



2023

City of Palm Beach Gardens

Community Survey

Findings Report



ETC
INSTITUTE

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Executive Summary

2023 City of Palm Beach Gardens Community Survey Executive Summary

Overview

ETC Institute administered a survey to residents of Palm Beach Gardens, Florida during the spring of 2023. The purpose of this survey was to help the city take a resident-driven approach to making decisions that will impact the future of the community and positively affect the quality of life for residents.

Methodology

ETC Institute mailed a survey packet to a random sample of households in Palm Beach Gardens. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it online at *PalmBeachGardensSurvey.org*.

After the surveys were mailed, ETC Institute followed up with residents to encourage participation. To prevent people who were not residents of Palm Beach Gardens from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not included in the final database for this report.

The goal was to collect a minimum of 500 completed surveys from residents. The goal was met with 512 completed surveys collected. The overall results for the sample of 512 households have a precision of at least +/-4.3 at the 95% level of confidence.

This report contains the following:

- Charts showing the overall results of the survey (Section 2)
- Importance-Satisfaction (IS) analysis which discusses overall agreement and satisfaction with growth development areas (Section 3)
- Benchmark charts comparing survey data to national and regional results (Section 4)
- Tabular data showing the overall results for all questions on the survey (Section 5)
- A copy of the survey instrument (Section 6)

The major findings of the survey are summarized on the following pages.

Living in Palm Beach Gardens

Resident Overview. Most respondents (95%) report being full-time residents of Palm Beach Gardens. Ninety-six percent (96%) of respondents would definitely recommend living in Palm Beach Gardens. Of the 4% who would not recommend living in Palm Beach Gardens, 72% say growth and development issues need to be addressed and 50% think there needs to be a reduction in taxes.

Decision to Live in Palm Beach Gardens. Respondents were asked to rate the importance of 7 items in their decision to live in Palm Beach Gardens. The reasons most important to respondents (rated “extremely important” or “very important”) were low crime rates (90%), shopping/restaurants/community amenities (74%), and physical beauty (68%). These were also the three items most often selected as reasons to stay in the City of Palm Beach Gardens.

City Services and Programs

Overall Satisfaction. Respondents were asked to rate their overall satisfaction with the quality of services and programs provided by the city. Most respondents (85%) said they felt either satisfied (51%) or very satisfied (34%). Most respondents (74%) report being satisfied with the customer service provided by city employees.

Need for Additional Services. Most respondents (60%) say there are additional services or amenities that the city should be providing that it currently does not. Specifically, 54% would like additional walking paths/biking-friendly streets and more large community events (50%).

Satisfaction with Aspects of City. Respondents were asked to rate their overall satisfaction with 6 aspects of the city. Respondents were most satisfied (rating “very satisfied” or “satisfied”) with the fire rescue department (94%), the overall appearance of the city (91%), and the city police department (90%). Each of the aspects received mostly satisfactory ratings. Benchmarks comparing Palm Beach Gardens results to state-wide results and national results can be found in section 4 of this report.

Use of Services, Programs, and Amenities. Respondents most often report using the Sandhill Crane Golf Course (20%), tennis and pickleball center and programs (17%), and youth recreation programs (16%) in the past 6 months. Respondents were most satisfied (rating “very satisfied” or “satisfied”) with youth camps and programs (96%), adult enrichment programs (96%), and youth recreation programs (94%). Each of the programs, services, and amenities received mostly satisfactory ratings.

Communication Methods. Respondents were asked to rate the effectiveness of the city’s efforts to communicate important information to residents. Most respondents (63%) rated the efforts as either effective (43%) or very effective (20%). Respondents most often use the Palm Beach Gardens Signature City Magazine (59%), mail (55%), or social media (42%) to obtain information. Respondents would most prefer the city use the city magazine (47%), emails or eNewsletters (41%), or mail (38%) for communications.

Improvements, Growth, and Development

Rating Growth and Development Areas. Respondents were asked to rate their satisfaction with 6 areas of growth and development in the city. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with growth and development in shopping/retail (81%), restaurant/entertainment (80%), and streetscapes throughout the city (70%). Respondents most often want to see more streetscapes throughout the city (52%) and restaurant/entertainment developments (47%). Section 3 of this report compares the satisfaction and importance of these areas to help illustrate which areas the city should prioritize their efforts and investments.

Infrastructure Improvements. Respondents were asked to rate the importance of allocating funds to five potential infrastructure improvements. Respondents thought it was most important (rating “extremely important” or “very important”) to invest in pedestrian safety (81%) and bicycle safety (65%).

Satisfaction with Value. Respondents were asked to rate their level of satisfaction with the overall value they receive for the portion of property taxes that fund the city’s operating budget. Most respondents (65%) feel either satisfied (47%) or very satisfied (18%), 26% feel neutral. If the city needs to increase revenue, most respondents (91%) would prefer use-based fees.

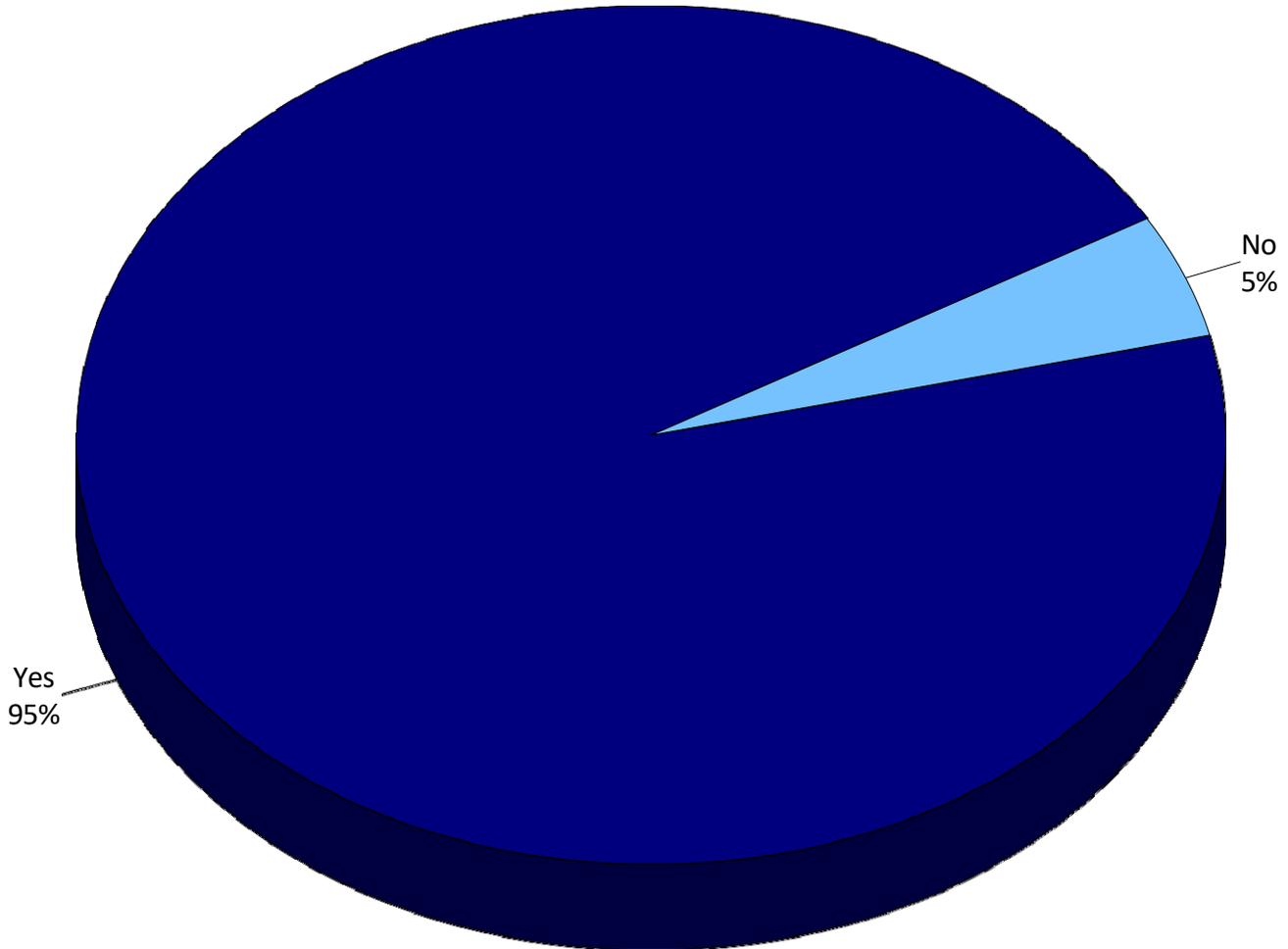
Support for Actions. Respondents were asked to rate their level of support for 5 potential actions the city could take in the next 5 years. Respondents felt most supportive (rating “supportive” or “very supportive”) of increasing pedestrian safety by taking a more comprehensive approach to planning future street improvements (85%), adding new amenities to existing city parks (77%), and adding large city parks to provide for major attractions (64%). These are also the three actions most important to households.



Charts and Graphs

Q1. Are you a full-time resident of Palm Beach Gardens?

by percentage of respondents

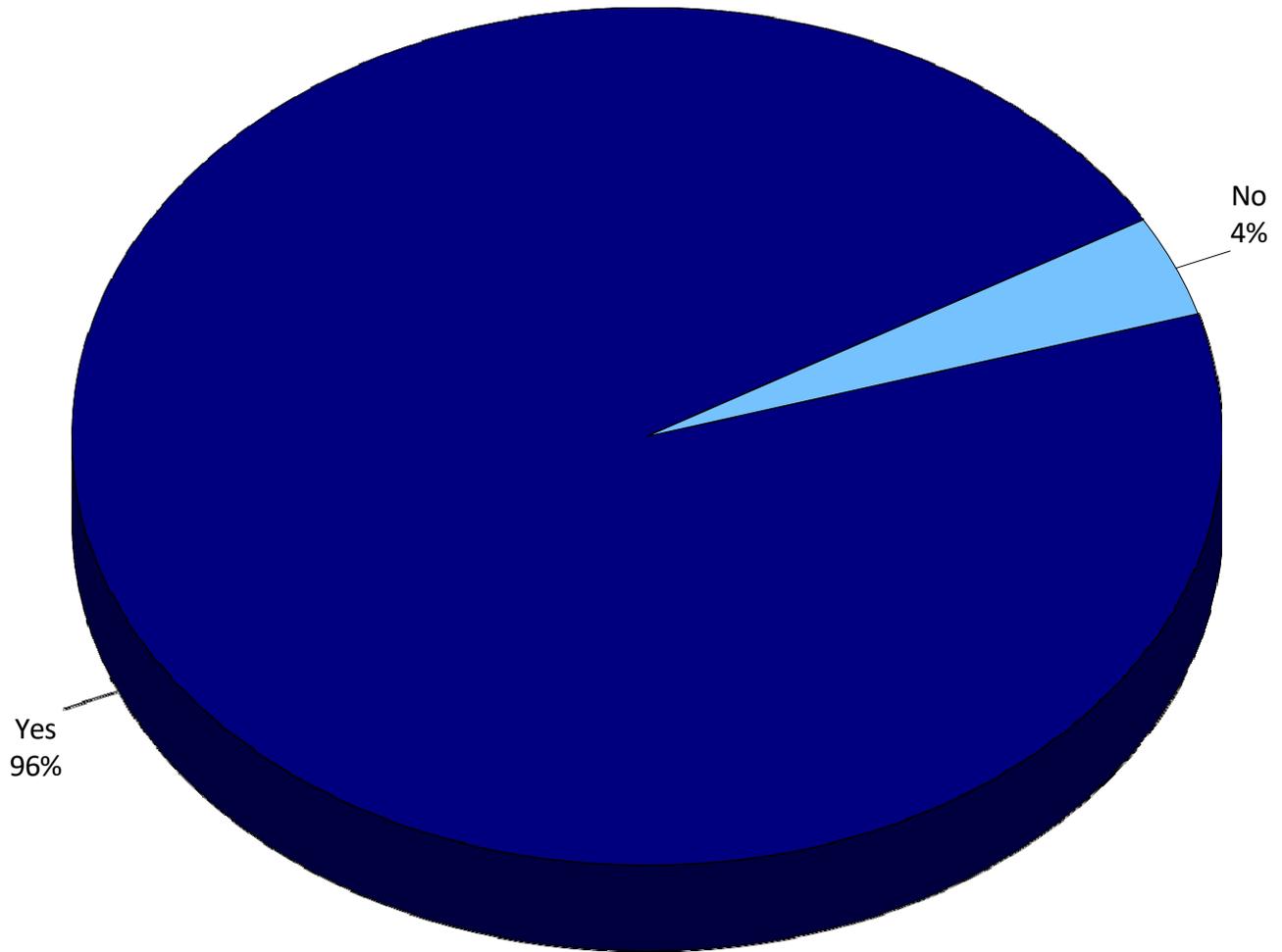


Q1. Are you a full-time resident of Palm Beach Gardens?

Q1. Are you a full-time resident of Palm Beach Gardens	Number	Percent
Yes	488	95.3 %
No	24	4.7 %
Total	512	100.0 %

Q2. Would you definitely recommend living in Palm Beach Gardens?

by percentage of respondents (excluding "not provided")

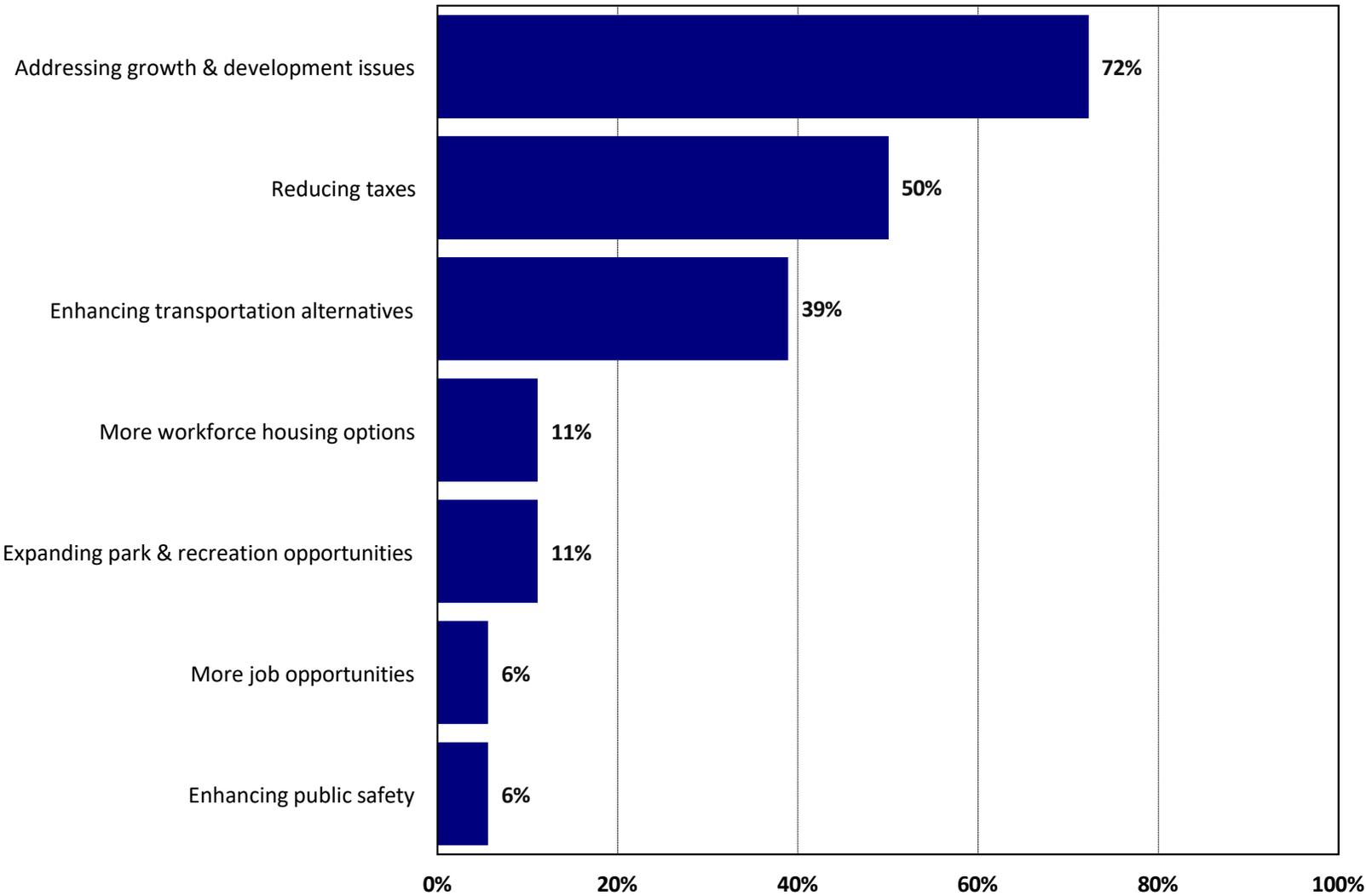


Q2. Would you definitely recommend living in Palm Beach Gardens? (without "not provided")

Q2. Would you definitely recommend living in Palm Beach Gardens	Number	Percent
Yes	450	96.2 %
No	18	3.8 %
Total	468	100.0 %

Q2a. If you answered "No" to Question 2, what items need to be improved in Palm Beach Gardens before you would definitely recommend living in the City?

by percentage of respondents who answered "no" (multiple selections could be made)

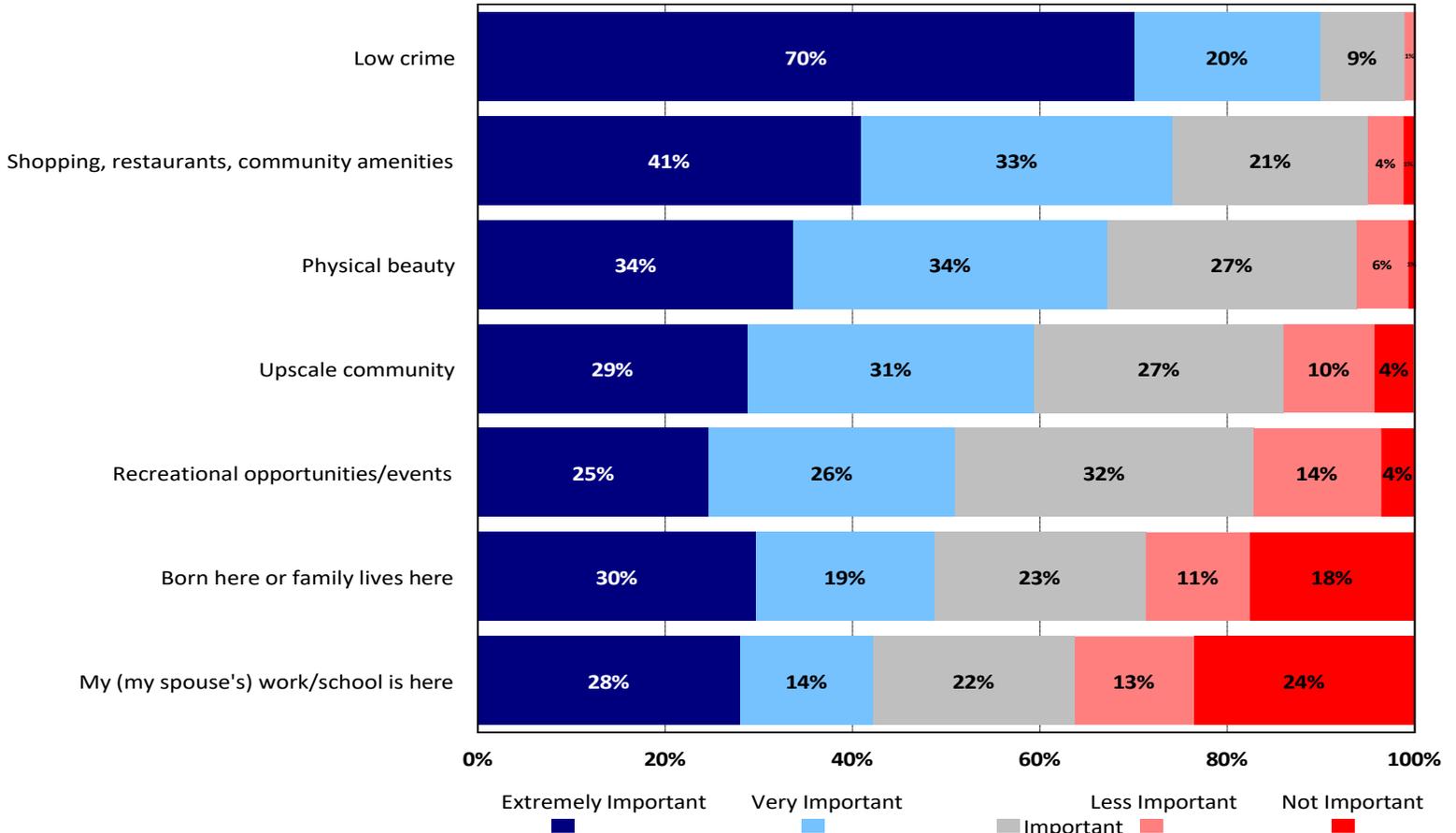


Q2a. If you answered "No" to Question 2, what items listed below need to be improved in Palm Beach Gardens before you would definitely recommend living in the City?

