THE NCS™

THE NATIONAL COMMUNITY SURVEY™

Palm Coast, FL

The National Community Survey

Report of Results

2021

Report by:

National Research Center

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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 postively 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 facetwas 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.

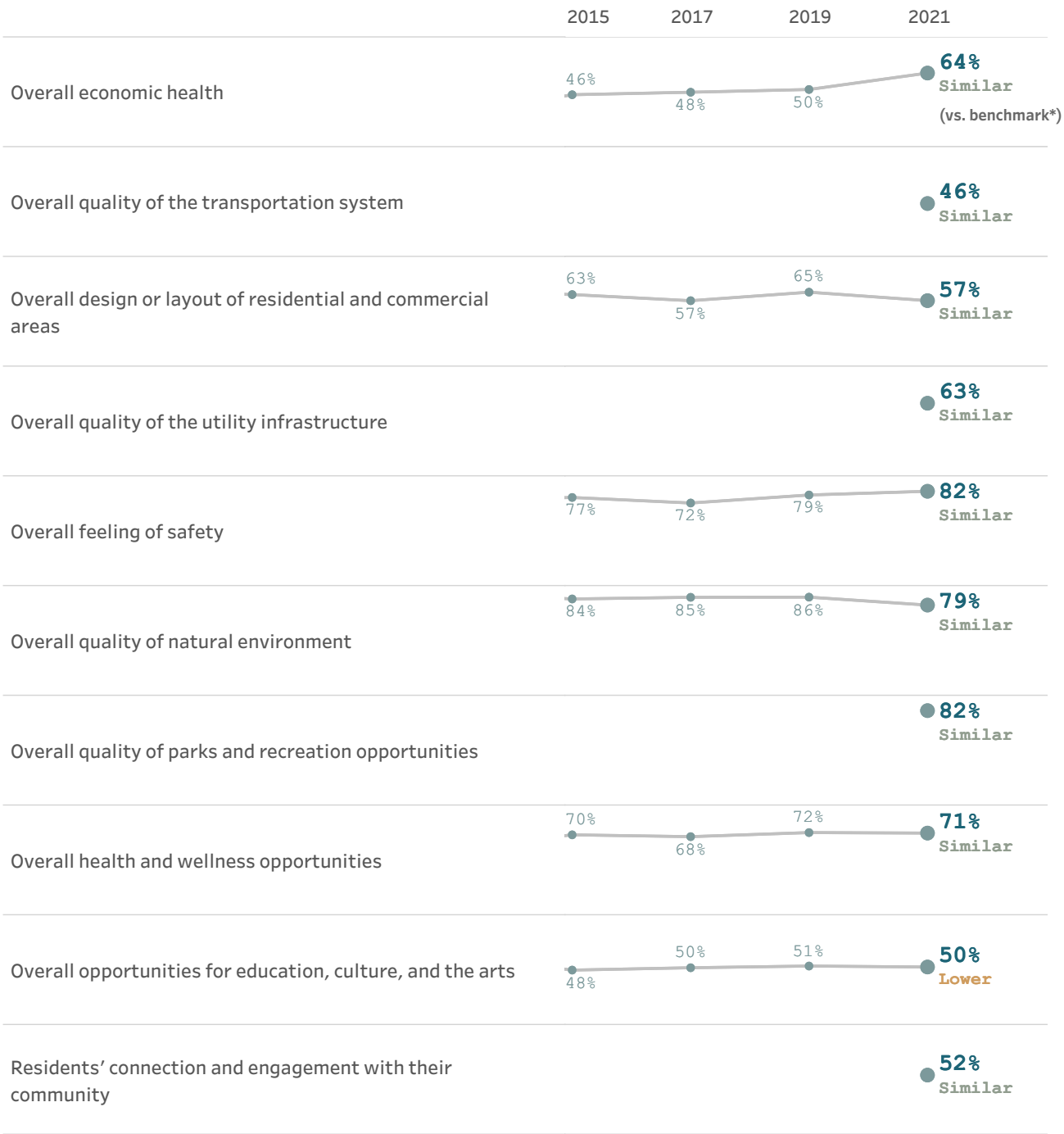
As in previous years, parks and recreation continued to perform well in Palm Coast. This facet was highlighted by the positive sentiment toward the availability of paths and walking trails (86% excellent or good), which was higher than the national average. A similar proportion gave favorable scores 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

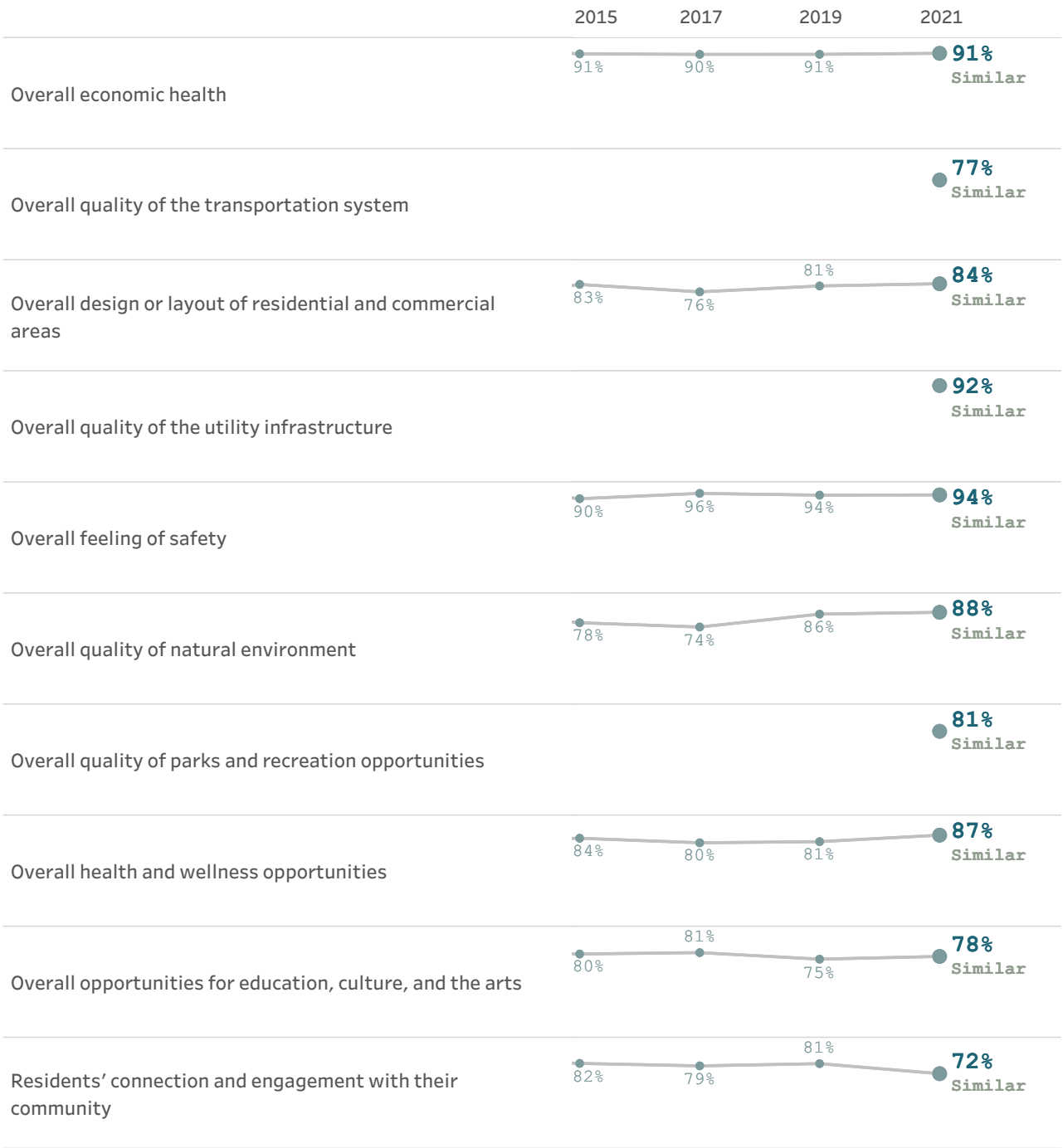
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

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.

