

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

**Royal Palm Beach, FL**  
Community Livability Report

2018



**NRC**  
National Research Center Inc

2955 Valmont Road Suite 300  
Boulder, Colorado 80301  
n-r-c.com • 303-444-7863

**ICMA**

*Leaders at the Core of Better Communities*

777 North Capitol Street NE Suite 500  
Washington, DC 20002  
icma.org • 800-745-8780

# Contents

About..... 1

Quality of Life in Royal Palm Beach ..... 2

Community Characteristics ..... 3

Governance ..... 5

Participation ..... 7

Special Topics..... 9

Conclusions ..... 10



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# About

The National Citizen Survey™ (The NCS) report is about the “livability” of Royal Palm Beach. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

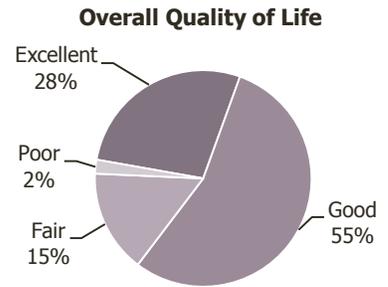
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 271 residents of the Village of Royal Palm Beach. The margin of error around any reported percentage is 6% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



# Quality of Life in Royal Palm Beach

Most residents rated the quality of life in Royal Palm Beach as excellent or good. This rating was similar to the national benchmark comparison (see Appendix B of the *Technical Appendices* provided under separate cover).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

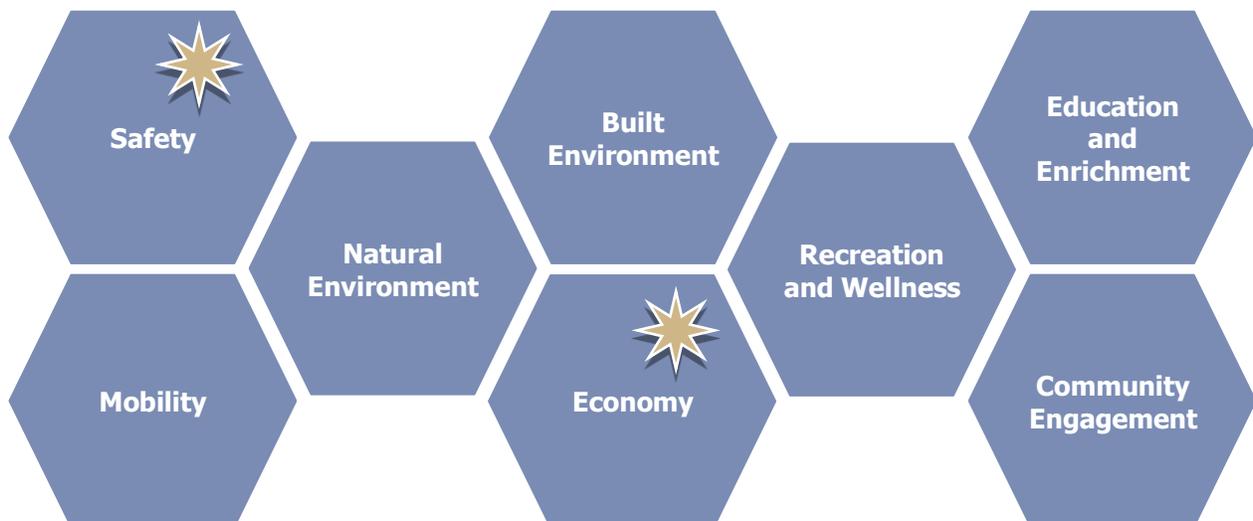
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Royal Palm Beach community in the coming two years. Ratings for all facets were positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Royal Palm Beach’s unique questions.

## Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



# Community Characteristics

*What makes a community livable, attractive and a place where people want to be?*

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Royal Palm Beach, 91% rated the Village as an excellent or good place to live. Respondents' ratings of Royal Palm Beach as a place to live were similar to ratings in other communities across the nation.

