

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

Palm Coast, FL  
Community Livability Report

DRAFT  
2015



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The National **Citizen Survey**<sup>™</sup>  
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**The NCS<sup>™</sup> is presented by NRC in collaboration with ICMA.**

NRC is a proud member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

# About

The National Citizen Survey™ (The NCS) report is about the “livability” of Palm Coast. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

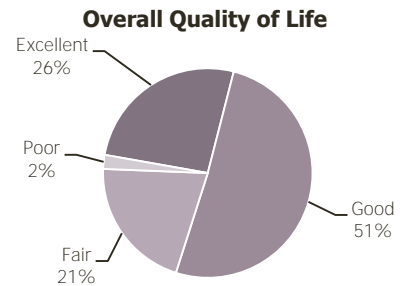
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. **The NCS captures residents’ opinions** within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 455 residents of the City of Palm Coast. The margin of error around any reported percentage is 5% for the entire sample. The full description of methods used to garner these opinions can be found in the **Technical Appendices** provided under separate cover.



# Quality of Life in Palm Coast

A majority of residents rated the quality of life in Palm Coast as excellent or good. This rating was similar to the national benchmark comparison (see Appendix B of the *Technical Appendices* provided under separate cover).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

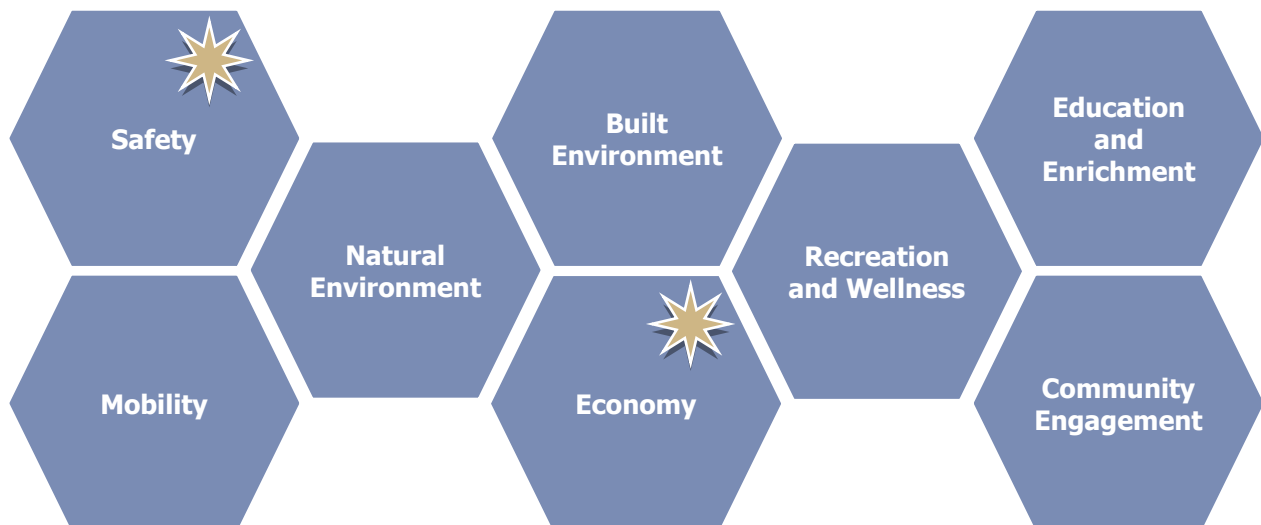
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Palm Coast community in the coming two years. Palm Coast residents gave favorable ratings to both of these facets of community. Ratings for all facets were positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Palm Coast’s unique questions.

## Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

- Most important



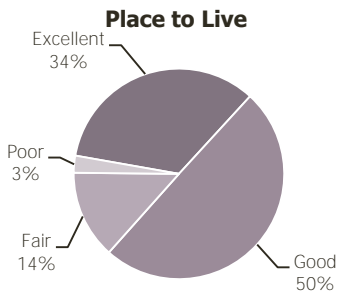
# Community Characteristics

*What makes a community livable, attractive and a place where people want to be?*

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Palm Coast, 84% rated the City as an excellent or good place to live. **Respondents'** ratings of Palm Coast as a place to live were similar to ratings in other communities across the nation.

In addition to rating the City as a place to live, respondents rated several aspects of community quality including Palm Coast as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Palm Coast and its overall appearance. About 4 in 5 respondents gave positive ratings to their neighborhoods as well as to the overall appearance of Palm Coast and Palm Coast as a place to retire. Ratings for **Palm Coast as a place to retire and for Palm Coast's overall appearance were higher than in comparison** communities. At least 6 in 10 of participants rated Palm Coast's overall image and Palm Coast as a place to raise children positively.

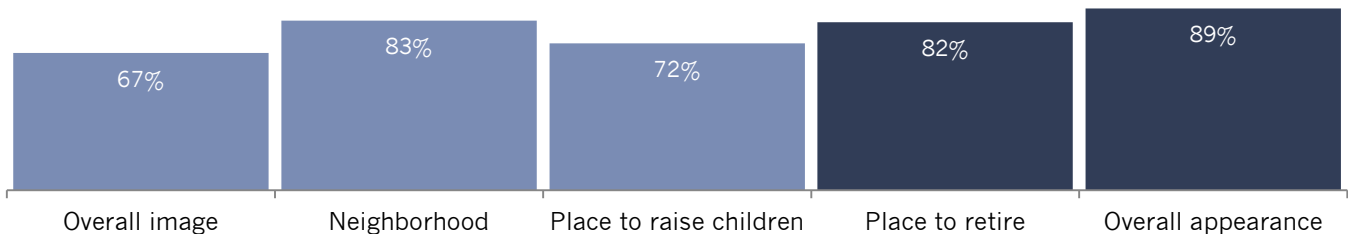
Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. At least three-quarters of respondents gave positive ratings for all aspects of Safety and all ratings for Safety were similar to the national benchmark. Almost all features of Mobility received positive ratings from a majority of respondents; most Mobility ratings were similar to the benchmark, however, ratings for paths and walking trails were higher than the benchmark and ratings for travel by public transportation were lower than the benchmark. At least 8 in 10 respondents gave excellent or good ratings to each aspect of Natural Environment. Ratings for the cleanliness of Palm Coast and air quality were higher than in comparison communities.



Ratings within Built Environment and Recreation and Wellness varied, but most features in these facets were rated positively by a majority of participants and all were rated similar to the benchmark. Most aspects of Economy were rated positively by less than half of the respondents. Ratings for the overall economic health of Palm Coast, Palm Coast's vibrant downtown/commercial area, employment opportunities and Palm Coast as a place to work were lower than in comparison communities. However, ratings for the overall economic health, Palm Coast as a place to visit and the cost of living in Palm Coast increased from 2014 to 2015 (see the **Trends over Time** report under separate

cover). Most features of Community Engagement were rated positively by a majority of participants and all ratings of Community Engagement were similar to the benchmark. Ratings for opportunities to participate in community matters and social events and activities increased from 2014 to 2015.

Percent rating positively (e.g., excellent/good)



