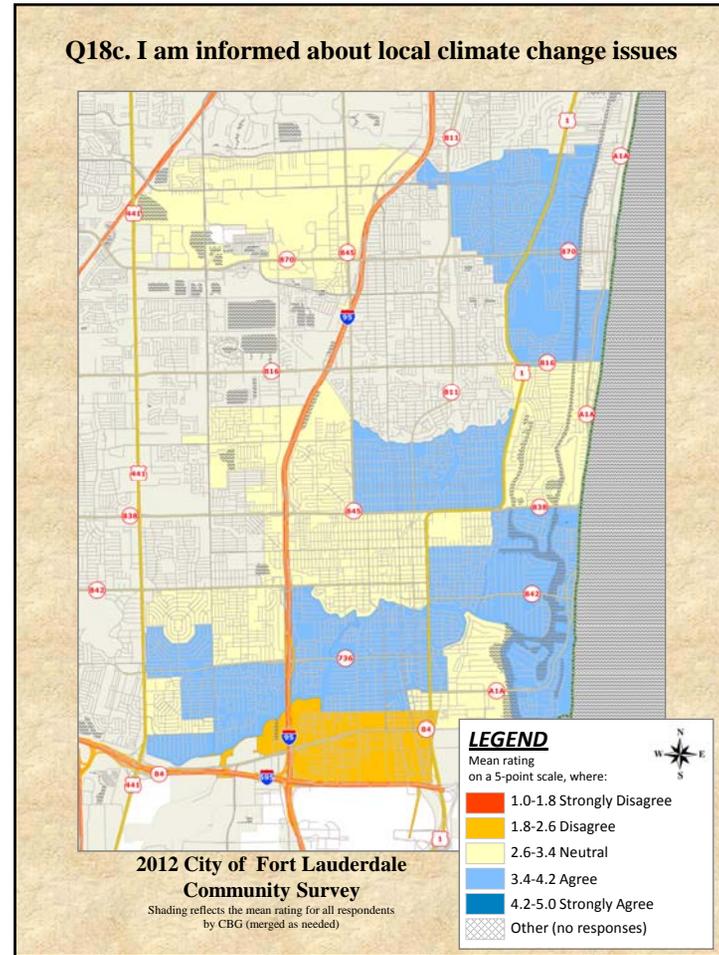


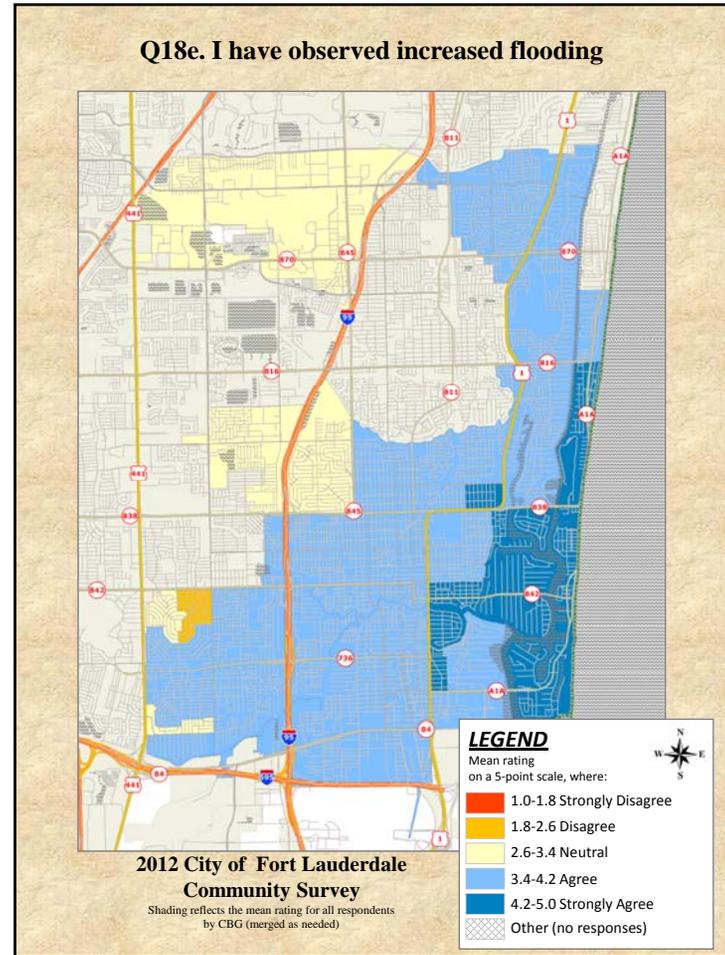
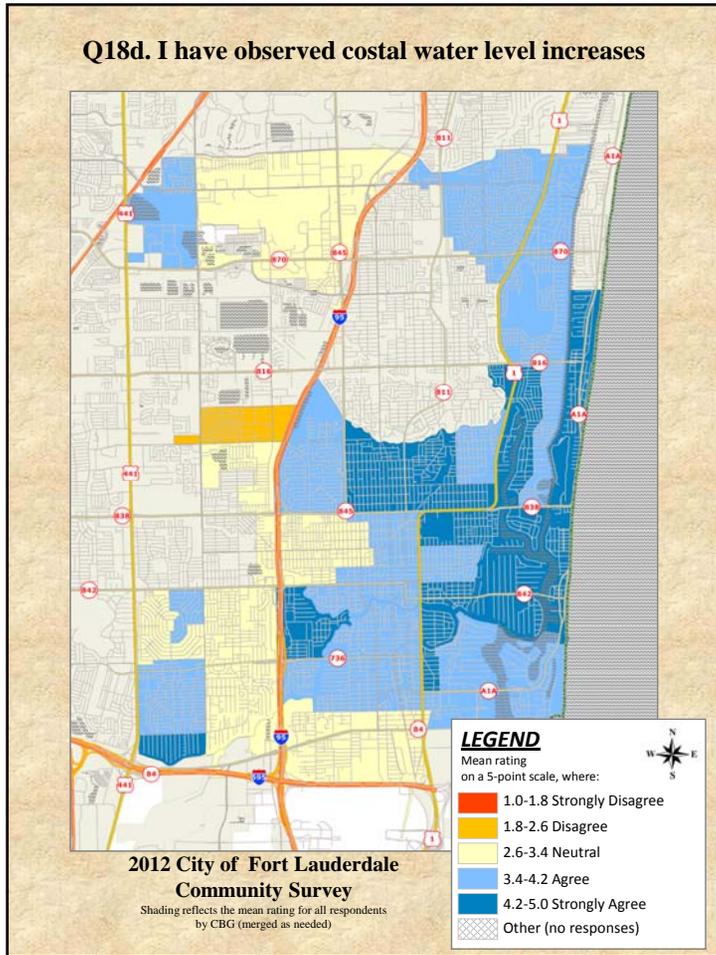


**Q18b. The recycling program has reduced my household disposal**

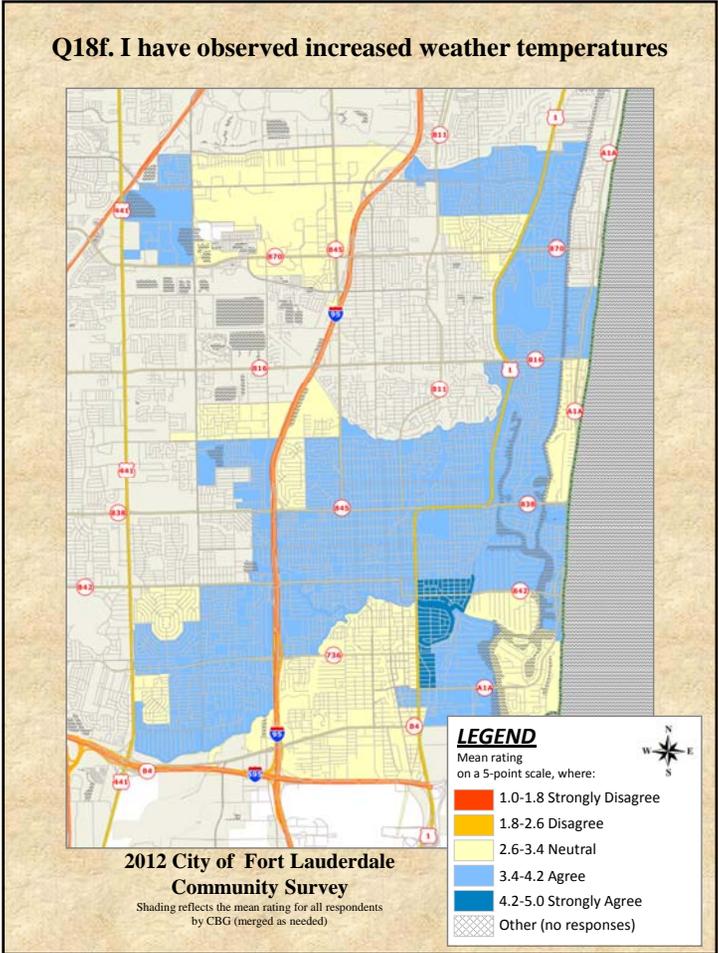


**Q18c. I am informed about local climate change issues**

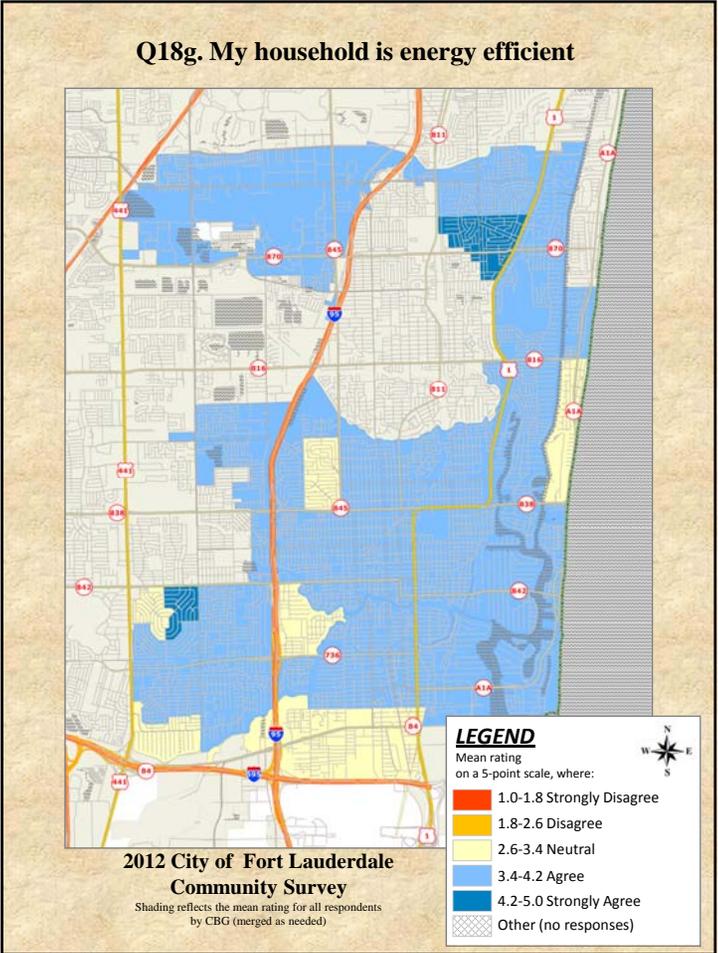


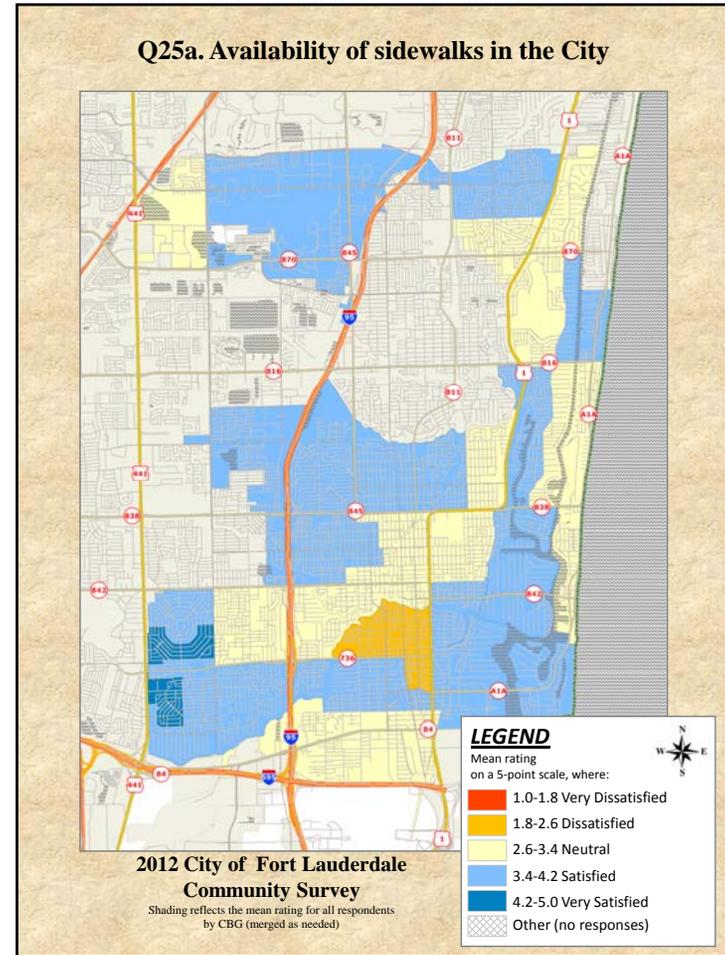
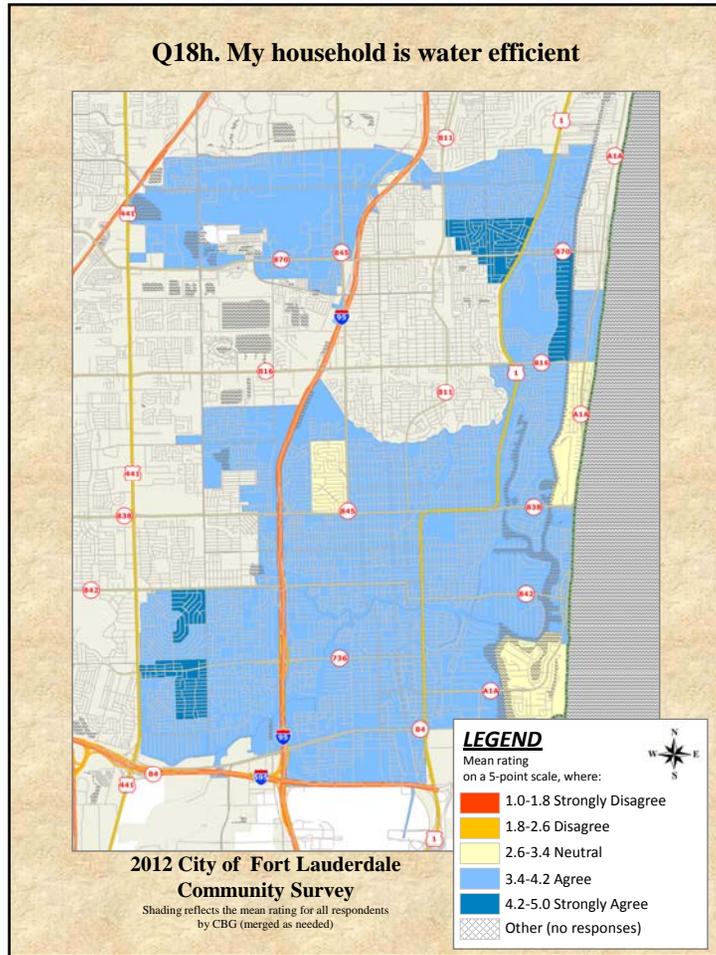


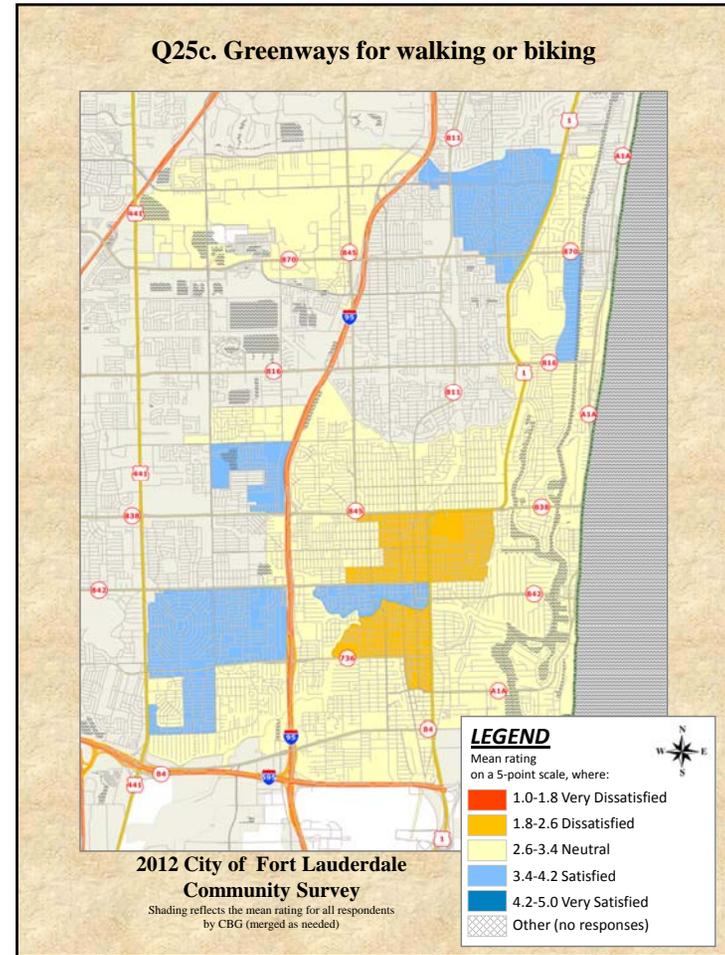
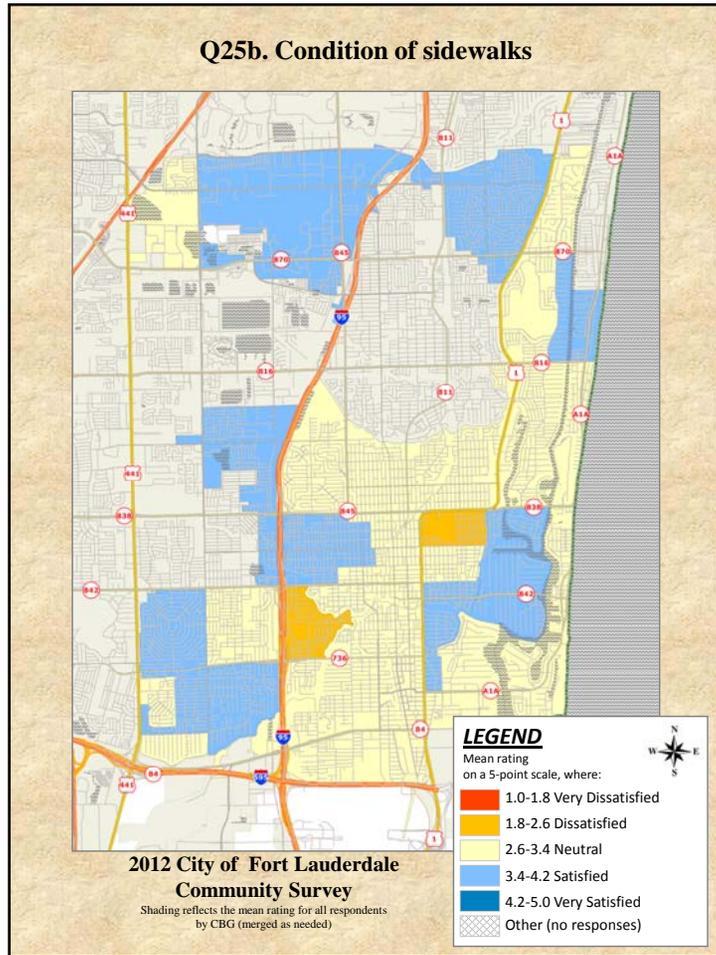
Q18f. I have observed increased weather temperatures

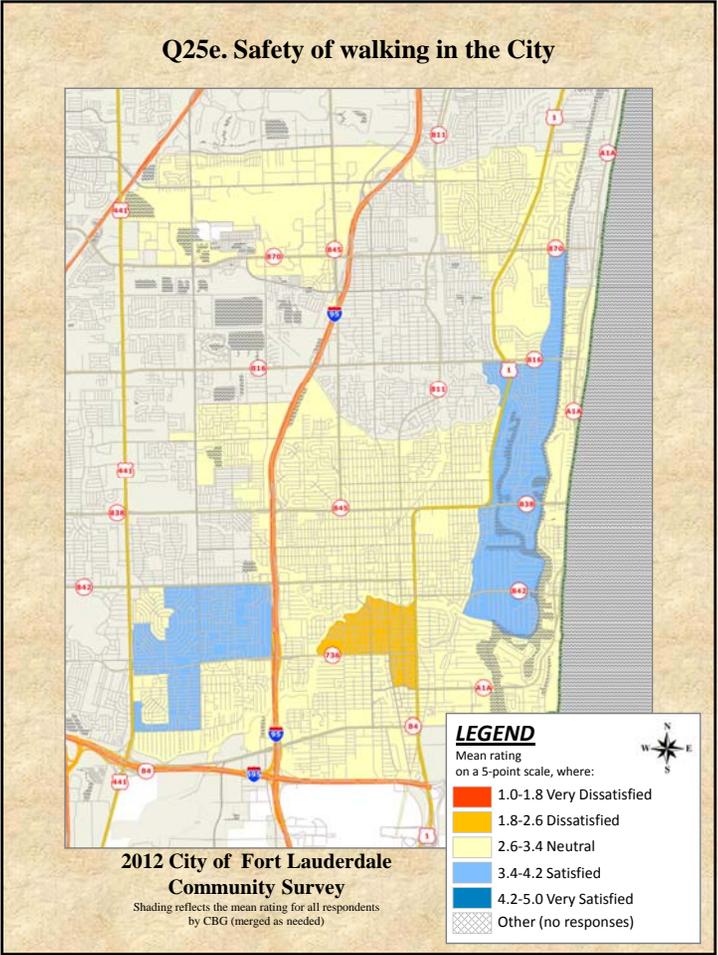
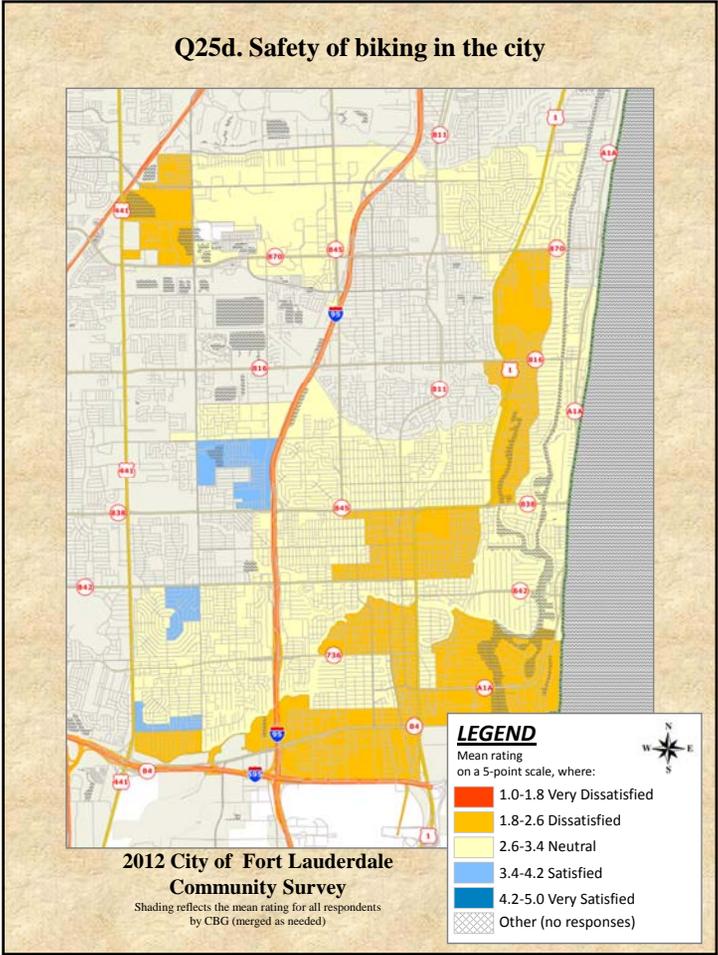


