

Survey Results: Communications and Engagement

 Survey Info - This survey was sent on behalf of the Village of Wellington to the FlashVote community for Wellington, FL.

These FlashVote results are shared with local officials

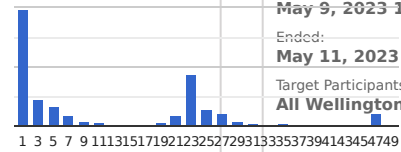
263

**Total
Participants**

258 of 533 initially invited (48%)
5 others
Margin of error: $\pm 6\%$

Applied Filter:
Locals only
Participants for
filter:
228

Response Time (hours)



Started:

May 9, 2023 11:06am EDT

Ended:

May 11, 2023 11:06am EDT

Target Participants:

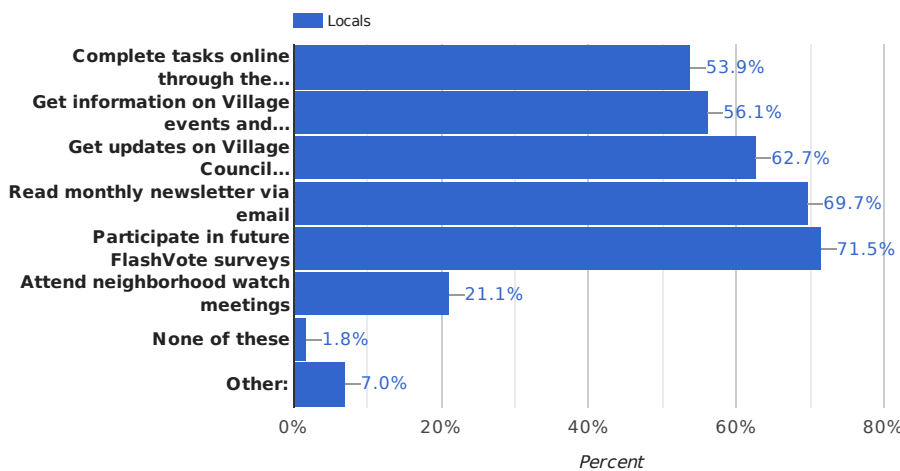
All Wellington

Q1 The Village of Wellington is looking at how it engages with residents.

Which of the following do you do (or want to do) regularly, if any? (Choose all that apply)

(228 responses by)

Options	Locals (228)
Complete tasks online through the Village website	53.9% (123)
Get information on Village events and activities through social media	56.1% (128)
Get updates on Village Council actions through the Village website or social media	62.7% (143)
Read monthly newsletter via email	69.7% (159)
Participate in future FlashVote surveys	71.5% (163)
Attend neighborhood watch meetings	21.1% (48)
None of these	1.8% (4)
Other:	7.0% (16)



community around issues
 mail village online
 newsletter send update
 text email council
 use events meeting
 wellington receive

Watch meeting online

Tell Wellington residents all changes and meetings affecting us all.

Village events & activities in monthly email newsletter

Create an online ombudsman.

Read the signs placed around the community

newspaper

Village website to pay utilities is not very easy to use

Get involved in our community-not sure how, I was always in PTA ad my youngest is in hs now

Attend events

Getting you to do your jobs

Get council meeting notifications by text or email

Send information through U.S. mail

Report issues around the community online.

Receive email updates from Village of Wellington about events, surveys, meeting minutes, etc.

Use text to communicate with key staff . Expand email access to staff and/or specific issues.