Comparison to national benchmark

■ Higher ■ Similar ■ Lower

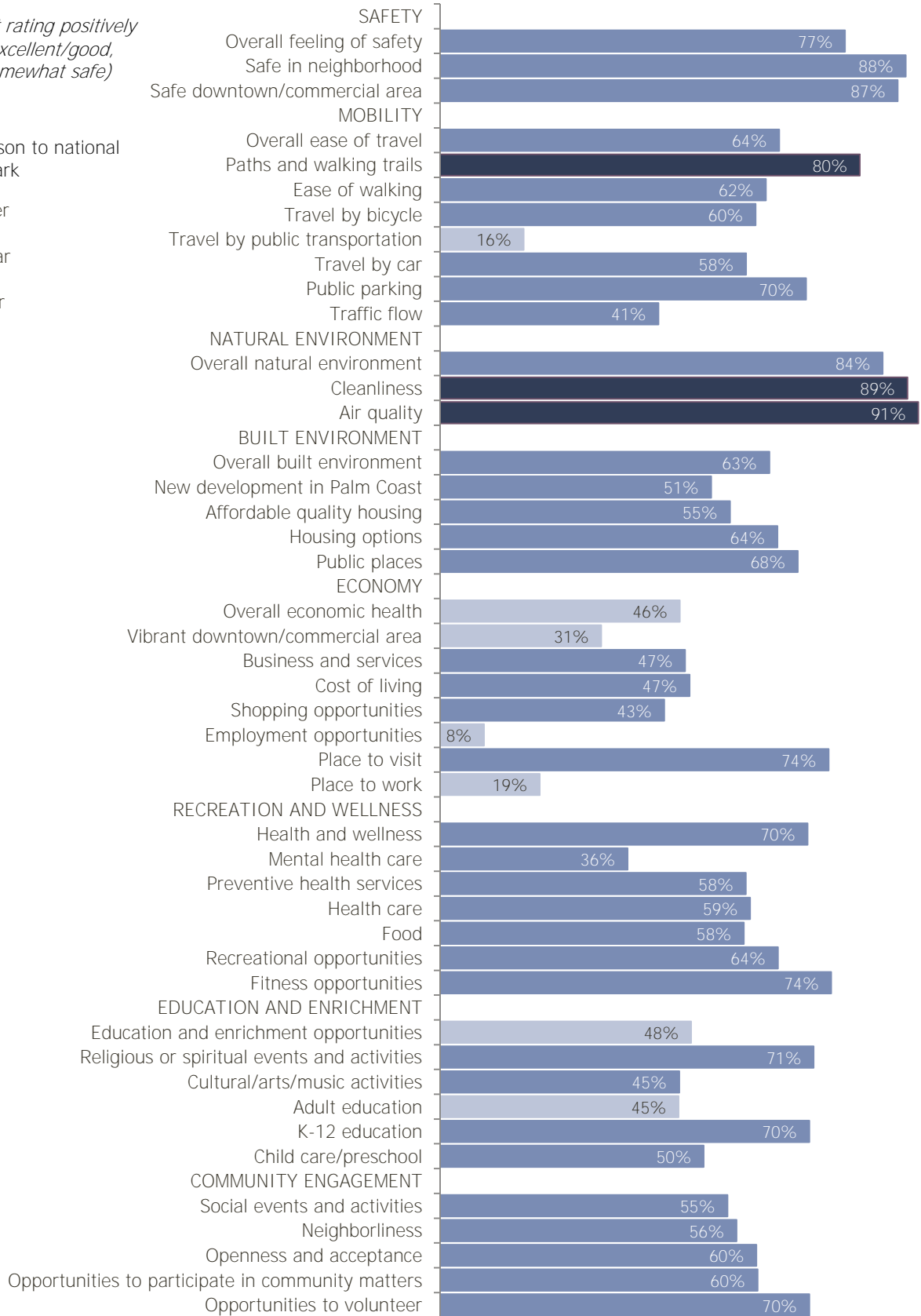
# The National Citizen Survey™

Figure 1: Aspects of Community Characteristics

Percent rating positively  
(e.g., excellent/good,  
very/somewhat safe)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



# Governance

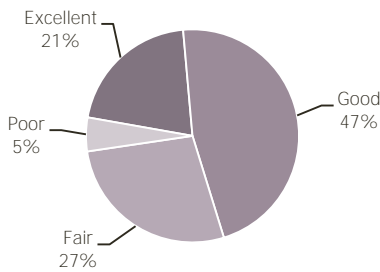
*How well does the government of Palm Coast meet the needs and expectations of its residents?*

The overall quality of the services provided by Palm Coast as well as the manner in which these services are provided are a key component of how residents rate their quality of life. About two-thirds of respondents gave excellent or good ratings to the overall quality of services provided by the City while about one-third gave positive ratings to the overall quality of services provided by the Federal Government. Both of these ratings were similar to ratings in comparison communities.

Survey respondents also rated various aspects of Palm Coast’s **leadership and governance**. All aspects of leadership and governance were similar to other communities. A majority of respondents gave excellent or good ratings to the customer service provided by Palm Coast, the value of services for taxes paid to Palm Coast and the overall direction of Palm Coast. Further, ratings increased from 2014 to 2015 for the overall direction of Palm Coast, the value of services for taxes paid, welcoming citizen involvement and confidence in City Government.

Respondents evaluated over 30 individual services and amenities available in Palm Coast. Ratings for Governance tended to be similar to the benchmark and most were rated positively by a majority of respondents. All aspects of Safety were rated as excellent or good by 6 in 10 respondents or more and all were similar to the national benchmarks. However, ratings for police services and ambulance/EMS decreased from 2014 to 2015. Ratings were mixed within the facet of Mobility, and ranged from 22% (bus or transit services) to 66% excellent or good (street cleaning). All aspects of Natural Environment were rated positively and all were similar to the benchmarks. These ratings remained stable over time. About 38% of participants rated economic development positively, and this rating increased from 2014 to 2015. All Built Environment ratings were similar to the benchmark and most aspects of Built Environment were rated positively by a majority of participants. Ratings for Education and Enrichment, Recreation and Wellness and Community Engagement tended to be similar to the benchmark and all were rated positively by a majority of participants. However, ratings for recreation centers were lower than the benchmark. Ratings decreased for recreation centers while ratings increased for health services.