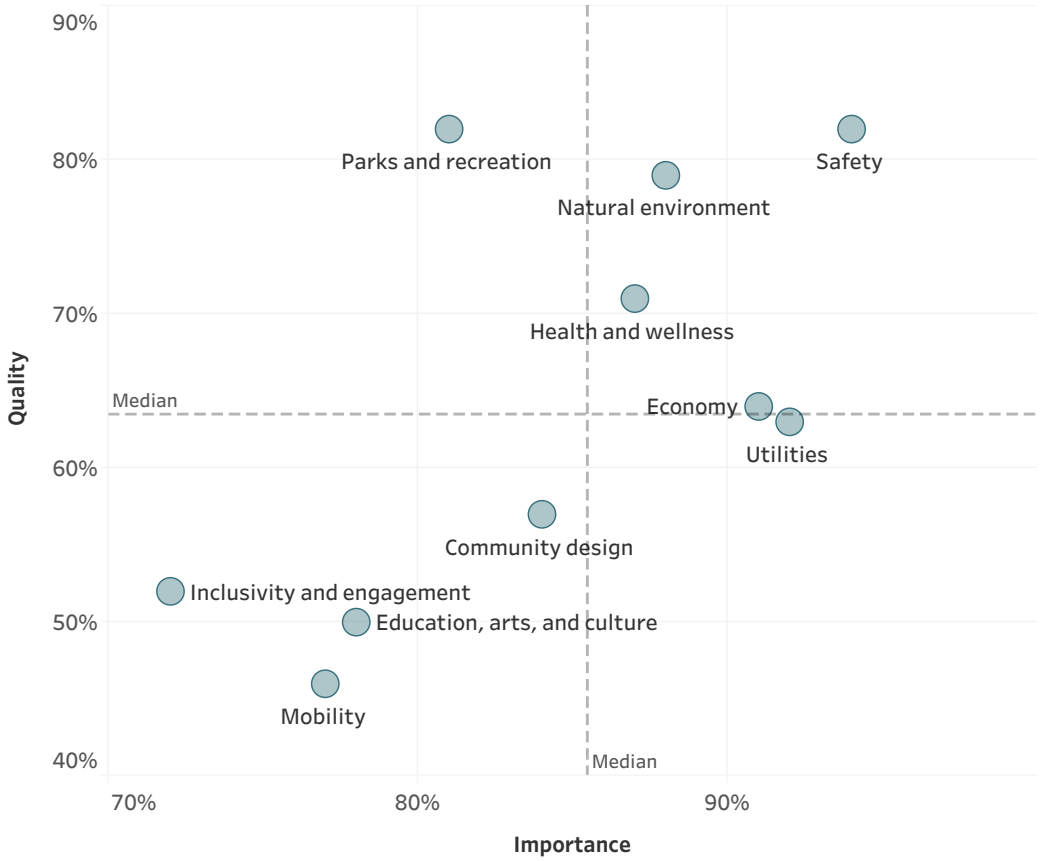
Balancing performance and importance

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.

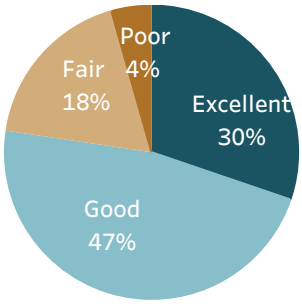
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings 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)

	2015	2017	2019	2021	
Palm Coast as a place to live	84%	79%	86%	83%	Similar vs. benchmark*
The overall quality of life	77%	75%	82%	77%	Similar

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

	2015	2017	2019	2021	
Recommend living in Palm Coast to someone who asks	85%	84%	85%	81%	Similar
Remain in Palm Coast for the next five years	83%	86%	88%	81%	Similar

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

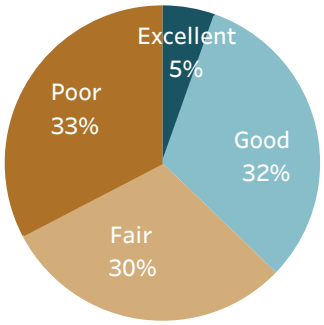
	2015	2017	2019	2021	
Overall image or reputation	67%	61%	76%	70%	Similar

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

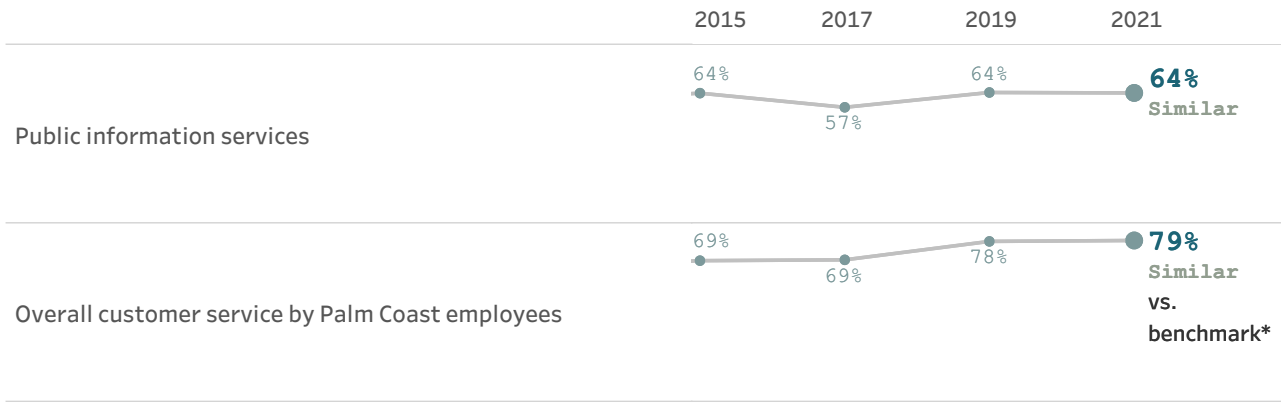
Governance

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.

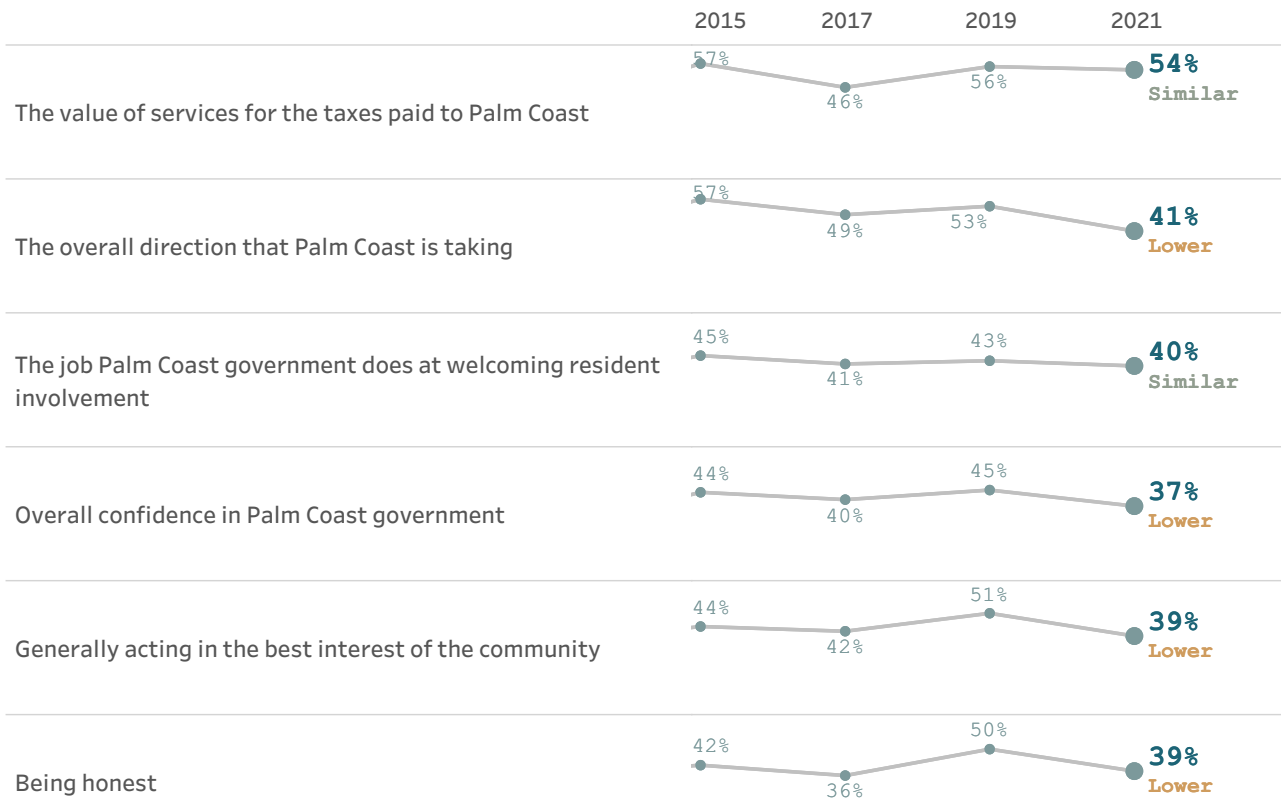
Overall confidence in Palm Coast government, 2021

