



PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS

2023

PALM BEACH COUNTY RESIDENT OPINION SURVEY

FINDINGS REPORT

OFFICE OF FINANCIAL MANAGEMENT & BUDGET
STRATEGIC PLANNING & PERFORMANCE MANAGEMENT DIVISION

PBCGOV.COM



WHY DID WE ENGAGE IN A RESIDENT OPINION SURVEY?

OVERVIEW

Palm Beach County's **Strategic Planning and Performance Management Team** administered a countywide survey to the residents of Palm Beach County, Florida, in the Fall of 2023. The survey tool was created by the County's Information Systems Services GIS Team based on information provided by the Board of County Commissioners and County Administration, in conjunction with Strategic Planning and Performance Management. The survey was in digital format and made available in English, Spanish, and Creole.

The objective of this survey was to assist the county in adopting a resident-driven approach to decision-making, influencing the community's future, and positively enhancing residents' quality of life.

The survey results provide a comprehensive understanding of resident sentiments in Palm Beach County. Addressing the highlighted priorities, fostering community engagement, and aligning strategic plans with resident expectations are crucial steps for the county's continued growth and prosperity. This executive summary serves as a roadmap for informed decision-making and community-driven initiatives.

Our mission is to drive a continuous improvement culture of excellence that achieves a measurably high level of public satisfaction.



A robust and diverse survey awareness campaign included social media posts (which garnered over 10,000 impressions), printed flyers, press releases, water bill inserts, County newsletters, District newsletters, and email blasts to over 100,000 residents.

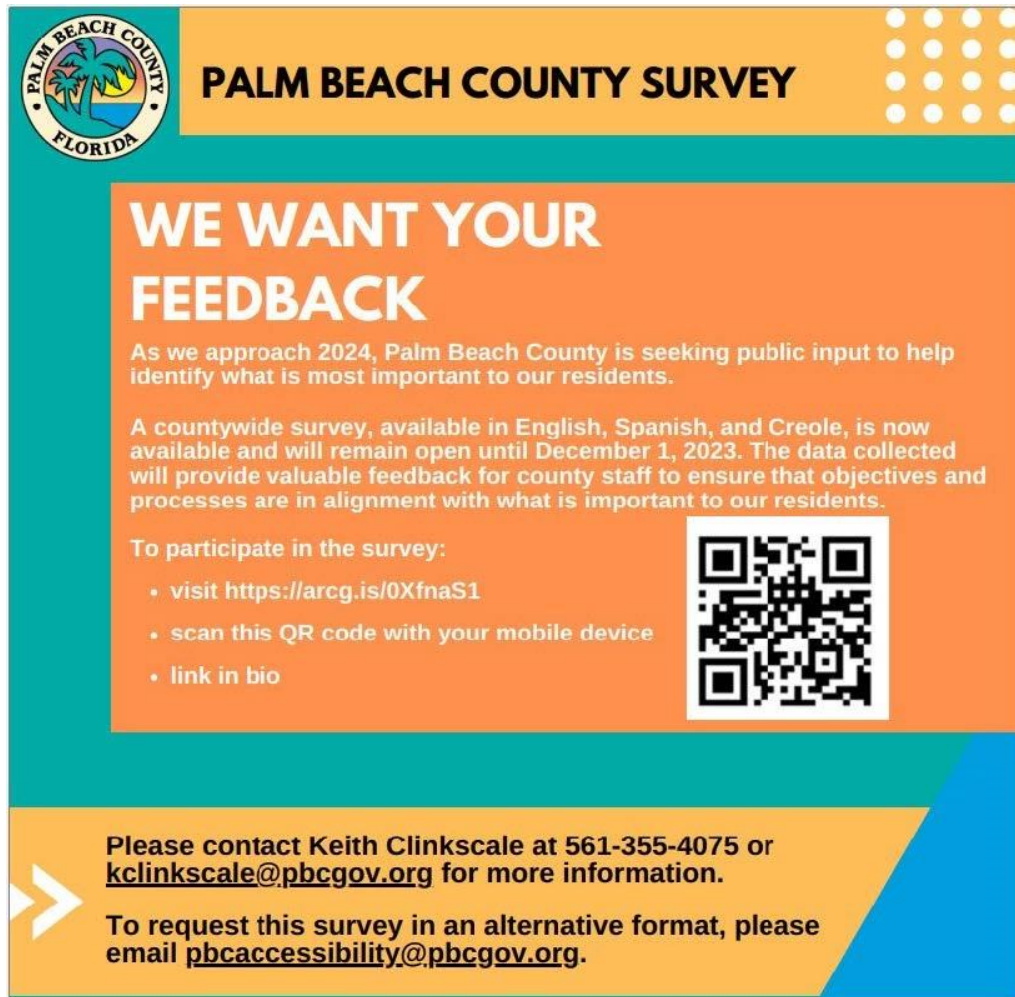
METHODOLOGY

Palm Beach County staff created survey questions based on feedback from the Board of County Commissioners and Administration. With Strategic Planning and Performance Management’s input, the County’s GIS Team created a digital version of the survey tool to administer throughout the county.

The county’s Public Affairs department planned a comprehensive outreach initiative to encourage employees and residents to participate in the survey. An initial press release dated 10/19/2023 and a follow-up on 11/28/2023 translated into Spanish and Creole were distributed via email, posted on the county website, and sent out via social media platforms X, Facebook, LinkedIn, and NextDoor, resulting in more than 10,000 impressions. The Palm Beach Post informed its readers in the online and print versions of the publication. A homepage banner was placed on the pbcgov.com website to take citizens directly to the survey, and it was offered in an alternative format to accommodate citizens with disabilities. Several all-employee emails were distributed and posts in the county’s bi-weekly employee newsletter were published.

Additionally, **flyers** about the survey were created and **posted throughout County buildings**, such as the Government Center, all County Library Branches, various public-facing offices such as Community Services and the Vista Center, and within various municipal areas. The flyer had a **link and QR code** to the survey with instructions in **English, Spanish and Creole**. Accommodations were also available for anyone who needed to participate in the survey in another format. **County departments** were instructed to **share the digital flyer via email** with their customers and partnering agencies within the community, including Palm Beach State College, Lynn University, Florida Atlantic University, and the Palm Beach County School Board. Departments were also instructed to share the flyer at **all outreach and community events**, such as summits, trainings, and job fairs.

SURVEY TOOL WAS CREATED BY PALM BEACH COUNTY'S ISS DEPARTMENT USING SURVEY123



The flyer features the Palm Beach County logo in the top left corner. The title "PALM BEACH COUNTY SURVEY" is in a yellow bar at the top. Below it, the main heading "WE WANT YOUR FEEDBACK" is in large white letters on an orange background. The text explains the survey's purpose for 2024 and provides participation instructions, including a QR code and a URL. Contact information for Keith Clinkscale is provided at the bottom.

PALM BEACH COUNTY SURVEY


WE WANT YOUR FEEDBACK

As we approach 2024, Palm Beach County is seeking public input to help identify what is most important to our residents.

A countywide survey, available in English, Spanish, and Creole, is now available and will remain open until December 1, 2023. The data collected will provide valuable feedback for county staff to ensure that objectives and processes are in alignment with what is important to our residents.

To participate in the survey:

- visit <https://arcg.is/0XfnaS1>
- scan this QR code with your mobile device
- link in bio

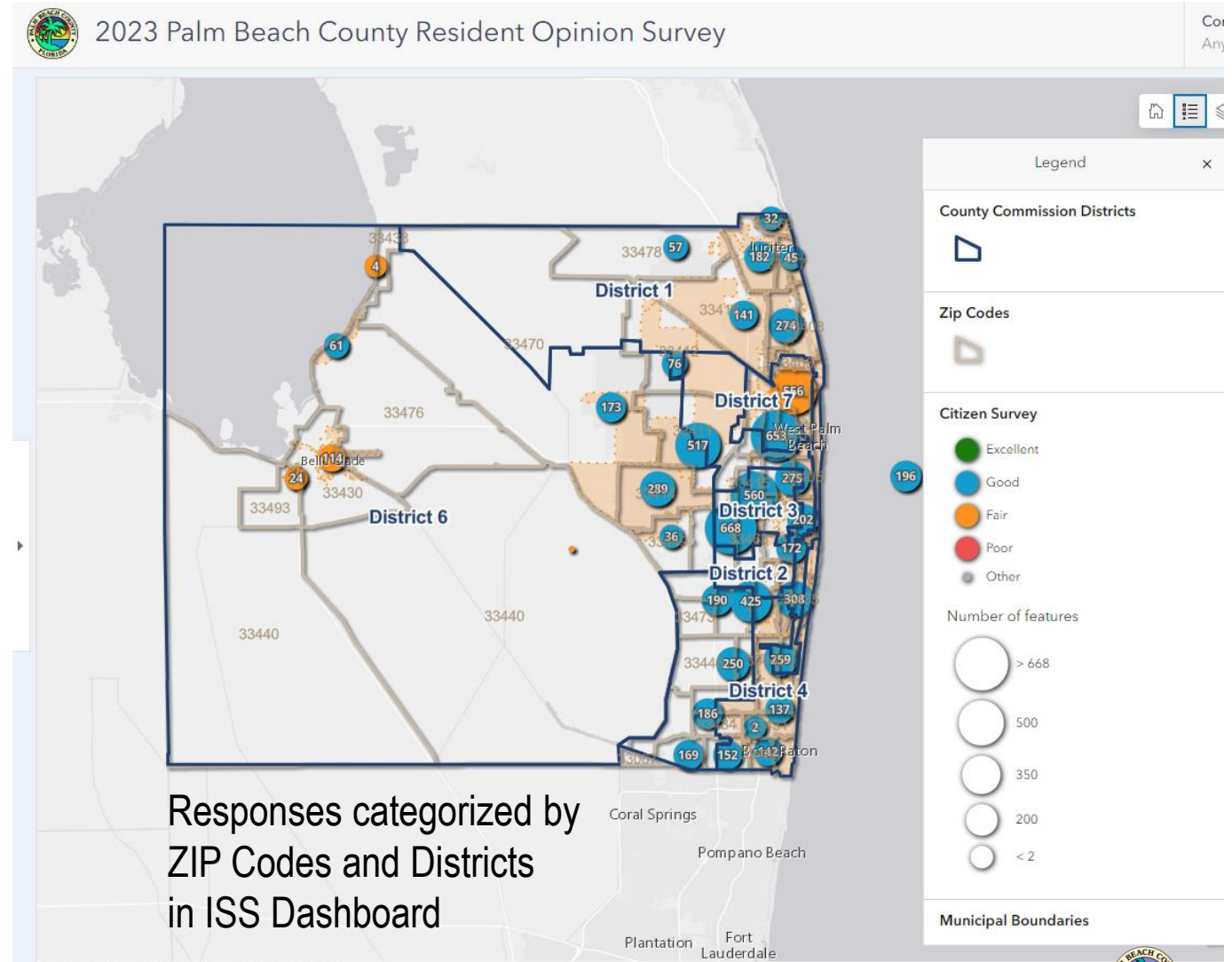
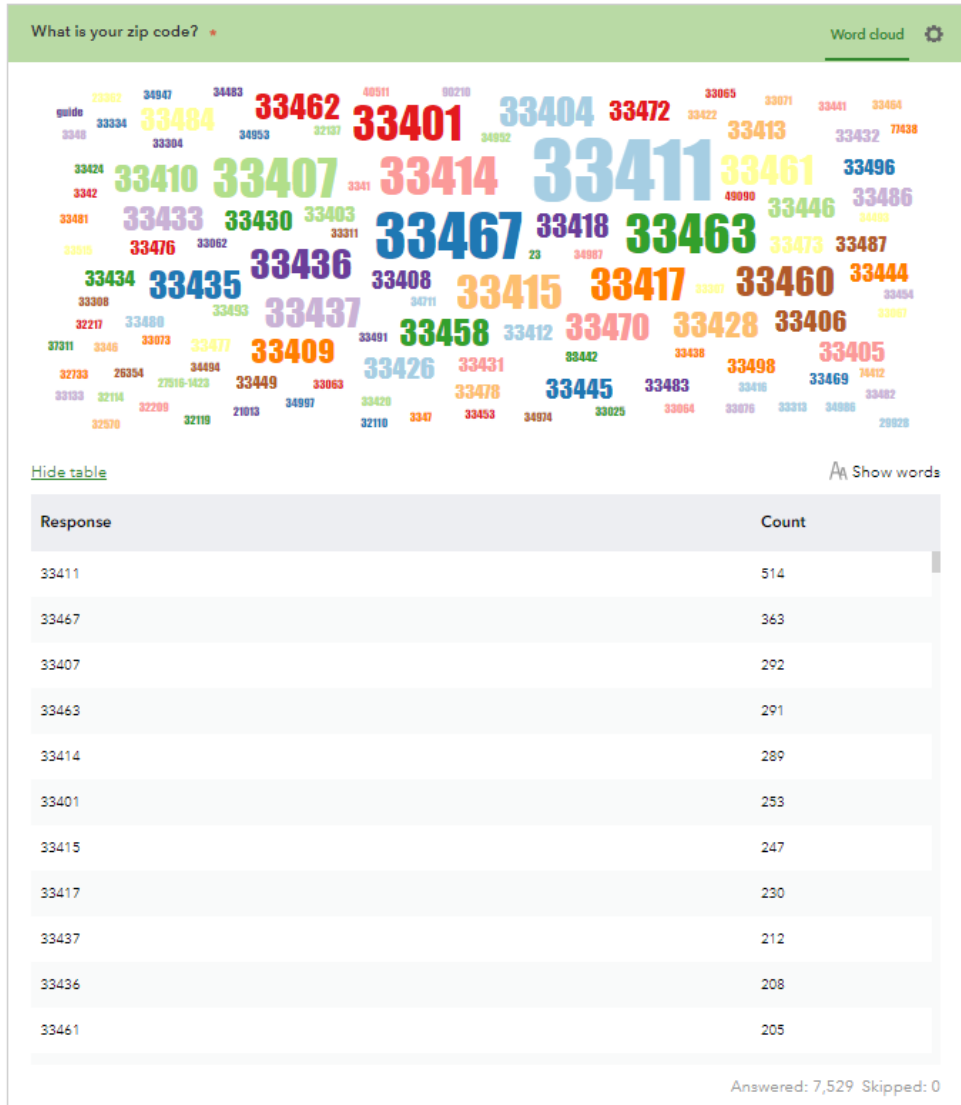


Please contact Keith Clinkscale at 561-355-4075 or kclinkscale@pbcgov.org for more information.

To request this survey in an alternative format, please email pbcaccessibility@pbcgov.org.

