

PRESENTATION

CITY COUNCIL WORKSHOP MEETING

City of Greenacres, Florida

Monday, February 03, 2025 at 4:30 PM City Hall Council Chambers | 5800 Melaleuca Lane

AGENDA

CALL TO ORDER AND ROLL CALL
PLEDGE OF ALLEGIANCE
COMMENTS FROM THE PUBLIC FOR AGENDA ITEMS ONLY
AGENDA APPROVAL

1. <u>Presentation:</u> Rebranding Research and Strategy Presentation. - Sam Preston, North Star Place Branding and Marketing.

COMMENTS FROM THE PUBLIC ON NON- AGENDA ITEMS ADJOURNMENT

Meeting Records Request

Any person requesting the appeal of a decision of the City Council will require a verbatim record of the proceedings and for that purpose will need to ensure that such verbatim record is made. Pursuant to FS. 286.0105, the record must include the testimony and evidence upon which the appeal is to be based. The City of Greenacres does not prepare or provide such verbatim record.

Notice of Council Meetings and Agendas

The first and third Monday of each month are regular meeting dates for the City Council; special or workshop meetings may be called, whenever necessary. Council Agendas are posted on the City's website on the Friday prior to each Council meeting. A copy of the meeting audio and the complete agenda may be requested at CityClerk@greenacresfl.gov or 561-642-2006.

Americans with Disabilities Act

In accordance with the provisions of the Americans with Disabilities Act (ADA), this document can be made available in an alternate format upon request. Special accommodations can be provided upon request with three (3) days advance notice of any meeting, by contacting City Clerk Quintella Moorer at Greenacres City Hall, 5800 Melaleuca Lane, Greenacres, Florida. Phone No. 561-642-2006. Hearing Assistance: If any person wishes to use a Listen Aid Hearing Device, please contact the City Clerk prior to any meeting held in the Council Chambers.

NORTH STAR
+Greenacres, FL

Branding Research + Strategy Presentation January, 2025



Page 3

mostly confirmation and articulation

not revelation

Today's presentation is about research and strategy and does not include any creative elements for Greenacres.



METHODOLOGY

Research Instruments

- Research and Planning Audit
- Communication and Media Audit
- Situation Analysis
- Site Visit:
 - Familiarization Tour
 - Stakeholders/Residents Interviews
 - Focus Groups
 - Undercover Interviews
- Community Survey
- Brand Barometer
- Consumer Awareness + Perception Study (Quantitative) Visitors & Non-visitors to Greenacres from around the State of Florida
- External Perception Study (Qualitative) Interviews about Greenacres with external influencers

Internal Qualitative Data

Site Visit
Intercepts
ReimagineGreenacres.com
Focus Groups
Stakeholder Interviews
(in person, phone conversations, and via Zoom)



THEMES

Internal Qualitative Data

Best Descriptors

Location

Convenient

Celebrating Diversity

Green

Givers

Caring

Comfort

Pass-Through

Buffer City

Potential

Parks

Events

Endless Possibilities

Undefined

Regular Folks

Business-Friendly

Low Profile

Overlooked

Relatively Affordable

Well-Managed

Centralized

Forgetful

For All

Greatest Assets

City Services

Events

PBSO

Parks

Bowling Alley / Skating Rink

Diverse Restaurants

Location

Passport Services

Fire Dept.

Community Center

Okeeheelee Park (proximity to)

Local Flavor

Youth Programs

Exit on the Turnpike

THEMES

Internal Qualitative Data

Opportunities

Redevelopment

Sports Destination

Pickleball Tournaments

Retail Destinations

Bringing People Together

Cultural Events

Connecting Small Businesses

Storytelling

Improved Signage, City Markers,

& Pole Banners

Challenges

Traffic

Transportation

Mobility

Land-locked

No Available Land

City Boundaries

Constantly Evolving

Affordable Housing

Safety

Always Short on Funding

Rehabbing Existing Homes

Missing

Mixed Use

Downtown Area

Shopping

Good Brewery

Splash Pad

Walkability

Awareness

Messaging / A Story

Hotels

Historical Greenacres Days

Athletic Facilities

Sports Tourism

Healthcare

Public Art

Higher Education

Internal Qualitative Data

What We Think Outsiders Say

"The middle of the county."

"That's where Okeeheelee Park is."

"I don't know much about it."

"No reason to go there."

"Quite a bit of crime."

"We don't even cross their mind."

"Where's that?"

"Traffic and crime."

"Other cities know us because of Andrea and the work she's done."

Most Important to Identity

Diversity

Green spaces

Location

Activities at Community Center

New Pickleball Center

High Quality Parks

Cultural Events

Brand Barometer

150 Respondents



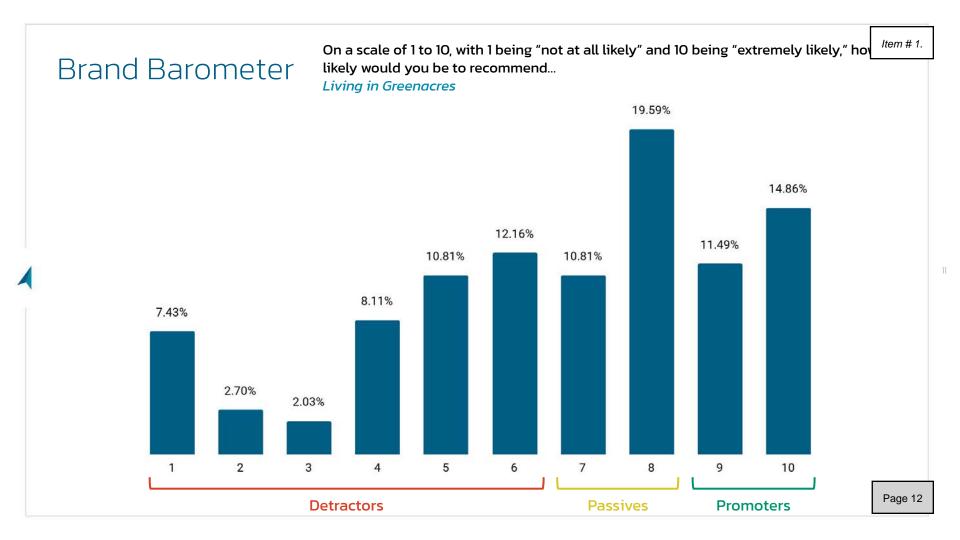
Answering The Question:

"On a scale of 1–10, how likely are you to recommend **living**, **visiting**, **or conducting business in** Greenacres to a friend or colleague?"

The Math: Promoters (9–10), Passives (7–8), Detractors (1–6)

Promoters - Detractors = Brand Advocacy Score (Net Promoter Score)

Passives are not counted.



Item # 1.

Brand Barometer

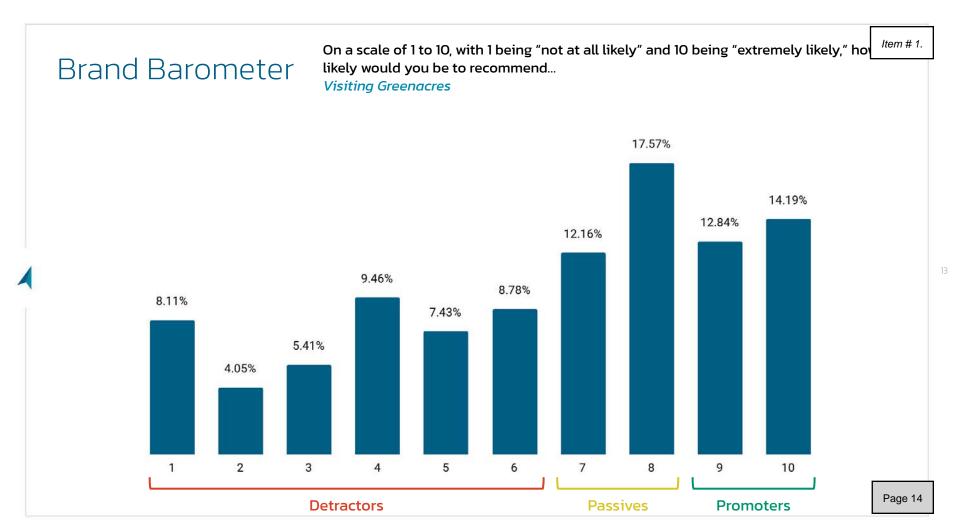
On a scale of 1 to 10, with 1 being "not at all likely" and 10 being "extremely likely," holikely would you be to recommend...

Living in Greenacres

-16.89%

Overall Brand Advocacy Score Living in Greenacres

(% of Promoters minus % of Detractors)







Living

On a scale of 1 to 10, with 1 being "not at all likely" and 10 being "extremely likely," how-likely would you be to recommend Greenacres to a friend or colleague...

