



**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.ORG



CONTENTS

3	SECTION 1: EXECUTIVE SUMMARY	
	OVERVIEW	3
	METHODOLOGY	4
	LIVING IN PALM BEACH COUNTY	5
	PALM BEACH COUNTY'S STRATEGIC PRIORITIES	6
	GENERAL SUMMARY OF FINDINGS	8
	CONCLUSION	9
10	SECTION 2: CHARTS AND GRAPHS	
	DEMOGRAPHICS	11
	PALM BEACH COUNTY'S STRATEGIC PRIORITIES	17
	RESIDENT RANKINGS OF ISSUES AND CONCERNS	25
	RESIDENT RESPONSES TO OPEN-ENDED QUESTIONS	45
	COUNTY INFORMATION-SHARING AND RESIDENT ZIP CODES	48
51	SECTION 3: SURVEY TOOL	
	ENGLISH VERSION	52
	SPANISH VERSION	58
	CREOLE VERSION	64
70	SECTION 4: ADDENDUM - BACKUP INFORMATION	

SECTION 1: EXECUTIVE SUMMARY



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

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.

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.

All Palm Beach County **Water Utilities customers** also received information about the countywide survey, along with the link and QR code, in their **water bills**.

Through Palm Tran, the county's **public transportation system**, the survey was made available through the information-sharing screens inside the buses.

The **commissioners** with the Board of County Commissioners included information about the survey and provided the link and QR codes in their **district newsletters** encouraging their constituents to participate and provide feedback.

The survey was conducted from October 17, 2023 through December 1, 2023. An extension was given through December 14, 2023 due to last push for participation made by the press release sent on November 28, 2023 after the Thanksgiving holiday.

There was a total of **7,529 responses**. The major findings of the survey are summarized on the following pages.



LIVING IN PALM BEACH COUNTY

Resident Overview: Most respondents (5,318 or 70.63%) report having lived in Palm Beach county for 10 or more years. Almost fifty-six percent (4,203 or 55.82%) of the respondents were women, with approximately forty-one percent being male (3,031 or 40.26%) and the remainder chose not to answer (119 or 1.58%) or identified as “other” (17 or 0.23%). The majority of respondents are between the ages 55 and 64 (1,611 or 21.4%), with the second largest age group being between 45 and 54 (1,445 or 19.19%). The smallest age range of participants was below age 18 at 0.12% (9 participants) followed by those between 19 and 24 years of age (110 or 1.46%). Almost sixty percent of respondents identified as White/Caucasian (4,515 or 59.97%), close to twenty-one percent of respondents identified as Black/African American (1,531 or 20.33%), just under fifteen percent of respondents identified as Hispanic/Latino (1,085 or 14.41%), and almost two percent identified as Asian/Pacific Islander (146 or 1.94%). The remainder of the respondents either chose not to answer the question related to Race/Ethnicity, skipped the question, selected “not applicable” or selected “other” (186 or 2.47%).

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%).

As for reasons why respondents recommend Palm Beach County, they 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

PALM BEACH COUNTY'S STRATEGIC PRIORITIES

This comprehensive survey conducted in Palm Beach County elicited responses from **7,529 residents**, providing valuable insights into the perspectives and priorities of the community.

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**.

Participants were then asked to **rank from a randomized list of twenty Issues/Concerns** (examples are: Homeless Support Services, Water Quality, Community Safety, Population Growth, Public Transportation) **on a scale of 1-5** with 1 being the least important and 5 being the most important.

RESIDENT RESPONSES REGARDING STRATEGIC PRIORITIES

In the survey responses regarding various aspects of Palm Beach County, the participants **were asked to rank how well the county is addressing each Strategic Priority**. The residents' opinions on key strategic priorities are as follows:

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%

RESIDENT RESPONSES REGARDING IMPORTANCE OF EACH ISSUE OR CONCERN

*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.**

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

? 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.)

**The percentages below only represent the responses with a 5 or Most Important per issue or concern. For more details, see the Charts and Graphs Section starting on page 13.*

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 findings provide valuable insights into the opinions and priorities of Palm Beach County residents. Prioritizing the identified strategic areas could enhance the alignment of the county’s strategic plan with the residents’ expectations.

GENERAL SUMMARY OF FINDINGS

1. 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.

2. Quality of Life & Recommendation:

- A significant portion rates the overall quality of life as “Good” (44.43%), with 19.47% indicating “Excellent.”
- Recommendations for Palm Beach County include living (44.14%), raising children (26.75%), working (35.56%), and retiring (38.44%).

3. Perceptions on County Improvement:

- The opinion on continuous improvement is divided, with 37.38% affirming improvement and 38.73% expressing skepticism.

4. Sector-Specific Evaluations:

- Economic development is perceived positively, with 40.85% rating it as “Excellent” or “Good.”
- Infrastructure, housing, public safety, environmental protection, and substance use and behavior disorders received varied assessments.

5. Strategic Priorities

- Question: Is there another, or different strategic Priority that you would like addressed?
- Residents express interest in additional strategic priorities (27.55% said “Yes”), emphasizing the importance of aligning community needs with county plans.

6. Top Concerns and Priorities:

- Attainable, Affordable, and Workforce Housing emerged as the most critical concern (57.27% rating it as “Most Important”).
- Other high-priority areas include population growth, water quality, community safety, and road-related issues.

7. Community Services and Facilities

- Support for homeless services, mental health, aging population support, and environmental conservation is strong.

8. Infrastructure and Public Services:

- Residents prioritize improvements in Wi-Fi, cell phone connectivity, utilities, and resilience to climate change.

9. Government Processes

- Concerns regarding government processes, planning, permitting, and code adherence highlight areas for potential improvement.

10. Transportation and Traffic

- Traffic flow on major roads and public transportation are significant concerns, indicating a need for enhanced mobility solutions.

11. Property Taxes

- Property taxes are considered important by 44.72% of respondents, suggesting a focus on fiscal responsibility.

CONCLUSION

The findings from the survey offer a thorough insight into the sentiments of Palm Beach County residents. Essential measures for the county’s ongoing growth and prosperity include tackling identified priorities, promoting community involvement, and ensuring strategic plans align with resident expectations. This executive summary functions as a guide for making well-informed decisions and implementing initiatives driven by the community.

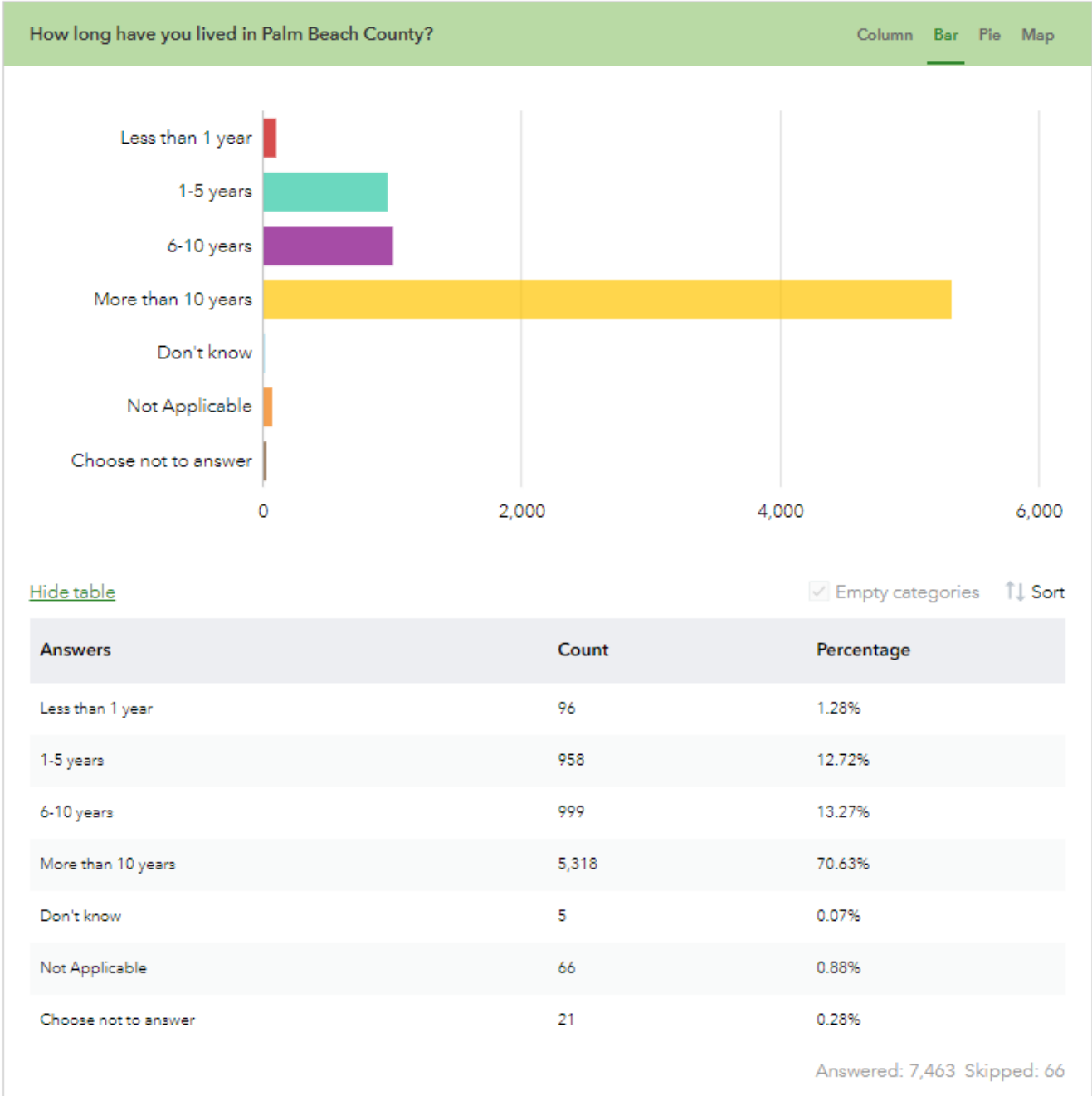


SECTION 2: **CHARTS AND GRAPHS**

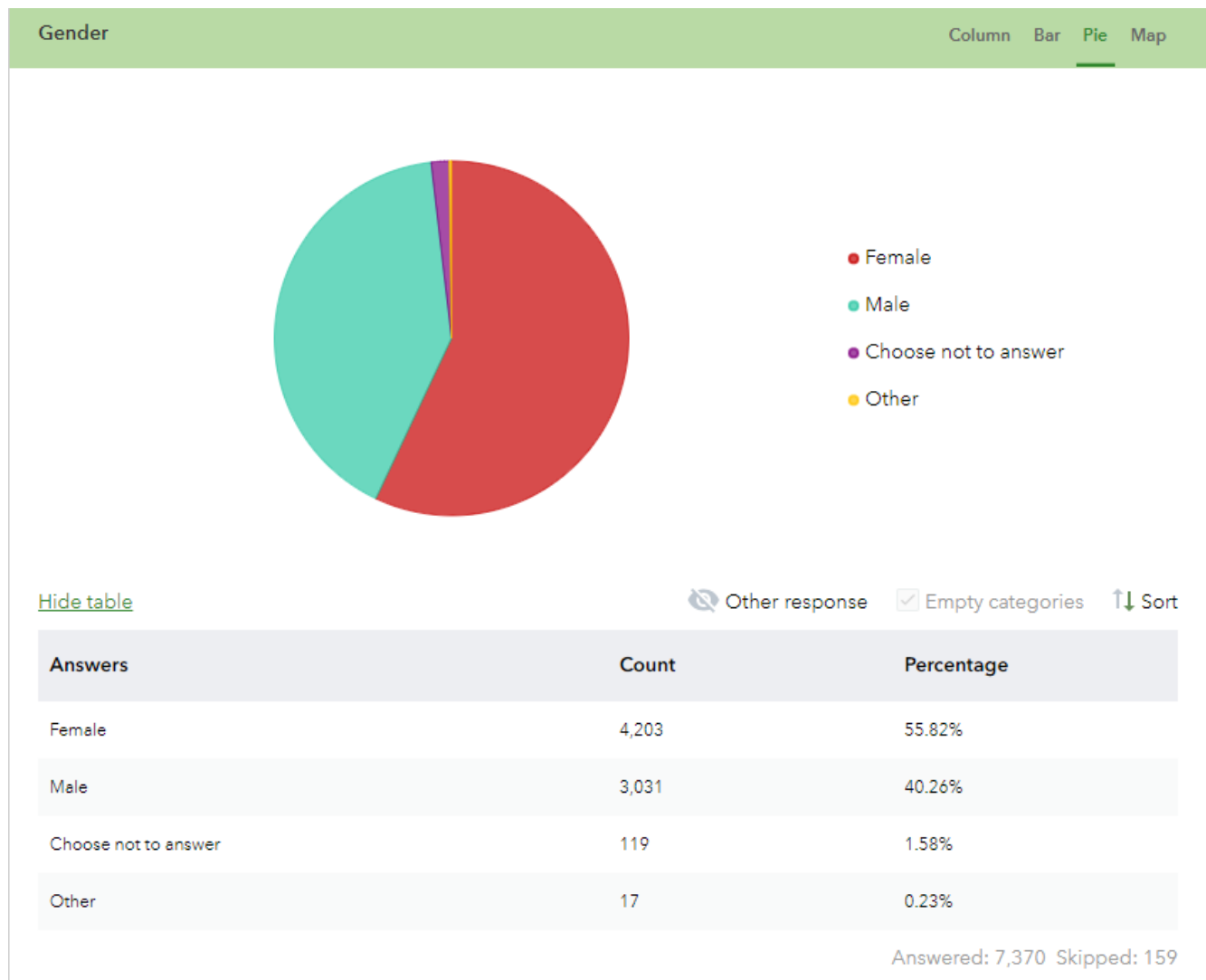


Demographics:

