



2014 Citizen Survey Report

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EXECUTIVE SUMMARY

SURVEY PURPOSE

The Town of Lantana Citizen Survey serves as a consumer report card for the Town by providing residents the opportunity to rate the services the Town offers such as the Town's website and the quality of service of individual town departments. The survey also allows residents to provide additional comments and/or concerns. This report outlines the results for the 2014 survey.

QUESTIONS

The following questions were asked of the respondents.

- How many years have you lived in Lantana?
- How do you rate living in Lantana?
- How often do you use our website?
- Would you be in favor of an increase in property tax to add/improve infrastructure (example: roadways, parks)?
- Please rate the quality of service you have received from various departments in the past 12 months.

Water & Sewer

Code Enforcement

Building Permitting Services

Police Department

Library

Town Hall

METHODS

For the 2014 survey, all residents with active water accounts received surveys along with their monthly water bill. Approximately 3,400 residents within the Town received the surveys. Of those 3,400 surveys that were mailed roughly 150 were completed and returned to the Town.

Comparisons are made between 2014 responses and those from prior years, when available. It should be noted that Town surveys were either not conducted in 2005 through 2010 and 2012-2013 or the data is not available.

SUMMARY OF SURVEY FINDINGS

Years lived in Lantana

- ❖ **The 2014 survey indicated the majority of respondents have lived in Lantana for 6 or more years.**
 - 92% of Lantana residents have lived in the Town for 6 or more years.
 - Only 3% of respondents indicated they have lived in the Town for 0 to 2 years.

Rating of life in Lantana

- ❖ **As in previous years, the Town of Lantana residents rated living in Lantana as average or better.**

- Overall, 90% of respondents rated life in Lantana as “average”, “good” or “very good”.
- Compared to the previous survey, the overall rating of life in Lantana has shown an increase.

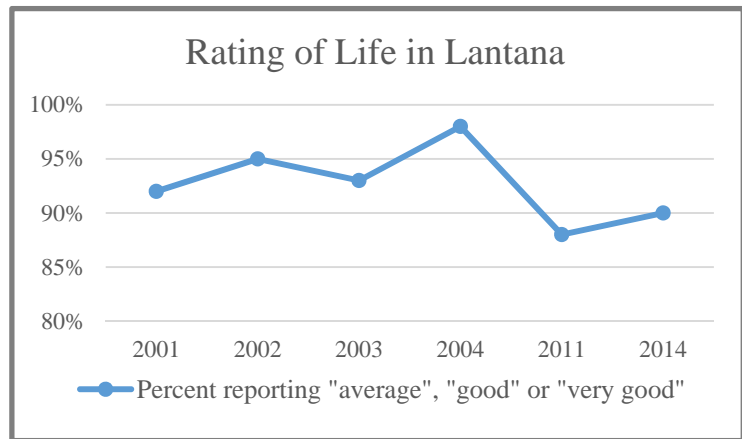


Figure 1- Rating of Life in Lantana

- Less than 4% of residents surveyed rate life in Lantana as “poor” in 2014.

Website Use

- ❖ **The majority of survey respondents reported having never used the Town’s website.**
 - 56% of respondents have never accessed the website, while 31% use the website just once a year.
 - 13% of residents surveyed use the website one or more times per month.

Tax Increase

- ❖ **Survey respondents generally felt an increase in property taxes to add or improve infrastructure (such as roadways and parks) was not needed.**
 - 67% of respondents were against an increase in property taxes.
 - 33% of respondents were for an increase in property taxes.

Quality of Service

- ❖ **Town of Lantana residents had positive perspectives about the quality of service provided by most Town Departments.**

- While ratings of most of the departments quality of services tend to remain steady from 2011 to 2014 (+/- 1%), a slight decrease was shown for the Code Enforcement Division, down just 4% from 2011.
- Among the highest ranked departments in quality of service for 2014 were Water & Sewer, Town Hall and the Police Department, each reflecting 91% of respondents ranking the departments at "average", "good" or "very good".

