



# CITY OF PALO ALTO COMMUNITY SURVEY 2023

Report of Results

October 2023



8001 Terrace Ave Middleton, WI 53562  
info.polco.us • 608-709-8683

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# Detailed Survey Methods

## Survey Information

The 2023 Palo Alto Community Survey was conducted by Polco/National Research Center, Inc. (NRC). Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation, and other aspects of the community in order to support budgeting, land use and strategic planning, and communication with residents. Resident demographic characteristics permit comparison to the Census and American Community Survey estimates, and geographic location allows comparison of results for different subgroups of residents. The City of Palo Alto funded this research. Please contact Lupita Alamos, Assistant to the City Manager, City of Palo Alto, at [Lupita.Alamos@cityofpaloalto.org](mailto:Lupita.Alamos@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 their opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting

for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), their memory of the actual behavior (if it is not a question speculating about future actions, like a vote), their confidence that they can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

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

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

## Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Palo Alto were eligible to participate in the survey. A list of all households within the zip codes serving Palo Alto was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve Palo Alto households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of Palo Alto boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of six areas.

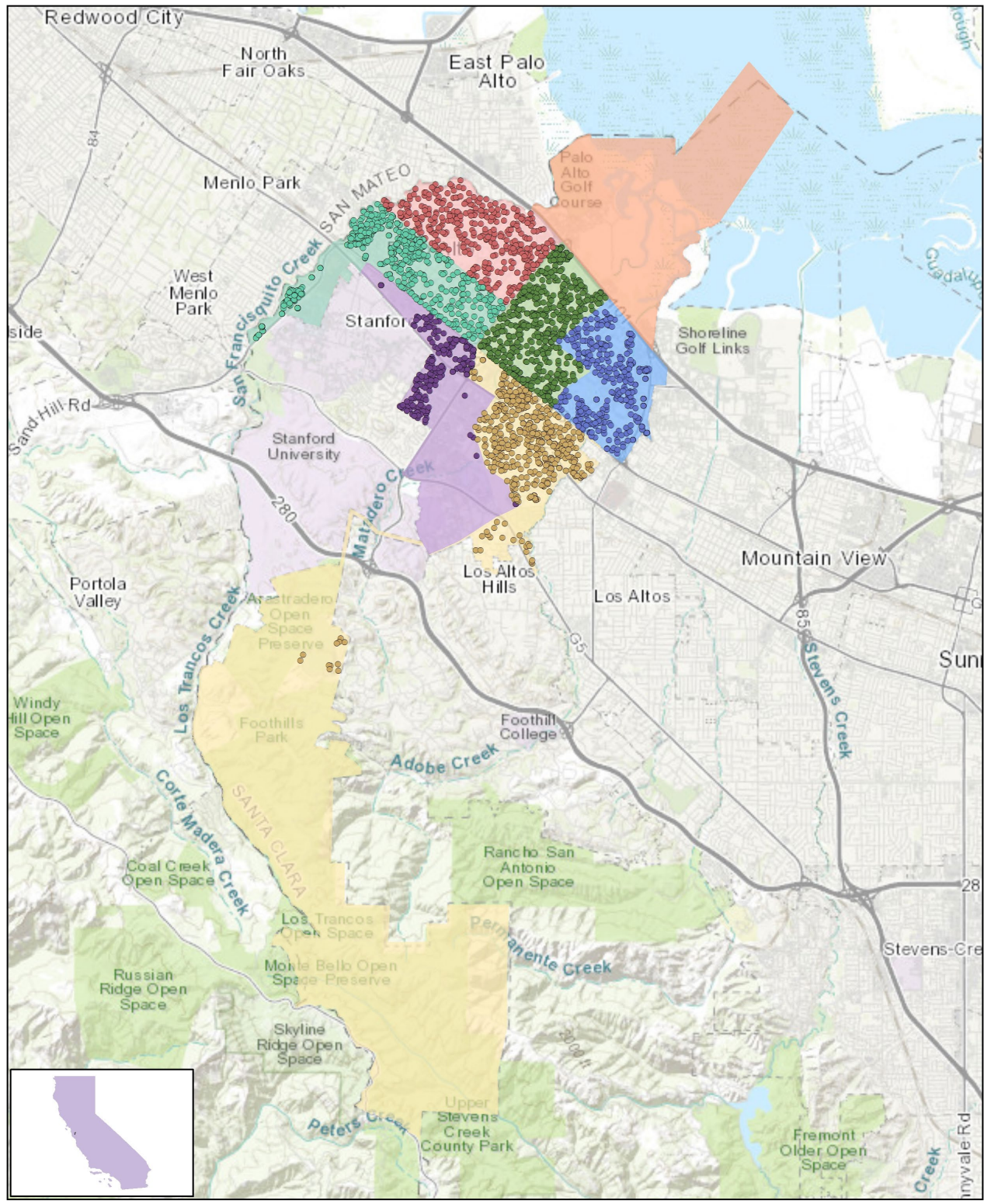
To choose the 3,600 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household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

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

In addition to the scientific, random selection of households, a link to an online open participation survey was publicized and posted to the City of Palo Alto website. This opt-in survey was identical to the scientific survey and open to all City residents. Results from the open participation survey are separate from the address-based survey and can be found in Appendix C: Results to Open Participation Survey.



Figure 1: Location of Survey Recipients by Area



**Survey Recipients in Palo Alto, CA**

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

## Survey Administration and Response

Selected households received mailings beginning on August 11, 2023. All 3,600 households received three notifications in the mail. The first mailing was a postcard announcing the upcoming survey with a link and QR code to complete the survey online. The next mailing contained a letter from the City Manager inviting the household to participate, a paper questionnaire, and a postage-paid return envelope. Third final mailing was a reminder postcard. The second and third mailings also asked respondents not to complete the survey a second time.

The online survey was available in English, Spanish, and Simplified Chinese. The paper survey was available in English only, though it requested by a resident, the City mailed out a paper copy in any language requested. All mailings included a URL through which the residents could choose to respond online, along with instructions on how to access the survey in Spanish or Simplified Chinese. Completed surveys were collected over six weeks. The online open participation survey was available to residents beginning September 8, 2023 and remained open through September 24, 2023.

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 3,469 households that received the survey, 603 completed the survey, providing an overall response rate of 17%. Of the 603 completed surveys, 323 were completed online. Three surveys were completed in Simplified Chinese. Additionally, responses were tracked by geographic subarea; response rates by area ranged from 13% to 27%. The response rates were calculated using AAPOR's response rate #2<sup>1</sup> for mailed surveys of unnamed persons. Additionally, 93 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.<sup>2</sup>

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 (603 completed surveys).

For subgroups of responses, the margin of error increases because the number of responses for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points. For each of the six areas within Palo Alto, the margin of error rises to approximately plus or minus 13 percentage points since number of responses were 81 for Area 1, 123 for Area 2, 86 for Area 3, 121 for Area 4, 57 for Area 5 and 135 for Area 6. The margin of error for the six

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<sup>1</sup> See AAPOR's Standard Definitions for more information:

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

<sup>2</sup> 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.

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 (57).

**Table 1: Survey Response Rates**

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Area 1	360	57	303	81	27%
Area 2	649	6	643	123	19%
Area 3	449	41	408	86	21%
Area 4	748	0	748	121	16%
Area 5	348	0	348	57	16%
Area 6	1,046	27	1,019	135	13%
Overall	3,600	131	3,469	603	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 2020 Census and 2021 American Community Survey estimates for adults in the City of Palo Alto. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), sex, and age. No adjustments were made for design effects. Results for the opt-in survey can be found in Appendix C: Results from Open Participation Survey.



**Table 2: Palo Alto, CA 2023 Weighting Table**

<b>Characteristic</b>	<b>Population Norm</b>	<b>Unweighted Data</b>	<b>Weighted Data</b>
<b>Housing</b>			
Rent home	44%	30%	43%
Own home	56%	70%	57%
Detached unit*	59%	68%	59%
Attached unit*	41%	32%	41%
<b>Race and Ethnicity</b>			
White	57%	62%	58%
Not white	43%	38%	42%
Not Hispanic	94%	96%	95%
Hispanic	6%	4%	5%
<b>Sex and Age</b>			
Female	52%	48%	52%
Male	48%	52%	48%
18-34 years of age	24%	7%	23%
35-54 years of age	35%	30%	34%
55+ years of age	41%	63%	43%
Females 18-34	11%	3%	11%
Females 35-54	18%	15%	17%
Females 55+	23%	30%	24%
Males 18-34	13%	4%	13%
Males 35-54	17%	15%	17%
Males 55+	18%	34%	18%
<b>Area</b>			
Area 1	13%	13%	12%
Area 2	19%	20%	21%
Area 3	13%	14%	13%
Area 4	19%	20%	20%
Area 5	9%	9%	10%
Area 6	27%	22%	24%

\* U.S. Census Bureau ACS 2021 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 2023 ratings for the City of Palo Alto to the 12 previous iterations of survey results (going back to 2010) 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 six percentage points<sup>3</sup> between the 2023 and 2022 surveys; otherwise, the comparisons between 2023 and 2022 are noted as being “similar.” When comparing results over time, small differences (those with less than a 6 percent difference compared to 2022) are more likely to be due to random variation (attributable to chance over real change), while larger differences (those greater than 6 percent compared to 2021) may be due to a real shift in resident perspective. However, it is often wise to continue to monitor results over a longer period of time to rule out random variation due to chance in the sampling process. Sometimes small changes in question wording can explain changes in results as well.

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

## Geographic and Demographic Comparisons

The geographic comparison tables on the following pages display differences in opinion of survey respondents by the six geographic subareas. Demographic comparisons display differences in opinion of survey respondents by race/ethnicity and sex. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

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

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

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

## National Benchmark Comparisons

### Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics as on the Palo Alto Community Survey. The surveys gathered for NRC’s database include data from communities that have been conducted by NRC, as well as citizen surveys unaffiliated with NRC. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant, and the comparisons are to jurisdictions that have conducted a survey within the last five years. The communities in the database represent a wide geographic and population range. The City of Palo Alto chose to have comparisons made to the entire database.

### Interpreting the Results

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

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

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

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

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

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

## Key Findings

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

- About 9 in 10 residents rated Palo Alto, as well as their neighborhood, as an excellent or good place to live. More than 8 in 10 residents highly rated the overall quality of life in Palo Alto, the city as a place to work, and the city as a place to raise children. These ratings were on par with previous years except for Palo Alto as a place to work, which was rated higher in 2023 than 2022. This rating was also higher than the national benchmark.
- More than 7 in 10 residents gave high marks to the city as a place to visit, which was similar to previous years.
- More than half of residents rated Palo Alto as a place to retire as excellent or good. This rating was higher in 2023 compared to 2022.
- While fewer residents in 2023 indicated that they were likely to remain in Palo Alto for the next five years (77% very or somewhat likely), this rating remained similar to the national benchmark.
- More than three-quarters of residents indicated that they would recommend living in the city to someone who asked, which was similar to previous years and the national benchmark.
- Nine in 10 residents would recommend Palo Alto's libraries to friends, on par with previous years.

### **While residents were highly satisfied with many City services, they indicate there are areas for improvement with utilities.**

- At least 9 in 10 residents gave excellent or good ratings to fire emergency services, Palo Alto open space, City parks, public library services (e.g., hold requests, storytimes, teen events, bookclubs), library facilities (buildings, computer equipment, accessibility), ambulance or emergency medical services, and the variety of library materials (books, e-books, streaming, databases, audiobooks). These ratings were similar to those given in previous years. Palo Alto open space was rated much higher than the national benchmark, and City parks were rated higher than the benchmark.
- More than 8 in 10 survey respondents positively rated sewer services, refuse collection (garbage, recycling, yard waste, and e-waste), drinking water, utility payment options, recreation centers or facilities, police services, the preservation of natural areas (open space, farmlands, and greenbelts), recreation programs or classes, and art programs and theater. All ratings were similar when compared to 2022, except for recreation centers or facilities (higher in 2023), and art programs and theater (lower in 2023). Drinking water, recreation centers or facilities, utility payment options, recreation centers, and the preservation of natural areas were all rated higher than the national benchmarks.
- More than 8 in 10 residents positively rated the reliability of utility services and utilities online customer self-service features, both on par with previous years.
- A number of utility-related questions were rated lower in 2023 compared to 2022, including community value received from the City owning and operating its own municipal utility services (79% excellent or good), speed of response after contacting Utilities department staff (72%), value of Palo Alto Utilities' customer communications (72%), working hard to keep utilities prices competitive (56%), and the affordability of utility services (51%).



## **Ratings for Palo Alto government performance are on the rise.**

- More than 6 in 10 residents gave Palo Alto high marks for treating residents with respect, being honest, treating all residents fairly, and informing residents about issues facing the community.
- Nearly 6 in 10 rated the value of services for the taxes paid to Palo Alto and the City being open and transparent to the public as excellent or good. All other aspects of government performance were positively rated by at least half of residents.
- Most aspects of government performance were rated higher in 2023 compared to 2022. These aspects included being honest, treating all residents fairly, informing residents about issues facing the community, the value of services for the taxes paid to Palo Alto, the job Palo Alto does at welcoming resident involvement, and the overall direction that Palo Alto is taking. All other aspects were on par with previous years.
- Where benchmark comparisons were available, Palo Alto ranked similar to the national benchmarks.

## **Issues related to affordable housing and cost of living remain a concern for residents, but other community characteristics are highly rated.**

- Fewer than 1 in 10 residents positively rated the cost of living in Palo Alto, similar to previous years and much lower than the national benchmark.
- About 1 in 10 survey respondents rated the availability of affordable quality housing as excellent or good, similar to previous years and lower than the national benchmark.
- About one-quarter of residents gave high marks to the variety of housing options in the city, similar to previous years and lower than the national benchmark.
- Many community characteristics were ranked higher than comparison communities across the nation, including ease of walking in Palo Alto (80% excellent or good), ease of travel by bicycle (77%), opportunities to attend cultural/arts/music activities (72%), shopping opportunities (69%), and employment opportunities (62%).
- Compared to 2022, the availability of affordable quality mental health care (38% excellent or good) and ease of travel by public transportation (32%) were rated higher in 2023.

## Appendix A: Results Tables

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

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

Tables displaying trend data appear only for the years in which the questions were asked. Meaningful differences between survey years have been noted within the following tables as being “higher” or “lower” if the differences are greater than approximately six percentage points between the 2023 and 2022 surveys; otherwise, the comparison between 2023 and 2022 are noted as being “similar.”

Geographic and demographic comparisons have been provided for questions 1 through 17 (some questions having multiple, non-scaled responses are not included). Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

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

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

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

## 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Palo Alto as a place to live	46%	N=276	43%	N=259	8%	N=48	2%	N=12	0%	N=1	100%	N=596
Your neighborhood as a place to live	49%	N=294	43%	N=253	7%	N=40	1%	N=7	0%	N=2	100%	N=596
Palo Alto as a place to raise children	39%	N=234	30%	N=181	12%	N=71	2%	N=15	16%	N=93	100%	N=593
Palo Alto as a place to work	31%	N=182	34%	N=198	9%	N=55	2%	N=13	24%	N=142	100%	N=591
Palo Alto as a place to visit	32%	N=193	36%	N=213	19%	N=112	6%	N=36	7%	N=39	100%	N=594
Palo Alto as a place to retire	21%	N=125	23%	N=136	21%	N=123	19%	N=113	17%	N=99	100%	N=596
The overall quality of life in Palo Alto	39%	N=230	47%	N=280	11%	N=67	3%	N=15	0%	N=2	100%	N=594

**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	
	%	N	%	N	%	N	%	N	%	N
Palo Alto as a place to live	46%	N=276	43%	N=259	8%	N=48	2%	N=12	100%	N=595
Your neighborhood as a place to live	50%	N=294	43%	N=253	7%	N=40	1%	N=7	100%	N=594
Palo Alto as a place to raise children	47%	N=234	36%	N=181	14%	N=71	3%	N=15	100%	N=500
Palo Alto as a place to work	41%	N=182	44%	N=198	12%	N=55	3%	N=13	100%	N=448
Palo Alto as a place to visit	35%	N=193	38%	N=213	20%	N=112	7%	N=36	100%	N=555
Palo Alto as a place to retire	25%	N=125	27%	N=136	25%	N=123	23%	N=113	100%	N=497
The overall quality of life in Palo Alto	39%	N=230	47%	N=280	11%	N=67	3%	N=15	100%	N=592

**Table 6: Question 1 - Historical Results**

Please rate each of the following aspects of quality of life in Palo Alto:	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
Palo Alto as a place to live	95%	95%	94%	95%	92%	95%	92%	91%	91%	89%	88%	88%	90%	Similar
Your neighborhood as a place to live	88%	91%	90%	90%	91%	92%	90%	91%	91%	90%	89%	88%	92%	Similar
Palo Alto as a place to raise children	90%	93%	93%	92%	90%	93%	87%	84%	84%	82%	82%	87%	83%	Similar
Palo Alto as a place to work	NA	87%	89%	88%	89%	86%	87%	82%	82%	80%	82%	79%	85%	Higher
Palo Alto as a place to visit	NA	NA	NA	NA	NA	75%	74%	72%	71%	68%	70%	69%	73%	Similar
Palo Alto as a place to retire	62%	65%	68%	68%	56%	60%	52%	50%	51%	40%	52%	46%	53%	Higher
The overall quality of life in Palo Alto	92%	93%	94%	92%	94%	91%	91%	88%	85%	89%	84%	88%	86%	Similar

**Table 7: Question 1 - Benchmark Comparisons**

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Palo Alto as a place to live	78	127	357	Similar
Your neighborhood as a place to live	80	71	319	Similar
Palo Alto as a place to raise children	76	144	360	Similar
Palo Alto as a place to work	74	28	352	Higher
Palo Alto as a place to visit	67	86	316	Similar
Palo Alto as a place to retire	52	268	357	Similar
The overall quality of life in Palo Alto	74	120	374	Similar

**Table 8: Question 1 - Geographic Subgroup Results**

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Palo Alto as a place to live	94%	91%	94%	86%	86%	90%	90%
Your neighborhood as a place to live	96% D	90%	94% D	86%	97% D	94% D	92%
Palo Alto as a place to raise children	80%	82%	92% D E	80%	76%	85%	83%
Palo Alto as a place to work	86%	83%	86%	84%	77%	88%	85%
Palo Alto as a place to visit	79% D	73%	79% D	62%	71%	78% D	73%
Palo Alto as a place to retire	53%	48%	54%	51%	37%	62% B E	53%
The overall quality of life in Palo Alto	86%	87%	92% D	80%	89%	86%	86%

**Table 9: Question 1 - Demographic Subgroup Results**

	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
Percent rating "excellent" or "good"	(A)	(B)	(A)	(B)	(A)
Palo Alto as a place to live	91%	89%	90%	91%	90%
Your neighborhood as a place to live	95% B	88%	93%	91%	92%
Palo Alto as a place to raise children	83%	83%	85%	82%	83%
Palo Alto as a place to work	89% B	80%	85%	84%	85%
Palo Alto as a place to visit	74%	73%	78% B	69%	73%
Palo Alto as a place to retire	56%	50%	52%	54%	53%
The overall quality of life in Palo Alto	88%	84%	89% B	83%	86%



## Question 2

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	23%	N=136	49%	N=293	22%	N=128	6%	N=35	1%	N=4	100%	N=596
Overall feeling of safety in Palo Alto	42%	N=250	42%	N=249	12%	N=70	4%	N=24	0%	N=1	100%	N=594
Overall quality of natural environment in Palo Alto	41%	N=244	49%	N=292	8%	N=49	1%	N=9	0%	N=3	100%	N=595
Overall health and wellness opportunities in Palo Alto	38%	N=226	41%	N=243	12%	N=71	3%	N=18	6%	N=34	100%	N=593
Residents' connection and engagement with their community	14%	N=85	42%	N=252	28%	N=164	9%	N=54	6%	N=38	100%	N=593

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	23%	N=136	50%	N=293	22%	N=128	6%	N=35	100%	N=592
Overall feeling of safety in Palo Alto	42%	N=250	42%	N=249	12%	N=70	4%	N=24	100%	N=593
Overall quality of natural environment in Palo Alto	41%	N=244	49%	N=292	8%	N=49	1%	N=9	100%	N=593
Overall health and wellness opportunities in Palo Alto	41%	N=226	43%	N=243	13%	N=71	3%	N=18	100%	N=559
Residents' connection and engagement with their community	15%	N=85	45%	N=252	29%	N=164	10%	N=54	100%	N=555

**Table 12: Question 2 - Historical Results**

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	NA	NA	NA	NA	NA	67%	63%	59%	65%	62%	76%	72%	72%	Similar
Overall feeling of safety in Palo Alto	NA	NA	NA	NA	NA	92%	91%	94%	94%	91%	87%	84%	84%	Similar
Overall quality of natural environment in Palo Alto	NA	84%	84%	88%	83%	88%	86%	84%	89%	87%	90%	88%	90%	Similar
Health and wellness opportunities in Palo Alto	NA	NA	NA	NA	NA	88%	88%	85%	88%	84%	88%	90%	84%	Lower
Residents' connection and engagement with their community	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	62%	63%	61%	Similar

**Table 13: Question 2 - Benchmark Comparisons**

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	63	54	303	Similar
Overall feeling of safety in Palo Alto	74	119	346	Similar
Overall quality of natural environment in Palo Alto	77	60	312	Similar
Overall health and wellness opportunities in Palo Alto	74	41	305	Higher
Residents' connection and engagement with their community	55	95	249	Similar

**Table 14: Question 2 - Geographic Subgroup Results**

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	78% D	78% D	73% D	59%	75% D	73% D	72%
Overall feeling of safety in Palo Alto	83%	86%	87%	85%	91% F	78%	84%
Overall quality of natural environment in Palo Alto	89%	92%	87%	90%	91%	90%	90%
Overall health and wellness opportunities in Palo Alto	89% F	87% F	86%	79%	96% D F	77%	84%
Residents' connection and engagement with their community	65% E	61% E	76% B D E F	57%	43%	61% E	61%

**Table 15: Question 2 - Demographic Subgroup Results**

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	75%	70%	74%	71%	72%
Overall feeling of safety in Palo Alto	87%	83%	81%	89% A	84%
Overall quality of natural environment in Palo Alto	93%	89%	88%	94% A	90%
Overall health and wellness opportunities in Palo Alto	90% B	78%	84%	84%	84%
Residents' connection and engagement with their community	63%	58%	61%	62%	61%

### Question 3

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

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Palo Alto to someone who asks	40%	N=240	36%	N=217	13%	N=78	10%	N=58	1%	N=5	100%	N=598
Remain in Palo Alto for the next five years	54%	N=321	21%	N=127	12%	N=74	11%	N=63	3%	N=15	100%	N=600
Recommend Palo Alto's libraries to friends	57%	N=339	24%	N=142	5%	N=30	4%	N=23	11%	N=64	100%	N=598

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

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Palo Alto to someone who asks	41%	N=240	37%	N=217	13%	N=78	10%	N=58	100%	N=593
Remain in Palo Alto for the next five years	55%	N=321	22%	N=127	13%	N=74	11%	N=63	100%	N=585
Recommend Palo Alto's libraries to friends	63%	N=339	27%	N=142	6%	N=30	4%	N=23	100%	N=534

**Table 18: Question 3 - Historical Results**

Please indicate how likely or unlikely you are to do each of the following:	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
Recommend living in Palo Alto to someone who asks	NA	90%	91%	92%	89%	86%	80%	72%	75%	73%	74%	75%	77%	Similar
Remain in Palo Alto for the next five years	NA	83%	87%	87%	87%	83%	80%	75%	76%	78%	78%	84%	77%	Lower
Recommend Palo Alto's libraries to friends	NA	NA	NA	NA	NA	NA	NA	NA	91%	92%	91%	92%	90%	Similar

**Table 19: Question 3 - Benchmark Comparisons**

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recommend living in Palo Alto to someone who asks	77	229	311	Similar
Remain in Palo Alto for the next five years	77	255	309	Similar

**Table 20: Question 3 - Geographic Subgroup Results**

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "very likely" or "somewhat likely"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Recommend living in Palo Alto to someone who asks	79% E	78% E	78% E	77% E	61%	81% E	77%
Remain in Palo Alto for the next five years	84% E	78%	86% D E F	73%	69%	73%	77%
Recommend Palo Alto's libraries to friends	94%	93%	92%	87%	84%	88%	90%

**Table 21: Question 3 - Demographic Subgroup Results**

	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
Percent rating "very likely" or "somewhat likely"	(A)	(B)	(A)	(B)	(A)
Recommend living in Palo Alto to someone who asks	75%	80%	77%	78%	77%
Remain in Palo Alto for the next five years	74%	80%	77%	77%	77%
Recommend Palo Alto's libraries to friends	94% B	86%	90%	91%	90%



## Question 4

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

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	21%	N=126	39%	N=236	23%	N=138	8%	N=46	9%	N=52	100%	N=598
Attracting people from diverse backgrounds	20%	N=122	33%	N=194	21%	N=128	18%	N=110	7%	N=42	100%	N=596
Valuing/respecting residents from diverse backgrounds	27%	N=160	35%	N=204	22%	N=128	7%	N=44	9%	N=55	100%	N=592
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	11%	N=67	29%	N=170	21%	N=127	18%	N=108	21%	N=124	100%	N=596

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

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	23%	N=126	43%	N=236	25%	N=138	8%	N=46	100%	N=546
Attracting people from diverse backgrounds	22%	N=122	35%	N=194	23%	N=128	20%	N=110	100%	N=554
Valuing/respecting residents from diverse backgrounds	30%	N=160	38%	N=204	24%	N=128	8%	N=44	100%	N=537
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	14%	N=67	36%	N=170	27%	N=127	23%	N=108	100%	N=472

**Table 24: Question 4 - Historical Results**

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

**Table 25: Question 4 - Benchmark Comparisons**

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Making all residents feel welcome	60	135	253	Similar
Attracting people from diverse backgrounds	53	130	250	Similar
Valuing/respecting residents from diverse backgrounds	63	63	251	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	47	157	247	Similar

**Table 26: Question 4 - Geographic Subgroup Results**

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
<b>Percent rating "excellent" or "good"</b>	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(E)</b>	<b>(F)</b>	<b>(A)</b>
Making all residents feel welcome	67%	74% E F	75% E F	66%	57%	59%	66%
Attracting people from diverse backgrounds	61% E	59% E	68% E F	62% E	41%	50%	57%
Valuing/respecting residents from diverse backgrounds	70% E	70% E	77% E	69% E	49%	67% E	68%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	53%	51%	63% E F	50%	36%	46%	50%

**Table 27: Question 4 - Demographic Subgroup Results**

	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
<b>Percent rating "excellent" or "good"</b>	<b>(A)</b>	<b>(B)</b>	<b>(A)</b>	<b>(B)</b>	<b>(A)</b>
Making all residents feel welcome	65%	69%	66%	67%	66%
Attracting people from diverse backgrounds	56%	58%	52%	62% A	57%

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Valuing/respecting residents from diverse backgrounds	68%	66%	59%	75% A	68%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	47%	54%	44%	56% A	50%

## Question 5

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Palo Alto	23%	N=134	49%	N=291	22%	N=129	4%	N=21	2%	N=15	100%	N=590
Variety of business and service establishments in Palo Alto	19%	N=114	37%	N=218	29%	N=173	12%	N=73	2%	N=12	100%	N=589
Vibrancy of downtown/commercial area	20%	N=119	43%	N=251	26%	N=152	8%	N=45	4%	N=22	100%	N=590
Employment opportunities	13%	N=78	28%	N=166	20%	N=120	5%	N=27	34%	N=200	100%	N=591
Shopping opportunities	27%	N=159	41%	N=241	23%	N=133	9%	N=50	1%	N=5	100%	N=589
Cost of living in Palo Alto	1%	N=5	7%	N=41	27%	N=160	65%	N=383	1%	N=4	100%	N=593
Overall image or reputation of Palo Alto	34%	N=201	40%	N=238	19%	N=110	5%	N=28	2%	N=13	100%	N=590
Traffic flow on major streets	8%	N=48	42%	N=250	34%	N=203	15%	N=87	1%	N=6	100%	N=593
Ease of public parking	17%	N=100	50%	N=298	24%	N=141	8%	N=45	2%	N=9	100%	N=593
Ease of travel by car in Palo Alto	24%	N=142	48%	N=284	21%	N=122	6%	N=33	1%	N=7	100%	N=589
Ease of travel by public transportation in Palo Alto	4%	N=21	19%	N=111	21%	N=125	26%	N=156	30%	N=180	100%	N=594
Ease of travel by bicycle in Palo Alto	28%	N=165	38%	N=224	15%	N=86	5%	N=31	13%	N=79	100%	N=584
Ease of walking in Palo Alto	40%	N=238	39%	N=234	12%	N=71	8%	N=45	1%	N=5	100%	N=592

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Variety of housing options	5%	N=28	19%	N=111	29%	N=173	37%	N=221	9%	N=56	100%	N=589
Availability of affordable quality housing	2%	N=13	7%	N=44	14%	N=82	63%	N=372	13%	N=75	100%	N=586
Overall quality of new development in Palo Alto	5%	N=31	23%	N=132	28%	N=167	14%	N=79	30%	N=177	100%	N=586
Availability of paths and walking trails	30%	N=176	40%	N=238	22%	N=131	4%	N=25	4%	N=21	100%	N=591
Fitness opportunities (including exercise classes and paths or trails, etc.)	28%	N=163	41%	N=243	18%	N=105	3%	N=20	10%	N=57	100%	N=588
Recreational opportunities	27%	N=159	43%	N=253	17%	N=103	4%	N=23	9%	N=52	100%	N=592
Availability of affordable quality mental health care	6%	N=38	11%	N=63	11%	N=65	17%	N=98	55%	N=328	100%	N=591
Opportunities to attend cultural/arts/music activities	26%	N=156	41%	N=241	20%	N=121	6%	N=33	7%	N=39	100%	N=590

