

# City of Palm Coast, Florida Agenda Item

**Agenda Date:** May 12, 2026

**Agenda Item:** E.6

<b>Department</b> CITY ADMINISTRATION <b>Division</b>	<b>Amount</b> <b>Org/Account #</b>
<b>Subject:</b> PRESENTATION - SAP EVALUATION WORKSHOP	
<b>Presenter:</b> Kyle Berryhill, Interim Deputy City Manager, and Brittany Kershaw, Director of Communications & Marketing	
<b>Attachments:</b> <ul style="list-style-type: none"><li>1. Presentation</li><li>2. 2025-2026 Strategic Action Plan</li><li>3. Community Survey Results</li></ul>	
<b>Background:</b> <p>On an annual basis, staff conducts an evaluation of the Strategic Action Plan (SAP) to ensure that adopted priorities remain aligned with the City Council’s vision and the evolving needs of the community. As part of this process, staff facilitates one-on-one meetings with each Council Member to gather input on existing priorities, discuss potential adjustments, and outline the next steps in the SAP process.</p> <p>Feedback from these discussions is consolidated and evaluated for alignment and consistency with current Strategic Action Plan priorities. The results are compiled into a summary presentation, included with this agenda item, which highlights key themes and potential updates to the adopted priorities.</p> <p>Additionally, staff incorporated insights from the recent community survey, which reaffirmed key focus areas such as infrastructure, transportation, growth management, and community amenities. Based on both Council input and community feedback, staff is presenting recommended updates to the Strategic Action Plan, including refined priority rankings, items to transition to ongoing operations, and potential new objectives for Council consideration.</p> <p>Staff requests that City Council review the attached materials and be prepared to discuss and provide direction on any proposed amendments to the Strategic Action Plan priorities. This discussion will help inform the final list of priorities to be presented for adoption at a future business meeting.</p>	
<b>Recommended Action:</b> <b>FOR PRESENTATION AND DIRECTION</b>	



# STRATEGIC ACTION PLAN EVALUATION

# TIMELINE

## APRIL

One-On-One  
City Council  
Interviews

## MAY

SAP  
Evaluation  
Workshop

## JUNE 2

Adoption of  
SAP  
Priorities

# PALM COAST COMMUNITY SURVEY

## A Strong Foundation

- 72% say Palm Coast is a good/excellent place to live
- 74% plan to stay in Palm Coast
- Public safety remains a top strength (88%)

## Areas to Watch

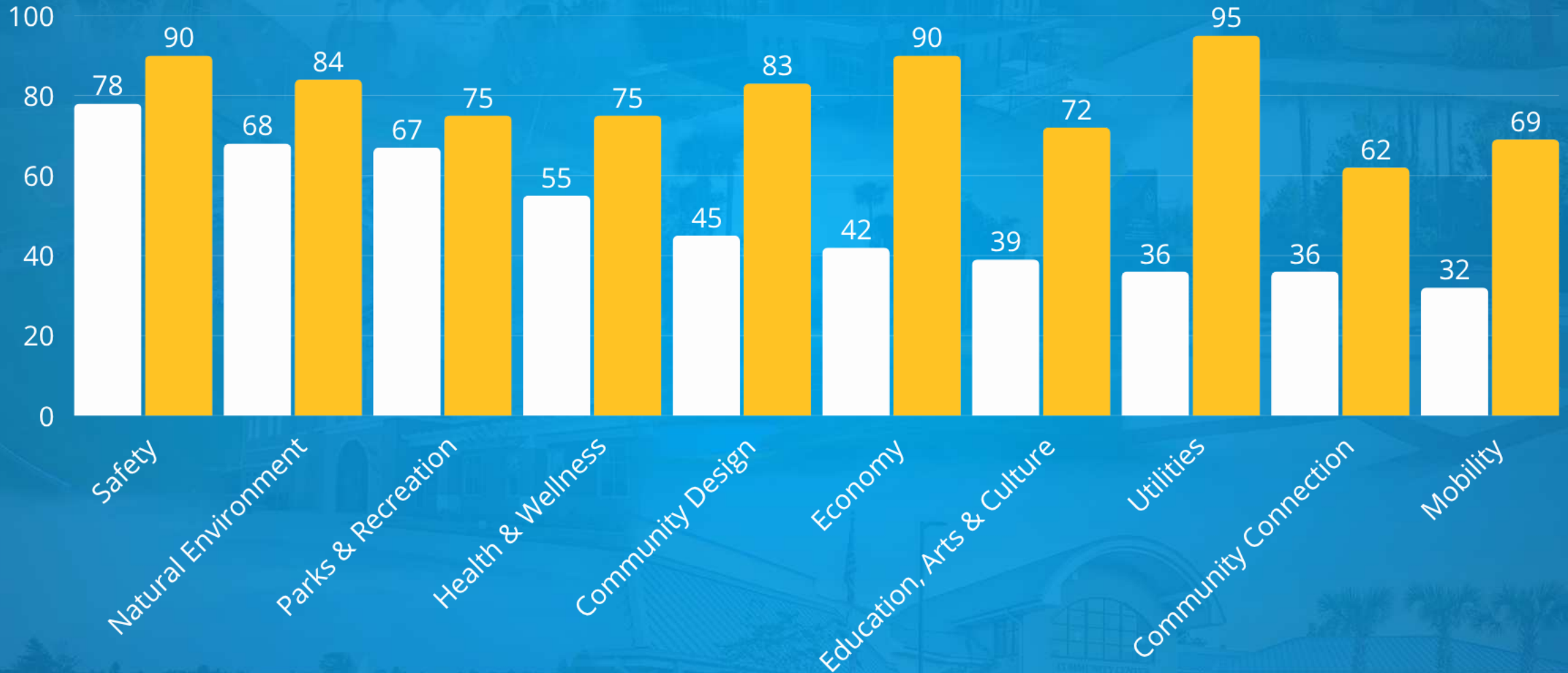
Declines in:

- Drinking water perception (-15%)
- Quality of life (-9%)
- Sense of community (-8%)

**Trending Insights:** Most results are in line with national benchmarks  
**Improvements in:** Animal Control (+8%), Garbage collection (+10%), Internet access (+10%)

# PALM COAST COMMUNITY SURVEY

● Quality ● Importance





## **#1 Prioritize Palm Coast infrastructure to address current needs and anticipate future growth.**

Tactics:



- ▶ **1.1:** Ensure the Wastewater treatment plant #1 expansion and rehabilitation from 6.83 to 10.83 MGD project is top priority. **KEEP**
- ▶ **1.2:** Ensure that the maintenance & operations complex remain a top-priority facility project and begin improvements based on the capital improvement plan timeline. **KEEP**
- ▶ **1.3 :** Seek opportunities for the community center to help relieve parking pressures. **Move to Operations**
- ▶ **1.4:** Evaluate the option to repurpose Fire Station 22 to preserve its historical value and expand visitor awareness of Palm Coast. **Move to Operations or Keep until Completed**
- ▶ **1.5:** Develop a comprehensive communications plan to keep the public well-informed about capital projects and ongoing infrastructure improvements. **Move to Operations or Keep to Enhance Palm Coast Progress**



## **#2 Design and implement a citywide plan for better stormwater maintenance and performance, to include a specific focus on swales**



### **Tactics:**

- ▶ **2.1:** Research technological advancements that will assist in prioritizing swale maintenance areas.
- ▶ **2.2:** Work with IT & Communications to expand online communications regarding residential swale maintenance schedules to ensure to clear communication and effective practices that highlight city maintenance and improvement projects.
- ▶ **2.3:** Analyze contracting out swale maintenance
- ▶ **2.4:** Present findings to council



**SAFE & RELIABLE SERVICES**

**KEEP – MOVE TO**

**PRIORITY #2**

**safety**

**citywide plan for road repair and road**



**Tactics:**

- **3.1:** Utilize the existing pavement management program with two options: one including global treatments for residential roads and one without. Also, apply the street lighting master plan to identify remaining segments needing lighting. **KEEP**
- **3.2:** Identify arterial and other roadways for safety corridor studies, prioritize segments accordingly, and pursue grant funding through FDOT, DOT, and TPO. **KEEP**
- **3.3:** Conduct a comprehensive study to identify potential revenue sources to support the plan.
- **3.4:** Evaluate funding options, including implementation of a gas tax and the addition of a dedicated line item on the millage rate for roads and public safety. **(Combine 3.3 & 3.4)**
- **3.5:** Present the finalized plan and funding recommendations to the city council for review and approval. **(Completed)**



## STRONG RESILIENT ECONOMY

# KEEP – MOVE TO PRIORITY #3

## #4 Enhance current economic development efforts to create better-paying jobs and attract major employers such as healthcare, manufacturers, and industry.



- ▶ 4.1 Accelerate the path forward on entitlements and right of first offer on Tract 17, then work with senior city staff and City Council on RFP for the development or sale of the tract. **Modify**
- ▶ 4.2 Accumulate and present data to senior city staff and City Council on the need to significantly increase investment in Palm Coast's site and building inventory, specifically for industrial use. **Completed**
- ▶ 4.3 Refine the City's incentive programs for new investors and business expansions.
- ▶ 4.4 Sustain current marketing campaigns to promote Palm Coast as a destination for investment and job creation.
- ▶ 4.5 Continue to be a leader in aligning the city's local and regional economic development network multipliers for increasing higher wage opportunities for citizens and diversifying the city's tax base. **(Combine 4.3-4.5)**
- ▶ 4.6 Collaborate with Flagler County Economic Development and the Palm Coast-Flagler Chamber of Commerce to elevate economic development activity in Palm



## STRONG RESILIENT ECONOMY

**#4 Enhance current economic development efforts to create better-paying jobs and attract major employers such as healthcare, manufacturers, and industry.**



### Possible New Tactics:

4.7: Maximize the effectiveness of the SR 100 Corridor Community Redevelopment Area

- Review expanding the timeline
- Develop a CRA Master Plan

4.8: Sharpened focus and development of the Downtown Urban Core

- The Stage/YMCA Partnership



## **#5 Implement the Parks Master Plan.**



### **Tactics:**

- ▶ **5.1** Maintain, upgrade, and expand its infrastructure and recreational facilities by renovating aging assets, adding new amenities and indoor spaces, improving signage and accessibility, and using community feedback and data to guide future enhancements.
- ▶ **5.2** Enhance recreation programming and community engagement by expanding inclusive and nontraditional offerings, growing special events, partnering with service providers, and responding to evolving community needs.
- ▶ **5.3** Modernize communication, technology, and outreach by improving marketing strategies, leveraging digital tools to enhance customer service, and increasing public awareness and access to services.
- ▶ **5.4** Strengthen internal operations and staffing by aligning personnel with service demands, updating policies and procedures, and reviewing operational agreements to improve efficiency.
- ▶ **5.5** Expand and diversify its funding sources by pursuing grants and philanthropic support, while exploring cost recovery strategies to sustain long-term growth and service delivery.



## #5 Implement the Parks Master Plan.

### Possible New Tactics:

5.2 Develop a plan to add additional lighted diamond and rectangle fields.

5.3 Develop a deferred maintenance study for all parks to identify needed repairs and establish a structured annual plan for prioritized replacements and maintenance to ensure long-term asset sustainability.

5.4 Develop a trail connectivity plan with Flagler County to link existing and future trail networks.

5.5 Work with the YMCA to explore the design and integration of a skate park within the YMCA site layout.

5.6 Develop and update park mapping and signage to ensure all designated park properties are accurately identified and labeled as parks within the community.



**SAFE & RELIABLE SERVICES**

# COUNCIL DIRECTION NEEDED

## #6 Design and produce a technology improvement plan focused on technology for city government



- ▶ **6.1** Create a long-term plan for addressing operational needs and software deficiencies identified.
- ▶ **6.2** Research budget mechanisms to fund ongoing technology modernization and upgrades as needed.
- ▶ **6.3** Explore options that incorporate technology to enhance traffic signal optimization in partnership with Smart North Florida. **(Completed)**
- ▶ **6.4** Complete and release custom City of Palm Coast mobile app. **Multi-Year Project**

### **Possible Revised Tactics:**

- ▶ **6.1** Continue to complete all phases of the new City of Palm Coast Mobile app.
- ▶ **6.2** Research developing a future smart city master plan.



## #7 Continue saltwater canal dredging initiative



### Tactics:

- ▶ **7.1:** Identify funding source for Phase III and present to Council for direction. **(Completed)**
- ▶ **7.2:** Perform the canal dredging design and establish canal depths through permitting. Update cost estimates based on permit conditions. **KEEP**
- ▶ **7.3:** With assistance from the consultant, create a dredging management plan. **KEEP**
- ▶ **7.4:** Pursue grants or other funding sources for future dredging and present funding results to Council for direction on dredging (constructure) approach. **KEEP**
- ▶ **7.5:** Explore HMGP opportunities regarding residential seawalls. **(Completed)**
- ▶ **7.6:** Create an internal and external task force to study and research funding. **(Completed)**
- ▶ **7.7:** Create a seawall standard to be enforced by code. **KEEP**

# COUNCIL DIRECTION NEEDED



## CIVIC ENGAGEMENT

### #8 Identify diverse dedicated funding sources for arts/cultural/historical activities and facilities



- ▶ **8.1** Strengthen partnerships with local organizations and Flagler County to support and expand arts, cultural, and historical programs and initiatives.
- ▶ **8.2** Use strategic planning documents and community engagement—including the Parks Master Plan, Cultural Arts Master Plan, and focus groups—to identify evolving needs and opportunities for arts and cultural development.
- ▶ **8.3** Conduct peer city research to benchmark arts, cultural, and historical efforts, ensuring Palm Coast remains competitive and aligned with best practices.
- ▶ **8.4** Pursue diverse funding opportunities, including grants and private partnerships, to support arts, cultural, and historical projects identified through research and community input. (FS22 and Stage)
- ▶ **8.5** Promote public art by updating ordinances to support creative displays and revitalizing the Art in Public Places Committee in collaboration with the Beautification and Environmental Advisory Committee (BEAC).



## #9 Quality of Life for Essential Workers.



### Tactics:

- ▶ **9.1** Enhance the well-being and support systems for first responders by identifying and implementing effective strategies and programs that improve their quality of life, mental health, and overall job sustainability.
- ▶ **9.2** Identify and review existing programs, grants, and partnerships that offer support or resources for first responders.
- ▶ **9.3** Secure additional funding for the Human Resources Department to conduct a comprehensive employee salary survey, ensuring the organization's compensation structure remains competitive with current market standards. This initiative aims to attract and retain talented staff while reducing the risk of losing employees to the private sector or other government agencies.
- ▶ **9.4** Conduct a comprehensive culture assessment across the city organization to gain insight into employee perceptions, values, and engagement levels, with the purpose of fostering a more inclusive, productive, and mission-driven workplace.



## #10 Continue moving forward with the Risk and Efficiency Analysis.



### Tactics:

- ▶ **10.1** Select a qualified consulting firm to conduct a comprehensive Risk and Efficiency Analysis. **(Completed)**
- ▶ **10.2** Establish a timeline and project management plan to ensure timely completion of the analysis. **(Completed)**
- ▶ **10.3** Develop an implementation plan based on findings to enhance efficiency, reduce risk, and improve service delivery. **(Completed)**

### Possible New Tactics:

Evaluate the services provided by all local county, city and volunteer organizations to look for efficiencies and remove duplication of efforts (example: animal control)

## #11 Create a Charter Review Committee.



### Tactics:

- ▶ **11.1:** Develop an application and selection process for residents to apply to be on the committee **(Completed)**
- ▶ **11.2:** Facilitate public input opportunities to ensure the community's voice is included in the review process. **(Completed)**
- ▶ **11.3:** Present the committee's findings and recommendations to the City Council for consideration. **(Completed)**

# NEW PRIORITIES PRESENTED:

Evaluate the feasibility of implementing a dedicated fire service fee to support emergency response and management operations, ensuring sustainable funding to accommodate growth and maintain service levels.

Explore the development and funding of a Palm Coast Hazardous Materials (HazMat) response team within the Fire Department to enhance local emergency response capabilities.

Explore and evaluate the implementation of non-resident parking fees or park usage fees at select parks, such as Holland Park, as a potential revenue source to support ongoing maintenance and operational costs.

Evaluate the potential creation of a dedicated grants function—such as a full-time grant writer or grants office—to proactively pursue external funding opportunities.

# NEXT STEPS

**JUNE 2**  
**Adoption of**  
**SAP**  
**Priorities**

# 2025-2026 STRATEGIC ACTION PLAN

PILLAR OF PRIORITY: SUSTAINABLE ENVIRONMENT & INFRASTRUCTURE

**Objective #1:** Prioritize Palm Coast infrastructure to address current needs and anticipate future growth.

**Strategy:** Palm Coast's future expansion will be guided by a comprehensive master planning strategy focused on smart, managed growth. Our staff will develop a robust infrastructure plan that encompasses critical areas such as public safety, water resources, and economic resiliency. This plan will ensure that infrastructure projects are prioritized and executed efficiently, promoting effective development, and enhancing the quality of life for all residents.

**Tactics: Carl/Brian**

- ▶ **1.1:** Ensure the Wastewater treatment plant #1 expansion and rehabilitation from 6.83 to 10.83 MGD project is top priority. **(Multi-Year Project)**

**Update:** Design is advancing from the 60% to 90% phase, with the 90% submittal scheduled for April 17, 2026. Guaranteed Maximum Price (GMP-1) is set for Council consideration on April 7, 2026, while bids for Guaranteed Maximum Price (GMP-2) are due on April 16, 2026.

- ▶ **1.2:** Ensure that the maintenance & operations complex remain a top-priority facility project and begin improvements based on the capital improvement plan timeline. **(Multi-Year Project)**

**Update:** Phase 1 focused on underground infrastructure to support future construction and was approved in October 2024, beginning in February 2025 and now complete.

Phase 1B (Fuel Depot) was prioritized due to the condition of the existing facility and includes improvements to Peavy Grade. Approved in October 2025, construction started in January 2026 and is expected to finish in January 2027.

Phases 1A and 1C (Fleet Maintenance and Fleet Wash) are currently in bidding, with approval anticipated in October 2026. Construction is scheduled from January 2027 to April 2028.

Phase 2 (Administration/Operations) is in design, expected to reach 60% by September 2026 and be completed in early 2027. Construction is planned to begin in January 2028 following approval in October 2027, with an estimated duration of 18 months.



- ▶ **1.3:** Seek opportunities for the community center to help relieve parking pressures. **(100% Complete)**

**Update:** The project focuses on expanding parking at Fire Station 22 to better serve the Palm Coast Community Center, increasing capacity from 14 spaces to a total of 228 spaces. City Council has reviewed expansion alternatives, provided direction, and approved the design for these improvements.

- ▶ **1.4:** Evaluate the option to repurpose Fire Station 22 to preserve its historical value and expand visitor awareness of Palm Coast. **(100% Completed)**

**Update:** The Schematic Design was completed which was the last step in the evaluation process. It was reviewed and approved by Historical Society and City Council on March 3, 2026, City Council approved proceeding with the design of the proposed improvements.

- ▶ **1.5:** Develop a comprehensive communications plan to keep the public well-informed about capital projects and ongoing infrastructure improvements. **(100% Completed)**

**Update:** Palm Coast Progress serves as a centralized and user-friendly platform providing updates on capital projects and infrastructure improvements. Through coordinated communication across multiple channels, including the website, e-newsletters, social media, a mobile app, and news releases—the initiative keeps residents informed and engaged. Additionally, the Capital Improvement Project signage template has been updated to better communicate project funding, cost, purpose, and community benefits.

**Objective #2:** Design and implement a citywide plan for better stormwater maintenance and performance, to include a specific focus on swales.

**Strategy:** The design and implementation of a comprehensive citywide plan for improved stormwater maintenance and performance. This will involve several key components, such as analyzing improved swale maintenance requirements, expanding residential education, formulation of matrices to prioritize swale maintenance schedules, and establish communication goals.

**Tactics: Lynn**

- ▶ **2.1:** Research technological advancements that will assist in prioritizing swale maintenance areas. **(100% Completed)**

**Update:** Stormwater staff researched alternatives, conducted pilot studies and presented findings to council. Council approved new equipment to implement swale trenching.

- ▶ **2.2:** Work with IT & Communications to expand online communications regarding residential swale maintenance schedules to ensure clear communication and effective practices that highlight city maintenance and improvement projects. **(100% Completed)**

**Update:** Staff developed and distributed multiple door hangers to provide clear, accessible information directly to residents. In coordination with the Communications and IT Teams, work is also underway to produce informational videos that further explain maintenance practices and highlight related city projects. The initiative continues as part of routine operations.

- ▶ **2.3:** Analyze contracting out swale maintenance **(100% Completed)**

**Update:** The City of Palm Coast initiated a pilot program to outsource swale regrading, selecting a vendor and issuing a purchase order. However, the low bidder withdrew due to service requirements, and alternative proposals exceeded budget expectations. Staff will continue evaluating options annually as part of ongoing operations.



▶ **2.4: Present findings to council. (100% Completed)**

**Update:** Staff researched alternative approaches to swale maintenance, including surveying and visiting comparable communities. Findings were presented to City Council on July 8, 2025. Staff will continue providing annual updates to ensure stormwater maintenance remains an operational priority.

**Objective #3:** Design and implement a citywide plan for road repair and road safety.

**Strategy:** Prepare a citywide plan that identifies various elements associated with road repair and road safety on city-maintained roadways. Evaluate local, state, and federal strategies to address the gas tax revenue shortfall and identify all funding options that could be utilized to finance the steps and process to implement the plan's identified elements.

**Tactics: Carl**

- ▶ **3.1:** Utilize the existing pavement management program with two options: one including global treatments for residential roads and one without. Also, apply the street lighting master plan to identify remaining segments needing lighting.  
**(75% Completed)**

**Update:** City Council approved a work order for Trans map to scan all city roadways and develop a pavement condition index. Scanning has been completed, and data analysis is currently underway, with a presentation to City Council anticipated in May 2026.

Additional roadway improvements are progressing, including completed street lighting on Rymfire Drive, upcoming resurfacing bids for Palm Coast Parkway due December 18, and design work underway for Palm Coast Parkway east of Florida Park Drive. The Royal Palms Parkway project is expected to begin early in 2026.

- ▶ **3.2:** Identify arterial and other roadways for safety corridor studies, prioritize segments accordingly, and pursue grant funding through FDOT, DOT, and TPO.  
**(25% Completed)**

**Update:** The City of Palm Coast is working with planning staff to pursue grant funding for an intersection analysis at Belle Terre Parkway and Seminole Woods Parkway along SR 100 to support broader safety corridor improvements. Funding opportunities are being sought through the Florida Department of Transportation, the United States Department of Transportation, and the Transportation Planning Organization, which is currently rating projects this spring for potential funding. Additionally, the city has received approximately \$380,000 from Flagler County for improvements at the Seminole Woods Boulevard and SR 100 intersection.

- ▶ **3.3:** Conduct a comprehensive study to identify potential revenue sources to support the plan. **(100% Completed)**

**Update:** Staff conducted a comprehensive study to identify potential revenue sources to support roadway repairs. The analysis indicates that additional funding will be necessary, which may include reallocating existing tax revenues or pursuing a new voter-approved funding mechanism. City Council direction will be needed during the budget process to establish new funding source.

- ▶ **3.4:** Evaluate funding options, including implementation of a gas tax and the addition of a dedicated line item on the millage rate for roads and public safety. **(100% Completed)**

**Update:** Staff conducted a comprehensive study to identify potential revenue sources to support roadway repairs. The analysis indicates that additional funding will be necessary, which may include reallocating existing tax revenues or pursuing a new voter-approved funding mechanism. City Council direction will be needed during the budget process to establish new funding source.

- ▶ **3.5:** Present the finalized plan and funding recommendations to the city council for review and approval. **(100% Completed in May)**

**Update:** Staff are scheduled to present to council in May 2026 with plans and recommendations.

**Objective #4:** Enhance current economic development efforts to create better-paying jobs and attract major employers such as healthcare, manufacturers, and industry.

**Strategy:** Increase the city's prospects for economic growth by developing its sites, buildings inventory, and workforce strategies while in tandem increasing economic development through marketing outreach and visibility across all multiple streams, including existing investors, state and regional groups, consultants, real estate brokers, and companies.

**Tactics: Craig**

- ▶ **4.1** Accelerate the path forward on entitlements and right of first offer on Tract 17, then work with senior city staff and City Council on RFP for the development or sale of the tract. **(60% Completed)**

**Update:** The City of Palm Coast issued a Request for Statement of Qualifications seeking a speculative developer to construct a minimum 50,000 square foot industrial building offering long-term highly affordable lease terms and 5-year city contributions for the cost of the entitlements. While there was much viewer interest, no one has submitted to date. Bids close on April 14. Alternatively, the city has received two unsolicited offers to lease property purchased for industrial or commercial development. Both projects involve a minimum of \$100M capital investment. Staff is vetting the financial capability and experience of the proposers.

