

# CITY OF PORT ST. LUCIE

# Neighborhood Services Department

# 2019 NICE Neighborhood Meeting Data & Outreach Analysis

# **Contents**

2019 NICE Neighborhood Meeting Data Executive Summary	Pages 2-4
2019 Spring – NICE Neighborhood "Kick-off" Meeting Resident Input	Pages 5-8
2019 Fall – NICE Neighborhood Meeting Resident Voluntary Survey Input	Pages 9-14
2019 Other Survey Data from City of PSL Events	Pages 16-20
2020 National Citizen Survey Data – Community Engagement: Goal 2 Vibrant Neighborhoods	Pages 21-24

#### Attachments:

-	1) Fall 2019 sample meeting agenda	Page 25
-	2) 2019 sample neighborhood survey	Page 26
-	3) 2020 neighborhood map	Page 27
-	4) June 2020 NICE project update	separate document
-	5) NICE Project Charters (x2)	separate documents

# **Executive Summary**

# **Program**

In 2019 the NICE program launched a series of kick-off meetings. The meetings were geared towards reintroducing the newly established program and its accomplishments to residents. The spring meetings focused on presenting all the program's accomplishments and getting residents acquainted with the Neighborhood Map and developing ideas for the future of the program and neighborhood improvement plans. The fall meetings brought residents together with City officials directly connected to the neighborhoods from the Code division and the Police Department as well as other specialists as needed to speak on projects directly affecting any one neighborhood or group of neighborhoods.

# **Surveys & Input**

Input was collected through a variety of mechanisms. Citizens contributed ideas and feedback through written statements, interactions with staff during presentations and formal surveys. The data compiled through written comments and surveys is reported in graph format in the following document. This input was analyzed together with other input received via Neighborhood Services representation at events and the City's National Citizen's Survey.

What does the data show?

At the spring meetings the top three topics discussed were traffic, parks, and meetings (advertising of the meetings). Additional topics included: transport, school bus stops, recreational spaces, beautification bike paths, fitness stations, retaining green spaces, pocket parks, nature preserves, walking trails, drainage, pet waste stations, benches, receptacles, recycle bins, litter, neighborhood watches and CERTs, litter, code, volunteering, updates, speakers, activities, block parties.

At fall meetings, the top topics discussed can be sorted in three categories outdoor amenities/nature, safety, and engagement activities. The main topics of interest across all neighborhoods included: land conservation, green spaces, parks, trails, trees, crime prevention, traffic safety, keeping empty lots clean and safe, neighborhood safety, more activities, movie nights, waterparks, block parties.

During the rest of the year and at the fall meetings more focused surveys were conducted. The main topics addressed in the surveys were: City Improvements, Neighborhood Activities, Green Areas, Safety Initiatives, Tools for Keeping Neighborhoods Clean. The most frequent topics brought up in the surveys at meeting was more sidewalks and safety. Surveys were collected from residents who participated in the NICE neighborhood meetings but, also advertised and collected at all city events to residents at large while informing residents of the possibility to attend neighborhood meetings in the future. All of the surveys from both meetings and events expressed high levels of satisfaction with safety, cleanliness and recycling at home. Most respondents from both meetings and events rated property values as moderate, the availability of affordable housing as good, Code as extremely important, Solid Waste service as excellent. Most respondents from both meetings and events were homeowners.

Additional specific topics of interest that came out from surveys collected at events were landscaping, trails, trees, clean ups, dog parks, playgrounds, signs, traffic education, sidewalks, transportation, school bus stops, lights, code, recycling, affordable housing, activities, sense of community and more functions. National Citizen Survey data reinforced that residents believe that opinions regarding overall neighborhood appearance and quality of life are steadily increasing over the past 10-11 years, about 30 points.

In addition to this, a logistical question was posed to all residents who participated in the meetings regarding recurrences and structure. All residents in attendance at all the fall meetings agreed to maintaining the proposed bi-annual meeting recurrences on the same week and day of the same months May in the Spring and November in the fall. In addition, the structure including the Code Division and Police Department was favored by all [see attachment 1) Fall 2019 sample meeting agenda].

