City of Palo Alto

City Council Staff Report

(ID # 12270)

Report Type: Study Session **Meeting Date: 5/17/2021**

Summary Title: Presentation of the Annual Community Survey Results

Title: Presentation by Polco/NRC of the City of Palo Alto Community Survey Report of Results

From: City Manager

Lead Department: City Manager

Recommendation

Staff recommends that the City Council receive the Community Survey Report of Results for the City of Palo Alto Annual Community Survey by Polco/National Research Center, Inc. (NRC).

Background

As described in the report, the survey was conducted starting on December 21, 2020 and responses were collected over seven weeks. Palo Alto has been surveying residents since the first survey in 2003. The survey report shares the survey results with some historical comparison. Also included in the report are the postcards sent to potential survey takers.

Discussion

Polco/NRC will present the survey results to the City Council and discuss the results with the City Council. This information is used for some performance metrics in the annual budget process and also as one point of information for resident feedback on City services.

In the Fiscal Year (FY) 2021-2022 budget process, there is a recommendation to conduct the survey biennially (every other year) as a cost saving measure. This information is included in the FY 2022 Proposed Budget document on page 157.

Stakeholder Engagement

As shared in the survey results report, Polco/NRC ensured a statistically significant sample of the Palo Alto community was included in the survey.

Attachments:

- Palo Alto Community Survey 2021 Report of Results

Attachment A

The City of Palo Alto, CA

Community Survey Report of Results

2021

Prepared by:

Polco | NRC

CONTENTS

DETAILED SURVEY METHODS

Survey Information

The 2021 Palo Alto Community Survey was developed and 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 located in North or South Palo Alto, and 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 "opt-in" 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. (The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.)

FIGURE 1: LOCATION OF SURVEY RECIPIENTS BY AREA

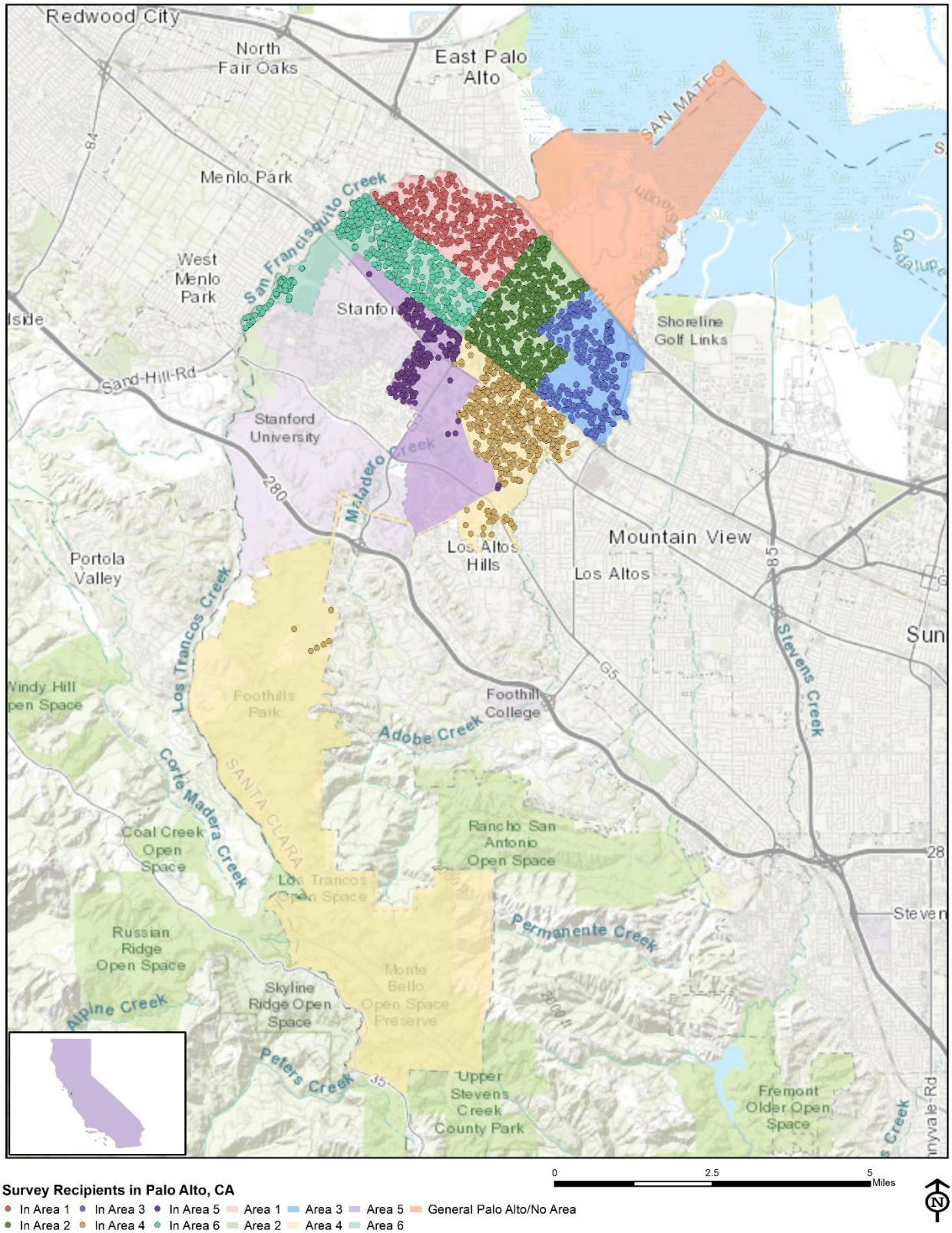
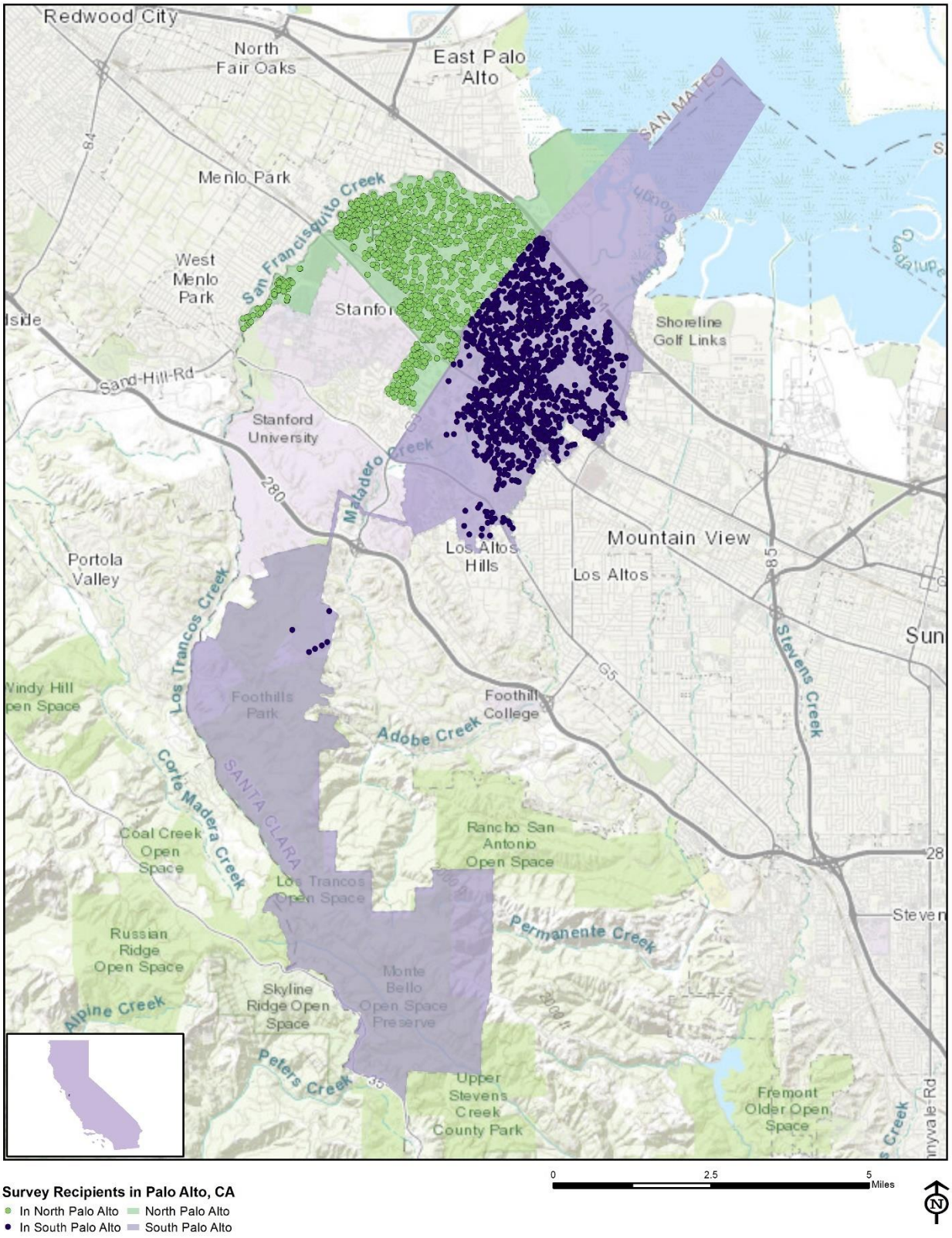


FIGURE 2: LOCATION OF SURVEY RECIPIENTS BY NORTH/SOUTH



Survey Administration and Response

Selected households received mailings beginning on December 21, 2020. 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. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. 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 "opt-in" survey became available to all residents on January 25, 2021 and remained open for two weeks.

About 4% 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 3,440 households that received the survey, 768 completed the survey, providing an overall response rate of 22%. Of the 768 completed surveys, 530 were completed online. Additionally, responses were tracked by geographic subarea; response rates by area ranged from 17% to 35%. The response rates were/was calculated using AAPOR's response rate #2[1] for mailed surveys of unnamed persons. Additionally, 157 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 four percentage points around any given percent reported for the entire sample (768 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 the North and South, the margin of error rises to approximately plus or minus five percentage points since the number of responses for the North were 378 and for the South were 390. Further,

[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.

for each of the six areas within Palo Alto, the margin of error rises to approximately plus or minus 11 percentage points since number of responses were 136 for Area 1, 139 for Area 2, 106 for Area 3, 140 for Area 4, 80 for Area 5 and 167 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 (80).

TABLE 1: SURVEY RESPONSE RATES

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Overall	3,600	160	3,440	768	22%
North	1,762	89	1,673	378	23%
South	1,838	71	1,767	390	22%
Area 1	393	4	389	136	35%
Area 2	665	20	645	139	22%
Area 3	437	3	434	106	24%
Area 4	717	48	669	140	21%
Area 5	349	17	332	80	24%
Area 6	1039	68	971	167	17%

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 2017 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 beginning on page 95.

TABLE 2: PALO ALTO, CA 2020 WEIGHTING TABLE

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	45%	29%	45%
Own home	55%	71%	55%
Detached unit*	58%	70%	58%
Attached unit*	42%	30%	42%
Race and Ethnicity			
White	68%	68%	65%
Not white	32%	32%	35%
Not Hispanic	95%	97%	95%
Hispanic	5%	3%	5%
Sex and Age			
Female	52%	51%	51%
Male	48%	49%	49%
18-34 years of age	22%	8%	22%
35-54 years of age	41%	31%	41%
55+ years of age	37%	62%	37%
Females 18-34	10%	4%	10%
Females 35-54	21%	14%	21%
Females 55+	20%	34%	20%
Males 18-34	12%	4%	12%
Males 35-54	20%	16%	20%
Males 55+	17%	29%	17%
Area			
Area 1	13%	18%	15%
Area 2	19%	18%	18%
Area 3	13%	14%	13%
Area 4	19%	18%	19%
Area 5	9%	10%	11%
Area 6	27%	22%	23%
North/South			
North	49%	49%	49%
South	51%	51%	51%

* U.S. Census Bureau ACS 2017 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 2021 ratings for the City of Palo Alto to the 10 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 2021 and 2018 surveys; otherwise, the comparisons between 2021 and 2018 are noted as being "similar." When comparing results over time, small differences (those with less than a 5 percent difference compared to 2018) 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 2018) may be due to a real shift in resident perspective. However, it is often wise to continue to monitor results over a longer period of time to rule out random variation due to chance in the sampling process. Sometimes small changes in question wording can explain changes in results as well.

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

Geographic Comparisons

The geographic comparison tables on the following pages display differences in opinion of survey respondents by North or South location in Palo Alto and by the six geographic subareas. 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

Palo Alto residents continue to rate the community positively.

About 9 in 10 residents gave excellent or good ratings to the city as a place to live and their neighborhood as a place to live, while about 8 in 10 gave positive marks to the overall quality of life in the city, Palo Alto as a place to raise children, and the city as a place to work. Seven in 10 were pleased with Palo Alto as a place to visit and half of residents gave favorable scores to the city as a place to retire. About three-quarters planned to remain in Palo Alto for the next five years. All of these ratings were similar to those given in other communities across the nation and similar to ratings given in 2018 except for place to retire, which was higher than the benchmark and improved from 2018 to 2021.

The local economy garners strong ratings, but affordability is an issue.

About 8 in 10 residents gave favorable marks to the overall quality of business and service establishments in the city. Three-quarters of survey respondents gave positive ratings to shopping opportunities in Palo Alto, while roughly 7 in 10 were pleased with employment opportunities and the vibrancy of the city's downtown/commercial areas. Two-thirds awarded high scores to the city's variety of business and service establishments. Where benchmark comparisons and trends over time were available, these aspects tended to be rated higher than or similar to national averages and also similar to 2018 ratings.

However, as in past years, affordability-related measures, such as cost of living (6% excellent or good) and availability of affordable quality housing (9%), while similar to Palo Alto's 2018 ratings, were much lower than the benchmark comparisons. It is noteworthy, however, that the rating for variety of housing options, while lower than the benchmark, improved over time (13% in 2018 versus 27% in 2021). When asked to write in their own words what one change the City could make that would make them happier, 19% of those who wrote in a comment made a remark related to housing (the amount, type, and/or affordability); this was the most frequently-mentioned topic area.

Mobility and transportation are features of the community, and attitudes toward alternative transportation have shifted more positively in recent years.

About 8 in 10 respondents or more positively rated the ease of walking in Palo Alto, ease of travel by bicycle, and street cleaning, while at least 7 in 10 gave high scores to ease of travel by car and the availability of paths and walking trails. Six in 10 were pleased with ease of public parking, traffic enforcement, traffic signal timing, street repair, and sidewalk maintenance. Many traffic and street-related ratings improved from 2018 to 2021, though it is likely that the lockdowns and reduction in traffic congestion associated with the COVID-19 pandemic may have at least partially affected these ratings. Further, ratings for ease of travel by bicycle, ease of travel by walking, and street cleaning were higher than national averages.

Palo Alto residents were more likely than those who lived elsewhere to have used public transportation instead of driving or to have walked or biked instead of driving. Also, when asked about the level of convenience of different transportation methods if they did not have a car available, Palo Alto residents were more likely in 2021 than in 2018 to rate walking and biking as convenient methods of getting around. Respondents in 2021 were also more likely to purchase an electric car, and less likely to purchase a gas-powered car, in the next two years than in 2018.

Ratings for some utility-related aspects have improved since 2018.

About 9 in 10 residents gave positive marks to the reliability of utility services in Palo Alto and 8 in 10 or more awarded favorable scores to: the community value received from the City owning and operating its own municipal utility services, utilities online customer self-service features, providing opportunities for energy and water efficiency at home or business, value of Palo Alto Utilities' customer communications, ease of contacting Utilities department staff, and speed of response after contacting Utilities department staff. Five of the 11 individual aspects of utility services included in this question saw improved ratings from 2018 to 2021; the remaining 6 aspects were similar to the previous survey results. Further, more than 8 in 10 residents gave positive marks to utility payment options, drinking water, and storm water management (the latter rating also increased from 2018 to 2021).

Educational opportunities for children and adults are another community asset.

About 90% of survey respondents gave excellent or good ratings to K-12 education, and about 8 in 10 were pleased with adult educational opportunities. Both of these ratings were higher than the national benchmarks and adult educational opportunities increased from 2018 to 2021. Eight in 10 residents gave high scores to art programs and theater (for which a benchmark comparison was not available) and this rating also increased since 2018. More than 9 in 10 residents favorably rated library facilities, which was similar to 2018. The rating for availability of affordable quality child care/preschool, at 44% positive, was similar to the national average and also improved since the previous survey iteration. Finally, in an open-ended question that asked respondents to write in what they thought the City does well, 10% made a comment related to the library and another 8% remarked on schools and education.

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 2021 and 2018 surveys; otherwise, the comparison between 2021 and 2018 are noted as being "similar."

Geographic comparisons are made for questions 1 through 16 (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 7 on page 18, respondents in North Palo Alto (A) gave significantly higher ratings to their neighborhood as a place to live than respondents in South Palo Alto (B), as denoted by the "B" listed in the cell of the ratings for North Palo Alto. The neighborhood rating in Area 6 (F) also was significantly higher than those of Areas 1, 2, 3 and 4 (A, B, C, and D) (as indicated by the "A B C D" in the rating for Area 6).

QUESTION 1

TABLE 4: QUESTION 1 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate each of the following aspects of quality of life in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Palo Alto as a place to live	44%	N=334	44%	N=337	11%	N=83	1%	N=5	1%	N=4	100%	N=763
Your neighborhood as a place to live	48%	N=361	41%	N=306	10%	N=75	2%	N=11	0%	N=3	100%	N=756
Palo Alto as a place to raise children	36%	N=276	31%	N=239	11%	N=83	4%	N=28	17%	N=132	100%	N=758
Palo Alto as a place to work	30%	N=222	37%	N=275	11%	N=86	3%	N=20	19%	N=145	100%	N=748
Palo Alto as a place to visit	25%	N=189	41%	N=308	23%	N=171	5%	N=40	6%	N=47	100%	N=755
Palo Alto as a place to retire	18%	N=139	23%	N=178	19%	N=146	20%	N=152	19%	N=142	100%	N=757
The overall quality of life in Palo Alto	31%	N=235	53%	N=400	14%	N=104	2%	N=14	1%	N=6	100%	N=760

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	44%	N=334	44%	N=337	11%	N=83	1%	N=5	100%	N=759
Your neighborhood as a place to live	48%	N=361	41%	N=306	10%	N=75	2%	N=11	100%	N=753
Palo Alto as a place to raise children	44%	N=276	38%	N=239	13%	N=83	4%	N=28	100%	N=626
Palo Alto as a place to work	37%	N=222	46%	N=275	14%	N=86	3%	N=20	100%	N=603
Palo Alto as a place to visit	27%	N=189	43%	N=308	24%	N=171	6%	N=40	100%	N=708
Palo Alto as a place to retire	23%	N=139	29%	N=178	24%	N=146	25%	N=152	100%	N=614
The overall quality of life in Palo Alto	31%	N=235	53%	N=400	14%	N=104	2%	N=14	100%	N=754

TABLE 6: QUESTION 1 - HISTORICAL RESULTS

Please rate each of the following aspects of quality of life in Palo Alto:	Percent positive												2021 rating compared to 2018
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	
Palo Alto as a place to live	95%	94%	95%	94%	95%	92%	95%	92%	91%	91%	89%	88%	Similar
Your neighborhood as a place to live	88%	90%	91%	90%	90%	91%	92%	90%	91%	91%	90%	89%	Similar
Palo Alto as a place to raise children	90%	91%	93%	93%	92%	90%	93%	87%	84%	84%	82%	82%	Similar
Palo Alto as a place to work	NA	87%	87%	89%	88%	89%	86%	87%	82%	82%	80%	82%	Similar
Palo Alto as a place to visit	NA	NA	NA	NA	NA	NA	75%	74%	72%	71%	68%	70%	Similar

Please rate each of the following aspects of quality of life in Palo Alto:	Percent positive												2021 rating compared to 2018
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	
Palo Alto as a place to retire	62%	64%	65%	68%	68%	56%	60%	52%	50%	51%	40%	52%	Higher
The overall quality of life in Palo Alto	92%	91%	93%	94%	92%	94%	91%	91%	88%	85%	89%	84%	Similar

TABLE 7: QUESTION 1 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Palo Alto as a place to live	89%	88%	91%	86%	89%	89%	82%	92% E	88%
Your neighborhood as a place to live	93% B	85%	86%	85%	86%	83%	93% D	97% A B C D	89%
Palo Alto as a place to raise children	80%	84%	79%	82%	87%	83%	78%	84%	82%
Palo Alto as a place to work	83%	82%	86%	82%	75%	84%	79%	84%	82%
Palo Alto as a place to visit	73%	68%	78% D	68%	69%	66%	77%	68%	70%
Palo Alto as a place to retire	56% B	47%	57% E	47%	52%	45%	40%	63% B D E	52%
The overall quality of life in Palo Alto	86%	83%	84%	81%	85%	82%	81%	90% B E	84%

TABLE 8: 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	77	158	388	Similar
Your neighborhood as a place to live	78	92	321	Similar
Palo Alto as a place to raise children	74	174	385	Similar
Palo Alto as a place to work	72	41	369	Higher
Palo Alto as a place to visit	64	118	304	Similar
Palo Alto as a place to retire	50	289	369	Similar
The overall quality of life in Palo Alto	71	191	444	Similar

QUESTION 2

TABLE 9: QUESTION 2 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	19%	N=144	56%	N=427	18%	N=134	6%	N=44	2%	N=12	100%	N=760
Overall feeling of safety in Palo Alto	44%	N=333	42%	N=322	12%	N=87	2%	N=13	0%	N=4	100%	N=759
Overall quality of natural environment in Palo Alto	41%	N=308	49%	N=375	8%	N=63	1%	N=10	0%	N=4	100%	N=760
Overall health and wellness opportunities in Palo Alto	39%	N=297	43%	N=325	10%	N=75	2%	N=13	6%	N=48	100%	N=758
Residents' connection and engagement with their community	15%	N=113	42%	N=320	24%	N=179	11%	N=87	8%	N=58	100%	N=757

TABLE 10: 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)	19%	N=144	57%	N=427	18%	N=134	6%	N=44	100%	N=748
Overall feeling of safety in Palo Alto	44%	N=333	43%	N=322	12%	N=87	2%	N=13	100%	N=756
Overall quality of natural environment in Palo Alto	41%	N=308	50%	N=375	8%	N=63	1%	N=10	100%	N=756
Overall health and wellness opportunities in Palo Alto	42%	N=297	46%	N=325	11%	N=75	2%	N=13	100%	N=710
Residents' connection and engagement with their community	16%	N=113	46%	N=320	26%	N=179	12%	N=87	100%	N=698

TABLE 11: QUESTION 2 - HISTORICAL RESULTS

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive												2021 rating compared to 2018
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	
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%	Higher
Overall feeling of safety in Palo Alto	NA	NA	NA	NA	NA	NA	92%	91%	94%	94%	91%	87%	Similar
Overall quality of natural environment in Palo Alto	NA	84%	84%	84%	88%	83%	88%	86%	84%	89%	87%	90%	Similar
Health and wellness opportunities in Palo Alto	NA	NA	NA	NA	NA	NA	88%	88%	85%	88%	84%	88%	Similar

**"Residents' connection and engagement with their community" was a new question in 2021.*

TABLE 12: QUESTION 2 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	79%	74%	75%	78% D	77%	67%	77%	83% D	76%
Overall feeling of safety in Palo Alto	86%	87%	83%	88%	85%	88%	87%	88%	87%
Overall quality of natural environment in Palo Alto	90%	91%	88%	88%	91%	92%	90%	91%	90%
Overall health and wellness opportunities in Palo Alto	87%	88%	88%	84%	89%	89%	83%	90%	88%
Residents' connection and engagement with their community	62%	62%	69%	60%	71% D	57%	62%	58%	62%

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)	63	62	281	Similar
Overall feeling of safety in Palo Alto	76	118	366	Similar
Overall quality of natural environment in Palo Alto	77	60	292	Similar
Overall health and wellness opportunities in Palo Alto	76	22	284	Higher
Residents' connection and engagement with their community	55	27	57	Similar

QUESTION 3

TABLE 14: QUESTION 3 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Palo Alto to someone who asks	36%	N=272	37%	N=280	16%	N=125	9%	N=71	2%	N=13	100%	N=761
Remain in Palo Alto for the next five years	46%	N=348	29%	N=224	10%	N=74	12%	N=90	3%	N=24	100%	N=761
Recommend Palo Alto's libraries to friends	51%	N=388	25%	N=191	4%	N=34	3%	N=21	17%	N=131	100%	N=764

TABLE 15: 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	36%	N=272	37%	N=280	17%	N=125	10%	N=71	100%	N=748
Remain in Palo Alto for the next five years	47%	N=348	30%	N=224	10%	N=74	12%	N=90	100%	N=737
Recommend Palo Alto's libraries to friends	61%	N=388	30%	N=191	5%	N=34	3%	N=21	100%	N=633

TABLE 16: QUESTION 3 - HISTORICAL RESULTS

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

TABLE 17: QUESTION 3 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "very likely" or "somewhat likely"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Recommend living in Palo Alto to someone who asks	73%	75%	75%	77%	74%	73%	69%	74%	74%
Remain in Palo Alto for the next five years	79%	77%	80%	79%	80%	72%	79%	78%	78%
Recommend Palo Alto's libraries to friends	92%	91%	89%	91%	96% D	87%	92%	95% D	91%

TABLE 18: 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	74	256	300	Lower
Remain in Palo Alto for the next five years	78	243	293	Similar

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

QUESTION 4

TABLE 19: QUESTION 4 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Making all residents feel welcome	13%	N=100	39%	N=294	27%	N=201	10%	N=74	12%	N=91	100%	N=760
Attracting people from diverse backgrounds	18%	N=133	29%	N=219	22%	N=163	21%	N=156	12%	N=87	100%	N=758
Valuing/respecting residents from diverse backgrounds	20%	N=150	38%	N=288	21%	N=155	11%	N=85	10%	N=78	100%	N=756
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	10%	N=74	25%	N=190	23%	N=176	16%	N=117	26%	N=196	100%	N=754

TABLE 20: 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	15%	N=100	44%	N=294	30%	N=201	11%	N=74	100%	N=669
Attracting people from diverse backgrounds	20%	N=133	33%	N=219	24%	N=163	23%	N=156	100%	N=670
Valuing/respecting residents from diverse backgrounds	22%	N=150	42%	N=288	23%	N=155	13%	N=85	100%	N=678
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	13%	N=74	34%	N=190	32%	N=176	21%	N=117	100%	N=558

There are no trend data available for Question 4 as this was a new question on the 2021 survey.