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Palo Alto	23%	N=134	51%	N=291	22%	N=129	4%	N=21	100%	N=576
Variety of business and service establishments in Palo Alto	20%	N=114	38%	N=218	30%	N=173	13%	N=73	100%	N=577
Vibrancy of downtown/commercial area	21%	N=119	44%	N=251	27%	N=152	8%	N=45	100%	N=567
Employment opportunities	20%	N=78	42%	N=166	31%	N=120	7%	N=27	100%	N=391
Shopping opportunities	27%	N=159	41%	N=241	23%	N=133	9%	N=50	100%	N=583
Cost of living in Palo Alto	1%	N=5	7%	N=41	27%	N=160	65%	N=383	100%	N=589
Overall image or reputation of Palo Alto	35%	N=201	41%	N=238	19%	N=110	5%	N=28	100%	N=577
Traffic flow on major streets	8%	N=48	43%	N=250	35%	N=203	15%	N=87	100%	N=588
Ease of public parking	17%	N=100	51%	N=298	24%	N=141	8%	N=45	100%	N=584
Ease of travel by car in Palo Alto	24%	N=142	49%	N=284	21%	N=122	6%	N=33	100%	N=581
Ease of travel by public transportation in Palo Alto	5%	N=21	27%	N=111	30%	N=125	38%	N=156	100%	N=414
Ease of travel by bicycle in Palo Alto	33%	N=165	44%	N=224	17%	N=86	6%	N=31	100%	N=505
Ease of walking in Palo Alto	41%	N=238	40%	N=234	12%	N=71	8%	N=45	100%	N=587
Variety of housing options	5%	N=28	21%	N=111	32%	N=173	41%	N=221	100%	N=533
Availability of affordable quality housing	3%	N=13	9%	N=44	16%	N=82	73%	N=372	100%	N=511

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall quality of new development in Palo Alto	8%	N=31	32%	N=132	41%	N=167	19%	N=79	100%	N=409
Availability of paths and walking trails	31%	N=176	42%	N=238	23%	N=131	4%	N=25	100%	N=570
Fitness opportunities (including exercise classes and paths or trails, etc.)	31%	N=163	46%	N=243	20%	N=105	4%	N=20	100%	N=531
Recreational opportunities	30%	N=159	47%	N=253	19%	N=103	4%	N=23	100%	N=539
Availability of affordable quality mental health care	14%	N=38	24%	N=63	25%	N=65	37%	N=98	100%	N=264
Opportunities to attend cultural/arts/music activities	28%	N=156	44%	N=241	22%	N=121	6%	N=33	100%	N=551

**Table 30: Question 5 - Historical Results**

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
Overall quality of business and service establishments in Palo Alto	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	85%	80%	74%	Lower
Variety of business and service establishments in Palo Alto	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	66%	58%	58%	Similar
Vibrancy of downtown/commercial areas	NA	NA	NA	NA	NA	77%	76%	73%	73%	71%	72%	62%	65%	Similar
Employment opportunities	33%	52%	56%	68%	68%	69%	66%	70%	74%	73%	68%	73%	62%	Lower
Shopping opportunities	NA	70%	71%	69%	73%	82%	79%	80%	82%	79%	78%	73%	69%	Similar
Cost of living in Palo Alto	NA	NA	NA	NA	NA	11%	8%	7%	8%	8%	6%	5%	8%	Similar
Overall image or reputation of Palo Alto	NA	90%	92%	92%	90%	92%	88%	86%	86%	83%	78%	76%	76%	Similar
Traffic flow on major streets	36%	46%	47%	40%	36%	34%	35%	31%	30%	33%	49%	47%	51%	Similar
Ease of public parking	NA	NA	NA	NA	NA	NA	38%	36%	33%	32%	59%	67%	68%	Similar
Ease of travel by car in Palo Alto	55%	65%	66%	62%	51%	55%	52%	44%	44%	42%	70%	72%	73%	Similar
Ease of travel by public transportation in Palo Alto	NA	63%	62%	64%	71%	65%	36%	26%	28%	29%	30%	24%	32%	Higher

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
Ease of travel by bicycle in Palo Alto	84%	81%	77%	81%	78%	78%	77%	74%	78%	74%	79%	76%	77%	Similar
Ease of walking in Palo Alto	NA	85%	83%	82%	84%	84%	83%	80%	86%	83%	86%	85%	80%	Similar
Variety of housing options	NA	37%	37%	29%	26%	27%	20%	17%	18%	13%	27%	21%	26%	Similar
Availability of affordable quality housing	6%	15%	14%	12%	13%	11%	8%	6%	6%	5%	9%	6%	11%	Similar
Overall quality of new development in Palo Alto	NA	55%	53%	57%	56%	44%	51%	49%	42%	50%	38%	36%	40%	Similar
Availability of paths and walking trails	NA	75%	75%	75%	77%	71%	74%	73%	76%	77%	76%	76%	73%	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	NA	NA	NA	NA	NA	NA	78%	78%	79%	78%	79%	77%	76%	Similar
Recreational opportunities	NA	80%	81%	81%	81%	77%	80%	77%	81%	75%	77%	79%	77%	Similar
Availability of affordable quality mental health care	NA	NA	NA	NA	NA	63%	53%	46%	52%	38%	44%	26%	38%	Higher
Opportunities to attend cultural/arts/music activities	NA	74%	73%	77%	69%	81%	79%	77%	81%	74%	71%	78%	72%	Lower

**Table 31: Question 5 - Benchmark Comparisons**

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall quality of business and service establishments in Palo Alto	64	119	312	Similar
Variety of business and service establishments in Palo Alto	55	127	248	Similar
Vibrancy of downtown/commercial area	59	77	292	Similar
Employment opportunities	58	44	323	Higher
Shopping opportunities	62	59	315	Higher
Cost of living in Palo Alto	15	294	303	Much Lower
Overall image or reputation of Palo Alto	69	114	351	Similar
Traffic flow on major streets	48	167	326	Similar
Ease of public parking	59	97	292	Similar
Ease of travel by car in Palo Alto	64	141	321	Similar
Ease of travel by public transportation in Palo Alto	33	172	296	Similar
Ease of travel by bicycle in Palo Alto	68	25	320	Higher
Ease of walking in Palo Alto	71	39	324	Higher
Variety of housing options	30	273	310	Lower
Availability of affordable quality housing	14	309	331	Lower
Overall quality of new development in Palo Alto	43	242	321	Similar
Availability of paths and walking trails	66	137	323	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	68	106	300	Similar
Recreational opportunities	67	97	317	Similar
Availability of affordable quality mental health care	39	170	295	Similar
Opportunities to attend cultural/arts/music activities	65	55	313	Higher



**Table 32: Question 5 - Geographic Subgroup Results**

	Area						Overall
	Area 1 (A)	Area 2 (B)	Area 3 (C)	Area 4 (D)	Area 5 (E)	Area 6 (F)	(A)
<b>Percent rating "excellent" or "good"</b>							
Overall quality of business and service establishments in Palo Alto	75%	71%	81%	73%	73%	73%	74%
Variety of business and service establishments in Palo Alto	65% E	56%	68% D E	53%	44%	59% E	58%
Vibrancy of downtown/commercial area	61%	69%	65%	63%	59%	69%	65%
Employment opportunities	65%	60%	60%	71%	58%	58%	62%
Shopping opportunities	69%	72%	67%	65%	71%	68%	69%
Cost of living in Palo Alto	10%	9%	11%	6%	7%	6%	8%
Overall image or reputation of Palo Alto	77%	80%	75%	75%	75%	74%	76%
Traffic flow on major streets	50%	57% E	54%	47%	40%	52%	51%
Ease of public parking	69%	73%	72%	66%	62%	66%	68%
Ease of travel by car in Palo Alto	77%	82% D E F	73%	68%	68%	71%	73%
Ease of travel by public transportation in Palo Alto	31%	37% D	35%	22%	38%	32%	32%
Ease of travel by bicycle in Palo Alto	76%	83% D	86% D	65%	78%	76%	77%
Ease of walking in Palo Alto	90% D F	86% D	89% D	62%	89% D	78% D	80%
Variety of housing options	34%	25%	34%	23%	18%	25%	26%
Availability of affordable quality housing	18% E F	12%	27% B D E F	9%	6%	5%	11%
Overall quality of new development in Palo Alto	39%	45%	50% E	37%	27%	36%	40%
Availability of paths and walking trails	71%	77%	70%	73%	68%	73%	73%
Fitness opportunities (including exercise classes and paths or trails, etc.)	72%	82%	72%	76%	81%	75%	76%
Recreational opportunities	79%	83% D	81% D	67%	75%	76%	77%

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Availability of affordable quality mental health care	36%	36%	64% A B D E F	38%	21%	38%	38%
Opportunities to attend cultural/arts/music activities	82% D E	83% D E F	74% E	65%	55%	70% E	72%

**Table 33: Question 5 - Demographic Subgroup Results**

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Overall quality of business and service establishments in Palo Alto	76%	72%	76%	72%	74%
Variety of business and service establishments in Palo Alto	58%	56%	56%	59%	58%
Vibrancy of downtown/commercial area	63%	70%	61%	70% A	65%
Employment opportunities	66%	59%	59%	65%	62%
Shopping opportunities	67%	71%	69%	68%	69%
Cost of living in Palo Alto	7%	9%	8%	8%	8%
Overall image or reputation of Palo Alto	75%	79%	74%	79%	76%
Traffic flow on major streets	54%	49%	47%	56% A	51%
Ease of public parking	67%	69%	64%	72%	68%
Ease of travel by car in Palo Alto	72%	76%	70%	76%	73%
Ease of travel by public transportation in Palo Alto	36%	29%	36%	28%	32%
Ease of travel by bicycle in Palo Alto	81% B	73%	77%	77%	77%
Ease of walking in Palo Alto	87% B	73%	83% B	77%	80%

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Variety of housing options	22%	31% A	19%	33% A	26%
Availability of affordable quality housing	8%	15% A	7%	15% A	11%
Overall quality of new development in Palo Alto	36%	45%	37%	43%	40%
Availability of paths and walking trails	74%	74%	73%	74%	73%
Fitness opportunities (including exercise classes and paths or trails, etc.)	83% B	69%	76%	76%	76%
Recreational opportunities	84% B	69%	77%	75%	77%
Availability of affordable quality mental health care	33%	48% A	33%	44%	38%
Opportunities to attend cultural/arts/music activities	75%	68%	71%	72%	72%

## Question 6

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality childcare/preschool	7%	N=41	14%	N=82	15%	N=90	12%	N=72	52%	N=305	100%	N=590
K-12 education	35%	N=207	27%	N=161	7%	N=41	2%	N=14	28%	N=165	100%	N=588
Adult educational opportunities	19%	N=111	33%	N=192	11%	N=66	4%	N=22	33%	N=193	100%	N=584
Opportunities to participate in social events and activities	15%	N=90	39%	N=230	24%	N=141	6%	N=34	15%	N=88	100%	N=583
Openness and acceptance of the community toward people of diverse backgrounds	21%	N=122	36%	N=209	24%	N=138	9%	N=52	11%	N=63	100%	N=583
Opportunities to learn about City services through social media such as Twitter, Facebook, and Nextdoor	14%	N=82	32%	N=187	14%	N=84	5%	N=31	35%	N=204	100%	N=587

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality childcare/preschool	14%	N=41	29%	N=82	32%	N=90	25%	N=72	100%	N=286
K-12 education	49%	N=207	38%	N=161	10%	N=41	3%	N=14	100%	N=423
Adult educational opportunities	28%	N=111	49%	N=192	17%	N=66	6%	N=22	100%	N=391
Opportunities to participate in social events and activities	18%	N=90	46%	N=230	28%	N=141	7%	N=34	100%	N=495
Openness and acceptance of the community toward people of diverse backgrounds	23%	N=122	40%	N=209	26%	N=138	10%	N=52	100%	N=520
Opportunities to learn about City services through social media such as Twitter, Facebook, and Nextdoor	21%	N=82	49%	N=187	22%	N=84	8%	N=31	100%	N=383

**Table 36: Question 6 - Historical Results\***

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
Availability of affordable quality child care/preschool	25%	25%	35%	27%	31%	49%	49%	39%	47%	37%	44%	34%	43%	Higher
K-12 education	NA	NA	92%	92%	94%	95%	92%	90%	91%	91%	90%	88%	87%	Similar
Adult educational opportunities	NA	NA	NA	NA	NA	89%	83%	78%	82%	77%	83%	81%	78%	Similar
Opportunities to participate in social events and activities	NA	74%	76%	74%	74%	71%	74%	70%	72%	65%	62%	65%	65%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	73%	79%	78%	80%	76%	76%	68%	72%	72%	72%	59%	60%	64%	Similar
Opportunities to learn about City services through social media such as Twitter, Facebook, and Nextdoor	NA	NA	63%	63%	71%	73%	75%	68%	76%	67%	71%	58%	70%	Higher

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

**Table 37: Question 6 - Benchmark Comparisons**

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality child care/preschool	44	148	306	Similar
K-12 education	78	39	308	Higher
Adult educational opportunities	67	25	298	Higher
Opportunities to participate in social events and activities	59	115	308	Similar
Opportunities to participate in community matters	60	79	304	Similar
Openness and acceptance of the community towards people of diverse backgrounds	59	85	322	Similar

**Table 38: Question 6 - Geographic Subgroup Results**

	Area						Overall (A)
	Area 1 (A)	Area 2 (B)	Area 3 (C)	Area 4 (D)	Area 5 (E)	Area 6 (F)	
<b>Percent rating "excellent" or "good"</b>							
Availability of affordable quality childcare/preschool	41%	49%	56%	36%	33%	43%	43%
K-12 education	84%	92%	90%	84%	88%	84%	87%
Adult educational opportunities	76%	80%	79%	73%	92% D F	72%	78%
Opportunities to participate in social events and activities	69% E	74% D E	73% D E	57%	46%	65% E	65%
Openness and acceptance of the community toward people of diverse backgrounds	76% D E F	66%	69%	59%	54%	60%	64%
Opportunities to learn about City services through social media such as Twitter, Facebook, and Nextdoor	74%	82% D F	66%	66%	71%	63%	70%

**Table 39: Question 6 - Demographic Subgroup Results**

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Availability of affordable quality childcare/preschool	38%	47%	34%	50% A	43%
K-12 education	89%	86%	84%	91% A	87%
Adult educational opportunities	85% B	68%	77%	78%	78%
Opportunities to participate in social events and activities	70% B	60%	67%	63%	65%
Openness and acceptance of the community toward people of diverse backgrounds	69% B	57%	58%	70% A	64%
Opportunities to learn about City services through social media such as Twitter, Facebook, and Nextdoor	74%	66%	69%	73%	70%

## Question 7

**Table 40: Question 7 - Response Percentages and Number of Respondents without "Don't Know" Responses**

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	<b>No</b>		<b>Yes</b>		<b>Total</b>	
Used Palo Alto recreation centers or their services	47%	N=276	53%	N=311	100%	N=587
Visited a neighborhood park or City park	6%	N=38	94%	N=550	100%	N=588
Used Palo Alto public libraries or their services	30%	N=178	70%	N=414	100%	N=592
Participated in religious or spiritual activities in Palo Alto	76%	N=446	24%	N=143	100%	N=589
Attended a City-sponsored event	49%	N=290	51%	N=300	100%	N=590
Participated in a club	81%	N=476	19%	N=113	100%	N=589
Talked to or visited with your immediate neighbors	11%	N=66	89%	N=525	100%	N=591
Done a favor for a neighbor	23%	N=134	77%	N=457	100%	N=591
Used the City's website to conduct business or pay bills	37%	N=220	63%	N=370	100%	N=590
Used the Utilities webpage to conduct business or pay bills	27%	N=160	73%	N=426	100%	N=586
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	46%	N=274	54%	N=316	100%	N=590
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	83%	N=487	17%	N=96	100%	N=584
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	80%	N=471	20%	N=116	100%	N=587
Watched (online or on television) a local public meeting	82%	N=482	18%	N=106	100%	N=588
Volunteered your time to some group/activity in Palo Alto	61%	N=361	39%	N=229	100%	N=590
Voted in your most recent local election	30%	N=179	70%	N=411	100%	N=590
Used bus, rail, subway, or other public transportation instead of driving	56%	N=328	44%	N=262	100%	N=590
Carpooled with other adults or children instead of driving alone	41%	N=243	59%	N=344	100%	N=587
Walked or biked instead of driving	16%	N=93	84%	N=497	100%	N=591
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	58%	N=338	42%	N=249	100%	N=586
Household member was a victim of a crime in Palo Alto	87%	N=514	13%	N=74	100%	N=588
Reported a crime to the police in Palo Alto	84%	N=494	16%	N=95	100%	N=589
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	70%	N=407	30%	N=175	100%	N=583

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



**Table 41: Question 7 - Historical Results\***

Please indicate whether or not you have done each of the following in the last 12 months (percent “yes”).	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
Used Palo Alto recreation centers or their services	NA	60%	60%	65%	58%	63%	65%	63%	63%	65%	39%	47%	53%	Higher
Visited a neighborhood park or City park	NA	94%	91%	95%	94%	91%	94%	93%	91%	94%	94%	94%	94%	Similar
Used Palo Alto public libraries or their services	NA	76%	74%	77%	77%	68%	76%	73%	75%	78%	62%	72%	70%	Similar
Participated in religious or spiritual activities in Palo Alto	NA	NA	NA	40%	NA	30%	30%	31%	30%	30%	24%	24%	24%	Similar
Attended a City-sponsored event	NA	NA	NA	NA	NA	50%	57%	51%	55%	52%	30%	45%	51%	Higher
Participated in a club	NA	31%	31%	38%	29%	27%	34%	30%	29%	31%	17%	22%	19%	Similar
Talked to or visited with your immediate neighbors	NA	NA	NA	NA	NA	91%	89%	88%	92%	90%	88%	88%	89%	Similar
Done a favor for a neighbor	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	78%	76%	77%	Similar
Used the City’s website to conduct business or pay bills	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	53%	60%	63%	Similar
Used the Utilities webpage to conduct business or pay bills	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	69%	69%	73%	Similar
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	55%	58%	54%	Similar
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	NA	NA	NA	NA	NA	17%	15%	17%	20%	21%	25%	21%	17%	Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	NA	27%	27%	25%	28%	22%	22%	21%	24%	25%	26%	21%	20%	Similar

Please indicate whether or not you have done each of the following in the last 12 months (percent "yes").	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
Watched (online or on television) a local public meeting	NA	28%	27%	21%	24%	16%	18%	14%	16%	12%	29%	23%	18%	Similar
Volunteered your time to some group/activity in Palo Alto	NA	51%	45%	54%	50%	40%	46%	45%	47%	47%	37%	45%	39%	Lower
Voted in your most recent local election	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	83%	77%	70%	Lower
Used bus, rail, subway, or other public transportation instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	34%	43%	44%	Similar
Carpooled with other adults or children instead of driving alone	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	41%	60%	59%	Similar
Walked or biked instead of driving	NA	NA	NA	NA	NA	85%	87%	87%	84%	88%	86%	88%	84%	Similar
Did NOT observe a code violation or other hazard in Palo Alto	NA	NA	NA	NA	NA	70%	67%	67%	62%	63%	60%	60%	58%	Similar
Household member was NOT the victim of a crime in Palo Alto	NA	91%	91%	91%	94%	92%	93%	91%	90%	93%	86%	88%	87%	Similar
Did NOT report a crime to the police in Palo Alto	NA	NA	NA	NA	NA	87%	87%	86%	85%	87%	79%	85%	84%	Similar
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	26%	49%	34%	30%	Similar

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

**Table 42: Question 7 - Benchmark Comparisons**

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	54	72	326	Similar
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	17	120	297	Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards,	20	138	300	Similar
Watched (online or on television) a local public meeting	18	214	289	Similar
Volunteered your time to some group/activity in Palo Alto	39	81	303	Similar
Voted in your most recent local election	70	184	246	Similar
Used bus, rail or other public transportation instead of driving	44	27	279	Much Higher
Carpooled with other adults or children instead of driving alone	59	20	295	Higher
Walked or biked instead of driving	84	13	297	Much Higher

**Table 43: Question 7 - Geographic Subgroup Results**

Percent "yes"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Used Palo Alto recreation centers or their services	70%	54%	48%	49%	61%	46%	53%
Visited a neighborhood park or City park	B C D F				F		
Used Palo Alto public libraries or their services	94%	95%	93%	94%	92%	93%	94%
Participated in religious or spiritual activities in Palo Alto	81%	68%	79%	68%	52%	70%	70%
	E	E	E	E	E	E	
	28%	23%	25%	19%	18%	30%	24%
						D	

Percent "yes"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Attended a City-sponsored event	65% B C D E	46%	37%	45%	44%	63% B C D E	51%
Participated in a club	25%	20%	20%	15%	16%	20%	19%
Talked to or visited with your immediate neighbors	96% E F	90% E	95% E	91% E	72%	86% E	89%
Done a favor for a neighbor	92% B D E F	68%	85% B E	76%	67%	79% B E	77%
Used the City's website to conduct business or pay bills	74% D F	63%	67%	58%	65%	58%	63%
Used the Utilities webpage to conduct business or pay bills	80% F	77% F	71%	72%	75%	66%	73%
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	59%	54%	53%	49%	48%	58%	54%
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	19%	11%	18%	16%	15%	20%	17%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	17%	13%	28% B E	22%	14%	23%	20%
Watched (online or on television) a local public meeting	18%	13%	28% B	18%	15%	19%	18%
Volunteered your time to some group/activity in Palo Alto	46% B D	29%	45% B D	30%	41%	47% B D	39%
Voted in your most recent local election	82% B F	64%	72%	70%	75%	64%	70%
Used bus, rail, subway, or other public transportation instead of driving	33%	47% C	30%	40%	54% A C	55% A C D	44%
Carpooled with other adults or children instead of driving alone	61%	61%	58%	56%	56%	59%	59%
Walked or biked instead of driving	88%	78%	84%	77%	93% B D	89% B D	84%

Percent "yes"	Area						Overall (A)
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	39%	40%	41%	41%	56% B	42%	42%
Household member was a victim of a crime in Palo Alto	8%	13%	15%	8%	9%	18% A D	13%
Reported a crime to the police in Palo Alto	16%	15%	20%	12%	15%	19%	16%
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	32%	24%	35%	26%	27%	37% B	30%

**Table 44: Question 7 - Demographic Subgroup Results**

Percent "yes"	Race/ethnicity		Sex		Overall (A)
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	
Used Palo Alto recreation centers or their services	56%	49%	55%	51%	53%
Visited a neighborhood park or City park	93%	94%	93%	95%	94%
Used Palo Alto public libraries or their services	66%	75% A	73%	67%	70%
Participated in religious or spiritual activities in Palo Alto	27%	22%	29% B	20%	24%
Attended a City-sponsored event	54%	46%	51%	50%	51%
Participated in a club	22% B	15%	20%	18%	19%
Talked to or visited with your immediate neighbors	90%	86%	88%	89%	89%
Done a favor for a neighbor	82% B	71%	78%	76%	77%
Used the City's website to conduct business or pay bills	61%	64%	59%	66%	63%

Percent "yes"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Used the Utilities webpage to conduct business or pay bills	67%	79% A	70%	76%	73%
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	53%	53%	54%	53%	54%
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	19%	13%	18%	14%	17%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	20%	18%	23% B	16%	20%
Watched (online or on television) a local public meeting	18%	17%	22% B	14%	18%
Volunteered your time to some group/activity in Palo Alto	41%	35%	44% B	34%	39%
Voted in your most recent local election	79% B	57%	71%	68%	70%
Used bus, rail, subway, or other public transportation instead of driving	48%	42%	43%	47%	44%
Carpooled with other adults or children instead of driving alone	60%	57%	60%	57%	59%
Walked or biked instead of driving	85%	85%	83%	86%	84%
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	51% B	32%	45%	40%	42%
Household member was a victim of a crime in Palo Alto	13%	12%	15% B	9%	13%
Reported a crime to the police in Palo Alto	17%	14%	18%	13%	16%
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	33%	26%	33% B	25%	30%

## Question 8

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

Please rate the following categories of Palo Alto government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Palo Alto	9%	N=51	40%	N=234	28%	N=162	9%	N=53	14%	N=82	100%	N=583
The overall direction that Palo Alto is taking	8%	N=47	39%	N=224	27%	N=154	14%	N=80	13%	N=76	100%	N=581
The job Palo Alto government does at welcoming resident involvement	9%	N=51	32%	N=185	24%	N=137	10%	N=55	26%	N=151	100%	N=580
Overall confidence in Palo Alto government	10%	N=56	37%	N=211	26%	N=153	16%	N=92	11%	N=66	100%	N=579
Generally acting in the best interest of the community	11%	N=64	38%	N=220	28%	N=162	12%	N=67	11%	N=64	100%	N=578
Being honest	12%	N=72	32%	N=183	22%	N=125	5%	N=31	29%	N=169	100%	N=580
Being open and transparent to the public	10%	N=59	33%	N=190	25%	N=146	8%	N=43	24%	N=136	100%	N=576
Informing residents about issues facing the community	11%	N=62	41%	N=234	25%	N=141	8%	N=49	16%	N=90	100%	N=575
Treating all residents fairly	11%	N=63	33%	N=190	17%	N=97	10%	N=58	30%	N=171	100%	N=579
Treating residents with respect	17%	N=98	37%	N=215	18%	N=103	4%	N=25	24%	N=136	100%	N=576

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

Please rate the following categories of Palo Alto government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Palo Alto	10%	N=51	47%	N=234	32%	N=162	11%	N=53	100%	N=501
The overall direction that Palo Alto is taking	9%	N=47	44%	N=224	31%	N=154	16%	N=80	100%	N=505
The job Palo Alto government does at welcoming resident involvement	12%	N=51	43%	N=185	32%	N=137	13%	N=55	100%	N=428
Overall confidence in Palo Alto government	11%	N=56	41%	N=211	30%	N=153	18%	N=92	100%	N=513
Generally acting in the best interest of the community	12%	N=64	43%	N=220	32%	N=162	13%	N=67	100%	N=514
Being honest	17%	N=72	45%	N=183	30%	N=125	7%	N=31	100%	N=411
Being open and transparent to the public	13%	N=59	43%	N=190	33%	N=146	10%	N=43	100%	N=439
Informing residents about issues facing the community	13%	N=62	48%	N=234	29%	N=141	10%	N=49	100%	N=486
Treating all residents fairly	15%	N=63	47%	N=190	24%	N=97	14%	N=58	100%	N=407
Treating residents with respect	22%	N=98	49%	N=215	24%	N=103	6%	N=25	100%	N=440



**Table 47: Question 8 - Historical Results**

Please rate the following categories of Palo Alto government performance:	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
The value of services for the taxes paid to Palo Alto	NA	62%	66%	67%	66%	66%	65%	58%	61%	58%	53%	51%	57%	Higher
The overall direction that Palo Alto is taking	54%	57%	55%	59%	54%	50%	48%	40%	45%	42%	40%	42%	54%	Higher
The job Palo Alto government does at welcoming resident involvement	65%	57%	57%	58%	55%	54%	61%	50%	56%	56%	51%	46%	55%	Higher
Overall confidence in Palo Alto government	NA	NA	NA	NA	NA	52%	53%	44%	49%	46%	49%	47%	52%	Similar
Generally acting in the best interest of the community	NA	NA	NA	NA	NA	54%	53%	44%	51%	45%	50%	52%	55%	Similar
Being honest	NA	NA	NA	NA	NA	58%	62%	55%	61%	56%	55%	53%	62%	Higher
Being open and transparent to the public	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	50%	53%	57%	Similar
Informing residents about issues facing the community	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	55%	51%	61%	Higher
Treating all residents fairly	NA	NA	NA	NA	NA	57%	53%	47%	56%	51%	57%	50%	62%	Higher
Treating residents with respect	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	67%	68%	71%	Similar

**Table 48: Question 8 - Benchmark Comparisons**

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
The value of services for the taxes paid to Palo Alto	52	132	358	Similar
The overall direction that Palo Alto is taking	49	207	337	Similar
The job Palo Alto government does at welcoming citizen involvement	51	135	333	Similar
Overall confidence in Palo Alto government	48	163	306	Similar
Generally acting in the best interest of the community	52	146	310	Similar
Being honest	57	101	301	Similar
Being open and transparent to the public	53	94	253	Similar
Informing residents about issues facing the community	55	69	258	Similar
Treating all residents fairly	54	137	307	Similar
Treating residents with respect	62	88	250	Similar

**Table 49: Question 8 - Geographic Subgroup Results**

	Area						Overall
	Area 1 (A)	Area 2 (B)	Area 3 (C)	Area 4 (D)	Area 5 (E)	Area 6 (F)	(A)
<b>Percent "excellent" or "good".</b>							
The value of services for the taxes paid to Palo Alto	53%	58%	53%	53%	70%	58%	57%
The overall direction that Palo Alto is taking	46%	53%	52%	55%	54%	59%	54%
The job Palo Alto government does at welcoming resident involvement	55%	62%	48%	56%	48%	54%	55%
Overall confidence in Palo Alto government	47%	56%	55%	50%	47%	54%	52%
Generally acting in the best interest of the community	58%	58%	57%	53%	44%	57%	55%
Being honest	72%	69%	59%	55%	57%	60%	62%
Being open and transparent to the public	62%	63% E	52%	57%	44%	55%	57%
Informing residents about issues facing the community	71%	61%	55%	58%	57%	63%	61%