# **Future of the Program**

Overall, the program has and continues to work on all types of neighborhood improvements discussed this past year. The office is building relationship with other departments to reinforce their work in respect to what has been expressed by the neighborhoods. At the same time the office is building local and state relationships with local governments and non-profits as well as other neighborhood services departments from Miami to Sarasota to build on existing best practices and work with counter parts on new concepts. Neighborhood outreach, community engagement and even neighborhood planning (improvements) is ever-evolving and we can really see that firsthand with what has happened since the outbreak of the global pandemic involving COVID-19. In response to this climate, we are continuing to work along the lines of the objectives established at the onset of the creation of the NICE program only we are looking to reset the programs using innovative tools that will still get a lot of work done. The remainder of this year will include but not be limited to:

- Moving City University to an interactive virtual zoom platform.
- Moving NICE Neighborhood Meetings to an interactive virtual zoom platform.
- Online webinars based on survey responses sent in June.

- Monthly NICE Neighborhood Newsletters sent via email.
- Promotion of existing online interactive tools: 1PSL, Project Tracker, online interactive GIS maps, development of neighborhood webpages.
- Group planning activities done through neighborhood focus groups.

#### **Additional Activities**

NICE will continue to work on all pre-established neighborhood improvement projects. Generally, the program will work towards establishing future resident-driven neighborhood improvement plans. New programs will include a neighborhood recognition program and neighborhood initiative/organizing grant that will focus on the creation of more civic associations. Lastly, the program is working to create an online Neighborhood Directory for the end of this year. Another goal is to work towards the creation of a Neighborhood Development Day, like classic neighborhood conferences.

# **Research and Development**

- New Community Programs intern
- Council of Social Agencies of St. Lucie (COSA)
- NUSA (Neighborhoods USA)
- Realtors' Association
- The County and other local government offices
- Florida VOAD (Volunteer Organizations Active in Disaster
- Florida Community Development Association & National Community Development Association
- Florida Redevelopment Association
- Finding trends in neighborhood solutions at other established neighborhood events including: South Florida Safe Streets Summit, Orlando Mayor's Neighborhood and Community Summit, Orange County Community Conference, Hillsborough County Annual Neighborhoods Conference, Florida Neighborhoods Conference

#### 2019 Spring

#### NICE Neighborhood "Kick-off" Meeting Resident Input

(Attendance per neighborhood at each meeting listed in parenthesis after each neighborhood name)

The spring kick-off meetings approached the neighborhoods as an info session and listening session. The new NICE liaison was introduced, a presentation outlined program developments to date and the Neighborhood Map was promoted and explained to residents who had not participated in the naming campaign (which was the case for most residents in attendance at these meetings).

After the initial presentation the floor was opened to residents to share thoughts and ideas. Comment cards were available to residents to submit thoughts and ideas in writing. Two types of comments were collected: comments geared towards the NICE program and comments geared towards the City in general. Comments or questions that required immediate assistance or could be answered directly were addressed during and immediately after the meetings.

Spring 2019: 8 meetings hosted from the end of March through to the beginning of May with a total of 66 participants. More residents showed interest on Facebook and through the email RSVP function but, they did not all attend in person.

Comment and attendance by meeting here below.

Fairgreen Gardens (4), Floresta Pointe (2), and Riverview (11) + 2 from Northport Village that did not realize their meeting was scheduled for April 4, 2019 but nonetheless participated in this meeting. - March 23, 2019

#### NICE

- Quarterly meetings
- Guest speakers (Bob Brown VP of HAM)
- Meeting location and time are good
- CERT
- Status of Civic Center contact and plans

#### Citv

- Exercise equipment Kiwanis Park
- Street parking limits
- Slow down traffic
- Bus stops (PSL and Floresta)
- Changing/fixing street names
- Add stop signs to Thornhill Drive/Sandia intersection

Fairgreen Crossing (0), Hidden Oaks (1), Oak Hammock (1), and Palm Trails (4) - March 30, 2019

#### NICE

- City
- Post signs about meetings on main intersection
- Walking paths with signs
- GIS map overlay with bus routes and parks - access to activity/link to route on website and access to transit info
- Sidewalks
- Streetlight
- Litter Action Plans: signs such as Street or Neighborhood of the Month
- Landlord/renter registry
- Property management issues-trash, multiple vehicles, lack of quality interactions

- Guest from established neighborhood come and have a Q&A of organized activities
- Waste Pro/garbage collection is excellent

Canal Pointe (0), Lyngate (3), Morningside (2), and Sandhill Crossing (9) - April 2, 2019