In addition to rating the Village as a place to live, respondents rated several aspects of community quality including Royal Palm Beach as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Royal Palm Beach and its overall appearance. At least three-quarters of respondents rated each aspect positively and all ratings were similar to the national benchmarks.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. While nearly all Community Characteristics were rated similar to the national comparisons, one was rated lower than the national comparison (vibrant downtown/commercial area) and two were rated higher (public parking and overall built environment). Safety and Built Environment ratings were generally strong with at least three-quarters of residents offering positive evaluations to each characteristic listed. Between 6 in 10 and 7 in 10 residents offered positive ratings to each characteristic of

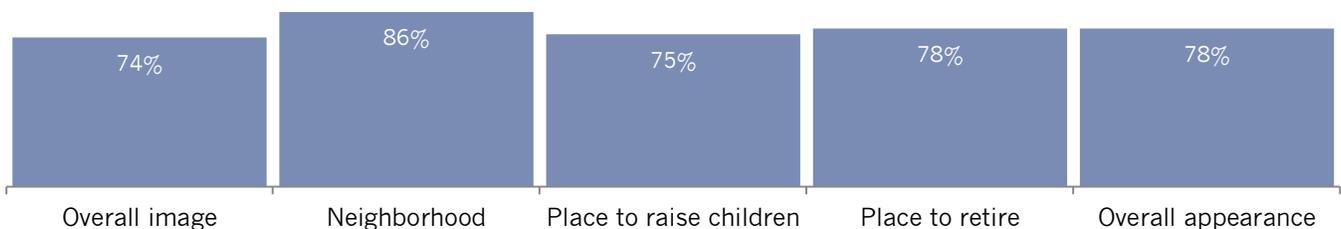
Community Engagement from neighborliness in the community to opportunities to volunteer. Facets of Mobility, Recreation and Wellness and Economy housed the most varied ratings with as few as one-third offering positive evaluations to employment opportunities to as many as 8 in 10 offering positive evaluations to overall ease of travel and overall health and wellness.



Percent rating positively (e.g., excellent/good)

