

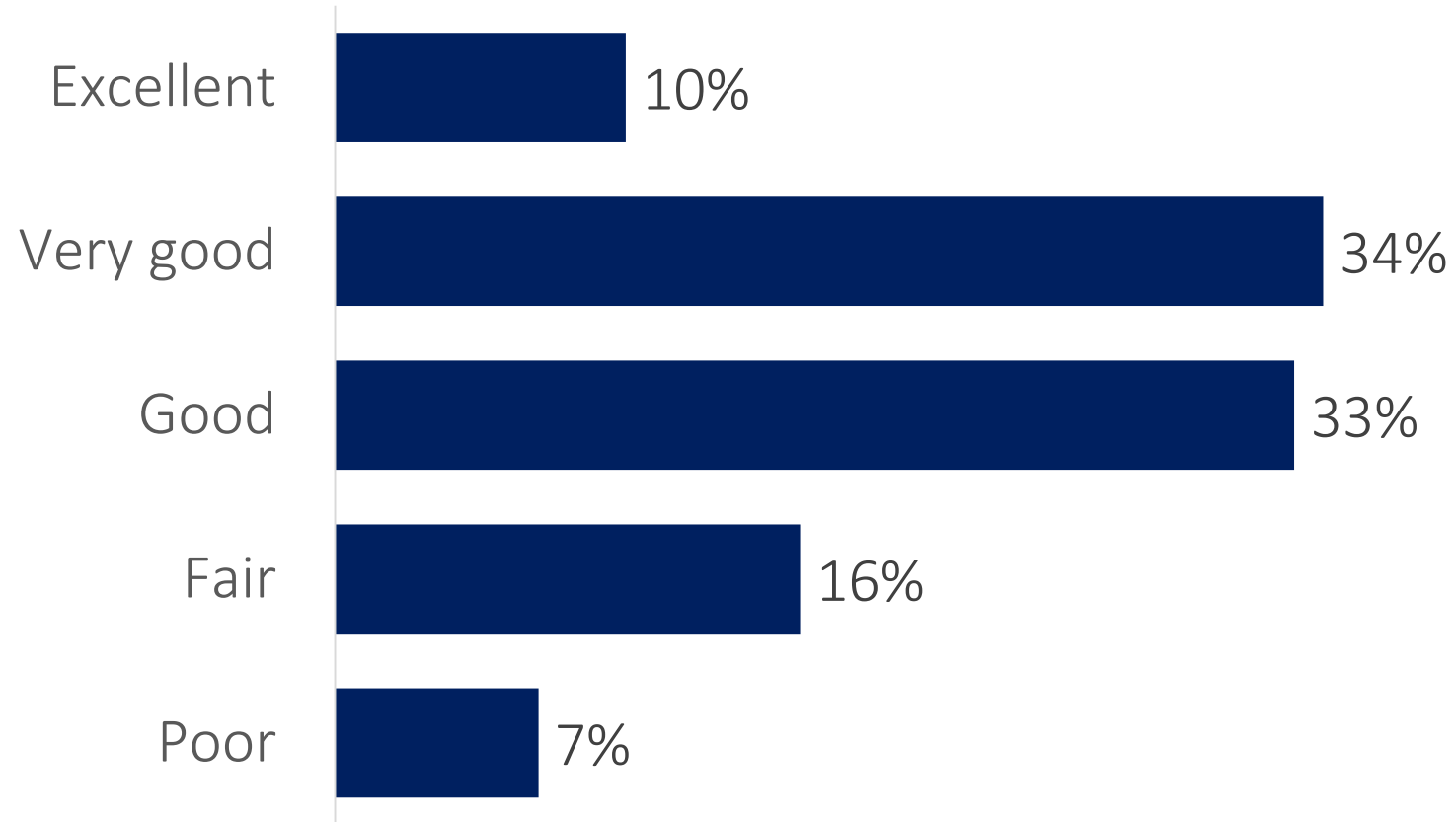
# Boynton Beach Resident Survey

Phillip Downs, Ph.D  
Joseph St. Germain, Ph.D  
Rachael Anglin  
Isiah Lewis  
Glencora Haskins



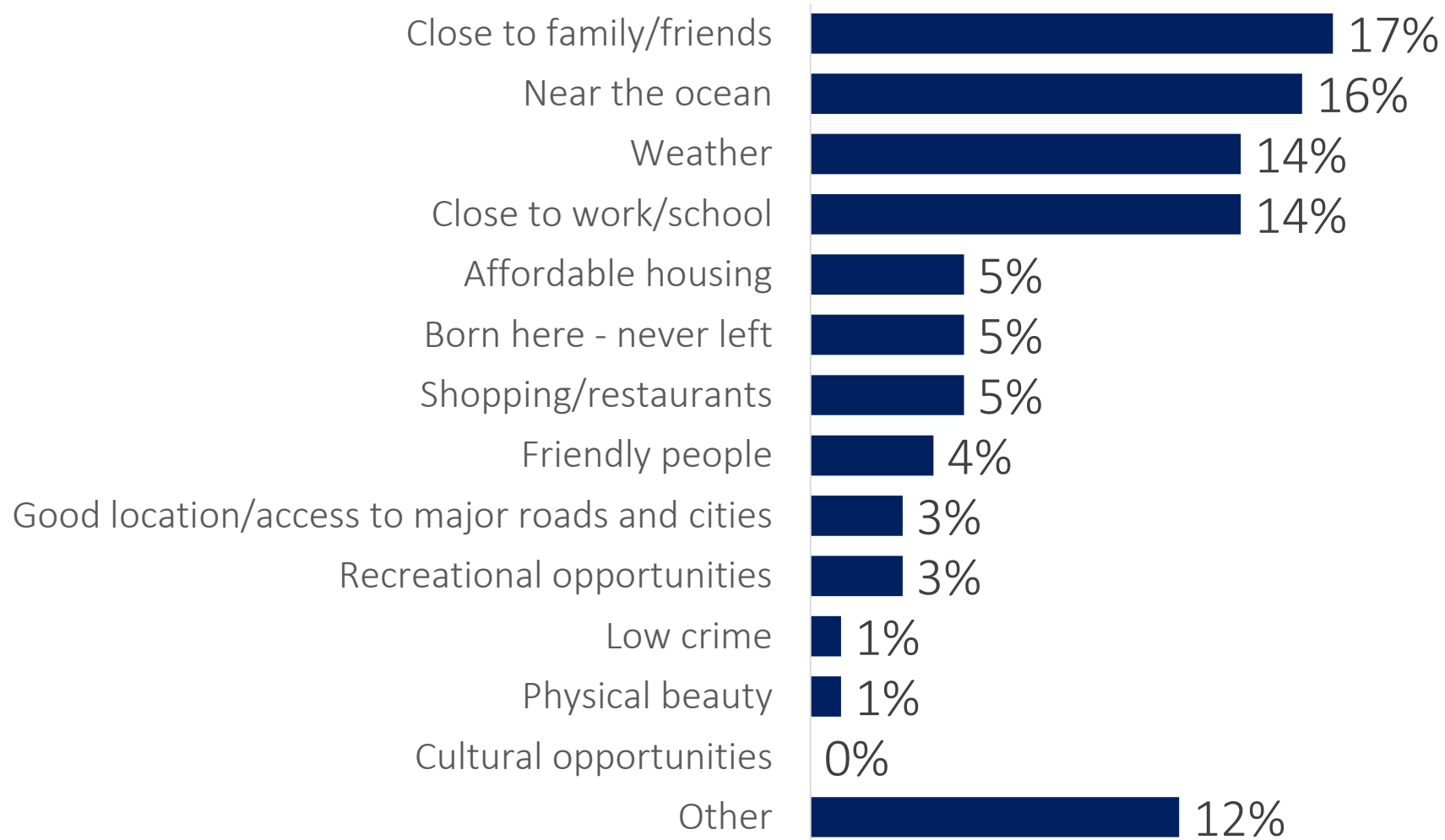
# Quality of Life

- 8 in 10 residents rated the quality of life in Boynton Beach as “good”, “very good”, or “excellent”.

