



CITY OF PALO ALTO COMMUNITY SURVEY 2024

Report of Results

November 2024



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Survey background

Palo Alto contracted with Polco to implement the 2024 iteration of their community survey. For this effort, 3,600 households were randomly selected and mailed postcard invitations and paper surveys inviting participation. A total of 585 residents from this address-based outreach completed the survey for a response rate of 17% and a margin of error of $\pm 4\%$. The results of this effort are highlighted below, with full results found in *Appendix A*.

Appendix A includes several comparisons to better understand the random-sample survey results.

- Comparisons to past surveys, 11 iterations from 2011 to 2023 and the first iteration in 2003.
- Comparisons to national benchmarks, for questions asked in other jurisdictions.
- Comparisons by geographic (six areas) and demographic (race/ethnicity and age) subgroups.

To ensure all community members would have an opportunity to participate, an additional and separate outreach effort was conducted by the City. Through many communication channels the City invited residents to complete an open participation survey. The results from this outreach effort can be found in *Appendix D*.

Please contact Lupita Alamos, Assistant to the City Manager, City of Palo Alto, at Lupita.Alamos@cityofpaloalto.org, if you have any questions about the survey.

Key Findings

Palo Alto residents continue to rate their quality of life highly.

- About 9 in 10 residents rated Palo Alto, as well as their neighborhood, as an excellent or good place to live. Similarly, 9 in 10 residents highly rated the overall quality of life in Palo Alto, while about 8 in 10 praised the city as a place to work and to raise children. These ratings were consistent with previous years and aligned with the national benchmark, except for Palo Alto's rating as a place to work, which was higher than the national benchmark.
- Additionally, about 7 in 10 residents gave high marks to the city as a place to visit, and more than half rated Palo Alto as an excellent or good place to retire. Both ratings were similar to those from previous years and aligned with the national benchmark.
- About 8 in 10 residents indicated that they were likely to remain in Palo Alto for the next five years and would recommend living in the city to someone who asked, which was similar to previous years and the national benchmark. Finally, about 9 in 10 residents would recommend Palo Alto's libraries to friends, on par with previous years.

While residents were very satisfied with many City services, there are areas for improvement.

- About 9 in 10 residents gave excellent or good ratings to the library facilities, public library services, and the variety of library materials, as well as to fire emergency services, ambulance or emergency medical services, Palo Alto open space, and city parks. These ratings were similar to

those given in previous years. As in 2023, Palo Alto open space was rated much higher than the national benchmark, and city parks were rated above the benchmark.

- More than 8 in 10 survey respondents positively rated the preservation of natural areas (open space, farmlands, and greenbelts), police services, fire prevention and education, recreation centers/facilities and programs/classes, animal control, street cleaning, sewer services, refuse collection (garbage, recycling, yard waste, and e-waste), utility payment options, drinking water, and art programs and theater. These ratings were on par with those given in previous years.
- When companions to the nation were available, most of these services rated higher than the national benchmark, including preservation of natural areas, drinking water, utility payment options, animal control, street cleaning, recreation centers/facilities and recreation programs/classes.
- All in all, 28 services received similar ratings to those in 2023, while 6 services received lower ratings (building and planning application processing services, code enforcement, traffic enforcement, traffic signal timing, sidewalk maintenance and electric utility) and one service received a higher rating (street repair).
- When compared to the nation, there were 9 services above the benchmark (Palo Alto open space, city parks, preservation of natural areas, drinking water, utility payment options, animal control, street cleaning, recreation centers/facilities and recreation programs/classes and 14 services on par. No service was below the national benchmark.

Issues related to affordable housing and cost of living remain a concern for residents.

- As in previous years, fewer than 1 in 10 residents gave positive ratings to the cost of living in Palo Alto, while about 1 in 10 survey respondents favorably rated the availability of affordable quality housing. Both ratings were lower than the national benchmark.
- The survey included an open-ended question where respondents could describe, in their own words, one change the city could make to increase resident satisfaction. The most common response was related to housing and construction issues, followed by transit and transportation issues.
- Among the best rated community characteristics were the overall image or reputation of Palo Alto, the fitness opportunities (including exercise classes and paths or trails, etc.), recreational opportunities, the ease of travel by bicycle in Palo Alto and the ease of walking in Palo Alto, all with 75% of more residents giving positive ratings.
- Compared to 2023, all ratings were similar except for the vibrancy of downtown/ commercial areas, which decreased from 65% in 2023 to the current 59%.

Parks, open space, and natural environment topped the ranked of things that City does well.

- The survey included an open-ended question where respondents could write in their own words one thing they believe the city does well and should maintain. Open space and the natural

environment topped the ranking, accounting for 25% of the mentions, followed by activities and recreation (13%), safety services (12%), and utility and city services (11%).

Ratings for Palo Alto government performance are on the rise.

- Three-quarters of Palo Alto residents gave the local government high marks for treating residents with respect, while about 6 in 10 praised the government for being honest, treating all residents fairly, and informing residents about issues facing the community.
- All other aspects of government were similarly rated as in the previous year except for the overall direction that Palo Alto is taking, which received a lower rating than in 2023 (47% versus 54%).
- Where benchmark comparisons were available, Palo Alto ranked similar to the national benchmarks.

Detailed Survey Methods

Survey Information

The 2024 Palo Alto Community Survey was conducted by Polco/National Research Center, Inc. (NRC). Results offer insight into residents' perspectives about their community, as well as community needs and resident participation. This information can be used to support budgeting, land use and strategic planning, and communication with residents. The demographic characteristics and geographic location of respondents were collected to permit weighting to the Census and American Community Survey estimates, and comparison of results for different subgroups of residents. The City of Palo Alto funded this research.

Survey Validity

Polco recognizes that the issue of survey validity has two key components: 1) How can a community be confident that the survey results from respondents accurately represent what would have been obtained if the entire population had participated? and 2) To what extent do the perspectives captured in the survey reflect the true beliefs and behaviors of residents?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using mail-based methodology, which typically gets a higher response rate than phone for the same dollars spent. Getting a higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Using a list of households or residents that is as comprehensive as possible (like a USPS list that includes all households) and selecting households at random to ensure they are representative of the larger community.
- Over-sampling multi-family housing units to improve response from respondents who generally respond in lower proportions.
- Contacting selected households multiple times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Offering the opportunity to complete the survey online or by mail, and providing a pre-addressed, postage-paid return envelope for ease and to spare the respondent any expense.
- Weighting the results to reflect the demographic characteristics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record their opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), their memory of the actual behavior (if it is not a question speculating about future

actions, like a vote), their confidence that they can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

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

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. Polco's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. Polco principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

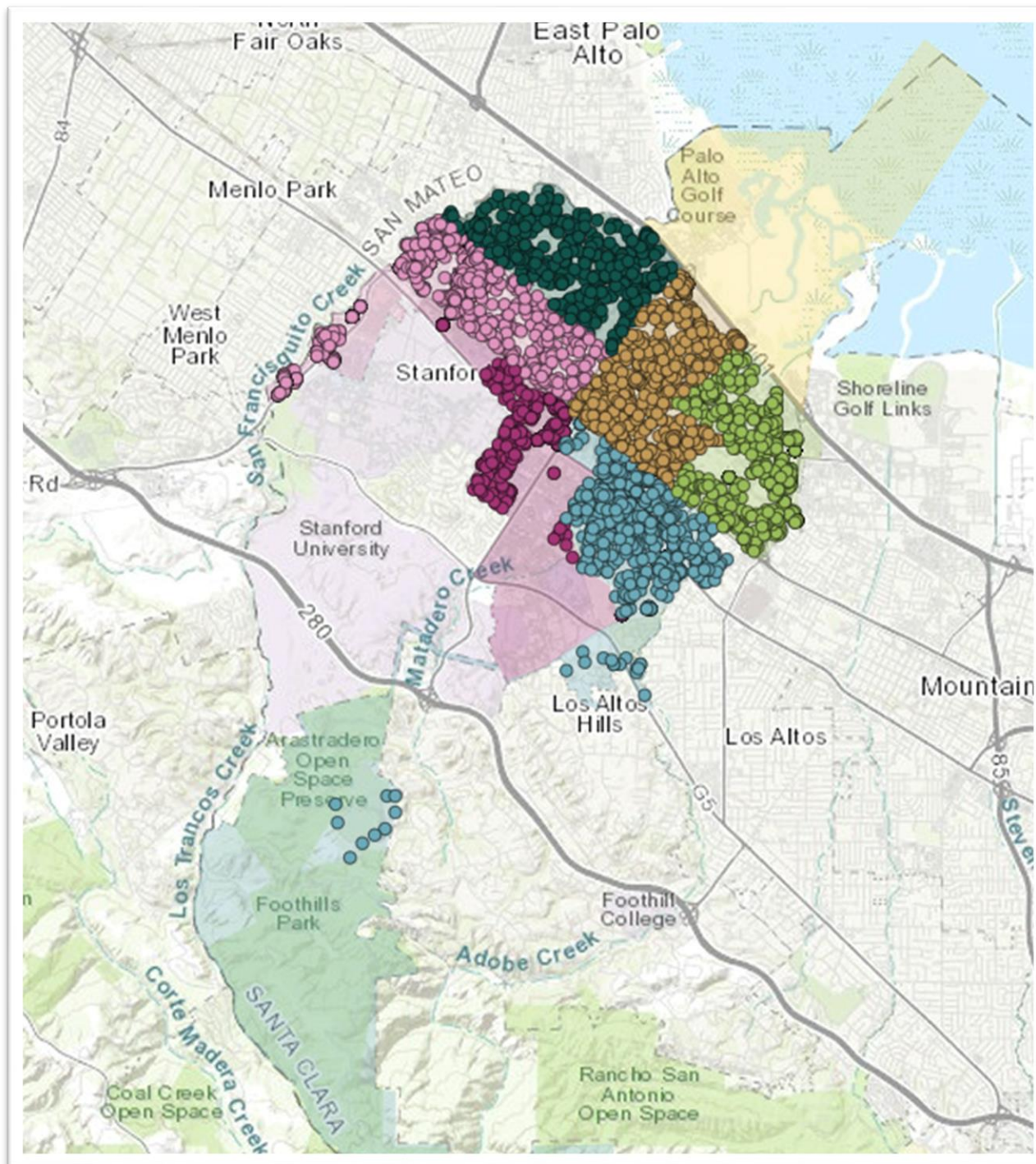
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Palo Alto were eligible to participate in the survey. A list of all households within the zip codes serving Palo Alto was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve Palo Alto 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 (updated on a quarterly basis) and addresses located outside of Palo Alto boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of six areas.

To choose the 3,600 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the randomly selected households to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

In addition to the scientific, random selection of households, a link to an online open participation survey was publicized and posted to the City of Palo Alto website. This open participation survey was identical

to the scientific survey and open to all City residents. Results from the open participation survey can be found in *Appendix C: Results to Open Participation Survey*.

Figure 1: Location of the random selected households by Area



Area 1 Area 2 Area 3 Area 4 Area 5 Area 6

Survey Administration and Response

Selected households received mailings beginning on August 19, 2024. All 3,600 households received three notifications in the mail. The first mailing was a postcard announcing the upcoming survey with a link and QR code to complete the survey online. The next mailing contained a letter from the City Manager inviting the household to participate, along with a paper questionnaire and a postage-paid return envelope. The third and final mailing was a reminder postcard. The second and third mailings also asked respondents not to complete the survey a second time.

The online survey was available in English, Spanish, and Simplified Chinese. The paper survey was available in English only. All mailings included a URL through which the residents could choose to respond online, along with instructions on how to access the survey in Spanish or Simplified Chinese. Completed surveys were collected over nine weeks. The online open participation survey was available to residents beginning September 16, 2024, and remained open through October 21, 2024.

About 3% of the 3,600 surveys mailed were returned because the housing unit was vacant, or the postal service was unable to deliver the survey as addressed. Of the remaining 3,509 households that received the survey, 585 completed the survey, providing an overall response rate of 17%. Of the 585 completed surveys, 292 were completed online. Three surveys were completed in Simplified Chinese. Additionally, responses were tracked by geographic subarea; response rates by area ranged from 14% to 22%. The response rates were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons. Additionally, 727 residents completed the online open participation survey.

Confidence Intervals

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 percent. The 95 percent level of confidence 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.²

The margin of error or confidence interval for the City of Palo Alto survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (585 completed surveys).

For subgroups of responses, the margin of error increases because the number of responses for the subgroup is smaller. For subgroups the margin of error is larger as there are fewer respondents in each. The margin of error for the six areas within Palo Alto are shown in the following table, it ranges from $\pm 8\%$ in Area 6 to $\pm 14\%$ in Area 5.

¹ See AAPOR's Standard Definitions for more information: <https://aapor.org/standards-and-ethics/standard-definitions/>

² A 95 percent level of confidence indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75 percent of residents rate a service as "excellent" or "good," then the 4 percent margin of error (for the 95 percent level of confidence) indicates that the range of likely responses for the entire community is between 71 percent and 79 percent. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the nonresponse of residents with opinions different from survey responders. Differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 1: Survey Response Rates

	Number mailed	Undeliverable	Eligible	Returned	Response rate	Margin of error
Area 1	401	7	394	85	22%	11%
Area 2	625	13	612	100	16%	10%
Area 3	445	12	433	82	19%	11%
Area 4	763	18	745	128	17%	9%
Area 5	356	13	343	52	15%	14%
Area 6	1,010	28	982	138	14%	8%
Overall	3,600	91	3,509	585	17%	4%

Survey Processing (Data Entry)

Upon receipt, completed paper surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, Polco would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All paper surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Online surveys were conducted through the Polco platform. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like Polco’s mailed surveys, surveys on Polco are presented with the City name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

Survey Data Weighting

Upon completion of data collection for both the address-based and open participation surveys, the demographics of each dataset were separately compared to those found in the 2020 Census and 2022 American Community Survey estimates for adults in the City of Palo Alto. The primary objective of weighting survey data is to make the survey respondents are reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), sex, age and area. The highlights are based on the results from the address-based mail survey and full results for that outreach effort can be found in *Appendix A: Results Tables*. Results for the open participation survey can be found in *Appendix C: Results from Open Participation Survey*.

Table 2: Palo Alto, CA 2024 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	25%	43%
Own home	56%	75%	57%
Detached unit*	59%	62%	59%
Attached unit*	41%	38%	41%
Race and Ethnicity			
White	55%	58%	59%
Not white	45%	42%	41%
Not Hispanic	94%	93%	93%
Hispanic	6%	7%	7%
Sex and Age			
Female	52%	51%	52%
Male	48%	49%	48%
18-34 years of age	23%	9%	22%
35-54 years of age	35%	28%	35%
55+ years of age	42%	62%	43%
Females 18-34	11%	4%	11%
Females 35-54	18%	15%	18%
Females 55+	23%	33%	23%
Males 18-34	12%	5%	11%
Males 35-54	17%	14%	17%
Males 55+	19%	30%	20%
Area			
Area 1	13%	15%	12%
Area 2	19%	17%	19%
Area 3	13%	14%	13%
Area 4	20%	22%	20%
Area 5	9%	9%	9%
Area 6	26%	24%	26%

* U.S. Census Bureau ACS 2022 5-year estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). When results are compared by demographic and geographic subgroups, and in the highlights section, the percentages presented represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “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.” In *Appendix A*, for each question there are two tables that show all scale points, one including and one excluding the respondents who chose don’t know. For ease of comparison, “don’t know” responses are excluded from the tables which show comparisons by subgroups and also from the results discussed in the Highlights. In other words, the Highlights and comparison tables only show the responses from respondents who had an opinion about a specific item.

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.

Trends Over Time

Trend tables display trends over time, comparing the 2024 ratings for the City of Palo Alto to the 11 previous iterations of survey results (going back to 2011) and displaying 2003 data, the year when surveying started, when available.

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

Meaningful differences between survey years have been noted within the following tables as being “higher” or “lower” if the differences are greater than approximately six percentage points³ between the 2024 and 2023 surveys; otherwise, the comparisons between 2024 and 2023 are noted as being “similar.” When comparing results over time, small differences (those with less than a 6 percent difference) are more likely to be due to random variation (attributable to chance over real change), while larger differences (those greater than 6 percent) may be due to a real shift in resident perspective. However, it is often wise to continue to monitor results over a longer period of time to rule out random variation due to chance in the sampling process. Sometimes small changes in question wording can explain changes in results as well.

³ While the percentages are reported as rounded whole numbers, meaningful differences are identified based on unrounded percentages with decimals in place.

Geographic and Demographic Comparisons

The subgroup comparison tables in *Appendix A* display differences in opinion of survey respondents by the six geographic subareas and by race/ethnicity and age groups.

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

Each column in the subgroup comparison tables is labeled with a letter for each group being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroup ratings within a row (a single question item) that has a statistically significant difference, an uppercase letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no uppercase letter denotation in their column and that are also not referred to in any other column were not statistically different.

National Benchmark Comparisons

Comparison Data

Polco’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics as on the Palo Alto Community Survey. The surveys gathered for Polco’s database include data from communities that have been conducted by Polco, as well as citizen surveys unaffiliated with Polco. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. Polco adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant, and the comparisons are to jurisdictions that have conducted a survey within the last five years. The communities in the database represent a wide geographic and population range. The City of Palo Alto chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared for items in questions 1 through 12 when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Palo Alto’s average rating, converted to a 100-point scale. The second column is the rank assigned to Palo Alto’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Palo Alto’s rating to the benchmark.

Although responses to many of the evaluative questions were made on a four-point scale with 1 representing the best rating and 4 the worst, the benchmarks are calculated on a common scale where 0 is the worst possible rating and 100 is the best possible rating.

In that final column, Palo Alto’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 Palo Alto residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences

are noted as “much higher” or “much lower.” A rating is considered “similar” if it is within the standard range of 10 points; “higher” or “lower” if the difference between Palo Alto’s rating and the benchmark is greater than the standard range but less than twice the standard range; and “much higher” or “much lower” if the difference between Palo Alto’s rating and the benchmark is higher or lower by more than twice the standard range. Where benchmark ratings were not available, “NA” indicates that this information is not applicable (these were questions specific to Palo Alto and not asked in other communities).

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “very good”= 100, “good”= 75, “neither good nor bad”= 50, “bad”= 25, and “very bad”= 0. If everyone reported “very good,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “very bad” rating, the result would be 0 on the 100-point scale. If half the respondents gave a score of “very good” and half gave a score of “very bad,” the average would be 50, in the middle of the scale (like the center post of a teeter totter) or “neither good nor bad.” An example of how to convert survey frequencies into an average rating appears below.

Table 3: Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	Total with “don’t know”	Step1: Remove “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply % by scale value	Step 4: Sum to calculate average rating
Very good	15%	$=15 \div (100-2) =$	15.3%	100	$=15.3\% \times 100 =$	15.3
Good	53%	$=53 \div (100-2) =$	54.1%	75	$=54.1\% \times 75 =$	40.6
Neither good nor bad	26%	$=26 \div (100-2) =$	26.5%	50	$=26.5\% \times 50 =$	13.3
Bad	3%	$=3 \div (100-2) =$	3.1%	25	$=3.1\% \times 25 =$	0.8
Very bad	0%	$=0 \div (100-2) =$	0%	0	$=0\% \times 0 =$	0
Don’t know	2%		--			
Total	100%		100%			70

Appendix A: Results Tables

The following pages contain results for each question on the survey, the first set of results includes the “don’t know” responses, followed by results excluding the “don’t know” responses (where “don’t know” was an option), trends over time and geographic comparisons. For the questions in the survey where respondents could answer “don’t know,” the proportion of respondents giving this reply were not included for the comparisons over time and by geography. In other words, these tables display the responses from respondents who had an opinion about a specific item.

For the basic frequencies, the percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”); the number of respondents is specific to each item, based on the actual number of responses received for the question or question item and based on the weighted data (weighted responses are rounded to the nearest whole number and may not exactly add up to the total number of responses). Generally, a small portion of respondents select “don’t know” for most survey items and, inevitably, some items have a larger “don’t know” percentage. Comparing responses to a set of items on the same scale can be misleading when the “don’t know” responses have been included. If two items have disparate “don’t know” percentages (2 percent versus 17 percent, for example), any apparent similarities or differences across the remaining response options may disappear once the “don’t know” responses are removed.

Tables displaying trend data appear only for the years in which the questions were asked. Meaningful differences between survey years have been noted within the following tables as being “higher” or “lower” if the differences are greater than approximately six percentage points between the 2024 and 2023 surveys; otherwise, the comparison between 2024 and 2023 are noted as being “similar.”

Geographic and demographic comparisons have been provided for questions 1 through 18 (some questions having multiple, non-scaled responses are not included). Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper-case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 8 on page 18, respondents in Area 4 (D) gave significantly higher ratings to Palo Alto as a place to work than respondents in Area 3 (C), as denoted by the “C” listed in the cell of the ratings for Area 4.

Question 1

Table 4: Question 1 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following aspects of quality of life in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Palo Alto as a place to live	50%	N=291	41%	N=240	7%	N=40	2%	N=11	0%	N=1	100%	N=583
Your neighborhood as a place to live	53%	N=310	39%	N=230	7%	N=41	0%	N=3	0%	N=0	100%	N=584
Palo Alto as a place to raise children	44%	N=254	29%	N=167	12%	N=67	3%	N=16	13%	N=78	100%	N=582
Palo Alto as a place to work	35%	N=203	32%	N=186	10%	N=59	3%	N=16	19%	N=111	100%	N=575
Palo Alto as a place to visit	27%	N=156	39%	N=225	21%	N=123	7%	N=39	6%	N=34	100%	N=577
Palo Alto as a place to retire	22%	N=125	23%	N=132	21%	N=124	16%	N=93	18%	N=104	100%	N=577
The overall quality of life in Palo Alto	41%	N=237	48%	N=278	10%	N=59	1%	N=7	0%	N=0	100%	N=581

Table 5: Question 1 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following aspects of quality of life in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Palo Alto as a place to live	50%	N=291	41%	N=240	7%	N=40	2%	N=11	100%	N=582
Your neighborhood as a place to live	53%	N=310	39%	N=230	7%	N=41	0%	N=3	100%	N=583
Palo Alto as a place to raise children	50%	N=254	33%	N=167	13%	N=67	3%	N=16	100%	N=504
Palo Alto as a place to work	44%	N=203	40%	N=186	13%	N=59	3%	N=16	100%	N=463
Palo Alto as a place to visit	29%	N=156	41%	N=225	23%	N=123	7%	N=39	100%	N=542
Palo Alto as a place to retire	26%	N=125	28%	N=132	26%	N=124	20%	N=93	100%	N=473
The overall quality of life in Palo Alto	41%	N=237	48%	N=278	10%	N=59	1%	N=7	100%	N=581

Table 6: Question 1 - Historical Results

Please rate each of the following aspects of quality of life in Palo Alto:	Percent positive													2024 rating compared to 2023
	2003	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
Palo Alto as a place to live	95%	94%	95%	92%	95%	92%	91%	91%	89%	88%	88%	90%	91%	Similar
Your neighborhood as a place to live	88%	90%	90%	91%	92%	90%	91%	91%	90%	89%	88%	92%	93%	Similar
Palo Alto as a place to raise children	90%	93%	92%	90%	93%	87%	84%	84%	82%	82%	87%	83%	84%	Similar
Palo Alto as a place to work	NA	89%	88%	89%	86%	87%	82%	82%	80%	82%	79%	85%	84%	Similar
Palo Alto as a place to visit	NA	NA	NA	NA	75%	74%	72%	71%	68%	70%	69%	73%	70%	Similar
Palo Alto as a place to retire	62%	68%	68%	56%	60%	52%	50%	51%	40%	52%	46%	53%	54%	Similar
The overall quality of life in Palo Alto	92%	94%	92%	94%	91%	91%	88%	85%	89%	84%	88%	86%	89%	Similar

Table 7: Question 1 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Palo Alto as a place to live	80	95	349	Similar
Your neighborhood as a place to live	82	55	329	Similar
Palo Alto as a place to raise children	77	119	354	Similar
Palo Alto as a place to work	75	20	346	Higher
Palo Alto as a place to visit	64	122	318	Similar
Palo Alto as a place to retire	54	246	350	Similar
The overall quality of life in Palo Alto	76	95	368	Similar

Table 8: Question 1 - Geographic Subgroup Results

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Palo Alto as a place to live	91%	91%	86%	94%	94%	91%	91%
Your neighborhood as a place to live	90%	92%	89%	96% C	89%	95%	93%
Palo Alto as a place to raise children	87%	82%	86%	86%	76%	82%	84%
Palo Alto as a place to work	79%	81%	76%	89% C	83%	89% C	84%
Palo Alto as a place to visit	62%	68%	76%	78% A	65%	68%	70%
Palo Alto as a place to retire	52%	38%	59% B	59% B	63% B	59% B	54%
The overall quality of life in Palo Alto	85%	87%	83%	92%	91%	91%	89%

Table 9: Question 1 - Demographic Subgroup Results

Percent rating "excellent" or "good"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Palo Alto as a place to live	91%	91%	94%	83%	92% A	95% A	91%
Your neighborhood as a place to live	93%	90%	97% B	92%	90%	95%	93%
Palo Alto as a place to raise children	83%	86%	88%	72%	89% A	84% A	84%
Palo Alto as a place to work	87% B	77%	81%	86%	82%	84%	84%
Palo Alto as a place to visit	69%	78% C	63%	46%	73% A	81% A	70%
Palo Alto as a place to retire	56%	53%	59%	61%	47%	58% B	54%
The overall quality of life in Palo Alto	89%	88%	93%	87%	90%	89%	89%

Question 2

Table 10: Question 2 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	25%	N=146	50%	N=291	21%	N=122	4%	N=21	0%	N=1	100%	N=581
Overall feeling of safety in Palo Alto	42%	N=242	46%	N=269	10%	N=57	2%	N=12	0%	N=0	100%	N=580
Overall quality of natural environment in Palo Alto	43%	N=251	43%	N=252	12%	N=70	0%	N=1	1%	N=5	100%	N=580
Overall health and wellness opportunities in Palo Alto	41%	N=241	39%	N=225	12%	N=70	2%	N=11	6%	N=34	100%	N=580
Residents' connection and engagement with their community	17%	N=97	40%	N=234	26%	N=153	10%	N=56	7%	N=40	100%	N=580

Table 11: Question 2 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	25%	N=146	50%	N=291	21%	N=122	4%	N=21	100%	N=580
Overall feeling of safety in Palo Alto	42%	N=242	46%	N=269	10%	N=57	2%	N=12	100%	N=580
Overall quality of natural environment in Palo Alto	44%	N=251	44%	N=252	12%	N=70	0%	N=1	100%	N=575
Overall health and wellness opportunities in Palo Alto	44%	N=241	41%	N=225	13%	N=70	2%	N=11	100%	N=546
Residents' connection and engagement with their community	18%	N=97	43%	N=234	28%	N=153	10%	N=56	100%	N=541

Table 12: Question 2 - Historical Results

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive												2024 rating compared to 2023
	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	NA	NA	NA	67%	63%	59%	65%	62%	76%	72%	72%	75%	Similar
Overall feeling of safety in Palo Alto	NA	NA	NA	92%	91%	94%	94%	91%	87%	84%	84%	88%	Similar
Overall quality of natural environment in Palo Alto	84%	88%	83%	88%	86%	84%	89%	87%	90%	88%	90%	87%	Similar
Health and wellness opportunities in Palo Alto	NA	NA	NA	88%	88%	85%	88%	84%	88%	90%	84%	85%	Similar
Residents' connection and engagement with their community	NA	NA	NA	NA	NA	NA	NA	NA	62%	63%	61%	61%	Similar

Table 13: Question 2 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	66	33	309	Higher
Overall feeling of safety in Palo Alto	76	87	337	Similar
Overall quality of natural environment in Palo Alto	77	62	320	Similar
Overall health and wellness opportunities in Palo Alto	76	25	312	Higher
Residents' connection and engagement with their community	56	94	288	Similar

Table 14: Question 2 - Geographic Subgroup Results

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	70%	77%	76%	88% A E F	70%	69%	75%
Overall feeling of safety in Palo Alto	88%	87%	82%	89%	93%	89%	88%
Overall quality of natural environment in Palo Alto	85%	84%	88%	93% B	88%	87%	87%
Overall health and wellness opportunities in Palo Alto	88%	88% F	81%	91% F	89%	79%	85%
Residents' connection and engagement with their community	61%	47%	69% B	74% B F	63%	58%	61%

Table 15: Question 2 - Demographic Subgroup Results

Percent rating "excellent" or "good"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	74%	79%	77%	64%	81% A	77% A	75%
Overall feeling of safety in Palo Alto	91% B	83%	88%	94% C	88%	85%	88%
Overall quality of natural environment in Palo Alto	88%	86%	90%	82%	90% A	89%	87%
Overall health and wellness opportunities in Palo Alto	87%	83%	85%	79%	85%	88% A	85%
Residents' connection and engagement with their community	62%	67% C	51%	58%	61%	62%	61%

Question 3

Table 16: Question 3 - Response Percentages and Number of Respondents including "Don't Know" Responses

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		Total	
Recommend living in Palo Alto to someone who asks	42%	N=242	36%	N=210	14%	N=81	8%	N=46	1%	N=5	100%	N=583
Remain in Palo Alto for the next five years	56%	N=325	21%	N=124	11%	N=63	9%	N=54	3%	N=17	100%	N=582
Recommend Palo Alto's libraries to friends	62%	N=360	20%	N=115	4%	N=22	3%	N=16	12%	N=67	100%	N=580

Table 17: Question 3 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Palo Alto to someone who asks	42%	N=242	36%	N=210	14%	N=81	8%	N=46	100%	N=579
Remain in Palo Alto for the next five years	57%	N=325	22%	N=124	11%	N=63	10%	N=54	100%	N=566
Recommend Palo Alto's libraries to friends	70%	N=360	22%	N=115	4%	N=22	3%	N=16	100%	N=513

Table 18: Question 3 - Historical Results

Please indicate how likely or unlikely you are to do each of the following:	Percent positive												2024 rating compared to 2023
	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
Recommend living in Palo Alto to someone who asks	91%	92%	89%	86%	80%	72%	75%	73%	74%	75%	77%	78%	Similar
Remain in Palo Alto for the next five years	87%	87%	87%	83%	80%	75%	76%	78%	78%	84%	77%	79%	Similar
Recommend Palo Alto's libraries to friends	NA	NA	NA	NA	NA	NA	91%	92%	91%	92%	90%	92%	Similar

Table 19: Question 3 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recommend living in Palo Alto to someone who asks	78	220	316	Similar
Remain in Palo Alto for the next five years	79	234	320	Similar

Table 20: Question 3 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "very likely" or "somewhat likely"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Recommend living in Palo Alto to someone who asks	85% B	71%	81%	85% B	74%	76%	78%
Remain in Palo Alto for the next five years	84%	74%	86% B	78%	77%	79%	79%
Recommend Palo Alto's libraries to friends	98% F	95% F	93% F	94% F	98% F	85%	92%

Table 21: Question 3 - Demographic Subgroup Results

Percent rating "very likely" or "somewhat likely"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Recommend living in Palo Alto to someone who asks	76%	83%	80%	73%	80%	78%	78%
Remain in Palo Alto for the next five years	77%	87% A C	70%	43%	83% A	93% A B	79%
Recommend Palo Alto's libraries to friends	91%	95%	94%	93%	92%	92%	92%

Question 4

Table 22: Question 4 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Making all residents feel welcome	20%	N=115	41%	N=242	20%	N=119	9%	N=50	10%	N=58	100%	N=584
Attracting people from diverse backgrounds	22%	N=129	33%	N=193	21%	N=120	17%	N=100	7%	N=42	100%	N=584
Valuing/respecting residents from diverse backgrounds	28%	N=163	36%	N=211	18%	N=107	8%	N=45	10%	N=57	100%	N=583
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	15%	N=89	25%	N=145	24%	N=138	13%	N=77	23%	N=132	100%	N=581

Table 23: Question 4 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Total	
Making all residents feel welcome	22%	N=115	46%	N=242	23%	N=119	10%	N=50	100%	N=526
Attracting people from diverse backgrounds	24%	N=129	36%	N=193	22%	N=120	18%	N=100	100%	N=542
Valuing/respecting residents from diverse backgrounds	31%	N=163	40%	N=211	20%	N=107	9%	N=45	100%	N=526
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	20%	N=89	32%	N=145	31%	N=138	17%	N=77	100%	N=449

Table 24: Question 4 - Historical Results

Please rate the job you feel the Palo Alto community does at each of the following.	Percent positive				2024 rating compared to 2023
	2021	2022	2023	2024	
Making all residents feel welcome	59%	62%	66%	68%	Similar
Attracting people from diverse backgrounds	52%	51%	57%	59%	Similar
Valuing/respecting residents from diverse backgrounds	65%	65%	68%	71%	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	47%	45%	50%	52%	Similar

Table 25: Question 4 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Making all residents feel welcome	60	158	291	Similar
Attracting people from diverse backgrounds	55	138	288	Similar
Valuing/respecting residents from diverse backgrounds	65	66	289	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	52	138	285	Similar

Table 26: Question 4 - Geographic Subgroup Results

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Making all residents feel welcome	73%	58%	67%	75% B F	79% B F	63%	68%
Attracting people from diverse backgrounds	54%	61%	56%	62%	69%	58%	59%
Valuing/respecting residents from diverse backgrounds	69%	67%	72%	74%	73%	72%	71%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	56%	53%	49%	54%	53%	50%	52%

Table 27: Question 4 - Demographic Subgroup Results

Percent rating "excellent" or "good"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Making all residents feel welcome	65%	80% A C	64%	60%	73% A	69%	68%
Attracting people from diverse backgrounds	58%	68% A C	51%	43%	65% A	63% A	59%
Valuing/respecting residents from diverse backgrounds	71%	79% C	63%	57%	76% A	74% A	71%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	49%	66% A C	47%	42%	61% A	51%	52%

Question 5

Table 28: Question 5 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall quality of business and service establishments in Palo Alto	21%	N=121	49%	N=285	25%	N=147	3%	N=18	2%	N=11	100%	N=582
Variety of business and service establishments in Palo Alto	16%	N=90	38%	N=222	34%	N=197	11%	N=64	2%	N=10	100%	N=583
Vibrancy of downtown/commercial area	16%	N=94	41%	N=241	28%	N=162	12%	N=71	2%	N=14	100%	N=582
Employment opportunities	19%	N=107	25%	N=143	18%	N=103	7%	N=38	32%	N=184	100%	N=575
Shopping opportunities	26%	N=150	39%	N=226	26%	N=150	8%	N=47	1%	N=7	100%	N=581
Cost of living in Palo Alto	2%	N=11	6%	N=32	23%	N=132	68%	N=395	2%	N=11	100%	N=581
Overall image or reputation of Palo Alto	37%	N=216	40%	N=228	19%	N=107	3%	N=17	2%	N=9	100%	N=576
Traffic flow on major streets	9%	N=53	38%	N=221	37%	N=214	15%	N=87	1%	N=3	100%	N=578
Ease of public parking	20%	N=116	44%	N=254	23%	N=132	7%	N=43	5%	N=31	100%	N=577
Ease of travel by car in Palo Alto	24%	N=138	45%	N=261	22%	N=127	5%	N=31	3%	N=19	100%	N=577
Ease of travel by public transportation in Palo Alto	6%	N=37	16%	N=92	25%	N=145	25%	N=147	27%	N=158	100%	N=578
Ease of travel by bicycle in Palo Alto	30%	N=173	39%	N=222	14%	N=81	2%	N=14	15%	N=87	100%	N=577
Ease of walking in Palo Alto	43%	N=248	38%	N=222	15%	N=84	3%	N=17	1%	N=7	100%	N=578
Variety of housing options	4%	N=20	18%	N=102	30%	N=173	37%	N=214	12%	N=69	100%	N=579
Availability of affordable quality housing	3%	N=16	6%	N=35	13%	N=78	59%	N=342	19%	N=108	100%	N=579
Overall quality of new development in Palo Alto	8%	N=47	20%	N=117	23%	N=131	18%	N=104	31%	N=176	100%	N=575
Availability of paths and walking trails	28%	N=161	43%	N=249	21%	N=122	5%	N=31	3%	N=17	100%	N=580
Fitness opportunities (including exercise classes and paths or trails, etc.)	29%	N=169	41%	N=241	16%	N=92	4%	N=21	10%	N=59	100%	N=582
Recreational opportunities	27%	N=159	46%	N=266	15%	N=86	4%	N=24	8%	N=43	100%	N=579
Availability of affordable quality mental health care	3%	N=19	10%	N=59	10%	N=60	15%	N=89	61%	N=349	100%	N=576
Opportunities to attend cultural/arts/music activities	29%	N=167	37%	N=216	22%	N=127	6%	N=35	6%	N=37	100%	N=582

Table 29: Question 5 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Overall quality of business and service establishments in Palo Alto	21%	N=121	50%	N=285	26%	N=147	3%	N=18	100%	N=571
Variety of business and service establishments in Palo Alto	16%	N=90	39%	N=222	34%	N=197	11%	N=64	100%	N=573
Vibrancy of downtown/commercial area	17%	N=94	42%	N=241	28%	N=162	12%	N=71	100%	N=568
Employment opportunities	27%	N=107	37%	N=143	26%	N=103	10%	N=38	100%	N=391
Shopping opportunities	26%	N=150	39%	N=226	26%	N=150	8%	N=47	100%	N=573
Cost of living in Palo Alto	2%	N=11	6%	N=32	23%	N=132	69%	N=395	100%	N=570
Overall image or reputation of Palo Alto	38%	N=216	40%	N=228	19%	N=107	3%	N=17	100%	N=567
Traffic flow on major streets	9%	N=53	38%	N=221	37%	N=214	15%	N=87	100%	N=575
Ease of public parking	21%	N=116	47%	N=254	24%	N=132	8%	N=43	100%	N=546
Ease of travel by car in Palo Alto	25%	N=138	47%	N=261	23%	N=127	6%	N=31	100%	N=558
Ease of travel by public transportation in Palo Alto	9%	N=37	22%	N=92	34%	N=145	35%	N=147	100%	N=421
Ease of travel by bicycle in Palo Alto	35%	N=173	45%	N=222	16%	N=81	3%	N=14	100%	N=490
Ease of walking in Palo Alto	43%	N=248	39%	N=222	15%	N=84	3%	N=17	100%	N=571
Variety of housing options	4%	N=20	20%	N=102	34%	N=173	42%	N=214	100%	N=510
Availability of affordable quality housing	3%	N=16	7%	N=35	17%	N=78	73%	N=342	100%	N=471
Overall quality of new development in Palo Alto	12%	N=47	29%	N=117	33%	N=131	26%	N=104	100%	N=399
Availability of paths and walking trails	29%	N=161	44%	N=249	22%	N=122	5%	N=31	100%	N=562
Fitness opportunities (including exercise classes and paths or trails, etc.)	32%	N=169	46%	N=241	18%	N=92	4%	N=21	100%	N=523
Recreational opportunities	30%	N=159	50%	N=266	16%	N=86	4%	N=24	100%	N=535
Availability of affordable quality mental health care	8%	N=19	26%	N=59	27%	N=60	39%	N=89	100%	N=227
Opportunities to attend cultural/arts/music activities	31%	N=167	40%	N=216	23%	N=127	6%	N=35	100%	N=545

Table 30: Question 5 - Historical Results

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2024 rating compared to 2023
	2003	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
Overall quality of business and service establishments in Palo Alto	NA	NA	NA	NA	NA	NA	NA	NA	NA	85%	80%	74%	71%	Similar
Variety of business and service establishments in Palo Alto	NA	NA	NA	NA	NA	NA	NA	NA	NA	66%	58%	58%	54%	Similar
Vibrancy of downtown/ commercial areas	NA	NA	NA	NA	77%	76%	73%	73%	71%	72%	62%	65%	59%	Lower
Employment opportunities	33%	56%	68%	68%	69%	66%	70%	74%	73%	68%	73%	62%	64%	Similar
Shopping opportunities	NA	71%	69%	73%	82%	79%	80%	82%	79%	78%	73%	69%	66%	Similar
Cost of living in Palo Alto	NA	NA	NA	NA	11%	8%	7%	8%	8%	6%	5%	8%	8%	Similar
Overall image or reputation of Palo Alto	NA	92%	92%	90%	92%	88%	86%	86%	83%	78%	76%	76%	78%	Similar
Traffic flow on major streets	36%	47%	40%	36%	34%	35%	31%	30%	33%	49%	47%	51%	48%	Similar
Ease of public parking	NA	NA	NA	NA	NA	38%	36%	33%	32%	59%	67%	68%	68%	Similar
Ease of travel by car in Palo Alto	55%	66%	62%	51%	55%	52%	44%	44%	42%	70%	72%	73%	72%	Similar
Ease of travel by public transportation in Palo Alto	NA	62%	64%	71%	65%	36%	26%	28%	29%	30%	24%	32%	31%	Similar
Ease of travel by bicycle in Palo Alto	84%	77%	81%	78%	78%	77%	74%	78%	74%	79%	76%	77%	81%	Similar
Ease of walking in Palo Alto	NA	83%	82%	84%	84%	83%	80%	86%	83%	86%	85%	80%	82%	Similar
Variety of housing options	NA	37%	29%	26%	27%	20%	17%	18%	13%	27%	21%	26%	24%	Similar
Availability of affordable quality housing	6%	14%	12%	13%	11%	8%	6%	6%	5%	9%	6%	11%	11%	Similar
Overall quality of new development in Palo Alto	NA	53%	57%	56%	44%	51%	49%	42%	50%	38%	36%	40%	41%	Similar
Availability of paths and walking trails	NA	75%	75%	77%	71%	74%	73%	76%	77%	76%	76%	73%	73%	Similar

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2024 rating compared to 2023
	2003	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
Fitness opportunities (including exercise classes and paths or trails, etc.)	NA	NA	NA	NA	NA	78%	78%	79%	78%	79%	77%	76%	78%	Similar
Recreational opportunities	NA	81%	81%	81%	77%	80%	77%	81%	75%	77%	79%	77%	79%	Similar
Availability of affordable quality mental health care	NA	NA	NA	NA	63%	53%	46%	52%	38%	44%	26%	38%	34%	Similar
Opportunities to attend cultural/arts/music activities	NA	73%	77%	69%	81%	79%	77%	81%	74%	71%	78%	72%	70%	Similar

