

Plantation, Florida

2024 City of Plantation Community Survey

Findings Report

Submitted to Plantation, Florida by:

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June 2024



ETC
INSTITUTE

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Executive Summary



Purpose

ETC Institute administered the community survey for the City of Plantation, Florida, in 2024. The survey assesses Plantation resident satisfaction with the delivery of major city services and will be used to help determine priorities for the community as part of the City's strategic planning efforts.

Methodology

The six-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in Plantation. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address. This was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. ETC Institute then matched the address provided by respondents who completed the survey with the addresses that were selected for the sample to ensure the participant is part of the sample. If a respondent did not provide an address or the address was not part of the sample, it was held separate from the database.

ETC Institute followed up with residents who received the mailed survey and promoted awareness of the survey using social media ads on Facebook and Instagram to encourage participation. This year, ETC offered for those who completed the survey a random drawing entry to win a \$100 gift card.

The goal was to obtain completed surveys from at least 600 residents. This goal was exceeded, with a total of 649 residents. The overall results for the sample of 649 households have a precision of at least $\pm 3.83\%$ at the 95% level of confidence.

Notes on Reporting:

The combination of top two box responses such as “very satisfied” or “satisfied” has been used to represent results for this executive summary and throughout this report.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Plantation with the results from other communities in ETC Institute’s *DirectionFinder*® database. Because the number of “don’t know” responses often reflect the utilization and awareness of City services, the percentage of “don’t know” responses have been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology and major findings;
- Charts showing the overall results for most questions on the survey;
- Benchmarking data that show how the results for Plantation compare to similar-sized communities;
- Importance-Satisfaction analysis. This analysis was done to determine priority actions for the City to address based upon the survey results;
- Tables that show the results of the random sample for each question on the survey;
- A copy of the survey instrument.



Summary of Major Findings

Overall Ratings and Perceptions about Plantation

Perceptions play a pivotal role in shaping the overall satisfaction within a community. How individuals perceive various aspects of their community, including safety, amenities, and services, significantly influences their overall happiness and contentment with where they live. Positive perceptions can foster a sense of belonging, trust in local institutions, and pride in the community, ultimately enhancing satisfaction levels. Conversely, negative perceptions, such as concerns about safety, inadequate services, or limited opportunities, can erode trust, diminish morale, and lead to decreased satisfaction among residents. Thus, understanding and addressing the perceptions of a community are essential for fostering an environment where residents feel valued and fulfilled. 92% of respondents rated Plantation as a good place to live. 66% of respondents have lived in Plantation for 11 years or longer and 77% reported that they plan to stay in Plantation for the next 5 years, which shows that residents are generally satisfied with the various aspects of quality of life and services in the City. Resident ratings for the perceptions of Plantation are below.

Overall Ratings of Plantation	
• As a place to live	92%
• As a place to raise children	83%
• As a place to work	78%
• As a place to visit	75%
• As a place to retire	62%
• As a place where you would buy your next home	59%

Perceptions of Plantation	
• Overall quality of life in the City	86%
• Overall appearance of the City	86%
• Overall image of the City	82%
• Overall quality of your neighborhood	82%
• Overall quality of services provided by the City	78%
• How well the City is managing growth	36%
• How well the City is planning for the future	31%

When benchmarked against the Florida and national averages, Plantation as a place to live was rated +49 points higher than the state average and +43 points higher than the national average. This can also be seen in the ratings of Plantation as a place to raise children, work, visit, and retire, which are all rated higher than the state and national averages. The ratings of appearance, image, and quality of services in Plantation rated at least +29 points higher than both the state and national average. Growth management is rated above the state average, but slightly below the national average.

Major City Services

The results from the survey show 16 out of 17 major city services received satisfaction ratings exceeding 50%, indicating a generally high level of satisfaction among residents with the services provided by the City of Plantation. When assessing importance, residents believe that the top three most important major City services for the City of Plantation to emphasize are the flow of traffic on major roadways, maintenance of city streets, medians and sidewalks and the flow of traffic on city streets in your community. Of the three most important services according to residents, two are currently rated within the bottom four major city services and all were the top three in ETC's Importance-Satisfaction Analysis, all receiving a very high priority rating.

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Top 4 Major City Services		Bottom 4 Major City Services	
• Fire and emergency medical services	89%	• Enforcement of local codes and ordinances	56%
• Plantation Library and Museum services	88%	• Flow of traffic on city streets in your community	55%
• Parks and recreation programs and facilities	86%	• Pedestrian and bicycle mobility and accessibility	53%
• Plantation police and dispatch	83%	• Flow of traffic on major roadways	31%

Remarkably, all 15 major services that ETC Institute has benchmarking data for surpass both the state and national averages. Among these, 10 services notably stand out, exceeding the Florida and national benchmarks by +20 points or more. These services include fire and emergency medical services, Plantation police and dispatch, quality of drinking water, and maintenance of City streets, medians, and sidewalks. The city's performance in critical areas like emergency services, public safety, water quality, and infrastructure maintenance stands out as significantly above average.

Categories of Service

Sustainability Services

Areas with the highest and lowest levels of satisfaction with sustainability services among residents are listed below. Residents are most satisfied with the number of trees and green spaces throughout the City and least satisfied with the availability of affordable housing in Plantation. The top three most important sustainability services residents selected for the City of Plantation to emphasize are the availability of affordable housing in Plantation, quality of pedestrian infrastructure, and the number of trees and green spaces throughout the City. The availability of affordable housing in Plantation and the quality of pedestrian infrastructure rose to high priority items for improvement in ETC's Importance-Satisfaction Analysis.

Top 3 Sustainability Services		Bottom 3 Sustainability Services	
• Number of trees and green spaces throughout the City	79%	• Quality of bicycle infrastructure	39%
• City of Plantation's commitment to green and sustainable practices	63%	• Convenience of public transit	38%
• Quality of water conservation programs	61%	• Availability of affordable housing in Plantation	24%

Compared to the state and national averages, Plantation's household hazardous waste drop-off events rated +10 points higher than both averages. The ratings for quality of pedestrian infrastructure and convenience of public transit were slightly above the national and state averages, while the rating for the quality of bicycle infrastructure was slightly below the national average.

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Public Safety Services

Areas with the highest and lowest levels of satisfaction with public safety services among residents are listed below. The visibility of police in neighborhoods and commercial and retail areas, and enforcement of local traffic laws are the major focus areas for residents. They are also very high priority items for improvement in ETC's Importance-Satisfaction Analysis.

Top 4 Public Safety Services		Bottom 3 Public Safety Services	
• How quickly ambulance/emergency medical services personnel respond to emergencies	86%	• Visibility of police in commercial and retail areas	57%
• Confidence in Fire Department personnel (volunteers & paramedics)	85%	• Visibility of police in neighborhoods	56%
• How quickly fire services personnel respond to emergencies	82%	• Enforcement of local traffic laws	51%
• How quickly police respond to emergencies	82%		

All the public safety services that were benchmarked against the state and the national averages rated same or higher than both averages. The items that measure how quickly Plantation's first responders respond to emergencies received the highest ratings from survey respondents and exceeded the state and national averages by +10 to +24 points. Enforcement of local traffic laws was the lowest rated public safety service in Plantation but when compared to the state and national average, it is +6 points higher than the state average and on par with the national average.

Maintenance Services

Levels of satisfaction with maintenance services among residents are listed below. When assessing importance, the top three most important maintenance services residents selected for the City of Plantation to emphasize are stormwater infrastructure and canal maintenance, the adequacy of street lighting in your community, and the condition of sidewalks. They are also identified as very high priority items for improvement in ETC's Importance- Satisfaction Analysis.

Ratings for Maintenance Services			
• Mowing and tree trimming along City streets and public areas	82%	• Condition of pavement markings on streets	68%
• Maintenance of public buildings and facilities	81%	• Condition of streets in your neighborhood	68%
• Condition of street signs and traffic signals	79%	• Adequacy of street lighting in your community	59%
• Cleanliness of streets and public areas	77%	• Stormwater infrastructure and canal maintenance	55%
• Condition of major streets	72%	• Condition of sidewalks	52%

All the maintenance services that were benchmarked against the state and national average rated the same or higher than the state and national averages. Though the condition of sidewalks was the lowest rated maintenance service in Plantation, when compared to the state and national averages, it is at least +4 points higher than both state and national ratings.

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Parks and Recreation

Levels of satisfaction with parks and recreation services among residents are listed below. Parks and recreation received some of the highest scores from all categories surveyed. Major city parks, outdoor athletic fields, and playgrounds in City parks are the highest areas of satisfaction for residents. When assessing importance, the most important parks and recreation services residents selected for the City of Plantation to emphasize are community and neighborhood parks, playgrounds in City parks, and major City parks. Notably, no park and recreation service received a high priority score from ETC's Importance-Satisfaction Analysis, indicating that residents are satisfied with the amount of service from the City of Plantation currently, and the City should continue its current emphasis.

Ratings for Parks and Recreation Services					
• Major City parks	91%	• Aquatic facilities	79%	• Adult Sports Leagues/Adult recreation programs	61%
• Outdoor athletic fields in City parks	88%	• Tennis amenities	78%	• Connectivity of local trails and parks within the City	59%
• Playgrounds in City parks	87%	• Plantation Preserve Golf Course	76%	• Summer Camp	54%
• City special events	84%	• Indoor recreational facilities/ community centers	72%	• Cost of recreational programs	53%
• Community and neighborhood parks	83%	• Pickleball amenities	70%	• Senior programs	50%
• Shelters and pavilions in City parks	82%	• Youth sports leagues/Plantation Athletic League (PAL)	69%	• Equestrian programs	44%
		• Youth recreation programs	66%		

Communication

Overall residents are satisfied with the usefulness of the City website and the City's use of social media outlets. The lowest rated item was the ability for residents to provide input on City issues to the Mayor and City Council. The ratings for the usefulness of the City Website, the city's use of social media outlets, the City's efforts to keep you informed about local issues and residents' ability to provide input on City issues to mayor and City Council rated at least +15 points higher than the national average. The lowest rated service was still rated +24 points higher than the state average as well.

Currently, residents are primarily getting information about City services and programs from City social media, word of mouth, City website, and the Mayor's newsletter. When asked what information sources they would prefer to get information about the City from, the top three were the City's social media, PlantationNow! Monthly eNewsletter, and the Mayor's Newsletter. This represents an opportunity for the City to increase awareness around some of the communication channels, especially the newsletters.



Importance-Satisfaction Analysis

Recommended Priorities for the Next Two Years. In order to help the City of Plantation identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with services over the next two years. If the city wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in **Section 3** of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following services for prioritization for the City of Plantation.

ETC Importance-Satisfaction Analysis	
Major City Services	Public Safety Services
1. Flow of traffic on major roadways	1. Visibility of police in neighborhoods
2. Flow of traffic on city streets in your community	2. Enforcement of local traffic laws
3. Maintenance of City streets, medians and sidewalks	3. Visibility of police in commercial and retail areas
Sustainability Services	Maintenance Services
1. Availability of affordable housing in Plantation	1. Stormwater infrastructure & canal maintenance
2. Quality of pedestrian infrastructure	2. Condition of sidewalks
	3. Adequacy of street lighting in your community



Charts and Graphs

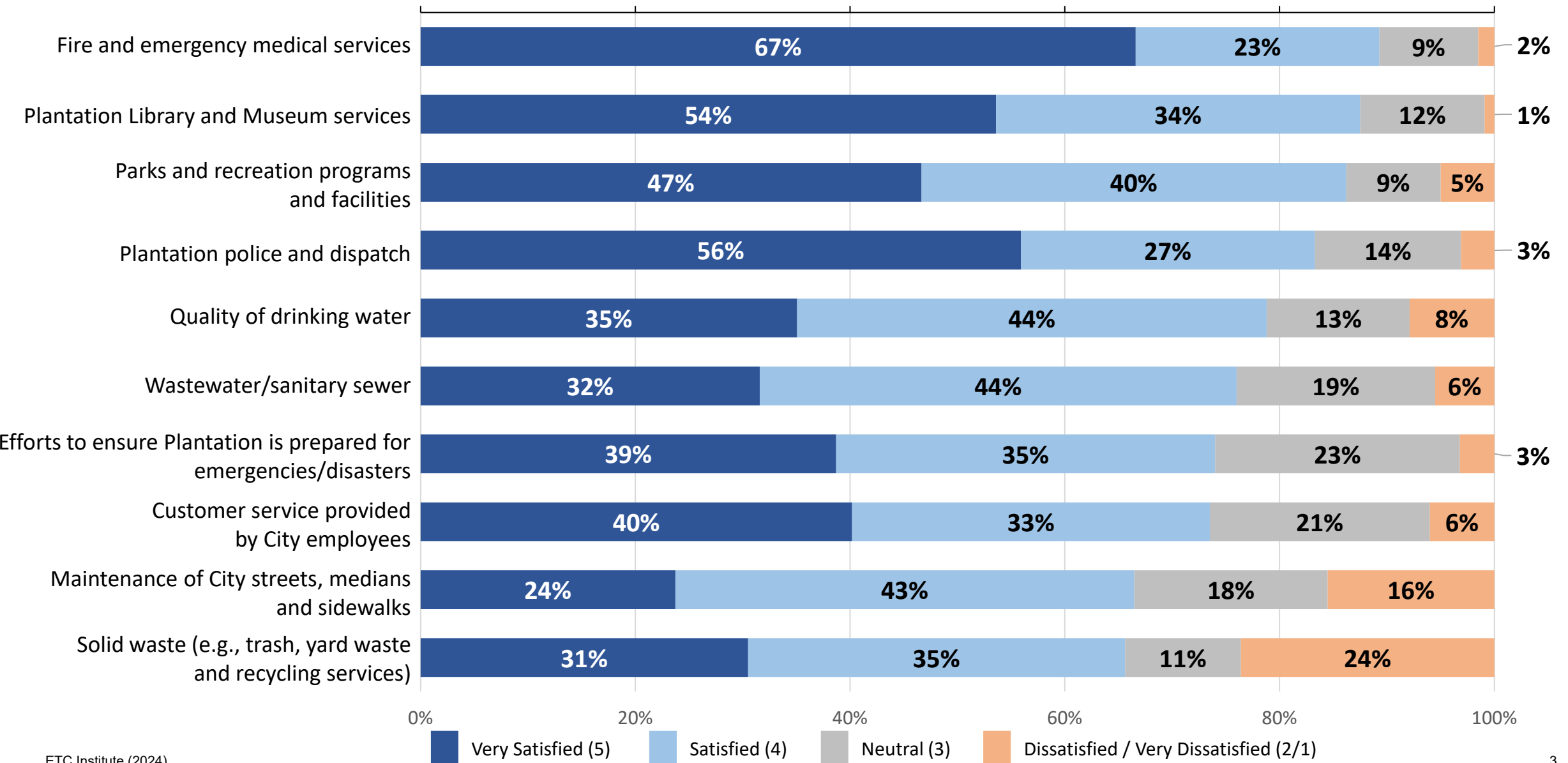
City of Plantation

Charts and Graphs

The following shows the charts and graphs for the City of Plantation in 2024.

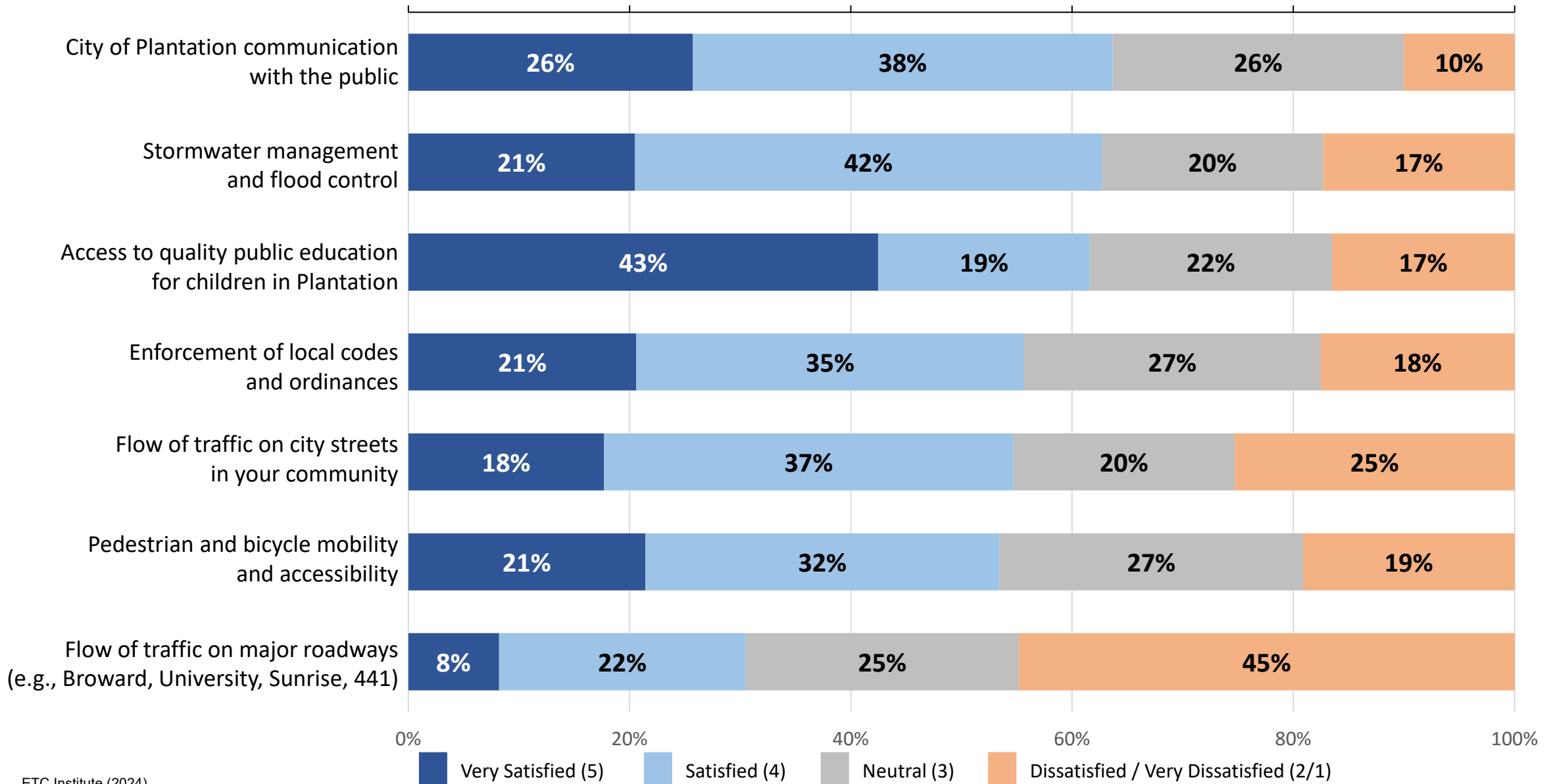
Q1. Satisfaction With Major City Services

by percentage of respondents (excluding don't know)

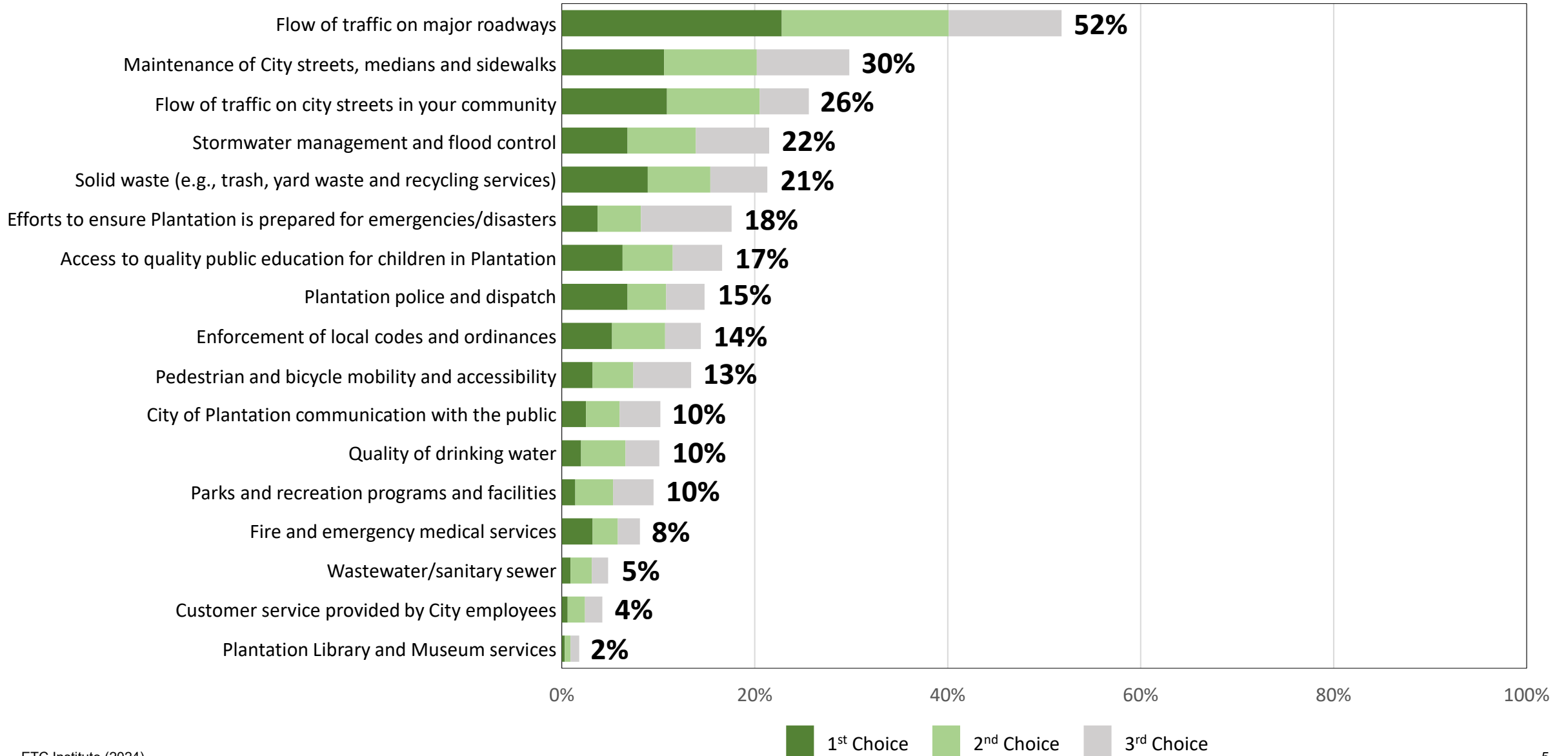


Q1. Satisfaction With Major City Services (Continued)

by percentage of respondents (excluding don't know)

