



## Memorandum

**Memorandum No: 24-030**

**Date:** February 14, 2024

**To:** Honorable Mayor, Vice Mayor, and Commissioners

**From:** Greg Chavarria, City Manager

**Re:** **LauderGO Community Shuttle Service Passenger Survey**

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The intent of this memorandum is to inform you of an upcoming LauderGo Community Shuttle Service Passenger Survey. The survey will be conducted over the next few weeks via online, in-field, and onboard engagement, available in English, Spanish and Creole. The online survey is set to go live on Thursday, February 15, 2024, and will be accessible via the following link [ftlcity.info/cssurvey](http://ftlcity.info/cssurvey).

The survey seeks to gather feedback from residents, tourists, passengers, and non-passengers in connection with their satisfaction with current routes, service plan, service frequency and reliability, customer service of the Community Shuttle Routes, as well as how service could be enhanced to make it more attractive to both passengers and those who are currently not using this service.

The survey will be promoted at Neighbor Support Night, and will also be shared through the City's website, social media campaigns, and communications with Homeowner Associations. The survey effort will conclude when a sufficient number of responses are collected.

For any questions, please reach out to Ben Rogers, Director of Transportation and Mobility at 954-828-3781 or [brogers@fortlauderdale.gov](mailto:brogers@fortlauderdale.gov)

Attachment: Survey Pamphlet

c: Anthony G. Fajardo, Assistant City Manager  
Susan Grant, Assistant City Manager  
Thomas J. Ansbro, City Attorney  
David R. Soloman, City Clerk  
Patrick Reilly, City Auditor  
Department Directors  
CMO Managers



# LauderGO!

## Community Shuttle



## Your City, Your Shuttle, Your Say!

We invite you to share your thoughts about the City of Fort Lauderdale's free LauderGO! Community Shuttle service. Whether you are a current or prospective customer, your feedback is crucial as we work to enhance the transportation experience for everyone in our community.

## Why Your Input Matters:

- Enhance service quality and reliability
- Improve route efficiency
- Tailor services to your needs
- Foster a connected community

We want to hear from you! Scan the QR code to take the survey about the LauderGO! Community Shuttle, or follow link below:



Scan Code or Visit:  
[ftlcity.info/csseng](http://ftlcity.info/csseng)





# LauderGO!

## Community Shuttle

### ¡Tu Ciudad, Tu Transporte Comunitario, Tu Opinión!

Te invitamos a compartir tus pensamientos sobre el programa gratuito, LauderGO!, el servicio de transporte comunitario de la Ciudad de Fort Lauderdale. Ya sea que eres un cliente actual o un futuro cliente, tus comentarios son cruciales a medida que trabajamos para mejorar la experiencia de transporte para todos en nuestra comunidad.

### Por qué es importante tu opinión:

- Mejorar la calidad y confiabilidad del servicio
- Mejorar la eficiencia de las rutas
- Adapte los servicios a sus necesidades
- Formar una comunidad conectada

¡Queremos saber de ti! Escaneé el código QR para completar la encuesta sobre el programa LauderGO! Transporte comunitario, o siga este enlace:

[ftlcity.info/cssesp](https://ftlcity.info/cssesp)



### Vil Ou, Bis Ou, Fason Ou Vle Li!

Nou envite'w pataje panse'w sou sevis gratis vil Fort Lauderdale! Sèvis Bis Kominotè LauderGO. Kit ou se yon kliyan aktyèl oswa potansyèl, ou enpòtan anpil pandan n'ap travay pou amelyore eksperyans transpò pou tout moun nan kominote nou an.

### Poukisa opinyon ou enpòtan:

- Amelyore kalite sèvis ak fyab
- Amelyore efikasite wout
- Adapte sèvis yo selon bezwen ou yo
- Ankouraje yon kominote konekte

Nou vle tande sa ou gen pou di! Kòd QR sa la pou'w pran sondaj sou Bis Kominotè LauderGO!, oswa swiv lyen sa :

[ftlcity.info/csskre](https://ftlcity.info/csskre)

