



CITY OF DELRAY BEACH, FL 2010



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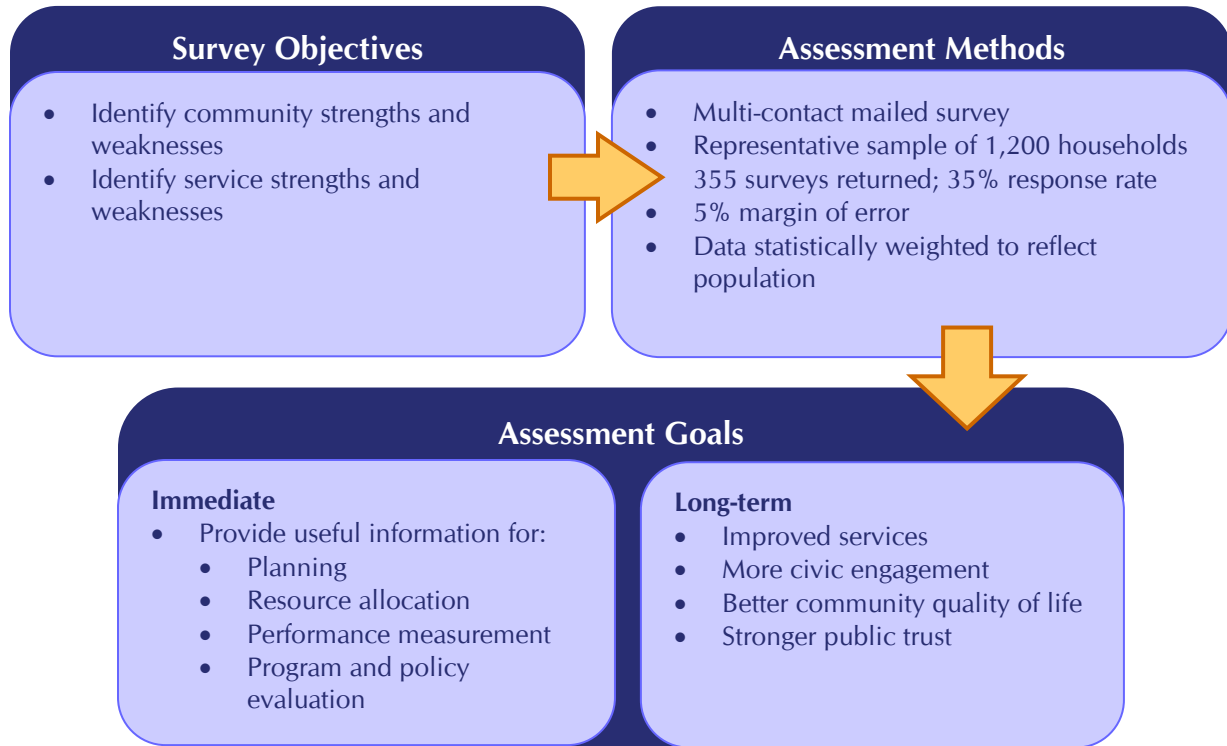
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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Additionally, some survey recipients were given the option of completing the survey online. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 355 completed surveys were obtained (of these, 349 were received via mail and 6 were completed on the internet), providing an overall response rate of 35%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the City of Delray Beach was developed in close cooperation with local jurisdiction staff. Delray Beach staff selected items from a menu of questions about services and community issues and provided the appropriate letterhead and signatures for mailings. City of Delray Beach staff also augmented The National Citizen Survey™ basic service through a variety of options including a custom set of benchmark comparisons and several policy questions.

UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' opinions about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each report section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

The margin of error around results for the City of Delray Beach Survey (355 completed surveys) is plus or minus five percentage points. This is a measure of the precision of your results; a larger number of completed surveys gives a smaller (more precise) margin of error, while a smaller number of surveys yields a larger margin of error. With your margin of error, you may conclude that when 60% of survey respondents report that a particular service is "excellent" or "good," somewhere between 55-65% of all residents are likely to feel that way.

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the City of Delray Beach, but from City of Delray Beach services to services like them provided by other jurisdictions.

Interpreting Comparisons to Previous Years

This report contains comparisons with prior years' results. In this report, we are comparing this year's data with existing data in the graphs. Differences between years can be considered "statistically significant" if they are greater than seven percentage points. Trend data for your jurisdiction represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The City of Delray Beach chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (Populations 45,000 to 80,000). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Delray Beach survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the City of Delray Beach results were generally noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as “more,” “similar” or “less” (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of the City of Delray Beach's rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “above,” “below,” “more” or “less” if the difference between your jurisdiction’s rating and the benchmark is greater the margin of error; and “much above,” “much below,” “much more” or “much less” if the difference between your jurisdiction’s rating and the benchmark is more than twice the margin of error.

“Don’t Know” Responses and Rounding

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

EXECUTIVE SUMMARY

This report of the City of Delray Beach survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experienced a good quality of life in the City of Delray Beach and believed the City was a good place to live. The overall quality of life in the City of Delray Beach was rated as “excellent” or “good” by 88% of respondents. Almost all reported they plan on staying in the City of Delray Beach for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. Among the characteristics receiving the most favorable ratings were the overall image or reputation of Delray Beach and the overall appearance of Delray Beach. The two characteristics receiving the least positive ratings were employment opportunities and the availability of affordable quality housing.

Ratings of community characteristics were compared to the benchmark database. Of the 22 characteristics for which comparisons were available, 20 were above the national benchmark comparison, one was similar to the national benchmark comparison and one was below.

Residents in the City of Delray Beach were somewhat civically engaged. While 32% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 77% had read the Delray Beach Newsletter. Less than half had volunteered their time to some group or activity in the City of Delray Beach, which was lower than the benchmark.

In general, survey respondents demonstrated trust in local government. A majority rated the overall direction being taken by the City of Delray Beach as “good” or “excellent.” This was much higher than the benchmark. Those residents who had interacted with an employee of the City of Delray Beach in the previous 12 months gave high marks to those employees. Nearly all rated their overall impression of employees as “excellent” or “good.”

On average, residents gave favorable ratings to almost all local government services. City services rated were able to be compared to the benchmark database. Of the 31 services for which comparisons were available, 21 were above the benchmark comparison, eight were similar to the benchmark comparison and two were below.

A Key Driver Analysis was conducted for the City of Delray Beach which examined the relationships between ratings of each service and ratings of the City of Delray Beach's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Delray Beach can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Communication from the City
- Police services
- Land use, planning and zoning

COMMUNITY RATINGS

OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the City of Delray Beach – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents’ commitment to the City of Delray Beach. Residents were asked whether they planned to move soon or if they would recommend the City of Delray Beach to others. Intentions to stay and willingness to make recommendations provide evidence that the City of Delray Beach offers services and amenities that work.

Almost all of the City of Delray Beach’s residents gave high ratings to their neighborhoods and the community as a place to live. Further, most reported they would recommend the community to others and plan to stay for the next five years. The rating for neighborhood as a place to live had increased since 2009. The overall quality of life and Delray Beach as a place to live increased since 2007.

FIGURE 3: RATINGS OF OVERALL QUALITY OF LIFE BY YEAR

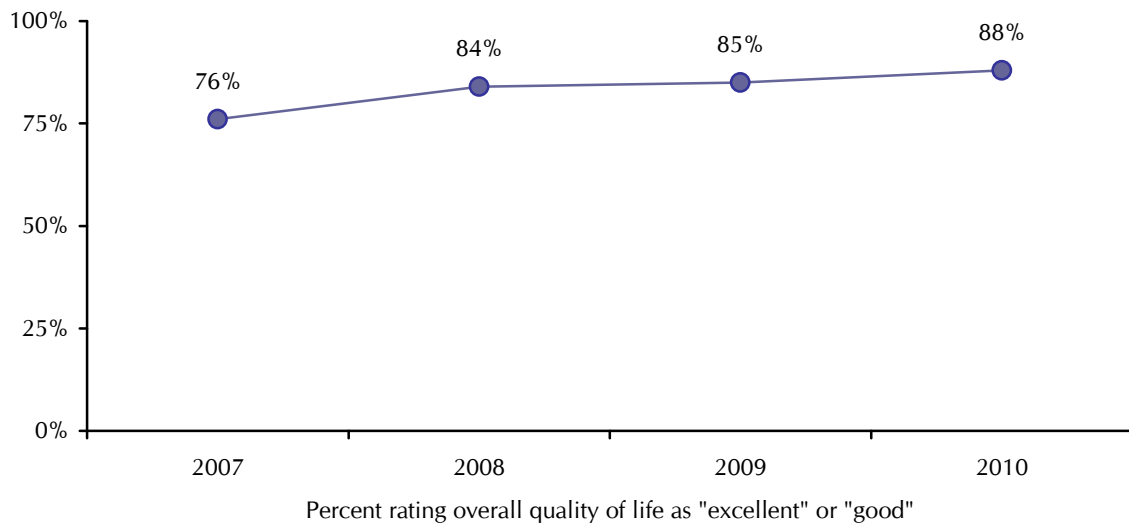


FIGURE 4: RATINGS OF OVERALL COMMUNITY QUALITY BY YEAR

	2010	2009	2008	2007
The overall quality of life in Delray Beach	88%	85%	84%	76%
Your neighborhood as a place to live	87%	81%	81%	75%
Delray Beach as a place to live	94%	90%	89%	82%
Percent "excellent" or "good"				

FIGURE 5: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY BY YEAR

	2010	2009	2008	2007
Remain in Delray Beach for the next five years	88%	88%	83%	NA
Recommend living in Delray Beach to someone who asks	94%	90%	94%	NA
Percent "very" and "somewhat" likely				

FIGURE 6: OVERALL COMMUNITY QUALITY BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Overall quality of life in Delray Beach	Much above	Much above
Your neighborhood as place to live	Above	Above
Delray Beach as a place to live	Much above	Much above
Recommend living in Delray Beach to someone who asks	Much above	Much above
Remain in Delray Beach for the next five years	Above	Above

COMMUNITY DESIGN

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of five aspects of mobility to rate on a scale of “excellent,” “good,” “fair” and “poor.” Ease of walking was given the most positive rating, followed by Ease of car travel in Delray Beach. These ratings were higher than the benchmarks and were trending up over time.

FIGURE 7: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

	2010	2009	2008	2007
Ease of car travel in Delray Beach	71%	55%	56%	50%
Ease of bus travel in Delray Beach	58%	53%	43%	37%
Ease of bicycle travel in Delray Beach	61%	50%	39%	42%
Ease of walking in Delray Beach	76%	67%	55%	59%
Traffic flow on major streets	54%	40%	43%	NA
Percent "excellent" or "good"				

FIGURE 8: COMMUNITY TRANSPORTATION BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Ease of car travel in Delray Beach	Much above	Much above
Ease of bus travel in Delray Beach	Much above	Much above
Ease of bicycle travel in Delray Beach	Much above	Much above
Ease of walking in Delray Beach	Much above	Much above
Traffic flow on major streets	Above	Much above

Seven transportation services were rated in Delray Beach. As compared to most communities across America, ratings tended to be favorable. Three were above the benchmarks, and three were similar to the benchmarks. The rating for traffic signal timing was similar when compared to the nation, and higher than the custom comparison. The rating for the amount of public parking increased from previous years.

FIGURE 9: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

	2010	2009	2008	2007
Street repair	57%	57%	56%	53%
Street cleaning	59%	61%	70%	59%
Street lighting	65%	64%	61%	54%
Sidewalk maintenance	60%	55%	57%	49%
Traffic signal timing	53%	42%	60%	43%
Bus or transit services	60%	63%	55%	NA
Amount of public parking	50%	43%	42%	35%
Percent "excellent" or "good"				

FIGURE 10: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Street repair	Much above	Much above
Street cleaning	Similar	Similar
Street lighting	Similar	Similar
Sidewalk maintenance	Above	Much above
Traffic signal timing	Similar	Above
Bus or transit services	Above	Above
Amount of public parking	Similar	Similar

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 3% of work commute trips were made by transit, bicycle or by foot.

