



# CITY OF DELRAY BEACH, FL 2009



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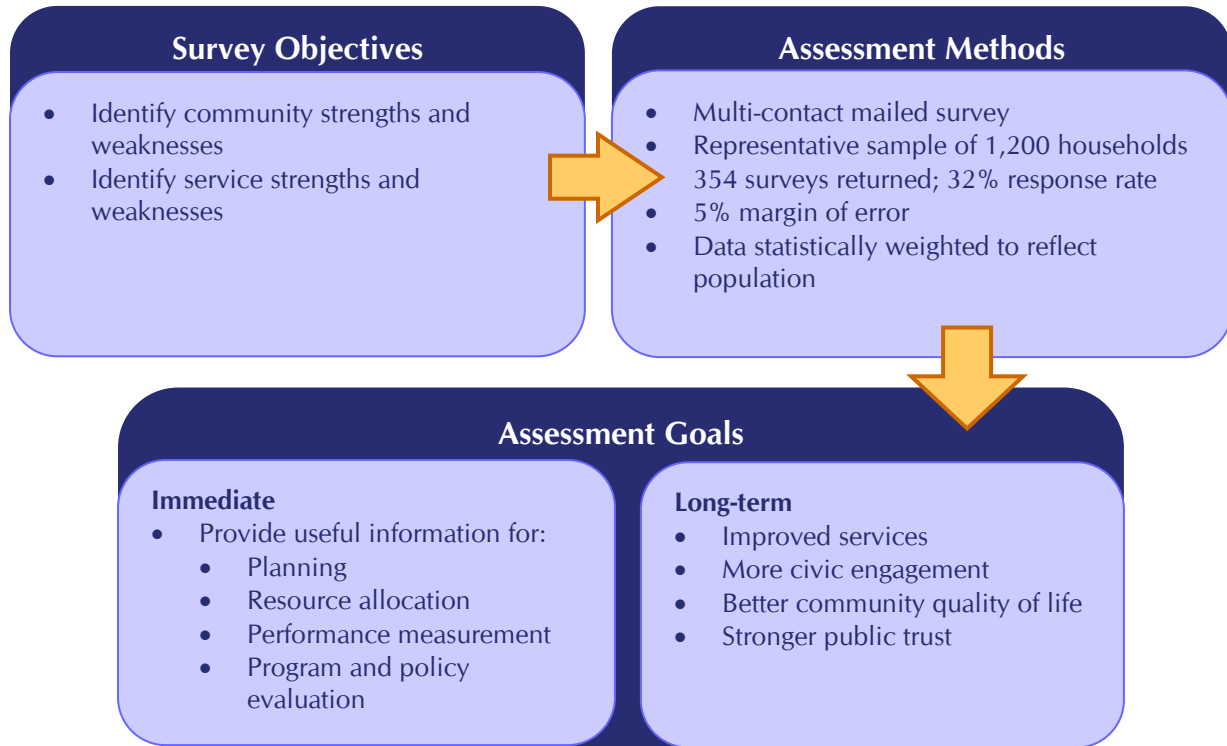
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# SURVEY BACKGROUND

## 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. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 354 completed surveys were obtained, providing an overall response rate of 32%. 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 problems 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' reports about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each 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

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 confidence level, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the estimates made from the survey results. 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 (354 completed surveys). A 95% confidence interval indicates that for every 100 random samples of this many residents, the population response to that question would be within the stated interval 95 times. For example, if 75% of residents rate a service as "excellent" or "good," then the 5% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 70% and 80%.

### 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 City of Delray Beach chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (populations 40,000 to 63,000). 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 were available, the City of Delray Beach results were noted as being “above” the benchmark, “below” the benchmark or “similar to” the benchmark. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of the City of Delray Beach's rating to the benchmark.

### **“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 experience a good quality of life in the City of Delray Beach and believe the City is a good place to live. The overall quality of life in the City of Delray Beach was rated as “excellent” or “good” by 85% of respondents. Almost all report they plan on staying in the City of Delray Beach for the next five years.

A variety of characteristics of the community were evaluated by those participating in the study. The three characteristics receiving the most favorable ratings were the overall image or reputation of Delray Beach, overall appearance, and opportunities to attend cultural activities. The three characteristics receiving the least positive ratings were employment opportunities, availability of affordable quality child care, and availability of affordable quality housing.

Ratings of community characteristics were compared to the benchmark database. Of the 20 characteristics for which comparisons were available, 13 were above the benchmark comparison, six were similar to the benchmark comparison and one was below.

Residents in the City of Delray Beach were somewhat civically engaged. Twenty-nine percent had attended a meeting of local elected public officials or other local public. 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 similar to 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 a majority of local government services. City services rated were able to be compared to the benchmark database. Of the 32 services for which comparisons were available, 21 were above the benchmark comparison, nine 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:

- Communications from the City
- Economic development
- Drinking water
- City Beach
- Ambulance or emergency medical services

Of these services, those deserving the most attention may be those that have experienced declining ratings over time or those that were below or similar to the national benchmark comparisons: drinking water. Because the rating for City Beach does not have national benchmark data, this may be an area for watchful waiting and potential action following the next survey's results. For communications from the city, economic development and ambulance or emergency medical services, the City of Delray Beach is above the benchmark and should continue to ensure high quality performance.

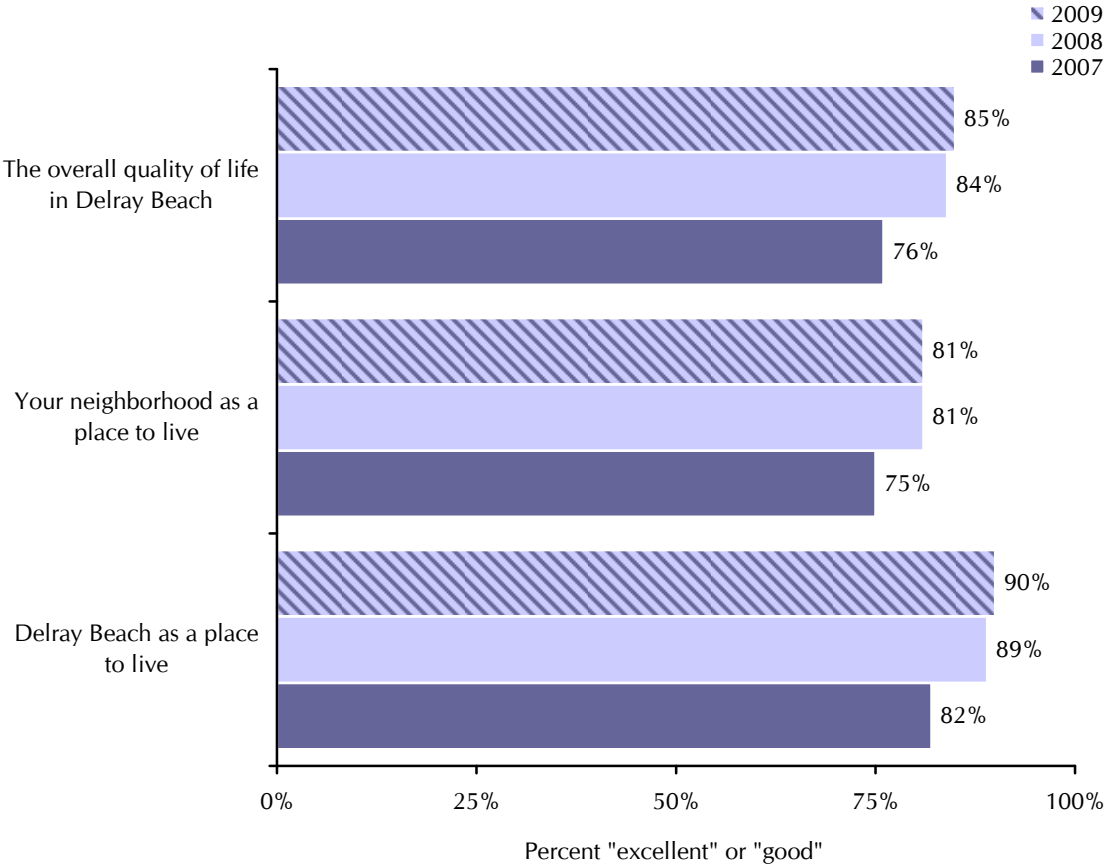
# COMMUNITY RATINGS

## 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.

Most 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.

FIGURE 3: RATINGS OF OVERALL COMMUNITY QUALITY BY YEAR



The National Citizen Survey™ by National Research Center, Inc.

FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

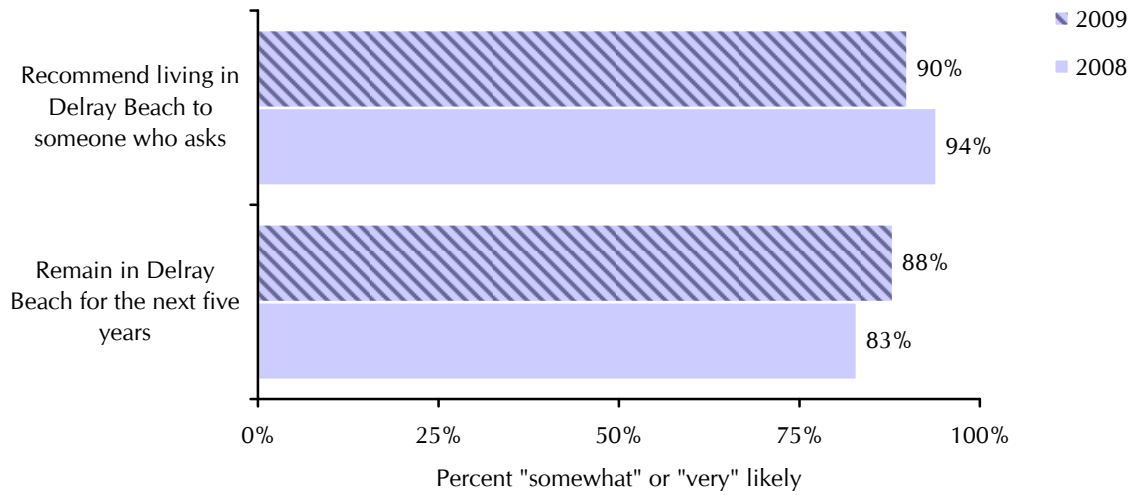


FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Overall quality of life in Delray Beach	Above	Above
Your neighborhood as place to live	Similar	Similar
Delray Beach as a place to live	Above	Above
Remain in Delray Beach for the next five years	Similar	Above
Recommend living in Delray Beach to someone who asks	Above	Similar

Overall community quality was compared to survey data from previous years. Average ratings were computed for the previous years' data to make comparison easier. Trends from 2008 to 2009 were generally stable.

## 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 in Delray Beach was given the most positive rating, followed by ease of car travel. These ratings tended to be similar to or above the benchmarks. Ratings for ease of bus travel, walking, and bicycle travel were higher compared to years past.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

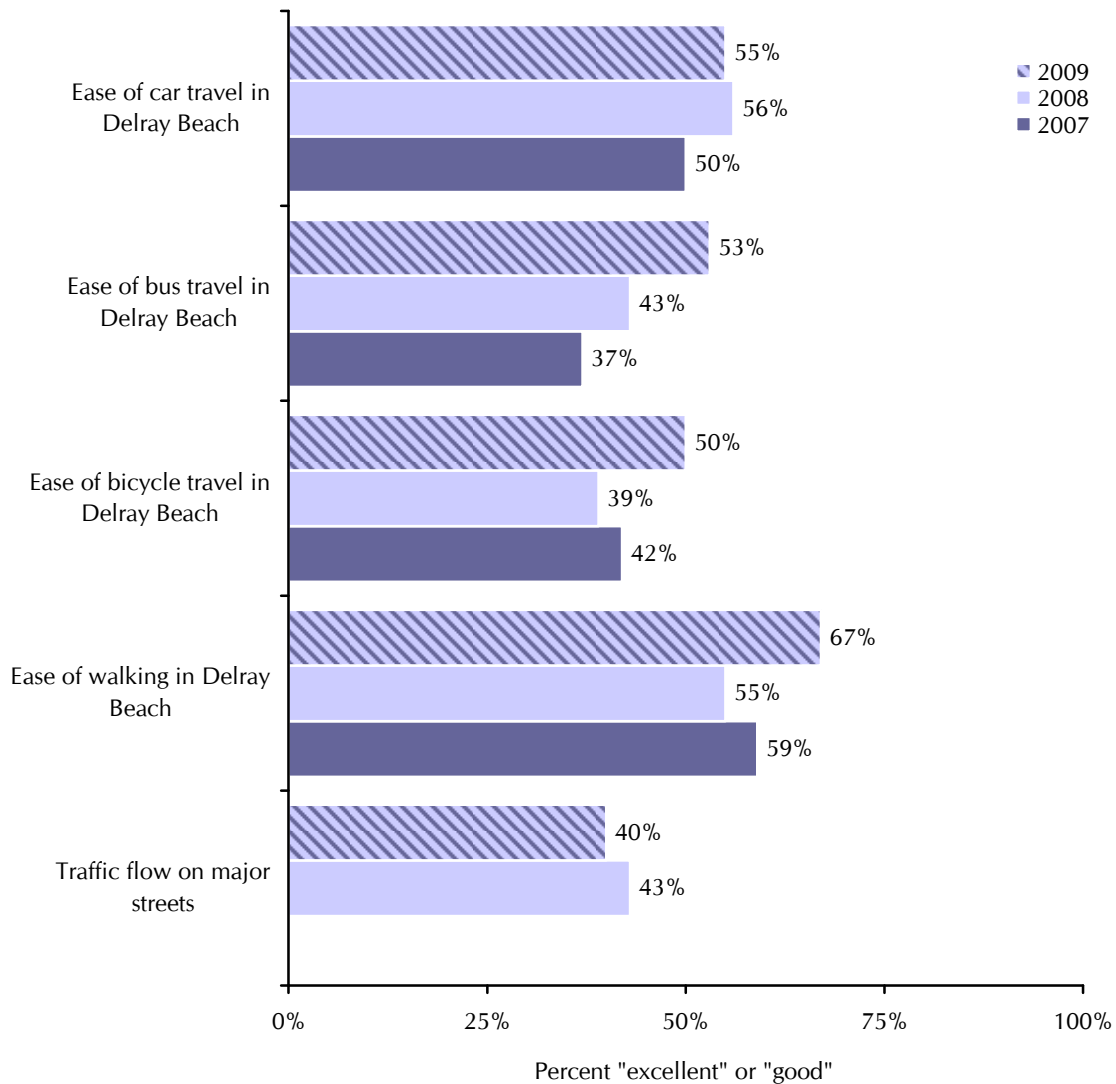
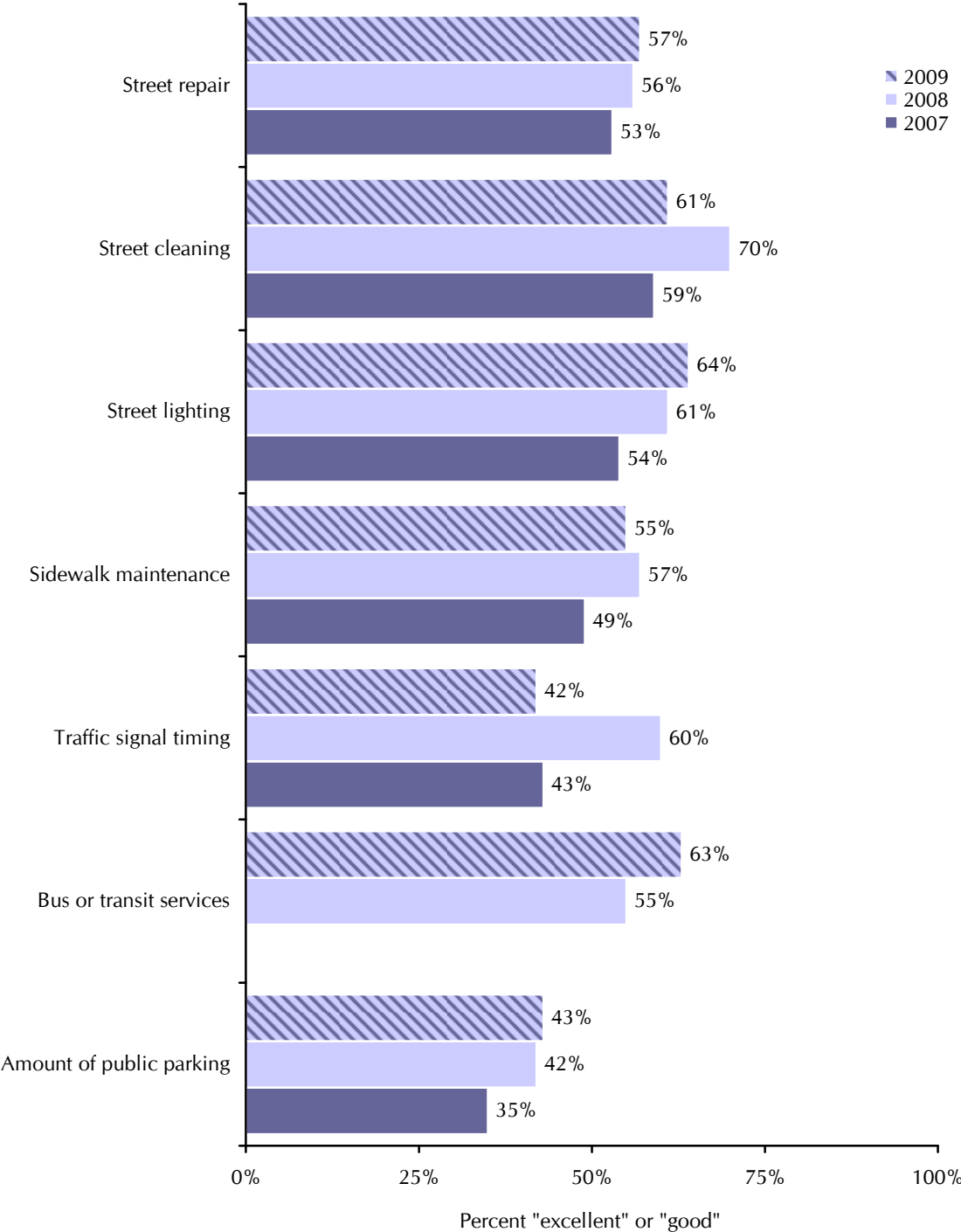


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Ease of bus travel in Delray Beach	Above	Above
Ease of car travel in Delray Beach	Similar	Similar
Ease of walking in Delray Beach	Above	Above
Ease of bicycle travel in Delray Beach	Above	Similar
Traffic flow on major streets	Similar	Similar

Seven transportation services were rated in Delray Beach. As compared to most communities across America, ratings tended to be a mix of positive and negative. When compared to past years, bus or transit services was higher, street repair, street lighting, sidewalk maintenance, and amount of public parking had remained stable and the ratings for street cleaning and traffic signal timing had declined.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR



The National Citizen Survey™ by National Research Center, Inc.

FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Street repair /maintenance	Above	Above
Street cleaning	Similar	Similar
Street lighting	Above	Similar
Sidewalk maintenance	Above	Above
Light timing	Below	Similar
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, 2% of work commute trips were made by transit, 2% by bicycle and 3% by foot.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS

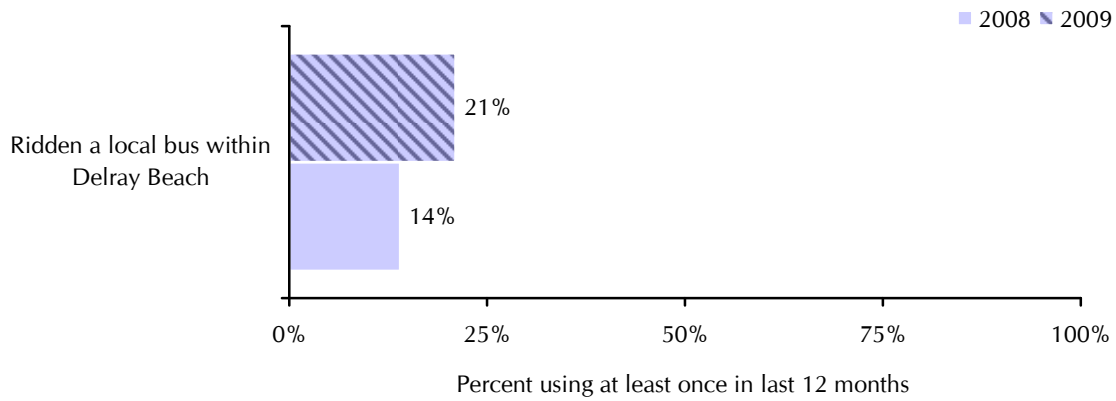
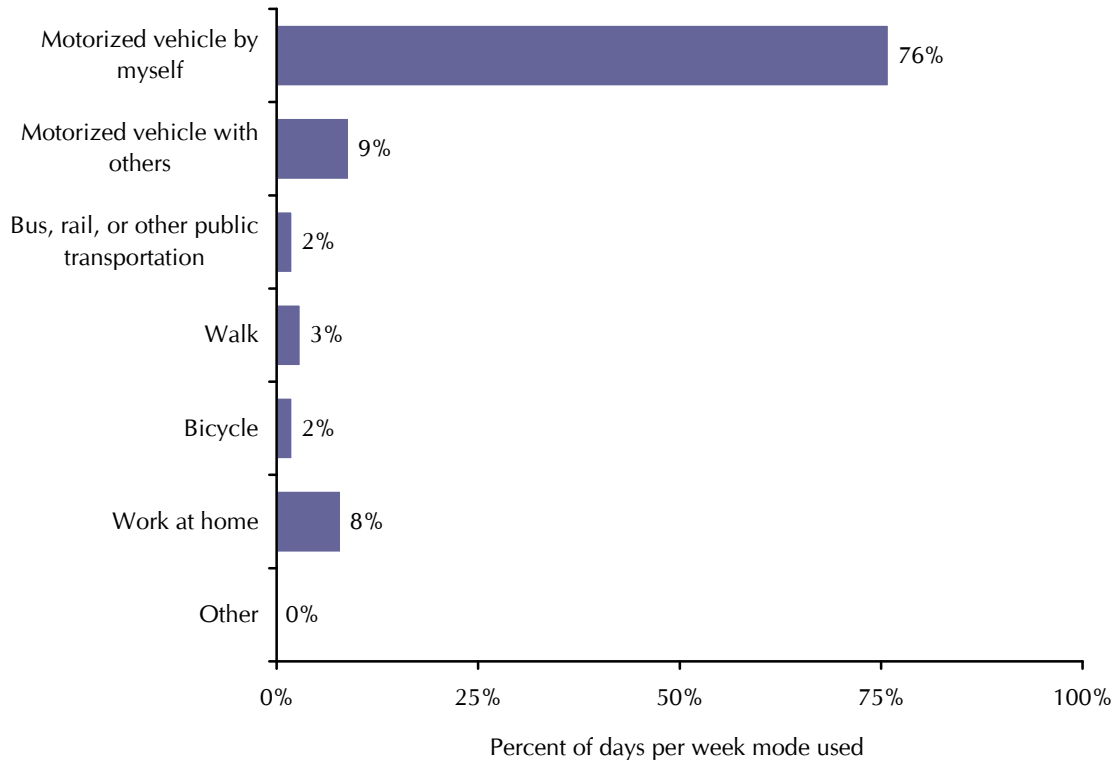


FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Ridden a local bus within Delray Beach	Similar	Similar

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE



## 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 who can sustain in a community with mostly high cost housing 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 38% of respondents, while the variety of housing options was rated as “excellent” or “good” by 64% of respondents. The rating of perceived affordable housing availability was similar to the national benchmark and above the custom benchmark.

FIGURE 13: RATINGS OF HOUSING IN COMMUNITY BY YEAR

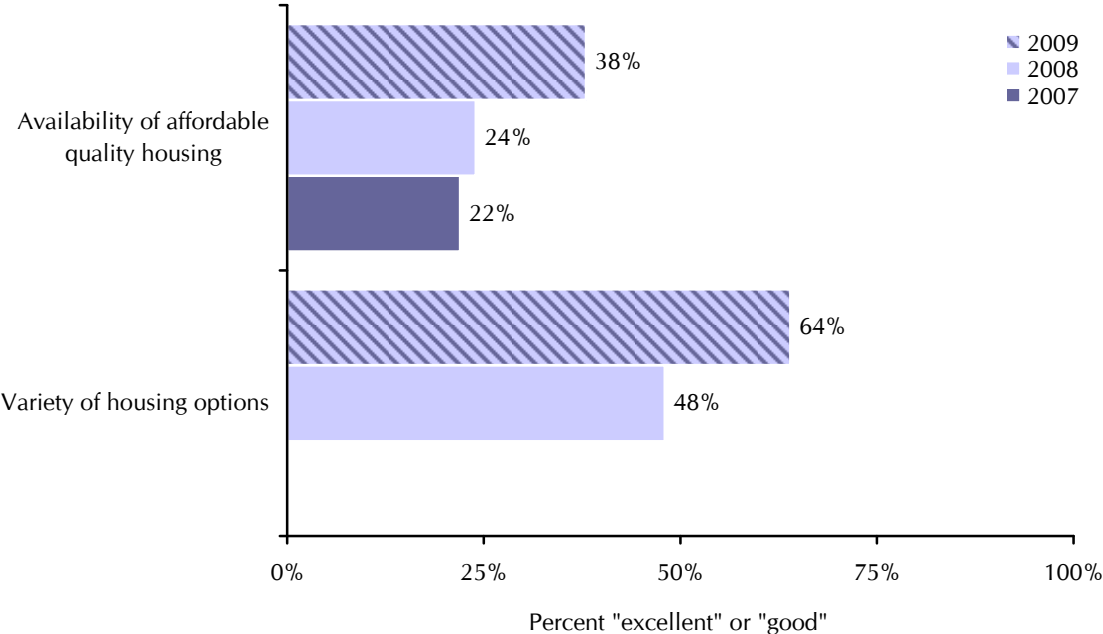
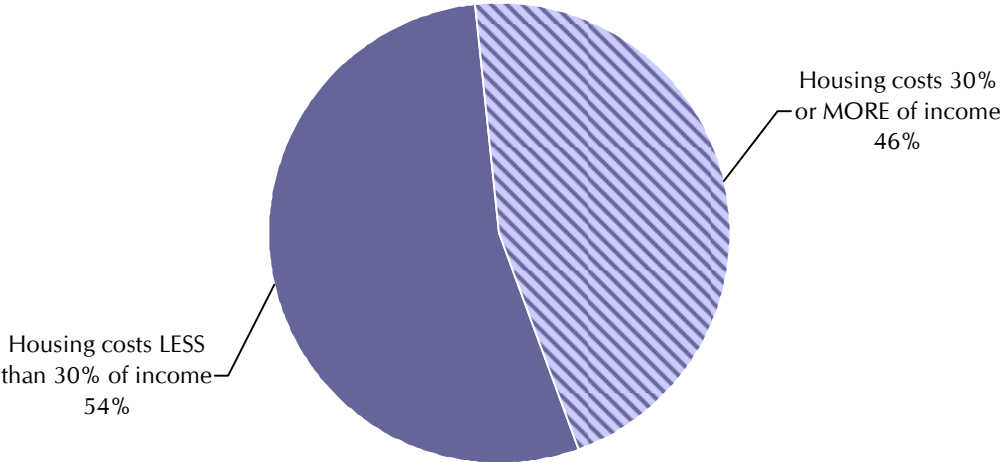


FIGURE 14: HOUSING CHARACTERISTICS BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Availability of affordable quality housing	Similar	Above
Variety of housing options	Above	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 46% of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 15: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"



Note: This question was not asked in previous surveys.

FIGURE 16: HOUSING COSTS BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Experiencing housing costs stress (housing costs 30% or more of income)	Above	Above

## 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 66% of respondents. The overall appearance of Delray Beach was rated as "excellent" or "good" by 79% 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, 93% thought they were a "major" or "moderate" problem. The services of land use, planning and zoning were rated above the benchmarks, the services of code enforcement and animal control were rated similar to the benchmarks. Ratings showed a varied pattern when compared to past years.

FIGURE 17: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT" BY YEAR

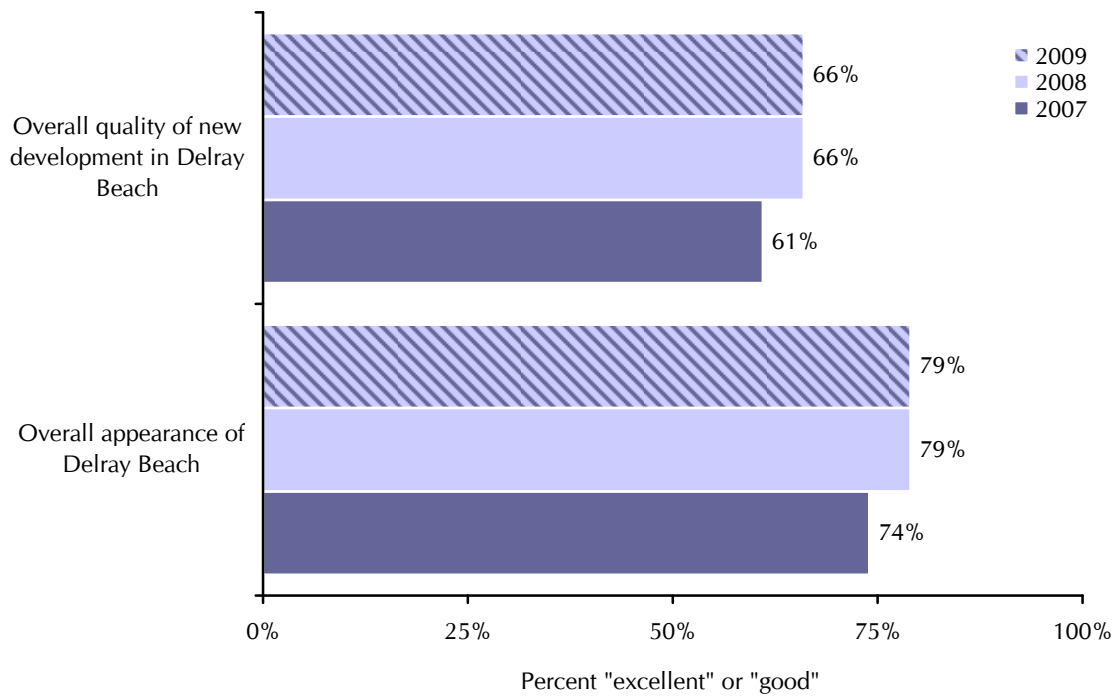


FIGURE 18: BUILT ENVIRONMENT BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Quality of new development in city	Above	Above
Overall appearance of Delray Beach	Above	Above

FIGURE 19: RATINGS OF POPULATION GROWTH BY YEAR

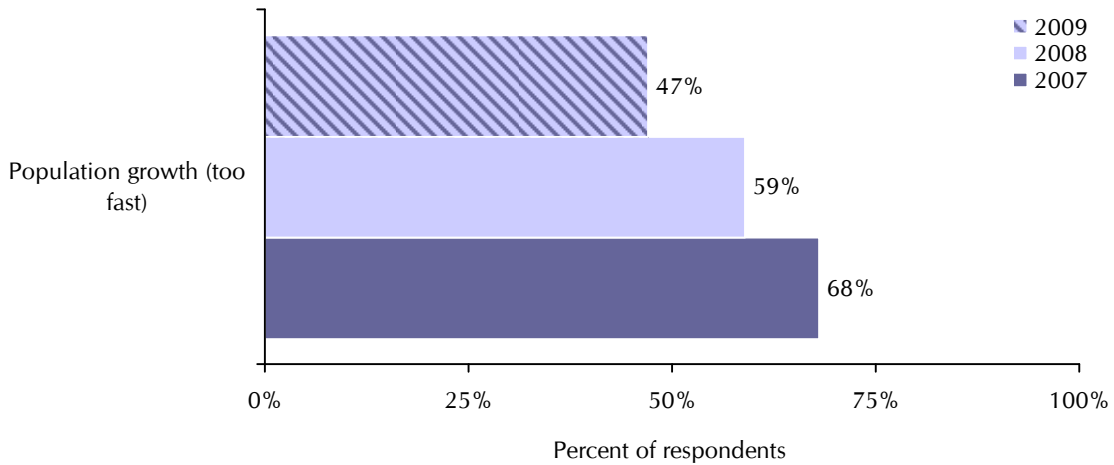


FIGURE 20: POPULATION GROWTH BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Population growth seen as too fast	Similar	Similar

FIGURE 21: RATINGS OF NUISANCE PROBLEMS BY YEAR

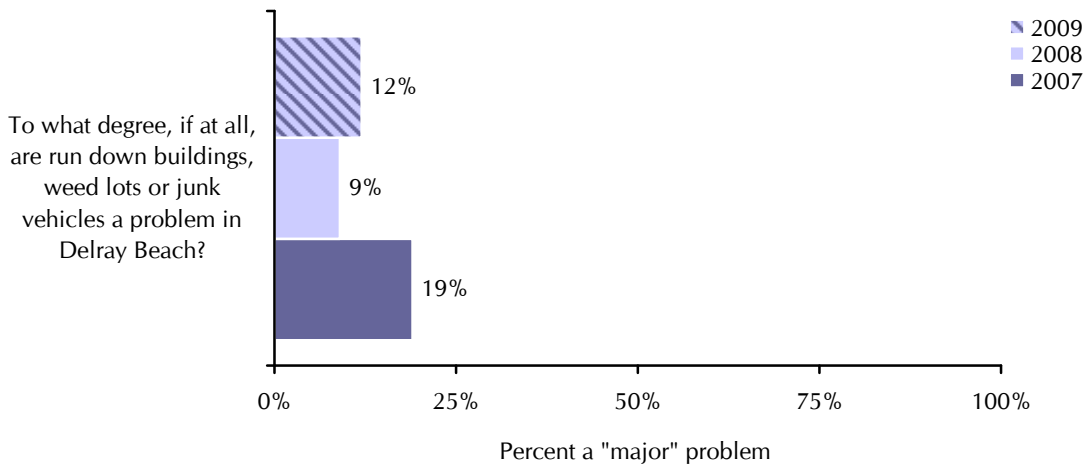


FIGURE 22: NUISANCE PROBLEMS BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Run down buildings, weed lots and junk vehicles are a "major" problem	Similar	Similar

FIGURE 23: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

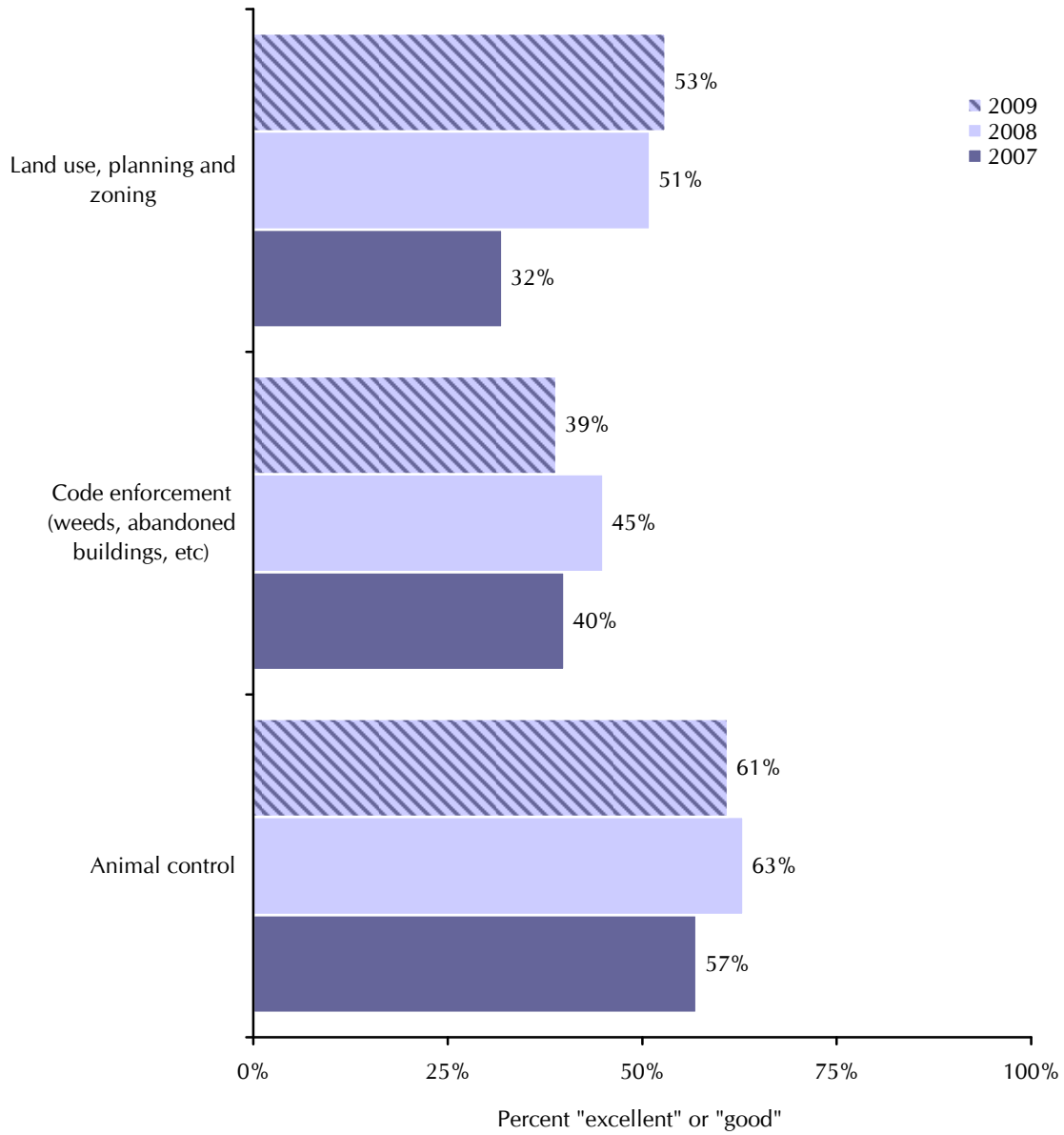


FIGURE 24: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Land use, planning and zoning	Above	Above
Code enforcement (weeds, abandoned buildings, etc)	Similar	Similar
Animal control	Similar	Similar

### ECONOMIC SUSTAINABILITY

The health of the economy may color how residents perceive their environment and all the services that local government delivers. In particular, a strong or weak local economy will shape what residents think about job and shopping opportunities. Just as residents have an idea about the speed of local population growth, they have a sense of how fast job and shopping opportunities are growing.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were shopping opportunities and Delray Beach as a place to work. Receiving the lowest rating was employment opportunities.