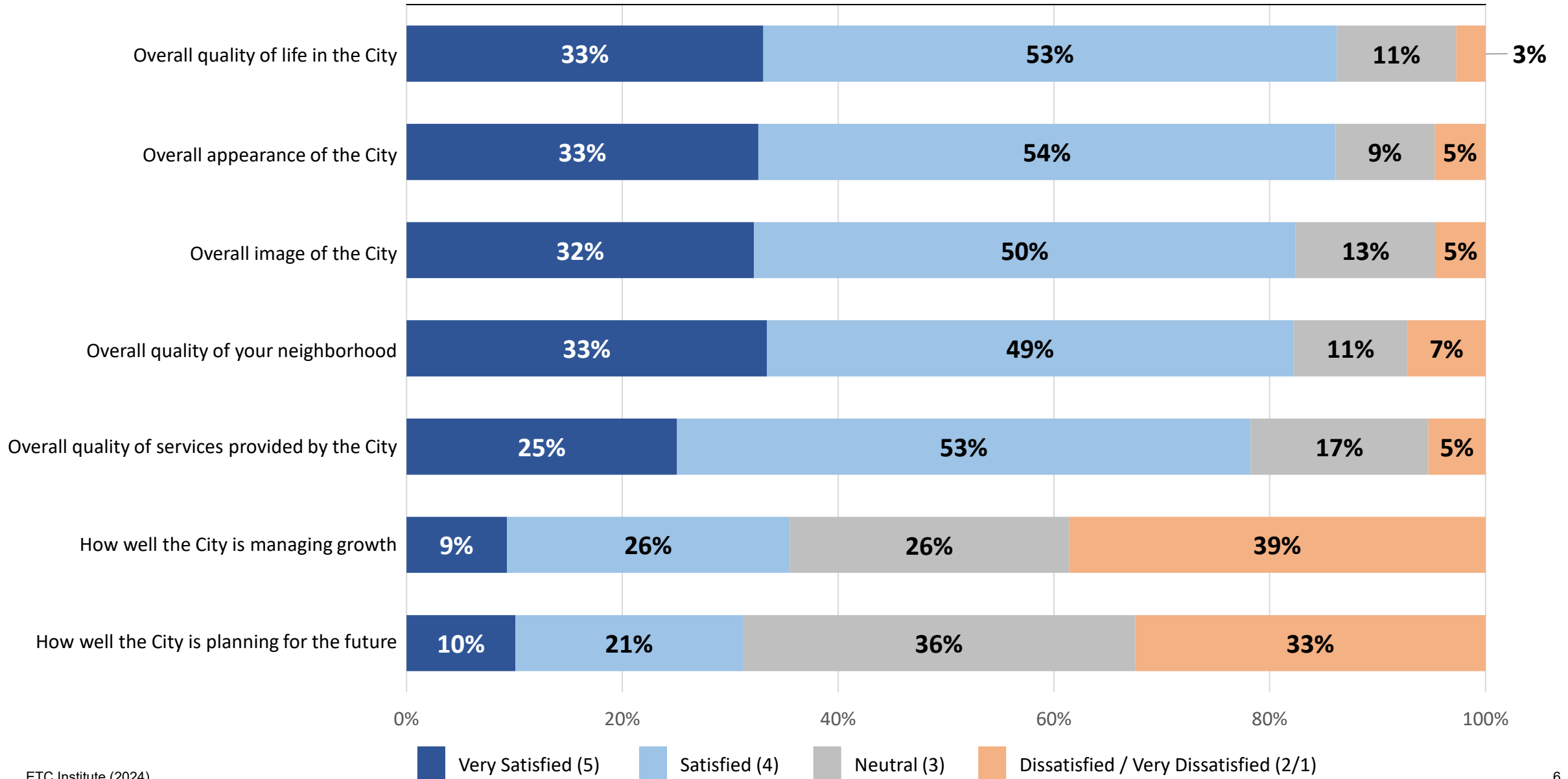


Q2. Major City Services That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices



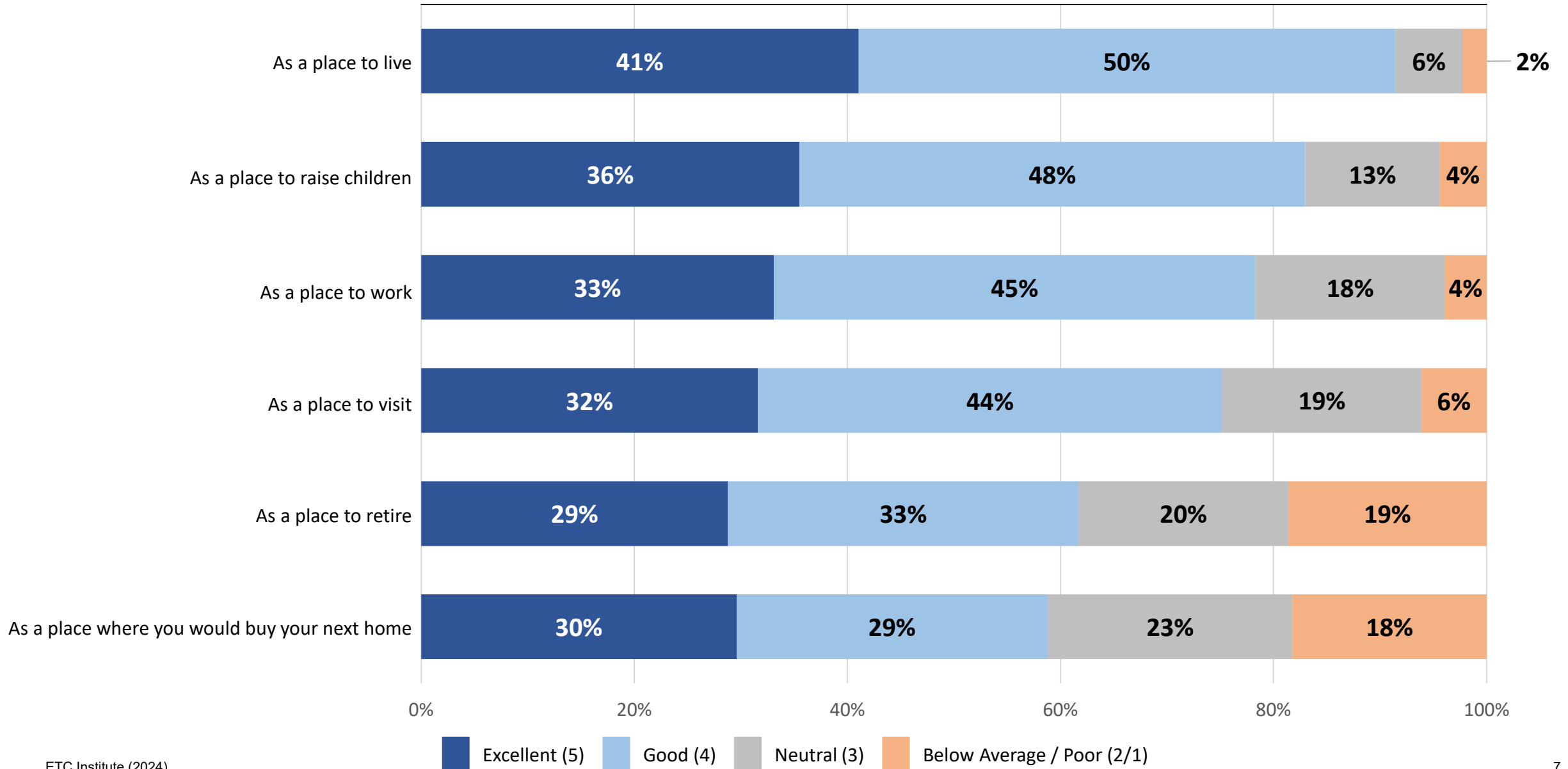
Q3. Perceptions Of The City

by percentage of respondents (excluding don't know)



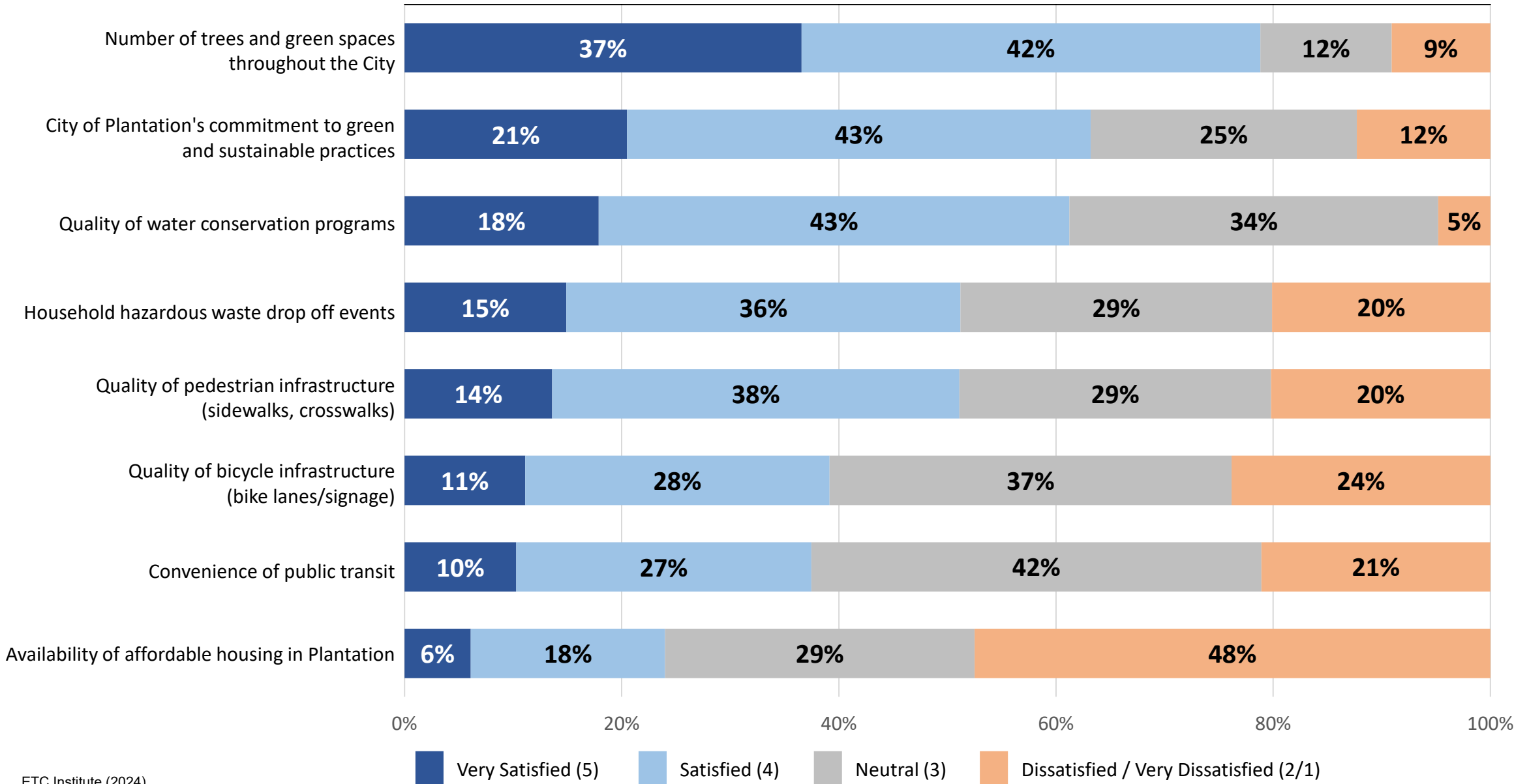
Q4. Overall Ratings Of The City

by percentage of respondents (excluding don't know)

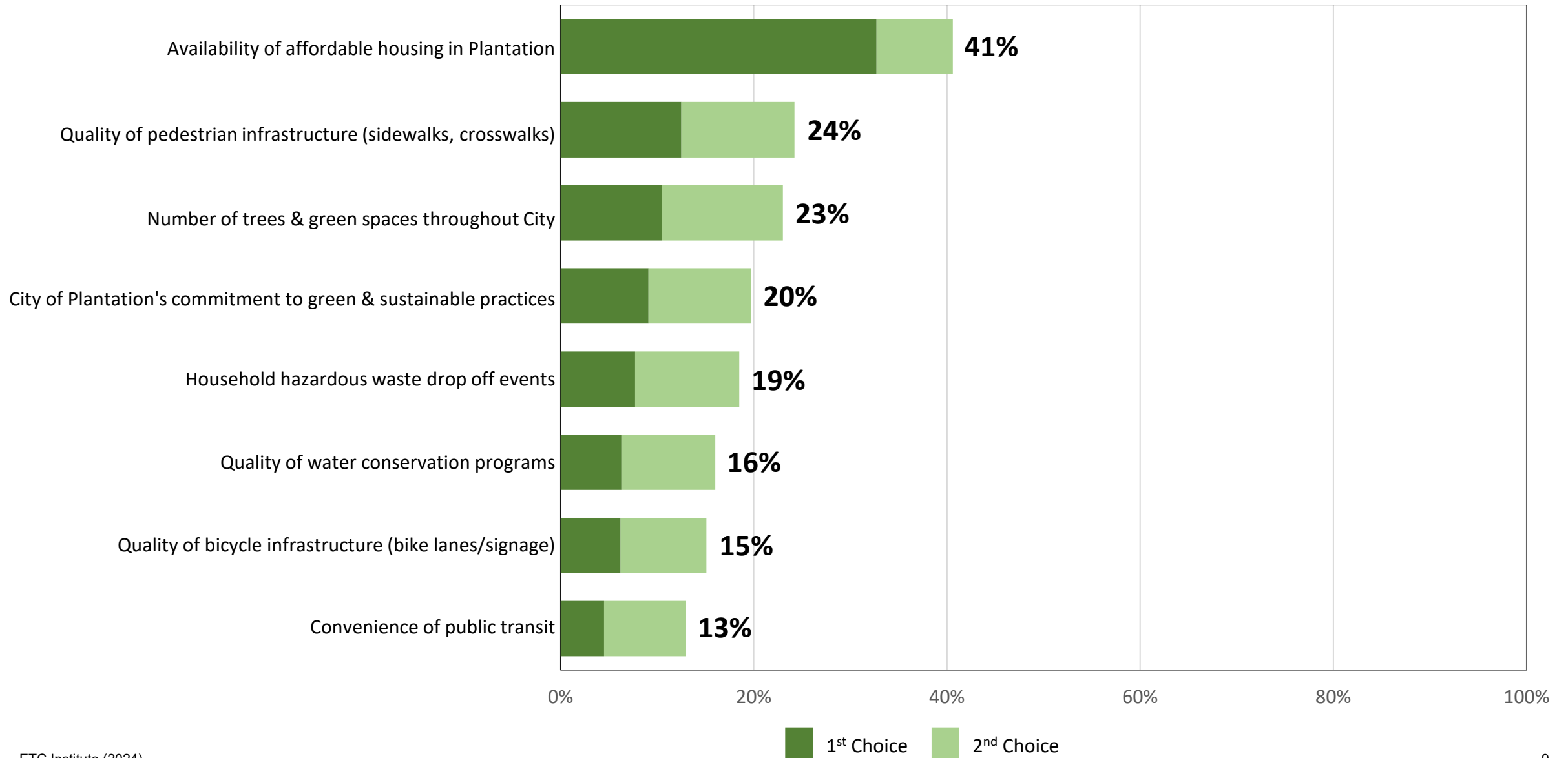


Q5. Satisfaction with Sustainability

by percentage of respondents (excluding don't know)

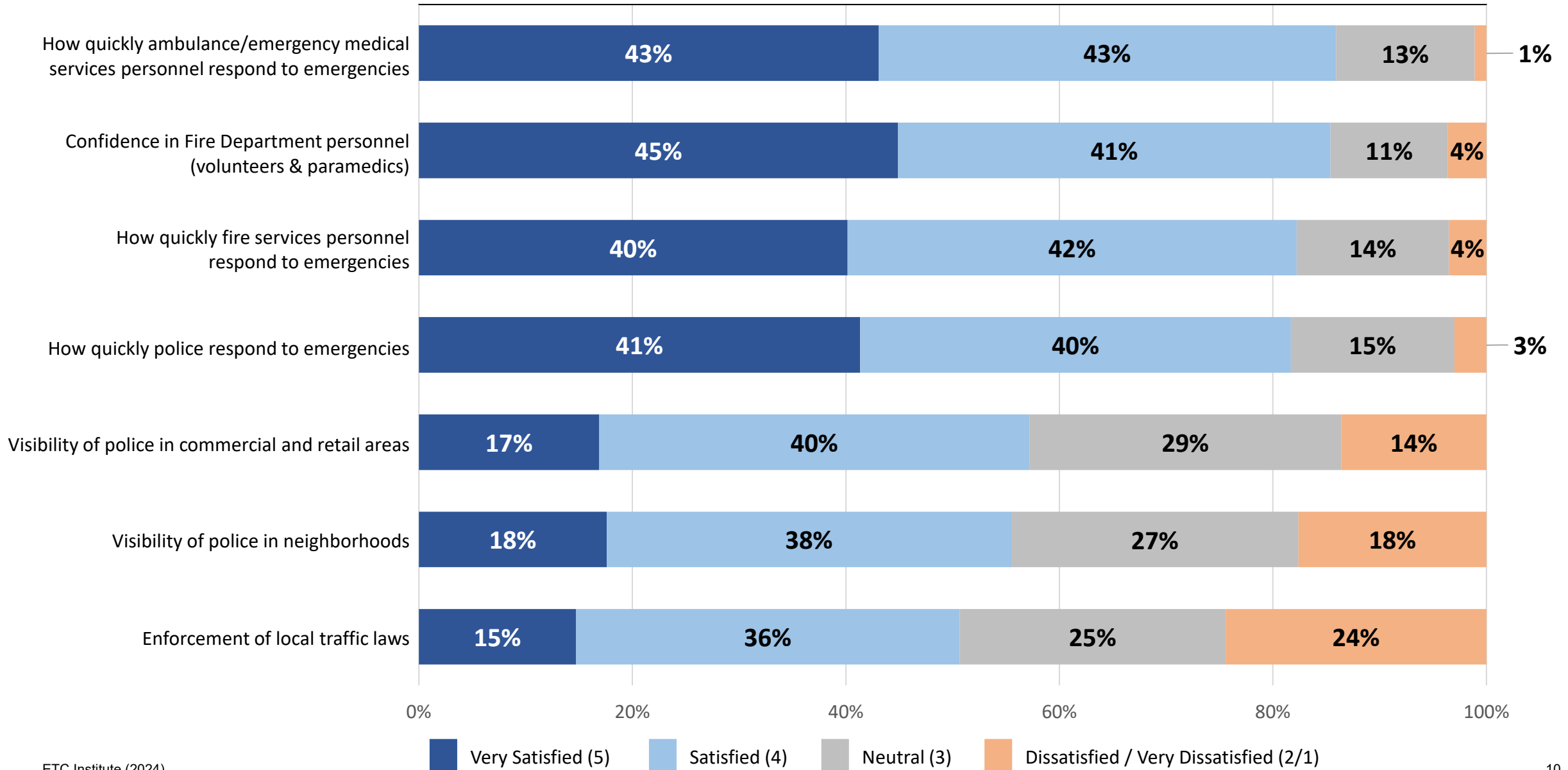


Q6. Sustainability Items That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top two choices