Q2a. What items need to be improved in Palm Beach Gardens before you would definitely recommend living in City	Number	Percent
Enhancing transportation alternatives (sidewalks, golf carts, bike lanes, etc.)	7	38.9 %
More workforce housing options	2	11.1 %
More job opportunities	1	5.6 %
Reducing taxes	9	50.0 %
Addressing growth & development issues	13	72.2 %
Expanding park & recreation opportunities	2	11.1 %
Enhancing public safety	1	5.6 %
Total	35	

Q3. Please indicate how important each of the following reasons were in your decision to live in Palm Beach Gardens.

by percentage of respondents (excluding "N/A")



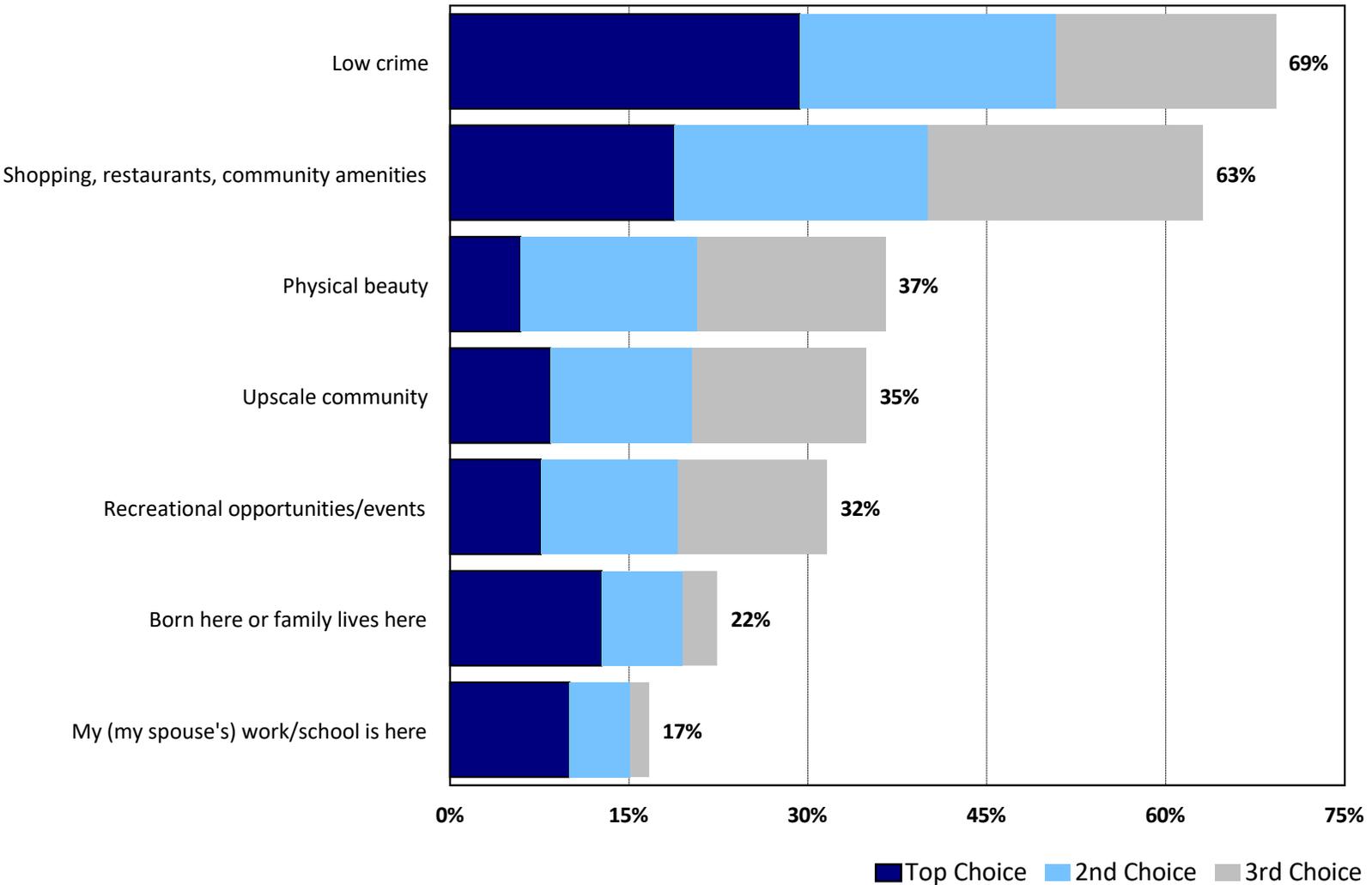
Q3. Using a 1-5 scale, with 5 as "Extremely Important" and 1 as "Not Important," please indicate how important each of the following reasons were in your decision to live in Palm Beach Gardens. (without "N/A")

(N=512)

	Extremely important	Very important	Important	Less important	Not important
Q3-1. My (my spouse's) work/school is here	28.0%	14.2%	21.5%	12.7%	23.6%
Q3-2. Recreational opportunities/events	24.7%	26.2%	31.9%	13.6%	3.6%
Q3-3. Shopping, restaurants, community amenities	40.9%	33.3%	20.8%	3.8%	1.2%
Q3-4. Born here or family lives here	29.7%	19.0%	22.6%	11.1%	17.6%
Q3-5. Physical beauty	33.7%	33.5%	26.6%	5.5%	0.8%
Q3-6. Upscale community	28.8%	30.6%	26.6%	9.7%	4.2%
Q3-7. Low crime	70.1%	19.8%	9.0%	1.2%	0.0%

Q4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT in your decision to stay in the City of Palm Beach Gardens?

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

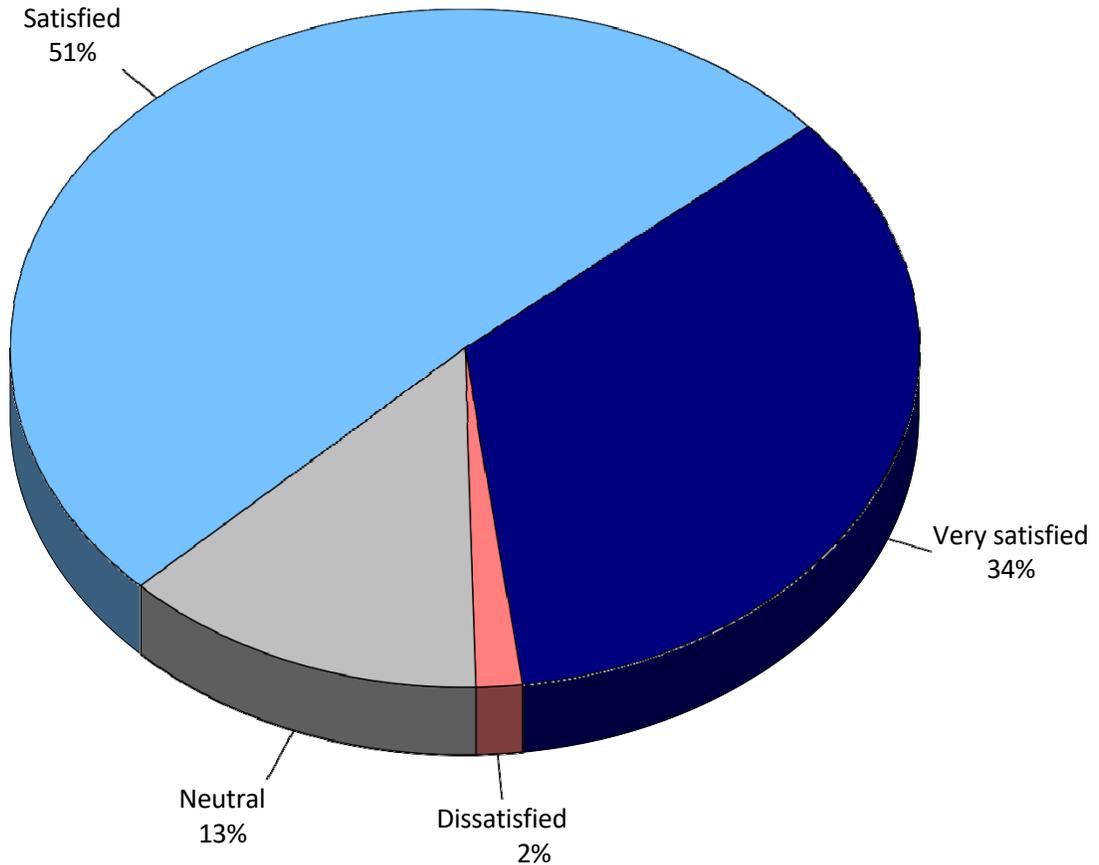


Q4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT in your decision to stay in the City of Palm Beach Gardens? (top 3)

Q4. Top choice	Number	Percent
My (my spouse's) work/school is here	85	16.6 %
Recreational opportunities/events	162	31.6 %
Shopping, restaurants, community amenities	323	63.1 %
Born here or family lives here	115	22.5 %
Physical beauty	187	36.5 %
Upscale community	179	35.0 %
Low crime	354	69.1 %
Other	40	7.8 %
None chosen	18	3.5 %
Total	1463	

Q5. How satisfied are you with the overall quality of services and programs provided by the City of Palm Beach Gardens?

by percentage of respondents (excluding "not provided")



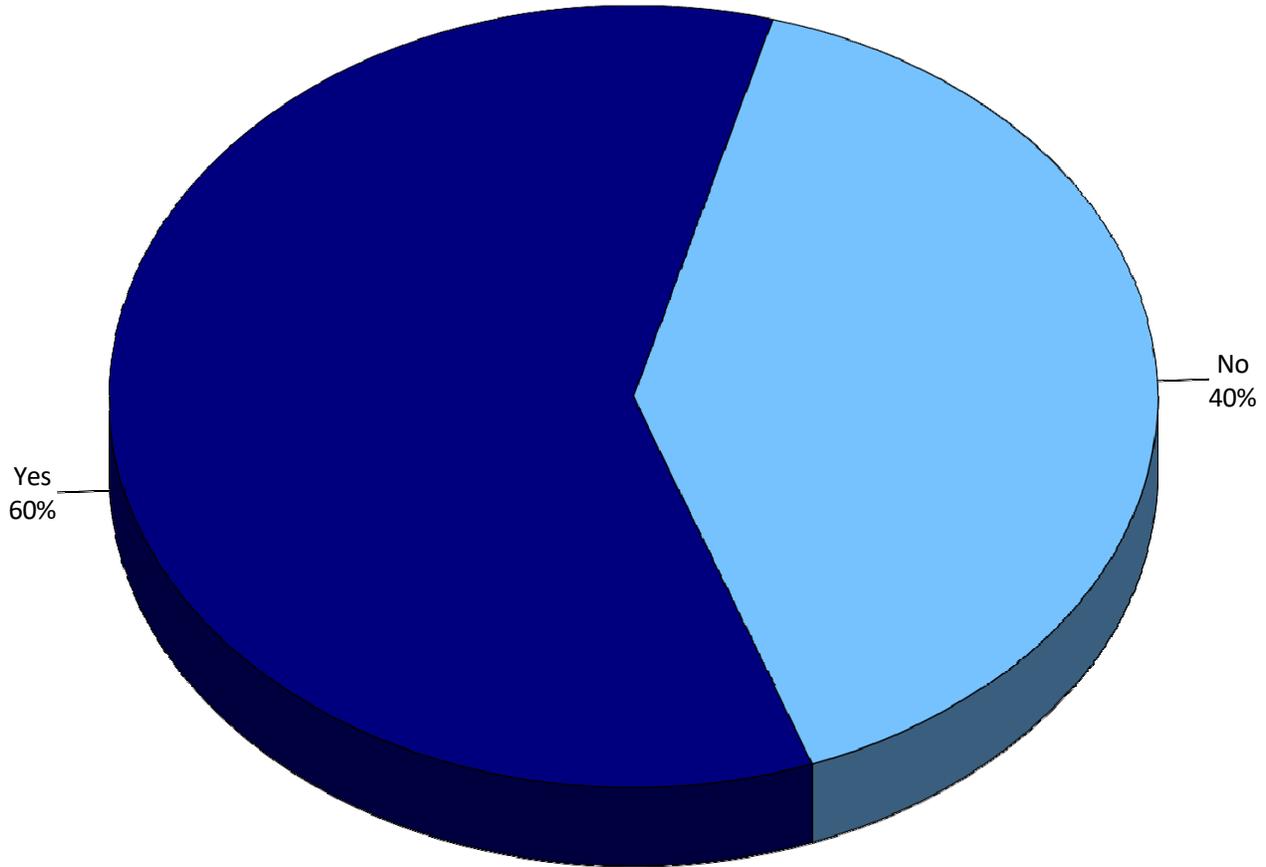
Q5. How satisfied are you with the overall quality of services and programs provided by the City of Palm Beach Gardens? (without "not provided")

Q5. How satisfied are you with overall quality of services & programs provided by City of Palm Beach Gardens

	Number	Percent
Very satisfied	174	34.3 %
Satisfied	259	51.1 %
Neutral	66	13.0 %
Dissatisfied	8	1.6 %
Total	507	100.0 %

Q6. Are there any services or amenities the City of Palm Beach Gardens should be providing that it currently does not?

by percentage of respondents (excluding "not provided")

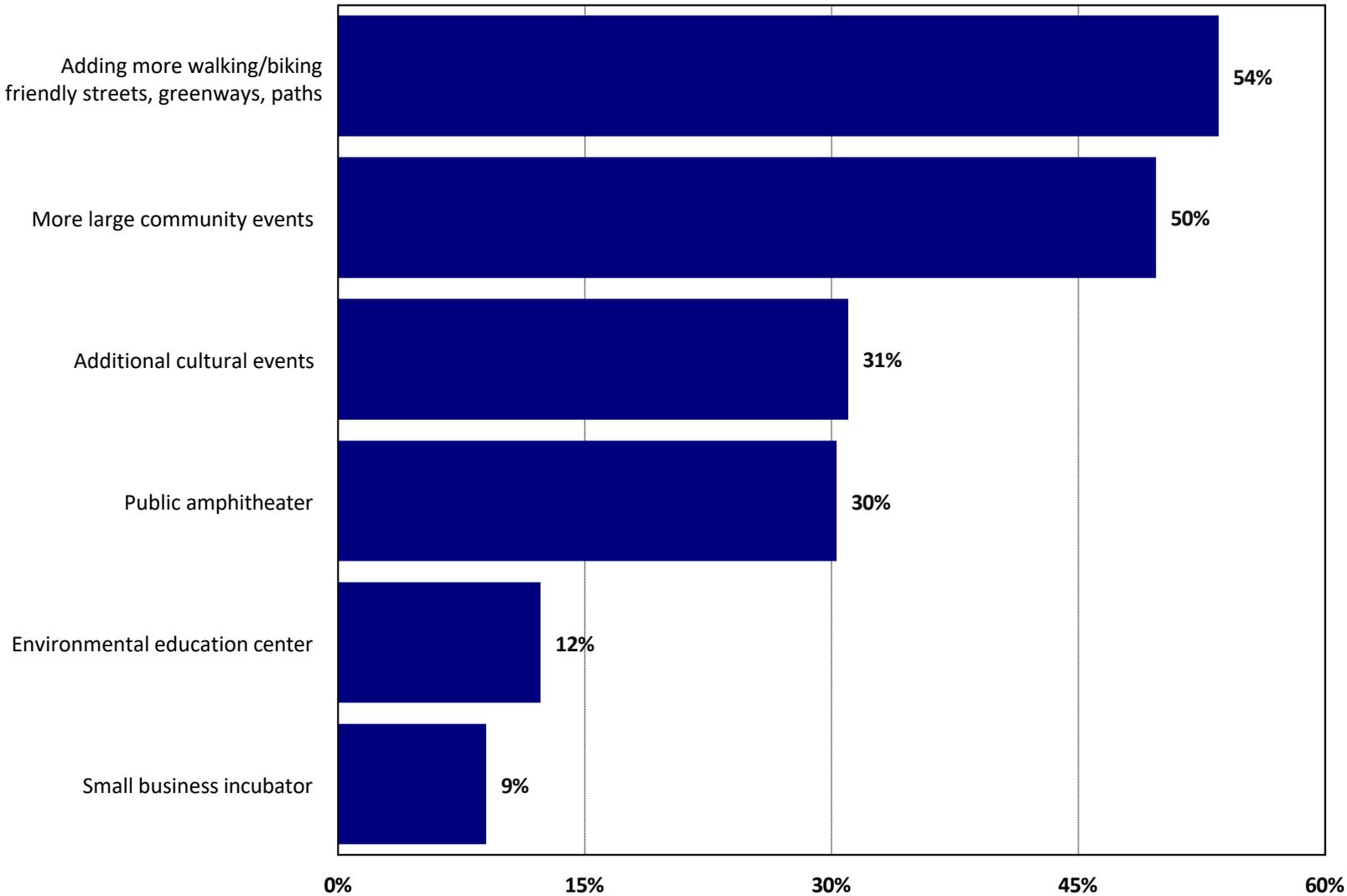


Q6. Are there any services or amenities the City of Palm Beach Gardens should be providing that it currently does not? (without "not provided")

Q6. Are there any services or amenities City should be providing that it currently does not	Number	Percent
Yes	155	59.6 %
No	105	40.4 %
Total	260	100.0 %

Q6a. What services or amenities do you think the City should be providing?

by percentage of respondents multiple selections could be made) (excluding "not provided")

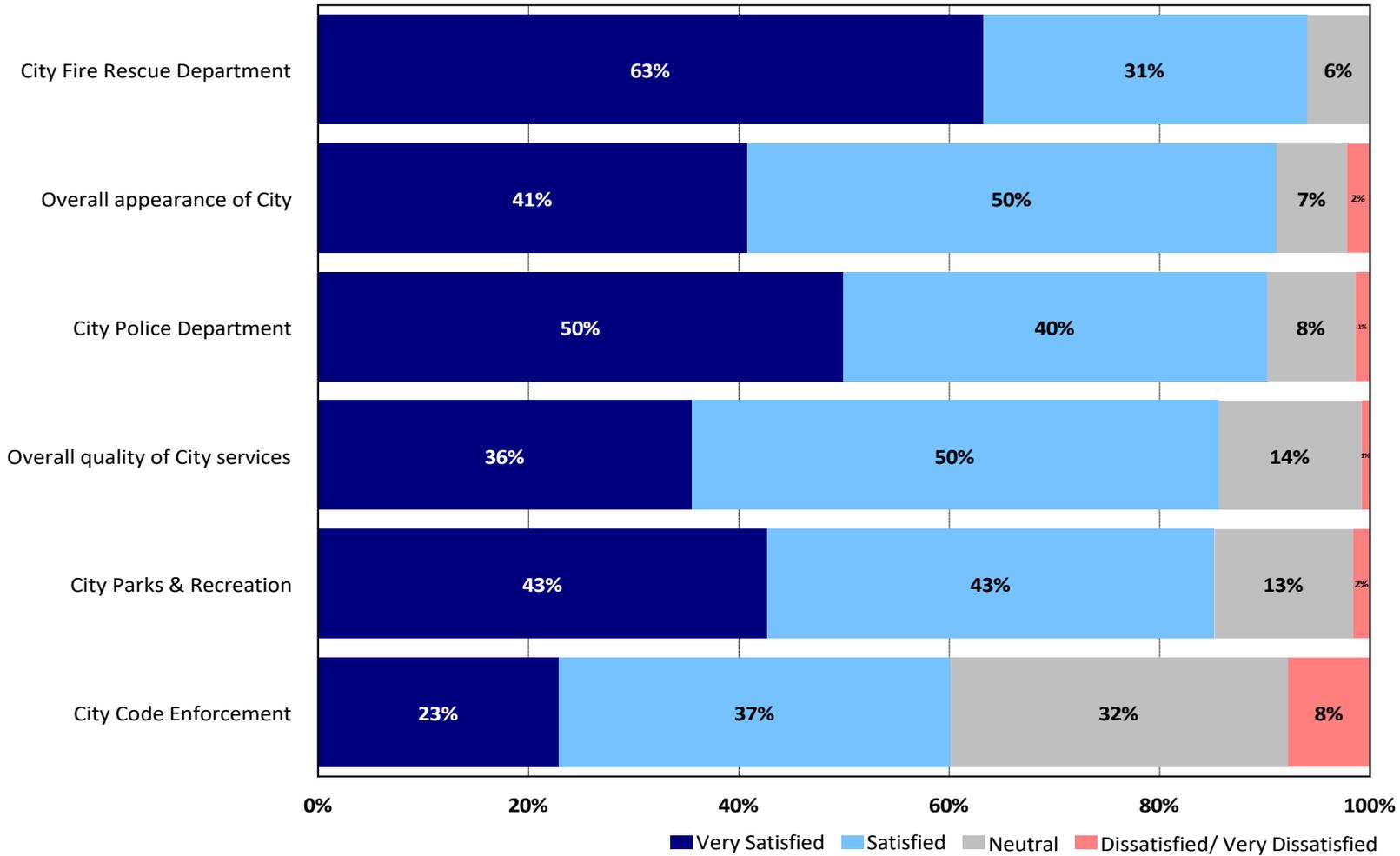


Q6a. What services or amenities do you think the City should be providing?