- ▶ **4.2** Accumulate and present data to senior city staff and City Council on the need to significantly increase investment in Palm Coast's site and building inventory, specifically for industrial use. **(100% Completed)**

**Update:** The Building Department has received site plans for the development of two 41,000 square foot industrial buildings in the Industrial Park at Pine Lakes. We are working with the developer to expedite review and support wherever possible. Vertical construction is dependent upon an existing Industrial Park tenant executing a long-term lease with this developer to support their business expansion needs.

- ▶ **4.3** Refine the City's incentive programs for new investors and business expansions. **(100% Completed)**

**Update:** The City of Palm Coast has implemented refined incentive programs to support business growth, including the Downtown Urban Core Grant and a formal application process for non-downtown businesses. Both programs are now fully operational. While there has been interest and inquiries from businesses, no funding has been utilized to date; however, several prospects are currently in the pipeline.

- ▶ **4.4** Sustain current marketing campaigns to promote Palm Coast as a destination for investment and job creation. **(100% Completed)**

**Update:** The City of Palm Coast successfully executed a coordinated communications strategy to promote the DC Blox data center and Google's Sol Cable Landing Station, utilizing press releases, social media, media interviews, and a radio segment to highlight the projects' economic impact and global connectivity, and marking the effort as 100% complete. Additionally, the Office of Economic Development will be rebranded as the Office of Economic Development and Community Redevelopment, with expanded responsibilities to include management and promotion of the State Road 100 Corridor Community Redevelopment Area.

- ▶ **4.5** Continue to be a leader in aligning the city's local and regional economic development network multipliers for increasing higher wage opportunities for citizens and diversifying the city's tax base. **(100% Completed)**

**Update:** The City of Palm Coast continues to prioritize economic development, hosting and attending various forums to promote the city's presence in economic and workforce development, ultimately aiming to increase higher wage opportunities for citizens and diversify the city's tax base.

- ▶ **4.6** Collaborate with Flagler County Economic Development and the Palm Coast-Flagler Chamber of Commerce to elevate economic development activity in Palm Coast. **(100% Completed)**

**Update:** The City of Palm Coast collaborated with the Palm Coast-Flagler Chamber of Commerce to support local economic development, including participation in the 2nd Annual Workforce Development Roundtable alongside workforce partners and local manufacturers. This effort is marked as 100% complete. Additionally, the Office of Economic Development has further strengthened its coordination with Flagler County Economic Development and the Tourist Development Council, improving communication and collaboration through the sharing of leads, contacts, and development strategies.

**Objective #5:** Implement the Parks Master Plan

**Strategy:** Review the public feedback and data collected to develop implementation strategies and prioritize projects to ensure sufficient funding, resources, and staffing to accomplish goals, with a specific focus on improving the parks, trails, and other recreational elements the City currently has and looking for opportunities to expand in the future using impact fees.

**Tactics: James**

- ▶ **5.1** Maintain, upgrade, and expand its infrastructure and recreational facilities by renovating aging assets, adding new amenities and indoor spaces, improving signage and accessibility, and using community feedback and data to guide future enhancements. **(30% Completed)**

**Update:** The City of Palm Coast is investing in its infrastructure and recreational facilities by renovating aging assets, adding new amenities and indoor spaces, and improving signage and accessibility. This includes collaborating on multiple recreational opportunities such as a disc golf course, a southern dog park, and a connecting trail. Additionally, the city is working on updating park rule signage and has received City Council approval for Phase 2 of Waterfront Park construction, which will include expanded parking and a new pavilion.

- ▶ **5.2** Enhance recreation programming and community engagement by expanding inclusive and nontraditional offerings, growing special events, partnering with service providers, and responding to evolving community needs. **(90% Completed)**

**Update:** The City of Palm Coast's Parks and Recreation department expanded inclusive and nontraditional programming by adding 20 new programs in FY 23-24, including autism-friendly and adaptive tennis initiatives, as well as special events like the Concert Series and Palm Coast Boat Parade. The City also partnered with local organizations to provide recreational opportunities, such as the University of Florida Institute of Food and Agricultural Sciences, Southern Off Road Biking Association, and Palm Coast Model Yacht Club. This effort aimed to enhance community engagement and respond to evolving community needs.



- ▶ **5.3** Modernize communication, technology, and outreach by improving marketing strategies, leveraging digital tools to enhance customer service, and increasing public awareness and access to services. **(5% Completed)**

**Update:** The City of Palm Coast is modernizing communication and technology by creating a new public-facing GIS trail map, park finder, and asset tracker with Information Technology and P&R staff, enhancing customer service and increasing public awareness and access to services. This initiative aims to improve marketing strategies and leverage digital tools to better serve the community.

- ▶ **5.4** Strengthen internal operations and staffing by aligning personnel with service demands, updating policies and procedures, and reviewing operational agreements to improve efficiency. **(5% Completed)**

**Update:** The City of Palm Coast continues to review and update policies, procedures, and agreements to improve efficiency. In 2024, we updated our transaction policy department-wide and implemented a new MOU agreement with local organizations. Additionally, we created a fee reduction/fee structure policy to streamline our fee structure approval process and stay up-to-date on pricing trends.

- ▶ **5.5** Expand and diversify its funding sources by pursuing grants and philanthropic support, while exploring cost recovery strategies to sustain long-term growth and service delivery. **(0% Completed)**

**Update:** The City of Palm Coast has secured grant funding for various park projects, including expansions at Waterfront Park, the Southern Recreation Center, and pickleball and tennis programs. Additionally, the Parks and Recreation department follows a cost recovery model for all programs and events, tracking and reporting quarterly. The city is also exploring sponsorship opportunities and has submitted a grant application for the Land and Water Conversation Fund Grant to support its efforts.

**Objective #6:** Design and produce a technology improvement plan focused on technology for city government.

**Strategy:** Evaluate existing enterprise software & compare with the market for features, gained efficiencies, maturity of product, interoperability, robustness and reliable support to obtain high efficiency of government operations. Explore smart technologies as it relates to city infrastructure and internal operational tools for city resource planning and collaboration.

**Tactics: Doug**

- ▶ **6.1** Create a long-term plan for addressing operational needs and software deficiencies identified. **(95% Completed)**

**Update:** The City of Palm Coast is developing a long-term plan to address operational needs and software deficiencies by gathering feedback from key staff across all departments through a survey focused on four main software categories: Asset Management, Performance Management, Inventory Management, and Work Orders. The survey data is being compiled for analysis, and an inventory of existing software platforms used by the City has been created. A report summarizing the findings will be presented to administration in January.

- ▶ **6.2** Research budget mechanisms to fund ongoing technology modernization and upgrades as needed. **(100% Completed)**

**Update:** The City of Palm Coast will continue to use the Capital Improvement Program (CIP) to fund planned hardware replacement cycles. A Software Plan is being developed to establish a forward-looking schedule and cost projections for software upgrades and replacements, which will be incorporated into the annual budgeting process and presented to City Council for approval. This will ensure a structured approach to funding ongoing technology modernization and upgrades.



- ▶ **6.3** Explore options that incorporate technology to enhance traffic signal optimization in partnership with Smart North Florida. **(100% Completed)**

**Update:** The City of Palm Coast is exploring options to enhance traffic signal optimization through technology in partnership with Smart North Florida. We have met with FDOT representatives to discuss AI-assisted traffic adaptive systems and are currently piloting FlowLabs, a platform that provides analytics to improve traffic flow, funded by a grant from Smart North Florida. The three-month pilot will conclude in March, after which we will assess the platform's capabilities and determine its fit for our needs.

- ▶ **6.4** Complete and release custom City of Palm Coast mobile app. **(100% Completed)**

**Update:** The City launched the mobile app on December 19th for both iOS and Android.

**Objective #7:** Continue saltwater canal dredging initiative

**Strategy:** As a result of the saltwater canal dredging study performed in FY 23, it was identified that the City does not have any current/active dredging permits with the Florida Department of Environmental Protection (FDEP). To move forward with this initiative, it is necessary to establish permissible and recommended dredging depths through permitting as part of Phase II.

**Tactics: Carmelo**

- ▶ **7.1:** Identify funding source for Phase III and present to Council for direction. **(100% Completed)**

**Update:** The funding source for Phase III on the Saltwater Canal Design & Permitting project was presented and approved by the City Council at their meeting on October 21, 2025.

- ▶ **7.2:** Perform the canal dredging design and establish canal depths through permitting. Update cost estimates based on permit conditions. **(Multi-Year Project)**

**Update:** The City of Palm Coast is advancing the canal dredging design and permitting process, with completion anticipated in FY26–FY27. This phase will include establishing canal depths and refining cost estimates based on permitting requirements. Update (03/29/2026): Phase III began in January 2026 and is currently 1% complete, with most efforts focused on seawall inspections.

- ▶ **7.3:** With assistance from the consultant, create a dredging management plan. **(Multi-Year Project)**

**Update:** The City of Palm Coast is currently developing a dredging management plan with support from a consultant, anticipated for completion in Fiscal Year 2026 as part of Phase III. This plan will establish a comprehensive strategy for managing dredging activities citywide and represents a key milestone in improving long-term waterway maintenance. As of March 29, 2026, Phase III began in January 2026, with initial efforts focused primarily on seawall inspections.



- ▶ **7.4:** Pursue grants or other funding sources for future dredging and present funding results to Council for direction on dredging (constructure) approach. **(Multi-Year Project)**

**Update:** Pursue grants and other funding sources to support future dredging projects, with plans to present findings and recommendations to the Council in FY26 for guidance on the best approach to move forward with dredging construction.

- ▶ **7.5:** Explore HMGP opportunities regarding residential seawalls. **(100% Completed)**

**Update:** This initiative has been deemed ineligible and is considered complete, as it does not meet the requirements for Hazard Mitigation Grant Program (HMGP) funding. The City of Palm Coast does not support the use of HMGP funds for private seawall repairs or replacements, as this type of project does not align with the program's objective of delivering community-wide resilience solutions.

- ▶ **7.6:** Create an internal and external task force to study and research funding. **(100% Completed)**

**Update:** The City of Palm Coast previously established internal and external task forces to explore funding opportunities. Although these groups have not met during the current fiscal year, the initiative remains active and continues to be tracked. The task force includes the Code Enforcement Manager, Building Official, Stormwater Engineer, Assistant City Manager, and representatives from seawall companies, with a goal of meeting quarterly to research and identify funding sources.

- ▶ **7.7:** Create a seawall standard that can be enforced by code. **(Multi-Year Project)**

**Update:** The City of Palm Coast is working to establish a seawall standard that can be enforced by code, with plans to add the standards to the land development code within the current fiscal year, building upon the current design standards outlined in the city's technical engineering manual.

**Objective #8:** Support and Advance Arts, Cultural, and Historical Initiatives and Facilities

**Strategy:** The City of Palm Coast currently works with local organizations and promotes citywide activities involving arts and history. However, to properly expand the City's art/cultural/history initiatives, funding options will need to be identified. Considering this, the City will examine allocated city budgets (i.e., CIP, special event budget) as well as expanding search opportunities for external grants and legislative appropriations that can be allocated towards cultural assets and arts.

**Tactics: James**

- ▶ **8.1** Strengthen partnerships with local organizations and Flagler County to support and expand arts, cultural, and historical programs and initiatives.  
**(100% Completed)**

**Update:** The City of Palm Coast has strengthened partnerships with local organizations and Flagler County to support and expand arts, cultural, and historical programs and initiatives. Through these collaborations, we have implemented successful events and programs, including the Summer Concert Series, History in the Park, Family Art Night, Historical Speaker Series, and Spring/Fall Art Festivals.

- ▶ **8.2** Use strategic planning documents and community engagement—including the Parks Master Plan, Cultural Arts Master Plan, and focus groups—to identify evolving needs and opportunities for arts and cultural development.  
**(100% Completed)**

**Update:** The City of Palm Coast has strengthened partnerships with local organizations and Flagler County to support and expand arts, cultural, and historical programs and initiatives. Through these collaborations, we have implemented successful events and programs, including the Summer Concert Series, History in the Park, Family Art Night, Historical Speaker Series, and Spring/Fall Art Festivals.



- ▶ **8.3** Conduct peer city research to benchmark arts, cultural, and historical efforts, ensuring Palm Coast remains competitive and aligned with best practices. **(Multi-Year Project)**

**Update:** As the City of Palm Coast, we investigate arts, cultural, and historical initiatives in other municipalities, both within Florida and across the nation. Our Parks and Recreation Management team is part of the Volusia County Recreation Director Association, which helps us stay informed about best practices. This research is essential to maintain our competitiveness and ensure alignment with the most effective methods.

- 8.4** Pursue diverse funding opportunities, including grants and private partnerships, to support arts, cultural, and historical projects identified through research and community input. (FS22 and Stage) **(100% Completed)**

**Update:** The City of Palm Coast is exploring diverse funding opportunities, including grants and private partnerships, to support arts, cultural, and historical projects. A local stakeholder meeting has been scheduled with Vavarde Strategic Funding to discuss potential funding for enhancements to the Stage at Town Center. Additional public meetings were held with stakeholders and council.

- ▶ **8.5** Promote public art by updating ordinances to support creative displays and revitalizing the Art in Public Places Committee in collaboration with the Beautification and Environmental Advisory Committee (BEAC). **(50% Completed)**

**Update:** The City of Palm Coast is working with the Flagler County Cultural Council and establishing a Parks and Recreation advisory board, which includes a representative for arts, culture, and history. We are also updating ordinances to support creative displays and revitalizing the Art in Public Places Committee in collaboration with the Beautification and Environmental Advisory Committee (BEAC) to promote public art.

**Objective #9:** Quality of Life for Essential Workers

**Strategy:** The city will strengthen organizational effectiveness and employee well-being by supporting first responders, enhancing workplace culture, and ensuring competitive compensation through targeted programs, a salary survey, and a citywide culture assessment.

**Tactics: Renina**

**9.1** Enhance the well-being and support systems for first responders by identifying and implementing effective strategies and programs that improve their quality of life, mental health, and overall job sustainability. We have also identified annual training for our firefighters to cover PTSD Awareness, Suicide Prevention, Stress Management, and Sleep and Fatigue Management. These trainings have been passed on to the Fire Chief to utilize when an incident occurs. **100% Completed**

**Update:** The City of Palm Coast prioritizes the well-being of its first responders by providing a peer support program and confidential counseling access to improve their quality of life, mental health, and job sustainability. Additionally, the city is collaborating with SMA to ensure timely support for its first responders.

- ▶ **9.2** Identify and review existing programs, grants, and partnerships that offer support or resources for first responders. **100% Completed**

**Update:** The U.S. Department of Justice offers a First Responder Mental Health Grant Program, which provides funding for mental health training, peer support, and wellness services. The City of Palm Coast, as an author, can identify and review existing programs, grants, and partnerships that offer support or resources for first responders.

- ▶ **9.3** Secure additional funding for the Human Resources Department to conduct a comprehensive employee salary survey, ensuring the organization's compensation structure remains competitive with current market standards. This initiative aims to attract and retain talented staff while reducing the risk of losing employees to the private sector or other government agencies. **100% Completed**

**Update:** We have allocated additional funding to the Human Resources Department to conduct a comprehensive employee salary survey, ensuring our compensation structure remains competitive with current market standards. This initiative aims to attract and retain top talent while reducing the risk of losing employees to the private sector or other government agencies.

- ▶ **9.4** Conduct a comprehensive culture assessment across the city organization to gain insight into employee perceptions, values, and engagement levels, with the purpose of fostering a more inclusive, productive, and mission-driven workplace. **100% Completed**

**Update:** The City of Palm Coast is conducting a comprehensive culture assessment across our organization to gain insight into employee perceptions, values, and engagement levels. To achieve this, our HR department is developing a thorough survey for our employees to assess our workplace culture and identify areas for improvement. This effort aims to foster a more inclusive, productive, and mission-driven work environment. Staff have sent out a survey. This survey will assist us in understanding how our employees see our culture and improve inclusion and productivity. Surveys are due back to HR in 2 weeks at which time we will review and analyze our findings.

**Objective #10:** Continue moving forward with the Risk and Efficiency Analysis

**Strategy:** Continue to move forward with Risk and Efficiency Analysis.

**Tactics: Tim Wilsey**

- ▶ **10.1** Select a qualified consulting firm to conduct a comprehensive Risk and Efficiency Analysis. **100% Completed**

**Update:** On June 17, 2025, the Palm Coast City Council approved the selection of Plante & Moran as the consulting firm to conduct a Risk and Efficiency Analysis for the city. This decision was made after a competitive RFP process. The goal of this analysis is to identify areas for improvement and increase efficiency in city operations.

- ▶ **10.2** Establish a timeline and project management plan to ensure timely completion of the analysis. **100% Completed**

**Update:** The City of Palm Coast has taken the initial steps towards establishing a timeline and project management plan for the analysis with Plante & Moran. A meeting was held on 7/10/2025 to outline the assessment schedule, and interviews with City staff have been scheduled for each department. Plante & Moran staff will be on-site soon to conduct these interviews in person.

- ▶ **10.3** Develop an implementation plan based on findings to enhance efficiency, reduce risk, and improve service delivery. **100% Completed**

**Update:** The City of Palm Coast has completed the City-Wide Entity Assessment, with the final report presented to City Council on September 23, 2025. Council has provided directions to continue with the items in process, and city staff will determine a route forward to continuously monitor and address the assessment's findings to enhance efficiency, reduce risk, and improve service delivery.

**Objective #11:** Advance the Charter Review Committee.

**Strategy:** Advance the Charter Review Committee.

**Tactics: Kaley Cook**

- ▶ **11.1:** Develop an application and selection process for residents to apply to be on the committee **(100% Completed)**

**Update:** The Charter Review Committee was formally established during July 15, 2025, City Council Meeting, with each council member appointing a representative and an alternate to serve on the committee. To support a transparent and inclusive selection process, City staff implemented an online application system for residents interested in participating. The application was made available on the City's website, with a submission deadline of June 18, and was widely promoted through official social media channels to encourage community engagement. Applications were reviewed, and final committee appointments were confirmed at the July 15 City Council meeting.

- ▶ **11.2:** Facilitate public input opportunities to ensure the community's voice is included in the review process. **(100% Completed)**

**Update:** Three public engagement sessions were held related solely to the Charter Review and ten committee meetings were held, all open to the public and available for audio or live streaming.

- ▶ **11.3:** Present the committee's findings and recommendations to the City Council for consideration. **(100% Completed)**

**Update:** The Charter Review Committee facilitator presented the findings to City Council at the February 24, 2026, Workshop Meeting. City Council provided a list of recommended changes to be considered by Ordinance at a future Business Meeting

# **Palm Coast, FL**

## **The National Community Survey**

Report of Results  
2026

**Report by:**



**Visit us online!**  
[www.polco.us](http://www.polco.us)



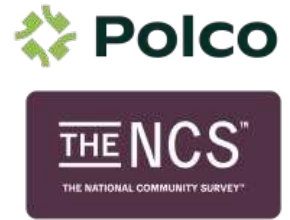
National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

# Table of Contents

- About The NCS™ ..... 3
  - Purpose of the Survey
  - How Results Are Reported
  - Comparisons to Benchmarks
- Methods..... 4
  - Selecting the Survey Recipients
  - Conducting the Survey
  - Analyzing the Data
  - Contact Information
  - Study Limitations
  - Survey Validity
- Key Findings..... 7
  - Community Strengths
  - Focus Areas
- Facets of Livability..... 9
  - Overview and Gap Analysis
  - Quality and Importance Ratings
- Quality of Life..... 10
- Governance..... 11
- Economy..... 13
- Mobility..... 15
- Community Design..... 17
- Utilities..... 19
- Safety..... 20
- Natural Environment..... 22
- Parks and Recreation..... 23
- Health and Wellness..... 24
- Education, Arts, and Culture..... 26
- Community Connection..... 27
- Custom Questions..... 29
- Copy of Survey Instrument..... 32

## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Palm Coast. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The NCS was developed by the experts from National Research Center at Polco in partnership with the International City/County Management Association (ICMA) and has been administered in hundreds of communities across the United States.



Great communities are partnerships of the government, private sector, community-based organizations, and residents, all geographically connected. The NCS focuses on the livability of Palm Coast by categorizing survey questions into the ten main “facets” of community livability shown below, in addition to ratings for quality of life and local governance. These facets have been identified through years of extensive survey research as those that are most impactful to residents’ quality of life.

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Community Connection

The report provides the opinions of a representative sample of 468 residents of the City of Palm Coast collected from January 30th, 2026 to March 15th, 2026. The margin of error around any reported percentage is 4.5% for all respondents. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Palm Coast.

### Reporting Results

For the most part, the percentages presented in this report represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey, respondents may answer “don’t know.” The proportion of respondents giving a “don’t know” response is shown in the full set of responses included in the “Complete Data” section; however, these responses have been removed from the analyses presented in the main body of the report. Therefore, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Benchmark Comparisons

Polco’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 400 communities whose residents evaluated the same kinds of topics on The NCS. The comparison evaluations include surveys from the past five years. If a jurisdiction has conducted multiple efforts in the past five years, only the most recent survey is included in the benchmark database. Polco adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range.

In each tab, Palm Coast’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark. Being rated as “higher” or “lower” than the benchmark means that Palm Coast’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Palm Coast’s average rating was more than 20 points different when compared to the benchmark.

### Trends over time

Trend data for Palm Coast represent important comparison data and should be examined for improvements or declines.<sup>1</sup> Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents’ opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than 6.2 percentage points between the 2024 and 2026 surveys, the change is statistically significant.

1. In 2020 and 2025, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent...

## Methods

### Selecting Survey Recipients

All households within the City of Palm Coast were eligible to participate in the survey. A list of all households within the zip codes serving Palm Coast was purchased from Polco's mailing vendor, based on updated listings from the United States Postal Service.

Since some of the zip codes that serve Palm Coast 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. Addresses located outside of Palm Coast boundaries were removed from the list of potential households to survey. Each address identified as being within City boundaries was further identified as being within one of the four areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units sampled at a rate of 5:3 compared to single family housing units.

### Conducting the Random Sample Survey

The 3,000 randomly selected households received mailings beginning on January 30th, 2026 and data collection for the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate in the survey online. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation.

About 3% of the 3,000 mailed invitations were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,897 households that received the invitations to participate, 468 completed the survey, providing an overall response rate of 16%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.<sup>1</sup>

It is customary to describe the precision of estimates 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%. The 95% confidence interval quantifies the sampling error or imprecision of the survey results based on the total number of responses received. This is because *some* residents' opinions are relied on to estimate *all* residents' opinions. The margin of error for the City of Palm Coast survey is no greater than plus or minus 4.5 percentage points around any given percent reported for all respondents (468 completed surveys).

### Conducting the Open Participation Survey

In addition to the randomly selected "probability sample" of households, a link to an online open-participation survey was publicized by the City of Palm Coast. The open-participation survey was identical to the random sample survey, with two small updates; it asked a question to confirm the respondent was a resident of Palm Coast and also a question about where they heard about the survey.

The open participation survey was open to all city residents and became available on February 27th, 2026. The survey remained open for two weeks and 1,523 responses were received. The data presented in the following report excludes the open participation survey data, but the online report includes a tab which provides the complete open participation results.

## Analyzing the Data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau.

The demographics of the survey respondents were compared to those found in the 2020 Census and 2024 American Community Survey estimates for adults in the City of Palm Coast. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.<sup>2</sup> The results of the weighting scheme for the probability sample are presented in the following table.

Polco aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target <sup>4</sup>
<b>Age</b>	18-34	3%	17%	20%
	35-54	15%	28%	27%
	55+	81%	55%	53%
<b>Area</b>	District 1	26%	24%	24%
	District 2	28%	25%	24%
	District 3	27%	29%	29%
	District 4	20%	22%	22%
<b>Hispanic origin</b>	No	95%	88%	88%
	Yes	5%	12%	12%
<b>Housing tenure</b>	Own	90%	82%	82%
	Rent	10%	18%	18%
<b>Housing type</b>	Attached	10%	13%	13%
	Detached	90%	87%	87%
<b>Race &amp; Hispanic origin</b>	Not white alone	14%	30%	29%
	White alone, not Hispanic or Latino	86%	70%	71%
<b>Sex</b>	Man	50%	47%	48%
	Woman	50%	53%	52%
<b>Sex/age</b>	Man 18-34	2%	9%	10%
	Man 35-54	7%	13%	13%
	Man 55+	41%	26%	25%
	Woman 18-34	2%	9%	10%
	Woman 35-54	9%	15%	14%
	Woman 55+	40%	29%	29%

## Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged, and can include non-response error, coverage error, recall bias, and social desirability bias.

