



# CITY OF PALO ALTO COMMUNITY SURVEY 2024

Supplemental Benchmarks

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# Bay Area Benchmark Comparisons

**Table 1: Quality of Life**

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall image or reputation of Palo Alto	78%	5	14	Higher
The overall quality of life in Palo Alto	89%	4	15	Similar
Palo Alto as a place to live	91%	5	15	Similar
Recommend living in Palo Alto to someone who asks	78%	11	14	Similar
Remain in Palo Alto for the next five years	79%	11	14	Similar

**Table 2: Governance**

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall confidence in Palo Alto government	49%	7	14	Similar
The overall direction that Palo Alto is taking	47%	9	14	Similar
The value of services for the taxes paid to Palo Alto	56%	4	14	Similar
Generally acting in the best interest of the community	53%	7	14	Similar
Being honest	61%	5	14	Similar
Being open and transparent to the public	53%	6	13	Similar
Informing residents about issues facing the community	58%	2	13	Similar
The job Palo Alto government does at welcoming citizen involvement	54%	6	14	Similar
Treating all residents fairly	66%	3	14	Similar
Treating residents with respect	74%	3	13	Similar
The City of Palo Alto	74%	2	14	Similar
The Federal Government	41%	6	14	Similar

**Table 3: Economy**

<b>Economy Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Overall quality of business and service establishments in Palo Alto	71%	6	14	Similar
Variety of business and service establishments in Palo Alto	54%	7	13	Similar
Vibrancy of downtown/commercial area	59%	7	13	Similar
Shopping opportunities	66%	4	14	Higher
Palo Alto as a place to visit	70%	8	14	Similar
Palo Alto as a place to work	84%	2	14	Higher
Employment opportunities	64%	2	14	Higher
Cost of living in Palo Alto	8%	12	14	Lower

**Table 4: Mobility**

<b>Mobility Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Traffic flow on major streets	48%	6	15	Similar
Ease of travel by car in Palo Alto	72%	6	14	Similar
Ease of travel by public transportation in Palo Alto	31%	11	14	Similar
Ease of travel by bicycle in Palo Alto	81%	2	14	Higher
Ease of walking in Palo Alto	82%	2	14	Higher
Ease of public parking	68%	4	14	Similar
Traffic enforcement	56%	8	15	Similar
Traffic signal timing	57%	4	14	Similar
Street repair	52%	7	15	Similar
Street cleaning	80%	2	15	Higher
Sidewalk maintenance	57%	5	14	Similar
Used bus, rail or other public transportation instead of driving	43%	5	14	Similar
Carpooled with other adults or children instead of driving alone	59%	4	14	Similar
Walked or biked instead of driving	86%	1	14	Higher

**Table 5: Community Design**

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	75%	2	14	Higher
Your neighborhood as a place to live	93%	3	14	Similar
Overall quality of new development in Palo Alto	41%	9	14	Similar
Variety of housing options	24%	12	14	Similar
Availability of affordable quality housing	11%	12	14	Similar
Land use, planning and zoning	41%	8	15	Similar
Code enforcement (weeds, abandoned buildings, etc.)	44%	7	14	Similar

**Table 6: Utilities**

Utilities Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Affordable high-speed internet access	44%	10	13	Similar
Drinking water	84%	3	13	Higher
Sewer services	83%	4	13	Similar
Storm water management (storm drainage, dams, levees, etc.)	77%	2	14	Similar
Utility payment options	80%	1	12	Much Higher

**Table 7: Safety**

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Palo Alto	88%	4	14	Higher
Police emergency services	81%	4	15	Similar
Crime prevention	69%	5	14	Similar
Animal control	82%	1	13	Higher
Ambulance or emergency medical services	91%	1	13	Higher
Fire emergency services	92%	2	13	Similar
Fire prevention and education	80%	3	13	Similar

**Table 8: Natural Environment**

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of natural environment in Palo Alto	87%	5	14	Similar
Preservation of natural areas (open space, farmlands and greenbelts)	81%	5	14	Similar
Palo Alto open space (e.g. Foothills, Baylands)	89%	2	14	Higher

**Table 9: Parks and Recreation**

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Availability of paths and walking trails	73%	8	14	Similar
City parks	90%	2	14	Higher
Recreational opportunities	79%	5	15	Similar
Recreation programs or classes	80%	2	14	Higher
Recreation centers or facilities	81%	2	14	Higher
Fitness opportunities (including exercise classes and paths or trails, etc.)	78%	6	14	Similar

**Table 10: Health and Wellness**

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall health and wellness opportunities in Palo Alto	85%	2	14	Higher
Availability of affordable quality mental health care	34%	7	14	Similar

**Table 11: Education, Arts, and Culture**

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Opportunities to attend cultural/arts/music activities	70%	3	15	Higher
Availability of affordable quality child care/preschool	34%	9	14	Similar
K-12 education	89%	1	14	Much Higher
Adult educational opportunities	83%	1	14	Higher

**Table 12: Inclusivity and Engagement**

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Residents' connection and engagement with their community	61%	4	13	Similar
Palo Alto as a place to raise children	84%	4	15	Similar
Palo Alto as a place to retire	54%	7	15	Similar
Openness and acceptance of the community towards people of diverse backgrounds	71%	4	14	Similar
Making all residents feel welcome	68%	8	13	Similar
Attracting people from diverse backgrounds	59%	9	13	Similar
Valuing/respecting residents from diverse backgrounds	71%	6	13	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	52%	6	13	Similar
Opportunities to participate in social events and activities	65%	5	14	Similar
Opportunities to participate in community matters	68%	5	14	Similar

**Table 13: Participation**

Participation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	57%	1	14	Higher
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	17%	6	14	Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards,	17%	11	14	Similar
Watched (online or on television) a local public meeting	16%	11	14	Similar
Volunteered your time to some group/activity in Palo Alto	40%	2	13	Higher
Voted in your most recent local election	73%	6	12	Similar

**Table 14: Focus Areas**

<b>Importance Items</b>	<b>Percent essential or very important</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Overall economic health of Palo Alto.	78%	14	14	Similar
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	79%	3	14	Similar
Overall feeling of safety in Palo Alto	82%	12	14	Similar
Overall quality of natural environment in Palo Alto	79%	8	14	Similar
Overall health and wellness opportunities in Palo Alto	61%	14	14	Lower
Overall opportunities for education, culture and the arts	69%	7	14	Similar
Residents’ connection and engagement with their community	60%	13	14	Similar