
Town of Palm Beach Shores Long Range Plan Survey Results

June 5, 2019



Background

- The Palm Beach Shores (PBS) Long-Range Planning Committee recently completed a Long Range Plan for 2020-2024 and identified a large gap between revenue and expenses (\$3.8 million over the five year period.)
 - This gap is due to several factors including the Towns' limited size, rising cost for Public Safety Services, and capital improvements necessary to sustain the Towns' infrastructure.
 - As an incorporated Town, PBS must provide Public Safety Services for Police, Fire and Dispatch. The Towns' largest expense are these safety services which account for 61% of Town expenses.
 - The Town funds other expenses such as lifeguards, walkway and tree maintenance on 10' strips from the road and and miscellaneous costs.
 - Additionally, PBS has been spending on average \$384K on capital spending related to equipment, vehicles, buildings, sewers and other infrastructure.
 - Property taxes are the Towns' largest revenue source.
- PBS requires an annual balanced budget, thus revenue must increase or expenses decrease to close the gap.
- The Long Range Plan was presented at a community meeting on April 8, 2019.



Purpose of the Research

To gain an understanding of PBS residents' opinions with regard to revenue generating opportunities and expense reductions to assist the Town Commissioners in developing a balanced budget for 2020.



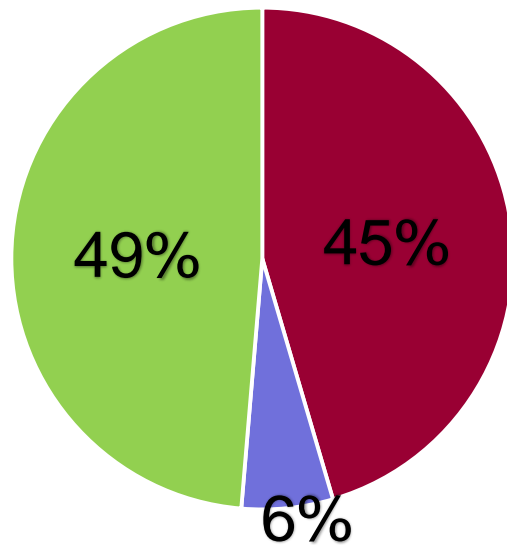
Methodology

- In an email, Mayor Myra Koutzen, requested residents to voice their opinions on how to balance the 2020 Budget by participating in a survey. A link to the survey was included. As well, a notice on Town bulletin boards advised of the survey
 - A link to Survey Monkey was made available to PBS residents between May 6-26, 2019
 - Printed copies of the survey were made available via Town Hall
- A sliding bar, 7 point Likert scale was utilized on questions 2-9 and question 11.
 - The scale was interpreted as:
 - Strongly Disagree, Disagree, Slightly Disagree, Neutral, Slightly Agree, Agree, Strongly Agree
- 187 residents submitted a survey
 - 176 on line and 11 paper copies
- Over 85 people provided comments in Question 17. Verbatim remarks were excluded from this report if they contained personal and or disparaging comments



Q #2. Additional Revenue: Zoning modifications for increased bldg heights on specific streets. i.e. 3 stories on Ocean, 4/5 stories on Inlet & Lake.

Zoning Changes



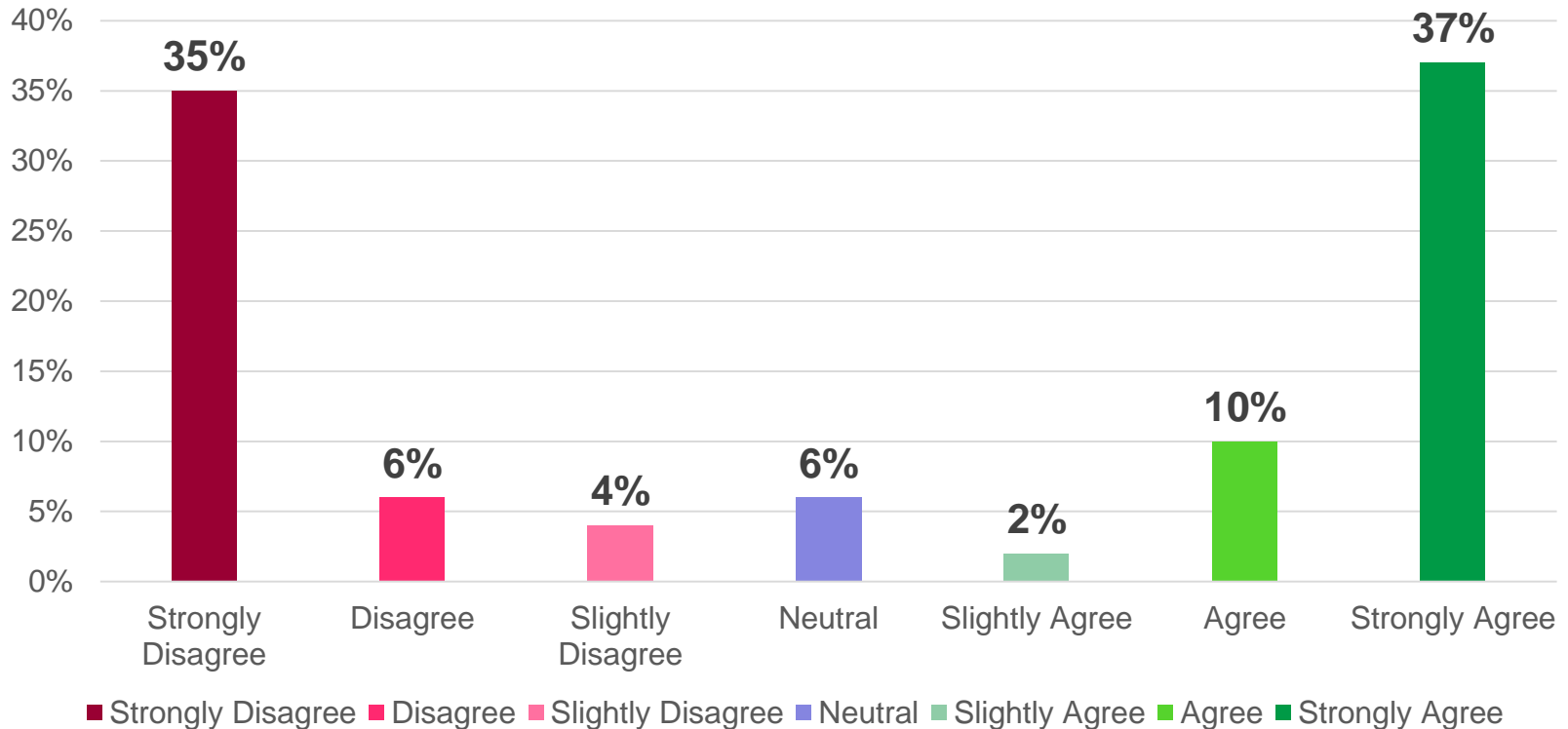
■ Not in Agreement ■ Neutral ■ In Agreement