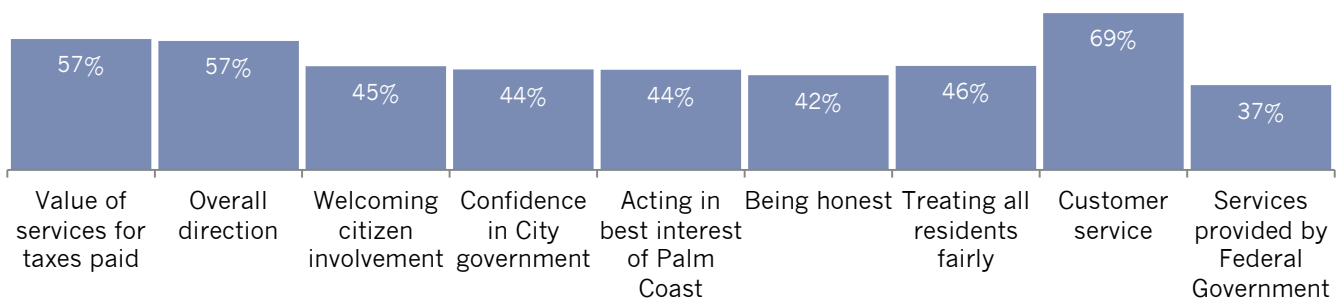
**Overall Quality of City Services**



*Percent rating positively (e.g., excellent/good)*

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



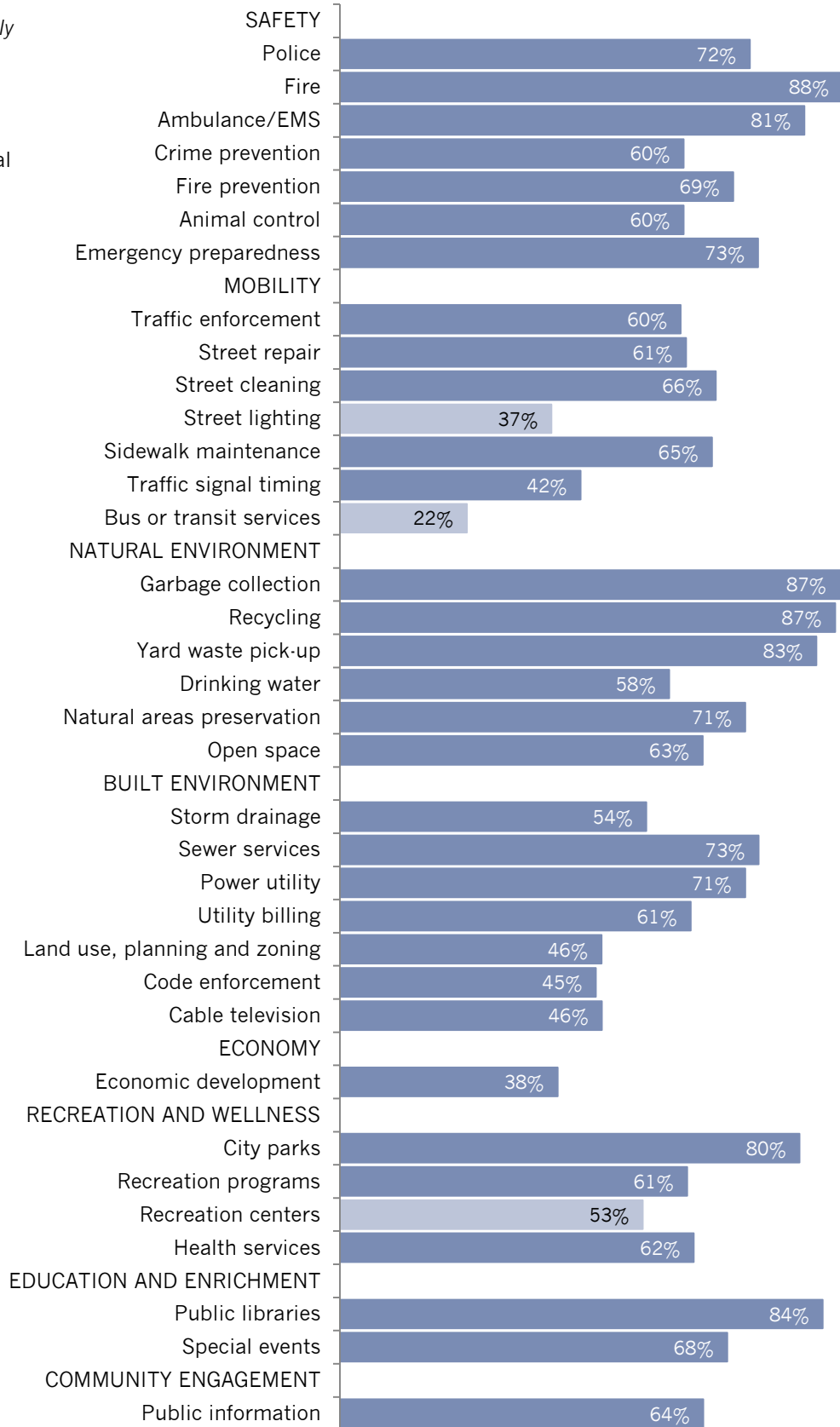
# The National Citizen Survey™

Figure 2: Aspects of Governance

Percent rating positively  
(e.g., excellent/good)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



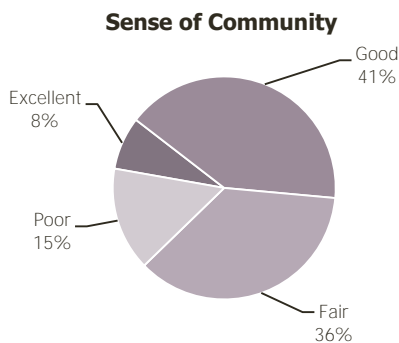


# Participation

*Are the residents of Palm Coast connected to the community and each other?*

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. About half of the respondents gave positive ratings to the sense of community in Palm Coast; this rating was lower than the benchmark. About 4 in 5 respondents indicated they were likely to recommend living in Palm Coast and were likely to remain in Palm Coast for the next five years.

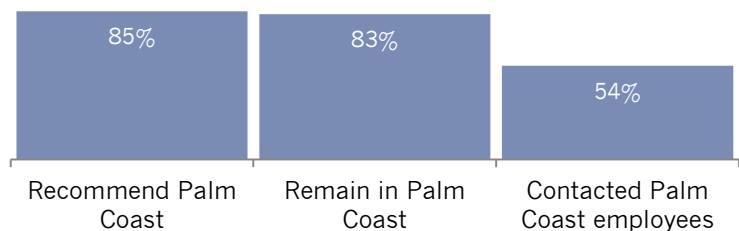
The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. When compared to other communities, more participants in Palm Coast stocked supplies for an emergency. Most participants were not the victim of a crime and did not report a crime. Almost all participants reported conserving water and about three-quarters of respondents made efforts to make their home more energy efficient. Very few participants (5%) reported using public transportation and less than half of participants had carpooled or biked or walked instead of driving; all of these aspects of Mobility were lower than the benchmark. Fewer Palm Coast residents reported that they worked in Palm Coast, used Palm Coast recreation centers or used Palm Coast libraries than respondents in comparison communities. Further, these reported rates of Participation decreased from 2014 to 2015. All other rates of Participation were similar to those seen across the nation and tended to remain stable over time.



Percent rating positively  
(e.g., very/somewhat likely,  
yes)

Comparison to national  
benchmark

■ Higher ■ Similar ■ Lower



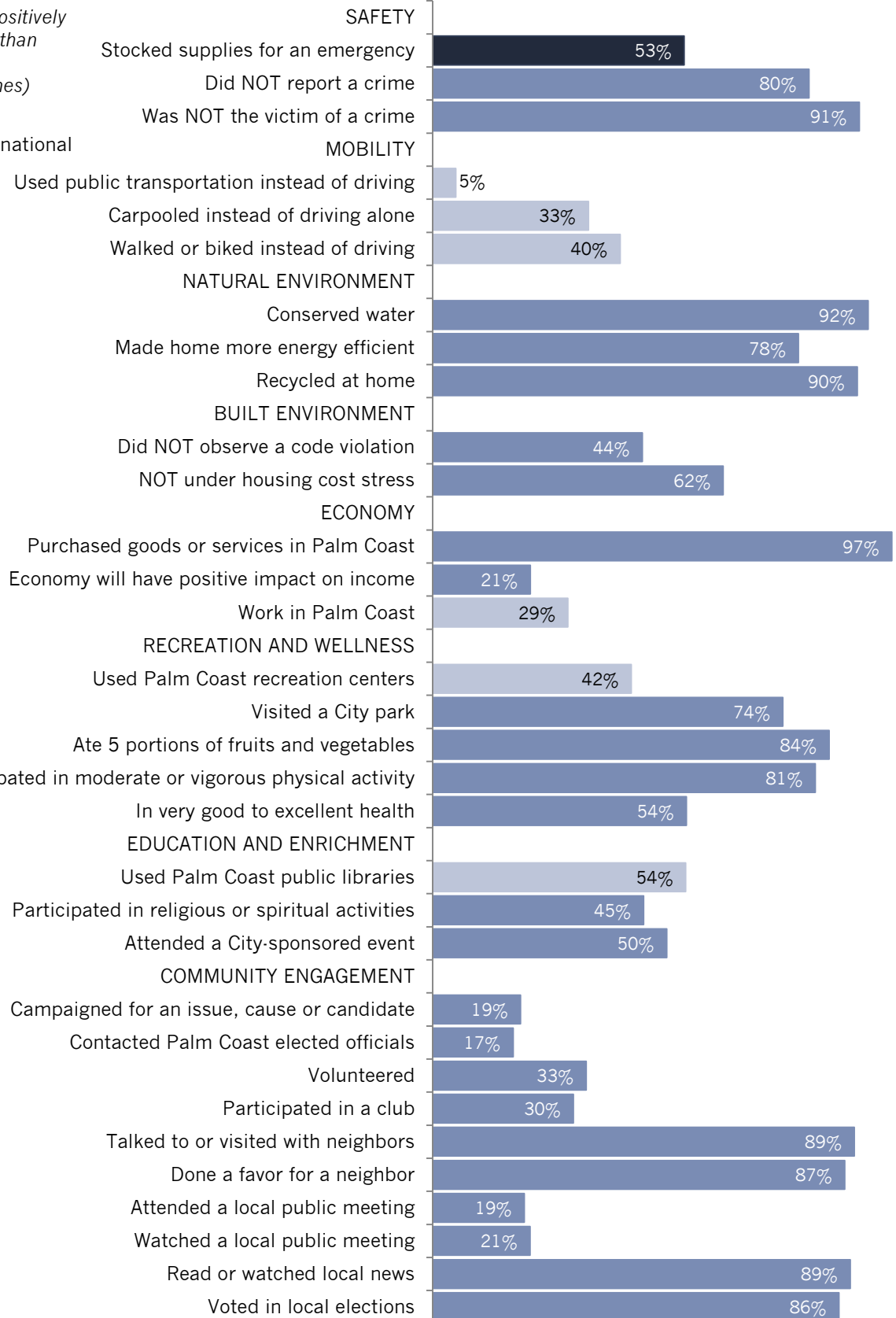
# The National Citizen Survey™

Figure 3: Aspects of Participation

Percent rating positively  
(e.g., yes, more than  
once a month,  
always/sometimes)

