CITY OF PALO ALTO COMMUNITY SURVEY 2022

Report of Results

January 2023

Contents

Detailed Survey Methods

Survey Information

The 2022 Palo Alto Community Survey was conducted by Polco/National Research Center, Inc. (NRC). Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation, and other aspects of the community in order to support budgeting, land use and strategic planning, and communication with residents. Resident demographic characteristics permit comparison to the Census and American Community Survey estimates, and geographic location allows comparison of results for different subgroups of residents. The City of Palo Alto funded this research. Please contact Chantal Cotton Gaines, Deputy City Manager, City of Palo Alto, at chantal.gaines@cityofpaloalto.org, if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, 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 a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach respondents.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- 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.
- Providing a pre-addressed, postage-paid return envelope.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides

the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she 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. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC 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."
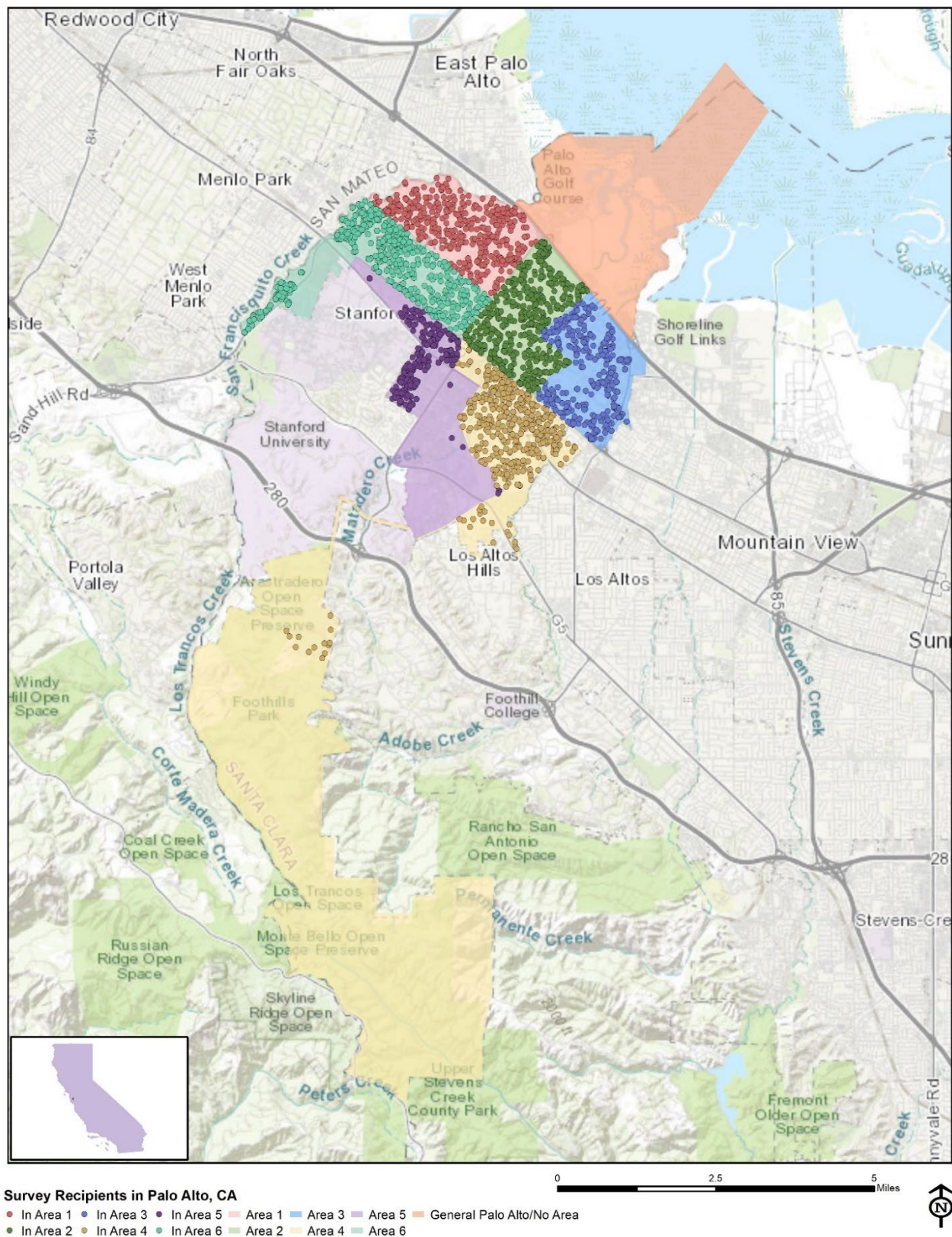
Selecting Survey Recipients

"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 households selected 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).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

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 opt-in survey was identical to the scientific survey and open to all City residents. Results from the open participation survey are separate from the address-based survey and can be found in Appendix C: Results to Open Participation Survey.

Figure 1: Location of Survey Recipients by Area

Survey Recipients in Palo Alto, CA

- In Area 1
- In Area 2
- In Area 3
- In Area 4
- In Area 5
- In Area 6
- Area 1
- Area 2
- Area 3
- Area 4
- Area 5
- Area 6
- General Palo Alto/No Area

Survey Administration and Response

Selected households received mailings beginning on October 26, 2022. For 1,800 households, the first mailing was a postcard announcing the upcoming survey with a link to complete the survey online. The next mailing contained a letter from the City Manager inviting the household to participate, a questionnaire, and a postage-paid return envelope. For the remaining 1,800 households, the first mailing was a postcard with a link to complete the survey online, followed one week later by a reminder postcard with a link to the survey. The second postcard also asked respondents not to complete the survey a second time.

The survey was available in English. All mailings included a URL through which the residents could choose to respond online. Completed surveys were collected over seven weeks. The online open participation survey was available to residents beginning November 16, 2022 and remained open through December 19, 2022.

About 7% 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 3,357 households that received the survey, 398 completed the survey, providing an overall response rate of 12%. Of the 398 completed surveys, 282 were completed online. Additionally, responses were tracked by geographic subarea; response rates by area ranged from 10% to 14%. The response rates were/was calculated using AAPOR's response rate #2[1] for mailed surveys of unnamed persons. Additionally, 116 residents completed the online opt-in 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 five percentage points around any given percent reported for the entire sample (398 completed surveys).

For subgroups of responses, the margin of error increases because the number of responses for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points. For each of the six areas within Palo Alto, the margin of error rises to approximately plus or minus 15 percentage points since number of responses were 55 for Area 1, 76 for Area 2, 58 for Area 3, 64 for Area 4, 40 for Area 5 and 105 for Area 6. The margin of error for the six areas within Palo Alto is based off the smallest number of returned surveys per area; thus margin of error was calculated using the number of returned surveys from Area 5 (40).

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[1] See AAPOR's Standard Definitions for more information:

http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx

[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
Area 1	412	18	394	55	14%
Area 2	618	15	603	76	13%
Area 3	438	14	424	58	14%
Area 4	663	42	621	64	10%
Area 5	389	19	370	40	11%
Area 6	1080	135	945	105	11%
Overall	3,600	243	3,357	398	12%

Survey Processing (Data Entry)

Upon receipt, completed 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, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All 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.

NRC uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC'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 scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and 2019 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 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, and age. No adjustments were made for design effects. Results for the opt-in survey can be found in Appendix C: Results from Open Participation Survey.

Table 2: Palo Alto, CA 2022 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	45%	26%	44%
Own home	55%	74%	56%
Detached unit*	58%	68%	58%
Attached unit*	42%	32%	42%
Race and Ethnicity			
White	68%	69%	61%
Not white	32%	31%	39%
Not Hispanic	95%	95%	94%
Hispanic	5%	5%	6%
Sex and Age			
Female	52%	49%	51%
Male	48%	51%	49%
18-34 years of age	22%	7%	21%
35-54 years of age	41%	25%	41%
55+ years of age	37%	68%	38%
Females 18-34	10%	3%	10%
Females 35-54	21%	13%	21%
Females 55+	20%	33%	20%
Males 18-34	12%	4%	12%
Males 35-54	20%	11%	20%
Males 55+	17%	35%	18%
Area			
Area 1	13%	17%	14%
Area 2	19%	17%	19%
Area 3	13%	16%	15%
Area 4	19%	15%	16%
Area 5	9%	10%	10%
Area 6	27%	25%	26%

* U.S. Census Bureau ACS 2019 5-year estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" 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." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. 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 2022 ratings for the City of Palo Alto to the 12 previous iterations of survey results (going back to 2009) and displaying 2003 data, the year when surveying started.

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 five percentage points[3] between the 2022 and 2021 surveys; otherwise, the comparisons between 2022 and 2021 are noted as being "similar." When comparing results over time, small differences (those with less than a 5 percent difference compared to 2021) are more likely to be due to random variation (attributable to chance over real change), while larger differences (those greater than 5 percent compared to 2021) 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.

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[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 geographic comparison tables on the following pages display differences in opinion of survey respondents by the six geographic subareas. Demographic comparisons display differences in opinion of survey respondents by race/ethnicity and sex. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good," or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) 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.

The subgroup comparison tables contain the crosstabulations of survey questions by geographic area. 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 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

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics as on the Palo Alto Community Survey. The surveys gathered for NRC's database include data from communities that have been conducted by NRC, as well as citizen surveys unaffiliated with NRC. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC 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 standard 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÷(100-2)=	15.3%	100	=15.3% x 100 =	15.3
Good	53%	=53÷(100-2)=	54.1%	75	=54.1% x 75 =	40.6
Neither good nor bad	26%	=26÷(100-2)=	26.5%	50	=26.5% x 50 =	13.3
Bad	3%	=3÷(100-2)=	3.1%	25	=3.1% x 25 =	0.8
Very bad	0%	=0÷(100-2)=	0%	0	=0% x 0 =	0
Don't know	2%		--			
Total	100%		100%			70

Key Findings

Residents rate the quality of life in Palo Alto highly.

On par with previous years, Palo Alto residents continue to give high marks to their neighborhood as a place to live, raise children, and the overall quality of life in Palo Alto. About 9 in 10 residents rated each of these items positively. Further, each rating was similar to comparison communities, and Palo Alto as a place to raise children improved from 2021 to 2022. About 4 in 5 residents gave favorable ratings to Palo Alto as a place to work, which was higher than the national benchmark. One item, Palo Alto as a place to retire, decreased from 2021 to 2022. This rating was also lower than the national benchmark. Three-quarters of residents would recommend living in Palo Alto to someone who asks (similar to 2021 and to the national average). About 85% of residents indicated that they would be likely to remain in Palo Alto for the next five years, a rating higher than 2021 and similar to the benchmark.

While residents value City services and events, civic participation has decreased.

When compared to 2021, residents reported more frequent use of a number of city services in the last 12 months in 2022. The use of Palo Alto recreation centers or their services (47% used in the last 12 months), use of Palo Alto public libraries or their services (72%), attendance to City-sponsored events (45%), and use of the City's website to conduct business or pay bills (60%) increased from 2021 to 2022. However, fewer residents in 2022 compared to 2021 reported attending a local public meeting (21%), watching (online or on television) a local public meeting (23%), and voting in their most recent local election (77%). Despite the decreases, each of these items was on par with national benchmarks.

Residents are still contacting the City of Palo Alto for help or information often, with nearly 3 in 5 indicating they did so in the last 12 months. This was similar to 2021 and higher than the national average. However, the job Palo Alto government does at welcoming resident involvement continues to decrease over time. About 56% of residents rated this item positively in 2018 compared to 51% in 2021, and 46% in 2022. This rating, though, was similar to the national benchmark. Further, opportunities to learn about City services through social media website such as Twitter and Facebook decreased in 2022, with about 60% rating excellent or good. Similarly, public information services (non-Police/public safety) decreased from 75% in 2021 to 69% in 2022.

Residents value Palo Alto's natural environment.

Nearly 9 in 10 residents rated the overall quality of the natural environment in Palo Alto as excellent or good, a rating similar to 2021 and the national benchmark. Almost all residents (94%) visited a neighborhood or City park in the last 12 months, similar to 2021. Preservation of natural areas (open space, farmlands, and greenbelts) was rated positively by over 4 in 5 residents, similar to 2021 and higher than the national average. Most residents rated the quality of Palo Alto open space (92% excellent or good) and City parks (93%) positively. The rating for Palo Alto open space was higher in 2022 compared to 2021. Palo Alto open space was rated much higher than the national benchmark, and City parks was rated higher.

When asked about community focus in the coming two years, 4 in 5 residents rated it essential or very important to focus on the overall quality of the natural environment in Palo Alto, similar to 2021 and the national average. Residents were also asked to name one thing they believe the City does well and would want to maintain. The most popular answer was parks, open space, and the natural environment, which was mentioned by one-quarter of residents.

Affordability and cost of living continue to be community concerns.

Similar to past years, affordability-related measures, such as cost of living (5% excellent or good) and availability of affordable quality housing (6%), while similar to Palo Alto's 2021 ratings, were much lower than the benchmark comparisons. The variety of housing options, rated positively by 1 in 5 residents, was lower than the national average. Rated positively by 2 in 5 residents, affordable high-speed internet was similar to the national benchmark.

Residents are supportive of reducing greenhouse gas emissions.

When asked to rate how important it is for Palo Alto to focus on reducing community greenhouse gas emissions in the coming two years, 7 in 10 residents indicated it to be essential or very important, a rating similar to 2021.The City also asked residents their likelihood of making changes in their home to reduce greenhouse gas emissions. When asked what the likelihood would be of replacing their gas water heater with a heat pump water heater when ready to replace the water heater, 3 in 5 residents indicated they would be at least somewhat likely to do so. Additionally, residents were asked the likelihood that they would replace their gas furnace with a heat pump HVAC system when ready to replace the furnace. About 3 in 5 residents indicated that they would be somewhat likely to make that change.

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 five percentage points between the 2022 and 2021 surveys; otherwise, the comparison between 2022 and 2021 are noted as being "similar."

Geographic and demographic comparisons are made for questions 1 through 17 (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 1 (A) gave significantly higher ratings to Palo Alto as a place to work than respondents in both Area 2 (B) and Area 4 (D), as denoted by the "B" and "D" listed in the cell of the ratings for Area 1.

Question 1

Table 4: Question 1 - Response Percentages and Number of Respondents with "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	38%	N=151	50%	N=196	12%	N=47	0%	N=1	0%	N=0	100%	N=395
Your neighborhood as a place to live	46%	N=181	42%	N=167	11%	N=45	1%	N=3	0%	N=0	100%	N=395
Palo Alto as a place to raise children	37%	N=145	35%	N=139	8%	N=33	3%	N=11	17%	N=66	100%	N=394
Palo Alto as a place to work	31%	N=122	36%	N=142	16%	N=63	2%	N=9	15%	N=59	100%	N=395
Palo Alto as a place to visit	29%	N=113	38%	N=150	26%	N=103	4%	N=16	3%	N=13	100%	N=396
Palo Alto as a place to retire	16%	N=62	25%	N=97	23%	N=91	24%	N=93	13%	N=51	100%	N=394
The overall quality of life in Palo Alto	28%	N=110	60%	N=236	11%	N=44	1%	N=4	0%	N=0	100%	N=394

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	38%	N=151	50%	N=196	12%	N=47	0%	N=1	100%	N=395
Your neighborhood as a place to live	46%	N=181	42%	N=167	11%	N=45	1%	N=3	100%	N=395
Palo Alto as a place to raise children	44%	N=145	43%	N=139	10%	N=33	3%	N=11	100%	N=328
Palo Alto as a place to work	36%	N=122	42%	N=142	19%	N=63	3%	N=9	100%	N=336
Palo Alto as a place to visit	30%	N=113	39%	N=150	27%	N=103	4%	N=16	100%	N=382
Palo Alto as a place to retire	18%	N=62	28%	N=97	26%	N=91	27%	N=93	100%	N=343
The overall quality of life in Palo Alto	28%	N=110	60%	N=236	11%	N=44	1%	N=4	100%	N=394

Table 6: Question 1 - Historical Results

Please rate each of the following aspects of quality of life in Palo Alto:	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
Palo Alto as a place to live	95%	94%	95%	94%	95%	92%	95%	92%	91%	91%	89%	88%	88%	Similar
Your neighborhood as a place to live	88%	90%	91%	90%	90%	91%	92%	90%	91%	91%	90%	89%	88%	Similar
Palo Alto as a place to raise children	90%	91%	93%	93%	92%	90%	93%	87%	84%	84%	82%	82%	87%	Higher
Palo Alto as a place to work	NA	87%	87%	89%	88%	89%	86%	87%	82%	82%	80%	82%	79%	Similar
Palo Alto as a place to visit	NA	NA	NA	NA	NA	NA	75%	74%	72%	71%	68%	70%	69%	Similar
Palo Alto as a place to retire	62%	64%	65%	68%	68%	56%	60%	52%	50%	51%	40%	52%	46%	Lower
The overall quality of life in Palo Alto	92%	91%	93%	94%	92%	94%	91%	91%	88%	85%	89%	84%	88%	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	75	171	349	Similar
Your neighborhood as a place to live	78	111	302	Similar
Palo Alto as a place to raise children	76	141	353	Similar
Palo Alto as a place to work	71	61	345	Higher
Palo Alto as a place to visit	65	104	302	Similar
Palo Alto as a place to retire	46	312	349	Lower
The overall quality of life in Palo Alto	72	167	374	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)	(B)	(C)	(D)	(E)	(F)	(A)
Palo Alto as a place to live	96% E F	89% E	92% E	90% E	74%	84%	88%
Your neighborhood as a place to live	92%	88%	89%	84%	81%	90%	88%
Palo Alto as a place to raise children	86% E	90% E	94% E F	94% E F	65%	82% E	87%
Palo Alto as a place to work	89% B D	71%	85%	72%	75%	82%	79%
Palo Alto as a place to visit	73%	68%	72%	69%	59%	70%	69%
Palo Alto as a place to retire	63% B D E	40%	52%	43%	30%	48%	46%
The overall quality of life in Palo Alto	96% C E F	94% C E F	83%	92% E	76%	84%	88%

Table 9: Question 1 - Demographic Subgroup Results

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
Palo Alto as a place to live	91% B	83%	89%	87%	88%
Your neighborhood as a place to live	90%	85%	90%	86%	88%
Palo Alto as a place to raise children	86%	90%	89%	86%	87%
Palo Alto as a place to work	81%	76%	77%	81%	79%
Palo Alto as a place to visit	67%	69%	76% B	61%	69%
Palo Alto as a place to retire	53% B	39%	46%	47%	46%
The overall quality of life in Palo Alto	91%	85%	90%	87%	88%

Question 2

Table 10: Question 2 - Response Percentages and Number of Respondents with "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)	20%	N=80	52%	N=203	20%	N=80	8%	N=31	0%	N=0	100%	N=393
Overall feeling of safety in Palo Alto	38%	N=150	46%	N=181	14%	N=55	2%	N=7	0%	N=0	100%	N=393
Overall quality of natural environment in Palo Alto	45%	N=174	43%	N=168	11%	N=45	1%	N=2	0%	N=0	100%	N=389
Overall health and wellness opportunities in Palo Alto	47%	N=184	40%	N=157	9%	N=35	1%	N=5	3%	N=13	100%	N=393
Residents' connection and engagement with their community	18%	N=71	42%	N=162	28%	N=110	7%	N=27	5%	N=21	100%	N=391

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)	20%	N=80	52%	N=203	20%	N=80	8%	N=31	100%	N=393
Overall feeling of safety in Palo Alto	38%	N=150	46%	N=181	14%	N=55	2%	N=7	100%	N=393
Overall quality of natural environment in Palo Alto	45%	N=174	43%	N=168	11%	N=45	1%	N=2	100%	N=389
Overall health and wellness opportunities in Palo Alto	48%	N=184	41%	N=157	9%	N=35	1%	N=5	100%	N=380
Residents' connection and engagement with their community	19%	N=71	44%	N=162	30%	N=110	7%	N=27	100%	N=370

Table 12: Question 2 - Historical Results

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	NA	NA	NA	NA	NA	NA	67%	63%	59%	65%	62%	76%	72%	Similar
Overall feeling of safety in Palo Alto	NA	NA	NA	NA	NA	NA	92%	91%	94%	94%	91%	87%	84%	Similar
Overall quality of natural environment in Palo Alto	NA	84%	84%	84%	88%	83%	88%	86%	84%	89%	87%	90%	88%	Similar
Health and wellness opportunities in Palo Alto	NA	NA	NA	NA	NA	NA	88%	88%	85%	88%	84%	88%	90%	Similar
Residents' connection and engagement with their community	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	62%	63%	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)	61	74	281	Similar
Overall feeling of safety in Palo Alto	73	135	338	Similar
Overall quality of natural environment in Palo Alto	77	55	290	Similar
Overall health and wellness opportunities in Palo Alto	79	11	283	Higher
Residents' connection and engagement with their community	58	45	173	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)	(B)	(C)	(D)	(E)	(F)	(A)
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	73%	80% E	75%	69%	61%	70%	72%
Overall feeling of safety in Palo Alto	83%	89% C E	76%	86%	72%	89% C E	84%
Overall quality of natural environment in Palo Alto	95% E	92% E	88% E	84% E	70%	90% E	88%
Overall health and wellness opportunities in Palo Alto	95% E	90%	84%	93%	82%	90%	90%
Residents' connection and engagement with their community	73%	60%	72%	59%	53%	61%	63%

Table 15: Question 2 - Demographic Subgroup Results

| Percent rating "excellent" or "good" | Race/ethnicity | | Sex | | Overall |
| | White alone, not Hispanic | Hispanic and/or other race | Female | Male | |
	(A)	(B)	(A)	(B)	(A)
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	76% B	65%	76%	68%	72%
Overall feeling of safety in Palo Alto	86%	83%	86%	83%	84%
Overall quality of natural environment in Palo Alto	88%	88%	86%	90%	88%
Overall health and wellness opportunities in Palo Alto	92%	87%	90%	89%	90%
Residents' connection and engagement with their community	63%	62%	64%	63%	63%

Question 3

Table 16: Question 3 - Response Percentages and Number of Respondents with "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	33%	N=127	42%	N=162	16%	N=63	9%	N=34	1%	N=3	100%	N=388
Remain in Palo Alto for the next five years	53%	N=206	29%	N=112	7%	N=28	9%	N=35	3%	N=12	100%	N=392
Recommend Palo Alto's libraries to friends	56%	N=217	22%	N=87	5%	N=21	2%	N=7	15%	N=59	100%	N=391

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	33%	N=127	42%	N=162	16%	N=63	9%	N=34	100%	N=386
Remain in Palo Alto for the next five years	54%	N=206	29%	N=112	7%	N=28	9%	N=35	100%	N=381
Recommend Palo Alto's libraries to friends	65%	N=217	26%	N=87	6%	N=21	2%	N=7	100%	N=332

Table 18: Question 3 - Historical Results

Please indicate how likely or unlikely you are to do each of the following:	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
Recommend living in Palo Alto to someone who asks	NA	90%	90%	91%	92%	89%	86%	80%	72%	75%	73%	74%	75%	Similar
Remain in Palo Alto for the next five years	NA	87%	83%	87%	87%	87%	83%	80%	75%	76%	78%	78%	84%	Higher
Recommend Palo Alto's libraries to friends	NA	NA	NA	NA	NA	NA	NA	NA	NA	91%	92%	91%	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	75	246	291	Similar
Remain in Palo Alto for the next five years	84	157	288	Similar

A benchmark comparison was not available for "Recommend Palo Alto's libraries to friends".