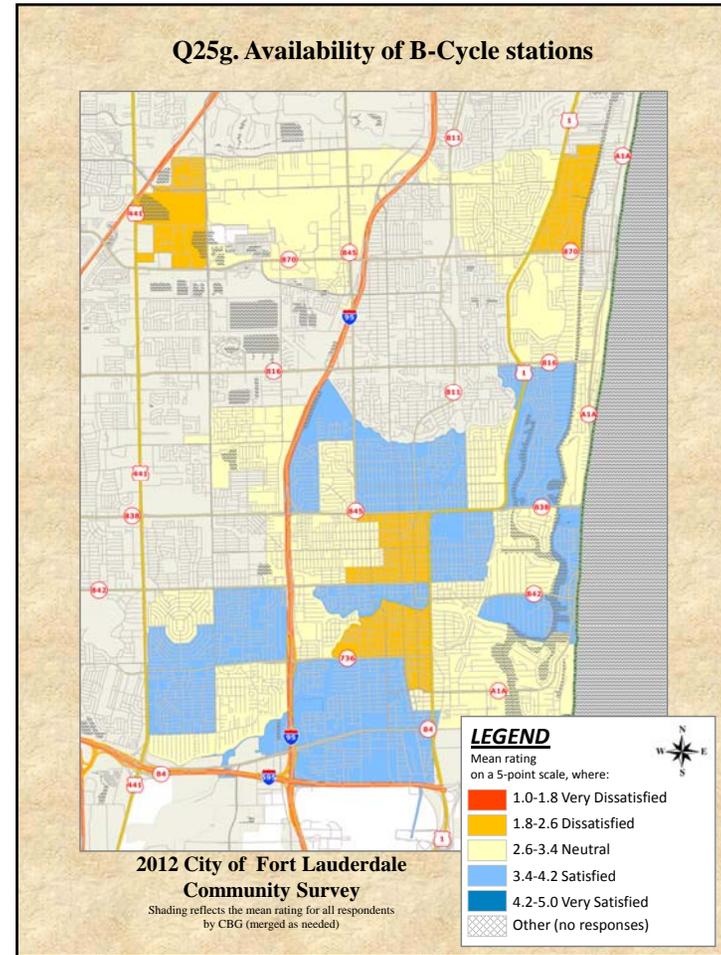
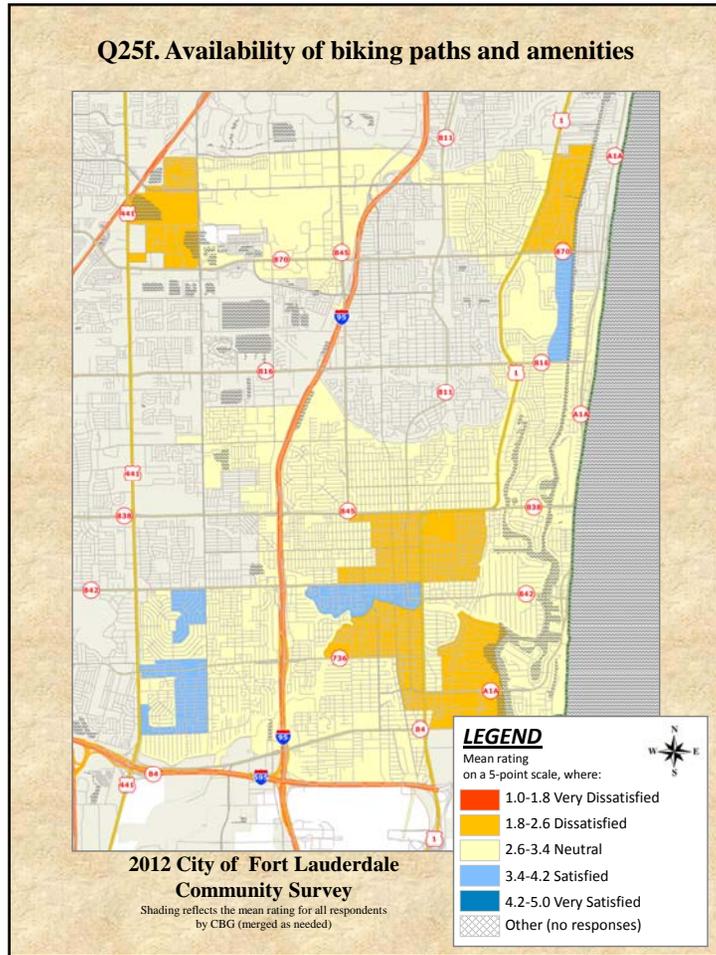
Q18g. My household is energy efficient



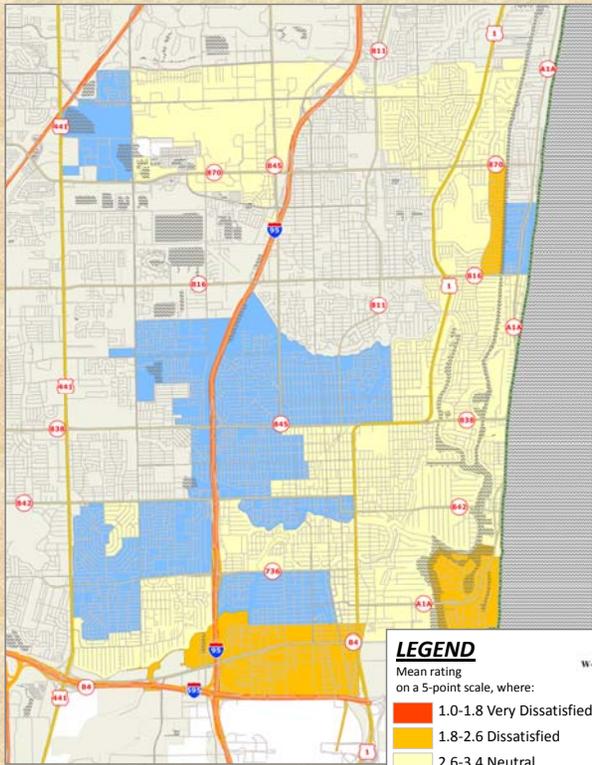








**Q25h. Availability of Public transportation options**

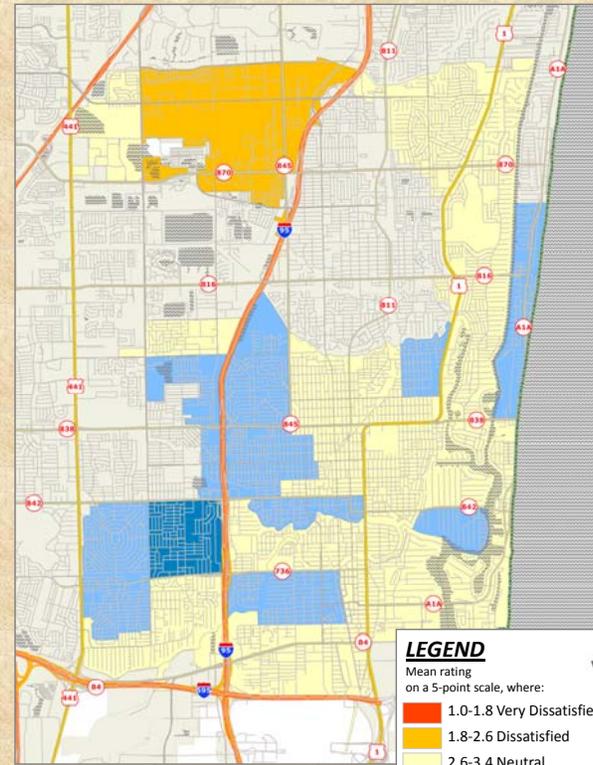


**2012 City of Fort Lauderdale  
Community Survey**  
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

**LEGEND**  
Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

**Q25i. Availability of City mass transit**

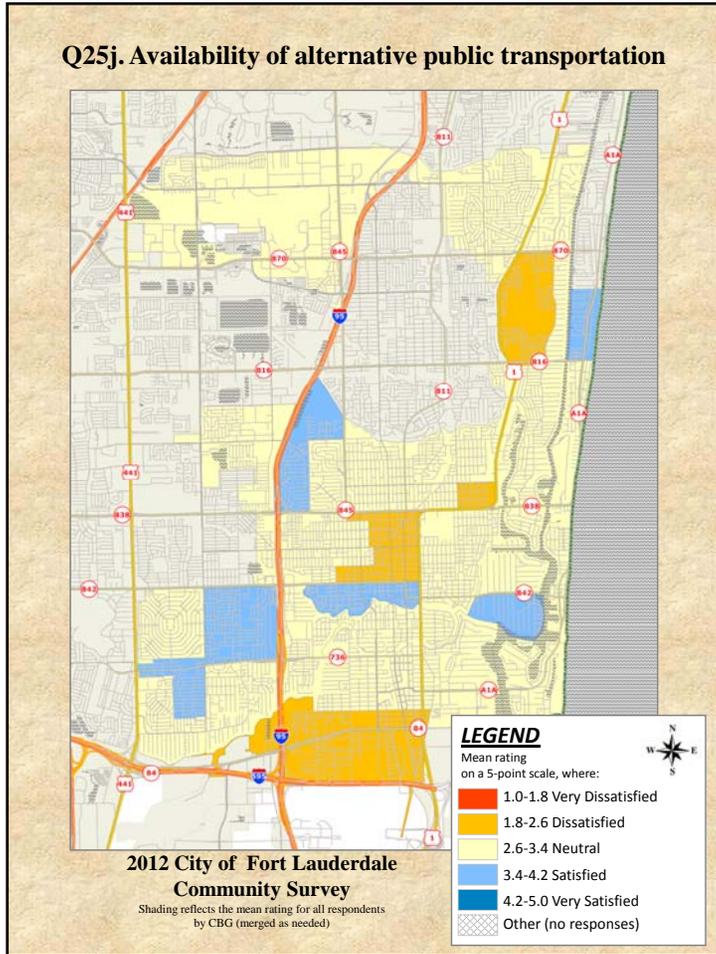


**2012 City of Fort Lauderdale  
Community Survey**  
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

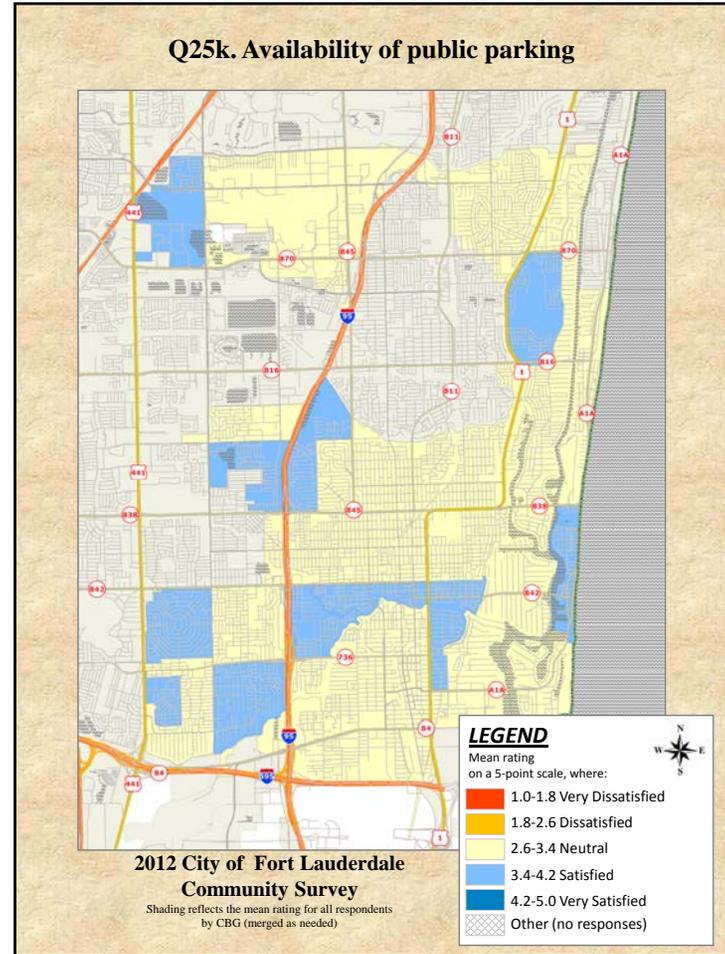
**LEGEND**  
Mean rating  
on a 5-point scale, where:

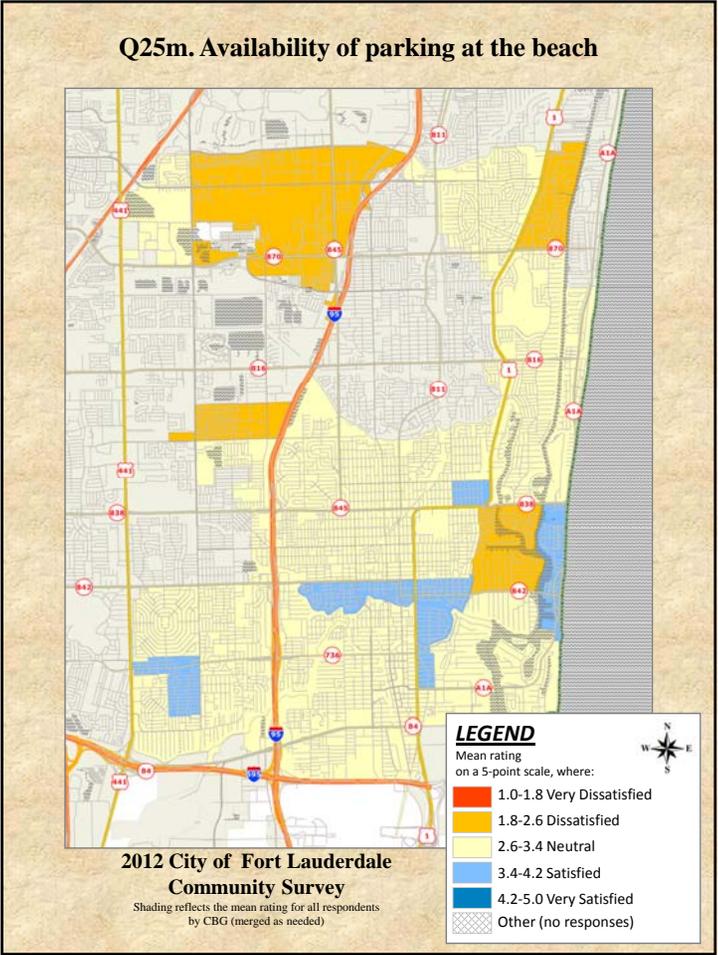
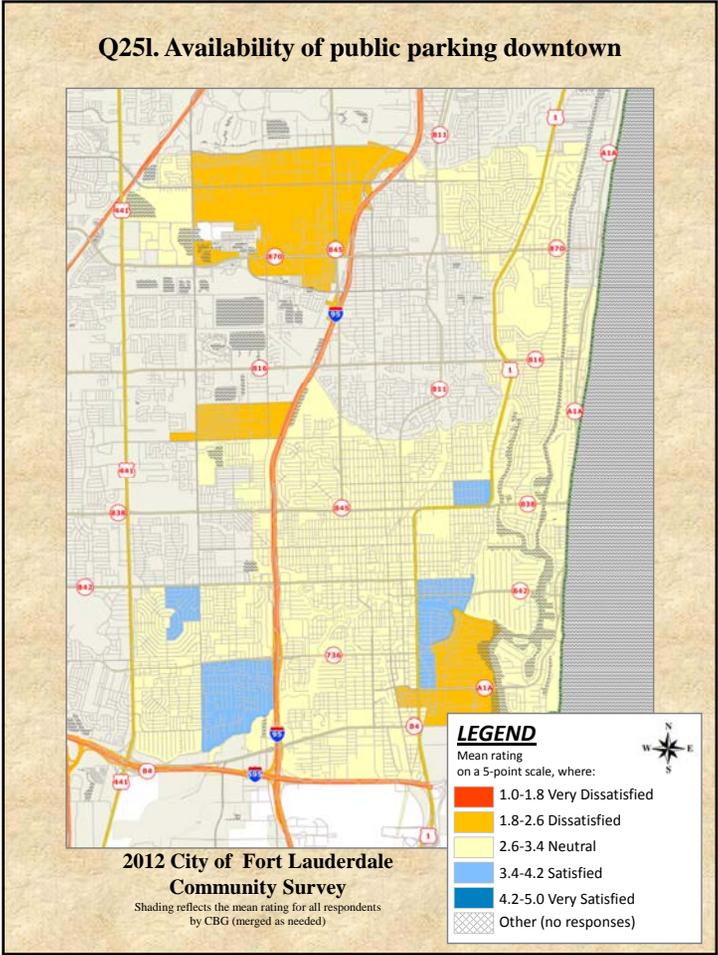
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

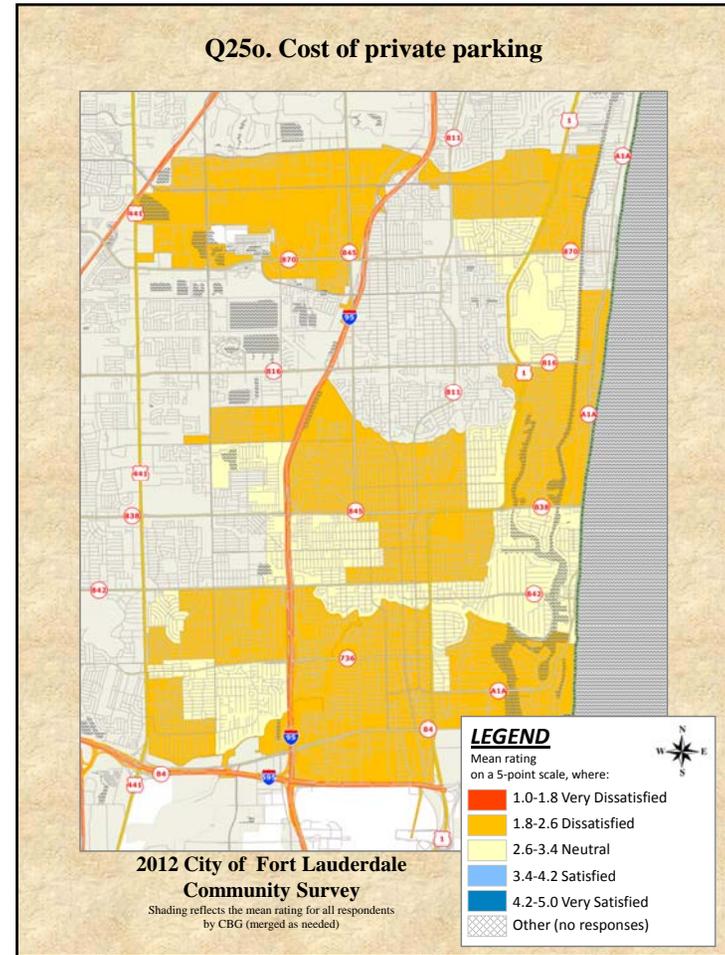
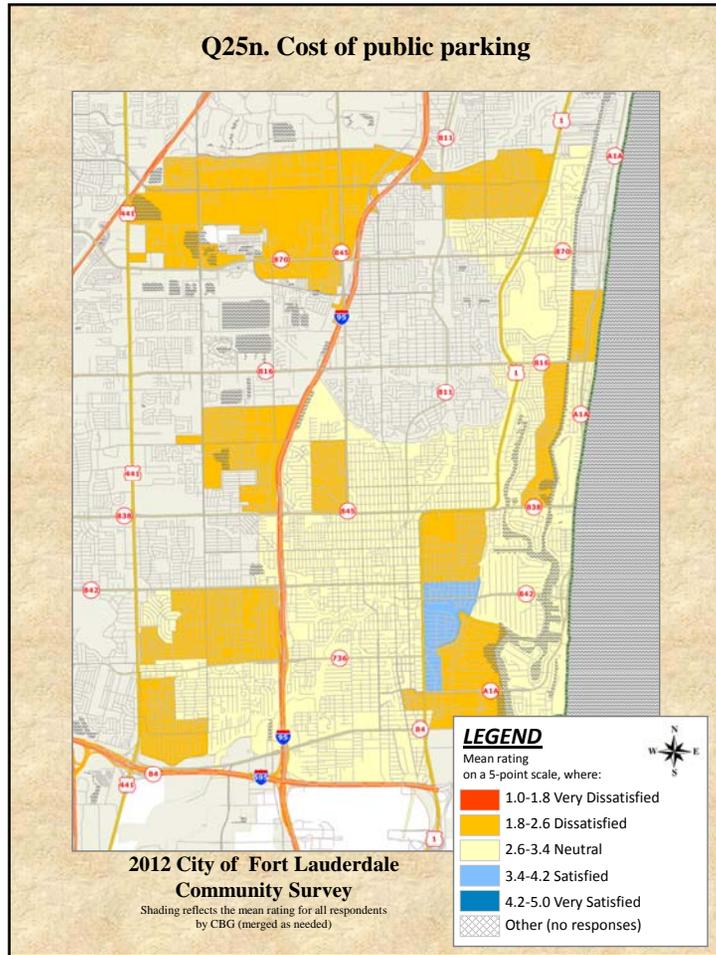
**Q25j. Availability of alternative public transportation**



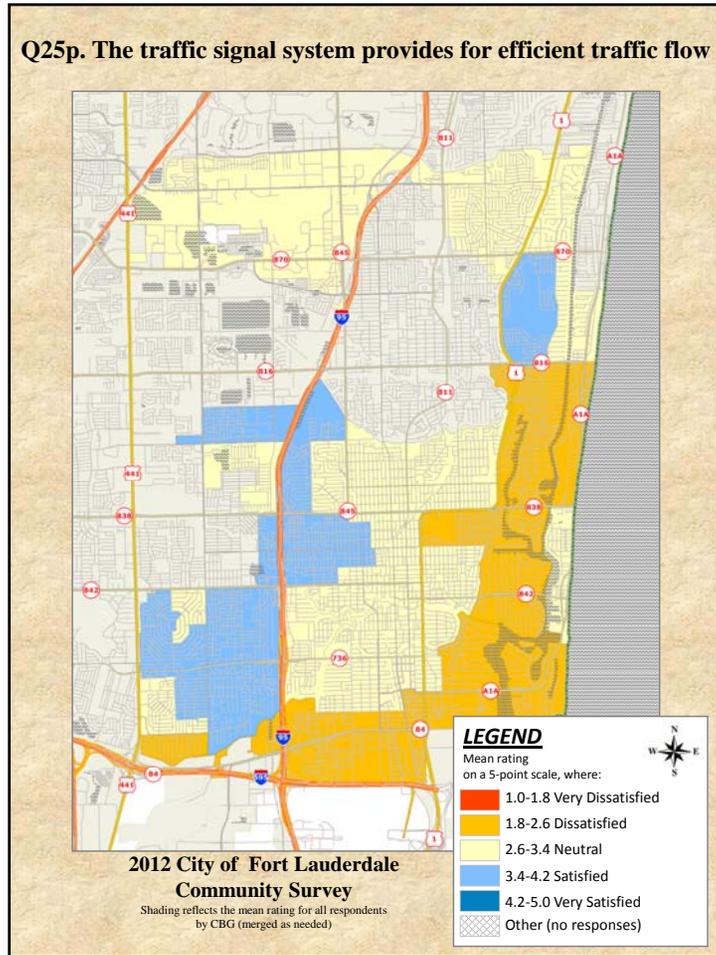
**Q25k. Availability of public parking**