Comparison to national  
benchmark

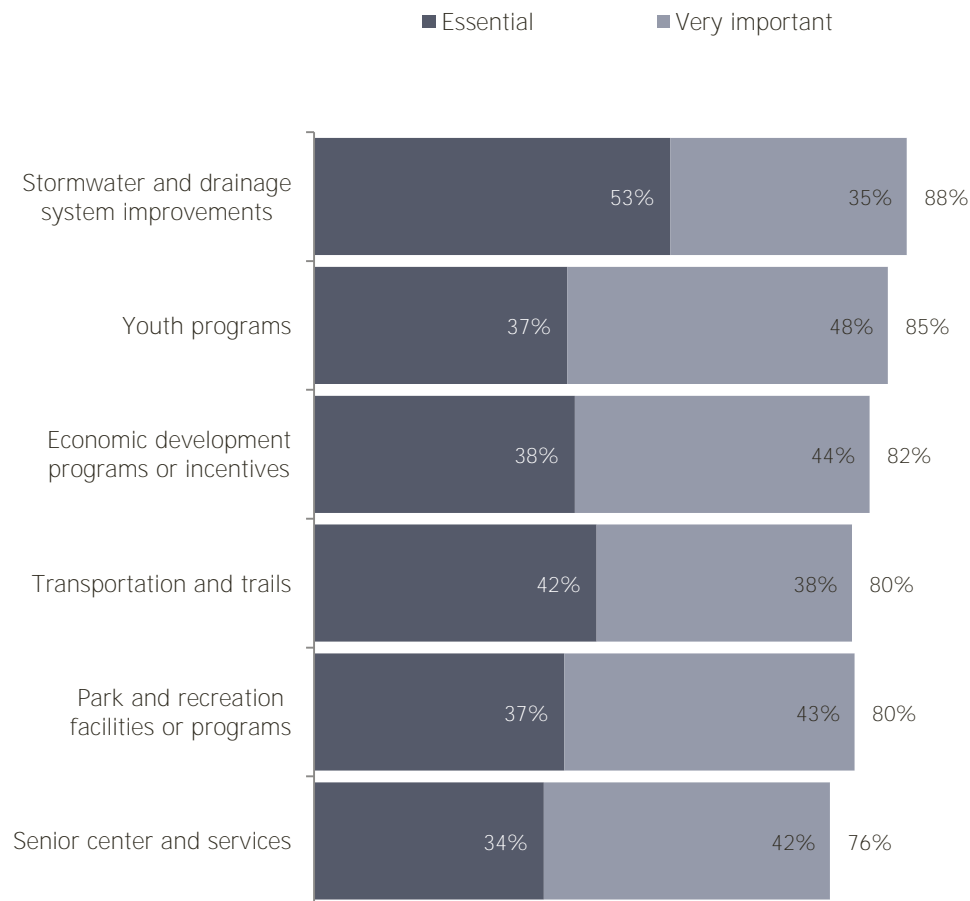
- Higher
- Similar
- Lower



# Special Topics

The City of Palm Coast included four questions of special interest on The NCS. The first question asked residents to rate the importance of several different services and programs to be provided by the City. All items were rated as essential or very important by at least three-quarters of respondents. Stormwater and drainage system improvements was rated as the most important by residents, followed by youth programs and economic development programs or incentives.

Figure 4: Importance of Programs and Services  
*How important, if at all, is it for the City to provide each of the following?*

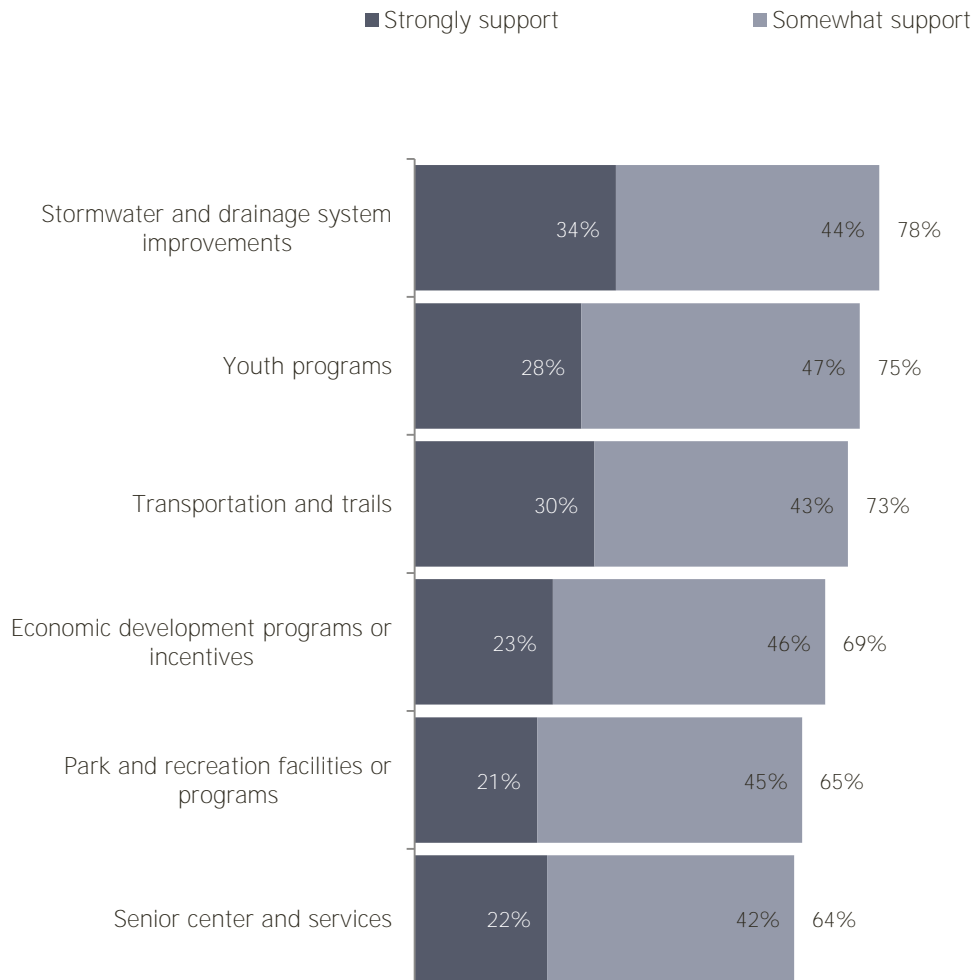


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The next question asked respondents to indicate their support or opposition for paying higher taxes and/or fees for the programs or services. A majority of residents supported higher taxes or fees for each of the items. Stormwater and drainage system improvements received the strongest support, followed by youth programs and transportation and trails.

Figure 5: Support for Higher Taxes and/or Fees for Programs and Services

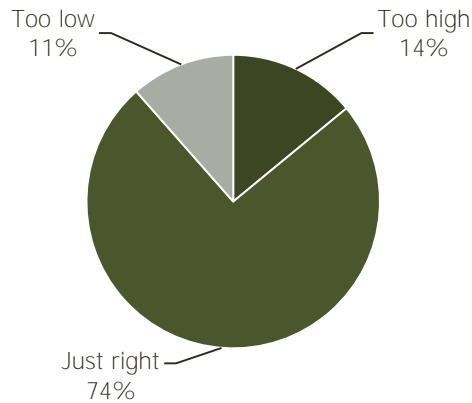
*How much would you support or oppose paying higher taxes and/or fees for the City to provide each of the following?*



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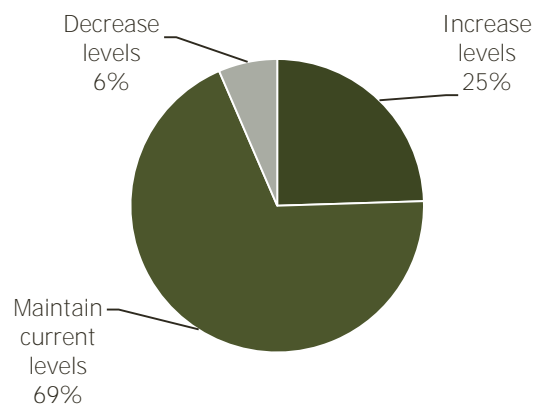
The next question asked respondents to indicate if they felt the City standards regarding neighborhood appearances and public landscapes were too high, too low, or just right. About three-quarters of respondents indicated that standards were just right.