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	89% D E F	75% E	80% E	71%	56%	74% E	75%
Remain in Palo Alto for the next five years	98% B E F	79%	91% F	86%	77%	77%	84%
Recommend Palo Alto's libraries to friends	90% E	99% E	92% E	95% E	77%	91% E	92%

Table 21: Question 3 - Demographic Subgroup Results

	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
Percent rating "very likely" or "somewhat likely"	(A)	(B)	(A)	(B)	(A)
Recommend living in Palo Alto to someone who asks	75%	74%	80% B	70%	75%
Remain in Palo Alto for the next five years	82%	86%	89% B	77%	84%
Recommend Palo Alto's libraries to friends	92%	92%	91%	93%	92%

Question 4

Table 22: Question 4 - Response Percentages and Number of Respondents with "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	19%	N=75	38%	N=149	25%	N=99	11%	N=42	7%	N=27	100%	N=391
Attracting people from diverse backgrounds	18%	N=72	30%	N=117	24%	N=92	22%	N=88	6%	N=23	100%	N=391
Valuing/respecting residents from diverse backgrounds	25%	N=96	36%	N=140	22%	N=88	11%	N=42	7%	N=26	100%	N=391
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	10%	N=40	25%	N=97	27%	N=106	15%	N=60	23%	N=88	100%	N=391

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	21%	N=75	41%	N=149	27%	N=99	11%	N=42	100%	N=364
Attracting people from diverse backgrounds	19%	N=72	32%	N=117	25%	N=92	24%	N=88	100%	N=369
Valuing/respecting residents from diverse backgrounds	26%	N=96	38%	N=140	24%	N=88	11%	N=42	100%	N=365
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	13%	N=40	32%	N=97	35%	N=106	20%	N=60	100%	N=303

Table 24: Question 4 - Historical Results

Please rate the job you feel the Palo Alto community does at each of the following.	Percent positive		2022 rating compared to 2021
	2021	2022	
Making all residents feel welcome	59%	62%	Similar
Attracting people from diverse backgrounds	52%	51%	Similar
Valuing/respecting residents from diverse backgrounds	65%	65%	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	47%	45%	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	57	134	180	Similar
Attracting people from diverse backgrounds	49	130	176	Similar
Valuing/respecting residents from diverse backgrounds	60	72	177	Similar
Taking care of vulnerable residents	46	131	173	Similar

Table 26: Question 4 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Making all residents feel welcome	66% E	65% E	71% E	65% E	39%	58% E	62%
Attracting people from diverse backgrounds	49%	50%	58% D	39%	45%	58% D	51%
Valuing/respecting residents from diverse backgrounds	74% E	68%	74% E	58%	49%	62%	65%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	64% D F	46%	54%	38%	41%	39%	45%

Table 27: Question 4 - Demographic Subgroup Results

	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
Percent rating "excellent" or "good"	(A)	(B)	(A)	(B)	(A)
Making all residents feel welcome	59%	63%	64%	58%	62%

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
Attracting people from diverse backgrounds	46%	57% A	47%	56%	51%
Valuing/respecting residents from diverse backgrounds	62%	68%	58%	72% A	65%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	41%	51%	41%	51%	45%

Question 5

Table 28: Question 5 - Response Percentages and Number of Respondents with "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	25%	N=99	54%	N=212	18%	N=69	2%	N=7	1%	N=3	100%	N=390
Variety of business and service establishments in Palo Alto	18%	N=70	40%	N=156	33%	N=130	8%	N=33	0%	N=0	100%	N=389
Vibrancy of downtown/commercial area	23%	N=91	37%	N=147	32%	N=125	5%	N=21	2%	N=8	100%	N=392
Employment opportunities	18%	N=69	36%	N=139	14%	N=57	5%	N=20	27%	N=106	100%	N=390
Shopping opportunities	29%	N=115	43%	N=166	23%	N=88	5%	N=18	1%	N=3	100%	N=390
Cost of living in Palo Alto	2%	N=7	3%	N=13	26%	N=101	68%	N=267	1%	N=3	100%	N=391
Overall image or reputation of Palo Alto	29%	N=114	46%	N=180	20%	N=80	3%	N=13	1%	N=4	100%	N=392
Traffic flow on major streets	9%	N=37	38%	N=147	38%	N=148	15%	N=57	1%	N=2	100%	N=391
Ease of public parking	22%	N=86	43%	N=169	24%	N=95	8%	N=33	2%	N=9	100%	N=392
Ease of travel by car in Palo Alto	22%	N=87	49%	N=192	21%	N=84	6%	N=23	1%	N=3	100%	N=390
Ease of travel by public transportation in Palo Alto	5%	N=21	13%	N=49	26%	N=100	31%	N=120	26%	N=101	100%	N=390
Ease of travel by bicycle in Palo Alto	28%	N=108	39%	N=151	16%	N=64	5%	N=18	12%	N=47	100%	N=387

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Ease of walking in Palo Alto	40%	N=155	44%	N=174	12%	N=46	3%	N=12	1%	N=4	100%	N=392
Variety of housing options	3%	N=14	16%	N=63	33%	N=129	39%	N=153	8%	N=31	100%	N=391
Availability of affordable quality housing	1%	N=6	4%	N=15	15%	N=61	70%	N=277	9%	N=35	100%	N=394
Overall quality of new development in Palo Alto	7%	N=27	20%	N=76	26%	N=103	20%	N=78	27%	N=104	100%	N=387
Availability of paths and walking trails	28%	N=111	46%	N=181	18%	N=72	5%	N=19	3%	N=10	100%	N=392
Fitness opportunities (including exercise classes and paths or trails, etc.)	28%	N=110	42%	N=167	18%	N=72	3%	N=11	9%	N=34	100%	N=393
Recreational opportunities	24%	N=96	52%	N=203	17%	N=67	3%	N=10	4%	N=17	100%	N=393
Availability of affordable quality mental health care	5%	N=20	6%	N=22	13%	N=50	18%	N=68	59%	N=229	100%	N=389
Opportunities to attend cultural/arts/music activities	24%	N=93	51%	N=199	17%	N=69	3%	N=13	5%	N=20	100%	N=393

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	26%	N=99	55%	N=212	18%	N=69	2%	N=7	100%	N=387
Variety of business and service establishments in Palo Alto	18%	N=70	40%	N=156	33%	N=130	8%	N=33	100%	N=389
Vibrancy of downtown/commercial area	24%	N=91	38%	N=147	33%	N=125	6%	N=21	100%	N=384
Employment opportunities	24%	N=69	49%	N=139	20%	N=57	7%	N=20	100%	N=285
Shopping opportunities	30%	N=115	43%	N=166	23%	N=88	5%	N=18	100%	N=387
Cost of living in Palo Alto	2%	N=7	3%	N=13	26%	N=101	69%	N=267	100%	N=388
Overall image or reputation of Palo Alto	30%	N=114	47%	N=180	21%	N=80	3%	N=13	100%	N=387
Traffic flow on major streets	9%	N=37	38%	N=147	38%	N=148	15%	N=57	100%	N=388
Ease of public parking	22%	N=86	44%	N=169	25%	N=95	9%	N=33	100%	N=383
Ease of travel by car in Palo Alto	23%	N=87	50%	N=192	22%	N=84	6%	N=23	100%	N=386
Ease of travel by public transportation in Palo Alto	7%	N=21	17%	N=49	35%	N=100	41%	N=120	100%	N=289
Ease of travel by bicycle in Palo Alto	32%	N=108	44%	N=151	19%	N=64	5%	N=18	100%	N=340
Ease of walking in Palo Alto	40%	N=155	45%	N=174	12%	N=46	3%	N=12	100%	N=388
Variety of housing options	4%	N=14	18%	N=63	36%	N=129	43%	N=153	100%	N=360

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 housing	2%	N=6	4%	N=15	17%	N=61	77%	N=277	100%	N=359
Overall quality of new development in Palo Alto	9%	N=27	27%	N=76	36%	N=103	28%	N=78	100%	N=283
Availability of paths and walking trails	29%	N=111	47%	N=181	19%	N=72	5%	N=19	100%	N=382
Fitness opportunities (including exercise classes and paths or trails, etc.)	31%	N=110	46%	N=167	20%	N=72	3%	N=11	100%	N=360
Recreational opportunities	25%	N=96	54%	N=203	18%	N=67	3%	N=10	100%	N=376
Availability of affordable quality mental health care	12%	N=20	14%	N=22	31%	N=50	43%	N=68	100%	N=161
Opportunities to attend cultural/arts/music activities	25%	N=93	53%	N=199	18%	N=69	4%	N=13	100%	N=373

Table 30: Question 5 - Historical Results

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
Overall quality of business and service establishments in Palo Alto	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	85%	80%	Lower
Variety of business and service establishments in Palo Alto	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	66%	58%	Lower
Vibrancy of downtown/commercial areas	NA	NA	NA	NA	NA	NA	77%	76%	73%	73%	71%	72%	62%	Lower
Employment opportunities	33%	51%	52%	56%	68%	68%	69%	66%	70%	74%	73%	68%	73%	Higher
Shopping opportunities	NA	70%	70%	71%	69%	73%	82%	79%	80%	82%	79%	78%	73%	Lower
Cost of living in Palo Alto	NA	NA	NA	NA	NA	NA	11%	8%	7%	8%	8%	6%	5%	Similar
Overall image or reputation of Palo Alto	NA	92%	90%	92%	92%	90%	92%	88%	86%	86%	83%	78%	76%	Similar
Traffic flow on major streets	36%	38%	46%	47%	40%	36%	34%	35%	31%	30%	33%	49%	47%	Similar
Ease of public parking	NA	NA	NA	NA	NA	NA	NA	38%	36%	33%	32%	59%	67%	Higher
Ease of travel by car in Palo Alto	55%	60%	65%	66%	62%	51%	55%	52%	44%	44%	42%	70%	72%	Similar
Ease of travel by public transportation in Palo Alto	NA	52%	63%	62%	64%	71%	65%	36%	26%	28%	29%	30%	24%	Lower

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
Ease of travel by bicycle in Palo Alto	84%	79%	81%	77%	81%	78%	78%	77%	74%	78%	74%	79%	76%	Similar
Ease of walking in Palo Alto	NA	82%	85%	83%	82%	84%	84%	83%	80%	86%	83%	86%	85%	Similar
Variety of housing options	NA	39%	37%	37%	29%	26%	27%	20%	17%	18%	13%	27%	21%	Lower
Availability of affordable quality housing	6%	17%	15%	14%	12%	13%	11%	8%	6%	6%	5%	9%	6%	Similar
Overall quality of new development in Palo Alto	NA	57%	55%	53%	57%	56%	44%	51%	49%	42%	50%	38%	36%	Similar
Availability of paths and walking trails	NA	74%	75%	75%	75%	77%	71%	74%	73%	76%	77%	76%	76%	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	NA	NA	NA	NA	NA	NA	NA	78%	78%	79%	78%	79%	77%	Similar
Recreational opportunities	NA	78%	80%	81%	81%	81%	77%	80%	77%	81%	75%	77%	79%	Similar
Availability of affordable quality mental health care	NA	NA	NA	NA	NA	NA	63%	53%	46%	52%	38%	44%	26%	Lower
Opportunities to attend cultural/arts/music activities	NA	74%	74%	73%	77%	69%	81%	79%	77%	81%	74%	71%	78%	Higher

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	68	57	287	Similar
Variety of business and service establishments in Palo Alto	56	89	173	Similar
Vibrancy of downtown/commercial area	60	75	270	Similar
Employment opportunities	63	17	304	Higher
Shopping opportunities	66	38	295	Higher
Cost of living in Palo Alto	13	279	283	Much lower
Overall image or reputation of Palo Alto	67	139	342	Similar
Traffic flow on major streets	47	169	316	Similar
Ease of public parking	60	87	264	Similar
Ease of travel by car in Palo Alto	63	143	303	Similar
Ease of travel by public transportation in Palo Alto	30	181	264	Similar
Ease of travel by bicycle in Palo Alto	67	22	305	Higher
Ease of walking in Palo Alto	74	28	306	Higher
Variety of housing options	27	268	288	Lower
Availability of affordable quality housing	10	305	311	Much lower
Overall quality of new development in Palo Alto	39	263	299	Lower
Availability of paths and walking trails	67	129	308	Similar
Fitness opportunities	68	98	276	Similar
Recreational opportunities	67	93	297	Similar
Availability of affordable quality mental health care	32	224	266	Lower
Opportunities to attend cultural/arts/music activities	67	47	293	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)	(B)	(C)	(D)	(E)	(F)	(A)
Overall quality of business and service establishments in Palo Alto	88% E	87% E	76%	80% E	64%	81% E	80%
Variety of business and service establishments in Palo Alto	56%	64%	54%	54%	54%	61%	58%
Vibrancy of downtown/commercial area	63%	75% D E	66% D	46%	50%	64% D	62%
Employment opportunities	79%	72%	71%	74%	61%	77%	73%
Shopping opportunities	76%	74%	77%	71%	60%	73%	73%
Cost of living in Palo Alto	3%	4%	4%	2%	4%	10% D	5%
Overall image or reputation of Palo Alto	89% E F	78% E	80% E	76%	60%	72%	76%
Traffic flow on major streets	50%	50%	41%	47%	38%	51%	47%
Ease of public parking	60%	69% E	68%	65%	50%	75% E	67%
Ease of travel by car in Palo Alto	78% E	80% E	72%	72% E	54%	71% E	72%
Ease of travel by public transportation in Palo Alto	19%	24%	24%	12%	22%	33% D	24%
Ease of travel by bicycle in Palo Alto	61%	85% A E	76%	80% A	67%	77% A	76%
Ease of walking in Palo Alto	83%	90% D E	88% D	71%	76%	92% D E	85%
Variety of housing options	17%	23%	27%	19%	12%	24%	21%
Availability of affordable quality housing	10% E	6%	7%	5%	0%	5%	6%
Overall quality of new development in Palo Alto	38%	32%	47%	37%	30%	35%	36%
Availability of paths and walking trails	79%	76%	83%	75%	69%	75%	76%

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Fitness opportunities (including exercise classes and paths or trails, etc.)	87% E	74%	75%	85%	69%	73%	77%
Recreational opportunities	83% E	79% E	72%	86% E	60%	85% E	79%
Availability of affordable quality mental health care	29%	25%	39% D E	7%	10%	34% D	26%
Opportunities to attend cultural/arts/music activities	72%	81% E	72%	86% E	59%	85% A C E	78%

Table 33: Question 5 - Demographic Subgroup Results

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
Overall quality of business and service establishments in Palo Alto	81%	79%	84%	77%	80%
Variety of business and service establishments in Palo Alto	59%	56%	62%	53%	58%
Vibrancy of downtown/commercial area	61%	64%	67% B	57%	62%
Employment opportunities	76%	72%	71%	77%	73%
Shopping opportunities	74%	72%	78% B	68%	73%
Cost of living in Palo Alto	5%	6%	7%	4%	5%
Overall image or reputation of Palo Alto	80%	74%	79%	74%	76%
Traffic flow on major streets	49%	47%	43%	54% A	47%
Ease of public parking	71%	64%	65%	70%	67%
Ease of travel by car in Palo Alto	74%	71%	72%	73%	72%
Ease of travel by public transportation in Palo Alto	23%	27%	27%	23%	24%

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
Ease of travel by bicycle in Palo Alto	75%	79%	79%	74%	76%
Ease of walking in Palo Alto	88%	81%	87%	84%	85%
Variety of housing options	17%	27% A	20%	23%	21%
Availability of affordable quality housing	3%	9% A	5%	7%	6%
Overall quality of new development in Palo Alto	36%	36%	39%	35%	36%
Availability of paths and walking trails	77%	77%	80%	73%	76%
Fitness opportunities (including exercise classes and paths or trails, etc.)	79%	77%	82%	74%	77%
Recreational opportunities	84% B	75%	80%	80%	79%
Availability of affordable quality mental health care	26%	27%	20%	37% A	26%
Opportunities to attend cultural/arts/music activities	77%	80%	81%	76%	78%

Question 6

Table 34: Question 6 - Response Percentages and Number of Respondents with "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=21	12%	N=46	15%	N=58	19%	N=74	48%	N=184	100%	N=383
K-12 education	34%	N=132	33%	N=129	7%	N=29	2%	N=6	24%	N=94	100%	N=389
Adult educational opportunities	19%	N=73	36%	N=138	12%	N=46	1%	N=3	33%	N=128	100%	N=389
Opportunities to participate in social events and activities	13%	N=50	44%	N=172	26%	N=100	4%	N=17	12%	N=48	100%	N=388
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=64	36%	N=141	25%	N=99	10%	N=39	12%	N=47	100%	N=389
Opportunities to learn about City services through social media websites such as Twitter and Facebook	9%	N=36	23%	N=90	19%	N=72	5%	N=20	44%	N=171	100%	N=389

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=21	23%	N=46	29%	N=58	37%	N=74	100%	N=199
K-12 education	45%	N=132	44%	N=129	10%	N=29	2%	N=6	100%	N=295
Adult educational opportunities	28%	N=73	53%	N=138	18%	N=46	1%	N=3	100%	N=261
Opportunities to participate in social events and activities	15%	N=50	51%	N=172	29%	N=100	5%	N=17	100%	N=340
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=64	41%	N=141	29%	N=99	11%	N=39	100%	N=342
Opportunities to learn about City services through social media websites such as Twitter and Facebook	17%	N=36	41%	N=90	33%	N=72	9%	N=20	100%	N=218

Table 36: Question 6 - Historical Results

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
Availability of affordable quality child care/preschool	25%	32%	25%	35%	27%	31%	49%	49%	39%	47%	37%	44%	34%	Lower
K-12 education	NA	NA	NA	92%	92%	94%	95%	92%	90%	91%	91%	90%	88%	Similar
Adult educational opportunities	NA	NA	NA	NA	NA	NA	89%	83%	78%	82%	77%	83%	81%	Similar
Opportunities to participate in social events and activities	NA	80%	74%	76%	74%	74%	71%	74%	70%	72%	65%	62%	65%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	73%	78%	79%	78%	80%	76%	76%	68%	72%	72%	72%	59%	60%	Similar
Opportunities to learn about City services through social media websites such as Twitter and Facebook	NA	NA	NA	63%	63%	71%	73%	75%	68%	76%	67%	71%	58%	Lower

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	36	235	277	Lower
K-12 education	77	39	280	Higher
Adult educational opportunities	69	13	273	Higher
Opportunities to participate in social events and activities	58	115	284	Similar
Opportunities to participate in community matters	61	74	283	Similar
Openness and acceptance of the community toward people of diverse backgrounds	56	128	301	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)	(B)	(C)	(D)	(E)	(F)	(A)
Availability of affordable quality childcare/preschool	36%	44%	29%	22%	38%	32%	34%
K-12 education	79%	83%	92% E	93% A E	74%	97% A B E	88%
Adult educational opportunities	79%	79%	77%	78%	82%	88%	81%
Opportunities to participate in social events and activities	69%	73% E	61%	67%	50%	64%	65%
Openness and acceptance of the community toward people of diverse backgrounds	69% D	56%	70% D E	48%	47%	64%	60%
Opportunities to learn about City services through social media websites such as Twitter and Facebook	46%	64%	53%	75% A F	59%	50%	58%

Table 39: Question 6 - Demographic Subgroup Results

| Percent rating "excellent" or "good" | Race/ethnicity | | Sex | | Overall |
| | White alone, not Hispanic | Hispanic and/or other race | Female | Male | |
	(A)	(B)	(A)	(B)	(A)
Availability of affordable quality childcare/preschool	27%	41% A	33%	35%	34%
K-12 education	94% B	81%	86%	92%	88%
Adult educational opportunities	81%	79%	82%	80%	81%
Opportunities to participate in social events and activities	66%	66%	70%	63%	65%
Openness and acceptance of the community toward people of diverse backgrounds	66% B	53%	56%	66%	60%
Opportunities to learn about City services through social media websites such as Twitter and Facebook	62%	59%	66% B	50%	58%

Question 7

Table 40: 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	53%	N=208	47%	N=186	100%	N=393
Visited a neighborhood park or City park	6%	N=25	94%	N=369	100%	N=394
Used Palo Alto public libraries or their services	28%	N=109	72%	N=286	100%	N=394
Participated in religious or spiritual activities in Palo Alto	76%	N=299	24%	N=94	100%	N=393
Attended a City-sponsored event	55%	N=215	45%	N=178	100%	N=393
Participated in a club	78%	N=307	22%	N=84	100%	N=391
Talked to or visited with your immediate neighbors	12%	N=46	88%	N=348	100%	N=394
Done a favor for a neighbor	24%	N=95	76%	N=299	100%	N=394
Used the City's website to conduct business or pay bills	40%	N=157	60%	N=237	100%	N=394
Used the Utilities website to conduct business or pay bills	31%	N=120	69%	N=271	100%	N=391
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	42%	N=164	58%	N=227	100%	N=391
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	79%	N=310	21%	N=80	100%	N=390
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	79%	N=313	21%	N=81	100%	N=394
Watched (online or on television) a local public meeting	77%	N=303	23%	N=90	100%	N=393
Volunteered your time to some group/activity in Palo Alto	55%	N=216	45%	N=177	100%	N=393
Voted in your most recent local election	23%	N=91	77%	N=301	100%	N=392
Used bus, rail, subway, or other public transportation instead of driving	57%	N=222	43%	N=169	100%	N=391
Carpooled with other adults or children instead of driving alone	40%	N=157	60%	N=234	100%	N=391
Walked or biked instead of driving	12%	N=46	88%	N=348	100%	N=394
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	60%	N=233	40%	N=156	100%	N=389
Household member was a victim of a crime in Palo Alto	88%	N=344	12%	N=48	100%	N=392
Reported a crime to the police in Palo Alto	85%	N=334	15%	N=58	100%	N=392
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	66%	N=261	34%	N=132	100%	N=393

*This question did not have a "don't know" 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													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
Used Palo Alto recreation centers or their services	NA	63%	60%	60%	65%	58%	63%	65%	63%	63%	65%	39%	47%	Higher
Visited a neighborhood park or City park	NA	94%	94%	91%	95%	94%	91%	94%	93%	91%	94%	94%	94%	Similar
Used Palo Alto public libraries or their services	NA	82%	76%	74%	77%	77%	68%	76%	73%	75%	78%	62%	72%	Higher
Participated in religious or spiritual activities in Palo Alto	NA	NA	NA	NA	40%	NA	30%	30%	31%	30%	30%	24%	24%	Similar
Attended a City-sponsored event	NA	NA	NA	NA	NA	NA	50%	57%	51%	55%	52%	30%	45%	Higher
Participated in a club	NA	33%	31%	31%	38%	29%	27%	34%	30%	29%	31%	17%	22%	Higher
Talked to or visited with your immediate neighbors	NA	NA	NA	NA	NA	NA	91%	89%	88%	92%	90%	88%	88%	Similar
Done a favor for a neighbor	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	78%	76%	Similar
Used the City's website to conduct business or pay bills	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	53%	60%	Higher
Used the Utilities website to conduct business or pay bills	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	69%	69%	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	NA	NA	NA	55%	58%	Similar
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	NA	NA	NA	NA	NA	NA	17%	15%	17%	20%	21%	25%	21%	Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	NA	28%	27%	27%	25%	28%	22%	22%	21%	24%	25%	26%	21%	Lower
Watched (online or on television) a local public meeting	NA	28%	28%	27%	21%	24%	16%	18%	14%	16%	12%	29%	23%	Lower

Please indicate whether or not you have done each of the following in the last 12 months (percent "yes").	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
Volunteered your time to some group/activity in Palo Alto	NA	56%	51%	45%	54%	50%	40%	46%	45%	47%	47%	37%	45%	Higher
Voted in your most recent local election	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	83%	77%	Lower
Used bus, rail, subway, or other public transportation instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	34%	43%	Higher
Carpooled with other adults or children instead of driving alone	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	41%	60%	Higher
Walked or biked instead of driving	NA	NA	NA	NA	NA	NA	85%	87%	87%	84%	88%	86%	88%	Similar
Did NOT observe a code violation or other hazard in Palo Alto	NA	NA	NA	NA	NA	NA	70%	67%	67%	62%	63%	60%	60%	Similar
Household member was NOT the victim of a crime in Palo Alto	NA	89%	91%	91%	91%	94%	92%	93%	91%	90%	93%	86%	88%	Similar
Did NOT report a crime to the police in Palo Alto	NA	NA	NA	NA	NA	NA	87%	87%	86%	85%	87%	79%	85%	Higher
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, and telephone service	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	26%	49%	34%	Lower

*Some questions were re-worded in the Historical Results table to reflect the positive rating of 'yes.'

Table 42: Question 7 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Contacted Palo Alto for help or information	58	35	318	Higher
Contacted Palo Alto elected officials to express your opinion	21	70	276	Similar
Attended a local public meeting	21	107	279	Similar
Watched (online or on television) a local public meeting	23	144	260	Similar
Volunteered your time to some group/activity in Palo Alto	45	45	281	Higher
Voted in your most recent local election	77	90	174	Similar
Used bus, rail, subway, or other public transportation instead of driving	43	32	252	Much higher
Carpooled with other adults or children instead of driving alone	60	9	273	Higher
Walked or biked instead of driving	88	8	277	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)	(B)	(C)	(D)	(E)	(F)	(A)
Used Palo Alto recreation centers or their services	47%	49%	49%	48%	40%	48%	47%
Visited a neighborhood park or City park	87%	100% A F	94%	95%	91%	92%	94%
Used Palo Alto public libraries or their services	69%	86% A E F	80% E F	76%	59%	64%	72%
Participated in religious or spiritual activities in Palo Alto	22%	26%	21%	22%	32%	23%	24%
Attended a City-sponsored event	49%	48%	41%	40%	32%	52% E	45%
Participated in a club	20%	14%	18%	28% B	19%	27% B	22%
Talked to or visited with your immediate neighbors	88%	95% D	94% D	82%	86%	85%	88%
Done a favor for a neighbor	78%	69%	78%	76%	89% B F	73%	76%
Used the City's website to conduct business or pay bills	57%	59%	50%	66%	67%	62%	60%
Used the Utilities website to conduct business or pay bills	71%	71%	59%	76% C	70%	69%	69%
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	53%	74% A C D F	51%	54%	69%	52%	58%
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	14%	26%	19%	18%	31% A	19%	21%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	10%	24%	23%	18%	31% A	20%	21%
Watched (online or on television) a local public meeting	21%	20%	20%	16%	23%	31% D	23%
Volunteered your time to some group/activity in Palo Alto	38%	52%	45%	47%	39%	45%	45%

Percent "yes"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Voted in your most recent local election	89% C E	75%	69%	81%	65%	78%	77%
Used bus, rail, subway, or other public transportation instead of driving	31%	44%	33%	48%	49%	49% A C	43%
Carpooled with other adults or children instead of driving alone	59%	67% C E	50%	70% C E	44%	60%	60%
Walked or biked instead of driving	78%	87%	91% A	91% A	93% A	90% A	88%
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	32%	48% C	31%	55% A C E F	34%	38%	40%
Household member was a victim of a crime in Palo Alto	21% C D F	19% D F	9%	7%	9%	9%	12%
Reported a crime to the police in Palo Alto	15%	21% D	12%	8%	17%	16%	15%
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	32%	37%	31%	34%	39%	32%	34%

Table 44: Question 7 - Demographic Subgroup Results

Percent "yes"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
Used Palo Alto recreation centers or their services	44%	51%	51%	44%	47%
Visited a neighborhood park or City park	94%	94%	92%	95%	94%
Used Palo Alto public libraries or their services	70%	77%	76%	69%	72%
Participated in religious or spiritual activities in Palo Alto	24%	23%	26%	22%	24%

	Race/ethnicity		Sex		Overall
Percent "yes"	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Female (A)	Male (B)	(A)
Attended a City-sponsored event	45%	46%	45%	48%	45%
Participated in a club	22%	20%	28% B	16%	22%
Talked to or visited with your immediate neighbors	90%	85%	87%	89%	88%
Done a favor for a neighbor	77%	72%	79%	71%	76%
Used the City's website to conduct business or pay bills	53%	68% A	63%	57%	60%
Used the Utilities website to conduct business or pay bills	63%	78% A	67%	72%	69%
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	57%	57%	59%	57%	58%
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	24% B	13%	25% B	16%	21%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	21%	22%	22%	19%	21%
Watched (online or on television) a local public meeting	21%	22%	24%	21%	23%
Volunteered your time to some group/activity in Palo Alto	42%	48%	53% B	38%	45%
Voted in your most recent local election	84% B	66%	80%	73%	77%
Used bus, rail, subway, or other public transportation instead of driving	44%	44%	34%	54% A	43%
Carpooled with other adults or children instead of driving alone	55%	66% A	65%	56%	60%
Walked or biked instead of driving	90%	88%	86%	91%	88%
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	43%	35%	42%	39%	40%

Percent "yes"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
Household member was a victim of a crime in Palo Alto	12%	13%	9%	17% A	12%
Reported a crime to the police in Palo Alto	17%	11%	14%	16%	15%
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	40% B	24%	32%	36%	34%

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	6%	N=22	39%	N=150	33%	N=128	10%	N=38	13%	N=50	100%	N=389
The overall direction that Palo Alto is taking	4%	N=15	33%	N=129	37%	N=147	14%	N=55	12%	N=46	100%	N=391
The job Palo Alto government does at welcoming resident involvement	6%	N=25	26%	N=103	29%	N=114	9%	N=33	30%	N=115	100%	N=389
Overall confidence in Palo Alto government	5%	N=18	36%	N=141	34%	N=132	13%	N=50	13%	N=49	100%	N=389
Generally acting in the best interest of the community	5%	N=20	40%	N=155	32%	N=125	9%	N=35	14%	N=56	100%	N=392
Being honest	8%	N=31	30%	N=116	28%	N=108	6%	N=23	29%	N=111	100%	N=389
Being open and transparent to the public	7%	N=27	32%	N=124	24%	N=96	10%	N=40	26%	N=104	100%	N=391
Informing residents about issues facing the community	9%	N=34	33%	N=128	31%	N=121	9%	N=35	18%	N=71	100%	N=388
Treating all residents fairly	9%	N=37	26%	N=102	25%	N=98	11%	N=43	28%	N=110	100%	N=390
Treating residents with respect	13%	N=50	40%	N=156	21%	N=82	4%	N=17	22%	N=84	100%	N=389

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	6%	N=22	44%	N=150	38%	N=128	11%	N=38	100%	N=338
The overall direction that Palo Alto is taking	4%	N=15	37%	N=129	42%	N=147	16%	N=55	100%	N=345
The job Palo Alto government does at welcoming resident involvement	9%	N=25	37%	N=103	41%	N=114	12%	N=33	100%	N=274
Overall confidence in Palo Alto government	5%	N=18	41%	N=141	39%	N=132	15%	N=50	100%	N=340
Generally acting in the best interest of the community	6%	N=20	46%	N=155	37%	N=125	10%	N=35	100%	N=336
Being honest	11%	N=31	42%	N=116	39%	N=108	8%	N=23	100%	N=278
Being open and transparent to the public	10%	N=27	43%	N=124	33%	N=96	14%	N=40	100%	N=287
Informing residents about issues facing the community	11%	N=34	40%	N=128	38%	N=121	11%	N=35	100%	N=318
Treating all residents fairly	13%	N=37	37%	N=102	35%	N=98	15%	N=43	100%	N=280
Treating residents with respect	16%	N=50	51%	N=156	27%	N=82	6%	N=17	100%	N=305

