



**Memorandum**

**Memorandum No: 21-122**

**Date:** December 21, 2021

**To:** Honorable Mayor and Commissioners

**From:** Chris Lagerbloom, ICMA-CM, City Manager

**Re:** City of Fort Lauderdale Neighbor Survey

---

I am pleased to inform you that the City of Fort Lauderdale will be conducting the 9<sup>th</sup> Neighbor Survey in December 2021.

The City is committed to providing high quality programs and services to our neighbors. Since 2012, City leadership has used the results of the Neighbor Survey to evaluate overall satisfaction and focus improvements in areas that are of highest importance to our neighbors. The City's leadership has also used the results to guide our priorities, allocate resources, and validate strategies for improvement. The Survey provides an opportunity for neighbors to give their feedback on City actions and performance to achieve our 2035 Vision. We have completed the first five years toward our Vision Plan with our strategic Plans, *Press Play 2018*, which charted a course to bring the neighbors' vision to fruition, and are now continuing with a second phase, *Press Play 2024*.

The survey will be conducted by ETC Institute, a well-qualified and experienced third party, who will ensure that households are randomly selected and be representative of the four City Commission districts and the 2020 Census demographics. Selected households will be informed of the survey through a welcome letter from Mayor Trantalis. Participants will be provided with an option to complete a mailed survey, which comes with a postage-paid return envelope, or to complete the survey online, or by phone. The survey will be offered in English, Spanish, and Creole. Their responses will go directly to the ETC Institute office. Thereafter, the data will be compiled and analyzed by ETC, and results will be shared in the Spring of 2022.

Attachment: 2021 Neighbor Survey Instrument

c: Tarlesha W. Smith, Esq., Assistant City Manager  
Greg Chavarria, Assistant City Manager  
Alain E. Boileau, City Attorney  
Jeffrey A. Modarelli, City Clerk  
John C. Herbst, City Auditor  
Department Directors  
CMO Managers



# CITY OF FORT LAUDERDALE



**Dean J. Trantalis**  
Mayor

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

December 2021

Dear Neighbor:

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

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

Please take a few moments to complete the survey. Your participation is vital to the success of this effort, and your responses will remain anonymous. A postage-paid return envelope has been provided for your convenience; alternatively, you may complete the survey online at [www.FLNeighborSurvey.org](http://www.FLNeighborSurvey.org). Once the survey results are compiled, a report will be presented. If you have any questions, please contact the Office of Management and Budget at (954) 828-5015.

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

Yours,

Dean J. Trantalis  
Mayor

Fast Forward Fort Lauderdale: Our City, Our Vision 2035 [www.fortlauderdale.gov/vision](http://www.fortlauderdale.gov/vision)  
Press Play Fort Lauderdale: Our City, Our Strategic Plan [www.fortlauderdale.gov/pressplay](http://www.fortlauderdale.gov/pressplay)  
Si tiene preguntas acerca de la encuesta y no habla Inglés, por favor llame al 1-844-811-0411.  
Gracias.  
Si ou pa pale angle epi ou gen kesyon sou sondaj sa a tanpri rele 1-844-247-8189. Mèsi.



# 2021 City of Fort Lauderdale Neighbor Survey



The City of Fort Lauderdale is committed to building community. Your feedback on this survey will inform planning and service delivery. You may return your survey by mail or online at [FLNeighborSurvey.org](http://FLNeighborSurvey.org). If you have questions, please contact the Office of Management and Budget at (954) 828-5015.