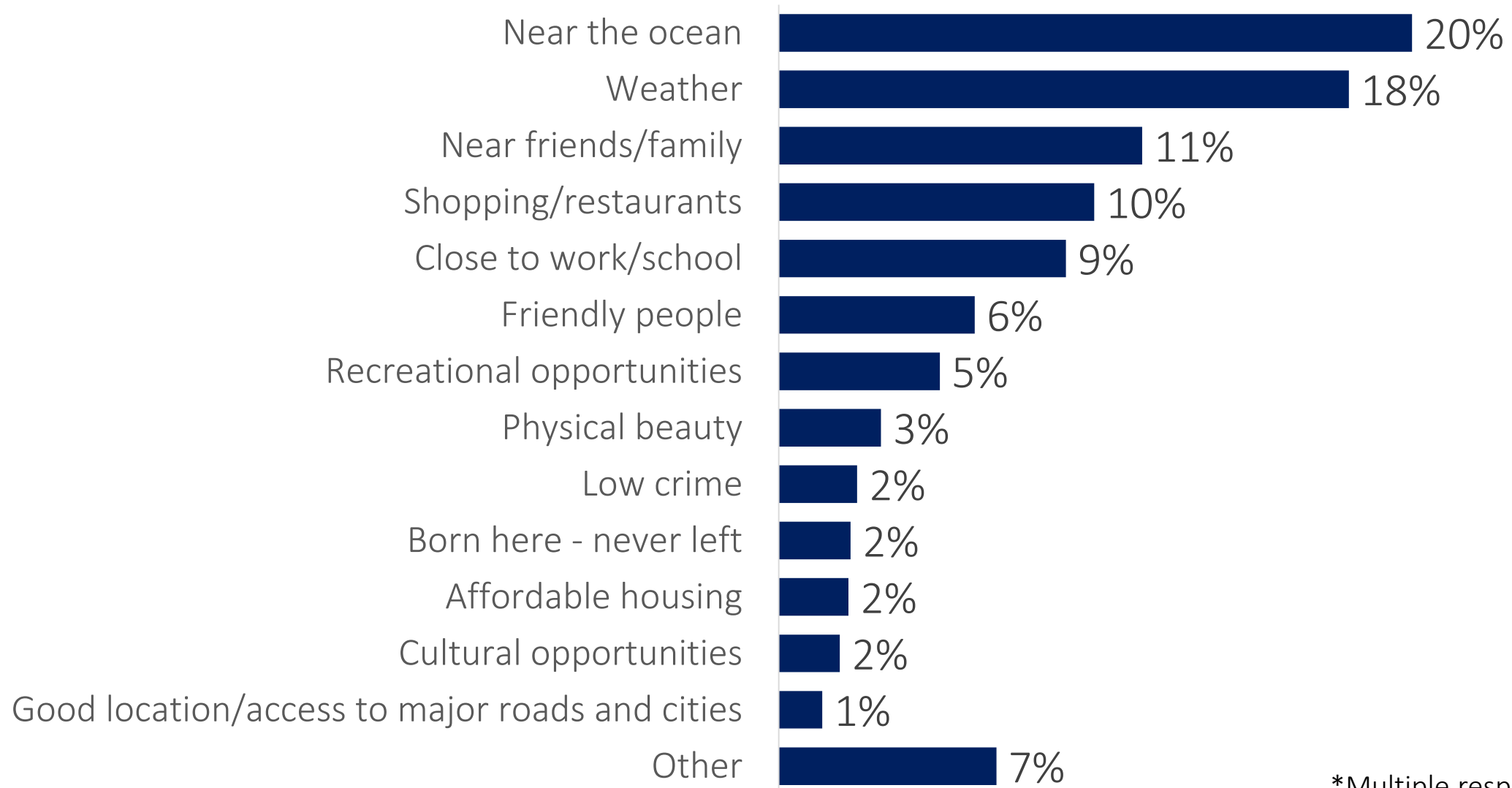


# Top Reasons for Living in Boynton Beach

- 62% of residents recommend living in Boynton Beach



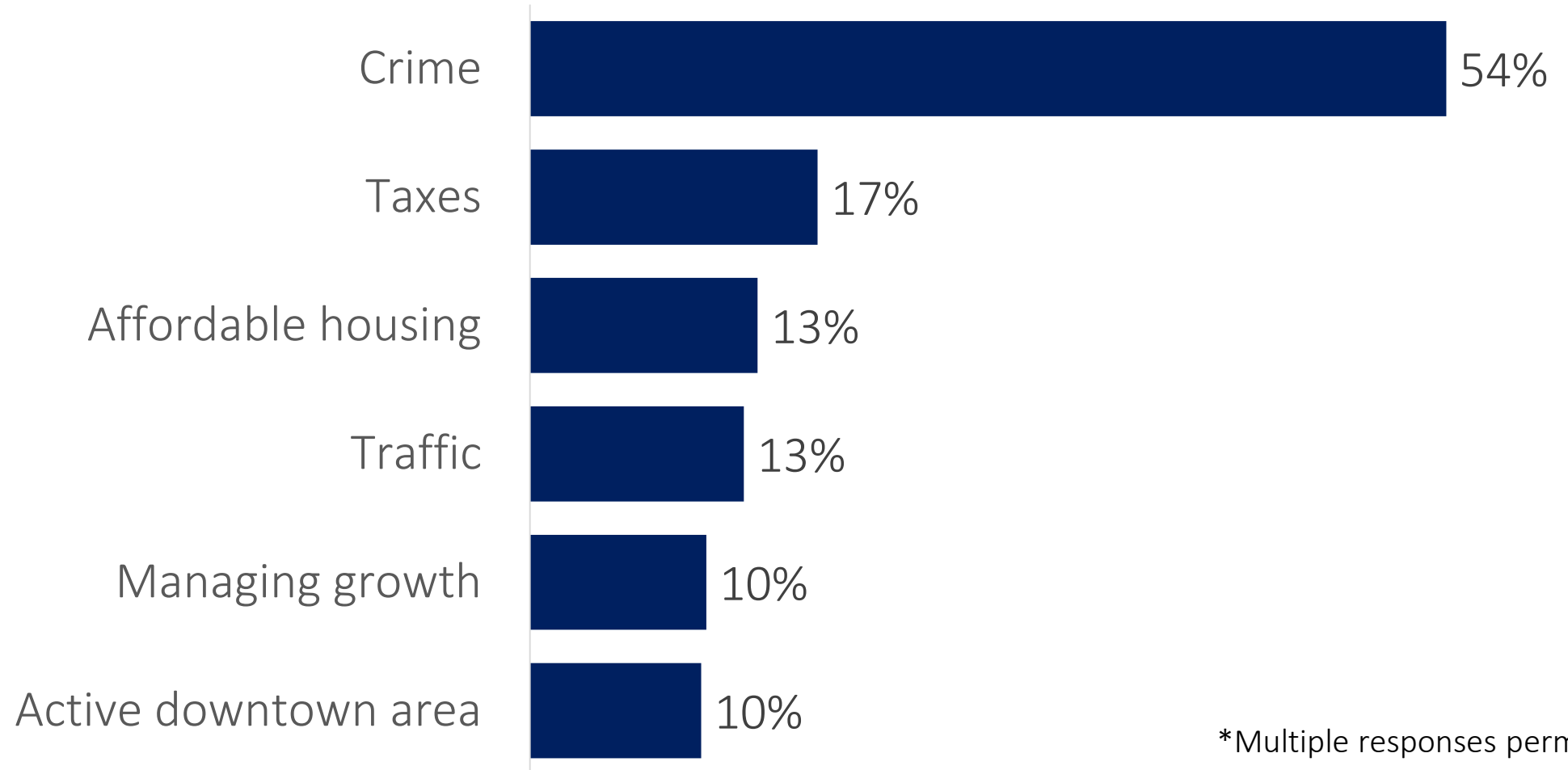
# Additional Reasons for Living in Boynton Beach\*