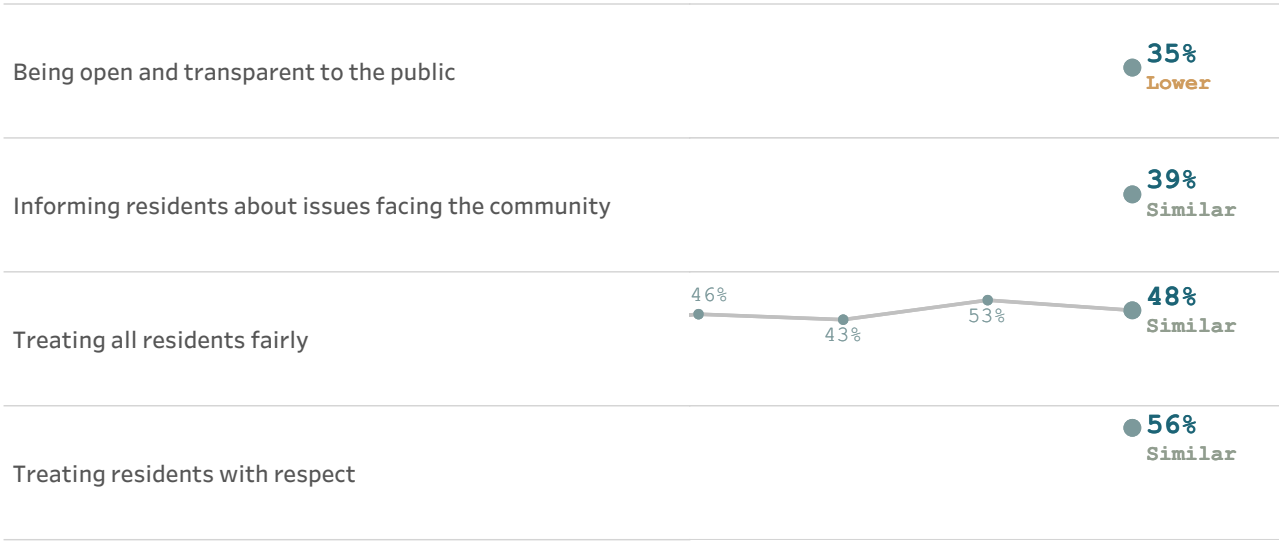


Please rate the quality of each of the following services in Palm Coast.
(% excellent or good)

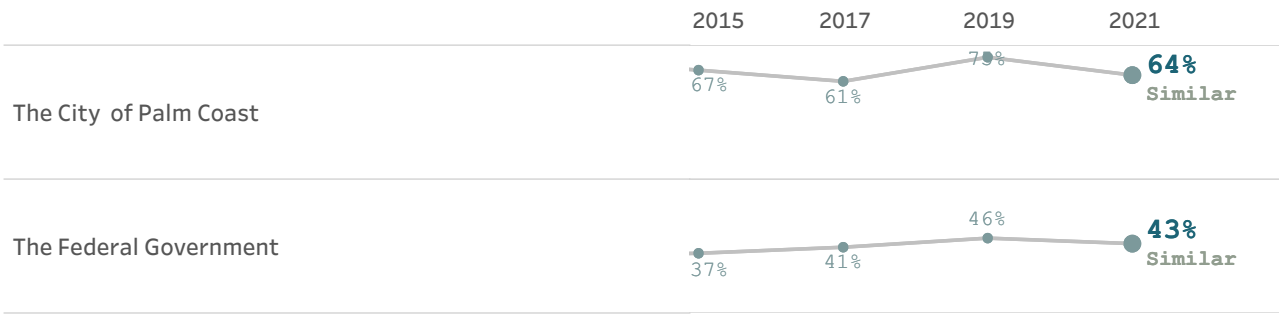


Please rate the following categories of Palm Coast government performance.
(% excellent or good)





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

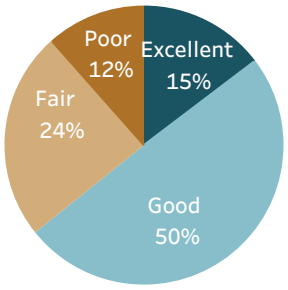


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

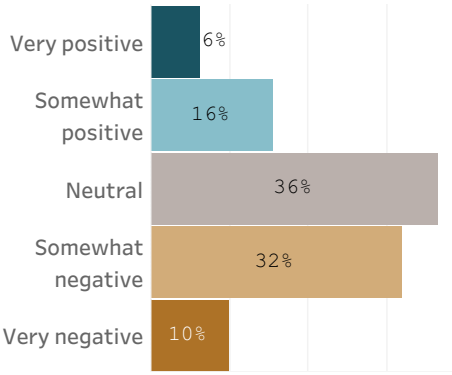
Economy

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.

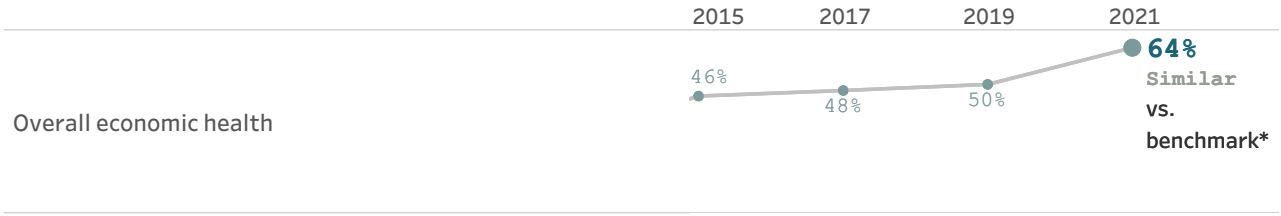
Overall economic health of Palm Coast, 2021



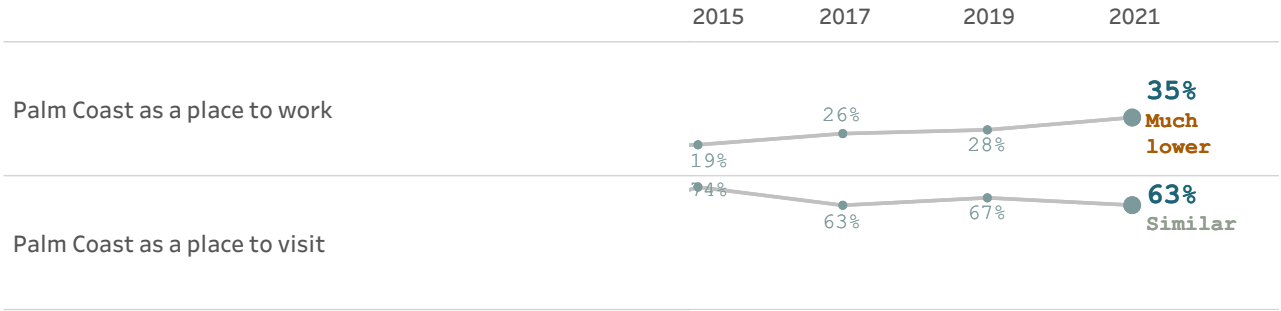
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



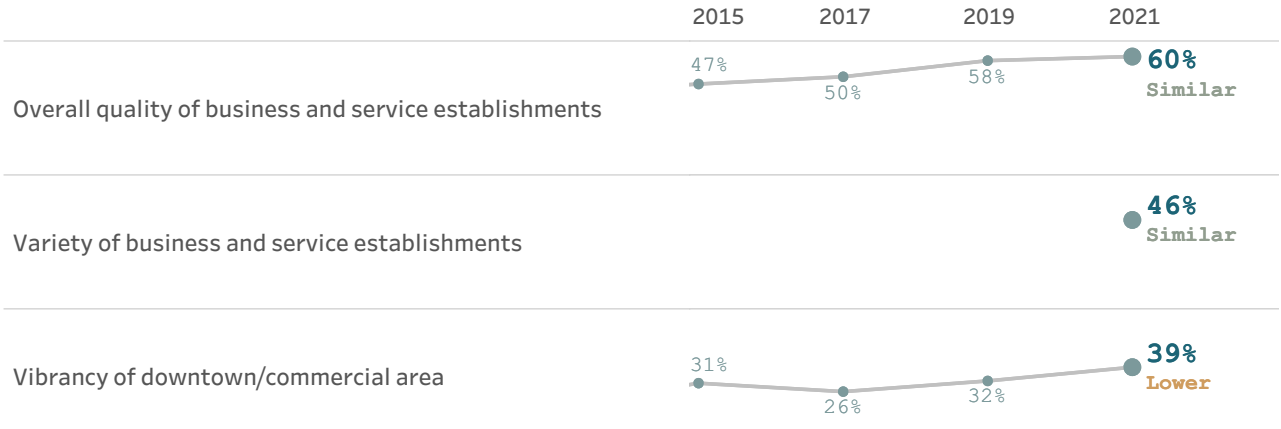
Please rate each of the following characteristics as they relate to Palm Coast as a whole.
(% excellent or good)