FIGURE 25: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

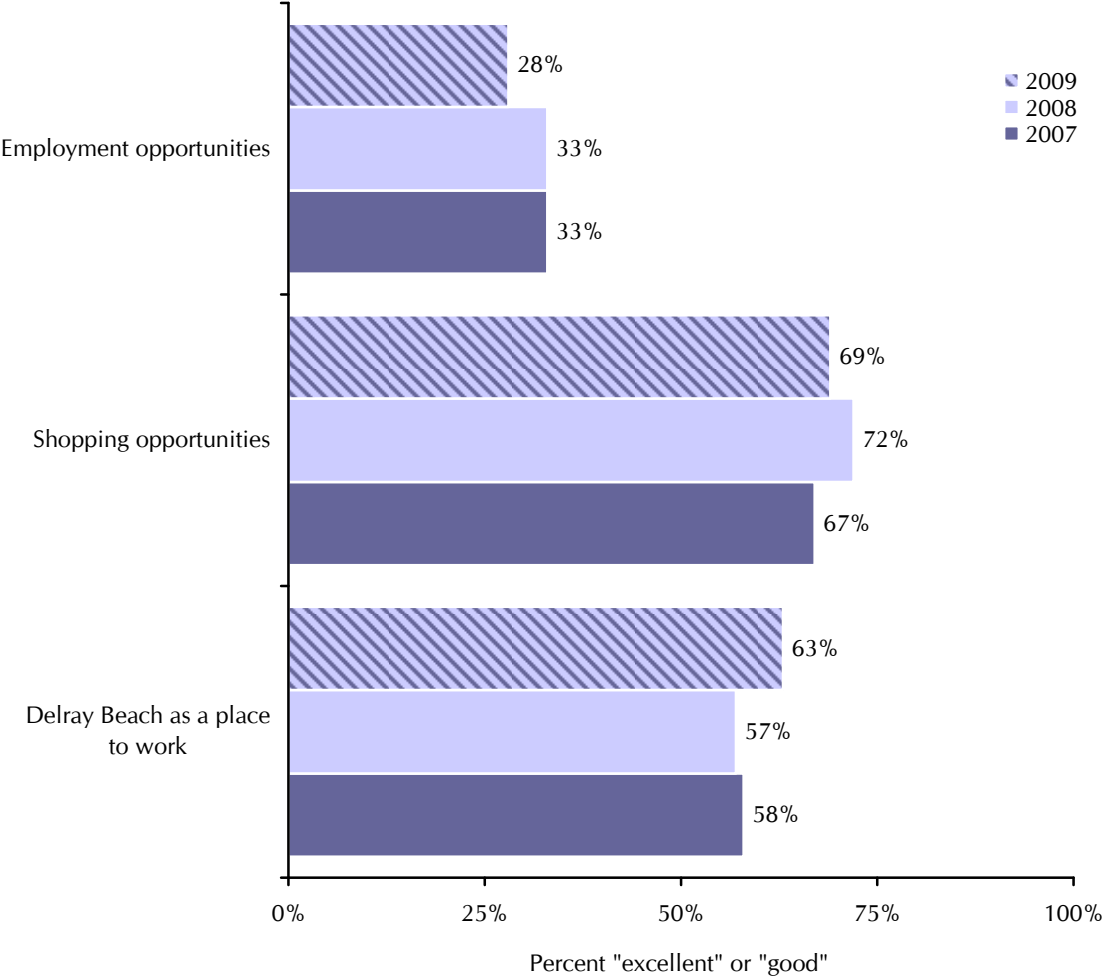


FIGURE 26: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Employment opportunities	Similar	Below
Shopping opportunities	Above	Above
Place to work	Above	Similar

The National Citizen Survey™ by National Research Center, Inc.

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, 78% responded that it was “too slow,” while 24% reported retail growth as “too slow.” Less residents in Delray Beach compared to other jurisdictions believed that retail growth was too slow while more residents believed that job growth was too slow.

FIGURE 27: RATINGS OF RETAIL AND JOB GROWTH BY YEAR

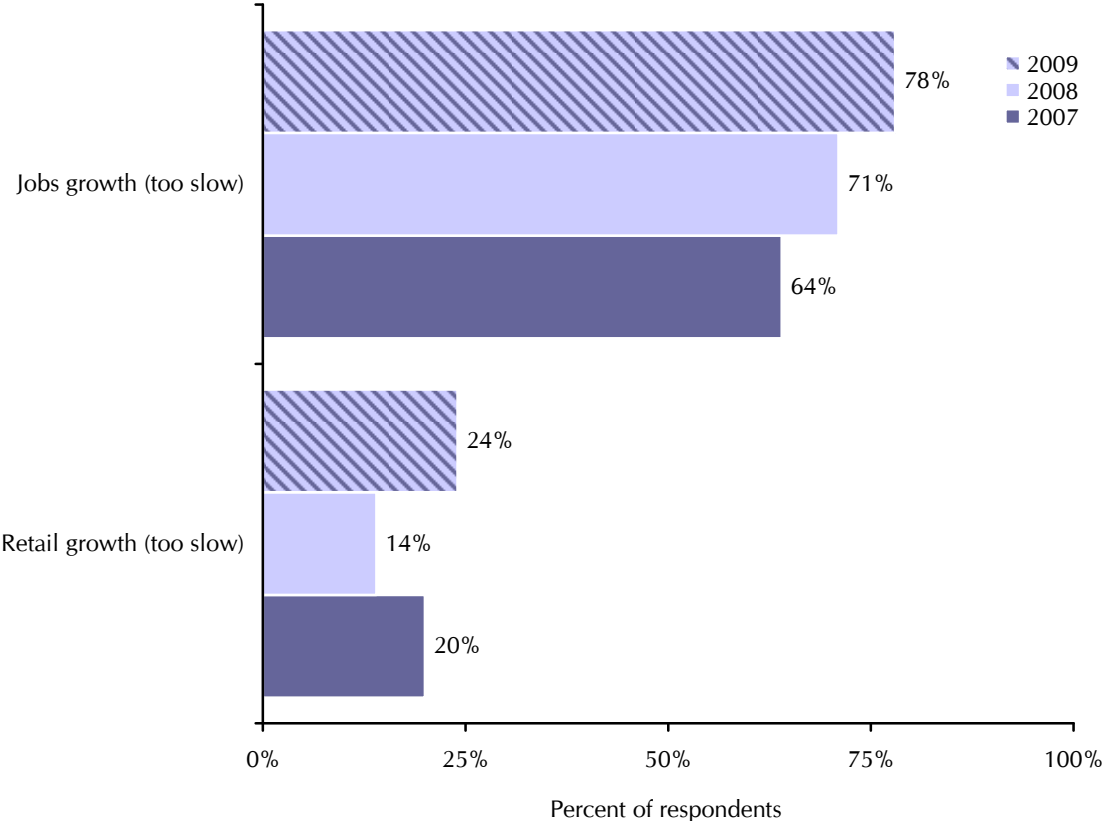


FIGURE 28: RETAIL AND JOB GROWTH BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Retail growth seen as too slow	Below	Below
Jobs growth seen as too slow	Above	Above

FIGURE 29: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR

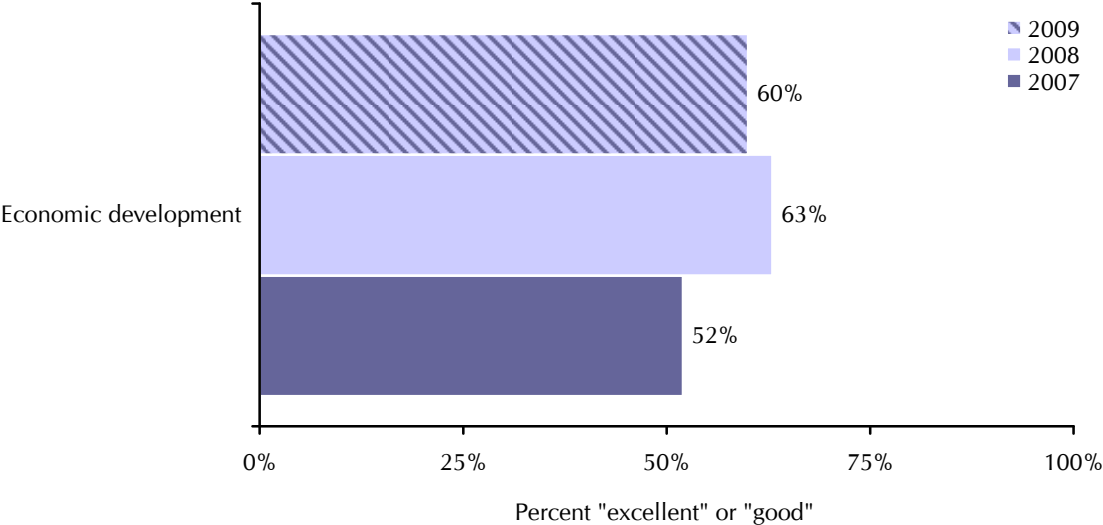


FIGURE 30: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Economic development	Above	Above

Residents were asked to reflect on their economic prospects in the near term. Eleven 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 less than comparison jurisdictions.

FIGURE 31: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR

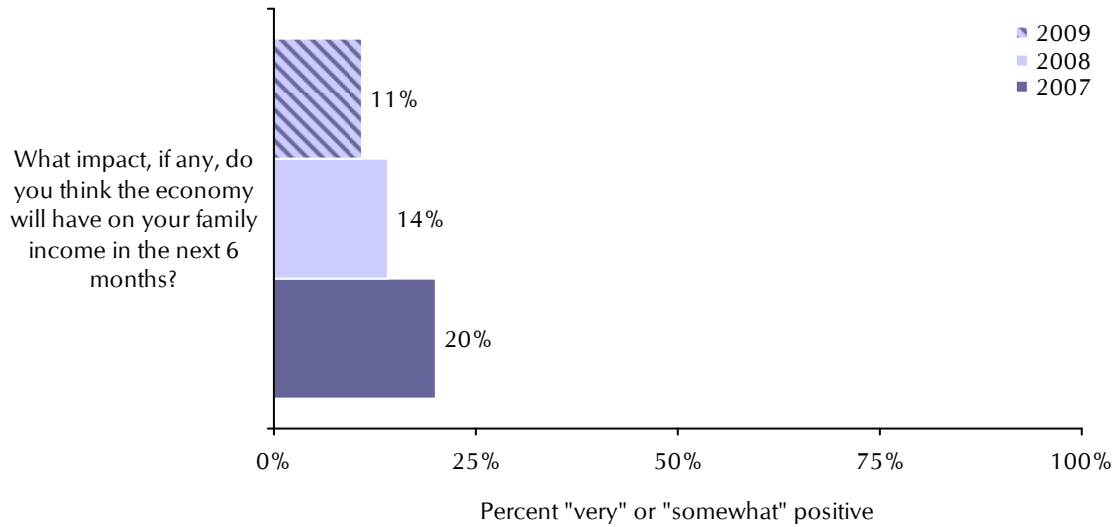


FIGURE 32: PERSONAL ECONOMIC FUTURE BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Positive impact of economy on household income	Below	Below

## 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 59% percent of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 79% felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety.

FIGURE 33: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY BY YEAR

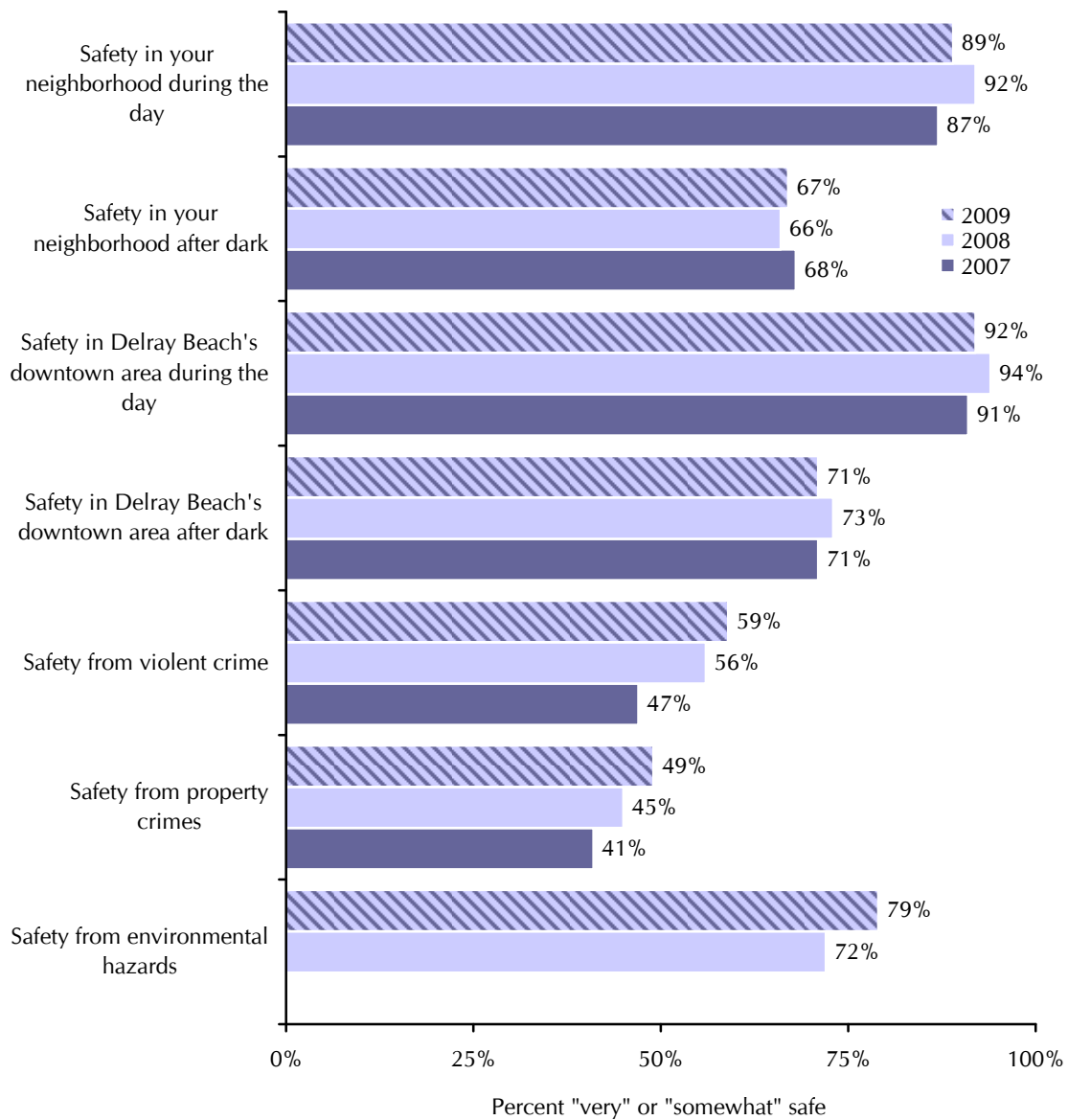


FIGURE 34: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Safety in your neighborhood during the day	Similar	Similar
Safety in your neighborhood after dark	Below	Similar
Safety in Delray Beach's downtown area during the day	Above	Above
Safety in Delray Beach's downtown area after dark	Above	Above
Safety from violent crime (e.g., rape, assault, robbery)	Below	Below
Safety from property crimes (e.g., burglary, theft)	Below	Below
Safety from environmental hazards, including toxic waste	Similar	Similar

As assessed by the survey, 14% 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, 83% 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 35: CRIME VICTIMIZATION AND REPORTING BY YEAR

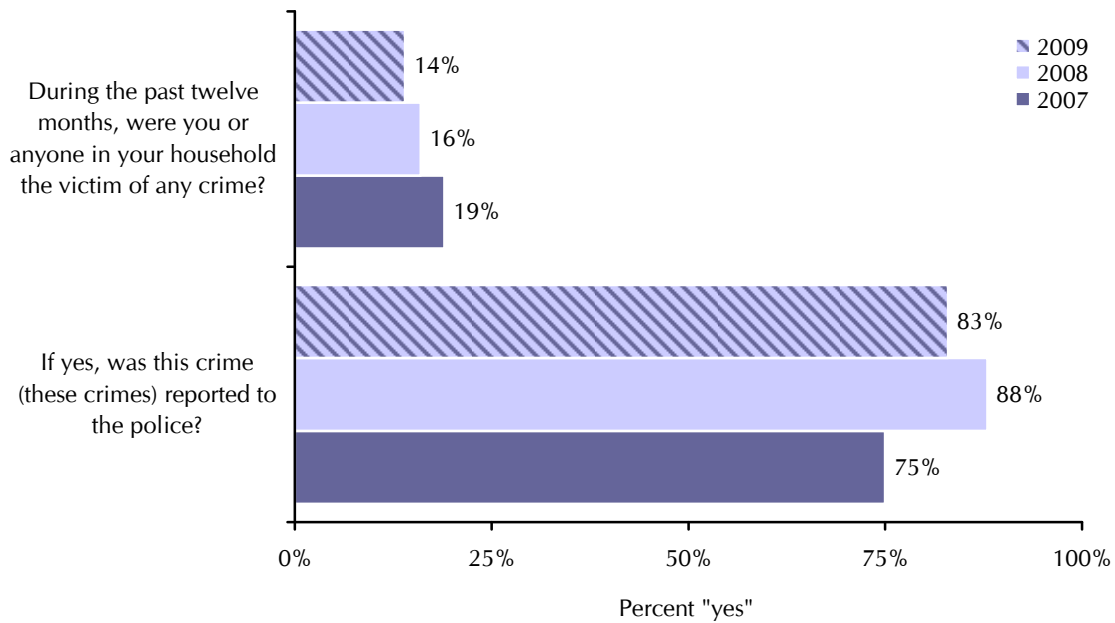


FIGURE 36: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Victim of crime	Similar	Similar
Reported crimes	Above	Above

Residents rated seven City public safety services; of these, four were rated above the national benchmark and three were similar to the national comparison. Comparisons to the custom benchmark varied. Fire services and ambulance or emergency medical services received the highest ratings, while traffic enforcement and crime prevention received the lowest ratings. All were rated similar compared to previous years.

