

City of Palm Coast, Florida Agenda Item

Agenda Date: March 8, 2022

Department	COMMUNICATIONS & MARKETING	Amount
Item Key	13196	Account #
Subject	PRESENTATION - NATIONAL CITIZEN SURVEY RESULTS	
Presenter:	Brittany Kershaw, Director of Communications & Marketing	
Background:	<p>As part of the annual Strategic Action Plan process, a comprehensive citizen survey is conducted. Staff utilized the National Research Center, Inc. (NRC) and Polco to facilitate the National Citizen Survey (NCS), a statistically sound survey that is sent to a systematic sampling of all households within the City. This benchmarking survey provides a comprehensive and accurate picture of livability and resident perspective about local government services, policies, and management. The NCS compared local results with benchmarks compiled from surveys conducted across the U.S.</p> <p>To prepare for the survey, staff compiled draft topics for the three allowed custom questions and sought feedback from City Council. The custom questions covered the topics of street maintenance and enhancements, swales, and saltwater canal dredging.</p> <p>The National Citizen Survey was conducted from December 2021 through January 2022. The first phase of the survey is open only to the systematic sampling of 2,400 households. This phase accounts for the “scientific” portion of the survey.</p> <p>All households within the City of Palm Coast were eligible to participate in the survey. A list of all households within the zip codes serving Palm Coast was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Palm Coast households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Palm Coast boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the four districts. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.</p> <p>An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.</p>	

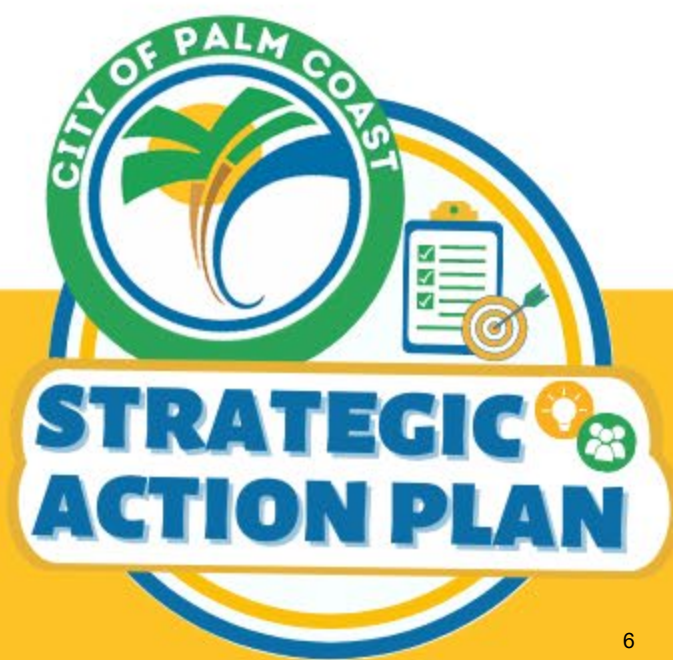
Phase 2 - At the conclusion of the scientific phase, the survey is opened to the general public and hosted through the Polco platform. This open survey was promoted by City staff through radio, local media, City-operated social media outlets, as well as word-of-mouth at City-operated facilities.

Staff has compiled the results and will present the findings to City Council as part of the Strategic Action Plan process.

Recommended Action :
FOR PRESENTATION ONLY



2021 Citizen Survey Results



The Citizen Survey

- **Monitors pulse of the community**
- **Civic engagement**

Feedback

- **Tracking trends**
- **Posted to City website**

Reporting

- **Allocates resources**
- **Targets opportunities for improving services**


Planning



Survey Focus



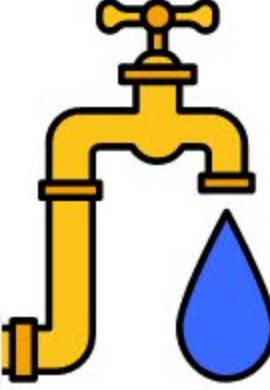
Economy



Mobility



Community Design



Utilities



Safety



Natural Environment



Parks and Recreation



Health and Wellness



Education, Arts & Culture

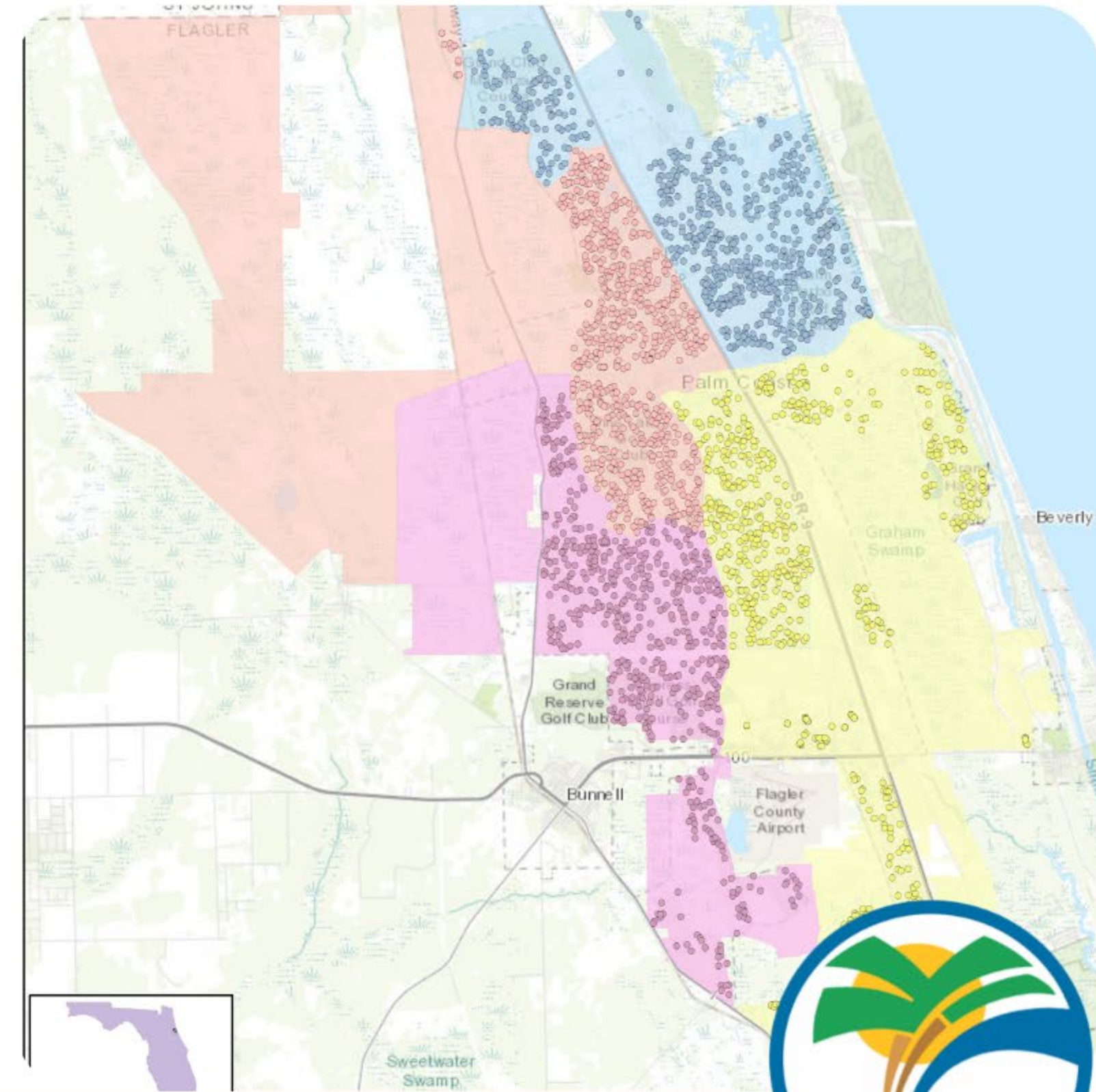


Inclusivity & Engagement



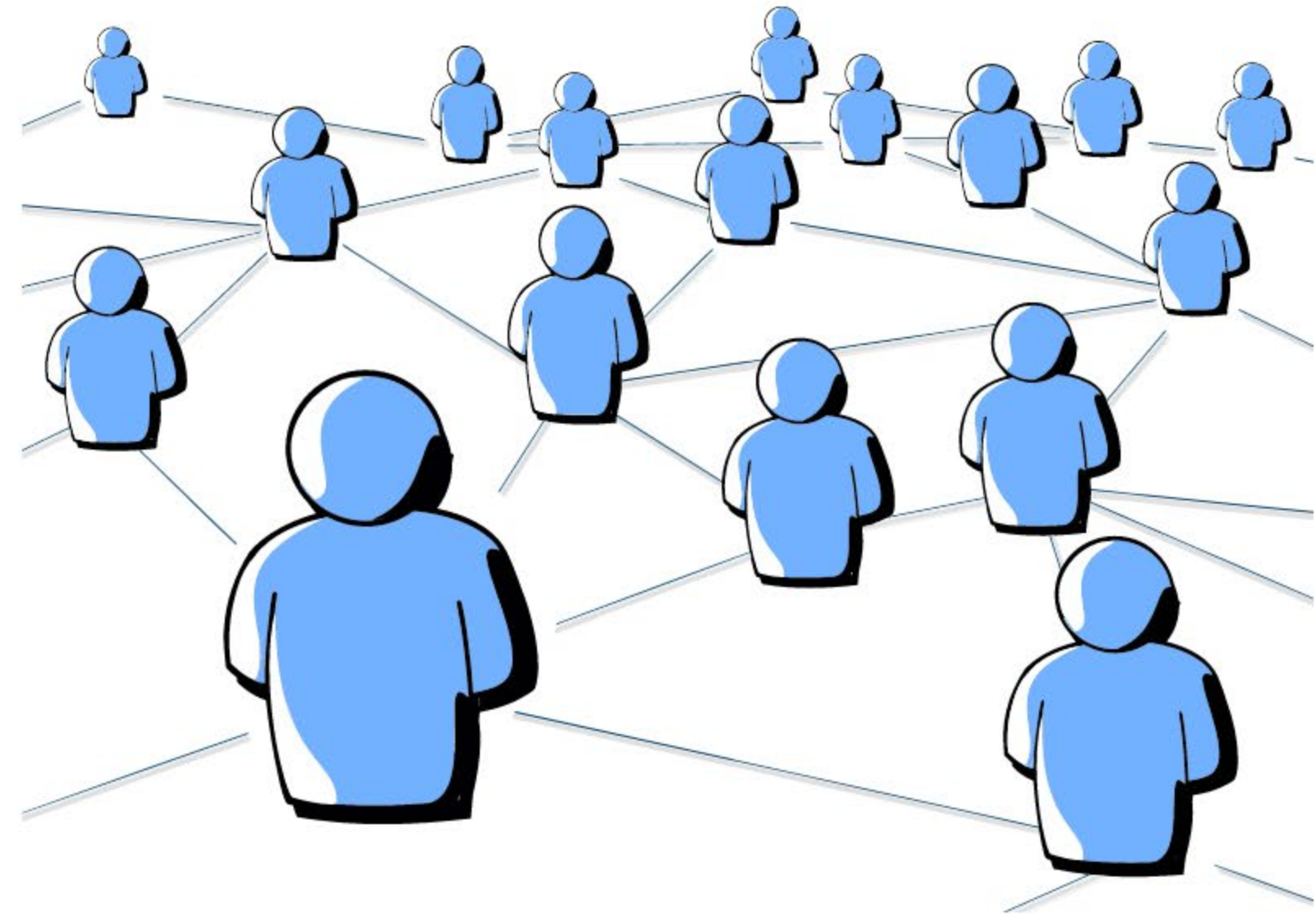
Scientific Survey

- **2,700 households selected to receive the survey**
 - 1,200 received the mailed survey questionnaire
 - 1,500 received a postcard with a weblink
 - 2% were returned as undeliverable
- **497 completed the survey, providing an overall response rate of 19%.**
 - Average overall response rate is 15%, according to Polco.

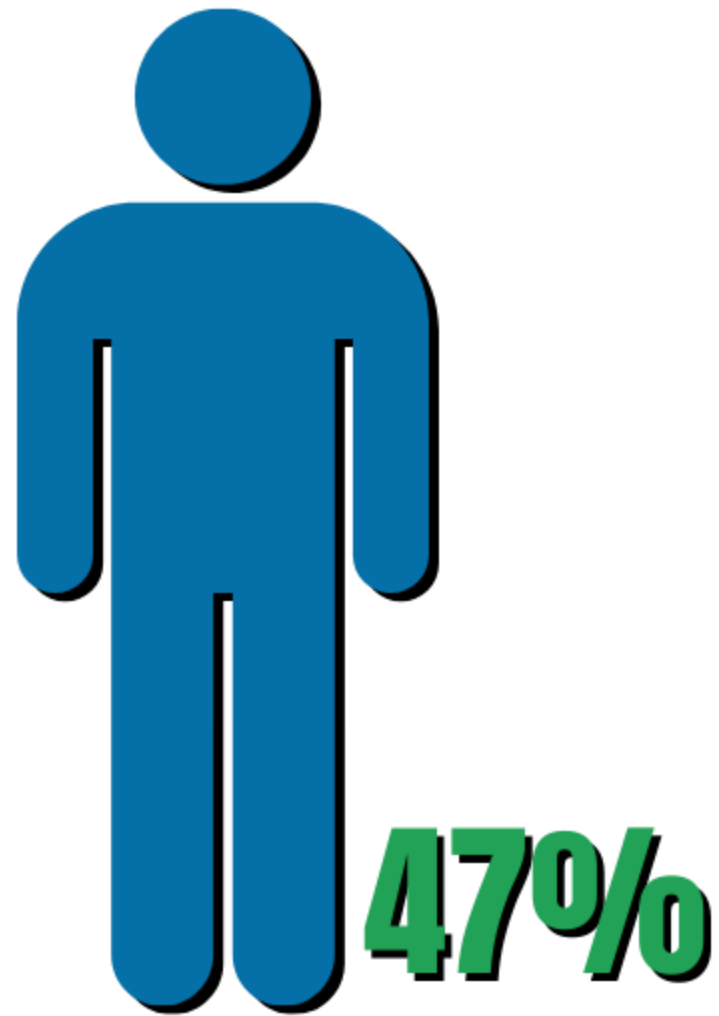


Open Survey

- **Open City-wide January 7-21**
 - **3,690 responses were received**
 - **Responses represent a more robust estimate of resident opinions**
- **Broad marketing campaign**
 - Advertising with local media outlets
 - Comprehensive social media marketing campaign
 - Embedded in weekly "City Update" email publication
 - Included in City employees' email signature block
 - Promoted through Customer Service and City facilities
 - City-produced videos
 - Promoted at City sponsored events
 - Press releases



Demographic Fast Facts



62% 55 years or older

23% District 1

27% District 2

26% District 3

24% District 4

74% own their home



Data Changes

- 138 items surveyed for comparison purposes
- 115 items were rated similarly in 2020
- 3 increased in rating (over 7%)
- 20 decreased in rating (over 7%)



According to Polco:

The 7% by-year margin of error indicates statistically significant differences between 2019 and 2021 - anything greater than a 7% difference may be considered a change over time, and anything within that range should be considered stable over time.

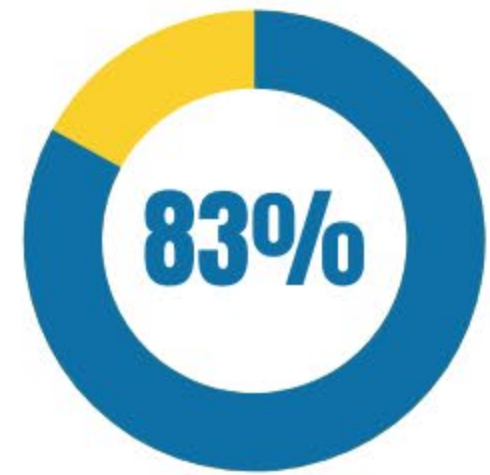




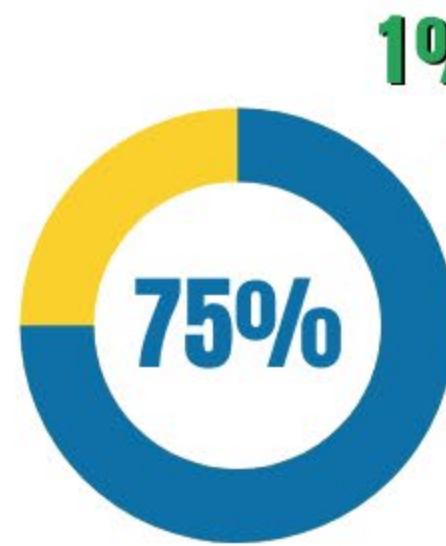
HIGHLIGHTS

Highlights

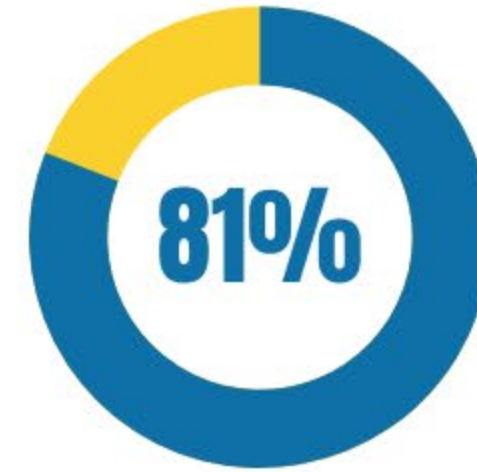
Quality of Life in Palm Coast



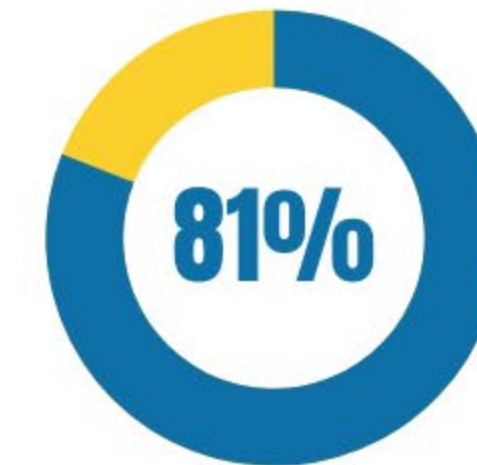
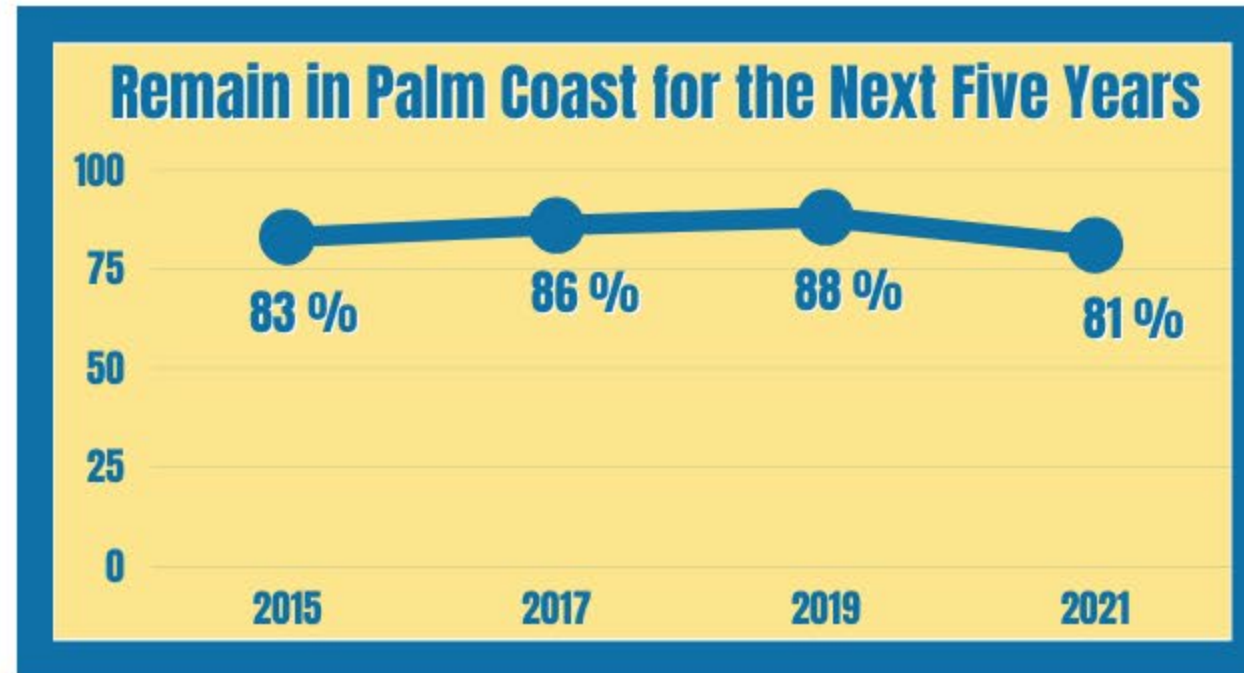
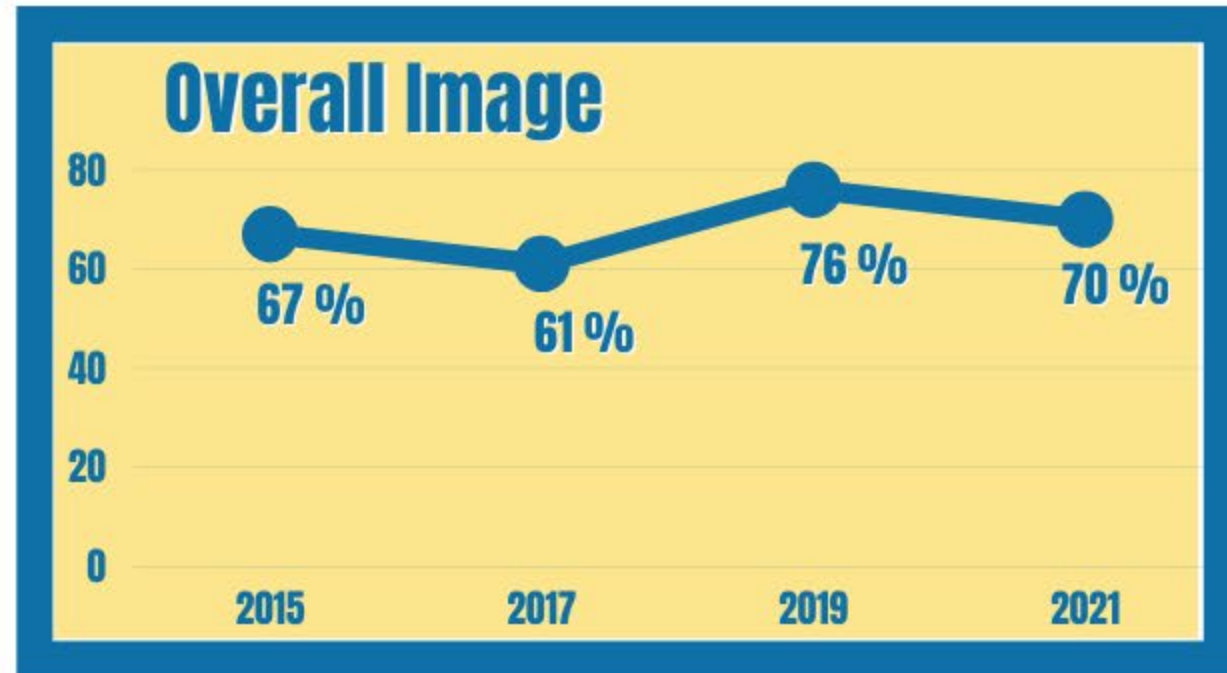
Excellent or Great Place to Live



Great Place to Raise Children



Recommend Living in Palm Coast



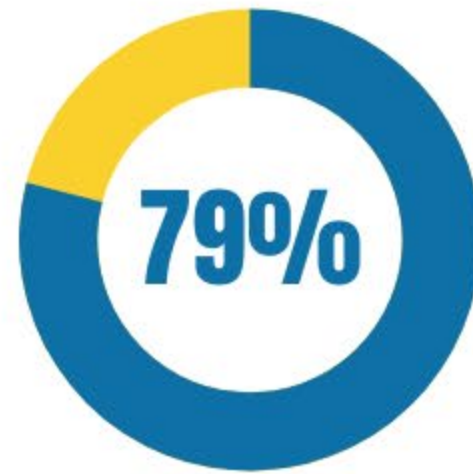
Great Place to Retire

Percentages represent combination of two most positive response options.

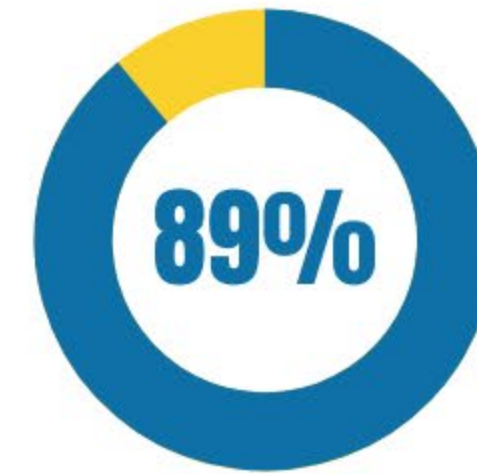


Highlights

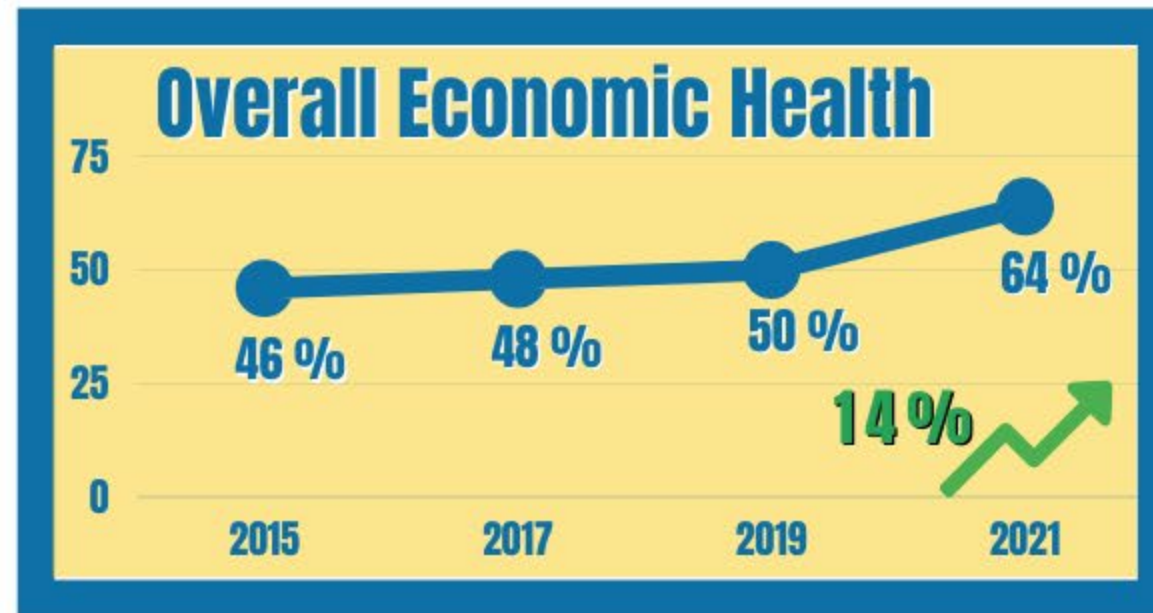
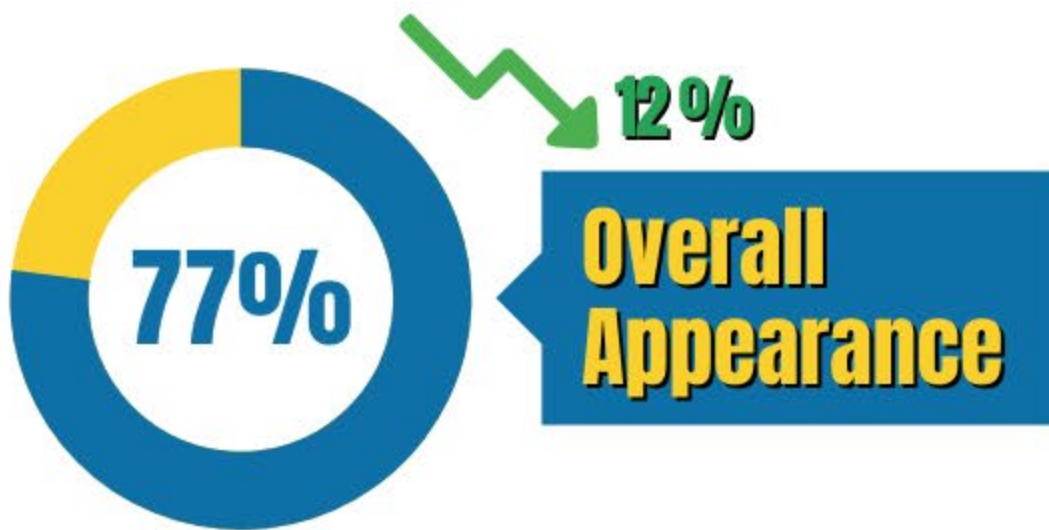
Palm Coast Characteristics



Quality of Natural Environment



Air Quality

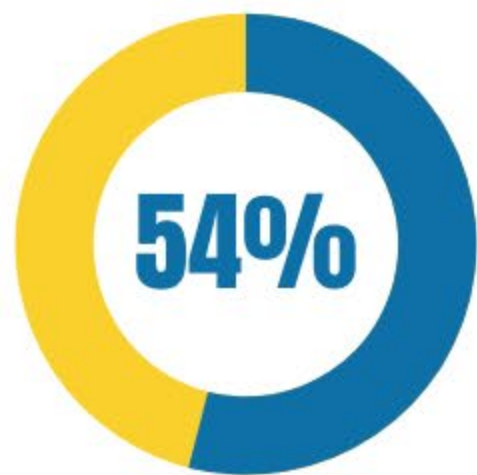
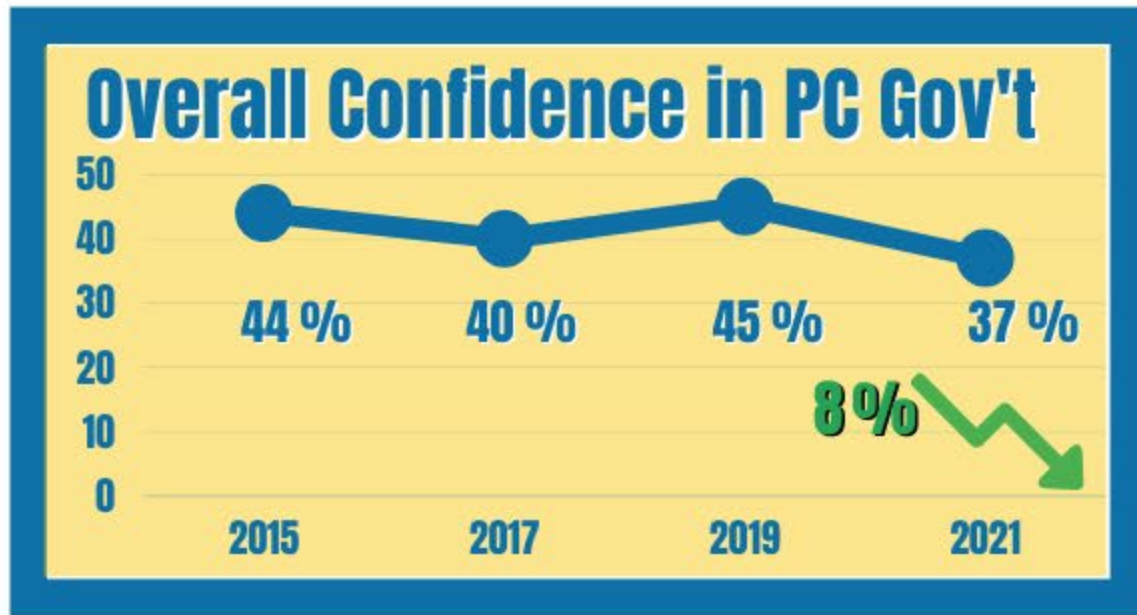


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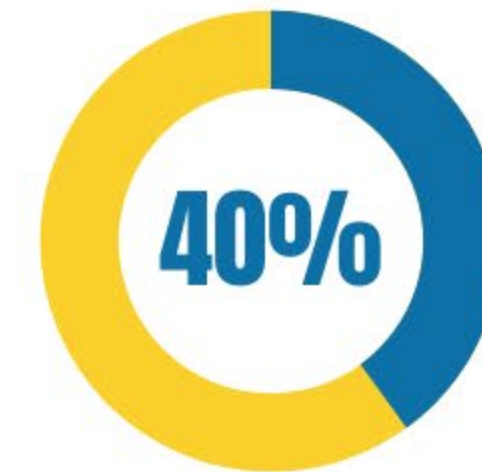
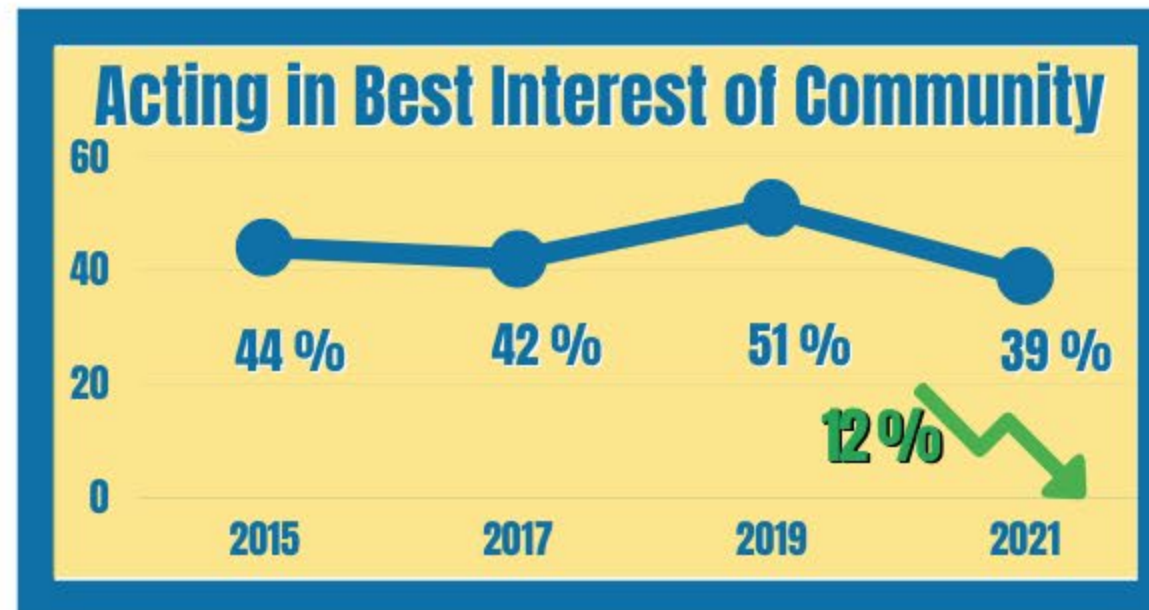


Highlights

Palm Coast Governance



**Value of Services
for Taxes Paid**



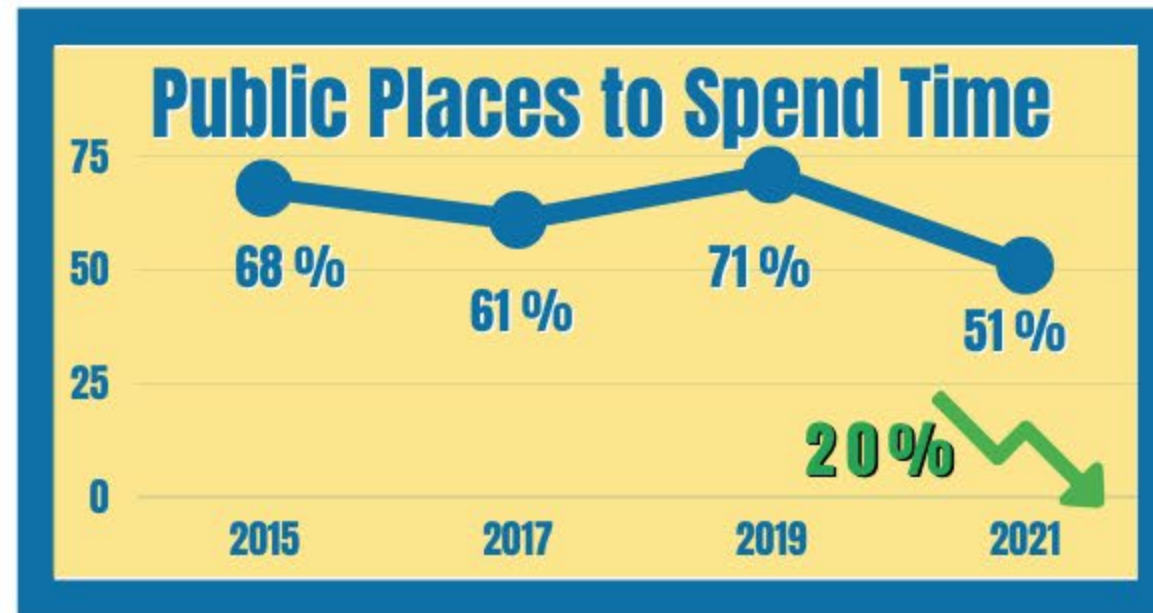
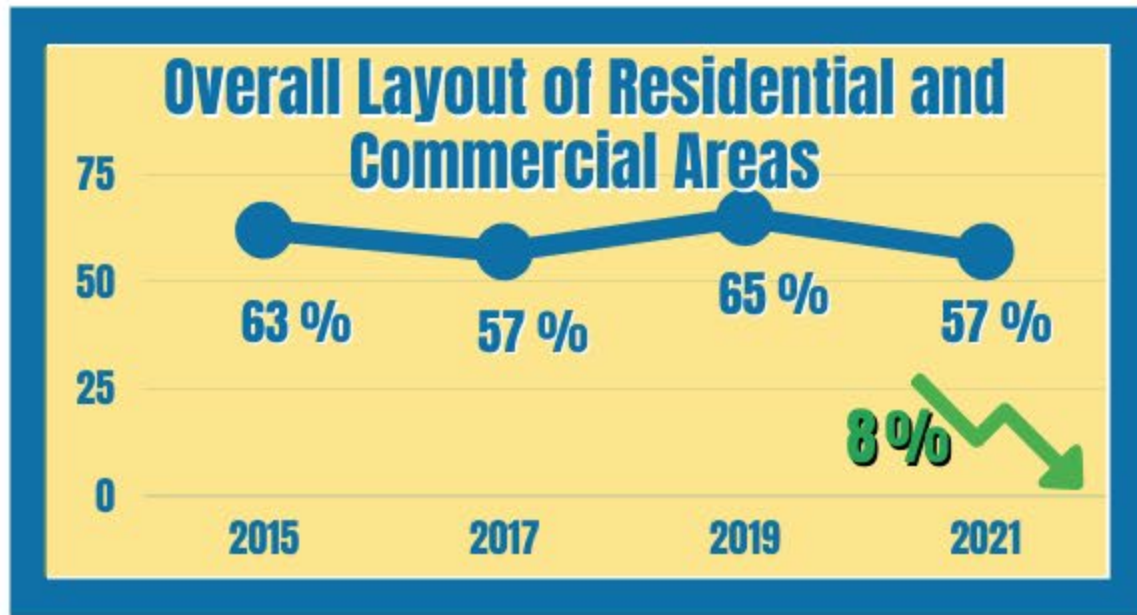
**Welcomes
Resident
Involvement**

Percentages represent combination of two most positive response options.



Highlights

Palm Coast Neighborhoods

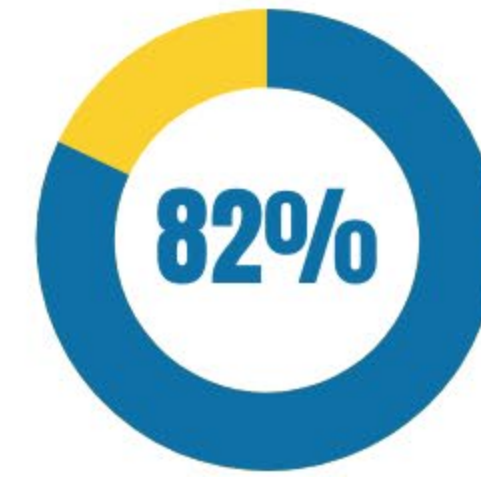


Percentages represent combination of two most positive response options.

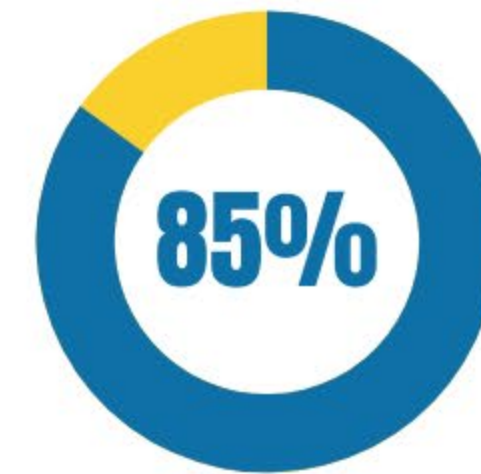
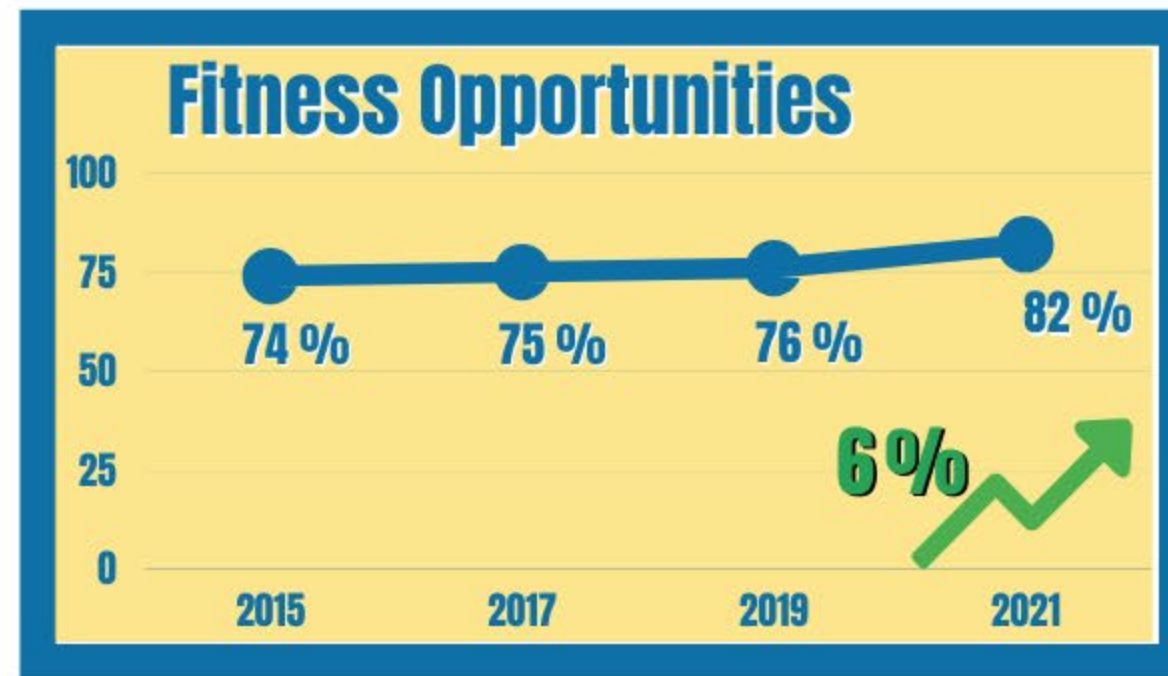
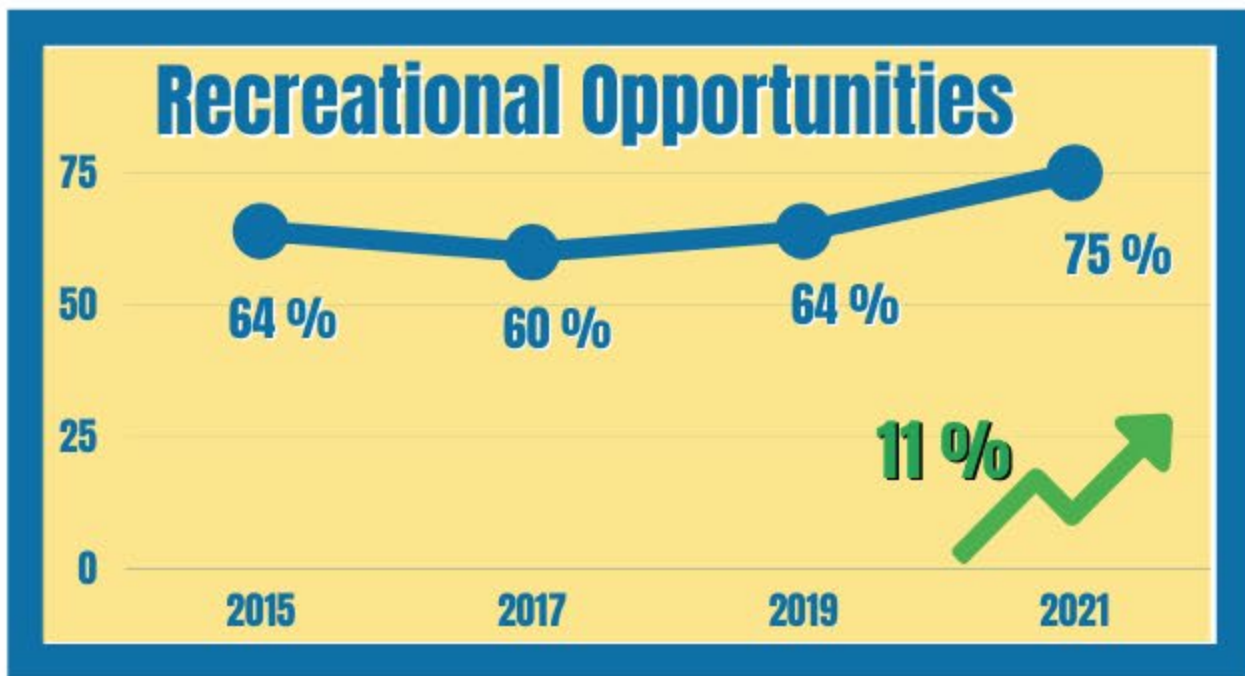


Highlights

Palm Coast Parks and Recreation



Quality of Parks and Recreation Opportunities



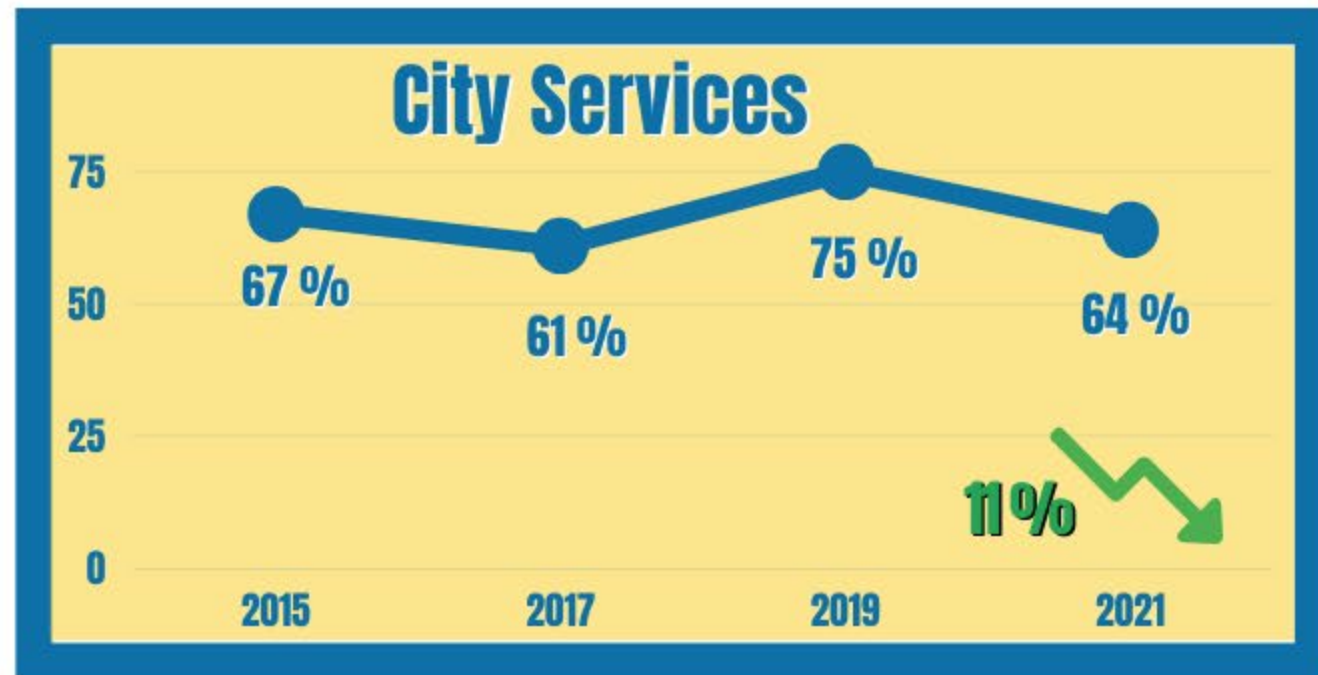
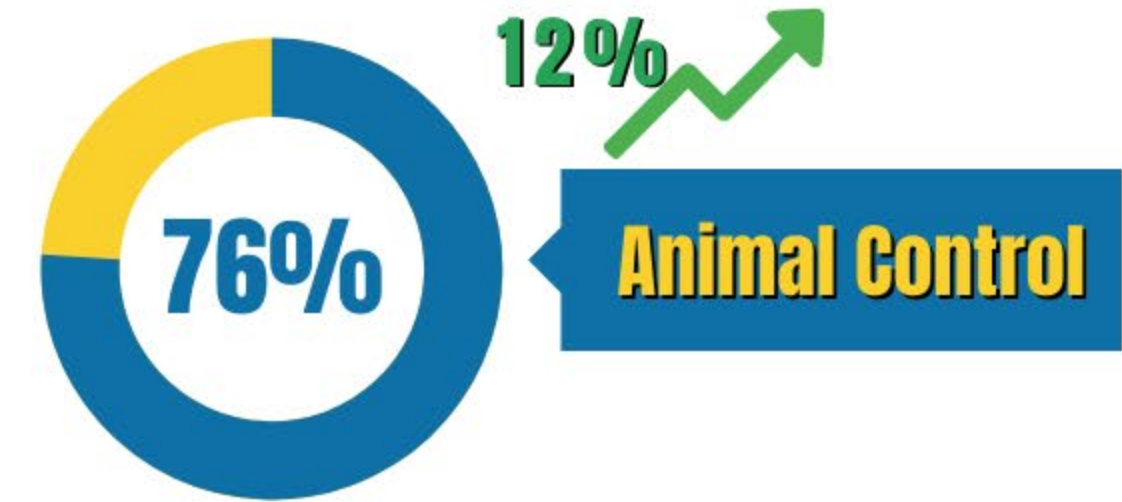
Quality of City Parks

Percentages represent combination of two most positive response options.



Highlights

City Services



Percentages represent combination of two most positive response options.



Highlights

Streets & Lighting

Ease of Travel by Car



Ease of Walking



Street Lighting



Sidewalk Maintenance

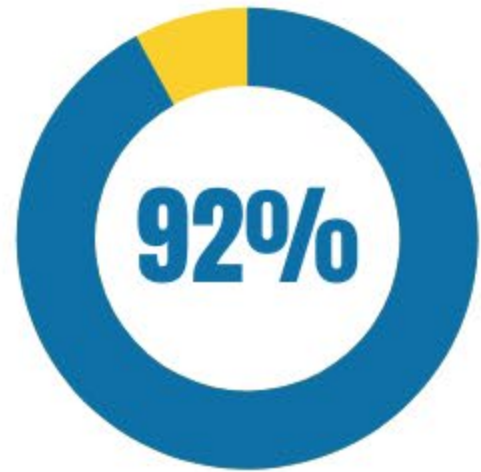


Percentages represent combination of two most positive response options.

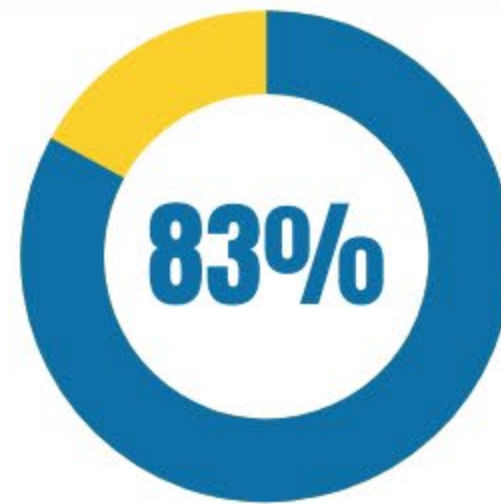


Highlights

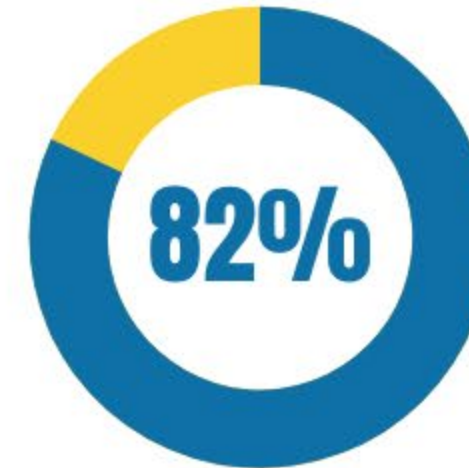
Citizen Safety



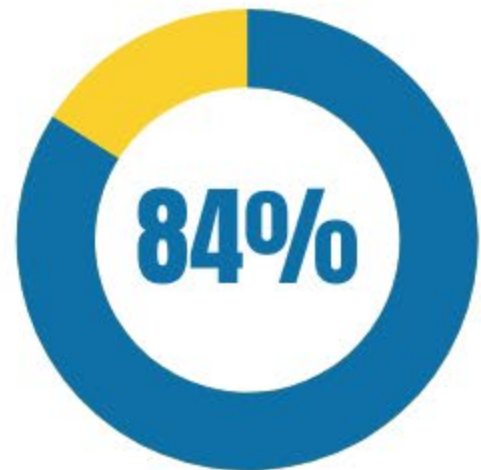
Fire Services



Fire Prevention and Education



Overall Feeling of Safety



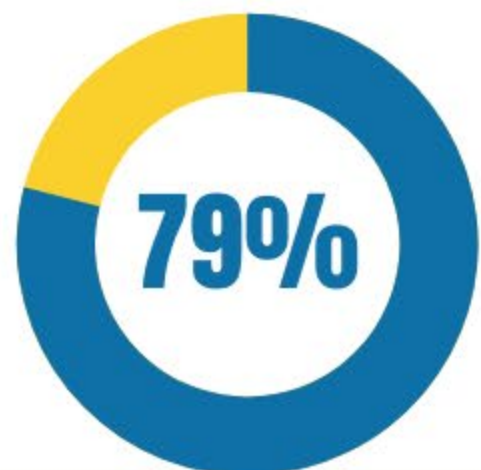
Sheriff Service



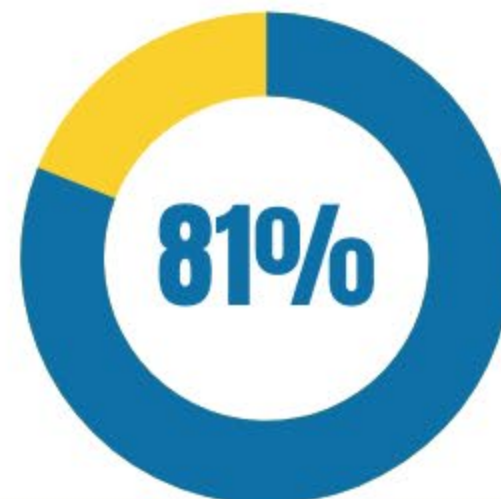
Feel Safe in Neighborhood



Feel Safe in Commercial Areas



Feel Safe from Fire, Flood, etc.



Emergency Preparedness

Percentages represent combination of two most positive response options.



Highlights

Business Friendly

Vibrancy of Commercial Area



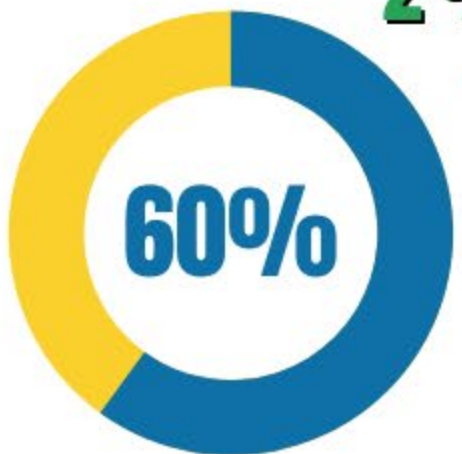
Employment Opportunities



Palm Coast as a Place to Work

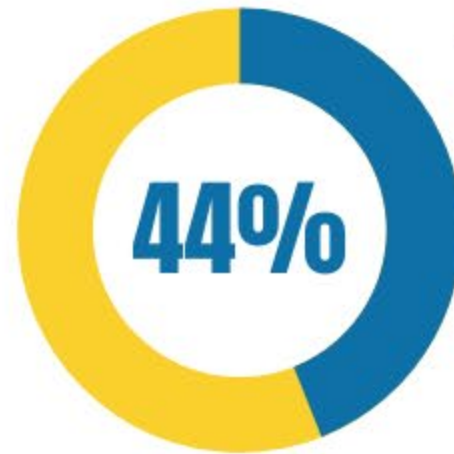


2%



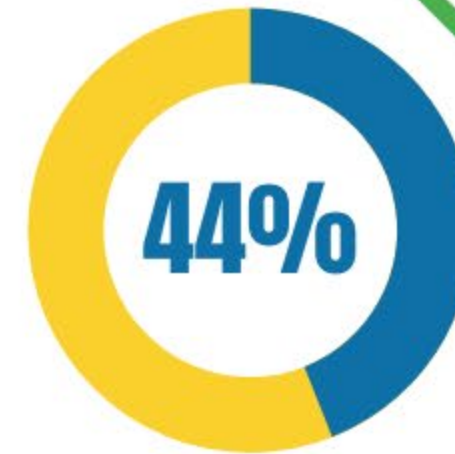
**Quality of
Businesses
and Services**

1%



**Economic
Development**

11%



**Shopping
Opportunities**

Percentages represent combination of two most positive response options.

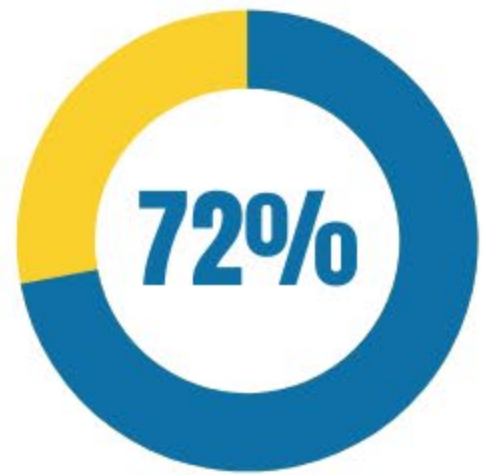




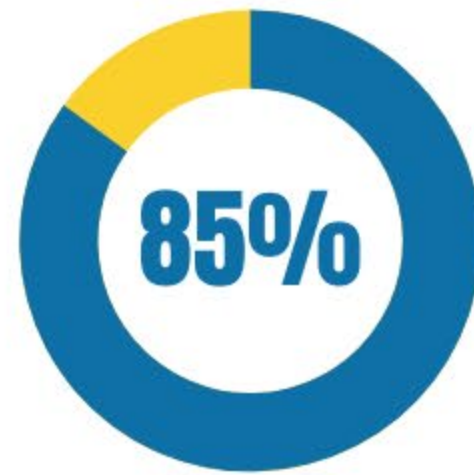
CUSTOM QUESTIONS

Highlights

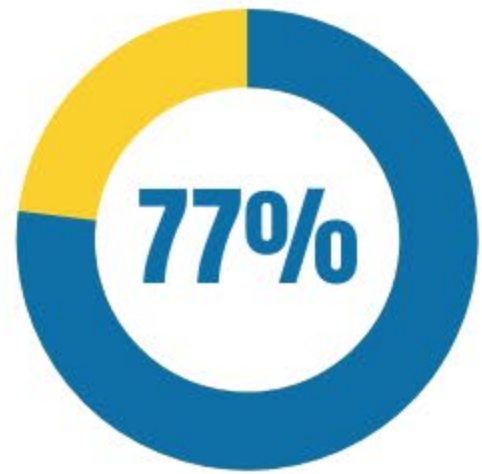
Custom Question #1: Streets



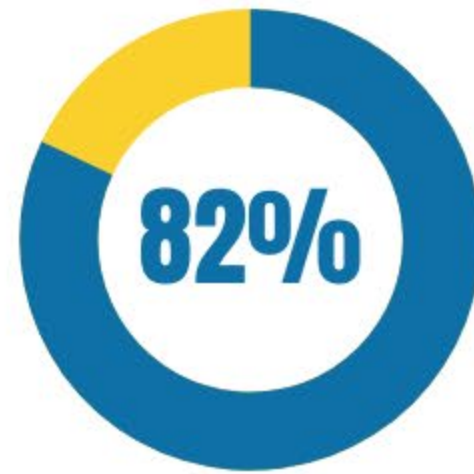
Condition of
Neighborhood Streets



Condition of
Street Signs



Condition of
Pavement Markings



Condition of
Major Streets

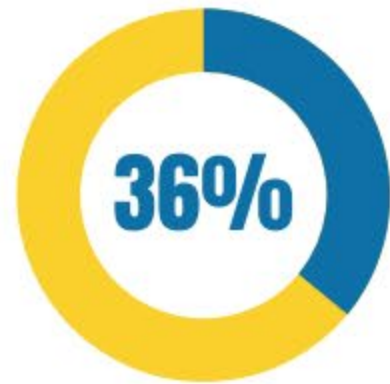


Percentages represent 'Excellent' and 'Good' ratings.

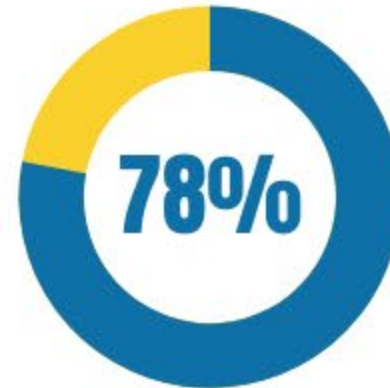


Highlights

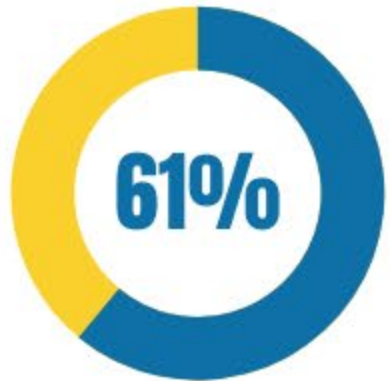
Custom Question #2: Street Enhancements



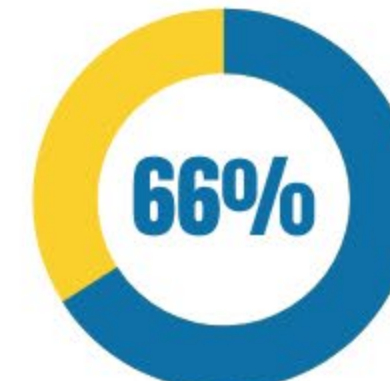
Develop Additional Medians



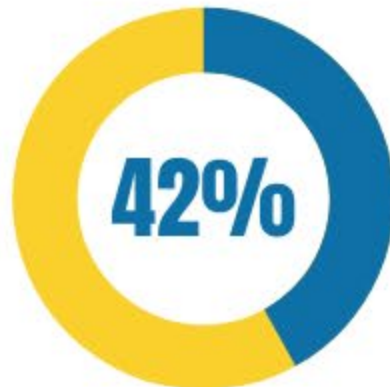
Complete Network of Sidewalks



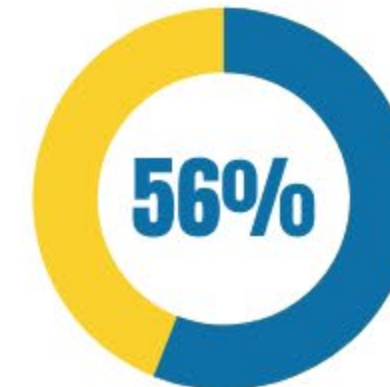
Improve or Add Turn Lanes



Improve Signal Timing



More Pedestrian Bridges



Bike Path Connections



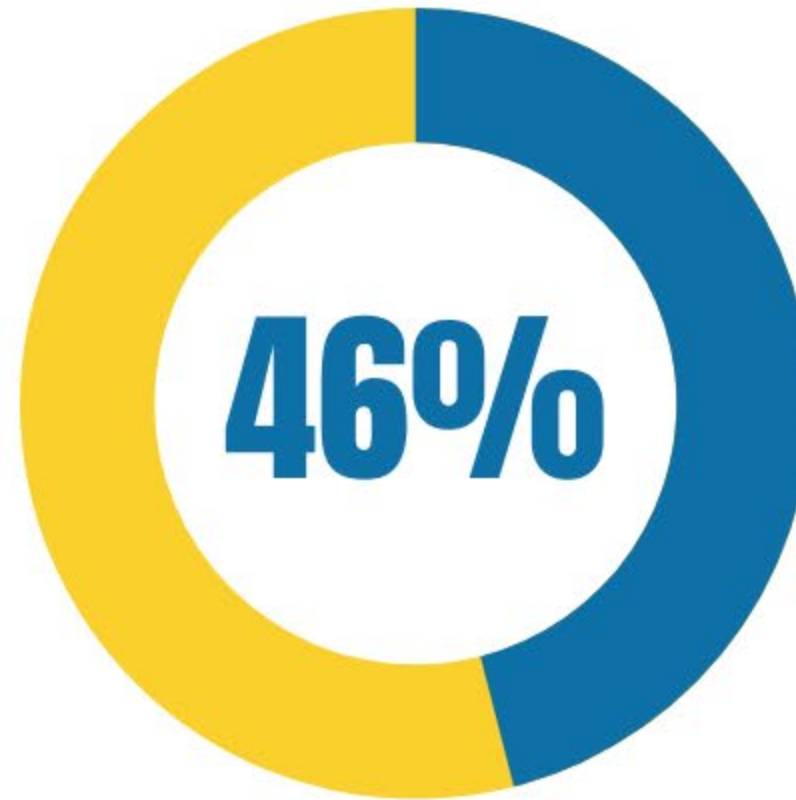
Add New Traffic Signals

Percentages represent 'Essential' and 'Very Important' ratings.



Highlights

Custom Question #3: Swales



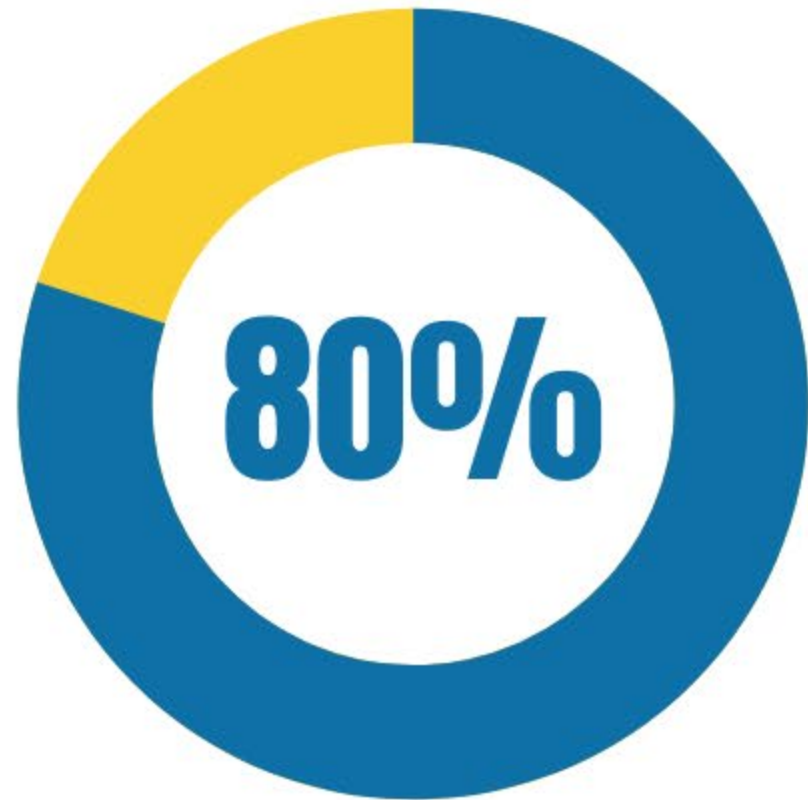
Quality of Storm Water Swale System

*****Percentages represent 'Excellent' and 'Good' ratings.*****



Highlights

Custom Question #4: Salt Water Canals



**Support Palm Coast Funding
a Study for Dredging Salt
Water Canals**



*****Percentages represent 'Strongly Support' and 'Somewhat Support' ratings.*****



Next Steps:

- **City Council Member One-On-Ones**
- **SAP Evaluation #1: March 22nd**
- **10 Year Capital Improvement Forecast: March 22nd**
- **SAP Evaluation #2 and Special Budget Workshop: April 26**





QUESTIONS?

Palm Coast, FL

The National Community Survey

Report of Results
2021

Report by:



Visit us online!
www.polco.us

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Palm Coast. A livable community is 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. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 497 residents of the City of Palm Coast collected from December 3rd, 2021 to January 31st, 2022. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2021 survey was 19%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Palm Coast.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Palm Coast’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Palm Coast residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Palm Coast’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Palm Coast’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2021 ratings compare to other communities’ ratings from the past five years.



Trends over time

Trend data for Palm Coast represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2019 and 2021 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

All households within the City of Palm Coast were eligible to participate in the survey. A list of all households within the zip codes serving Palm Coast was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Palm Coast households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Palm Coast boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the four districts. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 2,700 randomly selected households received mailings beginning on December 3rd, 2021 and the survey remained open for 7 weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 2% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,648 households that received the invitations to participate, 497 completed the survey, providing an overall response rate of 19%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Palm Coast survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (497 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Palm Coast. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on January 7th, 2022. The survey remained open for 2 weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2019 American Community Survey estimates for adults in the City of Palm Coast. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	1%	6%	20%
	35-54	17%	32%	27%
	55+	82%	62%	53%
Area	1	23%	23%	23%
	2	28%	18%	26%
	3	24%	34%	29%
	4	25%	26%	22%
Hispanic origin	No, not Spanish, Hispanic, or Latino	93%	89%	89%
	Spanish, Hispanic, or Latino	7%	11%	11%
Housing tenure	Own	92%	74%	74%
	Rent	8%	26%	26%
Housing type	Attached	9%	12%	12%
	Detached	91%	88%	88%
Race & Hispanic origin	Not white alone	22%	27%	27%
	White alone, not Hispanic or Latino	78%	73%	73%
Sex	Female	52%	55%	53%
	Male	48%	45%	47%
Sex/age	Female 18-34	1%	5%	10%
	Female 35-54	11%	17%	14%
	Female 55+	40%	33%	28%
	Male 18-34	0%	1%	10%
	Male 35-54	7%	15%	13%
	Male 55+	41%	29%	24%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Palm Coast funded this research. Please contact Brittany Kershaw of the City of Palm Coast at bnkershaw@palmcoastgov.com if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2019 American Community Survey

Highlights

Residents continue to experience a high quality of life and view safety as a priority.

Ratings for all items relating to the quality of life in Palm Coast were on par with the previous iterations of the NCS. About 8 in 10 residents gave positive marks to Palm Coast as a place to live, the overall quality of life in the city, and Palm Coast as a place to both retire and raise children. Palm Coast as a place to retire was rated higher than the national comparisons, while other ratings in this facet were similar. About the same proportion of residents (81%) reported that they were very or somewhat likely to recommend living in Palm Coast and planned on remaining in the city for the next five years.

Overall feelings of safety, along with safety-related services, contribute to the high quality of life experienced in Palm Coast. Safety is a priority for residents, with about 9 in 10 reporting that it should be a focus for the City in the next 5 years. Virtually all residents reported feeling very or somewhat safe in both their neighborhoods (94%) and Palm Coast's downtown/commercial area (90%) during the day. About 8 in 10 also reported feeling safe from both property and violent crime, as well as from fire, flood, and other natural disasters. Safety services in Palm Coast also received high ratings. About 9 in 10 residents had favorable views toward fire services and ambulance/EMS services, which were similar to the benchmarks. About 8 in 10 felt positively toward police services, crime prevention, animal control, fire prevention, and emergency preparedness. Animal control in 2021 experienced significant improvement when compared to 2019 (a 12% increase), while all other safety service ratings were on par with the previous administration.

Economy is a focus and has seen improvements from 2019.

Residents' relative quality and importance ratings for Palm Coast's economy also indicated that this was an important area of focus for the City in the coming years. Positive ratings for the overall economic health of the city increased significantly, from 50% excellent or good in 2019 to 64% in 2021. Other items that trended upward include Palm Coast as a place to work (28% in 2019 to 35% in 2021), the vibrancy of the downtown/commercial area (32% to 39%), and employment opportunities (20% to 30%). However, while these items are on an upward trend, they remained lower than ratings given in other communities across the country. A number of economy-related items remained consistent with the previous iteration of the NCS, including Palm Coast as a place to visit (63% excellent or good), the overall quality of business and service establishments (60%), the cost of living (46%), and economic development (44%). Two items experienced a notable decline across iterations; shopping opportunities (11% decrease from 2019 to 2021), and the impact that residents felt the economy would have on family income in the coming 6 months (8%). It is worth noting that the previous iteration of the NCS was conducted prior to the COVID-19 pandemic, which has impacted economies across the country.

Mobility is an area of opportunity for Palm Coast.

Overall, items relating to Mobility in Palm Coast tended to be similar to or lower than the national benchmark comparisons. The highest-rated item was the ease of public parking (64% excellent or good), followed by the ease of travel by bicycle (63%), ease of walking (60%), and ease of travel by car (59%). About 4 in 10 residents approved of the traffic flow on major streets, and less than 2 in 10 favorably rated the ease of travel by public transportation. When asked about alternative forms of transportation, about half of residents reported having walked or biked instead of driving in the previous year, which represented an increase since 2019. About 3 in 10 reported having carpooled instead of driving alone, while less than 1 in 10 had used public transportation instead of driving, which were on par with levels seen in previous iterations of the NCS.

Mobility-related services also garnered mixed results from residents. About 6 in 10 residents gave positive marks to street cleaning, sidewalk maintenance, and traffic enforcement. About half of residents had favorable views toward traffic signal timing, street repair, and street lighting. Street lighting saw a significant increase between administrations of the NCS (34% in 2019 to 46% in 2021), though it remained lower than the benchmarks. The poorest-performing service in this facet was bus or transit services (20%), which was much lower than the national comparison.

In addition to the standard survey questions on mobility, the City also asked residents a series of customized questions about both the conditions of aspects of streets as well as their opinions on possible improvements to roads. Overall, residents had mostly positive views toward current conditions of roads in the city. About 8 in 10 gave excellent or good ratings to the condition of street signs, major streets, and the condition of pavement markings on city streets. A slightly lower proportion had positive feelings toward neighborhood streets (72% excellent or good). When asked about areas of improvement for Palm Coast roads, making sure there is a complete network of sidewalks was identified as essential or very important by 77% of residents. This was followed by improved traffic signal timing (66%), improving or adding turn lanes to city streets (62%), and enhanced pedestrian/bike connectivity to residential areas (56%). About one-half of residents or less felt a need for new traffic signals on main roads (50%), more pedestrian bridges or tunnels (41%), or the development of additional medians (36%).

Parks and recreation remains a bright spot in Palm Coast.

As in previous years, parks and recreation continued to perform well in Palm Coast. This facet was highlighted by the positive sentiment toward the availability of paths and walking trails (86% excellent or good), which was higher than the national average. A similar proportion gave favorable scores to City parks (85%), fitness opportunities (82%), and the overall quality of parks and recreation opportunities (82%). A strong majority also gave favorable marks to recreation opportunities (75%), recreation centers or facilities (67%), and recreation programs or classes (62%).

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Palm Coast as a whole.
(% excellent or good)



Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.
 (% essential or very important)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

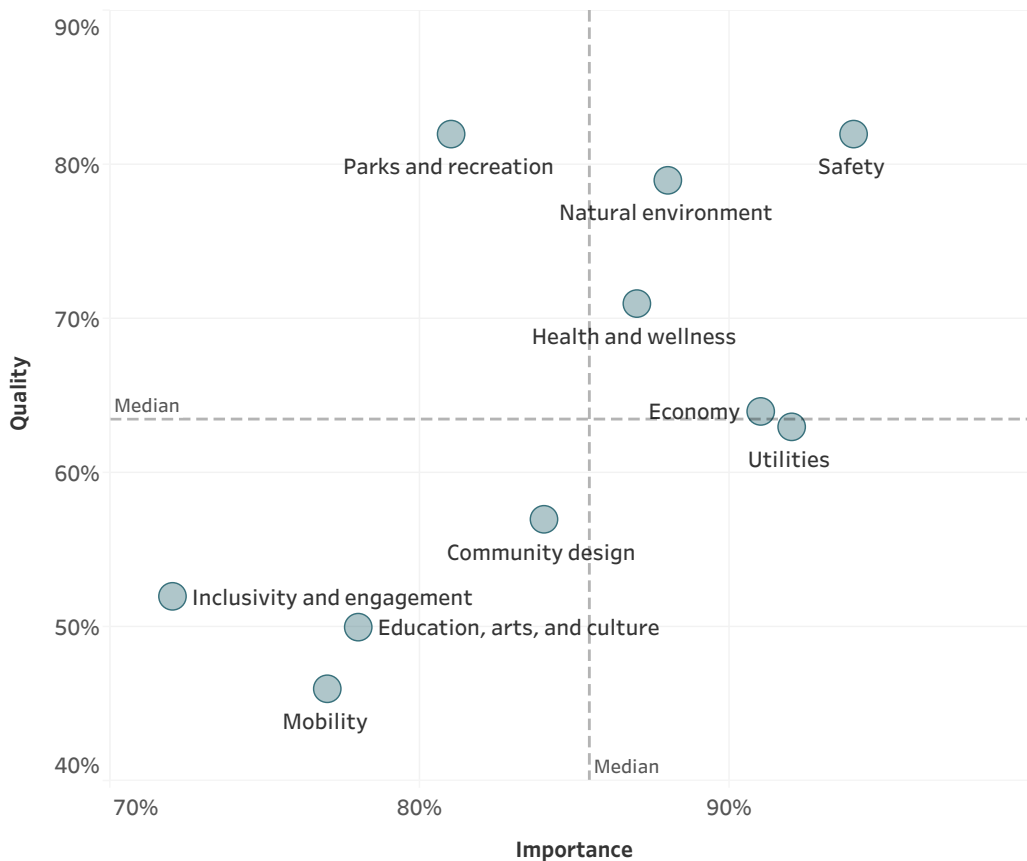
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 64% or more of respondents were considered of “higher quality” and those with ratings lower than 64% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 86% or more of respondents. Services were rated as “less important” if they received a rating of less than 86%. This classification uses the median ratings for quality and importance to divide the services in half.

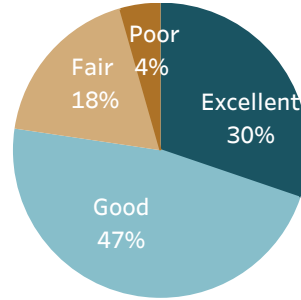
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



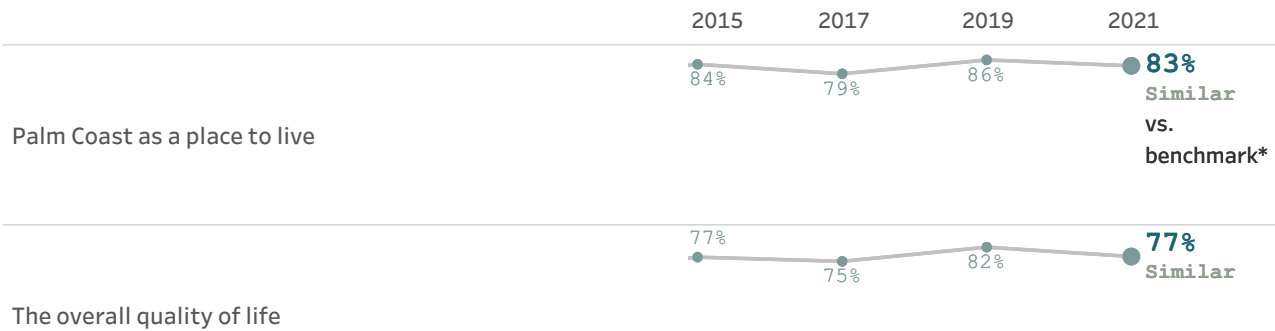
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

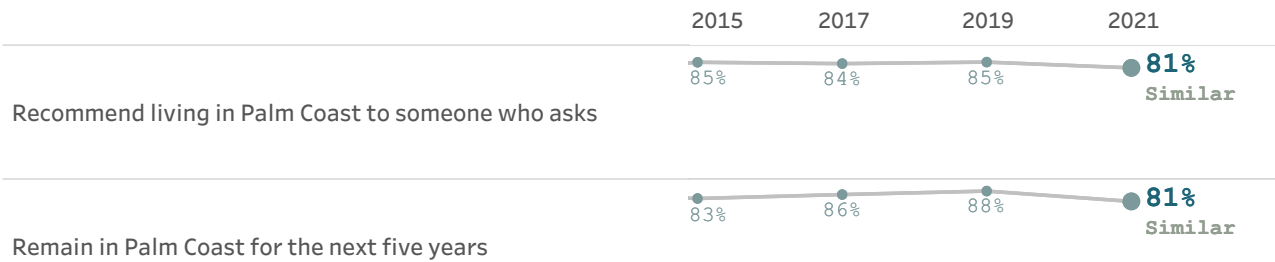
The overall quality of life in Palm Coast, 2021



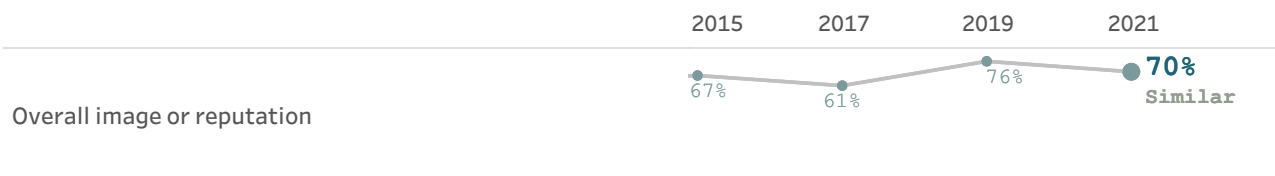
Please rate each of the following aspects of quality of life in Palm Coast. (% excellent or good)



Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)



Please rate each of the following in the Palm Coast community. (% excellent or good)

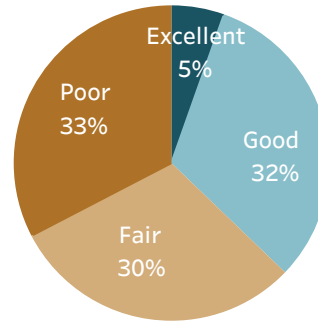


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

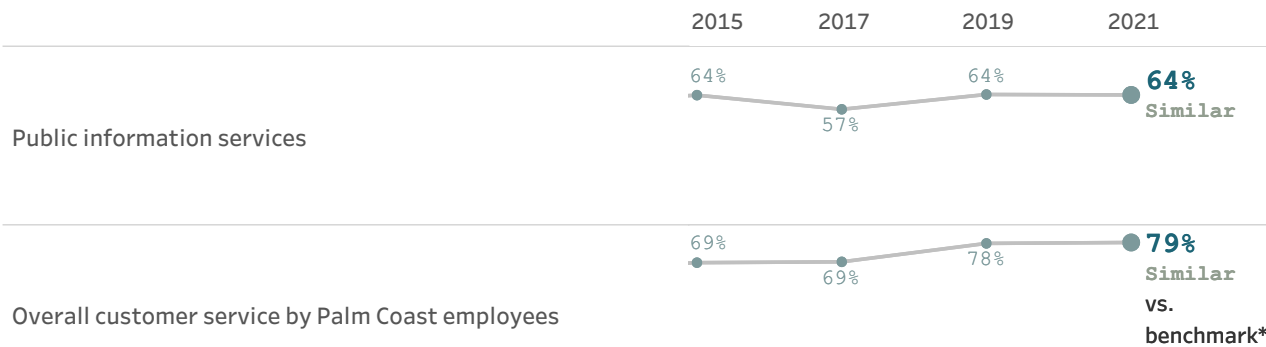
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

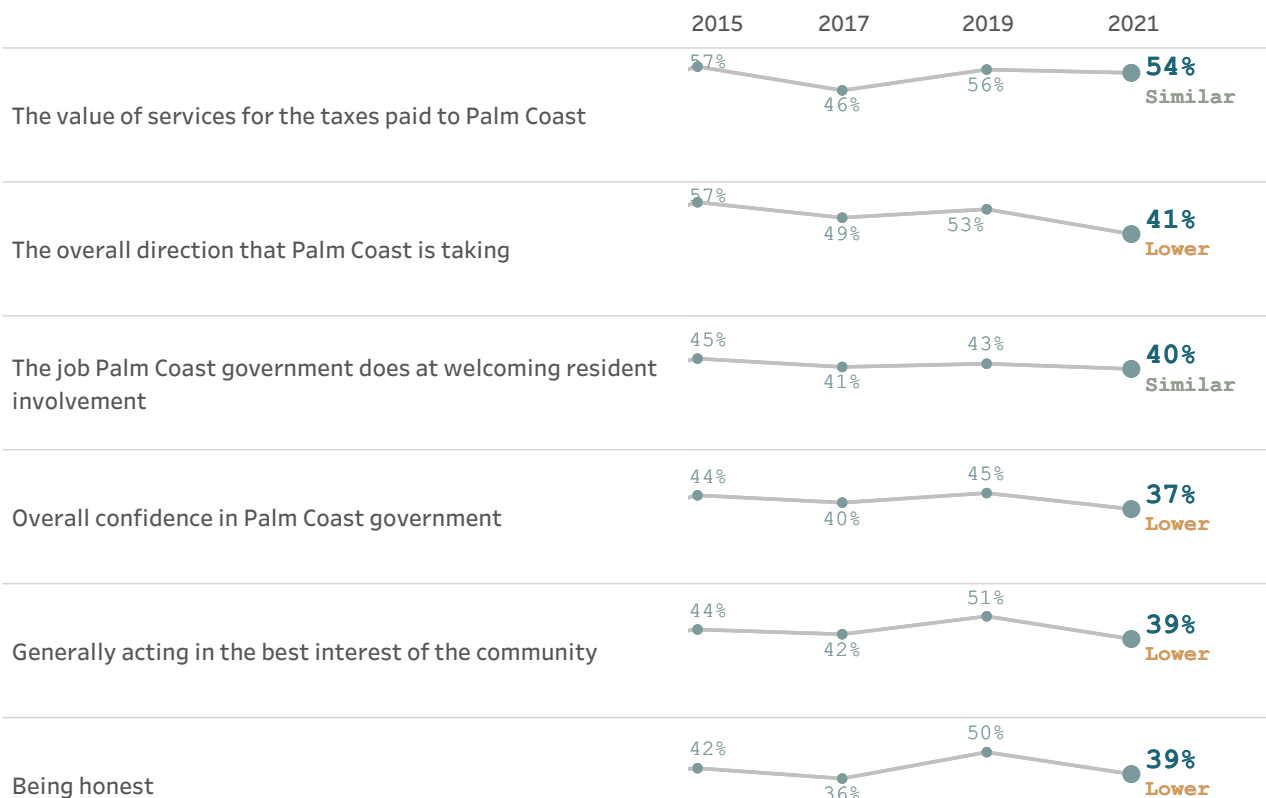
Overall confidence in Palm Coast government, 2021



Please rate the quality of each of the following services in Palm Coast. (% excellent or good)



Please rate the following categories of Palm Coast government performance. (% excellent or good)



Being open and transparent to the public

● **35%**
Lower

Informing residents about issues facing the community

● **39%**
Similar

Treating all residents fairly

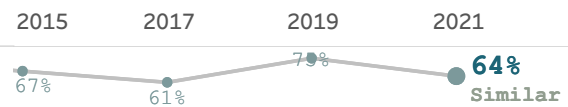


Treating residents with respect

● **56%**
Similar

Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

The City of Palm Coast



The Federal Government

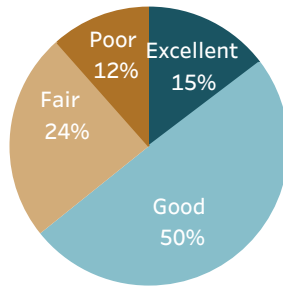


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

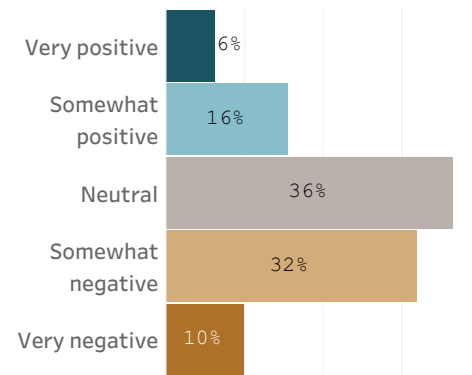
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

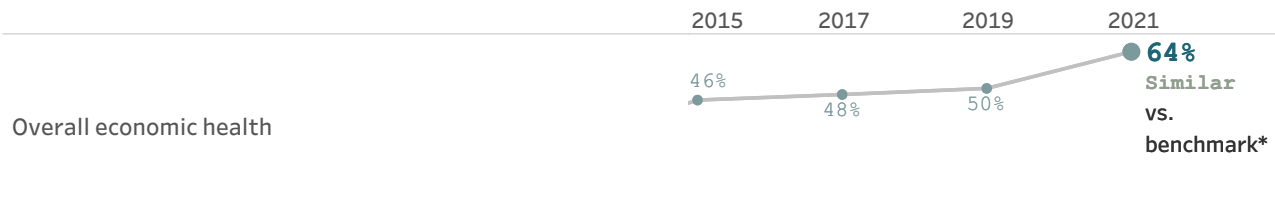
Overall economic health of Palm Coast, 2021



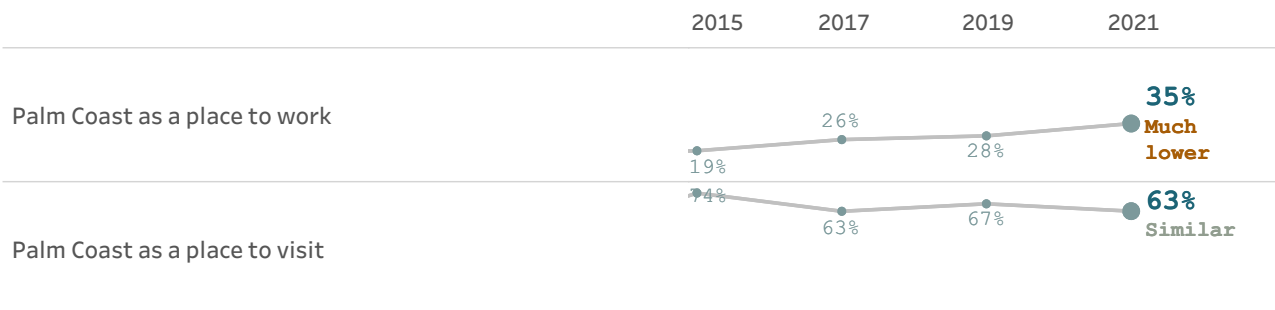
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



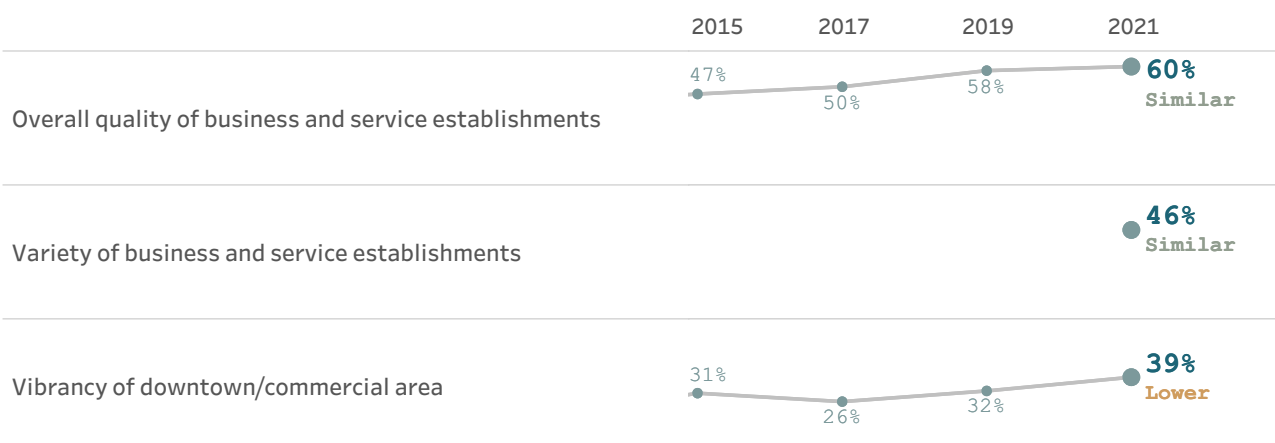
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)

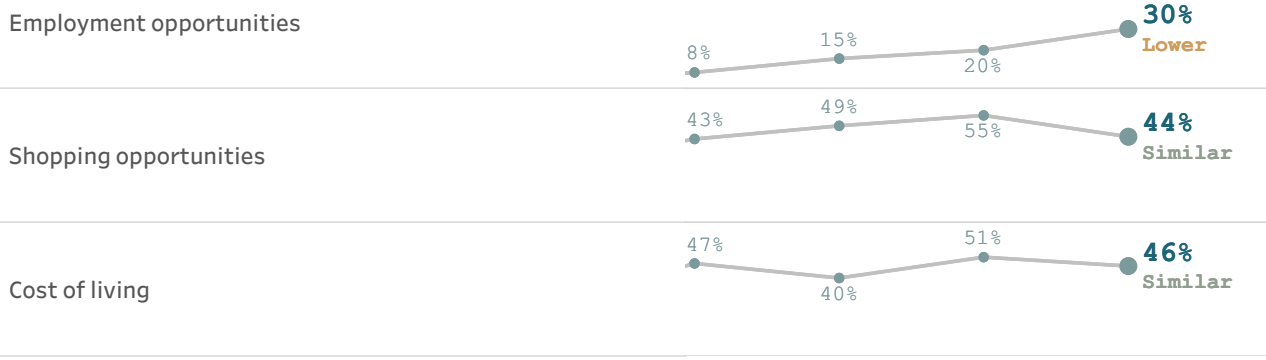


Please rate each of the following aspects of quality of life in Palm Coast. (% excellent or good)



Please rate each of the following in the Palm Coast community. (% excellent or good)





Please rate the quality of each of the following services in Palm Coast.
 (% excellent or good)



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
 (% very or somewhat positive)

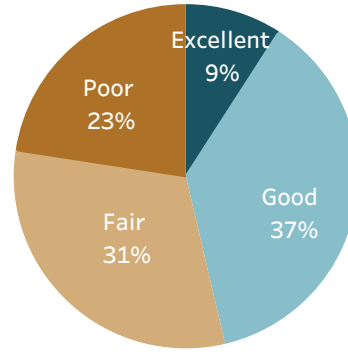


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

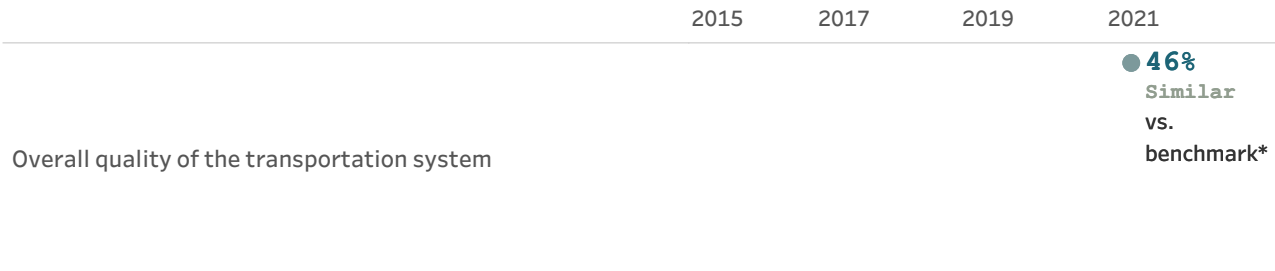
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

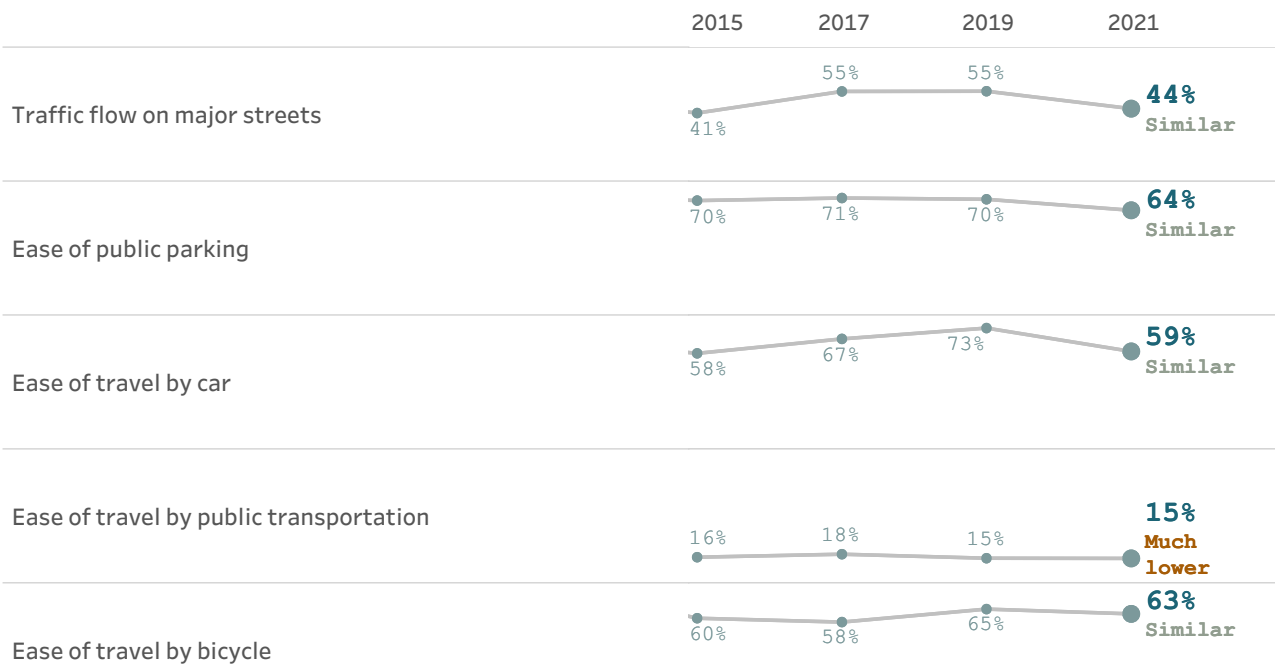
Overall quality of the transportation system in Palm Coast, 2021



Please rate each of the following characteristics as they relate to Palm Coast as a whole.
(% excellent or good)



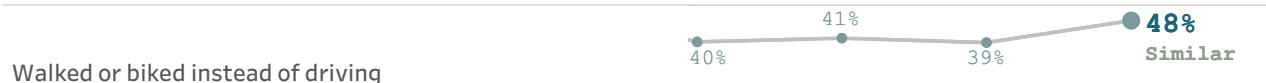
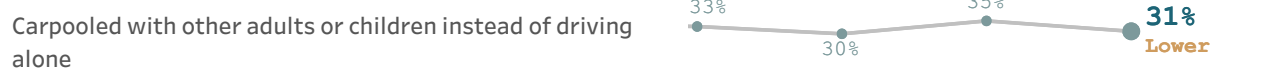
Please also rate each of the following in the Palm Coast community.
(% excellent or good)





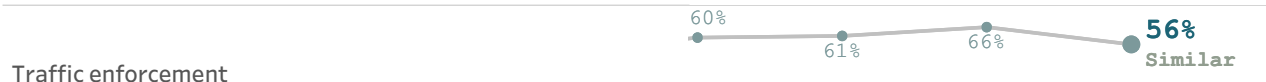
Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)

2015 2017 2019 2021



Please rate the quality of each of the following services in Palm Coast.
(% excellent or good)

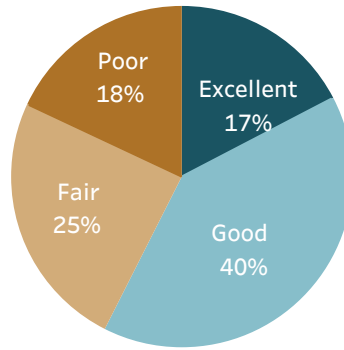
2015 2017 2019 2021



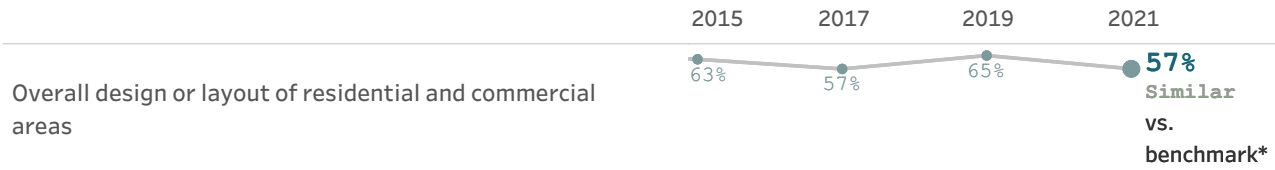
Overall design or layout of Palm Coast's residential and commercial areas, 2021

Community design

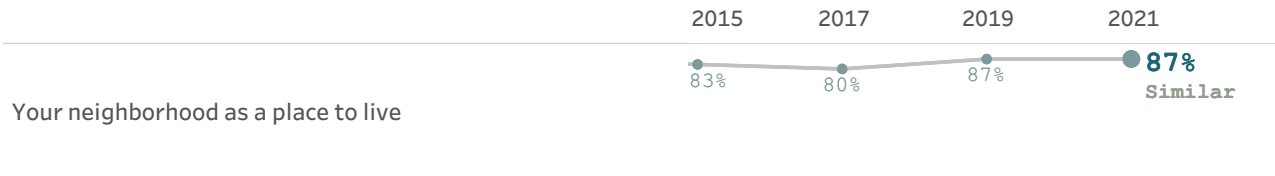
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



Please rate each of the following characteristics as they relate to Palm Coast as a whole.
(% excellent or good)

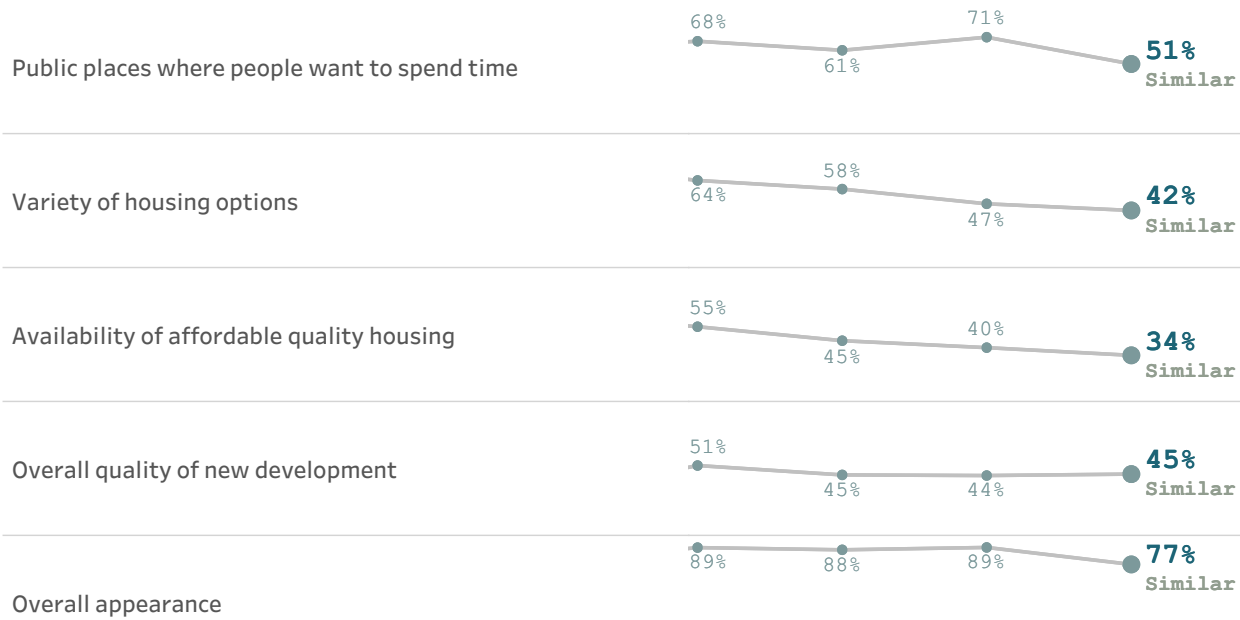


Please rate each of the following aspects of quality of life in Palm Coast.
(% excellent or good)

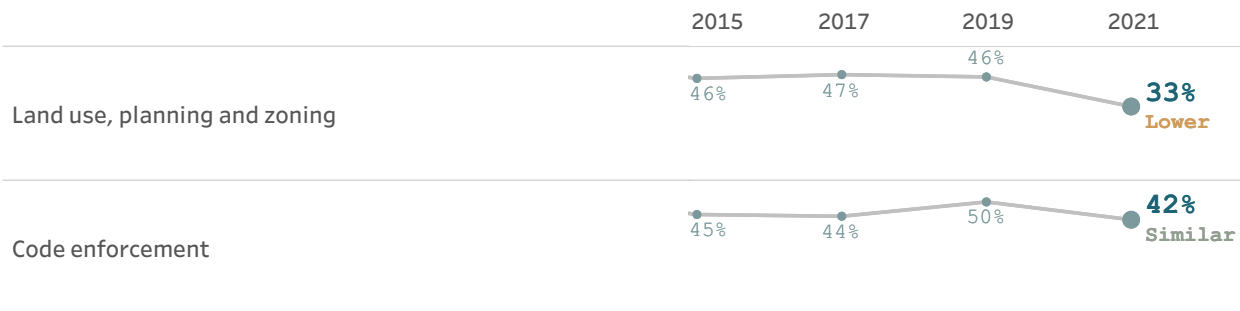


Please also rate each of the following in the Palm Coast community.
(% excellent or good)



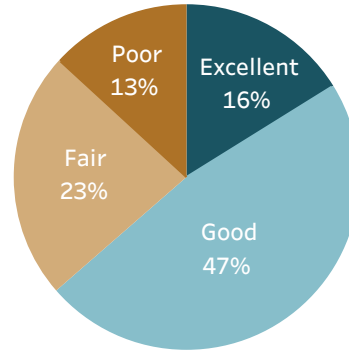


**Please rate the quality of each of the following services in Palm Coast.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

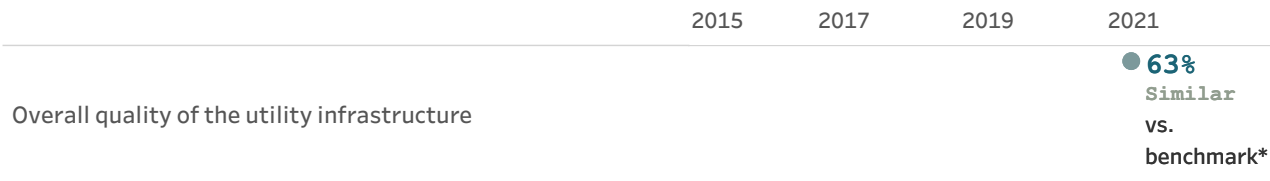
Overall quality of the utility infrastructure in Palm Coast, 2021



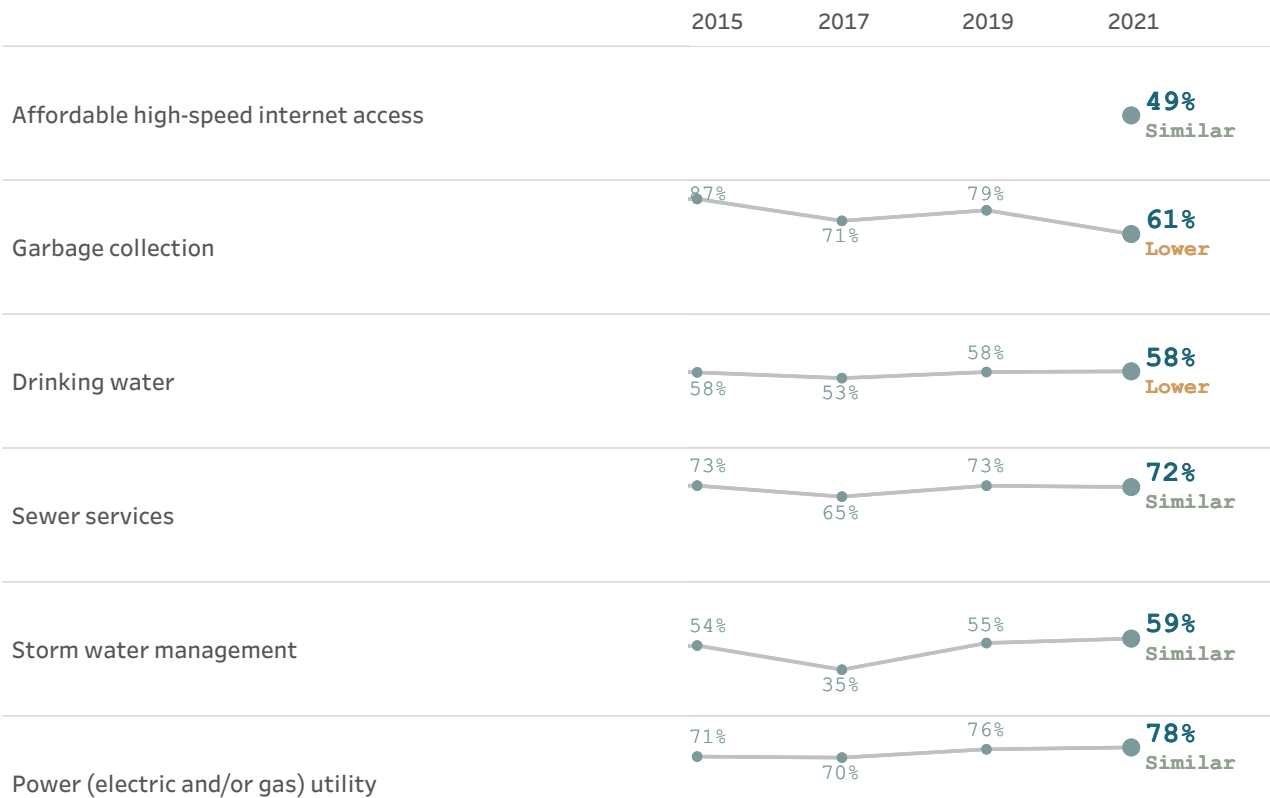
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



Please rate the quality of each of the following services in Palm Coast. (% excellent or good)



Utility billing

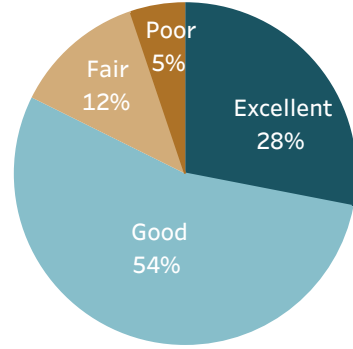


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

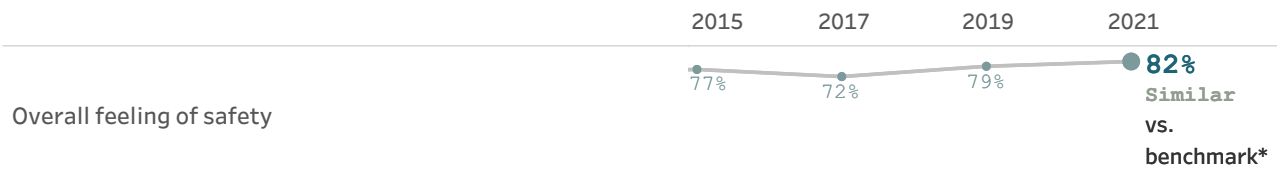
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Palm Coast, 2021



Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)

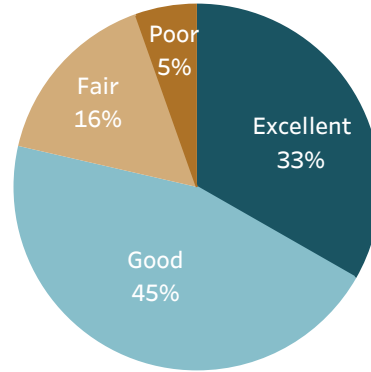


**Please rate the quality of each of the following services in Palm Coast.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

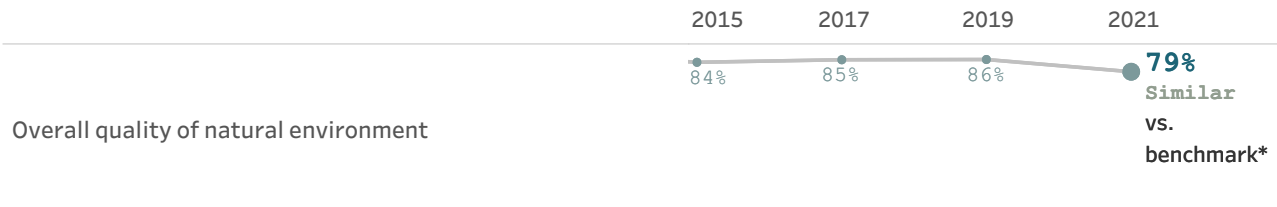
Overall quality of natural environment in Palm Coast, 2021



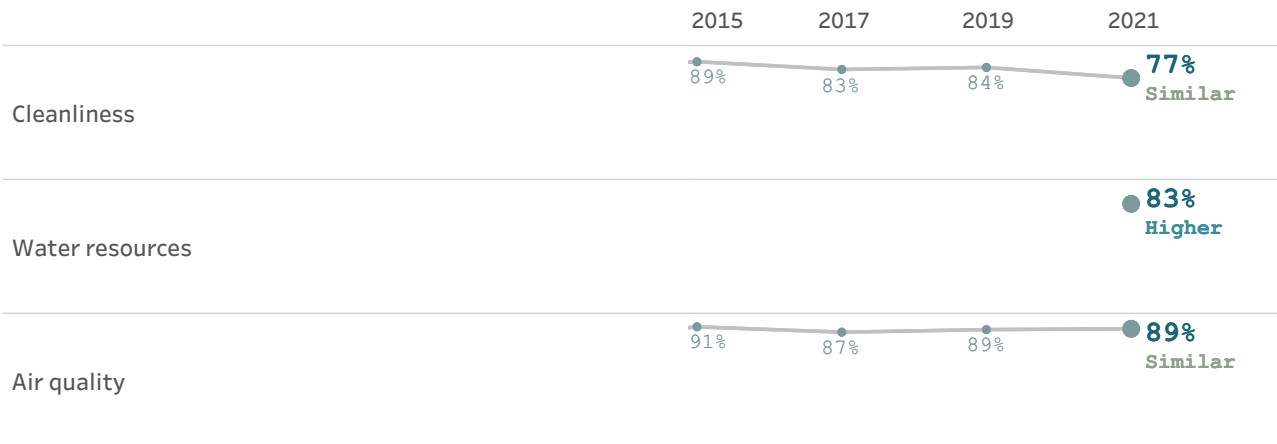
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

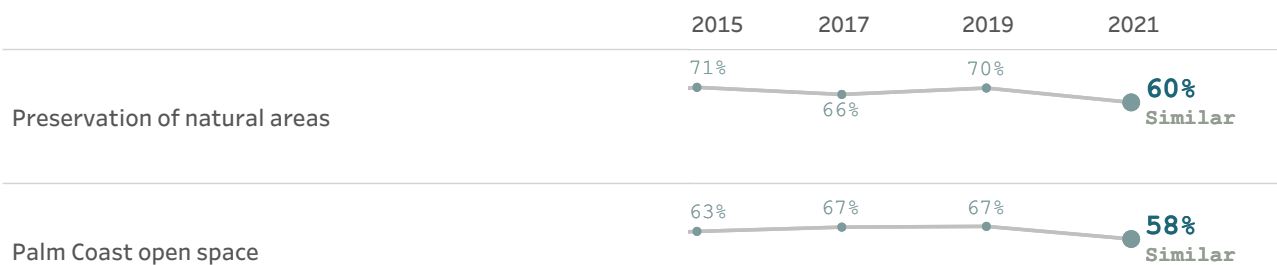
Please rate each of the following characteristics as they relate to Palm Coast as a whole.
(% excellent or good)

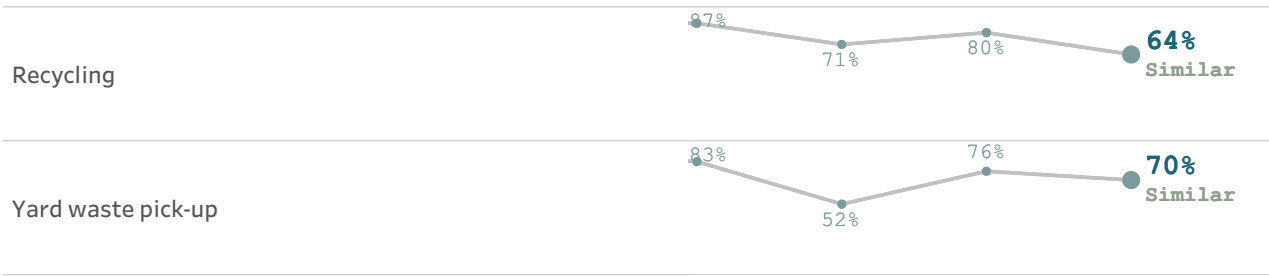


Please also rate each of the following in the Palm Coast community.
(% excellent or good)



Please rate the quality of each of the following services in Palm Coast.
(% excellent or good)





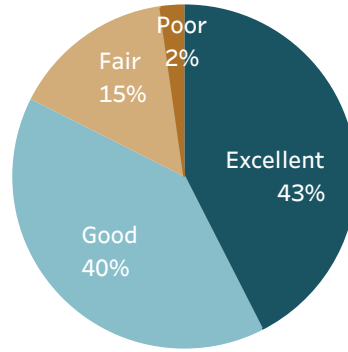
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

Parks and recreation

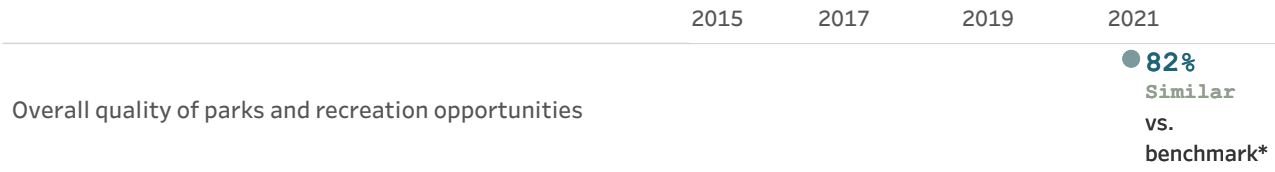
“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association



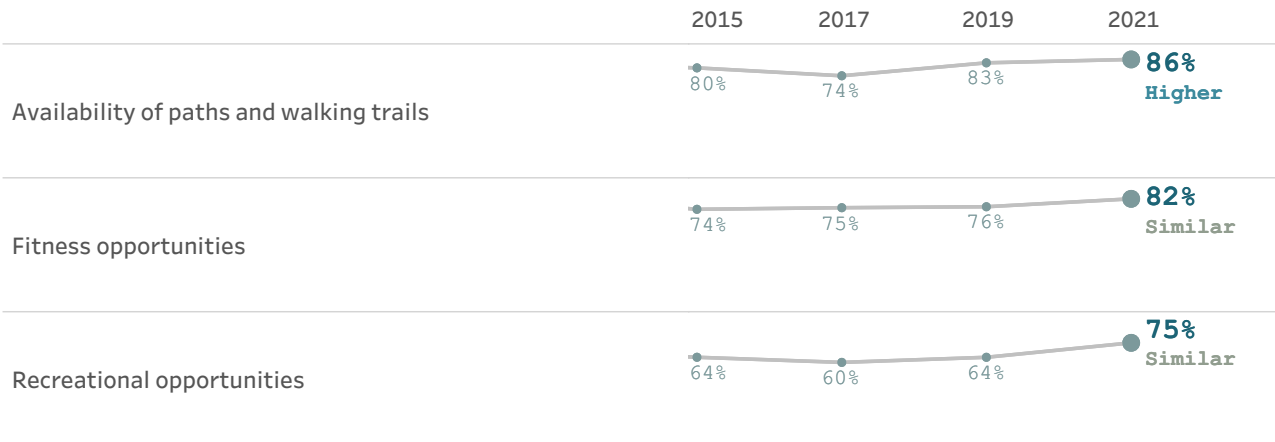
Please rate each of the following characteristics as they relate to Palm Coast as a whole.

(% excellent or good)



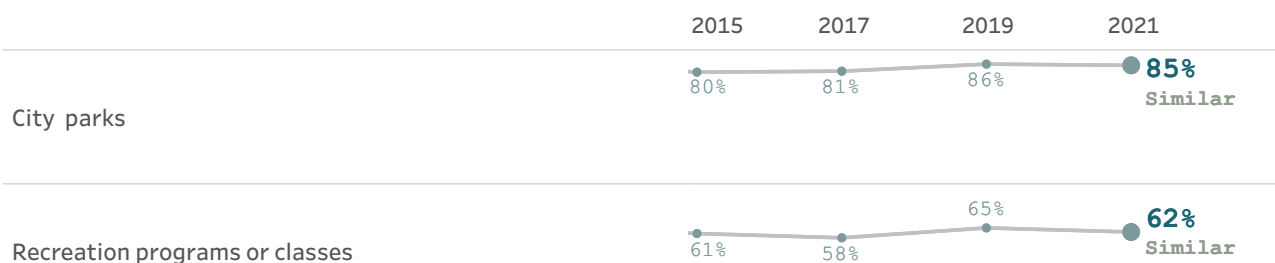
Please also rate each of the following in the Palm Coast community.

(% excellent or good)

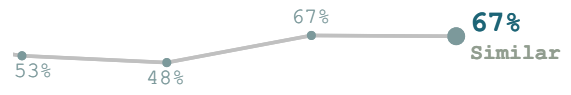


Please rate the quality of each of the following services in Palm Coast.

(% excellent or good)

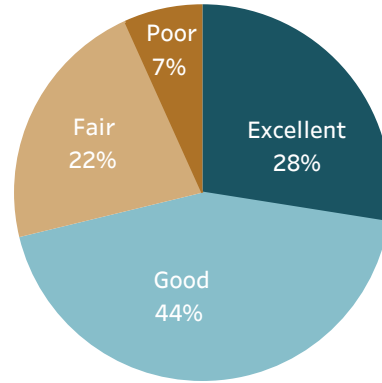


Recreation centers or facilities



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

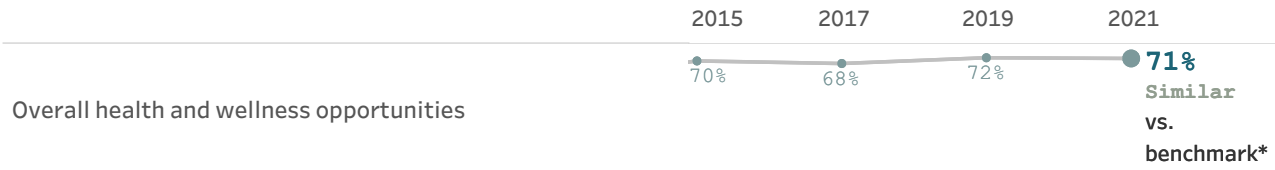
Overall health and wellness opportunities in Palm Coast, 2021



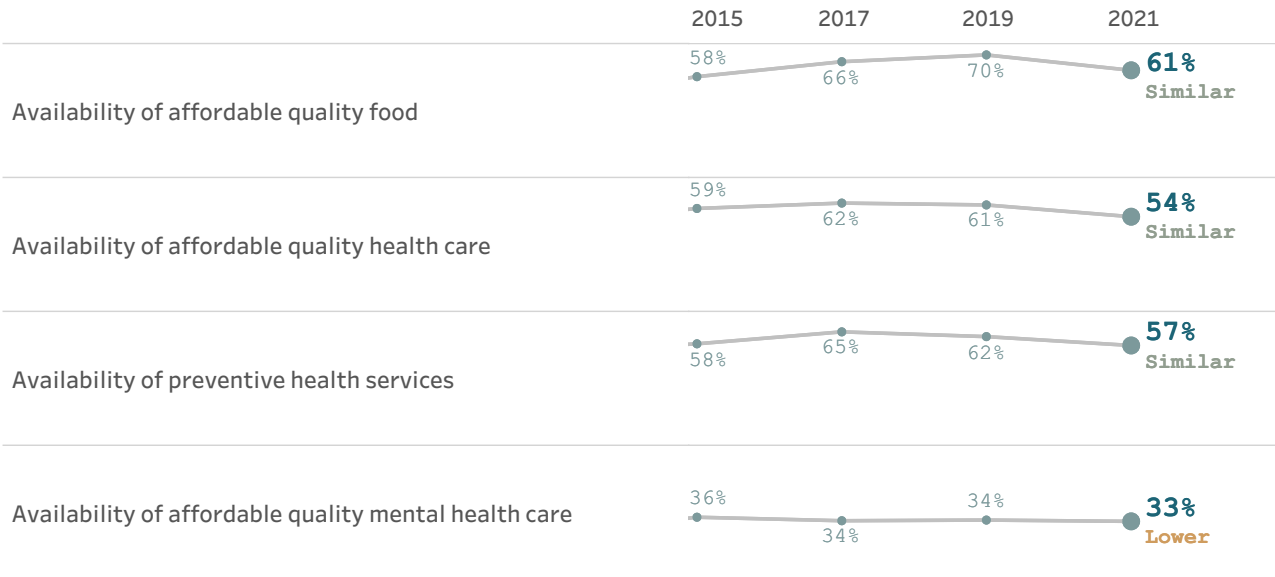
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

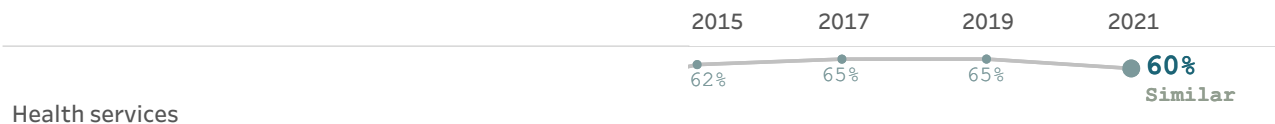
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



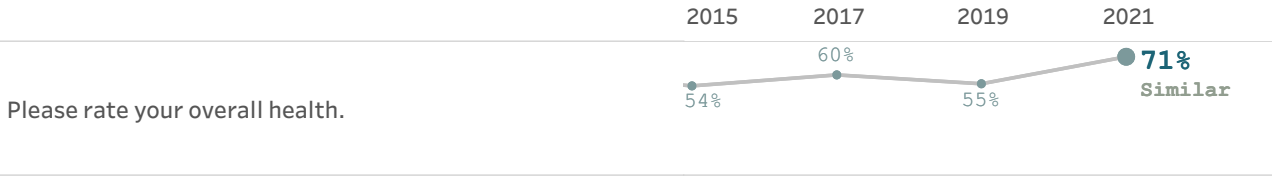
Please also rate each of the following in the Palm Coast community. (% excellent or good)



Please rate the quality of each of the following services in Palm Coast. (% excellent or good)

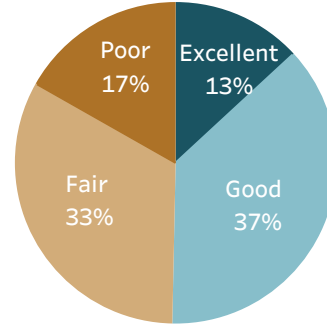


Please rate your overall health.
(% excellent or very good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

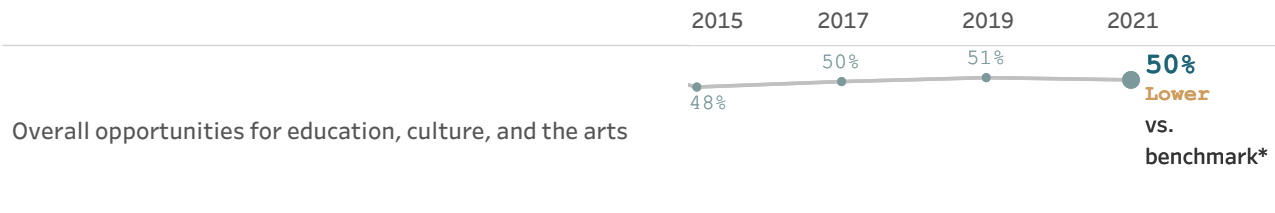
Overall opportunities for education, culture and the arts, 2021



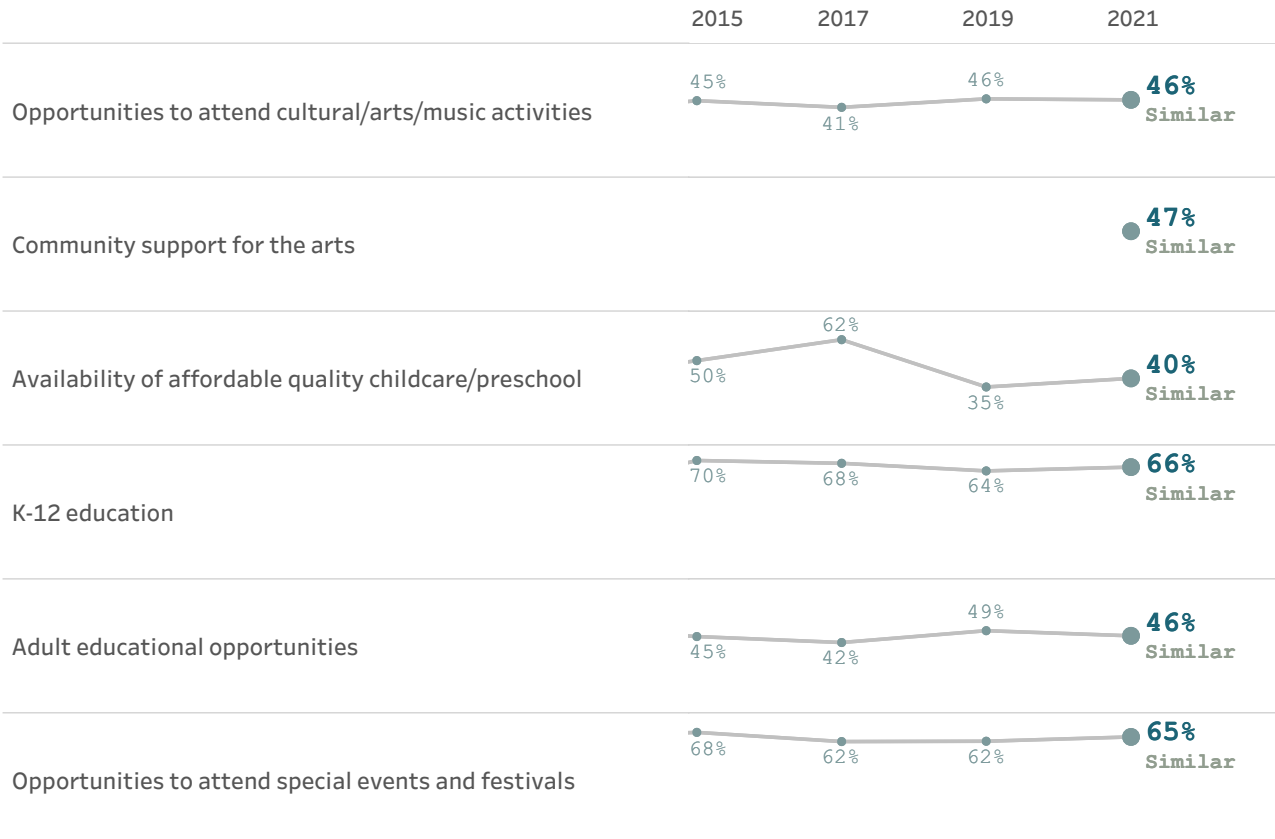
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)

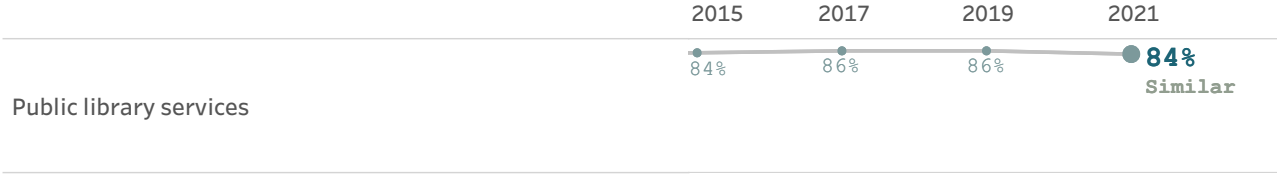


Please also rate each of the following in the Palm Coast community. (% excellent or good)



Please rate the quality of each of the following services in Palm Coast.

(% excellent or good)

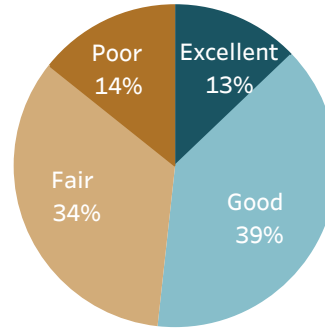


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

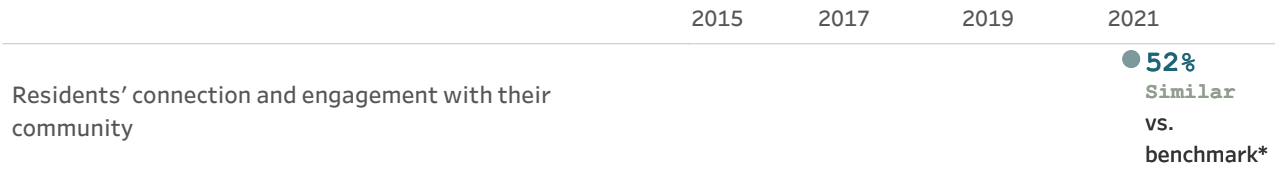
Residents' connection and engagement with their community, 2021

Inclusivity and engagement

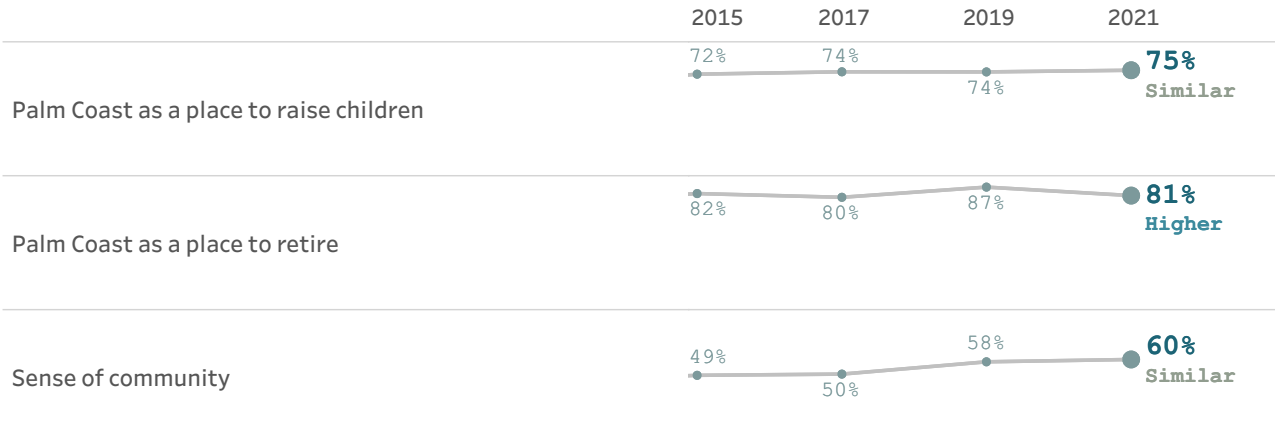
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



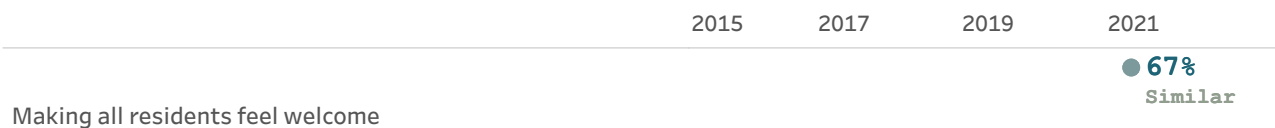
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Palm Coast. (% excellent or good)



Please rate the job you feel the Palm Coast community does at each of the following. (% excellent or good)



● **69%**
Similar

Attracting people from diverse backgrounds

● **70%**
Similar

Valuing/respecting residents from diverse backgrounds

● **55%**
Similar

Taking care of vulnerable residents

Please also rate each of the following in the Palm Coast community.
(% excellent or good)

2015 2017 2019 2021

● **54%**
Similar

Sense of civic/community pride

● **55%**
Similar

Neighborliness of residents

56% 57% 58% ● **55%**
Similar

Opportunities to participate in social events and activities

55% 48% 54% ● **56%**
Similar

Opportunities to volunteer

70% 73% 70% ● **71%**
Similar

Opportunities to participate in community matters

60% 56% 62% ● **59%**
Similar

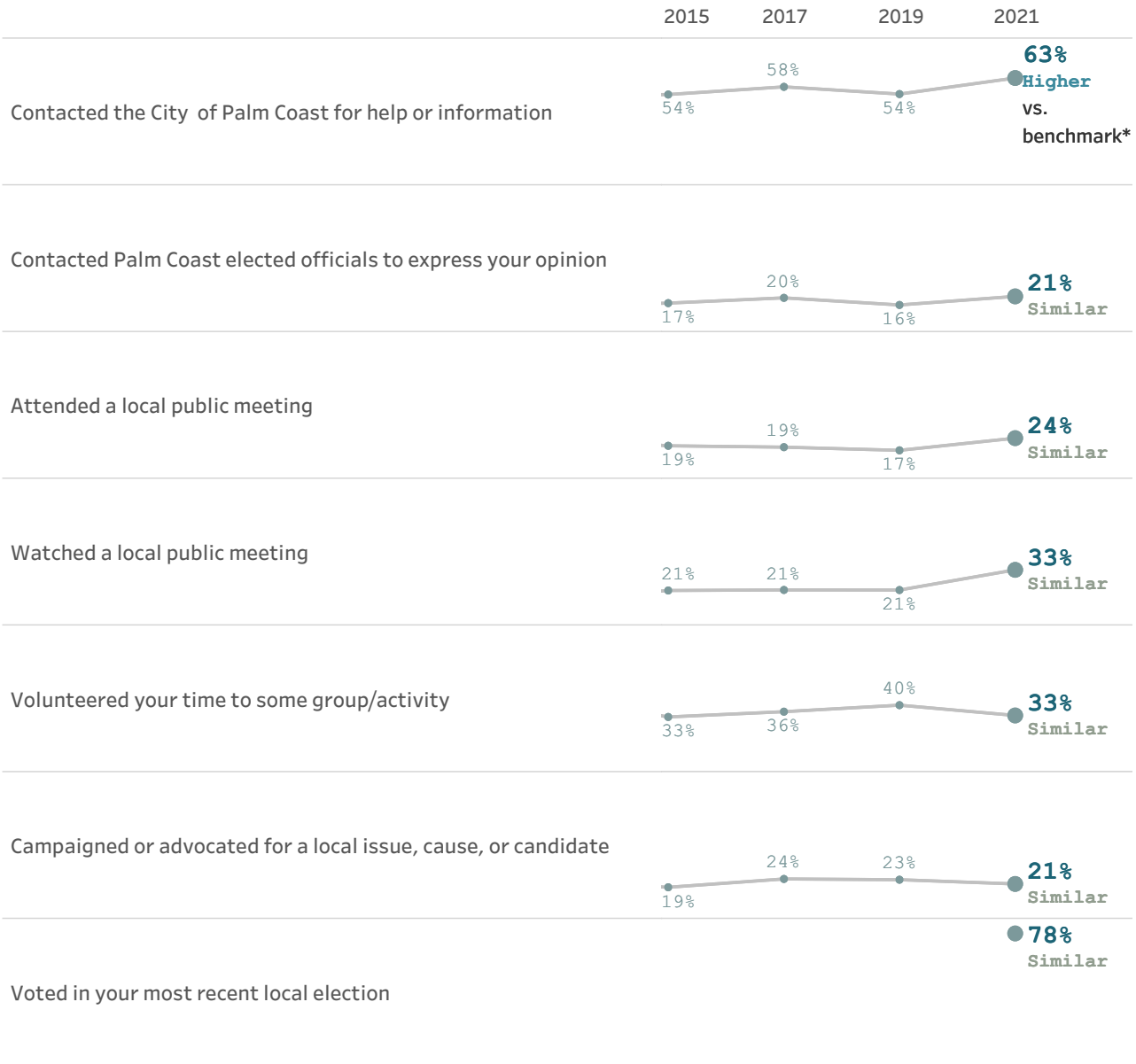
Openness and acceptance of the community toward people of diverse backgrounds

60% 65% 59% ● **58%**
Similar

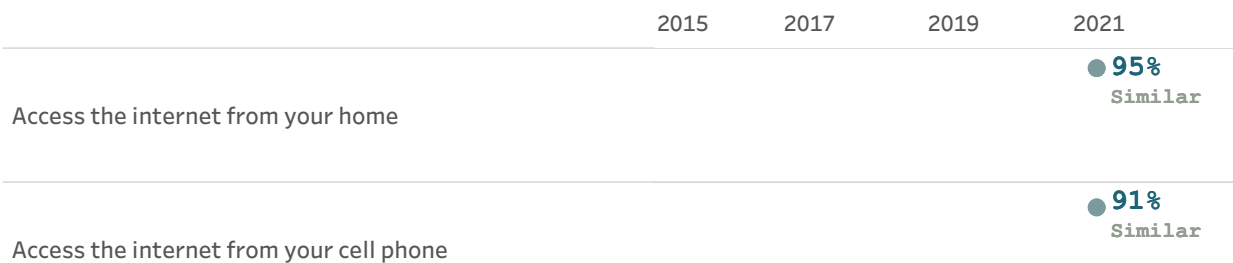
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)

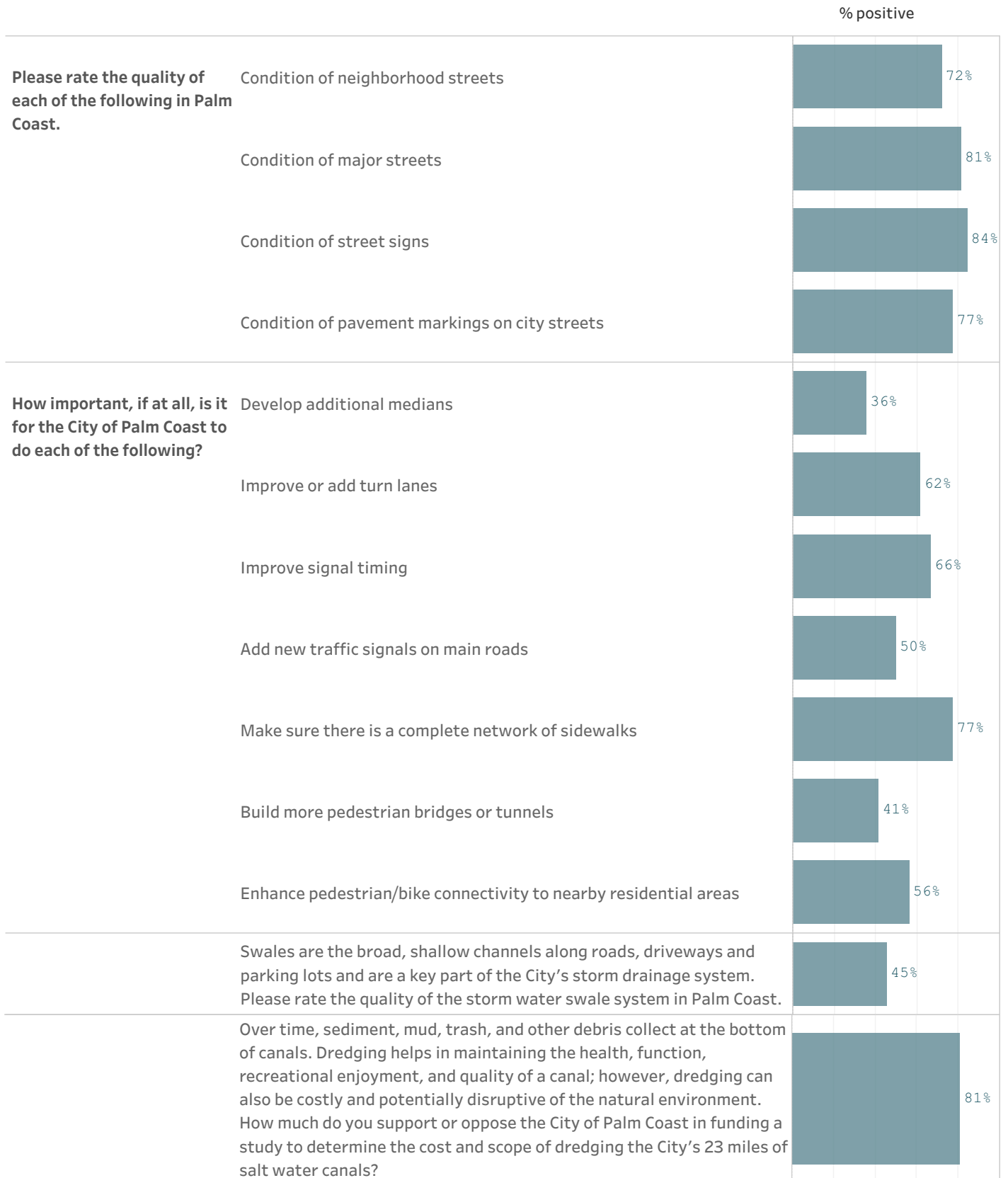


Visit social media sites	● 77% Similar
Use or check email	● 99% Similar
Share your opinions online	● 39% Similar
Shop online	● 58% Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (Excellent/Good, Essential/Very important, Strongly/somewhat support is shown.



National benchmark tables

This table contains the comparisons of Palm Coast’s results to those from other communities. The first column shows the comparison of Palm Coast’s rating to the benchmark. Palm Coast’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Palm Coast residents is statistically similar to or different than the benchmark. The second column is Palm Coast’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Palm Coast’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Palm Coast’s result -- that is what percent of surveyed communities had a lower rating than Palm Coast.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Palm Coast.	Palm Coast as a place to live	Similar	83%	243	388	37
	Your neighborhood as a place to live	Similar	87%	160	321	50
	Palm Coast as a place to raise children	Similar	75%	280	390	28
	Palm Coast as a place to work	Much lower	35%	357	373	4
	Palm Coast as a place to visit	Similar	63%	169	315	46
	Palm Coast as a place to retire	Higher	81%	42	375	89
	The overall quality of life	Similar	77%	250	431	42
	Sense of community	Similar	60%	217	323	33
Please rate each of the following characteristics as they relate to Palm Coast as a whole.	Overall economic health	Similar	64%	177	295	40
	Overall quality of the transportation system	Similar	46%	94	129	27
	Overall design or layout of residential and commercial areas	Similar	57%	194	289	33
	Overall quality of the utility infrastructure	Similar	63%	91	126	28
	Overall feeling of safety	Similar	82%	215	371	42
	Overall quality of natural environment	Similar	79%	153	300	49
	Overall quality of parks and recreation opportunities	Similar	82%	52	132	61
	Overall health and wellness opportunities	Similar	71%	150	290	48
	Overall opportunities for education, culture, and the arts	Lower	50%	237	293	19
	Residents’ connection and engagement with their community	Similar	52%	86	127	33
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Palm Coast to someone who asks	Similar	81%	232	306	24
	Remain in Palm Coast for the next five years	Similar	81%	219	299	27
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	94%	218	355	38
	In Palm Coast’s downtown/commercial area during the day	Similar	90%	200	331	39

Please rate how safe or unsafe you feel:	From property crime	Similar	81%	53	137	62
	From violent crime	Similar	84%	85	137	37
	From fire, flood, or other natural disaster	Similar	79%	94	125	25
Please rate the job you feel the Palm Coast community does at each of the following.	Making all residents feel welcome	Similar	67%	87	132	34
	Attracting people from diverse backgrounds	Similar	69%	44	130	66
	Valuing/respecting residents from diverse backgrounds	Similar	70%	59	130	55
	Taking care of vulnerable residents	Similar	55%	84	127	34
Please rate each of the following in the Palm Coast community.	Overall quality of business and service establishments	Similar	60%	206	298	31
	Variety of business and service establishments	Similar	46%	100	127	22
	Vibrancy of downtown/commercial area	Lower	39%	209	280	25
	Employment opportunities	Lower	30%	264	327	19
	Shopping opportunities	Similar	44%	206	313	34
	Cost of living	Similar	46%	143	292	51
	Overall image or reputation	Similar	70%	215	368	41
Please also rate each of the following in the Palm Coast community.	Traffic flow on major streets	Similar	44%	239	344	30
	Ease of public parking	Similar	64%	121	269	55
	Ease of travel by car	Similar	59%	244	323	24
	Ease of travel by public transportation	Much lower	15%	266	274	3
	Ease of travel by bicycle	Similar	63%	121	325	63
	Ease of walking	Similar	60%	207	325	36
	Well-planned residential growth	Similar	38%	102	129	21
	Well-planned commercial growth	Similar	34%	105	129	19
	Well-designed neighborhoods	Similar	48%	98	127	23
	Preservation of the historical or cultural character of the communi..	Similar	50%	108	125	14
	Public places where people want to spend time	Similar	51%	225	285	21
	Variety of housing options	Similar	42%	206	301	31
	Availability of affordable quality housing	Similar	34%	189	326	42
	Overall quality of new development	Similar	45%	266	319	16
	Overall appearance	Similar	77%	146	357	59
	Cleanliness	Similar	77%	154	327	53
	Water resources	Higher	83%	20	115	83

Please also rate each of the following in the Palm Coast community.	Air quality	Similar	89%	87	281	69
	Availability of paths and walking trails	Higher	86%	55	329	83
	Fitness opportunities	Similar	82%	66	281	76
	Recreational opportunities	Similar	75%	120	312	61
	Availability of affordable quality food	Similar	61%	206	276	25
	Availability of affordable quality health care	Similar	54%	213	289	26
	Availability of preventive health services	Similar	57%	194	272	29
	Availability of affordable quality mental health care	Lower	33%	226	272	17
	Opportunities to attend cultural/arts/music activities	Similar	46%	237	309	23
	Community support for the arts	Similar	47%	93	126	26
	Availability of affordable quality childcare/preschool	Similar	40%	219	287	24
	K-12 education	Similar	66%	211	293	28
	Adult educational opportunities	Similar	46%	207	278	25
	Sense of civic/community pride	Similar	54%	93	126	26
	Neighborliness of residents	Similar	55%	220	285	22
	Opportunities to participate in social events and activities	Similar	56%	191	292	34
	Opportunities to attend special events and festivals	Similar	65%	191	299	36
	Opportunities to volunteer	Similar	71%	142	289	51
	Opportunities to participate in community matters	Similar	59%	212	293	27
Openness and acceptance of the community toward people of diverse...	Similar	58%	203	317	36	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Palm Coast for help or information	Higher	63%	15	346	95
	Contacted Palm Coast elected officials to express your opinion	Similar	21%	73	287	74
	Attended a local public meeting	Similar	24%	74	286	74
	Watched a local public meeting	Similar	33%	52	265	80
	Volunteered your time to some group/activity	Similar	33%	153	291	47
	Campaigned or advocated for a local issue, cause, or candidate	Similar	21%	143	275	48
	Voted in your most recent local election	Similar	78%	67	128	48
	Used public transportation instead of driving	Lower	7%	208	256	19
	Carpooled with other adults or children instead of driving alone	Lower	31%	264	281	6
	Walked or biked instead of driving	Similar	48%	209	284	26
	Please rate the quality of each of the following	Public information services	Similar	64%	223	311

Please rate the quality of each of the following services in Palm Coast.

Economic development	Similar	44%	236	302	22
Traffic enforcement	Similar	56%	305	371	18
Traffic signal timing	Similar	45%	234	292	20
Street repair	Similar	55%	154	372	58
Street cleaning	Similar	66%	182	313	42
Street lighting	Lower	46%	324	353	8
Sidewalk maintenance	Similar	63%	157	318	50
Bus or transit services	Much lower	20%	254	267	5
Land use, planning and zoning	Lower	33%	281	315	11
Code enforcement	Similar	42%	264	371	29
Affordable high-speed internet access	Similar	49%	88	123	29
Garbage collection	Lower	61%	335	347	3
Drinking water	Lower	58%	265	314	15
Sewer services	Similar	72%	248	316	21
Storm water management	Similar	59%	259	340	24
Power (electric and/or gas) utility	Similar	78%	166	234	29
Utility billing	Similar	65%	209	268	22
Police/Sheriff services	Similar	84%	97	423	77
Crime prevention	Similar	82%	97	370	74
Animal control	Similar	76%	126	335	62
Ambulance or emergency medical services	Similar	88%	170	332	49
Fire services	Similar	92%	164	365	55
Fire prevention and education	Similar	83%	145	303	52
Emergency preparedness	Similar	81%	52	303	83
Preservation of natural areas	Similar	60%	172	283	39
Palm Coast open space	Similar	58%	172	273	37
Recycling	Similar	64%	296	351	15
Yard waste pick-up	Similar	70%	213	296	28
City parks	Similar	85%	152	329	54
Recreation programs or classes	Similar	62%	231	324	29
Recreation centers or facilities	Similar	67%	172	297	42
































Please rate the quality of each of the following services in Palm Coast.	Health services	Similar	60%	185	264	30
	Public library services	Similar	84%	245	339	27
	Overall customer service by Palm Coast employees	Similar	79%	155	386	60
Please rate the following categories of Palm Coast government performance.	The value of services for the taxes paid to Palm Coast	Similar	54%	209	393	46
	The overall direction that Palm Coast is taking	Lower	41%	305	340	10
	The job Palm Coast government does at welcoming resident involv..	Similar	40%	284	334	15
	Overall confidence in Palm Coast government	Lower	37%	266	295	10
	Generally acting in the best interest of the community	Lower	39%	265	298	11
	Being honest	Lower	39%	258	288	10
	Being open and transparent to the public	Lower	35%	117	129	10
	Informing residents about issues facing the community	Similar	39%	111	135	18
	Treating all residents fairly	Similar	48%	217	295	26
	Treating residents with respect	Similar	56%	106	126	16
Overall, how would you rate the quality of the services provided by each ..	The City of Palm Coast	Similar	64%	287	389	26
	The Federal Government	Similar	43%	118	278	57
Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.	Overall economic health	Similar	91%	108	272	60
	Overall quality of the transportation system	Similar	77%	57	125	55
	Overall design or layout of residential and commercial areas	Similar	84%	27	272	90
	Overall quality of the utility infrastructure	Similar	92%	22	124	83
	Overall feeling of safety	Similar	94%	98	272	64
	Overall quality of natural environment	Similar	88%	61	272	77
	Overall quality of parks and recreation opportunities	Similar	81%	61	125	52
	Overall health and wellness opportunities	Similar	87%	18	272	93
	Overall opportunities for education, culture, and the arts	Similar	78%	151	272	44
	Residents' connection and engagement with their community	Similar	72%	187	272	31
In general, how many times do you:	Access the internet from your home	Similar	95%	64	125	49
	Access the internet from your cell phone	Similar	91%	96	125	24
	Visit social media sites	Similar	77%	94	124	25
	Use or check email	Similar	99%	18	125	86
	Share your opinions online	Similar	39%	10	125	92
	Shop online	Similar	58%	53	125	58
































Please rate your overall health.	Similar	71%	89	278	68
	Similar	22%	234	281	17
What impact, if any, do you think the economy will have on your fa..					

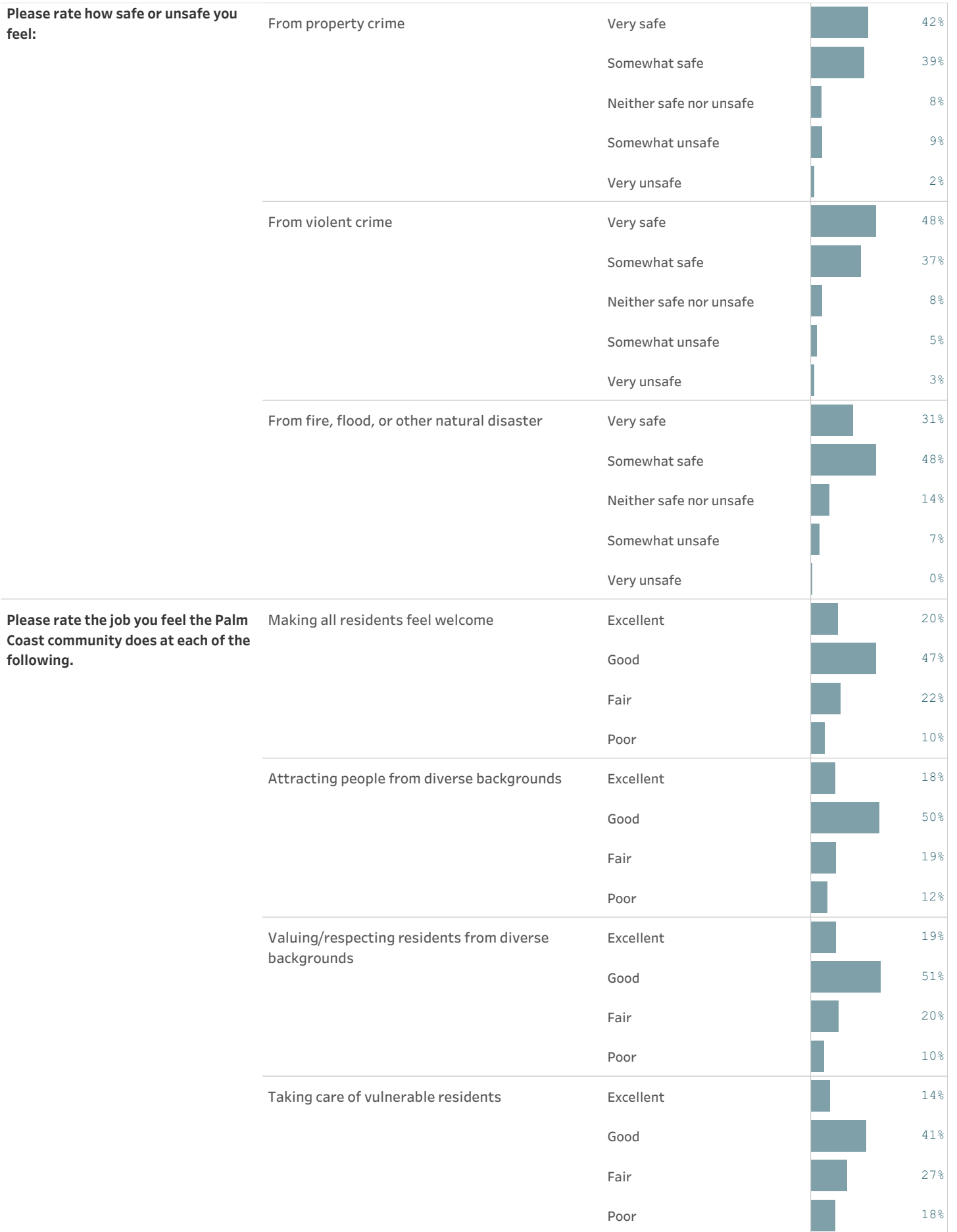
Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Palm Coast.	Question	Response	Frequency	
			Bar	Percentage
Palm Coast as a place to live	Palm Coast as a place to live	Excellent		33%
		Good		50%
		Fair		14%
		Poor		3%
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent		39%
		Good		48%
		Fair		10%
		Poor		3%
Palm Coast as a place to raise children	Palm Coast as a place to raise children	Excellent		25%
		Good		50%
		Fair		16%
		Poor		10%
Palm Coast as a place to work	Palm Coast as a place to work	Excellent		9%
		Good		26%
		Fair		31%
		Poor		33%
Palm Coast as a place to visit	Palm Coast as a place to visit	Excellent		21%
		Good		42%
		Fair		30%
		Poor		7%
Palm Coast as a place to retire	Palm Coast as a place to retire	Excellent		42%
		Good		39%
		Fair		17%
		Poor		2%
The overall quality of life	The overall quality of life	Excellent		30%
		Good		47%
		Fair		18%
		Poor		4%

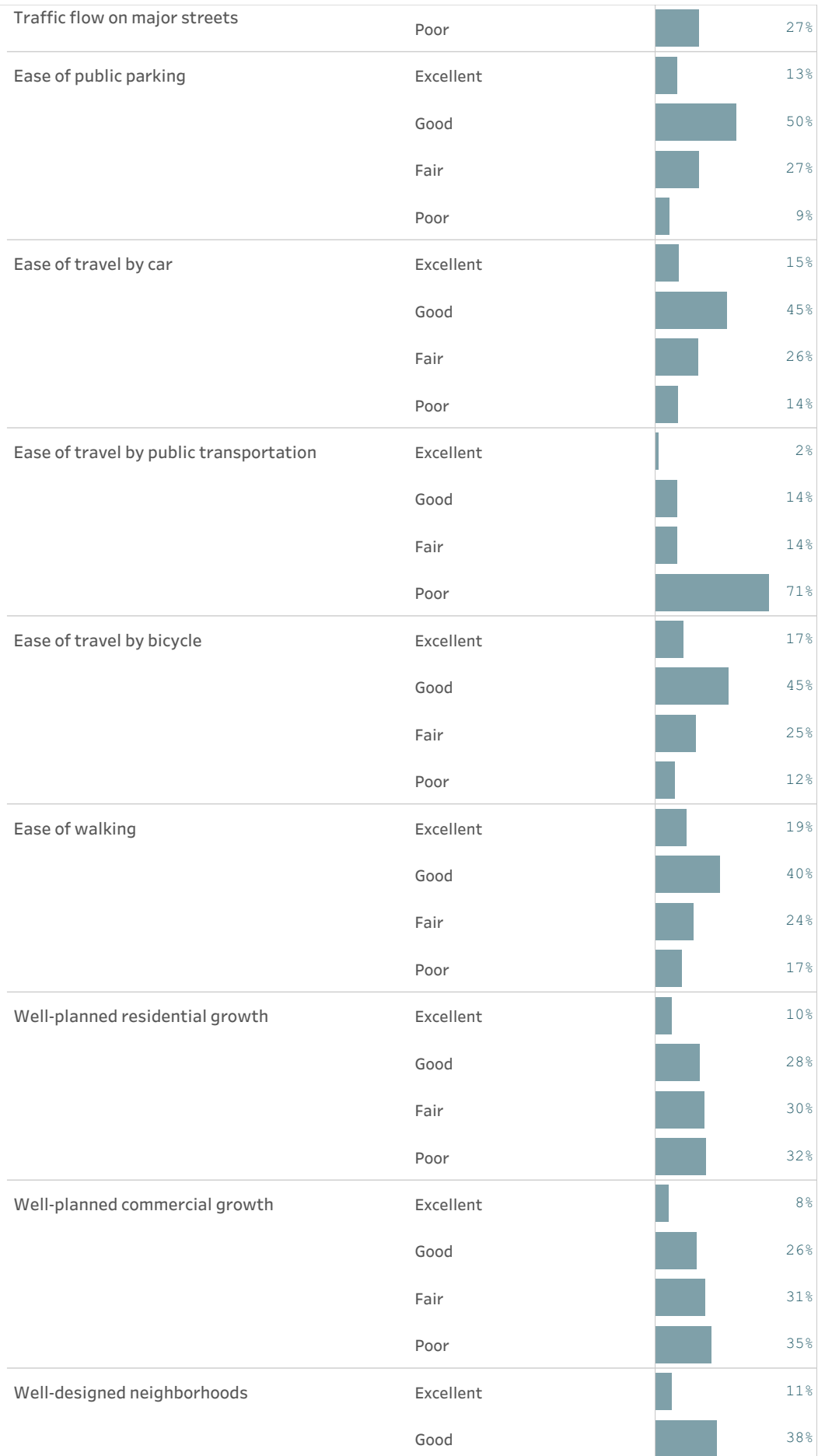
Please rate each of the following aspects of quality of life in Palm Coast.	Sense of community	Excellent		18%
		Good		42%
		Fair		26%
		Poor		14%
Please rate each of the following characteristics as they relate to Palm Coast as a whole.	Overall economic health	Excellent		15%
		Good		50%
		Fair		24%
		Poor		12%
	Overall quality of the transportation system	Excellent		9%
		Good		37%
		Fair		31%
		Poor		23%
	Overall design or layout of residential and commercial areas	Excellent		17%
		Good		40%
		Fair		25%
		Poor		18%
	Overall quality of the utility infrastructure	Excellent		16%
		Good		47%
		Fair		23%
		Poor		13%
	Overall feeling of safety	Excellent		28%
		Good		54%
		Fair		12%
		Poor		5%
	Overall quality of natural environment	Excellent		33%
		Good		45%
		Fair		16%
		Poor		5%
	Overall quality of parks and recreation opportunities	Excellent		43%
		Good		40%
		Fair		15%

Please rate each of the following characteristics as they relate to Palm Coast as a whole.	Overall quality of parks and recreation opportunities	Poor		2%	
	Overall health and wellness opportunities	Excellent		28%	
		Good		44%	
		Fair		22%	
		Poor		7%	
	Overall opportunities for education, culture, and the arts	Excellent		13%	
		Good		37%	
		Fair		33%	
		Poor		17%	
	Residents' connection and engagement with their community	Excellent		13%	
		Good		39%	
		Fair		34%	
		Poor		14%	
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Palm Coast to someone who asks	Very likely		45%
			Somewhat likely		35%
			Somewhat unlikely		11%
Very unlikely				8%	
Remain in Palm Coast for the next five years		Very likely		61%	
		Somewhat likely		20%	
		Somewhat unlikely		8%	
		Very unlikely		11%	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		67%	
		Somewhat safe		26%	
		Neither safe nor unsafe		2%	
		Somewhat unsafe		3%	
		Very unsafe		1%	
	In Palm Coast's downtown/commercial area during the day	Very safe		54%	
		Somewhat safe		36%	
		Neither safe nor unsafe		5%	
		Somewhat unsafe		4%	
		Very unsafe		0%	

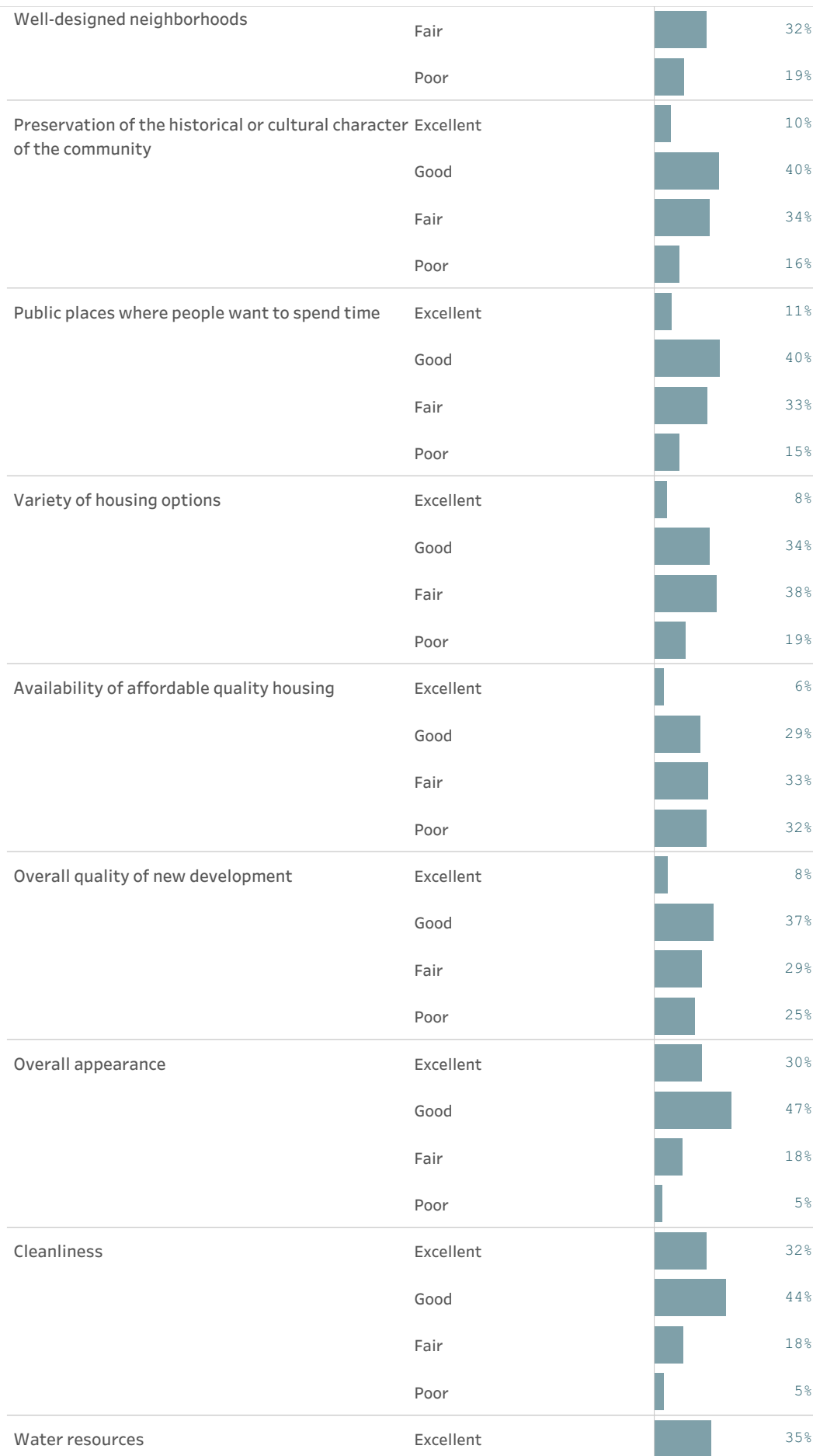


Please rate each of the following in the Palm Coast community.	Overall quality of business and service establishments	Excellent		15%
		Good		45%
		Fair		30%
		Poor		10%
	Variety of business and service establishments	Excellent		12%
		Good		33%
		Fair		35%
		Poor		19%
	Vibrancy of downtown/commercial area	Excellent		8%
		Good		31%
		Fair		35%
		Poor		26%
	Employment opportunities	Excellent		6%
		Good		24%
		Fair		33%
		Poor		36%
	Shopping opportunities	Excellent		10%
		Good		33%
		Fair		40%
		Poor		16%
	Cost of living	Excellent		9%
		Good		37%
		Fair		36%
		Poor		18%
	Overall image or reputation	Excellent		21%
		Good		49%
		Fair		24%
		Poor		6%
Please also rate each of the following in the Palm Coast community.	Traffic flow on major streets	Excellent		6%
		Good		38%
		Fair		29%

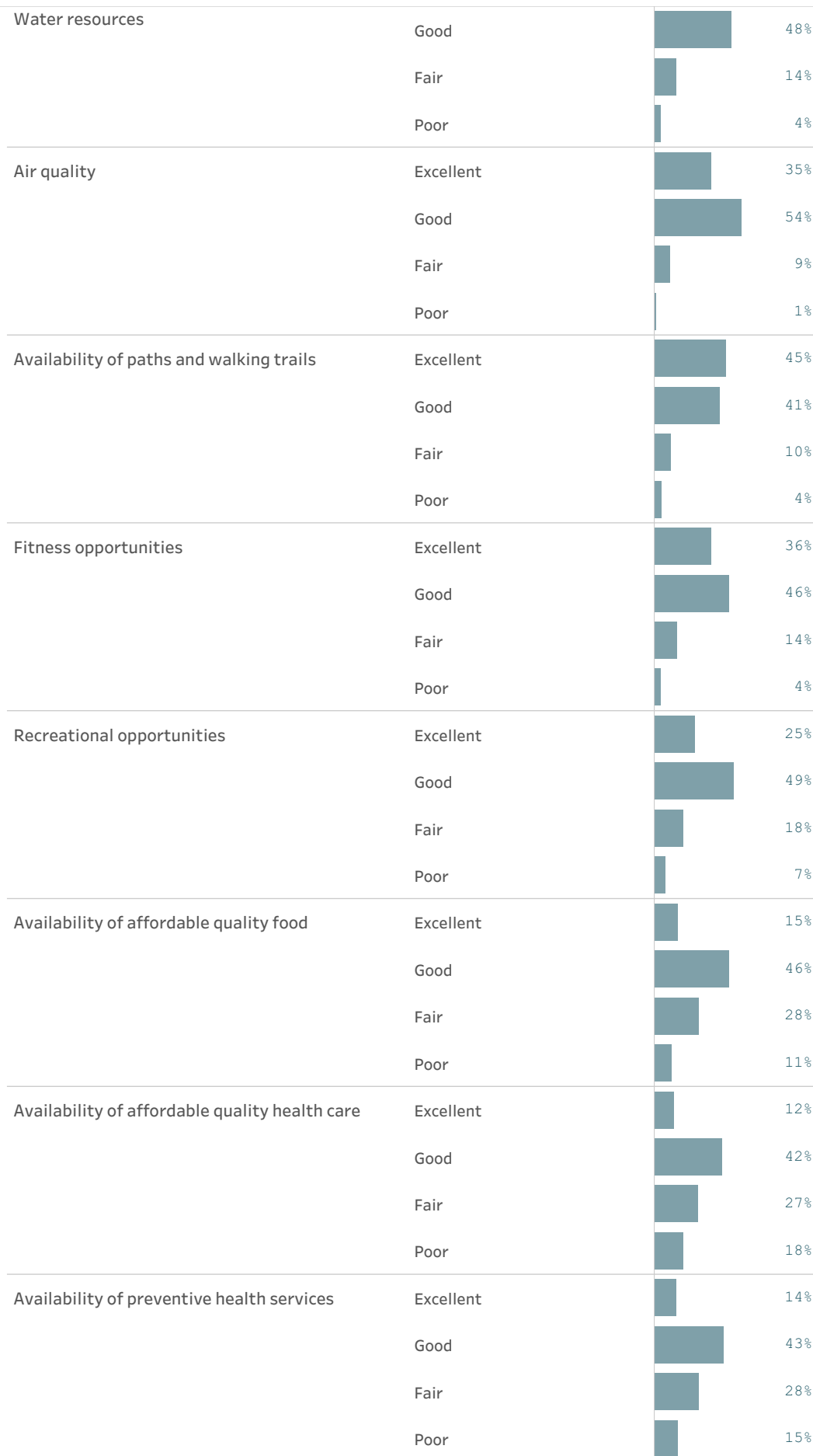
Please also rate each of the following in the Palm Coast community.



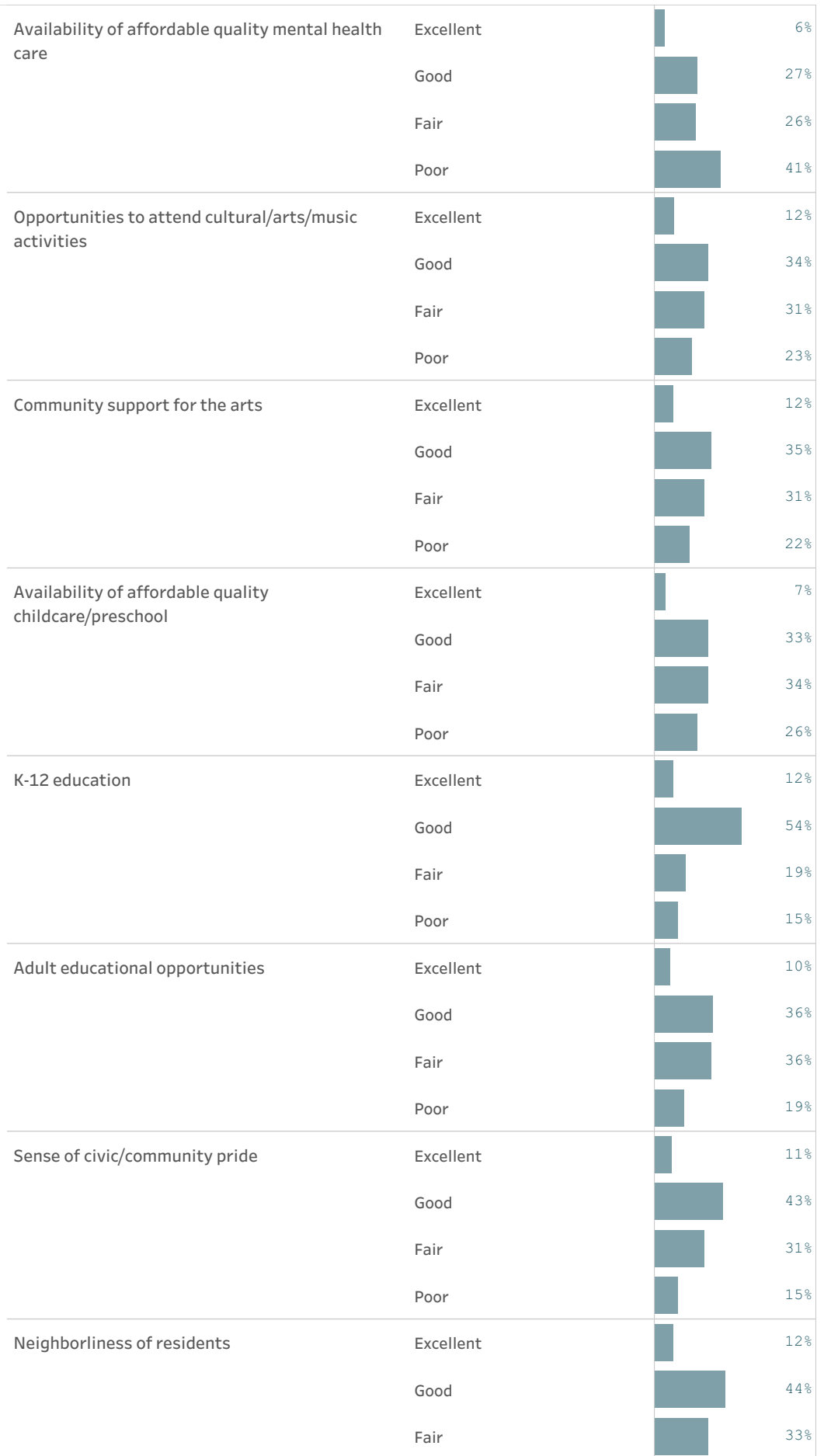
Please also rate each of the following in the Palm Coast community.


































Please also rate each of the following in the Palm Coast community.



Please also rate each of the following in the Palm Coast community.

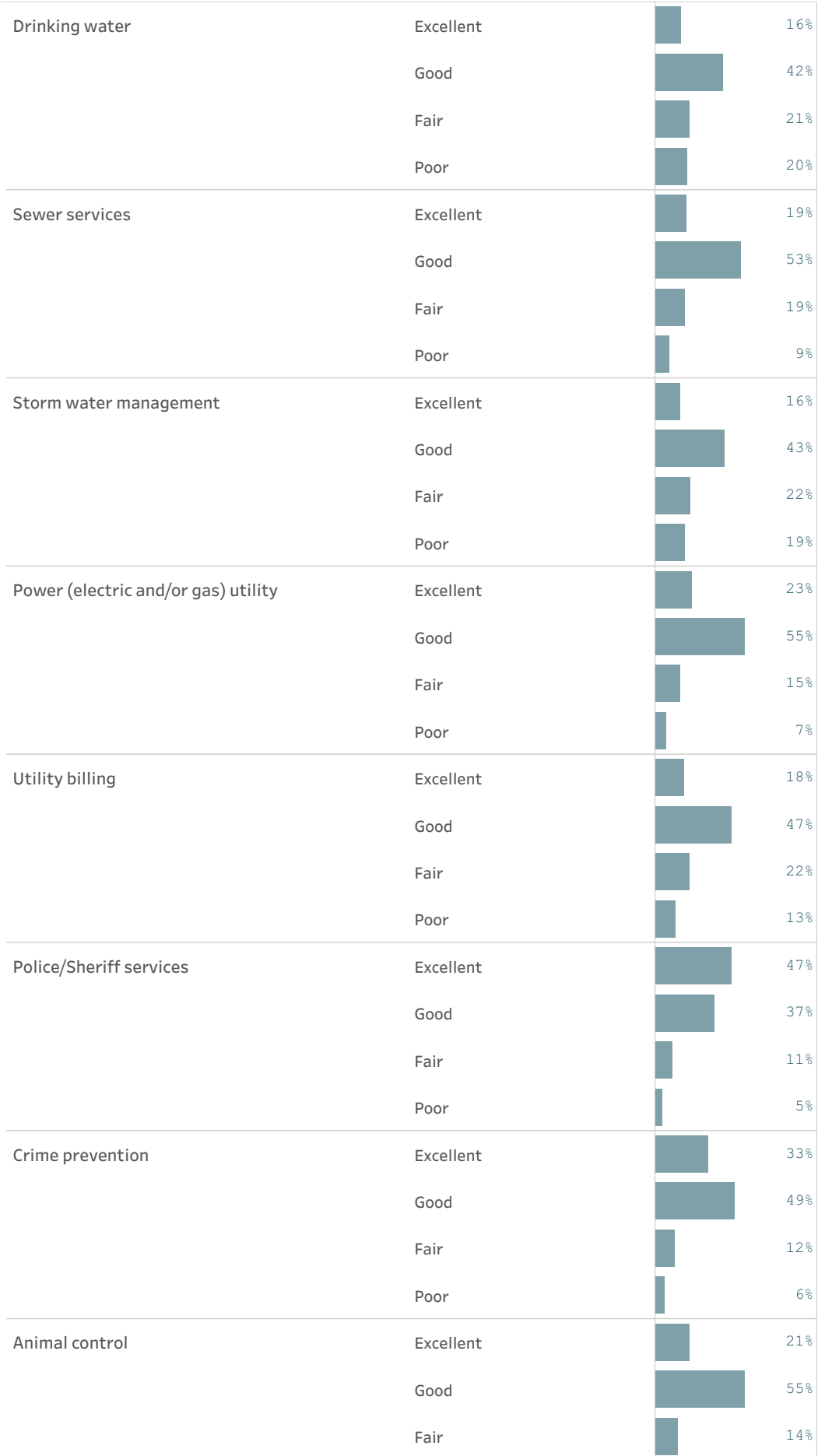


Please also rate each of the following in the Palm Coast community.	Neighborliness of residents	Poor		11%
	Opportunities to participate in social events and activities	Excellent		13%
		Good		43%
		Fair		34%
		Poor		9%
	Opportunities to attend special events and festivals	Excellent		15%
		Good		50%
		Fair		23%
		Poor		12%
	Opportunities to volunteer	Excellent		18%
		Good		53%
		Fair		24%
		Poor		5%
	Opportunities to participate in community matters	Excellent		14%
		Good		45%
		Fair		27%
		Poor		14%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		14%
		Good		45%
		Fair		28%
Poor			14%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Palm Coast for help or information	No		37%
		Yes		63%
	Contacted Palm Coast elected officials to express your opinion	No		79%
		Yes		21%
	Attended a local public meeting	No		76%
		Yes		24%
	Watched a local public meeting	No		67%
		Yes		33%
	Volunteered your time to some group/activity	No		67%
		Yes		33%
































Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	No	79%
		Yes	21%
	Voted in your most recent local election	No	22%
		Yes	78%
	Used public transportation instead of driving	No	93%
		Yes	7%
Carpooled with other adults or children instead of driving alone	No	69%	
	Yes	31%	
Walked or biked instead of driving	No	51%	
	Yes	49%	
Please rate the quality of each of the following services in Palm Coast.	Public information services	Excellent	16%
		Good	48%
		Fair	24%
		Poor	12%
	Economic development	Excellent	10%
		Good	34%
		Fair	34%
		Poor	22%
	Traffic enforcement	Excellent	9%
		Good	47%
		Fair	26%
		Poor	19%
Traffic signal timing	Excellent	6%	
	Good	39%	
	Fair	34%	
	Poor	21%	
Street repair	Excellent	8%	
	Good	47%	
	Fair	29%	
	Poor	15%	
Street cleaning	Excellent	15%	

Please rate the quality of each of the following services in Palm Coast.			
Street cleaning	Good		51%
	Fair		22%
	Poor		12%
Street lighting	Excellent		10%
	Good		36%
	Fair		26%
	Poor		28%
Sidewalk maintenance	Excellent		14%
	Good		49%
	Fair		22%
	Poor		16%
Bus or transit services	Excellent		3%
	Good		18%
	Fair		13%
	Poor		67%
Land use, planning and zoning	Excellent		7%
	Good		26%
	Fair		33%
	Poor		34%
Code enforcement	Excellent		7%
	Good		35%
	Fair		29%
	Poor		28%
Affordable high-speed internet access	Excellent		10%
	Good		39%
	Fair		24%
	Poor		27%
Garbage collection	Excellent		20%
	Good		41%
	Fair		22%
	Poor		17%




























Please rate the quality of each of the following services in Palm Coast.


































Please rate the quality of each of the following services in Palm Coast.			
Animal control	Poor		9%
Ambulance or emergency medical services	Excellent		46%
	Good		42%
	Fair		8%
	Poor		4%
Fire services	Excellent		49%
	Good		42%
	Fair		5%
	Poor		3%
Fire prevention and education	Excellent		30%
	Good		53%
	Fair		11%
	Poor		6%
Emergency preparedness	Excellent		26%
	Good		55%
	Fair		14%
	Poor		6%
Preservation of natural areas	Excellent		21%
	Good		39%
	Fair		22%
	Poor		18%
Palm Coast open space	Excellent		19%
	Good		39%
	Fair		26%
	Poor		16%
Recycling	Excellent		19%
	Good		45%
	Fair		18%
	Poor		18%
Yard waste pick-up	Excellent		23%
	Good		47%

Please rate the quality of each of the following services in Palm Coast.	Yard waste pick-up	Fair		18%		
		Poor		12%		
City parks	Excellent	Excellent		34%		
		Good		51%		
		Fair		11%		
		Poor		4%		
		Recreation programs or classes	Excellent	Excellent		22%
				Good		40%
Fair				26%		
Poor				12%		
Recreation centers or facilities	Excellent	Excellent		23%		
		Good		44%		
		Fair		21%		
		Poor		12%		
Health services	Excellent	Excellent		15%		
		Good		45%		
		Fair		30%		
		Poor		10%		
Public library services	Excellent	Excellent		32%		
		Good		51%		
		Fair		11%		
		Poor		5%		
Overall customer service by Palm Coast employees	Excellent	Excellent		33%		
		Good		46%		
		Fair		15%		
		Poor		6%		
Please rate the following categories of Palm Coast government performance.	The value of services for the taxes paid to Palm Coast	Excellent		10%		
		Good		45%		
		Fair		31%		
		Poor		15%		
	The overall direction that Palm Coast is taking	Excellent		7%		

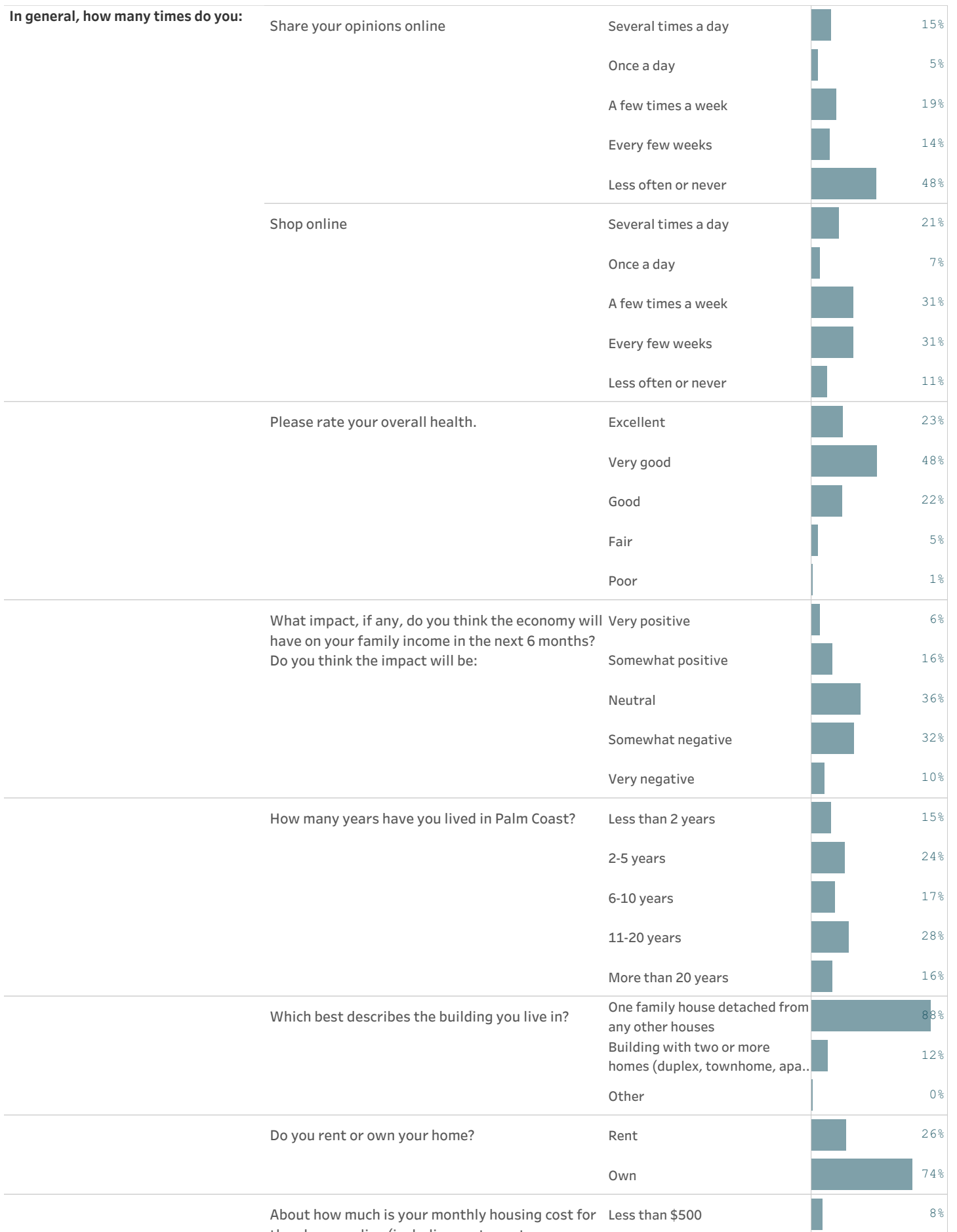
Please rate the following categories of Palm Coast government performance.	Category	Rating	
		Percentage	Count
The overall direction that Palm Coast is taking	Good	34%	11
	Fair	33%	11
	Poor	26%	9
The job Palm Coast government does at welcoming resident involvement	Excellent	7%	2
	Good	33%	11
	Fair	35%	12
	Poor	24%	8
Overall confidence in Palm Coast government	Excellent	5%	2
	Good	32%	11
	Fair	30%	10
	Poor	33%	11
Generally acting in the best interest of the community	Excellent	6%	2
	Good	33%	11
	Fair	34%	11
	Poor	27%	9
Being honest	Excellent	7%	2
	Good	31%	10
	Fair	32%	11
	Poor	29%	10
Being open and transparent to the public	Excellent	7%	2
	Good	28%	9
	Fair	34%	11
	Poor	31%	10
Informing residents about issues facing the community	Excellent	9%	3
	Good	29%	10
	Fair	40%	13
	Poor	22%	7
Treating all residents fairly	Excellent	11%	4
	Good	37%	12
	Fair	31%	10
	Poor	22%	7

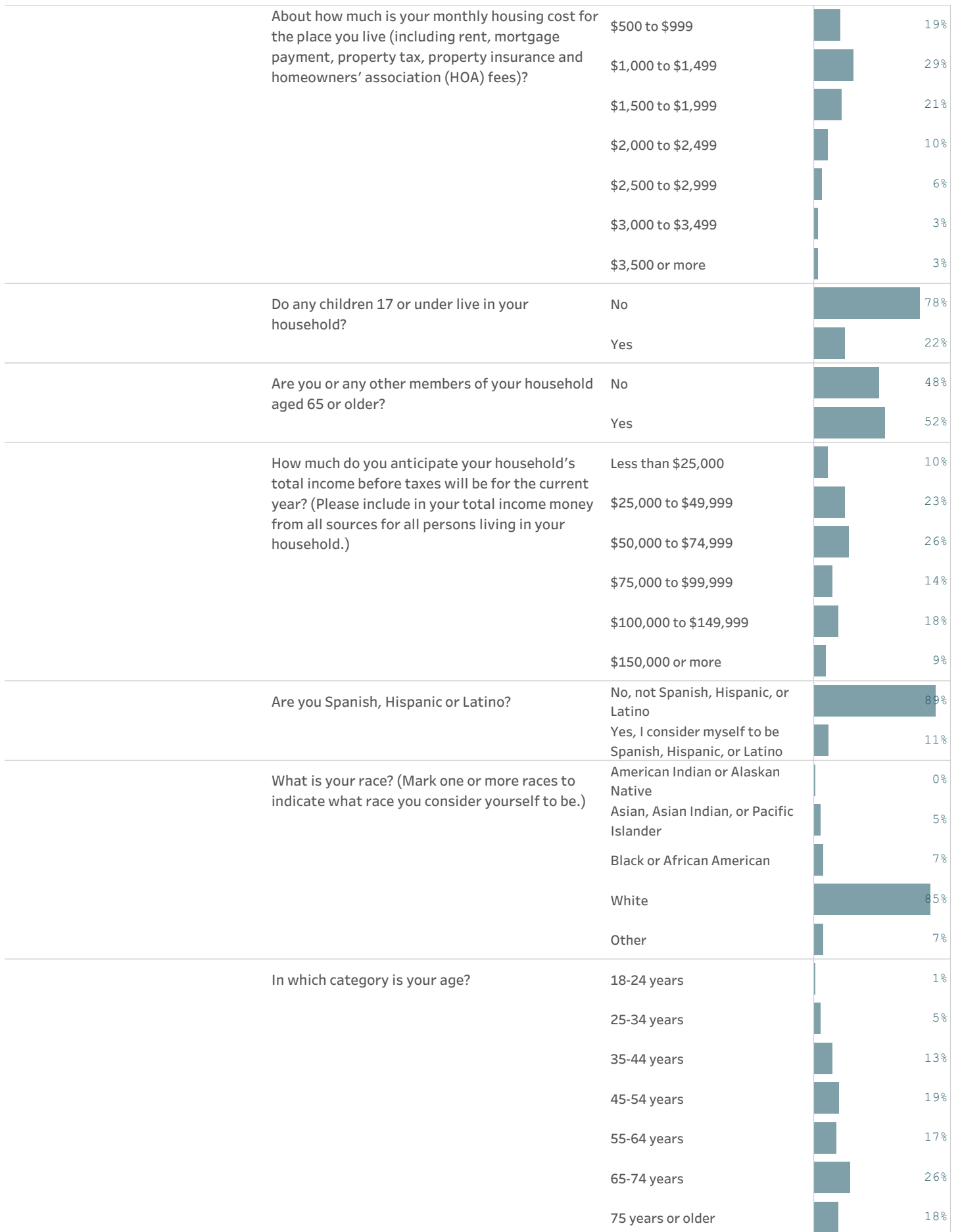
Please rate the following categories of Palm Coast government performance.	Treating residents with respect	Excellent		13%
		Good		42%
		Fair		27%
		Poor		18%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Palm Coast	Excellent		18%
		Good		47%
		Fair		26%
		Poor		9%
	The Federal Government	Excellent		10%
		Good		33%
		Fair		30%
		Poor		27%
Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.	Overall economic health	Essential		47%
		Very important		44%
		Somewhat important		8%
		Not at all important		0%
	Overall quality of the transportation system	Essential		31%
		Very important		46%
		Somewhat important		21%
		Not at all important		3%
	Overall design or layout of residential and commercial areas	Essential		43%
		Very important		41%
		Somewhat important		15%
		Not at all important		1%
	Overall quality of the utility infrastructure	Essential		57%
		Very important		35%
		Somewhat important		8%
		Not at all important		0%
Overall feeling of safety	Essential		56%	
	Very important		38%	
	Somewhat important		6%	

Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.	Overall feeling of safety	Not at all important		0%
	Overall quality of natural environment	Essential		41%
		Very important		47%
		Somewhat important		12%
		Not at all important		0%
	Overall quality of parks and recreation opportunities	Essential		30%
		Very important		50%
		Somewhat important		19%
		Not at all important		0%
	Overall health and wellness opportunities	Essential		37%
		Very important		50%
		Somewhat important		13%
		Not at all important		0%
Overall opportunities for education, culture, and the arts	Essential		29%	
	Very important		48%	
	Somewhat important		20%	
	Not at all important		2%	
Residents' connection and engagement with their community	Essential		25%	
	Very important		47%	
	Somewhat important		25%	
	Not at all important		4%	
Please rate the quality of each of the following in Palm Coast.	Condition of neighborhood streets	Excellent		15%
		Good		57%
		Fair		22%
		Poor		5%
	Condition of major streets	Excellent		24%
		Good		58%
		Fair		15%
		Poor		4%
	Condition of street signs	Excellent		25%
		Good		60%

Please rate the quality of each of the following in Palm Coast.	Condition of street signs	Fair		12%
		Poor		4%
	Condition of pavement markings on city streets	Excellent		19%
		Good		58%
		Fair		18%
		Poor		5%
How important, if at all, is it for the City of Palm Coast to do each of the following?	Develop additional medians	Essential		11%
		Very important		25%
		Somewhat important		37%
		Not at all important		27%
	Improve or add turn lanes	Essential		20%
		Very important		41%
		Somewhat important		32%
		Not at all important		6%
	Improve signal timing	Essential		30%
		Very important		36%
		Somewhat important		22%
		Not at all important		12%
Add new traffic signals on main roads	Essential		18%	
	Very important		32%	
	Somewhat important		28%	
	Not at all important		22%	
Make sure there is a complete network of sidewalks	Essential		40%	
	Very important		38%	
	Somewhat important		17%	
	Not at all important		5%	
Build more pedestrian bridges or tunnels	Essential		18%	
	Very important		24%	
	Somewhat important		34%	
	Not at all important		25%	
Enhance pedestrian/bike connectivity to nearby residential areas	Essential		27%	

How important, if at all, is it for the City of Palm Coast to do each of the following?	Enhance pedestrian/bike connectivity to nearby residential areas	Very important		29%
		Somewhat important		34%
		Not at all important		10%
	Swales are the broad, shallow channels along roads, driveways and parking lots and are a key part of the City's storm drainage system. Please rate the quality of the storm water swale system in Palm Coast.	Excellent		15%
		Good		31%
		Fair		30%
		Poor		24%
	Over time, sediment, mud, trash, and other debris collect at the bottom of canals. Dredging helps in maintaining the health, function, recreational enjoyment, and quality of a canal; however, dredging can also be costly and potentially disruptive of the natural environment. How much do you support or oppose the City of Palm Coast i..	Strongly support		36%
		Somewhat support		45%
		Somewhat oppose		13%
		Strongly oppose		6%
In general, how many times do you:	Access the internet from your home	Several times a day		86%
		Once a day		5%
		A few times a week		4%
		Every few weeks		2%
		Less often or never		3%
	Access the internet from your cell phone	Several times a day		84%
		Once a day		3%
		A few times a week		5%
		Every few weeks		2%
		Less often or never		8%
	Visit social media sites	Several times a day		55%
		Once a day		12%
		A few times a week		10%
		Every few weeks		4%
		Less often or never		19%
	Use or check email	Several times a day		80%
		Once a day		15%
		A few times a week		4%
		Every few weeks		0%
Less often or never			1%	





What is your gender?

Female



55%

Male



45%

Full trends

This table contains the trends over time for the City of Palm Coast. The combined “percent positive” responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2019 and 2021 surveys is greater than 7 percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2017	2019	2021	
Please rate each of the following aspects of quality of life in Palm Coast.	Palm Coast as a place to live	86%	86%	83%	80%	77%	80%	79%	85%	78%	80%	84%	80%	84%	79%	86%	83%		
	Your neighborhood as a place to live	86%	88%	86%	86%	80%	81%	78%	82%	78%	82%	83%	85%	83%	80%	87%	87%		
	Palm Coast as a place to raise children	69%	72%	70%	66%	60%	61%	60%	73%	63%	71%	73%	68%	72%	74%	74%	75%		
	Palm Coast as a place to work			24%	20%	16%	16%	20%	21%	15%	16%	18%	18%	19%	26%	28%	35%		
	Palm Coast as a place to visit											63%	60%	74%	63%	67%	63%		
	Palm Coast as a place to retire	84%	81%	78%	71%	76%	78%	73%	78%	75%	78%	80%	79%	82%	80%	87%	81%		
	The overall quality of life	82%	82%	75%	73%	71%	73%	74%	75%	67%	70%	75%	73%	77%	75%	82%	77%		
	Sense of community	59%						58%	62%	56%	64%	46%	47%	49%	50%	58%	60%		
Please rate each of the following characteristics as they relate to Palm Coast as a whole.	Overall economic health												36%	37%	46%	48%	50%	64%	
	Overall quality of the transportation system																	46%	
	Overall design or layout of residential and commercial areas												62%	64%	63%	57%	65%	57%	
	Overall quality of the utility infrastructure																	63%	
	Overall feeling of safety												70%	76%	77%	72%	79%	82%	
	Overall quality of natural environment						71%	69%	80%	82%	81%	87%	87%	84%	85%	86%	79%		
	Overall quality of parks and recreation opportunities																	82%	
	Overall health and wellness opportunities													67%	64%	70%	68%	72%	71%
	Overall opportunities for education, culture, and the arts													58%	54%	48%	50%	51%	50%
	Residents’ connection and engagement with their community																		52%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Palm Coast to someone who asks							80%	82%	85%	78%	80%	82%	80%	85%	84%	85%	81%	
	Remain in Palm Coast for the next five years							83%	84%	85%	83%	82%	83%	85%	83%	86%	88%	81%	
Please rate how safe or unsafe you feel:	In your neighborhood during the day	96%	94%	94%	92%	93%	92%	90%	93%	91%	93%	88%	92%	88%	90%	95%	94%		
	In Palm Coast’s downtown/commercial area during the day	93%	91%	91%	88%	90%	88%	90%	89%	88%	88%	82%	89%	87%	83%	91%	90%		
	From property crime	64%	62%	65%	53%	51%	56%	51%	59%	52%	55%							81%	
	From violent crime	79%	76%	73%	71%	68%	73%	71%	73%	71%	75%							84%	
	From fire, flood, or other natural disaster																	79%	
Please rate the job you feel the Palm Coast community does at each of the following.	Making all residents feel welcome																	67%	
	Attracting people from diverse backgrounds																	69%	
	Valuing/respecting residents from diverse backgrounds																	70%	
	Taking care of vulnerable residents																	55%	
Please rate each of the following in the Palm Coast community.	Overall quality of business and service establishments							45%	52%	52%	48%	49%	56%	44%	47%	50%	58%	60%	
	Variety of business and service establishments																	46%	
	Vibrancy of downtown/commercial area												32%	25%	31%	26%	32%	39%	
	Employment opportunities	8%	9%	7%	7%	6%	9%	6%	9%	5%	11%	13%	6%	8%	15%	20%	30%		
	Shopping opportunities	23%	27%	22%	22%	25%	30%	49%	47%	43%	43%	43%	36%	43%	49%	55%	44%		
	Cost of living												45%	37%	47%	40%	51%	46%	

Please rate each of the following in the Palm Coast community.	Overall image or reputation	70%	77%	71%	69%	67%	66%	67%	61%	76%	70%								
Please also rate each of the following in the Palm Coast community.	Traffic flow on major streets	11%	12%	25%	32%	41%	44%	50%	60%	56%	47%	41%	55%	55%	44%				
	Ease of public parking									74%	71%	70%	71%	70%	64%				
	Ease of travel by car	51%	22%	16%	20%	39%	41%	50%	62%	57%	71%	69%	62%	58%	67%	73%	59%		
	Ease of travel by public transportation												16%	18%	15%	15%			
	Ease of travel by bicycle	43%	46%	33%	42%	45%	45%	49%	54%	65%	69%	64%	70%	60%	58%	65%	63%		
	Ease of walking	44%	44%	36%	42%	45%	46%	49%	52%	58%	65%	68%	66%	62%	54%	70%	60%		
	Well-planned residential growth																38%		
	Well-planned commercial growth																34%		
	Well-designed neighborhoods																48%		
	Preservation of the historical or cultural character of the community																50%		
	Public places where people want to spend time												60%	65%	68%	61%	71%	51%	
	Variety of housing options						64%	67%	64%	59%	59%	63%	70%	64%	58%	47%	42%		
	Availability of affordable quality housing		54%	39%	33%	41%	53%	58%	61%	58%	67%	64%	59%	55%	45%	40%	34%		
	Overall quality of new development					48%	47%	53%	63%	61%	63%	56%	53%	42%	41%	51%	45%	44%	45%
	Overall appearance	75%	83%	85%	80%	83%	82%	86%	83%	83%	85%	85%	84%	89%	88%	89%	77%		
	Cleanliness							85%	83%	83%	87%	85%	85%	89%	83%	84%	77%		
	Water resources																83%		
	Air quality						79%	83%	79%	83%	83%	85%	91%	87%	89%	89%			
	Availability of paths and walking trails						49%	53%	61%	70%	73%	78%	81%	80%	74%	83%	86%		
	Fitness opportunities												82%	79%	74%	75%	76%	82%	
	Recreational opportunities	38%	35%	35%	29%	37%	41%	51%	53%	52%	58%	69%	67%	64%	60%	64%	75%		
	Availability of affordable quality food						56%	56%		60%	55%	58%	64%	51%	58%	66%	70%	61%	
	Availability of affordable quality health care		44%	41%	42%	42%	37%	46%	49%	45%	56%	60%	55%	59%	62%	61%	54%		
	Availability of preventive health services						43%	47%	56%	53%	60%	58%	56%	58%	65%	62%	57%		
	Availability of affordable quality mental health care												44%	31%	36%	34%	34%	33%	
	Opportunities to attend cultural/arts/music activities	40%								44%	40%	43%	49%	41%	45%	41%	46%	46%	
	Community support for the arts																47%		
	Availability of affordable quality childcare/preschool		32%	24%	30%	27%	27%	32%	44%	30%	45%	63%	44%	50%	62%	35%	40%		
	K-12 education										65%	73%	64%	60%	70%	68%	64%	66%	
	Adult educational opportunities												58%	48%	45%	42%	49%	46%	
	Sense of civic/community pride																54%		
	Neighborliness of residents												52%	53%	56%	57%	58%	55%	
	Opportunities to participate in social events and activities							56%	55%	53%	54%	48%	46%	55%	48%	54%	56%		
Opportunities to attend special events and festivals												58%	66%	68%	62%	62%	65%		
Opportunities to volunteer								76%	74%	71%	73%	66%	67%	70%	73%	70%	71%		
Opportunities to participate in community matters									52%	61%	60%	51%	61%	55%	52%	60%	56%	62%	59%
Openness and acceptance of the community toward people of diver..										75%	65%	68%	62%	65%	60%	65%	59%	58%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Palm Coast for help or information	55%	59%	58%	65%	59%	63%	58%	59%	60%	52%	57%	49%	53%	54%	58%	54%	63%	
	Contacted Palm Coast elected officials to express your opinion													18%	16%	17%	20%	16%	21%
	Attended a local public meeting	41%	37%	33%	39%	34%	32%	35%	32%		31%	37%	17%	22%	19%	19%	17%	24%	

Please indicate whether or not you have done each of the following in the last 12 months.	Watched a local public meeting	50% 44% 44% 44% 44% 51% 50% 47%	40% 38% 28% 18% 21% 21% 21% 33%
	Volunteered your time to some group/activity	51% 48%	55% 46% 45% 37% 38% 33% 36% 40% 33%
	Campaigned or advocated for a local issue, cause, or candidate		22% 20% 19% 24% 23% 21%
	Voted in your most recent local election	79% 78% 70% 84% 76% 76% 69% 89% 81% 78% 82%	78%
	Used public transportation instead of driving		4% 3% 5% 3% 3% 7%
	Carpooled with other adults or children instead of driving alone		30% 34% 33% 30% 35% 31%
	Walked or biked instead of driving		42% 46% 40% 41% 39% 48%
Please rate the quality of each of the following services in Palm Coast.	Public information services	36%	44% 39% 47% 46% 53% 55% 64% 68% 59% 62% 64% 57% 64% 64%
	Economic development		29% 35% 32% 29% 32% 33% 34% 31% 30% 34% 30% 38% 34% 43% 44%
	Traffic enforcement	56%	55% 50% 50% 57% 57% 61% 65% 63% 65% 57% 55% 60% 61% 66% 56%
	Traffic signal timing	46%	35% 28% 33% 39% 45% 46% 46% 43% 52% 39% 35% 42% 42% 46% 45%
	Street repair	16%	34% 31% 37% 43% 52% 62% 55% 68% 70% 64% 63% 61% 54% 54% 55%
	Street cleaning	27%	44% 40% 45% 48% 59% 71% 62% 70% 71% 67% 69% 66% 60% 61% 66%
	Street lighting		24% 20% 26% 30% 32% 38% 36% 37% 46% 41% 45% 37% 28% 34% 46%
	Sidewalk maintenance	35%	43% 43% 45% 49% 51% 52% 57% 65% 68% 70% 66% 65% 48% 57% 63%
	Bus or transit services	17%	22% 26% 19% 20%
	Land use, planning and zoning	27%	33% 30% 27% 32% 41% 42% 46% 42% 39% 41% 50% 46% 47% 46% 33%
	Code enforcement	37%	44% 45% 42% 44% 43% 50% 50% 47% 55% 43% 49% 45% 44% 50% 42%
	Affordable high-speed internet access		49%
	Garbage collection	83%	86% 87% 82% 85% 86% 86% 89% 90% 93% 90% 87% 87% 71% 79% 61%
	Drinking water	55%	55% 52% 55% 53% 56% 58% 66% 65% 65% 56% 60% 58% 53% 58% 58%
	Sewer services	68%	88% 64% 63% 64% 69% 72% 73% 76% 81% 65% 73% 73% 65% 73% 72%
	Storm water management	40%	35% 29% 32% 40% 46% 49% 43% 57% 56% 43% 51% 54% 35% 55% 59%
	Power (electric and/or gas) utility		71% 70% 76% 78%
	Utility billing		62% 57% 61% 68% 64% 65%
	Police/Sheriff services	81%	79% 81% 77% 70% 69% 78% 79% 80% 80% 77% 80% 72% 82% 88% 84%
	Crime prevention	70%	69% 62% 65% 60% 55% 60% 64% 79% 82%
	Animal control		55% 61% 64% 57% 65% 67% 57% 60% 58% 64% 76%
	Ambulance or emergency medical services	90%	92% 94% 87% 86% 88% 92% 92% 88% 96% 91% 91% 81% 90% 93% 88%
	Fire services	91%	94% 95% 90% 90% 90% 94% 95% 92% 96% 94% 93% 88% 96% 95% 92%
	Fire prevention and education	76%	73% 71% 76% 75% 78% 79% 75% 82% 79% 70% 69% 74% 84% 83%
	Emergency preparedness		61% 71% 73% 69% 73% 68% 68% 73% 72% 81% 81%
	Preservation of natural areas		56% 66% 70% 66% 75% 70% 65% 71% 66% 70% 60%
	Palm Coast open space		72% 61% 63% 67% 67% 58%
	Recycling	83%	79% 84% 80% 81% 84% 87% 86% 83% 90% 89% 87% 87% 71% 80% 64%
	Yard waste pick-up		84% 87% 90% 86% 86% 83% 52% 76% 70%
	City parks	69%	73% 70% 68% 72% 76% 78% 80% 82% 85% 77% 83% 80% 81% 86% 85%
	Recreation programs or classes		70% 62% 58% 68% 66% 70% 70% 66% 73% 63% 63% 61% 58% 65% 62%
	Recreation centers or facilities	52%	59% 51% 50% 56% 62% 66% 65% 65% 68% 63% 61% 53% 48% 67% 67%
Health services	56%	57% 52% 48% 47% 51% 57% 62% 55% 66% 57% 53% 62% 65% 65% 60%	
Public library services		80% 80% 80% 84% 84% 86% 86% 84%	

the following services in Palm Coast.	Overall customer service by Palm Coast employees	65%	71%	65%	68%	66%	70%	74%	79%	77%	68%	66%	67%	69%	69%	78%	79%			
Please rate the following categories of Palm Coast government performance.	The value of services for the taxes paid to Palm Coast	52%	58%	59%	52%	48%	49%	56%	53%	54%	50%	54%	46%	57%	46%	56%	54%			
	The overall direction that Palm Coast is taking	44%	54%	47%	44%	50%	53%	55%	58%	50%	48%	46%	47%	57%	49%	53%	41%			
	The job Palm Coast government does at welcoming resident involv..	56%	61%	49%	46%	50%	42%	47%	48%	45%	39%	48%	38%	45%	41%	43%	40%			
	Overall confidence in Palm Coast government													39%	35%	44%	40%	45%	37%	
	Generally acting in the best interest of the community													45%	40%	44%	42%	51%	39%	
	Being honest													43%	39%	42%	36%	50%	39%	
	Being open and transparent to the public																		35%	
	Informing residents about issues facing the community																			39%
	Treating all residents fairly														47%	42%	46%	43%	53%	48%
	Treating residents with respect																			56%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Palm Coast	55%	67%	59%	55%	59%	66%	74%	69%	71%	67%	66%	71%	67%	61%	75%	64%			
	The Federal Government	44%	43%	43%	38%	38%	34%	42%	37%	35%	41%	30%	36%	37%	41%	46%	43%			
Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.	Overall economic health													94%	91%	90%	91%	91%		
	Overall quality of the transportation system																	77%		
	Overall design or layout of residential and commercial areas													74%	83%	76%	81%	84%		
	Overall quality of the utility infrastructure																	92%		
	Overall feeling of safety													97%	90%	96%	94%	94%		
	Overall quality of natural environment													83%	78%	74%	86%	88%		
	Overall quality of parks and recreation opportunities																	81%		
	Overall health and wellness opportunities													84%	84%	80%	81%	87%		
	Overall opportunities for education, culture, and the arts													81%	80%	81%	75%	78%		
	Residents' connection and engagement with their community													84%	82%	79%	81%	72%		
In general, how many times do you:	Access the internet from your home																	95%		
	Access the internet from your cell phone																	91%		
	Visit social media sites																	77%		
	Use or check email																	99%		
	Share your opinions online																	39%		
	Shop online																	58%		
	Please rate your overall health.													59%	58%	54%	60%	55%	71%	
What impact, if any, do you think the economy will have on your fa..	19%	15%	31%	25%	20%	18%	11%	12%	16%	13%	18%	15%	23%	21%	36%	30%	22%			

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Palm Coast conducted a survey of 497 residents. Survey invitations were mailed to randomly selected households and data were collected from January 7th, 2022 to January 21st, 2022. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Palm Coast. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on January 7th, 2022. The survey remained open for 2 weeks and there were 3,690 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2019 American Community Survey estimates for adults in the City of Palm Coast. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

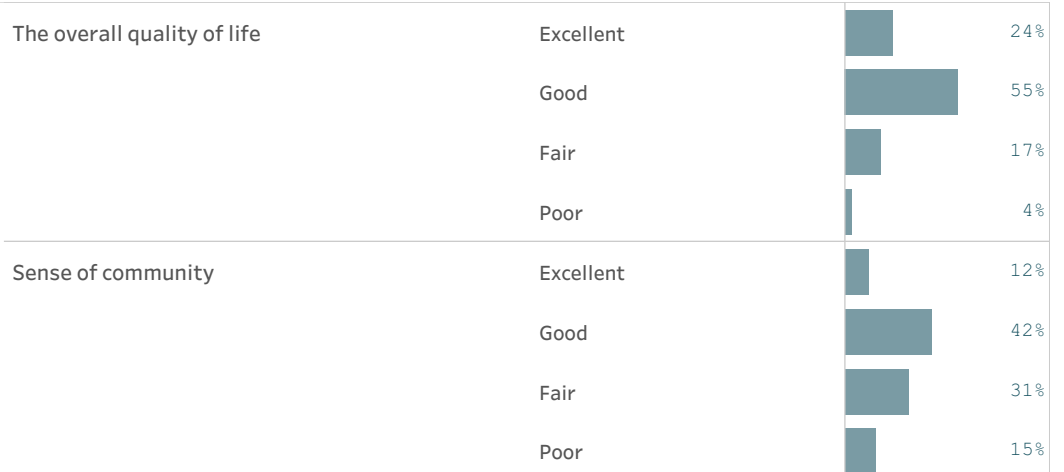
		Unweighted	Weighted	Target*
Age	18-34	2%	12%	20%
	35-54	19%	30%	27%
	55+	79%	58%	53%
Area	1	23%	22%	23%
	2	27%	27%	26%
	3	26%	29%	29%
	4	24%	22%	22%
Hispanic origin	No, not Spanish, Hispanic, or Latino	94%	89%	89%
	Yes, I consider myself to be Spanish, Hispana..	6%	11%	11%
Housing tenure	Own	93%	74%	74%
	Rent	7%	26%	26%
Housing type	Attached	6%	12%	12%
	Detached	94%	88%	88%
Race & Hispanic origin	Not white alone	18%	27%	27%
	White alone, not Hispanic or Latino	82%	73%	73%
Sex	Female	53%	55%	53%
	Male	47%	45%	47%
Sex/age	Female 18-34	2%	8%	10%
	Female 35-54	12%	16%	14%
	Female 55+	40%	31%	28%
	Male 18-34	1%	4%	10%
	Male 35-54	7%	14%	13%
	Male 55+	39%	27%	24%

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

































	In which district of Palm Coast do you live? (Refer to District 1 (red) map above.)		22%
		District 2 (blue)	27%
		District 3 (yellow)	29%
		District 4 (pink)	22%
Please rate each of the following aspects of quality of life in Palm Coast.	Palm Coast as a place to live	Excellent	28%
		Good	54%
		Fair	15%
		Poor	3%
	Your neighborhood as a place to live	Excellent	41%
		Good	45%
		Fair	13%
		Poor	2%
	Palm Coast as a place to raise children	Excellent	19%
		Good	49%
		Fair	24%
		Poor	8%
	Palm Coast as a place to work	Excellent	7%
		Good	21%
		Fair	32%
		Poor	40%
	Palm Coast as a place to visit	Excellent	23%
		Good	42%
		Fair	25%
		Poor	10%
	Palm Coast as a place to retire	Excellent	38%
		Good	43%
		Fair	14%
		Poor	5%

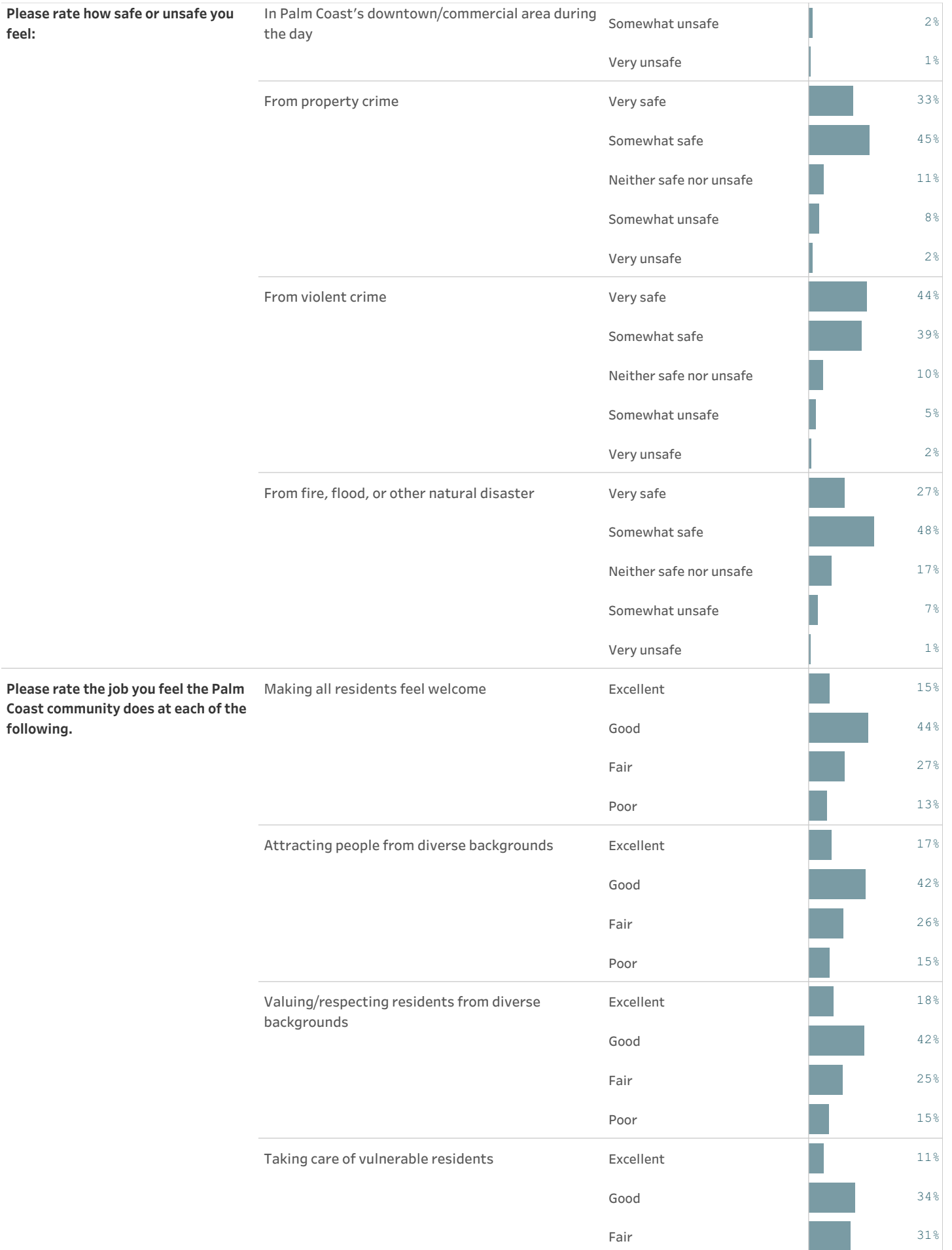
Please rate each of the following aspects of quality of life in Palm Coast.


































Please rate each of the following characteristics as they relate to Palm Coast as a whole.



Please rate each of the following characteristics as they relate to Palm Coast as a whole.	Overall quality of parks and recreation opportunities	Excellent		35%
		Good		48%
		Fair		13%
		Poor		4%
	Overall health and wellness opportunities	Excellent		20%
		Good		46%
		Fair		26%
		Poor		8%
	Overall opportunities for education, culture, and the arts	Excellent		7%
		Good		34%
		Fair		41%
		Poor		19%
	Residents' connection and engagement with their community	Excellent		6%
		Good		38%
		Fair		41%
		Poor		15%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Palm Coast to someone who asks	Very likely		37%
		Somewhat likely		40%
		Somewhat unlikely		12%
		Very unlikely		10%
	Remain in Palm Coast for the next five years	Very likely		57%
		Somewhat likely		25%
		Somewhat unlikely		9%
		Very unlikely		9%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		68%
		Somewhat safe		25%
		Neither safe nor unsafe		4%
		Somewhat unsafe		2%
		Very unsafe		1%
	In Palm Coast's downtown/commercial area during the day	Very safe		54%
		Somewhat safe		34%
		Neither safe nor unsafe		9%



Coast community does at each of the following.	Taking care of vulnerable residents	Poor		23%
	Please rate each of the following in the Palm Coast community.	Overall quality of business and service establishments	Excellent	
Good				47%
Fair				33%
Poor				12%
Variety of business and service establishments	Excellent		7%	
	Good		35%	
	Fair		37%	
	Poor		21%	
Vibrancy of downtown/commercial area	Excellent		4%	
	Good		29%	
	Fair		39%	
	Poor		28%	
Employment opportunities	Excellent		4%	
	Good		14%	
	Fair		34%	
	Poor		48%	
Shopping opportunities	Excellent		7%	
	Good		33%	
	Fair		39%	
	Poor		21%	
Cost of living	Excellent		6%	
	Good		34%	
	Fair		38%	
	Poor		22%	
Overall image or reputation	Excellent		16%	
	Good		52%	
	Fair		25%	
	Poor		7%	
Please also rate each of the following in the Palm Coast community.	Traffic flow on major streets	Excellent		5%
		Good		28%
		Fair		35%

Please also rate each of the following in the Palm Coast community.

Traffic flow on major streets	Poor		32%
Ease of public parking	Excellent		14%
	Good		44%
	Fair		29%
	Poor		13%
Ease of travel by car	Excellent		12%
	Good		44%
	Fair		30%
	Poor		14%
Ease of travel by public transportation	Excellent		1%
	Good		5%
	Fair		17%
	Poor		77%
Ease of travel by bicycle	Excellent		21%
	Good		44%
	Fair		24%
	Poor		10%
Ease of walking	Excellent		20%
	Good		39%
	Fair		24%
	Poor		17%
Well-planned residential growth	Excellent		6%
	Good		27%
	Fair		28%
	Poor		38%
Well-planned commercial growth	Excellent		3%
	Good		22%
	Fair		33%
	Poor		42%
Well-designed neighborhoods	Excellent		9%
	Good		39%
	Fair		35%

































Please also rate each of the following in the Palm Coast community.				
Well-designed neighborhoods	Poor		17%	
	Excellent		9%	
Preservation of the historical or cultural character of the community	Good		37%	
	Fair		32%	
	Poor		22%	
	Excellent		10%	
Public places where people want to spend time	Good		40%	
	Fair		32%	
	Poor		18%	
	Excellent		8%	
Variety of housing options	Good		34%	
	Fair		34%	
	Poor		24%	
	Excellent		6%	
Availability of affordable quality housing	Good		24%	
	Fair		31%	
	Poor		39%	
	Excellent		6%	
Overall quality of new development	Good		31%	
	Fair		37%	
	Poor		27%	
	Excellent		24%	
Overall appearance	Good		52%	
	Fair		20%	
	Poor		4%	
	Excellent		29%	
Cleanliness	Good		48%	
	Fair		18%	
	Poor		5%	
	Excellent		36%	
Water resources	Good		46%	
	Fair		14%	

































Please also rate each of the following in the Palm Coast community.

Water resources	Poor		4%
Air quality	Excellent		37%
	Good		52%
	Fair		10%
	Poor		1%
Availability of paths and walking trails	Excellent		49%
	Good		38%
	Fair		10%
	Poor		3%
Fitness opportunities	Excellent		33%
	Good		46%
	Fair		16%
	Poor		4%
Recreational opportunities	Excellent		25%
	Good		43%
	Fair		24%
	Poor		8%
Availability of affordable quality food	Excellent		11%
	Good		42%
	Fair		35%
	Poor		12%
Availability of affordable quality health care	Excellent		11%
	Good		38%
	Fair		32%
	Poor		19%
Availability of preventive health services	Excellent		11%
	Good		41%
	Fair		33%
	Poor		16%
Availability of affordable quality mental health care	Excellent		5%
	Good		19%
	Fair		28%

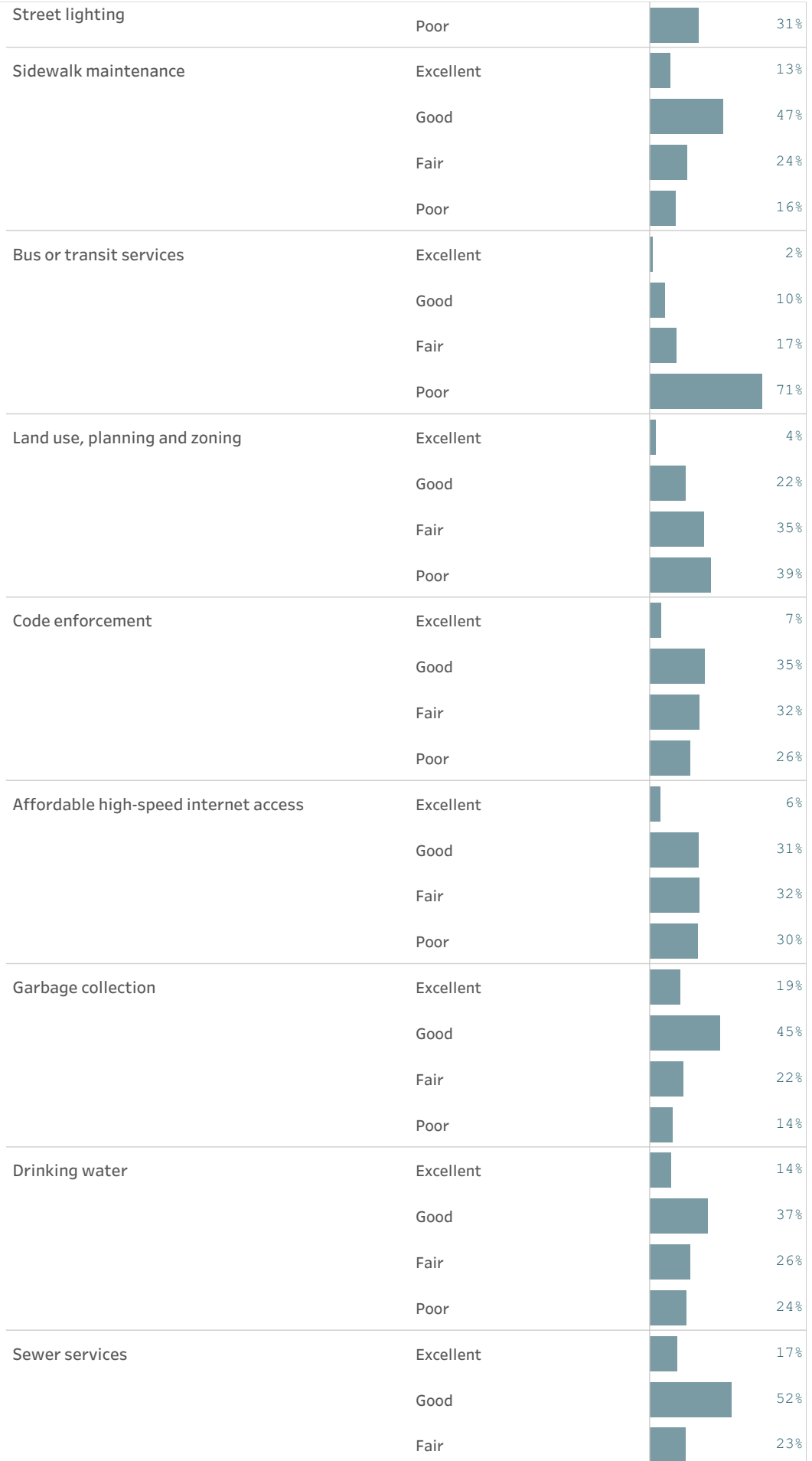
Please also rate each of the following in the Palm Coast community.



































Please also rate each of the following in the Palm Coast community.	Opportunities to participate in social events and activities	Poor		13%
	Opportunities to attend special events and festivals	Excellent		11%
		Good		44%
		Fair		33%
		Poor		13%
	Opportunities to volunteer	Excellent		15%
		Good		49%
		Fair		28%
		Poor		8%
	Opportunities to participate in community matters	Excellent		9%
		Good		42%
		Fair		35%
		Poor		14%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		15%
		Good		41%
		Fair		27%
Poor			17%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Palm Coast for help or information	No		36%
		Yes		64%
	Contacted Palm Coast elected officials to express your opinion	No		80%
		Yes		20%
	Attended a local public meeting	No		76%
		Yes		24%
	Watched a local public meeting	No		59%
		Yes		41%
	Volunteered your time to some group/activity	No		68%
		Yes		32%
	Campaigned or advocated for a local issue, cause, or candidate	No		79%
		Yes		21%
	Voted in your most recent local election	No		16%
		Yes		84%
	Used public transportation instead of driving	No		97%

Please indicate whether or not you have done each of the following in the last 12 months.	Used public transportation instead of driving	Yes		3%
	Carpooled with other adults or children instead of driving alone	No		66%
		Yes		34%
	Walked or biked instead of driving	No		52%
Yes			48%	
Please rate the quality of each of the following services in Palm Coast.	Public information services	Excellent		13%
		Good		49%
		Fair		29%
		Poor		9%
	Economic development	Excellent		4%
		Good		33%
		Fair		39%
		Poor		24%
	Traffic enforcement	Excellent		11%
		Good		45%
		Fair		26%
		Poor		17%
	Traffic signal timing	Excellent		6%
		Good		37%
		Fair		30%
		Poor		27%
Street repair	Excellent		10%	
	Good		44%	
	Fair		29%	
	Poor		17%	
Street cleaning	Excellent		16%	
	Good		49%	
	Fair		23%	
	Poor		12%	
Street lighting	Excellent		10%	
	Good		31%	
	Fair		28%	

































Please rate the quality of each of the following services in Palm Coast.



































Please rate the quality of each of the following services in Palm Coast.

































Sewer services	Poor		8%
Storm water management	Excellent		12%
	Good		42%
	Fair		26%
	Poor		19%
Power (electric and/or gas) utility	Excellent		19%
	Good		56%
	Fair		21%
	Poor		5%
Utility billing	Excellent		16%
	Good		44%
	Fair		28%
	Poor		12%
Police/Sheriff services	Excellent		45%
	Good		41%
	Fair		11%
	Poor		3%
Crime prevention	Excellent		32%
	Good		48%
	Fair		16%
	Poor		4%
Animal control	Excellent		20%
	Good		51%
	Fair		22%
	Poor		7%
Ambulance or emergency medical services	Excellent		40%
	Good		47%
	Fair		10%
	Poor		3%
Fire services	Excellent		47%
	Good		47%
	Fair		5%

Please rate the quality of each of the following services in Palm Coast.

Fire services	Poor		1%
	Excellent		30%
Fire prevention and education	Good		49%
	Fair		17%
	Poor		5%
	Excellent		27%
Emergency preparedness	Good		49%
	Fair		18%
	Poor		5%
	Excellent		19%
Preservation of natural areas	Good		39%
	Fair		23%
	Poor		19%
	Excellent		17%
Palm Coast open space	Good		39%
	Fair		28%
	Poor		16%
	Excellent		15%
Recycling	Good		42%
	Fair		23%
	Poor		20%
	Excellent		23%
Yard waste pick-up	Good		44%
	Fair		20%
	Poor		12%
	Excellent		23%
City parks	Good		51%
	Fair		14%
	Poor		3%
	Excellent		31%
Recreation programs or classes	Good		44%
	Fair		29%
	Excellent		15%

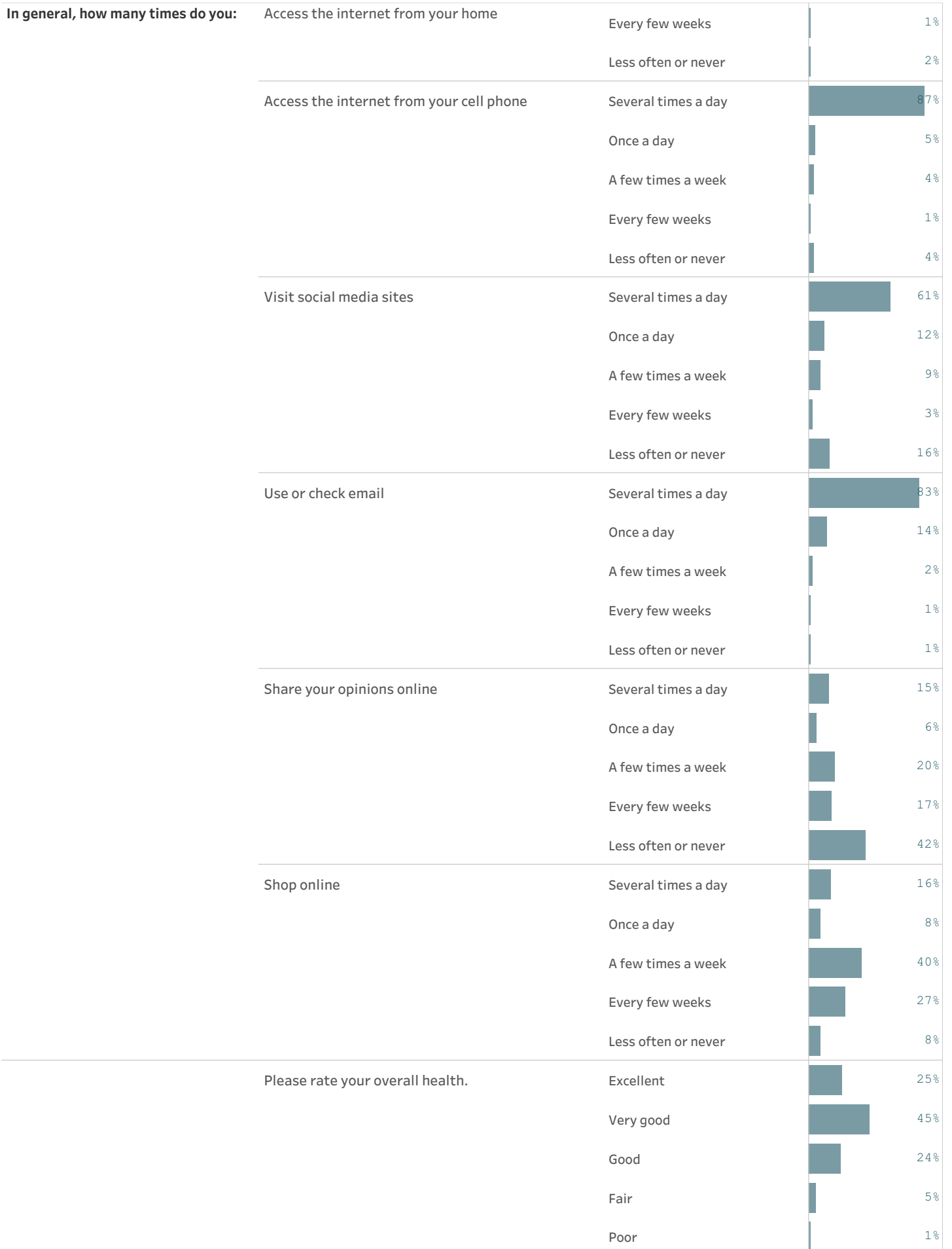
Please rate the quality of each of the following services in Palm Coast.	Recreation programs or classes	Poor		12%
	Recreation centers or facilities	Excellent		18%
		Good		46%
		Fair		27%
		Poor		10%
	Health services	Excellent		12%
		Good		44%
		Fair		30%
		Poor		14%
	Public library services	Excellent		28%
		Good		54%
		Fair		15%
		Poor		2%
	Overall customer service by Palm Coast employees	Excellent		25%
		Good		53%
		Fair		17%
Poor			5%	
Please rate the following categories of Palm Coast government performance.	The value of services for the taxes paid to Palm Coast	Excellent		9%
		Good		38%
		Fair		34%
		Poor		18%
	The overall direction that Palm Coast is taking	Excellent		5%
		Good		31%
		Fair		32%
		Poor		32%
	The job Palm Coast government does at welcoming resident involvement	Excellent		7%
		Good		30%
		Fair		37%
		Poor		27%
Overall confidence in Palm Coast government	Excellent		4%	
	Good		27%	
	Fair		36%	

Please rate the following categories of Palm Coast government performance.	Category	Rating	
		Percentage	Count
Overall confidence in Palm Coast government	Poor	34%	11
	Generally acting in the best interest of the community	Excellent	4%
	Good	30%	10
	Fair	34%	11
Being honest	Poor	32%	11
	Excellent	5%	2
	Good	27%	9
	Fair	33%	11
Being open and transparent to the public	Poor	35%	12
	Excellent	6%	2
	Good	25%	8
	Fair	34%	11
Informing residents about issues facing the community	Poor	28%	9
	Excellent	6%	2
	Good	29%	10
	Fair	36%	12
Treating all residents fairly	Poor	28%	9
	Excellent	9%	3
	Good	33%	11
	Fair	30%	10
Treating residents with respect	Poor	19%	6
	Excellent	11%	4
	Good	39%	13
	Fair	31%	10
Overall, how would you rate the quality of the services provided by each of the following?	The City of Palm Coast	Poor	10%
	Excellent	12%	4
	Good	47%	16
	Fair	31%	10
The Federal Government	Fair	32%	11
	Good	29%	10
	Excellent	6%	2

quality of the services provided by each of the following?	The Federal Government	Poor		34%
	Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.	Overall economic health	Essential	
Very important				41%
Somewhat important				8%
Not at all important				0%
Overall quality of the transportation system	Essential		34%	
	Very important		39%	
	Somewhat important		25%	
	Not at all important		2%	
Overall design or layout of residential and commercial areas	Essential		42%	
	Very important		44%	
	Somewhat important		13%	
	Not at all important		1%	
Overall quality of the utility infrastructure	Essential		61%	
	Very important		34%	
	Somewhat important		5%	
	Not at all important		0%	
Overall feeling of safety	Essential		58%	
	Very important		35%	
	Somewhat important		7%	
	Not at all important		1%	
Overall quality of natural environment	Essential		48%	
	Very important		39%	
	Somewhat important		12%	
	Not at all important		1%	
Overall quality of parks and recreation opportunities	Essential		31%	
	Very important		47%	
	Somewhat important		20%	
	Not at all important		2%	
Overall health and wellness opportunities	Essential		38%	
	Very important		44%	
	Somewhat important		17%	





Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	Not at all important		1%
	Overall opportunities for education, culture, and the arts	Essential		29%
		Very important		41%
		Somewhat important		27%
		Not at all important		3%
Residents' connection and engagement with their community	Essential		21%	
	Very important		45%	
	Somewhat important		31%	
	Not at all important		3%	
Please rate the quality of each of the following in Palm Coast.	Condition of neighborhood streets	Excellent		13%
		Good		54%
		Fair		25%
		Poor		8%
	Condition of major streets	Excellent		21%
		Good		57%
		Fair		17%
		Poor		5%
	Condition of street signs	Excellent		22%
		Good		60%
		Fair		14%
		Poor		4%
	Condition of pavement markings on city streets	Excellent		17%
		Good		56%
		Fair		20%
		Poor		7%
How important, if at all, is it for the City of Palm Coast to do each of the following?	Develop additional medians	Essential		7%
		Very important		18%
		Somewhat important		40%
		Not at all important		35%
	Improve or add turn lanes	Essential		18%
		Very important		35%
		Somewhat important		35%

How important, if at all, is it for the City of Palm Coast to do each of the following?	Improve or add turn lanes	Not at all important		11%
	Improve signal timing	Essential		31%
		Very important		32%
		Somewhat important		28%
		Not at all important		9%
	Add new traffic signals on main roads	Essential		15%
		Very important		24%
		Somewhat important		37%
		Not at all important		24%
	Make sure there is a complete network of sidewalks	Essential		33%
		Very important		37%
		Somewhat important		23%
		Not at all important		6%
	Build more pedestrian bridges or tunnels	Essential		15%
		Very important		21%
		Somewhat important		37%
Not at all important			27%	
Enhance pedestrian/bike connectivity to nearby residential areas	Essential		23%	
	Very important		30%	
	Somewhat important		36%	
	Not at all important		11%	
Swales are the broad, shallow channels along roads, driveways and parking lots and are a key part of the City's storm drainage system. Please rate the quality of the storm water swale system in Palm Coast.	Excellent		13%	
	Good		39%	
	Fair		25%	
	Poor		23%	
Over time, sediment, mud, trash, and other debris collect at the bottom of canals. Dredging helps in maintaining the health, function, recreational enjoyment, and quality of a canal; however, dredging can also be costly and potentially disruptive of the natural environment. How much do you support or oppose the City of Palm Coast in ..	Strongly support		39%	
	Somewhat support		42%	
	Somewhat oppose		11%	
	Strongly oppose		8%	
In general, how many times do you:	Access the internet from your home	Several times a day		89%
		Once a day		5%
		A few times a week		4%



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		5%	
	Somewhat positive		15%	
	Neutral		37%	
	Somewhat negative		32%	
	Very negative		11%	
How many years have you lived in Palm Coast?	Less than 2 years		14%	
	2-5 years		25%	
	6-10 years		21%	
	11-20 years		25%	
	More than 20 years		16%	
Which best describes the building you live in?	One family house detached from any other houses		87%	
	Building with two or more homes (duplex, townhome, apa..		12%	
	Mobile home		0%	
	Other		1%	
Do you rent or own your home?	Rent		26%	
	Own		74%	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		7%
		\$500 to \$999		16%
		\$1,000 to \$1,499		32%
		\$1,500 to \$1,999		25%
		\$2,000 to \$2,499		11%
		\$2,500 to \$2,999		4%
		\$3,000 to \$3,499		2%
		\$3,500 or more		3%
	Do any children 17 or under live in your household?	No		73%
Yes			27%	
Are you or any other members of your household aged 65 or older?	No		51%	
	Yes		49%	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		6%	
	\$25,000 to \$49,999		21%	
	\$50,000 to \$74,999		24%	
	\$75,000 to \$99,999		19%	

	How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	\$100,000 to \$149,999		17%
		\$150,000 or more		13%
Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		89%
		Yes, I consider myself to be Spanish, Hispanic, or Latino		11%
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		3%
		Asian, Asian Indian, or Pacific Islander		3%
		Black or African American		7%
		White		85%
		Other		9%
	In which category is your age?	18-24 years		1%
		25-34 years		11%
		35-44 years		11%
		45-54 years		19%
		55-64 years		19%
		65-74 years		26%
		75 years or older		12%
	What is your gender?	Female		55%
		Male		45%
		Identify in another way		0%
	How did you hear about this survey? (Select all that apply.)	The City's website		11%
		The City's social media (Facebook, Twitter, Instagram,...		13%
		Received an email from the City		62%
		In a City newsletter or utility bill		4%
		Received a postcard or letter from the City		1%
		Nextdoor		4%
		In my Facebook feed		8%
		Saw it on a video of a public meeting or at a meeting I atten..		0%
		Saw it on the City's cable channel		0%
		Saw it in a newspaper article or ad (hard copy or online)		5%
		Saw a flyer or poster about it		0%
		Heard about it from a family member, friend or neighborhood		4%
		Heard about it from a business or social organization in my co..		1%

How did you hear about this survey? (Select all that apply.)		
Polco's weekly email		1%
Polco social media post		1%
On my Polco feed		0%
Other		3%

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Palm Coast.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Palm Coast as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Palm Coast as a place to raise children.....	1	2	3	4	5
Palm Coast as a place to work	1	2	3	4	5
Palm Coast as a place to visit	1	2	3	4	5
Palm Coast as a place to retire	1	2	3	4	5
The overall quality of life in Palm Coast.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Palm Coast as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Palm Coast.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Palm Coast	1	2	3	4	5
Overall design or layout of Palm Coast's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Palm Coast (water, sewer, storm water, electric, gas)	1	2	3	4	5
Overall feeling of safety in Palm Coast.....	1	2	3	4	5
Overall quality of natural environment in Palm Coast	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Palm Coast.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Palm Coast to someone who asks	1	2	3	4	5
Remain in Palm Coast for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Palm Coast's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Palm Coast community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Palm Coast community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Palm Coast.....	1	2	3	4	5
Variety of business and service establishments in Palm Coast.....	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Palm Coast.....	1	2	3	4	5
Overall image or reputation of Palm Coast.....	1	2	3	4	5

7. Please also rate each of the following in the Palm Coast community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Palm Coast.....	1	2	3	4	5
Ease of travel by public transportation in Palm Coast.....	1	2	3	4	5
Ease of travel by bicycle in Palm Coast.....	1	2	3	4	5
Ease of walking in Palm Coast.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Palm Coast.....	1	2	3	4	5
Overall appearance of Palm Coast.....	1	2	3	4	5
Cleanliness of Palm Coast.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Palm Coast.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Palm Coast (in-person, phone, email, or web) for help or information.....	1	2
Contacted Palm Coast elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Palm Coast.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

9. Please rate the quality of each of the following services in Palm Coast.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Palm Coast open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Palm Coast employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Palm Coast government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Palm Coast.....	1	2	3	4	5
The overall direction that Palm Coast is taking.....	1	2	3	4	5
The job Palm Coast government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Palm Coast government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Palm Coast.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Palm Coast.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Palm Coast.....	1	2	3	4
Overall design or layout of Palm Coast's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Palm Coast (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Palm Coast.....	1	2	3	4
Overall quality of natural environment in Palm Coast.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Palm Coast.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community.....	1	2	3	4

13. Please rate the quality of each of the following in Palm Coast.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Condition of neighborhood streets.....	1	2	3	4	5
Condition of major streets.....	1	2	3	4	5
Condition of street signs.....	1	2	3	4	5
Condition of pavement markings on city streets.....	1	2	3	4	5

14. How important, if at all, is it for the City of Palm Coast to do each of the following?

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
Develop additional medians.....	1	2	3	4	5
Improve or add turn lanes.....	1	2	3	4	5
Improve signal timing.....	1	2	3	4	5
Add new traffic signals on main roads.....	1	2	3	4	5
Make sure there is a complete network of sidewalks.....	1	2	3	4	5
Build more pedestrian bridges or tunnels.....	1	2	3	4	5
Enhance pedestrian/bike connectivity to nearby residential areas.....	1	2	3	4	5

15. Swales are the broad, shallow channels along roads, driveways and parking lots and are a key part of the City's storm drainage system. Please rate the quality of the storm water swale system in Palm Coast.

- Excellent
 Good
 Fair
 Poor
 Don't know

16. Over time, sediment, mud, trash, and other debris collect at the bottom of canals. Dredging helps in maintaining the health, function, recreational enjoyment, and quality of a canal; however, dredging can also be costly and potentially disruptive of the natural environment. How much do you support or oppose the City of Palm Coast in funding a study to determine the cost and scope of dredging the City's 23 miles of salt water canals?

- Strongly support
 Somewhat support
 Somewhat oppose
 Strongly oppose
 Don't know

Our last questions are about you and your household.
 Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Palm Coast?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes
 (duplex, townhome, apartment, or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic, or Latino
 Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian, or Pacific Islander
 Black or African American
 White
 Other

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502