

Palm Coast, FL

The National Community Survey

Report of Results
2026

Report by:



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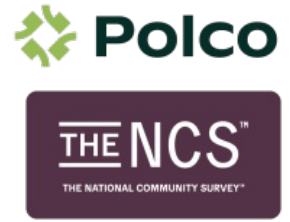
National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

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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 NCS was developed by the experts from National Research Center at Polco in partnership with the International City/County Management Association (ICMA) and has been administered in hundreds of communities across the United States.



Great communities are partnerships of the government, private sector, community-based organizations, and residents, all geographically connected. The NCS focuses on the livability of Palm Coast by categorizing survey questions into the ten main “facets” of community livability shown below, in addition to ratings for quality of life and local governance. These facets have been identified through years of extensive survey research as those that are most impactful to residents’ quality of life.

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

The report provides the opinions of a representative sample of 468 residents of the City of Palm Coast collected from January 30th, 2026 to March 15th, 2026. The margin of error around any reported percentage is 4.5% for all respondents. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Palm Coast.

Reporting Results

For the most part, the percentages presented in this report represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (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 a “don’t know” response is shown in the full set of responses included in the “Complete Data” section; however, these responses have been removed from the analyses presented in the main body of the report. Therefore, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

Polco’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 400 communities whose residents evaluated the same kinds of topics on The NCS. The comparison evaluations include surveys from the past five years. If a jurisdiction has conducted multiple efforts in the past five years, only the most recent survey is included in the benchmark database. Polco 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. 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.

Trends over time

Trend data for Palm Coast represent important comparison data and should be examined for improvements or declines.¹ 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 6.2 percentage points between the 2024 and 2026 surveys, the change is statistically significant.

1. In 2020 and 2025, 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 Polco's mailing vendor, based on updated listings from the United States Postal Service.

Since some of the zip codes that serve 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 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 areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units sampled at a rate of 5:3 compared to single family housing units.

Conducting the Random Sample Survey

The 3,000 randomly selected households received mailings beginning on January 30th, 2026 and data collection for the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate in the survey online. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation.

About 3% of the 3,000 mailed invitations were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,897 households that received the invitations to participate, 468 completed the survey, providing an overall response rate of 16%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.¹

It is customary to describe the precision of estimates 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 quantifies the sampling error or imprecision of the survey results based on the total number of responses received. This is 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 4.5 percentage points around any given percent reported for all respondents (468 completed surveys).

Conducting the Open Participation Survey

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 random sample survey, with two small updates; it asked a question to confirm the respondent was a resident of Palm Coast 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 February 27th, 2026. The survey remained open for two weeks and 1,523 responses were received. The data presented in the following report excludes the open participation survey data, but the online report includes a tab which provides the complete open participation results.

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 survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau.

The demographics of the survey respondents were compared to those found in the 2020 Census and 2024 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.² The results of the weighting scheme for the probability sample are presented in the following table.

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

		Unweighted	Weighted	Target ⁴
Age	18-34	3%	17%	20%
	35-54	15%	28%	27%
	55+	81%	55%	53%
Area	District 1	26%	24%	24%
	District 2	28%	25%	24%
	District 3	27%	29%	29%
	District 4	20%	22%	22%
Hispanic origin	No	95%	88%	88%
	Yes	5%	12%	12%
Housing tenure	Own	90%	82%	82%
	Rent	10%	18%	18%
Housing type	Attached	10%	13%	13%
	Detached	90%	87%	87%
Race & Hispanic origin	Not white alone	14%	30%	29%
	White alone, not Hispanic or Latino	86%	70%	71%
Sex	Man	50%	47%	48%
	Woman	50%	53%	52%
Sex/age	Man 18-34	2%	9%	10%
	Man 35-54	7%	13%	13%
	Man 55+	41%	26%	25%
	Woman 18-34	2%	9%	10%
	Woman 35-54	9%	15%	14%
	Woman 55+	40%	29%	29%

Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged, and can include non-response error, coverage error, recall bias, and social desirability bias.

Non-response error arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than survey responders. For general resident surveys, where the results are meant to be generalized to the entire adult population living in households, the mailing lists based on the Delivery Sequence File from the United States Post Office may exclude certain types of housing units, such as those in multi-family buildings where mail is addressed to a named resident at the address rather than to a specific unit or where residents only receive their mail at a post office box and the geographic location of a residence cannot be determined, there may be a *coverage error*, although for most locations, this is minimal. Respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events, for example), and for some survey items, they may answer in ways they think cast their responses in a more favorable light (*recall bias* and *social desirability bias*).

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://blog.polco.us/polco-knowledgebase/margin-of-error-and-confidence-level-in-survey-results>

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.

1. See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>
2. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>
3. Targets come from the 2020 Census and 2024 American Community Survey

Key Findings

Community Strengths

Safety services throughout Palm Coast continue to receive positive marks, with over 9 in 10 respondents reporting that they feel very or somewhat safe in their neighborhood during the day and in Palm Coast's downtown/commercial area during the day. Additionally, several items saw statistically significant improvements from 2024, including:

- [Feeling safe] From violent crime (88% very or somewhat safe; +9% from 2024)
- Crime prevention services (83% excellent or good; +7% from 2024)
- Animal control (74% excellent or good; +8% from 2024)

Although some items saw statistically significant declines, most quality-of-life measures continued to score in line with national averages, including:

- [Plan to] Remain in Palm Coast for the next five years (74% very or somewhat likely)
- Palm Coast as a place to live (72% excellent or good)
- Palm Coast as a place to retire (66% excellent or good)
- Overall quality of life (66% excellent or good)
- Overall image or reputation (59% excellent or good)
- Valuing/respecting residents from diverse backgrounds (58% excellent or good)

Of the 15 evaluative items related to Palm Coast's natural environment and parks and recreation, 11 scored in line national averages; water resources and yard waste pick-up scored higher than the benchmark and the preservation of natural areas and Palm Coast's open space scored below.

Focus Areas

Community design and housing continues to be one of the most important focus areas identified by residents (83% essential or very important); however, various items related to this facet of livability continue to score below the benchmark, including:

- Overall design or layout of residential and commercial areas (45% excellent or good)
- Well-designed neighborhoods (38%)
- Preservation of the historical or cultural character of the community (37%)
- Public places people want to spend time (36%)
- Overall quality of new development (26%)
- Well-planned residential growth (25%)
- Well-planned commercial growth (23%)
- Land use, planning, and zoning (20%)

Ratings for K-12 education saw a statistically significant increase from 2024 (+8%); however, many other items related to education, arts, and culture in Palm Coast scored below national averages:

- Opportunities to attend special events and festivals (49% excellent or good)
- Overall opportunities for education, culture, and the arts (39%)
- Opportunities to attend cultural/arts/music activities (34%)
- Adult educational opportunities (33%)
- Community support for the arts (31%)

Areas of Greatest Change

Of the evaluative questions included on both the 2024 and 2026 survey iterations, 97 were statistically similar to previous results. Upward trends were seen in 12 items, while 13 ratings decreased since 2024. The most significant of those trends are listed below.

Increases:

- What impact do you think the economy will have on your family income in the next 6 months (+12%)
- Garbage collection services (+10%)
- Affordable high-speed internet access (+10%)
- Animal control (+8%)
- K-12 education (+8%)

Decreases:

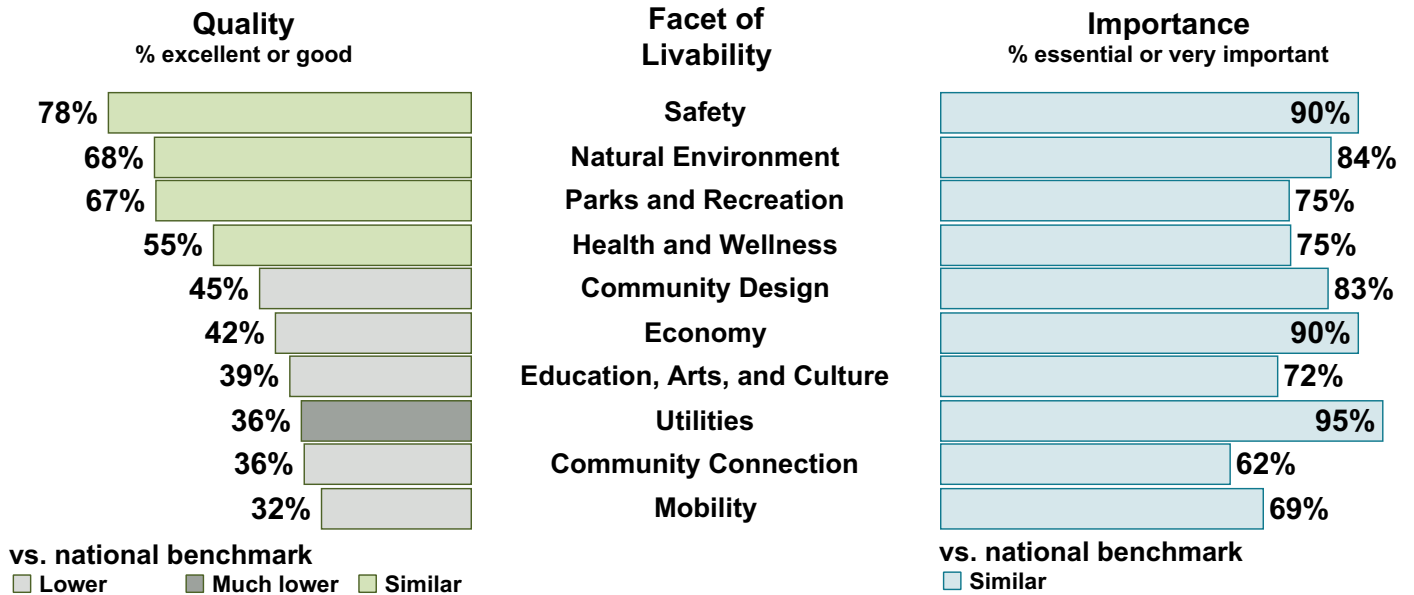
- Drinking water (-15%)
- Overall quality of life in Palm Coast (-9%)
- Sense of community (-8%)
- Well-designed neighborhoods (-8%)

Facets of Livability

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.

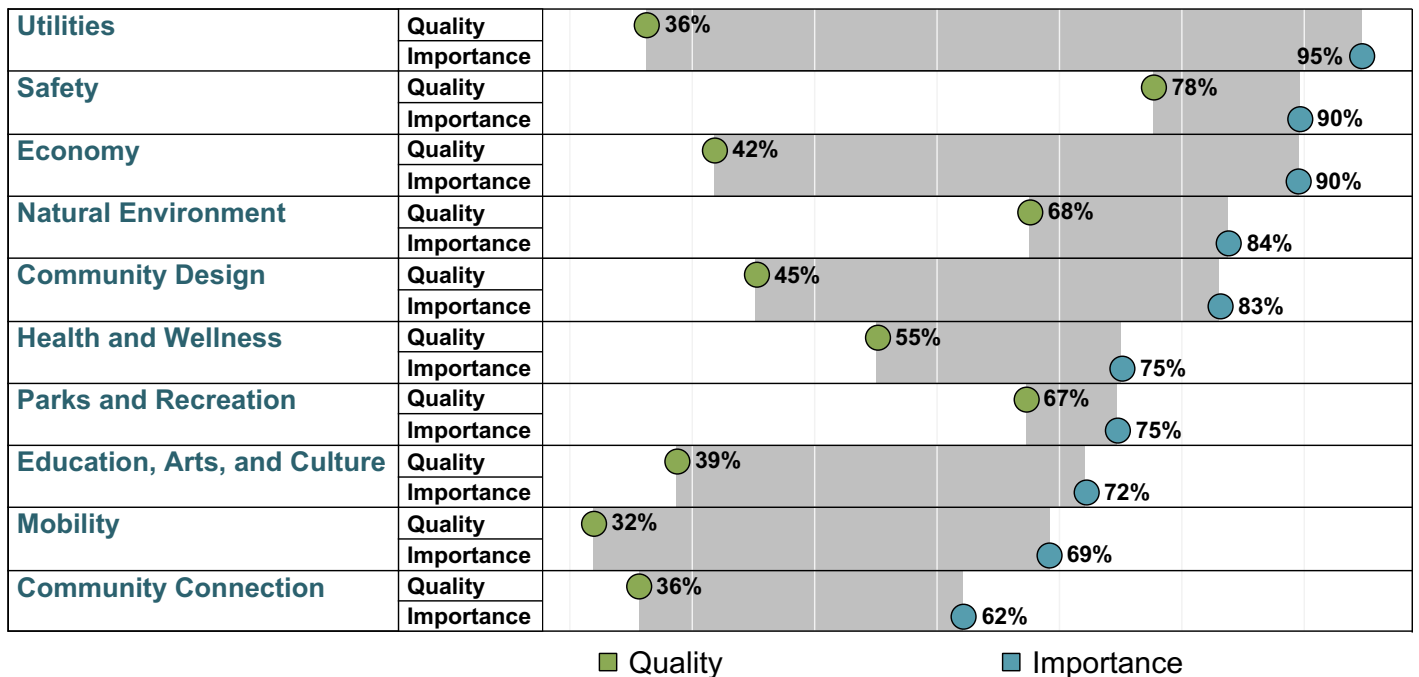
Quality and Importance by the Numbers

The chart below shows the proportion of respondents who provided excellent or good quality ratings for each of the ten facets of community livability (shown in green). Also displayed are the importance ratings for each of the ten facets (percent essential or very important, shown in blue). Finally, the shading in each chart corresponds with the national benchmark comparison.