FIGURE 37: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

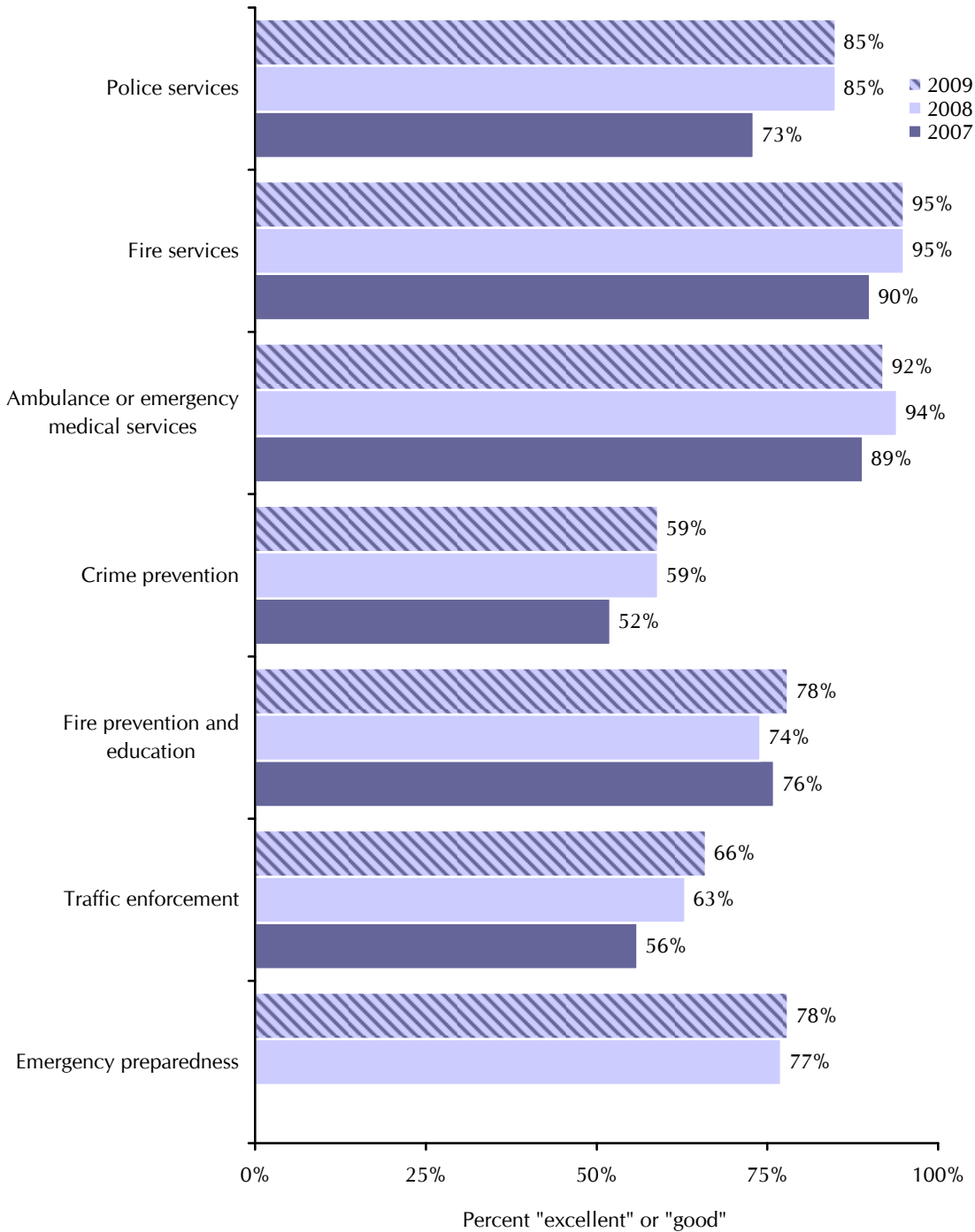


FIGURE 38: PUBLIC SAFETY SERVICES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Police services	Above	Above
Fire services	Above	Similar
EMS/ambulance	Above	Above
Crime prevention	Similar	Below
Fire prevention and education	Similar	Similar
Traffic enforcement	Similar	Similar
Emergency preparedness	Above	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 78% of survey respondents and was above the national benchmark and similar to the custom benchmark.

FIGURE 39: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT BY YEAR

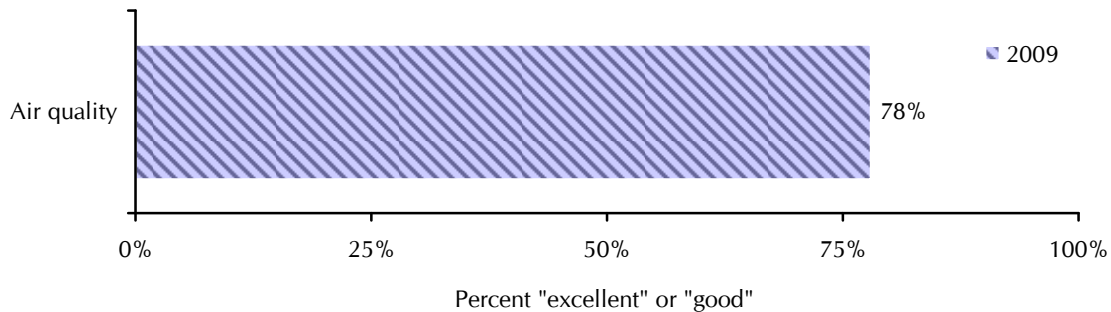


FIGURE 40: COMMUNITY ENVIRONMENT BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Air quality	Above	Similar

Resident recycling was greater than recycling reported in comparison communities.

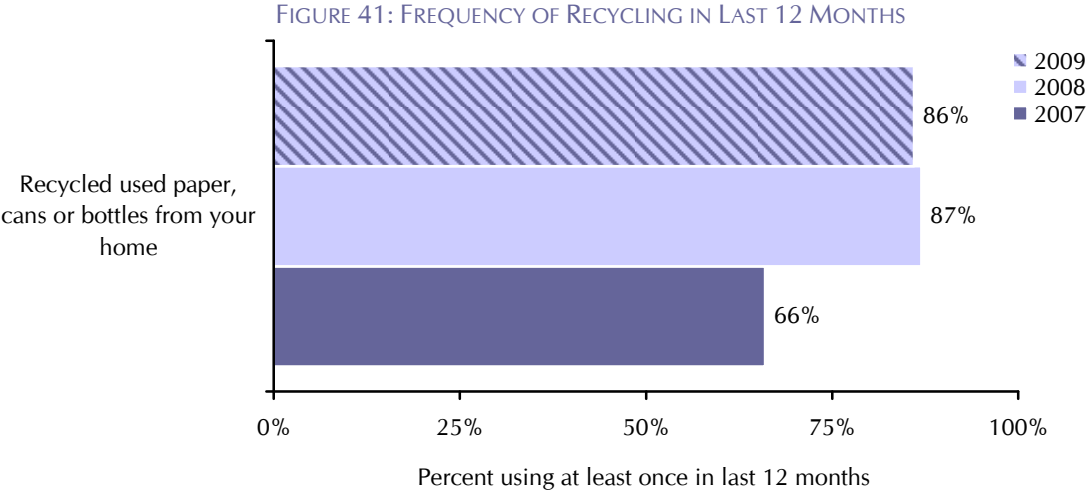
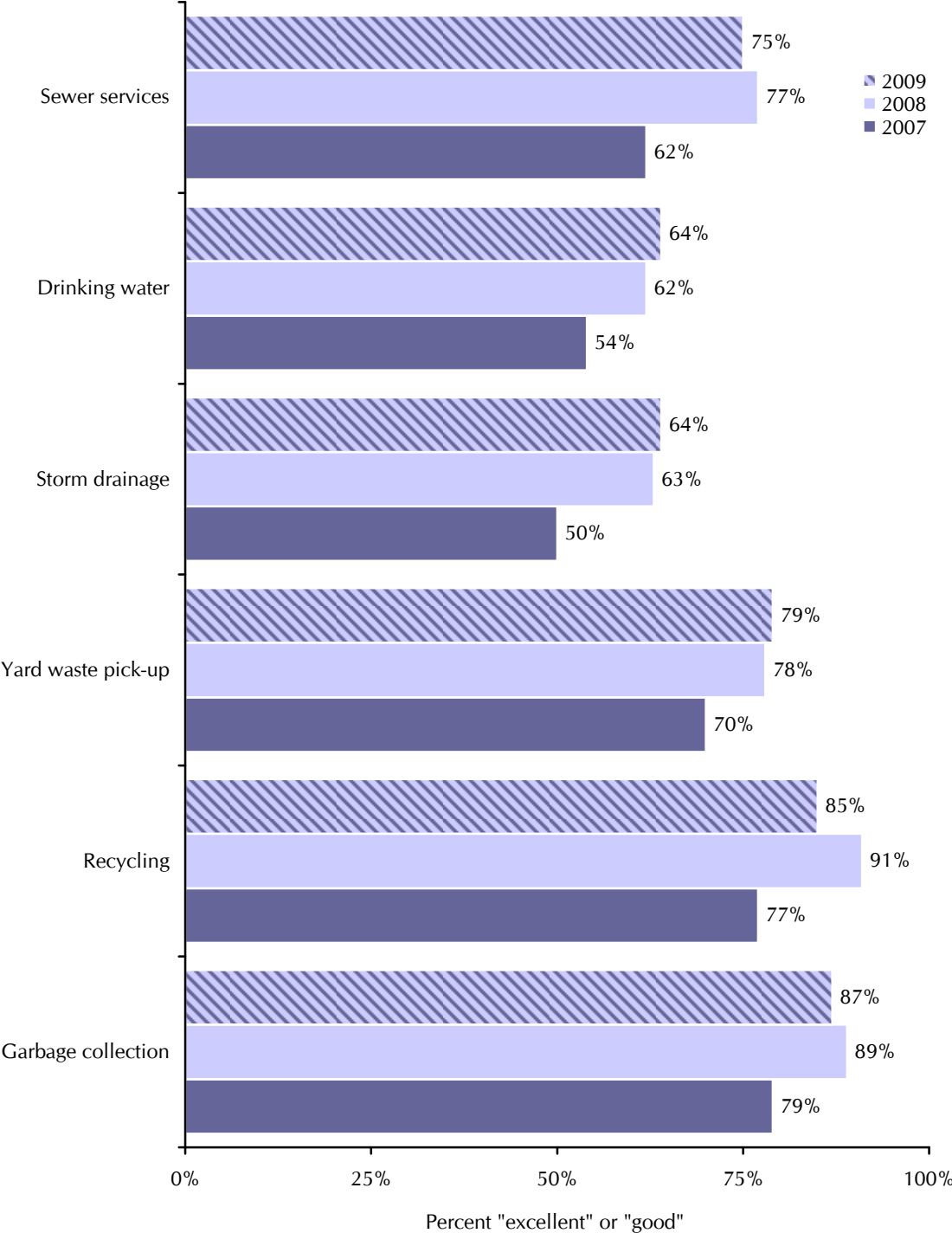


FIGURE 42: FREQUENCY OF RECYCLING BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Recycled used paper, cans or bottles from your home	Above	Above

Of the six utility services rated by those completing the questionnaire, four were higher than both benchmark comparisons, sewer services was above the national benchmark and similar to the custom comparison. Drinking water was similar to the national and lower than the custom benchmark. These service ratings trends were stable when compared to past surveys.

FIGURE 43: RATINGS OF UTILITY SERVICES BY YEAR



The National Citizen Survey™ by National Research Center, Inc.

FIGURE 44: UTILITY SERVICES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Sewer services	Above	Similar
Drinking water	Similar	Below
Storm drainage	Above	Above
Yard waste pick-up	Above	Above
Recycling	Above	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 vastly can 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. City parks were rated higher than the benchmarks while recreation programs or classes and recreation centers and facilities were similar to the benchmarks. Parks and recreation ratings have stayed constant compared to the previous survey.

Recreation centers usage was less than the percent of users in comparison jurisdictions. Similarly, recreation program use in Delray Beach was lower than use in comparison jurisdictions.

FIGURE 45: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES BY YEAR

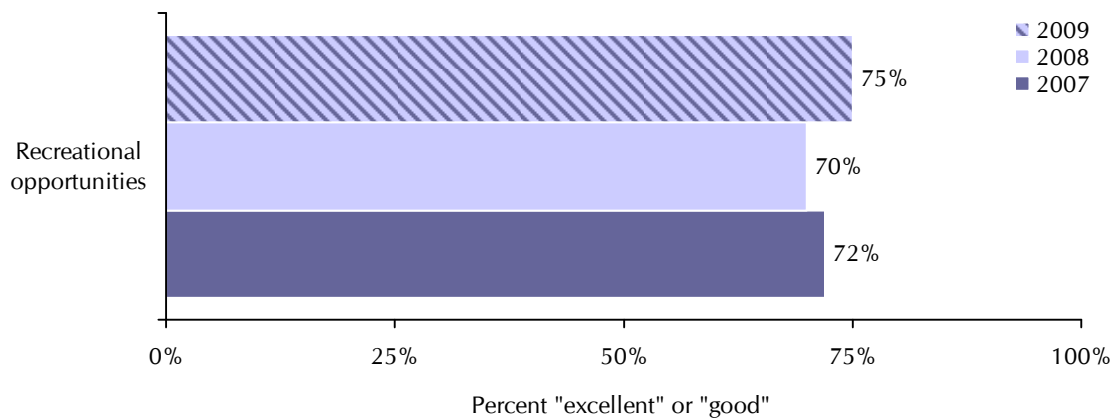


FIGURE 46: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Recreation opportunities	Above	Above

FIGURE 47: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

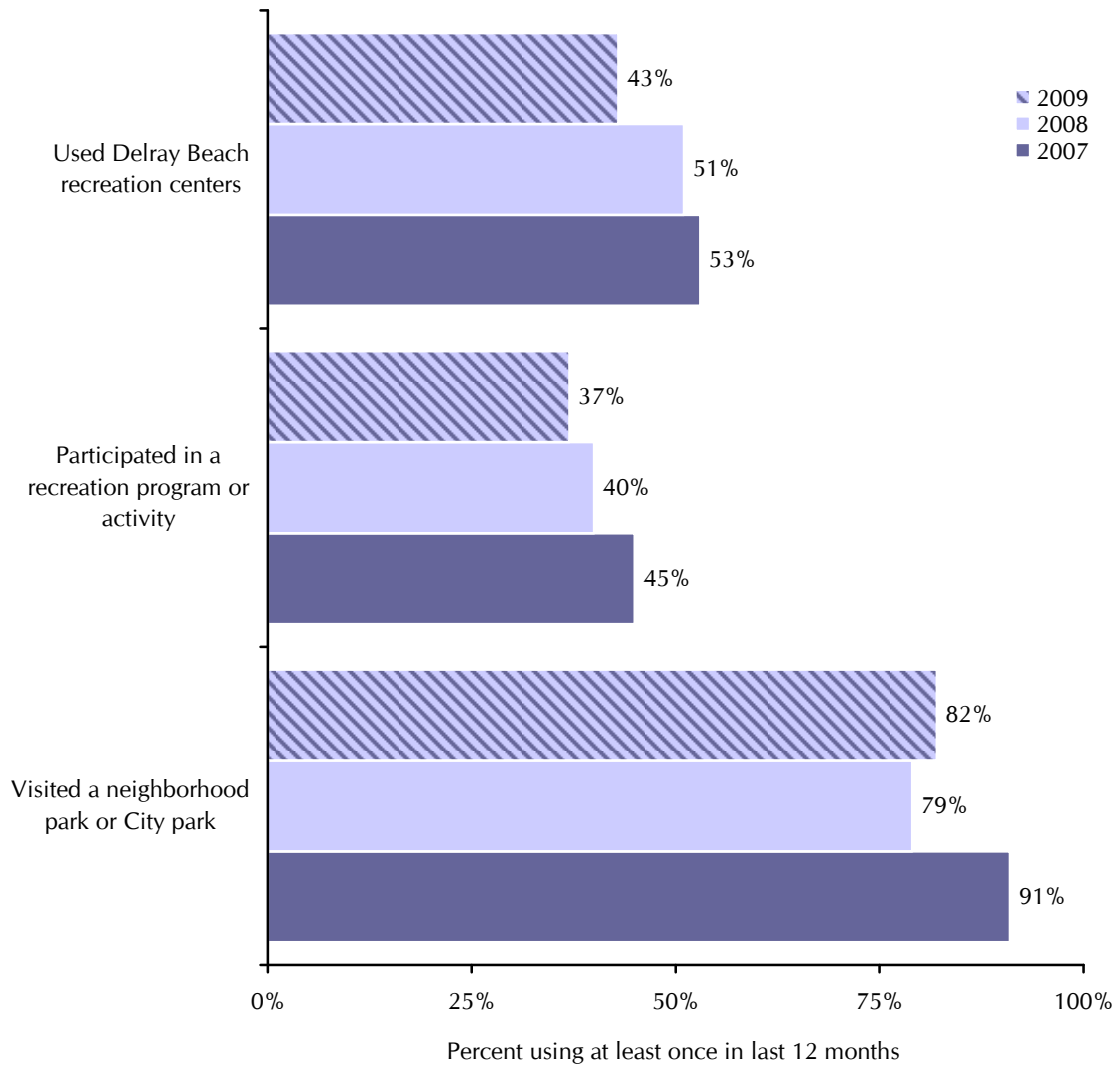


FIGURE 48: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Used Delray Beach recreation centers	Below	Below
Participated in a recreation program or activity	Below	Below
Visited a neighborhood park or City park	Similar	Below

FIGURE 49: RATINGS OF PARKS AND RECREATION SERVICES BY YEAR

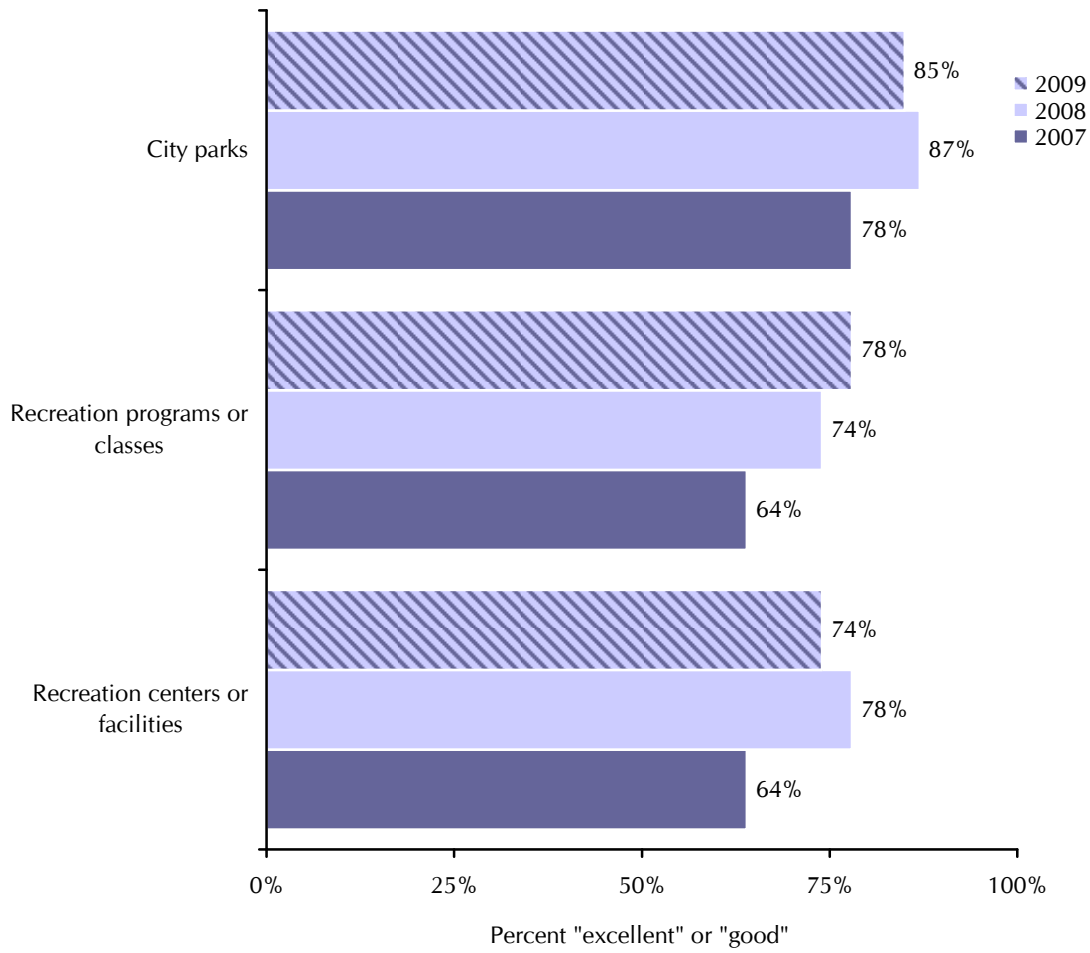


FIGURE 50: PARKS AND RECREATION SERVICES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
City parks	Above	Above
Recreation programs or classes	Similar	Similar
Recreation centers or facilities	Similar	Similar

## Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like an individual who drudges to the office and returns home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring to business and individuals. 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 73% of respondents. Educational opportunities were rated as “excellent” or “good” by 41% 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 71% of Delray Beach residents used a City library at least once in the twelve months preceding the survey. This participation rate for library use was similar to comparison jurisdictions.