#### NICE City Website - botanical gardens, lakes, Code enforcement parks, walking paths Change in road signage at Lennard road connecting to Federal highway Make presentation at Spanish Lakes golf village HOA Theater, museums, art center, NICE program - keep up updates galleries Annual individual neighborhood meetings Sandhill Crossing meeting **locations-Elk Lodge, Lyngate Park Providing more recreation spaces** in vacant lots such as the lounge area at Lennard/Hillmoor **Beautifying "Midport Lakes" on Veteran's Memorial Pkwy +** Triumph Rd

Bayshore Heights (2), Cashmere Cove (0), Northport Village (1), and Swan Park (0) - April 4, 2019

NICE	City
<ul> <li>Meetings quarterly or bi-monthly</li> </ul>	<ul> <li>Slow down traffic (Thornhill, Surfside,</li> </ul>
on weeknights	Sagamore)
Bring speakers	<ul> <li>Riverwalk or park on Emerson</li> </ul>
Meeting in Golden Corral for dinner	<ul> <li>Park at Larkspur and Jordan</li> </ul>
Let PD and Code Officers attend meetings	Dig out drainage lanes

Gatlin Pines (1), Newport Isles, Parks Edge (0), Portofino Isles (0), and Whispering Pines (5) - April 6, 2019

NICE	City
	<ul> <li>Issues with roundabout on Tulip and</li> </ul>
	College Park
	<ul> <li>Repaint white lines on road</li> </ul>
	<ul> <li>Road extended from PSL to Gatlin</li> </ul>
	<ul> <li>Traffic problem at schools</li> </ul>
	<ul> <li>Repaving roads in Park Edge</li> </ul>
	<ul> <li>Parks Edge sign</li> </ul>
	Bike paths
	Lottery office in PSL
	Fitness park at Darwin

Paar Estates (0), Rosser Reserve (1), Sawgrass Lakes (0), and Tulip Park (0) - April 13, 2019

NICE	City
<ul> <li>Planning/zoning in front of new Walmart</li> </ul>	<ul> <li>Slow down traffic speed (Regatta/Benshaw)</li> <li>Difficulty with left turning traffic on North Globe to get on PSL Blvd</li> </ul>

Becker Ridge (1), Crane Landing (4), and Woodland Trails (2) - May 4, 2019

NICE		City
•	Preference for Saturday morning meetings	<ul><li>Burnt down building Becker Rd</li><li>Moratorium</li></ul>
•	Website and Nextdoor app	Benches on Becker
	communication	<ul> <li>Floral Rd is dead end</li> </ul>
•	No more kids at meetings	<ul> <li>Dog Trash receptacles</li> </ul>
•	Drainage ditches turned into canals	<ul> <li>Decorations on SLW vs Becker Rd.</li> </ul>
•	Name ponds near Becker	<ul> <li>Safety Hazard Daemon St- speeding</li> </ul>
•	Evening meetings are better	traffic where kids play
•	Neighborhood Watch	<ul> <li>Becker Ridge rezoning not handled</li> </ul>
•	Park at turnpike and Becker	well
•	Wet pond North side	<ul> <li>Meetings set up last minute</li> </ul>
		<ul> <li>Officials arguing with mayor</li> </ul>
		<ul> <li>Add announcements/banner holders to Becker Rd.</li> </ul>
		<ul> <li>Pocket parks in Becker Ridge</li> </ul>
		Retain city lots/green space on Becker
		Pet owners not picking up after pets
		Speed bumps
		Apt/shopping plan Citris and Becker
		Do not bulldoze trees
		Discarded tires on Gailbreath,
		Darington, Atlee
		Social security office needed at
		Tradition

Torino (10) - May 11, 2019

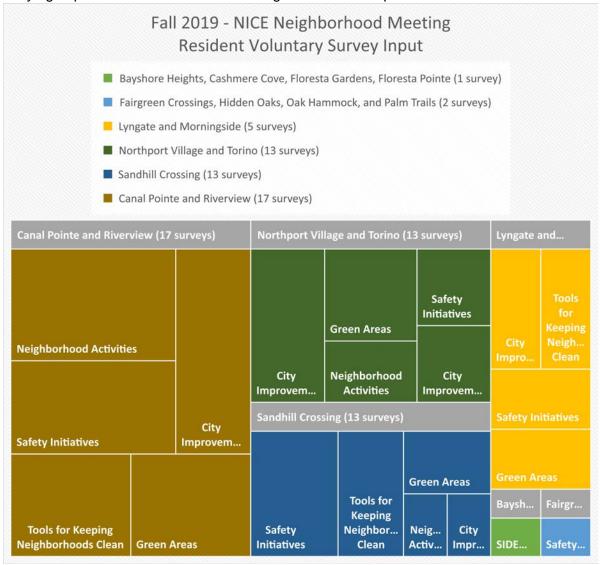
NICE		City
•	Meeting location closer to Torino	<ul> <li>Pet waste stations with sidewalks</li> </ul>
	on Saturday mornings	Block parties
•	Weekend midafternoon meeting	<ul> <li>Nature preserve/walking trails</li> </ul>
	times	<ul> <li>Volunteer groups</li> </ul>
•	2-3 meetings per year	Code enforcement for pet waste
•	Location in Torino or SLW	<ul> <li>Mailed flyers to homes on community</li> </ul>
•	Weeknight meetings	, i

