

# THE NCS™

THE NATIONAL COMMUNITY SURVEY™

## Wellington, FL

The National Community Survey™

2025 Results

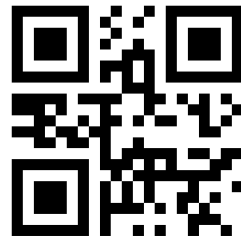




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# Resident Surveys in Local Governance



**Monitor trends  
in resident  
opinion**



**Measure  
government  
performance**



**Inform budget,  
land use,  
strategic  
planning  
decisions**



**Benchmark  
against other  
communities**

# The NCS™ Facets of Community Livability



**THE NCS™**

THE NATIONAL COMMUNITY SURVEY™



# The National Community Survey™ in Wellington

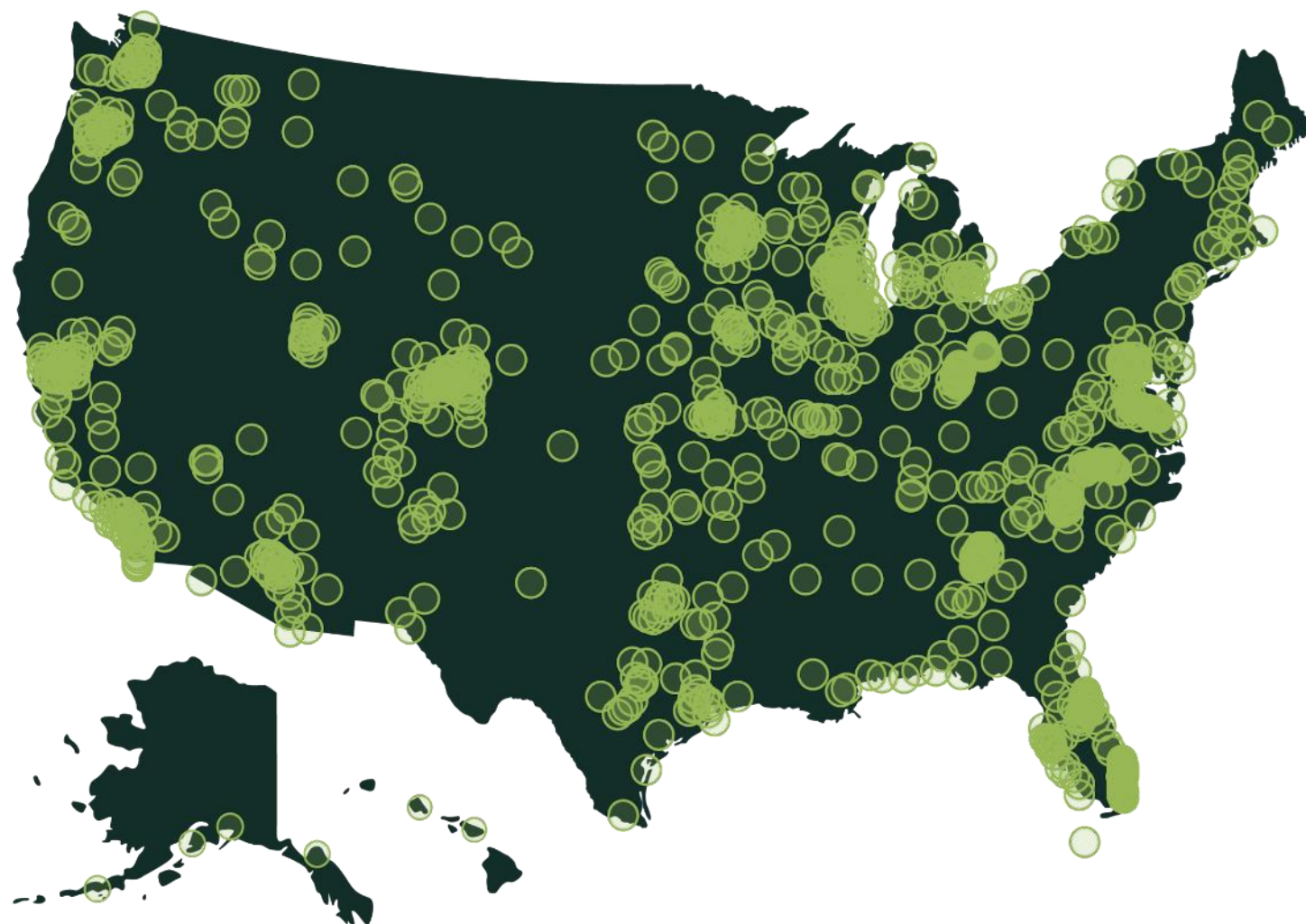


## The NCS™ for Wellington, FL

- 3<sup>rd</sup> time conducting The NCS (previous surveys in 2021 and 2023)
- Survey conducted from May 20<sup>th</sup> – July 1<sup>st</sup> 2025
- Mailing approach employed:
  - Probability-based sample of 3,000 randomly selected households
  - 344 total responses received
  - 12% overall response rate
  - Non-probability, open-participation survey: 161 responses
- Results statistically weighted to reflect Wellington overall
- 95% confidence interval with a +/- 5% margin of error