Table 47: Question 8 - Historical Results

Please rate the following categories of Palo Alto government performance:	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
The value of services for the taxes paid to Palo Alto	NA	58%	62%	66%	67%	66%	66%	65%	58%	61%	58%	53%	51%	Similar
The overall direction that Palo Alto is taking	54%	53%	57%	55%	59%	54%	50%	48%	40%	45%	42%	40%	42%	Similar
The job Palo Alto government does at welcoming resident involvement	65%	56%	57%	57%	58%	55%	54%	61%	50%	56%	56%	51%	46%	Lower
Overall confidence in Palo Alto government	NA	NA	NA	NA	NA	NA	52%	53%	44%	49%	46%	49%	47%	Similar
Generally acting in the best interest of the community	NA	NA	NA	NA	NA	NA	54%	53%	44%	51%	45%	50%	52%	Similar
Being honest	NA	NA	NA	NA	NA	NA	58%	62%	55%	61%	56%	55%	53%	Similar

Please rate the following categories of Palo Alto government performance:	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
Being open and transparent to the public	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	50%	53%	Similar
Informing residents about issues facing the community	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	55%	51%	Similar
Treating all residents fairly	NA	NA	NA	NA	NA	NA	57%	53%	47%	56%	51%	57%	50%	Lower
Treating residents with respect	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	67%	68%	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	49	203	354	Similar
The overall direction that Palo Alto is taking	43	261	322	Similar
The job Palo Alto government does at welcoming resident involvement	48	192	318	Similar
Overall confidence in Palo Alto government	46	187	286	Similar
Generally acting in the best interest of the community	49	182	289	Similar
Being honest	52	156	281	Similar
Being open and transparent to the public	50	91	178	Similar
Informing residents about issues facing the community	50	81	183	Similar
Treating all residents fairly	49	183	287	Similar
Treating residents with respect	59	91	175	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)	(B)	(C)	(D)	(E)	(F)	(A)
The value of services for the taxes paid to Palo Alto	50%	45%	60% E	48%	35%	58% E	51%
The overall direction that Palo Alto is taking	38%	39%	47%	42%	32%	46%	42%
The job Palo Alto government does at welcoming resident involvement	49%	42%	59% F	57% F	37%	38%	46%
Overall confidence in Palo Alto government	44%	46% E	55% E	54% E	26%	47% E	47%
Generally acting in the best interest of the community	51%	50%	64% F	63%	44%	46%	52%
Being honest	47%	54%	55%	48%	45%	60%	53%
Being open and transparent to the public	58% E	46%	63% E	49%	33%	59% E	53%
Informing residents about issues facing the community	44%	36%	60% B	50%	47%	63% A B	51%
Treating all residents fairly	59%	39%	66% B D E	39%	36%	57% B	50%
Treating residents with respect	81% B E	56%	77% B E	70% E	40%	73% B E	68%

Table 50: Question 8 - Demographic Subgroup Results

| Percent "excellent" or "good". | Race/ethnicity | | Sex | | Overall |
| | White alone, not Hispanic | Hispanic and/or other race | Female | Male | |
	(A)	(B)	(A)	(B)	(A)
The value of services for the taxes paid to Palo Alto	60% B	40%	53%	49%	51%
The overall direction that Palo Alto is taking	43%	38%	46%	37%	42%
The job Palo Alto government does at welcoming resident involvement	49%	43%	50%	43%	46%
Overall confidence in Palo Alto government	46%	48%	55% B	40%	47%
Generally acting in the best interest of the community	55%	48%	56%	49%	52%
Being honest	58%	49%	55%	53%	53%
Being open and transparent to the public	58%	48%	51%	56%	53%
Informing residents about issues facing the community	55%	47%	55%	49%	51%
Treating all residents fairly	50%	49%	50%	50%	50%
Treating residents with respect	72%	62%	66%	71%	68%

Question 9

Table 51: Question 9 - Response Percentages and Number of Respondents with "Don't Know" Responses

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=60	53%	N=209	23%	N=90	4%	N=15	5%	N=18	100%	N=392
The State Government	7%	N=27	47%	N=183	31%	N=122	9%	N=36	6%	N=24	100%	N=392
The Federal Government	5%	N=19	39%	N=153	35%	N=137	15%	N=58	6%	N=25	100%	N=392

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	16%	N=60	56%	N=209	24%	N=90	4%	N=15	100%	N=374
The State Government	7%	N=27	50%	N=183	33%	N=122	10%	N=36	100%	N=368
The Federal Government	5%	N=19	42%	N=153	37%	N=137	16%	N=58	100%	N=367

Table 53: Question 9 - Historical Results

Overall, how would you rate the quality of the services provided by each of the following?	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
The City of Palo Alto	87%	80%	80%	83%	88%	84%	83%	85%	81%	86%	82%	73%	72%	Similar
State Government	38%	23%	27%	26%	41%	33%	NA	47%	46%	54%	46%	52%	57%	Higher
The Federal Government	32%	41%	43%	41%	50%	37%	48%	46%	46%	36%	33%	27%	47%	Higher

Table 54: Question 9 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Quality of services provided by the City of Palo Alto	61	200	348	Similar
Quality of services provided by the Federal Government	45	45	270	Similar

Table 55: Question 9 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
The City of Palo Alto	77%	69%	71%	79%	65%	70%	72%
The State Government	57%	52%	56%	59%	61%	59%	57%
The Federal Government	53%	47%	37%	41%	39%	55% C	47%

Table 56: Question 9 - Demographic Subgroup Results

	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
Percent "excellent" or "good"	(A)	(B)	(A)	(B)	(A)
The City of Palo Alto	78% B	66%	73%	72%	72%
The State Government	63% B	51%	65% B	50%	57%
The Federal Government	51%	43%	53%	42%	47%

Question 10

Table 57: Question 10 - Response Percentages and Number of Respondents with "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	9%	N=35	39%	N=150	25%	N=96	14%	N=55	13%	N=51	100%	N=388
Traffic signal timing	12%	N=46	36%	N=140	32%	N=122	17%	N=67	3%	N=12	100%	N=387
Street repair	12%	N=46	34%	N=132	33%	N=127	20%	N=78	2%	N=7	100%	N=389
Street cleaning	25%	N=97	55%	N=213	15%	N=57	3%	N=13	2%	N=8	100%	N=389
Street tree maintenance	25%	N=96	48%	N=188	18%	N=71	5%	N=21	3%	N=12	100%	N=388
Sidewalk maintenance	16%	N=60	44%	N=168	26%	N=101	11%	N=44	3%	N=13	100%	N=386
Land use, planning, and zoning	5%	N=20	23%	N=91	24%	N=93	24%	N=92	24%	N=93	100%	N=390
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=27	28%	N=107	21%	N=80	12%	N=46	33%	N=127	100%	N=387
Preservation of natural areas (open space, farmlands, and greenbelts)	30%	N=116	46%	N=178	13%	N=50	2%	N=8	8%	N=32	100%	N=385
Building and planning application processing services	3%	N=12	14%	N=56	11%	N=43	21%	N=81	50%	N=193	100%	N=384
Affordable high-speed internet access	10%	N=39	23%	N=90	28%	N=110	19%	N=75	19%	N=74	100%	N=388
Electric utility	27%	N=104	51%	N=198	16%	N=61	4%	N=16	3%	N=11	100%	N=389
Gas utility	23%	N=90	48%	N=188	14%	N=56	2%	N=9	12%	N=46	100%	N=390
Utility payment options	35%	N=136	44%	N=172	12%	N=46	1%	N=2	8%	N=32	100%	N=388
Drinking water	44%	N=172	44%	N=172	6%	N=25	2%	N=7	3%	N=13	100%	N=390
Sewer services	32%	N=123	47%	N=182	11%	N=44	1%	N=4	9%	N=35	100%	N=387
Storm water management (storm drainage, dams, levees, etc.)	23%	N=88	44%	N=172	16%	N=63	3%	N=12	14%	N=55	100%	N=389
Refuse collection (garbage, recycling, yard waste, and e-waste)	36%	N=141	47%	N=181	12%	N=46	3%	N=10	3%	N=10	100%	N=389
Police services	18%	N=69	37%	N=145	7%	N=28	2%	N=7	36%	N=140	100%	N=389
Crime prevention	11%	N=42	38%	N=146	19%	N=72	8%	N=33	25%	N=96	100%	N=389
Animal control	18%	N=70	32%	N=124	10%	N=37	2%	N=7	38%	N=148	100%	N=387
Ambulance or emergency medical services	20%	N=76	28%	N=107	5%	N=19	2%	N=6	46%	N=179	100%	N=387

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Fire emergency services	24%	N=94	32%	N=123	4%	N=15	1%	N=2	39%	N=151	100%	N=386
Fire prevention and education	16%	N=60	34%	N=129	9%	N=33	3%	N=11	40%	N=152	100%	N=385
Palo Alto open space	52%	N=201	35%	N=136	6%	N=25	1%	N=5	5%	N=18	100%	N=383
City parks	48%	N=184	43%	N=167	6%	N=23	1%	N=4	2%	N=9	100%	N=386
Recreation programs or classes	21%	N=82	30%	N=117	12%	N=47	2%	N=7	35%	N=134	100%	N=387
Recreation centers or facilities	23%	N=88	33%	N=125	13%	N=51	2%	N=7	29%	N=113	100%	N=384
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	41%	N=158	31%	N=117	5%	N=18	1%	N=4	23%	N=87	100%	N=384
Library facilities (buildings, computer equipment, accessibility)	43%	N=166	33%	N=128	3%	N=12	1%	N=4	19%	N=74	100%	N=383
Variety of library materials (books, e-books, streaming, databases, audiobooks)	38%	N=148	35%	N=134	5%	N=20	1%	N=5	20%	N=79	100%	N=386
Art programs and theater	24%	N=93	38%	N=147	7%	N=27	1%	N=2	30%	N=117	100%	N=387
City-sponsored special events	10%	N=38	35%	N=134	14%	N=55	1%	N=6	39%	N=151	100%	N=384
City website (cityofpaloalto.org)	13%	N=51	46%	N=175	21%	N=82	4%	N=14	16%	N=62	100%	N=384
Public information services (Police/public safety)	12%	N=44	41%	N=156	17%	N=65	4%	N=15	27%	N=103	100%	N=383
Public information services (non-Police/public safety)	11%	N=43	40%	N=151	20%	N=78	2%	N=9	26%	N=100	100%	N=380
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	17%	N=66	48%	N=186	14%	N=54	2%	N=8	18%	N=71	100%	N=384

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	10%	N=35	45%	N=150	29%	N=96	16%	N=55	100%	N=337
Traffic signal timing	12%	N=46	37%	N=140	33%	N=122	18%	N=67	100%	N=375
Street repair	12%	N=46	34%	N=132	33%	N=127	20%	N=78	100%	N=382
Street cleaning	26%	N=97	56%	N=213	15%	N=57	4%	N=13	100%	N=381
Street tree maintenance	26%	N=96	50%	N=188	19%	N=71	6%	N=21	100%	N=376

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Sidewalk maintenance	16%	N=60	45%	N=168	27%	N=101	12%	N=44	100%	N=373
Land use, planning, and zoning	7%	N=20	31%	N=91	31%	N=93	31%	N=92	100%	N=296
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=27	41%	N=107	31%	N=80	18%	N=46	100%	N=260
Preservation of natural areas (open space, farmlands, and greenbelts)	33%	N=116	50%	N=178	14%	N=50	2%	N=8	100%	N=352
Building and planning application processing services	6%	N=12	29%	N=56	22%	N=43	42%	N=81	100%	N=191
Affordable high-speed internet access	12%	N=39	29%	N=90	35%	N=110	24%	N=75	100%	N=314
Electric utility	27%	N=104	52%	N=198	16%	N=61	4%	N=16	100%	N=378
Gas utility	26%	N=90	55%	N=188	16%	N=56	3%	N=9	100%	N=343
Utility payment options	38%	N=136	48%	N=172	13%	N=46	1%	N=2	100%	N=356
Drinking water	46%	N=172	46%	N=172	7%	N=25	2%	N=7	100%	N=377
Sewer services	35%	N=123	52%	N=182	12%	N=44	1%	N=4	100%	N=353
Storm water management (storm drainage, dams, levees, etc.)	26%	N=88	51%	N=172	19%	N=63	4%	N=12	100%	N=334
Refuse collection (garbage, recycling, yard waste, and e-waste)	37%	N=141	48%	N=181	12%	N=46	3%	N=10	100%	N=379
Police services	28%	N=69	58%	N=145	11%	N=28	3%	N=7	100%	N=249
Crime prevention	14%	N=42	50%	N=146	25%	N=72	11%	N=33	100%	N=293
Animal control	29%	N=70	52%	N=124	16%	N=37	3%	N=7	100%	N=239
Ambulance or emergency medical services	37%	N=76	51%	N=107	9%	N=19	3%	N=6	100%	N=208
Fire emergency services	40%	N=94	53%	N=123	6%	N=15	1%	N=2	100%	N=235
Fire prevention and education	26%	N=60	56%	N=129	14%	N=33	5%	N=11	100%	N=233
Palo Alto open space	55%	N=201	37%	N=136	7%	N=25	1%	N=5	100%	N=366
City parks	49%	N=184	44%	N=167	6%	N=23	1%	N=4	100%	N=377
Recreation programs or classes	32%	N=82	46%	N=117	19%	N=47	3%	N=7	100%	N=252
Recreation centers or facilities	32%	N=88	46%	N=125	19%	N=51	3%	N=7	100%	N=271
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	53%	N=158	39%	N=117	6%	N=18	1%	N=4	100%	N=297
Library facilities (buildings, computer equipment, accessibility)	54%	N=166	41%	N=128	4%	N=12	1%	N=4	100%	N=310
Variety of library materials (books, e-books, streaming, databases, audiobooks)	48%	N=148	43%	N=134	7%	N=20	2%	N=5	100%	N=307
Art programs and theater	34%	N=93	55%	N=147	10%	N=27	1%	N=2	100%	N=270

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
City-sponsored special events	16%	N=38	58%	N=134	23%	N=55	2%	N=6	100%	N=233
City website (cityofpaloalto.org)	16%	N=51	54%	N=175	26%	N=82	4%	N=14	100%	N=322
Public information services (Police/public safety)	16%	N=44	56%	N=156	23%	N=65	6%	N=15	100%	N=280
Public information services (non-Police/public safety)	15%	N=43	54%	N=151	28%	N=78	3%	N=9	100%	N=281
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	21%	N=66	59%	N=186	17%	N=54	3%	N=8	100%	N=313

Table 59: Question 10 - Historical Results*

Please rate the quality of each of the following services in Palo Alto:	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
Traffic enforcement	64%	61%	64%	61%	66%	64%	62%	60%	60%	60%	53%	65%	55%	Lower
Traffic signal timing	NA	56%	56%	52%	47%	53%	53%	47%	50%	49%	45%	59%	50%	Lower
Street repair	50%	42%	43%	40%	42%	47%	55%	51%	57%	55%	46%	56%	46%	Lower
Street cleaning	75%	73%	76%	79%	80%	76%	80%	75%	77%	78%	72%	83%	82%	Similar
Street tree maintenance	62%	72%	69%	70%	71%	66%	80%	73%	71%	75%	72%	75%	76%	Similar
Sidewalk maintenance	50%	53%	51%	51%	53%	56%	62%	62%	61%	65%	61%	63%	61%	Similar
Land use, planning and zoning	41%	47%	49%	45%	51%	36%	43%	40%	37%	40%	39%	40%	38%	Similar
Code enforcement (weeds, abandoned buildings, etc.)	55%	50%	53%	56%	61%	57%	62%	59%	52%	56%	55%	52%	51%	Similar
Preservation of natural areas (open space, farmlands, and greenbelts)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	83%	83%	Similar
Building and planning application processing services	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	44%	43%	35%	Lower
Affordable high-speed internet access	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	39%	41%	Similar
Electric utility	NA	83%	79%	85%	84%	80%	72%	87%	86%	87%	83%	77%	80%	Similar
Gas utility	NA	81%	80%	82%	86%	81%	88%	88%	87%	89%	84%	78%	81%	Similar
Utility payment options	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	85%	86%	87%	Similar

Please rate the quality of each of the following services in Palo Alto:	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
Drinking water	82%	81%	84%	86%	83%	88%	89%	88%	87%	88%	87%	88%	91%	Similar
Sewer services	84%	81%	82%	84%	82%	84%	89%	88%	88%	88%	85%	87%	87%	Similar
Storm water management (storm drainage, dams, levees, etc.)	65%	73%	74%	74%	75%	69%	80%	71%	75%	81%	71%	83%	78%	Lower
Refuse collection (garbage, recycling, yard waste, and e-waste)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	85%	87%	85%	Similar
Police services	89%	84%	87%	88%	86%	86%	87%	88%	88%	93%	89%	78%	86%	Higher
Crime prevention	NA	73%	79%	81%	74%	75%	80%	79%	80%	81%	78%	67%	64%	Similar
Animal control	79%	78%	76%	72%	78%	76%	80%	80%	77%	80%	75%	82%	81%	Similar
Ambulance or emergency medical services	95%	91%	94%	93%	96%	93%	97%	95%	96%	96%	93%	93%	88%	Lower
Fire emergency services	96%	95%	93%	92%	96%	93%	95%	97%	97%	97%	94%	94%	93%	Similar
Fire prevention and education	NA	80%	79%	76%	80%	82%	85%	85%	85%	87%	84%	82%	81%	Similar
Palo Alto open space	NA	NA	NA	NA	NA	NA	82%	84%	81%	86%	83%	86%	92%	Higher
City parks	90%	92%	90%	94%	91%	93%	92%	93%	91%	94%	91%	91%	93%	Similar
Recreation programs or classes	83%	85%	82%	81%	87%	87%	87%	84%	84%	87%	81%	83%	79%	Similar
Recreation centers or facilities	77%	80%	81%	75%	85%	80%	84%	86%	81%	86%	82%	82%	79%	Similar
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	92%	93%	Similar
Library facilities (buildings, computer equipment, accessibility)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	92%	94%	95%	Similar
Variety of library materials (books, e-books, streaming, databases, audiobooks)	60%	73%	75%	72%	88%	81%	88%	83%	82%	86%	88%	86%	92%	Higher
Art programs and theater	NA	79%	78%	81%	82%	82%	69%	80%	78%	82%	76%	82%	89%	Higher
City-sponsored special events	NA	NA	NA	NA	NA	NA	75%	75%	73%	75%	77%	72%	74%	Similar

Please rate the quality of each of the following services in Palo Alto:	Percent positive													2022 rating compared to 2021
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	
City website (cityofpaloalto.org)	NA	55%	73%	67%	70%	69%	88%	69%	66%	72%	65%	69%	70%	Similar
Public information services (Police/public safety)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	77%	74%	71%	Similar
Public information services (non-Police/public safety)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	75%	75%	69%	Lower
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	78%	79%	77%	76%	81%	79%	81%	74%	77%	84%	77%	79%	80%	Similar

*Prior to 2022, "Fire emergency services" was "Fire services".

Table 60: Question 10 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Traffic enforcement	50	259	337	Similar
Traffic signal timing	48	183	282	Similar
Street repair	46	174	331	Similar
Street cleaning	68	47	295	Higher
Sidewalk maintenance	55	130	291	Similar
Land use, planning, and zoning	38	236	298	Similar
Code enforcement	48	149	330	Similar
Preservation of natural areas	71	13	274	Higher
Affordable high-speed internet access	43	130	169	Similar
Utility payment options	75	2	261	Higher
Drinking water	78	15	292	Higher
Sewer services	73	61	295	Similar
Storm water management	67	84	310	Similar
Police services	70	196	364	Similar

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Crime prevention	56	236	336	Similar
Animal control	69	36	307	Similar
Ambulance or emergency medical services	74	196	303	Similar
Fire services	77	194	327	Similar
Fire prevention and education	67	164	292	Similar
Palo Alto open space	82	2	265	Much higher
City parks	80	33	308	Higher
Recreation programs or classes	70	55	302	Similar
Recreation centers or facilities	69	55	286	Similar
Overall customer service by Palo Alto employees	66	204	351	Similar

Table 61: Question 10 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Traffic enforcement	56%	56%	62% D	39%	47%	63% D	55%
Traffic signal timing	60% C E	57% E	40%	46%	37%	52%	50%
Street repair	50% D	43%	63% B D E	29%	33%	54% D E	46%
Street cleaning	76%	88%	85%	76%	74%	84%	82%
Street tree maintenance	77% D	81% D E	85% D E	61%	63%	78% D	76%
Sidewalk maintenance	57%	58%	77% A B D	49%	57%	65% D	61%

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Land use, planning, and zoning	35%	34%	51%	32%	37%	37%	38%
Code enforcement (weeds, abandoned buildings, etc.)	58% D	45%	55% D	28%	50%	64% B D	51%
Preservation of natural areas (open space, farmlands, and greenbelts)	87%	91% D E	86%	77%	73%	82%	83%
Building and planning application processing services	48% D	41%	45% D	17%	28%	29%	35%
Affordable high-speed internet access	51% C	37%	27%	46%	32%	48% C	41%
Electric utility	85% D	86% D	77%	69%	72%	83% D	80%
Gas utility	88% D E	87% D E	78%	70%	71%	83%	81%
Utility payment options	90% D	90% D	85%	76%	85%	90% D	87%
Drinking water	99% D E	95% E	89%	87%	81%	92% E	91%
Sewer services	88% E	89% E	89% E	88% E	68%	89% E	87%
Storm water management (storm drainage, dams, levees, etc.)	76%	84% E	77%	72%	59%	84% E	78%
Refuse collection (garbage, recycling, yard waste, and e-waste)	91% E	86% E	89% E	84% E	66%	88% E	85%
Police services	87%	85%	92%	84%	75%	88%	86%
Crime prevention	62%	63%	62%	58%	67%	70%	64%
Animal control	88%	85%	80%	77%	76%	80%	81%
Ambulance or emergency medical services	96% D	87%	92% D	74%	82%	91% D	88%

| Percent rating "excellent" or "good" | Area | | | | | | Overall |
| | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 | Area 6 | |
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Fire emergency services	97% E	93% E	99% D E	86%	78%	96% E	93%
Fire prevention and education	85%	86%	86%	72%	72%	83%	81%
Palo Alto open space	96%	94%	92%	89%	90%	91%	92%
City parks	98% D	94%	96%	88%	88%	94%	93%
Recreation programs or classes	83%	76%	77%	83%	71%	79%	79%
Recreation centers or facilities	79%	79%	75%	84%	73%	79%	79%
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	89%	93%	97% E	94%	85%	94%	93%
Library facilities (buildings, computer equipment, accessibility)	95%	97% E	94%	93%	86%	97% E	95%
Variety of library materials (books, e-books, streaming, databases, audiobooks)	96% E	93% E	88%	93% E	79%	94% E	92%
Art programs and theater	87%	93% E	82%	92% E	76%	94% C E	89%
City-sponsored special events	73% E	64%	85% B E	80% E	46%	82% B E	74%
City website (cityofpaloalto.org)	76% E	70%	68%	89% B C E F	54%	62%	70%
Public information services (Police/public safety)	81% E	76% E	75%	71%	54%	68%	71%
Public information services (non-Police/public safety)	82% E	70%	71%	68%	52%	67%	69%
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	83%	84%	82%	74%	75%	80%	80%

Table 62: Question 10 - Demographic Subgroup Results

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
Traffic enforcement	54%	55%	59%	51%	55%
Traffic signal timing	48%	51%	53%	46%	50%
Street repair	47%	44%	44%	48%	46%
Street cleaning	86% B	77%	82%	81%	82%
Street tree maintenance	73%	79%	71%	80%	76%
Sidewalk maintenance	59%	65%	54%	69%A	61%
Land use, planning, and zoning	35%	40%	45%B	30%	38%
Code enforcement (weeds, abandoned buildings, etc.)	52%	51%	48%	55%	51%
Preservation of natural areas (open space, farmlands, and greenbelts)	85%	82%	84%	83%	83%
Building and planning application processing services	30%	42%	33%	37%	35%
Affordable high-speed internet access	41%	42%	42%	42%	41%
Electric utility	90% B	67%	77%	83%	80%
Gas utility	91% B	70%	78%	85%	81%
Utility payment options	92% B	80%	82%	92% A	87%
Drinking water	97% B	84%	88%	94% A	91%
Sewer services	91% B	81%	82%	91% A	87%
Storm water management (storm drainage, dams, levees, etc.)	83% B	70%	75%	80%	78%
Refuse collection (garbage, recycling, yard waste, and e-waste)	90% B	80%	83%	87%	85%

	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
Percent rating "excellent" or "good"	(A)	(B)	(A)	(B)	(A)
Police services	90% B	78%	79%	92% A	86%
Crime prevention	69%	60%	64%	65%	64%
Animal control	90% B	73%	80%	83%	81%
Ambulance or emergency medical services	94% B	78%	84%	92%	88%
Fire emergency services	97% B	84%	90%	95%	93%
Fire prevention and education	90% B	71%	77%	86%	81%
Palo Alto open space	97% B	86%	92%	91%	92%
City parks	97% B	88%	94%	92%	93%
Recreation programs or classes	86% B	72%	79%	80%	79%
Recreation centers or facilities	85% B	73%	81%	76%	79%
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	94%	91%	94%	92%	93%
Library facilities (buildings, computer equipment, accessibility)	97% B	92%	96%	94%	95%
Variety of library materials (books, e-books, streaming, databases, audiobooks)	95%	89%	94%	91%	92%
Art programs and theater	93%	87%	92%	87%	89%
City-sponsored special events	82% B	67%	76%	74%	74%
City website (cityofpaloalto.org)	71%	72%	70%	72%	70%

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
Public information services (Police/public safety)	75%	68%	71%	74%	71%
Public information services (non-Police/public safety)	73%	66%	70%	70%	69%
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	84%	77%	82%	79%	80%

Question 11

Table 63: Question 11 - Response Percentages and Number of Respondents with "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	44%	N=165	41%	N=155	10%	N=37	2%	N=8	3%	N=10	100%	N=375
Affordability of utility services	17%	N=65	40%	N=152	33%	N=126	5%	N=19	5%	N=17	100%	N=380
Community value received from the City owning and operating its own municipal utility services	39%	N=145	31%	N=117	7%	N=26	5%	N=17	19%	N=69	100%	N=375
Utilities online customer self-service features	22%	N=84	37%	N=138	9%	N=33	4%	N=16	28%	N=107	100%	N=378
Providing opportunities for energy and water efficiency at home or business	20%	N=75	40%	N=151	13%	N=50	5%	N=20	21%	N=79	100%	N=375
Working hard to keep utilities prices competitive	17%	N=64	31%	N=118	15%	N=57	8%	N=30	29%	N=107	100%	N=376
Value of all the services Palo Alto Utilities provides for the price you pay	17%	N=66	42%	N=160	23%	N=88	5%	N=18	12%	N=46	100%	N=378
Ease of obtaining information or performing a transaction through the City's website	21%	N=80	36%	N=136	13%	N=50	5%	N=20	24%	N=91	100%	N=378
Value of Palo Alto Utilities' customer communications	17%	N=64	42%	N=159	14%	N=52	3%	N=11	24%	N=92	100%	N=378
Ease of contacting Utilities department staff	20%	N=77	36%	N=135	10%	N=37	3%	N=12	31%	N=116	100%	N=378
Speed of response after contacting Utilities department staff	20%	N=76	35%	N=130	9%	N=32	2%	N=8	35%	N=131	100%	N=377