Q6a. What services or amenities should City provide	Number	Percent
Environmental education center	19	12.3 %
Small business incubator	14	9.0 %
Public amphitheater	47	30.3 %
Adding more walking/biking friendly streets, greenways, paths	83	53.5 %
Additional cultural events	48	31.0 %
More large community events (carnivals/festivals/food truck nights, etc.)	77	49.7 %
Total	288	

Q7. Satisfaction with Aspects of Palm Beach Gardens

by percentage of respondents (excluding "not provided")



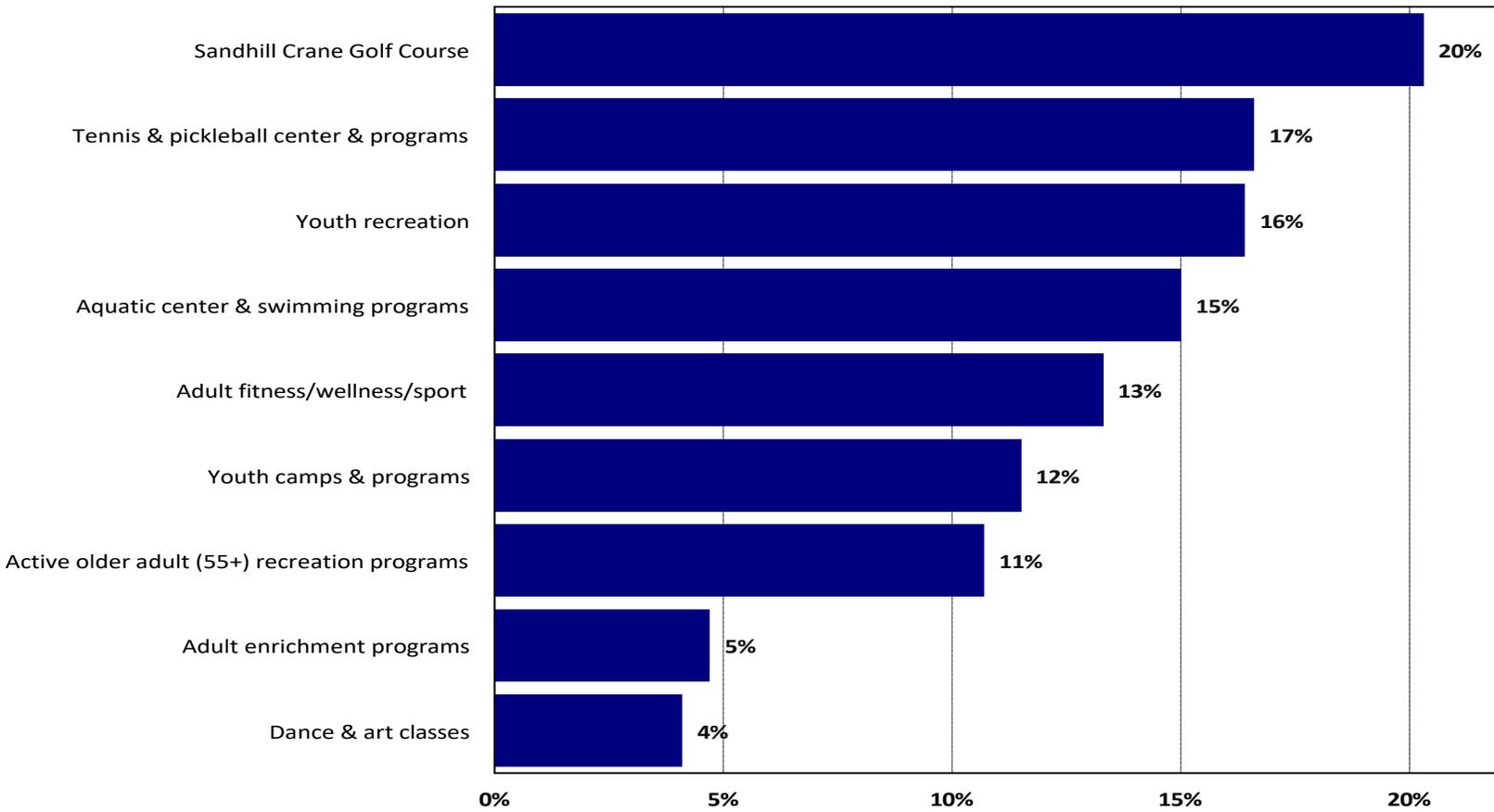
Q7. Please rate your level of satisfaction with each item below using a scale of 5 to 1, with 5 as "Very Satisfied" and 1 as "Very Dissatisfied." (without "not provided")

(N=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. City Police Department	49.9%	40.3%	8.4%	1.2%	0.2%
Q7-2. City Fire Rescue Department	63.2%	30.8%	5.8%	0.0%	0.2%
Q7-3. City Parks & Recreation	42.7%	42.5%	13.2%	1.4%	0.2%
Q7-4. City Code Enforcement	22.9%	37.2%	32.1%	5.5%	2.3%
Q7-5. Overall appearance of City	40.8%	50.3%	6.7%	1.8%	0.4%
Q7-6. Overall quality of City services	35.5%	50.1%	13.6%	0.6%	0.2%

Q8. Use of Recreation Programs, Services, or Amenities in the Past 6 Months

by percentage of respondents (multiple selections could be made)



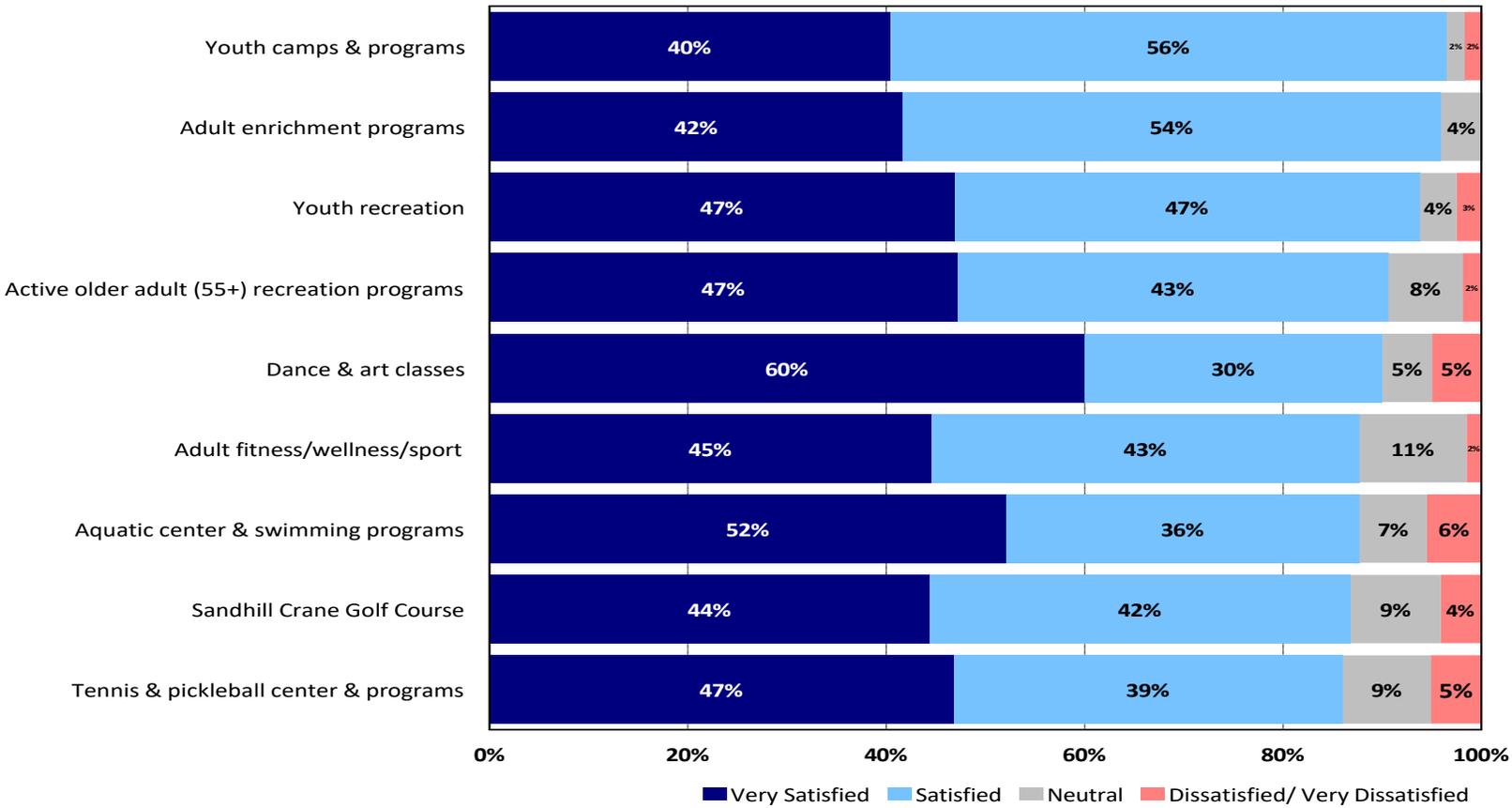
Q8. Please indicate whether you or other members of your household have used or participated in any of the Recreation programs or used any of the services or amenities listed below during the past 6 months.

(N=512)

	Yes	No
Q8-1. Active older adult (55+) recreation programs	10.7%	89.3%
Q8-2. Adult enrichment programs	4.7%	95.3%
Q8-3. Adult fitness/wellness/sport	13.3%	86.7%
Q8-4. Aquatic center & swimming programs	15.0%	85.0%
Q8-5. Dance & art classes	4.1%	95.9%
Q8-6. Sandhill Crane Golf Course	20.3%	79.7%
Q8-7. Tennis & pickleball center & programs	16.6%	83.4%
Q8-8. Youth camps & programs	11.5%	88.5%
Q8-9. Youth recreation	16.4%	83.6%

Q8. Satisfaction with Programs, Services, and Amenities

by percentage of respondents who have used the item in the past 6 months



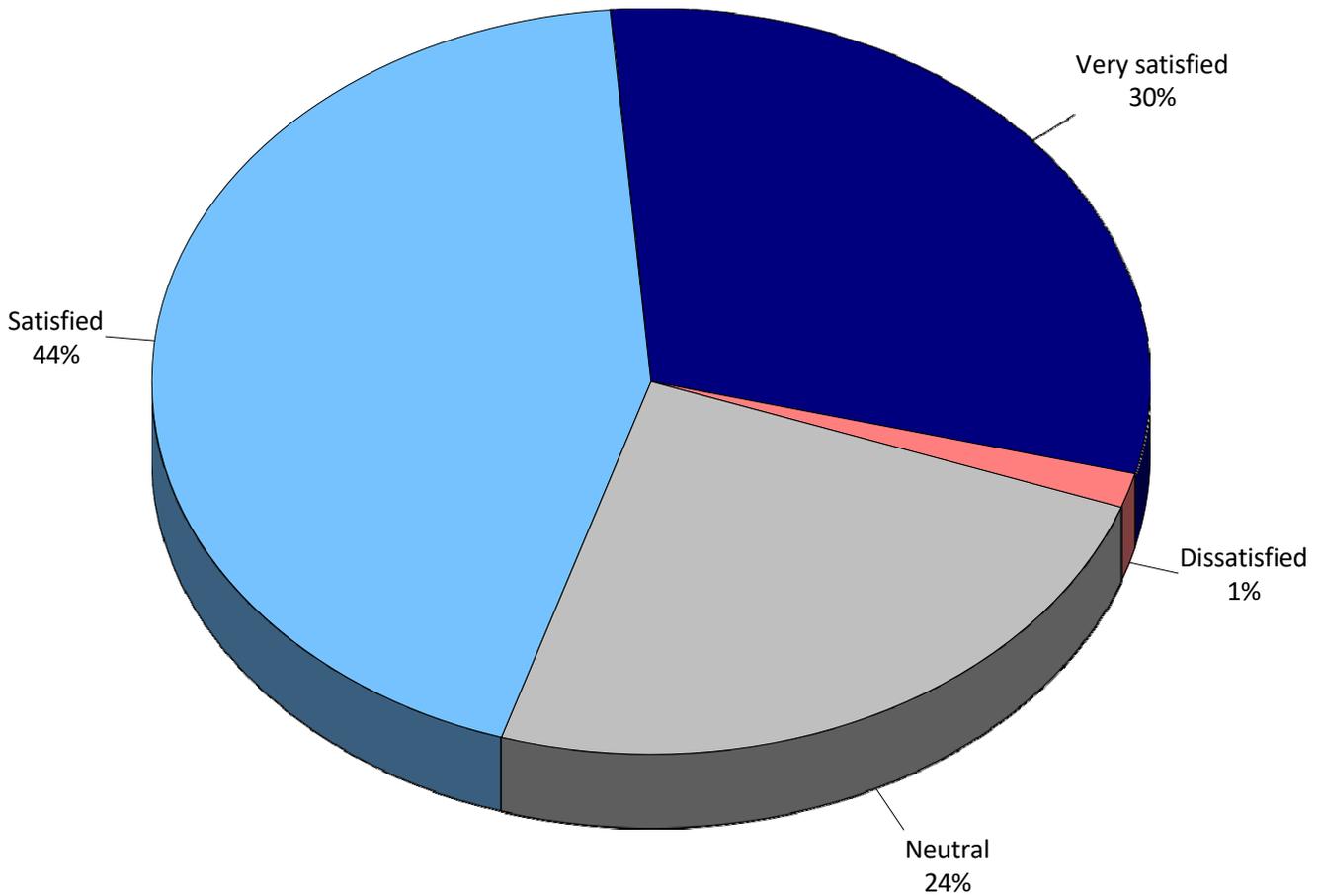
Q8. If "Yes," please rate the quality of all the programs, services, and amenities you or the members of your household have used using a scale of 5 to 1, with 5 as "Very Satisfied" and 1 as "Very Dissatisfied."

(N=287)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Active older adult (55+) recreation programs	47.2%	43.4%	7.5%	1.9%	0.0%
Q8-2. Adult enrichment programs	41.7%	54.2%	4.2%	0.0%	0.0%
Q8-3. Adult fitness/wellness/sport	44.6%		10.8%	1.5%	0.0%
Q8-4. Aquatic center & swimming programs	52.1%	35.6%	6.8%	4.1%	1.4%
Q8-5. Dance & art classes	60.0%	30.0%	5.0%	0.0%	5.0%
Q8-6. Sandhill Crane Golf Course	44.4%	42.4%	9.1%	4.0%	0.0%
Q8-7. Tennis & pickleball center & programs	46.8%	39.2%	8.9%	3.8%	1.3%
Q8-8. Youth camps & programs	40.4%	56.1%	1.8%	1.8%	0.0%
Q8-9. Youth recreation	46.9%	46.9%	3.7%	2.5%	0.0%

Q9. Overall, how satisfied are you with the customer service provided by City employees?

by percentage of respondents (excluding "not provided")

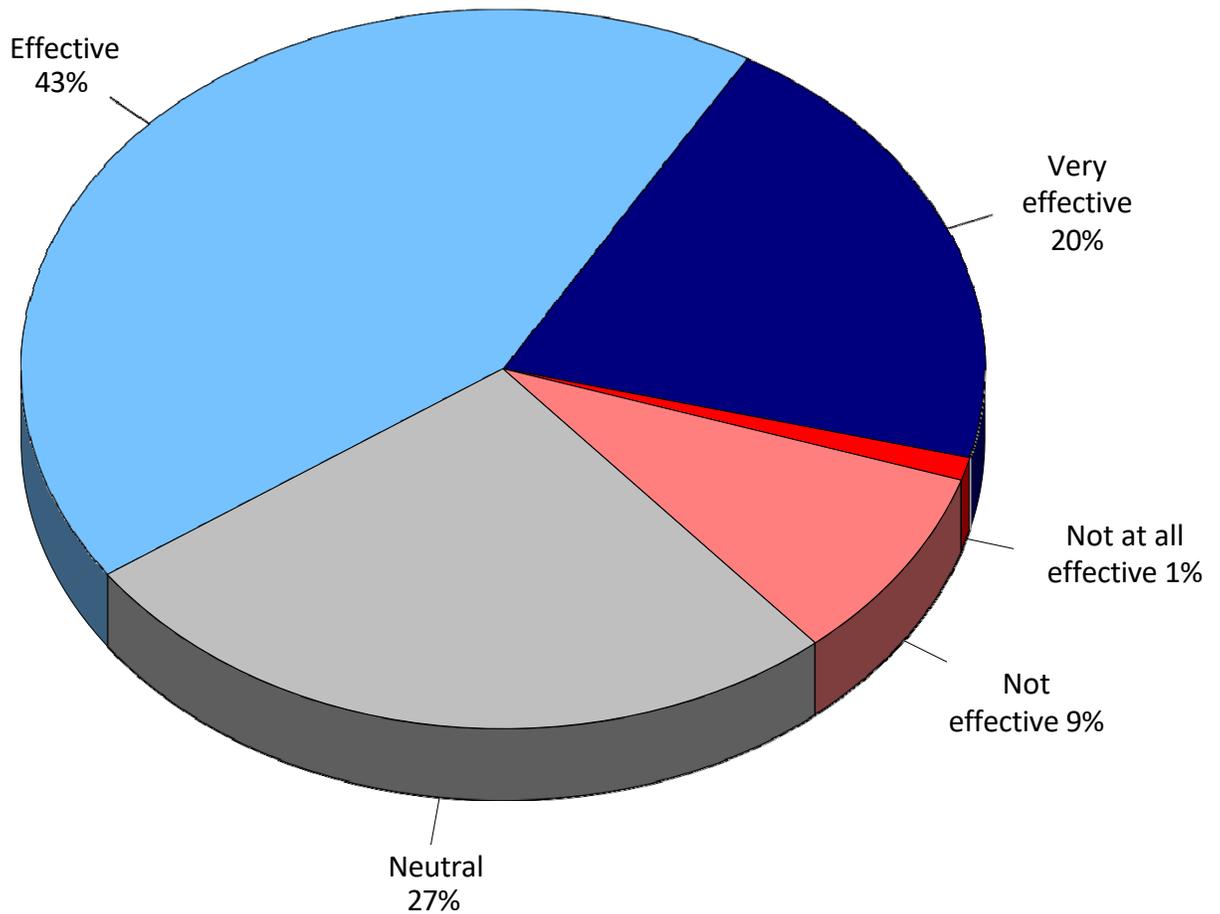


Q9. Overall, how satisfied are you with the customer service provided by City employees? (without "not provided")

Q9. How satisfied are you with overall customer service provided by City employees	Number	Percent
Very satisfied	141	30.1 %
Satisfied	206	44.0 %
Neutral	114	24.4 %
Dissatisfied	7	1.5 %
Total	468	100.0 %

Q10. How effective are the City's efforts to communicate important information about the City government to you and other residents?

by percentage of respondents (excluding "not provided")



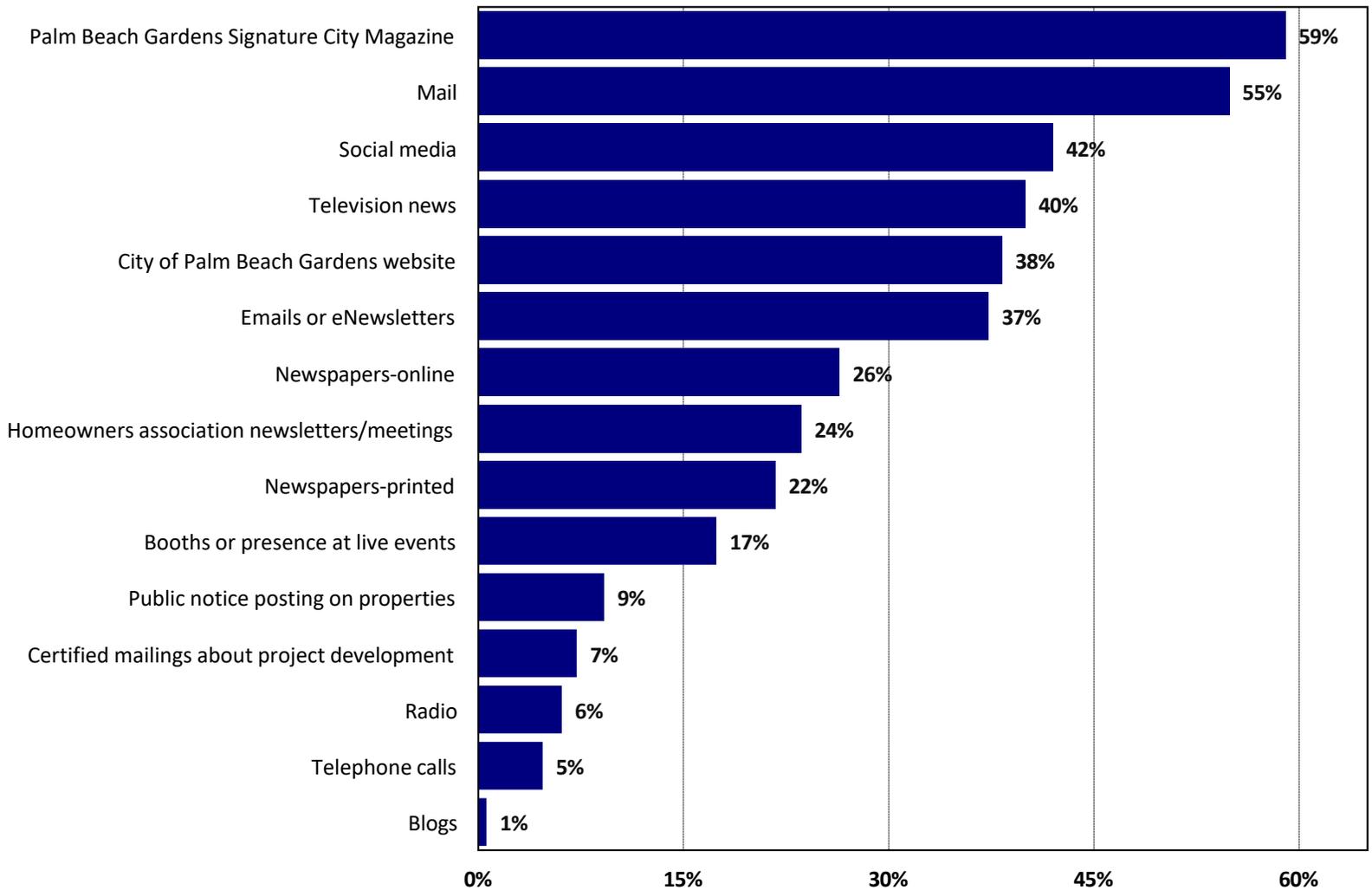
Q10. How effective are the City's efforts to communicate important information about the City government to you and other residents? (without "not provided")