Table 31: Question 5 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall quality of business and service establishments in Palo Alto	63	130	318	Similar
Variety of business and service establishments in Palo Alto	53	152	287	Similar
Vibrancy of downtown/commercial area	54	127	303	Similar
Employment opportunities	61	28	327	Higher
Shopping opportunities	61	64	320	Higher
Cost of living in Palo Alto	13	298	309	Much Lower
Overall image or reputation of Palo Alto	71	91	344	Similar
Traffic flow on major streets	47	174	332	Similar
Ease of public parking	60	94	304	Similar
Ease of travel by car in Palo Alto	64	156	324	Similar
Ease of travel by public transportation in Palo Alto	35	154	307	Similar
Ease of travel by bicycle in Palo Alto	71	13	322	Much Higher
Ease of walking in Palo Alto	74	26	326	Higher
Variety of housing options	29	279	315	Lower
Availability of affordable quality housing	14	308	333	Lower
Overall quality of new development in Palo Alto	42	233	323	Similar
Availability of paths and walking trails	65	157	327	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	69	100	307	Similar
Recreational opportunities	68	90	323	Similar
Availability of affordable quality mental health care	35	198	305	Similar
Opportunities to attend cultural/arts/music activities	65	62	326	Higher

Table 32: Question 5 - Geographic Subgroup Results

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall quality of business and service establishments in Palo Alto	68%	67%	71%	77%	82% B F	68%	71%
Variety of business and service establishments in Palo Alto	59%	48%	51%	63% B	52%	53%	54%
Vibrancy of downtown/commercial area	60%	46%	53%	65% B	76% B C F	60% B	59%
Employment opportunities	62%	62%	58%	61%	73%	69%	64%
Shopping opportunities	65%	63%	70%	67%	71%	62%	66%
Cost of living in Palo Alto	7%	6%	7%	13%	5%	7%	8%
Overall image or reputation of Palo Alto	80%	70%	81%	84% B	84% B	76%	78%
Traffic flow on major streets	48%	41%	40%	53%	56%	49%	48%
Ease of public parking	73%	75%	65%	66%	61%	65%	68%
Ease of travel by car in Palo Alto	74%	68%	65%	76%	70%	74%	72%
Ease of travel by public transportation in Palo Alto	23%	22%	23%	45% A B C E	28%	34%	31%
Ease of travel by bicycle in Palo Alto	77%	85%	77%	85%	83%	77%	81%
Ease of walking in Palo Alto	74%	84%	75%	88% A C	77%	86% A C	82%
Variety of housing options	12%	31% A	24%	28% A	20%	23%	24%
Availability of affordable quality housing	7%	14%	10%	11%	13%	9%	11%
Overall quality of new development in Palo Alto	33%	41%	37%	47%	45%	42%	41%
Availability of paths and walking trails	71%	73%	70%	78%	67%	74%	73%
Fitness opportunities (including exercise classes and paths or trails, etc.)	78%	73%	78%	80%	78%	82%	78%
Recreational opportunities	79%	79%	78%	80%	82%	80%	79%
Availability of affordable quality mental health care	27%	42%	28%	41%	30%	34%	34%

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Opportunities to attend cultural/arts/music activities	71%	64%	62%	77% B C	77%	71%	70%

Table 33: Question 5 - Demographic Subgroup Results

Percent rating "excellent" or "good"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Overall quality of business and service establishments in Palo Alto	72%	71%	72%	73%	65%	75% B	71%
Variety of business and service establishments in Palo Alto	56%	52%	57%	58%	51%	55%	54%
Vibrancy of downtown/commercial area	58%	66%	55%	61%	63%	55%	59%
Employment opportunities	69% B	54%	62%	83% B C	57%	59%	64%
Shopping opportunities	67%	63%	66%	70%	60%	66%	66%
Cost of living in Palo Alto	7%	10%	7%	7%	7%	9%	8%
Overall image or reputation of Palo Alto	80% C	80% C	69%	65%	80% A	84% A	78%
Traffic flow on major streets	48%	53%	44%	41%	57% A C	45%	48%
Ease of public parking	68%	73%	68%	74% C	78% C	58%	68%
Ease of travel by car in Palo Alto	75%	73%	67%	70%	79% C	69%	72%
Ease of travel by public transportation in Palo Alto	31%	35%	24%	33%	32%	28%	31%
Ease of travel by bicycle in Palo Alto	82%	81%	72%	83%	82%	78%	81%

Percent rating "excellent" or "good"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Ease of walking in Palo Alto	86% B	77%	79%	79%	80%	86%	82%
Variety of housing options	23%	26%	25%	10%	30% A	28% A	24%
Availability of affordable quality housing	6%	20% A	11%	4%	17% A C	10%	11%
Overall quality of new development in Palo Alto	39%	47%	47%	39%	52% C	35%	41%
Availability of paths and walking trails	71%	80% A	73%	64%	78% A	74% A	73%
Fitness opportunities (including exercise classes and paths or trails, etc.)	82%	75%	79%	80%	80%	77%	78%
Recreational opportunities	83% B	75%	78%	77%	80%	80%	79%
Availability of affordable quality mental health care	38% C	35%	13%	24%	40%	33%	34%
Opportunities to attend cultural/arts/music activities	75% C	72% C	48%	62%	68%	76% A B	70%

Question 6

Table 34: Question 6 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality childcare/preschool	5%	N=30	11%	N=61	16%	N=92	15%	N=85	54%	N=308	100%	N=575
K-12 education	37%	N=215	24%	N=139	7%	N=39	1%	N=6	31%	N=177	100%	N=576
Adult educational opportunities	18%	N=103	37%	N=211	10%	N=56	2%	N=10	34%	N=196	100%	N=575
Opportunities to participate in social events and activities	13%	N=75	41%	N=236	23%	N=131	6%	N=35	17%	N=99	100%	N=576
Openness and acceptance of the community toward people of diverse backgrounds	21%	N=122	37%	N=215	18%	N=105	6%	N=35	17%	N=99	100%	N=575
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	19%	N=112	36%	N=209	16%	N=92	4%	N=25	24%	N=137	100%	N=576

Table 35: Question 6 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality childcare/preschool	11%	N=30	23%	N=61	34%	N=92	32%	N=85	100%	N=267
K-12 education	54%	N=215	35%	N=139	10%	N=39	2%	N=6	100%	N=399
Adult educational opportunities	27%	N=103	56%	N=211	15%	N=56	3%	N=10	100%	N=379
Opportunities to participate in social events and activities	16%	N=75	49%	N=236	27%	N=131	7%	N=35	100%	N=477
Openness and acceptance of the community toward people of diverse backgrounds	26%	N=122	45%	N=215	22%	N=105	7%	N=35	100%	N=477
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	26%	N=112	48%	N=209	21%	N=92	6%	N=25	100%	N=439

Table 36: Question 6 - Historical Results*

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2024 rating compared to 2023
	2003	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
Availability of affordable quality child care/preschool	25%	35%	27%	31%	49%	49%	39%	47%	37%	44%	34%	43%	34%	Lower
K-12 education	NA	92%	92%	94%	95%	92%	90%	91%	91%	90%	88%	87%	89%	Similar
Adult educational opportunities	NA	NA	NA	NA	89%	83%	78%	82%	77%	83%	81%	78%	83%	Similar
Opportunities to participate in social events and activities	NA	76%	74%	74%	71%	74%	70%	72%	65%	62%	65%	65%	65%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	73%	78%	80%	76%	76%	68%	72%	72%	72%	59%	60%	64%	71%	Higher
Opportunities to learn about City services through social media such as Twitter, Facebook, and Nextdoor	NA	63%	63%	71%	73%	75%	68%	76%	67%	71%	58%	70%	73%	Similar

*Prior to 2023, "Opportunities to learn about City services through social media such as Twitter, Facebook, and Nextdoor" was "Opportunities to learn about City services through social media websites such as Twitter and Facebook".

Table 37: Question 6 - Benchmark Comparisons*

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality child care/preschool	38	204	315	Similar
K-12 education	80	17	322	Much Higher
Adult educational opportunities	69	12	308	Higher
Opportunities to participate in social events and activities	58	139	312	Similar
Opportunities to participate in community matters	61	81	311	Similar
Openness and acceptance of the community towards people of diverse backgrounds	63	45	324	Similar

Table 38: Question 6 - Geographic Subgroup Results

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Availability of affordable quality childcare/preschool	31%	38%	43% E F	41% E	19%	24%	34%
K-12 education	88%	80%	96% B	93% B	83%	90% B	89%
Adult educational opportunities	79%	84%	77%	86%	76%	87%	83%
Opportunities to participate in social events and activities	72%	58%	68%	77% B F	61%	59%	65%
Openness and acceptance of the community toward people of diverse backgrounds	67%	69%	74%	72%	76%	68%	71%
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	67%	68%	77%	85% A B F	78%	68%	73%

Table 39: Question 6 - Demographic Subgroup Results

	Race			Age			Overall
		Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
	White (A)	(B)	(C)	(A)	(B)	(C)	(A)
Percent rating "excellent" or "good"							
Availability of affordable quality childcare/preschool	28%	48% A C	24%	0%	40% A	37% A	34%
K-12 education	93% B	82%	91%	84%	87%	91%	89%
Adult educational opportunities	90% B C	72%	70%	78%	81%	86%	83%
Opportunities to participate in social events and activities	69% C	65% C	49%	53%	65%	70% A	65%
Openness and acceptance of the community toward people of diverse backgrounds	73% C	79% C	58%	68%	70%	74%	71%
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	78%	71%	66%	68%	77%	75%	73%

Question 7

Table 40: Question 7 - Response Percentages and Number of Respondents

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Used Palo Alto recreation centers or their services	50%	N=286	50%	N=291	100%	N=576
Visited a neighborhood park or City park	5%	N=26	95%	N=554	100%	N=580
Used Palo Alto public libraries or their services	25%	N=144	75%	N=434	100%	N=578
Participated in religious or spiritual activities in Palo Alto	76%	N=437	24%	N=138	100%	N=575
Attended a City-sponsored event	45%	N=262	55%	N=317	100%	N=579
Talked to or visited with your immediate neighbors	16%	N=90	84%	N=487	100%	N=577
Used the City's website to conduct business or pay bills	40%	N=232	60%	N=344	100%	N=576
Used the Utilities webpage to conduct business or pay bills	28%	N=164	72%	N=414	100%	N=579
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	43%	N=246	57%	N=331	100%	N=577
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	83%	N=479	17%	N=98	100%	N=577
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	83%	N=479	17%	N=99	100%	N=578
Watched (online or on television) a local public meeting	84%	N=484	16%	N=94	100%	N=578
Volunteered your time to some group/activity in Palo Alto	60%	N=345	40%	N=234	100%	N=579
Voted in your most recent local election	27%	N=156	73%	N=423	100%	N=579
Used bus, rail, subway, or other public transportation instead of driving	57%	N=331	43%	N=249	100%	N=580
Carpooled with other adults or children instead of driving alone	41%	N=238	59%	N=343	100%	N=581
Walked or biked instead of driving	14%	N=82	86%	N=496	100%	N=578
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	54%	N=311	46%	N=265	100%	N=576
Household member was a victim of a crime in Palo Alto	87%	N=504	13%	N=73	100%	N=577
Reported a crime to the police in Palo Alto	83%	N=481	17%	N=97	100%	N=578

This question did not have a "don't know" response option.

Table 41: Question 7 - Historical Results*

Please indicate whether or not you have done each of the following in the last 12 months (percent “yes”).	Percent positive												2024 rating compared to 2023
	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
Used Palo Alto recreation centers or their services	60%	65%	58%	63%	65%	63%	63%	65%	39%	47%	53%	50%	Similar
Visited a neighborhood park or City park	91%	95%	94%	91%	94%	93%	91%	94%	94%	94%	94%	95%	Similar
Used Palo Alto public libraries or their services	74%	77%	77%	68%	76%	73%	75%	78%	62%	72%	70%	75%	Similar
Participated in religious or spiritual activities in Palo Alto	NA	40%	NA	30%	30%	31%	30%	30%	24%	24%	24%	24%	Similar
Attended a City-sponsored event	NA	NA	NA	50%	57%	51%	55%	52%	30%	45%	51%	55%	Similar
Talked to or visited with your immediate neighbors	NA	NA	NA	91%	89%	88%	92%	90%	88%	88%	89%	84%	Similar
Used the City’s website to conduct business or pay bills	NA	NA	NA	NA	NA	NA	NA	NA	53%	60%	63%	60%	Similar
Used the Utilities webpage to conduct business or pay bills	NA	NA	NA	NA	NA	NA	NA	NA	69%	69%	73%	72%	Similar
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	NA	NA	NA	NA	NA	NA	NA	NA	55%	58%	54%	57%	Similar
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	NA	NA	NA	17%	15%	17%	20%	21%	25%	21%	17%	17%	Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	27%	25%	28%	22%	22%	21%	24%	25%	26%	21%	20%	17%	Similar
Watched (online or on television) a local public meeting	27%	21%	24%	16%	18%	14%	16%	12%	29%	23%	18%	16%	Similar
Volunteered your time to some group/activity in Palo Alto	45%	54%	50%	40%	46%	45%	47%	47%	37%	45%	39%	40%	Similar
Voted in your most recent local election	NA	NA	NA	NA	NA	NA	NA	NA	83%	77%	70%	73%	Similar

Please indicate whether or not you have done each of the following in the last 12 months (percent "yes").	Percent positive												2024 rating compared to 2023
	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
Used bus, rail, subway, or other public transportation instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	34%	43%	44%	43%	Similar
Carpooled with other adults or children instead of driving alone	NA	NA	NA	NA	NA	NA	NA	NA	41%	60%	59%	59%	Similar
Walked or biked instead of driving	NA	NA	NA	85%	87%	87%	84%	88%	86%	88%	84%	86%	Similar
Did <u>NOT</u> observe a code violation or other hazard in Palo Alto	NA	NA	NA	70%	67%	67%	62%	63%	60%	60%	58%	54%	Similar
Household member was <u>NOT</u> the victim of a crime in Palo Alto	91%	91%	94%	92%	93%	91%	90%	93%	86%	88%	87%	87%	Similar
Did <u>NOT</u> report a crime to the police in Palo Alto	NA	NA	NA	87%	87%	86%	85%	87%	79%	85%	84%	83%	Similar

**Some questions were re-worded in the Historical Results table to reflect the positive rating of 'yes.' Prior to 2023, "Used the Utilities webpage to conduct business or pay bills" was "Used the Utilities website to conduct business or pay bills".*

Table 42: Question 7 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	57	42	329	Higher
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	17	113	305	Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards,	17	193	308	Similar
Watched (online or on television) a local public meeting	16	243	300	Similar
Volunteered your time to some group/activity in Palo Alto	40	75	310	Similar
Voted in your most recent local election	73	167	286	Similar
Used bus, rail or other public transportation instead of driving	43	40	295	Much Higher
Carpooled with other adults or children instead of driving alone	59	30	303	Higher
Walked or biked instead of driving	86	14	304	Much Higher

Table 43: Question 7 - Geographic Subgroup Results

Percent "yes"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Used Palo Alto recreation centers or their services	46%	52%	51%	49%	55%	51%	50%
Visited a neighborhood park or City park	98%	94%	96%	94%	98%	95%	95%
Used Palo Alto public libraries or their services	77%	83% F	77%	74%	73%	69%	75%
Participated in religious or spiritual activities in Palo Alto	26%	25%	30%	22%	15%	24%	24%
Attended a City-sponsored event	58%	51%	53%	57%	54%	56%	55%
Talked to or visited with your immediate neighbors	90% E	83%	89%	83%	77%	84%	84%
Used the City's website to conduct business or pay bills	60%	67%	54%	61%	61%	56%	60%
Used the Utilities webpage to conduct business or pay bills	76%	79% F	67%	72%	66%	68%	72%
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	59%	55%	60%	48%	62%	62% D	57%
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	13%	16%	16%	19%	21%	17%	17%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	16%	14%	12%	16%	30% B C D	20%	17%
Watched (online or on television) a local public meeting	17%	15%	12%	16%	17%	19%	16%
Volunteered your time to some group/activity in Palo Alto	40%	42%	48%	38%	32%	41%	40%
Voted in your most recent local election	62%	78% A D	80% A D	66%	77%	75% A	73%
Used bus, rail, subway, or other public transportation instead of driving	37%	42%	42%	51% E	32%	44%	43%
Carpooled with other adults or children instead of driving alone	60%	59%	62%	62%	53%	57%	59%
Walked or biked instead of driving	91%	84%	81%	86%	89%	87%	86%
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	38%	55% A D F	56% A F	41%	47%	42%	46%

Percent "yes"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Household member was a victim of a crime in Palo Alto	11%	18% D	11%	7%	8%	15%	13%
Reported a crime to the police in Palo Alto	14%	20%	19%	13%	10%	21%	17%

Table 44: Question 7 - Demographic Subgroup Results

Percent "yes"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Used Palo Alto recreation centers or their services	52%	48%	47%	33%	62% A C	51% A	50%
Visited a neighborhood park or City park	97% B	92%	99% B	100% C	96%	93%	95%
Used Palo Alto public libraries or their services	74%	75%	77%	66%	82% A	74%	75%
Participated in religious or spiritual activities in Palo Alto	27% B	13%	32% B	19%	19%	29% A B	24%
Attended a City-sponsored event	56%	49%	64% B	56%	65% C	47%	55%
Talked to or visited with your immediate neighbors	86%	82%	84%	65%	87% A	93% A	84%
Used the City's website to conduct business or pay bills	59%	62%	59%	59%	66% C	56%	60%
Used the Utilities webpage to conduct business or pay bills	68%	75%	81% A	77% C	78% C	64%	72%
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	62% C	52%	47%	48%	58%	62% A	57%

Percent "yes"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	19% B	10%	14%	6%	19% A	21% A	17%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	20% B	11%	13%	4%	16% A	24% A B	17%
Watched (online or on television) a local public meeting	19% B	8%	19% B	14%	15%	18%	16%
Volunteered your time to some group/activity in Palo Alto	43%	34%	36%	23%	47% A	44% A	40%
Voted in your most recent local election	81% B C	58%	68%	56%	64%	89% A B	73%
Used bus, rail, subway, or other public transportation instead of driving	42%	43%	50%	58% C	49% C	31%	43%
Carpooled with other adults or children instead of driving alone	57%	66%	59%	71% C	66% C	49%	59%
Walked or biked instead of driving	85%	87%	91%	91% C	93% C	79%	86%
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	50% B	34%	46%	38%	43%	51% A	46%
Household member was a victim of a crime in Palo Alto	13%	9%	17%	21% B C	10%	11%	13%
Reported a crime to the police in Palo Alto	15%	15%	23%	25% B	12%	17%	17%

Question 8

Table 45: Question 8 - Response Percentages and Number of Respondents

Please rate the following categories of Palo Alto government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Palo Alto	12%	N=69	39%	N=221	28%	N=160	12%	N=67	10%	N=55	100%	N=573
The overall direction that Palo Alto is taking	9%	N=52	32%	N=184	33%	N=190	13%	N=77	13%	N=74	100%	N=577
The job Palo Alto government does at welcoming resident involvement	12%	N=68	26%	N=151	21%	N=119	12%	N=66	30%	N=172	100%	N=577
Overall confidence in Palo Alto government	8%	N=49	34%	N=195	29%	N=169	14%	N=82	14%	N=83	100%	N=578
Generally acting in the best interest of the community	11%	N=65	35%	N=199	28%	N=162	13%	N=73	13%	N=76	100%	N=575
Being honest	12%	N=68	31%	N=180	19%	N=111	8%	N=46	30%	N=170	100%	N=576
Being open and transparent to the public	12%	N=67	29%	N=166	25%	N=144	11%	N=61	24%	N=139	100%	N=578
Informing residents about issues facing the community	14%	N=80	34%	N=195	26%	N=150	9%	N=52	17%	N=99	100%	N=575
Treating all residents fairly	14%	N=79	34%	N=196	15%	N=88	9%	N=51	28%	N=160	100%	N=574
Treating residents with respect	19%	N=108	39%	N=224	15%	N=86	5%	N=29	23%	N=132	100%	N=578

Table 46: Question 8 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the following categories of Palo Alto government performance.	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Palo Alto	13%	N=69	43%	N=221	31%	N=160	13%	N=67	100%	N=518
The overall direction that Palo Alto is taking	10%	N=52	37%	N=184	38%	N=190	15%	N=77	100%	N=503
The job Palo Alto government does at welcoming resident involvement	17%	N=68	37%	N=151	29%	N=119	16%	N=66	100%	N=405
Overall confidence in Palo Alto government	10%	N=49	40%	N=195	34%	N=169	17%	N=82	100%	N=494
Generally acting in the best interest of the community	13%	N=65	40%	N=199	32%	N=162	15%	N=73	100%	N=499
Being honest	17%	N=68	45%	N=180	27%	N=111	11%	N=46	100%	N=405
Being open and transparent to the public	15%	N=67	38%	N=166	33%	N=144	14%	N=61	100%	N=438
Informing residents about issues facing the community	17%	N=80	41%	N=195	31%	N=150	11%	N=52	100%	N=476
Treating all residents fairly	19%	N=79	47%	N=196	21%	N=88	12%	N=51	100%	N=414
Treating residents with respect	24%	N=108	50%	N=224	19%	N=86	6%	N=29	100%	N=446

Table 47: Question 8 - Historical Results

Please rate the following categories of Palo Alto government performance:	Percent positive													2024 rating compared to 2023
	2003	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
The value of services for the taxes paid to Palo Alto	NA	66%	67%	66%	66%	65%	58%	61%	58%	53%	51%	57%	56%	Similar
The overall direction that Palo Alto is taking	54%	55%	59%	54%	50%	48%	40%	45%	42%	40%	42%	54%	47%	Lower
The job Palo Alto government does at welcoming resident involvement	65%	57%	58%	55%	54%	61%	50%	56%	56%	51%	46%	55%	54%	Similar
Overall confidence in Palo Alto government	NA	NA	NA	NA	52%	53%	44%	49%	46%	49%	47%	52%	49%	Similar
Generally acting in the best interest of the community	NA	NA	NA	NA	54%	53%	44%	51%	45%	50%	52%	55%	53%	Similar
Being honest	NA	NA	NA	NA	58%	62%	55%	61%	56%	55%	53%	62%	61%	Similar
Being open and transparent to the public	NA	NA	NA	NA	NA	NA	NA	NA	NA	50%	53%	57%	53%	Similar
Informing residents about issues facing the community	NA	NA	NA	NA	NA	NA	NA	NA	NA	55%	51%	61%	58%	Similar
Treating all residents fairly	NA	NA	NA	NA	57%	53%	47%	56%	51%	57%	50%	62%	66%	Similar
Treating residents with respect	NA	NA	NA	NA	NA	NA	NA	NA	NA	67%	68%	71%	74%	Similar

Table 48: Question 8 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
The value of services for the taxes paid to Palo Alto	52	134	359	Similar
The overall direction that Palo Alto is taking	47	213	334	Similar
The job Palo Alto government does at welcoming citizen involvement	52	143	334	Similar
Overall confidence in Palo Alto government	48	176	312	Similar
Generally acting in the best interest of the community	50	175	317	Similar
Being honest	56	122	308	Similar
Being open and transparent to the public	52	129	292	Similar
Informing residents about issues facing the community	55	74	295	Similar
Treating all residents fairly	58	109	314	Similar
Treating residents with respect	64	88	289	Similar

Table 49: Question 8 - Geographic Subgroup Results

Percent "excellent" or "good".	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
The value of services for the taxes paid to Palo Alto	57%	54%	51%	59%	54%	58%	56%
The overall direction that Palo Alto is taking	46%	42%	43%	57% B F	57%	42%	47%
The job Palo Alto government does at welcoming resident involvement	49%	54%	44%	66% C	55%	53%	54%
Overall confidence in Palo Alto government	45%	46%	45%	57%	51%	49%	49%
Generally acting in the best interest of the community	52%	43%	53%	62% B	63% B	51%	53%
Being honest	61%	58%	55%	63%	66%	63%	61%
Being open and transparent to the public	53%	52%	50%	59%	48%	54%	53%
Informing residents about issues facing the community	49%	55%	59%	66% A E	47%	61%	58%
Treating all residents fairly	62%	72%	60%	68%	58%	69%	66%
Treating residents with respect	71%	71%	78%	73%	75%	78%	74%

Table 50: Question 8 - Demographic Subgroup Results

Percent "excellent" or "good".	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
The value of services for the taxes paid to Palo Alto	59%	53%	59%	60%	53%	58%	56%
The overall direction that Palo Alto is taking	48%	55% C	34%	44%	52%	47%	47%
The job Palo Alto government does at welcoming resident involvement	56%	57%	53%	60%	56%	52%	54%
Overall confidence in Palo Alto government	50%	54%	51%	56%	51%	48%	49%
Generally acting in the best interest of the community	52%	62% A	53%	61%	53%	53%	53%
Being honest	61%	70%	55%	80% B C	61%	58%	61%
Being open and transparent to the public	53%	62%	46%	69% C	55%	49%	53%
Informing residents about issues facing the community	62% C	60% C	44%	67%	55%	58%	58%
Treating all residents fairly	69%	70%	61%	76%	67%	65%	66%
Treating residents with respect	76%	82% C	65%	90% B C	75%	72%	74%

Question 9

Table 51: Question 9 - Response Percentages and Number of Respondents

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Palo Alto	22%	N=128	49%	N=281	19%	N=110	5%	N=30	5%	N=28	100%	N=577
The State Government	8%	N=46	36%	N=204	31%	N=177	18%	N=101	8%	N=46	100%	N=574
The Federal Government	6%	N=33	31%	N=180	34%	N=197	19%	N=112	9%	N=51	100%	N=574

Table 52: Question 9 - Response Percentages and Number of Respondents without "Don't Know" Responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Palo Alto	23%	N=128	51%	N=281	20%	N=110	6%	N=30	100%	N=550
The State Government	9%	N=46	39%	N=204	34%	N=177	19%	N=101	100%	N=528
The Federal Government	6%	N=33	34%	N=180	38%	N=197	21%	N=112	100%	N=522

Table 53: Question 9 - Historical Results

Overall, how would you rate the quality of the services provided by each of the following?	Percent positive													2024 rating compared to 2023
	2003	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
The City of Palo Alto	87%	83%	88%	84%	83%	85%	81%	86%	82%	73%	72%	74%	74%	Similar
State Government	38%	26%	41%	33%	NA	47%	46%	54%	46%	52%	57%	50%	47%	Similar
The Federal Government	32%	41%	50%	37%	48%	46%	46%	36%	33%	27%	47%	45%	41%	Similar

Table 54: Question 9 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
The City of Palo Alto	64	130	349	Similar
The Federal Government	42	82	301	Similar

Table 55: Question 9 - Geographic Subgroup Results

Percent "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
The City of Palo Alto	73%	74%	73%	76%	73%	76%	74%
The State Government	32%	46%	53% A	52%	57% A	45%	47%
The Federal Government	24%	42% A	39%	42% A	45% A	46% A	41%

Table 56: Question 9 - Demographic Subgroup Results

Percent "excellent" or "good"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
The City of Palo Alto	76%	73%	82%	89% B C	72%	73%	74%
The State Government	50%	41%	51%	45%	47%	50%	47%
The Federal Government	44% B	33%	43%	25%	42% A	49% A	41%

Question 10

Table 57: Question 10 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	13%	N=75	38%	N=215	24%	N=139	15%	N=87	10%	N=56	100%	N=573
Traffic signal timing	13%	N=78	42%	N=240	29%	N=166	13%	N=73	4%	N=21	100%	N=578
Street repair	13%	N=72	39%	N=223	28%	N=163	19%	N=108	1%	N=8	100%	N=574
Street cleaning	29%	N=168	50%	N=290	15%	N=85	5%	N=30	0%	N=2	100%	N=575
Street tree maintenance	25%	N=146	45%	N=258	18%	N=103	9%	N=52	3%	N=15	100%	N=574
Sidewalk maintenance	15%	N=86	41%	N=233	32%	N=182	10%	N=59	2%	N=12	100%	N=573
Land use, planning, and zoning	7%	N=38	25%	N=145	25%	N=140	21%	N=120	22%	N=128	100%	N=570
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=41	22%	N=126	25%	N=143	12%	N=67	34%	N=193	100%	N=570
Preservation of natural areas (open space, farmlands, and greenbelts)	31%	N=177	41%	N=237	14%	N=78	4%	N=21	10%	N=59	100%	N=572
Building and planning application processing services	4%	N=25	10%	N=59	16%	N=92	21%	N=119	49%	N=279	100%	N=574
Affordable high-speed internet access	11%	N=63	24%	N=137	22%	N=127	22%	N=125	21%	N=120	100%	N=572
Electric utility	26%	N=151	39%	N=223	23%	N=133	9%	N=53	2%	N=14	100%	N=575
Gas utility	26%	N=147	40%	N=232	20%	N=117	6%	N=37	7%	N=42	100%	N=574
Utility payment options	38%	N=222	36%	N=207	14%	N=82	4%	N=22	8%	N=44	100%	N=576
Drinking water	47%	N=274	36%	N=206	12%	N=72	3%	N=19	1%	N=6	100%	N=576
Sewer services	32%	N=183	45%	N=257	13%	N=75	2%	N=12	8%	N=48	100%	N=576
Storm water management (storm drainage, dams, levees, etc.)	25%	N=144	42%	N=241	16%	N=91	4%	N=23	13%	N=73	100%	N=573
Refuse collection (garbage, recycling, yard waste, and e-waste)	44%	N=256	36%	N=210	13%	N=75	4%	N=24	2%	N=11	100%	N=576
Police services	27%	N=158	27%	N=155	10%	N=58	2%	N=14	33%	N=190	100%	N=574
Crime prevention	19%	N=106	34%	N=196	17%	N=95	7%	N=40	23%	N=133	100%	N=570
Animal control	21%	N=123	31%	N=180	10%	N=58	1%	N=7	36%	N=206	100%	N=573
Ambulance or emergency medical services	27%	N=155	20%	N=115	4%	N=25	0%	N=2	48%	N=272	100%	N=569
Fire emergency services	29%	N=167	21%	N=121	4%	N=22	1%	N=4	45%	N=256	100%	N=570

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Fire prevention and education	20%	N=114	22%	N=127	8%	N=48	2%	N=10	47%	N=269	100%	N=569
Palo Alto open space (e.g., Foothills, Baylands)	54%	N=312	30%	N=173	9%	N=53	1%	N=6	5%	N=29	100%	N=573
City parks	52%	N=296	38%	N=216	8%	N=47	2%	N=10	1%	N=6	100%	N=575
Recreation programs or classes	26%	N=150	31%	N=175	12%	N=68	2%	N=13	29%	N=169	100%	N=574
Recreation centers or facilities	27%	N=153	35%	N=198	12%	N=66	2%	N=14	25%	N=140	100%	N=570
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	51%	N=293	23%	N=129	5%	N=29	1%	N=8	20%	N=114	100%	N=573
Library facilities (buildings, computer equipment, accessibility)	52%	N=296	25%	N=146	5%	N=28	1%	N=4	17%	N=100	100%	N=573
Variety of library materials (books, e-books, streaming, databases, audiobooks)	49%	N=278	24%	N=136	8%	N=43	1%	N=7	19%	N=108	100%	N=572
Art programs and theater	27%	N=151	32%	N=180	8%	N=44	3%	N=17	31%	N=174	100%	N=566
City-sponsored special events	19%	N=107	33%	N=185	14%	N=78	3%	N=16	32%	N=183	100%	N=569
City website (cityofpaloalto.org)	19%	N=107	43%	N=244	19%	N=110	4%	N=25	15%	N=84	100%	N=570
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	23%	N=132	43%	N=240	14%	N=78	3%	N=19	17%	N=93	100%	N=561

Table 58: Question 10 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	15%	N=75	42%	N=215	27%	N=139	17%	N=87	100%	N=517
Traffic signal timing	14%	N=78	43%	N=240	30%	N=166	13%	N=73	100%	N=557
Street repair	13%	N=72	39%	N=223	29%	N=163	19%	N=108	100%	N=566
Street cleaning	29%	N=168	51%	N=290	15%	N=85	5%	N=30	100%	N=572
Street tree maintenance	26%	N=146	46%	N=258	18%	N=103	9%	N=52	100%	N=558
Sidewalk maintenance	15%	N=86	42%	N=233	33%	N=182	11%	N=59	100%	N=560
Land use, planning, and zoning	9%	N=38	33%	N=145	32%	N=140	27%	N=120	100%	N=442
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=41	33%	N=126	38%	N=143	18%	N=67	100%	N=377
Preservation of natural areas (open space, farmlands, and greenbelts)	35%	N=177	46%	N=237	15%	N=78	4%	N=21	100%	N=513
Building and planning application processing services	8%	N=25	20%	N=59	31%	N=92	40%	N=119	100%	N=295

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Affordable high-speed internet access	14%	N=63	30%	N=137	28%	N=127	28%	N=125	100%	N=453
Electric utility	27%	N=151	40%	N=223	24%	N=133	9%	N=53	100%	N=561
Gas utility	28%	N=147	44%	N=232	22%	N=117	7%	N=37	100%	N=532
Utility payment options	42%	N=222	39%	N=207	15%	N=82	4%	N=22	100%	N=532
Drinking water	48%	N=274	36%	N=206	13%	N=72	3%	N=19	100%	N=571
Sewer services	35%	N=183	49%	N=257	14%	N=75	2%	N=12	100%	N=528
Storm water management (storm drainage, dams, levees, etc.)	29%	N=144	48%	N=241	18%	N=91	5%	N=23	100%	N=500
Refuse collection (garbage, recycling, yard waste, and e-waste)	45%	N=256	37%	N=210	13%	N=75	4%	N=24	100%	N=565
Police services	41%	N=158	40%	N=155	15%	N=58	4%	N=14	100%	N=384
Crime prevention	24%	N=106	45%	N=196	22%	N=95	9%	N=40	100%	N=437
Animal control	33%	N=123	49%	N=180	16%	N=58	2%	N=7	100%	N=367
Ambulance or emergency medical services	52%	N=155	39%	N=115	8%	N=25	1%	N=2	100%	N=297
Fire emergency services	53%	N=167	39%	N=121	7%	N=22	1%	N=4	100%	N=314
Fire prevention and education	38%	N=114	42%	N=127	16%	N=48	3%	N=10	100%	N=300
Palo Alto open space (e.g., Foothills, Baylands)	57%	N=312	32%	N=173	10%	N=53	1%	N=6	100%	N=544
City parks	52%	N=296	38%	N=216	8%	N=47	2%	N=10	100%	N=569
Recreation programs or classes	37%	N=150	43%	N=175	17%	N=68	3%	N=13	100%	N=406
Recreation centers or facilities	35%	N=153	46%	N=198	15%	N=66	3%	N=14	100%	N=430
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	64%	N=293	28%	N=129	6%	N=29	2%	N=8	100%	N=459
Library facilities (buildings, computer equipment, accessibility)	63%	N=296	31%	N=146	6%	N=28	1%	N=4	100%	N=473
Variety of library materials (books, e-books, streaming, databases, audiobooks)	60%	N=278	29%	N=136	9%	N=43	2%	N=7	100%	N=464
Art programs and theater	39%	N=151	46%	N=180	11%	N=44	4%	N=17	100%	N=392
City-sponsored special events	28%	N=107	48%	N=185	20%	N=78	4%	N=16	100%	N=386
City website (cityofpaloalto.org)	22%	N=107	50%	N=244	23%	N=110	5%	N=25	100%	N=486
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	28%	N=132	51%	N=240	17%	N=78	4%	N=19	100%	N=468

Table 59: Question 10 - Historical Results*

Please rate the quality of each of the following services in Palo Alto:	Percent positive													2024 rating compared to 2023
	2003	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
Traffic enforcement	64%	61%	66%	64%	62%	60%	60%	60%	53%	65%	55%	65%	56%	Lower
Traffic signal timing	NA	52%	47%	53%	53%	47%	50%	49%	45%	59%	50%	63%	57%	Lower
Street repair	50%	40%	42%	47%	55%	51%	57%	55%	46%	56%	46%	42%	52%	Higher
Street cleaning	75%	79%	80%	76%	80%	75%	77%	78%	72%	83%	82%	79%	80%	Similar
Street tree maintenance	62%	70%	71%	66%	80%	73%	71%	75%	72%	75%	76%	67%	72%	Similar
Sidewalk maintenance	50%	51%	53%	56%	62%	62%	61%	65%	61%	63%	61%	63%	57%	Lower
Land use, planning and zoning	41%	45%	51%	36%	43%	40%	37%	40%	39%	40%	38%	40%	41%	Similar
Code enforcement (weeds, abandoned buildings, etc.)	55%	56%	61%	57%	62%	59%	52%	56%	55%	52%	51%	53%	44%	Lower
Preservation of natural areas (open space, farmlands, and greenbelts)	NA	NA	NA	NA	NA	NA	NA	NA	NA	83%	83%	83%	81%	Similar
Building and planning application processing services	NA	NA	NA	NA	NA	NA	NA	NA	44%	43%	35%	38%	29%	Lower
Affordable high-speed internet access	NA	NA	NA	NA	NA	NA	NA	NA	NA	39%	41%	45%	44%	Similar
Electric utility	NA	85%	84%	80%	72%	87%	86%	87%	83%	77%	80%	73%	67%	Lower
Gas utility	NA	82%	86%	81%	88%	88%	87%	89%	84%	78%	81%	70%	71%	Similar
Utility payment options	NA	NA	NA	NA	NA	NA	NA	NA	85%	86%	87%	85%	80%	Similar
Drinking water	82%	86%	83%	88%	89%	88%	87%	88%	87%	88%	91%	86%	84%	Similar
Sewer services	84%	84%	82%	84%	89%	88%	88%	88%	85%	87%	87%	87%	83%	Similar
Storm water management (storm drainage, dams, levees, etc.)	65%	74%	75%	69%	80%	71%	75%	81%	71%	83%	78%	73%	77%	Similar
Refuse collection (garbage, recycling, yard waste, and e-waste)	NA	NA	NA	NA	NA	NA	NA	NA	85%	87%	85%	87%	83%	Similar
Police services	89%	88%	86%	86%	87%	88%	88%	93%	89%	78%	86%	84%	81%	Similar
Crime prevention	NA	81%	74%	75%	80%	79%	80%	81%	78%	67%	64%	68%	69%	Similar

Please rate the quality of each of the following services in Palo Alto:	Percent positive													2024 rating compared to 2023
	2003	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	
Animal control	79%	72%	78%	76%	80%	80%	77%	80%	75%	82%	81%	78%	82%	Similar
Ambulance or emergency medical services	95%	93%	96%	93%	97%	95%	96%	96%	93%	93%	88%	90%	91%	Similar
Fire emergency services	96%	92%	96%	93%	95%	97%	97%	97%	94%	94%	93%	93%	92%	Similar
Fire prevention and education	NA	76%	80%	82%	85%	85%	85%	87%	84%	82%	81%	77%	80%	Similar
Palo Alto open space	NA	NA	NA	NA	82%	84%	81%	86%	83%	86%	92%	93%	89%	Similar
City parks	90%	94%	91%	93%	92%	93%	91%	94%	91%	91%	93%	93%	90%	Similar
Recreation programs or classes	83%	81%	87%	87%	87%	84%	84%	87%	81%	83%	79%	83%	80%	Similar
Recreation centers or facilities	77%	75%	85%	80%	84%	86%	81%	86%	82%	82%	79%	85%	81%	Similar
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	NA	NA	NA	NA	NA	NA	NA	NA	NA	92%	93%	93%	92%	Similar
Library facilities (buildings, computer equipment, accessibility)	NA	NA	NA	NA	NA	NA	NA	NA	92%	94%	95%	93%	93%	Similar
Variety of library materials (books, e-books, streaming, databases, audiobooks)	60%	72%	88%	81%	88%	83%	82%	86%	88%	86%	92%	90%	89%	Similar
Art programs and theater	NA	81%	82%	82%	69%	80%	78%	82%	76%	82%	89%	83%	84%	Similar
City-sponsored special events	NA	NA	NA	NA	75%	75%	73%	75%	77%	72%	74%	75%	76%	Similar
City website (cityofpaloalto.org)	NA	67%	70%	69%	88%	69%	66%	72%	65%	69%	70%	73%	72%	Similar
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	78%	76%	81%	79%	81%	74%	77%	84%	77%	79%	80%	78%	79%	Similar

*Prior to 2023, "Public information (Police/public safety)" was "Public information services (Police/public safety)" and "Public information (non-Police/public safety)" was "Public information services (non-Police/public safety)".