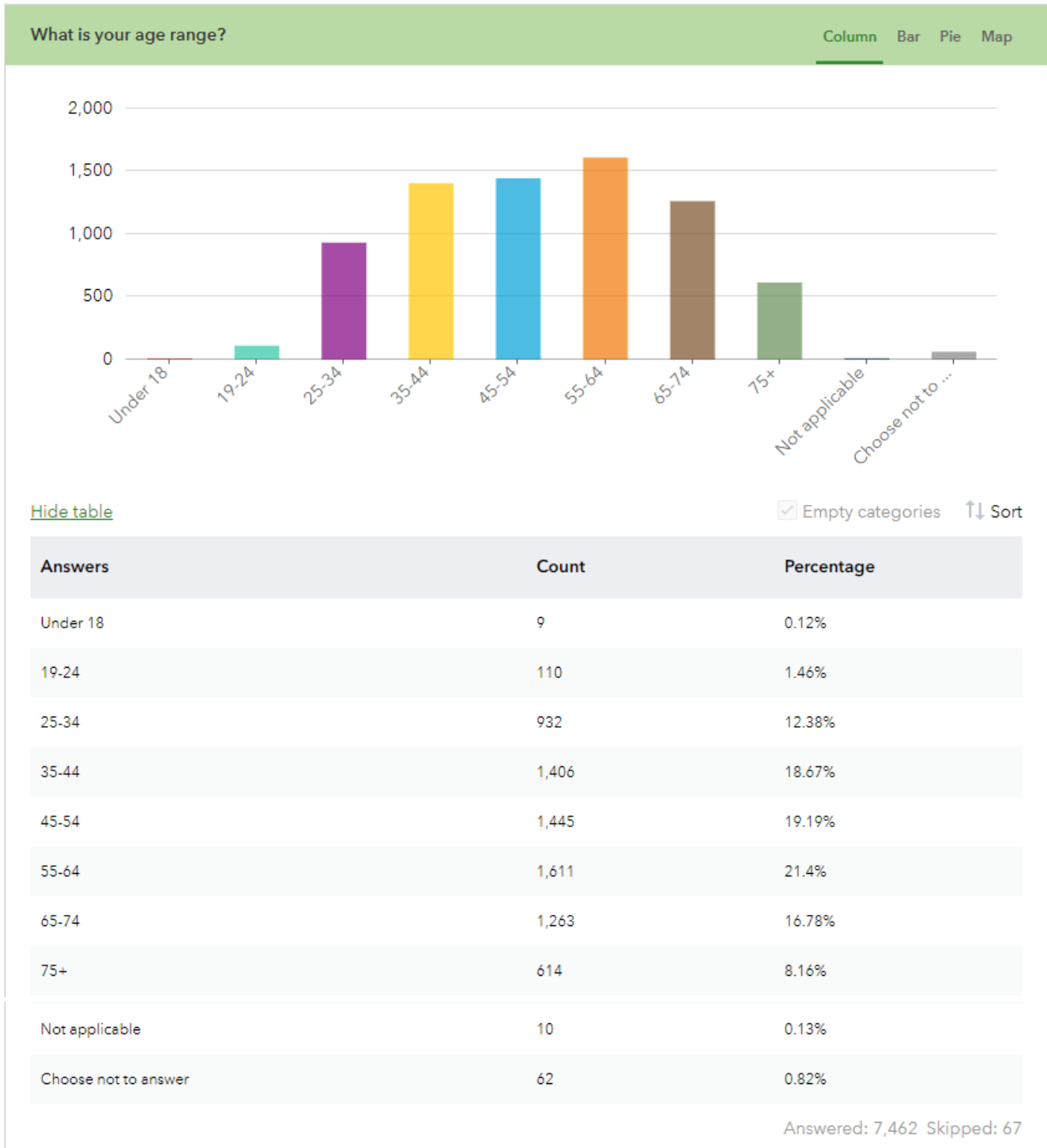
QUESTION 1



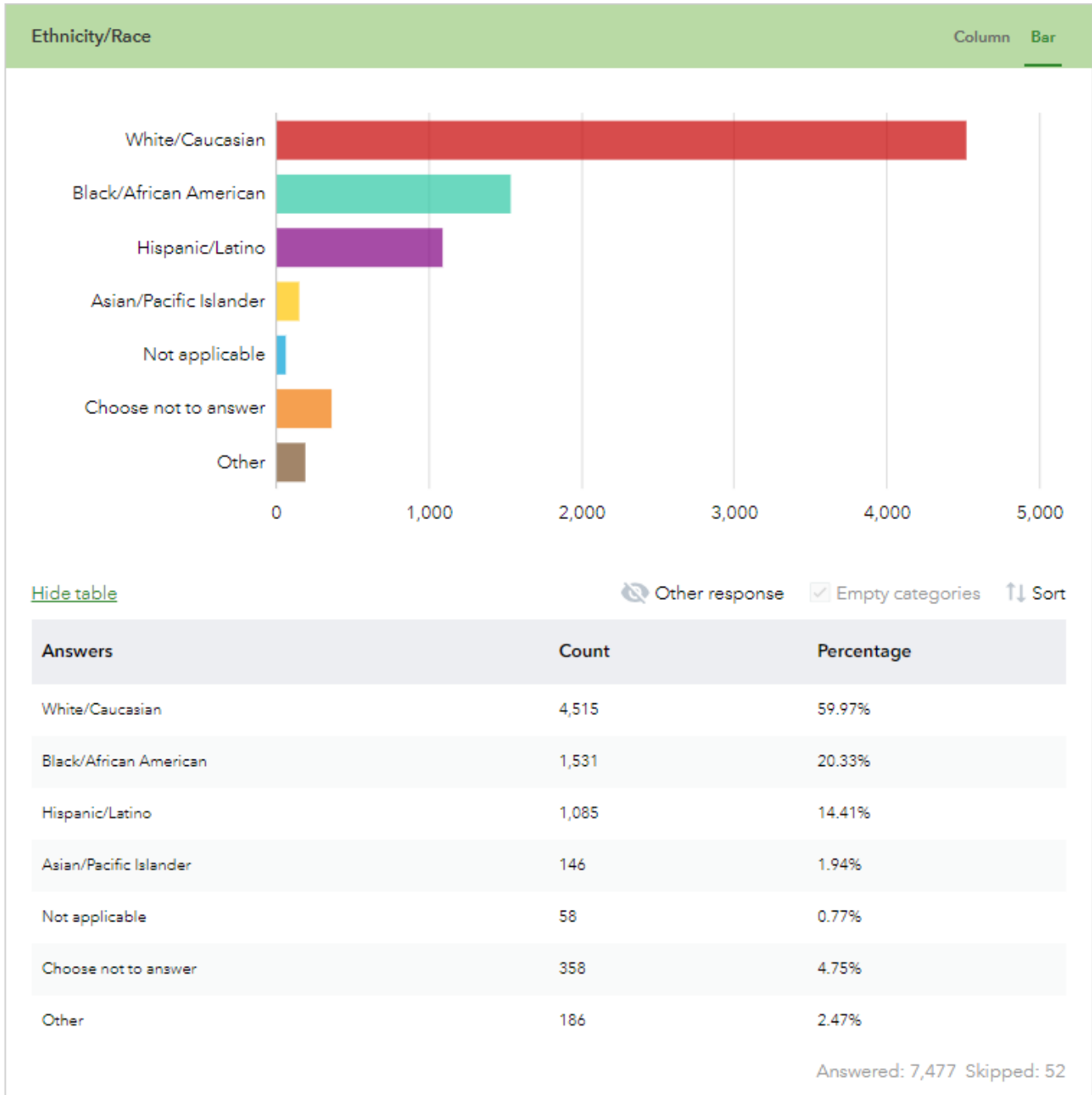
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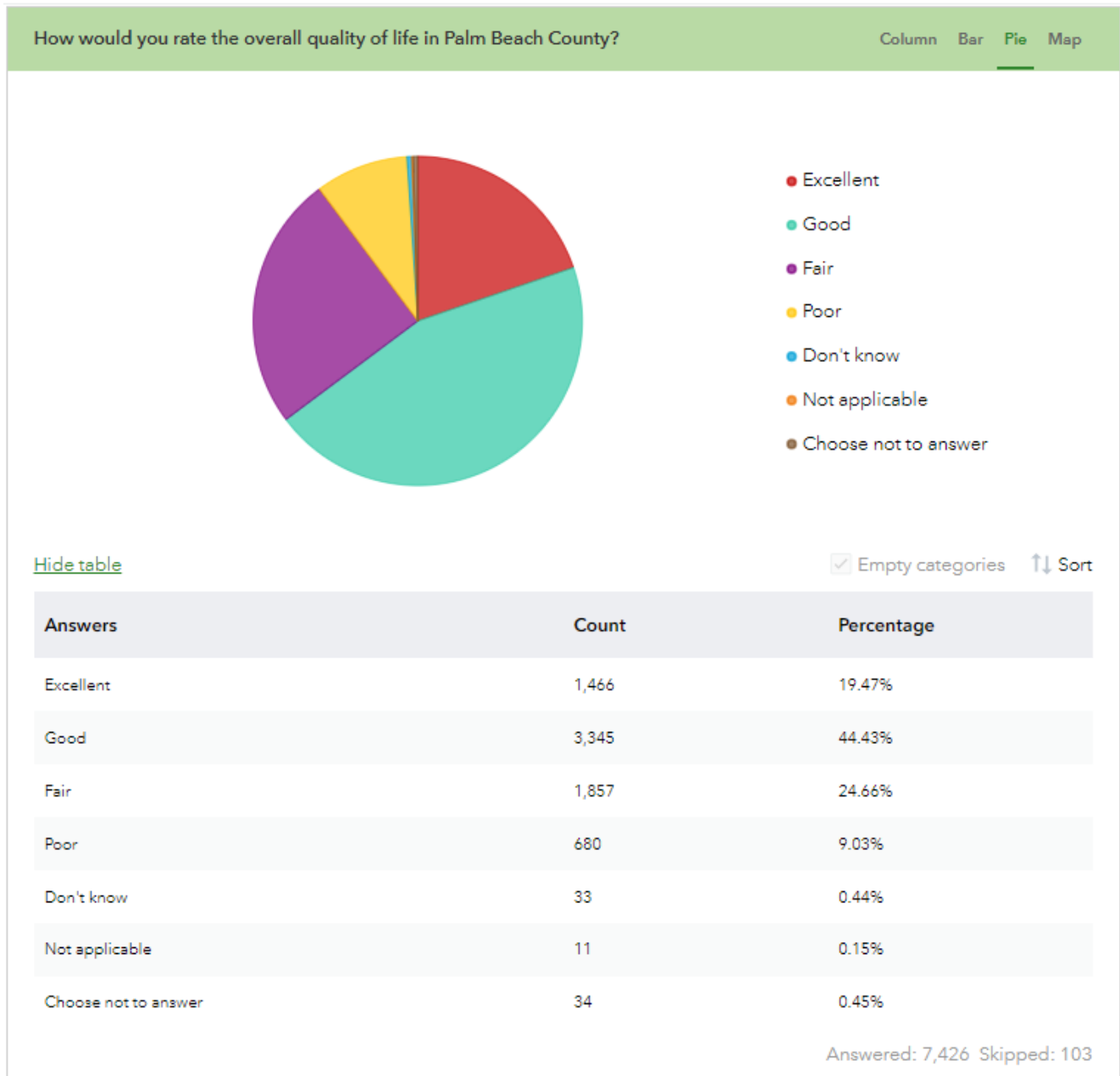
QUESTION 3



QUESTION 4



QUESTION 5

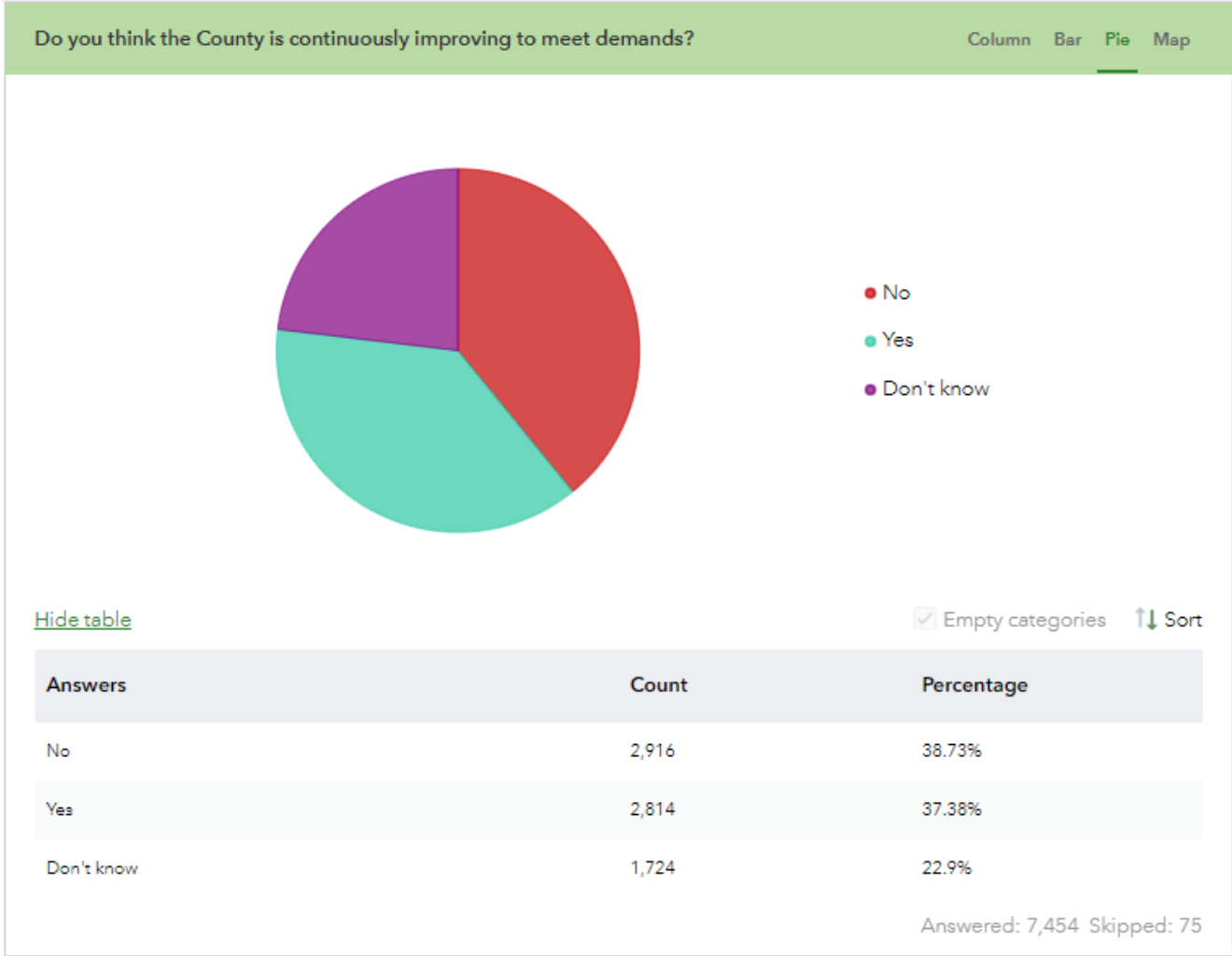


QUESTION 6



Palm Beach County's Strategic Priorities:

QUESTION 7



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:

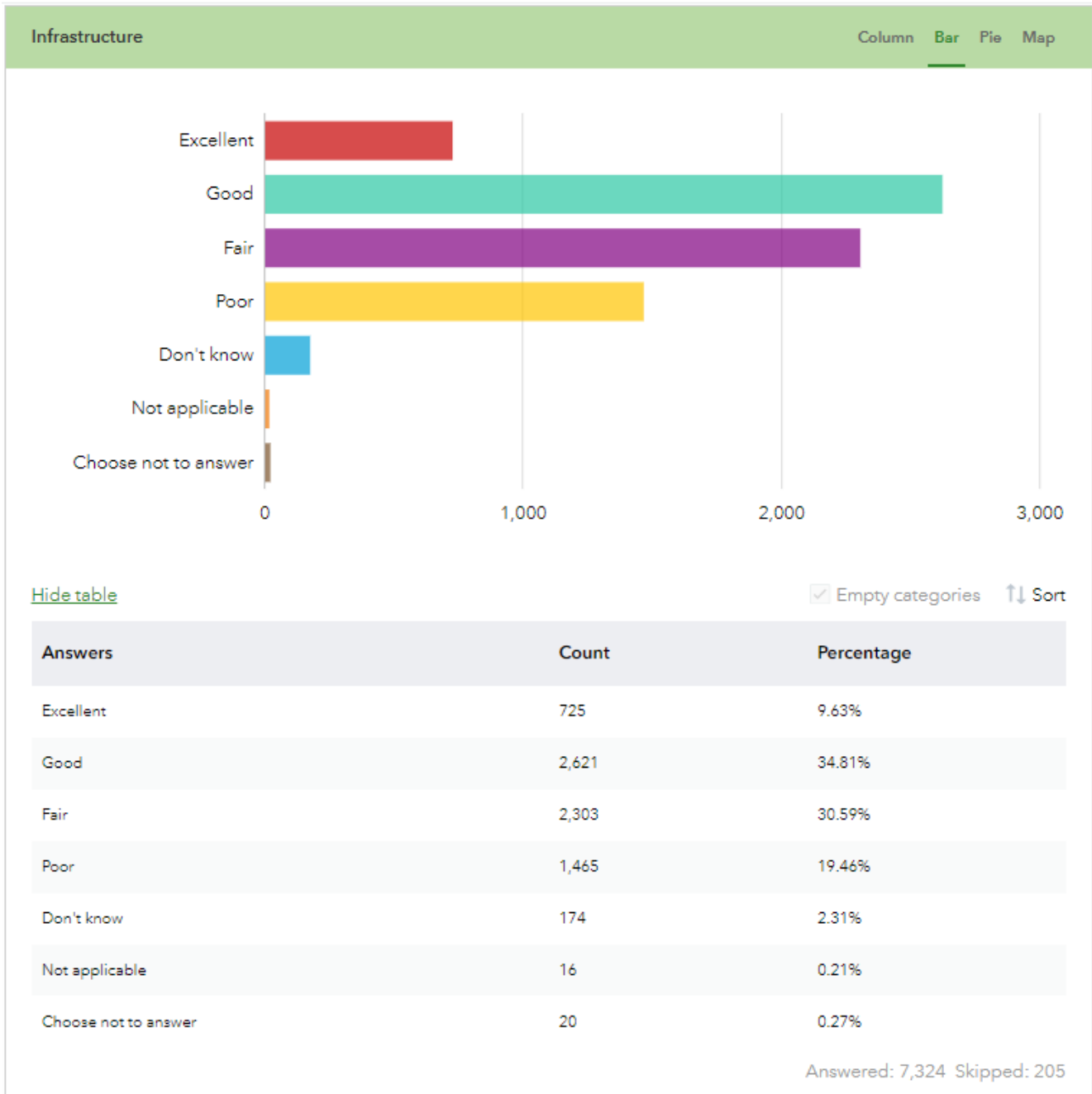


QUESTION 9 - Infrastructure

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:

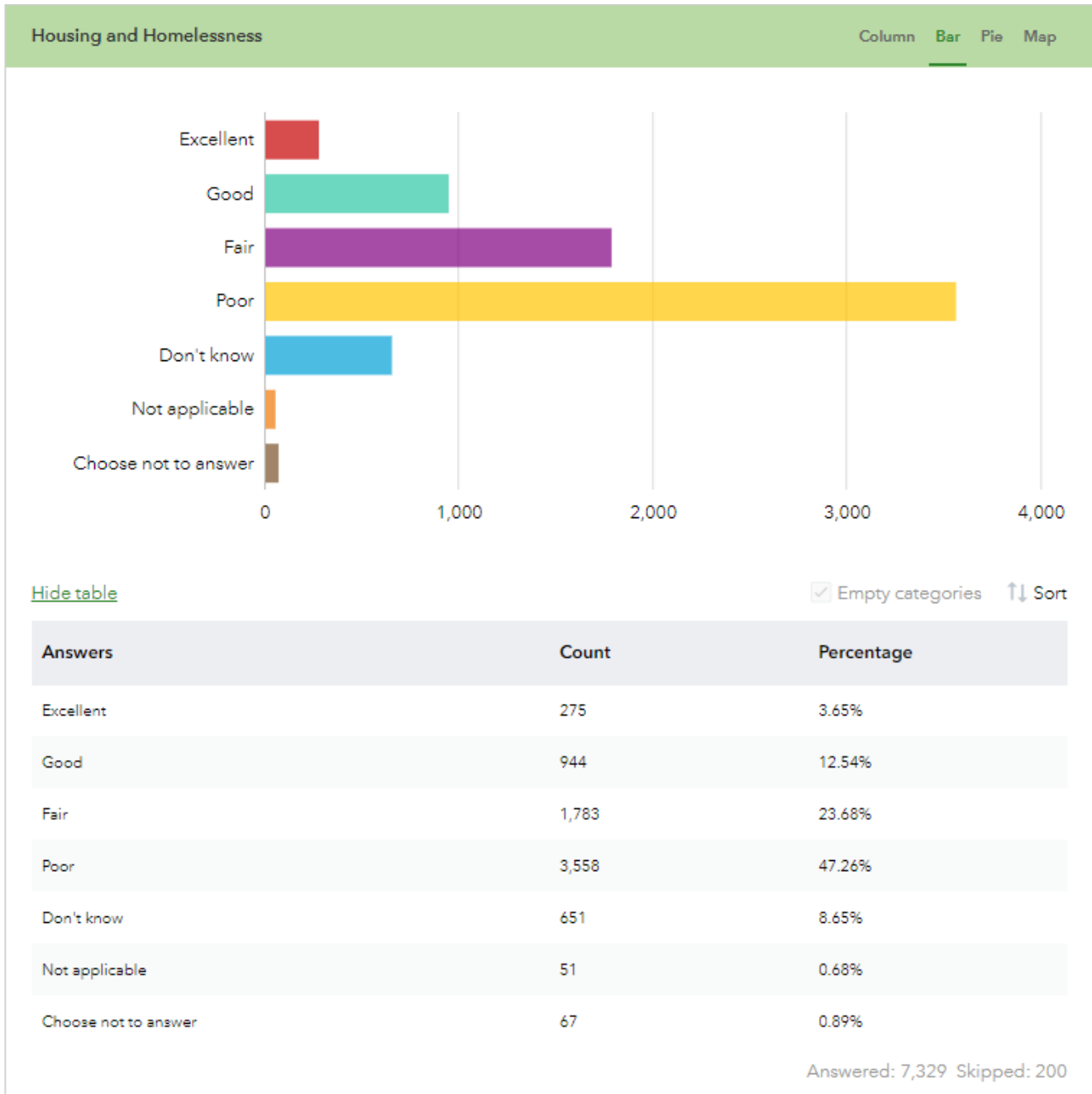


QUESTION 10 – Housing and Homelessness

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

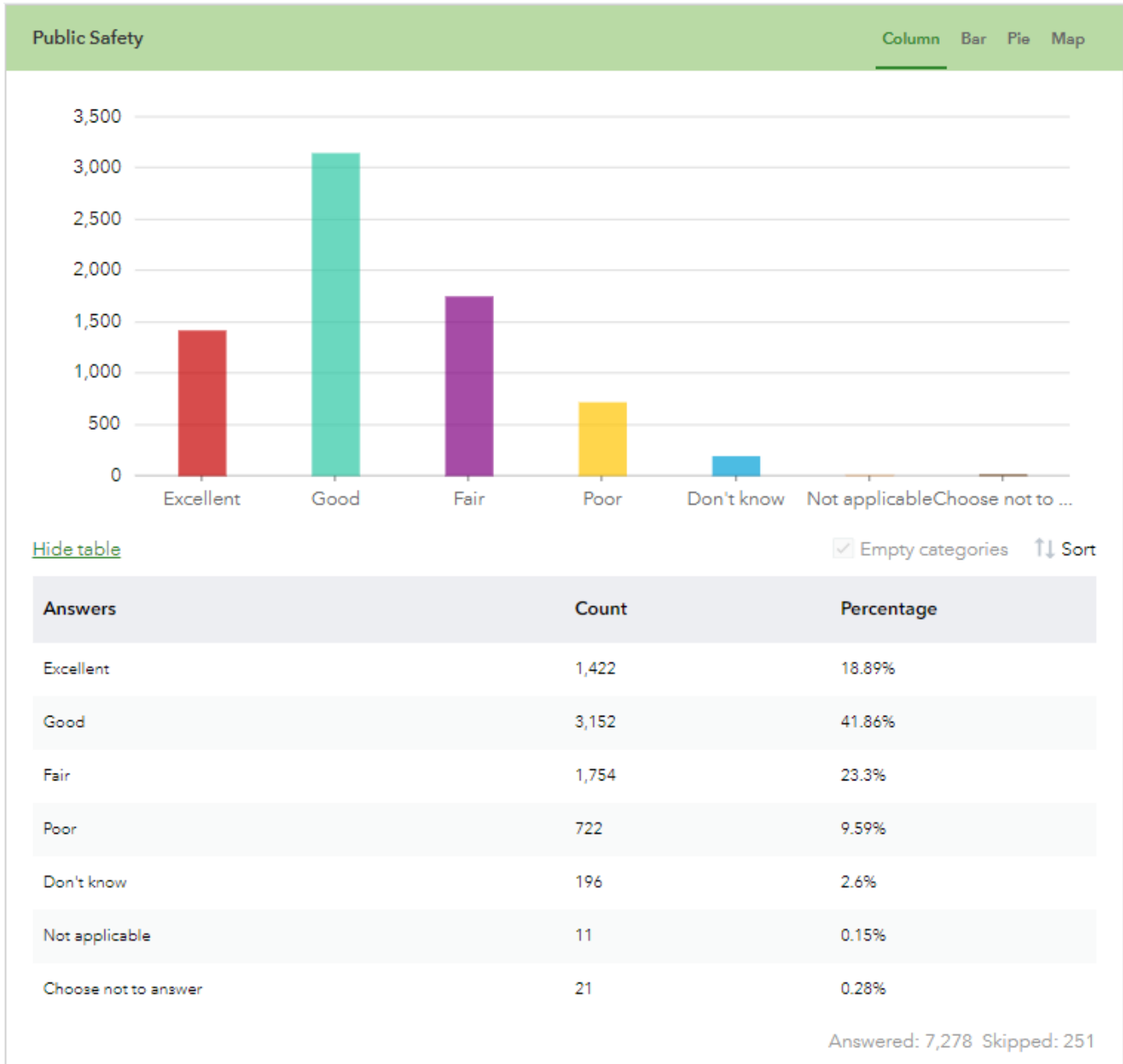
(Affordable Housing, Rent/Mortgage Assistance, Homeless Resource Centers)

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:



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)

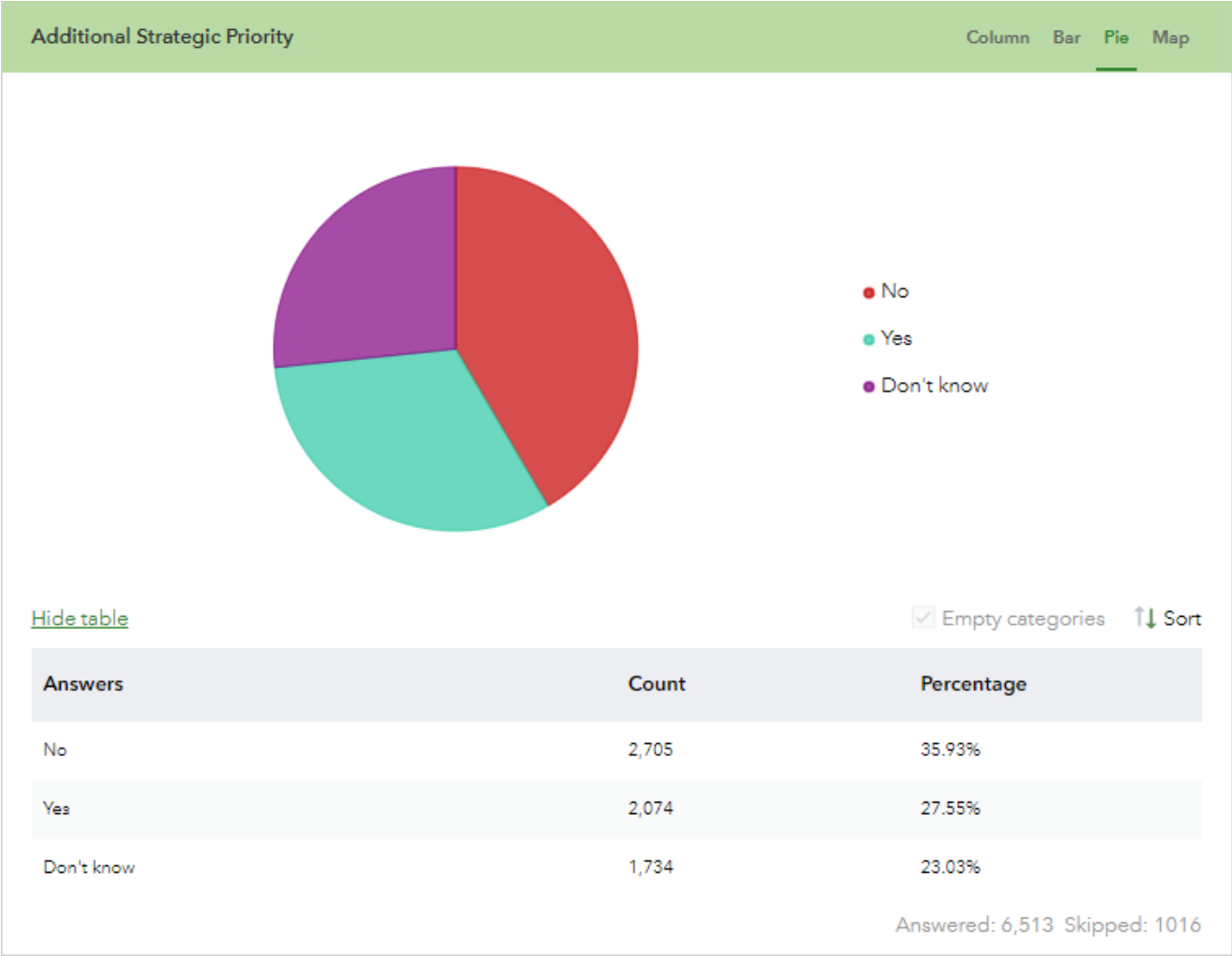
Select an option below to rank how well the County is addressing this Strategic Priority:



QUESTION 14

Additional Strategic Priority

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

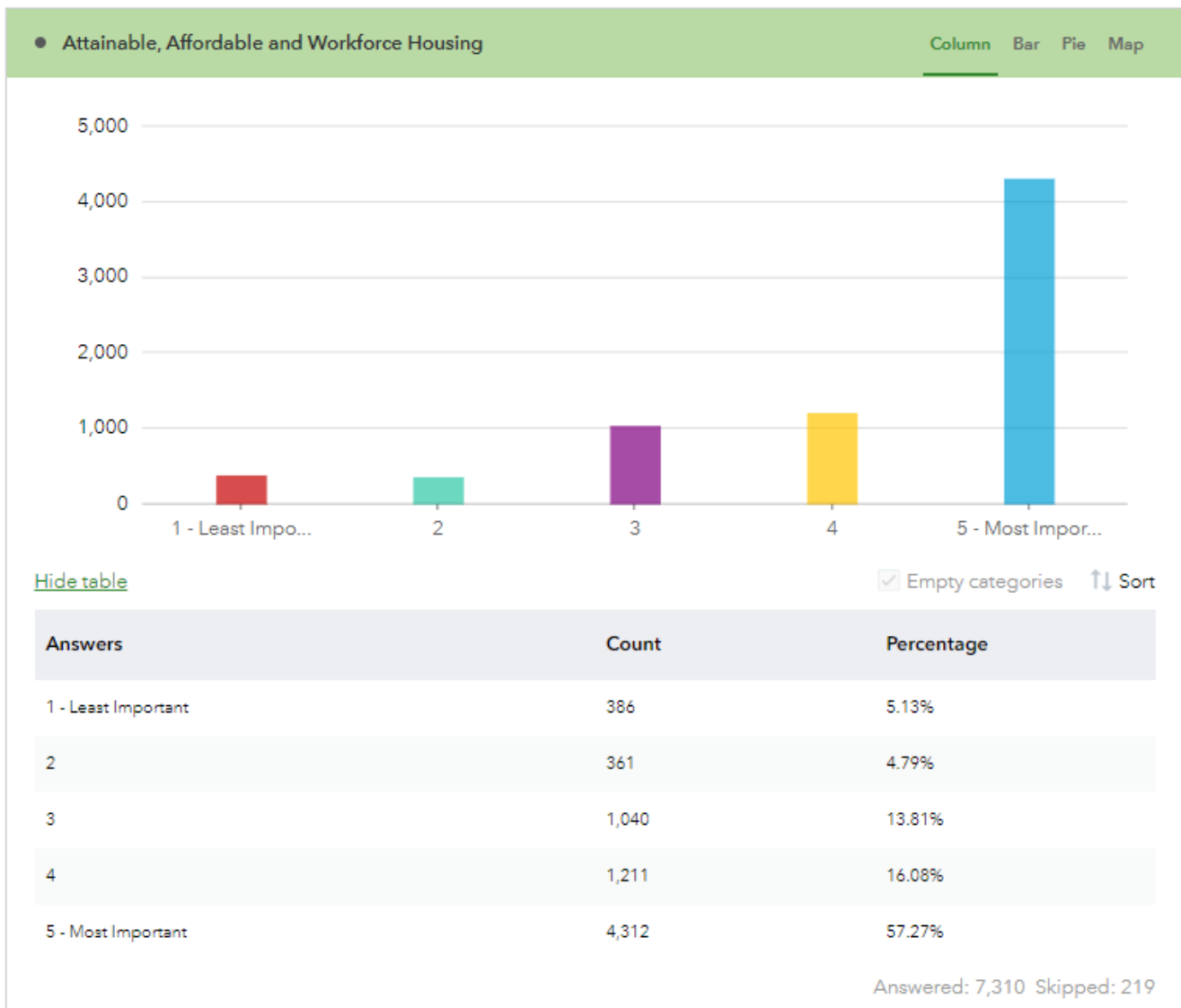


*All responses are available in addendum document.
<https://pbccloudrive.pbcgov.org/invitations?share=b4060ec558b2d795e5f9>