*Non-response error* arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than survey responders. For general resident surveys, where the results are meant to be generalized to the entire adult population living in households, the mailing lists based on the Delivery Sequence File from the United States Post Office may exclude certain types of housing units, such as those in multi-family buildings where mail is addressed to a named resident at the address rather than to a specific unit or where residents only receive their mail at a post office box and the geographic location of a residence cannot be determined, there may be a *coverage error*, although for most locations, this is minimal. Respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events, for example), and for some survey items, they may answer in ways they think cast their responses in a more favorable light (*recall bias* and *social desirability bias*).

## Survey Validity

See the Polco Knowledge Base article on survey validity at <https://blog.polco.us/polco-knowledgebase/margin-of-error-and-confidence-level-in-survey-results>

## Contact

The City of Palm Coast funded this research. Please contact Brittany Kershaw of the City of Palm Coast at [bnkershaw@palmcoastgov.com](mailto:bnkershaw@palmcoastgov.com) if you have any questions about the survey.

1. See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>
2. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>
3. Targets come from the 2020 Census and 2024 American Community Survey

# Key Findings

## Community Strengths

**Safety services throughout Palm Coast continue to receive positive marks, with over 9 in 10 respondents reporting that they feel very or somewhat safe in their neighborhood during the day and in Palm Coast's downtown/commercial area during the day. Additionally, several items saw statistically significant improvements from 2024, including:**

- [Feeling safe] From violent crime (88% very or somewhat safe; +9% from 2024)
- Crime prevention services (83% excellent or good; +7% from 2024)
- Animal control (74% excellent or good; +8% from 2024)

**Although some items saw statistically significant declines, most quality-of-life measures continued to score in line with national averages, including:**

- [Plan to] Remain in Palm Coast for the next five years (74% very or somewhat likely)
- Palm Coast as a place to live (72% excellent or good)
- Palm Coast as a place to retire (66% excellent or good)
- Overall quality of life (66% excellent or good)
- Overall image or reputation (59% excellent or good)
- Valuing/respecting residents from diverse backgrounds (58% excellent or good)

**Of the 15 evaluative items related to Palm Coast's natural environment and parks and recreation, 11 scored in line national averages; water resources and yard waste pick-up scored higher than the benchmark and the preservation of natural areas and Palm Coast's open space scored below.**

## Focus Areas

**Community design and housing continues to be one of the most important focus areas identified by residents (83% essential or very important); however, various items related to this facet of livability continue to score below the benchmark, including:**

- Overall design or layout of residential and commercial areas (45% excellent or good)
- Well-designed neighborhoods (38%)
- Preservation of the historical or cultural character of the community (37%)
- Public places people want to spend time (36%)
- Overall quality of new development (26%)
- Well-planned residential growth (25%)
- Well-planned commercial growth (23%)
- Land use, planning, and zoning (20%)

**Ratings for K-12 education saw a statistically significant increase from 2024 (+8%); however, many other items related to education, arts, and culture in Palm Coast scored below national averages:**

- Opportunities to attend special events and festivals (49% excellent or good)
- Overall opportunities for education, culture, and the arts (39%)
- Opportunities to attend cultural/arts/music activities (34%)
- Adult educational opportunities (33%)
- Community support for the arts (31%)

## Areas of Greatest Change

Of the evaluative questions included on both the 2024 and 2026 survey iterations, 97 were statistically similar to previous results. Upward trends were seen in 12 items, while 13 ratings decreased since 2024. The most significant of those trends are listed below.

### *Increases:*

- What impact do you think the economy will have on your family income in the next 6 months (+12%)
- Garbage collection services (+10%)
- Affordable high-speed internet access (+10%)
- Animal control (+8%)
- K-12 education (+8%)

### *Decreases:*

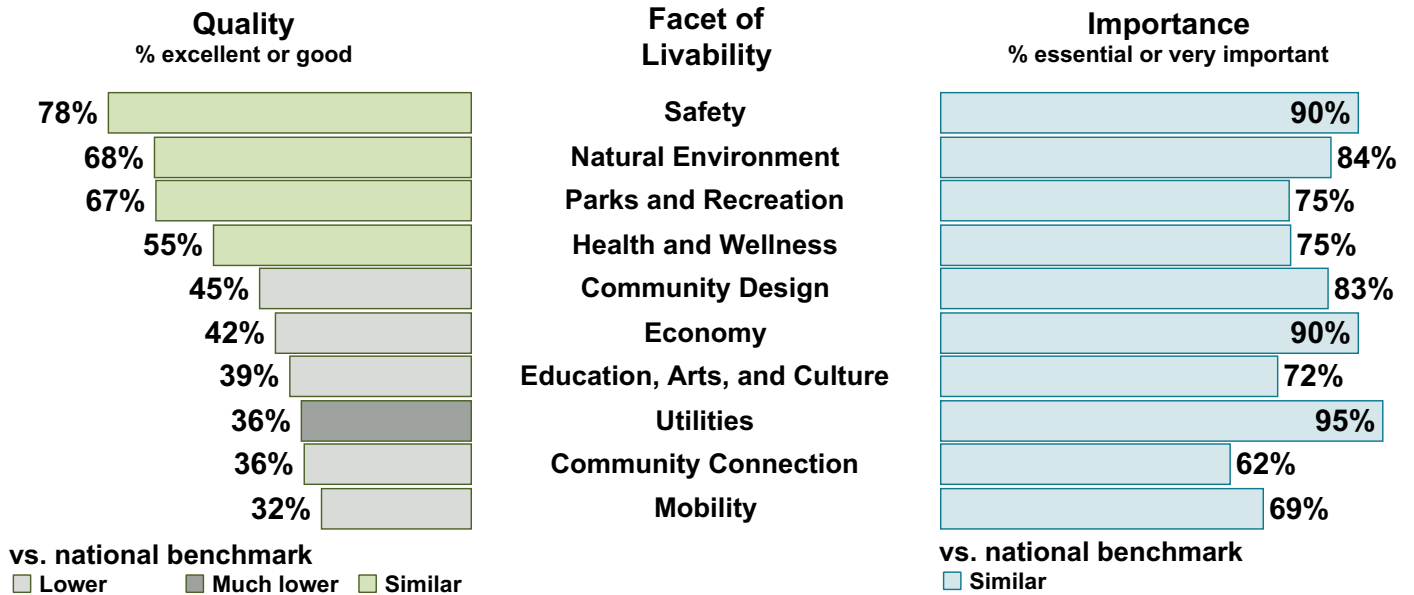
- Drinking water (-15%)
- Overall quality of life in Palm Coast (-9%)
- Sense of community (-8%)
- Well-designed neighborhoods (-8%)

## Facets of Livability

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

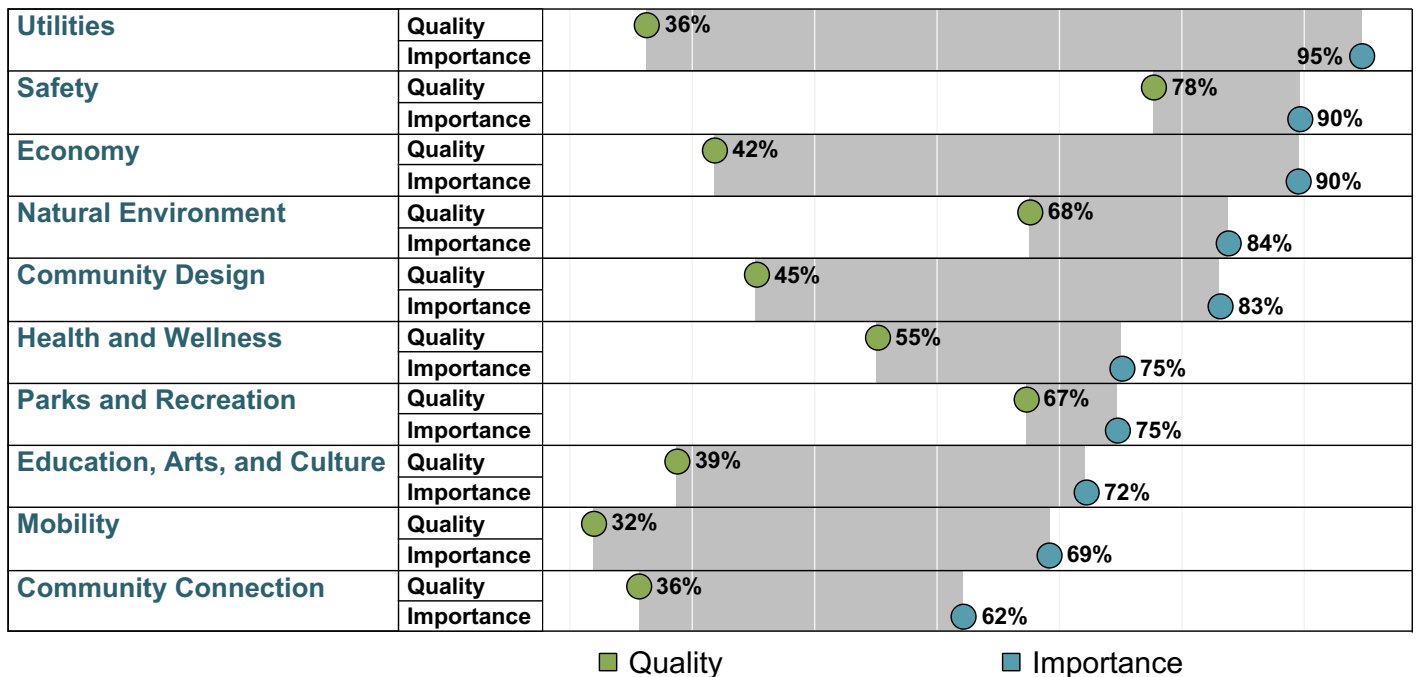
### Quality and Importance by the Numbers

The chart below shows the proportion of respondents who provided excellent or good quality ratings for each of the ten facets of community livability (shown in green). Also displayed are the importance ratings for each of the ten facets (percent essential or very important, shown in blue). Finally, the shading in each chart corresponds with the national benchmark comparison.



### Quality/Importance Gap Analysis

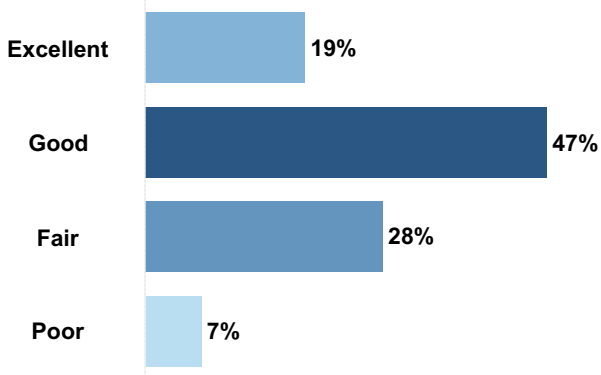
The gap analysis chart below shows the same data as above; however, this chart illustrates the differences in quality and importance ratings for each facet, as well as the absolute ratings for each.



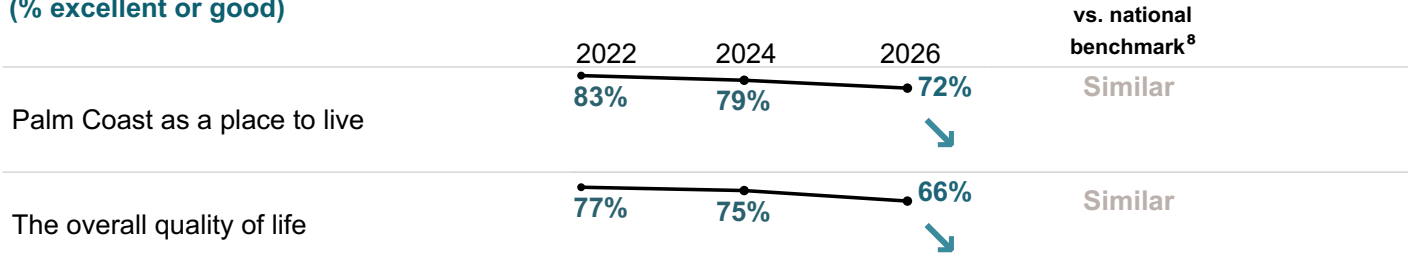
## The overall quality of life in Palm Coast, 2026

### Quality of Life

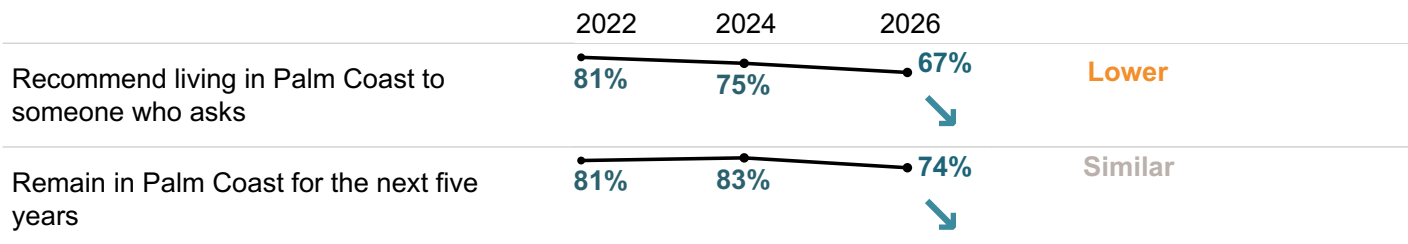
Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.



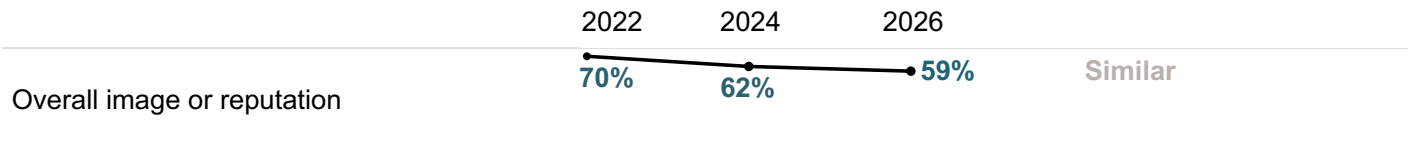
Please rate each of the following aspects of quality of life in Palm Coast. (% excellent or good)



Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)



Please rate each of the following in the Palm Coast community. (% excellent or good)

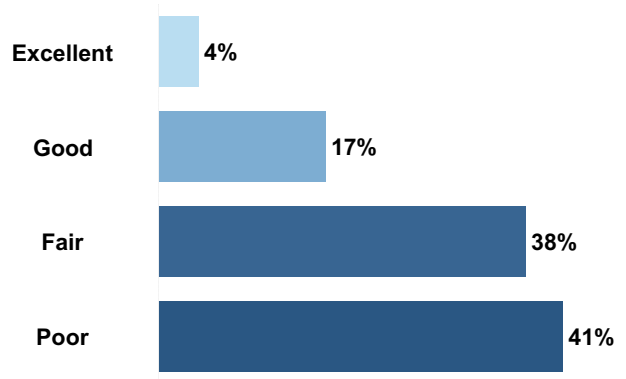


8. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

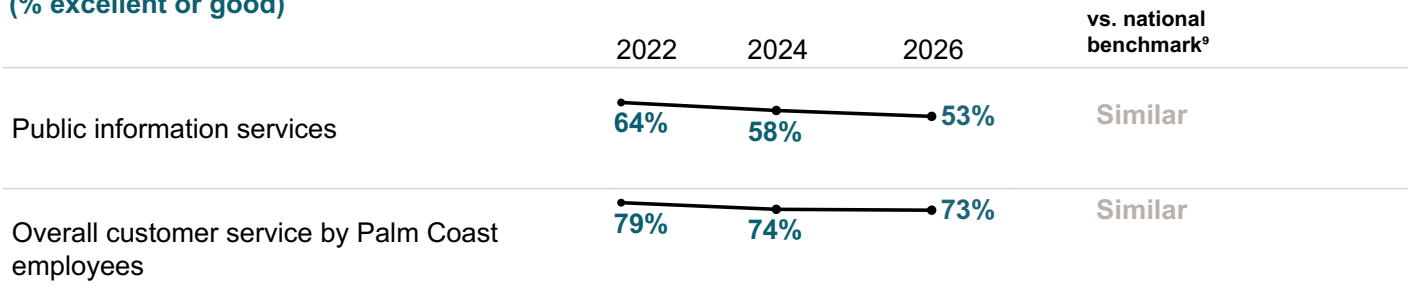
## Governance

Strong local governments deliver results that meet residents' needs, use resources effectively, and respond to both current and future community priorities.

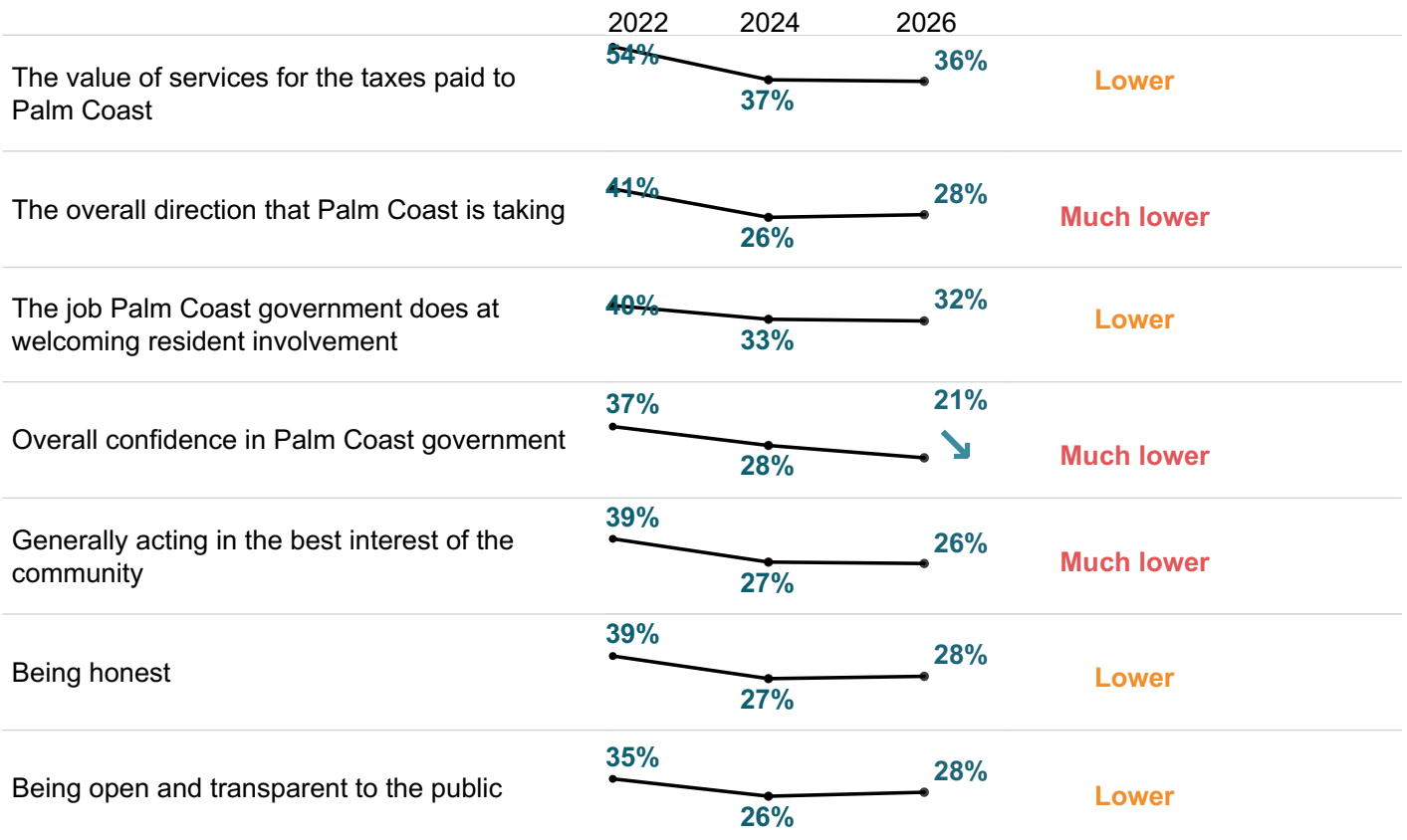
### Overall confidence in Palm Coast government, 2026

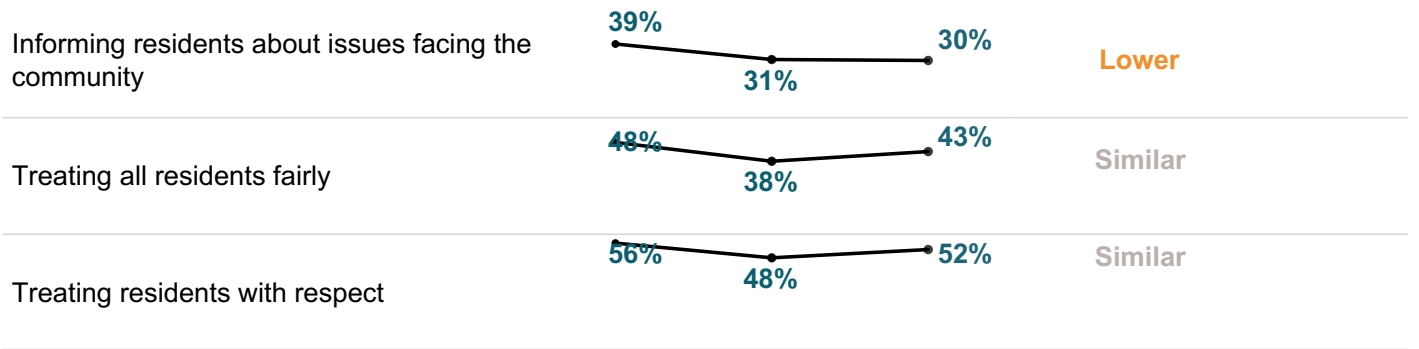


### Please rate the quality of each of the following services in Palm Coast. (% excellent or good)

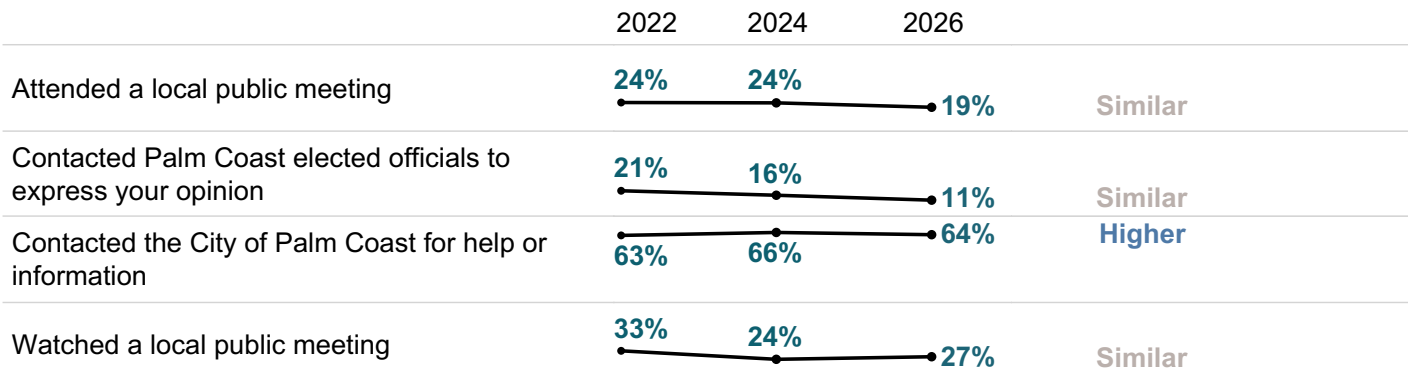


### Please rate the following categories of Palm Coast government performance. (% excellent or good)

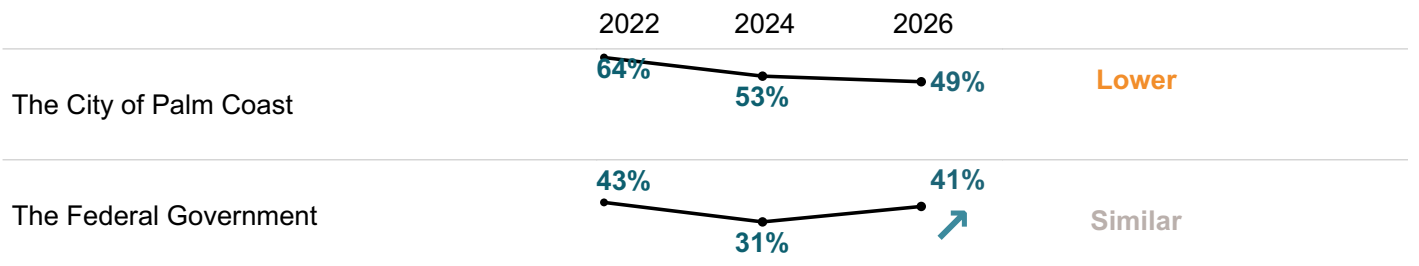




**Please indicate whether or not you have done each of the following in the last 12 months. (% yes)**



**Overall, how would you rate the quality of the services provided by each of the following? (% excellent or good)**

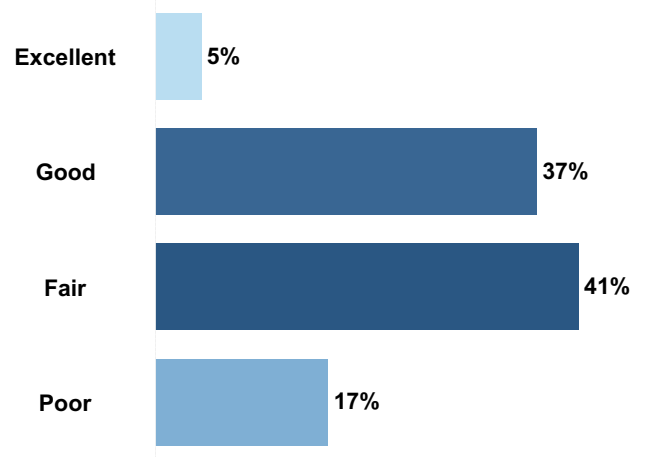


9. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

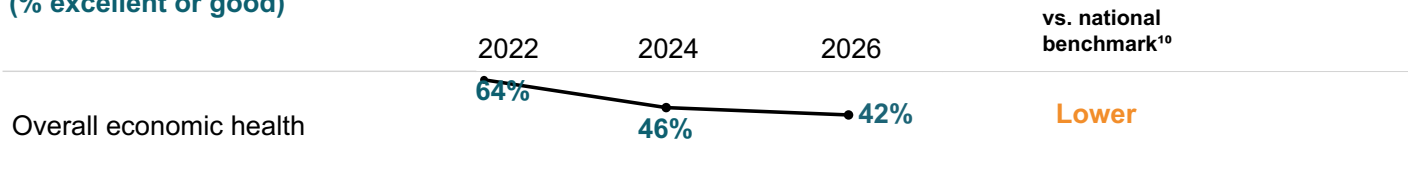
## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