# Polco's Benchmarking Database



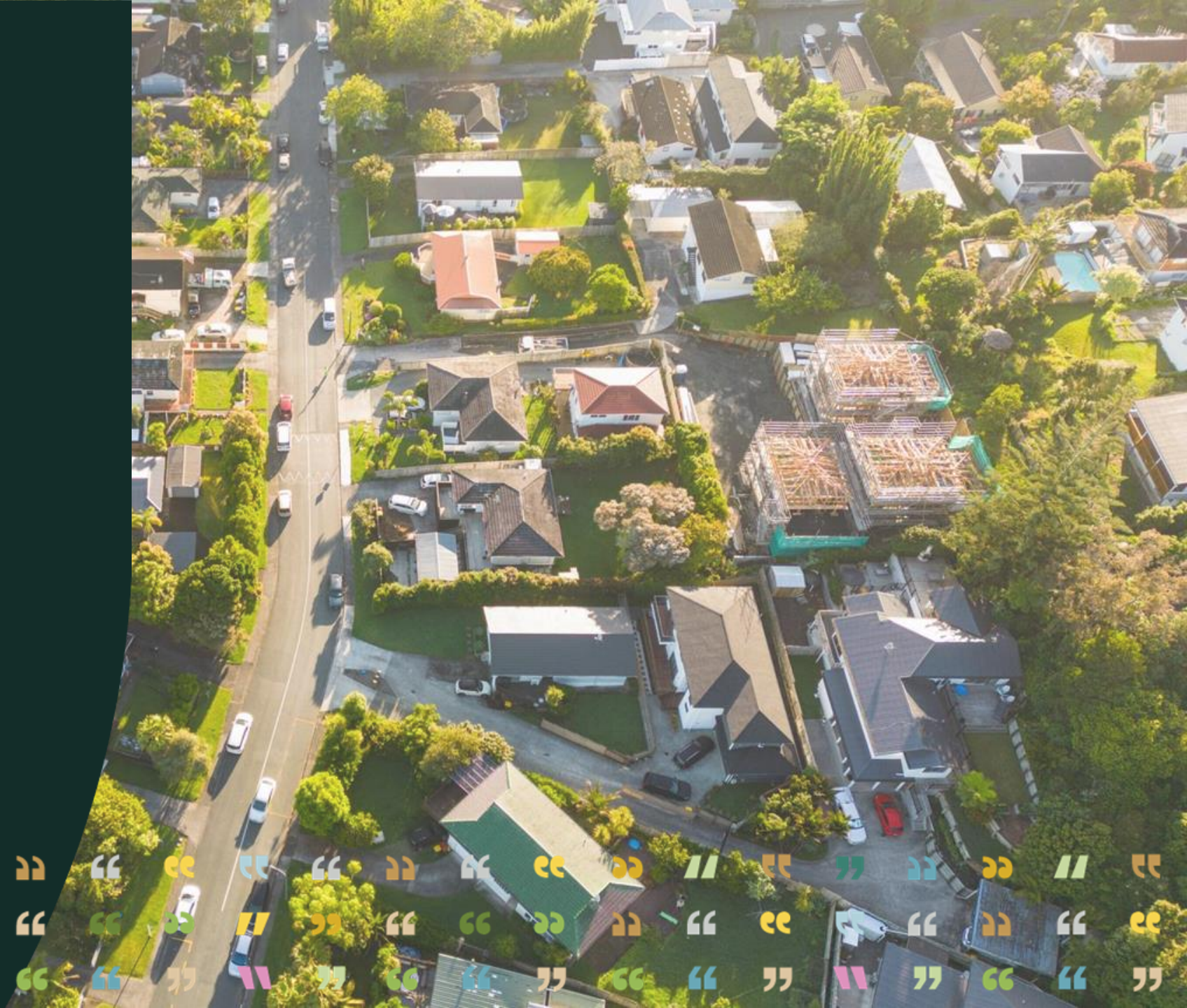
More than  
**500**  
comparison  
communities  
across the  
nation.

Representing  
the opinions  
of more than  
**50 million**  
residents.