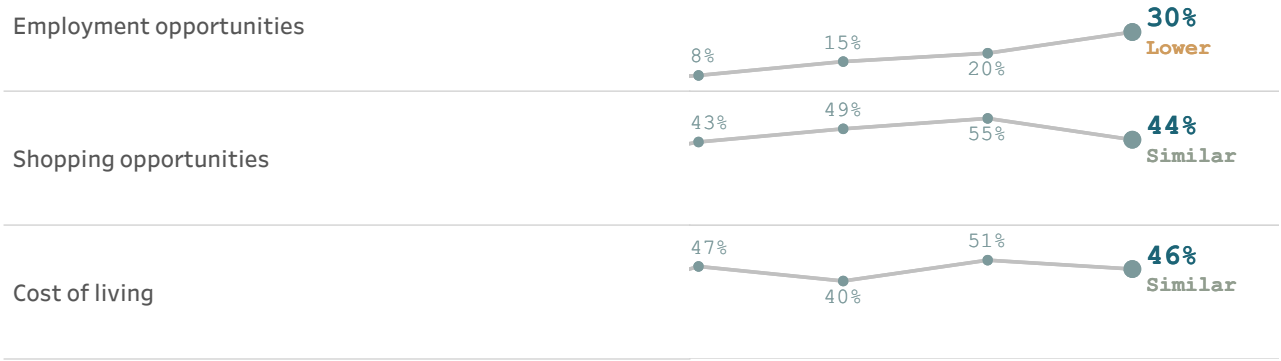


Please rate each of the following aspects of quality of life in Palm Coast.
(% excellent or good)

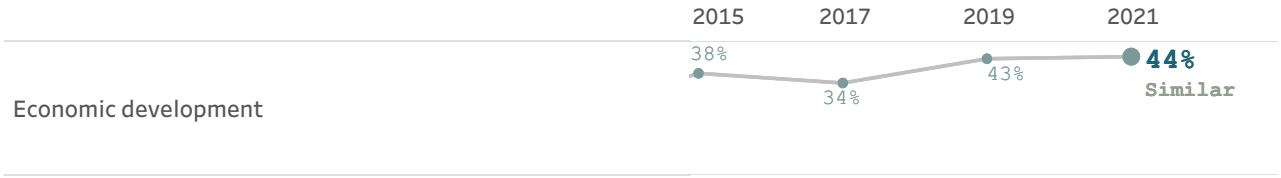


Please rate each of the following in the Palm Coast community.
(% excellent or good)





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



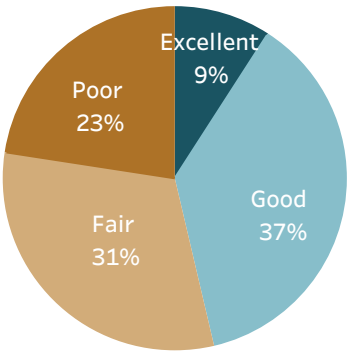
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

* 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

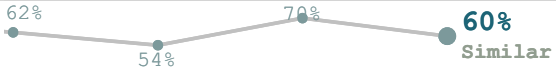


Please rate each of the following characteristics as they relate to Palm Coast as a whole.
(% excellent or good)

	2015	2017	2019	2021
Overall quality of the transportation system				46% Similar vs. benchmark*

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

	2015	2017	2019	2021
Traffic flow on major streets	41%	55%	55%	44% Similar
Ease of public parking	70%	71%	70%	64% Similar
Ease of travel by car	58%	67%	73%	59% Similar
Ease of travel by public transportation	16%	18%	15%	15% Much lower
Ease of travel by bicycle	60%	58%	65%	63% Similar

Ease of walking	

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

	2015	2017	2019	2021
Used public transportation instead of driving	5%	3%	3%	7% Lower
Carpooled with other adults or children instead of driving alone	33%	30%	35%	31% Lower
Walked or biked instead of driving	40%	41%	39%	48% Similar

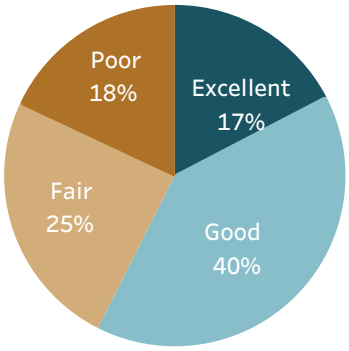
Please rate the quality of each of the following services in Palm Coast.
(% excellent or good)

	2015	2017	2019	2021
Traffic enforcement	60%	61%	66%	56% Similar
Traffic signal timing	42%	42%	46%	45% Similar
Street repair	61%	54%	54%	55% Similar
Street cleaning	66%	60%	61%	66% Similar
Street lighting	37%	28%	34%	46% Lower
Sidewalk maintenance	65%	48%	57%	63% Similar
Bus or transit services	22%	26%	19%	20% Much lower

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.

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



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

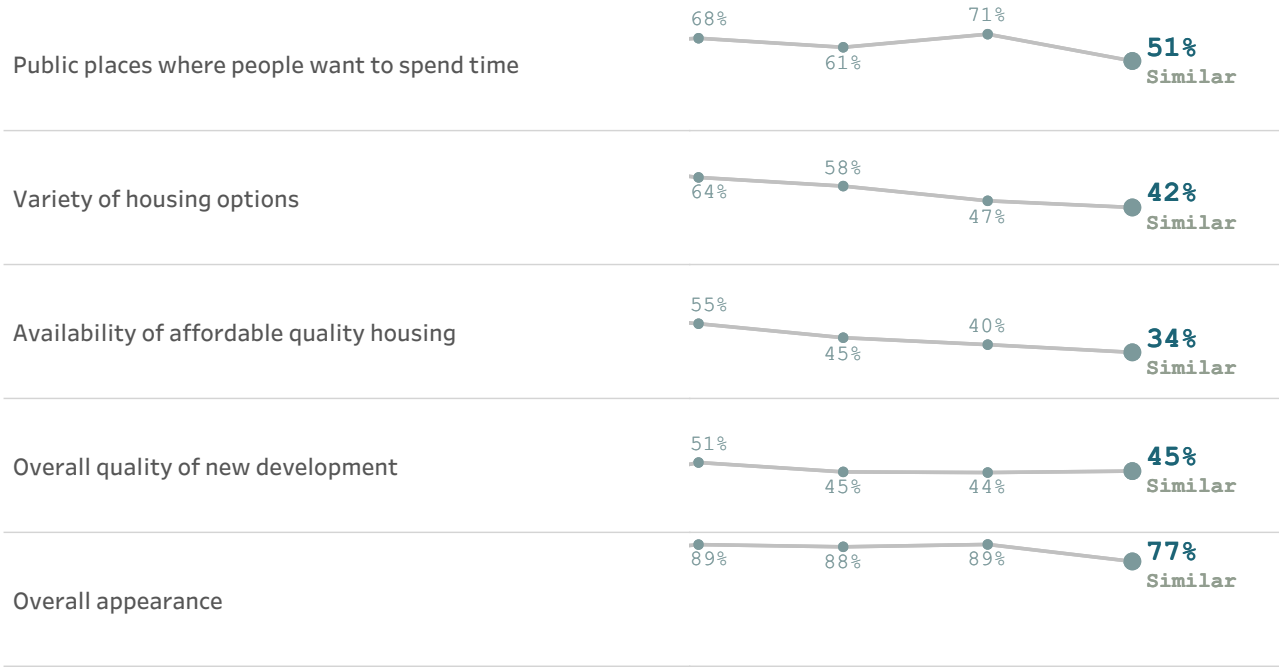
	2015	2017	2019	2021
Overall design or layout of residential and commercial areas	63%	57%	65%	57% Similar vs. benchmark*