Conducting Business

■ Greenacres ■ National Average



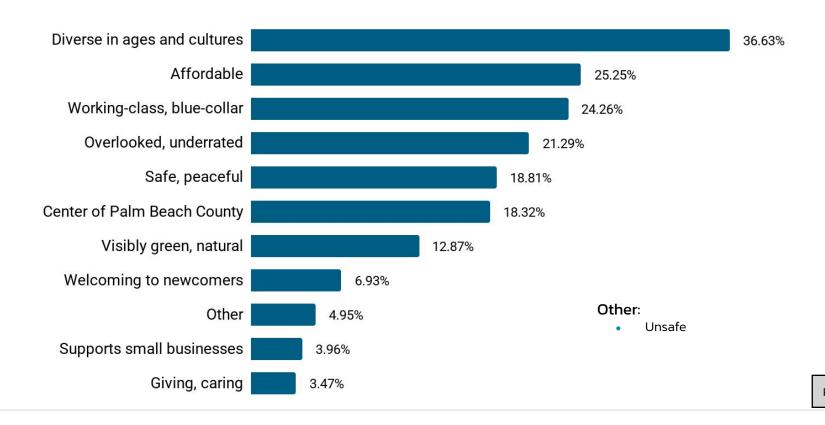
Visiting

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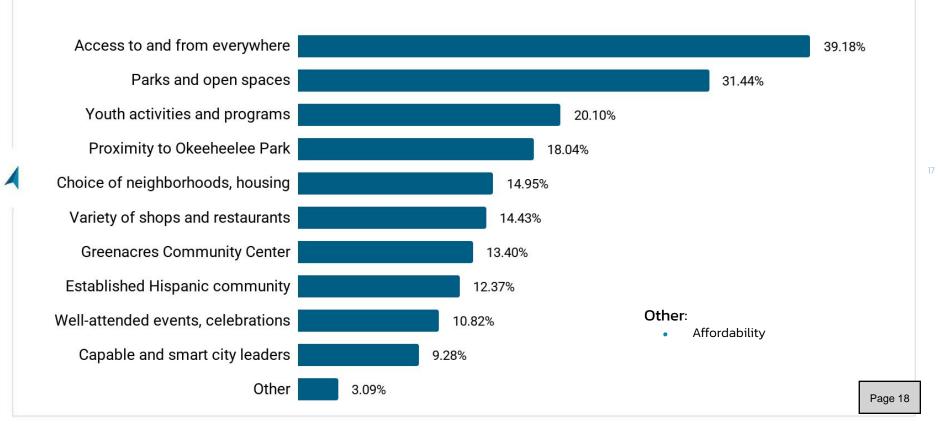
150 Respondents



Which of the following do you think best describe Greenacres? *Choose up to two answers.*



In your opinion, what are the two greatest assets of Greenacres? *Choose up to two answers.*



What is the first adjective or descriptive phrase that comes to mind when you think of the following communities near Greenacres?

Lake Worth Beach

- Beach access
- Artistic, eclectic

Royal Palm Beach

- Beautiful
- Far

Palm Springs

- Small
- Run-down, blighted

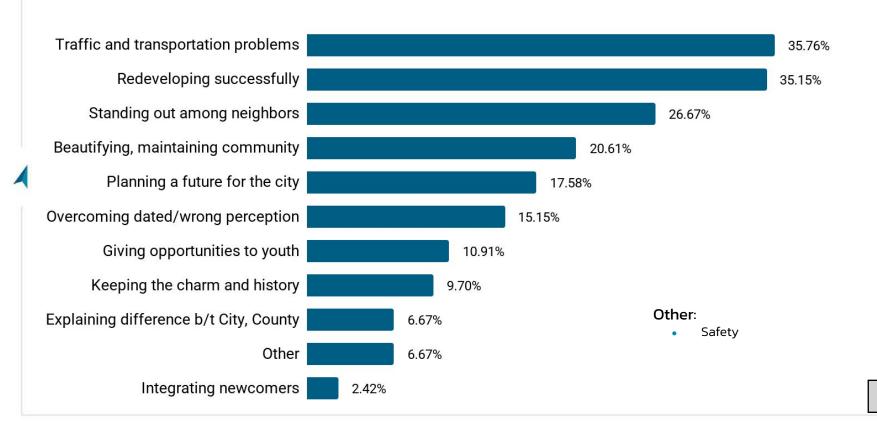
Wellington

- Equestrian, horses
- Expensive, wealthy

- 1. Diversity
- 2. Central location
- 3. Great parks

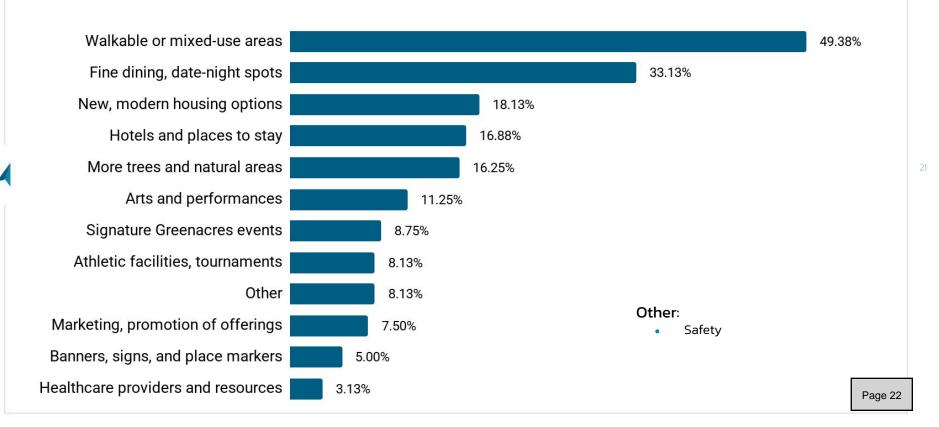
Other top answers include (in order of frequency):
Affordability, Events, City Services,
Sense of Community, Green

In your opinion, what are the greatest challenges currently facing Greenacres? *Choose up to two answers.*

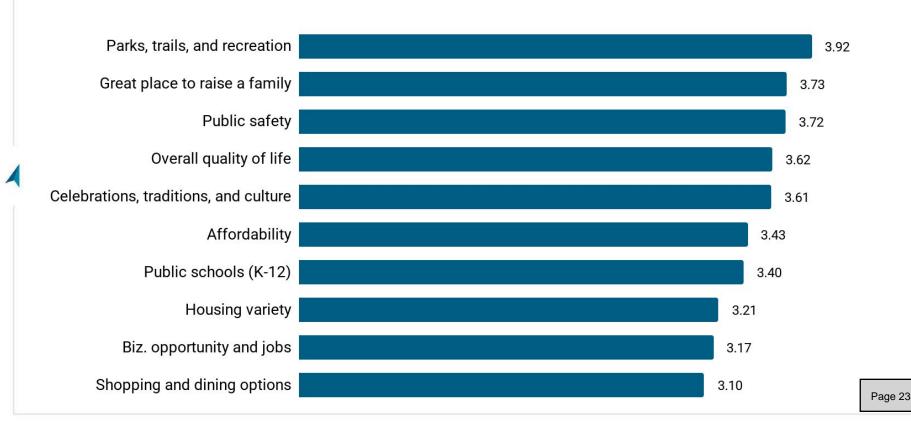


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In your opinion, what is missing in Greenacres? Choose up to two answers.



In your opinion, please rate the following Greenacres attributes and characteristics on a scale from 1–5, where 1 is "Poor" and 5 is "Excellent."



The year 2026 will mark the 100th anniversary of incorporation for the City of Greenacres. What places, people, or characteristics of Greenacres do you want to celebrate to commemorate this milestone?

Community Diversity

- "Highlight the richness of the culture diversity and the history of the city!"
- "We should have a multicultural celebration."

Progress & Future Plans

- "Show how Greenacres has changed in 100 years; show the progress."
- "Appreciation for the City's development and culture"
- "It would be great to explore Greenacres' history, understand how it has evolved over the years, and celebrate the City's progress. It would also be exciting to look ahead and learn about the future plans for Greenacres as it continues to grow."

History & Foundations

- "There's a fact about the history of this city that
 moves me. When LC Swain bought this land, it was his
 intention to make a community FOR the working
 class. I would hope to see that the vision of a working
 class city is celebrated."
- "Celebrate the founders. Teach residents about its history."

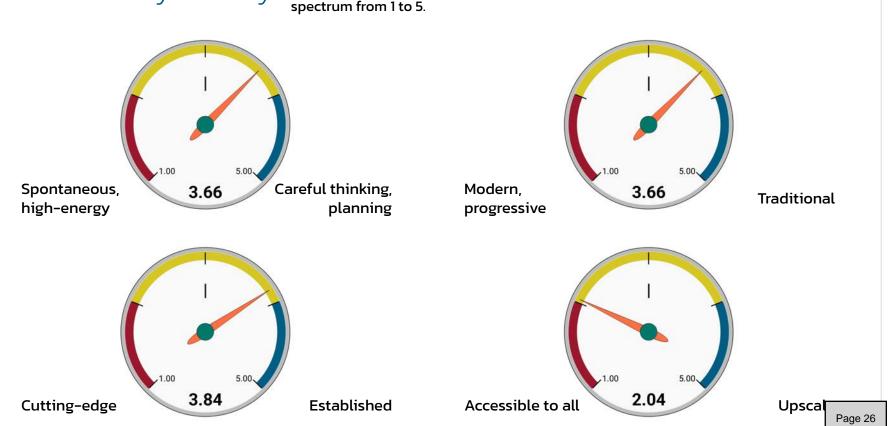
Parks & Green Spaces

- "Samuel J. Ferreri Community Park has been around for years, it has Liberty Park right behind it and it has held a lot of City events"
- "Highlight what makes Greenacres 'Green.' including the parks and nature."

Brand Character



The pairs of phrases below represent opposite characteristics. Please indicate which phrase is a better descriptor for Greenacres by marking a bubble on the spectrum from 1 to 5.



Bold

Realistic

The pairs of phrases below represent opposite characteristics. Please indicate which phrase is a better descriptor for Greenacres by marking a bubble on the spectrum from 1 to 5.



Subtle

Fun



Serious



Idealistic

Page 27

Which **vehicle** best represents the personality of Greenacres?

42.47% Minivan

Which of the images below best represents the personality of Greenacres? *Vehicles*



Minivan 42.47%



Hybrid Sedan 23.39%



Pickup Truck 15.07%



Classic Car 15.07%



RV 2.74%



Off-road SUV 1.37%



Luxury SUV 0.00%



Imported Coupe 0.00%

Which **Building/Architectural Style** best represents the personality of Greenacres?