QUESTION 15: Resident Rankings of Issues and Concerns

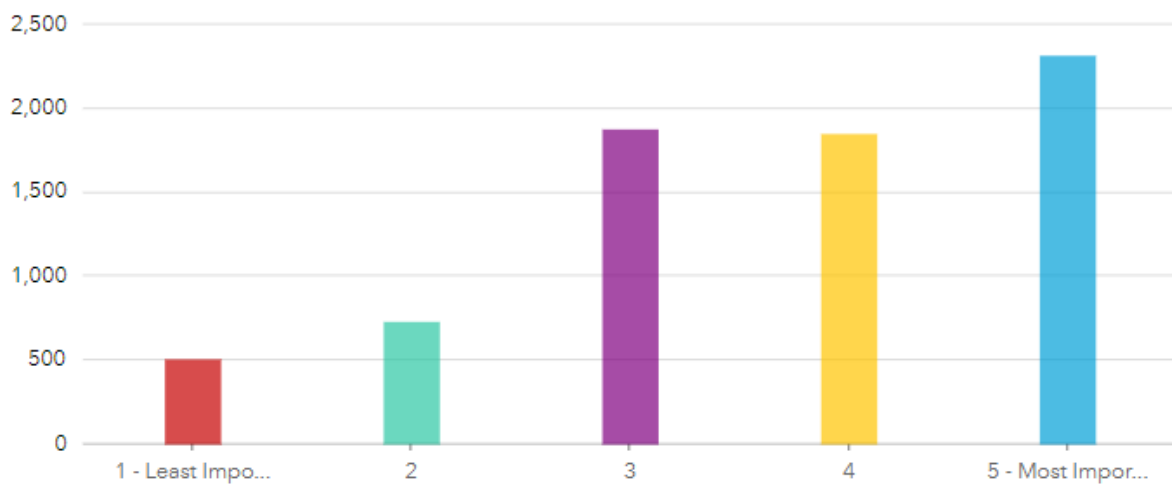
*The survey provided a list of twenty topics to rank. Each participant received a shuffled version of the topics when filling out the survey. Each topic was then tabulated individually. Results are based on the number selected (1-5) by participants who ranked that topic as: 1-least important, 2, 3, 4, or 5-most important. **Each topic has its own percentage of least important to most important based on the total number of responses.**

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 from 1-5 with 1 being the least important and 5 being the most important to be addressed.)



● Homeless Support Services

Column Bar Pie Map



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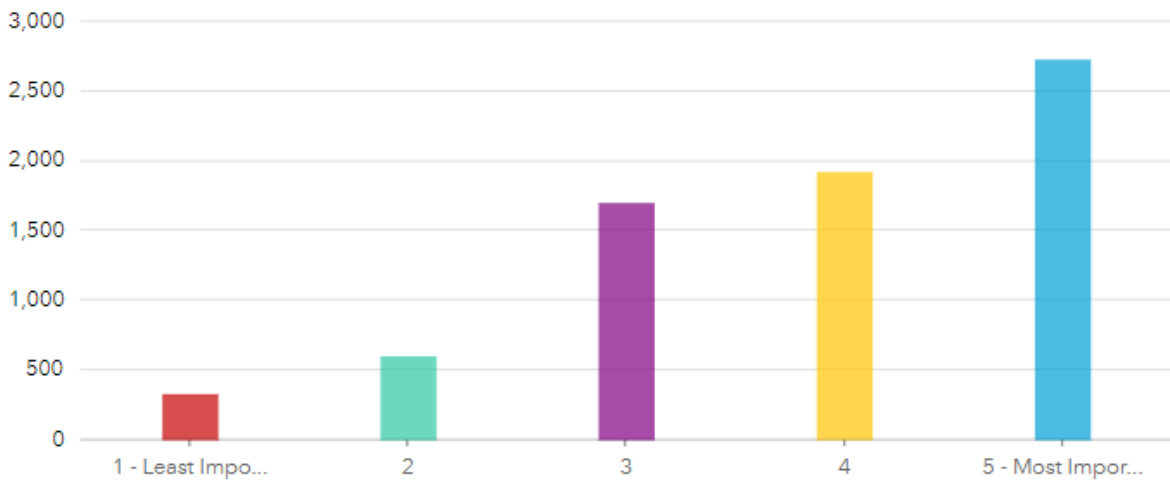
Empty categories [Sort](#)

Answers	Count	Percentage
1 - Least Important	508	6.75%
2	731	9.71%
3	1,877	24.93%
4	1,850	24.57%
5 - Most Important	2,316	30.76%

Answered: 7,282 Skipped: 247

● Mental Health, Substance Use and Behavioral Health Support Services

Column Bar Pie Map



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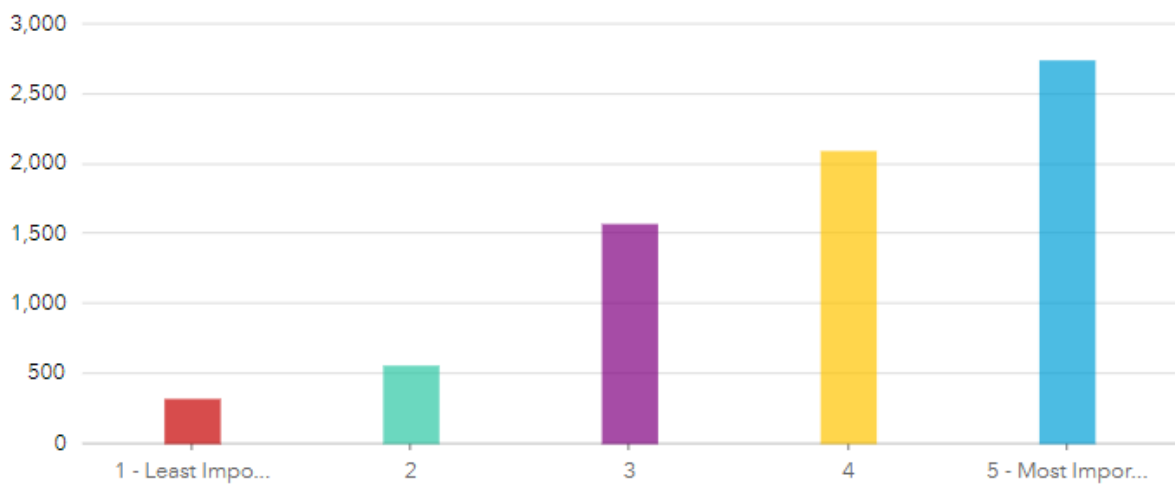
Empty categories [Sort](#)

Answers	Count	Percentage
1 - Least Important	332	4.41%
2	603	8.01%
3	1,702	22.61%
4	1,924	25.55%
5 - Most Important	2,730	36.26%

Answered: 7,291 Skipped: 238

● Supportive Services for an Aging Population

Column Bar Pie Map



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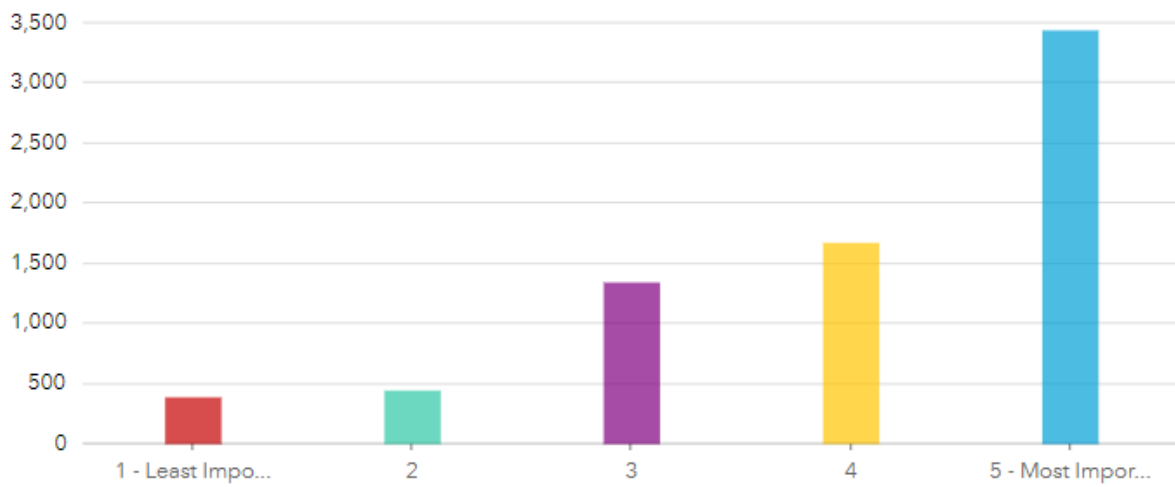
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Answers	Count	Percentage
1 - Least Important	324	4.3%
2	562	7.46%
3	1,574	20.91%
4	2,096	27.84%
5 - Most Important	2,744	36.45%

Answered: 7,300 Skipped: 229

● Population Growth/Over Development/Lack of Open Space

Column Bar Pie Map



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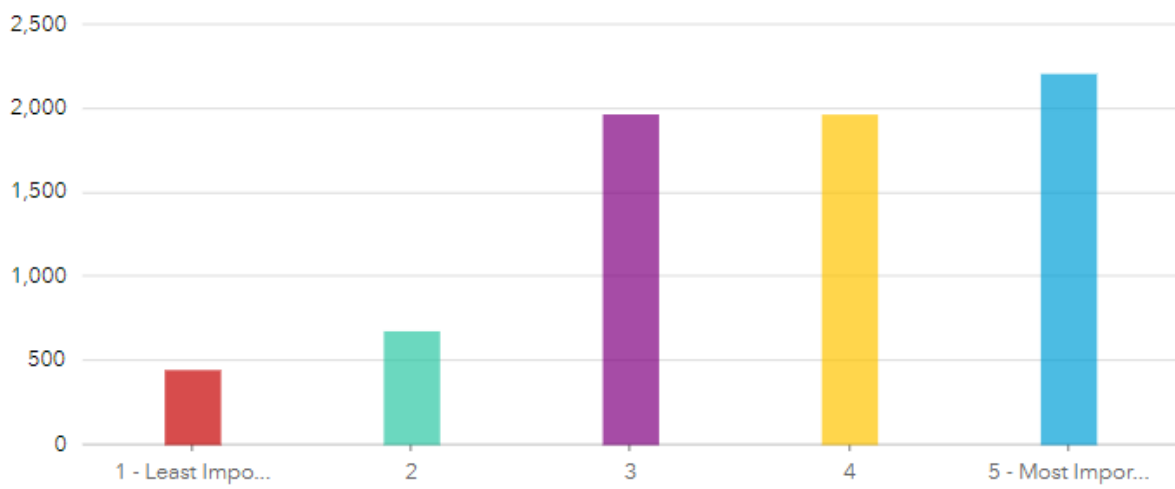
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Answers	Count	Percentage
1 - Least Important	390	5.18%
2	446	5.92%
3	1,345	17.86%
4	1,675	22.25%
5 - Most Important	3,442	45.72%

Answered: 7,298 Skipped: 231

● Parks and Public Spaces

Column Bar Pie Map



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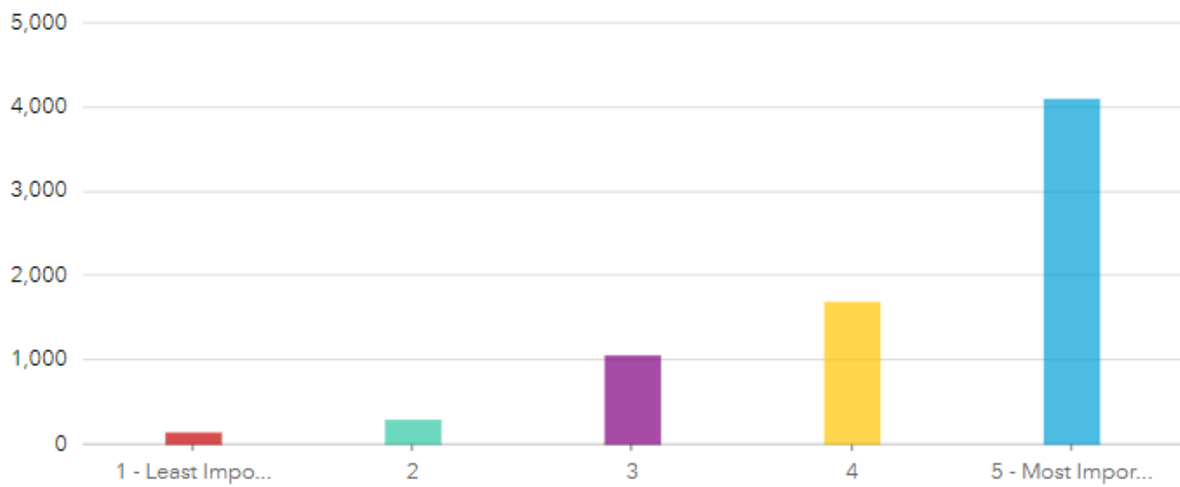
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Answers	Count	Percentage
1 - Least Important	447	5.94%
2	678	9.01%
3	1,968	26.14%
4	1,967	26.13%
5 - Most Important	2,209	29.34%

Answered: 7,269 Skipped: 260

● Water Quality

Column Bar Pie Map



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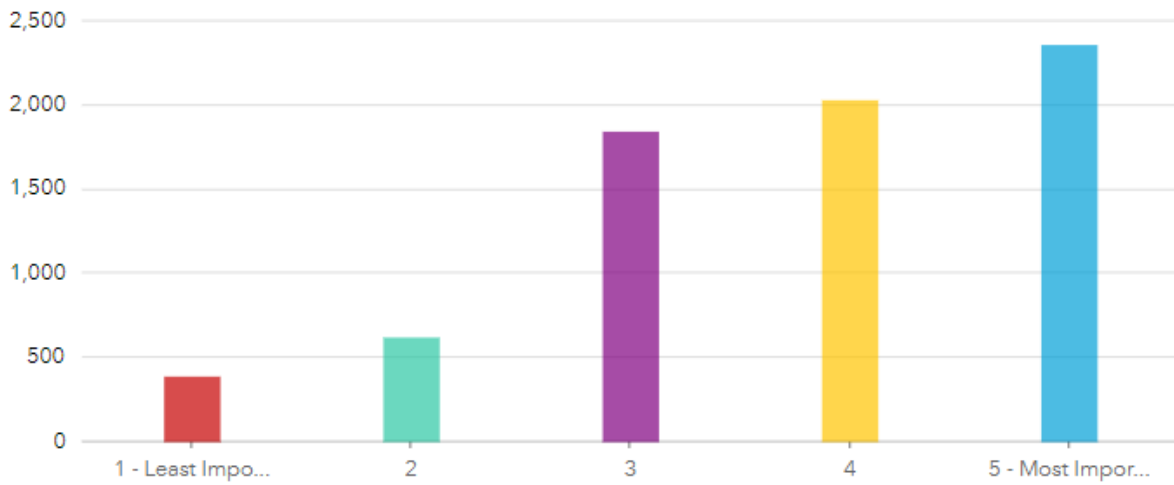
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Answers	Count	Percentage
1 - Least Important	147	1.95%
2	298	3.96%
3	1,062	14.11%
4	1,698	22.55%
5 - Most Important	4,106	54.54%