TABLE 21: QUESTION 4 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Making all residents feel welcome	52%	65% A	59% F	59% F	74% A B E F	64% F	57%	46%	59%
Attracting people from diverse backgrounds	46%	58% A	53%	57% F	64% E F	54%	47%	43%	52%
Valuing/respecting residents from diverse backgrounds	61%	68%	61%	66%	79% A D E F	61%	59%	63%	65%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	45%	49%	43%	50%	57% D	42%	50%	46%	47%

TABLE 22: QUESTION 4 - BENCHMARK COMPARISONS

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Making all residents feel welcome	54	48	57	Similar
Attracting people from diverse backgrounds	50	44	57	Similar
Valuing/respecting residents from diverse backgrounds	58	31	57	Similar
Taking care of vulnerable residents	47	46	57	Similar

QUESTION 5

TABLE 23: QUESTION 5 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall quality of business and service establishments in Palo Alto	28%	N=210	55%	N=415	13%	N=95	2%	N=17	3%	N=22	100%	N=759
Variety of business and service establishments in Palo Alto	19%	N=146	46%	N=348	25%	N=189	8%	N=60	2%	N=14	100%	N=758
Vibrancy of downtown/commercial area	24%	N=183	45%	N=342	22%	N=168	5%	N=37	4%	N=27	100%	N=757
Employment opportunities	16%	N=120	31%	N=238	15%	N=115	8%	N=57	30%	N=227	100%	N=757
Shopping opportunities	30%	N=226	47%	N=357	17%	N=127	5%	N=35	1%	N=10	100%	N=754
Cost of living in Palo Alto	0%	N=3	6%	N=42	24%	N=185	68%	N=518	1%	N=10	100%	N=758

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 image or reputation of Palo Alto	32%	N=241	45%	N=337	18%	N=135	4%	N=29	2%	N=13	100%	N=755
Traffic flow on major streets	8%	N=60	40%	N=306	35%	N=265	15%	N=117	1%	N=11	100%	N=759
Ease of public parking	13%	N=99	44%	N=335	29%	N=222	11%	N=83	2%	N=18	100%	N=757
Ease of travel by car in Palo Alto	20%	N=151	48%	N=364	22%	N=170	7%	N=55	2%	N=18	100%	N=758
Ease of travel by public transportation in Palo Alto	4%	N=32	16%	N=119	21%	N=160	26%	N=194	33%	N=250	100%	N=755
Ease of travel by bicycle in Palo Alto	30%	N=229	39%	N=294	15%	N=113	3%	N=24	13%	N=95	100%	N=756
Ease of walking in Palo Alto	45%	N=339	41%	N=309	11%	N=86	2%	N=15	1%	N=8	100%	N=757
Variety of housing options	5%	N=35	19%	N=146	31%	N=230	34%	N=259	11%	N=82	100%	N=753
Availability of affordable quality housing	2%	N=18	6%	N=42	14%	N=108	64%	N=483	14%	N=109	100%	N=759
Overall quality of new development in Palo Alto	6%	N=43	21%	N=160	25%	N=192	18%	N=138	29%	N=222	100%	N=755
Availability of paths and walking trails	28%	N=215	45%	N=338	19%	N=141	5%	N=38	3%	N=24	100%	N=756
Fitness opportunities (including exercise classes and paths or trails, etc.)	26%	N=202	45%	N=344	16%	N=123	3%	N=26	9%	N=66	100%	N=761
Recreational opportunities	25%	N=188	47%	N=359	18%	N=140	3%	N=20	7%	N=51	100%	N=757
Availability of affordable quality mental health care	4%	N=34	12%	N=88	10%	N=73	11%	N=85	63%	N=477	100%	N=757
Opportunities to attend cultural/arts/music activities	22%	N=169	39%	N=298	18%	N=134	8%	N=60	13%	N=99	100%	N=760

TABLE 24: 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	28%	N=210	56%	N=415	13%	N=95	2%	N=17	100%	N=737
Variety of business and service establishments in Palo Alto	20%	N=146	47%	N=348	25%	N=189	8%	N=60	100%	N=743
Vibrancy of downtown/commercial area	25%	N=183	47%	N=342	23%	N=168	5%	N=37	100%	N=730
Employment opportunities	23%	N=120	45%	N=238	22%	N=115	11%	N=57	100%	N=530
Shopping opportunities	30%	N=226	48%	N=357	17%	N=127	5%	N=35	100%	N=744
Cost of living in Palo Alto	0%	N=3	6%	N=42	25%	N=185	69%	N=518	100%	N=748
Overall image or reputation of Palo Alto	33%	N=241	45%	N=337	18%	N=135	4%	N=29	100%	N=742
Traffic flow on major streets	8%	N=60	41%	N=306	35%	N=265	16%	N=117	100%	N=748

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Ease of public parking	13%	N=99	45%	N=335	30%	N=222	11%	N=83	100%	N=739
Ease of travel by car in Palo Alto	20%	N=151	49%	N=364	23%	N=170	7%	N=55	100%	N=740
Ease of travel by public transportation in Palo Alto	6%	N=32	24%	N=119	32%	N=160	38%	N=194	100%	N=505
Ease of travel by bicycle in Palo Alto	35%	N=229	45%	N=294	17%	N=113	4%	N=24	100%	N=660
Ease of walking in Palo Alto	45%	N=339	41%	N=309	12%	N=86	2%	N=15	100%	N=749
Variety of housing options	5%	N=35	22%	N=146	34%	N=230	39%	N=259	100%	N=671
Availability of affordable quality housing	3%	N=18	6%	N=42	17%	N=108	74%	N=483	100%	N=650
Overall quality of new development in Palo Alto	8%	N=43	30%	N=160	36%	N=192	26%	N=138	100%	N=533
Availability of paths and walking trails	29%	N=215	46%	N=338	19%	N=141	5%	N=38	100%	N=732
Fitness opportunities (including exercise classes and paths or trails, etc.)	29%	N=202	50%	N=344	18%	N=123	4%	N=26	100%	N=695
Recreational opportunities	27%	N=188	51%	N=359	20%	N=140	3%	N=20	100%	N=706
Availability of affordable quality mental health care	12%	N=34	31%	N=88	26%	N=73	30%	N=85	100%	N=280
Opportunities to attend cultural/arts/music activities	26%	N=169	45%	N=298	20%	N=134	9%	N=60	100%	N=662

TABLE 25: QUESTION 5 - HISTORICAL RESULTS

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive												2021 rating compared to 2018
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	
Vibrancy of downtown/commercial areas	NA	NA	NA	NA	NA	NA	77%	76%	73%	73%	71%	72%	Similar
Employment opportunities	33%	51%	52%	56%	68%	68%	69%	66%	70%	74%	73%	68%	Similar
Shopping opportunities	NA	70%	70%	71%	69%	73%	82%	79%	80%	82%	79%	78%	Similar
Cost of living in Palo Alto	NA	NA	NA	NA	NA	NA	11%	8%	7%	8%	8%	6%	Similar
Overall image or reputation of Palo Alto	NA	92%	90%	92%	92%	90%	92%	88%	86%	86%	83%	78%	Similar
Traffic flow on major streets	36%	38%	46%	47%	40%	36%	34%	35%	31%	30%	33%	49%	Higher
Ease of public parking	NA	NA	NA	NA	NA	NA	NA	38%	36%	33%	32%	59%	Higher
Ease of travel by car in Palo Alto	55%	60%	65%	66%	62%	51%	55%	52%	44%	44%	42%	70%	Higher
Ease of travel by public transportation in Palo Alto	NA	52%	63%	62%	64%	71%	65%	36%	26%	28%	29%	30%	Similar
Ease of travel by bicycle in Palo Alto	84%	79%	81%	77%	81%	78%	78%	77%	74%	78%	74%	79%	Similar

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

**Overall quality and variety of business and service establishments in Palo Alto were new items on the 2021 survey.*

TABLE 26: QUESTION 5 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall quality of business and service establishments in Palo Alto	84%	86%	79%	90% A D	90% A D	79%	84%	86%	85%
Variety of business and service establishments in Palo Alto	66%	67%	60%	73% A D	66%	61%	66%	70%	66%
Vibrancy of downtown/commercial area	70%	74%	69%	77% E	70%	73%	64%	74%	72%
Employment opportunities	70%	66%	74%	63%	69%	65%	69%	67%	68%
Shopping opportunities	77%	80%	73%	85% A C	72%	79%	82%	78%	78%
Cost of living in Palo Alto	5%	7%	6%	10% E	6%	5%	3%	6%	6%

Percent rating "excellent" or "good"	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall image or reputation of Palo Alto	76%	80%	80%	76%	75%	87% B C E F	74%	74%	78%
Traffic flow on major streets	50%	48%	43%	55%	43%	45%	53%	52%	49%
Ease of public parking	60%	58%	58%	65%	53%	55%	64%	59%	59%
Ease of travel by car in Palo Alto	68%	71%	65%	74%	70%	69%	69%	69%	70%
Ease of travel by public transportation in Palo Alto	31%	29%	29%	29%	33%	27%	27%	33%	30%
Ease of travel by bicycle in Palo Alto	78%	80%	77%	78%	90% A B D E	76%	74%	81%	79%
Ease of walking in Palo Alto	91% B	83%	90% D	86% D	88% D	75%	86% D	94% B D	86%
Variety of housing options	25%	29%	19%	30%	30%	27%	22%	30% A	27%
Availability of affordable quality housing	6%	12% A	6%	8%	12%	15% A F	9%	6%	9%
Overall quality of new development in Palo Alto	38%	38%	34%	33%	43%	40%	38%	42%	38%
Availability of paths and walking trails	73%	78%	69%	69%	81% A B	84% A B F	81% B	72%	76%
Fitness opportunities (including exercise classes and paths or trails, etc.)	75%	82% A	75%	79%	81%	86% A F	83% F	71%	79%
Recreational opportunities	74%	80% A	78%	86% D F	82% F	74%	77%	71%	77%
Availability of affordable quality mental health care	43%	44%	47%	38%	40%	51% E	29%	51% E	44%
Opportunities to attend cultural/arts/music activities	69%	72%	79% D F	76% D F	80% D F	62%	70%	64%	71%

TABLE 27: 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	70	23	289	Higher
Variety of business and service establishments in Palo Alto	59	24	56	Similar
Vibrancy of downtown/commercial area	64	49	267	Higher
Employment opportunities	60	25	321	Higher
Shopping opportunities	68	36	307	Higher
Cost of living in Palo Alto	12	280	284	Much lower
Overall image or reputation of Palo Alto	69	125	358	Similar
Traffic flow on major streets	47	169	344	Similar
Ease of public parking	54	128	254	Similar
Ease of travel by car in Palo Alto	61	151	320	Similar
Ease of travel by public transportation in Palo Alto	33	178	257	Similar
Ease of travel by bicycle in Palo Alto	70	16	320	Much higher
Ease of walking in Palo Alto	77	22	321	Higher
Variety of housing options	31	263	294	Lower
Availability of affordable quality housing	13	309	318	Much lower
Overall quality of new development in Palo Alto	40	266	306	Lower
Availability of paths and walking trails	67	111	322	Similar
Fitness opportunities	68	91	272	Similar
Recreational opportunities	67	93	306	Similar
Availability of affordable quality mental health care	42	160	257	Similar
Opportunities to attend cultural/arts/music activities	62	88	305	Similar

QUESTION 6

TABLE 28: QUESTION 6 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality childcare/preschool	7%	N=54	14%	N=108	15%	N=111	12%	N=93	51%	N=389	100%	N=755
K-12 education	36%	N=270	26%	N=198	6%	N=44	1%	N=7	31%	N=235	100%	N=754
Adult educational opportunities	20%	N=148	32%	N=242	9%	N=65	2%	N=17	37%	N=277	100%	N=748
Opportunities to participate in social events and activities	14%	N=102	34%	N=254	22%	N=165	7%	N=50	24%	N=177	100%	N=748
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=128	32%	N=241	22%	N=166	12%	N=90	16%	N=121	100%	N=745
Opportunities to learn about City services through social media websites such as Twitter and Facebook	9%	N=69	28%	N=213	13%	N=99	2%	N=17	47%	N=352	100%	N=750

TABLE 29: 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	15%	N=54	30%	N=108	30%	N=111	25%	N=93	100%	N=366
K-12 education	52%	N=270	38%	N=198	9%	N=44	1%	N=7	100%	N=519
Adult educational opportunities	31%	N=148	51%	N=242	14%	N=65	4%	N=17	100%	N=471
Opportunities to participate in social events and activities	18%	N=102	45%	N=254	29%	N=165	9%	N=50	100%	N=571
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=128	39%	N=241	27%	N=166	14%	N=90	100%	N=624
Opportunities to learn about City services through social media websites such as Twitter and Facebook	17%	N=69	54%	N=213	25%	N=99	4%	N=17	100%	N=398

TABLE 30: QUESTION 6 - HISTORICAL RESULTS

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

TABLE 31: QUESTION 6 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Availability of affordable quality childcare/preschool	38%	49% A	42%	52% E	49% E	44%	25%	45% E	44%
K-12 education	91%	90%	90%	92% D	93% D	84%	88%	93% D	90%
Adult educational opportunities	84%	82%	83%	85%	77%	82%	77%	87%	83%
Opportunities to participate in social events and activities	62%	63%	65%	66% D	71% D	53%	65%	58%	62%
Openness and acceptance of the community toward people of diverse backgrounds	52%	65% A	62% F	64% F	71% E F	62% F	50%	48%	59%
Opportunities to learn about City services through social media websites such as Twitter and Facebook	73%	69%	83% B E	65%	72%	72%	65%	70%	71%

TABLE 32: 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	45	183	277	Similar
K-12 education	80	32	282	Higher
Adult educational opportunities	70	13	264	Higher
Opportunities to participate in social events and activities	57	138	282	Similar
Opportunities to participate in community matters	60	118	290	Similar
Openness and acceptance of the community toward people of diverse backgrounds	55	168	311	Similar

QUESTION 7

TABLE 33: QUESTION 7 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Used Palo Alto recreation centers or their services	61%	N=455	39%	N=295	100%	N=750
Visited a neighborhood park or City park	6%	N=46	94%	N=704	100%	N=751
Used Palo Alto public libraries or their services	38%	N=281	62%	N=467	100%	N=748
Participated in religious or spiritual activities in Palo Alto	76%	N=573	24%	N=178	100%	N=751
Attended a City-sponsored event	70%	N=522	30%	N=223	100%	N=745
Participated in a club	83%	N=618	17%	N=130	100%	N=747
Talked to or visited with your immediate neighbors	12%	N=88	88%	N=665	100%	N=753
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	75%	N=562	25%	N=182	100%	N=744
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	74%	N=551	26%	N=196	100%	N=747
Watched (online or on television) a local public meeting	71%	N=531	29%	N=215	100%	N=746
Volunteered your time to some group/activity in Palo Alto	63%	N=470	37%	N=280	100%	N=750
Walked or biked instead of driving	14%	N=104	86%	N=647	100%	N=751
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	60%	N=450	40%	N=296	100%	N=745
Household member was a victim of a crime in Palo Alto	86%	N=647	14%	N=104	100%	N=751
Reported a crime to the police in Palo Alto	79%	N=593	21%	N=156	100%	N=749

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	51%	N=382	49%	N=368	100%	N=750

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

TABLE 34: 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												2021 rating compared to 2018
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	
Used Palo Alto recreation centers or their services	NA	63%	60%	60%	65%	58%	63%	65%	63%	63%	65%	39%	Lower
Visited a neighborhood park or City park	NA	94%	94%	91%	95%	94%	91%	94%	93%	91%	94%	94%	Similar
Used Palo Alto public libraries or their services	NA	82%	76%	74%	77%	77%	68%	76%	73%	75%	78%	62%	Lower
Participated in religious or spiritual activities in Palo Alto	NA	NA	NA	NA	40%	NA	30%	30%	31%	30%	30%	24%	Lower
Attended a City-sponsored event	NA	NA	NA	NA	NA	NA	50%	57%	51%	55%	52%	30%	Lower
Participated in a club	NA	33%	31%	31%	38%	29%	27%	34%	30%	29%	31%	17%	Lower
Talked to or visited with your immediate neighbors	NA	NA	NA	NA	NA	NA	91%	89%	88%	92%	90%	88%	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%	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%	Similar
Watched (online or on television) a local public meeting	NA	28%	28%	27%	21%	24%	16%	18%	14%	16%	12%	29%	Higher
Volunteered your time to some group/activity in Palo Alto	NA	56%	51%	45%	54%	50%	40%	46%	45%	47%	47%	37%	Lower
Walked or biked instead of driving	NA	NA	NA	NA	NA	NA	85%	87%	87%	84%	88%	86%	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%	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%	Lower

Please indicate whether or not you have done each of the following in the last 12 months (percent "yes").	Percent positive												2021 rating compared to 2018
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	
Did NOT report a crime to the police in Palo Alto	NA	NA	NA	NA	NA	NA	87%	87%	86%	85%	87%	79%	Lower
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%	Higher

Some questions were reworded in the Historical Results table to reflect the positive rating of 'yes.'

TABLE 35: QUESTION 7 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
Percent "yes"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	
Used Palo Alto recreation centers or their services	36%	42%	47% F	47% D F	46% F	35%	34%	31%	39%
Visited a neighborhood park or City park	92%	96% A	95% F	97% F	95% F	95% F	96% F	88%	94%
Used Palo Alto public libraries or their services	54%	70% A	65% F	72% E F	74% E F	65% F	56%	48%	62%
Participated in religious or spiritual activities in Palo Alto	22%	25%	25%	21%	30%	26%	18%	22%	24%
Attended a City-sponsored event	31%	29%	39% D F	35% D	37% D	17%	31% D	26%	30%
Participated in a club	19%	16%	18%	19%	17%	11%	12%	24% D E	17%
Talked to or visited with your immediate neighbors	89%	88%	94% D E	91% D	91% D	81%	83%	89% D	88%
Done a favor for a neighbor	79%	78%	84% D	75%	88% B D F	73%	76%	76%	78%
Used the City's website to conduct business or pay bills	57%	50%	54%	54%	43%	51%	59% C	58% C	53%
Used the Utilities website to conduct business or pay bills	68%	71%	72%	72%	67%	72%	74%	62%	69%

Percent "yes"	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	55%	55%	64% D F	60%	56%	50%	56%	50%	55%
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	25%	24%	23%	24%	24%	24%	26%	26%	25%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	25%	27%	29%	30%	36% D F	21%	27%	21%	26%
Watched (online or on television) a local public meeting	25%	33% A	26%	36% F	37% F	27%	24%	24%	29%
Volunteered your time to some group/activity in Palo Alto	36%	39%	38%	43%	40%	34%	34%	36%	37%
Voted in your most recent local election	81%	84%	88% F	84%	80%	86%	79%	79%	83%
Used bus, rail, subway, or other public transportation instead of driving	39% B	30%	30%	23%	31%	37% B	40% B	44% A B C	34%
Carpooled with other adults or children instead of driving alone	40%	42%	43%	45%	45%	38%	38%	38%	41%
Walked or biked instead of driving	86%	86%	88%	91% D	86%	82%	85%	86%	86%
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	40%	40%	42%	46% D	39%	34%	41%	37%	40%
Household member was a victim of a crime in Palo Alto	15%	13%	11%	16%	15%	9%	15%	17% D	14%
Reported a crime to the police in Palo Alto	20%	22%	13%	26% A	16%	22%	24%	21%	21%
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	51%	47%	54% E	43%	51%	51% E	37%	55% B E	49%

TABLE 36: 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	55	42	343	Similar
Contacted Palo Alto elected officials to express your opinion	25	38	275	Similar
Attended a local public meeting	26	57	281	Similar
Watched (online or on television) a local public meeting	29	59	252	Similar
Volunteered your time to some group/activity in Palo Alto	37	132	283	Similar
Voted in your most recent local election	83	20	59	Similar
Used bus, rail, subway, or other public transportation instead of driving	34	58	236	Higher
Carpooled with other adults or children instead of driving alone	41	140	269	Similar
Walked or biked instead of driving	86	9	276	Much higher

QUESTION 8

TABLE 37: 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	8%	N=59	39%	N=292	33%	N=246	8%	N=62	12%	N=91	100%	N=751
The overall direction that Palo Alto is taking	4%	N=30	30%	N=227	34%	N=255	17%	N=130	14%	N=105	100%	N=746
The job Palo Alto government does at welcoming resident involvement	7%	N=54	29%	N=215	22%	N=166	13%	N=95	29%	N=218	100%	N=747
Overall confidence in Palo Alto government	6%	N=45	37%	N=278	31%	N=232	14%	N=107	11%	N=84	100%	N=747
Generally acting in the best interest of the community	7%	N=55	37%	N=273	31%	N=229	14%	N=101	12%	N=90	100%	N=747
Being honest	8%	N=61	32%	N=239	23%	N=171	10%	N=77	27%	N=200	100%	N=747
Being open and transparent to the public	8%	N=59	31%	N=230	25%	N=187	13%	N=98	23%	N=168	100%	N=743
Informing residents about issues facing the community	10%	N=75	35%	N=261	26%	N=195	10%	N=78	18%	N=136	100%	N=745
Treating all residents fairly	10%	N=77	30%	N=220	18%	N=133	13%	N=94	30%	N=221	100%	N=745
Treating residents with respect	15%	N=109	38%	N=283	19%	N=138	7%	N=55	21%	N=158	100%	N=743

TABLE 38: 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	9%	N=59	44%	N=292	37%	N=246	9%	N=62	100%	N=660
The overall direction that Palo Alto is taking	5%	N=30	35%	N=227	40%	N=255	20%	N=130	100%	N=641
The job Palo Alto government does at welcoming resident involvement	10%	N=54	41%	N=215	31%	N=166	18%	N=95	100%	N=529
Overall confidence in Palo Alto government	7%	N=45	42%	N=278	35%	N=232	16%	N=107	100%	N=663
Generally acting in the best interest of the community	8%	N=55	42%	N=273	35%	N=229	15%	N=101	100%	N=658
Being honest	11%	N=61	44%	N=239	31%	N=171	14%	N=77	100%	N=547
Being open and transparent to the public	10%	N=59	40%	N=230	33%	N=187	17%	N=98	100%	N=575
Informing residents about issues facing the community	12%	N=75	43%	N=261	32%	N=195	13%	N=78	100%	N=608
Treating all residents fairly	15%	N=77	42%	N=220	25%	N=133	18%	N=94	100%	N=525
Treating residents with respect	19%	N=109	48%	N=283	24%	N=138	9%	N=55	100%	N=585

TABLE 39: QUESTION 8 - HISTORICAL RESULTS

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

"Being open and transparent to the public", "informing residents about issues facing the community", and "treating residents with respect" were new items in 2021.

TABLE 40: QUESTION 8 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
Percent "excellent" or "good".	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	
The value of services for the taxes paid to Palo Alto	56%	51%	55%	52%	55%	47%	55%	57%	53%
The overall direction that Palo Alto is taking	38%	42%	32%	48% A D	40%	36%	39%	43%	40%
The job Palo Alto government does at welcoming resident involvement	52%	50%	51%	54%	56% D	41%	46%	57% D	51%
Overall confidence in Palo Alto government	49%	49%	40%	57% A D	52% D	36%	52% D	55% A D	49%
Generally acting in the best interest of the community	50%	50%	45%	50%	50%	48%	52%	53%	50%
Being honest	55%	54%	55%	58%	56%	49%	54%	58%	55%
Being open and transparent to the public	50%	51%	47%	53%	53%	46%	48%	54%	50%
Informing residents about issues facing the community	55%	55%	58%	59%	59%	48%	48%	58%	55%
Treating all residents fairly	60%	54%	54%	53%	59%	52%	55%	66% D	57%
Treating residents with respect	71%	64%	70%	63%	64%	63%	69%	72%	67%

TABLE 41: 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	51	182	395	Similar
The overall direction that Palo Alto is taking	41	293	332	Lower
The job Palo Alto government does at welcoming resident involvement	48	201	333	Similar
Overall confidence in Palo Alto government	46	184	288	Similar
Generally acting in the best interest of the community	48	200	290	Similar
Being honest	51	174	282	Similar
Being open and transparent to the public	48	36	58	Similar
Informing residents about issues facing the community	52	29	62	Similar
Treating all residents fairly	51	165	286	Similar
Treating residents with respect	59	31	57	Similar

QUESTION 9

TABLE 42: 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	18%	N=135	51%	N=383	21%	N=154	5%	N=36	5%	N=38	100%	N=746
The State Government	8%	N=57	39%	N=293	31%	N=230	12%	N=90	10%	N=76	100%	N=747
The Federal Government	2%	N=16	22%	N=164	36%	N=266	29%	N=217	11%	N=83	100%	N=747

TABLE 43: 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	19%	N=135	54%	N=383	22%	N=154	5%	N=36	100%	N=708
The State Government	8%	N=57	44%	N=293	34%	N=230	13%	N=90	100%	N=671
The Federal Government	2%	N=16	25%	N=164	40%	N=266	33%	N=217	100%	N=664

TABLE 44: QUESTION 9 - HISTORICAL RESULTS

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

TABLE 45: QUESTION 9 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent "excellent" or "good"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
The City of Palo Alto	73%	73%	74%	73%	80% E	69%	66%	76%	73%
The State Government	55%	50%	46%	50%	47%	51%	53%	62% A B C	52%
The Federal Government	30%	24%	24%	25%	29%	20%	25%	37% A B D	27%

TABLE 46: 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	62	226	407	Similar
Quality of services provided by the Federal Government	32	265	269	Similar

**A benchmark comparison was not available for "the State Government".*

QUESTION 10

TABLE 47: QUESTION 10 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	11%	N=84	45%	N=331	20%	N=143	10%	N=75	14%	N=100	100%	N=734
Traffic signal timing	10%	N=72	47%	N=350	26%	N=191	13%	N=97	4%	N=31	100%	N=741
Street repair	11%	N=80	44%	N=324	30%	N=222	14%	N=102	2%	N=14	100%	N=742
Street cleaning	26%	N=196	55%	N=407	13%	N=99	3%	N=25	2%	N=15	100%	N=743
Street tree maintenance	22%	N=167	49%	N=365	19%	N=145	4%	N=31	5%	N=39	100%	N=746
Sidewalk maintenance	15%	N=111	45%	N=339	25%	N=186	10%	N=77	5%	N=35	100%	N=748
Land use, planning, and zoning	7%	N=54	23%	N=172	26%	N=196	20%	N=147	23%	N=173	100%	N=741
Code enforcement (weeds, abandoned buildings, etc.)	6%	N=47	27%	N=201	20%	N=148	11%	N=84	35%	N=257	100%	N=736
Preservation of natural areas (open space, farmlands, and greenbelts)	34%	N=249	42%	N=314	12%	N=87	4%	N=31	8%	N=61	100%	N=741

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Building and planning application processing services	5%	N=34	16%	N=120	14%	N=102	13%	N=99	52%	N=385	100%	N=739
Affordable high-speed internet access	9%	N=64	23%	N=172	23%	N=169	26%	N=196	19%	N=143	100%	N=743
Electric utility	30%	N=220	43%	N=323	18%	N=134	4%	N=29	5%	N=38	100%	N=744
Gas utility	26%	N=194	44%	N=326	16%	N=121	3%	N=22	11%	N=83	100%	N=746
Utility payment options	33%	N=245	45%	N=333	12%	N=88	1%	N=10	9%	N=65	100%	N=741
Drinking water	45%	N=339	40%	N=300	9%	N=70	2%	N=18	2%	N=18	100%	N=746
Sewer services	30%	N=223	46%	N=343	10%	N=71	1%	N=10	13%	N=94	100%	N=741
Storm water management (storm drainage, dams, levees, etc.)	21%	N=154	46%	N=340	12%	N=85	3%	N=19	19%	N=141	100%	N=739
Refuse collection (garbage, recycling, yard waste, and e-waste)	39%	N=291	44%	N=332	11%	N=85	1%	N=11	4%	N=27	100%	N=745
Police services	23%	N=173	41%	N=309	15%	N=109	4%	N=31	17%	N=124	100%	N=746
Crime prevention	17%	N=127	35%	N=261	21%	N=153	5%	N=40	22%	N=160	100%	N=741
Animal control	18%	N=134	34%	N=255	9%	N=71	2%	N=14	36%	N=271	100%	N=745
Ambulance or emergency medical services	22%	N=164	27%	N=198	3%	N=25	0%	N=3	47%	N=348	100%	N=738
Fire services	30%	N=220	29%	N=217	4%	N=27	0%	N=2	37%	N=273	100%	N=739
Fire prevention and education	17%	N=122	29%	N=211	7%	N=49	3%	N=24	45%	N=331	100%	N=736
Palo Alto open space	40%	N=293	39%	N=290	9%	N=69	4%	N=29	8%	N=59	100%	N=739
City parks	47%	N=343	42%	N=313	8%	N=59	1%	N=9	2%	N=13	100%	N=738
Recreation programs or classes	20%	N=150	33%	N=241	9%	N=69	2%	N=11	36%	N=264	100%	N=735
Recreation centers or facilities	21%	N=151	37%	N=267	11%	N=79	2%	N=14	30%	N=218	100%	N=729
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	42%	N=312	28%	N=204	5%	N=36	2%	N=11	24%	N=174	100%	N=738
Library facilities (buildings, computer equipment, accessibility)	42%	N=313	30%	N=218	4%	N=27	1%	N=10	23%	N=169	100%	N=736
Variety of library materials (books, e-books, streaming, databases, audiobooks)	37%	N=272	29%	N=217	9%	N=67	2%	N=14	23%	N=168	100%	N=738
Art programs and theater	23%	N=166	32%	N=237	8%	N=62	3%	N=25	33%	N=245	100%	N=734
City-sponsored special events	11%	N=79	29%	N=214	12%	N=87	4%	N=27	45%	N=330	100%	N=737
City website (cityofpaloalto.org)	14%	N=106	41%	N=300	21%	N=152	5%	N=34	19%	N=143	100%	N=736
Public information services (Police/public safety)	12%	N=90	40%	N=296	16%	N=119	2%	N=18	29%	N=211	100%	N=733