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	45%	N=165	42%	N=155	10%	N=37	2%	N=8	100%	N=365
Affordability of utility services	18%	N=65	42%	N=152	35%	N=126	5%	N=19	100%	N=362
Community value received from the City owning and operating its own municipal utility services	48%	N=145	38%	N=117	9%	N=26	6%	N=17	100%	N=305
Utilities online customer self-service features	31%	N=84	51%	N=138	12%	N=33	6%	N=16	100%	N=271
Providing opportunities for energy and water efficiency at home or business	25%	N=75	51%	N=151	17%	N=50	7%	N=20	100%	N=296
Working hard to keep utilities prices competitive	24%	N=64	44%	N=118	21%	N=57	11%	N=30	100%	N=268
Value of all the services Palo Alto Utilities provides for the price you pay	20%	N=66	48%	N=160	26%	N=88	5%	N=18	100%	N=332
Ease of obtaining information or performing a transaction through the City's website	28%	N=80	48%	N=136	18%	N=50	7%	N=20	100%	N=287
Value of Palo Alto Utilities' customer communications	22%	N=64	56%	N=159	18%	N=52	4%	N=11	100%	N=286
Ease of contacting Utilities department staff	30%	N=77	52%	N=135	14%	N=37	5%	N=12	100%	N=262
Speed of response after contacting Utilities department staff	31%	N=76	53%	N=130	13%	N=32	3%	N=8	100%	N=246

Table 65: Question 11 - Historical Results

Please rate the following as they relate to Palo Alto Utilities' services:	Percent positive				2022 rating compared to 2021
	2017	2018	2021	2022	
Reliability of utility services	96%	94%	93%	88%	Lower
Affordability of utility services	64%	59%	58%	60%	Similar
Community value received from the City owning and operating its own municipal utility services	81%	79%	84%	86%	Similar
Utilities online customer self-service features	NA	78%	86%	82%	Similar
Providing opportunities for energy and water efficiency at home or business	83%	75%	80%	76%	Similar
Working hard to keep utilities prices competitive	63%	59%	62%	68%	Similar
Value of all the services Palo Alto Utilities provides for the price you pay	68%	62%	66%	68%	Similar

Please rate the following as they relate to Palo Alto Utilities' services:	Percent positive				2022 rating compared to 2021
	2017	2018	2021	2022	
Ease of obtaining information or performing a transaction through the City's website	65%	61%	72%	75%	Similar
Value of Palo Alto Utilities' customer communications	76%	70%	80%	78%	Similar
Ease of contacting Utilities department staff	NA	75%	84%	81%	Similar
Speed of response after contacting Utilities department staff	NA	76%	83%	84%	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)	(B)	(C)	(D)	(E)	(F)	(A)
Reliability of utility services	83%	81%	94% B	87%	83%	93% B	88%
Affordability of utility services	58%	72% D E	58%	51%	45%	64% E	60%
Community value received from the City owning and operating its own municipal utility services	89%	81%	82%	85%	79%	93% B	86%
Utilities online customer self-service features	87%	82%	82%	76%	83%	83%	82%
Providing opportunities for energy and water efficiency at home or business	82% D E	80% D E	82% D E	62%	57%	81% D E	76%
Working hard to keep utilities prices competitive	72% D	69% D	72% D	48%	53%	78% D E	68%
Value of all the services Palo Alto Utilities provides for the price you pay	73% D	67%	68% D	50%	62%	78% D	68%
Ease of obtaining information or performing a transaction through the City's website	73%	78%	81%	71%	74%	75%	75%
Value of Palo Alto Utilities' customer communications	71%	77%	89% A E	82%	67%	80%	78%
Ease of contacting Utilities department staff	86%	76%	90%	83%	81%	77%	81%
Speed of response after contacting Utilities department staff	86%	85%	88%	79%	82%	81%	84%

Table 67: Question 11 - Demographic Subgroup Results

| Percent rating "excellent" or "good" | Race/ethnicity | | Sex | | Overall |
| | White alone, not Hispanic | Hispanic and/or other race | Female | Male | |
	(A)	(B)	(A)	(B)	(A)
Reliability of utility services	91% B	83%	87%	89%	88%
Affordability of utility services	63%	58%	56%	66%	60%
Community value received from the City owning and operating its own municipal utility services	90%	82%	85%	88%	86%
Utilities online customer self-service features	83%	84%	81%	85%	82%
Providing opportunities for energy and water efficiency at home or business	84% B	68%	77%	76%	76%
Working hard to keep utilities prices competitive	68%	68%	64%	72%	68%
Value of all the services Palo Alto Utilities provides for the price you pay	71%	67%	63%	74% A	68%
Ease of obtaining information or performing a transaction through the City's website	73%	79%	73%	79%	75%
Value of Palo Alto Utilities' customer communications	82%	77%	81%	79%	78%
Ease of contacting Utilities department staff	81%	81%	78%	85%	81%
Speed of response after contacting Utilities department staff	87%	83%	85%	84%	84%

There are no benchmark data available for Question 11 as this question is unique to Palo Alto.

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)	50%	N=186	34%	N=126	14%	N=52	1%	N=5	100%	N=369
Overall economic health of Palo Alto	40%	N=152	41%	N=152	18%	N=66	1%	N=5	100%	N=375
Overall feeling of safety in Palo Alto	54%	N=207	32%	N=124	11%	N=43	2%	N=9	100%	N=382
Overall quality of natural environment in Palo Alto	45%	N=170	38%	N=144	16%	N=59	1%	N=5	100%	N=378
Overall health and wellness opportunities in Palo Alto	28%	N=108	38%	N=144	29%	N=109	5%	N=18	100%	N=379
Overall opportunities for education, culture and the arts	31%	N=118	43%	N=162	23%	N=87	3%	N=12	100%	N=379
Residents' connection and engagement with their community	23%	N=85	45%	N=172	27%	N=103	5%	N=19	100%	N=380
Reducing community greenhouse gas emissions	41%	N=156	30%	N=113	23%	N=88	7%	N=26	100%	N=383
Increasing local solar generation capacity within city boundaries	39%	N=151	24%	N=91	28%	N=106	9%	N=34	100%	N=382
Increasing electric storage capacity within city boundaries	35%	N=131	32%	N=119	26%	N=96	8%	N=29	100%	N=375
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	18%	N=67	35%	N=132	32%	N=119	16%	N=59	100%	N=378
Faster notification systems (online, mobile or email) for public safety issues	29%	N=110	39%	N=149	23%	N=86	10%	N=37	100%	N=381

This question did not have a "don't know" 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							2022 rating compared to 2021
	2014	2015	2016	2017	2018	2021	2022	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	80%	80%	82%	75%	78%	81%	84%	Similar
Overall economic health of Palo Alto	80%	78%	82%	76%	NA	85%	81%	Similar
Overall feeling of safety in Palo Alto	84%	82%	80%	80%	81%	83%	87%	Similar

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							2022 rating compared to 2021
	2014	2015	2016	2017	2018	2021	2022	
Overall quality of natural environment in Palo Alto	81%	81%	84%	79%	78%	85%	83%	Similar
Overall health and wellness opportunities in Palo Alto	65%	61%	65%	62%	NA	66%	66%	Similar
Overall opportunities for education, culture and the arts	71%	67%	70%	67%	NA	70%	74%	Similar
Residents' connection and engagement with their community	72%	71%	73%	70%	NA	66%	68%	Similar
Reducing community greenhouse gas emissions	NA	NA	NA	58%	64%	67%	70%	Similar
Increasing local solar generation capacity within city boundaries	NA	NA	NA	57%	55%	62%	63%	Similar
Increasing electric storage capacity within city boundaries	NA	NA	NA	NA	50%	61%	67%	Higher
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	NA	NA	NA	NA	45%	46%	53%	Higher
Faster notification systems (online, mobile or email) for public safety issues	NA	NA	NA	NA	63%	64%	68%	Similar

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)	78	14	261	Higher
Overall economic health of Palo Alto	73	247	261	Lower
Overall feeling of safety in Palo Alto	80	164	261	Similar
Overall quality of natural environment in Palo Alto	76	69	261	Similar
Overall health and wellness opportunities in Palo Alto	63	220	261	Similar
Overall opportunities for education, culture, and the arts	67	150	261	Similar
Residents' connection and engagement with their community	62	200	261	Similar

Benchmark comparisons were not available for a number of items in this question as these were unique to Palo Alto.

Table 71: Question 12 - Geographic Subgroup Results

	Area						Overall
Percent rating "excellent" or "good"	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	86%	81%	84%	79%	79%	91%	84%
Overall economic health of Palo Alto	89%	81%	81%	78%	76%	81%	81%
Overall feeling of safety in Palo Alto	97% B D E F	82%	95% B D	80%	83%	85%	87%
Overall quality of natural environment in Palo Alto	81%	94% A D E F	82%	81%	75%	82%	83%
Overall health and wellness opportunities in Palo Alto	63%	71%	66%	69%	70%	62%	66%
Overall opportunities for education, culture and the arts	83% C	75%	66%	71%	66%	77%	74%
Residents' connection and engagement with their community	78% B E	55%	70%	73% B	57%	71% B	68%
Reducing community greenhouse gas emissions	74%	70%	64%	74%	70%	71%	70%
Increasing local solar generation capacity within city boundaries	61%	60%	58%	70%	69%	64%	63%
Increasing electric storage capacity within city boundaries	76% C	66%	52%	61%	65%	74% C	67%
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	55%	58%	57%	50%	45%	51%	53%
Faster notification systems (online, mobile or email) for public safety issues	69%	72%	68%	62%	54%	73% E	68%

Table 72: Question 12 - Demographic Subgroup Results

| Percent rating "excellent" or "good" | Race/ethnicity | | Sex | | Overall |
| | White alone, not Hispanic | Hispanic and/or other race | Female | Male | |
	(A)	(B)	(A)	(B)	(A)
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	86%	83%	84%	86%	84%
Overall economic health of Palo Alto	82%	79%	87% B	75%	81%
Overall feeling of safety in Palo Alto	84%	88%	85%	88%	87%
Overall quality of natural environment in Palo Alto	85%	82%	86%	82%	83%
Overall health and wellness opportunities in Palo Alto	68%	66%	74% B	58%	66%
Overall opportunities for education, culture and the arts	66%	85% A	77%	71%	74%
Residents' connection and engagement with their community	64%	73%	76% B	59%	68%
Reducing community greenhouse gas emissions	76%	68%	83% B	59%	70%
Increasing local solar generation capacity within city boundaries	65%	65%	73% B	54%	63%
Increasing electric storage capacity within city boundaries	63%	72%	74% B	60%	67%
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	53%	53%	62% B	45%	53%
Faster notification systems (online, mobile or email) for public safety issues	67%	69%	77% B	61%	68%

Question 13

Table 73: Question 13 - Response Percentages and Number of Respondents With "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)	34%	N=130	21%	N=79	17%	N=63	29%	N=110	0%	N=2	100%	N=384
Spend quality time with local friends, family, and/or neighbors	56%	N=215	30%	N=116	7%	N=25	7%	N=29	0%	N=0	100%	N=385

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)	34%	N=130	21%	N=79	17%	N=63	29%	N=110	100%	N=383
Spend quality time with local friends, family, and/or neighbors	56%	N=215	30%	N=116	7%	N=25	7%	N=29	100%	N=385

Table 75: Question 13 - Historical Results

In a typical week, how likely are you to:	Percent positive (e.g., very/somewhat likely)				2022 rating compared to 2021
	2017	2018	2021	2022	
Participate in organized group activities (such as clubs, sports teams volunteer your time, attend church/temple)	52%	56%	47%	55%	Higher
Spend quality time with local friends, family, and/or neighbors	85%	88%	82%	86%	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)	(B)	(C)	(D)	(E)	(F)	(A)
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	58%	58%	47%	64% E	42%	54%	55%
Spend quality time with local friends, family, and/or neighbors	91%	92% D	81%	80%	82%	86%	86%

Table 77: Question 13 - Demographic Subgroup Results

Percent rating "very likely" or "somewhat likely"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	54%	56%	67% B	44%	55%
Spend quality time with local friends, family, and/or neighbors	87%	85%	83%	90%	86%

There are no benchmark data available for Question 13 as this question is unique to Palo Alto.

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	67%	N=256
Walking	16%	N=63
Biking	15%	N=58
Bus	1%	N=4
Train	0%	N=0
Free shuttle	0%	N=0
Taxi	0%	N=0
Uber/Lyft or similar rideshare service	0%	N=1
Carpooling	1%	N=2
Total	100%	N=385

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					2022 rating compared to 2021
	2016	2017	2018	2021	2022	
Driving	77%	73%	76%	71%	67%	Similar
Walking	13%	13%	11%	14%	16%	Similar
Biking	8%	11%	10%	13%	15%	Similar
Bus	1%	1%	0%	1%	1%	Similar
Train	0%	1%	1%	0%	0%	Similar
Free shuttle	0%	0%	1%	0%	0%	Similar
Taxi	0%	0%	0%	0%	0%	Similar
Uber/Lyft or similar rideshare service	0%	1%	0%	0%	0%	Similar
Carpooling	0%	0%	0%	0%	1%	Similar

There are no benchmark data available for Question 14 as this question is unique to Palo Alto.

Question 15

Table 80: 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	34%	N=127	31%	N=117	22%	N=82	12%	N=45	100%	N=371
Biking	46%	N=167	34%	N=122	9%	N=32	12%	N=43	100%	N=363
Bus	7%	N=25	26%	N=97	32%	N=116	35%	N=128	100%	N=366
Train	9%	N=33	33%	N=121	26%	N=93	32%	N=115	100%	N=362
Free shuttle	14%	N=48	34%	N=119	29%	N=102	23%	N=78	100%	N=347
Taxi	8%	N=29	23%	N=82	31%	N=107	38%	N=132	100%	N=350
Uber/Lyft or similar rideshare service	37%	N=136	37%	N=134	16%	N=59	9%	N=34	100%	N=363
Carpooling	11%	N=38	30%	N=110	29%	N=106	30%	N=108	100%	N=362

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

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)						2022 rating compared to 2021
	2015	2016	2017	2018	2021	2022	
Walking	92%	94%	92%	69%	76%	66%	Lower
Biking	76%	75%	75%	77%	83%	80%	Similar
Bus	53%	50%	52%	33%	33%	33%	Similar
Train	68%	66%	60%	41%	39%	43%	Similar
Free shuttle	78%	75%	74%	46%	45%	48%	Similar
Taxi	26%	27%	24%	35%	30%	31%	Similar
Uber/Lyft or similar rideshare service	52%	62%	66%	83%	77%	74%	Lower
Carpooling	52%	45%	49%	33%	26%	41%	Higher

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)	(B)	(C)	(D)	(E)	(F)	(A)
Walking	76% B D	55%	58%	48%	82% B C D	76% B C D	66%
Biking	67%	86% A	81%	83% A	83%	77%	80%
Bus	26%	22%	34%	39% B	51% A B	35%	33%
Train	33%	35%	34%	46%	63% A B C	48%	43%
Free shuttle	44%	46%	38%	55%	51%	53%	48%
Taxi	34%	26%	30%	36%	27%	34%	31%
Uber/Lyft or similar rideshare service	82% E	70%	76%	75%	62%	77%	74%
Carpooling	37%	37%	32%	54% B C	48%	40%	41%

Table 83: Question 15 - Demographic Subgroup Results

| Percent rating "very" or "somewhat" likely | Race/ethnicity | | Sex | | Overall |
| | White alone, not Hispanic | Hispanic and/or other race | Female | Male | |
	(A)	(B)	(A)	(B)	(A)
Walking	66%	65%	67%	65%	66%
Biking	81%	81%	80%	80%	80%
Bus	30%	40%	38%	31%	33%
Train	39%	47%	47%	38%	43%
Free shuttle	48%	49%	47%	50%	48%
Taxi	28%	37%	30%	35%	31%
Uber/Lyft or similar rideshare service	71%	76%	75%	73%	74%
Carpooling	37%	49% A	47%	37%	41%

There are no benchmark data available for Question 15 as this question is unique to Palo Alto.

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	47%	N=158	17%	N=59	14%	N=48	16%	N=55	6%	N=20	100%	N=339
Plug-in hybrid	25%	N=84	36%	N=119	13%	N=43	19%	N=65	7%	N=23	100%	N=334
Hydrogen fuel cell	3%	N=10	6%	N=20	15%	N=49	55%	N=175	20%	N=65	100%	N=319
Other	11%	N=25	7%	N=16	3%	N=7	16%	N=36	62%	N=139	100%	N=223

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	49%	N=158	19%	N=59	15%	N=48	17%	N=55	100%	N=319
Plug-in hybrid	27%	N=84	38%	N=119	14%	N=43	21%	N=65	100%	N=311
Hydrogen fuel cell	4%	N=10	8%	N=20	19%	N=49	69%	N=175	100%	N=254
Other	30%	N=25	19%	N=16	8%	N=7	43%	N=36	100%	N=84

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)					2022 rating compared to 2021
	2016	2017	2018	2021	2022	
Plug-in hybrid	59%	62%	62%	61%	65%	Similar
All-electric	65%	71%	67%	76%	68%	Lower
Hydrogen fuel cell	10%	14%	11%	14%	12%	Similar
Other	NA	NA	NA	NA	48%	NA

*Prior to 2022, "All-electric" was "Electric" and "Hydrogen fuel cell" was "Fuel cell".

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)	(B)	(C)	(D)	(E)	(F)	(A)
All-electric	63%	74%	64%	69%	65%	68%	68%
Plug-in hybrid	74% E	67%	64%	78% E F	50%	59%	65%
Hydrogen fuel cell	11%	6%	13%	16%	15%	13%	12%
Other	31%	40%	67%	71%	90% A B F	37%	48%

Table 88: Question 16 - Demographic Subgroup Results

Percent rating "very" or "somewhat" likely	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
All-electric	71%	64%	69%	69%	68%
Plug-in hybrid	62%	68%	71% B	60%	65%
Hydrogen fuel cell	9%	12%	18% B	8%	12%
Other	46%	46%	38%	53%	48%

There are no benchmark data available for Question 16 as this question is unique to Palo Alto.

Question 17

Table 89: Question 17 - Response Percentages and Number of Respondents with "Don't Know" Responses

Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you…	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	23%	N=87	17%	N=65	8%	N=29	19%	N=72	33%	N=122	100%	N=374
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	25%	N=92	17%	N=62	9%	N=34	18%	N=66	32%	N=119	100%	N=372

Table 90: Question 17 - Response Percentages and Number of Respondents without "Don't Know" Responses

Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you…	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	34%	N=87	26%	N=65	11%	N=29	29%	N=72	100%	N=252
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	36%	N=92	25%	N=62	13%	N=34	26%	N=66	100%	N=253

Table 91: Question 16 - Geographic Subgroup Results

Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you… (Percent rating "very" or "somewhat" likely)	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	59%	77% C F	44%	62%	52%	57%	60%
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	60%	71% C	48%	64%	56%	60%	61%

Table 92: Question 17 - Demographic Subgroup Results

	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
Percent rating "very" or "somewhat" likely	(A)	(B)	(A)	(B)	(A)
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	58%	64%	62%	60%	60%
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	57%	66%	61%	61%	61%

Question 18

Table 93: Question 18 - 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 (amount, type, affordability/cost of living)	24%	N=81
Street conditions and traffic concerns	14%	N=47
General government operations	6%	N=19
Safety, crime, policing and law enforcement	6%	N=19
Parks and recreation amenities/services	5%	N=16
City services, utilities and amenities	5%	N=17
Improvements for walking and biking	4%	N=15
Permits, code/ordinance enforcement	4%	N=13
Homelessness	3%	N=10
Public transportation	3%	N=11
Development (other than housing)	2%	N=7
Sense of community/community activities	2%	N=6
Local businesses, retail/shopping options	2%	N=8
Schools, programs for children	2%	N=6
Lower taxes and/or utility costs	1%	N=3
Downtown improvements	1%	N=4
Overall appearance, cleanliness, upkeep	1%	N=5
Parking concerns	1%	N=2
Noise Reduction	1%	N=4
Other	7%	N=24
Nothing/Don't know	3%	N=11
Total	100%	N=335

Question 19

Table 94: Question 19 - 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=73
Utilities	12%	N=34
Libraries, museums, theaters, etc.	10%	N=29
Safety services	8%	N=23
Schools and education, programs for youth	4%	N=13
Cleanliness of community	4%	N=13
Ability to give input and communication with government	4%	N=11
Ease of bicycle travel/walking	4%	N=11
Government/leadership	2%	N=5
General City services	1%	N=4
Everything/great place to live	1%	N=3
Sense of community, community activities, and recreation	0%	N=1
Other	3%	N=9
Total	100%	N=294

Demographic Questions

Table 95: 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	1%	N=2
Somewhat positive	7%	N=27
Neutral	50%	N=191
Somewhat negative	36%	N=137
Very negative	7%	N=26
Total	100%	N=383

Table 96: Question D2 - Response Percentages and Number of Respondents

What is your employment status?	Percent	Number
Working full time for pay	55%	N=213
Working part time for pay	12%	N=45
Unemployed, looking for paid work	2%	N=8
Unemployed, not looking for paid work	3%	N=11
Fully retired	24%	N=92
College student, unemployed	4%	N=16
Total	100%	N=385

Table 97: Question D3 - Response Percentages and Number of Respondents

Do you work inside the boundaries of Palo Alto?	Percent	Number
Yes, outside the home	27%	N=101
Yes, from home	28%	N=105
No	44%	N=165
Total	100%	N=371

Table 98: Question D4 - Response Percentages and Number of Respondents

How many years have you lived in Palo Alto?	Percent	Number
Less than 2 years	20%	N=77
2 to 5 years	12%	N=47
6 to 10 years	12%	N=45
11 to 20 years	20%	N=78
More than 20 years	37%	N=142
Total	100%	N=389

Table 99: 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	58%	N=224
Building with two or more homes (duplex, townhome, apartment or condominium)	39%	N=151
Mobile home	0%	N=0
Other	3%	N=13
Total	100%	N=388

Table 100: Question D6 - Response Percentages and Number of Respondents

Do you rent or own your home?	Percent	Number
Rent	44%	N=170
Own	56%	N=215
Total	100%	N=385

Table 101: 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=13
$500 to $999 per month	6%	N=22
$1,000 to $1,499 per month	5%	N=18
$1,500 to $1,999 per month	9%	N=34
$2,000 to $2,499 per month	8%	N=29
$2,500 to $2,999 per month	7%	N=24
$3,000 to $3,499 per month	7%	N=25
$3,500 to $3,999 per month	8%	N=28
$4,000 to $4,499 per month	7%	N=26
$4,500 to $4,999 per month	5%	N=20
$4,500 to $4,999 per month	6%	N=21
$5,500 to $5,999 per month	7%	N=25
$6,000 to $6,499 per month	2%	N=9
$6,500 to $6,999 per month	2%	N=8
$7,000 to $7,499 per month	1%	N=2
$7,500 to $7,999 per month	3%	N=11
$8,000 to $8,499 per month	3%	N=10
$8,500 to $8,999 per month	2%	N=6
$9,000 to $9,499 per month	1%	N=3
$9,500 to $9,999 per month	1%	N=4
$10,000 or more per month	8%	N=30
Total	100%	N=367

Table 102: Question D8 - Response Percentages and Number of Respondents

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=250
Yes	35%	N=133
Total	100%	N=383

Table 103: Question D9 - Response Percentages and Number of Respondents

Are you or any other members of your household aged 65 or older?	Percent	Number
No	67%	N=257
Yes	33%	N=126
Total	100%	N=382

Table 104: 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=10
$25,000 to $49,999	5%	N=17
$50,000 to $74,999	12%	N=41
$75,000 to $99,999	12%	N=40
$100,000 to $149,999	10%	N=36
$150,000 to $199,999	13%	N=45
$200,000 to $249,999	10%	N=35
$250,000 to $299,999	10%	N=33
$300,000 to $349,999	4%	N=14
$350,000 to $399,999	4%	N=14
$400,000 to $449,999	4%	N=14
$450,000 to $499,999	14%	N=49
$500,000 or more	0%	N=0

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
Total	100%	N=349

Table 105: Question D11 - Response Percentages and Number of Respondents

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=355
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=24

Table 106: 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	1%	N=5
Asian, Asian Indian or Pacific Islander	29%	N=108
Black or African American	3%	N=11
White	67%	N=248
Other	6%	N=21
Total	100%	N=368

Table 107: Question D13 - Response Percentages and Number of Respondents

In which category is your age?	Percent	Number
18 to 24 years	4%	N=16
25 to 34 years	17%	N=65
35 to 44 years	15%	N=56
45 to 54 years	26%	N=97
55 to 64 years	11%	N=40
65 to 74 years	12%	N=45
75 years or older	16%	N=59
Total	100%	N=378

Table 108: Question D14 - Response Percentages and Number of Respondents

What is your gender?	Percent	Number
Female	51%	N=191
Male	49%	N=185
Identify in another way	1%	N=2
Total	100%	N=378

Table 109: Question D14 - Response Percentages and Number of Respondents

What is your sexual orientation?	Percent	Number
Heterosexual	92%	N=330
Lesbian	1%	N=4
Gay	1%	N=5
Bisexual	3%	N=12
Identify another way	2%	N=8
Total	100%	N=358

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

Following are responses to questions 18 and 19. 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 18: As a resident of Palo Alto, what one change could the City make that would make you happier?

Housing (amount, type, affordability/cost of living)

- Affordability! I make over look and its as if I'm living below the poverty line PA has become so unsustainable. If I had the oppt. to be full remote, I would live elsewhere.
- affordable housing
- Affordable housing
- Affordable housing for teachers, fire fighters, service people, artists & musicians. The current high-rises are quite ugly, maybe something a little nicer looking?
- Affordable housing that treats the whole city, not just the San Antonio area. And affordable housing for not just the lowest income, but the stretched people in the middle searching for rentals. Also, improve the timing of the Foothills/Arastradero/Miranda lights so that bikes have a chance to clear the intersection when the Miranda at Aras light turns green.
- Affordable rents.
- Allow construction of denser apartment buildings along major corridors (e.g. University, California, El Camino, Middlefield). We need to add more housing before the state steps in and forces our hand in a way we don't want.
- approve more housing
- Bringing greater economic diversity / affordable housing.
- Build and allow more housing so more non-rich people can live here
- Build more affordable housing
- Build more housing of all types. Denser housing, affordable housing, apartments and condos and townhouses so that people at all life stages can live safely and comfortably. Single family housing on big lots isn't the best solution for everyone!
- Build more housing.
- Denser and more affordable housing
- Develop plan build rental housing for all income ages abilities on University site, Fry's site, Creek side, city owned parking lots. Better stronger relationships working with Stanford University and research, Cal Trans, Cal Train, PAUSD. Develop build multi all income levels very low inomce to mediaum income housing along ECR between California Ave and East Measow in the weeded lots, abandoned blgs, Quansa huts. Buidl housing on Cambridge ave . Incorporate good low income housing out of ROLM/COM/INDUST toxic areas where there are not city services, and near sea level rise.
- Do not allow super rich residents to create compounds by buying houses around them to use for businesses
- Eliminating new construction that does not include very affordable low-income housing!!!.
- Encourage building of apartment complexes such as on Park Ave, El Camino, Alma sites. Don't waste money on the current definition of homeless or unhoused as this is a junkie./ mental capacity issue. Remove all parked RVs parked in the city.