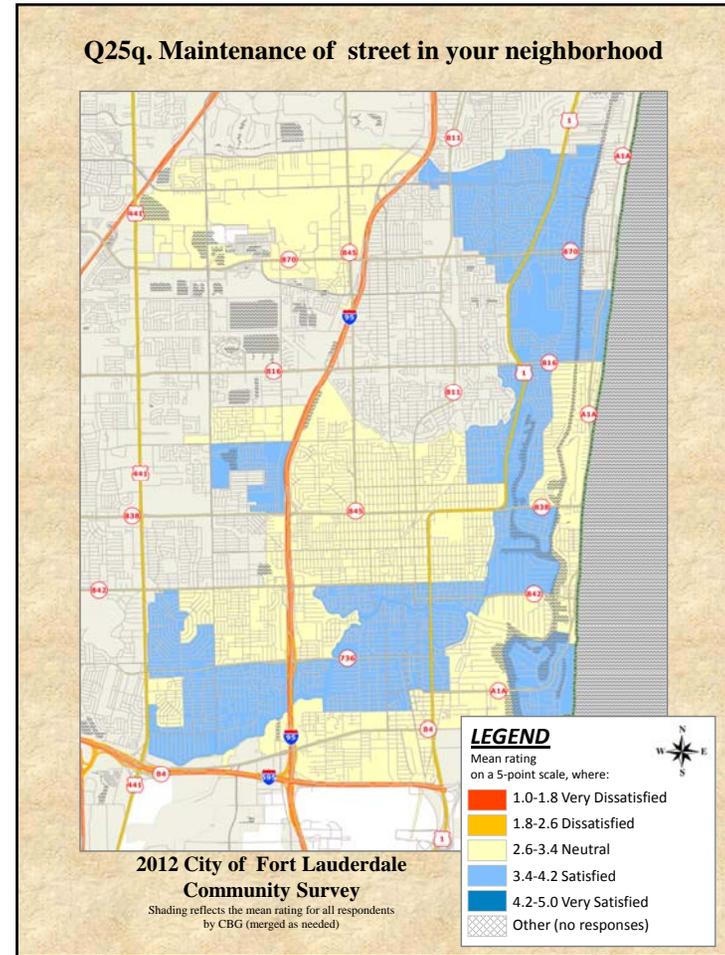




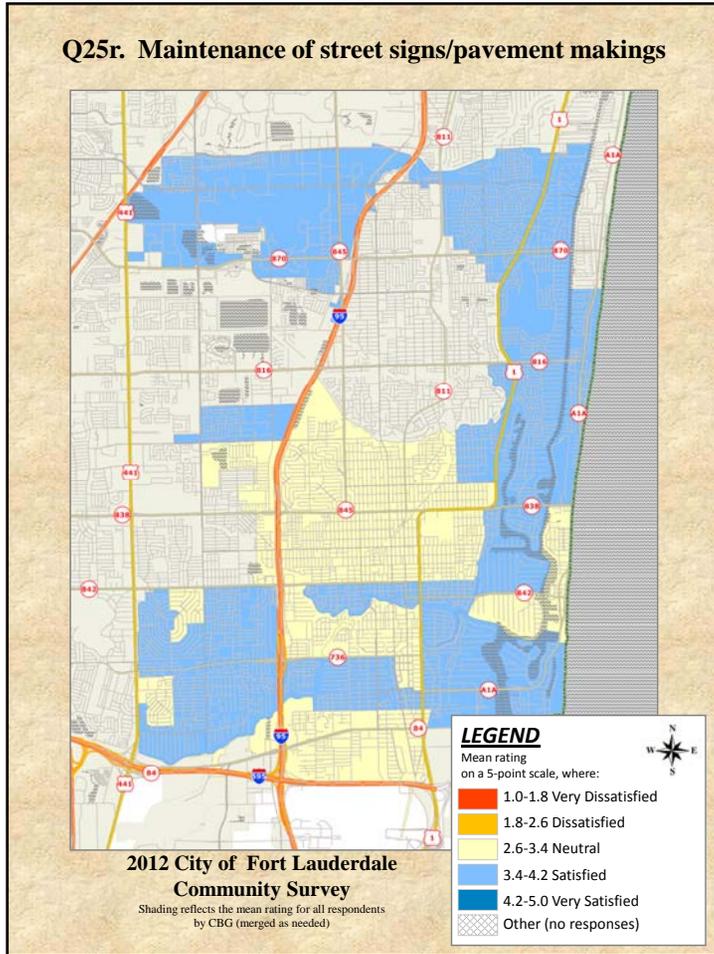
**Q25p. The traffic signal system provides for efficient traffic flow**



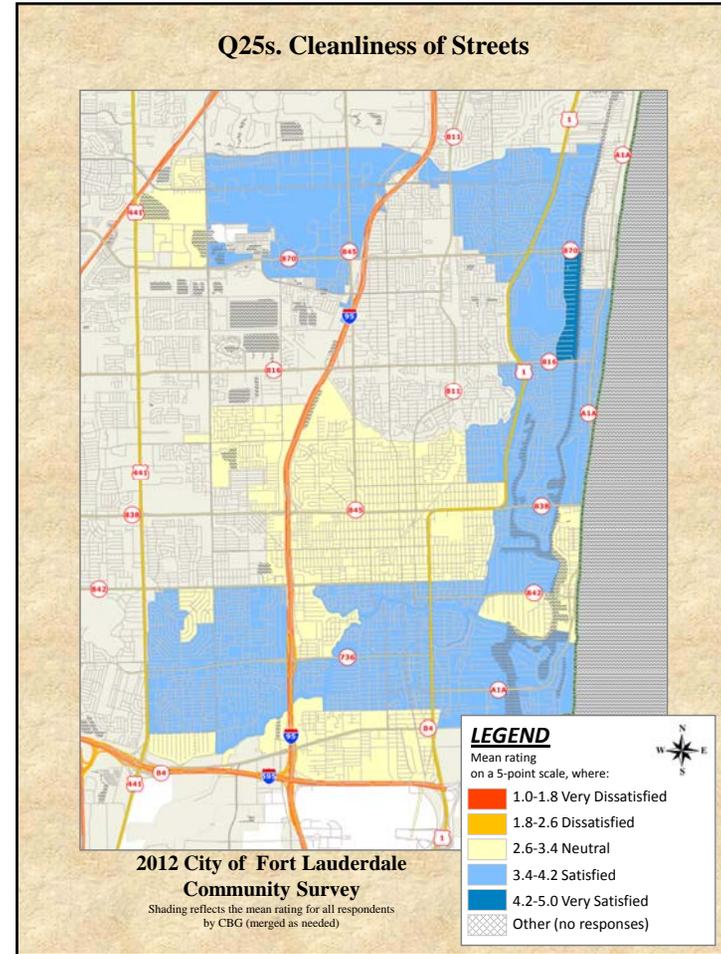
**Q25q. Maintenance of street in your neighborhood**

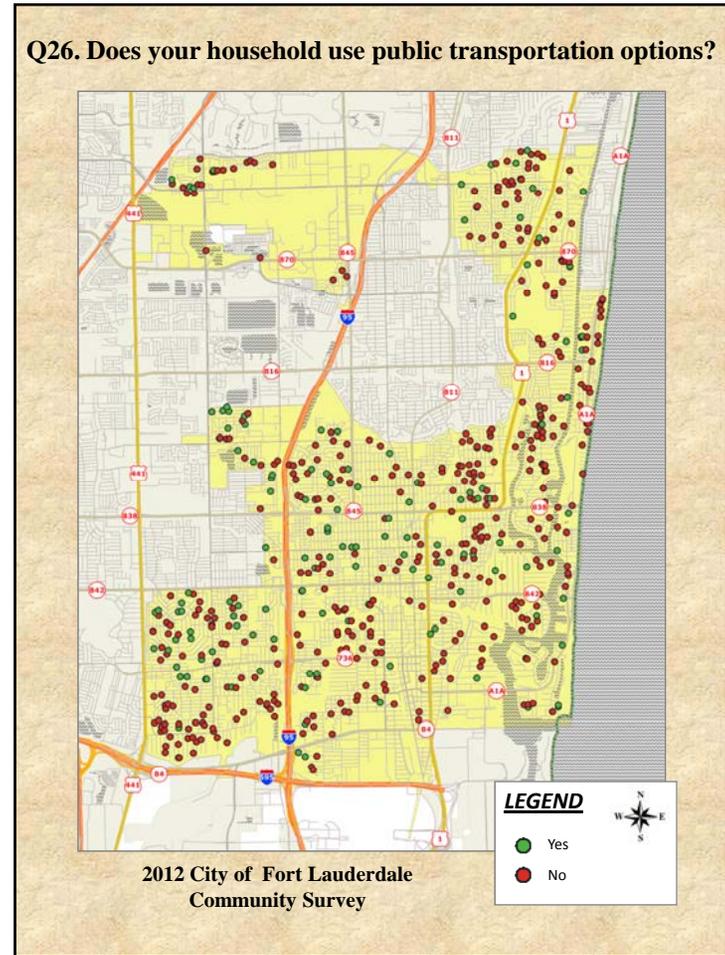
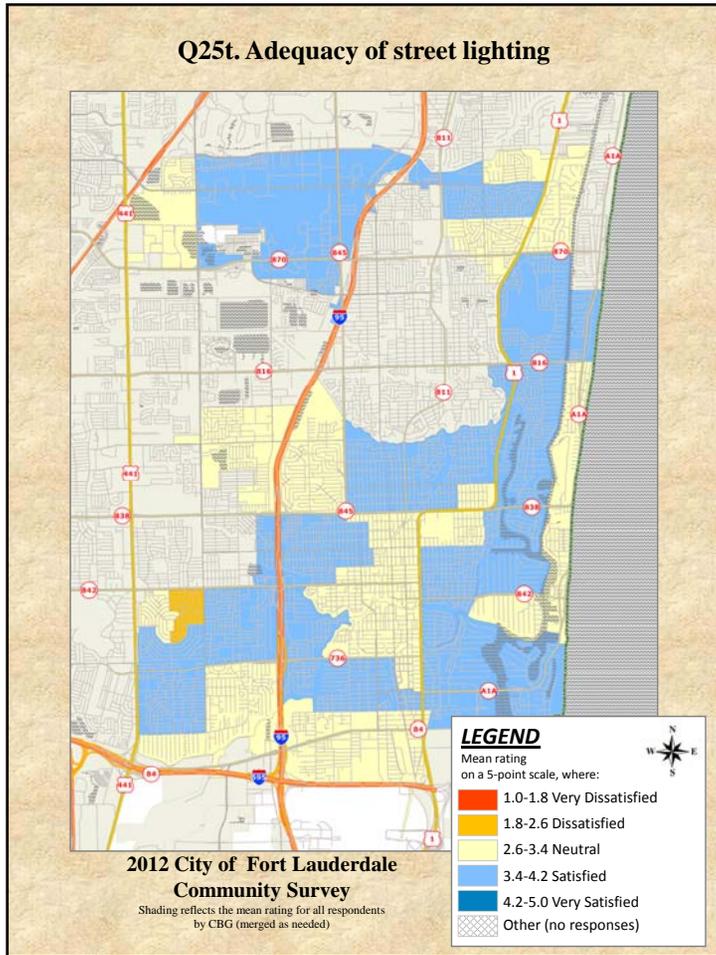


**Q25r. Maintenance of street signs/pavement makings**

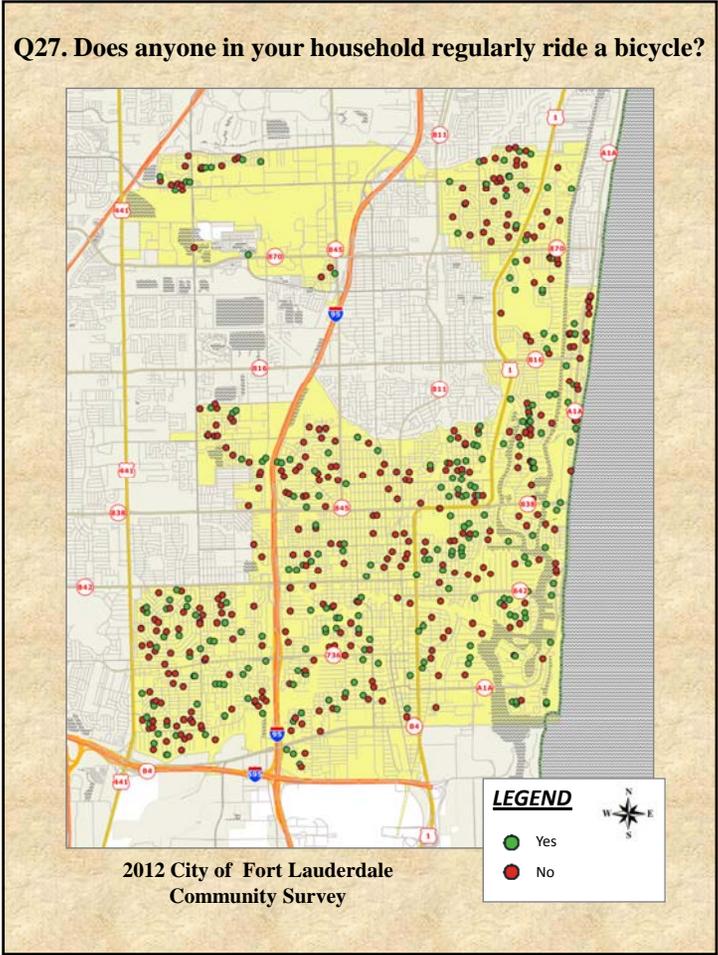


**Q25s. Cleanliness of Streets**





**Q27. Does anyone in your household regularly ride a bicycle?**



*Section 4:*  
***Importance-Satisfaction  
Analysis***

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# Importance-Satisfaction Analysis

## The City of Fort Lauderdale, FL

### Overview

Today, community 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 Village 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 Village'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.  $[IS=Importance \times (1-Satisfaction)]$ .

**Example of the Calculation.** Respondents were asked to identify the major categories of City services they thought should receive the most emphasis over the next two years. Twenty-two percent (22%) ranked "How well the City is prepared for disasters" as one of the most important service to emphasize over the next two years.

With regard to satisfaction, “How well the City is prepared for disasters” was ranked ninth overall with 53% rating “How well the City is prepared for disasters” as a “4” or a “5” on a 5-point scale excluding “Don’t know” responses. The I-S rating for “How well the City is prepared for disasters” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 22% was multiplied by 47% (1-0.53). This calculation yielded an I-S rating of **0.1034**, which was ranked fourth out of eleven major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate 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 Village 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 ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- Maintain Current Emphasis ( $IS < 0.10$ )

The results for the City of Fort Lauderdale are provided on the following page.

# 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 |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>High Priority (IS .10-.20)</u></b>          |                  |                     |                |                   |                                |                 |
| Overall flow of traffic                           | 30%              | 1                   | 39%            | 12                | 0.1830                         | 1               |
| Maintenance City streets/sidewalks/infrastructure | 29%              | 2                   | 54%            | 7                 | 0.1334                         | 2               |
| How well the City is preparing for the future     | 19%              | 5                   | 44%            | 11                | 0.1064                         | 3               |
| How well the City is prepared for disasters       | 22%              | 3                   | 53%            | 9                 | 0.1034                         | 4               |
| <b><u>Medium Priority (IS &lt;.10)</u></b>        |                  |                     |                |                   |                                |                 |
| Overall quality of City services                  | 16%              | 6                   | 67%            | 4                 | 0.0528                         | 5               |
| Overall quality of police and fire services       | 20%              | 4                   | 75%            | 1                 | 0.0500                         | 6               |
| Effectiveness of communication with the community | 9%               | 10                  | 48%            | 10                | 0.0468                         | 7               |
| Overall enforcement of City ordinances            | 10%              | 9                   | 54%            | 8                 | 0.0460                         | 8               |
| Customer service you receive from City employees  | 9%               | 11                  | 58%            | 5                 | 0.0378                         | 9               |
| Landscaping in parks/medians/other public areas   | 12%              | 8                   | 69%            | 3                 | 0.0372                         | 10              |
| Quality parks and recreation programs/facilities  | 12%              | 7                   | 75%            | 2                 | 0.0300                         | 11              |
| Maintenance of City buildings and facilities      | 5%               | 12                  | 58%            | 6                 | 0.0210                         | 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.

# 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 |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><i>Medium Priority (IS &lt; .10)</i></b>       |                  |                     |                |                   |                                |                 |
| How quickly fire rescue responds 911 emergencies  | 31%              | 1                   | 85%            | 3                 | 0.0465                         | 1               |
| Quality of Emergency Medical Services (EMS)       | 29%              | 2                   | 85%            | 2                 | 0.0435                         | 2               |
| I know where to get information during emergency. | 15%              | 5                   | 78%            | 6                 | 0.0330                         | 3               |
| Overall quality of local fire protection          | 20%              | 3                   | 85%            | 1                 | 0.0300                         | 4               |
| Professionalism employees responding emergencies  | 16%              | 4                   | 84%            | 4                 | 0.0256                         | 5               |
| Quality of lifeguard protection at City beaches   | 9%               | 6                   | 76%            | 7                 | 0.0216                         | 6               |
| My household is prepared w/supplies for emergency | 8%               | 7                   | 79%            | 5                 | 0.0168                         | 7               |

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

**Most Important %:**

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

**Satisfaction %:**

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

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# Importance-Satisfaction Rating

## City of Fort Lauderdale, FL

### Public Safety

| Category of Service                              | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><i>Very High Priority (IS &gt;.20)</i></b>    |                  |                     |                |                   |                                |                 |
| The City's efforts to prevent crime              | 48%              | 1                   | 50%            | 5                 | 0.2400                         | 1               |
| <b><i>High Priority (IS .10-.20)</i></b>         |                  |                     |                |                   |                                |                 |
| The visibility of police in neighborhoods        | 42%              | 2                   | 53%            | 4                 | 0.1974                         | 2               |
| <b><i>Medium Priority (IS &lt;.10)</i></b>       |                  |                     |                |                   |                                |                 |
| How quickly police respond to 911 emergencies    | 27%              | 3                   | 65%            | 3                 | 0.0945                         | 3               |
| Overall quality of local police protection.      | 22%              | 4                   | 68%            | 2                 | 0.0704                         | 4               |
| Professionalism employees responding emergencies | 14%              | 5                   | 70%            | 1                 | 0.0420                         | 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, 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

### Parks and Recreation

| Category of Service  | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><i>Medium Priority (IS &lt;.10)</i></b>                 |                  |                     |                |                   |                                |                 |
| Availability of green space near your home                 | 21%              | <b>2</b>            | 58%            | <b>9</b>          | 0.0882                         | <b>1</b>        |
| Maintenance of City parks                                  | 35%              | <b>1</b>            | 77%            | <b>2</b>          | 0.0805                         | <b>2</b>        |
| Availability of information City parks/recreation programs | 19%              | <b>4</b>            | 60%            | <b>8</b>          | 0.0760                         | <b>3</b>        |
| City special events and festivals                          | 20%              | <b>3</b>            | 67%            | <b>4</b>          | 0.0660                         | <b>4</b>        |
| Variety of parks programs                                  | 16%              | <b>5</b>            | 60%            | <b>6</b>          | 0.0640                         | <b>5</b>        |
| Cost of parks programs and facility fees                   | 14%              | <b>6</b>            | 57%            | <b>10</b>         | 0.0602                         | <b>6</b>        |
| The City's youth athletic programs                         | 13%              | <b>7</b>            | 59%            | <b>7</b>          | 0.0533                         | <b>7</b>        |
| The City's adult athletic programs                         | 10%              | <b>9</b>            | 53%            | <b>12</b>         | 0.0470                         | <b>8</b>        |
| Quality of athletic fields                                 | 9%               | <b>10</b>           | 72%            | <b>3</b>          | 0.0252                         | <b>9</b>        |
| Ease of registering for programs                           | 6%               | <b>12</b>           | 56%            | <b>11</b>         | 0.0264                         | <b>10</b>       |
| Quantity of athletic fields                                | 7%               | <b>11</b>           | 65%            | <b>5</b>          | 0.0245                         | <b>11</b>       |
| Proximity of your home to City parks                       | 10%              | <b>8</b>            | 79%            | <b>1</b>          | 0.0210                         | <b>12</b>       |

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

**Most Important %:**

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

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of Fort Lauderdale, FL

### Water Services

| Category of Service                           | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>Very High Priority (IS &gt;.20)</u></b> |                  |                     |                |                   |                                |                 |
| Prevention of storm water-related flooding    | 47%              | 1                   | 34%            | 7                 | 0.3102                         | 1               |
| Prevention of tidal-related flooding          | 39%              | 3                   | 34%            | 8                 | 0.2574                         | 2               |
| <b><u>High Priority (IS .10-.20)</u></b>      |                  |                     |                |                   |                                |                 |
| Overall quality of drinking water             | 43%              | 2                   | 59%            | 5                 | 0.1763                         | 3               |
| Cleanliness of waterways near your home       | 31%              | 4                   | 44%            | 6                 | 0.1736                         | 4               |
| <b><u>Medium Priority (IS &lt;.10)</u></b>    |                  |                     |                |                   |                                |                 |
| Quality of sewer (wastewater) services        | 14%              | 5                   | 61%            | 4                 | 0.0546                         | 5               |
| Residential recycling services                | 13%              | 6                   | 84%            | 1                 | 0.0208                         | 6               |
| Residential garbage collection                | 9%               | 7                   | 83%            | 3                 | 0.0153                         | 7               |
| Residential bulk trash collection             | 8%               | 8                   | 83%            | 2                 | 0.0136                         | 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.