FIGURE 51: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

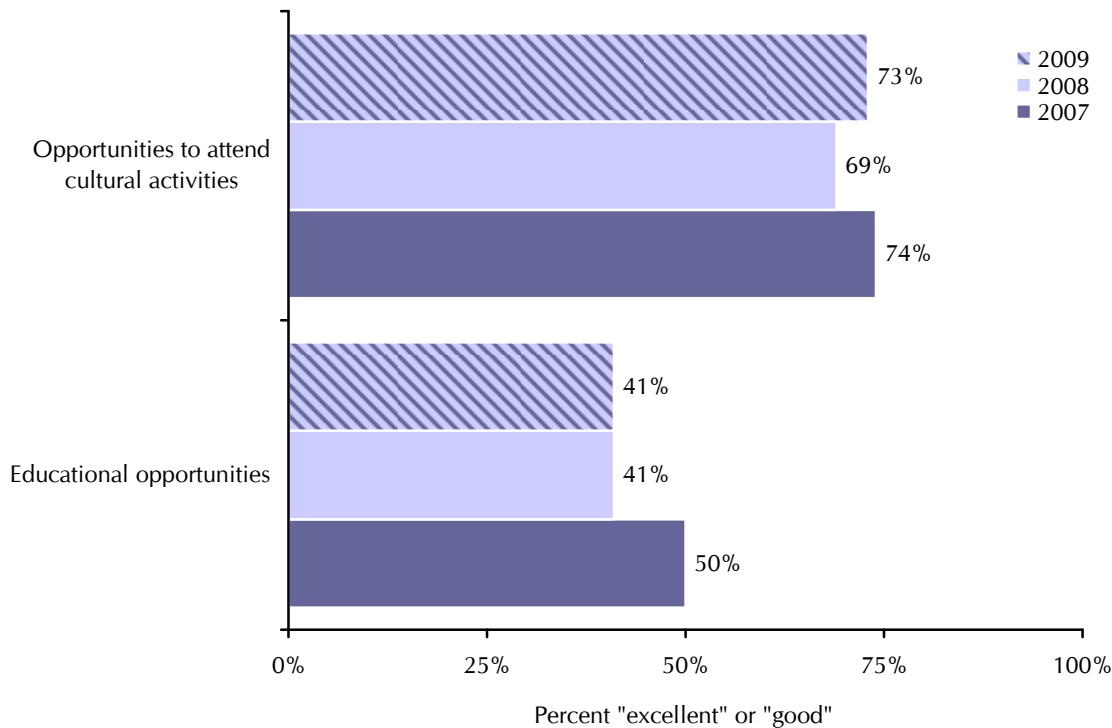


FIGURE 52: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Opportunities to attend cultural activities	Above	Above
Educational opportunities	Below	Below

FIGURE 53: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

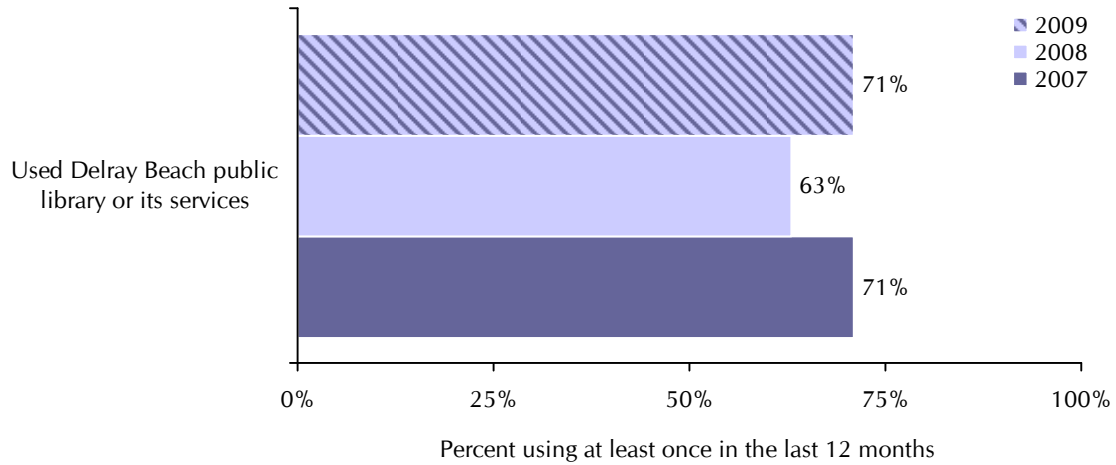


FIGURE 54: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Used Delray Beach public libraries or their services	Similar	Similar

FIGURE 55: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

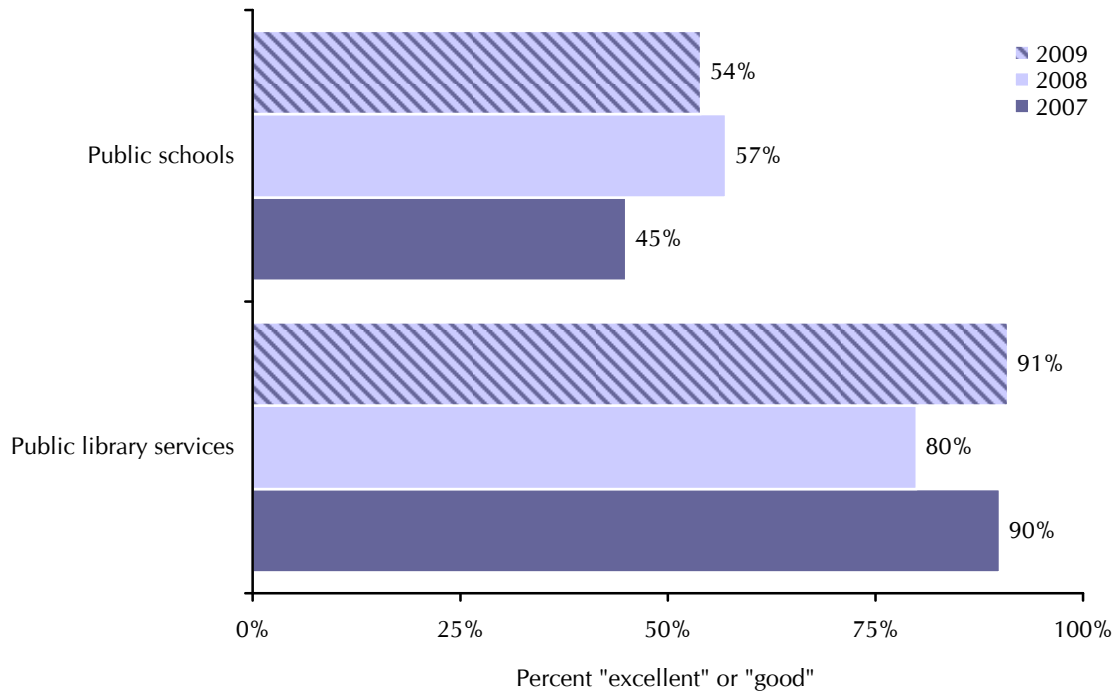


FIGURE 56: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Public schools	Below	Below
Public library services	Above	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 moderate percentage 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. Many residents felt that the local sense of community was “excellent” or “good.” A majority of survey respondents felt the City of Delray Beach was open and accepting towards people of diverse backgrounds. Availability of affordable quality child care was rated the lowest by residents but was similar to the benchmarks.

FIGURE 57: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

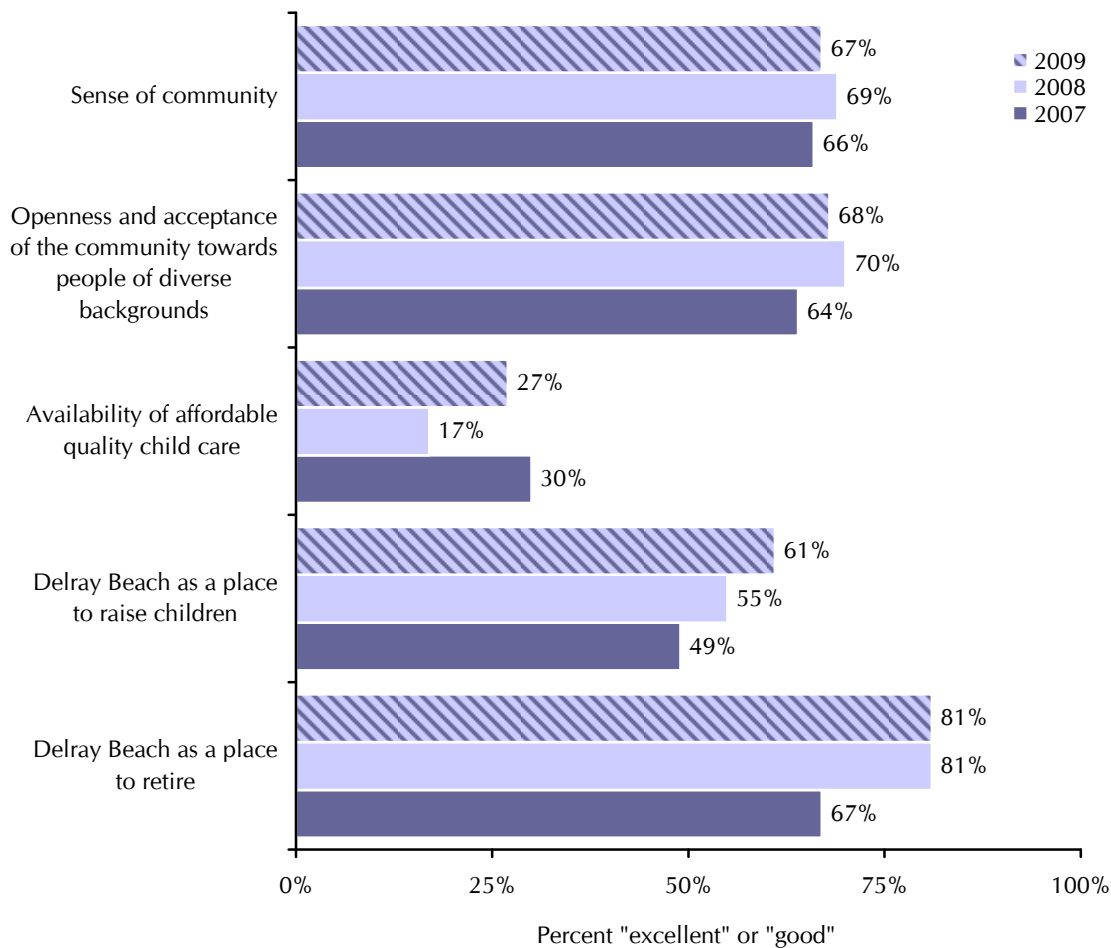


FIGURE 58: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Sense of community	Above	Above
Openness and acceptance of the community toward people of diverse backgrounds	Above	Above
Availability of affordable quality child care	Similar	Similar
Delray Beach as a place to raise kids	Below	Below
Delray Beach as a place to retire	Above	Above

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 68 to 54 percent with ratings of “excellent” or “good.” Services to youth and low income residents were above the benchmarks while services to seniors was above the national benchmark and similar to the custom benchmark.

FIGURE 59: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS BY YEAR

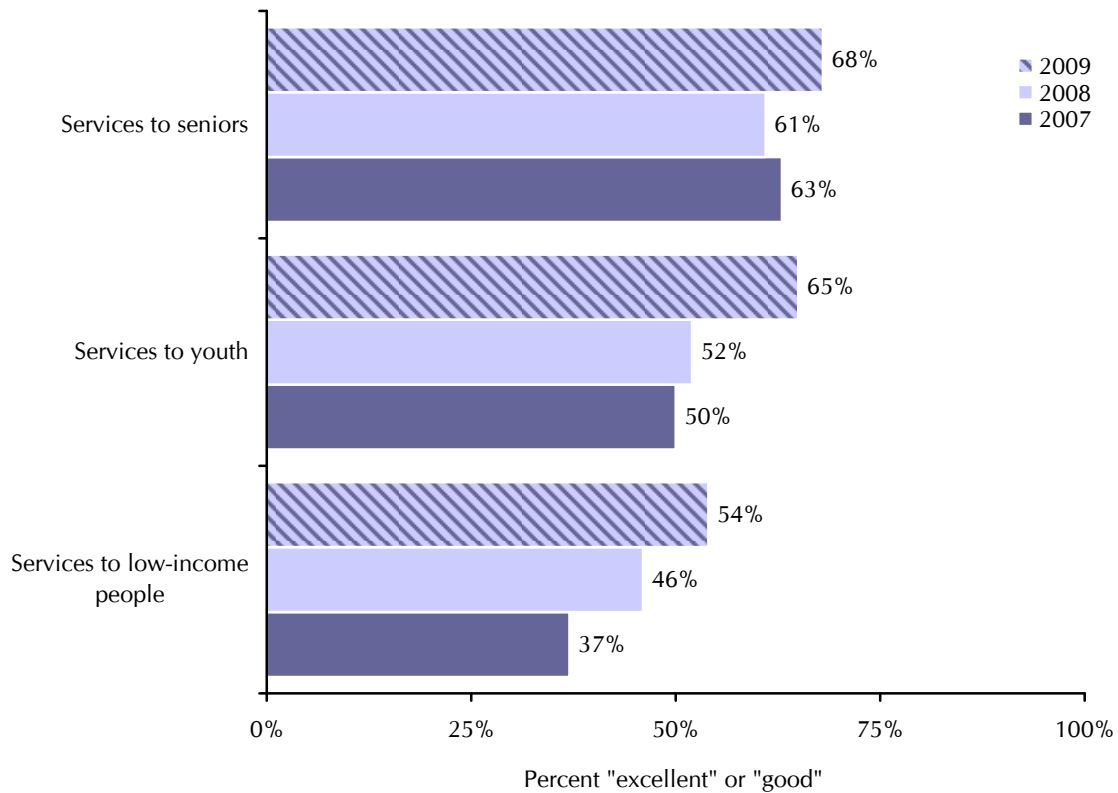


FIGURE 60: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Services to seniors	Above	Similar
Services to youth	Above	Above
Services to low income residents	Above	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. Staff and elected officials 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. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs.

### Civic Activity

Most of the participants in this survey had not attended a public meeting or volunteered time to a group in the 12 months prior to the survey. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Attendance at public meetings showed similar rates of involvement; while volunteerism showed lower rates of community engagement.

FIGURE 61: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR

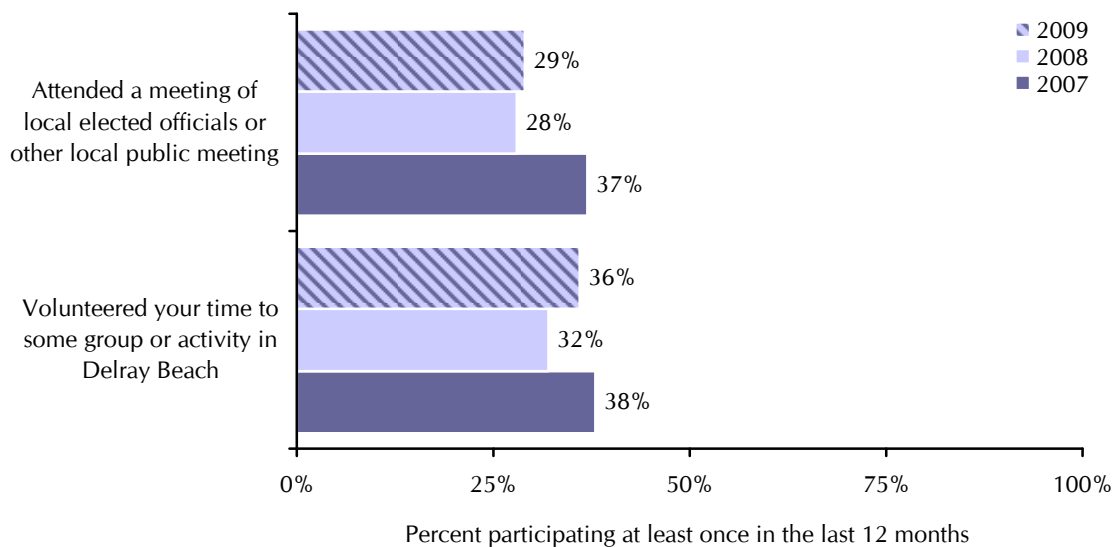
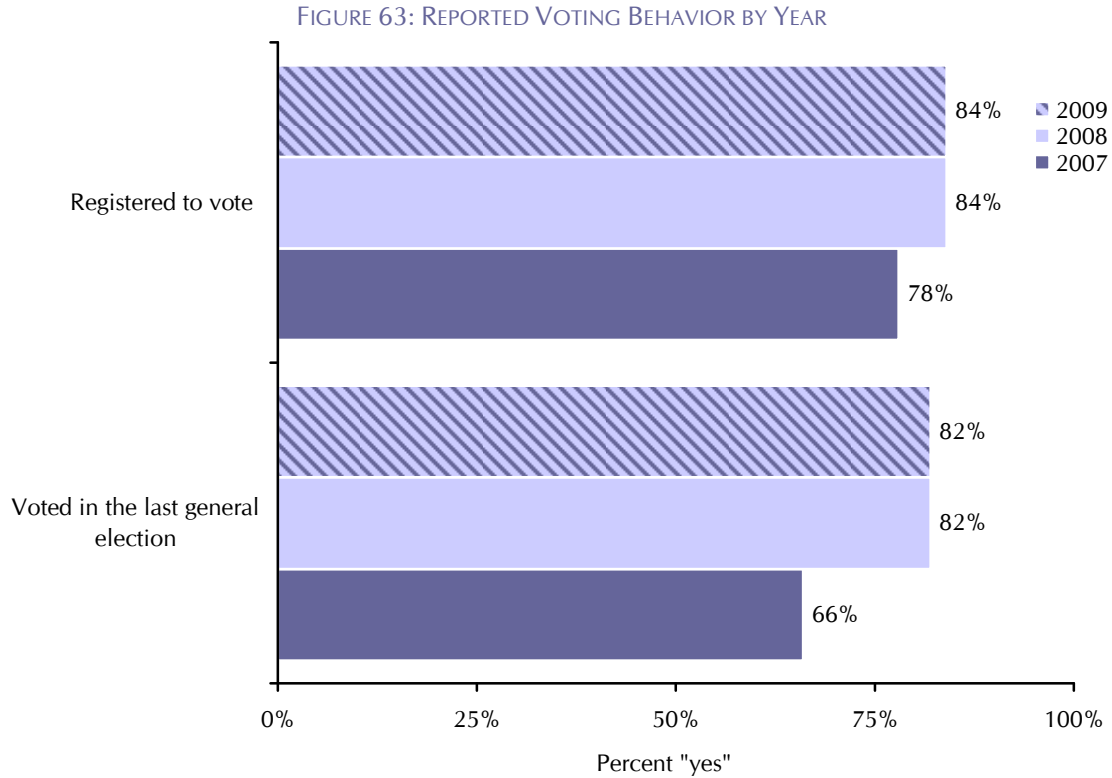


FIGURE 62: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Attended a meeting of local elected officials or other local public meeting	Similar	Similar
Volunteered your time to some group or activity in Delray Beach	Below	Below

City of Delray Beach residents showed the largest amount of civic engagement in the area of electoral participation. Eighty-four percent reported they were registered to vote and 82% indicated they had voted in the last general election. This rate of self-reported voting was higher than that of comparison communities.