Quality/Importance Gap Analysis

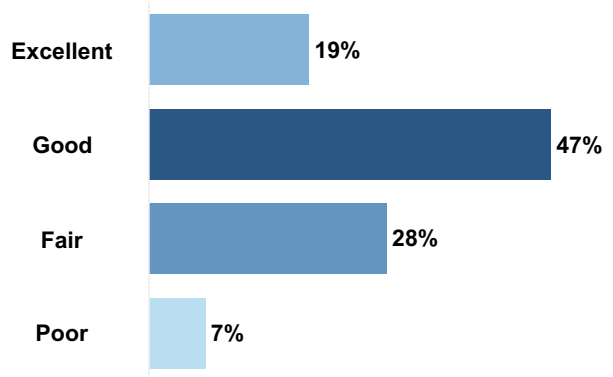
The gap analysis chart below shows the same data as above; however, this chart illustrates the differences in quality and importance ratings for each facet, as well as the absolute ratings for each.



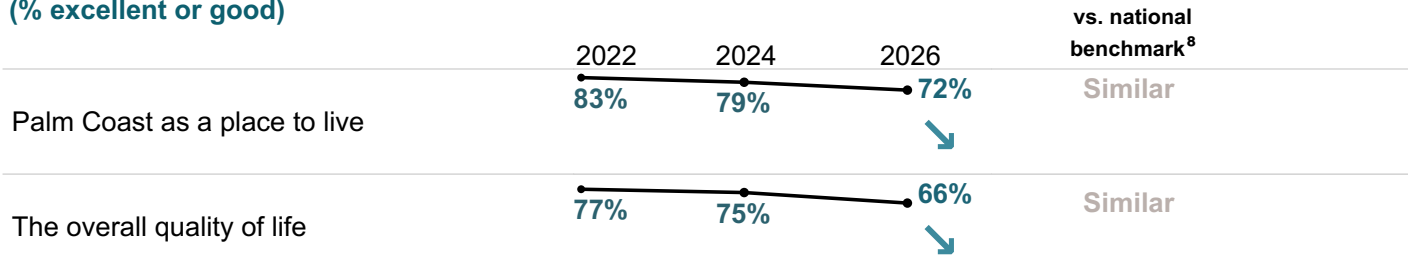
Quality of Life

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.

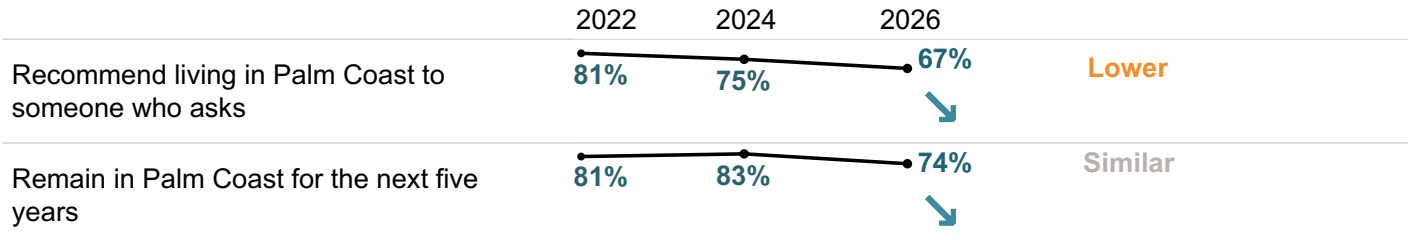
The overall quality of life in Palm Coast, 2026



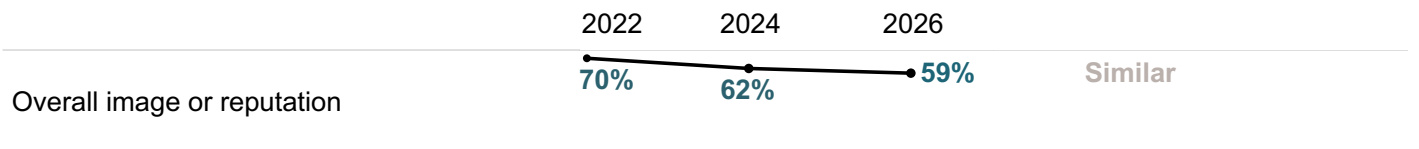
Please rate each of the following aspects of quality of life in Palm Coast. (% excellent or good)



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



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

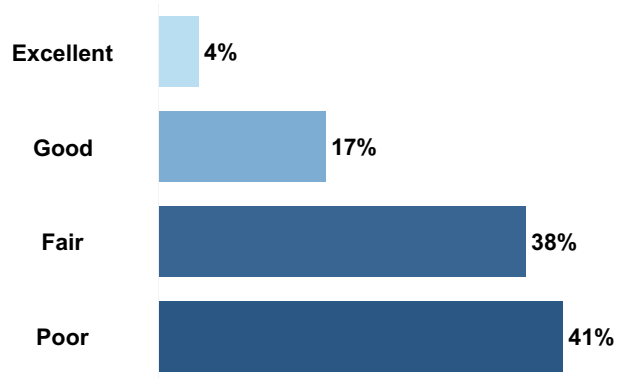


8. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

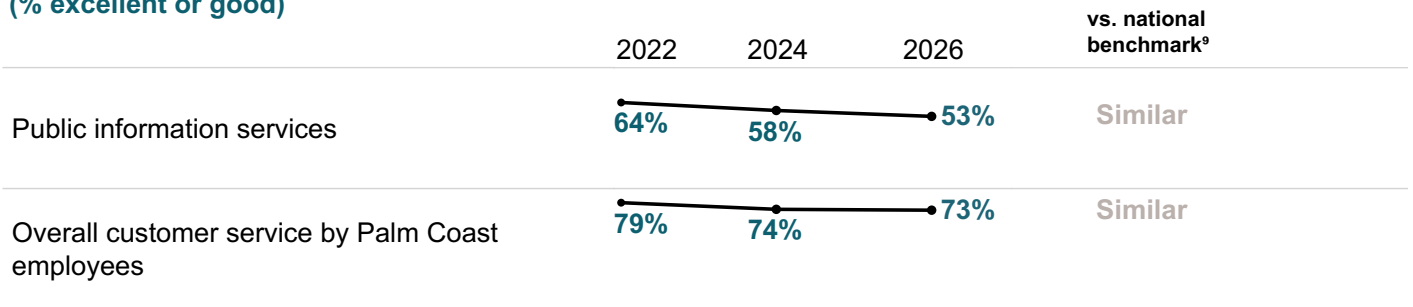
Governance

Strong local governments deliver results that meet residents' needs, use resources effectively, and respond to both current and future community priorities.

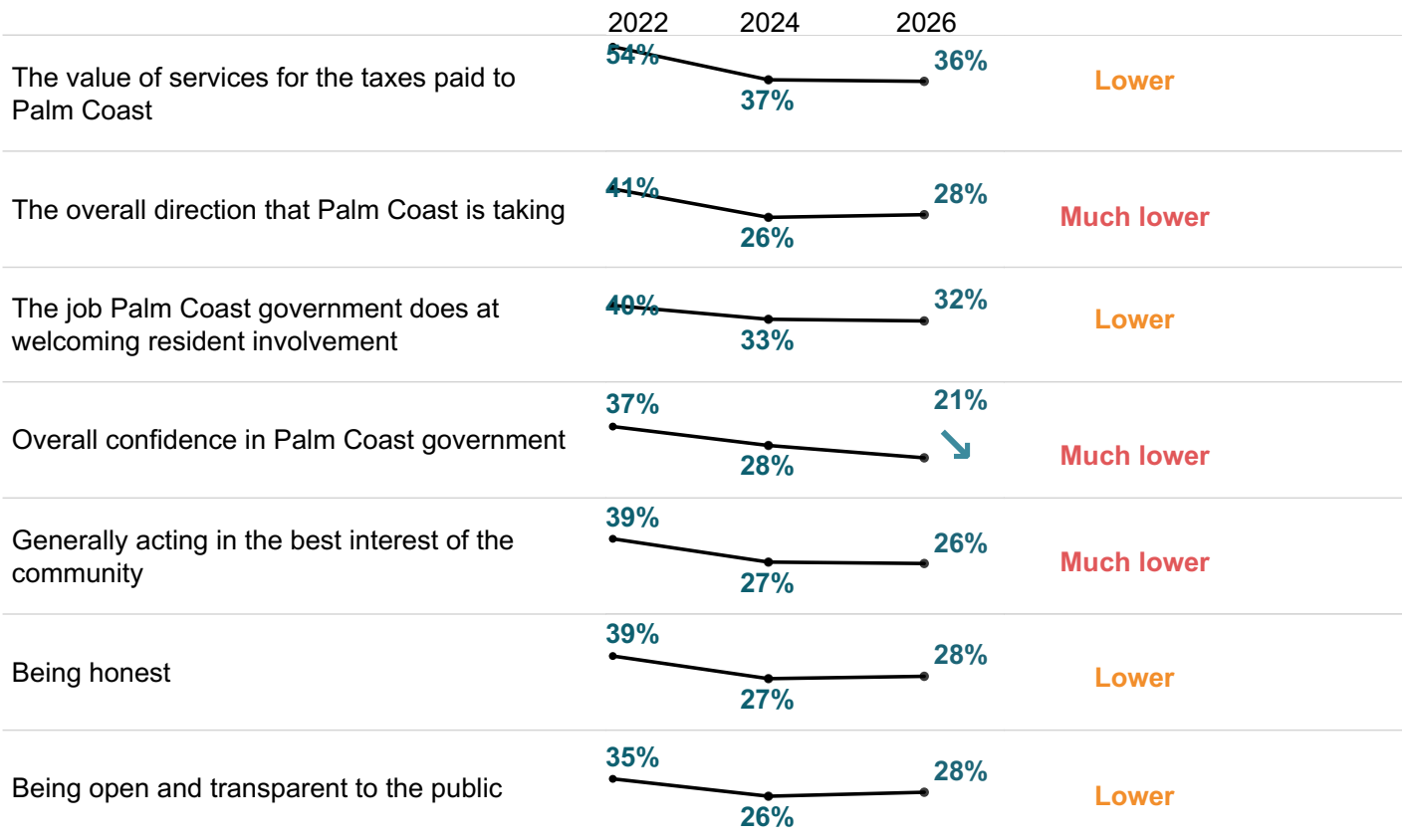
Overall confidence in Palm Coast government, 2026

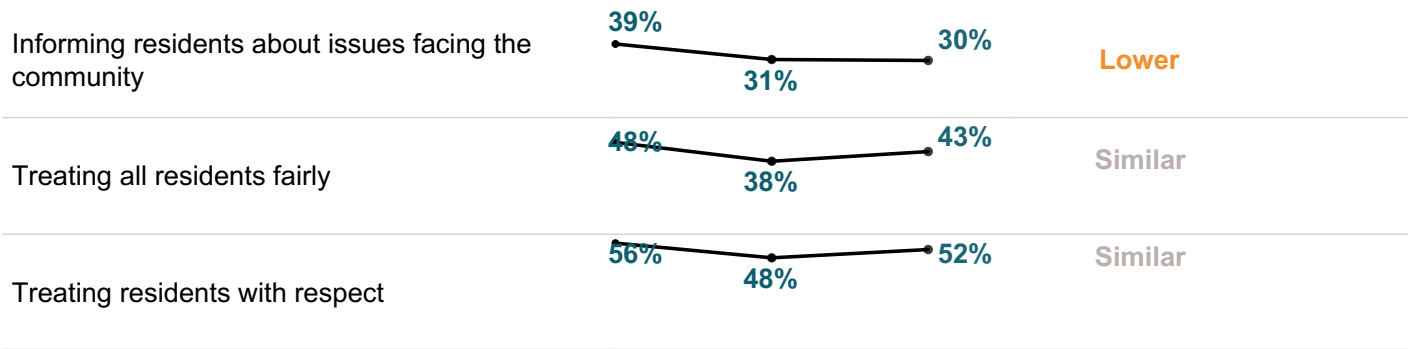


Please rate the quality of each of the following services in Palm Coast. (% excellent or good)