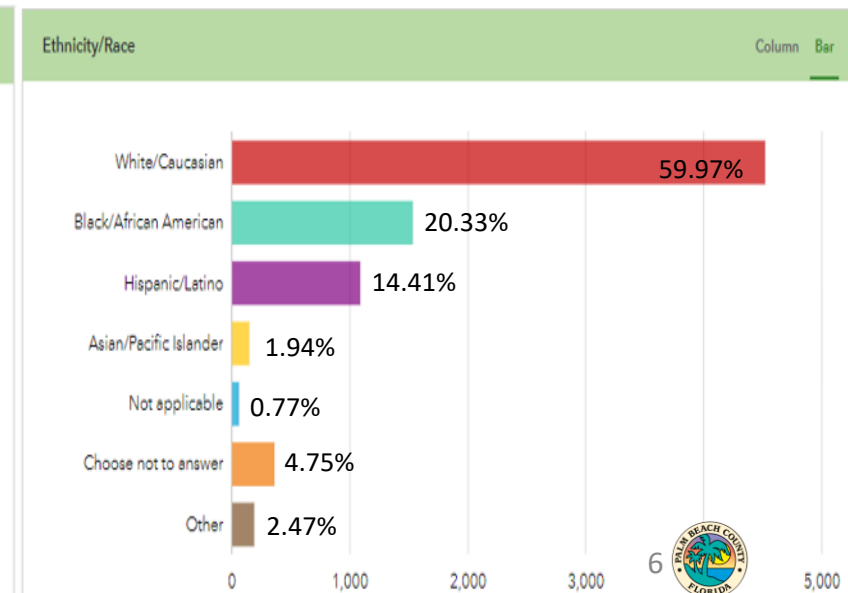
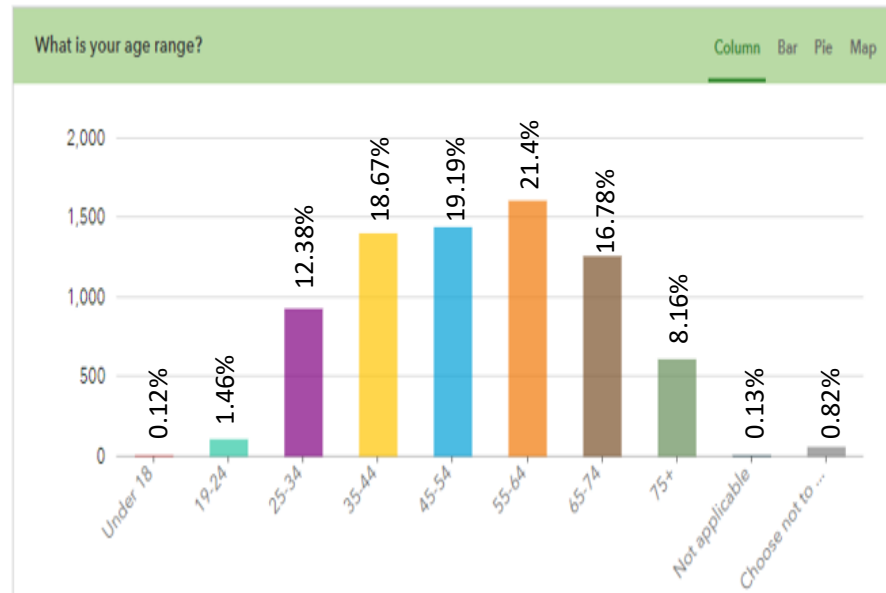
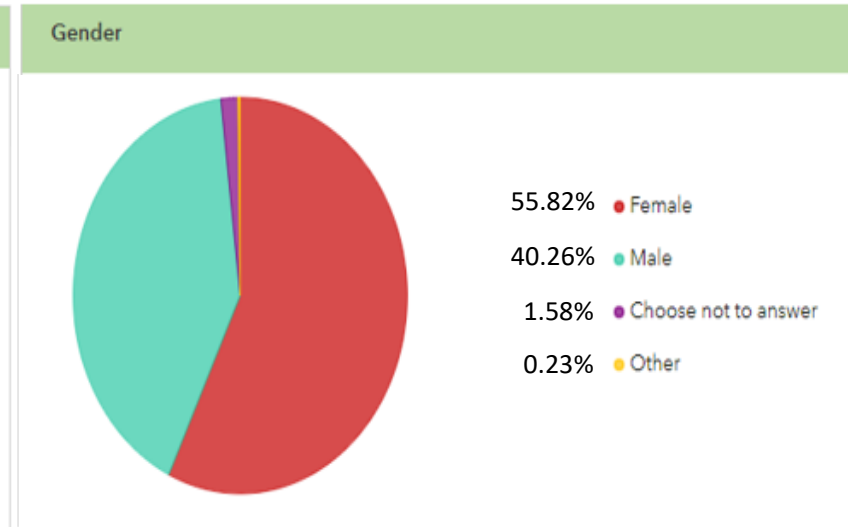
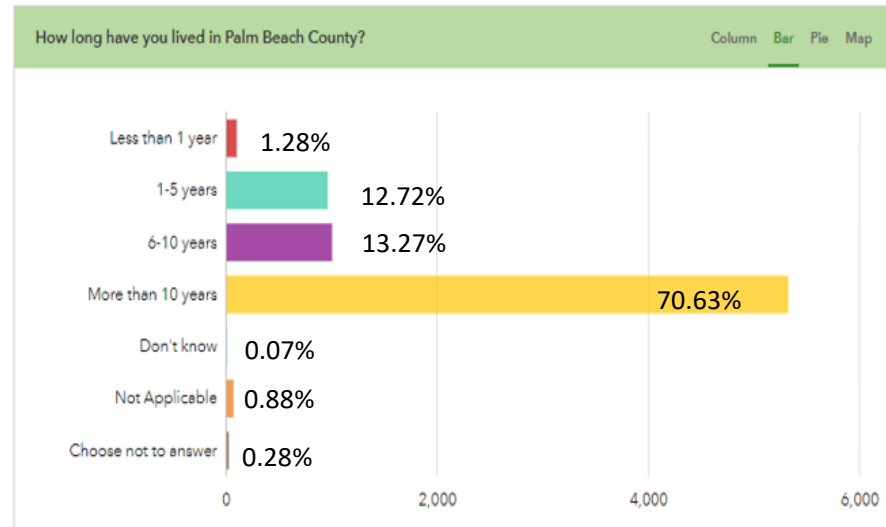


The survey was conducted from **Oct. 17, 2023**, through **Dec. 14, 2023**.
 A total of **7,529 residents** responded throughout Palm Beach County.



DEMOGRAPHIC OVERVIEW

- The majority of respondents (70.63%) have lived in Palm Beach County for more than 10 years.
- Gender distribution is predominantly female (55.82%).
- The age range is diverse, with significant representation across various age groups, with the largest age range being between 55 and 64.
- The ethnic/racial composition reflects a mix, with White/Caucasian (59.97%) being the largest group.



RESIDENT RESPONSES REGARDING STRATEGIC PRIORITIES

Economic Development

Excellent: 8.83%
Good: 32.02%
Fair: 30.51%
Poor: 17.36%

Infrastructure

Excellent: 9.63%
Good: 34.81%
Fair: 30.59%
Poor: 19.46%

Housing & Homelessness

Excellent: 3.65%
Good: 12.54%
Fair: 23.68%
Poor: 47.26%

Public Safety

Excellent: 18.89%
Good: 41.86%
Fair: 23.3%
Poor: 9.59%

Environmental Protection

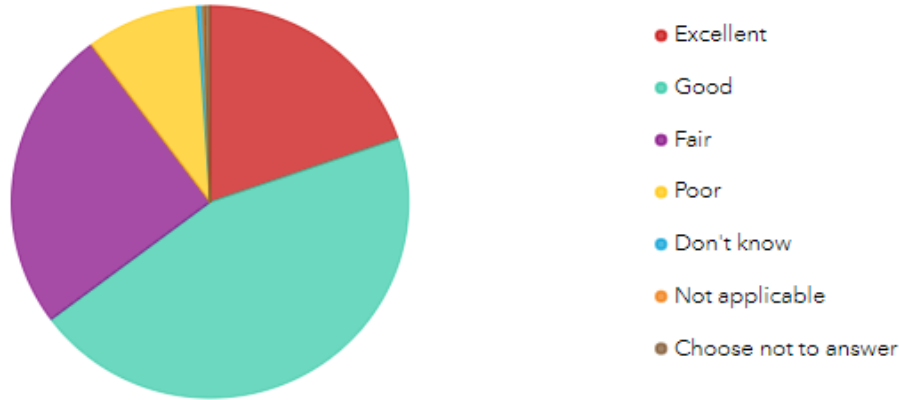
Excellent: 15.37%
Good: 38.73%
Fair: 22.92%
Poor: 13.35%

Substance Use & Behavior Disorders

Excellent: 3.93%
Good: 17.86%
Fair: 25.66%
Poor: 26.26%

How would you rate the overall quality of life in Palm Beach County?

Column Bar Pie Map



[Hide table](#)

Empty categories [Sort](#)

Answers	Count	Percentage
Excellent	1,466	19.47%
Good	3,345	44.43%
Fair	1,857	24.66%
Poor	680	9.03%
Don't know	33	0.44%
Not applicable	11	0.15%
Choose not to answer	34	0.45%

Answered: 7,426 Skipped: 103

DECISION TO LIVE IN PALM BEACH COUNTY

Respondents were asked to rate the overall quality of life in Palm Beach County on a 5-point scale including: **don't know, poor, fair, good, and excellent**. The majority of residents rated the quality of life in Palm Beach County as “good” (**44.43%**) and “excellent” (**19.47%**), with close to twenty-five percent of respondents rating the county’s quality of life as “fair” (**24.66%**).

REASONS WHY RESPONDENTS RECOMMEND PALM BEACH COUNTY

Recommendations for Palm Beach County include:

Live: 3,323 or 44.14%

Raise children: 2,014 or 26.75%

Work: 2,677 or 35.56%

Open a business: 1,859 or 24.69%

Retire: 2,894 or 38.44%

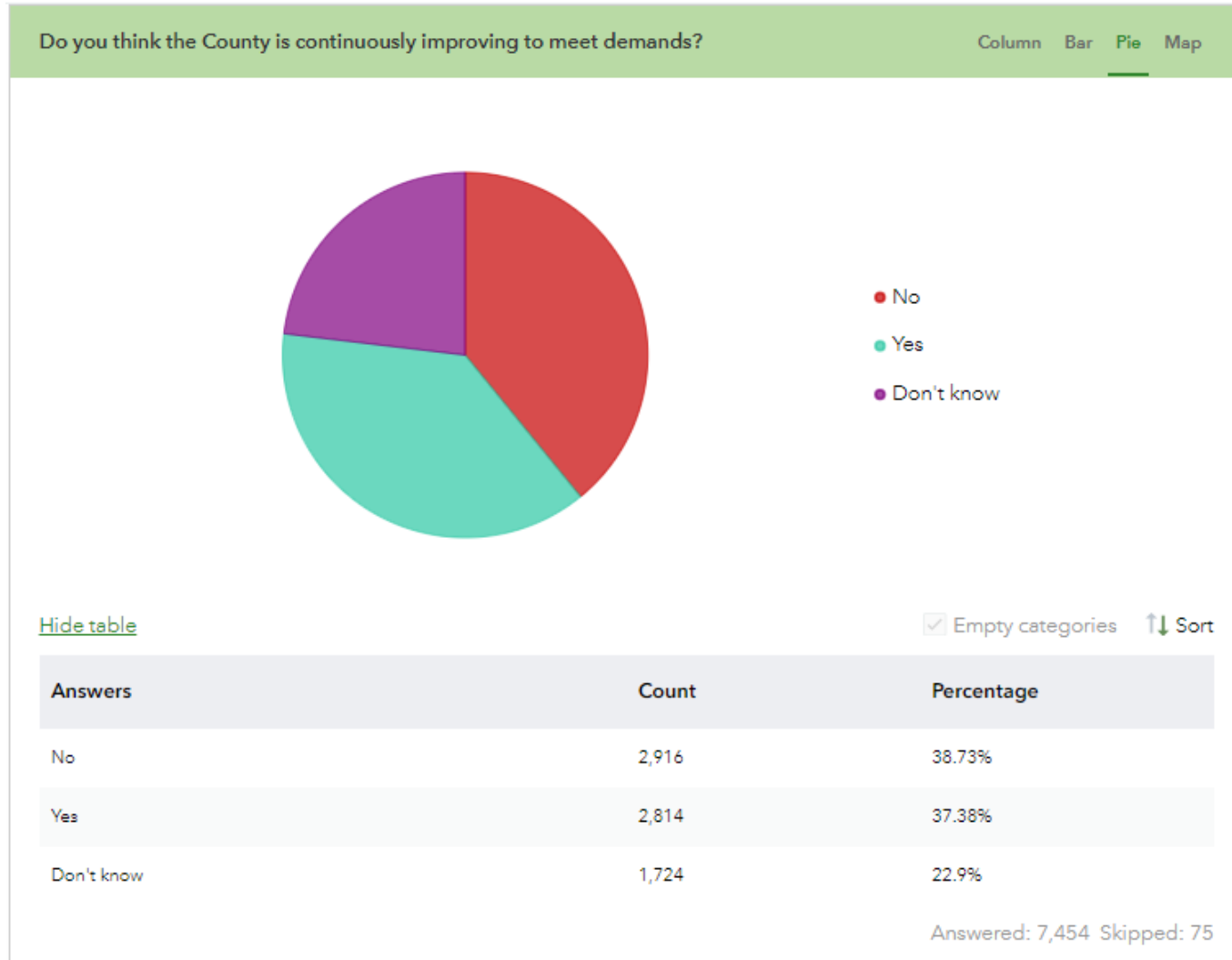
Vacation: 3,864 or 51.32%

All of the above: 2,185 or 29.02%

Answered: 6,843 / # Skipped: 686



CONTINUOUS IMPROVEMENT PERCEPTION FOR PALM BEACH COUNTY



The opinion on continuous improvement is divided, with 37.38% affirming improvement and 38.73% expressing skepticism. The remainder of the respondents “Don’t know.”

PALM BEACH COUNTY'S STRATEGIC PRIORITIES



ECONOMIC DEVELOPMENT

Promote economic revitalization, business development and retention by driving the creation of employment opportunities while reducing disparities and improving the quality of life for everyone.



INFRASTRUCTURE

Provide and maintain the needed structures, systems and transportation services that establish the foundation required to enhance the quality of life of every resident.



HOUSING/HOMELESSNESS

Promote the quality of life through targeted programs that address the housing and homelessness needs of the residents of Palm Beach County.



PUBLIC SAFETY

To ensure a safe, secure and peaceful community.



ENVIRONMENTAL PROTECTION

Promote programs and activities that protect, preserve and enhance natural resources while providing sustainable living and developing a climate of resilience.



SUBSTANCE USE & BEHAVIOR DISORDERS

To address the substance misuse crisis and behavior disorders by providing evidence-based prevention, medication-assisted treatment, and recovery support services.