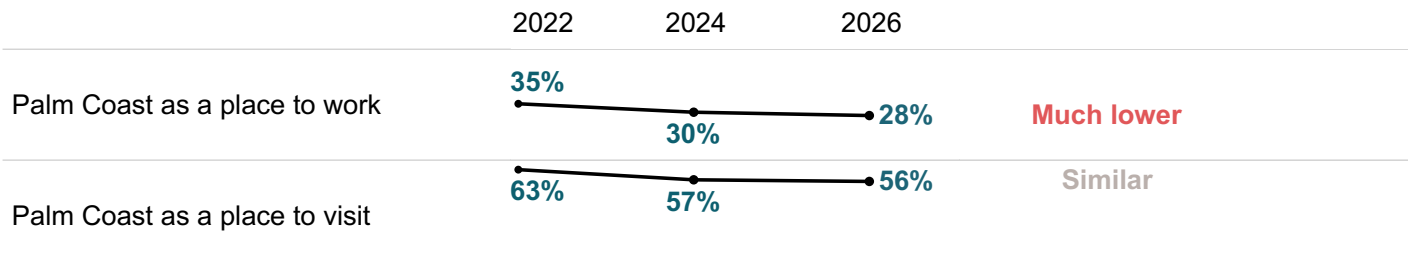
### Overall economic health of Palm Coast, 2026



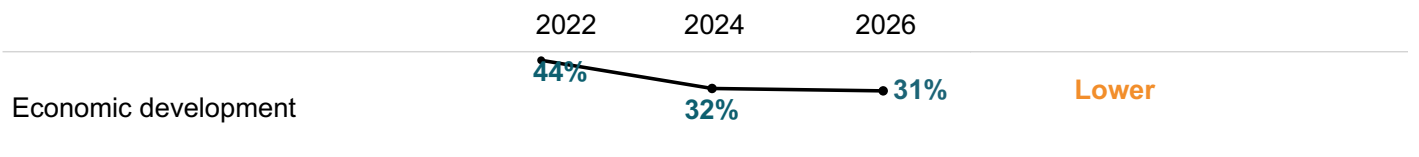
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



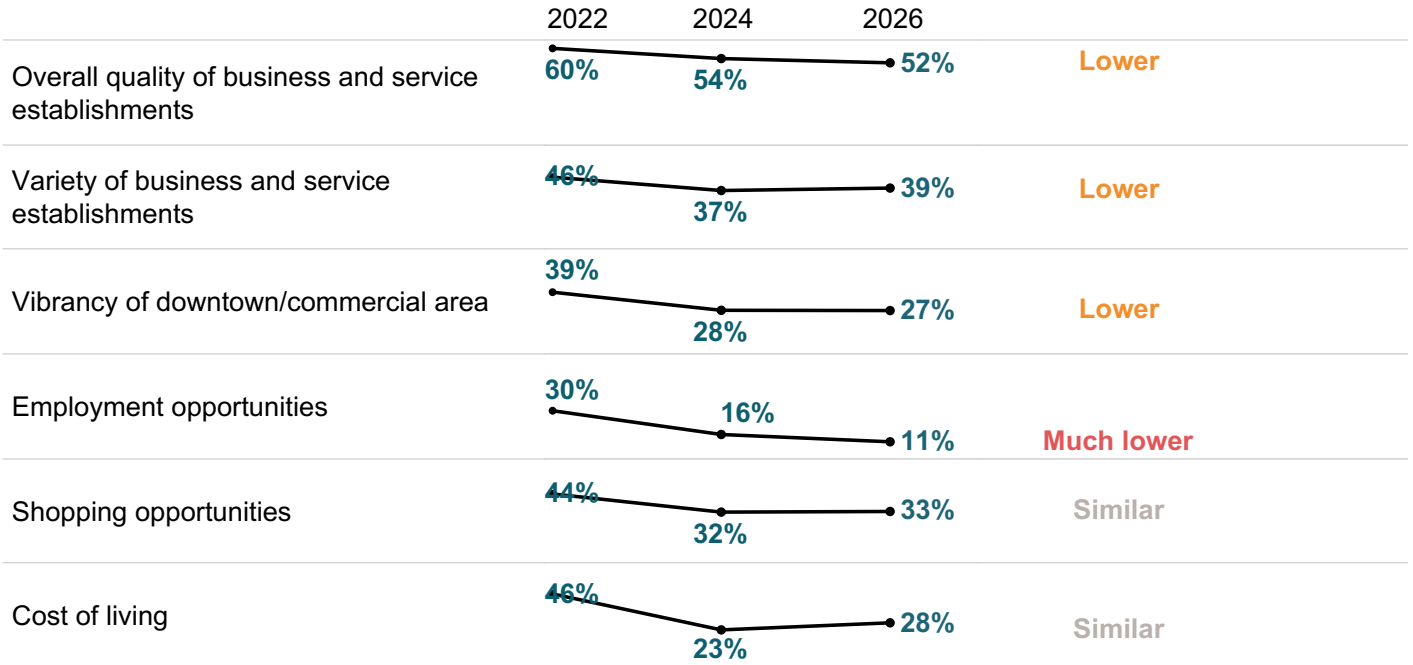
Please rate each of the following aspects of quality of life in Palm Coast. (% excellent or good)



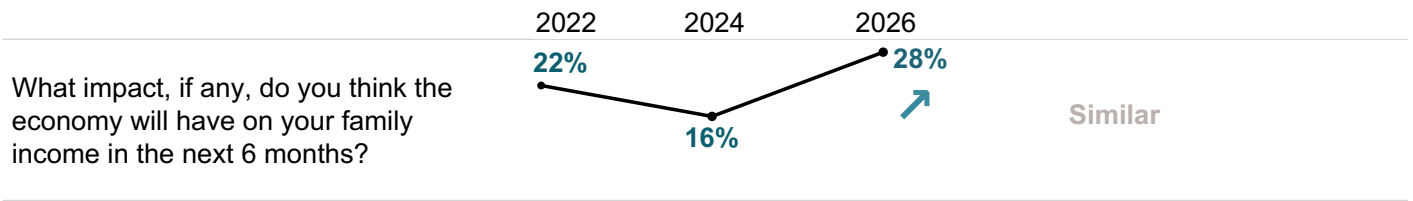
Please rate the quality of each of the following services in Palm Coast. (% excellent or good)



**Please rate each of the following in the Palm Coast community.  
(% excellent or good)**



**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 or somewhat positive)**

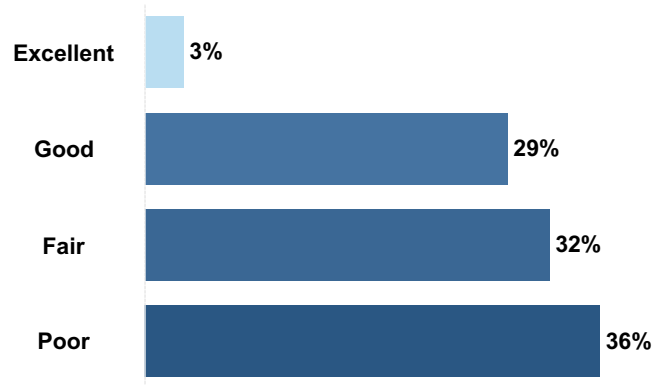


11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

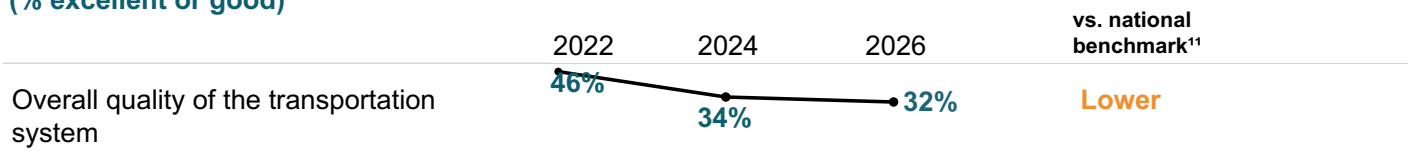
## Overall quality of the transportation system in Palm Coast, 2026

### Mobility

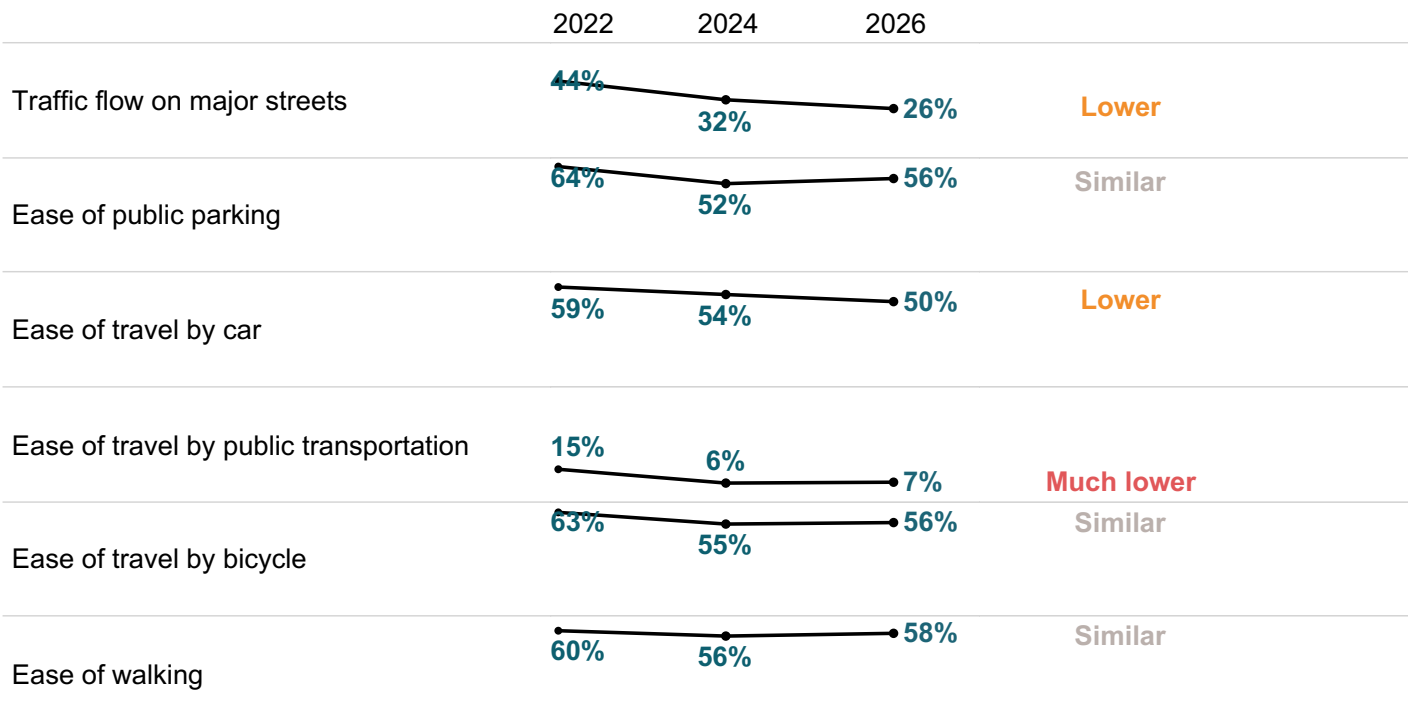
The ability of residents to move about their community with ease plays an important role in the overall quality of life for everyone who lives, works, and spends time there.



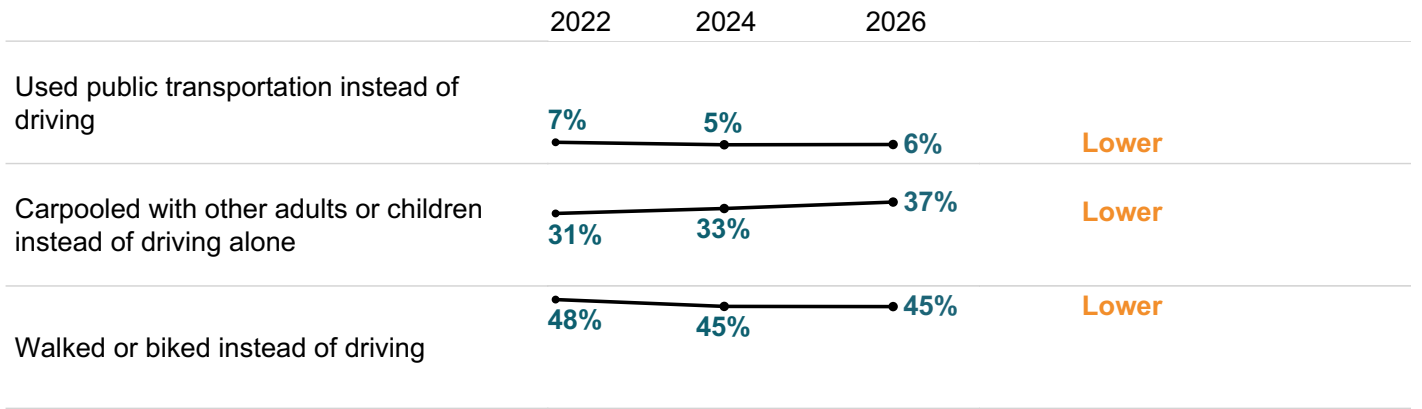
Please rate each of the following characteristics as they relate to Palm Coast as a whole.  
(% excellent or good)



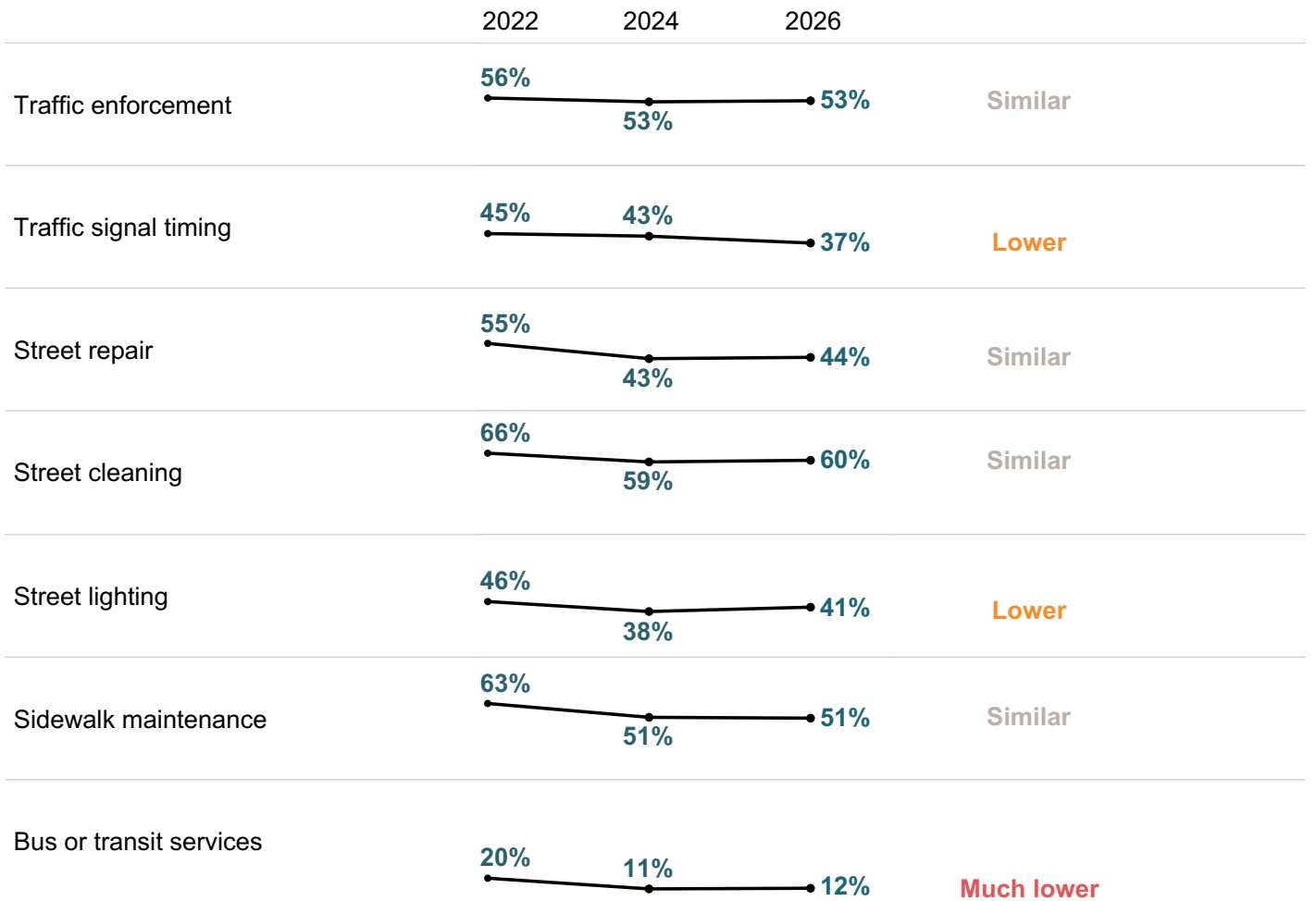
Please also rate each of the following in the Palm Coast community.  
(% excellent or good)



**Please indicate whether or not you have done each of the following in the last 12 months.  
(% yes)**



**Please rate the quality of each of the following services in Palm Coast.  
(% excellent or good)**

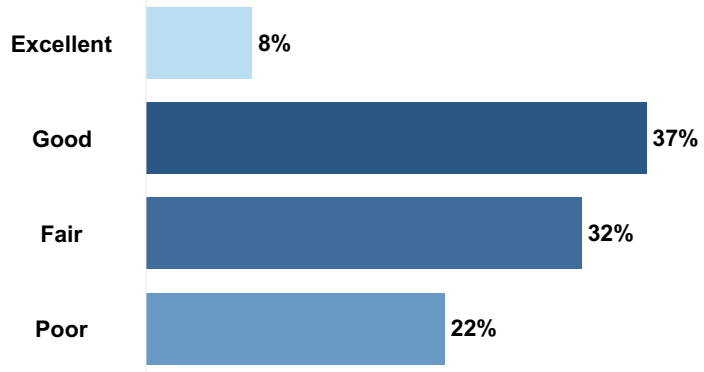


11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

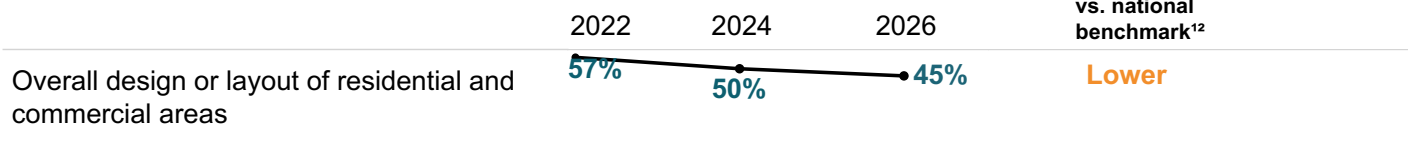
## Overall design or layout of Palm Coast's residential and commercial areas, 2026

### Community Design

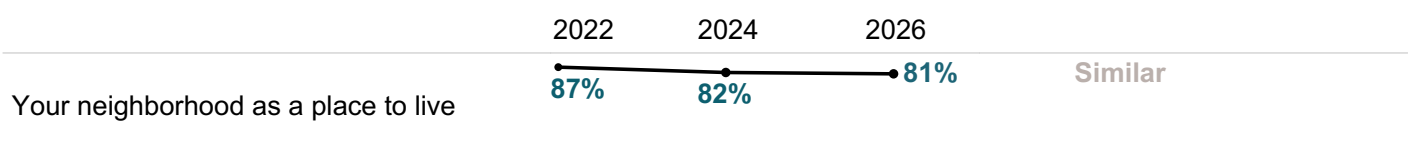
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and supporting development that suits residents' needs.