Table 60: Question 10 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Traffic enforcement	51	211	341	Similar
Traffic signal timing	53	116	308	Similar
Street repair	49	135	354	Similar
Street cleaning	68	61	318	Higher
Sidewalk maintenance	54	140	318	Similar
Land use, planning and zoning	41	187	322	Similar
Code enforcement (weeds, abandoned buildings, etc.)	46	152	335	Similar
Preservation of natural areas (open space, farmlands and greenbelts)	70	32	305	Higher
Affordable high-speed internet access	44	224	284	Similar
Utility payment options	73	5	297	Higher
Drinking water	76	34	320	Higher
Sewer services	72	110	313	Similar
Storm water management (storm drainage, dams, levees, etc.)	67	106	326	Similar
Police emergency services	73	118	360	Similar
Crime prevention	61	187	337	Similar
Animal control	71	27	319	Higher
Ambulance or emergency medical services	81	49	325	Similar
Fire emergency services	81	97	340	Similar
Fire prevention and education	72	96	314	Similar
Palo Alto open space (e.g. Foothills, Baylands)	82	3	303	Much higher
City parks	80	28	337	Higher
Recreation programs or classes	71	43	320	Higher
Recreation centers or facilities	71	48	312	Higher

Table 61: Question 10 - Geographic Subgroup Results

Percent rating "excellent" or "good"	Area						Overall
	Area 1 (A)	Area 2 (B)	Area 3 (C)	Area 4 (D)	Area 5 (E)	Area 6 (F)	(A)
Traffic enforcement	53%	59%	52%	60%	58%	55%	56%
Traffic signal timing	63%	57%	49%	64% C	50%	56%	57%
Street repair	47%	52%	53%	54%	52%	53%	52%
Street cleaning	66%	85% A E	85% A E	80% A	68%	85% A E	80%
Street tree maintenance	72%	69%	60%	71%	81% C	79%	72%
Sidewalk maintenance	60%	59%	50%	59%	58%	55%	57%
Land use, planning, and zoning	32%	43%	30%	48% C	58% A C F	39%	41%
Code enforcement (weeds, abandoned buildings, etc.)	34%	46%	35%	44%	55%	48%	44%
Preservation of natural areas (open space, farmlands, and greenbelts)	77%	87%	82%	80%	84%	77%	81%
Building and planning application processing services	13%	30%	23%	41% A E	21%	35% A	29%
Affordable high-speed internet access	36%	45%	47%	50%	49%	40%	44%
Electric utility	60%	70%	64%	68%	64%	69%	67%
Gas utility	64%	75%	67%	71%	77%	72%	71%
Utility payment options	68%	81% A	74%	78%	94% A C D	87% A C	80%
Drinking water	85%	82%	88%	86%	88%	80%	84%
Sewer services	82%	83%	82%	82%	88%	84%	83%
Storm water management (storm drainage, dams, levees, etc.)	75%	73%	77%	74%	78%	83%	77%
Refuse collection (garbage, recycling, yard waste, and e-waste)	80%	80%	87%	88%	84%	79%	83%
Police services	81%	73%	77%	85%	90% B	85% B	81%

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Crime prevention	56%	64%	63%	77% A	79% A	73% A	69%
Animal control	75%	88%	84%	77%	85%	83%	82%
Ambulance or emergency medical services	85%	90%	98%	87%	93%	93%	91%
Fire emergency services	84%	92%	98% A	89%	96%	93%	92%
Fire prevention and education	76%	78%	87%	83%	77%	80%	80%
Palo Alto open space (e.g., Foothills, Baylands)	83%	88%	89%	90%	86%	94% A	89%
City parks	88%	89%	89%	91%	87%	92%	90%
Recreation programs or classes	85%	79%	86%	79%	80%	76%	80%
Recreation centers or facilities	81%	84%	74%	82%	86%	82%	81%
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	90%	92%	93%	98% F	95%	86%	92%
Library facilities (buildings, computer equipment, accessibility)	91%	93%	91%	97%	98%	91%	93%
Variety of library materials (books, e-books, streaming, databases, audiobooks)	88%	84%	93%	91%	89%	90%	89%
Art programs and theater	85%	75%	85%	87% B	87%	89% B	84%
City-sponsored special events	76%	68%	75%	81%	87% B	74%	76%
City website (cityofpaloalto.org)	68%	69%	79%	76%	73%	71%	72%
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	80%	79%	78%	81%	79%	79%	79%

Table 62: Question 10 - Demographic Subgroup Results

Percent rating "excellent" or "good"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Traffic enforcement	52%	65% A	67% A	54%	60%	55%	56%
Traffic signal timing	54%	71% A C	49%	56%	65% C	53%	57%
Street repair	52%	52%	56%	58% C	57% C	47%	52%
Street cleaning	80%	80%	82%	82%	82%	78%	80%
Street tree maintenance	75%	74%	68%	77%	76% C	67%	72%
Sidewalk maintenance	55%	60%	64%	59%	64% C	51%	57%
Land use, planning, and zoning	40%	40%	52%	41%	51% C	34%	41%
Code enforcement (weeds, abandoned buildings, etc.)	41%	54% A	41%	50%	47%	41%	44%
Preservation of natural areas (open space, farmlands, and greenbelts)	79%	85%	82%	80%	83%	80%	81%
Building and planning application processing services	23%	39% A	32%	26%	40% C	21%	29%
Affordable high-speed internet access	44%	45%	48%	58% B C	37%	45%	44%
Electric utility	68%	65%	71%	73% B	59%	71% B	67%
Gas utility	73%	69%	73%	76% B	63%	76% B	71%
Utility payment options	82%	78%	82%	83% B	72%	88% B	80%

Percent rating "excellent" or "good"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Drinking water	86%	82%	79%	81%	80%	88% B	84%
Sewer services	86% B	79%	85%	88% B	76%	88% B	83%
Storm water management (storm drainage, dams, levees, etc.)	80%	72%	81%	77%	74%	80%	77%
Refuse collection (garbage, recycling, yard waste, and e-waste)	84%	81%	84%	84%	78%	87% B	83%
Police services	83%	81%	80%	78%	80%	85%	81%
Crime prevention	77% B C	64%	59%	74%	69%	69%	69%
Animal control	86%	82%	77%	90%	83%	80%	82%
Ambulance or emergency medical services	95% B	84%	90%	100% B	88%	92%	91%
Fire emergency services	95% B	84%	94%	98%	90%	93%	92%
Fire prevention and education	90% B C	75%	61%	82%	80%	81%	80%
Palo Alto open space (e.g., Foothills, Baylands)	93% C	87%	83%	90%	88%	90%	89%
City parks	92%	88%	86%	91%	89%	91%	90%
Recreation programs or classes	84%	78%	73%	73%	80%	83%	80%
Recreation centers or facilities	83%	82%	79%	83%	81%	82%	81%
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	96% B C	89%	86%	94%	90%	93%	92%

Percent rating "excellent" or "good"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Library facilities (buildings, computer equipment, accessibility)	97% B	90%	91%	97%	93%	92%	93%
Variety of library materials (books, e-books, streaming, databases, audiobooks)	94% B C	85%	80%	91%	87%	90%	89%
Art programs and theater	89% B	78%	84%	90%	81%	86%	84%
City-sponsored special events	81% B	70%	78%	82%	77%	75%	76%
City website (cityofpaloalto.org)	72%	76%	72%	84% C	74%	67%	72%
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	81%	81%	82%	85% C	82%	75%	79%

Question 11

Table 63: Question 11 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Don't know		Total	
Reliability of utility services	42%	N=240	44%	N=251	9%	N=51	3%	N=15	2%	N=12	100%	N=569
Affordability of utility services	13%	N=76	31%	N=178	29%	N=165	23%	N=131	3%	N=19	100%	N=569
Community value received from the City owning and operating its own municipal utility services	34%	N=193	32%	N=185	13%	N=76	5%	N=29	16%	N=89	100%	N=572
Utilities online customer self-service features	25%	N=144	33%	N=185	13%	N=77	4%	N=21	25%	N=140	100%	N=567
Providing opportunities for energy and water efficiency at home or business	22%	N=127	30%	N=173	17%	N=94	6%	N=37	24%	N=138	100%	N=569
Working hard to keep utilities prices competitive	15%	N=87	24%	N=136	18%	N=103	16%	N=93	26%	N=148	100%	N=567
Value of all the services Palo Alto Utilities provides for the price you pay	19%	N=106	34%	N=191	27%	N=151	12%	N=66	10%	N=54	100%	N=569
Ease of obtaining information or performing a transaction through the City's website	20%	N=113	32%	N=182	18%	N=103	6%	N=32	24%	N=138	100%	N=567
Value of Palo Alto Utilities' customer communications	20%	N=114	36%	N=206	19%	N=110	3%	N=16	22%	N=124	100%	N=570
Ease of contacting Utilities department staff	21%	N=119	24%	N=140	15%	N=89	4%	N=21	36%	N=205	100%	N=573
Speed of response after contacting Utilities department staff	21%	N=123	23%	N=134	14%	N=82	2%	N=14	38%	N=220	100%	N=573

Table 64: Question 11 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Total	
Reliability of utility services	43%	N=240	45%	N=251	9%	N=51	3%	N=15	100%	N=557
Affordability of utility services	14%	N=76	32%	N=178	30%	N=165	24%	N=131	100%	N=550
Community value received from the City owning and operating its own municipal utility services	40%	N=193	38%	N=185	16%	N=76	6%	N=29	100%	N=482
Utilities online customer self-service features	34%	N=144	43%	N=185	18%	N=77	5%	N=21	100%	N=427
Providing opportunities for energy and water efficiency at home or business	29%	N=127	40%	N=173	22%	N=94	8%	N=37	100%	N=431
Working hard to keep utilities prices competitive	21%	N=87	32%	N=136	25%	N=103	22%	N=93	100%	N=420
Value of all the services Palo Alto Utilities provides for the price you pay	21%	N=106	37%	N=191	29%	N=151	13%	N=66	100%	N=514
Ease of obtaining information or performing a transaction through the City's website	26%	N=113	42%	N=182	24%	N=103	7%	N=32	100%	N=429
Value of Palo Alto Utilities' customer communications	25%	N=114	46%	N=206	25%	N=110	4%	N=16	100%	N=446
Ease of contacting Utilities department staff	32%	N=119	38%	N=140	24%	N=89	6%	N=21	100%	N=368
Speed of response after contacting Utilities department staff	35%	N=123	38%	N=134	23%	N=82	4%	N=14	100%	N=353

Table 65: Question 11 - Historical Results

Please rate the following as they relate to Palo Alto Utilities' services:	Percent positive						2024 rating compared to 2023
	2017	2018	2021	2022	2023	2024	
Reliability of utility services	96%	94%	93%	88%	91%	88%	Similar
Affordability of utility services	64%	59%	58%	60%	51%	46%	Similar
Community value received from the City owning and operating its own municipal utility services	81%	79%	84%	86%	79%	78%	Similar
Utilities online customer self-service features	NA	78%	86%	82%	83%	77%	Lower
Providing opportunities for energy and water efficiency at home or business	83%	75%	80%	76%	77%	70%	Lower
Working hard to keep utilities prices competitive	63%	59%	62%	68%	56%	53%	Similar
Value of all the services Palo Alto Utilities provides for the price you pay	68%	62%	66%	68%	64%	58%	Lower
Ease of obtaining information or performing a transaction through the City's website	65%	61%	72%	75%	71%	69%	Similar
Value of Palo Alto Utilities' customer communications	76%	70%	80%	78%	72%	72%	Similar
Ease of contacting Utilities department staff	NA	75%	84%	81%	76%	70%	Lower
Speed of response after contacting Utilities department staff	NA	76%	83%	84%	75%	73%	Similar

Table 66: Question 11 - Geographic Subgroup Results

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Reliability of utility services	83%	90%	85%	91%	83%	90%	88%
Affordability of utility services	33%	47%	43%	51% A	58% A	46%	46%
Community value received from the City owning and operating its own municipal utility services	80%	84% C E	70%	78%	69%	82%	78%
Utilities online customer self-service features	70%	74%	67%	84% C	72%	86% A B C	77%
Providing opportunities for energy and water efficiency at home or business	59%	63%	71%	73%	70%	79% A B	70%
Working hard to keep utilities prices competitive	54%	54%	51%	54%	56%	52%	53%
Value of all the services Palo Alto Utilities provides for the price you pay	59%	50%	55%	61%	59%	61%	58%
Ease of obtaining information or performing a transaction through the City's website	62%	65%	68%	74%	75%	68%	69%
Value of Palo Alto Utilities' customer communications	71%	68%	74%	72%	83%	69%	72%
Ease of contacting Utilities department staff	72%	62%	80% B	71%	78%	66%	70%
Speed of response after contacting Utilities department staff	74%	69%	80%	78%	76%	66%	73%

Table 67: Question 11 - Demographic Subgroup Results

Percent rating "excellent" or "good"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Reliability of utility services	93% B	82%	86%	94% B	85%	88%	88%
Affordability of utility services	45%	47%	46%	45%	39%	52% B	46%
Community value received from the City owning and operating its own municipal utility services	78%	77%	85%	86% B	66%	84% B	78%
Utilities online customer self-service features	76%	77%	90% A B	78%	77%	78%	77%
Providing opportunities for energy and water efficiency at home or business	73%	66%	60%	61%	65%	77% A B	70%
Working hard to keep utilities prices competitive	52%	57%	52%	58% B	42%	60% B	53%
Value of all the services Palo Alto Utilities provides for the price you pay	57%	60%	58%	62% B	49%	63% B	58%
Ease of obtaining information or performing a transaction through the City's website	67%	71%	77%	84% B C	70%	60%	69%
Value of Palo Alto Utilities' customer communications	73%	73%	74%	91% B C	66%	69%	72%
Ease of contacting Utilities department staff	72%	68%	76%	75%	70%	69%	70%
Speed of response after contacting Utilities department staff	74%	70%	78%	73%	73%	73%	73%

Question 12

Table 68: Question 12 - Response Percentages and Number of Respondents

Please rate how important, if at all, you think it is for the Palo Alto community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	42%	N=238	37%	N=209	19%	N=108	2%	N=13	100%	N=568
Overall economic health of Palo Alto	41%	N=234	37%	N=214	18%	N=103	4%	N=21	100%	N=571
Overall feeling of safety in Palo Alto	57%	N=325	26%	N=147	16%	N=94	1%	N=8	100%	N=574
Overall quality of natural environment in Palo Alto	39%	N=220	41%	N=233	18%	N=100	3%	N=18	100%	N=571
Overall health and wellness opportunities in Palo Alto	23%	N=133	38%	N=217	33%	N=187	6%	N=37	100%	N=574
Overall opportunities for education, culture and the arts	28%	N=161	41%	N=231	28%	N=161	3%	N=17	100%	N=569
Residents' connection and engagement with their community	19%	N=109	41%	N=232	34%	N=195	6%	N=33	100%	N=569
Reducing community greenhouse gas emissions	28%	N=159	32%	N=182	29%	N=164	11%	N=65	100%	N=569
Increasing local solar generation capacity within city boundaries	24%	N=136	31%	N=176	33%	N=189	12%	N=69	100%	N=571
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	19%	N=110	27%	N=157	41%	N=233	12%	N=71	100%	N=572
Faster notification systems (online, mobile or email) for public safety issues	32%	N=180	29%	N=168	31%	N=179	7%	N=42	100%	N=570

This question did not have a “don’t know” response option.

Table 69: Question 12 - Historical Results

Please rate how important, if at all, you think it is for the Palo Alto community to focus on each of the following in the coming two years.	Percent positive								2024 rating compared to 2023
	2015	2016	2017	2018	2021	2022	2023	2024	
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	80%	82%	75%	78%	81%	84%	81%	79%	Similar
Overall economic health of Palo Alto	78%	82%	76%	NA	85%	81%	87%	78%	Lower
Overall feeling of safety in Palo Alto	82%	80%	80%	81%	83%	87%	87%	82%	Similar
Overall quality of natural environment in Palo Alto	81%	84%	79%	78%	85%	83%	84%	79%	Similar
Overall health and wellness opportunities in Palo Alto	61%	65%	62%	NA	66%	66%	71%	61%	Lower
Overall opportunities for education, culture and the arts	67%	70%	67%	NA	70%	74%	72%	69%	Similar
Residents’ connection and engagement with their community	71%	73%	70%	NA	66%	68%	61%	60%	Similar
Reducing community greenhouse gas emissions	NA	NA	58%	64%	67%	70%	68%	60%	Lower
Increasing local solar generation capacity within city boundaries	NA	NA	57%	55%	62%	63%	67%	55%	Lower
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	NA	NA	NA	45%	46%	53%	57%	47%	Lower
Faster notification systems (online, mobile or email) for public safety issues	NA	NA	NA	63%	64%	68%	74%	61%	Lower

Table 70: Question 12 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	73	76	297	Similar
Overall economic health of Palo Alto.	72	285	297	Lower
Overall feeling of safety in Palo Alto	79	209	297	Similar
Overall quality of natural environment in Palo Alto	72	189	297	Similar
Overall health and wellness opportunities in Palo Alto	59	288	297	Lower
Overall opportunities for education, culture and the arts	65	190	297	Similar
Residents’ connection and engagement with their community	58	280	297	Lower

Table 71: Question 12 - Geographic Subgroup Results

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	80%	79%	83%	73%	78%	80%	79%
Overall economic health of Palo Alto	82%	80%	74%	78%	78%	78%	78%
Overall feeling of safety in Palo Alto	89% F	83%	84%	83%	85%	76%	82%
Overall quality of natural environment in Palo Alto	80%	84%	78%	77%	80%	77%	79%
Overall health and wellness opportunities in Palo Alto	66%	62%	66%	65%	50%	56%	61%
Overall opportunities for education, culture and the arts	66%	74%	64%	68%	79%	67%	69%
Residents' connection and engagement with their community	58%	59%	56%	66%	66%	56%	60%
Reducing community greenhouse gas emissions	60%	64%	58%	61%	53%	59%	60%
Increasing local solar generation capacity within city boundaries	52%	59% F	57%	58%	61%	47%	55%
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	46%	46%	51%	51%	48%	42%	47%
Faster notification systems (online, mobile or email) for public safety issues	57%	60%	66%	67%	55%	59%	61%

Table 72: Question 12 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Percent rating "excellent" or "good"							
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	80%	78%	77%	72%	79%	82% A	79%
Overall economic health of Palo Alto	78%	80%	75%	59%	80% A	87% A	78%
Overall feeling of safety in Palo Alto	77%	90% A	85%	60%	89% A	88% A	82%
Overall quality of natural environment in Palo Alto	79%	75%	86% B	67%	80% A	84% A	79%
Overall health and wellness opportunities in Palo Alto	57%	62%	71% A	42%	59% A	71% A B	61%
Overall opportunities for education, culture and the arts	65%	73%	75%	60%	70% A	72% A	69%
Residents' connection and engagement with their community	60%	59%	62%	52%	59%	64% A	60%
Reducing community greenhouse gas emissions	61%	59%	59%	61%	53%	64% B	60%
Increasing local solar generation capacity within city boundaries	54%	55%	58%	45%	53%	61% A	55%
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	41%	60% A	47%	21%	48% A	60% A B	47%
Faster notification systems (online, mobile or email) for public safety issues	56%	74% A C	57%	33%	61% A	76% A B	61%

Question 13

Table 73: Question 13 - Response Percentages and Number of Respondents Including "Don't Know" Responses

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	30%	N=173	21%	N=120	19%	N=108	28%	N=162	2%	N=11	100%	N=574
Spend quality time with local friends, family, and/or neighbors	56%	N=320	28%	N=158	11%	N=62	6%	N=33	0%	N=0	100%	N=573

Table 74: Question 13 - Response Percentages and Number of Respondents Without "Don't Know" Responses

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	31%	N=173	21%	N=120	19%	N=108	29%	N=162	100%	N=562
Spend quality time with local friends, family, and/or neighbors	56%	N=320	28%	N=158	11%	N=62	6%	N=33	100%	N=573

Table 75: Question 13 - Historical Results

In a typical week, how likely are you to:	Percent positive (e.g., very/somewhat likely)						2024 rating compared to 2023
	2017	2018	2021	2022	2023	2024	
Participate in organized group activities (such as clubs, sports teams volunteer your time, attend church/temple)	52%	56%	47%	55%	53%	52%	Similar
Spend quality time with local friends, family, and/or neighbors	85%	88%	82%	86%	86%	83%	Similar

Table 76: Question 13 - Geographic Subgroup Results

Percent rating "very likely" or "somewhat likely"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	60% F	56%	51%	57%	46%	44%	52%
Spend quality time with local friends, family, and/or neighbors	94% D E F	88% E	85% E	80%	69%	82% E	83%

Table 77: Question 13 - Demographic Subgroup Results

Percent rating "very likely" or "somewhat likely"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	52%	48%	58%	37%	57% A	55% A	52%
Spend quality time with local friends, family, and/or neighbors	82%	84%	85%	78%	84%	85%	83%

Question 14

Table 78: Question 14 - Response Percentages and Number of Respondents

What mode of transportation do you use most for your typical daily needs for getting around town?	Percent	Number
Driving	68%	N=389
Walking	18%	N=104
Biking	12%	N=70
Bus	0%	N=1
Train	1%	N=6
Scootering	1%	N=3
Palo Alto Link	0%	N=0
Uber/Lyft or similar rideshare service	0%	N=2
Carpooling	0%	N=0
Total	100%	N=574

Table 79: Question 14 - Historical Results

What mode of transportation do you use most for your typical daily needs for getting around town?	Percent selecting each response							2024 rating compared to 2023
	2016	2017	2018	2021	2022	2023	2024	
Driving	77%	73%	76%	71%	67%	77%	68%	Lower
Walking	13%	13%	11%	14%	16%	12%	18%	Higher
Biking	8%	11%	10%	13%	15%	8%	12%	Similar
Bus	1%	1%	0%	1%	1%	1%	0%	Similar
Train	0%	1%	1%	0%	0%	0%	1%	Similar
Scootering	NA	NA	NA	NA	NA	NA	1%	NA
Palo Alto Link	NA	NA	NA	NA	NA	NA	0%	NA
Uber/Lyft or similar rideshare service	0%	1%	0%	0%	0%	1%	0%	Similar
Carpooling	0%	0%	0%	0%	1%	0%	0%	Similar

Question 15

Table 80: Question 15 - Response Percentages and Number of Respondents

If you did not have access to a car for your usual daily transportation around town, how convenient (based on time and proximity) would you consider each of the following methods of getting around?	Very convenient		Somewhat convenient		Somewhat inconvenient		Very inconvenient		Total	
Walking	35%	N=194	39%	N=216	17%	N=96	9%	N=51	100%	N=557
Biking	47%	N=257	35%	N=194	7%	N=41	10%	N=58	100%	N=550
Bus	5%	N=29	24%	N=130	37%	N=200	34%	N=181	100%	N=540
Train	10%	N=51	32%	N=174	28%	N=150	30%	N=161	100%	N=536
Scootering	13%	N=68	28%	N=141	22%	N=109	37%	N=184	100%	N=503
Palo Alto Link	12%	N=61	42%	N=202	25%	N=123	21%	N=101	100%	N=487
Uber/Lyft or similar rideshare service	38%	N=200	39%	N=206	19%	N=100	5%	N=25	100%	N=532
Carpooling	9%	N=45	32%	N=166	32%	N=167	27%	N=143	100%	N=521

Table 81: Question 15 - Historical Results

If you did not have access to a car for your usual daily transportation around town, how convenient (based on time and proximity) would you consider each of the following methods of getting around?	Percent positive (e.g., very/somewhat convenient)								2024 rating compared to 2023
	2015	2016	2017	2018	2021	2022	2023	2024	
Walking	92%	94%	92%	69%	76%	66%	70%	74%	Similar
Biking	76%	75%	75%	77%	83%	80%	78%	81%	Similar
Bus	53%	50%	52%	33%	33%	33%	31%	30%	Similar
Train	68%	66%	60%	41%	39%	43%	39%	42%	Higher
Scootering	NA	NA	NA	NA	NA	NA	NA	42%	-
Palo Alto Link	NA	NA	NA	NA	NA	NA	NA	54%	-
Uber/Lyft or similar rideshare service	52%	62%	66%	83%	77%	74%	78%	76%	Similar
Carpooling	52%	45%	49%	33%	26%	41%	36%	41%	Similar

Table 82: Question 15 - Geographic Subgroup Results

Percent rating "very" or "somewhat" likely	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Walking	69%	67%	72%	84% A B E	68%	76%	74%
Biking	90%	81%	78%	82%	81%	81%	82%
Bus	23%	32%	22%	40% A C F	29%	28%	30%
Train	35%	40%	26%	57% A B C E	39%	45% C	42%
Scootering	40%	34%	42%	42%	37%	49% B	42%
Palo Alto Link	63%	48%	56%	55%	55%	52%	54%
Uber/Lyft or similar rideshare service	83%	74%	78%	78%	71%	74%	76%
Carpooling	45%	39%	40%	48% E	30%	39%	41%

Table 83: Question 15 - Demographic Subgroup Results

Percent rating "very" or "somewhat" likely	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Walking	73%	72%	77%	74%	74%	72%	74%
Biking	79%	87% A	84%	98% B C	85% C	71%	82%
Bus	31%	28%	30%	28%	32%	29%	30%
Train	46% B	36%	42%	47% C	46% C	35%	42%
Scootering	38%	48%	44%	55% C	55% C	23%	42%
Palo Alto Link	52%	56%	60%	47%	58%	54%	54%
Uber/Lyft or similar rideshare service	73%	79%	87% A	70%	79%	77%	76%
Carpooling	38%	45%	42%	48% C	45% C	33%	41%

Question 16

Table 84: Question 16 - Response Percentages and Number of Respondents with "Don't Know" Responses

If you plan to purchase a new car within the next two years, what is the likelihood of it being:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
All-electric	36%	N=182	21%	N=106	10%	N=49	21%	N=107	12%	N=61	100%	N=505
Plug-in hybrid	29%	N=144	28%	N=144	12%	N=59	19%	N=96	12%	N=62	100%	N=504
Hydrogen fuel cell	4%	N=19	7%	N=34	9%	N=45	55%	N=270	25%	N=120	100%	N=488
Other	13%	N=43	8%	N=25	3%	N=10	12%	N=39	65%	N=214	100%	N=331

Respondents were able to write a response in their own words. These verbatim responses are shown in Appendix B: Verbatim Responses to Open-ended Questions from Probability Survey.

Table 85: Question 16 - Response Percentages and Number of Respondents without "Don't Know" Responses

If you plan to purchase a new car within the next two years, what is the likelihood of it being:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
All-electric	41%	N=182	24%	N=106	11%	N=49	24%	N=107	100%	N=445
Plug-in hybrid	33%	N=144	32%	N=144	13%	N=59	22%	N=96	100%	N=442
Hydrogen fuel cell	5%	N=19	9%	N=34	12%	N=45	73%	N=270	100%	N=368
Other	37%	N=43	21%	N=25	8%	N=10	33%	N=39	100%	N=117

Respondents were able to write a response in their own words. These verbatim responses are shown in Appendix B: Verbatim Responses to Open-ended Questions from Probability Survey.

Table 86: Question 16 - Historical Results

If you plan to purchase a new car within the next two years, what is the likelihood of it being:	Percent rating positively (e.g., very/somewhat likely)							2024 rating compared to 2023
	2016	2017	2018	2021	2022	2023	2024	
Plug-in hybrid	59%	62%	62%	61%	65%	69%	65%	Similar
All-electric	65%	71%	67%	76%	68%	71%	65%	Similar
Hydrogen fuel cell	10%	14%	11%	14%	12%	17%	14%	Similar
Other	NA	NA	NA	NA	48%	46%	59%	Higher

Table 87: Question 16 - Geographic Subgroup Results

Percent rating "very" or "somewhat" likely	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
All-electric	52%	63%	62%	68%	78% A	67% A	65%
Plug-in hybrid	56%	69%	67%	75% A F	71%	56%	65%
Hydrogen fuel cell	2%	25% A E F	16% A	22% A E F	6%	11%	14%
Other	71% E	61%	66% E	59%	27%	60% E	59%

Table 88: Question 16 - Demographic Subgroup Results

Percent rating "very" or "somewhat" likely	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
All-electric	62%	70%	66%	66%	71% C	60%	65%
Plug-in hybrid	62%	70%	74%	52%	72% A	66% A	65%
Hydrogen fuel cell	10%	21% A	19%	20%	16%	11%	14%
Other	58%	54%	80%	63%	64%	53%	59%

Question 17

Table 89: Question 17 - Response Percentages and Number of Respondents

How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	Extremely familiar		Very familiar		Moderately familiar		Slightly familiar		Not familiar		Total	
How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	1%	N=8	4%	N=23	18%	N=106	18%	N=103	58%	N=336	100%	N=577

Table 90: Question 17 - Geographic Subgroup Results

Percent rating "very" or "extremely" familiar	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	6%	13%	8%	18%	17%	16%	13%

Table 91: Question 17 - Demographic Subgroup Results

Percent rating "very" or "extremely" familiar	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	14%	13%	10%	0%	16% A	13%	13%

Question 18

Table 92: Question 18 - Response Percentages and Number of Respondents with "Don't Know" Responses

How likely are you to do the following to support strategies that reduce GHG emissions?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Replacing your gas water heater with a heat pump water heater	19%	N=105	20%	N=110	14%	N=77	25%	N=135	22%	N=123	100%	N=551
Replacing your gas furnace with a heat pump HVAC system	17%	N=93	17%	N=92	14%	N=76	26%	N=143	26%	N=141	100%	N=545
Considering whole home electrification	13%	N=71	15%	N=82	16%	N=90	33%	N=180	23%	N=124	100%	N=547
Replace gas appliances with electric, such as an induction cook top	18%	N=96	14%	N=75	12%	N=66	36%	N=197	20%	N=110	100%	N=543

Table 93: Question 18 - Response Percentages and Number of Respondents without "Don't Know" Responses

How likely are you to do the following to support strategies that reduce GHG emissions?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Replacing your gas water heater with a heat pump water heater	24%	N=105	26%	N=110	18%	N=77	32%	N=135	100%	N=428
Replacing your gas furnace with a heat pump HVAC system	23%	N=93	23%	N=92	19%	N=76	35%	N=143	100%	N=404
Considering whole home electrification	17%	N=71	19%	N=82	21%	N=90	43%	N=180	100%	N=423
Replace gas appliances with electric, such as an induction cook top	22%	N=96	17%	N=75	15%	N=66	45%	N=197	100%	N=433

Table 94: Question 18 - Geographic Subgroup Results

Percent rating "very" or "somewhat" likely	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Replacing your gas water heater with a heat pump water heater	54%	48%	52%	45%	50%	53%	50%
Replacing your gas furnace with a heat pump HVAC system	42%	47%	46%	42%	37%	53%	46%
Considering whole home electrification	38%	37%	31%	38%	33%	36%	36%
Replace gas appliances with electric, such as an induction cook top	43%	43%	34%	41%	38%	38%	39%

Table 95: Question 18 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Percent rating "very" or "somewhat" likely							
Replacing your gas water heater with a heat pump water heater	51%	52%	49%	42%	50%	54%	50%
Replacing your gas furnace with a heat pump HVAC system	44%	50%	48%	45%	48%	44%	46%
Considering whole home electrification	29%	45% A	50% A	48% C	40%	30%	36%
Replace gas appliances with electric, such as an induction cook top	38%	39%	46%	38%	39%	39%	39%

Question 19

Table 96: Question 19 - Response Percentages and Number of Respondents

As a resident of Palo Alto, what one change could the City make that would make you happier?	Percent	Number
Housing and Construction	23%	N=103
Public Safety and Policing	5%	N=22
Transportation and Traffic	15%	N=68
Homelessness and Social Services	4%	N=18
City Governance and Administration	7%	N=31
Community Amenities and Services	7%	N=29
Economic Development	4%	N=20
Noise and Urban Environment	6%	N=28
Develop Infrastructure	8%	N=35
Walking and Biking trails	4%	N=20
Code Enforcement	1%	N=5
Make the city more affordable	5%	N=23
Other	8%	N=37
Don't know	2%	N=8
Total	100%	N=448

Table 97: Question 19 - Geographic Subgroup Results

As a resident of Palo Alto, what one change could the City make that would make you happier?	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Housing and Construction	28%	19%	21%	25%	16%	26%	23%
Public Safety and Policing	9%	6%	10%	2%	2%	3%	5%
Transportation and Traffic	8%	19%	20%	12%	19%	14%	15%
Homelessness and Social Services	3%	7%	3%	2%	0%	6%	4%
City Governance and Administration	8%	6%	4%	4%	10%	10%	7%
Community Amenities and Services	5%	4%	5%	8%	0%	10%	7%
Economic Development	4%	7%	1%	7%	7%	2%	4%
Noise and Urban Environment	9%	5%	9%	6%	13%	3%	6%
Develop Infrastructure	3%	11%	11%	9%	13%	4%	8%
Walking and Biking trails	11%	1%	0%	1%	6%	8%	4%
Code Enforcement	0%	0%	0%	2%	2%	2%	1%
Make the city more affordable	5%	5%	7%	11% F	1%	1%	5%
Other	5%	9%	7%	9%	6%	9%	8%
Don't know	1%	1%	2%	1%	6%	1%	2%
Total	100%	100%	100%	100%	100%	100%	100%

Table 98: Question 19 - Geographic Subgroup Results

As a resident of Palo Alto, what one change could the City make that would make you happier?	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Housing and Construction	24%	25%	13%	40% B C	20%	16%	23%
Public Safety and Policing	4%	9%	5%	0%	4%	9%	5%
Transportation and Traffic	18%	10%	10%	12%	15%	18%	15%
Homelessness and Social Services	2%	4%	13% A	9% B C	2%	2%	4%
Utilities and Costs	0%	0%	0%	0%	0%	0%	0%
Environmental Improvements	0%	0%	0%	0%	0%	0%	0%
City Governance and Administration	7%	3%	10%	0%	7%	10%	7%
Community Amenities and Services	4%	8%	6%	8%	5%	6%	7%
Economic Development	4%	6%	8%	2%	9% C	2%	4%
Noise and Urban Environment	4%	6%	16% A	4%	10%	4%	6%
Develop Infrastructure	8%	9%	5%	7%	8%	8%	8%
Walking and Biking trails	7% B	2%	0%	6%	5%	3%	4%
Code Enforcement	1%	1%	0%	0%	1%	2%	1%
Make the city more affordable	3%	10% A	7%	7%	5%	5%	5%
Other	10%	7%	4%	5%	8%	11%	8%
Don't know	2%	0%	3%	0%	1%	3%	2%
Total	100%	100%	100%	100%	100%	100%	100%

Question 20

Table 99: Question 20 - Response Percentages and Number of Respondents

As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?	Percent	Number
Parks, open space, and natural environment	25%	N=83
Utilities and city services	11%	N=36
Safety services	12%	N=40
Activities and Recreation (arts, libraries, museums, theaters, etc.)	13%	N=43
Government/leadership; government communication	3%	N=11
Schools and education, programs for the youth	4%	N=15
Cleanliness of community; upkeep	7%	N=24
Quality of life, reputation	3%	N=10
Infrastructure, streets, transportation	5%	N=17
Ease of bicycle travel/walking	5%	N=17
Sustainability	1%	N=4
Culture, diversity	2%	N=6
Other	4%	N=15
Nothing / Don't know	4%	N=15
Total	100%	N=336

Table 100: Question 20 - Geographic Subgroup Results

As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Parks, open space, and natural environment	25%	24%	23%	12%	23%	35% D	25%
Utilities and city services	13%	6%	18%	5%	6%	15%	11%
Safety services	9%	18%	8%	20%	5%	8%	12%
Activities and Recreation (arts, libraries, museums, theaters, etc.)	19%	17%	14%	10%	6%	11%	13%
Government/leadership; government communication	4%	2%	3%	5%	3%	3%	3%
Schools and education, programs for the youth	10%	11%	2%	3%	1%	1%	4%
Cleanliness of community; upkeep	8%	3%	7%	8%	0%	12%	7%
Quality of life, reputation	1%	2%	0%	10%	0%	1%	3%
Infrastructure, streets, transportation	5%	6%	11%	5%	2%	2%	5%
Ease of bicycle travel/walking	2%	6%	4%	11%	12%	0%	5%
Sustainability	1%	3%	1%	2%	0%	0%	1%
Culture, diversity	0%	0%	6%	2%	5%	0%	2%
Other	1%	1%	0%	3%	18% B	7%	4%
Nothing / Don't know	2%	1%	3%	5%	17% B	4%	4%
Total	100%	100%	100%	100%	100%	100%	100%

Table 101: Question 20 - Geographic Subgroup Results

As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Parks, open space, and natural environment	26%	27%	14%	26%	29%	19%	25%
Utilities and city services	9%	9%	12%	4%	8%	16% A	11%
Safety services	12%	14%	10%	9%	12%	14%	12%
Activities and Recreation (arts, libraries, museums, theaters, etc.)	12%	16%	17%	18%	14%	10%	13%
Government/leadership; government communication	3%	4%	3%	0%	0%	7% B	3%
Schools and education, programs for the youth	5%	3%	5%	5%	2%	6%	4%
Cleanliness of community; upkeep	8%	5%	6%	11%	4%	8%	7%
Quality of life, reputation	3%	3%	1%	6%	2%	2%	3%
Infrastructure, streets, transportation	3%	4%	19% A B	8%	3%	6%	5%
Ease of bicycle travel/walking	5%	7%	5%	8%	7%	2%	5%
Sustainability	1%	2%	0%	0%	0%	3%	1%
Culture, diversity	2%	3%	0%	0%	4%	1%	2%
Other	4%	1%	9%	0%	8%	4%	4%
Nothing / Don't know	7%	2%	1%	5%	5%	4%	4%
Total	100%	100%	100%	100%	100%	100%	100%

Demographic Questions

Table 102: Question D1 - Response Percentages and Number of Respondents

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=26
Somewhat positive	19%	N=111
Neutral	54%	N=313
Somewhat negative	18%	N=102
Very negative	4%	N=24
Total	100%	N=577

Table 103: Question D2 - Response Percentages and Number of Respondents

What is your employment status?	Percent	Number
Working full time for pay	58%	N=336
Working part time for pay	9%	N=53
Unemployed, looking for paid work	4%	N=21
Unemployed, not looking for paid work	3%	N=18
Fully retired	24%	N=137
College student, unemployed	2%	N=13
Total	100%	N=578

Table 104: Question D3 - Response Percentages and Number of Respondents

Do you work inside the boundaries of Palo Alto?	Percent	Number
Yes, outside the home	28%	N=155
Yes, from home	22%	N=119
No	50%	N=277
Total	100%	N=551

Table 105: Question D4 - Response Percentages and Number of Respondents

How many years have you lived in Palo Alto?	Percent	Number
Less than 2 years	16%	N=93
2 to 5 years	15%	N=88
6 to 10 years	9%	N=51
11 to 20 years	19%	N=108
More than 20 years	41%	N=240
Total	100%	N=580

Table 106: Question D5 - Response Percentages and Number of Respondents

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=344
Building with two or more homes (duplex, townhome, apartment or condominium)	40%	N=231
Mobile home	0%	N=0
Other	1%	N=5
Total	100%	N=580

Table 107: Question D6 - Response Percentages and Number of Respondents

Do you rent or own your home?	Percent	Number
Rent	43%	N=251
Own	57%	N=329
Total	100%	N=580

Table 108: Question D7 - Response Percentages and Number of Respondents

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)?	Percent	Number
Less than \$500 per month	3%	N=16
\$500 to \$999 per month	3%	N=18
\$1,000 to \$1,499 per month	4%	N=23
\$1,500 to \$1,999 per month	5%	N=28
\$2,000 to \$2,499 per month	12%	N=66
\$2,500 to \$2,999 per month	13%	N=70
\$3,000 to \$3,499 per month	8%	N=41
\$3,500 to \$3,999 per month	5%	N=27
\$4,000 to \$4,499 per month	7%	N=36
\$4,500 to \$4,999 per month	7%	N=37
\$4,500 to \$4,999 per month	5%	N=29
\$5,500 to \$5,999 per month	4%	N=19
\$6,000 to \$6,499 per month	5%	N=26
\$6,500 to \$6,999 per month	2%	N=9
\$7,000 to \$7,499 per month	3%	N=14
\$7,500 to \$7,999 per month	1%	N=7
\$8,000 to \$8,499 per month	1%	N=7
\$8,500 to \$8,999 per month	0%	N=2
\$9,000 to \$9,499 per month	1%	N=4
\$9,500 to \$9,999 per month	1%	N=3
\$10,000 or more per month	10%	N=52
Total	100%	N=535

Table 109: Question D8 - Response Percentages and Number of Respondents

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=391
Yes	32%	N=183
Total	100%	N=574

Table 110: Question D9 - Response Percentages and Number of Respondents

Are you or any other members of your household aged 65 or older?	Percent	Number
No	64%	N=367
Yes	36%	N=209
Total	100%	N=576

Table 111: Question D10 - Response Percentages and Number of Respondents

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.)	Percent	Number
Less than \$25,000	2%	N=11
\$25,000 to \$49,999	3%	N=17
\$50,000 to \$74,999	15%	N=75
\$75,000 to \$99,999	14%	N=71
\$100,000 to \$149,999	10%	N=52
\$150,000 to \$199,999	11%	N=54
\$200,000 to \$249,999	10%	N=50
\$250,000 to \$299,999	4%	N=18
\$300,000 to \$349,999	6%	N=32
\$350,000 to \$399,999	5%	N=25
\$400,000 to \$449,999	2%	N=9
\$450,000 to \$499,999	19%	N=97
\$500,000 or more	0%	N=0
Total	100%	N=511

Table 112: Question D11 - Response Percentages and Number of Respondents

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=527
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=40

Table 113: Question D12 - Response Percentages and Number of Respondents

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=8
Asian, Asian Indian or Pacific Islander	32%	N=174
Black or African American	2%	N=9
Middle Eastern or North African	3%	N=17
White	66%	N=362
Other	5%	N=25
Total	100%	N=547

Table 114: Question D13 - Response Percentages and Number of Respondents

In which category is your age?	Percent	Number
18 to 24 years	4%	N=24
25 to 34 years	18%	N=102
35 to 44 years	16%	N=93
45 to 54 years	18%	N=104
55 to 64 years	13%	N=74
65 to 74 years	14%	N=80
75 years or older	16%	N=91
Total	100%	N=567

Table 115: Question D14 - Response Percentages and Number of Respondents

What is your gender?	Percent	Number
Female	51%	N=288
Male	48%	N=268
Identify in another way	1%	N=5
Total	100%	N=561

Table 116: Question D14 - Response Percentages and Number of Respondents

What is your sexual orientation?	Percent	Number
Heterosexual	89%	N=459
Lesbian	1%	N=3
Gay	2%	N=11
Bisexual	7%	N=34
Identify another way	2%	N=9
Total	100%	N=516

Appendix B: Verbatim Responses to Open-ended Questions from Probability Survey

Following are responses to questions 16, 19 and 20. Responses are presented here in verbatim form, including any typographical, grammatical or other mistakes. Responses are in alphabetical order within the category in which the response was categorized.