Currently, Palm Beach County has **six Strategic Priorities: Economic Development, Housing and Homelessness, Environmental Protection, Infrastructure, Public Safety, and Substance Use and Behavior Disorders.** An infographic with the definition of each strategic priority was provided in the survey, and participants were asked to **rank how well the county is addressing each priority** on a 5-point scale including: **don't know, poor, fair, good, and excellent.**

Economic development is perceived positively, with over 71% rating it as "Excellent," "Good," or "Fair." Similarly, 75 % feel PBC is doing "Excellent," "Good," or "Fair" in addressing Infrastructure needs.

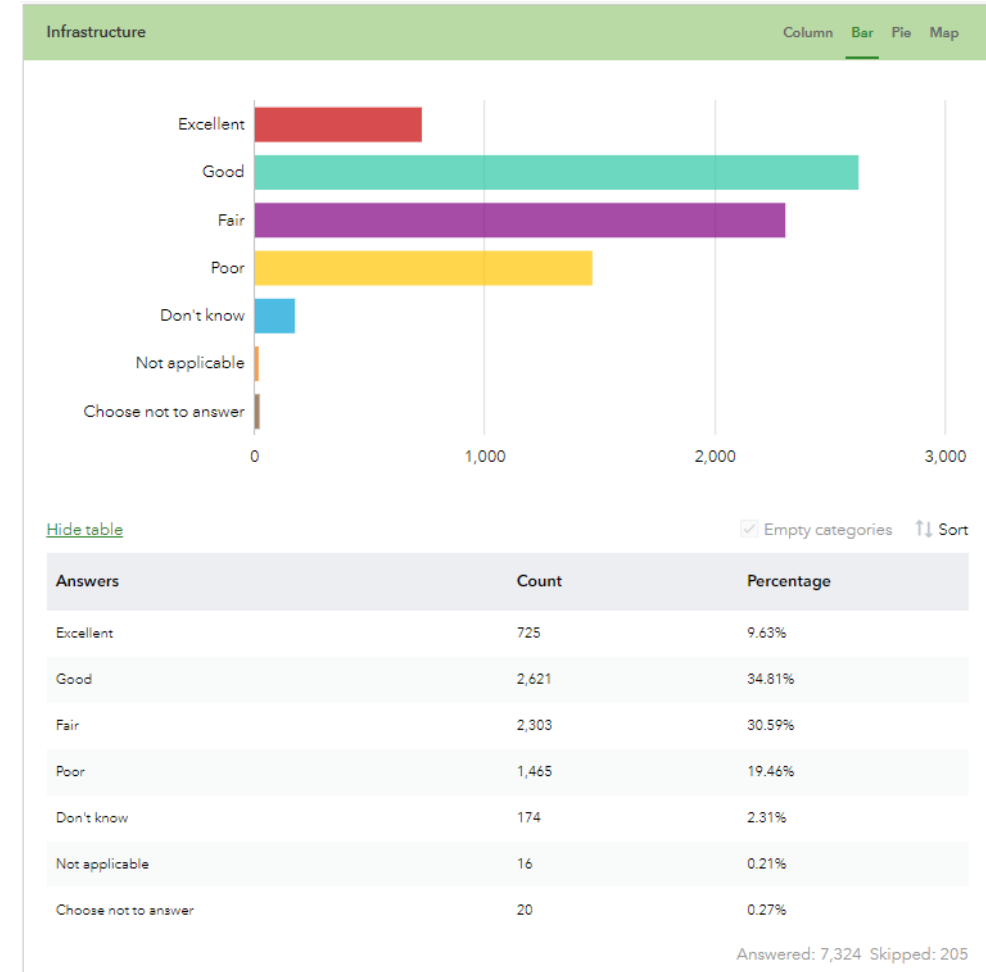
Question 8: Economic Development

Promote economic revitalization, business development and retention by driving the creation of employment opportunities while reducing disparities and improving the quality of life for everyone. (Growth/increase in Jobs, Businesses, Investment, Farming, Tourism)
 Select an option below to rank how well the County is addressing this Strategic Priority:



Question 9: Infrastructure

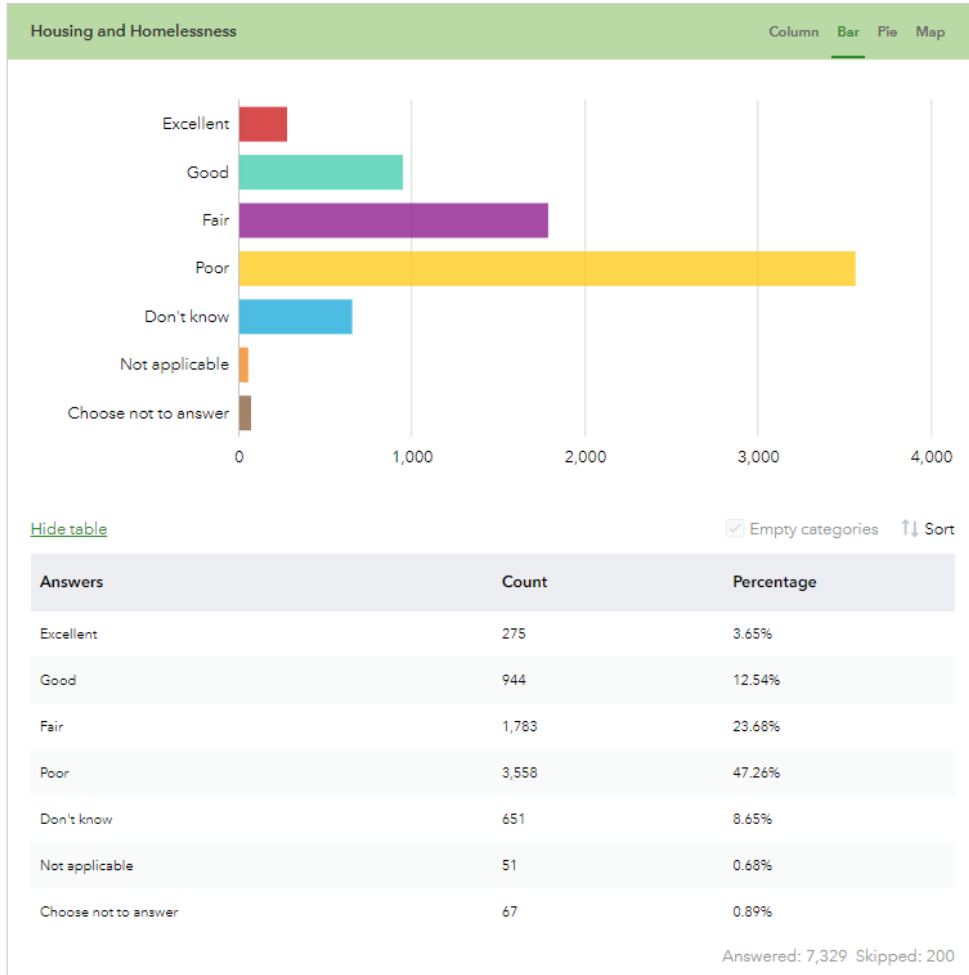
Provide and maintain the needed structures, systems and transportation services that establish the foundation required to enhance the quality of Life of every resident. (Improvement in Roads, Bridges, Buildings, Public Transportation)
 Select an option below to rank how well the County is addressing this Strategic Priority:



When it comes to addressing Housing and Homelessness, 47% of respondents rank PBC as “Poor”, while a combined 60% rank PBC as “Excellent” and “Good” at addressing Public Safety concerns.

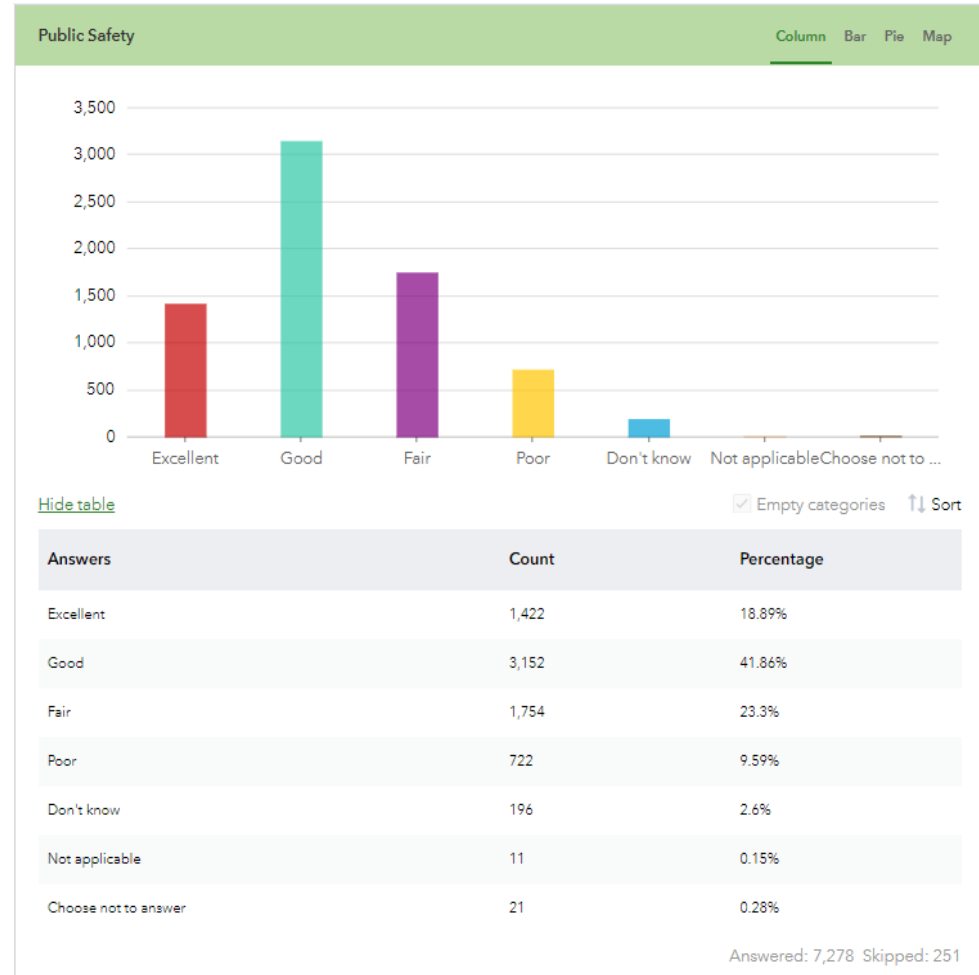
Question 10: Housing and Homelessness

Promote the quality of life through targeted programs that address the housing and homelessness needs of the residents of Palm Beach County.
(Affordable Housing, Rent/Mortgage Assistance, Homeless Resource Centers)
Select an option below to rank how well the County is addressing this Strategic Priority:



Question 11: Public Safety

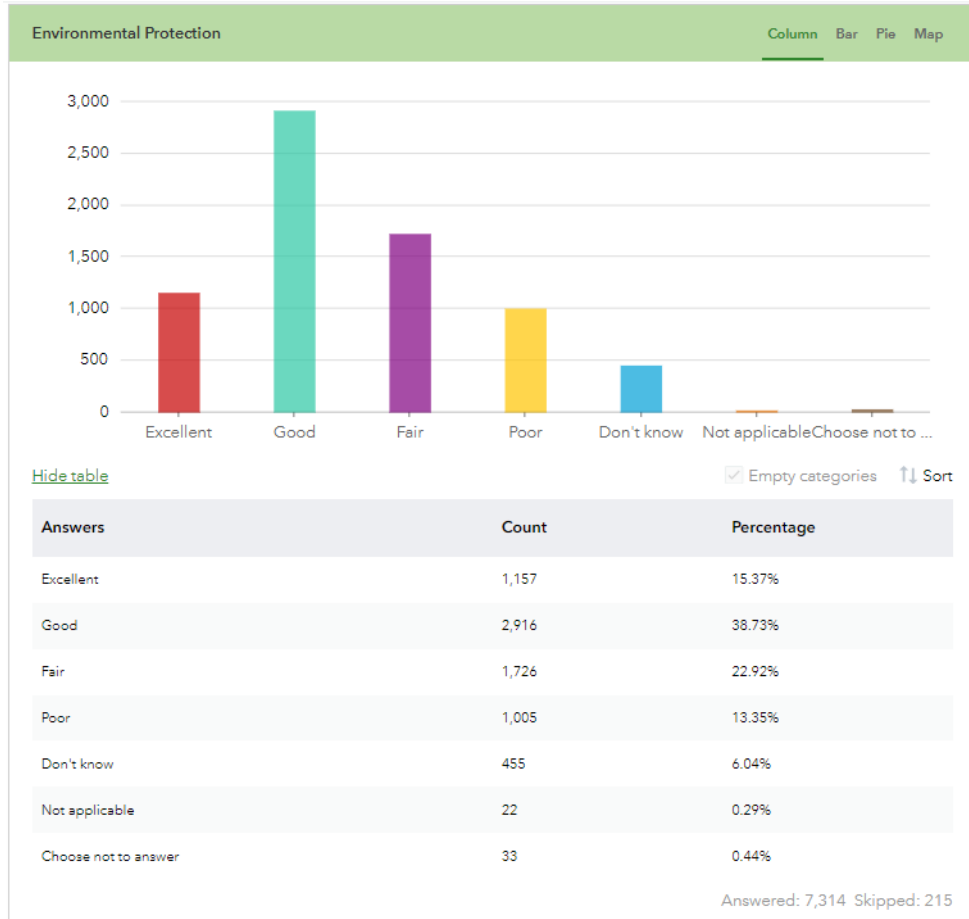
To ensure a safe, secure and peaceful community.
(Fire Rescue, Law Enforcement, 911 Services, Disaster Response)
Select an option below to rank how well the County is addressing this Strategic Priority:



With regards to Environmental Protection, 54% of respondents feel that PBC ranks “Excellent” or “Good.” Respondents are split concerning how PBC ranks at addressing Substance Use and Behavior Disorders, with a large percentage of 21.22% reporting they “Don’t know.”