| 1. Overall Opinion of the City. Please rate the City of Fort Lauderdale with regard to the following.             |   | Excellent      | Good      | Neutral | Below Average | Poor              | Don't Know |
|---|---|----------------|-----------|---------|---------------|-------------------|------------|
| 01.   | As a place to live  | 5              | 4         | 3       | 2             | 1                 | 9          |
| 02.   | As a place to raise children  | 5              | 4         | 3       | 2             | 1                 | 9          |
| 03.   | As a place to educate children                                      | 5              | 4         | 3       | 2             | 1                 | 9          |
| 04.   | As a place to work  | 5              | 4         | 3       | 2             | 1                 | 9          |
| 05.   | As a place for play and leisure                                     | 5              | 4         | 3       | 2             | 1                 | 9          |
| 06.   | As a place to visit   | 5              | 4         | 3       | 2             | 1                 | 9          |
| 07.   | As a place to retire  | 5              | 4         | 3       | 2             | 1                 | 9          |
| 08.   | As a place to seasonally reside                                     | 5              | 4         | 3       | 2             | 1                 | 9          |
| 09.   | Overall quality of life   | 5              | 4         | 3       | 2             | 1                 | 9          |
| 10.   | Overall sense of community  | 5              | 4         | 3       | 2             | 1                 | 9          |
| 11.   | Overall image of the City   | 5              | 4         | 3       | 2             | 1                 | 9          |
| 12.   | As a city that is moving in the right direction                     | 5              | 4         | 3       | 2             | 1                 | 9          |
| 13.   | As a city committed to green and sustainable practices              | 5              | 4         | 3       | 2             | 1                 | 9          |
| 2. Perception. Please rate the City of Fort Lauderdale with regard to the following.                              |   | Excellent      | Good      | Neutral | Below Average | Poor              | Don't Know |
| 01.   | Overall feeling of safety in the City                               | 5              | 4         | 3       | 2             | 1                 | 9          |
| 02.   | Affordability of living in the City                                 | 5              | 4         | 3       | 2             | 1                 | 9          |
| 03.   | Overall planning for growth   | 5              | 4         | 3       | 2             | 1                 | 9          |
| 04.   | Overall appearance of the City                                      | 5              | 4         | 3       | 2             | 1                 | 9          |
| 05.   | Availability of affordable housing                                  | 5              | 4         | 3       | 2             | 1                 | 9          |
| 06.   | Availability of employment  | 5              | 4         | 3       | 2             | 1                 | 9          |
| 07.   | Acceptance of diversity   | 5              | 4         | 3       | 2             | 1                 | 9          |
| 08.   | Quality of public schools   | 5              | 4         | 3       | 2             | 1                 | 9          |
| 09.   | Quality of private schools  | 5              | 4         | 3       | 2             | 1                 | 9          |
| 10.   | Efforts in addressing homelessness                                  | 5              | 4         | 3       | 2             | 1                 | 9          |
| 3. Overall Satisfaction with City Services. Please rate your satisfaction with each of the services listed below. |   | Very Satisfied | Satisfied | Neutral | Dissatisfied  | Very Dissatisfied | Don't Know |
| 01.   | Overall quality of City services                                    | 5              | 4         | 3       | 2             | 1                 | 9          |
| 02.   | Overall quality of police services                                  | 5              | 4         | 3       | 2             | 1                 | 9          |
| 03.   | Overall quality of fire rescue services                             | 5              | 4         | 3       | 2             | 1                 | 9          |
| 04.   | Overall quality of parks and recreation programs and facilities     | 5              | 4         | 3       | 2             | 1                 | 9          |
| 05.   | Overall quality of customer service you receive from City employees | 5              | 4         | 3       | 2             | 1                 | 9          |
| 06.   | Overall enforcement of City codes and ordinances                    | 5              | 4         | 3       | 2             | 1                 | 9          |
| 07.   | Overall maintenance of City streets, sidewalks, and infrastructure  | 5              | 4         | 3       | 2             | 1                 | 9          |
| 08.   | Overall maintenance of City buildings and facilities                | 5              | 4         | 3       | 2             | 1                 | 9          |
| 09.   | Overall flow of traffic   | 5              | 4         | 3       | 2             | 1                 | 9          |
| 10.   | Overall availability of online or mobile services                   | 5              | 4         | 3       | 2             | 1                 | 9          |
| 11.   | Effectiveness of communication with the community                   | 5              | 4         | 3       | 2             | 1                 | 9          |
| 12.   | How well the City is preparing for the future                       | 5              | 4         | 3       | 2             | 1                 | 9          |
| 13.   | How well the City is prepared for disasters                         | 5              | 4         | 3       | 2             | 1                 | 9          |
| 14.   | Quality of landscaping in parks, medians, and other public areas    | 5              | 4         | 3       | 2             | 1                 | 9          |

4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 3.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

| 5a. Fire Rescue and Emergency Management Planning. Please rate your satisfaction with each of the following items. |  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|--|----------------|-----------|---------|--------------|-------------------|------------|
| 01.  | Overall quality of local fire rescue protection  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02.  | Professionalism of employees responding to emergencies   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03.  | How quickly fire rescue responds to 911 emergencies  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04.  | Quality of Emergency Medical Services (EMS)  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05.  | Quality of lifeguard protection at City beaches  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5b. Please indicate your level of agreement with the following statements.   |  | Strongly Agree | Agree     | Neutral | Disagree     | Strongly Disagree | Don't Know |
| 06.  | My household is prepared with food, water, and other supplies for an emergency, such as a natural disaster | 5              | 4         | 3       | 2            | 1                 | 9          |

6. Which TWO of the Fire Rescue and Emergency items listed in Questions 5a do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 5a.]