Question 16: If you plan to purchase a car within the next two years, what is the likelihood of it being one of the following: (Other)

- (DO NOT PLAN ABOVE).
- Conventional gas
- DO NOT PLAN TO.
- gas
- Gas
- Gas
- Gas
- Gas car
- Gas Car
- Gas engine.
- Gas hybrid.
- Gas only. No electric hookup at my location
- Gas powered
- Gas powered car or truck
- Gas.
- Gas.
- Gas.
- GAS.
- GAS.
- Gas/diesel (very unlikely, aka not happening)
- Gasoline
- GASOLINE DRIVEN AUTOMOBILE (8/30/24).
- gasoline powered
- Gasoline.
- Gasoline.
- Have a hybrid car that is fuel efficient
- Have regular gas car. til its dead.
- Hybid.
- hybrid
- hybrid
- hybrid
- hybrid
- Hybrid
- Hybrid
- Hybrid
- Hybrid
- hybrid (non plug-in)
- Hybrid (not plug-in)
- hybrid but not plugged in

- Hybrid fuel/electric.
- Hybrid.
- Hybrid.
- Hybrid.
- Hybrid.
- I will not buy a car in the next two years. I have a 2022 Hybrid.
- Ice
- ICE
- ICE
- ICE car
- ice internal combustion engine
- ICE vehicle
- If we buy a truck of van, most useful vans and trucks are not yet offered as PEHV or fully electric.
- internal combustion
- Internal combustion engine only (i.e. not hybrid and not all electric)
- Just got 2024 car - not electric.
- logical flaw in the survey
- N.A.
- n/a.
- N/A.
- N/A.
- No plan.
- No plans to buy a car, but it would be all electric if for some reason I had to
- Non plug in hybrid.
- Non plug in hybrid.
- None (usually impaired, can't drive).
- normal car
- Not plug in hybrid.
- Old fashioned gasoline powered UCE
- Pure hybrid.
- Regular hybrid.
- standard gas/electric hybrid
- standard gasoline powered
- TOO COSTLY.
- Very unlikely that we'd purchase a non-plug-in hybrid, gasoline, or diesel vehicle.
- Won't buy or lease car.

Question 19: As a resident of Palo Alto, what one change could the City make that would make you happier?

Housing and Construction

- Affordability of buying a home.
- Affordability of condos/1st time homes.
- Affordability of housing and utilities.
- Affordable housing
- Affordable housing approval quickly. YIMBY.
- Affordable housing for median incomes. This makes our city unwelcoming for many who work here. Economic diversity is a form of diversity.
- AFFORDABLE HOUSING NOW
- Affordable housing, community/social activities for diverse people - especially lower income, & elderly or co. Via multi- generational/socio-economic groups.

- affordable housing; environmental education
- Affordable housing.
- AFFORDABLE HOUSING.
- Affordable housing...
- Approve more housing for all income groups. Your survey stinks as you had no questions on housing. Worthless survey.
- Build affordable housing - not everyone is a millionaire.
- Build affordable housing near shopping & transportation for young people, elders, and employees of local businesses.
- Build more affordable housing for teachers, palimer nurses, firemen.
- Build more apartments and fewer single family homes. I don't like the sprawl of south Palo Alto, it is not walkable. I live near downtown University Avenue myself. I would like higher density.
- Build more housing for "low - moderate income" seniors. All the current "affordable" places have waiting lists that are several years long! All the market-rate senior housing is prohibitably expensive.
- Build more market-rate housing! We need to build more housing to revitalize our business districts, broaden the tax base, and welcome new neighbors!
- Build more townhomes do we can afford to stay here. Remove barriers to construction and remodeling.
- Build significantly more housing now. Stop using the excuse that building more will "ruin the character" of the city. Without this kind of investment, the city is headed in the wrong direction over the coming decades and will decline. I enjoy living here, but the cost far outweighs the benefits. We'll likely move back to Berkeley in the next few years because it's both more affordable and offers more activities. You could change this by constructing multiple multi-storey complexes close to each other, accommodating around 500 three-person families over the next five years. This would make Palo Alto a more livable place for the long term without needing to be extremely wealthy.
- Change build code to make house more affordable
- Change the leadership of Gambe Garden's. Not polite/yes racist.
- Change zoning to dramatically increase housing near transit and allow groundfloor services wherever housing is dense.
- Cheaper housing.
- Check on additions, small bldgs, business and schools at home starting schools in their home!!
- Control the quality of new monster apartments being planned and built in Midtown on Sutter.
- COST OF HOME OWNERSHIP.
- Denser apartments near public transit
- DENSER, MIXED-USE ZONING IN DOWNTOWN AREAS.
- Do our part in bringing housing prices down, so the next generation doesn't have to move away to afford a house.
- Easy access to low housing
- Enable more high density housing.
- Encourage builders to build independent living 1&2 bedroom affordable apartment houses. We don't need 4 bdrm houses but have few affordable options.
- Get rid of zoning. Allow 10X development. All housing is very expensive.
- Housing more affordable so there's a chance my kids could afford to live here
- I wish multifamily housing was legal in Palo Alto. The zoning laws make new housing construction effectively illegal and it has created a housing crisis in this city.
- Increasing density and building more multifamily housing.
- Invest in building out more higher-density housing
- Low income senior housing especially to long term residents who would be very misplaced moving out of (born & raised) town at the end yrs. of their lives.
- Lower real estate prices + values.
- Lower rent costs
- Lower rent.
- Lower rents.

- Lower the cost of housing, less congestion.
- Make more affordable housing -> easy to apply too.
- Make more affordable housing or more affordable for renovations for people living in the homes.
- More affordable housing
- More affordable housing
- More affordable housing
- More affordable housing, especially for veterans
- More affordable housing. High vacancy rates in office space in downtown. Can't something be done to use these empty buildings and storefronts?
- More affordable multihome housing.
- More affordable, large scale housing.
- More housing (high rise apartments)
- More housing /denser zoning and quicker approvals to increase affordability and lower prices. However, this will of course be shot down by the single family homeowners.
- More housing and less capitulation to NIMBYs
- More housing for young people and people working for Palo Alto.
- More housing in transport hubs (downtown, Cal Ave).
- More housing of all kinds will make all housing cheaper Please no trash trucks before 6am Bathrooms in public parks
- More permissive development of higher density
- More quality affordable housing for workers and young families.
- More small single-family homes (2 bed, 1000 sq. feet).
- More taller housing.
- More things (apartments, shops) for people with low to moderate incomes
- No monster homes
- One change could be build fewer houses, especially near the public park.
- Open up zoning laws to allow developers to build high density housing everywhere. This would reduce the cost of housing, and allow more people to move here, including my extended family.
- promote & build affordable housing & multi-family housing
- Reduce emphasis on affordable housing which has made streets very clogged.
- reduce the cost of housing
- Reduced housing costs to make Palo Alto accessible to more modest income groups
- Somehow Reduce the Cost of Housing
- Stop adding more high density housing to our already built out neighborhoods.
- Stop allowing so much hi rise building
- Stop building new office buildings and build more housing.
- Stop delaying affordable housing. Just do it. We need more medium/high rises near public transit centers (like Cal Ave). So many delays in delivering zoning for an urgent need.
- Stop obstructing new construction of housing. It takes years and hundreds of thousands of dollars to get anything built in Palo Alto. And then the bloated city, planning staff wonders why we have a housing crisis
- Streamline increasing local housing stock so the crunch on renters gets better.
- Strong rent control!
- Take bold *steps to increase the supply of affordable multi-family housing. *Even more bold than at present.
- Taller residential building
- The only issue in Palo Alto is expensive house. If there is affordable house, this place is good place for living.!

Public Safety and Policing

- Putting a fire engine in Mitchell park. (2) Stop overbuilding on Fabian [?] Charleston Rd.
- Community safety program & speed up fiber optics project expand to whole PA.

- Crack down on crimes.
- Enforce the law.
- Feeling safer less bike theft and robberies
- FOCUS ON CRIME PREVENTION.
- Fully fund and popular fire & police depts.
- Fully staff police and fire departments. The lack of either - especially the missing fire trucks and staff from Mitchell Park is sadly appalling.
- Get the police out of their cars and walking or biking - makes them known and approachable
- Greater safety by far because I have children. Also, more community events and activities like Mountain View & Redwood City
- heard several cases of home invasion and robbery & burglary in Palo Alto, not sure how to minimize such cases
- I would like to see "more" police cars patrolling our neighborhood. Downtown seems to have plenty patrolling compared to what we don't have (especially at night) the Cubberly area.
- Improvement on safety. Reduce risks of bugllary.
- Let the cops do their jobs once again!!!
- Make us feel safer
- more crime prevention
- More police enforce.
- More police services so that the city feels safer.
- More policing in neighborhoods
- More safety: crime rate, bike theft, petty theft are not news control anymore.
- Reduce crime (home burglary/robberies). Improve overall feeling of safety.
- Reduce crime rate.
- Reduce crime, get rid of homeless.
- Reduce crimes
- Reduce petty street theft (items out of cars, from front yard, catalytic converters, etc.) so we feel safe in our neighborhood.
- safety.

Transportation and Traffic

- (1)Add a tram from Stanford Oval/shopping center to East P.A. 2) Add a bike lane against traffic direction on Homer Ave from the Homer tunnel to Middlefield Ave.
- As a resident of Palo Alto, one change that would make me happier is improved traffic safety near school zones. The construction at 4025 Orme has caused contractor vehicles to block the street, creating a one-way situation that affects traffic flow and safety, especially for families driving their children to school
- At every bus stop, post a map and complete timetable for every bus that stops there physicals.
- Ban bicycles and scooters from sidewalks.
- Better public transit!!!! Less big ugly roads, more green space.
- Better traffic enforcement on streets like Middlefield, Embarcadero and Alma.
- Better traffic flow design.
- Better transportation for limited/disabled people.
- Bring back shuttle busses
- Catching red-light runners in cars.
- Close University Ave between Cowper and High streets to traffic
- Close University Ave for car traffic, like it was during pandemic
- Convenient public transportation and improvement of walkability
- Coordinated traffic lights in accordance with traffic density.
- Crack down on red light runners.
- Eliminate roundabouts at intersections that are too small for it like ross & east meadow, and don't convert any existing intersections to roundabouts

- Enforce traffic laws
- Enforce traffic laws on residential streets
- ENFORCE TRAFFIC LAWS, TO KEEP PEDS SAFE IMPROVE INFRASTRUCTURE (E.G. X-WALK LIGHTS).
- Fix the traffic signal algorithms and timing, especially inclusion of late arrivers to the intersection.
- fix the train crossing problem in a way which doesn't destroy neighborhoods or take properties
- From Oregon Expressway to downtown make Alma St 25 mph, make 2 lanes, one in each direction, add left turn & merge lanes!
- Get rid of auto traffic barriers. Stop emphasis on biking.
- Get rid of roundabouts. Confusing for many drivers
- Get rid of the traffic circles
- Get rid of those RVs parked on the streets!!!!
- getting PARKED cars into driveways and off streets and sidewalks.
- Getting rid of those roundabouts at Louis + Ross.
- Go back to 4 lanes on Charleston/Arastradero, takes way too long to go across town
- Improve the traffic flow on Embarcadero at the PALY light. The traffic there is really awful.
- Improve traffic enforcement. Fix the enjoy website.
- Improve traffic flow and parking enforcement/availability particularly around the JLS/Mitchell Park areas during events (soccer games, swim meets, school activities)
- Improve traffic light tuning!
- IMPROVE TRAFFIC. CONGESION.
- Increase traffic speeds and light timings
- Less traffic
- Make Palo Alto link useable by kids under 12.
- More parking for residents Univ. South/stop transferring funds from utilities to the general fund.
- More public transportation.
- More walking streets closed to cars downtown (and more shade trees on Cal Ave!)
- Need to enforce red light driving and speeding - Endangers all kids riding bikes to school
- Open Calif. Avenue to autos.
- Open the half block of Ramona Street-it is utter nonsense it's still closed and open Cal Ave except for events like the Farmers' Market & Third Thursdays. These streets are not being used 90% of the time as you all think they are and it is hurting business. Plus it's ugly.
- People non stop signs in Midtown residential streets. More police enforcement!
- Planning and actually following through with plans. Why are we still discussing Cubberly & train underpass/crossing 5-10 years later. Despite paying millions for surveys/evaluations/plans we are still no where towards adapting plans and moving forward.
- Please fix the light in front of JLS; It always stops cars & bikes.
- Put the Caltrain under/above ground & make the rail corridor a bike road.
- Raise the Caltrain tracks for grade separation.
- RE-EVALUATE & PROPERLY TIME THE SIGNAL LIGHTS AT INTERSECTIONS (RESPOND TO ACTUAL TRAFFIC).
- Reduce traffic
- Reduce traffic speed on downtown streets, e.g., Channing Avenue and Homer Avenue
- Removing the troublesome roundabout at the intersection of Ross and E. Meadows.
- Resolve rail crossing plans in an economical and rational way for autos, cyclists and pedestrians (close Churchill Ave crossing to automobiles, improve existing crossings at Embarcadero and Oregon Expressway, add pedestrian/bike crossing at Seal and Loma Verde, finalize plans for Meadow and Charleston, and move on to planning for the crossing at Palo Alto Ave).
- Resolve the Caltrain crossing construction issues and track configuration for the future more effectively and expeditiously.
- Road repair and resolve traffic.
- Smart traffic signal timings too many times a green light with no cars.

- Stop the trash trucks from waking me up EVERY Tuesday morning at 6:30 a.m.!!! Other contractors in PA have to wait until 8 a.m. Waste Management claims they have to start early before traffic is heavy, but they do our quiet street at 6:30, and on Thursdays I get stuck behind a trash truck at 8 a.m. on Alma Street between E. Meadow and Oregon. Why???
- Stop cars from running red lights and stop signs.
- STOP USING ROUNDABOUTS & OTHER TRAFFIC CALMING MEASURES - I BIKE AND [?] ESE HAVE MADE ME LESS SAFE.
- Support transportation, housing and employment/recreation for people with disabilities.
- The color temperature of street lights could be warmer (yellow).
- Traffic enforcement of speed limits - makes me feel unsafe to bike with my kids.
- Traffic enforcement!!!
- Traffic enforcement. Citations for running stop signs and installation of traffic circles and speed bumps
- TRAFFIC LIGHT TIMING FOR ACTUAL TRAFFIC FLOW (and please pave/fix potholes...).
- Traffic lights in sync.
- work with the County to make the lights at Churchill/Alma intersection be more responsive and change more frequently, so that we can leave Churchill intersection open. That would make traffic flow much more smoothly. And invest in quad gates there.

Homelessness and Social Services

- Address homeless and RV dwelling issues effectively.
- Address the downtown (University Ave) vacancy/safety/homeless issue with the utmost urgency. It keeps getting worse and it seems like all the city does is start committees and talk about it without taking any real action. Many residents, especially young families, cannot afford homes in the more "residential" areas so we live downtown, and the safety situation in the area frankly has us considering leaving Palo Alto entirely. I don't want to be dodging erratic drug addicts every time I try to take my toddler to the store.
- better control of homelessness in downtown area
- DEAL WITH HOMELESS CAMPERS AROUND MY NEIGHBORHOOD.
- Discourage presence of homeless people, especially downtown and at caltrain station.
- Don't push out people experiencing homelessness. Provide human centered services.
- Find a solution to the problem of un-housed people living in vehicles, especially RVs, for extended periods. I am aware of some of the same people living in vehicles parked on the street for over 4 years
- Focus on getting the homeless people on Univ. Ave + Caltrain help and a place to be that isn't on the street.
- Giving unhoused people opportunities for convenient, appropriate housing and welcome.
- Help the homeless
- Make downtown library safer/ less homeless people in it
- Manage homeless camps, mobile house parking near E. Meadow Circle and Fabian Way.
- Please get rid of many camping cars on Fabian way. They smell bad and unsafe!!
- Problem with Homeless (RV). Appearance and cleanliness issues.
- Removal of homeless from downtown neighborhoods
- RV dwellers.
- Solve locally the issues of homelessness and insecurity in the retail arena..

City Governance and Administration

- A City Council that will make decisions and act on them. Their inaction on things like grade level crossings, approving solutions to the housing crisis, is inexcusable
- All libraries open 7 days/week especially downtown.
- ANSWER THE DAMN PHONE WHEN I CALL. ALSO, FIX THE ROADS!
- Codify NEPOTISM ordinance.
- Commit to no new taxes.
- CONTROL STANFORD GROWTH.
- Creek maintenance, clearing overgrowth in creeks before rains set in.

- Cut salaries & city manager & admin by 50% / cut taxes.
- Dedicated fund to buy public land, esp parkland.
- Even more library funding.
- Extended hours for Palo Alto Link
- faster and less complicated building permit process
- Faster city inspections on permit work
- Get a new superintendent. Fire Don Austin.
- Improve Solar approvals process
- Improve the library : long hours; manage the book shelves; more diversity languages.
- INCREASE INCENTIVES FOR ELECTRIFICATION TO OFFSET RIDICULOUS CONSTRUCTION COSTS.
- Maintain budget and not overspent on unnecessary project
- Make hard decisions in a timely way. Le train crossing housing.
- More [?] for downtown library.
- More books at library to reduce months long hold times.
- More connectivity with residents. When I have work from home days the fumes from air blowers (non-electric) make me unwell.
- No rent control. Less expensive utilities. Spending less money. Lower property taxes.
- Own up to electrical issues, H2O quality issues, do not use contractors -> we need committed, loyal employees.
- Planning department should work better with citizens and contractors. Don't be so hard to work with.
- Process for permits rainer & speedier. Decide big issues (like rail) in less than year Cubberl [?] resolve use.
- Reduce costs
- Replace the City Manager
- Replace the city manager, utilities director, and attorney with individuals qualified to do those important jobs.
- Spend less money on consultants and just making decisions
- Spend less time thinking about how to regulate the lives of your residents and more time thinking about how to provide value in city services. Focus on local quality of life issues. Don't spend time on global issues where Palo Alto as a small suburban city can only have negligible impact. Instead of "there ought to be a law", we should have "there ought to not be a law."
- stop hiring consultants to evaluate how the city operates. city staff are paid well and should be competent to figure out how to manage operations. allow staff to generate ideas and encourage them to propose new way of doing things. it's OK to step out of the bureaucratic process.
- Stop raising taxes to cover unnecessary costs such as sculptures along Charleston Road. Seems like the city has money that it does not know how to spend. At the same time, the public school look run down, and improvements seem like lost opportunities (e.g. putting single story new buildings at Gunn High School for admin office instead of a two story building to replace horrible classrooms on part of the campus. There is also no police presence on the streets. I would like police patrolling on a regular basis and not just when they are called. We are seeing people speeding, going through traffic lights, and seems to be lot of crime (e.g. shoplifting, burglaries, mail theft, people held up at gun point at the Cal Strain and at the Stanford Mall, bike theft, etc.). Also, why is the city of Palo Alto having, renovating a Zoo instead of putting more money into improving the school infrastructure.
- Stop wasting city resources, I've seen 12 city vehicles on my street for 2 guys to change a water meter.
- Stop wasting so many resources and personnel to do simple jobs.
- Streamline and make transparent permitting process.

Community Amenities and Services

- More public free swimming pools or gym centers I live alone and have to pay high utilities fees. (2) To change the or affordable utilities on base & head count instead of a fixed rate housing.

- At Mitchell park: (1) Pickle ball place is out of control now - too much crowd, yelling & stout. (2) Trashes all over the place, Graffiti on the wall & road, human waste on the wall & road: The Mitchell park becomes very unsafe, dangerous place.
- Build more pickleball courts.
- Build more pickleball courts/capacity. There is an obvious demand for more courts and the sport provides opportunities for residents to engage in a great community!
- HAVE A 9-HOLE RESIDENT'S RATE AT THE GOLF COURSE.
- Have more sponsored community events to invite people to meet city officials. Reduce the cost of utilities would be great.
- Improve youth mental wellness through active programs and support that provide direct mental wellness services to young people.
- Improve/enlarge dog parks/off leash combined w/increasing tree canopy at parks, especially where trees have fallen.
- Install more equipment to collect recyclable CRV bottles; explore ways to make more residents feel daily consumptions/ activities more affordable; more resources and opportunities to help talented kids unleash their potentials
- Larger community events.
- Make neighborhood parks beautiful and fun for everyone.
- Make tennis courts more available to play tennis i.e. build up the lights etc.
- More areas for dogs to run in Parks without leash
- More city gardens
- More community arts programs for adults and a city subsidized sports complex with swimming and pickleball
- More community/neighborhood events.
- more dog parks
- More dog parks with grass, not astroturf
- More open spaces, parks and hiking trails- keep building density low
- More pickleball courts!
- More recreational events and affordable restaurants.
- No more chicken permits. Ok to have chickens: No fee!
- Not allowing city employees access to property without owner's explicit permission at that time.
- places where teens could exist out in the world that doesn't involve having to pay for things that isn't a park where they could possibly annoy kids/families
- Reduce time of permits.
- REDUCE WASTEFUL SPENDING - CITY LINK, FIBER INTERNET - UNUSED PROGRAMS.
- Set aside dedicated funds each year in order to buy and add to the amount of park space in the city.
- Teen ages children's center or kind.
- Tell us people what's available where, contact info, and cost.

Economic Development

- (1) increase variety of business around midtown Palo Alto (2) improve efficiency and consistency of Palo Alto building approvals, so it will be easier to get building permits, and neighborhoods will look more homogenic
- Better grocery shopping options like milk pail. Fresh fruits have become so expensive after the pandemic. Can we make it easier to groceries retailers to lower prices somehow?
- Focus on downtown vibrancy the downtown is sad and overrun with high end restaurants and boba shops. No places to hang out, particularly for kids. When I think of downtown when I moved here in 2008, there was much more diversity of shopping and experience. Sure, macro trends impact the retail environment, but how do Mountain View, Burlingame and Los Altos do it so much better?
- Focus on the importance of economic development/smart growth over outdated/impractical regulations.
- Improve the health of downtown by increasing parking. There are a lot of empty commercial lots - do a deal with those buildings to use the parky space.

- Make it easier for businesses to get started in Palo Alto so that there are less closed business fronts downtown and a larger variety and more options for shopping/dining in the city.
- Make small businesses easier and affordable
- More diverse restaurants (cheaper).
- More economic development of our downtown (fill the vacancies!!)
- More job opportunities for Palo Alto residence/affordable house for long only term Palo Alto residence.
- More local shopping mall
- More small businesses
- More variety of retail and shops in downtown Palo Alto. Currently over indexes on boba shops, ice cream shops, and rug stores.
- Revitalize downtown Palo Alto.
- Revitalize the midtown shopping area (especially Middlefield between Charleston & Oregon).
- Revive downtown - make it car free and put parking underneath University ave so it becomes a destination for the area and attracts more shops and restaurants. Lytton and Hamilton would each become one way streets to accommodate traffic.
- The retail scene (Cal Ave, Midtown) is disgraceful. Hardly in keeping with the affluence in this town. Stop policies that destroy the viability of small businesses and the deterioration of the appearance of retail establishments at Cal Ave and Midtown.
- There has to be more effort to revitalize our business districts. Make it desirable to do business here -- cut out the bureaucratic tape (streamline permits, simplify taxes, increase safety and security). Even small steps would signal to the public that you are at least trying. Frustrating to see what has happened in the past few years.
- Work to improve the Midtown shopping area.

Noise and Urban Environment

- Airplane noises.
- Better landscaping, like Gamble Garden, at public parks.
- Better management of city trees: removal, re-planting, responsible ownership by city
- Cleaner and Safer downtown
- Dedicated/assigned Clean Up Day for condos rather than having to schedule separately with the city
- Do a better job of taking care of city trees; remove the scary branches & treat them for disease more often; show up as noted on the signs.
- Don't make the trains noises for heavens sake. Use common sense. Not political appearance to guide you.
- Fix the grading at the Alma and Camina train crossing so the train would no longer need to sound its horn
- Greatly reduce aircraft noise.
- Have more green spaces, plant more trees. Have a more reliable public transit.
- Improve our downtowns
- Improve University Ave. environment
- Keep Palo Alto living environment same as has been.
- Keep the streets quieter, especially in the early hours of the morning. Loud trucks are a nuisance.
- Less development, City is becoming too dense.
- More shade trees in south Palo Alto.
- MORE TREES IN YARDS AT HOMES.
- Nicer landscaping -- more like T&C or Stanford Mall flowers in public places; make Cal Ave beautiful as a place. The restaurants there are great.; approve projects like Castilleja and big new investments quicker. It is good for people o invest millions in Palo Alto.
- noise control along major street
- Not plant more sycamore trees, instead plant ginkos
- Paint & decorate areas like Midtown & Califar in colors & flowers like in Columbia. Look on Google or YouTube in towns like Sadento, Guatape: Palo Alto look drab & colorless.

- Pick up trash of apartment complexes more often.
- Pull the weeds at the Oregon Avenue exit from 101!!!! No one has cared for this entrance to the city for years!
- Reduce rain noise and trim trees on Everett Avenue (I'm afraid a branch will fall & take down out electric lines) burying electric lines in downtown North would be awesome!
- Reducing sound from Shoreline Amphitheater (especially past 10PM) either through building sound wall or stricter enforcement of curfew sound levels. Removing need to maintain current Eichler homes (i.e. allow homeowners to rebuild).
- SFO noise abatement, if Palo Alto could do its job and ensure that there was flight path of at least 7500 feet above the City for all flights not ending in Palo Alto. Terrible job overall with fixing this issue.
- Use the funds wisely to help residents live in a safe environment. Make it a safe place to live again. Not afraid of burglary or crime at any time. Kids can bike or hike home without fear of attack from the homeless.

Develop Infrastructure

- Becoming more modern and high tech! After all it is the heart of Silicon Valley. So things like free high speed internet, self driving cars, better movie and entertainment complexes, buzzier downtown etc
- Better cellular signal throughout the city / better access to fast internet service
- Better roads & side walks!
- Better roads for bike riders.
- Better roads!
- Better street lighting for residential areas
- Better/more off leash dog parks! Also improved bike safety, especially for our kids!
- City wide internet access.
- Continue to upgrade the electric system and make it easier & faster to upgrade capacity at your house.
- fiber cabling throughout the city providing WiFi sooner than current efforts
- Fiber optic to the home.
- Fiber please! Good internet access from CPAU.
- Fiber to my house
- Finalize the fiber to the home plan, and deploy fiber widely
- Fix or remove the roundabout that was added to East Meadow and Ross. Terrible decision at the time and still is.
- Fix potholes on El Camino Real and Alma.
- Fix ross road, the bike path is a disaster there.
- Fix sidewalks and roads.
- FIX THE DAMN POTHOLE & ROADS C DIRECT ELECTION OF THE MAYOR-REAL ACCOUNTABILITY.
- Fix the roads!! Especially El Camino.
- Fix the streets so they're smoother for cyclists.
- Fix the streets. Remove the roundabouts.
- Focus on practical & cost effective road/transportation/zoning improvements instead of unrealistic ideals.
- Here are potholes; street maintenance.
- High speed internet
- Installing fiber, more housing, more common sense have to tried for do it rest 15 years not enough power available (live in condo).
- Keep California Ave. No cars repave El Camino.
- Less frequent power outages would be really appreciated.
- More street lights.
- Move quicker with grade separating the road from Caltrain. People are dying.
- Put power lines and cables to underground
- Put power lines underground

- Residential fiber internet.
- Safer residential street lighting = Cauper Street.
- SIDEWALK REPAIRS IMPROVEMENT (DOWNSIZE AIRPORT).
- To not become over-built remembering water, energy & traffic limitations.
- To see California Avenue finished. A wandering spot with walking and biking as the way to go up and down it.
- Underground power/wires and municipal fiber internet availability
- Utilities - improve electrical reliability, expand FTTH broadband coverage area
- Vibrant downtown? Faster internet..

Walking and Biking trails

- Allow E bikes around the baylands
- As an avid cyclist - - Enforce poor driving practices: not using blinkers & tinted front windows. These are the two most dangerous practices I encounter daily.
- Better integration between University Ave and Stanford's campus, especially for bikes. Reduced road traffic on University/generally more of a neighborhood feel on university like on Cal Ave
- Expanded bike lanes with lights for safety.
- Improve bike infrastructure.
- Improve bike paths and safety downtown and into campus
- Improve bike safety.
- Improve cycling infrastructure & advocate with Santa Clara & San Mateo counties to fix it & sweep. and change lights so that pressing inchebian buttons actually [?] gers night.
- Make downtown + California Ave walking only, and replace curbs/etc to incorporate walking only
- Make the major arteries (El Camino, Alma) and their crossings safer for bicycles
- Make the sidewalks on University Ave consist material instead of greasy hodgepodge. Implement vacancy tax. Boring stores. Put locks on parking garages.
- Make the street I live on (Louis Road) into a bike boulevard with street furniture to reduce traffic speed and redirect traffic volume to arterial streets.
- Manage bicyclists in downtown areas. They ride on sidewalks, don't stop at stop lights, go the wrong way on one-way streets, and in general act like they are invincible, making them a hazard to walkers and drivers.
- more bike friendly
- network of at least 8 feet wide separated bike lanes through the city
- Stop adding bike lanes in residential neighborhoods.
- Too many campers park along streets. Much better separation between cars & bicycles. This should be a better bike city.

Code Enforcement

- Enforce auto muffler law/regulations. In our area, drivers set up their autos to make a huge amount of noise.
- Enforce code violations like weeds, dead lawns, abandoned cars in driveways in South Palo Alto the way it's enforced in the North. It's embarrassing how terrible many homes look. I've had neighbors w/weeds 4 feet higher. There seems to be no enforcement of the appearance of rental homes.
- Enforce on people having dogs on leash in the parks.
- Enforce parked vehicle laws in my neighborhood. Why do I have to live with one thousand motorhomes parked on my street and other neighborhoods don't? Also, revise Fabian Way to be safer.
- Enforce the ban on gasoline powered leaf blowers!
- Less people, less dense housing. Patrol the blue disability spots so that those of us who need them can use them. Quit trying to get rid of cars. We can't all walk or ride bikes.
- Remove all RV vehicles parking in the neighborhood in a clusters & painted school bus. It is scaried to walk near them.

- Stricter enforcement of loitering by homeless people. Including parked vehicles, sleeping on benches/sidewalks/ in parks..

Make the city more affordable

- (1) Cost of utilities is outrageous. (2) Make permits faster/easier. (3) Make south Palo Alto greener. Wide streets/concrete everywhere -> plant more city plants like on Midd. [?].
- (1) Lower property taxes - more businesses -> & business taxes (2) Affordable child care plz (3) Let smart kids flourish - give them resources to excel, not "equality at all costs".
- All utilities are too high tree trimming not efficient on entire tree on street (the side of tree that grows on property not trimmed.)
- Cut down the cost of utility bill.
- Decrease utility charging rate
- I'd love to retire in Palo Alto, but the high cost of living here and property values/property taxes will make that financially impossible. Not sure how the City can impact that reality, but I will sorely miss not living here someday. I believe this same issue is why Palo Alto is not accessible to young people and more diverse populations with less financial means. It is just too expensive here. My children, even if successful post-university, will likely not be able to reside here, where they grew up. Which is sad. Younger residents and more diversity would enliven our "elite, rich, white, hi-tech" persona that really just isn't very attractive. No one wants to be viewed as snobby, but Palo alto does look and feel that way sometimes.
- IMHO, GHG reduction should be shelved unless the cost is lower, here cost includes taxes and utilities
- Lower my electric bill in winter. I'm in an all electric building
- LOWER PRICES ON EVERYTHING. I HAVE TO MOVE SOON.
- Lower utilities bill!
- Lower utility bills! Electric.
- Make services more affordable.
- Make the city resilient to emergencies
- Make the place more affordable to average people
- More affordable
- Reduce the cost of utilities
- Reduce utilities cost.
- Reduce utility bill amount
- Reduce utility costs.
- Regulate rent prices.
- Rent control (no more than 3%) rent increases are way too high. Families live here!
- Very reliable electricity, affordable/reasonable fiber.

Other

- (1) Help Ada's cafe find a commercial kitchen close by. (2) Allow more generators rules for adding ADUS.
- a) Supporting local electricity production & link to the grid flexible. b) Setting wires underground @ internet.
- Addressing antisemitism in schools & public spaces
- All this greenhouse stuff is a hoax
- ALLOW DOCS IN OPEN SPACES (DALE).
- Better support for apartments
- Book in Spanish - houses for retired people.
- Continue to support cow-free streets like California Ave to allow outdoor dining.
- do away with daylight saving time
- Don't focus on national issues. Focus on local issues. Stop paying staff as though they run a huge city; you don't. We are tiny

- Don't let Whole Foods park a refrigerated truck across from my bedroom all Fall. Downtown businesses frequently violate city codes by creating light and noise pollution.
- Encouraging kindness
- Extend PA [?] to include my [?] area.
- FILL ALL THE CONSUMER COMMERCIAL SPACES IN OUR CENTRAL ZONES - UNIVERSITY, CALIFORNIA AVE, MIDTOWN - TAX LANDLORDS WHO KEEP THEIR SPACES VACANT.
- Hire more resident.
- I miss Old Palo Alto. 20-30 yrs ago. [?] are great. Streets will lean, many stores that are [?].
- I wish I could work closer to home, so that I could ride my bike again to work and be teaching in my community.
- Increase area safety, spend more on education.
- Institute a Tenant Board to address landlord issues asap. 47% of PA are renters!!!
- Join other cities who are suing the state about the state taking away zoning and land use rights.
- Limits on the number of properties someone can own - we keep getting out bid & then these properties become rentals.
- Local Fireworks for NYE and 4th
- Local printed newspaper.
- Make the city more diversified to include different levels of residents.
- More focused resources in midtown and south Palo Alto as opposed to downtown and Old Palo Alto.
- More like the city of 30 years ago
- More places to work as hannahouse
- permit parking in front of my condo
- Preserve duck pond
- Pricing and replacing downtown parking with other uses to make the downtown more vibrant
- Provide better access to handicapped parking and enforce ticketing of those that park in these designated spots without permits
- Provide easily accessible specific information on Palo Alto renters rights. There seems to be rental rights information available for Santa Clara County in general but it's difficult to find out rental rights information specific to Palo Alto.
- Regardless of the fact that Oregon Expressway is a county road, make improvements to Oregon Expressway for health and aesthetic reasons by removing the dead trees & shrubbery and fill in with new trees and shrubbery, that will shield nearby homes, reduce noise and improve air quality. Also fill in the empty spaces (esp. those caused by trees that fell in the winter storms).
- Require closed shopping units to reopen or refocus their use to end the look of blight.
- Rezoning, allowing businesses in residential areas.
- Seniors need more services at a low cost.
- Stop forcing people to use only electricity. Palo Alto electric grid is not stable. Multiple black-outs per year. Energy diversity is important, especially in winter. Stop forcing people to use only electricity.
- Strongly fight ABAG requirements for densification of housing in Palo Alto.
- the city pay close attention to employee resident ratio (pensions are so costly) we are the highest in CA but spearte ultilties to have fair comparison. pay close attention to adhoc financing - consultants, downtown vacancy tax, the bridge at newell – please make decisions as opposed to kicking the can down the road.
- They shouldn't permit to build the house with the new units and have no back yard. You don't have any privacy anymore
- use a better survey product. what a boring set of questions and poor respondent experience.
- Utility department and planning department process unfair charges for multifamily properties. Gas bill lumped in with business even though we use little gas.
- Welcome conservative points of view..

Nothing/Don't know

- DON'T KNOW.
- I am pretty happy as it is!
- I honestly don't know!
- None
- None.
- nothing
- This is an [?] community but the cost of living very very high utility cost [?].
- Too many changes that I'd like to see to list.
- Unknown.
- WHO KNOWS.

Question 20: As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?

Parks, open space, and natural environment

- Abundance of parks and valuing safe biking routes.
- Care for trees. Also Website is efficient
- City parks are beautiful.
- Downtown Walkability
- Ensuring that we preserve our canopy – trees, green spaces, etc.
- Environment, public library.
- environmental protection
- EXCEPTIONAL PARKS & SCHOOLS.
- Foothills, Baylands, libraries, farmers markets are OUTSTANDING
- Free outdoor exercise parks(s) - strength, agility, stamina.
- good park
- Great parks and green spaces
- Great parks and outdoor spaces, great BMR program
- Great parks and schools, but maybe water the redwoods there more often
- I like the value we place on nature preserves like Foothills and Baylands. Do we have farmlands? Would be cool to have public farmlands/gardens...
- I love the parks and libraries
- Keep the many trees and large canopies.
- Landscape, parks, safety.
- Maintain green space and libraries
- Maintain parks
- Maintaining natural environment, but should improve across the city
- Maintains our parks and open spaces
- MAINTANCE OF PARKS AND GREEN AREAS.
- Maintenance of green space.
- Maintenance of public green and recreation spaces
- Make sure trees are watered when it's dry
- Make the public park well maintained.
- Manage open spaces and preseves
- Many things, including parks & natural spaces maintenance, community engagement, and the city utility grid.
- Mitchell Park Library
- Most of the parks are clean open and inviting.
- Neighborhood parks with dog parks.
- Open space

- Open space and parks--thanks for finally putting in bathrooms at the smaller parks.
- Our city parks and recreation are excellent. Winterlodge as a public partnership is a magical place!
- Our public parks are great.
- Palo Alto provides very good open space and park facilities.
- Parks
- Parks
- Parks
- Parks + open space.
- Parks and libraries
- Parks and libraries
- Parks and open space
- Parks and Open Space
- Parks and Rec
- Parks and Recreation
- Parks and recreation facilities.
- PARKS AND RECREATION.
- Parks and water
- Parks are excellent.
- Parks are lovely and well maintained
- Parks, libraries, public safety
- Parks, locations and number of parks and open space.
- Parks.
- PARKS.
- PARKS/LIBRARIES.
- plant trees!
- Pleasant leafy greenness and cleanliness.
- Protection of those beautiful trees.
- Public parks
- Street gardening, I came from Spain to Palo Alto for many reasons, but most important to be fair was Henry M Gunn High School and Street gardening, the amount of trees gives me an extra day by day of life.
- Taking good care of street trees, parks and other recreational facilities.
- taking good care of the street trees.
- The City's parks are very nice and we get a lot of enjoyment out of them.
- The parks are beautiful.
- The trees
- There is lot of trees and bike lane to make community "green".
- Tree lined streets
- Tree planting and maintenance
- trees
- Trees.
- Values the environment & education.
- Vibrant park and recreation facilities.

Utilities and city services

- Annual utility party in Baylands utility buildings area
- City owned utilities
- Consolidated utilities.
- Continue to provide excellent utilities (electric, water, gas), trash pick up, street cleaning and street repair. All of which make this a nice place to live.
- Efficient utilities.

- Excellent services
- Fix power outages very quickly & earthquake awareness.
- General utility provision
- Keep running our own utilities
- Keeping cost of city owned utilities in check.
- Lowest cost utility rates
- Maintenance and utilities are good!!
- Municipal utility services
- Overall utilities, including maintenance of parks, Baylands, etc
- Own utilities
- Owning our own utilities
- Owning our utilities/also year round swimming pool.
- Provide all utilities independently and be prompt for the needs of residents.
- Public facilities maintenance
- Quality of Palo Alto water.
- Running our own utility services
- The utility service
- the utility services except the prices are still too high.
- Utilities
- Utilities
- Utilities and city events.
- Utilities and library.
- Utilities department and services are excellent.
- Utilities is great. Good public services
- Utilities management to keep the rate competitive.
- Utilities work well - Great service and no interruptions
- Utilities, Greenwaste, park maintenance
- Utilities.
- UTILITIES.
- Utility management.
- Utility program
- utility service people are great!
- Utility services.

Safety services

- Beautiful and safe
- Emergency services
- Emergency response (services.
- Emergency services
- Fast response from the police.
- Fire department
- Fire, ambulance and police
- Great police force, a main reason we live in Palo Alto (i.e, safety).
- I feel safe in Palo Alto.
- I have never felt safer in my life. This takes a huge emotional weight off my family's shoulders, it frees our minds and bodies to accomplish more, learn more, and live more at peace. We also love this community value of nature and wellness made clear by how the city invests in and uplifts these elements of our environment.
- Keep Palo Alto being safe
- Keeping our streets safe for car and bike traffic.
- Maintain safety for residents.

- maintain safety of neighborhoods
- Maintain safety of the city.
- Maintaining safety.
- Maintains good emergency response.
- Making people feel safe, family town!
- Our emergency services, police, fire and ambulance
- Police and Fire protection
- POLICE FORCE - I FEEL VERY SAFE LIVING HERE.
- Police officers are helpful and respectful
- Police services
- Police, Fire and Emergency Services
- Police, firefighters, and library.
- police, utilities
- Police.
- Public safety
- Public safety
- Public safety
- Public safety services (police, fire, emergency medical).
- Public safety we had our car broken into in our driveway and someone tried to steal a neighbor's catalytic converter over the past couple of years. Police response was good. Strong policing is critical to maintain a safe living environment.
- safety and emergency response
- SAFETY FROM CRIME.
- Safety of Palo Alto residents and their communities.
- SAFETY OF RESIDENTS AND FRIENDLY ATMOSPHERE.
- Safety.
- Safety.
- Safety.
- Safety.
- Security of neighborhoods and their [?] people.
- The safety of our neighborhoods.

Activities and Recreation (arts, libraries, museums, theaters, etc.)

- amazing libraries and parks
- Arts center
- awesome libraries!
- Children Theater
- Classes on Enjoy Catalog
- Cleanliness of "built environment", more but affordable dining options needed.
- Community opportunities
- Continue to offer (and expand) community events and first-class parks, libraries, and open spaces.
- cultural venue/events
- Excellent libraries.
- Excellent libraries.
- Free events
- Great libraries, parks and recreation.
- Great public library and parks. Great family oriented community and services.
- Libraries and parks
- LIBRARIES ARE GREAT!
- Libraries, parks
- Libraries, paying utilities online.

- Libraries! Open spaces, parks, preserves!
- Library and all the services at Mitchell Park like Pickle Ball, concerts, magical bridge park
- Library and park.
- library services
- Library system
- Maintaining Public Library access (in person, physical book collections)
- New book selection at Rinconada Library is pretty good.
- Promote cultural activities and events
- Provides. Good parks & rec options.
- Providing many opportunities for socialization among residents
- Public Library Services
- quality of library services
- Recreation options are great. Very diverse and affordable
- Response time of fire and police.
- safety and overall attractiveness
- The Libraries
- The libraries are awesome!
- The libraries.
- The library system is the single best thing about Palo Alto.
- The pool at Rinconada.
- You do a good job at the art and wine festival.