Note that 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

FIGURE 64: VOTING BEHAVIOR BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Registered to vote	Similar	Similar
Voted in last general election	Above	Above

### 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, 55% reported they had done so at least once. Public information services were rated favorably compared to benchmark data.

FIGURE 65: USE OF INFORMATION SOURCES BY YEAR

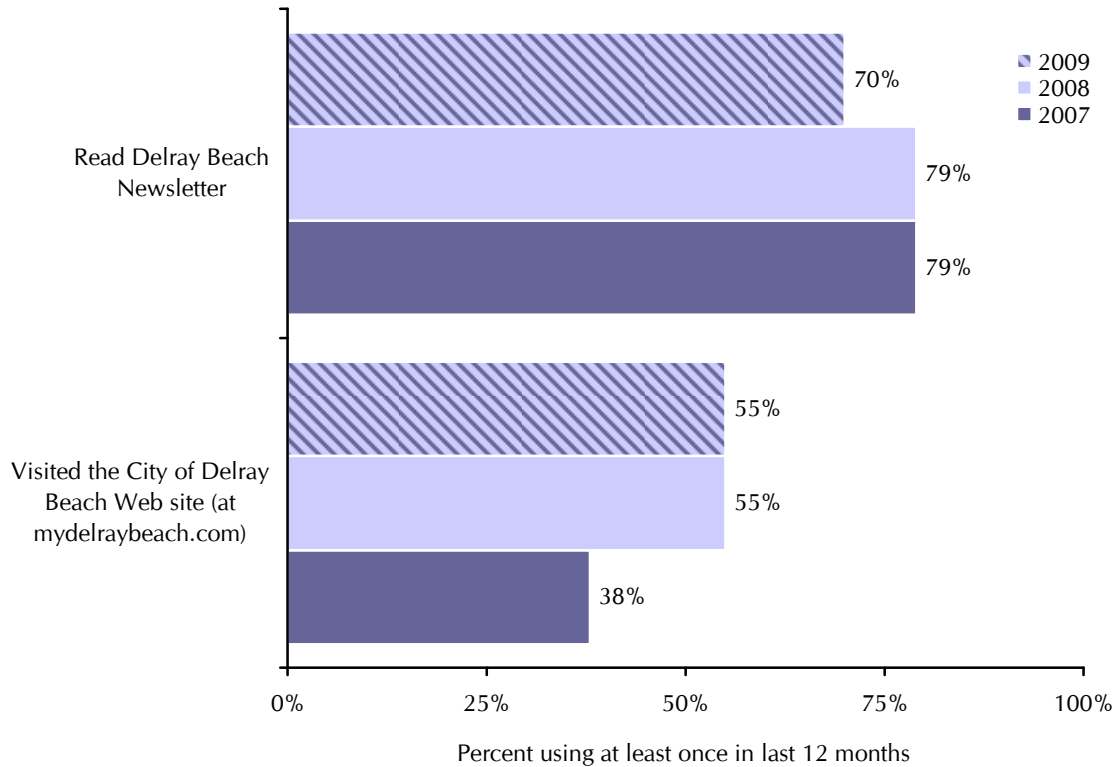
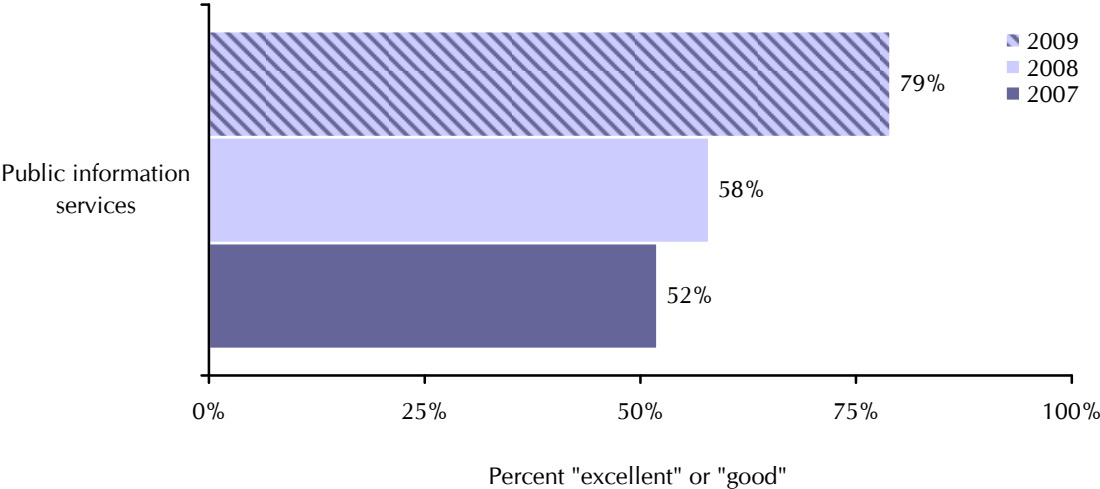


FIGURE 66: USE OF INFORMATION SOURCES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Read Delray Beach Newsletter	Below	Below
Visited the City of Delray Beach Web site	Below	Below

FIGURE 67: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BY YEAR



Note: in 2007 and 2008 the question wording was "Communications from the City"

FIGURE 68: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Public information services	Above	Above

## Social Engagement

Residents in Delray Beach reported a strong amount of neighborliness. More than 81% indicated talking or visiting with their neighbors several times a week or more frequently. This amount of contact with neighbors was about the same as the amount of contact reported in other communities.

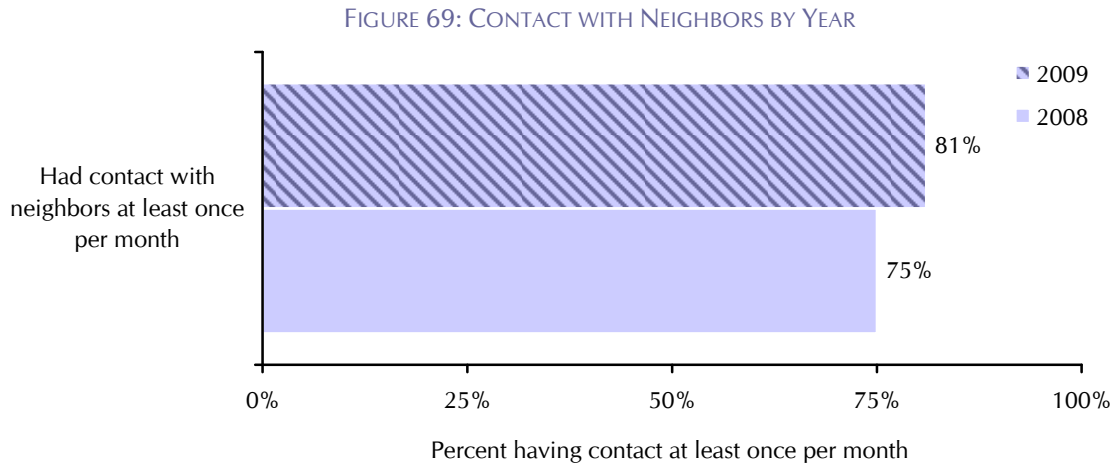


FIGURE 70: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Has contact with neighbors at least once per month	Similar	Similar

## 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.

About half 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 listening to citizens, 47% rated it as "excellent" or "good." Of these five ratings, one was above the benchmarks, two were similar to both benchmarks and one was below both benchmarks. The job Delray Beach government does at welcoming citizen involvement was rated below the national benchmark and was similar to the custom comparison.

FIGURE 71: PUBLIC TRUST RATINGS BY YEAR

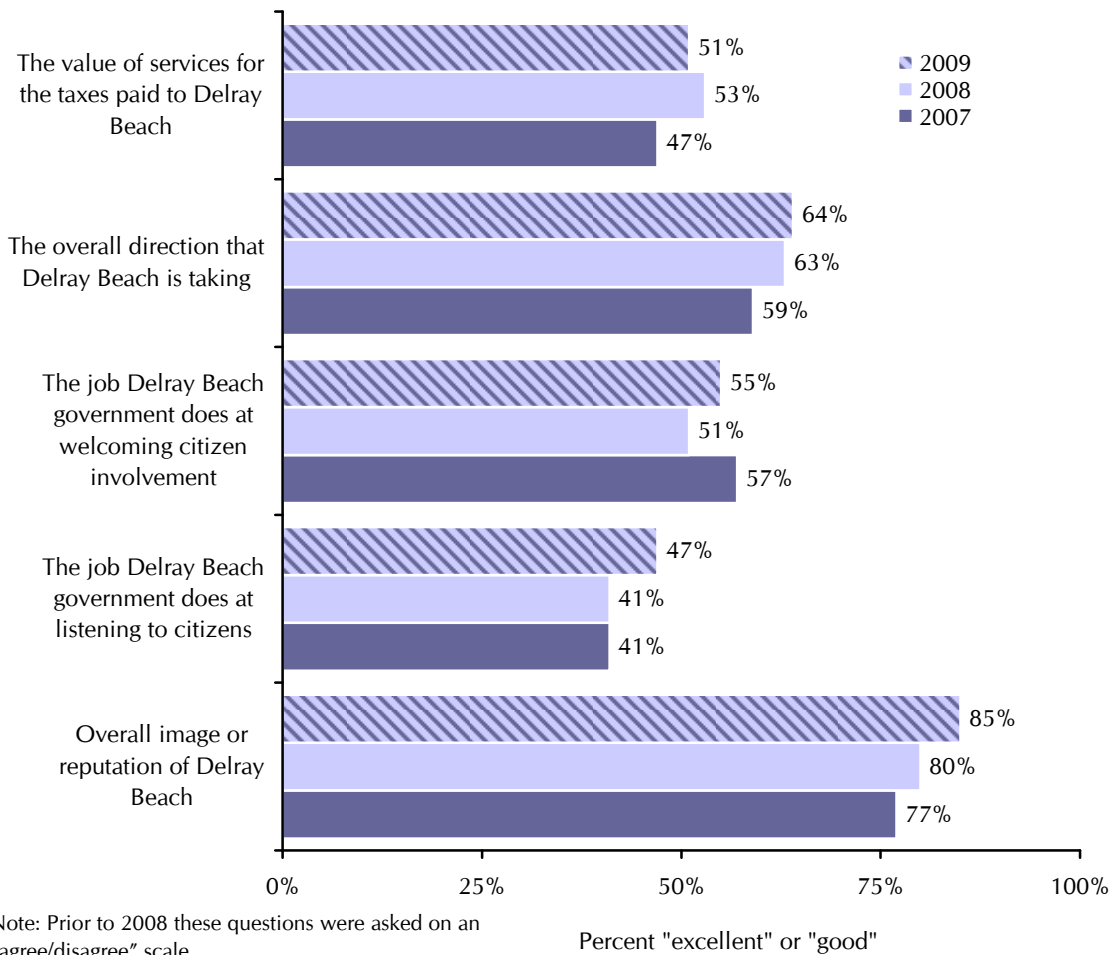
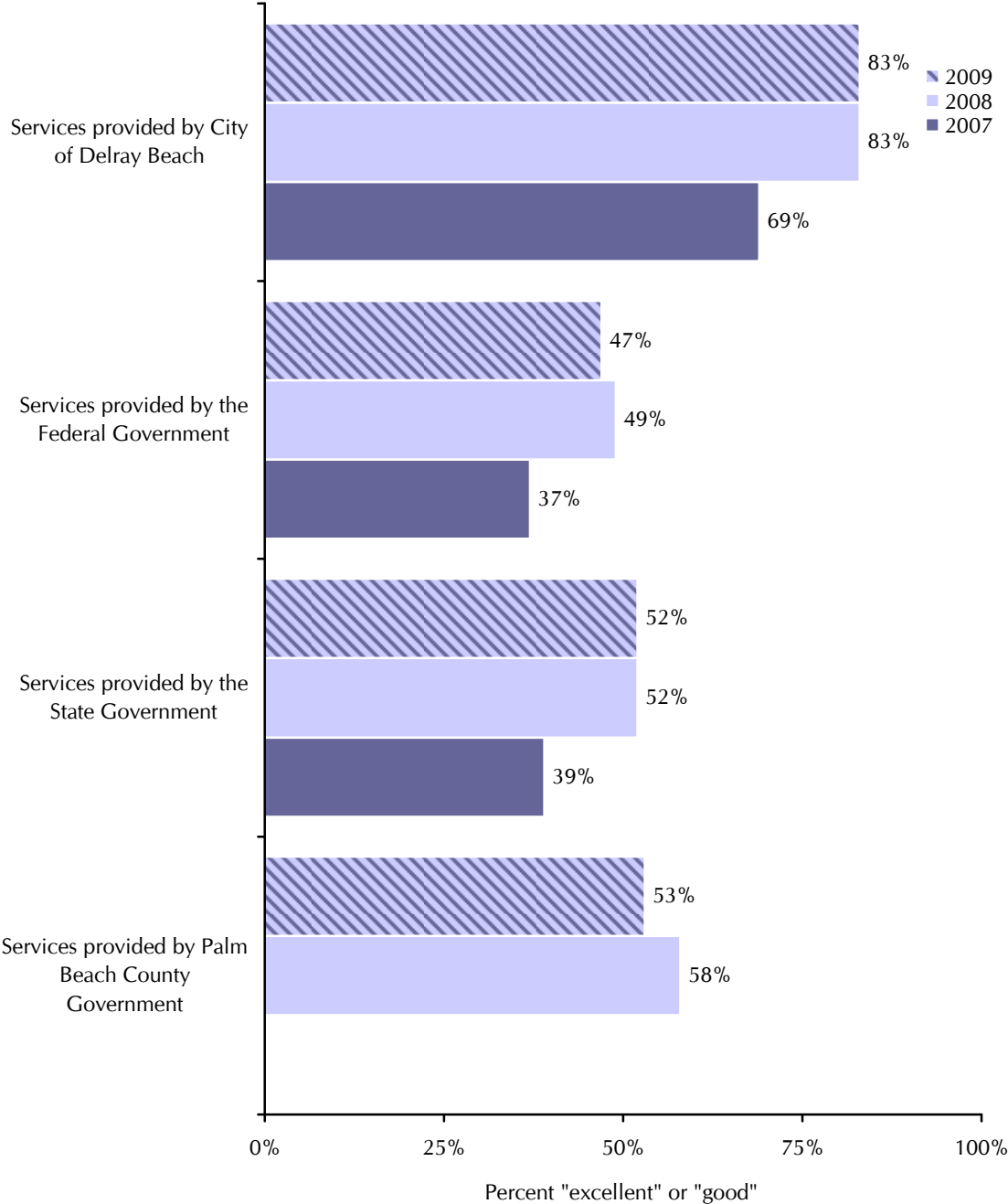


FIGURE 72: PUBLIC TRUST BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Value of services for the taxes paid to Delray Beach	Below	Below
The overall direction that Delray Beach is taking	Similar	Similar
Job Delray Beach government does at welcoming citizen involvement	Below	Similar
Job Delray Beach government does at listening to citizens	Similar	Similar
Overall image or reputation of Delray Beach	Above	Above

On average, residents of the City of Delray Beach gave the highest evaluations to their own local government and the lowest average rating to federal government. The overall quality of services delivered by the City of Delray Beach was rated as “excellent” or “good” by 83% 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 year and are higher than in 2007.

FIGURE 73: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR



The National Citizen Survey™ by National Research Center, Inc.

FIGURE 74: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Services provided by the City of Delray Beach	Above	Above
Services provided by the Federal Government	Above	Above
Services provided by the State Government	Above	Above
Services provided by Palm Beach County Government	Similar	Similar

## 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 even give traffic tickets 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 51% who reported that they had been in contact (a percent that is lower than the benchmark comparisons) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated highly; 79% of respondents rated their overall impression as "excellent" or "good." Employee ratings were higher than the benchmarks and were similar to past survey years.