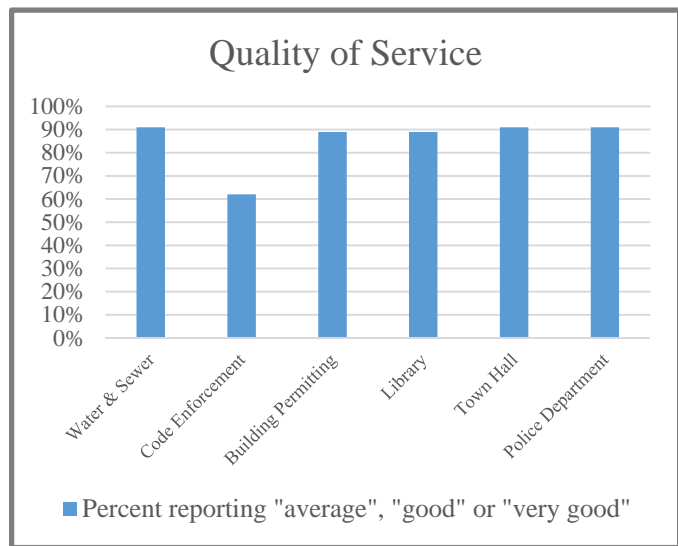


Figure 2- Quality of Service by Departments

Neighborhood Concerns

- ❖ **The 2014 survey gave respondents an opportunity to list specific neighborhood concerns. Many neighborhoods responded with similar concerns such as break-ins, traffic/speeding and drug use.**
 - The Sea Pines neighborhood had the most concerns listed, which included cars parking in swales, overall blighted neighborhood, traffic/speeding and prostitutes.

- o The Lantana Pines neighborhood respondents listed the fewest concerns; stray cats/dogs and too many sober homes.
- o Figure 3 reflects a list of neighborhoods with the top concerns mentioned.
- o Appendix D shows the locations of each neighborhood.

Neighborhood	Concerns
Sea Pines	Blighted area, Motel 8 "happenings", cars parked in swales & yards, dangerous intersections, traffic/speeding, prostitutes
Lantana Heights	Un-kept homes, break-ins, poor code enforcement, unsafe
Hypoluxo Island	Speeding, flooding- mosquitos, trash left behind from Republic Services, stop sign runners
Lantana Cove	Squatters, break-ins, entrance gate locations
East Ocean Ave	Traffic, lack of parking, speeding, stray dogs
North Broadway	Homeless, drug dealers, litter, junk yards
Ocean Breeze	Break-ins, school traffic that blocks roads & driveways
Maddock Park	Drug dealers, juvenile fights, dog fights
Lantana Pines	Stray cats and dogs, sober homes

Figure 3- Neighborhood Concerns

Other Comments, Concerns and Suggestions

- ❖ **Similar to the “Neighborhood Concerns” portion of the 2014 survey, an additional section titled “Other Comments, Concerns and Suggestions” was available for respondents to list concerns or comments on the overall Town, not specifically geared toward any one neighborhood.**
 - o Most frequently mentioned in this section included poor code enforcement, crime, speeding, litter on Town streets, Republic Services missing pick-ups or leaving trash behind, poor Town landscaping, cars parking in swales, flooding, stray dogs/cats and an overall feeling of blight.
 - o Other less frequently mentioned concerns include group homes, drugs, prostitutes, road conditions, late night train noise, Town Council & Town Staff, and parking.

- o Conversely, some respondents used this opportunity to give praise to the Town, listing departments or Town projects that they enjoy or appreciate. These included the Dog Park, the new bridge, the Police Department and Town Hall staff.