Government/leadership; government communication

- Allowing residents to participate in different commissions and committees is nice and annoying (the "Palo Alto way" often add double or triple time to the outcome). It's good that residents participate but bad if it complicates things and drags out the outcome.
- City does well on sharing information with citizen and maintain a good service.
- City respects & regards every individual equally. That needs to stay.
- Communicating with the citizens and community.
- Communication
- communication with residents
- Communication with residents.
- Comprehensive plan.
- Employees are generally very kind and understanding, including utilities and police.
- Encourage volunteers to participate.
- I believe the City is very well-intentioned. I appreciate the open communications, the transparency, the public city council meetings, the manager's regular reporting out, and the sincere wish to care for its residents.
- INFORM RESIDENTS OF CITY DECISIONS.
- Letting the people know how & who voted one way or another. It helps a person know who to vote for.
- official website
- Planning and anticipation of things like flood control and stuff that might go wrong.
- Respects the intelligence of its residents and provide the services accordingly
- Response to complaints
- Taking input from residents on possible projects.

Schools and education, programs for youth

- Attention to schools.
- Childrens activities from libraries & playgrounds to theatre \$ 300.
- Classes for residents, parks + rec, library.
- education for kids

- Focus on schools
- Good high schools
- Good public school system.
- Good schools
- Great schools
- K-12 education.
- Maintain good schools.
- Maintain the quality of schools K-12
- PUBLIC EDUCATION.
- Public school system.
- Public schools
- Quality of education
- School system.
- Schools, Process.

Cleanliness of community; upkeep

- Clean sidewalks
- Clean street, sidewalk.
- Clean streets, safe community/beautiful parks, friendly neighbors, good quality education for our kiddos
- Cleanliness
- General city maintenance.
- I love the cleanup days.
- I saw city of Palo Alto removed the graffiti & human faces on the wall very quickly.
- It's very clean!!
- keep city clean and safe
- Keep the city clean!!, safety, welcoming, option to apply for utilities discounts.
- keeping the public areas clean
- Keeps city clean, keeps park rules [?].
- Maintain the cleanliness and overall natural beauty of the city
- Make the street clean and pretty.
- Street cleaning
- Street sweeping
- Sweeping the streets so the water can easily drain down to the sewer.
- The city's upkeep of its parks is excellent.
- Trash pick-up & recycling & composting.
- Waste management.

Quality of life, reputation

- I like university ave/ the downtown area.
- I love the library system
- Keep the brand awareness of Palo Alto. Every city has challenges but PA is doing great!!
- Maintain a vibrant quality of living (safe and clean neighborhoods, thriving commercial centers, ease of transportation)
- Sense of community.
- Status Quo.
- The Overall Quality of Life Is Very Good
- The precious neighborhood quality and density.
- Water quality , opportunity to apply for household discount on utility bills.

Infrastructure, streets, transportation

- alternative transportation

- beautiful, functional, safe "built environment"
- Beauty & fashion of natural & built environment(s).
- community services and infrastructure: libraries, parks, open space
- Experiment of new public transportation like PA Link
- FIX CRACKS IN STREETS & SIDEWALKS.
- General street maintenance.
- I think that Traffic Department does a really good job at balancing the many interests and promotes safe streets for walking and biking. We don't have cars racing through our neighborhoods trying to get out of the city faster.
- Improving infrastructure, especially streets, for walking, running, cycling, etc., i.e. reducing the dominance and necessity of motor vehicles and their negative impacts.
- Its infrastructure is very conducive to walking!
- maintenance
- Palo Alto Link
- Palo Alto Link - But should be extended to adjacent cities for drop-off.
- Road maintenance is done well - too much, actually! The cost must be very high.
- Street and sidewalk maintenance
- strict building codes

Ease of bicycle travel/walking

- Bike friendly, great feeling of community, lot of great areas and outdoors, responsive city council,
- Bike trail.
- Bike trails.
- Biking and pedestrian infrastructure
- Biking safety
- car-free zones on university ave and california ave
- KEEPS & ENHANCE CAL & U..AVE PEDESTRIAN MALLS.
- No cars on cal ave
- One of its strong points is being bike-friendly.
- Safe biking and Foothills and Baylands are wonderful.
- The availability of biking and walking paths around the city.
- The bike infrastructure & green spaces are great.
- The bike programs go in the right direction
- Very bike friendly.
- Walkability.

Sustainability

- Garbage management
- Giving extensive thought to the environment and climate change
- low greenhouse emission
- Maintaining environment, utilities management.
- Recycling bins. Hazardous Waste needs to be reinstated as part of weekly pickup.
- Toxic waste collection.

Culture, diversity

- diversity
- Friendly, responsive police and fire responders.
- Good diversity, business
- Peace
- People are all nice, educated, smart, and educated

- The city portrays the image of being a friendly and inclusive place to live and shop. It needs to clean the streets and maintain the flora to keep up that image..

Other

- Animal control
- Animal Control personnel are prompt and helpful.
- CHG planning & communities to residents.
- Electronic communication methods
- Everything
- high housing cost
- hmmm!
- Integrating green spaces throughout the urban and suburban landscape.
- Keep free public parking
- Keep maintaining and fostering healthy lifestyle environment
- Minimize Utilities Cost
- Public services response in general.
- Sponsoring programs to help residents with HPWH, electric cars, solar etc
- Take unwarranted credit for its proximity to Stanford
- The Stanford shopping center and Gamble gardens are lovely places to walk around. More like that (but not commercialized like the shopping center

Nothing/don't know/something negative

- Can't think of one.
- I do not think Palo Alto has maintained the charming wonderful diversity of yrs past. They cater to the rich well and I don't want to encourage them to maintain.
- N/A
- No idea
- None of this time.
- Not sure. Don't take credit for things you don't control.
- Nothing! Especially with such a large head count.
- To be honest, nothing, no need for bill lane!!
- unsure
- You do well raising utilities bill and giving terrible service you don't think in PA residents only in your pockets.

Appendix C: Results to Open-Participation Survey

After the data collection period for the probability, address-based survey was underway, the City made available a web-based survey to its residents through a link on the City's website and on social media. Visitors to the site were able to complete the survey from September 16 – October 21, 2024 and 727 surveys were received. This section contains the results of this open participation web-based survey. These 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 weighted to match the demographic characteristics of the 2020 Census and 2022 American Community Survey estimates for adults in the City of Palo Alto. The results of the weighting scheme for the open participation survey are presented in the following table.

Table 117: Palo Alto, CA 2024 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	14%	34%
Own home	56%	86%	66%
Detached unit*	59%	86%	68%
Attached unit*	41%	14%	32%
Race and Ethnicity			
White	55%	73%	58%
Not white	45%	27%	42%
Not Hispanic	94%	97%	93%
Hispanic	6%	3%	7%
Sex and Age			
Female	52%	60%	55%
Male	48%	40%	45%
18-34 years of age	23%	2%	12%
35-54 years of age	35%	26%	37%
55+ years of age	42%	71%	51%
Females 18-34	11%	2%	8%
Females 35-54	18%	16%	20%
Females 55+	23%	42%	27%
Males 18-34	12%	1%	4%
Males 35-54	17%	10%	18%
Males 55+	19%	29%	23%
Area			
Area 1	13%	26%	17%
Area 2	19%	23%	20%
Area 3	13%	13%	13%
Area 4	20%	13%	20%
Area 5	9%	11%	11%
Area 6	26%	14%	19%

* U.S. Census Bureau, ACS 2022 5-year estimates

Results Tables

Table 118: Question 1 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following aspects of quality of life in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Palo Alto as a place to live	39%	N=285	45%	N=326	15%	N=105	1%	N=9	0%	N=0	100%	N=726
Your neighborhood as a place to live	44%	N=316	44%	N=316	11%	N=80	1%	N=9	0%	N=0	100%	N=721
Palo Alto as a place to raise children	36%	N=258	37%	N=264	16%	N=115	3%	N=19	9%	N=63	100%	N=719
Palo Alto as a place to work	23%	N=166	38%	N=274	12%	N=90	3%	N=22	24%	N=170	100%	N=721
Palo Alto as a place to visit	20%	N=145	36%	N=254	29%	N=205	10%	N=73	5%	N=38	100%	N=713
Palo Alto as a place to retire	15%	N=107	25%	N=177	19%	N=140	27%	N=192	14%	N=103	100%	N=720
The overall quality of life in Palo Alto	30%	N=219	49%	N=358	20%	N=142	1%	N=8	0%	N=0	100%	N=727

Table 119: Question 1 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following aspects of quality of life in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Palo Alto as a place to live	39%	N=285	45%	N=326	15%	N=105	1%	N=9	100%	N=726
Your neighborhood as a place to live	44%	N=316	44%	N=316	11%	N=80	1%	N=9	100%	N=721
Palo Alto as a place to raise children	39%	N=258	40%	N=264	18%	N=115	3%	N=19	100%	N=656
Palo Alto as a place to work	30%	N=166	50%	N=274	16%	N=90	4%	N=22	100%	N=551
Palo Alto as a place to visit	21%	N=145	38%	N=254	30%	N=205	11%	N=73	100%	N=676
Palo Alto as a place to retire	17%	N=107	29%	N=177	23%	N=140	31%	N=192	100%	N=617
The overall quality of life in Palo Alto	30%	N=219	49%	N=358	20%	N=142	1%	N=8	100%	N=727

Table 120: Question 2 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	15%	N=112	50%	N=365	25%	N=181	10%	N=70	0%	N=2	100%	N=730
Overall feeling of safety in Palo Alto	38%	N=280	44%	N=318	14%	N=103	4%	N=27	0%	N=0	100%	N=729
Overall quality of natural environment in Palo Alto	38%	N=274	48%	N=344	13%	N=92	1%	N=8	0%	N=2	100%	N=719
Overall health and wellness opportunities in Palo Alto	36%	N=262	43%	N=310	17%	N=119	2%	N=12	2%	N=16	100%	N=719
Residents' connection and engagement with their community	15%	N=108	42%	N=306	29%	N=208	10%	N=75	4%	N=29	100%	N=726

Table 121: Question 2 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	15%	N=112	50%	N=365	25%	N=181	10%	N=70	100%	N=728
Overall feeling of safety in Palo Alto	38%	N=280	44%	N=318	14%	N=103	4%	N=27	100%	N=729
Overall quality of natural environment in Palo Alto	38%	N=274	48%	N=344	13%	N=92	1%	N=8	100%	N=718
Overall health and wellness opportunities in Palo Alto	37%	N=262	44%	N=310	17%	N=119	2%	N=12	100%	N=703
Residents' connection and engagement with their community	16%	N=108	44%	N=306	30%	N=208	11%	N=75	100%	N=697

Table 122: Question 3 - Response Percentages and Number of Respondents including "Don't Know" Responses

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		Total	
Recommend living in Palo Alto to someone who asks	29%	N=210	40%	N=290	18%	N=134	11%	N=79	2%	N=12	100%	N=725
Remain in Palo Alto for the next five years	55%	N=395	25%	N=184	8%	N=61	8%	N=54	4%	N=30	100%	N=724
Recommend Palo Alto's libraries to friends	65%	N=472	19%	N=138	5%	N=33	4%	N=28	7%	N=53	100%	N=723

Table 123: Question 3 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Palo Alto to someone who asks	29%	N=210	41%	N=290	19%	N=134	11%	N=79	100%	N=713
Remain in Palo Alto for the next five years	57%	N=395	26%	N=184	9%	N=61	8%	N=54	100%	N=694
Recommend Palo Alto's libraries to friends	70%	N=472	21%	N=138	5%	N=33	4%	N=28	100%	N=670

Table 124: Question 4 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Making all residents feel welcome	16%	N=120	38%	N=274	26%	N=189	14%	N=100	6%	N=47	100%	N=730
Attracting people from diverse backgrounds	20%	N=147	28%	N=207	23%	N=168	22%	N=158	7%	N=48	100%	N=728
Valuing/respecting residents from diverse backgrounds	24%	N=170	39%	N=282	21%	N=149	9%	N=68	8%	N=55	100%	N=724
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	10%	N=71	21%	N=154	28%	N=203	22%	N=157	19%	N=140	100%	N=725

Table 125: Question 4 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Total	
Making all residents feel welcome	18%	N=120	40%	N=274	28%	N=189	15%	N=100	100%	N=683
Attracting people from diverse backgrounds	22%	N=147	30%	N=207	25%	N=168	23%	N=158	100%	N=680
Valuing/respecting residents from diverse backgrounds	25%	N=170	42%	N=282	22%	N=149	10%	N=68	100%	N=669
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	12%	N=71	26%	N=154	35%	N=203	27%	N=157	100%	N=586

Table 126: Question 5 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall quality of business and service establishments in Palo Alto	14%	N=103	51%	N=373	26%	N=192	7%	N=52	1%	N=6	100%	N=725
Variety of business and service establishments in Palo Alto	11%	N=82	34%	N=248	39%	N=280	15%	N=108	1%	N=6	100%	N=725
Vibrancy of downtown/commercial area	13%	N=90	32%	N=231	37%	N=265	17%	N=121	2%	N=12	100%	N=719
Employment opportunities	11%	N=78	27%	N=192	19%	N=139	9%	N=62	35%	N=252	100%	N=724
Shopping opportunities	20%	N=143	42%	N=300	27%	N=197	10%	N=69	1%	N=8	100%	N=718
Cost of living in Palo Alto	1%	N=7	4%	N=26	22%	N=156	73%	N=525	1%	N=9	100%	N=723
Overall image or reputation of Palo Alto	29%	N=206	44%	N=320	22%	N=160	4%	N=30	0%	N=3	100%	N=720
Traffic flow on major streets	4%	N=25	35%	N=250	37%	N=265	25%	N=177	1%	N=5	100%	N=722
Ease of public parking	14%	N=104	43%	N=308	29%	N=211	11%	N=82	2%	N=16	100%	N=721
Ease of travel by car in Palo Alto	16%	N=115	47%	N=334	28%	N=203	8%	N=58	1%	N=9	100%	N=719
Ease of travel by public transportation in Palo Alto	3%	N=20	13%	N=95	23%	N=168	36%	N=263	24%	N=176	100%	N=721
Ease of travel by bicycle in Palo Alto	22%	N=160	40%	N=285	19%	N=135	6%	N=45	13%	N=96	100%	N=721
Ease of walking in Palo Alto	34%	N=246	42%	N=301	17%	N=121	7%	N=52	0%	N=3	100%	N=723
Variety of housing options	4%	N=31	16%	N=112	33%	N=239	38%	N=275	9%	N=68	100%	N=725
Availability of affordable quality housing	3%	N=22	4%	N=30	12%	N=86	67%	N=484	14%	N=100	100%	N=722
Recreational opportunities	26%	N=188	49%	N=353	16%	N=118	5%	N=39	3%	N=25	100%	N=723
Availability of affordable quality mental health care	4%	N=30	9%	N=65	12%	N=90	18%	N=130	57%	N=411	100%	N=726
Opportunities to attend cultural/arts/music activities	26%	N=188	44%	N=313	20%	N=144	7%	N=47	3%	N=24	100%	N=715

Table 127: Question 5 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Overall quality of business and service establishments in Palo Alto	14%	N=103	52%	N=373	27%	N=192	7%	N=52	100%	N=719
Variety of business and service establishments in Palo Alto	11%	N=82	34%	N=248	39%	N=280	15%	N=108	100%	N=718
Vibrancy of downtown/commercial area	13%	N=90	33%	N=231	37%	N=265	17%	N=121	100%	N=707
Employment opportunities	17%	N=78	41%	N=192	30%	N=139	13%	N=62	100%	N=473
Shopping opportunities	20%	N=143	42%	N=300	28%	N=197	10%	N=69	100%	N=710
Cost of living in Palo Alto	1%	N=7	4%	N=26	22%	N=156	73%	N=525	100%	N=714
Overall image or reputation of Palo Alto	29%	N=206	45%	N=320	22%	N=160	4%	N=30	100%	N=717
Traffic flow on major streets	4%	N=25	35%	N=250	37%	N=265	25%	N=177	100%	N=718
Ease of public parking	15%	N=104	44%	N=308	30%	N=211	12%	N=82	100%	N=706
Ease of travel by car in Palo Alto	16%	N=115	47%	N=334	29%	N=203	8%	N=58	100%	N=710
Ease of travel by public transportation in Palo Alto	4%	N=20	17%	N=95	31%	N=168	48%	N=263	100%	N=545
Ease of travel by bicycle in Palo Alto	26%	N=160	46%	N=285	22%	N=135	7%	N=45	100%	N=625
Ease of walking in Palo Alto	34%	N=246	42%	N=301	17%	N=121	7%	N=52	100%	N=720
Variety of housing options	5%	N=31	17%	N=112	36%	N=239	42%	N=275	100%	N=658
Availability of affordable quality housing	4%	N=22	5%	N=30	14%	N=86	78%	N=484	100%	N=622
Recreational opportunities	27%	N=188	51%	N=353	17%	N=118	6%	N=39	100%	N=698
Availability of affordable quality mental health care	9%	N=30	21%	N=65	29%	N=90	41%	N=130	100%	N=315
Opportunities to attend cultural/arts/music activities	27%	N=188	45%	N=313	21%	N=144	7%	N=47	100%	N=692

Table 128: Question 6 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality childcare/preschool	4%	N=30	11%	N=82	16%	N=116	24%	N=171	45%	N=322	100%	N=721
K-12 education	41%	N=294	29%	N=205	10%	N=74	3%	N=21	17%	N=124	100%	N=718
Adult educational opportunities	23%	N=165	38%	N=274	14%	N=97	2%	N=16	23%	N=166	100%	N=719
Opportunities to participate in social events and activities	15%	N=109	48%	N=347	22%	N=159	4%	N=28	10%	N=74	100%	N=718
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=144	39%	N=277	23%	N=166	9%	N=66	9%	N=64	100%	N=718
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	17%	N=122	43%	N=312	23%	N=167	5%	N=33	12%	N=83	100%	N=716

Table 129: Question 6 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality childcare/preschool	7%	N=30	20%	N=82	29%	N=116	43%	N=171	100%	N=399
K-12 education	50%	N=294	35%	N=205	12%	N=74	3%	N=21	100%	N=594
Adult educational opportunities	30%	N=165	50%	N=274	18%	N=97	3%	N=16	100%	N=553
Opportunities to participate in social events and activities	17%	N=109	54%	N=347	25%	N=159	4%	N=28	100%	N=643
Openness and acceptance of the community toward people of diverse backgrounds	22%	N=144	42%	N=277	25%	N=166	10%	N=66	100%	N=654
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	19%	N=122	49%	N=312	26%	N=167	5%	N=33	100%	N=633

Table 130: Question 7 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Used Palo Alto recreation centers or their services	42%	N=304	58%	N=418	100%	N=722
Visited a neighborhood park or City park	3%	N=21	97%	N=702	100%	N=723
Used Palo Alto public libraries or their services	24%	N=170	76%	N=553	100%	N=723
Participated in religious or spiritual activities in Palo Alto	73%	N=525	27%	N=196	100%	N=720
Attended a City-sponsored event	36%	N=257	64%	N=466	100%	N=723
Talked to or visited with your immediate neighbors	9%	N=62	91%	N=661	100%	N=723
Used the City's website to conduct business or pay bills	41%	N=299	59%	N=421	100%	N=720
Used the Utilities webpage to conduct business or pay bills	33%	N=240	67%	N=483	100%	N=724
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	42%	N=304	58%	N=417	100%	N=721
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	66%	N=474	34%	N=246	100%	N=720
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	63%	N=458	37%	N=265	100%	N=722
Watched (online or on television) a local public meeting	68%	N=494	32%	N=228	100%	N=721
Volunteered your time to some group/activity in Palo Alto	47%	N=344	53%	N=381	100%	N=725
Voted in your most recent local election	11%	N=80	89%	N=644	100%	N=723
Used bus, rail, subway, or other public transportation instead of driving	53%	N=381	47%	N=342	100%	N=723
Household member was a victim of a crime in Palo Alto	86%	N=621	14%	N=101	100%	N=721
Reported a crime to the police in Palo Alto	81%	N=587	19%	N=134	100%	N=720

* This question did not have a "don't know" option.

Table 131: Question 8 - Response Percentages and Number of Respondents

Please rate the following categories of Palo Alto government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Palo Alto	11%	N=78	36%	N=259	28%	N=197	16%	N=116	9%	N=65	100%	N=715
The overall direction that Palo Alto is taking	6%	N=45	33%	N=240	32%	N=233	22%	N=157	6%	N=46	100%	N=721
The job Palo Alto government does at welcoming resident involvement	11%	N=77	36%	N=256	24%	N=175	12%	N=87	17%	N=121	100%	N=716
Overall confidence in Palo Alto government	6%	N=45	36%	N=259	34%	N=246	19%	N=135	5%	N=33	100%	N=718
Generally acting in the best interest of the community	7%	N=52	39%	N=282	30%	N=215	17%	N=125	7%	N=48	100%	N=721
Being honest	9%	N=64	34%	N=244	24%	N=175	13%	N=93	20%	N=142	100%	N=717
Being open and transparent to the public	7%	N=48	31%	N=225	30%	N=212	16%	N=115	16%	N=116	100%	N=717
Informing residents about issues facing the community	8%	N=55	38%	N=272	29%	N=206	17%	N=118	9%	N=65	100%	N=716
Treating all residents fairly	7%	N=52	31%	N=225	21%	N=153	17%	N=121	24%	N=171	100%	N=722
Treating residents with respect	12%	N=89	39%	N=282	21%	N=153	9%	N=66	18%	N=126	100%	N=716

Table 132: Question 8 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the following categories of Palo Alto government performance.	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Palo Alto	12%	N=78	40%	N=259	30%	N=197	18%	N=116	100%	N=650
The overall direction that Palo Alto is taking	7%	N=45	36%	N=240	35%	N=233	23%	N=157	100%	N=675
The job Palo Alto government does at welcoming resident involvement	13%	N=77	43%	N=256	29%	N=175	15%	N=87	100%	N=595
Overall confidence in Palo Alto government	7%	N=45	38%	N=259	36%	N=246	20%	N=135	100%	N=685
Generally acting in the best interest of the community	8%	N=52	42%	N=282	32%	N=215	19%	N=125	100%	N=674
Being honest	11%	N=64	42%	N=244	30%	N=175	16%	N=93	100%	N=575
Being open and transparent to the public	8%	N=48	37%	N=225	35%	N=212	19%	N=115	100%	N=601
Informing residents about issues facing the community	8%	N=55	42%	N=272	32%	N=206	18%	N=118	100%	N=651
Treating all residents fairly	9%	N=52	41%	N=225	28%	N=153	22%	N=121	100%	N=551
Treating residents with respect	15%	N=89	48%	N=282	26%	N=153	11%	N=66	100%	N=590

Table 133: Question 9 - Response Percentages and Number of Respondents

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Palo Alto	15%	N=109	52%	N=372	23%	N=164	8%	N=54	2%	N=18	100%	N=717
The State Government	5%	N=34	41%	N=290	33%	N=235	14%	N=99	8%	N=54	100%	N=712
The Federal Government	5%	N=32	36%	N=259	40%	N=283	13%	N=94	6%	N=41	100%	N=710

Table 134: Question 9 - Response Percentages and Number of Respondents without "Don't Know" Responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Palo Alto	16%	N=109	53%	N=372	23%	N=164	8%	N=54	100%	N=699
The State Government	5%	N=34	44%	N=290	36%	N=235	15%	N=99	100%	N=658
The Federal Government	5%	N=32	39%	N=259	42%	N=283	14%	N=94	100%	N=669

Table 135: Question 10 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	7%	N=51	34%	N=242	24%	N=172	23%	N=160	12%	N=84	100%	N=708
Traffic signal timing	7%	N=46	39%	N=275	31%	N=222	21%	N=150	3%	N=18	100%	N=711
Street repair	7%	N=49	32%	N=228	35%	N=248	24%	N=172	2%	N=14	100%	N=712
Street cleaning	21%	N=150	54%	N=385	16%	N=114	6%	N=45	2%	N=17	100%	N=710
Street tree maintenance	16%	N=116	46%	N=328	23%	N=167	8%	N=54	7%	N=47	100%	N=711
Sidewalk maintenance	10%	N=73	41%	N=288	32%	N=228	12%	N=83	5%	N=37	100%	N=709
Land use, planning, and zoning	3%	N=21	18%	N=126	29%	N=206	30%	N=213	20%	N=138	100%	N=704
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=24	25%	N=175	21%	N=146	17%	N=120	34%	N=238	100%	N=703
Preservation of natural areas (open space, farmlands, and greenbelts)	28%	N=198	48%	N=340	14%	N=96	3%	N=20	7%	N=49	100%	N=703
Building and planning application processing services	3%	N=20	11%	N=81	16%	N=114	23%	N=164	46%	N=328	100%	N=707
Affordable high-speed internet access	9%	N=63	21%	N=149	25%	N=174	22%	N=153	23%	N=165	100%	N=704
Electric utility	27%	N=195	41%	N=291	18%	N=132	8%	N=57	5%	N=38	100%	N=713
Gas utility	25%	N=179	42%	N=296	15%	N=106	8%	N=59	10%	N=72	100%	N=712
Utility payment options	30%	N=209	44%	N=311	13%	N=91	3%	N=20	11%	N=74	100%	N=704
Drinking water	44%	N=312	37%	N=265	11%	N=80	3%	N=24	4%	N=29	100%	N=710
Sewer services	32%	N=229	44%	N=311	13%	N=95	1%	N=10	9%	N=66	100%	N=711
Storm water management (storm drainage, dams, levees, etc.)	22%	N=156	43%	N=304	18%	N=126	5%	N=37	12%	N=87	100%	N=709
Refuse collection (garbage, recycling, yard waste, and e-waste)	40%	N=287	44%	N=315	10%	N=72	3%	N=23	2%	N=14	100%	N=710
Police services	24%	N=170	31%	N=219	8%	N=58	3%	N=22	34%	N=244	100%	N=712
Crime prevention	12%	N=88	41%	N=292	16%	N=115	8%	N=56	23%	N=160	100%	N=711
Animal control	19%	N=131	32%	N=224	9%	N=64	1%	N=9	39%	N=278	100%	N=705
Ambulance or emergency medical services	26%	N=183	22%	N=153	4%	N=28	1%	N=10	47%	N=329	100%	N=703
Fire emergency services	30%	N=208	22%	N=156	3%	N=22	1%	N=8	43%	N=303	100%	N=697
Fire prevention and education	15%	N=109	28%	N=199	7%	N=48	2%	N=13	48%	N=336	100%	N=705

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Palo Alto open space (e.g. Foothills, Baylands)	51%	N=357	38%	N=267	8%	N=55	2%	N=11	2%	N=11	100%	N=701
City parks	47%	N=330	42%	N=296	9%	N=61	3%	N=19	0%	N=1	100%	N=707
Recreation programs or classes	21%	N=151	39%	N=279	12%	N=87	3%	N=20	25%	N=176	100%	N=712
Recreation centers or facilities	23%	N=161	39%	N=277	12%	N=83	3%	N=20	23%	N=163	100%	N=704
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	49%	N=346	30%	N=216	5%	N=33	1%	N=5	16%	N=112	100%	N=713
Library facilities (buildings, computer equipment, accessibility)	52%	N=370	30%	N=214	5%	N=36	0%	N=1	12%	N=87	100%	N=708
Variety of library materials (books, e-books, streaming, databases, audiobooks)	44%	N=313	33%	N=238	8%	N=59	1%	N=6	14%	N=98	100%	N=715
Art programs and theater	31%	N=224	34%	N=245	8%	N=58	1%	N=10	25%	N=175	100%	N=713
City-sponsored special events	15%	N=108	42%	N=299	14%	N=98	3%	N=22	25%	N=179	100%	N=706
City website (cityofpaloalto.org)	12%	N=87	48%	N=341	21%	N=146	8%	N=57	10%	N=72	100%	N=703
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	19%	N=130	45%	N=319	14%	N=96	6%	N=41	16%	N=114	100%	N=700

Table 136: Question 10 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	8%	N=51	39%	N=242	28%	N=172	26%	N=160	100%	N=625
Traffic signal timing	7%	N=46	40%	N=275	32%	N=222	22%	N=150	100%	N=693
Street repair	7%	N=49	33%	N=228	36%	N=248	25%	N=172	100%	N=697
Street cleaning	22%	N=150	56%	N=385	16%	N=114	6%	N=45	100%	N=694
Street tree maintenance	17%	N=116	49%	N=328	25%	N=167	8%	N=54	100%	N=664
Sidewalk maintenance	11%	N=73	43%	N=288	34%	N=228	12%	N=83	100%	N=672
Land use, planning, and zoning	4%	N=21	22%	N=126	36%	N=206	38%	N=213	100%	N=567
Code enforcement (weeds, abandoned buildings, etc.)	5%	N=24	38%	N=175	31%	N=146	26%	N=120	100%	N=465
Preservation of natural areas (open space, farmlands, and greenbelts)	30%	N=198	52%	N=340	15%	N=96	3%	N=20	100%	N=654
Building and planning application processing services	5%	N=20	21%	N=81	30%	N=114	43%	N=164	100%	N=379
Affordable high-speed internet access	12%	N=63	28%	N=149	32%	N=174	28%	N=153	100%	N=539

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Electric utility	29%	N=195	43%	N=291	20%	N=132	8%	N=57	100%	N=674
Gas utility	28%	N=179	46%	N=296	17%	N=106	9%	N=59	100%	N=640
Utility payment options	33%	N=209	49%	N=311	14%	N=91	3%	N=20	100%	N=630
Drinking water	46%	N=312	39%	N=265	12%	N=80	4%	N=24	100%	N=682
Sewer services	36%	N=229	48%	N=311	15%	N=95	1%	N=10	100%	N=645
Storm water management (storm drainage, dams, levees, etc.)	25%	N=156	49%	N=304	20%	N=126	6%	N=37	100%	N=623
Refuse collection (garbage, recycling, yard waste, and e-waste)	41%	N=287	45%	N=315	10%	N=72	3%	N=23	100%	N=697
Police services	36%	N=170	47%	N=219	12%	N=58	5%	N=22	100%	N=469
Crime prevention	16%	N=88	53%	N=292	21%	N=115	10%	N=56	100%	N=550
Animal control	31%	N=131	52%	N=224	15%	N=64	2%	N=9	100%	N=427
Ambulance or emergency medical services	49%	N=183	41%	N=153	7%	N=28	3%	N=10	100%	N=374
Fire emergency services	53%	N=208	40%	N=156	6%	N=22	2%	N=8	100%	N=394
Fire prevention and education	30%	N=109	54%	N=199	13%	N=48	3%	N=13	100%	N=368
Palo Alto open space (e.g., Foothills, Baylands)	52%	N=357	39%	N=267	8%	N=55	2%	N=11	100%	N=690
City parks	47%	N=330	42%	N=296	9%	N=61	3%	N=19	100%	N=706
Recreation programs or classes	28%	N=151	52%	N=279	16%	N=87	4%	N=20	100%	N=537
Recreation centers or facilities	30%	N=161	51%	N=277	15%	N=83	4%	N=20	100%	N=541
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	58%	N=346	36%	N=216	6%	N=33	1%	N=5	100%	N=601
Library facilities (buildings, computer equipment, accessibility)	60%	N=370	34%	N=214	6%	N=36	0%	N=1	100%	N=621
Variety of library materials (books, e-books, streaming, databases, audiobooks)	51%	N=313	39%	N=238	10%	N=59	1%	N=6	100%	N=617
Art programs and theater	42%	N=224	46%	N=245	11%	N=58	2%	N=10	100%	N=538
City-sponsored special events	21%	N=108	57%	N=299	18%	N=98	4%	N=22	100%	N=527
City website (cityofpaloalto.org)	14%	N=87	54%	N=341	23%	N=146	9%	N=57	100%	N=631
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	22%	N=130	54%	N=319	16%	N=96	7%	N=41	100%	N=586

Table 137: Question 11 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Don't know		Total	
Reliability of utility services	45%	N=314	40%	N=275	9%	N=60	3%	N=19	4%	N=27	100%	N=694
Affordability of utility services	16%	N=108	33%	N=227	31%	N=217	16%	N=110	5%	N=33	100%	N=695
Community value received from the City owning and operating its own municipal utility services	40%	N=278	27%	N=188	11%	N=74	6%	N=41	16%	N=113	100%	N=693
Utilities online customer self-service features	25%	N=170	35%	N=240	9%	N=64	4%	N=25	28%	N=189	100%	N=687
Providing opportunities for energy and water efficiency at home or business	22%	N=147	36%	N=244	16%	N=111	4%	N=26	22%	N=153	100%	N=682
Working hard to keep utilities prices competitive	17%	N=118	26%	N=182	21%	N=146	13%	N=90	22%	N=152	100%	N=687
Value of all the services Palo Alto Utilities provides for the price you pay	20%	N=136	37%	N=251	24%	N=165	11%	N=78	8%	N=56	100%	N=687
Ease of obtaining information or performing a transaction through the City's website	18%	N=123	33%	N=229	19%	N=132	7%	N=49	22%	N=154	100%	N=686
Value of Palo Alto Utilities' customer communications	20%	N=135	39%	N=262	17%	N=114	5%	N=34	19%	N=131	100%	N=676
Ease of contacting Utilities department staff	20%	N=132	28%	N=188	11%	N=78	6%	N=41	35%	N=240	100%	N=679
Speed of response after contacting Utilities department staff	19%	N=128	28%	N=187	11%	N=72	5%	N=37	37%	N=251	100%	N=675

Table 138: Question 11 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Total	
Reliability of utility services	47%	N=314	41%	N=275	9%	N=60	3%	N=19	100%	N=667
Affordability of utility services	16%	N=108	34%	N=227	33%	N=217	17%	N=110	100%	N=662
Community value received from the City owning and operating its own municipal utility services	48%	N=278	32%	N=188	13%	N=74	7%	N=41	100%	N=580
Utilities online customer self-service features	34%	N=170	48%	N=240	13%	N=64	5%	N=25	100%	N=498
Providing opportunities for energy and water efficiency at home or business	28%	N=147	46%	N=244	21%	N=111	5%	N=26	100%	N=529
Working hard to keep utilities prices competitive	22%	N=118	34%	N=182	27%	N=146	17%	N=90	100%	N=535
Value of all the services Palo Alto Utilities provides for the price you pay	22%	N=136	40%	N=251	26%	N=165	12%	N=78	100%	N=631
Ease of obtaining information or performing a transaction through the City's website	23%	N=123	43%	N=229	25%	N=132	9%	N=49	100%	N=533
Value of Palo Alto Utilities' customer communications	25%	N=135	48%	N=262	21%	N=114	6%	N=34	100%	N=545
Ease of contacting Utilities department staff	30%	N=132	43%	N=188	18%	N=78	9%	N=41	100%	N=439
Speed of response after contacting Utilities department staff	30%	N=128	44%	N=187	17%	N=72	9%	N=37	100%	N=424

Table 139: Question 12 - Response Percentages and Number of Respondents

Please rate how important, if at all, you think it is for the Palo Alto community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	44%	N=300	38%	N=259	16%	N=109	2%	N=16	100%	N=683
Overall economic health of Palo Alto	37%	N=252	46%	N=320	15%	N=107	2%	N=11	100%	N=690
Overall feeling of safety in Palo Alto	48%	N=335	33%	N=230	15%	N=102	4%	N=26	100%	N=694
Overall quality of natural environment in Palo Alto	40%	N=279	40%	N=281	17%	N=120	2%	N=17	100%	N=696
Overall health and wellness opportunities in Palo Alto	18%	N=127	42%	N=294	33%	N=229	7%	N=47	100%	N=697
Overall opportunities for education, culture and the arts	26%	N=179	41%	N=281	29%	N=203	4%	N=28	100%	N=690
Residents' connection and engagement with their community	20%	N=140	42%	N=291	33%	N=231	4%	N=31	100%	N=693
Reducing community greenhouse gas emissions	25%	N=174	34%	N=236	27%	N=190	14%	N=94	100%	N=694
Increasing local solar generation capacity within city boundaries	24%	N=167	32%	N=220	29%	N=200	15%	N=107	100%	N=695
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	14%	N=100	31%	N=215	40%	N=278	15%	N=102	100%	N=695
Faster notification systems (online, mobile or email) for public safety issues	29%	N=200	35%	N=243	28%	N=190	8%	N=53	100%	N=686

* This question did not have a “don’t know” option.

Table 140: Question 13 - Response Percentages and Number of Respondents Including "Don't Know" Responses

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	41%	N=285	19%	N=134	17%	N=117	23%	N=162	0%	N=3	100%	N=701
Spend quality time with local friends, family, and/or neighbors	64%	N=449	24%	N=164	6%	N=44	6%	N=39	0%	N=1	100%	N=697

Table 141: Question 13 - Response Percentages and Number of Respondents Without "Don't Know" Responses

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	41%	N=285	19%	N=134	17%	N=117	23%	N=162	100%	N=698
Spend quality time with local friends, family, and/or neighbors	65%	N=449	24%	N=164	6%	N=44	6%	N=39	100%	N=696

Table 142: Question 14 - Response Percentages and Number of Respondents

What mode of transportation do you use most for your typical daily needs for getting around town?	Percent	Number
Driving	66%	N=465
Walking	13%	N=91
Biking	18%	N=126
Bus	1%	N=6
Train	0%	N=0
Scootering	0%	N=0
Palo Alto Link	1%	N=4
Uber/Lyft or similar rideshare service	0%	N=2
Carpooling	1%	N=8
Total	100%	N=702

* This question did not have a "don't know" option.

Table 143: Question 15 - Response Percentages and Number of Respondents

In a typical week, how likely are you to:	Very convenient		Somewhat convenient		Somewhat inconvenient		Very inconvenient		Total	
Walking	29%	N=195	34%	N=224	23%	N=149	14%	N=94	100%	N=663
Biking	38%	N=254	31%	N=207	15%	N=97	16%	N=103	100%	N=661
Bus	3%	N=21	22%	N=144	37%	N=239	38%	N=250	100%	N=653
Train	8%	N=54	30%	N=192	29%	N=184	33%	N=209	100%	N=638
Scootering	12%	N=74	23%	N=147	20%	N=127	44%	N=279	100%	N=627
Palo Alto Link	15%	N=91	38%	N=228	27%	N=164	19%	N=113	100%	N=596
Uber/Lyft or similar rideshare service	40%	N=263	39%	N=253	11%	N=72	9%	N=62	100%	N=650
Carpooling	8%	N=55	25%	N=164	30%	N=195	36%	N=231	100%	N=645

* This question did not have a "don't know" option.

Table 144: Question 16 - Response Percentages and Number of Respondents with "Don't Know" Responses

If you plan to purchase a new car within the next two years, what is the likelihood of it being:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
All-electric	36%	N=228	23%	N=146	8%	N=52	23%	N=142	9%	N=58	100%	N=626
Plug-in hybrid	23%	N=141	36%	N=222	7%	N=45	23%	N=142	10%	N=59	100%	N=609
Hydrogen fuel cell	1%	N=7	6%	N=35	8%	N=49	67%	N=406	18%	N=106	100%	N=604
Other	13%	N=60	7%	N=30	2%	N=9	12%	N=53	67%	N=301	100%	N=452

Table 145: Question 16 - Response Percentages and Number of Respondents without "Don't Know" Responses

If you plan to purchase a new car within the next two years, what is the likelihood of it being:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
All-electric	40%	N=228	26%	N=146	9%	N=52	25%	N=142	100%	N=568
Plug-in hybrid	26%	N=141	40%	N=222	8%	N=45	26%	N=142	100%	N=550
Hydrogen fuel cell	1%	N=7	7%	N=35	10%	N=49	82%	N=406	100%	N=498
Other	40%	N=60	20%	N=30	6%	N=9	35%	N=53	100%	N=151

Table 146: Question 17 - Response Percentages and Number of Respondents

How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	Percent	Number
Extremely familiar	3%	N=23
Very familiar	10%	N=69
Moderately familiar	21%	N=146
Slightly familiar	22%	N=153
Not familiar	44%	N=306
Total	100%	N=697

* This question did not have a "don't know" option.