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Public information services (non-Police/public safety)	11%	N=84	40%	N=291	14%	N=106	2%	N=18	32%	N=236	100%	N=735
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	19%	N=140	44%	N=320	15%	N=106	2%	N=13	21%	N=150	100%	N=728

TABLE 48: 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	13%	N=84	52%	N=331	23%	N=143	12%	N=75	100%	N=634
Traffic signal timing	10%	N=72	49%	N=350	27%	N=191	14%	N=97	100%	N=710
Street repair	11%	N=80	44%	N=324	30%	N=222	14%	N=102	100%	N=728
Street cleaning	27%	N=196	56%	N=407	14%	N=99	3%	N=25	100%	N=728
Street tree maintenance	24%	N=167	52%	N=365	20%	N=145	4%	N=31	100%	N=708
Sidewalk maintenance	16%	N=111	47%	N=339	26%	N=186	11%	N=77	100%	N=713
Land use, planning, and zoning	9%	N=54	30%	N=172	34%	N=196	26%	N=147	100%	N=568
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=47	42%	N=201	31%	N=148	17%	N=84	100%	N=479
Preservation of natural areas (open space, farmlands, and greenbelts)	37%	N=249	46%	N=314	13%	N=87	5%	N=31	100%	N=681
Building and planning application processing services	10%	N=34	34%	N=120	29%	N=102	28%	N=99	100%	N=354
Affordable high-speed internet access	11%	N=64	29%	N=172	28%	N=169	33%	N=196	100%	N=600
Electric utility	31%	N=220	46%	N=323	19%	N=134	4%	N=29	100%	N=706
Gas utility	29%	N=194	49%	N=326	18%	N=121	3%	N=22	100%	N=663
Utility payment options	36%	N=245	49%	N=333	13%	N=88	1%	N=10	100%	N=676
Drinking water	47%	N=339	41%	N=300	10%	N=70	3%	N=18	100%	N=727
Sewer services	34%	N=223	53%	N=343	11%	N=71	2%	N=10	100%	N=647
Storm water management (storm drainage, dams, levees, etc.)	26%	N=154	57%	N=340	14%	N=85	3%	N=19	100%	N=598
Refuse collection (garbage, recycling, yard waste, and e-waste)	40%	N=291	46%	N=332	12%	N=85	2%	N=11	100%	N=719
Police services	28%	N=173	50%	N=309	18%	N=109	5%	N=31	100%	N=622
Crime prevention	22%	N=127	45%	N=261	26%	N=153	7%	N=40	100%	N=581
Animal control	28%	N=134	54%	N=255	15%	N=71	3%	N=14	100%	N=474
Ambulance or emergency medical services	42%	N=164	51%	N=198	6%	N=25	1%	N=3	100%	N=390

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Fire services	47%	N=220	47%	N=217	6%	N=27	0%	N=2	100%	N=466
Fire prevention and education	30%	N=122	52%	N=211	12%	N=49	6%	N=24	100%	N=405
Palo Alto open space	43%	N=293	43%	N=290	10%	N=69	4%	N=29	100%	N=681
City parks	47%	N=343	43%	N=313	8%	N=59	1%	N=9	100%	N=724
Recreation programs or classes	32%	N=150	51%	N=241	15%	N=69	2%	N=11	100%	N=472
Recreation centers or facilities	30%	N=151	52%	N=267	15%	N=79	3%	N=14	100%	N=511
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	55%	N=312	36%	N=204	6%	N=36	2%	N=11	100%	N=563
Library facilities (buildings, computer equipment, accessibility)	55%	N=313	38%	N=218	5%	N=27	2%	N=10	100%	N=568
Variety of library materials (books, e-books, streaming, databases, audiobooks)	48%	N=272	38%	N=217	12%	N=67	3%	N=14	100%	N=570
Art programs and theater	34%	N=166	48%	N=237	13%	N=62	5%	N=25	100%	N=489
City-sponsored special events	19%	N=79	53%	N=214	21%	N=87	7%	N=27	100%	N=407
City website (cityofpaloalto.org)	18%	N=106	51%	N=300	26%	N=152	6%	N=34	100%	N=593
Public information services (Police/public safety)	17%	N=90	57%	N=296	23%	N=119	3%	N=18	100%	N=522
Public information services (non-Police/public safety)	17%	N=84	58%	N=291	21%	N=106	4%	N=18	100%	N=499
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	24%	N=140	55%	N=320	18%	N=106	2%	N=13	100%	N=578

TABLE 49: QUESTION 10 - HISTORICAL RESULTS*

Please rate the quality of each of the following services in Palo Alto:	Percent positive												2021 rating compared to 2018
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	
Traffic enforcement	64%	61%	64%	61%	66%	64%	62%	60%	60%	60%	53%	65%	Higher
Traffic signal timing	NA	56%	56%	52%	47%	53%	53%	47%	50%	49%	45%	59%	Higher
Street repair	50%	42%	43%	40%	42%	47%	55%	51%	57%	55%	46%	56%	Higher
Street cleaning	75%	73%	76%	79%	80%	76%	80%	75%	77%	78%	72%	83%	Higher
Street tree maintenance	62%	72%	69%	70%	71%	66%	80%	73%	71%	75%	72%	75%	Similar
Sidewalk maintenance	50%	53%	51%	51%	53%	56%	62%	62%	61%	65%	61%	63%	Similar
Land use, planning and zoning	41%	47%	49%	45%	51%	36%	43%	40%	37%	40%	39%	40%	Similar
Code enforcement (weeds, abandoned buildings, etc.)	55%	50%	53%	56%	61%	57%	62%	59%	52%	56%	55%	52%	Similar

Please rate the quality of each of the following services in Palo Alto:	Percent positive												2021 rating compared to 2018
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	
Building and planning application processing services	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	44%	43%	Similar
Electric utility	NA	83%	79%	85%	84%	80%	72%	87%	86%	87%	83%	77%	Lower
Gas utility	NA	81%	80%	82%	86%	81%	88%	88%	87%	89%	84%	78%	Lower
Utility payment options	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	85%	86%	Similar
Drinking water	82%	81%	84%	86%	83%	88%	89%	88%	87%	88%	87%	88%	Similar
Sewer services	84%	81%	82%	84%	82%	84%	89%	88%	88%	88%	85%	87%	Similar
Storm water management (storm drainage, dams, levees, etc.)	65%	73%	74%	74%	75%	69%	80%	71%	75%	81%	71%	83%	Higher
Refuse collection (garbage, recycling, yard waste, and e-waste)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	85%	87%	Similar
Police services	89%	84%	87%	88%	86%	86%	87%	88%	88%	93%	89%	78%	Lower
Crime prevention	NA	73%	79%	81%	74%	75%	80%	79%	80%	81%	78%	67%	Lower
Animal control	79%	78%	76%	72%	78%	76%	80%	80%	77%	80%	75%	82%	Higher
Ambulance or emergency medical services	95%	91%	94%	93%	96%	93%	97%	95%	96%	96%	93%	93%	Similar
Fire services	96%	95%	93%	92%	96%	93%	95%	97%	97%	97%	94%	94%	Similar
Fire prevention and education	NA	80%	79%	76%	80%	82%	85%	85%	85%	87%	84%	82%	Similar
Palo Alto open space	NA	NA	NA	NA	NA	NA	82%	84%	81%	86%	83%	86%	Similar
City parks	90%	92%	90%	94%	91%	93%	92%	93%	91%	94%	91%	91%	Similar
Recreation programs or classes	83%	85%	82%	81%	87%	87%	87%	84%	84%	87%	81%	83%	Similar
Recreation centers or facilities	77%	80%	81%	75%	85%	80%	84%	86%	81%	86%	82%	82%	Similar
Library facilities (buildings, computer equipment, accessibility)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	92%	94%	Similar
Variety of library materials (books, e-books, streaming, databases, audiobooks)	60%	73%	75%	72%	88%	81%	88%	83%	82%	86%	88%	86%	Similar
Art programs and theater	NA	79%	78%	81%	82%	82%	69%	80%	78%	82%	76%	82%	Higher
City-sponsored special events	NA	NA	NA	NA	NA	NA	75%	75%	73%	75%	77%	72%	Similar
City website (cityofpaloalto.org)	NA	55%	73%	67%	70%	69%	88%	69%	66%	72%	65%	69%	Similar

Please rate the quality of each of the following services in Palo Alto:	Percent positive												2021 rating compared to 2018
	2003	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	
Public information services (Police/public safety)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	77%	74%	Similar
Public information services (non-Police/public safety)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	75%	75%	Similar
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	78%	79%	77%	76%	81%	79%	81%	74%	77%	84%	77%	79%	Similar

** Trend data are not included for three items in this question (preservation of natural areas, affordable high-speed internet access, and public library services) because this was the first year these questions were asked.*

TABLE 50: QUESTION 10 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
Percent rating "excellent" or "good"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	
Traffic enforcement	67%	64%	60%	62%	61%	68%	73%	68%	65%
Traffic signal timing	60%	59%	53%	58%	69% A D	53%	59%	65% A D	59%
Street repair	57%	54%	49%	60% D	67% A D	39%	60% D	61% A D	56%
Street cleaning	85%	81%	81%	83%	84%	75%	86% D	87% D	83%
Street tree maintenance	74%	76%	70%	76%	84% A D	71%	76%	76%	75%
Sidewalk maintenance	61%	66%	52%	65% A	70% A	62%	66%	64% A	63%
Land use, planning, and zoning	41%	38%	38%	40%	44%	32%	35%	47% D	40%
Code enforcement (weeds, abandoned buildings, etc.)	54%	50%	49%	48%	58%	45%	55%	57%	52%
Preservation of natural areas (open space, farmlands, and greenbelts)	86% B	80%	86% B	76%	85%	80%	86%	86% B	83%
Building and planning application processing services	44%	43%	31%	38%	58% A B D	38%	45%	52% A	43%

Percent rating "excellent" or "good"	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	
Affordable high-speed internet access	41%	38%	36%	39%	35%	39%	39%	45%	39%
Electric utility	79%	75%	76%	75%	73%	76%	75%	83%	77%
Gas utility	79%	78%	77%	80%	76%	77%	73%	84%	78%
Utility payment options	87%	84%	86%	82%	84%	86%	86%	89%	86%
Drinking water	88%	88%	91%	89%	91%	84%	84%	89%	88%
Sewer services	87%	88%	86%	88%	88%	86%	86%	89%	87%
Storm water management (storm drainage, dams, levees, etc.)	83%	83%	79%	83%	87%	77%	81%	87%	83%
Refuse collection (garbage, recycling, yard waste, and e-waste)	87%	86%	87%	82%	91% B	87%	90%	85%	87%
Police services	79%	76%	75%	78%	81%	70%	81%	81% D	78%
Crime prevention	69%	65%	62%	67%	70%	59%	71%	74% D	67%
Animal control	81%	83%	77%	84%	86%	79%	73%	90% A D E	82%
Ambulance or emergency medical services	95%	91%	92%	89%	97% D	87%	91%	99% B D	93%
Fire services	96%	92%	94%	90%	97%	91%	95%	96%	94%
Fire prevention and education	85%	79%	82%	74%	84%	82%	85%	88% B	82%
Palo Alto open space	87%	84%	88%	85%	85%	82%	88%	87%	86%
City parks	91%	90%	91%	93%	87%	89%	92%	91%	91%
Recreation programs or classes	86%	81%	81%	83% D	88% D	72%	87% D	89% D	83%
Recreation centers or facilities	84%	80%	80%	80%	87% D	72%	84%	88% D	82%
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	91%	92%	89%	93%	96% D	87%	91%	93%	92%

Percent rating "excellent" or "good"	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	
Library facilities (buildings, computer equipment, accessibility)	93%	94%	94%	96%	96%	90%	92%	94%	94%
Variety of library materials (books, e-books, streaming, databases, audiobooks)	85%	86%	94% E F	86%	89%	84%	78%	82%	86%
Art programs and theater	83%	82%	88% D	81%	94% B D E	73%	78%	82%	82%
City-sponsored special events	76%	69%	77% D	68%	78% D	62%	75%	75%	72%
City website (cityofpaloalto.org)	66%	71%	68%	61%	81% B E F	75% B	62%	66%	69%
Public information services (Police/public safety)	70%	77%	74%	71%	83% E	79%	66%	71%	74%
Public information services (non-Police/public safety)	75%	75%	77%	70%	78%	77%	71%	77%	75%
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	79%	80%	80%	76%	86% E	79%	70%	82%	79%

TABLE 51: QUESTION 10 - BENCHMARK COMPARISONS

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Traffic enforcement	56	221	369	Similar
Traffic signal timing	52	97	281	Similar
Street repair	51	125	363	Similar
Street cleaning	69	33	322	Higher
Sidewalk maintenance	56	112	319	Similar
Land use, planning, and zoning	41	225	310	Similar
Code enforcement	48	178	377	Similar
Preservation of natural areas	72	13	270	Higher
Affordable high-speed internet access	39	48	54	Similar
Utility payment options	73	6	252	Higher

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Drinking water	77	25	314	Higher
Sewer services	73	46	316	Similar
Storm water management	68	40	341	Higher
Police services	67	286	433	Similar
Crime prevention	61	217	364	Similar
Animal control	69	23	332	Higher
Ambulance or emergency medical services	78	158	336	Similar
Fire services	80	164	374	Similar
Fire prevention and education	69	148	297	Similar
Palo Alto open space	75	8	260	Higher
City parks	79	51	322	Similar
Recreation programs or classes	71	57	326	Similar
Recreation centers or facilities	70	56	293	Similar
Overall customer service by Palo Alto employees	67	166	385	Similar

**Benchmark comparisons were not available for a number of items in this question.*

QUESTION 11

TABLE 52: QUESTION 11 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Don't know		Total	
Reliability of utility services	52%	N=381	38%	N=277	6%	N=46	1%	N=5	3%	N=25	100%	N=735
Affordability of utility services	16%	N=119	39%	N=284	28%	N=208	12%	N=87	5%	N=35	100%	N=734
Community value received from the City owning and operating its own municipal utility services	31%	N=232	36%	N=263	9%	N=67	4%	N=27	20%	N=147	100%	N=737
Utilities online customer self-service features	24%	N=178	37%	N=269	9%	N=65	1%	N=9	28%	N=206	100%	N=727
Providing opportunities for energy and water efficiency at home or business	21%	N=154	36%	N=263	12%	N=85	3%	N=22	28%	N=209	100%	N=733
Working hard to keep utilities prices competitive	13%	N=98	27%	N=201	15%	N=113	9%	N=66	35%	N=255	100%	N=733
Value of all the services Palo Alto Utilities provides for the price you pay	19%	N=138	38%	N=280	24%	N=177	5%	N=39	14%	N=102	100%	N=735

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Don't know		Total	
Ease of obtaining information or performing a transaction through the City's website	16%	N=113	36%	N=263	16%	N=117	4%	N=28	29%	N=208	100%	N=729
Value of Palo Alto Utilities' customer communications	20%	N=147	42%	N=309	13%	N=94	2%	N=18	22%	N=163	100%	N=731
Ease of contacting Utilities department staff	21%	N=155	34%	N=252	9%	N=67	2%	N=13	34%	N=248	100%	N=735
Speed of response after contacting Utilities department staff	21%	N=155	31%	N=225	9%	N=64	2%	N=14	38%	N=277	100%	N=734

TABLE 53: 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	54%	N=381	39%	N=277	7%	N=46	1%	N=5	100%	N=710
Affordability of utility services	17%	N=119	41%	N=284	30%	N=208	12%	N=87	100%	N=699
Community value received from the City owning and operating its own municipal utility services	39%	N=232	45%	N=263	11%	N=67	5%	N=27	100%	N=589
Utilities online customer self-service features	34%	N=178	52%	N=269	13%	N=65	2%	N=9	100%	N=521
Providing opportunities for energy and water efficiency at home or business	29%	N=154	50%	N=263	16%	N=85	4%	N=22	100%	N=524
Working hard to keep utilities prices competitive	20%	N=98	42%	N=201	24%	N=113	14%	N=66	100%	N=479
Value of all the services Palo Alto Utilities provides for the price you pay	22%	N=138	44%	N=280	28%	N=177	6%	N=39	100%	N=633
Ease of obtaining information or performing a transaction through the City's website	22%	N=113	51%	N=263	22%	N=117	5%	N=28	100%	N=521
Value of Palo Alto Utilities' customer communications	26%	N=147	54%	N=309	17%	N=94	3%	N=18	100%	N=568
Ease of contacting Utilities department staff	32%	N=155	52%	N=252	14%	N=67	3%	N=13	100%	N=487
Speed of response after contacting Utilities department staff	34%	N=155	49%	N=225	14%	N=64	3%	N=14	100%	N=457

TABLE 54: QUESTION 11 - HISTORICAL RESULTS

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

TABLE 55: QUESTION 11 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
Percent rating "excellent" or "good"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	
Reliability of utility services	95%	91%	95% D	90%	98% B D	87%	93%	95% D	93%
Affordability of utility services	55%	60%	45%	57%	62% A	62% A	59% A	61% A	58%
Community value received from the City owning and operating its own municipal utility services	86%	82%	79%	81%	89% D	78%	90% D	90% A D	84%
Utilities online customer self-service features	87%	85%	79%	89% A D	88%	78%	85%	94% A D	86%
Providing opportunities for energy and water efficiency at home or business	80%	79%	66%	75%	86% A	78% A	80% A	91% A B D	80%

Percent rating "excellent" or "good"	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	
Working hard to keep utilities prices competitive	60%	65%	57%	61%	74% A	62%	63%	61%	62%
Value of all the services Palo Alto Utilities provides for the price you pay	62%	69% A	53%	68% A	71% A	70% A	68%	66% A	66%
Ease of obtaining information or performing a transaction through the City's website	69%	75%	63%	72%	77%	76%	73%	71%	72%
Value of Palo Alto Utilities' customer communications	80%	80%	74%	76%	88% A	79%	78%	88% A B	80%
Ease of contacting Utilities department staff	84%	83%	78%	86%	84%	79%	86%	90% A D	84%
Speed of response after contacting Utilities department staff	83%	83%	77%	82%	87%	80%	86%	89%	83%

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

QUESTION 12

TABLE 56: 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)	40%	N=285	41%	N=288	17%	N=119	2%	N=16	100%	N=709
Overall economic health of Palo Alto	44%	N=321	41%	N=294	14%	N=100	1%	N=11	100%	N=726
Overall feeling of safety in Palo Alto	52%	N=381	30%	N=222	15%	N=106	3%	N=20	100%	N=730
Overall quality of natural environment in Palo Alto	43%	N=316	42%	N=303	14%	N=103	1%	N=5	100%	N=728
Overall health and wellness opportunities in Palo Alto	28%	N=202	39%	N=279	27%	N=197	6%	N=46	100%	N=725
Overall opportunities for education, culture and the arts	30%	N=214	40%	N=291	26%	N=185	4%	N=32	100%	N=722
Residents' connection and engagement with their community	19%	N=138	47%	N=334	32%	N=227	2%	N=18	100%	N=717
Reducing community greenhouse gas emissions	34%	N=244	33%	N=242	25%	N=179	8%	N=60	100%	N=725
Increasing local solar generation capacity within city boundaries	30%	N=217	31%	N=225	29%	N=207	10%	N=69	100%	N=718

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 electric storage capacity within city boundaries	26%	N=185	35%	N=248	30%	N=214	9%	N=67	100%	N=713
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	18%	N=129	29%	N=206	41%	N=297	12%	N=89	100%	N=721
Faster notification systems (online, mobile or email) for public safety issues	28%	N=205	36%	N=256	29%	N=210	7%	N=49	100%	N=720

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

TABLE 57: QUESTION 12 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
Percent rating "excellent" or "good"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	81%	81%	81%	88% D	80%	73%	86% D	80%	81%
Overall economic health of Palo Alto	84%	86%	87%	85%	85%	86%	87%	81%	85%
Overall feeling of safety in Palo Alto	79%	86% A	85% E	83%	91% E F	85% E	74%	79%	83%
Overall quality of natural environment in Palo Alto	85%	85%	82%	88%	83%	84%	88%	86%	85%
Overall health and wellness opportunities in Palo Alto	66%	67%	62%	69%	69%	63%	68%	67%	66%
Overall opportunities for education, culture and the arts	69%	71%	67%	73%	71%	67%	76%	68%	70%
Residents' connection and engagement with their community	61%	70% A	63%	68%	67%	74% F	63%	59%	66%
Reducing community greenhouse gas emissions	67%	67%	62%	72%	61%	65%	71%	69%	67%
Increasing local solar generation capacity within city boundaries	63%	60%	50%	60%	59%	59%	71% A	69% A	62%
Increasing electric storage capacity within city boundaries	62%	60%	52%	62%	55%	60%	69% A	66% A	61%
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	40%	52% A	42%	53% F	42%	58% A C F	48%	35%	46%
Faster notification systems (online, mobile or email) for public safety issues	60%	68% A	63%	67%	67%	70% F	64%	56%	64%

TABLE 58: QUESTION 12 - BENCHMARK COMPARISONS

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	73	39	264	Similar
Overall economic health of Palo Alto	76	214	264	Similar
Overall feeling of safety in Palo Alto	77	216	264	Similar
Overall quality of natural environment in Palo Alto	76	63	264	Similar
Overall health and wellness opportunities in Palo Alto	63	219	263	Similar
Overall opportunities for education, culture, and the arts	65	217	264	Similar
Residents' connection and engagement with their community	61	253	264	Lower

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

QUESTION 13

TABLE 59: QUESTION 13 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	24%	N=172	22%	N=160	18%	N=131	34%	N=250	2%	N=18	100%	N=731
Spend quality time with local friends, family, and/or neighbors	51%	N=373	29%	N=212	7%	N=54	10%	N=75	2%	N=17	100%	N=730

TABLE 60: 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)	24%	N=172	22%	N=160	18%	N=131	35%	N=250	100%	N=713
Spend quality time with local friends, family, and/or neighbors	52%	N=373	30%	N=212	8%	N=54	11%	N=75	100%	N=713

TABLE 61: QUESTION 13 - HISTORICAL RESULTS

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

TABLE 62: QUESTION 13 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
Percent rating "very likely" or "somewhat likely"	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	43%	50%	52% F	48%	49%	53% E F	38%	39%	47%
Spend quality time with local friends, family, and/or neighbors	80%	83%	83%	84%	89% D	79%	78%	80%	82%

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

QUESTION 14

TABLE 63: 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	71%	N=520
Walking	14%	N=106
Biking	13%	N=98
Bus	1%	N=5
Train	0%	N=0
Free shuttle	0%	N=3
Taxi	0%	N=0
Uber/Lyft or similar rideshare service	0%	N=3
Carpooling	0%	N=2
Total	100%	N=737

TABLE 64: 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				2021 rating compared to 2018
	2016	2017	2018	2021	
Driving	77%	73%	76%	71%	Similar
Walking	13%	13%	11%	14%	Similar
Biking	8%	11%	10%	13%	Similar
Bus	1%	1%	0%	1%	Similar
Train	0%	1%	1%	0%	Similar
Free shuttle	0%	0%	1%	0%	Similar
Taxi	0%	0%	0%	0%	Similar
Uber/Lyft or similar rideshare service	0%	1%	0%	0%	Similar
Carpooling	0%	0%	0%	0%	Similar

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

QUESTION 15

TABLE 65: QUESTION 15 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

If you did not have access to a car for your usual daily transportation around town, how convenient (based on time and proximity) would you consider each of the following methods of getting around?	Very convenient		Somewhat convenient		Somewhat inconvenient		Very inconvenient		Total	
Walking	39%	N=276	37%	N=262	12%	N=86	11%	N=80	100%	N=704
Biking	50%	N=347	33%	N=227	7%	N=50	10%	N=68	100%	N=693
Bus	8%	N=56	24%	N=163	34%	N=225	34%	N=226	100%	N=671
Train	13%	N=87	26%	N=176	30%	N=201	32%	N=213	100%	N=676
Free shuttle	15%	N=94	31%	N=198	31%	N=201	23%	N=150	100%	N=643
Taxi	7%	N=45	23%	N=147	29%	N=186	41%	N=268	100%	N=646
Uber/Lyft or similar rideshare service	43%	N=291	34%	N=232	12%	N=85	10%	N=71	100%	N=678
Carpooling	6%	N=41	20%	N=128	34%	N=225	40%	N=262	100%	N=657

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

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

TABLE 67: QUESTION 15 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
Percent rating "very" or "somewhat" likely	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	
Walking	82% B	71%	78% D	79% D	68%	66%	84% C D	82% C D	76%
Biking	83%	83%	79%	84%	82%	83%	89%	81%	83%
Bus	30%	35%	23%	31%	31%	42% A	32%	33%	33%
Train	39%	38%	38%	38%	33%	43%	33%	42%	39%
Free shuttle	48%	43%	51%	44%	43%	41%	39%	51%	45%
Taxi	27%	32%	30%	28%	29%	39% F	31%	23%	30%
Uber/Lyft or similar rideshare service	78%	76%	85% B E	68%	77%	84% B E	70%	78% B	77%
Carpooling	23%	28%	28%	28% E	33% E	25%	14%	25%	26%

QUESTION 16

TABLE 68: 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		Total	
Gas	26%	N=150	28%	N=163	14%	N=83	31%	N=176	100%	N=572
Diesel	1%	N=7	3%	N=17	6%	N=32	90%	N=495	100%	N=551
Natural gas	2%	N=9	2%	N=10	8%	N=43	88%	N=456	100%	N=518
Hybrid	31%	N=181	38%	N=224	13%	N=77	17%	N=101	100%	N=583
Plug-in hybrid	21%	N=117	39%	N=215	15%	N=83	24%	N=133	100%	N=549
Electric	46%	N=274	30%	N=180	11%	N=66	13%	N=75	100%	N=596
Fuel cell	2%	N=10	12%	N=53	15%	N=65	71%	N=308	100%	N=436

TABLE 69: 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	
Gas	26%	N=150	28%	N=163	14%	N=83	31%	N=176	100%	N=572
Diesel	1%	N=7	3%	N=17	6%	N=32	90%	N=495	100%	N=551
Natural gas	2%	N=9	2%	N=10	8%	N=43	88%	N=456	100%	N=518
Hybrid	31%	N=181	38%	N=224	13%	N=77	17%	N=101	100%	N=583
Plug-in hybrid	21%	N=117	39%	N=215	15%	N=83	24%	N=133	100%	N=549
Electric	46%	N=274	30%	N=180	11%	N=66	13%	N=75	100%	N=596
Fuel cell	2%	N=10	12%	N=53	15%	N=65	71%	N=308	100%	N=436

TABLE 70: 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)				2021 rating compared to 2018
	2016	2017	2018	2021	
Gas	71%	71%	66%	55%	Lower
Diesel	10%	5%	6%	4%	Similar
Natural gas	4%	5%	6%	4%	Similar
Hybrid	70%	71%	71%	69%	Similar
Plug-in hybrid	59%	62%	62%	61%	Similar
Electric	65%	71%	67%	76%	Higher
Fuel cell	10%	14%	11%	14%	Similar

TABLE 71: QUESTION 16 - GEOGRAPHIC SUBGROUP RESULTS

	North/South		Area						Overall
	North	South	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "very" or "somewhat" likely	(A)	(B)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Gas	54%	55%	62%	61%	50%	53%	47%	54%	55%
Diesel	1%	7% A	1%	8% A E F	5%	6% E	0%	2%	4%
Natural gas	3%	4%	3%	3%	6%	4%	1%	4%	4%
Hybrid	70%	69%	64%	74%	64%	66%	84% A C D F	66%	69%
Plug-in hybrid	57%	64%	59%	69% F	55%	64%	61%	54%	61%
Electric	76%	76%	87% C E F	80%	71%	75%	71%	73%	76%
Fuel cell	11%	17%	9%	15%	18%	19%	17%	10%	14%

QUESTION 17

TABLE 72: QUESTION 17 - 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)	19%	N=117
Street conditions and traffic concerns	11%	N=65
General government operations	7%	N=41
Development (other than housing)	6%	N=35
Safety, crime, policing and law enforcement	6%	N=34
Parks and recreation amenities/services	6%	N=36
City services, utilities and amenities	5%	N=30
Address homelessness	4%	N=24
Sense of community/community activities	4%	N=27
Improvements for walking and biking	3%	N=17
Public transportation	3%	N=19