- Help to facilitate block party
- Explore location in Torino, determine date and time
- Put walkway around lake in North Torino
- Landscape E Torino off Midway
- Trim trees at S Delwood and E Torino, blocking left turn and incoming traffic
- Use city banner signs to announce meetings
- Let communities know the money comes from recycling
- Lawn signs
- More roundabouts (California and Peacock intersection)
- Torino and California intersection needs turning lane
- Bring back concert series
- Put recycle bins at community events
- Install bike paths and exercise equipment in Crosstown
- Interactive modern park for kids
- Solid waste pickup needs regular time
- Sign needed for next intersection in Bayshore Blvd.
- Welcome sign on East Torino needs attention - Public works
- Speed signs in neighborhoods, more police presence for enforcement

#### 2019 Fall

#### **NICE Neighborhood Meeting Resident Voluntary Survey Input**

During the fall 2019 NICE Neighborhood Meetings staff engaged in conversation about residents' thoughts, concerns and ideas as to how to move forward with the NICE program, civic associations and neighborhood improvement action plans. The conversation was guided by the meeting agendas and comments were solicited via surveys (see samples attached). Consensus amongst all groups and attendees is that the meetings should continue a regularly on a biannual basis. Participants agreed that they wanted to have PD and Code updates at each meeting and more neighborhood activities are crucial in order to build engagement. Lastly, it was agreed that there is a need to protect the quality of life\* in the City's neighborhoods and there are many ways to do this. One way that would come up consistently across all the groups is trying to protect lands and create more green areas and parks for future use.



Fall 2019: 9 meetings hosted from the end of October through to the beginning of December with a total of 90 participants. More residents showed interest on Facebook and through the email RSVP function but, they did not all attend in person. Comments, attendance by meeting and number of surveys completed per meeting here below.

**10/29/19 Lyngate and Morningside (8 residents in attendance, 5 surveys completed) -** Paving streets, sidewalks, traffic control (Veteran's memorial parkway), movie nights, waterpark.

11/02/19 Bayshore Heights, Cashmere Cove, Swan Park, Floresta Gardens and Floresta Pointe (9 residents in attendance, 1 survey completed) - Sidewalks, traffic safety, roundabout education

11/05/19 Becker Ridge, Crane Landing, Paar Estates, Parks Edge, Sawgrass Lakes, Tulip Park and Whispering Pines (10 residents in attendance, 0 surveys completed) - Traffic enforcement and education, crime prevention strategies, trails, canal improvement, trees, land conservation.

11/13/19 Gatlin Pines, Newport Isles, Portofino Isles, Rosser Reserve and Woodland Trails (2 residents in attendance, 0 surveys completed) - Traffic safety, trails, trees, and green spaces.

11/16/19 Fairgreen Crossings, Hidden Oaks, Oak Hammock, and Palm Trails (5 residents in attendance, 2 surveys completed) - Parks within walking distance, kids' activities, crime prevention.

11/19/19 Sandhill Crossing (18 residents in attendance, 13 surveys completed) - Sidewalks, enforcement speed limits, increased policing.

**11/20/19 Canal Pointe and Riverview (17 residents in attendance, 17 surveys completed) -** More speed bumps, sidewalks, keep empty lots clean, street sweeping, fix Floresta junction, retention pond drainage, beautification on Floresta, asphalt resurfacing, land conservation ideas presented in length.

**11/23/19 Northport Village and Torino (13 residents in attendance, 13 surveys completed)**- Adding sidewalks in green space areas for safety, more sidewalks (3), streetlights (2), landscaping in neighborhood and between houses.