Table 147: Question 18 - Response Percentages and Number of Respondents with "Don't Know" Responses

How likely are you to do the following to support strategies that reduce GHG emissions?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Replacing your gas water heater with a heat pump water heater	26%	N=182	19%	N=133	9%	N=64	25%	N=169	21%	N=142	100%	N=690
Replacing your gas furnace with a heat pump HVAC system	26%	N=176	16%	N=107	11%	N=72	26%	N=175	22%	N=150	100%	N=679
Considering whole home electrification	17%	N=117	16%	N=106	13%	N=90	35%	N=233	19%	N=125	100%	N=672
Replace gas appliances with electric, such as an induction cook top	22%	N=150	15%	N=101	13%	N=87	34%	N=226	16%	N=110	100%	N=674

Table 148: Question 18 - Response Percentages and Number of Respondents without "Don't Know" Responses

How likely are you to do the following to support strategies that reduce GHG emissions?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Replacing your gas water heater with a heat pump water heater	33%	N=182	24%	N=133	12%	N=64	31%	N=169	100%	N=548
Replacing your gas furnace with a heat pump HVAC system	33%	N=176	20%	N=107	14%	N=72	33%	N=175	100%	N=530
Considering whole home electrification	21%	N=117	19%	N=106	17%	N=90	43%	N=233	100%	N=547
Replace gas appliances with electric, such as an induction cook top	27%	N=150	18%	N=101	15%	N=87	40%	N=226	100%	N=564

Demographic Questions

Table 149: Question D1 - Response Percentages and Number of Respondents

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	5%	N=36
Somewhat positive	24%	N=168
Neutral	53%	N=371
Somewhat negative	15%	N=101
Very negative	3%	N=20
Total	100%	N=695

Table 150: Question D2 - Response Percentages and Number of Respondents

What is your employment status?	Percent	Number
Working full time for pay	46%	N=325
Working part time for pay	13%	N=94
Unemployed, looking for paid work	3%	N=24
Unemployed, not looking for paid work	5%	N=35
Fully retired	31%	N=214
College student, unemployed	1%	N=9
Total	100%	N=702

Table 151: Question D3 - Response Percentages and Number of Respondents

Do you work inside the boundaries of Palo Alto?	Percent	Number
Yes, outside the home	21%	N=144
Yes, from home	27%	N=183
No	52%	N=357
Total	100%	N=684

Table 152: Question D4 - Response Percentages and Number of Respondents

How many years have you lived in Palo Alto?	Percent	Number
Less than 2 years	4%	N=28
2 to 5 years	11%	N=78
6 to 10 years	13%	N=89
11 to 20 years	19%	N=136
More than 20 years	54%	N=382
Total	100%	N=714

Table 153: Question D5 - Response Percentages and Number of Respondents

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	68%	N=484
Building with two or more homes (duplex, townhome, apartment or condominium)	30%	N=215
Mobile home	0%	N=1
Other	1%	N=10
Total	100%	N=710

Table 154: Question D6 - Response Percentages and Number of Respondents

Do you rent or own your home?	Percent	Number
Rent	34%	N=240
Own	66%	N=468
Total	100%	N=708

Table 155: Question D7 - Response Percentages and Number of Respondents

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)?	Percent	Number
Less than \$500 per month	4%	N=23
\$500 to \$999 per month	5%	N=31
\$1,000 to \$1,499 per month	7%	N=46
\$1,500 to \$1,999 per month	7%	N=45
\$2,000 to \$2,499 per month	7%	N=43
\$2,500 to \$2,999 per month	10%	N=60
\$3,000 to \$3,499 per month	8%	N=51
\$3,500 to \$3,999 per month	6%	N=34
\$4,000 to \$4,499 per month	8%	N=48
\$4,500 to \$4,999 per month	4%	N=23
\$4,500 to \$4,999 per month	5%	N=31
\$5,500 to \$5,999 per month	4%	N=24
\$6,000 to \$6,499 per month	3%	N=19
\$6,500 to \$6,999 per month	2%	N=14
\$7,000 to \$7,499 per month	1%	N=9
\$7,500 to \$7,999 per month	4%	N=25
\$8,000 to \$8,499 per month	2%	N=14
\$8,500 to \$8,999 per month	2%	N=11
\$9,000 to \$9,499 per month	1%	N=6
\$9,500 to \$9,999 per month	0%	N=3
\$10,000 or more per month	9%	N=54
Total	100%	N=613

Table 156: Question D8 - Response Percentages and Number of Respondents

Do any children 17 or under live in your household?	Percent	Number
No	64%	N=448
Yes	36%	N=253
Total	100%	N=701

Table 157: Question D9 - Response Percentages and Number of Respondents

Are you or any other members of your household aged 65 or older?	Percent	Number
No	57%	N=402
Yes	43%	N=299
Total	100%	N=701

Table 158: Question D10 - Response Percentages and Number of Respondents

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.)	Percent	Number
Less than \$25,000	3%	N=17
\$25,000 to \$49,999	4%	N=25
\$50,000 to \$74,999	13%	N=72
\$75,000 to \$99,999	11%	N=62
\$100,000 to \$149,999	13%	N=71
\$150,000 to \$199,999	10%	N=59
\$200,000 to \$249,999	6%	N=35
\$250,000 to \$299,999	8%	N=47
\$300,000 to \$349,999	5%	N=28
\$350,000 to \$399,999	5%	N=26
\$400,000 to \$449,999	4%	N=22
\$450,000 to \$499,999	18%	N=100
\$500,000 or more	0%	N=0
Total	100%	N=565

Table 159: Question D11 - Response Percentages and Number of Respondents

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=619
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=47
Total	100%	N=666

Table 160: Question D12 - Response Percentages and Number of Respondents

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=13
Asian, Asian Indian or Pacific Islander	26%	N=170
Black or African American	3%	N=19
Middle Eastern or North African	5%	N=29
White	65%	N=421
Other	8%	N=51

Total may exceed 100% as respondents could select more than one option.

Table 161: Question D13 - Response Percentages and Number of Respondents

In which category is your age?	Percent	Number
18 to 24 years	0%	N=3
25 to 34 years	11%	N=78
35 to 44 years	15%	N=101
45 to 54 years	22%	N=153
55 to 64 years	16%	N=109
65 to 74 years	21%	N=143
75 years or older	14%	N=94
Total	100%	N=681

Table 162: Question D14 - Response Percentages and Number of Respondents

What is your gender?	Percent	Number
Female	55%	N=368
Male	44%	N=296
Identify in another way	1%	N=8
Total	100%	N=672

Table 163: Question D14 - Response Percentages and Number of Respondents

What is your sexual orientation?	Percent	Number
Heterosexual	89%	N=560
Lesbian	1%	N=6
Gay	1%	N=7
Bisexual	6%	N=38
Identify another way	3%	N=20
Total	100%	N=631

Appendix D: Results to Open-Participation Survey compared to Probability Survey

Table 164: Question 1 - by Sample

Percent rating "excellent" or "good"	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Palo Alto as a place to live	91% B	84%
Your neighborhood as a place to live	93% B	88%
Palo Alto as a place to raise children	84%	80%
Palo Alto as a place to work	84%	80%
Palo Alto as a place to visit	70% B	59%
Palo Alto as a place to retire	54% B	46%
The overall quality of life in Palo Alto	89% B	79%

Table 165: Question 2 - by Sample

Percent rating "excellent" or "good"	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	75% B	66%
Overall feeling of safety in Palo Alto	88% B	82%
Overall quality of natural environment in Palo Alto	87%	86%
Overall health and wellness opportunities in Palo Alto	85%	81%
Residents' connection and engagement with their community	61%	59%

Table 166: Question 3 - by Sample

Percent rating "very likely" or "somewhat likely"	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Recommend living in Palo Alto to someone who asks	78% B	70%
Remain in Palo Alto for the next five years	79%	83%
Recommend Palo Alto's libraries to friends	92%	91%

Table 167: Question 4 - by Sample

Percent rating "excellent" or "good"	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Making all residents feel welcome	68% B	58%
Attracting people from diverse backgrounds	59% B	52%
Valuing/respecting residents from diverse backgrounds	71%	68%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	52% B	38%

Table 168: Question 5 - by Sample

Percent rating "excellent" or "good"	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Overall quality of business and service establishments in Palo Alto	71%	66%
Variety of business and service establishments in Palo Alto	54% B	46%
Vibrancy of downtown/commercial area	59% B	45%
Employment opportunities	64% B	57%
Shopping opportunities	66%	62%
Cost of living in Palo Alto	8% B	5%
Overall image or reputation of Palo Alto	78%	73%
Traffic flow on major streets	48% B	38%
Ease of public parking	68% B	58%
Ease of travel by car in Palo Alto	72% B	63%
Ease of travel by public transportation in Palo Alto	31% B	21%
Ease of travel by bicycle in Palo Alto	81% B	71%
Ease of walking in Palo Alto	82% B	76%
Variety of housing options	24%	22%
Availability of affordable quality housing	11%	8%
Overall quality of new development in Palo Alto	41% B	30%
Availability of paths and walking trails	73%	71%
Fitness opportunities (including exercise classes and paths or trails, etc.)	78% B	71%
Recreational opportunities	79%	77%
Availability of affordable quality mental health care	34%	30%
Opportunities to attend cultural/arts/music activities	70%	72%

Table 169: Question 6 - by Sample

Percent rating "excellent" or "good"	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Availability of affordable quality childcare/preschool	34%	28%
K-12 education	89% B	84%
Adult educational opportunities	83%	80%
Opportunities to participate in social events and activities	65%	71% A
Openness and acceptance of the community toward people of diverse backgrounds	71% B	64%
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	73%	68%

Table 170: Question 7 - by Sample

Percent "yes"	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Used Palo Alto recreation centers or their services	50%	58% A
Visited a neighborhood park or City park	95%	97%
Used Palo Alto public libraries or their services	75%	76%
Participated in religious or spiritual activities in Palo Alto	24%	27%
Attended a City-sponsored event	55%	64% A
Talked to or visited with your immediate neighbors	84%	91% A
Used the City's website to conduct business or pay bills	60%	59%
Used the Utilities webpage to conduct business or pay bills	72%	67%
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	57%	58%
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	17%	34% A
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	17%	37% A
Watched (online or on television) a local public meeting	16%	32% A
Volunteered your time to some group/activity in Palo Alto	40%	53% A
Voted in your most recent local election	73%	89% A
Used bus, rail, subway, or other public transportation instead of driving	43%	47%
Carpooled with other adults or children instead of driving alone	59%	58%
Walked or biked instead of driving	86%	83%
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	46%	53% A
Household member was a victim of a crime in Palo Alto	13%	14%
Reported a crime to the police in Palo Alto	17%	19%

Table 171: Question 8 - by Sample

Percent "excellent" or "good".	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
The value of services for the taxes paid to Palo Alto	56%	52%
The overall direction that Palo Alto is taking	47%	42%
The job Palo Alto government does at welcoming resident involvement	54%	56%
Overall confidence in Palo Alto government	49%	44%
Generally acting in the best interest of the community	53%	50%
Being honest	61% B	53%
Being open and transparent to the public	53% B	46%
Informing residents about issues facing the community	58% B	50%
Treating all residents fairly	66% B	50%
Treating residents with respect	74% B	63%

Table 172: Question 9 - by Sample

Percent "excellent" or "good"	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
The City of Palo Alto	74% B	69%
The State Government	47%	49%
The Federal Government	41%	44%

Table 173: Question 10 - by Sample

Percent rating "excellent" or "good"	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Traffic enforcement	56% B	47%
Traffic signal timing	57% B	46%
Street repair	52% B	40%
Street cleaning	80%	77%
Street tree maintenance	72% B	67%
Sidewalk maintenance	57%	54%
Land use, planning, and zoning	41% B	26%
Code enforcement (weeds, abandoned buildings, etc.)	44%	43%
Preservation of natural areas (open space, farmlands, and greenbelts)	81%	82%
Building and planning application processing services	29%	27%
Affordable high-speed internet access	44%	39%
Electric utility	67%	72% A
Gas utility	71%	74%
Utility payment options	80%	82%
Drinking water	84%	85%
Sewer services	83%	84%
Storm water management (storm drainage, dams, levees, etc.)	77%	74%
Refuse collection (garbage, recycling, yard waste, and e-waste)	83%	86%
Police services	81%	83%
Crime prevention	69%	69%
Animal control	82%	83%
Ambulance or emergency medical services	91%	90%
Fire emergency services	92%	92%
Fire prevention and education	80%	83%
Palo Alto open space (e.g Foothills, Baylands)	89%	90%
City parks	90%	89%
Recreation programs or classes	80%	80%
Recreation centers or facilities	81%	81%
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	92%	94%

Percent rating "excellent" or "good"	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Library facilities (buildings, computer equipment, accessibility)	93%	94%
Variety of library materials (books, e-books, streaming, databases, audiobooks)	89%	89%
Art programs and theater	84%	87%
City-sponsored special events	76%	77%
City website (cityofpaloalto.org)	72%	68%
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	79%	77%

Table 174: Question 11 - by Sample

Percent rating "excellent" or "good"	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Reliability of utility services	88%	88%
Affordability of utility services	46%	51%
Community value received from the City owning and operating its own municipal utility services	78%	80%
Utilities online customer self-service features	77%	82%
Providing opportunities for energy and water efficiency at home or business	70%	74%
Working hard to keep utilities prices competitive	53%	56%
Value of all the services Palo Alto Utilities provides for the price you pay	58%	61%
Ease of obtaining information or performing a transaction through the City's website	69%	66%
Value of Palo Alto Utilities' customer communications	72%	73%
Ease of contacting Utilities department staff	70%	73%
Speed of response after contacting Utilities department staff	73%	74%

Table 175: Question 12 - by Sample

	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Percent rating "excellent" or "good"		
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	79%	82%
Overall economic health of Palo Alto	78%	83% A
Overall feeling of safety in Palo Alto	82%	81%
Overall quality of natural environment in Palo Alto	79%	80%
Overall health and wellness opportunities in Palo Alto	61%	60%
Overall opportunities for education, culture and the arts	69%	67%
Residents' connection and engagement with their community	60%	62%
Reducing community greenhouse gas emissions	60%	59%
Increasing local solar generation capacity within city boundaries	55%	56%
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	47%	45%
Faster notification systems (online, mobile or email) for public safety issues	61%	65%

Table 176: Question 13 - by Sample

	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Percent rating "very likely" or "somewhat likely"		
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	52%	60% A
Spend quality time with local friends, family, and/or neighbors	83%	88% A

Table 177: Question 15 - by Sample

Percent rating "very" or "somewhat" likely	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Walking	74% B	63%
Biking	82% B	70%
Bus	30%	25%
Train	42%	39%
Scootering	42% B	35%
Palo Alto Link	54%	54%
Uber/Lyft or similar rideshare service	76%	79%
Carpooling	41% B	34%

Table 178: Question 16 - by Sample

Percent rating "very" or "somewhat" likely	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
All-electric	65%	66%
Plug-in hybrid	65%	66%
Hydrogen fuel cell	14% B	9%
Other	59%	59%

Table 179: Question 17 - by Sample

Percent rating "very" or "extremely" familiar	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	13%	13%

Table 180: Question 18 - by Sample

Percent rating "very" or "somewhat" likely	Sample Type	
	Address-based Sample	Open participation Sample
	(A)	(B)
Replacing your gas water heater with a heat pump water heater	50%	57% A
Replacing your gas furnace with a heat pump HVAC system	46%	53% A
Considering whole home electrification	36%	41%
Replace gas appliances with electric, such as an induction cook top	39%	44%

Appendix E: Verbatim Responses to Open-ended Questions from Open Participation Survey

Following are responses to questions 16, 19 and 20. Responses are presented here in verbatim form, including any typographical, grammatical or other mistakes. Responses are in alphabetical order.

Question 16: If you plan to purchase a car within the next two years, what is the likelihood of it being one of the following: (Other)

- 100% gasoline powered
- 100% Gasoline powered
- Affordable
- All-electric with range extender (small engine, small gas tank, to recharge battery)
- Already own an EV
- Anything not EV
- BEV
- BMW gas car
- Car
- Conventional ICE
- don't know probably another gas car so I can go to rural areas and long road trips
- Fossil fuel car
- gas
- gas
- Gas
- Gas
- Gas
- Gas
- Gas
- Gas
- Gas
- Gas
- Gas
- Gas for me. I like to go on long road trips. Imagine looking for a Tesla charger in the Arizona or New Mexico desert.
- Gas hybrid
- gas powered
- Gas powered
- Gas powered
- Gas powered
- Gas you morons
- Gas-powered
- Gas. Palo Alto's grid is unable to sustain more electric demand, as well documented in the local press.
- gasoline
- gasoline
- Gasoline
- Gasoline

- Gasoline or Diesel Powered
- Gasoline powered car
- Gasoline powered engine
- Gasoline powered fully
- Gasoline powered vehicle
- hybrid
- hybrid
- Hybrid
- Hybrid
- Hybrid
- Hybrid
- Hybrid
- hybrid (electric & gas)
- Hybrid but not plug-in
- hybrid electric
- Hybrid or gas
- hybrid or gas engine
- Hybrid sedan
- hybrid that isn't plug-in
- Hybrid/gas
- I am not likely to get any 'other' aside from all-electric or hybrid.
- I am shopping for a car that is 100% gasoline
- I haven't done enough research yet to decide what type of energy efficient vehicle we would get
- I may consider all gas
- I may purchase a gas-powered car.
- I selected a response to "Other" because it is a survey question. I assume it means gas or diesel powered car, or motorcycle?
- I will be buying a fully gas powered car -
- I will not purchase a gasoline car
- I won't buy an all gas car again
- I would only buy a BEV for any future car purchase
- I've worked @ Stanford, lived nearby, and shopped/eaten/attended fun things in Palo Alto for 40 years. I'm getting ready to retire & looking forward to attending nearby events in the surrounding communities. I tried to buy a plug-in hybrid during COVID but couldn't find one. Decided to keep my gas-sipping Honda till it dies, then replace with a little electric vehicle, while looking for a hybrid that can tow a travel trailer for adventuring or bugging out in case of fire, flood, or earthquake. In a year or two. The older I get, the more important safety and accessibility become. Global warming is an existential threat, and if the ocean rises more than 3 feet I will lose my house. Rise is happening MUCH faster than expected or planned for!
- IC
- ICE
- ICE
- ICE hybrid Turbo
- if we don't get a plug in hybrid it will a gasoline car
- Just purchased a hybrid

- just purchased a new to me hybrid, almost got plug in hybrid due to ability to charge at city hall but plug in was too expensive
- Likelihood of it being some other category of car (e.g. gas-powered) is very low
- Manual transmission car of any type.
- My next car purchase will be EV
- n/a, would only buy all-electric
- No longer drive a vehicle.
- non-plugin hybrid
- Not enough high speed free plug options to depend on plug in and guests can't visit and park locally, nor can we rent or borrow a car on occasion
- Not interested in driving
- Not planning on buying a new car
- Old beat up 40's Jeep or other.
- Only gas
- petrol car
- Possible I would. get an internal combustion engine vehicle
- powered
- Probably gas because I don't have the capability to charge at home
- Rebuilding engine of older diesel car and run biodiesel.
- Regular gas powered
- regular hybrid
- Regular hybrid (not plug-in)
- Runs on gasoline exclusively
- Second-hand gasoline-powered car with wheelchair ramp
- shopping for a new SUV - 100% gasoline - not an EV or a hybrid
- The ROI on an EV does not pan out for me. Very little usage. PAUD is still 62 percent gas powered.
- There was no "other".
- Toyota Dry Cell Hydrogen 3 cylinder engine in the Corolla. Hydrogen on-demand, no compressed storage tanks.
- Traditional car, as there are not long term parking options with plug in available
- Traditional gas car
- Traditional gas car
- Truck-extended backwoods travel
- Unlikely to buy a car within the next two years
- Used or something affordable
- Very unlikely to purchase gas car
- We are in our 80's and don't plan on buying a new car after our present 25 + year old car dies.
- We rent and the resources to plug in a vehicle to charge are not sufficient
- would get the traditional gas powered car... would not want anything else.
- Would love to walk only! More car-free spaces! Fully protected (physical barrier) bike lanes!.

Question 19: As a resident of Palo Alto, what one change could the City make that would make you happier?

- #1 build more housing#2 build a quality community center with gym facilities, fitness classes, etc#3 work to minimize jet noise (from SFO and others) - it continues to be disruptive
- 1. City Uber: Do not waste taxpayer money on silly services like Tesla's owned by city to drive around residents. 2. Utilities price gouging: Reduce corruption in our utilities. The price gouging by the city owned utility is unacceptable. 3. Poor stewards of taxpayer \$\$: Ed Shikada is not a good steward of our taxes. Please replace Ed Shikada and hire someone who will use our money efficiently. 4. City recreational service out of reach for families: The JMZ is too expensive. I can't believe you took a free or by donation entity and turned it into a money generating machine for the city. 5. Overbuilding housing: I do not support overbuilding in Palo Alto and I have noticed that the city is pushing it all to South Palo Alto because the richer residents push back in North Palo Alto. The pattern is clear and needs to stop. 6. Contain the airport: Palo Alto loves to overbuild and extend - that airport serves very few families in Palo Alto. It needs to be contained. We don't need the noise pollution. 7. Contain Castelleja: We do not need the crowding and traffic from a private school that serves very few local families. It's in the middle of a residential neighborhood and needs to be contained. They should find a campus to expand somewhere else just like all other private schools do like Keys.
- 1) Streamline the building planning/permit/inspection process to make residential construction more efficient and less costly 2) Raise then maintain a 6 to 7 story limit on residential and commercial buildings (like Paris, France)
- A downtown with more retail and fewer restaurants. Also opening up California Ave. to cars.
- A greater focus on building community: requiring gathering spaces in new developments, providing more social events--some targeted at specific age groups (eg, high school students, those in their 20s/30s, and then for older adults)--and some city-wide events, possibly supporting neighborhood associations if needed. Better communication/promotion of the "What's happening in Palo Alto?" and "Hot Topics" part of the web site.
- A lot of neighbors are remodeling their homes. The city planners need to review fast and approve projects instead of sitting and dragging. I heard it's a night mare over the past year. Can you check if this is true. Some of us are planning to remodel in the coming 1-2 years. Your department cannot be dragging. What is going on. Can the city government look into this???Thank you
- A toss-up: Reduce the amount of high density housing. Enforce strict rent control for retail business and housing. Use 'tough love' to provide shelter and medical service to our homeless
- Abandon the pointless S/CAP. End the City recycling programs.
- abolish R-1 zoning
- Active, engaged senior activities at Cubberley
- Actively lobby the State to moderate demands for growth.
- Add *only* affordable housing, improve traffic plan
- add housing and allow for increased density esp in areas with large lots that are likely to be redeveloped when they next turnover
- Add more pickleball courts!!!
- Add more public trash bins and add more dog parks
- Add public restrooms and budget every year to the Palo Alto Parks where there is no access to public facilities within .5 miles. Upgrade the bathrooms at Lucie Stern.
- Add retail including large affordable grocery stores so we don't have to shop outside of Palo Alto
- Address vacancy rate downtown
- affordable housing

- Affordable housing
- Affordable housing
- Affordable Housing
- Affordable Housing
- Affordable housing for local service providers
- Affordable housing for young families. My children work in Palo Alto/Menlo Park but cannot afford to buy a home.
- Affordable housing in reasonable locations (transit, groceries, health, with support as needed.
- Affordable housing, finding housing for all
- affordable housing, reduce homelessness
- Affordable housing. Doing everything we can to house more neighbors and ensure we are getting young families to thrive here.
- Affordable services! Where can we shop without spending outside of the city? How can we access the city using shared bikes, or for those that can't bike- use public transportation??? Link is so limited- great concept but not applicable to most all users as the boundaries of range are too restricted, and age of users does not include children, and the hours of operation are incapable with Life needs. Try calling a city service- no one ever answers the phone. Even the police don't have hours accessible to public. Library is great, but hours are so restricted and services are minimal outside of books circulating. Rec classes all look good, but everyone gives up as enrollment is always full and hours are not conducive to working families. Worst is requiring tickets and reservations on PA website- so embarrassing when guests visit and can not visit our establishments. If guests come to the park, for example, they have to drive because there is no public transportation from the train, but then they can not park for more than 2 hours! We can't even get tree limbs cleared or water fountains fixed or fields leveled at our parks. Seeing how other communities exercise their funds so much more efficiently is disheartening. Having consistent power does help PA stand above other cities.
- Aggressively work with local, state, and federal agencies to reduce the flooding threat of San Francisquito Creek.
- Airplane noise is CONSTANT and ruins any outdoor enjoyment of our home. Get your over-paid city attorney to make the FAA stop funneling all air traffic over PA.
- All internet access
- Allow dogs off leash in parks
- Allow e-bikes on Baylands trails
- Allow for the building of du, tri and quad plebes on SFR lots.
- Allow mixed-use multifamily developments everywhere
- Allow more more construction of multi family homes
- Allow much more residential building. Current zoning is a massive class+income-based act of discrimination - a disgrace.
- Allow multi-story residential buildings and rezone commercial areas to residential to improve housing options. Builder's remedy has been a very good thing to force progress in this area. Also, give teenagers a place to study in the evenings (til 9 or 10 pm) in addition to Mitchell Park Library, which is a long drive for us.
- Allow neighborhood camping in the neighborhood parks; group camping spaces at Foothill park. Community pool in Evergreen Park area.
- Allow outdoor hemp plants
- Allow parking passes for employees of local businesses.
- Allow residents to choose (or sign-up for) clean-up days.

- Allow taller buildings, more homes, more affordable development and stop standing in the way. Rezone more areas for high density development -- up to 14 stories! Invest in more public transit. Get rid of parking minimums and so many requirements for development.
- Answering 311 issues
- approve applications for more dense housing, like those 4-story condos all along El Camino up and down the Peninsula, not just for high-income rental but FOR PURCHASE BY FAMILIES.
- Approve permits faster.
- As seniors, we would like to have access to free daily meals as all the Chinese elderly are given. Why are they the only group offered those "Self-Help" free meals??
- As the population has grown, facilities are difficult to find - summer camp for kids get booked within seconds, tennis courts are always full, most of the useful retail has left the city. It will be good to invest in bolstering small businesses, services, camps, retail.
- Be in their offices at city hall!
- Be less involved in home changes/upgrades.
- Be more aggressive about reducing the airplane noise from both commercial jet and general aviation overflights.
- Be more decisive. Don't always worry about consensus. Stop these ridiculous consultants.
- Be more fair about new housing development in terms of north Palo Alto and south Palo Alto. It seems like most of the new housing is in south Palo Alto. Build brand new pickle balls courts instead of repurposing tennis courts.
- Beautify the Oregon/101 entrance/exit ramps
- Being more efficient in city council making good decision
- Better all year fire protection in our area
- Better code/traffic enforcement.
- Better design of new developments. I feel that so many recent developments have infringed on sidewalks And are frankly pretty ugly. It's very hodgepodge, Especially in South Palo Alto.
- Better enforcement of driving laws and speeding
- Better enforcement of gas leaf blower ban.
- Better enforcement of traffic rules: running red lights, speeding, kids on fast throttled e-bikes
- Better renter protection and affordability of apartments and childcare (in particular for early years)
- Better retail plan for downtown. Redwood City and Menlo Park seem much more focused on creating an integrated retail / living environment.
- Better support for the unhoused
- Better talent in the Planning Department. Chirag in particular
- Better timing of traffic lights, especially Embarcadero near Paly/Town and Country and relation to El Camino timing.
- Better traffic enforcement, esp. on Embarcadero Rd
- Better traffic oversight and management on the main city arteries
- Better traffic patrol around major travel areas during school start time. Especially in and around Charleston/ El Camino/ El Camino Way. Hold cyclists including electric scooters and bicycles accountable for following traffic laws as well as cars. Adjust traffic lights so no gridlock at Charleston between El Camino and Charleston. Enforce traffic laws to prevent intersections blocking.
- Better zoning - I'd like more mixed use development and walkable areas.
- Bike boulevards to Stanford Mall and the Baylands
- Bike lanes that are separated from cars

- BMR- Housing purchase program, a program that provides home in PALO ALTO for low and moderate income buyers.
- Bring back retail to Cal Ave and University Ave
- Bring in another yoga studio to midtown
- Broad up zoning of residential areas to increase affordability, availability of amenities like shops and restaurants, and help fight the ongoing legacy of residential segregation in Palo Alto and EPA.
- Build a bicycle underpass near Paly.
- build a safer community
- Build a viaduct for rail grade separation
- Build housing to support all income levels
- Build lots and lots of low-cost housing close to train stations and high streets.
- Build more affordable housing
- Build more affordable housing
- Build more affordable housing
- BUILD MORE HOMES. ELIMINATE NO-GROWTH AGENDA.
- build more housing
- Build more housing to improve affordability. Allow more mixed zoning that combines retail and housing.
- Build more housing, especially along El Camino
- Build more housing, knock off the zoning ***** , none of the rest of this crap matters to me
- Build/allow more cafes in south Palo Alto. This area feels neglected compared to the richer downtown and cal ave areas.
- Ceate more separate bike paths and give the streets back to cars.
- Celebrating Pride Month and promoting the safe spaces business campaign.
- Change city manager and director of PAUSD attract
- Change the process for getting things done, especially housing.
- cheaper electricity and gas rates
- Cheaper utility bill-half paid =tax. If I use \$100/month, I ended up paying \$200. Garbage is too expensive. We don't need affordable housing yet - need to take care of those already living in the city. Planning dept for remodeling home projects:1. (currently contractors are working for the city) Please speed up the process within 2 months to approve.....2. Need to expand footage allowed when residents are remodeling home. a. High ceiling >17 feet should not be counted as extra footage. High ceiling can cool down a home and save energy - should promote in new and remodeling projects. b. Garage should not be counted as 100% living space. 99% of homes have cars in the garage - why penalized the whole community? Please go back to counting garage as 60% of square footage allowed for homes. c. City is allowing ADU - why hold people back with counting high ceiling >17" and 100% of garage space as living space? This was old rules - to create more space on limited plots of land - the city planners/contractors need to review and update rules of building codes to allow more living space being created.3. Traffic lights - some major intersections need sensor to move traffic along. If timed - there may be no traffic in one direction, but everyone has to stop on opposition if based on set timing for traffic lights.Thank you so much.Please carefully read my comments - they are frustrations of people living ion PA.Thank you for doing your best in this city. All your efforts are appreciated.
- City attorney who supports resident's interest.

- City beautification: I notice little bits of trash all over our neighborhood and street sweeping only does so much. Enforce residents to take care of their lawns better. Increase the plantings/flowerings around city - add some hanging flower baskets around the city, bring some color and vibrancy to the plants in addition to trees!
- City building code enforcement officer do not abuse their power upon residents
- City council make decisions faster.
- City council more open to addressing international concerns
- City government should be more responsive to citizens. For example, City Hall should be open!
- City leadership is slow as molasses to make decisions and has allowed areas such as Cal Ave to become dilapidated. Leadership should look to neighboring cities such as Redwood City (see downtown) and Mountain View (see Castro St.) for examples of how to build vibrancy, and create spaces that are appealing to visit.
- City staff (Ed Shikada, Kristin O'Kane) cooperating with the nonprofit organization, PAMSACO, consenting for their teams to participate in league competitions, and ideally productive cooperating with them to improve middle school sports in Palo Alto.
- City staff that better listens to resident concerns and isn't so developer/corporation friendly.
- Clean up the downtown area. It is dirty and unkept.
- Clean up the mentally unwell unhoused population that has come to Palo recently. Tired of seeing drug use on the pathways our kids take to school. Students now feel unsafe going to town and country.
- Clean up the neighborhoods - enforce keeping your home at least fairly decent looking
- Close the Palo Alto Airport, shut it down altogether -- doing so would improve health, environment, and climate dramatically. Did you know that people who live near airports have higher blood pressure? That's just one example. The airport serves a very limited number of people, most of whom don't even live in our City. The emissions are terrible. The noise is horrendous. Its impact on the Baylands' wildlife, visitors, and overall clean air and water is terrible. Also, because I don't know where else to comment about it: See Question 20 -- we have already replaced our hot water heater and our furnace with heat pumps, so the question has no logical answer for us except "Very unlikely". Someone needs to help with a lot of these surveys. This isn't the first one I've tried to respond to that doesn't allow for a logical response to some questions (the one about the airport expansion was extremely biased!).
- Close University Ave to traffic, or make it one lane/one way like Menlo Park did on Santa Cruz Ave.
- Combating anti-semitism, in the public schools in particular
- Commit to dramatically reducing car trips by greatly improving alternative modes, possibly reducing car trip convenience.
- Community building
- comprehensive plan for more affordable housing with plan to mitigate resulting increase in traffic
- Control the speeding on my street: Greer Road between Embarcadero and Channing. Family cars, construction vehicles of all kinds, delivery people from all companies, gardeners use it as a fast track side street from off or to Embarcadero. Never patrolled by law enforcement.
- Control traffic violations and cars running red lights and speeding through neighborhoods
- Convert more unused tennis courts to pickleball courts
- Convince CalTrans to maintain the roads adequately and provide bicycle safety solutions

- Council agenda items need rework on process: 1) City staff presentation on topics should show a balanced perspective, instead the residents' point of view is done by public comment versus the staff report (should show both sides) and 2) the Staff should be checking in with council instead of the consternation they put the residents/neighbors through when parameters from council could be defined in advance before getting everyone wound up e.g., PAO.
- cover every parking lot in the city with PV panels
- creat tree lined street center improve biking safety
- Create a "Quiet Zone" and significantly reduce train noise.
- Create better surveys. This one is totally biased. I have reasons for each answer. We have way too many services and employees for a city our size
- Create incentives for residents to install solar panels and sell back power to the grid.
- Crescent park and community center have too many break ins and property crime. My neighbor had their car stolen out of their driveway, my other next door neighbor has a video of someone trying to open car doors at 1:30am, and someone a few doors down was burgled. It weighs on my mind that crime could happen to me and while we've taken steps with flood lights and cameras, that isn't enough for some criminals. I'd like to see more proactive engagement from PAPD to address this issue and if they need more budget or drones or dogs or whatever to make a bigger presence and catch property crime, then so be it. We lived in San Francisco for 10 years and never in the city did we have so many people around us experience crime in such a short time (8 months).
- Curate more awareness and opportunities for willing residents to participate in the care of the city.
- Cut down on the frikin airplane noise!
- Deal with the crazy drivers in downtown. I don't know how but it is just plain dangerous!
- decrease airplane noise
- Dedicate more housing opportunities to affordable housing, preferably in a mix of housing.
- Define problems and take actions to resolve them more quickly
- Develop a plan for Cubberly to include, studios for artists, classrooms, exercise facilities, rooms for non- profits
- Develop and stick to a future vision rather than constantly spending time and money to ask for community input, and then ignoring it to do short-sighted piecemeal projects that add up to a mess.
- Discourage auto use.
- Disinvestment in automobile infrastructure in favor of other transportation options
- Do a better job of making University Avenue, California Avenue and Midtown nicer with better consumer oriented businesses. Los Alto and Menlo Park have done a much better job keeping the downtown areas looking beautiful, vibrant with fine businesses, a variety of food offerings and traditional hardware stores, clothing and furniture. Events are more interesting and grocery stores are accessible in those cities. Midtown is a mess and the plan for California Avenue is a disaster. There are maybe 2-3 places I visit on University..Letter Perfect , Cafe Venezia and Teatime. City events are rehashed versions of what has been happening forever. Try bringing back Palo Alto square theatre with indie films! Adult classes that are more interesting.
- Do not allow a single resident or family to purchase multiple adjoining properties and turn it into a personal compound that disrupts the quality of life of all surrounding neighbors.
- Do not expand airport. Do not take homes for train. Listen to XCAP recommendations re train. Keep Churchill open. No bike tunnel on seale.
- Do not expand the airport

- DO NOT EXPAND THE AIRPORT. PROTECT THE BAYLANDS.
- Do something with the traffic lights at the intersection of Embarcadero & El Camino
- don't expand the Palo Alto airport.
- Don't focus on climate change - nothing Palo Alto does makes any difference.
- Don't keep increasing the utilities rates. The more water one saves the more the rates go up. Same with all the other stuff.
- Don't make the city denser. There is huge pressure to do so, to infill everywhere, but It already feels uncomfortably crowded. And that makes life ever more difficult for the animals, taking up all there space. I know this is very non-PC, but more housing should be built in places that have more space, and more water. Palo Alto isn't abundant in those things. It's well-meant to want to build more and more housing, but Palo Alto doesn't have to do it just because it's a big applauded idea at the moment. Step back and look at the big picture. Where can the animals live, when the city is denser, and when it has more cars?
- Don't waste my tax dollars on senseless projects like dolphin painting and redesign of interaction on Louis which wasted tax dollar money and caused more confusion.
- Dont upzone single family neighborhoods
- Dramatically increase building of new housing and clean up El Camino so it is not an embarrassment.
- Educate people to stop at stop sign. Improve signage at stop signs!
- Eliminate fees for foothill park
- Eliminate the economic disparity that makes this place elitely unaffordable.
- Eliminating homeless encampments and reducing "smash and grab" crimes (e.g., stores like Apple)
- Enable public servants, eg police, teachers, dental techs to live here
- Encourage affordable Senior housing for retirees.
- Encourage more vibrancy in the downtowns
- Ending exclusionary zoning, more housing built, less car dependency, making the city more walkable by allowing small shops and stores in and near where people actually live, more and safer protected bike routes
- Enforce code violations promptly
- Enforce our existing laws and codes, seems like next to nothing is enforced in this city.
- Enforce the ban against gas blowers. The current enforcement is not effective.
- Enforce the traffic laws. Walking and riding a bike is dangerous. I have had near misses while walking and riding my bike. The police dept is a joke. My coworkers laugh about the police here . If you are white or Asian you don't get tickets. I don't think it's funny because I live here.
- Enforce traffic laws (running stop signs and speeding EVERYWHERE!
- Enforcement of speed limits
- ENFORCEMENT OF TRAFFIC LAWS. People run stop signs all day, every day, even by schools. Reckless speeding everywhere, especially residential areas. I witnessed a cyclist get hit by reckless driver in Palo Alto. A few days ago my dentist hygienist was shaken due to having to call 911 for a cyclist hit by a reckless driver (in Palo Alto) and pinned under it. With what I am seeing on the roads, unless significant enforcement starts now, I'm confident we'll eventually see bouquets and memorials on our streets where a person or child was killed by reckless driving. Cars going 40-50 mph down Meadow Dr. Yes it's that bad! I stopped going Downtown to University ave, it doesn't feel safe. California Ave is excellent however! PS: For question 20 I already did all four selections so "very likely" isn't accurate, because already done.

- Engage the economic divide and social divides that permeate the city and city govt. South Palo Alto and Midtown are the poor step children of the Palo Alto story.
- Engaging residents on every project decision/review done by the city.
- Enhanced oversight of the Buena Vista redevelopment.
- Ensure continuation of water supply from San Francisco/Hetch Hetchy. We feel strongly about this.
- Ensure fair concern and treatment toward different sections of the City, i.e downtown/North vs Midtown/South PA, etc.
- Equity in high school facilities.
- Establish quiet zones along the rail corridor
- Even safer bike lanes and policies for slower traffic and pedestrian safety
- Expand schedule for Palo Alto Link
- extensive system of protected bike lanes (physically separated from car traffic)
- Faster decisions and processes
- Faster home renovations approval.
- Fewer consultants and committees. We have paid staff who should be able to make decisions and study options for most issues.
- fewer consultants, use the expertise of the city staff
- Fight Prop 19 with Huntington Beach, et-al
- Find ways to encourage more retail and commercial activity in the downtown and California Ave. Right now there are a large number of vacant offices and stores in both areas, which make them less vibrant, offer fewer options for shopping and entertainment, and reduces tax revenues to the city.
- Find ways to reduce noise pollution from planes, trains, construction, etc.
- Finding a parking especially in the downtown area and some shopping centers can be challenging.
- Fix Pope Chaucer bridge
- Fix potholes on many streets especially el Camino.
- Fix sidewalk hazards, e.g. tree wells not covered by a grill, which are major tripping hazards.
- fix sidewalks and streets
- Fix the potholes and uneven sidewalks-it can be a hazard walking around town for a person with disabilities.
- Fix the railroad crossings, all of them.
- Fix the road at Forest and Ramona at CitiHall.
- Fix the roads and traffic. Decide on a plan for the train crossings. Either stop the transfers from the utilities to the general fund or treat it as a tax that it is. The current approach to raise utility rates masks the actual value of city owned utilities.
- Fix the terrible Caltrain intersections at Meadow Drive and Charleston. The behavior of these lights is unacceptable: they allow one car through when the train is on-coming, and then make no attempt to extend the light timing to catch up later when there aren't trains. I regularly curse the engineers who designed these intersections.
- Fix the timing of the traffic lights.

- Fix the timing on traffic lights so simple errands aren't eating all my time. And stop allowing constant tear downs and construction of houses in our neighborhoods. Several houses on one street is ridiculous. For the amount of taxes we pay there should absolutely be air conditioning in all classrooms. Our kids are breathing so much smoke during wildfire season. There are also way too many empty buildings downtown and on Cal Ave that should be used for retail. Why are they empty for years? We need more doctors that aren't Stanford affiliated. Terrible cell service around town.
- Fix the traffic and walk signals at train crossings to reduce traffic jams
- Fix traffic issues. By reducing lanes for "traffic calming" this has created more traffic, longer times to get anywhere, and more car pollution as a result. By adding more housing our traffic problem will become impossible.
- Fix up the downtown area with cleaner, nice streets and better stores and restaurants
- Focus on areas of city besides north PA.
- Focus on cars not bikes!
- Focus on diversity and ensure there are spaces for Black and Brown people
- Focus on essentials that only City can do-- street maintenance, broken sidewalks/tripping hazards, drainage, building permits faster, police patrols.
- Focus on maintaining residential ethos, not cramming in more housing and adding to traffic.
- Follow Zoning rules equally for every resident. Also make residents feel safe from home break-ins and other aggressions.
- For the police department enforce the law equal to all residents. Inforce the speed limits and have more police presence all around Palo Alto.
- For the police to be more responsive,
- From the road perspective, better maintenance for driving and bicycling and better traffic enforcement (specifically, stop sign and red light enforcement)
- Funding for public schools
- Funding more to police
- fyi: I'm disabled. You didn't have a category for that.
- Get all electricity through non-CO2 producing sources
- Get FAA and SFO to minimize noise from passenger jets overhead, especially during nights
- Get grade separation done at rail crossings
- Get important stuff done. The "Palo Alto Process" is a nightmare, resulting in major issues being unaddressed for years. For example, it is an embarrassment that we don't have a grade crossing solution at Churchill after how many years of fussing. As a lifelong resident, whenever I've had an issue (like playground equipment at Peers Park being condemned for safety reasons years ago), the city has been unable to find an actual solution in a timely fashion. Things get bogged down in a process practically designed to create inaction on real and practical issues. Instead, the council seems to focus on symbolic actions. A major issue right now is that turning California Avenue into a real walking street is long overdue. It is great that the council closed it, but why is it taking so long to take the next step? The public process so far has been a major waste of time -- really we needed to all vote on the look & style? The real issues in my view are things like traffic flow around the closed street, vacant buildings, etc. The city keeps asking versions of the same questions and not getting on with the important work.
- Get new businesses into the vacant downtown units.
- Get people to slow down their driving.
- Get rid of CivicRec; provide the JMZ with more staffing

- Get rid of parking on bike lanes and enforce these parking rules. Provide more public transportation
- Get rid of residential parking program in Crescent Park
- Get rid of the airplane noise!
- Get rid of the homeless people downtown and reduce theft
- Get rid of the RV's on our streets which are both an eyesore, health/safety hazards and NOT ACCEPTABLE HOUSING! Close the PA Airport down so we can enjoy the Baylands.
- Get the roads resurfaced/repaired
- Getting the police force back to full capacity. Adding officers so they can patrol again. Traffic crimes have almost injured me and my children to bike to school multiple times a month. Police need to be able to keep us safe from crime and commuters most of all.
- greatly increase enforcement of traffic speeds - rarely does one see police enforcing traffic speeds and laws
- Have City Council Members who listen to residents and vote for the direction of residents rather than voting for their own interests. It is disturbing....
- Have events/activities for young adults. Similar to events for teens, but make it for young adults who have returned to live at home and/or those who work at companies in Palo Alto
- Have more recording cameras.
- Have ride share or bus shuttle in my neighborhood
- Having participated in a city-program in the past, I feel that our neighborhood is ignored when it comes to transportation safety. We also get 8Mbps as DSL as our only non-cable option...NOT FAST internet. It would also be nice if the city was proactive and didn't rely on residents reporting hazardous issues like cracked sidewalks.
- Help us with our psychotic neighbor
- Higher first tier electric rates in winter for those who do not use natural gas.
- Humanly find ways to get the unhoused and those dealing with mental and or drug issues off the sidewalks and out of the bushes.
- I know it's in the works and has been planned for a while, so there's nothing to do now, but by god, resurface El Camino already! No need to preserve the travelling experience from the 1700s (I joke, but really, folks, really...) Improve sidewalks for wheelchair users.
- I really like Palo Alto, but it's SO expensive. Also, people speed in my neighborhood and there's no enforcement.
- I want us to make it easier to add housing in our community. Yes, this will add density and decrease privacy, but I would like to live in a community that is less skewed towards wealth; one that is more economically diverse as well as racially and ethnically diverse.
- I wish there was no gas. It's polluting and dangerous. Thank you for moving towards that goal.
- I would be so much happier with less jet noise. The City needs to address noise because it is a HUGE quality of life and health issue. During Covid, everyone noticed and was happier with less jet noise and cleaner air. The City needs to be more proactive with noise and air quality measurements, and invest in more advocacy to reduce noise .