Q10. How effective are City's efforts to communicate important information about City government to you & other residents

	Number	Percent
Very effective	101	20.5 %
Effective	212	43.0 %
Neutral	131	26.6 %
Not effective	44	8.9 %
Not at all effective	5	1.0 %
Total	493	100.0 %

Q11. Please CHECK ALL of the ways you currently use to obtain information about the City of Palm Beach Gardens.

by percentage of respondents (multiple selections could be made)

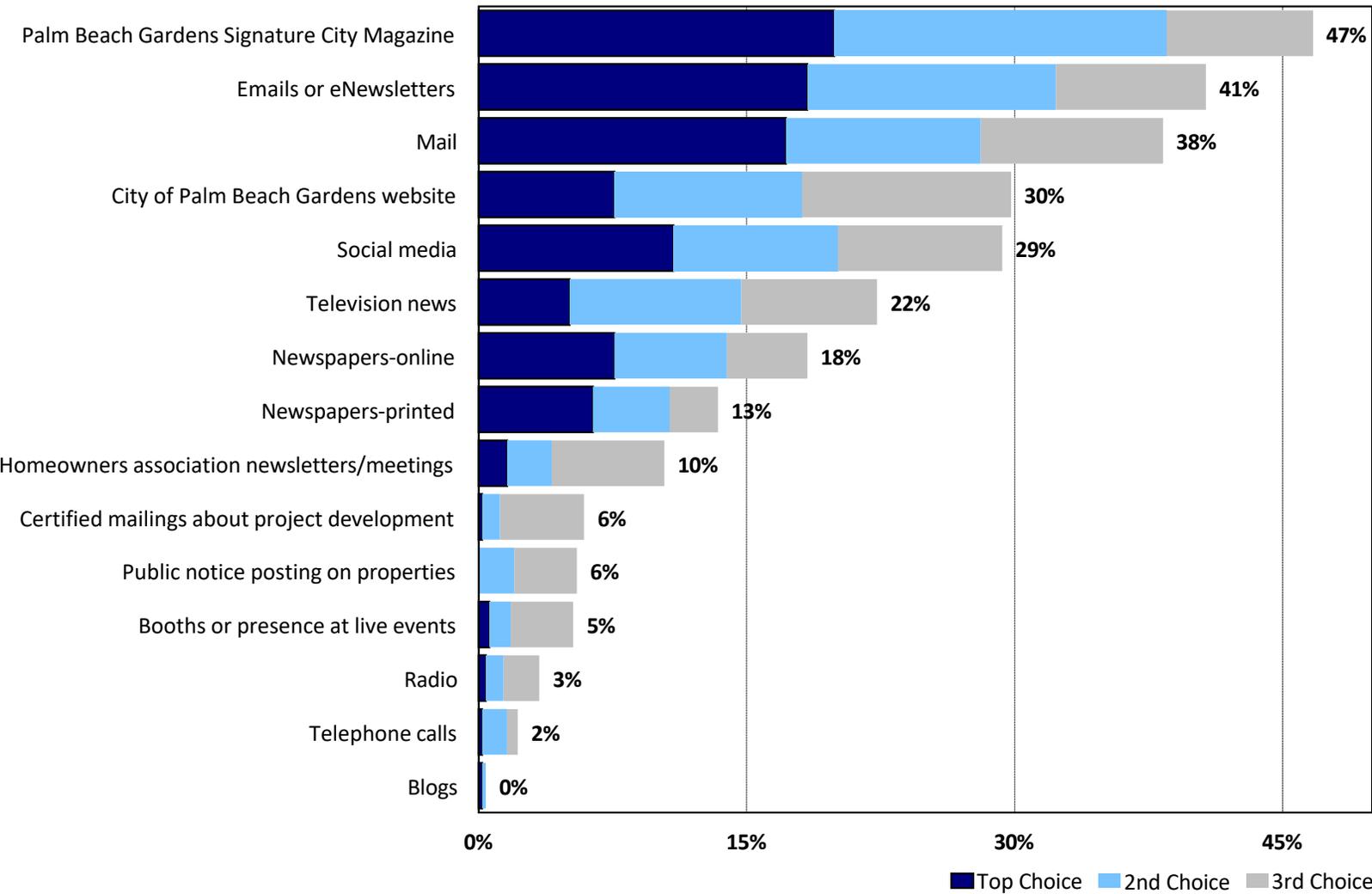


Q11. Please CHECK ALL of the ways you currently use to obtain information about the City of Palm Beach Gardens.

Q11. All the ways you currently use to obtain information about City of Palm Beach Gardens	Number	Percent
Mail	281	54.9 %
Newspapers-printed	111	21.7 %
Newspapers-online	135	26.4 %
Palm Beach Gardens Signature City Magazine	302	59.0 %
Television news	205	40.0 %
Public notice posting on properties being discussed	47	9.2 %
Emails or eNewsletters	191	37.3 %
City of Palm Beach Gardens website	196	38.3 %
Telephone calls	24	4.7 %
Booths or presence at live events such as Green Market	89	17.4 %
Radio	31	6.1 %
Certified mailings about project development	37	7.2 %
Social media (Facebook, Twitter, YouTube, etc.)	215	42.0 %
Homeowners association newsletters/meetings	121	23.6 %
<u>Blogs</u>	3	0.6 %
Total	1988	

Q12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to get information about the City of Palm Beach Gardens?

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

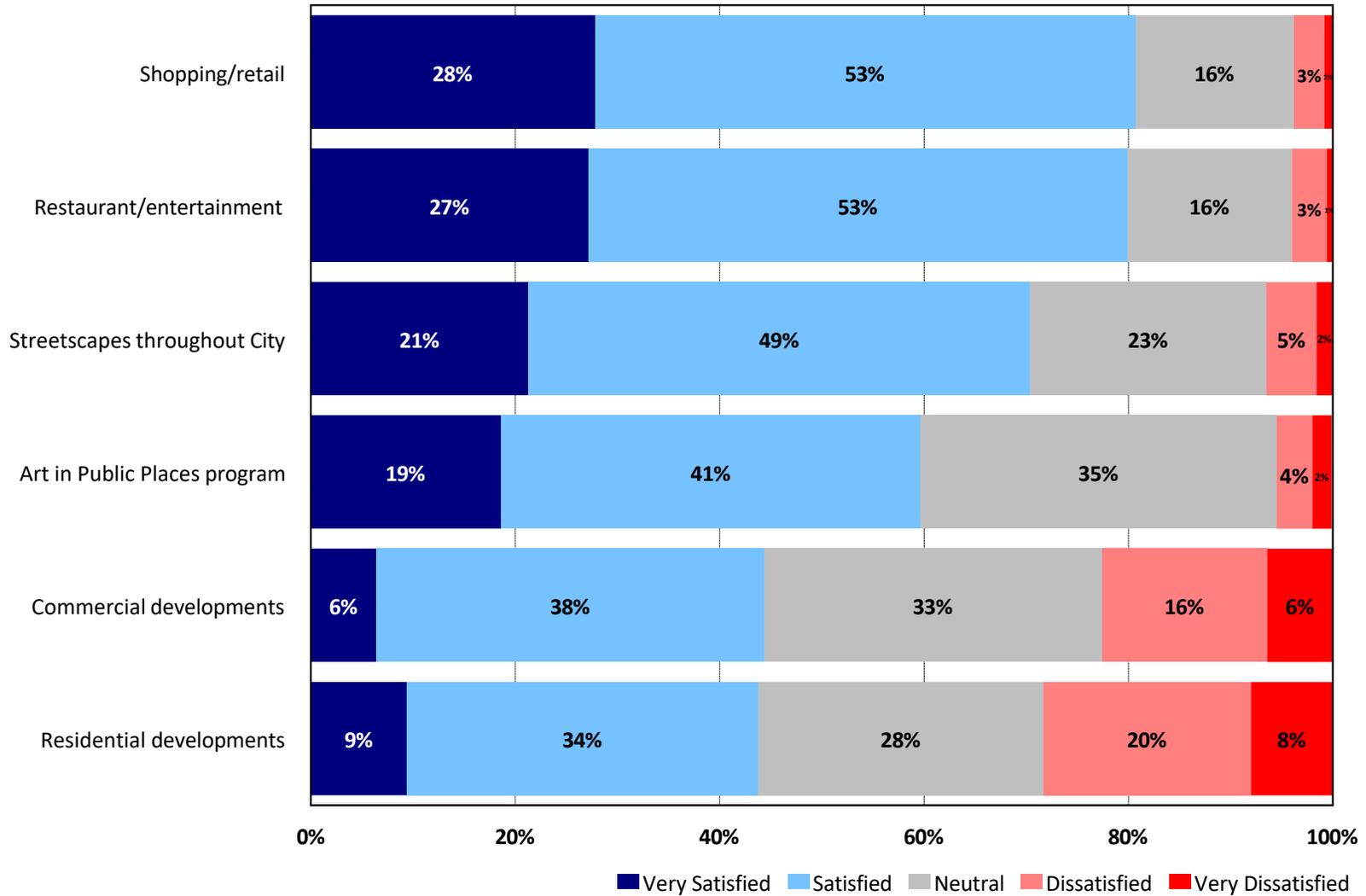


Q12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to get information about the City of Palm Beach Gardens? (top 3)

Q12. Top choice	Number	Percent
Mail	196	38.3 %
Newspapers-printed	69	13.5 %
Newspapers-online	94	18.4 %
Palm Beach Gardens Signature City Magazine	239	46.7 %
Television news	114	22.3 %
Public notice posting on properties being discussed	28	5.5 %
Emails or eNewsletters	208	40.6 %
City of Palm Beach Gardens website	153	29.9 %
Telephone calls	11	2.1 %
Booths or presence at live events such as Green Market	27	5.3 %
Radio	17	3.3 %
Certified mailings about project development	30	5.9 %
Social media (Facebook, Twitter, YouTube, etc.)	150	29.3 %
Homeowners association newsletters/meetings	53	10.4 %
Blogs	2	0.4 %
None chosen	19	3.7 %
Total	1410	

Q13. Please rate your level of satisfaction with the following growth and development areas in the City

by percentage of respondents (excluding "not provided")



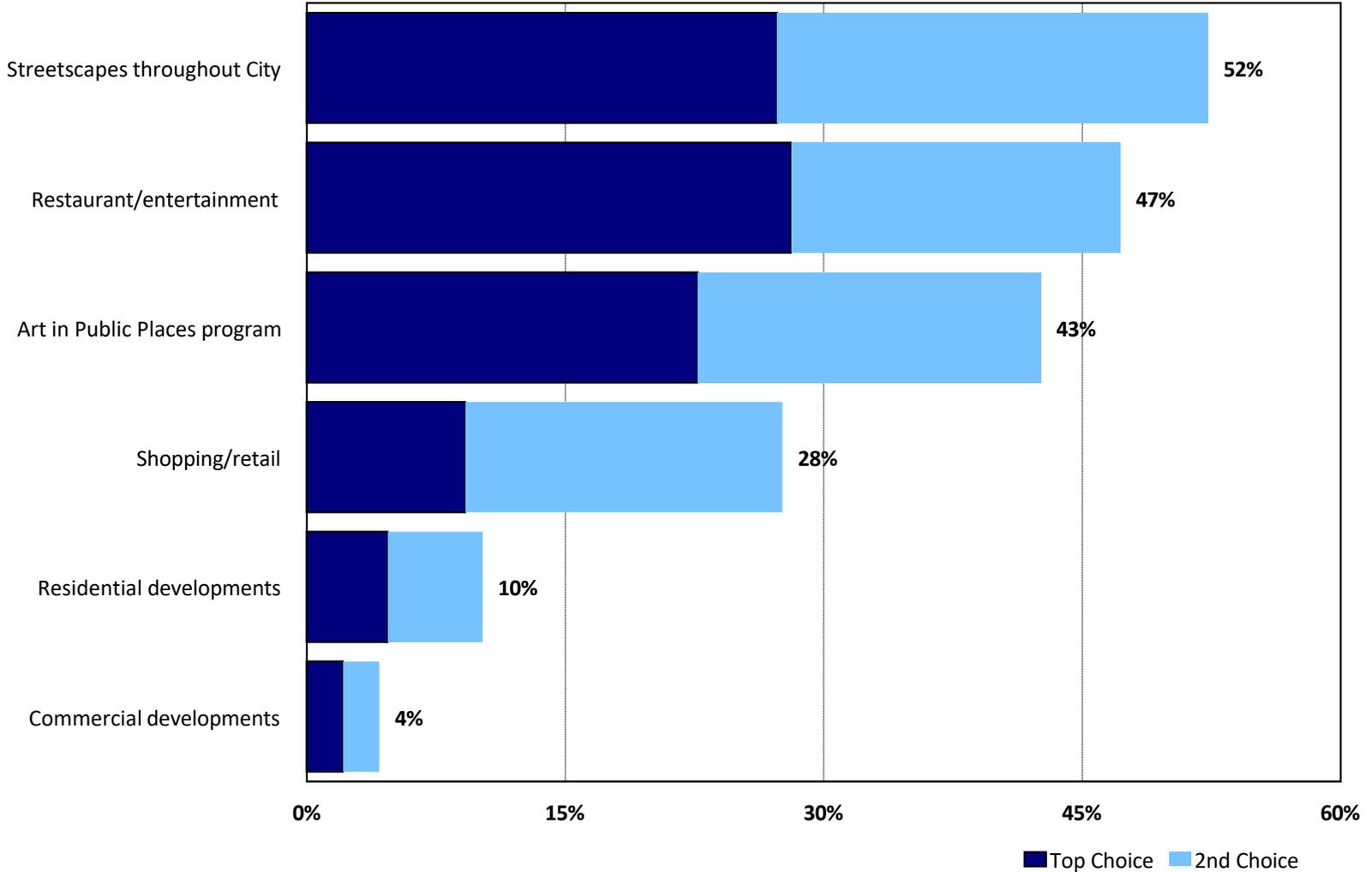
Q13. Please rate your level of satisfaction with the following growth and development areas in the City using a scale of 5 to 1, with 5 as "Very Satisfied" and 1 as "Very Dissatisfied." (without "not provided")

(N=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Art in Public Places program	18.6%	41.1%	34.8%	3.5%	1.9%
Q13-2. Commercial developments	6.4%	38.0%	33.0%	16.2%	6.4%
Q13-3. Residential developments	9.4%	34.4%	27.9%	20.3%	8.0%
Q13-4. Restaurant/entertainment	27.2%	52.7%	16.1%	3.4%	0.6%
Q13-5. Shopping/retail	27.8%	52.9%	15.5%	3.0%	0.8%
Q13-6. Streetscapes throughout City	21.3%	49.1%	23.1%	4.9%	1.6%

Q14. Which TWO of the items listed in Question 13 do you WANT TO SEE MORE OF in the City of Palm Beach Gardens?

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

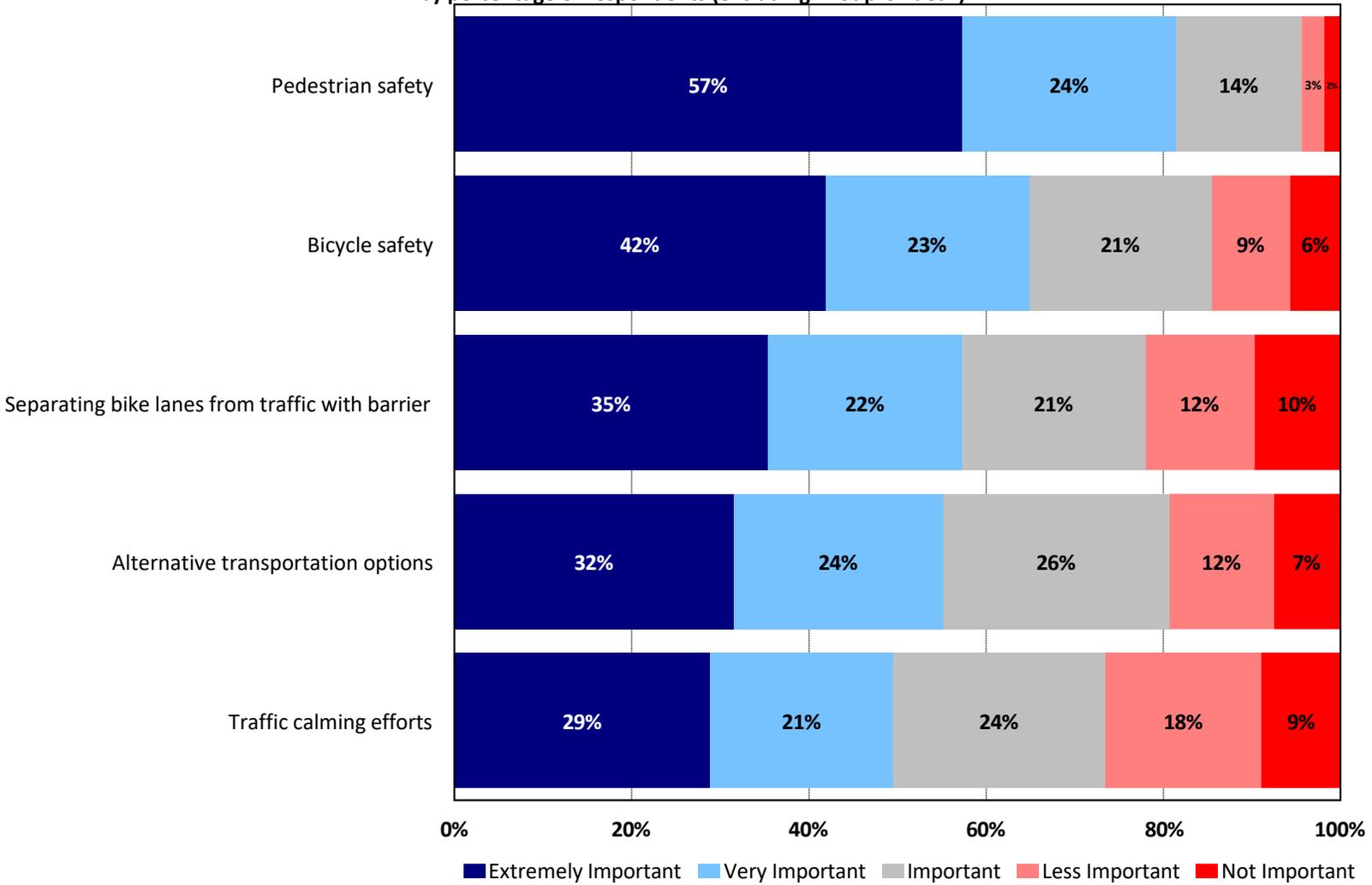


Q14. Which TWO of the items listed in Question 13 do you WANT TO SEE MORE OF in the City of Palm Beach Gardens? (top 2)

Q14. Top choice	Number	Percent
Art in Public Places program	218	42.6 %
Commercial developments	22	4.3 %
Residential developments	52	10.2 %
Restaurant/entertainment	242	47.3 %
Shopping/retail	141	27.5 %
Streetscapes throughout City	268	52.3 %
None chosen	30	5.9 %
Total	973	

Q15. Please rate how important it is that the City allocate funds to the following infrastructure improvements

by percentage of respondents (excluding "not provided")

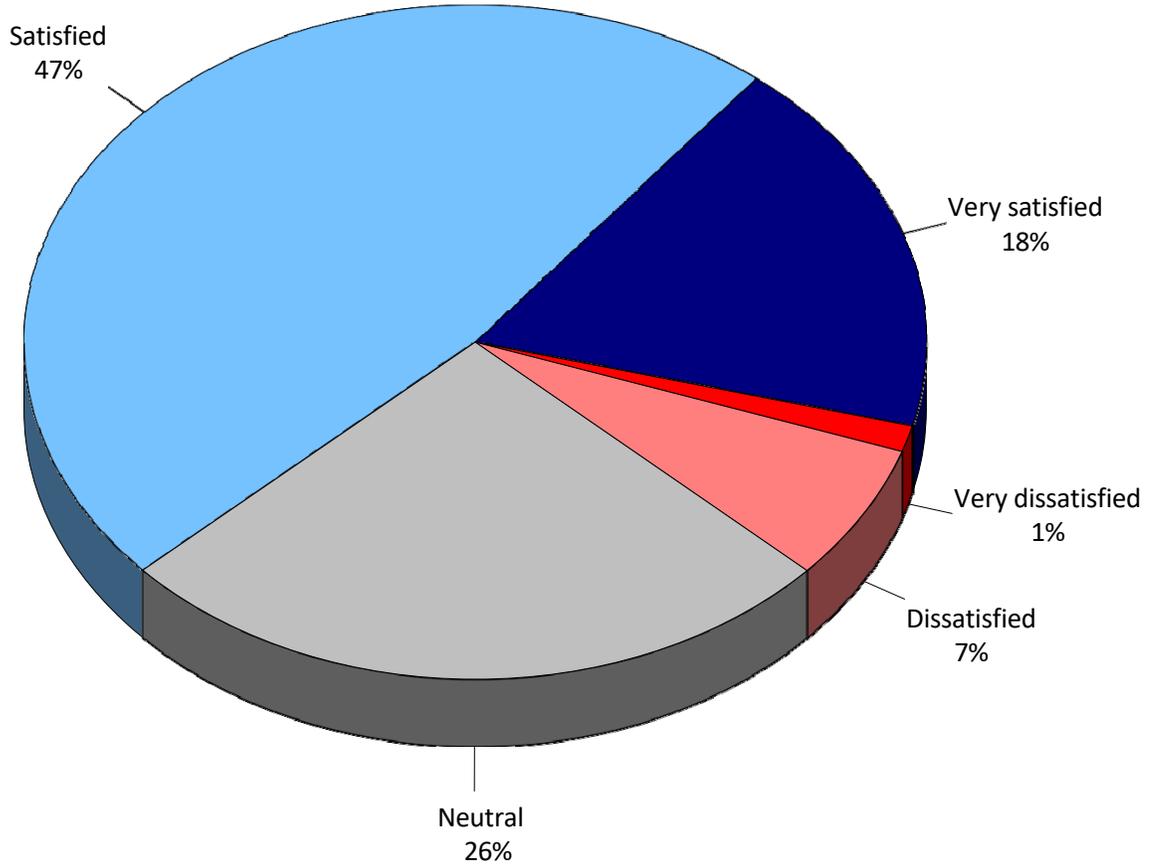


Q15. The City of Palm Beach Gardens is considering several mobility initiatives, reducing vehicles on the road, to improve traffic congestion and management in the City. Using a scale of 5 to 1, with 5 as "Extremely Important" and as "Not at all Important," please rate how important it is that the City allocate funds to the following infrastructure improvements:

(N=512)	Extremely important	Very important	Important	Less important	Not important	Not provided
Q15-1. Bicycle safety	41.0%	22.5%	20.1%	8.6%	5.7%	2.1%
Q15-2. Pedestrian safety	56.4%	23.8%	13.9%	2.5%	1.8%	1.6%
Q15-3. Separating bike lanes from traffic with barrier	34.4%	21.3%	20.1%	11.9%	9.4%	2.9%
Q15-4. Traffic calming efforts (roundabouts, traffic humps, etc.)	28.3%	20.1%	23.4%	17.2%	8.8%	2.1%
Q15-5. Alternative transportation options to get around City (sidewalks, golf carts, bike lanes, etc.)	30.7%	23.0%	24.8%	11.5%	7.2%	2.7%

Q16. What is your level of satisfaction with the overall value you receive for the portion of your property taxes that fund the City's operating budget?

by percentage of respondents (excluding "not provided")



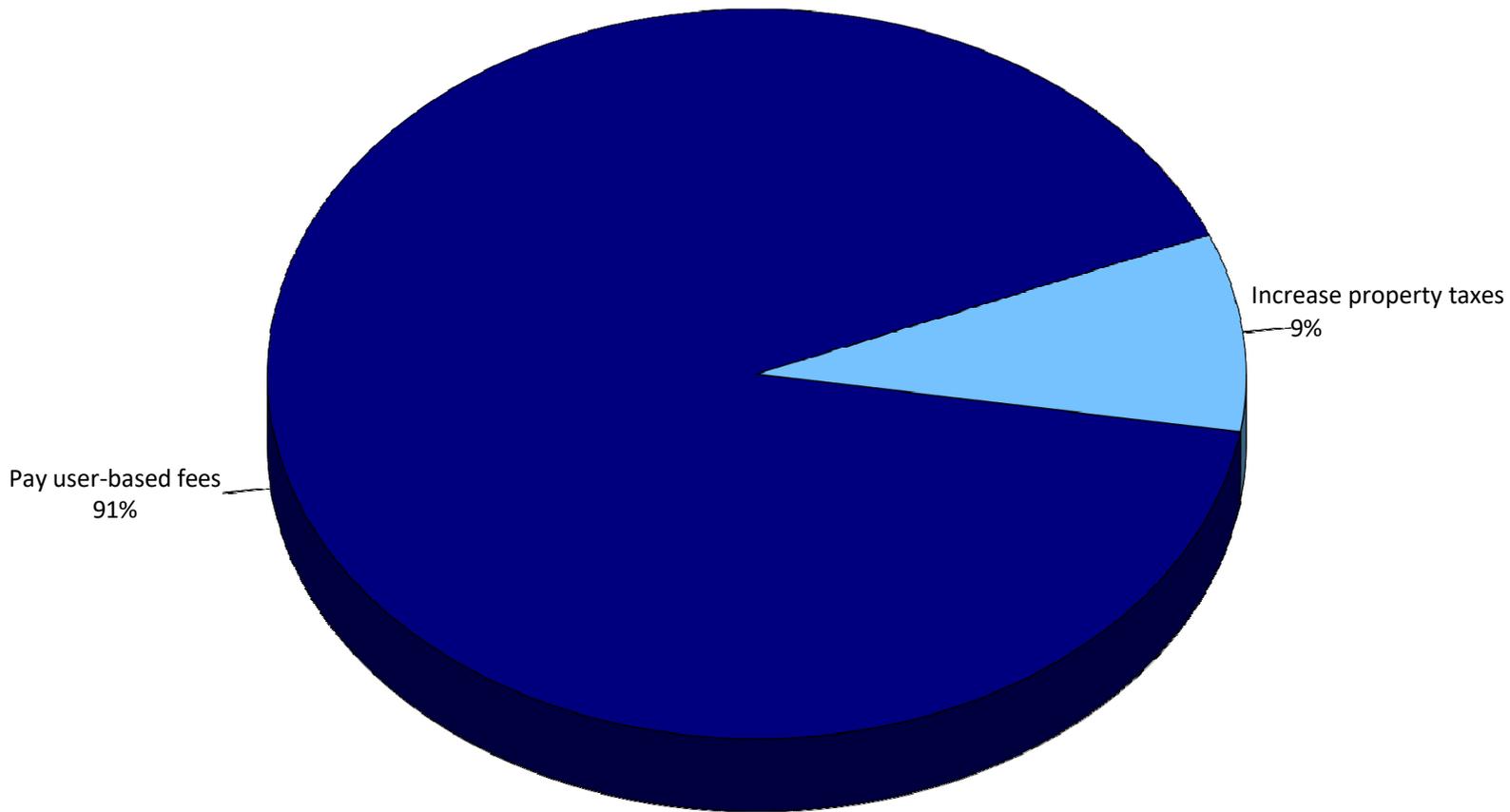
Q16. If you own a home or condominium in Palm Beach Gardens, 28% of your property tax bill goes to the City to fund the government's operating budget that funds services such as public safety, local transportation, infrastructure maintenance, and parks and recreation services. What is your level of satisfaction with the overall value you receive for the portion of your property taxes that fund the City's operating budget? (without "not provided")

Q16. Your level of satisfaction with overall value you receive for portion of your property taxes that fund City's operating budget

	Number	Percent
Very satisfied	87	18.2 %
Satisfied	227	47.5 %
Neutral	126	26.4 %
Dissatisfied	32	6.7 %
Very dissatisfied	6	1.3 %
Total	478	100.0 %

Q17. If the City needs to increase revenue, would you prefer to:

by percentage of respondents (excluding "don't know")

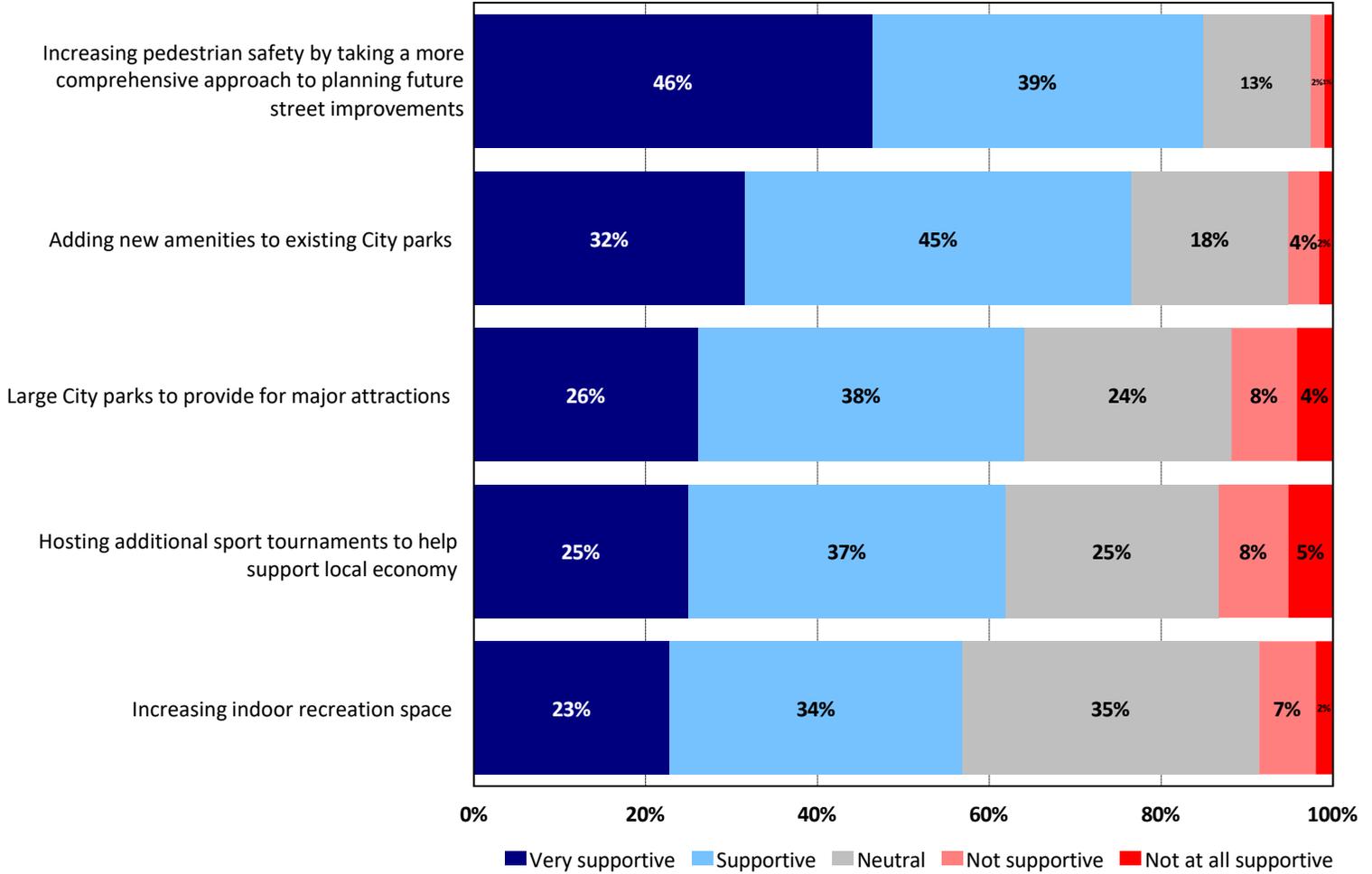


Q17. If the City needs to increase revenue, would you prefer to: (without "don't know")

Q17. What would you prefer if City needs to increase revenue	Number	Percent
Pay user-based fees which are charges for the use of some services, for example, enhanced recreation opportunities	363	91.4 %
Increase property taxes	34	8.6 %
Total	397	100.0 %

Q18. Please rate your level of support for the City of Palm Beach Gardens taking the following actions within the next 5 years

by percentage of respondents (excluding "not provided")



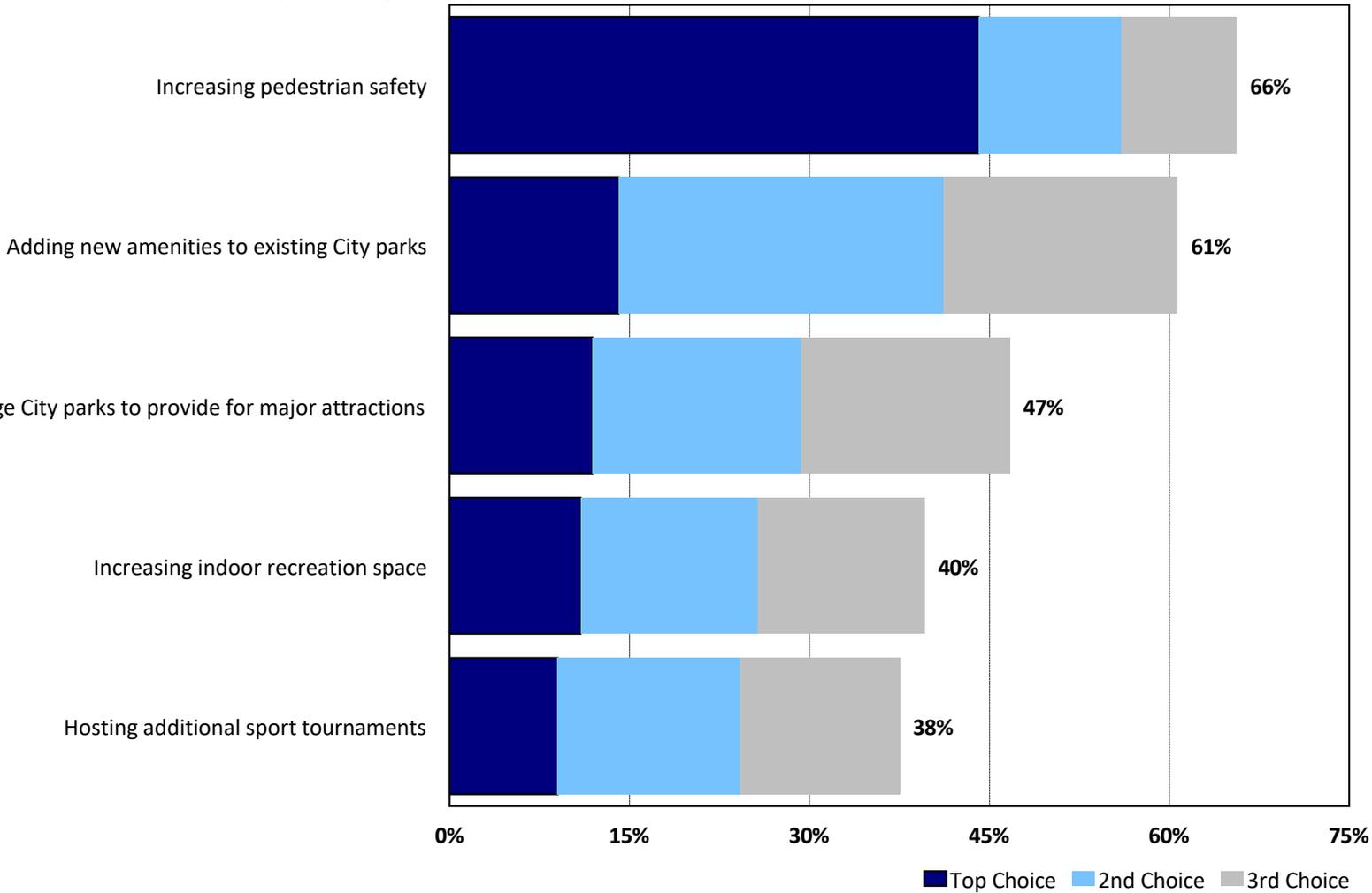
Q18. Please rate your level of support for the City of Palm Beach Gardens taking the following actions within the next 5 years using a scale of 5 to 1, with 5 as "Very Supportive" and 1 as "Not at all Supportive." (without "not provided")

(N=512)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q18-1. Increasing pedestrian safety throughout City by taking a more comprehensive approach to planning future street improvements	46.4%	38.5%	12.5%	1.6%	1.0%
Q18-2. Hosting additional sport tournaments to help support local economy	25.0%	36.9%	24.8%	8.1%	5.2%
Q18-3. Increasing indoor recreation space	22.8%	34.1%	34.5%	6.6%	2.0%
Q18-4. Large City parks to provide for major attractions	26.1%	38.0%	24.1%	7.6%	4.2%
Q18-5. Adding new amenities to existing City parks	31.6%	45.0%	18.2%	3.6%	1.6%
Q18-6. Other	72.4%	27.6%	0.0%	0.0%	0.0%

Q19. Which THREE of the potential actions listed in Question 18 are MOST IMPORTANT to you and the members of your household?

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

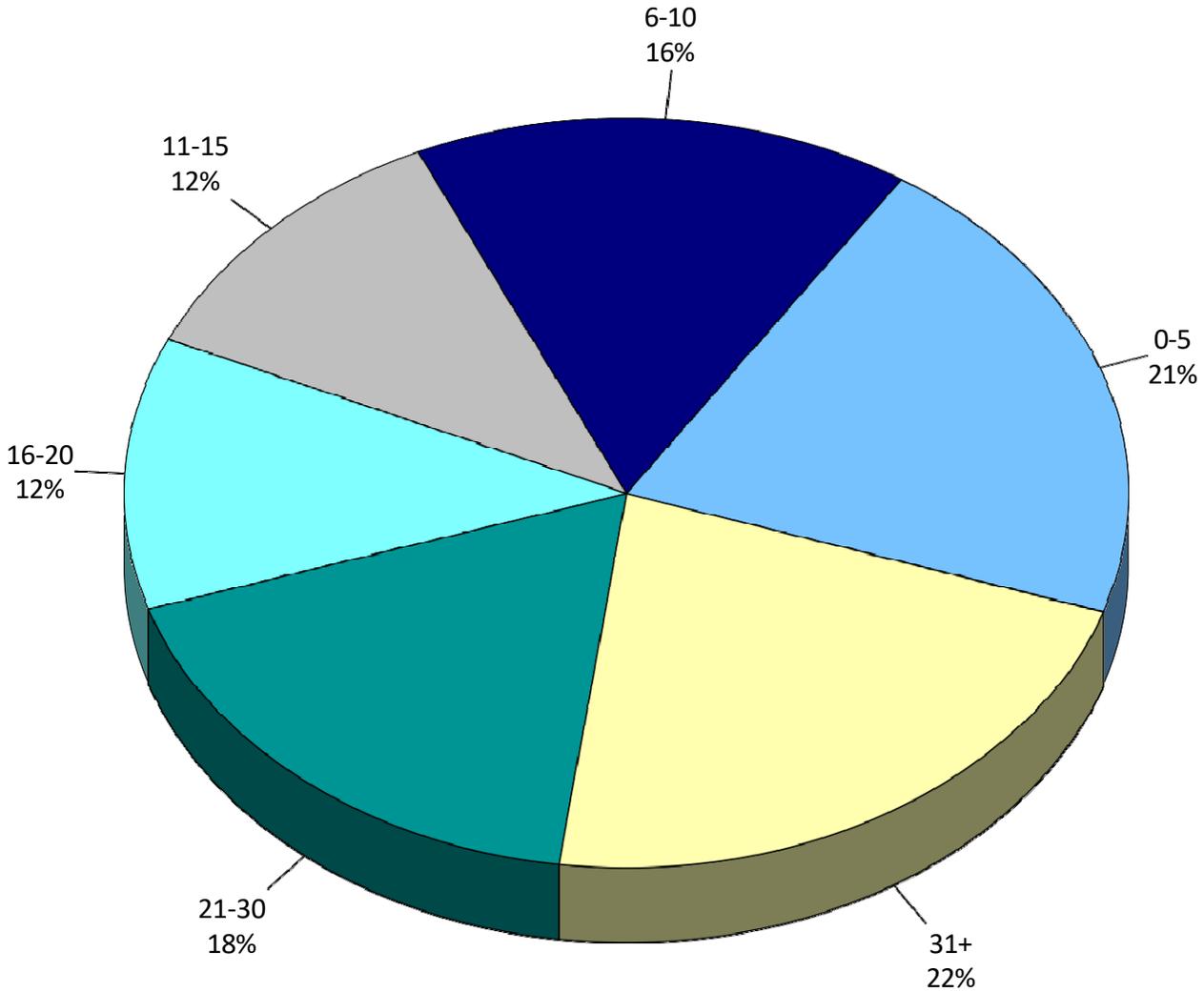


Q19. Which THREE of the potential actions listed in Question 18 are MOST IMPORTANT to you and the members of your household? (top 3)

Q19. Top choice	Number	Percent
Increasing pedestrian safety throughout City by taking a more comprehensive approach to planning future street improvements	336	65.6 %
Hosting additional sport tournaments to help support local economy	192	37.5 %
Increasing indoor recreation space	203	39.6 %
Large City parks to provide for major attractions	239	46.7 %
Adding new amenities to existing City parks	311	60.7 %
Other	16	3.1 %
None chosen	38	7.4 %
Total	1335	

Q20. How many years have you lived in Palm Beach Gardens?

by percentage of respondents (excluding "not provided")