As a resident of Palo Alto, what one change could the City make that would make you happier?	Percent	Number
Lower taxes and/or utility costs	3%	N=16
Local businesses, retail/shopping options	3%	N=18
Downtown improvements	2%	N=10
Permits, code/ordinance enforcement	2%	N=15
Schools, programs for children	2%	N=10
Overall appearance, cleanliness, upkeep	2%	N=14
Parking concerns	1%	N=9
Reduce noise	1%	N=9
Other	6%	N=34
Nothing/Don't know	3%	N=21
Total	100%	N=601

QUESTION 18

TABLE 73: QUESTION 18 - 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	26%	N=152
Safety services	10%	N=57
Library	10%	N=58
Utilities	8%	N=45
Schools and education	8%	N=48
Sense of community, community activities, and recreation	5%	N=28
Cleanliness of community	4%	N=23
Ability to give input and communication with government	4%	N=21
General City services	4%	N=25
Street maintenance	3%	N=16
Ease of bicycle travel	2%	N=10
Government/leadership	2%	N=10
Everything/great place to live	2%	N=9

As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?	Percent	Number
Downtown area	2%	N=12
Other	6%	N=36
Don't know/nothing, negative comments, additional improvements	8%	N=45
Total	100%	N=595

DEMOGRAPHIC QUESTIONS

TABLE 74: 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	7%	N=51
Somewhat positive	20%	N=145
Neutral	54%	N=400
Somewhat negative	15%	N=107
Very negative	4%	N=31
Total	100%	N=735

TABLE 75: QUESTION D2 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

What is your employment status?	Percent	Number
Working full time for pay	59%	N=442
Working part time for pay	9%	N=65
Unemployed, looking for paid work	6%	N=45
Unemployed, not looking for paid work	5%	N=35
Fully retired	19%	N=145
College student, unemployed	2%	N=13
Total	100%	N=745

TABLE 76: QUESTION D3 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

Do you work inside the boundaries of Palo Alto?	Percent	Number
Yes, outside the home	18%	N=130
Yes, from home	45%	N=321
No	37%	N=269
Total	100%	N=720

TABLE 77: QUESTION D4 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

How many years have you lived in Palo Alto?	Percent	Number
Less than 2 years	15%	N=116
2 to 5 years	15%	N=110
6 to 10 years	16%	N=121
11 to 20 years	19%	N=141
More than 20 years	35%	N=265
Total	100%	N=751

TABLE 78: 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=434
Building with two or more homes (duplex, townhome, apartment or condominium)	40%	N=300
Mobile home	0%	N=1
Other	2%	N=16
Total	100%	N=750

TABLE 79: QUESTION D6 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

Do you rent or own your home?	Percent	Number
Rent	45%	N=335
Own	55%	N=414
Total	100%	N=749

TABLE 80: QUESTION D7 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than $500 per month	3%	N=23
$500 to $999 per month	3%	N=22
$1,000 to $1,499 per month	6%	N=43
$1,500 to $1,999 per month	6%	N=42
$2,000 to $2,499 per month	12%	N=82
$2,500 to $2,999 per month	10%	N=75
$3,000 to $3,499 per month	11%	N=78
$3,500 to $3,999 per month	7%	N=48
$4,000 to $4,499 per month	6%	N=43
$4,500 to $4,999 per month	5%	N=36
$5,000 to $5,499 per month	5%	N=36
$5,500 to $5,999 per month	4%	N=30
$6,000 to $6,499 per month	5%	N=35
$6,500 to $6,999 per month	2%	N=13
$7,000 to $7,499 per month	3%	N=18
$7,500 to $7,999 per month	1%	N=6
$8,000 to $8,499 per month	2%	N=15
$8,500 to $8,999 per month	1%	N=7
$9,000 to $9,499 per month	1%	N=9
$9,500 to $9,999 per month	1%	N=7
$10,000 or more per month	6%	N=45
Total	100%	N=715

TABLE 81: QUESTION D8 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=487
Yes	35%	N=257
Total	100%	N=744

TABLE 82: QUESTION D9 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

Are you or any other members of your household aged 65 or older?	Percent	Number
No	69%	N=516
Yes	31%	N=230
Total	100%	N=746

TABLE 83: 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	4%	N=25
$25,000 to $49,999	4%	N=30
$50,000 to $74,999	15%	N=100
$75,000 to $99,999	15%	N=99
$100,000 to $149,999	11%	N=74
$150,000 to $199,999	8%	N=56
$200,000 to $249,999	7%	N=48
$250,000 to $299,999	7%	N=46
$300,000 to $349,999	6%	N=44
$350,000 to $399,999	3%	N=21
$400,000 to $449,999	2%	N=14
$450,000 to $499,999	18%	N=120
$500,000 or more	0%	N=0
Total	100%	N=677

TABLE 84: QUESTION D11 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=696
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=40

TABLE 85: 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=11
Asian, Asian Indian or Pacific Islander	27%	N=200
Black or African American	2%	N=18
White	69%	N=504
Other	4%	N=30

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

TABLE 86: QUESTION D13 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

In which category is your age?	Percent	Number
18 to 24 years	2%	N=15
25 to 34 years	20%	N=144
35 to 44 years	15%	N=112
45 to 54 years	26%	N=191
55 to 64 years	13%	N=93
65 to 74 years	11%	N=81
75 years or older	13%	N=98
Total	100%	N=735

TABLE 87: QUESTION D14 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

What is your gender?	Percent	Number
Female	51%	N=373
Male	49%	N=360
Identify in another way	1%	N=4
Total	100%	N=737

VERBATIM RESPONSES TO OPEN-ENDED SURVEY QUESTIONS

Following are verbatim responses to the open-ended question on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. The responses are grouped by category and are in alphabetical order.

Question 17: 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)

- "ghost" homes Limit/Eliminate unoccupied "investment" homes.
- Add more low=income housing
- Affordability is a challenge. More affordable housing.
- affordable housing
- Affordable housing and a fair economy.
- affordable housing for my children that have left
- affordable housing for the elderly (we need grandparents to stay local, or be able to move here to be near our children)
- AFFORDABLE HOUSING! End single-family zoning, increase density. We are becoming a "luxury item" and losing the spirit of Palo Alto. I am 45. I have lived here my whole life. The Palo Alto I know and love is disappearing. People my age cannot afford to live here unless they are extraordinarily wealthy, This is rapidly changing the demographics of our city. Letting more people in will not ruin our city; keeping them out will. We are going to atrophy.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- AFFORDABLE QUALITY HOUSING.
- Allow massive MULTI-home residential projects close to mass transit.
- Allow more housing development
- Approve more diversity in housing, e.g.,condos or apartments in single family neighborhoods.
- Better rent price.
- Better transit, BUILD MORE APARTMENTS AND AFFORDABLE HOUSING. BUILD, BUILD, BUILD. Prices are outrageous.
- Build high rise housing
- Build housing that is affordable for the median person and reduce commercial development that just sits empty for years
- Build more affordable housing and create incentives for racially integrated housing throughout Palo Alto.
- Build more affordable housing so that people who work here can live here.
- Build more housing of all kinds, to ensure a dynamic, vibrant, and inclusive community. This is the single thing that would also address more of the concerns above (e.g., climate, more community feel, more arts, so on). When I rated the community as being less-than-welcoming, it is in this dimension that I most mean it... policies which have led to, persist, and exacerbate the housing crisis -- and Palo Alto's cowardice to do its fair share and then some -- are the single worst part of this community.
- Build more housing! Affordable housing will give us a more diverse and vibrant city. The idea that it will somehow ruin what we have is silly - it's just current property owners being greedy to protect what was already a hugely lucky windfall for them.
- Build more housing.
- Build more medium to low-end housing.
- Build much more housing, build denser housing (and higher buildings)

- Building of more affordable housing
- Cancel the President Hotel decision. It's better in housing!
- Change R-1 zoning to allow multi-family units like duplexes and quadraplexes.
- Cooperate with regional entities to solve housing and transportation problems. This would require streamlining the "Palo Alto process." Endless discussion about development and hijacking of housing development, as we witnessed when the Barron Park neighborhood association mounted a coup against building senior housing in the neighborhood should not be allowed to stand. I live in Barron Park, by the way, and campaigned for the senior housing project. Talking with people door to door, it seemed to me that we are becoming a city that, through it's development decisions, discourages age and income diversity. Transportation is the other issue. Regional solutions to developing public transportation options should be a number one priority. We should have integrated systems for getting around the Bay Area. Sitting in traffic for three hours to get to the East Bay or an hour to get to San Jose, is ridiculous. If it weren't so inconvenient, people would take trains and buses to get around. Santa Clara County and San Mateo County have been hold outs in raising the taxes needed for sane regional transportation. Fifty years and counting.
- Cost of living
- Cost of living decrease.
- Cost of living.
- Create actual affordable housing. Reduce school administrators pay. Rethink the rushed and poorly considered opening of Foothills park and chastise mayor Fine for his ignorant and lazy comments about it just being "growing pains". Remove all of the extremely dangerous concrete structures that restrict streets while claiming to promote bike friendly roadways! And fire whoever came up with that terrible idea to waste money on such a project! Enforce the ban on gas powered leaf blowers. Prevent constructions trucks and equipment from clogging residential streets and creating unsafe environments for kids, bikes and pedestrians. Build a gas station and a decent grocery store in mid-town. Stop Stanford from doing whatever they want without investing in the community. Remember that not everyone around here makes $500,000 a year.
- decrease cost of living! ha!
- Decrease rent (pipe dream, I know). It is very expensive to live here.
- Different zoning to allow more construction of houses/lower cost of housing.
- Don't change zoning regulations as they relate to single-family housing
- Ending single family zoning
- facilitate building more housing / zoning for more housing
- Find ways to increase low & middle income housing. Duplexes in single family neighborhoods should be okayed. The Stanford housing off Calif Avenue is a great example of duplexes fitting right in.
- Focusing on affordable housing production.
- Have a way for young families to afford to live here. Without people from many generations the City is truly lacking and could die out.
- Help reduce the cost of living
- Help with cost of living
- Hold landlords accountable (for, e.g., conducting construction without permits). Stop letting landlords treat tenants like cash flow, e.g. make all rental communities "co-ops" of sorts by granting tenants collective power against landlords through local ordinances. Institute more stringent rent control (no more than inflation + 1% annually).
- Increase housing but not all on San Antonia. How about some in North Palo Alto?
- Increase the supply of affordable housing. End police racism and violence.
- Increase the the low cost housing and build up along El Camino with multiuse buildings to allow more residents with jobs in the lower and middle class to live where they work.
- increased affordable housing
- LARGE INCREASE IN AFFORDABLE HOUSING (LOW INCOME).
- Limit developers from adding more residences because it makes traffic a nightmare.
- Limit high density housing and fix broken traffic light timing.
- Limit multi family home building - there is not more room

- LIMITED AFFORDABLE HOUSING.
- Long-range development plan (including affordable housing) for Calif Ave to "Ventura" (Fry's site)
- low income housing
- LOW RENT.
- Lower Cost of living.
- Lower cost of living.
- Lower housing prices
- lower rent
- Lower rent
- Lower rent
- Make affordable housing a reality.
- More abundant and more diverse housing options.
- More affordable cost of living - rent etc
- More affordable high-density housing complexes.
- More affordable housing
- More affordable housing
- more affordable housing
- more affordable housing
- More affordable housing
- More affordable housing
- more affordable housing and more recreation opportunities for families like mini gold, bowling, etc.
- More affordable housing for all - teachers, firemen, police, secretaries, etc. A secondary item would be there are still too many traffic signals that don't have responsive sensors so you end up waiting 2-3 minutes for the green turn light even though there's no traffic coming from the other way.
- More affordable housing for middle class
- More affordable housing for middle-income people.
- More affordable housing options
- More affordable housing options.
- more affordable housing or rent control
- More affordable housing so wet can own a house in Palo Alto
- More affordable housing, more property tax equity
- More affordable housing.
- More attention to those of us who are not tech magnates / members of the 1%. Those of us who are lower income workers, including public servants, who can barely afford very low quality rental housing. Who are left out because of the upper-class orientation of this city. Who increasingly feel like we are outsiders unwelcome in this city. The number of motor homes and cars with people living in them are even stronger evidence of the failure of this city to look after ALL of our community. What a change from the years when Palo Alto at least tried to care for those of us who are not part of the high-tech/ 1% orientation of this city now. what a shame
- More houses below $2 million
- More housing - possibly mixed use.
- More housing affordability.
- More Housing Opportunities.
- More Housing!
- More low and middle income housing
- More low-moderate housing. Multi story housing near transit.
- Prices are out of control!!!
- Protect renters by capping what predatory landlords can charge.
- PROVIDE LOW-COST HOUSING FOR LOW-INCOME PEOPLE WHO SERVE US.
- provide more housing in each pricing class
- Provide truly affordable housing for low paid workers

- Purchase our homes and give residents the right to live there as long as we wish, subject to conditions such as basic maintenance of the home. Money should move in a healthy economy and not get stuck in real estate!
- Put a stronger effort in providing more affordable housing.
- Quality single-family housing availability and home ownership affordability, including taxes
- Raised height limits along ECR to facilitate housing.
- Reduce cost of living by at least 50%
- Reduce the cost of property! Palo Alto house properties are too high and pricing younger families out of the market. Student numbers have been decreasing over the years as families struggle with the cost of rent and are unable to afford to buy a house. Please put some serious research into this area. We would love to stay in Palo Alto indefinitely but it is a big financial worry.
- Reduce the rate of commercial construction
- Rent control- service discount.
- Rent is too high.
- Rental property oversight and improvement of rental housing standard of living. I've rented houses in (midtown) Palo Alto with mold issues seeping through walls, rat issues in attic with furnace in attic, central heating issues (which they suggested to use space heaters throughout the house instead), sewer line issues (old lines that they don't want to repair from house to city connection) - and every single landlord, even with the advice of licensed property manager, is resistant to fix the issue to acceptable standard of living. The landlords don't want to spend money to repair or maintain a property to an acceptable living standard, so instead of taking them to mediation/court, I've moved to another houses in Palo Alto. These are houses that are renting for $5000+ a month, built in the 1950's/1960's era - and the owners don't want to fix them to a reasonable standard of living. What are the long term costs to Palo Alto residents when children inhale mold, inhale rat excrement in the furnace system, and the showers back up with grey water from toilets? City of Palo Alto allows the market to set prices for rental without any standard of living oversight - and allow owner/landlords to rent properties that are subpar.
- Stop allowing for mega homes to invade neighborhoods.
- Stop building high density multifamily residents.
- Stop Building housing. It's gotten too crowded!
- Stop increasing population density of the city by allowing more housing that is not single family. I bought into Palo Alto because it is primarily single family zoning
- support and pursue broader range of housing and transport options
- The toughest thing about Palo Alto is the cost of living.
- Tons more housing of all types
- Truly affordable housing for low to very low income people and families.
- Upzoning and encouraging more housing development
- Would like to see Palo Alto offer more affordable housing (e.g., apartment rentals that people earning less than six- or seven-figure salaries can afford or that aren't simply new "luxury apartment homes.")

STREET CONDITIONS AND TRAFFIC CONCERNS

- Address traffic issues on Lytton Ave - introduce traffic calming on Lytton & Waverley.
- Adjust the very strange signal timing in the traffic corridors.
- Adjust traffic light on Oregon expwy/ page mill road for more efficient timing
- Better ability to merger/ cross Arastradero Rd from side streets/ especially during the school year!
- Better handling of heavy traffic on El Camino Real
- better road maintenance
- better roadways
- Better street Conditions.
- better upkeep of streets and sidewalks
- Control Speeding car better enforcement.
- Coordinate traffic signals
- Enact a 3 ton truck limit on residential arterials (University Ave, Embarcadero, Churchill, Middlefield)
- enforce speed limits on streets
- Engineer traffic flow better, esp with new high density housing
- Fix Caltrain and traffic issues making traffic problems.
- Fix the 25 mph speed limit on main streets: either enforce the limit or raise it
- Fix the main roads
- Fix the potholes on El Camino the trash up on the freeways.
- Fix the streets and sidewalks. They both are in great disrepair. Very dangerous for bikers and walkers. Allow a few grocers to have more sq ft so they can be competitive.
- Fix traffic and the road surfaces on El Camino
- Fix traffic on university road from Sand Hill-101.
- Get rid of the failed roundabouts which endanger our children who bike or walk to school. Huge waste of taxpayer money. A majority of city residents oppose them, and the city council didn't listen!
- i wanna get over the highway, 101, but I can't find how to get to the other side
- improve light timing, close Cal Ave to car traffic and make it a pedestrian lane permanently, limit nonresident access to Foothill Park (only issue a certain number of permits)
- Improve roads
- Improve the roads - or get CalTrans to. El Camino is a nightmare! Build some affordable housing for our teachers, city workers, etc.
- Improve the streets.
- Improve the traffic safety, traffic flows, and criminal prevention methods.
- Improve traffic safety by attention to traffic lights and bike pathways
- Increase my driving opportunities.
- Just one?! enforced local speed limits and safety for walking at night/alone
- Keep cal ave closed to traffic forever
- less traffic (due to less businesses and residents)
- Less traffic congestion (without Covid reduction)
- Less traffic from non-residents.
- Less traffic, fewer cars. Forever. For a hundred reasons. Thank you.
- Manage traffic on Alma-safer left turns.
- More roundabouts add speed bumps on certain streets where people speed (eg. Hamilton Ave), close University Ave to redirect traffic.
- Pave the streets!!!!
- Post-COVID, reducing traffic overall.
- Reduce car traffic on Embarcadero Road - its a safety issue for cars backing off from homes situated on Embarcadero, and also affects air quality, noise levels and overall quality of life.
- Reduce car traffic.
- Reduce drive through, speeding traffic
- Reduce the non-covid-era traffic congestion/noise in PA.
- reduce traffic

- reduce traffic clogging on University Ave in afternoon-evening weekdays
- Reduce unnecessary road signs, traffic lights, or islands in residential area.
- Reduce/make safer traffic (by stopping dense housing, increasing work at home).
- Remove all the traffic cones at Middle Field and Seale. Lots of accidents - Dumb idea!
- Remove the "small traffic circles" that were recently installed (such as the one at Ross Road and East Meadows). They are dangerous to drivers and bicyclists.
- Remove the roundabouts along Ross. It was a waste of money and made the road more dangerous than before.
- Repair the roads.
- Residential street speed enforcement. People using WAZE to avoid stoplights race down our street (Webster near Oregon) at rush hour endangering anyone walking across the street or pulling out of their driveway.
- Ross Road should be a auto friendly street.
- Signs and Road improvement.
- Slow drivers down in all residential areas.
- Slow traffic down on my street (Channing Ave).
- solve the traffic problem
- stop sign enforcement, speed limit enforcement
- The conditions of our roads and streets is pretty sorry.
- traffic control
- Traffic control when schools are open people drive too fast.
- Traffic enforcement
- Traffic mitigation and appropriate Development growth
- traffic patterns to improve the safety of pedestrians and bicyclists while preserving residential streets

GENERAL GOVERNMENT OPERATIONS

- Better handling of COVID safety protocol.
- City council stop meeting behind closed doors.
- city council truly listen to the residents, not just say" collect feedback" but never take the feedback seriously.
- Ease of city council to listen and take action from citizens
- ELECT THE MAYOR by popular vote!!!!!
- fewer members of local government
- Fiscal responsibility & transparency
- Getting well qualifies persons to run the city..
- Give some sense of confidence that the city govt will spend $$ responsibility. I hear little confidence that dollars, such no hotel tax increase, for example, will be spent in any way that will benefit the city overall.
- Greater speed and effectiveness in processing issues and making decisions
- Have a city council that can make up their minds in a timely manner.
- I am happy with the cleanliness and surrounding beauty of Palo Alto. However, at some point, there is a diminishing return on efforts. How can community boards and commissions justify spending weeks of consideration and then 4+ hours of time debating whether someone should be allowed to build a basement where there is an old growth tree in their yard? There are other ways of solving a problem - eg. require the owner to sponsor planting 20-30 new trees in Palo Alto for potentially removing the old growth tree. The amount of time spent by the community fixated on a black and white solution translates directly into cost. Our community and commissions can spend time on more critical life altering issues such as how to ensure health and wellness, public transport, or fiber to the home. My family and I are US citizens who have lived around the world including the UK, Australia, and Hong Kong. No where else have I seen such a dysfunctional approach (where one small special interest group can commandeer so much time/energy/ cost) to managing a community for the broader good.
- I feel as if the City treats its citizens as impediments to their operations.

- I want city council make the decisions based on the P.A residents' opinion, not on option of Carts Council only!
- IMPROVE WEBSITE SEARCH FUNCTION.
- Increased concern for disabled, homeless, elderly, and low-income community members in city-wide policies and programs; consulting such individuals on their needs when making any/all city-wide policies and programs, as well as consulting them on existing policies and programs
- Less debates on various options (ex: Caltrain grade separation, Castilleja school expansion) and faster decision process.
- Less decisions made behind closed doors
- LESS IDENTITY POLITICS.
- less regulations on homes/businesses; schools are not as good as "hyped" especially middle-school; affordable home prices
- Make decisions in a more rational and timely manner using the best factual data available and not try to solve every problem residents bring to the City. Bring closure on matters unlike the instantly of some of the rail crossing decision making processes and the process used for the Castilleja CUP. Signs up for and against a decision for years simply divide the community. Delays are a way for particularly the Council to avoid a decision and placed the blame on others. Enough already!!!
- Make decisions on the wellbeing of the residents, not political pressure.
- Managing budget/spending
- more responsive planning department.
- Open discussions, no closed sessions.
- Reduce pay of city manager.
- Reduce percentage of budget spent on retirement benefits
- Reduce unnecessary city spending and the large number of full-time employees, to save money for emergencies like the current pandemic.
- Remove the bureaucratic firewall from the City's website that prevents one from talking to a public official about a complaint or request for service!
- Replace building/permit staff with competent and helpful employees.
- Replace the current City Manger via an open, wide, and competitive search.
- Serve the current residents, rather than pursuing broader political agendas
- Set out a vision or plan for the City - what are our priorities and how do we get there. Also, allowing for areas/spaces that are more family and kid friendly and less geared towards corporate or retirees. The parks are amazing but without bathrooms or nearby cafes they leave families without a place to really meet up (in non-Covid times) and spend a day.
- shorter council meetings
- spend tax money wisely, especially on education
- Stop wasting money on un-needed and fiscally irresponsible projects
- Take action and not dither eg. Electrification of Caltrain, hybrid learning, etc. we need more leadership, essentially listen to others make a decision and then explain the decision based on the inputs. For example a trench or tunnel for Caltrain will be very expensive (no way to fund) so present the viable options don't waste time.
- The city council needs to work together for the common good. Cut out the long meetings, prioritize goals, and get things done. More affordable housing, traffic control, transparency.
- transparency/accountability
- Transparent Council business and mindful of citizen concerns'
- using tax money better

DEVELOPMENT (OTHER THAN HOUSING)

- City needs to get in front of upcoming changes to commercial use of existing and new buildings. The old model of forced retail spaces is probably not what we need for the future.
- Create a citizen-focused development plan for the Fry's location that includes an abundance of affordable housing, gardens, and community meeting paints connected by pedestrian + bike paths.

- Create more pro-development sections in the city. Large office/mixed use.
- Discourage growth of large companies within the city: they can expand elsewhere.
- Encourage density along El Camino Real. Tall buildings and mass transportation = mini Manhattan.
- Less building of huge new developments like what is happening along San Antonio.
- Less commercial development
- Less dense development
- Less high density construction
- Less office space (address jobs/housing imbalance).
- Less tall buildings.
- Limit development
- Limit growth so we do not become even more congested
- limit new office space with all the traffic, housing, etc. issues that it creates
- No more "improvements" like the horrible Charleston Corridor.
- no more new businesses, no more dense housing and Less Traffic
- NOT TO OVER-BUILD
- Please focus on balance in new construction- Don't make El Camino Road a city scape of extra tall buildings.
- reduce density problem
- reduce expansion of Stanford University due to high traffic on surface streets
- reduce what buildout looks like....a lot.
- Spend less money on building and construction, and move that money to spend on people and making the city affordable for non-tech professionals.
- Stop building ADUs in residential neighborhoods where there really isn't enough space. Limit development.
- stop building and focus on long term residents needs
- STOP BUILDING MORE AND MORE OFFICE SPACE.
- Stop building multi-story buildings - Lower utility build and water charges.
- STOP building offices and rezone office land to accommodate affordable housing.
- Stop building on top of the side walk. Hard to enjoy the natural environment when a tall wall towers above the sidewalk.
- Stop building ugly high rise buildings in Ventura/ South Palo Alto. Also there is no sense of architectural unity or style. It feels like Developers are paying the city council to get what they want. Also need another public pool.
- Stop catering to big developers
- stop new businesses from opening in Palo Alto as there is already inadequate parking and housing for employees.
- Stop Over developing!!!
- Stop overbuilding!!!!!
- Stop overbuilding, control traffic congestion.
- Stop the overbuilding in P.A.

Safety, crime, policing and law enforcement

- 1 - Stop bike theft rings! I've had at least five bikes stolen from downtown / Cal Av over the years. 2 - Affordable housing / better support to vulnerable citizens
- Better crime prevention. Too much theft.
- Better lighting at night.
- Crime is a big problem. Lots of car break ins and too many housebreak ins and street robberies.
- Deal with burglaries better
- Do something about the increase in bulgaries
- Friendlier police force.
- Friendlier police.
- Having the police follow up with minor crime reports (theft, break-ins, ...). They couldn't care less.

- I want to see the city make more big changes to address policing concerns citizens voiced this past summer. Also still disgruntled by Ed's 10-day shutdown announcement - changes should be made to prevent such future actions.
- I would rework the Police budget so more resources are available for mental health services.
- Implement changes to hold police accountable (mandatory bodycams, longer training periods of 2+years, focus on reduction of use of force) to the public and set an example of how to do so for other small/medium sized cities.
- Improve the safety of our neighborhood
- Increase police presence
- Increasing safty level
- less crime
- Make PA safer.
- make Palo Alto a safe place to live
- More frequent Peace Officers patrolling neighborhoods for safety.
- More police presence in Downtown areas.
- No more racial profiling by police.
- Reduce property crimes, car break-ins.
- Reduce property crimes, Car break-ins.
- Reduce property crimes, car break-ins.
- safe neighborhood
- Safer place. (We lost a lot of packages, mails and bikes in 2020)
- Safer/less crime
- safety
- Safety
- Safety
- Security camera installation
- Solve bike theft problem. 3 bikes (locked) stolen my main transportation!!!
- STOP the crime, vandalism, theft, prowlers, robberies, break-ins. I am unlikely to install security cameras on my property because the police can't or won't arrest anyone.
- train police how to interact with people who are mentally ill

PARKS AND RECREATION AMENITIES/SERVICES

- 1. Not make unilateral decisions about Foothills Park. This issue should of been put on ballot and voted by community. 2. Palo Alto is top heavy in management and staff is well compensated, yet they constantly hire outside auditors to help make decisions. 3. Seems to be a disconnect if you have to ask residents feedback (this survey) on how they feel about Palo Alto.
- Cancel the opening of foothill park opening to the public. Put back only to PA Residence. I cannot get in park since opening to public. I am resident since "86". PA Residents should not have to pay to get into Foothill Park.
- Close foothill park back to residents only.
- Close Foothill Park to non-residents
- Close Foothill Park to non-residents
- Close Foothills Park to non-residents (Palo Alto spent the $ to purchase the land years ago and pays for maintenance). I shouldn't have to wait in line, make a reservation, get closed out, or pay a fee to use the park. Very unfair. Second item: improve code enforcement; in particular, faster response time.
- close Foothills Park to outsiders
- Enforcing leash and pick up rules in parks
- EXCLUSIVE RESIDENT USE OF FOOTHILLS PARK.
- FOOTHILLS PARK - HOW I WISH ITS NOT FOR PUBLIC.
- Get Foothill park back
- Guarantee access to Foothills Park on the weekend and every day. I already cannot go to Arastradero Preserve and Byxbee Park, because there is no parking. Now I can't go to Foothills Park on a weekend

middle of the day either. I am saddened that a park that I love and have visited many times, is now not available to me, yet I pay taxes to support it. It seems unfair, and I feel betrayed by the City Council for giving in to the lawsuit demands.