FIGURE 11: FREQUENCY OF BUS USE IN LAST 12 MONTHS BY YEAR

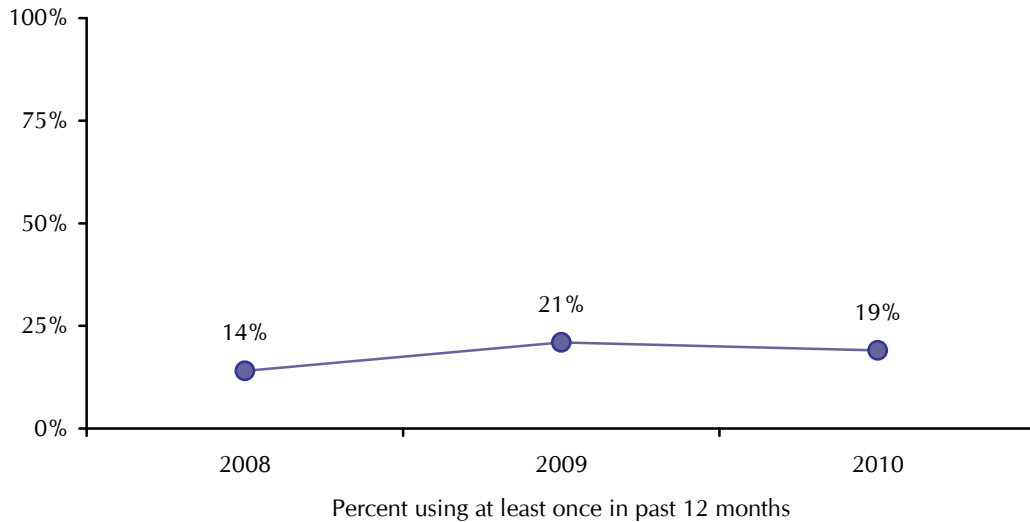


FIGURE 12: FREQUENCY OF BUS USE BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Ridden a local bus within Delray Beach	Less	Less

FIGURE 13: MODE OF TRAVEL USED FOR WORK COMMUTE BY YEAR

	2010	2009	2008	2007
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	72%	73%	78%	NA
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	13%	10%	8%	NA
Bus, rail or other public transportation	1%	2%	3%	NA
Walk	1%	4%	2%	NA
Bicycle	1%	3%	1%	NA
Work at home	12%	8%	8%	NA
Other	1%	0%	0%	NA
Percent of respondents				

FIGURE 14: DRIVE ALONE BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Average percent of work commute trips made by driving alone	Similar	Similar

Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the City of Delray Beach residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as “excellent” or “good” by 43% of respondents, while the variety of housing options was rated as “excellent” or “good” by 71% of respondents. The rating of perceived affordable housing availability was better in the City of Delray Beach than the ratings, on average, in comparison jurisdictions. The rating for variety of housing options was higher in 2010 than in 2009 and there is an upward ratings trend for both housing categories across the history of surveys in Delray Beach.

FIGURE 15: RATINGS OF HOUSING IN COMMUNITY BY YEAR

	2010	2009	2008	2007
Availability of affordable quality housing	43%	38%	24%	22%
Variety of housing options	71%	64%	48%	NA
Percent "excellent" or "good"				

FIGURE 16: HOUSING CHARACTERISTICS BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Availability of affordable quality housing	Above	Much above
Variety of housing options	Much above	Much above

To augment the perceptions of affordable housing in Delray Beach, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the City of Delray Beach experiencing housing cost stress. About half of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 17: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE" BY YEAR

	2010	2009	2008	2007
Housing costs 30% or more of income	50%	46%	NA	NA
Percent of respondents				

FIGURE 18: HOUSING COSTS BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Experiencing housing costs stress (housing costs 30% or MORE of income)	Much more	Much more

Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community’s overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the City of Delray Beach and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the City of Delray Beach was rated as “excellent” or “good” by 74% of respondents. The overall appearance of Delray Beach was rated as “excellent” or “good” by 83% of respondents and was higher than the benchmarks. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the City of Delray Beach, 13% thought they were a “major” problem. The service of land use, planning and zoning were rated above the benchmarks and the service of code enforcement were similar to the benchmarks. Ratings showed a varied pattern when compared to past years.

FIGURE 19: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT" BY YEAR

	2010	2009	2008	2007
Overall quality of new development in Delray Beach	74%	66%	66%	61%
Overall appearance of Delray Beach	83%	79%	79%	74%
Percent "excellent" or "good"				

FIGURE 20: BUILT ENVIRONMENT BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Quality of new development in Delray Beach	Much above	Much above
Overall appearance of Delray Beach	Much above	Much above

FIGURE 21: RATINGS OF POPULATION GROWTH BY YEAR

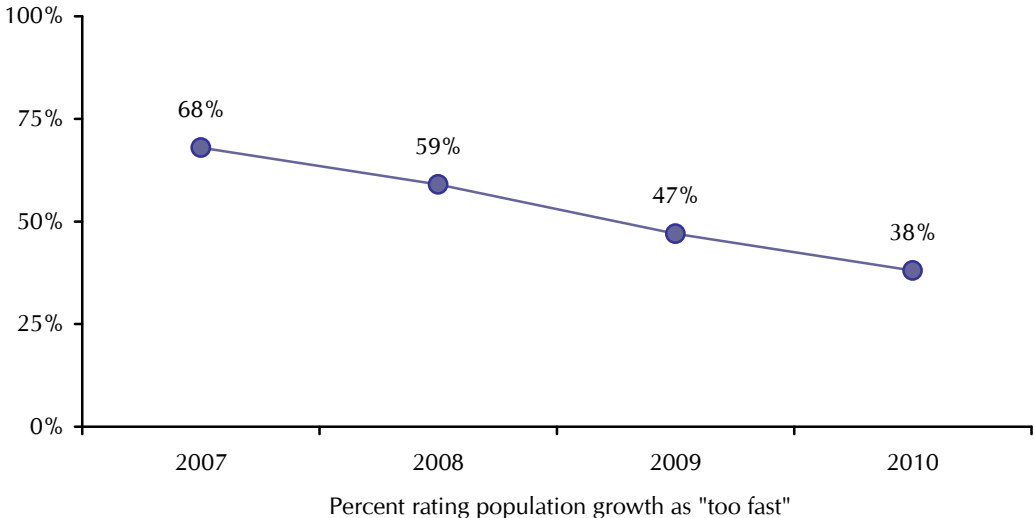


FIGURE 22: POPULATION GROWTH BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Population growth seen as too fast	Much less	Much less

FIGURE 23: RATINGS OF NUISANCE PROBLEMS BY YEAR

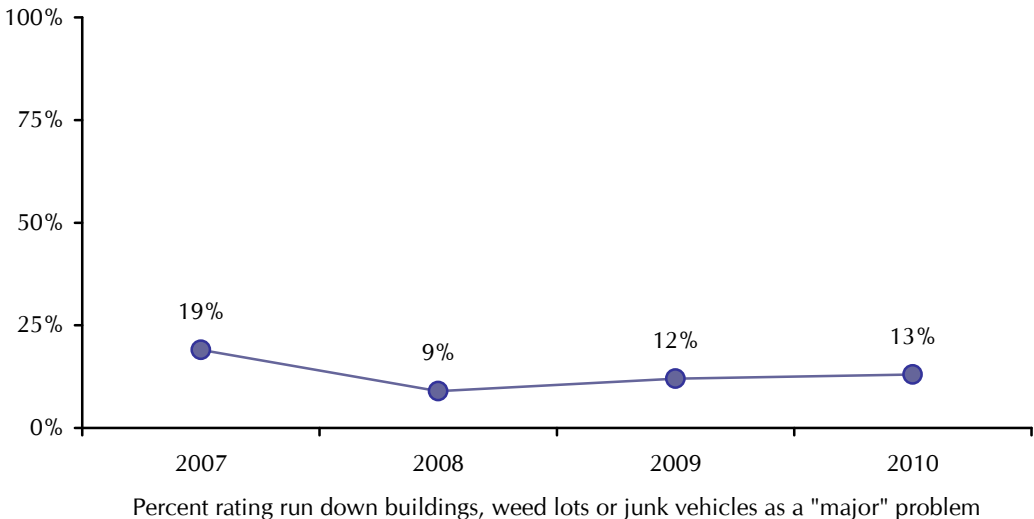


FIGURE 24: NUISANCE PROBLEMS BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Run down buildings, weed lots and junk vehicles seen as a "major" problem	Similar	Similar

FIGURE 25: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

	2010	2009	2008	2007
Land use, planning and zoning	52%	53%	51%	32%
Code enforcement (weeds, abandoned buildings, etc.)	46%	39%	45%	40%
Percent "excellent" or "good"				

FIGURE 26: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Land use, planning and zoning	Above	Above
Code enforcement (weeds, abandoned buildings, etc.)	Similar	Similar

ECONOMIC SUSTAINABILITY

The United States has been in recession since late 2007 with an accelerated downturn occurring in the fourth quarter of 2008. Officially we emerged from recession in the third quarter of 2009, but high unemployment lingers, keeping a lid on a strong recovery. Many readers worry that the ill health of the economy will color how residents perceive their environment and the services that local government delivers. NRC researchers have found that the economic downturn has chastened Americans' view of their own economic futures but has not colored their perspectives about community services or quality of life.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated feature was shopping opportunities. Receiving the lowest rating was employment opportunities. Ratings for employment opportunities had increased compared to the prior survey, while ratings for shopping opportunities and Delray Beach as a place to work were similar to the last survey's results.

FIGURE 27: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

	2010	2009	2008	2007
Employment opportunities	37%	28%	33%	33%
Shopping opportunities	73%	69%	72%	67%
Delray Beach as a place to work	62%	63%	57%	58%
Percent "excellent" or "good"				

FIGURE 28: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Employment opportunities	Above	Similar
Shopping opportunities	Much above	Much above
Delray Beach as a place to work	Above	Above

Residents were asked to evaluate the speed of jobs growth and retail growth on scale from “much too slow” to “much too fast.” When asked about the rate of job growth in Delray Beach, 71% responded that it was “too slow,” while 23% reported retail growth as “too slow.” Fewer residents in Delray Beach compared to other jurisdictions believed that retail growth was too slow and about the same number of residents believed that job growth was too slow.

FIGURE 29: RATINGS OF RETAIL AND JOBS GROWTH BY YEAR

	2010	2009	2008	2007
Retail growth seen as too slow	23%	24%	14%	20%
Jobs growth seen as too slow	71%	78%	71%	64%
Percent of respondents				

FIGURE 30: RETAIL AND JOB GROWTH BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Retail growth seen as too slow	Much less	Much less
Jobs growth seen as too slow	Similar	Similar

FIGURE 31: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR

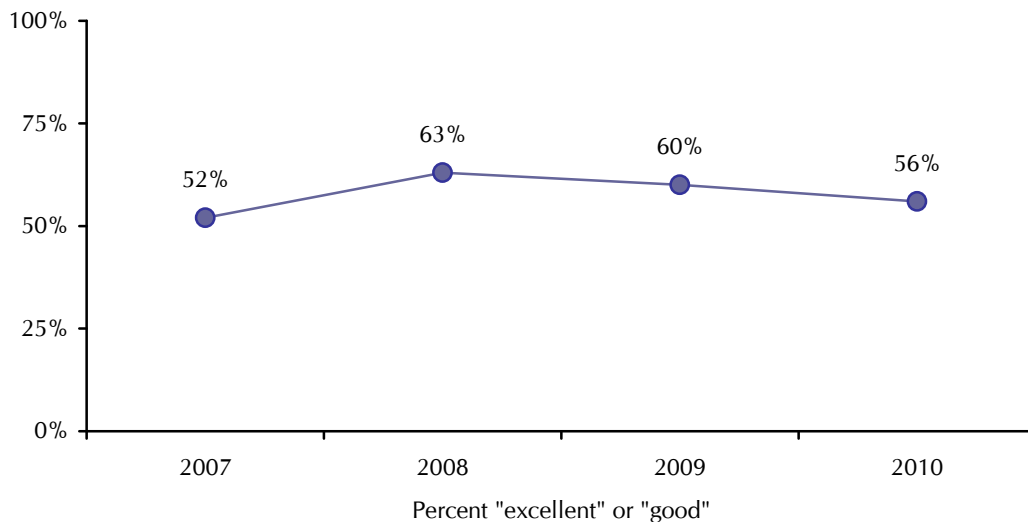


FIGURE 32: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Economic development	Much above	Much above

Residents were asked to reflect on their economic prospects in the near term. Twenty-seven percent of the City of Delray Beach residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family. The percent of residents with an optimistic outlook on their household income was more than comparison jurisdictions.

FIGURE 33: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR

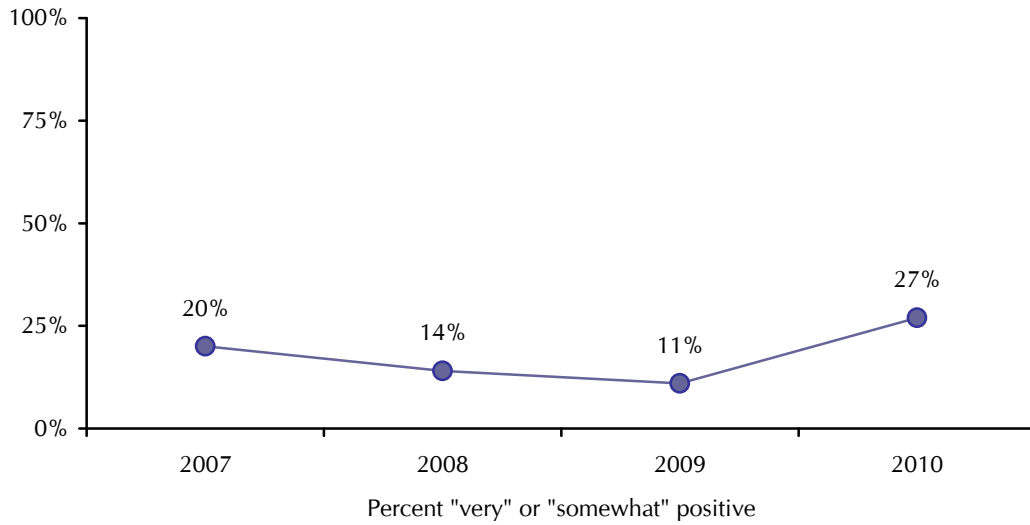


FIGURE 34: PERSONAL ECONOMIC FUTURE BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Positive impact of economy on household income	Much above	Much above

PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Many gave positive ratings of safety in the City Delray Beach. About 56% percent of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 73% felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety. These ratings were stable when compared to past survey results.