- Even though housing prices are outrageous, there is an upper limit on the number of people our land can support. The wild explosion in urbanization has increased traffic and made the place more crowded but the cost of housing is still outrageous. The cost of apartments is still beyond most people's means. Lets slow down on all this development.
- Fair housing for everyone; with dignity.
- Figure out how to provide affordable housing to increase the diversity of the city.
- i dont make enough to own a home here and I make much more than the 'average' person, I cant settle here if I want to have a family and own a home or even probably have a small garden to grow a fruit tree because most rental housing in a reasonable price range doesn't have any yard unless I want a bunch of roommates and I feel too old for that ****. I have some small citrus trees in pots but eventually they'll be too big to move and so I can't exist here forever if I actually want to plant them, if I'm renting even if I was happy with a place, the landlord might decide they want to remodel and up the rent. I don't need anything fancy but it would be nice to be able to exist in a place with out feeling like it was at the expense or my quality of life with out being reamed to just exist. Also i drive to work which is not directly in palo alto because it seems like palo alto only has employment for law offices, software companies and the service industry. Cheaper housing, mixed use zoning, housing closer to jobs and convenient areas to do activities/shopping so having a car isnt required. a train system with a reasonably frequent schedule, that doesnt sound its god forsaken horn at 530 in the morning at the at grade crossing near my apartment. Things need to be close enough together or convenient enough that not using a car is the practical timely option. cal train is not a practical replacement as it currently exists
- If I could find cheaper rent as a graduate student.
- Increase affordable housing
- Increase affordable housing (no need for mkt rate housing or offices) without increasing office source i e. redmi worker/resident imbalance.
- Increase low income housing so fewer homeless; fiber to the home would be good too
- Less dense housing so there will be less traffic on main corridor. Preserve and improve the wonderful parks in the city.
- LESS EXPENSIVE FOR YOUNG PEOPLE TO LIVE HERE.
- Lower cost of housing. This is a wonderful place to live but 10x-20x higher property costs compared to other part of the country. Honestly, we could never afford to buy property here which is sad
- Lower costs
- Lower market rate housing costs
- Make Palo Alto more affordable to everyone, poor, and rich.
- More affordable housing
- More affordable housing
- more affordable housing
- more affordable housing
- more affordable housing
- More affordable housing - especially on transportation corridor/Caltrain. North PA needs to build - it can't all be around San Antonio
- More affordable housing for local public employees (teachers, first responders, etc.) and other low income workers.
- MORE AFFORDABLE HOUSING FOR WORKING PEOPLE.
- More affordable housing options
- More affordable housing property integrated into existing community.
- More affordable housing!

- MORE AFFORDABLE HOUSING! WHY IS THIS NOT IN #12?
- More affordable housing, bring in younger residents! (And replace our tree that has been with a cone for 1.5 years!)
- More affordable housing.
- More affordable rent; it eats up much of my salary. Palo Alto is a nice place to live & is very close to work.
- More affordable utilities and housing opportunities. Lower taxes.
- more high-density residential areas
- More housing options for our children just starting careers!.
- More housing, increased density
- MORE HOUSING.
- more low income housing
- more low income housing
- more market rate housing
- Much more housing so our community can be affordable to more people who have a broad range of incomes.
- no dense residential buildings, unless they are all income restricted units.
- Not assume everyone who lives here has lots of money and can afford to do things like buy an electric car, put in solar panels, replace appliances, etc.
- Palo Alto is a fantastic place to live. I love the parks, the schools, the trees, the natural beauty and the small town atmosphere with cosmopolitan air from all the smart peeps. I wish there were a way to wave a magic wand and make the place more affordable. I worry the cost of living issues, paired with pandemic and economic downturn, is pushing people out (when it was already rarefied). Palo Alto will lose its essential vitality if it becomes any more exclusively populated by only Richie-Riches and absentee owners. It's not easy to solve. Also, here is a very specific request that I've brought up in the past; I know I'm becoming a crank but you sent me that survey request so here goes: Neighborhood safety would be improved if a stop sign were put on Homer at the Cowper intersection. It is the only intersection with a through cross-street on Homer that doesn't have a stop sign and I've witnessed. multiple accidents here and lots & lots of honking/near accidents. This is a frequent crossing place for Channing House peeps and homeward bound Addison kids. (I've requested this twice through online resident and been denied, politely, by the public safety information person but I maintain it would be a benefit.)
- Pass legislation that limits the amount of time a house can remain vacant to address the housing shortage and cost of rent in the city.
- Peck ice rent control.
- Prioritizing lower cost of living and affordability
- Provide enough low cost housing to meet the needs of the population who travel to work here.
- Provide more low income housing.
- Reduce costs of everything
- Reduce the house price and property tax
- Reduce the number of large businesses. The business-to-home ratio is too high, creates a lot of commuting into Palo Alto.
- reducing living cost.
- Reduction of companies headquartered here with the attendant need for high-cost housing
- Rent (or quality of rented property) control
- Rent control / better access for students siking and control them instead of using the whole street to avoid accidents.
- Rent control!

- See that we have housing so that the service people we want to work in Palo Alto can live in Palo Alto
- Stop building multi-story structures out to the sidewalk. You're making Palo Alto into San Francisco!.
- Stop fighting housing, approve more housing for our neighbors and kids. Also please better promote trains, busses, biking and active transportation options
- Stop population increase due to insufficient infrastructure.
- The City has to stop building dense housing developments and permitting "megahomes" to be built on lots that are too small.
- The price of house dropped.
- Tougher rent control stop expansion of Stanford University < 3% affiliates increase per year.
- We need more housing

Street Conditions and Traffic Concerns

- We need more housing
- Align lights on Embarcadero between Paly and El Camino
- At least put a stop sign at crosswalk in front of Whole Foods. I've almost been hit twice by speeding drivers. We are disappointed by police apathy. Something needs to be changed. [?].
- Better maintain streets and sidewalks.
- BETTER SYNCHRONIZING OF TRAFFIC LIGHTS ON MIDDLEFIELD AND ACMA!.
- BETTER TRAFFIC PLANNNG AND CONTROL BETTER AND MORE THOUGHTFUL BUILDING PERMITS, BE REALISTIC ABOUT TRAFFIC AND PARKING.
- Block off sections of Middlefield Road to control traffic and speeding through neighborhoods
- calm traffic on Louis Road, finish the plan that was started previously.
- Close downtown to cars like in mountain view.
- Concentrate on local issues (such as fixing potholes) and stop trying to be a world leader in reducing greenhouse gas emissions.
- do not close train crossings- Churchill, etc. Keep the track crossings as is. Do not further restrict streets for cars- no more bike lanes or traffic controls. The streets NEED to move traffic along otherwise quality of life suffers. people and bikes can move themselves around cars, not vice versa.
- El Camino between Page Mill and Arastradero is in terrible shape. Please do something to get it repaired.
- Enforce speed limit and traffic lights on embarcoders road - people speed and run the red lights.
- fewer cars on the roads
- Fix condition on major streets (El Camino?) improve policing, in all areas!.
- Fix the pavement on the streets. The streets are a disgrace with repaving, bumps, etc.
- Fix the pot holes in the roads
- Fix the roads - especially El Camino; Make the city safer.
- Fix the rotten road surfaces.
- FIXED EL CAMINO REAL.
- GET THE TRAFFIC SIGNALS DEMAND SENSORS TO WORK/FIXED.
- Getting rid of the obstacles on thru streets like Foothill Expy & Aras traders / San Antonio.

- Have the pot holes on El Camino Real fixed.   Get a program to put solar on apartment buildings to replace gas. I would love to replace the gas water heaters and furnaces at the property I manage with solar or what you have in question 18 but it would need to be a city program that did it because I can't do it myself. I would also like to see a program that would put electric (or solar if such a thing exists) charging stations in apartment complexes. I would like to see a program that paid for all these changes for the good of the system. If you put solar on my building that would take care of all the electrical needs of the buildings that would be great. Also please never do rent control in Palo Alto and never do parking permits in the Ventura neighborhood because there are too many apartments in this neighborhood and a parking permit program would be horrible for parking and for people visiting apartments and for the business along El Camino Real and Cal Ave. So please never entertain the idea of parking permits in Ventura (I don't think this has ever come up, but I don't want it to ever come up).   All these things stated. please fix the pot holes in El Camino Real
- improve rail crossing safety
- improve street upkeep, particularly after rain causes flooding, debris, potholes etc
- Improve the traffic signals.
- improve traffic : improve driving / enforcement or traffic laws / reduce speeds / reduce bike accidents
- Improve traffic flow throughout the city
- I've brought up several traffic safety concerns to Palo Alto transportation but have been rejected on all counts for help. I feel like our city is not striving for safety improvement and is content to use status quo and unwillingness to change as reasons to let safety slip.
- Less traffic
- Less traffic and more considerate drivers for people out walking.
- Less traffic, safer speeds.
- Open California Avenue. Get rid of "parklets"
- Overall trafficenforcement of traffic rules
- Reduce car traffic on University again, as part of a broader effort to center people rather than vehicles in transportation planning
- Reduce congestion and traffic problems
- Remove the traffic circle at E Meadow & Ross, I have almost been hit twice while out jogging.
- repair roads
- ROADS (repair main roads and improve traffic conditions)
- Safer in the street.
- Safer streets
- Slow and calm traffic.
- Stop making unnecessary changes to lanes and curbs! Charleston/Arastradero has been messed up for years. It feels like funneling tax-payer money to contractors. Bicycle lanes for students could have been made safer more quickly and without roadwork and tons of concrete (which contributes to green-house gases).
- Stop putting in ridiculous traffic furniture on roads to slow down traffic. By doing so, reducing the amount of road available for cars and bikes and makes it much more dangerous for cyclists when there isn't enough road space because of some extra wide median structure. These unusual road structures make it more dangerous for everyone because they are not what is usual and expected. This is evidenced by the high number of curbs with tire marks on them. Charleston, Ross, etc...
- Stop the ridiculous 'road diet' design, along with the push-out curbing, etc.; Also, get police to better manage speeding in residential areas
- Traffic enforcement

- traffic, safety of cyclist
- When city is doing the new pavement on existing streets, can city consider consistency on the same streets? I live on La Para Avenue. Some section of La Para has paved sidewalk, but others don't. It will look nicer with full consistency on my street.

General Government Operations

- A functional city council not caught up in old preservalenut us qwatti BS.
- Better decisions by the city counsel
- Better representation on City Council from South area. City Council somewhat elitist and heavenly North Palo Alto representation. Kind of a clique, not diverse enough. Not enough affordable housing. Expand/change library open days to Wednesday to Sunday. Increase open hours.
- City government should be more open and accessible.
- expedite decision making
- Find great people to take leadership roles in our city! All neighboring cities have engaged city leadership, lots of community programs and activities. This city has lost its community spirit.
- Fix the City of Palo Alto HR bottleneck
- Focus on local municipal priorities before (improving planning dept., fixing sidewalks & streets) more than issues about which our community is already aware (useless water/energy,...
- Focus only on matters for which city government has primary or exclusive responsibility and on which it can achieve meaningful, efficient and cost-effective results.
- Mail a written newsletter every month with real news that is easy to understand including construction projects underway, changes in laws that affect people who live here (e.g., tree ordinance, train crossing plans), and suggestions for how to improve everyone's quality of life (e.g., get gas out of your home, volunteer in the community).
- make accountable city council
- Make housing more affordable.
- Make sure elected officials are held accountable for prioritizing residents' concerns, not business.
- Reduce size and cost of government so remaining budgets of time and money can be spent dealing with crime, safety, infrastructure, and essential services, and not be spent virtue-signaling on issues such as climate, social justice, DEI, ESG, or similar nonessential concerns. Stop setting naive, uninformed policy goals, and let the free market and the economics of substitution decide when conversion from one energy technology to another occurs.
- reduce staff
- Stop wasting your time and our money on the so-called "addressing climate change." You only address you feelings of virtue while making zero impact on climate while forcing us to waste our money on your virtue signalling. Yes, I am talking about your foolish (and expensive) efforts to limit natural gas usage in the city.
- Talk to a live person at the city
- The city government ignores the opinions of the citizens. The $8 million wasted on the Ross Road bicycle path is an example; forced on a neighborhood that did not want it!.
- The males on city council need behavior modification in addressing women. They use and repeat words for example: contagious, obstructionist, untrustworthy. You should listen to recorded city council meetings. Did you notice that two new city council members are female leaders?

Safety, Crime, Policing, and Law Enforcement

- Add closed circuit TV in high crime areas. Add adult exercise equipment in parks.
- address increasing crime rate

- Deal with minor/property crime. Thieves keep getting bolder-no visible effort to address.
- Ensure safety of Palo Alto residents, support our Police
- Improve safety
- Increase personal safety and minimize crime
- Maintain a safe environment for residents
- more police paying attention to theft and attacks on residents
- More visibility into crime
- police force that is non-violent
- Reduce crime
- Reduce crime.
- Reduce property crime and the risk of criminal attacks against people who are at home or walking Palo Alto streets.
- Reduce property crime and the risk of criminal attacks against people who are at home or walking Palo Alto streets.
- Reduced break-in and bike safety
- safety
- Safety from Vandalism & violence.
- See more police car cruse through Barron Park
- stop crimes like stealing packages from front door.

City Services, Utilities, and Amenities

- Affordable faster fiber service 10mbps @ cable price.
- All utility cables (including power) to be moved underground
- Better garbage pickup company / service.
- Better utility prices / earlier music nights @ parks I would also like to see the Eichler swim pool take more members so we could wet in.
- Explain twice a year how specific city services are being incrementally augmented or reduced based on revenue surpluses or shortfalls.
- Extending library hours and items
- Fiber service that is affordable but better town cable (now).
- Focus on the quality of core City services (parks, roads, safety, sanitation) which need better maintenance and/or improvement.
- free internet access using fiber
- High speed internet - fiber
- Improve 5G coverage across the entire city
- Improve GreenWaste service or offer more than one option for service provider. Some healthy competition would be great!
- More affordable utilities and better roads and sidewalks.
- Palo Alto offering high speed fiber internet service to residents
- Reduce all utility costs, sewer, refuse, and drain fees should be subsidized by "gas" profits.
- Seeing staff being more productive and not sitting around(in vehicles)
- to improve or reform the quality and efficiency of the city services

Parks and Recreation Amenities/Services

- Acquire additional 7 acres at Cubberley and build new Community Center
- Add more Pickleball courts please!

- Fix Lucy Stern facilities, the Toilets and the auditorium are appallingly out of date and unbelievably unmaintained.
- Have more tennis courts and off-leash dog areas
- I wish there were more recreational activities offered for the youth of Palo Alto. I look at the City of Sunnyvale's course catalog every season with great envy, wishing there were more options for my kids (5yo and 8yo). I feel like the offerings today are geared towards older people (50+).
- Improve Cubberley facilities
- Improving the soccer field in Greer Park: adding lighting equipments, and leveling the field better or converting to turf.
- In addition to focusing on economic, commercial and educational development, please build more space for outdoor entertainment facilities for residents, and build youth sports venues, especially skateboarding grounds, which are simply useless.
- More dog parks!!!
- More pickleball courts at Milchell Park.
- More pickleball courts, fix potholes.
- More recreational activities for teens!.
- rebuild Cubberley Community Center
- Sort out the problem with Cubberley/school District. Have a real community center/wellness center/gym that is city owned. It's a shame the disrepair of Cubberley. Our city should have it's own Recreation/Community Center.
- Stop double-charging residents to use Foothills Park. Non-residents only pay entrance fee; residents have to pay both entrance fee + our normal property taxes. If increased traffic adds increased operation costs, that money should come from the increased traffic, not residents who already fund the park. Charging residents twice is not equitable, and I resent it so much that I've basically stopped using the park that I have cherished for 39 years.
- there is no nice gym or rec center around here

Improvements for Walking and Biking

- Actual improvements to bicycling instead of the dangerous side paths and bollards currently being installed. (The time estimate to complete this survey is severely low.)
- Add safe bike lanes to every busy street.
- Better PROTECTED bike lanes in ALL major roads, and more traffic calming measures, especially on streets like Fabian Way where there are a lot of children and elderly adults using the street- and cars are constantly speeding and not yielding to cyclists or pedestrians. A thin green line is not appropriate as bikeway infrastructure on wide mile-long roads. Longer avenues also need more crosswalks
- -Bike lanes can cause unsafe issues on major thorough fares -use land carefully w/out creating urban congestion.
- Fix el camino or the adjacent side streets to be more bike friendly. If you want to get from one side to the other, you have to cross the main road but that is not easy. Say you want to skip El Camino entirely and ride along side - you can't! The side streets aren't continuous.
- Fix sidewalks
- Increase oversight on bicycle traffic and hand out tickets to those who run red lights and do not stop at stop signs
- Keep some of the streets permanently car free. (Cal Ave, but also Univ. Ave.)
- MAKE DOWNTOWN FULLY PEDESTRIAN.
- Make it safer to walk the streets downtown.
- More pedestrian only streets downtown

- more pedestrian rail crossings so it isn't as far to walk to shops and services on the other side of the tracks
- Prioritizing other modes of transportation, particularly bicycling around the downtown area; (re)introducing a bikeshare program
- Protect the bike lanes
- REDUCE TRIPPING HAZARDS AT SIDEWALKS.

Permits, Code/Ordinance Enforcement

- BANISH EVERYONE WHO USES A LEAF-BLOWER.
- Better code enforcement. Gas blowers are not allowed but common.
- Better use of or tax of empty lots and buildings
- better, more streamlined permit services
- Fix (or at least change the reputation of) the permitting system. Getting a replacement electrical panel. Fahgeddaboutit.
- Less restriction on zoning, buit code.
- More efficiency in workflows in getting things done (ie. building permits) at City Hall.
- More efficient building permit issuing/processing
- more enforcement of rules/regulations of groups that buy property for the sole purpose of driving up prices, but make the process of home improvement easier/less onerous for all residents who plan to live long-term in community
- Need to enforce codes and ordinances. Far too much gas-powered lawn equipment!! The noise issues are terrible, especially for those of us who need to work (and live) in relative quiet. Also, sketchy landlords who rent to AirBnB, etc. need to comply with rental policies. RENT CONTROL!!!! The rental increases are horrendous and tenants are powerless--it's untenable and unsustainable.
- Not seeing RV/campers all over the neighborhood, and associated litter, environmental damage, and excrement. Absolutely ridiculous, I've been almost hit walking my children because a blind spot of RV parked on a corner.
- Streamline the process for building an ADU in Palo Alto
- The permit process is costly and inspectors are not always helpful or kind. Hard to maintain and upgrade one's home.

Public Transportation

- Better public transportation
- bring back and improve free shuttles.
- convenient public transportation around town
- Enabling any kind of transit besides single driver automobiles! It is simply faster to drive to most places within Palo Alto, which then impacts traffic congestion, noise, and local air quality. We need alternatives to the slow and clunky buses. We have great bike friendly roads (Ross Road, etc) -- can we do more of that?
- Free Shuttle service to most of Palo Alto. ie. west of Alma and ECR. To San Antonio shopping Center, to Cubberly and to Stanford.
- Improve public transportation.
- Increase public transit routes, schedules, availability!!! Cut down laneage on Alma St, lower speeds, add better mass transit that runs with small headways
- More frequent public transit, safer bike lanes, less street parking and more apartment complexes.
- More shuttles that are electric that would travel up and down Middlefield Rd.
- Public transportation.

- Underground the train.

Homelessness

- Address an adequate solution to the homeless on El Camino Real (in RVs, cars)
- Address homelessness!!!
- Address the homeless situation in downtown Palo Alto. The current situation is not safe for residents. Also, address traffic pattern between Town & Country shopping center and Paly.
- combat homelessness
- Get the panhandlers off of University Avenue and off of El Camino Real.
- Help the homeless afford housing.
- Housing; taking care of homeless.
- Humane service for the homeless to get them off University Ave
- Reduce/eliminate homeless people walking in neighborhoods now.
- solve the homeless problem

Local Businesses, Retail/Shopping Options

- attention paid to south palo to make it friendly for residents with restaurants, shopping and services.
- Encourage more local businesses that aren't restaurants or health clubs.
- More Asian restaurants
- More dining establishments and stores near the hospital.
- Remove the art place in Louis St. & Charleston Ave.
- Repair and upgrade "Lucy Steen Theatre".
- Restaurants within walking distance (not just in downtown area)
- There is a good amount of abandoned commercial real estate locations, especially along El Camino Real, I would love to see more shops there. I would also love more opportunities for community bonding - I was bummed I missed my neighborhood gathering this year. Maybe more funding/opportunities/advertisement, such as a email list for community members to see what is happening in the community?

Development (other than housing)

- Address reasons under City control for general slowness of any type of construction in the city (downtown business build-outs always behind schedule, home renovation permitting infamously slow, slow pace of approval of new developments, etc.)
- BETTER ARCHITECTURAL DESIGN CONTROL -UGLY BLDGS ARE GOING UP NICE HAVING OUTDOOR RESTAURANTS ON STREETS- -MORE & PERMANENT.
- reduce or eliminate all commercial development
- Revitalize the stretch of El Camino between Charleston and Page Mill. I grew up here and there has not been any improvements in our area. A little attention please. Demolish the Glass Slipper.
- Stop allowing our nice suburban city turning into an urban area of big buildings right out to the street!
- Stop building new office space. We have far too much office space already. No more mixed-use developments that make jobs/housing worse.
- Strictly limit overall growth including limitations on building height and a moratorium on new office space construction. Fight state mandates on housing.

Sustainability

- Enhance biodiversity by offering ivy removal rebates to homeowners in exchange for planting California native plants.
- Helping customers setup/use gray water at their homes
- I miss the old recycling center. I know that all its services are now available elsewhere, but it was nice to have it all in one place.
- Restrict water use. Interesting to me that it was not mentioned in this survey. It is the most important topic to address and city is doing very little to force people to cut back. It needs to be mandatory and the city needs to figure out a method that is as fair as possible. Living on a quarter acre with grass surrounding a house is not fair to those of use who recycle kitchen and shower water and seldom flush AND have draught resistant plants and have for 20 years. Second would to fire the incompetence in the planning office by starting with the woman whose first name begins with an R.
- Setting aside more areas for California native plant gardens, putting electricity underground so trees don't have to be pruned into wierd shapes.
- Stop SFO from having all their jet routes over my house in Midtown. Hire a new lobbyist and hold the FAA to its environmental regulations.
- Use measure e site for green infrastructure (former dump, next to sewage treatment plant).

Sense of Community/Community Activities

- Build stronger community bonds - quality ties between neighbors. Other places I've lived fostered strong community ties (fostered through block parties / events, community gatherings, etc.)
- City owned activities, such as the Golf Course, Foothill Park, and the Science Museum would be discounted for city inhabitants. Currently, at the Golf Course everyone pays the same without regard to where they live. My tax dollars go towards these services AND, in addition, I get to pay the same fee as residents of other communities? That's just wrong.
- Facilitate more events in neighborhoods, have more fun events in the city like the fathers day music thing downtown we used to have
- Focus on the residents -- not the real estate developers or the tech industry, who have always paid a premium to live in this wonderful town. Palo Alto is attractive location for tech, so we don't have to cater to them with dormitories for their workers. A real focus on families (of all kinds) will maintain our neighborhoods' character. Overbuilding is not delivering affordability, but is diminishing quality of life and in my view risks reducing our attractiveness as a place for innovation and economic strength.
- I wish there were more large community special opportunities like closing University Avenue and having a monthly concert etc
- Organize / Facilitate an opportunity Civics engagement for the residents

Schools, Programs for Youth

- I hope the libraries provide more educational or entertaining programs for children. I often check them on the website, but wish there could be more. But I love library staff and library services.
- Improve the middle school quality more hospitality / food businesses staying open after 9pm.
- Make Schools use funds wisely and make schools a better place for better academic education, not brainwashing.
- More funds to public schools. More school bus services.
- Provide school buses
- Speech therapy services at Weingarten for children who are deaf or have hearing loss

Overall Appearance, Cleanliness, Upkeep

- Allow citizens to cut the trees in front of their house because of Root Expansion; and expand Library hours
- Every single house must maintain certain degree of neatness of the front yard! Hope the city makes the mandatory list to maintain.
- green spaces
- Less trash on the streets.
- Maintain the entrances to the city. Embarcadero at 101 and El Camino around University are an unmaintained mess. PA should either maintain the areas or hold accountable who we think is responsible,   Doing nothing is unacceptable.

Noise Reduction

- Create quiet zones for Caltrain
- In general, Palo Alto is overbuilt with too much traffic. Can no longer leave windows open during both day and night due to excessive noise from traffic in neighborhood. Each year quality of Palo Alto life deteriorates. Some ways to mitigate these problems: 1) Open back up California Ave to cars so they don't come down residential streets instead. Traffic will only get worse when public safety building opens and further degrade when teacher housing completes. 2) Stop approving new buildings, both business and residential to reduce future traffic, water and power consumption. Most of the new and even older buildings in my neighborhood are unoccupied, so convert them to housing if needed to meet California housing requirements. 4) Be more realistic about negative environmental impact assessments that new building projects bring. For example, traffic estimates for new projects are always wrong in my area and underestimate number of new cars/traffic brought into area. Buildings also allowed to go too close to curb; trees removed cannot survive replanting with reduced growing area. 5) Increase onsite parking for any new projects; most cannot/will not use the poor mass transit options in Palo Alto (even when near a train station.) Requiring onsite area for 1.5 cars per residential unit essential as most units will have one, possibly two cars. Unfair to neighbors to have those residential cars parked on street instead. 6) Enforce traffic laws and ticket cars/commuter vans that sometimes idle for 15 minutes and longer. 7) Tow/remove the RVs that block sidewalks and reduce access to merchants on Park Blvd; I can no longer park near stores I like to visit. 8) Stop Internet/Fiber Project. Already have plenty of options between Comcast, AT&T, Verizon and T-Mobile. For example, T-Mobile provide 300 to 500 Mbits/second download for $50 per month (including taxes) and even less if you also have cell phone plan.
- reduce cal train noise (horn)
- There are areas where gas-powered leaf blowers are allowed. The noise and emissions they give off should make them illegal in all areas of the City. I'm in a mixed zone (I think you call it) off El Camino on Sheridan Avenue. The noise from the leaf blowers is here every day of the week -- at the Sunrise Senior Living building (twice a week), at my building once a week, and at 435 Sheridan once a week. There is no excuse for the horrible emissions that are causing climate change and the noise of the leaf blowers (on top of the airplane noise). This should be an easy fix! Why not offer rebates on leaf blowers so help the small contractors manage the transition? Gas-powered leaf blowers are also a health issue for the works using them. You don't see them wearing equipment to prevent hearing loss nor to prevent those toxic fumes for going into their lungs. This is outrageous, knowing what we know about the health impacts of emissions and noise. The safety of these low-paid workers should be a higher priority for Palo Alto and for their employers.

Downtown Improvements

- Improve Univ Ave - people use to travel to PA for restaurants & shopping now our downtown looks dumpy compared to others invest in Univ Ave, attract better restaurants/shops again.
- Make the downtown more vibrant. Redwood City is making much more of an effort!.
- more variety in downtown busnesses
- Permanently convert California Ave to foot traffic and outdoor dining and shopping

Lower Taxes and/or Utility Costs

- Lower city sales tax. No more this long survey - 184 entries- is too excessive. Tza more involved incl R citizen.
- Reduce Electrical Outages !! IF/WHEN they happen be resposponsive and fast in the online communication.
- Reduce taxes

Parking Concerns

- Continue to monitor parking in residential areas close to downtown
- Get rid of the residential parking program. It's a disaster and I'd rather go back to how it was 20 years ago.