- 49% were supportive of the zoning change
 - 76% of these respondents were in total agreement
- 45% of respondents were not in agreement with the change to zoning
 - 77% of these respondents were totally opposed
- A very small group (6%) didn't have strong feeling either way
- Neutral respondents plus those in agreement equal 55%



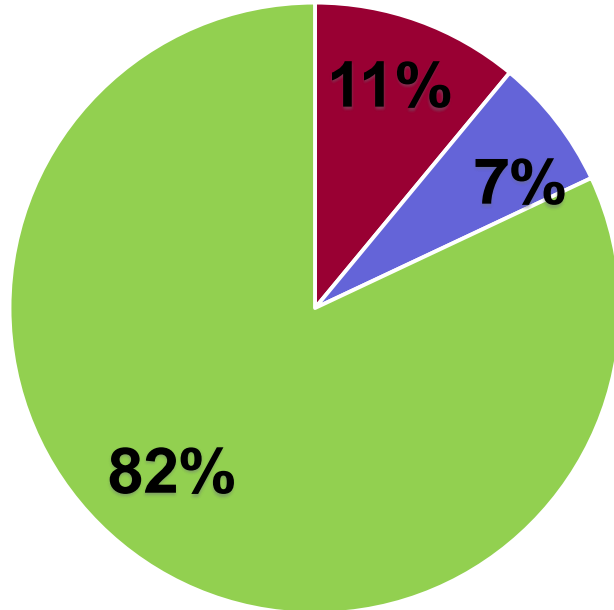
Q #2. Additional Revenue: Zoning modifications for increased bldg heights on specific streets. i.e. 3 stories on Ocean, 4/5 stories on Inlet & Lake.

Zoning



Q3: Additional Revenue: Raise fees on commercial properties/operations

Increase Commercial Fees



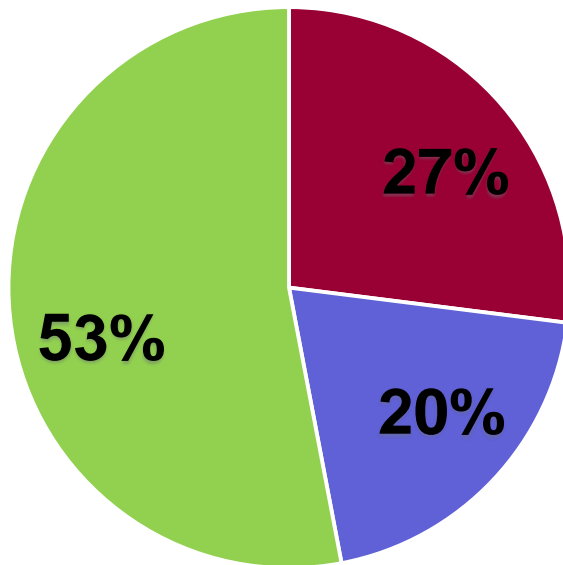
■ Not In Agreement ■ Neutral ■ In Agreement

- 82% of respondents were in agreement with raising fees on commercial properties/operations
- 11% were opposed
- 7% were neutral