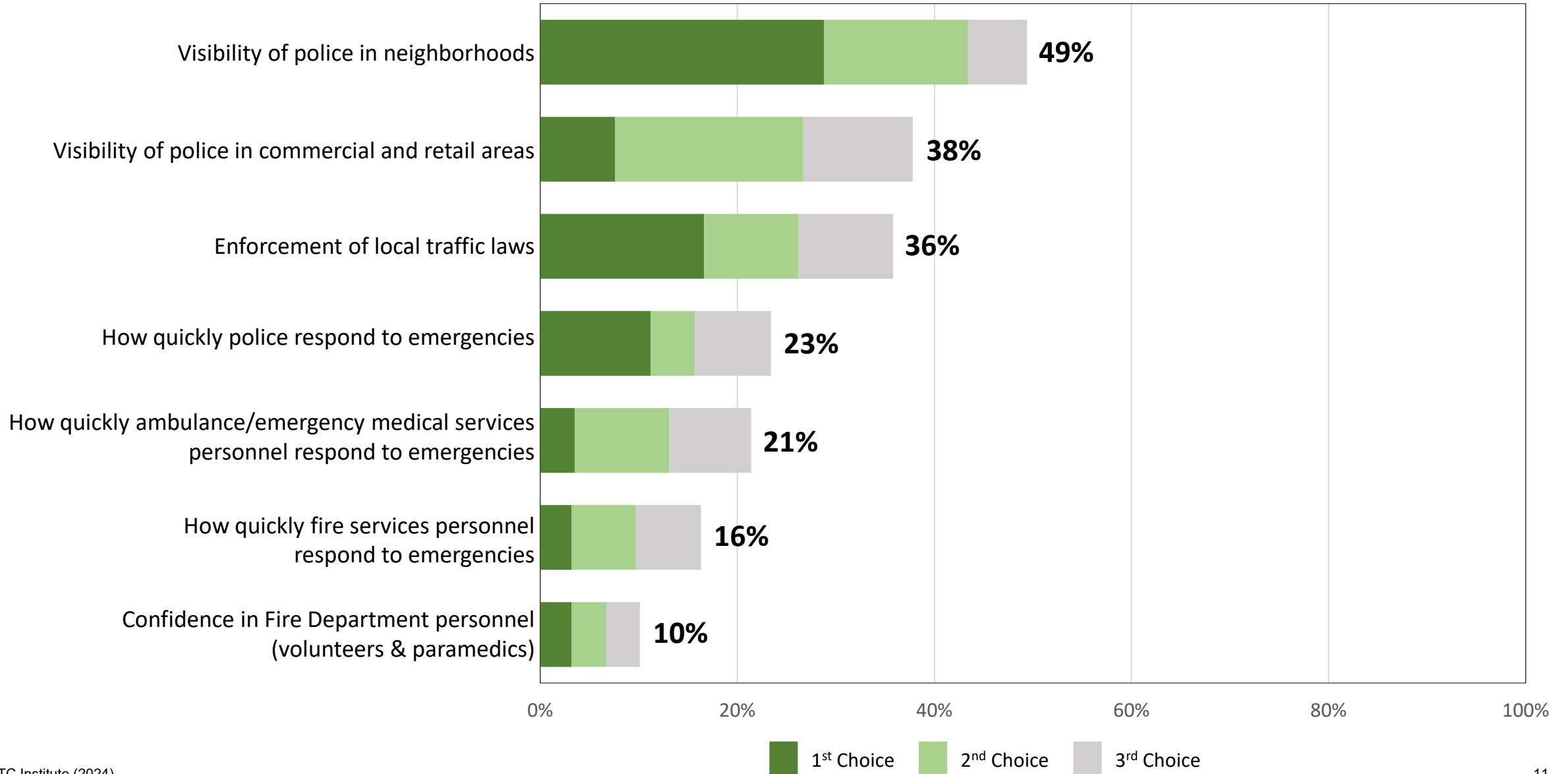


Q7. Satisfaction with Public Safety Services

by percentage of respondents (excluding don't know)

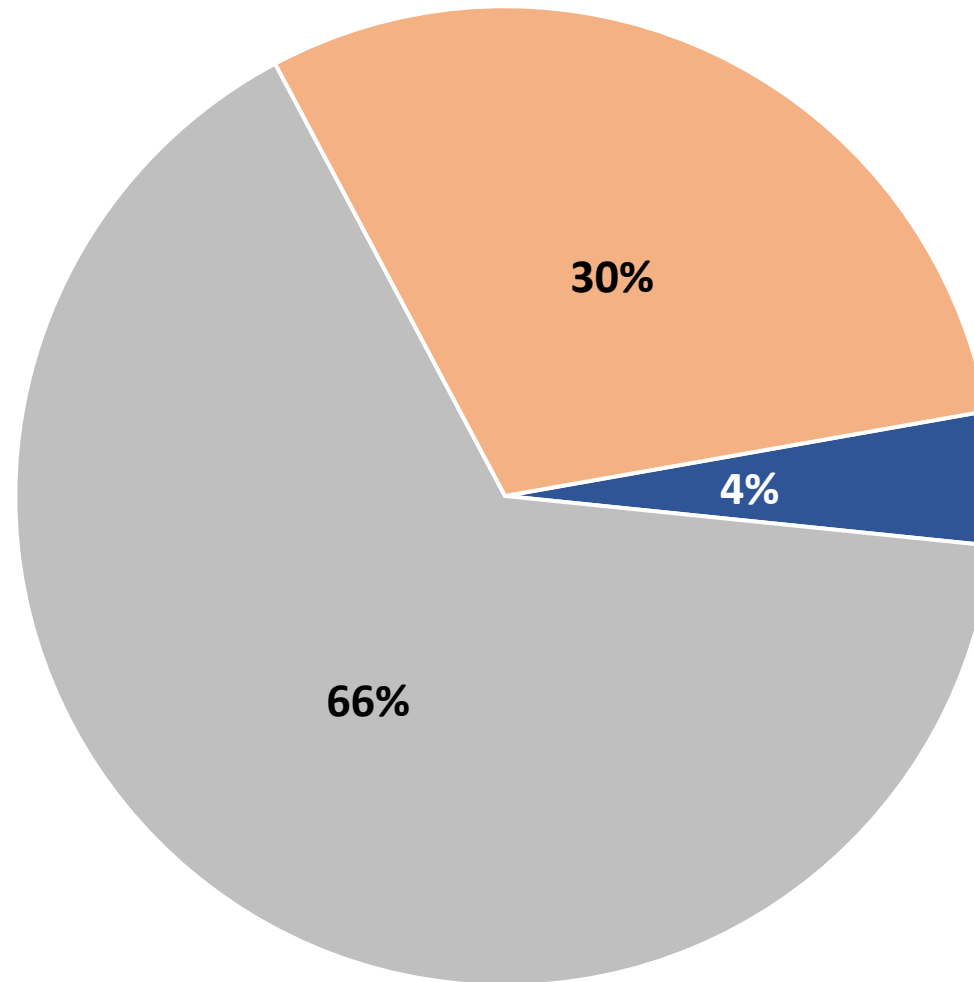





Q8. Public Safety Services That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices



Q9. In The Past 12 Months, Do You Think Plantation Has Become More, Less, Or Stayed The Same As Far As Being A Safe Place?

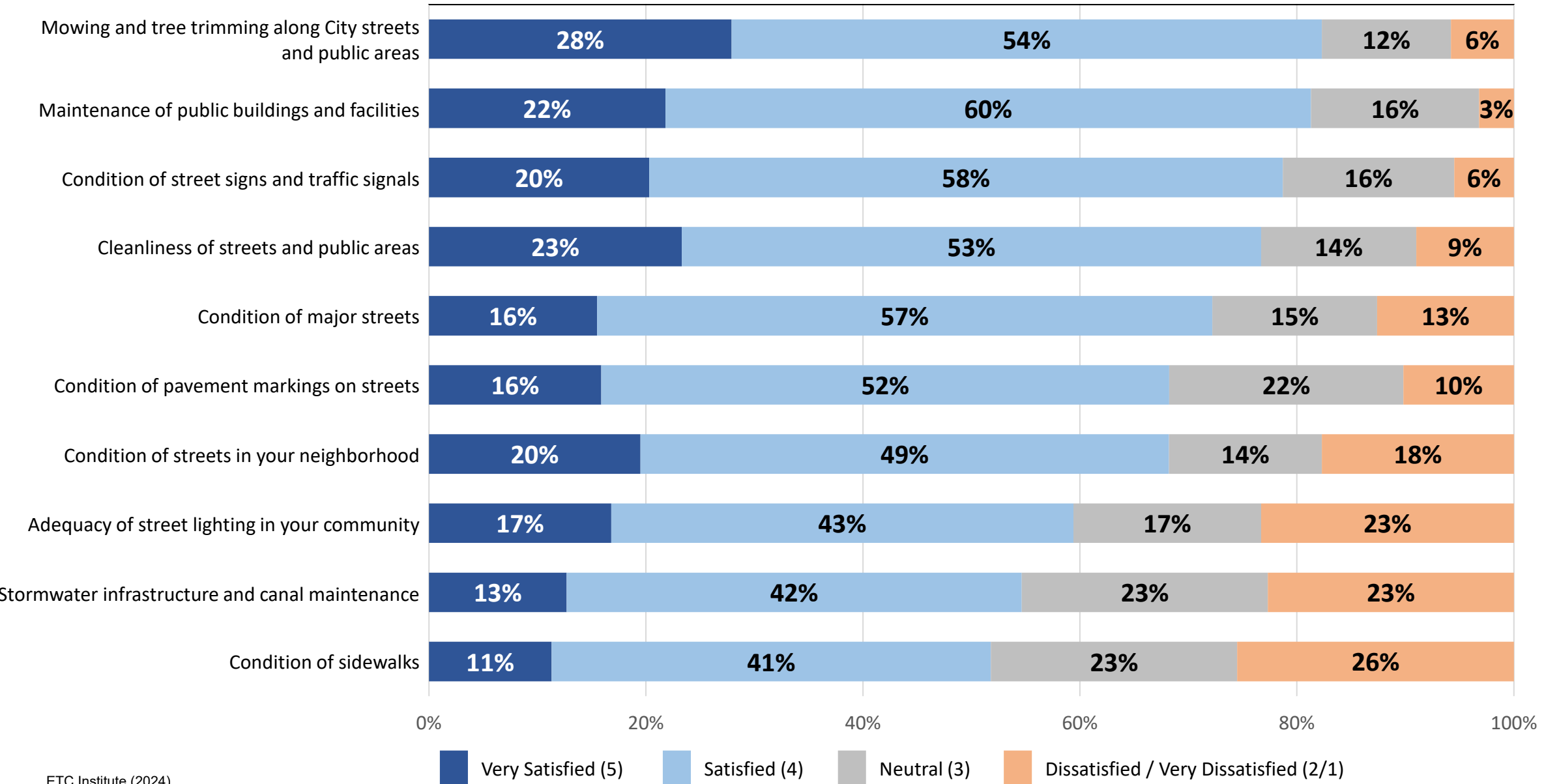
by percentage of respondents (excluding not provided)



 More Safe  Stayed the Same  Less Safe

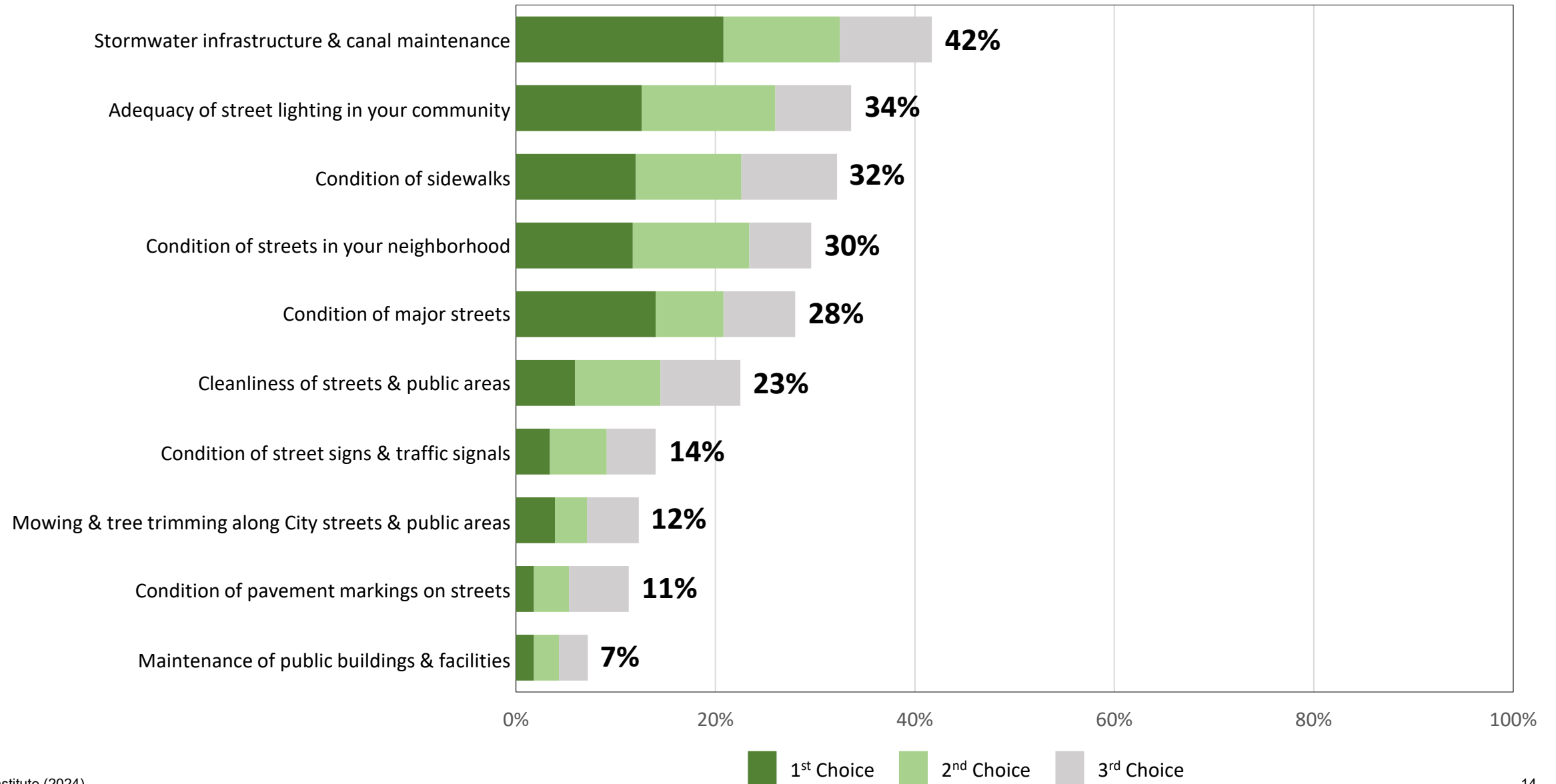
Q10. Satisfaction with Maintenance Services

by percentage of respondents (excluding don't know)

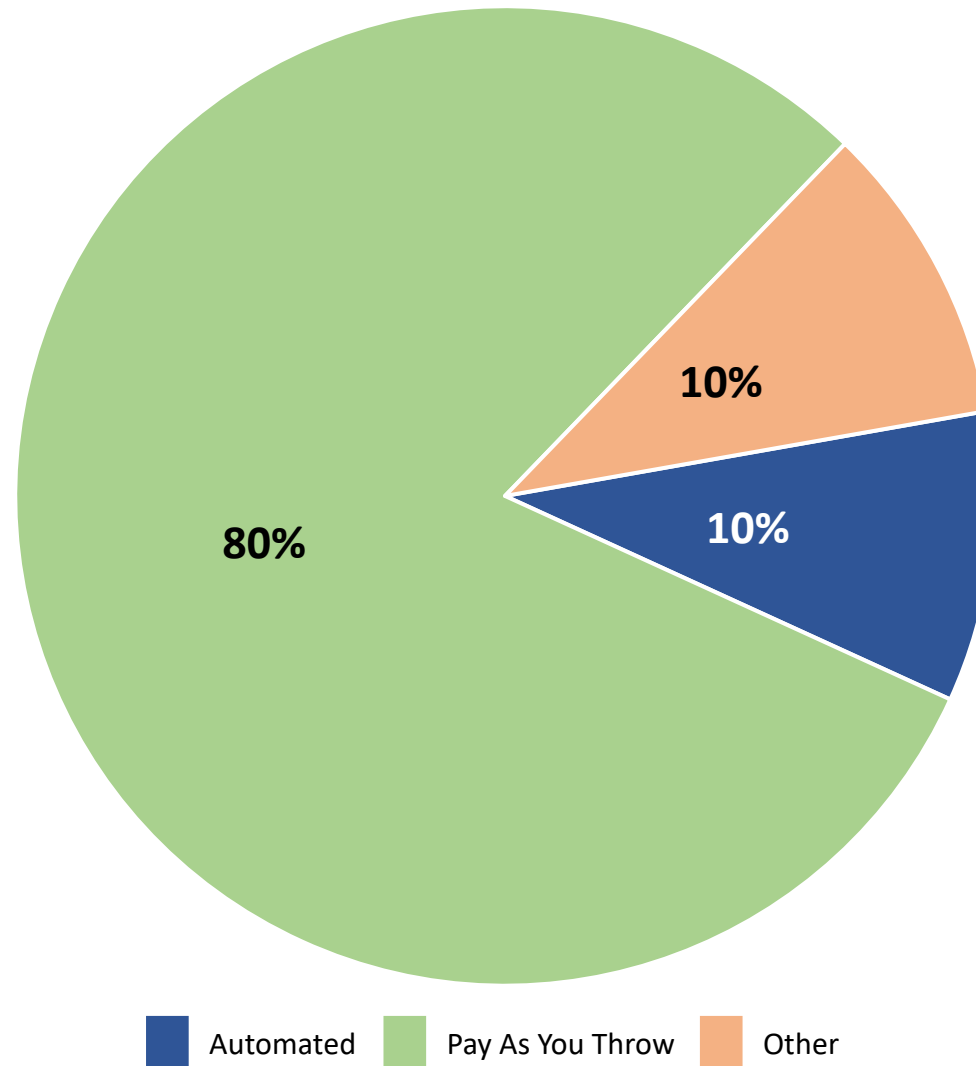


Q11. Maintenance Services That Should Receive The Most Emphasis Over The Next Two Years

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

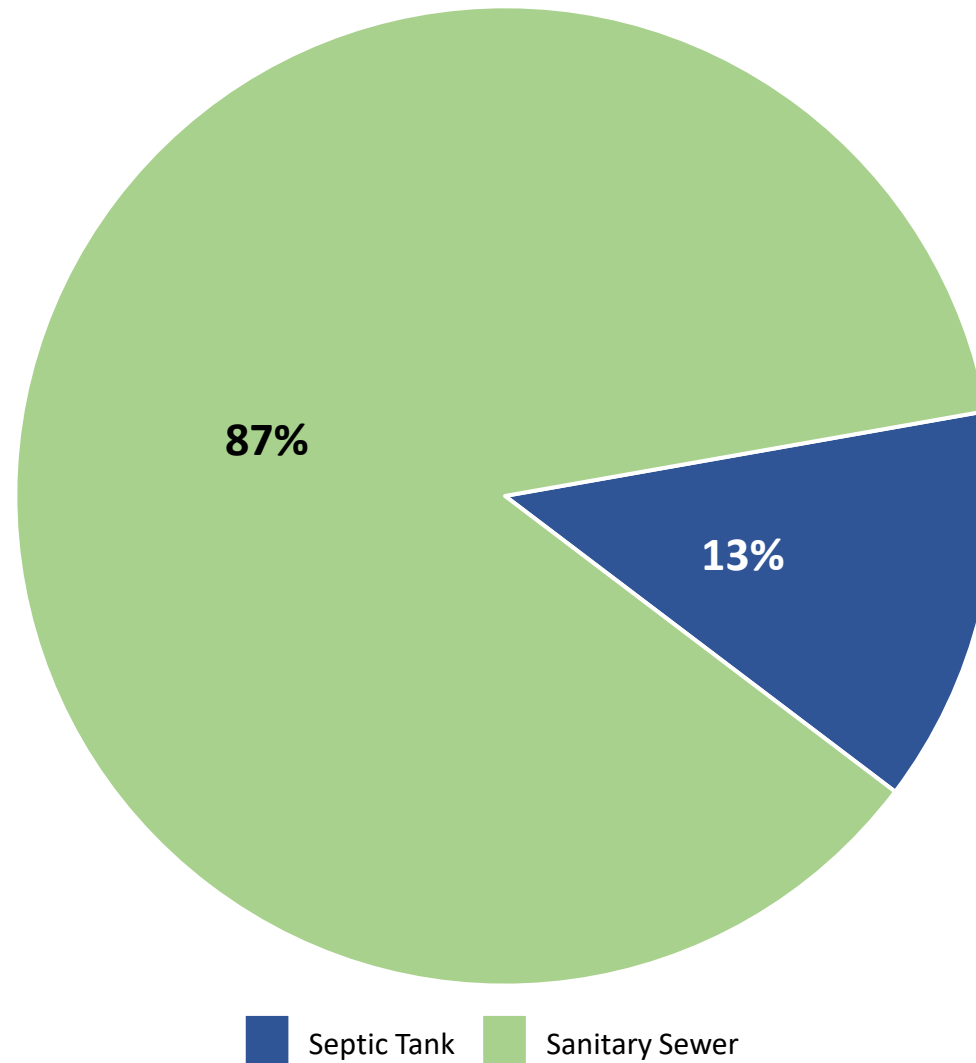


Q12. How Do You Currently Receive Solid Waste (Trash) Services? by percentage of respondents (excluding not provided)