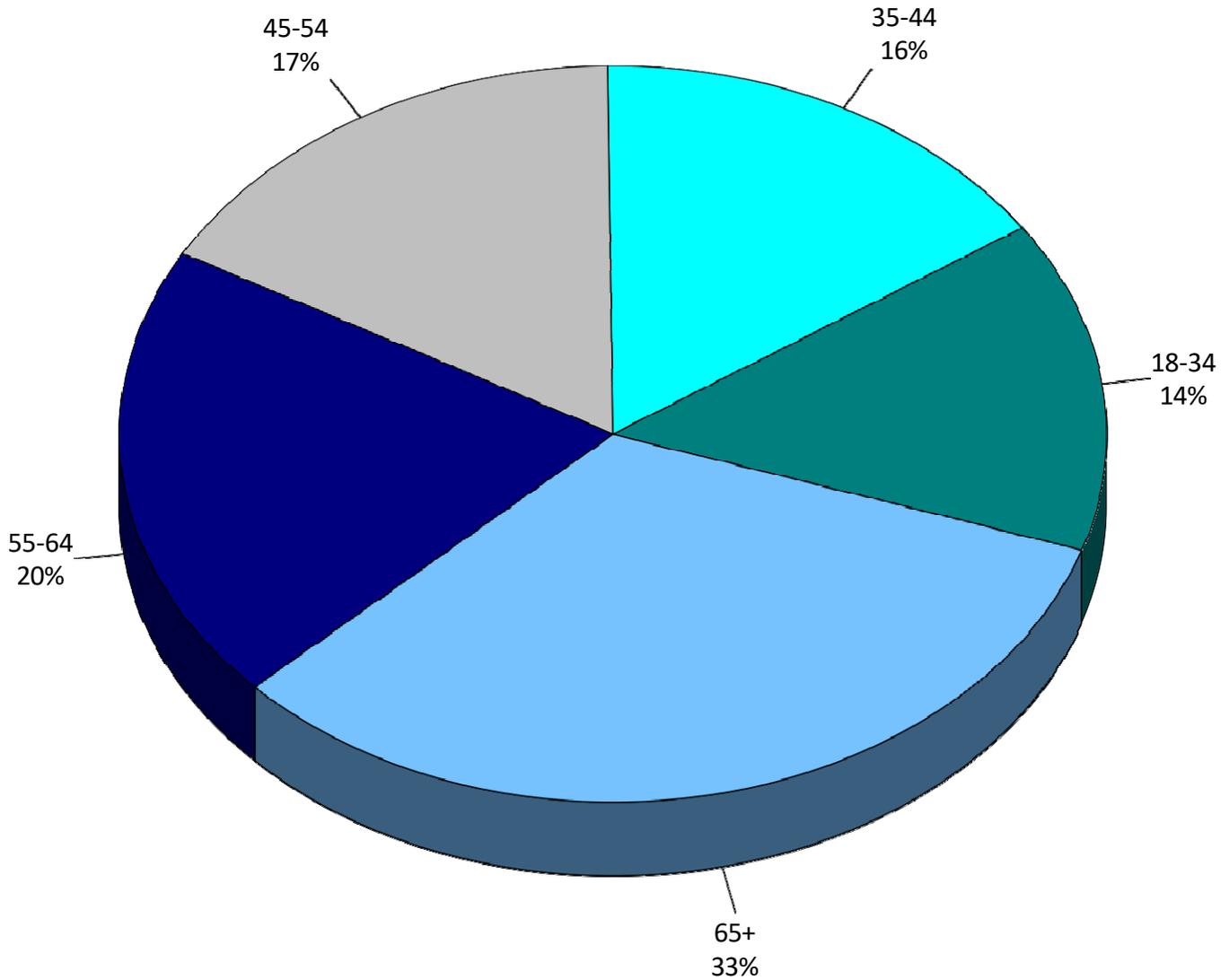


Q20. How many years have you lived in Palm Beach Gardens? (without "not provided")

Q20. How many years have you lived in Palm Beach Gardens	Number	Percent
0-5	105	20.8 %
6-10	80	15.9 %
11-15	59	11.7 %
16-20	58	11.5 %
21-30	91	18.1 %
31+	111	22.0 %
Total	504	100.0 %

Q21. What is your age?

by percentage of respondents (excluding "not provided")

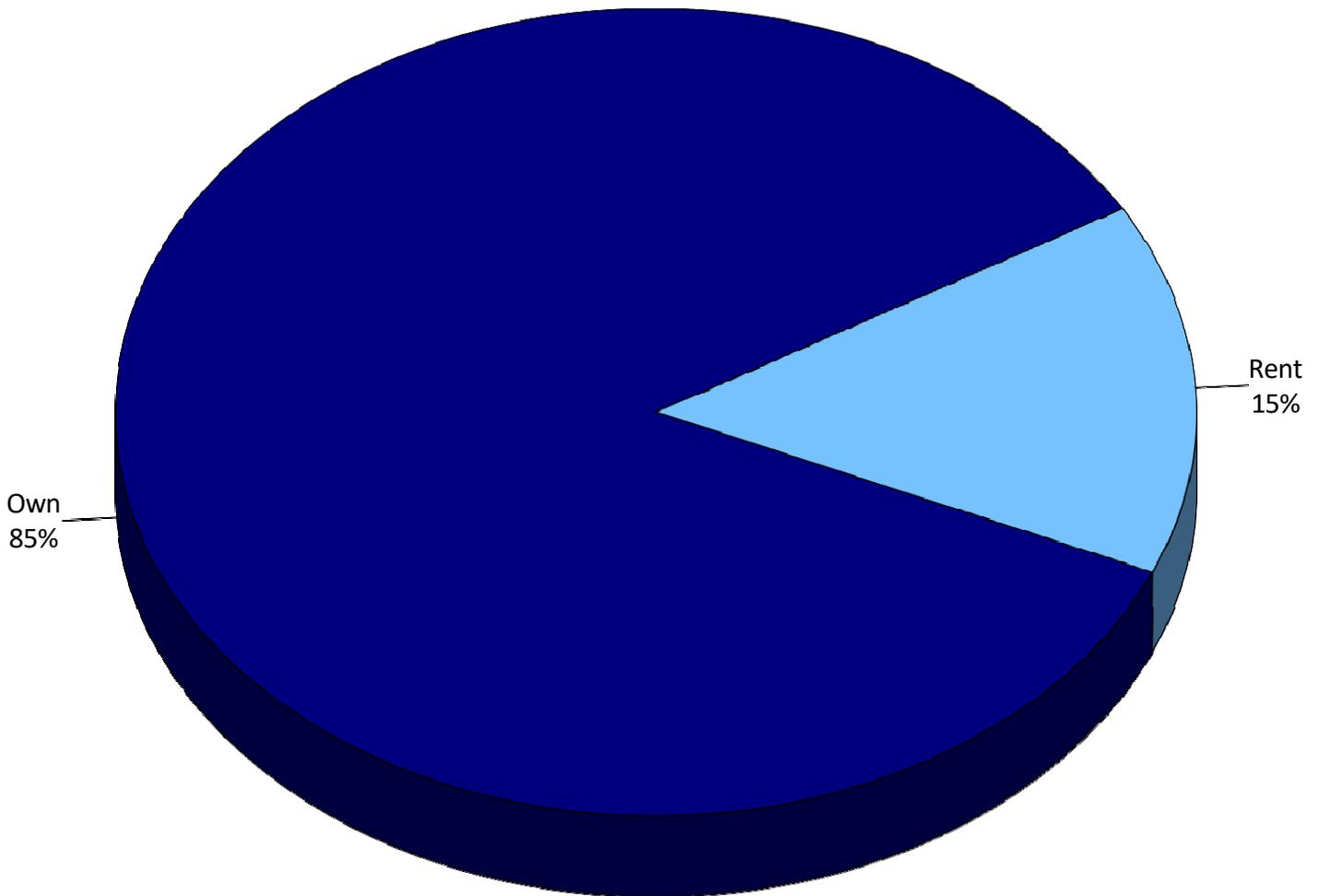


Q21. What is your age?

Q21. Your age	Number	Percent
18-34	73	14.3 %
35-44	80	15.6 %
45-54	85	16.6 %
55-64	102	19.9 %
65+	167	32.6 %
Not provided	5	1.0 %
Total	512	100.0 %

Q22. Do you own or rent your current home?

by percentage of respondents (excluding "not provided")

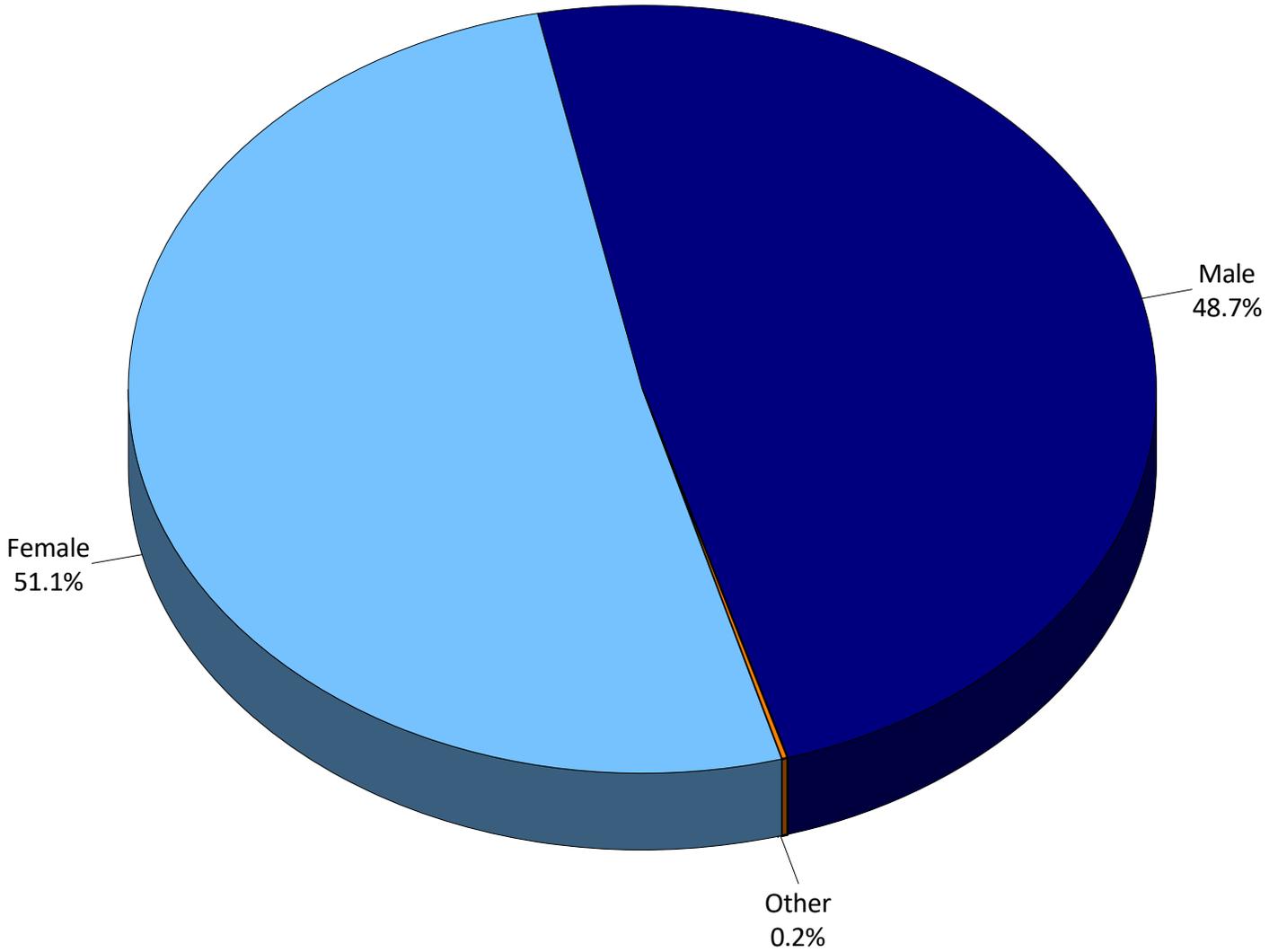


Q22. Do you own or rent your current home?

<u>Q22. Do you own or rent your current home</u>	<u>Number</u>	<u>Percent</u>
Own	435	85.0 %
Rent	75	14.6 %
<u>Not provided</u>	2	0.4 %
Total	512	100.0 %

Q23. What is your gender?

by percentage of respondents (excluding "not provided")

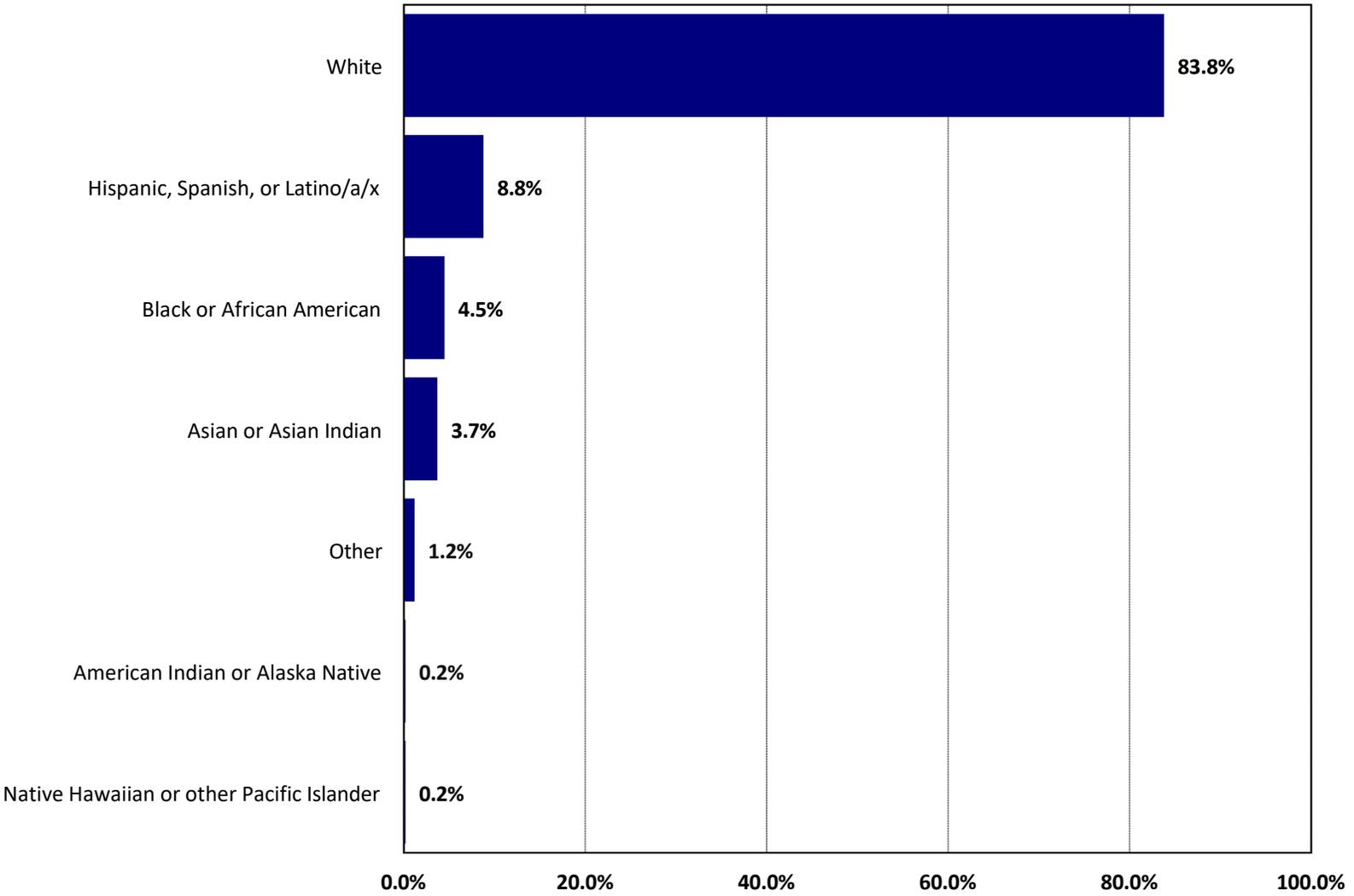


Q23. What is your gender? (without "not provided")

Q23. Your gender	Number	Percent
Male	248	48.7 %
Female	260	51.1 %
Other	1	0.2 %
Total	509	100.0 %

Q24. Which of the following best describes your race/ethnicity?

by percentage of respondents



Q24. Which of the following best describes your race/ethnicity?

Q24. Your race/ethnicity	Number	Percent
Asian or Asian Indian	19	3.7 %
Black or African American	23	4.5 %
American Indian or Alaska Native	1	0.2 %
White	429	83.8 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Spanish, or Latino/a/x	45	8.8 %
Other	6	1.2 %
Total	524	

3

Importance-Satisfaction Rating

Importance-Satisfaction Analysis

Palm Beach Gardens, Florida

Overview

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

The Importance-Satisfaction (I-S) 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 (I-S) 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.

The rating is calculated by summing the percentage of responses for items selected as the first and second most important growth and development areas for Palm Beach Gardens. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with 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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the growth and development areas that are most important for the City to emphasize. Over half (52%) of households selected “*streetscapes throughout city*” as one of the most important areas for growth and development.

With regard to satisfaction, 70% of respondents surveyed rated “*streetscapes throughout the city*” as a “4” or “5” on a 5-point scale (where “5” means “Very Satisfied”) excluding “Don’t Know” responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 52% was multiplied by 30% (1-0.70). This calculation yielded an I-S rating of 0.1717, which ranked second out of 6 growth and development areas.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance and 0% indicate they are positively satisfied currently.

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 two most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. 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.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

A table showing the results for the City of Palm Beach Gardens is provided on the following page.

Importance-Satisfaction Rating

City of Palm Beach Gardens, Florida

Growth and Development Areas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Art in Public Places program	43%	3	60%	4	0.1717	1
Streetscapes throughout City	52%	1	70%	3	0.1548	2
Medium Priority (IS <.10)						
Restaurant/entertainment	47%	2	80%	2	0.0951	3
Residential developments	10%	5	44%	6	0.0573	4
Shopping/retail	28%	4	81%	1	0.0531	5
Commercial developments	4%	6	44%	5	0.0239	6

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the two items they want to see more of in the city.

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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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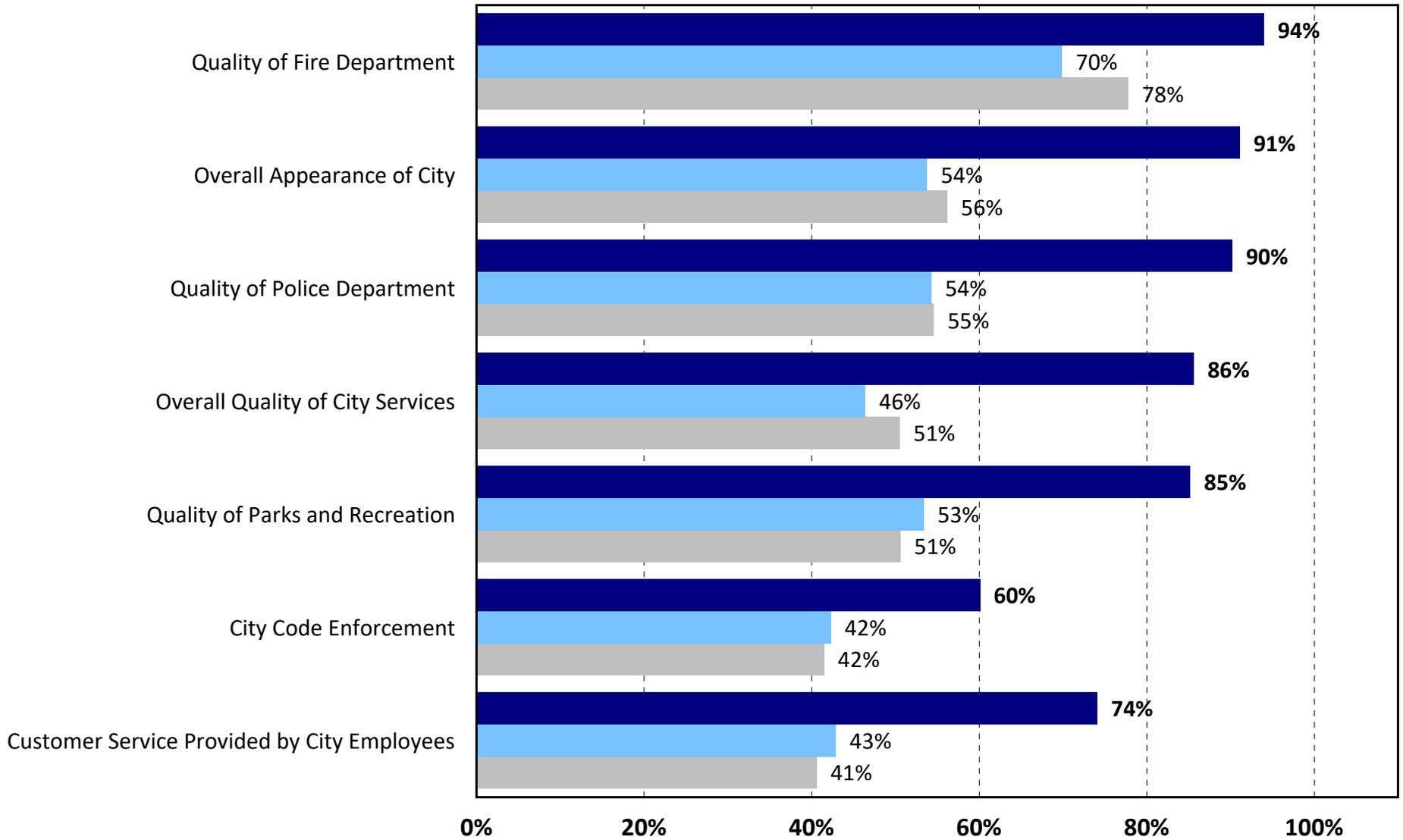
Benchmarks

National Benchmarks

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Overall Satisfaction with Various City Services Palm Beach Gardens vs. State of Florida vs. Total U.S.

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



Source: 2023 ETC Institute

ETC Institute (2023)

■ Palm Beach Gardens ■ Florida ■ U.S.