Q4: Additional Revenue : Allow 3rd Party Management of the Community Center

3rd Party Mgmt of Community Center



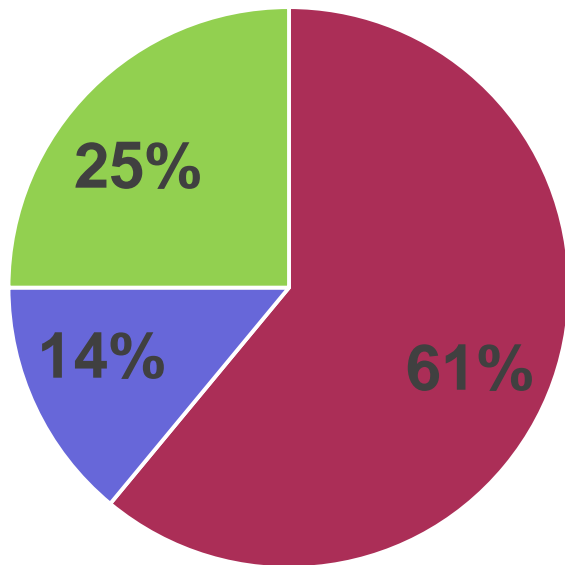
■ Not In Agreement ■ Neutral ■ In Agreement

- 53% of respondents support outsourcing management of the Community Center
 - 37% strongly agree with this option
- 20% are neutral
- 27% of respondents do not support this idea
 - 18% strongly disagree with this option



Q5: Cost Reduction: Reduce non-essential services i.e lifeguards, tree & parkway maintenance

Reduce Non-Essential Services



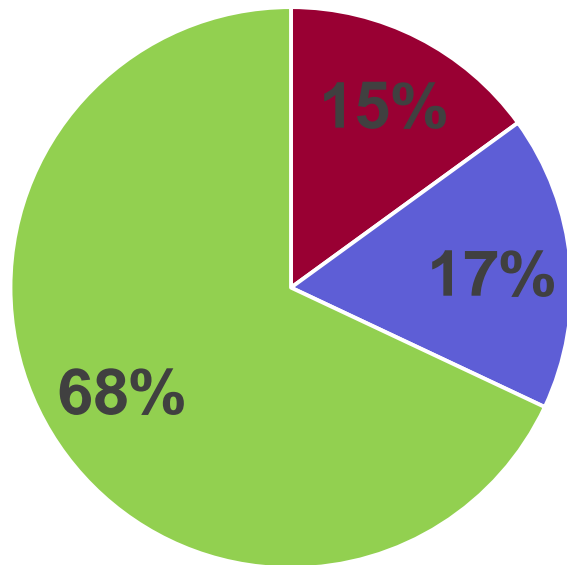
■ Not In Agreement ■ Neutral ■ In Agreement

- 61% of respondents do not support reducing these services
 - 40% strongly disagree with this option
- 25% support this change with the majority in strong agreement (20%)
- 14% are neutral



Q6: Cost Reduction: Reduce Non-Critical Capital Expenditures

Reduce Non-critical Capital Expenditures



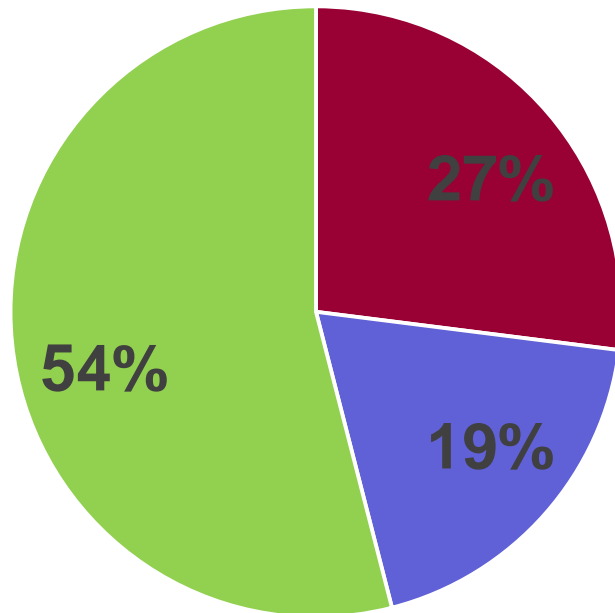
■ Not in Agreement ■ Neutral ■ In Agreement

- 68% of residents support reducing non-critical capital expenditures
 - 55% Agree or Strongly Agree with this option
- the number of neutral responders and those who disagree are similar at 17% and 15% respectively



Q7: Cost Reduction: Outsource Dispatch Services

Outsource Dispatch



■ Not In Agreement ■ Neutral ■ In Agreement

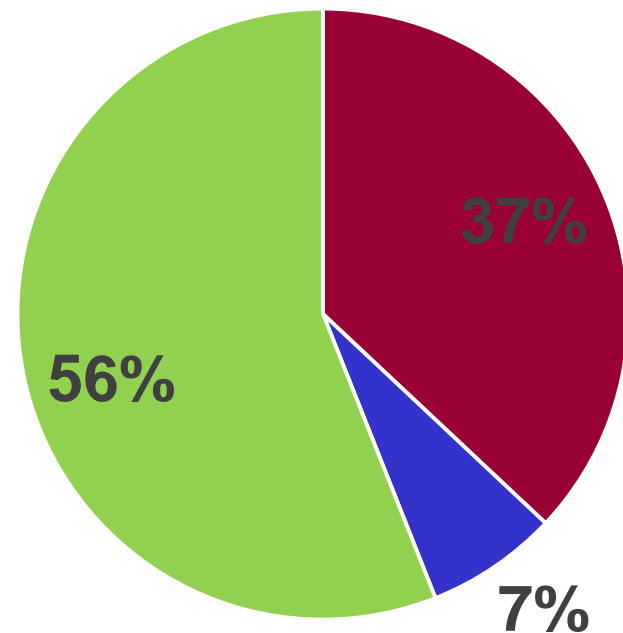
- 54% of respondents support outsourcing Dispatch Services
 - 51% Strongly Agree or Agree with this option
- 27% are opposed
- 19% are neutral
- If you add the respondents who are neutral to those in agreement you have 73% in favor of outsourcing this service