- Include more California native plants in city parks designs
- Keep Foothill Park resident only
- keep Foothills Park for Palo Alto residents only
- KEEP FOOTHILLS PARK FOR POLO ALTO RESIDENTS ONLY.
- Keep masses out of Park.
- Keep the Foothill Park residents only.
- Limit Foothills park residents on weekends.
- Make Foothills Park be for Palo Alto residents only
- More green areas.
- More off leash dog areas
- More parks
- More space for dogs to be off leash.
- More tennis courts
- open the park and open the public toilet with covid-care
- Please restrict non palo alto citizen's access to foothill park or come up with a method to guarantee palo alto citizen's access to foothill park all the time as before.
- Put Foothill Park back to the way it was
- Reclaim control of Foothill Park
- Re-close Foothills Park to non-residents. It's turned into a mob scene, parking is jammed so frequently that PA residents (who paid for it and still pay 100% of maintenance & fire protection) can't use it anymore.
- Recreation options.
- Resident only foothill park/Safe environment/Stanford Univ. is not your enemy. They are helping PA
- RESTORING FOOTHILLS PARK TO PALO ALTANS.
- Revise the recent change to Foothill Park, to allow only a certain number of public visitors per day. The park and nature preserve will be ruined if there is unlimited access and use by the general public. Numbers have been through the roof already, and that's not fair to the animals and nature that call the park home. If the city must allow the public, then some sensible rules should be put in place to put the health and well-being of Foothill Park first.
- Stop fighting about FOOTHILLS park-get it open to all. Pretty gross & petty.
- tennis court and swimming pool

CITY SERVICES, UTILITIES AND AMENITIES

- Buildout Fiber to the Premises (FTTP)
- Center for information to be available
- Change the library hold & pick up process implemented since covid. The four step process - place hold, get notice of hold ready, schedule appt, pick up books - is onerous and prevents us from actually being able to get books
- City Owned Fiber Internet
- City-owned fiber to the home
- city-owned last mile Internet hookups
- City-wide fiber internet. Bury the overhead powerlines.
- Deliver affordable fiber to all multi-family dwellings. Honestly, I can't believe that we don't have this already given Palo Alto's role in technology. I would vote for ANY candidate for City Council who promised to make this a top priority.
- Enforce mandatory removal of cars from street on "street cleaning days". Too many cars parked forever on street and city does not tow during street cleaning so street cleaning cleans the center of the street and does NOTHING for leaves & ... in gutter. Tow cars parked in the way of street cleaners! (Protect R1!)
- Free or low-cost of high speed internet access
- Gigabit internet

- HAVING A FUNCTIONING RECYCLING CENTER.
- I use SCC Libraty in Los Altos. Locatate a library satellite near Gunn High School. There was once one at old Terman School now Fletcher
- Internet speed could be greatly improved. Affordable housing.
- Less blackout, reliable electricity
- Make life easier for elderly males-On call or scheduled city cab service-
- More city jobs and apprentice programs.
- Move our libraries system into Santa Clara county libraries system.
- Municipal Fiber Broadband
- Open the animal shelter for shots and surgeries.
- Pay more attention to taxpayer funded services. They are paid for by taxpayers
- Pick up compost materials and trash at our driveway (have to take them down to the cul-de-sac now).
- Promote affordable fast internet to home
- Remove 5G cell towers and deny further 5G permits.
- Re-open library
- Restore AA access to Lucie Stern Community center.
- SUPPORT THE CREATION OF A PALO ALTO MUSEUM.
- Trim my city trees
- Underground our electric lines.
- UTILITY CITY OWNED INTERNET FIBRE PRICED <$60/MCH.

ADDRESS HOMELESSNESS

- A plan for the Homeless/campers on El Camino
- Address the parked RV trailers so many communities have gone bad and we are headed there.
- Better services for the homeless and unhoused
- Care for homeless
- Do not allow people to sleep in their RVs and leave trash in front of my house!!!!
- During this COVID period we are seeing an increase in the number of homeless in our downtown as well as an increase in those living in campers and cars. This is heartbreaking and certainly needs to addressed for the safety of all.
- Enforce the 72 hour Parking limit on major roads like El Camino. Remove the RVs that is becoming a dire situation and creating encampments near residential neighborhood. This is creating safety and hazard issues along with crime. Discouraging shopping and use of commercial business. . Please engage Stanford University-and take action otherwise this will threaten the vibrancy of Palo Alto. This will start driving out residences. We are looking to leave because the city and police are not willing to protect the neighborhoods and. Enforce the laws. Crime is increasing.
- Enforce the ban on RVs/trailers/sleeping on the streets!
- Fewer homeless people in the streets.
- Find compassionate solutions for the homeless population
- Finding solutions for homelessness (including RVs on streets)
- Get rid of all the RV Trailers taking over the neighborhood!
- Get the people living in RVs on economy Housing!!!
- Global solution to homeless problem.
- helping the homeless more
- Homeless people issues (especially along El Camino)
- Housing for homeless.
- I respect fiscal responsibility/also very very upset w/ the unsanitary conditions of vehicle dwellers on El Camino. Shut it down.
- I would like to see the homeless taken care of and off the streets and RV's off the El Camino
- Less homeless people in parks meant for children.
- relocate homeless RV's
- Remove Campers along El Camino, bikers don't belong on sidewalks.

- Remove motorhomes and trailers parked on city streets
- Too man RV's Parking in the streets.

SENSE OF COMMUNITY/COMMUNITY ACTIVITIES

- Community - lots of self isolated people that are motivated by self interest and not being neighborly. We should consider having neighborhood programs and fostering community initiatives (eg food drives, charitable giving, community improvement) to bring neighborhoods more common sense of purpose and responsibility to each other
- Create more opportunities for community connection & welcome diversity.
- Diversity
- Diversity of the residents
- Diversity.
- I would like to see more connectivity within the community.
- Improve community engagement among neighbors
- Increase the economic diversity of the population
- LESS ELITIST.
- less old, white, 'we're rich and snobby' pretentious attitude
- Lost more/ improve quality of city-sponsored events, like the chili festival.
- Make it welcoming people from diverse background
- More community building among the people.
- more community events to get to know neighbors
- more community events with notification of them
- more cultural diversity
- more cultural institutions and events
- more diversity and affordable housing
- More inclusive and outgoing - seems like city govt is a tight, small club; ditto for school parent organizations; police not very friendly for a relatively small and safe city; relatively few options for public arts and activities, etc.
- More music concerts in the park & theatre(musical).
- More things to do
- newcomer groups
- Organize a volunteer event to plant trees after the wild fires or around Palo Alto city limits
- Overcome NIMBYism and be more welcoming to a greater range of residents, including supporting more housing development
- Palo Alto feels elitist to me. Increase diversity.
- Quality street entertainment.
- WHEN A CITY TREE NEEDS REPLACEMENT, ALLOW RESIDENT CHOICES.

IMPROVEMENTS FOR WALKING AND BIKING

- better "highspeed" bike commute options. Today if i want to ride to work I hit stop sign after stop sigh OR I have to ride on busy "expressway" streets with cars moving 60mph+. I'd like an efficient corridor that keeps cyclists safe and separated (somewhat) from motor vehicles and provides for more efficient bike travel. If this were available I would ride to work far more often (like daily, whether permitting)
- better repair of sidewalks
- Better support of safe, nondriving forms of transportation.
- Bike lanes on El Camino Real- Norv's.
- BIKE ROUTES WITHOUT CAR TRAFFIC, E.G ALONG CREEKS. REPLACE DIESEL CALTRAIN W/ "GREEN GOAT" ELECTRIC LOCOMOTIVE UNTIL RAIL IS ELECTRIFIED.
- bike trail
- EASIER COMMUTE FOR PEOPLE WHO DON NOT OWN A CAR.
- easier to report trouble spots, including sidewalks that need repair
- Enforcing rules of the road for bicycles. It is not being done.

- Fix Sidewalks.
- Keep in mind that not everyone in this town is 30/40 years old and able to walk/bike everywhere. You don't have to be that much older (especially by the 50s) for hip, knee and other joint issues to kick in - especially if you've been athletic in younger years. I see a lot of decisions which presume that residents are capable of walking long distances when that is often not the case - without being defined as "disabled".
- More bike lanes would be wonderful.
- More bike paths.
- More bike routes
- More paved sidewalks! The neighborhood we live in (Green Acres, north of Juan Briones Elementary school) does not have enough paved sidewalks. I think there's plenty of space to install paved sidewalks in this neighborhood, and that would benefit the quality of life greatly.
- Repair crumbling sidewalks
- Stop prioritizing adult bicyclists and the street obstructions they demand.

PUBLIC TRANSPORTATION

- Better in town public transportation.
- Better public transportation
- Better transportation options for those who cannot drive in particular, but for all residents too so as to reduce single occupancy driving.
- Connect Cal train to bus service or increase parking. Male bullet train all the time every hour.
- Continues train service to SF
- Do a better job with public transportation.
- Expand free shuttle for high school students
- Have consistent scheduling for free shuttle; focus to affordability to live in Palo Alto.
- having a very usable bus system
- Make products market and bus service nearly my senior apartment building.
- More Bus stops near Residence.
- More buses. There are places you can only get to by car. I think that everyone should be able to take a bus and get to where they want to go with only a little walkings.
- More convenient FREE shuttles.
- More convenient public transportation
- Provide a way for workers to enter and exit the city without the use of cars.
- Public transportation.
- put the train underground
- Transportation options for Seniors
- Underground the trains

LOWER TAXES AND/OR UTILITY COSTS

- Affordability.
- Change electrical pricing so partially electric homes pay less than natural gas homes. So, add an electric appliance and pay less per kWh of electricity.
- I've lived in Palo Alto over thirty years and for me the escalating seasonal cost of utilities clearly should be curtailed as should the number of workers in the public utility system.
- Lower property tax
- lower tax
- Lower tax
- Lower utility bills; especially when you live on a fixed income.
- Lower utility rates, especially water
- payless in utilities and keep the library and foothill parks only Palo alto residents
- Reduce Local Property Taxes
- Reduce property taxes

- Reduce Property Taxes to offset elevated property valuations. The property taxes are the sole reason for us considering moving.
- Reduce taxes
- reduce the property taxes
- reduce the utility bill
- We should not pay for all utilities.

LOCAL BUSINESSES, RETAIL/SHOPPING OPTIONS

- Allow a private gym establishment like Equinox to open
- Attract more business or keep them in Palo Alto
- Better live music venues, bring back outdoor dining.
- Bring back and support more small businesses (Cal Ave, Downtown) to the downtown areas, for shopping/restaurants, services. etc. On Cal Ave I still miss Cho's dumplings, the Village Arts Stationary store, the photography store - it is so much more bland now with fitness, chains, and hair salons.
- Bring back shopping: gift shops, boutiques, bakery, etc. Clean sidewalks, create charm, etc.
- Bring more arts, theater productions, etc.
- Clean up of Camino ugly business.
- improve the look and feel and variety of businesses in south palo alto on el camino
- Keep things that have history and character like Stanford Theatre Frys.
- Make it easy for opening small stores.
- More music venues downtown that are not just jazz/classical. Need Americana/folk/roots music.
- more restaurants
- More retail businesses and affordable housing for city workers and teachers
- Open the businesses on university and allow dining at the parklets. The vibrancy of our town and economic health is at stake!
- Refocus on local, unique small businesses & less building.
- Return shopping-less restaurants-create charm! Clean sidewalks.
- Supermarket/s, less riding bikes in downtown and more convenient parking.
- Supporting our independent restaurants and retailers to get back downtown vibrancy.

DOWNTOWN IMPROVEMENTS

- A city less spread out, with a downtown rich in places of art and cultural events
- Allowing business in downtown to have tables on streets again
- Close off down town to traffic. Wash the sidewalks and remove homeless
- close university ave and California ave to car traffic
- Closing Downtown & Cal Ave for restaurants and better retail. Bike only streets to/from schools
- I'd love more pedestrian spaces (e.g. closing Cal Ave and Univ Ave to cars permanently)
- Keep retail on the ground floor of downtown!
- Keep the city clean and businesses vibrant. The open streets program on Cal Ave and University Ave was good. Make it permanent. Many of the questions in this survey were hard to answer since most of the services (library, arts, recreation, etc) were closed due to the COVID restrictions.
- Keep University Ave and California Ave vehicle free, there's a much nicer feeling to be able to walk, eat outside and socialize.
- Make University Ave a walking promenade (no cars)

PERMITS, CODE/ORDINANCE ENFORCEMENT

- Easier permits, more places allowed for night time astronomy in parks/ open spaces. Also stop package theft!
- Enforce leaf blower ordinances.
- Enforce the gas blower ban
- Faster permit approvals.

- Fix insane building code and permit process, and the horrendous anti-business and anti-development atmosphere. You pretend to be green and progressive, but low income or minorities must drive 50 miles to work here and can't dream of living here. Don't do stupid "affordable housing," just let people build, run businesses here. If that leads to traffic and parking, heck the more incentive to use public/bike. Maintain focus on safety, don't let a crime spiral start. Fix disastrous 10 year wait for airport hangars! Triple the rents, incent the people using it for storage and dead planes to leave. You get a lot of money, airport gets more functional. Win win!
- For the city to enforce codes on residential construction
- I wish that Palo Alto would enforce its gas leaf blower ordinance. It impedes my family's quality of life to be surrounded by gas leaf blowers -- I hear them in my home office, when I am out walking, when I go biking with my children, etc. The noise is intolerable, and the air is not healthy to breathe when they are blowing in my area. Palo Alto has had a law banning gas blowers for the last 15 years, and if it would just enforce the law, it would hugely improve the quality of life in Palo Alto. It would also advance Palo Alto's goals of reducing greenhouse gas emissions. As I understand it, Palo Alto issued just 1 warning and 1 citation for gas blowers in the entire city all of last year, despite hundreds of complaints. Enforcement is virtually non-existent. I do not understand why Palo Alto does not enforce the laws that it passes.
- Make code enforcement of leaf blowers, residential AND COMMERCIAL, along with construction hours and after hours noise issues, more of a priority and make it easier for a citizens' complaints to be addressed. Who really should a citizen contact in order for their complaint to be taken care of? Police dept. or Code Enforcement office? Along with this, when large commercial projects are being built close to an adjoining neighborhood, as an example, within the Stanford Research Park, there should be more awareness made as to the resulting impact of that project upon that neighborhood! The neighborhood should have a voice! For example, SandHill Properties promised the adjoining neighbors along Matadero Ave, the creation of a berm or buffer for the impact of their new building, at 3251 Hanover, upon those neighbors. After construction started, they eliminated the creation of a berm. This is so typical of SandHill. As you can see, I am very frustrated with the lack of code enforcement by the city. I live close to the Stanford Research Park. Should I really think that a code enforcement officer will address a noise or leaf blower issue after hours? Say on a Sunday or at 11:30 at night?
- Make it easier to get rid of California Land Oak Trees.
- Planning for remodeling be more flexible.
- SIMPLIFY PERMITTING AND BUILDING REPAIR PROCESS
- Streamline & speed up the building permitting process
- Streamline building/ remodeling reviews.
- Streamline the permit process so that people can fix up these old house.
- The building department needs to offer a way to help people with building requirements and issues. They are very difficult to work with; I have had issues with different projects over the years and find it difficult to get answers from the City.

SCHOOLS, PROGRAMS FOR CHILDREN

- (1)Better run public schools and more recreational opportunity for youth (2) address the homeless problem
- (Bring Children back to school)
- A better variety of programs for kids rent prices.
- After school care to be more affordable.
- For k-12 school - Raise tax on Corporations and lower tax on residents to attract more lower income and diverse residents.
- Improve rigor of PAUSD academics.
- In-person Education for kids.
- Invest in local public education.
- Invest more in K-12 education
- more public service for children like public preschools, sports and arts programs.

OVERALL APPEARANCE, CLEANLINESS, UPKEEP

- Build beautiful buildings.
- Clean the sidewalks, curbs-so much garbage.
- Clean up the freeway entrance trash.
- cleaner streets (more control on parking violations), trees maintenance, less traffic, less restaurants, more convenient stores. Palo Alto can not claim its reputation otherwise.
- Enforce cleaning around RV park on streets.
- Improving the maintainance and aesthetics of streets and public landscaping bordering streets. In many cases, this relates to affordable housing issues. e.g. remove RVs camped on El Camino and other city streets by offering other solutions.
- Keep clean Streets & sidewalks/house all homeless!
- More efficient tree care
- more trees
- More trees in mid to south Palo Alto
- Replace various street trees with magnolias and redwoods
- some trees died in the community garden and removed, please plant more trees
- Stop allowing such ugly architecture
- Tree and sidewalk upkeep.

PARKING CONCERNS

- free up the need of permit parking
- Make downtown parking easier
- MAKE PARKING AVAILABLE TO WORKERS.
- Make the parking situation easier/less costly for low income workers. When we are in a drought actually fine people who are still watering their lawns too frequently.
- More downtown parking.
- More parking downtown
- more public parking
- New buildings need adequate parking. Townhouse parking crowds our streets.
- Public residential parking is a mess-very limited availability.

REDUCE NOISE

- Airplane noise: there are way too many planes flying over the city, which not only making the outdoor activities not as pleasant as they should be, but also making people distracted even indoor.
- better noise restrictions (e.g. loud motorcycles and cars)
- FIX THE AIRPLANE NOISE OVER CRESCENT PARK! It has been years and there has been a lot of handwringing, but we still get woken up by commercial airliners EVERY NIGHT that fly at 3000 ft directly over our houses.
- Less aircraft noise once the Pandemic subsides and traffic increases. I have lived here for for over 40 years and the aircraft noise had become difficult to take. The City Council paints the picture that they have no control over the path and that's weak. We used to be a city that depended on the ability to get on an airplane and see our associates/customers on a moment's notice and the shift is radical, so most of the travel has been curtailed.
- Less noise - I live right next to Emhazades - it's quite noisy.
- quieter
- reduce air traffic - it's gotten terrible (before COVID) and the one thing that is likely to make me move away from Palo Alto
- reduce the environmental noises, such as new constructions,.
- reduce the noise of Caltrain horns at signal crossings

OTHER

- Allow Castilleja to modernize their campus.
- Approve the Castilleja project! This has lasted FAR too long, and the school has demonstrated its ability to mitigate all impacts.
- At 88yrs old my health prevents most activities.
- change political climate from flaming liberal to conservative.
- Create a more cooperative relationship with east Palo alto to raise their standard of living and the appeal of the "east side".
- Expected Vaccine distribution.
- Fewer people.
- Financial support for pets in need - as promised!
- force new jobs to leave and reverse the trend of increasing population density
- Give me work.
- Improve quality of public art.
- Improve the livability of palo alto
- living wages for those of us who earn less than $100.000 a year
- MORE SURVEYS!
- NEGOTIATE LESS LOW FLYING AIRCRAFT TO SFO.
- OPEN UP!!!
- Reduce Black & Hispanic racial biases-increase really affordable public housing
- Reduction in size of city state-and [?].
- Return to self-sufficient town('70s'), QUIT A BAG!
- Settle train crossings question.
- shorter surveys and better sidewalks
- Talk about the high pension costs that are driving out other spending.
- The art commission needs to choose more art and less idiotic things.
- Vaccinate all of us ASAP against COVID-19.
- Weird to say, I am new to the area. I would suggest tires for bike programs and diversity.
- Why are you conducting this survey in a Pandemic about getting together and services when we are at home sheltered?
- Work on eliminating staff at huge pensions.

NOTHING/DON'T KNOW

- na
- No change needed.
- Don't know.
- Maintain status quo.
- Don't know.
- I have loved living here the past 12 years downtown. You do a great job!
- NO IDEA.
- To old to thinging this.
- None
- N.A.
- Difficult to answer
- I guess I am happy enough.
- Appreciate all we have
- You are doing great I have no suggestions at this time
- Stay afloat-- I know this year has been hard in so many ways, including financially.
- No idea
- Don't know
- I have only lived here 2 weeks, so I can't really say. People seem friendly and open to international people (I am a US citizen, though I have lived abroad for 10 yrs)
- nothing
- no ideal

Question 18: 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

- *PARKS !!*
- Access to local parks.
- beautiful parks and wonderful libraries
- Cares for trees.
- City has nice parks, definitely keep that up
- City Park System with variety of recreation possibilities.
- city parks and activities
- City Parks and increased investment in libraries to broaden their offerings
- CITY PARKS.
- CITY PARKS-BETTER UP-KEEP NEEDED.
- Cleanliness of the streets of Palo Alto.
- Emphasize parks and open spaces--with the caveat that protecting the Foothills preserve needs to be significantly improved now that it is broadly open
- enviroment
- Environment
- excellent parks
- Excellent parks and open spaces
- Focus on the environment
- Foothill Park
- Foothills Park a real gem and should carefully opened up to others with a plan to minimize damage from overuse
- General greenery and outdoor spaces like parks
- Good attention to the natural environment.
- Good maintenance of landscape and trees in general. Good city utilities management not forgetting good schools.
- Good parks
- Good parks.
- Great neighborhood parks!
- Great outdoor spaces -- parks, trails, and foothills
- Green environment of Palo Alto- Parks, paths and street trees
- green environment, nice and safe neighborhood
- Green space
- Green space and trees
- Green trees.
- I like the development of the pollinator gardens over the last few years. I helped plant on Guinda St. and by the library. I hope you continue to support this program.
- I like the parks
- I love our network of parks. I am happy we have our own utility company. This was a difficult survey to respond to, given that we've been in SIP for 10 months!
- It is wonderful that we work so hard to protect the trees, both street trees and heritage trees. Our urban forest is the thing I like most about Palo Alto, and it really makes Palo Alto unique.
- It's parks & libraries.
- It's parks are amazing and the weekly refuse collections are also great, keep up the great work!
- Keep city parks clean, repaired and change more for non-residents to foothill park.
- keep up the parks
- LOTS OF GREEN.
- love our open space (baylands, pearson, foothill) and trails; wish there were more!

- Lovely parks and open spaces. I hope Palo Alto is able to cap visitors to Foothill park at a low level (e.g. only what is supported by the parking lots and NOT parking along the roadsides) now that it is open to all.
- Maintain parks
- Maintain parks and recreations areas.
- Maintain the open spaces
- Maintain the parks and the bike paths, this allows for the opportunities to use your bike to go to different things.
- Maintaining all the parks and libraries
- Maintaining and promoting its parks and open spaces
- Maintaining green spaces
- maintaining preserves - especially Foothill Park, Byxbee park, Aratstradero
- Maintaining the # of parks and library services.
- Maintains Trees. This survey was way too long! Sheesh!
- Maintenance of local trees
- Maintenance of public parks
- Natural Environment.
- Natural preserves.
- Nature preservation
- Open & green spaces.
- Open natural space
- open space and natural environment
- Open space preservation
- Open space, Parks, Libraries.
- Open space/parks/libraries/schools.
- Open spaces
- Open spaces & parks are beautiful. Libraries are amazing. Organized garbage pick up is so good compared to other towns we've lived in.
- Open Spaces, Parks, etc.
- Outdoor recreation opportunities and venues (parks, open spaces, bike-friendly routes)
- overall appearance of greenery along streets and parks
- PARK ACCESS.
- Park and open space
- Park and open space.
- park maintenance
- park services
- Parks
- Parks
- parks
- Parks
- Parks
- parks
- parks
- Parks
- Parks
- Parks & open space.
- Parks & Recreation
- Parks & recreation including libraries.
- Parks and biking friendly.
- Parks and Libraries
- Parks and libraries
- Parks and libraries are top notch
- Parks and natural environment are well maintained.
- Parks and nature

- Parks and Open Space
- Parks and open space.
- Parks and open spaces
- Parks and open spaces for hiking & biking etc.
- Parks and Rec department does a good job. The city needs to put some more money into maintaining Rinconada Pool though.
- Parks and Rec is great.
- Parks and Recreation
- Parks and recreation
- Parks and recreation.
- Parks and street trees. Free downtown and CA Ave parking.
- PARKS ARE BEAUTIFUL.
- parks are clean, well maintained and nice
- parks are nice
- Parks are nice and clean.
- Parks are well maintained. (Though we need a better system for managing time on tennis courts). Also love feeling safe and knowing we have a great police force.
- PARKS WITHIN NEIGHBORHOODS.
- Parks!
- Parks!
- Parks, open space, safe biking
- Parks, open spaces, baylands, etc
- Parks, open spaces, landscaping, walking paths and bike lanes.
- Parks, Playground.
- Parks, recreational services, environment.
- Parks, sidewalks, and environment
- Parks.
- Parks.
- Parks.
- PARKS.
- Parks.
- Parks.
- Parks. We need to have parks and open spaces.
- Personally, I am delighted that Foothill Park is FINALLY open to non-resident people. Also that Buena Vista mobile home park is still in Palo Alto.
- PICKLEBALL COURTS AT MITCHELL PARK.
- pleasant environment, e.g. parks, trees,
- Preserving and maintaining natural spaces
- Preserving trees.
- Protecting and restoring green spaces and natural environments.
- quality of parks and green spaces
- Quality of the parks.
- Really nice parks, public safety
- reserve the nature
- Taking care of our trees.
- Taking care of parks
- Tennis courts
- The city does a great job at maintaining our parks, trees and natural environment. These are all key to Palo Alto's culture and natural beauty.
- The excellent park and library services.
- The open spaces are very good.
- the parks and open nature areas
- the parks are outstanding and very important

- The parks are typically well maintained
- The parks.
- The street trees
- The trees are greenery.
- The trees.
- Tree maintenance
- Trees
- Trees, Natural settings - Love F.H park, mad parking there and Bayshore is lousy.
- Upload and maintain-it's "built environment". Very good at trees too!!
- urban forest
- Variety & quality of parks.
- Well cared for parks.

SAFETY SERVICES

- AMBULANCE SERVICE.
- Beautiful environment
- CERT
- Community safety.
- Crime control
- crime control
- Emergency preparedness: police and fire work very well w volunteers
- emergency services
- Emergency services.
- Ensure safety
- Excellent police fire protection & best sanitation crew in the country.
- feeling of safety in palo alto
- feeling of safety, cleanliness of the city, community feeling
- feels safe.
- fire department.
- Its natural environment
- Keep the city safe and beautiful
- keeping crime rate low
- Keeping the community safe.
- Maintains the parks nicely
- palo alto citizen's safety
- Palo Alto Fire and Police Departments are both excellent
- peace
- PEACE & ORDER.
- Police & fire dept.
- Police and safety! Thank You!
- Police force
- Police Force - Yeah.
- POLICE PRESENCE & FUNDING.
- police response time
- Police support
- Policing seems pretty good
- Providing a safe place to live.
- public safety (fire and police)
- Public safety quality (police, fire etc)
- PUBLIC SAFETY SERVICES.
- Public safety, (fire and police), street tree program
- Public Safety.

- Public safety. We feel safe here and want to continue to do so.
- Safe community
- Safe neighborhoods
- safe, active environment
- safety
- safety
- safety
- safety
- safety
- Safety
- Safety
- safety - crime
- Safety - Police and Fire
- Safety.
- Safety.
- Safety.
- safety.
- Taking care of natural preserves
- The police.

LIBRARY

- good libraries and art programs
- Great Paramedic Service
- Great schools, good resources, good community of people.
- I LOVE our local libraries and use them very frequently
- I love the library system.
- Its libraries
- libraries
- Libraries
- Libraries
- libraries
- libraries
- libraries
- Libraries
- Libraries
- Libraries
- Libraries
- libraries
- libraries (although access during COVID-19 is challenging)
- Libraries and city recreation services
- Libraries are phenomenal!! Thank You. Create a citizen-focused development plan for the Fry's location that includes an abundance of affordable housing gardens.
- Libraries, EMT, Police.
- Libraries, parks and schools
- libraries, parks.
- Libraries, Rec. dept., Utility billing, Street cleaning, Parks.
- LIBRARIES, SCHOOLS K-12 MODERATE GROWTH.
- Libraries.
- Libraries.
- LIBRARIES.
- Libraries.
- Libraries.