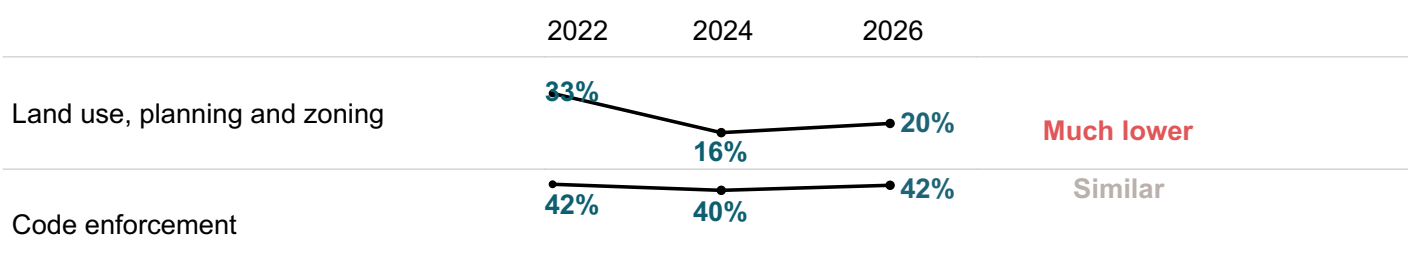
Please rate each of the following characteristics as they relate to Palm Coast as a whole.  
(% excellent or good)



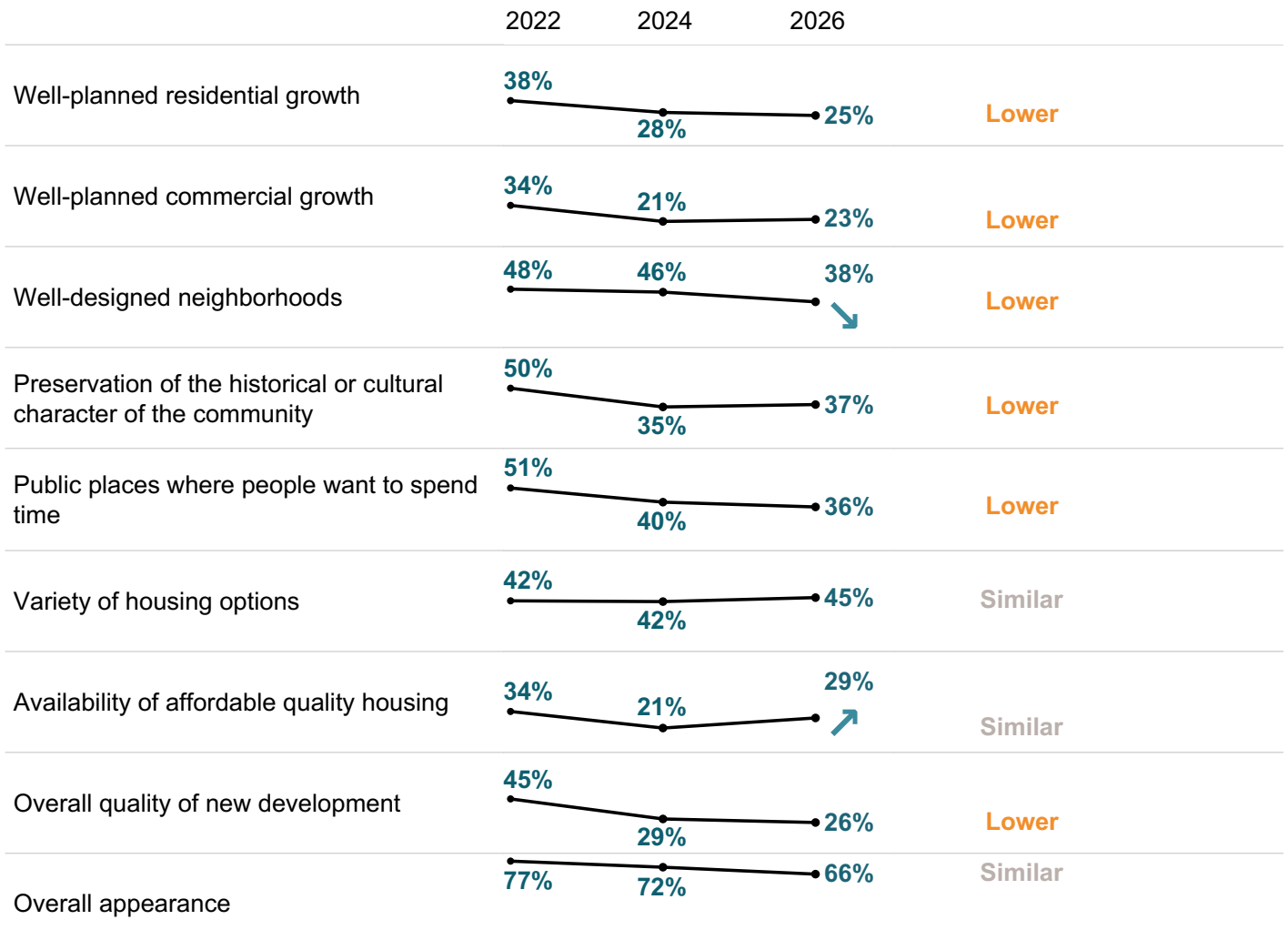
Please rate each of the following aspects of quality of life in Palm Coast.  
(% excellent or good)



Please rate the quality of each of the following services in Palm Coast.  
(% excellent or good)



**Please also rate each of the following in the Palm Coast community.  
(% excellent or good)**

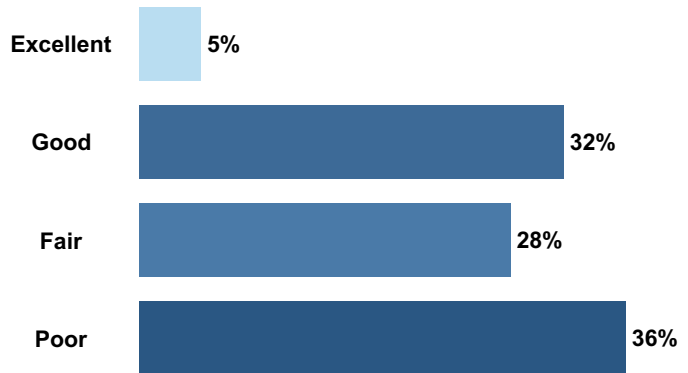


12. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

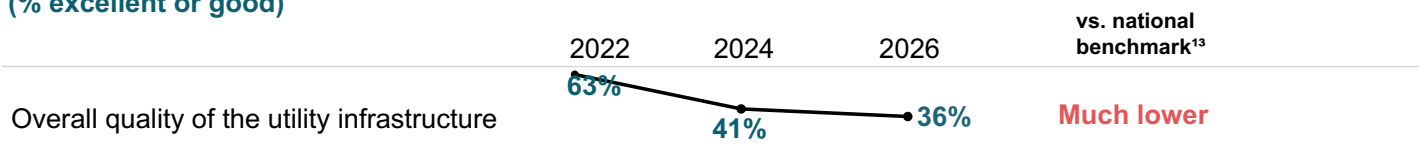
## Overall quality of the utility infrastructure in Palm Coast, 2026

### Utilities

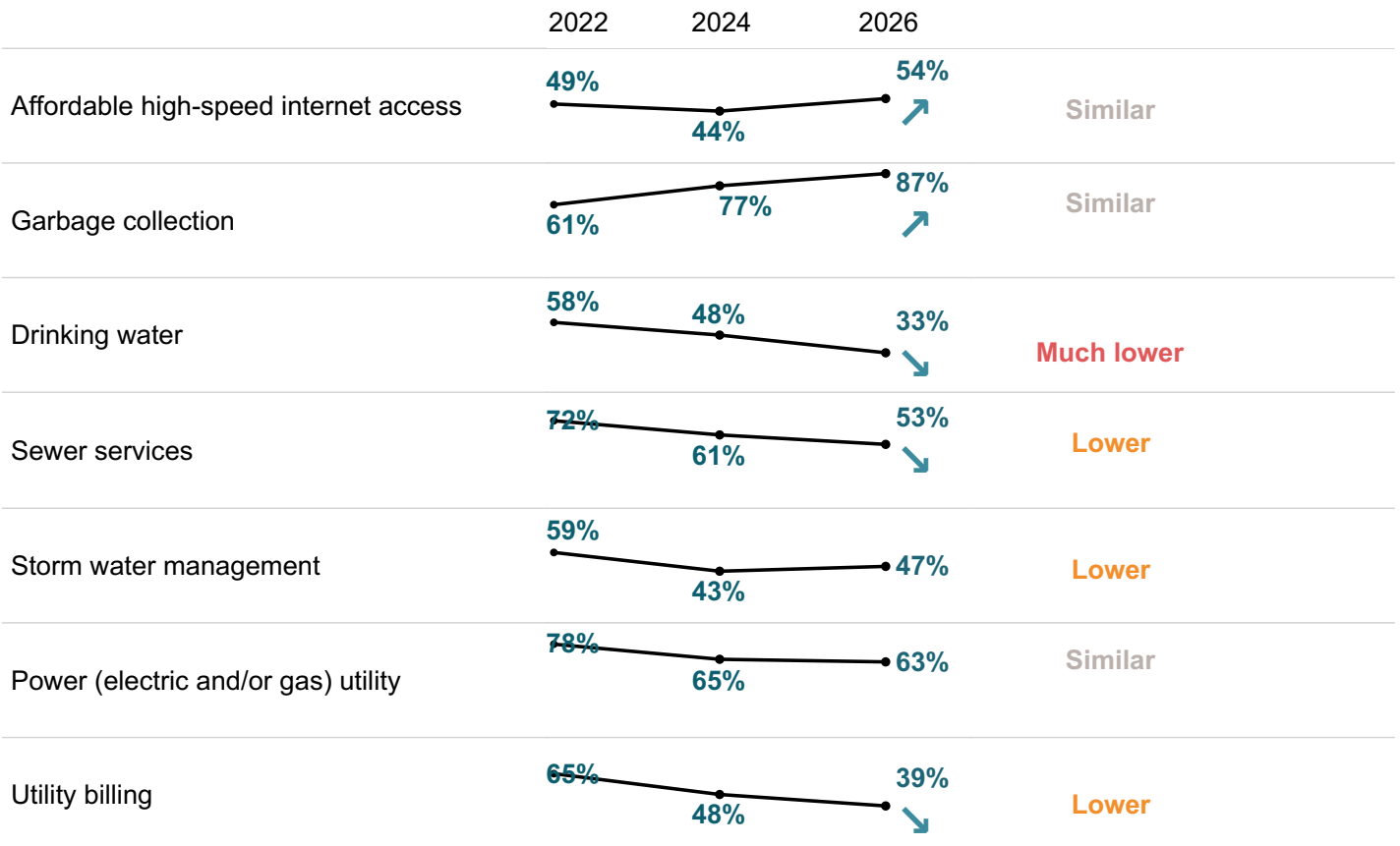
Access to essential services like water, gas, electricity, and internet is crucial for safeguarding the physical health, economic stability, and overall well-being of the communities they support.



Please rate each of the following characteristics as they relate to Palm Coast as a whole.  
(% excellent or good)



Please rate the quality of each of the following services in Palm Coast.  
(% excellent or good)

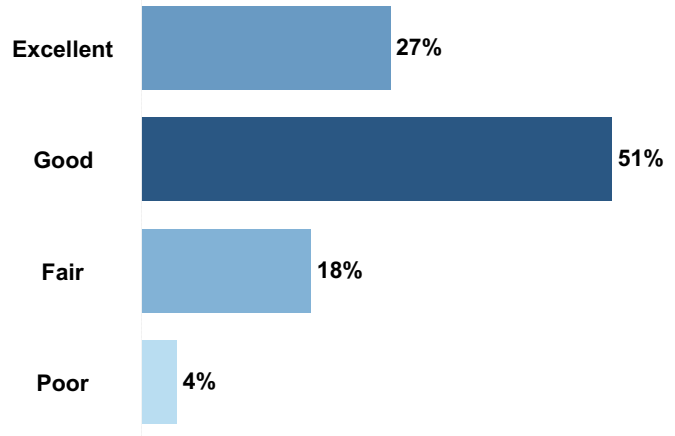


13. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

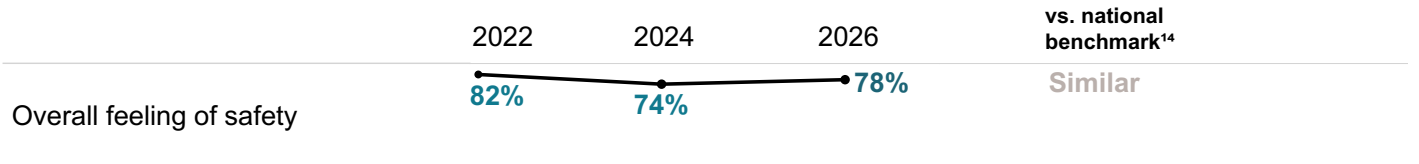
## Safety

Public safety is one of the most important responsibilities of local governments, as every resident deserves to feel safe and secure both in their neighborhoods and across the wider community. The provision of strong, reliable safety services is essential to ensuring a high quality of life.

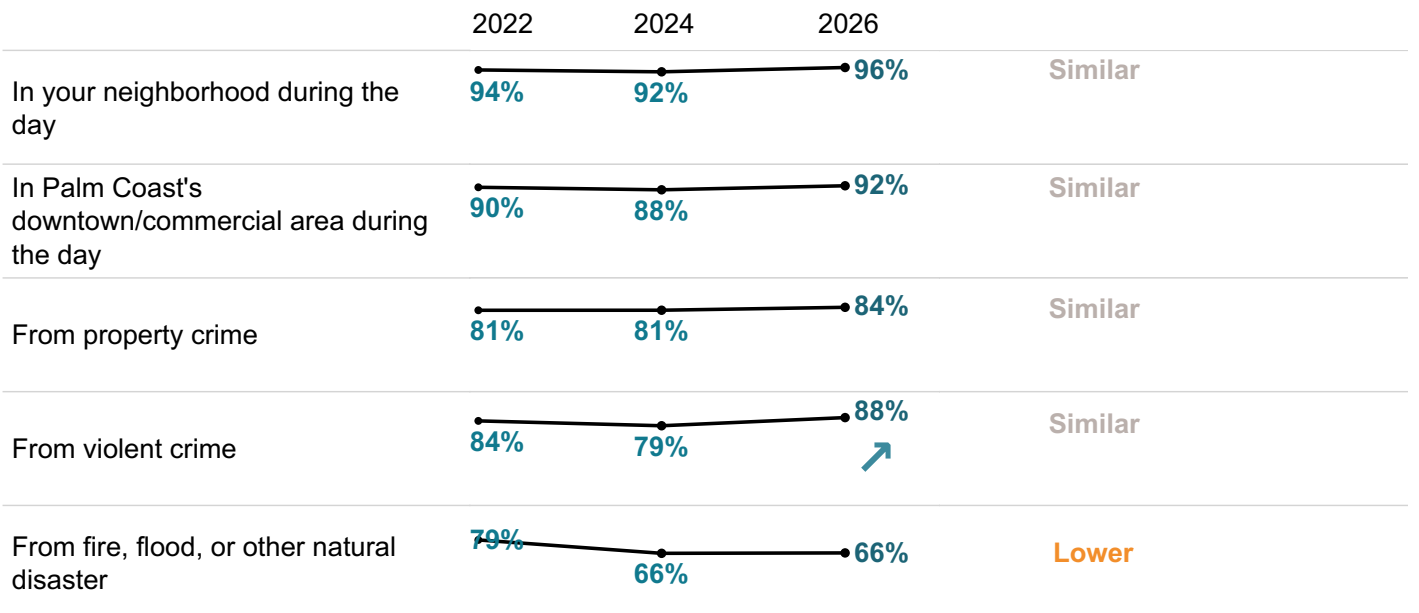
### Overall feeling of safety in Palm Coast, 2026



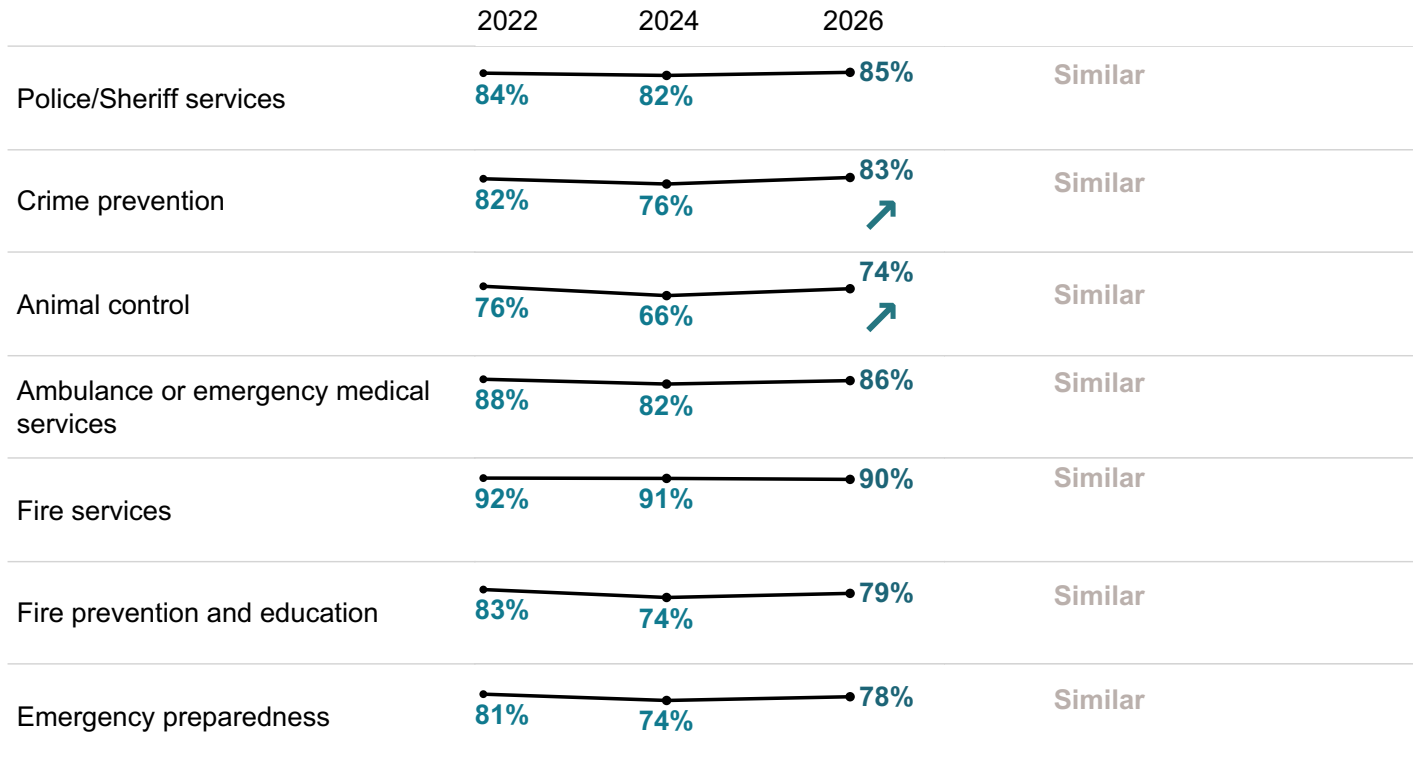
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)



**Please rate the quality of each of the following services in Palm Coast.  
(% excellent or good)**

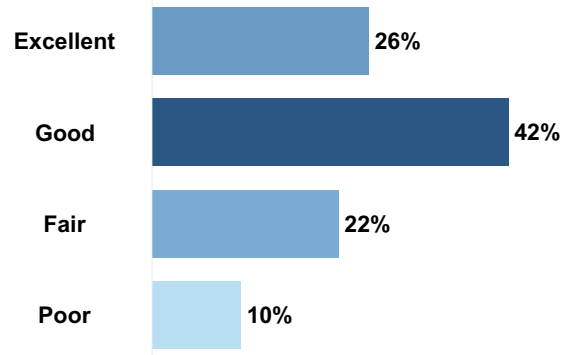


14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

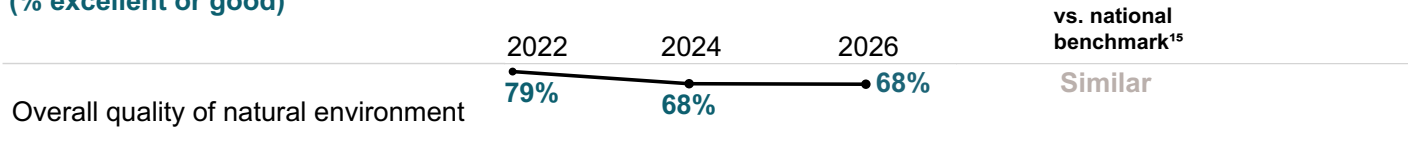
## Natural Environment

The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life. The natural environment plays a vital role in the health and well-being of residents.

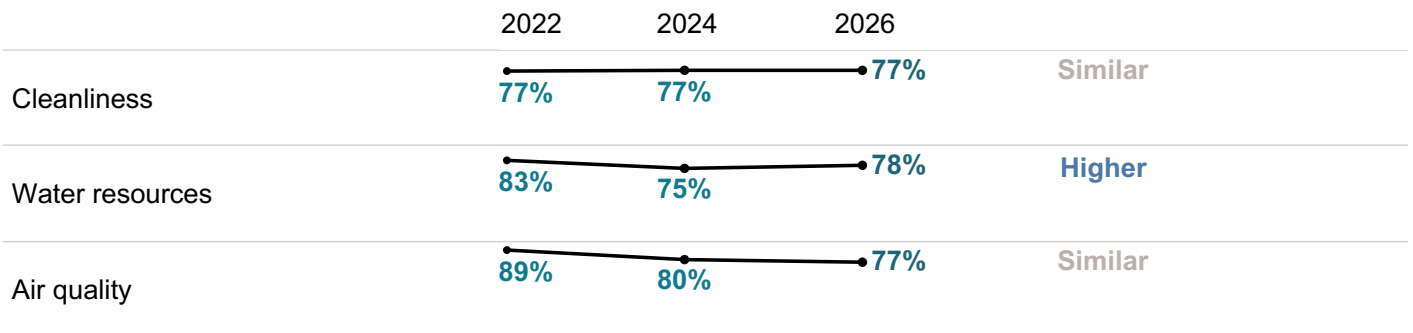
### Overall quality of natural environment in Palm Coast, 2026



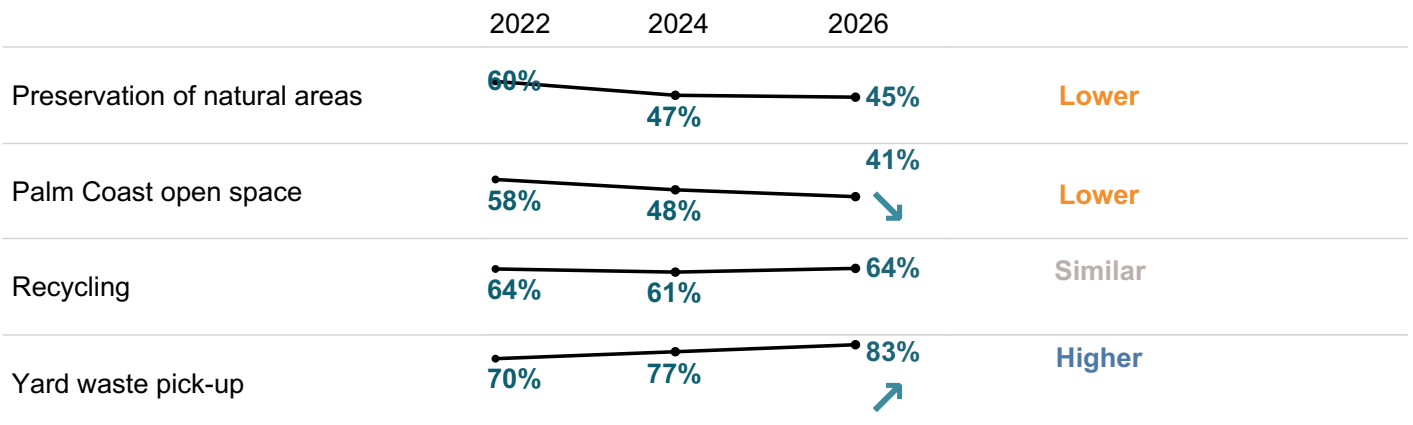
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



Please also rate each of the following in the Palm Coast community. (% excellent or good)



Please rate the quality of each of the following services in Palm Coast. (% excellent or good)



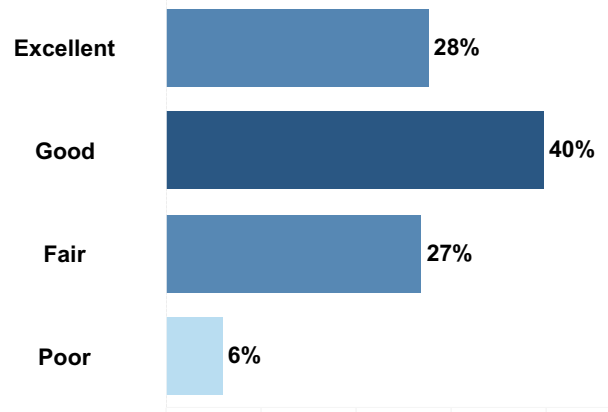
15. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Parks and Recreation

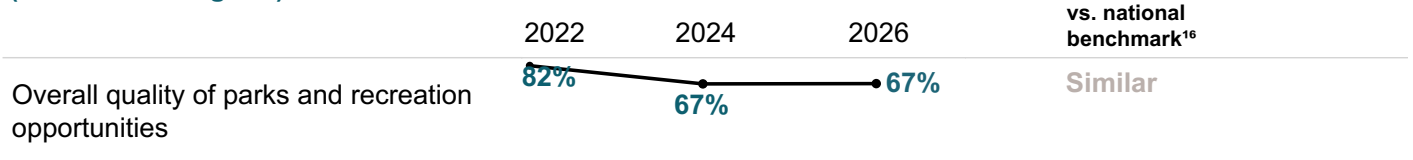
"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association

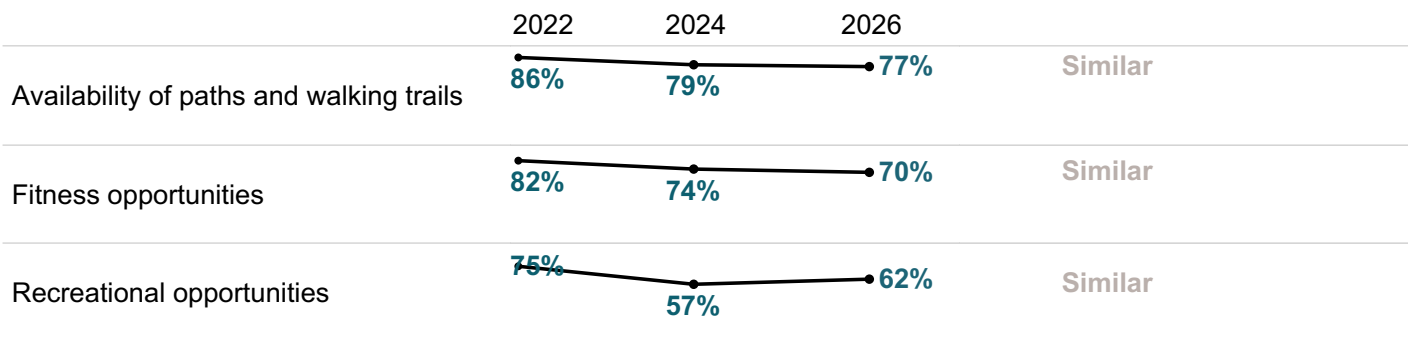
### Overall quality of parks and recreation opportunities, 2026