FIGURE 35: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY BY YEAR

	2010	2009	2008	2007
Safety in your neighborhood during the day	92%	89%	92%	87%
Safety in your neighborhood after dark	69%	67%	66%	68%
Safety in Delray Beach's downtown area during the day	93%	92%	94%	91%
Safety in Delray Beach's downtown area after dark	66%	71%	73%	71%
Safety from violent crime (e.g., rape, assault, robbery)	56%	59%	56%	47%
Safety from property crimes (e.g., burglary, theft)	44%	49%	45%	41%
Safety from environmental hazards	73%	79%	72%	NA
Percent "very" or "somewhat" safe				

FIGURE 36: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
In your neighborhood during the day	Similar	Similar
In your neighborhood after dark	Similar	Similar
In Delray Beach's downtown area during the day	Above	Above
In Delray Beach's downtown area after dark	Above	Much above
Violent crime (e.g., rape, assault, robbery)	Much below	Much below
Property crimes (e.g., burglary, theft)	Much below	Much below
Environmental hazards, including toxic waste	Similar	Similar

As assessed by the survey, 15% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 95% had reported it to police. Compared to other jurisdictions about the same percent of Delray Beach residents had been victims of crime in the 12 months preceding the survey and more Delray Beach residents had reported their most recent crime victimization to the police.

FIGURE 37: CRIME VICTIMIZATION AND REPORTING BY YEAR

	2010	2009	2008	2007
During the past twelve months, were you or anyone in your household the victim of any crime?	15%	14%	16%	19%
If yes, was this crime (these crimes) reported to the police?	95%	83%	88%	75%
Percent "yes"				

FIGURE 38: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Victim of crime	Similar	Similar
Reported crimes	Much more	Much more

Residents rated seven City public safety services; of these, five were rated above the benchmark comparisons, and two were rated similar to the benchmark comparisons. Fire services and ambulance or emergency medical services received the highest ratings. All were rated similar to or higher than previous years.

FIGURE 39: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

Ratings of Public Safety Services by Year				
	2010	2009	2008	2007
Police services	87%	85%	85%	73%
Fire services	96%	95%	95%	90%
Ambulance or emergency medical services	95%	92%	94%	89%
Crime prevention	65%	59%	59%	52%
Fire prevention and education	78%	78%	74%	76%
Traffic enforcement	75%	66%	63%	56%
Emergency preparedness (services that prepare the community for natural disasters or other emergency services)	76%	78%	77%	NA
Percent "excellent" or "good"				

FIGURE 40: PUBLIC SAFETY SERVICES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Police services	Much above	Much above
Fire services	Much above	Much above
Ambulance or emergency medical services	Much above	Much above
Crime prevention	Similar	Similar
Fire prevention and education	Similar	Similar
Traffic enforcement	Much above	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Much above	Much above

ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green”. These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears.

Residents of the City of Delray Beach were asked to evaluate their local environment and the services provided to ensure its quality. Air quality was rated as “excellent” or “good” by 77% of survey respondents, a rating similar to the past survey, and was much above the benchmarks.

FIGURE 41: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT BY YEAR

	2010	2009	2008	2007
Air quality	77%	78%	NA	NA
Percent "excellent" or "good"				

FIGURE 42: COMMUNITY ENVIRONMENT BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Air quality	Much above	Much above

Resident recycling was greater than recycling reported in comparison communities, and was stable over the last two surveys (after an increase from 2007 to 2008).

FIGURE 43: FREQUENCY OF RECYCLING IN LAST 12 MONTHS

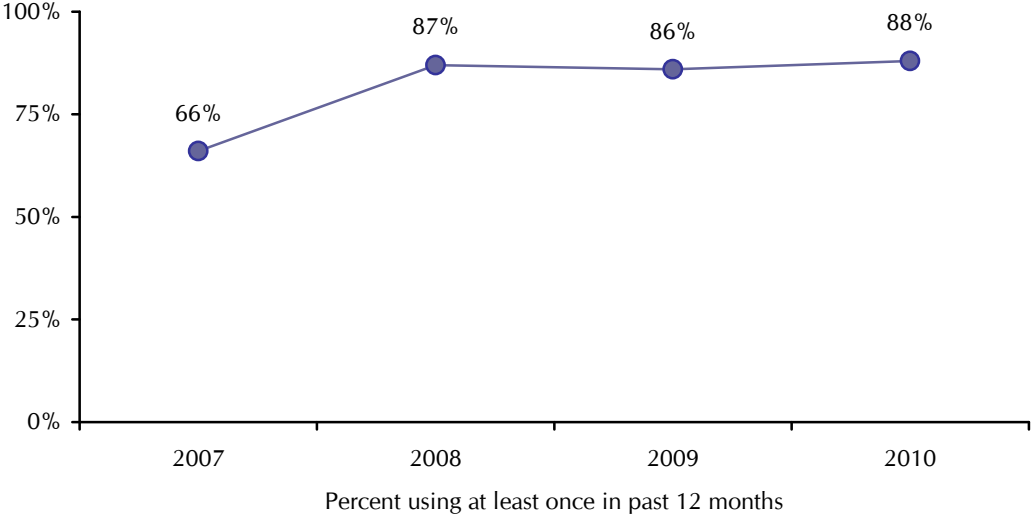


FIGURE 44: FREQUENCY OF RECYCLING BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Recycled used paper, cans or bottles from your home	Much more	Much more

Of the six utility services rated by those completing the questionnaire, four were higher than both benchmark comparisons and one was below the benchmark comparisons. The rating for sewer services was similar to the national comparison and higher than the custom comparison. These service ratings trends were generally similar when compared to past surveys. The rating for drinking water had declined since 2009.

FIGURE 45: RATINGS OF UTILITY SERVICES BY YEAR

	2010	2009	2008	2007
Sewer services	80%	75%	77%	62%
Drinking water	57%	64%	62%	54%
Storm drainage	68%	64%	63%	50%
Yard waste pick-up	80%	79%	78%	70%
Recycling	87%	85%	91%	77%
Garbage collection	88%	87%	89%	79%
Percent "excellent" or "good"				

FIGURE 46: UTILITY SERVICES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Sewer services	Above	Similar
Drinking water	Below	Much below
Storm drainage	Much above	Above
Yard waste pick-up	Above	Much above
Recycling	Much above	Much above
Garbage collection	Above	Above

RECREATION AND WELLNESS

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities can vastly improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the City of Delray Beach were rated positively as were services related to parks and recreation. Recreation centers or facilities were rated higher than the benchmarks while city parks and recreation programs or classes were similar to the benchmarks. Recreation opportunities received the lowest rating but was higher than the benchmarks. Parks and recreation ratings have generally stayed constant over time.

The percent of residents that used Delray Beach recreation centers was smaller than the percent of users in comparison jurisdictions. Similarly, recreation program use in Delray Beach was lower than use in comparison jurisdictions. Those who had used recreation centers or facilities in the last 12 months was greater when compared to the 2009, while participation in recreation programs was similar to the prior survey's data. The number of those who had visited a neighborhood or city park was lower when compared to 2009.

FIGURE 47: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES BY YEAR

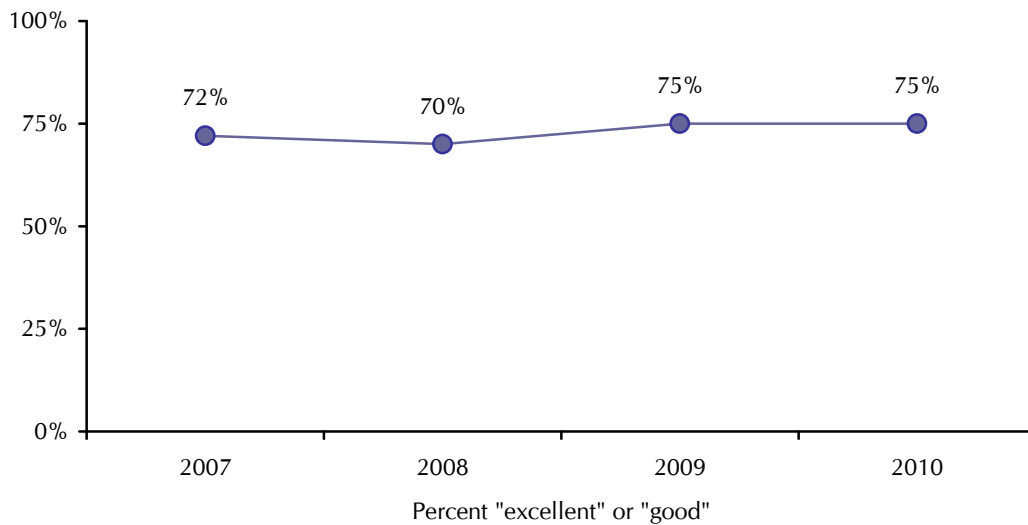


FIGURE 48: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Recreation opportunities	Much above	Much above

FIGURE 49: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

	2010	2009	2008	2007
Used Delray Beach recreation centers	50%	43%	51%	53%
Participated in a recreation program or activity	37%	37%	40%	45%
Visited a neighborhood park or City park	77%	82%	79%	91%
Percent using at least once in last 12 months				

FIGURE 50: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Used Delray Beach recreation centers	Much less	Less
Participated in a recreation program or activity	Much less	Much less
Visited a neighborhood park or City park	Much less	Much less

FIGURE 51: RATINGS OF PARKS AND RECREATION SERVICES BY YEAR

	2010	2009	2008	2007
City parks	84%	85%	87%	78%
Recreation programs or classes	78%	78%	74%	64%
Recreation centers or facilities	79%	74%	78%	64%
Percent "excellent" or "good"				

FIGURE 52: PARKS AND RECREATION SERVICES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
City parks	Similar	Similar
Recreation programs or classes	Similar	Similar
Recreation centers or facilities	Above	Above

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like individuals who simply go to the office and return home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring to business and themselves. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as “excellent” or “good” by 80% of respondents. Educational opportunities were rated as “excellent” or “good” by 46% of respondents. Compared to the benchmark data, educational opportunities were below the average of comparison jurisdictions, while cultural activity opportunities were rated above the benchmark comparisons.

About 72% of Delray Beach residents used a City library at least once in the 12 months preceding the survey. This participation rate for library use was similar to comparison jurisdictions and was similar to the last survey’s level of participation.

FIGURE 53: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

	2010	2009	2008	2007
Opportunities to attend cultural activities	80%	73%	69%	74%
Educational opportunities	46%	41%	41%	50%
Percent "excellent" or "good"				

FIGURE 54: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Opportunities to attend cultural activities	Much above	Much above
Educational opportunities	Much below	Much below

FIGURE 55: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

	2010	2009	2008	2007
Used Delray Beach public library or its services	72%	71%	63%	71%
Percent using at least once in last 12 months				

FIGURE 56: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Used Delray Beach public library or its services	Similar	Similar

FIGURE 57: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

	2010	2009	2008	2007
Public schools	62%	54%	57%	45%
Public library services	93%	91%	80%	90%
Percent "excellent" or "good"				

FIGURE 58: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Public schools	Below	Below
Public library services	Much above	Much above

COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the City of Delray Beach as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

A majority of residents rated the City of Delray Beach as an “excellent” or “good” place to raise kids and a high percentage rated it as an excellent or good place to retire. About three quarters of residents felt that the local sense of community was “excellent” or “good.” Most survey respondents felt the City of Delray Beach was open and accepting towards people of diverse backgrounds. The availability of affordable quality child care was rated the lowest by residents but was higher than the benchmark and had improved over time.

FIGURE 59: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

	2010	2009	2008	2007
Sense of community	76%	67%	69%	66%
Openness and acceptance of the community towards people of diverse backgrounds	72%	68%	70%	64%
Availability of affordable quality child care	48%	27%	17%	30%
Delray Beach as a place to raise children	59%	61%	55%	49%
Delray Beach as a place to retire	88%	81%	81%	67%
Percent "excellent" or "good"				

FIGURE 60: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Sense of community	Much above	Much above
Openness and acceptance of the community toward people of diverse backgrounds	Much above	Much above
Availability of affordable quality child care	Much above	Much above
Delray Beach as a place to raise kids	Much below	Much below
Delray Beach as a place to retire	Much above	Much above

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 57% to 76% with ratings of “excellent” or “good.” Ratings for services to seniors, youth and low-income people were above the benchmarks.