Q8 : Cost Reduction: Outsource Fire and EMS Services

- Residents feel strongly about this with only 7% choosing neutral as a response
- 56% are in agreement with this option
 - 43% Strongly Agree
- 37% are opposed
 - 27% Strongly Disagree

Outsource Fire and EMS



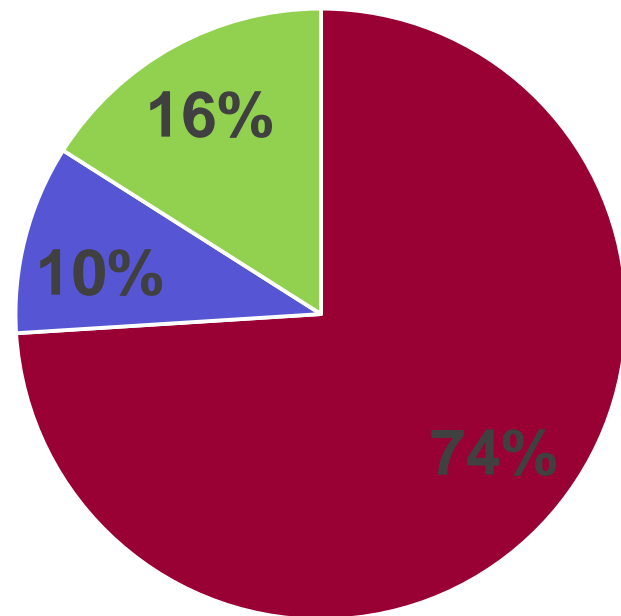
■ Not in Agreement ■ Neutral ■ In Agreement



Q9: Cost Reduction: Outsource Police Services

- Of the 3 Public Safety Services, Police Services received the highest Strongly Disagree score at 57%
- Of total respondents 74% are opposed to outsourcing Police Services
- 16% are in favor; with 12% Strongly in Agreement with outsourcing Police Services
- 10% are neutral

Outsource Police



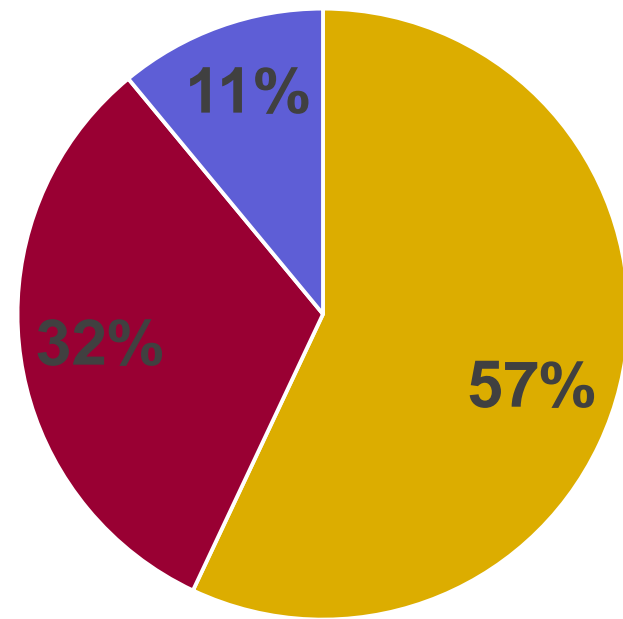
■ Not in Agreement ■ Neutral ■ In Agreement



Q10: Rank the Public Safety Services for Outsourcing

- When respondents ranked the Public Safety Service they would be most willing to outsource Dispatch was selected first by 57%
- 32% selected Fire/EMS as their first choice
- Police Services was chosen first by only 11%