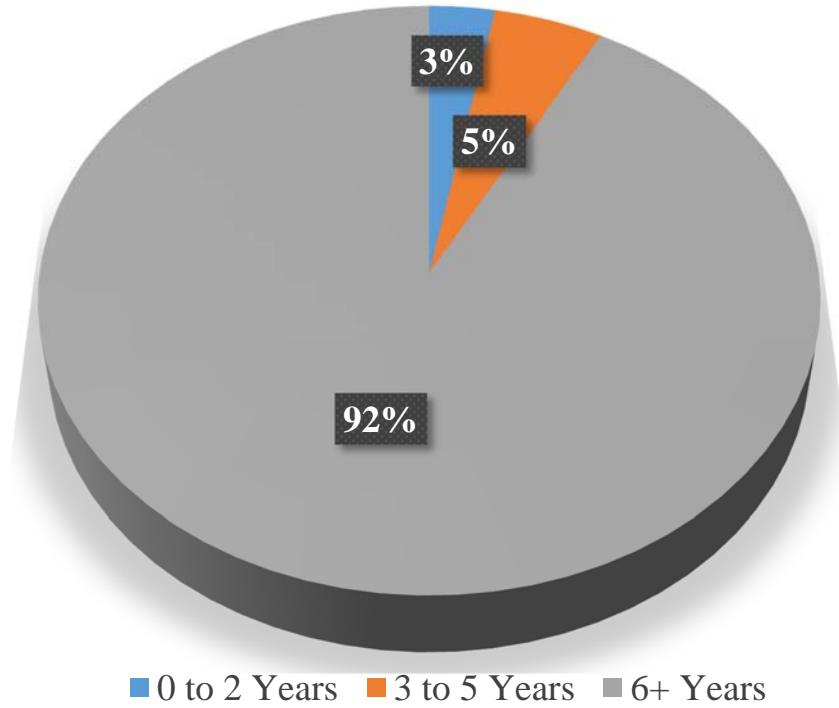
IN SUMMARY

Town of Lantana residents continue to be satisfied with the Town Services and Life in the Town, in general. Most rankings remained consistent over time when compared to previous year's surveys. Some data was not compared to previous years due to modifications in the questions asked to the respondents from year to year. While the residents responded positive to most questions on the survey, stronger Code Enforcement, tighter control for traffic/speeding, improved solid waste collection service and an increase in public safety may be some areas of opportunity for the Town.

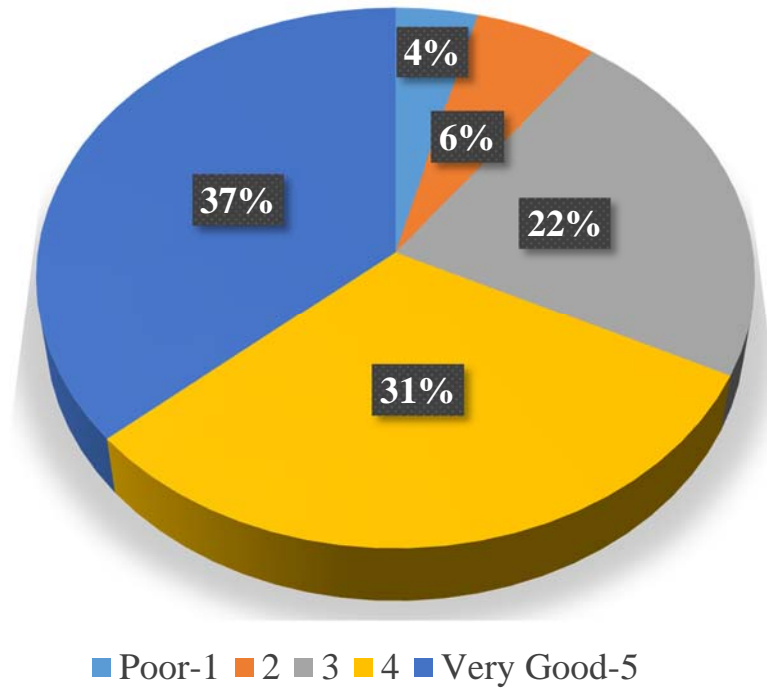
Figure 4. Graphic representation of 2014 survey questions

The following pages contain a complete set of graphs to visually represent the questions on the 2014 survey, excluding the “don’t know” and blank responses.