**12/12/19 St. Lucie West (8 residents in attendance, 0 surveys completed) -** Crime prevention and traffic safety.

#### \*Side Note: From the 2020 National Citizen's Survey Livability Report

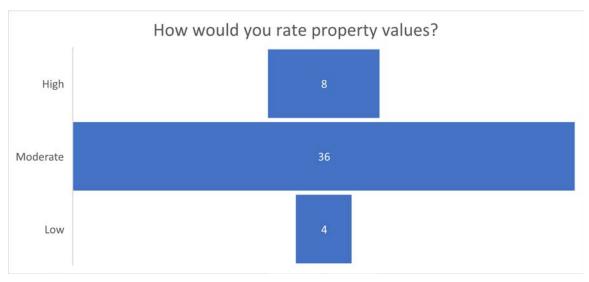
Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)			
	2009	2018	2019	2020
Overall quality of life	52%	76%	78%	79%
Overall image	40%	57%	64%	66%
Place to live	63%	82%	80%	84%
Neighborhood	73%	84%	84%	82%
Place to raise children	50%	70%	67%	76%
Place to retire	57%	81%	77%	81%
Overall appearance	59%	72%	77%	81%

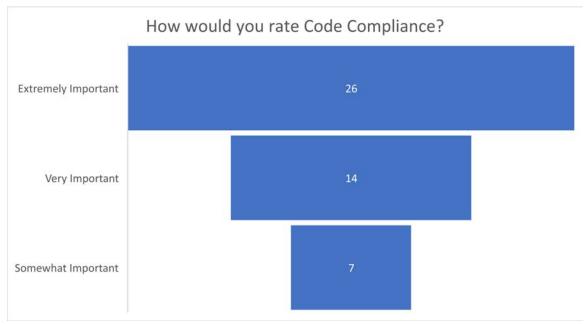
#### Other questions asked in the surveys at NICE Neighborhood Meetings

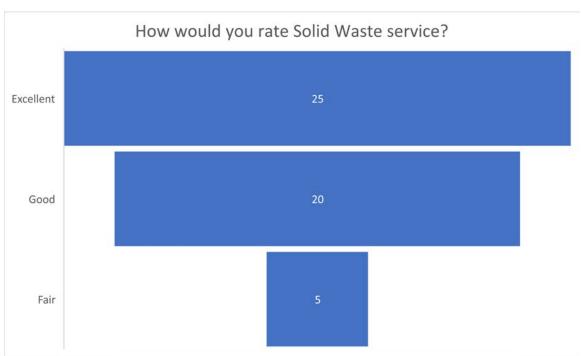
# (data from across all neighborhoods)