Question 12: Environmental Protection

Promote programs and activities that protect, preserve and enhance natural resources while providing sustainable living and developing a climate of resilience.
(Beaches, Natural Areas, Parks, Natural Waterways and Lakes)
Select an option below to rank how well the County is addressing this Strategic Priority:



Question 13: Substance Use and Behavior Disorders

To address the substance misuse crisis and behavior disorders by providing evidence-based prevention, medication-assisted treatment, and recovery support services.
(Mental Health and Wellness, Alcohol and Substance Use)
Select an option below to rank how well the County is addressing this Strategic Priority:

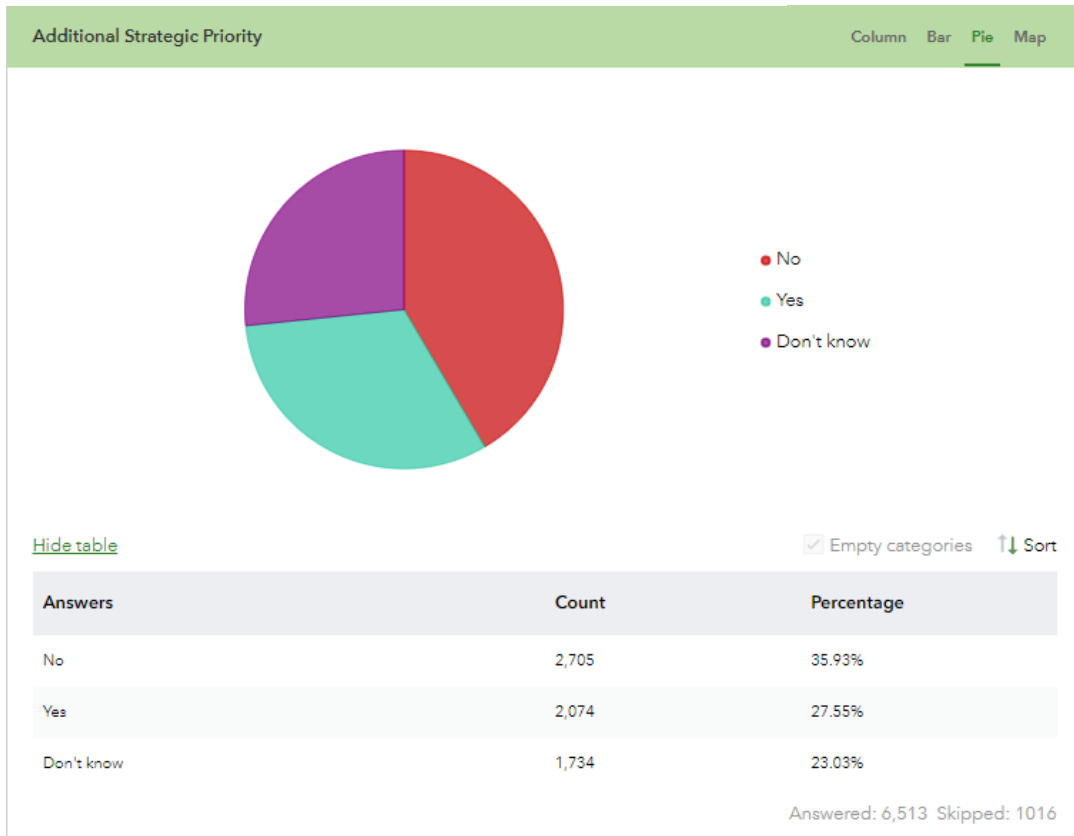


FEEDBACK REGARDING NEED FOR ADDITIONAL STRATEGIC PRIORITIES

Question 14

Additional Strategic Priority

Is there another, or different Strategic Priority that you would like addressed?



Respondents are almost evenly split on whether or not they would like to see additional Strategic Priorities or don't know.

*An electronic addendum document captures all the written responses and feedback from residents.

*All responses are available in the addendum document.

<https://pbccloudrive.pbcgov.org/invitations?share=b4060ec558b2d795e5f9>



BY UTILIZING AI TECHNOLOGY, SOME COMMON THEMES IN THE PROVIDED FEEDBACK FROM RESIDENTS OF PALM BEACH COUNTY WERE IDENTIFIED AS:

Cost of Living:

- Concerns about the increasing cost of living, making it difficult for residents, especially the younger generation, to work and live in Palm Beach County.
- Calls for measures to cap Homeowners Association (HOA) fees for new condos to make housing more affordable.

Over-Development and Infrastructure:

- Complaints about excessive building, over-development, and the impact on wildlife and natural spaces.
- Issues with traffic congestion and a call for improved infrastructure planning before development.
- Concerns about the lack of infrastructure to support the growing population, including hospitals, supermarkets, and other essential services.

Economic and Job-related Concerns:

- Calls for increasing job opportunities and improving pay for teachers.
- Focus on growing and protecting the middle class.

Homelessness and Social Services:

- Concerns about the homeless population and the need for shelters and a comprehensive plan to address homelessness.
- Calls for mental health funding and services.

Government Efficiency and Transparency:

- Calls for transparency in government and streamlining government processes.
- Criticisms of government overspending and a call for reducing taxes.

Public Safety and Traffic:

- Concerns about excessive traffic, reckless driving, and speeding.
- Calls for more police presence and traffic safety enforcement.

Environmental Conservation:

- Concerns about environmental impact due to overdevelopment, including the loss of tree canopy.
- Calls for protecting agricultural reserves and addressing pesticide runoff for clean water.

Education:

- Criticisms of the school board for not planning for growth and calls for improvements in education.
- Suggestions for educational initiatives, including pathways to citizenship and viable work options.

Housing Affordability:

- Calls for creating more affordable housing and revising policies to incentivize developers to build affordable homes.

Election Integrity and Governance:

- Calls for ensuring election integrity and reducing fraud.
- Criticisms of government officials and calls for elected county administrators.

Cleanliness and Aesthetics:

- Complaints about the cleanliness of the county, with specific mention of debris, vegetation, and road conditions.

Diversity and Inclusivity:

- Mention of LGBTQ-related issues, suggesting a need for inclusivity.

The survey provided a list of twenty topics to rank. Each participant received a shuffled version of the topics when filling out the survey. Each topic was then tabulated individually. Results are based on the number selected (1-5) by participants who ranked that topic as: 1-least important, 2, 3, 4, or 5-most important. **Each topic has its own percentage of least important to most important based on the total number of responses. *The percentages below only represent the responses with a 5 or Most Important per issue or concern. In the next slides, you will see charts for each of the 20 ranking results.**

Issue or Concern	Number of Responses	Percentage of How Many Ranked Issue or Concern as a 5 (Most Important)
Top Concerns		
Attainable, Affordable and Workforce Housing	7310	57.27%
Community Safety	7307	54.62%
Water Quality	7311	54.54%
Traffic Flow on Major Roads	7292	50.39%
Population Growth/Over Development/Lack of Open Space	7298	45.72%
Palm Beach County Government Property Taxes	7262	44.72%
Road and Street Stormwater/Drainage/Flooding Issues	7278	42.81%
Fire Rescue and Emergency Services	7268	42.24%
Mid-Level Concerns		
Supportive Services for an Aging Population	7300	36.45%
Mental Health, Substance Use, and Behavioral Health Support Services	7291	36.26%
Career Opportunities/Jobs for My Skillset	7224	32.53%
Building for Resiliency and Climate Change needs	7259	31.47%
Beach Quality/Beach Re-nourishment/Accessibility	7249	31.35%
Homeless Support Services	7282	30.76%
Improving Infrastructure such as Wi-Fi, Cell Phone and Utilities	7252	30.75%
Lower-Level Concerns		
Parks and Public Spaces	7269	29.34%
Planning/Building/Permitting/Code processes	7217	23.51%
Public Transportation (Palm Tran Bus)	7223	23.42%
Cultural Events, Social Activities, and Recreation Opportunities	7258	20.59%
Tourism	7252	14.90%

These percentages only represent the responses with a ranking of 5 or “Most Important” per issue or concern.

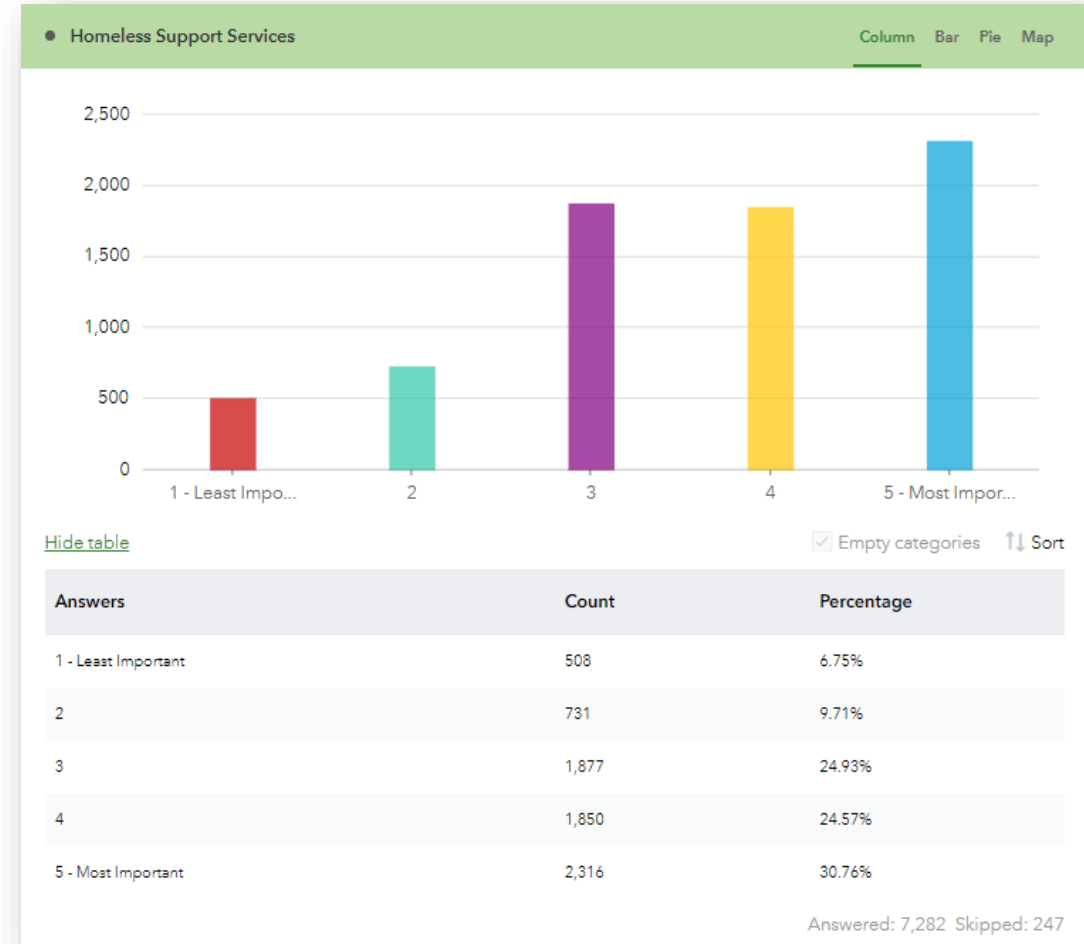
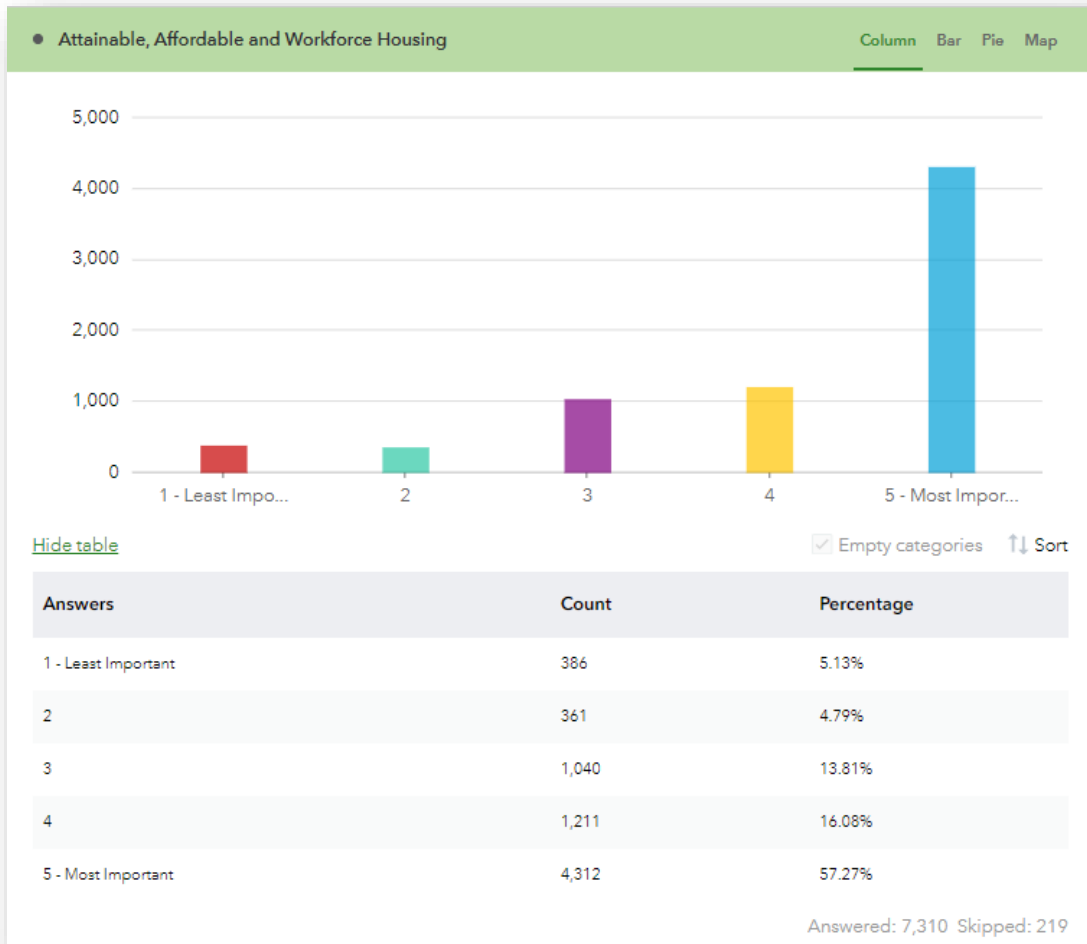


For example: Of the 7,310 responses on Attainable, Affordable and Workforce Housing, 57.27% ranked that issue as a 5 or “Most Important.”