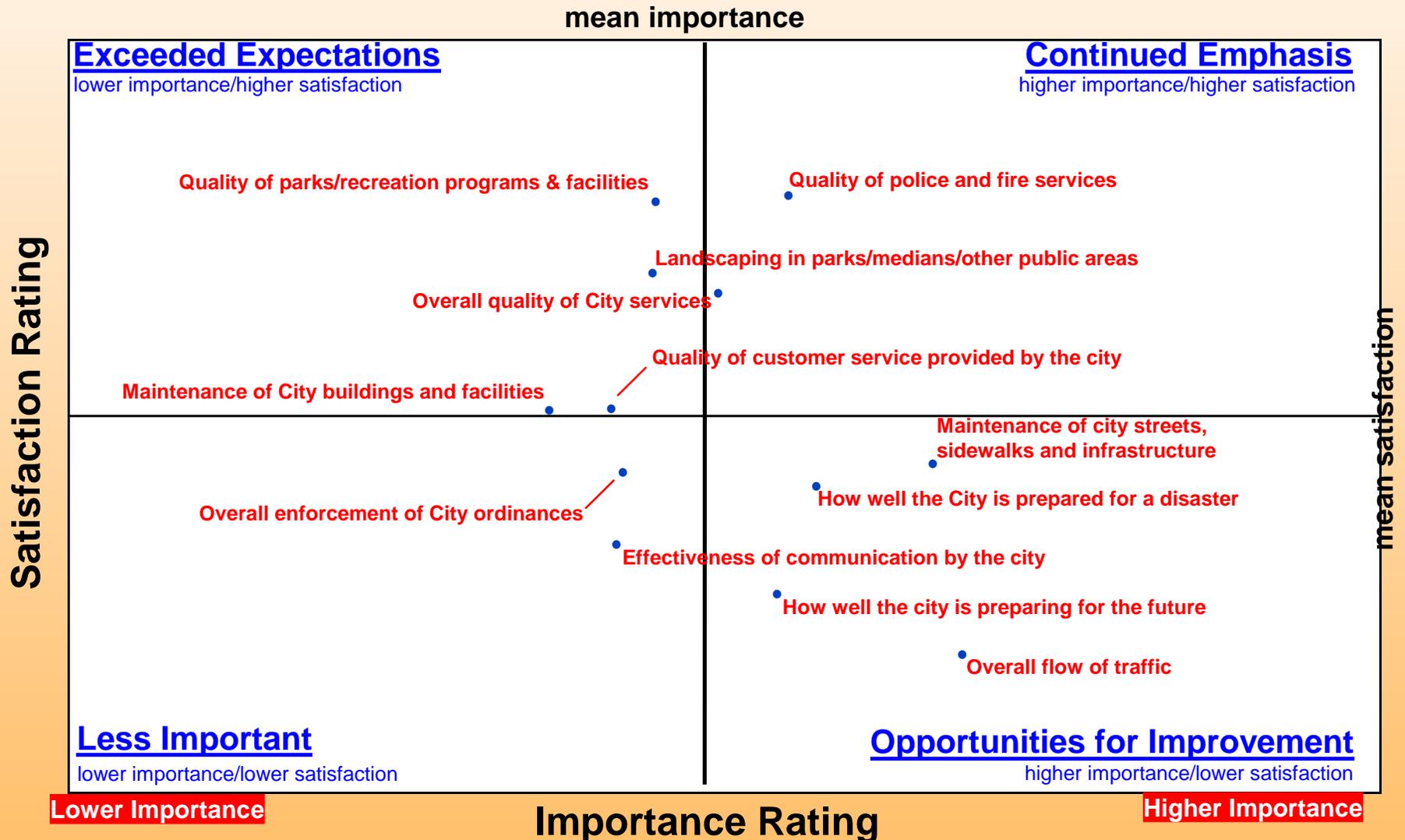
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

# 2012 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

## -Overall-

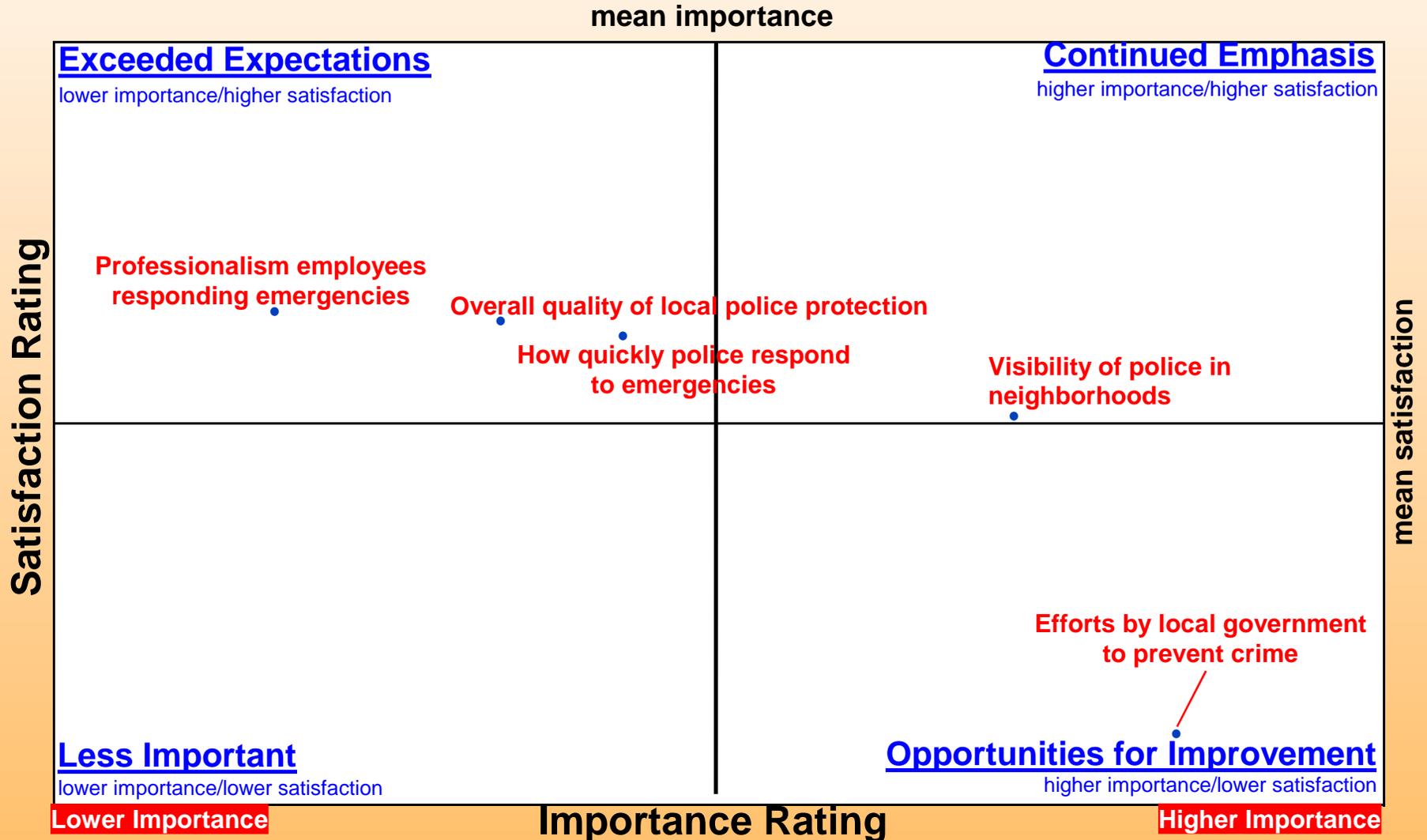
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2012 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

## -Police Services-

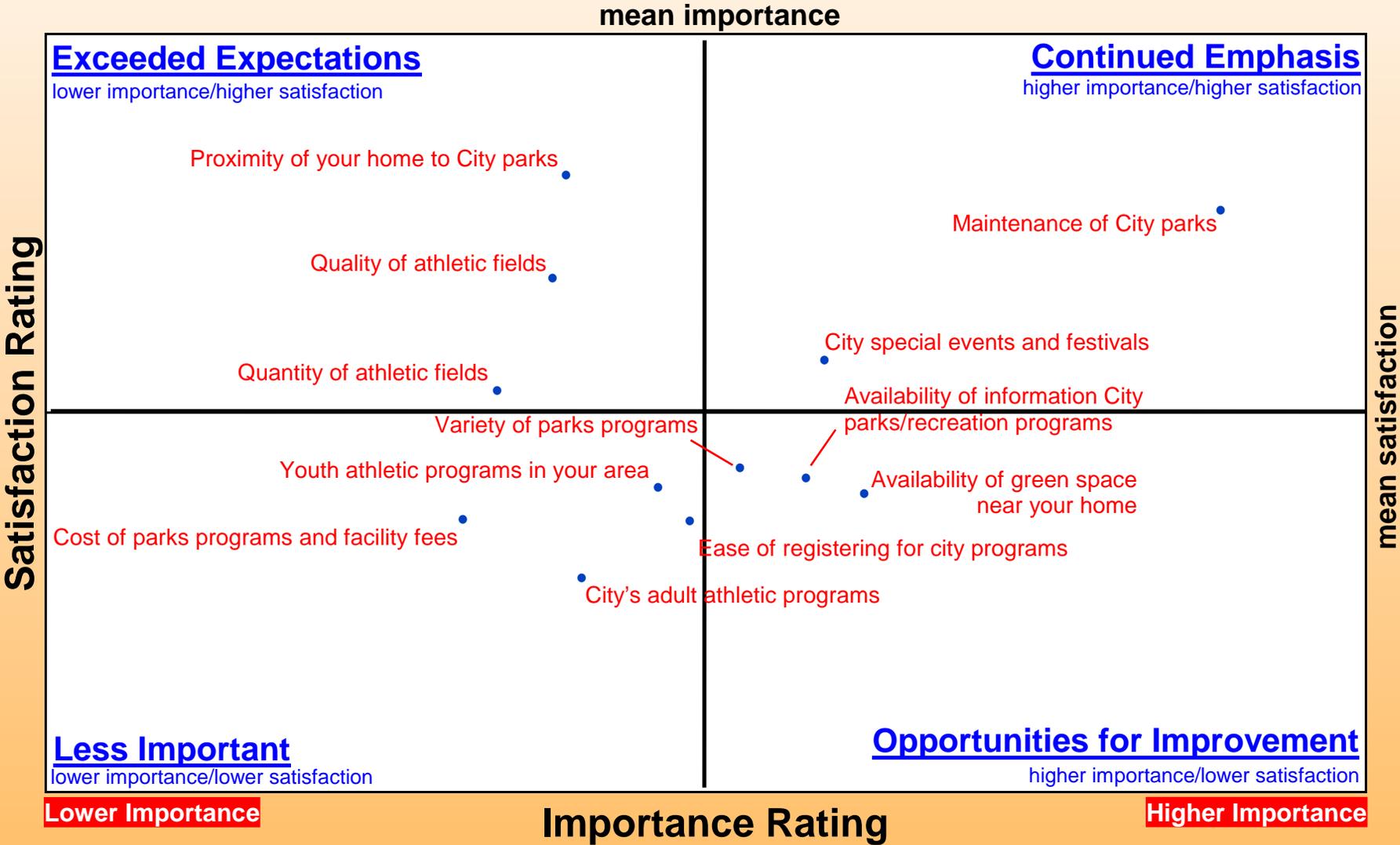
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2012 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)

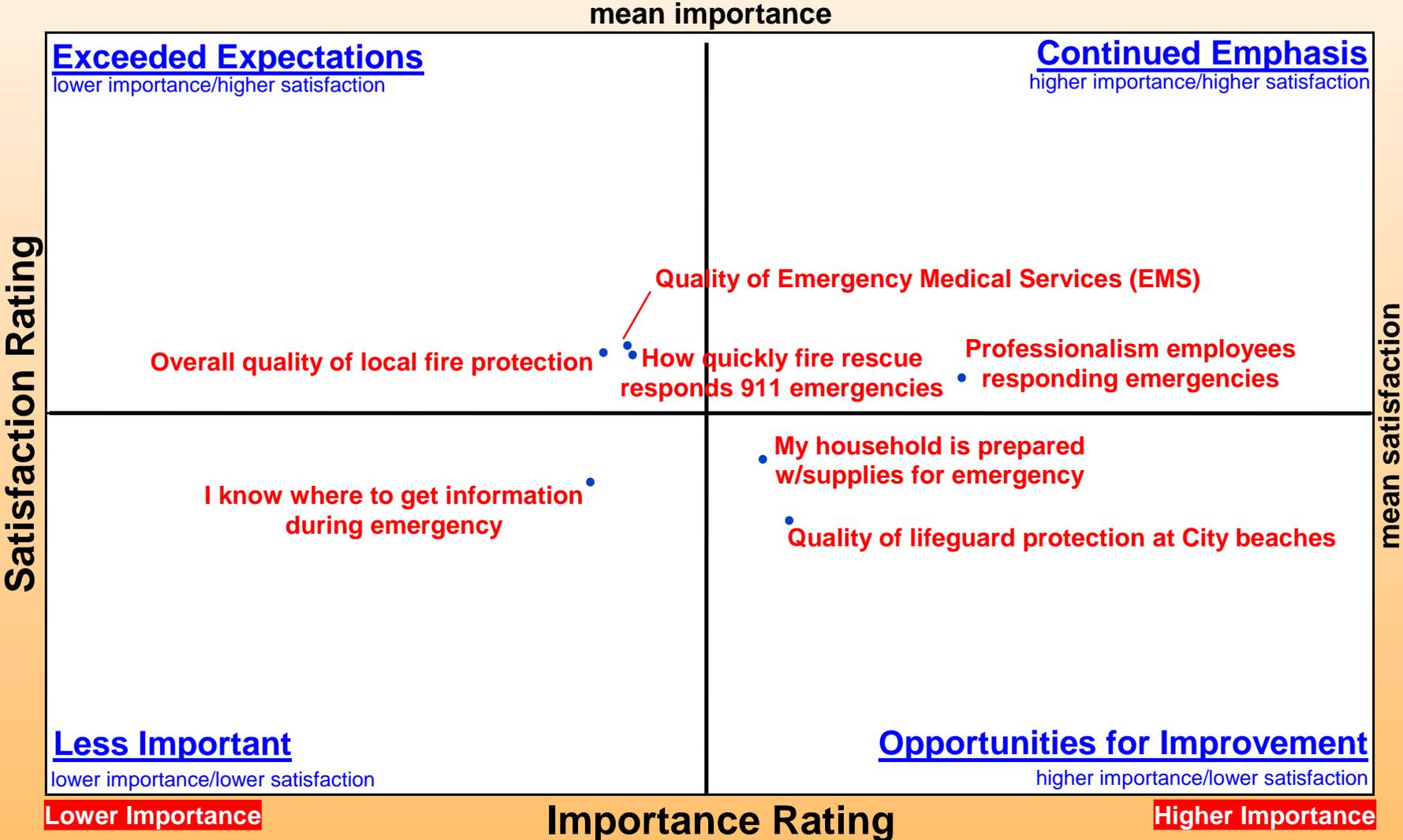


Source: ETC Institute (2012)

# 2012 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

## -Fire Rescue-

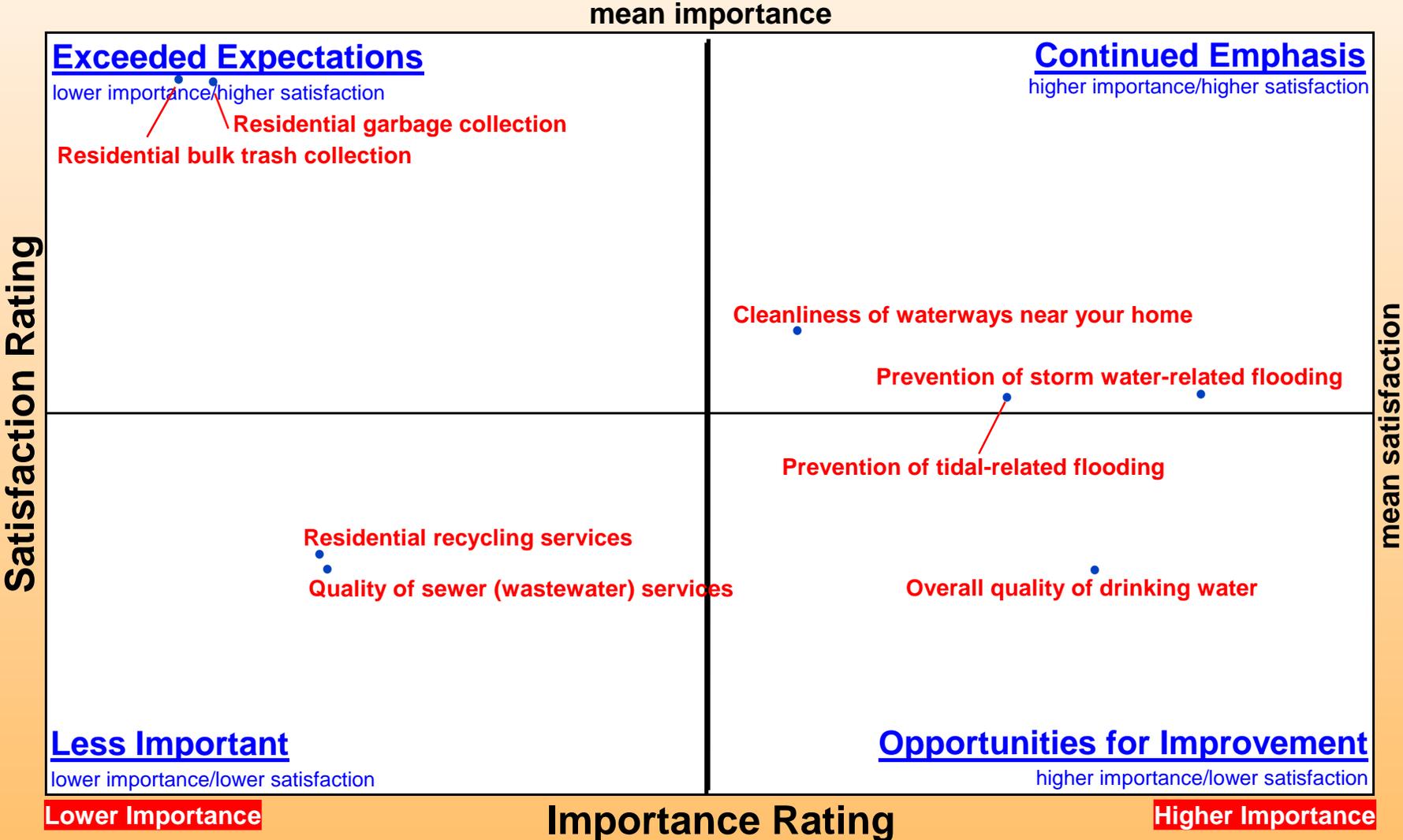
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2012 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

## -Water Services-

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



Source: ETC Institute (2012)

*Section 5:*  
*Tabular Data*  
*Survey Instrument*

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**Distribution of Respondents by District**

| District | Number | Percent |
|----------|--------|---------|
| 1        | 150    | 25.0 %  |
| 2        | 150    | 25.0 %  |
| 3        | 150    | 25.0 %  |
| 4        | 150    | 25.0 %  |
| Total    | 600    | 100.0 % |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q1. 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:**

(N=600)

|  | Excellent | Good  | Neutral | Below<br>Average | Poor | Don't know |
|--|-----------|-------|---------|------------------|------|------------|
| Q1a. As a place to live                              | 35.2%     | 47.9% | 11.4%   | 3.7%             | 1.5% | 0.3%       |
| Q1b. As a place to raise and educate children        | 14.4%     | 28.0% | 22.6%   | 13.4%            | 7.9% | 13.7%      |
| Q1c. As a place to work                              | 20.8%     | 39.9% | 20.0%   | 8.2%             | 3.9% | 7.2%       |
| Q1d. As a place for play & leisure                   | 45.7%     | 37.5% | 9.0%    | 4.5%             | 1.3% | 1.8%       |
| Q1e. As a place to visit                             | 51.8%     | 35.3% | 8.0%    | 1.3%             | 1.3% | 2.2%       |
| Q1f. As a place to retire                            | 31.5%     | 32.8% | 18.4%   | 7.7%             | 5.4% | 4.2%       |
| Q1g. As a place to seasonally reside                 | 36.9%     | 35.8% | 11.6%   | 2.8%             | 1.7% | 11.2%      |
| Q1h. Overall quality of life                         | 22.6%     | 51.1% | 17.4%   | 6.2%             | 1.3% | 1.3%       |
| Q1i. Overall sense of community                      | 14.6%     | 34.8% | 28.1%   | 13.7%            | 6.9% | 1.8%       |
| Q1j. Overall image of the City                       | 21.3%     | 48.1% | 19.4%   | 7.2%             | 2.8% | 1.2%       |
| Q1k. As a City that is moving in the right direction | 21.1%     | 35.2% | 27.3%   | 7.5%             | 4.9% | 4.0%       |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q1. 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: (without "don't know")**

(N=600)

|  | Excellent | Good  | Neutral | Below<br>Average | Poor |
|--|-----------|-------|---------|------------------|------|
| Q1a. As a place to live                              | 35.3%     | 48.1% | 11.4%   | 3.7%             | 1.5% |
| Q1b. As a place to raise and educate children        | 16.7%     | 32.4% | 26.2%   | 15.5%            | 9.1% |
| Q1c. As a place to work                              | 22.4%     | 43.0% | 21.5%   | 8.9%             | 4.2% |
| Q1d. As a play for play & leisure                    | 46.6%     | 38.2% | 9.2%    | 4.6%             | 1.4% |
| Q1e. As a place to visit                             | 52.9%     | 36.1% | 8.2%    | 1.4%             | 1.4% |
| Q1f. As a place to retire                            | 32.9%     | 34.3% | 19.2%   | 8.0%             | 5.6% |
| Q1g. As a place to seasonally reside                 | 41.5%     | 40.4% | 13.0%   | 3.2%             | 1.9% |
| Q1h. Overall quality of life                         | 22.9%     | 51.8% | 17.7%   | 6.3%             | 1.4% |
| Q1i. Overall sense of community                      | 14.8%     | 35.5% | 28.7%   | 14.0%            | 7.0% |
| Q1j. Overall image of the City                       | 21.5%     | 48.6% | 19.7%   | 7.3%             | 2.9% |
| Q1k. As a City that is moving in the right direction | 22.0%     | 36.6% | 28.4%   | 7.9%             | 5.1% |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q2. 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:**

(N=600)

|   | Strongly<br>Agree | Agree | Neutral | Disagree | Strongly<br>Disagree | Don't<br>Know |
|---|-------------------|-------|---------|----------|----------------------|---------------|
| Q2a. The City of Fort Lauderdale builds community | 12.9%             | 35.8% | 32.8%   | 10.4%    | 3.9%                 | 4.2%          |
| Q2b. The City continuously improves services      | 14.9%             | 36.5% | 28.8%   | 11.4%    | 3.7%                 | 4.7%          |
| Q2c. The City uses your tax dollars wisely        | 9.0%              | 28.8% | 29.3%   | 16.2%    | 9.7%                 | 6.9%          |

**Q2. 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 :( without "don't know")**

(N=600)

|   | Strongly<br>Agree | Agree | Neutral | Disagree | Strongly<br>Disagree |
|---|-------------------|-------|---------|----------|----------------------|
| Q2a. The City of Fort Lauderdale builds community | 13.5%             | 37.4% | 34.3%   | 10.8%    | 4.0%                 |
| Q2b. The City continuously improves services      | 15.6%             | 38.3% | 30.2%   | 12.0%    | 3.9%                 |
| Q2c. The City uses your tax dollars wisely        | 9.7%              | 30.9% | 31.5%   | 17.4%    | 10.4%                |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q3. 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.**

(N=600)

|  | Very<br>Satisfied | Satisfied | Neutral | Dissatisfi-<br>ed | Very<br>Dissatisfi-<br>ed | Don't<br>Know |
|--|-------------------|-----------|---------|-------------------|---------------------------|---------------|
| Q3a. Overall quality of City services                        | 16.8%             | 49.2%     | 23.5%   | 5.9%              | 2.3%                      | 2.3%          |
| Q3b. Overall quality of police and fire services             | 28.3%             | 44.7%     | 15.9%   | 4.7%              | 3.2%                      | 3.2%          |
| Q3c. Overall quality of parks & rec programs and facilities  | 25.8%             | 44.4%     | 16.4%   | 5.4%              | 1.7%                      | 6.4%          |
| Q3d. Customer service you receive from City employees        | 16.4%             | 36.5%     | 24.6%   | 9.4%              | 3.7%                      | 9.4%          |
| Q3e. Overall enforcement of City ordinances                  | 11.6%             | 36.9%     | 27.3%   | 9.7%              | 5.4%                      | 9.2%          |
| Q3f. Maintenance of City streets, sidewalks & infrastructure | 15.9%             | 36.9%     | 22.4%   | 15.4%             | 7.2%                      | 2.2%          |
| Q3g. Overall maintenance of City buildings and facilities    | 13.4%             | 40.9%     | 27.6%   | 7.7%              | 3.5%                      | 6.9%          |
| Q3h. Overall flow of traffic                                 | 8.2%              | 30.0%     | 29.6%   | 17.8%             | 12.7%                     | 1.7%          |
| Q3i. Effectiveness of communication with the community       | 11.7%             | 32.5%     | 33.7%   | 10.2%             | 4.9%                      | 7.0%          |
| Q3j. How well the City is preparing for the future           | 10.6%             | 26.3%     | 31.7%   | 11.1%             | 5.0%                      | 15.3%         |
| Q3k. How well the City is prepared for disasters             | 13.7%             | 32.2%     | 28.3%   | 7.7%              | 5.9%                      | 12.2%         |
| Q3l. Landscaping in parks, medians & other public areas      | 23.6%             | 44.7%     | 18.6%   | 9.7%              | 2.2%                      | 1.2%          |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q3. 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.(without "don't know")**