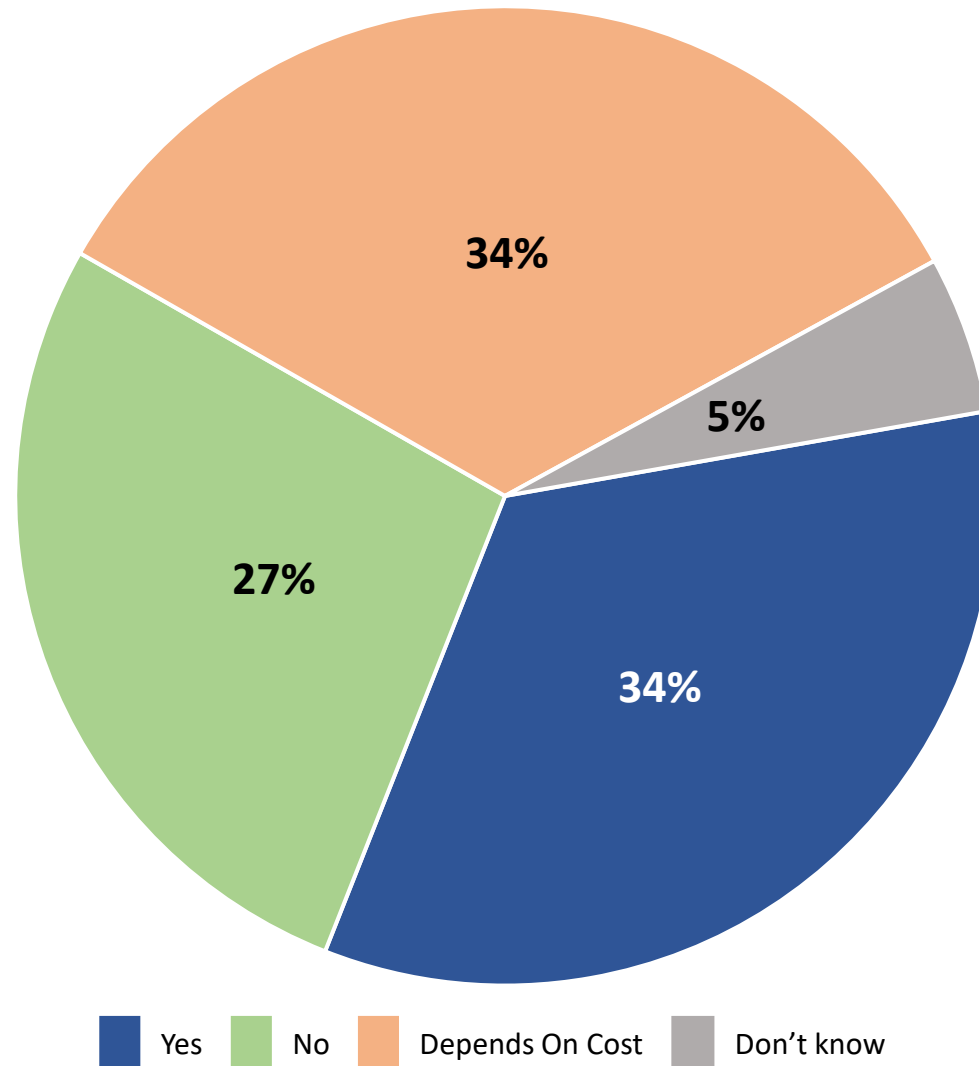


Q13. How Do You Currently Receive Sewer Services?

by percentage of respondents (excluding not provided)

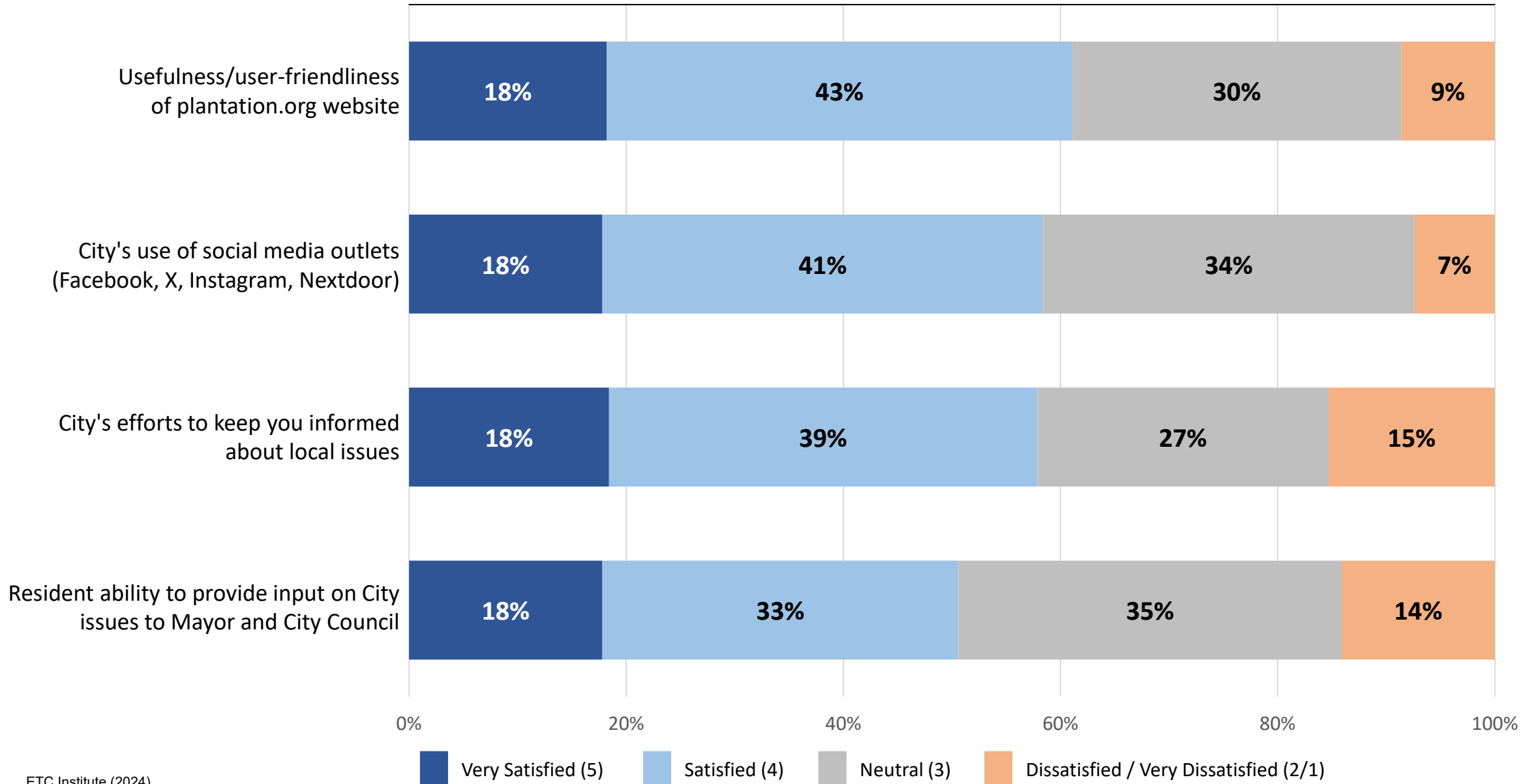


Q13a. If You Are On Septic And City Sewer Became Available In Your Area, Would You Be Interested In Converting To It, Keeping In Mind That There Is A Cost To A Homeowner? by percentage of respondents



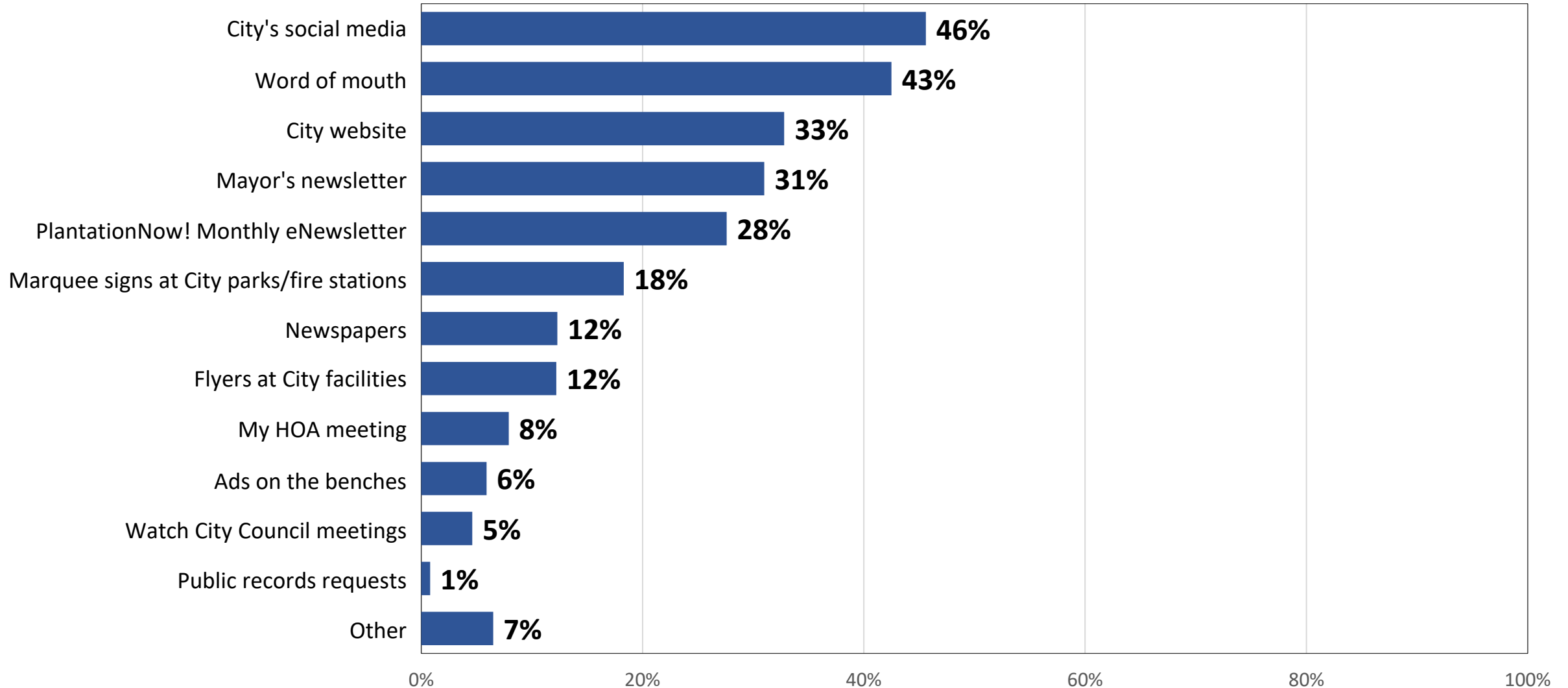
Q14. Satisfaction with Communication

by percentage of respondents (excluding don't know)



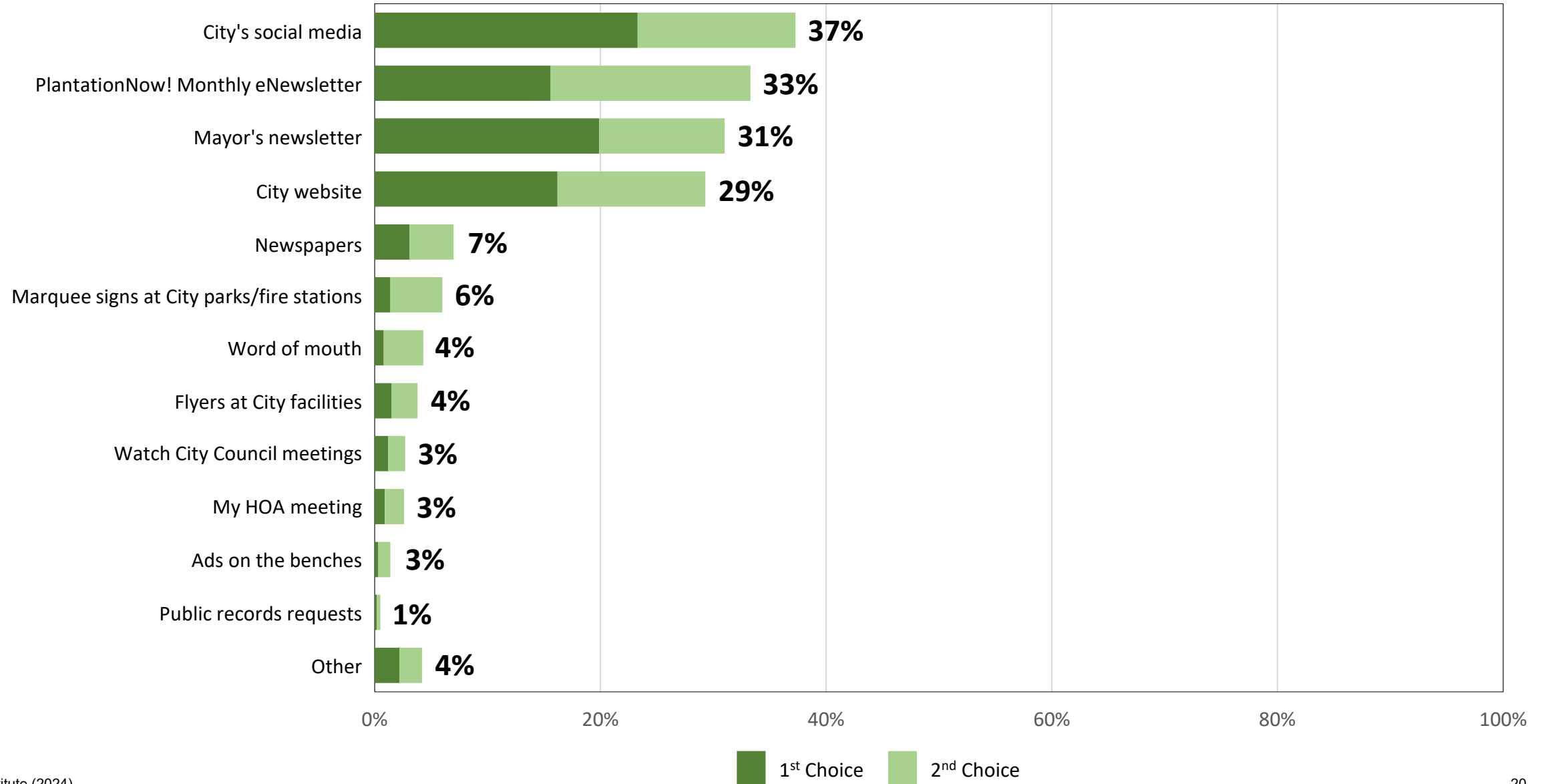
Q15. Where Do You Currently Get News And Information About City Programs, Services, And Events?

by percentage of respondents (multiple selections could be made)



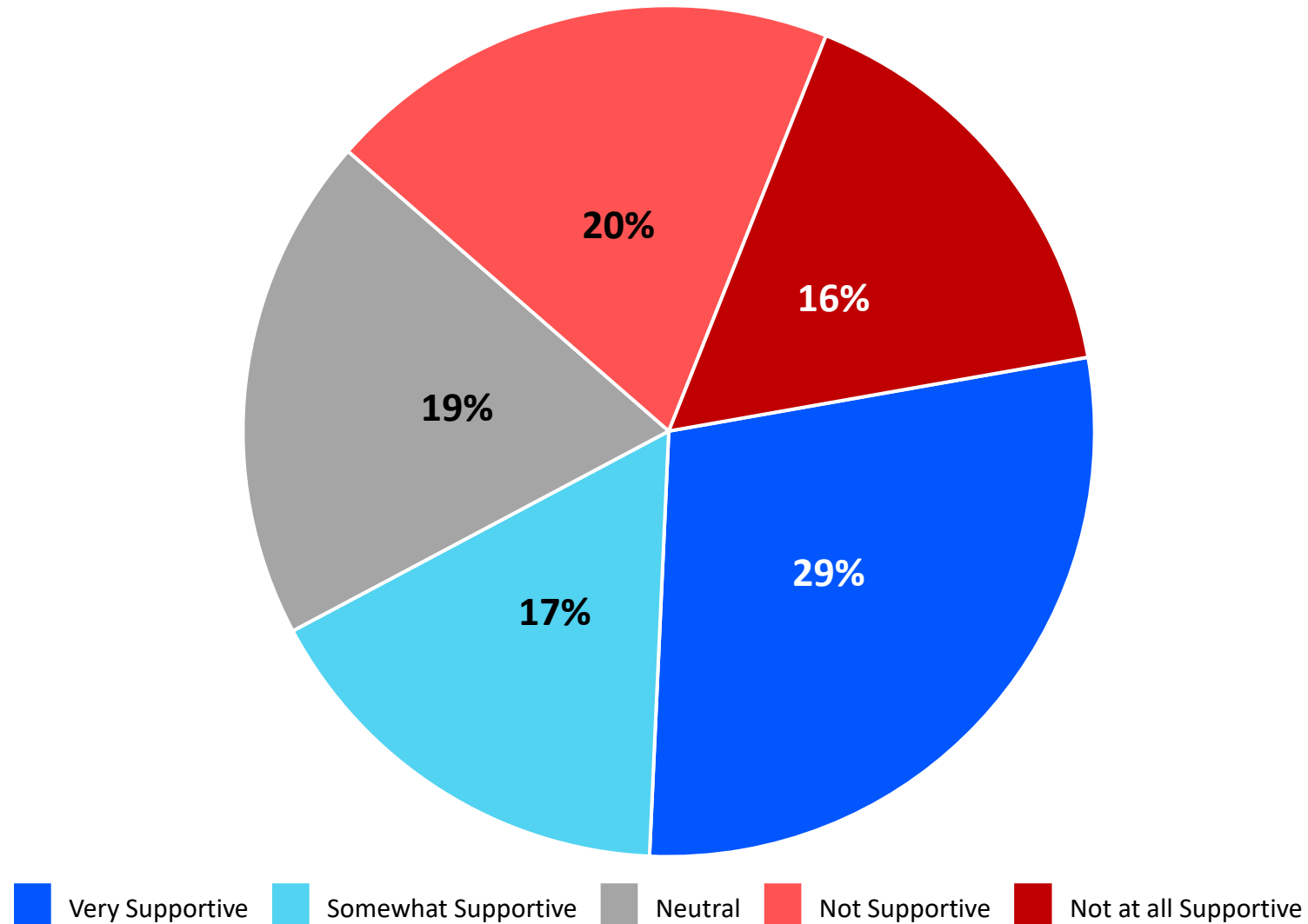
Q16. Which TWO Sources Of Information Would You Prefer To Get Information From The City?

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



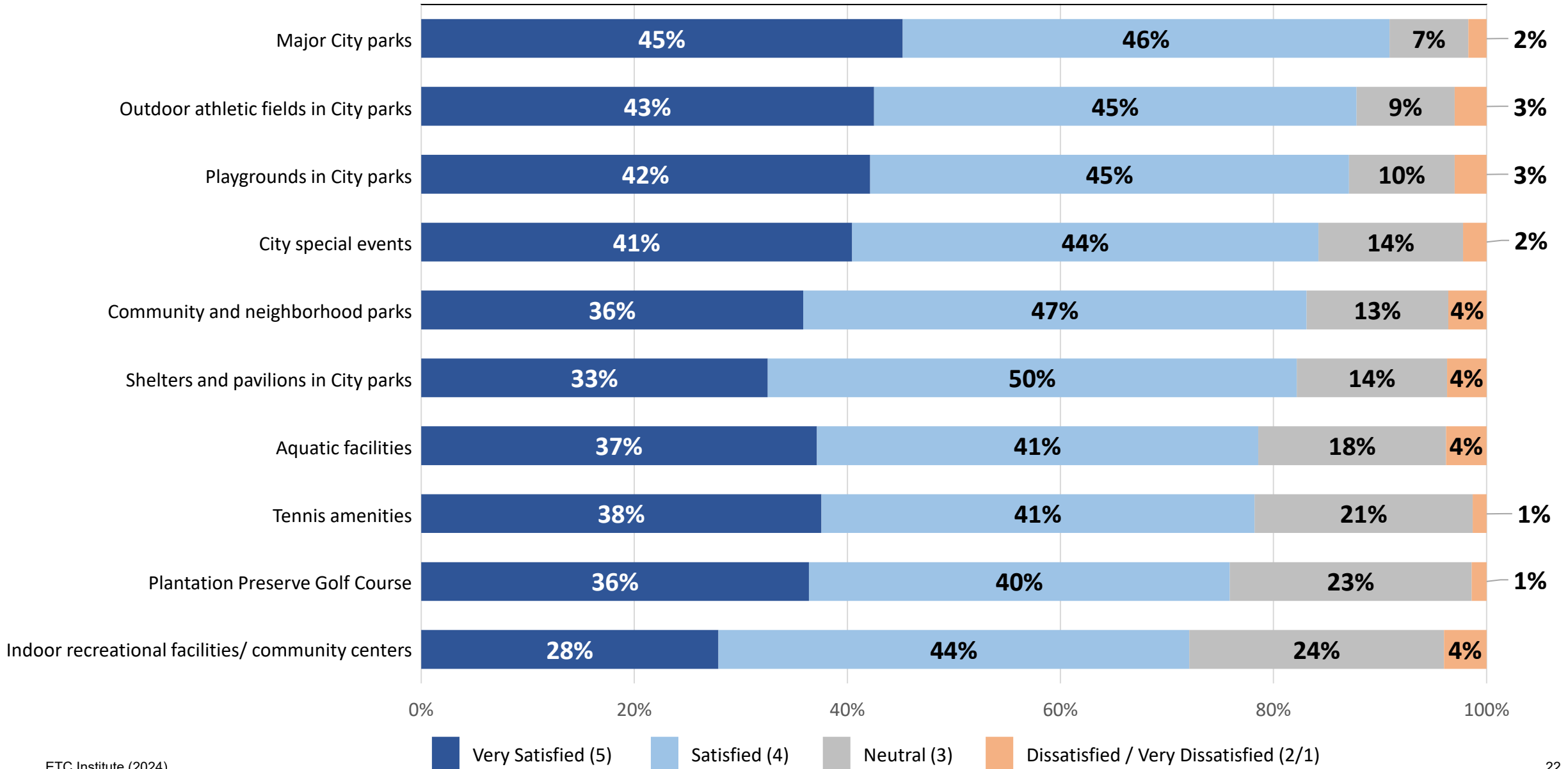
Q17. How Supportive Would You Be Of The City Moving To A 4-day Work Week With Extended Business Hours Monday Through Thursday?

by percentage of respondents (excluding don't know)