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

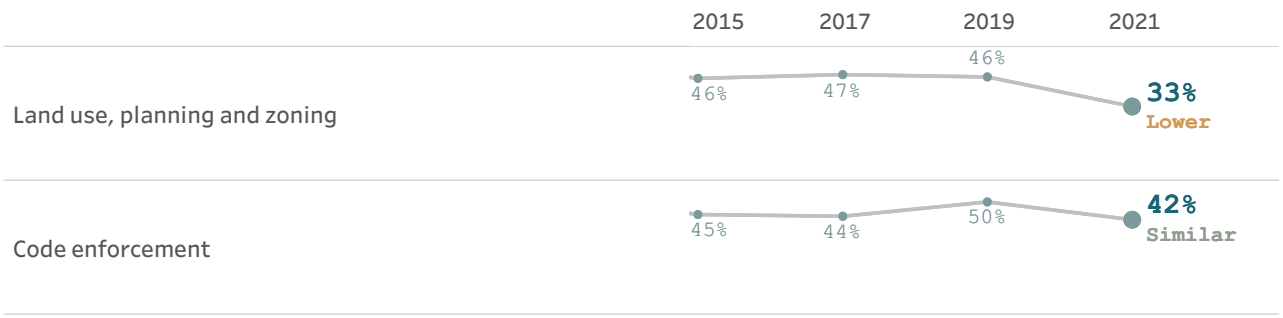
	2015	2017	2019	2021
Your neighborhood as a place to live	83%	80%	87%	87% Similar

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

	2015	2017	2019	2021
Well-planned residential growth				38% Similar
Well-planned commercial growth				34% Similar
Well-designed neighborhoods				48% Similar
Preservation of the historical or cultural character of the community				50% Similar



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

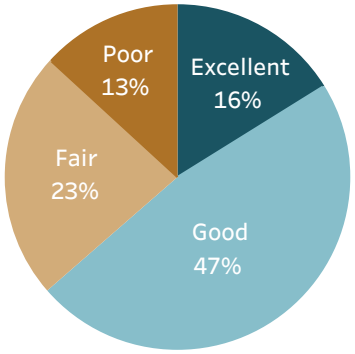


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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.

Overall quality of the utility infrastructure in Palm Coast, 2021

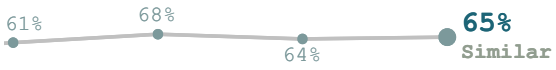


Please rate each of the following characteristics as they relate to Palm Coast as a whole.
(% excellent or good)

	2015	2017	2019	2021
Overall quality of the utility infrastructure				63% Similar vs. benchmark*

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

	2015	2017	2019	2021
Affordable high-speed internet access				49% Similar
Garbage collection	87%	71%	79%	61% Lower
Drinking water	58%	53%	58%	58% Lower
Sewer services	73%	65%	73%	72% Similar
Storm water management	54%	35%	55%	59% Similar
Power (electric and/or gas) utility	71%	70%	76%	78% Similar

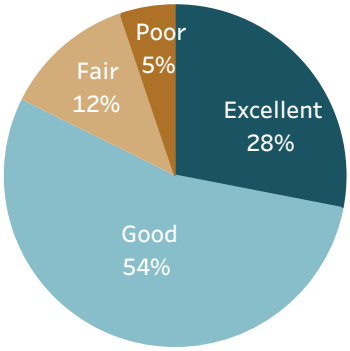
Utility billing		61%	68%	64%	65% Similar

* 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)

	2015	2017	2019	2021
Overall feeling of safety	77%	72%	79%	82% Similar vs. benchmark*

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

	2015	2017	2019	2021
In your neighborhood during the day	88%	90%	95%	94% Similar
In Palm Coast's downtown/commercial area during the day	87%	83%	91%	90% Similar
From property crime				81% Similar
From violent crime				84% Similar
From fire, flood, or other natural disaster				79% Similar

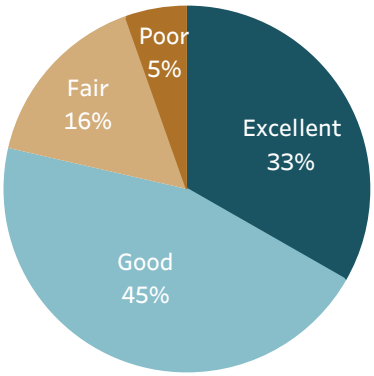
Please rate the quality of each of the following services in Palm Coast.
(% excellent or good)

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

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.

Overall quality of natural environment in Palm Coast, 2021



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

	2015	2017	2019	2021	
Overall quality of natural environment	84%	85%	86%	79%	Similar vs. benchmark*

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

	2015	2017	2019	2021	
Cleanliness	89%	83%	84%	77%	Similar
Water resources				83%	Higher
Air quality	91%	87%	89%	89%	Similar

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

	2015	2017	2019	2021	
Preservation of natural areas	71%	66%	70%	60%	Similar
Palm Coast open space	63%	67%	67%	58%	Similar

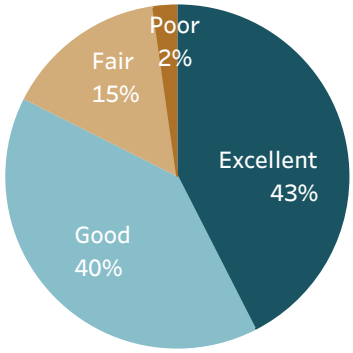
Recycling	87%	71%	80%	64% Similar	
Yard waste pick-up	83%	52%	76%	70% Similar	

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

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

Overall quality of parks and recreation opportunities, 2021



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

	2015	2017	2019	2021
Overall quality of parks and recreation opportunities				82% Similar vs. benchmark*

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

	2015	2017	2019	2021
Availability of paths and walking trails	80%	74%	83%	86% Higher
Fitness opportunities	74%	75%	76%	82% Similar
Recreational opportunities	64%	60%	64%	75% Similar

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

	2015	2017	2019	2021
City parks	80%	81%	86%	85% Similar
Recreation programs or classes	61%	58%	65%	62% Similar

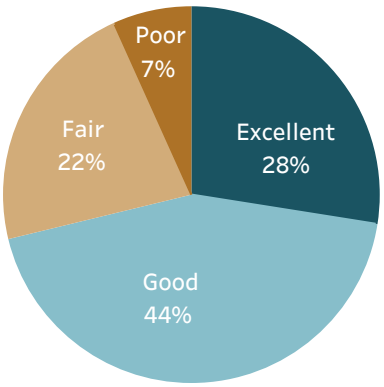
Recreation centers or facilities			

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

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.

Overall health and wellness opportunities in Palm Coast, 2021



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

	2015	2017	2019	2021	vs. benchmark*
Overall health and wellness opportunities	70%	68%	72%	71%	Similar

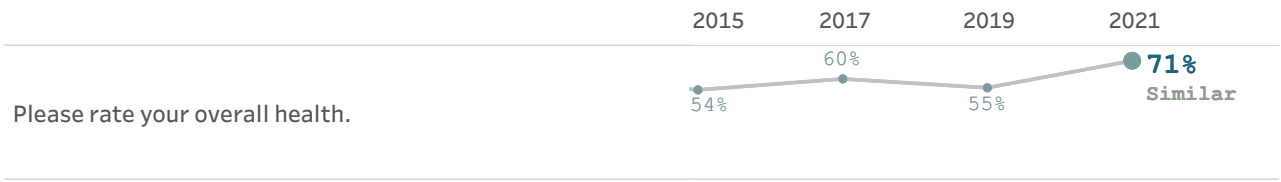
Please also rate each of the following in the Palm Coast community.
(% excellent or good)

	2015	2017	2019	2021	
Availability of affordable quality food	58%	66%	70%	61%	Similar
Availability of affordable quality health care	59%	62%	61%	54%	Similar
Availability of preventive health services	58%	65%	62%	57%	Similar
Availability of affordable quality mental health care	36%	34%	34%	33%	Lower

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

	2015	2017	2019	2021	
Health services	62%	65%	65%	60%	Similar

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.

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.

Overall opportunities for education, culture and the arts, 2021

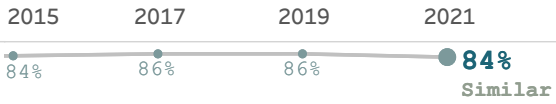
Please rate each of the following characteristics as they relate to Palm Coast as a whole.
(% excellent or good)

	2015	2017	2019	2021
Overall opportunities for education, culture, and the arts	48%	50%	51%	50% Lower vs. benchmark*

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

	2015	2017	2019	2021
Opportunities to attend cultural/arts/music activities	45%	41%	46%	46% Similar
Community support for the arts				47% Similar
Availability of affordable quality childcare/preschool	50%	62%	35%	40% Similar
K-12 education	70%	68%	64%	66% Similar
Adult educational opportunities	45%	42%	49%	46% Similar
Opportunities to attend special events and festivals	68%	62%	62%	65% Similar

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



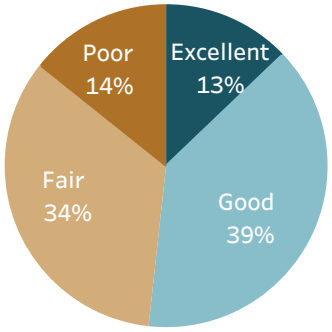
Public library services

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

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.