5

Tabular Data

Q1. Are you a full-time resident of Palm Beach Gardens?

Q1. Are you a full-time resident of Palm Beach Gardens	Number	Percent
Yes	488	95.3 %
No	24	4.7 %
Total	512	100.0 %

Q2. Would you definitely recommend living in Palm Beach Gardens?

Q2. Would you definitely recommend living in Palm Beach Gardens	Number	Percent
Yes	450	87.9 %
No	18	3.5 %
Not provided	44	8.6 %
Total	512	100.0 %

(WITHOUT "NOT PROVIDED")

Q2. Would you definitely recommend living in Palm Beach Gardens? (without "not provided")

Q2. Would you definitely recommend living in Palm Beach Gardens	Number	Percent
Yes	450	96.2 %
No	18	3.8 %
Total	468	100.0 %

Q2a. If you answered "No" to Question 2, what items listed below need to be improved in Palm Beach Gardens before you would definitely recommend living in the City?

Q2a. What items need to be improved in Palm Beach Gardens before you would definitely recommend living in City	Number	Percent
Enhancing transportation alternatives (sidewalks, golf carts, bike lanes, etc.)	7	38.9 %
More workforce housing options	2	11.1 %
More job opportunities	1	5.6 %
Reducing taxes	9	50.0 %
Addressing growth & development issues	13	72.2 %
Expanding park & recreation opportunities	2	11.1 %
Enhancing public safety	1	5.6 %
Other	8	44.4 %
Total	43	

Q2a-9. Other:

Q2a-9. Other	Number	Percent
Public transportation	1	12.5 %
Streets, traffic flow	1	12.5 %
We make almost \$200K/yr and can't afford to buy a bigger house	1	12.5 %
Affordable housing	1	12.5 %
Take care of sidewalks, older neighborhoods	1	12.5 %
Limit number of people	1	12.5 %
Keep the rude people from moving in	1	12.5 %
Traffic	1	12.5 %
Total	8	100.0 %

Q3. Using a 1-5 scale, with 5 as "Extremely Important" and 1 as "Not Important," please indicate how important each of the following reasons were in your decision to live in Palm Beach Gardens.

(N=512)

	Extremely important	Very important	Important	Less important	Not important	N/A
Q3-1. My (my spouse's) work/school is here	15.0%	7.6%	11.5%	6.8%	12.7%	46.3%
Q3-2. Recreational opportunities/events	23.0%	24.4%	29.7%	12.7%	3.3%	6.8%
Q3-3. Shopping, restaurants, community amenities	39.6%	32.2%	20.1%	3.7%	1.2%	3.1%
Q3-4. Born here or family lives here	16.2%	10.4%	12.3%	6.1%	9.6%	45.5%
Q3-5. Physical beauty	32.4%	32.2%	25.6%	5.3%	0.8%	3.7%
Q3-6. Upscale community	27.9%	29.7%	25.8%	9.4%	4.1%	3.1%
Q3-7. Low crime	68.6%	19.3%	8.8%	1.2%	0.0%	2.1%
Q3-8. Other	7.8%	3.5%	3.3%	0.0%	0.0%	85.4%

(WITHOUT "N/A")

Q3. Using a 1-5 scale, with 5 as "Extremely Important" and 1 as "Not Important," please indicate how important each of the following reasons were in your decision to live in Palm Beach Gardens. (without "N/A")

(N=512)

	Extremely important	Very important	Important	Less important	Not important
Q3-1. My (my spouse's) work/school is here	28.0%	14.2%	21.5%	12.7%	23.6%
Q3-2. Recreational opportunities/events	24.7%	26.2%	31.9%	13.6%	3.6%
Q3-3. Shopping, restaurants, community amenities	40.9%	33.3%	20.8%	3.8%	1.2%
Q3-4. Born here or family lives here	29.7%	19.0%	22.6%	11.1%	17.6%
Q3-5. Physical beauty	33.7%	33.5%	26.6%	5.5%	0.8%
Q3-6. Upscale community	28.8%	30.6%	26.6%	9.7%	4.2%
Q3-7. Low crime	70.1%	19.8%	9.0%	1.2%	0.0%
Q3-8. Other	53.3%	24.0%	22.7%	0.0%	0.0%

Q4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT in your decision to stay in the City of Palm Beach Gardens?

Q4. Top choice	Number	Percent
My (my spouse's) work/school is here	51	10.0 %
Recreational opportunities/events	39	7.6 %
Shopping, restaurants, community amenities	96	18.8 %
Born here or family lives here	65	12.7 %
Physical beauty	30	5.9 %
Upscale community	43	8.4 %
Low crime	150	29.3 %
Other	20	3.9 %
None chosen	18	3.5 %
Total	512	100.0 %

Q4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT in your decision to stay in the City of Palm Beach Gardens?

Q4. 2nd choice	Number	Percent
My (my spouse's) work/school is here	26	5.1 %
Recreational opportunities/events	59	11.5 %
Shopping, restaurants, community amenities	109	21.3 %
Born here or family lives here	35	6.8 %
Physical beauty	76	14.8 %
Upscale community	61	11.9 %
Low crime	110	21.5 %
Other	9	1.8 %
None chosen	27	5.3 %
Total	512	100.0 %

Q4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT in your decision to stay in the City of Palm Beach Gardens?

Q4. 3rd choice	Number	Percent
My (my spouse's) work/school is here	8	1.6 %
Recreational opportunities/events	64	12.5 %
Shopping, restaurants, community amenities	118	23.0 %
Born here or family lives here	15	2.9 %
Physical beauty	81	15.8 %
Upscale community	75	14.6 %
Low crime	94	18.4 %
Other	11	2.1 %
None chosen	46	9.0 %
Total	512	100.0 %

(SUM OF TOP 3)

Q4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT in your decision to stay in the City of Palm Beach Gardens? (top 3)

Q4. Top choice	Number	Percent
My (my spouse's) work/school is here	85	16.6 %
Recreational opportunities/events	162	31.6 %
Shopping, restaurants, community amenities	323	63.1 %
Born here or family lives here	115	22.5 %
Physical beauty	187	36.5 %
Upscale community	179	35.0 %
Low crime	354	69.1 %
Other	40	7.8 %
None chosen	18	3.5 %
Total	1463	

Q5. How satisfied are you with the overall quality of services and programs provided by the City of Palm Beach Gardens?

Q5. How satisfied are you with overall quality of services & programs provided by City of Palm

Beach Gardens	Number	Percent
Very satisfied	174	34.0 %
Satisfied	259	50.6 %
Neutral	66	12.9 %
Dissatisfied	8	1.6 %
Not provided	5	1.0 %
Total	512	100.0 %

(WITHOUT "NOT PROVIDED")

Q5. How satisfied are you with the overall quality of services and programs provided by the City of Palm Beach Gardens? (without "not provided")

Q5. How satisfied are you with overall quality of services & programs provided by City of Palm

Beach Gardens	Number	Percent
Very satisfied	174	34.3 %
Satisfied	259	51.1 %
Neutral	66	13.0 %
Dissatisfied	8	1.6 %
Total	507	100.0 %

Q6. Are there any services or amenities the City of Palm Beach Gardens should be providing that it currently does not?

Q6. Are there any services or amenities City should be providing that it currently does not

	Number	Percent
Yes	155	30.3 %
No	105	20.5 %
Not provided	252	49.2 %
Total	512	100.0 %

Q6. Are there any services or amenities the City of Palm Beach Gardens should be providing that it currently does not? (without "not provided")

Q6. Are there any services or amenities City should be providing that it currently does not	Number	Percent
Yes	155	59.6 %
No	105	40.4 %
Total	260	100.0 %

Q6a. What services or amenities do you think the City should be providing?

Q6a. What services or amenities should City provide	Number	Percent
Environmental education center	19	12.3 %
Small business incubator	14	9.0 %
Public amphitheater	47	30.3 %
Adding more walking/biking friendly streets, greenways, paths	83	53.5 %
Additional cultural events	48	31.0 %
More large community events (carnivals/festivals/food truck nights, etc.)	77	49.7 %
Other	54	34.8 %
Total	342	

Q7. Please rate your level of satisfaction with each item below using a scale of 5 to 1, with 5 as "Very Satisfied" and 1 as "Very Dissatisfied."

(N=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q7-1. City Police Department	47.9%	38.7%	8.0%	1.2%	0.2%	4.1%
Q7-2. City Fire Rescue Department	59.4%	28.9%	5.5%	0.0%	0.2%	6.1%
Q7-3. City Parks & Recreation	42.4%	42.2%	13.1%	1.4%	0.2%	0.8%
Q7-4. City Code Enforcement	21.1%	34.2%	29.5%	5.1%	2.1%	8.0%
Q7-5. Overall appearance of City	40.4%	49.8%	6.6%	1.8%	0.4%	1.0%
Q7-6. Overall quality of City services	34.8%	49.0%	13.3%	0.6%	0.2%	2.1%

(WITHOUT "NOT PROVIDED")

Q7. Please rate your level of satisfaction with each item below using a scale of 5 to 1, with 5 as "Very Satisfied" and 1 as "Very Dissatisfied." (without "not provided")

(N=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. City Police Department	49.9%	40.3%	8.4%	1.2%	0.2%
Q7-2. City Fire Rescue Department	63.2%	30.8%	5.8%	0.0%	0.2%
Q7-3. City Parks & Recreation	42.7%	42.5%	13.2%	1.4%	0.2%
Q7-4. City Code Enforcement	22.9%	37.2%	32.1%	5.5%	2.3%
Q7-5. Overall appearance of City	40.8%	50.3%	6.7%	1.8%	0.4%
Q7-6. Overall quality of City services	35.5%	50.1%	13.6%	0.6%	0.2%

Q8. Please indicate whether you or other members of your household have used or participated in any of the Recreation programs or used any of the services or amenities listed below during the past 6 months.

(N=512)

	Yes	No
Q8-1. Active older adult (55+) recreation programs	10.7%	89.3%
Q8-2. Adult enrichment programs	4.7%	95.3%
Q8-3. Adult fitness/wellness/sport	13.3%	86.7%
Q8-4. Aquatic center & swimming programs	15.0%	85.0%
Q8-5. Dance & art classes	4.1%	95.9%
Q8-6. Sandhill Crane Golf Course	20.3%	79.7%
Q8-7. Tennis & pickleball center & programs	16.6%	83.4%
Q8-8. Youth camps & programs	11.5%	88.5%
Q8-9. Youth recreation	16.4%	83.6%

Q8. If "Yes," please rate the quality of all the programs, services, and amenities you or the members of your household have used using a scale of 5 to 1, with 5 as "Very Satisfied" and 1 as "Very Dissatisfied."

(N=287)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Active older adult (55+) recreation programs	47.2%	43.4%	7.5%	1.9%	0.0%
Q8-2. Adult enrichment programs	41.7%	54.2%	4.2%	0.0%	0.0%
Q8-3. Adult fitness/wellness/sport	44.6%	43.1%	10.8%	1.5%	0.0%
Q8-4. Aquatic center & swimming programs	52.1%	35.6%	6.8%	4.1%	1.4%
Q8-5. Dance & art classes	60.0%	30.0%	5.0%	0.0%	5.0%
Q8-6. Sandhill Crane Golf Course	44.4%	42.4%	9.1%	4.0%	0.0%
Q8-7. Tennis & pickleball center & programs	46.8%	39.2%	8.9%	3.8%	1.3%
Q8-8. Youth camps & programs	40.4%	56.1%	1.8%	1.8%	0.0%
Q8-9. Youth recreation	46.9%	46.9%	3.7%	2.5%	0.0%

Q9. Overall, how satisfied are you with the customer service provided by City employees?

Q9. How satisfied are you with overall customer service provided by City employees	Number	Percent
Very satisfied	141	27.5 %
Satisfied	206	40.2 %
Neutral	114	22.3 %
Dissatisfied	7	1.4 %
Not provided	44	8.6 %
Total	512	100.0 %

(WITHOUT "NOT PROVIDED")

Q9. Overall, how satisfied are you with the customer service provided by City employees? (without "not provided")

Q9. How satisfied are you with overall customer service provided by City employees	Number	Percent
Very satisfied	141	30.1 %
Satisfied	206	44.0 %
Neutral	114	24.4 %
Dissatisfied	7	1.5 %
Total	468	100.0 %

Q10. How effective are the City's efforts to communicate important information about the City government to you and other residents?

Q10. How effective are City's efforts to communicate important information about City government to you & other residents

	Number	Percent
Very effective	101	19.7 %
Effective	212	41.4 %
Neutral	131	25.6 %
Not effective	44	8.6 %
Not at all effective	5	1.0 %
Not provided	19	3.7 %
Total	512	100.0 %

(WITHOUT "NOT PROVIDED")

Q10. How effective are the City's efforts to communicate important information about the City government to you and other residents? (without "not provided")

Q10. How effective are City's efforts to communicate important information about City government to you & other residents

	Number	Percent
Very effective	101	20.5 %
Effective	212	43.0 %
Neutral	131	26.6 %
Not effective	44	8.9 %
Not at all effective	5	1.0 %
Total	493	100.0 %

Q11. Please CHECK ALL of the ways you currently use to obtain information about the City of Palm Beach Gardens.

Q11. All the ways you currently use to obtain information about City of Palm Beach Gardens

	Number	Percent
Mail	281	54.9 %
Newspapers-printed	111	21.7 %
Newspapers-online	135	26.4 %
Palm Beach Gardens Signature City Magazine	302	59.0 %
Television news	205	40.0 %
Public notice posting on properties being discussed	47	9.2 %
Emails or eNewsletters	191	37.3 %
City of Palm Beach Gardens website	196	38.3 %
Telephone calls	24	4.7 %
Booths or presence at live events such as Green Market	89	17.4 %
Radio	31	6.1 %
Certified mailings about project development	37	7.2 %
Social media (Facebook, Twitter, YouTube, etc.)	215	42.0 %
Homeowners association newsletters/meetings	121	23.6 %
Blogs	3	0.6 %
Other	7	1.4 %
Total	1995	

Q11-15. Other Blogs:

<u>Q11-15. Other Blogs</u>	<u>Number</u>	<u>Percent</u>
On Gardens	2	66.7 %
Joel Englehardt, On Gardens	1	33.3 %
Total	3	100.0 %

Q11-17. Other:

<u>Q11-17. Other</u>	<u>Number</u>	<u>Percent</u>
Friends	2	28.6 %
North County Neighborhood Coalition	1	14.3 %
Internet	1	14.3 %
Nextdoor website	1	14.3 %
Emails from the Mayor	1	14.3 %
Nexdoor website	1	14.3 %
Total	7	100.0 %

Q12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to get information about the City of Palm Beach Gardens?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Mail	88	17.2 %
Newspapers-printed	33	6.4 %
Newspapers-online	39	7.6 %
Palm Beach Gardens Signature City Magazine	102	19.9 %
Television news	26	5.1 %
Emails or eNewsletters	94	18.4 %
City of Palm Beach Gardens website	39	7.6 %
Telephone calls	1	0.2 %
Booths or presence at live events such as Green Market	3	0.6 %
Radio	2	0.4 %
Certified mailings about project development	1	0.2 %
Social media (Facebook, Twitter, YouTube, etc.)	56	10.9 %
Homeowners association newsletters/meetings	8	1.6 %
Blogs	1	0.2 %
None chosen	19	3.7 %
Total	512	100.0 %

Q12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to get information about the City of Palm Beach Gardens?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Mail	56	10.9 %
Newspapers-printed	22	4.3 %
Newspapers-online	32	6.3 %
Palm Beach Gardens Signature City Magazine	95	18.6 %
Television news	49	9.6 %
Public notice posting on properties being discussed	10	2.0 %
Emails or eNewsletters	71	13.9 %
City of Palm Beach Gardens website	54	10.5 %
Telephone calls	7	1.4 %
Booths or presence at live events such as Green Market	6	1.2 %
Radio	5	1.0 %
Certified mailings about project development	5	1.0 %
Social media (Facebook, Twitter, YouTube, etc.)	47	9.2 %
Homeowners association newsletters/meetings	13	2.5 %
Blogs	1	0.2 %
<u>None chosen</u>	<u>39</u>	<u>7.6 %</u>
Total	512	100.0 %

Q12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to get information about the City of Palm Beach Gardens?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Mail	52	10.2 %
Newspapers-printed	14	2.7 %
Newspapers-online	23	4.5 %
Palm Beach Gardens Signature City Magazine	42	8.2 %
Television news	39	7.6 %
Public notice posting on properties being discussed	18	3.5 %
Emails or eNewsletters	43	8.4 %
City of Palm Beach Gardens website	60	11.7 %
Telephone calls	3	0.6 %
Booths or presence at live events such as Green Market	18	3.5 %
Radio	10	2.0 %
Certified mailings about project development	24	4.7 %
Social media (Facebook, Twitter, YouTube, etc.)	47	9.2 %
Homeowners association newsletters/meetings	32	6.3 %
<u>None chosen</u>	<u>87</u>	<u>17.0 %</u>
Total	512	100.0 %

(SUM OF TOP 3)**Q12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to get information about the City of Palm Beach Gardens? (top 3)**

Q12. Top choice	Number	Percent
Mail	196	38.3 %
Newspapers-printed	69	13.5 %
Newspapers-online	94	18.4 %
Palm Beach Gardens Signature City Magazine	239	46.7 %
Television news	114	22.3 %
Public notice posting on properties being discussed	28	5.5 %
Emails or eNewsletters	208	40.6 %
City of Palm Beach Gardens website	153	29.9 %
Telephone calls	11	2.1 %
Booths or presence at live events such as Green Market	27	5.3 %
Radio	17	3.3 %
Certified mailings about project development	30	5.9 %
Social media (Facebook, Twitter, YouTube, etc.)	150	29.3 %
Homeowners association newsletters/meetings	53	10.4 %
Blogs	2	0.4 %
None chosen	19	3.7 %
Total	1410	

Q13. Please rate your level of satisfaction with the following growth and development areas in the City using a scale of 5 to 1, with 5 as "Very Satisfied" and 1 as "Very Dissatisfied."

(N=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q13-1. Art in Public Places program	16.8%	37.1%	31.4%	3.1%	1.8%	9.8%
Q13-2. Commercial developments	6.1%	35.7%	31.1%	15.2%	6.1%	5.9%
Q13-3. Residential developments	9.0%	32.8%	26.6%	19.3%	7.6%	4.7%
Q13-4. Restaurant/entertainment	26.8%	51.8%	15.8%	3.3%	0.6%	1.8%
Q13-5. Shopping/retail	27.3%	52.0%	15.2%	2.9%	0.8%	1.8%
Q13-6. Streetscapes throughout City	20.5%	47.3%	22.3%	4.7%	1.6%	3.7%

(WITHOUT "NOT PROVIDED")

Q13. Please rate your level of satisfaction with the following growth and development areas in the City using a scale of 5 to 1, with 5 as "Very Satisfied" and 1 as "Very Dissatisfied." (without "not provided")

(N=512)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Art in Public Places program	18.6%	41.1%	34.8%	3.5%	1.9%
Q13-2. Commercial developments	6.4%	38.0%	33.0%	16.2%	6.4%
Q13-3. Residential developments	9.4%	34.4%	27.9%	20.3%	8.0%
Q13-4. Restaurant/entertainment	27.2%	52.7%	16.1%	3.4%	0.6%
Q13-5. Shopping/retail	27.8%	52.9%	15.5%	3.0%	0.8%
Q13-6. Streetscapes throughout City	21.3%	49.1%	23.1%	4.9%	1.6%

Q14. Which TWO of the items listed in Question 13 do you WANT TO SEE MORE OF in the City of Palm Beach Gardens?

Q14. Top choice	Number	Percent
Art in Public Places program	116	22.7 %
Commercial developments	11	2.1 %
Residential developments	24	4.7 %
Restaurant/entertainment	144	28.1 %
Shopping/retail	47	9.2 %
Streetscapes throughout City	140	27.3 %
None chosen	30	5.9 %
Total	512	100.0 %

Q14. Which TWO of the items listed in Question 13 do you WANT TO SEE MORE OF in the City of Palm Beach Gardens?