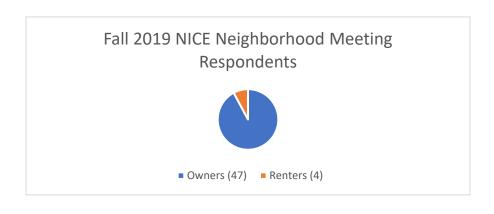






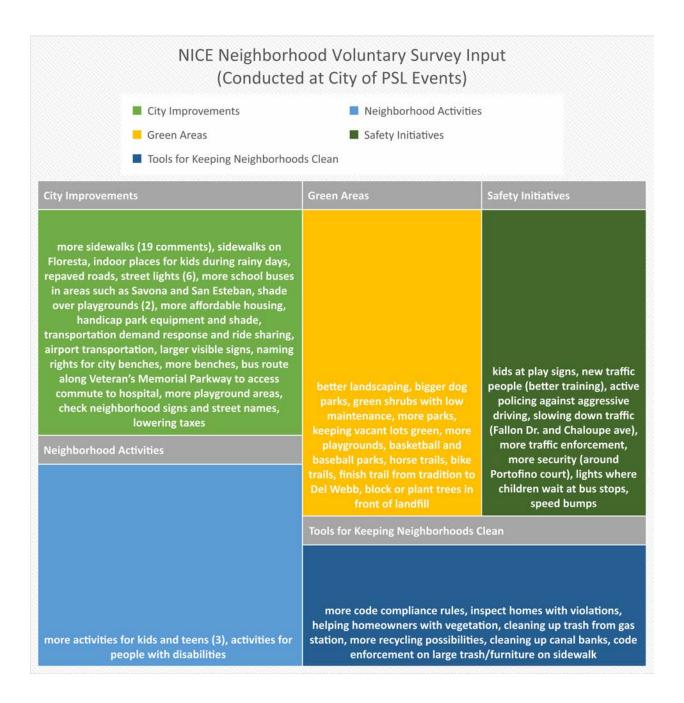






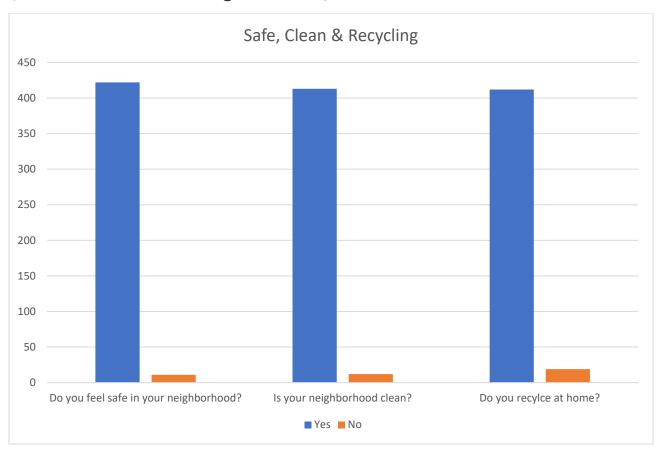
#### 2019 Other Survey Data from City of PSL Events

Other meetings and events were attended during the calendar year 2019 where Neighborhood Services staff reviewed the NICE program and asked residents to fill out neighborhood surveys. The data collected is outlined below.



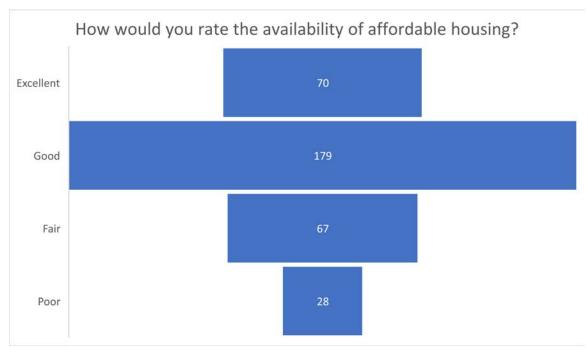
# Other questions asked in the surveys at events

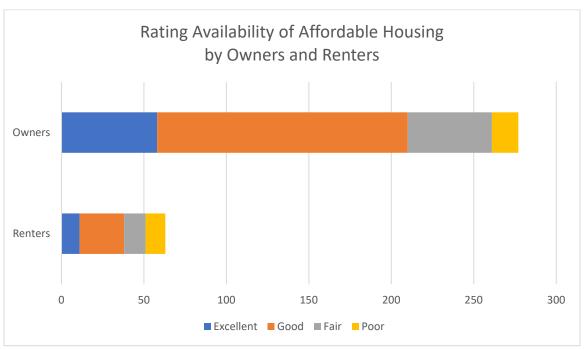
# (data from across all neighborhoods)



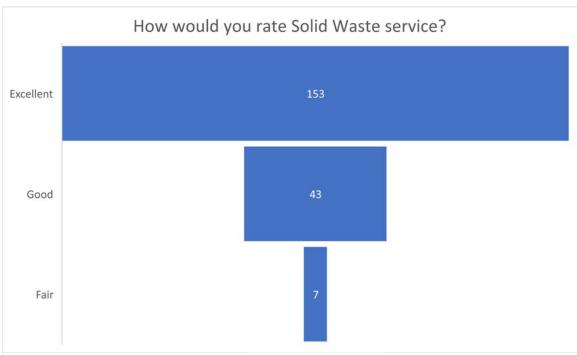


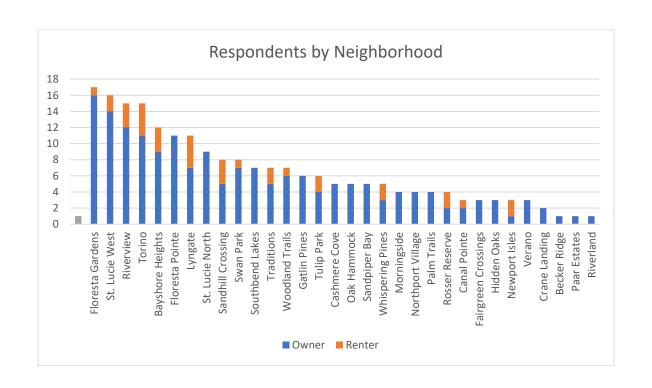














#### 2020 National Citizen Survey Data

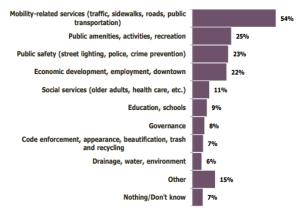
#### **Community Engagement: Goal 2 Vibrant Neighborhoods**