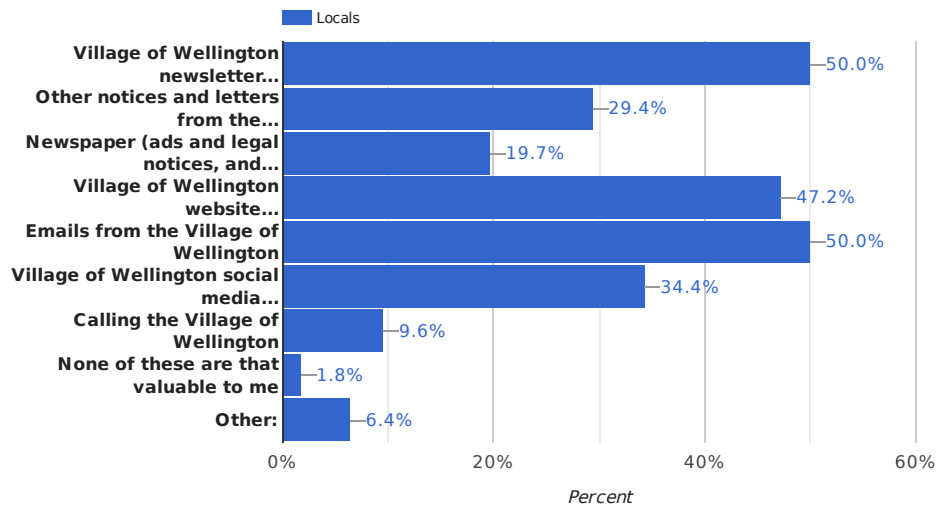
It would make sense for wellington to get emails for anyone interested and then send out mailings

Q2 Which of the following, if any, are the most valuable ways you currently get information about the Village of Wellington and its activities, events, and services? (You can choose up to FOUR, if any)

(218 responses by)

Options	Locals (218)
Village of Wellington newsletter (emailed monthly)	50.0% (109)
Other notices and letters from the Village sent by mail	29.4% (64)
Newspaper (ads and legal notices, and stories)	19.7% (43)
Village of Wellington website (wellingtonfl.gov)	47.2% (103)

Options	Locals (218)
Emails from the Village of Wellington	50.0% (109)
Village of Wellington social media (Facebook, Twitter, Instagram)	34.4% (75)
Calling the Village of Wellington	9.6% (21)
None of these are that valuable to me	1.8% (4)
Other:	6.4% (14)



uses reforms community updates zwrllingtons next
 wellington monthly
 run center regularly signs info door
 getting meet facebook votes building
 land changes village made said site
 web permits council
 jobs better go information
 like taxpayers brought communicate

Facebook

Communicate better with Wellington taxpayers about all changes being made or brought to the Village

Signs around the streets

Go Wellington web site

Information on votes or reforms to zWrllingtons land uses and building permits

I go to the community center regularly for my updates monthly.

Like I said getting you to do your jobs including the mayor. If you can I will run for mayor

We currently do not receive any newsletters in the mail, but think it would be a great idea!

Meet with Village managers monthly

Posted signs

Next Door

Council meeting info

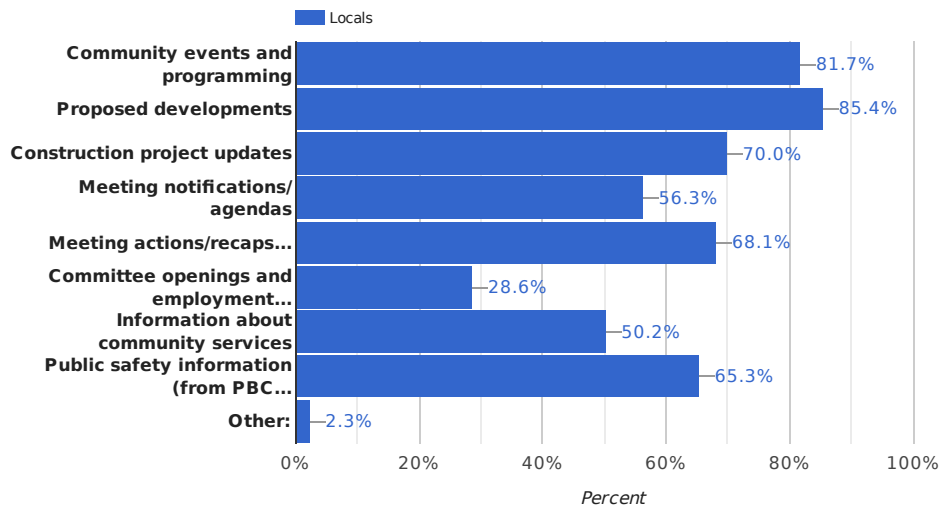
Road signs

Saddle Trail Neighbors website

Q3 Which of the following types of information, if any, are you interested in receiving from the Village of Wellington? (Choose all that apply, if any)