# Overview of Survey Results

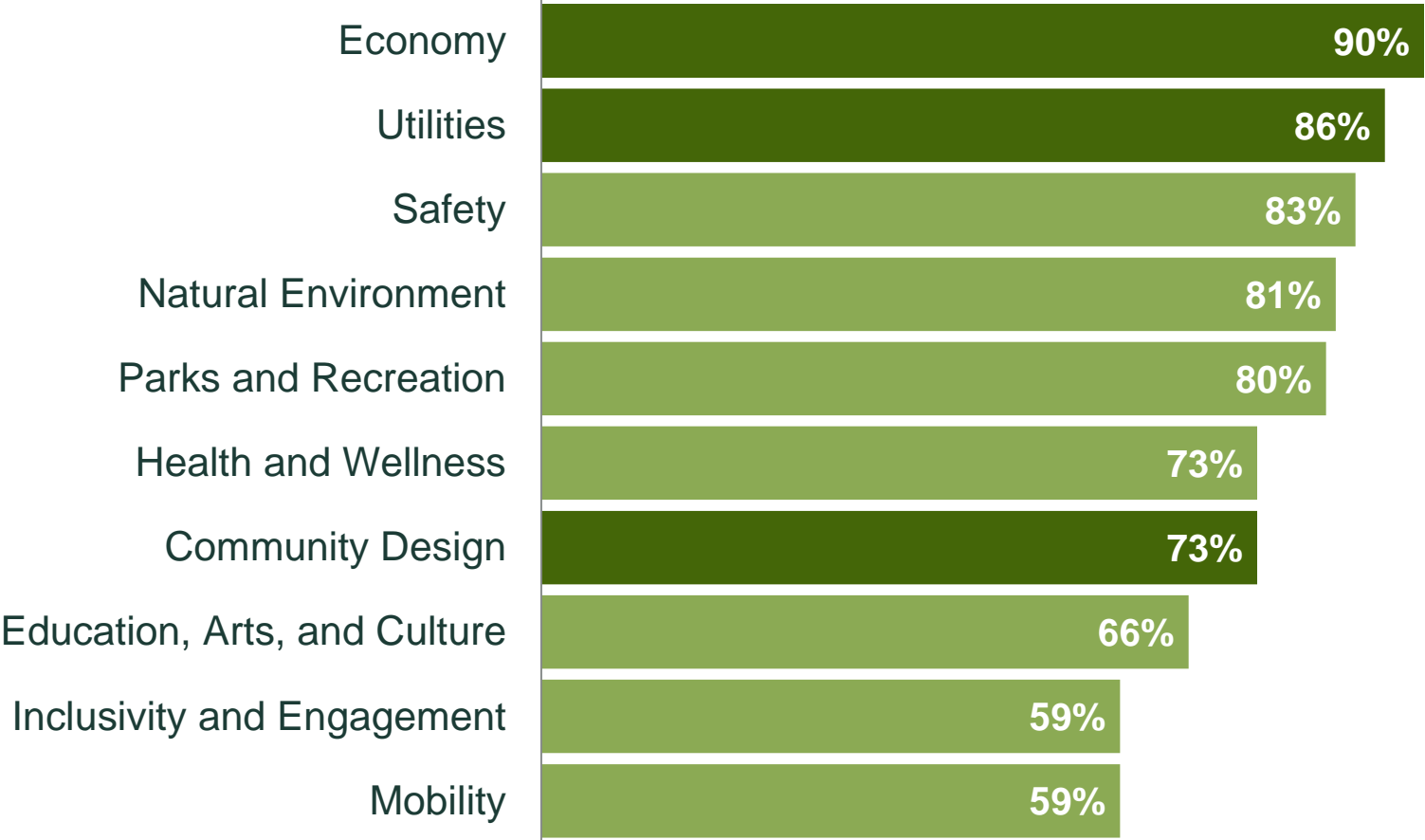


# Facets of Community Livability: Quality



National  
Benchmark  
Comparisons:

- Higher
- Similar



Percent excellent or good





# Facets of Community Livability: Importance



National  
Benchmark  
Comparisons:

■ Higher

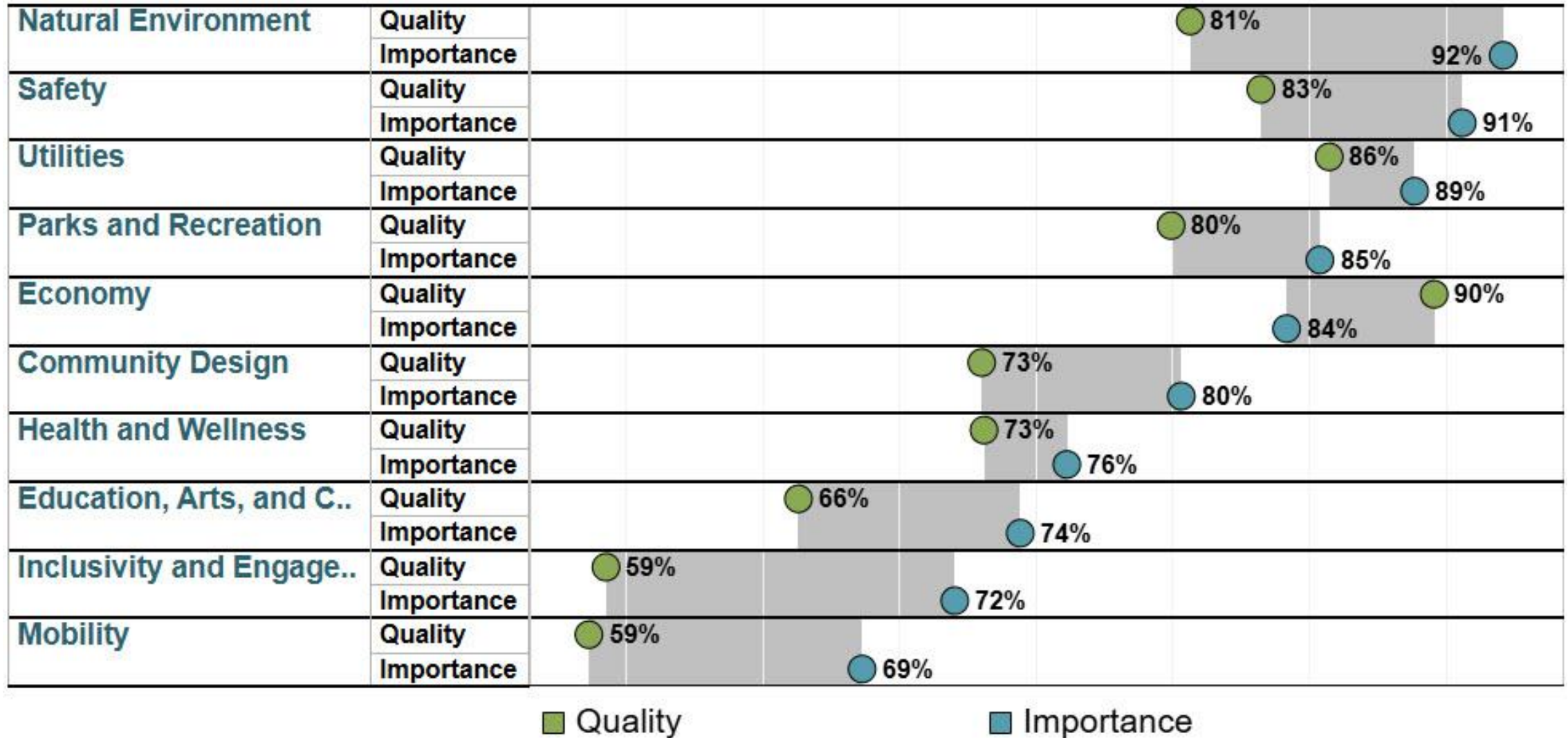
■ Similar



*Percent essential or very important*



# Balancing Quality and Importance





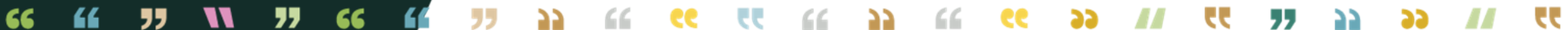


## Comparisons to National Benchmarks

22 received **higher** ratings

100 received **similar** ratings

0 received **lower** ratings





## Comparisons to Custom Benchmarks

38 received **higher** ratings

84 received **similar** ratings

0 received **lower** ratings







# Key Findings







Wellington  
residents  
experience a  
high quality of  
life.





# Overall Community Quality



About  
**9 in 10**

residents gave **excellent** or **good** ratings to:

- Wellington as a place to live (90%)
- Overall image or reputation (90%)
- The overall quality of life in Wellington (93%)

**About 9 in 10  
residents**

- Plan to remain in Wellington for the next five years (87%)
- Would recommend living in Wellington to someone who asked (92%)



Safety remains  
a strength for  
Wellington  
residents.