\*Multiple responses permitted

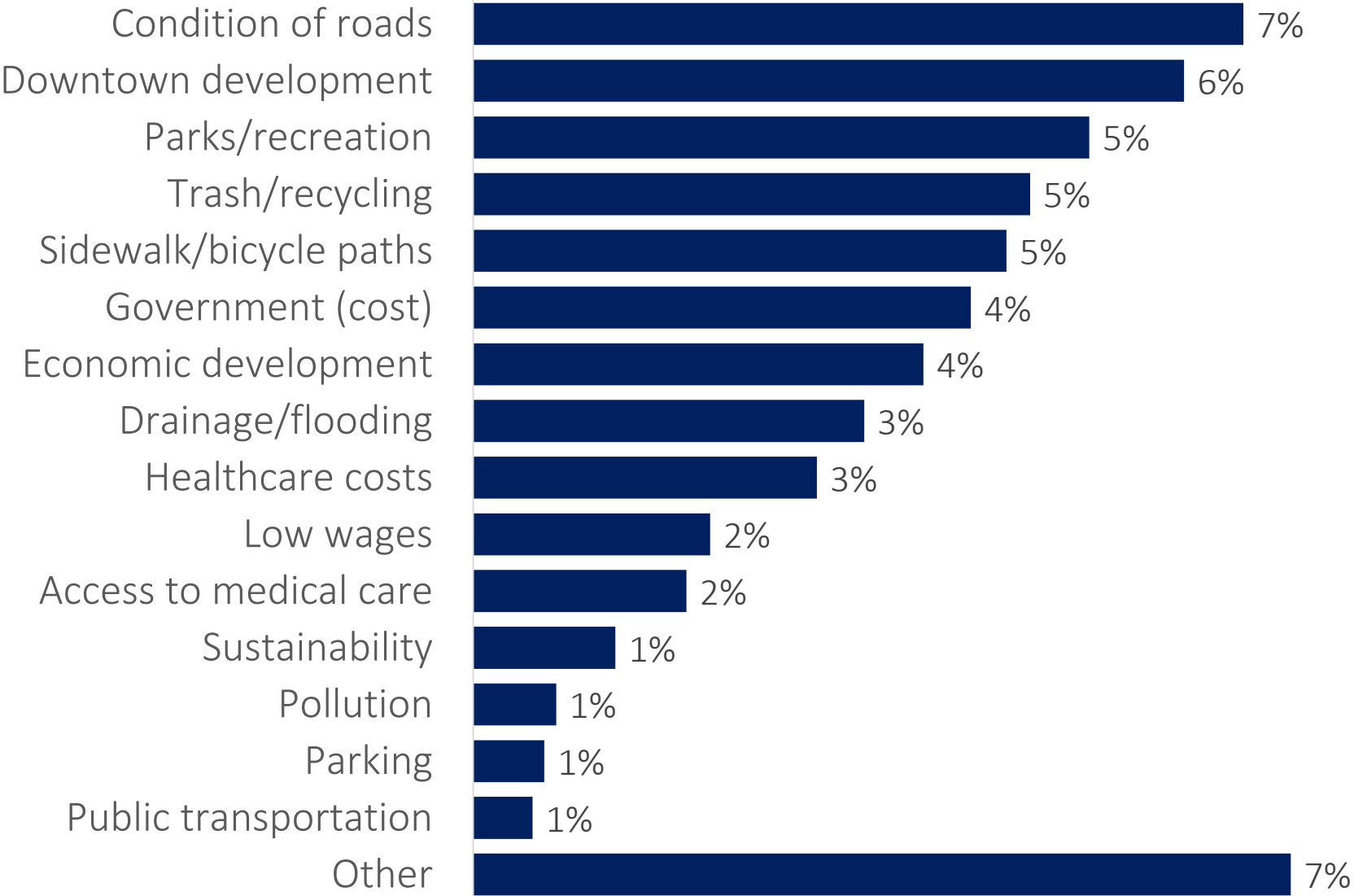
# Top Residents' Concerns\*

- Most residents name “crime” as their top concern about living in Boynton Beach



\*Multiple responses permitted

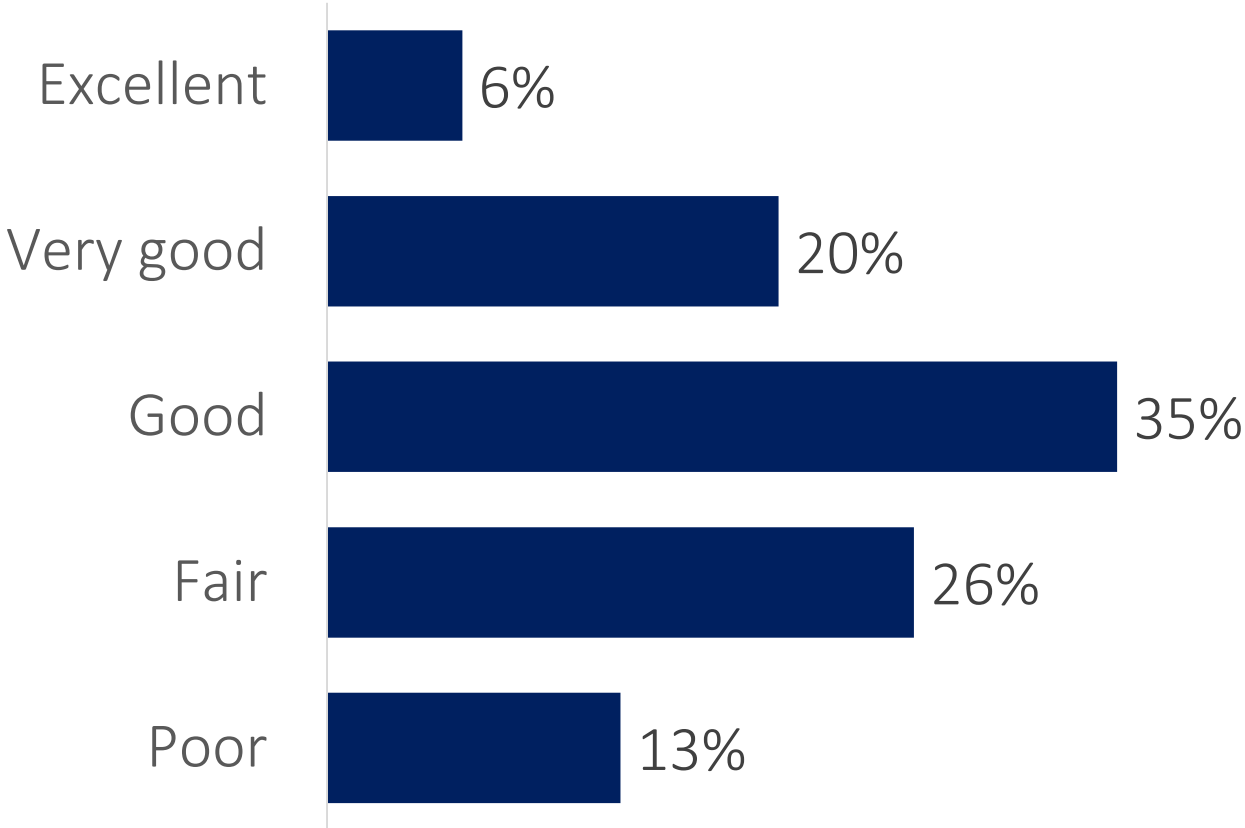
# Additional Residents' Concerns



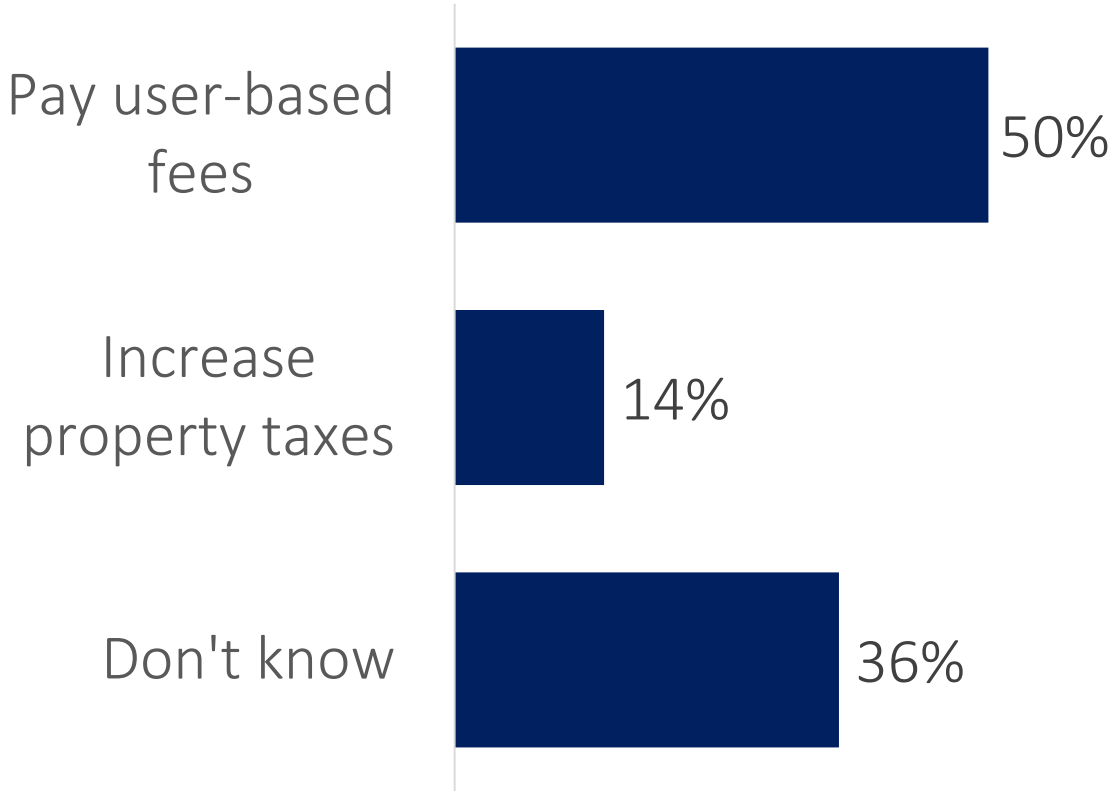
\*Multiple responses permitted

# Value for Tax Dollars

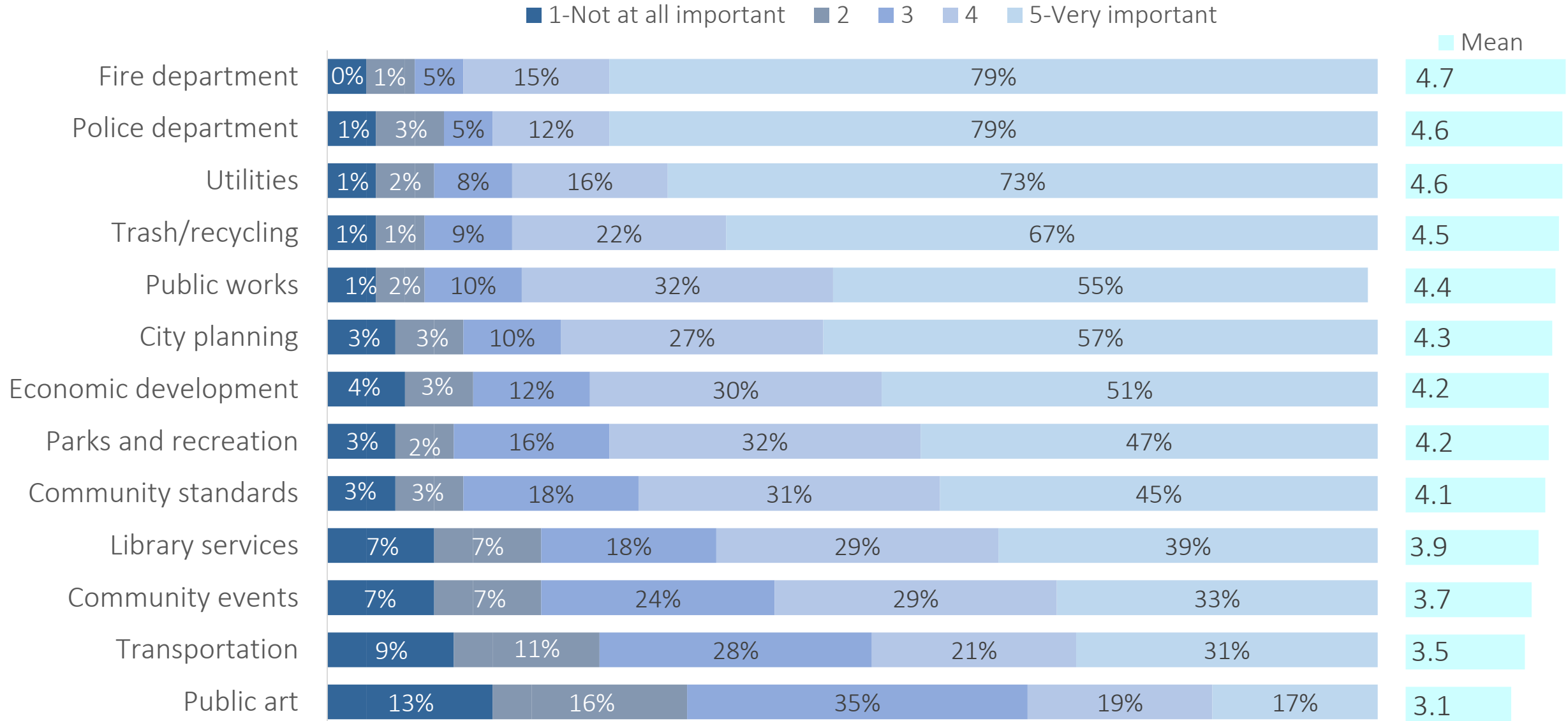
- 61% of Boynton Beach residents rate the services they receive in return for their tax dollars as “good” or better.



- Half of Boynton Beach residents would prefer to pay user-based fees for services than have their property taxes increased.