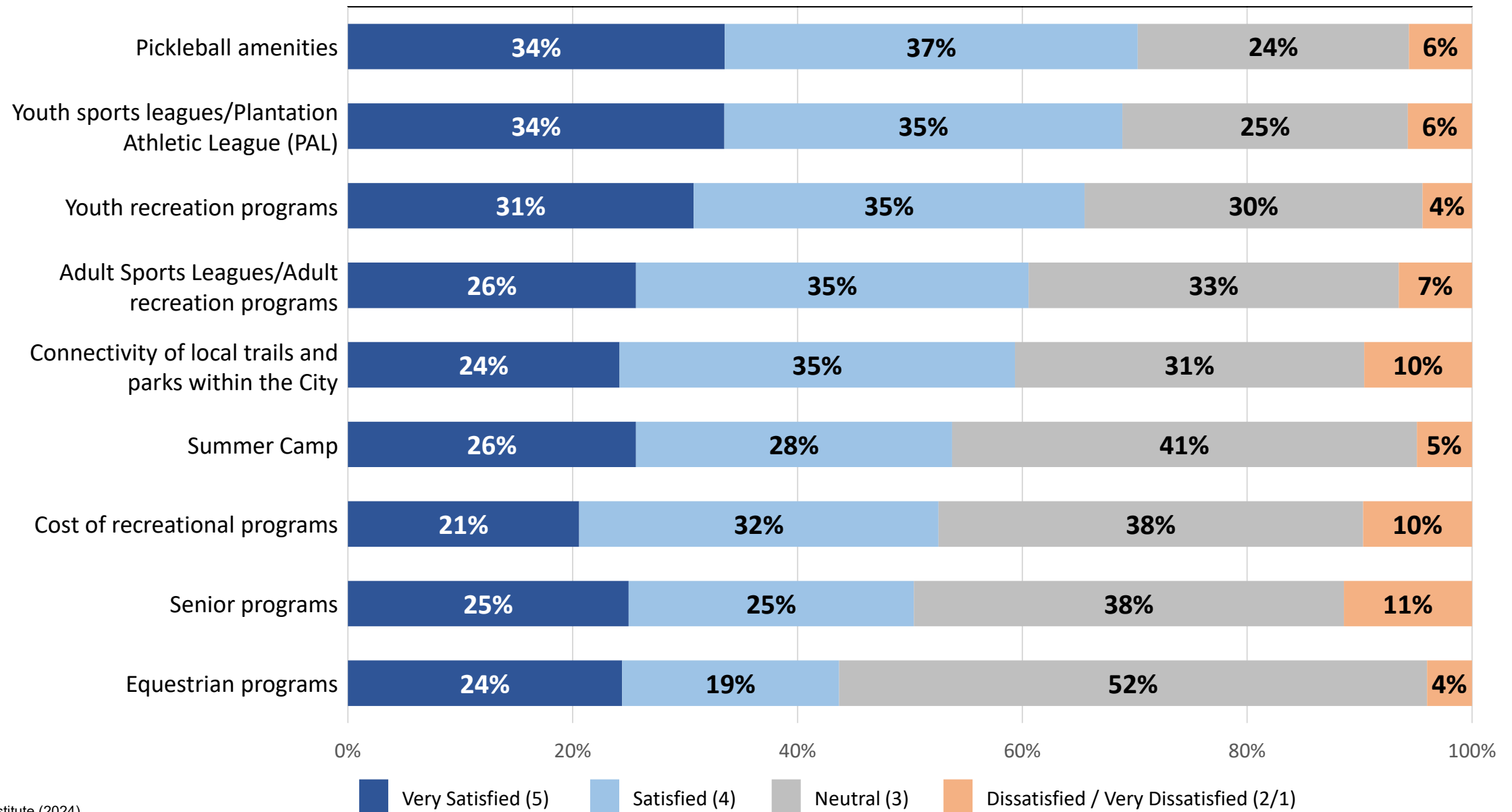
Q18. Satisfaction with Parks and Recreation Services

by percentage of respondents (excluding don't know)

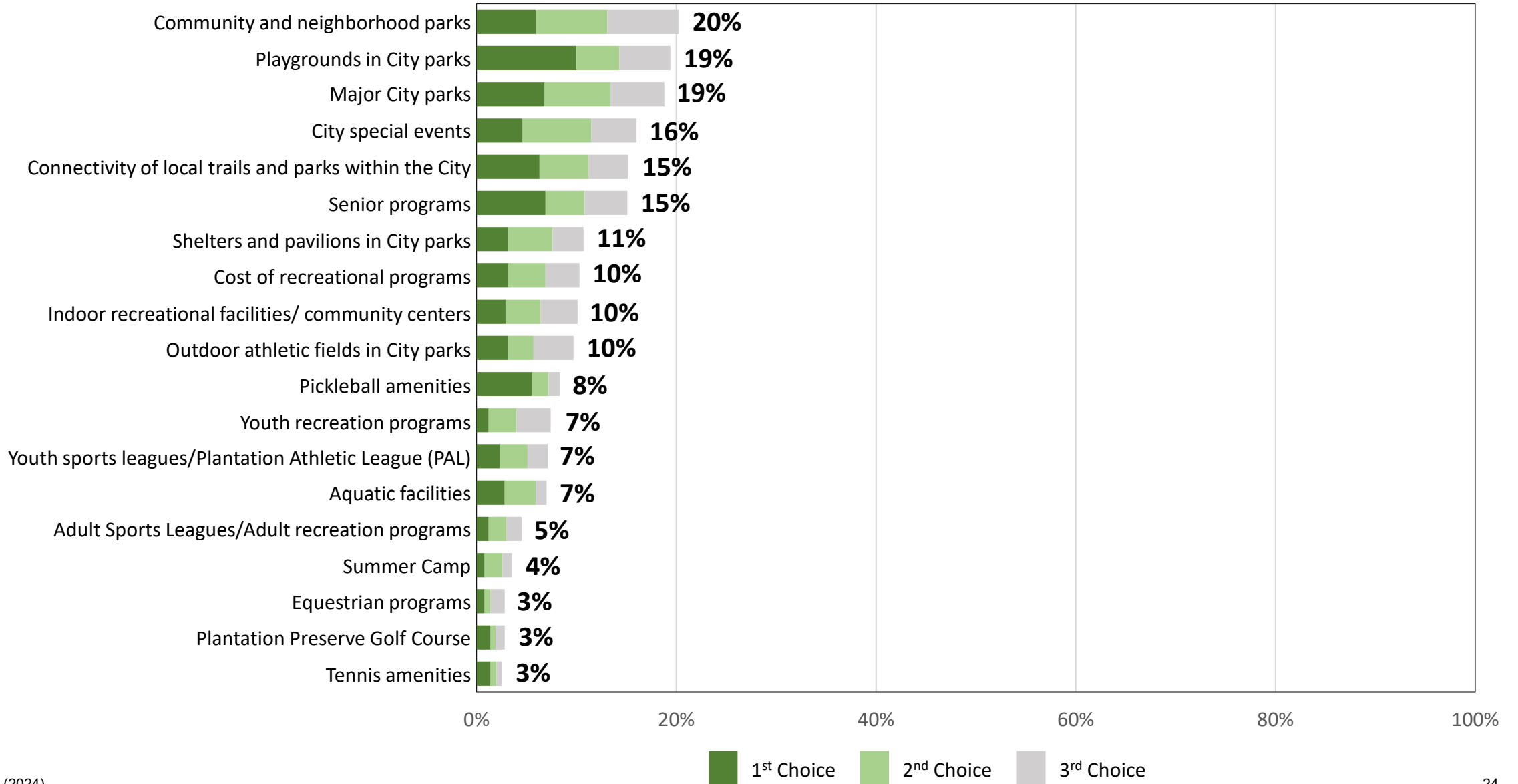


Q18. Satisfaction with Parks and Recreation Services (Continued)

by percentage of respondents (excluding don't know)

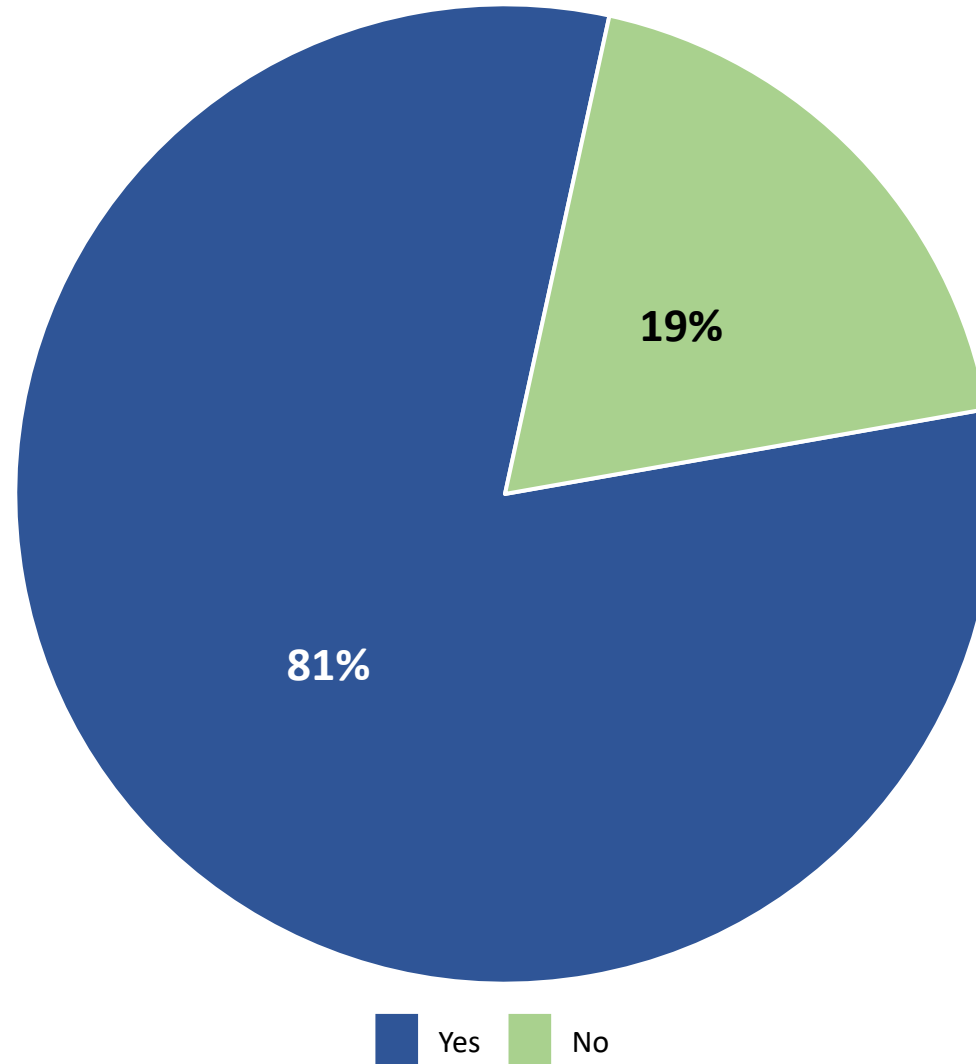


Q19. Parks And Recreation Services That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices

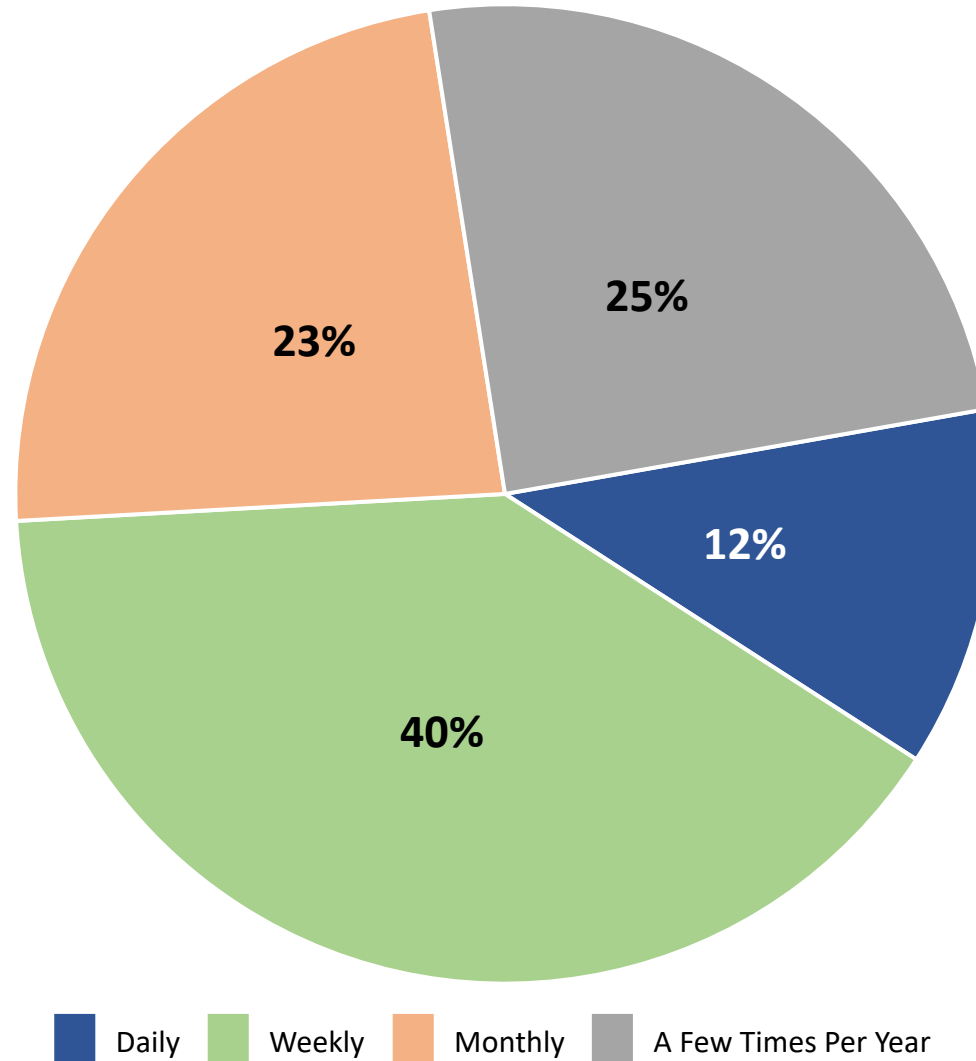


Q20. Have You Or Members Of Your Household Used Any City Parks, Recreation Facilities, Or Other Recreation Amenities During The Past Year?

by percentage of respondents (excluding not provided)

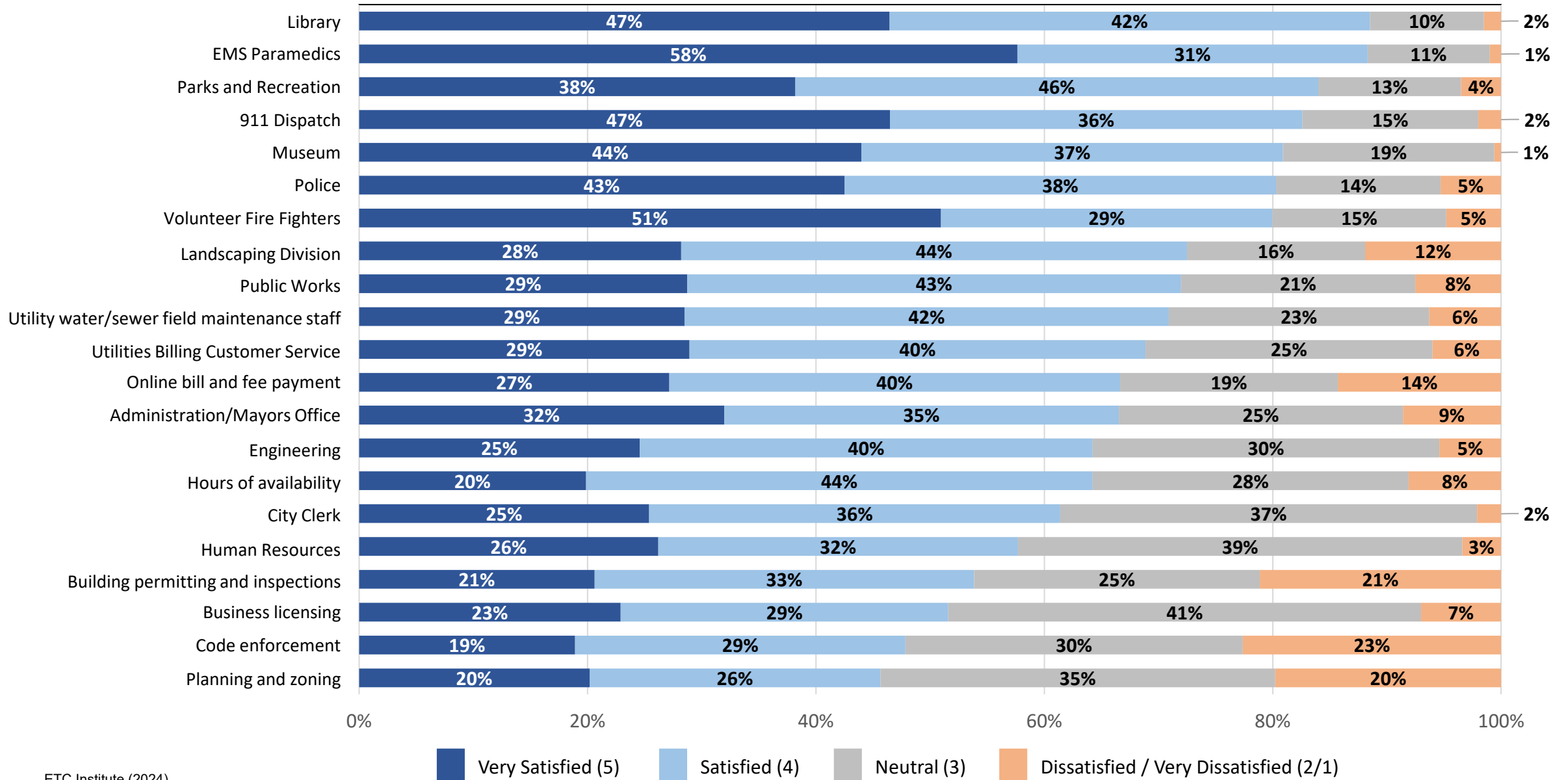


Q20a. How Frequently Do You Or The Members Of Your Household Visit City Parks, Recreation Facilities, Or Other Recreation Amenities? by percentage of respondents (excluding not provided)



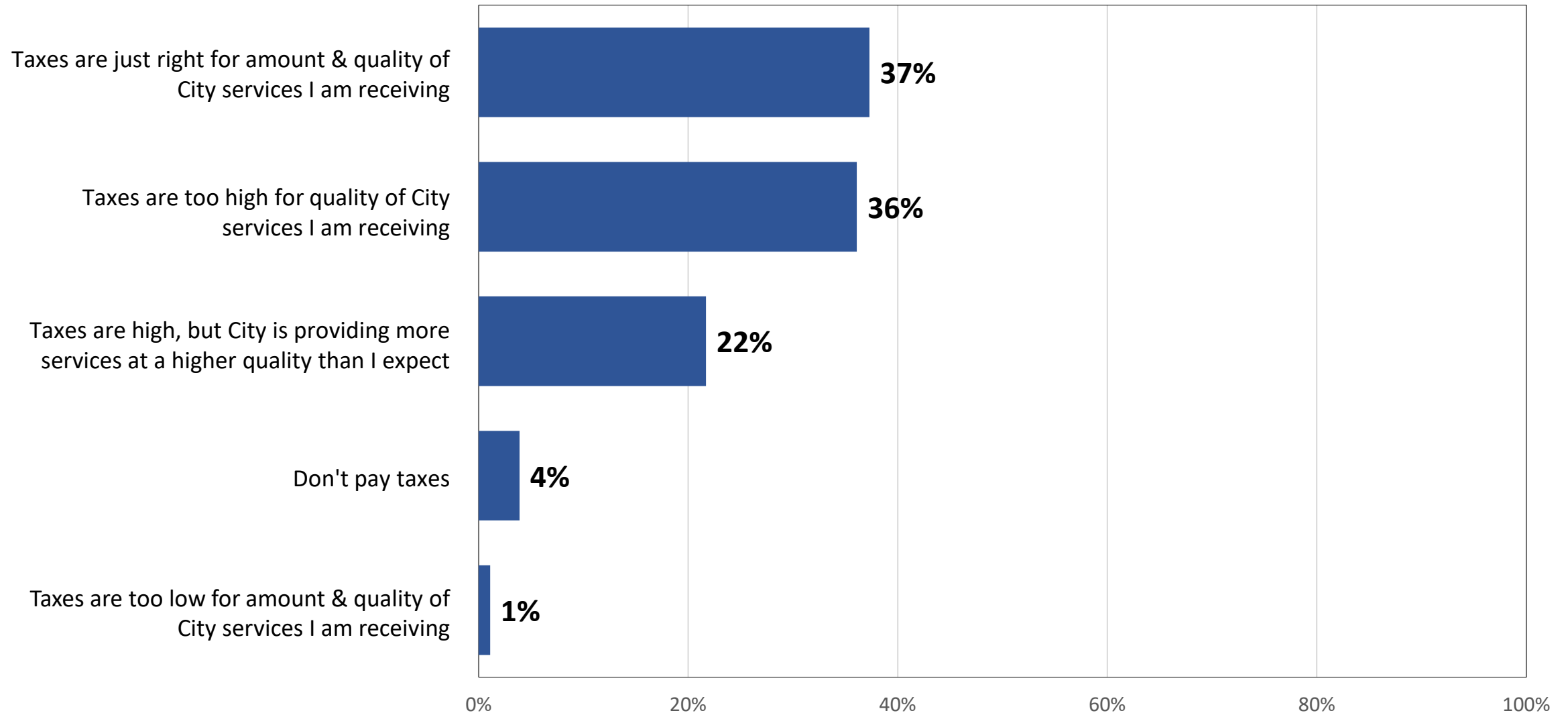
Q21. Satisfaction with City Departments

by percentage of respondents (excluding don't know)



Q22. Which Statement Best Describes How You Feel About The Taxes You Pay To The City Of Plantation?