(N=600)

|  | Very<br>Satisfied | Satisfied | Neutral | Dissatisfi-<br>ed | Very<br>Dissatisfi-<br>ed |
|--|-------------------|-----------|---------|-------------------|---------------------------|
| Q3a. Overall quality of City services                        | 17.2%             | 50.4%     | 24.0%   | 6.0%              | 2.4%                      |
| Q3b. Overall quality of police and fire services             | 29.2%             | 46.2%     | 16.4%   | 4.8%              | 3.3%                      |
| Q3c. Overall quality of parks & rec programs and facilities  | 27.5%             | 47.4%     | 17.5%   | 5.7%              | 1.8%                      |
| Q3d. Customer service you receive from City employees        | 18.1%             | 40.3%     | 27.2%   | 10.4%             | 4.1%                      |
| Q3e. Overall enforcement of City ordinances                  | 12.7%             | 40.6%     | 30.1%   | 10.7%             | 5.9%                      |
| Q3f. Maintenance of City streets, sidewalks & infrastructure | 16.3%             | 37.7%     | 22.9%   | 15.8%             | 7.4%                      |
| Q3g. Overall maintenance of City buildings and facilities    | 14.4%             | 43.9%     | 29.7%   | 8.3%              | 3.8%                      |
| Q3h. Overall flow of traffic                                 | 8.3%              | 30.5%     | 30.2%   | 18.1%             | 12.9%                     |
| Q3i. Effectiveness of communication with the community       | 12.6%             | 35.0%     | 36.2%   | 11.0%             | 5.2%                      |
| Q3j. How well the City is preparing for the future           | 12.5%             | 31.1%     | 37.4%   | 13.1%             | 5.9%                      |
| Q3k. How well the City is prepared for disasters             | 15.6%             | 36.6%     | 32.3%   | 8.8%              | 6.7%                      |
| Q3l. Landscaping in parks, medians & other public areas      | 23.9%             | 45.3%     | 18.8%   | 9.8%              | 2.2%                      |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## **Q4. Which THREE of the items in Question #3 do you think are most important for the city to provide?**

| Q4. Top Choice                                     | Number | Percent |
|--|--------|---------|
| Overall quality of City services                   | 33     | 5.5 %   |
| Quality of police and fire services                | 69     | 11.5 %  |
| Quality of parks & rec. programs/facilities        | 21     | 3.5 %   |
| Quality of customer service you receive            | 16     | 2.7 %   |
| Overall enforcement of City ordinances             | 22     | 3.7 %   |
| Maintenance City streets/sidewalks/ infrastructure | 59     | 9.8 %   |
| Maintenance of City buildings/facilities           | 7      | 1.2 %   |
| Overall flow of traffic                            | 89     | 14.8 %  |
| Effectiveness of communication with the community  | 17     | 2.8 %   |
| How well the City is preparing for future          | 31     | 5.2 %   |
| How well the City is prepared for disasters        | 44     | 7.3 %   |
| Landscaping in parks/medians/other public areas    | 17     | 2.8 %   |
| None Chosen  | 175    | 29.2 %  |
| Total  | 600    | 100.0 % |

## **Q4. Which THREE of the items in Question #3 do you think are most important for the city to provide?**

| Q4. 2nd Choice                                     | Number | Percent |
|--|--------|---------|
| Overall quality of City services                   | 25     | 4.2 %   |
| Quality of police and fire services                | 29     | 4.8 %   |
| Quality of parks & rec. programs/facilities        | 25     | 4.2 %   |
| Quality of customer service you receive            | 18     | 3.0 %   |
| Overall enforcement of City ordinances             | 22     | 3.7 %   |
| Maintenance City streets/sidewalks/ infrastructure | 68     | 11.3 %  |
| Maintenance of City buildings/facilities           | 12     | 2.0 %   |
| Overall flow of traffic                            | 53     | 8.8 %   |
| Effectiveness of communication with the community  | 16     | 2.7 %   |
| How well the City is preparing for future          | 49     | 8.2 %   |
| How well the City is prepared for disasters        | 36     | 6.0 %   |
| Landscaping in parks/medians/other public areas    | 24     | 4.0 %   |
| None Chosen  | 223    | 37.2 %  |
| Total  | 600    | 100.0 % |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## **Q4. Which THREE of the items in Question #3 do you think are most important for the city to provide?**

| <u>Q4. 3rd Choice</u>                              | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Overall quality of City services                   | 35            | 5.8 %          |
| Quality of police and fire services                | 21            | 3.5 %          |
| Quality of parks & rec. programs/facilities        | 24            | 4.0 %          |
| Quality of customer service you receive            | 20            | 3.3 %          |
| Overall enforcement of City ordinances             | 14            | 2.3 %          |
| Maintenance City streets/sidewalks/ infrastructure | 45            | 7.5 %          |
| Maintenance of City buildings/facilities           | 12            | 2.0 %          |
| Overall flow of traffic                            | 41            | 6.8 %          |
| Effectiveness of communication with the community  | 23            | 3.8 %          |
| How well the City is preparing for future          | 34            | 5.7 %          |
| How well the City is prepared for disasters        | 49            | 8.2 %          |
| Landscaping in parks/medians/other public areas    | 28            | 4.7 %          |
| <u>None Chosen</u>                                 | <u>254</u>    | <u>42.3 %</u>  |
| Total  | 600           | 100.0 %        |

## **Q4. Which THREE of the items in Question #3 do you think are most important for the city to provide?** **(top 3)**

| <u>Q4. Top Choice</u>                              | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Overall quality of City services                   | 93            | 15.5 %         |
| Quality of police and fire services                | 119           | 19.8 %         |
| Quality of parks & rec. programs/facilities        | 70            | 11.7 %         |
| Quality of customer service you receive            | 54            | 9.0 %          |
| Overall enforcement of City ordinances             | 58            | 9.7 %          |
| Maintenance City streets/sidewalks/ infrastructure | 172           | 28.7 %         |
| Maintenance of City buildings/facilities           | 31            | 5.2 %          |
| Overall flow of traffic                            | 183           | 30.5 %         |
| Effectiveness of communication with the community  | 56            | 9.3 %          |
| How well the City is preparing for future          | 114           | 19.0 %         |
| How well the City is prepared for disasters        | 129           | 21.5 %         |
| Landscaping in parks/medians/other public areas    | 69            | 11.5 %         |
| <u>None Chosen</u>                                 | <u>175</u>    | <u>29.2 %</u>  |
| Total  | 1323          |                |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q5. Several items that may influence your perception of Fort Lauderdale as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."**

(N=600)

|   | Excellent | Good  | Neutral | Below Average | Poor  | Don't Know |
|---|-----------|-------|---------|---------------|-------|------------|
| Q5a. Overall feeling of safety in the City                    | 10.6%     | 44.9% | 25.6%   | 13.1%         | 5.2%  | 0.7%       |
| Q5b. Overall value received for City tax dollars and fees     | 8.0%      | 31.7% | 32.0%   | 14.4%         | 7.0%  | 6.9%       |
| Q5c. Overall planning for growth                              | 7.2%      | 29.0% | 33.1%   | 10.9%         | 6.4%  | 13.4%      |
| Q5d. Overall appearance of the City                           | 18.4%     | 45.7% | 21.3%   | 9.4%          | 2.8%  | 2.3%       |
| Q5e. Availability of affordable housing                       | 7.2%      | 21.9% | 31.8%   | 13.7%         | 10.6% | 14.7%      |
| Q5f. Availability of employment                               | 4.9%      | 18.3% | 32.2%   | 20.4%         | 9.7%  | 14.6%      |
| Q5g. Acceptance of diversity                                  | 18.3%     | 39.8% | 23.0%   | 7.4%          | 3.9%  | 7.7%       |
| Q5h. Availability of affordable child care                    | 5.5%      | 10.6% | 25.1%   | 8.4%          | 5.9%  | 44.6%      |
| Q5i. Quality of public schools                                | 7.5%      | 15.4% | 21.3%   | 16.6%         | 14.7% | 24.5%      |
| Q5j. Availability of affordable quality care for aging adults | 5.7%      | 14.9% | 23.1%   | 14.1%         | 6.9%  | 35.3%      |
| Q5k. Availability of affordable quality health care           | 9.7%      | 26.0% | 23.1%   | 16.8%         | 9.9%  | 14.6%      |
| Q5l. Availability of preventive health services               | 9.7%      | 25.5% | 24.7%   | 12.9%         | 8.2%  | 19.0%      |
| Q5m. Efforts in eradicating homelessness                      | 4.9%      | 14.3% | 24.7%   | 18.5%         | 21.5% | 16.3%      |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q5. Several items that may influence your perception of Fort Lauderdale as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")**

(N=600)

|   | Excellent | Good  | Neutral | Below<br>Average | Poor  |
|---|-----------|-------|---------|------------------|-------|
| Q5a. Overall feeling of safety in the City                    | 10.6%     | 45.2% | 25.8%   | 13.2%            | 5.2%  |
| Q5b. Overall value received for City tax dollars and fees     | 8.6%      | 34.0% | 34.4%   | 15.5%            | 7.6%  |
| Q5c. Overall planning for growth                              | 8.3%      | 33.5% | 38.2%   | 12.6%            | 7.4%  |
| Q5d. Overall appearance of the City                           | 18.9%     | 46.8% | 21.8%   | 9.6%             | 2.9%  |
| Q5e. Availability of affordable housing                       | 8.4%      | 25.7% | 37.3%   | 16.1%            | 12.4% |
| Q5f. Availability of employment                               | 5.7%      | 21.4% | 37.6%   | 23.9%            | 11.4% |
| Q5g. Acceptance of diversity                                  | 19.8%     | 43.1% | 24.9%   | 8.0%             | 4.2%  |
| Q5h. Availability of affordable child care                    | 10.0%     | 19.0% | 45.3%   | 15.1%            | 10.6% |
| Q5i. Quality of public schools                                | 10.0%     | 20.4% | 28.2%   | 22.0%            | 19.5% |
| Q5j. Availability of affordable quality care for aging adults | 8.8%      | 23.1% | 35.8%   | 21.8%            | 10.6% |
| Q5k. Availability of affordable quality health care           | 11.4%     | 30.4% | 27.1%   | 19.6%            | 11.6% |
| Q5l. Availability of preventive health services               | 12.0%     | 31.5% | 30.4%   | 15.9%            | 10.1% |
| Q5m. Efforts in eradicating homelessness                      | 5.8%      | 17.0% | 29.5%   | 22.0%            | 25.7% |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q6. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=600)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q6a. Overall quality of local fire protection               | 35.7%          | 39.5%     | 11.7%   | 0.8%         | 0.8%              | 11.4%      |
| Q6b. Professionalism of employees responding to emergencies | 38.0%          | 35.5%     | 11.1%   | 2.5%         | 0.8%              | 12.1%      |
| Q6c. How quickly fire rescue responds to 911 emergencies    | 37.9%          | 30.3%     | 9.9%    | 1.7%         | 0.7%              | 19.6%      |
| Q6d. Quality of Emergency Medical Services (EMS)            | 35.3%          | 32.8%     | 9.7%    | 1.2%         | 0.8%              | 20.1%      |
| Q6e. Quality of lifeguard protection at City beaches        | 24.5%          | 33.2%     | 15.8%   | 1.7%         | 0.7%              | 24.2%      |

**Q6. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=600)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q6a. Overall quality of local fire protection               | 40.3%          | 44.6%     | 13.2%   | 0.9%         | 0.9%              |
| Q6b. Professionalism of employees responding to emergencies | 43.2%          | 40.4%     | 12.6%   | 2.9%         | 1.0%              |
| Q6c. How quickly fire rescue responds to 911 emergencies    | 47.1%          | 37.7%     | 12.3%   | 2.1%         | 0.8%              |
| Q6d. Quality of Emergency Medical Services (EMS)            | 44.2%          | 41.1%     | 12.2%   | 1.5%         | 1.0%              |
| Q6e. Quality of lifeguard protection at City beaches        | 32.3%          | 43.8%     | 20.8%   | 2.2%         | 0.9%              |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q6. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=600)

|   | Strongly<br>Agree | Agree | Neutral | Disagree | Strongly<br>Disagree | Don't<br>Know |
|---|-------------------|-------|---------|----------|----------------------|---------------|
| Q6f. My household is prepared with food, water and other supplies for an emergency, such as a natural disaster. | 39.5%             | 38.9% | 13.9%   | 5.7%     | 0.8%                 | 1.2%          |
| Q6g. I know where to get information during an emergency.   | 36.9%             | 39.0% | 13.1%   | 7.5%     | 0.7%                 | 2.8%          |

**Q6. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=600)

|   | Strongly<br>Agree | Agree | Neutral | Disagree | Strongly<br>Disagree |
|---|-------------------|-------|---------|----------|----------------------|
| Q6f. My household is prepared with food, water and other supplies for an emergency, such as a natural disaster. | 40.0%             | 39.3% | 14.1%   | 5.8%     | 0.8%                 |
| Q6g. I know where to get information during an emergency.   | 37.9%             | 40.2% | 13.4%   | 7.8%     | 0.7%                 |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## **Q7. 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?**

| <u>Q7. Top Choice</u>                                  | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Overall quality of local fire protection               | 80            | 13.3 %         |
| Professionalism of employees responding to emergencies | 54            | 9.0 %          |
| How quickly fire rescue responds to 911                | 119           | 19.8 %         |
| Quality of Emergency (EMS)                             | 53            | 8.8 %          |
| Lifeguard protection at City beaches                   | 28            | 4.7 %          |
| My household is prepared for natural disaster          | 26            | 4.3 %          |
| I know where to get information during an emergency    | 42            | 7.0 %          |
| None chosen  | 198           | 33.0 %         |
| Total  | 600           | 100.0 %        |

## **Q7. 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?**

| <u>Q7. 2nd Choice</u>                                  | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Overall quality of local fire protection               | 39            | 6.5 %          |
| Professionalism of employees responding to emergencies | 39            | 6.5 %          |
| How quickly fire rescue responds to 911                | 67            | 11.2 %         |
| Quality of Emergency (EMS)                             | 119           | 19.8 %         |
| Lifeguard protection at City beaches                   | 24            | 4.0 %          |
| My household is prepared for natural disaster          | 20            | 3.3 %          |
| I know where to get information during an emergency    | 45            | 7.5 %          |
| None chosen  | 247           | 41.2 %         |
| Total  | 600           | 100.0 %        |

## **Q7. 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?**

| <u>Q7. Top Choice</u>                                  | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Overall quality of local fire protection               | 119           | 19.8 %         |
| Professionalism of employees responding to emergencies | 93            | 15.5 %         |
| How quickly fire rescue responds to 911                | 186           | 31.0 %         |
| Quality of Emergency (EMS)                             | 172           | 28.7 %         |
| Lifeguard protection at City beaches                   | 52            | 8.7 %          |
| My household is prepared for natural disaster          | 46            | 7.7 %          |
| I know where to get information during an emergency    | 87            | 14.5 %         |
| None chosen  | 198           | 33.0 %         |
| Total  | 953           |                |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q8. 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."**

(N=600)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q8a. Overall quality of local police protection.            | 22.5%          | 42.2%     | 18.5%   | 7.1%         | 5.4%              | 4.4%       |
| Q8b. Professionalism of employees responding to emergencies | 27.0%          | 34.1%     | 15.9%   | 6.7%         | 4.7%              | 11.6%      |
| Q8c. How quickly police respond to 911 emergencies          | 24.7%          | 28.9%     | 15.6%   | 7.7%         | 4.9%              | 18.3%      |
| Q8d. The visibility of police in neighborhoods              | 19.5%          | 32.4%     | 23.3%   | 13.6%        | 8.4%              | 2.9%       |
| Q8e. The City's efforts to prevent crime                    | 15.3%          | 28.9%     | 24.9%   | 11.6%        | 7.7%              | 11.6%      |

**Q8. 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." (without "don't know")**

(N=600)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q8a. Overall quality of local police protection.            | 23.6%          | 44.1%     | 19.3%   | 7.4%         | 5.6%              |
| Q8b. Professionalism of employees responding to emergencies | 30.6%          | 38.5%     | 18.0%   | 7.6%         | 5.3%              |
| Q8c. How quickly police respond to 911 emergencies          | 30.2%          | 35.3%     | 19.1%   | 9.4%         | 6.0%              |
| Q8d. The visibility of police in neighborhoods              | 20.0%          | 33.3%     | 24.0%   | 14.0%        | 8.6%              |
| Q8e. The City's efforts to prevent crime                    | 17.3%          | 32.7%     | 28.1%   | 13.1%        | 8.7%              |

**Q9. 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?**

| Q9. Top Choice   | Number | Percent |
|--|--------|---------|
| Overall quality of local police protection             | 82     | 13.7 %  |
| Professionalism of employees responding to emergencies | 42     | 7.0 %   |
| How quickly police respond to 911                      | 75     | 12.5 %  |
| Visibility of police in neighborhoods                  | 130    | 21.7 %  |
| The City's efforts to prevent crime                    | 146    | 24.3 %  |
| None chosen  | 125    | 20.8 %  |
| Total  | 600    | 100.0 % |

**Q9. 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?**

| Q9. 2nd Choice   | Number | Percent |
|--|--------|---------|
| Overall quality of local police protection             | 51     | 8.5 %   |
| Professionalism of employees responding to emergencies | 40     | 6.7 %   |
| How quickly police respond to 911                      | 86     | 14.3 %  |
| Visibility of police in neighborhoods                  | 119    | 19.8 %  |
| The City's efforts to prevent crime                    | 140    | 23.3 %  |
| None chosen  | 164    | 27.3 %  |
| Total  | 600    | 100.0 % |

**Q9. 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?**

| Q9. Top Choice   | Number | Percent |
|--|--------|---------|
| Overall quality of local police protection             | 133    | 22.2 %  |
| Professionalism of employees responding to emergencies | 82     | 13.7 %  |
| How quickly police respond to 911                      | 161    | 26.8 %  |
| Visibility of police in neighborhoods                  | 249    | 41.5 %  |
| The City's efforts to prevent crime                    | 286    | 47.7 %  |
| None chosen  | 125    | 20.8 %  |
| Total  | 1036   |         |

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

| <u>Q10. Have you met a police officer in your neighborhood or at a civic association meeting?</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Yes   | 307           | 51.2 %         |
| No  | 232           | 38.7 %         |
| <u>Don't Know</u>   | <u>61</u>     | <u>10.2 %</u>  |
| Total   | 600           | 100.0 %        |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q11. 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:**

(N=600)

|   | Very Safe | Somewha-<br>t Safe | Somewha-<br>t Unsafe | Very<br>Unsafe | Don't<br>Know |
|---|-----------|--------------------|----------------------|----------------|---------------|
| Q11a. Walking in your neighborhood during the day | 60.6%     | 30.1%              | 5.4%                 | 2.4%           | 1.5%          |
| Q11b. Walking in your neighborhood at night       | 26.4%     | 37.0%              | 20.8%                | 12.3%          | 3.5%          |
| Q11c. In commercial/business areas during the day | 45.6%     | 40.7%              | 7.6%                 | 2.7%           | 3.4%          |
| Q11d. In commercial/business areas at night       | 13.3%     | 36.5%              | 29.4%                | 12.0%          | 8.8%          |
| Q11e. Along the beach corridor                    | 37.1%     | 37.9%              | 11.5%                | 2.0%           | 11.5%         |
| Q11f. In the downtown entertainment area          | 26.6%     | 43.3%              | 15.2%                | 3.7%           | 11.2%         |
| Q11g. At special events                           | 39.4%     | 40.5%              | 9.5%                 | 1.0%           | 9.6%          |
| Q11h. In City parks                               | 26.0%     | 40.5%              | 19.8%                | 3.9%           | 9.8%          |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q11. 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: (without "don't know")**

(N=600)

|   | Very Safe | Somewha-<br>t Safe | Somewha-<br>t Unsafe | Very<br>Unsafe |
|---|-----------|--------------------|----------------------|----------------|
| Q11a. Walking in your neighborhood during the day | 61.6%     | 30.5%              | 5.5%                 | 2.4%           |
| Q11b. Walking in your neighborhood at night       | 27.3%     | 38.4%              | 21.5%                | 12.8%          |
| Q11c. In commercial/business areas during the day | 47.2%     | 42.1%              | 7.9%                 | 2.8%           |
| Q11d. In commercial/business areas at night       | 14.6%     | 40.0%              | 32.2%                | 13.1%          |
| Q11e. Along the beach corridor                    | 41.9%     | 42.8%              | 13.0%                | 2.3%           |
| Q11f. In the downtown entertainment area          | 29.9%     | 48.8%              | 17.1%                | 4.2%           |
| Q11g. At special events                           | 43.6%     | 44.9%              | 10.5%                | 1.1%           |
| Q11h. In City parks                               | 28.8%     | 44.9%              | 21.9%                | 4.3%           |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q12. 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."**

(N=600)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q12a. Enforcing the cleanup of litter and debris on private property        | 14.5%          | 36.0%     | 20.1%   | 14.4%        | 9.0%              | 6.1%       |
| Q12b. Enforcing mowing and cutting of weeds and grass on private property   | 14.0%          | 30.6%     | 25.8%   | 13.0%        | 9.0%              | 7.6%       |
| Q12c. Enforcing the maintenance of residential property (exterior of homes) | 13.0%          | 29.6%     | 26.2%   | 14.4%        | 9.1%              | 7.6%       |
| Q12.d Enforcing maintenance of business property                            | 13.4%          | 30.1%     | 29.1%   | 11.2%        | 6.4%              | 9.8%       |

**Q12. 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.(without "don't know")**

(N=600)

|   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q12a. Enforcing the cleanup of litter and debris on private property        | 15.5%          | 38.3%     | 21.4%   | 15.3%        | 9.5%              |
| Q12b. Enforcing mowing and cutting of weeds and grass on private property   | 15.2%          | 33.1%     | 28.0%   | 14.1%        | 9.7%              |
| Q12c. Enforcing the maintenance of residential property (exterior of homes) | 14.1%          | 32.1%     | 28.4%   | 15.6%        | 9.9%              |
| Q12.d Enforcing maintenance of business property                            | 14.8%          | 33.4%     | 32.3%   | 12.4%        | 7.1%              |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q13. 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."**

(N=600)

|   | Very<br>Satisfied | Satisfied | Neutral | Dissatisfi-<br>ed | Very<br>Dissatisfi-<br>ed | Don't<br>Know |
|---|-------------------|-----------|---------|-------------------|---------------------------|---------------|
| Q13a. Process for obtaining permits for construction or renovation                    | 8.3%              | 17.6%     | 20.3%   | 16.9%             | 7.8%                      | 29.2%         |
| Q13b. Process for conducting inspections for construction or renovation               | 9.8%              | 17.2%     | 23.1%   | 12.7%             | 5.6%                      | 31.6%         |
| Q13c. Effectiveness of City efforts to revitalize low-income areas                    | 8.5%              | 20.3%     | 25.5%   | 14.0%             | 7.3%                      | 24.4%         |
| Q13d. Importance of sustainable construction (materials, energy and water efficiency) | 10.1%             | 22.3%     | 26.9%   | 7.6%              | 4.2%                      | 28.9%         |
| Q13e. Importance of historic preservation in the City                                 | 16.4%             | 34.3%     | 24.5%   | 6.8%              | 3.4%                      | 14.7%         |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q13. 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." (without "don't know")**

(N=600)

|   | Very<br>Satisfied | Satisfied | Neutral | Dissatisfi-<br>ed | Very<br>Dissatisfi-<br>ed |
|---|-------------------|-----------|---------|-------------------|---------------------------|
| Q13a. Process for obtaining permits for construction or renovation                    | 11.7%             | 24.8%     | 28.6%   | 23.9%             | 11.0%                     |
| Q13b. Process for conducting inspections for construction or renovation               | 14.3%             | 25.2%     | 33.8%   | 18.5%             | 8.1%                      |
| Q13c. Effectiveness of City efforts to revitalize low-income areas                    | 11.2%             | 26.8%     | 33.8%   | 18.6%             | 9.6%                      |
| Q13d. Importance of sustainable construction (materials, energy and water efficiency) | 14.3%             | 31.4%     | 37.8%   | 10.7%             | 5.9%                      |
| Q13e. Importance of historic preservation in the City                                 | 19.2%             | 40.2%     | 28.7%   | 7.9%              | 4.0%                      |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q14. 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."**