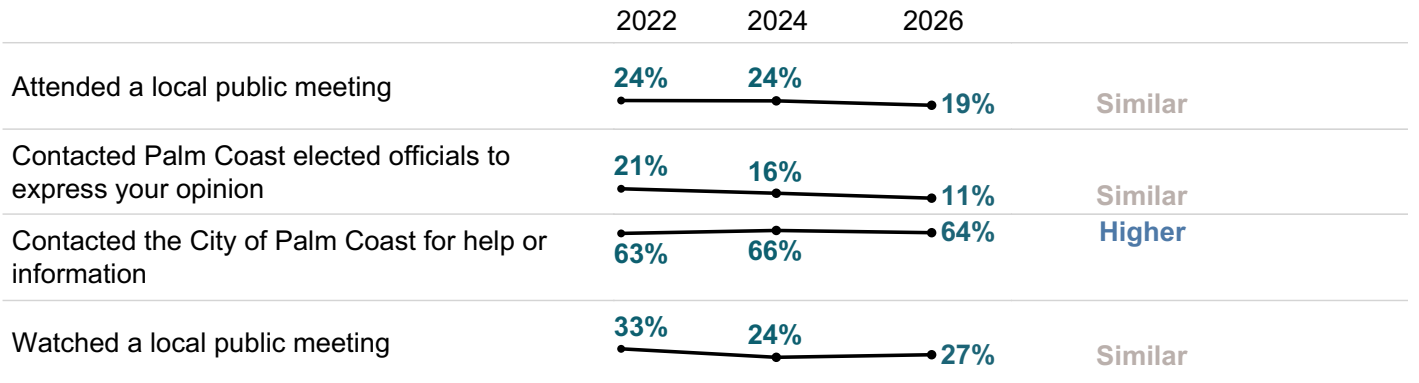


Please rate the following categories of Palm Coast government performance. (% excellent or good)

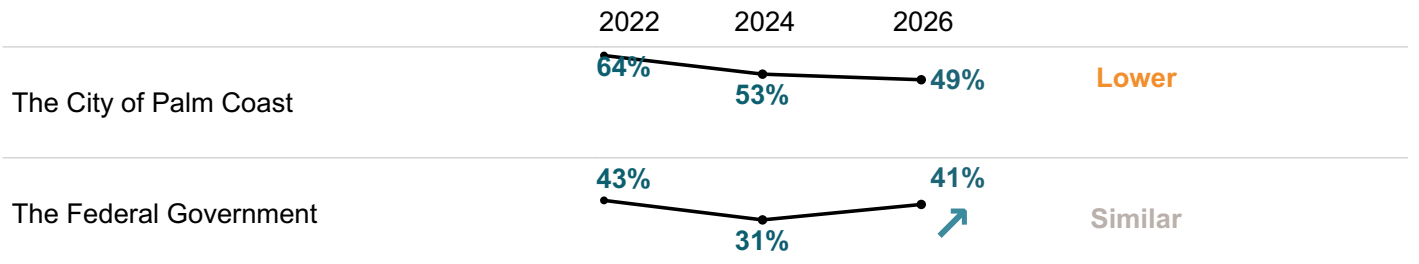




Please indicate whether or not you have done each of the following in the last 12 months. (% yes)



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

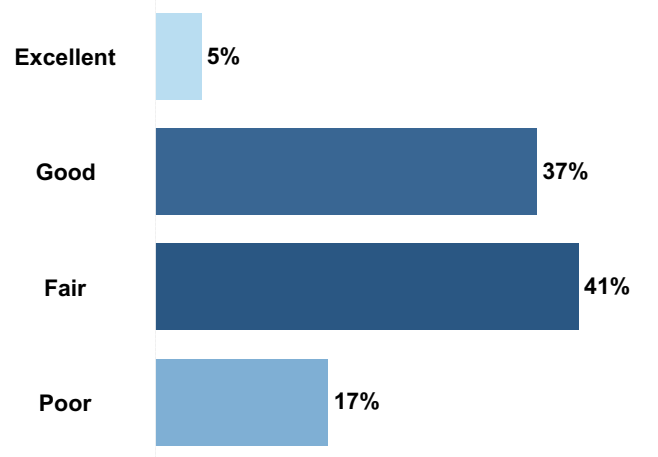


9. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

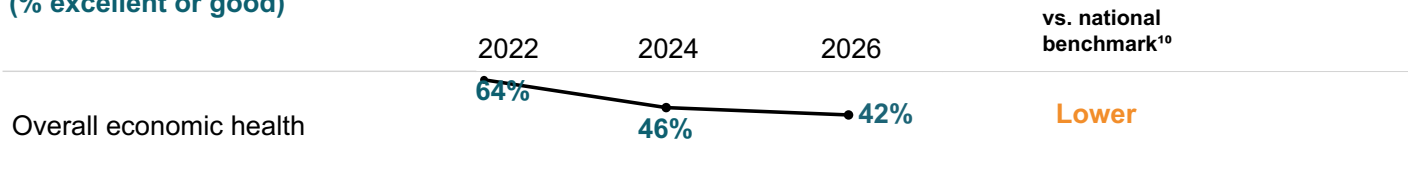
Economy

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.

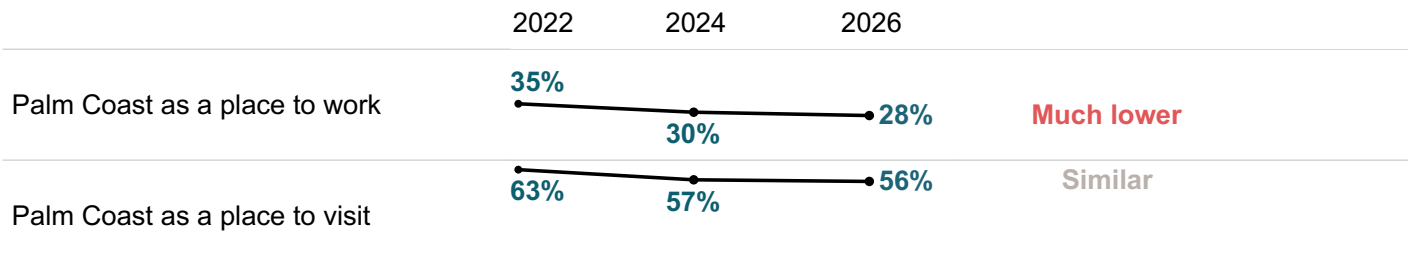
Overall economic health of Palm Coast, 2026



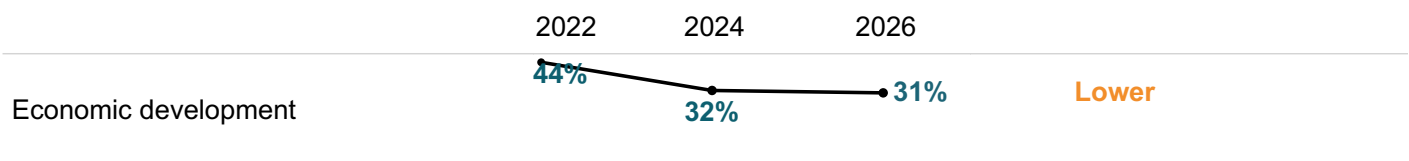
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



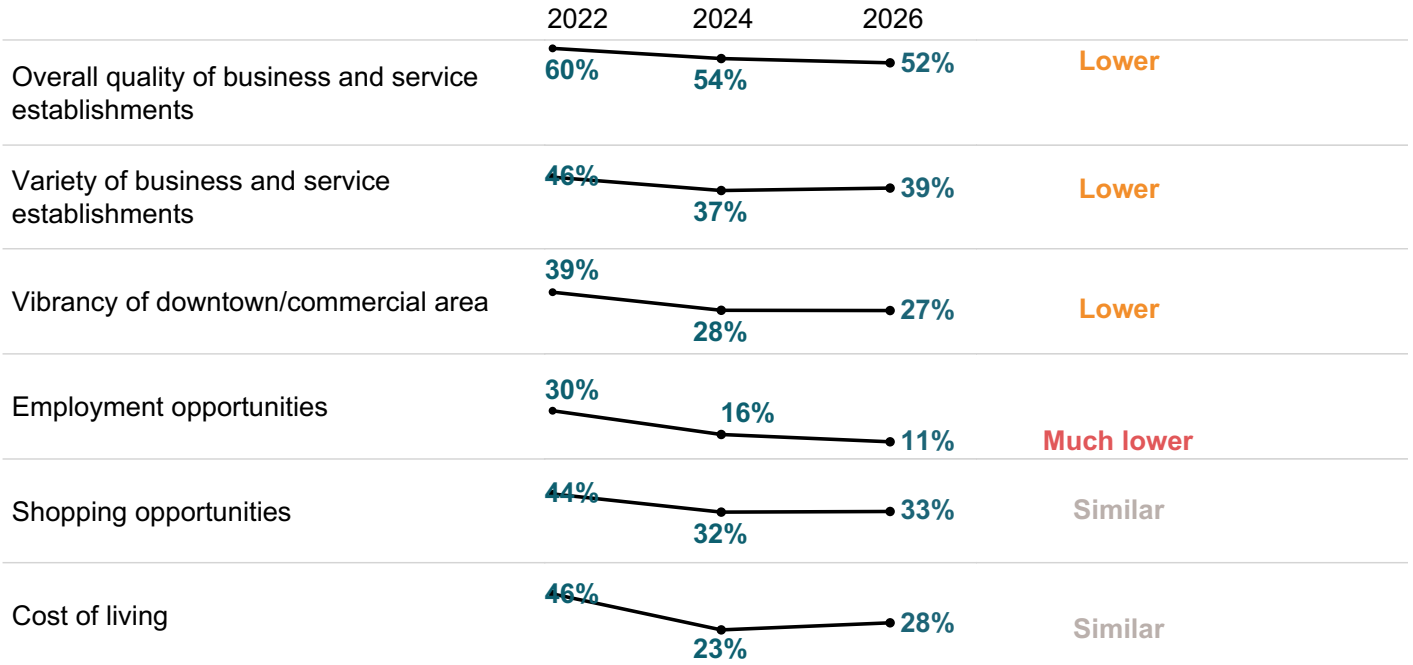
Please rate each of the following aspects of quality of life in Palm Coast. (% excellent or good)



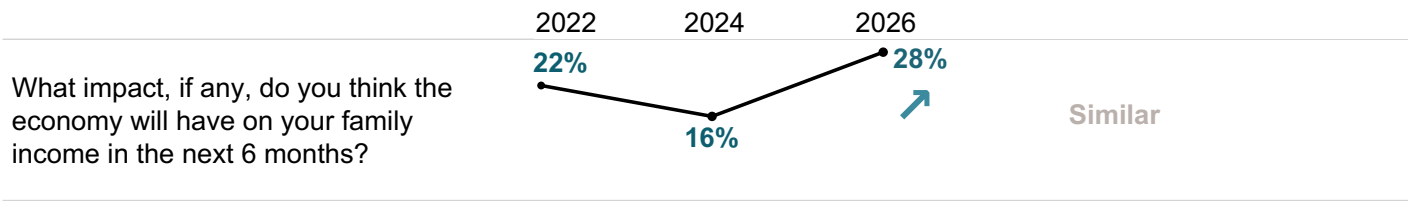
Please rate the quality of each of the following services in Palm Coast. (% excellent or good)



**Please rate each of the following in the Palm Coast community.
(% 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)**