Figure 6: Neighborhood Appearance and Public Landscape Standards  
*Thinking about the standards of the City of Palm Coast regarding neighborhood appearances and public landscapes, do you think the standards are too high, just right or too low?*



The final question asked residents to indicate their preferred level of service for maintaining neighborhood appearance and public landscapes. About 69% indicated that the City should maintain current levels; about 25% thought the City should increase levels and only 6% indicated the City should decrease levels.

Figure 7: Preferred Level of Service for Maintaining Neighborhood Appearance and Public Landscapes  
*Please indicate your preference for the level of service the City should provide for maintaining neighborhood appearance and public landscapes:*



# Conclusions

## **Palm Coast continues to be a great place to live.**

A majority of survey respondents rated the overall quality of Palm Coast and the city as a place to live as excellent or good; these ratings remained stable over time and were similar to the benchmarks. About 4 in 5 would recommend Palm Coast as a place to live and were likely to remain in the community in the next five years. Ratings for features that enhance quality of life, such as Palm Coast as place to retire and the overall appearance were given positive ratings by at least 4 in 5 respondents. These ratings were higher than ratings in comparison communities. These high ratings remained stable from 2014 to 2015.

## **Safety is a top priority for residents.**

Safety was identified as a top community focus area by Palm Coast residents. About three-quarters of residents gave excellent or good ratings to the overall feeling of safety in Palm Coast and about 4 in 5 indicated that they felt **safe in Palm Coast's downtown/commercial area** and in their neighborhoods. These ratings remained stable from 2014 to 2015, and were similar to ratings in comparison communities. Within Governance, ratings for Safety were positive and similar to the benchmarks. However, ratings for police services and ambulance/EMS decreased from 2014 to 2015. All other aspects of Safety remained stable over time. More residents in Palm Coast than in most **communities in NRC's** benchmarking database reported that they had stocked supplies for an emergency.

## **Economy is a top resident priority and perception is improving.**

Survey participants also indicated that Economy is one of the most important facets to focus on over the next two years. Economy ratings tended to be similar to ratings seen in other communities. However, ratings for vibrant downtown/commercial area, overall economic health, Palm Coast as a place to work and employment opportunities were lower than in comparison communities. The rating for Palm Coast as a place to visit was the highest rated aspect of Economy. Compared to 2014, most Economy ratings remained stable; however, ratings for the overall economic health of Palm Coast, Palm Coast as a place to visit and the cost of living in Palm Coast increased in 2015. Fewer residents reported that they worked in Palm Coast in 2015 compared to 2014.

**THE NCS**<sup>TM</sup>  
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# Palm Coast, FL

Trends over Time

DRAFT  
2016



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# Summary

**The National Citizen Survey™ (The NCS™)** is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. **The NCS captures residents' opinions within the three pillars of a community** (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2015 ratings for the City of Palm Coast to its previous survey results in 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013 and 2014. Additional reports and technical appendices are available under separate cover.

Trend data for Palm Coast represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being **“higher” or “lower”** if the differences are greater than seven percentage points between the 2014 and 2015 surveys, otherwise the comparison between 2014 and 2015 are noted as being **“similar.”** Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Palm Coast for 2015 generally remained stable. Of the 131 items for which comparisons were available, 107 items were rated similarly in 2014 and 2015, 10 items showed a decrease in ratings and 14 showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics, only one aspect decreased from 2014 to 2015 (travel by bicycle), while several aspects increased in ratings. Ratings increased from 2014 to 2015 for: the overall quality of new development in Palm Coast, the overall economic health of Palm Coast, Palm Coast as a place to visit, cost of living, K-12 education, opportunities to participate in community matters and opportunities to participate in social events and activities.
- Most aspects of Governance remained stable, however a handful of services were trending up and a handful of services were trending down from 2014 to 2015. Ratings decreased for police services, ambulance/EMS, street lighting, cable television and recreation centers. Ratings increased from 2014 to 2015 for economic development, health services, overall direction of Palm Coast, the value of services for taxes paid to Palm Coast, the job Palm Coast government does at welcoming citizen involvement and overall confidence in City government.
- Rates of Participation tended to remain stable in 2015. No aspects of Participation increased from 2014 to 2015. Fewer Palm Coast residents reported that they worked in Palm Coast, used Palm Coast recreation centers, used Palm Coast libraries or participated in religious or spiritual activities in 2014 compared to 2015.



## The National Citizen Survey™

Table 1: Community Characteristics General

	Percent positive														2015 rating compared to 2014
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Overall quality of life	82%	80%	82%	75%	73%	71%	73%	74%	75%	67%	70%	75%	73%	77%	Similar
Overall image	NA	NA	NA	NA	NA	NA	70%	NA	77%	71%	69%	67%	66%	67%	Similar
Place to live	86%	84%	86%	83%	80%	77%	80%	79%	85%	78%	80%	84%	80%	84%	Similar
Neighborhood	86%	88%	88%	86%	86%	80%	81%	78%	82%	78%	82%	83%	85%	83%	Similar
Place to raise children	69%	75%	72%	70%	66%	60%	61%	60%	73%	63%	71%	73%	68%	72%	Similar
Place to retire	84%	83%	81%	78%	71%	76%	78%	73%	78%	75%	78%	80%	79%	82%	Similar
Overall appearance	75%	76%	83%	85%	80%	83%	82%	86%	83%	83%	85%	85%	84%	89%	Similar

Table 2: Community Characteristics General

	Comparison to benchmark														
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Overall quality of life	Similar	Similar	Similar	Similar	Similar	Lower	Lower	Similar	Similar	Much lower	Much lower	Similar	Similar	Similar	
Overall image	NA	NA	NA	NA	NA	NA	Similar	NA	Higher	Similar	Similar	Similar	Similar	Similar	
Place to live	Similar	Similar	Similar	Similar	Similar	Lower	Similar	Similar	Similar	Lower	Lower	Similar	Similar	Similar	
Neighborhood	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
Place to raise children	Similar	Similar	Similar	Similar	Similar	Much lower	Much lower	Much lower	Lower	Much lower	Much lower	Similar	Lower	Similar	
Place to retire	Much higher	Much higher	Much higher	Much higher	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	
Overall appearance	Similar	Similar	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher	

Table 3: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)															2015 rating compared to 2014
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015		
Safety	Overall feeling of safety	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	70%	76%	77%	Similar	
	Safe in neighborhood	96%	93%	94%	94%	92%	93%	92%	90%	93%	91%	93%	88%	92%	88%	Similar	
	Safe downtown/commercial area	93%	92%	91%	91%	88%	90%	88%	90%	89%	88%	88%	82%	89%	87%	Similar	
Mobility	Overall ease of travel	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	72%	67%	64%	Similar	
	Paths and walking trails	NA	NA	NA	NA	NA	NA	49%	53%	61%	70%	73%	78%	81%	80%	Similar	
	Ease of walking	NA	NA	NA	36%	42%	45%	46%	49%	52%	58%	65%	68%	66%	62%	Similar	
	Travel by bicycle	43%	41%	46%	33%	42%	45%	45%	49%	54%	65%	69%	64%	70%	60%	Lower	
	Travel by car	51%	37%	22%	16%	20%	39%	41%	50%	62%	57%	71%	69%	62%	58%	Similar	
	Public parking	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	74%	71%	70%	Similar	
	Traffic flow	45%	29%	14%	11%	12%	25%	32%	41%	44%	50%	60%	56%	47%	41%	Similar	
Natural Environment	Overall natural environment	NA	NA	NA	NA	NA	NA	71%	69%	80%	82%	81%	87%	87%	84%	Similar	
	Cleanliness	NA	NA	NA	NA	NA	NA	NA	85%	83%	83%	87%	85%	85%	89%	Similar	