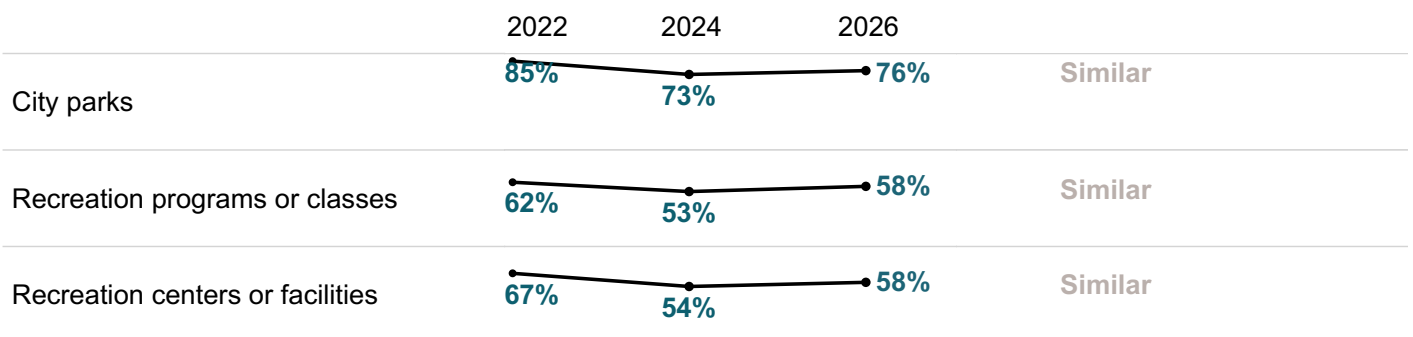
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



Please also rate each of the following in the Palm Coast community. (% excellent or good)



Please rate the quality of each of the following services in Palm Coast. (% excellent or good)

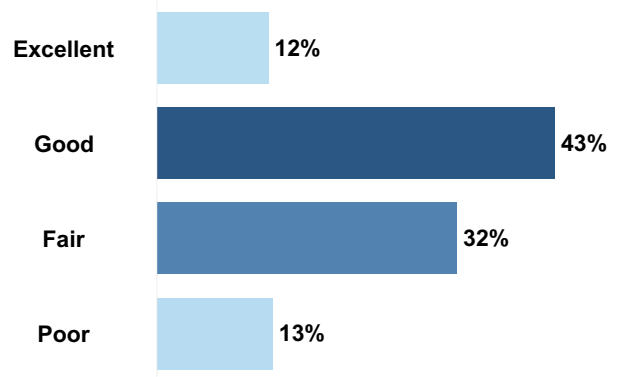


<sup>16</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

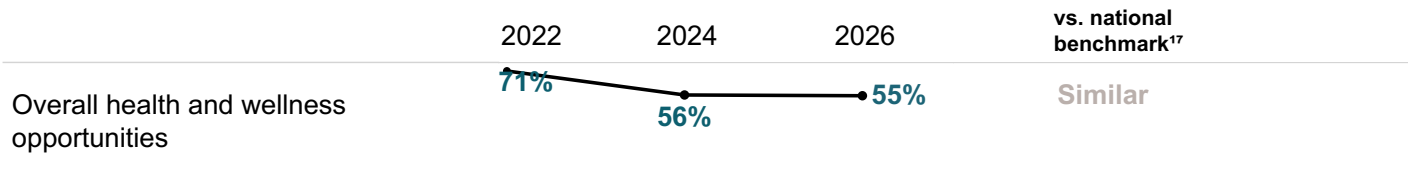
## Health and Wellness

The features and amenities of a community directly influence residents' health and well-being, shaping their overall quality of life.

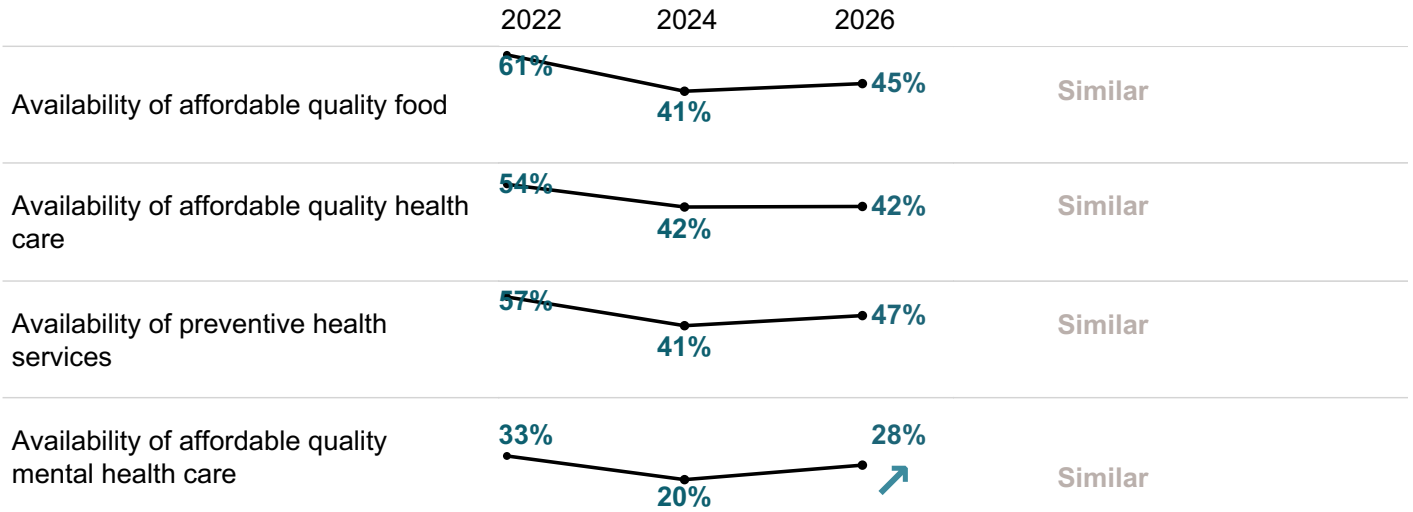
### Overall health and wellness opportunities in Palm Coast, 2026



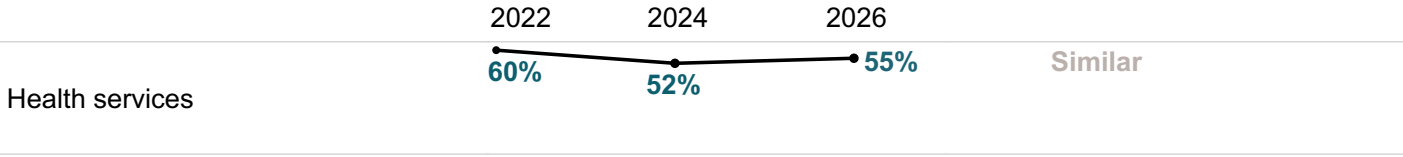
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



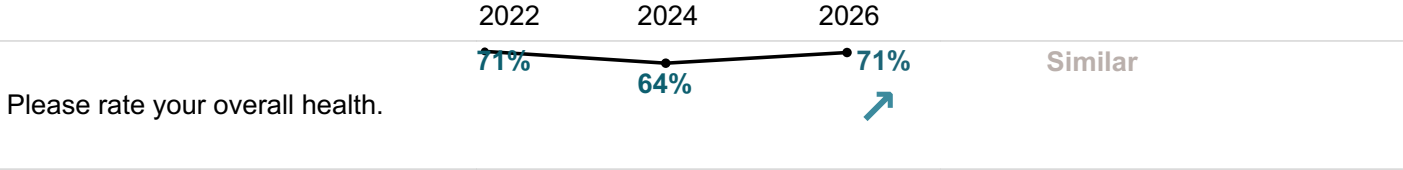
Please also rate each of the following in the Palm Coast community. (% excellent or good)



**Please rate the quality of each of the following services in Palm Coast.**  
(% excellent or good)



**Please rate your overall health.**  
(% excellent or very good)

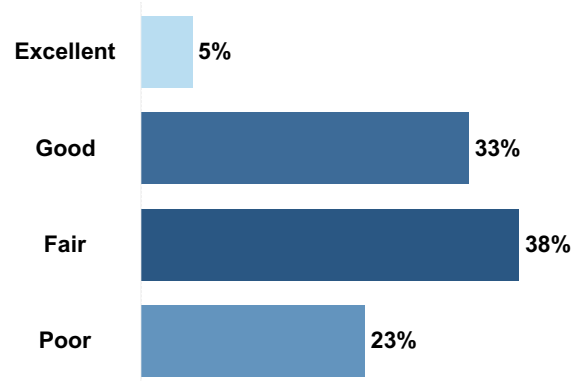


17. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

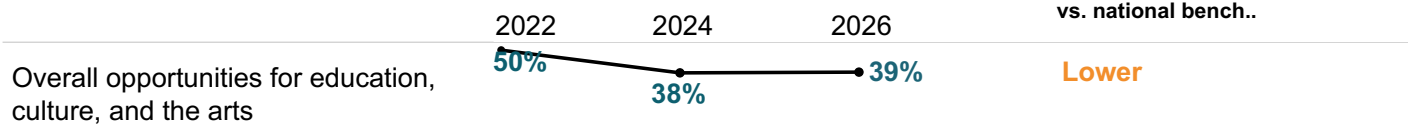
## Education, Arts, and Culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

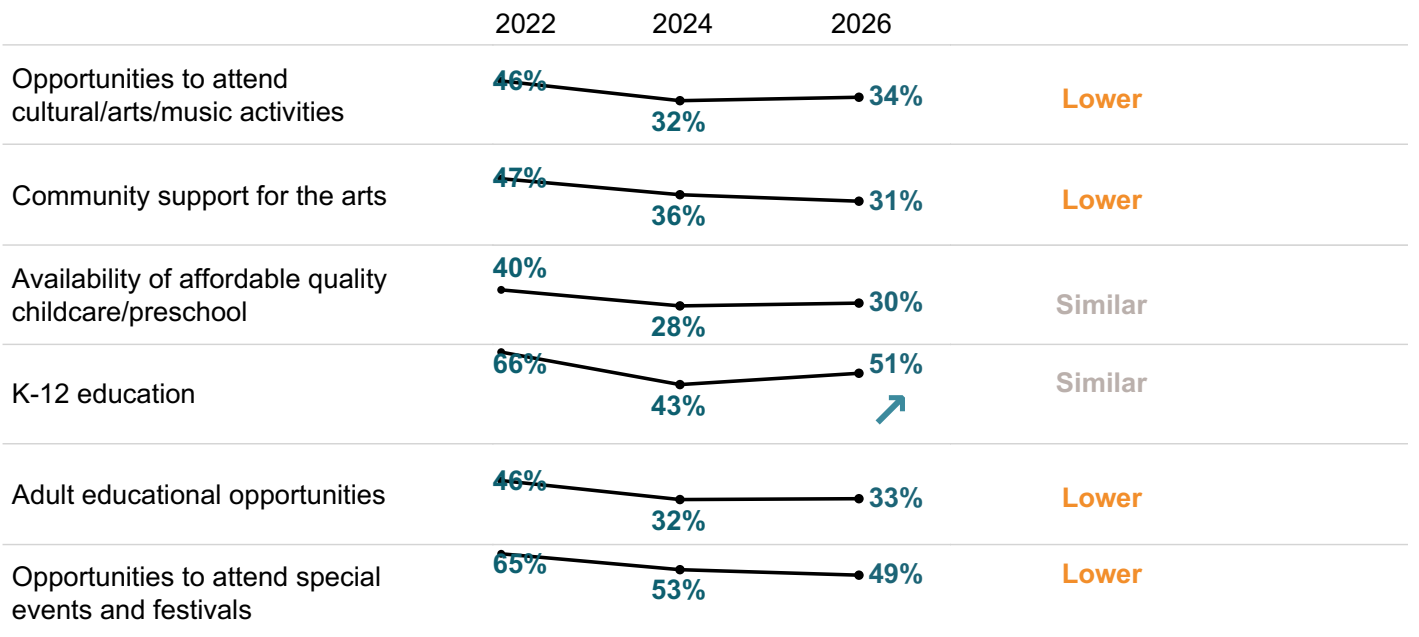
### Overall opportunities for education, culture and the arts, 2026



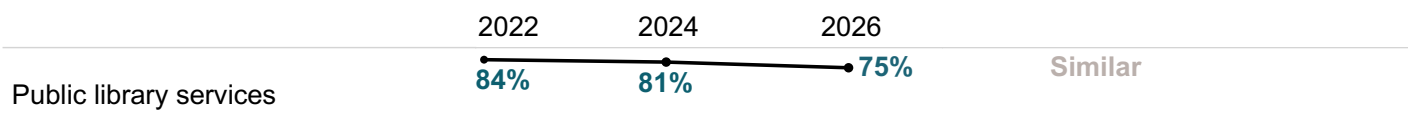
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



Please also rate each of the following in the Palm Coast community. (% excellent or good)



Please rate the quality of each of the following services in Palm Coast. (% excellent or good)

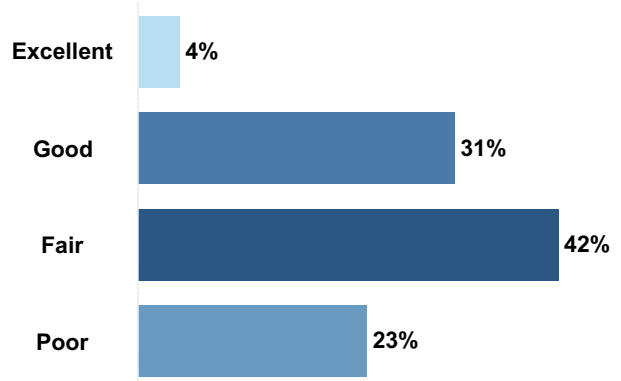


18. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

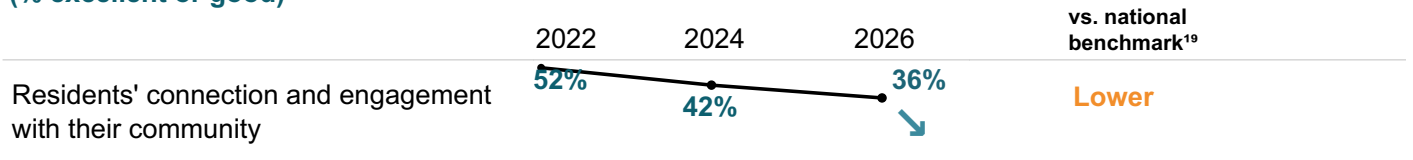
## Residents' connection and engagement with their community, 2026

### Community Connection

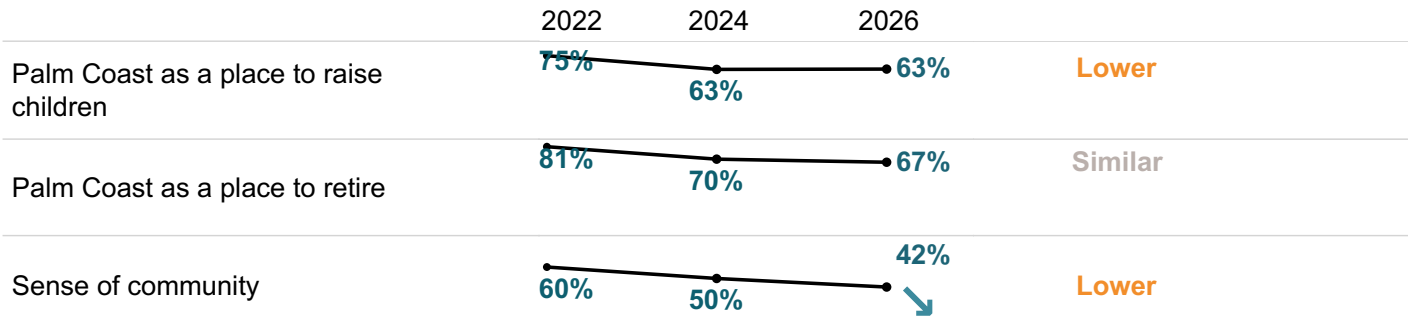
Community connection reflects residents' sense of belonging. When residents feel welcomed and encouraged to participate, they are more likely to feel engaged and connected to their community.



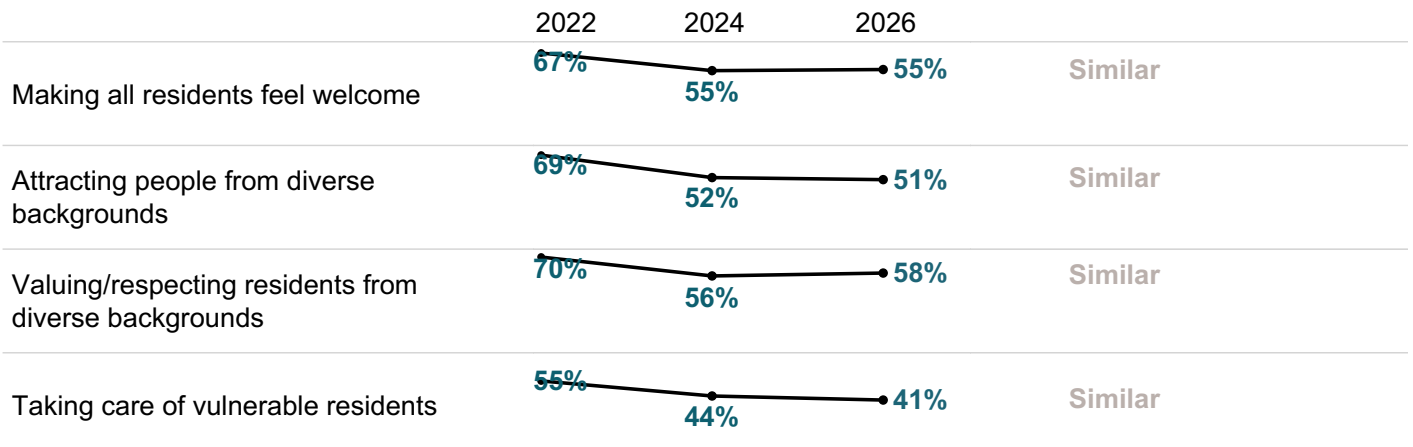
Please rate each of the following characteristics as they relate to Palm Coast as a whole. (% excellent or good)



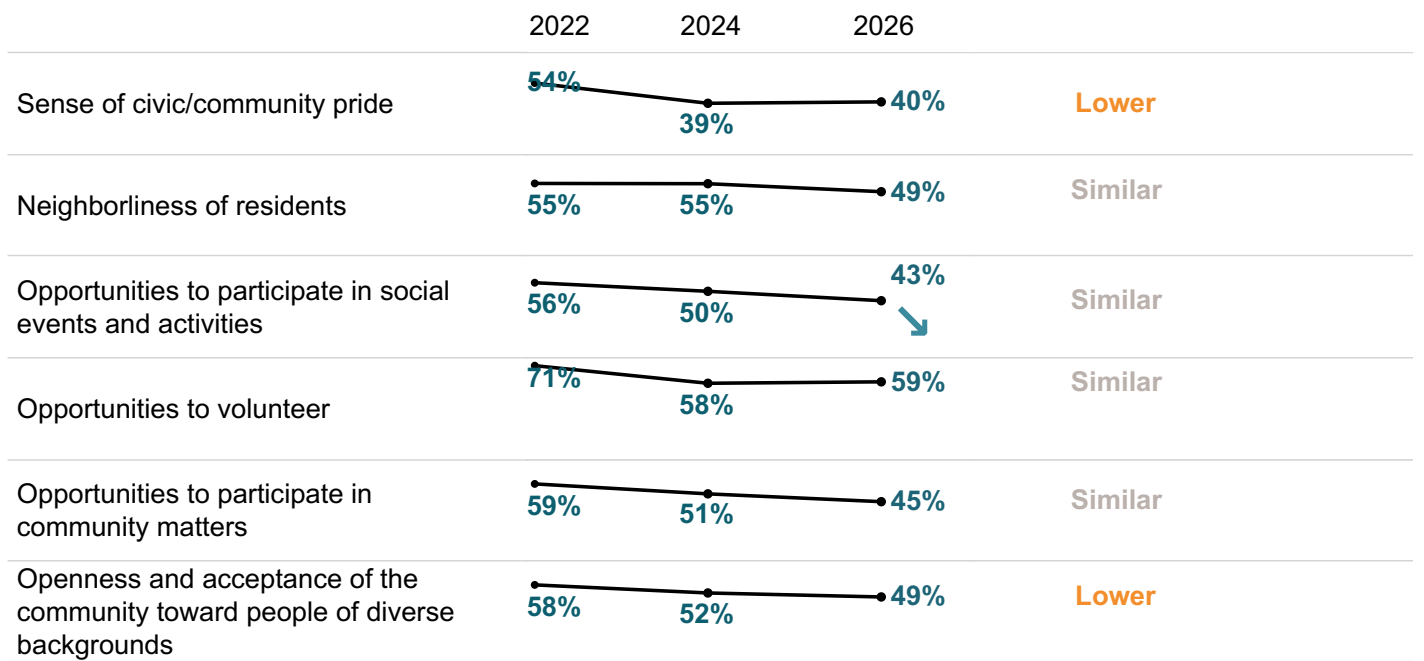
Please rate each of the following aspects of quality of life in Palm Coast. (% excellent or good)



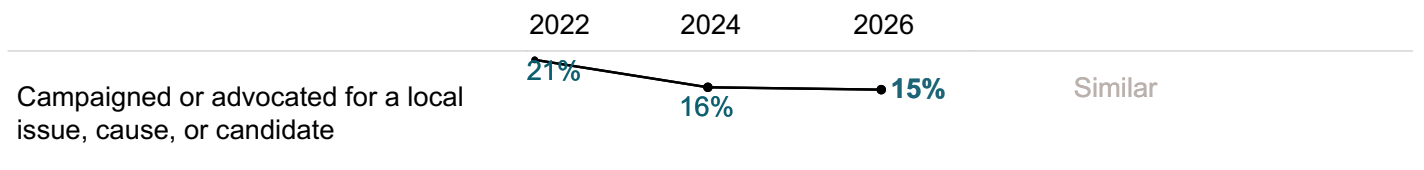
Please rate the job you feel the Palm Coast community does at each of the following. (% excellent or good)



**Please also rate each of the following in the Palm Coast community.**  
 (% excellent or good)























**Please indicate whether or not you have done each of the following in the last 12 months.**  
 (% yes)



19. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Custom Questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded.

<b>Please indicate how much you would support or oppose the following types of development efforts in Flagler County:</b>	Recreation facilities and amenities (recreation centers, trails, parks, swimming pools, sports fields and facilities)	Strongly support		<b>52%</b>
		Somewhat support		<b>40%</b>
		Somewhat oppose		<b>5%</b>
		Strongly oppose		<b>4%</b>
	Commercial businesses (retail and grocery stores, restaurants, etc.)	Strongly support		<b>52%</b>
		Somewhat support		<b>34%</b>
		Somewhat oppose		<b>8%</b>
		Strongly oppose		<b>6%</b>
	Light industrial businesses (technology, energy, warehouses, etc.)	Strongly support		<b>38%</b>
		Somewhat support		<b>35%</b>
		Somewhat oppose		<b>16%</b>
		Strongly oppose		<b>11%</b>
	Visitor services and amenities (visitor services, hotels, attractions, etc.)	Strongly support		<b>27%</b>
		Somewhat support		<b>46%</b>
		Somewhat oppose		<b>15%</b>
		Strongly oppose		<b>12%</b>
Housing (single-family homes, multi-family apartments, small home parks)	Strongly support		<b>21%</b>	
	Somewhat support		<b>33%</b>	
	Somewhat oppose		<b>16%</b>	
	Strongly oppose		<b>30%</b>	

		Please rate the quality of each of the following in Palm Coast.	
		Condition	Percentage
Condition of street signs	Excellent		20%
	Good		58%
	Fair		19%
	Poor		3%
Condition of pavement markings on city streets	Excellent		15%
	Good		57%
	Fair		19%
	Poor		8%
Condition of neighborhood streets	Excellent		12%
	Good		47%
	Fair		32%
	Poor		9%
Condition of non-residential streets	Excellent		9%
	Good		58%
	Fair		26%
	Poor		6%

How important, if at all, is it for the City of Palm Coast to do each of the following?			Percentage
	Importance Level	Percentage	
Improve signal timing	Essential		38%
	Very important		34%
	Somewhat important		20%
	Not at all important		8%
Make sure there is a complete network of sidewalks	Essential		32%
	Very important		41%
	Somewhat important		21%
	Not at all important		6%
Improve or add turn lanes	Essential		29%
	Very important		41%
	Somewhat important		26%
	Not at all important		4%
Add new traffic signals on main roads	Essential		26%
	Very important		28%
	Somewhat important		30%
	Not at all important		17%
Enhance pedestrian/bike connectivity to nearby residential areas	Essential		23%
	Very important		28%
	Somewhat important		37%
	Not at all important		11%
Build more pedestrian bridges or tunnels	Essential		19%
	Very important		20%
	Somewhat important		34%
	Not at all important		27%
Develop additional medians	Essential		14%
	Very important		25%
	Somewhat important		35%
	Not at all important		26%

# The City of Palm Coast 2026 Community Survey

Please complete this survey if you are an adult (age 18 or older). Your responses are confidential and no identifying information will be shared.