(N=600)

|  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q14a. Maintenance of City parks  | 24.5%          | 47.0%     | 16.4%   | 3.5%         | 1.7%              | 6.9%       |
| Q14b. Proximity of your home to City parks                                 | 28.4%          | 46.3%     | 12.7%   | 4.7%         | 2.4%              | 5.6%       |
| Q14c. Quality of athletic fields   | 20.5%          | 36.7%     | 16.9%   | 3.4%         | 1.7%              | 20.8%      |
| Q14d. Quantity of athletic fields  | 17.6%          | 33.1%     | 19.1%   | 6.1%         | 2.2%              | 22.0%      |
| Q14e. Availability of information about City parks and recreation programs | 16.7%          | 33.8%     | 23.3%   | 8.1%         | 3.5%              | 14.5%      |
| Q14f. Variety of parks programs  | 16.4%          | 28.7%     | 22.3%   | 5.6%         | 2.4%              | 24.7%      |
| Q14g. Cost of parks programs and facility fees                             | 14.4%          | 24.8%     | 22.0%   | 6.1%         | 2.4%              | 30.4%      |
| Q14h. The City's youth athletic programs                                   | 12.2%          | 20.4%     | 16.7%   | 4.6%         | 1.9%              | 44.3%      |
| Q14i. The City's adult athletic programs                                   | 10.3%          | 20.1%     | 19.6%   | 5.7%         | 2.2%              | 42.1%      |
| Q14j. City special events and festivals                                    | 21.3%          | 36.0%     | 22.0%   | 5.1%         | 1.4%              | 14.4%      |
| Q14k. Ease of registering for programs                                     | 13.7%          | 20.9%     | 21.1%   | 3.9%         | 1.9%              | 38.5%      |
| Q14l. Availability of green space near your home                           | 17.4%          | 34.6%     | 20.9%   | 10.8%        | 5.7%              | 10.5%      |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q14. 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." (without "don't know")**

(N=600)

|  | Very<br>Satisfied | Satisfied | Neutral | Dissatisfi-<br>ed | Very<br>Dissatisfi-<br>ed |
|--|-------------------|-----------|---------|-------------------|---------------------------|
| Q14a. Maintenance of City parks  | 26.3%             | 50.5%     | 17.6%   | 3.8%              | 1.8%                      |
| Q14b. Proximity of your home to City parks                                 | 30.1%             | 49.0%     | 13.4%   | 5.0%              | 2.5%                      |
| Q14c. Quality of athletic fields   | 25.9%             | 46.4%     | 21.4%   | 4.3%              | 2.1%                      |
| Q14d. Quantity of athletic fields  | 22.5%             | 42.4%     | 24.5%   | 7.8%              | 2.8%                      |
| Q14e. Availability of information about City parks and recreation programs | 19.6%             | 39.5%     | 27.3%   | 9.5%              | 4.2%                      |
| Q14f. Variety of parks programs  | 21.7%             | 38.1%     | 29.6%   | 7.4%              | 3.1%                      |
| Q14g. Cost of parks programs and facility fees                             | 20.6%             | 35.7%     | 31.6%   | 8.7%              | 3.4%                      |
| Q14h. The City's youth athletic programs                                   | 21.8%             | 36.7%     | 30.0%   | 8.2%              | 3.3%                      |
| Q14i. The City's adult athletic programs                                   | 17.8%             | 34.7%     | 33.8%   | 9.9%              | 3.8%                      |
| Q14j. City special events and festivals                                    | 24.9%             | 42.0%     | 25.6%   | 5.9%              | 1.6%                      |
| Q14k. Ease of registering for programs                                     | 22.3%             | 34.1%     | 34.3%   | 6.3%              | 3.0%                      |
| Q14l. Availability of green space near your home                           | 19.4%             | 38.7%     | 23.4%   | 12.1%             | 6.4%                      |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## **Q15. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?**

| Q15. Top Choice                             | Number | Percent |
|---|--------|---------|
| Maintenance of City parks                   | 137    | 22.8 %  |
| Proximity of your home to City parks        | 18     | 3.0 %   |
| Quality of athletic fields                  | 13     | 2.2 %   |
| Quantity of athletic fields                 | 8      | 1.3 %   |
| Availability of information parks/rec prog. | 38     | 6.3 %   |
| Variety of parks programs                   | 20     | 3.3 %   |
| Cost of parks programs and facility fees    | 28     | 4.7 %   |
| The City's youth athletic programs          | 31     | 5.2 %   |
| The City's adult athletic programs          | 17     | 2.8 %   |
| City special events and festivals           | 32     | 5.3 %   |
| Ease of registering for programs            | 5      | 0.8 %   |
| Availability of green space near your home  | 60     | 10.0 %  |
| None chosen                                 | 193    | 32.2 %  |
| Total                                       | 600    | 100.0 % |

## **Q15. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?**

| Q15. 2nd Choice                             | Number | Percent |
|---|--------|---------|
| Maintenance of City parks                   | 39     | 6.5 %   |
| Proximity of your home to City parks        | 25     | 4.2 %   |
| Quality of athletic fields                  | 30     | 5.0 %   |
| Quantity of athletic fields                 | 20     | 3.3 %   |
| Availability of information parks/rec prog. | 38     | 6.3 %   |
| Variety of parks programs                   | 42     | 7.0 %   |
| Cost of parks programs and facility fees    | 34     | 5.7 %   |
| The City's youth athletic programs          | 25     | 4.2 %   |
| The City's adult athletic programs          | 26     | 4.3 %   |
| City special events and festivals           | 39     | 6.5 %   |
| Ease of registering for programs            | 13     | 2.2 %   |
| Availability of green space near your home  | 29     | 4.8 %   |
| None chosen                                 | 240    | 40.0 %  |
| Total                                       | 600    | 100.0 % |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q15. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?**

| Q15. 3rd Choice                             | Number     | Percent        |
|---|------------|----------------|
| Maintenance of City parks                   | 31         | 5.2 %          |
| Proximity of your home to City parks        | 15         | 2.5 %          |
| Quality of athletic fields                  | 12         | 2.0 %          |
| Quantity of athletic fields                 | 15         | 2.5 %          |
| Availability of information parks/rec prog. | 37         | 6.2 %          |
| Variety of parks programs                   | 36         | 6.0 %          |
| Cost of parks programs and facility fees    | 24         | 4.0 %          |
| The City's youth athletic programs          | 23         | 3.8 %          |
| The City's adult athletic programs          | 19         | 3.2 %          |
| City special events and festivals           | 46         | 7.7 %          |
| Ease of registering for programs            | 17         | 2.8 %          |
| Availability of green space near your home  | 37         | 6.2 %          |
| None chosen                                 | 288        | 48.0 %         |
| <b>Total</b>                                | <b>600</b> | <b>100.0 %</b> |

**Q15. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?**

| Q15. Top Choice                             | Number      | Percent |
|---|-------------|---------|
| Maintenance of City parks                   | 207         | 34.5 %  |
| Proximity of your home to City parks        | 58          | 9.7 %   |
| Quality of athletic fields                  | 55          | 9.2 %   |
| Quantity of athletic fields                 | 43          | 7.2 %   |
| Availability of information parks/rec prog. | 113         | 18.8 %  |
| Variety of parks programs                   | 98          | 16.3 %  |
| Cost of parks programs and facility fees    | 86          | 14.3 %  |
| The City's youth athletic programs          | 79          | 13.2 %  |
| The City's adult athletic programs          | 62          | 10.3 %  |
| City special events and festivals           | 117         | 19.5 %  |
| Ease of registering for programs            | 35          | 5.8 %   |
| Availability of green space near your home  | 126         | 21.0 %  |
| None chosen                                 | 193         | 32.2 %  |
| <b>Total</b>                                | <b>1272</b> |         |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q16. 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."**

(N=600)

|  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q16a. Overall quality of drinking water          | 16.0%          | 40.7%     | 19.6%   | 12.0%        | 7.9%              | 3.7%       |
| Q16b. Prevention of tidal-related flooding       | 8.1%           | 20.1%     | 25.3%   | 19.3%        | 12.5%             | 14.7%      |
| Q16c. Prevention of storm water-related flooding | 7.9%           | 21.8%     | 25.3%   | 20.9%        | 12.7%             | 11.3%      |
| Q16d. Cleanliness of waterways near your home    | 11.0%          | 28.5%     | 26.5%   | 16.6%        | 7.9%              | 9.5%       |
| Q16e. Quality of sewer (wastewater) services     | 15.9%          | 38.5%     | 25.2%   | 6.1%         | 5.1%              | 9.3%       |
| Q16f. Residential garbage collection             | 36.7%          | 43.4%     | 10.5%   | 4.4%         | 1.7%              | 3.4%       |
| Q16g. Residential bulk trash collection          | 38.3%          | 40.7%     | 11.5%   | 2.9%         | 1.7%              | 4.9%       |
| Q16h. Residential recycling services             | 39.4%          | 40.9%     | 10.8%   | 2.9%         | 1.5%              | 4.4%       |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q16. 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." (without "don't know")**

(N=600)

|  | Very<br>Satisfied | Satisfied | Neutral | Dissatisfi-<br>ed | Very<br>Dissatisfied |
|--|-------------------|-----------|---------|-------------------|----------------------|
| Q16a. Overall quality of drinking water          | 16.7%             | 42.3%     | 20.4%   | 12.5%             | 8.2%                 |
| Q16b. Prevention of tidal-related flooding       | 9.5%              | 23.6%     | 29.7%   | 22.6%             | 14.7%                |
| Q16c. Prevention of storm water-related flooding | 9.0%              | 24.6%     | 28.6%   | 23.6%             | 14.3%                |
| Q16d. Cleanliness of waterways near your home    | 12.1%             | 31.5%     | 29.3%   | 18.3%             | 8.8%                 |
| Q16e. Quality of sewer (wastewater) services     | 17.5%             | 42.5%     | 27.7%   | 6.7%              | 5.6%                 |
| Q16f. Residential garbage collection             | 37.9%             | 44.9%     | 10.8%   | 4.5%              | 1.7%                 |
| Q16g. Residential bulk trash collection          | 40.3%             | 42.8%     | 12.1%   | 3.0%              | 1.8%                 |
| Q16h. Residential recycling services             | 41.2%             | 42.8%     | 11.3%   | 3.0%              | 1.6%                 |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## **Q17. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?**

| <u>Q17. Top Choice</u>                     | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Overall quality of drinking water          | 162           | 27.0 %         |
| Prevention of tidal-related flooding       | 121           | 20.2 %         |
| Prevention of storm water-related flooding | 56            | 9.3 %          |
| Cleanliness of waterways near your home    | 32            | 5.3 %          |
| Quality of sewer (wastewater) services     | 17            | 2.8 %          |
| Residential garbage collection             | 20            | 3.3 %          |
| Residential bulk trash collection          | 18            | 3.0 %          |
| Residential recycling services             | 29            | 4.8 %          |
| <u>None chosen</u>                         | <u>145</u>    | <u>24.2 %</u>  |
| Total                                      | 600           | 100.0 %        |

## **Q17. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?**

| <u>Q17. 2nd Choice</u>                     | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Overall quality of drinking water          | 33            | 5.5 %          |
| Prevention of tidal-related flooding       | 82            | 13.7 %         |
| Prevention of storm water-related flooding | 141           | 23.5 %         |
| Cleanliness of waterways near your home    | 75            | 12.5 %         |
| Quality of sewer (wastewater) services     | 33            | 5.5 %          |
| Residential garbage collection             | 16            | 2.7 %          |
| Residential bulk trash collection          | 16            | 2.7 %          |
| Residential recycling services             | 15            | 2.5 %          |
| <u>None chosen</u>                         | <u>189</u>    | <u>31.5 %</u>  |
| Total                                      | 600           | 100.0 %        |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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### **Q17. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?**

| <u>Q17. 3rd Choice</u>                     | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Overall quality of drinking water          | 60            | 10.0 %         |
| Prevention of tidal-related flooding       | 32            | 5.3 %          |
| Prevention of storm water-related flooding | 82            | 13.7 %         |
| Cleanliness of waterways near your home    | 81            | 13.5 %         |
| Quality of sewer (wastewater) services     | 32            | 5.3 %          |
| Residential garbage collection             | 20            | 3.3 %          |
| Residential bulk trash collection          | 14            | 2.3 %          |
| Residential recycling services             | 36            | 6.0 %          |
| None chosen                                | 243           | 40.5 %         |
| Total                                      | 600           | 100.0 %        |

### **Q17. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of top three choices)**

| <u>Q17. Top Choice</u>                     | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Overall quality of drinking water          | 255           | 42.5 %         |
| Prevention of tidal-related flooding       | 235           | 39.2 %         |
| Prevention of storm water-related flooding | 279           | 46.5 %         |
| Cleanliness of waterways near your home    | 188           | 31.3 %         |
| Quality of sewer (wastewater) services     | 82            | 13.7 %         |
| Residential garbage collection             | 56            | 9.3 %          |
| Residential bulk trash collection          | 48            | 8.0 %          |
| Residential recycling services             | 80            | 13.3 %         |
| None chosen                                | 145           | 24.2 %         |
| Total                                      | 1368          |                |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q18. 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:**

(N=600)

|   | Strongly<br>Agree | Agree | Neutral | Disagree | Strongly<br>Disagree | Don't<br>Know |
|---|-------------------|-------|---------|----------|----------------------|---------------|
| Q18a. Amount of tree canopy coverage  | 15.4%             | 30.8% | 23.4%   | 13.2%    | 4.1%                 | 13.2%         |
| Q18b. The single stream recycling program has reduced my household garbage disposal | 32.1%             | 30.9% | 16.8%   | 4.2%     | 1.4%                 | 14.6%         |
| Q18c. I am informed about local climate change issues                               | 19.2%             | 29.5% | 21.4%   | 13.9%    | 5.8%                 | 10.3%         |
| Q18d. I have observed coastal water level increases                                 | 27.7%             | 32.1% | 14.7%   | 6.8%     | 4.2%                 | 14.4%         |
| Q18e. I have observed increased flooding  | 26.9%             | 33.9% | 14.2%   | 8.5%     | 5.8%                 | 10.7%         |
| Q18f. I have observed increased weather temperatures                                | 21.0%             | 29.0% | 25.8%   | 8.0%     | 6.3%                 | 10.0%         |
| Q18g. My household is energy efficient  | 20.1%             | 39.8% | 23.5%   | 9.0%     | 2.7%                 | 4.9%          |
| Q18h. My household is water efficient   | 20.8%             | 42.9% | 20.7%   | 8.1%     | 2.2%                 | 5.3%          |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q18. 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: (without "don't know")**

(N=600)

|   | Strongly<br>Agree | Agree | Neutral | Disagree | Strongly<br>Disagree |
|---|-------------------|-------|---------|----------|----------------------|
| Q18a. Amount of tree canopy coverage  | 17.7%             | 35.5% | 26.9%   | 15.2%    | 4.7%                 |
| Q18b. The single stream recycling program has reduced my household garbage disposal | 37.6%             | 36.2% | 19.7%   | 5.0%     | 1.6%                 |
| Q18c. I am informed about local climate change issues                               | 21.4%             | 32.9% | 23.8%   | 15.5%    | 6.4%                 |
| Q18d. I have observed coastal water level increases                                 | 32.4%             | 37.5% | 17.2%   | 7.9%     | 4.9%                 |
| Q18e. I have observed increased flooding  | 30.2%             | 38.0% | 15.9%   | 9.5%     | 6.5%                 |
| Q18f. I have observed increased weather temperatures                                | 23.4%             | 32.2% | 28.6%   | 8.9%     | 7.0%                 |
| Q18g. My household is energy efficient  | 21.2%             | 41.8% | 24.7%   | 9.4%     | 2.8%                 |
| Q18h. My household is water efficient   | 22.0%             | 45.3% | 21.8%   | 8.6%     | 2.3%                 |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q19. 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."**

(N=600)

|  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q19a. Ease of access to information about City services                                | 15.1%          | 35.4%     | 27.7%   | 10.3%        | 2.5%              | 9.0%       |
| Q19b. Opportunities to participate in local government (advisory boards, volunteering) | 10.5%          | 25.5%     | 27.7%   | 11.7%        | 3.7%              | 20.8%      |
| Q19c. Quality of www.fortlauderdale.gov  | 13.8%          | 32.1%     | 24.1%   | 3.6%         | 1.0%              | 25.5%      |

**Q19. 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." (without "don't know")**

(N=600)

|  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q19a. Ease of access to information about City services                                | 16.5%          | 38.8%     | 30.5%   | 11.3%        | 2.8%              |
| Q19b. Opportunities to participate in local government (advisory boards, volunteering) | 13.2%          | 32.3%     | 35.0%   | 14.7%        | 4.7%              |
| Q19c. Quality of www.fortlauderdale.gov  | 18.5%          | 43.1%     | 32.3%   | 4.8%         | 1.4%              |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## **Q20. Which of the following are your primary sources of information about City issues, services, and events?**

Q20. Which of the following are your primary sources of information about City issues, services, and events

|                          | Number | Percent |
|--------------------------|--------|---------|
| G=Television News        | 317    | 52.8 %  |
| A=www.fortlauderdale.gov | 270    | 45.0 %  |
| J=Major Newspaper        | 240    | 40.0 %  |
| L=HOA Newsletter         | 199    | 33.2 %  |
| E=City Newsletter        | 197    | 32.8 %  |
| K=Community Newspaper    | 150    | 25.0 %  |
| M=HOA ASSN mtg           | 109    | 18.2 %  |
| I=Radio                  | 94     | 15.7 %  |
| F=TV-78                  | 68     | 11.3 %  |
| D=Email Subscription     | 54     | 9.0 %   |
| H=City Hall              | 48     | 8.0 %   |
| C=Facebook               | 26     | 4.3 %   |
| Z=None chosen            | 17     | 2.8 %   |
| B=Twitter                | 9      | 1.5 %   |
| Total                    | 1798   |         |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## Q20g. Television/News - Which ones?

| Q20g. Television/News (which ones) | Number | Percent |
|------------------------------------|--------|---------|
| Channels 4,6,7 and 10              | 1      | 0.5 %   |
| CHANNEL 4                          | 2      | 0.9 %   |
| CHANNEL 10                         | 5      | 2.4 %   |
| tv 6-4-10 & CNN                    | 1      | 0.5 %   |
| NBC, CBS                           | 2      | 0.9 %   |
| WTVJD                              | 1      | 0.5 %   |
| Channel 6 (on cable)               | 1      | 0.5 %   |
| CHANNEL 7,10,4                     | 1      | 0.5 %   |
| CHANNEL 4,7 AND 10                 | 1      | 0.5 %   |
| SUN SENTINEL                       | 1      | 0.5 %   |
| CHANNEL 4,10                       | 1      | 0.5 %   |
| CHANNEL 7 & 10                     | 1      | 0.5 %   |
| CBS                                | 2      | 0.9 %   |
| 10                                 | 8      | 3.8 %   |
| 4 & 6                              | 1      | 0.5 %   |
| 7, 4, 10                           | 2      | 0.9 %   |
| 7                                  | 14     | 6.6 %   |
| CBS 4                              | 1      | 0.5 %   |
| WSVN CH 7; CH 10                   | 1      | 0.5 %   |
| 4,7,10                             | 6      | 2.8 %   |
| NBC                                | 5      | 2.4 %   |
| WSVN                               | 3      | 1.4 %   |
| 4                                  | 3      | 1.4 %   |
| 4,6,7,10                           | 3      | 1.4 %   |
| NBC & CBS                          | 1      | 0.5 %   |
| ALL                                | 3      | 1.4 %   |
| 10,6 & 4                           | 1      | 0.5 %   |
| 4 & 10                             | 3      | 1.4 %   |
| CBS/ABC                            | 1      | 0.5 %   |
| 2                                  | 1      | 0.5 %   |
| 4/6/7/10                           | 1      | 0.5 %   |
| 6 NBC                              | 1      | 0.5 %   |
| 4,7                                | 1      | 0.5 %   |
| 6 & 4                              | 1      | 0.5 %   |
| 4, 6                               | 1      | 0.5 %   |
| 7, 4                               | 1      | 0.5 %   |
| NBC/CBS/ABC                        | 1      | 0.5 %   |
| 10 & 7                             | 1      | 0.5 %   |
| CHANNELS 10 & 4                    | 1      | 0.5 %   |
| CH 10                              | 2      | 0.9 %   |
| CH 7                               | 3      | 1.4 %   |
| CHANNEL 6, 4, 10                   | 1      | 0.5 %   |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## Q20g. Television/News - Which ones?

| Q20g. Television/News (which ones) | Number | Percent |
|------------------------------------|--------|---------|
| 6                                  | 3      | 1.4 %   |
| LOCAL 10 WFLG                      | 1      | 0.5 %   |
| LOCAL                              | 3      | 1.4 %   |
| 4, 10                              | 1      | 0.5 %   |
| 4,10                               | 1      | 0.5 %   |
| ABC 10                             | 3      | 1.4 %   |
| LOCAL CHANNELS                     | 1      | 0.5 %   |
| CBS, ABC, FOX                      | 1      | 0.5 %   |
| 4,7,10,14                          | 1      | 0.5 %   |
| 7,6,4,10,32                        | 1      | 0.5 %   |
| FOX, NBC, CBS                      | 1      | 0.5 %   |
| 4,6,7,10,63                        | 1      | 0.5 %   |
| 4,6,10                             | 3      | 1.4 %   |
| NBC, CBS, ABC                      | 1      | 0.5 %   |
| 4,6,7,10 LOCAL                     | 1      | 0.5 %   |
| CHANNEL 6                          | 1      | 0.5 %   |
| MAJOR NETWORK                      | 1      | 0.5 %   |
| 7,10                               | 1      | 0.5 %   |
| 6,4,10,7                           | 1      | 0.5 %   |
| CH 7, 10                           | 1      | 0.5 %   |
| CH 6 & 7                           | 1      | 0.5 %   |
| ABC                                | 4      | 1.9 %   |
| CH 6                               | 2      | 0.9 %   |
| WSUN 7                             | 1      | 0.5 %   |
| WSVN 7                             | 2      | 0.9 %   |
| CBS CHT                            | 1      | 0.5 %   |
| CBS, ABC, NBC                      | 1      | 0.5 %   |
| CHANNELS 4, 7, 10                  | 1      | 0.5 %   |
| 6 & 10                             | 1      | 0.5 %   |
| 6,7                                | 1      | 0.5 %   |
| BOTH                               | 1      | 0.5 %   |
| CHANNEL 7                          | 4      | 1.9 %   |
| CHANNELS 4, 7, 19                  | 1      | 0.5 %   |
| 7, 10                              | 1      | 0.5 %   |
| CHANNELS 6, 10, 7                  | 1      | 0.5 %   |
| 10 & 4                             | 1      | 0.5 %   |
| ABC, NBC                           | 1      | 0.5 %   |
| LOCAL 10                           | 2      | 0.9 %   |
| 7,4,10                             | 1      | 0.5 %   |
| CH 4                               | 1      | 0.5 %   |
| NBC/ABC                            | 1      | 0.5 %   |
| 7 & 11                             | 1      | 0.5 %   |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## **Q20g. Television/News - Which ones?**

| <u>Q20g. Television/News (which ones)</u>        | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| 10, 7, 4   | 1             | 0.5 %          |
| CHANNEL 7 OR 10                                  | 1             | 0.5 %          |
| 10-Jul   | 1             | 0.5 %          |
| CHANNEL 4 & 10                                   | 1             | 0.5 %          |
| TV: 7, 6   | 1             | 0.5 %          |
| Ch.7   | 3             | 1.4 %          |
| TV: 10, 7, 6, 4                                  | 1             | 0.5 %          |
| All local stations                               | 1             | 0.5 %          |
| ABC, NBC, CBS                                    | 1             | 0.5 %          |
| Channel 4  | 3             | 1.4 %          |
| Chanel 4, 7, 29                                  | 1             | 0.5 %          |
| TV: 4, 10, &7                                    | 1             | 0.5 %          |
| Channels 4, 10                                   | 1             | 0.5 %          |
| Channel 10                                       | 6             | 2.8 %          |
| Channel 14                                       | 2             | 0.9 %          |
| Channel ABC, NBC and CBS                         | 1             | 0.5 %          |
| CNN, Channel 10, Channel 7, Channel 5, Channel 4 | 1             | 0.5 %          |
| Channel 6 and 4 and 10                           | 1             | 0.5 %          |
| Channel 7  | 6             | 2.8 %          |
| Channel 7 & 10                                   | 1             | 0.5 %          |
| ch.10, ch.6                                      | 1             | 0.5 %          |
| local news stations in Spanish?                  | 1             | 0.5 %          |
| Channel Univision                                | 1             | 0.5 %          |
| Channel 7 and 10                                 | 2             | 0.9 %          |
| Channel 10 and 4                                 | 2             | 0.9 %          |
| Channel 10,7,4,6;                                | 1             | 0.5 %          |
| Any channel                                      | 1             | 0.5 %          |
| Channel 10,                                      | 1             | 0.5 %          |
| Channel 4, 7 and 10                              | 1             | 0.5 %          |
| 4,7,10 ABC, CBS WSVN.                            | 1             | 0.5 %          |
| CABLE 16   | 1             | 0.5 %          |
| Ch4,5,7  | 1             | 0.5 %          |
| channel 4  | 1             | 0.5 %          |
| Local TV   | 1             | 0.5 %          |
| channel 10                                       | 2             | 0.9 %          |
| 4 NEWS   | 1             | 0.5 %          |
| Local 7 news                                     | 1             | 0.5 %          |
| Ch 4, 6, 7, 10                                   | 1             | 0.5 %          |
| Channel 7 & 4                                    | 1             | 0.5 %          |
| 7, 4, 5, 10, channel news                        | 1             | 0.5 %          |
| 14   | 1             | 0.5 %          |
| Ch 6, 10   | 1             | 0.5 %          |
| <b>Total</b>                                     | <b>211</b>    | <b>100.0 %</b> |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## Q20i. Radio - Which ones?