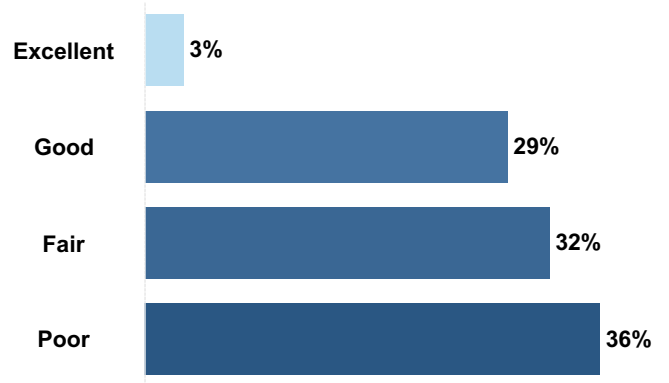


11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

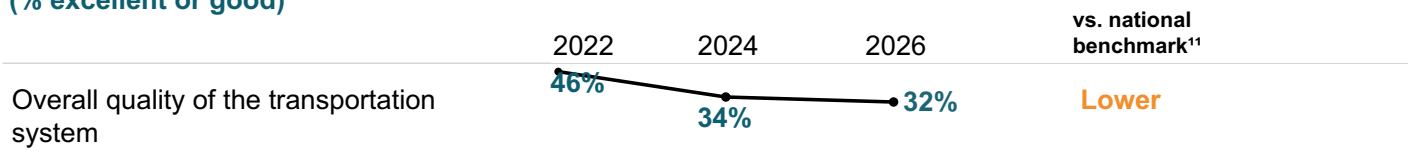
Overall quality of the transportation system in Palm Coast, 2026

Mobility

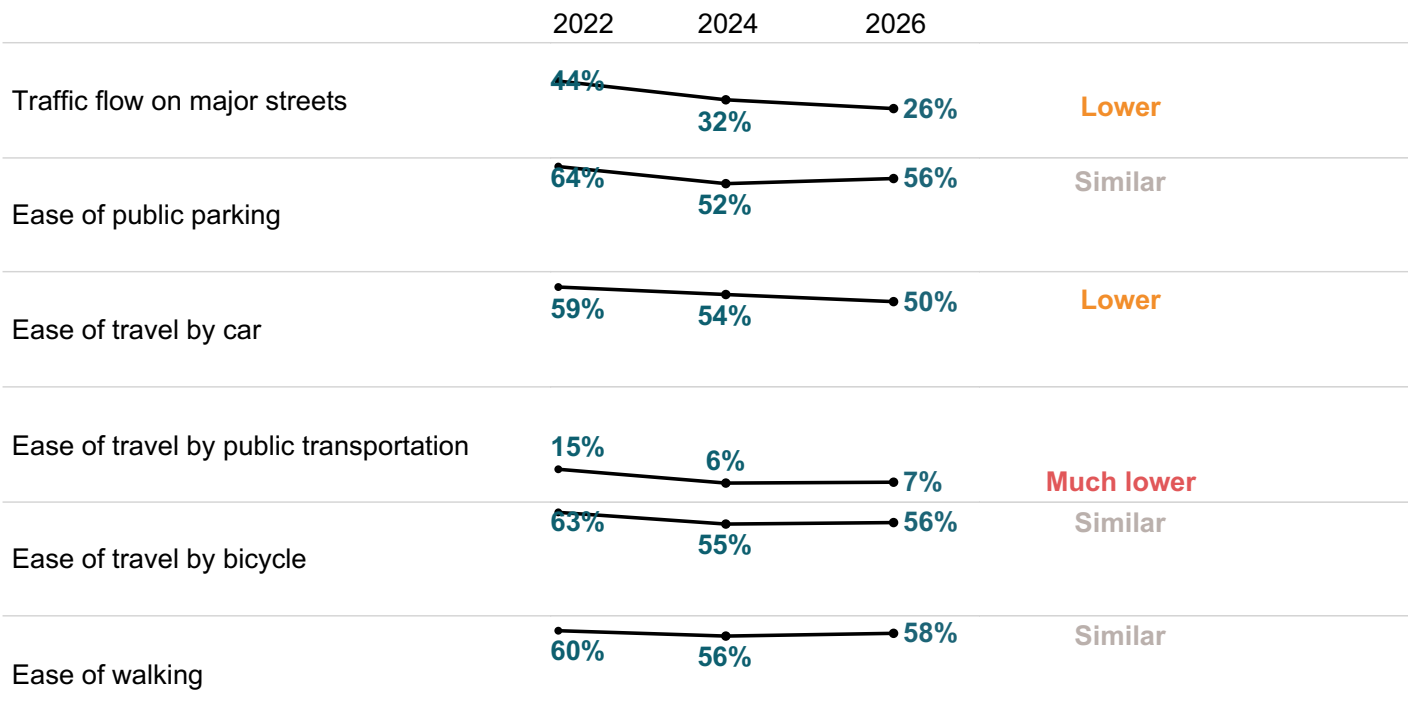
The ability of residents to move about their community with ease plays an important role in the overall quality of life for everyone who lives, works, and spends time there.



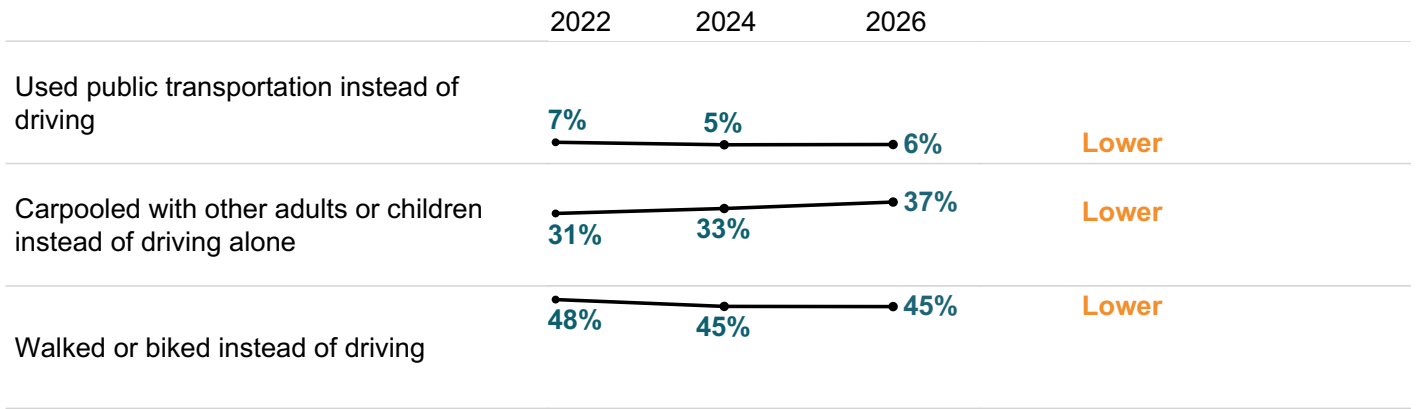
Please rate each of the following characteristics as they relate to Palm Coast as a whole.
(% excellent or good)



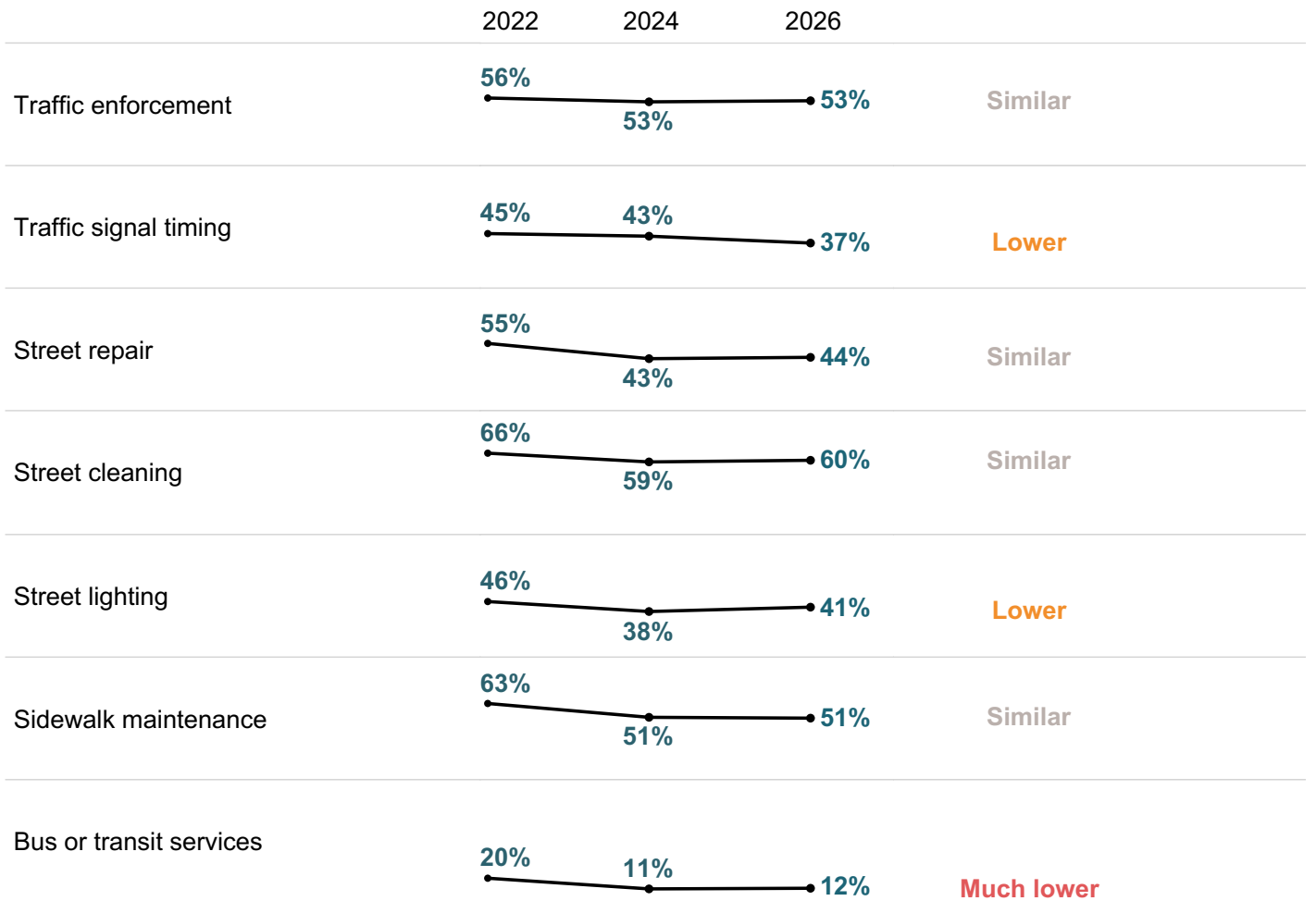
Please also rate each of the following in the Palm Coast community.
(% excellent or good)



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



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

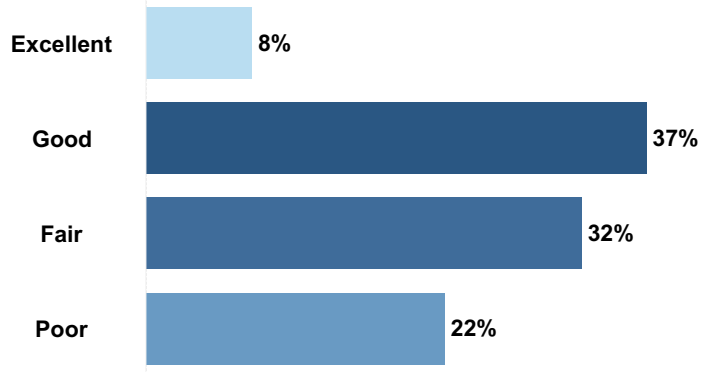


11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

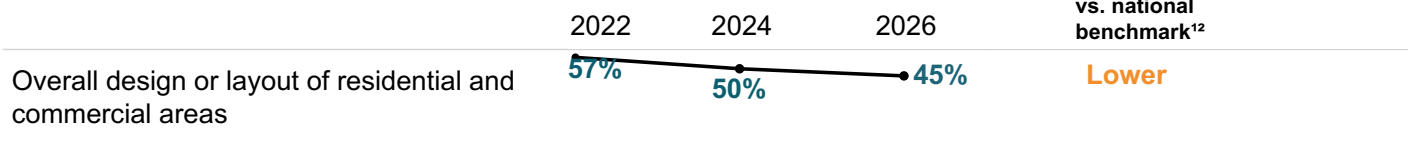
Overall design or layout of Palm Coast's residential and commercial areas, 2026

Community Design

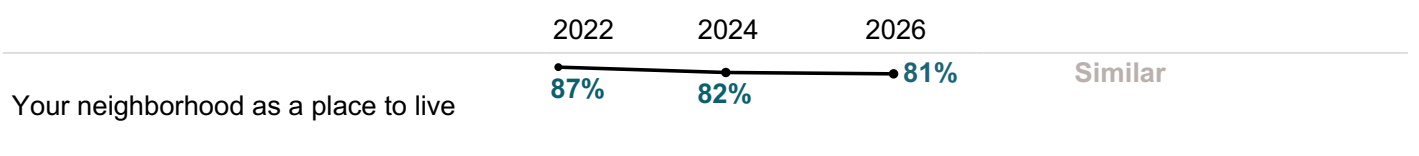
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and supporting development that suits residents' needs.