Most Willing to Outsource

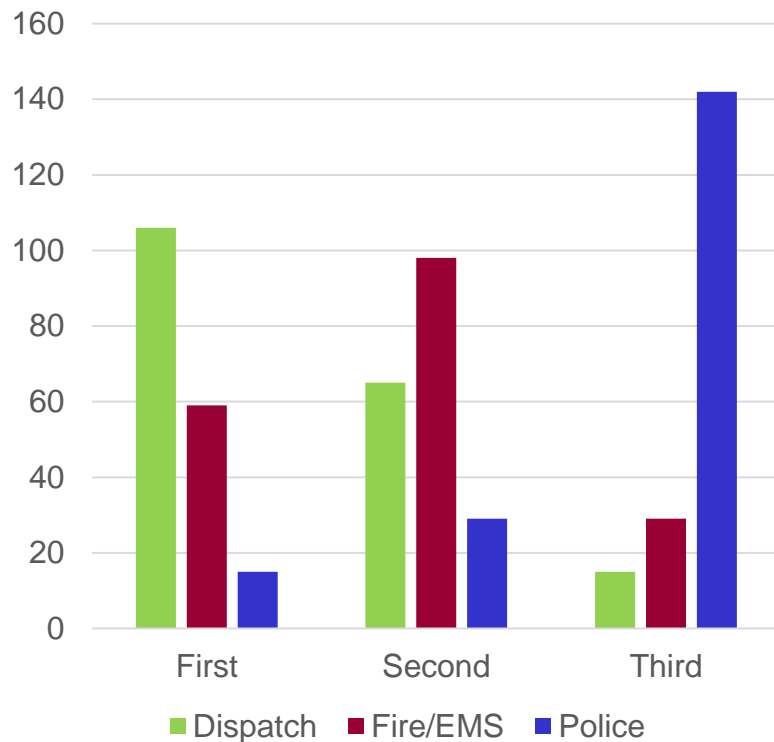


■ Dispatch ■ Fire /EMS ■ Police



Q10: Rank the Public Safety Services for Outsourcing

Outsource Public Safety Services 1,2,3



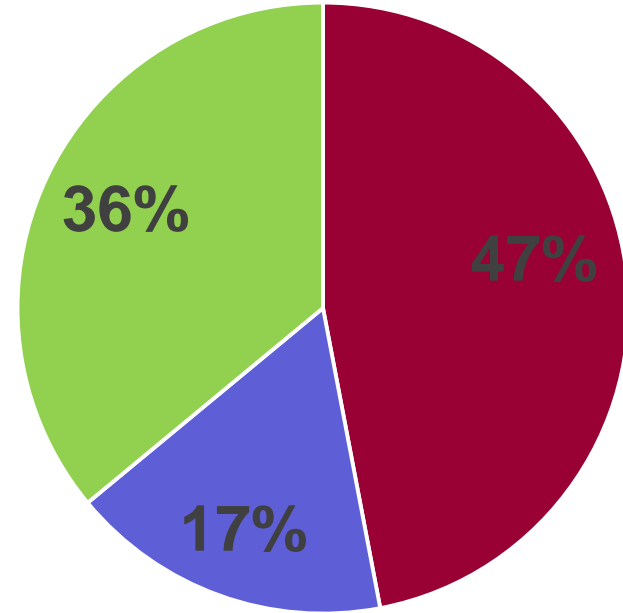
- 91% of respondents chose Dispatch as their 1st or 2nd choice to outsource
- 85% chose Fire/EMS as their 1st or 2nd choice to outsource
- The majority of residents 77% **Do Not** want to outsource Police Services and thus selected it 3rd



Q11: Revenue: Raising Property Taxes

- As anticipated, no one ever wants taxes to increase
- 47% of residents Do Not want property taxes to increase
 - 42% either Strongly Disagree or Disagree with raising taxes
- 17% are Neutral
- Interestingly, the total of Neutral respondents and those in Agreement is 53%, greater than those opposed
 - 18% Strongly Agree with raising Property taxes