FIGURE 75: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH CITY EMPLOYEES IN PREVIOUS 12 MONTHS BY YEAR

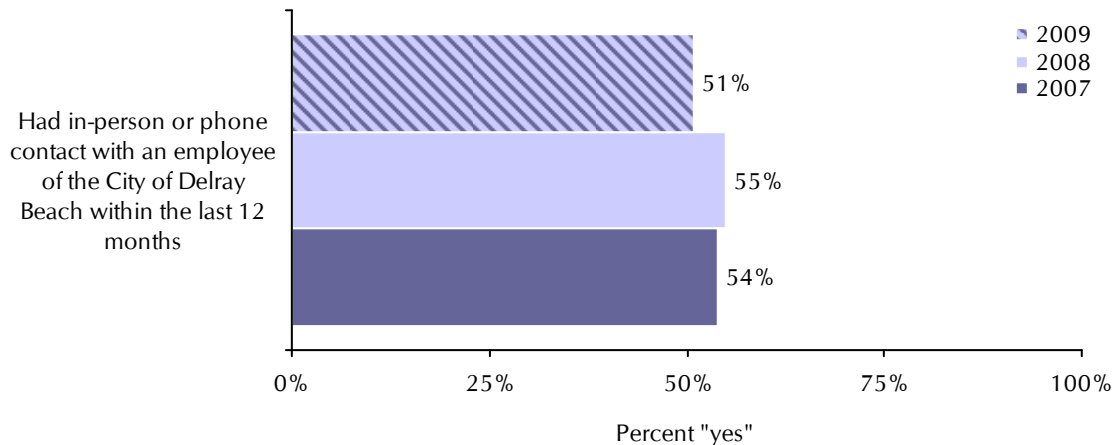


FIGURE 76: CONTACT WITH CITY EMPLOYEES BENCHMARKS

	National comparison	Populations 40,000 to 63,000
Had contact with city employee(s) in last 12 months	Below	Below

FIGURE 77: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BY YEAR

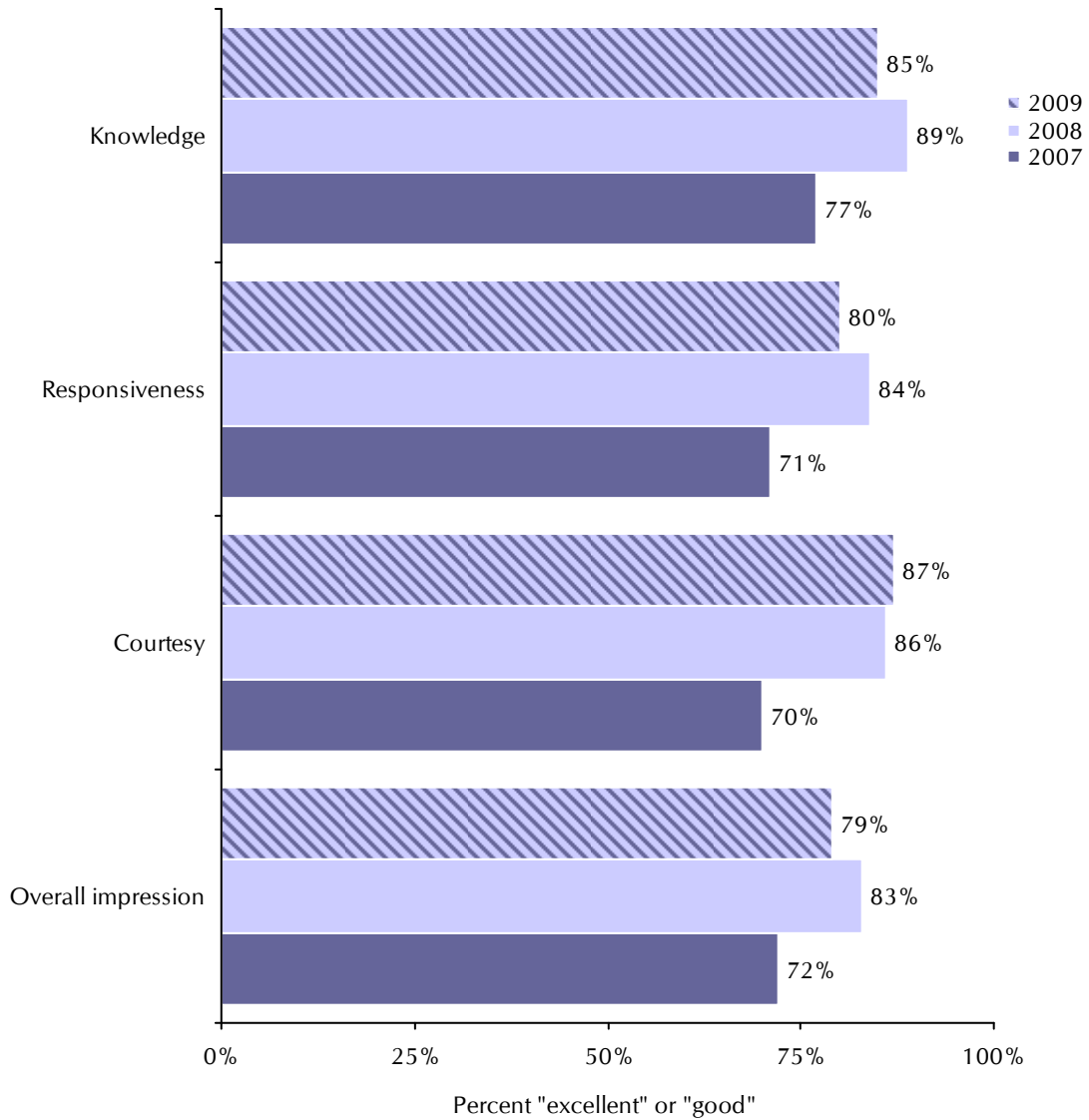


FIGURE 78: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	National comparison	Populations 40,000 to 63,000
City employee knowledge	Above	Above
City employee responsiveness	Above	Above
City employee courteousness	Above	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. 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 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 Key Driver Analysis, 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 Key Driver Analysis (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.

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

- Communications from the City
- Economic development
- Drinking water
- City Beach
- Ambulance or emergency medical services

## CITY OF DELRAY BEACH ACTION CHART

The 2009 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 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 that service is key (either core or key driver)
- Trend line icons (up and down arrows), indicating whether the current ratings are higher or lower than the previous survey.

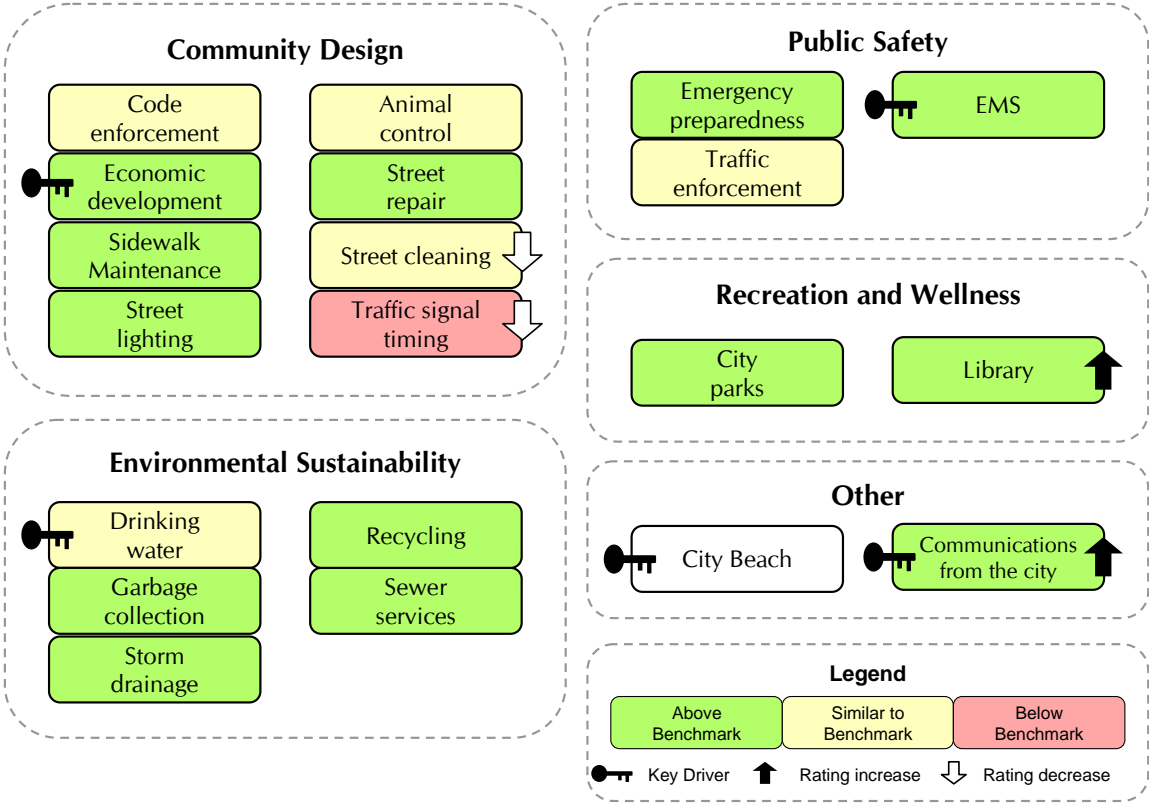
Twenty services were included in the KDA for the City of Delray Beach. Of these, 13 were above the national benchmark, one was below the national benchmark and five were similar to the national benchmark (no comparison was available for City Beach). Ratings for two services were trending up and two were trending down, while most remained similar to the previous survey. A key icon (🔑) indicates the five key drivers.

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 national benchmark. In Delray Beach, drinking water was similar to the national benchmark. Because the rating for City Beach does not have national benchmark data, this is an area for watchful waiting and potential action following the next survey's results. 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 79: CITY OF DELRAY BEACH ACTION CHART™

# Overall Quality of City of Delray Beach Services



### 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 data set. 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. In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated, with shaded rows, the City of Delray Beach key drivers that overlap core services or the nationally derived keys.

FIGURE 80: KEY DRIVERS COMPARED

Service	City of Delray Beach Key Drivers	National Key Drivers	Core Services
City Beach	✓		
Code enforcement			✓
Communications from the City	✓		
Drinking water	✓		
Economic development	✓	✓	
EMS	✓		✓
Fire			✓
Garbage collection			✓
Land use planning and zoning		✓	
Police services		✓	✓
Public information services		✓	
Public schools		✓	
Sewer			✓
Storm drainage			✓
Street repair			✓
Water			✓

**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 or somewhat support	36%
Somewhat oppose	29%
Strongly oppose	35%
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 or somewhat support	55%
Somewhat oppose	18%
Strongly oppose	27%
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	2%	28%	50%	20%	100%
Drugs	4%	18%	39%	39%	100%
Graffiti	20%	43%	29%	7%	100%
Noise	19%	47%	26%	8%	100%
Taxes	15%	25%	38%	23%	100%
Unsupervised youth	11%	31%	38%	20%	100%
Homelessness	10%	33%	38%	20%	100%
Absence of communications from the City of Delray Beach translated into languages other than English	50%	27%	18%	4%	100%
Gangs	16%	29%	34%	21%	100%
Foreclosed and/or abandoned properties	8%	29%	35%	28%	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	37%	53%	10%	0%	100%
Your neighborhood as a place to live	34%	46%	15%	4%	100%
Delray Beach as a place to raise children	14%	47%	28%	11%	100%
Delray Beach as a place to work	15%	48%	27%	10%	100%
Delray Beach as a place to retire	31%	49%	17%	2%	100%
The overall quality of life in Delray Beach	24%	61%	15%	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	18%	48%	28%	5%	100%
Openness and acceptance of the community towards people of diverse backgrounds	15%	52%	29%	3%	100%
Overall appearance of Delray Beach	21%	59%	19%	2%	100%
Overall quality of new development in Delray Beach	15%	51%	28%	6%	100%
Variety of housing options	17%	48%	27%	8%	100%
Shopping opportunities	25%	44%	27%	4%	100%
Opportunities to attend cultural activities	29%	45%	22%	5%	100%
Recreational opportunities	21%	54%	21%	3%	100%
Employment opportunities	3%	25%	45%	27%	100%
Educational opportunities	8%	33%	47%	12%	100%
Ease of car travel in Delray Beach	9%	47%	31%	13%	100%
Ease of bus travel in Delray Beach	11%	42%	33%	14%	100%
Ease of bicycle travel in Delray Beach	12%	38%	38%	12%	100%
Ease of walking in Delray Beach	19%	48%	26%	7%	100%
Traffic flow on major streets	5%	35%	44%	15%	100%
Amount of public parking	6%	37%	38%	19%	100%
Availability of affordable quality housing	4%	34%	41%	21%	100%
Availability of affordable quality child care	5%	22%	58%	15%	100%
Air quality	16%	61%	22%	1%	100%
Overall image or reputation of Delray Beach	23%	61%	14%	1%	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%	4%	48%	32%	15%	100%
Retail growth (stores, restaurants, etc.)	5%	19%	53%	12%	10%	100%
Jobs growth	23%	55%	17%	2%	3%	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	7%
Minor problem	41%
Moderate problem	40%
Major problem	12%
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)	13%	46%	17%	18%	6%	100%
Property crimes (e.g., burglary, theft)	7%	43%	19%	23%	9%	100%
Environmental hazards, including toxic waste	33%	46%	11%	7%	3%	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	53%	36%	3%	6%	2%	100%
In your neighborhood after dark	23%	45%	9%	20%	4%	100%
In Delray Beach's downtown area during the day	64%	28%	6%	1%	1%	100%
In Delray Beach's downtown area after dark	24%	47%	15%	11%	3%	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	86%
Yes	14%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	17%
Yes	83%
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	29%	33%	25%	11%	2%	100%
Used Delray Beach recreation centers	57%	24%	14%	2%	3%	100%
Participated in a recreation program or activity	63%	23%	8%	3%	3%	100%
Visited a neighborhood park or City park	18%	33%	29%	12%	8%	100%
Ridden a local bus within Delray Beach	79%	12%	7%	0%	2%	100%
Attended a meeting of local elected officials or other local public meeting	71%	20%	7%	0%	2%	100%
Read Delray Beach Newsletter	30%	23%	33%	7%	7%	100%
Visited the City of Delray Beach Web site (at mydelraybeach.com)	45%	20%	24%	9%	2%	100%
Recycled used paper, cans or bottles from your home	14%	8%	8%	7%	63%	100%
Volunteered your time to some group or activity in Delray Beach	64%	17%	8%	2%	9%	100%
Watched a City Commission meeting on City Web site video streaming	88%	8%	3%	0%	1%	100%
Used the Internet for anything	16%	4%	9%	4%	67%	100%
Used the Internet to purchase an item	28%	15%	22%	10%	25%	100%
Listened to the Delray Beach Emergency Radio Station – 1620 AM	88%	9%	2%	0%	1%	100%
Used the Citizen Service Request System on the City Web site	94%	4%	0%	0%	1%	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	32%
Several times a week	26%
Several times a month	17%
Once a month	6%
Several times a year	7%
Once a year or less	4%
Never	8%
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	30%	54%	11%	4%	100%
Fire services	45%	50%	5%	0%	100%
Ambulance or emergency medical services	52%	40%	8%	0%	100%
Crime prevention	12%	47%	32%	9%	100%
Fire prevention and education	24%	54%	20%	2%	100%
Traffic enforcement	16%	50%	25%	9%	100%
Street repair	11%	46%	32%	11%	100%
Street cleaning	16%	44%	30%	9%	100%
Street lighting	16%	48%	25%	12%	100%
Sidewalk maintenance	12%	43%	35%	10%	100%
Traffic signal timing	6%	36%	33%	24%	100%
Bus or transit services	21%	42%	24%	13%	100%
Garbage collection	34%	53%	11%	2%	100%
Recycling	38%	48%	10%	5%	100%
Yard waste pick-up	37%	42%	18%	3%	100%
Storm drainage	20%	44%	27%	9%	100%
Drinking water	20%	44%	23%	14%	100%
Sewer services	20%	55%	22%	3%	100%
City parks	28%	57%	15%	0%	100%
Recreation programs or classes	14%	65%	20%	2%	100%
Recreation centers or facilities	14%	60%	23%	4%	100%
Land use, planning and zoning	8%	45%	33%	14%	100%
Code enforcement (weeds, abandoned buildings, etc)	5%	33%	49%	12%	100%
Animal control	10%	51%	29%	10%	100%
Economic development	7%	53%	30%	10%	100%
Services to seniors	17%	52%	27%	4%	100%
Services to youth	14%	51%	26%	9%	100%
Services to low-income people	18%	37%	26%	20%	100%
Public library services	43%	48%	9%	0%	100%
Public information services	30%	49%	18%	3%	100%
Public schools	19%	35%	28%	18%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	23%	55%	18%	4%	100%
Communications from the City (i.e. web site, newsletters, annual reports, etc.)	24%	51%	21%	4%	100%
City Beach	41%	48%	11%	0%	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	18%	65%	16%	0%	100%
The Federal Government	6%	41%	40%	13%	100%
The State Government	7%	45%	38%	11%	100%
Palm Beach County Government	7%	47%	38%	9%	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	49%
Yes	51%
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%	50%	11%	3%	100%
Responsiveness	36%	45%	11%	9%	100%
Courtesy	45%	42%	6%	7%	100%
Overall impression	37%	42%	15%	6%	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	7%	44%	36%	12%	100%
The overall direction that Delray Beach is taking	13%	51%	27%	8%	100%
The job Delray Beach government does at welcoming citizen involvement	12%	43%	32%	13%	100%
The job Delray Beach government does at listening to citizens	9%	37%	36%	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	50%	40%	7%	4%	100%
Remain in Delray Beach for the next five years	54%	34%	6%	6%	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	7%
Neutral	34%
Somewhat negative	32%
Very negative	24%
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	7%
Somewhat support	29%
Somewhat oppose	29%
Strongly oppose	35%
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	25%
Somewhat support	30%
Somewhat oppose	18%
Strongly oppose	27%
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	2%	28%	50%	20%	100%
Drugs	4%	18%	39%	39%	100%
Graffiti	20%	43%	29%	7%	100%
Noise	19%	47%	26%	8%	100%
Taxes	15%	25%	38%	23%	100%
Unsupervised youth	11%	31%	38%	20%	100%
Homelessness	10%	33%	38%	20%	100%
Absence of communications from the City of Delray Beach translated into languages other than English	50%	27%	18%	4%	100%
Gangs	16%	29%	34%	21%	100%
Foreclosed and/or abandoned properties	8%	29%	35%	28%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	35%
Yes, full-time	55%
Yes, part-time	10%
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	73%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	10%
Bus, rail, or other public transportation	2%
Walk	4%
Bicycle	3%
Work at home	8%
Other	0%

Question D3: Length of Residency	
How many years have you lived in Delray Beach?	Percent of respondents
Less than 2 years	11%
2 to 5 years	24%
6 to 10 years	17%
11 to 20 years	23%
More than 20 years	25%
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	43%
House attached to one or more houses (e.g., a duplex or townhome)	19%
Building with two or more apartments or condominiums	38%
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	4%
\$300 to \$599 per month	9%
\$600 to \$999 per month	23%
\$1,000 to \$1,499 per month	25%
\$1,500 to \$2,499 per month	26%
\$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	80%
Yes	20%
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	67%
Yes	33%
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	19%
\$25,000 to \$49,999	26%
\$50,000 to \$99,999	30%
\$100,000 to \$149,000	12%
\$150,000 or more	14%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	94%
Yes, I consider myself to be Spanish, Hispanic or Latino	6%
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	6%
Asian, Asian Indian or Pacific Islander	2%
Black or African American	18%
White	76%
Other	4%
Total may exceed 100% as respondents could select more than one option	

Question D11A: Haitian or Caribbean Islander	
Are you Haitian or Caribbean Islander?	Percent of respondents
No	96%
Yes	4%
Total	100%