Answered: 7,311 Skipped: 218

● Beach Quality/Beach Re-nourishment/Accessibility

Column Bar Pie Map



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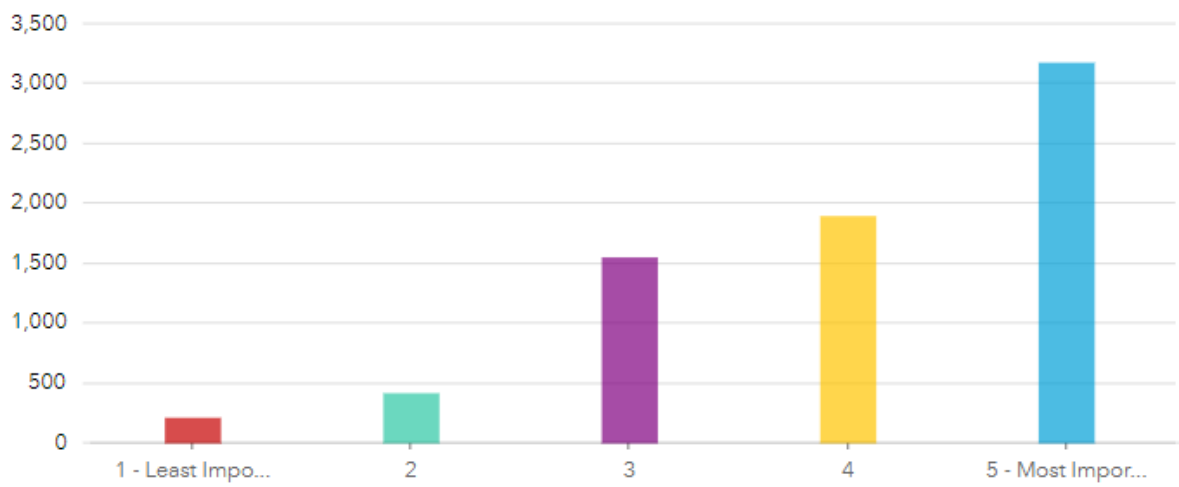
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Answers	Count	Percentage
1 - Least Important	390	5.18%
2	622	8.26%
3	1,845	24.51%
4	2,032	26.99%
5 - Most Important	2,360	31.35%

Answered: 7,249 Skipped: 280

● Fire Rescue and Emergency Services

Column Bar Pie Map



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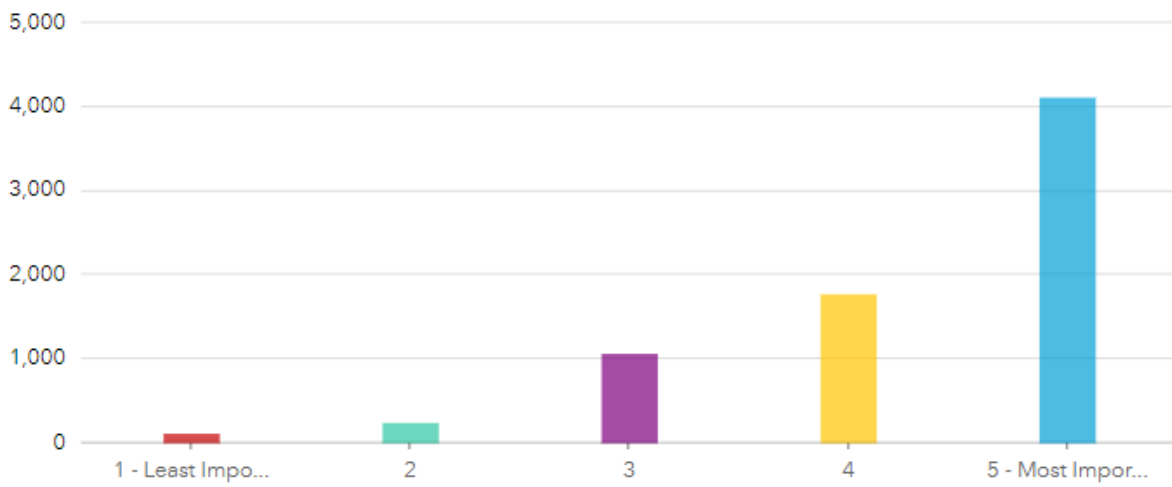
Empty categories [Sort](#)

Answers	Count	Percentage
1 - Least Important	215	2.86%
2	420	5.58%
3	1,554	20.64%
4	1,899	25.22%
5 - Most Important	3,180	42.24%

Answered: 7,268 Skipped: 261

Community Safety

Column Bar Pie Map



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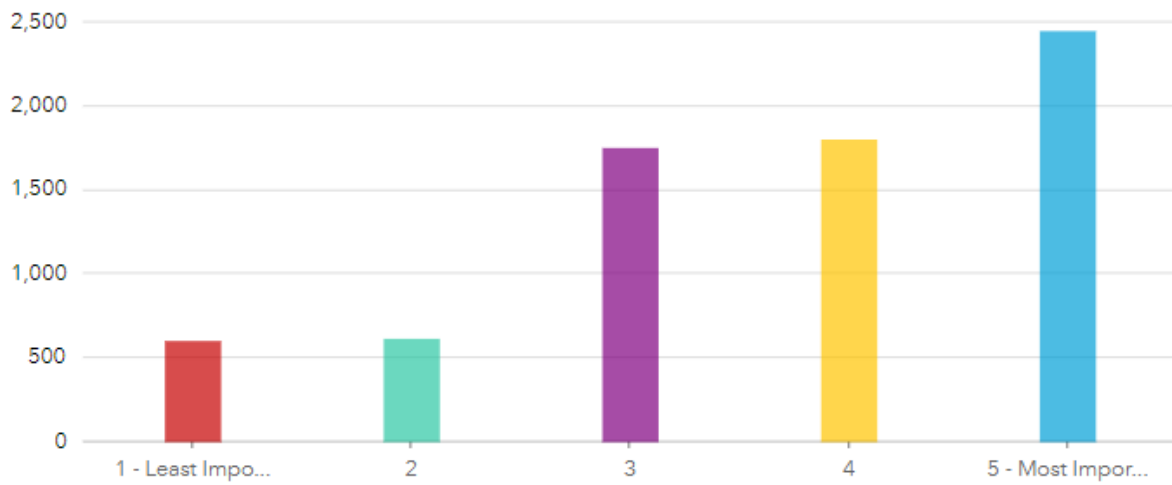
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Answers	Count	Percentage
1 - Least Important	114	1.51%
2	243	3.23%
3	1,065	14.15%
4	1,773	23.55%
5 - Most Important	4,112	54.62%

Answered: 7,307 Skipped: 222

● Career Opportunities/Jobs for My Skillset

Column Bar Pie Map



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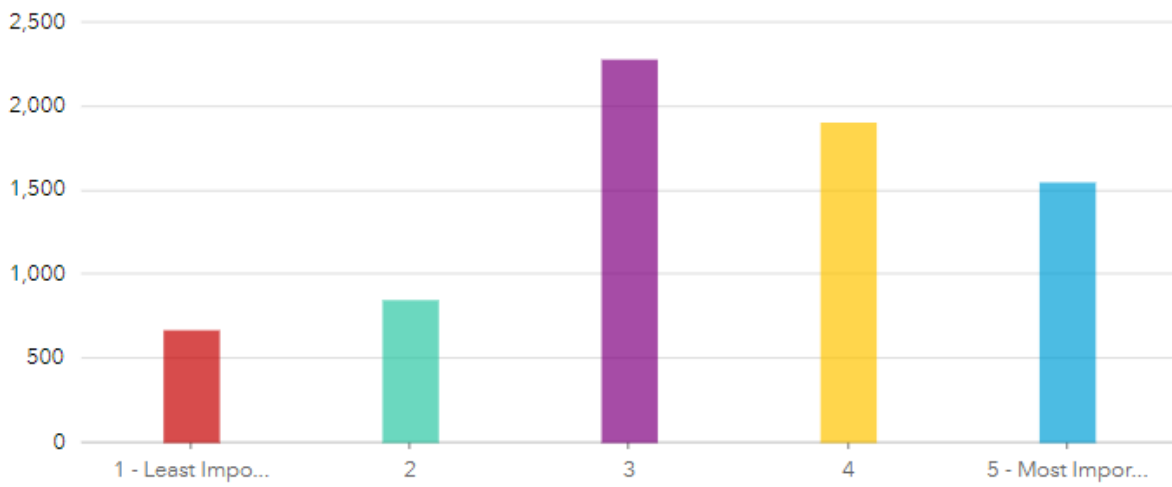
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Answers	Count	Percentage
1 - Least Important	603	8.01%
2	616	8.18%
3	1,753	23.28%
4	1,803	23.95%
5 - Most Important	2,449	32.53%

Answered: 7,224 Skipped: 305

● Cultural Events, Social Activities and Recreation Opportunities

Column Bar Pie Map



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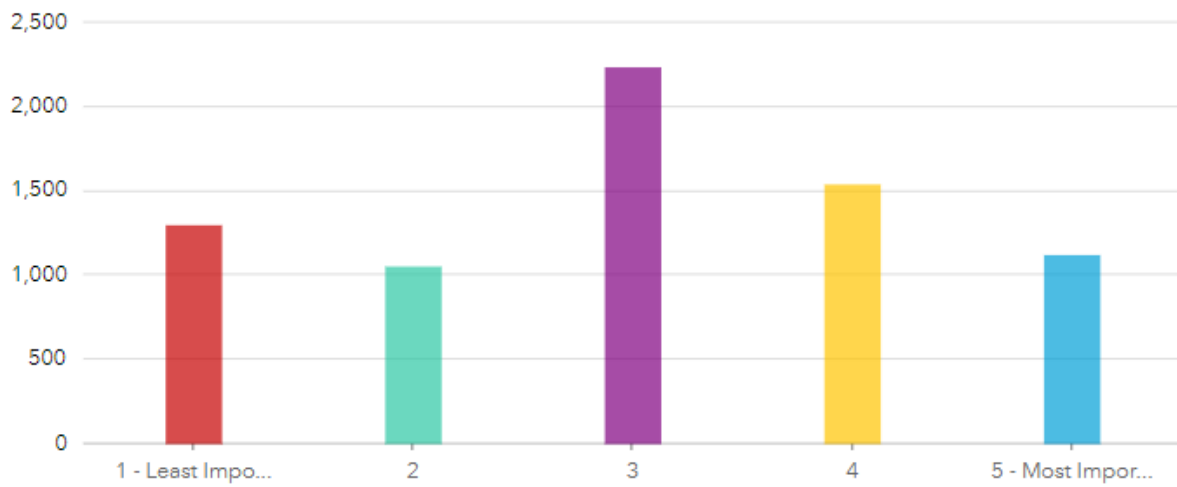
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Answers	Count	Percentage
1 - Least Important	671	8.91%
2	850	11.29%
3	2,281	30.3%
4	1,906	25.32%
5 - Most Important	1,550	20.59%

Answered: 7,258 Skipped: 271

● Tourism

Column Bar Pie Map



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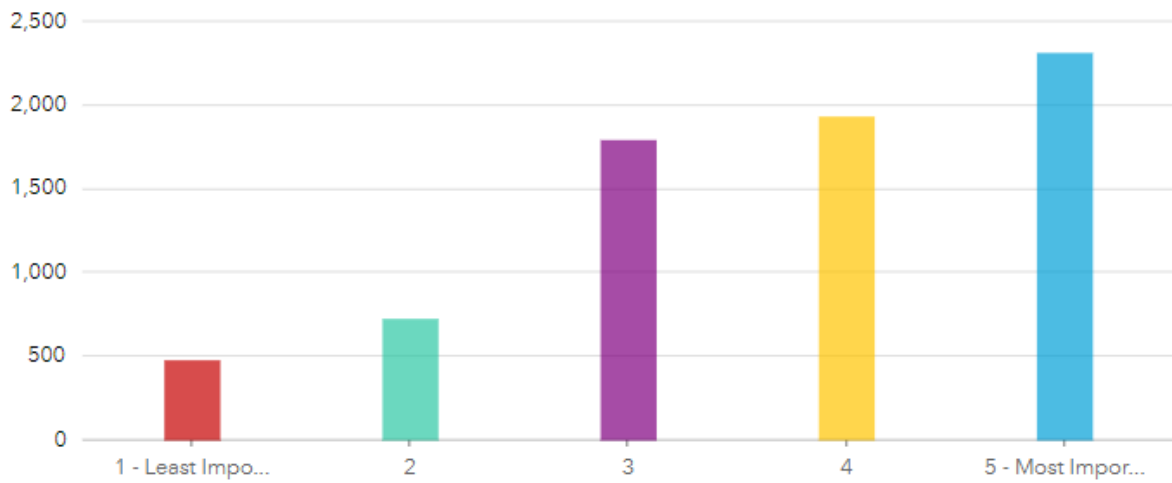
Empty categories [Sort](#)

Answers	Count	Percentage
1 - Least Important	1,299	17.25%
2	1,054	14%
3	2,236	29.7%
4	1,541	20.47%
5 - Most Important	1,122	14.9%

Answered: 7,252 Skipped: 277

● Improving of Infrastructure such as Wi-Fi, Cell Phone and Utilities

Column Bar Pie Map



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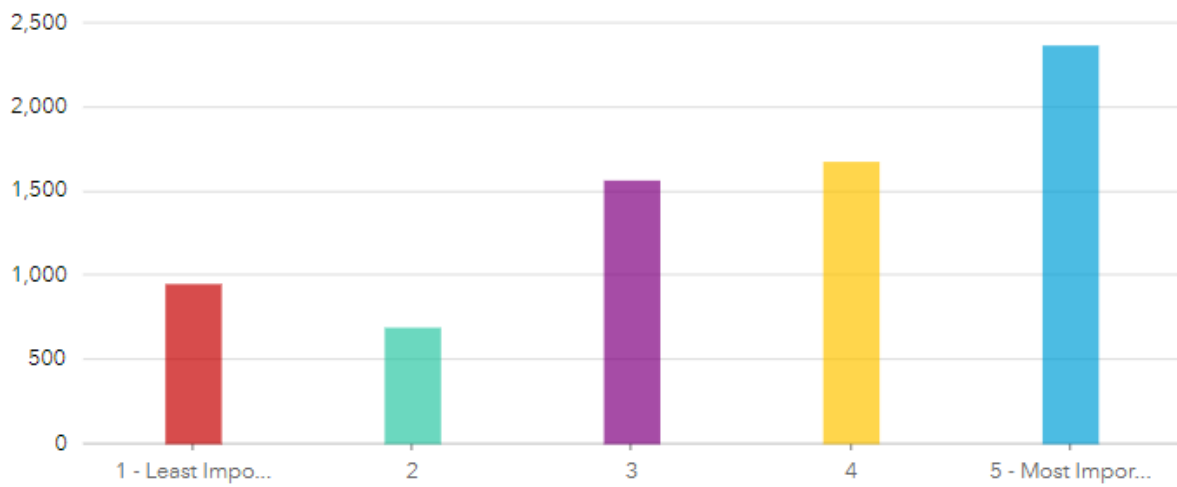
Empty categories [Sort](#)