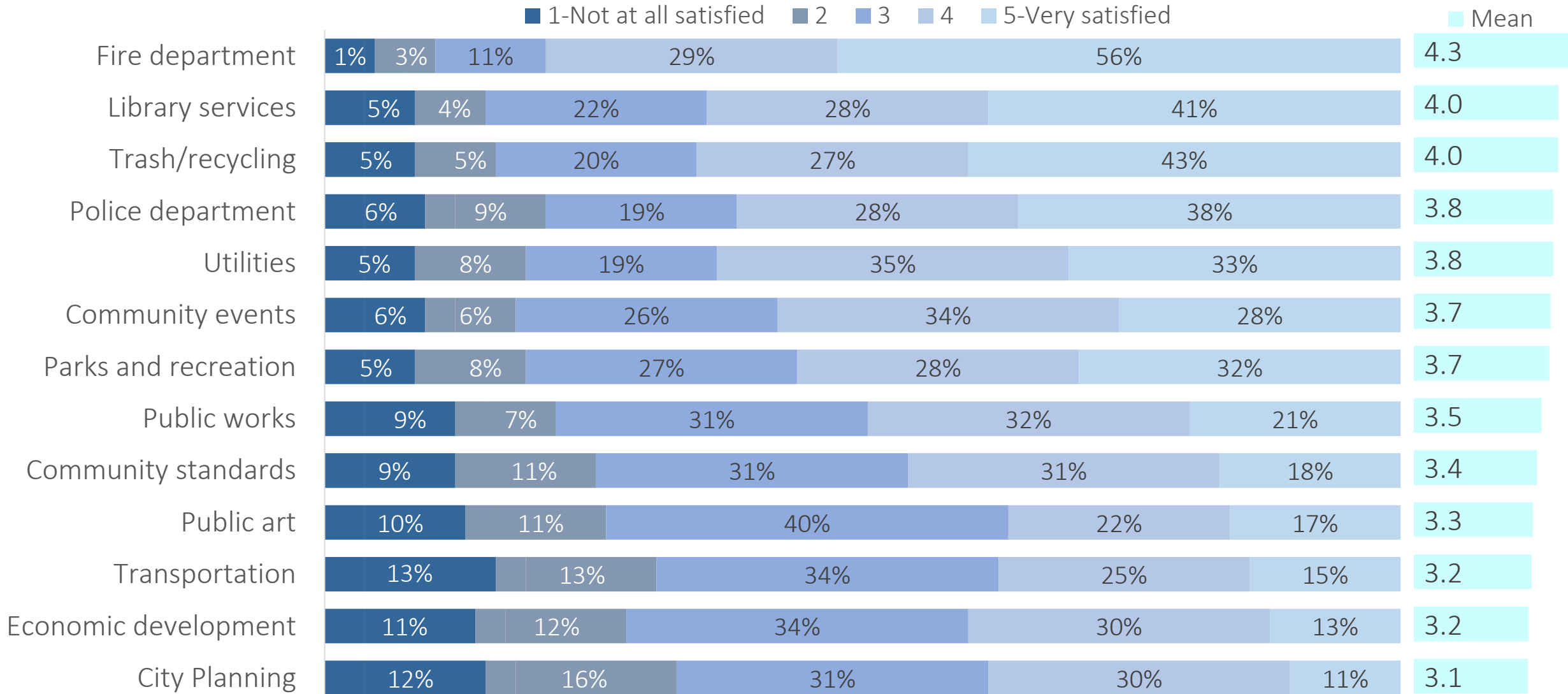


# Importance Rating of City Services





# Satisfaction with City Services

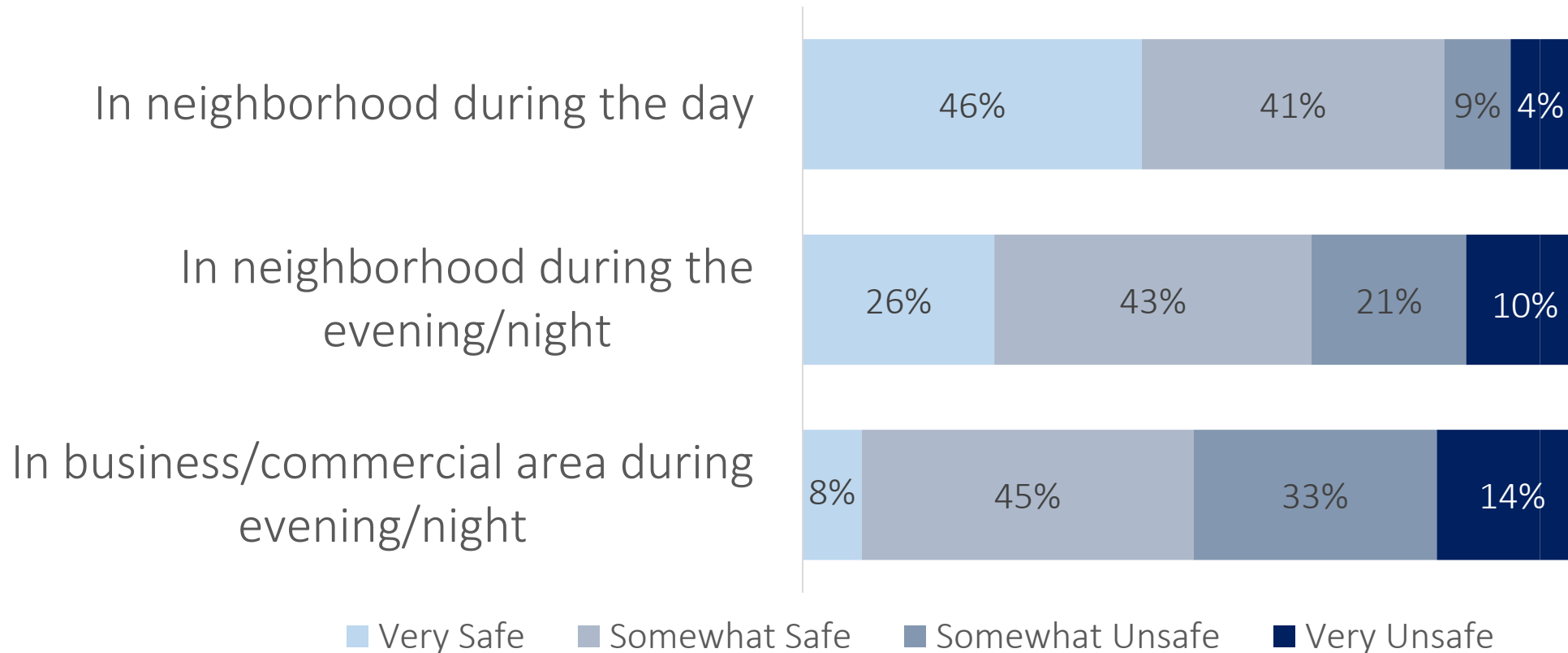


# Gap Analysis of City Services

Satisfaction vs. Importance of City services to residents of Boynton Beach			
	Satisfaction	Importance	Gap
Public art	3.3	3.1	0.2
Library services	4.0	3.9	0.1
Community events	3.7	3.7	0.0
Transportation	3.2	3.5	-0.3
Fire Department	4.3	4.7	-0.4
Trash/recycling	4.0	4.5	-0.5
Parks and recreation	3.7	4.2	-0.5
Community standards	3.4	4.1	-0.7
Utilities	3.8	4.6	-0.8
Police department	3.8	4.6	-0.8
Public works	3.5	4.4	-0.9
Economic development	3.2	4.2	-1.0
City planning	3.1	4.3	-1.2

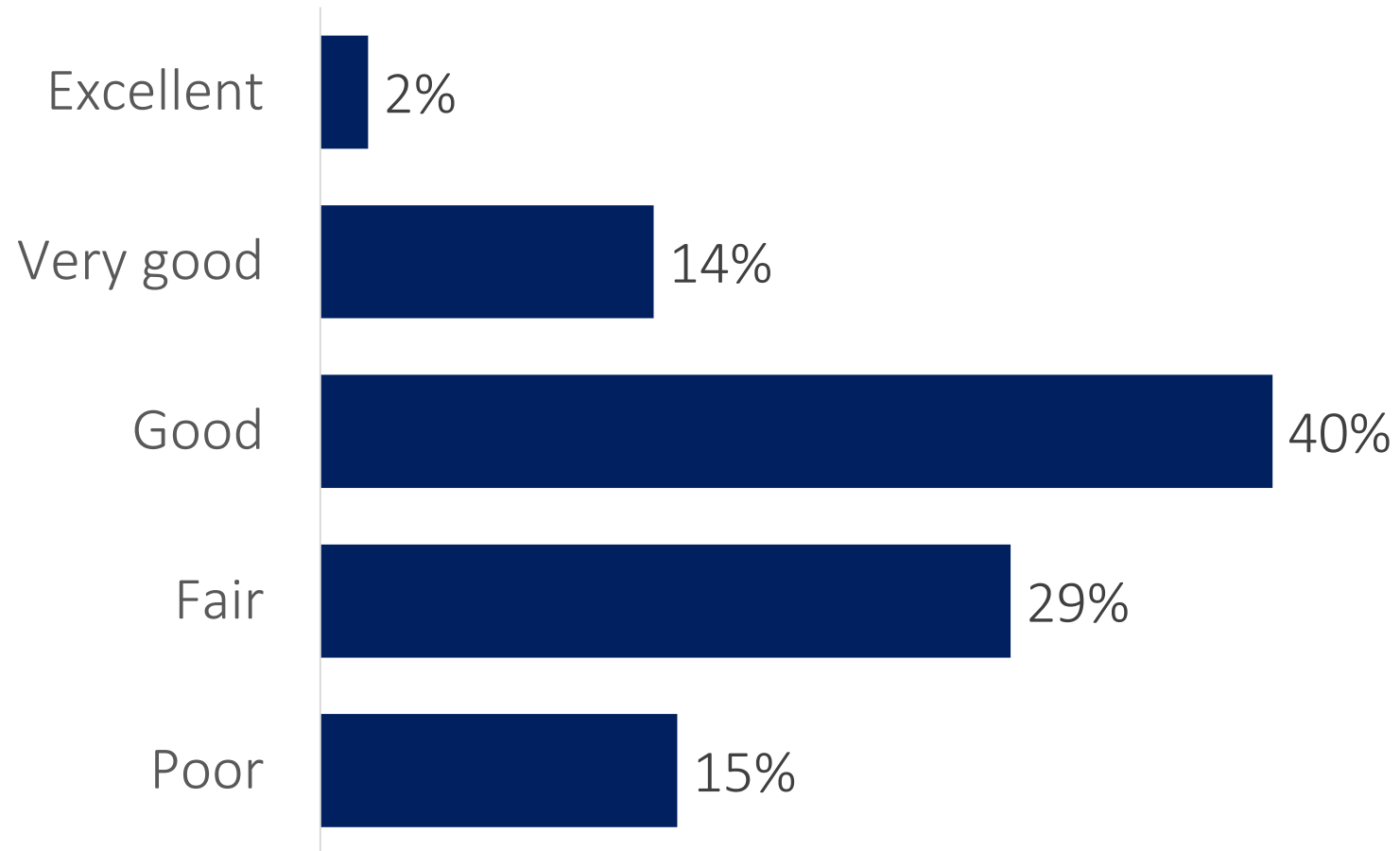
# Safety

- 9 in 10 Boynton Beach residents feel safe in their neighborhood during the day
  - 7 in 10 residents feel safe in their neighborhood at night
  - Over half of residents feel safe in public areas at night



# Traffic

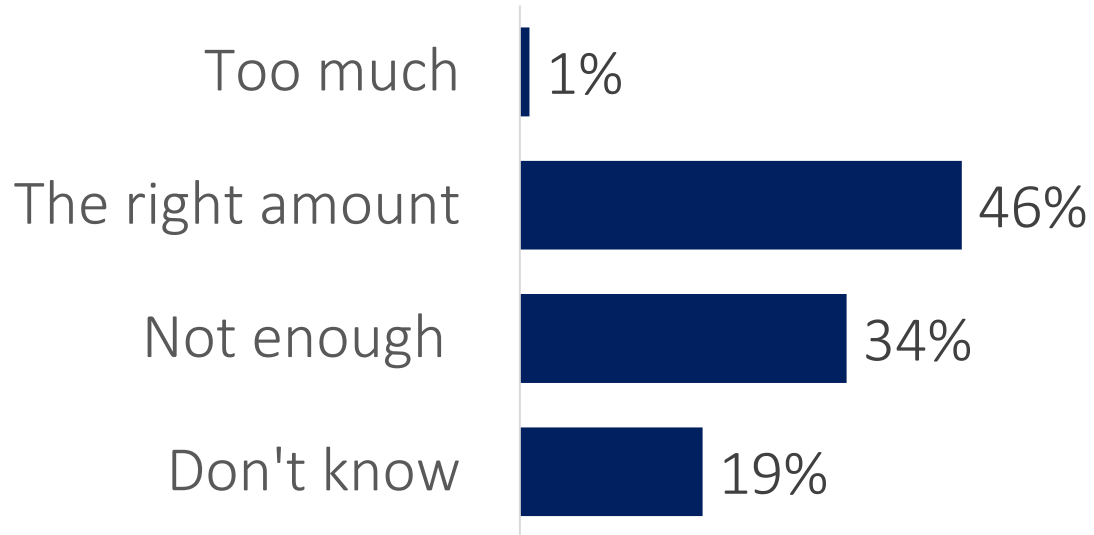
- More than half of residents rate the flow of traffic where they drive in Boynton Beach as “good”, “very good”, or “excellent”.



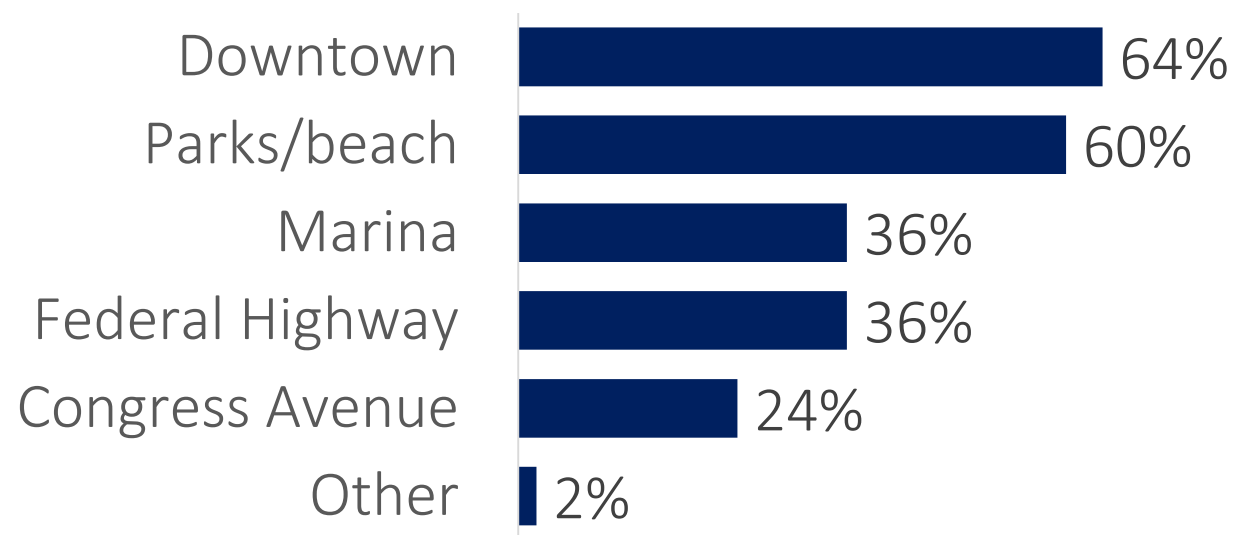
# Parking

- One-third of residents feel that there is not enough parking availability throughout the City of Boynton Beach
  - Of residents who believe that there is not enough parking in Boynton Beach, at least 3 of 5 named Downtown and park/beach areas as locations where parking is insufficient

How do you feel about the availability of parking throughout the City of Boynton Beach?