- I would like to see the city leadership show greater concern with the issue of global change, particularly global warming and sea-level rise. As large and broad as this issue is, the city can become a model for green energy use and long-term planning for sea-level rise, partnering with county, state, and federal agencies and projects to reduce greenhouse gasses, both proactively and through conservation. This issue is the 900-pound gorilla "in the room" that nobody in either of the two major political parties wants to talk about or deal with. But deal with it we'll have to, sooner or later, and the sooner we do, the more tractable these problems are going to be. With regard to sea-level rise as a consequence of global warming, we will not be able to deal with this problem just within the limits of the city alone, but will have to join a cooperative effort that includes all the Bay shoreline communities. These efforts will require thoughtful assessments of the long-term impacts of sea-level rise, and the necessary solutions to a variety of contingencies, including protection, mitigation, and relocation.
- I would love it if my children and relatives could afford to live here. Cost of housing prevents that. As a result, we live in a rich bubble, to the detriment of enriching the city culturally and otherwise.
- I would love University Ave to be pedestrian-only!
- I would put train underground and I would allow branded stores onto university avenue. (i have heard there is a rule about what type of retail can open on University.
- I'd like to see answers given to simple questions asked of staff (and Council) by citizens at City Council meetings. AND - more 'equity' between N and S Palo Alto. e.g. new/high density/low income housing in NPA; more investment in amenities/infrastructure in SPA.
- If the city got back to providing improved basic services and stopped virtue signalling and hiring useless consultants like the retail consultants who never even visited here. Cut utility rates.
- If there was a way to make Palo Alto a "quiet car" city, that would make me happier. We live near the on ramps to 101, and there are too many cars with souped up engines/exhaust that are so loud and disturbing.
- Improve affordability of homes (and reduce number of foreign bought empty homes
- Improve City Manager's performance.
- Improve cubberley facilities as community center even small changes. For example increase lighting on driveways and parking lots.
- Improve downtown and California Ave. Support small local businesses. The bike lane on El Camino was a slap in the face to all of the local merchants. I also think the City/State needs to adjust the housing criteria. PA is not growing like it's been predicted. We do not need all of the housing that is being proposed.
- Improve free transit between downtown and midtown
- Improve quality/vibrancy/variety of University Ave. downtown - more entertainment/events, retail, safety and less offices, banks, vacant stores.
- Improve retain on University and California Ave to make those streets really attractive like in Carmel
- Improve safety for students walking & biking to school
- improve safety. resolve the flood issue.
- Improve the "Palo Alto Process" to be faster and more efficient. Permitting and construction decisions are a great impediment to making personal and city-wide improvements. Shift away from paying retired City employees medical insurance; provide payroll funds for the employee to purchase and invest. (I didn't get it in my local employment and find the escalating health care costs to be bankrupting the City)

- Improve the parking situation at Bixbee Park (e.g., paint parking lines on the existing lot and expand the lot or permit parking along the road leading up to the park). Reduce flight noise. Simplify the building permit process.
- improve traffic (traffic lights esp. El CamXEmbaradero and Churchill X Alma), and lower utility bill.
- Improve traffic backups at major intersections
- Improve traffic flow and road repair
- Improve traffic signal timings on east Bayshore at Laura lane and embarcadero to make getting in and out of east palo alto easier.
- Improve traffic/congestion at Town and Country / Paly area of Embarcadero
- Improve turn around time for lot line changes and building permit approvals.
- Improved bicycle infrastructure.
- Incentivize construction of higher density housing
- Increase density of housing
- Increase of affordable housing options, Increase height limits
- Increase opportunities for responsible development to create more housing and reduce the cost of living
- Increase PAPD budget to include more police officers for traffic enforcement. Speeding and running red lights are serious problems.
- Increase pedestrian and bike safety on El Camino and Embarcadero crosswalks, especially during school days
- Increase police presence and response substantially. Enforce all laws effectively. Pursue criminals and persecute to the fullest extent of the law. Zero tolerance for any assaults, hate crime, catalytic converter theft, property crime, etc.
- Increase police sensitivity to minority and mental health issues
- Increase the education standards at PAUSD. We are heart of Silicon Valley and need to be the change rather than follow state/federal induced lower standard of education. Allocation of more funds towards K-12 education!
- Increase the number of pickleball courts, preferably at Mitchell Park
- Increase the number of Twilight Concerts. The program has become almost nonexistent. The concerts were a great opportunity to get community together with people of all ages in many of the local parks. Other local towns have extensive programs. Meanwhile our city wastes \$300k on a temporary art project. And the city is funding the 3rdThursday program to the exclusive benefit of businesses, not residents.
- Increase the quantity and frequency of bus routes.
- Increase traffic enforcement
- Install fiber on Palo Alto Avenue in Downtown North
- Install fiber to the home so that we can cancel Comcast internet. Fix pot holes faster
- Interactive 2-way government-community communication and government solicitation of "broad meaningful" community input for overall, and specific, program priorities
- Invest in Community Neighborhood Garden Spaces
- Invest in schools that don't deteriorate children mental health (PAMC is a good example for a step in the right direction), don't let PAUSD set a bar that pushes students outside the school district. Stop making it impossible to remodel residents homes. Living in Palo Alto feels like living in a supposedly high quality environment yet being treated badly by the city you pay a ridiculous amount of money of taxes.

- It has been 3-4 years since regular cleaning of the Matadero Creek. Please prioritize creek channel maintenance.
- It is imperative that the City take an aggressive and proactive approach to reducing the incessant airplane noise from SFO flights. The planes are audible continuously and neither the noise nor particulate pollution is acceptable. The current FAA plan is nonsensical when reasonable alternatives (such as flying over the Bay) are easily within reach, and places a severe and almost exclusive burden on Palo Alto versus surrounding areas.
- It should be much easier to build new multi-family housing units
- It would encourage more middle-class values, as it once did, and be less elitist.
- It's just really expensive to live / retire here, but I'm not sure what to do about it.
- Keep sidewalks clear of cars and vegetation; improve traffic enforcement
- Keeping kid safe.
- Less airplane noise!!!
- Less construction (noise, dust, pollution)
- Less expensive utilities maintenance of
- Less focus on green house and diversity. More focus on the actual quality of life in the area bordering the 101. We have constant noise, smell, and air pulsation. Yet we don't have a sound wall to protect us. This is really basic. I asked for it many times, in email,s, community meetings and I've being ignored. also allowing RV to camp on Fabian make our neghibrhood feel like the rundown part of the city. Will you allows RV parking next to city hall instead? Will you allow RV to park in old Palo Alto? Will you rotate the area where RV can camp? How is that decision was made and can it be changed?
- Less high density building. Causes more traffic. We are on a peninsula. There is less land. And housing is less affordable. The whole character of PA is changing and not for the better.
- Less high density housingSafer bike routes
- Less onerous regulation within private property, e.g., protected tree requirements
- Less traffic
- let commercial landlords rent to people.... there is so much vacancy and the city makes it impossible for landlords to get tenants
- Lower cost recreation, remember that it takes a CAR to get to the Open Space. Profide easy way to report excess garbage starting to accumulate at a recently vacated business (eg Honey BAKed Ham) - can't even figure out waht department!! eg Police, Code enforcement, other. I gave up.
- Lower property prices
- lower property taxes, lower utility prices, overall cost of living may drive me away eventually
- Lower property taxes!
- Lower taxes and stay out of my business. Focus on economic viability. Decrease crime and homeless population on the streets. Get rid of vans parked on El Camino. Stop the senseless climate nonsense - just move the problem to China and send the Palo Alto residents the bill. And fix the streets and sidewalks - going on six or seventh tire/rim!
- Lower taxes and utilities costs; less FYEs
- Lower the cost of services. Palo Alto spends much more than other Bay Area cities on a per capita basis, and much of this spending is due to administrative bloat and feel-good issues such as combating global warming.
- Lower utilities cost
- Lower utility rates
- Maintain R1 zoning as is

- Maintain roads and improve traffic signaling. Finish crossings for Charleston and Meadow.
- maintain single family home zoning. No ADUs
- Make all our parks dog friendly. Recently, dogs off-leash have been restricted in the city which forces us to take our dogs to the very few and dusty dog parks where some dogs are aggressive. We need grassy areas cordoned off for pets to run freely and interact with other dogs. Every city park should be off-leash dog friendly.
- Make bathrooms available at all the public parks!
- Make California Avenue permanently pedestrian-only and make it a shopping/dining hub.
- Make Channing Ave safer for pedestrians and cyclists.
- make city government and bureaucracy understand that the needs of long-time residents are as important as the needs of future residents.
- Make cycling/public transit better
- Make ECR safe for bikes
- Make electric service more reliable
- Make it affordable for regular people beyond the very few "affordable or low income" units at new complexes.
- Make it easier and faster for reasonable multi-family housing developments to be approved and built - where at least some of the units are affordable to those with relatively modest incomes.
- Make it easier for businesses to operate so they want to stay here!
- Make it easier for much needed affordable housing to be built. Remove existing barriers that make it difficult for projects to be completed in a reasonable time. Provide more funding for affordable housing.
- Make it easier to add housing to expand the options for all economic levels
- Make it easier to walk at night. When I was a kid (1960s), our streets were bright and safe at night. Now they're too dark to walk without a super-bright flashlight. My dog loved our late-night walks. Now I can't even see the sidewalk, and trip over curbs. So I don't. Also, the city council needs to stop wasting money on artsy-craftsy nonsense. Why should I pay for stuff that benefits no one?
- Make it more walkable and bikeable, preferably without the current method of increasing complexity and pavement! People don't meet people in cars.
- Make it safer and less noisy.
- Make it safer to bike around the city.
- Make it safer to walk by enforcing bicycle rules of the road.
- Make more efficient progress on city projects and revitalization for the masses.
- Make Palo Alto beautiful (better architecture, open space, fewer cars, walkable/bikeable city, etc)
- Make the airport LARGER
- Make the city manager more accountable to the city council.
- Make the city more beautiful and a destination with a variety of high quality establishments like RH
- make the remodeling process less daunting and unfair
- Make University a pedestrian mall
- Making new buildings , new homes and downtowns attractive.
- Making Palo Alto a quieter place to live. The sound of planes screeching as they break really decreased my quality of life.

- Massive amounts of new housing across the economic spectrum and across the city - I want to see density and affordability and am tired of seeing the City Council again and again get in the way of this inevitability.
- massively expanded (more routes, more stops, nights and weekends) public transit
- Matadero creek weeds should be cleaned up and maintained regularly just like before Pandemic! Now the weeds are so tall and dirty all the time. We no longer get to enjoy the beautiful views of ducks and birds resting on the creek water. Not to mention my worry that it may flood during rain season. Please send workers to clean up the creek now.
- Metrics! Reduction in city costs – \$1.2 Billion for 2025. Ridiculous.
- minimize the crime
- More "fun" citywide events, like how Los Altos does first Fridays and beer crawls. Health fairs downtown just don't do the same thing.
- More accessible tennis courts - very difficult to get open courts here. MV and Sunnyvale have tennis centers that charge for courts for non residents - we should too.
- More affordable areas for youth to hang out
- More affordable housing
- More affordable housing
- More affordable housing
- More affordable housing
- More affordable housing (condos and apartments in appropriate locations)
- More affordable housing BUILT NOW
- More affordable housing options
- More affordable housing, lower property taxes
- More attention to safer walking/bike infrastructure.
- More bathrooms in parks
- More bike lanes and infrastructure
- More car-free infrastructure! More multi-family/mixed use zoning! Put a set of apartments above every business on University. Sidewalks wide enough for two people to pass shoulder-to-shoulder!
- More city sponsored events to boost engagement with downtown.
- More classes for kids so they don't fill up so fast!
- More creative options for affordable communal and noncommunal housing that uses existing buildings rather than new construction offering everyone the right to own at least a fractional interest of where they live. I would have preferred any housing near the Bay happen at the Palo Alto Airport rather than at the end of San Antonio Rd.
- More diversity and welcoming diversity
- More diversity from African American community
- More diversity on City Council, and Committees
- More dog parks!
- More dog parksschool
- More economic growth, more shopping, eating, and entertainment - be the next best thing to SF
- More family and adult entertainment options.
- More focus on residents by parks and rec
- more housing - both affordable and market rate - Palo Alto is woefully behind in supporting housing infrastructure.
- More housing and more affordable housing! It's just ridiculous!

- More housing available, rent control, and allow people to have pets in rentals. It is very limiting as a family of 5 to find housing for us. We enjoy living in Palo Alto but it's very challenging to find housing.
- MORE HOUSING FOR MORE INCOME DIVERSE PEOPLE
- More housing of all types
- More housing options
- More incentives for solar power, power walls, electric vehicles, and in particular tankless water heating systems that don't take up too much space in small houses, unlike heat pumps.
- More inclusion for autistic friendly camps, parks and activities
- More Link cars.
- More opportunities to interact with community members in fun meaningful ways
- More opportunities to see art and theater that is walkable from Cal Ave.
- More organized activities for teens and seniors
- More parks for diverse group of people. The city focuses only on parents but there's growing number of households that don't have kids and don't plan to have them. We need to provide entertainment places for elderly, pets, and adults. There are no good parks for dogs with grass and no mulch or sand which are disgusting.
- More patrol cars for traffic and crime prevention
- More pickleball courts
- More pickleball courts
- more pickleball courts - courts are so full that it is hard for residents to play.
- more police, more police patrols and better traffic enforcement
- More public transportation with more routes and more frequent time table.
- more Senior services
- More shade along more streets
- More small neighborhood grocery stores so I can limit my driving.
- More traffic enforcement
- More transparency and more support to individuals instead of special interests
- More trees and birds
- More vibrant downtown with kid friendly activities and snacks
- More welcoming to younger, less affluent individuals. Support less car centric design, higher density near walkable areas, and public transportation. Make bike lanes protected and available across the city.
- Move El Camino underground so that we can have pedestrian-only public spaces. Have protected bike lanes like what Amsterdam has – not just a lane that is painted a different color. Have better architecture so that it's fun to walk around
- My house is already all electric. The city can refocus on walkable neighborhoods - making sure amenities are within walking distance of homes. Refurbish Cubberley that is such an eyesore. Actively encourage workforce housing for missing middle. Also, repair of sidewalks!
- My very local concern is the amount overhead electric lines on my lot as well as in the neighborhood. I see no effort to underground making the city look like a village from the 1950s.
- Neighborhood preservation, no high density projects
- neighborhood streets seem to be constantly in a state of disrepair and never gets to a state of being "fixed". Beyond this, it would be fantastic to see a utilities undergrounding effort taken - eliminating all the poles and wires from neighborhoods would be transformative in terms of beauty and desirability, not to mention lower fire risks.
- Never taking away our natural gas hook up

- No eminent domain -taking families property and/or homes- related to train and focus some attention on people who rely on cars for daily transport- enough with emphasis on bikes!!!!
- No eminent domain for the train and Consider aging population who don't ride bikes and stop taking parking spaces
- No homeless or rv parking on the streets
- Noise and pollution caused by air traffic is VERY IMPORTANT, as is eliminating the continued use of gas leaf blowers. Palo Alto needs to do more about SFO planes that fly too low and too frequently over our area. There are days when I can't have a conversation while sitting in my yard, or have to turn up the volume on my TV to compensate for the noise.
- None
- Not allow houses to be overbuilt and too high for their neighborhood. We have a monstrous house next door that has taken all privacy away from our back yard. I would also like a say on allowing a childcare center next door. We have one and the noise is outrageous.
- Not allowing enormous houses to be built that hardly leave any land to spare
- Not overbuild--there is already too much traffic and too many large buildings
- Not waste residents time asking our opinion and then ignoring it, e.g., North Ventura planning process. Residents wasted thousands of collective hours on this.
- Nothing comes to mind
- Nothing. AOK
- Offer fiber to my residence.
- Offer less expensive recreation classes (such as intro to pickle ball)
- Open Baylands to legal hunting, establish a gun and archery range, focus on fishing/hunting opportunities.
- Open city hall for drop in business from residents
- Open City Hall to the public!
- Options for a economically wide range of residents - yes there are city services, but so few most people don't bother to even look into them after trying at first. Go to a rec class- all full immediately and no services are scheduled for the access of working people- no transport or after care, neighborhood library and city services accessible hours are not available after work, etc. Even calling the city services or police- service is not accessible and Never answer the phone! Try obtaining child care or finding family friendly restaurant- non existent. Tell visitors about our great zoo or foothills- well you can't get in at the entrance. Go to the neighboring city and the library is Packed with free events and services and extended hours. For middle class residents and visitors we are not welcoming. The services provided for this population feels like they are put out to 'check a box' we did have a cultural event, we did provided a low-income option- but does not actually try to address the need nor the population- looks good on a website. This is a lovely place We wish could be experienced by all.
- own a house
- Parking somewhat difficult around parks on weekends due to park sports reservations. City should create more parking so residents don't struggle to find parking, all weekend long.
- People with their dogs races you used to have them
- Permit more high density housing.
- Physical safety - no crime please
- Plant milkweed at the Baylands for Monarch habitat
- Plant more native trees and other plantings
- Plant more trees and native plants
- Plant the tree in my front yard that they removed over two years ago

- Please add "Look both ways" signage at every ramp from Oregon Expwy where they enter Alma. Drivers only look left and it is VERY hazardous for pedestrians and bicyclists. An ongoing, daily issue! And cheap and easy to fix.
- Please do not take people's homes away for the ridiculous Caltrain project. People who have lived here for decades will be forced to leave Palo Alto, their friends and the benefits of living here
- PLEASE get rid of huge "Builder remedy" buildings. Also, do everything possible to reduce airplane noise.
- Power wash University and California Aves weekly. The weekly farmer's market mixed with the urine smell on Ca Ave is horrible.
- Preserve and take care of natural open spaces. Stop intensive zoning.
- Preserve parks and green space, don't build up in areas with sfh
- prioritize walkers over bikers
- promote diversity and inclusion
- Protect bike lanes during construction
- Protect the Baylands and golf course by not expanding Palo Alto Airport
- Provide affordable housing so workers don't have to drive 100 miles
- Provide incentives and programs for residential electrification
- provide more affordable housing
- Provide more affordable housing
- Provide more affordable housing
- Provide more street parking permits for residents.
- Provide quality transportation for getting around town at a reasonable price.
- Provide reduced electric rates or at least tier allowances for fully electric homes. I already did all of the things mentioned in Q20.
- Provide school busses again. Too many high school kids driving to school. Too much traffic getting in and out of Palo Alto.
- Provide some free park based community events eg group tai chi, group yoga, group art lessons
- Public transportation. School Bus
- Push back against state housing/zoning regulation.
- Put in safe crosswalks and protected bike lanes. Improve pedestrian (and bicyclist) safety, and prioritize pedestrian (and bicyclist) access and convenience. Stop designing streets and traffic lights for cars instead of pedestrians.
- Put sunshades over playgrounds
- Put the train tracks into a city long tunnel. we have been talking about this for more than 10 years and it could already have been done by now costing LESS than the sum of these grade separation projects at Churchill, East meadow and San Antonio - which will cost MORE now because of inflation, etc. the longer you wait (the typical approach of city council which never wants to make a decision but rather push the can down the road) the more costly it will be.
- Put the train underground
- Putting in place protected bike lanes on the major routes to the school and busier road that have bike lanes.
- Quiet zone for Caltrain on Palo Alto Avenue
- Quit transferring money from the utilities account to the general fund. Because of this, the city needs to keep raising utility rates. Also do not give any more raises to city of Palo Alto workers with the exception of Police and Fire Departments.
- Rebuild Cubberley Community Center

- Receiving meaningful feedback to questions asked to City staff and City Council
- Recruiting and supporting independent small businesses that will bring people together in walkable public spaces; this is how to create community. I want to be able to walk to a public area where my neighbors and friends are likely to be shopping and eating (affordably) on the weekends. Where is my walkable, local, "square"?
- Redevelop California Avenue
- Reduce 'light pollution' at night!! I can't see stars at night due to businesses NOT having the right types of outdoor lighting fixtures that comply with City/County/State lighting codes to block lighting "glare" and "trespass" into neighboring properties and the night sky. Have a city-wide 'campaign' for a full year that educates and encourages businesses to upgrade their outside attached light fixtures to be 'capped' / 'covered' with opaque tops and/or 'screens' that block these flood lights from shooting up into the windows of residential apartments.
- Reduce air traffic noise
- Reduce air traffic noise. It seems to be getting worse.
- Reduce Aircraft Noise
- Reduce aircraft noise please! This excessive noise really has a negative effect on the quality of life here when we have such great opportunities to be outdoors much of the year. It even makes me consider moving. No airport expansion in Palo Alto, and work with officials to get the flight paths for SFO and SJC further away from populated areas again.
- Reduce airplane noise
- Reduce Airplane Noise and Limit locations of Cell Towers near homes
- Reduce airplane noise over my house
- reduce airplane noise. Ensure that new housing developments include walkable access to parks and services like groceries and schools. Don't just build housing ... make infrastructure for communities
- Reduce airplane noise. Reduce risk of flooding on SF Creek - build the storm drain on Hamilton and replace Newell Road and Chaucer Street Bridges.
- Reduce barriers for retail/restaurants to set up in Downtown & Cal Ave. Look at what Redwood City is doing right.
- Reduce chances of flooding in our area from San Francisquito Creek
- Reduce city rules that make things more complicated
- Reduce cut-through traffic on our purely residential street
- Reduce jet noise
- Reduce Middlefield Road to two lanes in Midtown from Oregon Expressway to Loma Verde and put in proper bike lanes and more trees. Midtown is my local shopping district and I would love to spend more time patronizing the businesses there but I find it difficult and unpleasant to access on foot or bike (my primary mode of transportation around Palo Alto). Same for accessing Safeway and the Winter Lodge. Middlefield has bike lanes south of Loma Verde and North of Oregon and also reduces to two lanes north of Oregon. Why can't the two lane section be extended South of Oregon? Those of us in South Palo Alto also deserve pleasant tree lined streets with reduced traffic. Lots of kids from Greene and JLS also congregate by bike in Midtown in the afternoons, and are forced to dangerously ride on the sidewalks and through the parking lots. We should be encouraging folks to patronize their local establishments by making them safe and pleasant to access. Midtown could be a lovely place to spend an afternoon if bikes and pedestrians were prioritized, much as they are in Downtown and Cal Ave but instead we are stuck navigating the ugliest, most dangerous few blocks of Middlefield Rd.
- Reduce noise - including air traffic (NextGen) and train horns (quiet zone implementation)

- Reduce noise from train and airplanes
- Reduce noise! Shut down the Palo Alto airport or at least limit its use, reduce SFO, SKO, and OAK noise. Crack down on gas powered leaf blowers.
- reduce obstacles to building housing, especially affordable housing
- Reduce overall cost of living. In answering questions above, the services are overall very good - but the cost of living here (inclusive of property taxes, garbage collection, utilities) is extremely high compared to other places I have lived, with the level of services being about the same.
- reduce tax
- Reduce the air traffic noise.
- Reduce the bureaucracy and red-tape associated with buildings and getting projects done
- Reduce the crazy overregulation of everything. And encouragement for neighbor to rat out, neighbor on things that are trivial, or should just be dealt with on a neighbor neighbor basis
- Reduce the flooding possibility at Pope Chaucer Bridge
- Reduce the number of city employees by 30%, with the reductions all from management positions, to free up money for infrastructure and services of direct benefit to residents, and thwart the inevitable future bankruptcy of an increasing number of city retirees on large pensions with defined benefits. The quality of service would increase with task-level employees facing fewer meetings and more empowered to do their excellent work.
- Reduce the number of ultra-wealthy foreigners who buy homes here, drive up the cost of real estate, and make it impossible for even families with seven-figure incomes who are American-born US citizens to buy homes here
- Reduce the population of unhoused members of our community.
- Reduce traffic on Middlefield from San Antonio northward.
- Reduce vehicle traffic
- Reduced bureaucracy in building process
- Reducing noise and traffic - cars and planes. Getting rid of zillionaires like Zuckerberg who are ruining the neighborhood.
- Reducing traffic congestion and train crossing wait time near Paly
- Reduction in airplane noise both from Palo Alto airport and sfo
- Remodel Cubberley to a useful, modern multi-use space
- Remove all the foreign elderly from senior and adult low income housing so homeless Veterans have housing near the VA Hospital. We are too generous to foreign elderly when they contribute little. Housing should be owned by American citizens only.
- Remove all the parklets and car-free zones in our shopping districts that sprung up during Covid. They aren't necessary any longer and they make going to these districts a hassle for a lot of people, which means people don't shop there as much. The city council seems to just assume that they are good for our shopping districts. I'm not sure why that is--while it is the case that you see a lot of people eating meals in them, if you look inside the adjoining restaurants, they are mostly empty, which means that the extra capacity provided by the parklets is not necessary and is reducing possible parking. Also, why do we have so many rug galleries in downtown palo alto? That seems like a poor use of prime real estate since people don't shop for rugs very often...
- Remove fee for resident parking passes
- Remove the traffic control center from the five corners (Hamilton, Lincoln, Center, East Crescent Streets)
- Removing red tape and making the gov't more responsive to citizens. Also, district elections for city council and school board.

- Rent control
- Rent control!
- Repair pavement (and force third-party contractors like fiber installers to repair the damage they leave behind)
- Repair the Chaucer Street bridge to make the San Francisquito watershed less susceptible to overflow/flooding.
- Replace City Council Members who do not vote in reflection of the residents and instead vote for their own interests to include do not take away -via eminent domain - families homes or land for the train - the train which has reduced ridership. Should be criminal - the lawsuits will cost the City millions...
- Replace our City Manager
- Replace Pat Burt and Greer Stone on the City Council. Have the current City Council Members listen to the PA residents concerns re the expansion of the airport (do NOT do it); and do not take people's homes and/or land via eminent domain re the train plans which is NOT what XCAP recommended.
- require better building restrictions for ADUs so they do NOT impinge on neighbors' privacy, setbacks and daylight plane. Consider the added burden of utilities, schools, parking, etc. REQUIRE THAT ADUs ARE ACTUALLY USED FOR HOUSING, NOT OFFICES OR OTHER NON-RESIDENTIAL USES. ALSO VERY IMPORTANT. CONTINUE TO FIGHT THE FLYOVER OF COMMERCIAL JET TRAFFIC. AFTER LIVING HERE FOR 50 YEARS, THE AIR TRAFFIC HAS GONE FROM OCCASIONAL TO FLYOVERS THAT CAN OCCUR EVERY 5 MINUTES FOR HALF A DAY.
- Require every new or rehabbed multi-family building to include 30% units far below market rate (like \$1200/month for a 1 bedroom)
- Respectable and quick response during construction. Permit generation and inspectors aren't the friendliest.
- Restoring the number of middle-income, single-family homes by (the City) purchasing large lots and leasing mid-sized, affordable homes to residents.
- Rethink housing re parking needs and neighborhood resources/availability.
- Return University Ave to a pedestrianized street
- Revitalize our downtowns (University Ave and California Ave.) areas to feel more updated, modern w/pedestrian only streets, more areas to hang out in park like settings with cafes/ music and social gathering opportunities. Include more nice outdoor restaurant spaces that are more permanent and aren't just bordered by sidewalks and cars. Create more of a vibrant , youthful, interesting downtown for residents to want to come and socialize. And that isn't just filled up with expensive restaurants and bars, etc.
- Revitalize the University Ave. business district.
- Revitalize University Ave retail scene

- Revive downtown. I grew up in Palo Alto and after living in SF for 20 years, moved back to raise my kids here now. The schools seem great but I have never seen downtown so depressed, so many empty storefronts. Palo Alto used to be cool in the 1990s and now it's completely lame. No cool bars, no nightlife, no music. Also, with young kids, there's nothing for kids to do except play at playgrounds, but what happens when they outgrow those? Palo Alto kid's community classes fill up in minutes due to limited spots. There are no toy stores anywhere in Palo Alto now. No music venues, no gathering places for kids. No fun community events. High priced rents have forced creativity out of Palo Alto. It's depressing to walk down University Ave. Also, as a young girl, I could ride my bike everywhere. There's so much traffic now, and everyone drives so fast and doesn't stop at stop signs, I'm frightened for my children walking or riding bikes in Palo Alto. There MUST be more control of cars speeding and not paying attention to road signs. Place cameras on every main road for automatic ticketing. The city must do something to revive and protect our community. Take a look at what San Carlos has downtown and you'll see what Palo Alto can be. We pay so much in property taxes, and the general feeling from residents is "for what?". Where is all that money going, Palo Alto?
- Safe parking for bikes. If I knew that my bike would not be stolen, I would bike around the city more instead of driving.
- Safer bike routes and slowing down cars
- Safer streets for all users -- reducing speeds and adding safety engineering to reduce risk for all users like European countries have been doing for years. Wider and faster is NOT better!
- Safety - it can become a major issue quickly. Invest more in our police officers and technology.
- Safety for bikers
- School bus route
- See an occasional police car cruise through the neighborhood
- Sensible people-friendly development, not densification, to retain town or village feel vs urbanization
- Significantly prune city owned trees that were planted when not enough was known about their suitability.. And don't expand the airport!
- Simplify the approval of permits and decrease the cost of bureaucracy in city hall
- Slower growth, less office development, better paved roads
- Solve the San Francisquito Creek flooding issue before the next disaster
- Speed and traffic light enforcement on Embarcadero Rd
- Speed control (traffic enforcement) on Embarcadero between 101 and Middlefield.
- Speed up converting utility lines underground. Decades for small areas is ridiculous.
- Speed up the replacement of Pope Chaucer and Newell Road Bridges
- Spend more energy on using non-internet communications with residents. Not everyone is computer savvy. Especial the seniors.
- Sponsor monthly events to train people to switch from driving to biking (commuting, dropping off and picking up school kids)
- Spruce up the downtown and Cal Ave to make it more inviting, provide more retail and restaurants on ground level, close University Ave and Cal Ave and give them a very nice pedestrian makeover. Asphalt is not a friendly, attractive or inviting look! Clean University Avenue and Cal Ave regularly, it always looks like a mess now. If you need ideas, go to Burlingame, Walnut Creek, Mountain View, Santana Row (and many other Bay Area Cities) and take a look what they have done.

- Start cleaning up the entire city - trash, cracked sidewalks, homeless encampments are everywhere. The city no longer looks attractive for visiting. You cannot rely on the city's previous "prestige"
- Start enforcing some of the traffic laws (Speeding, running lights and stop signs, overall aggressive driving. Its crazy how bad it is now. no excuses for not enforcing laws that are still in effect. YOU FAILED THIS
- Stop airplane noise!!!
- Stop arguing and finally decide on train crossings. Traffic on Charleston and Meadow is becoming unbearable at certain times of the day. At times I struggle to get out of my neighborhood.
- Stop being hostile to residents.
- Stop being manipulated by developers
- Stop building more housing until the infrastructure & roads are able to handle more people.
- Stop building structures in the ugly cold modern style. It doesn't fit with the existing historical architecture of our town. That includes commercial and residential.
- Stop building unaffordable big buildings
- Stop catering only to the wealthy residents. And it sucks after fifty years of feeling very safe not to feel safe here at all anymore.
- stop charging me for gas. I've been paying for it on my utility bill since 2009, though I've never used gas
- Stop closing streets for bikes. NO ONE BIKES except kids. I walk or bike every where. Not one person I know understand it or would do it. You are completely out of touch with the real residents and only listen to the special interest groups
- Stop enabling developers to build massive residential buildings. Slow down all growth, both housing and commercial.
- Stop funneling utilizes charges to the general fund.
- Stop overbuilding
- Stop overbuilding.
- Stop planning residents' social lives.
- stop putting money and effort into bike causes and consider more the many people who rely on cars as daily transportation
- Stop raising utilities rates, especially water
- Stop raising utility prices!
- stop speeders and stop planes from flying directly over the city
- Stop speeding! Cars routinely do 50 on Middlefield and 60 on Embarcadero! And stop cutting off streets from cars. Traffic on my residential arterial has tripled since I moved here.
- Stop spending so much money on consultants
- Stop subsidizing city government with funds from Utilities
- Stop the inefficient on-going effort to block Castilleja construction. The school has complied with request and put forth a reasonable plan and it feels like the PA City Council remains held hostage by a small but vocal group of neighbors. Doesn't the City Council have more important matters to spend their time on? 10 years has been too long! This is just one tangible example of how PA growth has been despite its civic leadership. Hard decisions need to be made and no decision for change will ever be unanimous; it feels like we need some stronger clearer leadership that does not take for granted that change and growth need to happen to ensure that Palo Alto remains as vibrant as it has been in the past.

- Stop the madness - do NOT take peoples homes or land for the train issue. No need to destroy Charleston etc for the train. Reduce the 'approved' train plans as the citizens did NOT want nor approve such after many, many meetings. Get rid of current City Council members who are NOT transparent with citizens. Stop Airport expansion. Protect way of life. Stop cramming so many people into the area and changing our homes so we do not feel safe at night anymore. Hire more police to support our excellent police force. Stop allowing mega size homes to be built and crammed on smaller lots. Get rid of current City Manager who won't even take calls or respond to messages - sad. Keep certain bathrooms in all places including schools to be separated by declared gender - if you want to add non-gendered bathrooms > ok. But not all bathrooms should be open to all. Stop trying to be so 'woke' at the expense of young ladies who will 'hold it' until they get home/safe which will can lead to infections.
- Stop trying to be the beacon to the world and making it costly for the residents
- Stop trying to forbid gas usage and instead allow people to reduce GHG in multiple ways through individual choice based on their individual situations
- Stop virtue signalling and provide cost-effective services, get rid of the idiot costly "retail" consultants that destroy businesses and LISTEN to the residents. Get
- Stop wasting so much tax money on projects that provide little or no benefit for Palo Alto citizens (e.g., Ross Street bike boulevard).
- Streamline permitting process. And stop trying to unreasonably control what people do on their own property
- Stronger focus on public safety/crime reduction
- stronger resistance to state control of zoning and building.
- Succeed at getting rid of incessant noise from planes landing at SFO
- support a more thriving retail, office, and restaurant environment
- Support the efforts to create pollinator corridors that are part of the parks master plan. Volunteers are doing it but there needs to be a paid position for a biologist/botanist to create, engage, and maintain these spaces in perpetuity.
- Take a firm stand to make pedestrian life safer and pleasant. There has been a noticeable increase in the use of bikes and scooters (especially electric that can go as fast as cars) in pedestrian areas like the path along the tracks and California Ave.
- Take all necessary actions to reduce aircraft noise over Palo Alto,. That includes the noise caused by PAO traffic as well as Stanford helicopters, which use PAO mainly as a refueling station (not transporting patients or medical things). For example, Stanford could build their own refueling station (they have plenty of land), refuel at other airports, switch to electric helicopters when feasible, vary the routes to avoid affecting the same residents over and over.
- Take care of homeless people living in campers in my neighborhood
- Take care of the vagrancy and drug sale problems along El Camino in south Palo Alto
- Take seriously the potential health impacts of cell tower installations, gas leaf blowers, application of toxic pesticides, rodent poisons, flights over our city and baylands, etc. Strive to create a healthier environment for us to live in.
- Target store!!!
- The street sweepers should be all electric!

- The city is severely missing casual group entertainment options. Bowling alleys, laser tag, mini golf, etc. All of these things are gone now that used to be around 10-15 years ago. I don't think the government has to be the one providing them. But cramming in more housing and hotels while losing recreation makes for a very boring city to live in. The plans for rethinking Cubberley that I saw included switching some of it to housing (bad idea) when I think it could be creatively used as a community entertainment center, plus all the important community serving uses. Would be great to have some FUN! Put back into Palo Alto. When we think about how to serve our youth - a reasonably priced bowling alley would be great.
- The city should LISTEN to their community members. I am VERY disappointed that community members volunteer to work on committees to address major projects, (such as Fry's site - North Ventura committee, the underpasses at Meadow & Charleston, bike bridge over 101, Medical Disaster Response unit,) then the city completely disregards all their years worth of work and does what it wants anyway. Why make the pretense of wanting community input, allowing us to spin our wheels, and then disregarding our work???? After living in this community for more than 45 years, I no longer wish to volunteer on any project that involves the city.
- The investment in the arts is embarrassingly small. West Bay Opera is forced to cut back on programming with no city financial support. No decent live theater in Palo Alto. Arts and theater facilities outdated and falling apart, forced to rely on donations.. capacity is woefully inadequate at the arts center. It would be a joy to live somewhere with a vibrant arts scene. Need subsidized studios and housing and stipends for artists. Need to enlarge the arts center to serve even a fraction of the community demand. Maintenance on city facilities is poor: broken sinks in art center take months to repair. Broken SOS phone in parking garage under city hall. Inadequate restrooms in Lucy Stern center for audience size. These are just examples. Midtown area gets no investment from the city and needs a vital business and cultural center.
- The Libraries are a mess - too many branches, poor service, too limited collections.
- The pound used to be better, and I miss that. I miss local theaters like the Varsity and the Fine Arts. I'm sorry the Nut House closed.
- The so-called "Palo Alto Process" kills civic engagement by needless and endless delays for seeking a "perfect" solution. The need for rail grade separations is a good example. Prop 1 in 2008 raised the alarm, 16 years later, the endless debate of 'what to do?' continues. Sad.
- The time and effort being spent on heat pumps promotion is a luxury and unreasonable for existing structures. For new builds or massive remodels they may be appropriate. Palo Alto is increasingly a community of renters and small scale landlords who are not financially capable of making such an investment.
- There is so much trash along roadways coming off the freeway. Along meridians, and road loops. Bushes obscure vision of oncoming cars particularly At Embarcadero coming from Baylands then going over 101. They need a bigger yield sign!! Most drivers Don't stop and yield. So dangerous there.
- To have the Police Department be more responsive to people's calls and concerns.
- Toilets at Eleanor Pardee Park
- Too many council decisions are made without legal transparency and inadequate or incomplete staff reporting.
- Traffic calming measures on Alma. It's insane.
- Traffic enforcement for bicycles -very dangerous !

- Two things - Improve wireless cell service or make it easier. Why is it that we live in the heart of technology, and I can't get cell signal regardless of provider? It's embarrassing for our city. 2nd, why do we charge so much to rent the school gyms in PAUSD? Let the kids use the gyms for free or at a nominal cost. Get them off their phones and being active. My kids play indoor volleyball and there's no place for them to play. Others play badminton or indoor basketball.
- underground all power & utility lines; plant many more street trees & preserve the ones we have
- Underground our power lines
- Underground the Overhead utility lines!!
- underground utilities
- Underground utilities in the areas that haven't been, yet (e.g. Ventura).
- University Avenue downtown is a bit boring to visit. Emerson Avenue sidewalks could do with a thorough wash down. You wouldn't ask someone to meet you downtown to take a stroll and enjoy the ambience. It's lacking a gathering place such as a book store, art gallery, family-friendly restaurant. Thank goodness for Crepevine, Oren's Hummus etc. When Jing Jing closed down this year, I've realized we haven't been downtown since. President's Barbers are reliable and the Post Office on Hamilton is a go to, even if there are mostly two staff members at the counter with long lines. Do Stanford students even make it downtown. I imagine for them there's just the frozen yogurt stores to visit on a student's budget. My High School teens only visited Town N Country as there was nothing downtown. It's very difficult to meet everyone's wishes but I feel downtown is lacking charisma. The side walk trees lit at night is always welcoming. See this Website for most beautiful main streets in America <https://www.architecturaldigest.com/gallery/most-beautiful-main-streets-america> The welcoming buzz in my home European university town reaches different target audiences. There's permitted busking, known shops (either local and nationwide chains) that people can peruse and shop in, book stores, coffee shops, family-friendly restaurants, lively pubs with either music or sport for night life, music store or two with one selling musical instruments (for all those buskers!) craft store to attract tourists (local artisan pottery, knitwear, art), art gallery with local artists work, colorful outdoor murals, walking history tours and affordable fast food stores - burger joint, fish and chips, that the teen kids can afford. It's a broad mix and accommodates all needs.
- Until the state of California has the power grid issues and wild fire situation managed, I am not interested or comfortable with total dependance on electricity. The price of electricity is too high in our state, and often unreliable. Cooking with a gas stove is better and produces better food outcomes. The idea that gas stoves, water heaters and home heating systems are being outlawed is completely ridiculous and outside the realm of the rights of citizenship. Crime has skyrocketed. Just this week my license plates were stolen off my car while parked in my driveway. Theft of cars, personal property, break ins and other lawlessness are rampant and the laws and criminal justice system need reforms. Homelessness is a problem and I am tired of feeling unsafe walking in downtown because of these people, who are largely mentally unstable, addicted to drugs and usually have criminal backgrounds. Our neighbor's daughter had her throat slashed by a homeless women a couple of years ago in broad daylight off of University Avenue. It's time to get tough on crime and put our tax dollars to work making our state and town safe, prosperous and beautiful.
- Update Cubberly as a city resource.
- Upgrade to the health and rec facilities at cubberley and rinconada. Our gyms, pools, locker rooms and spaces are not great relative to Menlo Park.