## 1. Please rate each of the following aspects of quality of life in Palm Coast.

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

## 2. Please rate each of the following characteristics as they relate to Palm Coast as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Palm Coast .....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Palm Coast.....	1	2	3	4	5
Overall design or layout of Palm Coast's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Palm Coast (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Palm Coast.....	1	2	3	4	5
Overall quality of natural environment in Palm Coast .....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Palm Coast.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	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 Palm Coast to someone who asks .....	1	2	3	4	5
Remain in Palm Coast for the next five years .....	1	2	3	4	5

## 4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Palm Coast's downtown/commercial area during the day .....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From wildfire, hurricane, or other natural disaster.....	1	2	3	4	5	6

## 5. Please rate the job you feel the Palm Coast 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

## 6. Please rate each of the following in the Palm Coast community.

	<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 Palm Coast .....	1	2	3	4	5
Variety of business and service establishments in Palm Coast.....	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 Palm Coast.....	1	2	3	4	5
Overall image or reputation of Palm Coast.....	1	2	3	4	5

**7. Please also rate each of the following in the Palm Coast community.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 Palm Coast.....	1	2	3	4	5
Ease of travel by public transportation in Palm Coast.....	1	2	3	4	5
Ease of travel by bicycle in Palm Coast.....	1	2	3	4	5
Ease of walking in Palm Coast.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	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 Palm Coast.....	1	2	3	4	5
Overall appearance of Palm Coast.....	1	2	3	4	5
Cleanliness of Palm Coast.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	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 food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	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
Community support for the arts.....	1	2	3	4	5
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
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Palm Coast.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	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

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

	<u>No</u>	<u>Yes</u>
Contacted the City of Palm Coast (in-person, phone, email, or web) for help or information.....	1	2
Contacted Palm Coast 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 Palm Coast.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, 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

# The City of Palm Coast 2026 Community Survey

## 9. Please rate the quality of each of the following services in Palm Coast.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
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 lighting.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	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
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	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
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff 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 services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Palm Coast open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Palm Coast employees (police, receptionists, planners, etc.).....	1	2	3	4	5

## 10. Please rate the following categories of Palm Coast government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Palm Coast.....	1	2	3	4	5
The overall direction that Palm Coast is taking.....	1	2	3	4	5
The job Palm Coast government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Palm Coast 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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Palm Coast.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

**12. Please rate how important, if at all, you think it is for the Palm Coast 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 economic health of Palm Coast.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Palm Coast.....	1	2	3	4
Overall design or layout of Palm Coast’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4
Overall quality of the utility infrastructure in Palm Coast (water, sewer, storm water, electric/gas, broadband) .....	1	2	3	4
Overall feeling of safety in Palm Coast.....	1	2	3	4
Overall quality of natural environment in Palm Coast .....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Palm Coast.....	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

**13. Please indicate how much you would support or oppose the following types of development efforts in Flagler County:**

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don’t know</u>
Recreation facilities and amenities (recreation centers, trails, parks, swimming pools, sports fields and facilities).....	1	2	3	4	5
Visitor services and amenities (visitor services, hotels, attractions, etc.).....	1	2	3	4	5
Commercial businesses (retail and grocery stores, restaurants, etc.) .....	1	2	3	4	5
Light industrial businesses (technology, energy, warehouses, etc.) .....	1	2	3	4	5
Housing (single-family homes, multi-family apartments, small home parks).....	1	2	3	4	5

**14. Please rate the quality of each of the following in Palm Coast.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don’t know</u>
Condition of neighborhood streets .....	1	2	3	4	5
Condition of non-residential streets.....	1	2	3	4	5
Condition of street signs .....	1	2	3	4	5
Condition of pavement markings on city streets .....	1	2	3	4	5

**15. How important, if at all, is it for the City of Palm Coast to do each of the following?**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don’t know</u>
Develop additional medians.....	1	2	3	4	5
Improve or add turn lanes.....	1	2	3	4	5
Improve signal timing.....	1	2	3	4	5
Add new traffic signals on main roads .....	1	2	3	4	5
Make sure there is a complete network of sidewalks .....	1	2	3	4	5
Build more pedestrian bridges or tunnels .....	1	2	3	4	5
Enhance pedestrian/bike connectivity to nearby residential areas.....	1	2	3	4	5

# The City of Palm Coast 2026 Community Survey

Our last questions are about you and your household.  
 Again, all of your responses to this survey are confidential and no identifying information will be shared.

<b>D1. In general, how many times do you:</b>	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer .....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, X (formerly Twitter), Nextdoor, etc. ....	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

**D2. Please rate your overall health.**

- Excellent   
  Very good   
  Good   
  Fair   
  Poor

**D3. 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

**D4. How many years have you lived in Palm Coast?**

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

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

- Single-family detached home  
 Townhouse or duplex (may share walls but no units above or below you)  
 Condominium or apartment (have units above or below you)  
 Mobile home  
 Other

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

- Rent  
 Own

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

- Less than \$300                       \$2,500 to \$3,999  
 \$300 to \$599                         \$4,000 to \$6,999  
 \$600 to \$999                         \$7,000 to \$9,999  
 \$1,000 to \$1,499                     \$10,000 or more  
 \$1,500 to \$2,499

**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? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000                       \$100,000 to \$149,999  
 \$25,000 to \$49,999                       \$150,000 to \$199,999  
 \$50,000 to \$74,999                       \$200,000 to \$299,999  
 \$75,000 to \$99,999                       \$300,000 or more

**D11. Are you of Hispanic, Latino/a/x, or Spanish origin?**

- No                       Yes

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

- American Indian or Alaskan Native  
 Asian  
 Black or African American  
 Native Hawaiian or Other Pacific Islander  
 White  
 A race not listed

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

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

**D14. What is your gender?**

- Woman  
 Man  
 Other

**Thank you!** Please return the completed survey in the postage-paid envelope to:  
**National Research Center, Inc., PO Box 14050, Houston, TX 77221-9904**

# Palm Coast, FL

## The National Community Survey

Supplemental Report - Benchmarking and Trends  
2026

**Report by:**



**Visit us online!**  
[www.polco.us](http://www.polco.us)



National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

# Table of Contents

National Benchmarks.....	3
- Description of National Benchmark Comparisons	
Trends over Time.....	14
- Description of Trends and Significance Thresholds	
City & County Comparisons.....	21

## National Benchmarks

This table contains the comparisons of Palm Coast's results to those from communities nationwide. The first column shows Palm Coast's rating compared to the benchmark: results are noted as "higher" or "lower" if the average rating given by Palm Coast residents is at least 10 points above or below the benchmark, and "similar" if it is within 10 points. The second column shows Palm Coast's "percent positive," which is the combination of the most positive response options (e.g., excellent/good). The third column shows Palm Coast's ranking in comparison to other communities where a similar question was asked, and the fourth column shows the number of communities that asked that question. The fifth column shows the percentile for Palm Coast's result (the percent of communities that had a lower rating).

			% positive	Rank	Number of communities	Percentile	
<b>Quality of Life</b>	<b>Please rate each of the following aspects of quality of life in Palm Coast.</b>	Palm Coast as a place to live	Similar	72%	289	386	23%
		The overall quality of life in Palm Coast	Similar	66%	306	400	22%
	<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Palm Coast to someone who asks	Lower	67%	292	341	14%
		Remain in Palm Coast for the next five years	Similar	74%	297	342	13%
	<b>Please rate each of the following in the Palm Coast community.</b>	Overall image or reputation of Palm Coast	Similar	59%	258	377	30%
<b>Governance</b>	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Palm Coast (in-person, phone, email, or web) for help or information	Higher	64%	12	345	96%
		Contacted Palm Coast elected officials (in-person, phone, email, or web) to express your opinion	Similar	11%	285	328	13%
		Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	Similar	19%	184	330	44%
		Watched (online or on television) a local public meeting	Similar	27%	116	324	64%
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Public information services	Similar	53%	282	354	20%
	Overall customer service by Palm Coast employees (police, receptionists, planners, etc.)	Similar	73%	263	381	29%	

**Governance**

**Please rate the following categories of Palm Coast government performance.**

The value of services for the taxes paid to Palm Coast	Lower	36%	331	393	14%
The overall direction that Palm Coast is taking	Much lower	28%	350	361	2%
The job Palm Coast government does at welcoming resident involvement	Lower	32%	319	357	10%
Overall confidence in Palm Coast government	Much lower	21%	326	331	1%
Generally acting in the best interest of the community	Much lower	26%	331	334	1%
Being honest	Lower	28%	312	328	5%
Being open and transparent to the public	Lower	28%	316	333	5%
Informing residents about issues facing the community	Lower	30%	315	333	5%
Treating all residents fairly	Similar	43%	269	334	19%
Treating residents with respect	Similar	52%	272	326	16%

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

The City of Palm Coast	Lower	49%	327	380	12%
The Federal Government	Similar	41%	119	315	62%

**Economy**

**Please rate each of the following aspects of quality of life in Palm Coast.**

Palm Coast as a place to work	Much lower	28%	373	384	1%
Palm Coast as a place to visit	Similar	56%	230	347	33%

**Economy**

<p><b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b></p>	Overall economic health of Palm Coast	Lower	42%	289	342	15%	
	<p><b>Please rate each of the following in the Palm Coast community.</b></p>	Overall quality of business and service establishments in Palm Coast	Lower	52%	301	338	10%
		Variety of business and service establishments in Palm Coast	Lower	39%	275	327	16%
		Vibrancy of downtown/commercial area	Lower	27%	297	324	8%
		Employment opportunities	Much lower	11%	350	357	1%
		Shopping opportunities	Similar	33%	251	341	26%
		Cost of living in Palm Coast	Similar	28%	222	334	33%
<p><b>Please rate the quality of each of the following services in Palm Coast.</b></p>	Economic development	Lower	31%	313	337	7%	
	<p><b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b></p>	Overall economic health of Palm Coast	Similar	90%	70	326	78%
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:		Similar	28%	70	325	78%	

**Mobility**

<p><b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b></p>	Overall quality of the transportation system (auto, bicycle, foot, bus) in Palm Coast	Lower	32%	299	335	10%
	<p><b>Please also rate each of the following in the Palm Coast community.</b></p>	Traffic flow on major streets	Lower	26%	319	364
Ease of public parking		Similar	56%	182	328	44%
Ease of travel by car in Palm Coast		Lower	50%	308	350	11%

**Mobility**

<p><b>Please also rate each of the following in the Palm Coast community.</b></p>	Ease of travel by public transportation in Palm Coast	Much lower	7%	308	328	6%
	Ease of travel by bicycle in Palm Coast	Similar	56%	126	353	64%
	Ease of walking in Palm Coast	Similar	58%	197	357	44%
<p><b>Please indicate whether or not you have done each of the following in the last 12 months.</b></p>	Used bus, rail, subway, or other public transportation instead of driving	Lower	6%	286	313	8%
	Carpooled with other adults or children instead of driving alone	Lower	37%	287	322	11%
	Walked or biked instead of driving	Lower	45%	266	325	18%
<p><b>Please rate the quality of each of the following services in Palm Coast.</b></p>	Traffic enforcement	Similar	53%	262	375	29%
	Traffic signal timing	Lower	37%	323	331	2%
	Street repair	Similar	44%	197	382	48%
	Street cleaning	Similar	60%	218	344	36%
	Street lighting	Lower	41%	341	365	4%
	Sidewalk maintenance	Similar	51%	208	339	38%
	Bus or transit services	Much lower	12%	299	322	7%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Palm Coast	Similar	69%	160	323	50%
<p><b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b></p>						

<b>Community Design</b>	<b>Please rate each of the following aspects of quality of life in Palm Coast.</b>	Your neighborhood as a place to live	Similar	81%	239	352	32%
	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall design or layout of Palm Coast's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Lower	45%	288	335	14%
	<b>Please also rate each of the following in the Palm Coast community.</b>	Well-planned residential growth	Lower	25%	313	326	4%
		Well-planned commercial growth	Lower	23%	312	326	4%
		Well-designed neighborhoods	Lower	38%	277	326	14%
		Preservation of the historical or cultural character of the community	Lower	37%	314	321	2%
		Public places where people want to spend time	Lower	36%	292	328	11%
		Variety of housing options	Similar	45%	150	341	56%
		Availability of affordable quality housing	Similar	29%	144	363	60%
		Overall quality of new development in Palm Coast	Lower	26%	335	344	2%
Overall appearance of Palm Coast	Similar	66%	205	355	41%		
<b>Please rate the quality of each of the following services in Palm Coast.</b>	Land use, planning, and zoning	Much lower	20%	347	349	0%	
	Code enforcement (weeds, abandoned buildings, etc.)	Similar	42%	204	368	43%	
<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall design or layout of Palm Coast's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Similar	83%	42	326	87%	

<b>Utilities</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall quality of the utility infrastructure in Palm Coast (water, sewer, storm water, electric/gas, broadband)	Much lower	36%	324	327	1%
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Affordable high-speed internet access	Similar	54%	177	322	45%
		Garbage collection	Similar	87%	118	357	66%
		Drinking water	Much lower	33%	342	352	2%
		Sewer services	Lower	53%	331	341	2%
		Storm water management (storm drainage, dams, levees, etc.)	Lower	47%	332	358	5%
		Power (electric and/or gas) utility	Similar	63%	262	307	14%
		Utility billing	Lower	39%	312	325	3%
		<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall quality of the utility infrastructure in Palm Coast (water, sewer, storm water, electric/gas, broadband)	Similar	95%	10	323
	<b>Safety</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall feeling of safety in Palm Coast	Similar	78%	203	370
<b>Please rate how safe or unsafe you feel:</b>		In your neighborhood during the day	Similar	96%	197	352	43%
		In Palm Coast's downtown/commercial area during the day	Similar	92%	186	335	44%
		From property crime	Similar	84%	130	333	61%
		From violent crime	Similar	88%	161	333	51%

<b>Safety</b>	<b>Please rate how safe or unsafe you feel:</b>	From wildfire, hurricane, or other natural disaster	Lower	66%	288	324	11%
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Police/Sheriff services	Similar	85%	80	398	79%
		Crime prevention	Similar	83%	82	368	77%
		Animal control	Similar	74%	168	349	51%
		Ambulance or emergency medical services	Similar	86%	190	363	47%
		Fire services	Similar	90%	241	374	34%
		Fire prevention and education	Similar	79%	189	343	44%
		Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Similar	78%	69	344	80%
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall feeling of safety in Palm Coast	Similar	90%	175	326	46%
	<b>Parks and Recreation</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall quality of parks and recreation opportunities	Similar	67%	224	333
<b>Please also rate each of the following in the Palm Coast community.</b>		Availability of paths and walking trails	Similar	77%	126	353	63%
		Fitness opportunities (including exercise classes and paths or trails, etc.)	Similar	70%	163	331	51%
		Recreational opportunities	Similar	62%	229	345	33%
<b>Please rate the quality of each of the following services in Palm Coast.</b>		City parks	Similar	76%	195	358	45%

<b>Parks and Recreation</b>	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Recreation programs or classes	Similar	58%	256	343	25%
		Recreation centers or facilities	Similar	58%	229	335	31%
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall quality of parks and recreation opportunities	Similar	75%	273	324	16%
<b>Community Connection</b>	<b>Please rate each of the following aspects of quality of life in Palm Coast.</b>	Palm Coast as a place to raise children	Lower	63%	302	390	21%
		Palm Coast as a place to retire	Similar	67%	163	382	56%
		Sense of community	Lower	42%	323	359	9%
	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Residents' connection and engagement with their community	Lower	36%	293	329	10%
	<b>Please rate the job you feel the Palm Coast community does at each of the following.</b>	Making all residents feel welcome	Similar	55%	290	331	12%
		Attracting people from diverse backgrounds	Similar	51%	251	325	23%
		Valuing/respecting residents from diverse backgrounds	Similar	58%	240	326	26%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)		Similar	41%	244	323	24%	
<b>Please also rate each of the following in the Palm Coast community.</b>	Sense of civic/community pride	Lower	40%	282	323	13%	
	Neighborliness of residents in Palm Coast	Similar	49%	267	329	19%	
	Opportunities to participate in social events and activities	Similar	43%	283	335	15%	

<b>Community Connection</b>	<b>Please also rate each of the following in the Palm Coast community.</b>	Opportunities to volunteer	Similar	59%	274	337	18%
		Opportunities to participate in community matters	Similar	45%	281	333	15%
		Openness and acceptance of the community toward people of diverse backgrounds	Lower	49%	314	349	10%
	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Volunteered your time to some group/activity in Palm Coast	Similar	30%	192	332	42%
		Campaigned or advocated for a local issue, cause, or candidate	Similar	15%	204	322	36%
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Residents' connection and engagement with their community	Similar	62%	272	326	16%
<b>Education, Arts, and Culture</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall opportunities for education, culture, and the arts	Lower	39%	298	339	12%
	<b>Please also rate each of the following in the Palm Coast community.</b>	Opportunities to attend cultural/arts/music activities	Lower	34%	302	352	14%
		Community support for the arts	Lower	31%	282	322	12%
		Availability of affordable quality childcare/preschool	Similar	30%	236	339	30%
		K-12 education	Similar	51%	221	347	36%
		Adult educational opportunities	Lower	33%	283	331	14%
		Opportunities to attend special events and festivals	Lower	49%	284	334	15%
		<b>Please rate the quality of each of the following services in Palm Coast.</b>	Public library services	Similar	75%	295	352

<b>Education, Arts, and Culture</b>	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall opportunities for education, culture, and the arts	Similar	72%	162	326	50%
<b>Health and Wellness</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall health and wellness opportunities in Palm Coast	Similar	55%	263	336	22%
	<b>Please also rate each of the following in the Palm Coast community.</b>	Availability of affordable quality food	Similar	45%	282	328	14%
		Availability of affordable quality health care	Similar	42%	269	338	20%
		Availability of preventive health services	Similar	47%	217	322	32%
		Availability of affordable quality mental health care	Similar	28%	248	329	24%
		<b>Please rate the quality of each of the following services in Palm Coast.</b>	Health services	Similar	55%	229	321
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall health and wellness opportunities in Palm Coast	Similar	75%	158	326	51%
Please rate your overall health.		Similar	71%	152	322	53%	
<b>Natural Environment</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall quality of natural environment in Palm Coast	Similar	68%	252	344	27%
	<b>Please also rate each of the following in the Palm Coast community.</b>	Cleanliness of Palm Coast	Similar	77%	170	351	51%
		Water resources (beaches, lakes, ponds, riverways, etc.)	Higher	78%	82	307	73%
		Air quality	Similar	77%	195	336	42%
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Preservation of natural areas (open space, farmlands, and greenbelts)	Lower	45%	318	332	4%

<b>Natural Environment</b>	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Palm Coast open space	Lower	41%	303	323	6%
		Recycling	Similar	64%	215	362	40%
		Yard waste pick-up	Higher	83%	63	326	80%
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall quality of natural environment in Palm Coast	Similar	84%	106	326	67%

## Full Trends

This table contains the trends over time for the City of Palm Coast. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2024 and 2026 surveys is greater than 6.2 percentage points, the change is statistically significant.

It is important to note that in 2020 and 2025, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2017	2019	2022	2024	2026	
<b>Quality of Life</b>	<b>Please rate each of the following aspects of quality of life in Palm Coast.</b>	Palm Coast as a place to live	86%	86%	83%	80%	77%	80%	79%	85%	78%	80%	84%	80%	84%	79%	86%	83%	79%	72% L	
		The overall quality of life	82%	82%	75%	73%	71%	73%	74%	75%	67%	70%	75%	73%	77%	75%	82%	77%	75%	66% L	
	<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Palm Coast to someone who asks							80%	82%	85%	78%	80%	82%	80%	85%	84%	85%	81%	75%	67% L
		Remain in Palm Coast for the next five years							83%	84%	85%	83%	82%	83%	85%	83%	86%	88%	81%	83%	74% L
<b>Please rate each of the following in the Palm Coast community.</b>	Overall image or reputation							70%		77%	71%	69%	67%	66%	67%	61%	76%	70%	62%	59%	
<b>Governance</b>	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Palm Coast for help or information	55%	59%	58%	65%	59%	63%	58%	59%	60%	52%	57%	49%	53%	54%	58%	54%	63%	66%	64%
		Contacted Palm Coast elected officials to express your opinion												18%	16%	17%	20%	16%	21%	16%	11%
		Attended a local public meeting	41%	37%	33%	39%	34%	32%	35%	32%		31%	37%	17%	22%	19%	19%	17%	24%	24%	19%
		Watched a local public meeting	50%	44%	44%	44%	44%	51%	50%	47%		40%	38%	28%	18%	21%	21%	21%	33%	24%	27%
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Public information services	36%		44%	39%	47%	46%	53%	55%	64%	68%	59%	62%	64%	57%	64%	64%	58%	53%	
		Overall customer service by Palm Coast employees	65%	71%	65%	68%	66%	70%	74%	79%	77%	68%	66%	67%	69%	69%	78%	79%	74%	73%	
	<b>Please rate the following categories of Palm Coast government performance.</b>	The value of services for the taxes paid to Palm Coast	52%	58%	59%	52%	48%	49%	56%	53%	54%	50%	54%	46%	57%	46%	56%	54%	37%	36%	
		The overall direction that Palm Coast is taking	44%	54%	47%	44%	50%	53%	55%	58%	50%	48%	46%	47%	57%	49%	53%	41%	26%	28%	
		The job Palm Coast government does at welcoming resident involvement	56%	61%	49%	46%	50%	42%	47%	48%	45%	39%	48%	38%	45%	41%	43%	40%	33%	32%	
		Overall confidence in Palm Coast government												39%	35%	44%	40%	45%	37%	28%	21% L
		Generally acting in the best interest of the community												45%	40%	44%	42%	51%	39%	27%	26%
		Being honest												43%	39%	42%	36%	50%	39%	27%	28%
		Being open and transparent to the public																	35%	26%	28%
Informing residents about issues facing the community																		39%	31%	30%	
Treating all residents fairly												47%	42%	46%	43%	53%	48%	38%	43%		