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	3%
25 to 34 years	20%
35 to 44 years	10%
45 to 54 years	25%
55 to 64 years	16%
65 to 74 years	13%
75 years or older	14%
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	16%
Yes	82%
Ineligible to vote	2%
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	18%
Yes	78%
Ineligible to vote	4%
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	37%	126	53%	179	10%	32	0%	0	0%	0	100%
Your neighborhood as a place to live	34%	115	46%	156	15%	50	4%	14	0%	0	100%	335
Delray Beach as a place to raise children	11%	36	35%	114	21%	68	8%	27	26%	86	100%	331
Delray Beach as a place to work	11%	37	35%	116	20%	65	7%	24	27%	88	100%	330
Delray Beach as a place to retire	25%	84	40%	133	14%	45	2%	7	19%	62	100%	330
The overall quality of life in Delray Beach	24%	79	60%	198	14%	48	1%	3	1%	3	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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Sense of community	17%	56	46%	148	27%	86	5%	15	5%	17	100%	322
Openness and acceptance of the community towards people of diverse backgrounds	14%	47	48%	158	27%	88	3%	9	8%	25	100%	328
Overall appearance of Delray Beach	20%	65	57%	187	19%	61	2%	5	2%	8	100%	326
Overall quality of new development in Delray Beach	14%	46	46%	152	25%	82	6%	19	9%	31	100%	330
Variety of housing options	15%	50	44%	143	25%	82	8%	25	8%	27	100%	329
Shopping opportunities	25%	83	43%	143	27%	90	4%	12	2%	7	100%	335
Opportunities to attend cultural activities	28%	92	43%	144	21%	69	5%	17	4%	12	100%	334
Recreational opportunities	19%	64	51%	168	20%	66	3%	11	7%	23	100%	332
Employment opportunities	2%	8	16%	55	30%	98	18%	59	34%	111	100%	331
Educational opportunities	6%	19	25%	80	35%	112	9%	29	26%	84	100%	324
Ease of car travel in Delray Beach	8%	28	45%	151	31%	102	13%	43	3%	9	100%	333
Ease of bus travel in Delray Beach	7%	21	24%	78	19%	62	8%	26	43%	141	100%	328
Ease of bicycle travel in Delray Beach	9%	28	28%	90	28%	92	9%	28	26%	83	100%	322
Ease of walking in Delray Beach	18%	60	45%	149	25%	82	6%	21	6%	19	100%	331
Traffic flow on major streets	5%	17	35%	114	43%	143	15%	50	2%	6	100%	329
Amount of public parking	6%	18	36%	117	36%	119	19%	60	4%	12	100%	327
Availability of affordable quality housing	3%	11	26%	83	32%	102	16%	51	23%	75	100%	321
Availability of affordable quality child care	2%	6	8%	24	20%	63	5%	16	66%	209	100%	318
Air quality	15%	49	56%	182	20%	65	0%	2	8%	27	100%	325
Overall image or reputation of Delray Beach	23%	77	60%	200	14%	45	1%	4	2%	6	100%	332

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	0%	2	3%	10	38%	125	25%	83	12%	40	21%	69	100%
Retail growth (stores, restaurants, etc.)	4%	14	17%	56	47%	155	11%	36	9%	28	13%	43	100%	332
Jobs growth	13%	43	30%	100	10%	32	1%	3	2%	5	44%	146	100%	329

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	6%	19
Minor problem	34%	110
Moderate problem	34%	108
Major problem	10%	33
Don't know	16%	52
Total	100%	321

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)	12%	40	44%	143	17%	53	17%	55	6%	18	4%	13	100%
Property crimes (e.g., burglary, theft)	6%	20	40%	130	18%	57	22%	69	9%	28	5%	17	100%	322
Environmental hazards, including toxic waste	26%	86	37%	118	9%	30	5%	17	2%	7	20%	66	100%	324

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	53%	176	36%	120	3%	11	6%	19	2%	6	0%	0	100%
In your neighborhood after dark	22%	74	44%	146	9%	29	19%	64	4%	15	1%	2	100%	331
In Delray Beach's downtown area during the day	60%	199	26%	87	6%	18	1%	5	0%	2	6%	20	100%	330
In Delray Beach's downtown area after dark	21%	70	42%	139	13%	44	10%	32	2%	8	12%	39	100%	332

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%	284
Yes	14%	47
Don't know	1%	2
Total	100%	333

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	16%	8
Yes	81%	39
Don't know	3%	1
Total	100%	48

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	29%	96	33%	108	25%	82	11%	37	2%	7	100%
Used Delray Beach recreation centers	57%	185	24%	78	14%	47	2%	7	3%	10	100%	326
Participated in a recreation program or activity	63%	204	23%	74	8%	25	3%	10	3%	10	100%	323
Visited a neighborhood park or City park	18%	58	33%	108	29%	95	12%	40	8%	26	100%	326
Ridden a local bus within Delray Beach	79%	257	12%	40	7%	22	0%	2	2%	6	100%	327
Attended a meeting of local elected officials or other local public meeting	71%	233	20%	67	7%	22	0%	1	2%	5	100%	328
Read Delray Beach Newsletter	30%	99	23%	75	33%	110	7%	22	7%	24	100%	330
Visited the City of Delray Beach Web site (at mydelraybeach.com)	45%	147	20%	64	24%	78	9%	28	2%	6	100%	323
Recycled used paper, cans or bottles from your home	14%	44	8%	24	8%	27	7%	23	63%	201	100%	320
Volunteered your time to some group or activity in Delray Beach	64%	206	17%	55	8%	25	2%	7	9%	30	100%	323
Watched a City Commission meeting on City Web site video streaming	88%	286	8%	26	3%	9	0%	0	1%	4	100%	325
Used the Internet for anything	16%	52	4%	13	9%	29	4%	12	67%	218	100%	325
Used the Internet to purchase an item	28%	87	15%	48	22%	69	10%	32	25%	79	100%	314
Listened to the Delray Beach Emergency Radio Station – 1620 AM	88%	286	9%	29	2%	8	0%	0	1%	4	100%	326
Used the Citizen Service Request System on the City Web site	94%	307	4%	13	0%	1	0%	0	1%	4	100%	327

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	32%	105
Several times a week	26%	87
Several times a month	17%	55
Once a month	6%	21
Several times a year	7%	22
Once a year or less	4%	13
Never	8%	27
Total	100%	331

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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Police services	28%	90	49%	161	10%	34	3%	11	9%	30	100%	327
Fire services	35%	116	39%	127	4%	13	0%	0	22%	72	100%	327
Ambulance or emergency medical services	39%	126	30%	98	6%	19	0%	0	26%	84	100%	328
Crime prevention	9%	28	36%	113	24%	77	7%	21	25%	80	100%	318
Fire prevention and education	15%	48	32%	104	12%	39	1%	3	40%	128	100%	322
Traffic enforcement	14%	45	43%	138	22%	71	8%	25	14%	45	100%	323
Street repair	11%	36	44%	143	31%	100	10%	33	4%	12	100%	323
Street cleaning	15%	49	41%	135	28%	91	9%	28	7%	22	100%	325
Street lighting	16%	51	47%	153	24%	79	11%	37	2%	7	100%	326
Sidewalk maintenance	12%	37	40%	127	33%	103	10%	31	6%	20	100%	318
Traffic signal timing	6%	20	35%	115	33%	107	24%	78	2%	5	100%	325
Bus or transit services	10%	33	20%	65	12%	37	6%	20	52%	166	100%	322
Garbage collection	32%	104	51%	163	10%	33	2%	7	5%	16	100%	323
Recycling	34%	111	44%	141	9%	29	4%	14	8%	27	100%	323
Yard waste pick-up	29%	92	32%	104	14%	45	2%	8	23%	73	100%	323

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	
	Storm drainage	16%	52	37%	116	23%	72	7%	23	17%	54	100%
Drinking water	19%	58	40%	126	21%	65	13%	40	8%	24	100%	314
Sewer services	16%	52	44%	141	18%	57	3%	8	19%	62	100%	320
City parks	24%	79	49%	158	13%	42	0%	0	14%	46	100%	325
Recreation programs or classes	6%	21	31%	99	9%	30	1%	3	52%	168	100%	320
Recreation centers or facilities	7%	24	33%	104	12%	40	2%	6	46%	146	100%	320
Land use, planning and zoning	5%	17	29%	93	22%	70	9%	29	34%	107	100%	314
Code enforcement (weeds, abandoned buildings, etc)	4%	13	25%	80	37%	117	9%	29	24%	77	100%	315
Animal control	7%	22	35%	111	20%	63	7%	21	31%	96	100%	313
Economic development	5%	15	36%	114	21%	65	7%	22	32%	101	100%	317
Services to seniors	8%	25	24%	78	13%	41	2%	6	53%	169	100%	320
Services to youth	6%	20	23%	74	12%	37	4%	13	54%	172	100%	317
Services to low-income people	7%	24	16%	49	11%	34	9%	27	57%	180	100%	314
Public library services	36%	113	40%	125	7%	22	0%	0	17%	54	100%	314
Public information services	20%	61	32%	99	12%	37	2%	6	35%	107	100%	310
Public schools	11%	34	20%	61	16%	50	10%	32	43%	131	100%	307
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	55	42%	132	13%	42	3%	10	25%	79	100%	318
Communications from the City (i.e. web site, newsletters, annual reports, etc.)	19%	60	41%	130	17%	54	3%	11	19%	60	100%	315
City Beach	37%	119	44%	140	10%	32	0%	1	9%	29	100%	320

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	17%	55	62%	199	15%	50	0%	1	5%	18	100%
The Federal Government	5%	16	34%	109	33%	105	11%	35	18%	57	100%	322
The State Government	6%	18	38%	122	32%	102	9%	29	16%	51	100%	321

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	
	Palm Beach County Government	6%	18	39%	123	31%	100	7%	23	17%	56	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	Count
No	49%	152
Yes	51%	156
Total	100%	309

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	34%	65	48%	92	11%	21	3%	6	4%	9	100%
Responsiveness	34%	65	42%	81	10%	20	8%	16	6%	11	100%	192
Courtesy	42%	81	40%	76	6%	12	7%	13	6%	11	100%	192
Overall impression	35%	68	39%	76	14%	26	6%	11	6%	12	100%	193

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	6%	19	36%	116	30%	97	10%	33	19%	61	100%
The overall direction that Delray Beach is taking	11%	37	44%	145	24%	78	7%	23	14%	45	100%	329
The job Delray Beach government does at welcoming citizen involvement	8%	24	27%	88	20%	65	8%	26	37%	120	100%	323
The job Delray Beach government does at listening to citizens	6%	18	23%	75	23%	72	11%	34	38%	121	100%	321

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	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Recommend living in Delray Beach to someone who asks	49%	163	39%	130	7%	22	4%	12	2%	6	100%	333
Remain in Delray Beach for the next five years	52%	171	33%	109	6%	19	6%	18	3%	10	100%	328

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%	13
Somewhat positive	7%	22
Neutral	34%	112
Somewhat negative	32%	106
Very negative	24%	80
Total	100%	333

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	6%	20
Somewhat support	27%	87
Somewhat oppose	27%	88
Strongly oppose	33%	107
Don't know	8%	26
Total	100%	328

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	22%	69

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
Somewhat support	26%	83
Somewhat oppose	15%	49
Strongly oppose	23%	73
Don't know	15%	47
Total	100%	320

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	2%	7	25%	82	45%	148	18%	59	10%	33	100%	329
Drugs	3%	10	14%	46	30%	99	30%	100	23%	75	100%	330
Graffiti	17%	55	36%	116	24%	79	6%	20	17%	56	100%	326
Noise	18%	59	44%	145	24%	79	8%	25	6%	21	100%	328
Taxes	13%	43	22%	71	33%	109	20%	65	12%	39	100%	328
Unsupervised youth	8%	25	23%	73	27%	89	15%	47	28%	89	100%	323
Homelessness	7%	24	25%	81	29%	94	16%	50	23%	72	100%	321
Absence of communications from the City of Delray Beach translated into languages other than English	29%	94	16%	51	10%	34	2%	8	43%	142	100%	330
Gangs	10%	33	18%	59	22%	70	13%	42	37%	120	100%	325
Foreclosed and/or abandoned properties	6%	21	22%	73	27%	89	22%	70	22%	73	100%	326

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	35%	115
Yes, full-time	55%	177
Yes, part-time	10%	33
Total	100%	324



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	73%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	10%
Bus, rail, or other public transportation	2%
Walk	4%
Bicycle	3%
Work at home	8%
Other	0%

Question D3: Length of Residency		
How many years have you lived in Delray Beach?	Percent of respondents	Count
Less than 2 years	11%	36
2 to 5 years	24%	79
6 to 10 years	17%	57
11 to 20 years	23%	76
More than 20 years	25%	84
Total	100%	333

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	43%	142
House attached to one or more houses (e.g., a duplex or townhome)	19%	63
Building with two or more apartments or condominiums	38%	125
Mobile home	0%	0
Other	1%	2
Total	100%	332

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%	83
Owned by you or someone in this house with a mortgage or free and clear	74%	233
Total	100%	316

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	4%	12
\$300 to \$599 per month	9%	28
\$600 to \$999 per month	23%	72
\$1,000 to \$1,499 per month	25%	78
\$1,500 to \$2,499 per month	26%	81
\$2,500 or more per month	14%	43
Total	100%	313

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	80%	263
Yes	20%	67
Total	100%	330

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	67%	223
Yes	33%	109
Total	100%	332

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	19%	59
\$25,000 to \$49,999	26%	78
\$50,000 to \$99,999	30%	90
\$100,000 to \$149,000	12%	35
\$150,000 or more	14%	41
Total	100%	304

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	94%	298
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	19
Total	100%	316

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	6%	19
Asian, Asian Indian or Pacific Islander	2%	8
Black or African American	18%	58
White	76%	249
Other	4%	14
Total may exceed 100% as respondents could select more than one option		

Question D11A: Haitian or Caribbean Islander		
Are you Haitian or Caribbean Islander?	Percent of respondents	Count
No	96%	272
Yes	4%	10
Total	100%	283

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	3%	11
25 to 34 years	20%	64
35 to 44 years	10%	34
45 to 54 years	25%	80
55 to 64 years	16%	50
65 to 74 years	13%	41
75 years or older	14%	45
Total	100%	324

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	53%	174
Male	47%	152
Total	100%	326

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	16%	52
Yes	81%	271
Ineligible to vote	2%	7
Don't know	1%	4
Total	100%	333

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%	59
Yes	78%	260
Ineligible to vote	4%	12
Don't know	0%	1
Total	100%	333

## APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ 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 National Citizen Survey™ 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 National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ 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.

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.

## SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning March 9, 2009. 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. 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. Completed surveys were collected over the following five weeks.

## SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

Of the 1,200 surveys mailed, 106 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,094 households receiving the survey mailings, 354 completed the survey, providing a response rate of 32%. In general, response rates obtained on local government resident surveys range from 25% to 40%.

In theory, in 95 cases out of 100, the results based on the number of responses obtained will differ by no more than five percentage points in either direction from what would have been obtained had responses been collected from all City of Delray Beach adults. This difference from the presumed population finding is referred to as the sampling error (or the “margin of error” or 95% confidence interval”). For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders that may affect sample findings. 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.

## 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 2000 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. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are 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 Norm1	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	31%	18%	26%
Own home	69%	82%	74%
Detached unit	41%	29%	42%
Attached unit	59%	71%	58%
<b>Race and Ethnicity</b>			
White alone, not Hispanic	68%	87%	70%
Hispanic and/or other race	32%	13%	30%
<b>Sex and Age</b>			
Female	53%	50%	53%
Male	47%	50%	47%
18-34 years of age	23%	7%	23%
35-54 years of age	33%	21%	35%
55+ years of age	44%	72%	42%
Females 18-34	11%	5%	16%
Females 35-54	17%	12%	19%
Females 55+	25%	34%	28%
Males 18-34	12%	2%	7%
Males 35-54	16%	10%	16%
Males 55+	19%	37%	24%

## 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 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 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, 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 40,000 to 63,000). 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 are available, Delray Beach results are noted as being “above” the benchmark, “below” the benchmark or “similar to” the benchmark. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Delray Beach's rating to the benchmark (the rating from all the comparison jurisdictions where a similar question was asked).

## APPENDIX C: SURVEY MATERIALS

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



100 NW 1<sup>st</sup> Avenue  
Delray Beach, FL 33444

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



100 NW 1<sup>st</sup> Avenue  
Delray Beach, FL 33444

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



100 NW 1<sup>st</sup> Avenue  
Delray Beach, FL 33444

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



100 NW 1<sup>st</sup> Avenue  
Delray Beach, FL 33444

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

Dear Delray Beach Resident,

Your household has been randomly selected to participate in a 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. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

Sincerely,

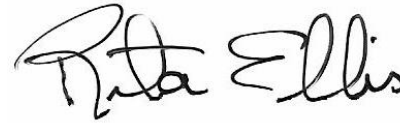
A handwritten signature in black ink that reads "Rita Ellis". The signature is fluid and cursive, with the first name "Rita" and the last name "Ellis" clearly distinguishable.

Rita Ellis  
Mayor

Dear Delray Beach Resident,

Your household has been randomly selected to participate in a 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. Please be assured that your answers will be kept anonymous. Thank you in advance for helping us with this important project!

Sincerely,


A handwritten signature in black ink that reads "Rita Ellis". The signature is fluid and cursive, with the first name "Rita" and the last name "Ellis" clearly distinguishable.

Rita Ellis  
Mayor

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Sincerely,

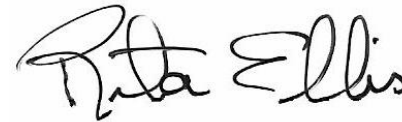
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Mayor

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Sincerely,

A handwritten signature in black ink that reads "Rita Ellis". The signature is fluid and cursive, with the first name "Rita" and the last name "Ellis" clearly distinguishable.

Rita Ellis  
Mayor



March 2009

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 2009 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,

A handwritten signature in black ink that reads "Rita Ellis". The signature is written in a cursive, flowing style.

Rita Ellis  
Mayor



March 2009

Dear Delray Beach Resident:

About one week ago, you should have received a copy of the enclosed survey. If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice. If you have not had a chance to complete the survey, we would appreciate your response. 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 2009 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,

A handwritten signature in black ink that reads "Rita Ellis".

Rita Ellis  
Mayor

# The City of Delray Beach 2009 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
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
Read Delray Beach Newsletter.....	1	2	3	4	5
Visited the City of Delray Beach Web site (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
Watched a City Commission meeting on City Web site video streaming..	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 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  
 Once a month  
 Several times a year  
 Once a year or less  
 Never

# The City of Delray Beach 2009 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
Animal control .....	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.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:**

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
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:**

	<i>Not a problem</i>	<i>Minor problem</i>	<i>Moderate problem</i>	<i>Major problem</i>	<i>Don't know</i>
Crime.....	1	2	3	4	5
Drugs.....	1	2	3	4	5
Graffiti .....	1	2	3	4	5
Noise .....	1	2	3	4	5
Taxes .....	1	2	3	4	5
Unsupervised youth.....	1	2	3	4	5
Homelessness .....	1	2	3	4	5
Absence of communications from the City of Delray Beach translated into languages other than English .....	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 2009 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     11-20 years
- 2-5 years             More than 20 years
- 6-10 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 both question 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             55-64 years
- 25-34 years             65-74 years
- 35-44 years             75 years or older
- 45-54 years

**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

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:  
National Research Center, Inc., 3005 30th St., Boulder, CO 80301



100 NW 1<sup>st</sup> Avenue  
Delray Beach, FL 33444

Presorted  
First Class Mail  
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