Percent "excellent" or "good".	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Treating all residents fairly	70% E	61%	59%	63%	45%	66% E	62%
Treating residents with respect	76% E	71% E	74% E	73% E	52%	72% E	71%

**Table 50: Question 8 - Demographic Subgroup Results**

Percent "excellent" or "good".	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
The value of services for the taxes paid to Palo Alto	65% B	48%	60%	55%	57%
The overall direction that Palo Alto is taking	52%	58%	53%	55%	54%
The job Palo Alto government does at welcoming resident involvement	60%	51%	59%	52%	55%
Overall confidence in Palo Alto government	50%	57%	51%	54%	52%
Generally acting in the best interest of the community	54%	59%	56%	56%	55%
Being honest	62%	65%	64%	62%	62%
Being open and transparent to the public	57%	59%	52%	61%	57%
Informing residents about issues facing the community	63%	60%	60%	62%	61%
Treating all residents fairly	62%	62%	57%	66%	62%
Treating residents with respect	70%	74%	71%	71%	71%

## Question 9

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

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Palo Alto	21%	N=119	51%	N=296	20%	N=118	5%	N=29	3%	N=18	100%	N=580
The State Government	7%	N=42	39%	N=227	32%	N=185	15%	N=84	7%	N=40	100%	N=579
The Federal Government	6%	N=34	36%	N=207	35%	N=205	15%	N=86	8%	N=48	100%	N=579

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

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Palo Alto	21%	N=119	53%	N=296	21%	N=118	5%	N=29	100%	N=562
The State Government	8%	N=42	42%	N=227	34%	N=185	16%	N=84	100%	N=538
The Federal Government	6%	N=34	39%	N=207	39%	N=205	16%	N=86	100%	N=531

**Table 53: Question 9 - Historical Results**

Overall, how would you rate the quality of the services provided by each of the following?	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
The City of Palo Alto	87%	80%	83%	88%	84%	83%	85%	81%	86%	82%	73%	72%	74%	Similar
State Government	38%	27%	26%	41%	33%	NA	47%	46%	54%	46%	52%	57%	50%	Lower
The Federal Government	32%	43%	41%	50%	37%	48%	46%	46%	36%	33%	27%	47%	45%	Similar

**Table 54: Question 9 - Benchmark Comparisons**

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
The City of Palo Alto	63	150	353	Similar
The Federal Government	45	40	293	Similar

**Table 55: Question 9 - Geographic Subgroup Results**

Percent "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
The City of Palo Alto	80% D	73%	78%	66%	79%	73%	74%
The State Government	48%	50% D	45%	35%	71% A B C D	56% D	50%
The Federal Government	44%	43%	45%	39%	53%	50%	45%

**Table 56: Question 9 - Demographic Subgroup Results**

Percent "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
The City of Palo Alto	76%	73%	74%	76%	74%
The State Government	60% B	40%	53%	48%	50%
The Federal Government	54% B	36%	47%	44%	45%

## Question 10

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

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic enforcement	14%	N=84	42%	N=247	20%	N=119	11%	N=64	12%	N=70	100%	N=583
Traffic signal timing	15%	N=85	47%	N=273	25%	N=147	11%	N=64	2%	N=12	100%	N=580
Street repair	9%	N=53	33%	N=190	30%	N=176	26%	N=154	2%	N=11	100%	N=584
Street cleaning	23%	N=131	55%	N=319	16%	N=94	5%	N=29	2%	N=10	100%	N=582
Street tree maintenance	21%	N=121	45%	N=262	22%	N=131	9%	N=54	3%	N=17	100%	N=585
Sidewalk maintenance	13%	N=76	48%	N=276	26%	N=149	10%	N=56	3%	N=18	100%	N=574
Land use, planning, and zoning	7%	N=40	25%	N=142	28%	N=163	20%	N=115	20%	N=113	100%	N=574
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=44	31%	N=176	21%	N=119	14%	N=78	27%	N=153	100%	N=571
Preservation of natural areas (open space, farmlands, and greenbelts)	28%	N=161	49%	N=280	13%	N=76	3%	N=15	7%	N=42	100%	N=575
Building and planning application processing services	5%	N=26	16%	N=90	14%	N=80	18%	N=106	47%	N=271	100%	N=572
Affordable high-speed internet access	11%	N=65	23%	N=134	23%	N=133	19%	N=107	23%	N=133	100%	N=572
Electric utility	23%	N=130	47%	N=272	20%	N=114	6%	N=32	5%	N=26	100%	N=575
Gas utility	22%	N=126	41%	N=235	20%	N=116	7%	N=39	11%	N=61	100%	N=578
Utility payment options	31%	N=176	45%	N=259	12%	N=67	2%	N=11	11%	N=60	100%	N=573
Drinking water	43%	N=251	39%	N=223	11%	N=66	2%	N=12	4%	N=25	100%	N=577
Sewer services	31%	N=177	48%	N=276	12%	N=67	1%	N=4	9%	N=53	100%	N=577
Storm water management (storm drainage, dams, levees, etc.)	19%	N=111	43%	N=248	18%	N=102	5%	N=30	15%	N=83	100%	N=573
Refuse collection (garbage, recycling, yard waste, and e-waste)	38%	N=217	46%	N=261	12%	N=66	1%	N=8	3%	N=19	100%	N=572
Police services	21%	N=122	33%	N=192	8%	N=47	2%	N=12	35%	N=199	100%	N=572
Crime prevention	16%	N=94	38%	N=217	18%	N=106	6%	N=37	21%	N=123	100%	N=576
Animal control	18%	N=104	30%	N=169	11%	N=60	3%	N=16	38%	N=217	100%	N=566
Ambulance or emergency medical services	22%	N=123	27%	N=155	5%	N=28	0%	N=1	46%	N=262	100%	N=570

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Fire emergency services	26%	N=149	26%	N=149	4%	N=20	0%	N=2	43%	N=244	100%	N=564
Fire prevention and education	18%	N=99	26%	N=145	11%	N=61	2%	N=11	44%	N=244	100%	N=560
Palo Alto open space	52%	N=301	34%	N=194	5%	N=31	1%	N=8	7%	N=40	100%	N=574
City parks	51%	N=291	41%	N=237	6%	N=35	1%	N=5	1%	N=5	100%	N=574
Recreation programs or classes	25%	N=141	37%	N=212	10%	N=59	2%	N=14	25%	N=145	100%	N=571
Recreation centers or facilities	26%	N=149	38%	N=216	9%	N=53	2%	N=10	24%	N=139	100%	N=567
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	48%	N=279	27%	N=154	4%	N=23	1%	N=8	20%	N=114	100%	N=578
Library facilities (buildings, computer equipment, accessibility)	49%	N=279	28%	N=161	5%	N=26	1%	N=8	17%	N=98	100%	N=571
Variety of library materials (books, e-books, streaming, databases, audiobooks)	44%	N=254	29%	N=163	6%	N=35	2%	N=12	19%	N=109	100%	N=572
Art programs and theater	26%	N=147	32%	N=178	10%	N=55	2%	N=14	30%	N=171	100%	N=565
City-sponsored special events	18%	N=99	33%	N=188	15%	N=82	2%	N=13	32%	N=182	100%	N=565
City website (cityofpaloalto.org)	20%	N=115	42%	N=236	20%	N=115	2%	N=14	15%	N=84	100%	N=563
Public information (Police/public safety)	19%	N=108	41%	N=233	16%	N=90	3%	N=19	20%	N=115	100%	N=566
Public information (non-Police/public safety)	19%	N=109	39%	N=216	17%	N=94	3%	N=16	22%	N=125	100%	N=559
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	22%	N=120	41%	N=228	15%	N=81	3%	N=19	19%	N=104	100%	N=552

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

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic enforcement	16%	N=84	48%	N=247	23%	N=119	12%	N=64	100%	N=513
Traffic signal timing	15%	N=85	48%	N=273	26%	N=147	11%	N=64	100%	N=568
Street repair	9%	N=53	33%	N=190	31%	N=176	27%	N=154	100%	N=573
Street cleaning	23%	N=131	56%	N=319	16%	N=94	5%	N=29	100%	N=572
Street tree maintenance	21%	N=121	46%	N=262	23%	N=131	9%	N=54	100%	N=567
Sidewalk maintenance	14%	N=76	50%	N=276	27%	N=149	10%	N=56	100%	N=556



<b>Please rate the quality of each of the following services in Palo Alto:</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Total</b>	
Land use, planning, and zoning	9%	N=40	31%	N=142	35%	N=163	25%	N=115	100%	N=461
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=44	42%	N=176	28%	N=119	19%	N=78	100%	N=418
Preservation of natural areas (open space, farmlands, and greenbelts)	30%	N=161	53%	N=280	14%	N=76	3%	N=15	100%	N=533
Building and planning application processing services	9%	N=26	30%	N=90	26%	N=80	35%	N=106	100%	N=301
Affordable high-speed internet access	15%	N=65	31%	N=134	30%	N=133	24%	N=107	100%	N=439
Electric utility	24%	N=130	50%	N=272	21%	N=114	6%	N=32	100%	N=548
Gas utility	24%	N=126	46%	N=235	23%	N=116	8%	N=39	100%	N=517
Utility payment options	34%	N=176	50%	N=259	13%	N=67	2%	N=11	100%	N=513
Drinking water	45%	N=251	40%	N=223	12%	N=66	2%	N=12	100%	N=553
Sewer services	34%	N=177	53%	N=276	13%	N=67	1%	N=4	100%	N=524
Storm water management (storm drainage, dams, levees, etc.)	23%	N=111	51%	N=248	21%	N=102	6%	N=30	100%	N=490
Refuse collection (garbage, recycling, yard waste, and e-waste)	39%	N=217	47%	N=261	12%	N=66	1%	N=8	100%	N=553
Police services	33%	N=122	51%	N=192	13%	N=47	3%	N=12	100%	N=373
Crime prevention	21%	N=94	48%	N=217	23%	N=106	8%	N=37	100%	N=453
Animal control	30%	N=104	48%	N=169	17%	N=60	5%	N=16	100%	N=349
Ambulance or emergency medical services	40%	N=123	50%	N=155	9%	N=28	0%	N=1	100%	N=308
Fire emergency services	47%	N=149	47%	N=149	6%	N=20	1%	N=2	100%	N=320
Fire prevention and education	31%	N=99	46%	N=145	19%	N=61	3%	N=11	100%	N=316
Palo Alto open space	56%	N=301	36%	N=194	6%	N=31	1%	N=8	100%	N=534
City parks	51%	N=291	42%	N=237	6%	N=35	1%	N=5	100%	N=569
Recreation programs or classes	33%	N=141	50%	N=212	14%	N=59	3%	N=14	100%	N=426
Recreation centers or facilities	35%	N=149	50%	N=216	12%	N=53	2%	N=10	100%	N=428
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	60%	N=279	33%	N=154	5%	N=23	2%	N=8	100%	N=464
Library facilities (buildings, computer equipment, accessibility)	59%	N=279	34%	N=161	6%	N=26	2%	N=8	100%	N=474
Variety of library materials (books, e-books, streaming, databases, audiobooks)	55%	N=254	35%	N=163	7%	N=35	3%	N=12	100%	N=464
Art programs and theater	37%	N=147	45%	N=178	14%	N=55	4%	N=14	100%	N=394
City-sponsored special events	26%	N=99	49%	N=188	22%	N=82	3%	N=13	100%	N=382

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
City website (cityofpaloalto.org)	24%	N=115	49%	N=236	24%	N=115	3%	N=14	100%	N=479
Public information (Police/public safety)	24%	N=108	52%	N=233	20%	N=90	4%	N=19	100%	N=450
Public information (non-Police/public safety)	25%	N=109	50%	N=216	22%	N=94	4%	N=16	100%	N=434
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	27%	N=120	51%	N=228	18%	N=81	4%	N=19	100%	N=448

**Table 59: Question 10 - Historical Results\***

Please rate the quality of each of the following services in Palo Alto:	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
Traffic enforcement	64%	64%	61%	66%	64%	62%	60%	60%	60%	53%	65%	55%	65%	Higher
Traffic signal timing	NA	56%	52%	47%	53%	53%	47%	50%	49%	45%	59%	50%	63%	Higher
Street repair	50%	43%	40%	42%	47%	55%	51%	57%	55%	46%	56%	46%	42%	Similar
Street cleaning	75%	76%	79%	80%	76%	80%	75%	77%	78%	72%	83%	82%	79%	Similar
Street tree maintenance	62%	69%	70%	71%	66%	80%	73%	71%	75%	72%	75%	76%	67%	Lower
Sidewalk maintenance	50%	51%	51%	53%	56%	62%	62%	61%	65%	61%	63%	61%	63%	Similar
Land use, planning and zoning	41%	49%	45%	51%	36%	43%	40%	37%	40%	39%	40%	38%	40%	Similar
Code enforcement (weeds, abandoned buildings, etc.)	55%	53%	56%	61%	57%	62%	59%	52%	56%	55%	52%	51%	53%	Similar
Preservation of natural areas (open space, farmlands, and greenbelts)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	83%	83%	83%	Similar
Building and planning application processing services	NA	NA	NA	NA	NA	NA	NA	NA	NA	44%	43%	35%	38%	Similar
Affordable high-speed internet access	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	39%	41%	45%	Similar
Electric utility	NA	79%	85%	84%	80%	72%	87%	86%	87%	83%	77%	80%	73%	Lower
Gas utility	NA	80%	82%	86%	81%	88%	88%	87%	89%	84%	78%	81%	70%	Lower
Utility payment options	NA	NA	NA	NA	NA	NA	NA	NA	NA	85%	86%	87%	85%	Similar
Drinking water	82%	84%	86%	83%	88%	89%	88%	87%	88%	87%	88%	91%	86%	Similar

Please rate the quality of each of the following services in Palo Alto:	Percent positive													2023 rating compared to 2022
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	
Sewer services	84%	82%	84%	82%	84%	89%	88%	88%	88%	85%	87%	87%	87%	Similar
Storm water management (storm drainage, dams, levees, etc.)	65%	74%	74%	75%	69%	80%	71%	75%	81%	71%	83%	78%	73%	Similar
Refuse collection (garbage, recycling, yard waste, and e-waste)	NA	NA	NA	NA	NA	NA	NA	NA	NA	85%	87%	85%	87%	Similar
Police services	89%	87%	88%	86%	86%	87%	88%	88%	93%	89%	78%	86%	84%	Similar
Crime prevention	NA	79%	81%	74%	75%	80%	79%	80%	81%	78%	67%	64%	68%	Similar
Animal control	79%	76%	72%	78%	76%	80%	80%	77%	80%	75%	82%	81%	78%	Similar
Ambulance or emergency medical services	95%	94%	93%	96%	93%	97%	95%	96%	96%	93%	93%	88%	90%	Similar
Fire emergency services	96%	93%	92%	96%	93%	95%	97%	97%	97%	94%	94%	93%	93%	Similar
Fire prevention and education	NA	79%	76%	80%	82%	85%	85%	85%	87%	84%	82%	81%	77%	Similar
Palo Alto open space	NA	NA	NA	NA	NA	82%	84%	81%	86%	83%	86%	92%	93%	Similar
City parks	90%	90%	94%	91%	93%	92%	93%	91%	94%	91%	91%	93%	93%	Similar
Recreation programs or classes	83%	82%	81%	87%	87%	87%	84%	84%	87%	81%	83%	79%	83%	Similar
Recreation centers or facilities	77%	81%	75%	85%	80%	84%	86%	81%	86%	82%	82%	79%	85%	Higher
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	92%	93%	93%	Similar
Library facilities (buildings, computer equipment, accessibility)	NA	NA	NA	NA	NA	NA	NA	NA	NA	92%	94%	95%	93%	Similar
Variety of library materials (books, e-books, streaming, databases, audiobooks)	60%	75%	72%	88%	81%	88%	83%	82%	86%	88%	86%	92%	90%	Similar
Art programs and theater	NA	78%	81%	82%	82%	69%	80%	78%	82%	76%	82%	89%	83%	Lower
City-sponsored special events	NA	NA	NA	NA	NA	75%	75%	73%	75%	77%	72%	74%	75%	Similar
City website (cityofpaloalto.org)	NA	73%	67%	70%	69%	88%	69%	66%	72%	65%	69%	70%	73%	Similar

Please rate the quality of each of the following services in Palo Alto:	Percent positive													2023 rating compared to 2022	
	2003	2010	2011	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023		
Public information (Police/public safety)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	77%	74%	71%	76%	Similar
Public information (non-Police/public safety)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	75%	75%	69%	75%	Higher
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	78%	77%	76%	81%	79%	81%	74%	77%	84%	77%	79%	80%	78%	Similar	

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

**Table 60: Question 10 - Benchmark Comparisons**

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Traffic enforcement	56	144	346	Similar
Traffic signal timing	56	64	304	Similar
Street repair	42	212	345	Similar
Street cleaning	66	74	313	Similar
Sidewalk maintenance	56	117	314	Similar
Land use, planning and zoning	41	190	315	Similar
Code enforcement (weeds, abandoned buildings, etc)	48	137	338	Similar
Preservation of natural areas (open space, farmlands and greenbelts)	70	27	298	Higher
Affordable high-speed internet access	45	163	243	Similar
Utility payment options	72	7	288	Higher
Drinking water	76	29	311	Higher
Sewer services	73	77	309	Similar
Storm water management (storm drainage, dams, levees, etc.)	63	147	320	Similar
Police emergency services	71	153	368	Similar

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Crime prevention	60	195	344	Similar
Animal control	68	58	321	Similar
Ambulance or emergency medical services	77	118	315	Similar
Fire emergency services	80	125	335	Similar
Fire prevention and education	68	142	308	Similar
Palo Alto open space (e.g. Foothills, Baylands)	83	2	296	Much Higher
City parks	81	21	324	Higher
Recreation programs or classes	71	45	318	Higher
Recreation centers or facilities	73	35	306	Higher
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	67	198	352	Similar

**Table 61: Question 10 - Geographic Subgroup Results**

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
<b>Percent rating "excellent" or "good"</b>	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(E)</b>	<b>(F)</b>	<b>(A)</b>
Traffic enforcement	61%	67%	57%	68%	66%	65%	65%
Traffic signal timing	70% D	62%	71% D	53%	55%	67% D	63%
Street repair	55% D	47% D	48% D	24%	39%	46% D	42%
Street cleaning	77%	84%	79%	74%	81%	77%	79%
Street tree maintenance	74%	70%	69%	60%	73%	65%	67%
Sidewalk maintenance	64%	68%	67%	60%	69%	57%	63%
Land use, planning, and zoning	40%	47% D E	40%	29%	28%	46% D E	40%

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Code enforcement (weeds, abandoned buildings, etc.)	46%	63% A D	46%	43%	59%	56%	53%
Preservation of natural areas (open space, farmlands, and greenbelts)	91% D	80%	92% B D	78%	81%	82%	83%
Building and planning application processing services	36%	47% F	50% F	40%	31%	28%	38%
Affordable high-speed internet access	45%	44%	43%	39%	69% A B C D F	44%	45%
Electric utility	72%	74%	76%	72%	78%	71%	73%
Gas utility	67%	71%	73%	72%	77%	62%	70%
Utility payment options	85%	87%	90% D	78%	90%	83%	85%
Drinking water	88% D	89% D	94% D	75%	90% D	85% D	86%
Sewer services	87%	89% D	87%	79%	93% D	88%	87%
Storm water management (storm drainage, dams, levees, etc.)	63%	75%	86% A F	72%	84% A F	68%	73%
Refuse collection (garbage, recycling, yard waste, and e-waste)	87%	90% F	89%	85%	94% F	81%	87%
Police services	86%	82%	83%	83%	92%	84%	84%
Crime prevention	69%	66%	70%	69%	74%	68%	68%
Animal control	82%	81%	79%	74%	87%	73%	78%
Ambulance or emergency medical services	91%	94% D	92%	82%	93%	92%	90%
Fire emergency services	93%	93%	93%	92%	94%	94%	93%

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Fire prevention and education	87% D	79%	84%	70%	74%	74%	77%
Palo Alto open space	95%	90%	90%	92%	96%	95%	93%
City parks	98% F	93%	93%	92%	96%	90%	93%
Recreation programs or classes	88% D	91% D F	83%	74%	88%	78%	83%
Recreation centers or facilities	87%	92% D	83%	78%	87%	83%	85%
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	94%	97% D	95%	89%	94%	92%	93%
Library facilities (buildings, computer equipment, accessibility)	97% D	97% D	93%	89%	90%	90%	93%
Variety of library materials (books, e-books, streaming, databases, audiobooks)	95%	92%	92%	87%	87%	88%	90%
Art programs and theater	87%	87%	86%	77%	72%	82%	83%
City-sponsored special events	79%	83%	72%	73%	67%	72%	75%
City website (cityofpaloalto.org)	73%	80%	68%	74%	66%	71%	73%
Public information (Police/public safety)	82% E	75% E	86% E	74% E	57%	76% E	76%
Public information (non-Police/public safety)	85% E	80% E	77%	72%	60%	73%	75%
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	79%	82% D	85% D	69%	73%	78%	78%

**Table 62: Question 10 - Demographic Subgroup Results**

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Traffic enforcement	59%	71% A	61%	68%	65%
Traffic signal timing	59%	68% A	62%	64%	63%
Street repair	38%	49% A	36%	50% A	42%
Street cleaning	81%	78%	77%	82%	79%
Street tree maintenance	71%	65%	63%	73% A	67%
Sidewalk maintenance	63%	66%	61%	66%	63%
Land use, planning, and zoning	34%	47% A	38%	42%	40%
Code enforcement (weeds, abandoned buildings, etc.)	48%	59% A	50%	56%	53%
Preservation of natural areas (open space, farmlands, and greenbelts)	87% B	79%	79%	87% A	83%
Building and planning application processing services	31%	48% A	33%	44% A	38%
Affordable high-speed internet access	49%	42%	38%	51% A	45%
Electric utility	79% B	67%	67%	79% A	73%
Gas utility	77% B	63%	61%	79% A	70%
Utility payment options	89% B	80%	80%	89% A	85%
Drinking water	92% B	79%	84%	89%	86%



Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Sewer services	91% B	81%	84%	89%	87%
Storm water management (storm drainage, dams, levees, etc.)	76%	72%	69%	79% A	73%
Refuse collection (garbage, recycling, yard waste, and e-waste)	92% B	82%	88%	86%	87%
Police services	89% B	78%	85%	84%	84%
Crime prevention	78% B	61%	64%	75% A	68%
Animal control	83% B	74%	78%	79%	78%
Ambulance or emergency medical services	93%	87%	92%	88%	90%
Fire emergency services	94%	92%	94%	93%	93%
Fire prevention and education	84% B	67%	77%	76%	77%
Palo Alto open space	97% B	90%	92%	95%	93%
City parks	97% B	90%	92%	94%	93%
Recreation programs or classes	91% B	74%	84%	83%	83%
Recreation centers or facilities	91% B	80%	87%	84%	85%
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	96% B	91%	94%	93%	93%
Library facilities (buildings, computer equipment, accessibility)	97% B	88%	93%	93%	93%

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Variety of library materials (books, e-books, streaming, databases, audiobooks)	93% B	85%	91%	89%	90%
Art programs and theater	86% B	77%	85%	80%	83%
City-sponsored special events	83% B	66%	78%	73%	75%
City website (cityofpaloalto.org)	72%	75%	70%	75%	73%
Public information (Police/public safety)	78%	73%	74%	77%	76%
Public information (non-Police/public safety)	79%	72%	73%	77%	75%
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	78%	79%	70%	86% A	78%

## Question 11

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

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Reliability of utility services	46%	N=264	42%	N=241	6%	N=34	2%	N=13	3%	N=19	100%	N=572
Affordability of utility services	14%	N=80	34%	N=196	31%	N=178	15%	N=88	5%	N=30	100%	N=572
Community value received from the City owning and operating its own municipal utility services	35%	N=201	29%	N=163	13%	N=72	4%	N=24	19%	N=110	100%	N=571
Utilities online customer self-service features	24%	N=138	37%	N=207	12%	N=67	1%	N=4	26%	N=150	100%	N=566
Providing opportunities for energy and water efficiency at home or business	22%	N=122	36%	N=203	15%	N=84	2%	N=13	25%	N=141	100%	N=564
Working hard to keep utilities prices competitive	16%	N=90	25%	N=142	22%	N=127	9%	N=54	27%	N=156	100%	N=569

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Value of all the services Palo Alto Utilities provides for the price you pay	20%	N=112	36%	N=203	25%	N=141	7%	N=39	12%	N=66	100%	N=562
Ease of obtaining information or performing a transaction through the City's website	19%	N=108	35%	N=198	17%	N=98	5%	N=27	23%	N=132	100%	N=563
Value of Palo Alto Utilities' customer communications	22%	N=125	35%	N=195	19%	N=107	3%	N=16	21%	N=120	100%	N=563
Ease of contacting Utilities department staff	22%	N=125	30%	N=172	13%	N=72	4%	N=22	31%	N=177	100%	N=567
Speed of response after contacting Utilities department staff	23%	N=130	26%	N=146	13%	N=74	3%	N=16	35%	N=197	100%	N=563

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

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Reliability of utility services	48%	N=264	44%	N=241	6%	N=34	2%	N=13	100%	N=552
Affordability of utility services	15%	N=80	36%	N=196	33%	N=178	16%	N=88	100%	N=543
Community value received from the City owning and operating its own municipal utility services	44%	N=201	35%	N=163	16%	N=72	5%	N=24	100%	N=460
Utilities online customer self-service features	33%	N=138	50%	N=207	16%	N=67	1%	N=4	100%	N=416
Providing opportunities for energy and water efficiency at home or business	29%	N=122	48%	N=203	20%	N=84	3%	N=13	100%	N=422
Working hard to keep utilities prices competitive	22%	N=90	34%	N=142	31%	N=127	13%	N=54	100%	N=413
Value of all the services Palo Alto Utilities provides for the price you pay	23%	N=112	41%	N=203	29%	N=141	8%	N=39	100%	N=495
Ease of obtaining information or performing a transaction through the City's website	25%	N=108	46%	N=198	23%	N=98	6%	N=27	100%	N=431
Value of Palo Alto Utilities' customer communications	28%	N=125	44%	N=195	24%	N=107	4%	N=16	100%	N=443
Ease of contacting Utilities department staff	32%	N=125	44%	N=172	18%	N=72	6%	N=22	100%	N=390
Speed of response after contacting Utilities department staff	36%	N=130	40%	N=146	20%	N=74	4%	N=16	100%	N=366

**Table 65: Question 11 - Historical Results**

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

**Table 66: Question 11 - Geographic Subgroup Results**

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Reliability of utility services	95%	91%	90%	93%	90%	90%	91%
Affordability of utility services	54%	43%	60% B	50%	48%	55%	51%
Community value received from the City owning and operating its own municipal utility services	78%	77%	81%	80%	75%	82%	79%
Utilities online customer self-service features	78%	84%	86%	80%	92%	82%	83%
Providing opportunities for energy and water efficiency at home or business	72%	83%	80%	77%	73%	73%	77%

Percent rating "excellent" or "good"	Area						Overall (A)
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	
Working hard to keep utilities prices competitive	47%	46%	61%	56%	64%	67% A B	56%
Value of all the services Palo Alto Utilities provides for the price you pay	61%	61%	60%	57%	78% B D	69%	64%
Ease of obtaining information or performing a transaction through the City's website	82% D F	72%	76%	66%	67%	67%	71%
Value of Palo Alto Utilities' customer communications	79%	69%	80%	66%	81%	68%	72%
Ease of contacting Utilities department staff	84%	72%	82%	76%	80%	70%	76%
Speed of response after contacting Utilities department staff	87% B F	72%	89% B D F	72%	77%	68%	75%

**Table 67: Question 11 - Demographic Subgroup Results**

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall (A)
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	
Reliability of utility services	94% B	88%	90%	92%	91%
Affordability of utility services	57% B	45%	48%	56%	51%
Community value received from the City owning and operating its own municipal utility services	84% B	73%	75%	83%	79%
Utilities online customer self-service features	88% B	79%	82%	85%	83%
Providing opportunities for energy and water efficiency at home or business	80%	74%	75%	79%	77%
Working hard to keep utilities prices competitive	63% B	49%	51%	62% A	56%

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Value of all the services Palo Alto Utilities provides for the price you pay	70% B	56%	61%	67%	64%
Ease of obtaining information or performing a transaction through the City's website	71%	71%	68%	73%	71%
Value of Palo Alto Utilities' customer communications	75%	70%	70%	75%	72%
Ease of contacting Utilities department staff	80% B	71%	74%	77%	76%
Speed of response after contacting Utilities department staff	77%	74%	73%	78%	75%