46.58%
Planned Community

--

Community Survey

Which of the images below best represents the personality of Greenacres? Buildings/Architectural Styles



Planned Community 46.58%



Condominium 27.40%



Historic Home 21.92%



Farmhouse 2.74%



Modern 1.37%



Executive Home 0.00%

Which **Brand Personas/Archetypes** best represents the personality of Greenacres?

47.22% Helper

Which of the images below best represents the personality of Greenacres? Brand Personas/Archetypes



Helper 47.22%



Teacher 19.44%



Best Friend 16.67%



Hero 8.33%



Explorer 2.78%



Creative 2.78%



Entertainer 139%



Tech Scientist 1.39%

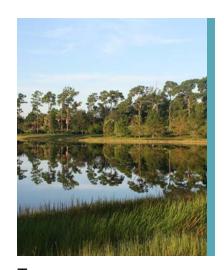


Expert 0.00%

What visual symbol or landmark is iconic in Greenacres? Share up to three answers.



Parks 25%



Trees 9%



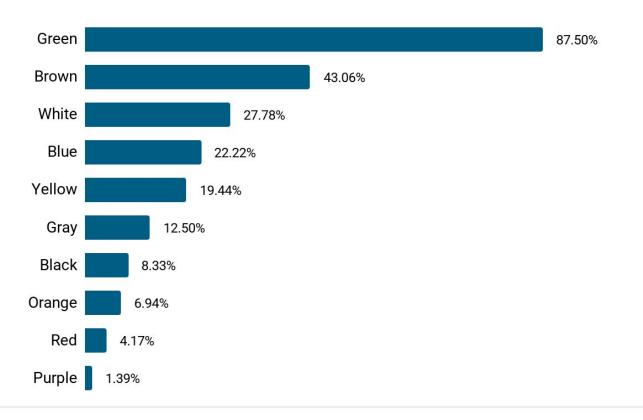
Squirrel 8%

34

Community Survey

Which colors do you most associate with the personality and physical nature of Greenacres?

Choose up to three answers.

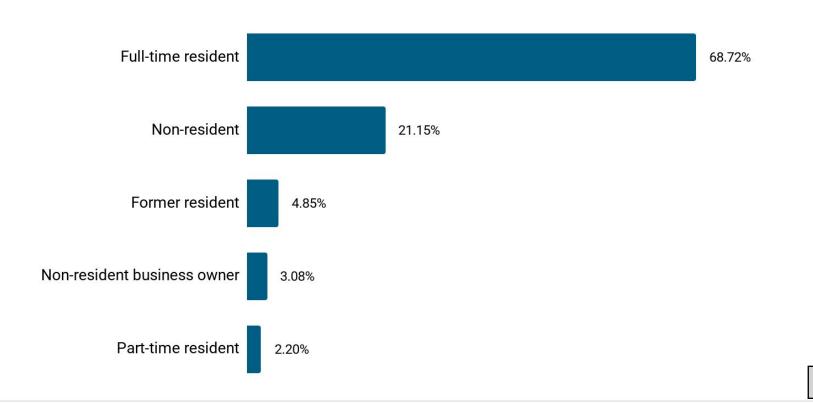


Demographics



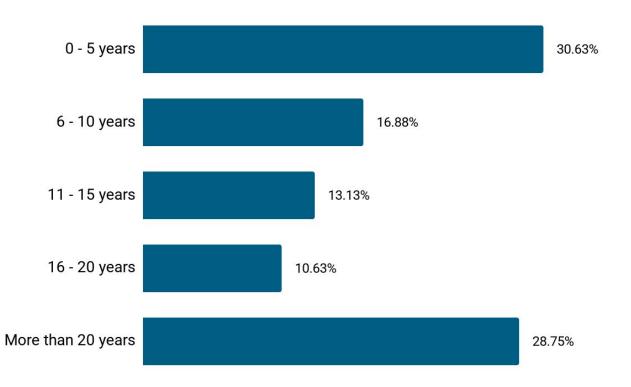
36

Community Survey Do you currently live in Greenacres?



RESIDENTS ONLY

How long have you been a resident of Greenacres?



Community Survey

RESIDENTS ONLY

Why do you choose to live in Greenacres?

Convenient, Central Location

- "It is centrally located as well as convenient to travel to work for myself and family."
- "Quick and easy access to everything I need (grocery, restaurants, parks, shopping, Turnpike)."

Affordable Cost of Living

- "It has affordable taxes and housing"
- "I own a small condo, live on a minimal Social Security Retirement benefit, and cannot afford to live elsewhere."
- "Greenacres seemed to be the most affordable city when I was looking for a new home. This area is inexpensive compared to other places, such as Palm Beach Gardens, Boca Raton, Delray Beach."

Great Place for Families

- "The community is nice and pleasant for families to grow and start."
- "It's a fun, family-oriented, middle-class haven of middle America."

Feeling of Community

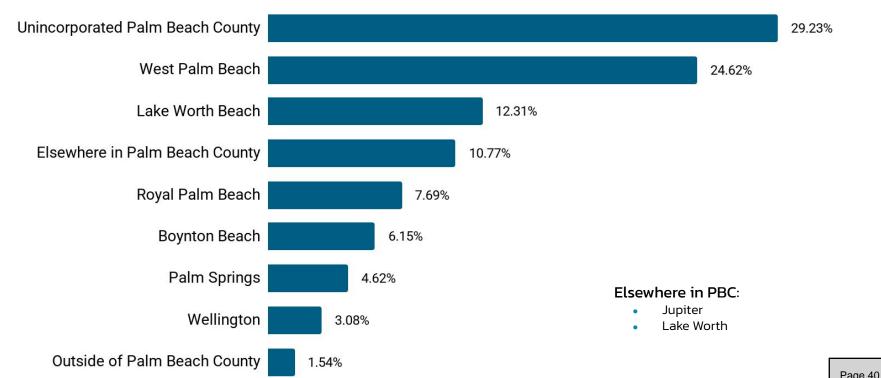
"Great small town that does a lot for its community"

Multicultural Population

- "I love the diversity..."
- "Bilingual school"

NON-RESIDENTS ONLY

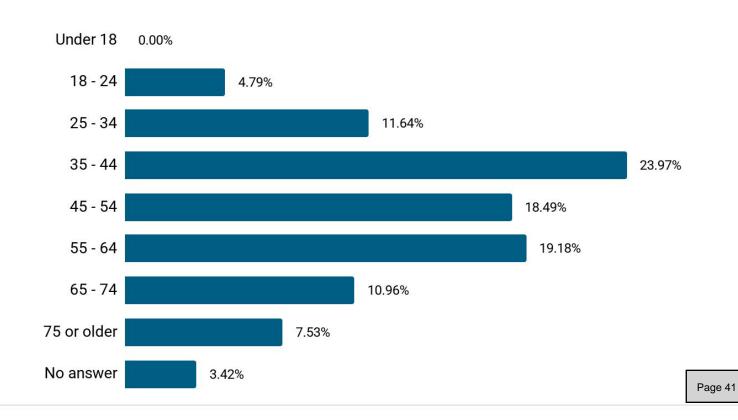
In which community do you live?



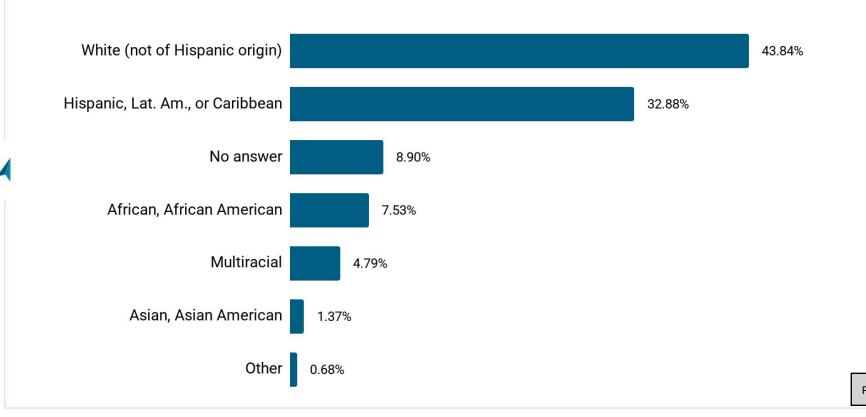
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Community Survey Which of the following includes your age?



Community Survey Which of the following best describes you?



Consumer Awareness + Perception Study

300 Respondents



Consumer Awareness and Perception Study

300 Total Respondents

- 150 from Palm Beach County
- 150 from Broward and Miami-Dade Counties

Terminations included:

- 82 for living outside areas of interest
- 7 for being under 18
- 37 for having lived or worked in Greenacres
- 343 for not being familiar with Greenacres

SURVEY ANALYSIS GROUPINGS

Consumer Awareness and Perception Study

Markets

- Palm Beach County
- Broward and Miami-Dade Counties

Age

- Under 45 years old
- 45 years old and older

Visitors (237 respondents)

• Visitors indicated that they have visited Greenacres since 2021.

Gender

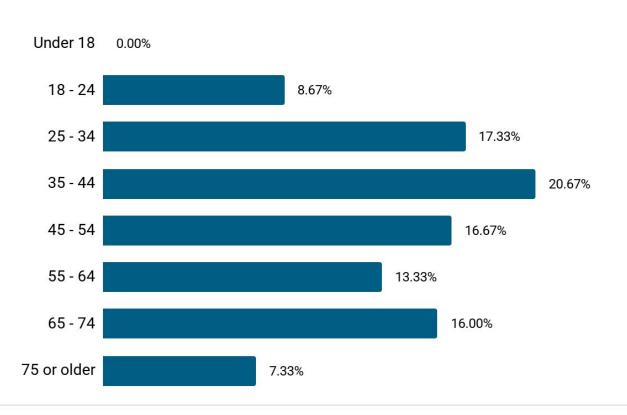
- Women
- Men

- 44

Demographics



Which of the following includes your age?