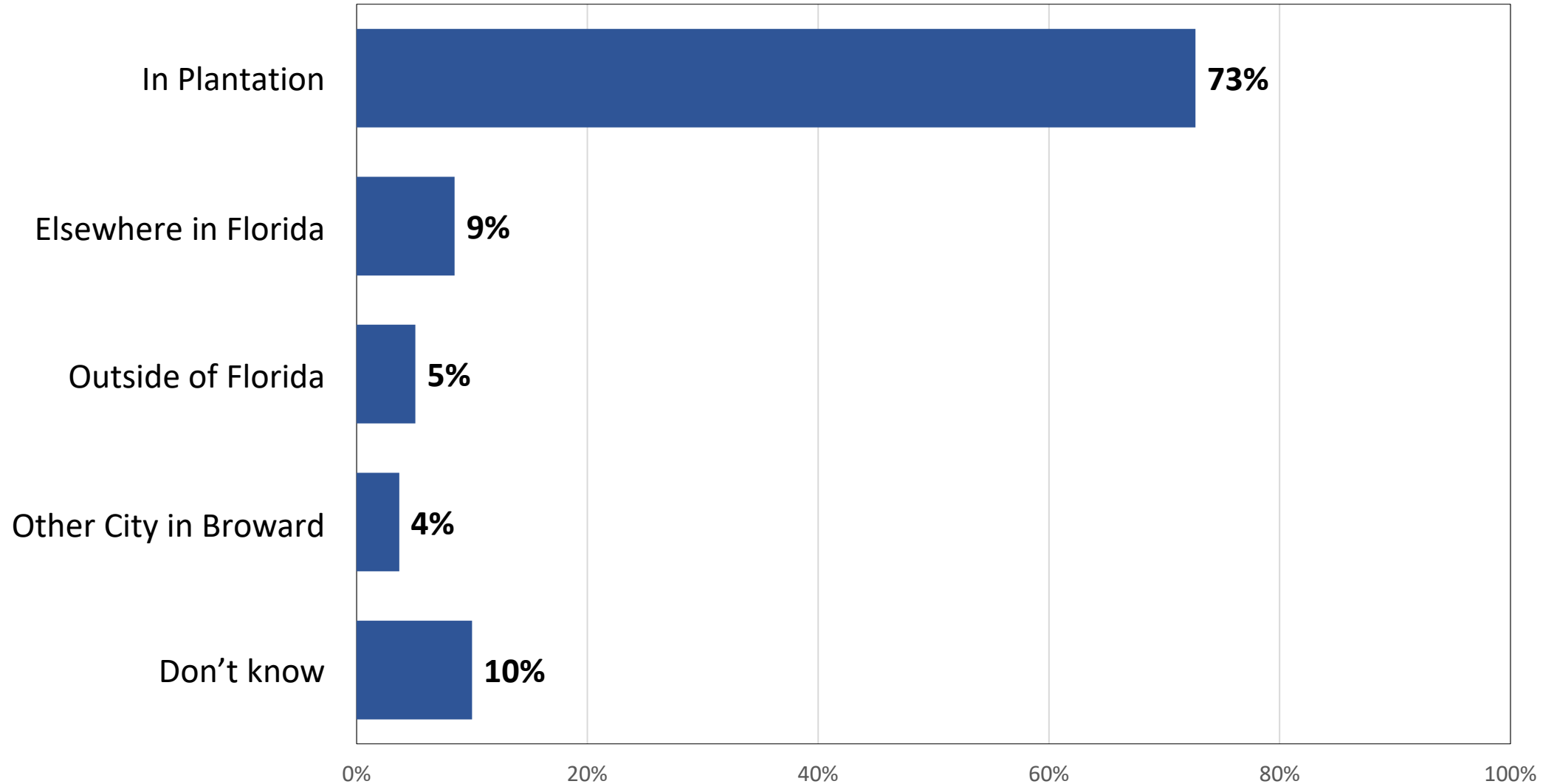
by percentage of respondents who had an opinion



Demographics

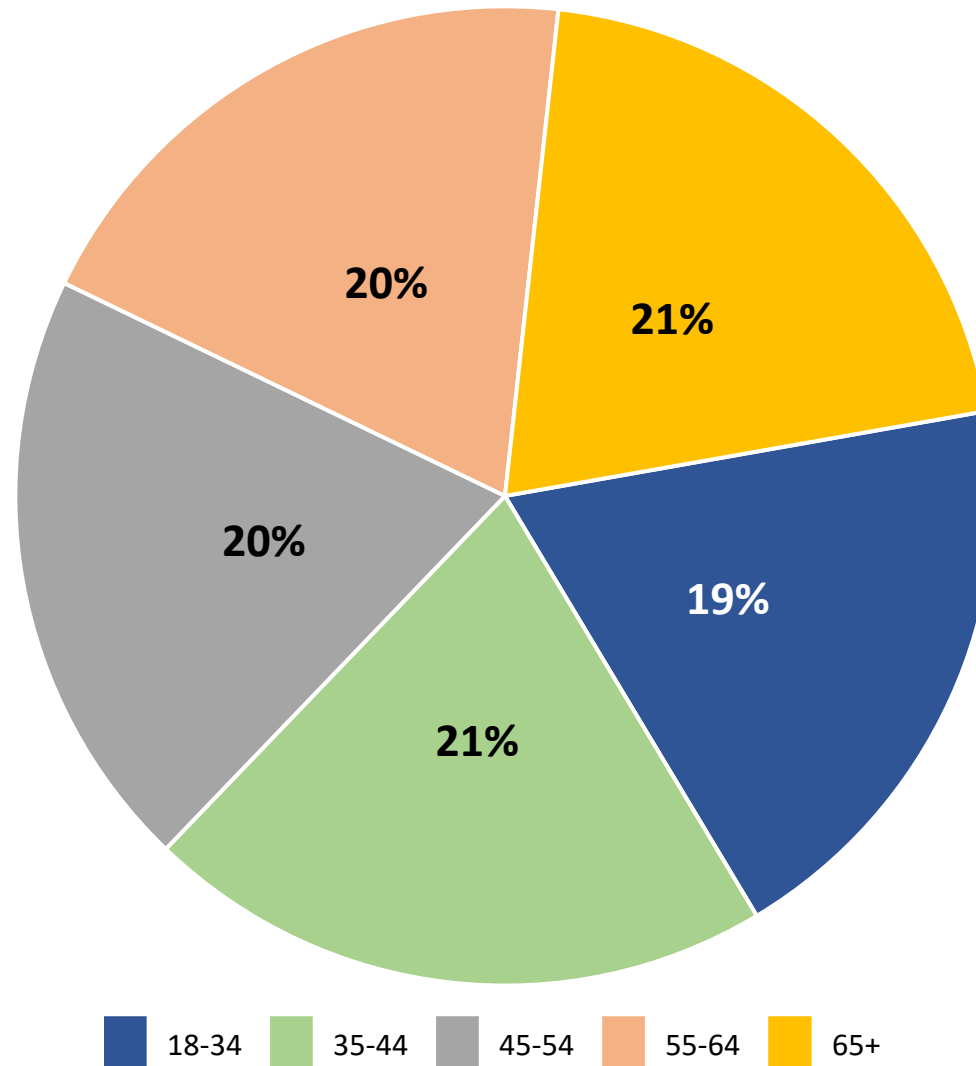
Q23. Where Do You Plan To Live In The Next 5 Years?

by percentage of respondents



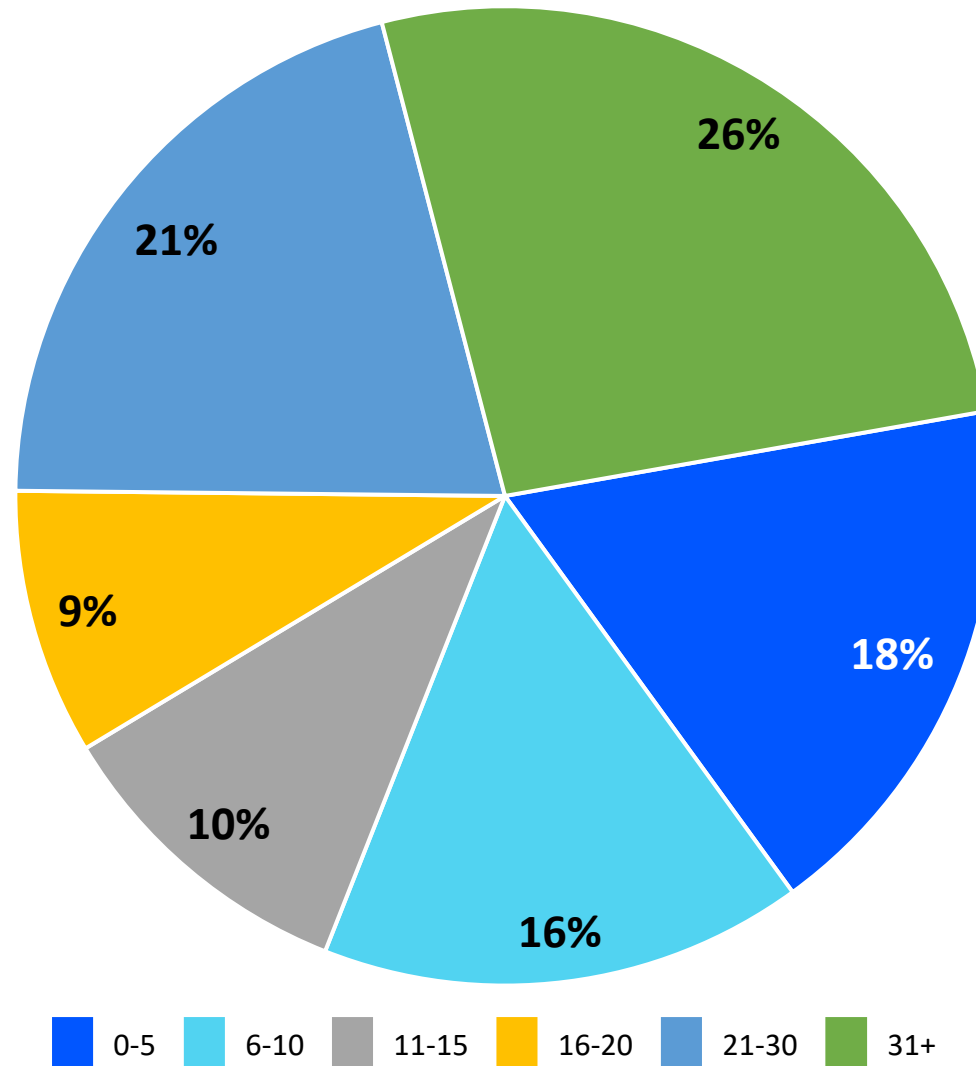
Q24. What Is Your Age?

by percentage of respondents (excluding not provided)



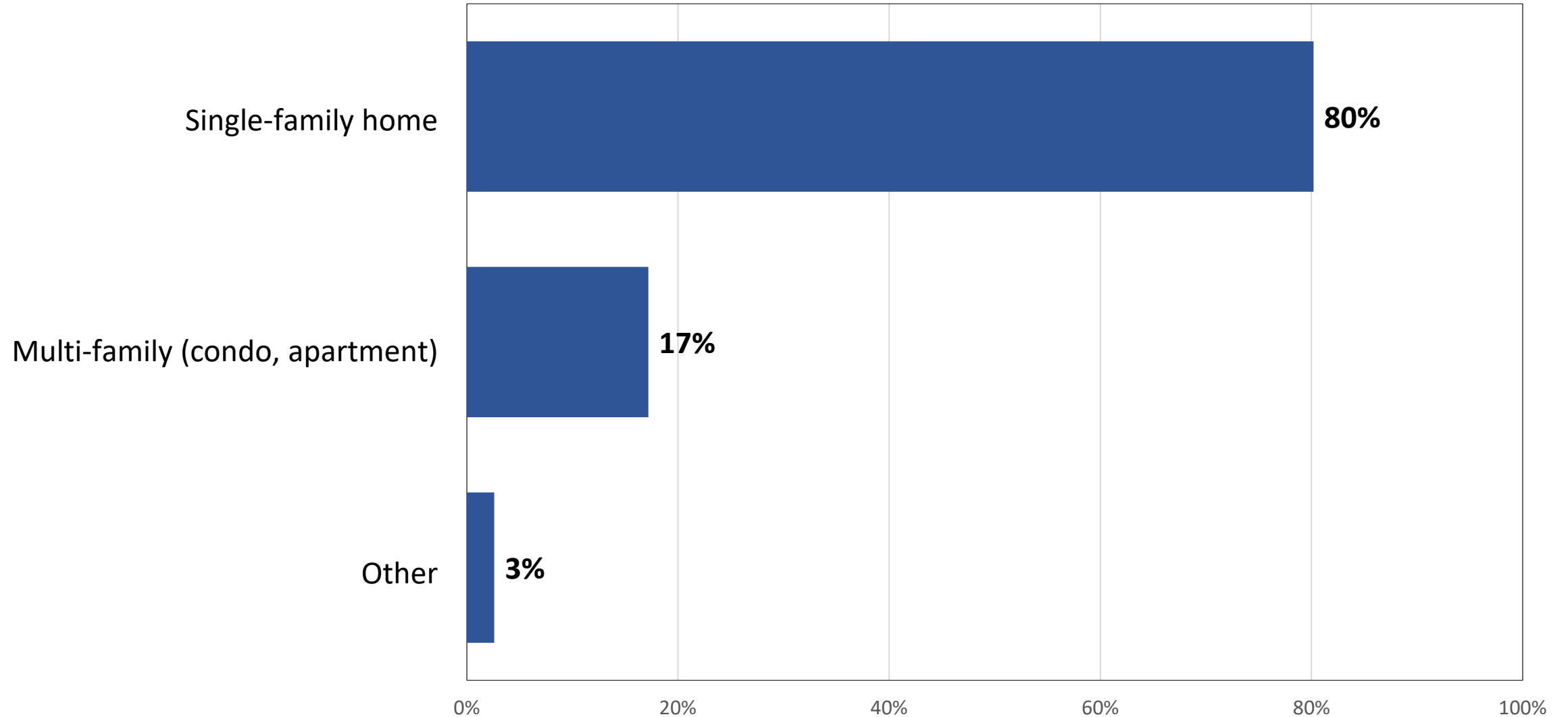
Q25. Approximately How Many Years Have You Lived In Plantation?

by percentage of respondents (excluding not provided)



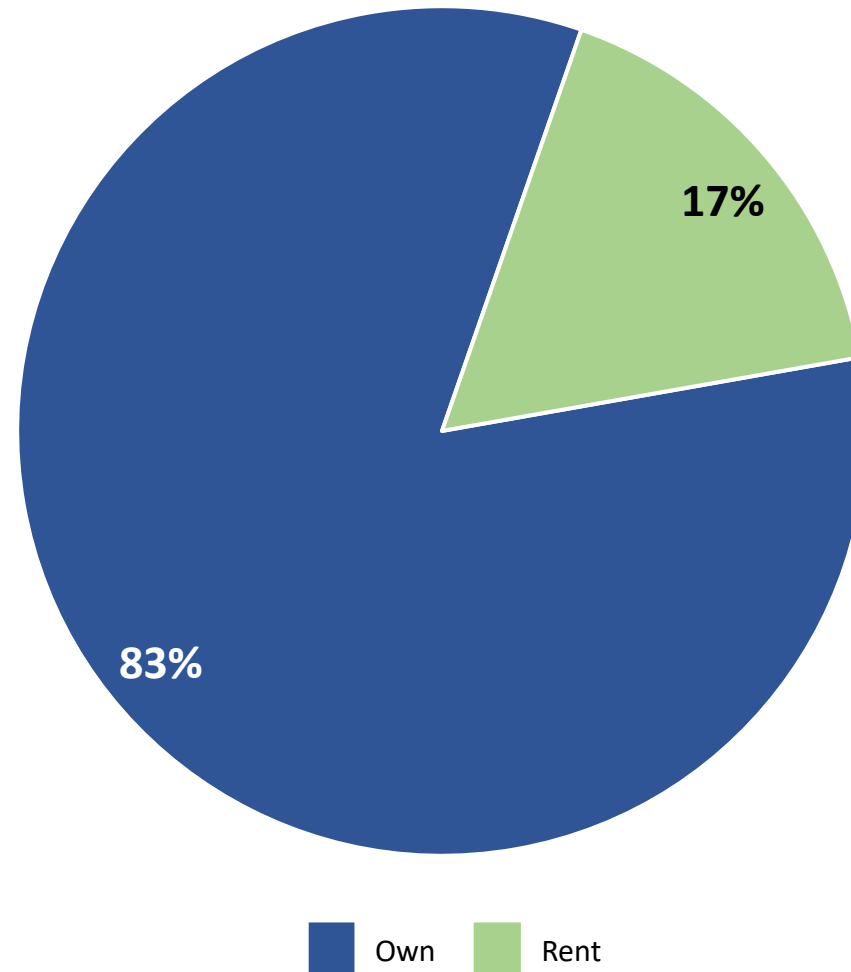
Q26. Do You Live In A Single-family Or A Multi-family Residence?

by percentage of respondents



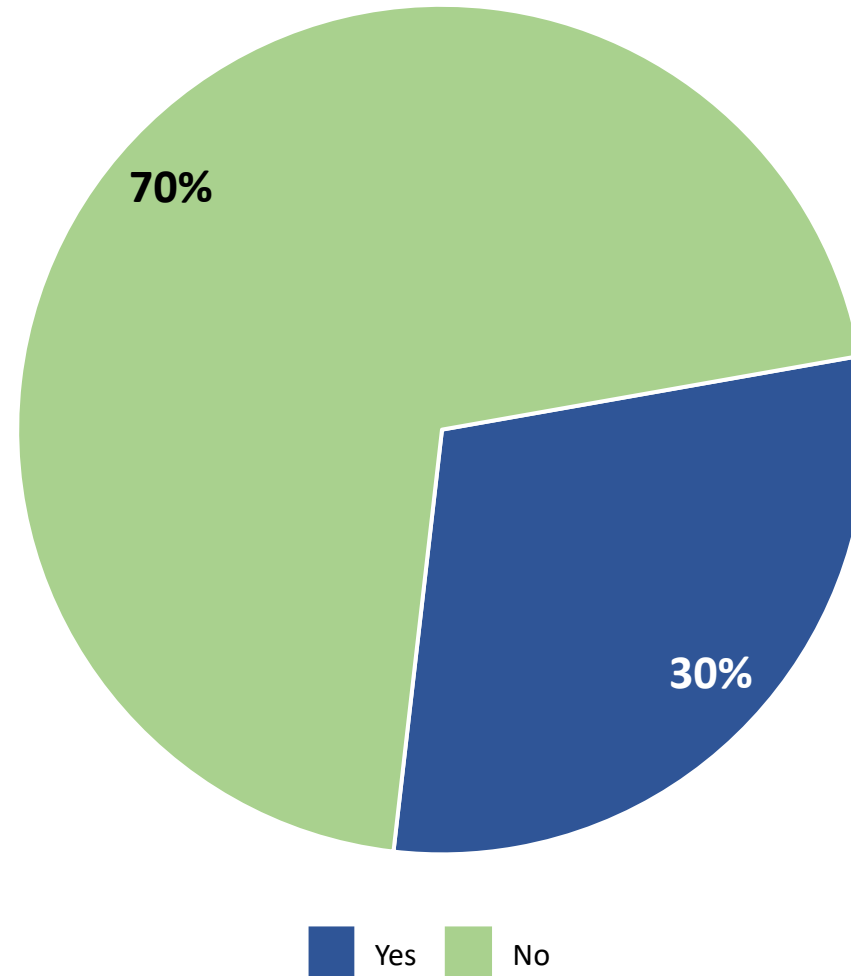
Q27. Do You Own Or Rent Your Current Residence?

by percentage of respondents (excluding not provided)