FIGURE 61: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS BY YEAR

	2010	2009	2008	2007
Services to seniors	76%	68%	61%	63%
Services to youth	61%	65%	52%	50%
Services to low-income people	57%	54%	46%	37%
Percent "excellent" or "good"				

FIGURE 62: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Services to seniors	Much above	Above
Services to youth	Above	Above
Services to low income people	Much above	Much above

CIVIC ENGAGEMENT

Government leaders, elected or hired, cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the City can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. This survey information is essential for public communication and for helping local government staff to conceive strategies for reaching reluctant voters whose confidence in government may need boosting prior to important referenda.

Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the City of Delray Beach. Survey participants rated the volunteer opportunities in the City of Delray Beach favorably. Opportunities to attend or participate in community matters were rated less favorably.

Ratings of civic engagement opportunities were higher than ratings from comparison jurisdictions where these questions were asked.

FIGURE 63: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

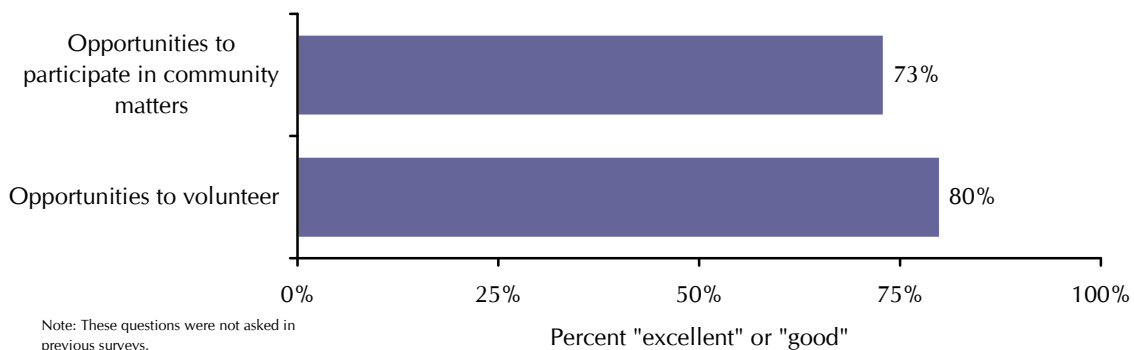


FIGURE 64: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Opportunities to participate in community matters	Much above	Much above
Opportunities to volunteer	Above	Above

Most of the participants in this survey had not attended a public meeting or volunteered time to a group or participated in a club in the 12 months prior to the survey. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Those who had attended a meeting of local elected officials or other local public meeting showed similar rates of involvement when compared to the nation, and higher rates of participation when compared to jurisdictions in the custom benchmark comparison. Those who had watched a City Commission meeting on City Web site video streaming and volunteerism showed lower rates of community engagement when compared to both the national and custom benchmarks. Ratings of civic engagement were similar or higher when compared to 2009.

FIGURE 65: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR

	2010	2009	2008	2007
Attended a meeting of local elected officials or other local public meeting	32%	29%	28%	37%
Watched a City Commission meeting on City Web site video streaming	19%	12%	8%	NA
Volunteered your time to some group or activity in Delray Beach	40%	36%	32%	38%
Percent participating at least once in the last 12 months				

FIGURE 66: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Attended a meeting of local elected officials or other local public meeting	Similar	More
Watched a City Commission meeting on City Web site video streaming	Much less	Much less
Volunteered your time to some group or activity in Delray Beach	Less	Less

City of Delray Beach residents showed the largest amount of civic engagement in the area of electoral participation. Eighty-six percent reported they were registered to vote and 81% indicated they had voted in the last general election. This rate of self-reported voting was higher than that of comparison communities.

FIGURE 67: REPORTED VOTING BEHAVIOR BY YEAR¹

	2010	2009	2008	2007
Registered to vote	86%	84%	84%	78%
Voted in the last general election	81%	82%	82%	66%
Percent "yes"				

FIGURE 68: VOTING BEHAVIOR BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Registered to vote	Similar	More
Voted in last general election	More	More

¹ Note: In addition to the removal of "don't know" responses, those who said "ineligible to vote" also have been omitted from this calculation. The full frequencies appear in Appendix A.

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the City of Delray Beach Web site in the previous 12 months, 61% reported they had done so at least once. Public information services were rated favorably compared to benchmark data and was similar to the previous survey.

FIGURE 69: USE OF INFORMATION SOURCES BY YEAR

Use of Information Sources by Year				
	2010	2009	2008	2007
Read Delray Beach Newsletter	77%	70%	79%	79%
Visited the City of Delray Beach Web site (at www.mydelraybeach.com)	61%	55%	55%	38%
Percent using at least once in last 12 months				

FIGURE 70: USE OF INFORMATION SOURCES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Read Delray Beach Newsletter	Less	Similar
Visited the City of Delray Beach Web site (at www.mydelraybeach.com)	Similar	Similar

FIGURE 71: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BY YEAR

	2010	2009	2008	2007
Public information services	77%	79%	NA	NA
Communications from the City	78%	75%	58%	52%
Percent "excellent" or "good"				

FIGURE 72: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Public information services	Much above	Much above
Communications from the City	NA	NA

Social Engagement

Residents in Delray Beach reported a strong amount of neighborliness. More than 63% indicated talking or visiting with their neighbors at least several times a week. This amount of contact with neighbors was more than the amount of contact reported in other communities.

FIGURE 73: CONTACT WITH IMMEDIATE NEIGHBORS BY YEAR

	2010	2009	2008	2007
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	63%	58%	53%	NA
Percent "At least several times per week"				

FIGURE 74: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Has contact with neighbors at least several times per week	Much more	Much more

PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents’ opinions about the overall direction the City of Delray Beach is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the City of Delray Beach could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the City of Delray Beach may be colored by their dislike of what all levels of government provide.

A majority of respondents felt that the value of services for taxes paid was “excellent” or “good.” When asked to rate the job the City of Delray Beach does at welcoming citizen involvement, 62% rated it as “excellent” or “good.” All of these four ratings were above the benchmark comparisons.

FIGURE 75: PUBLIC TRUST RATINGS BY YEAR²

	2010	2009	2008	2007
The value of services for the taxes paid to Delray Beach	57%	51%	53%	47%
The overall direction that Delray Beach is taking	68%	64%	63%	59%
The job Delray Beach government does at welcoming citizen involvement	62%	55%	51%	57%
Overall image or reputation of Delray Beach	87%	85%	80%	77%
Percent "excellent" or "good"				

FIGURE 76: PUBLIC TRUST BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Value of services for the taxes paid to Delray Beach	Above	Above
The overall direction that Delray Beach is taking	Much above	Much above
Job Delray Beach government does at welcoming citizen involvement	Much above	Much above
Overall image or reputation of Delray Beach	Much above	Much above

² For jurisdictions that have conducted The NCS prior to 2008, a change in the wording of response options may cause a decline in the percent of residents who offer a positive perspective on public trust. It is well to factor in the possible change due to question wording this way: if you show an increase, you may have found even more improvement with the same question wording; if you show no change, you may have shown a slight increase with the same question wording; if you show a decrease, community sentiment is probably about stable.

On average, residents of the City of Delray Beach gave the highest evaluations to their own local government and the lowest average rating to state government. The overall quality of services delivered by the City of Delray Beach was rated as “excellent” or “good” by 81% of survey participants. The City of Delray Beach’s rating was above the benchmarks when compared to other communities. Ratings of overall City services have remained stable over the last three years.

FIGURE 77: RATING OVERALL QUALITY OF SERVICES PROVIDED BY THE CITY OF DELRAY BEACH BY YEAR

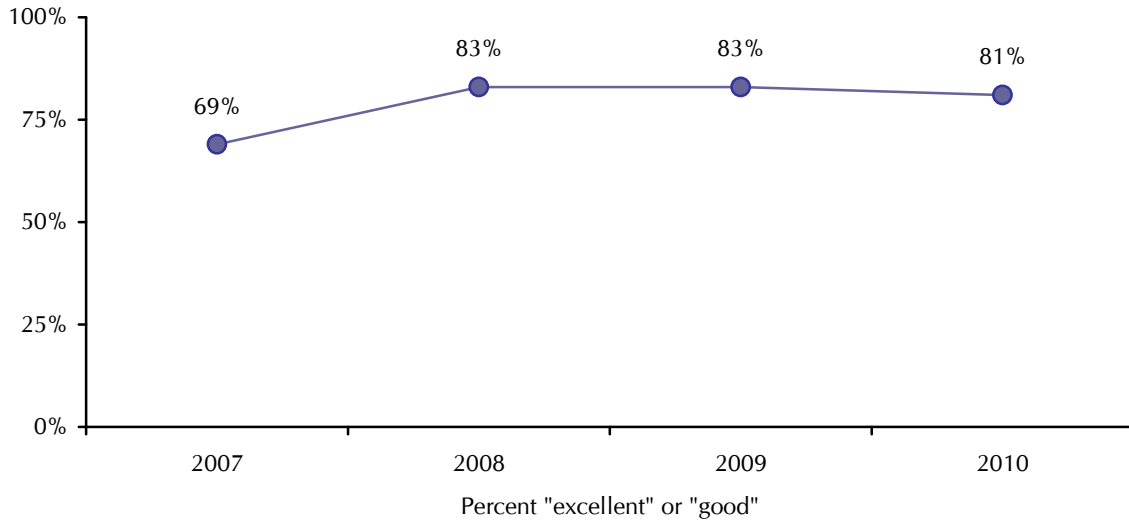


FIGURE 78: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR

	2010	2009	2008	2007
Services provided by City of Delray Beach	81%	83%	83%	69%
Services provided by the Federal Government	47%	47%	49%	37%
Services provided by the State Government	43%	52%	52%	39%
Services provided by Palm Beach County Government	54%	53%	58%	NA
Percent "excellent" or "good"				

FIGURE 79: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Services provided by the City of Delray Beach	Much above	Much above
Services provided by the Federal Government	Above	Above
Services provided by the State Government	Similar	Above
Services provided by Palm Beach County Government	Above	Above

City of Delray Beach Employees

The employees of the City of Delray Beach who interact with the public create the first impression that most residents have of the City of Delray Beach. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and maintain landscaping are the collective face of the City of Delray Beach. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the City of Delray Beach staff.

Those completing the survey were asked if they had been in contact with a City employee either in-person or over the phone in the last 12 months; the 49% who reported that they had been in contact (a percent that is lower than the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated favorably; 79% of respondents rated their overall impression as "excellent" or "good." Employee ratings were similar to or higher than the national and custom benchmark comparisons and were generally similar to past survey years, though the rating for responsiveness was lower when compared to 2009.

FIGURE 80: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH CITY EMPLOYEES IN PREVIOUS 12 MONTHS BY YEAR

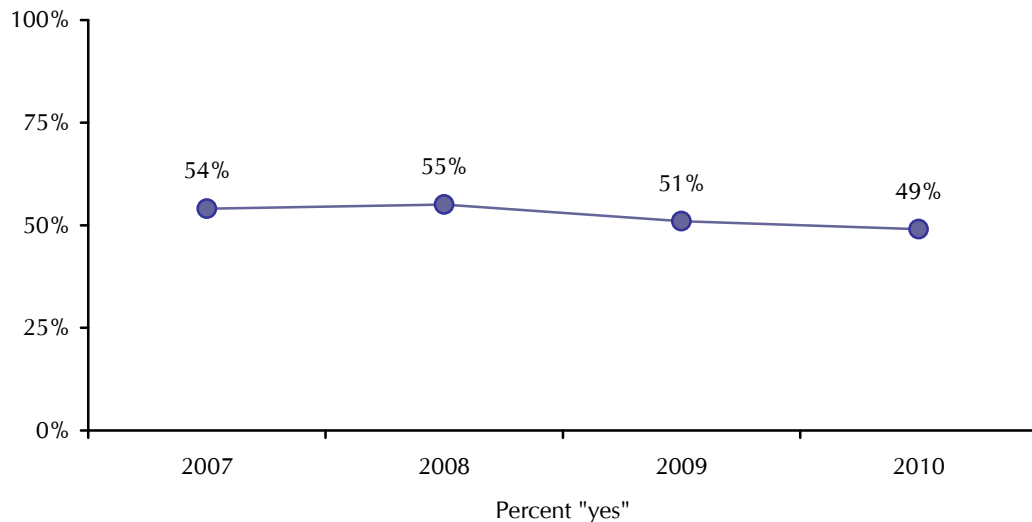


FIGURE 81: CONTACT WITH CITY EMPLOYEES BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Had contact with City employee(s) in last 12 months	Much less	Less

FIGURE 82: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BY YEAR

	2010	2009	2008	2007
Knowledge	84%	85%	89%	77%
Responsiveness	72%	80%	84%	71%
Courtesy	81%	87%	86%	70%
Overall impression	78%	79%	83%	72%
Percent "excellent" or "good"				

FIGURE 83: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	National comparison	Populations 45,000 to 80,000 comparison
Knowledge	Similar	Similar
Responsiveness	Similar	Similar
Courteousness	Similar	Above
Overall impression	Above	Above

FROM DATA TO ACTION

RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis (KDA). The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using KDA, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A KDA was conducted for the City of Delray Beach by examining the relationships between ratings of each service and ratings of the City of Delray Beach's overall services. Those Key Driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Delray Beach can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Because a strong correlation is not the same as a cause, there is no guarantee that improving ratings on key drivers necessarily will improve ratings. What is certain from these analyses is that key drivers are good predictors of overall resident opinion and that the key drivers presented may be useful focus areas to consider for enhancement of overall service ratings.