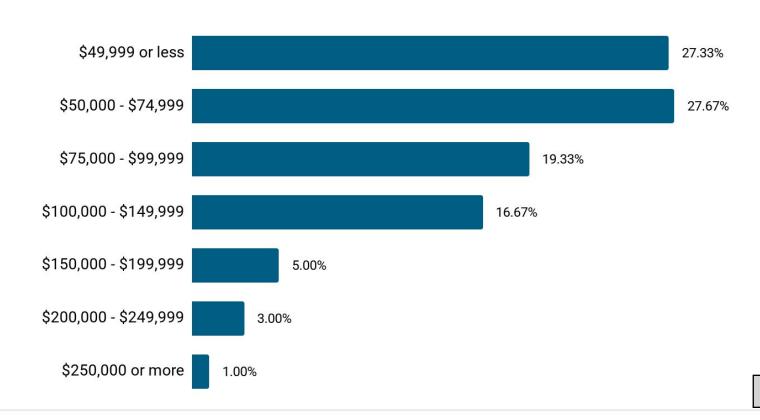


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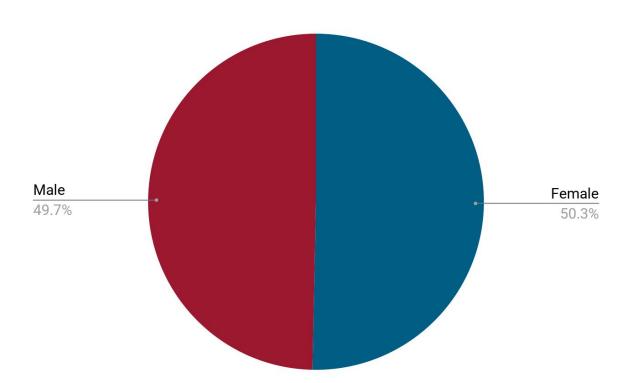
CAP Study

Which of the following ranges includes your total household income?



CAP Study Wha

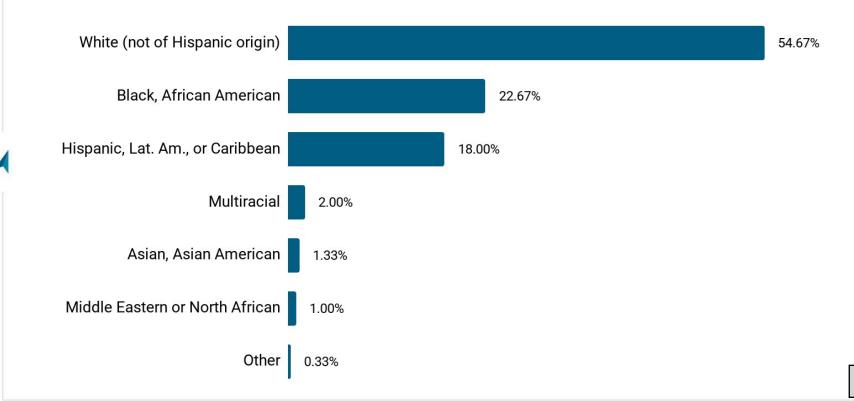
What is your gender?



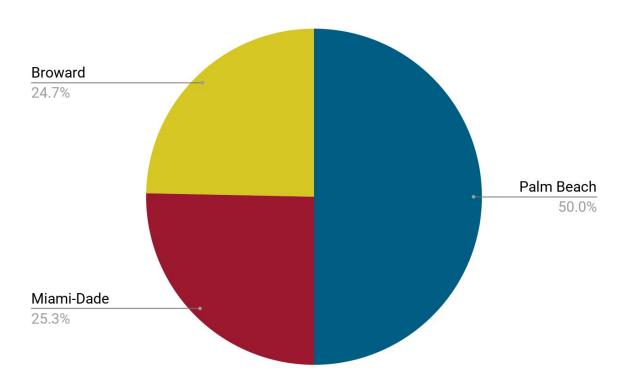
...

CAPStudy

Which of the following best describes you?



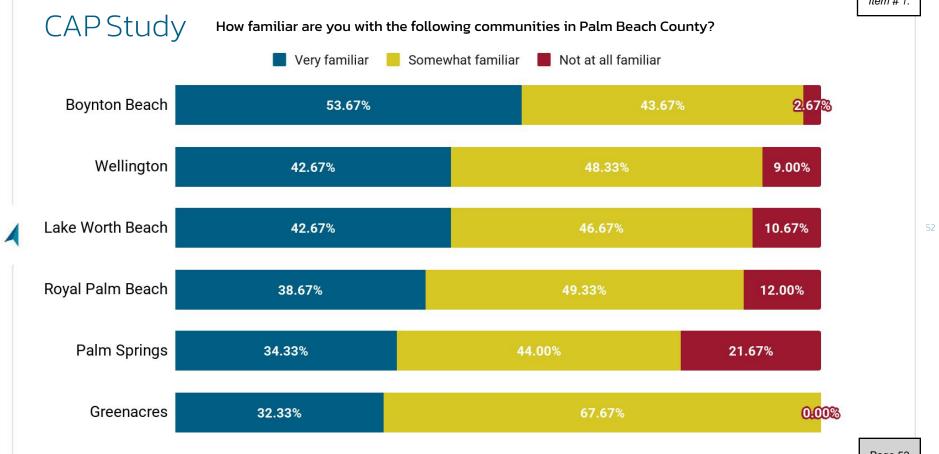
In which Florida county do you live?



Familiarity



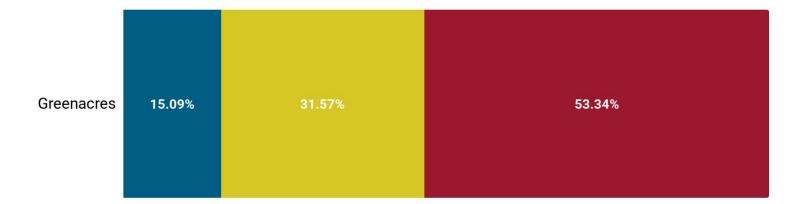




TERMINATIONS INCLUDED

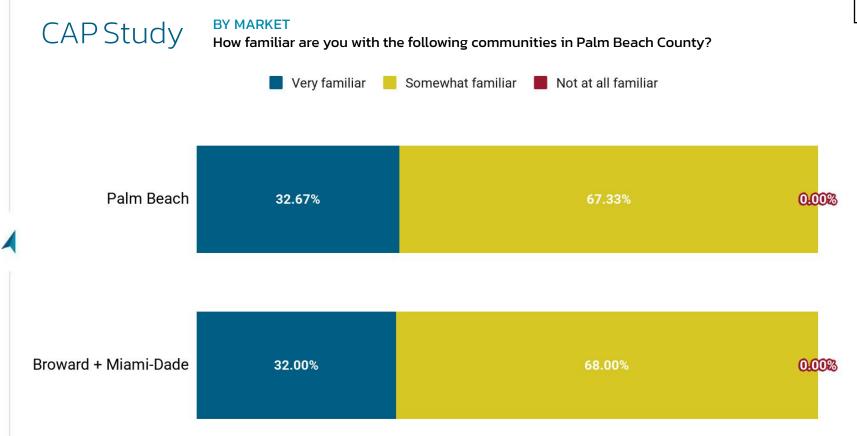
How familiar are you with the following communities in Palm Beach County?

📕 Very familiar 🧧 Somewhat familiar 📕 Not at all familiar

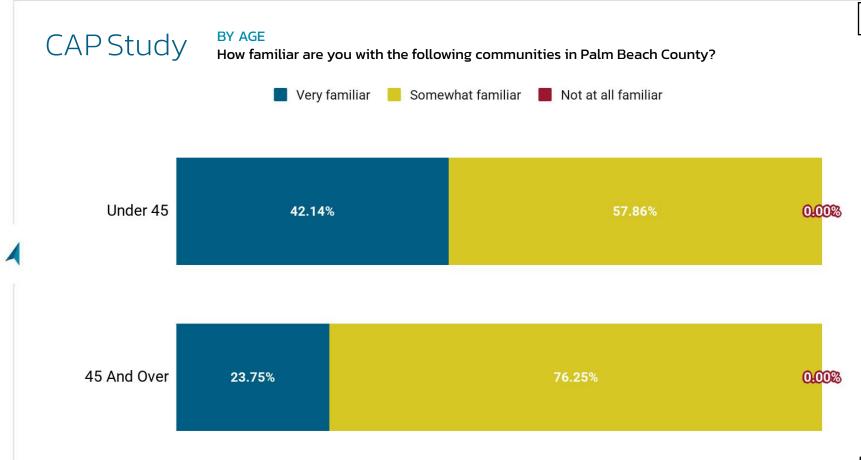


5.