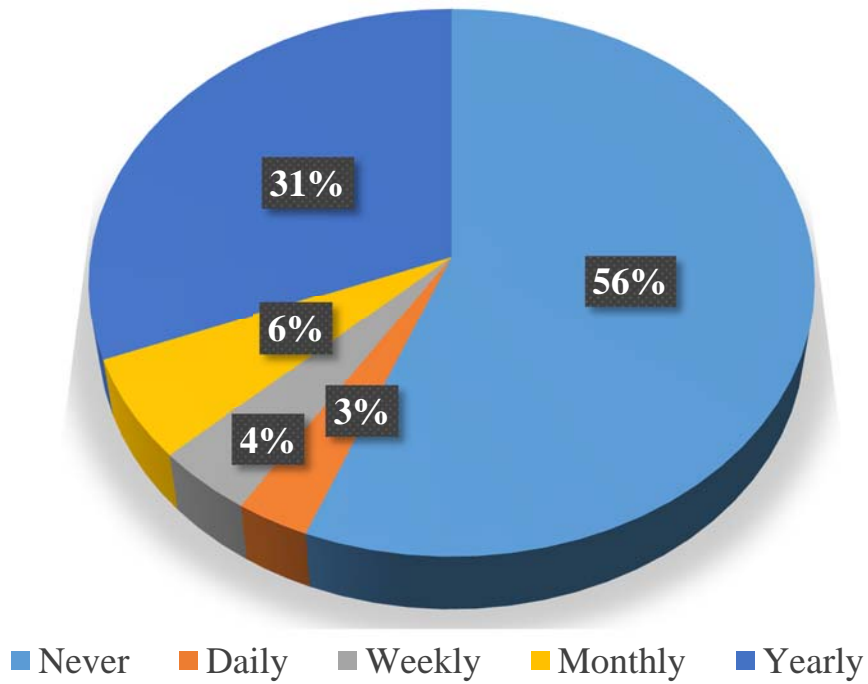
Question #1 Years Lived in Lantana



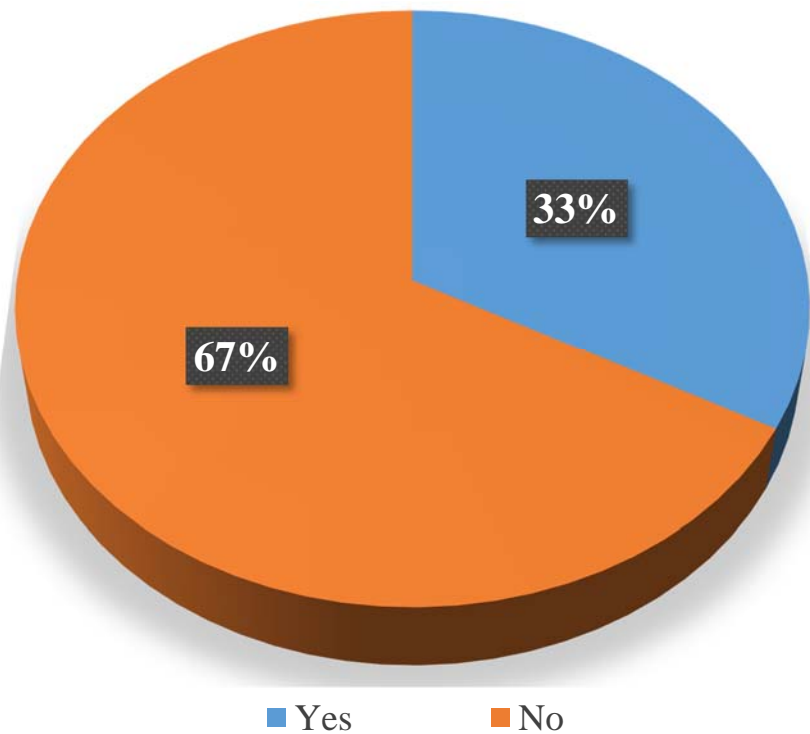
Question #2 Rate living in Lantana



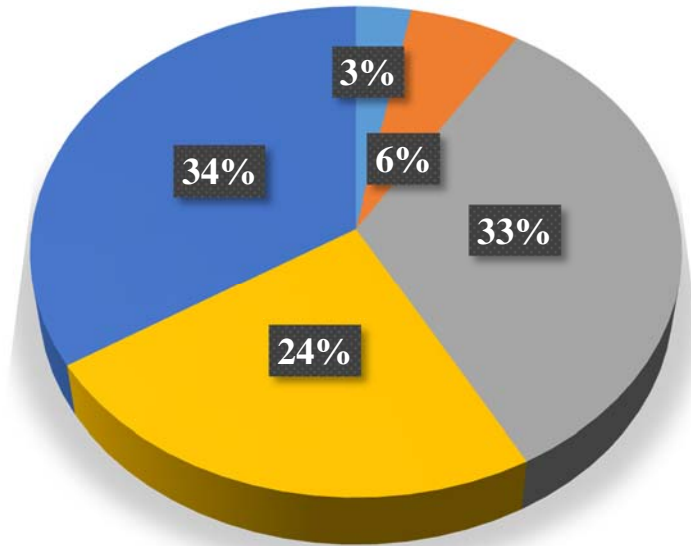