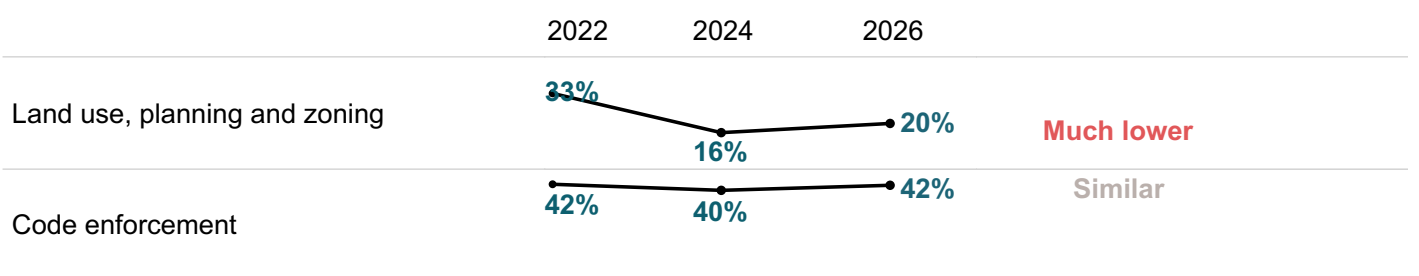
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



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



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



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

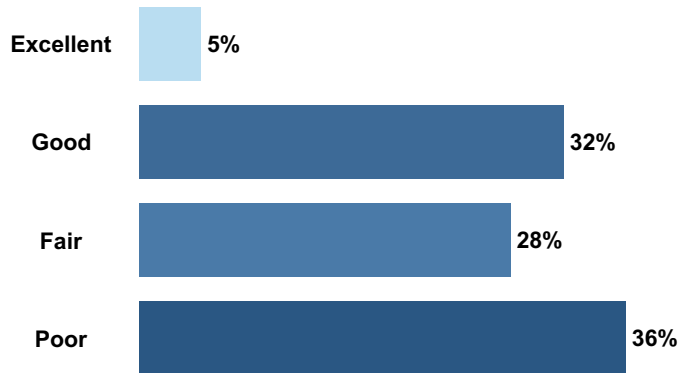


12. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

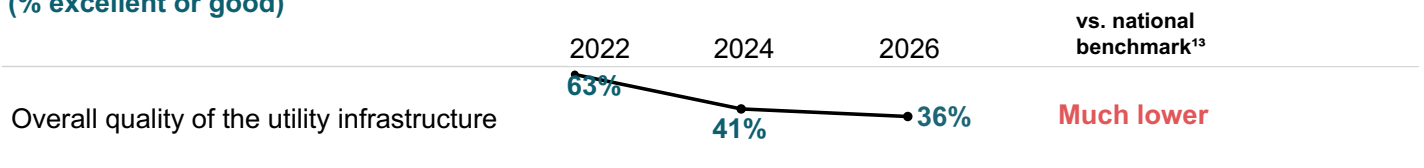
Overall quality of the utility infrastructure in Palm Coast, 2026

Utilities

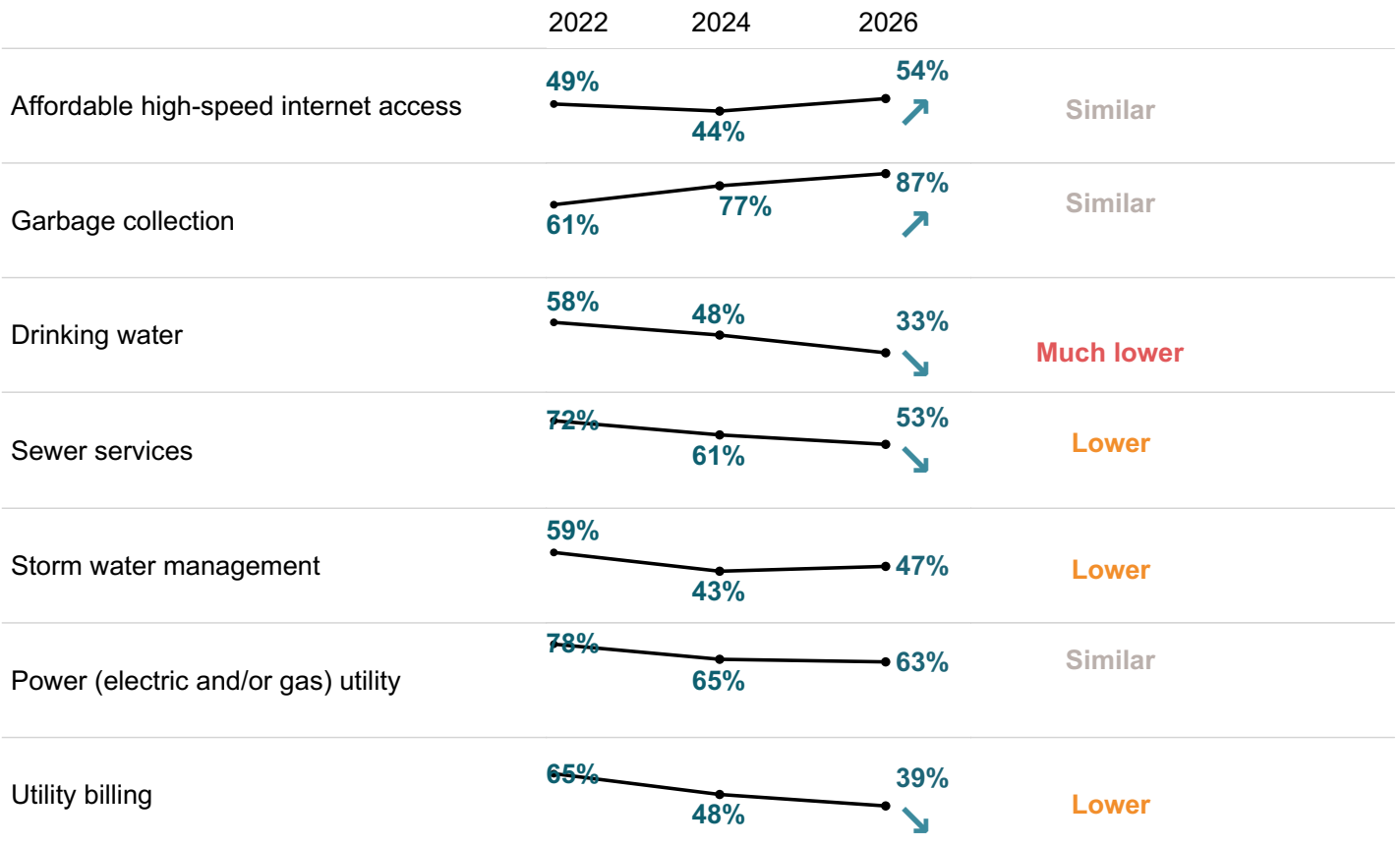
Access to essential services like water, gas, electricity, and internet is crucial for safeguarding the physical health, economic stability, and overall well-being of the communities they support.



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



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

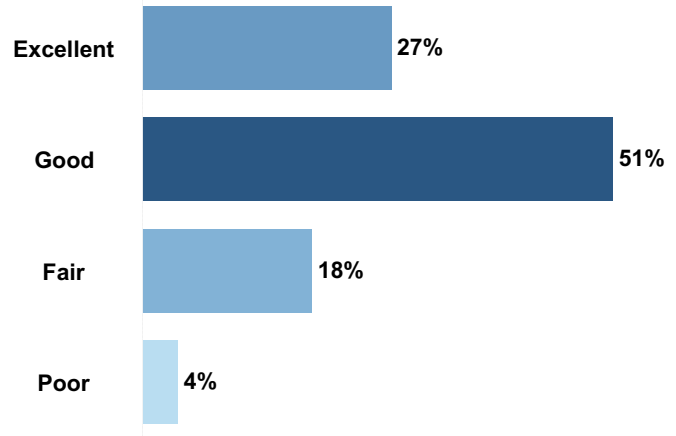


13. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

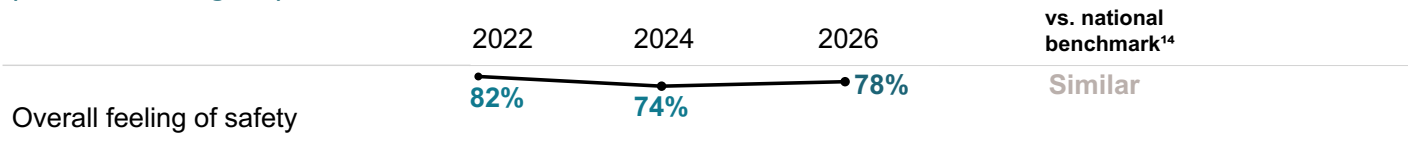
Safety

Public safety is one of the most important responsibilities of local governments, as every resident deserves to feel safe and secure both in their neighborhoods and across the wider community. The provision of strong, reliable safety services is essential to ensuring a high quality of life.

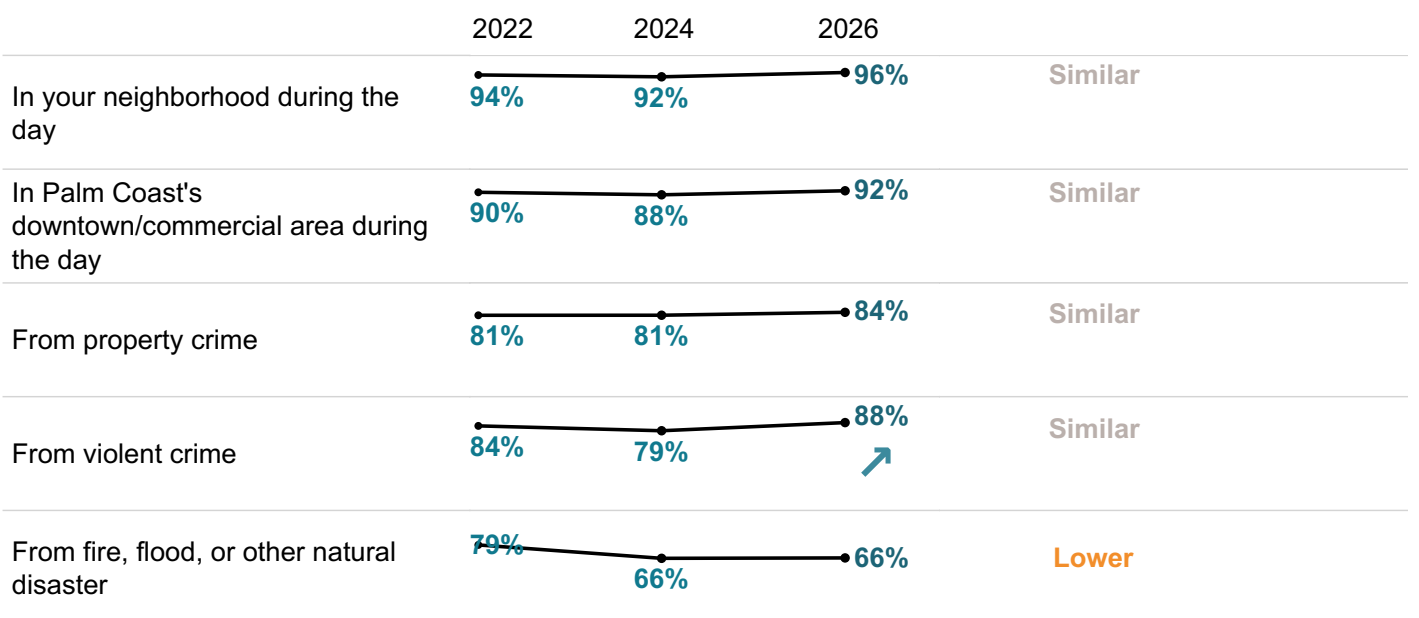
Overall feeling of safety in Palm Coast, 2026