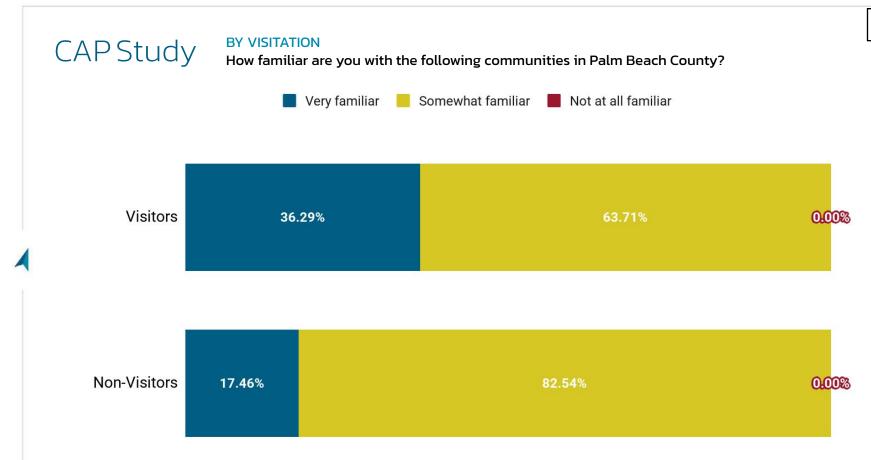






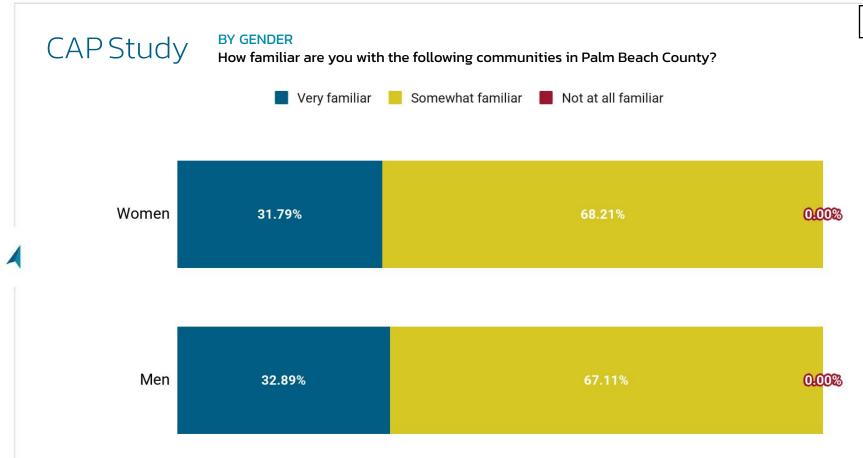






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Unaided Perceptions



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CAPStudy

When you think of these communities, what is the first thing that comes to mind?

Boynton Beach

- Beach
- Nice area

Greenacres

- Family-oriented
- Open land, trees

Lake Worth Beach

- Beach
- Beautiful

Palm Springs

- Rich, wealthy
- Palm trees

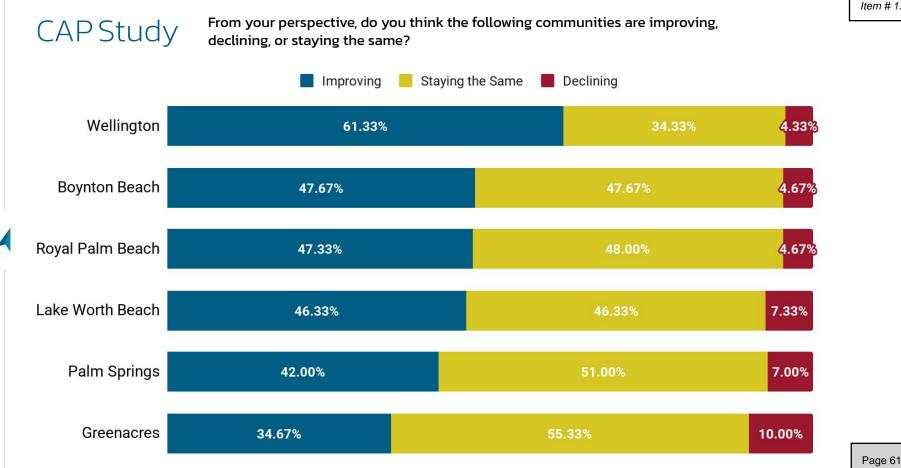
Royal Palm Beach

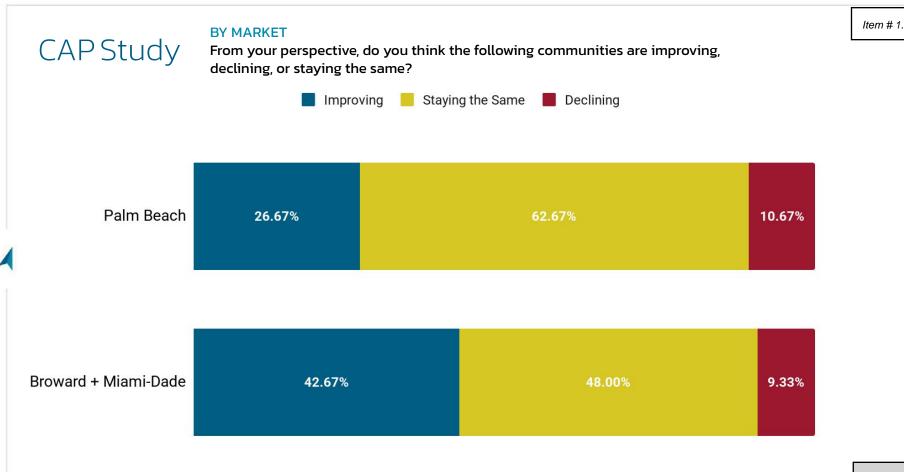
- Wealthy, expensive
- Busy, growing

Wellington

- Equestrian, horse country
- Mall



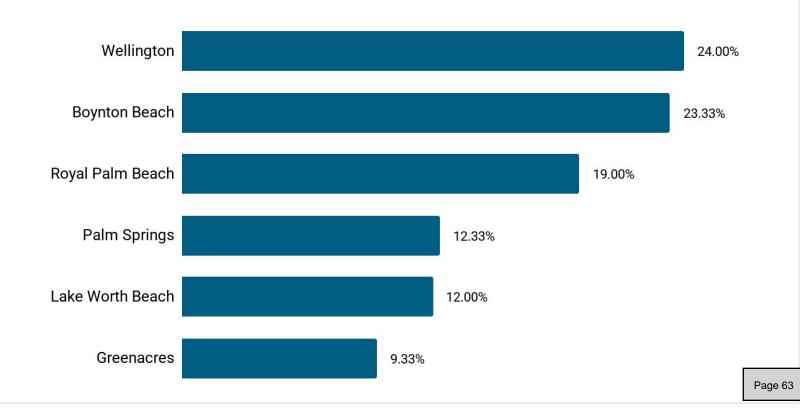






CAPStudy

In general, which of the following do you think are the best places for someone to... Buy a home?

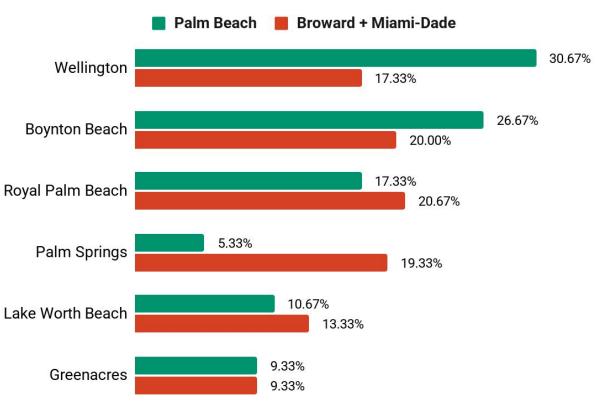


Item # 1.

CAPStudy

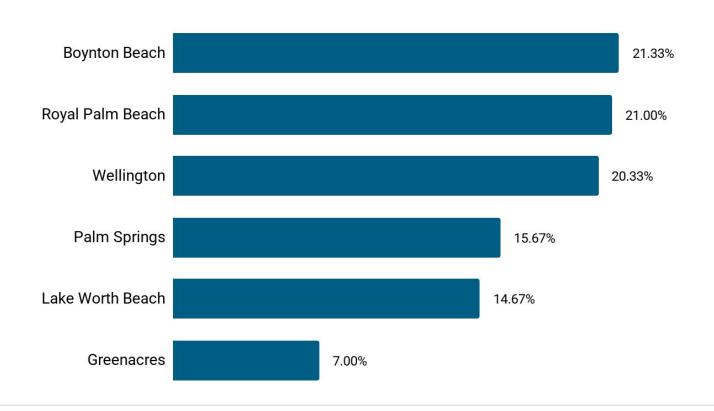
BY GENDER

In general, which of the following do you think are the best places for someone to... Buy a home?

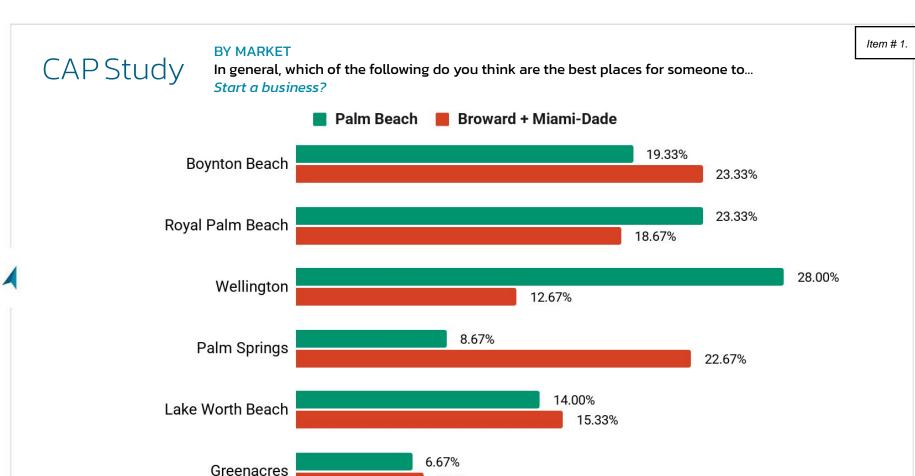


CAPStudy

In general, which of the following do you think are the best places for someone to... *Start a business?*