## Question 12

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

Please rate how important, if at all, you think it is for the Palo Alto community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	45%	N=254	36%	N=203	18%	N=100	1%	N=8	100%	N=565
Overall economic health of Palo Alto	41%	N=236	45%	N=259	11%	N=65	2%	N=12	100%	N=572
Overall feeling of safety in Palo Alto	56%	N=323	31%	N=177	9%	N=54	4%	N=21	100%	N=575
Overall quality of natural environment in Palo Alto	40%	N=228	44%	N=251	14%	N=80	2%	N=13	100%	N=571
Overall health and wellness opportunities in Palo Alto	24%	N=139	46%	N=267	25%	N=143	4%	N=26	100%	N=575
Overall opportunities for education, culture and the arts	29%	N=168	42%	N=244	25%	N=141	4%	N=22	100%	N=576
Residents' connection and engagement with their community	20%	N=117	40%	N=233	35%	N=200	4%	N=26	100%	N=576
Reducing community greenhouse gas emissions	38%	N=217	30%	N=175	23%	N=133	9%	N=53	100%	N=579
Increasing local solar generation capacity within city boundaries	36%	N=205	31%	N=178	24%	N=139	9%	N=52	100%	N=574
Increasing electric storage capacity within city boundaries	34%	N=196	34%	N=192	23%	N=132	8%	N=48	100%	N=568

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	
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	23%	N=132	34%	N=195	35%	N=199	8%	N=48	100%	N=574
Faster notification systems (online, mobile or email) for public safety issues	34%	N=193	41%	N=231	21%	N=119	5%	N=26	100%	N=570

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

**Table 69: Question 12 - Historical Results**

Please rate how important, if at all, you think it is for the Palo Alto community to focus on each of the following in the coming two years.	Percent positive							2023 rating compared to 2022
	2015	2016	2017	2018	2021	2022	2023	
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	80%	82%	75%	78%	81%	84%	81%	Similar
Overall economic health of Palo Alto	78%	82%	76%	NA	85%	81%	87%	Higher
Overall feeling of safety in Palo Alto	82%	80%	80%	81%	83%	87%	87%	Similar
Overall quality of natural environment in Palo Alto	81%	84%	79%	78%	85%	83%	84%	Similar
Overall health and wellness opportunities in Palo Alto	61%	65%	62%	NA	66%	66%	71%	Similar
Overall opportunities for education, culture and the arts	67%	70%	67%	NA	70%	74%	72%	Similar
Residents’ connection and engagement with their community	71%	73%	70%	NA	66%	68%	61%	Lower
Reducing community greenhouse gas emissions	NA	NA	58%	64%	67%	70%	68%	Similar
Increasing local solar generation capacity within city boundaries	NA	NA	57%	55%	62%	63%	67%	Similar
Increasing electric storage capacity within city boundaries	NA	NA	NA	50%	61%	67%	68%	Similar
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	NA	NA	NA	45%	46%	53%	57%	Similar
Faster notification systems (online, mobile or email) for public safety issues	NA	NA	NA	63%	64%	68%	74%	Higher

**Table 70: Question 12 - Benchmark Comparisons**

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	75	46	286	Higher
Overall economic health of Palo Alto.	75	240	286	Similar
Overall feeling of safety in Palo Alto	80	187	286	Similar
Overall quality of natural environment in Palo Alto	74	129	286	Similar
Overall health and wellness opportunities in Palo Alto	63	237	286	Similar
Overall opportunities for education, culture and the arts	66	178	286	Similar
Residents’ connection and engagement with their community	59	258	286	Similar

**Table 71: Question 12 - Geographic Subgroup Results**

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
<b>Percent rating "excellent" or "good"</b>							
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	82%	79%	75%	85%	79%	82%	81%
Overall economic health of Palo Alto	92% B	81%	88%	87%	85%	88%	87%
Overall feeling of safety in Palo Alto	94% F	86%	90%	88%	84%	83%	87%
Overall quality of natural environment in Palo Alto	80%	83%	89%	84%	81%	84%	84%
Overall health and wellness opportunities in Palo Alto	68%	71%	75%	69%	72%	69%	71%
Overall opportunities for education, culture and the arts	70%	65%	78%	75%	65%	75%	72%
Residents' connection and engagement with their community	69% E	58%	73% B D E	57%	51%	61%	61%
Reducing community greenhouse gas emissions	59%	70%	66%	69%	73%	67%	68%
Increasing local solar generation capacity within city boundaries	59%	65%	69%	72%	74%	63%	67%



Percent rating "excellent" or "good"	Area						Overall (A)
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	
Increasing electric storage capacity within city boundaries	64%	65%	71%	74%	65%	68%	68%
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	52% E	61% E	69% A E F	63% E	34%	54% E	57%
Faster notification systems (online, mobile or email) for public safety issues	72%	72% E	84% E	83% E	57%	73% E	74%

**Table 72: Question 12 - Demographic Subgroup Results**

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall (A)
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	82%	80%	77%	85% A	81%
Overall economic health of Palo Alto	86%	87%	87%	86%	87%
Overall feeling of safety in Palo Alto	81%	93% A	84%	90% A	87%
Overall quality of natural environment in Palo Alto	81%	86%	84%	83%	84%
Overall health and wellness opportunities in Palo Alto	68%	73%	73%	67%	71%
Overall opportunities for education, culture and the arts	67%	77% A	74%	68%	72%
Residents' connection and engagement with their community	57%	63%	63%	58%	61%
Reducing community greenhouse gas emissions	74% B	64%	73% B	64%	68%
Increasing local solar generation capacity within city boundaries	72% B	62%	69%	64%	67%
Increasing electric storage capacity within city boundaries	71%	66%	70%	67%	68%

Percent rating "excellent" or "good"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	52%	63% A	55%	59%	57%
Faster notification systems (online, mobile or email) for public safety issues	68%	81% A	77%	71%	74%

### Question 13

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

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	30%	N=170	22%	N=127	20%	N=113	27%	N=155	2%	N=11	100%	N=577
Spend quality time with local friends, family, and/or neighbors	58%	N=336	27%	N=156	8%	N=47	6%	N=32	1%	N=8	100%	N=580

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

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	30%	N=170	23%	N=127	20%	N=113	27%	N=155	100%	N=566
Spend quality time with local friends, family, and/or neighbors	59%	N=336	27%	N=156	8%	N=47	6%	N=32	100%	N=572

**Table 75: Question 13 - Historical Results**

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

**Table 76: Question 13 - Geographic Subgroup Results**

Percent rating "very likely" or "somewhat likely"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	69% B C D F	51%	49%	48%	58%	50%	53%
Spend quality time with local friends, family, and/or neighbors	99% B C D E F	87%	81%	87%	82%	82%	86%

**Table 77: Question 13 - Demographic Subgroup Results**

Percent rating "very likely" or "somewhat likely"	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	53%	54%	57%	49%	53%
Spend quality time with local friends, family, and/or neighbors	86%	86%	85%	87%	86%

## Question 14

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

What mode of transportation do you use most for your typical daily needs for getting around town?	Percent	Number
Driving	77%	N=447
Walking	12%	N=69
Biking	8%	N=49
Bus	1%	N=4
Train	0%	N=1
Free shuttle	0%	N=3
Taxi	0%	N=0
Uber/Lyft or similar rideshare service	1%	N=4
Carpooling	0%	N=2
Total	100%	N=580

**Table 79: Question 14 - Historical Results**

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

## Question 15

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

In a typical week, how likely are you to:	Very convenient		Somewhat convenient		Somewhat inconvenient		Very inconvenient		Total	
Walking	35%	N=197	35%	N=194	18%	N=101	12%	N=69	100%	N=561
Biking	44%	N=246	34%	N=187	10%	N=57	12%	N=65	100%	N=554
Bus	6%	N=31	25%	N=135	42%	N=229	27%	N=145	100%	N=540
Train	10%	N=54	29%	N=156	30%	N=161	30%	N=162	100%	N=534
Free shuttle	18%	N=92	39%	N=207	30%	N=157	13%	N=70	100%	N=526
Taxi	16%	N=85	24%	N=128	27%	N=141	32%	N=169	100%	N=523
Uber/Lyft or similar rideshare service	42%	N=231	37%	N=202	12%	N=68	9%	N=52	100%	N=554
Carpooling	9%	N=48	27%	N=143	35%	N=185	29%	N=154	100%	N=529

**Table 81: Question 15 - Historical Results**

If you did not have access to a car for your usual daily transportation around town, how convenient (based on time and proximity) would you consider each of the following methods of getting around?	Percent positive (e.g., very/somewhat convenient)							2023 rating compared to 2022
	2015	2016	2017	2018	2021	2022	2023	
Walking	92%	94%	92%	69%	76%	66%	70%	Similar
Biking	76%	75%	75%	77%	83%	80%	78%	Similar
Bus	53%	50%	52%	33%	33%	33%	31%	Similar
Train	68%	66%	60%	41%	39%	43%	39%	Similar
Free shuttle	78%	75%	74%	46%	45%	48%	57%	Higher
Taxi	26%	27%	24%	35%	30%	31%	41%	Higher
Uber/Lyft or similar rideshare service	52%	62%	66%	83%	77%	74%	78%	Similar
Carpooling	52%	45%	49%	33%	26%	41%	36%	Similar

**Table 82: Question 15 - Geographic Subgroup Results**

Percent rating "very" or "somewhat" likely	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	
Walking	78% D	75% D	64% D	46%	78% D	79% C D	70%
Biking	83% D	83% C D	70%	68%	85% C D	80% D	78%
Bus	28%	25%	35%	30%	51% A B C D F	28%	31%
Train	42%	36%	29%	32%	51% C D	47% C D	39%
Free shuttle	55%	64% D	50%	49%	63%	59%	57%
Taxi	36%	47%	44%	38%	44%	37%	41%
Uber/Lyft or similar rideshare service	72%	80%	79%	73%	81%	83%	78%
Carpooling	34%	39%	31%	36%	55% A B C D F	30%	36%

**Table 83: Question 15 - Demographic Subgroup Results**

Percent rating "very" or "somewhat" likely	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Walking	72%	68%	78% B	62%	70%
Biking	77%	82%	74%	83% A	78%
Bus	28%	35%	29%	33%	31%
Train	39%	42%	42%	38%	39%
Free shuttle	60%	55%	56%	58%	57%
Taxi	39%	44%	41%	41%	41%

Percent rating "very" or "somewhat" likely	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	(A)
	(A)	(B)	(A)	(B)	
Uber/Lyft or similar rideshare service	76%	82%	79%	78%	78%
Carpooling	34%	40%	42% B	30%	36%

## Question 16

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

If you plan to purchase a new car within the next two years, what is the likelihood of it being:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
All-electric	41%	N=212	22%	N=112	10%	N=50	16%	N=83	11%	N=58	100%	N=516
Plug-in hybrid	24%	N=123	37%	N=183	11%	N=54	17%	N=86	11%	N=55	100%	N=501
Hydrogen fuel cell	2%	N=11	11%	N=54	11%	N=53	54%	N=263	21%	N=104	100%	N=485
Other	9%	N=31	6%	N=21	4%	N=12	15%	N=49	66%	N=223	100%	N=336

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

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

If you plan to purchase a new car within the next two years, what is the likelihood of it being:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
All-electric	46%	N=212	24%	N=112	11%	N=50	18%	N=83	100%	N=457
Plug-in hybrid	28%	N=123	41%	N=183	12%	N=54	19%	N=86	100%	N=446
Hydrogen fuel cell	3%	N=11	14%	N=54	14%	N=53	69%	N=263	100%	N=381
Other	27%	N=31	19%	N=21	11%	N=12	43%	N=49	100%	N=113

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

**Table 86: Question 16 - Historical Results**

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

**Table 87: Question 16 - Geographic Subgroup Results**

Percent rating "very" or "somewhat" likely	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
All-electric	67%	76%	77%	64%	71%	69%	71%
Plug-in hybrid	74%	74%	68%	64%	76%	62%	69%
Hydrogen fuel cell	16%	15%	14%	19%	28%	14%	17%
Other	58%	27%	38%	64% B F	49%	31%	46%

**Table 88: Question 16 - Demographic Subgroup Results**

Percent rating "very" or "somewhat" likely	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
All-electric	71%	72%	64%	79% A	71%
Plug-in hybrid	69%	67%	68%	70%	69%
Hydrogen fuel cell	12%	21% A	14%	19%	17%
Other	46%	43%	45%	43%	46%



## Question 17

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

Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you...	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	23%	N=132	22%	N=125	8%	N=43	17%	N=97	30%	N=172	100%	N=569
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	22%	N=124	23%	N=128	7%	N=38	18%	N=99	31%	N=176	100%	N=565

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

Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you...	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	33%	N=132	31%	N=125	11%	N=43	24%	N=97	100%	N=397
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	32%	N=124	33%	N=128	10%	N=38	26%	N=99	100%	N=390

**Table 91: Question 17 - Historical Results**

Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you...	Percent rating positively (e.g., very/somewhat likely)		2023 rating compared to 2022
	2022	2023	
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	65%	65%	Similar
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	68%	65%	Similar

**Table 92: Question 17 - Geographic Subgroup Results**

Percent rating "very" or "somewhat" likely	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	67%	58%	66%	65%	65%	69%	65%
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	69%	59%	54%	66%	72%	71% C	65%

**Table 93: Question 17 - Demographic Subgroup Results**

Percent rating "very" or "somewhat" likely	Race/ethnicity		Sex		Overall
	White alone, not Hispanic	Hispanic and/or other race	Female	Male	
	(A)	(B)	(A)	(B)	(A)
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	61%	70%	65%	65%	65%
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	61%	70%	65%	65%	65%

## Question 18

**Table 94: Question 18 - Response Percentages and Number of Respondents**

<b>As a resident of Palo Alto, what one change could the City make that would make you happier?</b>	<b>Percent</b>	<b>Number</b>
Housing changes (amount, type, affordability/cost of living); addressing homelessness	23%	N=105
Street conditions and traffic concerns, roads	15%	N=67
City services, utilities and amenities, sustainability/clean energy	11%	N=53
General government operations, communication; tax concerns	9%	N=42
Local businesses, retail/shopping options, downtown improvements, development	9%	N=40
Safety, crime, policing and law enforcement	7%	N=32
Permits, code/ordinance enforcement; upkeep; noise control	5%	N=25
Public transportation and parking concerns	4%	N=18
Improvements for walking and biking; accessibility	3%	N=14
Parks and recreation amenities/services; community activities, library	3%	N=15
Schools, programs for children, students	2%	N=7
Affordability	2%	N=9
Other	2%	N=11
Nothing/Don't know	5%	N=24
<b>Total</b>	<b>100%</b>	<b>N=462</b>

## Question 19

**Table 95: Question 19 - Response Percentages and Number of Respondents**

<b>As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?</b>	<b>Percent</b>	<b>Number</b>
Parks, open space, and natural environment	21%	N=84
Utilities and city services	15%	N=61
Safety services	12%	N=48
Activities and Recreation (arts, libraries, museums, theaters, etc.)	10%	N=38
Government/leadership; government communication	10%	N=39
Schools and education, programs for the youth	6%	N=22
Cleanliness of community; upkeep	3%	N=13
Quality of life, reputation	2%	N=9
Infrastructure, streets, transportation	2%	N=9
Ease of bicycle travel/walking	2%	N=9
Sustainability	2%	N=6
Culture, diversity	1%	N=5
Other	4%	N=13
Nothing/don't know/something negative	10%	N=38
<b>Total</b>	<b>100%</b>	<b>N=394</b>

## Demographic Questions

**Table 96: Question D1 - Response Percentages and Number of Respondents**

<b>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:</b>	<b>Percent</b>	<b>Number</b>
Very positive	5%	N=28
Somewhat positive	17%	N=98
Neutral	51%	N=293
Somewhat negative	24%	N=137
Very negative	3%	N=15
Total	100%	N=571

**Table 97: Question D2 - Response Percentages and Number of Respondents**

<b>What is your employment status?</b>	<b>Percent</b>	<b>Number</b>
Working full time for pay	59%	N=346
Working part time for pay	6%	N=37
Unemployed, looking for paid work	2%	N=13
Unemployed, not looking for paid work	3%	N=20
Fully retired	28%	N=164
College student, unemployed	1%	N=6
Total	100%	N=585

**Table 98: Question D3 - Response Percentages and Number of Respondents**

<b>Do you work inside the boundaries of Palo Alto?</b>	<b>Percent</b>	<b>Number</b>
Yes, outside the home	23%	N=128
Yes, from home	23%	N=125
No	54%	N=301
Total	100%	N=553

**Table 99: Question D4 - Response Percentages and Number of Respondents**

<b>How many years have you lived in Palo Alto?</b>	<b>Percent</b>	<b>Number</b>
Less than 2 years	17%	N=102
2 to 5 years	14%	N=82
6 to 10 years	10%	N=61
11 to 20 years	18%	N=106
More than 20 years	40%	N=236
Total	100%	N=586

**Table 100: Question D5 - Response Percentages and Number of Respondents**

<b>Which best describes the building you live in?</b>	<b>Percent</b>	<b>Number</b>
One family house detached from any other houses	58%	N=342
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=221
Mobile home	0%	N=2
Other	4%	N=21
Total	100%	N=586

**Table 101: Question D6 - Response Percentages and Number of Respondents**

<b>Do you rent or own your home?</b>	<b>Percent</b>	<b>Number</b>
Rent	43%	N=251
Own	57%	N=330
Total	100%	N=581

**Table 102: Question D7 - Response Percentages and Number of Respondents**

<b>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)?</b>	<b>Percent</b>	<b>Number</b>
Less than \$500 per month	2%	N=13
\$500 to \$999 per month	4%	N=20
\$1,000 to \$1,499 per month	5%	N=29
\$1,500 to \$1,999 per month	4%	N=24
\$2,000 to \$2,499 per month	11%	N=58
\$2,500 to \$2,999 per month	11%	N=58
\$3,000 to \$3,499 per month	10%	N=52
\$3,500 to \$3,999 per month	7%	N=36
\$4,000 to \$4,499 per month	5%	N=28
\$4,500 to \$4,999 per month	6%	N=31
\$4,500 to \$4,999 per month	5%	N=26
\$5,500 to \$5,999 per month	3%	N=14
\$6,000 to \$6,499 per month	3%	N=18
\$6,500 to \$6,999 per month	3%	N=18
\$7,000 to \$7,499 per month	2%	N=11
\$7,500 to \$7,999 per month	2%	N=11
\$8,000 to \$8,499 per month	2%	N=9
\$8,500 to \$8,999 per month	2%	N=12
\$9,000 to \$9,499 per month	1%	N=4
\$9,500 to \$9,999 per month	1%	N=8

<b>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)?</b>	<b>Percent</b>	<b>Number</b>
\$10,000 or more per month	11%	N=59
Total	100%	N=538

**Table 103: Question D8 - Response Percentages and Number of Respondents**

<b>Do any children 17 or under live in your household?</b>	<b>Percent</b>	<b>Number</b>
No	69%	N=402
Yes	31%	N=179
Total	100%	N=581

**Table 104: Question D9 - Response Percentages and Number of Respondents**

<b>Are you or any other members of your household aged 65 or older?</b>	<b>Percent</b>	<b>Number</b>
No	64%	N=373
Yes	36%	N=206
Total	100%	N=579

**Table 105: Question D10 - Response Percentages and Number of Respondents**

<b>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.)</b>	<b>Percent</b>	<b>Number</b>
Less than \$25,000	3%	N=14
\$25,000 to \$49,999	5%	N=25
\$50,000 to \$74,999	15%	N=78
\$75,000 to \$99,999	16%	N=82
\$100,000 to \$149,999	10%	N=51
\$150,000 to \$199,999	8%	N=42
\$200,000 to \$249,999	7%	N=38



<b>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.)</b>	<b>Percent</b>	<b>Number</b>
\$250,000 to \$299,999	7%	N=36
\$300,000 to \$349,999	4%	N=21
\$350,000 to \$399,999	3%	N=16
\$400,000 to \$449,999	3%	N=14
\$450,000 to \$499,999	19%	N=95
\$500,000 or more	0%	N=0
<b>Total</b>	<b>100%</b>	<b>N=513</b>

**Table 106: Question D11 - Response Percentages and Number of Respondents**

<b>Are you Spanish, Hispanic or Latino?</b>	<b>Percent</b>	<b>Number</b>
No, not Spanish, Hispanic or Latino	95%	N=541
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=30

**Table 107: Question D12 - Response Percentages and Number of Respondents**

<b>What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)</b>	<b>Percent</b>	<b>Number</b>
American Indian or Alaskan Native	1%	N=4
Asian, Asian Indian or Pacific Islander	35%	N=200
Black or African American	0%	N=2
White	61%	N=346
Other	5%	N=30

*Total may exceed 100% as respondents were able to select more than one response.*

**Table 108: Question D13 - Response Percentages and Number of Respondents**

<b>In which category is your age?</b>	<b>Percent</b>	<b>Number</b>
18 to 24 years	4%	N=20
25 to 34 years	19%	N=112
35 to 44 years	14%	N=81

In which category is your age?	Percent	Number
45 to 54 years	20%	N=118
55 to 64 years	13%	N=76
65 to 74 years	12%	N=72
75 years or older	17%	N=98
Total	100%	N=578

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

What is your gender?	Percent	Number
Female	52%	N=299
Male	48%	N=275
Identify in another way	0%	N=0
Total	100%	N=574

**Table 110: Question D14 - Response Percentages and Number of Respondents**

What is your sexual orientation?	Percent	Number
Heterosexual	91%	N=480
Lesbian	1%	N=3
Gay	4%	N=19
Bisexual	2%	N=13
Identify another way	2%	N=10
Total	100%	N=525

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

Following are responses to questions 18 and 19. Responses are presented here in verbatim form, including any typographical, grammatical or other mistakes. Responses are in alphabetical order within the category in which the response was categorized.

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

Housing changes (amount, type, affordability/cost of living); addressing homelessness

- (1) More affordable housing (2) More pickleball.
- Actually affordable low income housing
- Add affordable non-market housing. This would be a game changer and propel Palo Alto into one of the best cities in the world. Non-market housing is housing that is owned by a group of people rather than and individual and it's aim is to provide the lowest cost highest quality living. The reason non-market housing is great is because there is no profit motive for it. Instead a group of people collectively own a multi unit building and once the group pays off the loan they use to build the building, the payments now turn into a pot that handles repairs and new additions to the housing unit. I have seen this work in Vienna and Vancouver. A group of 20 people for example, first take a loan out for 10 million to construct a multi unit complex. The terms of the loan are negotiated between the people and the loan provider. Over the next 10-20 years the loan will be paid off. Once the loan is paid off now rents will dramatically drop in price. This is because no. profit group ownership means there is no single person reaping the benefits of overcharging its tenant. I have seen examples in Vancouver where for the first 10 years people pay 2-3K / mo but after the loan is paid off the rent drops closer to 500-1k for the buildings maintenance. What is beautiful about this system is that it really gives people the power to control their own rents, because they own the building as a collective. Please consider this option, as it will make Palo Alto the best city in the world. Affordable housing is scarce and we need a REAL solution.
- Add more lower-priced apartments and condos
- Address affordable housing for middle class
- Address the homeless. Huge increase in homeless is unsafe + worrisome.
- AFFORDABLE HOMES / ROAD REPAIRS.
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing for senior residence and disabled residence.
- Affordable housing for teachers (and I'm not a teacher)
- Affordable housing for teachers.
- Affordable housing, but not imposing on my space.
- Affordable senior living & rental accommodations.
- All labor is skilled + respected so we can provide affordable housing for Drs, RNs, EMT, tenders, dental health, janitors CNAs, + service fields, severe shortage due to housing will eventually senovhic fleet [?] ! & community is too \$ + not green.
- Allow more housing incl. apartments / condos; Drive or invite more weekend events for the public; Encourage new stores / malls supporting diverse communities' needs
- Anything to help with cost of living for renters
- Be far more amenable to renters. End hostility to Stanford
- better care of unhoused

- Build equal amounts of new housing in both north and south Palo Alto. Seems like most of it is built in south Palo Alto
- Build more affordable housing.
- Build more affordable housing.
- Build more housing in the form of mixed use so it is cheaper to live here and businesses and individuals can spend less on cost of living. It is stupid expensive to live here, not just housing but a meal in a restaurant is so pricey. My typical lunch on a weekday when I work downtown is never less than \$15-17. The cost of mortgage options in this survey is laughable; a \$10k mortgage is a dream in most of the Bay Area and in Palo Alto buying a condo is at least \$1m. Most people spend triple or quadruple that so the option to share mortgage costs should go up to about \$30k. Lack of housing options at a variety of price points makes Palo Alto insanely expensive for cost of housing but also general cost of living. You need to work on this problem. Doing nothing is not an option.
- Build more housing.
- build more multi-family housing
- Build more multi-unit (5 over 1, two flats, etc) housing on and around El Camino Real so my friends who are looking to move here can afford to raise their families here.
- Cheaper housing!
- Continued work on housing for teachers + other city employees. Continue building in suitable areas.
- Cost of Living is way too high
- Deport all the homeless people to another city and tell them not to return never again.
- Do not build dense housing or apartments or high rises.
- Dramatically increase the amount of housing.
- Eliminate the building of additional residential housing.
- Encourage development of lower-cost housing
- encourage more low income housing so local businesses can survive and attract low wage employees and discourage offices and restaurants
- Expanded affordable housing
- facilitate creation of more types and overall number of units of housing that are more affordable to a wider range of people
- Focus on affordable housing & needs of renters who make up 45-50% of population. The city council seems solely focused on interests of SF home owners.
- Focus on homeless people living downtown. Tree inspections.
- Get homeless off the streets (and stop car camping too).
- Get some religion on the need to build a lot of housing including a lot of affordable housing. Draft and submit a Housing Element proposal that the state will actually approve. I'm a homeowner and I've lived in Palo Alto for 38 of my 53 years. We have ever decreasing amounts of economic diversity in this city. I want that fixed. Living among ever increasing amounts of wealthy people noticeably lowers my quality of life here.
- Have a true affordable housing scheme for middle class residents. One doesn't exist and to suggest it does is insulting.
- Homeless
- House homeless. Get real help not lip service for mentally ill folks who can't care for themselves. At least as well as stray cats and dogs are cared for. Enforcement of vagrancy laws.
- Housing & rent costs; I will have to move because only the rich can buy.
- Housing affordability
- Housing for low-income households.
- Housing is unaffordable! Waiting lists are for homeless folks not for anyone else. We think everyone is rich here! & transportation!
- I am opposed to the plan to add over 6,000 residences in P.A. over the next 7 or 8 years. That would add another 20,000 residents, which would make the traffic and other living conditions much less tolerable than they already are. I chose to live in my neighborhood in P.A. for the peaceful and tranquil environment it has been since I purchase my home in here in 1985. P.A. is already overcrowded and

there is no reason to destroy the existing quality of life here. The city streets already carry too much traffic, as do all our surrounding highways. The notion of "affordable" housing in P.A. is ridiculous. There is no easy way to build "affordable" housing in P.A. with local construction costs. Cities in the Bay Area need to stop giving developers free reign to build properties wherever they choose to build. If I wanted to live in tenement type environment, I would live in a place like NY City. Remember, it is not possible to put 20 lbs. of horse manure in a 10 pound bag! And how about fixing the extreme hourly noise from aircraft landings at SFO all low flight paths over P.A. The residents have been bombarded with this noxious environmental hazard since the new NextGen GPS system was installed at SFO in 2016.

- I am renting a home here - work as a nurse at Stanford. I'll have to leave this wonderful community in the next 5 years because cost of living is too high. We need affordable housing for middle income people!! Also more bike lanes.
- I do not really know as a child, but maybe decreasing house prices.
- I wish I could buy a home here
- Improve the cost of living
- increase access to below market housing
- increase the supply of housing at all sizes, all density levels, and all price points.
- Invest in affordable housing and educational support for low income students and families.
- Legalize housing production at scale so my kids don't have to move away when they grow up.
- Less homelessness.
- Loosening zoning laws so we can have more teachers + police who can afford to live here.
- Low income housing.
- Lower house price.
- Lower rent
- Lower the cost of living & more diversity.
- Make rents affordable.
- More "low cost" housing.
- More affordable housing
- More affordable housing
- More affordable housing
- More affordable housing
- More affordable housing (and we mean ACTUALLY affordable, not just "affordable" as in 2k a month for a studio apartment)
- More affordable housing and better community activities. I'm 20 and I work in Emergency services but I'm also a student. I find it difficult to see myself living here in the future because the city is too expensive to live in. Even if it was affordable, most of the community activities seem to be catered either to the very young or very old.
- More affordable housing and feel safer - crime prevention.
- More affordable housing for people working in the City.
- More affordable housing that preserves & protects green spaces - not more mega complexes that are expensive + replace parks/yards & cleaner drinking water.
- More affordable housing.
- More affordable housing.
- More affordable housing.
- More affordable housing.
- More and cheaper apartments ; more walkability; more and more frequent buses
- More dense & low income housing
- More dense housing opportunities in the right places for both access, equity and traffic decongestion.
- More housing for very low income seniors like myself
- More housing, allocated in all neighborhoods all over town, not just relegated to outskirts.
- More low income housing please.
- More options for low cost of living services
- More quality affordable housing like Wilton Court Apartments

- MORE TOWNHOUSES & APARTMENTS NEAR CALTRAIN STATIONS.
- Move forward (rapidly) with plans and incentives to develop more affordable housing.
- Newer affordable housing options
- Reduce housing costs by increasing the allocation zoning for dense housing.
- Reduce housing prices
- Reduce new housing. Too much construction already.
- Reduced cost of rent + utilities.
- Reduced housing cost.
- Reduction in cost of living - only way to do that is build more affordable housing.
- Remove campers on El Camino Real and keep Churchill open
- Remove campers parked on city streets.
- Rent control
- Replace the empty fenced lots on either side of El Camino with low-cost housing.
- Track rents & rental units to increase transparency we need more affordable housing desperately.
- We need to figure out a way to add housing on transportation corridors - more than we have been perhaps not as much as builders would like. North Palo Alto needs to build too - why not near Caltrain? Don't push all development to South. Three hundred units is too much for Creekside but maybe 100?
- We would like to see more affordable housing built.
- Zone for enough affordable housing to house those that live and work in our community. Including very low income folks. Ensure we focus on most at need. And ensure that permitting processes and other resources for small businesses allow for them to be competitive and stay in business.
- Zoning to allow families owning small homes (with a record of living there for years) an ability to expand their home size by building up and a larger foot print in order to stay in the area as family ages! and allows tree removal with a higher priority on dwelling safety!