## The National Citizen Survey™

		Percent rating positively (e.g., excellent/good, very/somewhat safe)														2015 rating compared to 2014
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Built Environment	Air quality	NA	NA	NA	NA	NA	NA	79%	NA	83%	79%	83%	83%	85%	91%	Similar
	Overall built environment	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	62%	64%	63%	Similar
	New development in Palm Coast	NA	NA	NA	48%	47%	53%	63%	61%	63%	56%	53%	42%	41%	51%	Higher
	Affordable quality housing	NA	NA	54%	39%	33%	41%	53%	58%	61%	58%	67%	64%	59%	55%	Similar
	Housing options	NA	NA	NA	NA	NA	NA	64%	67%	64%	59%	59%	63%	70%	64%	Similar
	Public places	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	60%	65%	68%	Similar
Economy	Overall economic health	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	36%	37%	46%	Higher
	Vibrant downtown/commercial area	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	32%	25%	31%	Similar
	Business and services	NA	NA	NA	NA	NA	NA	45%	52%	52%	48%	49%	56%	44%	47%	Similar
	Cost of living	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	45%	37%	47%	Higher
	Shopping opportunities	23%	20%	27%	22%	22%	25%	30%	49%	47%	43%	43%	43%	36%	43%	Similar
	Employment opportunities	8%	7%	9%	7%	7%	6%	9%	6%	9%	5%	11%	13%	6%	8%	Similar
	Place to visit	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	63%	60%	74%	Higher
	Place to work	NA	NA	NA	24%	20%	16%	16%	20%	21%	15%	16%	18%	18%	19%	Similar
	Recreation and Wellness	Health and wellness	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	67%	64%	70%
Mental health care		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	44%	31%	36%	Similar
Preventive health services		NA	NA	NA	NA	NA	NA	43%	47%	56%	53%	60%	58%	56%	58%	Similar
Health care		NA	NA	44%	41%	42%	42%	37%	46%	49%	45%	56%	60%	55%	59%	Similar
Food		NA	NA	NA	NA	NA	56%	56%	NA	60%	55%	58%	64%	51%	58%	Similar
Recreational opportunities		38%	37%	35%	35%	29%	37%	41%	51%	53%	52%	58%	69%	67%	64%	Similar
Education and Enrichment	Fitness opportunities	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	82%	79%	74%	Similar
	Religious or spiritual events and activities	NA	NA	NA	NA	NA	NA	NA	81%	77%	74%	79%	77%	70%	71%	Similar
	Cultural/arts/music activities	40%	46%	NA	NA	NA	NA	NA	NA	44%	40%	43%	49%	41%	45%	Similar
	Adult education	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	58%	48%	45%	Similar
	K-12 education	NA	NA	NA	NA	NA	NA	NA	NA	NA	65%	73%	64%	60%	70%	Higher
Community Engagement	Child care/preschool	NA	NA	32%	24%	30%	27%	27%	32%	44%	30%	45%	63%	44%	50%	Similar
	Social events and activities	NA	NA	NA	NA	NA	NA	NA	56%	55%	53%	54%	48%	46%	55%	Higher
	Neighborliness	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	52%	53%	56%	Similar
	Openness and acceptance	NA	NA	NA	NA	NA	NA	NA	NA	75%	65%	68%	62%	65%	60%	Similar
	Opportunities to participate in community matters	NA	NA	NA	NA	NA	NA	52%	61%	60%	51%	61%	55%	52%	60%	Higher
Opportunities to volunteer	NA	NA	NA	NA	NA	NA	NA	76%	74%	71%	73%	66%	67%	70%	Similar	

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Table 4: Community Characteristics by Facet

		Comparison to benchmark														
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Safety	Overall feeling of safety	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
	Safe in neighborhood	Higher	Similar	Similar	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
	Safe downtown/commercial area	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
Mobility	Overall ease of travel	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
	Paths and walking trails	NA	NA	NA	NA	NA	NA	Much lower	Similar	Higher	Much higher	Much higher	Higher	Higher	Higher	
	Ease of walking	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Similar	Higher	Similar	Similar	Similar	
	Travel by bicycle	Much lower	Lower	Lower	Much lower	Lower	Similar	Similar	Similar	Similar	Much higher	Much higher	Similar	Higher	Similar	
	Travel by car	Similar	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Similar	Similar	Much higher	Similar	Similar	Similar	
	Public parking	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
	Traffic flow	NA	NA	NA	NA	NA	NA	Much lower	Similar	Similar	Higher	Much higher	Similar	Similar	Similar	
	Natural Environment	Overall natural environment	NA	NA	NA	NA	NA	NA	Similar	Similar	Higher	Higher	Much higher	Similar	Similar	Similar
		Cleanliness	NA	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Higher	Higher	Higher
Air quality		NA	NA	NA	NA	NA	NA	Much higher	NA	Much higher	Much higher	Much higher	Similar	Similar	Higher	
Built Environment	Overall built environment	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
	New development in Palm Coast	NA	NA	NA	NA	Lower	Lower	Similar	Higher	Similar	Similar	Lower	Lower	Lower	Similar	
	Affordable quality housing	NA	NA	Similar	Similar	Lower	Similar	Much higher	Much higher	Much higher	Much higher	Much higher	Higher	Similar	Similar	
	Housing options	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Higher	Similar	Similar	Similar	Similar	Similar	
	Public places	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
Economy	Overall economic health	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Lower	Lower	Lower	
	Vibrant downtown/commercial area	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Lower	Lower	Lower	
	Business and services	NA	NA	NA	NA	NA	NA	NA	NA	Lower	Much lower	Much lower	Much lower	Similar	Lower	
	Cost of living	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	

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		Comparison to benchmark													
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
	Shopping opportunities	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Similar	Lower	Much lower	Much lower	Similar	Lower	Similar
	Employment opportunities	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
	Place to visit	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar
	Place to work	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower
Recreation and Wellness	Health and wellness	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar
	Mental health care	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Lower	Similar
	Preventive health services	NA	NA	NA	NA	NA	NA	NA	Similar	Lower	Similar	Lower	Similar	Similar	Similar
	Health care	NA	NA	Lower	Similar	Lower	Lower	Lower	Much lower	Similar	Similar	Similar	Higher	Similar	Similar
	Food	NA	NA	NA	NA	NA	Lower	Lower	NA	Lower	Lower	Lower	Similar	Similar	Similar
	Recreational opportunities	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Similar	Similar
	Fitness opportunities	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar
	Religious or spiritual events and activities	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar
Education and Enrichment	Cultural/arts/music activities	Much lower	Lower	NA	NA	NA	NA	NA	NA	Lower	Much lower	Much lower	Similar	Similar	Similar
	Adult education	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Lower
	K-12 education	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
	Child care/preschool	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Similar	Lower	Similar	Higher	Similar
	Social events and activities	NA	NA	NA	NA	NA	NA	NA	NA	Lower	Lower	Much lower	Much lower	Similar	Similar
Community Engagement	Neighborliness	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar
	Openness and acceptance	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Similar	Higher	Similar	Similar	Similar
	Opportunities to participate in community matters	NA	NA	NA	NA	NA	NA	NA	Much lower	Similar	Lower	Lower	Similar	Similar	Similar
	Opportunities to volunteer	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar

Table 5: Governance General

	Percent rating positively (e.g., excellent/good)														2015 rating compared to 2014
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Services provided by Palm Coast	55%	58%	67%	59%	55%	59%	66%	74%	69%	71%	67%	66%	71%	67%	Similar
Customer service	65%	66%	71%	65%	68%	66%	70%	74%	79%	77%	68%	66%	67%	69%	Similar
Value of services for taxes paid	NA	NA	NA	59%	52%	48%	49%	56%	53%	54%	50%	54%	46%	57%	Higher

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	Percent rating positively (e.g., excellent/good)														2015 rating compared to 2014
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Overall direction	44%	50%	54%	47%	44%	50%	53%	55%	58%	50%	48%	46%	47%	57%	Higher
Welcoming citizen involvement	56%	56%	61%	49%	46%	50%	42%	47%	48%	45%	39%	48%	38%	45%	Higher
Confidence in City government	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	39%	35%	44%	Higher
Acting in the best interest of Palm Coast	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	45%	40%	44%	Similar
Being honest	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	43%	39%	42%	Similar
Treating all residents fairly	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	47%	42%	46%	Similar
Services provided by the Federal Government	44%	41%	43%	43%	38%	38%	34%	42%	37%	35%	41%	30%	36%	37%	Similar