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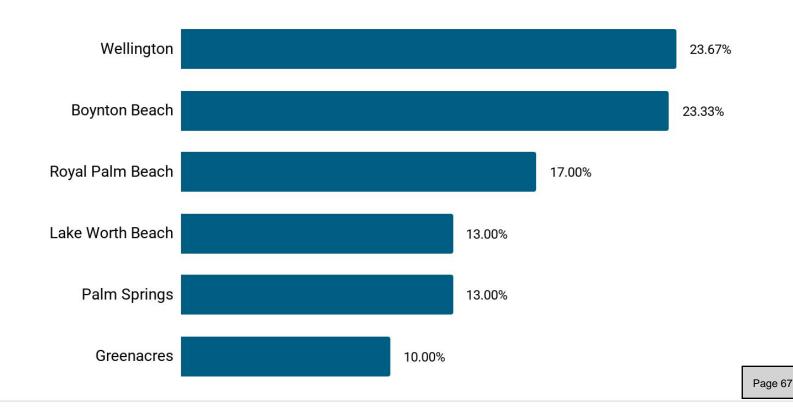
7.33%

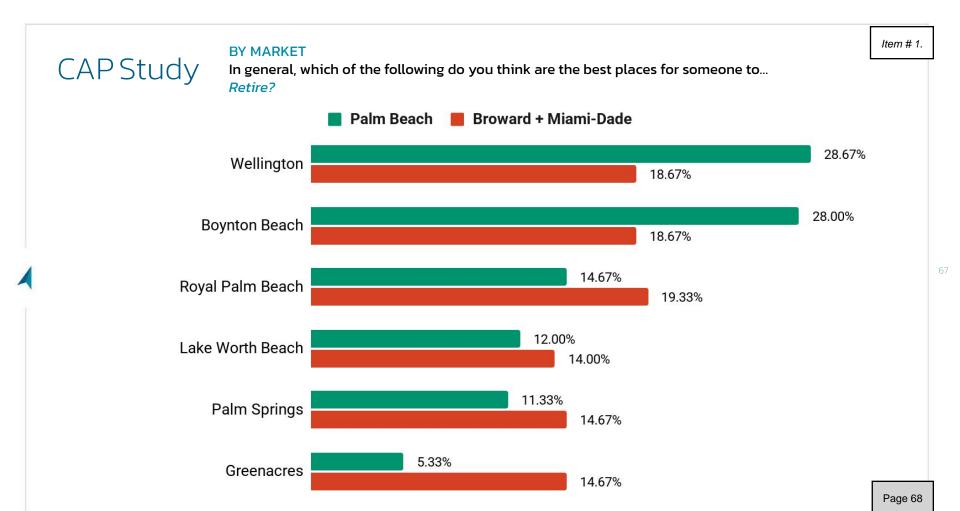
6

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CAPStudy

In general, which of the following do you think are the best places for someone to... *Retire?*

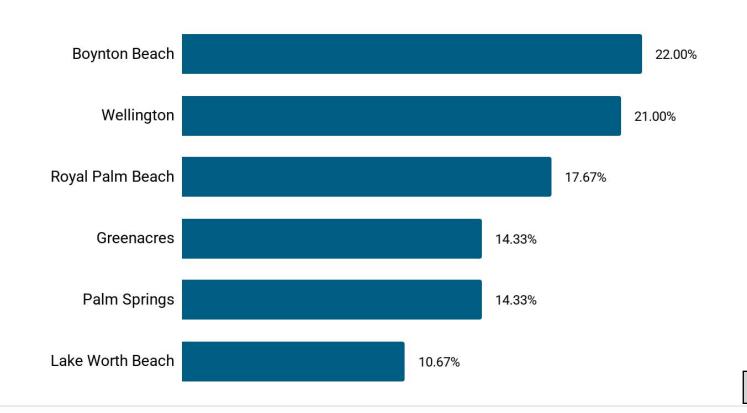


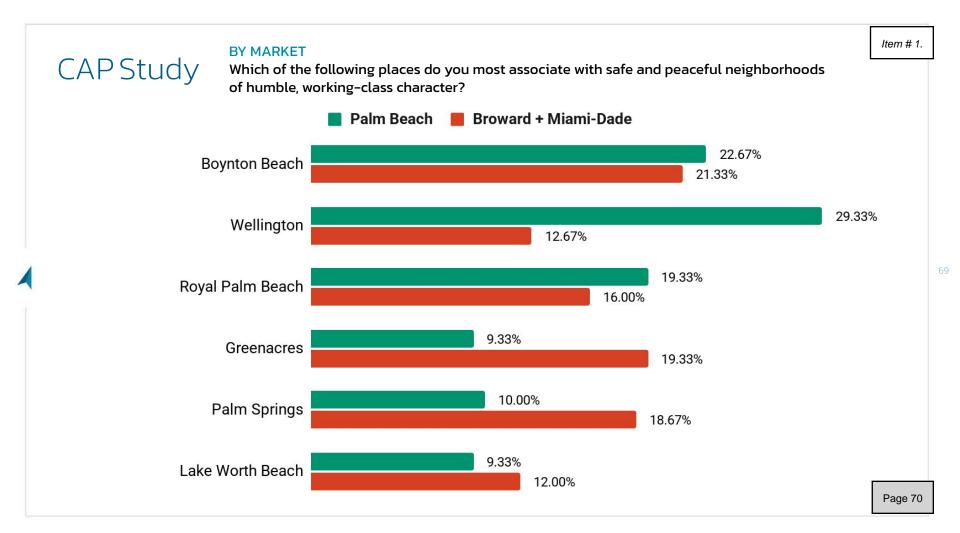


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CAPStudy

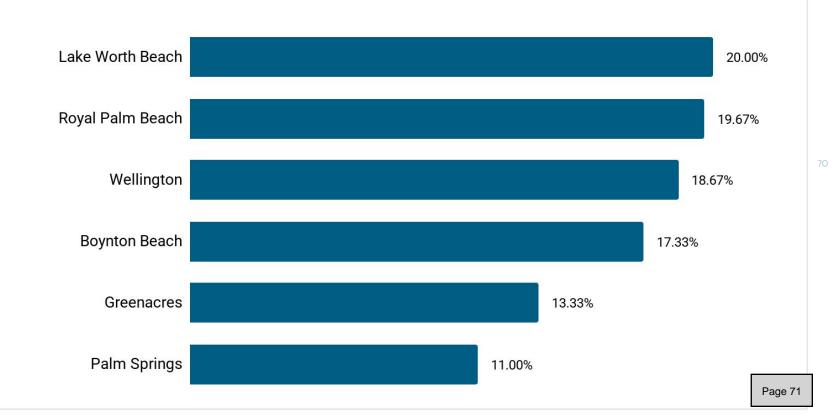
Which of the following places do you most associate with safe and peaceful neighborhoods of humble, working-class character?





CAPStudy

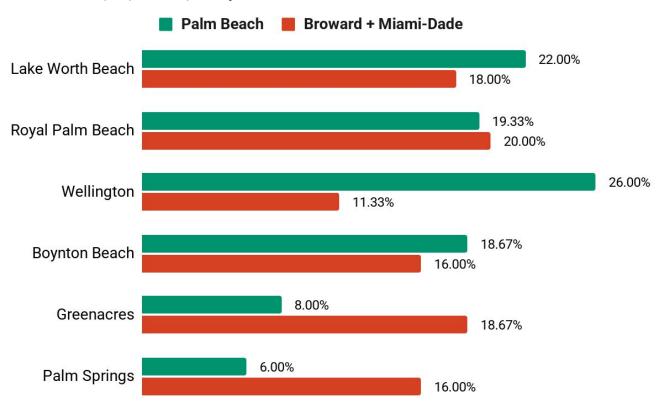
Which of the following places do you most associate with parks and other gathering spaces where people can spend quality time together?



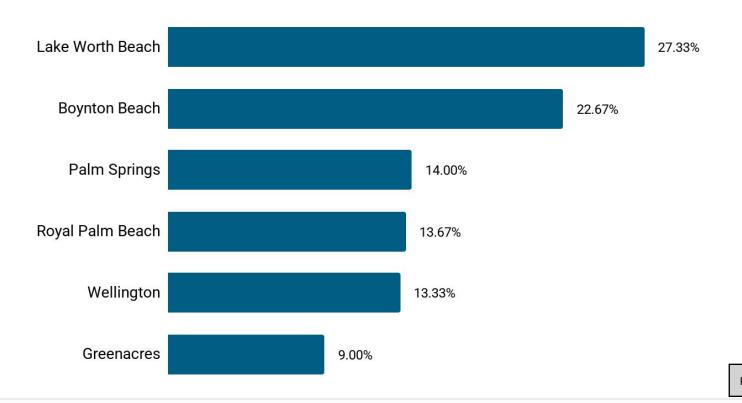
CAPStudy

BY MARKET

Which of the following places do you most associate with parks and other gathering spaces where people can spend quality time together?



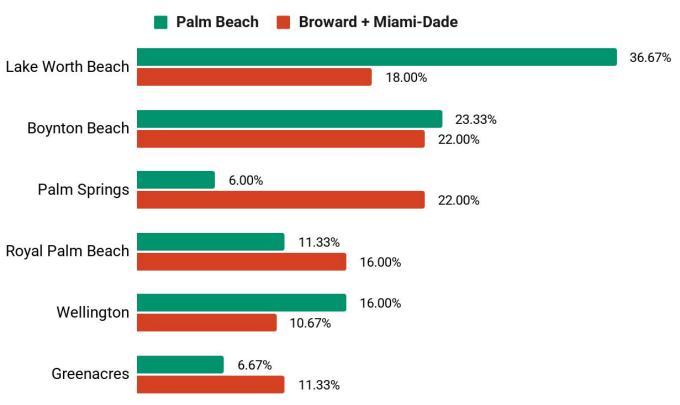
Which of the following places do you most associate with a lively multicultural community that supports a variety of local restaurants, businesses, and events?