Residents' connection and engagement with their community, 2021



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

	2015	2017	2019	2021
Residents' connection and engagement with their community				52% Similar vs. benchmark*

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

	2015	2017	2019	2021
Palm Coast as a place to raise children	72%	74%	74%	75% Similar
Palm Coast as a place to retire	82%	80%	87%	81% Higher
Sense of community	49%	50%	58%	60% Similar

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

	2015	2017	2019	2021
Making all residents feel welcome				67% Similar

Attracting people from diverse backgrounds	69% Similar
Valuing/respecting residents from diverse backgrounds	70% Similar
Taking care of vulnerable residents	55% Similar

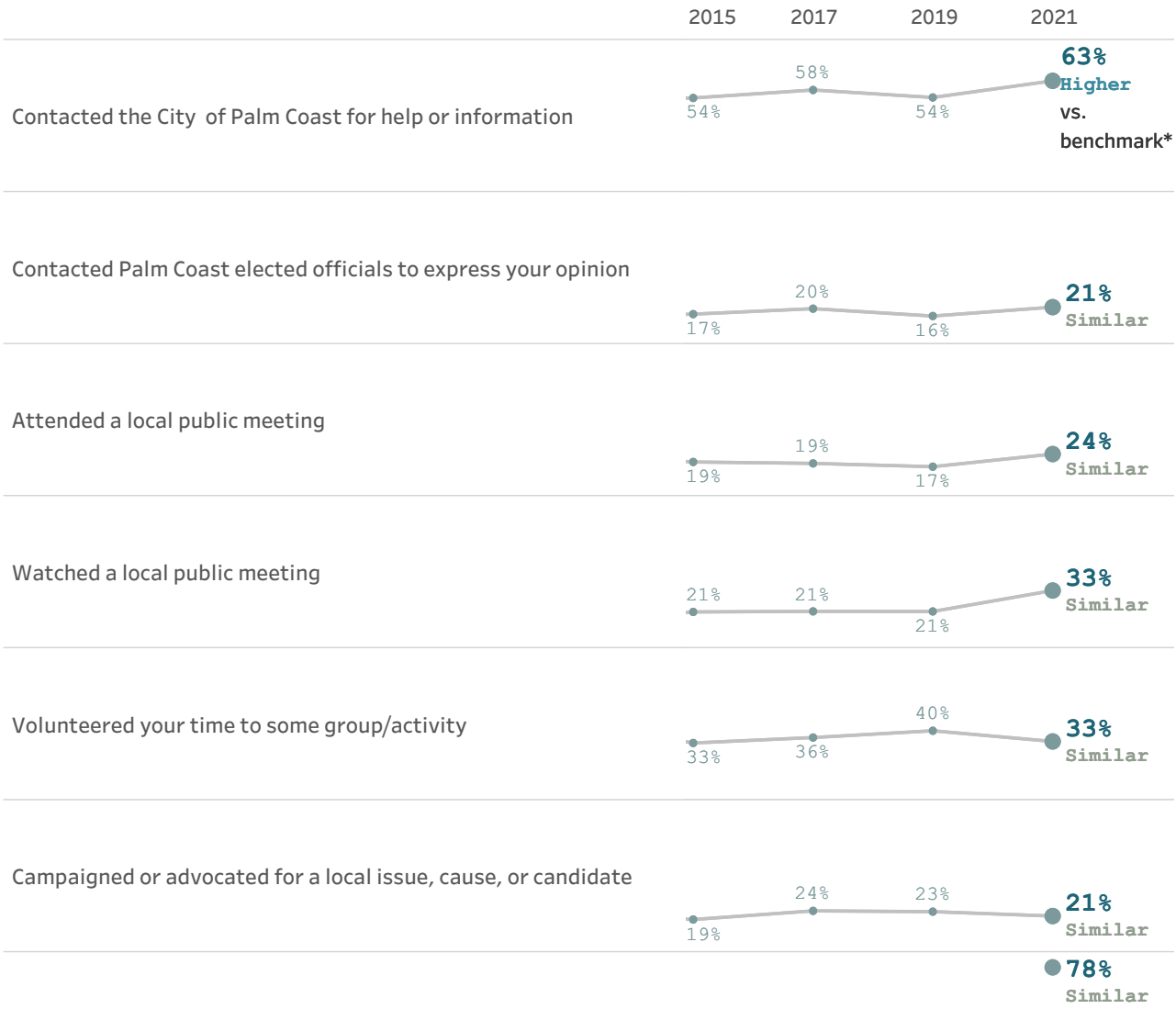
Please also rate each of the following in the Palm Coast community.
(% excellent or good)

	2015	2017	2019	2021
Sense of civic/community pride				54% 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

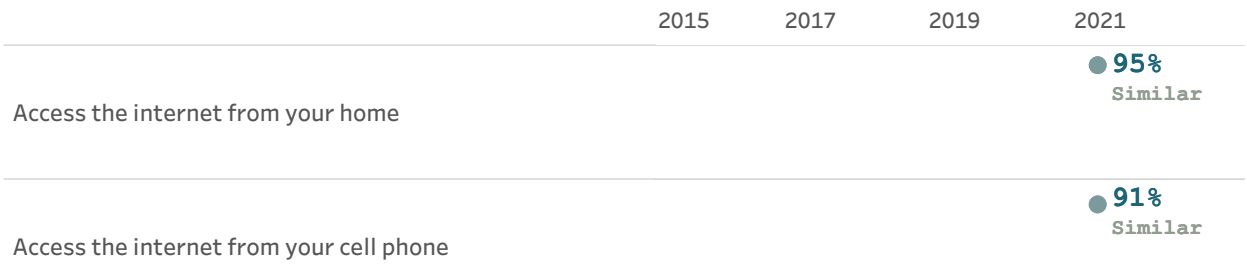
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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)

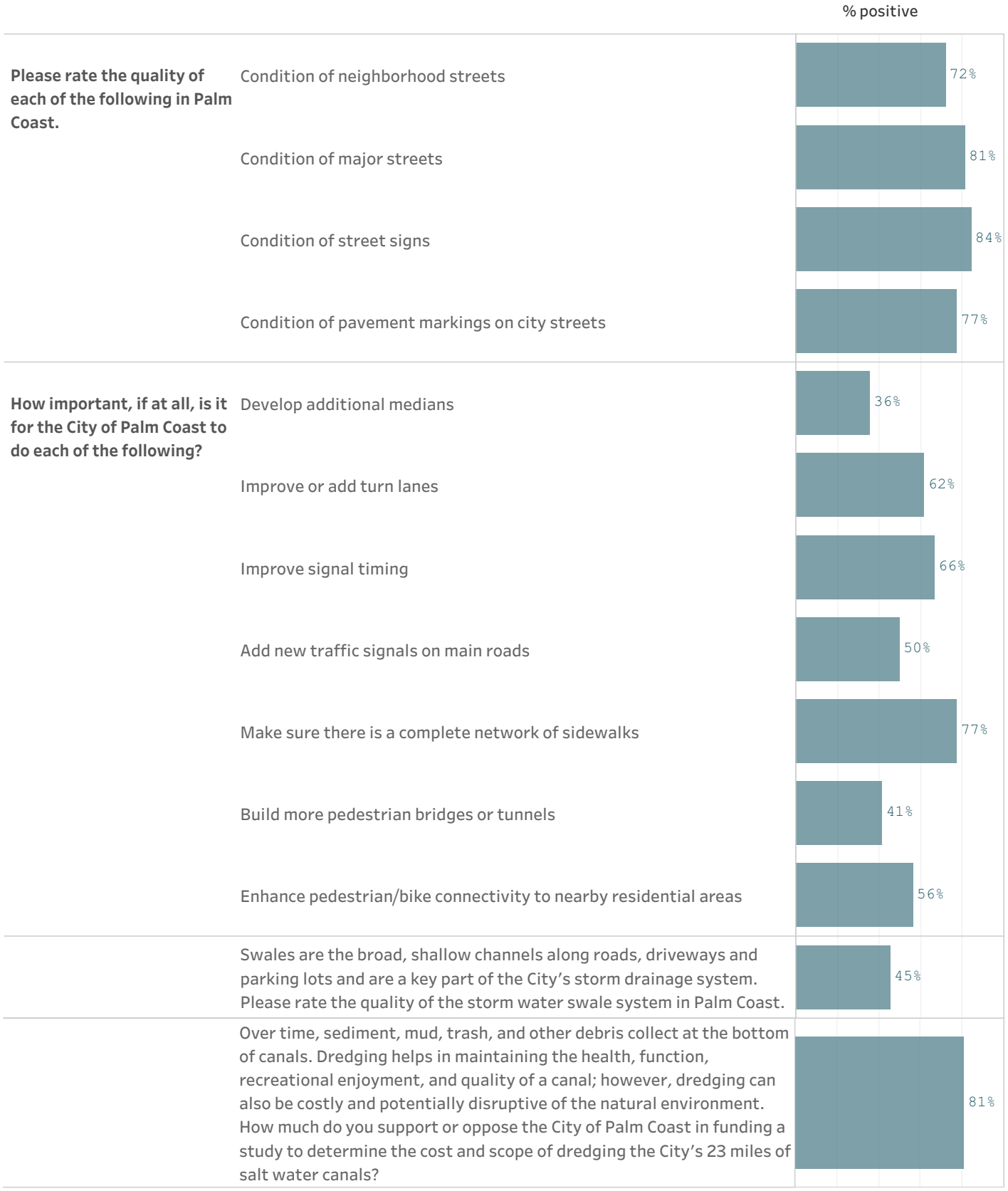


Visit social media sites	77% Similar
Use or check email	99% Similar
Share your opinions online	39% Similar
Shop online	58% Similar