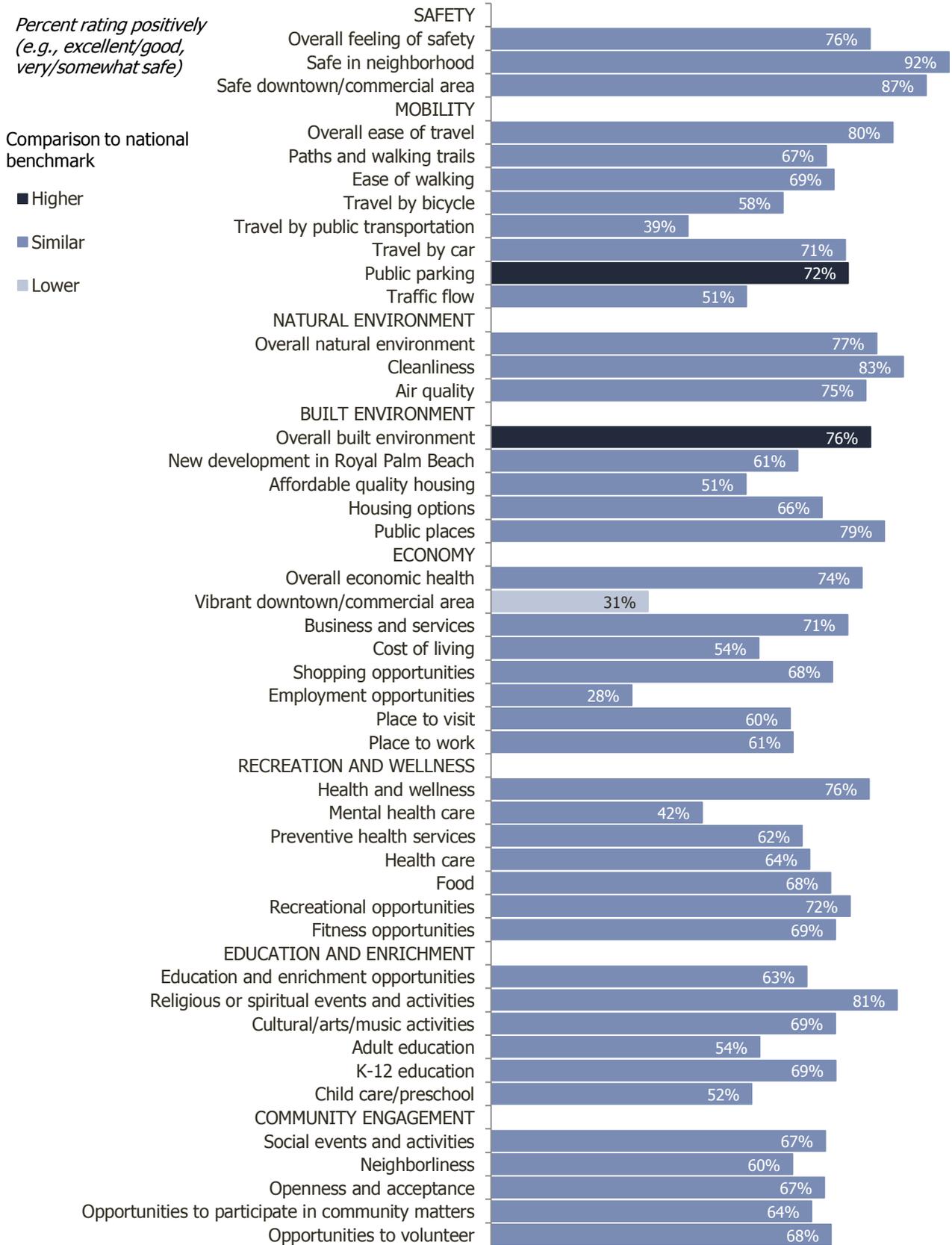
Comparison to national benchmark

■ Higher ■ Similar ■ Lower



# The National Citizen Survey™

Figure 1: Aspects of Community Characteristics



# Governance

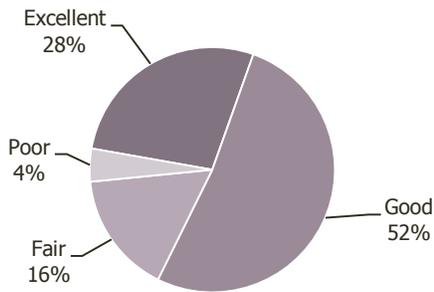
*How well does the government of Royal Palm Beach meet the needs and expectations of its residents?*

The overall quality of the services provided by Royal Palm Beach as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About 8 in 10 residents gave excellent or good ratings to the overall quality of Village services, while about half gave excellent or good ratings to the overall quality of services provided by the Federal Government. Both ratings were similar to ratings in comparison communities across the country.

Survey respondents also rated various aspects of Royal Palm Beach’s leadership and governance. Most ratings tended to be similar to the national comparisons with two aspects receiving ratings higher than the benchmark (value of services for taxes paid and welcoming citizen involvement). Overall, between 6 in 10 and 7 in 10 survey participants offered positive evaluations to each aspect of leadership and governance.