## Street conditions and traffic concerns, roads

- -> Both access to electrification -> decreased speeds along embarcadero. -> Better math Palo Alto schools.
- 1. Stop wasting funds on roundabouts on side streets 2. Better protection from bike thefts and car break-ins
- Better road quality / less potholes and bumps
- Better roads.
- better street maintenance
- BETTER TRAFFIC ENFORCEMENT.
- Better traffic flow, particularly at Town & Country
- Better traffic signaling everywhere.
- CITY STREET CHANGES OFTEN MAKE THINGS MORE INCONVENIENT AND DANGEROUS. NEW RULES ON GAS STOVE SEEM DUMB. FRIEND WON'T REBUILD AS DOESN'T WANT TO GIVE UP GAS STOVE. THERE MUST BE A BETTER WAY, SUCH AS OVERALL LESS IMPACT (GIVE UP OTHER GAS), REQUIRE EFFICIENT GAS STOVE, ETC. POLICE DO NOT SEEM PRESENT, BUT WHEN THEY ARE, THEY ARE USUALLY SPEEDING AND/OR TALKING ON PHONE--NOT HANDS FREE. POOR ROLE MODELING. BIKES ARE ENCOURAGED (BY POLICE) TO RIDE ON SIDEWALK, ENDANGERING BOTH THE PEDESTRIANS AND BIKES--DRIVEWAYS, ETC.
- Clean sidewalks & streets; remove traffic posts along Middlefield. Want 2 lanes in each direction; less fussy roadways (ie w/o interferences); less development.
- Continue efforts on reducing traffic congestion by cars which provides many benefits for the city and our community
- Enforce traffic laws
- Enforcing speed limits in downtown area; catching red light violators.
- Fix el Camino real

- Fix El Camino Real Avenue roads (tons of potholes). The streets of El Camino Real are constantly in horrible shape, I have damaged 4 wheels in less than a year due to potholes and my primary route is El Camino. Please fix it.
- FIX POTHOLES IN ROADS.
- fix road lights plz
- Fix roads too many potholed
- Fix the asphalt streets that are in desperate need of repair.
- Fix the incessant traffic backup that traps people in their houses for hours each day.
- Fix the potholes along El Camino Real from Page Mill to San Antonio. Thanks!
- Fix the road conditions of major roads (El Camino).
- Fix the roads especially El Camino. I know this is a state route, but its very frustrating to see the city spend on projects like the Charleston erastradero corridor that don't really help and them to drive over the pot holes on El Camino.
- FIX THE STREETS, REDUCE CRIME, IMPROVE CITY SERVICES, REPLACE FOUR WAY STOP SIGNS WITH ROUNDABOUTS, DROP THE FIBER PC AN (TOTAL WASTE OF MONEY), IMPROVE PERMIT PROCESS - EVERYTHING ELSE IS SECONDARY.
- Fix the streets, stop the dangerous red light runners.
- fix the train crossings
- Fixing potholes and resurfacing main road (El Camino/Page Mill Rd, etc)
- Fixing the roads. Helping figuring out how to plan the Midtown Shopping Center.
- For decades the roads have been terrible, especially El Camino Real - Why doesn't the city regularly review road conditions and contact CalTrans for those roads the State is responsible for maintaining. The City is NOT Pro-Active. Campers for decades parked on El Camino Real and side streets, for periods way, way beyond the 72 hour limit by law. Neighboring cities: Menlo Park, Mountain View and Los Altos do not have campers lining the streets - which is a huge hazard for pedestrians, bicyclist, cars, trucks, pulling onto streets. This issue still has not been addressed by the city - why? Palo Alto is headed in the same direction as San Francisco.
- For the past couple of decades, El Camino Real has been filled with large/deep potholes, patching takes place and within a week, pothole re-appears. The City needs to be very proactive to work with Caltrans to fix ASAP! For Silicon Valley it's a disgrace, not safe for kids, adults, walking, bikes, cars. The excuse that the horrendous El Camino Real conditions are due to this past year of storms is misleading. The City was contacted months ago about stretches of El Camino, and still not fixed. Problem for 10 years plus years - Move Campers off El Camino, it's not safe for bikes or cars/buses, etc., waste of city time, resources to constantly put signs on these campers every 72 hours. Crime in neighborhoods is an issue due to changes enforcement.
- Get the rue off the streets.
- Have a plan for citz train grossings.
- Immediate increase in traffic and code enforcement.
- Improve lights on the streets in Palo Alto.
- IMPROVE TRAFFIC ENFORCEMENT AND STREET REPAIR.
- Improve traffic flow and road repair (especially El Camino!!)
- Maintain the infrastructure like fixing pot holes, power lines, etc.
- Make University and California Avenues as no-car streets AND increase the amount of affordable housing
- More proactive handling / addressing traffic / speed violations.
- Pave El Camino / (stonehole force Caltrans to!).
- Pave El Camino.
- Permanently closing off University Avenue to pedestrian only, as California Avenue has done, and Castro Street in Mountain View.
- PLEASE repair our terrible road surfaces. I know my car will need work due to all the holes, cracks, and issues. I swerve around in the lanes to avoid the problem areas
- Potholes on El Camino (if caltrons issue, then allow E-Bikes for seniors in Baylands).

- Put in a stoplight at Middlefield and Addison. A tragic death will occur any day now if that is not addressed. Accidents and near accidents take place every week. This may cause us to leave Palo Alto. Huge problem not being addressed fast or aggressively enough! Everything else here is truly phenomenal.
- QUIT SCREWING AROUND WITH THE ROADS MAKING THEM SINGLE LANE. PEOPLE ARE DRIVING FASTER BECAUSE OF IT AND WHEN THE LANE IS BLOCKED, IT'S ALL OVER!
- Redesign Churchill Crossing
- REDESIGN PEDESTRIAN SECTION OF CAL. AVG. TO MAKE PERMANENT OUT DOOR SEATING FOR RESTAURANTS.
- Reduce traffic speed / noise.
- Refresh, regularly clean, and improve lighting in the California Ave pedestrian underpass.
- Repair our roads and streets, lots of pot holes. More free parking spaces. Reduce number of stop lights. Remove unnecessary stop lights. Build elevated pedestrian crossings and walkways.
- Repair pot holes.
- Repair the streets (El Camino).
- Repave roads properly!
- Resurfacing roads, "esp. El Camino", clean up the grounds around the downtown post office.
- Revitalize California Ave
- Round about at Kingsley & Bryant St or a stop sign at Lincoln & Bryant St.
- slowing down residential traffic around schools
- SLOWING TRAFFIC ON LYTTON AVE BETWEEN BRYANT + MIDDLEFIELD.
- Solve Caltrain grade crossing
- Speed bump on Waverley, 2900 block.
- Speed up permitting process and reduce the hoops one must jump through for additions / remodels. It is pathetically slow and arcane
- Speed up review processes in Palo Alto to make City Council and City services more efficient
- Street / sidewalk maintenance.
- The traffic signal at Churchill and Alma indicates left turn only from 8:30-9:15. This is totally ignored and always has been. Enforce or remove sign.
- Traffic flow and traffic lights designed to minimize idle time therefore unnecessary GHGs emissions
- Update faded street signs improve litter collection, find homes for homeless.

### City services, utilities and amenities, sustainability/clean energy

- (1) Moving utility lines underground (2) Minimize "ghost houses" (3) Increase diversity of residents.
- . Work to ensure what we recycle is actually used instead of trashed . Establish more community gardens.
- A quiet street cleaner! The current one is deafening, wakes me at night, and thus has had an adverse effect on my health.
- Accelerate the implementation and wide deployment of Palo Alto's fiber to the home plan.
- Bring more cost effective green energy solutions that are easier for residents to apply or take advantage of, such as easier process to replace heat source with heat pump solutions, more electric car charger, easier and cheaper solar energy storage solution, ...etc. The permitting process for me to replace my old gas water heater to heat pump was really more difficult than necessary.
- Citywide Fiber Internet - hearing about this for the last 20+ years. I think it is too late to spend City money/resources on this. Why was it not done 20 years ago? Now it's too late - let AT&T do it instead.
- Climate/environmental efforts: enforced limits on artificial-grass, over-paving. And also control leaf-blowers.
- collective thermal energy storage, ease of switching from gas to electric heater and water heater at time of failure, this survey linked on city website (it is not), also being in a link that reflects city owns it, if individual (I got QR code, but did not use it) let it be accessed through utility account log in. Give me an idea how long the survey is before I start it.
- Complete the fiber Internet project please.
- EXPAND HOURS FOR P.A. LINK.



- FAST, RELIABLE INTERNET SERVICE.
- Faster and more reliable internet connections.
- Fiber Optic Internet to the Home
- Focus less on climate change, and more on providing essential services, such as road maintenance
- Get citywide fiber internet finally implemented!
- Give Palo Alto residents access to services: our child was overflowed from his local elementary school; the tennis courts are always full at nearby Rinconada Park; cannot get a spot in Palo Alto Recreational Services even when trying to sign up the same day.
- Have a list of reasonable contractors that can install the heat-pump utilities. Perhaps some assistance in designing and paying for heat-pump heating/cooling.
- Have service available for mentally disabled who are not able to access on-line information.
- I don't like these heat pumps in the like because I can't just put it where I wanna put it on my yard. There's all these rules about distances between the house and the next neighbor. Also, I feel we should have a variety of things that we use, even if we, want to promote electricity over everything
- Improve Cell Tower Coverage in midtown (and Palo Alto in general)
- improve drainage of san francisquito creek so my house doesnt flood
- Incentives for utilities/water savings
- Include high speed fiber internet to the home as part of our locally owned utilities
- Increase reliability of the electric grid before pushing more people to use electricity. There should be no power shutoffs.
- Keep promoting sustainable power generation and electric utilities.
- lower utility cost
- Lower utility costs.
- Lower water prices, fix the bumps in El Camino Rd.
- Make solar installations easily achieved
- Make solar installs on homes far more easier
- Make utilities cheaper. We live in a rental unit so we don't control the type of furnace or water heater installed. Renters are punished in Palo Alto for their landlord's decisions (our furnace was outlawed in 1950's, that's how old it is). We live in a 500 sq ft apartment and paid \$500-\$600 a month for utilities in the winter. Absolutely outrageous. Our elderly neighbors (also renters) paid even more because they had to keep the house warmer. If we want Palo Alto to be a welcoming place for all people, we can't have utilities prices the way they are now.
- More big trees (tunnel like) on every street
- Not ban gas stoves.
- Offer high speed internet to everyone (fiber)
- On East Meadow (between Alma & Middlefield), in the center of road, plant some trees sporadically. Traffic is heavy at times & seems to be getting worse. Trees give a calming effect, not bushes.
- Palo Alto Link service starting at 7am instead of 8am
- Place electrical lines underground where they are safer and less likely to cause fires (such as in Lahaina, Hawai'i)
- Plant more trees.
- Prioritize quality of traditional core City services (parks, streets, police, fire, recreation, civic events). I grew up in this town and returned to raise my family. The City did a better job in previous iterations over the past 50 years. Prioritize the City, not saving the world.
- Reducing price of utilities - unable to heat house in winter due to cost.
- REPLACING GAS WATER HEATER & FURNACE IS UNKNOWN AT PRESENT.
- Require all new homes to incorporate a grey water system into every home. Also, use more grey water and rain water harvesting.
- Starting this year, street sweeping became erratic. We would go weeks without sweeping (Professorville) and when the sweeper did come, it's at an unpredictable time so we can't plan to move parked cars. It's pointless when the street is parked up because no one knows when it's coming. Prior to this year the sweeping was very regular and well done!

- Stop BS about greenhouse gases.
- Stop having two utility bills to pay for and the cost of the utility bills to go down because I'm barely home and I pay a lot on gas and water and I'm barely ever home. I've come to a point I can't even call it a f\*\*\*\*\* home. I had to have the gas turned off so I can survive a little and I still can't barely make it. And I live in a f\*\*\*\*\* Studio.
- Stream-line and lower costs for installing residential solar panels (i.e., permit process).
- Strengthen support for electrification. Moving too slowly and processes outdated for approvals.
- The sewers on my street sometimes overflow. Pretty gross. (University south neighborhood - Forest Ave).
- Trim the trees -- and start planting native trees, not redwood and oak in this small condensed areas those types are not only very expensive to maintain they also do damage to structures. The sidewalks are uplifted and dangerous and tripping hazards. The streets are patched in areas and with cracks that harbor ant colonies that are invasive to our homes. This is the worst year I have ever seen for pests. There is also a rat problem -- what is the city planning to do about the rodents?
- Underground electrical cables, remove electrical poles.
- Underground utilities.
- Water conservation (I dread it but need to be told-- it is inevitable!) and Affordable housing prioritized for those who teach/work w our kids/adults perhaps cross collab with Mt View, other county areas; local store keepers, teachers, grocery store clerks, loose connections (acquaintances) are quite important to mental and physical health, sense of community esp in a growing/innovative city.
- Wireless utility, property tax relief for retired home owners.

## General government operations, communication; tax concerns

- 1. Replaced 1/2 (50%) of police dept. with un-armed mental health experts! 2. Get Stanford to provide their own parking for ALL employees! No 2 hour stickers.
- alert neighborhoods/streets in advance of city work that will be occurring (street, sewer, tree trimming, etc.)City se
- Be more forthcoming and less of "bureaucracy speak". Use fewer acronyms -- hey really but me off by implying only experts understand this stuff.
- Be more proud of all your successes
- Become less arrogant/smug and more accepting of other views. Don't demonize those who think differently.
- Better goals, plan and execution to move to electric and innovative ways to overcome the issues (taking too long, need more pragmatism and urgency)
- Change city mgrs compensation from higher union wages, incentive for work i.e. separate
- Conduct community meetings to discuss the City's S/CAP and development plans in the context of global climate change. The City faces a conundrum: Whatever new projects the City undertakes to benefit the human species (new housing, new Cubberley complex, etc.) is a strike against the ecosystem of the planet. It is fine for the City to have an ambitious S/CAP, but how does that make a difference in the larger scheme of things? There are no simple answers - but that does not preclude us from honestly admitting that we are not doing enough, and that Palo Altans are not willing to do what it takes to truly mitigate climate change.
- Effective government leadership
- Faster decisions, for example on issues like grade separation of rail crossings.
- Focus on actions not inclusive talk. Examples: rail crossing debates & grant not willing to increase height limit of PA bldgs for affordable housing. Focus on "climate change" despite broken sidewalks; new ell bridge; roads needing work now.
- FOCUS ON LOCAL ISSUES ONLY (NOT NATIONAL ISSUES).
- Get City Staff to represent the Citizens, especially noticeable in the Castilleja TDM process! Also, please protect our City from the State takeover of all our zoning laws and threatened beautiful neighborhoods from turning into high rise apt. buildings, 4-plexes next to my home. Stop the Builders Remedy Developments from getting built by suing the STATE! The next election will vote these new laws down,

but the damage will be done unless YOU fight these developments from getting off the blueprint stage. The damage that they will do is incomprehensible. Stop building more housing, we are only becoming denser and denser to the detriment of the residents who own homes and have lived here a long time. Keep in mind that for me, as the quality of life diminishes, I can move to a nicer, less DENSE place with great quality of life in a natural setting.

- Getting Stanford to pay property taxes for their Palo Alto properties; finding a place for vehicles to park who are [?] people.
- Have City Council more responsive to resident concerns. The one-way open comment period at City Council meetings is an insult to the people in the community who care about Palo Alto.
- I am a lifelong resident at Palo Alto and I think it is the best place to live. Palo Alto government needs to position itself to be the best place to live in 50 years from now.
- Keep doing a amazing Job like today , and improve every day , for keep our community safe, healthy and happy !!! I'm proud of all this big team they really work hard every day !!
- Less pandering to special interests.
- Less taxes
- Lower property taxes for retired seniors
- Lower taxes and utility bills
- make decisions and rulings faster, especially around housing, zoning, roads and railloc
- Make the city functional: decisions, actions, progress. Focus on results, not process!
- Make the difficult decisions needed to adapt Palo Alto to the electrification of Caltrain. We need leadership, not more consulting.
- Make the property taxes more fair. As newer homeowners we are paying massive taxes while neighbors pay way less for much larger lots and homes. I am fine with subsidizing property tax for long term residents who need it, but we shouldn't be having billionaires with ridiculously low taxes due to prop 13. I would also like to see a higher tax for so-called investment homes that sit empty while there are people in dire need of affordable housing. Park City in Utah does this.
- MORE ACTION, LESS PONTIFICATING!
- Much faster decision making by city government.
- Reduce city government spendings.
- REDUCE PROPERTY TAX, OR IMPROVE QUALITY OF EDUCATION.
- Reduce property taxes
- Reduce the "Palo Alto process" for getting projects done. Way too becorocratic.
- Reduce the amount of time it takes to make government decisions.
- Remove redundant and incompetent employees
- Respect individual choices.
- somehow stop the trend of these super rich people who move here and buy up multiple lots and tear down perfectly good houses to build their mega houses and their compounds. I am so sad to see any small house go up for sale, knowing that it will end up being torn down. I believe some disincentive for leveling a house as opposed to fixing up a house might help, but unfortunately, I doubt it. I understand that regulations make fixing up a house very difficult in Palo Alto. I do like that new houses must be all electric.
- Stop being so hostile to Stanford Universty and the Palo Alto residents who work at Stanford. Stanford employees who live in Palo Alto have never felt welcome in Palo Alto, I work at Stanford, and I have lived here for 23 years.
- Stop pretending to care about the residents with all the virtue casting
- Stop taking money from people for the service never used. For example, stop taking the gas charge every month for the gas that I have never used. Stop ignoring parents asking for help at school. I have been requesting 504 evaluation for my child for over 2 years and PAUSD would not provide service, I believe it is illegal to ignore children's right who need support.
- TAKE CONTROL OF CITY PLANNING FROM THE STATE.
- To have a better working association with state govt when it comes to roads (i.e. El Camino Real)!

- Try to engage with more residents over issues important to the community. The City Council listens only to roughly 64 people of the 64,000 who live in the city. Many residents have families, or jobs, that prevent them from attending City Council and other evening meetings and so the City Council only hears from the same vocal few. The Council believes somehow that this minority of residents' opinions represent the larger community and makes decisions based on their input. Engage with the community at PTA meetings, or at weekend farmers markets or parks where families and other residents are, to learn what the majority of residents care about. Closing Churchill is a perfect example - the city hasn't engaged with PAUSD or parents about the ramifications of closing the crossing, and makes its decision based on the opinions of a vocal few who live in Southgate. Don't assume that the 64 people you always see at meetings represent the city!
- Well thought out, Goal oriented ( what, when and costs) oriented city planning.

## Local businesses, retail/shopping options, downtown improvements, development

- (1) Demolish Cubberly + get city & school district to make a decision.
- Be more welcoming to Retail – many stores leave but retain or add other locations...latest relevant to me was "Footwear Etc" in downtown PA on University Ave. It was there for 20+ years and now poof, gone!
- beautiful, green and clean downtown environment, and diverse retail and gathering places NO Homeless on the sidewalk. More calm, safe biking paths
- Better design scrutiny of new buildings. Many building's architecture is not consistent with surrounding buildings/homes. I've lived and worked here for over 50years. Palo Alto, in my view, is not an aesthetically pleasing city any longer and has not been so for the last 20-30 years.
- Better environment for small business = less rent! by wealthy owners.
- Better gym access in downtown area
- Better infrastructure planning and development for future technologies that will better prepare and serve community
- better midtown, cal ave, university ave destinations
- Better restaurants.
- Bring back land mark theatres @ Palo Alto square.
- Cleaning up University Ave. Help local businesses.
- Do not add any more residential housing or business (I'm not in support of growth that taps our tight energy + water resources).
- ensure that University Avenue has a variety of businesses to patronize. We need clothing and gift stores. We have too many rug stores.
- Figure how to use all of the empty houses in town | to help with housing shortage.
- Forbid business locations from being empty because landlords are trying to maintain high prices. It is killing downtown by having these empty spaces instead of a vibrant downtown.
- Instead of turning that building in heritage park into a Palo Alto historical museum (USELESS!) please make that building into a children's rec center where kids can learn to arts and crafts and have soccer and other sports classes. Do something cool. For one month we can house a horse and have intro to horses or something unique. That building and property behind can be so amazing - DO NOT BUILD A USELESS HISTORICAL MUSEUM!
- Introduce grocery stores of minority ethnicities.
- Keep California Ave, Midtown & Downtown areas vibrant.
- Less building.
- Less new building.
- Lowering development fees for the construction of new housing units, especially those on existing lots using ADU or SB9 provisions.
- Make downtown attractive for families not just tech workers by bringing/encouraging a variety of retail and services. Los Altos and Menlo Park are good examples. And clean the sidewalks!!

- MAKE THE ACCESSIBILITY OF THE CAL AVE FARMER'S MARKET BETTER (RESTAURANTS HAVE PUSHED TO ALMOST THE MIDDLE OF THE STREET MAKING THE BOOTHS PUSH TO THE STREET, CAUSING ACCESSIBILITY LIMITATIONS, BOTTLE-NECK THE FOOT-TRAFFIC.
- Make University Ave. in downtown sealed for business & pedestrians. (no car can drive through, save it for walking).
- Mixed zoning like Europe has = all amenities in walking distance.
- More eatery options in the midtown area.
- More frequently close the downtown core to motor vehicles while allowing pedestrians/bicycles only, with outdoor dining (like during pandemic).
- MORE FRIENDLY ATTITUDE FROM VENDORS, ETC. HOW ABOUT A SMILE?
- More small retailers, like midtown, town & country.
- OPEN CAL AVE. AND PUT A FIVE YEAR MORATORIUM ON NEW OFFICE BUILDINGS IN THE CITY.
- Promoting more local restaurants and shops near the neighborhoods.
- Protect tenants by controlling rental rates
- Raise the height limit on apt bldg by transit corridors
- Revitalize retail sectors - downtown, Cal Ave, midtown.
- Slow down the rate of growth to reduce empty buildings. Also stop allowing new business buildings that don't have enough parking hoping people will take more public transportation but meanwhile the options for trains are being cut.
- Small daily-life shops downtown.
- stop replacing one story buildings with high rises. The traffic and population growth is a huge problem.
- Stop screwing over local businesses like mikes deli! Do something about jet noise over south Palo Alto!
- Stricter Eichler neighborhood conservation monitoring midtown shopping/restaurant center restoration & encouragement.
- The construction of fewer business / office buildings.

## Safety, crime, policing and law enforcement

- 1) Home crime prevention, 2) Repave the streets (i.e., ECR),
- Bring back police force to make our neighborhood safer from crime, speeding commuters-not the same safe Palo Alto 1 grew up in.
- Combat bicycle theft more vigorously. Synchronize the traffic lights
- Continue to improve safety and introduce more suppliers for Internet
- Crime
- Feel safe
- Get unregistered vehicles off the streets
- IMPROVE SAFETY
- Increase residence safety
- Less crime, more tolerance of different ethnicities in the police dept. and in the general population. Less brutality when unnecessary.
- Less theft and feeling safer.
- Maintain police services
- More ticketing car speeders.
- Police the bicycles same as vehicles
- Prioritize police, time, roads & parks - first.
- Public safety
- Put a fire engine in station [?].
- Reduce property crimes and reduce homeless encampments
- Safe, no homeless people on university & cal ave.
- Safer place to live
- Safer with crime and break ins. Also more friendly cooperative people to work with at the city. What's with the attitude? Better management of developing areas and homes so that it doesn't feel so

overdeveloped. Some bad decisions on what has passed. One home on our street has a ADU across a neighbors driveway? What!

- Safer, more convenient options for walking and biking (such as bike boulevards, paths and pedestrian-only zones), especially to connect to train
- Safety
- SAFETY
- Safety is the most important issue.
- SAFETY, AND CLEANLINESS. GET RID OF CRIME, AND THE SLEEPING HOMELESS POPULATION DOWNTOWN; AND BUILD MENTAL INSTITUTES INSTEAD OF HOUSING FOR THOSE WHO NEED IT. DON'T ALLOW PAN HANDLING, IT JUST BRINGS MORE. I'VE WATCHED THEM GET INTO A MERCEDES AT THE END OF THE DAY, AND HAVE HEARD OTHERS HAVE APARTMENT COMPLEXES THEY RENT OUT. THAT IS TAX FREE MONEY AND WE PAY FOR THOSE WHO SLEEP IN VEHICLES. THERE IS WORK OUT THERE BUT PEOPLE DON'T WANT IT. PROSECUTE THEIVES, HIRE MORE POLICE AND NEVER DEFUND THE PEOPLE WHO RISK THEIR LIVES TO PROTECT US! I FEEL I CAN NO LONGER WALK SAFELY WITHOUT FEARING MY SAFETY. IT SMELLS DOWNTOWN IN CERTAIN AREAS THAT I FEEL IT WILL SOON TURN INTO WHAT SAN FRANCISCO IS NOW EXPERIENCING. WHY IS IT THAT LOS ALTOS YOU DON'T SEE THE HOMELESS SLEEPING IN THEIR DOWNTOWN? WHY ARE WE ALLOWING THIS? THERE ARE "NO LOITERING" LAWS THAT MUST BE ENFORCED, WHY AREN'T THEY? PEOPLE JUST DON'T SAY ANYTHING BECAUSE OF RETALIATION. A LOT OF PEOPLE FEEL THE SAME AS ME.
- Safety.
- Safety.
- Safety.
- Take Palo Alto off the list of places criminals use for easy pickings. These include residential crimes of homes and cars as well as midday, mid-city assaults.
- Traffic enforcement - speeders, noise control on cars and motorcycles, radios. getting much worse in last year on University Avenue
- Worry about increase in burglaries and assault on streets.

## Permits, code/ordinance enforcement; upkeep; noise control

- Applying for a permit has been a frustrating experience. The city employees in planning, utility and building depts are there to help and facilitate the residents request, but they have been [?].
- Bring lawsuit against the Port of Oakland (SFO) to stop or reroute what is now unbearable commercial airline flights overhead in Palo Alto. It's ruining my quiet enjoyment of my life.
- Clean up the city! Trash is everywhere -downtown, city parks, around the station, and even at the Palo Alto Tree. A city that claims to be "advanced and progressive" cannot be that trashy!
- Easier to deal with building department on permits, inspections, etc.
- Eliminate freight- train horn noise at Churchill. And elsewhere. (Passenger train-ok. Freight-train horns are excessively loud.).
- Enforce code violations. I have reported dangerous, hazardous situations for years and nothing is ever done.
- Enforce leash laws!
- Enforce the ban against gas powered leaf blowers!
- Enforce the CUP with Castilleja, stop giving them special treatment and hold them accountable. They create dangerous traffic situations, are allowed to police themselves, and everyone looks the other way. I've almost been hit a few times. They whole process with casti administration over the last five-plus years has been eye opening. They care not a bit about the neighborhood, it's just stuff they have to say. I don't trust them for a nano second.
- ENFORCEMENT OF ORDINANCES (NOISE, DOGS, LEAF BLOWERS).
- Faster, more efficient permitting & inspection processes.
- Get rid of gas powered leaf blowers !!
- Go after airplane noise more aggressively. Sue the airplanes- FAA flight paths no defense - airline use of noisy safe pert and middle of the night fly hts is their choice & they should pay!

- I would be happier if the CPA stopped all orders, directives, mandates, building code enforcements, etc., related to climate change efforts. Residents should be able to freely chose how they want to respond to climate change, and they should not have the CPA (or any other government entity) tell them what they can and cannot do.
- IMPROVE PERMITTING EASE/SPEED FOR SOLAR, EU CHARGING, BATTERIES ETC.
- Monitor absentee homeowners - too many "ghost houses" where owner doesn't live there. Huge change in 30 years!
- Planning permit review. Please prioritize drafting procedures instead of being reviews on 1:1 conversations.
- Reasonable or no restrictions to home design!
- Reduce early morning (4 AM e.g.) noise from street sweepers and garbage trucks in the downtown area.
- Remodel Caltrain road crossings so that noise from train horns are eliminated.
- Replace Chancer Bridge to reduce flooding threat.
- Replace the earsplitting street cleaners with quiet ones. Street-cleaning wakes me in the middle of the night 2x/wk. and has seriously affected my health adversely.
- Upgrade San Francisquito Creek flood control and especially replace/upgrade Pope-Chaucer bridge.
- Upgrading/Rebuilding the Cubberley Center - it's well overdue for renovation and very much needed by many community groups.
- West Bayshore street is very neglected. Traffic safety issues, weeds, dirt, no wall separation from the 101. No attention to smell, noise, and air pollution from the 101. Utility facility very close to resident housing. Please im nove the [?] situation on this treet.