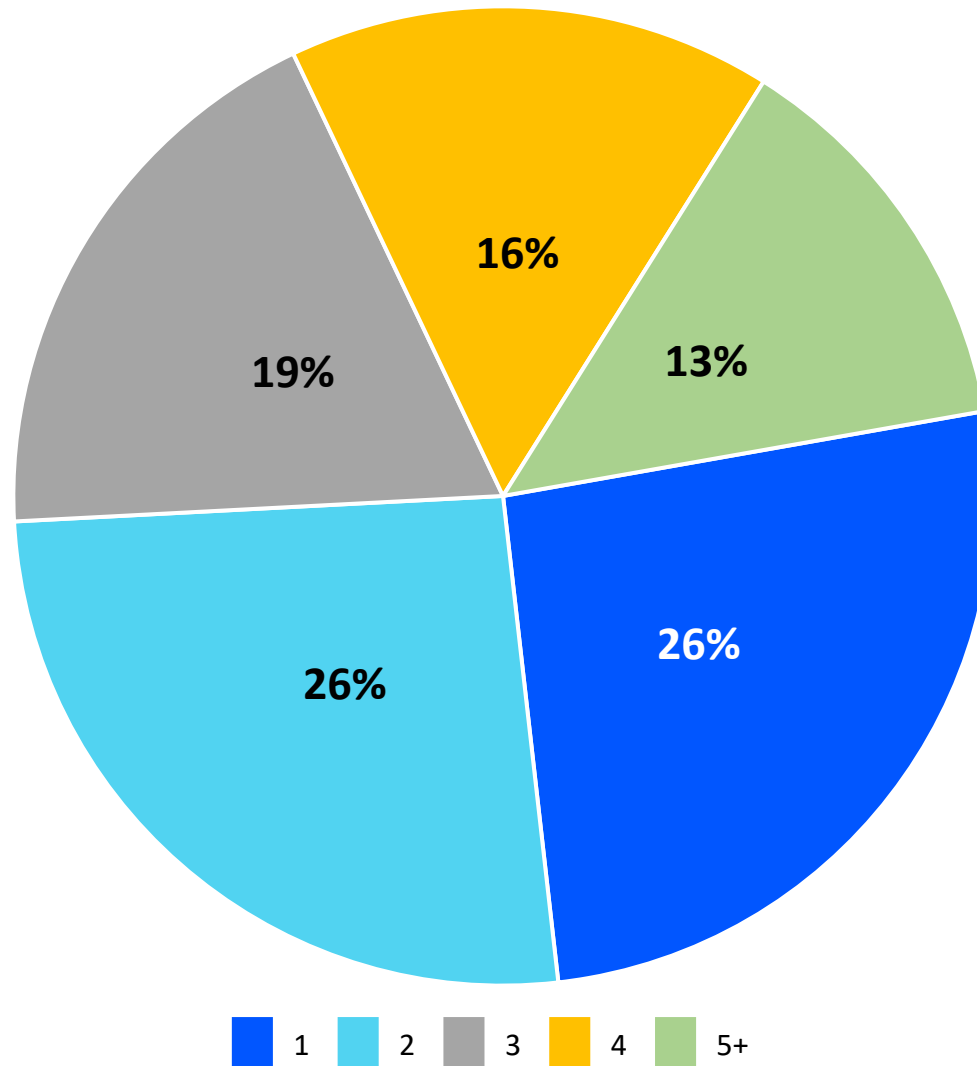
Q28. Are You Or Any Members Of Your Family Of Hispanic, Spanish, Or Latino Ancestry?

by percentage of respondents (excluding not provided)



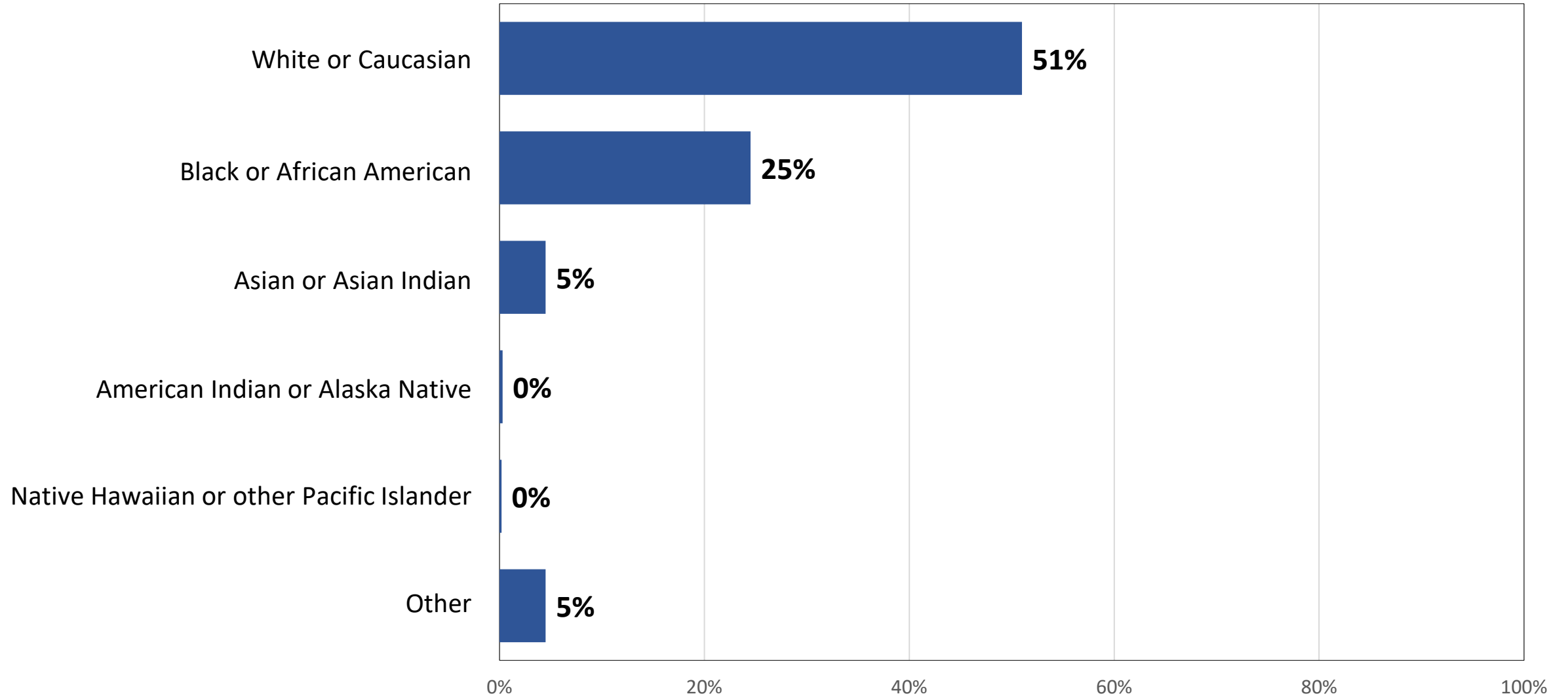
Q28a. How Many People Of Your Family Are Of Hispanic, Spanish, Or Latino Ancestry?

by percentage of respondents (excluding not provided)



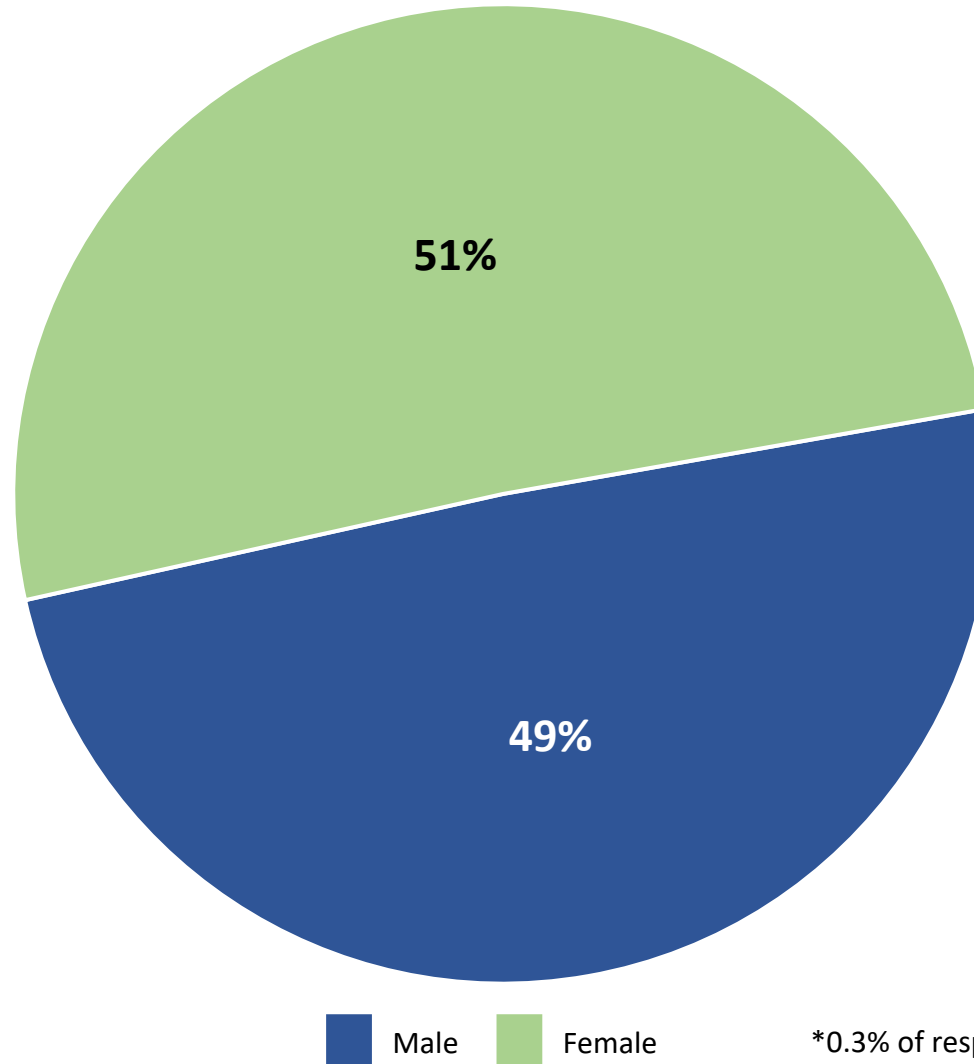
Q29. Which Of The Following Best Describes Your Race/Ethnicity?

by percentage of respondents



Q30. Your Gender:

by percentage of respondents (excluding not provided)



*0.3% of respondents prefer to self-identify



2 Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*[®] program was originally developed in 1999 to help community leaders 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 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 5,000 residents in the continental United States and (2) from a regional survey administered to a random sample of more than 715 residents in Florida during the winter of 2023.

The charts on the following pages show how the results for the City of Plantation compare to the national average and the Florida average. The green bar shows the results for the City of Plantation. The light blue bar shows the Florida average. The grey bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 5,000 U.S. residents during the summer of 2023.

ETC Institute does not maintain benchmarking data for all the items that were included in the City's 2024 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.

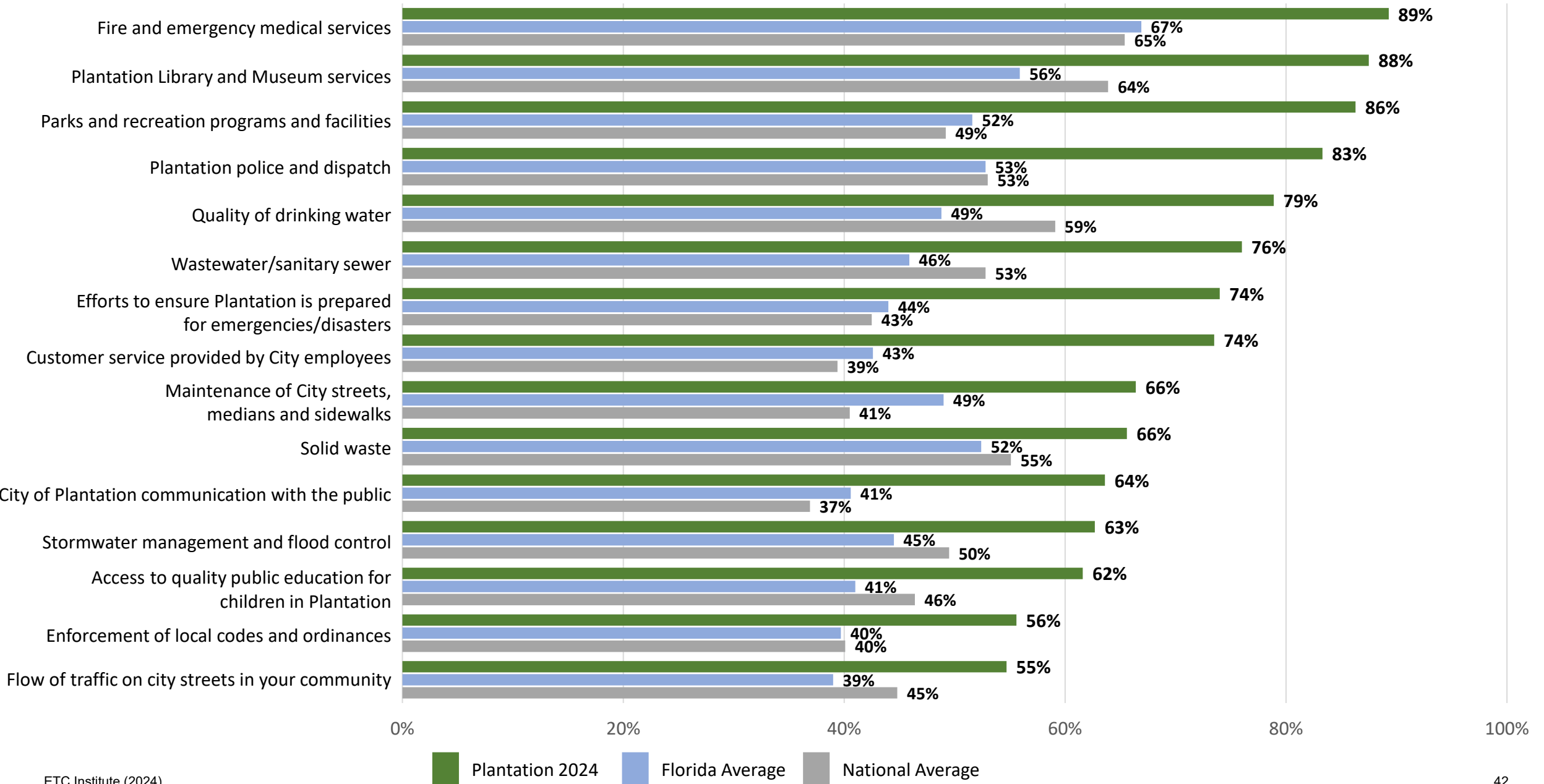
City of Plantation Benchmarking

The following shows how the City of Plantation compares to the national average and the Florida average.

- Plantation exceeded or met state averages for 48 out of the 49 items benchmarked
- Plantation exceeded or met national averages for 47 out of the 49 items benchmarked