Answers	Count	Percentage
1 - Least Important	480	6.38%
2	727	9.66%
3	1,795	23.84%
4	1,935	25.7%
5 - Most Important	2,315	30.75%

Answered: 7,252 Skipped: 277

● Building for Resiliency and Climate Change needs

Column Bar Pie Map



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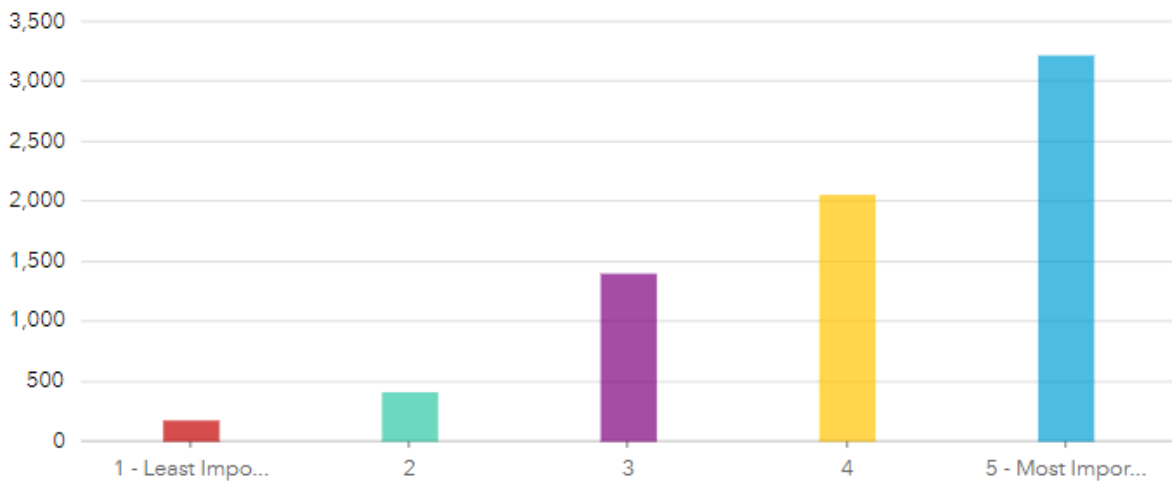
Empty categories [Sort](#)

Answers	Count	Percentage
1 - Least Important	952	12.64%
2	693	9.2%
3	1,567	20.81%
4	1,678	22.29%
5 - Most Important	2,369	31.47%

Answered: 7,259 Skipped: 270

● Road and Street Stormwater/Drainage/Flooding Issues

Column Bar Pie Map



[Hide table](#)

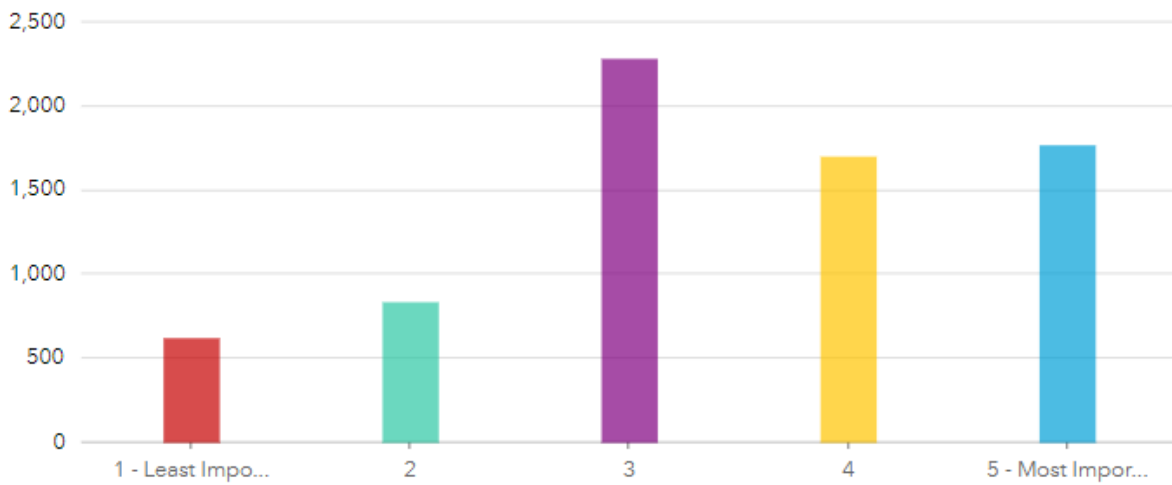
Empty categories [Sort](#)

Answers	Count	Percentage
1 - Least Important	178	2.36%
2	414	5.5%
3	1,403	18.63%
4	2,060	27.36%
5 - Most Important	3,223	42.81%

Answered: 7,278 Skipped: 251

● Planning/Building/Permitting/Code processes

Column Bar Pie Map



[Hide table](#)

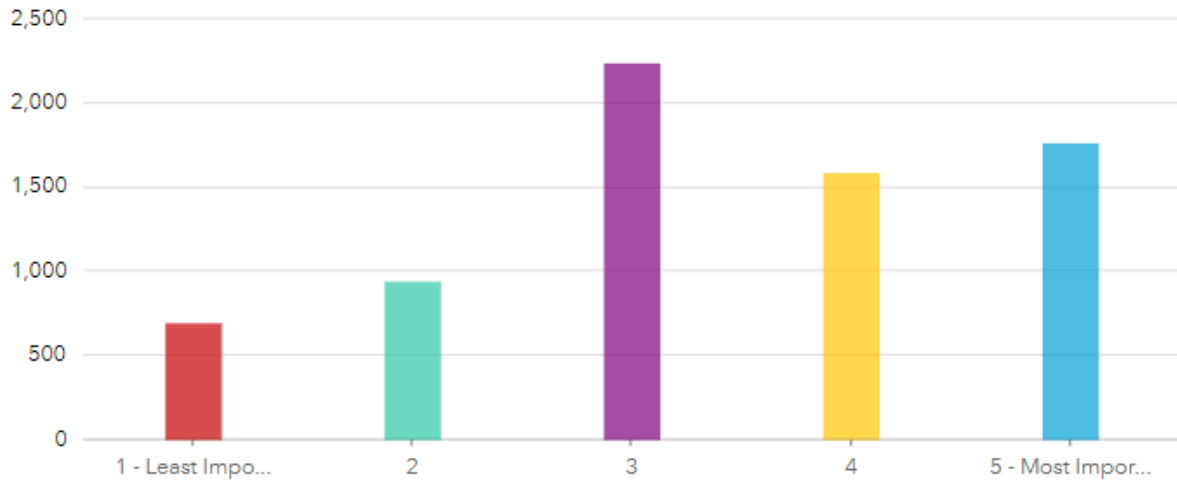
Empty categories [Sort](#)

Answers	Count	Percentage
1 - Least Important	623	8.27%
2	837	11.12%
3	2,284	30.34%
4	1,703	22.62%
5 - Most Important	1,770	23.51%

Answered: 7,217 Skipped: 312

● Public Transportation (Palm Tran Bus)

Column Bar Pie Map



[Hide table](#)

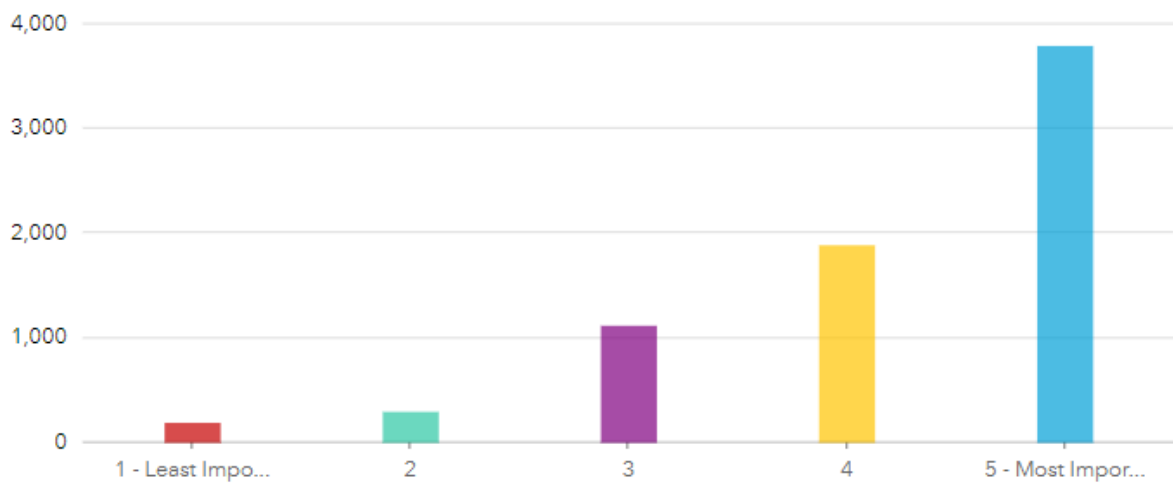
Empty categories [Sort](#)

Answers	Count	Percentage
1 - Least Important	694	9.22%
2	941	12.5%
3	2,238	29.73%
4	1,587	21.08%
5 - Most Important	1,763	23.42%

Answered: 7,223 Skipped: 306

● Traffic flow on major roads

Column Bar Pie Map



[Hide table](#)

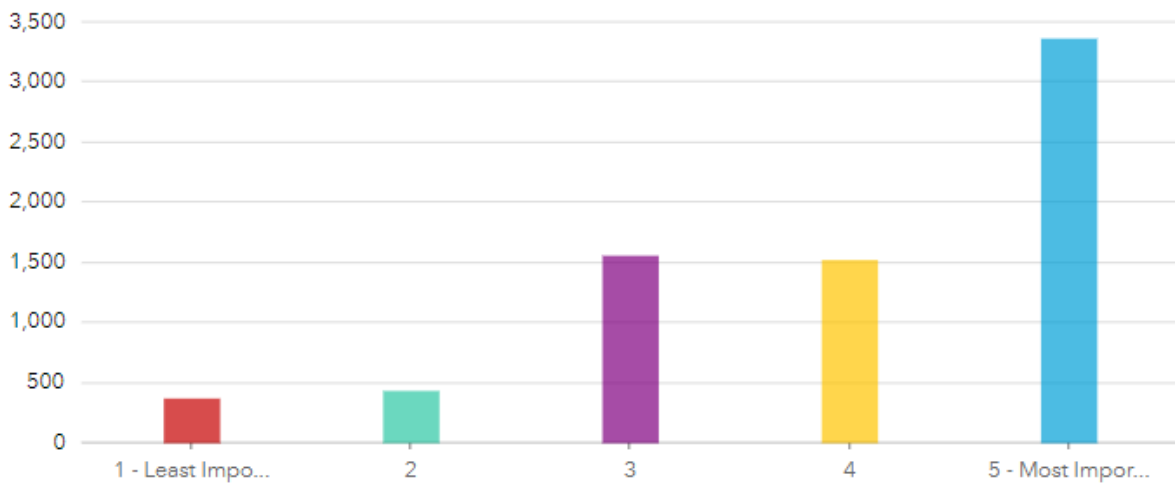
Empty categories [↑↓ Sort](#)

Answers	Count	Percentage
1 - Least Important	192	2.55%
2	297	3.94%
3	1,120	14.88%
4	1,889	25.09%
5 - Most Important	3,794	50.39%

Answered: 7,292 Skipped: 237

● Palm Beach County Government Property Taxes

Column Bar Pie Map



[Hide table](#)

Empty categories [Sort](#)

Answers	Count	Percentage
1 - Least Important	373	4.95%
2	436	5.79%
3	1,561	20.73%
4	1,525	20.26%
5 - Most Important	3,367	44.72%

Answered: 7,262 Skipped: 267

Resident Responses to Open-Ended Questions

QUESTION 16

Any other additional issues/concerns not listed above? Word cloud


Response	Count
<p>*All responses are available in addendum document. Answered: 2,160 Skipped: 5,369</p> <p>https://pbccloudrive.pbcgov.org/invitations?share=b4060ec558b2d795e5f9</p>	

Answered: 2,160 Skipped: 5369

*All responses are available in addendum document.

QUESTION 17

What do you feel Palm Beach County Government does well?

Word cloud 

Response

Count

*All responses are available in addendum document.


Answered: 3,166 Skipped: 4,363

[https://pbclouddrive.pbcgov.org/invitations?
share=b4060ec558b2d795e5f9](https://pbclouddrive.pbcgov.org/invitations?share=b4060ec558b2d795e5f9)

Answered: 3,166 Skipped: 4363

*All responses are available in addendum document.

QUESTION 18

How do you feel Palm Beach County Government could do better?		Word cloud 
Response	Count	
<p>*All responses are available in addendum document. Answered: 3,620 Skipped: 3,909</p> <p>https://pbcloudrive.pbcgov.org/invitations? share=b4060ec558b2d795e5f9</p>		
		Answered: 3,620 Skipped: 3909

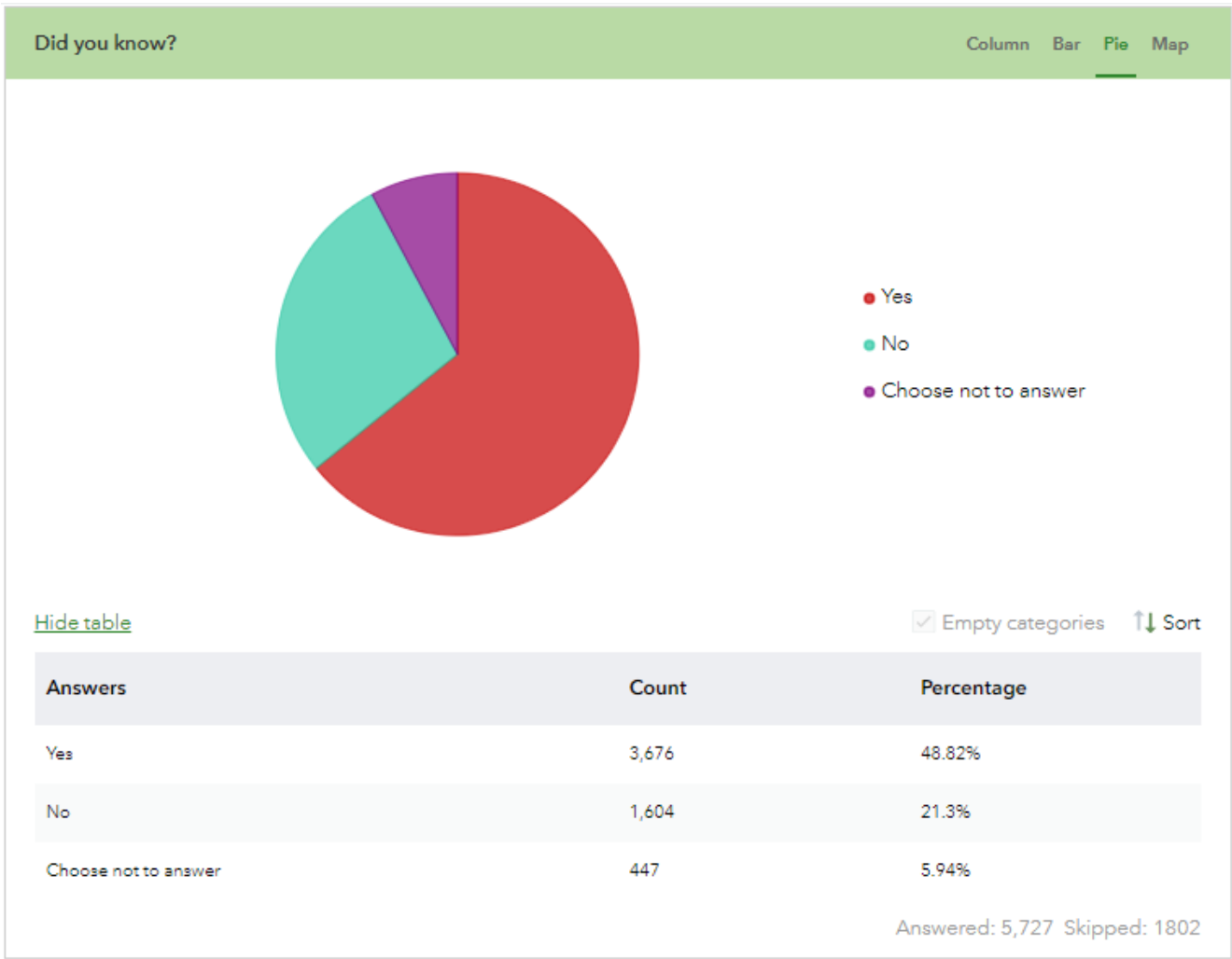
*All responses are available in addendum document.