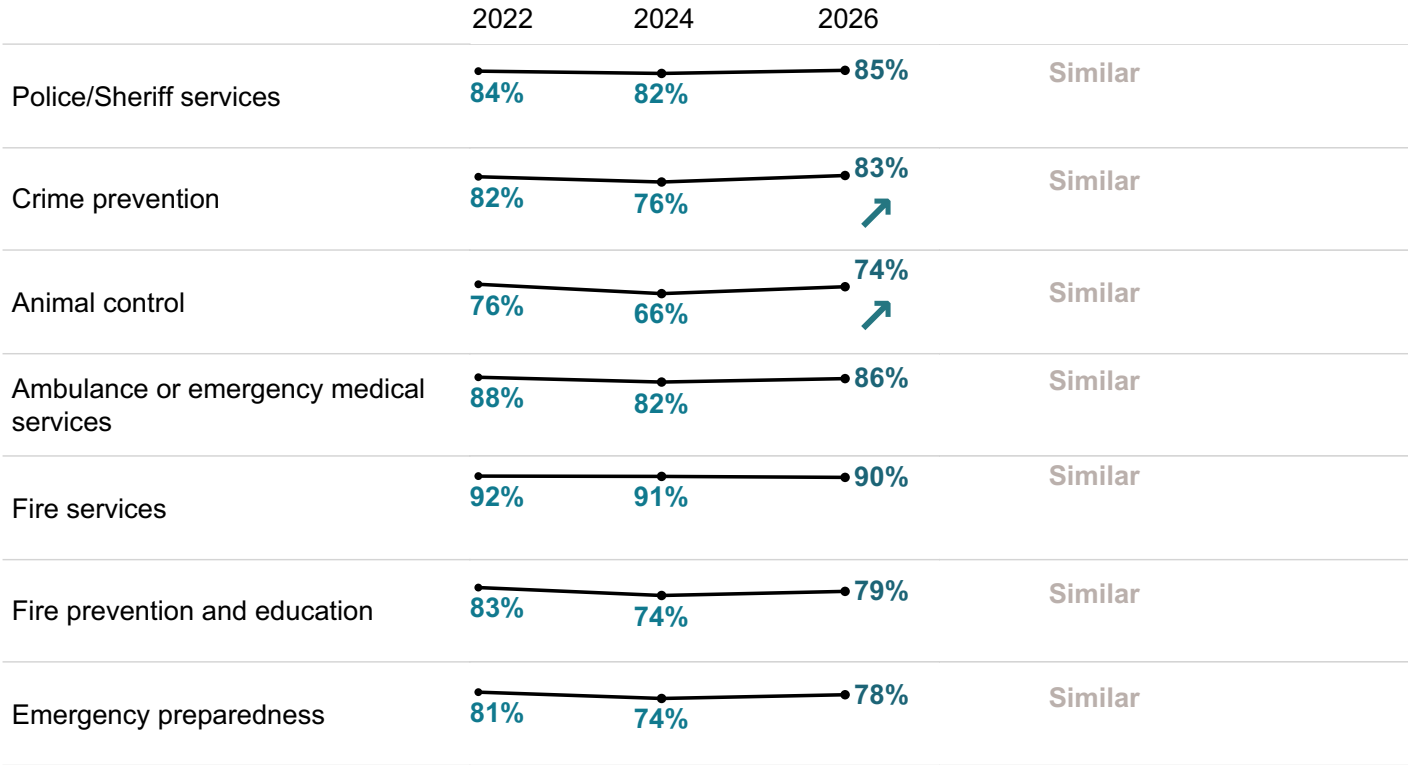
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



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



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

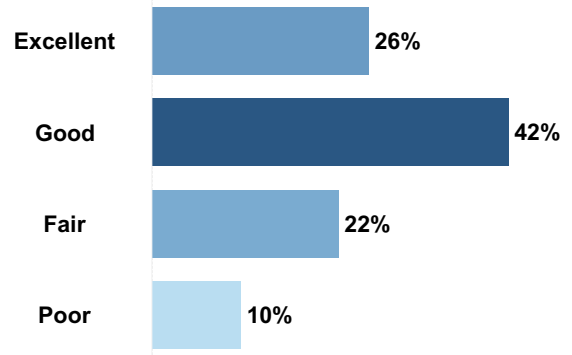


14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

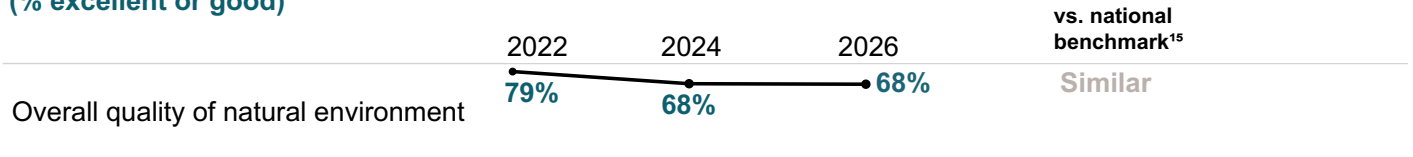
Natural Environment

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

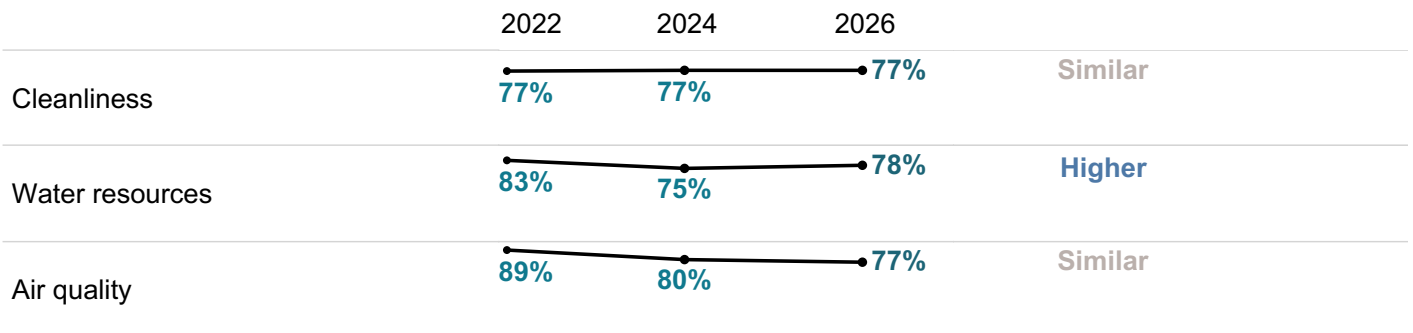
Overall quality of natural environment in Palm Coast, 2026



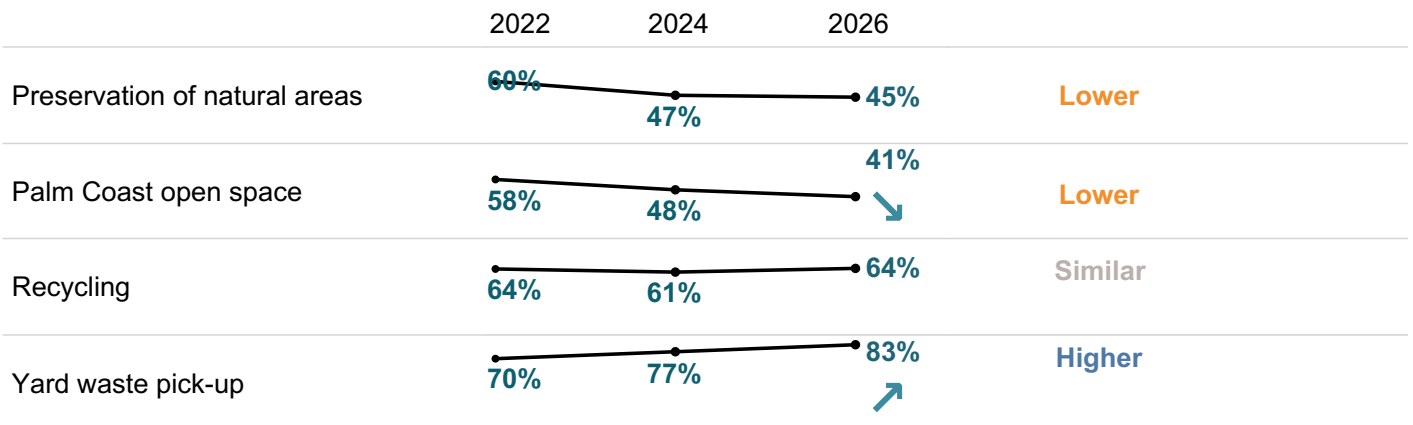
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



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



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



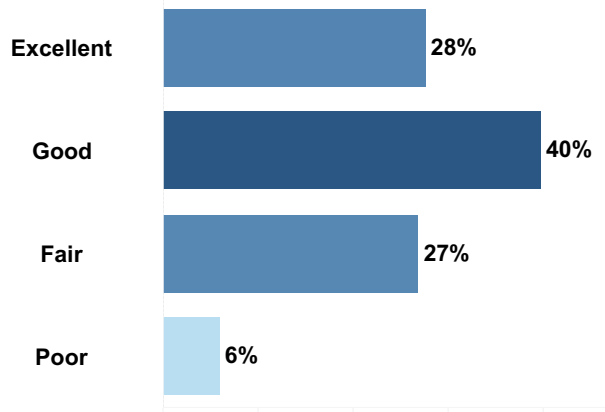
15. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and Recreation

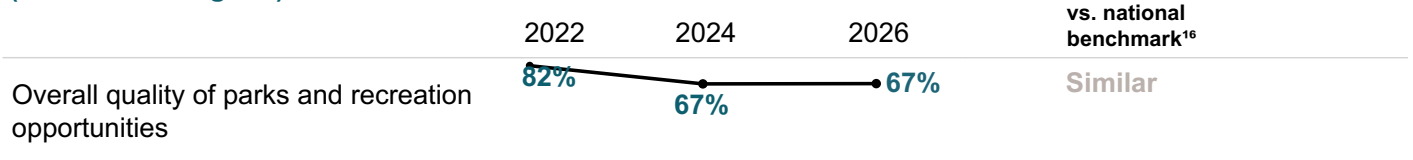
"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation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

- National Recreation and Park Association

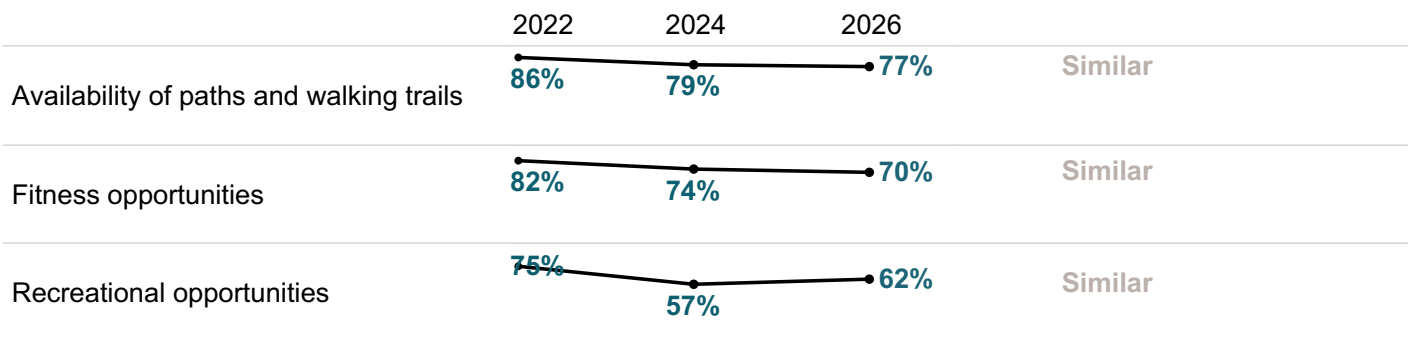
Overall quality of parks and recreation opportunities, 2026



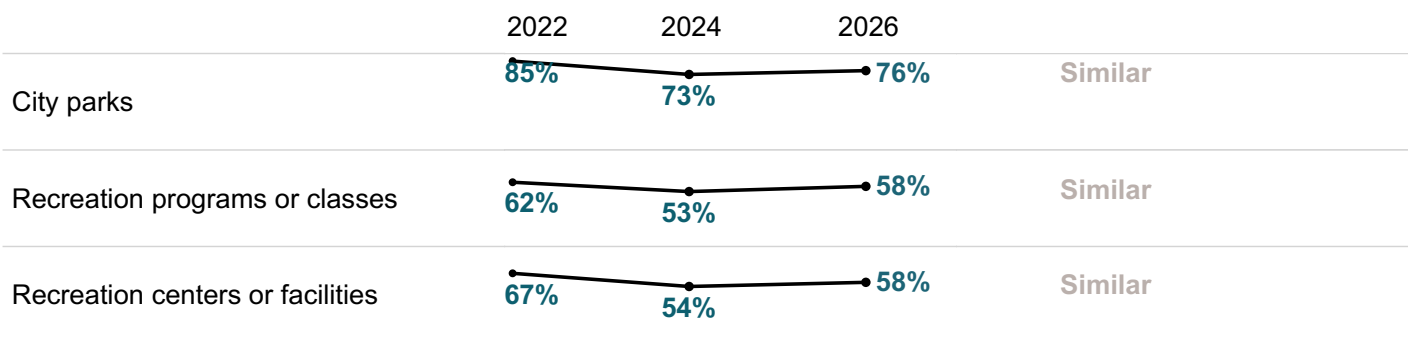
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