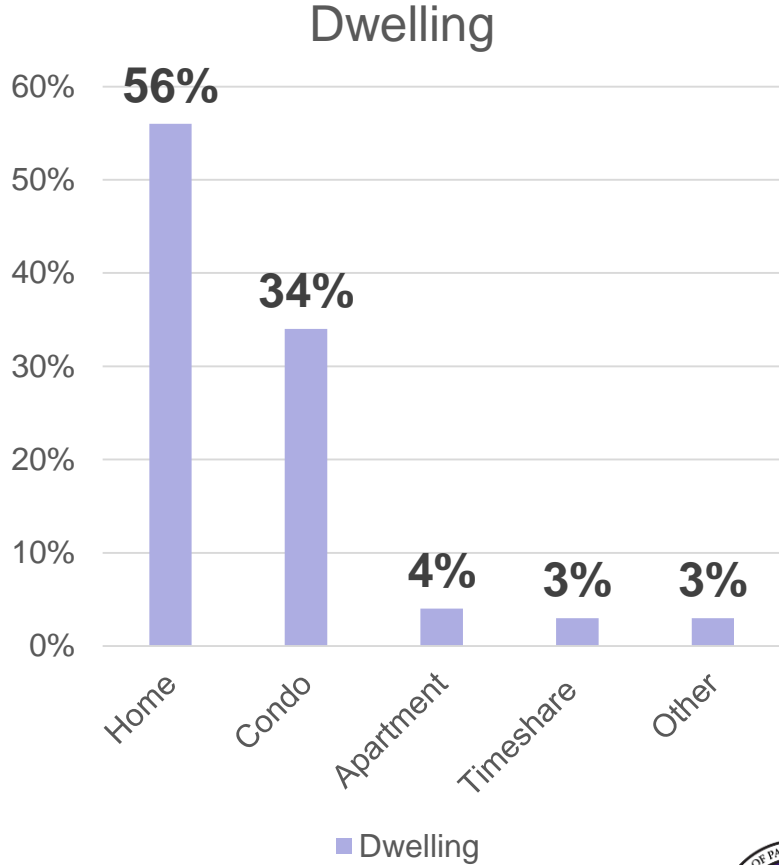
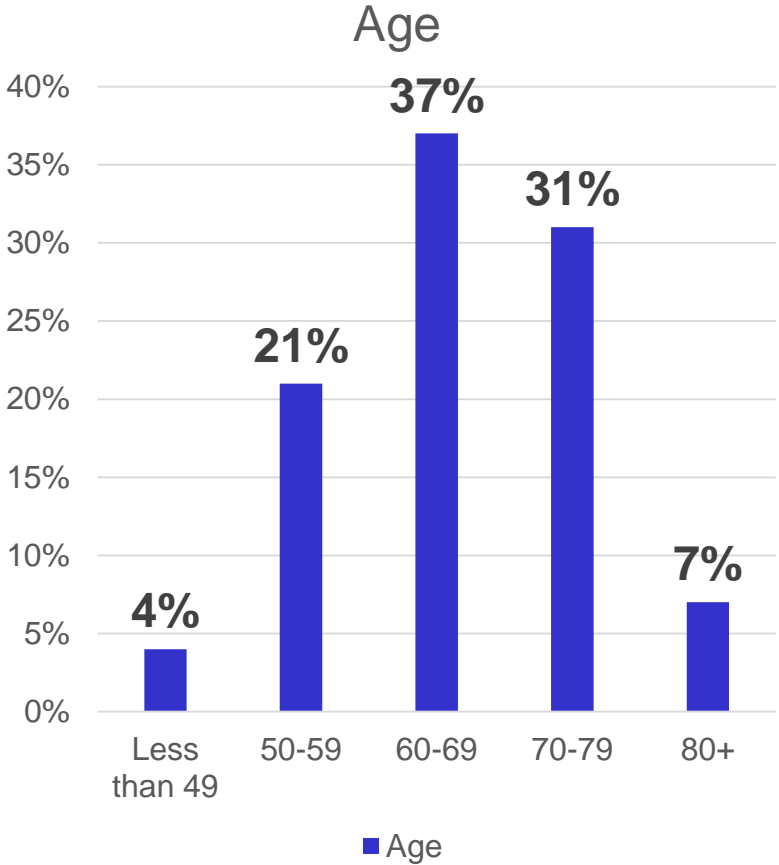
Property Tax Direction