1st: \_\_\_\_ 2nd: \_\_\_\_

| 7. Police. Please rate your satisfaction with each of the following items. |  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|--|----------------|-----------|---------|--------------|-------------------|------------|
| 01.  | Overall quality of local police protection             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02.  | Professionalism of employees responding to emergencies | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03.  | How quickly police respond to 911 emergencies          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04.  | The visibility of police in neighborhoods              | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05.  | The City's efforts to prevent crime                    | 5              | 4         | 3       | 2            | 1                 | 9          |

8. Which TWO of the public safety items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 7.]

1st: \_\_\_\_ 2nd: \_\_\_\_

| 9. Perception of Safety. Please rate how safe you feel in the following situations. |   | Very Safe | Safe | Unsafe | Very Unsafe | Don't Know |
|---|---|-----------|------|--------|-------------|------------|
| 01.   | Walking and/or biking in your neighborhood during the day | 4         | 3    | 2      | 1           | 9          |
| 02.   | Walking and/or biking in your neighborhood at night       | 4         | 3    | 2      | 1           | 9          |
| 03.   | In commercial/business areas during the day               | 4         | 3    | 2      | 1           | 9          |
| 04.   | In commercial/business areas at night                     | 4         | 3    | 2      | 1           | 9          |
| 05.   | Along the beach   | 4         | 3    | 2      | 1           | 9          |
| 06.   | In Downtown   | 4         | 3    | 2      | 1           | 9          |
| 07.   | At special events   | 4         | 3    | 2      | 1           | 9          |
| 08.   | In City parks   | 4         | 3    | 2      | 1           | 9          |
| 09.   | In City owned parking facilities (i.e., lots and garages) | 4         | 3    | 2      | 1           | 9          |

10. If you feel unsafe in any area in Question 9, why do you feel unsafe? [Check all that apply.]

- |  |  |
|--|--|
| ____ (01) Lack of sidewalks or bike lanes                  | ____ (06) Abandoned buildings              |
| ____ (02) Lack of sufficient lighting                      | ____ (07) Presence of loiterers            |
| ____ (03) I or someone I know has been a victim of a crime | ____ (08) Visibility of police or security |
| ____ (04) Past observation of crime                        | ____ (09) Other: _____                     |
| ____ (05) Fast vehicular traffic or congestion             |  |

| 11. Codes and Ordinances. Please rate your satisfaction with each of the following items. |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01.   | The cleanup of litter and debris on private property        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02.   | The mowing & cutting of weeds and grass on private property | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03.   | The maintenance of residential property (exterior of homes) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04.   | The maintenance of business property                        | 5              | 4         | 3       | 2            | 1                 | 9          |

| 12. Community Planning and Development. Please rate your satisfaction with the following items. |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01.   | Ease of obtaining permits for construction or renovation  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02.   | Ease of conducting inspections for construction or renovation   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03.   | Effectiveness of City efforts to revitalize low-income areas  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04.   | Ease of obtaining permits for sustainable construction (materials, renewable energy, energy and water efficiency) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05.   | City support of the preservation of historic buildings in the City  | 5              | 4         | 3       | 2            | 1                 | 9          |

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

14. Which THREE of the Parks and Recreation items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from Question 13.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

| 15. Transportation and Parking. Please rate your satisfaction with each of the following items. |  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|--|----------------|-----------|---------|--------------|-------------------|------------|
| 01.   | Availability of sidewalks                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02.   | Condition of sidewalks                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03.   | Availability of bicycle parking                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04.   | Availability of biking paths and bike lanes                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05.   | Management of dockless mobility (i.e., scooters)           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06.   | Availability of public transit options                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07.   | Availability of public parking                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08.   | Cost of public parking                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09.   | Management of traffic flow/congestion on major roadways    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10.   | Management of traffic flow/congestion in your neighborhood | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11.   | Maintenance of streets in your neighborhood                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12.   | Overall maintenance of street signs/pavement markings      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13.   | Overall cleanliness of streets                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 14.   | Adequacy of street lighting                                | 5              | 4         | 3       | 2            | 1                 | 9          |