# Side Note: 2019 National Citizen Survey Data - Livability Report

#### The National Citizen Survey

The City gave residents the opportunities to write in their own words what top three services they would like Port St. Lucie to provide that are not currently being provided. A total of 181 respondents wrote in responses for the open-ended question; of these survey participants, half cited a service related to Mobility, such as traffic and sidewalks. Around 2 in 10 identified a need related to public amenities, public safety or economic development and about 1 in 10 revealed they would like to see a service related to social services, education or the government.

Figure 14: Top City Services
What are the top three City services that you would like the City to provide that are not currently being provided?



Total may exceed 100% as respondents could write in more than one option.

# **2020 National Citizen Survey Data**

# Community Engagement: Goal 2 Vibrant Neighborhoods cont'd

#### **Community Characteristics - General**

	sci		Overall
Percent rating positively (e.g.,	Sci	Opt-in	
excellent/good)	(A)	(B)	(A)
The overall quality of life in Port St. Lucie	79%	80%	79%
Overall image or reputation of Port St. Lucie	66%	63%	65%
Port St. Lucie as a place to live	84%	83%	84%
Your neighborhood as a place to live	82%	89% A	85%
Port St. Lucie as a place to raise children	76%	70%	73%
Port St. Lucie as a place to retire	81%	85%	83%
Overall appearance of Port St. Lucie	81%	79%	81%

#### **Community Characteristics - Community Engagement**

Percent rating positively (e.g.,	sci		Overall
excellent/good,	Sci	Opt-in	
very/somewhat safe)	(A)	(B)	(A)
Opportunities to participate in social events and activities	52%	56%	54%
Opportunities to volunteer	64%	70%	66%
Opportunities to participate in community matters	64%	57%	61%
Openness and acceptance of the community toward people of diverse backgrounds	68%	67%	67%
Neighborliness of residents in Port St. Lucie	57%	55%	56%

#### **Community Characteristics - Safety**

Percent rating positively (e.g.,	sci	Overall	
excellent/good,	Sci	Opt-in	
very/somewhat safe)	(A)	(B)	(A)
Overall feeling of safety in	79%	80%	79%
Port St. Lucie			
In your neighborhood during the day	95%	95%	95%

# **Community Focus Areas**

	sci			Overall
Percent rating positively (e.g.,	Sci		Opt-in	
essential/very important)	(A)		(B)	(A)
Sense of community		83%	66%	76%
		В		

# **Governance - Community Engagement**

	sci		Overall
Percent rating positively (e.g.,	Sci	Opt-in	
excellent/good)	(A)	(B)	(A)
Public information services	72%	64%	69%

# Participation - Community Engagement

Dereant rating positively (a.g.	sci		Overall
Percent rating positively (e.g., always/sometimes, more than	Sci	Opt-in	
once a month, yes)	(A)	(B)	(A)
Campaigned or advocated for an issue, cause or candidate	18%	27% A	21%
Contacted Port St. Lucie elected officials (in-person, phone, email or web) to express your opinion	19%	18%	19%
Volunteered your time to some group/activity in Port St. Lucie	32%	36%	34%
Participated in a club	24%	32%	27%
Talked to or visited with your immediate neighbors	93%	94%	93%
Done a favor for a neighbor	89%	85%	88%
Attended a local public meeting	20%	25%	22%
Watched (online or on television) a local public meeting	33%	37%	35%
Read or watch local news (via television, paper, computer, etc.)	87%	87%	87%
Vote in local elections	86%	90%	87%

#### **NCS Verbatim Responses to Open-ended Questions**

- · Actual listen to citizens instead of ignore
- Better communication of the oppurtunities available in PSL
- Build sense community
- Increase communication of events and programs available
- More community functions (x2)
- · Resident well being
- Sense of community (x4)
- Sense of community economic health
- Xmas decorations. No outside tree lit. Nothing like P.Bch or town up north, NY.NJ. Towns are all decked out lots of Xmas spirit

#### **NCS Supplemental Online Survey Results**

- Planning community gathering areas with restaurants, common areas
- Welcoming of new residents