■ Do Not Increase ■ Neutral ■ Increase

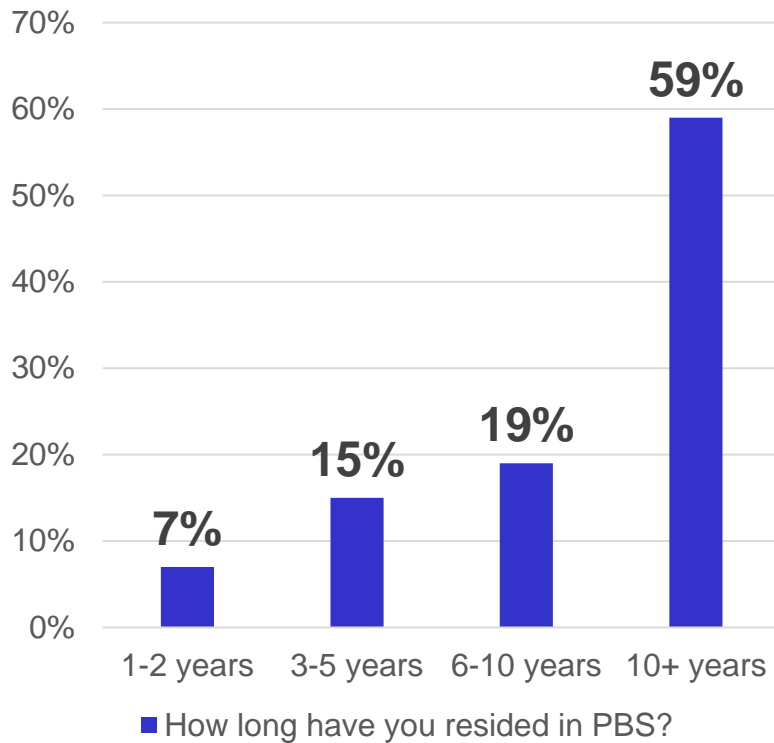


Q12: Demographics of Respondents

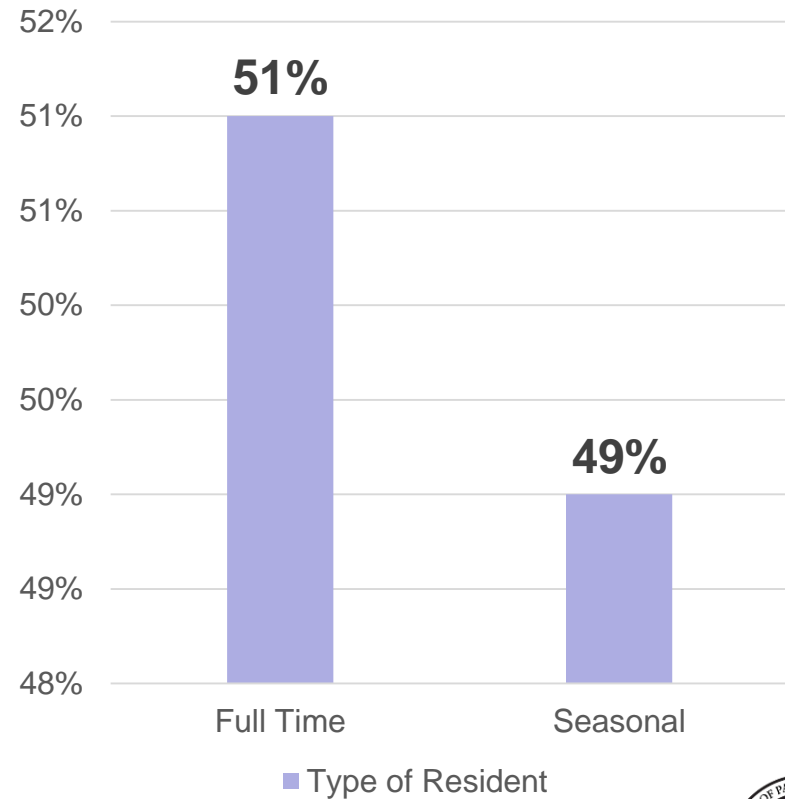


Demographics con't

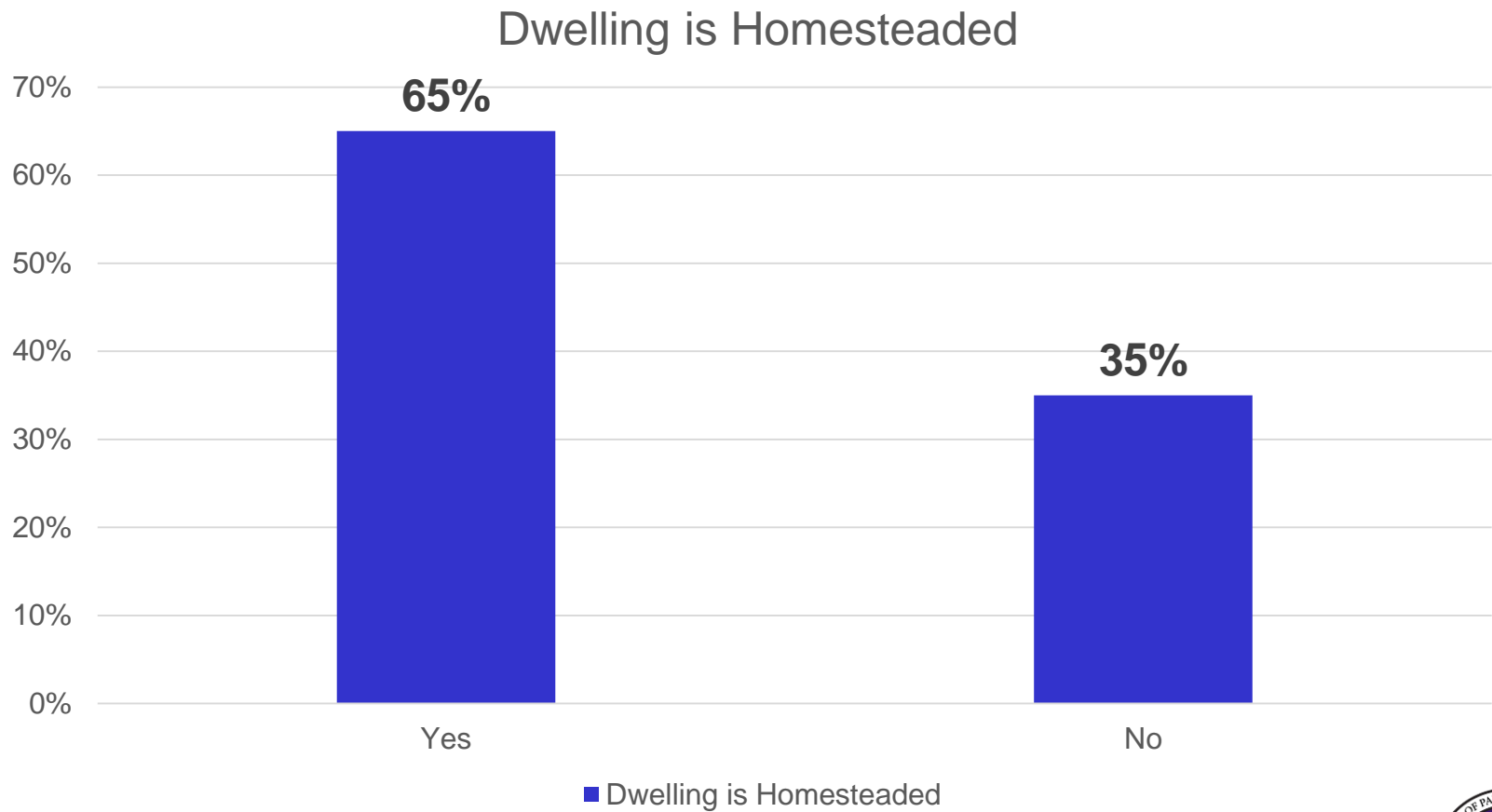
How long have you resided in PBS?