County Information-Sharing and Zip Codes

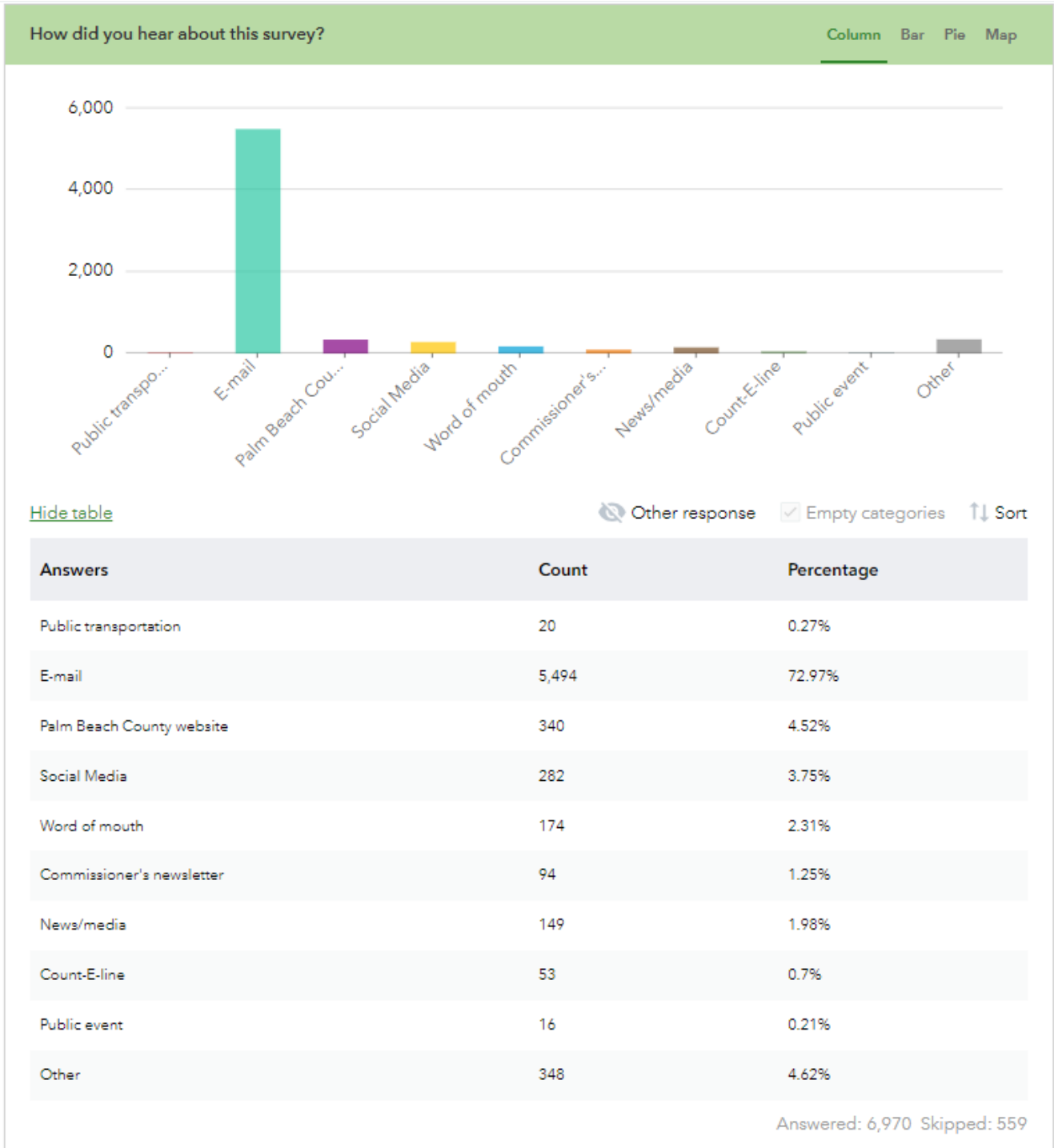
QUESTION 19

Did you know?

You can obtain more information about Palm Beach County's services, programs and events related to each of our Strategic Priorities at www.pbcgov.org?

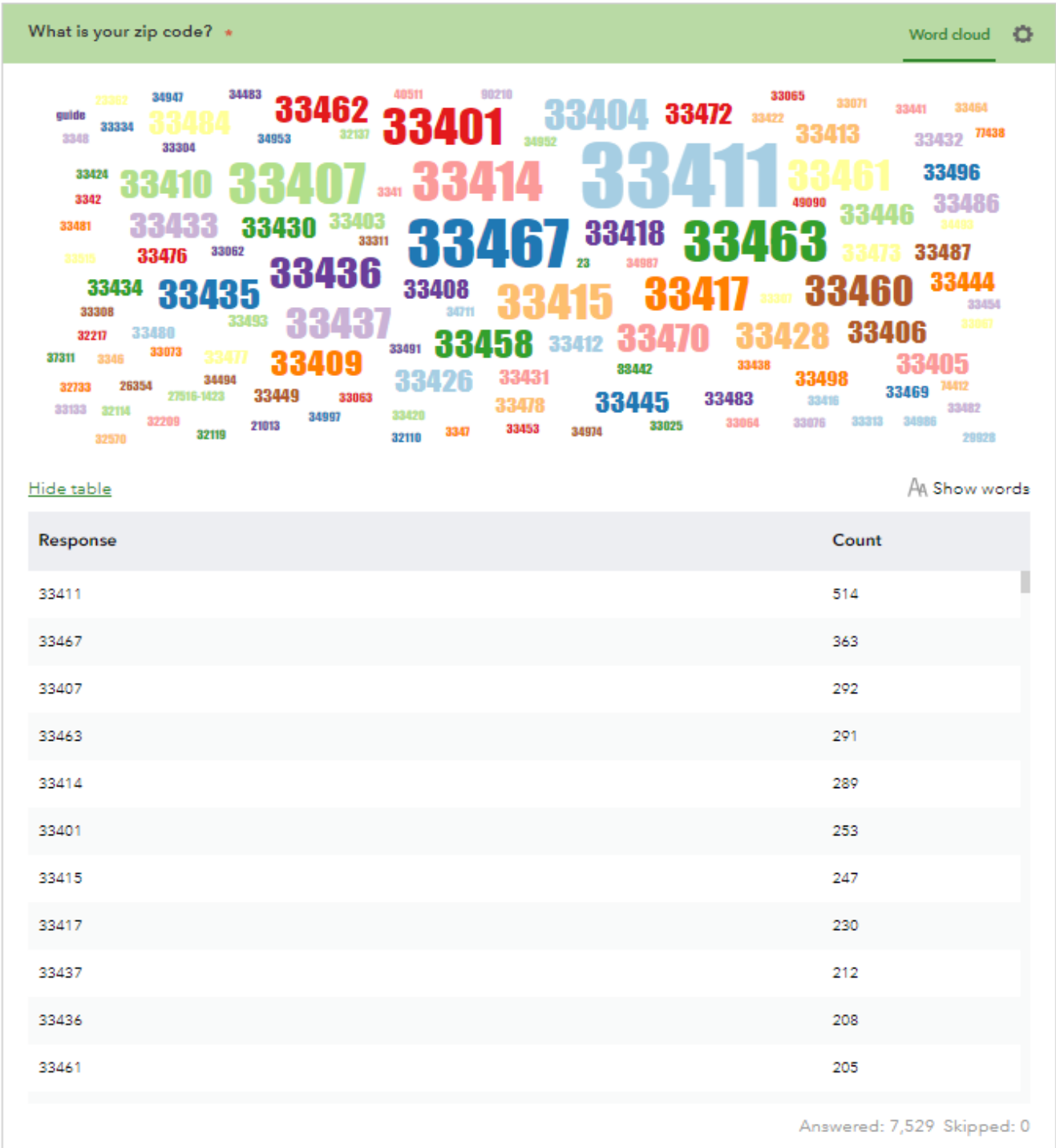


QUESTION 20



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

QUESTION 21



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



SECTION 3:
SURVEY TOOL



2023 Palm Beach County Resident Opinion Survey Tool-English



This survey is to get feedback from the residents of Palm Beach County on issues that are of importance to you.

Para acceder a la encuesta en Español, seleccione su idioma preferido en el enlace desplegable de arriba.

Pou gen aksè a sondaj la an kreyòl, tanpri chwazi lang ou pito a nan lis lyen ki deroule anlè a.

To request the survey be provided in an alternative format, go to: [Palm Beach County Accessibility Resources](#)

How long have you lived in Palm Beach County?

-Please select-

Gender

Select the option you identify with your gender:

-Please select-

What is your age range?

-Please select-

Ethnicity/Race

Please select the race/ethnicity that you identify with (select all that apply):

White/Caucasian Black/African American Hispanic/Latino Asian/Pacific Islander Not applicable Choose not to answer Other

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

-Please select-

Would you recommend Palm Beach County?

Would you recommend Palm Beach County to a friend, family member, or acquaintance, as a place to? (please select all that apply)

Live Raise children Work Open a business Retire Vacation All of the above

Do you think the County is continuously improving to meet demands?

Yes No Don't know

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. (Growth/increase in Jobs, Businesses, Investment, Farming, Tourism)

Select an option below to rank how well the County is addressing this Strategic Priority:

-Please select-

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:

-Please select-

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:

-Please select-

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:

-Please select-

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:

-Please select-

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:

-Please select-

Additional Strategic Priority

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

-Please select-

County Top Issues/Concerns

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 from 1-5 with 1 being the least important and 5 being the most important to be addressed.)

1 - Least Important 5 - Most Important

Attainable, Affordable and Workforce Housing

Homeless Support Services

Mental Health, Substance Use and Behavioral Health Support Services

Supportive Services for an Aging Population

-
-

Population Growth/Over Development/Lack of Open Space

-
-
-
-
-

Parks and Public Spaces

-
-
-
-
-

Water Quality

-
-
-
-
-

Beach Quality/Beach Re-nourishment/Accessibility

-
-
-
-
-

Fire Rescue and Emergency Services

-
-
-
-
-

Community Safety

-
-
-
-
-

Career Opportunities/Jobs for My Skillset

-
-
-
-
-

Cultural Events, Social Activities and Recreation Opportunities

Tourism

Improving of Infrastructure such as Wi-Fi, Cell Phone and Utilities

Building for Resiliency and Climate Change needs

Road and Street Stormwater/Drainage/Flooding Issues

Planning/Building/Permitting/Code processes

Public Transportation (Palm Tran Bus)

Traffic flow on major roads

-
-
-
-
-
-

Palm Beach County Government Property Taxes

Any other additional issues/concerns not listed above? What do

you feel Palm Beach County Government does well?

1000 How do you feel Palm Beach County Government could do better?

1000 Did you know?

You can obtain more information about Palm Beach County's services, programs and events related to each of our Strategic Priorities at www.pbcgov.org?

-Please select-

Click this link to find out more:

[Palm Beach County Vision, Mission, Values, Goals & Strategic Priorities](#)

How did you hear about this survey?

-Please select-

What is your zip code?*

Submit

2023 Palm Beach County Resident Opinion Survey Tool- Spanish



Esta encuesta tiene como objetivo obtener comentarios de los residentes del condado de Palm Beach sobre temas que son para usted.

Para acceder a la encuesta en Inglés o Creole, seleccione su idioma preferido en el enlace desplegable de arriba.

Para solicitar que la encuesta se proporcione en un formato alternativo, vaya a:
[Recursos de accesibilidad del condado de Palm Beach](#)

¿Cuánto tiempo ha vivido en el condado de Palm Beach?

-Seleccione-

Género

Selecciona la opción que te identifiques con tu género:

-Seleccione-

Cuál es tu rango de edad?

-Seleccione-

Etnia /Raza Seleccione la raza/etnia con la que se identifica (seleccione todas las que correspondan):

- Blanco / Caucásico
- Negro /Afroamericano
- Hispano / Latino
- Asiático / Isleño del Pacífico
- No aplica
- Elige no responder
- Otro

¿Cómo calificaría la calidad de vida general en el condado de Palm Beach?

-Seleccione-

¿Recomendarías el condado de Palm Beach? ¿Recomendaría el condado de Palm Beach a un amigo, familiar o conocido como lugar para visitar? (Por favor seleccione todas las respuestas válidas)

- Vivir
- Educar a los hijos
- Trabajar
- Abrir un negocio
- Jubilarse
- Vacaciones
- Todo lo anterior

¿Cree que el condado está mejorando continuamente para satisfacer las demandas?

- Sí
- No
- No lo sé

Prioridades estratégicas:Desarrollo economico

Promover la revitalización económica, el desarrollo empresarial y la retención impulsando la creación de oportunidades de empleo al tiempo que se reducen las disparidades y se mejora la calidad de vida de todos.

(Crecimiento/aumento de empleos, empresas, inversiones, agricultura, turismo)

Seleccione una de las siguientes opciones para clasificar qué tan bien el Condado está abordando esta Prioridad Estratégica:

-Seleccione-

Infraestructura

Proporcionar y mantener las estructuras, sistemas y servicios de transporte necesarios que establezcan las bases necesarias para mejorar la calidad de vida de cada residente.

(Mejora en Carreteras, Puentes, Edificios, Transporte Público)

Seleccione una de las siguientes opciones para clasificar qué tan bien el Condado está abordando esta Prioridad Estratégica:

-Seleccione-

Vivienda y personas sin hogar

Promover la calidad de vida a través de programas específicos que aborden las necesidades de vivienda y personas sin hogar de los residentes del condado de Palm Beach.

(Vivienda asequible, asistencia para alquiler/hipoteca, centros de recursos para personas sin hogar)

Seleccione una de las siguientes opciones para clasificar qué tan bien el Condado está abordando esta Prioridad Estratégica:

-Seleccione-

Seguridad Pública

Para garantizar una comunidad segura, protegida y pacífica

(Rescate de Bomberos, Aplicación de la Ley, Servicios 911, Respuesta a Desastres)

Seleccione una de las siguientes opciones para clasificar qué tan bien el Condado está abordando esta Prioridad Estratégica:

-Seleccione-

Protección del medio ambiente

Promover programas y actividades que protejan, preserven y mejoren los recursos naturales al tiempo que brindan una vida sostenible y desarrollan un clima de resiliencia.

(Playas, Áreas Naturales, Parques, Canales Naturales y Lagos)

Seleccione una de las siguientes opciones para clasificar qué tan bien el Condado está abordando esta Prioridad Estratégica:

-Seleccione-

Uso de sustancias y trastornos del comportamiento

Abordar la crisis por abuso de sustancias y los trastornos de conducta proporcionando prevención basada en evidencia, tratamiento asistido por medicamentos y servicios de apoyo a la recuperación.

