ATTACHMENT C

OpenGov Open Town Hall Community Survey Results on 2023 Council Priorities

To support the City Council's discussion on priorities, the City releases an online survey seeking community input on priorities for the year. This online survey is one data point to complement other feedback channels to assist and inform the City Council's discussion. Other feedback channels include efforts such as the Community Satisfaction Survey (to be discussed by the Council on January 23, 2023), Neighborhood Town Halls and other community engagement efforts planned annually, direct input to the Council via email and feedback through participation at City Council and Boards, Commissions and Committee meetings.

In addition to soliciting the City Council for suggestions on City Council 2023 priorities, staff released the OpenGov Open Town Hall survey in early December 2022 and closed the survey on January 18, 2023. The original survey deadline was January 9, 2023, and staff extended the deadline to January 18 due to recent storm events and incidents. The survey forum had 270 visitors to the webpage and gained 136 specific community responses.

Overall, this years' survey was structured differently than past years to gain additional feedback on community perceptions of each of the 2022 Council priorities. The full report including individual responses can be viewed in this attachment.

Summary of the Specific Survey Questions

- Question 1: How are we doing on the current 2022 City Council Priorities?
- Question 2: Please rate how we are doing on the 2022 Priority "Economic Recovery and Transition" [5 being the best]*
- Question3: What should the City be doing differently for "Economic Recovery and Transition"?
- Question 4: Please rate how we are doing on the 2022 Priority "Climate Change - Protection and Adaptation" [5 being the best]*
- Question 5: What should the City be doing differently for "Climate Change - Protection and Adaptation"?
- Question 6: Please rate how we are doing on the 2022 Priority "Housing for Social and Economic Balance" [5 being the best]*
- Question 7: What should the City be doing differently for "Housing for Social and Economic Balance"?
- Question 8: Please rate how we are doing on the 2022 Priority "Community Health and Safety" [5 being the best]*
- Question 9: What should the City be doing differently for "Community Health and Safety"?

- Question 10: What other feedback would you like to share about the 2023 City Council Priorities?

*As noted above, the community was asked to rate on a scale of 1 to 5, with 5 being the best, how the City was doing for each of the 2022 Council Priorities (See Questions 2, 4, 6, 8). The OpenGov report is limited and only offers an average of ranking information. As such, staff is synthesizing this data and will provide a supplemental report next week in advance of the Council's retreat that provide a fuller spectrum of the rankings to further inform Council's work.

In addition to the overall ratings on how the City is doing on each 2022 priority, community members were asked to provide feedback on what the City could be doing differently for each focus area, which could provide insight on potential focus for the existing priorities should the Council want to keep the 2022 Council Priorities for 2023.

Summary of Specific Feedback on 2022 Council Priorities and Other Priorities

The following summary shares key themes (listed by 2022 Priority Areas and are in no particular order):

Economic Recovery and Transition

- Focus on small business, supporting business in general, and creating a more business-friendly city
- Increase service levels in Planning
- Diverse opinions on increasing business taxes and reducing or eliminating business taxes)
- Fill vacant retail and office spaces
- Have more events and fun/entertainment options
- Diverse opinions on keeping streets closed and to re-open closed streets

Climate Change – Protection and Adaptation

- More resources for climate change programs
- Expand Safe Routes to School and other mobility items
- Strengthen public transportation, active transportation, and bike infrastructure
- Increase recreation and open space
- Focus on electrification
- More electric vehicle charging incentives and options
- Focus on S/CAP execution
- Replace Pope/Chaucer and Newell Creek bridges and address flooding issues

Housing for Social and Economic Balance

- Diverse opinions on increasing and building more housing and removing housing as a priority for the Council in the coming year
- Transit-oriented development – housing near jobs, shopping, services, transit
- Make affordable housing easier, less expensive to build
- Affordable and affordable senior housing
- Rent control
- Remove short-term rentals
- Approve a compliant Housing Element
- Promote more types of housing (multi-family, small apartment, ADUs)
- Convert office space and empty buildings to housing
- Establish short-term housing options for homeless population
- Safe RV parking program

Community Health and Safety

- More focus on Public Safety
- Reduce airplane noise and traffic
- Improvements to major thoroughfares and other infrastructure (road conditions, crosswalks, sidewalks, bike-ability, tree upkeep)
- More wellness programs
- Budget for more police officers and firefighters
- More police presence in the community
- Emphasis on residential burglaries and criminal activity
- Code enforcement (leaf blowers, parking, speeding)

Other Identified Themes

- More public services for the low-income community
- Move forward with the Grade Separation project
- Hire more staff resources in these areas: Transportation, Planning, Police, Fire, Palo Alto Junior Museum & Zoo and Human Resources
- Focus on local issues only
- Balanced focus of priorities geographically across the City
- Address car traffic along major arteries
- Less focus on electrification and reducing natural gas use
- Diversity of representation on Council, Boards & Commissions, working groups, and staff
- Several residents recommended that Climate Change, Housing, and Community Health & Safety should not be priorities.
    - Some feedback included climate change issues should be left to the state and federal government.

- o Removing housing was sometimes related to including it in addressing climate change or removing it until other services were established.
- o Many simply stated Climate Change, Housing and Community Health & Safety shouldn't be priorities without a reason given.