16. Which THREE of the transportation and mobility items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from Question 15.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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

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

| 18. Sustainability. Please indicate your level of agreement with the following statements. |  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|--|--|----------------|-------|---------|----------|-------------------|------------|
| 01.  | I am satisfied with the amount of tree canopy coverage   | 5              | 4     | 3       | 2        | 1                 | 9          |
| 02.  | I would like to see more trees in my neighborhood  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 03.  | Recycling, yard waste and other waste diversion programs have reduced the amount of garbage I place in my black cart | 5              | 4     | 3       | 2        | 1                 | 9          |
| 04.  | I am informed about local climate change issues  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 05.  | I have observed coastal water level increases  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 06.  | I have observed increased flooding   | 5              | 4     | 3       | 2        | 1                 | 9          |
| 07.  | I have observed increased weather temperatures   | 5              | 4     | 3       | 2        | 1                 | 9          |
| 08.  | I have taken steps to make my house more energy efficient  | 5              | 4     | 3       | 2        | 1                 | 9          |
| 09.  | I have taken steps to make my house more water efficient   | 5              | 4     | 3       | 2        | 1                 | 9          |

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

20. Which THREE of the items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write your answers below using the numbers from the list in Question 19.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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

22. Which of the following are your primary sources of information about City issues, services, programming, and events? [Check all that apply.]

- |   |   |
|---|---|
| ____(01) www.fortlauderdale.gov         | ____(10) Radio  |
| ____(02) Nextdoor                       | (Which ones? _____)   |
| ____(03) Twitter                        | ____(11) Newspapers   |
| ____(04) Instagram                      | (Which ones? _____)   |
| ____(05) Facebook                       | ____(12) Homeowners, neighborhood, or other civic association newsletters |
| ____(06) YouTube                        | ____(13) Homeowners, neighborhood, or other civic association meetings    |
| ____(07) TV-78                          | ____(14) Telephone Town Hall meeting                                      |
| ____(08) Email subscription/newsletters | ____(15) Customer Service Center (954-828-8000)                           |
| ____(09) Television/News                |   |
| (Which ones? _____)                     |   |

23. If you own a home in Fort Lauderdale, approximately 24% of your property tax bill goes to the City of Fort Lauderdale to fund the City's operating budget and voter approved debt to fund services such as public safety, local transportation, infrastructure maintenance, and parks and recreation services. What is your level of satisfaction with the value you receive for the portion of your property taxes that fund the City's operating budget?

- |                        |                      |                                  |
|------------------------|----------------------|----------------------------------|
| ____(1) Very satisfied | ____(3) Neutral      | ____(5) Very dissatisfied        |
| ____(2) Satisfied      | ____(4) Dissatisfied | ____(9) Don't know/Doesn't apply |

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

- (1) More walkable and bikeable streets, greenways, and paths
- (2) Park improvements such as neighborhood parks
- (3) Water and sewer system improvements
- (4) Roadway pavement improvements
- (5) Bridge improvements
- (6) City facility improvements
- (7) Stormwater and drainage improvements
- (8) Seawall maintenance/replacement

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

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

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

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

| 26a. Please rate your experience with City employees on the following behaviors. |  | Always | Frequently | Occasionally | Seldom | Never | Don't Know |
|--|--|--------|------------|--------------|--------|-------|------------|
| 01.  | It was easy to find someone to address my request    | 5      | 4          | 3            | 2      | 1     | 9          |
| 02.  | The response time was reasonable                     | 5      | 4          | 3            | 2      | 1     | 9          |
| 03.  | I was able to get my question/concern resolved       | 5      | 4          | 3            | 2      | 1     | 9          |
| 04.  | Fort Lauderdale employees are courteous/professional | 5      | 4          | 3            | 2      | 1     | 9          |
| 05.  | I was satisfied with my experience                   | 5      | 4          | 3            | 2      | 1     | 9          |

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

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

**27a. How would you rate your experience?**

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

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

**28a. How would you rate your experience?**

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

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

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

**29a. How would you rate your experience?**

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

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

- (1) There are too many
- (2) The number is about right
- (3) There are too few
- (9) Don't know

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

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

**32a. For your school age children, what type(s) of school do they attend?**

- (1) Public school
- (2) Charter school
- (3) Private or Parochial School
- (4) Home School