Respondents evaluated over 30 individual services and amenities available in Royal Palm Beach. While most Governance ratings tended to be similar to the national comparisons, residents praised a variety of aspects resulting in above-average ratings. While scattered across six facets, a cluster of above-average ratings emerged within the Mobility facet (street repair, sidewalk maintenance and bus or transit services). Residents were pleased with Safety services, providing positive ratings ranging from 63% for crime prevention to 95% for fire services; emergency preparedness was rated higher than the national average while other aspects of Safety were similar.

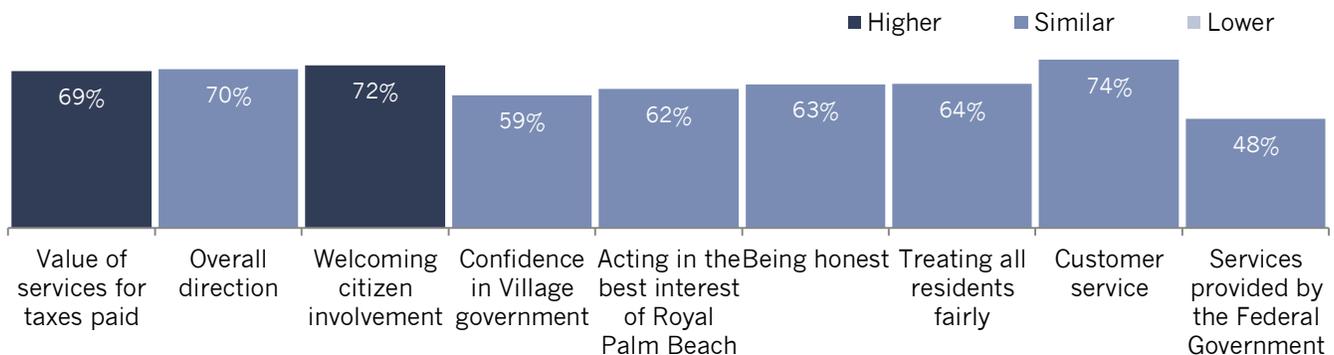
**Overall Quality of Village Services**



About two-thirds of respondents rated Economic development positively; this rating was higher than the national comparison. Between two-thirds and three-quarters of residents offered positive ratings to each aspect of Natural Environment, from open space to garbage collection and recycling.