- Urban planning, it is sad to see the independently opened stores gone for the most part. These types of merchants create a community and we no longer have that. University Ave feels like a food court. There are now book stores, art stores, fabric stores, toys stores etc....Palo Alto has become a shell of what it was when I moved here 40 years ago.
- Use utility money only for utilities, speed bumps on Hamilton, would get heat pump for water and heat but not feasible.
- Use viaducts for rail crossings.
- Vacancy at for home and business
- Vigorous enforcement of posted prohibitions on long-term RV parking.
- We are about to leave Palo Alto because the superintendent Don Austin is terrible. So fix the schools. The rankings don't mean anything if the kids aren't allowed to learn.
- We have a shortage of Frontline workers in hospitals and in schools. We need to value all labor is skilled labor and create affordable housing or we're going to see the shortage affecting our hospitals and our schools and our future. We also and Alto have lost our public transportation for the children to get to school and seniors and other people who don't have cars. The new transportation system does not work cannot count on it and you can get stranded. We can't run a healthy community without being inclusive of the fact that not all people make a lot of money, but their jobs are still really important. For example, the janitors at Stanford are homeless , but they work two jobs. Until we address this issue we're gonna run out of those people to take care of those jobs that are vital to a healthy community and we need to find a way to include them and make it affordable for them to live somewhere near here because commuting isn't gonna work either . Thank you, I am disabled, and so these things are more important to me as we've lost a lot since Covid
- We need to embrace expanded affordable housing now.
- We replaced gas hot water heater in 2018 and all the rest in Q10 in 2023 -- in each case, JUST BEFORE CPAU started rewarding residents with discounts. It would really have made us happy to have received some form of reward for being early adopters!!
- Weed the foxtail grass in city parks so dogs don't get hurt, & trim the trees before they fall.
- Well, I don't live 'here'. I hear you have something other than PG&E! More power to you, and I wish RWC did too. Anything that makes Palo Alto green, shaded, and welcoming to visitors will bring me in even after I retire.
- Work harder to bring in new businesses to Cal Ave and downtown, to fill vacant storefronts.
- Work more effectively to balance residents' quality of life with business and construction development
- work towards pedestrian-only University Ave
- working on items that facilitate public transport.. not talk for ever as in electrification of the train crossing
- You could stop the insanely loud planes from flying directly over our home !! We've lived there 50 years and since the FAA has changed their routes, it's difficult to get sleep. They don't stop until almost midnight and start at 6 !!
- You do too many costly studies
- You need very low affordable housing I don't mean 3000 a month I mean 1000 or less .food pantry services ,visibility of community events besides on the website.

Question 20: As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?

- 100% green electricity

- A clean aesthetic city
- Access to electricity (this shouldn't be a compliment)
- access to open space
- Access to public assets and services.
- activities, parks, libraries,
- Adult education and recreation opportunities
- all the great services for kids -- libraries, offering a wide range of children's activities through Palo Alto Enjoy Online, Jr Museum
- All the green areas where we can enjoy nature and get a break.
- Almost everything pertaining to city owned parks
- Although rarely needed, police response has been excellent. They were great helping a lost little boy, and checking out. Suspicious noise. Very professional.
- Ambulance services
- Animal control is the best!!!!
- Animal control team
- Answering the phone
- Art and nature
- Art Center exhibits and programs are first class; as are the Library programs
- Arts and culture offerings/parks & playgrounds
- Arts and music, especially Third Thursdays
- Arts and Recreation activities.
- Attention to open space, parks
- Attract world class professionals to make PA their home
- Attracts intelligent people to the city council
- Availability of city parks
- Availability of parkss.
- Baylands
- Baylands, parks, soccer, little league, foothills,
- Beautiful parks and open spaces.
- Beautiful parks and rec areas
- Better management t of the services and programs already offered such as the heat pump replacement program, gas powered ordinance and use of 311.
- Bicycle infrastructure
- Bicycle routes
- Bicycling.
- Big garbage days
- Bike routes
- Bike safety
- Bikes
- Broadcasting city council and other meetings on the Midpen Media Center.
- Bryant Street Bike Boulevard
- California Avenue is a treasure love that it is blocked off for pedestrians and regularly has music and, of course, the farmer's market.
- Can't think of any. I had terrible experience dealing with the city staff as first time Palo Alto resident
- Car free downtown areas

- Care of trees and parks
- Caring for seniors (La Comida, etc.)
- Caring for the physical environment, particularly the thousands of trees in the city and the Foothills and Baylands Preserves.
- Caring for tree Canopy and the environment.
- Cater to developers - oh you're already doing that constantly! How nice!
- character of city
- Children enjoy parks and libraries and open spaces
- Children's library extended hours
- Children's theater
- Children's Theatre
- Children's Theatre!
- City Council did not approve airport expansion!! Yeah! They prioritized the Duck Pond and Baylands.
- City does most things well
- City events
- City feels safe but we can't be complacent and need to maintain the safety of it's residents
- City is clean and generally a happy place to live, but the quality of life has decreased since 2020 here
- City of Palo Alto utilities
- City of Palo Alto Utilities
- City owned utilities
- City owned utilities
- City owned utilities.
- City owned utilities.
- City parks and open spaces are excellent
- City parks, in particular Baylands, foothills, arasterdero. Baylands is real treasure please continue to protect wildlife and environment. Make sure people keep their dogs on lease in these parks as well
- City plazas wellMaintained
- City services (streets, trees, utilities)
- City street trees
- City tree program (also libraries!)
- City utilities and libraries, and small-town character
- City wide entertainment.
- City wide landscaping
- City-owned utilities.
- Civic engagement
- Clean streets
- Clean up days
- Cleanliness of City streets and sidewalks
- close foothills to all non residents. Gas water and electric programs seem well designed.
- Commitment to honesty and inclusion.
- communicate
- Communication
- Communication

- Communication and city services seem responsive. Good job.
- communication, public service
- communications, and public safety
- Community activities like Thursday night on CA ave
- Community engagement
- Community engagement
- Community involvement
- Community services
- continue to cover parking structures with PV panels
- Continue to improve libraries. MV is much better. I often go there for books PA does not have or put me as 112 on the wait list!!
- Continue with our own utility unit. No PG&E, no outside garbage company.....
- Continued focus on reducing/minimizing impact to the climate.
- Continuing to keep streets and properties clean.
- Crime is low
- Cultural activities
- Cultural offerings
- Customer service at utilities dept. is excellent
- Does well: I can't think of anything other than have meetings to talk about plans but never do the actual plans. Want to maintain: nothing really
- Electric rates are great
- Emergency and library services
- Emergency communication
- emergency services come quickly when called.
- Encourage high quality of life
- Encourage recreational activities and library use.
- enforce local building standards to keep our city green and push back against the dictate from Sacramento to build more housing - which will only be a boon for developers and unaffordable for those who actually need it.
- Ensuring our city is safe from crime and residents feel like they are in a connected community.
- environment maintenance
- Environmental concerns, including biking
- Everything you are doing' A+o
- Excellent libraries
- excellent utilities service, particularly lower electricity prices compared to PG&E and few outages
- Family friendly place
- Feeling safe to take walks and go to downtown
- Financial support & communication of the Arts and Cultural events, i.e. Palo Alto Players, Music in the parks, Children's Theater, PA Art center.
- Fire and safety
- Fire stations and libraries in the neighborhoods - need more of them
- Fix the road on 82
- Foothills Park
- for the most part, it is willing to listen to its resident's concern and seek input to see how should prioritize concern.
- Friendly and helpful staff.

- Friendly and welcoming atmosphere
- Garbage and recycling.
- Garbage Collection
- Garbage, compost and recycling collection.
- General walkability and bicycle access in neighborhoods.
- Generally good services.
- generally happy with the schools (though wish the state budget were better)
- Giving itself raises and hiring consultants who given them the answers they want -- a self-perpetuating problem
- Good libraries
- Good school system
- Good schools
- Great libraries - keep on improving them!
- Great libraries, thank you.
- Great parks & libraries
- Great parks and open space
- great parks and trails maintenance, love utility efficiency tips, operating in good faith
- Great parks, bike lanes, recreational clubs/activities
- Great police department
- Great schools, parks and libraries
- Great walking and biking culture
- Green landscape and zoning
- Green spaces
- Green spaces and library services
- Green Waste customer service employees are very nice and knowledgeable. Please keep them.
- Hard to pick one ... the city is doing LOTS of things right
- Hardly anything, I think the city is going downhill and it is doing. It's very best to not change.
- Has a distinct sense of identity, balancing lifetime residents with new arrivals
- Has a very well trained police department who care about the residents.
- Having holiday actives.
- Having holiday events
- Having open parks and tennis courts.
- Hires top police officers
- I don't know.
- I feel safe walking around town. I don't worry about porch pirates. Our cul-de-sac feels very safe.
- I have no idea
- I LOVE Rinconada pool, the parks, our clean streets, and generally I feel safe - please keep I that way. thank you thank you
- I love the animal welfare officers
- I love the community libraries
- I love the email newsletters!
- I love the public services, parks, and keeping utilities private!
- I really liked blocking off California Ave to car traffic.
- I think Palo Alto is a good steward of open space. We should continue to protect Foothills, Arastradero, and other properties to maintain their high quality prioritizing Palo Alto residents.
- I think the city does a wonderful job - thankyou

- I think the City works toward making this a good place to live for all Palo Altans.
- I think the PA Utilities work pretty well well and I'd like to see the maintained.
- I think the utility services are fair for the area and the department does a good job of communicating to the public.
- I would like the city to maintain its focus on being environmentally friendly.
- Ignoring the building codes and allowing really awful eye sore homes and businesses to get uglier each day. They have really done a great job of making us look like like San Jose and daily city. Keep going this will allow for affordable housing in no time. Don't believe me look at Monterey park.
- Importance of sustainability programs
- In the last year or so, it seems that the City is deepening its commitment to sustainability and making a more serious effort to meeting the 80% reduction in GHG emissions by 2030. Let's do this!
- Infrastructure is well maintained.
- Investing in library resources.
- involve citizens
- It seeks to make the city more and more eco-friendly.
- It's a fantastic place to raise kids
- It's a very nice city to live in if you have managed to own your own home which you bought a generation ago.
- it's a walkable city
- It's a well run city with thoughtful employees. I grew up here and raised my kids here.
- It's very clean
- Its police force
- Just one? Hard to do. Up keep of trees on the streets and parkways. Up keep of Parks. School quality.
- k-12 education
- keep Cal Ave pedestrian
- Keep duck pond as is without expanding airport and not putting a tunnel under Seale
- Keep it as a special place to live
- Keep it walkable, love my local grocery store.
- Keep on prioritizing park and recreational and natural space and city beautification efforts overall
- Keep pushing for affordable housing, although it took the state to make the city to address this problem.
- Keep residents aware of emergencies and power shutdowns
- Keep Stanford shopping center!
- Keep the lovely trees and help maintain them. Also, love that CPA encourages and creates safe bike routes
- Keeping and supporting the Children's Theater
- Keeping its own utilities
- Keeping parks beautiful and our city clean
- keeping parks in good condition
- Keeping PAUSD a top-quality education system.
- Keeping residents informed and inviting residents to voice opinions on policies.
- Keeping the residents involved in matters and taking feedback
- Keeping the town clean

- Keeping us informed of outages.
- Keeping vagrants from sleeping/camping on the sidewalks and 'lanes' (i.e. 7W) aka alleyways, downtown and on the pedestrian/bike path from Town and Country to the Homer Street/train underpass. I've noticed an alarming uptick of vagrants setting up tents along the bike path from Town and Country to the downtown train station in the last year... some lasting for weeks.
- Keeps things running and safe
- Landscaping of city gardens
- libraries
- libraries
- libraries
- Libraries
- Libraries
- Libraries
- Libraries
- Libraries
- Libraries
- Libraries
- Libraries and kids' activities are good.
- Libraries and parks
- Libraries and parks
- Libraries are excellent
- Libraries—one of Palo Alto's strongest assets
- Libraries, art center.
- Libraries, parks
- Libraries, Parks, valuing the arts
- libraries, schools and parks
- Libraries!
- Libraries! And Thursday night music on Cal Ave.
- Libraries.
- libraries. Bring back author alerts
- library
- Library and early childhood recreational camps
- Library resources
- Library services
- Library services
- Library services and other public spaces
- Library, arts, utilities department offer a lot of useful services.
- Library, park and recreation services
- Like the parklets, bulk trash pick up
- Link but allow pre-orders, CAL AVE improvements
- Listening to the community
- Listens to people. Attempts to be forward thinking.
- Local parks and green space. Would be nice to pave the Baylands trails like Mountain View did to make them better for children on bicycles and dog walking.
- Locally owned utilities.
- Lots of community infrastructure is great - Jr Museum, library, parks

- Lots of green space, libraries
- lots of trees
- love the farmers markets
- Love the Idea of city owned utilities, especially if they are affordable. Especially appreciate the reliability of utilities. Love the idea of a car/ride share option if accessible to all (including kids as there is no bus system!)
- Love the schools, parks, library and regular events organized by the city.
- Low rise buildings
- Lower exorbitant prices to live here
- maintain a healthy shopping area downtown and calif st
- Maintain and beautify parks
- maintain and improve quality of life services. For example zoning, city services, budget controls, etc.
- Maintain City-owned municipal utilities
- Maintain clean streets
- maintain excellent libraries PLUS make the county library system offerings more available to library users
- maintain parks
- Maintain public safety and not reduce fire stations...
- Maintain quality mix of housing, nature (parks, trees, etc.), and services/events (quality environment).
- Maintain quality of life locally
- Maintain SFR zoning and bar sale of ADU's independent of SFR property (see S. Jose alarming decision!)
- Maintain the overall high quality of life for Palo Alto residents.
- Maintain the tree canopy, but STOP property owners from cutting down protected and heritage trees.
- Maintaining and preserving Palo Alto's parks and open space
- Maintaining greenspace and community activities
- Maintaining quality public school system including adult education
- maintaining street trees
- Maintaining the parks, the trees and the more natural environment. 2) Trusted, respected police department, including Animal Control. There are many areas where Palo Alto excels.
- Maintaining the tree canopy and general walkability
- Maintains parks and recreational opportunities
- Maintains the baylands.
- Maintenance of open space.
- Maintenance of streets and parks
- Maintenance in all facets of the community and safety
- Making our streets more bicycle and pedestrian friendly.
- Making the outdoors attractive and liveable, with parks, closure of Cal Ave, events (e.g. Third Thursdays on Cal Ave)
- Managing our utilities
- Managing utilities.
- Mitchell Park Library and Neighboring Parks
- Mixes of cultures
- MOST City services.

- Most things are done quite well
- municipal utilities
- My favorite thing about Palo Alto is the College Terrace Library. I like the libraries, and I wish the city would revert to pre-covid levels for funding the College Terrace Library.
- N/A
- Natural environment
- Nature preserves
- Nature preserves, open space.
- Neighborhood greenery and small town look
- Nice libraries but now not as usable with the unhoused
- Nice parks and bike lanes
- No cars on Cal Ave (would love to see the same on University Ave)
- No homeless
- None
- Not much.
- Not sure
- Not sure
- Nothing.
- Offering public services
- Ongoing attention to transportation and transportation safety for children/youth
- Open space
- Open space
- Open space
- Open space
- open space (foothills park, baylands, e.g.)
- Open space and Recreation
- Open space protection
- Open space, parks, libraries
- Open space/parks
- Open spaces, parks and outdoor areas.
- Openness to diversity
- Our beautiful parks.
- Our city government is pretty effective, and I feel it is getting better. Although there is grumbling from people who want more rapid change from our city council/government, I do feel building consensus takes time and is generally worth it when approaching difficult topics. Keep up the communication.
- Our education and safety are top notch!
- Our first responders are awesome and are doing a great job in spite of the crazy climate they now have to work in.
- Our large parks, including Foothill and the Baylands staying protected!!
- Our libraries are great. Please keep the wonderful staff and facilities intact.
- Our library system is excellent. They are clean, beautiful and staffed with helpful and knowledgeable staff.
- Our police department, emergency service and utilities are amazing
- our schools
- Outdoor and public spaces, education offerings
- Outdoor space including parks and open space

- Overall day-to-day services are great. We finished a remodel recently and have good experience with building department.
- Overall dedication to and support of parks, recreation, and open space.
- Overall parks and facilities are well maintained
- Overall range and quality of services available to residents
- Overall safety, walkability, community feel, nice parks and facilities. The schools work well for our daughter (not for our dyslexic son)
- Overall, I think the City is well run.
- Own utilities.
- Owning our own Utilities. Open spaces and parks
- Owns its own utilities.
- Palo Alto Cultural Center
- Palo Alto does a good job at continuing to keep our town relatively safe from crime. Although, we do need more officers patrolling.
- Palo Alto is clean and safe. Our police department is very responsive.
- Palo Alto is extremely bike friendly. I brag about it to my friends who don't live here!
- Palo Alto Utilities is excellent
- Palo Alto's electric system.
- Palo Alto's emphasis on having bike paths and improving them is really good. But please do more.
- PAPD is GREAT
- PAPD is very good. Quick to respond and they take care of issues. A pleasure to work with them.
- park and Baylands maintenance
- Park and reck are pretty good. But could be improved with creative planning, such as public access to JLS pool in the summer when school is out and it gets very little use. If it were to have an open entrance on the Mitchell Park (east) side, it probably would get more use from residents. Also a safe natural swimming place in either Foothill Park or Arastradero Park, like Sonoma County has provided for residents is a super benefit for residents. Sonoma county has diverted a small creek, to make a natural community swimming area and it's just wonderful.
- Park maintenance
- Park maintenance
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks & Recreation
- Parks and facilities are nice
- Parks and green spaces
- Parks and libraries
- Parks and libraries
- Parks and libraries
- Parks and libraries

- Parks and libraries
- Parks and libraries.
- Parks and natural space
- Parks and open spaces
- Parks and open spaces
- Parks and openspace
- Parks and opportunities for children's activities
- Parks and public areas
- Parks and rec
- Parks and rec
- Parks and rec and utilities.
- Parks and Rec; parks, libraries, facilities.
- Parks and rec.
- Parks and Rec.
- Parks and recreation programs
- Parks and recreation services
- Parks and recreation services and facilities
- Parks and Recreation; Libraries
- parks are good
- Parks are in good shape, although we could always use more pickleball courts!
- Parks seemed well maintained. Utilities seem very reliable compared to PG&E.
- Parks that are safe and well maintained and fun and beautiful and available to all to enjoy.
- Parks, bike lanes, Utilities's services and upgrades.
- Parks, but we need to build more pickle ball courts instead of repurposing tennis courts. We need ALL of our tennis courts for tennis!
- Parks, Community Resources (PAAC, PACT, PA Libraries)
- Parks, Libraries,
- Parks, Library, Recreation
- Parks, Open Space
- Parks, street cleaning, community police car, and ESPECIALLY Palo Alto Link!!!!
- Parks. Summer concerts.
- parks/rec
- Performance of the Police Department
- police
- Police
- Police and firefighters
- Police and safety
- Police department
- Police force and fire department are very good.
- police response time
- Police services
- Police, fire crew, school
- Police/Fire services
- Polite and Rapid response to phone and email inquiries to assist with issues as they arise.
- Preservation and use of open space.
- Preservation of and access to parks, libraries, baylands.

- Preserve small-town feel despite mandated construction of multiple-housing complexes
- Preserve the 1950's suburbia low density with extremely high housing prices.
- Prioritizes public spaces such as parks for public use. This will be more important as denser housing becomes more common.
- Private utilities, garbage and recycling and compost
- Promotion of bicycling as a means to get around town
- Prompt utilities department response to problems
- Protect the Baylands and maintain programs like the Art Center classes and Children's Theatre.
- Protect trees
- Provide utilities
- Provides a high class community/environment also with privately-owned utilities
- Provides a serene environment.
- Provides adequate greenspaces for residents.
- Providing and maintaining parks and open space
- providing open space for parks and playgrounds
- Providing safe, clean place to live.
- public K-12 education
- public libraries
- Public libraries
- Public Libraries
- Public library system
- Public parks are the absolute best!
- Public safety and fire safety
- Public safety and police services.
- public schools
- Public services - police, fire and utilities are all very good.
- Public utilities
- Quality of K-12 grade education. Pls maintain. If you allow more affordable housing and temporary housing for the homeless- pls make sure you have to prepare twice the effort and manpower to educate these less fortunate children. I have worked with many and find that they have no support at home and poor lifestyle and courtesy and social responsibility concepts pls don't ignore them and just let them go to school. The standard of education in Palo Alto needs to be maintained, as this is the main attraction for younger families. Thank you.
- Quality of PA schools is excellent.
- Quality of public schools
- Quality of public space is good.
- Quality schools
- Recreational opportunities
- Reduce overdevelopment. Roads are already overcrowded during lengthen rush hours. More people will make it worse.
- Reduce utility prices
- reliable utilities
- Repairing electric outages
- Respect for everyone and our surroundings. In Palo Alto we can keep the schools open as parks because the residents feel respected and therefore are respectful (they clean up after themselves and their dog)
- respond quickly to emergencies.

- Responsiveness of police, utility people, etc. Palo Alto workers are "on it."
- Restraint from building too much residential houses
- Restrictions on residential development
- Rinconada Pool
- Run the essential services like police and utilities
- Running its utilities.
- Running our own electric and gas utility
- Sadly, the best I can come up with is Parks.
- safety
- Safety
- Safety
- Safety
- Safety - I feel very safe in Palo Alto
- Safety. Clean.
- Safety. PA Police do a great job.
- Schools
- Schools
- Schools
- Schools
- Seeks community input, provides and supports many services, excellent libraries, excellent open space.
- Sense of Community
- Sidewalk repair
- sidewalks are wonderful, police department is great.
- Soliciting input from the community and offering transparency and involvement
- Speed bumps. We need LOTS more speed bumps to slow down idiots.
- Stop taking funds from the utility department...reduce the city budget. Improve building permit process.
- Street are clean
- Street cleaning.
- Street trees
- summer programs, sport programs,
- support local non-profits
- Support libraries
- Support of local parks and trees, native plant areas, etc.
- Support the library.
- Sustainability and Climate Action Plan and promoting electrification to combat climate change
- Taking good care of the trees
- Talks issues to death at City Council meetings :-)
- Thanks you City of Palo Alto for all the fun festivals and art shows
- That the city council has decided they will not undedicate park land (the Palo Alto Bayland Preserve) for any kind of airport expansion. have appreciated the few times I have had to call about house construction going on on my street past the posted time/day limits; officers usually have driven over to those addresses to tell workers to stop. I wish the city could control speed limit on Embarcadero Road. It is too heavily congested all the time and everyone drives so fast.

- The Bryant Street bikeway is awesome. And I really like the new bike lanes along Charleston/Arastradero.
- The city does a great job with our parks and opens spaces for recreation.
- The city does most things well but nothing exceptionally, primarily because there are too many management layers. The City needs to defend R-1 zoning while working to aggressively build affordable housing in non-R-1 zones. 20-year moratorium on new office space. Work with East Palo Alto on transportation and housing.
- The city feels like it's not working in the best interest of its residents. Kids who struggle mentally or academically suffer in the school system with no real support or resources. It honestly feels like the city is working against it's residents.
- The city has had a strong focus on improving bike infrastructure and street safety and I would love to see that continue and expand.
- The city owned utilities are extremely valuable in enabling our community to take actions that positively impact climate change. Let's keep improving!
- The city provides many opportunities for residents/community members to come together socially and civically
- The City provides many parks that offer plenty of recreational opportunities to residents and visitors.
- The City seems to succeed despite itself. It has many more resources (tax base, funding) than other towns but seems to take for granted that people will always find PA attractive
- The city utilities are well managed.
- The city was very helpful when I reserved courts for Junior Team Tennis matches for my 10-year-old son's team.
- The city-owned utilities are great and I hope they add fiber internet!
- The garbage/recycling/compost pick up is timely and efficient.
- The good staffers are excellent. Knowledgeable, approachable, etc. The problem is when the staffer is not good.
- the libraries
- The Libraries and Rinconada pool
- The libraries are amazing! Our police/fire is excellent. More support for our Police and fire is needed. Baylands and Foothills preserve is superb, but please increase weed maintenance on the trails. Foothill preserve is tick infested and waist high weeds on trails is terrible. Bike safety and planning is also excellent. Unfortunately the lack of traffic enforcement negatively impacts the bike safety efforts around town. What good are wide clearly marked bike paths when cars speed, run stops signs and traffic lights non stop?
- The libraries are great. Specifically, the children's library. The city has great engagement opportunities for kids through classes and events. The farmers markets are fantastic. I'm glad the airport expansion won't destroy the duck pond.
- The library and recreation programs
- The library and the parks are excellent!
- The open space parks (Baylands, foothill, Arastradero) are amazing!!!
- The Palo Alto libraries are a treasure. I use them constantly and they add so much to my quality of life here.
- The parks are excellent! Please keep up the good work.
- The parks are good. Some just need bathrooms eg Eleanor Pardee and Bol park. The children's library is awesome. Rinconada pool is great also.
- The parks are nice. Now fix the darn streets. I spent thousands on my car because of pot holes.

- The parks are wonderful
- The parks we have are very nice but not adequate for current of increasing population
- The pickleball courts at Mitchell (though they need expansion)
- The public libraries are top notch and provide places for people to learn and gather. They should be maintained at a high level.
- The quality of its residents.
- The safety of our neighborhoods.
- The schools are great.
- The tree cover and city parks like Foothills Park and Palo Alto Baylands are important to protect.
- The trees and natural beauty.
- The trees. Although I am worried because the pace of replacement rate for trees cut down or brought down by storms, seems very slow.
- The utilities dept. is remarkably responsive to questions and actual service needs. Yay!
- Their Utilities
- There a lot of things the city does poorly - code enforcement, building - planning, adherence to going all electric while not acknowledging that not everyone could afford to go electric, even if they wanted to. The city does a nice job of events, but a terrible job of letting people know ahead of time.
- There are many things the city does well.
- They focus on offering lots of programs and services that really add to the quality of life.
- Third Thursdays on Cal Ave
- Thoughtful about ecological enviry- keep this and invest in it, invite us in to specific time bounded opportunities e.g. recycle drives, put it unwanted items for free day
- trails, parks, golf course, airport, recreation, theater, libraries, community event
- Transparency in communications.
- Transparency of communication
- Trash collection and recycling
- Tree canopy.
- Tree maintenance
- Tree trimming
- Trees
- Trees. Being mindful that not every large/old tree still works in its current location. Trees can outgrow the space available.
- Underground wire program was great plan..., especially if you want homes to electrify- maintain the program.
- Updates on parks and community areas
- Upkeep of parks and libraries
- use of community center
- utilities
- Utilities
- Utilities
- Utilities
- Utilities
- Utilities
- Utilities
- Utilities
- utilities and landscape maintenance and garbage collection

- Utilities are consistent in that power is rarely out. Festivals and facilities such as library and theater is well maintained.
- Utilities are great - love that we own them. Way less expensive than PG&E. PAUSD also awesome (would be first if our kids were still around, but we are empty nest now)
- Utilities compared to PG&E
- Utilities do a great job.
- Utilities ownership
- Utilities services
- Utilities, basic services
- Utilities.
- Utilities. Excellent job by that group.
- Utilities. Excellent. Especially when compared to other cities. Well done!!!
- Utility has inexpensive reliable electricity. We gotta get rid of the natural gas... This survey took too long with too many questions...
- Utility ops
- utility services
- Utility services
- Utility services
- Utility services.
- Very clean street streets
- Very few utility outagesChloe what are you doing
- Vibrant economic community that attracts great people
- Walkability, biking
- Walkability, parks and playgrounds
- Water supply
- We have excellent police and fire departments.
- We have great public parks and libraries.
- We love libraries, pools, and parks. We also love the middle school sports programs and young chef classes hosted by the city recreational department.
- We still have somewhat of a "small-city" environment, but it's rapidly changing. We need to decide whether we are going to become a big, tall city with perennial high traffic flow and high-rise buildings, or try to preserve. some of the small-town, residential qualities that we've had in the past. City government has been historically effective in maintaining open space, especially public parks, and expanding new open-space, such as the Baylands. There is, however, the danger of surrendering to development pressures, such as faster traffic flow and relaxation of zoning regulations, at the expense of the city's small town atmosphere, one which is rapidly disappearing.
- Well maintained bike routes
- Wonderful parks and libraries
- working to preserve and make available open space
- Would be great to have more formal and informal interactions between the City and Stanford, with it's focus on sustainability, climate issues, deep understanding of policy, regulation, economics, sciences, humanities, etc.
- Yummy food, books, (SO sad the bookstore(s) on University Ave. are gone), events, (I like the farmer's market but parking is terrible!) and generally looking forward to things I can do in retirement.

Appendix F: Survey Materials

The following pages contain copies of the survey materials sent to randomly selected households within the City of Palo Alto.

Dear Palo Alto Resident,

Our annual Community Survey is a critical feedback tool that helps the City Council and City staff understand resident perspectives on current services and programs, as well as unmet needs and priorities. You can wait for a paper survey in the mail, or you can go online and complete the survey at:

polco.us/xxplaceholder

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call (650) 329-2392.


For additional ways to join the conversation and provide input, go to www.cityofpaloalto.org/engage

Thank you for your time and participation!

Sincerely,



Ed Shikada
City Manager



QR Code
Placeholder

Scan the QR code to take the
survey on a mobile device!

Para contestar la encuesta en línea en su idioma, seleccione su idioma en el menú desplegable que aparece en la parte superior de la página de encuesta.

想要使用您的语言回答在线调查，请在调查页面顶部的下拉菜单中选择您的语言。



CITY OF
**PALO
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City Manager's Office
250 Hamilton Avenue, 7th Floor
Palo Alto, CA 94301

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Tell us what you think! Please complete the Palo Alto community survey.

¡Su opinión nos interesa! Participe en la Encuesta Comunitaria de Palo Alto.

请告诉我们您的想法！ 请完成帕洛阿尔托社区调查。



August 2024

Dear City of Palo Alto Resident:

Your household has been selected at random to participate in the 2024 Palo Alto Community Survey. The annual Community Survey is a critical feedback effort that helps the City Council and City staff understand resident perspectives on current services and programs, as well as unmet needs and priorities. The survey is one way among many through which we gain insights from residents regularly.

Please take a few minutes to fill out the enclosed survey. Your participation is very important – especially since your household is one of only a small number of households being surveyed. The survey results are reviewed by the City Council and City staff and your input helps inform the City's decision-making and potential changes to City services.

A few things to remember:

- **Your responses are completely confidential.**
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

polco.us/xxplaceholder

If you have any questions about the survey, please call (650) 329-2392.

For additional ways to engage with the City, go to www.cityofpaloalto.org/engage.

Thank you for your time and participation!

Sincerely,

Ed Shikada
City Manager

QR Code
Placeholder

Scan the QR code to take
the survey on a mobile
device!

Para contestar la encuesta en línea en su idioma, seleccione su idioma en el menú desplegable que aparece en la parte superior de la página de encuesta.

想要使用您的语言回答在线调查，请在调查页面顶部的下拉菜单中选择您的语言。



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 anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Palo Alto.

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

2. Please rate each of the following characteristics as they relate to Palo Alto as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Overall feeling of safety in Palo Alto	1	2	3	4	5
Overall quality of natural environment in Palo Alto	1	2	3	4	5
Overall health and wellness opportunities in Palo Alto	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 Palo Alto to someone who asks	1	2	3	4	5
Remain in Palo Alto for the next five years	1	2	3	4	5
Recommend Palo Alto's libraries to friends	1	2	3	4	5

4. Please rate the job you feel the Palo Alto 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

5. Please rate each of the following characteristics as they relate to Palo Alto as a whole.

	<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 Palo Alto	1	2	3	4	5
Variety of business and service establishments in Palo Alto	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 Palo Alto.....	1	2	3	4	5
Overall image or reputation of Palo Alto	1	2	3	4	5
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 Palo Alto	1	2	3	4	5
Ease of travel by public transportation in Palo Alto.....	1	2	3	4	5
Ease of travel by bicycle in Palo Alto.....	1	2	3	4	5
Ease of walking in Palo Alto	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 Palo Alto	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 mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Palo Alto as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Opportunities to participate in social events and activities	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
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	1	2	3	4	5

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

	<u>No</u>	<u>Yes</u>
Used Palo Alto recreation centers or their services	1	2
Visited a neighborhood park or City park	1	2
Used Palo Alto public libraries or their services.....	1	2
Participated in religious or spiritual activities in Palo Alto	1	2
Attended a City-sponsored event	1	2
Talked to or visited with your immediate neighbors	1	2
Used the City's website to conduct business or pay bills.....	1	2
Used the Utilities webpage to conduct business or pay bills.....	1	2
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	1	2
Contacted Palo Alto 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 Palo Alto	1	2
Voted in your most recent local election	1	2
Used bus, rail, 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
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Palo Alto	1	2
Reported a crime to the police in Palo Alto	1	2

8. Please rate the following categories of Palo Alto 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 Palo Alto	1	2	3	4	5
The overall direction that Palo Alto is taking	1	2	3	4	5
The job Palo Alto government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Palo Alto 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

9. 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 Palo Alto	1	2	3	4	5
The State Government	1	2	3	4	5
The Federal Government	1	2	3	4	5



10. Please rate the quality of each of the following services in Palo Alto.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 tree maintenance	1	2	3	4	5
Sidewalk maintenance	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
Preservation of natural areas (open space, farmlands and greenbelts)	1	2	3	4	5
Building and planning application processing services	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Electric utility	1	2	3	4	5
Gas utility	1	2	3	4	5
Utility payment options	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
Refuse collection (garbage, recycling, yard waste, and e-waste)	1	2	3	4	5
Police emergency 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 emergency services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Palo Alto open space (e.g Foothills, Baylands)	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
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)....	1	2	3	4	5
Library facilities (buildings, computer equipment, accessibility)	1	2	3	4	5
Variety of library materials (books, e-books, streaming, databases, audiobooks)...	1	2	3	4	5
Art programs and theater	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
City website (cityofpaloalto.org)	1	2	3	4	5
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	1	2	3	4	5

11. Please rate the following as they relate to Palo Alto Utilities' services:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Reliability of utility services.....	1	2	3	4	5
Affordability of utility services.....	1	2	3	4	5
Community value received from the City owning and operating its own municipal utility services.....	1	2	3	4	5
Utilities online customer self-service features.....	1	2	3	4	5
Providing opportunities for energy and water efficiency at home or business.....	1	2	3	4	5
Working hard to keep utilities prices competitive	1	2	3	4	5
Value of all the services Palo Alto Utilities provides for the price you pay	1	2	3	4	5
Ease of obtaining information or performing a transaction through the City's website	1	2	3	4	5
Value of Palo Alto Utilities' customer communications	1	2	3	4	5
Ease of contacting Utilities department staff	1	2	3	4	5
Speed of response after contacting Utilities department staff	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Palo Alto 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 "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems).....	1	2	3	4
Overall economic health of Palo Alto	1	2	3	4
Overall feeling of safety in Palo Alto	1	2	3	4
Overall quality of natural environment in Palo Alto	1	2	3	4
Overall health and wellness opportunities in Palo Alto	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
Reducing community greenhouse gas emissions	1	2	3	4
Increasing local solar generation capacity within city boundaries.....	1	2	3	4
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information.....	1	2	3	4
Faster notification systems (online, mobile or email) for public safety issues.....	1	2	3	4

13. In a typical week, how likely are you to:

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	1	2	3	4	5
Spend quality time with local friends, family, and/or neighbors	1	2	3	4	5

14. What mode of transportation do you use most for your typical daily needs for getting around town?

- ☐ Driving ☐ Biking ☐ Train ☐ Palo Alto Link ☐ Carpooling
☐ Walking ☐ Bus ☐ Scootering ☐ Uber/Lyft or similar rideshare service

15. If you did not have access to a car for your usual daily transportation around town, how convenient (based on time and proximity) would you consider each of the following methods of getting around?

	<u>Very convenient</u>	<u>Somewhat convenient</u>	<u>Somewhat inconvenient</u>	<u>Very inconvenient</u>
Walking	1	2	3	4
Biking	1	2	3	4
Bus	1	2	3	4
Train	1	2	3	4
Scootering	1	2	3	4
Palo Alto Link	1	2	3	4
Uber/Lyft or similar rideshare service	1	2	3	4
Carpooling	1	2	3	4

16. If you plan to purchase or lease a car within the next two years, what is the likelihood of it being one of the following:

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
All-electric	1	2	3	4	5
Plug-in hybrid	1	2	3	4	5
Hydrogen fuel cell.....	1	2	3	4	5
Other:	1	2	3	4	5

17. How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?

- ☐ Extremely familiar ☐ Very familiar ☐ Moderately familiar ☐ Slightly familiar ☐ Not familiar

18. How likely are you to do the following to support strategies that reduce GHG emissions?

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Replacing your gas water heater with a heat pump water heater	1	2	3	4	5
Replacing your gas furnace with a heat pump HVAC system.....	1	2	3	4	5
Considering whole home electrification.....	1	2	3	4	5
Replace gas appliances with electric, such as an induction cook top	1	2	3	4	5

19. As a resident of Palo Alto, what one change could the City make that would make you happier?



20. As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?

Our last questions are about you and your household.

Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. 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

D2. What is your employment status?

- ☐ Working full time for pay
☐ Working part time for pay
☐ Unemployed, looking for paid work
☐ Unemployed, not looking for paid work
☐ Fully retired
☐ College student, unemployed

D3. Do you work inside the boundaries of Palo Alto?

- ☐ Yes, outside the home ☐ No
☐ Yes, from home

D4. How many years have you lived in Palo Alto?

- ☐ Less than 2 years ☐ 11-20 years
☐ 2-5 years ☐ More than 20 years
☐ 6-10 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)?

- | | |
|--|--|
| <input type="radio"/> Less than \$500 | <input type="radio"/> \$5,500 to \$5,999 |
| <input type="radio"/> \$500 to \$999 | <input type="radio"/> \$6,000 to \$6,499 |
| <input type="radio"/> \$1,000 to \$1,499 | <input type="radio"/> \$6,500 to \$6,999 |
| <input type="radio"/> \$1,500 to \$1,999 | <input type="radio"/> \$7,000 to \$7,499 |
| <input type="radio"/> \$2,000 to \$2,499 | <input type="radio"/> \$7,500 to \$7,999 |
| <input type="radio"/> \$2,499 to \$2,999 | <input type="radio"/> \$8,000 to \$8,499 |
| <input type="radio"/> \$3,000 to \$3,499 | <input type="radio"/> \$8,500 to \$8,999 |
| <input type="radio"/> \$3,500 to \$3,999 | <input type="radio"/> \$9,000 to \$9,499 |
| <input type="radio"/> \$4,000 to \$4,499 | <input type="radio"/> \$9,500 to \$9,999 |
| <input type="radio"/> \$4,500 to \$4,999 | <input type="radio"/> \$10,000 or more |
| <input type="radio"/> \$5,000 to \$5,499 | |

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? (Total income from all sources for all persons living in your household.)

- | | |
|--|--|
| <input type="radio"/> Less than \$25,000 | <input type="radio"/> \$250,000 to \$299,999 |
| <input type="radio"/> \$25,000 to \$49,999 | <input type="radio"/> \$300,000 to \$349,999 |
| <input type="radio"/> \$50,000 to \$99,999 | <input type="radio"/> \$350,000 to \$399,999 |
| <input type="radio"/> \$100,000 to \$149,000 | <input type="radio"/> \$400,000 to \$449,999 |
| <input type="radio"/> \$150,000 to \$199,999 | <input type="radio"/> \$450,000 to \$499,999 |
| <input type="radio"/> \$200,000 to \$249,999 | <input type="radio"/> \$500,000 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 you consider yourself to be.)

- | | |
|--|---------------------------------|
| <input type="checkbox"/> American Indian or Alaskan Native | <input type="checkbox"/> White |
| <input type="checkbox"/> Asian, Asian Indian or Pacific Islander | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Black or African American | |
| <input type="checkbox"/> Middle Eastern or North African | |

D13. In which category is your age?

- | | | |
|-----------------------------------|-----------------------------------|---|
| <input type="radio"/> 18-24 years | <input type="radio"/> 45-54 years | <input type="radio"/> 65-74 years |
| <input type="radio"/> 25-34 years | <input type="radio"/> 55-64 years | <input type="radio"/> 75 years or older |
| <input type="radio"/> 35-44 years | | |

D14. What is your gender?

- ☐ Woman
☐ Man
☐ Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?

- | | |
|---|--|
| <input type="radio"/> Agender/ I don't identify with any gender | <input type="radio"/> Transgender man |
| <input type="radio"/> Genderqueer/gender fluid | <input type="radio"/> Transgender woman |
| <input type="radio"/> Non-binary | <input type="radio"/> Two-spirit |
| | <input type="radio"/> Not listed, I identify as: |

D15. What is your sexual orientation?

- | | |
|------------------------------------|---|
| <input type="radio"/> Heterosexual | <input type="radio"/> Bisexual |
| <input type="radio"/> Lesbian | <input type="radio"/> Identify in another way |
| <input type="radio"/> Gay | → go to D15a |

D15a. If you identify in another way, how would you describe your sexual orientation?

- | | |
|---------------------------------|--|
| <input type="radio"/> Asexual | <input type="radio"/> Questioning |
| <input type="radio"/> Pansexual | <input type="radio"/> Not listed, I identify as: |
| <input type="radio"/> Queer | |

Thank you!

Please return the completed survey in the postage-paid envelope to:

National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

Dear Palo Alto Resident,

Just a reminder—if you have not yet completed Palo Alto’s 2024 Community Survey, please do so.
If you have completed it, thank you! Please do not respond twice.

Your participation in this survey is very important—your answers will help City Council and City staff understand resident perspectives on current services and programs, as well as unmet needs and priorities. Please complete the **confidential survey** online at:

polco.us/xxplaceholder

Please do not share your survey link. This survey is for randomly selected households only.

If you have any questions about the survey, please call (650) 329-2392.

For additional ways to join the conversation and provide input, go to www.cityofpaloalto.org/engage

Sincerely,



Ed Shikada
City Manager



QR Code
Placeholder

Scan the QR code to take the
survey on a mobile device!

Para contestar la encuesta en línea en su idioma, seleccione su idioma en el menú desplegable que aparece en la parte superior de la página de encuesta.

想要使用您的语言回答在线调查，请在调查页面顶部的下拉菜单中选择您的语言。



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**PALO
ALTO**

City Manager's Office
250 Hamilton Avenue, 7th Floor
Palo Alto, CA 94301

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Tell us what you think! Please complete the Palo Alto community survey.

¡Su opinión nos interesa! Participe en la Encuesta Comunitaria de Palo Alto.

请告诉我们您的想法！ 请完成帕洛阿尔托社区调查。