## Public transportation and parking concerns

- . Move the RUS off El Camino and other streets to a parking lot or other situation . Clean up trash in common areas/on sidewalks / parks . Improve California Avenue as a shared street / business district.
- 1) Make parking free to Palo Alto resident not limit to one car per household. 2) Make free shuttle stop sign & schedule more visible.
- A REGULATION TO PROHIBIT STREET PARKING ON STREET SWEEPING DAYS MY GUTTER SWEPT ONLY TWICE THIS YEAR.
- Better public transport system
- Better public transportation
- Caltrain grade separation at Churchill Ave
- Cheap bus services throughout the city, including to neighboring cities and to Stanford campus
- Free or minimal fee shuttle service to my home in the hills of P. A. In an emergency. I live alone. I'm stuck here. I use a care at age 91.
- Get rid of residential parking permits in College Terrace, or at least our block - Amherst St. There is absolutely no need for it here.
- Improve public transport (e.g. connecting to BART)
- Improve the experience of "Palo Alto" "link".
- Improve the transit systems, improve the outdoor pedestrian spaces, close university ave to traffic and make it pedestrian friendly, improve traffic along popular bicycle routes, ensure vacant lots get built and vacant buildings get used, improve code enforcement
- More convenient public transportation
- More convenient transit options.
- More public transportation routes throughout the area
- No parking on narrow streets so they are wide for biking!
- Remove parking permits from neighborhoods
- SHUTTLE BUS SERVING ENTIRE CITY WITH 10 TO 10 MINUTE PICK UP.

## Improvements for walking and biking; accessibility

- Accessibility for the disabled
- Better bike path. Have some great ones but need more and need to end better
- Better disabled persons access. I'm on crutches/wheelchair and it's VERY difficult to park anywhere near where I'm trying to go.
- Bike lanes on Alma or safer sidewalks on Alma more library services - hotspots for wi-fi.
- Bike lanes on El Camino Real. It's a point of social equity. It will improve access to businesses on El Camino Real.
- I love how much California Avenue has improved in the last year. I would love to see more of that in all Palo Alto, meaning a more walkable and convenient city with 3rd spaces.
- Improve bike route safety and cover potholes on El Camino near Maybell
- Improve bike safety on public roads.
- Make it even more bike friendly. Overall, fab spot for bike commuting but there are spots that need improvement to make more appealing to people thinking about commuting via bike more. I bike 5 days week work from downtown north to the VA on Miranda ie. crossing El Camino at Margarita/Mariposa sucks, light long and often the weight sensor does not pick me up and I have to miss a few light cycles as I wait for a heavier car to come behind that the sensor picks up crossing L hon at Bryant scary somehow cars don't see [?] red light going west.
- Make pedestrians safer from bicycles on sidewalks
- More, safer bicycle paths
- promote biking/walking even more
- Remove ban of ebike access to baylands
- Sidewalks needed in some parts of Palo Alto. More cultural arts and events better restaurant options - better quality food.

## Parks and recreation amenities/services; community activities, library

- A dog run/play area at Eleanor Pardee Park.
- Dog park in Bol Park entertainment
- I wish Mitchell park library can be open everyday of the week.
- Later (non-camp) open swim hours (6 pm) and late evening lap swim hours.
- Make libraries good place to work, like Mountain View did. Update facilities and extend hours.
- More Asian neighborhood community activities
- More community events.
- More connection between residents.
- More dog parks. We have thousands of dogs and not enough places for them to go [?] leash!
- More open space for dogs to run around.
- More sport activities for those >65 yrs that are organized by the city.
- More Tennis courts. More adult class. City hosted garage sell. More preserved area. More recycling knowledge/resources share.
- Palo Alto should use all the open spaces (foothill) land to build a massive expansion to the city's housing! Show Silicon Valley cares about the people (not greedy NIMBYs) and we don't need Flannery Associates to do what CA needs. Right now Palo Alto doesn't meet the states new housing guidelines and developers can go around the werly restrictive Palo Alto regulations. Do the right thing for the people stop NIMBYs and S.y YIMBY!
- Return to the pandemic practice of allowing reservations of swim lanes for lap swimming.
- Would love to see more community hosted events not just in South Palo Alto, but North Palo Alto too. Seems very divided. Tree maintenance!! Some areas look disorganized and unkempt! 1 ethnic food and activities.



## Schools, programs for children, students

- Allow school kids to take AP Math from middle school
- Enhance k12 education for kids to learn more instead of dumbing down. Kids need to be prepared to compete when they grow up.
- Focus on better education and schools. As much as Palo Alto being known on having good schools, but in the last few years the quality of teachers and education in Palo Alto public schools have been dropped significantly.
- Full scholarships for low income families interested in taking classes provided by the city catalog
- Mental health of students
- more flexibility from the school district
- Redistrict middle + high schools so my kid doesn't have to travel >5 miles each way every day for the next 7 years.

## Affordability

- Affordability
- Affordable and safer
- Cheaper.
- Higher wages for employees to be more in line with cost of living.
- It is currently too expensive to do items in # 17, our house service doesn't have enough space to allow all the proposed electric items + it costs too much to upgrade our panel unless the city cars [?] we [?].
- Less expensive to live here. Our children's generation can't afford to live here, or anywhere in Bay area; and retiree friends have had to leave. Can't afford to retire here.
- Lower costs
- More concern for the economically stressed. Palo Alto residents rely on services and work by people who cannot remotely aspire to live here. Lowering that barrier even a little should be a major goal.
- Reduce cost of living, especially food, restaurants,

## Other

- BRING BACK ELLEN FLETCHER.
- Do a serious regular study of the health and future of the economy, job creation, public spending versus sources of revenue, and the unfounded pension liability
- list of priorities and much clearer list of aspirational but limited priorities
- I'd like the City to work to ensure fairness and livability for residents of ALL areas and neighborhoods of Palo Alto.
- Keep single home zoning, be less woke, calm down on climate change. We are losing our liberties. Focus on crime & keeping taxes low.
- KICK CASTELLJA SCHOOL OUT FOR REPEATED VIOLATIONS OF THEIR CONDITIONAL USE PERMIT.
- Make sure the trees on my property will not fall over next winter (I had 2 fall over last winter).
- Meeting neighbors.
- more culturally diverse residents
- MORE RESOURCES.
- Move East Palo Alto far away.
- START CCW PROGRAM, HIRE MORE POLICE, PATROL MORE 24X7 AND ON BIKES IN ALL PARKS. BE MORE VISABLE WITH WALKING PATROLS.

## Nothing/Don't know

- [?] at some main boundaries of neighborhoods.
- I'm 85 years old.
- None.
- nothing

- Nothing for me because I am handicapped, use a power chair, drive it in my van to come with me when I have medical appointments, otherwise I am not out and about.
- Nothing.
- yes

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

### Parks, open space, and natural environment

- Beautiful parks, good schools, good quality of life.
- Canopy of trees.
- City Park
- commitment to trees
- Commitments to "greenery" in terms of street scape, parks, etc.
- Ease, beauty, and safety of walking throughout downtown.
- Easy access to nature
- Environment preservation
- Excellent parks
- Foot [?] park.
- Foothill park
- great parks and schools.
- Great parks, libraries and public resources
- Green spaces
- Greenaries are great
- I enjoy our natural outdoor parks, baylands, etc.
- I like the CPA's promotion of tree plantings throughout the city.
- I love and am proud of our library services.
- I love having a library within walking distance of my home, and I would like this to be a priority for the city in all neighborhoods across the city.
- I love Parks and Recreation!
- Keep or add to open space at Foothills and Baylands
- Keep taking good care of our big trees.
- keep the neighborhood green
- Keeping parks neat.
- KEEPING THE CITY PEACEFUL.
- Landscaping.
- Lots of parks, bike paths, art, multiple library spots.
- Maintain Baylands and Foothills park, keep golf course.
- Maintain greenery and parks.
- Maintain parks and greenery around the city.
- Maintain parks and open space
- Maintaining green spaces
- maintenance of parks
- Mixture of nature, residential and commercial balance. Keep those parks well maintained and keep attracting good shops and businesses!
- Natural environment, children venues such as libraries, parks, and children events.
- Natural preserves/parks/recreation
- Open space

- Open space
- Open space preservation.
- Open space preserves and the palo alto owned utilities
- Open space reserve
- Our parks are great
- Park and outdoors recreation spaces
- Park services.
- Park, Libraries and the Arts
- Parks
- Parks
- parks
- Parks
- Parks
- Parks
- Parks
- Parks & art programs. C.P.A. killed the scouts years ago! :(
- Parks & public spaces upkeep.
- Parks & rec.
- Parks & Recreation
- Parks & recreation.
- Parks + recreation.
- Parks and green space
- Parks and green spaces
- Parks and libraries
- Parks and outdoor spaces
- Parks and public areas
- Parks and Rec
- Parks and rec opportunities.
- Parks and recreation
- Parks and recreation
- Parks and trees
- parks and trees
- Parks are very nice and the children enjoy them.
- Parks are well maintained. Well planted. Playgrounds are great.
- Parks, cleaning, safety
- Parks.
- Parks.
- Parks.
- PARKS.
- Parks.
- Providing parks and urban canopy.
- The parks are great! We love the Baylands and Mitchell Park
- The quality of the parks, including Foothills Park, is excellent.
- The respect and maintenance of trees and the green spaces.
- TREE CANOPY, PARKS, ADULT EDUCATION.
- TREES!
- We love the outdoor nature trails here. One of the best parts of living here. I also just signed up for an adult art class and am looking forward to taking it. However, most of the art classes are in the middle of the day and I work so I can't make those times.

## Utilities and city services

- ? Tree trimming, street cleaning.
- A great job taking care of our trees.
- City owned and managed utilities.
- city services in general are excellent
- City services in terms of speed and friendly customer service (e.g. great experience with street light repair)
- City services, especially library, utilities and recreation
- City utility service
- City-owned and managed utilities. No PG&E!
- Community services
- Excellent utility services.
- Keeping our own Utilities company!
- Maintain city-owned utility
- Maintain trees by regular trimming.
- MAINTAIN TREES.
- Manage utilities & refuse.
- Owning it's own utilities.
- PA owned utilities!
- Palo Alto utilities are excellent, especially compared to neighboring cities.
- Palo Alto utilities services - excellent!
- Palo Alto utilities, emergency medical services.
- Palo Alto utilities.
- Please maintain our own utility department. This department is much better than Pg&e.
- Providing / Managing utility services; Manage green space and libraries
- Public services seem to be very good (excluding the police) I especially like the fire department and from what I can tell they are ready for a wide range of disasters including forest fires. Also, during the pandemic I noticed how the city provided free COVID testing at city hall and I liked that
- Public services, such as libraries & parks.
- public utilities
- Public Utilities
- Public works & utilities.
- RELIABLE, CLEAN WATER SUPPLY.
- Respond to citizen re gas water electric emergency.
- run its own utilities well
- Still utilities seems to be much better run than PG&E.
- Street and tree maintenance.
- Street cleaning and garbage pick up.
- STREET MAINTENANCE.
- Street sweeping and tree trimming
- Streetcleaning
- SUPPLY OF ELECTRICITY & WATER SO FAR GOOD, GAS AS WELL.
- Sweeping the streets
- The Utilities
- the utilities are reliable and affordable relative to neighboring cities, city street maintenance is good (state streets not so much)
- The waste management team do an amazing job.
- Trash & recycling collector.
- trash collection
- Tree maintenance - preserving urban canopy.

- Upgrade public works. Maintain educational standards.
- Utilities
- Utilities
- Utilities and forward thinking of the environment.
- Utilities and water quality
- Utilities are reasonably priced.
- Utilities do seem to be done well.
- Utilities services
- Utilities services have been excellent.
- UTILITIES.
- Utilities.
- Utility independence.
- utility service
- Utility services.
- WATER QUALITY.
- We wish that Public utilities would include high speed internet services for all residents

## Safety services

- A strong sense of safety
- An effective, well-trained and professional police dept...
- Clean sheet , safe places for our kids , safe school !!
- Emergencies responses and preparedness.
- Emergency services - police, fire, EMTs.
- Emergency services (fire; police; EMT).
- Emergency services.
- Fire dept ambulances and the city library system. Parks are also very good and well maintained.
- Fire's medical response.
- Free from crime.
- I feel pretty safe in Palo Alto.
- I love how safe the city is to bike around, and really appreciate the wonderful parks that are available to residents
- Improve flood safety for Chaucer Creek bridge.
- Keep a safe environment.
- Keeping city safe
- Law enforcement
- Law enforcement
- Law enforcement/crime prevention
- living environment safety
- Overall feeling of safety in the community.
- PAPD & utilities.
- Police
- Police & fire.
- Police dept. is very good.
- Police force.
- Police presence
- Public safety
- PUBLIC SAFETY / EMERGENCY SERVICES.
- safe and well-maintained streets and bikeways and walkways -- in town and in open space
- Safety
- Safety
- safety

- Safety - Police & Fire
- Safety - police, fire, + EMS/paramedics.
- safety and cleanliness
- Safety and cleanness of public spaces. Making permit process rational and reasonable. Their process need to be reviewed.
- Safety and police services
- Safety and well-being.
- Safety in Palo Alto.
- Safety, cleanliness, and health/wellness-oriented
- Safety.
- Safety.
- SAFETY.
- Safety.
- Security; parks; bike lanes.
- Sense of safety
- THE POLICE, FIRE AND EMERGENCY RESPONSE TIMES.
- Well-trained, competent, professional police services.

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

- Activities
- Amazing libraries, parks and schools
- Art activity and kids activity
- Art Center classes
- Art center, Junior museum, children's theater, community centers, bike paths
- ART PROGRAMS, POLICE PROTECTION.
- arts
- california avenue farmer's market
- City sponsored events, such as movies & concerts.
- Community activities - library hours, concerts, music thursdays etc
- Cultural amenities & offerings.
- Entertainment
- Farmers markets and fairs
- Great city-sponsored community events. Bravo!!!
- Great community theater and art
- Great libraries. I love the modern design and utility. Please don't stop putting care into them!
- Having a Children's Theater
- Libraries
- Libraries
- Libraries and ant center. Cultural events. Vibrant commerce.
- libraries and foothills park
- Libraries and Police services
- Libraries.
- Library
- Library and Park maintenance and easy access
- Library services and facilities.
- Library systems
- Library, parks, + recreation services.
- Library.
- maintain libraries
- Our great libraries (AND run our own utility company!)
- Recreation.

- Rinconada pool hours is good, if they can have some lanes open for lap swim after 4pm, that would be better.
- SUMMER CONCERTS AT THE PARK. CLEAN, SAFE ENVIRONMENT.
- The libraries are excellent. More budget for new books, movies etc, librarians. Libraries and staff are wonderful!!!
- The libraries are great.
- The libraries, especially the one in the Mitchell Park area.
- The library, parks, utilities, street maintenance, and amenities are amazing. I was blown away when we moved here and the utility sent someone within two hours to turn on the gas at our house. PGE would have taken at least a day. The parks, community gardens and free compost are also amazing, we love visiting the parks with our son and meeting new and old friends. My husband plays soccer in an adult league and that has been great for him.

## Government/leadership; government communication

- Alerts/Communication
- City strives hard to make it a great place to live and it should continue doing it
- Communicate well with Thursday e mail.
- COMMUNICATING A SENSE OF INTEGRITY AND TRUSTWORTHINESS.
- Community connectiin
- Community creating.
- Community engagement- in library, cultural center, events.
- Community engagement, parks.
- Continue to resist unreasonably large housing projects that will irrevocably change the nature of our community/town.
- Control limit the city expansion and manage the increasing resident.
- ease of direct interaction with City government
- Good marketing and promotion of the city.
- Governance
- Help to homeowners having problems with infrastructure (sewer, water, gas, electricity).
- I hope/believe that the city continues to reemphasize building relationships and connections with others and with the place, instead of investing in aspects of the city that are focused on making the city more attractive for high income residents holding human needs at the center above attracting wealth is a core value I hope can be reinvigorated. The community has changed dramatically in the last 40 years, and the infusion of extreme wealth has led to a feeling of transience and transactionality. I hope the city can stay grounded in what is important.
- I love the intelligence, professionalism, and courtesy of our city employees. The people who replaced our storm drain pipe a few months ago were phenomenal in that regard. It really makes living here a pleasure, and I'm sure the city takes pains to ensure all our residents get the same courtesy that elderly, white me gets.
- I'd like for Palo Alto to continue to be innovative, creative, and forward thinking, making life better for people and the environment.
- Impressive active engagement with the community (listening, working to address needs, inclusive)
- Informing residents of important matters/changes/etc.
- Invites public inputs and reasonable debate
- Keep PA as a vibrant modern city with "old" charm.
- Keep trying to do your best for everyone.
- Leading
- Long-term planning to reduce utilities cost through stewardship of our owned utilities.
- Maintain dialogue with the City's residents
- Maintains elite persona well, and allows many boutique industries to thrive.
- Managing to the center of the population - nothing radical.

- Not allowing homeless encampments
- People are free to enjoy themselves without too many issues or regulations like being yelled at for letting your dog pee off leash etc - people self police these behaviors and the city is not pushy, intrusive or annoying about the laws and bylaws. The officers are polite and easy going and the city seems to always work really well behind the scenes.
- Response times.
- Running the city in general. Being helpful to residents in building ADUs and improving their lives and houses.
- seeks excellent outcomes (but way too slowly)
- Sharing plans & reports on dept's + committees online.
- Social news update & weekly newspaper.
- The city is good at being reachable when the need arises; it has a good "small town" feel in this way.
- they care about the community
- Think they try to do a good job.
- Try to improve itself
- Well organized online city resources and customer service.

## Schools and education, programs for youth

- Education and natural environment
- Education K-12
- Education.
- Education.
- Excellent schools and parks
- Excellent schools and support for youths.
- Good educational environment
- Good schools.
- Good schools? Hmmthat's not the city
- Great education institutions
- Great public schools.
- Maintain high standards of k-12 schools.
- Offering all the children/youth recreational classes.
- PUBLIC SCHOOL SYSTEM.
- Public school system.
- Public schools and libraries are excellent
- School quality.
- Schools
- Supporting the Palo Alto Unified School District. I know the PAUSD is a separate agency but the City should support PAUSD in every way possible.
- The excellent education and transportation.
- The excellent K-12 schools.
- The schools are amazing I am so happy with the school education my children are receiving.

## Cleanliness of community; upkeep

- CITY IS WELL MAINTAINED
- Clean, safe parks
- Clean, well-lit, safe, and walkable downtown areas with lots of trees and greenery.
- Cleaner than other cities
- Cleaning playgrounds every day + advancing kid spaces (and family) \* get the Jr. Museum to open before 10am please - at least on wkends.
- cleanliness
- Cleanliness, safety, internet services.



- CLEANLINESS.
- Downtown is kept clean of garbage.
- I love the clean up days. I also think the parks are great.
- Keep city clean, well maintained
- keep environment clean
- The town is very clean and sleep.

## Quality of life, reputation

- BRAGGING HOW GREAT CITY IS.
- Building reputation as an innovative and livable town
- high quality life and environment
- MAINTAINS A FAVORABLE QUALITY OF LIFE FOR ALL RESIDENTS.
- P.A. continues to be a pleasant place to live and it would be an awful shame if the continuing overcrowding and over-building ruin the quality of life that has been a hallmark of this city for decades. The schools, work opportunities, medical services, entertainment, cultural activities, etc. if maintained, will help P.A. continue to be a wonderful place to live. Please, Do Not Destroy It! The many residents across P.A. that we have come to know over 3 decades feel the same way.
- quality of living
- Sense of community with outstanding public resources
- Set the standard for life on the peninsula
- The feeling that PA is a desirable, high-class neighborhood in which to live

## Infrastructure, streets, transportation

- Basic infrastructure, such as roads.
- California Avenue, I love how you are creating a space for the community and an example of what a walkable city looks like.
- Easy access to public transportation
- Good road quality
- Infrastructure
- Maintaining smooth streets and greenery
- Public parking, libraries, cleaning and walking paths
- Traffic is not an issue in the city, despite what the Council might hear from the vocal few. It would be great if the city could work with the County to align the lights on Embarcadero Road/El Camino near Town and Country/Paly and alleviate the backups there but otherwise, traffic works well in the city. The libraries and parks are awesome.
- Traffic so far is acceptable, please prevent it getting worse

## Ease of bicycle travel/walking

- Bicycle friendly town, lots of nice parks and libraries, tree canopy and clean streets. Keep the City Utility Company, but have Utility rates only pay for the Utility Company, not the General Fund. I know this was defeated in the last election, but it is a sore point because many of the General Fund items are not that well supported. Co-mingling funds is NOT the way to go.
- Bike lanes.
- Bike paths
- Bike paths
- Bike paths.
- Keeping bikes off of El Camino real.
- The city is incredibly accessible by foot, bike and car.
- Very bike-able! Love it!
- Walkability; open spaces.

## Sustainability

- Access to clean energy incentives
- Continue excellent focus on climate crisis activities & programs.
- Eco-friendly utilities, waste management.
- Going green
- Try to be green and save more energy.
- Trying to progress e.g. solar/electric/climate issues; green spaces (but canopy decisions like Calif Ave have been horrible) microneighborhoods (midtown, calif ave, etc) are keys to reducing isolation/improving health outcomes.

## Culture, diversity

- Culture
- Diversity of race and culture
- DIVERSITY OF THE CITY IS EXCELLENT.
- Inclusiveness
- Sensitivity to needs of a diverse community.

## Other

- Attract popular businesses to come and stay in Palo Alto.
- Housing for Palo Alto teachers and emergency responders
- I'm trying to think. Create revenue with parking tickets?
- local news
- Maintain high quality employment options and companies in area
- Medical facilities
- MEDICAL SERVICES.
- Not allowing any more apartment buildings. I appreciate the city does not allow any more housing and does not allow any building higher than 2 floors. I hope the city maintain what it is now for the people who live here.
- Openness
- Quality/variety of businesses
- Rent control, renter assistance, landlord oversight
- RESTAURANTS.
- Vibrant downtown

## Nothing/don't know/something negative

- Can't think of any.
- Developing questionnaires where comment sections are impossibly small. You simply do not want feedback. Okay. So, act not postpone.
- discuss everything forever, be highly political (especially dragging your feet around housing development), this should become more efficient and cut by 50% (I think discussions are necessary, but at this time it just takes too much time and money, and time is money. Get employees to have more skin in the game, and not just avoid litigation)
- Do not build an apartment of any kind next to Moldaw Residents for the elderly blocking the vision of people living in the building that face Fabian Avenue at E. Charleston Road (we face west and want to be able to see the mountains and the sunset, etc. we do not want a neighbor next door to us. Plus it would put too much traffic there at E. Charleston and Fabian Avenue. There already is enough traffic noise there.
- don't know
- Don't know.
- Downtown areas small town ecosystem is endangered! No big box stores downtown!

- I don't know. That's a good question.
- I don't understand why they are selections to pick things but you don't say what to do with them.
- Increase in tree, shrub & other plantings so important for the compensation of GHGs.
- Many.
- None
- PA does have a history of affordable housing achievements...this is not appreciated. Looking forward PA is not honest about its limitations to achieve affordable housing.. It would be more practical and more productive to list what can be done for the 3-4 types of affordable housing needs. Then PA volunteer leaders could initiate a practical, limited, achievable fundraising campaign like the old fashion barn building. The scale would be limited but uplifting in so many respects.
- Provide more affordable housing for all the service workers who have to commute here because they can't afford a home. in the area.
- Stop developing so many residential and commercial buildings.
- Support the super wealthy & pushes out all others including seniors who built the city + teachers & workers they need.
- Take unearned monies from Utilities and spend budgets on non-core City services.
- Unsure

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

- - GAS.
- 1 car household, want gas option.
- Can't afford it!
- Can't afford/disabled.
- CONVENTIONAL GAS.
- Electric
- fully gas powered car
- Gas
- gas
- Gas
- Gas
- Gas
- Gas Car
- Gas car
- Gas car.
- Gas power at low.
- Gas.
- Gas.
- GAS.
- Gas.
- Gas.
- GAS.
- gasoline
- Gasoline
- Gasoline
- Gasoline
- Gasoline car
- gasoline powered car since there isn't enough electricity
- Gasoline.
- GASOLINE.
- Horse Drawn Carriage ;-)
- Hybrid
- Hybrid
- hybrid
- HYBRID
- Hybrid
- Hybrid not plug-in.
- Hybrid.
- Hybrid.
- Hybrid.
- Hybrid.
- I have a hybrid plug-in and the parking situation is outrageous people get parking citations in their own driveways in Palo Alto.
- I want a hybrid car, not electric
- ICE.
- I'm keeping my car. It's paid for.
- INTERNAL COMBUSTION - GASOLIAN.
- internal combustion engine

- Internal combustion engine
- internal combustion engine
- IVE car
- Like a gas/electric Prius. No charging station in our senior apartment.
- Need to consider the price to charge the electric car.
- No place to plug in or recharge.
- non plug-in hybrid
- non-plug in hybrid
- Not going to buy a car.
- Not planning to purchase.
- Old school has car, used
- OWN ALL ELECTRIC NOW.
- Personal assistant driver.
- PRIUS E 46 MPC.
- Regular car with gas.
- Regular engined car
- regular gas car
- standard hybrid
- Standard Hybrid
- There aren't other options
- traditional gasoline
- Unlikely to buy a petrol fueled vehicle.
- very unlikely gasoline or diesel.
- Very unlikely to purchase gas-only vehicle
- We own 2 electric vehicles.
- We own only one car. I just purchased my leased car, drive it very few miles yearly, and plan to keep it for many years.
- Will keep my car for at least another 10 years
- Will likely not buy a traditional ice car

# Appendix C: Results to Open-Participation Survey

## About the Open-Participation Survey

After the data collection period for the probability, address-based survey was underway, the City made available a web-based survey to its residents through a link on the City's website and on social media. Visitors to the site were able to complete the survey from September 8 – September 22, 2023 and 95 surveys were received. This section contains the results of this open participation web-based survey. These data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were weighted to match the demographic characteristics of the 2020 Census and 2021 American Community Survey estimates for adults in the City of Palo Alto. The results of the weighting scheme for the open participation survey are presented in the following table.