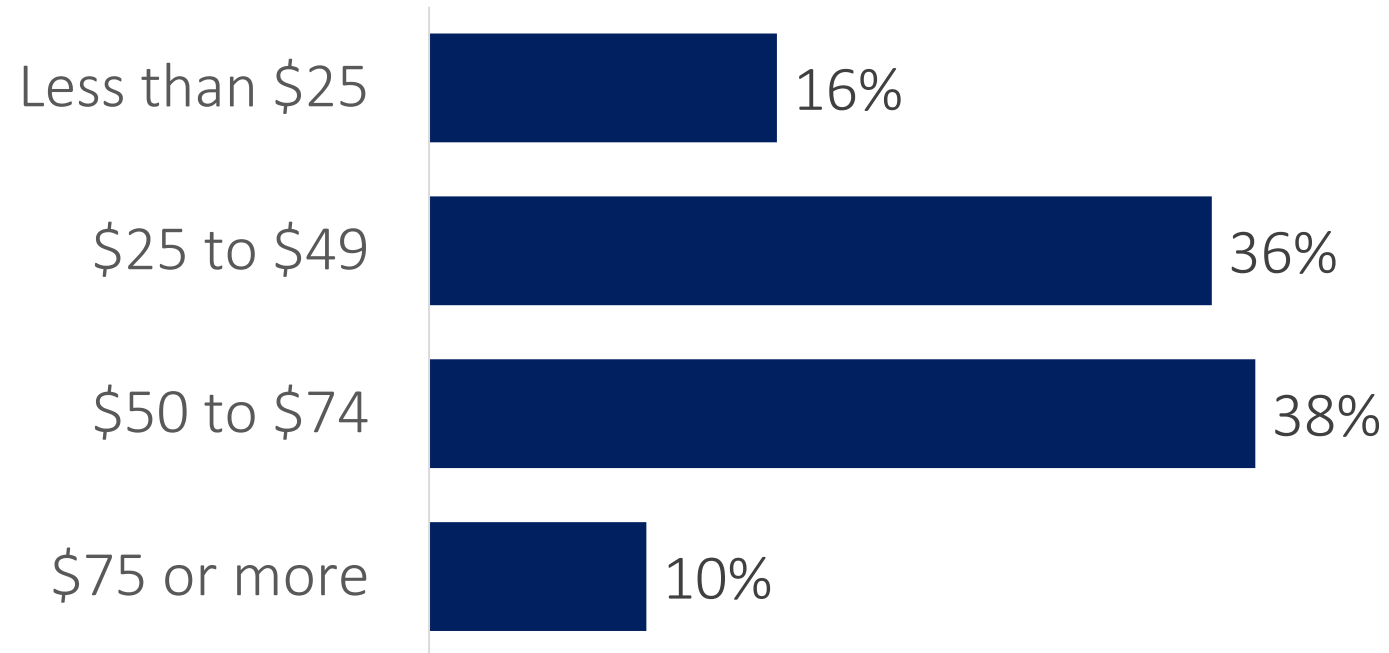
Where do you believe there is a lack of parking throughout the City of Boynton Beach?\*



\*Multiple responses permitted

# Beach Parking Passes

- 2 in 5 residents would be willing to pay for a yearlong parking pass near the beach access
  - These residents would be willing to pay an average of \$46 for this parking pass



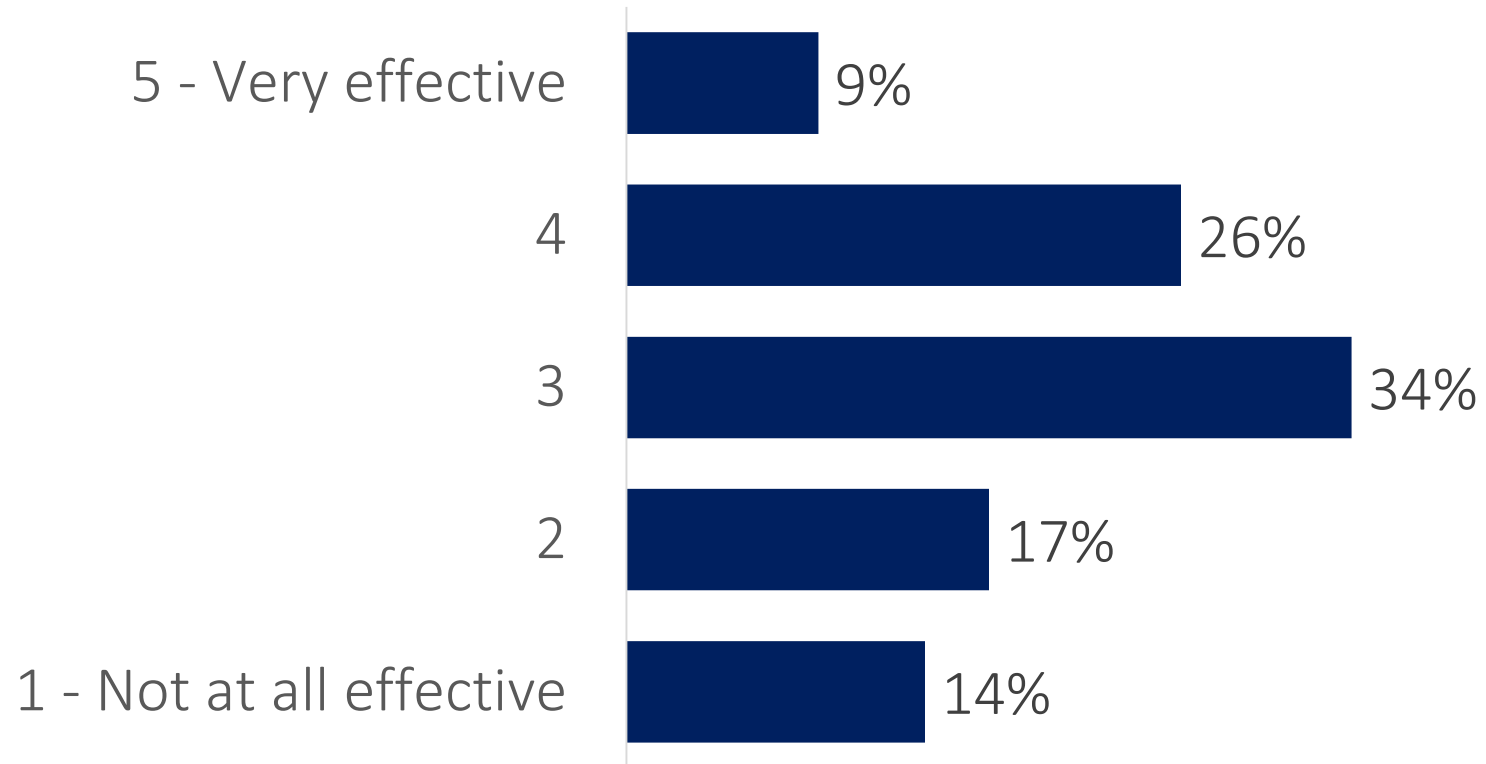
# Resident Activities

- 3 out of 5 residents visit the City Parks of Boynton Beach within a given month

	City Parks	City Library	Oceanfront Park and Beaches	Downtown Boynton Beach	Marina
1 time	17%	13%	23%	21%	19%
2 - 3 times	18%	12%	19%	22%	12%
4 - 5 times	16%	7%	15%	15%	6%
6 - 10 times	8%	2%	7%	10%	4%
10 or more times	4%	2%	3%	3%	1%
Did not visit	37%	64%	33%	29%	58%

# Communication Effectiveness

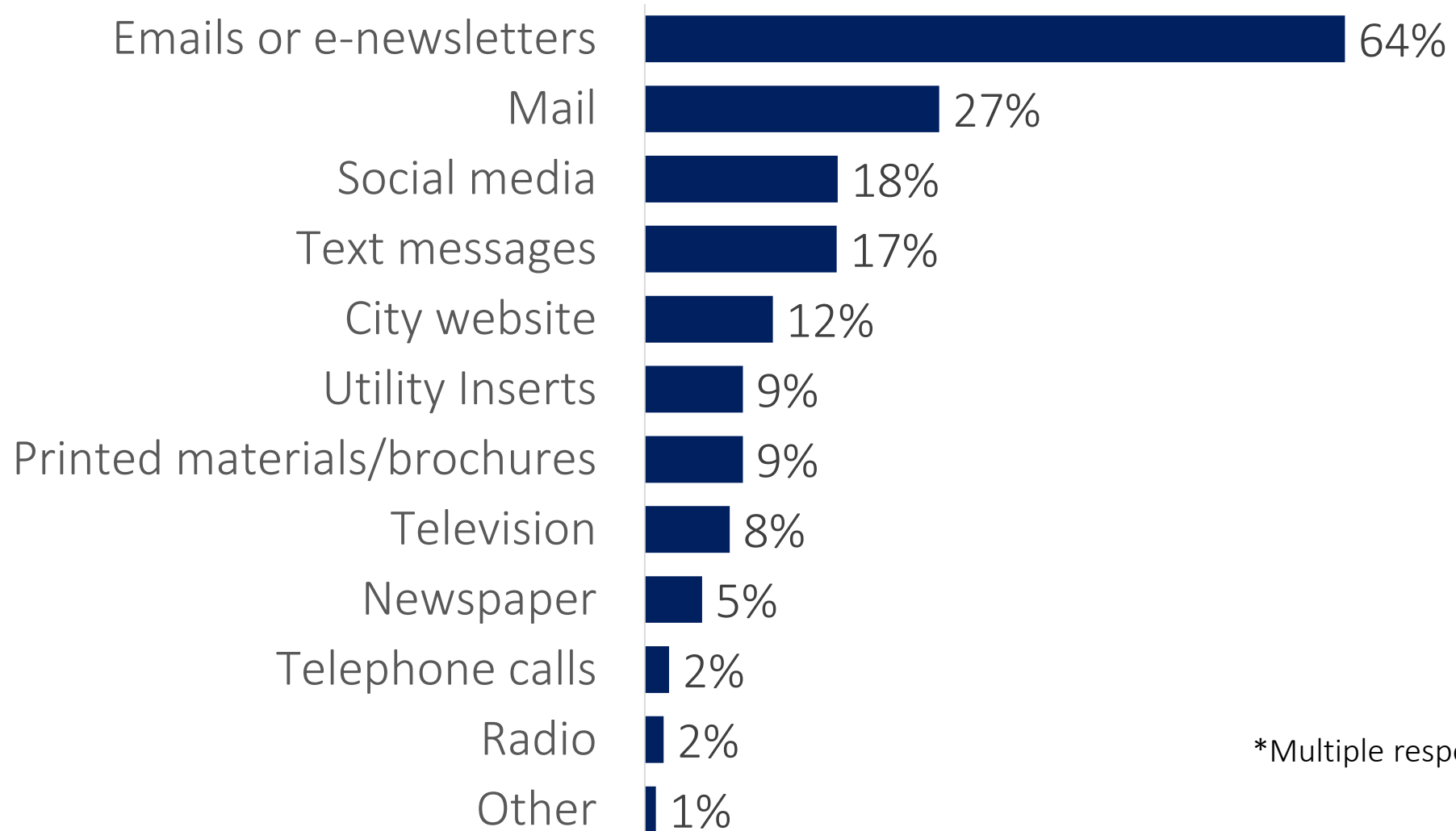
- On a 5-point scale, Boynton Beach residents rated the City's ability to communicate important information to its citizens at a 3.0