#### 2020 National Citizen Survey Data

# Natural Environment: Goal 1 Safe, Clean & Beautiful and Goal 6 Culture, Nature & Fun Activities

#### **Community Characteristics - Natural Environment**

Percent rating positively (e.g.,	sci		Overall
excellent/good,	Sci	Opt-in	
very/somewhat safe)	(A)	(B)	(A)
Quality of overall natural environment in Port St. Lucie	74%	74%	74%

#### **Governance - Natural Environment**

	sci	Overall	
Percent rating positively (e.g.,	Sci	Opt-in	
excellent/good)	(A)	(B)	(A)
Preservation of natural areas such as open space, farmlands and greenbelts	68%	61%	65%
Port St. Lucie open space	56%	53%	55%

<sup>\*</sup>Write in comments for these two goals were extensive. Many more comments than for Goal 2.

#### Attachment 1) Fall 2019 sample meeting agenda



# CITY OF PORT ST. LUCIE

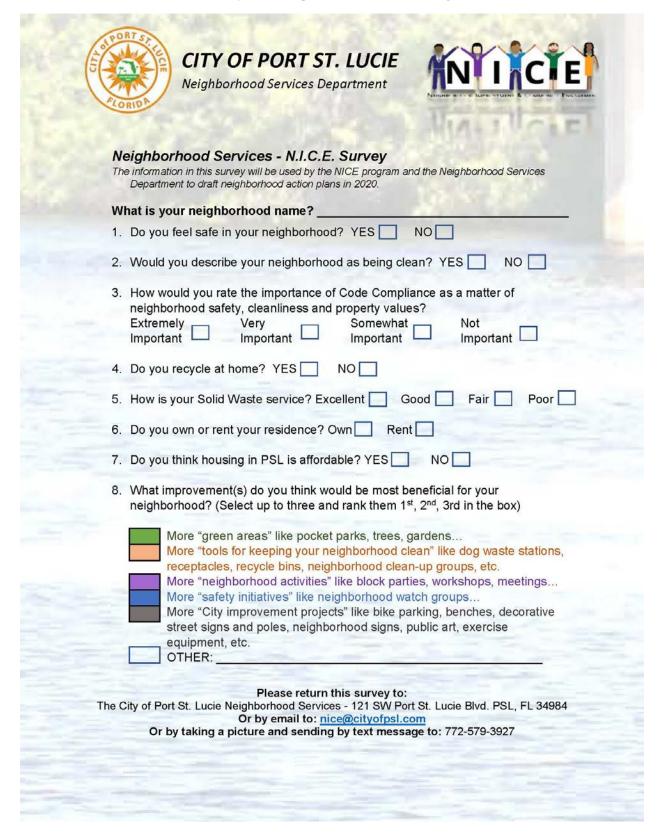
# Neighborhood Services Department

# N.I.C.E. Neighborhood Meeting Agenda

#### Fall 2019

- I. Police Department Update
- II. Code Update, Neighborhood Services
- III. NICE Project Update
- IV. City tools: Project Tracker, NICE webpage, and 1PSL
- V. Neighborhood Group Activities: Civic Associations; Why organize? Where to start and what to do? Vote.
  - a. PD Neighborhood Watch Program, Gretchen Raziela, Crime Prevention Specialist
  - b. Keep Port St. Lucie Beautiful Cleanup events, Adopt-A-Street, Georgette Beck, Special Projects Coordinator
  - c. Parks & Recreation Update, Riverwalk Boardwalk Project, Adopt-a-Park, Robert Chenier, Community Outreach Coordinator
  - d. Healthy St. Lucie Florida Health St. Lucie County, Billion Step Challenge
  - e. DIY Seminars? Other ideas? Vote.
  - f. Summer NICE Neighborhood Conference? Vote.
- VI. Upcoming events & where to find them
  - a. River Nights with Rainfall Reggae 12/12/2019 @ 5:30 pm
  - b. Coffee with the Mayor 12/13/2019 @ 9 am
  - c. Bonfire & Hayride @ McCarty Ranch Preserve 2/1/2020 @ 3pm
  - d. PSL in Lights Bus Tour 12/19 & Festival of Lights Opening December 7, 2019!
  - e. City University:
    - Spring (registration March; start April) and Fall (registration August; start September)
  - f. U.S. Census 2020
  - g. Follow us on Social Media
  - h. Get your neighbors to sign up for updates, spread the word
- VII. Next meeting date/fall & spring schedule?
- VIII. Open Forum
- IX. Adjournment

#### Attachment 2) 2019 Sample Neighborhood Survey



# Attachment 3) 2020 Neighborhood Map