**Table 111: Palo Alto, CA 2021 Weighting Table**

<b>Characteristic</b>	<b>Population Norm</b>	<b>Unweighted Data</b>	<b>Weighted Data</b>
<b>Housing</b>			
Rent home	44%	20%	38%
Own home	56%	80%	62%
Detached unit*	59%	82%	65%
Attached unit*	41%	18%	35%
<b>Race and Ethnicity</b>			
White	57%	70%	58%
Not white	43%	30%	42%
Not Hispanic	94%	90%	84%
Hispanic	6%	10%	16%
<b>Sex and Age</b>			
Female	52%	62%	58%
Male	48%	38%	42%
18-34 years of age	24%	3%	16%
35-54 years of age	35%	37%	35%
55+ years of age	41%	60%	48%
Females 18-34	11%	2%	11%
Females 35-54	18%	28%	19%
Females 55+	23%	32%	28%
Males 18-34	13%	1%	6%
Males 35-54	17%	8%	16%
Males 55+	18%	28%	20%

\* U.S. Census Bureau, ACS 2021 5-year estimates

## Results Tables

**Table 112: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Palo Alto as a place to live	34%	N=30	48%	N=42	13%	N=11	5%	N=4	0%	N=0	100%	N=88
Your neighborhood as a place to live	35%	N=32	50%	N=46	8%	N=8	6%	N=6	0%	N=0	100%	N=92
Palo Alto as a place to raise children	29%	N=27	41%	N=37	21%	N=20	3%	N=2	7%	N=6	100%	N=92
Palo Alto as a place to work	19%	N=18	34%	N=31	20%	N=18	8%	N=7	20%	N=18	100%	N=92
Palo Alto as a place to visit	25%	N=23	33%	N=30	24%	N=23	9%	N=9	8%	N=8	100%	N=92
Palo Alto as a place to retire	19%	N=17	35%	N=32	21%	N=19	17%	N=15	9%	N=8	100%	N=91
The overall quality of life in Palo Alto	25%	N=23	53%	N=50	13%	N=12	8%	N=8	0%	N=0	100%	N=93

**Table 113: 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	
	%	N	%	N	%	N	%	N	%	N
Palo Alto as a place to live	34%	N=30	48%	N=42	13%	N=11	5%	N=4	100%	N=88
Your neighborhood as a place to live	35%	N=32	50%	N=46	8%	N=8	6%	N=6	100%	N=92
Palo Alto as a place to raise children	31%	N=27	43%	N=37	23%	N=20	3%	N=2	100%	N=86
Palo Alto as a place to work	24%	N=18	42%	N=31	24%	N=18	10%	N=7	100%	N=74
Palo Alto as a place to visit	27%	N=23	36%	N=30	27%	N=23	10%	N=9	100%	N=85
Palo Alto as a place to retire	21%	N=17	38%	N=32	23%	N=19	18%	N=15	100%	N=83
The overall quality of life in Palo Alto	25%	N=23	53%	N=50	13%	N=12	8%	N=8	100%	N=93



**Table 114: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	11%	N=10	51%	N=48	22%	N=20	14%	N=13	2%	N=2	100%	N=93
Overall feeling of safety in Palo Alto	18%	N=16	62%	N=57	11%	N=10	10%	N=9	0%	N=0	100%	N=92
Overall quality of natural environment in Palo Alto	28%	N=26	56%	N=52	16%	N=15	0%	N=0	0%	N=0	100%	N=93
Overall health and wellness opportunities in Palo Alto	23%	N=22	47%	N=43	22%	N=21	5%	N=4	3%	N=3	100%	N=93
Residents' connection and engagement with their community	10%	N=9	41%	N=38	31%	N=29	16%	N=15	1%	N=1	100%	N=92

**Table 115: 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	
	%	N	%	N	%	N	%	N	%	N
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	11%	N=10	52%	N=48	22%	N=20	14%	N=13	100%	N=91
Overall feeling of safety in Palo Alto	18%	N=16	62%	N=57	11%	N=10	10%	N=9	100%	N=92
Overall quality of natural environment in Palo Alto	28%	N=26	56%	N=52	16%	N=15	0%	N=0	100%	N=93
Overall health and wellness opportunities in Palo Alto	24%	N=22	48%	N=43	23%	N=21	5%	N=4	100%	N=90
Residents' connection and engagement with their community	10%	N=9	42%	N=38	32%	N=29	17%	N=15	100%	N=91

**Table 116: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Palo Alto to someone who asks	36%	N=31	35%	N=30	17%	N=14	12%	N=10	0%	N=0	100%	N=87
Remain in Palo Alto for the next five years	51%	N=47	38%	N=35	4%	N=4	4%	N=3	4%	N=4	100%	N=93
Recommend Palo Alto's libraries to friends	67%	N=62	25%	N=23	4%	N=3	1%	N=1	3%	N=2	100%	N=92

**Table 117: 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	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Palo Alto to someone who asks	36%	N=31	35%	N=30	17%	N=14	12%	N=10	100%	N=87
Remain in Palo Alto for the next five years	53%	N=47	39%	N=35	4%	N=4	4%	N=3	100%	N=89
Recommend Palo Alto's libraries to friends	69%	N=62	26%	N=23	4%	N=3	1%	N=1	100%	N=90

**Table 118: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	16%	N=14	44%	N=40	15%	N=14	21%	N=19	4%	N=4	100%	N=91
Attracting people from diverse backgrounds	20%	N=19	33%	N=30	9%	N=8	33%	N=30	4%	N=4	100%	N=91
Valuing/respecting residents from diverse backgrounds	25%	N=23	42%	N=38	14%	N=13	19%	N=18	0%	N=0	100%	N=91
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	8%	N=7	39%	N=36	21%	N=20	18%	N=17	13%	N=12	100%	N=92

**Table 119: 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	
	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	17%	N=14	46%	N=40	16%	N=14	21%	N=19	100%	N=87
Attracting people from diverse backgrounds	21%	N=19	35%	N=30	10%	N=8	34%	N=30	100%	N=87
Valuing/respecting residents from diverse backgrounds	25%	N=23	42%	N=38	14%	N=13	19%	N=18	100%	N=91
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	9%	N=7	45%	N=36	25%	N=20	21%	N=17	100%	N=80

**Table 120: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Palo Alto	15%	N=14	52%	N=48	23%	N=21	8%	N=8	2%	N=2	100%	N=93
Variety of business and service establishments in Palo Alto	7%	N=7	39%	N=35	28%	N=25	25%	N=23	1%	N=1	100%	N=90
Vibrancy of downtown/commercial area	7%	N=6	44%	N=41	25%	N=23	21%	N=20	2%	N=2	100%	N=92
Employment opportunities	7%	N=7	34%	N=31	23%	N=21	3%	N=3	33%	N=30	100%	N=92
Shopping opportunities	15%	N=14	44%	N=40	19%	N=18	22%	N=20	0%	N=0	100%	N=92
Cost of living in Palo Alto	1%	N=1	5%	N=4	30%	N=26	63%	N=54	0%	N=0	100%	N=85
Overall image or reputation of Palo Alto	24%	N=22	41%	N=37	33%	N=30	2%	N=2	0%	N=0	100%	N=91
Traffic flow on major streets	3%	N=3	40%	N=37	36%	N=33	20%	N=19	0%	N=0	100%	N=92
Ease of public parking	17%	N=15	52%	N=48	18%	N=16	14%	N=13	0%	N=0	100%	N=92
Ease of travel by car in Palo Alto	22%	N=20	54%	N=50	20%	N=18	4%	N=3	0%	N=0	100%	N=92
Ease of travel by public transportation in Palo Alto	4%	N=4	16%	N=14	17%	N=15	41%	N=37	23%	N=21	100%	N=91
Ease of travel by bicycle in Palo Alto	20%	N=19	31%	N=28	28%	N=26	8%	N=7	13%	N=12	100%	N=92
Ease of walking in Palo Alto	26%	N=23	50%	N=44	12%	N=10	13%	N=12	0%	N=0	100%	N=90
Variety of housing options	7%	N=6	22%	N=20	24%	N=22	41%	N=37	6%	N=5	100%	N=89
Availability of affordable quality housing	3%	N=3	2%	N=2	17%	N=15	59%	N=51	19%	N=17	100%	N=87
Recreational opportunities	21%	N=19	32%	N=29	35%	N=31	7%	N=6	4%	N=4	100%	N=90
Availability of affordable quality mental health care	2%	N=2	13%	N=12	15%	N=14	31%	N=29	39%	N=36	100%	N=92
Opportunities to attend cultural/arts/music activities	15%	N=13	49%	N=45	18%	N=17	13%	N=12	5%	N=5	100%	N=91

**Table 121: 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	
	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Palo Alto	15%	N=14	53%	N=48	23%	N=21	8%	N=8	100%	N=91
Variety of business and service establishments in Palo Alto	7%	N=7	39%	N=35	28%	N=25	25%	N=23	100%	N=89
Vibrancy of downtown/commercial area	7%	N=6	45%	N=41	26%	N=23	22%	N=20	100%	N=90
Employment opportunities	11%	N=7	50%	N=31	34%	N=21	5%	N=3	100%	N=62

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Shopping opportunities	15%	N=14	44%	N=40	19%	N=18	22%	N=20	100%	N=92
Cost of living in Palo Alto	1%	N=1	5%	N=4	30%	N=26	63%	N=54	100%	N=85
Overall image or reputation of Palo Alto	24%	N=22	41%	N=37	33%	N=30	2%	N=2	100%	N=91
Traffic flow on major streets	3%	N=3	40%	N=37	36%	N=33	20%	N=19	100%	N=92
Ease of public parking	17%	N=15	52%	N=48	18%	N=16	14%	N=13	100%	N=92
Ease of travel by car in Palo Alto	22%	N=20	54%	N=50	20%	N=18	4%	N=3	100%	N=92
Ease of travel by public transportation in Palo Alto	5%	N=4	20%	N=14	22%	N=15	53%	N=37	100%	N=70
Ease of travel by bicycle in Palo Alto	23%	N=19	35%	N=28	32%	N=26	9%	N=7	100%	N=80
Ease of walking in Palo Alto	26%	N=23	50%	N=44	12%	N=10	13%	N=12	100%	N=90
Variety of housing options	7%	N=6	24%	N=20	26%	N=22	44%	N=37	100%	N=84
Availability of affordable quality housing	4%	N=3	2%	N=2	21%	N=15	72%	N=51	100%	N=70
Recreational opportunities	22%	N=19	34%	N=29	36%	N=31	7%	N=6	100%	N=86
Availability of affordable quality mental health care	3%	N=2	21%	N=12	24%	N=14	51%	N=29	100%	N=56
Opportunities to attend cultural/arts/music activities	16%	N=13	52%	N=45	19%	N=17	13%	N=12	100%	N=87

**Table 122: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality childcare/preschool	2%	N=2	16%	N=14	15%	N=14	30%	N=27	37%	N=33	100%	N=91
K-12 education	34%	N=31	30%	N=27	13%	N=12	13%	N=12	10%	N=9	100%	N=91
Adult educational opportunities	17%	N=15	35%	N=31	21%	N=19	8%	N=7	20%	N=18	100%	N=90
Opportunities to participate in social events and activities	11%	N=10	57%	N=52	14%	N=12	12%	N=11	6%	N=5	100%	N=90
Openness and acceptance of the community toward people of diverse backgrounds	14%	N=13	42%	N=39	20%	N=19	19%	N=18	4%	N=4	100%	N=92
Opportunities to learn about City services through social media such as Twitter, Facebook, and Nextdoor	9%	N=8	53%	N=48	21%	N=19	4%	N=4	12%	N=11	100%	N=90

**Table 123: 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	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality childcare/preschool	4%	N=2	25%	N=14	24%	N=14	48%	N=27	100%	N=57
K-12 education	38%	N=31	33%	N=27	15%	N=12	14%	N=12	100%	N=82
Adult educational opportunities	21%	N=15	43%	N=31	27%	N=19	10%	N=7	100%	N=73
Opportunities to participate in social events and activities	12%	N=10	61%	N=52	14%	N=12	13%	N=11	100%	N=85
Openness and acceptance of the community toward people of diverse backgrounds	14%	N=13	44%	N=39	21%	N=19	20%	N=18	100%	N=88
Opportunities to learn about City services through social media such as Twitter, Facebook, and Nextdoor	10%	N=8	61%	N=48	24%	N=19	5%	N=4	100%	N=79

**Table 124: 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	
	%	N	%	N	%	N
Used Palo Alto recreation centers or their services	56%	N=51	44%	N=40	100%	N=90
Visited a neighborhood park or City park	3%	N=3	97%	N=88	100%	N=91
Used Palo Alto public libraries or their services	20%	N=18	80%	N=73	100%	N=91
Participated in religious or spiritual activities in Palo Alto	71%	N=64	29%	N=26	100%	N=90
Attended a City-sponsored event	41%	N=37	59%	N=54	100%	N=91
Participated in a club	86%	N=79	14%	N=12	100%	N=91
Talked to or visited with your immediate neighbors	9%	N=8	91%	N=82	100%	N=90
Done a favor for a neighbor	17%	N=16	83%	N=75	100%	N=90
Used the City's website to conduct business or pay bills	48%	N=43	52%	N=47	100%	N=91
Used the Utilities webpage to conduct business or pay bills	36%	N=33	64%	N=58	100%	N=91
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	32%	N=29	68%	N=62	100%	N=91
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	60%	N=54	40%	N=37	100%	N=91
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	60%	N=54	40%	N=37	100%	N=91
Watched (online or on television) a local public meeting	49%	N=44	51%	N=47	100%	N=91
Volunteered your time to some group/activity in Palo Alto	49%	N=44	51%	N=46	100%	N=90

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	<b>No</b>		<b>Yes</b>		<b>Total</b>	
Walked or biked instead of driving	12%	N=11	88%	N=78	100%	N=88
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	39%	N=36	61%	N=55	100%	N=91
Household member was a victim of a crime in Palo Alto	84%	N=76	16%	N=15	100%	N=90
Reported a crime to the police in Palo Alto	80%	N=72	20%	N=18	100%	N=90
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service	65%	N=59	35%	N=32	100%	N=91

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

**Table 125: Question 8 - Response Percentages and Number of Respondents**

<b>Please rate the following categories of Palo Alto government performance.</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Don't know</b>		<b>Total</b>	
The value of services for the taxes paid to Palo Alto	13%	N=12	37%	N=34	27%	N=25	20%	N=18	3%	N=3	100%	N=92
The overall direction that Palo Alto is taking	3%	N=3	31%	N=28	36%	N=33	23%	N=21	7%	N=7	100%	N=91
The job Palo Alto government does at welcoming resident involvement	4%	N=4	31%	N=28	32%	N=29	19%	N=17	14%	N=12	100%	N=91
Overall confidence in Palo Alto government	4%	N=3	24%	N=22	45%	N=40	23%	N=20	4%	N=4	100%	N=90
Generally acting in the best interest of the community	3%	N=3	37%	N=34	30%	N=27	27%	N=24	2%	N=2	100%	N=91
Being honest	4%	N=4	42%	N=38	29%	N=26	17%	N=15	8%	N=7	100%	N=90
Being open and transparent to the public	4%	N=4	35%	N=32	32%	N=29	21%	N=19	7%	N=7	100%	N=91
Informing residents about issues facing the community	5%	N=5	41%	N=37	30%	N=27	17%	N=15	7%	N=6	100%	N=90
Treating all residents fairly	6%	N=6	29%	N=26	25%	N=23	25%	N=22	15%	N=14	100%	N=91
Treating residents with respect	12%	N=11	36%	N=33	27%	N=24	17%	N=15	8%	N=7	100%	N=91

**Table 126: Question 8 - Response Percentages and Number of Respondents without "Don't Know" Responses**

<b>Please rate the following categories of Palo Alto government performance.</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Total</b>	
The value of services for the taxes paid to Palo Alto	13%	N=12	38%	N=34	28%	N=25	20%	N=18	100%	N=89
The overall direction that Palo Alto is taking	3%	N=3	33%	N=28	39%	N=33	25%	N=21	100%	N=84
The job Palo Alto government does at welcoming resident involvement	5%	N=4	36%	N=28	37%	N=29	22%	N=17	100%	N=79
Overall confidence in Palo Alto government	4%	N=3	26%	N=22	47%	N=40	24%	N=20	100%	N=86

<b>Please rate the following categories of Palo Alto government performance.</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Total</b>	
Generally acting in the best interest of the community	3%	N=3	38%	N=34	31%	N=27	28%	N=24	100%	N=89
Being honest	4%	N=4	46%	N=38	32%	N=26	18%	N=15	100%	N=83
Being open and transparent to the public	4%	N=4	38%	N=32	35%	N=29	23%	N=19	100%	N=84
Informing residents about issues facing the community	6%	N=5	44%	N=37	32%	N=27	18%	N=15	100%	N=84
Treating all residents fairly	7%	N=6	34%	N=26	30%	N=23	29%	N=22	100%	N=77
Treating residents with respect	13%	N=11	39%	N=33	29%	N=24	18%	N=15	100%	N=84

**Table 127: Question 9 - Response Percentages and Number of Respondents**

<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Don't know</b>		<b>Total</b>	
The City of Palo Alto	10%	N=9	58%	N=52	18%	N=16	14%	N=13	0%	N=0	100%	N=91
The State Government	4%	N=3	42%	N=38	25%	N=22	24%	N=22	6%	N=5	100%	N=91
The Federal Government	2%	N=2	42%	N=38	34%	N=30	15%	N=14	8%	N=7	100%	N=90

**Table 128: Question 9 - Response Percentages and Number of Respondents without "Don't Know" Responses**

<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Total</b>	
The City of Palo Alto	10%	N=9	58%	N=52	18%	N=16	14%	N=13	100%	N=90
The State Government	4%	N=3	44%	N=38	26%	N=22	26%	N=22	100%	N=86
The Federal Government	2%	N=2	46%	N=38	36%	N=30	16%	N=14	100%	N=83

**Table 129: Question 10 - Response Percentages and Number of Respondents including "Don't Know" Responses**

<b>Please rate the quality of each of the following services in Palo Alto:</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Don't know</b>		<b>Total</b>	
Traffic enforcement	5%	N=4	34%	N=30	30%	N=27	25%	N=22	6%	N=5	100%	N=87
Traffic signal timing	2%	N=2	53%	N=44	24%	N=20	18%	N=15	3%	N=2	100%	N=84
Street repair	5%	N=5	33%	N=28	39%	N=32	23%	N=19	0%	N=0	100%	N=84

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Street cleaning	17%	N=16	59%	N=54	20%	N=18	2%	N=2	1%	N=1	100%	N=91
Street tree maintenance	16%	N=15	53%	N=48	19%	N=18	10%	N=9	1%	N=1	100%	N=91
Sidewalk maintenance	14%	N=13	41%	N=38	26%	N=24	14%	N=13	4%	N=3	100%	N=91
Land use, planning, and zoning	2%	N=2	25%	N=22	27%	N=24	32%	N=29	15%	N=13	100%	N=91
Code enforcement (weeds, abandoned buildings, etc.)	4%	N=4	36%	N=32	26%	N=23	20%	N=18	15%	N=13	100%	N=90
Preservation of natural areas (open space, farmlands, and greenbelts)	28%	N=24	48%	N=42	19%	N=17	3%	N=3	2%	N=2	100%	N=87
Building and planning application processing services	3%	N=2	18%	N=16	26%	N=24	21%	N=19	33%	N=30	100%	N=90
Affordable high-speed internet access	12%	N=11	28%	N=25	15%	N=14	26%	N=23	19%	N=18	100%	N=91
Electric utility	14%	N=13	48%	N=42	19%	N=17	8%	N=7	11%	N=10	100%	N=89
Gas utility	14%	N=12	43%	N=38	19%	N=17	8%	N=7	16%	N=14	100%	N=88
Utility payment options	23%	N=21	54%	N=48	9%	N=8	2%	N=2	12%	N=11	100%	N=90
Drinking water	46%	N=42	41%	N=37	6%	N=5	6%	N=6	1%	N=1	100%	N=90
Sewer services	25%	N=23	51%	N=46	4%	N=4	7%	N=7	13%	N=12	100%	N=90
Storm water management (storm drainage, dams, levees, etc.)	15%	N=13	51%	N=45	15%	N=14	11%	N=10	8%	N=7	100%	N=89
Refuse collection (garbage, recycling, yard waste, and e-waste)	27%	N=25	52%	N=47	18%	N=16	3%	N=3	0%	N=0	100%	N=91
Police services	23%	N=21	42%	N=38	7%	N=7	6%	N=5	21%	N=19	100%	N=90
Crime prevention	10%	N=9	30%	N=27	38%	N=35	9%	N=8	13%	N=12	100%	N=91
Animal control	19%	N=17	33%	N=29	6%	N=5	6%	N=6	35%	N=30	100%	N=87
Ambulance or emergency medical services	29%	N=26	36%	N=32	2%	N=2	1%	N=0	32%	N=29	100%	N=90
Fire emergency services	34%	N=30	35%	N=31	2%	N=2	0%	N=0	30%	N=26	100%	N=89
Fire prevention and education	12%	N=11	33%	N=29	9%	N=8	9%	N=8	37%	N=34	100%	N=90
Palo Alto open space	44%	N=39	37%	N=33	16%	N=14	2%	N=2	2%	N=2	100%	N=90
City parks	40%	N=36	41%	N=37	14%	N=13	5%	N=4	0%	N=0	100%	N=90
Recreation programs or classes	13%	N=12	44%	N=39	14%	N=12	7%	N=6	21%	N=19	100%	N=88
Recreation centers or facilities	15%	N=13	48%	N=40	11%	N=9	8%	N=6	18%	N=15	100%	N=84



Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	40%	N=36	38%	N=34	6%	N=5	6%	N=5	10%	N=9	100%	N=89
Library facilities (buildings, computer equipment, accessibility)	40%	N=36	44%	N=40	7%	N=6	1%	N=1	8%	N=7	100%	N=90
Variety of library materials (books, e-books, streaming, databases, audiobooks)	37%	N=32	42%	N=36	5%	N=5	8%	N=7	8%	N=7	100%	N=86
Art programs and theater	19%	N=17	43%	N=38	11%	N=9	2%	N=1	26%	N=23	100%	N=89
City-sponsored special events	12%	N=11	42%	N=38	19%	N=17	9%	N=8	18%	N=16	100%	N=89
City website (cityofpaloalto.org)	10%	N=9	50%	N=45	24%	N=21	9%	N=8	7%	N=6	100%	N=89
Public information (Police/public safety)	10%	N=9	52%	N=46	20%	N=17	7%	N=6	10%	N=9	100%	N=89
Public information (non-Police/public safety)	10%	N=9	57%	N=51	13%	N=11	9%	N=8	10%	N=9	100%	N=89
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	15%	N=13	51%	N=44	15%	N=13	10%	N=9	9%	N=8	100%	N=87

**Table 130: 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	
	%	N	%	N	%	N	%	N	%	N
Traffic enforcement	5%	N=4	36%	N=30	32%	N=27	27%	N=22	100%	N=82
Traffic signal timing	2%	N=2	54%	N=44	25%	N=20	19%	N=15	100%	N=82
Street repair	5%	N=5	33%	N=28	39%	N=32	23%	N=19	100%	N=84
Street cleaning	18%	N=16	60%	N=54	20%	N=18	2%	N=2	100%	N=90
Street tree maintenance	17%	N=15	54%	N=48	20%	N=18	10%	N=9	100%	N=90
Sidewalk maintenance	15%	N=13	43%	N=38	27%	N=24	15%	N=13	100%	N=88
Land use, planning, and zoning	2%	N=2	29%	N=22	31%	N=24	38%	N=29	100%	N=78
Code enforcement (weeds, abandoned buildings, etc.)	5%	N=4	42%	N=32	30%	N=23	23%	N=18	100%	N=77
Preservation of natural areas (open space, farmlands, and greenbelts)	28%	N=24	49%	N=42	19%	N=17	4%	N=3	100%	N=86
Building and planning application processing services	4%	N=2	27%	N=16	39%	N=24	31%	N=19	100%	N=61
Affordable high-speed internet access	15%	N=11	35%	N=25	19%	N=14	32%	N=23	100%	N=73
Electric utility	16%	N=13	54%	N=42	21%	N=17	9%	N=7	100%	N=79

<b>Please rate the quality of each of the following services in Palo Alto:</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Total</b>	
Gas utility	17%	N=12	52%	N=38	23%	N=17	9%	N=7	100%	N=74
Utility payment options	26%	N=21	61%	N=48	10%	N=8	3%	N=2	100%	N=79
Drinking water	47%	N=42	41%	N=37	6%	N=5	6%	N=6	100%	N=89
Sewer services	29%	N=23	58%	N=46	5%	N=4	8%	N=7	100%	N=78
Storm water management (storm drainage, dams, levees, etc.)	16%	N=13	55%	N=45	17%	N=14	12%	N=10	100%	N=82
Refuse collection (garbage, recycling, yard waste, and e-waste)	27%	N=25	52%	N=47	18%	N=16	3%	N=3	100%	N=90
Police services	29%	N=21	54%	N=38	9%	N=7	7%	N=5	100%	N=71
Crime prevention	11%	N=9	34%	N=27	44%	N=35	10%	N=8	100%	N=79
Animal control	30%	N=17	51%	N=29	10%	N=5	10%	N=6	100%	N=57
Ambulance or emergency medical services	43%	N=26	53%	N=32	3%	N=2	1%	N=0	100%	N=61
Fire emergency services	48%	N=30	50%	N=31	3%	N=2	0%	N=0	100%	N=63
Fire prevention and education	19%	N=11	52%	N=29	14%	N=8	15%	N=8	100%	N=56
Palo Alto open space	45%	N=39	37%	N=33	16%	N=14	2%	N=2	100%	N=88
City parks	40%	N=36	41%	N=37	14%	N=13	5%	N=4	100%	N=90
Recreation programs or classes	17%	N=12	57%	N=39	18%	N=12	9%	N=6	100%	N=70
Recreation centers or facilities	19%	N=13	59%	N=40	13%	N=9	9%	N=6	100%	N=69
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	45%	N=36	42%	N=34	6%	N=5	7%	N=5	100%	N=80
Library facilities (buildings, computer equipment, accessibility)	43%	N=36	48%	N=40	7%	N=6	1%	N=1	100%	N=82
Variety of library materials (books, e-books, streaming, databases, audiobooks)	40%	N=32	46%	N=36	6%	N=5	8%	N=7	100%	N=79
Art programs and theater	26%	N=17	58%	N=38	14%	N=9	2%	N=1	100%	N=66
City-sponsored special events	15%	N=11	51%	N=38	23%	N=17	11%	N=8	100%	N=73
City website (cityofpaloalto.org)	11%	N=9	54%	N=45	25%	N=21	10%	N=8	100%	N=83
Public information (Police/public safety)	12%	N=9	58%	N=46	22%	N=17	8%	N=6	100%	N=80
Public information (non-Police/public safety)	12%	N=9	64%	N=51	14%	N=11	10%	N=8	100%	N=80
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	17%	N=13	56%	N=44	16%	N=13	11%	N=9	100%	N=79

**Table 131: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Reliability of utility services	23%	N=20	59%	N=52	13%	N=12	3%	N=2	3%	N=3	100%	N=89
Affordability of utility services	8%	N=7	37%	N=32	34%	N=30	16%	N=14	6%	N=5	100%	N=89
Community value received from the City owning and operating its own municipal utility services	18%	N=16	53%	N=47	14%	N=12	7%	N=6	8%	N=7	100%	N=87
Utilities online customer self-service features	16%	N=14	44%	N=38	12%	N=10	4%	N=3	25%	N=22	100%	N=87
Providing opportunities for energy and water efficiency at home or business	8%	N=7	45%	N=38	19%	N=16	6%	N=5	22%	N=18	100%	N=85
Working hard to keep utilities prices competitive	10%	N=8	37%	N=32	24%	N=21	13%	N=12	16%	N=14	100%	N=87
Value of all the services Palo Alto Utilities provides for the price you pay	6%	N=6	53%	N=47	20%	N=18	11%	N=10	10%	N=9	100%	N=89
Ease of obtaining information or performing a transaction through the City's website	6%	N=5	38%	N=34	16%	N=14	13%	N=12	28%	N=25	100%	N=90
Value of Palo Alto Utilities' customer communications	14%	N=12	40%	N=35	22%	N=20	4%	N=3	21%	N=19	100%	N=89
Ease of contacting Utilities department staff	13%	N=11	36%	N=32	14%	N=13	13%	N=11	24%	N=21	100%	N=88
Speed of response after contacting Utilities department staff	15%	N=13	35%	N=31	15%	N=13	5%	N=4	30%	N=27	100%	N=89

**Table 132: 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	
	%	N	%	N	%	N	%	N	%	N
Reliability of utility services	23%	N=20	60%	N=52	14%	N=12	3%	N=2	100%	N=86
Affordability of utility services	8%	N=7	39%	N=32	36%	N=30	17%	N=14	100%	N=84
Community value received from the City owning and operating its own municipal utility services	19%	N=16	58%	N=47	15%	N=12	7%	N=6	100%	N=80
Utilities online customer self-service features	21%	N=14	58%	N=38	16%	N=10	5%	N=3	100%	N=65
Providing opportunities for energy and water efficiency at home or business	11%	N=7	57%	N=38	25%	N=16	7%	N=5	100%	N=67
Working hard to keep utilities prices competitive	11%	N=8	44%	N=32	29%	N=21	16%	N=12	100%	N=73
Value of all the services Palo Alto Utilities provides for the price you pay	7%	N=6	58%	N=47	22%	N=18	13%	N=10	100%	N=80

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Ease of obtaining information or performing a transaction through the City's website	8%	N=5	52%	N=34	22%	N=14	18%	N=12	100%	N=65
Value of Palo Alto Utilities' customer communications	17%	N=12	50%	N=35	28%	N=20	5%	N=3	100%	N=71
Ease of contacting Utilities department staff	16%	N=11	48%	N=32	19%	N=13	17%	N=11	100%	N=67
Speed of response after contacting Utilities department staff	22%	N=13	50%	N=31	21%	N=13	7%	N=4	100%	N=62

**Table 133: 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	
	%	N	%	N	%	N	%	N	%	N
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	33%	N=29	51%	N=45	16%	N=15	0%	N=0	100%	N=88
Overall economic health of Palo Alto	43%	N=38	39%	N=34	17%	N=15	2%	N=1	100%	N=89
Overall feeling of safety in Palo Alto	60%	N=54	22%	N=19	18%	N=16	0%	N=0	100%	N=89
Overall quality of natural environment in Palo Alto	30%	N=27	57%	N=51	13%	N=11	1%	N=1	100%	N=90
Overall health and wellness opportunities in Palo Alto	17%	N=15	53%	N=48	25%	N=23	5%	N=4	100%	N=90
Overall opportunities for education, culture and the arts	32%	N=28	40%	N=36	27%	N=24	2%	N=2	100%	N=90
Residents' connection and engagement with their community	20%	N=18	56%	N=50	22%	N=20	2%	N=2	100%	N=90
Reducing community greenhouse gas emissions	14%	N=12	48%	N=43	26%	N=23	12%	N=10	100%	N=89
Increasing local solar generation capacity within city boundaries	15%	N=13	42%	N=37	31%	N=27	12%	N=11	100%	N=88
Increasing electric storage capacity within city boundaries	11%	N=10	46%	N=41	34%	N=30	9%	N=8	100%	N=89
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	18%	N=16	30%	N=27	46%	N=41	6%	N=5	100%	N=89
Faster notification systems (online, mobile or email) for public safety issues	18%	N=16	56%	N=49	22%	N=20	4%	N=3	100%	N=88

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

**Table 134: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	32%	N=28	32%	N=28	16%	N=14	19%	N=16	1%	N=1	100%	N=88
Spend quality time with local friends, family, and/or neighbors	64%	N=57	26%	N=24	6%	N=6	4%	N=4	0%	N=0	100%	N=90

**Table 135: 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	
	%	N	%	N	%	N	%	N	%	N
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	32%	N=28	33%	N=28	16%	N=14	19%	N=16	100%	N=87
Spend quality time with local friends, family, and/or neighbors	64%	N=57	26%	N=24	6%	N=6	4%	N=4	100%	N=90

**Table 136: 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	70%	N=64
Walking	13%	N=11
Biking	12%	N=11
Bus	0%	N=0
Train	0%	N=0
Free shuttle	0%	N=0
Taxi	0%	N=0
Uber/Lyft or similar rideshare service	5%	N=4
Carpooling	0%	N=0
Total	100%	N=91

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

**Table 137: 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	21%	N=18	58%	N=50	12%	N=10	9%	N=8	100%	N=87
Biking	29%	N=25	37%	N=32	19%	N=17	15%	N=13	100%	N=86
Bus	2%	N=1	22%	N=19	25%	N=21	51%	N=43	100%	N=84
Train	7%	N=6	26%	N=22	24%	N=20	44%	N=38	100%	N=86
Free shuttle	14%	N=12	29%	N=24	45%	N=37	12%	N=10	100%	N=83
Taxi	7%	N=6	27%	N=23	46%	N=38	20%	N=17	100%	N=84
Uber/Lyft or similar rideshare service	50%	N=43	33%	N=29	8%	N=7	8%	N=7	100%	N=86
Carpooling	2%	N=1	42%	N=34	25%	N=21	30%	N=25	100%	N=81