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



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

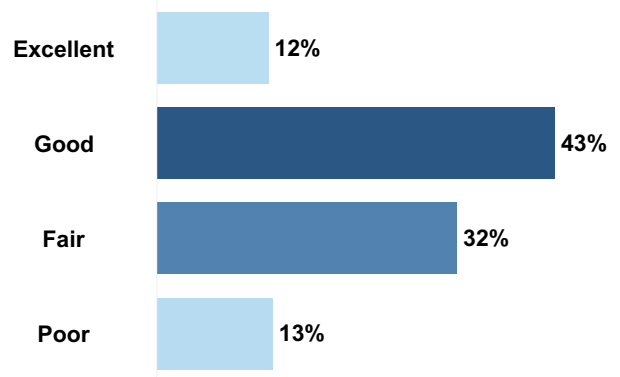


16. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

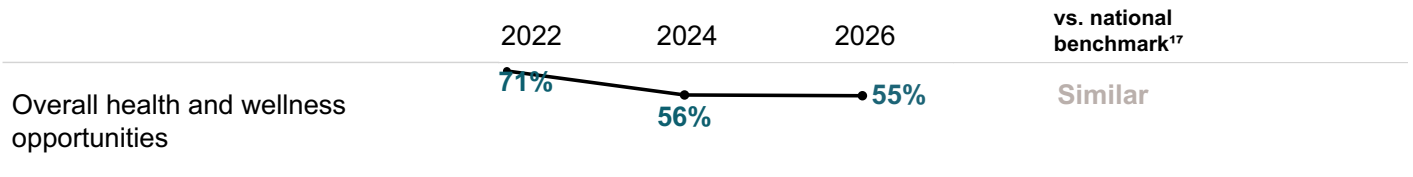
Health and Wellness

The features and amenities of a community directly influence residents' health and well-being, shaping their overall quality of life.

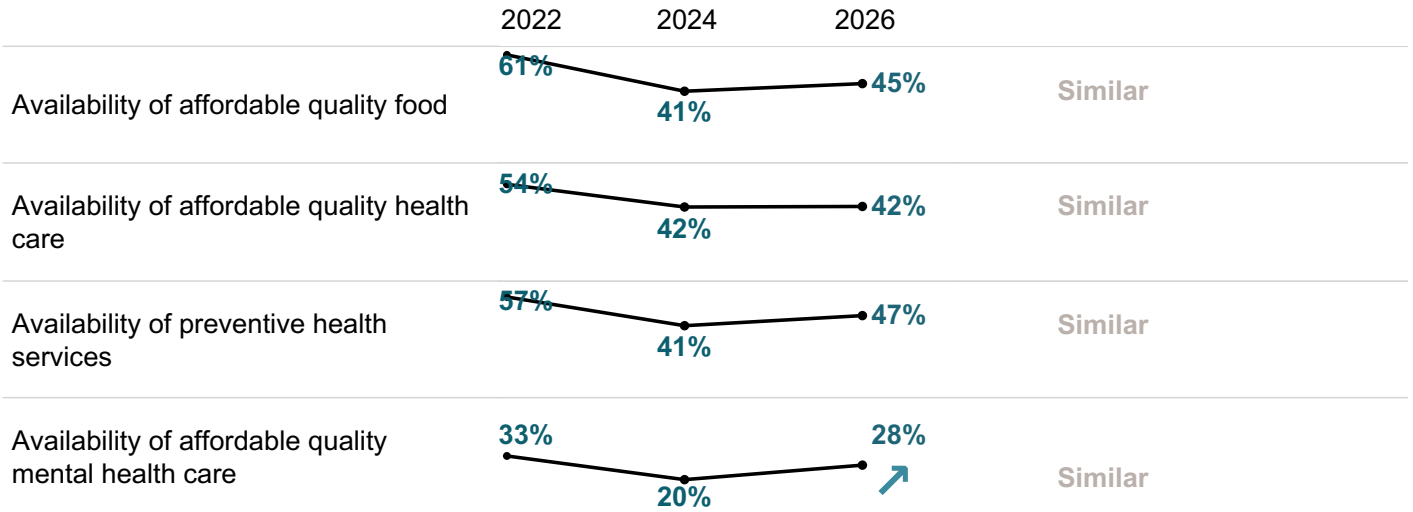
Overall health and wellness opportunities in Palm Coast, 2026



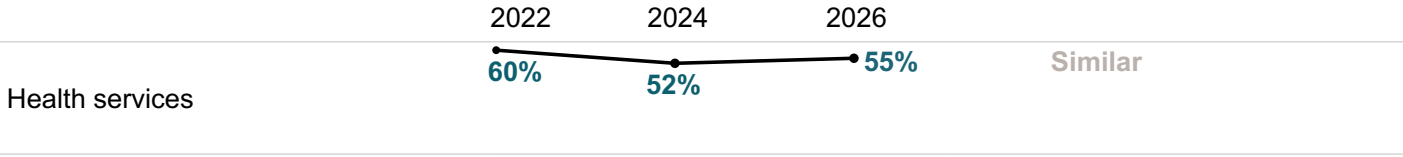
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



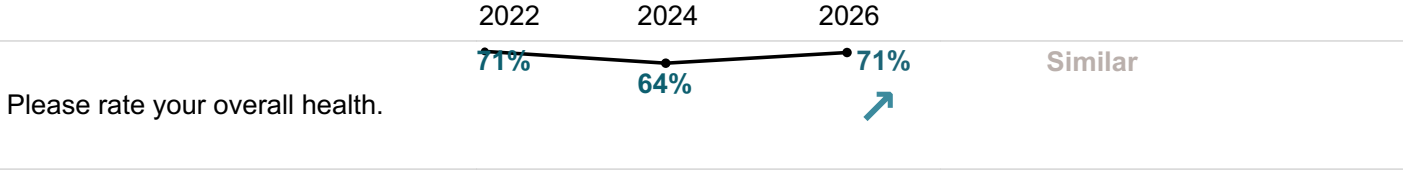
Please also rate each of the following in the Palm Coast community. (% excellent or good)



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



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

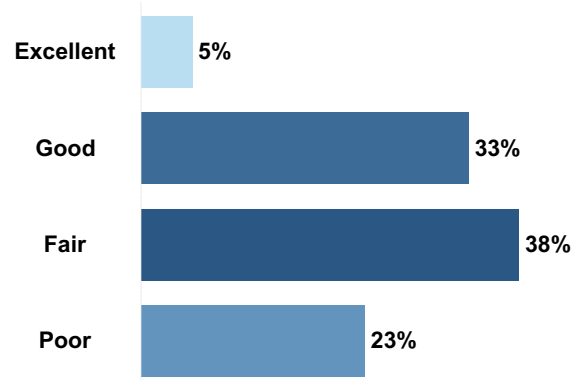


17. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

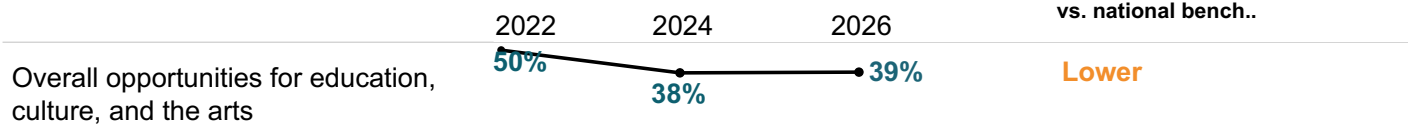
Education, Arts, and Culture

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.

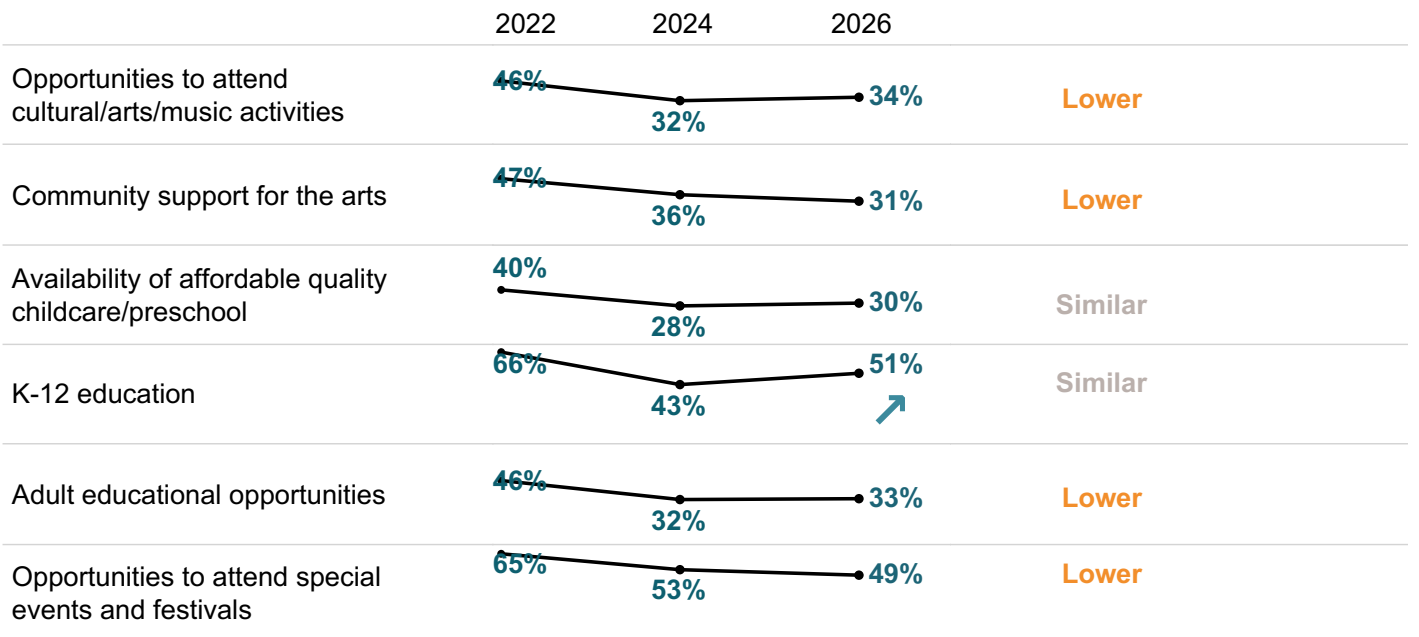
Overall opportunities for education, culture and the arts, 2026



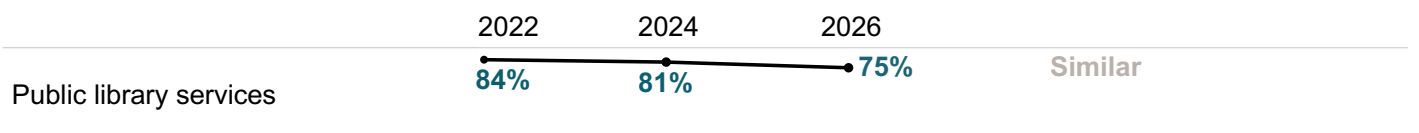
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



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



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

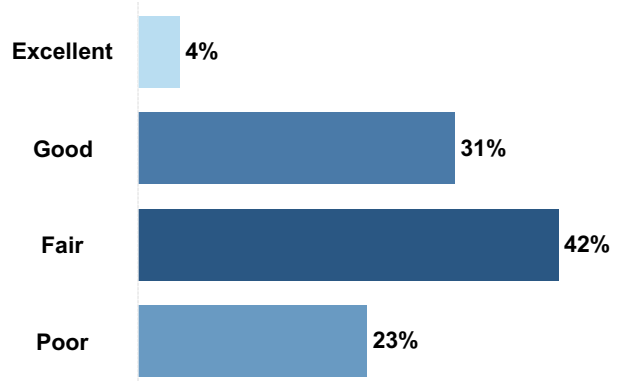


18. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

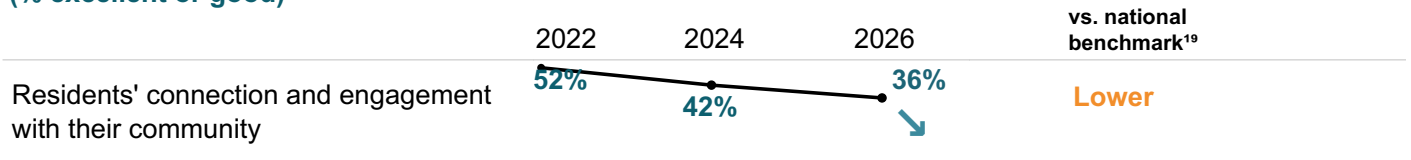
Residents' connection and engagement with their community, 2026