* 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 dive..	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	28

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
	What impact, if any, do you think the economy will have on your fa..	Similar	22%	234	281	17

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.	Palm Coast as a place to live	Excellent	33%
		Good	50%
		Fair	14%
		Poor	3%
	Your neighborhood as a place to live	Excellent	39%
		Good	48%
		Fair	10%
		Poor	3%
	Palm Coast as a place to raise children	Excellent	25%
		Good	50%
		Fair	16%
		Poor	10%
	Palm Coast as a place to work	Excellent	9%
		Good	26%
		Fair	31%
		Poor	33%
	Palm Coast as a place to visit	Excellent	21%
		Good	42%
		Fair	30%
		Poor	7%
	Palm Coast as a place to retire	Excellent	42%
		Good	39%
		Fair	17%
		Poor	2%
	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 how safe or unsafe you feel:	From property crime	Very safe	42%
		Somewhat safe	39%
		Neither safe nor unsafe	8%
		Somewhat unsafe	9%
		Very unsafe	2%
	From violent crime	Very safe	48%
		Somewhat safe	37%
		Neither safe nor unsafe	8%
		Somewhat unsafe	5%
		Very unsafe	3%
	From fire, flood, or other natural disaster	Very safe	31%
		Somewhat safe	48%
		Neither safe nor unsafe	14%
		Somewhat unsafe	7%
		Very unsafe	0%
Please rate the job you feel the Palm Coast community does at each of the following.	Making all residents feel welcome	Excellent	20%
		Good	47%
		Fair	22%
		Poor	10%
	Attracting people from diverse backgrounds	Excellent	18%
		Good	50%
		Fair	19%
		Poor	12%
	Valuing/respecting residents from diverse backgrounds	Excellent	19%
		Good	51%
		Fair	20%
		Poor	10%
	Taking care of vulnerable residents	Excellent	14%
		Good	41%
		Fair	27%
		Poor	18%

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.	Traffic flow on major streets	Poor	27%
	Ease of public parking	Excellent	13%
		Good	50%
		Fair	27%
		Poor	9%
	Ease of travel by car	Excellent	15%
		Good	45%
		Fair	26%
		Poor	14%
	Ease of travel by public transportation	Excellent	2%
		Good	14%
		Fair	14%
		Poor	71%
	Ease of travel by bicycle	Excellent	17%
		Good	45%
		Fair	25%
		Poor	12%
	Ease of walking	Excellent	19%
		Good	40%
		Fair	24%
		Poor	17%
	Well-planned residential growth	Excellent	10%
		Good	28%
		Fair	30%
		Poor	32%
	Well-planned commercial growth	Excellent	8%
		Good	26%
		Fair	31%
		Poor	35%
	Well-designed neighborhoods	Excellent	11%
		Good	38%

Please also rate each of the following in the Palm Coast community.	Well-designed neighborhoods	Fair	32%
		Poor	19%
	Preservation of the historical or cultural character of the community	Excellent	10%
		Good	40%
		Fair	34%
		Poor	16%
	Public places where people want to spend time	Excellent	11%
		Good	40%
		Fair	33%
		Poor	15%
	Variety of housing options	Excellent	8%
		Good	34%
		Fair	38%
		Poor	19%
	Availability of affordable quality housing	Excellent	6%
		Good	29%
		Fair	33%
		Poor	32%
	Overall quality of new development	Excellent	8%
		Good	37%
		Fair	29%
		Poor	25%
	Overall appearance	Excellent	30%
		Good	47%
		Fair	18%
		Poor	5%
	Cleanliness	Excellent	32%
		Good	44%
		Fair	18%
		Poor	5%
	Water resources	Excellent	35%

Please also rate each of the following in the Palm Coast community.	Water resources	Good	48%
		Fair	14%
		Poor	4%
	Air quality	Excellent	35%
		Good	54%
		Fair	9%
		Poor	1%
	Availability of paths and walking trails	Excellent	45%
		Good	41%
		Fair	10%
		Poor	4%
	Fitness opportunities	Excellent	36%
		Good	46%
		Fair	14%
		Poor	4%
	Recreational opportunities	Excellent	25%
		Good	49%
		Fair	18%
		Poor	7%
	Availability of affordable quality food	Excellent	15%
		Good	46%
		Fair	28%
		Poor	11%
	Availability of affordable quality health care	Excellent	12%
		Good	42%
		Fair	27%
		Poor	18%
	Availability of preventive health services	Excellent	14%
		Good	43%
		Fair	28%
		Poor	15%

Please also rate each of the following in the Palm Coast community.	Availability of affordable quality mental health care	Excellent	6%
		Good	27%
		Fair	26%
		Poor	41%
	Opportunities to attend cultural/arts/music activities	Excellent	12%
		Good	34%
		Fair	31%
		Poor	23%
	Community support for the arts	Excellent	12%
		Good	35%
		Fair	31%
		Poor	22%
	Availability of affordable quality childcare/preschool	Excellent	7%
		Good	33%
		Fair	34%
		Poor	26%
	K-12 education	Excellent	12%
		Good	54%
		Fair	19%
		Poor	15%
	Adult educational opportunities	Excellent	10%
		Good	36%
		Fair	36%
		Poor	19%
	Sense of civic/community pride	Excellent	11%
		Good	43%
		Fair	31%
		Poor	15%
	Neighborliness of residents	Excellent	12%
		Good	44%
		Fair	33%

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.	Drinking water	Excellent	16%
		Good	42%
		Fair	21%
		Poor	20%
	Sewer services	Excellent	19%
		Good	53%
		Fair	19%
		Poor	9%
	Storm water management	Excellent	16%
		Good	43%
		Fair	22%
		Poor	19%
	Power (electric and/or gas) utility	Excellent	23%
		Good	55%
		Fair	15%
		Poor	7%
	Utility billing	Excellent	18%
		Good	47%
		Fair	22%
		Poor	13%
	Police/Sheriff services	Excellent	47%
		Good	37%
		Fair	11%
		Poor	5%
	Crime prevention	Excellent	33%
		Good	49%
		Fair	12%
		Poor	6%
	Animal control	Excellent	21%
		Good	55%
		Fair	14%

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	34%
		Good	51%
		Fair	11%
		Poor	4%
	Recreation programs or classes	Excellent	22%
		Good	40%
		Fair	26%
		Poor	12%
	Recreation centers or facilities	Excellent	23%
		Good	44%
		Fair	21%
		Poor	12%
	Health services	Excellent	15%
		Good	45%
		Fair	30%
		Poor	10%
	Public library services	Excellent	32%
		Good	51%
		Fair	11%
		Poor	5%
	Overall customer service by Palm Coast employees	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.	The overall direction that Palm Coast is taking	Good	34%
		Fair	33%
		Poor	26%
	The job Palm Coast government does at welcoming resident involvement	Excellent	7%
		Good	33%
		Fair	35%
		Poor	24%
	Overall confidence in Palm Coast government	Excellent	5%
		Good	32%
		Fair	30%
		Poor	33%
	Generally acting in the best interest of the community	Excellent	6%
		Good	33%
		Fair	34%
		Poor	27%
	Being honest	Excellent	7%
		Good	31%
		Fair	32%
		Poor	29%
	Being open and transparent to the public	Excellent	7%
		Good	28%
		Fair	34%
		Poor	31%
	Informing residents about issues facing the community	Excellent	9%
		Good	29%
		Fair	40%
		Poor	22%
	Treating all residents fairly	Excellent	11%
		Good	37%
		Fair	31%
		Poor	22%