*Percent rating positively (e.g., excellent/good)*

*Comparison to national benchmark*



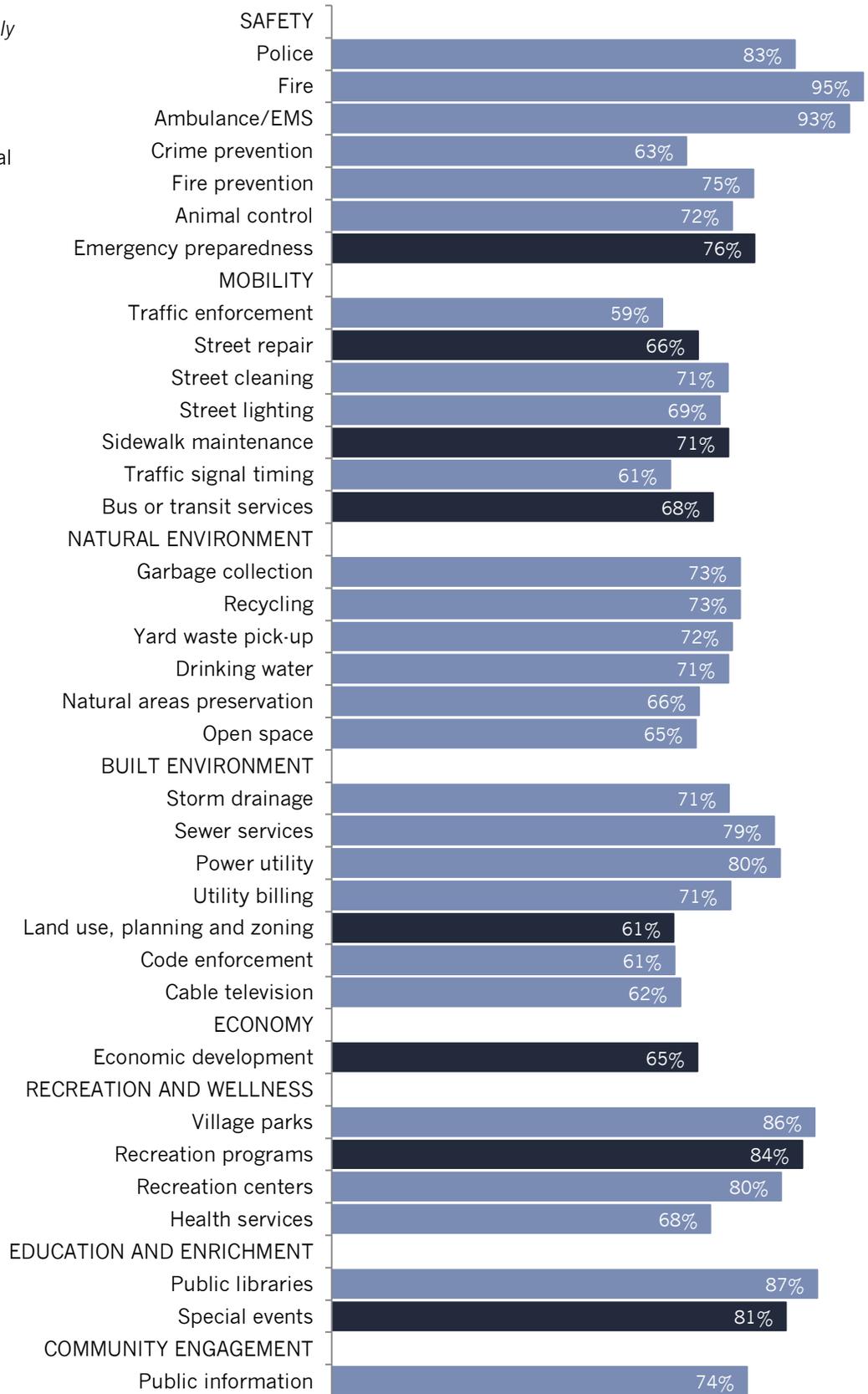
# The National Citizen Survey™

Figure 2: Aspects of Governance

Percent rating positively  
(e.g., excellent/good)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