- Libraries.
- Library
- Library
- Library
- Library and art center
- Library and park services
- Library and parks are important public services.
- Library and rec dept services
- Library services are very good
- Library services; fire safety
- Library service--though it's limited right now & somewhat difficult to access. If we may have 2 things to mention, the other would be that the City continue with its weekly updates re. Covid pandemic....info is always read in our household.
- Library system
- Library system, all branches open
- LIBRARY!
- Library, parks, schools
- Library, schools, parks, activity programs.
- Maintain libraries and parks
- neighborhood library branches; clean parks; good walking & biking around town
- Our Libraries.
- Planting and maintaining trees
- Safety
- The libraries are very good!
- the library
- The library and park systems are fantastic here.
- The library is pretty great. More affordable camp options.
- The library system has been excellent in adapting during COVID-19
- The public libraries are outstanding. We also look forward to the re-opening of the Junior Museum and Zoo.
- Vibrant, diverse library services.

UTILITIES

- City owned utilities
- City services such as utilities and parks
- City utilities and parks/natural areas
- City Utilities.
- City utility services
- Close to my job and the water and the utility is good.
- General services (i.e., Palo Alto Utilities, fire/police, medical)
- Good public utilities
- Good public utilities and maintenance of roads/sidewalks.
- Good utilities and public safety.
- Having their own utility company with sustainable options
- I admire our ability to utilize 100% renewable resources for electricity
- It's great that the city owns and operate the utilities, and keeping the cost low.
- It's own utility company.
- Keep Palo Alto utilities.
- Manage utilities.
- Owning utilities.
- Palo Alto Utilities service is doing well.
- Provide utilities and garbage collection.

- public utilities are good, but need better/universal high speed internet
- Public utilities.
- Utilities
- utilities
- utilities
- Utilities and cultural opportunities
- UTILITIES AND ENERGY DEVELOPMENT.
- Utilities and recreation services
- UTILITIES AND SERVICES.
- Utilities are a good value. Overpayments should be returned to residents.
- Utilities are done pretty well
- utilities are excellent
- Utilities management.
- Utilities work quite well.
- Utilities! Libraries!
- Utilities, public safety
- Utilities.
- Utilities. FIBER PLEASE
- Utilities. Schools.
- Utility Dept.
- Utility independence from PG&E
- Utility service and responses.
- Utility services
- Utility services
- UTILITY SERVICES & PUBLIC SAFETY (POLICE & FIRE).
- Utility services. The infrastructure nobody notices until it breaks.

SCHOOLS AND EDUCATION

- education
- Education
- Education quality.
- Education.
- Education. Excellent teachers and curriculum
- Educational system
- Excellence in educational opportunities for all ages
- Good schools
- good schools
- Good schools.
- Great schools and public facilities including parks and libraries
- Great Schools.
- Great schools.
- Great services for children! I love the Palo Alto libraries, the Junior museum, the recreational programs, and the various parks and open spaces. Palo Alto provides great services for kids!
- I love the schools. Thank you!
- It's schools and adult educational programs.
- K-12 Education
- k-12 Schooling
- Maintain school system quality
- Public education
- Public education and public library services are critical
- Public education.
- Public facilities (schools, libraries, and parks).

- Public school quality
- public schools
- Public Schools.
- Quality of public schools. We have been very happy with elementary and middle schools so far!
- Quality of schools(when in person)
- Quality schools
- school district
- School education/bring children back to school.
- Schools
- Schools
- Schools
- Schools, Libraries.
- Schools, Libraries.
- Schools, parks.
- Schools, parks.
- Schools.
- Schools..
- Schools/education opportunities.
- Supporting education.
- The educational values.
- The city does schools and utilities very well.
- The elementary schools are great!
- The public schools. The quality of education at Pally is by far the most valuable public service.
- The quality of residential neighbours and education.
- The schools.

Sense of community, community activities, and recreation

- Recreation [?] and opportunities.
- Activities for children K-12 focus of our children. Good Job.
- Friendly Atmosphere.
- Palo Alto offers great Arts & Culture opportunities.
- Farmers markets.
- Resend street art was interesting and encouraging to young participants.
- Neighborhood involvement.
- You have wonderful classes and community recreation.
- Arts and culture, Parks.
- Farmers Market.
- access to various recreational centers and parks
- cultural and art activities..
- Lucie Stern community center and all the activities/classes/theater shows that happen in that complex.
- Rents out space at Cubberley for a variety of activities and programs.
- The downtown Saturday market is often one of the highlights of my week
- The City's approach to pickleball has been great.
- Diversity of residential population is welcomed.
- A feeling of community-- maybe it's just here in Midtown, but when there's no COVID, I love waving at my neighbors, having block parties, etc.
- I appreciate the city's efforts to provide opportunities for involvement for people of all ages in civic, cultural, and recreational life.
- Recreation Programs
- diversity and cultur
- Cultural events
- Clean up days.

- Affording excellent recreational and civic opportunities
- community in general
- Arts and art lesson opportunities
- Recreational facilities
- farmers markets

CLEANLINESS OF COMMUNITY

- clean and neat streets.
- clean and safe
- Clean green environment friendly and safe.
- Clean streets
- clean streets
- Clean streets and town.
- Clean streets.
- cleaning up street garbage
- Cleanliness, police service and fire stations
- General cleanliness, the safety of the community.
- keep the street clean
- Keeping city clean
- Keeping our city clean & free from trash.
- keeping the neighborhood parks clean and safe.
- Keeping the streets & sidewalks clean. It's a very clean & well kept city with very few exceptions.
- Keeping things tidy.
- maintaining a clean, safe, walkable community
- Overall, the city is clean.
- Quiet and clean environment.
- The city does a good job with keeping it clean
- The cleanliness of the environment
- The parks & streets are super clean! Great job!
- Trash and litter pick up.

ABILITY TO GIVE INPUT AND COMMUNICATION WITH GOVERNMENT

- Adequate info on what's going on in city govt from local papers and news like PA Weekly and PA Online.
- Asking residents to participate in council meetings
- attending to feedback if residents
- Communicate to residents
- Communicate what is happening with utilities, recycling, etc.
- Communication as well as opportunities to participate in local governmental issues, education, cultural events and the arts.
- Communication with citizens
- Community engagement.
- community surveys
- engagement of residents
- engaging residents
- Good job being organized and communicating information
- High standards in accepting community input without slowing down the process.
- Informs citizenry.
- listening to residents ideas/suggestions
- Listens to residents
- Open Government/ Public Safety.
- Providing useful information re public services, etc.
- Response to community member inquiries. It is excellent.

- Sharing/notifying City's decision/directions immediately. I believe the transparency around public services is the key to the trustful community.
- SURVEYS.

General City services

- Animal Shelter and services (Pets in need now).
- basic city services
- Basic city services work pretty well.
- Cit services.
- DRINKING WATER.
- Drinking/tap water is absolutely amazing
- Excellent recycle programs and education (best at early elementary and high school level)
- Garbage Collection
- Good water quality
- Its recycling program is top-notch.
- Most services that are needed on a daily basis.
- municipal services are good
- Over all city services
- Palo Alto has a good animal services division. Support this to the fullest extent possible
- Public services and amenities
- Public works
- Quality service
- Recycle program.
- Recycling
- Recycling Waste Removal.
- The city government does an excellent job of managing services (utilities, trash, street cleaning, library).
- The extra pick up on garbage day
- Waste management and recycling.
- water quality
- Weekly garbage, recycling and compost pickups and street sweeping.

Street maintenance

- A luxury to have street sweepers, maintaining parks except for Foothill Park now due to increased usage.
- cleaning streets and fast emergencies.
- Maintenance of city streets.
- Maintenance of streets, parks, grocery.
- Our streets are well maintained and and the natural surrounding, trees, and city parks are beautiful.
- Parking downtown being free and accessible, maintenance of city streets.
- Road maintenance
- Street and park upkeep, utilities availability, solar deployment
- street cleaning
- STREET CLEANING.
- Street cleanliness.
- Street maintenance and cleaning
- Street maintenance and services, utilities excellent.
- street pavement
- street sweeping
- Streets Cleanness.

Ease of bicycle travel

- Access to Bike paths is easiest.
- bike paths, roads, and boulevards, love that

- Bike routes
- Bike-ability. It makes this a great place to live, please keep that up!
- Biking infrastructure
- City is very bikeable
- good biking environment
- Keep developing bike boulevards
- Maintaining bike lanes all over the city
- The city is very bike friendly so I ride my bike to work and to do much of my grocery shopping.

GOVERNMENT/LEADERSHIP

- ARCHITECTURE BOARD.
- City is well run
- Code enforcement by at least one employee-he was good.
- Excellent customer service from City staff and utility rates.
- Excellent staff response to residents.
- In the past, the city did a great job of looking ahead - city-owned utility which seems to be much better than PG&E, designing the libraries, parks, recreational facilities; and creating vibrant retail/restaurant areas. I'd like to see that continued forward-thinking continue. We already seem behind in an area like fiber internet - which is not critical infrastructure. Undergrounding utilities has also disappeared - after some areas of the city benefited from it, and to the detriment of the areas that didn't. We need to keep pushing forward on initiatives that are designed to improve the city - and lead surrounding communities rather than follow. That also includes thinking creatively to incorporate affordable housing.
- Response to service requests.
- Responsiveness to significant issues
- The city works hard to resolve issues.
- Transparency

EVERYTHING/GREAT PLACE TO LIVE

- All is good
- Balanced Lifestyle, regarding Parks, recreational sidewalks, downtown. I like Palo Alto and I do not where else to reside at this time.
- City has succeeded overall in creating a great place to live.
- City is doing well in building restrictions, public safety, and utilities services. Green/natural reservation and environmental protection are also necessary to maintain well.
- everything
- Everything is fine just the way it is.
- I think the city does the majority of things fairly well.
- I would not want to live anywhere else.
- Lots of people want to live here. Keep up those qualities - many are intangibles. Some examples - Good schools, single family zoning, nice people, safe.

DOWNTOWN AREA

- downtown atmosphere
- DOWNTOWN CHARM.
- downtowns (of course, pre-pandemic)
- Free downtown parking and expand
- Good planning, nice downtown
- I like downtown.
- I think the City has a vibrant downtown, beautiful open space, and offers fantastic educational opportunities.
- Keep the vibrancy of downtown - which will be a challenge post-COVID
- Maintains downtown.

- Supporting downtown businesses, both Downtown and Midtown.
- Thriving commercial area/business/ downtown clean city, nice parks, great schools.
- vibrant downtown for residents

OTHER

- All the ones I marked essential
- As someone who had to learn survey design.... this survey was suboptimal
- available parking
- Buena Vista mobile home park.
- Built environment.
- Closing down University to allow the businesses the numbers of tables outdoors while we avoid indoor dining
- Closing the streets to cars for walking and restaurants has been a real positive in 2020. I'd like to see this continue.
- Economy.
- Good balance in quality fo life
- Green electricity
- green energy
- Healthy environment.
- I don't think I can answer that. Palo Alto has a lot of really smart people who are unwilling to compromise because they know they know best. Our motto is, "Why shouldn't the perfect be the enemy of the good."
- Investing in community, forward thinking, anticipating future needs.
- Landscaping.
- Local newspaper Local TV Stations.
- One thing the city has done is to turn Palo Alto into a version of CANYON LANDS- But I would not care to see it get any worse- Used to be able to see something other than tall buildings- Now the Cemetery is the only place from which I can see the evening fog roll in-----
- Peace & quiet environment.
- Planning to replace "at grade" train crossings with safe crossings for cars, bikes and pedestrians.
- Presents well to the outside world
- Progressive outlook to protect the environment
- Protection of historic buildings- Keep this strong and make it strong!
- Providing special services and opportunity for senior citizens safety with COVID 19
- Quality employment opportunities and open space.
- Reducing greenhouse gas emissions.
- residential and public area hygiene
- Service to community
- Support for aging in place
- support of recycling and trend toward more sustainable society
- The development center, the responsiveness of planners.
- Traffic is well organized, schools are strong point, city utilities well organized, number of parks is plentiful.
- Working towards a long-term solution to the Chaucer-Pope bridge

DON'T KNOW/NOTHING, NEGATIVE COMMENTS, ADDITIONAL IMPROVEMENTS

- Avoid rapid growth.
- better traffic flow management -- traffic circles in major and lesser intersections
- CONTINUE & EXPAND ELECTRIC TRANSPORTATION, EG E-BIKES.
- continue improving traffic flow
- Continue to invest in renewable, environmentally friendly energy.
- Don't know.
- Electing 'yes' folks to run the city...
- facilitate recycle programs and keep nature spaces

- focusing on keeping Palo Alto a safe place to walk around and have a family.
- Homeless services. We need to maintain what we do--Opportunity Center, Downtown Streets--and also INCREASE--go back to our roots. We used to have a number of residential hotels and really try to include and welcome our homeless citizens.
- I am sick of this city. At this time nothing. The city is refusing to support the police department and enforce laws. Homelessness is the biggest issue right now.
- I don't know.
- Keep buildings low.
- Keep focusing on keeping city accessible by bikes, and other non-driving modes of transportation.
- Keep foothill for residents
- Keep Foothill park for residents only.
- Keep homeless population down.
- Keep neighborhoods walkable.
- Keeping utilities as inexpensive as possible
- Keeps the city feeling like a first rate community.
- less focus on business development; more attention to residential issues
- Make the City-Wide Garage Sale an annual event!
- More pedestrian and bicycle safety outreach, education, infrastructure and encouragement.
- na
- No additional subsidized rental units to ensure a safe environment. Exceptions for elderly & disabled!
- No idea.
- NO IDEA.
- no ideal
- None
- not mush comes to mind
- Not Sure.
- Nothing
- Nothing
- Nothing.
- Nothing. Will leave the state when have funds!
- overgrown vegetation from homeowner on to the sidewalk
- Please keep tree maintenance and urban canopy preservation top priority. My hometown of Newark, CA has almost a complete lack of trees in the city and every time I visit, it feels like an utterly dismal place. Trees really, really do make a difference!
- Police and Fire services are essential, focus on that for a change
- Recycling. I think Palo Alto needs to revive a method to collect aseptic items and styrofoam, even if they don't recycle it, they could contract with other external recyclers
- Support and increase funding for public safety
- Support the parks and rec resources
- The City Counsel (sp?) certainly does very well at discussing and debating a subject to the point of dragging out decisions for months. I guess that is a good thing? yes/no?
- The importance of maintaining the overall beauty of our foothills and residential areas when it comes to any new commercial and new residential construction.
- They used to provide fair priced utilities. What went wrong?
- Things are ok.

RESPONSES TO OPEN-PARTICIPATION, COMMUNITY-WIDE SURVEY

About the Open-Participation Online Survey

After the data collection period for the random-sample, mail-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 January 25 - February 8, 2021 and 157 surveys were received. This report contains the results of this opt-in administration of the 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 2017 American Community Survey estimates for adults in the City of Palo Alto. The results of the weighting scheme for the opt-in survey are presented in the following table.

TABLE 88: PALO ALTO, CA 2021 WEIGHTING TABLE

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	45%	20%	40%
Own home	55%	80%	60%
Detached unit*	58%	82%	63%
Attached unit*	42%	18%	37%
Race and Ethnicity			
White	68%	77%	74%
Not white	32%	23%	26%
Not Hispanic	95%	95%	95%
Hispanic	5%	5%	5%
Sex and Age			
Female	52%	65%	53%
Male	48%	35%	47%
18-34 years of age	22%	4%	17%
35-54 years of age	41%	29%	43%
55+ years of age	37%	67%	40%
Females 18-34	10%	2%	8%
Females 35-54	21%	21%	23%
Females 55+	20%	42%	22%
Males 18-34	12%	2%	9%
Males 35-54	20%	7%	20%
Males 55+	17%	26%	18%

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

Results Tables

TABLE 89: QUESTION 1 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate each of the following aspects of quality of life in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Palo Alto as a place to live	22%	N=34	62%	N=97	15%	N=24	1%	N=2	0%	N=0	100%	N=157
Your neighborhood as a place to live	32%	N=50	52%	N=82	13%	N=21	2%	N=3	0%	N=0	100%	N=157
Palo Alto as a place to raise children	30%	N=47	35%	N=55	15%	N=24	11%	N=18	8%	N=13	100%	N=156
Palo Alto as a place to work	15%	N=24	40%	N=63	14%	N=21	6%	N=10	25%	N=39	100%	N=157
Palo Alto as a place to visit	11%	N=17	40%	N=63	38%	N=60	6%	N=10	5%	N=7	100%	N=157
Palo Alto as a place to retire	13%	N=21	23%	N=36	26%	N=41	24%	N=37	13%	N=21	100%	N=155
The overall quality of life in Palo Alto	13%	N=21	63%	N=98	18%	N=28	5%	N=8	1%	N=1	100%	N=156

TABLE 90: 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	22%	N=34	62%	N=97	15%	N=24	1%	N=2	100%	N=156
Your neighborhood as a place to live	32%	N=50	52%	N=82	14%	N=21	2%	N=3	100%	N=157
Palo Alto as a place to raise children	33%	N=47	38%	N=55	17%	N=24	12%	N=18	100%	N=143
Palo Alto as a place to work	20%	N=24	54%	N=63	18%	N=21	8%	N=10	100%	N=118
Palo Alto as a place to visit	11%	N=17	42%	N=63	40%	N=60	6%	N=10	100%	N=150
Palo Alto as a place to retire	15%	N=21	27%	N=36	30%	N=41	27%	N=37	100%	N=134
The overall quality of life in Palo Alto	13%	N=21	63%	N=98	18%	N=28	5%	N=8	100%	N=155

TABLE 91: QUESTION 2 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	16%	N=25	38%	N=60	33%	N=51	13%	N=20	0%	N=0	100%	N=157
Overall feeling of safety in Palo Alto	29%	N=46	56%	N=87	14%	N=21	1%	N=2	0%	N=0	100%	N=156
Overall quality of natural environment in Palo Alto	29%	N=46	60%	N=94	6%	N=9	5%	N=7	0%	N=0	100%	N=157

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 health and wellness opportunities in Palo Alto	26%	N=40	56%	N=88	13%	N=20	3%	N=5	1%	N=2	100%	N=157
Residents' connection and engagement with their community	6%	N=10	42%	N=65	41%	N=64	11%	N=17	0%	N=0	100%	N=156

TABLE 92: 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)	16%	N=25	38%	N=60	33%	N=51	13%	N=20	100%	N=157
Overall feeling of safety in Palo Alto	29%	N=46	56%	N=87	14%	N=21	1%	N=2	100%	N=156
Overall quality of natural environment in Palo Alto	29%	N=46	60%	N=94	6%	N=9	5%	N=7	100%	N=156
Overall health and wellness opportunities in Palo Alto	26%	N=40	57%	N=88	13%	N=20	4%	N=5	100%	N=154
Residents' connection and engagement with their community	6%	N=10	42%	N=65	41%	N=64	11%	N=17	100%	N=156

TABLE 93: QUESTION 3 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Palo Alto to someone who asks	23%	N=35	41%	N=65	21%	N=33	15%	N=24	0%	N=0	100%	N=157
Remain in Palo Alto for the next five years	41%	N=65	27%	N=42	15%	N=23	14%	N=21	4%	N=6	100%	N=157
Recommend Palo Alto’s libraries to friends	60%	N=94	21%	N=32	8%	N=12	3%	N=5	8%	N=13	100%	N=157

TABLE 94: 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=35	41%	N=65	21%	N=33	15%	N=24	100%	N=157
Remain in Palo Alto for the next five years	43%	N=65	28%	N=42	15%	N=23	14%	N=21	100%	N=151
Recommend Palo Alto’s libraries to friends	65%	N=94	22%	N=32	8%	N=12	4%	N=5	100%	N=143

TABLE 95: QUESTION 4 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Making all residents feel welcome	14%	N=23	31%	N=49	20%	N=32	30%	N=47	5%	N=7	100%	N=157
Attracting people from diverse backgrounds	15%	N=23	23%	N=35	22%	N=34	35%	N=55	5%	N=8	100%	N=156
Valuing/respecting residents from diverse backgrounds	16%	N=25	28%	N=44	27%	N=42	23%	N=36	6%	N=10	100%	N=157
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	4%	N=6	23%	N=36	37%	N=58	28%	N=44	8%	N=13	100%	N=157

TABLE 96: 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	15%	N=23	32%	N=49	21%	N=32	31%	N=47	100%	N=150
Attracting people from diverse backgrounds	16%	N=23	24%	N=35	23%	N=34	37%	N=55	100%	N=148
Valuing/respecting residents from diverse backgrounds	17%	N=25	30%	N=44	29%	N=42	24%	N=36	100%	N=147
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	4%	N=6	25%	N=36	40%	N=58	30%	N=44	100%	N=144

TABLE 97: QUESTION 5 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall quality of business and service establishments in Palo Alto	18%	N=28	56%	N=88	24%	N=38	1%	N=1	1%	N=2	100%	N=157
Variety of business and service establishments in Palo Alto	15%	N=23	31%	N=49	43%	N=67	10%	N=15	1%	N=1	100%	N=156
Vibrancy of downtown/commercial area	10%	N=16	42%	N=65	33%	N=52	13%	N=21	2%	N=2	100%	N=157
Employment opportunities	19%	N=30	33%	N=51	23%	N=37	7%	N=11	18%	N=28	100%	N=156
Shopping opportunities	16%	N=25	51%	N=79	21%	N=32	8%	N=13	4%	N=6	100%	N=155
Cost of living in Palo Alto	0%	N=1	3%	N=5	23%	N=36	74%	N=115	0%	N=0	100%	N=156
Overall image or reputation of Palo Alto	20%	N=32	35%	N=56	33%	N=52	9%	N=15	1%	N=2	100%	N=157
Ease of travel by bicycle in Palo Alto	29%	N=45	33%	N=51	20%	N=30	11%	N=17	7%	N=10	100%	N=155
Ease of walking in Palo Alto	34%	N=53	46%	N=71	16%	N=26	4%	N=6	0%	N=0	100%	N=156
Variety of housing options	2%	N=3	18%	N=28	30%	N=46	47%	N=73	4%	N=7	100%	N=157
Availability of affordable quality housing	1%	N=2	8%	N=13	11%	N=18	73%	N=114	6%	N=9	100%	N=156
Recreational opportunities	18%	N=28	60%	N=94	18%	N=28	2%	N=4	3%	N=4	100%	N=157

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 mental health care	2%	N=3	14%	N=22	15%	N=24	19%	N=30	50%	N=78	100%	N=156
Opportunities to attend cultural/arts/music activities	17%	N=26	41%	N=64	23%	N=35	14%	N=21	6%	N=9	100%	N=156

TABLE 98: 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	18%	N=28	57%	N=88	25%	N=38	1%	N=1	100%	N=156
Variety of business and service establishments in Palo Alto	15%	N=23	32%	N=49	44%	N=67	10%	N=15	100%	N=155
Vibrancy of downtown/commercial area	11%	N=16	42%	N=65	34%	N=52	13%	N=21	100%	N=154
Employment opportunities	23%	N=30	40%	N=51	28%	N=37	8%	N=11	100%	N=128
Shopping opportunities	17%	N=25	53%	N=79	21%	N=32	9%	N=13	100%	N=149
Cost of living in Palo Alto	0%	N=1	3%	N=5	23%	N=36	74%	N=115	100%	N=156
Overall image or reputation of Palo Alto	21%	N=32	36%	N=56	34%	N=52	9%	N=15	100%	N=155
Ease of travel by bicycle in Palo Alto	31%	N=45	35%	N=51	21%	N=30	12%	N=17	100%	N=144
Ease of walking in Palo Alto	34%	N=53	46%	N=71	16%	N=26	4%	N=6	100%	N=156
Variety of housing options	2%	N=3	18%	N=28	31%	N=46	49%	N=73	100%	N=150
Availability of affordable quality housing	1%	N=2	9%	N=13	12%	N=18	78%	N=114	100%	N=147
Recreational opportunities	18%	N=28	61%	N=94	18%	N=28	2%	N=4	100%	N=153
Availability of affordable quality mental health care	3%	N=3	28%	N=22	30%	N=24	39%	N=30	100%	N=78
Opportunities to attend cultural/arts/music activities	18%	N=26	44%	N=64	24%	N=35	14%	N=21	100%	N=147

TABLE 99: QUESTION 6 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality childcare/preschool	5%	N=7	9%	N=15	27%	N=43	25%	N=40	33%	N=52	100%	N=157
K-12 education	41%	N=63	33%	N=51	7%	N=11	3%	N=5	16%	N=24	100%	N=154
Adult educational opportunities	16%	N=24	39%	N=59	16%	N=24	3%	N=5	27%	N=41	100%	N=153
Opportunities to participate in social events and activities	9%	N=14	41%	N=63	36%	N=56	7%	N=11	8%	N=12	100%	N=156

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=24	28%	N=44	20%	N=32	30%	N=47	6%	N=9	100%	N=156
Opportunities to learn about City services through social media websites such as Twitter and Facebook	9%	N=14	44%	N=68	17%	N=27	3%	N=5	27%	N=43	100%	N=156

TABLE 100: QUESTION 6 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS WITHOUT "DON'T KNOW" RESPONSES

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality childcare/preschool	7%	N=7	14%	N=15	41%	N=43	38%	N=40	100%	N=105
K-12 education	48%	N=63	39%	N=51	9%	N=11	4%	N=5	100%	N=130
Adult educational opportunities	22%	N=24	53%	N=59	21%	N=24	4%	N=5	100%	N=112
Opportunities to participate in social events and activities	10%	N=14	44%	N=63	39%	N=56	7%	N=11	100%	N=144
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=24	30%	N=44	22%	N=32	32%	N=47	100%	N=147
Opportunities to learn about City services through social media websites such as Twitter and Facebook	12%	N=14	60%	N=68	24%	N=27	4%	N=5	100%	N=114

TABLE 101: 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	65%	N=101	35%	N=55	100%	N=157
Visited a neighborhood park or City park	6%	N=9	94%	N=148	100%	N=157
Used Palo Alto public libraries or their services	33%	N=53	67%	N=105	100%	N=157
Participated in religious or spiritual activities in Palo Alto	81%	N=125	19%	N=30	100%	N=155
Attended a City-sponsored event	54%	N=84	46%	N=73	100%	N=156
Participated in a club	75%	N=118	25%	N=39	100%	N=157
Talked to or visited with your immediate neighbors	9%	N=15	91%	N=142	100%	N=157
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	51%	N=79	49%	N=76	100%	N=155
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	50%	N=78	50%	N=79	100%	N=157
Watched (online or on television) a local public meeting	41%	N=64	59%	N=93	100%	N=157

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Volunteered your time to some group/activity in Palo Alto	49%	N=77	51%	N=80	100%	N=157
Walked or biked instead of driving	10%	N=16	90%	N=141	100%	N=157
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	43%	N=67	57%	N=90	100%	N=157
Household member was a victim of a crime in Palo Alto	90%	N=142	10%	N=16	100%	N=157
Reported a crime to the police in Palo Alto	84%	N=131	16%	N=25	100%	N=156
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	36%	N=57	64%	N=100	100%	N=157

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

TABLE 102: 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	4%	N=6	40%	N=63	29%	N=46	18%	N=28	9%	N=14	100%	N=157
The overall direction that Palo Alto is taking	5%	N=8	21%	N=33	34%	N=53	32%	N=50	7%	N=11	100%	N=155
The job Palo Alto government does at welcoming resident involvement	6%	N=10	39%	N=62	19%	N=30	22%	N=35	13%	N=20	100%	N=157
Overall confidence in Palo Alto government	5%	N=8	32%	N=49	28%	N=44	33%	N=52	2%	N=3	100%	N=157
Generally acting in the best interest of the community	3%	N=5	38%	N=60	25%	N=39	28%	N=44	6%	N=10	100%	N=157
Being honest	8%	N=13	32%	N=50	25%	N=40	19%	N=29	15%	N=24	100%	N=157
Being open and transparent to the public	6%	N=9	29%	N=46	37%	N=58	21%	N=33	7%	N=11	100%	N=157
Informing residents about issues facing the community	12%	N=19	35%	N=56	33%	N=51	15%	N=23	5%	N=7	100%	N=157
Treating all residents fairly	10%	N=16	23%	N=36	21%	N=32	29%	N=46	16%	N=26	100%	N=157
Treating residents with respect	12%	N=19	32%	N=50	25%	N=39	19%	N=29	12%	N=19	100%	N=156