Type of Resident



Demographics con't



Town of Palm Beach Shores
Long Range

The Beginning



PLEASE READ BEFORE STARTING THE SURVEY

1. BACKGROUND

Palm Beach Shores recently completed a long range plan for 2020-2024 and identified a large gap between revenue and expenses (\$3.8 million over the five year period). This is due to several factors including the Town's limited size, rising cost for public safety services, and capital improvements necessary to sustain the town's infrastructure.

As an incorporated town, PBS must provide public safety services for Police, Fire and Dispatch. The Town's largest expense are these public safety services which account for 61% of the Town's expenses. The Police Services portion is increasing at 2x the rate of revenue. The Town funds other expenses such as lifeguards, tree maintenance on 10' strips from the road, and other miscellaneous which could potentially be reduced. Additionally, PBS has been spending on average \$384,000 per year on capital spending related to equipment, vehicles, buildings, sewers and other infrastructure.

To balance the Budget, revenue must increase and/or expenses must decrease to close the \$3.8 million gap. Keep in mind, that property taxes are the Town's largest source of revenue.

The survey is non-binding but will provide the Commission with important feedback.

- * 2. To fund the gap between revenue and expenses the Town needs to generate additional revenue. One option for generating additional revenue is to:

Allow Zoning modifications for increased building heights on specific streets. That is, 3 stories along Ocean, 4 or 5 stories on Inlet and Lake

Indicate your level of agreement with this statement on the sliding bar

Not in agreement Neutral In agreement

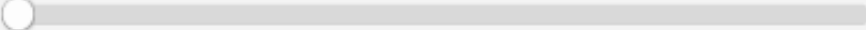


* 3. To fund the gap between revenue and expenses the Town needs to generate additional revenue. One option for generating additional revenue is to:

Raise fees on commercial properties/operations and permits

Indicate your level of agreement with this statement on the sliding bar

Not in agreement Neutral In agreement

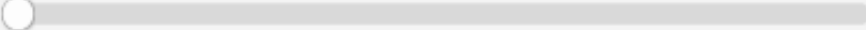


* 4. To fund the gap between revenue and expenses the Town needs to generate additional revenue. One option for generating additional revenue is to:

Allow 3rd party management of the Community Center

Indicate your level of agreement with this statement on the sliding bar

Not in agreement Neutral In agreement



* 5. To fund the gap between revenue and expenses the Town needs to reduce costs. One option for reducing costs is to:

Reduce non-essential services (lifeguards, tree and parkway maintenance)

Indicate your level of agreement with this statement on the sliding bar

Not in agreement Neutral In agreement

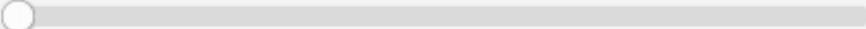


* 6. To fund the gap between revenue and expenses the Town needs to reduce costs. One option for reducing costs is to:

Reduce non-critical capital expenditures

Indicate your level of agreement with this statement on the sliding bar

Not in agreement Neutral In agreement



* 7. To fund the gap between revenue and expenses the Town needs to reduce costs. One option for reducing costs is to :

Outsource Dispatch Services

Indicate your level of agreement with this statement on the sliding bar

Not in agreement Neutral In agreement

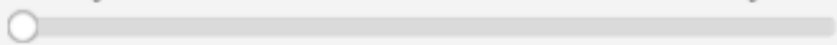


* 8. To fund the gap between revenue and expenses the Town needs to reduce costs. One option for reducing costs is to:

Outsource Fire/EMS Services

Indicate your level of agreement with this statement on the sliding bar

Not in agreement In agreement



* 9. To fund the gap between revenue and expenses the Town needs to reduce costs. One option for reducing costs is to:

Outsource Police Services

Indicate your level of agreement with this statement on the sliding bar

Not in agreement Neutral In agreement



* 10. To fund the gap between revenue and expenses it may be necessary to outsource one of the public safety services.

Rank the public safety services from 1 to 3 by clicking the arrow. With 1 being the service you would be most willing to outsource and 3 being the service you would be least willing to outsource.

-  Dispatch Services
-  Fire/EMS Services
-  Police Services

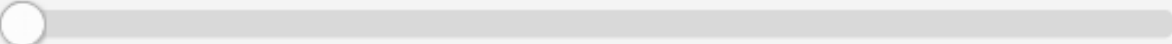


* 11. Property taxes are the largest source of Town revenue. Raising property taxes would help fund the gap between revenue and expenses.

What direction would you like the Town to take on Property Tax rates?

Indicate your direction on the sliding bar

Do Not Increase Neutral Increase



12. Select your age category

- Less than 49
- 50-59
- 60-69
- 70-79
- 80+

13. In Palm Beach Shores, I live in a

- Single Family Home
- Condominium
- Apartment
- Timeshare



14. How long have you lived in Palm Beach Shores ?

- 1-2 years
- 3-5 years
- 6 to 10 years
- More than 10 years

15. I live in Palm Beach Shores

- Full Time
- Seasonally

16. My Palm Beach Shores dwelling is homesteaded

- Yes
- No

17. Thank you for taking time to complete the survey. If there is additional feedback or comments you would like to provide please complete the section below.