Other

- * A GOOD SENIOR CENTER!.
- Allow access to Santa Clara public library system automatically with Palo Alto library membership
- ELECTED MAYOR! COST-EFFECTIVE MANAGEMENT RETURN FOOT-THE-PARK TO P.A. RESIDENTS!!.
- Get rid of unwanted phone calls
- Good midance to 50' height limit.
- Increase local fire protection. My local fire station has shut down. The wonderful and needed people help with fires and saving lives. Saving lives from fires as well as other emergencies.
- Make the historic homes/areas special, as they do in New England (my background). Keep them "green," as in less concrete.
- More affordable.
- More protection for the quality of life for people now living here. The quality of life has dropped significantly in the past 20 years.
- More street light at night.
- More transparent communication and deeper understanding that going all electric is impossible and costly to many homeowners.
- My teenage/daughter said the library has very limited choice of teen books since all of them are the same plot of romance books & are other variety. She now has to read non-fration books. Her friends think the same.
- Pay more attention to our pet/animal welfare by providing a highly more robust animal services!! Currently it is dysfunctional, ineffective and does not absolutely nothing to reach out to the PALO ALTO population that is full of pets! There is so much that could be done to improve both human and pet lives by promoting the relationship!
- Planning, permitting and city council processes are multi-year. Not good.
- Publish personal interests and professions for members of the council and various committees and wprlomg grpi[s/

- Put more financial burden onto home owners to support the working class members of our community, who keep it running.
- Reduce the freight train speed to lessen the house shaking near the train track.
- Reducing the number of RVs in & around living areas, create safe parking areas for them.
- replace Cubberley
- Stop being so politically correct. E.g.: STOP banning plastics & gas appliances, etc. Eliminate the bottle deposit or make refunds easier.
- Stop discrimination against workers
- Stop mask and vaccine mandates.
- stop with surveys!
- When I finally die (I'm. almost 90) guarantee I go straight to heaven!

Question 19: 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

- Baylands
- Beautiful parks and outdoor spaces.
- Continue to keep the environment clean and beautiful
- Continue to protect and improve parks and community centers like in and around Cubberly.
- Conversation of natural environment => Trees, parks - beautiful.
- Foothills park
- Good parks & libraries
- green spaces
- Green spaces
- I love our parks and libraries! Thank you for making them so accessible for our community at large
- I think the city does a fantastic job with the urban planning and the trees, foliage, etc
- Its greenery
- Keep as many trees as possible throughout Palo Alto.
- Keeping our city green
- Keeping up the green space.
- Maintain & increase open space.
- Maintain parks and improve maintainable and upkeep.
- Maintain parks and open space for accessible use.
- maintain the parklets in front of certain restaurant areas
- maintain the quality and quantity of parks and open space.
- Maintain trees.
- Maintaining natural spaces such as parks.
- Maintaining the greenery and encourage the city to plant a massive number of trees.
- Maintenance of parks as places for everyone to enjoy
- Natural environment
- Nature preserves, trails.
- open and recreational spaces

- Open green spaces (so many wonderful parks, big and small), and mature trees in so many of the neighborhoods. Palo Alto feels very different from Mountain View, Menlo Park, and other nearby cities -- because our green space is so much better. (Foothill Nature Preserve of course....).
- Open space + parks.
- Open space and facilities.
- Park and library
- Park maintenance
- Park system
- parks
- Parks
- Parks
- Parks
- Parks
- Parks & playgrounds are great.
- PARKS & RECREATION.
- Parks and activities
- Parks and bike paths
- parks and libraries
- Parks and libraries
- Parks and natural preserves
- Parks and natural spaces
- Parks and open space
- parks and open space
- Parks and open space
- parks and open space
- Parks and Recreation
- Parks and recreation
- Parks are great!
- parks, recreation activities, open spaces, libraries
- Parks, trees.
- Parks.
- parls
- Paths and parks are well maintained
- Preserve the nature.
- Preserve the open space and many parks in the city and service the parks.
- Provides open space and healthy trees.
- providing a beautiful and pleasant natural environment (parks, etc.)
- Providing and maintaining public parks
- Providing and protecting parks and open spaces. Good for the environment, residents health and sense of community.
- Takes good care of trees and green spaces.
- The city is gorgeous. The parks are clean. Every city official I've interacted with has been really professional and courteous. I love how careful the city is with its trees. (I know the community parks would be easier to use if they had bathrooms but that's a complicated story.)
- the overall excellence of parks, libraries, schools and other wonderful community services!
- The quality of parks and open spaces
- Trees and Parks are beautiful.
- Vibrancy of programs and public spaces.

- We have a wonderful parks program with many beautiful and inviting places to locally enjoy the outdoors.
- We have great parks and open space areas and should maintain them
- Well kept parks.

Utilities

- Utilities, independence from big government
- Champion and support quality childcare for infants through grade 5
- City of Palo Alto Utilities
- City owned utilities to help control costs.
- City owned utilities.
- City supplied utilities.
- Excellent residential water quality.
- fewer fees charge on Trash re-pick up.
- garbage collection
- garbage collection
- General stability, good utilities service, safety
- Good utilities
- I think the Utilities are generally handled well. The people who actually come out to the home when we have problems are excellent.
- Keep our own utility.
- Live the municipal services center open house!.
- Most city public services like waste collection, sewers, utilities, school system, traffic safety oversight during school start and end periods, lots more. For me its the best place in the world to reside, moderate climate is a big factor as is overall community participation on many aspects.
- Municipal ownership of utilities
- Our water supply from Hetch Hetchy.
- Palo Alto Utilities
- Public utilities
- Reduce utility bill
- Response from "Emergency sewer problems" department!.
- The City's Utilities Department is excellent and the best feature of living in the City.
- Utilities
- Utilities are good
- Utilities system. Delivery and customer service are first-rate
- Utilities, fire and police
- Utilities, libraries and parks- all great.
- Utilities, libraries, baylands
- Utilities.
- Utilities.
- Utility electricity prices are very good.
- Utility services

Libraries, museums, theaters, etc.

- Art Center, Palo Alto Players, Jr Museum and Childrens Theater are exceptional! Support them more.
- Arts and activities for the community

- Arts events to kids and families.
- Arts, theatre, city classes, etc.
- Beautiful parks, and many of them, though a bit outdated
- Education, recreational & cultural aspects - very pleasant place to live.
- Excellent library system.
- Excellent library!
- Great libraries
- Great library services, including elibrary services
- Libraries
- Libraries
- libraries - they are the best
- LIbraries & City Parks
- Libraries and parks are excellent. Public art is wonderful.
- Libraries, visual performing arts programs for children, makes space @ cubberly.
- Libraries/childrens theater
- library is great in Palo Alto
- library services and parks
- LIBRARY, ART PROGRAMS.
- Library.
- Love Palo Alto's community services, especially the Junior Museum & Zoo. Please keep supporting it!
- love the libraries and librarians!
- Provide a wide variety of excellent amenities and programs
- Services offered by the libraries and parks
- The classes offered at Community centers.
- The libraries are great (we have too many of them though).
- The many nonprofit organizations like Gamble Garden, PAHA, MOAH, etc. exist only because the City is willing to let them use City acreage and facilities. These volunteer run nonprofits are highlights and places of pleasure for citizens and visitors.
- your art center is pretty nice

Safety services

- City safety.
- Crime prevention and cleanliness of streets and sidewalks
- Crime-free neighborhoods.
- Emergency services
- Essential services like fire and police
- Fire & emergency services.
- fire and police department quality
- Fire/Rescue services
- Keep the crime rate relatively low.
- Maintain the police and fire departments.
- Maintenance and operation of fire stations, as well as the wildfire loss prevention regulations about brush around houses.
- Palo Alto POlice
- Palo Alto Police
- police

- Police & fire are outstanding.
- Police and Fire departments
- police services
- public safety
- Public safety
- Reduce crime.
- Safety and convenience of walking and biking for transportation
- Safety.
- safty

Schools and education, programs for youth

- alues education and diversity
- Community [?] public schools, youth sports.
- Education
- Educational opportunities for children are good. Quality of life overall is good and walkability is great.
- Great elementary & high schools, street dev and cleaning great biking routes.
- High level of education preK-12
- high quality K12 education system
- K-12 educational opportunities
- Maintain the quality of the schools.
- Probably schools, not curiculium
- schools
- Schools.
- Services for youth are generally excellent.

Cleanliness of community

- clean streets
- Keep the city clean
- Maintaining Palo Alto as a pleasant place to live.
- maintains cleanliness
- Maintenance and upkeep of city
- natural beauty, preserve neighborhood feel. avoiding building up the city with more housing.
- street sweeping
- Street tree trimming
- Street trees and overall quality of streetscapes is excellent, this is both a major reason I choose to live in Palo Alto as well as something that always gets positive comments from my out of town guests
- The general look and feel of the city is pleasant, and seems pretty well maintained.
- The tree service was amazing. The other day, one of the big trees in my neighborhood fell, and staff came and it was all clean in the morning. I was impressed by their responsiveness.
- Upkeep of the trees and sidewalks.

Ability to give input and communication with government

- attentiveness to resident's needs
- Attracts and honors input from diverse, talented residents.

- Be engaged with its citizens
- Communication
- Community communications
- Engaged community
- general ambiance of concerned, engaged citizens
- I am impressed with the responsiveness of city staff and the ease of navigation on city websites. I also do enjoy the mail communication, when I get them.
- Listens to concerns
- Public comment opportunies
- Reaching out to residents and valuing their opinion.

Ease of bicycle travel/walking

- Bicycles. At least we have bike paths and boulevards, although traffic is so out of control right now that I'm afraid to bicycle. Seriously. Traffic is extremely dangerous, people don't stop at stop signs and drive through red lights turning right, even into pedestrians trying to cross in crosswalks, and the heavier e-bikes are a threat to normal bikes and pedestrians. Many people drive 35 on narrow residential streets, often with children present. I am very disappointed that I can't make full utilization of the bike boulevard 250 feet from my house because of safety issues. If we could get the cars, and, e-bikes, to slow down and drive more safely, there would be a lot more bicycling. Please expand the bike opportunities-- most cities don't have that (yet).
- Bike lanes.
- Bike routes and building more of them.
- bike safety
- bike ways
- Keep pedestrian only zones, like on California avenue
- Maintain the culture & infrastructure for kids biking to school.
- Palo Alto is great for getting around without a car (walking and biking). We need to keep focusing on this to take cars off the road and alleviate traffic.
- Safe routes to school program is one of the best in the country.
- walkability of city streets
- We like the bike boulevards, want to expand on those

Government/leadership

- Continue being led by thoughtful, highly-educated, wise and caring people, who want to benefit society and our town with their leadership.
- Effort to make best decisions for the community, rather than self dealing.
- Maintains an overall honest and friendly government, quick to respond when needed, and relatively honest re the city's ability to perform difficult operations.
- Palo Alto's "Uplift Local" is great. The more the better.
- The City Council seems to be working hard to balance the need for more housing while also trying to maintain careful growth so that our precious lifestyle isn't damaged.

General City services

- Overall city services are quite good (pool and parks), the Fire Department is super, and the government functions well.
- Palo Alto provides an amazing number of high quality services for it citizens.

- The online building permit process - much improved (speed, communication) from pre-pandemic in person process.

Everything/great place to live

- A good living environment
- It's pretty good here.
- Maintaining Palo Alto as a pleasant place to live.

Sense of community, community activities, and recreation

- city events like the chilli bake off in mitchell park

Other

- FARMERS MARKETS.
- Free parking downtown.
- I like the variety of restaurants downtown and at Stanford mall
- Intelligent inclusive diversity
- manage parking in residential areas near commercial areas
- Parking is downtown is pretty good. Also, the outdoor restaurant space has been a big plus.
- Reduce racism.
- Support and value a diverse community
- The vibrancy of University Ave as a space to eat, work, & live.

Appendix C: Results to Open Participation Survey

About the 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 November 16 – December 19, 2022 and 116 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 2010 Census and 2019 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 110: Palo Alto, CA 2021 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	45%	15%	42%
Own home	55%	85%	58%
Detached unit*	58%	88%	62%
Attached unit*	42%	12%	38%
Race and Ethnicity			
White	68%	75%	65%
Not white	32%	25%	35%
Not Hispanic	95%	98%	99%
Hispanic	5%	2%	1%
Sex and Age			
Female	52%	70%	65%
Male	48%	30%	35%
18-34 years of age	22%	5%	10%
35-54 years of age	41%	22%	41%
55+ years of age	37%	74%	50%
Females 18-34	10%	5%	10%
Females 35-54	21%	14%	21%
Females 55+	20%	51%	20%
Males 18-34	12%	0%	0%
Males 35-54	20%	8%	21%
Males 55+	17%	23%	29%

U.S. Census Bureau, ACS 2017 5-year estimates

Results Tables

Table 111: Question 1 - Response Percentages and Number of Respondents with "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	30%	N=34	58%	N=67	11%	N=13	1%	N=1	0%	N=0	100%	N=115
Your neighborhood as a place to live	38%	N=43	43%	N=49	20%	N=22	0%	N=0	0%	N=0	100%	N=115
Palo Alto as a place to raise children	29%	N=33	51%	N=59	13%	N=15	1%	N=1	5%	N=6	100%	N=114
Palo Alto as a place to work	20%	N=23	36%	N=41	20%	N=23	4%	N=5	20%	N=23	100%	N=115
Palo Alto as a place to visit	14%	N=16	46%	N=52	30%	N=33	7%	N=7	4%	N=4	100%	N=113
Palo Alto as a place to retire	11%	N=13	30%	N=35	20%	N=23	17%	N=20	21%	N=24	100%	N=114
The overall quality of life in Palo Alto	20%	N=22	60%	N=68	20%	N=23	0%	N=0	0%	N=0	100%	N=114

Table 112: 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	30%	N=34	58%	N=67	11%	N=13	1%	N=1	100%	N=115
Your neighborhood as a place to live	38%	N=43	43%	N=49	20%	N=22	0%	N=0	100%	N=115
Palo Alto as a place to raise children	30%	N=33	54%	N=59	14%	N=15	1%	N=1	100%	N=108
Palo Alto as a place to work	26%	N=23	45%	N=41	25%	N=23	5%	N=5	100%	N=92
Palo Alto as a place to visit	15%	N=16	48%	N=52	31%	N=33	7%	N=7	100%	N=108
Palo Alto as a place to retire	14%	N=13	38%	N=35	25%	N=23	22%	N=20	100%	N=91
The overall quality of life in Palo Alto	20%	N=22	60%	N=68	20%	N=23	0%	N=0	100%	N=114

Table 113: Question 2 - Response Percentages and Number of Respondents with "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)	10%	N=11	54%	N=62	32%	N=37	4%	N=5	0%	N=0	100%	N=115
Overall feeling of safety in Palo Alto	17%	N=19	65%	N=73	15%	N=16	3%	N=3	0%	N=0	100%	N=111
Overall quality of natural environment in Palo Alto	38%	N=44	46%	N=53	15%	N=18	0%	N=0	0%	N=0	100%	N=115
Overall health and wellness opportunities in Palo Alto	34%	N=39	51%	N=59	11%	N=13	2%	N=2	1%	N=1	100%	N=114
Residents' connection and engagement with their community	16%	N=18	54%	N=61	24%	N=28	6%	N=7	0%	N=0	100%	N=114

Table 114: 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)	10%	N=11	54%	N=62	32%	N=37	4%	N=5	100%	N=115
Overall feeling of safety in Palo Alto	17%	N=19	65%	N=73	15%	N=16	3%	N=3	100%	N=111
Overall quality of natural environment in Palo Alto	38%	N=44	46%	N=53	15%	N=18	0%	N=0	100%	N=115
Overall health and wellness opportunities in Palo Alto	34%	N=39	52%	N=59	11%	N=13	2%	N=2	100%	N=113
Residents' connection and engagement with their community	16%	N=18	54%	N=61	24%	N=28	6%	N=7	100%	N=113

Table 115: Question 3 - Response Percentages and Number of Respondents with "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	23%	N=26	47%	N=54	20%	N=23	9%	N=10	1%	N=1	100%	N=114
Remain in Palo Alto for the next five years	39%	N=45	39%	N=45	15%	N=17	6%	N=7	1%	N=1	100%	N=115
Recommend Palo Alto's libraries to friends	60%	N=68	27%	N=31	4%	N=4	5%	N=5	5%	N=5	100%	N=113

Table 116: 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	23%	N=26	48%	N=54	21%	N=23	9%	N=10	100%	N=113
Remain in Palo Alto for the next five years	39%	N=45	39%	N=45	15%	N=17	7%	N=7	100%	N=114
Recommend Palo Alto's libraries to friends	63%	N=68	28%	N=31	4%	N=4	5%	N=5	100%	N=107

Table 117: Question 4 - Response Percentages and Number of Respondents with "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	10%	N=11	49%	N=56	23%	N=26	15%	N=17	4%	N=4	100%	N=115
Attracting people from diverse backgrounds	15%	N=18	32%	N=36	23%	N=27	27%	N=32	2%	N=3	100%	N=115
Valuing/respecting residents from diverse backgrounds	14%	N=16	43%	N=50	26%	N=30	15%	N=17	1%	N=1	100%	N=115
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	5%	N=6	27%	N=31	30%	N=34	33%	N=37	5%	N=6	100%	N=113

Table 118: 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	10%	N=11	51%	N=56	24%	N=26	15%	N=17	100%	N=111
Attracting people from diverse backgrounds	16%	N=18	32%	N=36	24%	N=27	28%	N=32	100%	N=112
Valuing/respecting residents from diverse backgrounds	14%	N=16	44%	N=50	27%	N=30	15%	N=17	100%	N=114
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	5%	N=6	28%	N=31	32%	N=34	35%	N=37	100%	N=107

Table 119: Question 5 - Response Percentages and Number of Respondents with "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	15%	N=17	59%	N=66	17%	N=19	6%	N=6	3%	N=4	100%	N=111

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Variety of business and service establishments in Palo Alto	9%	N=11	46%	N=53	32%	N=37	12%	N=13	0%	N=0	100%	N=115
Vibrancy of downtown/commercial area	10%	N=11	41%	N=47	37%	N=42	10%	N=12	1%	N=2	100%	N=114
Employment opportunities	7%	N=7	36%	N=41	16%	N=18	14%	N=16	28%	N=32	100%	N=114
Shopping opportunities	20%	N=22	45%	N=51	29%	N=32	6%	N=7	1%	N=1	100%	N=113
Cost of living in Palo Alto	1%	N=1	2%	N=2	31%	N=35	66%	N=74	0%	N=0	100%	N=114
Overall image or reputation of Palo Alto	17%	N=19	51%	N=58	25%	N=28	6%	N=7	1%	N=1	100%	N=113
Traffic flow on major streets	6%	N=7	33%	N=37	36%	N=41	25%	N=28	1%	N=1	100%	N=114
Ease of public parking	14%	N=16	46%	N=52	24%	N=28	10%	N=12	5%	N=6	100%	N=114
Ease of travel by car in Palo Alto	15%	N=17	64%	N=72	13%	N=14	6%	N=7	2%	N=2	100%	N=113
Ease of travel by public transportation in Palo Alto	2%	N=3	8%	N=10	19%	N=22	49%	N=55	21%	N=24	100%	N=113
Ease of travel by bicycle in Palo Alto	23%	N=25	40%	N=45	19%	N=22	11%	N=12	8%	N=9	100%	N=113
Ease of walking in Palo Alto	34%	N=39	40%	N=46	20%	N=23	4%	N=5	1%	N=1	100%	N=114
Variety of housing options	1%	N=1	19%	N=21	33%	N=38	43%	N=49	4%	N=5	100%	N=114
Availability of affordable quality housing	1%	N=1	1%	N=2	14%	N=16	69%	N=79	14%	N=16	100%	N=114
Recreational opportunities	29%	N=33	54%	N=62	14%	N=15	1%	N=1	2%	N=2	100%	N=114
Availability of affordable quality mental health care	1%	N=1	5%	N=5	16%	N=18	31%	N=35	47%	N=54	100%	N=114
Opportunities to attend cultural/arts/music activities	18%	N=20	57%	N=64	19%	N=21	3%	N=4	2%	N=2	100%	N=111

Table 120: 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	16%	N=17	61%	N=66	17%	N=19	6%	N=6	100%	N=108
Variety of business and service establishments in Palo Alto	9%	N=11	47%	N=53	33%	N=37	12%	N=13	100%	N=114
Vibrancy of downtown/commercial area	10%	N=11	42%	N=47	38%	N=42	11%	N=12	100%	N=112
Employment opportunities	9%	N=7	50%	N=41	22%	N=18	19%	N=16	100%	N=82
Shopping opportunities	20%	N=22	45%	N=51	29%	N=32	6%	N=7	100%	N=112
Cost of living in Palo Alto	1%	N=1	2%	N=2	31%	N=35	66%	N=74	100%	N=113

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Overall image or reputation of Palo Alto	17%	N=19	52%	N=58	25%	N=28	6%	N=7	100%	N=111
Traffic flow on major streets	6%	N=7	33%	N=37	36%	N=41	25%	N=28	100%	N=113
Ease of public parking	15%	N=16	48%	N=52	26%	N=28	11%	N=12	100%	N=108
Ease of travel by car in Palo Alto	15%	N=17	65%	N=72	13%	N=14	7%	N=7	100%	N=111
Ease of travel by public transportation in Palo Alto	3%	N=3	11%	N=10	24%	N=22	62%	N=55	100%	N=89
Ease of travel by bicycle in Palo Alto	24%	N=25	43%	N=45	21%	N=22	12%	N=12	100%	N=104
Ease of walking in Palo Alto	34%	N=39	41%	N=46	20%	N=23	4%	N=5	100%	N=113
Variety of housing options	1%	N=1	19%	N=21	35%	N=38	45%	N=49	100%	N=109
Availability of affordable quality housing	1%	N=1	2%	N=2	16%	N=16	81%	N=79	100%	N=98
Recreational opportunities	30%	N=33	56%	N=62	14%	N=15	1%	N=1	100%	N=111
Availability of affordable quality mental health care	2%	N=1	9%	N=5	30%	N=18	58%	N=35	100%	N=60
Opportunities to attend cultural/arts/music activities	19%	N=20	58%	N=64	20%	N=21	3%	N=4	100%	N=109

Table 121: Question 6 - Response Percentages and Number of Respondents with "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	2%	N=3	12%	N=14	22%	N=25	24%	N=28	40%	N=45	100%	N=114
K-12 education	33%	N=37	43%	N=49	9%	N=10	1%	N=1	14%	N=16	100%	N=114
Adult educational opportunities	18%	N=20	47%	N=53	7%	N=8	0%	N=0	28%	N=32	100%	N=114
Opportunities to participate in social events and activities	8%	N=9	66%	N=75	21%	N=24	2%	N=2	3%	N=3	100%	N=114
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=14	43%	N=49	26%	N=30	15%	N=17	3%	N=3	100%	N=114
Opportunities to learn about City services through social media websites such as Twitter and Facebook	10%	N=11	34%	N=38	11%	N=12	6%	N=7	39%	N=44	100%	N=113

Table 122: 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	4%	N=3	20%	N=14	36%	N=25	40%	N=28	100%	N=68
K-12 education	38%	N=37	50%	N=49	11%	N=10	1%	N=1	100%	N=98
Adult educational opportunities	25%	N=20	65%	N=53	10%	N=8	0%	N=0	100%	N=82
Opportunities to participate in social events and activities	8%	N=9	68%	N=75	22%	N=24	2%	N=2	100%	N=110
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=14	44%	N=49	27%	N=30	16%	N=17	100%	N=110
Opportunities to learn about City services through social media websites such as Twitter and Facebook	16%	N=11	55%	N=38	18%	N=12	10%	N=7	100%	N=68

Table 123: 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	48%	N=55	52%	N=59	100%	N=114
Visited a neighborhood park or City park	4%	N=5	96%	N=109	100%	N=114
Used Palo Alto public libraries or their services	20%	N=23	80%	N=91	100%	N=114
Participated in religious or spiritual activities in Palo Alto	80%	N=90	20%	N=23	100%	N=113
Attended a City-sponsored event	43%	N=49	57%	N=65	100%	N=114
Participated in a club	70%	N=79	30%	N=34	100%	N=114
Talked to or visited with your immediate neighbors	3%	N=3	97%	N=111	100%	N=114
Done a favor for a neighbor	12%	N=14	88%	N=100	100%	N=114
Used the City's website to conduct business or pay bills	58%	N=66	42%	N=48	100%	N=114
Used the Utilities website to conduct business or pay bills	31%	N=35	69%	N=79	100%	N=114
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	48%	N=54	52%	N=59	100%	N=113
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	46%	N=52	54%	N=61	100%	N=113
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	49%	N=55	51%	N=58	100%	N=114
Watched (online or on television) a local public meeting	48%	N=54	52%	N=59	100%	N=114
Volunteered your time to some group/activity in Palo Alto	39%	N=45	61%	N=69	100%	N=114

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Walked or biked instead of driving	11%	N=12	89%	N=102	100%	N=114
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	33%	N=38	67%	N=76	100%	N=114
Household member was a victim of a crime in Palo Alto	88%	N=98	12%	N=13	100%	N=111
Reported a crime to the police in Palo Alto	86%	N=95	14%	N=16	100%	N=111
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	55%	N=63	45%	N=51	100%	N=114

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

Table 124: 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	3%	N=4	45%	N=52	32%	N=36	11%	N=12	9%	N=10	100%	N=114
The overall direction that Palo Alto is taking	2%	N=3	27%	N=31	45%	N=51	21%	N=24	5%	N=6	100%	N=114
The job Palo Alto government does at welcoming resident involvement	5%	N=6	33%	N=37	42%	N=48	12%	N=13	8%	N=10	100%	N=114
Overall confidence in Palo Alto government	4%	N=4	28%	N=32	40%	N=46	24%	N=27	4%	N=4	100%	N=114
Generally acting in the best interest of the community	5%	N=6	32%	N=36	44%	N=50	18%	N=20	1%	N=1	100%	N=114
Being honest	6%	N=6	36%	N=41	39%	N=44	10%	N=11	10%	N=12	100%	N=114
Being open and transparent to the public	9%	N=10	30%	N=34	43%	N=49	13%	N=15	5%	N=6	100%	N=114
Informing residents about issues facing the community	7%	N=8	48%	N=55	24%	N=27	20%	N=22	1%	N=1	100%	N=113
Treating all residents fairly	2%	N=2	32%	N=36	24%	N=27	24%	N=27	18%	N=21	100%	N=113
Treating residents with respect	4%	N=4	54%	N=60	22%	N=24	15%	N=17	5%	N=6	100%	N=112

Table 125: 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	3%	N=4	50%	N=52	35%	N=36	12%	N=12	100%	N=104
The overall direction that Palo Alto is taking	3%	N=3	28%	N=31	47%	N=51	22%	N=24	100%	N=108
The job Palo Alto government does at welcoming resident involvement	5%	N=6	36%	N=37	46%	N=48	13%	N=13	100%	N=104
Overall confidence in Palo Alto government	4%	N=4	29%	N=32	42%	N=46	25%	N=27	100%	N=109
Generally acting in the best interest of the community	5%	N=6	32%	N=36	44%	N=50	18%	N=20	100%	N=112
Being honest	6%	N=6	40%	N=41	43%	N=44	11%	N=11	100%	N=102
Being open and transparent to the public	10%	N=10	32%	N=34	45%	N=49	14%	N=15	100%	N=108
Informing residents about issues facing the community	7%	N=8	49%	N=55	24%	N=27	20%	N=22	100%	N=112
Treating all residents fairly	2%	N=2	39%	N=36	30%	N=27	29%	N=27	100%	N=92
Treating residents with respect	4%	N=4	57%	N=60	23%	N=24	16%	N=17	100%	N=106