(213 responses by)

Options	Locals (213)
Community events and programming	81.7% (174)
Proposed developments	85.4% (182)
Construction project updates	70.0% (149)
Meeting notifications/agendas	56.3% (120)
Meeting actions/recaps (policy/ordinance changes, approved projects, etc.)	68.1% (145)
Committee openings and employment opportunities	28.6% (61)
Information about community services	50.2% (107)
Public safety information (from PBC Fire and Rescue and Palm Beach Sheriff's office)	65.3% (139)
Other:	2.3% (5)



community wellington burning projects ten season
requests facing daily air days input
show need sugar problems
impact activity throughout
really village timely top quality topics
water horse made cane particles
information senior

Daily air quality, especially on days we get particles from the burning of sugar cane

We really need more timely information about PBSO activity in Wellington

Senior activities

Requests for community input on projects and topics

Impact of Horse Show season throughout on all of the above

Q4 What, if anything, could the Village of Wellington do differently to do a better job of giving you the information you want and need?

(57 responses by)

work construction alert light social issue town
developers residents live
media go thing people vehicle village need
job text find area also stop
hours good email inform traffic street
concerns
wellington update new project
community time changes noise make communication

Parking at community center limited and traffic has been getting worse

Text message alerts would be great

It's fine as it is

Send out regular newsletter

Let communities and Wellington taxpayers be informed of all construction, all development changes or land uses made to all residents.

Signups for information

More details in the updates

better social media

you do a very good job

Get residents involved prior to spending multimillions on frivolous projects. IE: Stop signs at crosswalks

Be truthful in communications to homeowners - have had a bizarre experience at our HOA meeting where Mr Barnes denied sending a letter to us which we all had a copy of . Unprofessional and dishonest to say so - really makes me cautious about trusting anything the village sends out regarding in possible future developments .

Email information. Mail information. Village needs to be transparent.

Daily delivery of pizza and beer (not bud light)

We need new restaurants/microbreweries, more reason to stay here at night rather than going to West Palm or Delray

Be transparent on granting building permits on Equestrian Reserve Lands or changes to status of said reserves

Slow down the development of Wellington

Let us know about emergencies that may occur on social media.

I am impressed with how much the Village has changed. I personally feel and see the care the Village has taken for their Senior Citizens and the population in Wellington.

Continue monthly emails

Mailers and text updates that residents can subscribe to for up-to-date information

Stop the development within Wellington; particularly the proposed equestrian expansion, housing development and hotel.

Clear updates on projects

Announce senior events well in advance of the events

The Village is doing a good job providing information to keep the citizens informed. Thanks!

Give weekly updates

More discussion about the lake.

Discrete emails about different areas or interests

Stop using a truck to clean streets. It rains every day

The inspectors need to be more professional and treat people with respect

There are a number of street lights out. I would regular communications on how to alert Village staff of such problems.

I don't find Wellington receptive or responsive to the views of people who live and vote here. Developers run the Village.

Get you to doing your jobs. First I will fire the mayor. Then put everyone one on hourly job reports sent to me daily

List of public bus stops

Keep us updated on progress that changes zoning

More direct communication

We should be more informed about what exactly is happening in and around our community. The good, the bad and the ugly.

I think Wellington does an excellent job of communicating with residents

I think the Village has everything available. I have not been proactive enough to sign into everything.

Prioritize Village residents in the recreation programs

Look into providing partial shade over playground where slides are :)

Wellington is becoming densely populated. Noise a major issue. Begin to transition landscaping to battery operated trimmers and blowers, much quieter than whirring 2 cycle motors. New construction is constant. Back up alarms are constant. Begin a

transition to in-vehicle alarms with cameras and detection alerts for all equipment. The beep beep back up alarms are 1970s technology. Almost all cars have back up cameras. Put this tech in all commercial and construction vehicles and include person detection and in vehicle/cab alarms. Get rid of the beep beep alarms that broadcast unwanted noise.