TABLE 103: 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	5%	N=6	44%	N=63	32%	N=46	19%	N=28	100%	N=143
The overall direction that Palo Alto is taking	6%	N=8	23%	N=33	37%	N=53	35%	N=50	100%	N=144
The job Palo Alto government does at welcoming resident involvement	7%	N=10	45%	N=62	22%	N=30	25%	N=35	100%	N=137
Overall confidence in Palo Alto government	5%	N=8	32%	N=49	29%	N=44	34%	N=52	100%	N=154
Generally acting in the best interest of the community	4%	N=5	40%	N=60	26%	N=39	30%	N=44	100%	N=148
Being honest	10%	N=13	38%	N=50	30%	N=40	22%	N=29	100%	N=133
Being open and transparent to the public	6%	N=9	31%	N=46	40%	N=58	23%	N=33	100%	N=146
Informing residents about issues facing the community	13%	N=19	37%	N=56	35%	N=51	15%	N=23	100%	N=149
Treating all residents fairly	12%	N=16	28%	N=36	25%	N=32	35%	N=46	100%	N=131
Treating residents with respect	14%	N=19	36%	N=50	29%	N=39	21%	N=29	100%	N=137

TABLE 104: 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	12%	N=19	52%	N=81	27%	N=43	8%	N=12	1%	N=1	100%	N=157
The State Government	3%	N=5	43%	N=67	27%	N=42	20%	N=32	7%	N=11	100%	N=157
The Federal Government	0%	N=0	27%	N=42	38%	N=58	28%	N=44	7%	N=11	100%	N=154

TABLE 105: 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	12%	N=19	52%	N=81	28%	N=43	8%	N=12	100%	N=156
The State Government	3%	N=5	46%	N=67	29%	N=42	22%	N=32	100%	N=146
The Federal Government	0%	N=0	29%	N=42	40%	N=58	30%	N=44	100%	N=143

TABLE 106: QUESTION 10 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	6%	N=10	34%	N=53	23%	N=36	23%	N=37	13%	N=21	100%	N=157
Traffic signal timing	10%	N=15	36%	N=56	34%	N=54	18%	N=28	3%	N=4	100%	N=157
Street repair	12%	N=19	28%	N=44	39%	N=61	20%	N=32	0%	N=0	100%	N=156
Street cleaning	27%	N=42	49%	N=78	16%	N=24	6%	N=9	2%	N=4	100%	N=157
Street tree maintenance	26%	N=41	49%	N=76	12%	N=20	10%	N=15	3%	N=5	100%	N=157
Sidewalk maintenance	15%	N=23	38%	N=60	31%	N=49	14%	N=21	2%	N=4	100%	N=157
Land use, planning, and zoning	4%	N=7	15%	N=23	26%	N=41	41%	N=65	13%	N=21	100%	N=157
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=11	23%	N=36	20%	N=31	20%	N=31	31%	N=48	100%	N=156
Preservation of natural areas (open space, farmlands, and greenbelts)	27%	N=43	37%	N=58	18%	N=28	13%	N=20	4%	N=7	100%	N=156
Building and planning application processing services	1%	N=2	12%	N=19	17%	N=27	16%	N=24	54%	N=85	100%	N=156
Affordable high-speed internet access	9%	N=15	12%	N=19	20%	N=31	40%	N=62	19%	N=29	100%	N=157
Electric utility	23%	N=37	47%	N=74	19%	N=29	5%	N=7	6%	N=10	100%	N=157
Gas utility	22%	N=35	47%	N=73	16%	N=24	4%	N=7	11%	N=17	100%	N=157
Utility payment options	34%	N=53	46%	N=72	10%	N=16	1%	N=2	9%	N=14	100%	N=157
Drinking water	51%	N=80	37%	N=58	8%	N=12	0%	N=0	4%	N=7	100%	N=157
Sewer services	27%	N=43	45%	N=71	10%	N=16	1%	N=1	17%	N=26	100%	N=156
Storm water management (storm drainage, dams, levees, etc.)	26%	N=40	44%	N=67	14%	N=21	5%	N=7	11%	N=17	100%	N=153
Refuse collection (garbage, recycling, yard waste, and e-waste)	37%	N=59	44%	N=69	14%	N=21	2%	N=4	3%	N=5	100%	N=157
Police services	13%	N=20	38%	N=59	20%	N=32	12%	N=19	17%	N=27	100%	N=157
Crime prevention	12%	N=19	36%	N=56	22%	N=34	13%	N=21	17%	N=27	100%	N=157
Animal control	22%	N=34	29%	N=45	4%	N=7	6%	N=9	40%	N=62	100%	N=157
Ambulance or emergency medical services	13%	N=20	32%	N=50	1%	N=1	0%	N=0	54%	N=84	100%	N=156
Fire services	25%	N=39	35%	N=55	1%	N=2	0%	N=0	39%	N=60	100%	N=156
Fire prevention and education	15%	N=24	23%	N=36	7%	N=11	1%	N=1	55%	N=86	100%	N=157
Palo Alto open space	35%	N=55	39%	N=61	10%	N=16	13%	N=20	3%	N=4	100%	N=157
City parks	39%	N=61	49%	N=77	8%	N=13	3%	N=5	0%	N=0	100%	N=156
Recreation programs or classes	12%	N=19	37%	N=58	12%	N=19	0%	N=1	38%	N=60	100%	N=157

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Recreation centers or facilities	10%	N=16	40%	N=61	15%	N=24	2%	N=3	33%	N=51	100%	N=153
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	50%	N=78	30%	N=46	1%	N=2	2%	N=3	17%	N=26	100%	N=155
Library facilities (buildings, computer equipment, accessibility)	51%	N=78	32%	N=49	2%	N=3	0%	N=1	15%	N=23	100%	N=153
Variety of library materials (books, e-books, streaming, databases, audiobooks)	43%	N=68	36%	N=56	5%	N=8	2%	N=3	14%	N=22	100%	N=157
Art programs and theater	19%	N=30	34%	N=53	7%	N=11	1%	N=1	39%	N=61	100%	N=155
City-sponsored special events	8%	N=13	32%	N=50	21%	N=32	2%	N=3	37%	N=58	100%	N=156
City website (cityofpaloalto.org)	7%	N=12	38%	N=60	37%	N=58	8%	N=13	9%	N=13	100%	N=156
Public information services (Police/public safety)	8%	N=12	39%	N=60	28%	N=43	5%	N=7	20%	N=31	100%	N=154
Public information services (non-Police/public safety)	6%	N=9	38%	N=58	30%	N=45	4%	N=6	22%	N=34	100%	N=153
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	9%	N=15	41%	N=64	19%	N=29	6%	N=9	25%	N=39	100%	N=155

TABLE 107: 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	7%	N=10	39%	N=53	26%	N=36	27%	N=37	100%	N=136
Traffic signal timing	10%	N=15	37%	N=56	35%	N=54	18%	N=28	100%	N=153
Street repair	12%	N=19	28%	N=44	39%	N=61	20%	N=32	100%	N=156
Street cleaning	27%	N=42	51%	N=78	16%	N=24	6%	N=9	100%	N=153
Street tree maintenance	27%	N=41	50%	N=76	13%	N=20	10%	N=15	100%	N=152
Sidewalk maintenance	15%	N=23	39%	N=60	32%	N=49	14%	N=21	100%	N=153
Land use, planning, and zoning	5%	N=7	17%	N=23	30%	N=41	47%	N=65	100%	N=136
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=11	33%	N=36	28%	N=31	29%	N=31	100%	N=108
Preservation of natural areas (open space, farmlands, and greenbelts)	29%	N=43	39%	N=58	19%	N=28	14%	N=20	100%	N=149
Building and planning application processing services	2%	N=2	26%	N=19	38%	N=27	34%	N=24	100%	N=72
Affordable high-speed internet access	12%	N=15	15%	N=19	24%	N=31	49%	N=62	100%	N=127
Electric utility	25%	N=37	50%	N=74	20%	N=29	5%	N=7	100%	N=148
Gas utility	25%	N=35	53%	N=73	18%	N=24	5%	N=7	100%	N=139

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Utility payment options	37%	N=53	50%	N=72	11%	N=16	1%	N=2	100%	N=143
Drinking water	53%	N=80	39%	N=58	8%	N=12	0%	N=0	100%	N=150
Sewer services	33%	N=43	54%	N=71	12%	N=16	1%	N=1	100%	N=130
Storm water management (storm drainage, dams, levees, etc.)	30%	N=40	50%	N=67	16%	N=21	5%	N=7	100%	N=136
Refuse collection (garbage, recycling, yard waste, and e-waste)	39%	N=59	45%	N=69	14%	N=21	2%	N=4	100%	N=152
Police services	15%	N=20	46%	N=59	25%	N=32	15%	N=19	100%	N=130
Crime prevention	15%	N=19	43%	N=56	26%	N=34	16%	N=21	100%	N=130
Animal control	36%	N=34	48%	N=45	7%	N=7	9%	N=9	100%	N=94
Ambulance or emergency medical services	29%	N=20	70%	N=50	1%	N=1	0%	N=0	100%	N=72
Fire services	40%	N=39	58%	N=55	2%	N=2	0%	N=0	100%	N=96
Fire prevention and education	33%	N=24	50%	N=36	15%	N=11	2%	N=1	100%	N=71
Palo Alto open space	36%	N=55	40%	N=61	10%	N=16	13%	N=20	100%	N=152
City parks	39%	N=61	49%	N=77	8%	N=13	3%	N=5	100%	N=156
Recreation programs or classes	20%	N=19	60%	N=58	20%	N=19	1%	N=1	100%	N=97
Recreation centers or facilities	15%	N=16	59%	N=61	23%	N=24	3%	N=3	100%	N=103
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	61%	N=78	36%	N=46	2%	N=2	2%	N=3	100%	N=129
Library facilities (buildings, computer equipment, accessibility)	60%	N=78	37%	N=49	2%	N=3	0%	N=1	100%	N=131
Variety of library materials (books, e-books, streaming, databases, audiobooks)	50%	N=68	42%	N=56	6%	N=8	2%	N=3	100%	N=135
Art programs and theater	31%	N=30	56%	N=53	11%	N=11	1%	N=1	100%	N=95
City-sponsored special events	13%	N=13	51%	N=50	33%	N=32	3%	N=3	100%	N=98
City website (cityofpaloalto.org)	8%	N=12	42%	N=60	41%	N=58	9%	N=13	100%	N=142
Public information services (Police/public safety)	10%	N=12	49%	N=60	35%	N=43	6%	N=7	100%	N=122
Public information services (non-Police/public safety)	8%	N=9	49%	N=58	38%	N=45	5%	N=6	100%	N=119
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	13%	N=15	55%	N=64	25%	N=29	7%	N=9	100%	N=117

TABLE 108: QUESTION 11 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Don't know		Total	
Reliability of utility services	56%	N=87	30%	N=47	10%	N=16	0%	N=1	4%	N=5	100%	N=157
Affordability of utility services	13%	N=21	35%	N=54	28%	N=44	13%	N=20	11%	N=18	100%	N=157
Community value received from the City owning and operating its own municipal utility services	37%	N=58	24%	N=37	17%	N=26	7%	N=11	15%	N=24	100%	N=155
Utilities online customer self-service features	19%	N=30	32%	N=49	10%	N=16	4%	N=6	35%	N=55	100%	N=155
Providing opportunities for energy and water efficiency at home or business	21%	N=32	31%	N=48	8%	N=13	6%	N=9	34%	N=53	100%	N=155
Working hard to keep utilities prices competitive	12%	N=18	19%	N=29	22%	N=34	12%	N=19	35%	N=55	100%	N=154
Value of all the services Palo Alto Utilities provides for the price you pay	15%	N=24	38%	N=58	21%	N=32	10%	N=15	16%	N=25	100%	N=155
Ease of obtaining information or performing a transaction through the City's website	13%	N=20	25%	N=38	26%	N=40	7%	N=10	29%	N=45	100%	N=154
Value of Palo Alto Utilities' customer communications	16%	N=24	35%	N=54	13%	N=20	11%	N=16	25%	N=39	100%	N=154
Ease of contacting Utilities department staff	19%	N=30	22%	N=35	13%	N=20	3%	N=5	42%	N=65	100%	N=155
Speed of response after contacting Utilities department staff	16%	N=25	22%	N=34	13%	N=20	3%	N=5	46%	N=71	100%	N=155

TABLE 109: 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	58%	N=87	31%	N=47	10%	N=16	0%	N=1	100%	N=151
Affordability of utility services	15%	N=21	39%	N=54	32%	N=44	14%	N=20	100%	N=139
Community value received from the City owning and operating its own municipal utility services	44%	N=58	28%	N=37	20%	N=26	8%	N=11	100%	N=132
Utilities online customer self-service features	30%	N=30	49%	N=49	15%	N=16	6%	N=6	100%	N=100
Providing opportunities for energy and water efficiency at home or business	32%	N=32	47%	N=48	12%	N=13	8%	N=9	100%	N=102
Working hard to keep utilities prices competitive	18%	N=18	29%	N=29	34%	N=34	19%	N=19	100%	N=100
Value of all the services Palo Alto Utilities provides for the price you pay	18%	N=24	45%	N=58	25%	N=32	12%	N=15	100%	N=130
Ease of obtaining information or performing a transaction through the City's website	19%	N=20	35%	N=38	37%	N=40	9%	N=10	100%	N=109
Value of Palo Alto Utilities' customer communications	21%	N=24	47%	N=54	17%	N=20	14%	N=16	100%	N=115
Ease of contacting Utilities department staff	33%	N=30	39%	N=35	23%	N=20	6%	N=5	100%	N=90
Speed of response after contacting Utilities department staff	30%	N=25	40%	N=34	24%	N=20	6%	N=5	100%	N=84

TABLE 110: 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)	55%	N=86	36%	N=56	7%	N=11	3%	N=4	100%	N=157
Overall economic health of Palo Alto	37%	N=58	43%	N=68	14%	N=21	6%	N=9	100%	N=157
Overall feeling of safety in Palo Alto	44%	N=69	36%	N=56	14%	N=22	7%	N=10	100%	N=157
Overall quality of natural environment in Palo Alto	43%	N=67	40%	N=62	17%	N=27	0%	N=0	100%	N=157
Overall health and wellness opportunities in Palo Alto	15%	N=24	44%	N=69	33%	N=51	8%	N=13	100%	N=156
Overall opportunities for education, culture and the arts	25%	N=38	37%	N=58	33%	N=51	6%	N=9	100%	N=156
Residents' connection and engagement with their community	27%	N=41	34%	N=53	34%	N=53	6%	N=9	100%	N=155
Reducing community greenhouse gas emissions	41%	N=64	33%	N=51	17%	N=26	9%	N=14	100%	N=155
Increasing local solar generation capacity within city boundaries	30%	N=46	19%	N=29	37%	N=57	14%	N=21	100%	N=154
Increasing electric storage capacity within city boundaries	26%	N=40	23%	N=35	36%	N=56	16%	N=24	100%	N=156
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	15%	N=23	19%	N=29	49%	N=77	17%	N=26	100%	N=156
Faster notification systems (online, mobile or email) for public safety issues	27%	N=42	29%	N=44	33%	N=51	12%	N=18	100%	N=155

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

TABLE 111: QUESTION 13 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS INCLUDING "DON'T KNOW" RESPONSES

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	33%	N=51	27%	N=41	13%	N=21	24%	N=38	4%	N=6	100%	N=157
Spend quality time with local friends, family, and/or neighbors	55%	N=87	24%	N=38	10%	N=16	8%	N=13	2%	N=3	100%	N=157

TABLE 112: 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=51	27%	N=41	14%	N=21	25%	N=38	100%	N=151
Spend quality time with local friends, family, and/or neighbors	56%	N=87	25%	N=38	10%	N=16	9%	N=13	100%	N=154

TABLE 113: 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	60%	N=95
Walking	20%	N=31
Biking	20%	N=31
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=157

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

TABLE 114: 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	32%	N=49	38%	N=58	20%	N=31	9%	N=13	100%	N=151
Biking	58%	N=86	27%	N=40	7%	N=10	9%	N=13	100%	N=149
Bus	2%	N=3	21%	N=31	28%	N=41	49%	N=72	100%	N=147
Train	7%	N=11	33%	N=48	15%	N=22	45%	N=66	100%	N=147
Free shuttle	8%	N=11	28%	N=39	32%	N=45	32%	N=46	100%	N=142
Taxi	7%	N=9	14%	N=19	35%	N=49	44%	N=62	100%	N=139
Uber/Lyft or similar rideshare service	38%	N=56	33%	N=48	18%	N=27	10%	N=15	100%	N=147
Carpooling	9%	N=13	14%	N=20	25%	N=36	52%	N=76	100%	N=145

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

TABLE 115: 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		Total	
Gas	23%	N=30	13%	N=17	17%	N=22	47%	N=60	100%	N=130
Diesel	1%	N=1	0%	N=1	1%	N=2	98%	N=127	100%	N=130
Natural gas	0%	N=0	5%	N=6	2%	N=3	92%	N=115	100%	N=124
Hybrid	22%	N=29	31%	N=40	16%	N=21	30%	N=39	100%	N=129
Plug-in hybrid	17%	N=22	41%	N=53	14%	N=18	28%	N=37	100%	N=130
Electric	39%	N=53	35%	N=48	11%	N=14	15%	N=20	100%	N=135
Fuel cell	1%	N=1	9%	N=11	13%	N=15	77%	N=87	100%	N=113

TABLE 116: 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	
Gas	23%	N=30	13%	N=17	17%	N=22	47%	N=60	100%	N=130
Diesel	1%	N=1	0%	N=1	1%	N=2	98%	N=127	100%	N=130
Natural gas	0%	N=0	5%	N=6	2%	N=3	92%	N=115	100%	N=124
Hybrid	22%	N=29	31%	N=40	16%	N=21	30%	N=39	100%	N=129
Plug-in hybrid	17%	N=22	41%	N=53	14%	N=18	28%	N=37	100%	N=130
Electric	39%	N=53	35%	N=48	11%	N=14	15%	N=20	100%	N=135
Fuel cell	1%	N=1	9%	N=11	13%	N=15	77%	N=87	100%	N=113

TABLE 117: 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	3%	N=5
Somewhat positive	20%	N=32
Neutral	54%	N=86
Somewhat negative	20%	N=32
Very negative	2%	N=3
Total	100%	N=157

TABLE 118: QUESTION D2 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

What is your employment status?	Percent	Number
Working full time for pay	50%	N=78
Working part time for pay	14%	N=21
Unemployed, looking for paid work	8%	N=12
Unemployed, not looking for paid work	7%	N=11
Fully retired	20%	N=30
College student, unemployed	2%	N=4
Total	100%	N=155

TABLE 119: QUESTION D3 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

Do you work inside the boundaries of Palo Alto?	Percent	Number
Yes, outside the home	9%	N=14
Yes, from home	53%	N=78
No	38%	N=56
Total	100%	N=148

TABLE 120: QUESTION D4 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

How many years have you lived in Palo Alto?	Percent	Number
Less than 2 years	10%	N=16
2 to 5 years	11%	N=17
6 to 10 years	16%	N=24
11 to 20 years	23%	N=35
More than 20 years	41%	N=63
Total	100%	N=156

TABLE 121: 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	63%	N=99
Building with two or more homes (duplex, townhome, apartment or condominium)	32%	N=50
Mobile home	0%	N=0
Other	5%	N=8
Total	100%	N=157

TABLE 122: QUESTION D6 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

Do you rent or own your home?	Percent	Number
Rent	40%	N=63
Own	60%	N=94
Total	100%	N=156

TABLE 123: 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	2%	N=3
$500 to $999 per month	5%	N=7
$1,000 to $1,499 per month	9%	N=13
$1,500 to $1,999 per month	8%	N=11
$2,000 to $2,499 per month	6%	N=9
$2,500 to $2,999 per month	8%	N=11
$3,000 to $3,499 per month	14%	N=20
$3,500 to $3,999 per month	7%	N=10
$4,000 to $4,499 per month	13%	N=18
$4,500 to $4,999 per month	2%	N=3
$4,500 to $4,999 per month	8%	N=11
$5,500 to $5,999 per month	2%	N=2
$6,000 to $6,499 per month	2%	N=3

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
$6,500 to $6,999 per month	0%	N=0
$7,000 to $7,499 per month	1%	N=2
$7,500 to $7,999 per month	2%	N=3
$8,000 to $8,499 per month	0%	N=1
$8,500 to $8,999 per month	3%	N=5
$9,000 to $9,499 per month	0%	N=0
$9,500 to $9,999 per month	0%	N=0
$10,000 or more per month	7%	N=9
Total	100%	N=142

TABLE 124: QUESTION D8 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

Do any children 17 or under live in your household?	Percent	Number
No	52%	N=79
Yes	48%	N=75
Total	100%	N=154

TABLE 125: QUESTION D9 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=113
Yes	27%	N=41
Total	100%	N=154

TABLE 126: 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	1%	N=1
$25,000 to $49,999	3%	N=4
$50,000 to $74,999	14%	N=19
$75,000 to $99,999	12%	N=16
$100,000 to $149,999	17%	N=23
$150,000 to $199,999	5%	N=6
$200,000 to $249,999	8%	N=11
$250,000 to $299,999	5%	N=7
$300,000 to $349,999	7%	N=9
$350,000 to $399,999	11%	N=15
$400,000 to $449,999	1%	N=1
$450,000 to $499,999	19%	N=26
$500,000 or more	0%	N=0
Total	100%	N=138

TABLE 127: QUESTION D11 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=146
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=8

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

TABLE 128: 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	19%	N=30
Black or African American	0%	N=0
White	79%	N=121
Other	8%	N=11
Total	100%	N=153

TABLE 129: QUESTION D13 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

In which category is your age?	Percent	Number
18 to 24 years	6%	N=9
25 to 34 years	11%	N=17
35 to 44 years	18%	N=27
45 to 54 years	25%	N=38
55 to 64 years	17%	N=26
65 to 74 years	14%	N=21
75 years or older	8%	N=13
Total	100%	N=152

TABLE 130: QUESTION D14 - RESPONSE PERCENTAGES AND NUMBER OF RESPONDENTS

What is your gender?	Percent	Number
Female	52%	N=79
Male	46%	N=70
Identify in another way	1%	N=2
Total	100%	N=152

VERBATIM RESPONSES TO OPEN-ENDED SURVEY QUESTIONS

The following pages contain the respondents' verbatim responses as entered in the web survey and have not been edited for spelling or grammar. Responses have been organized by alphabetical order.

Question 17: As a resident of Palo Alto, what one change could the City make that would make you happier?

- 1) Creating a public bank which is authorized by the state.
- 1) make streets safer for bicylists but not like Ross Rd debacle. 2) enforce laws for reckless/dangerous bicycle riders
- A clear plan to create housing capacity in areas which can absorb said, not based on opportunistic developer preferences.
- A risk-free way to report racial discrimination, threats, and harrassment.
- Add a surcharge tax to foreign buyers of residential properties, like Vancouver did in 2016. Foreign buyers have driven home prices to untenable levels. It causes a ripple effect on all housing costs and makes people less likely to invest in the community because they are renters.
- Address airplane noise impacts
- Affordable housing . Do not support 'residentialists'.
- allow denser and taller buildings everywhere, but particularly near downtown, Cal Ave, and San Antonio.
- Allow residents whose utilities are paid by their landlord to have access to utility info during an outage by phone. As is, you are asked for your individual account info before you can progress to outage info. If you don't have an individual account, you're done. PLEASE FIX THIS ASAP.
- Allow the downtown restaurants to maintain their outdoor dining (in the parking spots) even after the pandemic ends. This really livens up the atmosphere of downtown
- Assist small, local businesses in their recovery
- atesImprove housing opportunities, especially low and moderate
- Attention to property crime.
- Attract more businesses to city to further development.
- become transparent and honest
- Being more careful with our money, instead of spending it on, for example, new Utilities marketing materials
- Better management of the homeless/mental health/public drinking issues, especially around parks.
- Better paved streets, especially for biking, overall poor compared to other places i have biked
- better public transportation options
- Better road maintenance
- better street maintenance
- Better traffic management. Timed lights.
- bring back public cross-town shuttle, get VTA to bring back 88 bus to Gunn High School, make the home remodeling process/permitting streamlined, reduce management in the library staff
- bring the level of services back to what it was 25-30 years ago. Since that won't happen, get all city employees off of the pension system and into 401k's like the rest of us.
- Build a variety of housing types throughout the city. All I see is huge, multimillion houses getting built and it makes me feel like I have no future.
- build more affordable housing
- build more affordable housing. Increase density in single family areas.
- Build the new Police Department over on California. We have waited too long.
- Canceling parking zones and permits
- Challenge and win against MTC/ABAG housing mandate!! Even 6,000 units is ridiculous...it will ruin our city as we know it.
- cheaper electricity and gas prices

- Close Cal Ave to cars. Open restaurant outdoor dining ASAP. Clean up trash on El Camino by university and put a parking ban to discourage overnight parking.
- Close streets to cars. Just bikes and buses.
- Crime related to theft
- Cut taxes and fire the school board
- Deal with overhead plane flights after midnight!!!
- Deal with the homeless people wandering the streets of downtown Palo Alto. Possibly help them find housing, or make it illegal for homeless to loiter on the streets. I currently don't feel safe walking downtown in the early morning or late evening.
- Deal with traffic issues
- eliminate the horrendously loud airplane noise
- Encourage and build affordable housing
- encourage more interactions among neighbors, including those with diverse backgrounds
- Encourage more solar by allowing Tesla to install their free solar panels. Not everybody has thousands of dollars to spend.
- enforce parking rules near the trailer park in my neighborhood and put the electrical lines underground
- Enforce the gas powered leaf blower ban!!
- Fewer multi-story buildings;less crowded Foothills Park
- Figuring out a solution to prevent overcrowding at Foothills Park now that no residents are allowed in
- Fix non resident parking on Chabot terrace .
- Focus on the business of running the city: budget, planning, public safety, etc. not trying to weigh in on all of the world's social problems.
- For most of my shopping I go to either Mountain View or Redwood City. I wish there were shops downtown I could actually patronize for clothing, gardening, pet care, crafts, sewing, appliance repair, thrift stores.
- Fulfill its obligations with respect to building more low-cost housing as dictated by the state rules
- Get rid of rats
- Get rid of the car campers on ECR
- Get rid of the RVs on El Camino and other streets
- Grade separation at rail crossings
- Have 2nd and 3rd stories set back in more built-up areas so you don't create "concrete" canyons
- Have a plan for the City to build affordable housing along transportation corridors and as infill housing.
- Have more flexible development standards to really provide options for affordable housing.
- Help the homeless and build apartments in appropriate areas that are genuinely affordable for low-income people
- Housing projects that actually met resident needs without big giveaways to developers.
- I don't know.
- If emergency personnel who work here actually live here. (That, and more dedicated pickleball courts)
- improve communications and engagement with residents
- Improve police behavior with people of color
- Improve walking and bikeability along entire length of El Camino Real
- Increase objective limits on development, particularly office development.
- Inforce traffic laws such as red light running and speeding
- Invest fully in bicycle and other clean transportation methods and routes
- Just say "no" to ABAG. Reinstate traffic/motorcycle police and the full police budget.
- Keep more outdoor dining options (car free streets?) after pandemic
- Keep the pedestrian zones on University and California at the very least during the weekends
- Less local government drama.
- less office, code enforcement, better building design, transparent govt
- Listen to residents first, then real estate developers
- Lots and lots more affordable housing
- Lower utility costs to the consumer
- Maintain the Quality of the K-12 school system. Too many intolerant, angry parents not understanding Covid-19, and Public Health Issues.