2



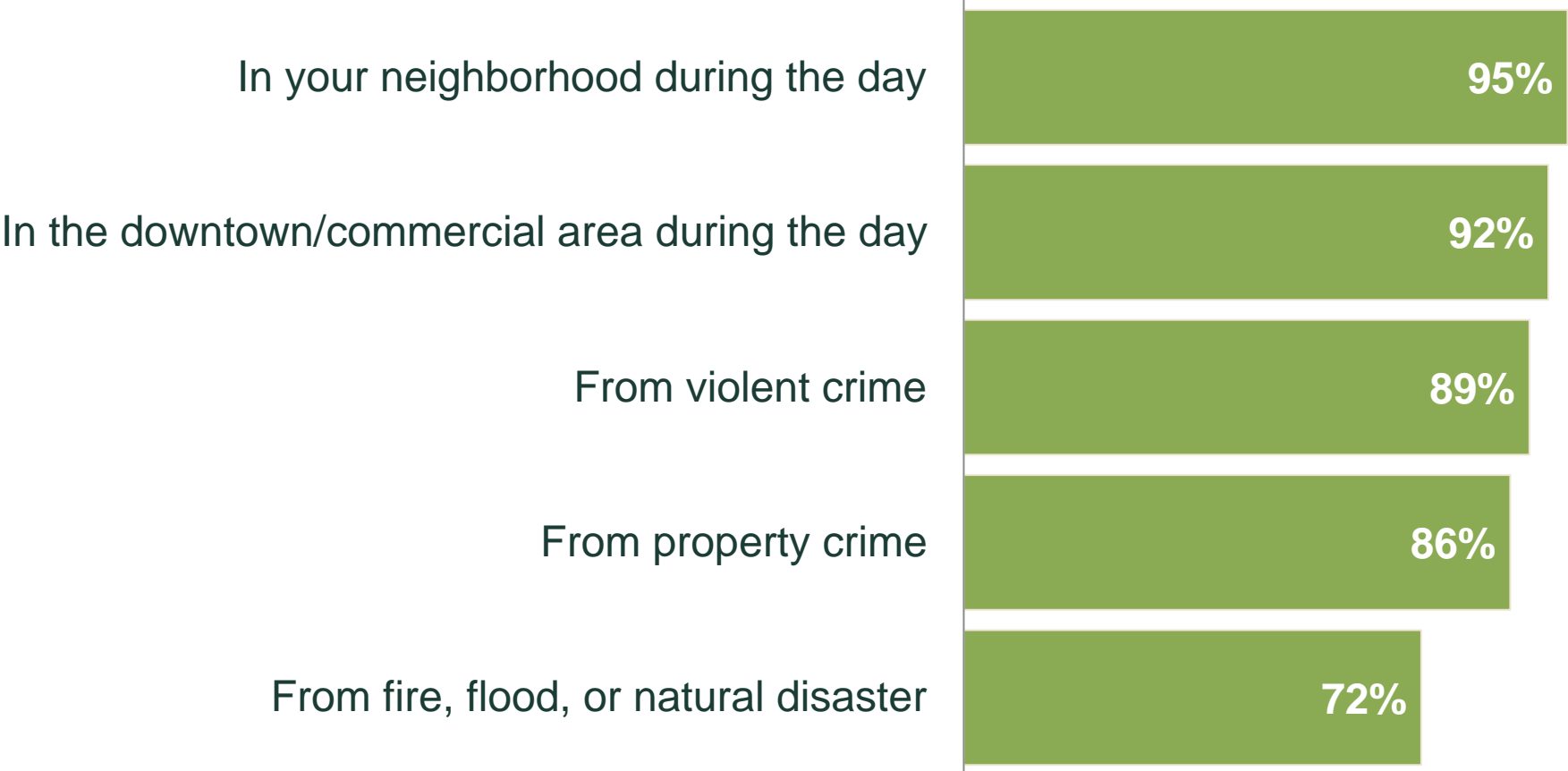


# Safety in Wellington



Please rate how safe or unsafe you feel:

National Benchmark  
■ Similar



Percent very or somewhat safe

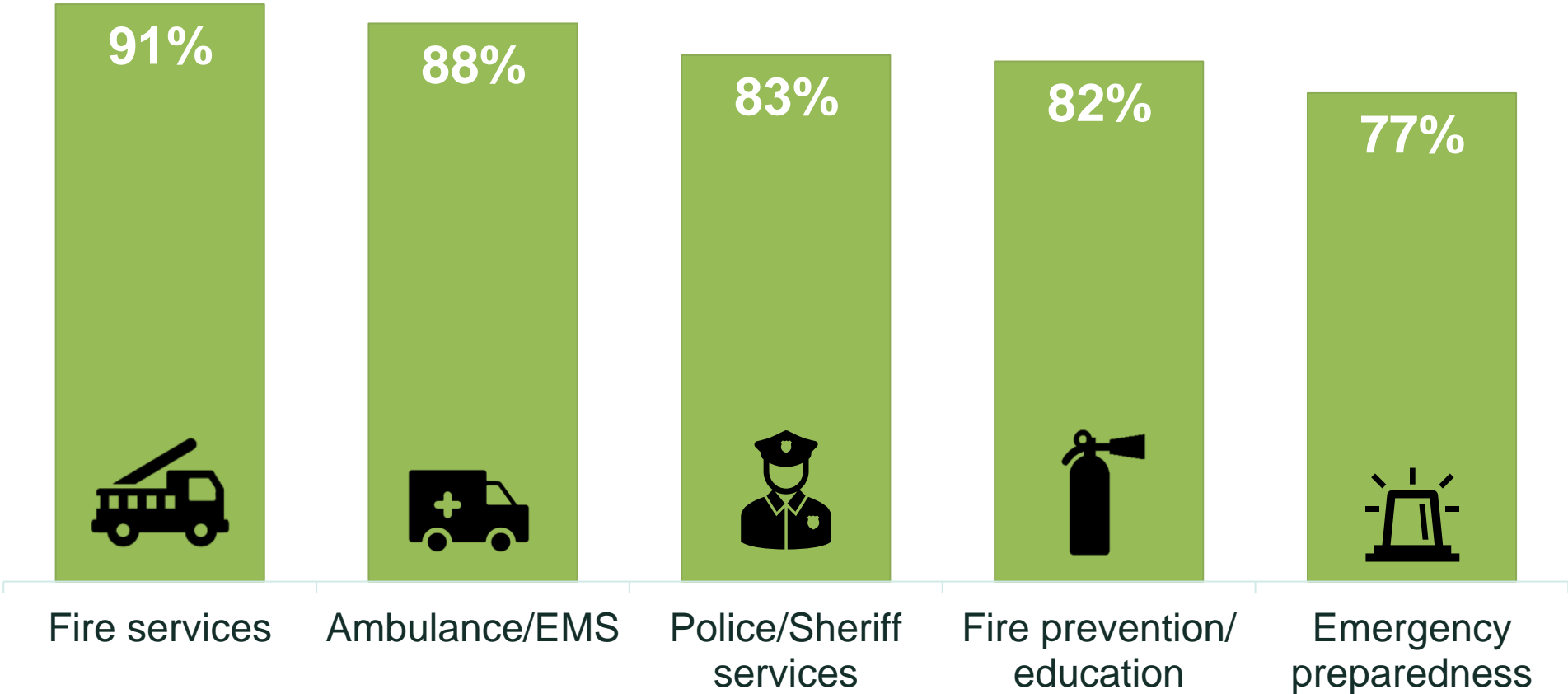
# Safety Services in Wellington



Please rate the quality of the following services in Wellington.

National Benchmark

■ Similar

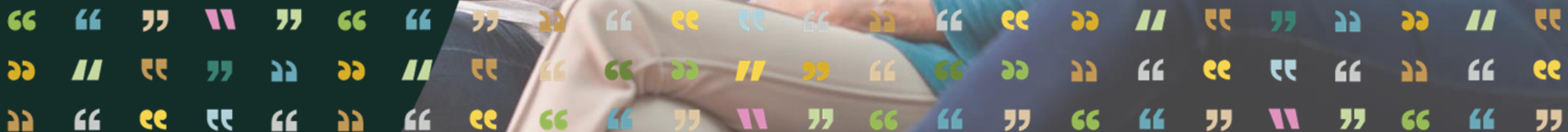


Percent excellent or good



Governance  
ratings scored  
in line with  
national  
and local  
comparisons.

3





# Governance in Wellington



Please rate the following categories of Wellington government performance.

National Benchmark

■ Similar

Custom Benchmark



Higher/Lower than

Overall customer service by Wellington employees



Treating residents with respect



The value of services for the taxes paid to Wellington



Treating all residents fairly



Informing residents about issues facing the community



Being honest



Generally acting in the best interest of the community



Overall confidence in Wellington government

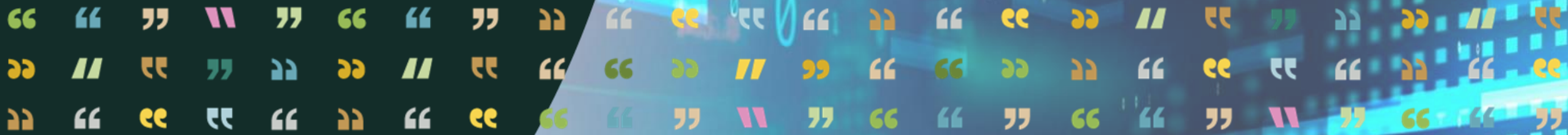


Percent excellent or good



Overall  
economic  
health remains  
very strong.

4



# The Economy in Wellington



Please rate each of the following in the Wellington community:

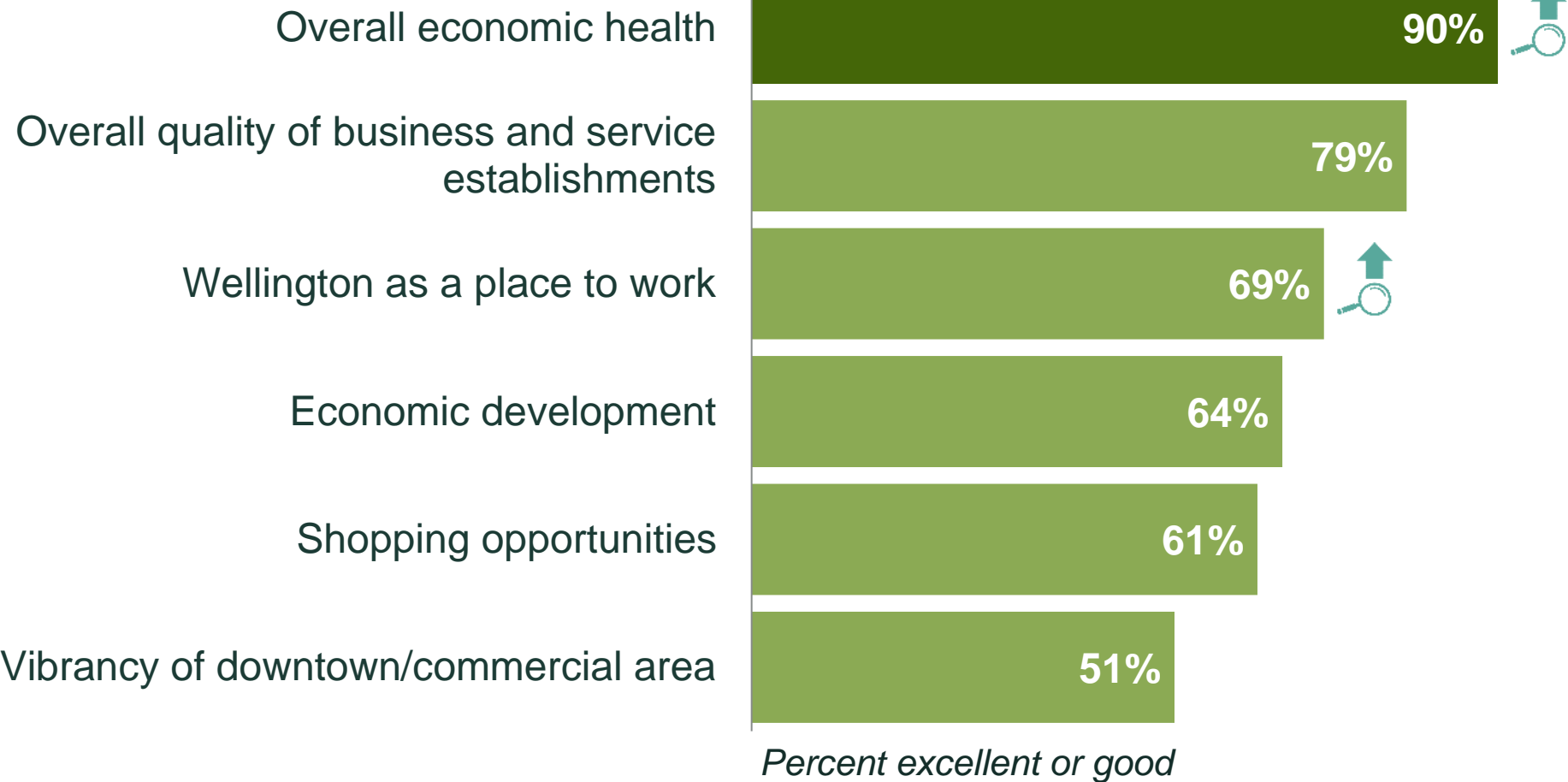
### National Benchmark

- Higher
- Similar

### Custom Benchmark



Higher/Lower than







Infrastructure  
represents a  
unique  
strength for the  
village.

5



# Infrastructure in Wellington



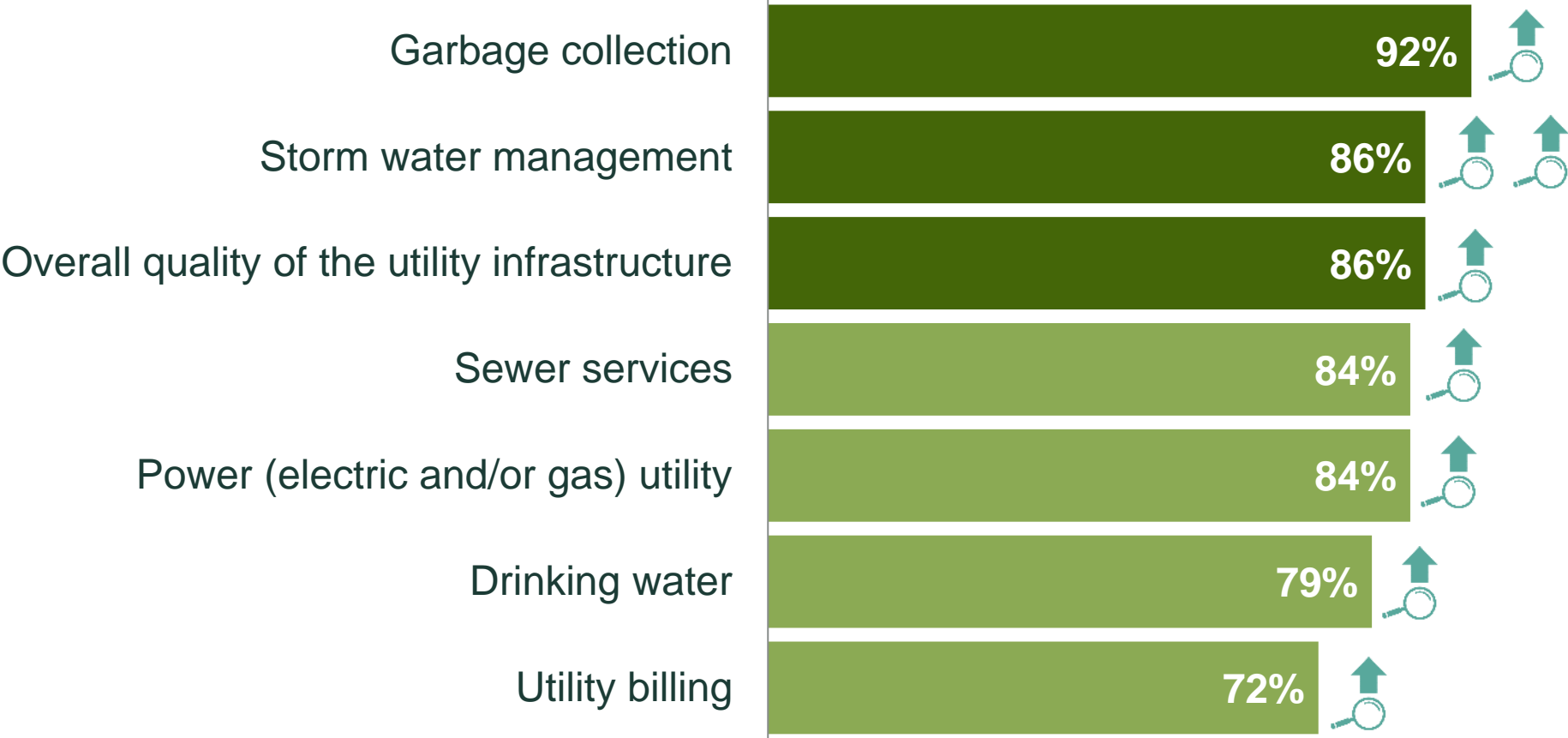
Please rate each of the following in the Wellington community:

## National Benchmark

- Higher
- Similar

## Custom Benchmark

- Higher than
- Much Higher than



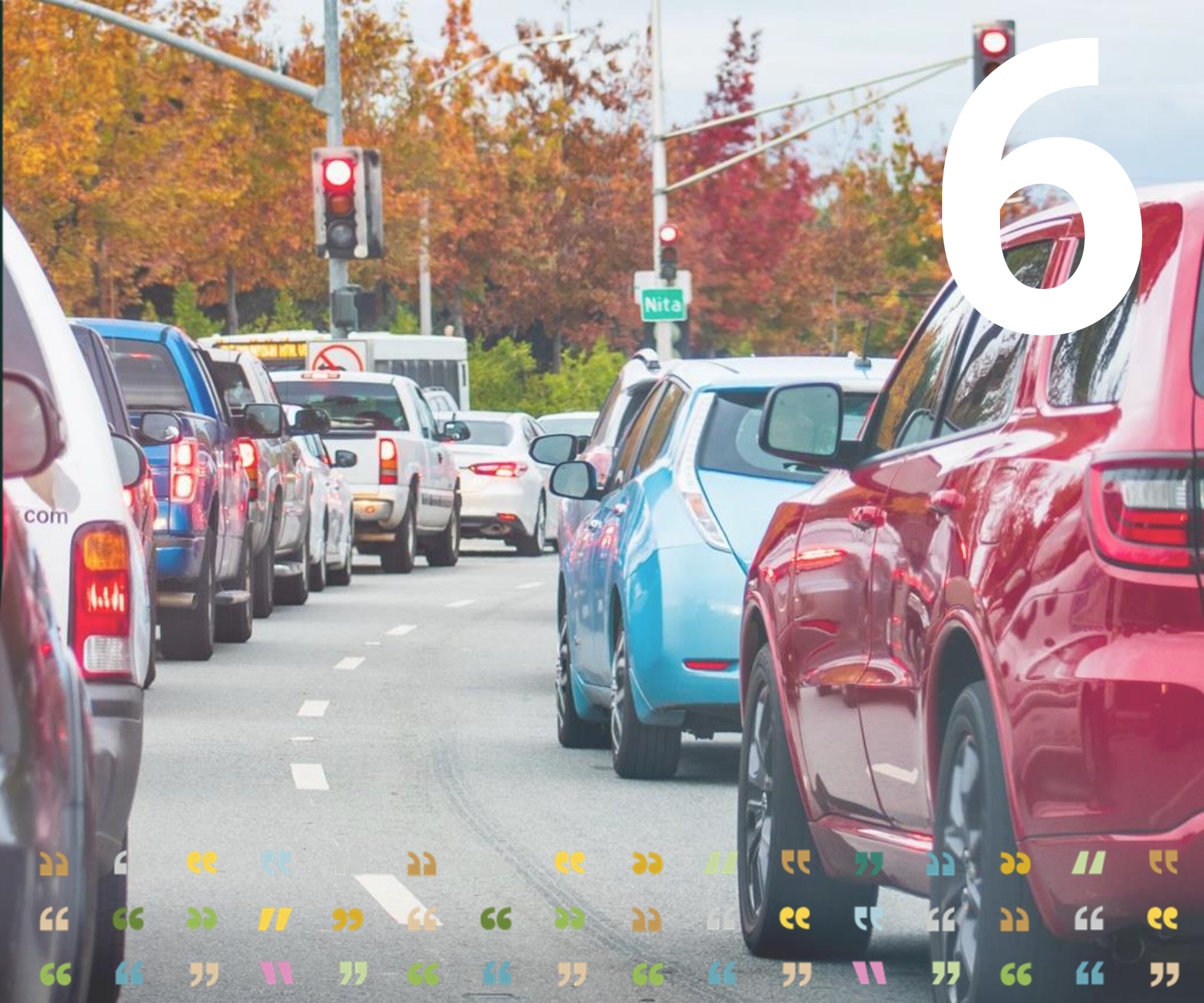
Percent excellent or good





Wellington  
residents value  
mobility and  
related  
services.

6



# Mobility in Wellington



Please rate each of the following in the Wellington community:

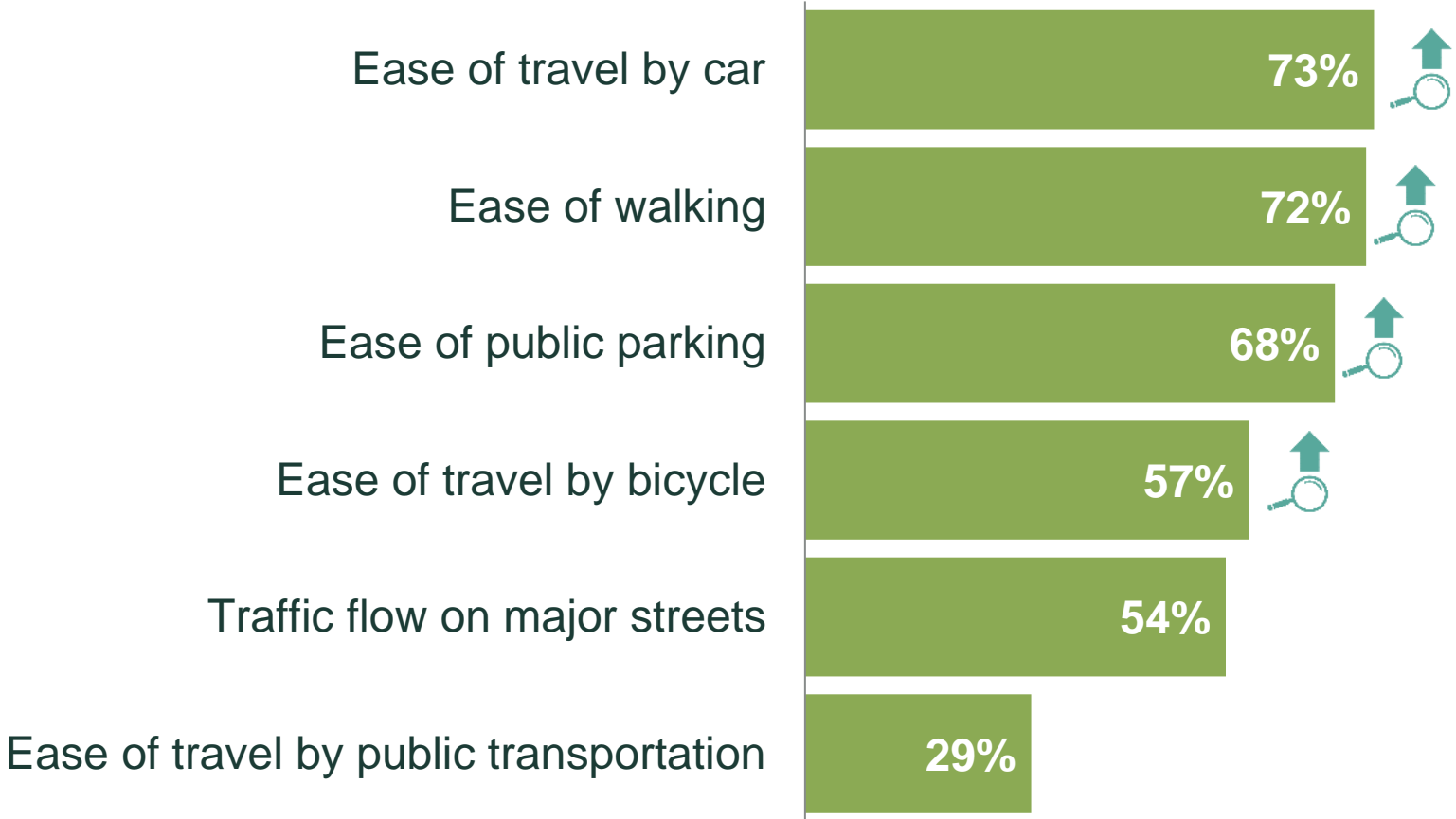
National Benchmark

■ Similar

Custom Benchmark



Higher/Lower than



Percent excellent or good



# Mobility Services in Wellington



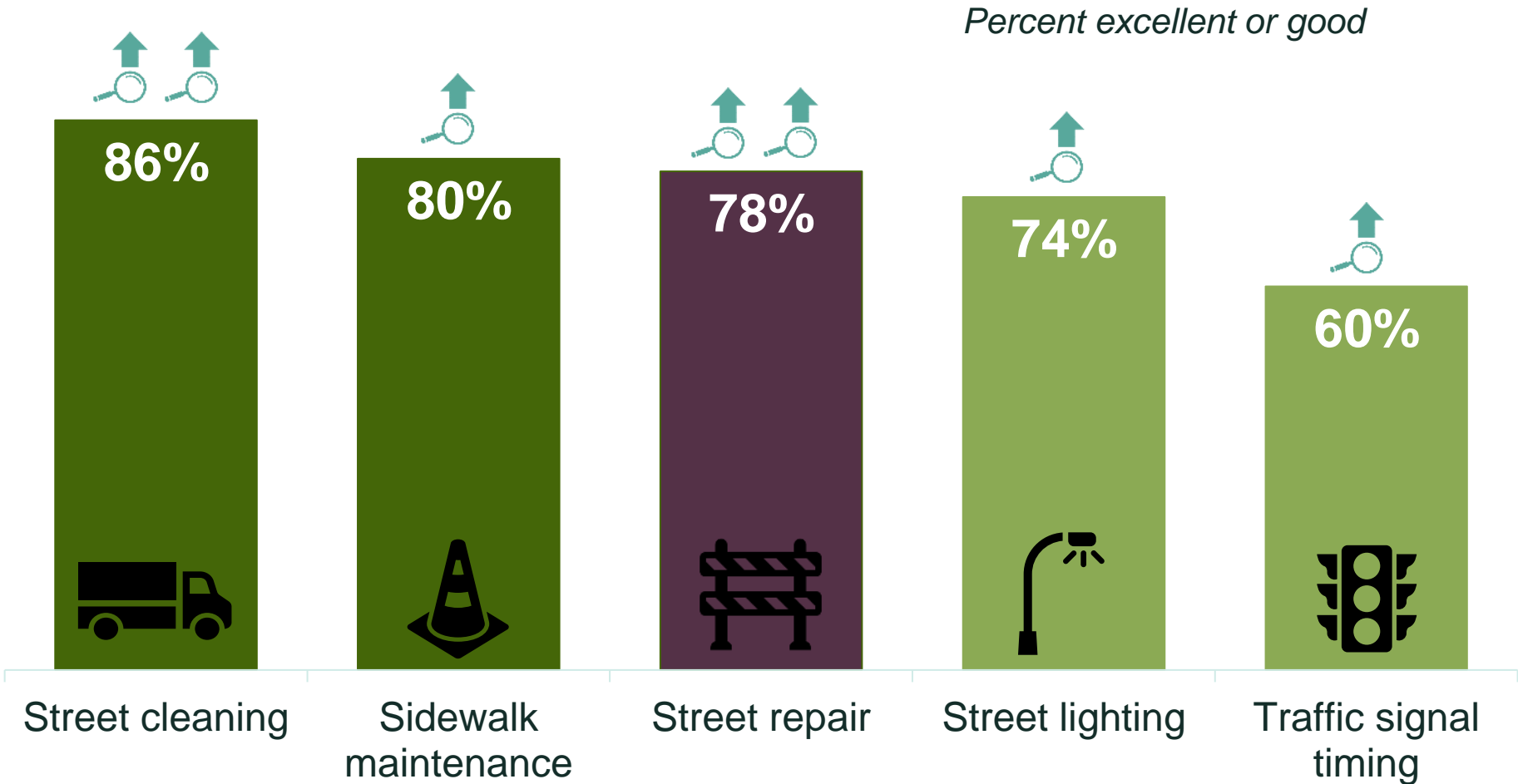
Please rate the quality of the following services in Wellington.

National Benchmark

- Much Higher
- Higher
- Similar

Custom Benchmark

- Higher than
- Much Higher than





## Summary of Conclusions

- ✓ Wellington residents experience a high quality of life.
- ✓ Safety remains a strength for Wellington residents.
- ✓ Governance ratings scored in line with national and local comparisons.
- ✓ Overall economic health remains very strong.
- ✓ Infrastructure represents a unique strength for the village.
- ✓ Wellington residents value mobility and related services.



# Questions?

# Thank you!

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