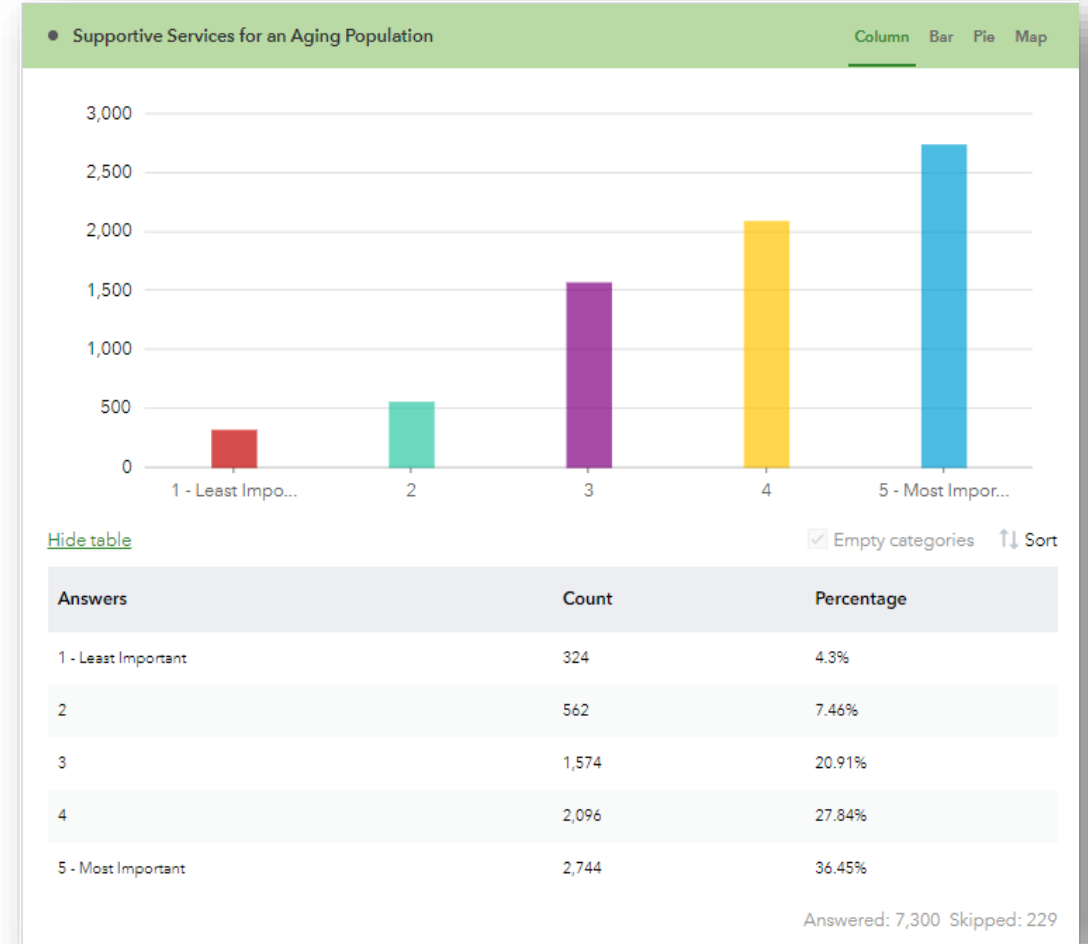
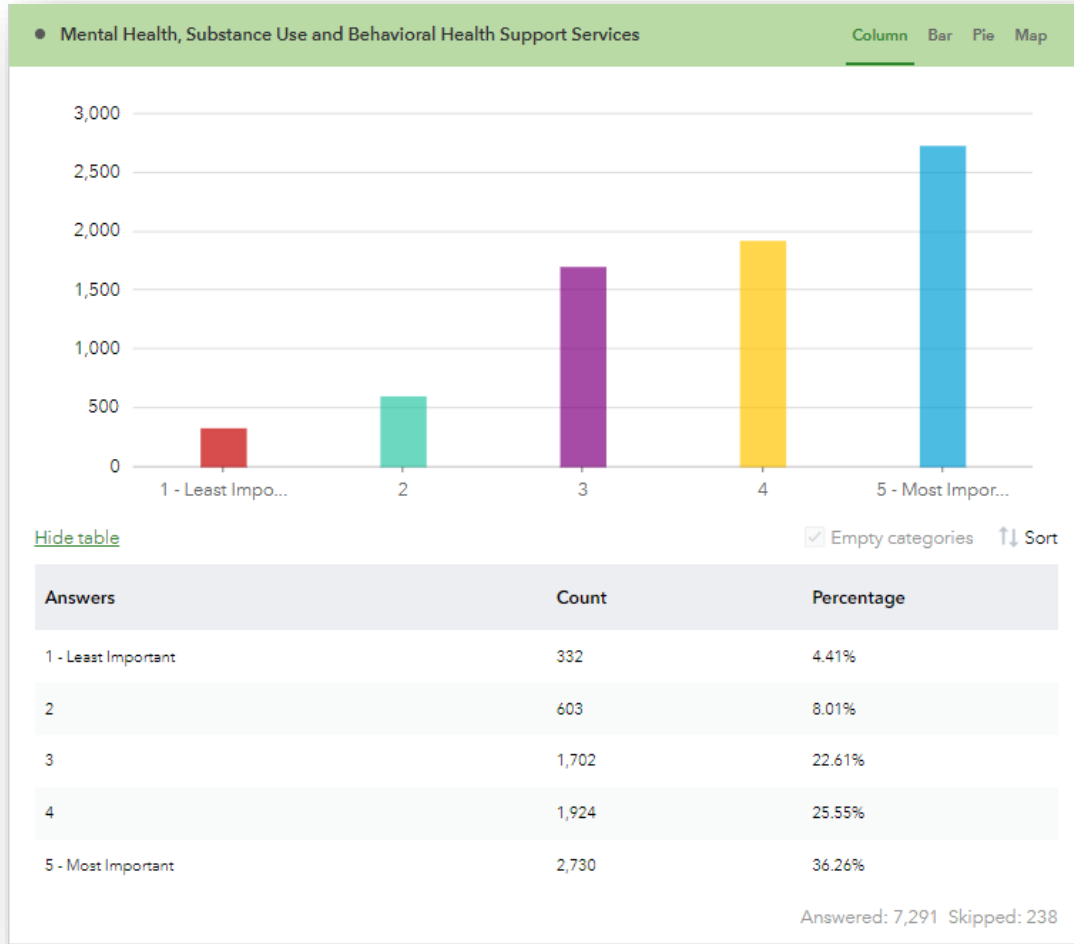
In general, the “lower-level concerns” can be interpreted as areas in which residents feel PBC currently addresses well and are not top priorities for the next 3-5 years.

The survey provided a list of twenty topics to rank. Each topic has its own percentage of least important to most important based on the total number of responses. In the next slides, you will see charts for each of the 20 ranking results.

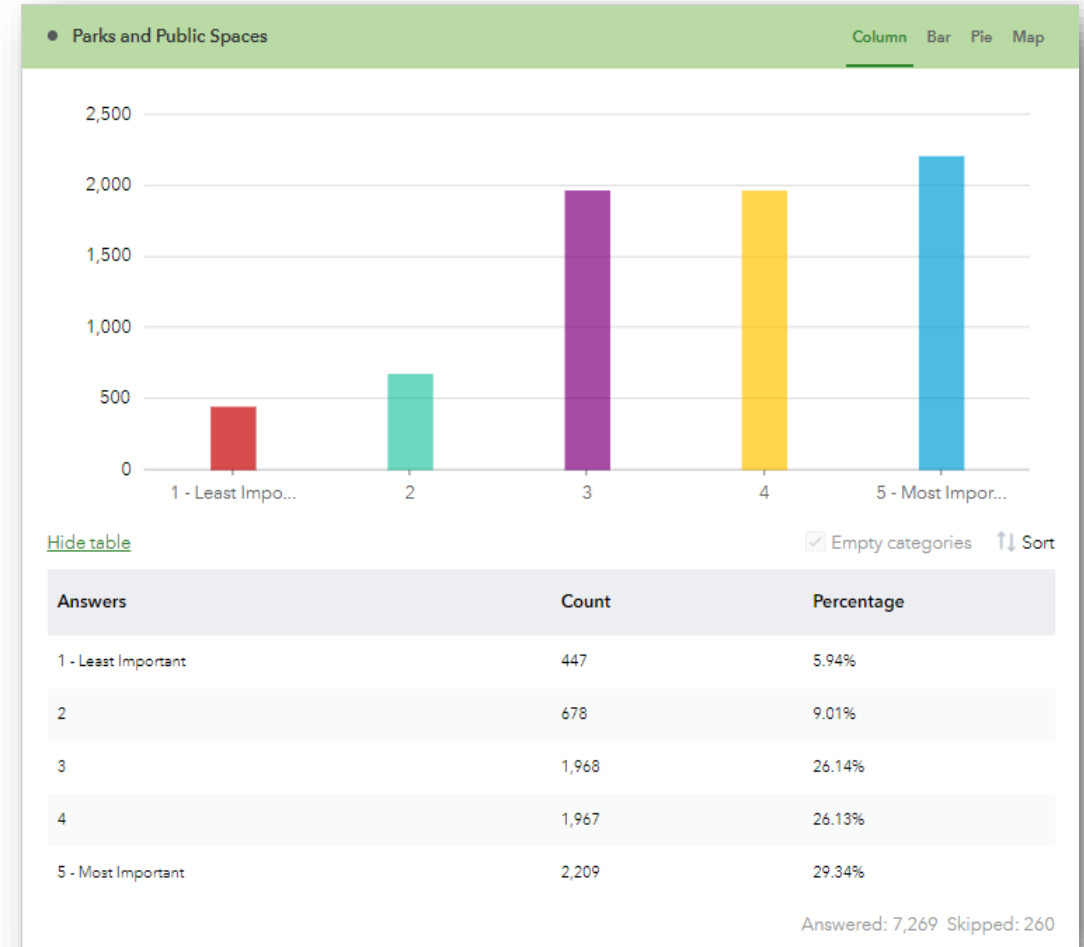
QUESTION ASKED: Which do you believe are the County's top issues/concerns that should be addressed in the next 3-5 years? (Please rank the selections 1-5 with 1 being the least important and 5 being the most important to be addressed.)



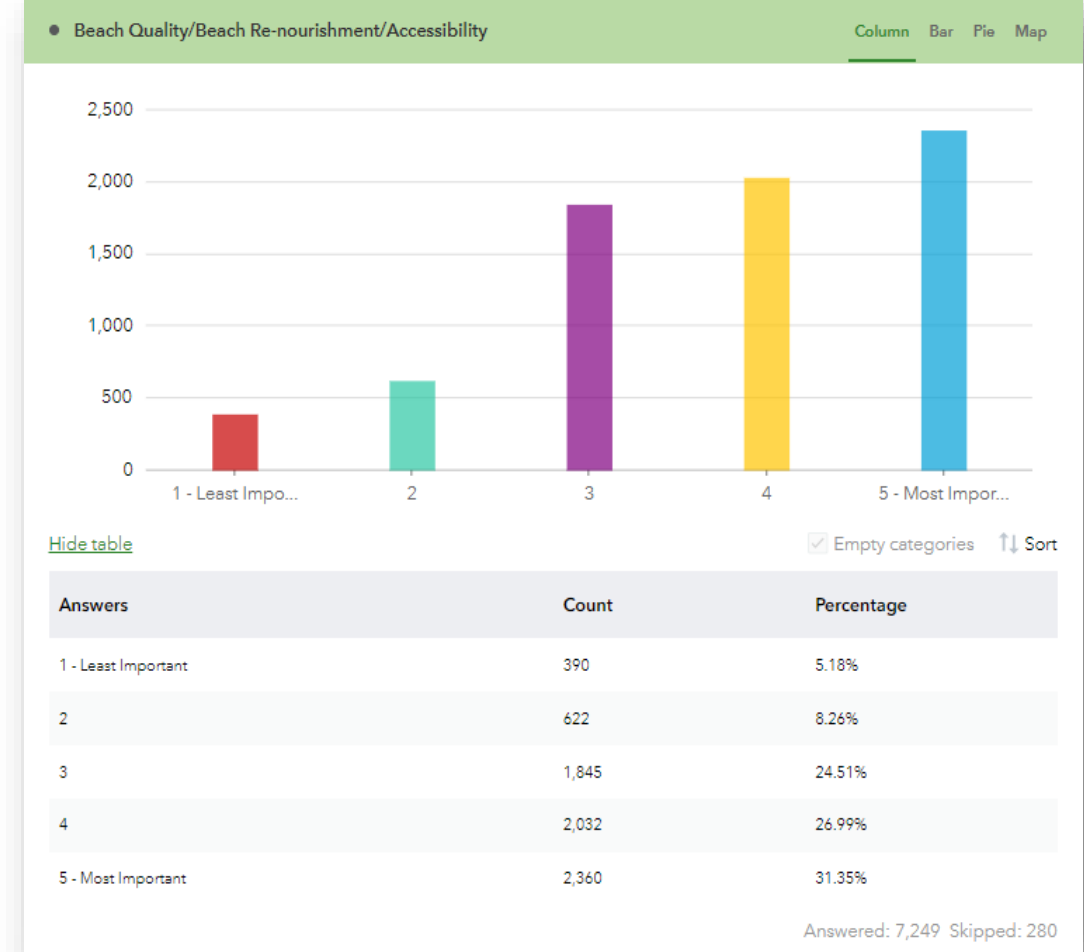
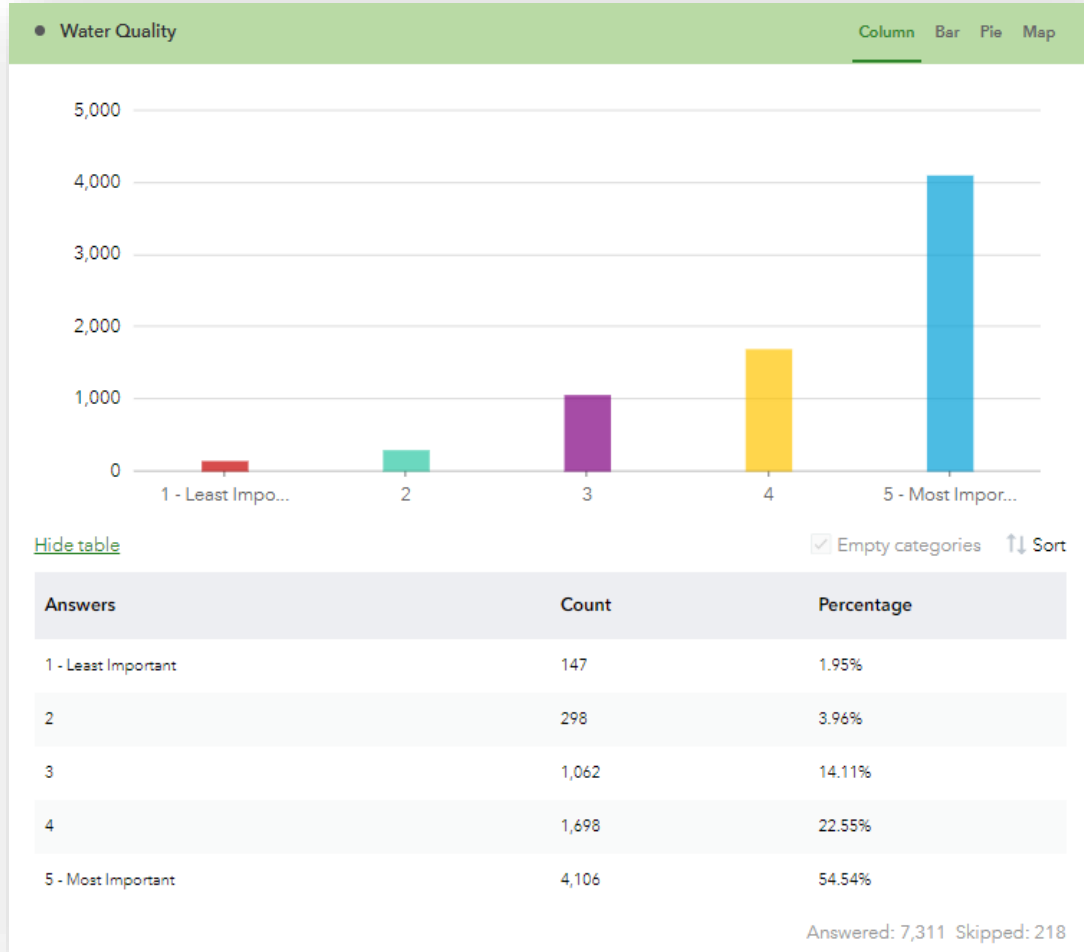
CONTINUED: charts for each of the 20 ranking results