- Make Foothills Park / Preserver accessible to the residents of the City, who have been and are paying for it. It is not accessible now due to the City's plea bargain against the residents' collective wishes.
- Make it affordable to buy a house
- Make it more welcoming to families. It doesn't appear families are even on your mind. The may fete parade a parade for little kids has no actual activities. When the parade ends, everyone leaves. The art and wine festival? Almost nothing for kids. There are no fun places for kids to go, other than parks. Look at San Carlos and Mountain View they have a number of family friendly activities and event centers. Closing downtown streets is a start. It *almost* makes Pali alto feel like a community. But what can you do to make it more inviting for families?
- Make it safer to walk the sidewalks (no bike riding/skateboards) and cross the streets and enforce and apply noise codes to city workers downtown.
- Make sure more housing is being built. Affordable housing in particular
- Make the city safe please. With all the burglaries and crimes, I no longer feel safe to enjoy my life here.
- Moratorium on office development. Rezone commercial for housing.
- More affordable housing
- more affordable housing
- more affordable housing and OPEN schools
- More affordable housing and services
- More after school sport options for middle school kids
- More attractive affordable housing for families and single working professionals to encourage more economic and racial diversity in Palo Alto
- More community activities,
- more diversity
- More diversity training/inclusion initiatives; affordable housing
- More economic diversity
- More focus on community services and less on housing and environment
- More help for the elderly
- More housing
- More housing for low-middle income earners. So we can house our essential workers in the community and reduce car trips
- More incentives for energy saving - solar, rain water collection, etc.
- More mid size housing opportunities
- More multifamily homes
- More open space
- More parking near the trails or a regular (like 15 min intervals) shuttle to them.
- More pools for lap swimming
- More protection for trees. Currently, a permit is required for cutting down four species of trees. I would like this protection broadened to any tree with greater than a 16 inch trunk diameter.
- More routes for safe biking
- Planning department being more respectful and representative of residents instead of representing developers.
- Please close University Ave to through traffic and open it back up to pedestrians. Downtown was so much nicer with this. Also, California ave, but first choice is University if I had to pick.
- Please make the traffic lights smarter. Also ensure that there are 2 lights at the crosswalk perpendicular to each other as I have narrowly escaped being hit by a car countless number of times, when I am crossing the road at night by both oncoming traffic and traffic that is behind me. Its as if they do not see me even though I have flashing night lights on me. Please make a stop sign on the crosswalk between Seale and Newell as its a major artery and Middlefield and Seale instead of Yield sign
- Provide more affordable housing
- Provide more staffing for code enforcement issues
- Provide Municipal Broadband/Fiber Internet to residents and busineses
- Put in Dip signs at the corner of Middlefield Road and Lincoln. Or do away with the dip and put in drains to the new largely unused storm drain that runs under Lincoln. At that intersection, every tree and the school sign has been hit, a light pole and a nearby power pole have been destroyed, and there have been at least a dozen accidents in the

last few years, many of them with injuries. And right next to an elementary school!And ban wood fires, especially in fire places! They make it very unpleasant to air one's home or go for walks. Dryer sheets, too.

- Put in turn signal in traffic lite 100 ft from our house on Middlefield
- Put together detailed plans with metrics on how we are going to effectively electrify our homes
- Quit referring to apts . as Homes. They are apts. Quit allowing ugly apt. bldgs. with flat roofs. Quit building office bldgs. and use the property for REAL PARKS. Stop Stanford from buying homes and taking them off of the market. quit allowing realtors to overprice this junk for people who have never been anywhere in their life and think this is ok. This place is hilarious!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
- Reallocating the police budget to stuff that actually helps people.
- Rebate increase for EVs
- Reduce arrogance of city staff
- Reduce bicycle and other theft, burglaries.
- Reduce size of government
- Reduce the train noise and ground shaking along the train tracks.
- Regulate public access to Foothills park (maybe ask for an entrance fee)
- Remove the circles at intersections on bike routes.
- Remove the homeless and criminals
- Reopen libraries
- Restore Fry's Electronics or a similar store to Palo Alto. That was a real loss to experimenters and hams.B
- Restrict Foothills Park to Palo Alto residents.
- Schools that actually addressed my child's needs rather than shovel him toward the school-to-prison pipeline.
- Shorten the planning process.
- stabilize revenue with expenses
- Stop adding offices and instead convert existing ones into true affordable housing
- Stop allowing the building of high rises with inadequate parking along El Camino.
- Stop building housing! Pay more attention to the stretch of El Camino between Charleston Rd and Hansen Way. Close the Glass Slipper, it's an eyesore. We have so many run down buildings in this area. I grew up here and am fed up with attention on beautifying other areas except here.
- STOP giving away our land to rich private interests like Castilleja and Stanford. Invest in US. We need HOUSING.
- stop holding up Neighborhood Traffic Safety and Bicycle Boulevard phase 2
- STOP making the city more dense in both housing and commercial development!
- Stop upzoning R-1 neighborhoods and increasing density
- Streamline permit process
- Support economic diversity
- take airplane noise more seriously
- The motor homes parked between the residential and commercial area in my yellow district
- There continue to be homeless in the local parks and downtown area. Particularly Mitchell Park. I would feel safer if the city could offer resources to assist.
- Traffic enforcement for drivers to observe speed limits, stop signs, and red lights.
- Transportation
- Try to bring the price of housing and housing related costs down.
- Vibrant downtown areas, Attract more millennials, Improve internet bandwidth

Question 18: As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?

- ?
- 1) Libraries
- A well functioning public utility.
- Access and quality of open spaces
- Access to city council meetings - public comment, videos
- Although quality of selection has deteriorated, library services are excellent.
- Animal services
- basic services
- Beautiful parks and open spaces
- Bike lanes
- Bike paths and safety
- Bin collection and distribution
- Builds awareness on climate change
- cannot think of any one thing in particular
- can't think of anything
- Chief Jonsen has my support. Police and utility notifications are already fast, so don't need to be "faster" as asked above. Tree and park maintenance are excellent.
- Child and youth activities - kids library, theatre, etc.
- Children's Theatre
- City employees (not including the City Council, for clarity) based on my interactions are experts in their field who are dedicated to public service. We need to retain them and thank them.
- City governement and city staff are generally professional and thoughtful, and want to "do the right thing"
- City-owned utilitilies
- Climate Saving Programs
- Communication
- Communication newsletters
- Communication of events, opportunities, news
- Communication on Facebook is excellent and in different languages. Very impressed
- communication, utilities
- community outreach
- Continue dedication to address climate change
- decent website
- Education
- Education! We have phenomenal schools.
- Electric and gas utilities
- Emergency medical
- Emphases on schools and community
- enabling alternative modes of transportation--particularly biking and walking
- EV infrastructure. Add EV infrastructure on remodel.
- Fire and ambulance services
- Fire dept
- Firefighters, police officers and first responsders
- Foothill Park
- good education
- Good schools - this is questionable at the moment though.
- Good schools overall
- great recycling of all materials in the blue bins
- Great schools
- Green waste. Utilities (so much better than PG&E)

- Hard to say just one. Probably the ease of access to city staff whether sidewalks, utilities, whatever
- Having libraries open many hours with good online access and easy holds and borrowing from other libraries
- high standards for education
- I can't pick just one thing. Palo Alto a good place to live.
- improving biking services
- Keep encouraging bicycling
- Keep the city clean
- Keep the nice neighborhoods and parks clean and safe and free of RVS --> please extend that to all the neighborhoods, i.e., Venture. Boulware Park has drinking and drugs on a daily basis. How is that safe for me and my child? Whenever we visit ANY other park, there is no sign of this type of behavior. Please be consistent and make the park close to my house safe for me and my child.
- Keep up the quality of parks and open spaces.
- Keeping the city clean and safe.
- Kids programming - we need more
- Leading the way in electrifying our city and ensuring energy & water security
- libraries
- Libraries
- Libraries
- Libraries
- Libraries
- Libraries and parks
- Library and community services are comprehensive and excellent.
- Library System
- Local parks
- Lots of space for parks
- maintain single family neighborhoods, do not turn it into NYC--no tall buildings, preserve all historic buildings, stop ugly modern bldgs
- Maintain the parks and walk sidewalks
- Maintain the suburban neighborhoods, good schools, and quality of life that drew most of us here in the first place
- Maintaining an environment that is conducive to raising a family.
- Maintaining our public parks
- Maintenance of playgrounds
- Municipal services
- N/A
- Offering the Free Shuttle service
- Open Areas, Parks, Trails & Bike Paths
- Open space
- our own utility district
- Our parks are beautiful.
- Our parks.
- Our utility has great people working on important things.
- Outstanding parks, walkable neighborhoods with diverse business districts and a lot of trees. I do believe this is at risk as bookstores, toy stores, and stationery stores are pushed out of town and replaced by ultra high-end shops and offices.
- Overall quality of life....low density housing....libraries....trees.....streets.....minimize traffic thru city.
- Palo Alto Unified School District!!
- Palo Alto Utilities.
- Parks and bike routes
- Parks and open spaces
- Parks and open spaces and in particular the opening of all of them to the public.
- Parks.
- Playgrounds are maintained well
- Police and Emergency Services

- provides a wide range of services that appeal to all ages and interest
- providing all the utilities under one umbrella, and focusing on sustainable power sources
- public safety
- public school
- Public utilities and incentives to get off natural gas.
- Public Utilities. Excellent foresight and planning in the past. Somewhat shortsighted about the total life cycle costs of solar and wind going forward. You don't want to follow the German model and path down that rabbit hole.
- Quality of parks and utilities
- Quality of schools
- Really great trees and tree maintenance
- Recreation opportunities
- Reduce, reuse, recycle
- Relative diversity, cultural opportunities, nature
- Reliability of utilities
- Run a public utility
- Running our own utility system
- Safe Routes to School program
- Safety
- Schools
- Street sweeping
- Streets and park maintenance
- Strong arts departments, libraries.
- Support for community arts programs.
- The 311 service
- The city literally does nothing well other than tax the poor and subsidize the rich, and I want that to end.
- The library and library related services are very good.
- the library system
- The library, community center, and parks are fantastic. The utility service is excellent.
- The Mitchell Park Library
- The number of rec activities you offer and the public spaces (libraries, communities centers) are great. So are the many bike lanes and bike boulevards.
- The Palo Alto Art Center and its programs
- The politeness of most of the City workers even when customers are ratty
- the public libraries
- The quality and safety of our parks and libraries
- They are pretty good at code enforcement once a complaint is made.
- Trash/Recycling is always excellent.
- Tree maintenance does a great job
- Utilities
- utilities and parks
- Utilities are reliable and high quality
- Utilities!
- Utilities, owning them and running them. Do not sell out ever.
- utility service as is, staffs are excellent.
- Utility services
- Water and utilities
- We operate our own utilities company, which provides us with lower-cost energy. However, the energy costs have gone up considerably in the last 10 years or so.
- We're lucky to have our own Utility

COMMUNITIES INCLUDED IN NATIONAL 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 487,850
Airway Heights city, WA 8,017
Albany city, OR 52,007
Albemarle County, VA 105,105
Albert Lea city, MN 17,716
Alexandria city, VA 154,710
Allegan County, MI 114,145
American Canyon city, CA 20,341
Ankeny city, IA 56,237
Ann Arbor city, MI 119,303
Apache Junction city, AZ 38,452
Arapahoe County, CO 626,612
Arlington city, TX 388,225
Arvada city, CO 115,320
Asheville city, NC 89,318
Ashland city, OR 20,733
Ashland town, MA 17,478
Ashland town, VA 7,554
Aspen city, CO 7,097
Athens-Clarke County, GA 122,292
Auburn city, AL 61,462
Aurora city, CO 357,323
Austin city, TX 916,906
Avon town, CO 6,503
Avon town, IN 16,479
Avondale city, AZ 81,590
Azusa city, CA 49,029
Bainbridge Island city, WA 23,689
Baltimore city, MD 619,796
Baltimore County, MD 828,637
Basehor city, KS 5,401
Batavia city, IL 26,499
Battle Creek city, MI 51,505
Bay Village city, OH 15,426
Baytown city, TX 76,205
Beaumont city, CA 43,641
Bellingham city, WA 85,388
Bend city, OR 87,167
Bethlehem township, PA 23,800
Bettendorf city, IA 35,293
Billings city, MT 109,082
Bloomington city, IN 83,636
Bloomington city, MN 85,417
Boise City city, ID 220,859
Bonner Springs city, KS 7,644
Boulder city, CO 106,271
Bowling Green city, KY 64,302
Bozeman city, MT 43,132
Brookline CDP, MA 59,246
Brooklyn Center city, MN 30,885
Brooklyn city, OH 10,891
Broomfield city, CO 64,283
Brownsburg town, IN 24,625
Buffalo Grove village, IL 41,551
Burlingame city, CA 30,401
Cabarrus County, NC 196,716
Cambridge city, MA 110,893
Canandaigua city, NY 10,402
Cannon Beach city, OR 1,517
Cañon City city, CO 16,298
Cape Coral city, FL 173,679
Carlsbad city, CA 113,147
Cartersville city, GA 20,235
Cary town, NC 159,715
Castle Rock town, CO 57,274
Cedar Hill city, TX 48,149
Cedar Park city, TX 70,010
Cedar Rapids city, IA 130,330
Celina city, TX 7,910
Centennial city, CO 108,448
Chandler city, TX 2,896
Chanhassen city, MN 25,108
Chapel Hill town, NC 59,234
Chardon city, OH 5,166
Charles County, MD 156,021
Charlotte County, FL 173,236
Charlottesville city, VA 46,487
Chattanooga city, TN 176,291
Chautauqua town, NY 4,362
Chesterfield County, VA 335,594
Clayton city, MO 16,214
Clearwater city, FL 112,794
Clinton city, SC 8,538
Clive city, IA 17,134
Clovis city, CA 104,411
College Park city, MD 32,186
College Station city, TX 107,445
Colleyville city, TX 25,557
Collinsville city, IL 24,767
Columbia city, MO 118,620
Commerce City city, CO 52,905
Conshohocken borough, PA 7,985
Coolidge city, AZ 12,221
Coon Rapids city, MN 62,342
Coral Springs city, FL 130,110
Coronado city, CA 24,053
Corvallis city, OR 56,224
Cottonwood Heights city, UT 34,214
Coventry Lake CDP, CT 2,932
Coventry town, CT 12,458
Cupertino city, CA 60,687
Dacono city, CO 4,929
Dakota County, MN 414,655
Dallas city, OR 15,413
Dallas city, TX 1,300,122
Danvers town, MA 27,527
Danville city, KY 16,657
Darien city, IL 22,206
Davidson town, NC 12,325
Dayton city, OH 140,939
Dayton town, WY 815
Dearborn city, MI 95,295
Decatur city, GA 22,022
DeLand city, FL 30,315
Delaware city, OH 38,193
Denison city, TX 23,342
Denton city, TX 131,097
Denver city, CO 678,467
Des Moines city, IA 214,778
Des Peres city, MO 8,536
Destin city, FL 13,421
Dothan city, AL 67,784
Dover city, NH 30,901
Dublin city, CA 57,022
Dublin city, OH 44,442
Duluth city, MN 86,066
Durham city, NC 257,232
Durham County, NC 300,865
Dyer town, IN 16,077
Eagan city, MN 66,102
Eagle Mountain city, UT 27,773
Eau Claire city, WI 67,945
Eden Prairie city, MN 63,660
Eden town, VT 1,254
Edgewater city, CO 5,299
Edina city, MN 50,603
Edmond city, OK 89,769
Edmonds city, WA 41,309
El Cerrito city, CA 24,982
El Paso de Robles (Paso Robles) city, CA 31,409
Elbert County, CO 24,553
Elgin city, IL 112,628
Elk Grove city, CA 166,228
Elmhurst city, IL 46,139
Englewood city, CO 33,155
Erie town, CO 22,019
Escambia County, FL 309,924
Estes Park town, CO 6,248
Euclid city, OH 47,698
Farmers Branch city, TX 33,808
Farmersville city, TX 3,440
Farmington Hills city, MI 81,235
Fate city, TX 10,339
Fayetteville city, GA 17,069
Fayetteville city, NC 210,324
Ferguson township, PA 18,837
Fernandina Beach city, FL 11,957
Flower Mound town, TX 71,575
Forest Grove city, OR 23,554
Fort Collins city, CO 159,150
Franklin city, TN 72,990
Frederick town, CO 11,397
Fremont city, CA 230,964
Frisco town, CO 2,977
Fruita city, CO 13,039
Gahanna city, OH 34,691
Gaithersburg city, MD 67,417
Galveston city, TX 49,706
Gardner city, KS 21,059
Germantown city, TN 39,230
Gilbert town, AZ 232,176
Gillette city, WY 31,783
Glen Ellyn village, IL 27,983
Glendora city, CA 51,891
Glenview village, IL 47,066
Golden city, CO 20,365
Golden Valley city, MN 21,208
Goodyear city, AZ 74,953
Grafton village, WI 11,576

Grand Rapids city, MI 195,355
Grand Traverse County, MI 91,222
Greeley city, CO..... 100,760
Greenville city, NC..... 90,347
Greer city, SC..... 28,587
Gulf Breeze city, FL..... 6,251
Gunnison County, CO 16,215
Haltom City city, TX..... 44,059
Hamilton city, OH 62,216
Hamilton town, MA..... 7,991
Hampton city, VA 136,255
Hanover County, VA..... 103,218
Harrisburg city, SD..... 5,429
Hastings city, MN 22,620
Henderson city, NV 284,817
High Point city, NC..... 109,849
Highland Park city, IL..... 29,796
Highlands Ranch CDP, CO..... 105,264
Homer Glen village, IL 24,403
Honolulu County, HI 990,060
Hopkinton town, MA..... 16,720
Hoquiam city, WA 8,416
Horry County, SC 310,186
Hudson town, CO 1,709
Huntley village, IL..... 26,265
Huntsville city, TX..... 40,727
Hutchinson city, MN..... 13,836
Hutto city, TX..... 22,644
Hyattsville city, MD 18,225
Independence city, IA..... 6,013
Independence city, MO 117,369
Indio city, CA 86,867
Iowa City city, IA..... 73,415
Issaquah city, WA..... 35,629
Jackson city, MO 14,690
Jackson County, MI 158,989
Jefferson Parish, LA 437,038
Jerome city, ID..... 11,306
Johnson City city, TN 65,598
Johnston city, IA 20,172
Jupiter town, FL..... 62,373
Kalamazoo city, MI 75,833
Kansas City city, KS 151,042
Kansas City city, MO 476,974
Kent city, WA..... 126,561
Kerrville city, TX..... 22,931
Key West city, FL 25,316
King City city, CA 13,721
Kingman city, AZ..... 28,855
Kirkland city, WA 86,772
Kirkwood city, MO..... 27,659
La Mesa city, CA 59,479
La Plata town, MD..... 9,160
La Vista city, NE..... 17,062
Lake Forest city, IL..... 18,931
Lake in the Hills village, IL..... 28,908
Lake Zurich village, IL 19,983
Lakeville city, MN 61,056
Lakewood city, CO..... 151,411
Lakewood city, WA..... 59,102
Lancaster County, SC..... 86,544
Laramie city, WY..... 32,104
Larimer County, CO 330,976
Las Cruces city, NM 101,014
Las Vegas city, NM 13,445
Las Vegas city, NV..... 621,662
Lawrence city, KS 93,954
Lawrenceville city, GA..... 29,287
Lehi city, UT 58,351
Lenexa city, KS 52,030
Lewisville city, TX 103,638
Libertyville village, IL..... 20,504
Lincolnwood village, IL 12,637
Lindsborg city, KS 3,313
Little Chute village, WI 11,006
Littleton city, CO 45,848
Livermore city, CA..... 88,232
Lombard village, IL..... 43,776
Lone Tree city, CO..... 13,430
Long Grove village, IL 7,980
Longmont city, CO..... 91,730
Lonsdale city, MN 3,850
Los Alamos County, NM..... 18,031
Los Altos Hills town, CA..... 8,490
Loudoun County, VA 374,558
Louisville city, CO 20,319
Lower Merion township, PA..... 58,500
Lynchburg city, VA 79,237
Lynnwood city, WA 37,242
Manassas city, VA 41,379
Manhattan Beach city, CA..... 35,698
Manhattan city, KS..... 55,427
Mankato city, MN 41,241
Maple Grove city, MN..... 68,362
Maplewood city, MN 40,127
Maricopa County, AZ 4,155,501
Marin County, CA..... 260,814
Marion city, IA..... 38,014
Mariposa County, CA 17,658
Marshalltown city, IA 27,440
Marshfield city, WI..... 18,326
Martinez city, CA..... 37,902
Marysville city, WA 66,178
Maui County, HI 164,094
McKinney city, TX..... 164,760
McMinnville city, OR..... 33,211
Mecklenburg County, NC 1,034,290
Menlo Park city, CA..... 33,661
Menomonee Falls village, WI..... 36,411
Mercer Island city, WA..... 24,768
Meridian charter township, MI ... 41,903
Merriam city, KS..... 11,259
Mesa city, AZ..... 479,317
Mesquite city, TX 144,118
Miami city, FL..... 443,007
Middleton city, WI 18,951
Middletown town, RI 16,100
Milford city, DE 10,645
Milton city, GA 37,556
Minneapolis city, MN..... 411,452
Minnetrista city, MN..... 7,187
Missoula County, MT 114,231
Missouri City city, TX..... 72,688
Moline city, IL..... 42,644
Monroe city, MI 20,128
Montgomery city, MN..... 2,921
Montgomery County, MD..... 1,039,198
Monticello city, UT..... 2,599
Montrose city, CO..... 18,918
Moorpark city, CA..... 36,060
Moraga town, CA..... 17,231
Morristown city, TN 29,446
Morrisville town, NC.....23,873
Morro Bay city, CA.....10,568
Moscow city, ID 24,833
Mountlake Terrace city, WA.....20,922
Murphy city, TX.....20,361
Naperville city, IL 146,431
Napoleon city, OH.....8,646
Needham CDP, MA 30,429
Nevada City city, CA.....3,112
Nevada County, CA 98,838
New Braunfels city, TX 70,317
New Brighton city, MN 22,440
New Concord village, OH 2,561
New Hope city, MN.....20,909
Newport city, RI 24,745
Newport News city, VA.....180,775
Newton city, IA 15,085
Niles village, IL 29,823
Noblesville city, IN 59,807
Norcross city, GA 16,474
Norfolk city, NE.....24,352
North Mankato city, MN.....13,583
North Port city, FL.....62,542
North Yarmouth town, ME 3,714
Northglenn city, CO 38,473
Novato city, CA 55,378
Novi city, MI.....58,835
O'Fallon city, IL 29,095
Oak Park village, IL.....52,229
Oakdale city, MN 27,972
Oklahoma City city, OK 629,191
Olmsted County, MN 151,685
Orland Park village, IL 59,161
Orleans Parish, LA.....388,182
Oshkosh city, WI 66,649
Oswego village, IL 33,759
Overland Park city, KS.....186,147
Paducah city, KY.....24,879
Palm Beach Gardens city, FL.....53,119
Palm Coast city, FL.....82,356
Palo Alto city, CA.....67,082
Palos Verdes Estates city, CA 13,591
Panama City Beach city, FL 12,461
Papillion city, NE 19,478
Paradise Valley town, AZ 13,961
Park City city, UT.....8,167
Parker town, CO.....51,125
Pasco city, WA 70,607
Pasco County, FL.....498,136
Payette city, ID.....7,366
Pearland city, TX 113,693
Peoria city, IL 115,424
Pflugerville city, TX 58,013
Philadelphia city, PA 1,569,657
Pinehurst village, NC.....15,580
Piqua city, OH 20,793
Pitkin County, CO.....17,747
Plano city, TX 281,566
Platte City city, MO.....4,867
Pleasant Hill city, IA 9,608
Pleasanton city, CA 79,341
Plymouth city, MN 76,258
Port Orange city, FL 60,315
Port St. Lucie city, FL.....178,778
Portage city, MI 48,072
Portland city, OR.....630,331

Powell city, OH 12,658
Powhatan County, VA 28,364
Prairie Village city, KS 21,932
Pueblo city, CO 109,122
Purcellville town, VA 9,217
Queen Creek town, AZ 33,298
Raleigh city, NC 449,477
Ramsey city, MN 25,853
Raymore city, MO 20,358
Redmond city, OR 28,492
Redmond city, WA 60,712
Redwood City city, CA 84,368
Reno city, NV 239,732
Richfield city, MN 35,993
Richland city, WA 53,991
Richmond city, CA 108,853
Richmond Heights city, MO 8,466
Rio Rancho city, NM 93,317
River Falls city, WI 15,256
Riverside city, CA 321,570
Roanoke city, VA 99,572
Roanoke County, VA 93,419
Rochester city, NY 209,463
Rock Hill city, SC 70,764
Rockville city, MD 66,420
Roeland Park city, KS 6,810
Rohnert Park city, CA 42,305
Rolla city, MO 20,013
Rosemount city, MN 23,474
Rosenberg city, TX 35,867
Roseville city, MN 35,624
Round Rock city, TX 116,369
Royal Palm Beach village, FL 37,665
Sacramento city, CA 489,650
Sahuarita town, AZ 28,257
Sammamish city, WA 62,877
San Carlos city, CA 29,954
San Diego city, CA 1,390,966
San Francisco city, CA 864,263
San Jose city, CA 1,023,031
San Marcos city, TX 59,935
Sangamon County, IL 198,134
Santa Fe city, NM 82,980
Santa Fe County, NM 147,514
Savage city, MN 30,011
Schaumburg village, IL 74,427
Schertz city, TX 38,199
Scott County, MN 141,463
Scottsdale city, AZ 239,283
Sedona city, AZ 10,246
Sevierville city, TN 16,387
Shakopee city, MN 40,024
Shawnee city, KS 64,840
Shawnee city, OK 30,974
Shoreline city, WA 55,431
Shoreview city, MN 26,432
Shorewood village, IL 16,809
Sierra Vista city, AZ 43,585
Silverton city, OR 9,757
Sioux Falls city, SD 170,401
Skokie village, IL 64,773
Snoqualmie city, WA 12,944
Snowmass Village town, CO 2,827
Somerset town, MA 18,257
South Bend city, IN 101,928
South Jordan city, UT 65,523
South Portland city, ME 25,431
Southlake city, TX 30,090
Spearfish city, SD 11,300
Springville city, UT 32,319
St. Augustine city, FL 13,952
St. Charles city, IL 32,730
St. Cloud city, MN 67,093
St. Croix County, WI 87,142
St. Joseph city, MO 76,819
St. Louis County, MN 200,294
St. Lucie County, FL 298,763
State College borough, PA 42,224
Steamboat Springs city, CO 12,520
Sugar Land city, TX 86,886
Suisun City city, CA 29,280
Summit County, UT 39,731
Sunnyvale city, CA 151,565
Surprise city, AZ 129,534
Suwanee city, GA 18,655
Tacoma city, WA 207,280
Takoma Park city, MD 17,643
Tempe city, AZ 178,339
Temple city, TX 71,795
Texarkana city, TX 37,222
The Woodlands CDP, TX 109,608
Thousand Oaks city, CA 128,909
Tigard city, OR 51,355
Tinley Park village, IL 57,107
Tracy city, CA 87,613
Trinidad CCD, CO 10,819
Tualatin city, OR 27,135
Tulsa city, OK 401,352
Tustin city, CA 80,007
Twin Falls city, ID 47,340
Unalaska city, AK 4,809
University Heights city, OH 13,201
University Park city, TX 24,692
Urbandale city, IA 42,222
Vail town, CO 5,425
Vernon Hills village, IL 26,084
Victoria city, MN 8,679
Vienna town, VA 16,474
Virginia Beach city, VA 450,057
Walnut Creek city, CA 68,516
Warrensburg city, MO 19,890
Washington County, MN 250,979
Washoe County, NV 445,551
Waunakee village, WI 13,284
Wauwatosa city, WI 47,687
Wentzville city, MO 35,768
West Bend city, WI 31,656
West Carrollton city, OH 12,963
West Chester township, OH 62,804
West Des Moines city, IA 62,999
Western Springs village, IL 13,187
Westerville city, OH 38,604
Westlake town, TX 1,006
Westminster city, CO 111,895
Westminster city, MD 18,557
Wheat Ridge city, CO 31,162
White House city, TN 11,107
Wichita city, KS 389,054
Williamsburg city, VA 14,817
Willowbrook village, IL 8,598
Wilmington city, NC 115,261
Wilsonville city, OR 22,789
Windsor town, CO 23,386
Windsor town, CT 29,037
Winter Garden city, FL 40,799
Woodbury city, MN 67,648
Woodinville city, WA 11,675
Wyandotte County, KS 163,227
Wyoming city, MI 75,124
Yakima city, WA 93,182
York County, VA 67,196
Yorktown town, IN 11,200
Yorkville city, IL 18,691
Yountville city, CA 2,978

SURVEY MATERIALS

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