Services found to be most strongly correlated with ratings of overall service quality from the Delray Beach Key Driver Analysis were:

- Communications with the City
- Police services
- Land use, planning and zoning

CITY OF DELRAY BEACH ACTION CHART™

The 2010 City of Delray Beach Action Chart™ on the following page combines three dimensions of performance:

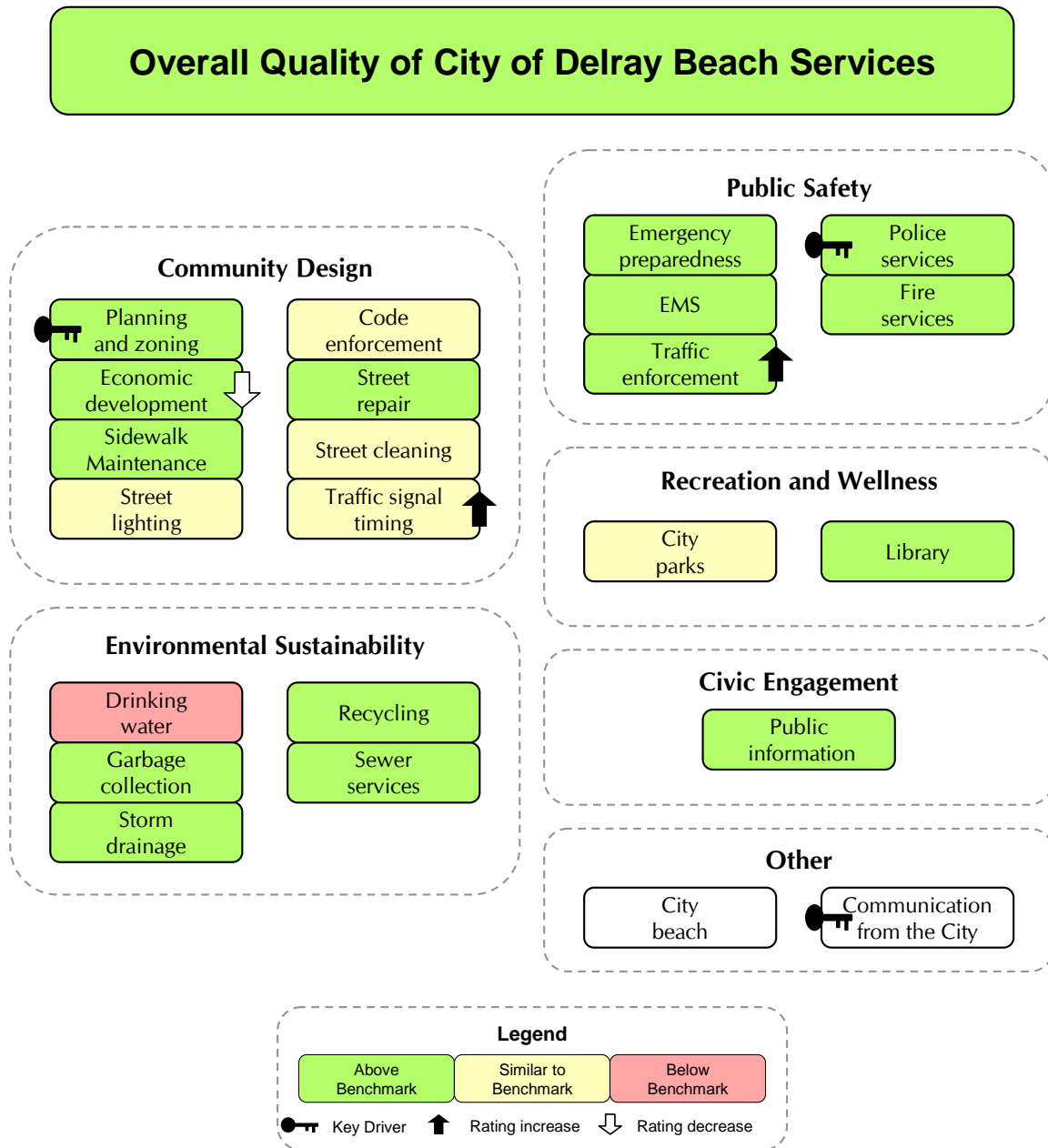
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the national benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates it as a key driver for the City.
- Trendline icons (up and down arrows), indicating whether the current ratings are higher or lower than the previous survey.

Twenty-three services were included in the KDA for the City of Delray Beach. Of these, 15 were above the benchmark, one was below the benchmark and five were similar to the benchmark (no benchmark comparison was available for Communications from the City and City beach).

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are trending down or that are not at least similar to the benchmark. In the case of Delray Beach, no key drivers were below the benchmark or trending lower in the current survey. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including “Don’t Know” Responses for the percent “don’t know” for each service.

FIGURE 84: CITY OF DELRAY BEACH ACTION CHART™



Using Your Action Chart™

The key drivers derived for the City of Delray Beach provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the City of Delray Beach, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC dataset. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services.

As staff review key drivers, not all drivers may resonate as likely links to residents' perspectives about overall service quality. For example, in Delray Beach, planning and zoning and police services may be obvious links to overall service delivery (and each is a key driver from our national database), since it could be easy for staff to see how residents' view of overall service delivery could be colored by how well they perceive police and land use planning to be delivered. Before rejecting a key driver that does not pass the first test of conventional wisdom, consider whether residents' opinions about overall service quality could reasonably be influenced by this unexpected driver. For example, in the case of animal control, was there a visible case of violation prior to the survey data collection? Do Delray Beach residents have different expectations for animal control than what current policy provides? Are the rare instances of violation serious enough to cause a word of mouth campaign about service delivery?

If, after deeper review, the "suspect" driver still does not square with your understanding of the services that could influence residents' perspectives about overall service quality (and if that driver is not a core service or a key driver from NRC's national research), put action in that area on hold and wait to see if it appears as a key driver the next time the survey is conducted.

In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated (in **bold** typeface and with the symbol "•"), the City of Delray Beach key drivers that overlap core services or the nationally derived keys. In general, key drivers below the benchmark may be targeted for improvement.

FIGURE 85: KEY DRIVERS COMPARED

Service	City of Delray Beach Key Drivers	National Key Drivers	Core Services
• Police services	✓	✓	✓
Fire services			✓
Ambulance and emergency medical services			✓
Traffic enforcement			
Street repair			✓
Street cleaning			
Street lighting			
Sidewalk maintenance			
Traffic signal timing			
Garbage collection			✓
Recycling			
Storm drainage			✓
Drinking water			✓
Sewer services			✓
City parks			
• Land use planning and zoning	✓	✓	
Code enforcement			✓
Economic development		✓	
Public library			
Public information services		✓	
Public schools		✓	
Communications from the City	✓		
City Beach			
Emergency preparedness			

• Key driver overlaps with national and or core services

POLICY QUESTIONS

“Don’t know” responses have been removed from the following questions.

Policy Question 1	
To what extent do you support or oppose increasing taxes and/or fees to ensure that City services continue to be provided at current levels?	Percent of respondents
Strongly support	8%
Somewhat support	33%
Somewhat oppose	34%
Strongly oppose	25%
Total	100%

Policy Question 2	
To what extent would you support or oppose City Hall and most administrative offices (i.e., planning, human resources, finance) changing from a traditional five (5) day work week (8 hour days) to a four (4) day work week (10 hour days)? Police, Fire, and maintenance of streets and utilities would remain unchanged.	Percent of respondents
Strongly support	27%
Somewhat support	45%
Somewhat oppose	13%
Strongly oppose	14%
Total	100%

Policy Question 3					
To what degree, if at all, are the following problems in Delray Beach:	Not a problem	Minor problem	Moderate problem	Major problem	Total
Crime	4%	19%	56%	21%	100%
Drugs	4%	13%	36%	47%	100%
Homelessness	4%	31%	41%	23%	100%
Foreclosed and/or abandoned properties	4%	18%	36%	42%	100%
Unsupervised youth	8%	31%	40%	21%	100%
Gangs	8%	18%	32%	42%	100%
Graffiti	16%	50%	29%	5%	100%
Taxes	16%	29%	36%	19%	100%
Sober houses	17%	20%	29%	34%	100%
Pain clinics	17%	18%	26%	39%	100%

APPENDIX A: COMPLETE SURVEY FREQUENCIES

FREQUENCIES EXCLUDING "DON'T KNOW" RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Delray Beach:	Excellent	Good	Fair	Poor	Total
Delray Beach as a place to live	51%	43%	6%	0%	100%
Your neighborhood as a place to live	34%	53%	11%	2%	100%
Delray Beach as a place to raise children	25%	35%	29%	11%	100%
Delray Beach as a place to work	24%	38%	27%	11%	100%
Delray Beach as a place to retire	42%	46%	11%	1%	100%
The overall quality of life in Delray Beach	36%	52%	11%	1%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Delray Beach as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	27%	50%	21%	3%	100%
Openness and acceptance of the community towards people of diverse backgrounds	22%	50%	23%	5%	100%
Overall appearance of Delray Beach	32%	51%	15%	2%	100%
Overall quality of new development in Delray Beach	25%	48%	20%	6%	100%
Variety of housing options	19%	52%	24%	5%	100%
Shopping opportunities	27%	46%	20%	7%	100%
Opportunities to attend cultural activities	35%	45%	16%	4%	100%
Recreational opportunities	31%	44%	20%	4%	100%
Employment opportunities	9%	28%	42%	21%	100%
Educational opportunities	14%	32%	40%	14%	100%
Opportunities to volunteer	28%	52%	18%	3%	100%
Opportunities to participate in community matters	25%	48%	24%	3%	100%
Ease of car travel in Delray Beach	24%	47%	22%	7%	100%
Ease of bus travel in Delray Beach	20%	39%	28%	14%	100%
Ease of bicycle travel in Delray Beach	18%	43%	24%	15%	100%
Ease of walking in Delray Beach	26%	50%	16%	8%	100%
Traffic flow on major streets	11%	44%	30%	16%	100%
Amount of public parking	10%	40%	34%	16%	100%
Availability of affordable quality housing	8%	36%	40%	17%	100%
Availability of affordable quality child care	16%	32%	38%	14%	100%
Air quality	26%	51%	21%	2%	100%
Overall image or reputation of Delray Beach	37%	50%	11%	2%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Delray Beach over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	1%	6%	55%	31%	7%	100%
Retail growth (stores, restaurants, etc.)	6%	17%	63%	11%	3%	100%
Jobs growth	32%	39%	25%	3%	1%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Delray Beach?	Percent of respondents
Not a problem	13%
Minor problem	34%
Moderate problem	41%
Major problem	13%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Delray Beach:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	15%	41%	21%	19%	3%	100%
Property crimes (e.g., burglary, theft)	6%	38%	18%	27%	10%	100%
Environmental hazards, including toxic waste	31%	42%	17%	6%	4%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	55%	36%	6%	2%	1%	100%
In your neighborhood after dark	25%	44%	13%	15%	3%	100%
In Delray Beach's downtown area during the day	61%	32%	5%	2%	0%	100%
In Delray Beach's downtown area after dark	25%	42%	11%	21%	1%	100%

Question 7: Crime Victim	
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	85%
Yes	15%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	5%
Yes	95%
Total	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Delray Beach?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Delray Beach public library or its services	28%	29%	28%	7%	8%	100%
Used Delray Beach recreation centers	50%	25%	17%	3%	5%	100%
Participated in a recreation program or activity	63%	21%	10%	3%	4%	100%
Visited a neighborhood park or City park	23%	31%	28%	9%	10%	100%
Ridden a local bus within Delray Beach	81%	12%	3%	1%	3%	100%
Attended a meeting of local elected officials or other local public meeting	68%	22%	7%	1%	2%	100%
Watched a City Commission meeting on City Web site video streaming	81%	13%	5%	0%	2%	100%
Read Delray Beach Newsletter	23%	25%	33%	10%	10%	100%
Visited the City of Delray Beach Web site (at www.mydelraybeach.com)	39%	17%	25%	11%	8%	100%
Recycled used paper, cans or bottles from your home	12%	4%	8%	7%	70%	100%
Volunteered your time to some group or activity in Delray Beach	60%	19%	6%	6%	9%	100%
Used the Internet for anything	18%	6%	4%	7%	65%	100%
Used the Internet to purchase an item	29%	12%	15%	10%	35%	100%
Listened to the Delray Beach Emergency Radio Station - 1620 AM	82%	11%	3%	1%	3%	100%
Used the Citizen's Service Request System on the City Web site	92%	4%	1%	0%	3%	100%