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%

In general, how many times do you:	Share your opinions online	Several times a day	15%
		Once a day	5%
		A few times a week	19%
		Every few weeks	14%
		Less often or never	48%
	Shop online	Several times a day	21%
		Once a day	7%
		A few times a week	31%
		Every few weeks	31%
		Less often or never	11%
	Please rate your overall health.	Excellent	23%
		Very good	48%
		Good	22%
		Fair	5%
		Poor	1%
	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	6%
		Somewhat positive	16%
		Neutral	36%
		Somewhat negative	32%
		Very negative	10%
	How many years have you lived in Palm Coast?	Less than 2 years	15%
		2-5 years	24%
		6-10 years	17%
		11-20 years	28%
		More than 20 years	16%
	Which best describes the building you live in?	One family house detached from any other houses	88%
		Building with two or more homes (duplex, townhome, apa..	12%
		Other	0%
	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	Less than $500	8%

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)?	$500 to $999	19%
	$1,000 to $1,499	29%
	$1,500 to $1,999	21%
	$2,000 to $2,499	10%
	$2,500 to $2,999	6%
	$3,000 to $3,499	3%
	$3,500 or more	3%
Do any children 17 or under live in your household?	No	78%
	Yes	22%
Are you or any other members of your household aged 65 or older?	No	48%
	Yes	52%
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	10%
	$25,000 to $49,999	23%
	$50,000 to $74,999	26%
	$75,000 to $99,999	14%
	$100,000 to $149,999	18%
	$150,000 or more	9%
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	0%
	Asian, Asian Indian, or Pacific Islander	5%
	Black or African American	7%
	White	85%
	Other	7%
In which category is your age?	18-24 years	1%
	25-34 years	5%
	35-44 years	13%
	45-54 years	19%
	55-64 years	17%
	65-74 years	26%
	75 years or older	18%

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 NCS™), 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, Hispa..	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 map above.)	District 1 (red)	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.	The overall quality of life	Excellent	24%
		Good	55%
		Fair	17%
		Poor	4%
	Sense of community	Excellent	12%
		Good	42%
		Fair	31%
		Poor	15%
Please rate each of the following characteristics as they relate to Palm Coast as a whole.	Overall economic health	Excellent	8%
		Good	48%
		Fair	33%
		Poor	11%
	Overall quality of the transportation system	Excellent	9%
		Good	34%
		Fair	31%
		Poor	26%
	Overall design or layout of residential and commercial areas	Excellent	13%
		Good	43%
		Fair	28%
		Poor	17%
	Overall quality of the utility infrastructure	Excellent	12%
		Good	46%
		Fair	26%
		Poor	15%
	Overall feeling of safety	Excellent	24%
		Good	55%
		Fair	17%
		Poor	4%
	Overall quality of natural environment	Excellent	32%
		Good	49%
		Fair	15%
		Poor	5%

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%

Please rate how safe or unsafe you feel:	In Palm Coast's downtown/commercial area during the day	Somewhat unsafe	2%
		Very unsafe	1%
	From property crime	Very safe	33%
		Somewhat safe	45%
		Neither safe nor unsafe	11%
		Somewhat unsafe	8%
		Very unsafe	2%
	From violent crime	Very safe	44%
		Somewhat safe	39%
		Neither safe nor unsafe	10%
		Somewhat unsafe	5%
		Very unsafe	2%
	From fire, flood, or other natural disaster	Very safe	27%
		Somewhat safe	48%
		Neither safe nor unsafe	17%
		Somewhat unsafe	7%
		Very unsafe	1%
Please rate the job you feel the Palm Coast community does at each of the following.	Making all residents feel welcome	Excellent	15%
		Good	44%
		Fair	27%
		Poor	13%
	Attracting people from diverse backgrounds	Excellent	17%
		Good	42%
		Fair	26%
		Poor	15%
	Valuing/respecting residents from diverse backgrounds	Excellent	18%
		Good	42%
		Fair	25%
		Poor	15%
	Taking care of vulnerable residents	Excellent	11%
		Good	34%
		Fair	31%

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	9%
		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%
	Preservation of the historical or cultural character of the community	Excellent	9%
		Good	37%
		Fair	32%
		Poor	22%
	Public places where people want to spend time	Excellent	10%
		Good	40%
		Fair	32%
		Poor	18%
	Variety of housing options	Excellent	8%
		Good	34%
		Fair	34%
		Poor	24%
	Availability of affordable quality housing	Excellent	6%
		Good	24%
		Fair	31%
		Poor	39%
	Overall quality of new development	Excellent	6%
		Good	31%
		Fair	37%
		Poor	27%
	Overall appearance	Excellent	24%
		Good	52%
		Fair	20%
		Poor	4%
	Cleanliness	Excellent	29%
		Good	48%
		Fair	18%
		Poor	5%
	Water resources	Excellent	36%
		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.	Availability of affordable quality mental health care	Poor	48%
	Opportunities to attend cultural/arts/music activities	Excellent	7%
		Good	30%
		Fair	37%
		Poor	26%
	Community support for the arts	Excellent	7%
		Good	32%
		Fair	38%
		Poor	22%
	Availability of affordable quality childcare/preschool	Excellent	6%
		Good	26%
		Fair	35%
		Poor	33%
	K-12 education	Excellent	13%
		Good	44%
		Fair	31%
		Poor	13%
	Adult educational opportunities	Excellent	5%
		Good	30%
		Fair	37%
		Poor	27%
	Sense of civic/community pride	Excellent	8%
		Good	40%
		Fair	37%
		Poor	16%
	Neighborliness of residents	Excellent	12%
		Good	45%
		Fair	29%
		Poor	14%
	Opportunities to participate in social events and activities	Excellent	9%
		Good	43%
		Fair	36%

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.	Street lighting	Poor	31%
	Sidewalk maintenance	Excellent	13%
		Good	47%
		Fair	24%
		Poor	16%
	Bus or transit services	Excellent	2%
		Good	10%
		Fair	17%
		Poor	71%
	Land use, planning and zoning	Excellent	4%
		Good	22%
		Fair	35%
		Poor	39%
	Code enforcement	Excellent	7%
		Good	35%
		Fair	32%
		Poor	26%
	Affordable high-speed internet access	Excellent	6%
		Good	31%
		Fair	32%
		Poor	30%
	Garbage collection	Excellent	19%
		Good	45%
		Fair	22%
		Poor	14%
	Drinking water	Excellent	14%
		Good	37%
		Fair	26%
		Poor	24%
	Sewer services	Excellent	17%
		Good	52%
		Fair	23%

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

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

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	50%
		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%

In general, how many times do you:	Access the internet from your home	Every few weeks	1%
		Less often or never	2%
	Access the internet from your cell phone	Several times a day	87%
		Once a day	5%
		A few times a week	4%
		Every few weeks	1%
		Less often or never	4%
	Visit social media sites	Several times a day	61%
		Once a day	12%
		A few times a week	9%
		Every few weeks	3%
		Less often or never	16%
	Use or check email	Several times a day	83%
		Once a day	14%
		A few times a week	2%
		Every few weeks	1%
		Less often or never	1%
	Share your opinions online	Several times a day	15%
		Once a day	6%
		A few times a week	20%
		Every few weeks	17%
		Less often or never	42%
	Shop online	Several times a day	16%
		Once a day	8%
		A few times a week	40%
		Every few weeks	27%
		Less often or never	8%
	Please rate your overall health.	Excellent	25%
		Very good	45%
		Good	24%
		Fair	5%
		Poor	1%

	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.

	Excellent	Good	Fair	Poor	Don't know
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.

	Excellent	Good	Fair	Poor	Don't know
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.

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
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:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
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.

	Excellent	Good	Fair	Poor	Don't know
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.

	Excellent	Good	Fair	Poor	Don't know
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.

	Excellent	Good	Fair	Poor	Don't know
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.

	No	Yes
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.

	Excellent	Good	Fair	Poor	Don't know
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.

	Excellent	Good	Fair	Poor	Don't know
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?

	Excellent	Good	Fair	Poor	Don't know
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.

	Essential	Very important	Somewhat important	Not at all important
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.

	Excellent	Good	Fair	Poor	Don't know
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?

	Essential	Very important	Somewhat important	Not at all important	Don't know
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
❍ $500 to $999
❍ $1,000 to $1,499
❍ $1,500 to $1,999
❍ $2,000 to $2,499
❍ $2,500 to $2,999
❍ $3,000 to $3,499
❍ $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
❍ $25,000 to $49,999
❍ $50,000 to $74,999
❍ $75,000 to $99,999
❍ $100,000 to $149,999
❍ $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
❍ 25-34 years
❍ 35-44 years
❍ 45-54 years
❍ 55-64 years
❍ 65-74 years
❍ 75 years or older

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