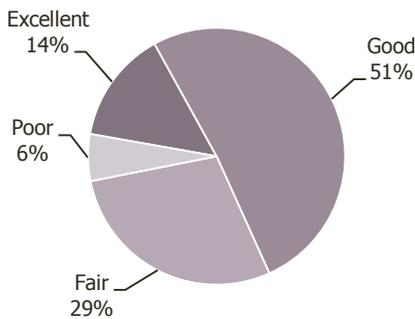
# Participation

*Are the residents of Royal Palm Beach connected to the community and each other?*

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About two-thirds of respondents gave high marks to the sense of community in Royal Palm Beach. Nearly all respondents were likely to recommend living in Royal Palm Beach and 8 in 10 planned to remain in the village.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Residents in Royal Palm Beach were more likely to stock supplies for an emergency and to feel the economy would have a positive impact on their income than their national peers. Royal Palm Beach residents reported lower levels of using public transportation instead of driving, carpooling instead of driving alone and working in Royal Palm Beach compared to residents in other communities across the country. At least 9 in 10 residents had purchased goods or services in Royal Palm Beach or had talked to or done a favor for their neighbor; these levels of Participation were similar when compared to the national averages.

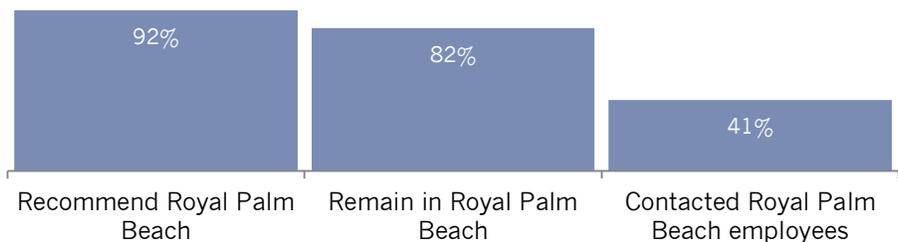
**Sense of Community**



*Percent rating positively (e.g., very/somewhat likely, yes)*

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



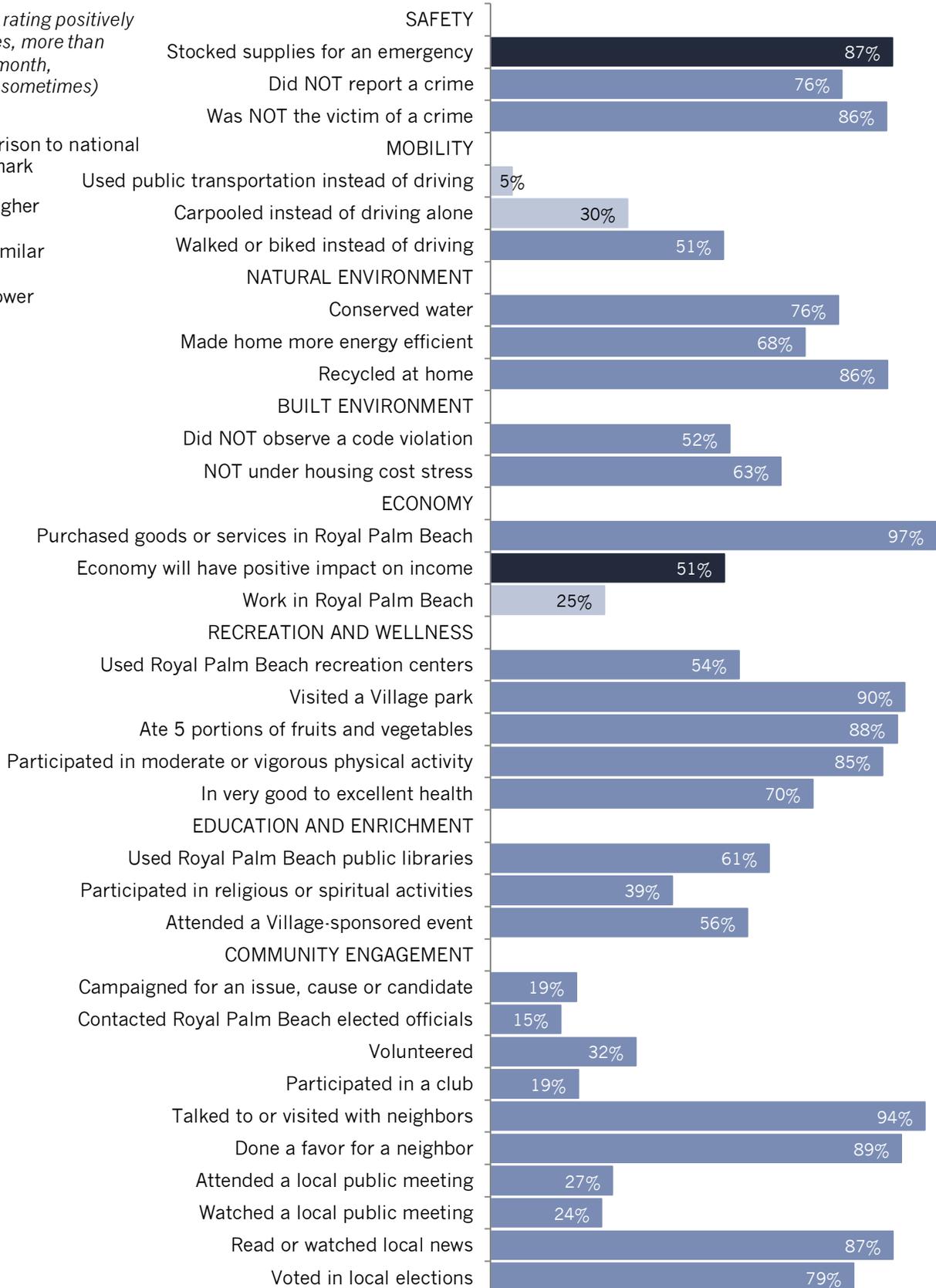
# The National Citizen Survey™

Figure 3: Aspects of Participation

Percent rating positively  
(e.g., yes, more than  
once a month,  
always/sometimes)