Question 10: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	38%
Several times a week	25%
Several times a month	13%
Less than several times a month	24%
Total	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Delray Beach:	Excellent	Good	Fair	Poor	Total
Police services	38%	48%	11%	2%	100%
Fire services	55%	41%	4%	1%	100%
Ambulance or emergency medical services	57%	38%	4%	1%	100%
Crime prevention	19%	47%	24%	10%	100%
Fire prevention and education	27%	51%	20%	3%	100%
Traffic enforcement	21%	53%	17%	8%	100%
Street repair	15%	41%	33%	11%	100%
Street cleaning	18%	41%	31%	10%	100%
Street lighting	12%	52%	23%	12%	100%
Sidewalk maintenance	15%	45%	28%	12%	100%
Traffic signal timing	9%	44%	29%	18%	100%
Bus or transit services	18%	42%	27%	14%	100%
Garbage collection	35%	53%	10%	2%	100%
Recycling	34%	53%	7%	6%	100%
Yard waste pick-up	31%	49%	15%	5%	100%
Storm drainage	18%	49%	24%	8%	100%
Drinking water	17%	40%	25%	18%	100%
Sewer services	17%	63%	17%	3%	100%
City parks	27%	57%	14%	2%	100%
Recreation programs or classes	22%	56%	16%	6%	100%
Recreation centers or facilities	18%	61%	17%	3%	100%
Land use, planning and zoning	10%	42%	31%	17%	100%
Code enforcement (weeds, abandoned buildings, etc)	10%	37%	31%	22%	100%
Economic development	10%	46%	36%	8%	100%
Services to seniors	22%	53%	20%	5%	100%
Services to youth	21%	41%	25%	14%	100%
Services to low-income people	22%	35%	25%	18%	100%
Public library services	47%	46%	5%	2%	100%
Public information services	25%	52%	20%	3%	100%
Public schools	19%	43%	17%	21%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	28%	48%	20%	4%	100%
Communications from the City (i.e., Web site, newsletters, annual reports, etc.)	23%	55%	16%	6%	100%
City beach	46%	49%	4%	2%	100%

Question 12: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City of Delray Beach	29%	52%	18%	1%	100%
The Federal Government	8%	39%	35%	18%	100%
The State Government	7%	35%	45%	13%	100%
Palm Beach County Government	10%	44%	38%	8%	100%

Question 13: Contact with City Employees	
Have you had any in-person or phone contact with an employee of the City of Delray Beach within the last 12 months (including police, receptionists, fire-rescue, planners or any others)?	Percent of respondents
No	51%
Yes	49%
Total	100%

Question 14: City Employees					
What was your impression of the employee(s) of the City of Delray Beach in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	35%	49%	10%	6%	100%
Responsiveness	34%	38%	18%	9%	100%
Courtesy	41%	40%	11%	8%	100%
Overall impression	37%	41%	15%	7%	100%

Question 15: Government Performance					
Please rate the following categories of Delray Beach government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Delray Beach	9%	48%	38%	5%	100%
The overall direction that Delray Beach is taking	19%	50%	24%	7%	100%
The job Delray Beach government does at welcoming citizen involvement	18%	43%	32%	7%	100%
The job Delray Beach government does at listening to citizens	15%	40%	28%	17%	100%

Question 16: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Delray Beach to someone who asks	61%	33%	4%	2%	100%
Remain in Delray Beach for the next five years	62%	26%	8%	4%	100%

Question 17: Impact of the Economy	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents
Very positive	4%
Somewhat positive	20%
Neutral	42%
Somewhat negative	26%
Very negative	8%
Total	100%

Question 18a: Policy Question 1	
To what extent do you support or oppose increasing taxes and/or fees to ensure that City services continue to be provided at current levels?	Percent of respondents
Strongly support	8%
Somewhat support	33%
Somewhat oppose	34%
Strongly oppose	25%
Total	100%

Question 18b: Policy Question 2	
To what extent would you support or oppose City Hall and most administrative offices (i.e., planning, human resources, finance) changing from a traditional five (5) day work week (8 hour days) to a four (4) day work week (10 hour days)? Police, Fire, and maintenance of streets and utilities would remain unchanged.	Percent of respondents
Strongly support	27%
Somewhat support	45%
Somewhat oppose	13%
Strongly oppose	14%
Total	100%

Question 18c: Policy Question 3					
To what degree, if at all, are the following problems in Delray Beach:	Not a problem	Minor problem	Moderate problem	Major problem	Total
Crime	4%	19%	56%	21%	100%
Drugs	4%	13%	36%	47%	100%
Graffiti	16%	50%	29%	5%	100%
Sober houses	17%	20%	29%	34%	100%
Taxes	16%	29%	36%	19%	100%
Unsupervised youth	8%	31%	40%	21%	100%
Homelessness	4%	31%	41%	23%	100%
Pain clinics	17%	18%	26%	39%	100%
Gangs	8%	18%	32%	42%	100%
Foreclosed and/or abandoned properties	4%	18%	36%	42%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	40%
Yes, full-time	50%
Yes, part-time	9%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	72%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	13%
Bus, rail or other public transportation	1%
Walk	1%
Bicycle	1%
Work at home	12%
Other	1%

Question D3: Length of Residency	
How many years have you lived in Delray Beach?	Percent of respondents
Less than 2 years	12%
2 to 5 years	23%
6 to 10 years	20%
11 to 20 years	22%
More than 20 years	22%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	36%
House attached to one or more houses (e.g., a duplex or townhome)	13%
Building with two or more apartments or condominiums	50%
Mobile home	0%
Other	1%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	26%
Owned by you or someone in this house with a mortgage or free and clear	74%
Total	100%

Question D6: Monthly Housing Cost	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	2%
\$300 to \$599 per month	12%
\$600 to \$999 per month	23%
\$1,000 to \$1,499 per month	25%
\$1,500 to \$2,499 per month	24%
\$2,500 or more per month	14%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	90%
Yes	10%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	61%
Yes	39%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	20%
\$25,000 to \$49,999	27%
\$50,000 to \$99,999	32%
\$100,000 to \$149,000	12%
\$150,000 or more	10%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	89%
Yes, I consider myself to be Spanish, Hispanic or Latino	11%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	4%
Asian, Asian Indian or Pacific Islander	3%
Black or African American	11%
White	83%
Other	8%
Total may exceed 100% as respondents could select more than one option	

Question D11a: Ethnicity	
Are you Haitian or Caribbean Islander?	Percent of respondents
No	89%
Yes	11%
Total	100%

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	0%
25 to 34 years	19%
35 to 44 years	11%
45 to 54 years	20%
55 to 64 years	12%
65 to 74 years	16%
75 years or older	20%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	53%
Male	47%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	14%
Yes	85%
Ineligible to vote	1%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	19%
Yes	79%
Ineligible to vote	2%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	8%
Yes	92%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	33%
Yes	67%
Total	100%

Question D18: Primary Phone	
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents
Cell	30%
Land line	42%
Both	28%
Total	100%

FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Delray Beach:	Excellent		Good		Fair		Poor		Don't know		Total	
	Delray Beach as a place to live	51%	169	43%	145	6%	20	0%	0	0%	0	100%
Your neighborhood as a place to live	34%	112	52%	174	11%	38	2%	6	0%	1	100%	331
Delray Beach as a place to raise children	18%	57	25%	80	21%	68	8%	26	29%	94	100%	325
Delray Beach as a place to work	17%	55	26%	85	19%	62	7%	24	30%	97	100%	322
Delray Beach as a place to retire	36%	118	39%	127	9%	30	1%	4	15%	48	100%	327
The overall quality of life in Delray Beach	36%	117	52%	172	11%	36	1%	2	0%	1	100%	329

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Delray Beach as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sense of community	26%	81	48%	150	20%	62	3%	9	4%	12	100%
Openness and acceptance of the community towards people of diverse backgrounds	20%	68	46%	154	22%	71	4%	15	7%	23	100%	331
Overall appearance of Delray Beach	32%	103	51%	166	15%	49	2%	7	0%	1	100%	326
Overall quality of new development in Delray Beach	24%	78	46%	149	19%	62	6%	19	5%	17	100%	325
Variety of housing options	18%	60	50%	164	23%	75	5%	15	5%	17	100%	331
Shopping opportunities	27%	90	45%	151	19%	64	7%	25	1%	2	100%	332
Opportunities to attend cultural activities	34%	111	44%	145	15%	50	4%	13	3%	11	100%	331
Recreational opportunities	29%	95	42%	139	19%	64	4%	14	6%	19	100%	331
Employment opportunities	6%	20	20%	64	30%	97	15%	49	29%	94	100%	324
Educational opportunities	10%	33	24%	76	29%	93	10%	33	26%	84	100%	319
Opportunities to volunteer	22%	71	40%	132	14%	45	2%	7	22%	73	100%	328
Opportunities to participate in community matters	20%	65	38%	124	19%	63	2%	7	20%	65	100%	324
Ease of car travel in Delray Beach	23%	77	46%	153	22%	72	7%	22	2%	6	100%	330

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Delray Beach as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Ease of bus travel in Delray Beach	11%	35	22%	70	16%	50	8%	24	44%	143	100%
Ease of bicycle travel in Delray Beach	13%	42	32%	101	18%	56	11%	35	27%	86	100%	320
Ease of walking in Delray Beach	24%	80	47%	157	15%	50	8%	26	5%	17	100%	331
Traffic flow on major streets	11%	35	43%	138	29%	94	16%	50	1%	4	100%	320
Amount of public parking	10%	32	39%	126	33%	107	16%	51	3%	11	100%	327
Availability of affordable quality housing	6%	18	27%	85	30%	96	13%	40	24%	77	100%	317
Availability of affordable quality child care	6%	20	12%	39	15%	47	5%	17	62%	196	100%	318
Air quality	24%	79	47%	152	19%	62	2%	7	7%	23	100%	322
Overall image or reputation of Delray Beach	36%	121	49%	163	11%	37	2%	6	2%	7	100%	333

Question 3: Growth														
Please rate the speed of growth in the following categories in Delray Beach over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	1%	3	4%	13	40%	132	23%	75	5%	18	27%	90	100%
Retail growth (stores, restaurants, etc.)	5%	18	15%	49	55%	184	9%	31	3%	10	12%	41	100%	332
Jobs growth	19%	62	23%	75	15%	49	2%	5	1%	3	41%	136	100%	330

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Delray Beach?	Percent of respondents	Count
Not a problem	12%	38
Minor problem	31%	102
Moderate problem	37%	122
Major problem	12%	39
Don't know	9%	28
Total	100%	330

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Delray Beach:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	15%	49	40%	132	21%	69	18%	60	3%	10	2%	6	100%
Property crimes (e.g., burglary, theft)	6%	18	37%	118	18%	57	26%	84	10%	32	4%	14	100%	322
Environmental hazards, including toxic waste	25%	81	34%	109	13%	43	5%	16	3%	10	20%	63	100%	322

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	In your neighborhood during the day	55%	182	36%	120	6%	18	2%	8	1%	2	0%	1	100%
In your neighborhood after dark	25%	81	43%	140	13%	43	15%	48	3%	9	1%	2	100%	323
In Delray Beach's downtown area during the day	59%	195	31%	104	5%	16	2%	7	0%	1	2%	8	100%	330
In Delray Beach's downtown area after dark	23%	75	39%	126	10%	33	20%	64	1%	4	6%	21	100%	322

Question 7: Crime Victim		
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	85%	275
Yes	15%	47
Don't know	0%	1
Total	100%	323

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	5%	2
Yes	87%	41
Don't know	8%	4
Total	100%	47

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Delray Beach?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Used Delray Beach public library or its services	28%	92	29%	97	28%	94	7%	22	8%	28	100%	332
Used Delray Beach recreation centers	50%	164	25%	82	17%	55	3%	9	5%	15	100%	325
Participated in a recreation program or activity	63%	200	21%	66	10%	32	3%	8	4%	13	100%	320
Visited a neighborhood park or City park	23%	74	31%	98	28%	90	9%	28	10%	31	100%	322
Ridden a local bus within Delray Beach	81%	265	12%	38	3%	10	1%	4	3%	11	100%	329
Attended a meeting of local elected officials or other local public meeting	68%	224	22%	71	7%	23	1%	3	2%	6	100%	327
Watched a City Commission meeting on City Web site video streaming	81%	262	13%	41	5%	16	0%	0	2%	5	100%	323
Read Delray Beach Newsletter	23%	74	25%	82	33%	107	10%	32	10%	34	100%	330
Visited the City of Delray Beach Web site (at www.mydelraybeach.com)	39%	119	17%	53	25%	76	11%	33	8%	25	100%	305
Recycled used paper, cans or bottles from your home	12%	37	4%	14	8%	25	7%	22	70%	225	100%	323
Volunteered your time to some group or activity in Delray Beach	60%	193	19%	62	6%	19	6%	18	9%	28	100%	320
Used the Internet for anything	18%	58	6%	19	4%	14	7%	22	65%	211	100%	324
Used the Internet to purchase an item	29%	93	12%	38	15%	49	10%	31	35%	112	100%	323
Listened to the Delray Beach Emergency Radio Station - 1620 AM	82%	268	11%	35	3%	11	1%	2	3%	10	100%	326
Used the Citizen's Service Request System on the City Web site	92%	303	4%	12	1%	3	0%	2	3%	9	100%	328