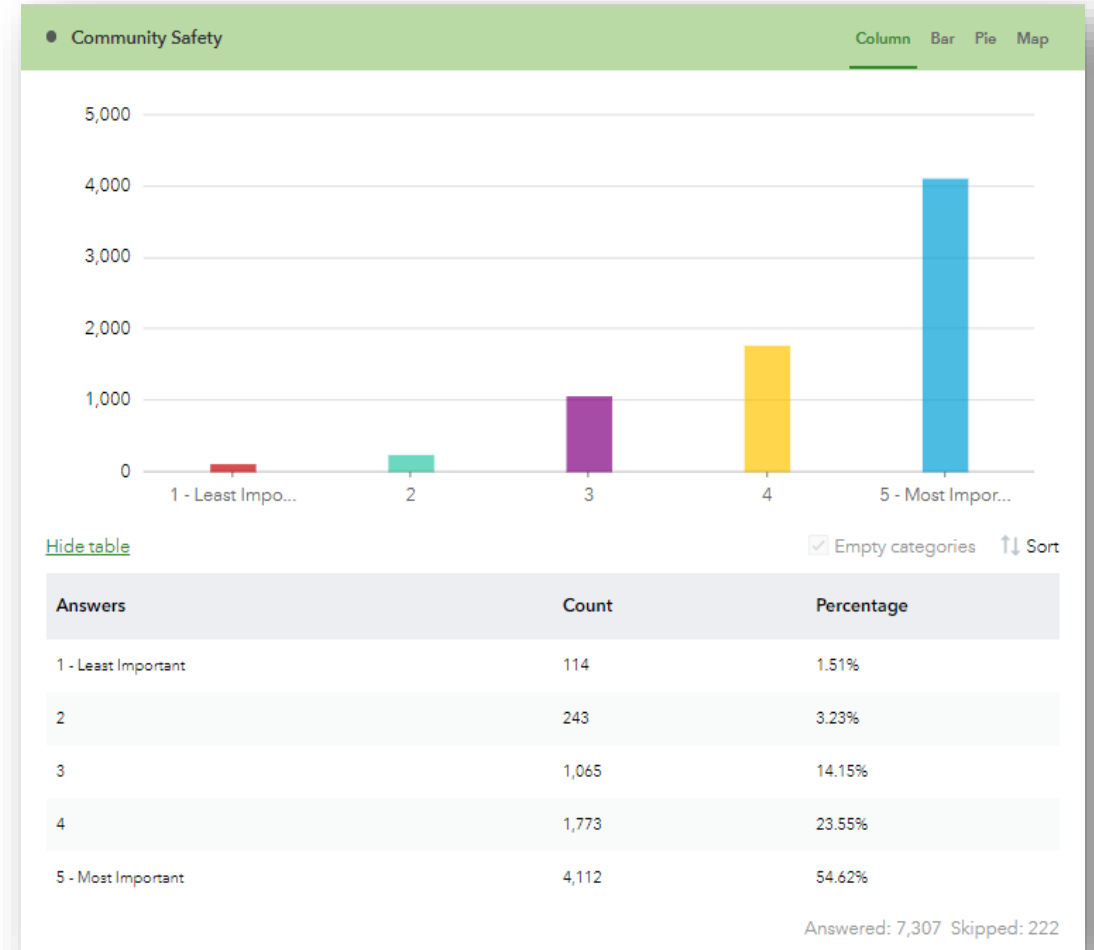
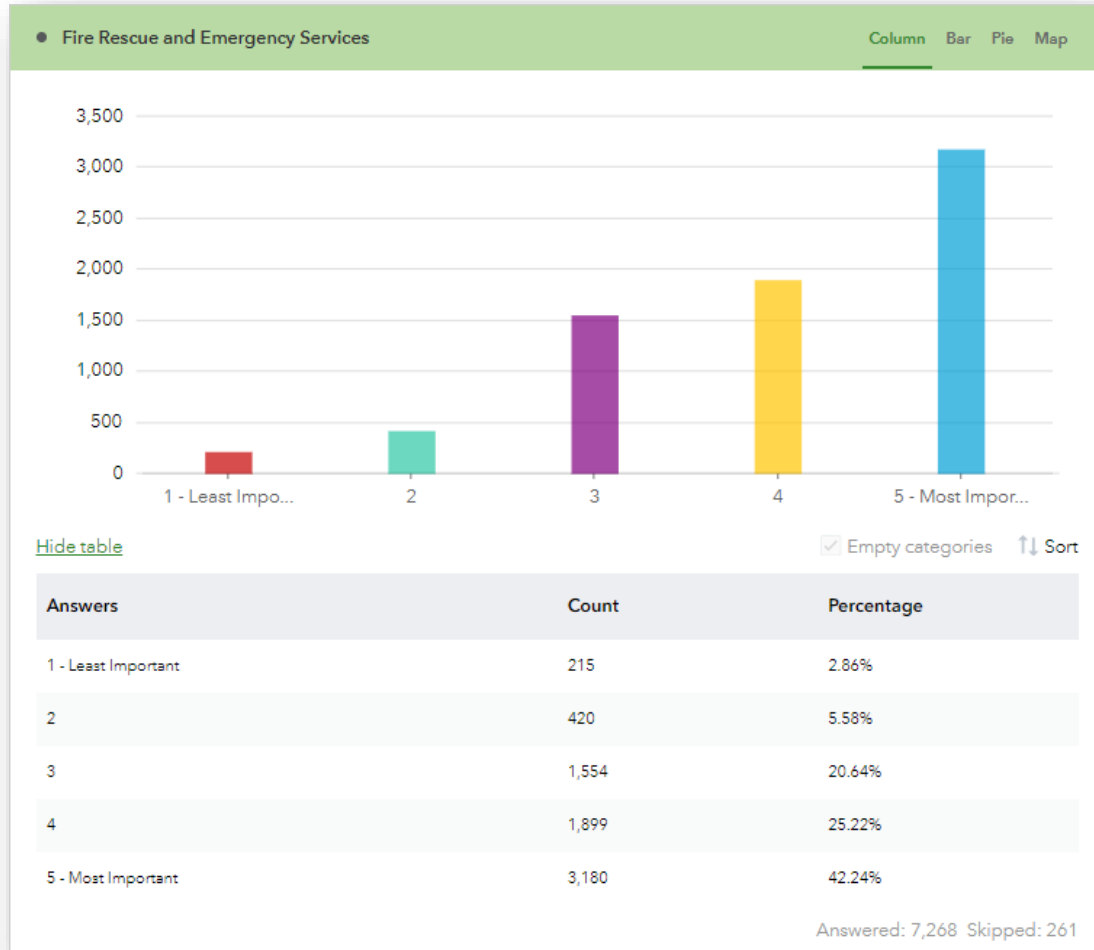
CONTINUED: charts for each of the 20 ranking results



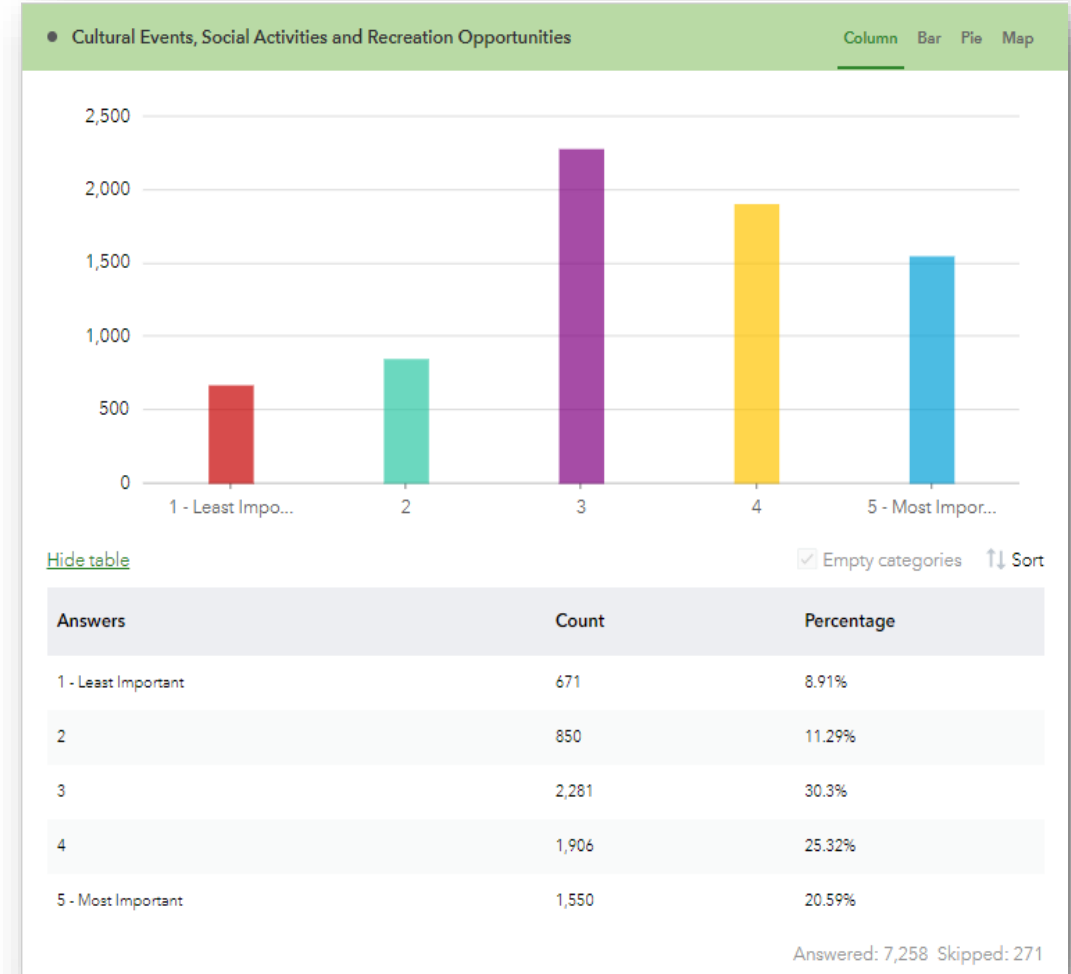
CONTINUED: charts for each of the 20 ranking results



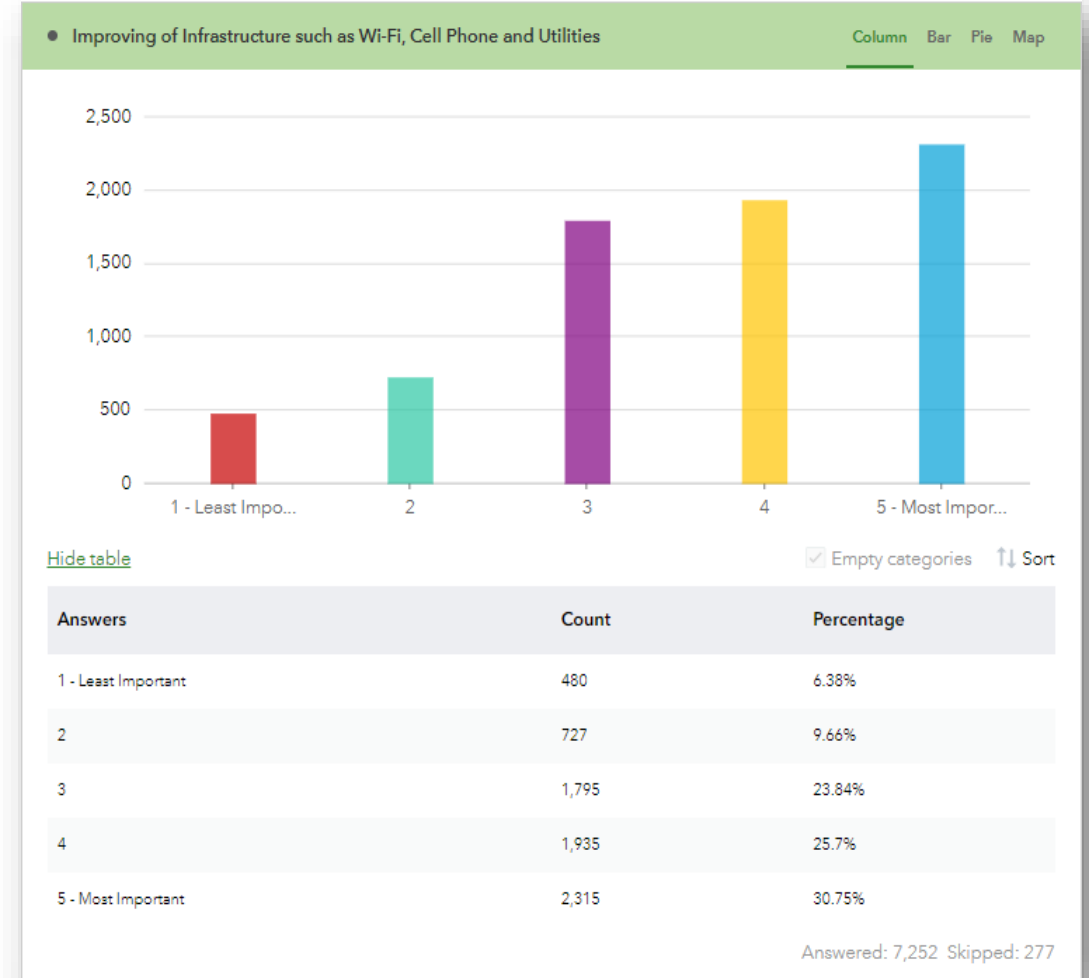
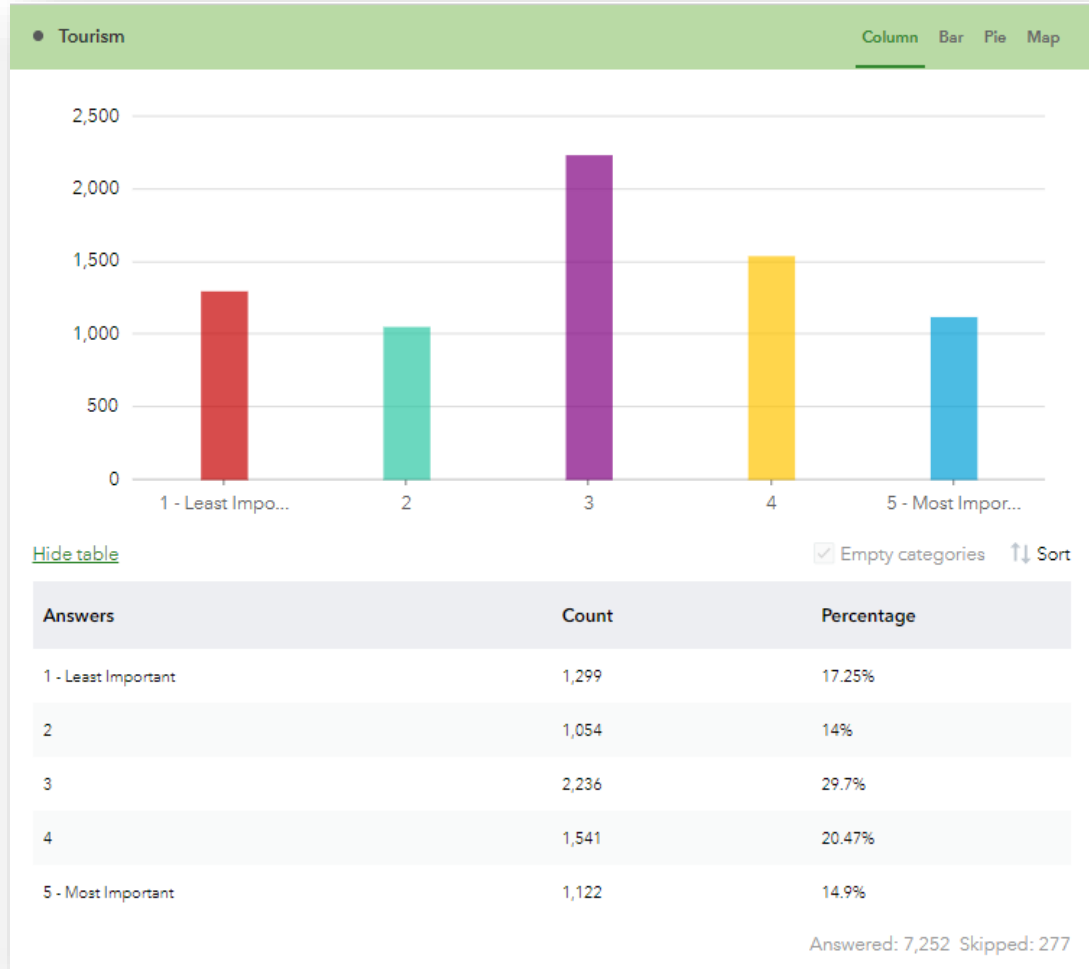
CONTINUED: charts for each of the 20 ranking results