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BY MARKET

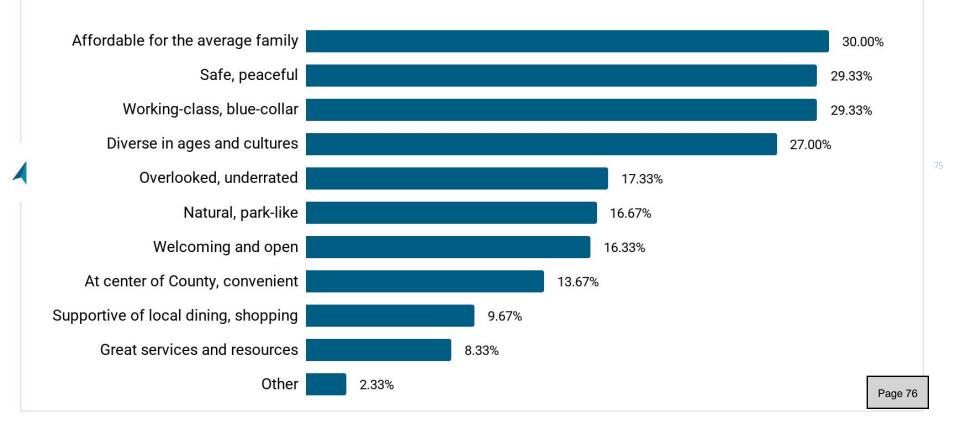
Which of the following places do you most associate with a lively multicultural community that supports a variety of local restaurants, businesses, and events?



Perceptions

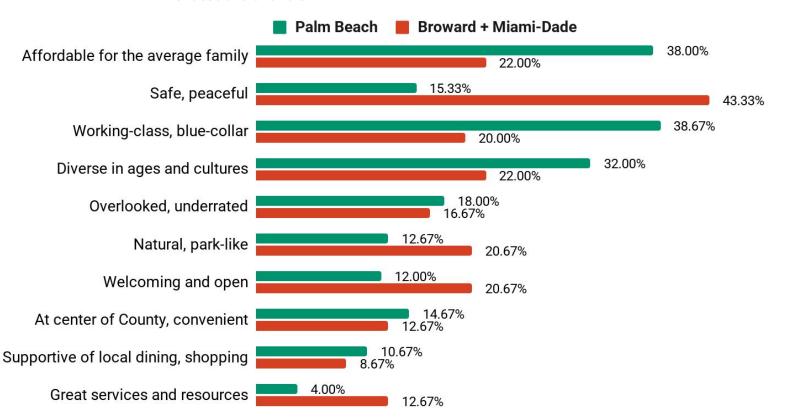


Which phrase or adjective best describes Greenacres, Florida? *Choose two answers.*

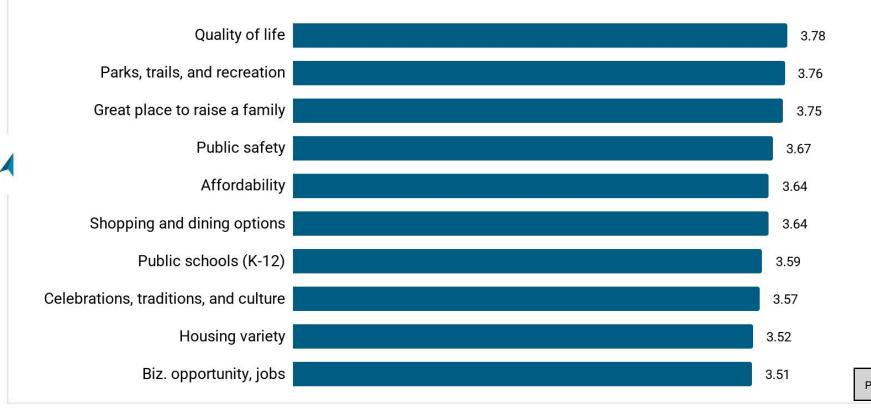


BY MARKET

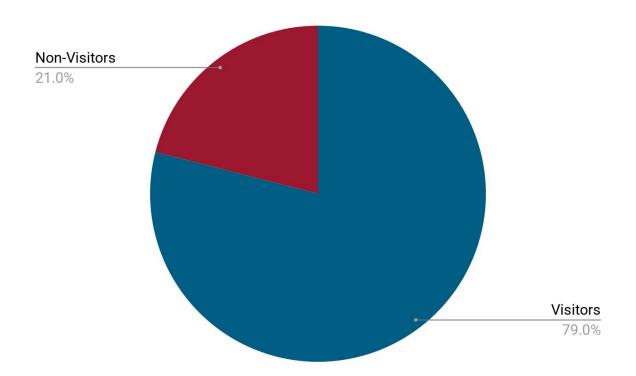
Which phrase or adjective best describes Greenacres, Florida? *Choose two answers.*



Based on your perception of Greenacres, in your opinion, please rate its following attributes on a scale of 1-5, where 1 is "Poor" and 5 is "Excellent."



Have you visited Greenacres in the past three (3) years?



BY MARKET

Have you visited Greenacres in the past three (3) years?









BY AGE

Have you visited Greenacres in the past three (3) years?







BY GENDER

Have you visited Greenacres in the past three (3) years?

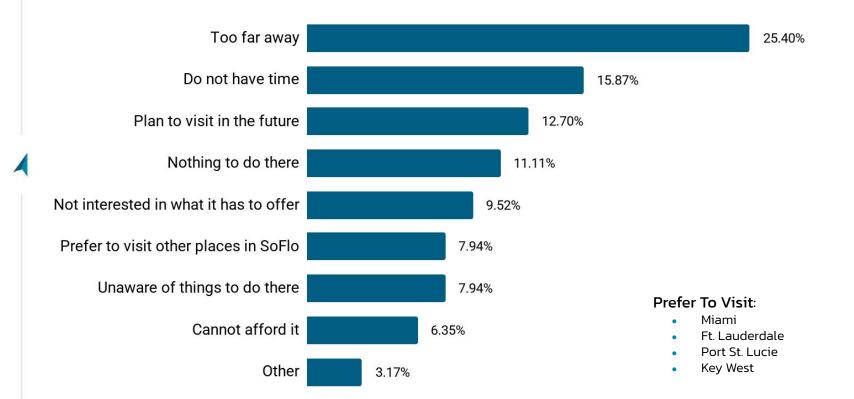






NON-VISITORS ONLY, 63 RESPONSES

Why have you not visited Greenacres recently?

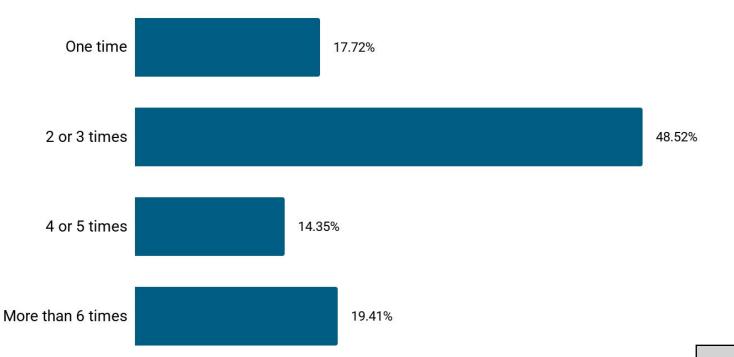


Visitors





How many times have you visited Greenacres in the past year?



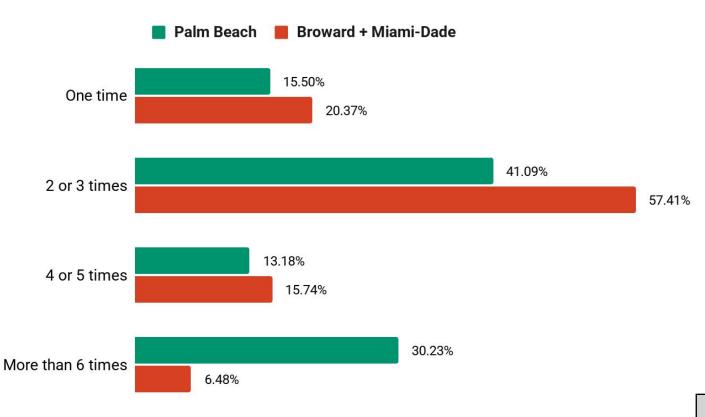
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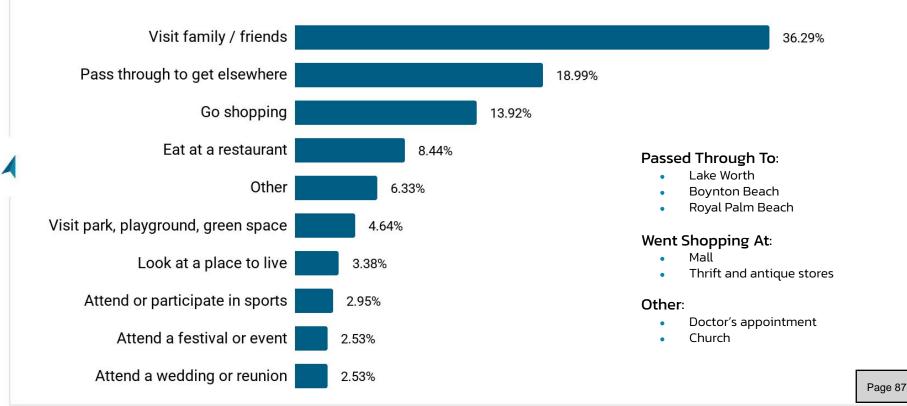
BY MARKET

How many times have you visited Greenacres in the past year?