Q14. 2nd choice	Number	Percent
Art in Public Places program	102	19.9 %
Commercial developments	11	2.1 %
Residential developments	28	5.5 %
Restaurant/entertainment	98	19.1 %
Shopping/retail	94	18.4 %
Streetscapes throughout City	128	25.0 %
None chosen	51	10.0 %
Total	512	100.0 %

(WITHOUT "NOT PROVIDED")

Q14. Which TWO of the items listed in Question 13 do you WANT TO SEE MORE OF in the City of Palm Beach Gardens? (top 2)

Q14. Top choice	Number	Percent
Art in Public Places program	218	42.6 %
Commercial developments	22	4.3 %
Residential developments	52	10.2 %
Restaurant/entertainment	242	47.3 %
Shopping/retail	141	27.5 %
Streetscapes throughout City	268	52.3 %
None chosen	30	5.9 %
Total	973	

Q15. The City of Palm Beach Gardens is considering several mobility initiatives, reducing vehicles on the road, to improve traffic congestion and management in the City. Using a scale of 5 to 1, with 5 as "Extremely Important" and 1 as "Not at all Important," please rate how important it is that the City allocate funds to the following infrastructure improvements:

(N=512)

	Extremely important	Very important	Important	Less important	Not important	Not provided
Q15-1. Bicycle safety	41.0%	22.5%	20.1%	8.6%	5.7%	2.1%
Q15-2. Pedestrian safety	56.4%	23.8%	13.9%	2.5%	1.8%	1.6%
Q15-3. Separating bike lanes from traffic with barrier	34.4%	21.3%	20.1%	11.9%	9.4%	2.9%
Q15-4. Traffic calming efforts (roundabouts, traffic humps, etc.)	28.3%	20.1%	23.4%	17.2%	8.8%	2.1%
Q15-5. Alternative transportation options to get around City (sidewalks, golf carts, bike lanes, etc.)	30.7%	23.0%	24.8%	11.5%	7.2%	2.7%

(WITHOUT "NOT PROVIDED")

Q15. The City of Palm Beach Gardens is considering several mobility initiatives, reducing vehicles on the road, to improve traffic congestion and management in the City. Using a scale of 5 to 1, with 5 as "Extremely Important" and 1 as "Not at all Important," please rate how important it is that the City allocate funds to the following infrastructure improvements: (without "not provided")

(N=512)

	Extremely important	Very important	Important	Less important	Not important
Q15-1. Bicycle safety	41.9%	23.0%	20.6%	8.8%	5.8%
Q15-2. Pedestrian safety	57.3%	24.2%	14.1%	2.6%	1.8%
Q15-3. Separating bike lanes from traffic with barrier	35.4%	21.9%	20.7%	12.3%	9.7%
Q15-4. Traffic calming efforts (roundabouts, traffic humps, etc.)	28.9%	20.6%	24.0%	17.6%	9.0%
Q15-5. Alternative transportation options to get around City (sidewalks, golf carts, bike lanes, etc.)	31.5%	23.7%	25.5%	11.8%	7.4%

Q16. If you own a home or condominium in Palm Beach Gardens, 28% of your property tax bill goes to the City to fund the government's operating budget that funds services such as public safety, local transportation, infrastructure maintenance, and parks and recreation services. What is your level of satisfaction with the overall value you receive for the portion of your property taxes that fund the City's operating budget?

Q16. Your level of satisfaction with overall value you receive for portion of your property taxes that fund City's operating budget

	Number	Percent
Very satisfied	87	17.0 %
Satisfied	227	44.3 %
Neutral	126	24.6 %
Dissatisfied	32	6.3 %
Very dissatisfied	6	1.2 %
Not provided	34	6.6 %
Total	512	100.0 %

(WITHOUT "NOT PROVIDED")

Q16. If you own a home or condominium in Palm Beach Gardens, 28% of your property tax bill goes to the City to fund the government's operating budget that funds services such as public safety, local transportation, infrastructure maintenance, and parks and recreation services. What is your level of satisfaction with the overall value you receive for the portion of your property taxes that fund the City's operating budget? (without "not provided")

Q16. Your level of satisfaction with overall value you receive for portion of your property taxes that fund City's operating budget

	Number	Percent
Very satisfied	87	18.2 %
Satisfied	227	47.5 %
Neutral	126	26.4 %
Dissatisfied	32	6.7 %
Very dissatisfied	6	1.3 %
Total	478	100.0 %

Q17. If the City needs to increase revenue, would you prefer to:

Q17. What would you prefer if City needs to increase revenue

	Number	Percent
Pay user-based fees which are charges for the use of some services, for example, enhanced recreation opportunities	363	70.9 %
Increase property taxes	34	6.6 %
Don't know	115	22.5 %
Total	512	100.0 %

(WITHOUT "DON'T KNOW")

Q17. If the City needs to increase revenue, would you prefer to: (without "don't know")

Q17. What would you prefer if City needs to increase revenue

	Number	Percent
Pay user-based fees which are charges for the use of some services, for example, enhanced recreation opportunities	363	91.4 %
Increase property taxes	34	8.6 %
Total	397	100.0 %

Q18. Please rate your level of support for the City of Palm Beach Gardens taking the following actions within the next 5 years using a scale of 5 to 1, with 5 as "Very Supportive" and 1 as "Not at all Supportive."

(N=512)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive	Not provided
Q18-1. Increasing pedestrian safety throughout City by taking a more comprehensive approach to planning future street improvements	45.7%	37.9%	12.3%	1.6%	1.0%	1.6%
Q18-2. Hosting additional sport tournaments to help support local economy	24.6%	36.3%	24.4%	8.0%	5.1%	1.6%
Q18-3. Increasing indoor recreation space	22.3%	33.4%	33.8%	6.4%	2.0%	2.1%
Q18-4. Large City parks to provide for major attractions	25.6%	37.3%	23.6%	7.4%	4.1%	2.0%
Q18-5. Adding new amenities to existing City parks	30.9%	43.9%	17.8%	3.5%	1.6%	2.3%
Q18-6. Other	4.1%	1.6%	0.0%	0.0%	0.0%	94.3%

(WITHOUT "NOT PROVIDED")

Q18. Please rate your level of support for the City of Palm Beach Gardens taking the following actions within the next 5 years using a scale of 5 to 1, with 5 as "Very Supportive" and 1 as "Not at all Supportive." (without "not provided")

(N=512)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q18-1. Increasing pedestrian safety throughout City by taking a more comprehensive approach to planning future street improvements	46.4%	38.5%	12.5%	1.6%	1.0%
Q18-2. Hosting additional sport tournaments to help support local economy	25.0%	36.9%	24.8%	8.1%	5.2%
Q18-3. Increasing indoor recreation space	22.8%	34.1%	34.5%	6.6%	2.0%
Q18-4. Large City parks to provide for major attractions	26.1%	38.0%	24.1%	7.6%	4.2%
Q18-5. Adding new amenities to existing City parks	31.6%	45.0%	18.2%	3.6%	1.6%
Q18-6. Other	72.4%	27.6%	0.0%	0.0%	0.0%

Q19. Which THREE of the potential actions listed in Question 18 are MOST IMPORTANT to you and the members of your household?

Q19. Top choice	Number	Percent
Increasing pedestrian safety throughout City by taking a more comprehensive approach to planning future street improvements	226	44.1 %
Hosting additional sport tournaments to help support local economy	46	9.0 %
Increasing indoor recreation space	56	10.9 %
Large City parks to provide for major attractions	61	11.9 %
Adding new amenities to existing City parks	72	14.1 %
Other	13	2.5 %
None chosen	38	7.4 %
Total	512	100.0 %

Q19. Which THREE of the potential actions listed in Question 18 are MOST IMPORTANT to you and the members of your household?

Q19. 2nd choice	Number	Percent
Increasing pedestrian safety throughout City by taking a more comprehensive approach to planning future street improvements	61	11.9 %
Hosting additional sport tournaments to help support local economy	78	15.2 %
Increasing indoor recreation space	76	14.8 %
Large City parks to provide for major attractions	89	17.4 %
Adding new amenities to existing City parks	139	27.1 %
None chosen	69	13.5 %
Total	512	100.0 %

Q19. Which THREE of the potential actions listed in Question 18 are MOST IMPORTANT to you and the members of your household?

Q19. 3rd choice	Number	Percent
Increasing pedestrian safety throughout City by taking a more comprehensive approach to planning future street improvements	49	9.6 %
Hosting additional sport tournaments to help support local economy	68	13.3 %
Increasing indoor recreation space	71	13.9 %
Large City parks to provide for major attractions	89	17.4 %
Adding new amenities to existing City parks	100	19.5 %
Other	3	0.6 %
None chosen	132	25.8 %
Total	512	100.0 %

(SUM OF TOP 3)

Q19. Which THREE of the potential actions listed in Question 18 are MOST IMPORTANT to you and the members of your household? (top 3)

Q19. Top choice	Number	Percent
Increasing pedestrian safety throughout City by taking a more comprehensive approach to planning future street improvements	336	65.6 %
Hosting additional sport tournaments to help support local economy	192	37.5 %
Increasing indoor recreation space	203	39.6 %
Large City parks to provide for major attractions	239	46.7 %
Adding new amenities to existing City parks	311	60.7 %
Other	16	3.1 %
None chosen	38	7.4 %
Total	1335	

Q20. How many years have you lived in Palm Beach Gardens?

Q20. How many years have you lived in Palm Beach Gardens	Number	Percent
0-5	105	20.5 %
6-10	80	15.6 %
11-15	59	11.5 %
16-20	58	11.3 %
21-30	91	17.8 %
31+	111	21.7 %
Not provided	8	1.6 %
Total	512	100.0 %

(WITHOUT "NOT PROVIDED")

Q20. How many years have you lived in Palm Beach Gardens? (without "not provided")

Q20. How many years have you lived in Palm Beach Gardens	Number	Percent
0-5	105	20.8 %
6-10	80	15.9 %
11-15	59	11.7 %
16-20	58	11.5 %
21-30	91	18.1 %
31+	111	22.0 %
Total	504	100.0 %

Q21. What is your age?

Q21. Your age	Number	Percent
18-34	73	14.3 %
35-44	80	15.6 %
45-54	85	16.6 %
55-64	102	19.9 %
65+	167	32.6 %
Not provided	5	1.0 %
Total	512	100.0 %

(WITHOUT "NOT PROVIDED")

Q21. What is your age? (without "not provided")

Q21. Your age	Number	Percent
18-34	73	14.4 %
35-44	80	15.8 %
45-54	85	16.8 %
55-64	102	20.1 %
65+	167	32.9 %
Total	507	100.0 %

Q22. Do you own or rent your current home?

Q22. Do you own or rent your current home	Number	Percent
Own	435	85.0 %
Rent	75	14.6 %
Not provided	2	0.4 %
Total	512	100.0 %

(WITHOUT "NOT PROVIDED")**Q22. Do you own or rent your current home? (without "not provided")**

Q22. Do you own or rent your current home	Number	Percent
Own	435	85.3 %
Rent	75	14.7 %
Total	510	100.0 %

Q23. What is your gender?

Q23. Your gender	Number	Percent
Male	248	48.4 %
Female	260	50.8 %
Other	1	0.2 %
Not provided	3	0.6 %
Total	512	100.0 %

(WITHOUT "NOT PROVIDED")**Q23. What is your gender? (without "not provided")**

Q23. Your gender	Number	Percent
Male	248	48.7 %
Female	260	51.1 %
Other	1	0.2 %
Total	509	100.0 %

Q24. Which of the following best describes your race/ethnicity?

Q24. Your race/ethnicity	Number	Percent
Asian or Asian Indian	19	3.7 %
Black or African American	23	4.5 %
American Indian or Alaska Native	1	0.2 %
White	429	83.8 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Spanish, or Latino/a/x	45	8.8 %
Other	6	1.2 %
Total	524	

Q24-7. Self-describe your race/ethnicity:

Q24-7. Self-describe your race/ethnicity	Number	Percent
Mixed	3	50.0 %
White of Arabic descent	1	16.7 %
More than one	1	16.7 %
Multi-racial	1	16.7 %
Total	6	100.0 %

6 Survey Instrument



Dear Palm Beach Gardens Resident,

Your response to the enclosed survey is very important...

The City of Palm Beach Gardens is conducting a resident opinion survey to evaluate the level of services the City is providing and to help determine priorities for our community. Your household has been selected to receive this survey, so your participation is very important to us.

We appreciate your time and estimate that this survey will take approximately 10 – 15 minutes to complete. Each question is important. The time you invest in completing this survey will help the City in taking a resident-driven approach to making decisions that will improve the future of the community and positively affect the quality of life for Palm Beach Gardens residents.

We have hired an independent research firm, ETC Institute, to conduct this survey and compile the results on our behalf. Responses will remain **entirely confidential**. Once the data has been gathered and analyzed, ETC will present the City with a report of the survey findings that will be made available to the public. **At the end of the survey, to say thank you for your time and feedback, you can enter for a chance to win one of five \$100 Visa gift card provided by ETC Institute for fully completing the survey.**

Please use the following website address to complete the survey online **PalmBeachGardensSurvey.org**. If you would prefer to complete a paper copy of the survey, please return your completed survey within the next two weeks in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

If you have any questions, please feel free to contact Ryan Murray, ETC Institute's Project Manager, at 913-254-4598 or send an email to Ryan.Murray@etcinstitute.com.

We are hopeful you will take this opportunity to make your voice heard and help the City continue exploring ways to improve the services we provide to meet the needs and interests of all members of our community.

Sincerely,

Ron Ferris
City Manager

CITY OF PALM BEACH GARDENS

10500 N. Military Trail Palm Beach Gardens, FL 33410-4698

www.pbgfl.com

2023 City of Palm Beach Gardens Community Survey

Please take a few minutes to complete this survey. You may complete the survey by returning it in the postage-paid return reply envelope or online at PalmBeachGardensSurvey.org. **At the end of the survey, to say thank you for your time and feedback, you can enter for a chance to win one of five \$100 Visa gift card for fully completing the survey.**

1. Are you a full-time resident of Palm Beach Gardens? ___(1) Yes [Go to Q2.] ___(2) No [Answer Q1a.]

1a. Do you live in the City of Palm Beach Gardens at least 90 days a year?

___(1) Yes ___(2) No [End Survey.]

2. Would you definitely recommend living in Palm Beach Gardens?

___(1) Yes [Go to Q3.] ___(2) No [Answer Q2a.] ___(3) Not sure [Go to Q3.]

2a. If you answered "No" to Question 2, what items listed below need to be improved in Palm Beach Gardens before you would definitely recommend living in the City? [Check up to THREE.]

- ___(1) Enhancing transportation alternatives (sidewalks, golf carts, bike lanes, etc.)
- ___(2) More workforce housing options
- ___(3) Improving hurricane preparedness
- ___(4) More job opportunities
- ___(5) Reducing taxes
- ___(6) Addressing growth and development issues
- ___(7) Expanding park and recreation opportunities
- ___(8) Enhancing public safety
- ___(9) Other: _____

3. Using a 1-5 scale, with 5 as "Extremely Important" and 1 as "Not Important," please indicate how important each of the following reasons were in your decision to live in Palm Beach Gardens. If the reason listed does not apply to you and your household, please circle "9" for "Not Applicable."

Reasons	Extremely Important	Very Important	Important	Less Important	Not Important	N/A
1. My (my spouse's) work/school is here	5	4	3	2	1	9
2. Recreational opportunities/events	5	4	3	2	1	9
3. Shopping, restaurants, community amenities	5	4	3	2	1	9
4. Born here or family lives here	5	4	3	2	1	9
5. Physical beauty	5	4	3	2	1	9
6. Upscale community	5	4	3	2	1	9
7. Low crime	5	4	3	2	1	9
8. Other: _____	5	4	3	2	1	9

4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT in your decision to stay in the City of Palm Beach Gardens? [Write in your answers below using the numbers from Question 3, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

5. How satisfied are you with the overall quality of services and programs provided by the City of Palm Beach Gardens?

___(5) Very Satisfied ___(3) Neutral ___(1) Very Dissatisfied
 ___(4) Satisfied ___(2) Dissatisfied

6. Are there any services or amenities the City of Palm Beach Gardens should be providing that it currently does not?

___(1) Yes [Answer Q6a.] ___(2) No [Go to Q7.] ___(3) Not sure [Go to Q7.]

6a. What services or amenities do you think the City should be providing? [Check all that apply.]

- ___(1) Environmental education center
- ___(2) Small business incubator
- ___(3) Public amphitheater
- ___(4) Adding more walking/biking friendly streets, greenways, paths
- ___(5) Additional cultural events
- ___(6) More large community events (carnivals/festivals/food truck nights, etc.)
- ___(7) Other: _____

7. Please rate your level of satisfaction with each item below using a scale of 5 to 1, with 5 as "Very Satisfied" and 1 as "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1. City Police Department	5	4	3	2	1
2. City Fire Rescue Department	5	4	3	2	1
3. City Parks and Recreation	5	4	3	2	1
4. City Code Enforcement	5	4	3	2	1
5. The overall appearance of the City	5	4	3	2	1
6. The overall quality of City services	5	4	3	2	1

8. Please indicate whether you or other members of your household have used or participated in any of the Recreation programs or used any of the services or amenities listed below during the past 6 months by circling "Yes" or "No" for each item. If "Yes," please rate the quality of all the programs, services, and amenities you or the members of your household have used using a scale of 5 to 1, with 5 as "Very Satisfied" and 1 as "Very Dissatisfied."

Programs, Services, and Amenities	Have you or anyone in your household used or participated in the past 6 months?		If "Yes," please rate your satisfaction with the programs and services you and the members of your household have used or participated in.				
	Yes	No	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1. Active older adult (55+) recreation programs	Yes	No	5	4	3	2	1
2. Adult enrichment programs	Yes	No	5	4	3	2	1
3. Adult fitness/wellness/sport	Yes	No	5	4	3	2	1
4. Aquatic center and swimming programs	Yes	No	5	4	3	2	1
5. Dance and art classes	Yes	No	5	4	3	2	1
6. Sandhill Crane Golf Course	Yes	No	5	4	3	2	1
7. Tennis and Pickleball Center and programs	Yes	No	5	4	3	2	1
8. Youth camps and programs	Yes	No	5	4	3	2	1
9. Youth recreation	Yes	No	5	4	3	2	1

9. Overall, how satisfied are you with the customer service provided by City employees?

(5) Very Satisfied (3) Neutral (1) Very Dissatisfied
 (4) Satisfied (2) Dissatisfied

10. How effective are the City's efforts to communicate important information about the City government to you and other residents?

(5) Very Effective (3) Neutral (1) Not at all Effective
 (4) Effective (2) Not Effective

11. Please CHECK ALL of the ways you currently use to obtain information about the City of Palm Beach Gardens. [Check ALL that apply.]

- | | |
|---|--|
| <input type="checkbox"/> (01) Mail | <input type="checkbox"/> (10) Booths or presence at live events such as Green Market |
| <input type="checkbox"/> (02) Newspapers - printed | <input type="checkbox"/> (11) Radio |
| <input type="checkbox"/> (03) Newspapers - online | <input type="checkbox"/> (12) Certified mailings about project development |
| <input type="checkbox"/> (04) Palm Beach Gardens Signature City Magazine | <input type="checkbox"/> (13) Social media (Facebook, Twitter, YouTube, etc.) |
| <input type="checkbox"/> (05) Television news | <input type="checkbox"/> (14) Homeowners association newsletters/meetings |
| <input type="checkbox"/> (06) Public notice posting on properties being discussed | <input type="checkbox"/> (15) Blogs (specify: _____) |
| <input type="checkbox"/> (07) Emails or e-newsletters | <input type="checkbox"/> (16) Podcasts (specify: _____) |
| <input type="checkbox"/> (08) City of Palm Beach Gardens website | <input type="checkbox"/> (17) Other: _____ |
| <input type="checkbox"/> (09) Telephone calls | |

12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to get information about the City of Palm Beach Gardens? [Write in your answers below using the numbers from Question 11.]

1st: _____ 2nd: _____ 3rd: _____

13. Please rate your level of satisfaction with the following growth and development areas in the City using a scale of 5 to 1, with 5 as "Very Satisfied" and 1 as "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1. Art in Public Places program	5	4	3	2	1
2. Commercial developments	5	4	3	2	1
3. Residential developments	5	4	3	2	1
4. Restaurant/entertainment	5	4	3	2	1
5. Shopping/retail	5	4	3	2	1
6. Streetscapes throughout the City	5	4	3	2	1

14. Which TWO of the items listed in Question 13 do you WANT TO SEE MORE OF in the City of Palm Beach Gardens? [Write in your answers below using the numbers from Question 13.]

1st: _____ 2nd: _____

15. The City of Palm Beach Gardens is considering several mobility initiatives, reducing vehicles on the road, to improve traffic congestion and management in the City. Using a scale of 5 to 1, with 5 as "Extremely Important" and 1 as "Not at all Important," please rate how important it is that the City allocate funds to the following infrastructure improvements:

How important is...	Extremely Important	Very Important	Important	Less Important	Not Important
1. Bicycle safety	5	4	3	2	1
2. Pedestrian safety	5	4	3	2	1
3. Separating bike lanes from traffic with barrier	5	4	3	2	1
4. Traffic calming efforts (roundabouts, traffic humps, etc.)	5	4	3	2	1
5. Alternative transportation options to get around the City (sidewalks, golf carts, bike lanes, etc.)	5	4	3	2	1

16. If you own a home or condominium in Palm Beach Gardens, 28% of your property tax bill goes to the City to fund the government's operating budget that funds services such as public safety, local transportation, infrastructure maintenance, and parks and recreation services. What is your level of satisfaction with the overall value you receive for the portion of your property taxes that fund the City's operating budget?

____(5) Very Satisfied ____ (3) Neutral ____ (1) Very Dissatisfied
 ____ (4) Satisfied ____ (2) Dissatisfied

17. If the City needs to increase revenue, would you prefer to:

____ (1) Pay user-based fees which are charges for the use of some services, for example enhanced recreation opportunities
 ____ (2) Increase property taxes
 ____ (9) Don't know

18. Please rate your level of support for the City of Palm Beach Gardens taking the following actions within the next 5 years using a scale of 5 to 1, with 5 as "Very Supportive" and 1 as "Not at all Supportive."

How supportive are you of the City...	Very Supportive	Supportive	Neutral	Not Supportive	Not at all Supportive
1. Increasing pedestrian safety throughout the City by taking a more comprehensive approach to planning future street improvements	5	4	3	2	1
2. Hosting additional sport tournaments to help support the local economy	5	4	3	2	1
3. Increasing indoor recreation space	5	4	3	2	1
4. Large City parks to provide for major attractions	5	4	3	2	1
5. Adding new amenities to existing City parks	5	4	3	2	1
6. Other: _____	5	4	3	2	1

19. Which THREE of the potential actions listed in Question 18 are MOST IMPORTANT to you and the members of your household? [Write in your answers below using the numbers from Question 18.]

1st: _____ 2nd: _____ 3rd: _____