Table 6: Governance General

	Comparison to benchmark														
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Services provided by Palm Coast	Much lower	Much lower	Lower	Lower	Lower	Much lower	Lower	Higher	Similar	Similar	Lower	Similar	Similar	Similar	
Customer service	Lower	Lower	Lower	Similar	Similar	Lower	Lower	Similar	Higher	Similar	Lower	Similar	Similar	Similar	
Value of services for taxes paid	NA	NA	NA	Similar	Similar	Lower	Much lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	
Overall direction	Lower	Similar	Similar	Lower	Lower	Lower	Much lower	Similar	Similar	Lower	Much lower	Similar	Similar	Similar	
Welcoming citizen involvement	Similar	Similar	Similar	Similar	Lower	Lower	Much lower	Much lower	Similar	Lower	Much lower	Similar	Similar	Similar	
Confidence in City government	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Lower	Similar	
Acting in the best interest of Palm Coast	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
Being honest	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Lower	Similar	
Treating all residents fairly	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
Services provided by the Federal Government	Similar	Similar	Similar	Similar	Similar	Similar	Lower	Similar	Similar	Lower	Similar	Lower	Similar	Similar	

Table 7: Governance by Facet

		Percent rating positively (e.g., excellent/good)														2015 rating compared to 2014
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Safety	Police	81%	82%	79%	81%	77%	70%	69%	78%	79%	80%	80%	77%	80%	72%	Lower
	Fire	91%	92%	94%	95%	90%	90%	90%	94%	95%	92%	96%	94%	93%	88%	Similar
	Ambulance/EMS	90%	89%	92%	94%	87%	86%	88%	92%	92%	88%	96%	91%	91%	81%	Lower
	Crime prevention	70%	69%	NA	NA	NA	NA	NA	NA	69%	62%	65%	60%	55%	60%	Similar
	Fire prevention	76%	77%	NA	73%	71%	76%	75%	78%	79%	75%	82%	79%	70%	69%	Similar
	Animal control	NA	NA	NA	NA	NA	NA	55%	61%	64%	57%	65%	67%	57%	60%	Similar
	Emergency preparedness	NA	NA	NA	NA	NA	NA	61%	71%	73%	69%	73%	68%	68%	73%	Similar

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		Percent rating positively (e.g., excellent/good)														2015 rating compared to 2014
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Mobility	Traffic enforcement	56%	48%	55%	50%	50%	57%	57%	61%	65%	63%	65%	57%	55%	60%	Similar
	Street repair	16%	18%	34%	31%	37%	43%	52%	62%	55%	68%	70%	64%	63%	61%	Similar
	Street cleaning	27%	31%	44%	40%	45%	48%	59%	71%	62%	70%	71%	67%	69%	66%	Similar
	Street lighting	NA	18%	24%	20%	26%	30%	32%	38%	36%	37%	46%	41%	45%	37%	Lower
	Sidewalk maintenance	35%	35%	43%	43%	45%	49%	51%	52%	57%	65%	68%	70%	66%	65%	Similar
	Traffic signal timing	46%	38%	35%	28%	33%	39%	45%	46%	46%	43%	52%	39%	35%	42%	Similar
Natural Environment	Garbage collection	83%	87%	86%	87%	82%	85%	86%	86%	89%	90%	93%	90%	87%	87%	Similar
	Recycling	83%	81%	79%	84%	80%	81%	84%	87%	86%	83%	90%	89%	87%	87%	Similar
	Yard waste pick-up	NA	NA	NA	NA	NA	NA	NA	NA	84%	87%	90%	86%	86%	83%	Similar
	Drinking water	55%	54%	55%	52%	55%	53%	56%	58%	66%	65%	65%	56%	60%	58%	Similar
	Natural areas preservation	NA	NA	NA	NA	NA	NA	56%	66%	70%	66%	75%	70%	65%	71%	Similar
	Open space	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	72%	61%	63%	Similar
Built Environment	Storm drainage	40%	21%	35%	29%	32%	40%	46%	49%	43%	57%	56%	43%	51%	54%	Similar
	Sewer services	68%	64%	88%	64%	63%	64%	69%	72%	73%	76%	81%	65%	73%	73%	Similar
	Utility billing	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	62%	57%	61%	Similar
	Land use, planning and zoning	27%	28%	33%	30%	27%	32%	41%	42%	46%	42%	39%	41%	50%	46%	Similar
	Code enforcement	37%	31%	44%	45%	42%	44%	43%	50%	50%	47%	55%	43%	49%	45%	Similar
	Cable television	27%	NA	40%	52%	46%	NA	NA	NA	62%	57%	58%	53%	55%	46%	Lower
Economy	Economic development	NA	22%	29%	35%	32%	29%	32%	33%	34%	31%	30%	34%	30%	38%	Higher
Recreation and Wellness	City parks	69%	71%	73%	70%	68%	72%	76%	78%	80%	82%	85%	77%	83%	80%	Similar
	Recreation programs	NA	67%	70%	62%	58%	68%	66%	70%	70%	66%	73%	63%	63%	61%	Similar
	Recreation centers	52%	51%	59%	51%	50%	56%	62%	66%	65%	65%	68%	63%	61%	53%	Lower
	Health services	56%	NA	57%	52%	48%	47%	51%	57%	62%	55%	66%	57%	53%	62%	Higher
Education and Enrichment	Special events	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	58%	66%	68%	Similar	
	Public libraries	NA	NA	NA	44%	NA	NA	NA	NA	NA	80%	80%	80%	84%	84%	Similar
Community Engagement	Public information	36%	NA	NA	NA	39%	47%	46%	53%	55%	64%	68%	59%	62%	64%	Similar

Table 8: Governance by Facet

		Comparison to benchmark													
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Safety	Police	Similar	Similar	Similar	Similar	Similar	Lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Fire	Similar	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Higher	Similar	Higher	Similar	Similar	Similar
	Ambulance/EMS	Similar	Similar	Similar	Higher	Similar	Similar	Similar	Higher	Higher	Similar	Much higher	Similar	Similar	Similar
	Crime prevention	Similar	Similar	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar	Similar
	Fire prevention	Lower	Similar	NA	Similar	Similar	Similar	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Similar

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		Comparison to benchmark													
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
	Animal control	NA	NA	NA	NA	NA	NA	Lower	Similar	Similar	Lower	Higher	Similar	Similar	Similar
	Emergency preparedness	NA	NA	NA	NA	NA	NA	Lower	Much higher	Much higher	Higher	Much higher	Similar	Similar	Similar
Mobility	Traffic enforcement	Lower	Much lower	Lower	Lower	Lower	Lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Street repair	Much lower	Much lower	Much lower	Lower	Similar	Similar	Higher	Much higher	Much higher	Much higher	Much higher	Higher	Similar	Similar
	Street cleaning	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Similar	Much higher	Similar	Higher	Much higher	Similar	Similar	Similar
	Street lighting	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Lower
	Sidewalk maintenance	Much lower	Much lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Higher	Much higher	Much higher	Higher	Similar
	Traffic signal timing	Lower	Lower	Much lower	Much lower	Much lower	Lower	Similar	Similar	Similar	Lower	Similar	Lower	Lower	Similar
	Garbage collection	Similar	Similar	Similar	Higher	Higher	Higher	Higher	Higher	Much higher	Higher	Much higher	Similar	Similar	Similar
Natural Environment	Recycling	Similar	Similar	Similar	Higher	Higher	Higher	Much higher	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar
	Yard waste pick-up	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Much higher	Similar	Higher	Similar
	Drinking water	Much lower	Much lower	Lower	Lower	Lower	Lower	Lower	Lower	Similar	Similar	Similar	Lower	Similar	Similar
	Natural areas preservation	NA	NA	NA	NA	NA	NA	Similar	Much higher	Much higher	Higher	Much higher	Similar	Similar	Similar
	Open space	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar
	Storm drainage	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Much lower	Similar	Similar	Lower	Similar
Built Environment	Sewer services	Similar	Lower	Much higher	Similar	Similar	Lower	Similar	Similar	Similar	Similar	Higher	Similar	Similar	Similar
	Utility billing	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar
	Land use, planning and zoning	Much lower	Much lower	Lower	Much lower	Lower	Lower	Similar	Similar	Similar	Similar	Lower	Similar	Similar	Similar
	Code enforcement	Much lower	Much lower	Lower	Similar	Similar	Similar	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Cable television	Much lower	NA	Much lower	Similar	Similar	NA	NA	NA	Higher	Similar	Higher	Similar	Similar	Similar
	Economic development	NA	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Much lower	Much lower	Much lower	Much lower	Lower	Lower	Similar
Recreation and	City parks	Lower	Lower	Similar	Similar	Lower	Lower	Similar	Similar	Similar	Similar	Similar	Similar	Similar	