Table 126: 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	10%	N=11	56%	N=62	24%	N=27	10%	N=11	0%	N=0	100%	N=112
The State Government	2%	N=3	41%	N=46	32%	N=36	19%	N=21	5%	N=6	100%	N=112
The Federal Government	4%	N=5	34%	N=37	39%	N=43	15%	N=17	8%	N=9	100%	N=110

Table 127: 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	10%	N=11	56%	N=62	24%	N=27	10%	N=11	100%	N=112
The State Government	3%	N=3	43%	N=46	34%	N=36	20%	N=21	100%	N=106
The Federal Government	5%	N=5	36%	N=37	42%	N=43	17%	N=17	100%	N=102

Table 128: Question 10 - Response Percentages and Number of Respondents with "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	4%	N=4	24%	N=26	35%	N=38	32%	N=35	6%	N=6	100%	N=111
Traffic signal timing	2%	N=2	38%	N=42	30%	N=33	30%	N=34	0%	N=0	100%	N=111
Street repair	5%	N=5	43%	N=48	31%	N=35	21%	N=23	0%	N=0	100%	N=112
Street cleaning	17%	N=19	56%	N=60	19%	N=20	4%	N=4	5%	N=5	100%	N=107
Street tree maintenance	11%	N=12	60%	N=67	21%	N=23	5%	N=5	4%	N=4	100%	N=112
Sidewalk maintenance	6%	N=6	42%	N=47	40%	N=44	10%	N=11	2%	N=2	100%	N=111
Land use, planning, and zoning	1%	N=2	23%	N=25	26%	N=29	35%	N=39	15%	N=17	100%	N=112
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=2	23%	N=25	23%	N=26	17%	N=19	36%	N=40	100%	N=112
Preservation of natural areas (open space, farmlands, and greenbelts)	39%	N=44	46%	N=52	8%	N=9	6%	N=6	1%	N=1	100%	N=112
Building and planning application processing services	1%	N=1	4%	N=5	19%	N=22	14%	N=16	61%	N=69	100%	N=113
Affordable high-speed internet access	6%	N=7	18%	N=20	36%	N=40	12%	N=14	28%	N=32	100%	N=112
Electric utility	21%	N=23	52%	N=58	24%	N=27	2%	N=3	1%	N=1	100%	N=112
Gas utility	20%	N=22	58%	N=65	19%	N=22	2%	N=2	1%	N=1	100%	N=112
Utility payment options	22%	N=24	51%	N=57	8%	N=9	6%	N=6	13%	N=14	100%	N=112
Drinking water	43%	N=48	48%	N=54	8%	N=9	0%	N=0	0%	N=0	100%	N=112
Sewer services	23%	N=26	61%	N=68	7%	N=8	3%	N=3	7%	N=7	100%	N=112
Storm water management (storm drainage, dams, levees, etc.)	15%	N=17	60%	N=68	13%	N=14	2%	N=3	9%	N=11	100%	N=112
Refuse collection (garbage, recycling, yard waste, and e-waste)	29%	N=33	49%	N=55	16%	N=18	4%	N=5	1%	N=1	100%	N=112
Police services	11%	N=12	36%	N=40	14%	N=16	2%	N=2	37%	N=42	100%	N=112
Crime prevention	5%	N=6	27%	N=31	19%	N=21	18%	N=20	30%	N=34	100%	N=112
Animal control	13%	N=15	26%	N=29	11%	N=12	2%	N=2	47%	N=52	100%	N=111
Ambulance or emergency medical services	13%	N=14	20%	N=22	3%	N=3	2%	N=2	62%	N=67	100%	N=108
Fire emergency services	27%	N=30	27%	N=30	0%	N=0	0%	N=0	46%	N=52	100%	N=112
Fire prevention and education	9%	N=10	30%	N=34	1%	N=2	2%	N=2	57%	N=64	100%	N=112

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	54%	N=60	33%	N=36	11%	N=12	1%	N=1	1%	N=1	100%	N=111
City parks	52%	N=59	45%	N=51	2%	N=2	1%	N=1	0%	N=0	100%	N=113
Recreation programs or classes	23%	N=26	46%	N=52	7%	N=8	2%	N=2	21%	N=23	100%	N=112
Recreation centers or facilities	26%	N=29	42%	N=47	9%	N=10	2%	N=2	20%	N=23	100%	N=112
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	42%	N=47	43%	N=48	5%	N=6	1%	N=1	9%	N=10	100%	N=112
Library facilities (buildings, computer equipment, accessibility)	41%	N=46	42%	N=47	5%	N=5	1%	N=1	12%	N=13	100%	N=113
Variety of library materials (books, e-books, streaming, databases, audiobooks)	36%	N=41	50%	N=55	4%	N=4	1%	N=1	9%	N=10	100%	N=112
Art programs and theater	30%	N=33	37%	N=41	9%	N=10	2%	N=2	23%	N=25	100%	N=111
City-sponsored special events	6%	N=7	40%	N=44	18%	N=19	0%	N=0	36%	N=40	100%	N=111
City website (cityofpaloalto.org)	5%	N=6	53%	N=59	32%	N=35	3%	N=3	6%	N=7	100%	N=111
Public information services (Police/public safety)	7%	N=7	38%	N=42	20%	N=23	3%	N=3	32%	N=35	100%	N=111
Public information services (non-Police/public safety)	11%	N=12	32%	N=35	28%	N=31	3%	N=4	26%	N=29	100%	N=111
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	14%	N=15	58%	N=63	14%	N=15	3%	N=3	11%	N=12	100%	N=108

Table 129: 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	4%	N=4	25%	N=26	37%	N=38	34%	N=35	100%	N=104
Traffic signal timing	2%	N=2	38%	N=42	30%	N=33	31%	N=34	100%	N=111
Street repair	5%	N=5	43%	N=48	31%	N=35	21%	N=23	100%	N=112
Street cleaning	18%	N=19	58%	N=60	19%	N=20	4%	N=4	100%	N=102
Street tree maintenance	11%	N=12	62%	N=67	22%	N=23	5%	N=5	100%	N=108
Sidewalk maintenance	6%	N=6	43%	N=47	41%	N=44	10%	N=11	100%	N=108
Land use, planning, and zoning	2%	N=2	27%	N=25	30%	N=29	41%	N=39	100%	N=95
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=2	35%	N=25	36%	N=26	26%	N=19	100%	N=72

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Preservation of natural areas (open space, farmlands, and greenbelts)	40%	N=44	47%	N=52	8%	N=9	6%	N=6	100%	N=110
Building and planning application processing services	3%	N=1	11%	N=5	50%	N=22	36%	N=16	100%	N=44
Affordable high-speed internet access	8%	N=7	25%	N=20	50%	N=40	17%	N=14	100%	N=80
Electric utility	21%	N=23	52%	N=58	24%	N=27	2%	N=3	100%	N=111
Gas utility	20%	N=22	59%	N=65	19%	N=22	2%	N=2	100%	N=111
Utility payment options	25%	N=24	59%	N=57	9%	N=9	7%	N=6	100%	N=97
Drinking water	43%	N=48	49%	N=54	8%	N=9	0%	N=0	100%	N=111
Sewer services	25%	N=26	65%	N=68	7%	N=8	3%	N=3	100%	N=105
Storm water management (storm drainage, dams, levees, etc.)	17%	N=17	67%	N=68	14%	N=14	3%	N=3	100%	N=101
Refuse collection (garbage, recycling, yard waste, and e-waste)	30%	N=33	50%	N=55	16%	N=18	5%	N=5	100%	N=111
Police services	17%	N=12	58%	N=40	22%	N=16	3%	N=2	100%	N=70
Crime prevention	8%	N=6	39%	N=31	27%	N=21	26%	N=20	100%	N=78
Animal control	25%	N=15	50%	N=29	21%	N=12	4%	N=2	100%	N=59
Ambulance or emergency medical services	34%	N=14	52%	N=22	8%	N=3	5%	N=2	100%	N=41
Fire emergency services	50%	N=30	49%	N=30	0%	N=0	0%	N=0	100%	N=60
Fire prevention and education	22%	N=10	70%	N=34	3%	N=2	5%	N=2	100%	N=48
Palo Alto open space	55%	N=60	33%	N=36	11%	N=12	1%	N=1	100%	N=109
City parks	52%	N=59	45%	N=51	2%	N=2	1%	N=1	100%	N=113
Recreation programs or classes	30%	N=26	59%	N=52	9%	N=8	3%	N=2	100%	N=88
Recreation centers or facilities	33%	N=29	53%	N=47	11%	N=10	3%	N=2	100%	N=89
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	46%	N=47	47%	N=48	5%	N=6	1%	N=1	100%	N=101
Library facilities (buildings, computer equipment, accessibility)	46%	N=46	47%	N=47	5%	N=5	1%	N=1	100%	N=100
Variety of library materials (books, e-books, streaming, databases, audiobooks)	40%	N=41	55%	N=55	4%	N=4	1%	N=1	100%	N=101
Art programs and theater	38%	N=33	47%	N=41	12%	N=10	3%	N=2	100%	N=86
City-sponsored special events	10%	N=7	62%	N=44	28%	N=19	0%	N=0	100%	N=71
City website (cityofpaloalto.org)	6%	N=6	57%	N=59	34%	N=35	3%	N=3	100%	N=104
Public information services (Police/public safety)	10%	N=7	56%	N=42	30%	N=23	4%	N=3	100%	N=76

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Public information services (non-Police/public safety)	15%	N=12	43%	N=35	38%	N=31	4%	N=4	100%	N=82
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	16%	N=15	65%	N=63	15%	N=15	4%	N=3	100%	N=96

Table 130: Question 11 - Response Percentages and Number of Respondents with "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	51%	N=55	38%	N=41	7%	N=7	2%	N=2	1%	N=1	100%	N=107
Affordability of utility services	23%	N=26	36%	N=40	24%	N=26	12%	N=13	5%	N=6	100%	N=109
Community value received from the City owning and operating its own municipal utility services	41%	N=45	31%	N=34	14%	N=15	1%	N=1	13%	N=14	100%	N=109
Utilities online customer self-service features	10%	N=11	49%	N=54	7%	N=8	2%	N=2	32%	N=35	100%	N=109
Providing opportunities for energy and water efficiency at home or business	16%	N=18	43%	N=47	6%	N=6	6%	N=7	29%	N=32	100%	N=111
Working hard to keep utilities prices competitive	17%	N=19	29%	N=32	14%	N=15	10%	N=11	30%	N=34	100%	N=111
Value of all the services Palo Alto Utilities provides for the price you pay	21%	N=23	38%	N=43	32%	N=35	2%	N=2	7%	N=8	100%	N=111
Ease of obtaining information or performing a transaction through the City's website	16%	N=16	36%	N=38	17%	N=18	7%	N=8	24%	N=25	100%	N=106
Value of Palo Alto Utilities' customer communications	18%	N=19	39%	N=43	13%	N=14	6%	N=6	25%	N=27	100%	N=110
Ease of contacting Utilities department staff	13%	N=15	30%	N=33	10%	N=11	6%	N=7	41%	N=45	100%	N=111
Speed of response after contacting Utilities department staff	19%	N=21	20%	N=22	12%	N=13	1%	N=2	48%	N=53	100%	N=111

Table 131: 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	52%	N=55	39%	N=41	7%	N=7	2%	N=2	100%	N=106
Affordability of utility services	25%	N=26	38%	N=40	25%	N=26	12%	N=13	100%	N=104
Community value received from the City owning and operating its own municipal utility services	47%	N=45	36%	N=34	16%	N=15	1%	N=1	100%	N=95
Utilities online customer self-service features	15%	N=11	72%	N=54	11%	N=8	3%	N=2	100%	N=75
Providing opportunities for energy and water efficiency at home or business	23%	N=18	60%	N=47	8%	N=6	8%	N=7	100%	N=78
Working hard to keep utilities prices competitive	24%	N=19	41%	N=32	20%	N=15	14%	N=11	100%	N=77
Value of all the services Palo Alto Utilities provides for the price you pay	22%	N=23	41%	N=43	34%	N=35	2%	N=2	100%	N=103
Ease of obtaining information or performing a transaction through the City's website	20%	N=16	47%	N=38	23%	N=18	10%	N=8	100%	N=81
Value of Palo Alto Utilities' customer communications	23%	N=19	52%	N=43	17%	N=14	8%	N=6	100%	N=82
Ease of contacting Utilities department staff	22%	N=15	50%	N=33	17%	N=11	10%	N=7	100%	N=65
Speed of response after contacting Utilities department staff	37%	N=21	38%	N=22	23%	N=13	3%	N=2	100%	N=57

Table 132: 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)	58%	N=63	35%	N=37	7%	N=8	0%	N=0	100%	N=108
Overall economic health of Palo Alto	47%	N=49	42%	N=45	10%	N=10	1%	N=1	100%	N=106
Overall feeling of safety in Palo Alto	56%	N=61	14%	N=16	30%	N=33	0%	N=0	100%	N=110
Overall quality of natural environment in Palo Alto	39%	N=42	45%	N=48	16%	N=17	0%	N=0	100%	N=107
Overall health and wellness opportunities in Palo Alto	27%	N=29	37%	N=40	33%	N=36	4%	N=4	100%	N=110
Overall opportunities for education, culture and the arts	29%	N=32	41%	N=45	29%	N=32	1%	N=1	100%	N=110
Residents' connection and engagement with their community	20%	N=22	61%	N=66	18%	N=19	1%	N=2	100%	N=109
Reducing community greenhouse gas emissions	42%	N=46	34%	N=36	10%	N=11	14%	N=16	100%	N=109

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	
Increasing local solar generation capacity within city boundaries	37%	N=41	29%	N=31	23%	N=26	11%	N=12	100%	N=110
Increasing electric storage capacity within city boundaries	31%	N=34	35%	N=39	27%	N=30	7%	N=7	100%	N=110
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	16%	N=18	14%	N=15	49%	N=54	21%	N=23	100%	N=109
Faster notification systems (online, mobile or email) for public safety issues	27%	N=29	29%	N=32	36%	N=39	8%	N=9	100%	N=109

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

Table 133: Question 13 - Response Percentages and Number of Respondents With "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)	43%	N=48	17%	N=19	20%	N=22	19%	N=21	0%	N=0	100%	N=110
Spend quality time with local friends, family, and/or neighbors	52%	N=57	44%	N=47	2%	N=3	2%	N=2	0%	N=0	100%	N=109

Table 134: 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)	43%	N=48	17%	N=19	20%	N=22	19%	N=21	100%	N=110
Spend quality time with local friends, family, and/or neighbors	52%	N=57	44%	N=47	2%	N=3	2%	N=2	100%	N=109

Table 135: 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	59%	N=65
Walking	15%	N=16
Biking	26%	N=29
Bus	0%	N=0
Train	0%	N=0
Free shuttle	0%	N=0
Taxi	0%	N=0
Uber/Lyft or similar rideshare service	0%	N=0
Carpooling	0%	N=0
Total	100%	N=110

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

Table 136: 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	28%	N=28	46%	N=45	19%	N=19	7%	N=7	100%	N=99
Biking	49%	N=48	37%	N=36	7%	N=6	8%	N=8	100%	N=98
Bus	4%	N=3	17%	N=16	42%	N=40	37%	N=36	100%	N=95
Train	6%	N=6	35%	N=34	32%	N=31	26%	N=25	100%	N=96
Free shuttle	14%	N=12	27%	N=24	31%	N=27	29%	N=25	100%	N=88
Taxi	7%	N=6	28%	N=26	33%	N=30	32%	N=29	100%	N=92
Uber/Lyft or similar rideshare service	38%	N=37	28%	N=27	12%	N=12	23%	N=23	100%	N=98
Carpooling	6%	N=6	35%	N=33	24%	N=23	36%	N=34	100%	N=96

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

Table 137: 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	43%	N=42	27%	N=27	10%	N=9	8%	N=8	12%	N=12	100%	N=98
Plug-in hybrid	17%	N=17	37%	N=36	21%	N=20	15%	N=15	9%	N=9	100%	N=97
Hydrogen fuel cell	3%	N=3	6%	N=6	15%	N=15	50%	N=49	25%	N=24	100%	N=96
Other	10%	N=7	3%	N=3	4%	N=3	16%	N=12	67%	N=50	100%	N=74

Table 138: 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	48%	N=42	31%	N=27	11%	N=9	9%	N=8	100%	N=87
Plug-in hybrid	19%	N=17	41%	N=36	23%	N=20	17%	N=15	100%	N=88
Hydrogen fuel cell	4%	N=3	8%	N=6	20%	N=15	67%	N=49	100%	N=72
Other	29%	N=7	11%	N=3	13%	N=3	47%	N=12	100%	N=25

Table 139: Question 17 - Response Percentages and Number of Respondents with "Don't Know" Responses

Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you…	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	20%	N=22	26%	N=29	18%	N=19	19%	N=21	17%	N=19	100%	N=110
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	21%	N=22	24%	N=26	14%	N=15	23%	N=25	19%	N=20	100%	N=109

Table 140: Question 17 - Response Percentages and Number of Respondents without "Don't Know" Responses

Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you…	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	24%	N=22	32%	N=29	21%	N=19	23%	N=21	100%	N=91
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	25%	N=22	30%	N=26	17%	N=15	28%	N=25	100%	N=89

Demographic Questions

Table 141: 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	1%	N=1
Somewhat positive	12%	N=14
Neutral	42%	N=47
Somewhat negative	44%	N=49
Very negative	1%	N=1
Total	100%	N=112

Table 142: Question D2 - Response Percentages and Number of Respondents

What is your employment status?	Percent	Number
Working full time for pay	51%	N=57
Working part time for pay	11%	N=12
Unemployed, looking for paid work	0%	N=0
Unemployed, not looking for paid work	3%	N=3
Fully retired	35%	N=40

What is your employment status?	Percent	Number
College student, unemployed	0%	N=0
Total	100%	N=112

Table 143: Question D3 - Response Percentages and Number of Respondents

Do you work inside the boundaries of Palo Alto?	Percent	Number
Yes, outside the home	36%	N=39
Yes, from home	15%	N=17
No	49%	N=53
Total	100%	N=108

Table 144: Question D4 - Response Percentages and Number of Respondents

How many years have you lived in Palo Alto?	Percent	Number
Less than 2 years	6%	N=6
2 to 5 years	18%	N=19
6 to 10 years	8%	N=9
11 to 20 years	14%	N=16
More than 20 years	55%	N=60
Total	100%	N=111

Table 145: 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	62%	N=70
Building with two or more homes (duplex, townhome, apartment or condominium)	36%	N=40
Mobile home	0%	N=0
Other	2%	N=2
Total	100%	N=112

Table 146: Question D6 - Response Percentages and Number of Respondents

Do you rent or own your home?	Percent	Number
Rent	42%	N=46
Own	58%	N=65
Total	100%	N=112

Table 147: 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=4
$500 to $999 per month	5%	N=5
$1,000 to $1,499 per month	5%	N=5
$1,500 to $1,999 per month	16%	N=16
$2,000 to $2,499 per month	13%	N=13
$2,500 to $2,999 per month	9%	N=8
$3,000 to $3,499 per month	12%	N=12
$3,500 to $3,999 per month	5%	N=5
$4,000 to $4,499 per month	0%	N=0
$4,500 to $4,999 per month	0%	N=0
$4,500 to $4,999 per month	6%	N=6
$5,500 to $5,999 per month	2%	N=2
$6,000 to $6,499 per month	5%	N=4
$6,500 to $6,999 per month	1%	N=1
$7,000 to $7,499 per month	1%	N=1
$7,500 to $7,999 per month	1%	N=1
$8,000 to $8,499 per month	5%	N=5
$8,500 to $8,999 per month	2%	N=2
$9,000 to $9,499 per month	0%	N=0

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
$9,500 to $9,999 per month	5%	N=5
$10,000 or more per month	3%	N=3
Total	100%	N=99

Table 148: Question D8 - Response Percentages and Number of Respondents

Do any children 17 or under live in your household?	Percent	Number
No	56%	N=62
Yes	44%	N=48
Total	100%	N=110

Table 149: 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=71
Yes	36%	N=40
Total	100%	N=111

Table 150: 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=2
$25,000 to $49,999	11%	N=11
$50,000 to $74,999	13%	N=12
$75,000 to $99,999	7%	N=6
$100,000 to $149,999	14%	N=13
$150,000 to $199,999	8%	N=7
$200,000 to $249,999	15%	N=14

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
$250,000 to $299,999	6%	N=6
$300,000 to $349,999	0%	N=0
$350,000 to $399,999	1%	N=1
$400,000 to $449,999	4%	N=4
$450,000 to $499,999	18%	N=17
$500,000 or more	0%	N=0
Total	100%	N=94

Table 151: Question D11 - Response Percentages and Number of Respondents

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=105
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=1

Table 152: 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	0%	N=0
Asian, Asian Indian or Pacific Islander	30%	N=30
Black or African American	1%	N=1
White	68%	N=68
Other	3%	N=3
Total	100%	N=100

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

Table 153: Question D13 - Response Percentages and Number of Respondents

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	10%	N=10
35 to 44 years	17%	N=18
45 to 54 years	24%	N=25
55 to 64 years	18%	N=19
65 to 74 years	21%	N=22
75 years or older	11%	N=11
Total	100%	N=106

Table 154: Question D14 - Response Percentages and Number of Respondents

What is your gender?	Percent	Number
Female	50%	N=52
Male	48%	N=50
Identify in another way	2%	N=2
Total	100%	N=104

Table 155: Question D14 - Response Percentages and Number of Respondents

What is your sexual orientation?	Percent	Number
Heterosexual	89%	N=91
Lesbian	0%	N=0
Gay	4%	N=4
Bisexual	2%	N=2
Identify another way	6%	N=6
Total	100%	N=103

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

Following are responses to questions 18 and 19. Responses are presented here in verbatim form, including any typographical, grammatical or other mistakes. Responses are in alphabetical order.

Question 18: As a resident of Palo Alto, what one change could the City make that would make you happier?

- Address housing affordability
- Address speeding on residential streets.
- Admit that affordable housing in Palo Alto is a myth unless subsidized by the state/federal gov't.
- Agressively zone for more housing, at expense of more office space. Trade off zoning to allower larger, taller developments, but with a larger below-market or subsidized component. Decide what that tradeoff might be, so a developer can have a predictable process. In all, a whole lot more housing, some of it BMR.
- Allow autopay for bills to the city (e.g. tax payments)
- Approve as much housing as possible, all over the city
- Attend to south Palo Alto comprehensive planning (improving transit, bike, walk options, and making Cubberley functional) to support all of the housing the city is zoning for San Antonio Road in south Palo Alto. This part of south PA took the last 1,000 new units. We have supported affordable housing development in our neighborhood, and the city continues to fail to provide fair distribution of services here. Leave City Hall and spend time in this part of the city to understand it. City staff, on several recent projects (grade separations, Cubberley, San Antonio planning , Eden Housing) , has seemed VERY unfamiliar with this area. Google maps is a very poor substitute for visiting the area WITH residents to understand what it is like to live here and how things work (and don't work) here. The city cannot plan well, if staff and consultants don't understand what is already there and how it is working.
- Attract competent support workers who can help with home maintenance, care giving
- Better response from public works
- Better street sweeping after storms
- Better traffic enforcement!
- better traffic management. more growth and poor traffic design make the roads seems like they are always clogged. very bad for the environment as well as residents' satisfaction
- bike lane barriers
- Bike safety along Bryant/Embarcadero add tunnel at Seal
- Build a grade-separated bike/pedestrian crossing over the railroad tracks and Alma in South Palo Alto because we have none.
- build housing
- Build more housing
- Build more housing for the missing middle
- Building better bicycling infrastructure
- building more housing at all levels of affordability
- Cameras on Univ and Stanford shopping to help catch thieves
- Cap of 5% on rent increases per year

- Change the setback rules so I can install an electric heat pump HVAC system with the modern quiet equipment instead of sitting on ancient 1950's setback rules that are no longer sensible and prohibit us spending way too much money to make this transition.
- City employees and electeds to have respect for neighbors' deep research, extraordinary time and treasure spent to be treated as an equal against deep-pocketed highly influential private schools/businesses; give neighbors a true seat at the table with regard to development.
- Continue to make multimodal transportation a priority. It is critical to support alternative modes of transportation beyond cars. Cars cannot help make our community safe and livable with the projected growth and density of housing. It is critical to improve our streets and infrastructure to support cycling, public options, and pedestrian traffic. The transportation department has done an excellent job but Palo Alto is barely in pace with what other cities are doing. Single person driving is not the answer.
- Create more opportunities for affordable housing
- Creating a greater feeling of safety
- Develop housing for the teachers of this community.
- Extra tax on vacant houses & use that money to help homeless people.
- Far lower barriers to home improvements and developments. The city makes everything too costly, hard, AMD too dependent on personal opinion or demeanor of staff you happen to get.
- Fewer NIMBYs including on City Council
- Figuring out how to add more housing, low cost and market rate
- Fix the potholes
- Fixing potholes in roads
- Focus on increasing the safety in the city
- Focus on more affordable housing and pushing back against developers trying to maximize profit rather than that goal
- Focus on the community of people living here. Please don't cater to those with money who are not honest and abide by the rules like Castilleja. And please explore getting rid of short term AirBnB to help with the housing needs. There is plenty of unused housing in Palo Alto and what appears to be large investors owning these homes and apartments. Define the demographics of those you want to provide housing for and then see what inventory already exists in the AirBnB arena. Many other cities, including Santa Barbara, have done this to provide housing especially for those working in or near Santa Barbara.
- For all of Palo Alto, a more efficient and frequent public transportation to California Ave., University Ave. area, Stanford Shopping Center. New small department store more upscale than Target or Penny's . Calif. Ave. has a good hardware store, maybe place a good general clothing dept. store near it. If it were good people would patronize it.
- Get rid of all the homeless people sleeping downtown
- Get the Aviation Authorities to stop routing landing planes over Palo Alto. They should be going down the bay.
- Greenlight more ADUs. You are making housing less available and less affordable
- Have a stronger "customer service" orientation to citizens on basic services. Had some very negative interaction experiences with utilities support and permitting process. Not sure why, but people responding to question and issues seem pretty negative.
- Have city council spend less on outside consultants and make decisions faster
- Have more interactions with neighbors. Newer neighbors coming in are not as friendly.
- Have the city focus more on local livability issues (roads, parking, public safety, etc.) and less on "save the world" issues

- Having one or more libraries open on Sundays; having Community Services open between Christmas and New Years....times when people are most likely to use these services.
- High density built environment, including housing, to make walking and cycling the best and fastest way to get around. Push car parking to the outskirts. More bike lanes and slower roads for driving. Person-first design rather than car-first.
- If the city wants a natural gas tax revenue stream, add it to our property tax bill because it's a tax.
- I'm pretty happy as it is.
- Improved bicycle facilities
- Increase library hours
- Keep 5G out of Palo Alto, or at the very least keep it out of residential areas and away from schools.
- keep cars from speeding and running stop signs in the neighborhoods, especially on routes that kids use for biking and walking
- Kindness and respect in all dealings
- Leave Churchill Ave open and readjust lights to be demand based to allow traffic to flow more easily
- less property crime, better tree maintenance
- Less restaurants and more normal small businesses downtown, like it used to be. Music shop, book stores, not those high end shops.
- less traffic
- Limit cars commenting in our city and educating business commuters to follow traffic rules(ex speed limit) and respect bikers and walkers when they enter our city boundary.
- Limit multi-unit housing to transit centers (University and Cal Ave) and major thoroughfares (El Camino, University, Oregon Expressway). Offer bigger rebates for heat pumps and more flexibility for placement of the outdoor components
- listen to the neighborhood groups who spend time and money on figuring out solutions to issues (i.e. the NevCap and PNQL groups)
- Make biking and public trans more accessible
- MAKE GAS LEAF BLOWERS ILLEGAL- ENFORCE TICKETS FOR VIOLATIONS- I SEE (HEAR) SO MANY VIOLATIONS.
- Make our library system part of the Santa Clara county library system
- Make the streets smoother for bicycles. Too many holes, uneven surfaces (Not due to road under construction) on the streets. Streets get resurfaced then months later it gets dug up and the street is no longer smooth.
- More competitive grocery stores
- More afforable housing for low/middle income folks
- more affordable housing
- More affordable housing
- More affordable housing
- More affordable housing stock
- More affordable housing.
- More affordable senior housing
- More protected bike lanes
- More responsive city council: get stuff DONE
- More traffic enforcement
- NA
- NA

- Palo Alto is so slow to complete the road work on arastradero between el Camino and Gunn. Has there been a period of even 6 months in the last 10 years where there wasn't an unfinished project? It took 6 months to replace a bike lane this year. There have been ditches by the El Camino stoplights for nearly 6 months. Come on! It's a safe route to school that serves 4 schools and probably at least 1000 kids. Don't start a project and take months to finish it. This literally happens no where else in Palo Alto. Why do you hate our neighborhood!
- Permanent ability to offer public comment via zoom/remotely.
- Plant more trees
- Please find sites to build LARGE-SCALE affordable housing. Duplexes/fourplexes in single-family neighborhoods is a very bad idea (I know it's the State's idea). I think it's very important to build affordable housing quickly for lower-income people who work here. The city seems to be in no hurry.
- Police lower utility cost and taxes; schools are terrible
- politically, don't go extremes either left or right
- Prioritize and expedite the approval of deeply affordable homes/apartments for those in need, including those living without homes on the street.
- Provide fiber internet service to all Palo Alto homes.
- Redesign the ridiculous outdated, University Ave./train station loop.
- Reduce crime, don't approve building projects that give developers outs re: res zoning, adequate parking and traffic impacts
- Require the PA Public Library to respond to citizen interests, such as returning to the pre-COVID hours, now that their budget has been almost completely restored. The absence of a citizen advisory board has been a disaster as far as assessing the public's needs and interests for the library.
- returning to at least 5 years ago it used to be
- revitalizing our downtown area, redwood city, los altos, menlo park all have better services in downtown area.
- Safer neighborhood and in shopping malls, better organized parking for RVs
- Slow down growth, possibly even reduce space dedicated to offices.
- Stop increasing the population and adding more high rise buildings
- Stop ugly large building--Palo Alto is becoming a nondescript city. It's never going to be a cheap place to live -- just accept that. Build housing for local first responders and service providers but NOT drab and crowded mega cinder blocks.
- Streamline building permit application process.
- street repair
- Vigorous enforcement of gas leafblower ban
- Work on the pricing of home utilities to residents. Provide shredding event like you used to.