# Preferred Means of Communication\*

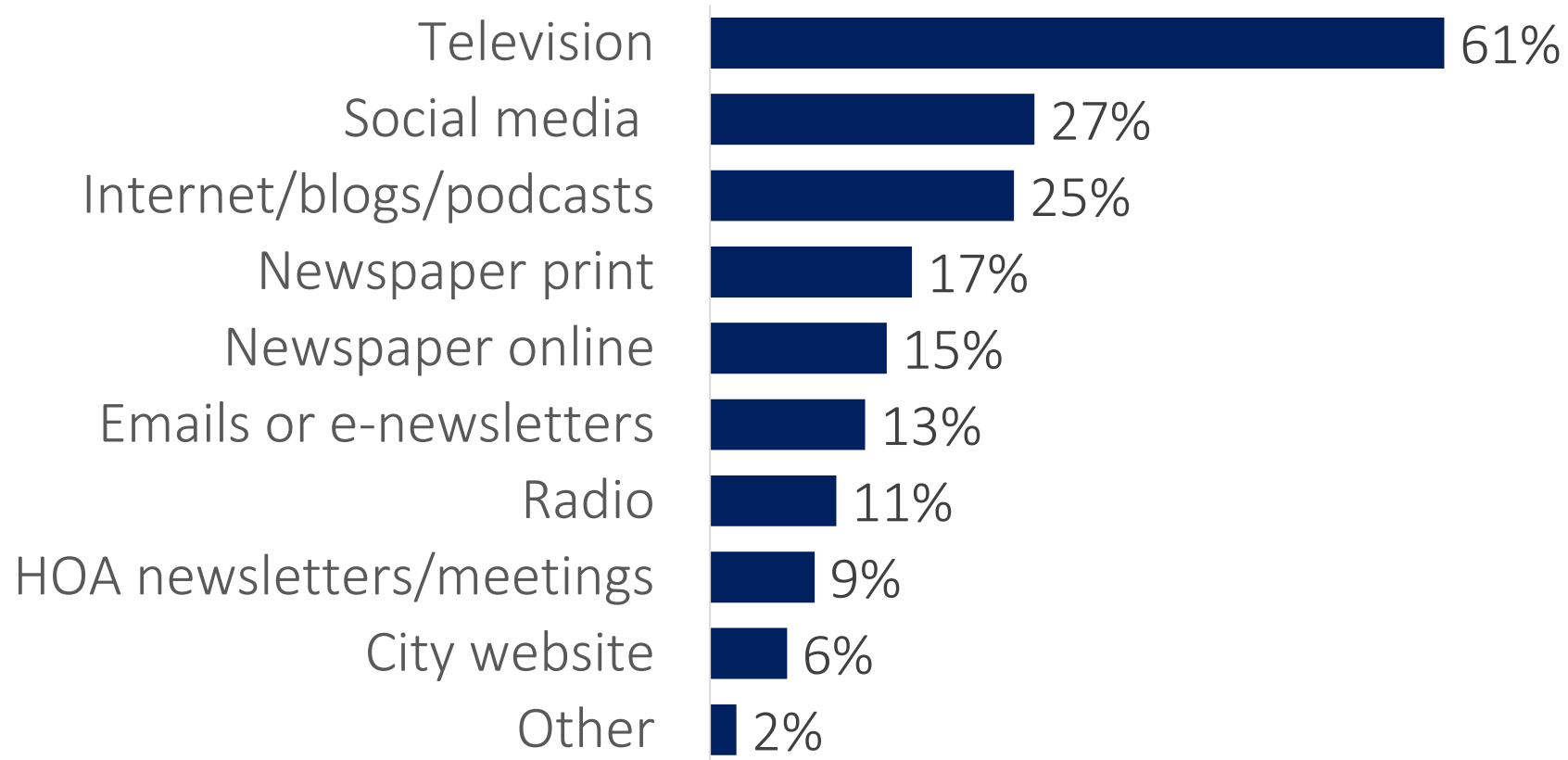
- More than 3 in 5 Boynton Beach residents prefer to receive information from the city in the form of emails or e-newsletters



\*Multiple responses permitted

# Preferred Local News Sources\*

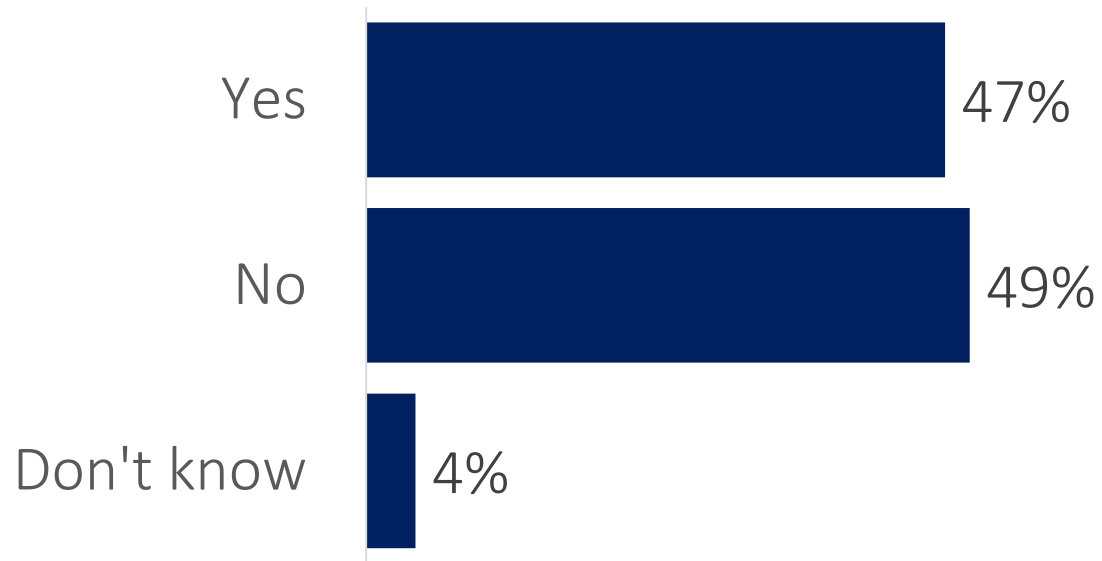
- 6 in 10 Boynton Beach residents prefer to use television to receive local news



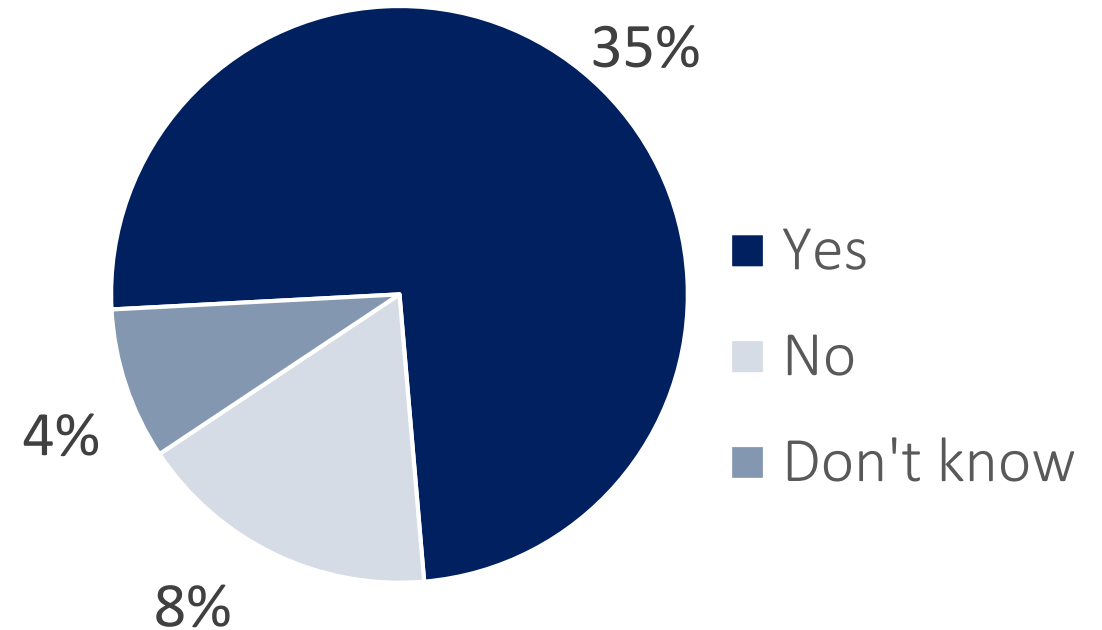
\*Multiple responses permitted

# Boynton Beach Community Redevelopment Agency (CRA)

Have you heard of the Boynton Beach Community Redevelopment Agency (CRA)?



Do you know the purpose of the Boynton Beach CRA?



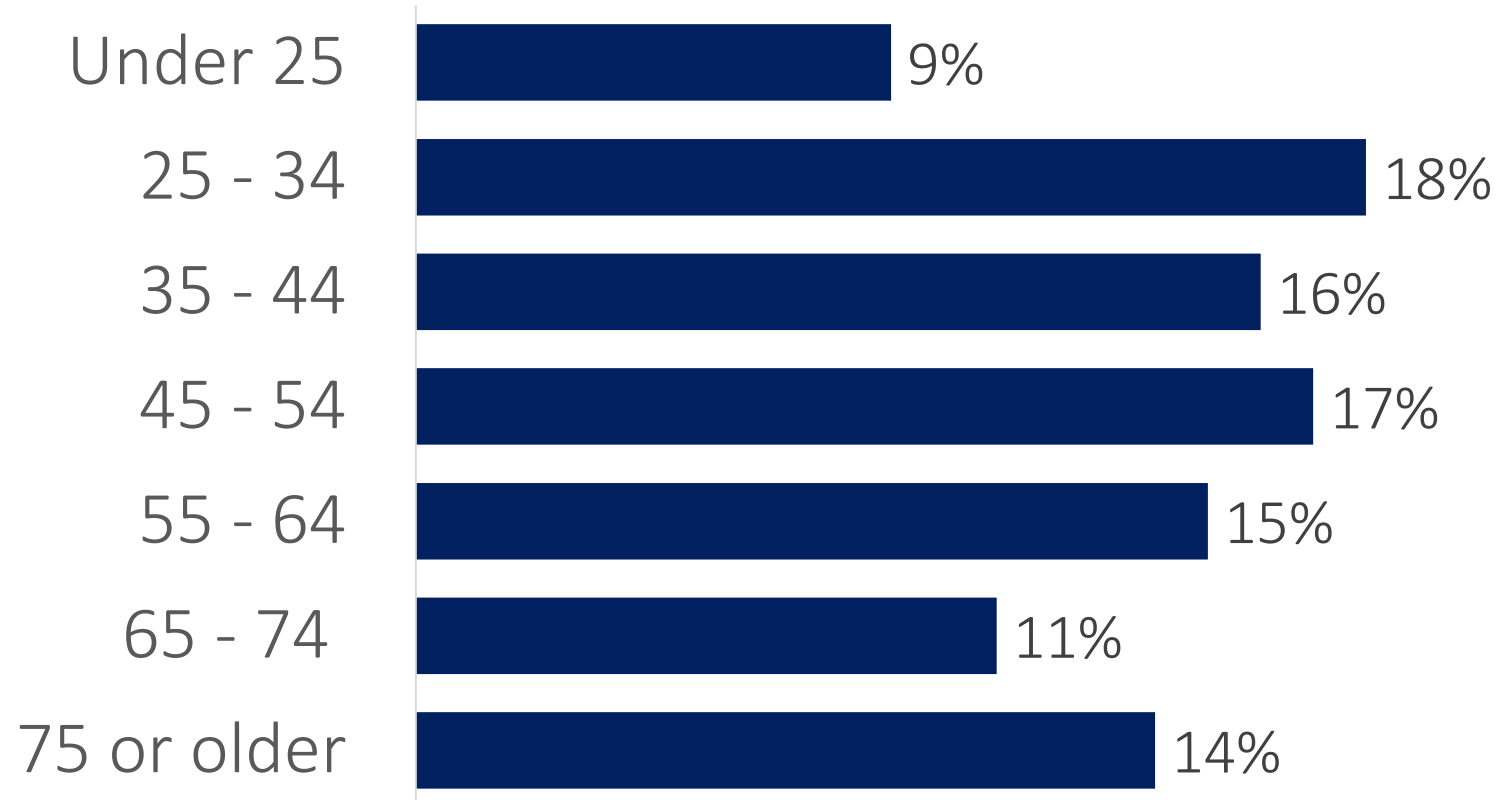
# Methodology

# Methodology

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- 559 completed resident surveys
- Surveys completed by responding to postcards, phone, and internet
- Results weighted to be representative by U.S. Census demographics