Question #3 Website Use



Question #4 Increase in Taxes

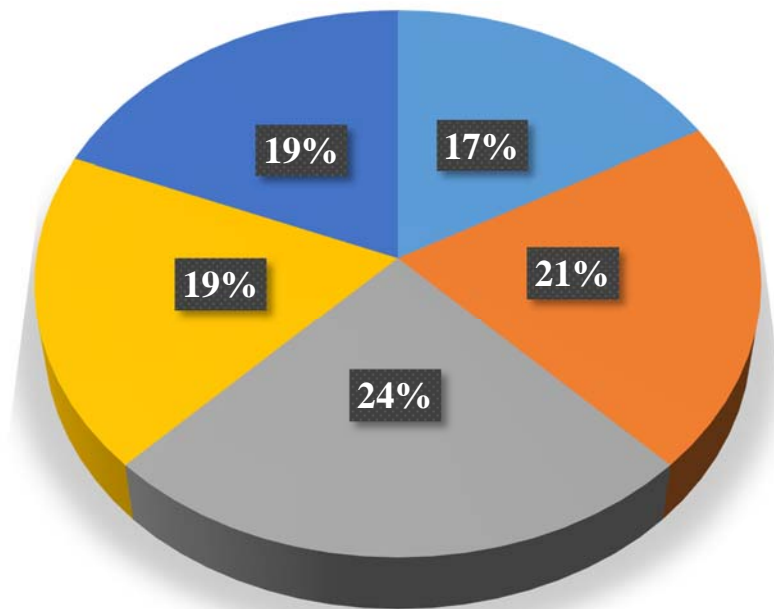


Quality of Service Water & Sewer



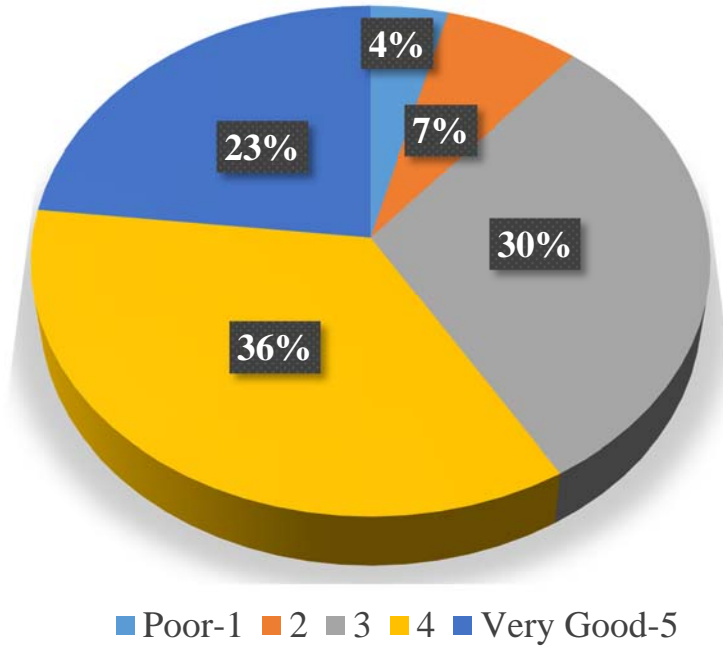
■ Poor-1 ■ 2 ■ 3 ■ 4 ■ Very Good-5