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

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

**33. What is your age? \_\_\_\_\_ years**

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



- 35. Which of the following best describes your race? [Check all that apply.]**  
 \_\_\_(1) African American/Black      \_\_\_(3) Asian/Hawaiian/Other Pacific Islander      \_\_\_(5) Other: \_\_\_\_\_  
 \_\_\_(2) American Indian/Alaska Native      \_\_\_(4) White
- 36. What is the primary language spoken in your home?**  
 \_\_\_(1) Spanish    \_\_\_(2) English    \_\_\_(3) Creole    \_\_\_(4) French    \_\_\_(5) Portuguese    \_\_\_(6) Other: \_\_\_\_\_
- 37. Which of the following best describes your current, primary place of employment?**  
 \_\_\_(1) Employed outside the home [Answer Q37a.]      \_\_\_(3) Student      \_\_\_(5) Not currently employed  
 \_\_\_(2) Work from home      \_\_\_(4) Retired
- 37a. Where do you work?**  
 \_\_\_(1) In Fort Lauderdale      \_\_\_(4) In Palm Beach County  
 \_\_\_(2) Outside of Fort Lauderdale but inside Broward County      \_\_\_(5) Another location in Florida  
 \_\_\_(3) In Miami-Dade County      \_\_\_(6) Outside of the State of Florida
- 38. Would you say your total household income is...**  
 \_\_\_(1) Under \$30,000      \_\_\_(3) \$60,000-\$89,999      \_\_\_(5) \$120,000 or more  
 \_\_\_(2) \$30,000-\$59,999      \_\_\_(4) \$90,000-\$119,999
- 39. Where do you plan to be living in the next 2-5 years?**  
 \_\_\_(1) Fort Lauderdale      \_\_\_(4) Other: \_\_\_\_\_  
 \_\_\_(2) Another city in Broward County      \_\_\_(9) Don't know  
 \_\_\_(3) Another city outside Broward County in southern Florida
- 40. Your gender:**    \_\_\_(1) Male    \_\_\_(2) Female    \_\_\_(3) Prefer to self-describe: \_\_\_\_\_
- 41. Do you own or rent your current residence?**    \_\_\_(1) Own    \_\_\_(2) Rent
- 42. Is your residence in Fort Lauderdale your primary or secondary residence?**  
 \_\_\_(1) Primary (live in Fort Lauderdale year-round)    \_\_\_(2) Secondary (only live in Fort Lauderdale part of the year)
- 43. In what type of residence do you live?**  
 \_\_\_(1) Single family home      \_\_\_(3) Multi-family complex  
 \_\_\_(2) Townhome/Condominium      \_\_\_(4) Other: \_\_\_\_\_
- 44. Please answer the following questions by circling "Yes" or "No."**
- |     |   |     |    |
|-----|---|-----|----|
| 01. | Have any members of your household used the Fort Lauderdale Fire Rescue service in the last year?   | Yes | No |
| 02. | Have you requested assistance from the Police Department in the last year?  | Yes | No |
| 03. | Have any members of your household interacted with the Fort Lauderdale Community Enhancement division in the last year?   | Yes | No |
| 04. | Have any members of your household applied for a building permit for construction or renovation in the last year?   | Yes | No |
| 05. | Have any members of your household interacted with Fort Lauderdale building inspectors for the inspection of construction or renovation in the last year?                                 | Yes | No |
| 06. | Have any members in your household participated in a Fort Lauderdale Parks and Rec. program in the last year?   | Yes | No |
| 07. | Have any members of your household visited any City of Fort Lauderdale parks in the last year?  | Yes | No |
| 08. | Have any members of your household attended a Fort Lauderdale special event in the last year (such as the Great American Beach Party, Fourth of July Spectacular, or Downtown Countdown)? | Yes | No |
| 09. | Has your household used the bulky item pick-up service in the last year?  | Yes | No |
| 10. | Have any members of your household attended or watched any Fort Lauderdale public meetings in the last year?  | Yes | No |
| 11. | Do you have regular access to the internet at home?   | Yes | No |
| 12. | Do any members of your household follow the City on social media (Nextdoor, Facebook, Instagram, Twitter, YouTube)?   | Yes | No |
| 13. | Have you ever ridden the City's free Community Shuttle?   | Yes | No |

**This concludes the survey. Thank you for your time!**

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