Community Connection

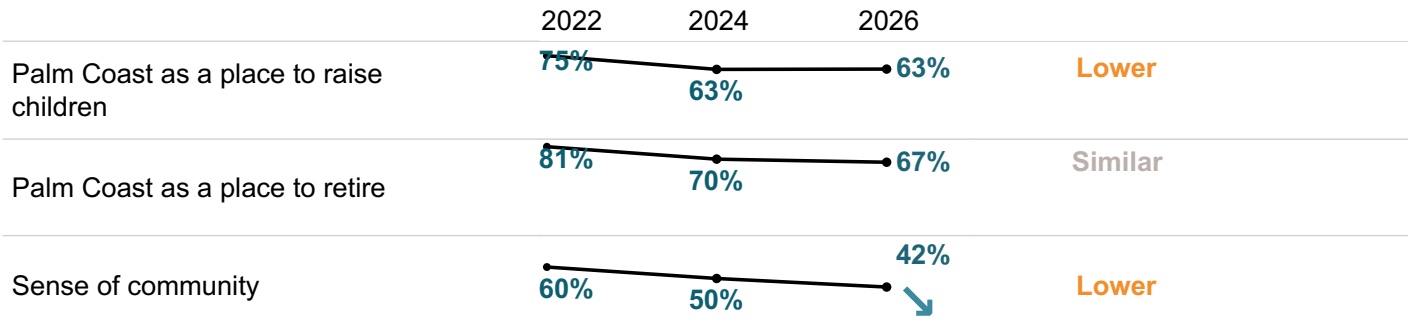
Community connection reflects residents' sense of belonging. When residents feel welcomed and encouraged to participate, they are more likely to feel engaged and connected to their community.



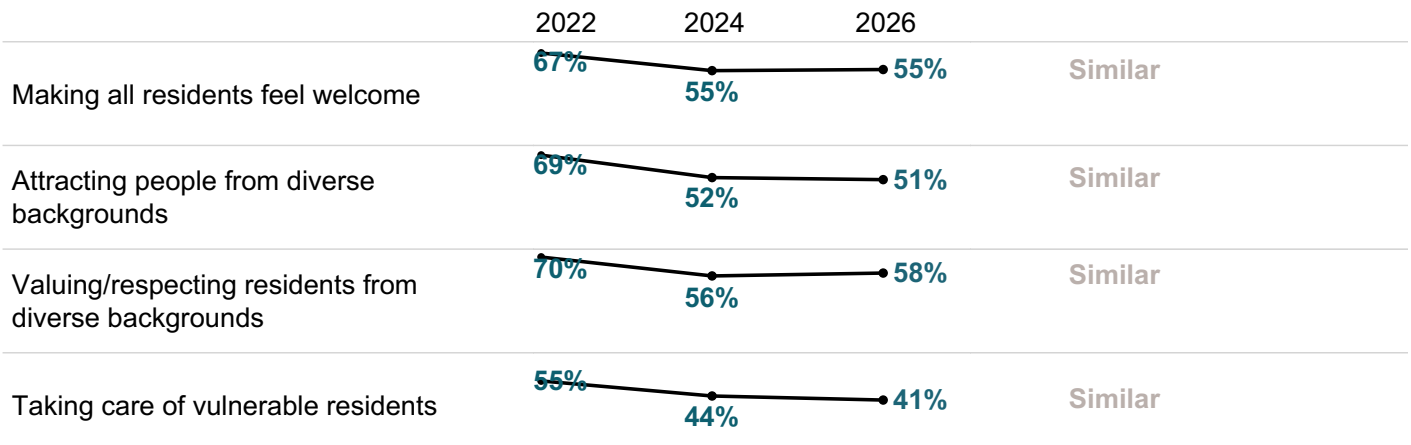
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



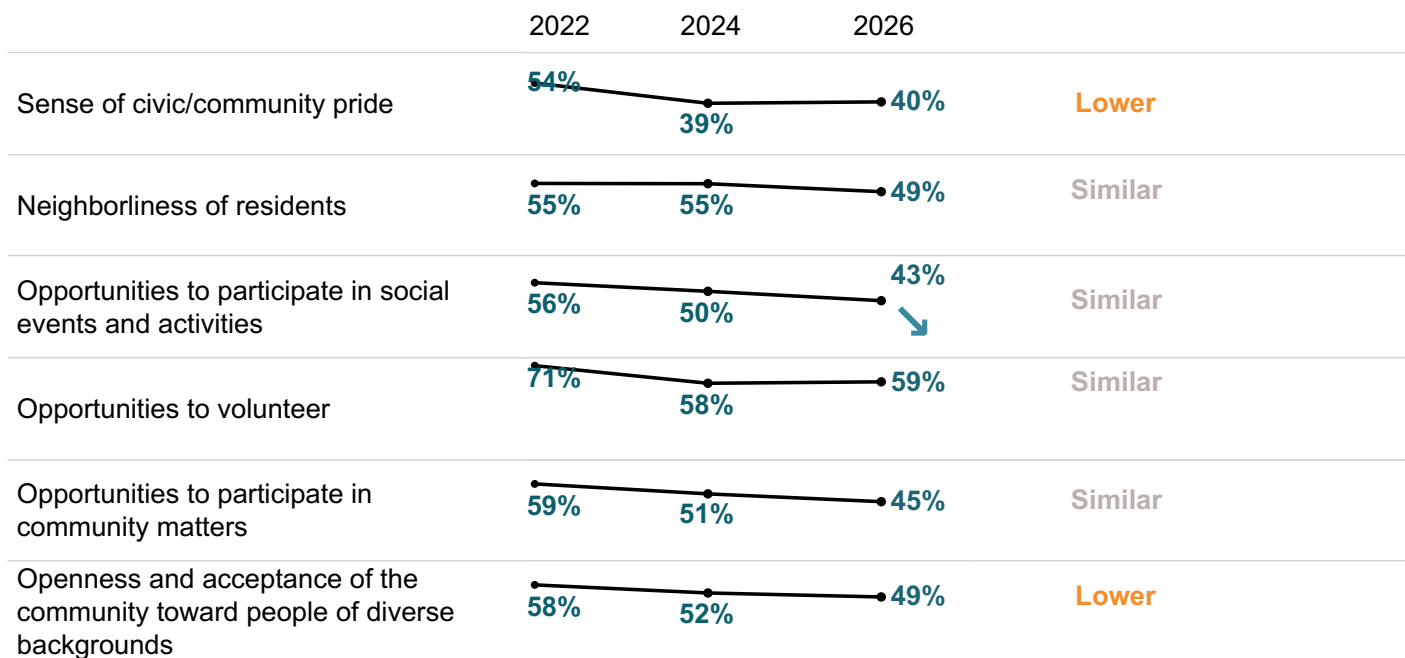
Please rate each of the following aspects of quality of life in Palm Coast. (% excellent or good)



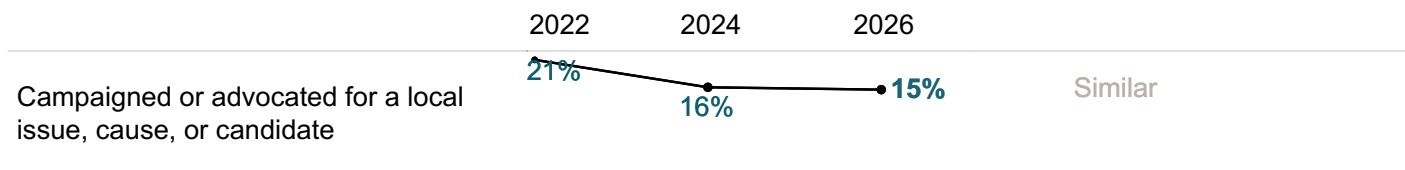
Please rate the job you feel the Palm Coast community does at each of the following. (% excellent or good)



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























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



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

Custom Questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded.

Please indicate how much you would support or oppose the following types of development efforts in Flagler County:	Recreation facilities and amenities (recreation centers, trails, parks, swimming pools, sports fields and facilities)	Strongly support		52%
		Somewhat support		40%
		Somewhat oppose		5%
		Strongly oppose		4%
	Commercial businesses (retail and grocery stores, restaurants, etc.)	Strongly support		52%
		Somewhat support		34%
		Somewhat oppose		8%
		Strongly oppose		6%
	Light industrial businesses (technology, energy, warehouses, etc.)	Strongly support		38%
		Somewhat support		35%
		Somewhat oppose		16%
		Strongly oppose		11%
	Visitor services and amenities (visitor services, hotels, attractions, etc.)	Strongly support		27%
		Somewhat support		46%
		Somewhat oppose		15%
		Strongly oppose		12%
Housing (single-family homes, multi-family apartments, small home parks)	Strongly support		21%	
	Somewhat support		33%	
	Somewhat oppose		16%	
	Strongly oppose		30%	

		Please rate the quality of each of the following in Palm Coast.	
		Condition	Percentage
Condition of street signs	Excellent		20%
	Good		58%
	Fair		19%
	Poor		3%
Condition of pavement markings on city streets	Excellent		15%
	Good		57%
	Fair		19%
	Poor		8%
Condition of neighborhood streets	Excellent		12%
	Good		47%
	Fair		32%
	Poor		9%
Condition of non-residential streets	Excellent		9%
	Good		58%
	Fair		26%
	Poor		6%

How important, if at all, is it for the City of Palm Coast to do each of the following?			
Improve signal timing	Essential		38%
	Very important		34%
	Somewhat important		20%
	Not at all important		8%
Make sure there is a complete network of sidewalks	Essential		32%
	Very important		41%
	Somewhat important		21%
	Not at all important		6%
Improve or add turn lanes	Essential		29%
	Very important		41%
	Somewhat important		26%
	Not at all important		4%
Add new traffic signals on main roads	Essential		26%
	Very important		28%
	Somewhat important		30%
	Not at all important		17%
Enhance pedestrian/bike connectivity to nearby residential areas	Essential		23%
	Very important		28%
	Somewhat important		37%
	Not at all important		11%
Build more pedestrian bridges or tunnels	Essential		19%
	Very important		20%
	Somewhat important		34%
	Not at all important		27%
Develop additional medians	Essential		14%
	Very important		25%
	Somewhat important		35%
	Not at all important		26%

The City of Palm Coast 2026 Community Survey

Please complete this survey if you are an adult (age 18 or older). Your responses are confidential and no identifying information will be shared.

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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

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

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

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

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

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

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

The City of Palm Coast 2026 Community Survey

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

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

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

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

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

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

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

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Palm Coast.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Palm Coast.....	1	2	3	4
Overall design or layout of Palm Coast’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Palm Coast (water, sewer, storm water, electric/gas, broadband)	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 indicate how much you would support or oppose the following types of development efforts in Flagler County:

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don’t know</u>
Recreation facilities and amenities (recreation centers, trails, parks, swimming pools, sports fields and facilities).....	1	2	3	4	5
Visitor services and amenities (visitor services, hotels, attractions, etc.).....	1	2	3	4	5
Commercial businesses (retail and grocery stores, restaurants, etc.)	1	2	3	4	5
Light industrial businesses (technology, energy, warehouses, etc.)	1	2	3	4	5
Housing (single-family homes, multi-family apartments, small home parks).....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don’t know</u>
Condition of neighborhood streets	1	2	3	4	5
Condition of non-residential 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

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

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

The City of Palm Coast 2026 Community Survey

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 <u>times a day</u>	Once <u>a day</u>	A few times <u>a week</u>	Every <u>few weeks</u>	Less often <u>or never</u>	Don't <u>know</u>
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, X (formerly 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?

- Single-family detached home
 Townhouse or duplex (may share walls but no units above or below you)
 Condominium or apartment (have units above or below you)
 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 \$300 \$2,500 to \$3,999
 \$300 to \$599 \$4,000 to \$6,999
 \$600 to \$999 \$7,000 to \$9,999
 \$1,000 to \$1,499 \$10,000 or more
 \$1,500 to \$2,499

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 \$100,000 to \$149,999
 \$25,000 to \$49,999 \$150,000 to \$199,999
 \$50,000 to \$74,999 \$200,000 to \$299,999
 \$75,000 to \$99,999 \$300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

- No Yes

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
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White
 A race not listed

D13. In which category is your age?

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

D14. What is your gender?

- Woman
 Man
 Other

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 14050, Houston, TX 77221-9904