Quality of Service Code Enforcement

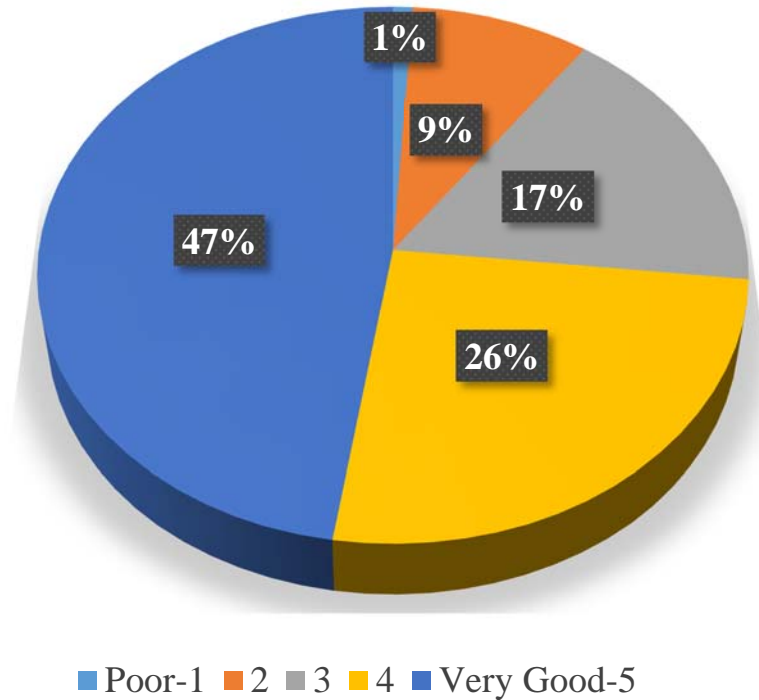


■ Poor-1 ■ 2 ■ 3 ■ 4 ■ Very Good-5

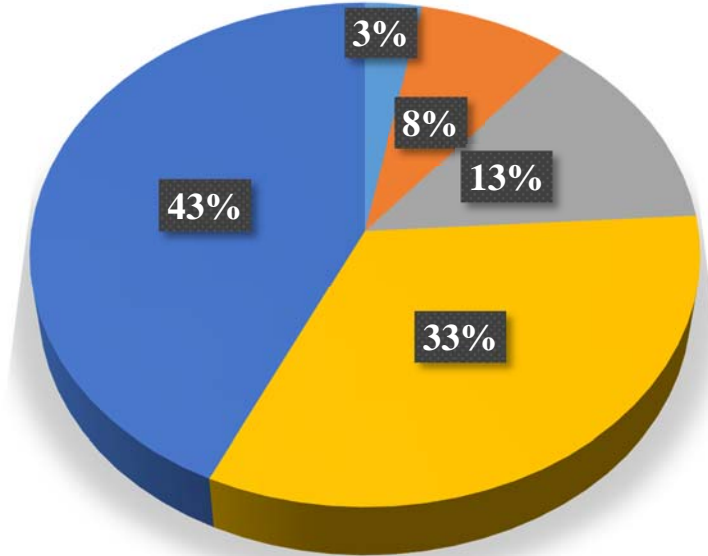
Quality of Service Building Permitting Services