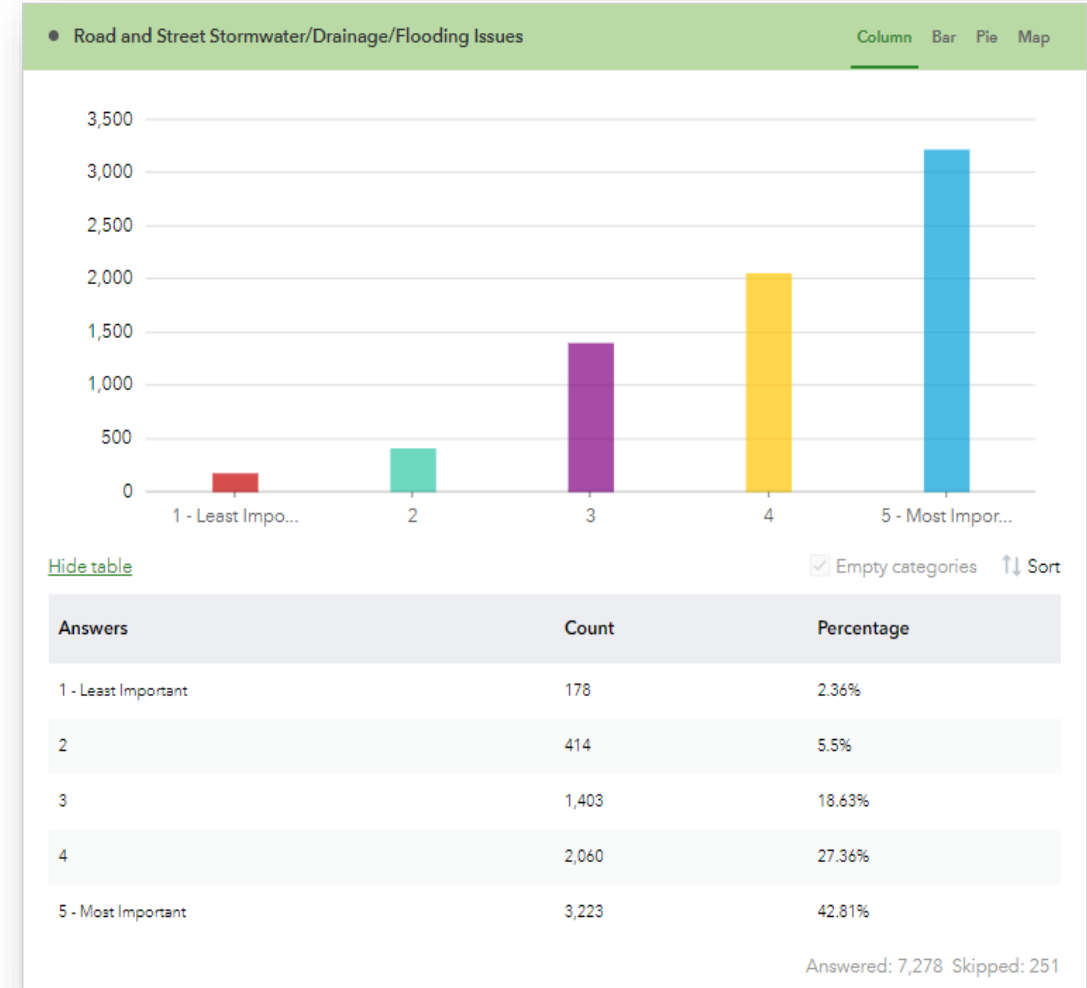
CONTINUED: charts for each of the 20 ranking results



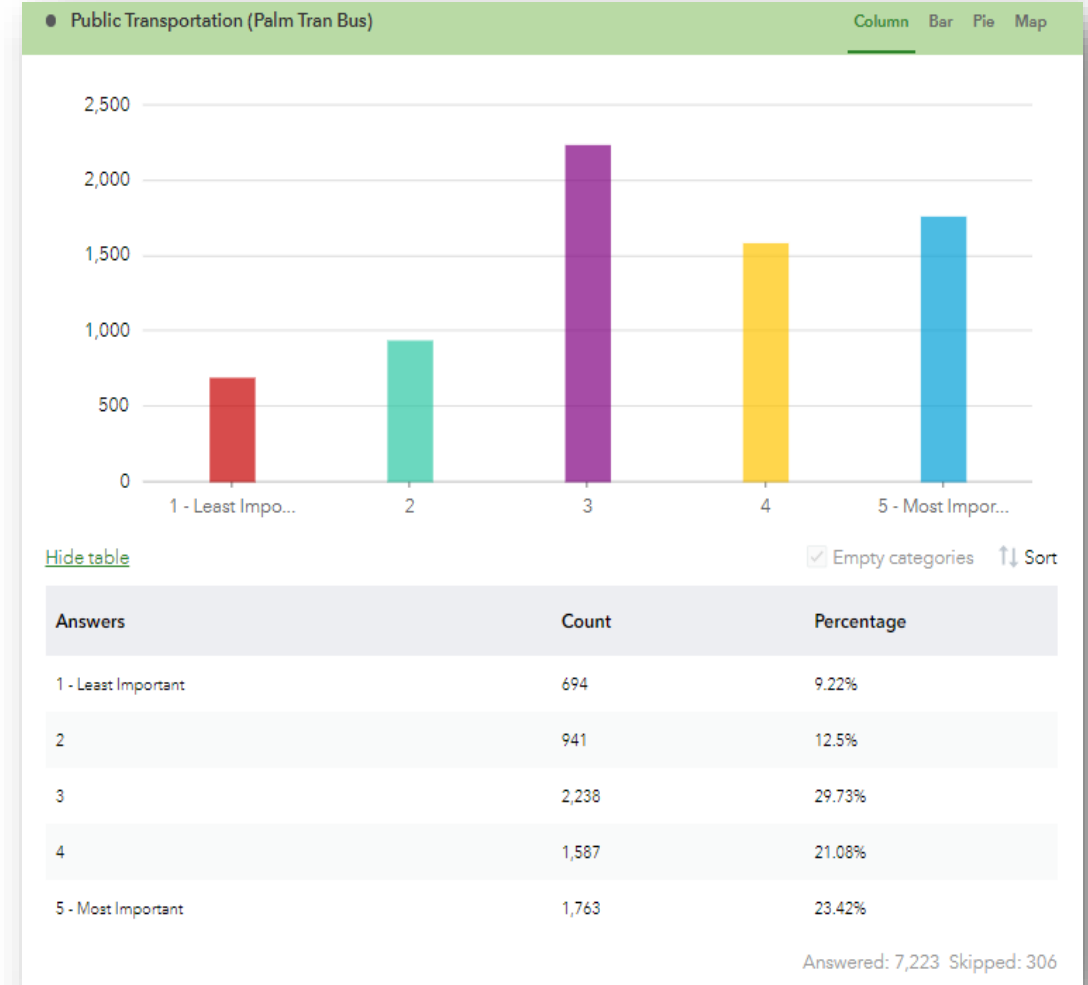
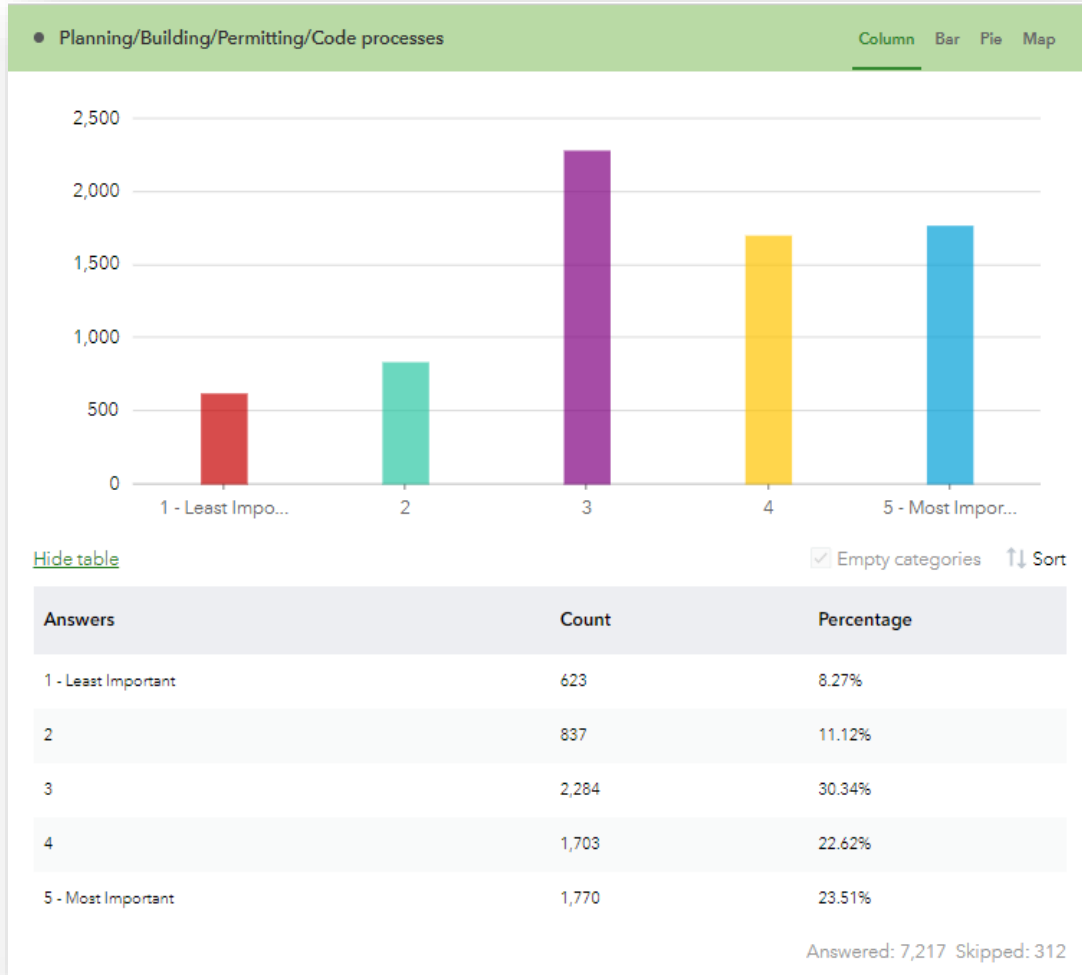
CONTINUED: charts for each of the 20 ranking results