| <u>Q20i. Radio (which ones)</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------|---------------|----------------|
| 1.27 97.7                       | 1             | 1.7 %          |
| WIOD                            | 1             | 1.7 %          |
| 105 FM                          | 2             | 3.4 %          |
| NPR                             | 5             | 8.5 %          |
| KISS                            | 1             | 1.7 %          |
| WFTL                            | 1             | 1.7 %          |
| 101.5                           | 2             | 3.4 %          |
| HOT 105                         | 3             | 5.1 %          |
| ALL                             | 1             | 1.7 %          |
| WIOD 610 AM                     | 3             | 5.1 %          |
| 99 JAMZ                         | 1             | 1.7 %          |
| WPLG/WLRN                       | 1             | 1.7 %          |
| AM 610                          | 1             | 1.7 %          |
| NPR LOCAL                       | 1             | 1.7 %          |
| 93.9                            | 1             | 1.7 %          |
| WNPR PUBLIC RADIO               | 1             | 1.7 %          |
| 99.9                            | 1             | 1.7 %          |
| 105.9                           | 3             | 5.1 %          |
| 105.1                           | 2             | 3.4 %          |
| HOT 105 WEDR 99.1               | 1             | 1.7 %          |
| LITE 105                        | 1             | 1.7 %          |
| 107.9; 99.9                     | 1             | 1.7 %          |
| WAVS 117 AM                     | 1             | 1.7 %          |
| NPR/PRI                         | 1             | 1.7 %          |
| NPR/WLRN                        | 1             | 1.7 %          |
| 610 WIOD                        | 1             | 1.7 %          |
| WLRN                            | 1             | 1.7 %          |
| WAVS                            | 1             | 1.7 %          |
| 102.7                           | 1             | 1.7 %          |
| WSPN                            | 1             | 1.7 %          |
| 97.3                            | 2             | 3.4 %          |
| 1170 AM                         | 1             | 1.7 %          |
| 99 JAMZ, HOT 105                | 1             | 1.7 %          |
| Hot 105                         | 4             | 6.8 %          |
| Radio: 99 Jam & Hot 105         | 1             | 1.7 %          |
| wdxy radio                      | 1             | 1.7 %          |
| 105 fm                          | 1             | 1.7 %          |
| Hot 105,99.1                    | 1             | 1.7 %          |
| 91.3                            | 1             | 1.7 %          |
| 99 Jams                         | 1             | 1.7 %          |
| 610 AM                          | 1             | 1.7 %          |
| SATALITE                        | 1             | 1.7 %          |
| Total                           | 59            | 100.0 %        |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## **Q20j. Major Newspapers - Which ones?**

| Q20j. Major Newspaper (which ones)                    | Number     | Percent        |
|---|------------|----------------|
| Sun-Sentinel, Lauderdale Beach Homeowners Association | 1          | 0.5 %          |
| Sun-Sentinel  | 166        | 86.0 %         |
| SUN SENTINAL AND CONDO NEWS                           | 1          | 0.5 %          |
| Sun Centinal-Miami Harold-NY Times/                   | 1          | 0.5 %          |
| SUN STAR  | 1          | 0.5 %          |
| HERALD  | 4          | 2.1 %          |
| MIAMI HERALD  | 6          | 3.1 %          |
| SUN SENTINEL/PELICAN                                  | 1          | 0.5 %          |
| SUN SENTINEL; NYT; WSJ                                | 1          | 0.5 %          |
| SUN SENTINEL/MIAMI HERALD                             | 1          | 0.5 %          |
| SUN SENTINEL; HERALD                                  | 1          | 0.5 %          |
| SUN TRUST   | 1          | 0.5 %          |
| CITY  | 1          | 0.5 %          |
| Miami Hearald   | 1          | 0.5 %          |
| SUN SENTINEL AND MIAMI HERALD                         | 2          | 1.0 %          |
| ABC, Sun Setinel                                      | 1          | 0.5 %          |
| HEARALD   | 1          | 0.5 %          |
| the east sider newspapers                             | 1          | 0.5 %          |
| WESTSIDE GAZETTE                                      | 1          | 0.5 %          |
| <b>Total</b>  | <b>193</b> | <b>100.0 %</b> |

## **Q21. Have you contacted the City during the past year?**

| Q21. Have you contacted the City during the past year? | Number     | Percent        |
|--|------------|----------------|
| Yes  | 305        | 50.8 %         |
| No   | 284        | 47.3 %         |
| Not provided   | 11         | 1.8 %          |
| <b>Total</b>   | <b>600</b> | <b>100.0 %</b> |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q21a-f. Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees on the following behaviors:**

(N=305)

|  | Always | Usually | Sometim-<br>es | Seldom | Never | Don't<br>Know |
|--|--------|---------|----------------|--------|-------|---------------|
| Q21a. It was easy to find someone to address my request    | 25.9%  | 30.8%   | 23.9%          | 12.5%  | 5.6%  | 1.3%          |
| Q21b. The Fort Lauderdale employee went the extra mile     | 21.0%  | 23.6%   | 21.6%          | 19.0%  | 11.8% | 3.0%          |
| Q21c. The response time was reasonable                     | 23.4%  | 29.7%   | 24.8%          | 8.3%   | 11.6% | 2.3%          |
| Q21d. I was able to get my question/concern resolved       | 25.6%  | 27.9%   | 20.7%          | 11.8%  | 12.1% | 2.0%          |
| Q21e. Fort Lauderdale employees are courteous/professional | 30.5%  | 29.2%   | 24.6%          | 9.8%   | 3.6%  | 2.3%          |
| Q21f. I was satisfied with my experience                   | 23.9%  | 27.2%   | 23.9%          | 13.1%  | 10.5% | 1.3%          |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q21a-f. Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees on the following behaviors: (without "don't know")**

(N=305)

|  | Always | Usually | Sometim-<br>es | Seldom | Never |
|--|--------|---------|----------------|--------|-------|
| Q21a. It was easy to find someone to address my request    | 26.2%  | 31.2%   | 24.3%          | 12.6%  | 5.6%  |
| Q21b. The Fort Lauderdale employee went the extra mile     | 21.6%  | 24.3%   | 22.3%          | 19.6%  | 12.2% |
| Q21c. The response time was reasonable                     | 24.0%  | 30.4%   | 25.3%          | 8.4%   | 11.8% |
| Q21d. I was able to get my question/<br>concern resolved   | 26.1%  | 28.4%   | 21.1%          | 12.0%  | 12.4% |
| Q21e. Fort Lauderdale employees are courteous/professional | 31.2%  | 29.9%   | 25.2%          | 10.1%  | 3.7%  |
| Q21f. I was satisfied with my experience                   | 24.3%  | 27.6%   | 24.3%          | 13.3%  | 10.6% |

**Q22. Have you ever contacted our 24-hour Customer Service Center (954-828-8000)?**

| Q22. Have you ever contacted our 24-hour Customer Service Center (954-828-8000)? | Number | Percent |
|--|--------|---------|
| Yes  | 108    | 18.0 %  |
| No   | 483    | 80.5 %  |
| Not provided   | 9      | 1.5 %   |
| Total  | 600    | 100.0 % |

**Q22a.How would you rate your experience?**

| Q22a. How would you rate your experience? | Number | Percent |
|---|--------|---------|
| Excellent                                 | 31     | 28.7 %  |
| Good                                      | 53     | 49.1 %  |
| Not sure                                  | 6      | 5.6 %   |
| Poor                                      | 18     | 16.7 %  |
| Total                                     | 108    | 100.0 % |

**Q23. Have you ever contacted our Utility Billing Office (954-828-5150)?**

| Q23. Have you ever contacted our Utility Billing Office (954-828-5150)? | Number | Percent |
|---|--------|---------|
| Yes   | 251    | 41.8 %  |
| No  | 336    | 56.0 %  |
| Not provided  | 13     | 2.2 %   |
| Total   | 600    | 100.0 % |

**Q23a. How would you rate your experience?**

| Q23a. How would you rate your experience? | Number | Percent |
|---|--------|---------|
| Excellent                                 | 74     | 29.5 %  |
| Good                                      | 114    | 45.4 %  |
| Not sure                                  | 24     | 9.6 %   |
| Poor                                      | 39     | 15.5 %  |
| Total                                     | 251    | 100.0 % |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q24. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live in Fort Lauderdale?**

(N=600)

|  | Very<br>Important | Somewhat<br>Important | Not sure | Unimporta-<br>nt |
|--|-------------------|-----------------------|----------|------------------|
| Q24a. Sense of belonging to the community                        | 34.3%             | 37.8%                 | 12.0%    | 15.9%            |
| Q24b. Access to the S. Florida region                            | 46.2%             | 33.1%                 | 10.7%    | 10.0%            |
| Q24c. Quality of public schools                                  | 39.8%             | 19.0%                 | 12.2%    | 29.0%            |
| Q24d. Employment opportunities                                   | 50.3%             | 22.7%                 | 12.2%    | 14.8%            |
| Q24e. Affordability of housing                                   | 48.0%             | 29.3%                 | 8.9%     | 13.9%            |
| Q24f. Access to quality shopping                                 | 45.0%             | 35.6%                 | 7.4%     | 12.0%            |
| Q24g. Availability of parks and recreation                       | 45.4%             | 36.3%                 | 6.4%     | 11.9%            |
| Q24h. Near family or friends                                     | 47.3%             | 28.3%                 | 9.0%     | 15.4%            |
| Q24i. Safety and security  | 67.2%             | 22.4%                 | 5.5%     | 4.9%             |
| Q24j. Availability of transportation options                     | 35.6%             | 29.6%                 | 12.5%    | 22.2%            |
| Q24k. Availability of cultural activities and the arts           | 45.2%             | 33.5%                 | 7.9%     | 13.4%            |
| Q24l. Access to restaurants/entertainment                        | 56.0%             | 31.1%                 | 5.4%     | 7.6%             |
| Q24m. Location of College, University or Vocational Institutions | 29.4%             | 29.7%                 | 13.6%    | 27.2%            |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## **Q24. Are your needs being met?**

(N=600)

|  | Yes   | No    | Not sure/<br>Not provided |
|--|-------|-------|---------------------------|
| Q24a. Sense of belonging to the community                        | 52.2% | 19.9% | 28.0%                     |
| Q24b. Access to the S. Florida region                            | 63.1% | 6.7%  | 30.2%                     |
| Q24c. Quality of public schools                                  | 34.1% | 27.7% | 38.2%                     |
| Q24d. Employment opportunities                                   | 42.9% | 24.9% | 32.2%                     |
| Q24e. Affordability of housing                                   | 48.9% | 20.3% | 30.8%                     |
| Q24f. Access to quality shopping                                 | 62.7% | 8.1%  | 29.2%                     |
| Q24g. Availability of parks and recreation                       | 61.1% | 8.5%  | 30.4%                     |
| Q24h. Near family or friends                                     | 59.0% | 7.9%  | 33.1%                     |
| Q24i. Safety and security  | 52.3% | 17.1% | 30.6%                     |
| Q24j. Availability of transportation options                     | 45.1% | 19.8% | 35.1%                     |
| Q24k. Availability of cultural activities and the arts           | 57.2% | 11.4% | 31.4%                     |
| Q24l. Access to restaurants/entertainment                        | 64.7% | 6.3%  | 29.0%                     |
| Q24m. Location of College, University or Vocational Institutions | 51.3% | 12.4% | 36.3%                     |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q25. 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."**

(N=600)

|  | Very<br>Satisfied | Satisfied | Neutral | Dissatisfi-<br>ed | Very<br>Dissatisfi-<br>ed | Don't<br>Know |
|--|-------------------|-----------|---------|-------------------|---------------------------|---------------|
| Q25a. Availability of sidewalks in the City  | 18.4%             | 39.7%     | 17.2%   | 14.7%             | 7.3%                      | 2.7%          |
| Q25b. Condition of sidewalks   | 14.2%             | 32.6%     | 24.0%   | 17.4%             | 8.7%                      | 3.2%          |
| Q25c. Availability of greenways for walking or biking  | 13.7%             | 25.4%     | 23.7%   | 20.4%             | 10.0%                     | 6.7%          |
| Q25d. Safety of biking in the City   | 8.2%              | 18.7%     | 22.9%   | 24.7%             | 14.2%                     | 11.4%         |
| Q25e. Safety of walking in the City  | 11.7%             | 30.1%     | 28.0%   | 17.0%             | 9.0%                      | 4.2%          |
| Q25f. Availability of biking paths and amenities   | 8.7%              | 20.5%     | 22.9%   | 21.5%             | 12.2%                     | 14.2%         |
| Q25g. Availability of B-Cycle stations   | 6.9%              | 16.9%     | 23.1%   | 8.0%              | 4.8%                      | 40.3%         |
| Q25h. Availability of public transit options (Tri-Rail and Bus Service)                            | 11.9%             | 25.1%     | 27.4%   | 11.5%             | 5.5%                      | 18.6%         |
| Q25i. Availability of City mass transit (Sun Trolley)  | 11.0%             | 22.4%     | 28.4%   | 10.0%             | 5.2%                      | 23.0%         |
| Q25j. Availability of alternative public transportation such as electric golf carts or 'rickshaws' | 6.7%              | 13.0%     | 31.2%   | 9.3%              | 6.0%                      | 33.7%         |
| Q25k. Availability of public parking   | 10.0%             | 33.6%     | 27.0%   | 16.5%             | 7.8%                      | 5.0%          |
| Q25l. Availability of public parking downtown  | 8.2%              | 28.2%     | 25.9%   | 20.2%             | 10.9%                     | 6.7%          |
| Q25m. Availability of public parking at the beach  | 11.0%             | 24.0%     | 22.9%   | 22.4%             | 12.9%                     | 6.8%          |
| Q25n. Cost of public parking   | 7.5%              | 19.4%     | 22.3%   | 27.3%             | 16.2%                     | 7.2%          |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q25. 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<br>Satisfied | Satisfied | Neutral | Dissatisfi-<br>ed | Very<br>Dissatisfi-<br>ed | Don't<br>Know |
|--|-------------------|-----------|---------|-------------------|---------------------------|---------------|
| Q25o. Cost of private parking  | 5.3%              | 13.4%     | 20.4%   | 24.4%             | 21.0%                     | 15.5%         |
| Q25p. How well the traffic signal system provides for efficient traffic flow | 9.8%              | 29.7%     | 22.9%   | 17.9%             | 16.4%                     | 3.3%          |
| Q25q. Maintenance of streets in your neighborhood                            | 15.0%             | 39.6%     | 21.5%   | 12.4%             | 8.8%                      | 2.7%          |
| Q25r. Overall maintenance of street signs/pavement markings                  | 14.5%             | 40.8%     | 23.6%   | 11.4%             | 7.2%                      | 2.5%          |
| Q25s. Overall cleanliness of streets   | 16.1%             | 42.6%     | 23.7%   | 10.5%             | 5.2%                      | 1.8%          |
| Q25t. Adequacy of street lighting  | 14.4%             | 39.0%     | 22.7%   | 14.9%             | 6.9%                      | 2.2%          |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q25. 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." (without "don't know")**

(N=600)

|  | Very<br>Satisfied | Satisfied | Neutral | Dissatisfi-<br>ed | Very<br>Dissatisfi-<br>ed |
|--|-------------------|-----------|---------|-------------------|---------------------------|
| Q25a. Availability of sidewalks in the City  | 18.9%             | 40.8%     | 17.7%   | 15.1%             | 7.5%                      |
| Q25b. Condition of sidewalks   | 14.7%             | 33.6%     | 24.8%   | 17.9%             | 9.0%                      |
| Q25c. Availability of greenways for walking or biking  | 14.7%             | 27.2%     | 25.4%   | 21.9%             | 10.8%                     |
| Q25d. Safety of biking in the City   | 9.2%              | 21.1%     | 25.8%   | 27.9%             | 16.0%                     |
| Q25e. Safety of walking in the City  | 12.2%             | 31.4%     | 29.3%   | 17.8%             | 9.4%                      |
| Q25f. Availability of biking paths and amenities   | 10.1%             | 23.9%     | 26.7%   | 25.1%             | 14.2%                     |
| Q25g. Availability of B-Cycle stations   | 11.5%             | 28.3%     | 38.7%   | 13.4%             | 8.1%                      |
| Q25h. Availability of public transit options (Tri-Rail and Bus Service)                            | 14.6%             | 30.8%     | 33.7%   | 14.2%             | 6.8%                      |
| Q25i. Availability of City mass transit (Sun Trolley)  | 14.3%             | 29.1%     | 36.9%   | 13.0%             | 6.7%                      |
| Q25j. Availability of alternative public transportation such as electric golf carts or 'rickshaws' | 10.1%             | 19.6%     | 47.1%   | 14.1%             | 9.1%                      |
| Q25k. Availability of public parking   | 10.5%             | 35.3%     | 28.5%   | 17.4%             | 8.3%                      |
| Q25l. Availability of public parking downtown  | 8.8%              | 30.2%     | 27.7%   | 21.6%             | 11.6%                     |
| Q25m. Availability of public parking at the beach  | 11.8%             | 25.8%     | 24.6%   | 24.0%             | 13.8%                     |
| Q25n. Cost of public parking   | 8.1%              | 20.9%     | 24.0%   | 29.4%             | 17.5%                     |

## Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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**Q25. 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." (without "don't know")**

|  | Very<br>Satisfied | Satisfied | Neutral | Dissatisfi-<br>ed | Very<br>Dissatisfi-<br>ed |
|--|-------------------|-----------|---------|-------------------|---------------------------|
| Q25o. Cost of private parking  | 6.3%              | 15.8%     | 24.1%   | 28.9%             | 24.9%                     |
| Q25p. How well the traffic signal system provides for efficient traffic flow | 10.2%             | 30.7%     | 23.7%   | 18.5%             | 16.9%                     |
| Q25q. Maintenance of streets in your neighborhood                            | 15.4%             | 40.7%     | 22.1%   | 12.7%             | 9.1%                      |
| Q25r. Overall maintenance of street signs/pavement markings                  | 14.9%             | 41.9%     | 24.2%   | 11.7%             | 7.4%                      |
| Q25s. Overall cleanliness of streets   | 16.4%             | 43.4%     | 24.2%   | 10.7%             | 5.3%                      |
| Q25t. Adequacy of street lighting  | 14.7%             | 39.8%     | 23.2%   | 15.2%             | 7.0%                      |

**Q26. Do you or does any member of your household use public transportation?**

| Q26. Do you or does any member of your household use public transportation? | Number | Percent |
|---|--------|---------|
| Yes   | 137    | 22.8 %  |
| No  | 463    | 77.2 %  |
| Total   | 600    | 100.0 % |

**Q27. Does anyone in your household regularly ride a bicycle?**

| Q27. Does anyone in your household regularly ride a bicycle? | Number | Percent |
|--|--------|---------|
| Yes  | 247    | 41.2 %  |
| No   | 353    | 58.8 %  |
| Total  | 600    | 100.0 % |

**Q28. Of these Community Investment Plan capital projects types, which three would you select as the most important? (Sum of Top 3 Choices)**

| Q28. Top Choices   | Number | Percent |
|--|--------|---------|
| More walkable and bikeable streets                             | 357    | 59.5 %  |
| Pavement rehabilitation/roadway repairs                        | 345    | 57.5 %  |
| Wastewater collection & water distribution system improvements | 317    | 52.8 %  |
| Park renovations/improvements                                  | 207    | 34.5 %  |
| Bridge repair  | 175    | 29.2 %  |
| City facilities renovations or replacement                     | 145    | 24.2 %  |
| None chosen  | 93     | 15.5 %  |
| Total  | 1639   |         |

**Q29. If you own a home in Fort Lauderdale, 20.95% of your property tax bill goes to the City of Fort Lauderdale to fund the City's operating budget. The balance of your bill is split between the County (26.74%), the School District (37.92%), North Broward Hospital (9.54%), S. Florida Water Management (2.18%), Children Services (2.49%), and Florida Inland Navigation (.18%). 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?**

| Q29. What is your level of satisfaction with the value you receive | Number | Percent |
|--|--------|---------|
| Very Satisfied   | 58     | 9.7 %   |
| Satisfied  | 182    | 30.3 %  |
| Neutral  | 159    | 26.5 %  |
| Dissatisfied   | 85     | 14.2 %  |
| Very Dissatisfied  | 34     | 5.7 %   |
| Don't Know   | 82     | 13.7 %  |
| Total  | 600    | 100.0 % |

**Q30. Approximately how many years have you lived in the City of Fort Lauderdale?**

| Q30. Approximately how many years have you lived in the City of Fort Lauderdale? | Number | Percent |
|--|--------|---------|
| Less 5 Years   | 63     | 10.5 %  |
| 5-10 years   | 83     | 13.8 %  |
| 11-20 years  | 116    | 19.3 %  |
| 20+ years  | 333    | 55.5 %  |
| None provided  | 5      | 0.8 %   |
| Total  | 600    | 100.0 % |

# Fort Lauderdale 2012 DirectionFinder® Neighbor Survey Final Results

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## **Q31. What is your age?**

| <u>Q31. Your age:</u> | <u>Number</u> | <u>Percent</u> |
|-----------------------|---------------|----------------|
| Under 25              | 26            | 4.3 %          |
| 25 to 34              | 107           | 17.8 %         |
| 35 to 44              | 104           | 17.3 %         |
| 45 to 44              | 124           | 20.7 %         |
| 55 to 64              | 128           | 21.3 %         |
| 65+                   | 107           | 17.8 %         |
| <u>Not provided</u>   | <u>4</u>      | <u>0.7 %</u>   |
| Total                 | 600           | 100.0 %        |