Nothing. I am very satisfied.

How about doing a Flash Vote for development projects, so owners who are only around for a certain time of year can express their opinions. Also for people who work for a living and can't attend meetings. Include the community, that's the point of this no? Not just self-centered interests of the town board.

It would be very helpful to be kept updated on the plans for the new development going in at Wellington National. I am very concerned about the impact on my neighborhood of Equestrian Walk. We already find it difficult to get in and out via Dovetail due to the heavy traffic during high season.

The delivery of more timely and consistent information through the variety of venues identified in this survey

Better social media presence, especially on specific issues. Ability to tailor communication preferences to specific departments, issues, concerns

Ban the illegal approval of golf carts on sidewalks in the village. Wellington is liable for allowing golf carts with no vehicle registration, insurance and driven by teens or preteens. Some of the sidewalks do not have room for walkers or bicyclists that are forced to go into the street! Incidents have already happened, Wellington: do not wait until a tragedy happens.

An example of something to do differently would be to inform the Grand Isles community that the area on the other side of the fence was being considered as a site for the new pool complex with parking for nearly 300 vehicles and give the residents an opportunity to express their concerns with noise and lighting and the hours of operation. Grand Isles was never contacted.

Email and text important concerns

Recently, there was a shooting. It was announced but no updates were given. One night, a helicopter flew over our house for hours. I called non-emergency number and they said it was a home invasion. I called the next day for an update and the person said she didn't have any information and she was very rude.

Have a dedicated Wellington events page. It might already exist. Just a thought.

Publish the discussions that occur at the city council meetings...

Live updates via text about traffic accidents, police activity, gas leaks etc affecting traffic flow. Texts about upcoming road construction like the town of Palm Beach currently employs.

More information should be made available on changes going on. I just heard that the entrance to our development will be destroyed by a roundabout at our entrance. The roundabout is needed to slow down traffic. Speed bumps also work without destroying our entrance way.

email

You all make excellent videos. Maybe some more of those showing the updates and cool things done construction project.

Provide messages (SMS, iMessage, RCS) to residents who opt in to receive them with links to important and worthy information. Notifications if you will not dependent on email.

Q5 Any other comments or suggestions about communications or engagement with the Village of Wellington?

(27 responses by)

inform town know wellington give time
 communicated live
 transparent work need
 public text village like residents
 home meeting great community
 job better keep use truthful

Through fb you are doing a great job

Be upfront truthful and transparent for ALL changes and/or proposals.

Signs around the community help

To be honest ,truthful and open .

If I didn't check the nextdoor app I wouldn't know half of what I know. Very disappointed in the lack of communication abd transparency from the Village.

We are very proud of our Mayor!

Only what I expressed above.

We appriciate Liz' sm comminications

Keep Wellington for horses , restricted building cheap housing that can lower present home values . Keep Wellington a semi rural Township with certain exclusivity we are not to become Royal Palm Beach !!!!

communications does very comprehensive coverage. Great work

Use all methods of communications to inform village residents.

Have concern for all community members impacted by decisions

More crime/safety related communicated directly to residents by the village to minimize rumors and get a better idea about PBSO activity in the village; there seems to be a disconnect here, so perhaps we need a liaison from the village to dispatch information in a timely fashion to residents as there is kind of a "brick wall" from PBSO to the media whenever crime occurs and Wellington residents are in the dark; it gives the impression that by not communicating these matters that the village and PBSO are purposely keeping the public from knowing and that affects public safety and trust

None at this time.

The inspectors need to give clearer instructions

Nope

Address serious issues like Traffic.

Please enforce parking violations

Nothing more - it's a beautiful place it live !

No

I appreciated meeting officers at community meeting.

Better use of text

Generally speaking, I have a good working relationship with the Village employees I come in contact with. Thank you.

Needs to be an emergency alert system. I'm older and home alone during the day.

We should use our local paper (TownCrier) to relay council news before it happens not after.

Texting important things would be welcome as well. Text reminders of village meetings etc

You all do a great job communicating with the public. We live in a great town!