Comparison to national  
benchmark

- Higher
- Similar
- Lower

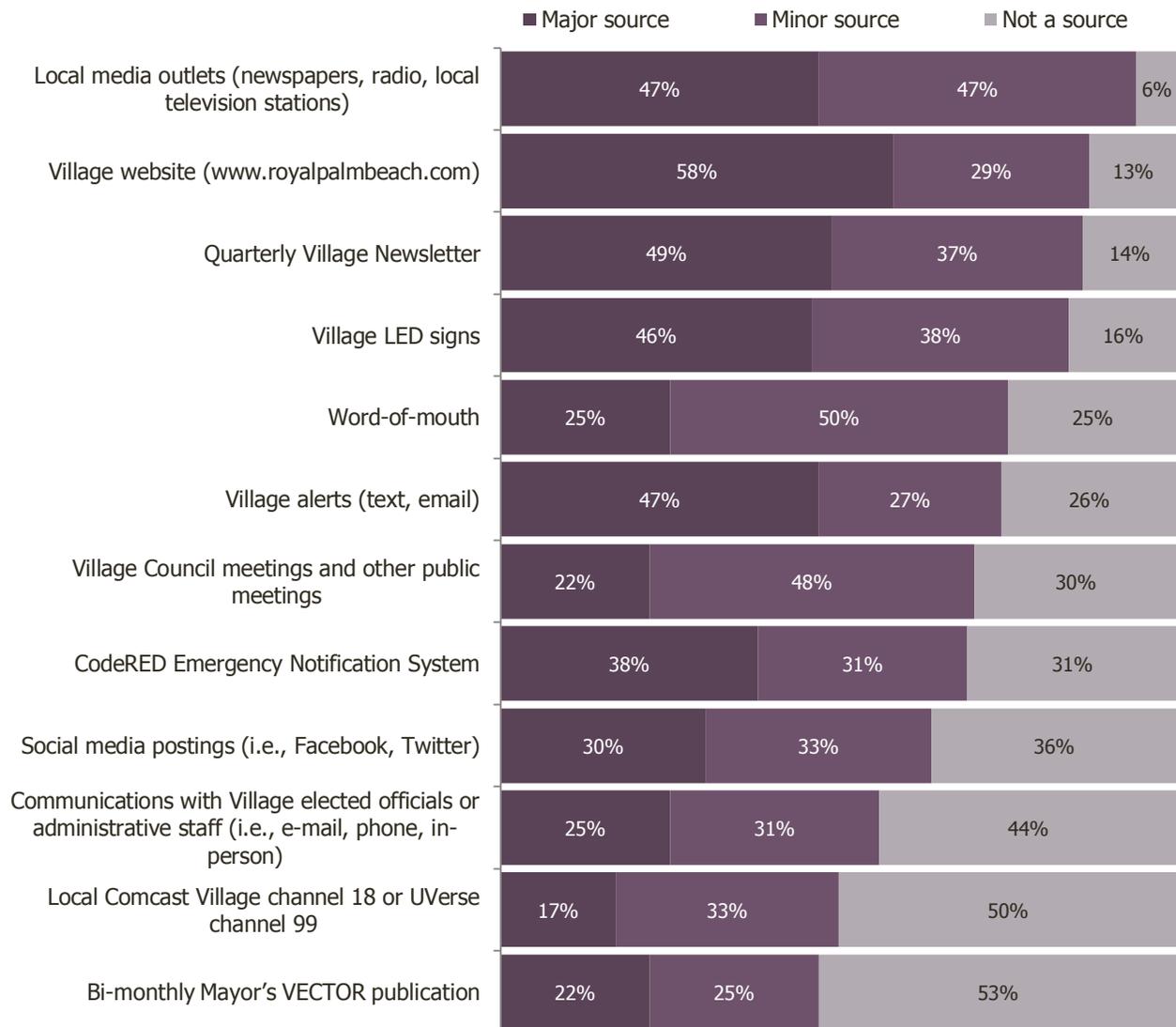


# Special Topics

The Village of Royal Palm Beach included one question of special interest on The NCS. This special interest question aimed to understand where residents get information about Village government and its activities, events and services. At the top of the list was local media outlets with 9 in10 residents considering this a major or minor source of information, followed closely by the Village website, the quarterly Village Newsletter and Village LED signs. At the bottom of the list, with less than half of residents indicting it as a source, was the bi-monthly Mayor’s VECTOR publication.

Figure 4: Information Sources

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Village government and its activities, events and services:



# Conclusions

## **Residents of Royal Palm Beach enjoy a high quality of life and strong sense of safety.**

Most residents rated their overall quality of life as excellent or good and would be likely to remain in Royal Palm Beach and recommend the community as a place to live. At least three-quarters of respondents gave positive ratings to Royal Palm Beach's overall image, overall appearance, their neighborhoods as a place to live and the Village as a place to raise children and retire; ratings that were all similar to the national benchmark. Most of the aspects that aid in community livability were rated positively and were at least similar to those seen in comparison communities. Residents felt they received good value of service for the taxes they pay and that the Village welcomed citizen involvement. Both these aspects of the Government received ratings higher than the national average.

Residents' overall feeling of safety as well as feelings of safety in their neighborhood and in the downtown/commercial area were strong with most residents offering positive ratings. Safety service ratings were strong and few residents had reported or been the victim of a crime. Residents would like the Village to continue to focus on Safety in the near future.

## **Residents recognize the Economy as one of the Village's strengths.**

Most residents rated the Village's overall economic health as excellent or good and a majority of respondents felt the Village as an excellent or good place to visit and work. Overall, economic aspects of the community were generally similar to ratings given across the country with several areas receiving ratings higher than the national average. The Village's economic development performed better than other communities in the country as did residents' perceptions of their economic futures. Nearly all residents supported the local economy by purchasing goods or services in the Village (similar to the benchmark). Opportunities for economic improvements may be further explored as ratings for a vibrant downtown and the proportion of residents working in the Village were lower than the national average.

## **Royal Palm Beach is a well-planned, easily travelled community.**

Three-quarters of respondents rated the overall built environment of Royal Palm Beach as excellent or good, resulting in ratings higher than the national average. Overall ease of travel received the highest rating among the characteristics listed with an 80% positive rating and public parking received a rating higher than the national average. Further, Mobility services were strong with three services receiving ratings higher than the national comparison (street repair, sidewalk maintenance and bus or transit services). Land use, planning and zoning was another service with above-average ratings. However, fewer Royal Palm Beach residents reported using public transportation instead of driving and carpooling instead of driving alone compared to residents in communities across the country. Residents walked or biked instead of driving at a rate similar to those in other communities.