## **Q32. Which of the following best describes your RACE?**

| <u>Q32. Which of the following best describes your race?</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| African American/Black                                       | 184           | 30.7 %         |
| American Indian or Alaska Native                             | 6             | 1.0 %          |
| Asian, Hawaiian or Other Pacific Islander                    | 5             | 0.8 %          |
| White  | 374           | 62.3 %         |
| Other  | 31            | 5.2 %          |
| <u>Not provided</u>  | <u>9</u>      | <u>1.5 %</u>   |
| Total  | 609           |                |

## **Q33. What is the primary language spoken in your home?**

| <u>Q33. What is the primary language spoken in your home?</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Spanish   | 39            | 6.5 %          |
| English   | 521           | 86.8 %         |
| Creole  | 15            | 2.5 %          |
| French  | 6             | 1.0 %          |
| Portuguese  | 6             | 1.0 %          |
| Other   | 9             | 1.5 %          |
| <u>Not provided</u>   | <u>4</u>      | <u>0.7 %</u>   |
| Total   | 600           | 100.0 %        |

## **Q34. Where do you plan to be living in the next 2-5 years?**

| Q34. Where do you plan to be living in the next 2-5 years? | Number | Percent |
|--|--------|---------|
| Fort Lauderdale  | 490    | 81.7 %  |
| Another city in Broward County                             | 17     | 2.8 %   |
| Another city outside Broward County in southern Florida    | 14     | 2.3 %   |
| Other  | 34     | 5.7 %   |
| Don't Know   | 45     | 7.5 %   |
| Total  | 600    | 100.0 % |

## **Q35. Would you say your total HOUSEHOLD INCOME is:**

| Q35. Would you say your total household income is: | Number | Percent |
|--|--------|---------|
| Under \$25K  | 79     | 13.2 %  |
| \$25K to \$49,999                                  | 116    | 19.3 %  |
| \$50K to \$74,999                                  | 94     | 15.7 %  |
| \$75K to \$99,999                                  | 75     | 12.5 %  |
| \$100K+  | 179    | 29.8 %  |
| Not provided                                       | 57     | 9.5 %   |
| Total  | 600    | 100.0 % |

## **Q36. Your gender:**

| Q36. Your gender: | Number | Percent |
|-------------------|--------|---------|
| Male              | 305    | 50.8 %  |
| Female            | 295    | 49.2 %  |
| Total             | 600    | 100.0 % |

**Q37. Do you own or rent your home?**

| <u>Q37. Do you own or rent your current residence?</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Own  | 430           | 71.7 %         |
| Rent   | 165           | 27.5 %         |
| Not provided   | 5             | 0.8 %          |
| Total  | 600           | 100.0 %        |

**Q38. Is your residence in Fort Lauderdale your primary or secondary residence?**

| <u>Q38. Is your residence in Fort Lauderdale your primary or secondary residence?</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Primary   | 580           | 96.7 %         |
| Secondary   | 12            | 2.0 %          |
| Not provided  | 8             | 1.3 %          |
| Total   | 600           | 100.0 %        |

**Q39. In what type of residence do you live?**

| <u>Q39. Type of residence</u> | <u>Number</u> | <u>Percent</u> |
|-------------------------------|---------------|----------------|
| Single family home            | 413           | 68.8 %         |
| Townhome or Condominium       | 129           | 21.5 %         |
| Multi-family complex          | 44            | 7.3 %          |
| Other                         | 9             | 1.5 %          |
| Not provided                  | 5             | 0.8 %          |
| Total                         | 600           | 100.0 %        |



CITY OF  
**FORT LAUDERDALE**  
FLORIDA

*Venice of America*

**John P. "Jack" Seiler**  
MAYOR

100 NORTH ANDREWS AVENUE • 33301  
(954) 828-5003  
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November 2012

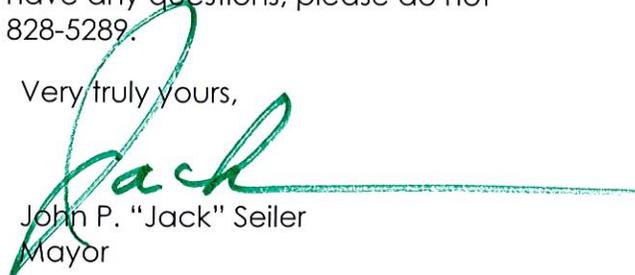
Dear Fort Lauderdale Neighbor:

The City of Fort Lauderdale is committed to building community. In order to do this, we need your help. We are inviting you to participate in our 2012 Community Survey. The results of this survey will allow us to see how you and your neighbors view the quality of life here as well as services provided by the City. This will help target where improvements are needed to ensure our City moves strategically and innovatively into the future.

**It is our job to provide the services you need and desire. In order for us to improve, we need to hear from you.**

We realize this survey will take time to complete. Also know that only a limited number of households were selected at random to receive this survey, so your response is vital to the success of this effort. A postage-paid return envelope addressed to ETC Institute has been provided for your convenience. You may also take the survey online instead, at [www.fortlauderdalecitysurvey.com](http://www.fortlauderdalecitysurvey.com). ETC Institute is our partner in this effort, and they will compile the results and present a report to the community. Your responses to the questions in the survey are anonymous. If you have any questions, please do not hesitate to contact Neighbor Support at (954) 828-5289.

Very truly yours,



John P. "Jack" Seiler  
Mayor

*Si usted tiene preguntas sobre la encuesta y no habla inglés, por favor llame a 1-888-369-7773 y hable con Terry. Gracias.*

*Si w pa pale angle epi ou gen kesyon sou sondaj sa a tanpri telephone 1-888-801-5368 epi mande pou Teri. Mèsi.*





# 2012 City of Fort Lauderdale Community 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 |
|----|---|-----------|------|---------|---------------|------|------------|
| A. | As a place to live                              | 5         | 4    | 3       | 2             | 1    | 9          |
| B. | As a place to raise and educate children        | 5         | 4    | 3       | 2             | 1    | 9          |
| C. | As a place to work                              | 5         | 4    | 3       | 2             | 1    | 9          |
| D. | As a play for play & leisure                    | 5         | 4    | 3       | 2             | 1    | 9          |
| E. | As a place to visit                             | 5         | 4    | 3       | 2             | 1    | 9          |
| F. | As a place to retire                            | 5         | 4    | 3       | 2             | 1    | 9          |
| G. | As a place to seasonally reside                 | 5         | 4    | 3       | 2             | 1    | 9          |
| H. | Overall quality of life                         | 5         | 4    | 3       | 2             | 1    | 9          |
| I. | Overall sense of community                      | 5         | 4    | 3       | 2             | 1    | 9          |
| J. | Overall image of the City                       | 5         | 4    | 3       | 2             | 1    | 9          |
| K. | As a city that is moving in the right direction | 5         | 4    | 3       | 2             | 1    | 9          |

## 2. LEVEL OF AGREEMENT WITH CITY GOALS

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 |
|----|--|----------------|-------|---------|----------|-------------------|------------|
| A. | The City of Fort Lauderdale builds community               | 5              | 4     | 3       | 2        | 1                 | 9          |
| B. | The City of Fort Lauderdale continuously improves services | 5              | 4     | 3       | 2        | 1                 | 9          |
| C. | The City of Fort Lauderdale uses your tax dollars wisely   | 5              | 4     | 3       | 2        | 1                 | 9          |

## 3. 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 |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| A. | Overall quality of City services                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | Overall quality of police and fire services                         | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | Overall quality of parks and recreation programs and facilities     | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | Overall quality of customer service you receive from City employees | 5              | 4         | 3       | 2            | 1                 | 9          |
| E. | Overall enforcement of City ordinances                              | 5              | 4         | 3       | 2            | 1                 | 9          |
| F. | Overall maintenance of City streets, sidewalks, and infrastructure  | 5              | 4         | 3       | 2            | 1                 | 9          |
| G. | Overall maintenance of City buildings and facilities                | 5              | 4         | 3       | 2            | 1                 | 9          |
| H. | Overall flow of traffic   | 5              | 4         | 3       | 2            | 1                 | 9          |
| I. | Effectiveness of communication with the community                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| J. | How well the City is preparing for the future                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| K. | How well the City is prepared for disasters                         | 5              | 4         | 3       | 2            | 1                 | 9          |
| L. | Quality of landscaping in parks, medians and other public areas     | 5              | 4         | 3       | 2            | 1                 | 9          |

## 4. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 3 above.]

\_\_\_\_\_ 1<sup>st</sup>      \_\_\_\_\_ 2<sup>nd</sup>      \_\_\_\_\_ 3<sup>rd</sup>

**5. PERCEPTION**

Several items that may influence your perception of Fort Lauderdale as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

|    |   | Excellent | Good | Neutral | Below Average | Poor | Don't Know |
|----|---|-----------|------|---------|---------------|------|------------|
| A. | Overall feeling of safety in the City                     | 5         | 4    | 3       | 2             | 1    | 9          |
| B. | Overall value that received for City tax dollars and fees | 5         | 4    | 3       | 2             | 1    | 9          |
| C. | Overall planning for growth                               | 5         | 4    | 3       | 2             | 1    | 9          |
| D. | Overall appearance of the City                            | 5         | 4    | 3       | 2             | 1    | 9          |
| E. | Availability of affordable housing                        | 5         | 4    | 3       | 2             | 1    | 9          |
| F. | Availability of employment                                | 5         | 4    | 3       | 2             | 1    | 9          |
| G. | Acceptance of diversity                                   | 5         | 4    | 3       | 2             | 1    | 9          |
| H. | Availability of affordable child care                     | 5         | 4    | 3       | 2             | 1    | 9          |
| I. | Quality of public schools                                 | 5         | 4    | 3       | 2             | 1    | 9          |
| J. | Availability of affordable quality care for aging adults  | 5         | 4    | 3       | 2             | 1    | 9          |
| K. | Availability of affordable quality health care            | 5         | 4    | 3       | 2             | 1    | 9          |
| L. | Availability of preventive health services                | 5         | 4    | 3       | 2             | 1    | 9          |
| M. | Efforts in eradicating homelessness                       | 5         | 4    | 3       | 2             | 1    | 9          |

**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 |
|----|--|----------------|-----------|---------|--------------|-------------------|------------|
| A. | Overall quality of local fire protection   | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | Professionalism of employees responding to emergencies   | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | How quickly fire rescue responds to 911 emergencies  | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | Quality of Emergency Medical Services (EMS)  | 5              | 4         | 3       | 2            | 1                 | 9          |
| E. | Quality of lifeguard protection at City beaches  | 5              | 4         | 3       | 2            | 1                 | 9          |
|    |  | Strongly Agree | Agree     | Neutral | Disagree     | Strongly Disagree | Don't Know |
| F. | My household is prepared with food, water and other supplies for an emergency, such as a natural disaster. | 5              | 4         | 3       | 2            | 1                 | 9          |
| G. | 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 letters below using the letters from the list in Question 6 above.]

\_\_\_\_\_ 1<sup>st</sup>      \_\_\_\_\_ 2<sup>nd</sup>

**8. Public Safety: Police**

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 |
|----|--|----------------|-----------|---------|--------------|-------------------|------------|
| A. | Overall quality of local police protection.            | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | Professionalism of employees responding to emergencies | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | How quickly police respond to 911 emergencies          | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | The visibility of police in neighborhoods              | 5              | 4         | 3       | 2            | 1                 | 9          |
| E. | 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 letters below using the letters from the list in Question 8 above.]

\_\_\_\_\_ 1<sup>st</sup>      \_\_\_\_\_ 2<sup>nd</sup>

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 | Somewhat Safe | Somewhat Unsafe | Very Unsafe | Don't Know |
|----|---|-----------|---------------|-----------------|-------------|------------|
| A. | Walking in your neighborhood during the day | 4         | 3             | 2               | 1           | 9          |
| B. | Walking in your neighborhood at night       | 4         | 3             | 2               | 1           | 9          |
| C. | In commercial/business areas during the day | 4         | 3             | 2               | 1           | 9          |
| D. | In commercial/business areas at night       | 4         | 3             | 2               | 1           | 9          |
| E. | Along the beach corridor                    | 4         | 3             | 2               | 1           | 9          |
| F. | In the downtown entertainment area          | 4         | 3             | 2               | 1           | 9          |
| G. | At special events                           | 4         | 3             | 2               | 1           | 9          |
| H. | In City parks                               | 4         | 3             | 2               | 1           | 9          |

### 12. Neighborhood Enhancement: 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 |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| A. | Enforcing the cleanup of litter and debris on private property        | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | Enforcing mowing and cutting of weeds and grass on private property   | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | Enforcing the maintenance of residential property (exterior of homes) | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | Enforcing 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 |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| A. | Process for obtaining permits for construction or renovation                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | Process for conducting inspections for construction or renovation               | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | Effectiveness of City efforts to revitalize low-income areas                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | Importance of sustainable construction (materials, energy and water efficiency) | 5              | 4         | 3       | 2            | 1                 | 9          |
| E. | Importance of historic preservation 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 |
|----|--|----------------|-----------|---------|--------------|-------------------|------------|
| A. | Maintenance of City parks  | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | Proximity of your home to City parks                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | Quality of athletic fields   | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | Quantity of athletic fields  | 5              | 4         | 3       | 2            | 1                 | 9          |
| E. | Availability of information about City parks and recreation programs | 5              | 4         | 3       | 2            | 1                 | 9          |
| F. | Variety of parks programs  | 5              | 4         | 3       | 2            | 1                 | 9          |
| G. | Cost of parks programs and facility fees                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| H. | The City's youth athletic programs                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| I. | The City's adult athletic programs                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| J. | City special events and festivals                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| K. | Ease of registering for programs                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| L. | Availability of green space near your home                           | 5              | 4         | 3       | 2            | 1                 | 9          |

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

\_\_\_\_\_ 1<sup>st</sup>      \_\_\_\_\_ 2<sup>nd</sup>      \_\_\_\_\_ 3<sup>rd</sup>

**16. 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 |
|----|--|----------------|-----------|---------|--------------|-------------------|------------|
| A. | Overall quality of drinking water          | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | Prevention of tidal-related flooding       | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | Prevention of storm water-related flooding | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | Cleanliness of waterways near your home    | 5              | 4         | 3       | 2            | 1                 | 9          |
| E. | Quality of sewer (wastewater) services     | 5              | 4         | 3       | 2            | 1                 | 9          |
| F. | Residential garbage collection             | 5              | 4         | 3       | 2            | 1                 | 9          |
| G. | Residential bulk trash collection          | 5              | 4         | 3       | 2            | 1                 | 9          |
| H. | Residential recycling services             | 5              | 4         | 3       | 2            | 1                 | 9          |

**17. 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 letters below using the letters from list in 16 above.]**

\_\_\_\_\_ 1<sup>st</sup>      \_\_\_\_\_ 2<sup>nd</sup>      \_\_\_\_\_ 3<sup>rd</sup>

**18. 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 |
|----|---|----------------|-------|---------|----------|-------------------|------------|
| A. | Amount of tree canopy coverage  | 5              | 4     | 3       | 2        | 1                 | 9          |
| B. | The single stream recycling program has reduced my household garbage disposal | 5              | 4     | 3       | 2        | 1                 | 9          |
| C. | I am informed about local climate change issues                               | 5              | 4     | 3       | 2        | 1                 | 9          |
| D. | I have observed coastal water level increases                                 | 5              | 4     | 3       | 2        | 1                 | 9          |
| E. | I have observed increased flooding  | 5              | 4     | 3       | 2        | 1                 | 9          |
| F. | I have observed increased weather temperatures                                | 5              | 4     | 3       | 2        | 1                 | 9          |
| G. | My household is energy efficient  | 5              | 4     | 3       | 2        | 1                 | 9          |
| H. | My household is water efficient   | 5              | 4     | 3       | 2        | 1                 | 9          |

**19. 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 |
|----|--|----------------|-----------|---------|--------------|-------------------|------------|
| A. | Ease of access to information about City services                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | Opportunities to participate in local government (advisory boards, volunteering) | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | Quality of <a href="http://www.fortlauderdale.gov">www.fortlauderdale.gov</a>    | 5              | 4         | 3       | 2            | 1                 | 9          |

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

(check all that apply)

- |  |  |
|--|--|
| _____ (A) <a href="http://www.fortlauderdale.gov">www.fortlauderdale.gov</a> | _____ (I) Radio (which ones) _____   |
| _____ (B) Twitter  | _____ (J) Major Newspaper (which ones) _____                               |
| _____ (C) Facebook   | _____ (K) Community Newspapers   |
| _____ (D) Email subscription   | _____ (L) Homeowners, Neighborhood, or other Civic Association Newsletters |
| _____ (E) City Newsletter  | _____ (M) Homeowners, Neighborhood, or other Civic Association meetings    |
| _____ (F) TV - 78  |  |
| _____ (G) Television/News (which ones) _____                                 |  |
| _____ (H) City Hall 954-828-8000   |  |

## CUSTOMER SERVICE

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

\_\_\_(1) Yes [answer Q21a through f]) \_\_\_(2) No [go to Q22]

21a-f. **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:

| <b>Customer Service Characteristics:</b> |  | Always | Usually | Sometimes | Seldom | Never | Don't Know |
|--|--|--------|---------|-----------|--------|-------|------------|
| A.                                       | It was easy to find someone to address my request    | 5      | 4       | 3         | 2      | 1     | 9          |
| B.                                       | The Fort Lauderdale employee went the extra mile     | 5      | 4       | 3         | 2      | 1     | 9          |
| C.                                       | The response time was reasonable                     | 5      | 4       | 3         | 2      | 1     | 9          |
| D.                                       | I was able to get my question/ concern resolved      | 5      | 4       | 3         | 2      | 1     | 9          |
| E.                                       | Fort Lauderdale employees are courteous/professional | 5      | 4       | 3         | 2      | 1     | 9          |
| F.                                       | I was satisfied with my experience                   | 5      | 4       | 3         | 2      | 1     | 9          |

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

\_\_\_(1) Yes [answer Q22a] \_\_\_(2) No [go to Q23]

22a. How would you rate your experience?

\_\_\_(1) Excellent \_\_\_(3) Not sure  
\_\_\_(2) Good \_\_\_(4) Poor

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

\_\_\_(1) Yes [answer Q23a] \_\_\_(2) No [go to Q24]

23a. How would you rate your experience?

\_\_\_(1) Excellent \_\_\_(3) Not sure  
\_\_\_(2) Good \_\_\_(4) Poor

24. **REASONS TO LIVE IN FORT LAUDERDALE** Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live in Fort Lauderdale, and are your needs being met?

| <b>Indicators</b> |  | Very Important | Somewhat Important | Not sure | Un-important | Are your needs being met in Fort Lauderdale? |    |
|-------------------|--|----------------|--------------------|----------|--------------|--|----|
|                   |  |                |                    |          |              | Yes  | No |
| A.                | Sense of belonging to the community                        | 4              | 3                  | 2        | 1            | A  | B  |
| B.                | Access to the S. Florida region                            | 4              | 3                  | 2        | 1            | A  | B  |
| B.                | Quality of public schools                                  | 4              | 3                  | 2        | 1            | A  | B  |
| C.                | Employment opportunities                                   | 4              | 3                  | 2        | 1            | A  | B  |
| E.                | Affordability of housing                                   | 4              | 3                  | 2        | 1            | A  | B  |
| F.                | Access to quality shopping                                 | 4              | 3                  | 2        | 1            | A  | B  |
| G.                | Availability of parks and recreation                       | 4              | 3                  | 2        | 1            | A  | B  |
| H.                | Near family or friends                                     | 4              | 3                  | 2        | 1            | A  | B  |
| I.                | Safety and security  | 4              | 3                  | 2        | 1            | A  | B  |
| J.                | Availability of transportation options                     | 4              | 3                  | 2        | 1            | A  | B  |
| K.                | Availability of cultural activities and the arts           | 4              | 3                  | 2        | 1            | A  | B  |
| L.                | Access to restaurants/ entertainment                       | 4              | 3                  | 2        | 1            | A  | B  |
| M.                | Location of College, University or Vocational Institutions | 4              | 3                  | 2        | 1            | A  | B  |

**25. 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."

| <b>Transportation and Mobility</b> |  | <i>Very Satisfied</i> | <i>Satisfied</i> | <i>Neutral</i> | <i>Dissatisfied</i> | <i>Very Dissatisfied</i> | <i>Don't Know</i> |
|------------------------------------|--|-----------------------|------------------|----------------|---------------------|--------------------------|-------------------|
| A.                                 | Availability of sidewalks in the City  | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| B.                                 | Condition of sidewalks   | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| C.                                 | Availability of greenways for walking or biking  | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| D.                                 | Safety of biking in the City   | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| E.                                 | Safety of walking in the City  | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| F.                                 | Availability of biking paths and amenities   | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| G.                                 | Availability of B-Cycle stations   | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| H.                                 | Availability of public transit options (Tri-Rail and Bus Service)                            | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| I.                                 | Availability of City mass transit (Sun Trolley)  | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| J.                                 | Availability of alternative public transportation such as electric golf carts or 'rickshaws' | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| K.                                 | Availability of public parking   | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| L.                                 | Availability of public parking downtown  | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| M.                                 | Availability of public parking at the beach  | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| N.                                 | Cost of public parking   | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| O.                                 | Cost of private parking  | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| P.                                 | How well the traffic signal system provides for efficient traffic flow                       | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| Q.                                 | Maintenance of streets in your neighborhood  | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| R.                                 | Overall maintenance of street signs/pavement markings  | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| S.                                 | Overall cleanliness of streets   | 5                     | 4                | 3              | 2                   | 1                        | 9                 |
| T.                                 | Adequacy of street lighting  | 5                     | 4                | 3              | 2                   | 1                        | 9                 |

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

\_\_\_\_\_ (1) Yes    \_\_\_\_\_ (2) No

**27. Does anyone in your household regularly ride a bicycle?**

\_\_\_\_\_ (1) Yes    \_\_\_\_\_ (2) No

**28. Of these Community Investment Plan capital projects types, which three would you select as the most important?**

- \_\_\_\_\_ A) More walkable and bikeable streets
- \_\_\_\_\_ B) Park renovations/improvements
- \_\_\_\_\_ C) Wastewater collection & water distribution system improvements
- \_\_\_\_\_ D) Pavement rehabilitation/roadway repairs
- \_\_\_\_\_ E) Bridge repair
- \_\_\_\_\_ F) City facilities renovations or replacement

**29. If you own a home in Fort Lauderdale, 20.95% of your property tax bill goes to the City of Fort Lauderdale to fund the City's operating budget. The balance of your bill is split between the County (26.74%), the School District (37.92%), North Broward Hospital (9.54%), S. Florida Water Management (2.18%), Children Services (2.49%), and Florida Inland Navigation (.18%). 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                      \_\_\_\_\_ (4) Dissatisfied
- \_\_\_\_\_ (2) Satisfied                              \_\_\_\_\_ (5) Very Dissatisfied
- \_\_\_\_\_ (3) Neutral                                  \_\_\_\_\_ (6) Don't Know

**DEMOGRAPHICS**

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

- (1) Less than 5 years       (3) 11-20 years  
 (2) 5-10 years       (4) More than 20 years

**31. What is your age?**

- (1) Under 25       (3) 35 to 44       (5) 55 to 64  
 (2) 25 to 34       (4) 45 to 54       (6) 65+

**32. 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

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

- (1) Spanish       (4) French  
 (2) English       (5) Portuguese  
 (3) Creole       (6) Other: \_\_\_\_\_

**34. 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 \_\_\_\_\_  
 (5) Don't know

**35. Would you say your total household income is:**

- (1) Under \$25,000       (4) \$75,000 to \$99,999  
 (2) \$25,000 to \$49,999       (5) \$100,000 or more  
 (3) \$50,000 to \$74,999

**36. Your gender:**  (1) Male  (2) Female

**37. Do you own or rent your current residence?**

- (1) Own  
 (2) Rent

**38. 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)

**39. 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 on the sticker 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