		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2017	2019	2022	2024	2026	
Governance	<b>Please rate the following categories of Palm Coast government performance.</b>																				
	Treating residents with respect																		56%	48%	52%
	<b>Overall, how would you rate the quality of the services provided by each of the following?</b>																				
	The City of Palm Coast	55%		67%	59%	55%	59%	66%	74%	69%	71%	67%	66%	71%	67%	61%	75%	64%	53%	49%	
	The Federal Government	44%		43%	43%	38%	38%	34%	42%	37%	35%	41%	30%	36%	37%	41%	46%	43%	31%	41% H	
Economy	<b>Please rate each of the following aspects of quality of life in Palm Coast.</b>																				
	Palm Coast as a place to work				24%	20%	16%	16%	20%	21%	15%	16%	18%	18%	19%	26%	28%	35%	30%	28%	
	Palm Coast as a place to visit													63%	60%	74%	63%	67%	63%	57%	56%
	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>																				
	Overall economic health													36%	37%	46%	48%	50%	64%	46%	42%
	<b>Please rate each of the following in the Palm Coast community.</b>																				
	Overall quality of business and service establishments								45%	52%	52%	48%	49%	56%	44%	47%	50%	58%	60%	54%	52%
	Variety of business and service establishments																	46%	37%	39%	
	Vibrancy of downtown/commercial area													32%	25%	31%	26%	32%	39%	28%	27%
	Employment opportunities	8%		9%	7%	7%	6%	9%	6%	9%	5%	11%	13%	6%	8%	15%	20%	30%	16%	11%	
	Shopping opportunities	23%		27%	22%	22%	25%	30%	49%	47%	43%	43%	43%	36%	43%	49%	55%	44%	32%	33%	
	Cost of living													45%	37%	47%	40%	51%	46%	23%	28%
	<b>Please rate the quality of each of the following services in Palm Coast.</b>																				
Economic development				29%	35%	32%	29%	32%	33%	34%	31%	30%	34%	30%	38%	34%	43%	44%	32%	31%	
<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>																					
Overall economic health														94%	91%	90%	91%	91%	91%	90%	
What impact, if any, do you think the economy will have on your family income in the next 6 months?	19%	15%	31%	25%	20%	18%	11%	12%	16%	13%	18%	15%	23%	21%	36%	30%	22%	16%	28% H		
Mobility	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>																				
	Overall quality of the transportation system																		46%	34%	32%
	<b>Please also rate each of the following in the Palm Coast community.</b>																				
	Traffic flow on major streets				11%	12%	25%	32%	41%	44%	50%	60%	56%	47%	41%	55%	55%	44%	32%	26%	
	Ease of public parking													74%	71%	70%	71%	70%	64%	52%	56%
	Ease of travel by car	51%		22%	16%	20%	39%	41%	50%	62%	57%	71%	69%	62%	58%	67%	73%	59%	54%	50%	
	Ease of travel by public transportation															16%	18%	15%	15%	6%	7%
	Ease of travel by bicycle	43%		46%	33%	42%	45%	45%	49%	54%	65%	69%	64%	70%	60%	58%	65%	63%	55%	56%	
Ease of walking	44%		44%	36%	42%	45%	46%	49%	52%	58%	65%	68%	66%	62%	54%	70%	60%	56%	58%		
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>																					
Used public transportation instead of driving													4%	3%	5%	3%	3%	7%	5%	6%	

		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2017	2019	2022	2024	2026		
<b>Mobility</b>	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Carpooled with other adults or children instead of driving alone											30%	34%	33%	30%	35%	31%	33%	37%		
		Walked or biked instead of driving												42%	46%	40%	41%	39%	48%	45%	45%	
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Traffic enforcement	56%		55%	50%	50%	57%	57%	61%	65%	63%	65%	57%	55%	60%	61%	66%	56%	53%	53%	
		Traffic signal timing	46%		35%	28%	33%	39%	45%	46%	46%	43%	52%	39%	35%	42%	42%	46%	45%	43%	37%	
		Street repair	16%		34%	31%	37%	43%	52%	62%	55%	68%	70%	64%	63%	61%	54%	54%	55%	43%	44%	
		Street cleaning	27%		44%	40%	45%	48%	59%	71%	62%	70%	71%	67%	69%	66%	60%	61%	66%	59%	60%	
		Street lighting			24%	20%	26%	30%	32%	38%	36%	37%	46%	41%	45%	37%	28%	34%	46%	38%	41%	
		Sidewalk maintenance	35%		43%	43%	45%	49%	51%	52%	57%	65%	68%	70%	66%	65%	48%	57%	63%	51%	51%	
		Bus or transit services	17%													22%	26%	19%	20%	11%	12%	
		<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall quality of the transportation system																	77%	72%	69%
<b>Community Design</b>	<b>Please rate each of the following aspects of quality of life in Palm Coast.</b>	Your neighborhood as a place to live	86%		88%	86%	86%	80%	81%	78%	82%	78%	82%	83%	85%	83%	80%	87%	87%	82%	81%	
	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall design or layout of residential and commercial areas												62%	64%	63%	57%	65%	57%	50%	45%	
	<b>Please also rate each of the following in the Palm Coast community.</b>	Well-planned residential growth																	38%	28%	25%	
		Well-planned commercial growth																	34%	21%	23%	
		Well-designed neighborhoods																	48%	46%	38% L	
		Preservation of the historical or cultural character of the community																	50%	35%	37%	
		Public places where people want to spend time													60%	65%	68%	61%	71%	51%	40%	36%
		Variety of housing options							64%	67%	64%	59%	59%	63%	70%	64%	58%	47%	42%	42%	45%	
		Availability of affordable quality housing			54%	39%	33%	41%	53%	58%	61%	58%	67%	64%	59%	55%	45%	40%	34%	21%	29% H	
		Overall quality of new development				48%	47%	53%	63%	61%	63%	56%	53%	42%	41%	51%	45%	44%	45%	29%	26%	
	Overall appearance	75%		83%	85%	80%	83%	82%	86%	83%	83%	85%	85%	84%	89%	88%	89%	77%	72%	66%		
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Land use, planning and zoning	27%		33%	30%	27%	32%	41%	42%	46%	42%	39%	41%	50%	46%	47%	46%	33%	16%	20%	
		Code enforcement	37%		44%	45%	42%	44%	43%	50%	50%	47%	55%	43%	49%	45%	44%	50%	42%	40%	42%	

		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2017	2019	2022	2024	2026																		
<b>Community Design</b>	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall design or layout of residential and commercial areas																	74%	83%	76%	81%	84%	84%	83%													
<b>Utilities</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall quality of the utility infrastructure																	63%	41%	36%																	
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Affordable high-speed internet access																	49%	44%	54% H																	
		83%	86%	87%	82%	85%	86%	86%	89%	90%	93%	90%	87%	87%	71%	79%	61%	77%	87% H																			
		55%	55%	52%	55%	53%	56%	58%	66%	65%	65%	56%	60%	58%	53%	58%	58%	48%	33% L																			
		68%	88%	64%	63%	64%	69%	72%	73%	76%	81%	65%	73%	73%	65%	73%	72%	61%	53% L																			
		40%	35%	29%	32%	40%	46%	49%	43%	57%	56%	43%	51%	54%	35%	55%	59%	43%	47%																			
		Power (electric and/or gas) utility																	71%	70%	76%	78%	65%	63%														
		Utility billing																	62%	57%	61%	68%	64%	65%	48%	39% L												
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall quality of the utility infrastructure																	92%	93%	95%																	
<b>Safety</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall feeling of safety																	70%	76%	77%	72%	79%	82%	74%	78%												
	<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day																	96%	94%	94%	92%	93%	92%	90%	93%	91%	93%	88%	92%	88%	90%	95%	94%	92%	96%		
		In Palm Coast's downtown/commercial area during the day																	93%	91%	91%	88%	90%	88%	90%	89%	88%	88%	82%	89%	87%	83%	91%	90%	88%	92%		
		From property crime																	64%	62%	65%	53%	51%	56%	51%	59%	52%	55%								81%	81%	84%
		From violent crime																	79%	76%	73%	71%	68%	73%	71%	73%	71%	75%								84%	79%	88% H
		From fire, flood, or other natural disaster																								79%	66%	66%										
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Police/Sheriff services																	81%	79%	81%	77%	70%	69%	78%	79%	80%	80%	77%	80%	72%	82%	88%	84%	82%	85%		
		Crime prevention																	70%								69%	62%	65%	60%	55%	60%	64%	79%	82%	76%	83% H	
		Animal control																								55%	61%	64%	57%	65%	67%	57%	60%	58%	64%	76%	66%	74% H
		Ambulance or emergency medical services																	90%	92%	94%	87%	86%	88%	92%	92%	88%	96%	91%	91%	81%	90%	93%	88%	82%	86%		
		Fire services																	91%	94%	95%	90%	90%	90%	94%	95%	92%	96%	94%	93%	88%	96%	95%	92%	91%	90%		
		Fire prevention and education																	76%			73%	71%	76%	75%	78%	79%	75%	82%	79%	70%	69%	74%	84%	83%	74%	79%	
		Emergency preparedness																								61%	71%	73%	69%	73%	68%	68%	73%	72%	81%	81%	74%	78%

		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2017	2019	2022	2024	2026
<b>Safety</b>	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>																			
	Overall feeling of safety													97%	90%	96%	94%	94%	92%	90%
<b>Parks and Recreation</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>																			
	Overall quality of parks and recreation opportunities																	82%	67%	67%
	<b>Please also rate each of the following in the Palm Coast community.</b>																			
	Availability of paths and walking trails							49%	53%	61%	70%	73%	78%	81%	80%	74%	83%	86%	79%	77%
	Fitness opportunities												82%	79%	74%	75%	76%	82%	74%	70%
	Recreational opportunities	38%	35%	35%	29%	37%	41%	51%	53%	52%	58%	69%	67%	64%	60%	64%	75%	57%	62%	
	<b>Please rate the quality of each of the following services in Palm Coast.</b>																			
	City parks	69%	73%	70%	68%	72%	76%	78%	80%	82%	85%	77%	83%	80%	81%	86%	85%	73%	76%	
	Recreation programs or classes		70%	62%	58%	68%	66%	70%	70%	66%	73%	63%	63%	61%	58%	65%	62%	53%	58%	
	Recreation centers or facilities	52%	59%	51%	50%	56%	62%	66%	65%	65%	68%	63%	61%	53%	48%	67%	67%	54%	58%	
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>																			
	Overall quality of parks and recreation opportunities																	81%	77%	75%
<b>Community Connection</b>	<b>Please rate each of the following aspects of quality of life in Palm Coast.</b>																			
	Palm Coast as a place to raise children	69%	72%	70%	66%	60%	61%	60%	73%	63%	71%	73%	68%	72%	74%	74%	75%	63%	63%	
	Palm Coast as a place to retire	84%	81%	78%	71%	76%	78%	73%	78%	75%	78%	80%	79%	82%	80%	87%	81%	70%	67%	
	Sense of community	59%					58%	62%	56%	64%	46%	47%	49%	50%	58%	60%	50%	42% L		
	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>																			
	Residents' connection and engagement with their community																	52%	42%	36% L
	<b>Please rate the job you feel the Palm Coast community does at each of the following.</b>																			
	Making all residents feel welcome																	67%	55%	55%
	Attracting people from diverse backgrounds																	69%	52%	51%
	Valuing/respecting residents from diverse backgrounds																	70%	56%	58%
	Taking care of vulnerable residents																	55%	44%	41%
	<b>Please also rate each of the following in the Palm Coast community.</b>																			
	Sense of civic/community pride																	54%	39%	40%
	Neighborhoodness of residents											52%	53%	56%	57%	58%	55%	55%	49%	
	Opportunities to participate in social events and activities							56%	55%	53%	54%	48%	46%	55%	48%	54%	56%	50%	43% L	
	Opportunities to volunteer							76%	74%	71%	73%	66%	67%	70%	73%	70%	71%	58%	59%	
	Opportunities to participate in community matters							52%	61%	60%	51%	61%	55%	52%	60%	56%	62%	59%	51%	45%
	Openness and acceptance of the community toward people of diverse backgrounds							75%	65%	68%	62%	65%	60%	65%	59%	58%	52%	49%		

		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2017	2019	2022	2024	2026	
<b>Community Connection</b>	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Volunteered your time to some group/activity	51%	48%						55%	46%	45%	37%	38%	33%	36%	40%	33%	31%	30%	
		Campaigned or advocated for a local issue, cause, or candidate											22%	20%	19%	24%	23%	21%	16%	15%	
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Residents' connection and engagement with their community												84%	82%	79%	81%	72%	62%	62%	
<b>Education, Arts, and Culture</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall opportunities for education, culture, and the arts											58%	54%	48%	50%	51%	50%	38%	39%	
	<b>Please also rate each of the following in the Palm Coast community.</b>	Opportunities to attend cultural/arts/music activities	40%							44%	40%	43%	49%	41%	45%	41%	46%	46%	32%	34%	
		Community support for the arts																	47%	36%	31%
		Availability of affordable quality childcare/preschool			32%	24%	30%	27%	27%	32%	44%	30%	45%	63%	44%	50%	62%	35%	40%	28%	30%
		K-12 education										65%	73%	64%	60%	70%	68%	64%	66%	43%	51% H
		Adult educational opportunities												58%	48%	45%	42%	49%	46%	32%	33%
		Opportunities to attend special events and festivals												58%	66%	68%	62%	62%	65%	53%	49%
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Public library services									80%	80%	80%	84%	84%	86%	86%	84%	81%	75%	
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall opportunities for education, culture, and the arts												81%	80%	81%	75%	78%	68%	72%	
	<b>Health and Wellness</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall health and wellness opportunities											67%	64%	70%	68%	72%	71%	56%	55%
<b>Please also rate each of the following in the Palm Coast community.</b>		Availability of affordable quality food					56%	56%		60%	55%	58%	64%	51%	58%	66%	70%	61%	41%	45%	
		Availability of affordable quality health care		44%	41%	42%	42%	37%	46%	49%	45%	56%	60%	55%	59%	62%	61%	54%	42%	42%	
		Availability of preventive health services					43%	47%	56%	53%	60%	58%	56%	58%	65%	62%	57%	41%	47%		
		Availability of affordable quality mental health care											44%	31%	36%	34%	34%	33%	20%	28% H	
<b>Please rate the quality of each of the following services in Palm Coast.</b>		Health services	56%	57%	52%	48%	47%	51%	57%	62%	55%	66%	57%	53%	62%	65%	65%	60%	52%	55%	
<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>		Overall health and wellness opportunities												84%	84%	80%	81%	87%	79%	75%	
	Please rate your overall health.												59%	58%	54%	60%	55%	71%	64%	71% H	
<b>Natural Environment</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall quality of natural environment					71%	69%	80%	82%	81%	87%	87%	84%	85%	86%	79%	68%	68%		
	<b>Please also rate each of the following in the Palm Coast community.</b>	Cleanliness							85%	83%	83%	87%	85%	85%	89%	83%	84%	77%	77%	77%	
		Water resources																83%	75%	78%	

		2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2017	2019	2022	2024	2026
<b>Natural Environment</b>	<b>Please also rate each of the following in the Palm Coast community.</b>																			
	Air quality							79%		83%	79%	83%	83%	85%	91%	87%	89%	89%	80%	77%
	<b>Please rate the quality of each of the following services in Palm Coast.</b>							56%	66%	70%	66%	75%	70%	65%	71%	66%	70%	60%	47%	45%
	Palm Coast open space												72%	61%	63%	67%	67%	58%	48%	41% L
	Recycling	83%		79%	84%	80%	81%	84%	87%	86%	83%	90%	89%	87%	87%	71%	80%	64%	61%	64%
	Yard waste pick-up									84%	87%	90%	86%	86%	83%	52%	76%	70%	77%	83% H
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>													83%	78%	74%	86%	88%	87%	84%
	Overall quality of natural environment													83%	78%	74%	86%	88%	87%	84%

## Comparisons Between Palm Coast and Flagler County Results

In an effort to compare results between Palm Coast and Flagler County residents, the City and County conducted the NCS simultaneously and asked similar questions on their surveys. Results are shown below where the City and the County asked about similar services or resident experiences.

Comparisons between Palm Coast and Flagler County should be considered statistically significant if there is at least a +/-5% difference between the results.

			Palm Coast	Flagler County
<b>Quality of Life</b>	<b>Please rate each of the following aspects of quality of life in Palm Coast.</b>	Palm Coast as a place to live	72%	83%
		The overall quality of life	66%	81%
	<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Palm Coast to someone who asks	67%	82%
		Remain in Palm Coast for the next five years	74%	89%
	<b>Please rate each of the following in the Palm Coast community.</b>	Overall image or reputation	59%	65%
<b>Utilities</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall quality of the utility infrastructure	36%	34%
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Affordable high-speed internet access	54%	48%
		Garbage collection	87%	89%
		Drinking water	33%	41%
		Sewer services	53%	62%
		Storm water management	47%	51%
		Power (electric and/or gas) utility	63%	72%
		Utility billing	39%	52%
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall quality of the utility infrastructure	95%	94%
<b>Economy</b>	<b>Please rate each of the following aspects of quality of life in Palm Coast.</b>	Palm Coast as a place to work	28%	38%
		Palm Coast as a place to visit	56%	71%
	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall economic health	42%	52%
	<b>Please rate each of the following in the Palm Coast community.</b>	Overall quality of business and service establishments	52%	52%
		Variety of business and service establishments	39%	45%
		Vibrancy of downtown/commercial area	27%	39%
		Employment opportunities	11%	13%
Shopping opportunities		33%	44%	
Cost of living	28%	28%		

<b>Economy</b>	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Economic development	<b>31%</b>	<b>37%</b>
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall economic health	<b>90%</b>	<b>87%</b>
		What impact, if any, do you think the economy will have on your family income in the next 6 months?	<b>28%</b>	<b>32%</b>
<b>Community Design</b>	<b>Please rate each of the following aspects of quality of life in Palm Coast.</b>	Your neighborhood as a place to live	<b>81%</b>	<b>88%</b>
	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall design or layout of residential and commercial areas	<b>45%</b>	<b>38%</b>
	<b>Please also rate each of the following in the Palm Coast community.</b>	Well-planned residential growth	<b>25%</b>	<b>18%</b>
		Well-planned commercial growth	<b>23%</b>	<b>18%</b>
		Well-designed neighborhoods	<b>38%</b>	<b>35%</b>
		Preservation of the historical or cultural character of the community	<b>37%</b>	<b>34%</b>
		Public places where people want to spend time	<b>36%</b>	<b>39%</b>
		Variety of housing options	<b>45%</b>	<b>48%</b>
		Availability of affordable quality housing	<b>29%</b>	<b>35%</b>
		Overall quality of new development	<b>26%</b>	<b>28%</b>
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Land use, planning and zoning	<b>20%</b>	<b>17%</b>
		Code enforcement	<b>42%</b>	<b>44%</b>
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall design or layout of residential and commercial areas	<b>83%</b>	<b>89%</b>
<b>Parks and Recreation</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall quality of parks and recreation opportunities	<b>67%</b>	<b>80%</b>
	<b>Please also rate each of the following in the Palm Coast community.</b>	Availability of paths and walking trails	<b>77%</b>	<b>82%</b>
		Fitness opportunities	<b>70%</b>	<b>66%</b>
		Recreational opportunities	<b>62%</b>	<b>67%</b>
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	City parks	<b>76%</b>	<b>79%</b>
Recreation programs or classes		<b>58%</b>	<b>61%</b>	
Recreation centers or facilities		<b>58%</b>	<b>60%</b>	
<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall quality of parks and recreation opportunities	<b>75%</b>	<b>85%</b>	
<b>Governance</b>	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Palm Coast for help or information	<b>64%</b>	<b>57%</b>

<b>Governance</b>	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted Palm Coast elected officials to express your opinion	11%	27%
		Attended a local public meeting	19%	47%
		Watched a local public meeting	27%	38%
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Public information services	53%	57%
		Overall customer service by Palm Coast employees	73%	81%
	<b>Please rate the following categories of Palm Coast government performance.</b>	The value of services for the taxes paid to Palm Coast	36%	44%
		The overall direction that Palm Coast is taking	28%	36%
		The job Palm Coast government does at welcoming resident involvement	32%	39%
		Overall confidence in Palm Coast government	21%	29%
		Generally acting in the best interest of the community	26%	30%
		Being honest	28%	35%
		Being open and transparent to the public	28%	29%
		Informing residents about issues facing the community	30%	33%
		Treating all residents fairly	43%	49%
		Treating residents with respect	52%	56%
	<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Palm Coast	49%	57%
		The Federal Government	41%	39%
<b>Mobility</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall quality of the transportation system	32%	34%
	<b>Please also rate each of the following in the Palm Coast community.</b>	Traffic flow on major streets	26%	26%
		Ease of public parking	56%	41%
		Ease of travel by car	50%	48%
		Ease of travel by public transportation	7%	10%
		Ease of travel by bicycle	56%	56%
		Ease of walking	58%	60%
		<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Used public transportation instead of driving	6%
		Carpooled with other adults or children instead of driving alone	37%	45%

Mobility	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Walked or biked instead of driving	45%	57%
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Traffic enforcement	53%	63%
		Traffic signal timing	37%	42%
		Street repair	44%	50%
		Street cleaning	60%	69%
		Street lighting	41%	56%
		Sidewalk maintenance	51%	55%
		Bus or transit services	12%	12%
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall quality of the transportation system	69%	67%
	Safety	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall feeling of safety	78%
<b>Please rate how safe or unsafe you feel:</b>		In your neighborhood during the day	96%	96%
		In Palm Coast's downtown/commercial area during the day	92%	91%
		From property crime	84%	91%
		From violent crime	88%	93%
		From fire, flood, or other natural disaster	66%	47%
<b>Please rate the quality of each of the following services in Palm Coast.</b>		Police/Sheriff services	85%	85%
		Crime prevention	83%	83%
		Animal control	74%	80%
		Ambulance or emergency medical services	86%	90%
	Fire services	90%	94%	
	Fire prevention and education	79%	74%	
	Emergency preparedness	78%	80%	
<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall feeling of safety	90%	87%	
Community Connection	<b>Please rate each of the following aspects of quality of life in Palm Coast.</b>	Palm Coast as a place to raise children	63%	62%
		Palm Coast as a place to retire	67%	80%
		Sense of community	42%	56%

<b>Community Connection</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Residents' connection and engagement with their community	<b>36%</b>	<b>43%</b>
	<b>Please rate the job you feel the Palm Coast community does at each of the following.</b>	Making all residents feel welcome	<b>55%</b>	<b>63%</b>
		Attracting people from diverse backgrounds	<b>51%</b>	<b>50%</b>
		Valuing/respecting residents from diverse backgrounds	<b>58%</b>	<b>51%</b>
		Taking care of vulnerable residents	<b>41%</b>	<b>39%</b>
	<b>Please also rate each of the following in the Palm Coast community.</b>	Sense of civic/community pride	<b>40%</b>	<b>46%</b>
		Neighborliness of residents	<b>49%</b>	<b>58%</b>
		Opportunities to participate in social events and activities	<b>43%</b>	<b>50%</b>
		Opportunities to volunteer	<b>59%</b>	<b>62%</b>
		Opportunities to participate in community matters	<b>45%</b>	<b>50%</b>
Openness and acceptance of the community toward people of diverse backgrounds		<b>49%</b>	<b>50%</b>	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Volunteered your time to some group/activity	<b>30%</b>	<b>41%</b>	
	Campaigned or advocated for a local issue, cause, or candidate	<b>15%</b>	<b>28%</b>	
<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Residents' connection and engagement with their community	<b>62%</b>	<b>72%</b>	
<b>Education, Arts, and Culture</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall opportunities for education, culture, and the arts	<b>39%</b>	<b>32%</b>
	<b>Please also rate each of the following in the Palm Coast community.</b>	Opportunities to attend cultural/arts/music activities	<b>34%</b>	<b>35%</b>
		Community support for the arts	<b>31%</b>	<b>32%</b>
		Availability of affordable quality childcare/preschool	<b>30%</b>	<b>27%</b>
		K-12 education	<b>51%</b>	<b>45%</b>
		Adult educational opportunities	<b>33%</b>	<b>36%</b>
		Opportunities to attend special events and festivals	<b>49%</b>	<b>53%</b>
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Public library services	<b>75%</b>	<b>73%</b>
<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall opportunities for education, culture, and the arts	<b>72%</b>	<b>70%</b>	
<b>Health and Wellness</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall health and wellness opportunities	<b>55%</b>	<b>59%</b>
	<b>Please also rate each of the following in the Palm Coast community.</b>	Availability of affordable quality food	<b>45%</b>	<b>44%</b>
Availability of affordable quality health care		<b>42%</b>	<b>49%</b>	

<b>Health and Wellness</b>	<b>Please also rate each of the following in the Palm Coast community.</b>	Availability of preventive health services	<b>47%</b>	<b>54%</b>
		Availability of affordable quality mental health care	<b>28%</b>	<b>22%</b>
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Health services	<b>55%</b>	<b>60%</b>
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall health and wellness opportunities	<b>75%</b>	<b>78%</b>
		Please rate your overall health.	<b>71%</b>	<b>81%</b>
<b>Natural Environment</b>	<b>Please rate each of the following characteristics as they relate to Palm Coast as a whole.</b>	Overall quality of natural environment	<b>68%</b>	<b>76%</b>
	<b>Please also rate each of the following in the Palm Coast community.</b>	Cleanliness	<b>77%</b>	<b>78%</b>
		Water resources	<b>78%</b>	<b>91%</b>
		Air quality	<b>77%</b>	<b>84%</b>
	<b>Please rate the quality of each of the following services in Palm Coast.</b>	Preservation of natural areas	<b>45%</b>	<b>50%</b>
		Palm Coast open space	<b>41%</b>	<b>52%</b>
		Recycling	<b>64%</b>	<b>52%</b>
		Yard waste pick-up	<b>83%</b>	<b>83%</b>
	<b>Please rate how important, if at all, you think it is for the Palm Coast community to focus on each of the following in the coming two years.</b>	Overall quality of natural environment	<b>84%</b>	<b>93%</b>