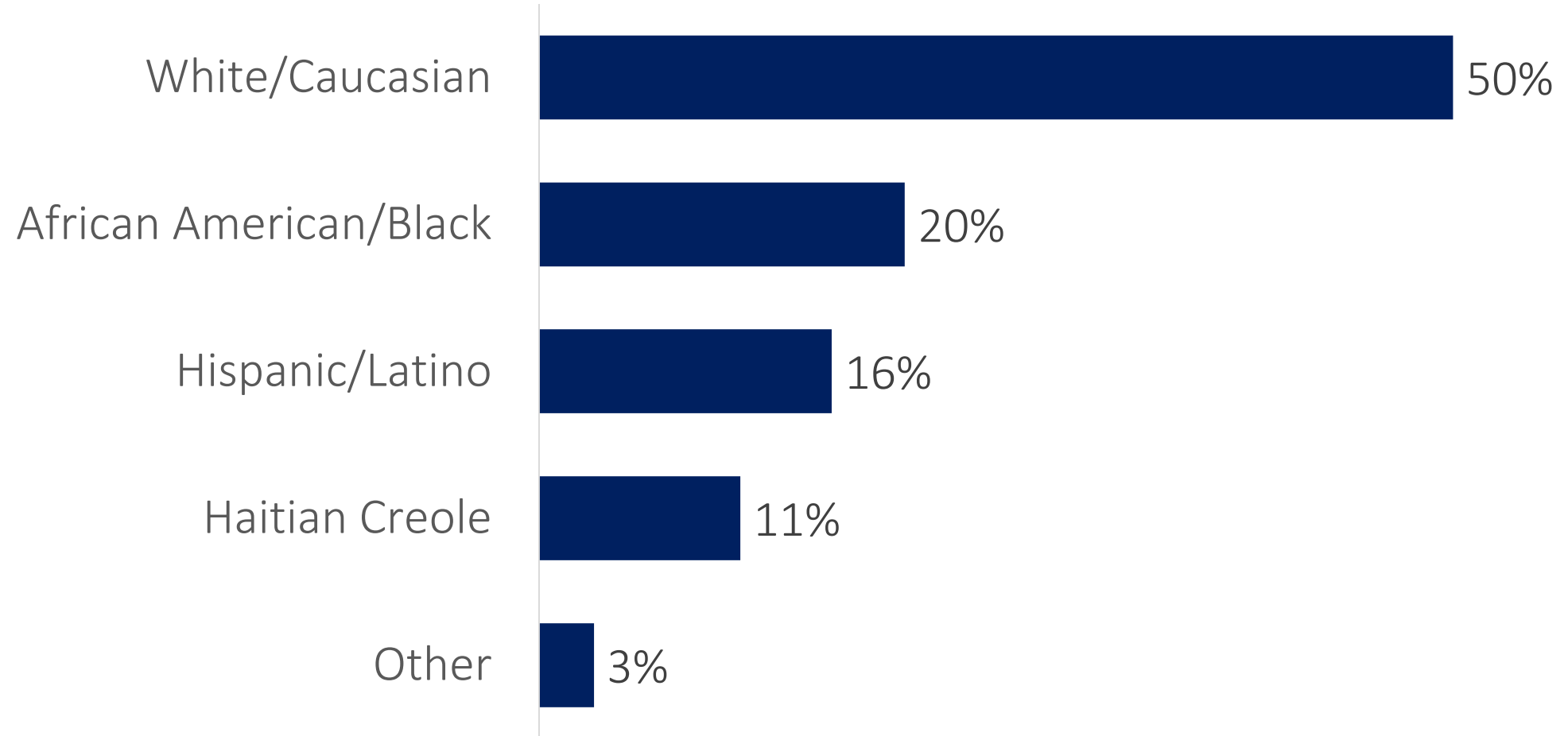
# Age



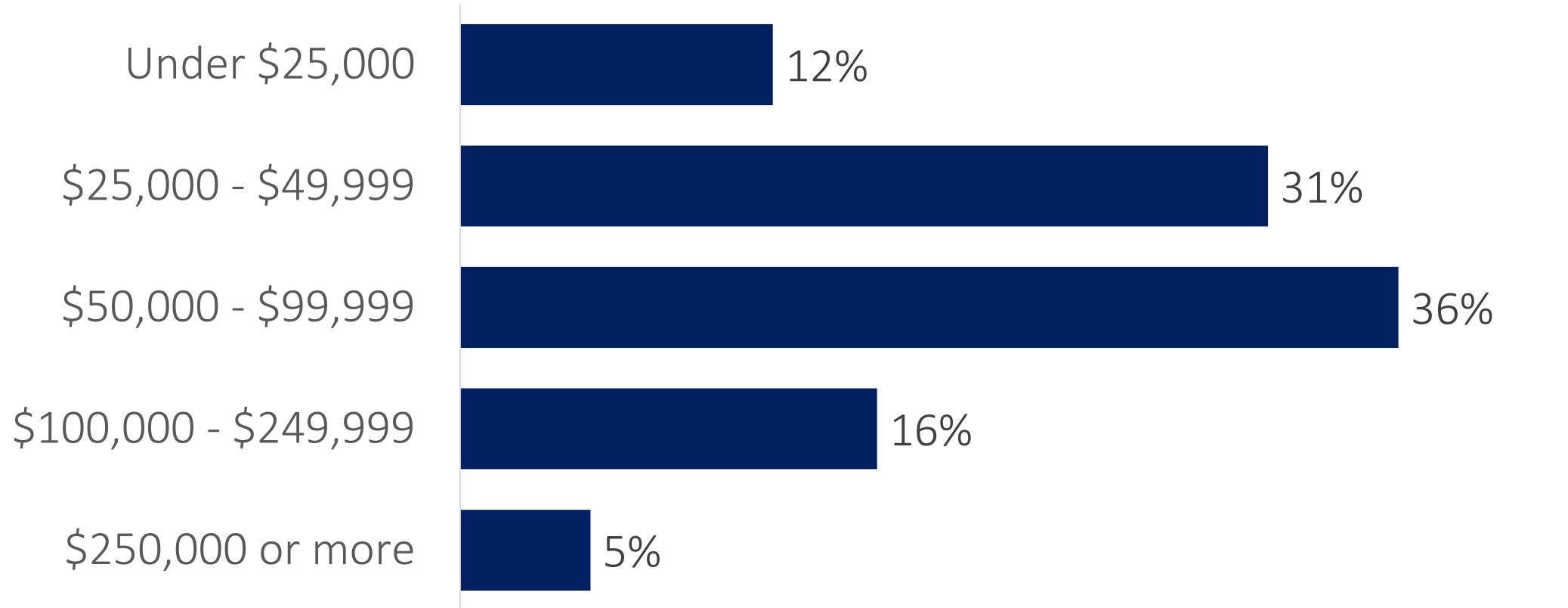
**Median Age: 49**

# Race/Ethnicity

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# Household Income

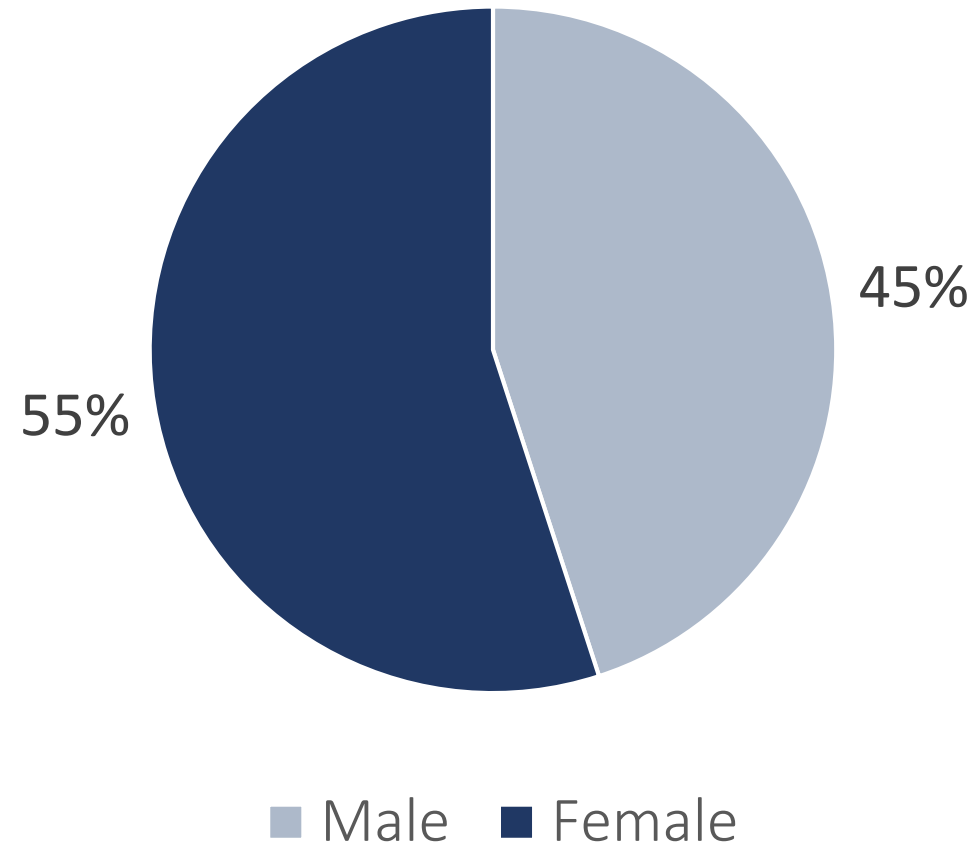


Median HHI: \$59,700



# Gender

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# District Comparisons

# Quality of Life

- District 4 residents are more likely to give “excellent” or “very good” ratings for the quality of life in Boynton Beach.

## Overall, how would you rate the quality of life in the City of Boynton Beach?

	District 1	District 2	District 3	District 4	Boynton Beach
Excellent	12%	3%	11%	8%	10%
Very good	35%	24%	34%	47%	34%
Good	40%	31%	31%	27%	33%
Fair	8%	29%	20%	13%	16%
Poor	5%	13%	4%	5%	7%

# Likelihood to Recommend Boynton Beach

- In 3 of 4 districts, at least 60% of residents definitely recommend living in Boynton Beach.

Would you definitely recommend living in Boynton Beach?					
	District 1	District 2	District 3	District 4	Boynton Beach
Yes	70%	43%	60%	72%	62%
No	7%	23%	5%	12%	11%
Not sure	23%	34%	35%	16%	27%

# Top Reasons for Living in Boynton Beach

What is your number one reason for living in Boynton Beach?					
	District 1	District 2	District 3	District 4	Boynton Beach
Close to family/friends	18%	23%	12%	13%	17%
Near the ocean	15%	14%	26%	7%	16%
Weather	16%	15%	13%	12%	14%
Close to work/school	14%	16%	14%	17%	14%
Shopping/restaurants	7%	5%	3%	6%	5%
Born here - never left	3%	5%	7%	4%	5%
Affordable housing	7%	1%	5%	7%	5%
Friendly people	1%	4%	6%	0%	4%
Recreational opportunities	2%	0%	0%	7%	3%
Good location/access to major roads and cities	5%	0%	1%	5%	3%
Physical beauty	1%	0%	1%	2%	1%
Low crime	1%	0%	1%	2%	1%
Cultural opportunities	0%	0%	0%	1%	0%
Other	10%	17%	11%	17%	12%

# Resident Concerns

- In all districts, over half of residents list “crime” as one of their top concerns about living in Boynton Beach.