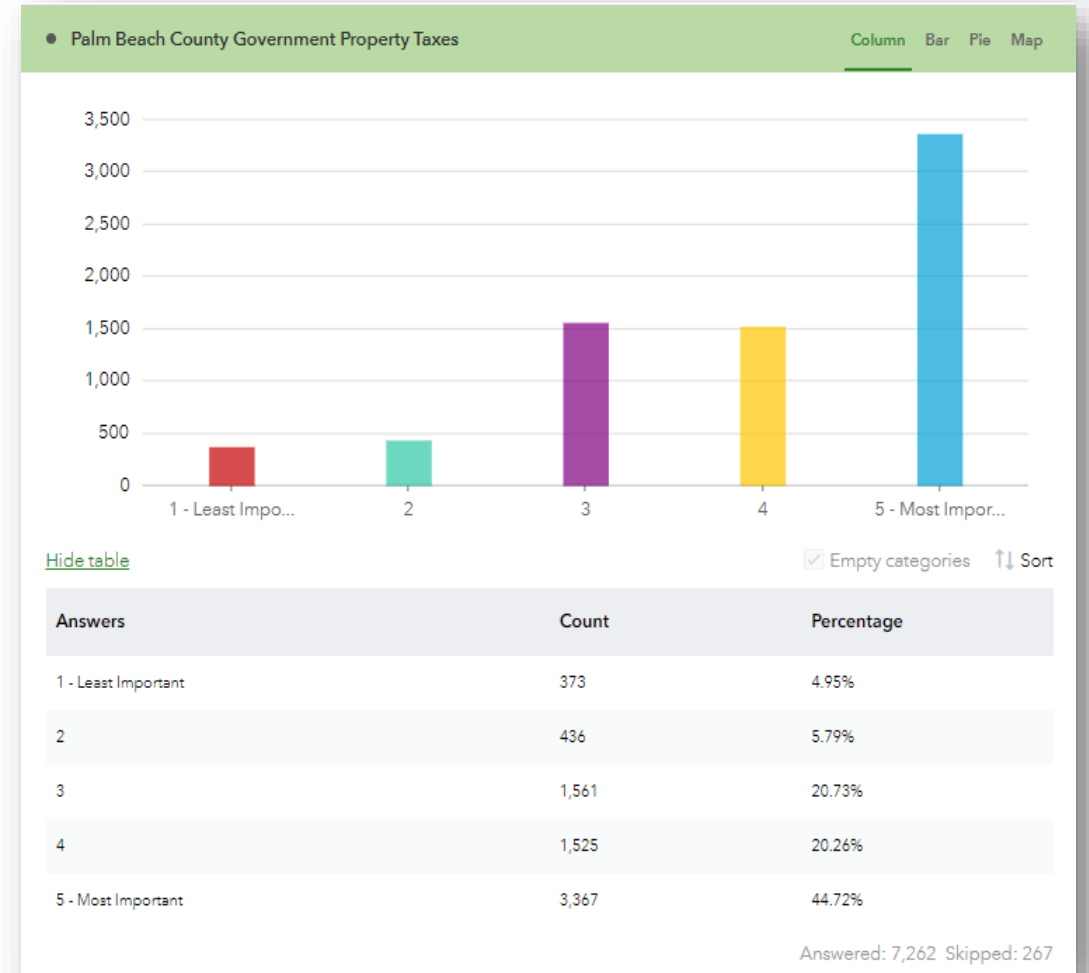
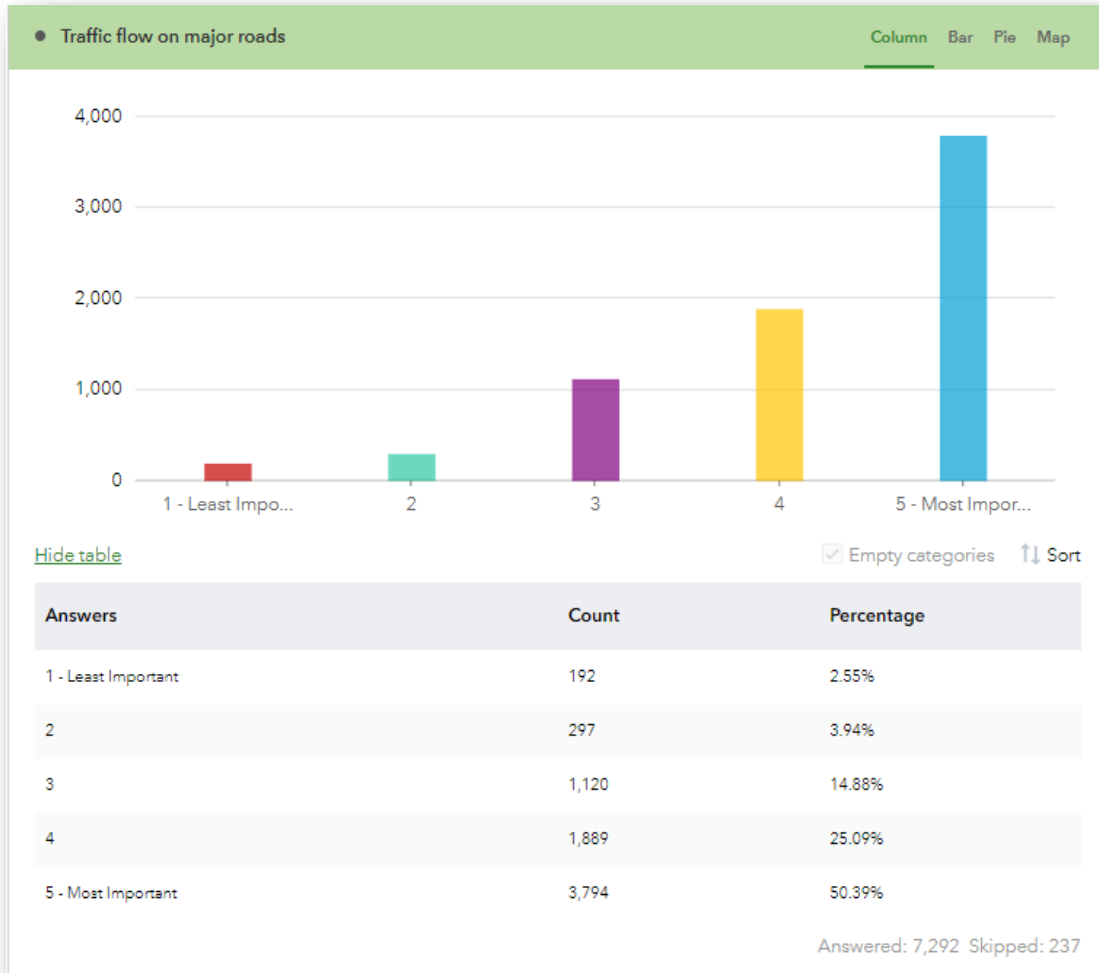
CONTINUED: charts for each of the 20 ranking results



CONTINUED: charts for each of the 20 ranking results



CONTINUED: charts for each of the 20 ranking results



Questions 16-18 provided open text boxes for resident feedback. *An electronic addendum document captures all the written responses and feedback from residents.

QUESTION 16

Any other additional issues/concerns not listed above?


Word cloud 

Response

*All responses are available in addendum document.
Answered: 2,160 Skipped: 5,369

QUESTION 17

What do you feel Palm Beach County Government does well?


Word cloud 

Response

*All responses are available in addendum document.
Answered: 3,166 Skipped: 4,363

QUESTION 18

How do you feel Palm Beach County Government could do better?

Word cloud 

Response

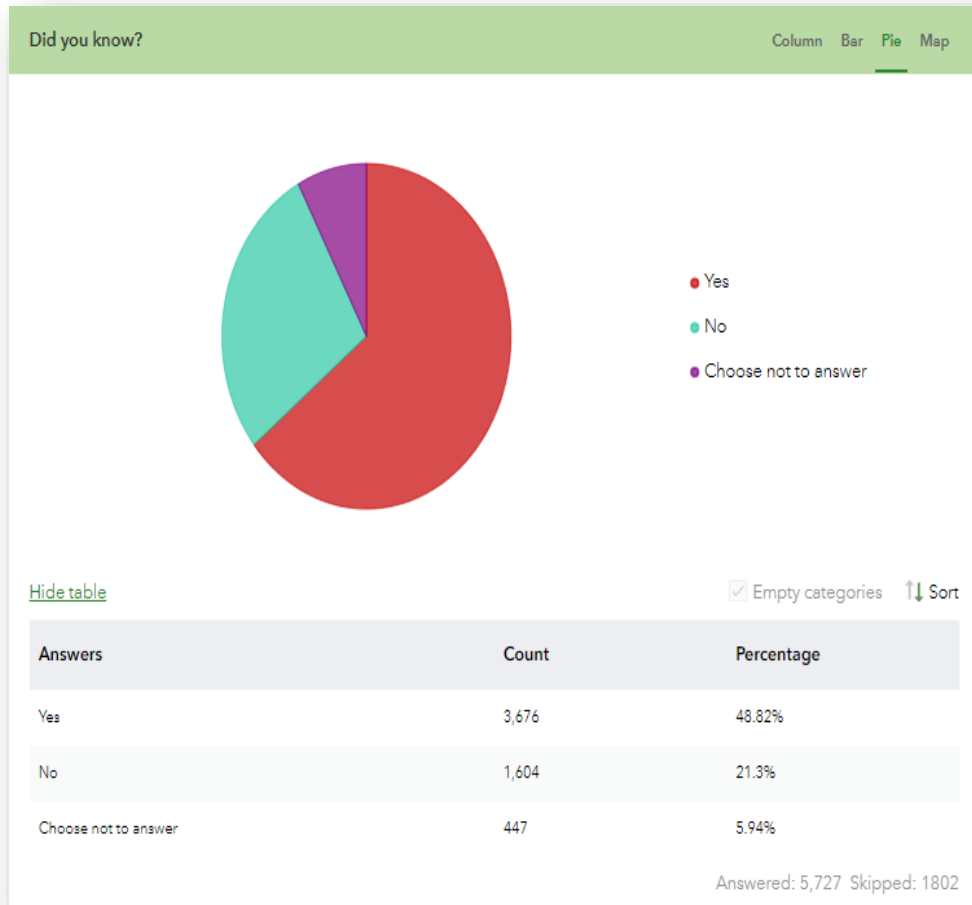
Count

*All responses are available in addendum document.
Answered: 3,620 Skipped: 3,909

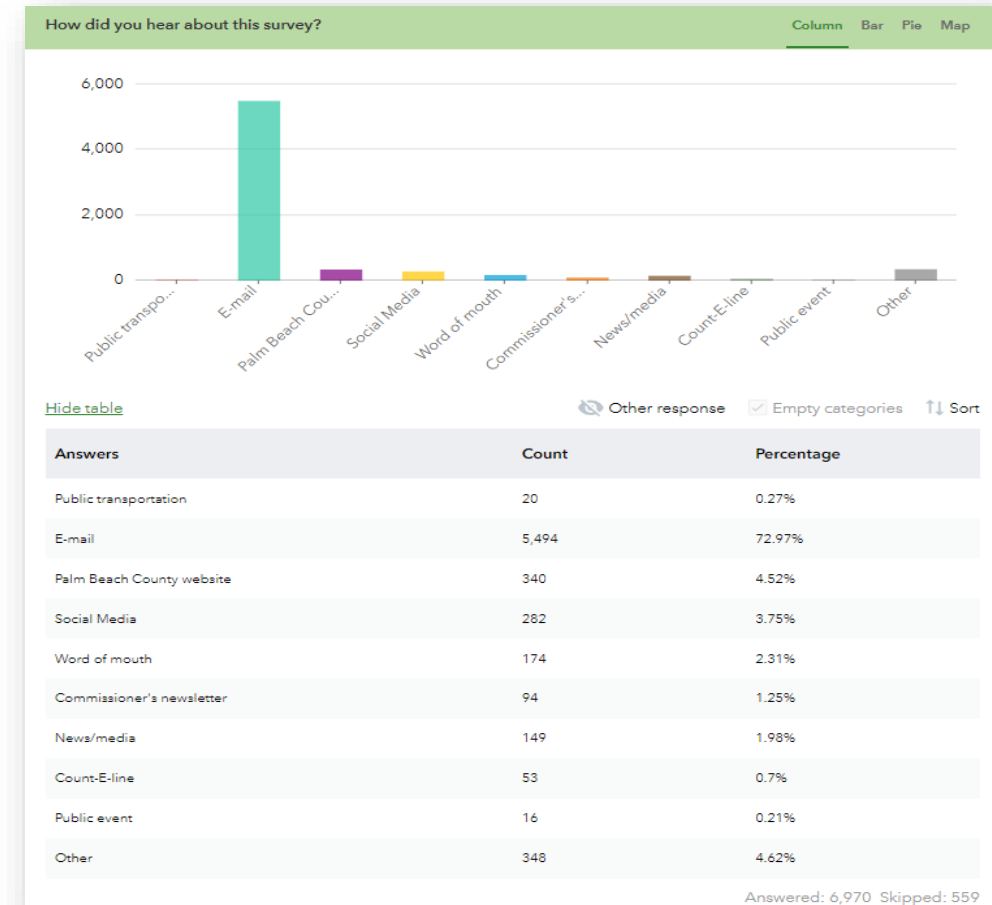
*All responses are available in the addendum document.
<https://pbccloudrive.pbcgov.org/invitations?share=b4060ec558b2d795e5f9>

INFORMATION-SHARING

Almost 50% of respondents are familiar with Palm Beach County's website: www.pbcgov.com



A majority of respondents received the survey via email – 72.97%





KEY TAKEAWAYS

- Over 7,500 residents participated in the 2023 Palm Beach County Resident Opinion Survey
- A majority of participants have lived in PBC for 10+ years (71%)
- The age range is diverse, with significant representation across various age groups, with the largest age range being between 55 and 64
- A significant portion rates the overall quality of life in Palm Beach County as "Good" (44.43%), with 19.47% indicating a rating of "Excellent"
- The six current Strategic Priorities appear to remain relevant and of importance to county residents
- Economic Development is perceived positively, with 40.85% of respondents rating it as "Excellent" or "Good"
- Attainable, Affordable, and Workforce Housing emerged as the most critical concern (57.27% rating it as a 5 or "Most Important")
- Infrastructure, Public Safety, Environmental Protection, and Substance Use and Behavior Disorders received varied assessments
- Property taxes are considered important by 44.72% of respondents
- Traffic flow on major roads and public transportation are significant concerns, indicating a need for enhanced mobility solutions
- Other high-priority areas include population growth, water quality, community safety, road-related issues, proper incentive for developers, and over-development
- Support for homeless services, mental health, aging population support, and environmental conservation is strong

Strategic Planning and Performance Management met with County Administration, Vice Mayor Maria Marino and Staff to draft the survey questions. Questions from other counties' surveys were reviewed for comparison purposes. The findings from the survey offer a thorough insight into the sentiments of Palm Beach County residents. Essential measures for Palm Beach County's ongoing growth and prosperity include tackling identified priorities, promoting community involvement, and ensuring strategic plans align with resident expectations. This summary functions as a guide for making well-informed decisions and implementing initiatives driven by the community.

Survey data gathered and provided by Strategic Planning and Performance Management

Keith A. Clinkscale, Executive MBA

Director, Strategic Planning and Performance Management

Office of Financial Management & Budget Department
Strategic Planning & Performance Management Division

301 N. Olive Ave., 7th Floor, West Palm Beach, FL 33401
Office (561) 355-4075 kclinkscale@pbcgov.org



Marcela Carneiro Millett, MS

LMHC, MCAP, CMHP

Senior Strategic Planning & Performance Analyst

Office of Financial Management & Budget Department
Strategic Planning & Performance Management Division

301 N. Olive Ave., 7th Floor, West Palm Beach, FL 33401
Phone: (561) 355-3775 mmillett@pbcgov.org

Survey Tool created with Survey123 by GIS Manager in ISS Department

Regina Hagger, GISP

GIS Manager

Palm Beach County Information Systems Services

301 N Olive Ave, 8th Floor | West Palm Beach, FL 33401 | web site: [CWGIS Home Page](#)
Voice: 561.355.2246 | E-mail: RHagger@pbcgov.org