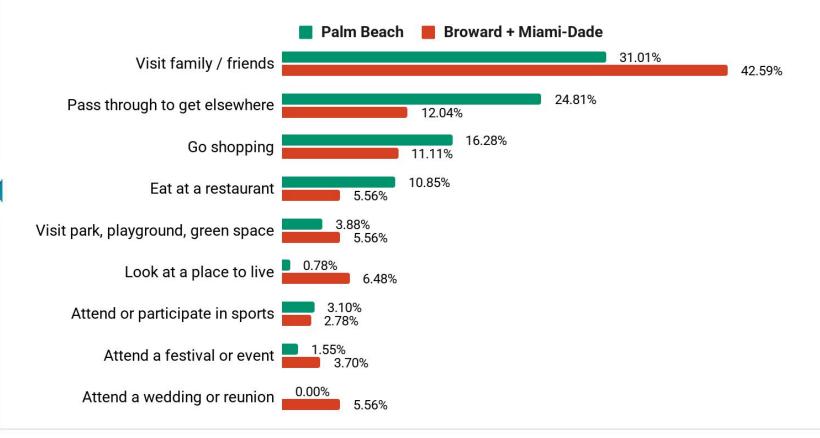
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What was the primary purpose or main reason you visited Greenacres on your most recent visit?



BY MARKET

What was the primary purpose or main reason you visited Greenacres on your most recent visit?



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LASTING IMPRESSIONS

CAP Study

Lasting Impressions

What aspect of Greenacres leaves the most positive impression on visitors and newcomers?

- "The parks are beautiful."
- "Very greenish with lots of trees"
- "It's loaded with stores and offices of all kinds."
- "It's a lot more peaceful than Miami."
- "The restaurants are very diverse."
- "It is clean and well maintained."
- "Beautiful homes in the tucked away communities"
- "Get more for your money"
- "Good diversity and lots of offerings for all types of people"
- "The local people are hospitable, and the neighbors get along well with each other."

What aspect of Greenacres leaves the most negative impression on visitors and newcomers?

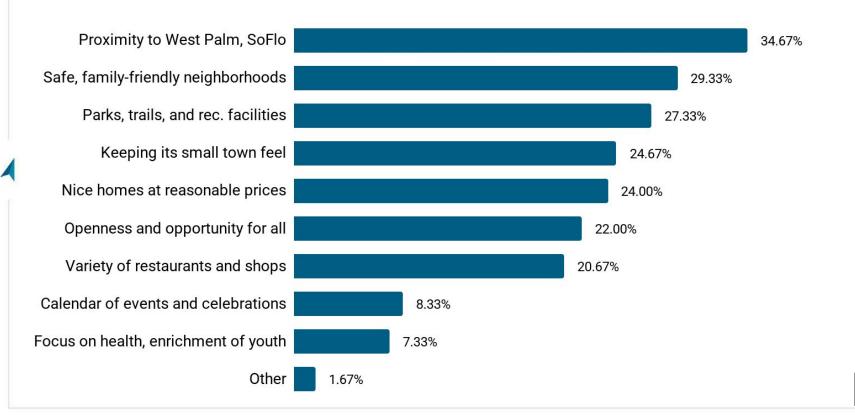
- "The crime rate is slowly getting higher."
- "The traffic is very heavy."
- "Everything there is expensive."
- "It's pretty far from major cities."
 - "Some areas are more dated and not maintained well."
- "Some of the businesses are run-down and/or in disrepair."
- "Not much to do, not many parks, not too many jobs."
- "It's getting too crowded."
- "Low income area"

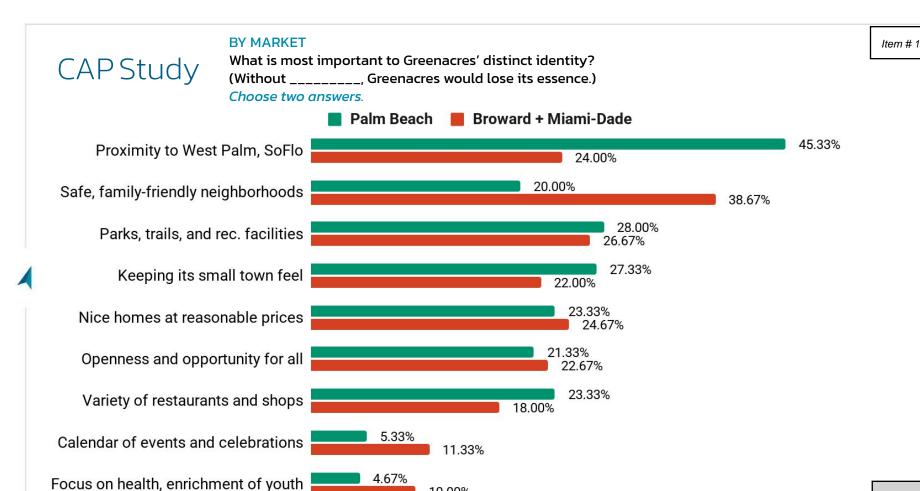
All Respondents



What is most important to Greenacres' distinct identity? (Without _____, Greenacres would lose its essence.)

Choose two answers.





10.00%

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External Qualitative Data

Influencer Perception Study



0.7

Influencer Perception Study

Assets

Diversity

Parks

City Govt.

City Manager

Housing Variety

Cultural Events

Restaurant Variety

Challenges

Reputation

Standing Out

Pass-Through City

Traffic

Little Available Land

Slow to Change

Missing

Shopping

Dining

A Key Attraction

Reason to Visit

Athletic Facilities

Mixed Use

Downtown Area

Opportunities

EXTERNAL PERCEPTIONS

Revitalization

Historic City Core

Redevelopment

Network for Businesses

STRATEGY Insights



We heard lots of great things.

Greenacres is known for its parks and peaceful environment



In a lot of centrally located cities, you see more pavement than green, but we put in a lot of effort to truly be a tree city.

Diversity is a true strength in the community



Everyone in the region has diversity, but it's next level here.

We heard some concerns.



There is confusion about the city boundaries

The unclear boundaries can affect news coverage accuracy here. A lot of the crime reported here doesn't even actually happen in Greenacres.



Where there's growth, there's growing pains

It made me a little sad to see all the growth, all my childhood places are getting demolished.



People tend to pass through without stopping

I have spent very little time in Greenacres. It is between places that I do go, so I drive through it, but I have found no reason to stop.*

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Greenacres is a welcoming and friendly community

Greenacres is more community centered than other cities.

The people matter the most.

The city's history as an affordable place for the middle class to grow roots



Greenacres feels humble in a way. It's where working people live. They work all over the county but it's here is where home is after the shift ends.



Its strategically convenient location within PBC

We're in the middle of it all. I heard from a county administrator that "You have it made because you have a turnpike exit."

STRATEGY DNA Platform



DNA Platform Framework



Target Audience: To whom Greenacres has the most appeal



Frame of Reference: Geographic context of Greenacres



Point-of-Difference: What makes Greenacres special



Benefit: Why it should matter to the consumer

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go

Greenacres DNA Platform Statement



For those who dream of a South Florida that is both welcoming and within reach,



Greenacres, the convenient heart of Palm Beach County, one of Florida's largest and most dynamic regions,



has been a natural haven for hardworking families for nearly a century



so you can build and savor a life defined by connection.



For those who dream of a South Florida that is both welcoming and within reach,

- "Dream" evokes the aspirations of young families starting their lives, older generations seeking to fulfill
 their retirement goals, and entrepreneurs taking their first steps toward success. It also draws inspiration
 from "American Dream," resonating deeply with the city's immigrant community who have built vibrant
 and fulfilling lives in Greenacres.
- "Welcoming" captures the sense of peace and safety that defines Greenacres, offering a natural retreat amidst its parks and green spaces. It also alludes to the community spirit of acceptance and camaraderie found here.
- "Within reach" reflects both the city's geographic accessibility—situated close to Palm Beach County and South Florida's resources—and its affordability. For many, Greenacres makes the American Dream of owning a home and building a life achievable.



Greenacres, the convenient heart of Palm Beach County, one of Florida's largest and most dynamic regions,

- "Convenient heart" emphasizes Greenacres' prime location between major transportation arteries like the Florida Turnpike and I-95, providing easy access to surrounding cities, resources, and amenities. This positioning makes it an ideal place for residents who value accessibility to work, education, and leisure while still enjoying the comfort of a well-rooted community.
- The inclusion of "heart" also symbolizes the tight-knit community found in Greenacres.
- "One of Florida's largest and most dynamic regions" situates Greenacres within the broader context of Palm Beach County's significance, underscoring the area's economic strength, cultural diversity, and thriving opportunities. This not only highlights the appeal of Greenacres itself but also its proximity to the broader opportunities offered by one of Florida's most vibrant counties.

Strategy Rationale



has been a natural haven for hardworking families for nearly a century

- Reflects Greenacres' origins as a community intentionally designed to provide middle-class families
 with a safe and affordable place to build their lives. This history of inclusivity and accessibility is a
 cornerstone of the city's identity, shaping its reputation as a welcoming and resilient community.
- The phrase also nods to the upcoming Centennial, celebrating a century of growth and opportunity rooted in these founding principles.
- "Natural haven" underscores the city's abundant parks and green spaces, symbolizing its enduring commitment to providing families with a high quality of life. It also works as a reference to the city as a logical and inviting entry point for those seeking to put down roots in South Florida.

Strategy Rationale



so you can build and savor a life defined by connection.

- The inclusion of "build" is intentional, signaling that Greenacres is not only a place to start a family but a
 community where families can grow, thrive, and remain for generations. It reflects stability, opportunity,
 and a lasting sense of home.
- Often associated with taste, "savor" nods to Greenacres' vibrant culinary scene while also emphasizing a
 lifestyle that is both attainable and fulfilling for working-class residents. Here, families can not only build
 their lives but truly enjoy them, free from the pressures of financial overreach. "Savor" also evokes a sense
 of safety, highlighting Greenacres as a secure place to raise a family and relish the comforts of a
 close-knit community.
- "Connection" encompasses multiple dimensions: connection to the rest of Palm Beach County and South Florida through convenient access; and connection to a shared sense of belonging that brings neighbors together and fosters a vibrant, inclusive culture.

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Item # 1.

Thank You, Greenacres!