Quality of Service Police Department

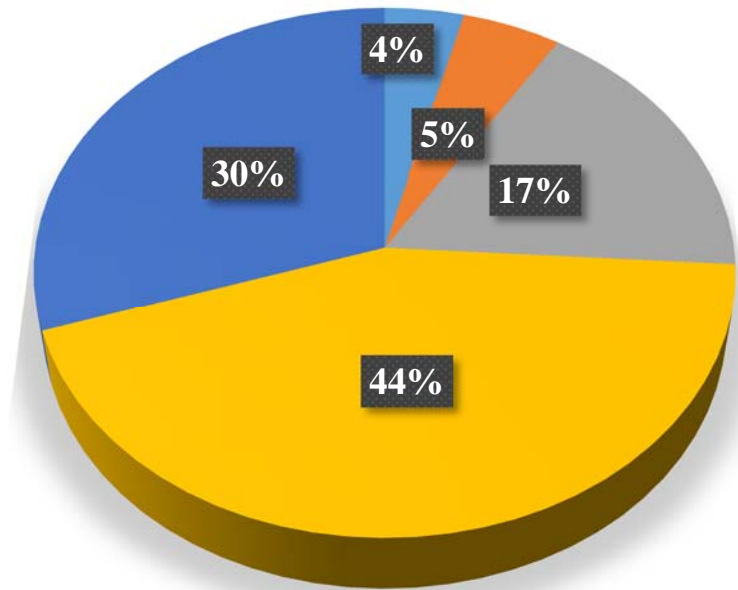


Quality of Service Library



■ Poor-1 ■ 2 ■ 3 ■ 4 ■ Very Good-5

Quality of Service Town Hall



■ Poor-1 ■ 2 ■ 3 ■ 4 ■ Very Good-5

Survey by Question

The following page contains a complete set of responses to each question on the 2014 survey, excluding the “don’t know” and blank responses.

Question 1

	0 to 2 years	3 to 5 years	6 or more years
How many years have you lived in Lantana	3%	5%	92%

Question 2

	1 Poor	2	3	4	5 Very Good
How do you rate living Lantana	4%	6%	22%	31%	37%

Question 3

	Never	Daily	Weekly	Monthly	Yearly
How often do you use our website	56%	3%	4%	6%	31%

Question 4

	Yes	No
Would you be in favor of an increase in property tax to add/improve infrastructure (example: roadways, parks)	33%	67%

Question 5

Rate the quality of service you have received from various departments in the past 12 months	Poor 1	2	Average 3	4	Very Good 5
Water & Sewer Service	3%	6%	33%	24%	34%
Code Enforcement	17%	21%	24%	19%	19%
Building Permitting Services	4%	7%	30%	36%	23%
Police Department- Professionalism/Customer Service	1%	9%	17%	26%	47%
Library	3%	8%	13%	33%	43%
Town Hall	4%	5%	17%	44%	30%

Question 6

Do you have any neighborhood concerns, if so explain?

Question 7

Any other comments, concerns or suggestions?

Comparisons of Average Rating by Year

This appendix contains the average rating for all evaluative questions compared by year. Ratings were based on respondents rating the department a combined “Average” or better. Data from 2005-2010 and 2012-2013 is not available.

Overall Rating for Life in Lantana

	2014	2011	2004	2003	2002	2001
Rate living in Lantana	90%	88%	98%	93%	95%	92%

Overall Rating for Service from Town Hall

	2014	2011	2004	2003	2002	2001
Service from Town Hall	90%	88%	98%	93%	95%	92%

Overall Rating for Service from Water & Sewer

	2014	2011	2004	2003	2002	2001
Service from Water & Sewer	91%	92%	93%	93%	93%	94%

Overall Rating for Service from Building Permitting

	2014	2011	2004	2003	2002	2001
Service from Building Permitting	89%	88%	91%	93%	89%	84%

Overall Rating for Service from Code Enforcement

	2014	2011	2004	2003	2002	2001
Service from Code Enforcement	61%	63%	77%	81%	66%	65%

Overall Rating for Service from Police Department

	2014	2011	2004	2003	2002	2001
Service from Police Department	91%	93%	90%	94%	94%	91%

Survey Materials

An example of the 2014 survey mailed to respondents appears on the following page.

Comprehensive Neighborhood Enhancement Program (CNEP) MAP

The CNEP Map is shown on the following page.