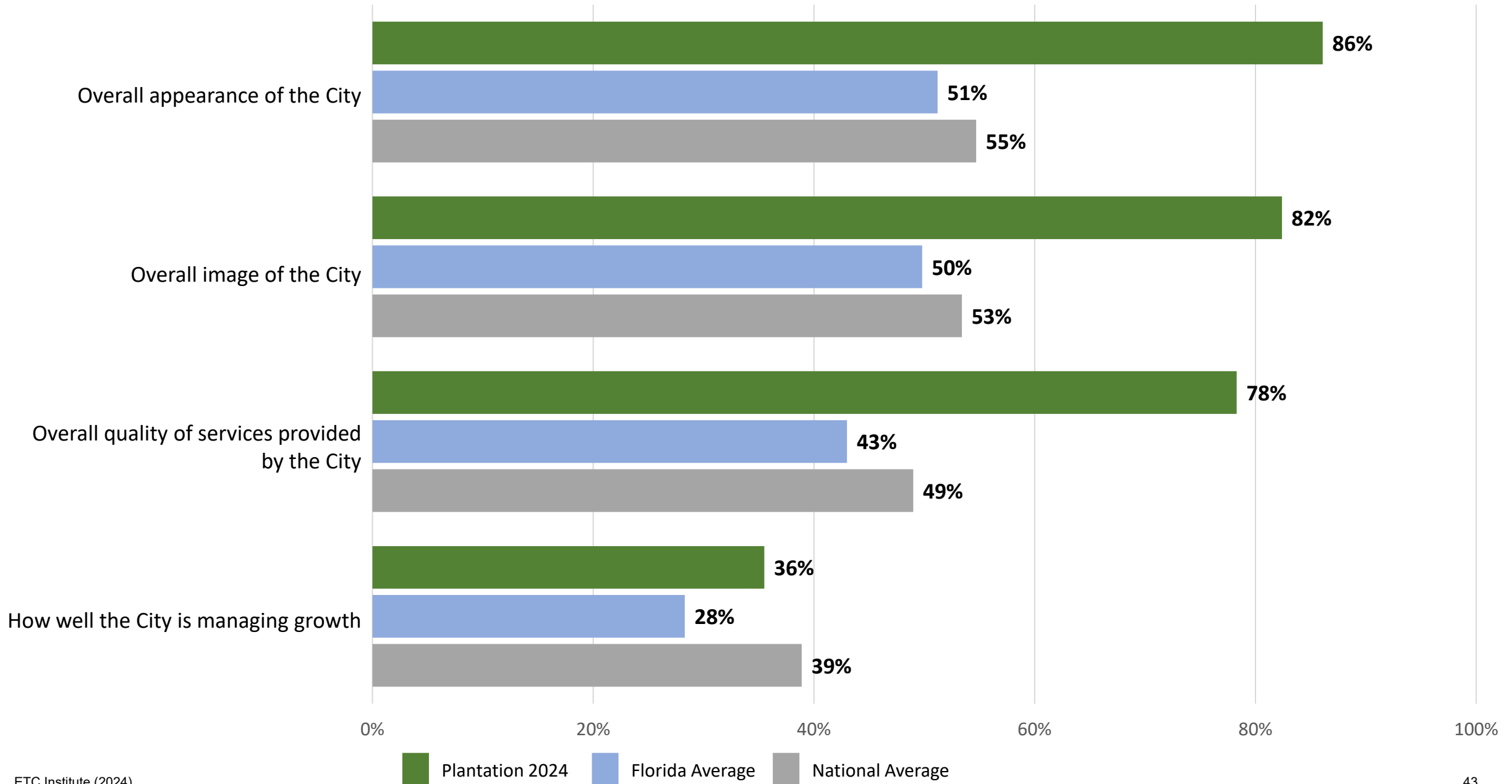
Q1. Major City Services

Plantation 2024 vs Florida Average vs National Average



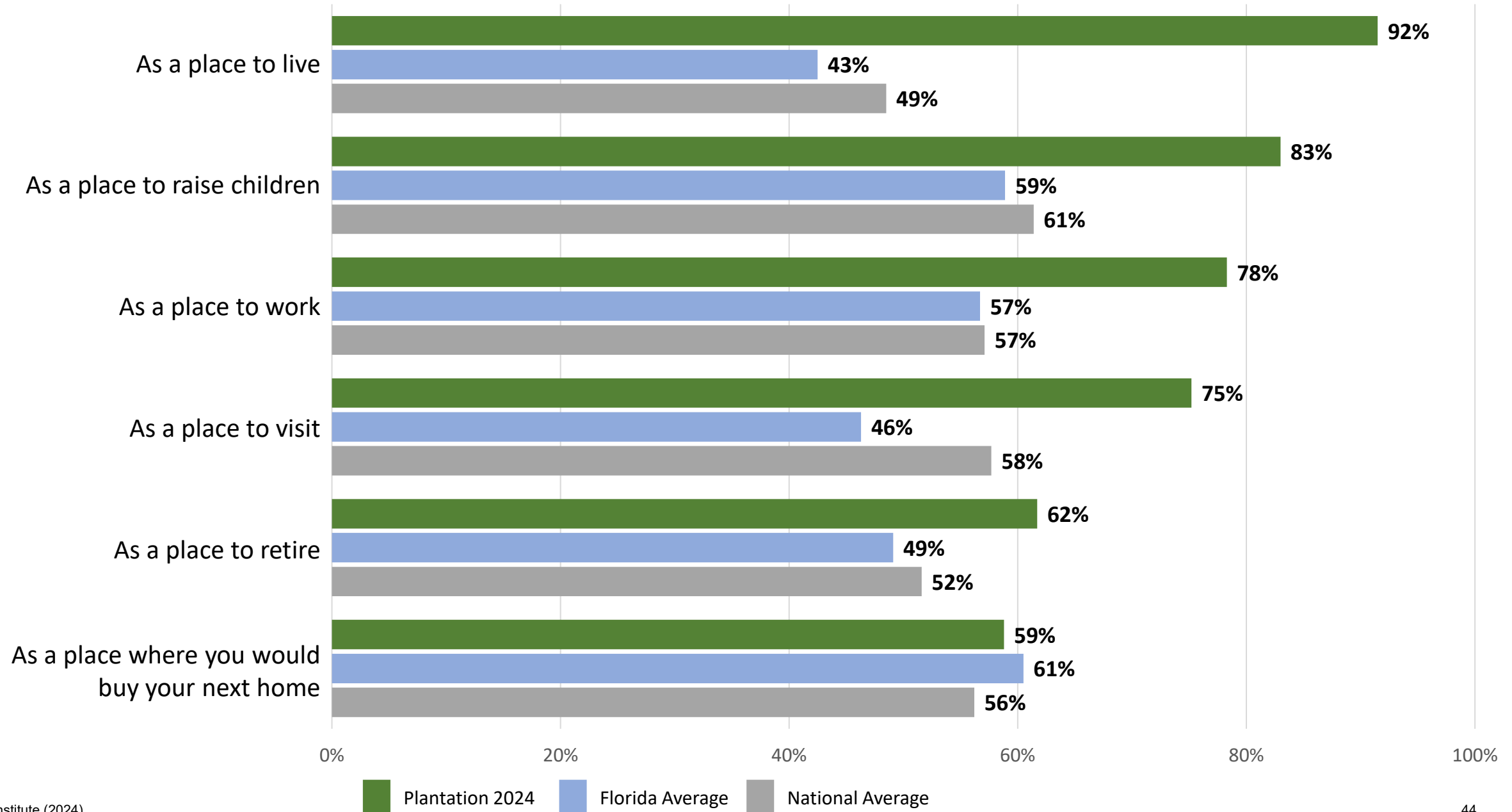
Q3. Perceptions Of The City

Plantation 2024 vs Florida Average vs National Average



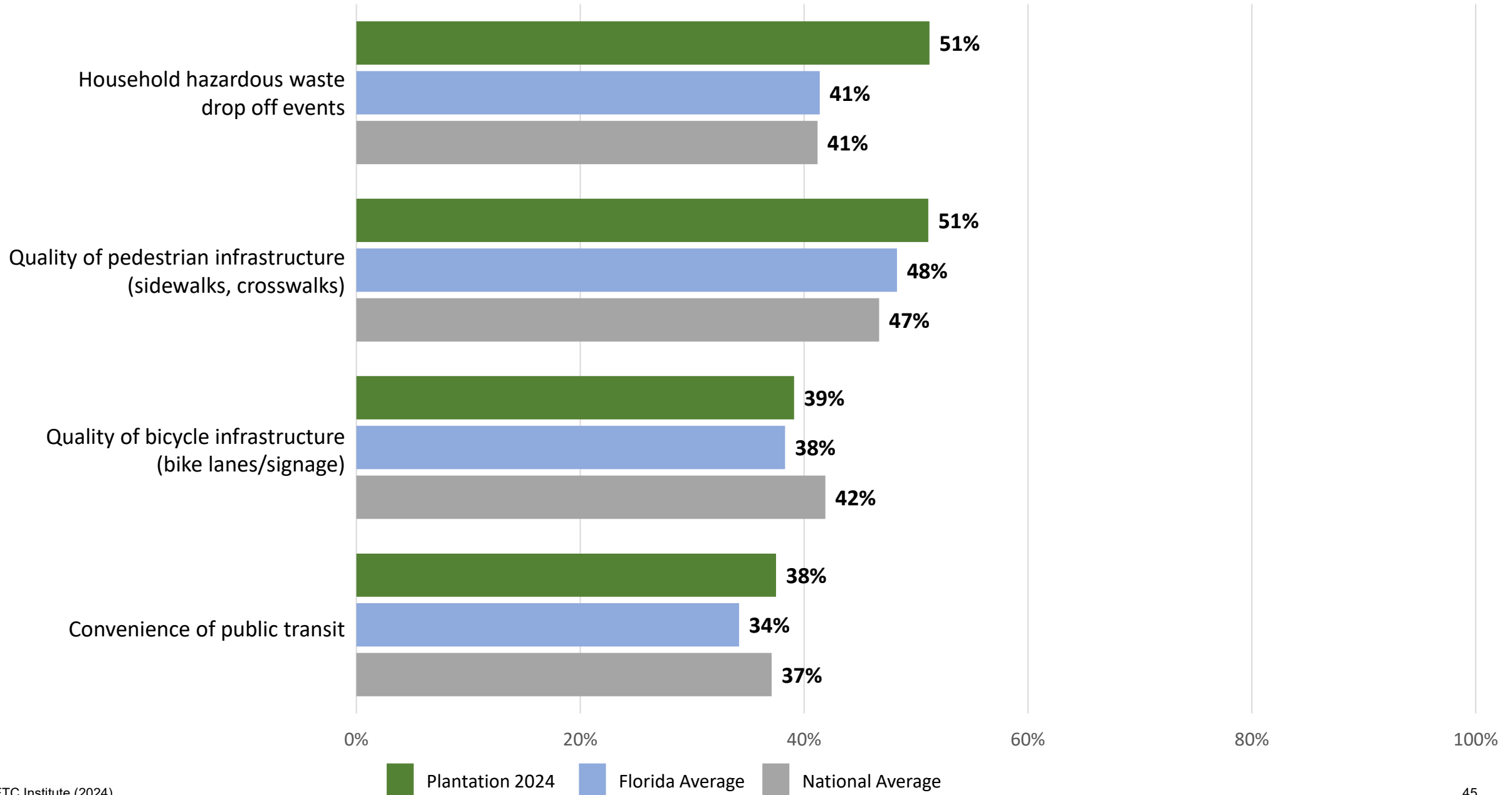
Q4. Overall Ratings Of The City

Plantation 2024 vs Florida Average vs National Average



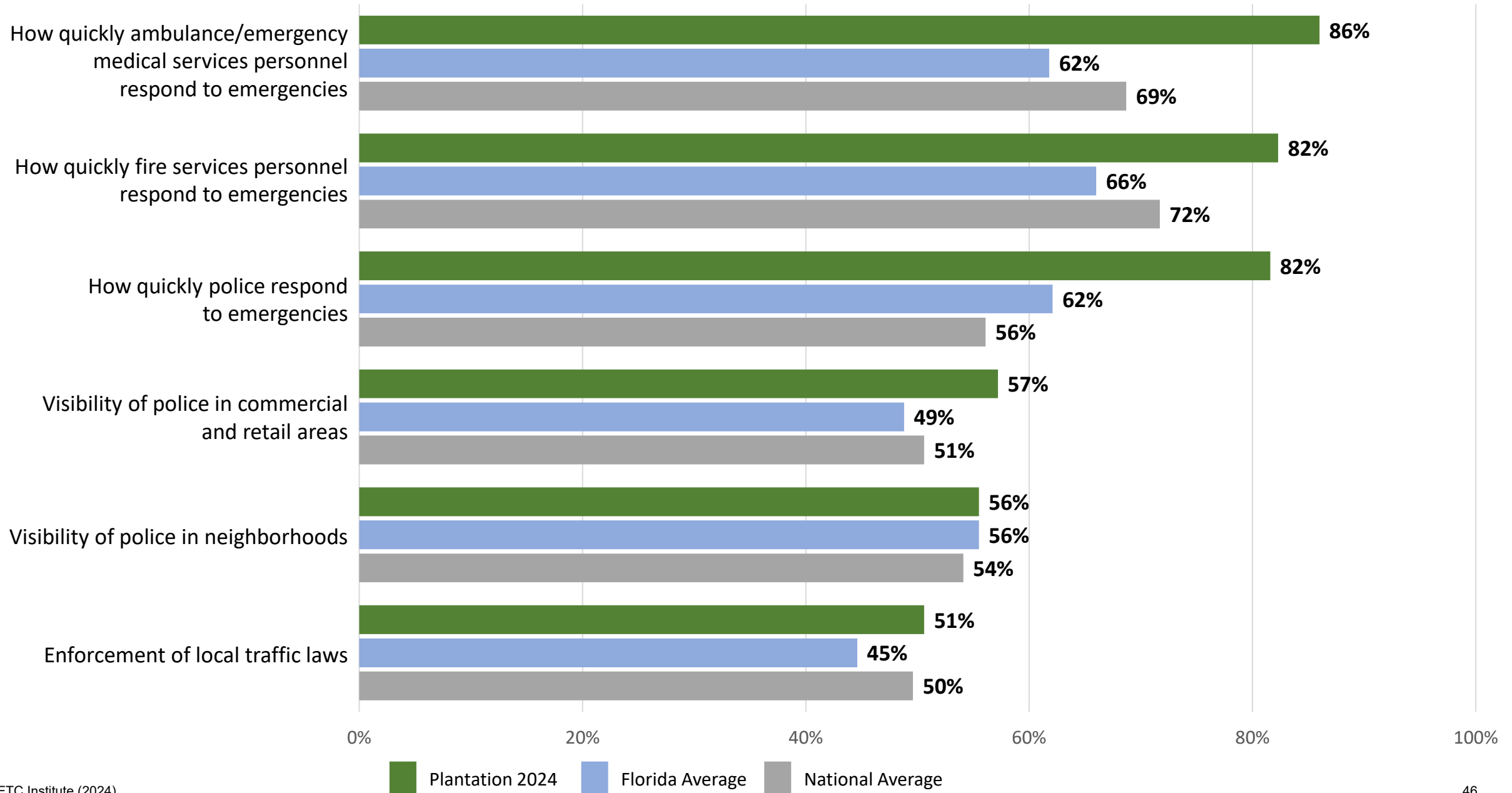
Q5. Sustainability

Plantation 2024 vs Florida Average vs National Average



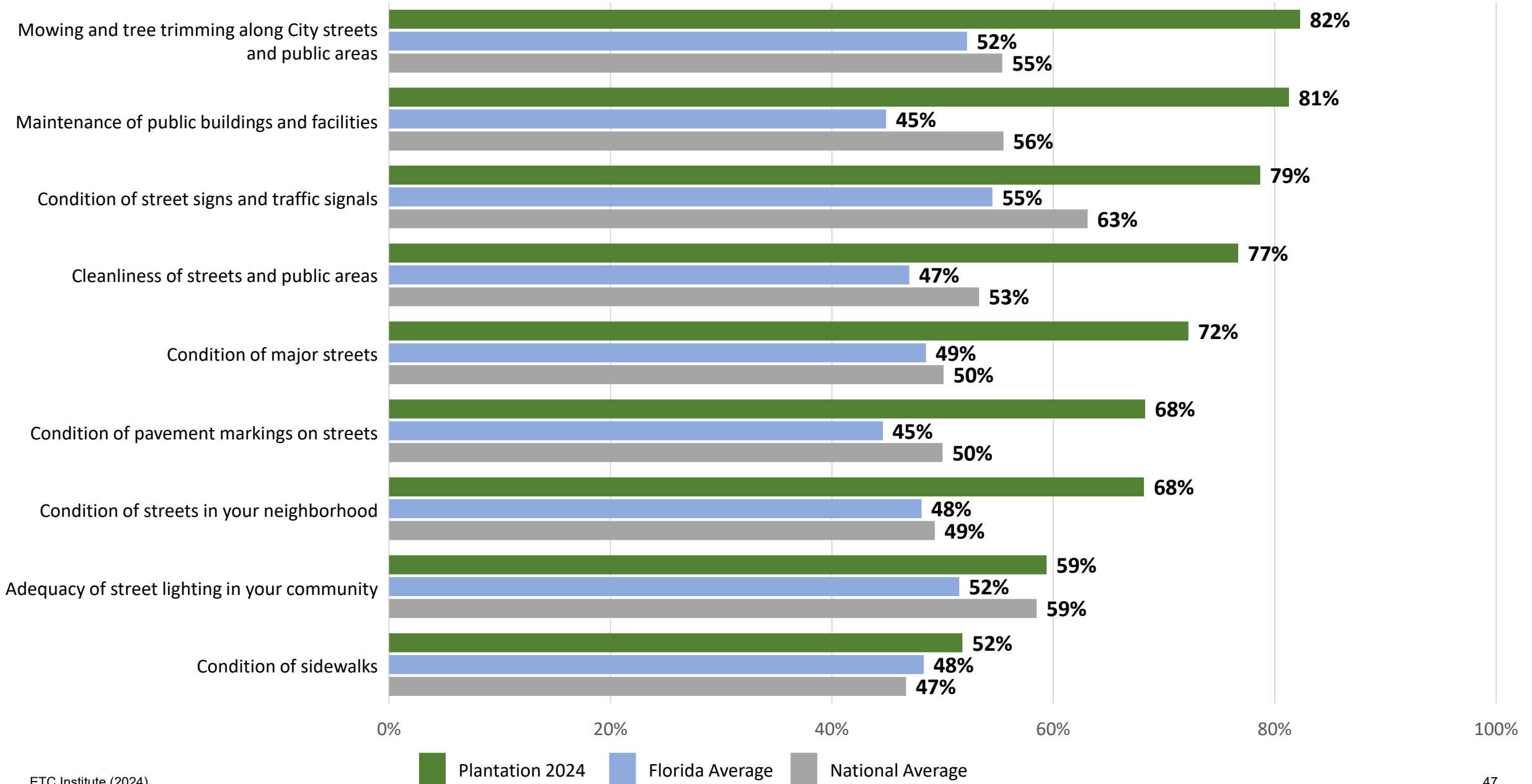
Q7. Public Safety Services

Plantation 2024 vs Florida Average vs National Average



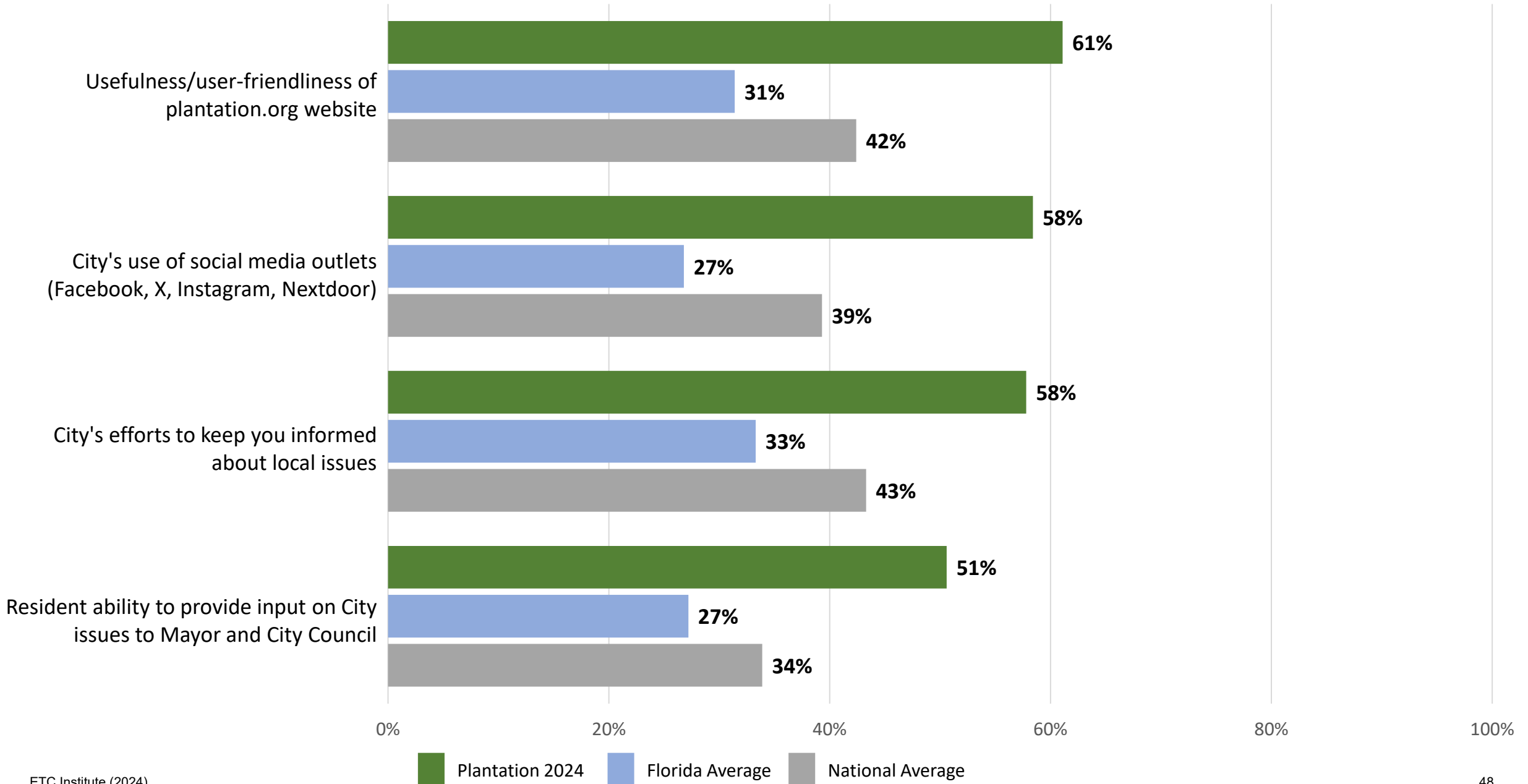
Q10. Maintenance Services

Plantation 2024 vs Florida Average vs National Average



Q14. Communication

Plantation 2024 vs Florida Average vs National Average





3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Importance-Satisfaction Overview

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

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major city services they think are most important for the City to provide. Fifty-two percent (51.8%) of respondents selected flow of traffic on major roadways as the most important service for the City to provide.

Regarding satisfaction, thirty-one percent (30.5%) of respondents surveyed rated the flow of traffic on major roadways as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for flow of traffic on major roadways was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 51.8% was multiplied by 69.5% (1-0.305). This calculation yielded an I-S rating of 0.3600 which ranked first out of 17 major city services.

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

Importance-Satisfaction Analysis



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


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

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Very High Priority / Significantly Increase Emphasis ($IS \geq 0.20$)
- High Priority / Increase Emphasis ($0.10 \leq IS < 0.20$)
- Medium Priority / Maintain Current Emphasis ($IS < 0.10$)

The results for the City of Plantation are provided on the following pages.


2024 Importance-Satisfaction Rating Plantation, Florida Major City Services						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Flow of traffic on major roadways (e.g., Broward, University, Sunrise, 441)	52%	1	31%	17	0.3600	1
High Priority (IS .10-.20)						
Flow of traffic on city streets in your community	26%	3	55%	15	0.1160	2
Maintenance of City streets, medians and sidewalks	30%	2	66%	9	0.1001	3
Medium Priority (IS <.10)						
Stormwater management and flood control	22%	4	63%	12	0.0802	4
Solid waste (e.g., trash, yard waste and recycling services)	21%	5	66%	10	0.0733	5
Enforcement of local codes and ordinances	14%	9	56%	14	0.0639	6
Access to quality public education for children in Plantation	17%	7	62%	13	0.0637	7
Pedestrian and bicycle mobility and accessibility	13%	10	53%	16	0.0624	8
Efforts to ensure Plantation is prepared for emergencies/disasters	18%	6	74%	7	0.0458	9
City of Plantation communication with the public	10%	11	64%	11	0.0371	10
Plantation police and dispatch	15%	8	83%	4	0.0247	11
Quality of drinking water	10%	12	79%	5	0.0213	12
Parks and recreation programs and facilities	10%	13	86%	3	0.0130	13
Wastewater/sanitary sewer	5%	15	76%	6	0.0115	14
Customer service provided by City employees	4%	16	74%	8	0.0111	15
Fire and emergency medical services	8%	14	89%	1	0.0087	16
Plantation Library and Museum services	2%	17	88%	2	0.0023	17

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 be the City's top priorities.

Satisfaction %:

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


2024 Importance-Satisfaction Rating Plantation, Florida Sustainability 						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Availability of affordable housing in Plantation	41%	1	24%	8	0.3086	1
High Priority (IS .10-.20)						
Quality of pedestrian infrastructure (sidewalks, crosswalks)	24%	2	51%	5	0.1183	2
Medium Priority (IS <.10)						
Quality of bicycle infrastructure (bike lanes/signage)	15%	7	39%	6	0.0920	3
Household hazardous waste drop off events	19%	5	51%	4	0.0903	4
Convenience of public transit	13%	8	38%	7	0.0813	5
City of Plantation's commitment to green & sustainable practices	20%	4	63%	2	0.0725	6
Quality of water conservation programs	16%	6	61%	3	0.0619	7
Number of trees & green spaces throughout City	23%	3	79%	1	0.0485	8

Most Important %:

The "Most Important" percentage represents the sum of the first, and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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


2024 Importance-Satisfaction Rating Plantation, Florida Public Safety Services						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Visibility of police in neighborhoods	49%	1	56%	6	0.2198	1
High Priority (IS .10-.20)						
Enforcement of local traffic laws	36%	3	51%	7	0.1769	2
Visibility of police in commercial and retail areas	38%	2	57%	5	0.1618	3
Medium Priority (IS <.10)						
How quickly police respond to emergencies	23%	4	82%	4	0.0431	4
How quickly ambulance/emergency medical services personnel respond to emergencies	21%	5	86%	1	0.0300	5
How quickly fire services personnel respond to emergencies	16%	6	82%	3	0.0289	6
Confidence in Fire Department personnel (volunteers & paramedics)	10%	7	85%	2	0.0147	7

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 be the City's top priorities.

Satisfaction %:

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


2024 Importance-Satisfaction Rating Plantation, Florida Maintenance Services						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Stormwater infrastructure & canal maintenance	42%	1	55%	9	0.1889	1
Condition of sidewalks	32%	3	52%	10	0.1552	2
Adequacy of street lighting in your community	34%	2	59%	8	0.1364	3
Medium Priority (IS <.10)						
Condition of streets in your neighborhood	30%	4	68%	7	0.0941	4
Condition of major streets	28%	5	72%	5	0.0778	5
Cleanliness of streets & public areas	23%	6	77%	4	0.0524	6
Condition of pavement markings on streets	11%	9	68%	6	0.0358	7
Condition of street signs & traffic signals	14%	7	79%	3	0.0298	8
Mowing & tree trimming along City streets & public areas	12%	8	82%	1	0.0218	9
Maintenance of public buildings & facilities	7%	10	81%	2	0.0135	10

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 be the City's top priorities.

Satisfaction %:

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

2024 Importance-Satisfaction Rating Plantation, Florida Parks and Recreation Services						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Senior programs	15%	6	50%	18	0.0749	1
Connectivity of local trails and parks within the City	15%	5	59%	15	0.0617	2
Cost of recreational programs	10%	8	53%	17	0.0488	3
Community and neighborhood parks	20%	1	83%	5	0.0339	4
Indoor recreational facilities/ community centers	10%	9	72%	10	0.0282	5
Youth recreation programs	7%	12	66%	13	0.0255	6
Playgrounds in City parks	19%	2	87%	3	0.0252	7
City special events (e.g., concert series, parades, 4th of July, Trunk or Treat, Light Up City Hall, etc.)	16%	4	84%	4	0.0251	8
Pickleball amenities	8%	11	70%	11	0.0247	9
Youth sports leagues/Plantation Athletic League (PAL)	7%	13	69%	12	0.0221	10
Shelters and pavilions in City parks	11%	7	82%	6	0.0192	11
Adult Sports Leagues/Adult recreation programs	5%	15	61%	14	0.0178	12
Major City parks (Central Park, Pine Island Park, Volunteer Park)	19%	3	91%	1	0.0171	13
Summer Camp	4%	16	54%	16	0.0162	14
Equestrian programs	3%	17	44%	19	0.0158	15
Aquatic facilities	7%	14	79%	7	0.0151	16
Outdoor athletic fields in City parks (baseball, basketball, soccer)	10%	10	88%	2	0.0118	17
Plantation Preserve Golf Course	3%	18	76%	9	0.0067	18
Tennis amenities	3%	19	78%	8	0.0054	19

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 be the City's top priorities.

Satisfaction %:

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