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

**Table 138: Question 16 - Response Percentages and Number of Respondents with "Don't Know" Responses**

If you plan to purchase a new car within the next two years, what is the likelihood of it being:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
All-electric	28%	N=21	37%	N=28	7%	N=5	21%	N=16	8%	N=6	100%	N=76
Plug-in hybrid	33%	N=26	30%	N=24	8%	N=6	21%	N=16	9%	N=7	100%	N=78
Hydrogen fuel cell	1%	N=1	7%	N=5	14%	N=11	52%	N=39	27%	N=20	100%	N=75
Other	16%	N=9	4%	N=2	1%	N=0	15%	N=8	64%	N=37	100%	N=57

**Table 139: Question 16 - Response Percentages and Number of Respondents without "Don't Know" Responses**

If you plan to purchase a new car within the next two years, what is the likelihood of it being:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
All-electric	30%	N=21	40%	N=28	7%	N=5	22%	N=16	100%	N=70
Plug-in hybrid	36%	N=26	33%	N=24	8%	N=6	22%	N=16	100%	N=71
Hydrogen fuel cell	1%	N=1	9%	N=5	19%	N=11	70%	N=39	100%	N=55
Other	46%	N=9	10%	N=2	2%	N=0	42%	N=8	100%	N=20

**Table 140: Question 17 - Response Percentages and Number of Respondents with "Don't Know" Responses**

Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you...	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	14%	N=13	39%	N=35	4%	N=4	26%	N=24	16%	N=14	100%	N=90
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	17%	N=15	33%	N=29	6%	N=5	27%	N=24	17%	N=15	100%	N=87

**Table 141: Question 17 - Response Percentages and Number of Respondents without "Don't Know" Responses**

Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you...	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Replacing your gas water heater with a heat pump water heater when you are ready to replace the water heater?	17%	N=13	46%	N=35	5%	N=4	31%	N=24	100%	N=76
Replacing your gas furnace with a heat pump HVAC system (that provides heating and cooling) when you are ready to replace the furnace?	20%	N=15	39%	N=29	7%	N=5	33%	N=24	100%	N=73

## Demographic Questions

**Table 142: Question D1 - Response Percentages and Number of Respondents**

<b>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:</b>	<b>Percent</b>	<b>Number</b>
Very positive	3%	N=3
Somewhat positive	25%	N=22
Neutral	38%	N=33
Somewhat negative	31%	N=27
Very negative	4%	N=3
Total	100%	N=88

**Table 143: Question D2 - Response Percentages and Number of Respondents**

<b>What is your employment status?</b>	<b>Percent</b>	<b>Number</b>
Working full time for pay	56%	N=49
Working part time for pay	4%	N=3
Unemployed, looking for paid work	8%	N=7
Unemployed, not looking for paid work	5%	N=4
Fully retired	28%	N=24
College student, unemployed	0%	N=0
Total	100%	N=87

**Table 144: Question D3 - Response Percentages and Number of Respondents**

<b>Do you work inside the boundaries of Palo Alto?</b>	<b>Percent</b>	<b>Number</b>
Yes, outside the home	12%	N=11
Yes, from home	44%	N=38
No	44%	N=38
Total	100%	N=86



**Table 145: Question D4 - Response Percentages and Number of Respondents**

<b>How many years have you lived in Palo Alto?</b>	<b>Percent</b>	<b>Number</b>
Less than 2 years	6%	N=5
2 to 5 years	21%	N=19
6 to 10 years	14%	N=13
11 to 20 years	20%	N=18
More than 20 years	39%	N=35
Total	100%	N=89

**Table 146: Question D5 - Response Percentages and Number of Respondents**

<b>Which best describes the building you live in?</b>	<b>Percent</b>	<b>Number</b>
One family house detached from any other houses	60%	N=53
Building with two or more homes (duplex, townhome, apartment or condominium)	32%	N=28
Mobile home	5%	N=4
Other	3%	N=3
Total	100%	N=89

**Table 147: Question D6 - Response Percentages and Number of Respondents**

<b>Do you rent or own your home?</b>	<b>Percent</b>	<b>Number</b>
Rent	38%	N=33
Own	62%	N=53
Total	100%	N=86

**Table 148: Question D7 - Response Percentages and Number of Respondents**

<b>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)?</b>	<b>Percent</b>	<b>Number</b>
Less than \$500 per month	1%	N=1
\$500 to \$999 per month	7%	N=6

<b>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)?</b>	<b>Percent</b>	<b>Number</b>
\$1,000 to \$1,499 per month	11%	N=9
\$1,500 to \$1,999 per month	6%	N=5
\$2,000 to \$2,499 per month	9%	N=8
\$2,500 to \$2,999 per month	8%	N=7
\$3,000 to \$3,499 per month	9%	N=7
\$3,500 to \$3,999 per month	3%	N=2
\$4,000 to \$4,499 per month	3%	N=3
\$4,500 to \$4,999 per month	0%	N=0
\$4,500 to \$4,999 per month	11%	N=9
\$5,500 to \$5,999 per month	4%	N=4
\$6,000 to \$6,499 per month	3%	N=3
\$6,500 to \$6,999 per month	2%	N=1
\$7,000 to \$7,499 per month	1%	N=1
\$7,500 to \$7,999 per month	2%	N=1
\$8,000 to \$8,499 per month	5%	N=4
\$8,500 to \$8,999 per month	0%	N=0
\$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	12%	N=9
Total	100%	N=80

**Table 149: Question D8 - Response Percentages and Number of Respondents**

<b>Do any children 17 or under live in your household?</b>	<b>Percent</b>	<b>Number</b>
No	59%	N=52
Yes	41%	N=36
Total	100%	N=88

**Table 150: Question D9 - Response Percentages and Number of Respondents**

<b>Are you or any other members of your household aged 65 or older?</b>	<b>Percent</b>	<b>Number</b>
No	61%	N=54
Yes	39%	N=35
Total	100%	N=89

**Table 151: Question D10 - Response Percentages and Number of Respondents**

<b>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.)</b>	<b>Percent</b>	<b>Number</b>
Less than \$25,000	8%	N=6
\$25,000 to \$49,999	5%	N=3
\$50,000 to \$74,999	4%	N=3
\$75,000 to \$99,999	12%	N=9
\$100,000 to \$149,999	14%	N=10
\$150,000 to \$199,999	9%	N=6
\$200,000 to \$249,999	8%	N=6
\$250,000 to \$299,999	4%	N=3
\$300,000 to \$349,999	9%	N=6
\$350,000 to \$399,999	9%	N=6
\$400,000 to \$449,999	2%	N=2
\$450,000 to \$499,999	17%	N=12
\$500,000 or more	0%	N=0
Total	100%	N=72

**Table 152: Question D11 - Response Percentages and Number of Respondents**

<b>Are you Spanish, Hispanic or Latino?</b>	<b>Percent</b>	<b>Number</b>
No, not Spanish, Hispanic or Latino	84%	N=71
Yes, I consider myself to be Spanish, Hispanic or Latino	16%	N=13

**Table 153: Question D12 - Response Percentages and Number of Respondents**

<b>What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)</b>	<b>Percent</b>	<b>Number</b>
American Indian or Alaskan Native	0%	N=0
Asian, Asian Indian or Pacific Islander	25%	N=21
Black or African American	0%	N=0
White	66%	N=54
Other	17%	N=14

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

**Table 154: Question D13 - Response Percentages and Number of Respondents**

<b>In which category is your age?</b>	<b>Percent</b>	<b>Number</b>
18 to 24 years	0%	N=0
25 to 34 years	16%	N=14
35 to 44 years	19%	N=16
45 to 54 years	17%	N=15
55 to 64 years	14%	N=13
65 to 74 years	21%	N=19
75 years or older	12%	N=11
Total	100%	N=87

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

<b>What is your gender?</b>	<b>Percent</b>	<b>Number</b>
Female	58%	N=49
Male	42%	N=36
Identify in another way	0%	N=0
Total	100%	N=85

**Table 156: Question D14 - Response Percentages and Number of Respondents**

<b>What is your sexual orientation?</b>	<b>Percent</b>	<b>Number</b>
Heterosexual	99%	N=80
Lesbian	0%	N=0
Gay	1%	N=0
Bisexual	1%	N=1
Identify another way	0%	N=0
Total	100%	N=81

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

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

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

- Accountability from city attorney and city manager. Residents have lost respect for these individuals. Also the planning dept. director does not show ethical work. Staff reports are often thin.
- Additional affordable housing options and more representation of different cultures and lived experiences in positions of leadership.
- Affordable home prices (a very big ask, I realize)
- Bathrooms at all public parks!
- Better administrators in our schools. Most teachers are great - principals are less great.
- Better inform public
- Better protect small businesses and greatly reduce business development! Reduce parking structures and focus on making Palo Alto much safer!
- Better public transportation and social and emotional focus in schools. PAUSD is not attractive anymore.
- Better walkable/bikable/public space NOT dedicated to cars while making it a better place to live for younger renters (I know, that is more than one item).
- Build affordable housing scattered throughout the community.
- Change the voting rules such that people who are most impacted by school board policies (all district parents, high school students) are allowed to vote. Right now, a majority of the voters don't even have children in the district, and many who do can't vote for a variety of reasons even though they pay heavily into the tax base that funds the district.
- Considering real actual safety more important than "Overall feeling of safety in Palo Alto"
- Continue to prioritize bike and pedestrians. The transportation department has done a good job but we could still do more to help make our city rely less on cars and make our streets safer for other modes of transportation.
- Crime prevention.
- Don't outlaw gas appliances.
- Enforce traffic laws by ticketing offenders and making the roads more safe.
- Ensure road safety for bicycles!!!
- Face the truth about GHG emissions. CPAU covers up its emissions with RECs, and indeed it is ludicrous to electrify space heating since CPAU has already made the gas carbon neutral.
- Fast Internet service to my home.
- Fiber WiFi
- Figure out how to maintain neighborhood from being too congested with state mandated construction/dividing parcels
- Fix the Planning and Development Dept.
- Fix the rotten El Camino. It's a horrible road surface. Pot holes and gravel. Cut weeds along ALL roads. Looks embarrassing.

- Fix your stupid website
- Get more young people ie under 40 to be involved with volunteering and in city politics! ESL speakers too! And get a mental health professional for the emergency services people to have access to whenever they need it.
- Have a city council that is not paralyzed, i.e., a city council that can make decisions in a reasonable period of time and without endless consultants.
- hold drivers and bicyclists accountable for safety on the roads
- I would like Foothills Park will be open free for Palo Alto residents, as we had before 2021
- Improve road repair/maintenance
- Improve the maintenance of the streets.
- Improved safety
- Improving jobs/housing imbalance by reducing jobs
- Increased public safety (fire and police) capability
- K-12 education need to be better. I moved here for my kids education and now have them in private school because class sizes are going up and education quality going down
- Keep living cost down
- less people, less, cars, less busy noisy streets, lower housing prices, more private independent schools there seems to be a demand for this and not enough private independent schools for the number of people who want to attend seems like a lot of people are getting waitlisted who want to attend private independent schools would be nice if there were more for the demand
- Lower taxes
- Make it a place that people who aren't millionaires would be able to live. Diversity isn't just about ethnicity, and we can't call ourselves dudes just because we have a few kinds of ethnic diversity. Socioeconomic diversity is impo
- Make it much safer to walk by (1) better enforcement of pedestrian crossings (2) better control of dogs (too many people get bitten and scared), (3) get homeowners to prune their fences which come over to the sidewalks
- more affordable housing
- More affordable housing for families with children
- More community engagement opportunities or awareness of them via local govt media channel via opt-in phone text or email and optionally phone e-calls for elderly that do not use computers/smart phones
- More down to earth and blue collar experiences
- More frequent cleaning of public bathrooms in parks
- More input from residents
- More programming for children
- More protected bike lanes
- More protected Bike lanes
- more resources for elderly and/or disabled
- More things for families. The Palo Alto Arts and Wine festival is not family friendly nothing for kids to do there. And the May Fete Parade, which is FOR CHILDREN, is just a parade and then a bunch of groups giving out flyers. My kids hate going, even though we live very close.
- More truly affordable housing
- Moving more quickly for programs to benefit current residents, especially youth
- Neighborhood community and affordable utility bill
- No dogs in school premises.

- Open, truthful, timely communications by city manager, city attorney, planning director, planning department. The years and years long city communications Castilleja project was a shameful disaster.
- Opportunities for casual fun have vanished over the twenty years we've lived here. Bowling alley, laser tag, mini golf, all are gone. Soon Great America will be gone too. I know not everything was always in PA. But now nothing is (other than Winter Lodge ice skating). It's not that the city government needs to provide these fun social places, but city policies have not valued such things and so they disappear and are replaced by hotels and such that do not make living here better for the residents. Young people don't have fun, safe, interesting places to meet up and do something safe, legal, and happy with friends.
- PAUSD leadership created a hostile environment for many students and families, including mine. Please address the bias and improve transparency at PAUSD. This can be improved by allowing all district parents and perhaps also students that are over 16 to vote for the school board, regardless of immigration status.
- pave the streets in the Ventura neighborhood, better landscape on the streets.
- promote and develop retail within walking distance: restaurants, grocery, etc.
- Provide a one-stop service to help me take advantage of all the city, state, and federal rebates for energy efficiency/solar PV/EVs, etc.
- Provide efficient cost-effective services and STOP virtue-signalling programs re mental health, weekly recipes and sustainability that won't change the world. Stop traffic calming and lane reductions that cause gridlock.
- Put all power lines under ground.
- Real estate market
- Reforming the Planning Department.
- Repairing El camino Real as it has damaged our tires several times. We are like in a 3er world country.
- Return to low crime rate via increased active police enforcement/arrest of criminals (who typically come from elsewhere to commit crimes in this city)
- Return to the quality of city management in the 1980's, and make all green energy programs optional for residents.
- Stop assuming we all own houses. And end all the empty houses
- Stop growing.
- Stop or slow down the shut-off of the City gas service! Our house cannot be converted to electric. This is a major problem, but the City doesn't care.
- stop regulating what sorts of energy people use in their homes
- Stop spending so much time and money and thinking about DOGS and DOG PARKS!!!!
- Stop the uneconomic, quixotic effort to promote electrification at any cost. CO2 emission can be offset at \$30/tonne, but City mandates mean spending ten times that per tonne -- and in all likelihood INCREASING CO2 emissions because of the capital cost (in CO2) of the equipment and its installation, given the extremely mild climate here. My heating and hot water emissions run around 1.5 tonnes/year which can be offset for \$50. Electrification (for me, anyway) is worse than crazy given the CO2 involved in new equipment and its installation.
- Streamline Middle School athletics policies
- The City should allow new housing only for households earning under \$80,000 a year. Sadly, the city is actually eliminating such housing and replacing it with high-end condos or hotels.



- The public schools are in freefall and that is what attracts most people to this community. We need a way that parents and students can be heard because elections that control selection for school board are driven mainly but people who know little about what is happening NOW in the schools. The result is that the school board focuses on good politics rather than student best interest. If we enabled nonresident parents and students a voice we would have better schools and a new school board and a new superintendent that cares more about students than their own political careers. The Palo Alto Unified School system has been hijacked by people who talk about equity and devalue all of our children's education. Rather than taking action they delay until it is too late for students (e.g. they talk about changes and wait until the school year is almost over or well underway so the student's needs are not addressed)> They don't take action to do what is right for each student. The schools are why we spent a crazy amount of money to buy a house here and now that our kid is connected to their friends we can't leave. We tell everyone to save their money on housing and to move to surrounding communities and pay for private schools or to go to schools that value ALL students, that use evidence based practices rather than political dog whistles. And we hear about naked aggression and bullying by this superintendent painted as "mental health" issues. NO. Bullying staff is unacceptable. Meanwhile school board members advise us to go to private schools if we don't like their focus on the incredibly tiny minority of students from disadvantaged backgrounds bussed into our community. They use our tax dollars on PR and ignore or comments at school board meetings!!! And it's policy not to respond rather than organizing task forces that actually listen to parents. This community is also unaffordable for when we retire. I suspect that when our students graduate from the school system most families will leave to go to communities where they can truly afford to retire. Sad because I like the parents I met over the 13 years in PAUSD. We've been united around frustration with the schools. The brilliant STEM minds could have instead been engaged in enhancing our educational community and facilitating a network to promote our children's future work in the area. But our children won't be able to afford to live here so we'll likely move when our kids have children. That's what I see. Older adults move to be near grandchildren.
- Too much traffic. Takes forever to get anywhere. And fix the potholes. Also help small businesses instead of driving them away (for example now charging for parklets, helping businesses stay instead of being priced out)
- Trim the city trees to a size that if they fall, they won't damage house.....a few green leaves don't help
- Zoning to allow residents of 5 years or longer to build second story on half-size lots so families could set deep roots in Palo Alto and not have to leave as families grow, causing turn over, inflation, and in the end more aggressive construction by developers who flip the property than the family who wanted to live their entire lives there contributing to the richness of the old-growth social ecosystem of Palo Alto. Current zoning restrictions hurt growing families, favor developer profits, and destroy Palo Alto's family friendly ecosystem. You need to differentiate between long-time resident additions and house flipping development creatively.

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

- Emergency Services, Parks, Utilities, Police, Engaging and supporting communities,
- city council in general seems respectful and responsive.
- City owned utility
- Cleaning residential streets.

- commitment to biking infrastructure
- Communication
- Continue to value green spaces, open spaces, trees, etc.
- CPAU has excellent people in the field.
- Educated jobs community/city
- encouraging sports and exercise
- Excellent Fire/EMT ambulance j
- Excellent police service
- Fire department is outstanding.
- Foothills Park
- Good communications
- High level of engagement with the community
- I like the new road on Charleston Street. We have a problem with the quality of El Camino Road and the speed of repair of this road.
- I really enjoy participating in the ESV program. I like everything about it. I also like using Cubberley for rehearsing with my chorus. So much more could be done to improve this facility. It is disappointing to see this facility crumble. It is a resource for so many in the Community.
- I'm not sure I have s good answer you that. Until they can get their act together and get more housing and more affordable housing built, I can't taste anything highly.
- It's NO Big Box Store Policy is the key to our University and California Ave downtown vibrancy. Don't screw that up !!!!
- Keeping the parks clean
- Keeping us on the path of lowering GHG emissions.
- Libraries
- Libraries
- Libraries and dog parks
- Libraries and parks
- Libraries and streets.
- Local parks and open spaces are great. There's enough variation and they are well maintained.
- Maintains parks
- Maintenance of parks
- Nice parks
- Open space. Baylands is a gem.
- Park & library services
- Park maintenance.
- Parks
- Parks
- Parks and libraries
- Parks and libraries
- parks and libraries, police services
- Parks and open space
- parks and recreation
- Parks are amazing and the cleanliness is also
- Parks are well maintained and this is a wonderful place to raise children.
- Peaceful, clean, respectful environment
- Police and Firemen do ther job correctly.

- Police safety.
- Prioritizing urban forestry, parks and open spaces.
- Protect the livability of the neighborhoods
- Proximity to Stanford. The city flourishes in spite of its government.
- Public parks and library
- Public schools
- Recreation services
- Reduce expenses, lower taxes, use taxes for quality of life improvements for residents, focus on well being of residents, make more money go to better educational opportunities for kids, increase challenge level of education in schools or provide opportunities for kids to push farther.
- Safety
- Services to the elderly or homeowners is excellent, as long as you are in those groups.
- street maintenance
- Subdued affluence.
- The art center, children's library and children's theater
- The city-owned utilities.
- The effort of some City Councilmembers to control Staff to actually work toward improving City.
- The libraries are important to our democracy.
- The parks, especially Foothills and Bay Shore.
- Traffic management
- transparent communication, like open zoom meetings, recordings
- Trash pick-up
- Trees
- Trying to inform and engage the residents
- Utilities
- Utilities
- utilities, city council meetings televised
- Water quality.

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

- ?
- Gas
- Gas car
- gas only or regular hybrid- updating our electricity for our old house is too expensive so we can't get electric. also electricity seems not very reliable with blackouts a few times a year
- Gas or hybrid
- Gasoline
- Gasoline car
- Gasoline powered
- hybrid
- Internal combustion car
- May get another ICE car
- not likely to change cars
- TBD I don't really plan on buying a car for at least 5-10 years so it would depend on my needs at that time and what's available in the market.

## **Appendix E: Survey Materials**

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

Dear Palo Alto Resident,

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

**[www.cityofpaloalto.org/communitysurvey2023A](http://www.cityofpaloalto.org/communitysurvey2023A)**

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

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

For additional ways to join the conversation and provide input, go to [www.cityofpaloalto.org/engage](http://www.cityofpaloalto.org/engage)

Thank you for your time and participation!

Sincerely,



Ed Shikada  
City Manager



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

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

想要使用您的语言回答在线调查，请在调查页面顶部的下拉菜单中选择您的语言。



CITY OF  
**PALO  
ALTO**

250 Hamilton Avenue, 7<sup>th</sup> Floor  
Palo Alto, CA 94301

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August 2023

Dear City of Palo Alto Resident:

Please help us shape the future of Palo Alto. Your household has been selected at random to participate in the 2023 Palo Alto Community Survey. Thank you in advance for sharing your feedback.

The annual Community Survey is a critical feedback effort that helps the City Council and City staff understand resident perspectives on current services and programs, as well as unmet needs and priorities. The survey is one way among many through which we gain insights from residents throughout our community.

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

**A few things to remember:**

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

**[www.cityofpaloalto.org/communitysurvey2023A](http://www.cityofpaloalto.org/communitysurvey2023A)**

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

For additional ways to engage with the City, go to [www.cityofpaloalto.org/engage](http://www.cityofpaloalto.org/engage).

Thank you for your time and participation!

Sincerely,

Ed Shikada  
City Manager



Scan the QR code to take the survey on a mobile

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

想要使用您的语言回答在线调查，请在调查页面顶部的下拉菜单中选择您的语言。



Dear Palo Alto Resident,

Just a reminder—if you have not yet completed Palo Alto’s 2023 Community Survey, please do so. **If you have completed it, thank you! Please do not respond twice.**

Your participation in this survey is very important—your answers will help the City of Palo Alto make decisions that affect our community. Please complete the **confidential survey** online at:

**[www.cityofpaloalto.org/communitysurvey2023A](http://www.cityofpaloalto.org/communitysurvey2023A)**

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

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

For additional ways to join the conversation and provide input, go to [www.cityofpaloalto.org/engage](http://www.cityofpaloalto.org/engage)

Sincerely,



Ed Shikada  
City Manager



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

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

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Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are anonymous and will be reported in group form only.

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

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Overall feeling of safety in Palo Alto.....	1	2	3	4	5
Overall quality of natural environment in Palo Alto.....	1	2	3	4	5
Overall health and wellness opportunities in Palo Alto.....	1	2	3	4	5
Residents' connection and engagement with their community.....	1	2	3	4	5

**3. Please indicate how likely or unlikely you are to do each of the following.**

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Palo Alto to someone who asks.....	1	2	3	4	5
Remain in Palo Alto for the next five years.....	1	2	3	4	5
Recommend Palo Alto's libraries to friends.....	1	2	3	4	5

**4. Please rate the job you feel the Palo Alto community does at each of the following.**

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Palo Alto.....	1	2	3	4	5
Variety of business and service establishments in Palo Alto.....	1	2	3	4	5
Vibrancy of downtown/commercial area.....	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Palo Alto.....	1	2	3	4	5
Overall image or reputation of Palo Alto.....	1	2	3	4	5
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Palo Alto.....	1	2	3	4	5
Ease of travel by public transportation in Palo Alto.....	1	2	3	4	5
Ease of travel by bicycle in Palo Alto.....	1	2	3	4	5
Ease of walking in Palo Alto.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Palo Alto.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education .....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Opportunities to learn about City services through social media such as Twitter, Facebook, and Nextdoor.....	1	2	3	4	5

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

	No	Yes
Used Palo Alto recreation centers or their services .....	1	2
Visited a neighborhood park or City park.....	1	2
Used Palo Alto public libraries or their services.....	1	2
Participated in religious or spiritual activities in Palo Alto .....	1	2
Attended a City-sponsored event .....	1	2
Participated in a club .....	1	2
Talked to or visited with your immediate neighbors .....	1	2
Done a favor for a neighbor .....	1	2
Used the City's website to conduct business or pay bills.....	1	2
Used the Utilities webpage to conduct business or pay bills.....	1	2
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information .....	1	2
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion .....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) .....	1	2
Watched (online or on television) a local public meeting .....	1	2
Volunteered your time to some group/activity in Palo Alto .....	1	2
Voted in your most recent local election .....	1	2
Used bus, rail, or other public transportation instead of driving .....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving .....	1	2
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Palo Alto .....	1	2
Reported a crime to the police in Palo Alto .....	1	2
Stocked 14 days' worth of supplies in case of a major disaster where you have no electricity, water, internet, or telephone service .....	1	2

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

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to Palo Alto .....	1	2	3	4	5
The overall direction that Palo Alto is taking .....	1	2	3	4	5
The job Palo Alto government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Palo Alto government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest .....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5
Treating residents with respect .....	1	2	3	4	5

**9. Overall, how would you rate the quality of the services provided by each of the following?**

	Excellent	Good	Fair	Poor	Don't know
The City of Palo Alto .....	1	2	3	4	5
The State Government .....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic enforcement .....	1	2	3	4	5
Traffic signal timing .....	1	2	3	4	5
Street repair .....	1	2	3	4	5
Street cleaning .....	1	2	3	4	5
Street tree maintenance .....	1	2	3	4	5
Sidewalk maintenance .....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.) .....	1	2	3	4	5
Preservation of natural areas (open space, farmlands and greenbelts) .....	1	2	3	4	5
Building and planning application processing services .....	1	2	3	4	5
Affordable high-speed internet access .....	1	2	3	4	5
Electric utility .....	1	2	3	4	5
Gas utility .....	1	2	3	4	5
Utility payment options .....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.) .....	1	2	3	4	5
Refuse collection (garbage, recycling, yard waste, and e-waste) .....	1	2	3	4	5
Police emergency services .....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control .....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire emergency services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Palo Alto open space (e.g Foothills, Baylands) .....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)....	1	2	3	4	5
Library facilities (buildings, computer equipment, accessibility) .....	1	2	3	4	5
Variety of library materials (books, e-books, streaming, databases, audiobooks)...	1	2	3	4	5
Art programs and theater .....	1	2	3	4	5
City-sponsored special events .....	1	2	3	4	5
City website (cityofpaloalto.org).....	1	2	3	4	5
Public information (Police/public safety) .....	1	2	3	4	5
Public information (non-Police/public safety) .....	1	2	3	4	5
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.) .....	1	2	3	4	5

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

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

**12. Please rate how important, if at all, you think it is for the Palo Alto community to focus on each of the following in the coming two years.**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems).....	1	2	3	4
Overall economic health of Palo Alto .....	1	2	3	4
Overall feeling of safety in Palo Alto .....	1	2	3	4
Overall quality of natural environment in Palo Alto.....	1	2	3	4
Overall health and wellness opportunities in Palo Alto.....	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community .....	1	2	3	4
Reducing community greenhouse gas emissions .....	1	2	3	4
Increasing local solar generation capacity within city boundaries.....	1	2	3	4
Increasing electric storage capacity within city boundaries.....	1	2	3	4
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information.....	1	2	3	4
Faster notification systems (online, mobile or email) for public safety issues.....	1	2	3	4

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

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

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

- Driving
- Biking
- Train
- Taxi
- Carpooling
- Walking
- Bus
- Free shuttle
- Uber/Lyft or similar rideshare service

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

	<u>Very convenient</u>	<u>Somewhat convenient</u>	<u>Somewhat inconvenient</u>	<u>Very inconvenient</u>
Walking.....	1	2	3	4
Biking.....	1	2	3	4
Bus .....	1	2	3	4
Train .....	1	2	3	4
Free shuttle.....	1	2	3	4
Taxi.....	1	2	3	4
Uber/Lyft or similar rideshare service .....	1	2	3	4
Carpooling.....	1	2	3	4

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

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

**17. Palo Alto is committed to addressing climate change by engaging in strategies that reduce Greenhouse Gas Emissions (GHGs). Space heating is the largest source of GHG in most Palo Alto homes, followed by water heating. What is the likelihood of you...**

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

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

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

Our last questions are about you and your household.

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

**D1. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**

- Very positive     
  Somewhat positive     
  Neutral     
  Somewhat negative     
  Very negative

**D2. What is your employment status?**

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

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

- Yes, outside the home       No  
 Yes, from home

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

- Less than 2 years       11-20 years  
 2-5 years       More than 20 years  
 6-10 years

**D5. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment or condominium)  
 Mobile home  
 Other

**D6. Do you rent or own your home?**

- Rent       Own

**D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

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

**D8. Do any children 17 or under live in your household?**

- No       Yes

**D9. Are you or any other members of your household aged 65 or older?**

- No       Yes

**D10. How much do you anticipate your household's total income before taxes will be for the current year? (Total income from all sources for all persons living in your household.)**

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

**D11. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino  
 Yes, I consider myself to be Spanish, Hispanic or Latino

**D12. What is your race? (Mark one or more races to indicate what you consider yourself to be.)**

- American Indian or Alaskan Native       White  
 Asian, Asian Indian or Pacific Islander       Other  
 Black or African American

**D13. In which category is your age?**

- 18-24 years       45-54 years       65-74 years  
 25-34 years       55-64 years       75 years or older  
 35-44 years

**D14. What is your gender?**

- Woman  
 Man  
 Identify in another way → go to D14a

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

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

**D15. What is your sexual orientation?**

- Heterosexual       Bisexual  
 Lesbian       Identify in another way  
 Gay      → go to D15a

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

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

**Thank you!**

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

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