(Salud y bienestar mental, consumo de alcohol y sustancias)

Seleccione una de las siguientes opciones para clasificar qué tan bien el Condado está abordando esta Prioridad Estratégica:

-Seleccione-

Prioridad estratégica adicional ¿Existe otra Prioridad Estratégica diferente que le gustaría abordar?

-Seleccione-

Principales problemas/preocupaciones del condado

¿Cuáles cree que son los principales problemas/preocupaciones del condado que deberían abordarse en los próximos 3 a 5 años?

(Por favor clasifique las selecciones del 1 al 5, siendo 1 la menos importante y 5 la más importante a abordar).

1 - Menos importante 2345 - Lo más importante

Vivienda asequible, asequible y para la fuerza laboral

Servicios de apoyo para personas sin hogar

Servicios de apoyo de salud mental, uso de sustancias y salud conductual

Servicios de apoyo para una población que envejece

Crecimiento demográfico/sobredesarrollo/falta de espacios abiertos

Parques y espacios públicos

Calidad del agua

Calidad de la playa/Renutrición de la playa/Accesibilidad

Servicios de emergencia y rescate contra incendios

Seguridad comunitaria



Oportunidades profesionales/trabajos para mis habilidades



Eventos culturales, actividades sociales y oportunidades de recreación



Turismo



Mejora de infraestructura como Wi-Fi, telefonía celular y servicios públicos.



Construyendo para las necesidades de resiliencia y cambio climático



Problemas de aguas pluviales/drenaje/inundaciones en carreteras y calles



Procesos de planificación/construcción/permisos/código



Transporte público (autobús Palm Tran)



Flujo de tráfico en las carreteras principales.

Impuestos sobre la propiedad del gobierno del condado de Palm Beach

¿Algún otro problema/preocupación adicional no mencionado anteriormente? ¿Qué cree que hace bien el gobierno del condado

de Palm Beach? 1000 ¿Cómo cree que el gobierno del

condado de Palm Beach podría mejorar? 1000 ¿Sabías?

Puede obtener más información sobre los servicios, programas y eventos del Condado de Palm Beach relacionados con cada una de nuestras Prioridades Estratégicas en www.pbcgov.org?

-Seleccione-

Haga clic en este enlace para obtener más información:

[Visión, misión, valores, objetivos y prioridades estratégicas del condado de Palm Beach](#)

¿Cómo se enteró de esta encuesta?

-Seleccione-

¿Cuál es su código postal?*

Entregar

2023 Palm Beach County Resident Opinion Survey Tool- Creole



Sondaj sa a se pou jwenn fidbak nan men rezidan Palm Beach County sou pwoblèm ki enpòtan pou ou.

Pou jwenn aksè nan sondaj la an panyòl oswa angle, tanpri chwazi lang ou pi pito nan lis deroule lyen ki anwo yo.

Pou mande sondaj la nan yon lòt fòm, ale nan: [Resous pou Aksè nan Konte Palm Beach](#)

Konbyen tan ou rete nan Palm Beach County?

-Sélectionnez-

Sèks Chwazi opsyon ou idantifye ak sèks ou a:

-Sélectionnez-

Ki laj ou genyen?

-Sélectionnez-

Etnisite/Ras Tanpri chwazi ras/etnisite ou idantifye ak (chwazi tout sa ki aplikab yo):

Blan/Kokasyen Nwa/Afriken Ameriken Panyòl/Latino Azyatik/Pasifik Isalnder Pa aplikab Chwazi pa reponn Lòt

Ki jan ou ta evalye kalite lavi jeneral nan Palm Beach County?

-Sélectionnez-

Èske w ta rekòmande Konte Palm Beach? Èske w ta rekòmande Konte Palm Beach bay yon zanmi, yon manm fanmi, oswa yon zanmi, kòm yon kote? (Tanpri chwazi tout sa ki aplike)

Viv Leve timoun yo Travay Louvri yon biznis Pran retrèt ou Vakans Tout anwo a

Èske w panse Konte a ap kontinye amelyore pou satisfè demann yo?

Wi Non Pa konnen

Priyorite Estratejik:

Devlopman Ekonomik

Ankouraje revitalizasyon ekonomik, devlopman biznis ak retansyon nan kondwi kreyasyon opòtinite travay pandan y ap diminye diferans ak amelyore kalite lavi pou tout moun.

(Kwasans/ogmantasyon nan Travay, Biznis, Envestisman, Agrikilti, Touris)

Chwazi yon opsyon ki pi ba a pou klase kòmman Konte a ap byen adrese Priyorite Estratejik sa a:

-Sélectionnez-

Enfrastrikti

Bay ak kenbe estrikti ki nesèsè yo, sistèm ak sèvis transpò ki tabli fondasyon ki nesèsè pou amelyore kalite lavi chak rezidan.

(Amelyorasyon Wout, Pon, Bilding, Transpò Piblik)

Chwazi yon opsyon ki pi ba a pou klase kòmman Konte a ap byen adrese Priyorite Estratejik sa a:

-Sélectionnez-

Lojman ak Sanzabri

Ankouraje kalite lavi atravè pwogram vize ki adrese bezwen lojman ak sanzabri rezidan Konte Palm Beach yo.

(Lojman Abòdab, Asistans Lwaye/Ipotèk, Sant Resous Sanzabri)

Chwazi yon opsyon ki pi ba a pou klase kòmman Konte a ap byen adrese Priyorite Estratejik sa a:

-Sélectionnez-

Sekirite Piblik

Pou asire yon kominote an sekirite, an sekirite ak lapè.

(Sekou Ponpye, Lapolis, Sèvis 911, Repons Dezas)

Chwazi yon opsyon ki pi ba a pou klase kòmman Konte a ap byen adrese Priyorite Estratejik sa a:

-Sélectionnez-

Pwoteksyon anviwònman

Ankouraje pwogram ak aktivite ki pwoteje, prezève ak amelyore resous natirèl yo pandan y ap bay lavi dirab ak devlope yon klima rezistans.

(Plage, Zòn Natirèl, Pak, Wout Natirèl ak Lak)

Chwazi yon opsyon ki pi ba a pou klase kòman Konte a ap byen adrese Priyorite Estratejik sa a:

-Sélectionnez-

Itilizasyon sibstans ak Twoub Konpòtman

Pou abòde kriz abi sibstans ak maladi konpòtman yo lè w bay prevansyon ki baze sou prèv, tretman asistans medikaman, ak sèvis sipò rekiperasyon.

(Sante Mantal ak Byennèt, Itilizasyon Alkòl ak Sibstans)

Chwazi yon opsyon ki pi ba a pou klase kòman Konte a ap byen adrese Priyorite Estratejik sa a:

-Sélectionnez-

Lòt Priyorite Estratejik Èske gen yon lòt, oswa diferan Priyorite Estratejik ke ou ta renmen adrese?

-Sélectionnez-

Konte prensipal pwoblèm/enkyetid

Kilès ou kwè se pi gwo pwoblèm/enkyetid Konte a ki ta dwe adrese nan 3-5 ane kap vini yo?

(Tanpri klase seleksyon yo soti nan 1-5 ak 1 ki pi enpòtan an ak 5 ki pi enpòtan yo dwe adrese.)

1 - Pi piti enpòtan 2345 - Ki pi enpòtan

Lojman Atasib, Abòdab ak Mendèv

Sèvis sipò pou moun ki san kay

Sante Mantal, Sèvi ak Sibstans ak Sèvis Sipò pou Sante Konpòtman

Sèvis sipò pou yon popilasyon ki aje

Kwasans Popilasyon/Devlopman twòp/Mank Espas Ouvè

-
-
-
-
-

Pak ak Espas Piblik yo

-
-
-
-
-

Kalite dlo

-
-
-
-
-

Kalite Plaj/Re-noutrisyon plaj/Aksesibilite

-
-
-
-
-

Sekou dife ak Sèvis Ijans

-
-
-
-
-

Sekirite Kominote

-
-
-
-
-

Opòtinite karyè/Travay pou konpetans mwen an

-
-
-
-
-

Èvènman Kiltirèl, Aktivite Sosyal ak Opòtinite Rekreyasyon

-
-

Touris

Amelyorasyon enfracstrikti tankou Wi-Fi, Telefòn Selilè ak sèvis piblik yo

Bati pou Rezilyans ak bezwen Chanjman Klima

Wout ak Ri Pwoblèm Dlo Lapli/Drenaj/Inondasyon

Pwosesis Planifikasyon / Konstriksyon / Pèmi / Kòd

Transpò Piblik (Palm Tran Bus)

Trafik sikilasyon sou gwo wout yo

Taks sou Pwopriyete Gouvènman Konte Palm Beach

Nenpòt lòt pwoblèm/enkyetid adisyonèl ki pa nan lis pi wo a? **Kisa**

ou santi Gouvènman Palm Beach County fè byen?

1000 **Ki jan ou santi Gouvènman Palm Beach County ta ka fè pi byen?**

1000 **Eske'w te Konnen?**

Ou ka jwenn plis enfòmasyon sou sèvis, pwogram ak evènman Konte Palm Beach ki gen rapò ak chak priyorite estratejik nou yo nan www.pbcgov.org?

-Sélectionnez-

Klike sou lyen sa a pou w jwenn plis enfòmasyon:

[Palm Beach County Vizyon, Misyon, Valè, Objektif ak Priyorite Estratejik](#)

Ki jan ou te tande sou sondaj sa a?

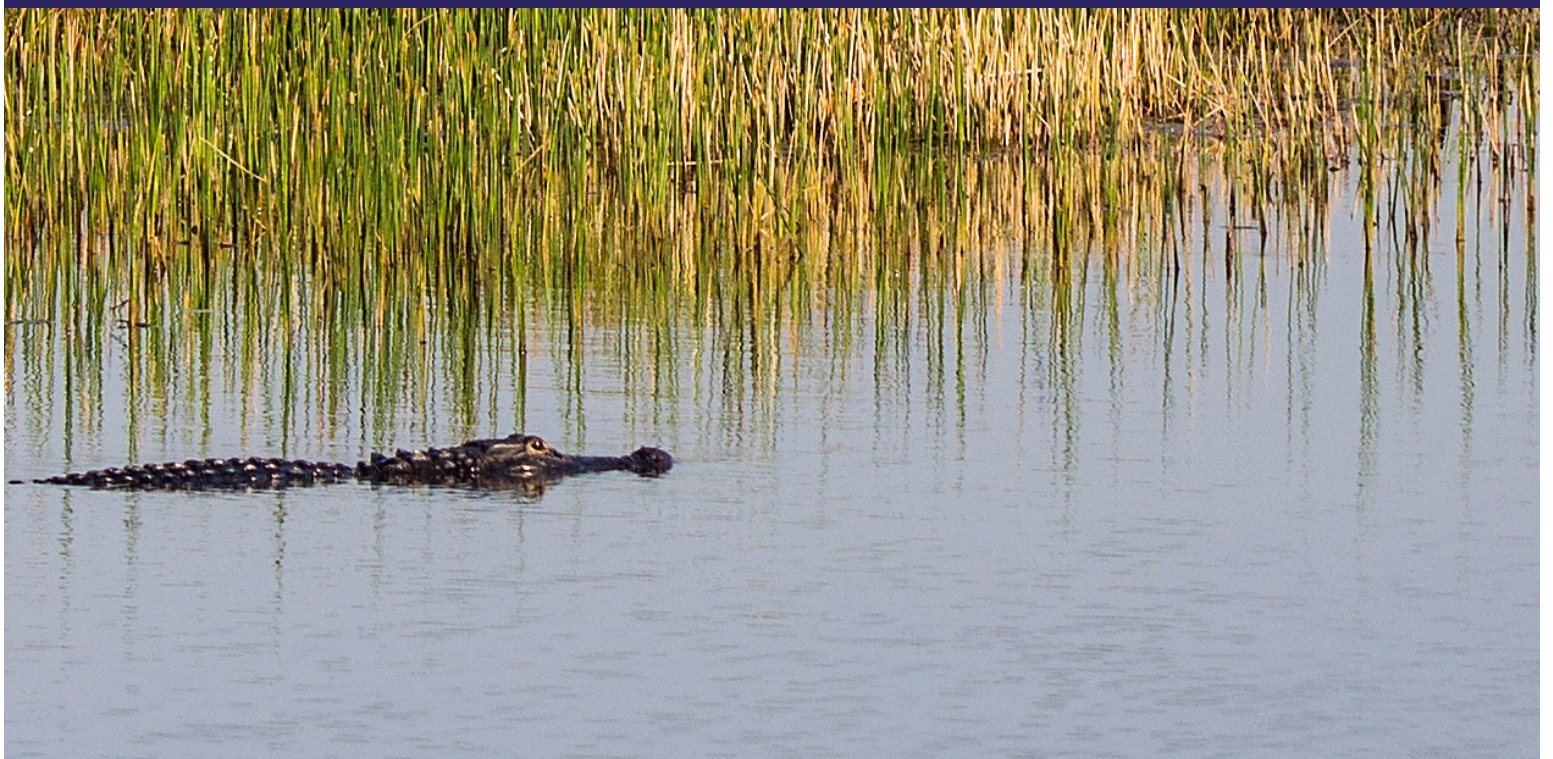
-Sélectionnez-

Ki kòd postal ou a?*

Soumèt



SECTION 4:
ADDENDUM - BACKUP INFORMATION



Addendum:

2023 Palm Beach County Resident Opinion Survey

Backup Information

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

From: Press Release <PressRelease@pbcgov.org>
Sent: Thursday, October 19, 2023 8:57 AM
To: Press Release <PressRelease@pbcgov.org>
Subject: Palm Beach County Wants Your Feedback



Palm Beach County Wants Your Feedback

For immediate release: 10/19/23
Contact: Keith Clinkscale, 561-355-4075

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, click on this link: <https://arcg.is/0XfnaS1>
or scan this QR code with your mobile device:



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.



For Immediate Release: November 28, 2023

Contact: Keith Clinkscale 561-355-4075, kclinkscale@pbcgov.org

Reminder: Palm Beach County Wants Your Feedback

We have received many surveys since our launch in October. In order to get a true representation of county residents' priorities, we need more.

The countywide survey, available in English, Spanish, and Creole, 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, click on this link: <https://arcg.is/0XfnaS1> or scan this QR code with your mobile device:



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.

Flyer about the Survey and Distributed Throughout the County

YOUR OPINION MATTERS



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To participate in the survey, go to: <https://arcg.is/0XfnaS1> or scan QR code with your mobile device:

Para participar en la encuesta, haga clic en este enlace: <https://arcg.is/0XfnaS1> o escanee este código QR con tu dispositivo móvil:

Pou patisipe nan sondaj la, klike sou lyen sa a: <https://arcg.is/0XfnaS1> oswa eskane kòd QR sa a sou telefòn pòtab ou:



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.

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Pou mande sondaj sa a nan yon lòt fòm, tanpri voye imèl nan pbcaccessibility@pbcgov.org.

Palm Beach County Wants Your Feedback

Palm Beach County wants your feedback!

**This survey is to get feedback
from the residents of Palm Beach
County on issues that are of
importance to you.**



**To participate in the survey:
Scan the QR code
or visit: arcg.is/OXfnaS1**





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.

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Water Utilities Bill Insert to Customers for the Month of November 2023



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Palm Beach County Board of County Commissioners
VISION, MISSION, VALUES, GOALS & STRATEGIC PRIORITIES



Palm Beach County's Strategic Priorities



Survey data gathered and provided by
Strategic Planning and Performance Management

Keith A. Clinkscale

Director, Strategic Planning and Performance Management

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

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Survey Tool created with Survey123 by GIS Manager in
ISS Department

Regina Hagger, GISP

GIS Manager

Palm Beach County Information Systems Services

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**PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS**