

The National
CITIZEN SURVEY™

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**Report of Results for
The City of Palm Coast, FL**



Submitted by:

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and The International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically reweighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Palm Coast staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries we used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Palm Coast staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 120 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 553 residents, for a response rate of 51%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 553 residents is generally no greater than plus or minus 4 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Palm Coast. (For more information on the survey methodology, see Appendix II. A copy of the survey materials can be found in Appendix III.)

Survey Validity

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

- 1) Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
- 2) Selecting households at random within the jurisdiction.

- 3) Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- 4) Selecting the respondent within the household using an unbiased sampling procedure¹.
- 5) Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- 6) Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
- 7) Providing a self-addressed, postage-paid return envelope.
- 8) Offering the survey in Spanish when appropriate and requested by city officials.
- 9) Using the most recent available information about the characteristics of jurisdiction residents to reweight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g. reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that she can be honest without suffering any

¹ The birthday method requests that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.

negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g. driving habits), reported intentions to behave with observed future behavior (e.g. voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g. feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g. family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen "objectively" in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

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 Appendix I. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

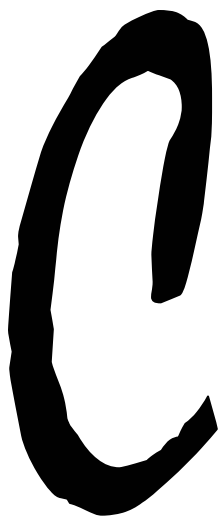
For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 4 points based on all respondents.

Interpreting Comparisons to Previous Years

This report contains comparisons with prior years’ results. In this report, we are comparing 2003 data with 2002 data in the graphs. In the graphs, there are two separate representations labeled by year. The table following a graph contains 2003 data only, and is labeled accordingly.



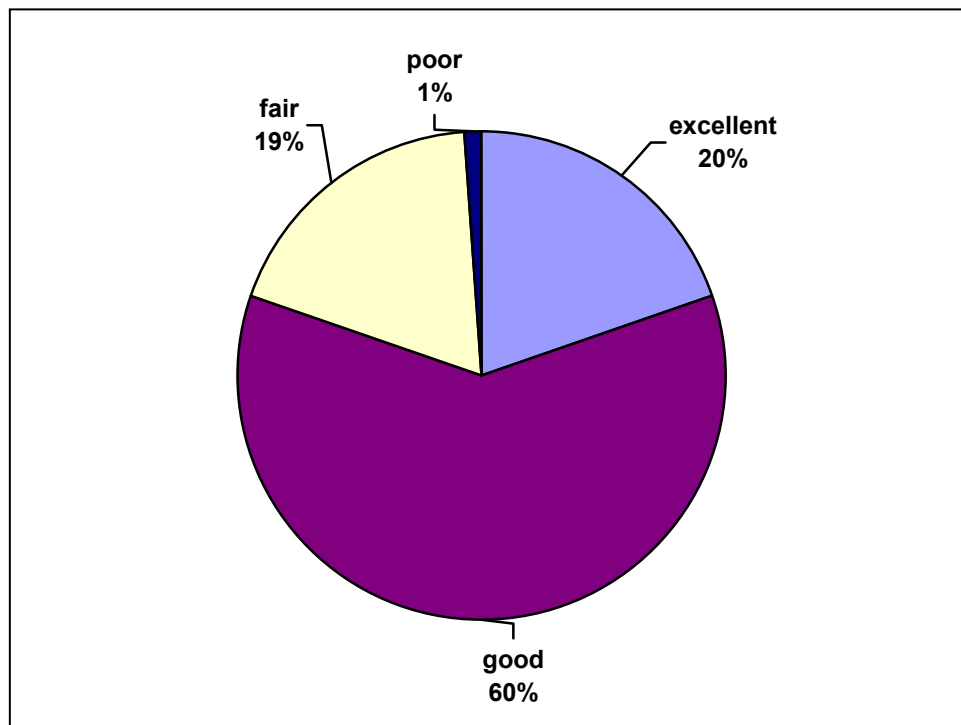
COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Palm Coast. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Palm Coast. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Palm Coast.

QUALITY OF LIFE

When asked to rate the overall quality of life in Palm Coast, 21% of respondents thought it was “excellent.” Only 1% rated overall quality of life as “poor.”

Figure 1: Overall Quality of Life in Palm Coast



The average rating of overall quality of life on a 100-point scale was 68 in 2002. In 2003, the rating was 66. Palm Coast as a place to live received an average rating of 73 on a 100-point scale in 2002 compared to its rating of 72 in 2003. Other ratings can be seen in the charts below.

Figure 2: Quality of Life Ratings

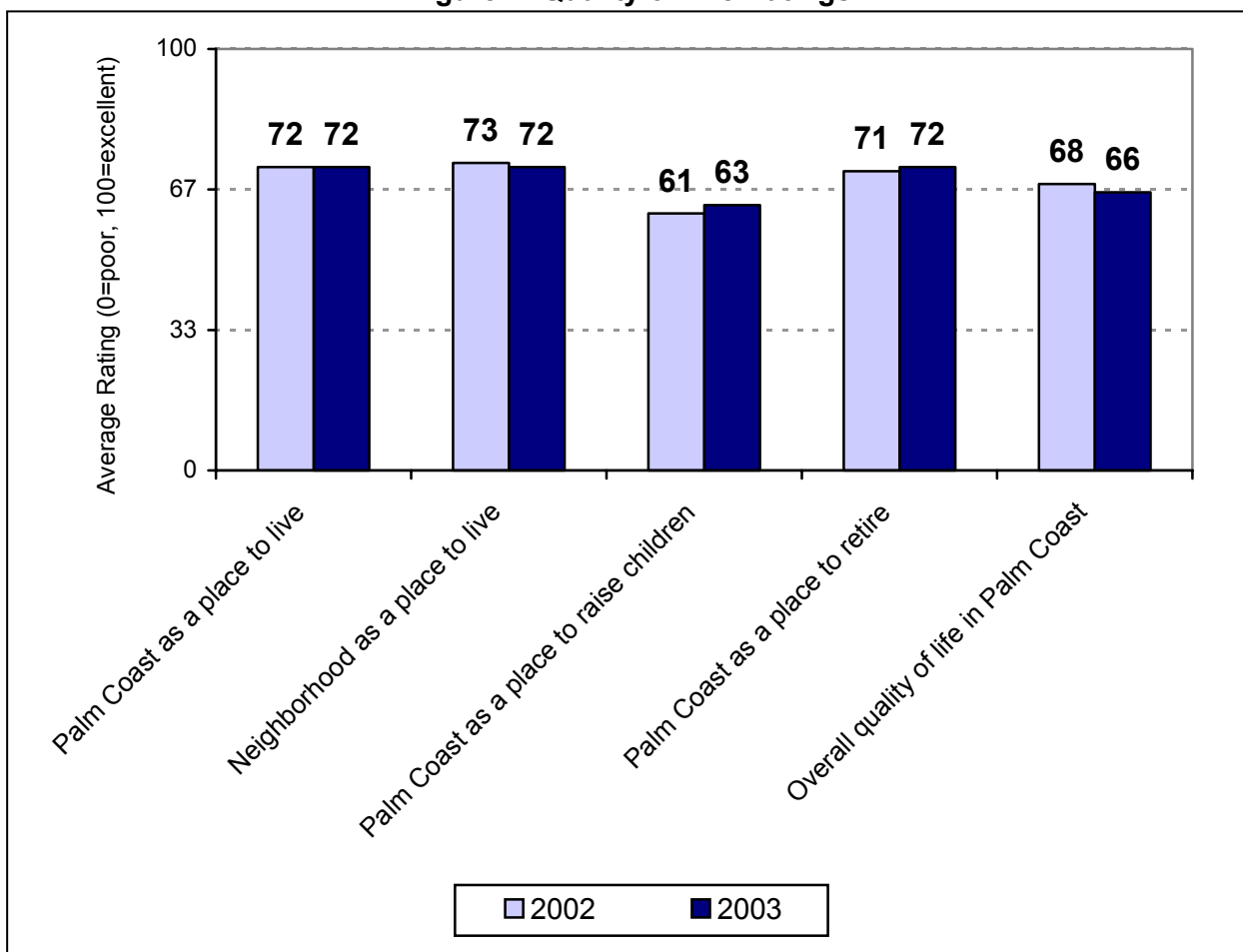


Figure 2b: 2003 Quality of Life Ratings

	excellent	good	fair	poor	Total
How do you rate Palm Coast as a place to live?	31%	53%	15%	1%	100%
How do you rate your neighborhood as a place to live?	31%	57%	11%	2%	100%
How do you rate Palm Coast as a place to raise children?	20%	55%	20%	5%	100%
How do you rate Palm Coast as a place to retire?	36%	47%	14%	3%	100%
How do you rate the overall quality of life in Palm Coast?	20%	61%	19%	1%	100%
Note: "Don't Know" responses are removed					

RATINGS OF COMMUNITY CHARACTERISTICS IN PALM COAST

In 2003, the highest rated characteristics of Palm Coast were overall appearance, overall quality of the natural environment, and sense of community. The average rating on a 100-point scale given to overall appearance in 2003 was 63 compared to 64 in 2002. Average ratings given to all the characteristics are shown in Figures 3 and 4.

**Figure 3: Characteristics of the Community:
General and Opportunities**

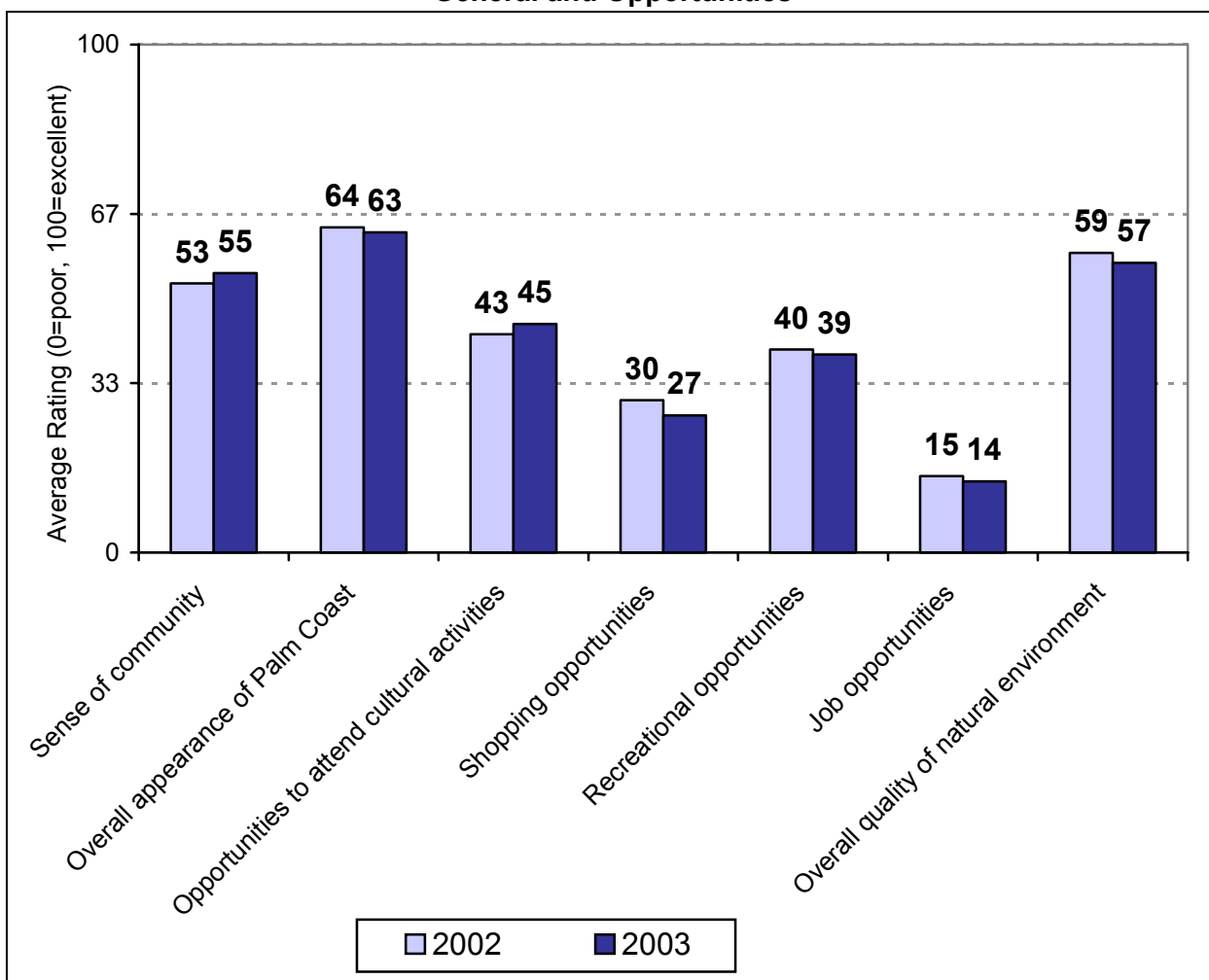


Figure 3b: 2003 Characteristics of the Community: General and Opportunities					
	excellent	good	fair	poor	Total
Sense of community	9%	53%	32%	6%	100%
Overall appearance of Palm Coast	17%	58%	21%	3%	100%
Opportunities to attend cultural activities	7%	39%	37%	17%	100%
Shopping opportunities	3%	18%	37%	43%	100%
Recreational opportunities	4%	32%	41%	23%	100%
Job opportunities	1%	6%	26%	67%	100%
Overall quality of natural environment	10%	56%	29%	4%	100%
Note: "Don't Know" responses are removed					

Figure 4: Characteristics of the Community: Access

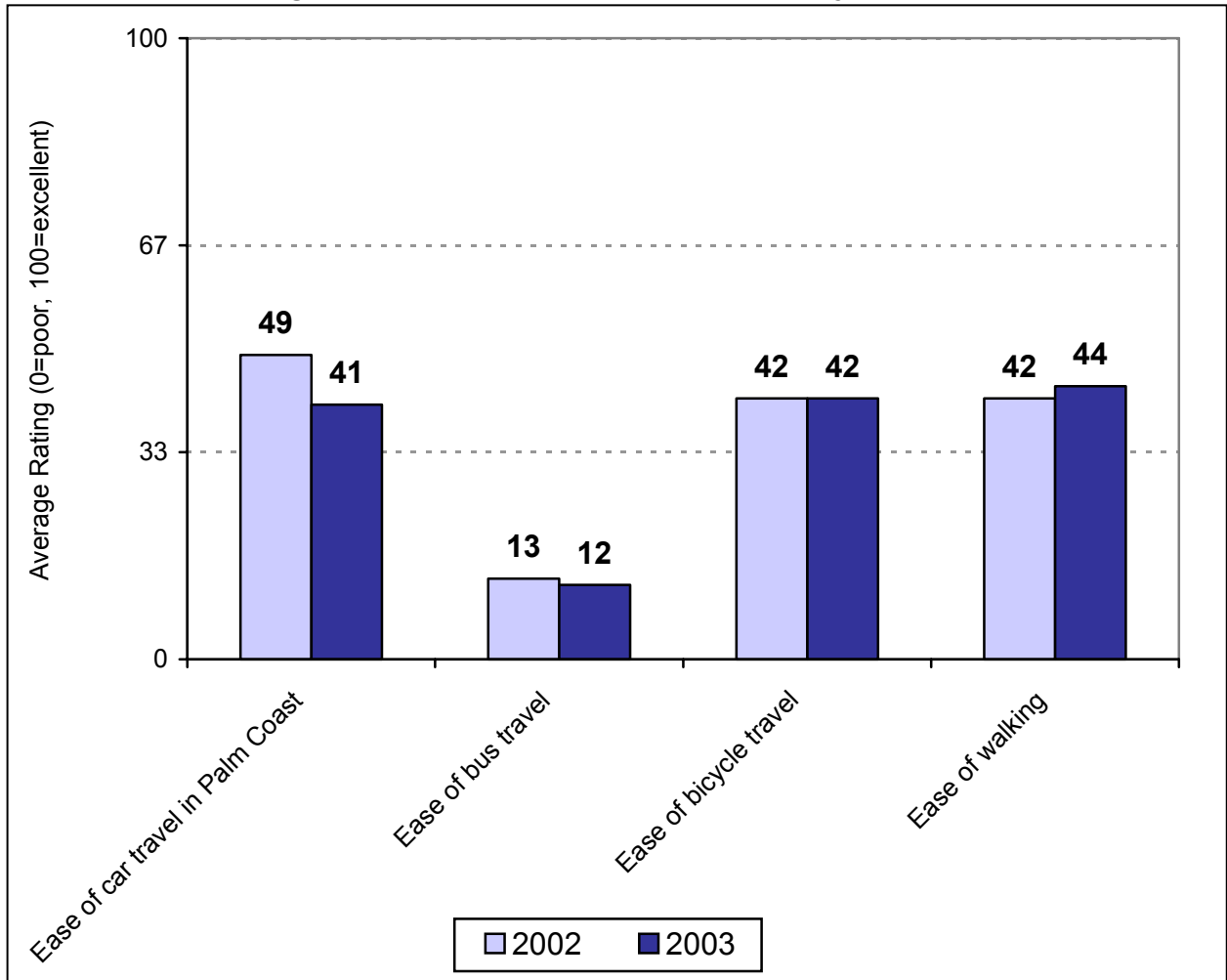


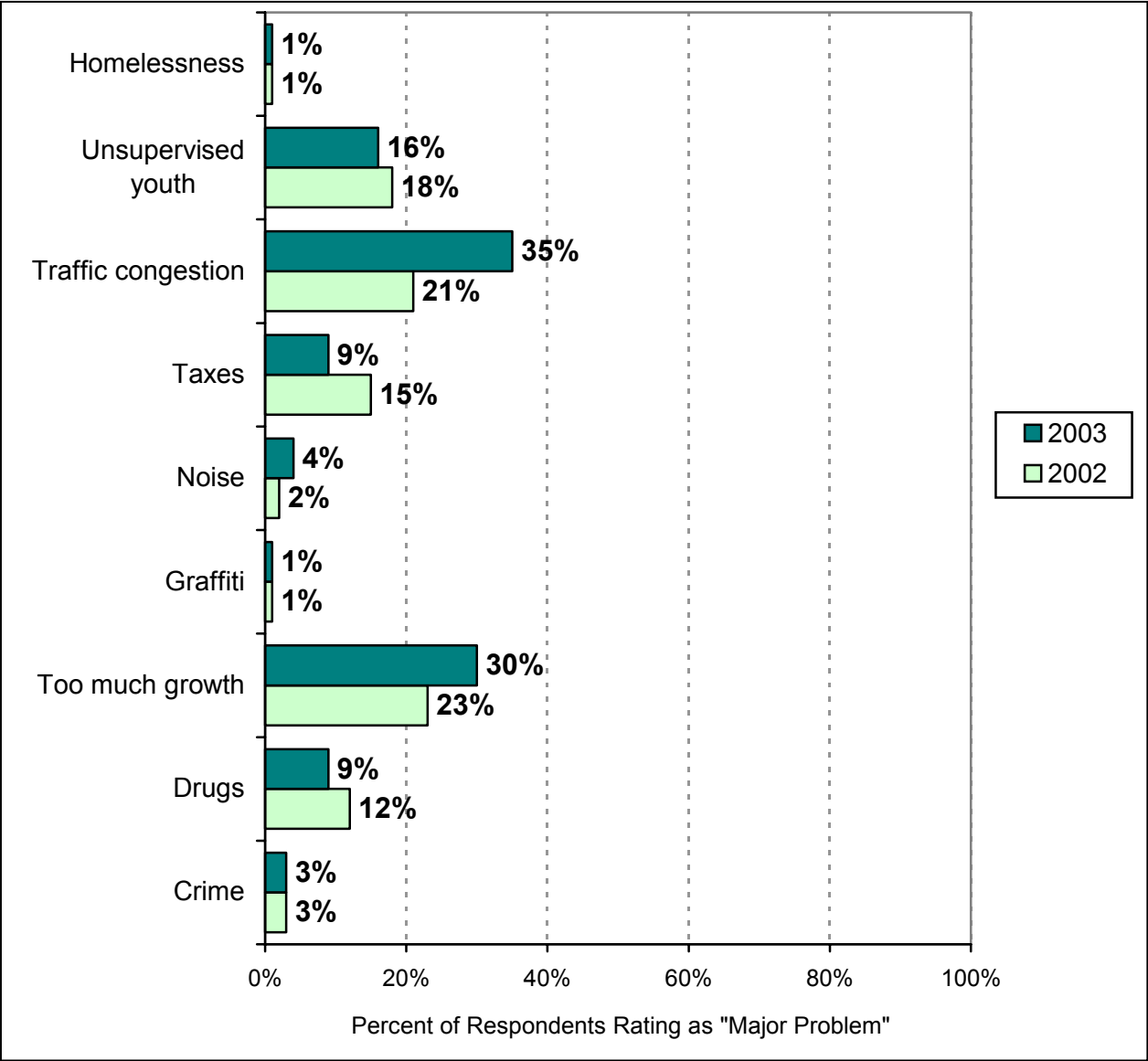
Figure 4b: 2003 Characteristics of the Community: Access and Mobility

	excellent	good	fair	poor	Total
Ease of car travel in Palm Coast	6%	31%	41%	22%	100%
Ease of bus travel in Palm Coast	1%	9%	14%	76%	100%
Ease of bicycle travel in Palm Coast	8%	32%	35%	24%	100%
Ease of walking in Palm Coast	12%	31%	32%	24%	100%

Note: "Don't Know" responses are removed

When asked about potential problems in Palm Coast, the three concerns rated by the highest proportion of respondents as a “major problem” in 2003 were traffic congestion, too much growth, and unsupervised youth. In 2003, 35% rated traffic congestion as a “major problem” compared to 21% in 2002.

Figure 5: Ratings of Potential Problems in Palm Coast



In 2003, the rate of population growth in Palm Coast was viewed as “too fast” by 76% of respondents, while 0% thought it was “too slow.”

Figure 6a: Ratings of Population Growth by Year in Palm Coast

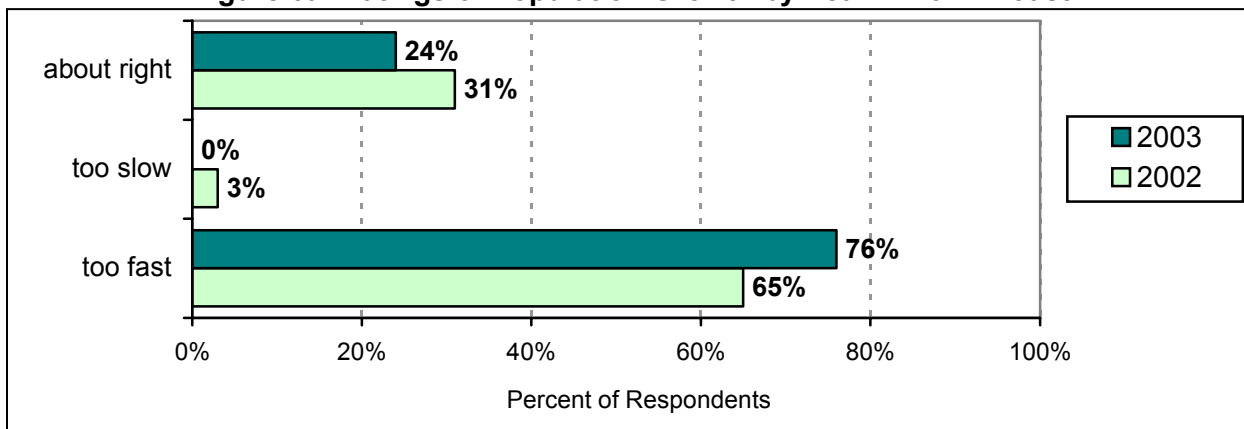


Figure 6b: Ratings of Retail Growth by Year in Palm Coast

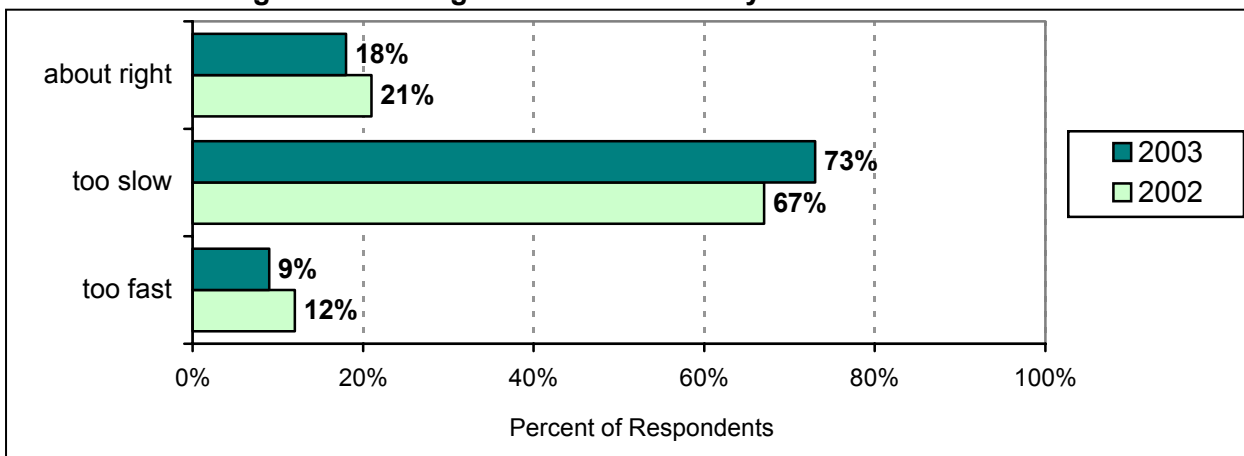
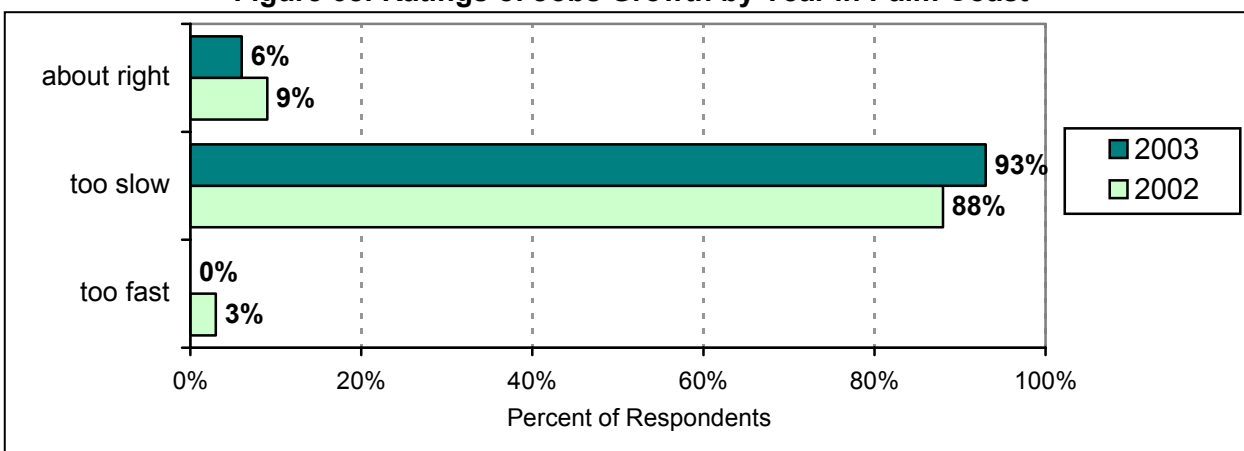


Figure 6c: Ratings of Jobs Growth by Year in Palm Coast



In 2003, 15% of respondents felt the impact of the economy would be positive on their family income in the next 12 months, while 41% felt it would be negative. In 2002, 19% of respondents felt the impact of the economy would be positive.

Figure 7a: 2003 Perceptions of Economy
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 . . .

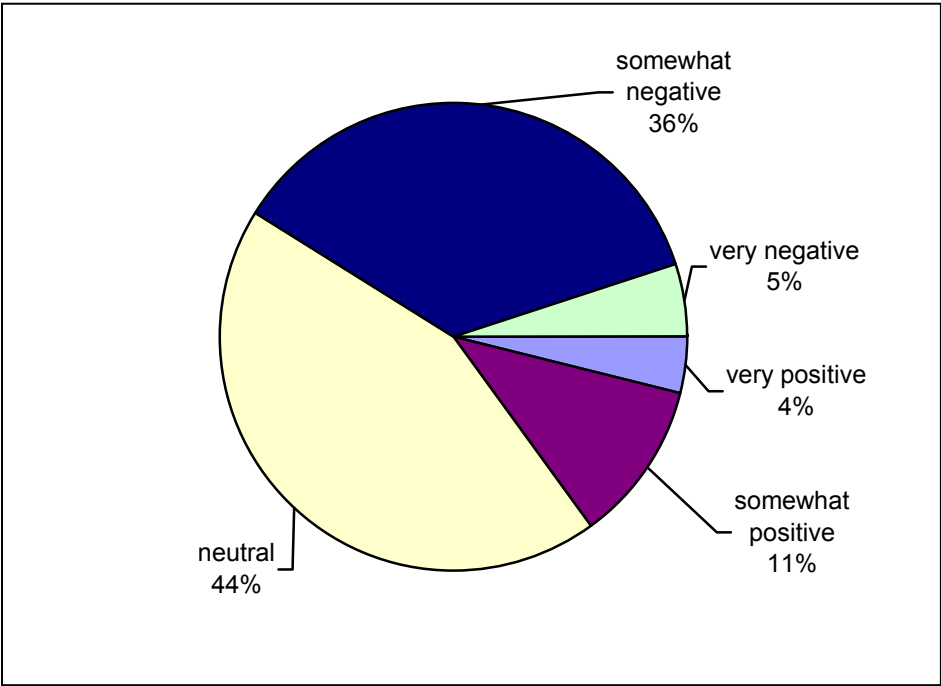
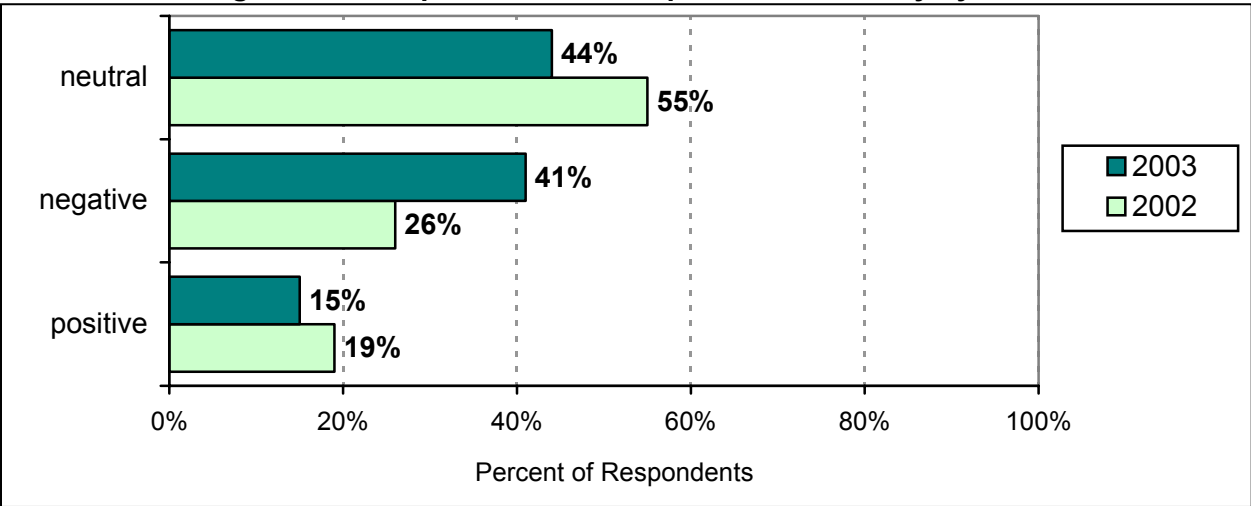


Figure 7b: Comparisons of Perceptions of Economy by Year



PERCEPTIONS OF SAFETY

When evaluating safety in the community, 75% of respondents felt “somewhat” or “very safe” from violent crimes in Palm Coast in 2003, compared to 79% in 2002. In their neighborhood after dark, 78% of survey participants felt “somewhat” or “very safe” in 2003, compared to 82% in 2002.

In 2003, as assessed by the survey, 7% of households reported that at least one member had been the victim of one or more crimes in the past year. In 2002, 9% of households had reported that at least one member had been a crime victim. Of those who had been the victim of a crime in 2003, 69% had reported it to police.

Figure 8: Ratings of Safety from Various Problems in Palm Coast by Year

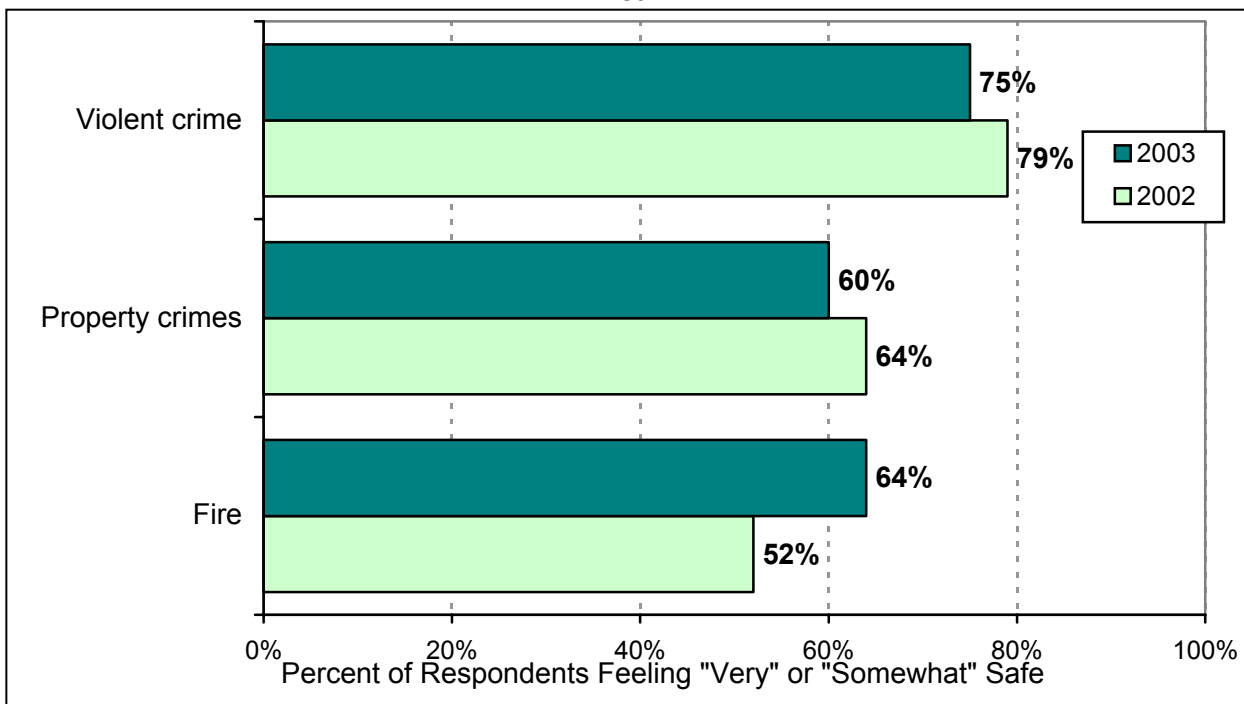


Figure 9: Ratings of Safety in Various Areas in Palm Coast by Year

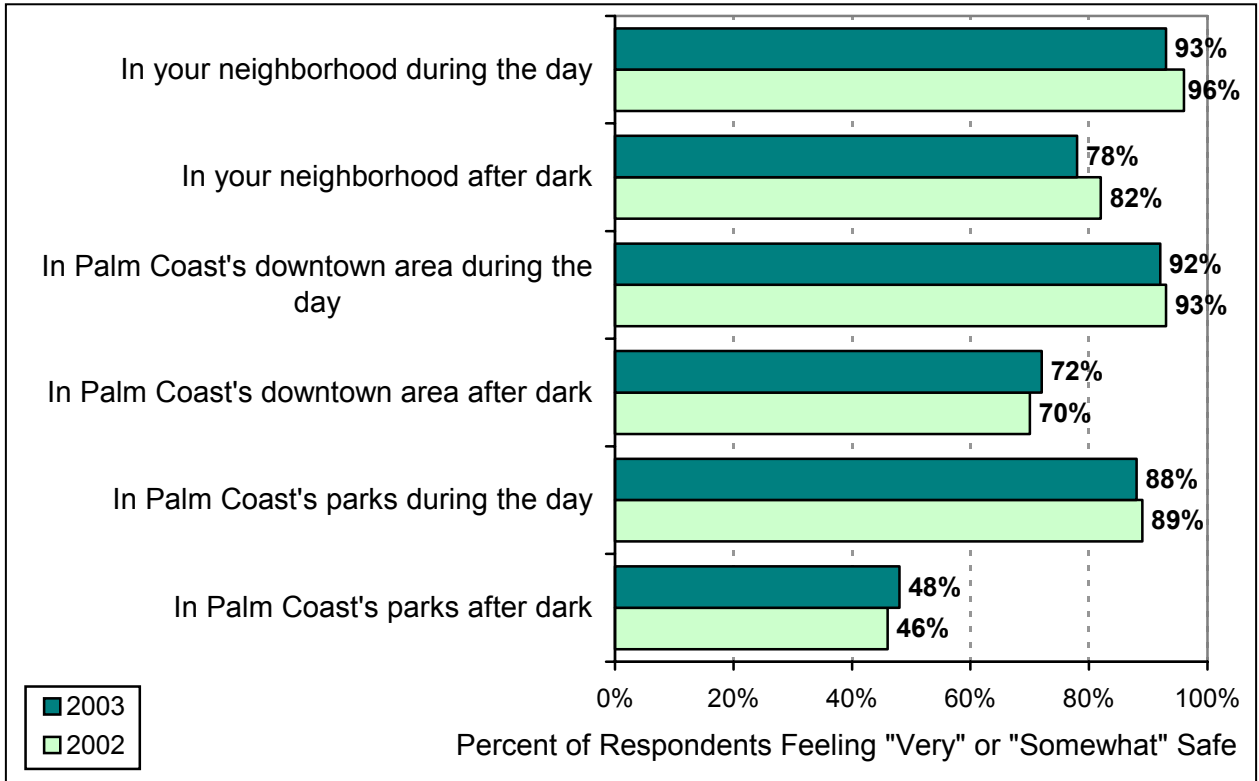


Figure 10: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months by Year

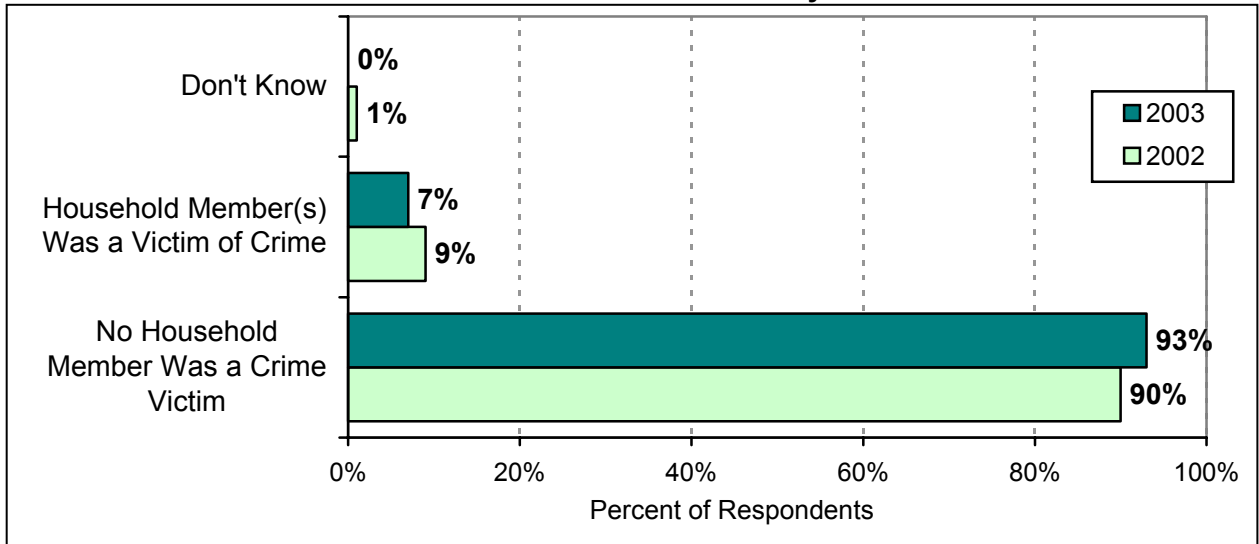
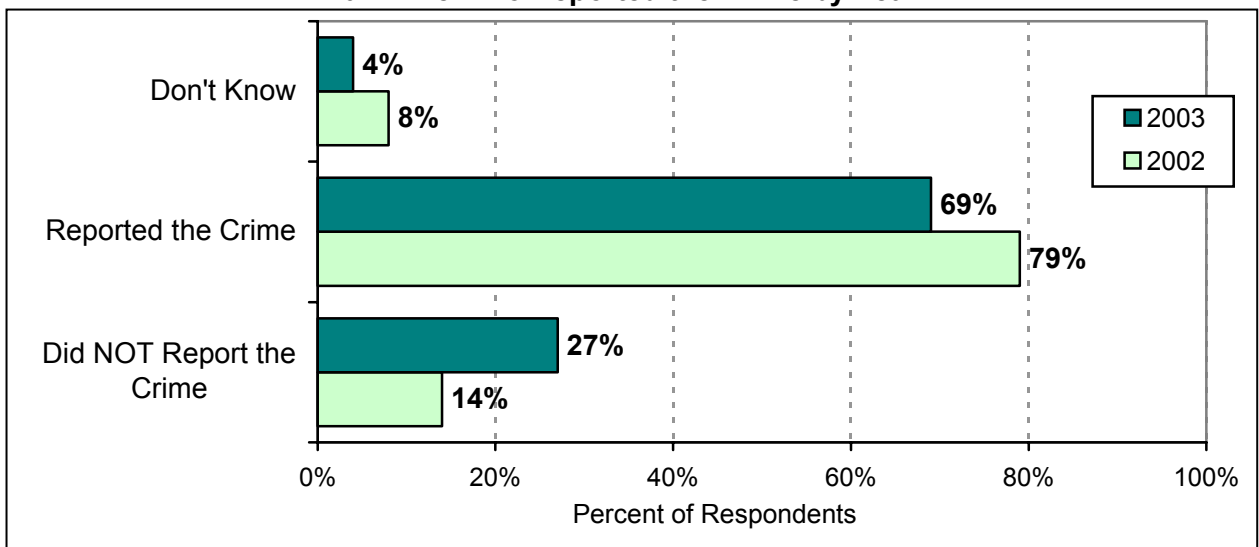


Figure 11: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime by Year



COMMUNITY PARTICIPATION

Participation in the civic, social and economic life of Palm Coast during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below, with comparisons made between 2003 and 2002. Among those completing the questionnaire in 2003, 96% reported reading The City of Palm Coast's newsletter in the past year compared to 88% in 2002. Voter status was also estimated, and is shown on the next page.²

Figure 12: Percent of Respondents Engaging in Various Activities in Palm Coast in the Last 12 Months by Year

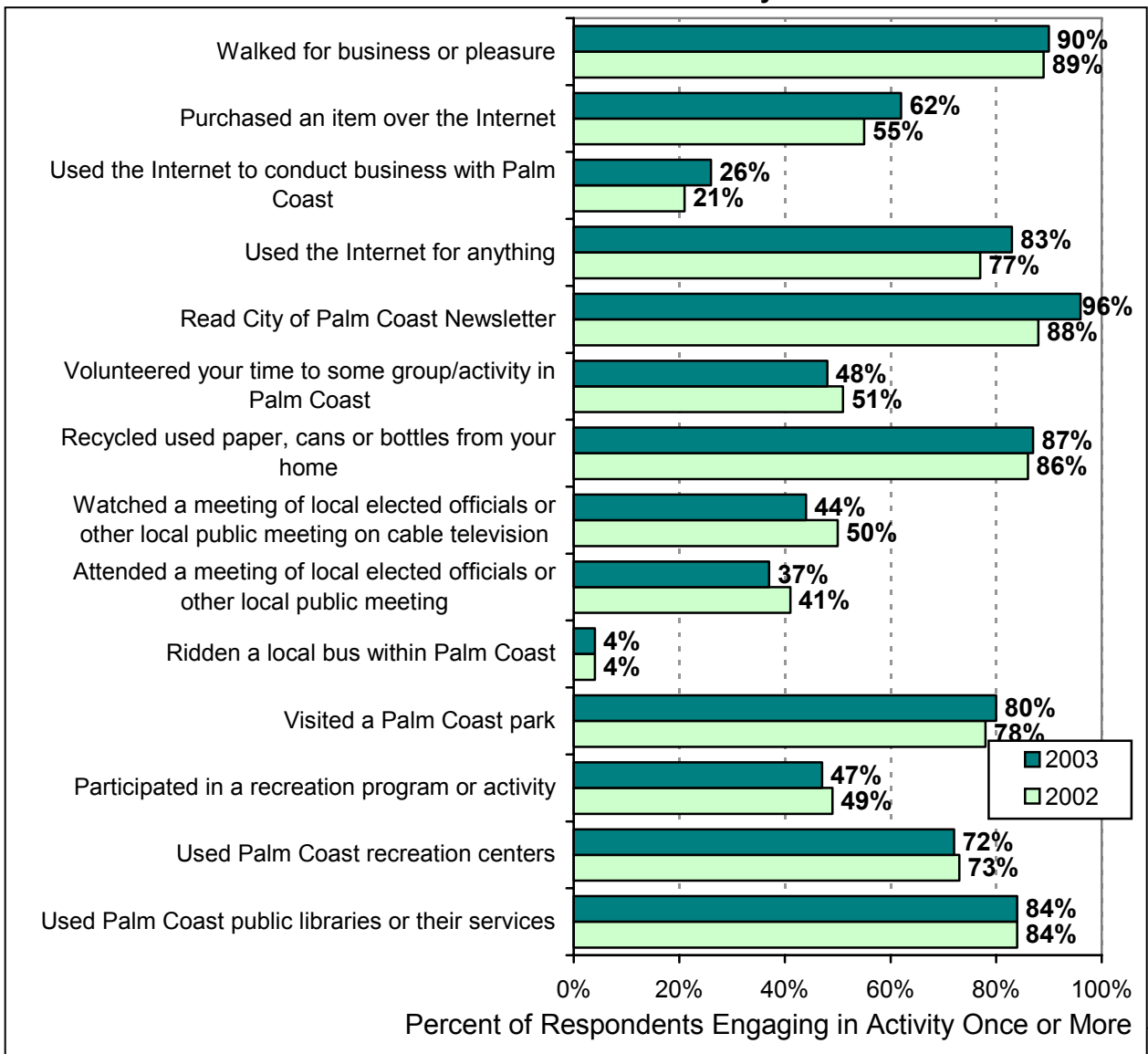
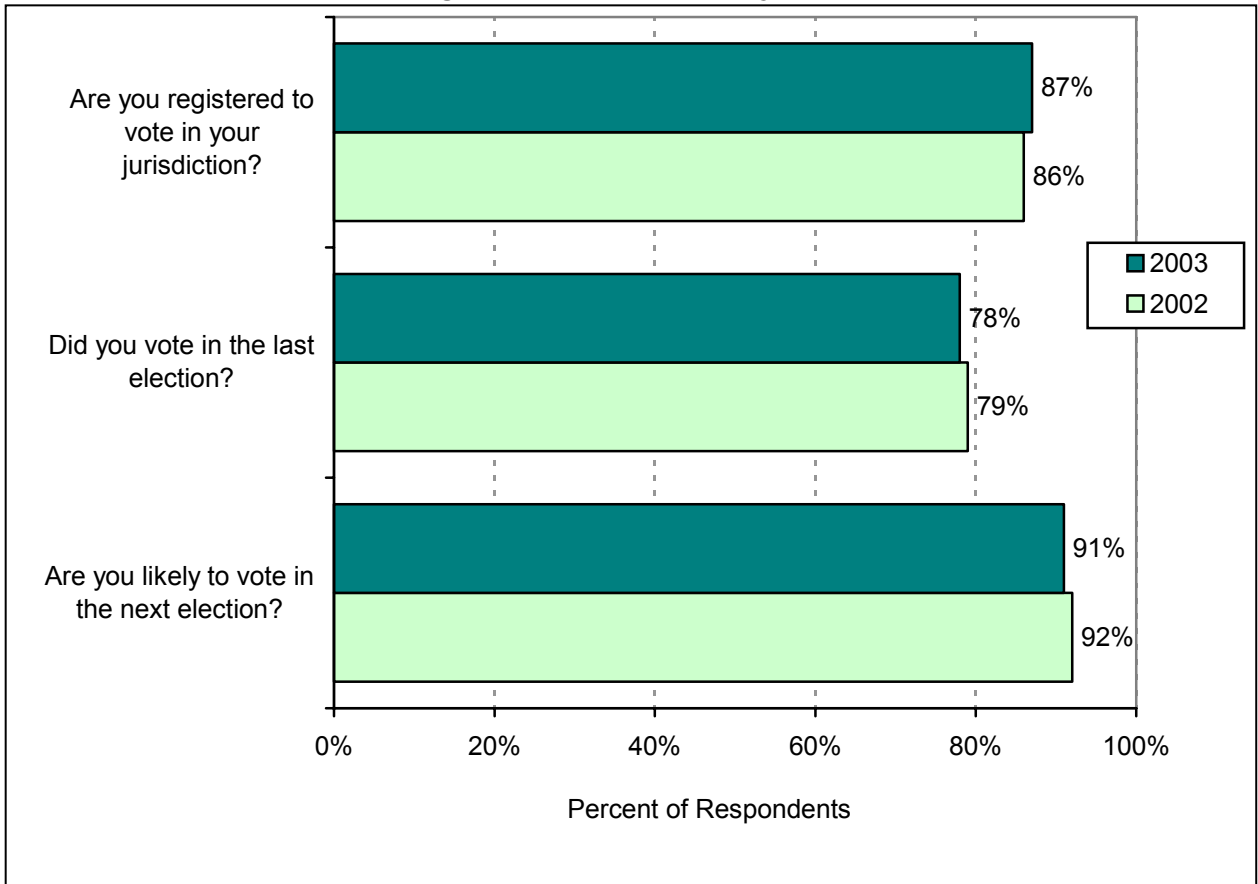


Figure 13: Voter Status by Year



² In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.



LOCAL GOVERNMENT

Several aspects of the government of the City of Palm Coast were evaluated by residents completing The National Citizen Survey.™ They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Palm Coast. Those who had any contact with a City of Palm Coast employee in the past year gave their impressions of the most recent encounter.

PUBLIC TRUST

When asked to evaluate whether they were pleased with the overall direction taken by the City of Palm Coast, residents gave an average rating of 55 on a 100-point scale.

Figure 14: Ratings of Public Trust by Year

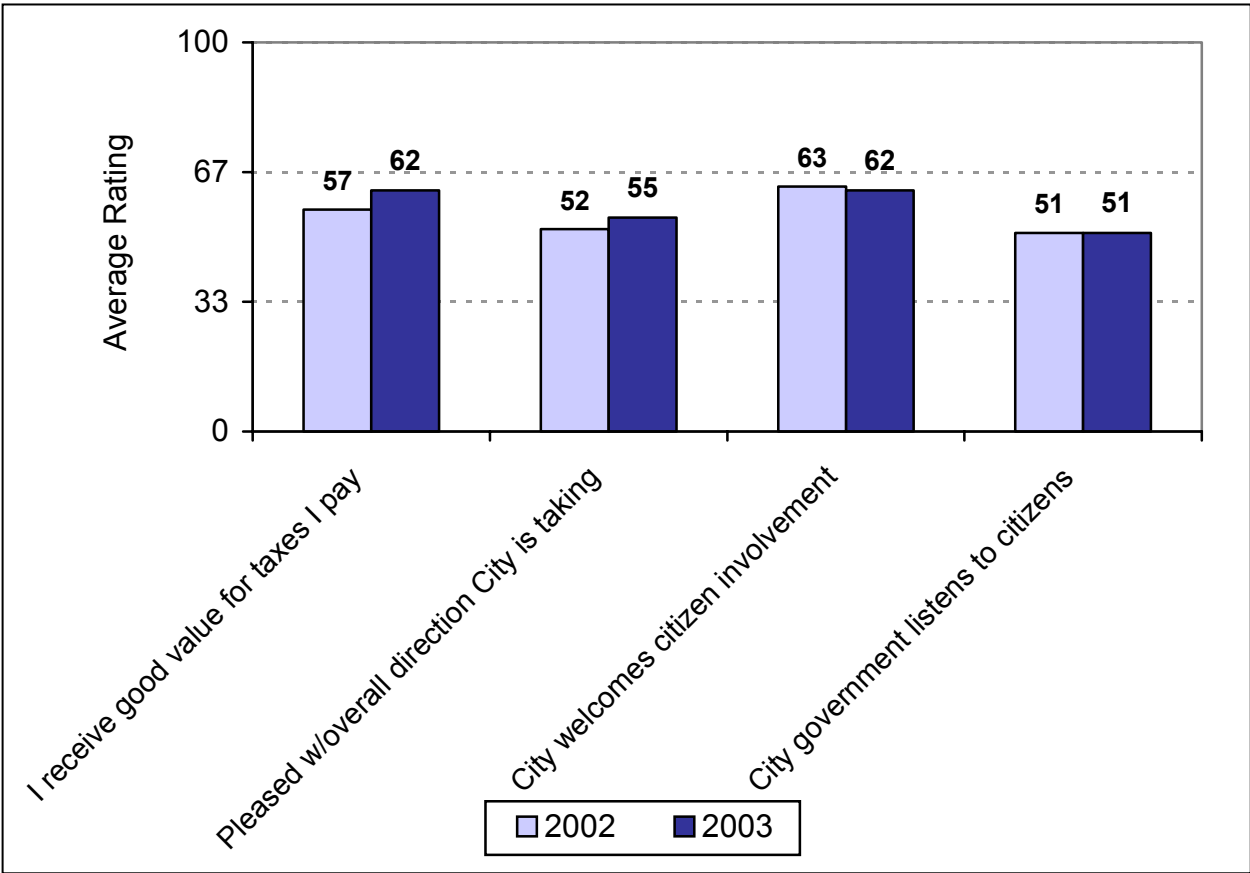


Figure 14b: 2003 Public Trust Ratings						
	strongly agree	somewhat agree	neither agree nor disagree	somewhat disagree	strongly disagree	Total
I receive good value for the City of Palm Coast taxes I pay	16%	42%	21%	16%	5%	100%
I am pleased with the overall direction that the City of Palm Coast is taking	12%	39%	17%	22%	11%	100%
The City of Palm Coast government welcomes citizen involvement	16%	40%	26%	12%	6%	100%
The City of Palm Coast government listens to citizens	8%	34%	26%	19%	14%	100%
Note: "Don't Know" responses are removed						

SERVICES PROVIDED BY PALM COAST

The overall quality of services provided by the City of Palm Coast was rated as 52 on a 100-point scale in 2003, compared to 50 in 2002. Ratings given to specific services are shown on the following pages.

Figure 15: Overall Quality of Services Provided by the City of Palm Coast in 2003

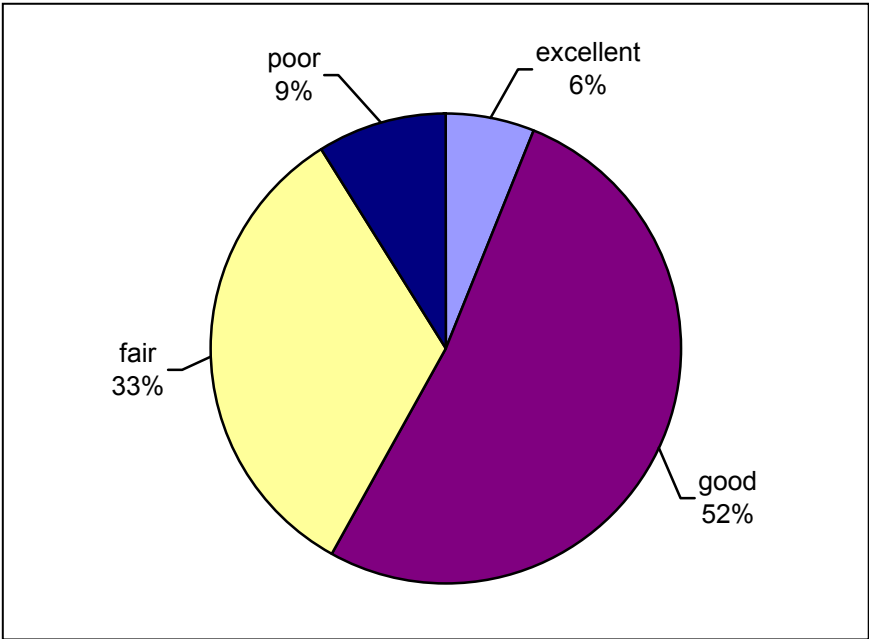


Figure 16: Rating of Overall Quality of Services Provided by Various Levels of Government by Year

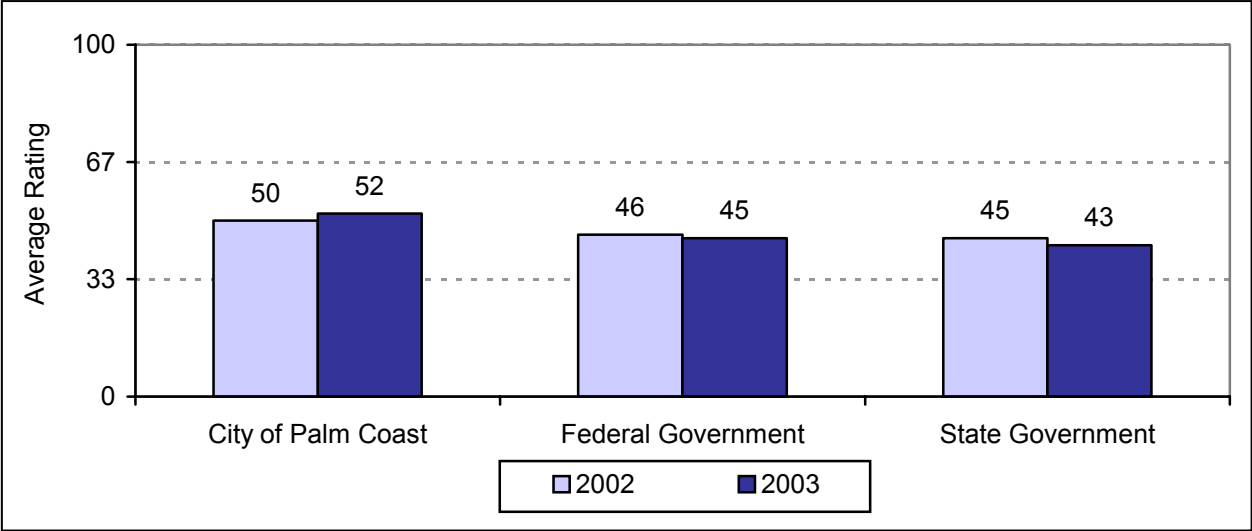


Figure 16b: 2003 Overall Quality of Services: City of Palm Coast, Federal Government and State Government					
	excellent	good	fair	poor	Total
Overall, how would you rate the quality of the services provided by the City of Palm Coast?	6%	52%	33%	9%	100%
Overall, how would you rate the quality of the services provided by the Federal Government?	3%	38%	49%	9%	100%
Overall, how would you rate the quality of the services provided by the State Government?	3%	38%	46%	14%	100%
Note: "Don't Know" responses are removed					

Figure 17: Quality of Public Safety Services by Year

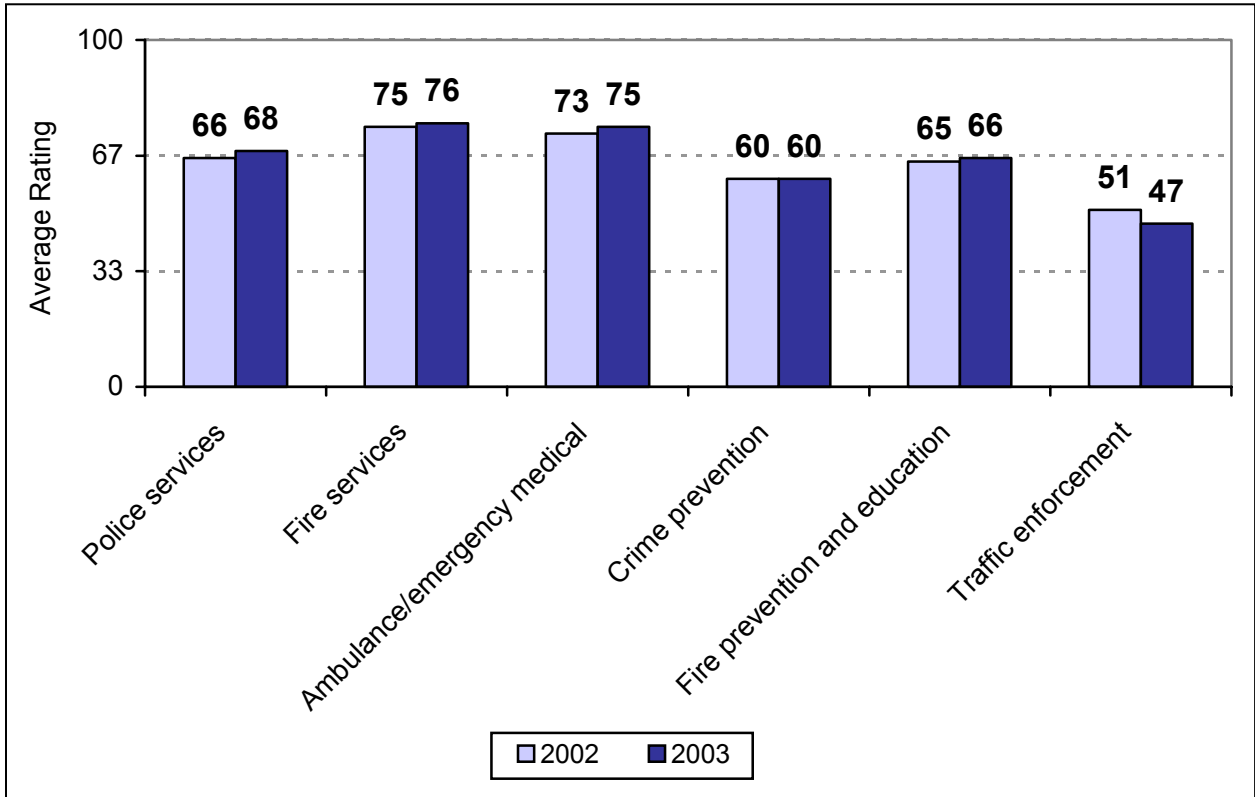


Figure 17b: 2003 Quality of Public Safety Services

	excellent	good	fair	poor	Total
Police services	24%	57%	14%	4%	100%
Fire services	37%	55%	7%	1%	100%
Ambulance/emergency medical services	37%	52%	10%	1%	100%
Crime prevention	14%	56%	26%	4%	100%
Fire prevention and education	21%	56%	21%	2%	100%
Traffic enforcement	11%	37%	32%	19%	100%

Note: "Don't Know" responses are removed

Figure 18: Quality of Transportation Services by Year

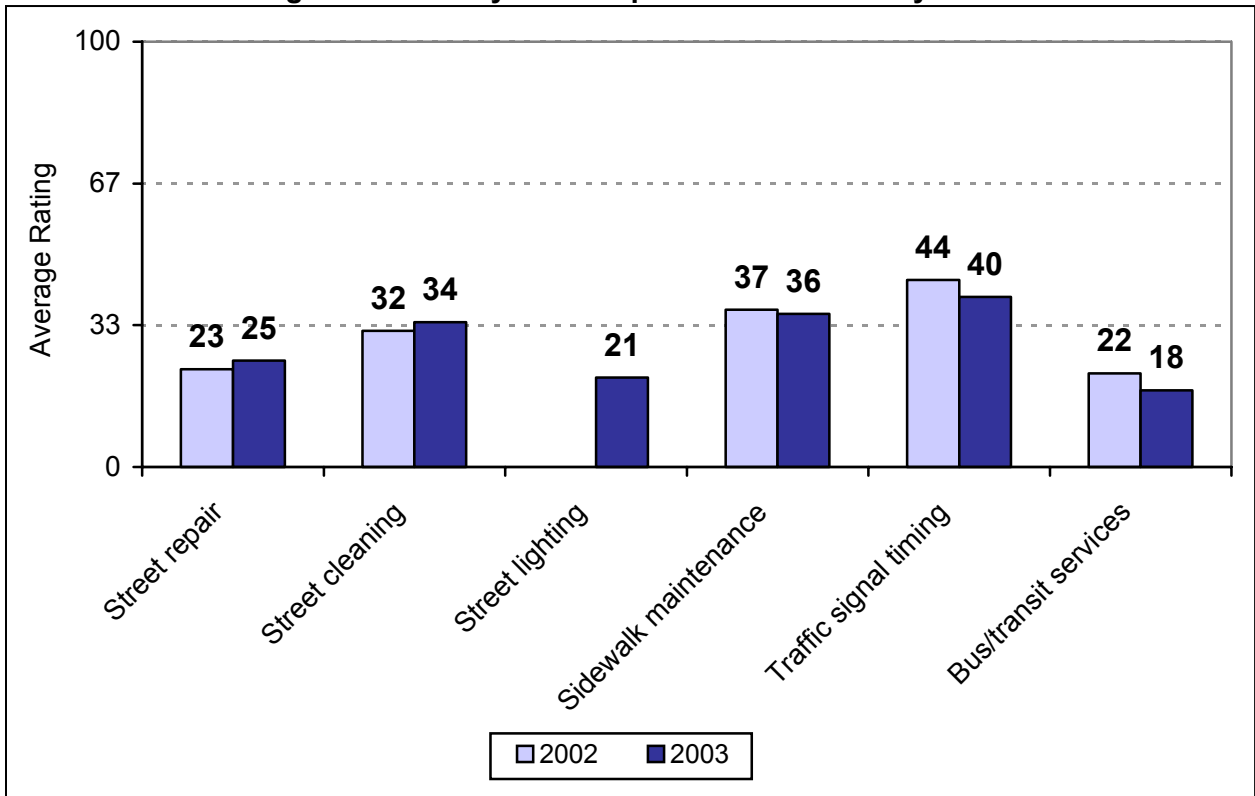


Figure 18b: 2003 Quality of Transportation Services

	excellent	good	fair	poor	Total
Street repair	2%	15%	37%	45%	100%
Street cleaning	5%	26%	34%	34%	100%
Street lighting	3%	15%	25%	57%	100%
Sidewalk maintenance	5%	31%	31%	33%	100%
Traffic signal timing	6%	32%	37%	25%	100%
Bus/transit services	1%	13%	22%	63%	100%

Note: "Don't Know" responses are removed

Figure 19: Quality of Leisure Services by Year

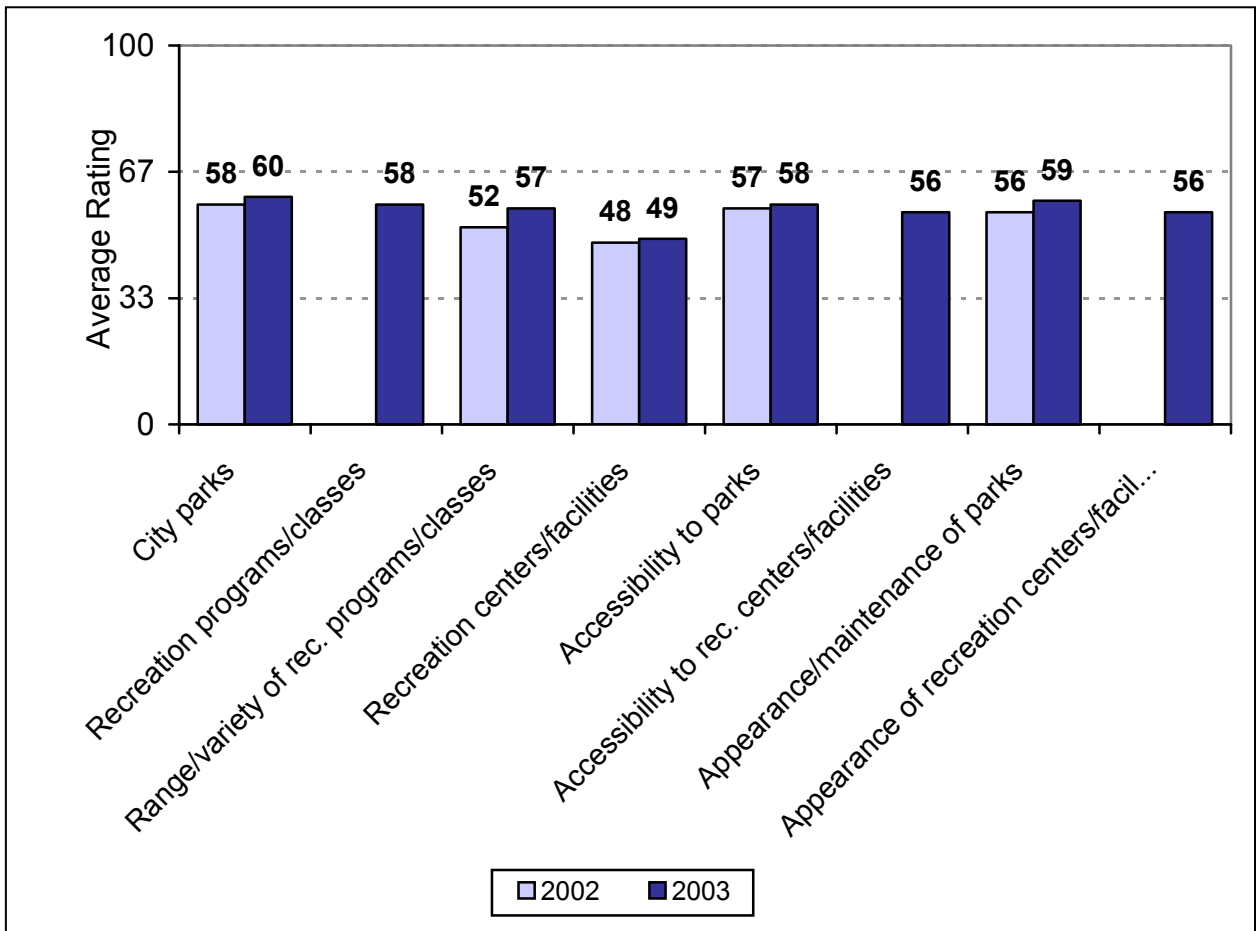


Figure 19b: 2003 Quality of Leisure Services

	excellent	good	fair	poor	Total
City parks	14%	57%	27%	3%	100%
Recreation programs or classes	14%	54%	27%	6%	100%
Range/variety of recreation programs and classes	16%	47%	31%	7%	100%
Recreation centers/facilities	9%	42%	38%	11%	100%
Accessibility of parks	12%	55%	28%	5%	100%
Accessibility of recreation centers/facilities	11%	51%	32%	6%	100%
Appearance/maintenance of parks	11%	58%	27%	3%	100%
Appearance of recreation centers/facilities	10%	53%	32%	5%	100%

Note: "Don't Know" responses are removed

Figure 20: Quality of Utility Services by Year

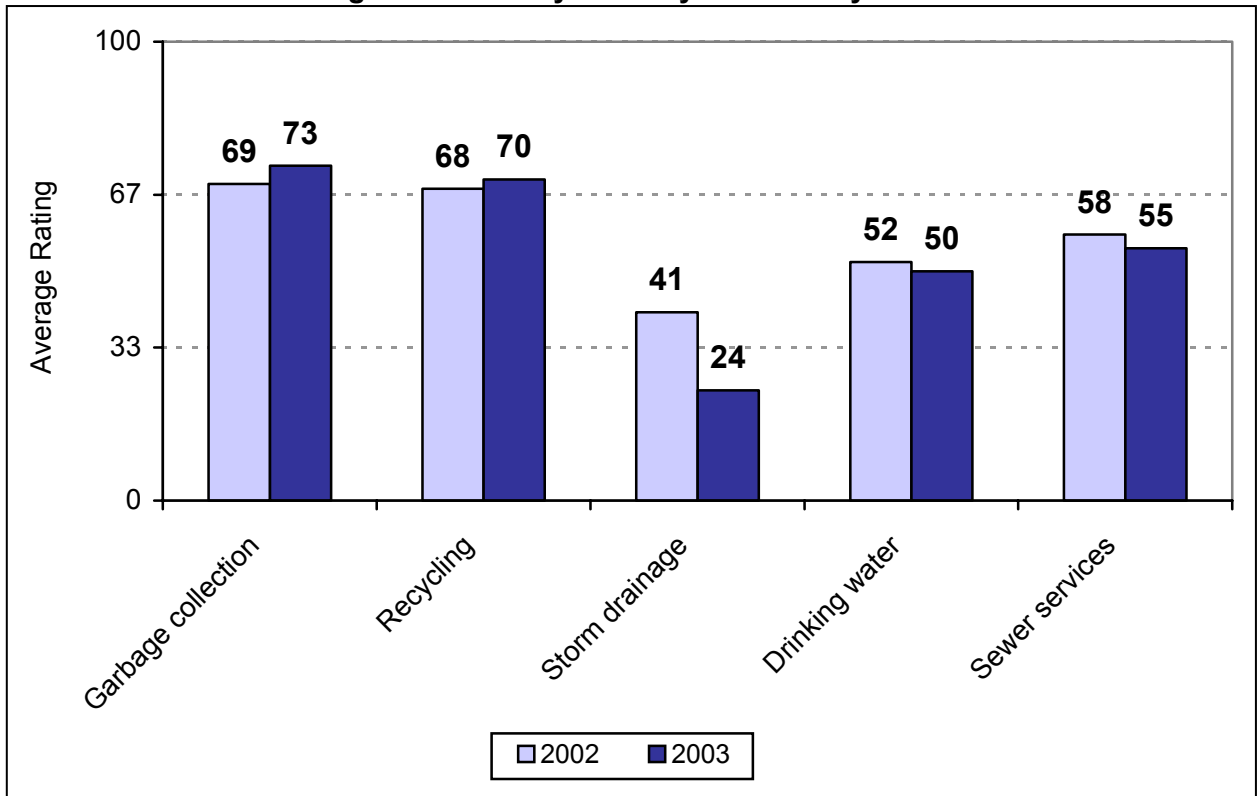


Figure 20b: 2003 Quality of Utility Services

	excellent	good	fair	poor	Total
Garbage collection	38%	49%	9%	4%	100%
Recycling	34%	46%	14%	5%	100%
Storm drainage	3%	17%	29%	51%	100%
Drinking water	13%	41%	31%	15%	100%
Sewer services	12%	52%	25%	12%	100%

Note: "Don't Know" responses are removed

Figure 21: Quality of Planning and Code Enforcement Services by Year

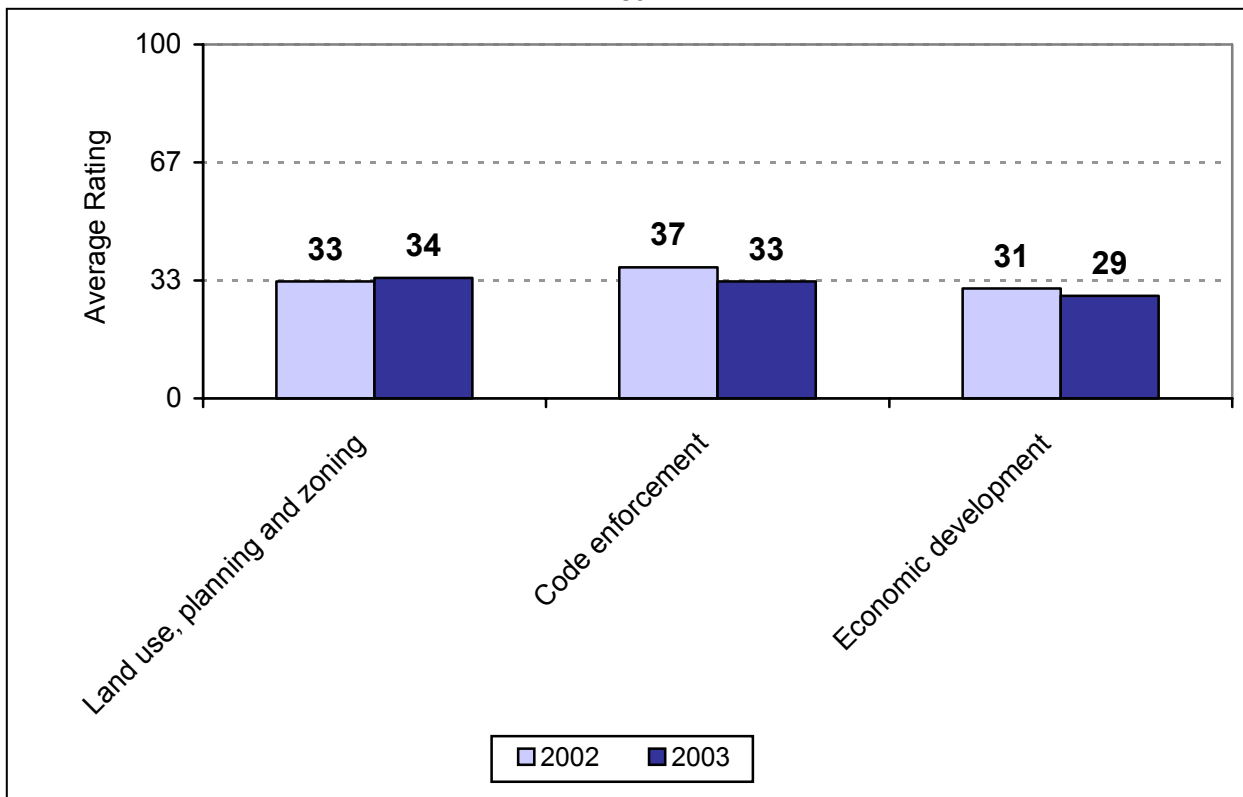


Figure 21b: 2003 Quality of Planning and Code Enforcement Services

	excellent	good	fair	poor	Total
Land use, planning and zoning	3%	25%	43%	29%	100%
Code enforcement (weeds, abandoned buildings, etc)	5%	27%	33%	36%	100%
Economic development	3%	19%	41%	37%	100%
Note: "Don't Know" responses are removed					

Figure 22: Quality of Services to Special Populations and Other Services by Year

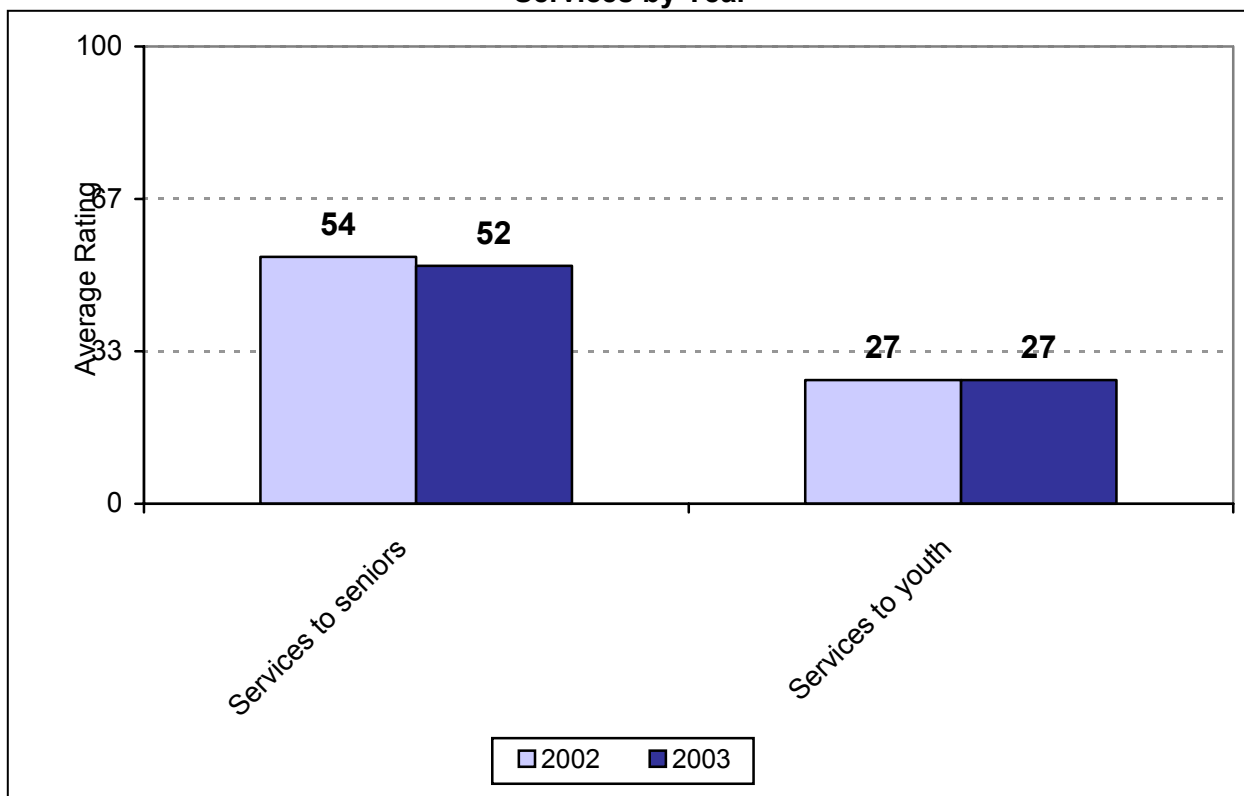


Figure 22b: 2003 Quality of Services to Special Populations and Other Services

	excellent	good	fair	poor	Total
Services to seniors	11%	45%	33%	10%	100%
Services to youth	4%	16%	36%	44%	100%

Note: "Don't Know" responses are removed

THE CITY OF PALM COAST EMPLOYEES

Impressions of the City of Palm Coast employees were assessed on the questionnaire. In 2003, those who had been in contact with a City of Palm Coast employee in the past year (41%) rated their overall impression as 60 on a 100-point scale. An average rating of 59 was received in 2002.

Figure 23: Percent of Respondents Who Had Contact with a City of Palm Coast Employee in 2003

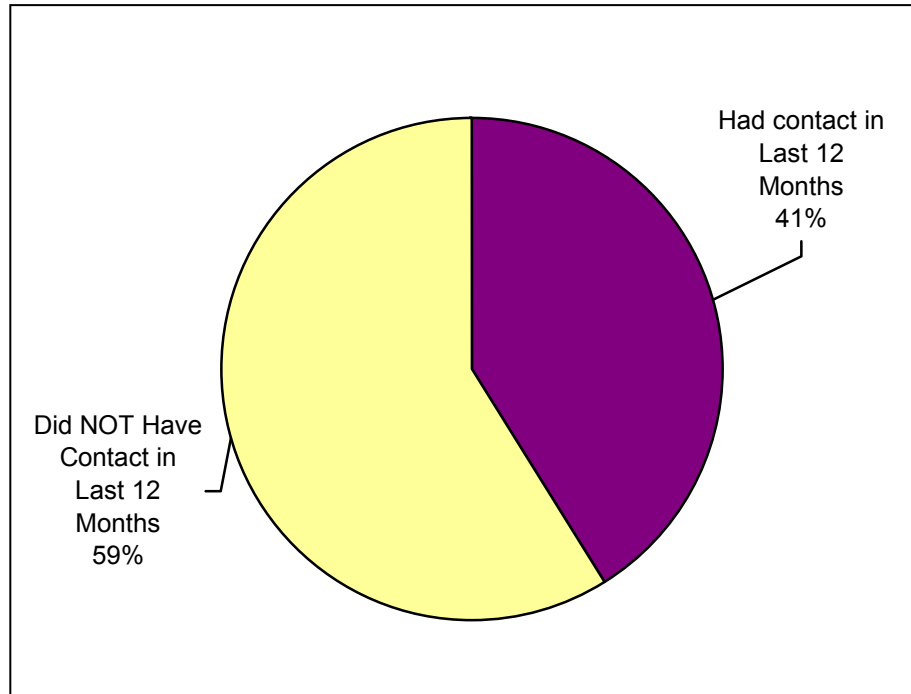


Figure 24: Ratings of Contact with the City of Palm Coast Employees by Year

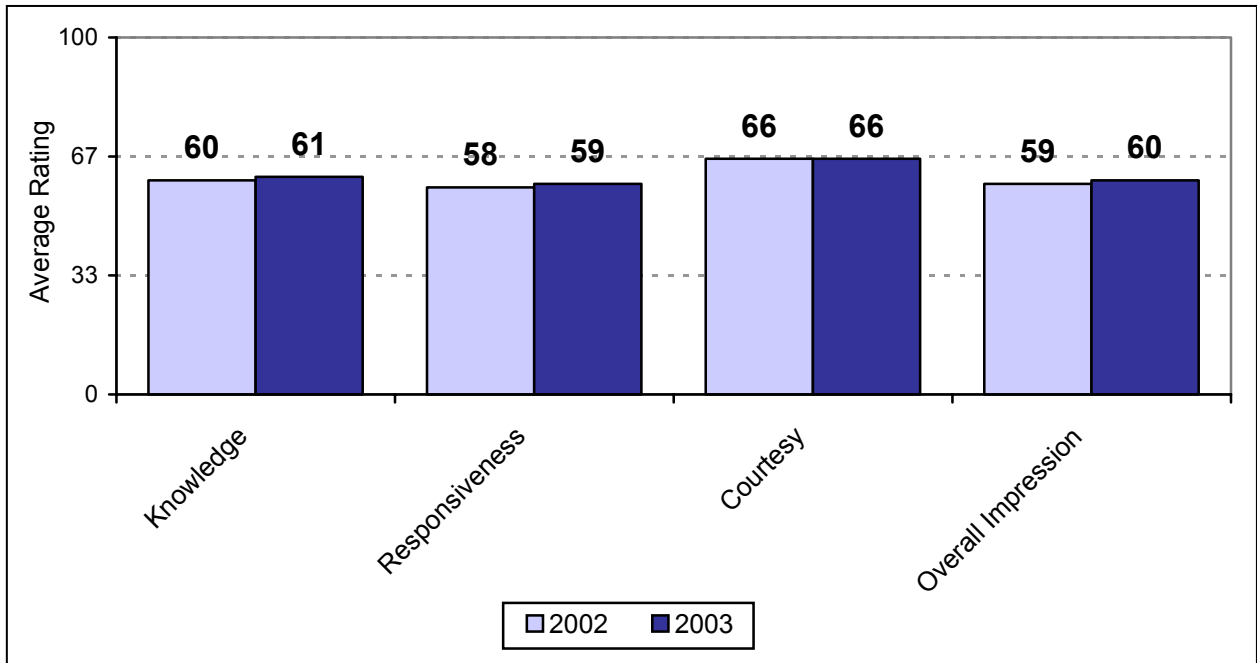
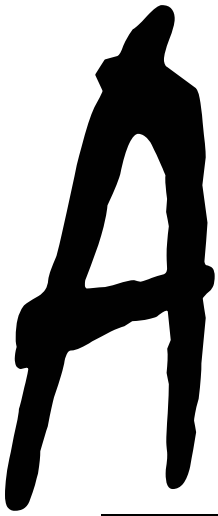


Figure 24b: 2003 Impression of Contact with Employees

	excellent	good	fair	poor	Total
Knowledge	26%	42%	22%	10%	100%
Responsiveness	25%	39%	23%	12%	100%
Courtesy	33%	40%	19%	9%	100%
Overall Impression	26%	39%	23%	12%	100%

Note: "Don't Know" responses are removed



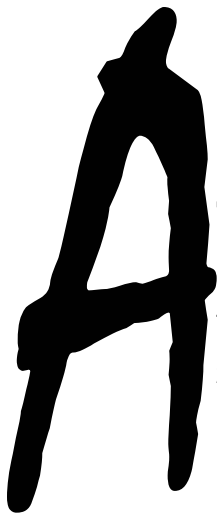
ADDITIONAL QUESTIONS

Three additional questions were asked by the City of Palm Coast. The results for these questions are displayed below.

Question #1: The City of Palm Coast should allow a variety of housing opportunities for residents including single family residences, duplexes, townhouses, and multiple family dwellings (apartments).	
	Percent of Respondents
strongly agree	16%
somewhat agree	26%
neither agree nor disagree	13%
somewhat disagree	23%
strongly disagree	20%
don't know	2%
Total	100%

Question #2: Development in Palm Coast should pay its fair share through impact or other fees.	
	Percent of Respondents
strongly agree	42%
somewhat agree	29%
neither agree nor disagree	11%
somewhat disagree	6%
strongly disagree	3%
don't know	9%
Total	100%

Question #3: The City of Palm Coast should spend public funds to support economic development to attract or retain businesses that create quality job opportunities and increase the tax base.	
	Percent of Respondents
strongly agree	40%
somewhat agree	34%
neither agree nor disagree	8%
somewhat disagree	8%
strongly disagree	6%
don't know	4%
Total	100%



APPENDIX I: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

This Appendix displays the complete distribution of responses to questions in 2003. The don't know responses are shown, where applicable.

Question #1: Quality of Life Ratings						
	excellent	good	fair	poor	don't know	Total
How do you rate Palm Coast as a place to live?	31%	53%	15%	1%	0%	100%
How do you rate your neighborhood as a place to live?	31%	57%	11%	2%	0%	100%
How do you rate Palm Coast as a place to raise children?	15%	43%	16%	4%	21%	100%
How do you rate Palm Coast as a place to retire?	33%	43%	13%	3%	8%	100%
How do you rate the overall quality of life in Palm Coast?	20%	61%	19%	1%	0%	100%

Question #2: Please rate each of the following characteristics as they relate to Palm Coast as a whole						
	excellent	good	fair	poor	don't know	Total
Sense of community	9%	51%	30%	5%	4%	100%
Overall appearance of Palm Coast	17%	58%	21%	3%	0%	100%
Opportunities to attend cultural activities	6%	37%	35%	16%	6%	100%
Shopping opportunities	3%	18%	37%	42%	0%	100%
Recreational opportunities	4%	31%	39%	22%	4%	100%
Job opportunities	1%	5%	21%	53%	21%	100%
Ease of car travel in Palm Coast	6%	31%	41%	22%	0%	100%
Ease of bus travel in Palm Coast	0%	5%	8%	40%	47%	100%
Ease of bicycle travel in Palm Coast	7%	27%	29%	20%	18%	100%
Ease of walking in Palm Coast	11%	30%	30%	23%	6%	100%
Overall quality of natural environment	10%	55%	29%	4%	2%	100%

Question #3: Please rate the speed of growth in the following categories in Palm Coast over the past two years							
	much too slow	somewhat too slow	right amount	somewhat too fast	much too fast	don't know	Total
Population growth	0%	0%	23%	44%	29%	4%	100%
Retail growth (stores, restaurants etc.)	33%	39%	17%	7%	2%	2%	100%
Jobs growth	37%	33%	5%	0%	0%	26%	100%

Question #4: To what degree are the following problems in Palm Coast						
	not a problem	minor problem	moderate problem	major problem	don't know	Total
Crime	12%	40%	36%	2%	9%	100%
Drugs	8%	23%	31%	6%	32%	100%
Too much growth	17%	16%	35%	29%	3%	100%
Graffiti	47%	31%	6%	1%	15%	100%
Noise	43%	35%	16%	4%	2%	100%
Taxes	26%	27%	34%	9%	4%	100%
Traffic congestion	10%	19%	36%	35%	0%	100%
Unsupervised youth	15%	22%	27%	12%	24%	100%
Homelessness	37%	22%	5%	1%	36%	100%
Weeds	18%	30%	26%	18%	9%	100%

Question #5: Please rate how safe you feel from the following occurring to you in Palm Coast							
	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
Violent crime (e.g., rape, assault, robbery)	32%	42%	17%	6%	0%	3%	100%
Property crimes (e.g., burglary, theft)	16%	42%	17%	19%	3%	2%	100%
Fire	23%	40%	18%	12%	5%	2%	100%

Question #6: Please rate how safe you feel:							
	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
In your neighborhood during the day	63%	30%	6%	2%	0%	0%	100%
In your neighborhood after dark	32%	46%	13%	8%	1%	1%	100%
In Palm Coast's downtown area during the day	60%	32%	7%	1%	0%	0%	100%
In Palm Coast's downtown area after dark	21%	47%	15%	11%	1%	5%	100%
In Palm Coast's parks during the day	38%	31%	8%	2%	0%	22%	100%
In Palm Coast's parks after dark	7%	23%	13%	15%	6%	36%	100%

Question #7: During the past twelve months, were you or anyone in your household the victim of any crime?		
		Percent of Respondents
During the past twelve months, were you or anyone in your household the victim of any crime?	no	93%
	yes	7%
	don't know	0%
Total		100%

Question #8: If yes, was this crime (these crimes) reported to the police?		
		Percent of Respondents
If yes, was this crime (these crimes) reported to the police?	no	27%
	yes	69%
	don't know	4%
Total		100%

Question #9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Palm Coast?						
	never	once or twice	3 to 12 times	13 to 26 times	more than 26 times	Total
Used Palm Coast public libraries or their services	16%	24%	33%	14%	13%	100%
Used Palm Coast recreation centers	28%	27%	25%	11%	9%	100%
Participated in a recreation program or activity	53%	21%	14%	5%	7%	100%
Visited a Palm Coast park	20%	37%	29%	10%	5%	100%
Ridden a local bus within Palm Coast	96%	2%	1%	0%	1%	100%

Question #9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Palm Coast?						
	never	once or twice	3 to 12 times	13 to 26 times	more than 26 times	Total
Attended a meeting of local elected officials or other local public meeting	63%	24%	11%	1%	1%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	56%	24%	15%	3%	2%	100%
Recycled used paper, cans or bottles from your home	13%	5%	7%	8%	67%	100%
Volunteered your time to some group/activity in Palm Coast	52%	16%	11%	6%	15%	100%
Read City of Palm Coast Newsletter	4%	20%	37%	15%	23%	100%
Used the Internet for anything	17%	4%	5%	5%	68%	100%
Used the Internet to conduct business with Palm Coast	74%	14%	5%	2%	5%	100%
Purchased an item over the Internet	38%	20%	24%	6%	12%	100%
Walked for business or pleasure	10%	9%	23%	14%	43%	100%

Question #10: How do you rate the quality of each of the following services in Palm Coast?						
	excellent	good	fair	poor	don't know	Total
Police services	23%	53%	13%	3%	7%	100%
Fire services	33%	48%	6%	1%	12%	100%
Ambulance/emergency medical services	29%	40%	7%	1%	23%	100%
Crime prevention	11%	45%	21%	3%	20%	100%
Fire prevention and education	16%	43%	16%	1%	23%	100%
Traffic enforcement	10%	34%	30%	18%	9%	100%
Garbage collection	37%	49%	9%	4%	0%	100%
Recycling	32%	43%	13%	5%	8%	100%
Street repair	2%	15%	37%	45%	1%	100%
Street cleaning	4%	24%	31%	31%	10%	100%
Street lighting	3%	14%	24%	56%	2%	100%
Sidewalk maintenance	4%	24%	24%	26%	23%	100%
Traffic signal timing	6%	31%	36%	24%	3%	100%
Bus/transit services	0%	5%	8%	22%	65%	100%
Storm drainage	3%	16%	27%	49%	4%	100%
Drinking water	13%	39%	30%	15%	3%	100%
Sewer services	10%	45%	21%	10%	13%	100%
City parks	11%	45%	21%	2%	21%	100%
Recreation programs or classes	8%	32%	16%	3%	41%	100%
Range/variety of recreation programs and classes	10%	29%	19%	4%	38%	100%
Recreation centers/facilities	6%	27%	25%	7%	35%	100%
Accessibility of parks	10%	45%	23%	4%	18%	100%
Accessibility of recreation centers/facilities	8%	39%	24%	5%	25%	100%
Appearance/maintenance of parks	9%	47%	22%	3%	19%	100%
Appearance of recreation centers/facilities	7%	38%	22%	4%	29%	100%
Land use, planning and zoning	2%	21%	36%	24%	17%	100%
Code enforcement (weeds, abandoned buildings, etc)	4%	24%	29%	32%	12%	100%
Economic development	2%	16%	35%	31%	16%	100%
Services to seniors	6%	26%	19%	6%	42%	100%
Services to youth	2%	10%	22%	27%	38%	100%

Question #11: Overall, how would you rate the quality of the services provided by . . .						
	excellent	good	fair	poor	don't know	Total
Overall, how would you rate the quality of the services provided by the City of Palm Coast?	6%	48%	31%	8%	7%	100%
Overall, how would you rate the quality of the services provided by the Federal Government?	3%	31%	40%	8%	19%	100%
Overall, how would you rate the quality of the services provided by the State Government?	2%	31%	37%	12%	18%	100%

Question #12: Have you had any in-person or phone contact with an employee of the City of Palm Coast within the last 12 months?		
	Percent of Respondents	
Have you had any in-person or phone contact with an employee of the City of Palm Coast within the last 12 months?	no	41%
	yes	59%
	don't know	0%
Total	100%	

Question #13: What was your impression of the employees of the City of Palm Coast in your most recent contact?						
	excellent	good	fair	poor	don't know	Total
Knowledge	26%	41%	21%	10%	2%	100%
Responsiveness	25%	39%	23%	12%	1%	100%
Courtesy	32%	39%	18%	9%	1%	100%
Overall Impression	26%	39%	23%	12%	1%	100%

Question #14: Please rate your agreement or disagreement with the following statements.							
	strongly agree	somewhat agree	neither agree nor disagree	somewhat disagree	strongly disagree	don't know	Total
I receive good value for the City of Palm Coast taxes I pay	15%	40%	20%	15%	5%	4%	100%
I am pleased with the overall direction that the City of Palm Coast is taking	11%	37%	16%	21%	10%	5%	100%
The City of Palm Coast government welcomes citizen involvement	13%	32%	21%	10%	5%	20%	100%
The City of Palm Coast government listens to citizens	6%	27%	20%	15%	11%	21%	100%

Question #15: What impact, if any, do you think the economy will have on your family income in the next 6 months?		
		Percent of Respondents
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	4%
	somewhat positive	11%
	neutral	44%
	somewhat negative	36%
	very negative	5%
Total		100%

Question #16a: The City of Palm Coast should allow a variety of housing opportunities for residents including single family residences, duplexes, townhouses, and multiple family dwellings (apartments)	
	Percent of Respondents
strongly agree	16%
somewhat agree	26%
neither agree nor disagree	13%
somewhat disagree	23%
strongly disagree	20%
don't know	2%
Total	100%

Question #16b: Development in Palm Coast should pay its fair share through impact or other fees	
	Percent of Respondents
strongly agree	42%
somewhat agree	29%
neither agree nor disagree	11%
somewhat disagree	6%
strongly disagree	3%
don't know	9%
Total	100%

Question #16c: The City of Palm Coast should spend public funds to support economic development to attract or retain businesses that create quality job opportunities and increase the tax base	
	Percent of Respondents
strongly agree	40%
somewhat agree	34%
neither agree nor disagree	8%
somewhat disagree	8%
strongly disagree	6%
don't know	4%
Total	100%

Question #17: Do you live within the City limits of the City of Palm Coast?		
		Percent of Respondents
Do you live within the limits of the City of Palm Coast?	no	1%
	yes	99%
Total		100%

Question #18: Employment Status		
		Percent of Respondents
Are you currently employed?	no	48%
	yes	52%
Total		100%

Question #18a: Usual Mode of Transportation to Work		
		Percent of Employed Respondents
What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?	Motorized vehicle	96%
	Walk	1%
	Work at home	1%
	Other	2%
Total		100%

Question #18b: Drive Alone or Carpool		
		Percent of Employed Respondents
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	no	84%
	yes	16%
Total		100%

Usual Mode of Transportation to Work, Including Carpooling		
		Percent of Employed Respondents
Usual mode of transportation to work	Motorized vehicle, no others (SOV)	81%
	Motorized vehicle, with others (MOV)	16%
	walk	1%
	work at home	1%
	other	2%
Total		100%

Question #19: Length of Residency		
		Percent of Respondents
How many years have you lived in Palm Coast?	less than 2 years	21%
	2-5 years	31%
	6-10 years	21%
	11-20 years	22%
	more than 20 years	4%
Total		100%

Question #20: Type of Housing Unit		
		Percent of Respondents
Which best describes the building you live in?	one family house detached from any other houses	94%
	one family house attached to one or more houses	3%
	building with two or more apartments or condominiums	2%
Total		100%

Question #21: Tenure Status		
		Percent of Respondents
Is this house, apartment, or mobile home...	rented for cash or occupied without cash payment?	8%
	owned by you or someone in this house	92%
Total		100%

Question #22: Presence of Children in Household		
		Percent of Respondents
Do any children age 12 or under live in your household?	no	75%
	yes	25%
Total		100%

Question #23: Presence of Teenagers in Household		
		Percent of Respondents
Do any teenagers ages 13 through 17 live in your household?	no	91%
	yes	9%
Total		100%

Question #24: Presence of Senior Adults in Household		
		Percent of Respondents
Are you or any other members of your household aged 65 or older?	no	60%
	yes	40%
Total		100%

Question #25: Presence of Persons with Disabilities in Household		
		Percent of Respondents
Does any member of your household have a physical handicap or is anyone disabled?	no	83%
	yes	17%
Total		100%

Question #26: Education		
		Percent of Respondents
What is the highest degree or level of school you have completed?	12th Grade or less, no diploma	2%
	high school diploma	18%
	some college, no degree	33%
	associate's degree (e.g. AA, AS)	11%
	bachelor's degree (e.g. BA, AB, BS)	17%
	graduate degree or professional degree	20%
Total		100%

Question #27: Annual Household Income		
		Percent of Respondents
How much do you anticipate your household's total income before taxes will be for the current year?	less than \$24,999	11%
	\$25,000 to \$49,999	42%
	\$50,000 to \$99,999	36%
	\$100,000 or more	11%
Total		100%

Question #28: Ethnicity		
		Percent of Respondents
Are you Spanish/Hispanic/Latino?	no	96%
	yes	4%
Total		100%

Question #29: Race		
		Percent of Respondents
What is your race?	Asian or Pacific Islander	1%
	Black, African American	6%
	White/Caucasian	90%
	Other	3%
	Multi-Racial	1%
Total		100%

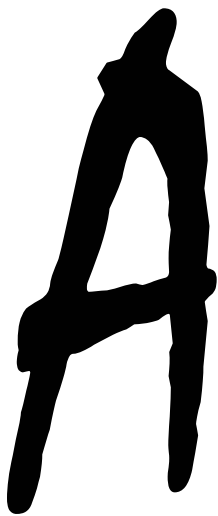
Question #30: Age		
		Percent of Respondents
In which category is your age?	18-24 years	1%
	25-34 years	16%
	35-44 years	11%
	45-54 years	17%
	55-64 years	21%
	65-74 years	22%
	75 years or older	11%
Total		100%

Question #31: Gender		
		Percent of Respondents
What is your gender?	Female	53%
	Male	47%
Total		100%

Question #32: Voter Registration Status		
		Percent of Respondents
Are you registered to vote in your jurisdiction?	no	13%
	yes	85%
	don't know	2%
Total		100%

Question #33: Vote in Last Election?		
		Percent of Respondents
Did you vote in the last election?	no	22%
	yes	77%
	don't know	1%
Total		100%

Question #34: Likely to Vote in Next Election?		
		Percent of Respondents
Are you likely to vote in the next election?	no	9%
	yes	85%
	don't know	7%
Total		100%



APPENDIX II: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SAMPLING

Approximately 1,200 households were selected to participate in the survey using a stratified systematic sampling method.³ An individual within each household was selected using the birthday method.⁴

SURVEY ADMINISTRATION

Households received three mailings between the 10th and the 24th of March 2003. The first was a postcard notifying them they had been selected to participate in the City of Palm Coast 2003 Citizen Survey. The postcard was signed by the mayor. About a week later a survey was mailed with a cover letter also signed by the mayor. Approximately one week after the first survey was mailed, a second survey was mailed, with a cover letter asking those who had

³ Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households is chosen.

⁴ The birthday method is a process to remove bias in the selection of 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 but leaving selection of respondent to household members will lead to bias.

not yet participated to do so, while informing those who had already completed the survey not to do so again.

RESPONSE RATE AND CONFIDENCE INTERVALS

Of the 1,200 eligible households, 553 completed the survey providing a response rate of 51%. Approximately 120 addresses sampled were “vacant” or “not found.”⁵ In general, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus 4 percentage points around any given percent reported.⁶ The confidence intervals are larger around estimates for subgroups.

WEIGHTING AND ANALYZING THE DATA

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Palm Coast as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, only two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Generally, characteristics chosen as weighting variables are selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. The two socioeconomic characteristics that were used to weight

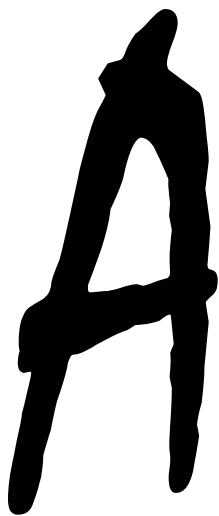
⁵ “Eligible” households refer to addresses that belong to residences that are not vacant within the City of Palm Coast.

⁶ The margin of error was calculated using the following formula: $1.96 * \text{square root } (0.25/400)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

the survey results were gender and age. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the next page.

Weighting Scheme for City of Palm Coast Citizen Survey			
Characteristic	Percent in Population*		
	Population Norm	Unweighted Data	Weighted Data
Own home	86%	94%	92.5%
Rent home	14%	6%	7.5%
Detached unit	91%	94.5%	94%
Attached unit	9%	5.5%	6%
Not Hispanic	93%	97%	96%
Hispanic	7%	3%	4%
White	86%	90%	90%
Non white	14%	11%	10%
Females 18-34	8%	5%	8%
Females 35-54	16%	14%	16%
Females 55+	29%	31%	28%
Males 18-34	8%	2%	9%
Males 35-54	13%	11%	12%
Males 55+	26%	37%	26%
Female	53%	50%	53%
Male	47%	50%	47%
18-34 years of age	16%	7.5%	17%
35-54 years of age	29%	24.5%	28%
55+ years of age	55%	68%	55%

* Source: 2000 Census



APPENDIX III: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Palm Coast. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.



P.O. Box 354610
PALM COAST, FLORIDA 32135-4610

Presorted
First Class
US Postage Paid
Boulder, CO
Permit NO.94



P.O. Box 354610
PALM COAST, FLORIDA 32135-4610

Presorted
First Class
US Postage Paid
Boulder, CO
Permit NO.94



P.O. Box 354610
PALM COAST, FLORIDA 32135-4610

Presorted
First Class
US Postage Paid
Boulder, CO
Permit NO.94



P.O. Box 354610
PALM COAST, FLORIDA 32135-4610

Presorted
First Class
US Postage Paid
Boulder, CO
Permit NO.94

Dear City of Palm Coast Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Palm Coast. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

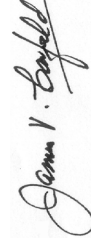


James Canfield
Mayor of Palm Coast

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Sincerely,

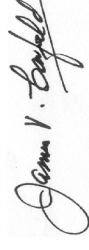


James Canfield
Mayor of Palm Coast

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Your household has been selected at random to participate in an anonymous citizen survey about the City of Palm Coast. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



James Canfield
Mayor of Palm Coast



MAYOR

March, 2003

Dear Palm Coast Resident:

The City of Palm Coast wants to know what you think about our community and municipal government. You have been randomly selected to participate in Palm Coast's 2003 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Palm Coast residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend the few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey, please call, 386-447-4255.

Please help us shape the future of Palm Coast. Thank you for your time and participation.

Sincerely,

James Canfield
Mayor of Palm Coast



MAYOR

March, 2003

Dear Palm Coast Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Palm Coast wants to know what you think about our community and municipal government. You have been randomly selected to participate in The City of Palm Coast Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Palm Coast residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend the few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey, please call, 386-447-4255.

Please help us shape the future of Palm Coast. Thank you for your time and participation.

Sincerely,

James Canfield
Mayor of Palm Coast

The City of Palm Coast 2003 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
How do you rate Palm Coast as a place to live?	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate Palm Coast as a place to raise children?	1	2	3	4	5
How do you rate Palm Coast as a place to retire?	1	2	3	4	5
How do you rate the overall quality of life in Palm Coast?	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>
Sense of community	1	2	3	4	5
Overall appearance of Palm Coast	1	2	3	4	5
Opportunities to attend cultural activities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Job opportunities	1	2	3	4	5
Ease of car travel in Palm Coast	1	2	3	4	5
Ease of bus travel in Palm Coast	1	2	3	4	5
Ease of bicycle travel in Palm Coast	1	2	3	4	5
Ease of walking in Palm Coast	1	2	3	4	5
Overall quality of natural environment	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Palm Coast over the past 2 years:

	<u>much too slow</u>	<u>somewhat too slow</u>	<u>right amount</u>	<u>somewhat too fast</u>	<u>much too fast</u>	<u>don't know</u>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants etc.)	1	2	3	4	5	6
Jobs growth	1	2	3	4	5	6

4. To what degree, if at all, are the following problems in Palm Coast:

	<u>not a problem</u>	<u>minor problem</u>	<u>moderate problem</u>	<u>major problem</u>	<u>don't know</u>
Crime	1	2	3	4	5
Drugs	1	2	3	4	5
Too much growth	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise	1	2	3	4	5
Taxes	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth	1	2	3	4	5
Homelessness	1	2	3	4	5
Weeds	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Palm Coast:

	<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>
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft)	1	2	3	4	5	6
Fire	1	2	3	4	5	6

6. Please rate how safe 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 your neighborhood after dark	1	2	3	4	5	6
In Palm Coast's shopping areas during the day	1	2	3	4	5	6
In Palm Coast's shopping areas after dark	1	2	3	4	5	6
In Palm Coast's parks during the day	1	2	3	4	5	6
In Palm Coast's parks after dark.....	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

☐ no [go to question #9] ☐ yes [go to question #8] ☐ don't know

8. If yes, was this crime (these crimes) reported to the police?

☐ no ☐ yes ☐ don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Palm Coast?

	<u>never</u>	<u>once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>more than 26 times</u>
Used Palm Coast public libraries or their services.....	1	2	3	4	5
Used Palm Coast recreation facilities	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a Palm Coast park.....	1	2	3	4	5
Ridden a local bus within Palm Coast	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group/activity in Palm Coast	1	2	3	4	5
Read City of Palm Coast Newsletter.....	1	2	3	4	5
Used the Internet for anything	1	2	3	4	5
Used the Internet to conduct business with Palm Coast.....	1	2	3	4	5
Purchased an item over the Internet	1	2	3	4	5
Walked for business or pleasure	1	2	3	4	5

10. How do you 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>
Law enforcement services.....	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance/emergency medical services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	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
Traffic signal timing	1	2	3	4	5
Bus/transit services	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water quality	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Quality of Palm Coast Parks	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes	1	2	3	4	5
Recreation centers/facilities	1	2	3	4	5
Accessibility of parks.....	1	2	3	4	5
Accessibility of recreation centers/facilities	1	2	3	4	5
Appearance/maintenance of parks	1	2	3	4	5
Appearance of recreation centers/facilities	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
Economic development.....	1	2	3	4	5
Services to seniors	1	2	3	4	5
Services to youth.....	1	2	3	4	5

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

	<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
The State Government?.....	1	2	3	4	5

12. Have you had any in-person or phone contact with an employee of the City of Palm Coast within the last 12 months (including law enforcement, receptionists, planners or any others)?

- ☐ no [go to question #14] ☐ yes [go to question #13]

13. What was your impression of employees of the City of Palm Coast in your most recent contact? (Rate each characteristic below.)

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	<u>strongly agree</u>	<u>somewhat agree</u>	<u>neither agree nor disagree</u>	<u>somewhat disagree</u>	<u>strongly disagree</u>	<u>don't know</u>
I receive good value for the City of Palm Coast taxes I pay	1	2	3	4	5	6
I am pleased with the overall direction that the City of Palm Coast is taking	1	2	3	4	5	6
The City of Palm Coast government welcomes citizen involvement	1	2	3	4	5	6
The City of Palm Coast government listens to citizens	1	2	3	4	5	6

15. 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

16. Please check the response that comes closest to your opinion for each of the following questions:

a. To what extent do you agree or disagree with the following statement:

The City of Palm Coast should allow a variety of housing opportunities for residents including single family residences, duplexes, townhouses, and multiple family dwellings (apartments).

- ☐ strongly agree ☐ somewhat disagree
☐ somewhat agree ☐ strongly disagree
☐ neither agree nor disagree ☐ don't know

b. To what extent do you agree or disagree with the following statement:

Development in Palm Coast should pay its fair share through impact or other fees.

- ☐ strongly agree ☐ somewhat disagree
☐ somewhat agree ☐ strongly disagree
☐ neither agree nor disagree ☐ don't know

c. To what extent do you agree or disagree with the following statement:

The City of Palm Coast should spend public funds to support economic development to attract or retain businesses that create quality job opportunities and increase the tax base.

- ☐ strongly agree ☐ somewhat disagree
☐ somewhat agree ☐ strongly disagree
☐ neither agree nor disagree ☐ don't know

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

17. Do you live within the City limits of the City of Palm Coast?

- ☐ no ☐ yes

18. Are you currently employed?

- ☐ no [go to question #19] ☐ yes [go to question #18a]

18a. What one method of transportation do you *usually* use (for the longest distance of your commute) to travel to work?

- ☐ Motorized vehicle (e.g. car, truck, van, motorcycle etc...)
☐ Bus or other public transportation
☐ Walk
☐ Work at home
☐ Other

18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) *usually* ride with you to or from work?

- ☐ no ☐ yes

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

- ☐ less than 2 years ☐ 11-20 years
☐ 2-5 years ☐ more than 20 years
☐ 6-10 years

20. Which best describes the building you live in?

- ☐ one family house detached from any other houses
☐ house attached to one or more houses (e.g. a duplex or townhome)
☐ building with two or more apartments or condominiums
☐ mobile home
☐ other

21. Is this house, apartment, or mobile home...

- ☐ rented for cash or occupied without cash payment?
☐ owned by you or someone in this house with a mortgage or free and clear?

22. Do any children 12 or under live in your household?

- ☐ no ☐ yes

23. Do any teenagers aged between 13 and 17 live in your household?

- ☐ no ☐ yes

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

- ☐ no ☐ yes

25. Does any member of your household have a physical handicap or is anyone disabled?

- ☐ no ☐ yes

26. What is the highest degree or level of school you have completed? (mark one box)

- ☐ 12th Grade or less, no diploma
☐ high school diploma
☐ some college, no degree
☐ associate's degree (e.g. AA, AS)
☐ bachelor's degree (e.g. BA, AB, BS)
☐ graduate degree or professional degree

27. 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 \$24,999
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 or more

28. Are you Spanish/Hispanic/Latino?

- ☐ no ☐ yes

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

- ☐ American Indian or Alaskan native
☐ Asian or Pacific Islander
☐ Black, African American
☐ White/Caucasian
☐ Other

30. 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

31. What is your gender?

- ☐ female ☐ male

32. Are you registered to vote in your jurisdiction?

- ☐ no ☐ yes ☐ don't know

33. Did you vote in the last election?

- ☐ no ☐ yes ☐ don't know

34. Are you likely to vote in the next election?

- ☐ no ☐ yes ☐ don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., 3005 30th St., Boulder, CO 80301



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