Question 10: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	38%	125
Several times a week	25%	84
Several times a month	13%	44
Less than several times a month	24%	79
Total	100%	333

Question 11: Service Quality												
Please rate the quality of each of the following services in Delray Beach:	Excellent		Good		Fair		Poor		Don't know		Total	
	Police services	35%	113	44%	141	10%	33	2%	6	9%	30	100%
Fire services	46%	150	34%	112	3%	10	1%	2	16%	52	100%	326
Ambulance or emergency medical services	47%	150	31%	101	3%	10	1%	2	18%	59	100%	322
Crime prevention	14%	44	35%	110	19%	58	8%	25	24%	74	100%	311
Fire prevention and education	17%	55	33%	104	13%	41	2%	5	35%	113	100%	318
Traffic enforcement	19%	60	47%	149	15%	47	7%	23	12%	38	100%	317
Street repair	14%	46	39%	123	31%	98	10%	32	6%	20	100%	320
Street cleaning	17%	54	37%	119	28%	91	9%	30	8%	26	100%	320
Street lighting	12%	36	50%	156	22%	69	12%	37	4%	12	100%	310
Sidewalk maintenance	14%	46	42%	133	27%	84	11%	35	6%	18	100%	317
Traffic signal timing	9%	27	43%	133	28%	89	18%	56	2%	7	100%	313
Bus or transit services	8%	26	20%	62	12%	39	6%	20	53%	167	100%	314
Garbage collection	33%	106	50%	161	9%	29	2%	7	6%	18	100%	322
Recycling	32%	102	50%	156	6%	19	6%	18	6%	19	100%	315
Yard waste pick-up	23%	74	38%	119	12%	36	4%	12	23%	74	100%	316
Storm drainage	16%	51	42%	136	20%	65	7%	23	14%	46	100%	321
Drinking water	16%	52	37%	120	24%	77	17%	54	7%	22	100%	324
Sewer services	13%	43	50%	161	14%	44	2%	8	20%	64	100%	321

Question 11: Service Quality												
Please rate the quality of each of the following services in Delray Beach:	Excellent		Good		Fair		Poor		Don't know		Total	
	City parks	23%	74	49%	156	12%	39	1%	5	15%	47	100%
Recreation programs or classes	12%	38	31%	99	9%	28	3%	11	45%	147	100%	323
Recreation centers or facilities	11%	33	35%	110	10%	31	2%	6	42%	129	100%	309
Land use, planning and zoning	7%	20	29%	88	21%	64	12%	36	33%	100	100%	307
Code enforcement (weeds, abandoned buildings, etc)	7%	22	27%	85	23%	72	16%	52	27%	85	100%	316
Economic development	7%	22	32%	101	26%	81	6%	18	30%	94	100%	315
Services to seniors	12%	36	28%	86	10%	32	2%	8	48%	150	100%	312
Services to youth	9%	28	18%	56	11%	34	6%	19	56%	177	100%	315
Services to low-income people	9%	28	14%	44	10%	32	7%	23	60%	190	100%	316
Public library services	38%	121	38%	120	4%	13	1%	5	19%	61	100%	319
Public information services	18%	57	37%	117	14%	45	2%	6	29%	94	100%	319
Public schools	9%	27	20%	63	8%	24	10%	31	53%	162	100%	307
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	60	33%	102	14%	42	3%	8	32%	100	100%	313
Communications from the City (i.e., Web site, newsletters, annual reports, etc.)	18%	56	43%	135	13%	39	4%	14	22%	68	100%	312
City beach	42%	127	45%	137	3%	10	2%	5	8%	26	100%	305

Question 12: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	The City of Delray Beach	28%	91	49%	161	17%	54	1%	3	5%	17	100%
The Federal Government	7%	22	33%	105	30%	96	15%	49	15%	50	100%	321
The State Government	6%	20	30%	95	37%	120	11%	34	16%	52	100%	321
Palm Beach County Government	9%	29	38%	124	33%	106	7%	21	14%	44	100%	324

Question 13: Contact with City Employees		
Have you had any in-person or phone contact with an employee of the City of Delray Beach within the last 12 months (including police, receptionists, fire-rescue, planners or any others)?	Percent of respondents	Count
No	51%	165
Yes	49%	158
Total	100%	323

Question 14: City Employees												
What was your impression of the employee(s) of the City of Delray Beach in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	35%	56	49%	77	10%	15	6%	10	0%	0	100%
Responsiveness	34%	54	38%	60	18%	29	9%	15	0%	0	100%	157
Courtesy	41%	65	40%	63	11%	17	8%	12	0%	0	100%	157
Overall impression	37%	59	41%	65	15%	24	7%	11	0%	0	100%	158

Question 15: Government Performance												
Please rate the following categories of Delray Beach government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	The value of services for the taxes paid to Delray Beach	8%	26	41%	135	33%	108	4%	14	14%	46	100%
The overall direction that Delray Beach is taking	17%	56	46%	151	22%	73	7%	23	7%	23	100%	326
The job Delray Beach government does at welcoming citizen involvement	13%	41	30%	98	22%	72	5%	15	30%	99	100%	324
The job Delray Beach government does at listening to citizens	11%	34	28%	91	20%	65	12%	40	30%	96	100%	326

Question 16: Recommendation and Longevity											
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total
	Recommend living in Delray Beach to someone who asks	60%	199	32%	106	4%	14	2%	7	1%	5
Remain in Delray Beach for the next five years	60%	197	26%	84	8%	25	4%	14	2%	6	100% 326

Question 17: Impact of the Economy		
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents	Count
Very positive	4%	14
Somewhat positive	20%	67
Neutral	42%	138
Somewhat negative	26%	86
Very negative	8%	25
Total	100%	330

Question 18a: Policy Question 1		
To what extent do you support or oppose increasing taxes and/or fees to ensure that City services continue to be provided at current levels?	Percent of respondents	Count
Strongly support	7%	23
Somewhat support	30%	97
Somewhat oppose	31%	100
Strongly oppose	22%	73
Don't know	11%	35
Total	100%	329

Question 18b: Policy Question 2		
To what extent would you support or oppose City Hall and most administrative offices (i.e., planning, human resources, finance) changing from a traditional five (5) day work week (8 hour days) to a four (4) day work week (10 hour days)? Police, Fire, and maintenance of streets and utilities would remain unchanged.	Percent of respondents	Count
Strongly support	23%	76
Somewhat support	38%	125
Somewhat oppose	11%	37
Strongly oppose	12%	39
Don't know	16%	52
Total	100%	329

Question 18c: Policy Question 3												
To what degree, if at all, are the following problems in Delray Beach:	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
Crime	4%	12	17%	56	51%	170	19%	63	9%	30	100%	333
Drugs	3%	10	10%	34	28%	94	37%	123	21%	70	100%	332
Graffiti	13%	43	42%	137	24%	79	4%	14	17%	55	100%	328
Sober houses	11%	35	13%	41	18%	59	22%	70	37%	120	100%	325
Taxes	13%	42	25%	80	31%	98	16%	51	14%	46	100%	316
Unsupervised youth	6%	21	24%	78	31%	101	17%	54	22%	71	100%	326
Homelessness	3%	11	25%	83	33%	109	19%	62	19%	61	100%	326
Pain clinics	10%	34	11%	37	16%	53	25%	80	37%	120	100%	324
Gangs	5%	16	11%	35	20%	64	26%	85	39%	128	100%	328
Foreclosed and/or abandoned properties	3%	10	15%	50	29%	97	34%	113	18%	61	100%	331

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	40%	132
Yes, full-time	50%	166
Yes, part-time	9%	30
Total	100%	329

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	72%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	13%
Bus, rail or other public transportation	1%
Walk	1%
Bicycle	1%
Work at home	12%
Other	1%

Question D3: Length of Residency		
How many years have you lived in Delray Beach?	Percent of respondents	Count
Less than 2 years	12%	40
2 to 5 years	23%	78
6 to 10 years	20%	68
11 to 20 years	22%	76
More than 20 years	22%	76
Total	100%	337

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	36%	121
House attached to one or more houses (e.g., a duplex or townhome)	13%	43
Building with two or more apartments or condominiums	50%	167
Mobile home	0%	0
Other	1%	3
Total	100%	334

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	26%	82
Owned by you or someone in this house with a mortgage or free and clear	74%	236
Total	100%	317

Question D6: Monthly Housing Cost		
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	2%	6
\$300 to \$599 per month	12%	38
\$600 to \$999 per month	23%	74
\$1,000 to \$1,499 per month	25%	79
\$1,500 to \$2,499 per month	24%	79
\$2,500 or more per month	14%	45
Total	100%	321

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	90%	300
Yes	10%	35
Total	100%	335

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	61%	203
Yes	39%	132
Total	100%	335

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than \$24,999	20%	61
\$25,000 to \$49,999	27%	83
\$50,000 to \$99,999	32%	98
\$100,000 to \$149,000	12%	38
\$150,000 or more	10%	30
Total	100%	310

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	89%	280
Yes, I consider myself to be Spanish, Hispanic or Latino	11%	34
Total	100%	314

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	4%	14
Asian, Asian Indian or Pacific Islander	3%	10
Black or African American	11%	36
White	83%	275
Other	8%	26
Total may exceed 100% as respondents could select more than one option		

Question D11a: Ethnicity		
Are you Haitian or Caribbean Islander?	Percent of respondents	Count
No	89%	145
Yes	11%	18
Total	100%	163

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	0%	2
25 to 34 years	19%	64
35 to 44 years	11%	38
45 to 54 years	20%	68
55 to 64 years	12%	41
65 to 74 years	16%	54
75 years or older	20%	67
Total	100%	334

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	53%	178
Male	47%	159
Total	100%	337

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	13%	45
Yes	82%	277
Ineligible to vote	1%	4
Don't know	3%	10
Total	100%	336

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	18%	61
Yes	78%	260
Ineligible to vote	2%	7
Don't know	1%	3
Total	100%	331

Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	8%	27
Yes	92%	308
Total	100%	335

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	33%	111
Yes	67%	224
Total	100%	336

Question D18: Primary Phone		
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents	Count
Cell	30%	61
Land line	42%	84
Both	28%	57
Total	100%	202

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ (The NCS) was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The NCS that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The NCS is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The NCS permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by City officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the “objective” quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

Research on the correlation of resident opinion about service quality and “objective” ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC’s own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

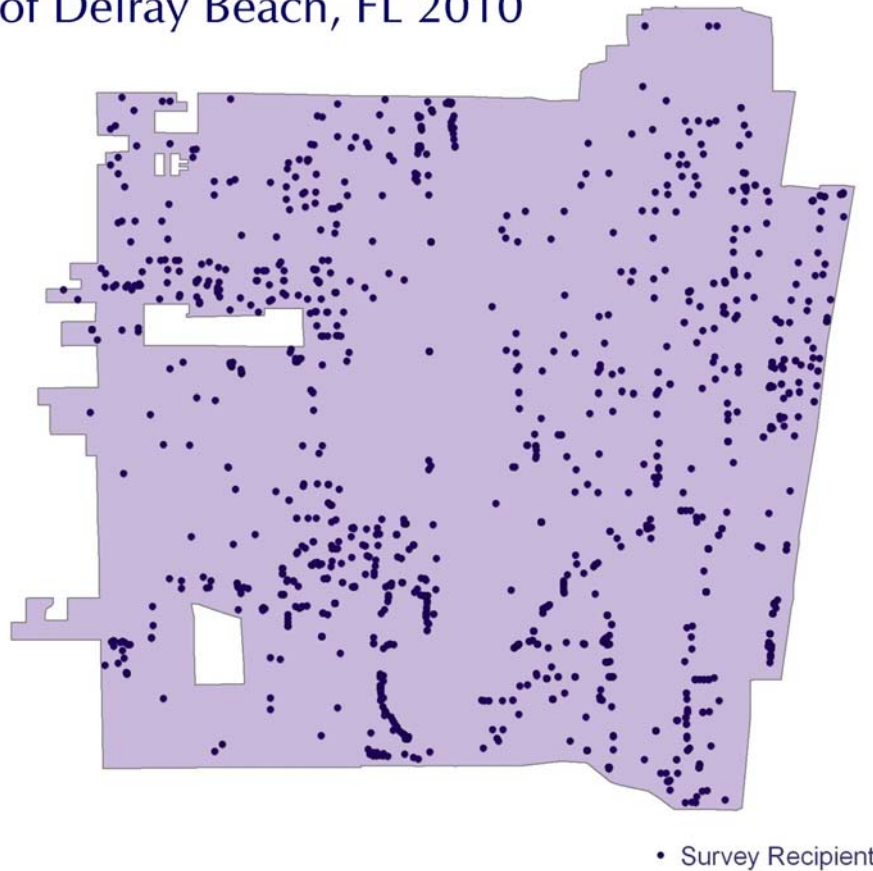
SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within the City of Delray Beach were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the City of Delray Beach boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the City of Delray Beach households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the City of Delray Beach boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within the City of Delray Beach. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