What is the top concern you have about living in Boynton Beach?*					
	District 1	District 2	District 3	District 4	Boynton Beach
Crime	56%	54%	52%	55%	54%
Taxes	18%	15%	15%	14%	17%
Affordable housing	17%	14%	11%	13%	13%
Traffic	17%	11%	13%	8%	13%
Managing growth	10%	13%	12%	9%	10%
Active Downtown area	10%	8%	12%	11%	10%
Condition of Roads	3%	11%	10%	3%	7%
Downtown development	7%	3%	6%	8%	6%
Parks/recreation	2%	11%	7%	5%	5%
Sidewalks/bicycle paths	6%	10%	3%	2%	5%
Trash/recycling	2%	1%	6%	6%	5%

What is the top concern you have about living in Boynton Beach?*					
	District 1	District 2	District 3	District 4	Boynton Beach
Economic development	2%	5%	3%	5%	4%
Government (cost)	4%	2%	9%	0%	4%
Drainage/flooding	1%	4%	4%	2%	3%
Healthcare costs	6%	2%	1%	3%	3%
Access to medical care	1%	0%	4%	0%	2%
Low wages	1%	2%	4%	2%	2%
Parking	1%	1%	0%	1%	1%
Pollution	1%	1%	1%	0%	1%
Public transportation	0%	0%	1%	0%	1%
Sustainability	0%	2%	1%	3%	1%
Other	8%	5%	6%	6%	7%

\*Multiple responses permitted

# Value for Tax Dollars

- In all districts, over half of residents rate the services that they receive for their tax dollars as “good”, “very good”, or “excellent”.

Perceived Value for Tax Dollars Paid					
	District 1	District 2	District 3	District 4	Boynton Beach
Excellent	5%	2%	7%	7%	6%
Very good	27%	14%	18%	19%	20%
Good	33%	39%	35%	42%	35%
Fair	25%	18%	26%	24%	26%
Poor	10%	27%	14%	8%	13%

# City Revenue

- If the City needed to raise revenue, residents from all districts would prefer to pay user-based fees for services rather than see an increase in property taxes.

City Revenue					
	District 1	District 2	District 3	District 4	Boynton Beach
Pay user-based fees	48%	45%	49%	52%	50%
Increase property taxes	18%	12%	11%	20%	14%
Don't know	34%	43%	40%	28%	36%



# Safety

- In all districts, more than 7 in 10 residents feel safe in their neighborhoods during the day. District 2 residents feel least safe.

How safe do you feel in your neighborhood during the day?					
	District 1	District 2	District 3	District 4	Boynton Beach
Very Safe	53%	29%	46%	54%	46%
Somewhat Safe	36%	41%	43%	38%	41%
Somewhat Unsafe	9%	18%	8%	8%	9%
Very Unsafe	2%	12%	3%	0%	4%

# Importance of City Services

On a 5-point scale, how important to you are the following City services?

	District 1	District 2	District 3	District 4	Boynton Beach
Fire department	4.8	4.7	4.6	4.8	4.7
Utilities	4.7	4.6	4.5	4.6	4.6
Police department	4.7	4.7	4.5	4.7	4.6
Trash/recycling	4.6	4.6	4.5	4.5	4.5
Public works	4.3	4.5	4.3	4.4	4.4
City planning	4.5	4.4	4.2	4.3	4.3
Parks and recreation	4.2	4.2	4.2	4.3	4.2
Community standards	4.1	4.2	4.1	4.4	4.2
Economic development	4.2	4.2	4.2	4.4	4.2
Library services	3.9	4.0	3.8	4.0	3.9
Community events	3.8	3.9	3.7	3.6	3.7
Transportation	3.5	3.0	3.6	3.8	3.5
Public art	3.0	3.1	3.1	3.2	3.1

# Satisfaction with City Services

On a 5-point scale, how satisfied are you with the following City services?

	District 1	District 2	District 3	District 4	Boynton Beach
Fire department	4.3	4.2	4.4	4.3	4.3
Trash/recycling	4.0	4.0	3.9	3.9	4.0
Library services	4.0	4.0	3.8	4.3	4.0
Utilities	4.1	3.7	3.7	3.8	3.8
Police department	3.9	3.6	3.8	3.9	3.8
Parks and recreation	4.0	3.5	3.6	4.0	3.7
Community events	3.8	3.7	3.8	3.7	3.7
Public works	3.5	3.2	3.4	3.7	3.5
Community standards	3.7	2.8	3.2	3.7	3.4
Public art	3.2	3.3	3.2	3.4	3.3
Transportation	3.2	3.2	3.0	3.4	3.2
Economic development	3.2	2.9	3.3	3.4	3.2
City planning	3.2	2.9	3.1	3.3	3.1

# Safety

- In 3 of 4 districts, most residents feel safe in their neighborhoods at night. District 2 residents feel least safe at night.

How safe do you feel in your neighborhood at night?					
	District 1	District 2	District 3	District 4	Boynton Beach
Very Safe	38%	10%	20%	35%	26%
Somewhat Safe	40%	39%	46%	43%	43%
Somewhat Unsafe	18%	23%	23%	14%	21%
Very Unsafe	4%	28%	11%	8%	10%

# Safety

- About half of residents feel safe in business/commercial areas at night with District 2 residents feeling least safe.

How safe do you feel in business/commercial areas at night?					
	District 1	District 2	District 3	District 4	Boynton Beach
Very Safe	14%	1%	8%	8%	8%
Somewhat Safe	41%	49%	50%	45%	45%
Somewhat Unsafe	34%	35%	30%	35%	33%
Very Unsafe	11%	15%	12%	12%	14%

# Traffic

- Fewer than two in ten residents in all districts rate the flow of traffic where they drive in Boynton Beach as “very good” or “excellent”.

How do you feel about the flow of traffic where you drive in Boynton Beach?					
	District 1	District 2	District 3	District 4	Boynton Beach
Excellent	3%	2%	1%	2%	2%
Very good	16%	7%	10%	15%	14%
Good	34%	41%	46%	41%	40%
Fair	24%	33%	31%	29%	29%
Poor	17%	17%	12%	13%	15%

# Parking

- The percentage of residents who felt there was enough parking ranged from 42% in District 1 to 53% in District 2.

How do you feel about the availability of parking throughout Boynton Beach?					
	District 1	District 2	District 3	District 4	Boynton Beach
Too much	1%	0%	0%	0%	1%
The right amount	42%	53%	47%	44%	46%
Not enough	35%	26%	38%	35%	34%
Don't know	22%	21%	15%	21%	19%

Where is there a lack of parking?*					
	District 1	District 2	District 3	District 4	Boynton Beach
Downtown	54%	79%	66%	76%	64%
Parks/Beach	48%	68%	68%	59%	60%
Marina	44%	45%	36%	30%	36%
Federal Highway	42%	29%	41%	30%	36%
Congress Avenue	30%	20%	12%	38%	24%
Other	4%	6%	2%	0%	2%

\*Multiple responses permitted

# Beach Parking Passes

- Districts 3 residents are most willing to pay for a yearlong parking pass near beach access, yet not quite a majority are willing to do so.

Would you be willing to pay for a yearlong parking pass near the beach access?					
	District 1	District 2	District 3	District 4	Boynton Beach
Yes	35%	40%	47%	37%	39%
No	48%	50%	33%	48%	45%
Don't know	17%	10%	20%	15%	16%

If so, how much would you pay for this pass?					
	District 1	District 2	District 3	District 4	Boynton Beach
Less than \$25	15%	11%	13%	17%	16%
\$25 - \$49	39%	37%	35%	37%	36%
\$50 - \$74	29%	40%	46%	37%	38%
\$75 or more	17%	12%	6%	9%	10%
Mean	\$49	\$46	\$42	\$49	\$46

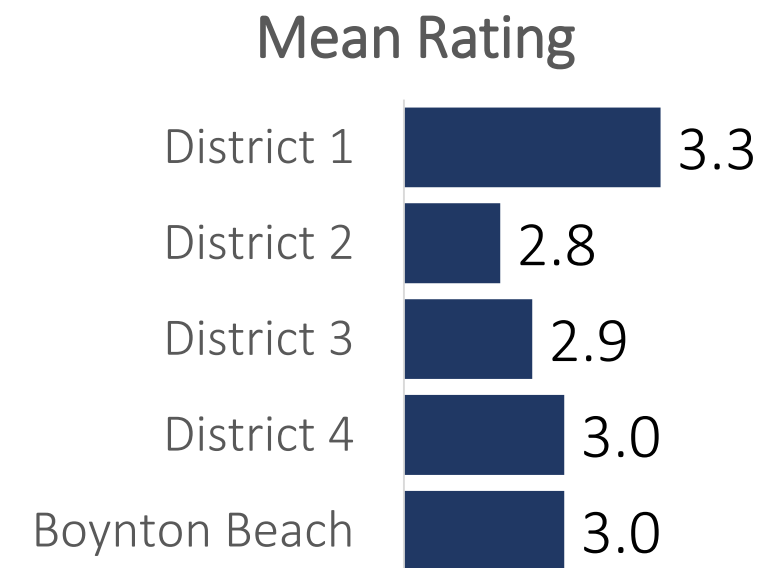


# Communication Effectiveness

- District 1 residents give highest ratings to the City's ability to communicate important information to its citizens.

On a 5-point scale, how would you rate the city's ability to communicate important information about city government to you and other citizens?

	District 1	District 2	District 3	District 4	Boynton Beach
5	11%	3%	11%	7%	9%
4	33%	23%	28%	25%	26%
3	40%	32%	25%	39%	34%
2	10%	29%	15%	21%	17%
1	6%	13%	21%	8%	14%



# Preferred Means of Communication\*

- Residents from all districts indicated that they prefer to receive communications from the City in the form of emails or e-newsletters.

Preferred Means of Communication					
	District 1	District 2	District 3	District 4	Boynton Beach
Emails or e-newsletters	62%	63%	71%	55%	64%
Mail	23%	25%	30%	28%	27%
Social media	21%	25%	13%	20%	18%
Text messages	15%	21%	20%	16%	17%
City website	16%	11%	14%	7%	12%
Printed promotional material/brochures	10%	8%	13%	7%	9%
Utility Inserts	3%	13%	10%	12%	9%
Television	10%	11%	4%	10%	8%
Newspaper	6%	3%	6%	4%	5%
Radio	5%	1%	0%	2%	2%
Telephone calls	3%	5%	2%	1%	2%
Other	0%	2%	2%	0%	1%

\*Multiple responses permitted

# Preferred Local News Sources\*

- Residents from all districts indicated that they prefer to receive local news via television.

Preferred Means of Communication					
	District 1	District 2	District 3	District 4	Boynton Beach
Television	50%	66%	66%	53%	61%
Social media	28%	38%	25%	25%	27%
Internet/blogs/podcasts	36%	18%	22%	32%	25%
Newspaper print	17%	18%	15%	15%	17%
Newspaper online	15%	12%	13%	20%	15%
Emails or e-newsletters	12%	12%	15%	14%	13%
Radio	12%	20%	8%	11%	11%
HOA newsletters/meetings	12%	8%	5%	9%	9%
City website	10%	1%	10%	3%	6%
Other	1%	5%	2%	2%	2%

\*Multiple responses permitted

# Boynton Beach Community Redevelopment Agency (CRA)

- A majority of District 2 & 3 residents have heard of the Boynton Beach CRA

Have you heard of the Boynton Beach Community Redevelopment Agency (CRA)?					
	District 1	District 2	District 3	District 4	Boynton Beach
Yes	44%	56%	57%	42%	47%
No	54%	40%	39%	54%	49%
Don't know	2%	4%	4%	4%	4%

Do you know the purpose of the Boynton Beach CRA?					
	District 1	District 2	District 3	District 4	Boynton Beach
Yes	34%	42%	45%	29%	35%
No	9%	13%	9%	7%	8%
Don't know	1%	1%	3%	6%	4%
Not aware of CRA	56%	44%	43%	58%	53%