Question 19: As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?

- 311 services
- Answers above that were positive
- City utilities
- Communication
- Communication with residents
- Continued maintenance of streets and street trees and sidewalks.

- Create an updated version of Cubberly that has educational and recreation classes, art, dance, FOPAL, including a few non-profits. Ask what the residents near Cubberly what they want in additon to city wide responses. Resolve the Cubberly issue.
- Customer service of city employees
- Diversity of experiences in terms of support for art and recreation. Love the park, bike paths, library and art investments that have been made.
- ELECTRIC UTILITY
- Embrace diversity
- encourage green energy
- Engaging with the community on issues.
- environmental concerns
- Excellent programs for children, great education, great libraries
- Free Outdoor spaces and bike-ability
- Great communication, good availability for meeting (electeds; not staff)
- Great parks, libraries and school system
- hear from voice of palo alto
- I appreciate Foothills Park and the many community parks available to all.
- I love all the trees, parks, great schools and carbon-neutral electricity!
- I really appreciate the trees in Palo Alto, the green space in the Stanford dish area, and access to wonderful Foothills Park.
- I regularly use the public spaces at Cuberley. This is a tremendous benefit to the community. It is clear that this space needs to be updated and I think that it should continue to be utilized by the Public - playing fields, gyms, studios, music rooms, auditorium. It's a wonderful asset and it could be so much more but I don't want to see it used solely by the PAUSD or sold for housing development.
- Infrastructure
- Keep up the weekly reports...starting during the COVID lockdown...good info in them--we read them every week.
- Keeping our parks and green spaces open and cared for.
- Keeping the city looking neat and inviting.
- keeping up maintenance where there are needs
- Libraries
- Libraries
- Libraries, athletic facilities (tennis, swimming, etc.), parks
- Listening to residents.
- Maintain and add more park space to catch up to what the comprehensive plan says you should have for each resident in Palo Alto.
- Maintain natural recreation areas, e.g. the baylands, Byxbee Park, Foothills Park, local city parks.
- Maintain public parks
- Maintain the character of the city.
- Maintaining recreation services
- Maintains the trees and parks
- Much of what's valuable in the community comes via proximity to the Stanford campus. So
- NA
- NA
- NA
- NA
- NA

- NA
- NA
- NA
- NA
- natural spaces
- Open spaces, the Baylands, the natural environment. Also the schools.
- Owning own utilities so that we can have it be from renewable sources (solar, wind)
- Owns its own utilities.
- Parks
- Parks
- parks
- Parks and Community Recreation Activities
- Parks and libraries
- Parks and libraries
- parks and libraries and Cubberley.
- Parks and libraries!
- Parks and open space
- Parks and park maintenance
- Parks and recreation department programs are great. A good variety of classes are offered.
- Parks, open spaces
- parks. libraries. bike paths
- Peace, quieteness, safety
- Police presence.
- Promoting greener transportation options
- Protect our open space
- Provides excellent libraries and we have our own utilities which is huge!
- Public Library
- public works departrment
- Public works.
- Recycling
- Responds to community feedback
- Safe route to school.
- Safe Routes to School program
- Safe Routes to School program
- schools, parks, libraries
- Sense of community...people like to know each other and do things together
- Street signs
- Supporting bicyclists
- The ability of all residents to easily access local services by foot, bike, pedicab or bus/shuttle.
- The city works to make good long term solutions for problems
- The public-facing administrative staff are respectful, polite, and responsive. We are fortunate to have good people providing public service.
- The school system here is good and the only reason we moved here is because my fiance went to school here. If the education system becomes less rigorous, we would likely live in a different city.

- There are a lot of things the city used to do very well, including hiring experienced, skilled staff who were willing and able to engage productively with citizens. Hire good people, train them and hold onto them... reward excellent performers. Encourage staff to proactively work with citizens and be less guarded. Staff up to plan to support all the new housing. A lot of work needs to be done in preparation for that. We are very understaffed right now. This city has great bones. Please maintain that by making sure we have high quality staff in sufficient numbers to do necessary comprehensive planning--something that the city , until recently, did very well. Get out of the office and engage with citizens--especially in south PA--which seems increasingly, to be an afterthought for the city. Stop treating Cubberley like the basement the city uses to store stuff while you are fixing facilities in other parts of the city. The school district is now following the city's lead on that. Cubberley MUST be functional to provide community services and a future school site for thousands of new residents who will be living in much smaller spaces than current residents. They are going to NEED community services and spaces.
- Utilities
- utilities seem to work well. i worry that change will only make them worse. especially overly ambitious ESG goals that while well intentioned may not be effective and just end up being a waste of money
- Utilities!
- Utilities, all of them.
- Utilities.
- utility and library services
- Utility Dept is a wonderful asset
- Walkability
- Walkable, bikeable, safe environment
- With the exception of the gas tax, the utilities department seems to be rather well run!
- wonderful parks and open spaces
- Zoning of small shopping centers, easily accessible to the neighborhoods.

Appendix E: Communities Included in National Benchmark Comparisons

The communities included in the Palo Alto comparisons are listed on the following pages along with their population according to the 2017 American Community Survey.

Adams County, CO 509,844
Albany city, OR 54,442
Albemarle County, VA 108,819
Albert Lea city, MN 17,804
Alexandria city, VA 158,309
Allegan County, MI 117,104
American Canyon city, CA 20,256
Ankeny city, IA 64,744
Ann Arbor city, MI 121,093
Apache Junction city, AZ 41,863
Arapahoe County, CO 649,980
Asheville city, NC 92,328
Ashland city, OR 21,138
Ashland town, MA 17,787
Ashland town, VA 7,819
Athens-Clarke County unified
    government (balance), . 124,962
Auburn city, AL 65,508
Aurora city, CO 379,434
Avon town, IN 18,056
Avondale city, AZ 86,091
Bainbridge Island city, WA 24,859
Baltimore County, MD 828,193
Basehor city, KS 6,225
Batavia city, IL 26,479
Battle Creek city, MI 51,084
Baytown city, TX 76,089
Beaumont city, CA 48,272
Bedford city, TX 49,145
Berthoud town, CO 8,574
Bethlehem township, PA 24,122
Bettendorf city, IA 36,214
Billings city, MT 109,705
Bloomington city, IN 84,691
Bloomington city, MN 85,226
Bonner Springs city, KS 7,846
Borger city, TX 12,534
Boulder city, CO 108,777
Bowling Green city, KY 71,628
Bozeman city, MT 48,330
Brighton city, CO 38,355
Broadview village, IL 7,677
Brookline CDP, MA 59,223
Brooklyn Center city, MN 30,755
Brooklyn city, OH 10,788
Broomfield city, CO 69,444
Brownsburg town, IN 26,560
Buckeye town, AZ 74,467
Buffalo Grove village, IL 40,804
Canandaigua city, NY 10,241
Cannon Beach city, OR 1,554
Cañon City city, CO 16,369
Cape Coral city, FL 189,633
Carol Stream village, IL 39,447
Cartersville city, GA 21,331
Cedar Park city, TX 77,181

Cedar Rapids city, IA 133,125
Celina city, TX 13,608
Centennial city, CO 111,331
Chanhassen city, MN 25,965
Chapel Hill town, NC 61,912
Chardon city, OH 5,168
Charles County, MD 161,448
Charlotte County, FL 185,926
Charlottesville city, VA 47,217
Chatfield city, MN 2,690
Chattanooga city, TN 181,370
Chesterfield County, VA 348,500
Clackamas County, OR 415,084
Clatsop County, OR 39,656
Clayton city, MO 16,763
Clearwater city, FL 115,975
Cleveland Heights city, OH 44,176
Clive city, IA 17,246
Clovis city, CA 112,663
College Park city, MD 32,221
Collegedale city, TN 11,402
Colleyville city, TX 26,766
Collinsville city, IL 24,489
Columbia city, MO 122,659
Commerce City city, CO 55,891
Conshohocken borough, PA 8,039
Coolidge city, AZ 13,016
Coral Gables city, FL 49,937
Coronado city, CA 24,526
Corvallis city, OR 58,612
Coventry town, CT 12,434
Cupertino city, CA 59,799
Dacono city, CO 6,167
Dakota County, MN 425,271
Dallas city, OR 16,612
Dallas city, TX 1,338,846
Danvers town, MA 27,549
Danville city, KY 16,801
Davenport city, IA 102,199
Davidson town, NC 12,920
Daviess County, KY 101,001
Dayton city, OH 140,444
Decatur city, GA 24,814
DeLand city, FL 33,620
Delhi charter township, MI ... 27,817
Denison city, TX 24,851
Denton city, TX 139,734
Denver city, CO 715,878
Des Peres city, MO 8,654
DeSoto city, TX 53,170
Dothan city, AL 68,608
Dover city, NH 31,922
Dublin city, OH 47,824
Durham city, NC 276,341
Durham County, NC 317,665
Dyer town, IN 15,933

Eagan city, MN 66,377
Eden Prairie city, MN 64,481
Edina city, MN 52,215
Edmond city, OK 93,101
El Cerrito city, CA 25,280
El Mirage city, AZ 35,702
El Paso de Robles (Paso Robles)
    city, CA 31,480
Elbert County, CO 26,230
Elgin city, IL 112,062
Elk Grove city, CA 173,370
Englewood city, CO 34,840
Erie town, CO 27,157
Escambia County, FL 316,691
Escondido city, CA 150,396
Estes Park town, CO 6,504
Farmers Branch city, TX 42,659
Farmington Hills city, MI 80,937
Fate city, TX 14,300
Fayetteville city, GA 17,902
Fayetteville city, NC 211,201
Ferguson township, PA 19,540
Fernandina Beach city, FL 12,622
Flagstaff city, AZ 73,319
Florence town, AZ 26,777
Flower Mound town, TX 78,854
Fort Collins city, CO 166,069
Franklin city, TN 80,675
Frederick town, CO 10,414
Fremont city, CA 234,829
Frisco town, CO 2,928
Fruita city, CO 14,068
Gaithersburg city, MD 67,878
Gardner city, KS 21,936
Georgetown city, TX 75,470
Gilbert town, AZ 248,349
Glen Ellyn village, IL 27,741
Glencoe village, IL 8,836
Glendora city, CA 51,087
Golden city, CO 20,391
Goodyear city, AZ 83,519
Grand Rapids city, MI 199,417
Grand Traverse County, MI 92,640
Greeley city, CO 107,445
Greer city, SC 32,229
Gulf Breeze city, FL 6,725
Gunnison County, CO 17,119
Hamilton city, OH 62,162
Hanover County, VA 106,538
Hastings city, MN 22,796
Highlands Ranch CDP, CO .. 107,017
Homer Glen village, IL 24,521
Honolulu County, HI 979,682
Hopkinton town, MA 18,030
Horry County, SC 344,186
Huntsville city, TX 41,664

Hutchinson city, MN	13,935	
Independence city, IA	6,085	
Iowa City city, IA	75,849	
Issaquah city, WA	38,707	
Jackson city, MO	14,893	
Jackson County, MI	158,174	
Jerome city, ID	11,824	
Johnson City city, TN	66,934	
Johnson County, KS	597,574	
Johnston city, IA	22,077	
Jupiter town, FL	65,139	
Kalamazoo city, MI	76,106	
Kansas City city, KS	153,014	
Kansas City city, MO	491,158	
Kerrville city, TX	23,511	
Kingman city, AZ	30,433	
Kingsport city, TN	53,699	
La Mesa city, CA	60,208	
La Vista city, NE	17,081	
Laguna Beach city, CA	22,991	
Lake Elsinore city, CA	64,201	
Lake Forest city, CA	84,666	
Lake Havasu City city, AZ	55,463	
Lake in the Hills village, IL	28,617	
Lake Zurich village, IL	19,912	
Lakeville city, MN	65,710	
Lakewood city, CO	155,733	
Lakewood city, WA	60,564	
Lancaster County, SC	95,378	
Larkspur city, CA	12,363	
Las Cruces city, NM	102,950	
Las Vegas city, NV	644,594	
Lawrence city, KS	97,348	
Lehi city, UT	66,980	
Lenexa city, KS	54,804	
Lewes city, DE	3,266	
Lincolnwood village, IL	12,338	
Lindsborg city, KS	3,294	
Little Elm city, TX	49,792	
Littleton city, CO	46,208	
Livermore city, CA	91,763	
Longmont city, CO	95,864	
Los Alamos County, NM	18,976	
Loudoun County, VA	405,312	
Louisville city, CO	19,342	
Loveland city, CO	81,774	
Lynchburg city, VA	80,970	
Lynnwood city, WA	38,538	
Manassas city, VA	41,038	
Mankato city, MN	42,685	
Maple Grove city, MN	71,569	
Maplewood city, MN	40,684	
Marin County, CA	259,441	
Marion city, IA	39,910	
Mariposa County, CA	17,319	
Marshalltown city, IA	26,957	
Maryland Heights city, MO	26,996	
Maui County, HI	166,657	
McKinney city, TX	191,197	
Mecklenburg County, NC	1,095,170	
Menlo Park city, CA	35,211	
Mercer Island city, WA	25,820	
Meridian charter township, MI	42,853	
Mesquite city, TX	142,429	
Middleton city, WI	19,764	
Middletown town, RI	15,982	
Milford city, DE	11,463	
Milton city, GA	39,252	
Minnetrista city, MN	7,989	
Minturn town, CO	1,149	
Missoula County, MT	119,062	
Missouri City city, TX	75,348	
Moline city, IL	41,213	
Monroe city, MI	19,543	
Montgomery County, MD	1,047,661	
Moorpark city, CA	36,443	
Morristown city, TN	29,887	
Morrisville town, NC	27,582	
Mount Prospect village, IL	54,165	
Mountlake Terrace city, WA	21,328	
Muscatine city, IA	23,661	
Needham town, MA	31,177	
Nevada County, CA	99,417	
New Braunfels city, TX	84,622	
New Brighton city, MN	22,663	
New Concord village, OH	2,530	
New Orleans city, LA	391,249	
Nichols Hills city, OK	3,910	
Niles village, IL	29,198	
Noblesville city, IN	64,430	
Norfolk city, NE	24,410	
North Bend city, OR	9,708	
North Kansas City city, MO	4,606	
North Mankato city, MN	13,903	
North Port city, FL	68,779	
Northglenn city, CO	39,201	
Novi city, MI	60,439	
O'Fallon city, IL	29,487	
Oak Park village, IL	52,102	
Oakdale city, MN	27,925	
Oklahoma City city, OK	649,821	
Olmsted County, MN	156,446	
Oregon City city, OR	37,057	
Orland Park village, IL	58,380	
Oshkosh city, WI	66,753	
Overland Park city, KS	193,412	
Paducah city, KY	24,947	
Palm Coast city, FL	88,222	
Palm Springs city, CA	48,390	
Palo Alto city, CA	67,973	
Panama City Beach city, FL	12,747	
Papillion city, NE	24,310	
Park City city, UT	8,467	
Parker town, CO	55,460	
Pasco city, WA	74,266	
Pasco County, FL	539,885	
Pearland city, TX	125,817	
Perryville city, MO	8,500	
Philadelphia city, PA	1,581,531	
Pinehurst village, NC	16,382	
Plano city, TX	288,870	
Plymouth city, MN	78,879	
Port St. Lucie city, FL	195,773	
Portage city, MI	49,224	
Portland city, TX	17,807	
Powhatan County, VA	29,253	
Prairie Village city, KS	22,255	
Prior Lake city, MN	26,775	
Pueblo city, CO	111,776	
Puyallup city, WA	41,666	
Raleigh city, NC	469,698	
Ramsey city, MN	27,201	
Raymore city, MO	21,676	
Redlands city, CA	71,680	
Reno city, NV	250,903	
Richfield city, MN	36,253	
Richland city, WA	57,353	
Richmond city, CA	110,051	
Richmond city, VA	229,233	
Richmond Heights city, MO	8,581	
Rio Rancho city, NM	97,976	
River Falls city, WI	15,870	
Riverside city, CA	327,569	
Rochester city, MN	117,134	
Rochester city, NY	206,357	
Rock Hill city, SC	74,410	
Rockville city, MD	68,155	
Roeland Park city, KS	6,747	
Rohnert Park city, CA	42,559	
Rosemount city, MN	24,792	
Roseville city, CA	138,860	
Round Rock city, TX	128,812	
Royal Palm Beach village, FL	39,615	
Sacramento city, CA	503,482	
Salem city, OR	171,806	
Sammamish city, WA	65,265	
San Carlos city, CA	29,647	
San Diego city, CA	1,414,545	
San Jose city, CA	1,029,409	
Sangamon County, IL	195,963	
Santa Cruz city, CA	65,011	
Santa Fe County, NM	150,319	
Sausalito city, CA	7,177	
Savage city, MN	31,758	
Schaumburg township, IL	129,604	
Schaumburg village, IL	73,392	
Scott County, MN	147,201	
Scottsdale city, AZ	254,995	
Sedona city, AZ	10,341	
Sevierville city, TN	17,185	
Shakopee city, MN	41,423	
Shawnee city, KS	65,844	
Shorewood village, IL	17,303	
Shrewsbury town, MA	37,683	
Sioux Falls city, SD	180,927	
Skokie village, IL	63,300	
Snoqualmie city, WA	13,550	
Snowmass Village town, CO	2,786	
Somerset town, MA	18,160	
South Bend city, IN	102,686	
South Portland city, ME	25,665	
Spring Hill city, KS	6,992	
Springville city, UT	33,251	
St. Augustine city, FL	15,065	
St. Charles city, IL	32,612	
St. Cloud city, MN	68,390	
St. Croix County, WI	89,702	
St. Louis County, MN	199,499	
St. Lucie County, FL	320,914	
Stafford County, VA	150,185	
State College borough, PA	42,100	
Steamboat Springs city, CO	13,048	
Sugar Land city, TX	118,563	
Sunnyvale city, CA	152,569	
Surprise city, AZ	139,007	
Suwanee city, GA	20,444	
Tacoma city, WA	215,766	
Takoma Park city, MD	17,703	
Tempe city, AZ	191,607	
Temple city, TX	76,590	
The Woodlands CDP, TX	114,532	

Thomasville city, NC 26,834
Thousand Oaks city, CA........ 127,648
Tinley Park village, IL 56,082
Tracy city, CA 91,462
Tualatin city, OR..................... 27,601
Tustin city, CA 80,815
Twin Falls city, ID 49,819
Unalaska city, AK 4,758
Urbandale city, IA 43,879
Vallejo city, CA 121,275
Victoria city, MN....................... 9,787
Vienna town, VA..................... 16,532
Walnut Creek city, CA 69,836

Warrensburg city, MO............. 20,313
Washington County, MN....... 259,072
Washington County, RI 126,139
Washoe County, NV............. 464,182
Washougal city, WA............... 15,927
Waukesha city, WI 72,419
Waunakee village, WI............. 13,903
Wellington village, FL............. 64,990
West Bend city, WI.................. 31,587
West Chester township, OH ... 64,420
West St. Paul city, MN 19,805
Westminster city, CO............ 114,832
Westminster city, MD 18,649

Wheat Ridge city, CO.............. 31,889
White House city, TN.............. 12,258
Wichita city, KS.................... 390,566
Williamsburg city, VA 15,034
Wilmington city, NC............. 122,162
Wilsonville city, OR................. 24,413
Windsor town, CO................... 23,679
Winston-Salem city, NC........ 245,787
Winter Garden city, FL............ 44,888
Woodbury city, MN................. 71,298
Woodinville city, WA............... 13,038
Wyoming city, MI...................... 75,99

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 community feedback tool that helps the City Council and City staff understand community perspectives on current services and programs, as well as unmet needs and priorities. You can go online and complete the survey now at:

https://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.

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

Sincerely,

Ed Shikada
City Manager

CITY OF
PALO ALTO

250 Hamilton Avenue, 7th Floor
Palo Alto, CA 94301

Dear Palo Alto Resident,

Just a reminder—if you have not yet completed Palo Alto's 2022 Community Survey, please do so. **If you have completed it, thank you. Please do not respond twice.**

Our annual Community Survey is a critical community feedback tool that helps the City Council and City staff understand community perspectives on current services and programs, as well as unmet needs and priorities. You can go online and complete the survey now at:

https://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.

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

Sincerely,

Ed Shikada
City Manager

CITY OF
PALO ALTO

250 Hamilton Avenue, 7th Floor
Palo Alto, CA 94301

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

Dear Palo Alto Resident,

Our annual Community Survey is a critical community feedback tool that helps the City Council and City staff understand community perspectives on current services and programs, as well as unmet needs and priorities. A paper survey will arrive in a few days, or you can go online and complete the survey now at:

https://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.

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

Sincerely,

Ed Shikada
City Manager

CITY OF PALO ALTO

250 Hamilton Avenue, 7th Floor
Palo Alto, CA 94301

October 2022

Dear Palo Alto Resident:

Please help us shape the future of Palo Alto! You have been selected at random to participate in the 2022 Palo Alto Community Survey. Please take a moment to share your feedback about our community.

The annual Community Survey is a critical community feedback effort that helps the City Council and City staff understand community 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 throughout our community.

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

A few things to remember:
- **Responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

https://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

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.

	Excellent	Good	Fair	Poor	Don't know
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.

	Excellent	Good	Fair	Poor	Don't know
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.

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

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

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

	Excellent	Good	Fair	Poor	Don't know
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.

	Excellent	Good	Fair	Poor	Don't know
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 through social media websites such as Twitter and Facebook	1	2	3	4	5

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

	No	Yes
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
Participated in a club	1	2
Talked to or visited with your immediate neighbors	1	2
Done a favor for a neighbor	1	2
Used the City's website to conduct business or pay bills	1	2
Used the Utilities website 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
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	1	2

8. Please rate the following categories of Palo Alto government performance.

	Excellent	Good	Fair	Poor	Don't know
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?

	Excellent	Good	Fair	Poor	Don't know
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.

	Excellent	Good	Fair	Poor	Don't know
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
Public information services (Police/public safety)	1	2	3	4	5
Public information services (non-Police/public safety)	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:

	Excellent	Good	Fair	Poor	Don't know
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.

	Essential	Very important	Somewhat important	Not at all important
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
Increasing electric storage 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:

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
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
- ○ Taxi
- ○ Carpooling
- ○ Walking
- ○ Bus
- ○ Free shuttle
- ○ 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?

	Very convenient	Somewhat convenient	Somewhat inconvenient	Very inconvenient
Walking	1	2	3	4
Biking	1	2	3	4
Bus	1	2	3	4
Train	1	2	3	4
Free shuttle	1	2	3	4
Taxi	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 a car within the next two years, what is the likelihood of it being one of the following:

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
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. Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you…

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	1	2	3	4	5
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	1	2	3	4	5

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

19. 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)?
○ Less than $500   ○ $5,500 to $5,999
○ $500 to $999   ○ $6,000 to $6,499
○ $1,000 to $1,499   ○ $6,500 to $6,999
○ $1,500 to $1,999   ○ $7,000 to $7,499
○ $2,000 to $2,499   ○ $7,500 to $7,999
○ $2,499 to $2,999   ○ $8,000 to $8,499
○ $3,000 to $3,499   ○ $8,500 to $8,999
○ $3,500 to $3,999   ○ $9,000 to $9,499
○ $4,000 to $4,499   ○ $9,500 to $9,999
○ $4,500 to $4,999   ○ $10,000 or more
○ $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.)
○ Less than $25,000   ○ $250,000 to $299,999
○ $25,000 to $49,999   ○ $300,000 to $349,999
○ $50,000 to $99,999   ○ $350,000 to $399,999
○ $100,000 to $149,000   ○ $400,000 to $449,999
○ $150,000 to $199,999   ○ $450,000 to $499,999
○ $200,000 to $249,999   ○ $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.)
❑ American Indian or Alaskan Native   ❑ White
❑ Asian, Asian Indian or Pacific Islander   ❑ Other
❑ Black or African American

D13. In which category is your age?
○ 18-24 years   ○ 45-54 years   ○ 65-74 years
○ 25-34 years   ○ 55-64 years   ○ 75 years or older
○ 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?
○ Agender/ I don't identify with any gender   ○ Transgender man
○ Genderqueer/gender fluid   ○ Transgender woman
○ Non-binary   ○ Two-spirit
    ○ Not listed, I identify as:_____

D15. What is your sexual orientation?
○ Heterosexual   ○ Bisexual
○ Lesbian   ○ Identify in another way
○ Gay   → go to D15a

D15a. If you identify in another way, how would you describe your sexual orientation?
○ Asexual   ○ Questioning
○ Pansexual   ○ Not listed, I identify as:
○ 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

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