FIGURE 86: LOCATION OF SURVEY RECIPIENTS

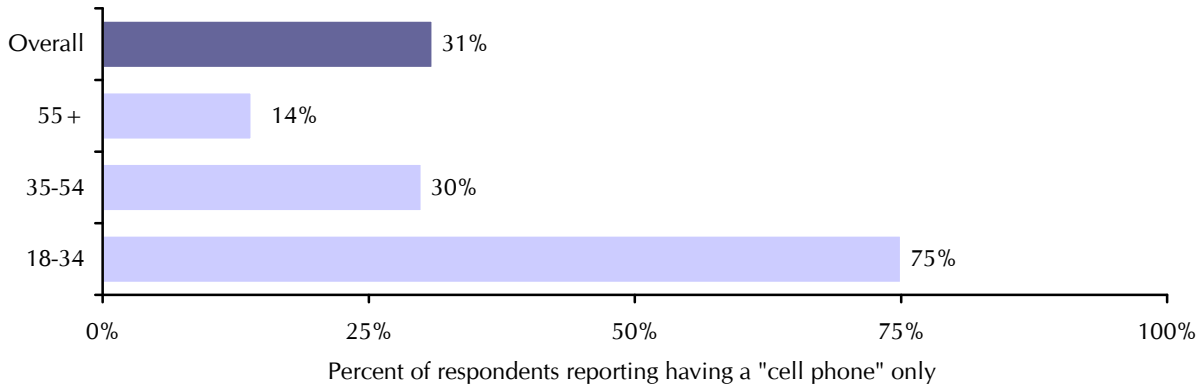
The National Citizen Survey™ City of Delray Beach, FL 2010



An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In response to the growing number of the cell-phone population (so-called “cord cutters”), which includes a large proportion of young adults, questions about cell phones and land lines were added to The NCS™ questionnaire. According to recent estimates, about 12 percent of all U.S. households have a cell phone but no landline. By the end of 2010, researchers predict that 40 percent of Americans 18 to 30 years old will have only a cell phone and no landline.³

FIGURE 87: PREVALENCE OF CELL-PHONE ONLY RESPONDENTS IN DELRAY BEACH



SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning April 14, 2010. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. Half (600) of those receiving the survey received an invitation in the letter to complete the survey online. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Six surveys were completed online. Completed surveys were collected over the following five weeks.

SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The confidence interval for the City of Delray Beach survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (355 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 71% and 79%. This source of error is called sampling error. In addition to sampling error, other sources of error may affect any

³ . Paul J. Lavrakas, Charles D. Shuttles, Charlotte Steeh, and Howard Fienberg, “The State of Surveying Cell Phone Numbers in the United States: 2007 and Beyond,” *Public Opinion Quarterly* 71, no. 5 (2007), 840-854.

survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2006-2008 American Community Survey (ACS) Census estimates for adults in the City of Delray Beach. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing unit type, race, ethnicity and age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The importance to the community of correct ethnic representation
- The historical use of the variables and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Data weighting can adjust up to 5 demographic variables. Several different weighting “schemes” may be tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

Delray Beach Citizen Survey Weighting Table			
Characteristic	Population Norm ⁴	Unweighted Data	Weighted Data
Housing			
Rent home	32%	20%	26%
Own home	68%	80%	74%
Detached unit	40%	24%	36%
Attached unit	60%	76%	64%
Race and Ethnicity			
White alone, not Hispanic	65%	87%	68%
Hispanic and/or other race	35%	13%	32%
Sex and Age			
Female	54%	56%	53%
Male	46%	44%	47%
18-34 years of age	24%	8%	20%
35-54 years of age	33%	20%	32%
55+ years of age	43%	72%	48%
Females 18-34	12%	4%	10%
Females 35-54	17%	11%	16%
Females 55+	24%	41%	27%
Males 18-34	12%	4%	10%
Males 35-54	16%	9%	16%
Males 55+	19%	31%	21%

⁴ Source: 2006-2008 ACS

SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that are conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the *Citizen Surveys* book, but also in *Public Administration Review, Journal of Policy Analysis and Management*. Scholars who

specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Delray Beach to the Benchmark Database

The City of Delray Beach chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (Populations 45,000 to 80,000). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Delray Beach Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the City of Delray Beach results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of Delray Beach's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

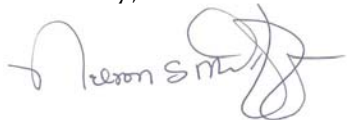
APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Delray Beach.

Dear Delray Beach Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Delray Beach. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

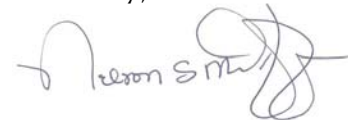


Nelson S. "Woodie" McDuffie
Mayor

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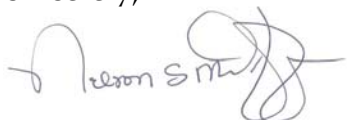


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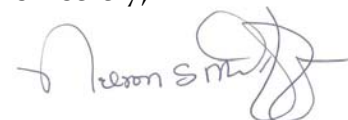


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Mayor



100 NW 1st Avenue
Delray Beach, FL 33444

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



100 NW 1st Avenue
Delray Beach, FL 33444

Presorted
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Presorted
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Boulder, CO
Permit NO. 94

April 2010

Dear Delray Beach Resident:

The City of Delray Beach wants to know what you think about our community and City government. You have been randomly selected to participate in Delray Beach's 2010 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Commission make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

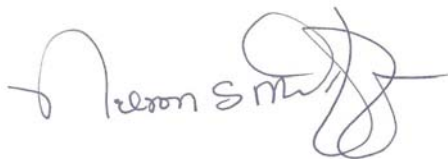
To get a representative sample of Delray Beach residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call 561-243-7000.

Please help us shape the future of Delray Beach. Thank you for your time and participation.

Sincerely,



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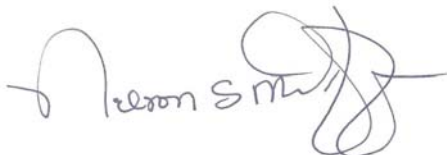
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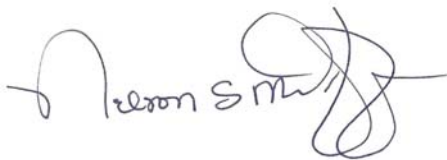
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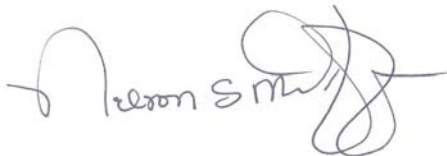
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Sincerely,



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Mayor

The City of Delray Beach 2010 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Delray Beach:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Delray Beach as a place to live	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Delray Beach as a place to raise children	1	2	3	4	5
Delray Beach as a place to work	1	2	3	4	5
Delray Beach as a place to retire.....	1	2	3	4	5
The overall quality of life in Delray Beach	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Delray Beach as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Overall appearance of Delray Beach.....	1	2	3	4	5
Overall quality of new development in Delray Beach	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Ease of car travel in Delray Beach	1	2	3	4	5
Ease of bus travel in Delray Beach	1	2	3	4	5
Ease of bicycle travel in Delray Beach.....	1	2	3	4	5
Ease of walking in Delray Beach	1	2	3	4	5
Traffic flow on major streets.....	1	2	3	4	5
Amount of public parking	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Air quality.....	1	2	3	4	5
Overall image or reputation of Delray Beach	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Delray Beach over the past 2 years:

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Delray Beach?
 Not a problem Minor problem Moderate problem Major problem Don't know

5. Please rate how safe or unsafe you feel from the following in Delray Beach:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In Delray Beach's downtown area during the day	1	2	3	4	5	6
In Delray Beach's downtown area after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

No → Go to Question 9 Yes → Go to Question 8 Don't know → Go to Question 9

8. If yes, was this crime (these crimes) reported to the police?

No Yes Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Delray Beach?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Delray Beach public library or its services.....	1	2	3	4	5
Used Delray Beach recreation centers.....	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood park or City park.....	1	2	3	4	5
Ridden a local bus within Delray Beach.....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a City Commission meeting on City Web site video streaming	1	2	3	4	5
Read Delray Beach Newsletter.....	1	2	3	4	5
Visited the City of Delray Beach Web site (at www.mydelraybeach.com)	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in Delray Beach.....	1	2	3	4	5
Used the Internet for anything.....	1	2	3	4	5
Used the Internet to purchase an item.....	1	2	3	4	5
Listened to the Delray Beach Emergency Radio Station – 1620 AM	1	2	3	4	5
Used the Citizen's Service Request System on the City Web site.....	1	2	3	4	5

10. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

Just about every day
 Several times a week
 Several times a month
 Less than several times a month

The City of Delray Beach 2010 Citizen Survey

11. Please rate the quality of each of the following services in Delray Beach:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc)	1	2	3	4	5
Economic development	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Public schools.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Communications from the City (i.e., Web site, newsletters, annual reports, etc.)	1	2	3	4	5
City beach	1	2	3	4	5

12. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Delray Beach	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Palm Beach County Government.....	1	2	3	4	5

13. Have you had any in-person or phone contact with an employee of the City of Delray Beach within the last 12 months (including police, receptionists, fire-rescue, planners or any others)?

- No → Go to Question 15 Yes → Go to Question 14

14. What was your impression of the employee(s) of the City of Delray Beach in your most recent contact? (Rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't know
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression.....	1	2	3	4	5

15. Please rate the following categories of Delray Beach government performance:

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to Delray Beach	1	2	3	4	5
The overall direction that Delray Beach is taking	1	2	3	4	5
The job Delray Beach government does at welcoming citizen involvement	1	2	3	4	5
The job Delray Beach government does at listening to citizens	1	2	3	4	5

16. Please indicate how likely or unlikely you are to do each of the following:

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in Delray Beach to someone who asks.....	1	2	3	4	5
Remain in Delray Beach for the next five years	1	2	3	4	5

17. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive Somewhat positive Neutral Somewhat negative Very negative

18. Please check the response that comes closest to your opinion for each of the following questions:

a. To what extent do you support or oppose increasing taxes and/or fees to ensure that City services continue to be provided at current levels?

- Strongly support
 Somewhat support
 Somewhat oppose
 Strongly oppose
 Don't know

b. To what extent would you support or oppose City Hall and most administrative offices (i.e., planning, human resources, finance) changing from a traditional five (5) day work week (8 hour days) to a four (4) day work week (10 hour days)? Police, Fire, and maintenance of streets and utilities would remain unchanged.

- Strongly support
 Somewhat support
 Somewhat oppose
 Strongly oppose
 Don't know

c. To what degree, if at all, are the following problems in Delray Beach:

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Crime.....	1	2	3	4	5
Drugs.....	1	2	3	4	5
Graffiti	1	2	3	4	5
Sober houses.....	1	2	3	4	5
Taxes	1	2	3	4	5
Unsupervised youth	1	2	3	4	5
Homelessness	1	2	3	4	5
Pain clinics	1	2	3	4	5
Gangs	1	2	3	4	5
Foreclosed and/or abandoned properties	1	2	3	4	5

The City of Delray Beach 2010 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. Are you currently employed for pay?

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults days
- Bus, Rail, or other public transportation days
- Walk days
- Bicycle days
- Work at home days
- Other days

D3. How many years have you lived in Delray Beach?

- Less than 2 years
- 2-5 years
- 6-10 years
- 11-20 years
- More than 20 years

D4. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

D5. Is this house, apartment or mobile home...

- Rented for cash or occupied without cash payment?
- Owned by you or someone in this house with a mortgage or free and clear?

D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
- \$300 to \$599 per month
- \$600 to \$999 per month
- \$1,000 to \$1,499 per month
- \$1,500 to \$2,499 per month
- \$2,500 or more per month

D7. Do any children 17 or under live in your household?

- No
- Yes

D8. Are you or any other members of your household aged 65 or older?

- No
- Yes

D9. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

Please respond to questions D10, D11 and D11a:

D10. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

D11a. Are you Haitian or Caribbean Islander?

- No
- Yes

D12. In which category is your age?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75 years or older

D13. What is your sex?

- Female
- Male

D14. Are you registered to vote in your jurisdiction?

- No
- Yes
- Ineligible to vote
- Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?

- No
- Yes
- Ineligible to vote
- Don't know

D16. Do you have a cell phone?

- No
- Yes

D17. Do you have a land line at home?

- No
- Yes

D18. If you have both a cell phone and a land line, which do you consider your primary telephone number?

- Cell
- Land line
- Both

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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