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		Comparison to benchmark													
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Wellness	Recreation programs	NA	Lower	Similar	Similar	Lower	Lower	Similar	Similar	Similar	Lower	Similar	Similar	Similar	Similar
	Recreation centers	Much lower	Much lower	Lower	Lower	Much lower	Much lower	Lower	Similar	Lower	Similar	Similar	Similar	Similar	Lower
	Health services	Lower	NA	Lower	Similar	Lower	Lower	Much lower	Similar	Similar	Lower	Similar	Similar	Similar	Similar
Education and Enrichment	Special events	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Lower	Similar	Similar
	Public libraries	NA	NA	NA	Much lower	NA	NA	NA	NA	NA	Similar	Similar	Similar	Similar	Similar
Community Engagement	Public information	Much lower	NA	NA	NA	Much lower	Much lower	Much lower	Much lower	Much lower	Similar	Similar	Similar	Similar	Similar

Table 9: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)														2015 rating compared to 2014
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Sense of community	59%	63%	NA	NA	NA	NA	58%	NA	62%	56%	64%	46%	47%	49%	Similar
Recommend Palm Coast	NA	NA	NA	NA	NA	NA	80%	82%	85%	78%	80%	82%	80%	85%	Similar
Remain in Palm Coast	NA	NA	NA	NA	NA	NA	83%	84%	85%	83%	82%	83%	85%	83%	Similar
Contacted Palm Coast employees	55%	59%	58%	65%	59%	63%	NA	59%	60%	52%	57%	49%	53%	54%	Similar

Table 10: Participation General

	Comparison to benchmark													
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Sense of community	Similar	Similar	NA	NA	NA	NA	Similar	NA	Similar	Much lower	Similar	Lower	Lower	Lower
Recommend Palm Coast	NA	NA	NA	NA	NA	NA	Much lower	Similar	Similar	Much lower	Lower	Similar	Similar	Similar
Remain in Palm Coast	NA	NA	NA	NA	NA	NA	Similar	Similar	Higher	Similar	Similar	Similar	Similar	Similar
Contacted Palm Coast employees	NA	NA	NA	NA	NA	NA	NA	Similar	Higher	Lower	Higher	Similar	Similar	Similar

Table 11: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)														2015 rating compared to 2014
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	54%	47%	53%	Similar
	Did NOT report a crime	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	78%	78%	80%	Similar
	Was NOT the victim of a crime	91%	93%	92%	92%	89%	89%	NA	88%	90%	88%	87%	87%	87%	91%	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	4%	3%	5%	Similar
	Carpooled instead of driving alone	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	34%	33%	Similar



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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)														2015 rating compared to 2014
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Natural Environment	Walked or biked instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	42%	46%	40%	Similar
	Conserved water	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	93%	91%	92%	Similar
	Made home more energy efficient	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	79%	76%	78%	Similar
	Recycled at home	86%	87%	82%	82%	77%	85%	NA	88%	83%	87%	92%	90%	96%	90%	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	31%	41%	44%	Similar
	NOT under housing cost stress	NA	NA	NA	NA	NA	NA	NA	55%	58%	64%	62%	62%	62%	62%	Similar
Economy	Purchased goods or services in Palm Coast	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	98%	99%	97%	Similar
	Economy will have positive impact on income	19%	15%	31%	25%	20%	18%	NA	12%	16%	13%	18%	15%	23%	21%	Similar
	Work in Palm Coast	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	33%	37%	29%	Lower
Recreation and Wellness	Used Palm Coast recreation centers	73%	72%	59%	49%	50%	52%	NA	55%	58%	54%	57%	60%	50%	42%	Lower
	Visited a City park	78%	80%	78%	75%	76%	81%	NA	83%	83%	83%	84%	79%	74%	74%	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	83%	79%	84%	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	83%	81%	81%	Similar
	In very good to excellent health	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	59%	58%	54%	Similar
Education and Enrichment	Used Palm Coast public libraries	84%	84%	NA	NA	NA	NA	NA	NA	82%	76%	70%	61%	64%	54%	Lower
	Participated in religious or spiritual activities	NA	NA	NA	NA	NA	NA	NA	65%	64%	60%	55%	52%	53%	45%	Lower
	Attended a City-sponsored event	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	50%	51%	50%	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	22%	20%	19%	Similar
	Contacted Palm Coast elected officials	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	18%	16%	17%	Similar
	Volunteered	51%	48%	NA	NA	NA	NA	NA	NA	55%	46%	45%	37%	38%	33%	Similar
	Participated in a club	NA	NA	NA	NA	NA	NA	NA	45%	49%	41%	40%	29%	34%	30%	Similar
	Talked to or visited with neighbors	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	94%	89%	Similar
	Done a favor for a neighbor	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	82%	87%	Similar
	Attended a local public meeting	41%	37%	33%	39%	34%	32%	NA	32%	NA	31%	37%	17%	22%	19%	Similar
	Watched a local public meeting	50%	44%	44%	44%	44%	51%	NA	47%	NA	40%	38%	28%	18%	21%	Similar
	Read or watched local news	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	95%	89%	89%	Similar
	Voted in local elections	79%	78%	70%	84%	76%	76%	NA	89%	81%	78%	82%	81%	87%	86%	Similar

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Table 12: Participation by Facet

		Comparison to benchmark														
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Higher	Higher	
	Did NOT report a crime	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
	Was NOT the victim of a crime	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Higher	Similar	Similar	Similar	Similar	
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much lower	Much lower	Much lower	
	Carpooled instead of driving alone	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Lower	Lower	Lower	
	Walked or biked instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much lower	Lower	Lower	
Natural Environment	Conserved water	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
	Made home more energy efficient	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
	Recycled at home	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Similar	Much higher	Much higher	Similar	Higher	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much lower	Lower	Similar	
	NOT under housing cost stress	NA	NA	NA	NA	NA	NA	NA	NA	Much lower	Lower	Similar	Similar	Similar	Similar	
Economy	Purchased goods or services in Palm Coast	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
	Economy will have positive impact on income	NA	NA	NA	NA	NA	NA	NA	NA	Much lower	Similar	Lower	Similar	Similar	Similar	
	Work in Palm Coast	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Lower	Similar	Lower	
Recreation and Wellness	Used Palm Coast recreation centers	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Lower	Similar	Similar	Similar	Lower
	Visited a City park	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Lower	Similar	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
	In very good to excellent health	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	
Education and Enrichment	Used Palm Coast public libraries	NA	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Higher	Similar	Similar	Similar	Lower
	Participated in religious or spiritual activities	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Much higher	Higher	Similar	Similar	Similar
	Attended a City-sponsored event	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar	

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		Comparison to benchmark													
		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar
	Contacted Palm Coast elected officials	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar
	Volunteered	NA	NA	NA	NA	NA	NA	NA	NA	Much higher	Similar	Similar	Similar	Similar	Similar
	Participated in a club	NA	NA	NA	NA	NA	NA	NA	Much higher	Much higher	Much higher	Much higher	Similar	Similar	Similar
	Talked to or visited with neighbors	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar
	Done a favor for a neighbor	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar
	Attended a local public meeting	NA	NA	NA	NA	NA	NA	NA	Higher	NA	Similar	Much higher	Similar	Similar	Similar
	Watched a local public meeting	NA	NA	NA	NA	NA	NA	NA	Similar	NA	Similar	Similar	Similar	Lower	Similar
	Read or watched local news	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Similar	Similar	Similar
	Voted in local elections	NA	NA	NA	NA	NA	NA	NA	Much higher	Higher	Higher	Much higher	Similar	Similar	Similar