CITY OF PALO ALTO

City of Palo Alto Community Survey 2025

Report of Results

October 2025

Polco NRC

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Survey background

Palo Alto contracted with Polco to implement the 2025 iteration of their community survey. For this effort, 3,600 households were randomly selected and mailed postcard invitations and paper surveys inviting participation. A total of 574 residents from this address-based outreach completed the survey for a response rate of 16% and a margin of error of ±4%. The results of this effort are highlighted below, with full results found in *Appendix A: Results Tables*.

Appendix A includes several comparisons to better understand the random sample survey results.

- Comparisons to past surveys: iterations from 2012 to 2024 and the first iteration in 2003.
- Comparisons to national benchmarks for questions asked in other jurisdictions.
- Comparisons by geographic and demographic subgroups.

To ensure all community members would have an opportunity to participate, an additional and separate outreach effort was conducted by the City. Through many communication channels, the City invited residents to complete an open participation survey. The results from this outreach effort can be found in *Appendix C: Results to Open-Participation Survey*.

Please contact Lupita Alamos, Assistant to the City Manager, City of Palo Alto, at Lupita.Alamos@paloalto.gov, if you have any questions about the survey.

Key Findings

Palo Alto residents continue to express strong satisfaction with quality of life.

- About 9 in 10 residents rated Palo Alto—as well as their own neighborhood—as an excellent or good place to live. Similarly, 9 in 10 gave high marks to the overall quality of life in the city, while about 8 in 10 praised Palo Alto as a place to work and raise children. These results were consistent with previous years and in line with national benchmarks, except for Palo Alto's rating as a place to work, which was again higher than the national average.
- Additionally, about 7 in 10 residents rated Palo Alto as an excellent or good place to visit, and more than half gave favorable ratings to the city as a place to retire. Both results were similar to previous years and aligned with national benchmarks.
- Nine in 10 residents praised the overall feeling of safety, the overall quality of natural environment, and the health and wellness opportunities in Palo Alto. These results were similar to previous years and higher than the national benchmarks.
- About 8 in 10 residents said they were likely to remain in Palo Alto for the next five years and would recommend living in the city to others—again, consistent with prior years and national comparisons.

While residents report high satisfaction with city services, some areas show room for improvement.

- About 9 in 10 residents gave excellent or good ratings to City parks, Palo Alto open space, public library services and facilities, ambulance and emergency medical services, fire emergency services, and drinking water. These ratings were consistent with previous years. Palo Alto's open space was rated much higher than the national benchmark, while City parks and drinking water were also above national averages.
- More than 8 in 10 respondents provided positive ratings for the variety of library materials, sewer services, utility payment options, refuse collection, police services, recreation programs and classes, art programs and theater, recreation centers or facilities, preservation of natural areas, and animal control. These results were in line with previous years.
- Among the lower-rated services were building and planning application processing, land use, planning, and zoning, and code enforcement (e.g., weeds or abandoned buildings).
- Overall, 33 services received ratings consistent with 2024, while two services improved: affordable high-speed internet access (54%, up 10 points from 2024) and electric utility services (75%, up 8 points).
- Compared to national benchmarks, eight services were rated above the national average (Palo Alto open space, City parks, preservation of natural areas, drinking water, utility payment options, street cleaning, recreation centers/facilities, and recreation programs/classes), 15 services were on par, and none were below national benchmarks.

Business Quality Joins Palo Alto's Reputation, Walkability, Bikeability, and Fitness Among Top-Rated Community Features

- Several community features received high marks from residents, including ease of walking, ease of travel by bicycle, the overall image and reputation of Palo Alto, fitness and recreational opportunities (such as exercise classes and trails), and the quality of business and service establishments. Positive ratings for these features ranged from 78% to 83%. The perceived quality of business and service establishments increased by 7 points since 2024, rising from 71% to 78%.

Affordable housing and cost of living continue to be key concerns.

- As in previous years, fewer than 1 in 10 residents gave positive ratings to the cost of living in Palo Alto, and only about 1 in 10 rated the availability of affordable quality housing favorably. Meanwhile, about 1 in 4 residents gave positive ratings to the variety of housing options. All three ratings were similar to those in 2024. Compared to national benchmarks, Palo Alto's rating for cost of living was much lower, while ratings for affordable quality housing and variety of housing options were lower than national averages.
- The survey included an open-ended question inviting respondents to describe, in their own words, one change the City could make to increase resident satisfaction. The most common theme was housing and construction issues (mentioned by 21% of respondents), followed by transportation and traffic (13%), and affordability (10%).

Parks, open space, and the natural environment stand out as Palo Alto's greatest strengths.

- The survey included an open-ended question inviting respondents to share, in their own words, one thing they believe the City does well and should continue to maintain. Open space and the natural environment topped the list, accounting for 28% of all mentions, followed by activities and recreation (14%), and utility and city services (11%).
- When asked about a list of activities they had done in the past 12 months, visiting a neighborhood or City park ranked highest, with 95% of respondents reporting they had done so. Other frequently reported activities included talking with immediate neighbors, walking or biking instead of driving, voting in the most recent local election, and using Palo Alto public libraries or their services.

Residents report limited awareness of sustainability programs.

- About 1 in 7 residents said they are extremely or very familiar with Palo Alto's programs to advance community goals, such as home electrification. Meanwhile, only 1 in 20 residents reported being extremely or very familiar with the City's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas emissions by 80% by 2030.
- When asked what would most motivate them to replace major gas appliances with electric models, the top consideration was saving money through rebates (59%), followed by improving health and safety (37%), and helping to stop climate change (35%). About 3 in 10 residents said they were not interested in upgrading to electric.

Ratings for Palo Alto government performance remain strong, with gains in key areas.

- Three-quarters of Palo Alto residents gave the local government high marks for treating residents with respect, while about 6 in 10 praised it for being honest, treating all residents fairly, acting in the best interest of the community, and being open and transparent with the public. The remaining five performance attributes also received satisfaction ratings above 50%.
- When compared to 2024, most government performance indicators were rated similarly, except for acting in the best interest of the community and being open and transparent with the public, both of which increased from 53% in 2024 to 60% in 2025. Palo Alto's ratings were comparable to national benchmarks across all indicators.
- Overall, 78% of respondents praised the quality of services provided by the City of Palo Alto, consistent with previous years. In contrast, state government services received a favorable rating of 52% (similar to last year), while federal government services received a favorable rating of just 19%, 22 points lower than in 2024.

Detailed Survey Methods

Survey Information

The 2025 Palo Alto Community Survey was conducted by Polco. Results offer insight into residents' perspectives about their community, as well as community needs and resident participation. This information can be used to support budgeting, land use and strategic planning, and communication with residents. The demographic characteristics and geographic location of respondents were collected to permit weighting to the Census and American Community Survey estimates, and comparison of results for different subgroups of residents. The City of Palo Alto funded this research.

Survey Validity

Polco recognizes that survey validity has two key components: (1) the degree to which a community can be confident that responses accurately represent what would have been obtained if the entire population had participated, and (2) the extent to which the results reflect residents' true beliefs and behaviors.

To answer the first question, the best survey research practices were used to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using mail-based methodology, which typically gets a higher response rate than phone for the same dollars spent. Getting a higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Using a list of households or residents that is as comprehensive as possible (like a USPS list that includes all households) and selecting households at random to ensure they are representative of the larger community.
- Over-sampling multi-family housing units to improve response from respondents who generally respond in lower proportions.
- Contacting selected households multiple times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Offering the opportunity to complete the survey online or by mail, and providing a pre-addressed, postage-paid return envelope for ease and to spare the respondent any expense.
- Weighting the results to reflect the demographic characteristics of the population.

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

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

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

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

Selecting Survey Recipients

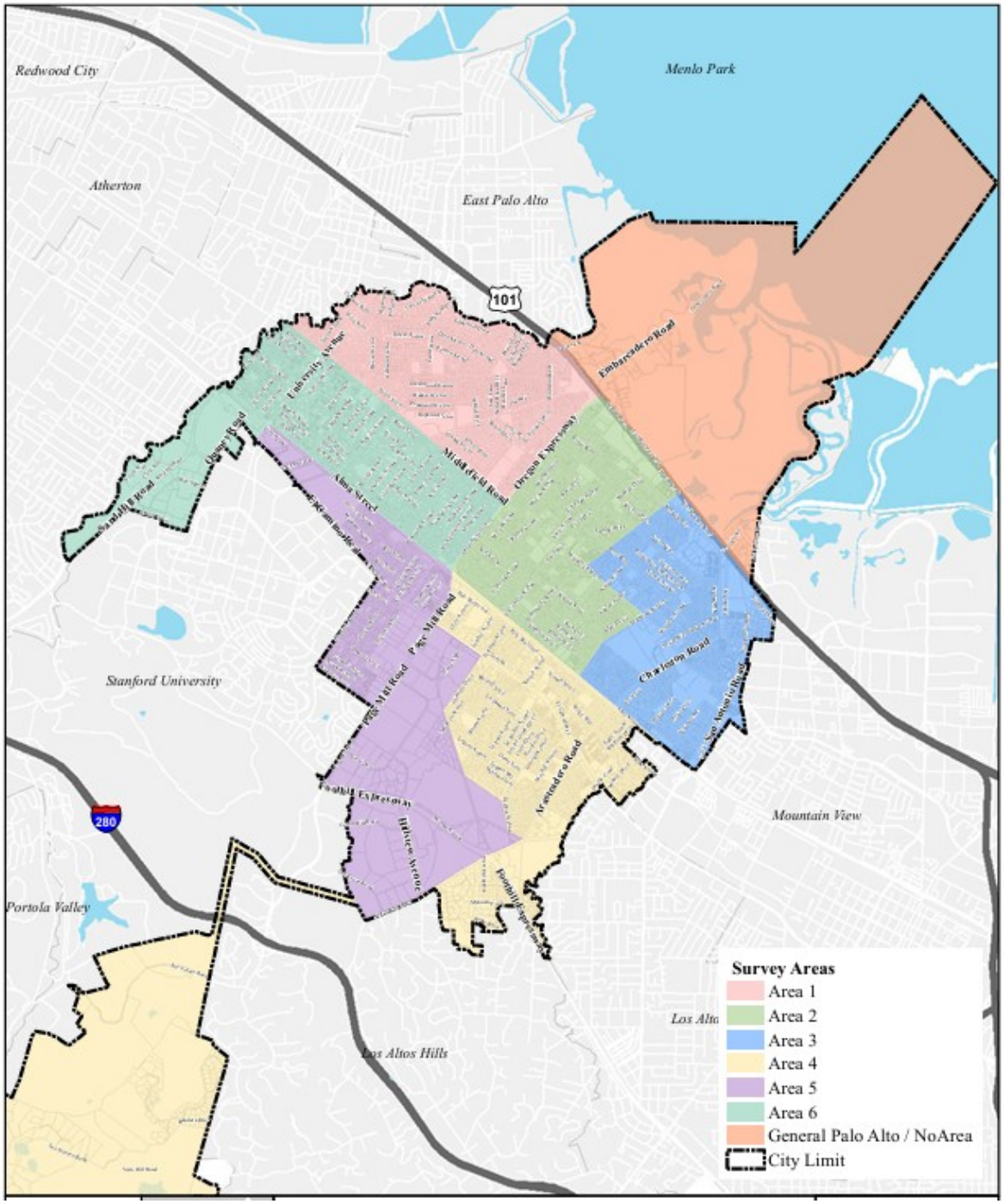
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Palo Alto were eligible to participate in the survey. A list of all households within the zip codes serving Palo Alto was purchased based on updated listings from the United States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

To choose the 3,600 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower

rates to surveys than those in single-family housing units. Figure 1 displays a map with the six areas of Palo Alto used to track results.

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

Figure 1: Palo Alto's Areas



Survey Administration and Response

Selected households received mailings beginning on August 1, 2025. All 3,600 households received three notifications in the mail. The first mailing was a postcard announcing the upcoming survey with a link and QR code to complete the survey online. The next mailing contained a letter from the City Manager inviting the household to participate, along with a paper questionnaire and a postage-paid return envelope. The third and final mailing was a reminder postcard. The second and third mailings also asked respondents not to complete the survey a second time.

The online survey was available in English, Spanish, and Simplified Chinese. The paper survey was available in English only. All mailings included a URL through which the residents could choose to respond online, along with instructions on how to access the survey in Spanish or Simplified Chinese. Completed surveys were collected over nine weeks. The online open participation survey was available to residents beginning August 29, 2025, and remained open through October 3, 2025.

Less than 1% of the 3,600 surveys mailed were returned because the housing unit was vacant, or the postal service was unable to deliver the survey as addressed. Of the remaining 3,588 households that received the survey, 574 completed the survey, providing an overall response rate of 16%. Of the 574 completed surveys, 309 were completed online. Two surveys were completed in Simplified Chinese and another two were completed in Spanish. Additionally, responses were tracked by geographic subarea; response rates by area ranged from 13% to 23%. The response rates were calculated using AAPOR's response rate #2[1] for mailed surveys of unnamed persons. Additionally, 216 residents completed the online open participation survey.

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95 percent. The 95 percent level of confidence can be any size and quantifies the sampling error or imprecision of the survey results because *some* residents' opinions are relied on to estimate *all* residents' opinions.[2]

The margin of error or confidence interval for the City of Palo Alto survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (574 completed surveys).

For subgroups of responses, the margin of error increases because the number of responses for the subgroup is smaller. The margins of error for the six areas within Palo Alto are shown in the following table. They range from ±8% in Area 6 to ±13% in Area 5.

[1] See AAPOR's Standard Definitions for more information: https://aapor.org/standards-and-ethics/standard-definitions/

[2] A 95 percent level of confidence indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75 percent of residents rate a service as "excellent" or "good," then the 4 percent margin of error (for the 95 percent level of confidence) indicates that the range of likely responses for the entire community is between 71 percent and 79 percent. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the nonresponse of residents with opinions different from survey responders. Differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 1: Survey Response Rates

	Number mailed	Undeliverable	Eligible	Returned	Response rate	Margin of error
Area 1	379	1	378	86	23%	±11%
Area 2	649	4	645	106	16%	±10%
Area 3	439	0	439	80	18%	±11%
Area 4	724	3	721	106	15%	±10%
Area 5	344	0	344	59	17%	±13%
Area 6	1,065	4	1,061	137	13%	±8%
Overall	**3,600**	**12**	**3,588**	**574**	**16%**	**±4%**

Survey Processing (Data Entry)

Upon receipt, completed paper surveys were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, Polco would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All paper surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Online surveys were conducted through the Polco platform. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like Polco's mailed surveys, surveys on Polco are presented with the City name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

Survey Data Weighting

Upon completion of data collection for both the address-based and open participation surveys, the demographics of each dataset were separately compared to those found in the US Census and the American Community Survey (ACS) estimates for adults in the City of Palo Alto. The primary objective of weighting survey data is to make the survey respondents reflect the larger population of the community. Both survey datasets were weighted independently to best match the Census and ACS. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), sex, age, and area. The highlights are based on the results from the address-based mail survey and full results for that outreach effort can be found in *Appendix A: Results Tables*. Results for the open participation survey can be found in *Appendix C: Results from Open Participation Survey*.

Table 2: Palo Alto 2025 Address-based Survey Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	29%	43%
Own home	56%	71%	57%
Detached unit*	59%	67%	60%
Attached unit*	41%	33%	40%
Race and Ethnicity			
White	55%	64%	58%
Not white	45%	36%	42%
Not Hispanic	94%	96%	94%
Hispanic	6%	4%	6%
Sex and Age			
Female	52%	53%	53%
Male	48%	47%	47%
18-34 years of age	23%	7%	21%
35-54 years of age	35%	24%	34%
55+ years of age	42%	69%	45%
Females 18-34	11%	4%	10%
Females 35-54	18%	12%	18%
Females 55+	23%	36%	25%
Males 18-34	12%	3%	11%
Males 35-54	17%	12%	17%
Males 55+	19%	32%	19%
Area			
Area 1	13%	15%	13%
Area 2	19%	18%	19%
Area 3	13%	14%	14%
Area 4	20%	18%	19%
Area 5	9%	10%	9%
Area 6	26%	24%	26%

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

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). When results are compared by demographic and geographic subgroups, and in the highlights section, the percentages presented represent the "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month.

On many of the questions in the survey, respondents may answer "don't know." In *Appendix A: Results Tables* for each question there are two tables that show all scale points, one including and one excluding the respondents who chose "don't know." For ease of comparison, "don't know" responses are excluded from the tables which show comparisons by subgroups and also from the results discussed in the highlights section. In other words, the highlights section and comparison tables only show the responses from respondents who had an opinion about a specific item.

When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Trends Over Time

Trend tables display trends over time, comparing the 2025 ratings for the City of Palo Alto to the 12 previous iterations of survey results (going back to 2012) and displaying 2003 data, the year when surveying started, when available.

Trend data for Palo Alto represent important comparison data and should be examined for improvement or declines. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than approximately six percentage points[3] between the 2025 and 2024 surveys; otherwise, the comparisons between 2025 and 2024 are noted as being "similar." When comparing results over time, small differences (those with less than a 6 percent difference) are more likely to be due to random variation (attributable to chance over real change), while larger differences (those greater than 6 percent) may be due to a real shift in resident perspective. However, it is often wise to continue to monitor results over a longer period of time to rule out random variation due to chance in the sampling process. Sometimes small changes in question wording can explain changes in results as well.

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

Geographic and Demographic Comparisons

The subgroup comparison tables in *Appendix A* display differences in opinion of survey respondents by the six geographic subareas, by race/ethnicity, and by age groups.

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

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

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

National Benchmark Comparisons

Comparison Data

Polco's database of comparative resident opinions is comprised of resident perspectives gathered in surveys from over 400 communities whose residents evaluated the same kinds of topics as the Palo Alto Community Survey. The surveys gathered for Polco's database include data from communities that have been conducted by Polco, as well as citizen surveys unaffiliated with Polco. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. Polco adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant, and the comparisons are to jurisdictions that have conducted a survey within the last five years. The communities in the database represent a wide geographic and population range. The City of Palo Alto chose to make comparisons to the entire database.

Interpreting the Results

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

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

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

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

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

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

Appendix A: Results Tables

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

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

Tables displaying trend data appear only for the years in which the questions were asked. Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than approximately six percentage points between the 2025 and 2024 surveys; otherwise, the comparison between 2025 and 2024 are noted as being "similar."

Geographic and demographic comparisons have been provided for Questions 1 through 18 (some questions having multiple, non-scaled responses are not included). Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

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

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

For example, in Table 8 on page 18, respondents in areas 1, 2, 3, and 6 gave significantly higher ratings to Palo Alto as a place to live than respondents in area 4 and 5 (columns D and E), as denoted by the "D" and the "E" listed in the cell of the ratings for area 1, 2, 3, and 6.

Question 1

Table 4: Question 1 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following aspects of quality of life in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Palo Alto as a place to live	50%	N=286	40%	N=229	9%	N=49	1%	N=7	0%	N=0	100%	N=570
Your neighborhood as a place to live	52%	N=292	40%	N=227	7%	N=40	1%	N=6	0%	N=0	100%	N=565
Palo Alto as a place to raise children	40%	N=224	29%	N=162	11%	N=59	4%	N=20	17%	N=96	100%	N=562
Palo Alto as a place to work	34%	N=190	29%	N=162	14%	N=77	2%	N=9	22%	N=126	100%	N=564
Palo Alto as a place to visit	28%	N=160	38%	N=215	21%	N=116	7%	N=38	6%	N=32	100%	N=561
Palo Alto as a place to retire	23%	N=129	22%	N=124	19%	N=108	18%	N=102	17%	N=97	100%	N=560
The overall quality of life in Palo Alto	41%	N=230	47%	N=266	11%	N=63	1%	N=8	0%	N=0	100%	N=567

Table 5: Question 1 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following aspects of quality of life in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Palo Alto as a place to live	50%	N=286	40%	N=229	9%	N=49	1%	N=7	100%	N=570
Your neighborhood as a place to live	52%	N=292	40%	N=227	7%	N=40	1%	N=6	100%	N=565
Palo Alto as a place to raise children	48%	N=224	35%	N=162	13%	N=59	4%	N=20	100%	N=465
Palo Alto as a place to work	43%	N=190	37%	N=162	18%	N=77	2%	N=9	100%	N=438
Palo Alto as a place to visit	30%	N=160	41%	N=215	22%	N=116	7%	N=38	100%	N=529
Palo Alto as a place to retire	28%	N=129	27%	N=124	23%	N=108	22%	N=102	100%	N=463
The overall quality of life in Palo Alto	41%	N=230	47%	N=266	11%	N=63	1%	N=8	100%	N=567

Table 6: Question 1 - Historical Results

Please rate each of the following aspects of quality of life in Palo Alto:	Percent positive													2025 rating compared to 2024
	2003	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Palo Alto as a place to live	95%	95%	92%	95%	92%	91%	91%	89%	88%	88%	90%	91%	90%	Similar
Your neighborhood as a place to live	88%	90%	91%	92%	90%	91%	91%	90%	89%	88%	92%	93%	92%	Similar
Palo Alto as a place to raise children	90%	92%	90%	93%	87%	84%	84%	82%	82%	87%	83%	84%	83%	Similar
Palo Alto as a place to work	NA	88%	89%	86%	87%	82%	82%	80%	82%	79%	85%	84%	80%	Similar
Palo Alto as a place to visit	NA	NA	NA	75%	74%	72%	71%	68%	70%	69%	73%	70%	71%	Similar
Palo Alto as a place to retire	62%	68%	56%	60%	52%	50%	51%	40%	52%	46%	53%	54%	55%	Similar
The overall quality of life in Palo Alto	92%	92%	94%	91%	91%	88%	85%	89%	84%	88%	86%	89%	87%	Similar

Table 7: Question 1 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Palo Alto as a place to live	80	100	355	Similar
Your neighborhood as a place to live	81	64	342	Similar
Palo Alto as a place to raise children	76	137	358	Similar
Palo Alto as a place to work	74	25	354	Higher
Palo Alto as a place to visit	65	114	331	Similar
Palo Alto as a place to retire	53	253	354	Similar
The overall quality of life in Palo Alto	76	94	369	Similar

Table 8: Question 1 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Palo Alto as a place to live	95% D E	93% D E	94% D E	84%	80%	93% D E	90%
Your neighborhood as a place to live	92%	91%	88%	92%	88%	96% C	92%
Palo Alto as a place to raise children	92% B	79%	85%	80%	78%	84%	83%
Palo Alto as a place to work	79%	80%	82%	84%	77%	79%	80%
Palo Alto as a place to visit	69%	61%	80% B	69%	66%	76% B	71%
Palo Alto as a place to retire	54%	60% D	51%	43%	49%	63% D	55%
The overall quality of life in Palo Alto	92% D E	88%	90% E	82%	78%	91% D E	87%

Table 9: Question 1 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Palo Alto as a place to live	93% C	90%	82%	87%	89%	93%	90%
Your neighborhood as a place to live	94%	90%	91%	93%	88%	95% B	92%
Palo Alto as a place to raise children	81%	89% C	76%	59%	88% A	86% A	83%
Palo Alto as a place to work	85% C	80% C	64%	77%	74%	87% B	80%
Palo Alto as a place to visit	72% C	75% C	53%	53%	67% A	82% A B	71%
Palo Alto as a place to retire	58%	52%	51%	53%	44%	62% B	55%
The overall quality of life in Palo Alto	93% B C	85%	79%	88%	84%	90%	87%

Question 2

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	24%	N=136	50%	N=282	21%	N=120	4%	N=21	1%	N=4	100%	N=563
Overall feeling of safety in Palo Alto	50%	N=282	40%	N=227	8%	N=46	2%	N=9	0%	N=0	100%	N=564
Overall quality of natural environment in Palo Alto	45%	N=254	43%	N=242	10%	N=58	1%	N=7	0%	N=1	100%	N=562
Overall health and wellness opportunities in Palo Alto	41%	N=232	40%	N=223	13%	N=73	1%	N=7	5%	N=28	100%	N=562
Residents' connection and engagement with their community	16%	N=91	37%	N=206	26%	N=147	11%	N=61	10%	N=53	100%	N=559

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	24%	N=136	50%	N=282	21%	N=120	4%	N=21	100%	N=559
Overall feeling of safety in Palo Alto	50%	N=282	40%	N=227	8%	N=46	2%	N=9	100%	N=564
Overall quality of natural environment in Palo Alto	45%	N=254	43%	N=242	10%	N=58	1%	N=7	100%	N=561
Overall health and wellness opportunities in Palo Alto	43%	N=232	42%	N=223	14%	N=73	1%	N=7	100%	N=534
Residents' connection and engagement with their community	18%	N=91	41%	N=206	29%	N=147	12%	N=61	100%	N=506

Table 12: Question 2 - Historical Results

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive												2025 rating compared to 2024
	2011	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	NA	NA	67%	63%	59%	65%	62%	76%	72%	72%	75%	75%	Similar
Overall feeling of safety in Palo Alto	NA	NA	92%	91%	94%	94%	91%	87%	84%	84%	88%	90%	Similar
Overall quality of natural environment in Palo Alto	84%	83%	88%	86%	84%	89%	87%	90%	88%	90%	87%	88%	Similar
Health and wellness opportunities in Palo Alto	NA	NA	88%	88%	85%	88%	84%	88%	90%	84%	85%	85%	Similar
Residents' connection and engagement with their community	NA	NA	NA	NA	NA	NA	NA	62%	63%	61%	61%	59%	Similar

Table 13: Question 2 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	65	33	325	Higher
Overall feeling of safety in Palo Alto	79	57	344	Higher
Overall quality of natural environment in Palo Alto	77	59	334	Higher
Overall health and wellness opportunities in Palo Alto	76	26	327	Higher
Residents’ connection and engagement with their community	55	128	318	Similar

Table 14: Question 2 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	81% E	77% E	81% E	68%	59%	78% E	75%
Overall feeling of safety in Palo Alto	88%	91%	88%	91%	85%	92%	90%
Overall quality of natural environment in Palo Alto	85%	88% E	90% E	91% E	74%	92% E	88%
Overall health and wellness opportunities in Palo Alto	90%	90%	84%	83%	84%	82%	85%
Residents' connection and engagement with their community	74% B D E F	55%	77% B D E F	52%	53%	52%	59%

Table 15: Question 2 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	76%	80% C	65%	74%	75%	76%	75%
Overall feeling of safety in Palo Alto	91%	89%	91%	90%	91%	90%	90%
Overall quality of natural environment in Palo Alto	90% C	88%	81%	87%	86%	91%	88%
Overall health and wellness opportunities in Palo Alto	88%	81%	83%	79%	82%	90% A B	85%
Residents' connection and engagement with their community	56%	66% A	56%	44%	59% A	64% A	59%

Question 3

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

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Palo Alto to someone who asks	40%	N=229	41%	N=233	12%	N=66	7%	N=38	1%	N=4	100%	N=571
Remain in Palo Alto for the next five years	57%	N=326	21%	N=122	12%	N=67	7%	N=39	3%	N=18	100%	N=572
Recommend Palo Alto's libraries to friends	65%	N=370	18%	N=103	4%	N=25	3%	N=15	10%	N=56	100%	N=568

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

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Palo Alto to someone who asks	40%	N=229	41%	N=233	12%	N=66	7%	N=38	100%	N=567
Remain in Palo Alto for the next five years	59%	N=326	22%	N=122	12%	N=67	7%	N=39	100%	N=554
Recommend Palo Alto's libraries to friends	72%	N=370	20%	N=103	5%	N=25	3%	N=15	100%	N=512

Table 18: Question 3 - Historical Results

Please indicate how likely or unlikely you are to do each of the following:	Percent positive												2025 rating compared to 2024
	2011	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Recommend living in Palo Alto to someone who asks	91%	89%	86%	80%	72%	75%	73%	74%	75%	77%	78%	82%	Similar
Remain in Palo Alto for the next five years	87%	87%	83%	80%	75%	76%	78%	78%	84%	77%	79%	81%	Similar
Recommend Palo Alto's libraries to friends	NA	NA	NA	NA	NA	91%	92%	91%	92%	90%	92%	92%	Similar

Table 19: Question 3 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recommend living in Palo Alto to someone who asks	82	200	328	Similar
Remain in Palo Alto for the next five years	81	219	332	Similar

Table 20: Question 3 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "very likely" or "somewhat likely"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Recommend living in Palo Alto to someone who asks	86% D	79%	91% B D	75%	78%	82%	82%
Remain in Palo Alto for the next five years	89% F	83%	89% F	78%	78%	75%	81%
Recommend Palo Alto's libraries to friends	94%	95% D	97% D	87%	92%	91%	92%

Table 21: Question 3 - Demographic Subgroup Results

Percent rating "very likely" or "somewhat likely"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Recommend living in Palo Alto to someone who asks	81%	89% A C	72%	77%	83%	82%	82%
Remain in Palo Alto for the next five years	77%	91% A C	69%	49%	86% A	92% A	81%
Recommend Palo Alto's libraries to friends	94% C	94% C	83%	90%	92%	95%	92%

Question 4

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

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Making all residents feel welcome	19%	N=109	41%	N=232	22%	N=127	7%	N=41	10%	N=59	100%	N=567
Attracting people from diverse backgrounds	24%	N=134	31%	N=174	23%	N=129	14%	N=82	8%	N=46	100%	N=566
Valuing/respecting residents from diverse backgrounds	26%	N=145	40%	N=228	18%	N=105	5%	N=31	10%	N=58	100%	N=566
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	13%	N=71	24%	N=137	26%	N=145	12%	N=68	26%	N=144	100%	N=565

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

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Total	
Making all residents feel welcome	21%	N=109	46%	N=232	25%	N=127	8%	N=41	100%	N=509
Attracting people from diverse backgrounds	26%	N=134	34%	N=174	25%	N=129	16%	N=82	100%	N=519
Valuing/respecting residents from diverse backgrounds	28%	N=145	45%	N=228	21%	N=105	6%	N=31	100%	N=508
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	17%	N=71	33%	N=137	34%	N=145	16%	N=68	100%	N=420

Table 24: Question 4 - Historical Results

Please rate the job you feel the Palo Alto community does at each of the following.	Percent positive					2025 rating compared to 2024
	2021	2022	2023	2024	2025	
Making all residents feel welcome	59%	62%	66%	68%	67%	Similar
Attracting people from diverse backgrounds	52%	51%	57%	59%	59%	Similar
Valuing/respecting residents from diverse backgrounds	65%	65%	68%	71%	73%	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	47%	45%	50%	52%	49%	Similar

Table 25: Question 4 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Making all residents feel welcome	60	176	320	Similar
Attracting people from diverse backgrounds	57	144	318	Similar
Valuing/respecting residents from diverse backgrounds	65	67	318	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	50	168	315	Similar

Table 26: Question 4 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Making all residents feel welcome	81% D E F	78% E F	69% E	66% E	45%	61% E	67%
Attracting people from diverse backgrounds	64% E	69% E F	74% D E F	59% E	31%	54% E	59%
Valuing/respecting residents from diverse backgrounds	73%	79% E	86% D E F	69%	62%	70%	73%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	65% D E F	54% F	64% E F	48%	36%	39%	49%

Table 27: Question 4 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Making all residents feel welcome	68% C	76% C	44%	70%	66%	67%	67%
Attracting people from diverse backgrounds	56%	70% A C	49%	54%	56%	66% A	59%
Valuing/respecting residents from diverse backgrounds	75% C	75% C	58%	67%	73%	77%	73%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	45% C	69% A C	27%	36%	56% A	49%	49%

Question 5

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall quality of business and service establishments in Palo Alto	25%	N=138	52%	N=294	17%	N=97	4%	N=24	2%	N=10	100%	N=562
Variety of business and service establishments in Palo Alto	20%	N=111	39%	N=218	30%	N=169	10%	N=55	2%	N=10	100%	N=563
Vibrancy of downtown/commercial area	22%	N=125	38%	N=216	28%	N=159	9%	N=53	3%	N=15	100%	N=567
Employment opportunities	13%	N=73	24%	N=137	20%	N=111	6%	N=33	37%	N=211	100%	N=564
Shopping opportunities	26%	N=148	40%	N=225	26%	N=146	7%	N=39	1%	N=5	100%	N=563
Cost of living in Palo Alto	2%	N=9	7%	N=37	24%	N=136	67%	N=376	1%	N=7	100%	N=565
Overall image or reputation of Palo Alto	37%	N=208	43%	N=239	16%	N=88	3%	N=16	2%	N=9	100%	N=560
Traffic flow on major streets	10%	N=58	35%	N=196	37%	N=211	17%	N=94	1%	N=7	100%	N=566
Ease of public parking	19%	N=107	43%	N=244	26%	N=149	9%	N=52	3%	N=17	100%	N=569
Ease of travel by car in Palo Alto	25%	N=141	44%	N=251	22%	N=124	7%	N=41	2%	N=9	100%	N=566
Ease of travel by public transportation in Palo Alto	6%	N=35	18%	N=104	23%	N=132	26%	N=149	26%	N=145	100%	N=565
Ease of travel by bicycle in Palo Alto	29%	N=164	39%	N=219	13%	N=75	3%	N=19	15%	N=83	100%	N=561
Ease of walking in Palo Alto	35%	N=198	47%	N=265	11%	N=65	5%	N=30	1%	N=8	100%	N=565
Variety of housing options	5%	N=28	18%	N=100	31%	N=176	35%	N=198	11%	N=60	100%	N=562
Availability of affordable quality housing	3%	N=15	6%	N=35	15%	N=85	62%	N=349	14%	N=77	100%	N=563
Overall quality of new development in Palo Alto	6%	N=33	21%	N=117	25%	N=140	15%	N=82	34%	N=188	100%	N=559
Availability of paths and walking trails	28%	N=155	42%	N=238	19%	N=109	6%	N=32	5%	N=27	100%	N=562
Fitness opportunities (including exercise classes and paths or trails, etc.)	30%	N=169	42%	N=238	13%	N=75	6%	N=33	9%	N=52	100%	N=566
Recreational opportunities	30%	N=172	42%	N=236	17%	N=93	4%	N=25	7%	N=40	100%	N=566
Availability of affordable quality mental health care	6%	N=35	8%	N=47	10%	N=59	14%	N=81	61%	N=343	100%	N=565
Opportunities to attend cultural/arts/music activities	27%	N=155	38%	N=215	20%	N=115	5%	N=27	10%	N=55	100%	N=568

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Overall quality of business and service establishments in Palo Alto	25%	N=138	53%	N=294	18%	N=97	4%	N=24	100%	N=552
Variety of business and service establishments in Palo Alto	20%	N=111	40%	N=218	31%	N=169	10%	N=55	100%	N=552
Vibrancy of downtown/commercial area	23%	N=125	39%	N=216	29%	N=159	10%	N=53	100%	N=552
Employment opportunities	21%	N=73	39%	N=137	31%	N=111	9%	N=33	100%	N=354
Shopping opportunities	26%	N=148	40%	N=225	26%	N=146	7%	N=39	100%	N=558
Cost of living in Palo Alto	2%	N=9	7%	N=37	24%	N=136	67%	N=376	100%	N=558
Overall image or reputation of Palo Alto	38%	N=208	43%	N=239	16%	N=88	3%	N=16	100%	N=551
Traffic flow on major streets	10%	N=58	35%	N=196	38%	N=211	17%	N=94	100%	N=559
Ease of public parking	19%	N=107	44%	N=244	27%	N=149	9%	N=52	100%	N=552
Ease of travel by car in Palo Alto	25%	N=141	45%	N=251	22%	N=124	7%	N=41	100%	N=557
Ease of travel by public transportation in Palo Alto	8%	N=35	25%	N=104	31%	N=132	35%	N=149	100%	N=420
Ease of travel by bicycle in Palo Alto	34%	N=164	46%	N=219	16%	N=75	4%	N=19	100%	N=478
Ease of walking in Palo Alto	36%	N=198	47%	N=265	12%	N=65	5%	N=30	100%	N=558
Variety of housing options	6%	N=28	20%	N=100	35%	N=176	39%	N=198	100%	N=502
Availability of affordable quality housing	3%	N=15	7%	N=35	18%	N=85	72%	N=349	100%	N=485
Overall quality of new development in Palo Alto	9%	N=33	31%	N=117	38%	N=140	22%	N=82	100%	N=371
Availability of paths and walking trails	29%	N=155	45%	N=238	20%	N=109	6%	N=32	100%	N=534
Fitness opportunities (including exercise classes and paths or trails, etc.)	33%	N=169	46%	N=238	15%	N=75	6%	N=33	100%	N=514
Recreational opportunities	33%	N=172	45%	N=236	18%	N=93	5%	N=25	100%	N=526
Availability of affordable quality mental health care	16%	N=35	21%	N=47	27%	N=59	37%	N=81	100%	N=222
Opportunities to attend cultural/arts/music activities	30%	N=155	42%	N=215	22%	N=115	5%	N=27	100%	N=513

Table 30: Question 5 - Historical Results

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2025 rating compared to 2024
	2003	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Overall quality of business and service establishments in Palo Alto	NA	NA	NA	NA	NA	NA	NA	NA	85%	80%	74%	71%	78%	Higher
Variety of business and service establishments in Palo Alto	NA	NA	NA	NA	NA	NA	NA	NA	66%	58%	58%	54%	60%	Similar
Vibrancy of downtown/ commercial areas	NA	NA	NA	77%	76%	73%	73%	71%	72%	62%	65%	59%	62%	Similar
Employment opportunities	33%	68%	68%	69%	66%	70%	74%	73%	68%	73%	62%	64%	60%	Similar
Shopping opportunities	NA	69%	73%	82%	79%	80%	82%	79%	78%	73%	69%	66%	67%	Similar
Cost of living in Palo Alto	NA	NA	NA	11%	8%	7%	8%	8%	6%	5%	8%	8%	8%	Similar
Overall image or reputation of Palo Alto	NA	92%	90%	92%	88%	86%	86%	83%	78%	76%	76%	78%	81%	Similar
Traffic flow on major streets	36%	40%	36%	34%	35%	31%	30%	33%	49%	47%	51%	48%	45%	Similar
Ease of public parking	NA	NA	NA	NA	38%	36%	33%	32%	59%	67%	68%	68%	64%	Similar
Ease of travel by car in Palo Alto	55%	62%	51%	55%	52%	44%	44%	42%	70%	72%	73%	72%	70%	Similar
Ease of travel by public transportation in Palo Alto	NA	64%	71%	65%	36%	26%	28%	29%	30%	24%	32%	31%	33%	Similar
Ease of travel by bicycle in Palo Alto	84%	81%	78%	78%	77%	74%	78%	74%	79%	76%	77%	81%	80%	Similar
Ease of walking in Palo Alto	NA	82%	84%	84%	83%	80%	86%	83%	86%	85%	80%	82%	83%	Similar
Variety of housing options	NA	29%	26%	27%	20%	17%	18%	13%	27%	21%	26%	24%	26%	Similar
Availability of affordable quality housing	6%	12%	13%	11%	8%	6%	6%	5%	9%	6%	11%	11%	10%	Similar
Overall quality of new development in Palo Alto	NA	57%	56%	44%	51%	49%	42%	50%	38%	36%	40%	41%	40%	Similar
Availability of paths and walking trails	NA	75%	77%	71%	74%	73%	76%	77%	76%	76%	73%	73%	74%	Similar

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2025 rating compared to 2024
	2003	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Fitness opportunities (including exercise classes and paths or trails, etc.)	NA	NA	NA	NA	NA	78%	78%	79%	78%	79%	77%	76%	79%	Similar
Recreational opportunities	NA	81%	81%	81%	77%	80%	77%	81%	75%	77%	79%	77%	77%	Similar
Availability of affordable quality mental health care	NA	NA	NA	NA	63%	53%	46%	52%	38%	44%	26%	38%	37%	Similar
Opportunities to attend cultural/arts/music activities	NA	73%	77%	69%	81%	79%	77%	81%	74%	71%	78%	72%	72%	Similar

Table 31: Question 5 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall quality of business and service establishments in Palo Alto	66	103	330	Similar
Variety of business and service establishments in Palo Alto	57	130	317	Similar
Vibrancy of downtown/commercial area	58	104	316	Similar
Employment opportunities	57	44	340	Higher
Shopping opportunities	62	62	330	Higher
Cost of living in Palo Alto	14	310	324	Much Lower
Overall image or reputation of Palo Alto	72	87	348	Higher
Traffic flow on major streets	46	183	342	Similar
Ease of public parking	58	126	319	Similar
Ease of travel by car in Palo Alto	63	170	336	Similar
Ease of travel by public transportation in Palo Alto	35	149	320	Similar
Ease of travel by bicycle in Palo Alto	70	16	333	Much Higher
Ease of walking in Palo Alto	71	42	336	Higher
Variety of housing options	31	285	329	Lower
Availability of affordable quality housing	14	320	343	Lower
Overall quality of new development in Palo Alto	42	233	332	Similar
Availability of paths and walking trails	66	164	336	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	68	115	321	Similar
Recreational opportunities	68	91	335	Similar
Availability of affordable quality mental health care	39	166	318	Similar
Opportunities to attend cultural/arts/music activities	66	60	338	Higher

Table 32: Question 5 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall quality of business and service establishments in Palo Alto	74%	71%	82%	83% B	78%	79%	78%
Variety of business and service establishments in Palo Alto	65%	52%	66%	67% B F	56%	55%	60%
Vibrancy of downtown/commercial area	63%	61%	68%	64%	55%	59%	62%
Employment opportunities	53%	63%	66% D	47%	70% D	66% D	60%
Shopping opportunities	68%	65%	69%	69%	77% F	61%	67%
Cost of living in Palo Alto	11%	10%	4%	9%	9%	6%	8%
Overall image or reputation of Palo Alto	86%	82%	80%	81%	73%	82%	81%
Traffic flow on major streets	45%	51%	44%	41%	52%	43%	45%
Ease of public parking	58%	62%	66%	66%	56%	68%	64%
Ease of travel by car in Palo Alto	66%	77% F	67%	78% F	69%	65%	70%
Ease of travel by public transportation in Palo Alto	29%	38%	24%	28%	36%	40% C	33%
Ease of travel by bicycle in Palo Alto	82%	87% D	85%	73%	78%	79%	80%
Ease of walking in Palo Alto	90% D	93% C D E	82% D	67%	78%	86% D	83%
Variety of housing options	43% D E F	30%	29%	21%	23%	18%	26%

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Availability of affordable quality housing	9%	15% F	11%	9%	15%	7%	10%
Overall quality of new development in Palo Alto	45%	44%	41%	32%	39%	43%	40%
Availability of paths and walking trails	73%	79%	78%	68%	75%	71%	74%
Fitness opportunities (including exercise classes and paths or trails, etc.)	78%	81% D	86% D	69%	84% D	81% D	79%
Recreational opportunities	76%	81% D	77%	68%	79%	82% D	77%
Availability of affordable quality mental health care	37%	41%	46%	31%	27%	40%	37%
Opportunities to attend cultural/arts/music activities	73%	68%	77%	70%	71%	74%	72%

Table 33: Question 5 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Overall quality of business and service establishments in Palo Alto	82% C	80% C	65%	81%	76%	78%	78%
Variety of business and service establishments in Palo Alto	61% C	66% C	43%	60%	59%	60%	60%
Vibrancy of downtown/commercial area	61%	72% A C	50%	64%	68% C	55%	62%
Employment opportunities	64%	57%	52%	62%	55%	62%	60%
Shopping opportunities	71%	64%	64%	74% B	62%	67%	67%
Cost of living in Palo Alto	8%	12%	4%	7%	5%	11% B	8%
Overall image or reputation of Palo Alto	80%	86%	77%	77%	85%	81%	81%
Traffic flow on major streets	44%	52%	45%	49%	51% C	40%	45%
Ease of public parking	64%	69%	59%	75% C	70% C	55%	64%
Ease of travel by car in Palo Alto	68%	79% A	71%	82% C	77% C	62%	70%
Ease of travel by public transportation in Palo Alto	33%	32%	39%	37%	30%	35%	33%
Ease of travel by bicycle in Palo Alto	79%	81%	85%	84%	79%	81%	80%

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Ease of walking in Palo Alto	83%	82%	82%	73%	85% A	86% A	83%
Variety of housing options	21%	37% A	25%	19%	30% A	25%	26%
Availability of affordable quality housing	6%	22% A C	4%	8%	13%	10%	10%
Overall quality of new development in Palo Alto	38%	47%	41%	33%	46%	39%	40%
Availability of paths and walking trails	73%	75%	78%	71%	73%	75%	74%
Fitness opportunities (including exercise classes and paths or trails, etc.)	81%	78%	74%	77%	75%	83%	79%
Recreational opportunities	83% B	73%	71%	79%	74%	80%	77%
Availability of affordable quality mental health care	35%	40%	37%	41%	29%	43% B	37%
Opportunities to attend cultural/arts/music activities	76% C	69%	62%	65%	63%	80% A B	72%

Question 6

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality childcare/preschool	6%	N=36	11%	N=62	13%	N=75	16%	N=89	53%	N=298	100%	N=560
K-12 education	37%	N=205	24%	N=135	7%	N=38	2%	N=9	31%	N=172	100%	N=560
Adult educational opportunities	23%	N=128	34%	N=189	11%	N=61	2%	N=12	30%	N=167	100%	N=557
Opportunities to participate in social events and activities	18%	N=103	38%	N=213	24%	N=134	4%	N=25	15%	N=85	100%	N=560
Openness and acceptance of the community toward people of diverse backgrounds	21%	N=117	39%	N=218	19%	N=108	5%	N=28	15%	N=83	100%	N=554
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	18%	N=98	35%	N=195	17%	N=97	4%	N=25	26%	N=145	100%	N=560

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

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality childcare/preschool	14%	N=36	24%	N=62	28%	N=75	34%	N=89	100%	N=262
K-12 education	53%	N=205	35%	N=135	10%	N=38	2%	N=9	100%	N=388
Adult educational opportunities	33%	N=128	48%	N=189	16%	N=61	3%	N=12	100%	N=390
Opportunities to participate in social events and activities	22%	N=103	45%	N=213	28%	N=134	5%	N=25	100%	N=475
Openness and acceptance of the community toward people of diverse backgrounds	25%	N=117	46%	N=218	23%	N=108	6%	N=28	100%	N=471
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	24%	N=98	47%	N=195	23%	N=97	6%	N=25	100%	N=414

Table 36: Question 6 - Historical Results*

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Percent positive													2025 rating compared to 2024
	2003	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Availability of affordable quality child care/preschool	25%	27%	31%	49%	49%	39%	47%	37%	44%	34%	43%	34%	37%	Similar
K-12 education	NA	92%	94%	95%	92%	90%	91%	91%	90%	88%	87%	89%	88%	Similar
Adult educational opportunities	NA	NA	NA	89%	83%	78%	82%	77%	83%	81%	78%	83%	81%	Similar
Opportunities to participate in social events and activities	NA	74%	74%	71%	74%	70%	72%	65%	62%	65%	65%	65%	67%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	73%	80%	76%	76%	68%	72%	72%	72%	59%	60%	64%	71%	71%	Similar
Opportunities to learn about City services through social media such as Twitter, Facebook, and Nextdoor	NA	63%	71%	73%	75%	68%	76%	67%	71%	58%	70%	73%	71%	Similar

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

Table 37: Question 6 - Benchmark Comparisons*

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality child care/preschool	39	188	327	Similar
K-12 education	79	26	335	Much Higher
Adult educational opportunities	70	5	322	Much Higher
Opportunities to participate in social events and activities	61	104	325	Similar
Opportunities to participate in community matters	62	63	323	Similar
Openness and acceptance of the community towards people of diverse backgrounds	63	44	335	Similar

Table 38: Question 6 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Availability of affordable quality childcare/preschool	49%	36%	33%	34%	35%	39%	37%
K-12 education	89%	83%	93%	86%	88%	89%	88%
Adult educational opportunities	87%	82%	81%	82%	74%	81%	81%
Opportunities to participate in social events and activities	72%	63%	78% B F	66%	64%	63%	67%
Openness and acceptance of the community toward people of diverse backgrounds	76%	71%	80%	71%	64%	66%	71%
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	71%	77% D	77% D	59%	66%	73% D	71%

Table 39: Question 6 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Availability of affordable quality childcare/preschool	34%	46% C	24%	22%	41% A	37%	37%
K-12 education	93% B C	84%	75%	79%	84%	92% A B	88%
Adult educational opportunities	86% B	77%	84%	98% B C	75%	81%	81%
Opportunities to participate in social events and activities	67%	69%	58%	55%	60%	74% A B	67%
Openness and acceptance of the community toward people of diverse backgrounds	74% C	75% C	52%	70%	69%	74%	71%
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	77% B	64%	63%	61%	67%	76% A	71%

Question 7

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

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Used Palo Alto recreation centers or their services	48%	N=267	52%	N=289	100%	N=557
Visited a neighborhood park or City park	5%	N=29	95%	N=531	100%	N=560
Used Palo Alto public libraries or their services	26%	N=147	74%	N=413	100%	N=560
Participated in religious or spiritual activities in Palo Alto	76%	N=424	24%	N=136	100%	N=560
Attended a City-sponsored event	44%	N=249	56%	N=314	100%	N=563
Talked to or visited with your immediate neighbors	12%	N=68	88%	N=494	100%	N=562
Used the City's website to conduct business or pay bills	43%	N=238	57%	N=321	100%	N=559
Used the Utilities webpage to conduct business or pay bills	31%	N=173	69%	N=385	100%	N=557
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	49%	N=275	51%	N=284	100%	N=560
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	78%	N=435	22%	N=124	100%	N=559
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	75%	N=417	25%	N=142	100%	N=560
Watched (online or on television) a local public meeting	82%	N=458	18%	N=102	100%	N=560
Volunteered your time to some group/activity in Palo Alto	59%	N=327	41%	N=229	100%	N=556
Voted in your most recent local election	22%	N=122	78%	N=436	100%	N=558
Used bus, rail, subway, or other public transportation instead of driving	47%	N=261	53%	N=298	100%	N=559
Carpooled with other adults or children instead of driving alone	41%	N=230	59%	N=327	100%	N=557
Walked or biked instead of driving	14%	N=79	86%	N=481	100%	N=561
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	57%	N=318	43%	N=240	100%	N=557
Household member was a victim of a crime in Palo Alto	87%	N=488	13%	N=72	100%	N=560
Reported a crime to the police in Palo Alto	81%	N=456	19%	N=104	100%	N=560

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

Table 41: Question 7 - Historical Results*

Please indicate whether or not you have done each of the following in the last 12 months (percent "yes").	Percent positive												2025 rating compared to 2024
	2011	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Used Palo Alto recreation centers or their services	60%	58%	63%	65%	63%	63%	65%	39%	47%	53%	50%	52%	Similar
Visited a neighborhood park or City park	91%	94%	91%	94%	93%	91%	94%	94%	94%	94%	95%	95%	Similar
Used Palo Alto public libraries or their services	74%	77%	68%	76%	73%	75%	78%	62%	72%	70%	75%	74%	Similar
Participated in religious or spiritual activities in Palo Alto	NA	NA	30%	30%	31%	30%	30%	24%	24%	24%	24%	24%	Similar
Attended a City-sponsored event	NA	NA	50%	57%	51%	55%	52%	30%	45%	51%	55%	56%	Similar
Talked to or visited with your immediate neighbors	NA	NA	91%	89%	88%	92%	90%	88%	88%	89%	84%	88%	Similar
Used the City's website to conduct business or pay bills	NA	NA	NA	NA	NA	NA	NA	53%	60%	63%	60%	57%	Similar
Used the Utilities webpage to conduct business or pay bills	NA	NA	NA	NA	NA	NA	NA	69%	69%	73%	72%	69%	Similar
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	NA	NA	NA	NA	NA	NA	NA	55%	58%	54%	57%	51%	Similar
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	NA	NA	17%	15%	17%	20%	21%	25%	21%	17%	17%	22%	Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	27%	28%	22%	22%	21%	24%	25%	26%	21%	20%	17%	25%	Higher
Watched (online or on television) a local public meeting	27%	24%	16%	18%	14%	16%	12%	29%	23%	18%	16%	18%	Similar
Volunteered your time to some group/activity in Palo Alto	45%	50%	40%	46%	45%	47%	47%	37%	45%	39%	40%	41%	Similar
Voted in your most recent local election	NA	NA	NA	NA	NA	NA	NA	83%	77%	70%	73%	78%	Similar

Please indicate whether or not you have done each of the following in the last 12 months (percent "yes").	Percent positive												2025 rating compared to 2024
	2011	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Used bus, rail, subway, or other public transportation instead of driving	NA	NA	NA	NA	NA	NA	NA	NA	34%	43%	44%	53%	Higher
Carpooled with other adults or children instead of driving alone	NA	NA	NA	NA	NA	NA	NA	NA	41%	60%	59%	59%	Similar
Walked or biked instead of driving	NA	NA	NA	85%	87%	87%	84%	88%	86%	88%	84%	86%	Similar
Did NOT observe a code violation or other hazard in Palo Alto	NA	NA	NA	70%	67%	67%	62%	63%	60%	60%	58%	57%	Similar
Household member was NOT the victim of a crime in Palo Alto	91%	91%	94%	92%	93%	91%	90%	93%	86%	88%	87%	87%	Similar
Did NOT report a crime to the police in Palo Alto	NA	NA	NA	87%	87%	86%	85%	87%	79%	85%	84%	81%	Similar

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

Table 42: Question 7 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	51	115	337	Similar
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	22	48	320	Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards,	25	66	322	Similar
Watched (online or on television) a local public meeting	18	227	316	Similar
Volunteered your time to some group/activity in Palo Alto	41	81	324	Similar
Voted in your most recent local election	78	142	317	Similar
Used bus, rail or other public transportation instead of driving	53	27	309	Much Higher
Carpooled with other adults or children instead of driving alone	59	35	316	Higher
Walked or biked instead of driving	86	14	317	Much Higher

Table 43: Question 7 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent "yes"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Used Palo Alto recreation centers or their services	58% F	50%	55%	59% F	57%	41%	52%
Visited a neighborhood park or City park	91%	96%	93%	97%	96%	94%	95%
Used Palo Alto public libraries or their services	77%	87% C D F	68%	72%	79%	65%	74%
Participated in religious or spiritual activities in Palo Alto	32%	23%	26%	19%	26%	24%	24%
Attended a City-sponsored event	52%	50%	62%	53%	72% A B D F	55%	56%
Talked to or visited with your immediate neighbors	89%	81%	92% B	90% B	97% B F	86%	88%
Used the City's website to conduct business or pay bills	60%	55%	46%	57%	75% B C D F	58%	57%
Used the Utilities webpage to conduct business or pay bills	66%	79% C F	59%	71%	81% C F	62%	69%
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	56% F	47%	58% F	54% F	61% F	41%	51%
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	21%	22%	26%	18%	30%	21%	22%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	27%	22%	35% D	19%	35% D	23%	25%
Watched (online or on television) a local public meeting	15%	23%	16%	16%	32% A C D F	14%	18%
Volunteered your time to some group/activity in Palo Alto	50% D	38%	49% D	33%	48%	38%	41%
Voted in your most recent local election	83% F	81% F	82% F	74%	93% D F	68%	78%
Used bus, rail, subway, or other public transportation instead of driving	35%	51% A	42%	57% A C	70% A B C	62% A C	53%

Percent "yes"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Carpooled with other adults or children instead of driving alone	53%	56%	53%	63%	61%	64%	59%
Walked or biked instead of driving	84%	82%	88%	85%	90%	87%	86%
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	42%	38%	44%	50%	53%	38%	43%
Household member was a victim of a crime in Palo Alto	16%	15%	8%	7%	23% C D	13%	13%
Reported a crime to the police in Palo Alto	18%	16%	12%	19%	30% B C	20%	19%

Table 44: Question 7 - Demographic Subgroup Results

Percent "yes"	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Used Palo Alto recreation centers or their services	47%	57% A	60%	45%	56%	51%	52%
Visited a neighborhood park or City park	94%	95%	100% A	100% C	97% C	91%	95%
Used Palo Alto public libraries or their services	72%	81% A	68%	83% C	78% C	66%	74%
Participated in religious or spiritual activities in Palo Alto	27% B	15%	28% B	20%	21%	29% B	24%
Attended a City-sponsored event	54%	53%	67%	54%	62% C	51%	56%
Talked to or visited with your immediate neighbors	89%	88%	81%	77%	89% A	92% A	88%
Used the City's website to conduct business or pay bills	51%	64% A	73% A	47%	67% A C	55%	57%

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent "yes"	**(A)**	**(B)**	**(C)**	**(A)**	**(B)**	**(C)**	**(A)**
Used the Utilities webpage to conduct business or pay bills	64%	77% A	86% A	79% C	80% C	57%	69%
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	46%	51%	66% A	32%	52% A	57% A	51%
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	22% B	13%	35% A B	16%	20%	27% A	22%
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	27%	19%	35% B	10%	28% A	30% A	25%
Watched (online or on television) a local public meeting	15%	19%	29% A	10%	21% A	19% A	18%
Volunteered your time to some group/activity in Palo Alto	44% B	32%	50% B	28%	41% A	46% A	41%
Voted in your most recent local election	82% B	68%	80% B	70%	72%	86% A B	78%
Used bus, rail, subway, or other public transportation instead of driving	58% B	43%	58%	85% B C	47%	43%	53%
Carpooled with other adults or children instead of driving alone	57%	60%	69%	77% B C	57%	51%	59%
Walked or biked instead of driving	85%	87%	85%	95% C	93% C	76%	86%
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	43%	38%	51%	34%	37%	52% A B	43%
Household member was a victim of a crime in Palo Alto	12%	13%	23% A	8%	16% A	13%	13%
Reported a crime to the police in Palo Alto	19%	12%	40% A B	13%	20%	20%	19%

Question 8

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

Please rate the following categories of Palo Alto government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Palo Alto	13%	N=74	38%	N=213	24%	N=135	11%	N=64	13%	N=74	100%	N=560
The overall direction that Palo Alto is taking	9%	N=48	37%	N=205	28%	N=155	12%	N=68	15%	N=84	100%	N=559
The job Palo Alto government does at welcoming resident involvement	10%	N=56	30%	N=167	20%	N=112	8%	N=45	32%	N=178	100%	N=558
Overall confidence in Palo Alto government	10%	N=56	37%	N=206	25%	N=139	13%	N=74	15%	N=82	100%	N=558
Generally acting in the best interest of the community	12%	N=65	39%	N=217	22%	N=124	12%	N=64	15%	N=86	100%	N=557
Being honest	12%	N=67	33%	N=183	18%	N=102	9%	N=49	28%	N=158	100%	N=558
Being open and transparent to the public	10%	N=57	34%	N=193	19%	N=105	11%	N=63	25%	N=141	100%	N=559
Informing residents about issues facing the community	11%	N=63	36%	N=202	24%	N=135	11%	N=62	17%	N=94	100%	N=557
Treating all residents fairly	12%	N=68	31%	N=174	20%	N=114	6%	N=33	31%	N=171	100%	N=560
Treating residents with respect	16%	N=91	39%	N=220	17%	N=94	4%	N=22	24%	N=132	100%	N=558

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

Please rate the following categories of Palo Alto government performance.	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Palo Alto	15%	N=74	44%	N=213	28%	N=135	13%	N=64	100%	N=486
The overall direction that Palo Alto is taking	10%	N=48	43%	N=205	33%	N=155	14%	N=68	100%	N=475
The job Palo Alto government does at welcoming resident involvement	15%	N=56	44%	N=167	29%	N=112	12%	N=45	100%	N=380
Overall confidence in Palo Alto government	12%	N=56	43%	N=206	29%	N=139	16%	N=74	100%	N=475
Generally acting in the best interest of the community	14%	N=65	46%	N=217	26%	N=124	14%	N=64	100%	N=471
Being honest	17%	N=67	46%	N=183	25%	N=102	12%	N=49	100%	N=400
Being open and transparent to the public	14%	N=57	46%	N=193	25%	N=105	15%	N=63	100%	N=418
Informing residents about issues facing the community	14%	N=63	44%	N=202	29%	N=135	13%	N=62	100%	N=462
Treating all residents fairly	18%	N=68	45%	N=174	29%	N=114	9%	N=33	100%	N=389
Treating residents with respect	21%	N=91	52%	N=220	22%	N=94	5%	N=22	100%	N=426

Table 47: Question 8 - Historical Results

Please rate the following categories of Palo Alto government performance:	Percent positive													2025 rating compared to 2024
	2003	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
The value of services for the taxes paid to Palo Alto	NA	67%	66%	66%	65%	58%	61%	58%	53%	51%	57%	56%	59%	Similar
The overall direction that Palo Alto is taking	54%	59%	54%	50%	48%	40%	45%	42%	40%	42%	54%	47%	53%	Similar
The job Palo Alto government does at welcoming resident involvement	65%	58%	55%	54%	61%	50%	56%	56%	51%	46%	55%	54%	59%	Similar
Overall confidence in Palo Alto government	NA	NA	NA	52%	53%	44%	49%	46%	49%	47%	52%	49%	55%	Similar
Generally acting in the best interest of the community	NA	NA	NA	54%	53%	44%	51%	45%	50%	52%	55%	53%	60%	Higher
Being honest	NA	NA	NA	58%	62%	55%	61%	56%	55%	53%	62%	61%	62%	Similar
Being open and transparent to the public	NA	NA	NA	NA	NA	NA	NA	NA	50%	53%	57%	53%	60%	Higher
Informing residents about issues facing the community	NA	NA	NA	NA	NA	NA	NA	NA	55%	51%	61%	58%	57%	Similar
Treating all residents fairly	NA	NA	NA	57%	53%	47%	56%	51%	57%	50%	62%	66%	62%	Similar
Treating residents with respect	NA	NA	NA	NA	NA	NA	NA	NA	67%	68%	71%	74%	73%	Similar

Table 48: Question 8 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
The value of services for the taxes paid to Palo Alto	54	115	361	Similar
The overall direction that Palo Alto is taking	50	190	342	Similar
The job Palo Alto government does at welcoming citizen involvement	54	107	341	Similar
Overall confidence in Palo Alto government	50	151	324	Similar
Generally acting in the best interest of the community	53	140	327	Similar
Being honest	56	117	319	Similar
Being open and transparent to the public	53	120	321	Similar
Informing residents about issues facing the community	53	94	320	Similar
Treating all residents fairly	57	114	326	Similar
Treating residents with respect	63	104	318	Similar

Table 49: Question 8 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent "excellent" or "good".	(A)	(B)	(C)	(D)	(E)	(F)	(A)
The value of services for the taxes paid to Palo Alto	53%	52%	55%	67% B	58%	66% B	59%
The overall direction that Palo Alto is taking	55%	57%	53%	52%	47%	53%	53%
The job Palo Alto government does at welcoming resident involvement	53%	58%	70%	58%	55%	59%	59%
Overall confidence in Palo Alto government	59%	55%	63%	54%	52%	50%	55%
Generally acting in the best interest of the community	61%	65%	60%	55%	58%	60%	60%
Being honest	60%	70% D E	67%	52%	52%	70% D E	62%
Being open and transparent to the public	53%	61%	71% A D E	54%	50%	65%	60%
Informing residents about issues facing the community	57%	52%	64%	58%	60%	56%	57%
Treating all residents fairly	65%	65%	81% D E F	56%	50%	59%	62%
Treating residents with respect	75%	72%	84% D E	69%	63%	74%	73%

Table 50: Question 8 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent "excellent" or "good".	(A)	(B)	(C)	(A)	(B)	(C)	(A)
The value of services for the taxes paid to Palo Alto	70% B C	51%	48%	69% B	48%	65% B	59%
The overall direction that Palo Alto is taking	57% C	58% C	39%	52%	57%	53%	53%
The job Palo Alto government does at welcoming resident involvement	59%	66%	52%	51%	67% A	56%	59%
Overall confidence in Palo Alto government	59% C	63% C	32%	60%	56%	54%	55%
Generally acting in the best interest of the community	64% C	66% C	47%	70% C	61%	56%	60%
Being honest	68% C	64% C	38%	71%	62%	61%	62%
Being open and transparent to the public	66% C	58%	50%	78% B C	60%	54%	60%
Informing residents about issues facing the community	64% B	49%	56%	73% B C	52%	57%	57%
Treating all residents fairly	70% C	61% C	41%	51%	68% A	62%	62%
Treating residents with respect	81% B C	71% C	51%	78%	72%	73%	73%

Question 9

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

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Palo Alto	24%	N=134	48%	N=269	16%	N=89	5%	N=27	7%	N=39	100%	N=558
The State Government	8%	N=46	38%	N=211	27%	N=149	15%	N=85	12%	N=66	100%	N=557
The Federal Government	4%	N=22	13%	N=72	33%	N=182	37%	N=208	13%	N=74	100%	N=558

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

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Palo Alto	26%	N=134	52%	N=269	17%	N=89	5%	N=27	100%	N=519
The State Government	9%	N=46	43%	N=211	30%	N=149	17%	N=85	100%	N=490
The Federal Government	5%	N=22	15%	N=72	38%	N=182	43%	N=208	100%	N=484

Table 53: Question 9 - Historical Results

Overall, how would you rate the quality of the services provided by each of the following?	Percent positive													2025 rating compared to 2024
	2003	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
The City of Palo Alto	87%	88%	84%	83%	85%	81%	86%	82%	73%	72%	74%	74%	78%	Similar
State Government	38%	41%	33%	NA	47%	46%	54%	46%	52%	57%	50%	47%	52%	Similar
The Federal Government	32%	50%	37%	48%	46%	46%	36%	33%	27%	47%	45%	41%	19%	Lower

Table 54: Question 9 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
The City of Palo Alto	66	104	350	Similar
The Federal Government	27	303	309	Lower

Table 55: Question 9 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
The City of Palo Alto	72%	79%	76%	79%	74%	82%	78%
The State Government	53%	53%	53%	53%	50%	51%	52%
The Federal Government	16%	32% A C D E F	18%	16%	12%	19%	19%

Table 56: Question 9 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent "excellent" or "good"	(A)	(B)	(C)	(A)	(B)	(C)	(A)
The City of Palo Alto	83% B C	75%	67%	84% B	74%	79%	78%
The State Government	59% B	43%	48%	63% B	39%	57% B	52%
The Federal Government	19%	24% C	11%	18%	19%	20%	19%

Question 10

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

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	11%	N=59	41%	N=223	23%	N=127	12%	N=63	13%	N=71	100%	N=543
Traffic signal timing	11%	N=60	39%	N=212	29%	N=155	19%	N=101	3%	N=15	100%	N=543
Street repair	16%	N=85	40%	N=219	29%	N=159	14%	N=76	2%	N=9	100%	N=547
Street cleaning	30%	N=164	49%	N=270	16%	N=87	4%	N=23	1%	N=8	100%	N=552
Street tree maintenance	27%	N=146	42%	N=230	19%	N=103	8%	N=45	5%	N=26	100%	N=550
Sidewalk maintenance	20%	N=109	38%	N=207	30%	N=163	10%	N=55	3%	N=16	100%	N=550
Land use, planning, and zoning	9%	N=48	24%	N=133	23%	N=125	21%	N=113	23%	N=128	100%	N=547
Code enforcement (weeds, abandoned buildings, etc.)	6%	N=35	23%	N=127	20%	N=108	14%	N=77	36%	N=197	100%	N=544
Preservation of natural areas (open space, farmlands, and greenbelts)	32%	N=171	44%	N=240	13%	N=71	2%	N=13	9%	N=46	100%	N=542
Building and planning application processing services	4%	N=20	11%	N=61	15%	N=82	17%	N=94	53%	N=287	100%	N=545
Affordable high-speed internet access	16%	N=87	26%	N=140	21%	N=114	14%	N=78	23%	N=125	100%	N=545
Electric utility	28%	N=151	43%	N=238	18%	N=99	6%	N=31	5%	N=29	100%	N=547
Gas utility	24%	N=131	41%	N=223	17%	N=90	5%	N=30	13%	N=72	100%	N=546
Utility payment options	34%	N=184	43%	N=233	11%	N=60	2%	N=10	10%	N=57	100%	N=544
Drinking water	49%	N=269	37%	N=205	9%	N=48	1%	N=8	4%	N=21	100%	N=550
Sewer services	34%	N=185	43%	N=236	10%	N=57	1%	N=6	11%	N=63	100%	N=547
Storm water management (storm drainage, dams, levees, etc.)	26%	N=141	38%	N=207	14%	N=77	4%	N=21	18%	N=96	100%	N=542
Refuse collection (garbage, recycling, yard waste, and e-waste)	43%	N=235	40%	N=220	10%	N=57	3%	N=17	4%	N=22	100%	N=550
Police services	24%	N=130	30%	N=165	7%	N=38	2%	N=10	37%	N=205	100%	N=548
Crime prevention	19%	N=101	35%	N=191	15%	N=81	4%	N=25	27%	N=149	100%	N=546
Animal control	18%	N=98	31%	N=169	9%	N=52	2%	N=12	39%	N=216	100%	N=546
Ambulance or emergency medical services	22%	N=122	24%	N=132	4%	N=20	1%	N=6	49%	N=264	100%	N=544

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Fire emergency services	25%	N=138	25%	N=137	4%	N=22	1%	N=8	44%	N=241	100%	N=546
Fire prevention and education	17%	N=90	25%	N=133	9%	N=49	2%	N=13	47%	N=255	100%	N=540
Palo Alto open space (e.g Foothills, Baylands)	54%	N=293	33%	N=179	6%	N=32	1%	N=5	7%	N=38	100%	N=546
City parks	54%	N=297	37%	N=204	6%	N=32	0%	N=2	2%	N=11	100%	N=547
Recreation programs or classes	28%	N=153	31%	N=172	8%	N=45	2%	N=8	31%	N=171	100%	N=550
Recreation centers or facilities	30%	N=160	34%	N=182	9%	N=51	2%	N=12	25%	N=133	100%	N=537
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	52%	N=281	26%	N=139	4%	N=21	1%	N=7	17%	N=94	100%	N=541
Library facilities (buildings, computer equipment, accessibility)	54%	N=295	25%	N=133	5%	N=25	1%	N=5	16%	N=85	100%	N=544
Variety of library materials (books, e-books, streaming, databases, audiobooks)	47%	N=256	27%	N=145	8%	N=45	2%	N=11	16%	N=89	100%	N=547
Art programs and theater	26%	N=142	33%	N=183	8%	N=45	2%	N=10	30%	N=165	100%	N=546
City-sponsored special events	19%	N=103	35%	N=189	12%	N=65	2%	N=9	33%	N=180	100%	N=546
City website (cityofpaloalto.org)	18%	N=96	43%	N=231	17%	N=92	3%	N=17	19%	N=102	100%	N=539
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	24%	N=126	35%	N=185	12%	N=63	3%	N=13	27%	N=141	100%	N=528

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

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	12%	N=59	47%	N=223	27%	N=127	13%	N=63	100%	N=473
Traffic signal timing	11%	N=60	40%	N=212	29%	N=155	19%	N=101	100%	N=528
Street repair	16%	N=85	41%	N=219	29%	N=159	14%	N=76	100%	N=538
Street cleaning	30%	N=164	50%	N=270	16%	N=87	4%	N=23	100%	N=544
Street tree maintenance	28%	N=146	44%	N=230	20%	N=103	9%	N=45	100%	N=525
Sidewalk maintenance	20%	N=109	39%	N=207	30%	N=163	10%	N=55	100%	N=534
Land use, planning, and zoning	11%	N=48	32%	N=133	30%	N=125	27%	N=113	100%	N=419
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=35	37%	N=127	31%	N=108	22%	N=77	100%	N=347
Preservation of natural areas (open space, farmlands, and greenbelts)	35%	N=171	48%	N=240	14%	N=71	3%	N=13	100%	N=496

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Building and planning application processing services	8%	N=20	24%	N=61	32%	N=82	36%	N=94	100%	N=258
Affordable high-speed internet access	21%	N=87	33%	N=140	27%	N=114	19%	N=78	100%	N=420
Electric utility	29%	N=151	46%	N=238	19%	N=99	6%	N=31	100%	N=518
Gas utility	28%	N=131	47%	N=223	19%	N=90	6%	N=30	100%	N=474
Utility payment options	38%	N=184	48%	N=233	12%	N=60	2%	N=10	100%	N=488
Drinking water	51%	N=269	39%	N=205	9%	N=48	2%	N=8	100%	N=529
Sewer services	38%	N=185	49%	N=236	12%	N=57	1%	N=6	100%	N=484
Storm water management (storm drainage, dams, levees, etc.)	32%	N=141	46%	N=207	17%	N=77	5%	N=21	100%	N=446
Refuse collection (garbage, recycling, yard waste, and e-waste)	44%	N=235	42%	N=220	11%	N=57	3%	N=17	100%	N=528
Police services	38%	N=130	48%	N=165	11%	N=38	3%	N=10	100%	N=343
Crime prevention	25%	N=101	48%	N=191	20%	N=81	6%	N=25	100%	N=398
Animal control	30%	N=98	51%	N=169	16%	N=52	4%	N=12	100%	N=331
Ambulance or emergency medical services	44%	N=122	47%	N=132	7%	N=20	2%	N=6	100%	N=280
Fire emergency services	45%	N=138	45%	N=137	7%	N=22	2%	N=8	100%	N=305
Fire prevention and education	32%	N=90	47%	N=133	17%	N=49	5%	N=13	100%	N=286
Palo Alto open space (e.g Foothills, Baylands)	58%	N=293	35%	N=179	6%	N=32	1%	N=5	100%	N=509
City parks	55%	N=297	38%	N=204	6%	N=32	0%	N=2	100%	N=536
Recreation programs or classes	40%	N=153	46%	N=172	12%	N=45	2%	N=8	100%	N=378
Recreation centers or facilities	39%	N=160	45%	N=182	13%	N=51	3%	N=12	100%	N=404
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	63%	N=281	31%	N=139	5%	N=21	2%	N=7	100%	N=447
Library facilities (buildings, computer equipment, accessibility)	64%	N=295	29%	N=133	6%	N=25	1%	N=5	100%	N=459
Variety of library materials (books, e-books, streaming, databases, audiobooks)	56%	N=256	32%	N=145	10%	N=45	2%	N=11	100%	N=458
Art programs and theater	37%	N=142	48%	N=183	12%	N=45	3%	N=10	100%	N=381
City-sponsored special events	28%	N=103	52%	N=189	18%	N=65	2%	N=9	100%	N=366
City website (cityofpaloalto.org)	22%	N=96	53%	N=231	21%	N=92	4%	N=17	100%	N=436
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	33%	N=126	48%	N=185	16%	N=63	3%	N=13	100%	N=388

Table 59: Question 10 - Historical Results*

Please rate the quality of each of the following services in Palo Alto:	Percent positive													2025 rating compared to 2024
	2003	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Traffic enforcement	64%	66%	64%	62%	60%	60%	60%	53%	65%	55%	65%	56%	60%	Similar
Traffic signal timing	NA	47%	53%	53%	47%	50%	49%	45%	59%	50%	63%	57%	51%	Similar
Street repair	50%	42%	47%	55%	51%	57%	55%	46%	56%	46%	42%	52%	57%	Similar
Street cleaning	75%	80%	76%	80%	75%	77%	78%	72%	83%	82%	79%	80%	80%	Similar
Street tree maintenance	62%	71%	66%	80%	73%	71%	75%	72%	75%	76%	67%	72%	72%	Similar
Sidewalk maintenance	50%	53%	56%	62%	62%	61%	65%	61%	63%	61%	63%	57%	59%	Similar
Land use, planning and zoning	41%	51%	36%	43%	40%	37%	40%	39%	40%	38%	40%	41%	43%	Similar
Code enforcement (weeds, abandoned buildings, etc.)	55%	61%	57%	62%	59%	52%	56%	55%	52%	51%	53%	44%	47%	Similar
Preservation of natural areas (open space, farmlands, and greenbelts)	NA	NA	NA	NA	NA	NA	NA	NA	83%	83%	83%	81%	83%	Similar
Building and planning application processing services	NA	NA	NA	NA	NA	NA	NA	44%	43%	35%	38%	29%	32%	Similar
Affordable high-speed internet access	NA	NA	NA	NA	NA	NA	NA	NA	39%	41%	45%	44%	54%	Higher
Electric utility	NA	84%	80%	72%	87%	86%	87%	83%	77%	80%	73%	67%	75%	Higher
Gas utility	NA	86%	81%	88%	88%	87%	89%	84%	78%	81%	70%	71%	75%	Similar
Utility payment options	NA	NA	NA	NA	NA	NA	NA	85%	86%	87%	85%	80%	86%	Similar
Drinking water	82%	83%	88%	89%	88%	87%	88%	87%	88%	91%	86%	84%	90%	Similar
Sewer services	84%	82%	84%	89%	88%	88%	88%	85%	87%	87%	87%	83%	87%	Similar
Storm water management (storm drainage, dams, levees, etc.)	65%	75%	69%	80%	71%	75%	81%	71%	83%	78%	73%	77%	78%	Similar
Refuse collection (garbage, recycling, yard waste, and e-waste)	NA	NA	NA	NA	NA	NA	NA	85%	87%	85%	87%	83%	86%	Similar
Police services	89%	86%	86%	87%	88%	88%	93%	89%	78%	86%	84%	81%	86%	Similar
Crime prevention	NA	74%	75%	80%	79%	80%	81%	78%	67%	64%	68%	69%	73%	Similar

Please rate the quality of each of the following services in Palo Alto:	Percent positive													2025 rating compared to 2024
	2003	2012	2013	2014	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Animal control	79%	78%	76%	80%	80%	77%	80%	75%	82%	81%	78%	82%	81%	Similar
Ambulance or emergency medical services	95%	96%	93%	97%	95%	96%	96%	93%	93%	88%	90%	91%	91%	Similar
Fire emergency services	96%	96%	93%	95%	97%	97%	97%	94%	94%	93%	93%	92%	90%	Similar
Fire prevention and education	NA	80%	82%	85%	85%	85%	87%	84%	82%	81%	77%	80%	78%	Similar
Palo Alto open space	NA	NA	NA	82%	84%	81%	86%	83%	86%	92%	93%	89%	93%	Similar
City parks	90%	91%	93%	92%	93%	91%	94%	91%	91%	93%	93%	90%	94%	Similar
Recreation programs or classes	83%	87%	87%	87%	84%	84%	87%	81%	83%	79%	83%	80%	86%	Similar
Recreation centers or facilities	77%	85%	80%	84%	86%	81%	86%	82%	82%	79%	85%	81%	84%	Similar
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	NA	NA	NA	NA	NA	NA	NA	NA	92%	93%	93%	92%	94%	Similar
Library facilities (buildings, computer equipment, accessibility)	NA	NA	NA	NA	NA	NA	NA	92%	94%	95%	93%	93%	93%	Similar
Variety of library materials (books, e-books, streaming, databases, audiobooks)	60%	88%	81%	88%	83%	82%	86%	88%	86%	92%	90%	89%	88%	Similar
Art programs and theater	NA	82%	82%	69%	80%	78%	82%	76%	82%	89%	83%	84%	85%	Similar
City-sponsored special events	NA	NA	NA	75%	75%	73%	75%	77%	72%	74%	75%	76%	80%	Similar
City website (cityofpaloalto.org)	NA	70%	69%	88%	69%	66%	72%	65%	69%	70%	73%	72%	75%	Similar
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	78%	81%	79%	81%	74%	77%	84%	77%	79%	80%	78%	79%	80%	Similar

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

Table 60: Question 10 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Traffic enforcement	53	177	348	Similar
Traffic signal timing	48	194	321	Similar
Street repair	53	99	362	Similar
Street cleaning	69	56	329	Higher
Sidewalk maintenance	56	110	324	Similar
Land use, planning and zoning	42	166	336	Similar
Code enforcement (weeds, abandoned buildings, etc.)	45	163	340	Similar
Preservation of natural areas (open space, farmlands and greenbelts)	72	24	322	Higher
Affordable high-speed internet access	52	148	312	Similar
Utility payment options	74	6	313	Higher
Drinking water	80	14	335	Higher
Sewer services	75	67	327	Similar
Storm water management (storm drainage, dams, levees, etc.)	68	104	336	Similar
Police emergency services	74	103	364	Similar
Crime prevention	64	168	344	Similar
Animal control	69	60	327	Similar
Ambulance or emergency medical services	77	111	335	Similar
Fire emergency services	78	193	349	Similar
Fire prevention and education	68	151	327	Similar
Palo Alto open space (e.g. Foothills, Baylands)	83	1	315	Much Higher
City parks	83	14	347	Higher
Recreation programs or classes	75	16	329	Higher
Recreation centers or facilities	74	33	324	Higher

Table 61: Question 10 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Traffic enforcement	59%	71% D	57%	52%	55%	60%	60%
Traffic signal timing	50%	51%	58%	51%	41%	53%	51%
Street repair	41%	61% A	62% A	55%	53%	60% A	57%
Street cleaning	74%	85% D	81%	74%	73%	85% D	80%
Street tree maintenance	58%	73% A	76% A	73% A	74% A	74% A	72%
Sidewalk maintenance	49%	63%	70% A E	58%	48%	61%	59%
Land use, planning, and zoning	55% D E	45%	49% E	37%	28%	43%	43%
Code enforcement (weeds, abandoned buildings, etc.)	43%	49%	48%	45%	39%	52%	47%
Preservation of natural areas (open space, farmlands, and greenbelts)	81%	90%	81%	81%	78%	83%	83%
Building and planning application processing services	37%	27%	44%	28%	31%	28%	32%
Affordable high-speed internet access	53%	61%	57%	46%	50%	56%	54%
Electric utility	82%	76%	74%	70%	76%	74%	75%
Gas utility	75%	77%	78%	71%	74%	73%	75%
Utility payment options	88%	81%	85%	86%	85%	88%	86%
Drinking water	92%	92%	88%	86%	83%	92%	90%
Sewer services	88%	88%	86%	85%	81%	90%	87%
Storm water management (storm drainage, dams, levees, etc.)	72%	81%	82%	79%	71%	79%	78%
Refuse collection (garbage, recycling, yard waste, and e-waste)	86%	91%	83%	83%	84%	87%	86%
Police services	92% D	89% D	92% D	71%	84%	91% D	86%
Crime prevention	70%	73%	68%	78%	65%	79%	73%

Percent rating "excellent" or "good"	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Animal control	82%	86% E	80%	76%	66%	87% E	81%
Ambulance or emergency medical services	92% D	99% D	94% D	74%	86%	95% D	91%
Fire emergency services	95% D	90%	91%	79%	85%	98% D E	90%
Fire prevention and education	78%	78%	79%	74%	83%	78%	78%
Palo Alto open space (e.g Foothills, Baylands)	91%	94%	89%	94%	88%	96%	93%
City parks	89%	93%	90%	99% A C E	87%	97% A C E	94%
Recreation programs or classes	83%	88%	87%	89%	79%	85%	86%
Recreation centers or facilities	77%	86%	87%	81%	84%	89%	84%
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	91%	96%	96%	91%	94%	94%	94%
Library facilities (buildings, computer equipment, accessibility)	86%	97% A	94%	93%	93%	93%	93%
Variety of library materials (books, e-books, streaming, databases, audiobooks)	82%	92%	94% A	84%	83%	89%	88%
Art programs and theater	89% E	92% D E	88% E	81%	72%	85% E	85%
City-sponsored special events	85% E	82% E	78%	87% E	62%	79% E	80%
City website (cityofpaloalto.org)	67%	81%	75%	81%	69%	74%	75%
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	72%	84%	71%	83%	83%	84%	80%

Table 62: Question 10 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Traffic enforcement	59%	62%	59%	47%	61% A	63% A	60%
Traffic signal timing	49%	57%	55%	52%	55%	50%	51%
Street repair	60%	55%	51%	70% B C	55%	53%	57%
Street cleaning	85% B	74%	77%	81%	79%	80%	80%
Street tree maintenance	74%	68%	76%	84% B C	73%	66%	72%
Sidewalk maintenance	60%	58%	68%	64% C	64% C	53%	59%
Land use, planning, and zoning	41%	54% A	39%	45%	51% C	37%	43%
Code enforcement (weeds, abandoned buildings, etc.)	47%	50%	45%	74% B C	51% C	35%	47%
Preservation of natural areas (open space, farmlands, and greenbelts)	84%	83%	84%	86%	83%	82%	83%
Building and planning application processing services	25%	46% A	34%	19%	43% A C	27%	32%
Affordable high-speed internet access	60%	49%	48%	72% B C	44%	55% B	54%
Electric utility	80% B	71%	69%	73%	69%	80% B	75%
Gas utility	80% C	71%	66%	71%	68%	81% B	75%
Utility payment options	90% B	80%	86%	92% B	81%	88%	86%

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "excellent" or "good"	**(A)**	**(B)**	**(C)**	**(A)**	**(B)**	**(C)**	**(A)**
Drinking water	93% B	82%	89%	95% B	84%	91% B	90%
Sewer services	89% B	81%	90%	87%	82%	91% B	87%
Storm water management (storm drainage, dams, levees, etc.)	78%	80%	77%	87%	78%	76%	78%
Refuse collection (garbage, recycling, yard waste, and e-waste)	88% B	78%	94% B	82%	83%	91% A B	86%
Police services	92% B C	82% C	65%	77%	82%	92% A B	86%
Crime prevention	83% B C	63%	60%	80% B	68%	75%	73%
Animal control	86% B	73%	79%	95% B C	76%	81%	81%
Ambulance or emergency medical services	96% B C	83%	82%	77%	89% A	94% A	91%
Fire emergency services	97% B C	84%	78%	90%	87%	93%	90%
Fire prevention and education	87% B C	76% C	59%	75%	74%	84%	78%
Palo Alto open space (e.g Foothills, Baylands)	96% B C	90%	87%	94%	91%	94%	93%
City parks	95%	92%	91%	100% B C	90%	94%	94%
Recreation programs or classes	87%	87%	81%	100% B C	84%	83%	86%
Recreation centers or facilities	87%	82%	78%	91%	81%	84%	84%

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "excellent" or "good"	**(A)**	**(B)**	**(C)**	**(A)**	**(B)**	**(C)**	**(A)**
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	97% B C	91%	85%	98% B	91%	94%	94%
Library facilities (buildings, computer equipment, accessibility)	96% B C	91%	87%	95%	91%	94%	93%
Variety of library materials (books, e-books, streaming, databases, audiobooks)	89%	89%	80%	84%	87%	90%	88%
Art programs and theater	89% C	84%	74%	79%	82%	89%	85%
City-sponsored special events	84%	75%	81%	89%	78%	78%	80%
City website (cityofpaloalto.org)	75%	79%	82%	92% B C	75%	70%	75%
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	85%	78%	77%	89%	78%	81%	80%

Question 11

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

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Don't know		Total	
Reliability of utility services	52%	N=284	38%	N=211	8%	N=42	1%	N=3	1%	N=8	100%	N=548
Affordability of utility services	20%	N=112	31%	N=172	28%	N=156	16%	N=88	4%	N=21	100%	N=549
Community value received from the City owning and operating its own municipal utility services	37%	N=199	31%	N=166	11%	N=59	6%	N=30	16%	N=86	100%	N=541
Utilities online customer self-service features	31%	N=169	32%	N=170	11%	N=59	1%	N=6	25%	N=135	100%	N=539
Providing opportunities for energy and water efficiency at home or business	27%	N=144	33%	N=178	13%	N=70	4%	N=19	24%	N=127	100%	N=538
Working hard to keep utilities prices competitive	20%	N=106	26%	N=141	15%	N=83	13%	N=69	26%	N=140	100%	N=539
Value of all the services Palo Alto Utilities provides for the price you pay	23%	N=126	36%	N=196	20%	N=110	10%	N=55	10%	N=54	100%	N=540
Ease of obtaining information or performing a transaction through the City's website	20%	N=107	36%	N=195	16%	N=86	5%	N=27	23%	N=126	100%	N=541
Value of Palo Alto Utilities' customer communications	21%	N=113	32%	N=174	16%	N=85	4%	N=21	27%	N=146	100%	N=540
Ease of contacting Utilities department staff	21%	N=114	24%	N=132	12%	N=65	2%	N=13	40%	N=216	100%	N=541
Speed of response after contacting Utilities department staff	22%	N=120	21%	N=116	12%	N=66	2%	N=11	42%	N=228	100%	N=540

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

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Total	
Reliability of utility services	53%	N=284	39%	N=211	8%	N=42	1%	N=3	100%	N=540
Affordability of utility services	21%	N=112	33%	N=172	30%	N=156	17%	N=88	100%	N=528
Community value received from the City owning and operating its own municipal utility services	44%	N=199	36%	N=166	13%	N=59	7%	N=30	100%	N=455
Utilities online customer self-service features	42%	N=169	42%	N=170	15%	N=59	2%	N=6	100%	N=404
Providing opportunities for energy and water efficiency at home or business	35%	N=144	43%	N=178	17%	N=70	5%	N=19	100%	N=411
Working hard to keep utilities prices competitive	26%	N=106	35%	N=141	21%	N=83	17%	N=69	100%	N=399
Value of all the services Palo Alto Utilities provides for the price you pay	26%	N=126	40%	N=196	23%	N=110	11%	N=55	100%	N=486
Ease of obtaining information or performing a transaction through the City's website	26%	N=107	47%	N=195	21%	N=86	6%	N=27	100%	N=414
Value of Palo Alto Utilities' customer communications	29%	N=113	44%	N=174	22%	N=85	5%	N=21	100%	N=394
Ease of contacting Utilities department staff	35%	N=114	41%	N=132	20%	N=65	4%	N=13	100%	N=325
Speed of response after contacting Utilities department staff	38%	N=120	37%	N=116	21%	N=66	4%	N=11	100%	N=313

Table 65: Question 11 - Historical Results

Please rate the following as they relate to Palo Alto Utilities' services:	Percent positive							2025 rating compared to 2024
	2017	2018	2021	2022	2023	2024	2025	
Reliability of utility services	96%	94%	93%	88%	91%	88%	92%	Similar
Affordability of utility services	64%	59%	58%	60%	51%	46%	54%	Higher
Community value received from the City owning and operating its own municipal utility services	81%	79%	84%	86%	79%	78%	80%	Similar
Utilities online customer self-service features	NA	78%	86%	82%	83%	77%	84%	Higher
Providing opportunities for energy and water efficiency at home or business	83%	75%	80%	76%	77%	70%	78%	Higher
Working hard to keep utilities prices competitive	63%	59%	62%	68%	56%	53%	62%	Higher
Value of all the services Palo Alto Utilities provides for the price you pay	68%	62%	66%	68%	64%	58%	66%	Higher
Ease of obtaining information or performing a transaction through the City's website	65%	61%	72%	75%	71%	69%	73%	Similar
Value of Palo Alto Utilities' customer communications	76%	70%	80%	78%	72%	72%	73%	Similar
Ease of contacting Utilities department staff	NA	75%	84%	81%	76%	70%	76%	Similar
Speed of response after contacting Utilities department staff	NA	76%	83%	84%	75%	73%	75%	Similar

Table 66: Question 11 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Reliability of utility services	91%	92%	93%	88%	97% D	92%	92%
Affordability of utility services	50%	57% D	62% D	43%	60% D	54%	54%
Community value received from the City owning and operating its own municipal utility services	86%	80%	79%	79%	83%	78%	80%
Utilities online customer self-service features	80%	84%	82%	82%	86%	88%	84%
Providing opportunities for energy and water efficiency at home or business	84%	81%	77%	73%	75%	80%	78%
Working hard to keep utilities prices competitive	58%	64%	66%	60%	58%	63%	62%
Value of all the services Palo Alto Utilities provides for the price you pay	62%	65%	70%	65%	63%	70%	66%
Ease of obtaining information or performing a transaction through the City's website	71%	79% D	66%	63%	71%	81% C D	73%
Value of Palo Alto Utilities' customer communications	70%	79% E	72%	75%	61%	76%	73%
Ease of contacting Utilities department staff	73%	81%	74%	73%	70%	81%	76%
Speed of response after contacting Utilities department staff	79%	83%	77%	68%	67%	79%	75%

Table 67: Question 11 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Reliability of utility services	95% B	86%	90%	94%	87%	94% B	92%
Affordability of utility services	56% C	59% C	35%	36%	54% A	61% A	54%
Community value received from the City owning and operating its own municipal utility services	87% B C	73%	72%	67%	78% A	87% A B	80%
Utilities online customer self-service features	88% B	80%	82%	90% B	80%	85%	84%
Providing opportunities for energy and water efficiency at home or business	84% B C	74%	65%	77%	71%	85% B	78%
Working hard to keep utilities prices competitive	69% C	61% C	42%	69% B	54%	66% B	62%
Value of all the services Palo Alto Utilities provides for the price you pay	73% B C	62%	52%	70%	60%	70% B	66%
Ease of obtaining information or performing a transaction through the City's website	75%	71%	74%	84% C	73%	68%	73%
Value of Palo Alto Utilities' customer communications	76%	72%	62%	92% B C	65%	75% B	73%
Ease of contacting Utilities department staff	83% B C	70%	67%	84%	71%	78%	76%
Speed of response after contacting Utilities department staff	84% B C	67%	68%	84%	69%	79%	75%

Question 12

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

Please rate how important, if at all, you think it is for the Palo Alto community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	46%	N=242	39%	N=207	13%	N=66	2%	N=12	100%	N=529
Overall economic health of Palo Alto	47%	N=256	38%	N=209	13%	N=72	2%	N=10	100%	N=548
Overall feeling of safety in Palo Alto	53%	N=295	30%	N=164	14%	N=75	3%	N=18	100%	N=552
Overall quality of natural environment in Palo Alto	43%	N=239	43%	N=237	13%	N=69	1%	N=6	100%	N=551
Overall health and wellness opportunities in Palo Alto	25%	N=135	38%	N=210	31%	N=172	6%	N=30	100%	N=548
Overall opportunities for education, culture and the arts	27%	N=150	42%	N=230	26%	N=143	4%	N=22	100%	N=545
Residents' connection and engagement with their community	20%	N=112	43%	N=235	31%	N=169	6%	N=35	100%	N=550
Reducing community greenhouse gas emissions	25%	N=138	32%	N=175	30%	N=164	13%	N=73	100%	N=549
Increasing local solar generation capacity within city boundaries	27%	N=149	29%	N=158	32%	N=175	12%	N=68	100%	N=550
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	18%	N=95	28%	N=154	40%	N=218	14%	N=76	100%	N=543
Faster notification systems (online, mobile or email) for public safety issues	31%	N=169	31%	N=171	29%	N=161	8%	N=46	100%	N=547

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

Table 69: Question 12 - Historical Results

Please rate how important, if at all, you think it is for the Palo Alto community to focus on each of the following in the coming two years.	Percent positive									2025 rating compared to 2024
	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	80%	82%	75%	78%	81%	84%	81%	79%	85%	Similar
Overall economic health of Palo Alto	78%	82%	76%	NA	85%	81%	87%	78%	85%	Higher
Overall feeling of safety in Palo Alto	82%	80%	80%	81%	83%	87%	87%	82%	83%	Similar
Overall quality of natural environment in Palo Alto	81%	84%	79%	78%	85%	83%	84%	79%	86%	Higher
Overall health and wellness opportunities in Palo Alto	61%	65%	62%	NA	66%	66%	71%	61%	63%	Similar
Overall opportunities for education, culture and the arts	67%	70%	67%	NA	70%	74%	72%	69%	70%	Similar
Residents' connection and engagement with their community	71%	73%	70%	NA	66%	68%	61%	60%	63%	Similar
Reducing community greenhouse gas emissions	NA	NA	58%	64%	67%	70%	68%	60%	57%	Similar
Increasing local solar generation capacity within city boundaries	NA	NA	57%	55%	62%	63%	67%	55%	56%	Similar
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	NA	NA	NA	45%	46%	53%	57%	47%	46%	Similar
Faster notification systems (online, mobile or email) for public safety issues	NA	NA	NA	63%	64%	68%	74%	61%	62%	Similar

Table 70: Question 12 - Benchmark Comparisons

	City of Palo Alto rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	76	32	317	Higher
Overall economic health of Palo Alto.	77	208	317	Similar
Overall feeling of safety in Palo Alto	78	243	317	Similar
Overall quality of natural environment in Palo Alto	76	75	317	Similar
Overall health and wellness opportunities in Palo Alto	61	297	317	Lower
Overall opportunities for education, culture and the arts	64	216	317	Similar
Residents’ connection and engagement with their community	59	274	317	Similar

Table 71: Question 12 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "excellent" or "good"	**(A)**	**(B)**	**(C)**	**(D)**	**(E)**	**(F)**	**(A)**
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	85%	91% E F	92% E F	84%	77%	81%	85%
Overall economic health of Palo Alto	86% D	92% D	91% D	73%	84%	85% D	85%
Overall feeling of safety in Palo Alto	91% D E F	87% F	93% D E F	80%	76%	76%	83%
Overall quality of natural environment in Palo Alto	85%	91%	92% E	84%	79%	85%	86%
Overall health and wellness opportunities in Palo Alto	60%	61%	63%	68%	56%	64%	63%
Overall opportunities for education, culture and the arts	80% D	67%	67%	60%	70%	75% D	70%
Residents' connection and engagement with their community	65%	54%	66%	62%	64%	67% B	63%
Reducing community greenhouse gas emissions	45%	47%	60%	58%	64% A B	65% A B	57%
Increasing local solar generation capacity within city boundaries	55% B	39%	56% B	53% B	70% B D	65% B	56%
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	44%	51%	50%	45%	36%	45%	46%
Faster notification systems (online, mobile or email) for public safety issues	65% E	63%	70% E	63%	47%	61%	62%

Table 72: Question 12 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "excellent" or "good"	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Overall “built environment” of Palo Alto (including overall design, buildings, parks and transportation systems)	84%	88%	79%	81%	86%	86%	85%
Overall economic health of Palo Alto	86%	83%	84%	71%	87% A	91% A	85%
Overall feeling of safety in Palo Alto	79%	91% A	82%	61%	87% A	91% A	83%
Overall quality of natural environment in Palo Alto	86%	88%	83%	76%	89% A	89% A	86%
Overall health and wellness opportunities in Palo Alto	60%	73% A C	54%	50%	64% A	69% A	63%
Overall opportunities for education, culture and the arts	68%	75%	67%	59%	70% A	75% A	70%
Residents' connection and engagement with their community	60%	63%	75% A	56%	61%	68% A	63%
Reducing community greenhouse gas emissions	60%	54%	55%	43%	54%	66% A B	57%
Increasing local solar generation capacity within city boundaries	58%	50%	65%	55%	51%	61% B	56%
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	39%	62% A C	40%	24%	47% A	57% A B	46%
Faster notification systems (online, mobile or email) for public safety issues	56%	80% A C	47%	36%	64% A	74% A B	62%

Question 13

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

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	33%	N=182	22%	N=122	19%	N=102	25%	N=141	1%	N=5	100%	N=551
Spend quality time with local friends, family, and/or neighbors	56%	N=313	31%	N=174	7%	N=41	5%	N=26	0%	N=1	100%	N=555

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

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	33%	N=182	22%	N=122	19%	N=102	26%	N=141	100%	N=547
Spend quality time with local friends, family, and/or neighbors	57%	N=313	31%	N=174	7%	N=41	5%	N=26	100%	N=554

Table 75: Question 13 - Historical Results

In a typical week, how likely are you to:	Percent positive (e.g., very/somewhat likely)							2025 rating compared to 2024
	2017	2018	2021	2022	2023	2024	2025	
Participate in organized group activities (such as clubs, sports teams volunteer your time, attend church/temple)	52%	56%	47%	55%	53%	52%	56%	Similar
Spend quality time with local friends, family, and/or neighbors	85%	88%	82%	86%	86%	83%	88%	Similar

Table 76: Question 13 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "very likely" or "somewhat likely"	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	50%	56%	55%	56%	73% A B C D F	52%	56%
Spend quality time with local friends, family, and/or neighbors	87%	86%	84%	83%	88%	95% B C D	88%

Table 77: Question 13 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "very likely" or "somewhat likely"	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	55%	51%	67% B	49%	54%	59%	56%
Spend quality time with local friends, family, and/or neighbors	89% C	89% C	79%	84%	89%	89%	88%

Question 14

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

What mode of transportation do you use most for your typical daily needs for getting around town?	Percent	Number
Driving	67%	N=377
Walking	14%	N=82
Biking	15%	N=87
Bus	1%	N=7
Train	0%	N=0
Scootering	1%	N=7
Palo Alto Link	0%	N=0
Uber/Lyft or similar rideshare service	1%	N=5
Carpooling	0%	N=1
Total	100%	N=565

Table 79: Question 14 - Historical Results

What mode of transportation do you use most for your typical daily needs for getting around town?	Percent selecting each response								2025 rating compared to 2024
	2016	2017	2018	2021	2022	2023	2024	2025	
Driving	77%	73%	76%	71%	67%	77%	68%	67%	Similar
Walking	13%	13%	11%	14%	16%	12%	18%	14%	Similar
Biking	8%	11%	10%	13%	15%	8%	12%	15%	Similar
Bus	1%	1%	0%	1%	1%	1%	0%	1%	Similar
Train	0%	1%	1%	0%	0%	0%	1%	0%	Similar
Scootering	NA	NA	NA	NA	NA	NA	1%	1%	Similar
Palo Alto Link	NA	NA	NA	NA	NA	NA	0%	0%	Similar
Uber/Lyft or similar rideshare service	0%	1%	0%	0%	0%	1%	0%	1%	Similar
Carpooling	0%	0%	0%	0%	1%	0%	0%	0%	Similar

Question 15

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

If you did not have access to a car for your usual daily transportation around town, how convenient (based on time and proximity) would you consider each of the following methods of getting around?	Very convenient		Somewhat convenient		Somewhat inconvenient		Very inconvenient		Total	
Walking	36%	N=196	35%	N=190	16%	N=89	12%	N=66	100%	N=541
Biking	47%	N=249	31%	N=164	8%	N=43	13%	N=71	100%	N=526
Bus	9%	N=45	26%	N=136	35%	N=180	30%	N=153	100%	N=514
Train	17%	N=86	32%	N=166	28%	N=147	23%	N=122	100%	N=521
Scootering	13%	N=63	26%	N=121	24%	N=112	37%	N=175	100%	N=471
Palo Alto Link	13%	N=62	36%	N=167	33%	N=151	18%	N=83	100%	N=464
Uber/Lyft or similar rideshare service	45%	N=229	34%	N=172	15%	N=75	7%	N=34	100%	N=509
Carpooling	10%	N=51	27%	N=134	35%	N=173	27%	N=134	100%	N=491

Table 81: Question 15 - Historical Results

If you did not have access to a car for your usual daily transportation around town, how convenient (based on time and proximity) would you consider each of the following methods of getting around?	Percent positive (e.g., very/somewhat convenient)									2025 rating compared to 2024
	2015	2016	2017	2018	2021	2022	2023	2024	2025	
Walking	92%	94%	92%	69%	76%	66%	70%	74%	71%	Similar
Biking	76%	75%	75%	77%	83%	80%	78%	81%	78%	Similar
Bus	53%	50%	52%	33%	33%	33%	31%	30%	35%	Similar
Train	68%	66%	60%	41%	39%	43%	39%	42%	48%	Similar
Scootering	NA	NA	NA	NA	NA	NA	NA	42%	39%	Similar
Palo Alto Link	NA	NA	NA	NA	NA	NA	NA	54%	49%	Similar
Uber/Lyft or similar rideshare service	52%	62%	66%	83%	77%	74%	78%	76%	79%	Similar
Carpooling	52%	45%	49%	33%	26%	41%	36%	41%	38%	Similar

Table 82: Question 15 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "very" or "somewhat" likely	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Walking	72% D	74% D	73% D	46%	86% D	82% D	71%
Biking	67%	83% A D	78%	70%	90% A D	83% A D	78%
Bus	21%	27%	31%	46% A B C	46% A B	37% A	35%
Train	46%	35%	38%	41%	64% B C D	65% A B C D	48%
Scootering	45%	36%	44%	33%	46%	38%	39%
Palo Alto Link	54%	59% D F	60% D F	43%	49%	39%	49%
Uber/Lyft or similar rideshare service	84%	80%	89% D E F	76%	69%	76%	79%
Carpooling	31%	39%	38%	41%	41%	35%	38%

Table 83: Question 15 - Demographic Subgroup Results

Percent rating "very" or "somewhat" likely	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Walking	75% C	67%	60%	60%	75% A	73% A	71%
Biking	77%	81%	87%	88% C	89% C	65%	78%
Bus	32%	42% A	41%	44% B	32%	33%	35%
Train	51%	44%	49%	43%	48%	51%	48%
Scootering	36%	45%	46%	38% C	56% A C	26%	39%
Palo Alto Link	51% C	57% C	35%	37%	54% A	52% A	49%
Uber/Lyft or similar rideshare service	76%	84%	76%	65%	87% A	79% A	79%
Carpooling	36%	39%	44%	45%	37%	35%	38%

Question 16

Table 84: Question 16 - Response Percentages and Number of Respondents

	Extremely familiar		Very familiar		Moderately familiar		Slightly familiar		Not familiar		Total	
How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	1%	N=8	5%	N=26	18%	N=101	18%	N=100	58%	N=324	100%	N=560

Table 85: Question 16 - Historical Results

	Percent familiar (e.g., extremely/very familiar)		2025 rating compared to 2024
	2024	2025	
How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	5%	6%	Similar

Table 86: Question 16 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "very" or "extremely" familiar	(A)	(B)	(C)	(D)	(E)	(F)	(A)
How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	10%	5%	8%	3%	11%	5%	6%

Table 87: Question 16 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "very" or "extremely" familiar	(A)	(B)	(C)	(A)	(B)	(C)	(A)
How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	6%	6%	7%	2%	5%	8% A	6%

Question 17

Table 88: Question 17 - Response Percentages and Number of Respondents

	Extremely familiar		Very familiar		Moderately familiar		Slightly familiar		Not familiar		Total	
How familiar are you with Palo Alto's programs to advance our community goals such as home electrification?	3%	N=19	12%	N=66	21%	N=119	18%	N=103	45%	N=252	100%	N=559

Table 89: Question 17 - Geographic Subgroup Results

	Area						Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	
Percent rating "very" or "extremely" familiar	(A)	(B)	(C)	(D)	(E)	(F)	(A)
How familiar are you with Palo Alto's programs to advance our community goals such as home electrification?	16%	20% F	21% F	15%	18%	8%	15%

Table 90: Question 17 - Demographic Subgroup Results

	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
Percent rating "very" or "extremely" familiar	(A)	(B)	(C)	(A)	(B)	(C)	(A)
How familiar are you with Palo Alto's programs to advance our community goals such as home electrification?	16%	13%	18%	10%	11%	21% A B	15%

Question 18

Table 91: Question Q18 - Response Percentages and Number of Respondents

Which of the following considerations would most motivate you to replace your major gas appliances with an electric model? (Select up to three)	Percent	Number
Save time with helpful installation	30%	N=154
Save money through rebates	59%	N=310
Improve health and safety	37%	N=193
Affect climate change	35%	N=182
Support Home resale value	15%	N=77
I am not going to upgrade to electric	29%	N=151

Table 92: Question 18 - Geographic Subgroup Results

Which of the following considerations would most motivate you to replace your major gas appliances with an electric model? (Select up to three)	Area						Overall
	Area 1 (A)	Area 2 (B)	Area 3 (C)	Area 4 (D)	Area 5 (E)	Area 6 (F)	(A)
Save time with helpful installation	36%	29%	29%	38% F	32%	18%	30%
Save money through rebates	47%	63%	59%	67%	69%	52%	59%
Improve health and safety	33%	34%	30%	35%	50%	42%	37%
Affect climate change	33%	21%	42%	39%	35%	40% B	35%
Support Home resale value	13%	19%	11%	15%	20%	12%	15%
I am not going to upgrade to electric	37%	37%	24%	22%	18%	31%	29%

Table 93: Question 18 - Demographic Subgroup Results

Which of the following considerations would most motivate you to replace your major gas appliances with an electric model? (Select up to three)	Race			Age			Overall
	White (A)	Asian, Asian Indian, or Pacific Islander (B)	Other race or Multi-racial (C)	18-34 (A)	35-54 (B)	55+ (C)	(A)
Save time with helpful installation	28%	33%	33%	25%	33%	30%	30%
Save money through rebates	56%	64%	66%	65%	63%	54%	59%
Improve health and safety	32%	49% A C	30%	37%	43%	32%	37%
Affect climate change	37%	34%	37%	37%	35%	34%	35%
Support Home resale value	14%	15%	16%	10%	21% C	12%	15%
I am not going to upgrade to electric	36% B C	21%	13%	31%	22%	33% B	29%

Question 19

Table 94: Question 19 - Response Percentages and Number of Respondents

As a resident of Palo Alto, what one change could the City make that would make you happier?	Percent	Number
Housing and Construction	21%	N=100
Public Safety and Policing	8%	N=38
Transportation and Traffic	13%	N=62
Homelessness and RVs	4%	N=21
City Governance and Administration	7%	N=35
Community Amenities and Services	6%	N=29
Economic Development	4%	N=20
Noise and Urban Environment	3%	N=14
Develop Infrastructure	2%	N=8
Walking and Biking trails	3%	N=15
Code Enforcement	2%	N=12
Make the city more affordable	10%	N=45
Cleanliness of community; upkeep	4%	N=21
Other	10%	N=47
Don't know	1%	N=6
Total	100%	N=471

Table 95: Question 19 - Geographic Subgroup Results

As a resident of Palo Alto, what one change could the City make that would make you happier?	Area						Overall
	Area 1 (A)	Area 2 (B)	Area 3 (C)	Area 4 (D)	Area 5 (E)	Area 6 (F)	(A)
Housing and Construction	10%	18%	12%	27%	29%	26%	21%
Public Safety and Policing	7%	5%	5%	15%	6%	8%	8%
Transportation and Traffic	11%	12%	13%	16%	11%	13%	13%
Homelessness and RVs	7%	8%	12% F	1%	2%	1%	4%
City Governance and Administration	17% D	8%	8%	2%	7%	7%	7%
Community Amenities and Services	7%	12%	6%	6%	0%	4%	6%
Economic Development	4%	3%	2%	2%	4%	9%	4%
Noise and Urban Environment	0%	8%	4%	0%	1%	3%	3%
Develop Infrastructure	4%	1%	4%	2%	0%	0%	2%
Walking and Biking trails	4%	2%	3%	5%	0%	4%	3%
Code Enforcement	2%	3%	3%	1%	0%	5%	2%
Make the city more affordable	5%	5%	12%	13%	22%	6%	10%
Cleanliness of community; upkeep	12%	7%	0%	4%	2%	3%	4%
Other	9%	9%	15%	6%	11%	11%	10%
Don't know	2%	1%	1%	0%	5%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%

Table 96: Question 19 - Demographic Subgroup Results

As a resident of Palo Alto, what one change could the City make that would make you happier?	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Housing and Construction	21%	16%	30%	33% B C	16%	20%	21%
Public Safety and Policing	5%	14% A	12%	14% C	9%	5%	8%
Transportation and Traffic	16%	12%	7%	14%	10%	16%	13%
Homelessness and RVs	3%	7%	7%	5%	6%	3%	4%
City Governance and Administration	7%	9%	3%	1%	7%	10% A	7%
Community Amenities and Services	7%	6%	5%	9%	6%	5%	6%
Economic Development	5%	2%	3%	0%	7%	4%	4%
Noise and Urban Environment	2%	3%	3%	2%	2%	3%	3%
Develop Infrastructure	1%	4% A	0%	0%	3%	2%	2%
Walking and Biking trails	5%	1%	0%	2%	5%	2%	3%
Code Enforcement	3%	0%	2%	0%	2%	4%	2%
Make the city more affordable	7%	13%	16%	11%	12%	6%	10%
Cleanliness of community; upkeep	6%	4%	0%	5%	5%	4%	4%
Other	10%	5%	12%	3%	10%	14% A	10%
Don't know	1%	3%	0%	2%	0%	2%	1%
Total	100%	100%	100%	100%	100%	100%	100%

Question 20

Table 97: Question 20 - Response Percentages and Number of Respondents

As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?	Percent	Number
Parks, open space, and natural environment	28%	N=125
Utilities and city services	11%	N=50
Safety services	7%	N=32
Activities and Recreation (arts, libraries, museums, theaters, etc.)	14%	N=64
Government/leadership; government communication	6%	N=26
Schools and education, programs for the youth	7%	N=33
Cleanliness of community; upkeep	9%	N=39
Quality of life, reputation	4%	N=17
Infrastructure, streets, transportation	1%	N=3
Ease of bicycle travel/walking	3%	N=14
Sustainability	2%	N=8
Culture, diversity	1%	N=4
Other	7%	N=32
Nothing / Don’t know	1%	N=6
Total	100%	N=454

Table 98: Question 20 - Geographic Subgroup Results

As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?	Area						Overall
	Area 1 (A)	Area 2 (B)	Area 3 (C)	Area 4 (D)	Area 5 (E)	Area 6 (F)	(A)
Parks, open space, and natural environment	20%	28%	35%	32%	23%	26%	28%
Utilities and city services	12%	23% F	8%	10%	12%	4%	11%
Safety services	5%	4%	8%	8%	4%	11%	7%
Activities and Recreation (arts, libraries, museums, theaters, etc.)	21%	15%	11%	14%	17%	10%	14%
Government/leadership; government communication	3%	4%	3%	8%	4%	9%	6%
Schools and education, programs for the youth	12%	5%	18% F	5%	5%	4%	7%
Cleanliness of community; upkeep	12%	6%	6%	7%	4%	13%	9%
Quality of life, reputation	2%	4%	3%	5%	5%	3%	4%
Infrastructure, streets, transportation	0%	1%	0%	1%	0%	1%	1%
Ease of bicycle travel/walking	0%	5%	5%	4%	1%	3%	3%
Sustainability	1%	1%	0%	4%	4%	1%	2%
Culture, diversity	1%	1%	0%	0%	1%	2%	1%
Other	10%	3%	4%	4%	12%	10%	7%
Nothing / Don't know	0%	0%	0%	0%	6%	3%	1%
Total	100%	100%	100%	100%	100%	100%	100%

Table 99: Question 20 - Demographic Subgroup Results

As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?	Race			Age			Overall
	White	Asian, Asian Indian, or Pacific Islander	Other race or Multi-racial	18-34	35-54	55+	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Parks, open space, and natural environment	29%	27%	25%	36% C	28%	22%	28%
Utilities and city services	14% C	7%	1%	9%	6%	16% B	11%
Safety services	8%	8%	3%	2%	8%	10% A	7%
Activities and Recreation (arts, libraries, museums, theaters, etc.)	11%	18%	11%	16%	15%	11%	14%
Government/leadership; government communication	4%	4%	21% A B	8%	5%	6%	6%
Schools and education, programs for the youth	4%	10%	15% A	0%	14% C	6%	7%
Cleanliness of community; upkeep	8%	10%	9%	14%	7%	6%	9%
Quality of life, reputation	4%	5%	1%	4%	1%	5%	4%
Infrastructure, streets, transportation	1%	0%	1%	0%	1%	1%	1%
Ease of bicycle travel/walking	4%	4%	0%	2%	5%	3%	3%
Sustainability	1%	1%	7% A	2%	2%	2%	2%
Culture, diversity	1%	0%	0%	0%	0%	2%	1%
Other	9%	4%	3%	6%	6%	9%	7%
Nothing / Don't know	2%	1%	2%	0%	3%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%

Demographic Questions

Table 100: Question D1 - Response Percentages and Number of Respondents

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=33
Somewhat positive	10%	N=57
Neutral	44%	N=246
Somewhat negative	34%	N=190
Very negative	7%	N=37
Total	100%	N=563

Table 101: Question D2 - Response Percentages and Number of Respondents

What is your employment status?	Percent	Number
Working full time for pay	55%	N=309
Working part time for pay	9%	N=48
Unemployed, looking for paid work	3%	N=17
Unemployed, not looking for paid work	2%	N=12
Fully retired	30%	N=169
College student, unemployed	1%	N=7
Total	100%	N=562

Table 102: Question D3 - Response Percentages and Number of Respondents

Do you work inside the boundaries of Palo Alto?	Percent	Number
Yes, outside the home	35%	N=124
Yes, from home	25%	N=91
No	40%	N=143
Total	100%	N=357

Question asked of those reporting that they work full or part time.

Table 103: Question D4 - Response Percentages and Number of Respondents

How many years have you lived in Palo Alto?	Percent	Number
Less than 2 years	11%	N=64
2 to 5 years	22%	N=123
6 to 10 years	11%	N=64
11 to 20 years	16%	N=89
More than 20 years	40%	N=227
Total	100%	N=567

Table 104: Question D5 - Response Percentages and Number of Respondents

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	60%	N=337
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=217
Mobile home	0%	N=0
Other	2%	N=10
Total	100%	N=564

Table 105: Question D6 - Response Percentages and Number of Respondents

Do you rent or own your home?	Percent	Number
Rent	43%	N=238
Own	57%	N=321
Total	100%	N=559

Table 106: Question D7 - Response Percentages and Number of Respondents

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than $500 per month	4%	N=20
$500 to $999 per month	5%	N=25
$1,000 to $1,499 per month	5%	N=26
$1,500 to $1,999 per month	5%	N=24
$2,000 to $2,499 per month	10%	N=51
$2,500 to $2,999 per month	8%	N=40
$3,000 to $3,499 per month	10%	N=51
$3,500 to $3,999 per month	8%	N=43
$4,000 to $4,499 per month	5%	N=23
$4,500 to $4,999 per month	6%	N=32
$4,500 to $4,999 per month	6%	N=32
$5,500 to $5,999 per month	2%	N=12
$6,000 to $6,499 per month	4%	N=20
$6,500 to $6,999 per month	2%	N=10
$7,000 to $7,499 per month	1%	N=7
$7,500 to $7,999 per month	3%	N=14
$8,000 to $8,499 per month	2%	N=10
$8,500 to $8,999 per month	1%	N=7
$9,000 to $9,499 per month	1%	N=3
$9,500 to $9,999 per month	2%	N=9
$10,000 or more per month	11%	N=58
Total	100%	N=516

Table 107: Question D8 - Response Percentages and Number of Respondents

Do any children 17 or under live in your household?	Percent	Number
No	74%	N=411
Yes	26%	N=147
Total	100%	N=557

Table 108: Question D9 - Response Percentages and Number of Respondents

Are you or any other members of your household aged 65 or older?	Percent	Number
No	59%	N=328
Yes	41%	N=228
Total	100%	N=556

Table 109: Question D10 - Response Percentages and Number of Respondents

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than $25,000	3%	N=15
$25,000 to $49,999	4%	N=20
$50,000 to $74,999	11%	N=52
$75,000 to $99,999	12%	N=57
$100,000 to $149,999	11%	N=51
$150,000 to $199,999	11%	N=51
$200,000 to $249,999	9%	N=43
$250,000 to $299,999	7%	N=31
$300,000 to $349,999	5%	N=25
$350,000 to $399,999	5%	N=24
$400,000 to $449,999	3%	N=14
$450,000 to $499,999	20%	N=96
$500,000 or more	0%	N=0
Total	100%	N=479

Table 110: Question D11 - Response Percentages and Number of Respondents

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=511
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=34

Table 111: Question D12 - Response Percentages and Number of Respondents

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=6
Asian, Asian Indian or Pacific Islander	34%	N=181
Black or African American	4%	N=23
Middle Eastern or North African	1%	N=6
White	64%	N=344
Other	4%	N=22

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

Table 112: Question D13 - Response Percentages and Number of Respondents

In which category is your age?	Percent	Number
18 to 24 years	4%	N=21
25 to 34 years	18%	N=99
35 to 44 years	13%	N=71
45 to 54 years	21%	N=120
55 to 64 years	10%	N=54
65 to 74 years	15%	N=86
75 years or older	20%	N=110
Total	100%	N=561

Table 113: Question D14 - Response Percentages and Number of Respondents

What is your gender?	Percent	Number
Female	53%	N=293
Male	47%	N=261
Identify in another way	0%	N=0
Total	100%	N=554

Table 114: Question D14 - Response Percentages and Number of Respondents

What is your sexual orientation?	Percent	Number
Heterosexual	93%	N=474
Lesbian	1%	N=6
Gay	2%	N=9
Bisexual	2%	N=11
Identify another way	2%	N=12
Total	100%	N=512

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

The following are responses to questions 19 and 20. Responses are presented here in verbatim form, including any typographical, grammatical or other mistakes. Responses are in alphabetical order within the category in which the response was categorized.

Question 19: As a resident of Palo Alto, what one change could the City make that would make you happier?

Housing and Construction

- 1) MAKE "AFFORDABLE HOUSING" TRULY AFFORDABLE FOR MINIMUM WAGE WORKERS 2) MAKE SENIOR SERVICES & HOUSING VERY LOW COST.
- A much greater emphasis on housing, to the point of restricting current and future commercial development until housing resources are better aligned.
- Accelerate the building of all types of housing.
- Actually get apartment buildings built. I don't need that myself but we should let more people live here. Overall, the City does get.
- ADDRESS "HOUSING ELEMENT ISSUES" (OVER NO-BLDG)
- AFFORDABLE HOUSING - FAIRNESS OF RESOURCES FOR ALL NEIGHBORS
- AFFORDABLE HOUSING & CHILD CARE
- Affordable housing, we rent but we'd love to own where we live
- ALLOW FASTER BUILDING APPROVALS, ESPECIALLY CALTRAIN GRADE SEPARATION
- Allow for more building of residences of all kinds. I cannot recommend Palo Alto if no one can afford to move here. More homes, more apartments, and yes towers are OK. More bike lanes would also be wonderful.
- ALLOW REZONING THAT HELPS BUILD MULTIPURPOSE COMMERCIAL/HOUSING ON MIDDLEFIELD RD.
- APARTMENTS FOR LOWER INCOME AND CITY EMPLOYEES
- Approve the building of more affordable housing and allow more 6+ apartment building stories in downtown.
- As a resident of Barron Park, I love it here - am concerned (but not overly) about all the new (needed) housing construction on El Camino, and new traffic signs (e.g., no turn on red) near Barron Park - the combition of all of these factors is going to significantly increase travel time for residents here getting in and out of Barron Park. Not sure what can be done - if the no right turn on red signs significantly help safety for (possibly increasing?) number of cyclists on El Camino - then I understand signs. And we need more affordable housing - but it will hit Barron Park hard from a traffic perspective.
- Bajar el costo de viviendas, para que ms gente pueda venir a traer a sus hijos, a las escuelas de Palo Alto
- BETTER HOUSING PRICES (JUST AFFORDABLE)
- BUILD AFFORDABLE HOUSING; PROVIDE HOUSING FOR HOMELESS
- Build cheaper homes. Do not allow huge very expensive homes to replace smaller cheaper homes. A large pelty tax on vacant homes.
- Build more affordable AND market rate housing
- Build more affordable housing.
- BUILD MORE AFFORTABLE APARTMENTS FOR MIDDLE INCOME ELDERLY
- Build more housing
- Build more housing and clean up the streets. Why are we letting unsheltered residents sleep outside?
- Building higher density housing around transportation hubs like Caltrain stations.
- BUILDING HUGE UGLY HOMES ON SMALL LOTS
- Calm traffic by installing bike lanes with barriers so that children can bike safely to school.

- CLARITY ON AFFORDABLE HOUSING
- COST OF BUYING A HOME OR ROUTING HERE NEEDS TO DECREASE
- denser housing
- DO NOT ALLOW BUILDERS TO BUILD HIGHER THAN 6-8 FLOORS MAX. MAKE BUILDERS PLAN FOR IMPACTS TO PARKING CARS ON THE ROAD, IMPACTS TO INFRASTRUCTURE ROADS, BIKE LANES, TRAFFIC LIGHTS, TUNNELS SAFETY.
- Encourage more affordable housing to be built. Require large % of new builds have affordable units. Require new permitted ADUs to be rented at below market rates or to house vulnerable populations like the elderly or disabled.
- encourage more housing construction through more flexible zoning
- FEWER HIGH RISE DEVELOPMENT WITH LESS TRAFFIC
- Find a way to put an immediate end to the State-mandated. forced housing requirements that increase density.
- GET OUT OF HOUSING SOLUTIONS
- Housing affordability and diversity (which are related)
- HOUSING DIVERSITY
- I AM RESIDENT OF LYTTON GARDENS SENIOR HOME MORE SENIOR HOUSING
- I wish our NIMBYS and our YIMBYS would work together on solving housing.
- INCREASE AFFORDABLE HOUSING
- INCREASE CONSTRUCTION RATE OF BUILDINGS IN THE MIDDLEFIELD PLAZA
- Increase in affordable housing for all, especially those who are homeless or in danger of becoming homeless.
- Increase reliability and availability of buses. The nearest bust stop is a mile away, and it takes about an hour to get anywhere, even only a few miles
- It's a NIMBY perspective, but I'm not in favor of government-mandated affordable housing. It will reduce property values (bad for the haves and will allocate a scarce below market resource somewhat arbitrarily to the have-nots). So nobody will be happy. I understand this is a state mandate, but it could greatly affect quality of life for some of us.
- KEEP HOME STYLE THE SAME
- KEEP OUR BUILDING HEIGHT LIMIT TO 50 FEET!
- LESS DENSITY, BETTER ARCHITECTURAL DESIGN, TRAFFIC CALMING
- LESS LOW QUALITY HOUSING UNITS, LESS CROWDING LESS OVER POPULATION.
- LIMIT NUMBER OF APPOINTMENT BUILDINGS
- LIVE UP TO ITS OBLIGATION TO PROVIDE MORE HOUSING (ALL KINDS).
- Lower cost of building permits and ease the process.
- Lower cost of housing, may it be a price to buy or a price to rent.
- LOWER HOUSING COSTS
- Lower the cost of housing!
- Lower the cost of housing.
- MAKE AFFORDABLE HOUSING AVAILABLE AND FOR THAT I THINK REZONING WILL BE NECESSARY
- Make housing affordable for my children to live here.
- make housing more affordable
- More affordable homes. Will be moving soon bc I can't afford to buy here. I wish I could.
- MORE AFFORDABLE HOUSING
- MORE AFFORDABLE HOUSING
- MORE AFFORDABLE HOUSING
- More affordable housing
- More affordable housing
- MORE AFFORDABLE HOUSING AND AVAILABLE PUBLIC REST ROOMS
- More affordable housing for others that are middle class vs. wealthy, especially local service providers such as teachers, fire, and police personnel

- MORE AFFORDABLE HOUSING FOR SERVICE WORKERS
- More affordable housing, less NIMBYism
- More affordable housing.. Housing closer to business and shopping and transportation.
- MORE AFFORDABLE SENIOR HOUSING
- MORE HOUSING BETTER ZONING ON CAL AVE & UNIVERSITY MORE BIKE INFRASTRUCTURE
- MORE LOW COST HOUSING
- More mixed-use development to increase convenience of walking and to increase housing options and affordability
- Offer more housing options.
- Overall cost of housing is the major concern
- Planning Department does not have a clear plan of how city should implement additiol housing. a 17 story building does not fit in with neighborhood, parking is a big problem, which is made worse when new buildings are under parked.
- provide more affordable housing options especially for essential workers - teachers, caretakers, city employees
- PUSH BACK ON CA STATE HIGH DENSITY HOUSING LAWS
- Reduce effect of construction on neighbors: Putting dirt into water system, enforce hours, and encourage quick completion
- Speed up approval process for projects
- STOP BUILDING - FIX SIDEWALKS - TRIM TREES
- STOP BUILDING HOUSING
- STOP BUILDING MULTI LEVEL APARTMENTS THE CITY IS LOOKING UGLY AND TRAFFIC CONGESTION
- STOP HOUSING CONSTRUCTION, IE, LESS POPULATION
- STOP INCREASING HOUSING DENSITY
- STOP PERMITTING LARGE, TALL BUILDINGS IN SOUTH PA, STOP GIVING DEVELOPERS ZONING EXEMPTIONS, FIGHT THE STATE MANDATE TO ADD 6000+ HOUSING UNITS TO PA BY 2030, OPPOSE SB79 BECAUSE OF ITS IMPACTS TO NEIGHBORHOODS, IT SEEMS LIKE THE PEOPLE MAKING THE DECISIONS HAVE NEVER USED THE PUBLIC TRANSPORTATION SYSTEM (BUS, CAL TRAIN); THESE NEED TO BE IMPROVED BEFORE INCREASING THE POPULATION.
- STREAMLINE AFFORDABLE HOUSING CONSTRUCTION
- The city needs more housing options. My family (2 adults, 3 children) would definitely like to upgrade from a 3-br 1350 sq ft unit, but there are not many options without moving to another city. I understand that long-time residents don't want 20 story apartment buildings, but there needs to be a balance between that and aging ranch homes in sprawling neighborhoods.
- The cost of house should be lower or stayed.
- The high density housing is unsightly and tightly packed into single story neighborhoods. The new monstrosity is are ugly and not well thought out. There's also a great number of RV homeless people everywhere. They create trash and their oversized vehicles are a traffic Hazard.

Public Safety and Policing

- BETTER TRAFFIC ENFORCEMENT
- Do more about residential crimes, both actively and in terms of getting the message out that Palo Alto will crack down on all crimil activity
- FOCUS ON BURGLARIES - SEEM THIS PROBLEM IS CONTINUING AND ADD MORE PICKTOBALL WORKS!
- Focus on safety and do something about the e-bike riders!
- Further reduction in house break-ins, bike thefts.
- Hire more public safety officers to reduce crime and speeding/aggressive driving.
- ID LIKE THE CITY TO FOCUS MORE IN PUBLIC SAFETY (IF FIRE, POLICE, EMS)
- Make our city safe / reduce crime.
- more attention to safe routes to school and less attention to converting every single street into a neighborhood bike path - we are an aging community and drive cars

- More frequent traffic law enforcement on El Camino Real, sometimes I saw cars running through red lights, creating risks to others
- MORE SAFETY IN PUBLIC PLACES
- Patrol city parks after sunset
- POLICE (NON-URGENT) SPEND LESS TIME VERIFYING REPORT INCIDENT MORE TIME ON QUICK RESPONSE TO STOP FIREWORKS (FIRE DANGER)
- POLICE ENFORCEMENT AGAINST BIKE RIDING, WHEN OTHER PRESENT, CALIF AVE UNDERPASS
- POLICE RESPONSEVENESS USABILITY
- REDUCE THE BURGLAY IN THE NEIGHBORHOOD
- REDUCING THEFT AND BURGLARY
- SAFETY
- SAFETY
- SAFETY CONTROLS.
- Safety improvements, no crime especially in residential stress
- SAFETY, CONNECT BETWEEN RESIDENTS, CITIZEN EVENTS.
- Separate roads from train crossings to reduce suicides and improve traffic flow
- Speed bumps to slow cars on Grant and Ash
- SPEED ENFORCEMENT ON BUSY STREETS LIKE EMBARCADRO RD
- STREETER TRAFFIC ENFORCEMENT SAFETY
- Tener mas luz en el barrio por la noche
- Traffic law compliance enforcement for safety of seniors...both cars and bikes.vc

Transportation and Traffic

- 1. Small buses to provide public transportation from residential areas to city landmarks (Cubberley, Uiveristy ave, Cal Ave, public libraries) 2. Figure out Caltrain crossings ASAP and ACT! 3. Spend less money on police station
- Accelerate plans for Caltrain grade separate at the three crossings (Charleston, Meadow, and Churchill)
- Better and more accessible public transportation system
- Better around town transportation such as LIFT, bus.
- BETTER DESIGN OF CAL AVENUE PEDESTRIAN AREA
- BETTER PUBLIC TRANSPORTATION
- better public transportationn
- Better ride share: longer hours, better availability
- BETTER ROADS - TO RUDY
- better traffic flow; i.e better (dedicated) bike lanes, better sigl timing, roundabouts, etc
- Better transit in the neighborhoods
- BRING BACK THE FREE SHUTTLE, CONTROL RENT/MAKE SURE NO BUILDINGS START EMPTY
- Connectivity to Caltrain
- CONVERT THAT SMALL PARK NEAR STANFORD SHOP CENTER INTO A ROAD
- DEAL WITH TRAFFIC, HAVING NARROWED ROADS AND NO RIGHTS TURNS ON RED ON EL CAMINO REAL IT TAKES FOREVER TO DRIVE ANYWHERE IN PALO ALTO VERY FRUSTRATING.
- ENFORCE TRAFFIC LAWS, DISTRACTED BIKER & PEDESTRIANS
- Enforce traffic speed limits on the major thru-fares, on all streets, really
- Figure out how to get to El Camino Laundromat with the no parking for the bicycle lane.
- FIX SIGNAL TIMINGS - SPECIALLY AT TRACKS (RAILROAD CROSSINGS)
- Fix the intersection(s) on Embarcadero near the high school and Town & Country Village. They are a mece. Only one crossing is needed.
- Fix the traffic light at Oregon Expressway and El Camino Real so that it doesn't go out so frequently. Maybe 10 x / year it malfunctions with no light and dangerous traffic with compounding major delays in traffic at that intersection. Breaks down way too frequently. This should be fixable.
- FREE BUS SAVE; MORE HOUSE FOR ELDERLY

- Getting rid of the neighborhood parking programs
- GRADE SEPARATIONS GET THEM DONE. PRIORITIZE SPEED PEOPLE ARE DYING
- HAVE MORE PUBLIC PARKING FOR RESIDENTS IN DOWNTOWN AREA (ALMA STREET AND HOMER)
- Have our neighborhood be able to participate in City services for the elderlylike help in transportation, which we are not included in now.
- here are some: traffic control on major thoroughfares: Alma, East Meadow, Charleston; near schools (there are many more speeders on East Meadow and Bryant bikeway); improve RR crossings- Churchill&Alma/need dedicated left turn lane/light at North Alma at RR parking lot; improve lights or traffic control at Alma&El Camino interchange (people go through red lights - camera to capture license?); replace those trees removed from city sites (no liquid amber trees = they are hazardous and cause sewer problem); improve web vigation and bill paying (garden plots)
- I'm near California Ave. shopping area. We will have more residents and more traffic (congestion, noise, pollution, danger). We need to encourage other ways of getting around than cars. I loved the closing of California Ave to car traffic.
- Improve connections to CalTrain
- Improve public transport or Palo Alto link
- IMPROVE RAIL ROAD CROSSINGS FOR PEDESTRIANS & BIKES
- Improve shuttle service -- Btw Cal Ave and Univ Ave, for example.
- Improve the conditions of the road surfaces
- Improve the timing of traffic lights. Eg. Streets that cross Caltrain tracks should have green while train is crossing. Eg. It's never possible to have green lights all the way down El Camino Real - I always seem to hit every red.
- Improve traffic flow (Embarcadero/Alma, and Page Mill - Oregon/Alma) and then close Churchill crossing.
- IMPROVE TRAFFIC FLOW; FEWER LIGHTS MORE ROUNDABOUTS!
- IMPROVE TRAFFIC LIGHT INTELLIGENCE ON EL CAMINO REAL
- Improve traffic on streets like Sand Hill Blvd
- IMPROVE TRAFFIC SYSTEM CROSSING THE RAILROAD
- Install real-time traffic sigl control technology on major streets to keep traffic moving, thus reducing waiting at sigls while also reducing GHG emissions from idling vehicles.
- less traffic
- Make Palo Alto Link more reliable and frequent. Make El Camino traffic sigls synchronize
- more parking
- MORE RIDE SERVICES FOR ELDERLY
- MORE SENSORS FOR AUTO TRAFFIC SO SIGLS MAY RESPOND QUICKER TO ANOTHER VEHICLE DURING SLOW TIMES LIKE EVENINGS AND NIGHT.
- NO MORE UNDERGROUND BIKE PATHS (UNDER RAILROAD) REDUCE SPEEDING CARS. TRAFFIC & SPEEDING NEED TO BE ADDRESSED. SPEND MONEY IN THAT AREA. WE DO NOT NEED ANOTHER UNDERPASS BIKE / PEDPATH.
- People from neighboring cities, park their car in our neighborhood and leave garbage in the street. I would love to see the city improve the situation.
- PEOPLE NOT STOPPING AT STOP SIGNS-PLOWING THRU ON THEIR SCOOTERS/E BIKES/ADULTS & CHILDREN! TREES-CITY TREES ON RESIDENTS PROPERTY-THEY REED TO TRIM THEM MORE OFTEN ONLY LINE THEY DO IS ONLY. IF YOU CALL THEM NOW.
- Please write traffic tickets. People speed. People run stop signs. People run traffic lights. We really need traffic to slow down.
- PROTECTED LEFT TURN AT MIDDLEFIELD & COLORADO
- PROUD IMPROVED & CONVENIENT PUBLIC TRANSPORT
- REDUCING TRAFFIC
- Revamp Midtown including the old Philz space and also the Safeway which is poorly stocked and maged.
- RR/Alma crossings at Charleston & at E.Meadow should be exactly same as Embarcadero. Especially regarding the simple+easy bike routing on Embarcadero, ie: keep bike lanes physically separated from cars, with very minimal elevation up/down (3% max grade for bikes, preferably flat), and provide 2 bike

lanes (one eastbound, one westbound, each positioned to right of car lanes (this is vs idiotic proposals that expect cyclists to inconveniently cross multiple car lanes to join a single/combined 2-way bike lane and then inconveniently cross back again afterwards).
- SIDEWALKS IN BARRON PARK
- STOP PARKING ON UNIVERSITY AVE DB IT IS A THROUGH SHEET & MAKE PERMUTING FOR NEW QUALIFIED HOMES FASTER
- Street lights for pedestrians to make it safer to walk in the evening, increase safe and clean public transportation options (buses), availability of app-paid electric scooters and bikes, longer opening hours of cafes/bars, more community events like concerts (there are free concerts in Redwood city and MV)
- TRAFFIC
- TRAFFIC ENFORCEMENT - ESPECIALLY RED LIGHT RUNNERS/STOP SIGN RUNNERS
- Traffic enforcement - stop signs, speed, bikes following rules. And addressing homes without residents which is destabilizing to sense of community - the Mark Zuckerberg articles in New York Times were so disappointing. This should be a place for family engagement.And downtown is sooooo boring. One aversge restaurant after another. The shops are mostly gone. And it's all Asian related stores and restaurants now. Little diversity. Such a disappointment. In fact PAlo is becoming less and less diverse not more.
- TRAFFIC IS TERRIBLE WHEN TRYING TO CROSS THE RAILROAD TRACKS - UNDER CROSSING /OVER CROSSING SIGNAL TIMING
- TRAFFIC RULES ENFORCEMENT - CARS AND BIKES. TOO MANY RED-LIGHT RUNNERS
- TRAIN UNDER/OVER PASSES MORE SENIORS BIKE SAFETY MEASURES
- TRANSPORTATION - LIGHTS TIMES TO KEEP TRAFFIC FLOWING!
- UNDERGROUND ROLES/STREET PAVEMENT
- VENDER TO PARK AT EXTREME CARRIERS A RESIDENTIAL DRIVEWAY THAT WIDER RESIDENTIAL STREETS FOR VEHICLE PARKING AND NOT ALLOWING
- WE NEED ALTERNATIVES TO CARS WITH MORE PEOPLE WE WILL HAVE CAR CONGESTION
- We need new pavement after sewer line fix several years ago on Whitclem Drive.

Homelessness and RVs

- Address the number of RV residents living in our neighborhoods. This is especially bad now that El Camino has been blocked off for bikers.
- Deal with the apparently abandoned homes or homes that start construction but don't finish in a timely manner. Also enforce the Keep Clear area of streets, particularly the one at Oregon and Greer.
- DECREASE HOMELESS LIVING ON STREET
- ELIMINATE RV CAMPING ON STREETS
- ESTABLISH SAFE RV PARKING & SERVICES FOR HOMELESS AND/OR FOLKS WORKING HERE BUT LIVING IN CENTRAL VALLEY.
- Find a workable and sustaible solution for the unhoused who live and park their RVs on city streets that aren't able to support their needs
- find apartments fpr all the homeless people
- Get rid of the RVs all over Palo Alto. It is not a good image for Palo Alto and hurts homeowners and businesses.
- GET THE RVs OUT OF FABIAN WAY AND E MEADOW CIRCLE
- INCREASE SPACE AND RESOURCES FOR VAN DWELLERS
- Long term rv parking on street
- Outlawing parking of trailers in Mitchell Park parking lot and on residential streets. This would make me feel safer for my kids.
- REDUCE HOMELESS / RVS
- Reduce homelessness and homeless campers in the city
- REDUCE HOMELESSNESS AROUND TOWN, IT'S EVERYWHERE
- REDUCE THE HOMELESS PEOPLE AROUND THE DOWNTOWN AREA
- Reducing homelessness

- remove trailer living on local streets (which blocks bike lanes, harms overall visibility, is unsightly, and degrades the overall appearance and neighborhood feel in Palo Alto)
- The RVs that are now encroaching in our neighborhoods because of the bike lanes on ECR is a big problem. Their spillover of junk onto the sidewalks is not just hazardous, but ugly.

City Governance and Administration

- A LESS LIBERAL "WOKE" AGENDA & LESS SOCIAL ENGINEERING
- ACCESS TO 250 HAMILTON CITY OFFICES
- AN EASY TO USE, HELPFUL WEB SITE GOOD SEARCH ENGINE
- BE MORE TRANSPARENT, DO NOT LIKE WHEN SOME PEOPLE ARE ABOVE THE LAW, LIKE MARK ZUCKERBERG WHO WAS ABLE TO GET AROUND P.A. BUILDING LAWS
- better leadership, listen more to and act on citizen concerns, better planning and code enforcement
- Better utilities department transparency and alignment with residents beliefs such as supporting the Bay Delta Plan
- BRIGHTER CITY COUNCIL, COORDINATE THE STOPLIGHTS AT EL CAMINO & OXFORD
- CITY COUNCIL TO BE MORE RESPONSIVE TO RENTERS CONCERNS
- City government more transparent to the residents.
- Do away with the Palo Alto Process. Does it take 20 plus years to put 3 underpasses on a railroad?
- Equitable property tax, or if that's not possible, protected bike lanes.
- Fire 50% of city employees. Palo Alto needs its DOGE moment.
- FIRE ALTA HOUSING
- Fully reopen City Hall
- Getting building and remodeling permits
- HOW / WHERE TO FIND OUT DIFFERENT ELECTRICITY PRICES DURING A DAY
- I WISH THE CITY COUNCIL WOULD MAKE DECISIONS & NOT HIRE EXPERTS
- I would like the city workers to be more helpful and knowledgeable about their fields, be helpful to the residents regardless of their race. Because they have these huge salaries they should work harder, it is disheartening to see them on their phones or distracted while they're at work
- IMPROVE CUSTOMER SERVICE
- Leaner and more efficient city administration, more like Mountain View
- LESS CITY STAFF
- less regulations
- Less restrictive permitting and planners being more flexible
- LESS ROAD WORK DURING MORNING & AFTERNOON COMMUTE HOURS
- Let residents choose, instead of mandates
- Make decisions based on facts and information and not on political whims. Too much time and $ is wasted on staff and consultant time that the council in the end ignores and makes decisions or non decisions to avoid making the hard decisions. The Palo Alto way!!!
- More efficient governce to deal with changing times.
- MORE REBATE FOR ELECTRIFICATION/BIG ITEM PICKUP MORE OFTEN
- My stove is electric, and I don't use the gas heating, so my gas usage is zero. Still, the city charges me $15 monthly for gas, which feels like a pelty for not using gas and goes against your policy. Please stop this charge.
- Quit trying to place all the low income and rental properties along the San Antonio corridor. Traffic sucks there right now and the City is only going to make it worse by not devoting enough resources to the area. Where are they going to park ? City is allowing less than two parking spaces per residence. Can't afford to make it in this area on one "low" income.
- Reduce Bureaucracy for permits
- Resist efforts by the State to control local zoning.
- Resist the pressure to in-fill by developers looking to make a bundle and move on. Our neighborhood is being transformed by uffordable mega-houses crammed onto newly split lots. The city definitely doesn't

have our backs on this one: Our magnificent tree canopy is being destroyed, displacing tive wildlife and leaving us instead with traffic and car-lined streets.
- SHORTEN CITY MEETINGS - LESS STOP & GO
- SPEND SMARTER & SAVE COST ON SCHOOL CONSTRUCTION/IMPROVEMENT
- staff city offices; no off-site workno
- Stop charging residents for using Foothill Park
- Stop trying to force us to do things - lpg is essential for cooking - it does not harm the environment like gasoline does - stop forcing rent control on owners. Fix our traffic lights - make then synchronous
- STOP WASTING VALUABLE TIME ON CITY COUNCIL VIRTUE SIGNALING & DO YOUR JOB RUNNING THE CITY!
- Streamline permitting processes for home improvement
- THE CITY COUNCIL SPENDS HOURS DISCUSSING, THEN KICKS THE CAN DOWN THE ROAD-STOP!
- The city's bureaucracy sucks. Transparency is minimal. And it seems more programs are geared toward the wealthy. If you can afford to own a home in Palo Alto, for example, you can pay for your own damn solar panels. Also the city's leaders suffer from an acute frankly embarrassing lack of vision and imagition. Look at how dumb the Cal Ave makeover has been, and how the upcoming plans will make it dumber. We somehow have "two downtowns" - Cal Ave and University Ave - yet both are nowhere near as vibrant, fun or pleasant as other downtowns including but not limited to RWC, Mountain View, Los Altos, etc. further away, Los Gatos, Saratoga, etc are all better destitions than either one of our "two downtowns"
- When I lived in Santa Clara, we can upload a ticket in publicstuff, and some staff will reply to me in 1-2 weeks, actions will be taken soon. In Palo alto, I asked about a street tree question twice via email, and only get an automatic email reply which mentioned someone will answer my questions in 10 days, 1) but no questions were ever answered in email. 2) There is an ticket created in publicstuff, but no one is replying in it.Palo Alto has too many departments and programs, it is already hard to know which service is under which department, and hard to connect easily.

Community Amenities and Services

- 1.MORE OPPORTUNITIES FOR COMMUNITY INVOLVEMENT / 2.BETTER INTERNET ACCESS
- 1.PUBLIC REC CENTER AT CUBBERLY. 2.BUILDING DEPT. PERMITTING PROCESS IS A NIGHTMARE.
- Add a community center
- Attract younger and diverse people ramping up cultural entertainment
- DEVELOP ACTIVE SENIOR PROGRAMMING
- Excellent Open Air Theatre for movies and music
- Facilitate neighborhood socials, keep pedestrian streets like California Avenue, attract more small business and restaurants to downtown
- GET CUBBEKLEY DONE!
- Greater emphasis on recreatiol activities.
- I don't know about ways to get involved in the community
- I WISE WE HAD AN ACTUAL SENIOR CENTER LIKE OTHER CITIES DO
- I'd like to see more community engagement around Midtown that isn't religious affiliated.
- Improve Rincoda pool maintence.
- MORE ACTIVITIES AVAILABLE FOR YOUNG PEOPLE IN 20'S
- MORE COMMUNITY ACTIVITIES, MORE PLACES TO SOCIALIZE
- MORE COMMUNITY GATHERINGS & PUBLIC MUSICAL EVENTS; BAND CONCERTS ETC.
- More dog parks/off leash dog areas
- More events that can help residents connect
- More fitness options - commercial gyms and exercise equipment at parks.
- MORE FREQUENT RESURFACING OF TENNIS & PUCKLEBALL COINS.
- MORE PICKLEBALL COURTS
- More summer camp programs within walking distance, cheaper utilities, better time control for sigls at Middlefield Rd

- official welcome wagon for new residence. Get people to in local neighbourhoods to meet each other more regularlyfor the above question : replacing appliances to gas, I felt the city has not supported me well through this process of electrification. I get the permit yet the city makes things difficult. It started with changing my electrical panel -- all was done as per the requirements, but I was thinking ahead so I increased my electrical panel to accommodate future upgrades to the house like electric car, water heater, heat pump. But the city required and additiol post inspection -- why? The city official said they were concerned I was putting too big of a panel (a big panel is required to upgrade all things you are promoting to upgrade) The city needs to make electrification easy. The city also needs to upgrade its electrical grid to support all the electrical cars. City support not there to help me as a resident migrate to electricity. Permitting difficult and the inspectors are not easy to work with. Way easier to stay with gas.Please enforce Gardners to use electrical equipment. I hate the smell of hydrocarbons from the neighbour's gardeners who use gas equipment (it is not just 1 it is many many)
- STAGE SOME COMMUNITY CELEBRATIVE ONE IN WHILE.

Economic Development

- 1. Introduce more business in town, I feel Palo Alto is behind the city like Cupertino or even Redwood City, Los Altos. For example, there is State Street Market in Los Altos, I cannot find something even close in Palo Alto.2. Increase bike lane and reduce the traffic3. Increase housing
- Allow more stores on el Camino where residents can walk to buy groceries. Allow greater variety of restaurants, cafes, retail stores, grocery stores to open in Palo Alto. Make Palo Alto more walkable and rebuild the very old stores that no one goes to on el Camino and other areas.
- ATTRACT & RETAIN MORE RESTAURANTS & BARS. REDUCE ONEROUS PERMITS
- attract more affordable restaurants and stores
- Attract young entrepreneurs and starups (via e.g. home & office rent incentives, or by opening a city-sponsored co-working and community space) - that may re-vitalize both the economy and the community. Palo Alto, that used to be the epicenter of growth and innovaton, today is safe and polished, but also mostly uffordable, predomintly white, old, oftenly boring, and stagnt. We still love it, and wish it the very best.
- Be more pro business and stop virtue sigling by elected officials.
- BRING MORE VARIETY OF BUSINESS TO CALIFORNIA AVENUE. THERE ARE A LOT OF STREETS THAT NEED ASPHALT REPAIRS. REDUCE UTILITY CHARGES
- Change tax structure to strongly discourage downtown prop ownwers from having empty storefronts! Downtown, where I Live has tons of empty stores. Also we need more housing! Faster permitting! I am a YIMBY, not the norm of NIMBY in Palo Alto. Make Palo Alto available to younger families again, build!
- Diversify the kinds of stores/restaurants in the downtown spaces, especially. University. Seems impossible for small, unique stores or restaurants to make it anymore, increasingly just outposts of larger chains, which is less interesting. (A second thing would be to extend Fiber service into College Terrace!)
- ENABLE MORE MIXED UP AND ECONOMIC COMMERCIAL ENTERTAINMENT VACANCY
- Encourage movie theaters
- Find a way to make Palo Alto more attractive to a wide range o household income levels.
- IMPROVE DOWNTOWN RETAIL
- Improve downtown vibrancy. Too many empty properties. Feels blighted. Too many restaurants and lack of shopping diversity. Also, homelessness is off putting with too many frightening interactions, particularly near the train and 7-11 on Lytton
- Improved retail mix on U. Ave, Cal Ave
- Maintain stores and services that make life in Palo Alto easy. Stop building multi-use projects that never get commercial partners in them. Mandate that developers of multi-use developments subside retail so that retail can exist.
- MORE GOOD RESTAURANTS TO EAT AT
- More grocery stores and less vacant buildings
- Prevent future flooding

- Revitalize Downtown Palo Alto. It used to be great. This is no longer the case. The city is too difficult to work with. This causes businesses to go elsewhere.
- Wider variety of businesses and more creative, inviting architecture on University Avenue.

Noise and Urban Environment

- A levee to protect from Bay flooding.
- Do more to encourage all residents to switch to climate-friendly appliances and especially replace _all_ gas usage in the home! We were early adopters and it was frustrating that we could never get the rebates that were given to residents 3 months or years AFTER we switched out gas stove, heater and more.
- Environment
- FIGHT TO REDUCE THE OVERWHELMING AIRPLANE NOTICE
- Get rid of train noise from Caltrain
- Increase tive tree canopy and protect ture and biodiversity in parks and open space. Buy properties to increase the availability of parkland and recreation opportunities. Promote use of tive plants in private property.
- more trees
- MY STREET TREE WAS RUN OVER. PLEASE REPLACE IT
- PROMISE TO MAINTAIN OR INCREASE THE AMOUNT OF GREEN SPACE FORESTS
- QUALITY AT NATURAL ENVIRONMENT
- REDUCE NOISE; DISALLOW LOUD CAR EXHAUSTS, AIRPLANE, HELICOPTERS, TRAIN, SIRENS
- Relaying in tural body of water
- Silence the Caltrain horns
- TOO MUCH NOISE FROM PLANTS ALSO LOUD CARS & MOTORCYCLES AT NIGHT.

Develop Infrastructure

- Accelerate Palo Alto Fiber installation - I've been hearing about it for so long but nothing has happened in my area and the website provides no status updates that make any sense.
- ADDING BATHROOM TO ELEANOR PARDEE PARK
- ALLOW MORE SOLAR BATTERY INSTALLATION; IMPROVE CELL PHONE SIGNALS.
- Bathrooms at Eleanor park
- Don't do the repair everyday on Charleston Avenue and Arastradero Road. The repair seems occur every working day in a year.
- Fast Internet
- Have their fiber optic up and running
- maintain roads
- Put a restroom in Padee park, have more access to adult ed classes.

Walking and Biking trails

- Bike path crossings over/under train
- Bike safety lanes on major roads
- Elimite bike lanes on el Camino so we can park at my dentist office
- improve bike infrastructure/safety
- KEEP RAMONCE STREET PEDESTRIAN ONLY
- LESS FOCUS ON MAKING ROADS BICYCLE FRIENDLY BUT DANGEROUS FOR DRIVERS
- MORE & SAFER BIKE LANES - I FEEL MORE UNSAFE THAN EVER
- MORE BIKE LANES
- MORE BIKING ROUTES & ENFORCE NO PARKING IN LANES
- MOST BIKE LANES ARE NOT USED OFTEN & TIE UP TRAFFIC
- pedestrian-friendly environment
- Safer biking streets- make a planned concerted effort of routes through the town that have separate bike lanes

- SOFA BIKING INFRASTRUCTURE DOWNTOWN
- Stop the building of bike lanes and assuming people are willing or able to bike to do daily tasks or just life.

Code Enforcement

- A) ENFORCE SPEED LIMITS B) FIX STREETS
- ALLOW DOGS OFF LEASH IN PARKS AT LOW-USE TIMES
- ATTENTION TO CODE VIOLATIONS FOR SAFETY AT/ON STREETS
- BE MORE AGGRESSIVE IN INSURING RESIDENTS MAINTAIN HOME & YARD
- CODE ENFORCEMENT IS TERRIBLE-NEW BUILDINGS ARE TOO DENSE & UGLY
- CODE ENFORCEMENT WAS REAPPOINTED AGAINST ME BY NEIGHBOR - WASTE OF TIME
- CONTROL ALL DOGS ON CUBBERLEY FIELD - MAKE OWNERS LEASH THEIR DOGS
- Enforce code, especially gas powered blowers.
- Enforce existing bike laws! Before adding any more bike routes, enforce the existing. Putting signs up does not work. I walk and bikes make my life as pedestrian terrible. I've tried working with the city but they seem to care more about cars and bikes rather than pedestrians. You have bike lanes and bikes continue to ride on the sidewalks. When sign ask bike riders to dismount, they just speed up. Try walking and see how terrible it is to be a walker!
- Enforce parking laws, get rid of campers/large vehicles parked on streets with people living in them.
- Enforce sidewalk safety through better bicycle regulation and education.As a Palo Alto resident, I'd prioritize creating safer sidewalks through stricter enforcement of bicycle regulations and comprehensive rider education. Despite our city's excellent bike lane infrastructure, cyclists regularly ride on sidewalks, creating dangerous conditions for pedestrians.This isn't just an inconvenienceit's a genuine safety crisis affecting everyone involved. I've been almost struck by cyclists multiple times, watched my dog nearly get run over, and feared for my elderly father's safety during his visits. When I lived in Sunnyvale, riders would announce when they were getting close to you, showing this courtesy is possible. Here in Palo Alto, cyclists rarely announce their presence or slow down around pedestrians, showing a concerning lack of basic courtesy and awareness. I've also witnessed cyclists fall or lose control when trying to vigate around pedestrians and pets on crowded sidewalksputting both riders and walkers at risk.The solution requires both enforcement and education. We need consistent citation of sidewalk cycling violations, coupled with public awareness campaigns about proper cycling etiquettelike audibly warning pedestrians before passing and using desigted bike lanes that taxpayers have funded.Our sidewalks should be safe spaces for all pedestrians, including children, seniors, and people with disabilities. When cyclists ignore desigted infrastructure and endanger pedestrians, it undermines both our transportation goals and community safety. If current infrastructure isn't working, the city should consider reallocating funds to redesign problematic intersections and create clearer physical separation between bike lanes and sidewalks. Better sigge, barriers, or redesigned pathways could elimite confusion about where cyclists belong while protecting pedestrians.Better regulation and targeted infrastructure improvements would immediately improve quality of life
- ENFORCE SPEED LAWS (WITHIN REASON)
- Enforce speed limit and stop signs
- INCREASE CCW TRAFFIC ENFORCEMENT
- Sonic Internet utility install crews should not be cutting concrete at 10:45 PM.

Make the city more affordable

- A GREATER FOCUS ON WHO IS BUYING HOMES. THERE SHOULDN'T BE THIS MANY INVESTMENT COMPANIES DRIVING UP PRICES IN OUR ALREADY HIGH-PRICED NEIGHBORHOOD
- AFFORDABILITY
- Affordability
- Better affordability to support living here long term. It's hard to imagine affording children here.
- COST OF LIVING FOR FAMILIES W/55 & PARENTS FACING RETIREMENT & JOB DISCRIM - IN AT LOST
- Cut taxes, even at the expense of city services

- Don't keep increasing the utility bill
- EASIER /CHEEPER TO TRANSITION FROM WORKING TO RETRIEMENT.
- Focus on what people actually need. Utilities are horrendous, Sewer rate for renters. $70 of $110 bill. Each apartment in duplex on site (with no pool, dishwasher, little garden) pays same as houses flanking, Utilites has been unresponsive to both separate renters inquiries. Completely unhelpful,
- GREATER RENT AFFORDABILITY, LOWER HOUSING PRICES.
- I DON'T SUPPOSE YOU CAN DO ANYTHING ABOUT THE COST OF RENT…
- I JUST GRAD. COLLEGE, MAKE 50K/YEAR - THE CITY IS SO EXPENSIVE!!!
- I WISH UTILITY PRICES WOULD BE MORE AFFORDABLE; I ALSO AVAILABILITY OF MORE AFFORDABLE
- If cost of living was more affordable for the "middle class"
- IF HOUSING WERE MORE AFFORDABLE FOR OTHERS, IF THE LIBRARY HAD MORE BOOKS!
- IF UTILITY BILL KEEPS CLIMBING AT RATE CITY SAY BIT WILL, WE MAY NOT BE ABLE TO CONTINUE TO RETIRE HERE
- KEEP THE UTILITIES BILL LOW
- Less expensive.
- Life costs are not getting higher every year.
- Lower cost of living
- lower cost of living
- LOWER RENT/RENT STABILIZATION
- Lower the utility rate
- Lower utilities cost
- Lower utilities cost
- Lower utility costs
- Make it easier for people who work here to live here, too. This would be especially nice for our city employees.
- PROVIDE MORE REASONABLE RENT RATE FOR DONE STUDIOS, RECREATION ACTIVITY TOWN
- Reduce outrageous water fees
- reduce property tax
- REDUCE PROPERTY TAXES, REMOVE RESIDENCIES KING TAX, PRIVATE WEEKLY MAYORAL REPORT TO NEWSPAPER
- REDUCE SALES TAX
- Reduce the cost of gas
- REDUCING THE COST OF LIVING
- Reduction of utility bills
- RENT CONTROL
- Rent control for downtown businesses , so they can afford to stay in business
- Rent control/cost lowering
- Stop siphoning money from utilities
- TRY TO KEEP UTILITY PRICES DOWN WATER, GAS, ELECTRIC
- UTILITY DISCOUNTS FOR SENIORS.

Cleanliness of community; upkeep

- Beautify and adapt downtown streets that are already closed to cars, and close more downtown streets to cars.
- BETTER MAINTENANCE OF STREETS
- Better maintence of landscaping at City facilities
- clean sidewalk street
- Crackdown on neglected/vacant residential properties. Whole neighborhoods have become ghost streets with out of area buyers leaving their property vacant & unkept creating theft vulnerability, fire & rodent infestation dangers for the whole neighborhood.
- FIX ROADS & SIDEWALKS

- Good maintence and availability of the local parks
- Have better architecture for new buildings, especially apartment buildings.
- IMPROVE THE ARCHITECTURAL DESIGN OF BUILDINGS CONSTRUCTED & MODERNIZE
- KEEP STREETS CLEANER, MAKE UNIVERSITY AVE MORE COLESIDE, ATTRACTIVE
- Keep the city clean! I hate to see the trash on the streets, in medians and in yards and dirty sidewalks and roads.
- Keep the city safe and clean, and keep property taxes as low as possible
- Maintain the character of Palo Alto, which has already dramatically changed for the worse. It has gotten too dense, too crowded, too many people here only for the city services and not to truly be a part of the community. Wish there could be a limit on the number of second home purchases that are only for investment.
- NEIGHBORS KEEPING CURB AREA CLEANER AND MORE WELL-TENDED
- OCCATIONAL STREET SWEEPING ON OUR STREET (EL CAMINO WAY) IF POSSIBLE
- Street and curb repair. Our curb was damaged when underground work was done on our street. The curb is still left damaged.
- TEST CONTROL FOR RATS, AFFORDABLE HOUSING
- Trim city trees to reduce branch/leaf falls and potential hurt. Build restrooms in parks.

Other

- Address 311 tickets.
- Change utilities sewer rates to be based on number of residents or home size. Other rates are based on usage, but a single resident in a studio apartment should not have to pay the same amount as an entire family.
- CITY SOULED LINES!
- Covered heated outdoor eating on California avenue
- Diversity
- Divest from genocide and pass resolutions to divest from companies and services complicit in Palestinian genocide.
- DO NOT SUPPORT (TWITTER ORX)
- Enforce the CUP rules for pod schools as you do for private and public schools.
- ethnic diversity
- FOCUS EDUCATION ON ACADEMIC OUTCOMES VERY UNHAPPY WITH PAUSD
- Free afterschool until 4:30 pm
- GET RIDE OF LIQUIDAMBARS!!!!
- Help neighboring communities by doing things regiolly vs just our city
- IF YOU DO NOT HAVE A LIBERAL, DEMOCRATIC VIEW YOU ARE SHUNNED. NOT OPEN TO OTHER VIEWS.
- Integrate more with East Palo Alto. The divide is so stark. Also, their kid section of the library is fantastic, and I often take my kids there. Palo Alto has a whole children's library, and it doesn't come close in terms of coziness. Their library has a much more commul feel, which I love.
- KEEP PARKING & BRING BACK WIDE VARIETY OF RETAIL
- Kick out snobby people
- Less antisemitism in the town and country protests
- LESS EMPHASIS ON AFFORDABLE HOUSING & GROWTH AND MORE ON MAINTAINING QUALITY OF OUR NEIGHBORHOODS. FIGHT BACK ON STATE MANDATES.
- Less of a feeling of "us versus them" when it comes to different parts of the city (north vs. south, Barron Park vs. everywhere else, etc.)
- LESS PALO ALTO PROCESS!!! KEEP DONATION CLEAN!!
- LESS SNOOTY
- LESS VACANCIES / LESS POP UP STORES

- LET APARTMENT DWELLERS WITH THEIR OWN ADDRESS TO BE PART OF NEIGHBORHOOD CLEANUP.
- Low cost Event space for Live Music
- MAINTAIN ABILITY TO SUPPLY GAS TO RESIDENCES THROUGH MY GAS PAYMENT WITH OUT UPPING MY COSTS THROUGH TRANFEING MUNCY TO THE GENERAL FUND
- Making education more persolized for their need and level instead of making them the same bar which can be either too high for some kids and too low for some others. At a result, school trends to keep the challenges low in middle and elementary schools for most kids and it does not challenges them and prepare them well for high school.
- More focus on preservation of our heritage of older buildings
- More positive focus on the neighborhood things that make a big difference in how happy snd safe residents feel. For example, the removal of the fire engine from Middlefield Rd. Not remedying the stagnt water on Ames Avenue for months and months while blaming residents instead of fixing the street that has lifted over time, not moving with light speed to help rebuild the burned down comercial center at Middlefield and Loma Verde that housed a cafe and outdoor garden seating area, not fixing the facade of the Mitchell Park Library for years, not taking care of the plantings in the street along Ross Road or the landscaping at Mitchell Park Library.
- MORE PUBLIC EVCATE IN DOWNTOWN AREA
- Not require electrification of water heaters and gas furces for those of us with 100amp service. It would cost upwards of $30k for me. Since any new electricity needs in CA will most likely be filled by new gas plants, and using gas to make electricity is less efficient than using gas directly, you are not reducing greenhouse gases. Just because PA pays extra for green energy does not change these calculations for the state of CA as a whole.
- PALO ALTO IS GETTING VERY CROWDED, COMPARED IS WHEN I MOVED HERE, I DON'T THAT FIXABLE.
- PUBLIC SCHOOL PATHWAYS TO ALLOW STUDENTS TO MAXIMIZE THEIR OWN ACADEMIC POTENTIAL
- publish school days and hours and holidays
- Relax the tree removal ordince; put bathrooms in Eleanor park
- REMOVE THE FEMA RESTRICTIONS IN SOUTH PALO ALTO DUE TO NON-EXISTENT BAY FLOODS
- REPLACE LIQUID - AMBAR TREES IN COLLEGE TERRACE WITH TREES THAT DON'T DROP SEED PODS
- REPLACE THE ROADS IN RESIDENTIAL AREA
- Return Foothills to PA residents only
- ROADS ARE FOR WORK THAN MUCH LESS AFFLUENT CITIES
- Send the survey to an email or use an app versus paper.
- SOME SORT OF OUTREACH TO NEW CHINESE IMMIGRANTS THEY DON'T KNOW ABOUT VALUE OF COMMUNITY EFFORT. 1) HEY RARELY SAY HELLOW, OR SMILE AS WALK BY 2) LOOK AWARNESS THAT OUT OPEN SPACES ARE
- stop connect library to open internet, so students won't be coming and play video games for long long time in library and waste their study time!!!
- Stop the blackouts
- Stop using the social media platform X. Many residents are troubled by this. The City should move to Bluesky and stop supporting that platform for hate speech and propaganda.
- STOP WASTING TIME 1/3 $ ON STUDIES THAT THE COUNCIL THE IGNORES PURSING POLITICAL SOLUTIONS
- SUPPORT LA COMIDA MORE
- TAKE STRONG STAND ON NATIONAL (POLITICAL) ISSUES
- There was a time when city staff hadn't returned from Covid, or were working remotely - long after most people had returned to work - and I found the city very unreliable. I didn't understand why they were not coming back to work like the rest of us. I lost trust in the city over this.
- TO REPLACE OUR MAJOR GAS APPLIANCES WITH ELECTRICITY
- TO TRIM TREES MORE NEAR ELECTRICAL AREAS US HAVING TO PAY FOR IT
- Treat Stanford University employees with respect and appreciation rather than as an annoyance. I have lived at Stanford West apartments on Sand Hill Rd for 25 years and we have never felt welcome as a community or neighborhood in Palo Alto. We are residents of Palo Alto, but do not feel Palo Alto as a city

government or as a community overall welcome us at all. The resistance of Palo Alto elected officials and voters to the concept of building this apartment complex still stings after more than 25 years. I walk to work everyday, and drive only 2,500 miles per year, and still we are resented. It's painful.
- Work to end the tensions between long time residents and newer residents; The school board bruhaha is a symptom of a failure to listen, communicate, understand.

Nothing/Don't know

- FINE WEATHER FOR WALKING - IN OTHER WORDS, NOTHING
- I am very happy now! Keep working hard to make Palo Alto wonderful!
- I don't know
- NO CHANGE IS NECESSARY
- NONE
- None
- NOTHING.

Question 20: As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?

Parks, open space, and natural environment

- ABUNDANT GREENERY (MAINTAIN & EXPAND)
- ACCESS TO PARKS AND RECREATION FACILITIES
- ACCESS TO PARKS, NATURE, PAY LANDS, ETC.
- Amount of green area
- BAYLANDS & OTHER PARKS, KEEP THE WILD WILD, DON'T BUILD ON IT OR EXPAND THE AIRPORT
- Baylands. No more wetlands loss like for the airport.
- BEAUTIFUL PARKS, TREES, CITY PLANNING, LOW CRIME RATE, EXCELLENT POLICE AND FIRE DEPARTMENTS
- BEAUTIFUL TREES AND PARKS.
- Care for our trees and tural environment
- CARE OF THE TREES AROUND THE CITY, PARKS AND THE HERITAGE HOME PRESERVATION.
- CITY PARKS
- CITY PARKS AND RECREATION ACCESS AND OPPORTUNITIES. ALSO LIBRARY ACCESS
- CITY PARKS! OPEN SPACES; STREET CLEANING
- Green and Open spaces.
- Green space
- Green spaces
- Green spaces and trees
- Love foothill park.
- MAINTAIN GREAT PARKS
- maintain it's green spaces
- Maintain its own utilities.
- Maintain its parks
- Maintain the excellent parks
- Maintaining green spaces. The parks are fantastic.
- Maintaining parks and libraries
- PARKS
- PARKS
- Parks
- Parks
- Parks
- Parks
- Parks
- PARKS & RECREATION
- PARKS AND EMERGENCY SERVICES
- Parks and libraries
- PARKS AND LIBRARIES ARE (FIRE EMOJI)
- PARKS AND OPEN SPACE
- Parks and open space!!!
- PARKS AND OPEN SPACES AND LIBRARIES

- parks and outdoor spaces are very good
- Parks are abundant and well maintained
- Parks!! - keep up maintence please.
- Parks, Libraries, Art Center, and Children's Theatre
- PARKS, LIBRARIES, PROGRAMS FOR FAMILIES
- PARKS, NATURAL ENVIRONMENT, BAYLANDS
- Parks, Open spaces and access to them. The pedestrian / bike bridge to the Baylands over Hwy-101 between San Antonio and Oregon Expressway is a great example. Tons of people use that overpass to access the open space. The city should know how many people were up there on July 4th with kids, bikes, dogs, grandparents, etc. to go watch the fireworks displays.
- PARKS, SHOPS
- provider of park space
- Public areas are great.
- Public open space.
- Public parks and libraries are great amenities for residents
- Public parks/spaces like foothills, Mitchell, etc
- QUALITY AT NATURAL ENVIRONMENT
- The open spaces are nice. Utilities was reasobly easy.
- The open spaces, including Foothills Open Space Preserve and the baylands.
- THE PARKS
- the parks & libraries
- THE PARKS & THE LIBRARY
- The trees
- there are many: Parks/libraries/community gardens/free compost/tree lined streets/info from utilities/zero waste website/engaging in planning (e.g. Cubberley, bike routes)/support for VA Palo Alto
- TREES & GREENERY & PARKS & LIBRARIES
- TREES ENVIRONMENT, PARKS, GARBAGE COLLECTION LIBRARIES
- Trees, libraries, teachers
- tural environment and trails such as the Baylands
- turaleza y seguridad
- ture preserves are good (we should stop developing anything within ture preserves). Small town atmosphere.
- VALUES ITS NATURAL ENVIRONMENT - ENGLANDS, FOOTBALL, ITS TREES ETC
- WE LOVE THE PARKS AND PRESERVES. THANK YOU FOR ALL YOU DO TO MAINTAIN THEM
- CONTINUE TO INVEST IN PUBLIC SPACES LIKE PARKS. MOST HOUSES ARE FIRE BUT SOME HOMES LOOK ABANDONED)
- ENVIRONMENT AND LANDSCAPE
- ENVIRONMENTAL STEWARDSHIP
- Great outdoor space and clean city
- GREAT PARKS AND RECREATION. LOTS OPEN SPACE
- I love our parks and libraries.
- I LOVE THE GREEN CANOPY - KEEP IT UP
- I LOVE THE PARKS AND DOG PARKS. STREET SWEEPING. THE PARKING PERMIT SYSTEM HAS REALLY HELPED THE SPILL-OVER BUSINESS PARKING IN RESIDENTIAL NEIGHBORHOODS
- LUSH GREEN, BIG TREES TROUGHOUT

- MAINTAINING PARKS AND PUBLIC SPACES
- Maintaining parks and public spaces
- Maintaining the excellent public spaces like libraries, parks, and tural spaces.
- Maintaining the overall environment of the city
- MAINTAINS OUR GREEN CANOPY
- MAINTENANCE OF PARKS
- MAINTENANCE OF STREETS AND PARKS
- Maintence of city parks and common spaces
- Maintence of parks and recreation areas
- OPEN SPACE
- open space
- Open Space Preserve is fantastic.
- Our parks and libraries are pretty nice
- Our parks are awesome.
- Palo Alto Baylands
- Quantity and size of parks & green spaces (including keeping school fields available after school hours)
- So many parks
- SPACE GIVEN TO PARKS. CONCERTS IN THE PARK
- The environment with all the trees and plants
- The environmentalism
- The investment in maintain and improving parks and libraries and cultural events
- I WOULD WANT TO CITY TO MAINTAIN ITS PARTS AND OPEN SPACES
- IT'S NATURAL BEAUTY - TREES/PARKS
- Love the parks and outdoor spaces.
- MANY WELL MAINTAINED PARKS SCATTERED THROUGHOUT THE AREA
- NATURE, PARKS, LIBRARIES
- OVERALL ENVIRONMENT. KEEPING THE CITY VERY GREEN
- Park and open space maintence
- PARK MAINTENANCE
- Street trees
- Street trees. Library.

Utilities and city services

- AFFORDABLE UTILITY SERVICE/COST
- MAINTAIN INFRASTRUCTURE TO CITY SERVICES
- Their utility in one bill
- UTILITIES
- UTILITIES
- UTILITIES
- Utilities
- Utilities
- Utilities
- Utilities
- Utilities
- Utilities
- UTILITIES & POLICE SERVICES

- utilities communication and billing
- UTILITIES PUBLIC SAFETY
- Utilities response time
- UTILITIES SERVICE
- Utilities Services
- Utility
- Utility department
- Utility services
- Utility services in general.
- City employees polite. Lots of services for children.
- CITY OWNED UTILITIES!
- City owned utility.
- CITY PROVIDED SERVICE
- CITY RUN UTILITIES - EXCELLENT!
- CPAU electric has really good rates.
- effective utilities and services
- ELECTRIC SERVICE
- Electricity and water supply.
- ELECTRIFICATION PROGRAM - IMPORTANT TO PROMOTE RESIDENTIAL SOLAR AND BATTERY STORAGE
- GOOD VALUES IN TERMS OF ENVIRONMENT CARE OF RESIDENTS
- KEEPING PALO ALTO UTILITIES NOT PGE
- Keeping utilities costs down and a great recycling program
- Maging its own utility district
- MAINTAIN P A UTILITIES INVESTMENTS
- OWNERSHIP AND OPERATION OF UTILITIES
- OWNING & OPERATING ITS OWN MUNICIPAL UTILITY SERVICES
- Owning our public utilities.
- OWNING OWN UTILITIES
- Pa owned utilities
- Public Utilities
- The utility services as a whole. It is a very important service as well as police and emergency services are excellent.
- Gas utility services
- GENERAL GENE OF BASIC SERVICES
- Good service for utility and street cleaning
- HELPING SENIORS WITH COMFORT. TAKING GARBAGE CAME OUT/HELPING WITH UTILITIES.
- I AM VERY PLEASED WITH THE RESPONSE TIME OF THE UTILITES DEPARTMENT WHEN CONTACTING THEM REGARDING ROAD ISSUES - PARTICULARRLY PETER RUANO - LEAD ELECTRIC UNDERGROUND INSPECTOR
- KEEP UTILITIES COSTS LOW
- Palo Alto has a lot of public facilities, eg the community center, and the downtown area is quite vibrant for a small town.
- Palo Alto provided electric utility
- REBATE FOR ELECTRIFICATION
- reliability of our utilities
- Tenemos buenos hospitalesY bues escuelas pblicas
- The city does really well in utility magement, being transparent about decisions and taking actions to provide good service.
- The city should continue providing its own utilities, including its initiative for high speed internet.
- The city-owned electric is very affordable compared to surrounding communities. It's like an oasis.

Safety services

- EXTRA POINTS FOR PA FIRE DEPT. THEYR'E BEEN VERY HELPFUL ON SVERAL TECHNICAL AND MEDICAL ISSUES
- Keep the city safe.
- KEEPING THE CRIME RATE DOWN
- Keeping the neighborhood safe
- KEEPING US SAFE / FEELING SAFE
- LOCAL POLICE, FILE, EMT
- POLICE & FIRE
- Police and Fire Department services
- POLICE CHIEF & DEPARTMENT ARE REALLY CONNECTING W/RESIDENTS/KEEP THAT UP AND OFFER MORE OPPORTUNITIES FOR CITIZENS AND CUPS TO INTERACT! LET'S BUILD BRIDGES!
- Police Fire Education Parks Library Emergency services although I'm very worried about the switch to contracted EMT,s to staff ambulances. I am alive because PA Firefighters revived me after a cardiac arrest and transported me to Stanford fast enough that I was able to make a full recovery. I don't know if I would have survived with less experienced contracted EMTs. I do support fiber to the home.
- POLICE FORCE
- POLICE SERVICE UTILITIES SERVICES - PARKS - CHILDREN ACTIVITIES
- prevent crime
- Provides safe community living
- Public safety
- public safety
- Public safety.
- Public safey
- PUBLIC SCHOOLS
- SAFE ROUTES TO SCHOOL
- SAFETY
- Safety
- safety
- SAFETY & ENVIRONMENT
- Safety and walk ability
- Safety of residents
- Safety of residents
- Safety, and community.
- Safety, beautiful and clean environment
- CRIME CONTROL
- Things are much better, but continuing to remove homeless and broken down RVs/vehicles from our streets
- Fire and police services and that we own our utilities
- I DO FEEL SAFE & I LIKE THAT CAMERAS THAT CAN HELP IN CRIME RESOLUTION
- I really appreciate that it feels safe here, that our utilities feel reliable, and that it is a beautiful and vibrant place.
- KEEP PA A SAFE PLACE FOR FAMILIES
- keep resident safe from crimes
- OVERALL FEELING OF SAFETY IN PALO ALTO.

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

- ALL OF THE COMMUNITY ENGAGEMENT EVENTS & OPPORTUNITIES WE ESPECIALLY LOVE THE TWILIGHT CONCERTS
- Amazing library services in person and online (important during pandemic and for those with limited mobility) for young families and elderly

- I love the libraries
- I LOVE THE LIBRARIES & BEING ABLE TO WALK ANYWHERE I NEED TO MAKE CITY BETTER FOR POOR PEOPLE TO LIVE HERE
- I love the Palo Alto libraries!
- LIBRARIES
- LIBRARIES
- LIBRARIES
- LIBRARIES
- LIBRARIES
- Libraries
- Libraries
- Libraries
- LIBRARIES & REC FACILITIES
- LIBRARIES AND ARTS EVENTS
- Libraries and parks and cleaniness of streets
- Libraries and parks and community events
- Libraries are excellent for kids and adults. Online assets that libraries provide like Morningstar subscription is above and beyond what other cities provide.
- Libraries are well run and a valuable asset to the city.
- Libraries are wonderful
- libraries, pool, parks
- LIBRARY
- Library and park
- LIBRARY FACILITIES
- Library services
- LIBRARY SYSTEM IS THE BEST
- Library, Park, Recreation Centers are well run, and kids really enjoyed them.
- LOVE CAL AVE BANDS/MUSIC & GATHERINGS - WISH THERE WERE MORE
- Public library and utilities
- The libraries are amazing! Keep funding them please!
- The libraries are excellent and they nurture my family's persol growth!
- City library
- community entertainment (the movie nights in the park), events at the library, and speed limit control
- COMMUNITY EVENTS LIKE SUMMER CONCERT SERIES AT PARKS
- CULTURAL RESOURCES: LIBRARIES, MUSEUMS, EVENTS
- CULTURAL-ART/THEATER
- events; however they are not well publcized in a timely fashion
- Excellent libraries and recreation centers
- EXCELLENT RECREATION OPPORTUNITIES (DANCE CLASSES AT HOCTE STERNS) POOLS, ETC, FOOTHILLS PARK. FUN COMMUNITY EVENTS ON HOLIDAYS, ETC.
- MAINTENANCE OF OUR LIBRARIES, PARKS
- plentiful recreatiol access
- SENIOR ACTIVITIES
- THEY DO EVENTS WELL BUT DON'T SEND THAT NOTICES AHEAD OF TIME
- Funding library, open space, and parks
- GOOD LIBRARIES AND ARTS CENTERS
- MOST OF THEIR ACTIVITIES
- NICE LIBRARIES / PARKS / DOWNTOWN
- Oh gosh, too many things to say! I would say city programming for families and youth - the libraries, the children's theater
- Opportunities to engage in different types of activities. Social, recreation, arts, classes, etc.

- ORGANIZING COMMUNITY EVENTS SUCH AS THE CONCERT SERIES TO FOSTER ENGAGEMENT AND BELONGING
- outdoor wellness opps -- nice parks, trails, tennis courts, concerts
- Overall our libraries and parks are wonderful.
- RECREATION CLASSES
- RINCONADZ POOL AND THE PARKS ARE STELLAR. LOVE THE LIBRARIES. I WISH DOWNTOWN SHOPPING WHO AS CHARMING, UNPRETENTIOUS & USEFUL IS NEWLO PARK
- The Enjoy Catalog of opportunities. Supporting the children's theatre.

Government/leadership; government communication

- A continuous stream of leaders willing to serve on Council and commissions
- A POLITICAL VOICE NATIONALLY
- City council engagement with the community
- Great talents and great leaders make the difference
- Communicate with residents
- COMMUNICATE WITH RESIDENTS - OUTREACH
- Communications to residents via website, flyers, etc
- Communications.
- community and technology adoption
- Community efforts
- CONTACT & RESIDENTS THROUGH UTILITY MAILINGS
- CONTACT ME @ WHAT'S GOING ON IN PA THERE WEEKLY EMAILS.
- Continue keeping the website updated with current information and emergency notifications.
- CONTINUOUSLY IMPROVING THE CITY. WHEN I MOVED LANE IN 2022, #1 CAMINO REAL WAS HORRIBLE BUT SINCE 2024, THE ROADS LANE DRAMATICALLY IMPROVED. THE CITY PROVIDE, AFFORDABLE AVENUES FOR ITS RESIDENTS TO ENGAGE IN LEVELNESS EXERCISES, EDUCATION, ARTS & COMMUNITY GATHERING.
- Good policing.
- STAFF
- TRANSPARENCY W/ COMMUNITY
- I think the City of Palo Alto is very thorough in how it approaches things, which is something I appreciate very much.
- Keeping citizens informed
- Keeps residents informed and maintains a very inclusive environment
- LISTEN TO RESIDENCE
- palo alto is well maged and i hope it continues.
- Palo Alto runs very effectively and efficiently. It takes many people working together to make that happen. Keep working!!!
- Planning and building. The quality of building in PA is second to none. You do need to make getting a building permit easier.
- Seeks cooperation and consensus in decisions that affect all residents.

Schools and education, programs for youth

- EXTRA DIN PECULIAR SUPPORT FOR STUDENTS & ADULTS (EDUCATION ARTS) (CONT.) ENCOURAGE STANFORD TO PROVIDE MORE PARKING FOR EMPLOYS/STUDENTS/ASSOCIATES/VISITORS
- Great schools
- Have a good public school system
- K12 schools
- Prioritizes schools
- PUBLIC EDUCATION QUALITY
- Public schools

- Public schools
- Public services
- School District has been amazing for us
- SCHOOLS
- SCHOOLS
- SCHOOLS
- SCHOOLS
- Schools
- SCHOOLS.
- The schools are amazing, and kid activities and job opportunities are good
- VERY GOOD SCHOOLS; KEEP OF THE STANDARD
- Educate children.
- Education
- Education - the public schools are outstanding
- EDUCATION QUALITY
- EXCELLENT SCHOOLS, EXCELLENT PARKS
- Excellent. Schools
- EXCREMENT SCHOOLS
- Our schools
- Palo Alto Adult School
- HIGH QUALITY OF PUBLIC EDUCATION AND ITS COMMITMENT TO SAFETY FOR EVERYONE IN THE COMMUNITY
- It maintains schools educatiol quality,,, but this mostly due to the constituency' value on higher education. Recurring efforts to "dumb-down" curriculum standards are misguided and counterproductive.
- Maintain our exceptiol commitment to public education and community resources.As a Palo Alto resident, I'm consistently impressed by the city's dedication to fostering an educated, well-informed community. Having five libraries throughout our city demonstrates that we genuinely value education and knowledge access for all residentsfrom young families to seniors.I also appreciate thoughtful community outreach like the welcoming mailer with important contact numbers and city information. I really appreciated receiving that when I moved in, especially since the cost of real estate in the Bay Area means so many people have to rent. As a renter, it made me feel valued and seen since I don't contribute taxes through being a homeowner. This kind of proactive communication shows the city cares about keeping all residentsregardless of housing statusinformed and connected to essential services.These efforts reflect Palo Alto's core values: prioritizing education, ensuring equitable access to resources, and maintaining strong communication with residents. Our library system isn't just about booksit's about creating community spaces where people can learn, work, and connect. Combined with clear, helpful communication from city staff, these initiatives show a city government that truly serves its entire community.I hope Palo Alto continues investing in these educatiol and communication resources, as they're what make our city not just a place to live, but a place where all residents can thrive and stay engaged in civic life.
- Palo Alto engages in helping our community thrive through its planning and implementation of running our schools, health and community services and commitment to combating climate change.
- THE EDUCATION SYSTEM - PAUSED
- THE EDUCATIONAL SYSTEM, DESPITE RECENT ETHANOL RACE-STADNES DISPUTES IS GOOD, BUT VARIOUS HNOMS/AP CLASSES SHOULD BE RESTORAL! AVE FEE RACE ETHNIC CIRCULAR SHOULD BE ESITY, AND FULLY AVAILABLE FOR EXAMINATION.

Cleanliness of community; upkeep

- Clean and safe public spaces.
- Clean and Tidy Streets
- CLEAN STREETS, TREE CORE
- CLEAN/SAFE

- CLEANLINESS
- CLEANLINESS
- Cleanliness
- CLEANLINESS OF ENVIRONMENT
- Cleanliness of the city and hoping to extend further to remote corners of the city.
- Clean-up of El Camino has impressed me
- KEEP STREET CLEAN, REPAIR THE POT HOLE OF THE ROAD. (EL CAMINO REAL)
- LANDSCAPING, BEAUTIFICATION
- Maintain a clean and safe enviornment.
- Maintain city street sweeping once every one or two weeks.
- TRASH PICKUP & RECYCLING
- WASTE COLLECTION
- WEEKLY GARBAGE CLEAN-UP
- Commitment to a clean and green environment
- CURBSIDE REFUSE COLLECTION IS GREAT
- PA LINK CLEANLINESS
- Street Sweeping
- Garbage pickup is excellent -- reliable, neat and professiol
- GOOD MAINTENANCE
- I ABSOLUTELY LOVE HOW VISIBLE? FREQUENT PLAYGROUND CLEANING AND MAINTENANCE IS
- Maintence of the streets and trees
- Overall, the cleanliness and safety of the city are very high.
- Park cleaning and maintence.
- regular street sweeping. Rich options in library.
- STREET CLEANING MORE SECURITY AND SAFETY
- STREET TREE MAINTENANCE.

Quality of life, reputation

- An overall forward-thinking vision and willingness to deploy resources to make quality of life a high priority
- Nurture its reputation
- QUALITY OF LIFE GREAT - CLEAR STREETS / TREE TRIMMING
- BRINGING THE COMMUNITY TOGETHER.
- CITY OF PA IS PRETTY.
- Create a welcoming and attractive city environment.
- EMPHASIS ON PHYSICAL BEAUTY AND MAINTENANCE; TREE TRIMMING, STREET SWEEPING
- ENGAGES RESIDENTS
- Engaging with residents
- family friendly
- Focus on the community, not the typical political bs
- Good quality of life issues, environment such as fixiing the creek flooding threat after some twenty years, maintaining control of zoning issues, street parking hazards.
- KEEPING A SMALL TOWN SPIRIT RATHER THAN JUST BEING A "SUBURB" OF SAN FRANCISCO.
- My Greenmeadow neighborhood - and others like it.
- NEIGHBORS FRIENDLINESS: THIS IS RAPIDLY NOT GOVERNMENT PROVIDED: EG. WE ALL RAISED CHANGING = VERY SAD SITUATION MONEY FOR OPEN SPACE AS VOLUNTEERS.
- Overall high quality of life.
- ROAD MAINTENANCE
- Roads/bike lanes
- STREETS ARE WELL-KEPT
- The City needs to continue to be at the forefront of innovations to improve our quality of life.

Infrastructure, streets, transportation

- Downtown - overall feel, public parking options
- IMPROVEMENT AND WIDENING OF MAIN STREETS FOR EASE A TRAFFIC

Ease of bicycle travel/walking

- As someone who gets out on foot and bike a lot - it is so much better to travel on foot/bike/scooter here than other Peninsula Cities. If I'm allowed a quick second - I'm in love with trees and I love how Palo Alto prtoects the trees everywhere. It means a world of diffference!
- Attractive walkable neighborhoods
- BEAUTIFUL WALKABLE TREE LINED STREETS THAT ARE SAFE
- BICYCLE BOULEVARDS, SUMMER ART CAMPS
- BIKE & PEDESTRIAN TRANSPORTATION
- Bike path maintence and improvement
- Bike routes are very useful and appreciated.
- BIKE ROUTES, OPEN SPACE, CULTURAL ACTIVITIES
- BIKE-FRIENDLY
- CHILDREN LIBRARY, KIDS FRIENDLY EVENTS, PARK CLEANESS
- Children's Zoo and Museum is Great!! Not as important as public safety but very special.
- I think Palo Alto does a great job maintain bike paths and lanes.
- Walk ability
- Closed California avenue to vehicular traffic.

Sustainability

- Protecting the tural environment
- Provide high quality water from the Hetch-Hetchy system.
- Recycling
- Delivering Hetch Hetchy water AND maintaining lower, more reliable electricity than PG&E -- we are very grateful!
- Ecological programs
- Focuses on the environment
- GOES OUT OF YOUR WAY TO PROTECT TREES AND GREEN SPACE APPRECIATE IT AND WANT IT TO CONTINUE
- RECYCLE & REFUSE COLLECTION
- SUPPORT CLIMATE CHANGE MEASURES - MAKE IT EASIER, FASTER, CHEAPER.

Culture, diversity

- ATTRACTIVE & WELCOMING DIVERSE COMMUNITY OF PEOPLE. MAINTENANCE A GOOD RELATIONSHIP WITH STANFORD BECAUSE THEY OFFER THE BEST RESOURCES & EVENTS.
- DIVERSITY, EQUITY, AND INCLUSION
- downtown is vibrant and fun
- Public Partner partnerships with the Art Center, The Children's Theatre and the Children's Museum and Zoo.
- Generally progressive and open attitudes.
- It is a very nice place to live but must maintain cultural and economic diversity
- The diversity is excellent of the people. The downtown areas are fun to visit. The city parks are beautiful.

Other

- appeal to young families to keep them wanting to purchase homes in Palo Alto
- BETTER MAINTENANCE OF STREETS AND SEWERS
- City does most things well.

- Use technology to improve productivity and reduce costs
- Very prompt responses for any questions.
- WAS VERY ACTIVE IN PALO ALTO 2000-2010. FEEL VERY DETECTED FROM COMMUNITY SINCE 2019.
- Community involvement
- CONTROLLER SALARIES AND FUTURE OBLIGATIONS LIKE PENSIONS
- EVERYTHING
- Everything - great place to raise kids
- EVERYTHING. EXCEED. ALTA HOUSING DISTRICT
- TO OT OWN HORN
- Economic opportunities are high here
- I am extremely dissatisfied with the inclusion of my special needs child (non-speaking autism). There is barely any opportunity for him to participate. Also there is simply no training among city programs to support him. The area is so uffordable that I cant find care either. It forced me to give up a career and provide for my son. The school district is even worse- they wont acknowledge his method of communication. There is lack or training, unwillingness to learn or be open to needs that require consistent learning/committment. All help is sporadic, unreliable and meant to be an eye wash
- I like that we are not dependent on PG&E
- I think the city takes a lot of criticism for the city owned utilities, but over the history of the city it has been a significant good, and should be maintained.
- KEEPS PROPERTY VALUES HIGH
- LOW DENSITY HOUSING MAINTENANCE
- MIXED HOUSING OPTIONS & POLICE SAFETY ACTION
- No homeless
- Open minded community
- OPENERS
- PA SHOULD DO MORE TO PRESERVE OLD HOUSES, LIMIT HUGE MANSIONS KEEP THE RESIDENT CAL "FLAVOURED" OLD PA.
- PALO ALTO DRAWS INTERESTING & MOTIVATED PEOPLE
- PARKING GARAGES
- PARKING IS PUTTY GOOD
- PAUC
- RELATIONSHIP WITH STARFOOD
- SEAFOOD BALANCE OF ALL SERVICES SHOULD BE BETTER, BUT WORKS WELL
- Strict building codes that are fairly enforced
- STRIKES A GOOD BALANCE SERVING LOCAL NEEDS & REGIONAL / GLOBAL GOALS (WATER) (CLIMATE)
- Support of non-profit agencies
- THE CITY DOES VERY WELL AS IT IS

Nothing/don’t know/something negative

- N/A
- N/a
- NONE
- not sure
- I am not familiar enough to comment
- I DON'T KNOW WHAT THE CITY DOES.

Appendix C: Results to Open-Participation Survey

After data collection for the probability-based, address-sampled survey was underway, the City launched an open survey to gather additional input from residents. The survey was accessible through a link on the City's website and shared via social media. Between August 29 and October 3, 2025, a total of 216 responses were received. This section presents the results from that open participation survey. Because these responses were not collected through a random sample, it is not possible to determine who in the community was aware of or chose to participate in the survey; therefore, no statistical level of confidence can be assigned to the representativeness of the results. To help reduce potential bias, the data were weighted to align with key demographic characteristics of adults in the City of Palo Alto based on the 2020 Census and 2022 American Community Survey estimates. The resulting weighting scheme is summarized in the table.

Table 115: Palo Alto, CA 2025 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	44%	21%	39%
Own home	56%	79%	61%
Detached unit*	59%	76%	58%
Attached unit*	41%	24%	42%
Race and Ethnicity			
White	55%	78%	66%
Not white	45%	22%	34%
Not Hispanic	94%	95%	93%
Hispanic	6%	5%	7%
Sex and Age			
Female	52%	55%	53%
Male	48%	45%	47%
18-34 years of age	23%	3%	13%
35-54 years of age	35%	22%	38%
55+ years of age	42%	74%	50%
Females 18-34	11%	2%	5%
Females 35-54	18%	12%	18%
Females 55+	23%	42%	30%
Males 18-34	12%	2%	7%
Males 35-54	17%	9%	18%
Males 55+	19%	34%	21%
Area			
Area 1	13%	14%	15%
Area 2	19%	18%	17%
Area 3	13%	23%	14%
Area 4	20%	12%	20%
Area 5	9%	13%	10%
Area 6	26%	21%	23%

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

Results Tables

Table 116: Question 1 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following aspects of quality of life in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Palo Alto as a place to live	39%	N=84	47%	N=100	12%	N=26	2%	N=4	0%	N=0	100%	N=214
Your neighborhood as a place to live	39%	N=82	52%	N=111	6%	N=13	3%	N=6	0%	N=0	100%	N=212
Palo Alto as a place to raise children	37%	N=79	41%	N=85	11%	N=23	2%	N=4	9%	N=20	100%	N=211
Palo Alto as a place to work	33%	N=69	36%	N=75	14%	N=29	1%	N=3	16%	N=34	100%	N=210
Palo Alto as a place to visit	27%	N=56	43%	N=90	21%	N=45	4%	N=8	6%	N=12	100%	N=212
Palo Alto as a place to retire	18%	N=37	27%	N=58	20%	N=43	29%	N=61	6%	N=12	100%	N=211
The overall quality of life in Palo Alto	30%	N=63	52%	N=110	17%	N=35	1%	N=3	0%	N=0	100%	N=211

Table 117: Question 1 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following aspects of quality of life in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Palo Alto as a place to live	39%	N=84	47%	N=100	12%	N=26	2%	N=4	100%	N=214
Your neighborhood as a place to live	39%	N=82	52%	N=111	6%	N=13	3%	N=6	100%	N=212
Palo Alto as a place to raise children	41%	N=79	45%	N=85	12%	N=23	2%	N=4	100%	N=191
Palo Alto as a place to work	39%	N=69	43%	N=75	17%	N=29	2%	N=3	100%	N=176
Palo Alto as a place to visit	28%	N=56	45%	N=90	23%	N=45	4%	N=8	100%	N=200
Palo Alto as a place to retire	19%	N=37	29%	N=58	22%	N=43	30%	N=61	100%	N=199
The overall quality of life in Palo Alto	30%	N=63	52%	N=110	17%	N=35	1%	N=3	100%	N=211

Table 118: Question 2 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	13%	N=28	53%	N=113	27%	N=57	6%	N=13	0%	N=0	100%	N=212
Overall feeling of safety in Palo Alto	46%	N=99	44%	N=94	7%	N=15	3%	N=6	0%	N=0	100%	N=214
Overall quality of natural environment in Palo Alto	46%	N=97	44%	N=94	8%	N=18	1%	N=3	0%	N=0	100%	N=213
Overall health and wellness opportunities in Palo Alto	45%	N=97	38%	N=82	11%	N=24	4%	N=9	1%	N=2	100%	N=214
Residents' connection and engagement with their community	14%	N=30	44%	N=94	27%	N=58	11%	N=24	3%	N=6	100%	N=213

Table 119: Question 2 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	13%	N=28	53%	N=113	27%	N=57	6%	N=13	100%	N=212
Overall feeling of safety in Palo Alto	46%	N=99	44%	N=94	7%	N=15	3%	N=6	100%	N=214
Overall quality of natural environment in Palo Alto	46%	N=97	44%	N=94	8%	N=18	1%	N=3	100%	N=213
Overall health and wellness opportunities in Palo Alto	46%	N=97	39%	N=82	11%	N=24	4%	N=9	100%	N=212
Residents' connection and engagement with their community	15%	N=30	45%	N=94	28%	N=58	12%	N=24	100%	N=207

Table 120: Question 3 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Palo Alto to someone who asks	34%	N=73	42%	N=91	14%	N=30	8%	N=18	1%	N=2	100%	N=215
Remain in Palo Alto for the next five years	50%	N=108	33%	N=70	8%	N=18	4%	N=9	5%	N=10	100%	N=215
Recommend Palo Alto’s libraries to friends	71%	N=151	21%	N=46	3%	N=5	1%	N=3	4%	N=8	100%	N=214

Table 121: Question 3 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Palo Alto to someone who asks	34%	N=73	43%	N=91	14%	N=30	9%	N=18	100%	N=213
Remain in Palo Alto for the next five years	53%	N=108	34%	N=70	9%	N=18	4%	N=9	100%	N=205
Recommend Palo Alto's libraries to friends	74%	N=151	22%	N=46	3%	N=5	1%	N=3	100%	N=205

Table 122: Question 4 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Making all residents feel welcome	12%	N=25	39%	N=83	27%	N=58	19%	N=42	3%	N=7	100%	N=214
Attracting people from diverse backgrounds	15%	N=32	26%	N=55	23%	N=50	30%	N=65	6%	N=12	100%	N=214
Valuing/respecting residents from diverse backgrounds	17%	N=36	33%	N=69	21%	N=45	21%	N=45	8%	N=16	100%	N=212
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	5%	N=12	26%	N=56	33%	N=72	28%	N=60	7%	N=15	100%	N=215

Table 123: Question 4 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the job you feel the Palo Alto community does at each of the following.	Excellent		Good		Fair		Poor		Total	
Making all residents feel welcome	12%	N=25	40%	N=83	28%	N=58	20%	N=42	100%	N=207
Attracting people from diverse backgrounds	16%	N=32	27%	N=55	25%	N=50	32%	N=65	100%	N=202
Valuing/respecting residents from diverse backgrounds	18%	N=36	35%	N=69	23%	N=45	23%	N=45	100%	N=196
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	6%	N=12	28%	N=56	36%	N=72	30%	N=60	100%	N=200

Table 124: Question 5 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall quality of business and service establishments in Palo Alto	20%	N=44	51%	N=109	23%	N=50	4%	N=9	1%	N=2	100%	N=215
Variety of business and service establishments in Palo Alto	11%	N=22	48%	N=102	28%	N=59	14%	N=29	0%	N=0	100%	N=212
Vibrancy of downtown/commercial area	14%	N=31	41%	N=88	31%	N=66	11%	N=23	3%	N=7	100%	N=215
Employment opportunities	14%	N=31	32%	N=69	20%	N=44	5%	N=10	28%	N=60	100%	N=214
Shopping opportunities	22%	N=46	51%	N=108	21%	N=44	6%	N=12	0%	N=0	100%	N=210
Cost of living in Palo Alto	1%	N=3	4%	N=9	16%	N=35	77%	N=166	1%	N=2	100%	N=215
Overall image or reputation of Palo Alto	29%	N=62	39%	N=82	21%	N=44	10%	N=22	1%	N=2	100%	N=213
Traffic flow on major streets	9%	N=19	41%	N=86	29%	N=61	21%	N=44	1%	N=2	100%	N=211
Ease of public parking	25%	N=54	44%	N=94	22%	N=46	8%	N=16	1%	N=3	100%	N=214
Ease of travel by car in Palo Alto	19%	N=40	56%	N=120	18%	N=39	7%	N=15	0%	N=1	100%	N=214
Ease of travel by public transportation in Palo Alto	5%	N=11	18%	N=38	19%	N=42	38%	N=82	19%	N=41	100%	N=213
Ease of travel by bicycle in Palo Alto	22%	N=47	38%	N=80	21%	N=45	5%	N=11	14%	N=30	100%	N=212
Ease of walking in Palo Alto	34%	N=72	39%	N=84	18%	N=38	8%	N=17	1%	N=2	100%	N=213
Variety of housing options	5%	N=11	13%	N=27	28%	N=58	49%	N=104	6%	N=12	100%	N=212
Availability of affordable quality housing	5%	N=10	6%	N=13	11%	N=22	72%	N=150	7%	N=14	100%	N=208
Recreational opportunities	29%	N=62	49%	N=104	14%	N=31	2%	N=4	6%	N=14	100%	N=215
Availability of affordable quality mental health care	5%	N=11	10%	N=22	14%	N=31	21%	N=46	49%	N=104	100%	N=215
Opportunities to attend cultural/arts/music activities	31%	N=67	43%	N=91	15%	N=31	5%	N=10	6%	N=13	100%	N=212

Table 125: Question 5 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Overall quality of business and service establishments in Palo Alto	21%	N=44	51%	N=109	24%	N=50	4%	N=9	100%	N=213
Variety of business and service establishments in Palo Alto	11%	N=22	48%	N=102	28%	N=59	14%	N=29	100%	N=212
Vibrancy of downtown/commercial area	15%	N=31	43%	N=88	32%	N=66	11%	N=23	100%	N=208
Employment opportunities	20%	N=31	45%	N=69	28%	N=44	7%	N=10	100%	N=154
Shopping opportunities	22%	N=46	51%	N=108	21%	N=44	6%	N=12	100%	N=210
Cost of living in Palo Alto	1%	N=3	4%	N=9	16%	N=35	78%	N=166	100%	N=213
Overall image or reputation of Palo Alto	30%	N=62	39%	N=82	21%	N=44	10%	N=22	100%	N=211
Traffic flow on major streets	9%	N=19	41%	N=86	29%	N=61	21%	N=44	100%	N=209
Ease of public parking	26%	N=54	45%	N=94	22%	N=46	8%	N=16	100%	N=211
Ease of travel by car in Palo Alto	19%	N=40	56%	N=120	18%	N=39	7%	N=15	100%	N=213
Ease of travel by public transportation in Palo Alto	6%	N=11	22%	N=38	24%	N=42	47%	N=82	100%	N=172
Ease of travel by bicycle in Palo Alto	26%	N=47	44%	N=80	24%	N=45	6%	N=11	100%	N=183
Ease of walking in Palo Alto	34%	N=72	40%	N=84	18%	N=38	8%	N=17	100%	N=211
Variety of housing options	5%	N=11	13%	N=27	29%	N=58	52%	N=104	100%	N=200
Availability of affordable quality housing	5%	N=10	7%	N=13	12%	N=22	77%	N=150	100%	N=194
Recreational opportunities	31%	N=62	52%	N=104	15%	N=31	2%	N=4	100%	N=201
Availability of affordable quality mental health care	10%	N=11	20%	N=22	28%	N=31	42%	N=46	100%	N=111
Opportunities to attend cultural/arts/music activities	34%	N=67	46%	N=91	16%	N=31	5%	N=10	100%	N=199

Table 126: Question 6 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality childcare/preschool	6%	N=13	10%	N=22	19%	N=40	32%	N=69	32%	N=69	100%	N=214
K-12 education	44%	N=93	29%	N=61	15%	N=31	2%	N=3	11%	N=23	100%	N=212
Adult educational opportunities	25%	N=53	35%	N=76	15%	N=31	4%	N=8	22%	N=47	100%	N=215
Opportunities to participate in social events and activities	19%	N=41	50%	N=107	13%	N=27	5%	N=11	13%	N=27	100%	N=213
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=33	34%	N=72	24%	N=51	17%	N=36	10%	N=22	100%	N=214
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	18%	N=37	45%	N=94	20%	N=41	7%	N=14	11%	N=24	100%	N=211

Table 127: Question 6 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate each of the following characteristics as they relate to Palo Alto as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality childcare/preschool	9%	N=13	15%	N=22	28%	N=40	48%	N=69	100%	N=144
K-12 education	49%	N=93	33%	N=61	16%	N=31	2%	N=3	100%	N=188
Adult educational opportunities	31%	N=53	45%	N=76	19%	N=31	5%	N=8	100%	N=168
Opportunities to participate in social events and activities	22%	N=41	57%	N=107	15%	N=27	6%	N=11	100%	N=186
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=33	37%	N=72	27%	N=51	19%	N=36	100%	N=192
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	20%	N=37	51%	N=94	22%	N=41	7%	N=14	100%	N=187

Table 128: Question 7 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Used Palo Alto recreation centers or their services	35%	N=75	65%	N=138	100%	N=213
Visited a neighborhood park or City park	4%	N=9	96%	N=205	100%	N=214
Used Palo Alto public libraries or their services	16%	N=34	84%	N=179	100%	N=213
Participated in religious or spiritual activities in Palo Alto	69%	N=146	31%	N=64	100%	N=210
Attended a City-sponsored event	30%	N=63	70%	N=149	100%	N=212
Talked to or visited with your immediate neighbors	7%	N=14	93%	N=198	100%	N=212
Used the City's website to conduct business or pay bills	41%	N=86	59%	N=125	100%	N=211
Used the Utilities webpage to conduct business or pay bills	36%	N=77	64%	N=136	100%	N=214
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	38%	N=80	62%	N=131	100%	N=211
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	47%	N=99	53%	N=113	100%	N=212
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	51%	N=107	49%	N=104	100%	N=211
Watched (online or on television) a local public meeting	61%	N=128	39%	N=84	100%	N=212
Volunteered your time to some group/activity in Palo Alto	39%	N=83	61%	N=129	100%	N=211
Voted in your most recent local election	10%	N=22	90%	N=192	100%	N=214
Used bus, rail, subway, or other public transportation instead of driving	40%	N=85	60%	N=128	100%	N=213
Household member was a victim of a crime in Palo Alto	89%	N=189	11%	N=22	100%	N=212
Reported a crime to the police in Palo Alto	79%	N=169	21%	N=45	100%	N=214

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

Table 129: Question 8 - Response Percentages and Number of Respondents

Please rate the following categories of Palo Alto government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Palo Alto	14%	N=30	34%	N=73	33%	N=71	14%	N=29	4%	N=9	100%	N=211
The overall direction that Palo Alto is taking	10%	N=22	29%	N=60	40%	N=83	18%	N=37	3%	N=6	100%	N=207
The job Palo Alto government does at welcoming resident involvement	12%	N=26	35%	N=73	33%	N=69	11%	N=22	9%	N=19	100%	N=208
Overall confidence in Palo Alto government	9%	N=18	28%	N=58	37%	N=77	21%	N=44	4%	N=8	100%	N=205
Generally acting in the best interest of the community	14%	N=29	30%	N=63	28%	N=57	23%	N=48	5%	N=11	100%	N=208
Being honest	14%	N=29	37%	N=77	22%	N=46	17%	N=35	10%	N=21	100%	N=208
Being open and transparent to the public	11%	N=23	36%	N=74	26%	N=54	18%	N=37	10%	N=21	100%	N=209
Informing residents about issues facing the community	14%	N=28	37%	N=76	26%	N=54	15%	N=31	8%	N=16	100%	N=204
Treating all residents fairly	9%	N=20	32%	N=67	22%	N=46	21%	N=43	15%	N=32	100%	N=208
Treating residents with respect	18%	N=37	37%	N=78	19%	N=40	11%	N=23	15%	N=32	100%	N=209

Table 130: Question 8 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the following categories of Palo Alto government performance.	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Palo Alto	15%	N=30	36%	N=73	35%	N=71	14%	N=29	100%	N=202
The overall direction that Palo Alto is taking	11%	N=22	30%	N=60	41%	N=83	18%	N=37	100%	N=201
The job Palo Alto government does at welcoming resident involvement	13%	N=26	39%	N=73	36%	N=69	12%	N=22	100%	N=190
Overall confidence in Palo Alto government	9%	N=18	30%	N=58	39%	N=77	22%	N=44	100%	N=197
Generally acting in the best interest of the community	15%	N=29	32%	N=63	29%	N=57	24%	N=48	100%	N=198
Being honest	16%	N=29	41%	N=77	25%	N=46	18%	N=35	100%	N=187
Being open and transparent to the public	12%	N=23	39%	N=74	29%	N=54	20%	N=37	100%	N=188
Informing residents about issues facing the community	15%	N=28	40%	N=76	29%	N=54	16%	N=31	100%	N=188
Treating all residents fairly	11%	N=20	38%	N=67	26%	N=46	25%	N=43	100%	N=176
Treating residents with respect	21%	N=37	44%	N=78	22%	N=40	13%	N=23	100%	N=178

Table 131: Question 9 - Response Percentages and Number of Respondents

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Palo Alto	22%	N=46	48%	N=101	22%	N=47	6%	N=12	2%	N=5	100%	N=210
The State Government	7%	N=15	37%	N=76	38%	N=79	13%	N=28	6%	N=11	100%	N=209
The Federal Government	1%	N=3	12%	N=24	28%	N=57	53%	N=109	6%	N=12	100%	N=205

Table 132: Question 9 - Response Percentages and Number of Respondents without "Don't Know" Responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Palo Alto	22%	N=46	49%	N=101	23%	N=47	6%	N=12	100%	N=206
The State Government	7%	N=15	39%	N=76	40%	N=79	14%	N=28	100%	N=197
The Federal Government	1%	N=3	12%	N=24	30%	N=57	57%	N=109	100%	N=193

Table 133: Question 10 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	9%	N=19	33%	N=70	29%	N=60	21%	N=45	7%	N=15	100%	N=209
Traffic signal timing	15%	N=32	28%	N=58	40%	N=84	13%	N=27	4%	N=8	100%	N=209
Street repair	15%	N=31	47%	N=98	23%	N=47	15%	N=32	0%	N=0	100%	N=208
Street cleaning	26%	N=55	55%	N=114	13%	N=27	5%	N=9	2%	N=4	100%	N=209
Street tree maintenance	29%	N=59	49%	N=101	11%	N=23	7%	N=14	4%	N=9	100%	N=206
Sidewalk maintenance	10%	N=21	54%	N=112	22%	N=47	11%	N=23	3%	N=6	100%	N=209
Land use, planning, and zoning	7%	N=13	17%	N=34	29%	N=60	34%	N=71	13%	N=27	100%	N=206
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=16	27%	N=56	26%	N=55	18%	N=37	21%	N=44	100%	N=208
Preservation of natural areas (open space, farmlands, and greenbelts)	31%	N=64	41%	N=85	18%	N=36	3%	N=6	7%	N=15	100%	N=206
Building and planning application processing services	4%	N=8	11%	N=23	19%	N=39	31%	N=65	35%	N=72	100%	N=207
Affordable high-speed internet access	17%	N=35	32%	N=67	22%	N=47	13%	N=28	15%	N=32	100%	N=209
Electric utility	38%	N=79	38%	N=80	14%	N=29	9%	N=19	1%	N=3	100%	N=209
Gas utility	32%	N=65	36%	N=73	19%	N=39	6%	N=13	7%	N=14	100%	N=205

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Don't know		Total	
Utility payment options	38%	N=79	37%	N=77	12%	N=25	1%	N=2	11%	N=24	100%	N=207
Drinking water	47%	N=97	42%	N=85	8%	N=17	0%	N=0	3%	N=6	100%	N=205
Sewer services	35%	N=72	45%	N=93	6%	N=13	3%	N=6	11%	N=23	100%	N=207
Storm water management (storm drainage, dams, levees, etc.)	20%	N=42	55%	N=114	9%	N=18	4%	N=7	12%	N=25	100%	N=206
Refuse collection (garbage, recycling, yard waste, and e-waste)	42%	N=87	45%	N=95	6%	N=13	4%	N=9	2%	N=5	100%	N=209
Police services	37%	N=77	26%	N=55	8%	N=18	2%	N=5	26%	N=54	100%	N=209
Crime prevention	26%	N=53	36%	N=75	10%	N=20	8%	N=16	21%	N=45	100%	N=209
Animal control	26%	N=54	31%	N=64	9%	N=17	1%	N=2	33%	N=67	100%	N=205
Ambulance or emergency medical services	40%	N=83	19%	N=39	3%	N=7	0%	N=0	38%	N=79	100%	N=209
Fire emergency services	37%	N=78	31%	N=65	1%	N=3	0%	N=1	30%	N=63	100%	N=209
Fire prevention and education	29%	N=58	32%	N=65	3%	N=6	3%	N=6	33%	N=66	100%	N=202
Palo Alto open space (e.g Foothills, Baylands)	55%	N=114	32%	N=68	7%	N=15	1%	N=1	5%	N=10	100%	N=208
City parks	47%	N=98	42%	N=89	6%	N=13	0%	N=0	4%	N=8	100%	N=208
Recreation programs or classes	32%	N=66	33%	N=69	11%	N=22	1%	N=2	23%	N=47	100%	N=207
Recreation centers or facilities	32%	N=67	41%	N=84	12%	N=24	2%	N=3	14%	N=28	100%	N=206
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	58%	N=120	29%	N=58	3%	N=5	0%	N=0	10%	N=21	100%	N=205
Library facilities (buildings, computer equipment, accessibility)	61%	N=127	31%	N=64	1%	N=2	2%	N=4	5%	N=10	100%	N=207
Variety of library materials (books, e-books, streaming, databases, audiobooks)	52%	N=108	32%	N=67	7%	N=15	2%	N=4	7%	N=14	100%	N=207
Art programs and theater	39%	N=81	32%	N=65	5%	N=11	2%	N=3	22%	N=46	100%	N=206
City-sponsored special events	24%	N=50	42%	N=88	8%	N=17	3%	N=6	22%	N=46	100%	N=207
City website (cityofpaloalto.org)	16%	N=34	41%	N=85	28%	N=58	3%	N=5	11%	N=24	100%	N=206
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	27%	N=54	45%	N=92	11%	N=21	5%	N=10	12%	N=25	100%	N=203

Table 134: Question 10 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	10%	N=19	36%	N=70	31%	N=60	23%	N=45	100%	N=194
Traffic signal timing	16%	N=32	29%	N=58	42%	N=84	14%	N=27	100%	N=201
Street repair	15%	N=31	47%	N=98	23%	N=47	15%	N=32	100%	N=208
Street cleaning	27%	N=55	56%	N=114	13%	N=27	5%	N=9	100%	N=205
Street tree maintenance	30%	N=59	51%	N=101	12%	N=23	7%	N=14	100%	N=197
Sidewalk maintenance	10%	N=21	55%	N=112	23%	N=47	11%	N=23	100%	N=203
Land use, planning, and zoning	8%	N=13	19%	N=34	33%	N=60	40%	N=71	100%	N=179
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=16	34%	N=56	34%	N=55	22%	N=37	100%	N=164
Preservation of natural areas (open space, farmlands, and greenbelts)	34%	N=64	44%	N=85	19%	N=36	3%	N=6	100%	N=191
Building and planning application processing services	6%	N=8	17%	N=23	29%	N=39	48%	N=65	100%	N=135
Affordable high-speed internet access	20%	N=35	38%	N=67	27%	N=47	16%	N=28	100%	N=177
Electric utility	38%	N=79	39%	N=80	14%	N=29	9%	N=19	100%	N=206
Gas utility	34%	N=65	38%	N=73	21%	N=39	7%	N=13	100%	N=191
Utility payment options	43%	N=79	42%	N=77	14%	N=25	1%	N=2	100%	N=184
Drinking water	49%	N=97	43%	N=85	8%	N=17	0%	N=0	100%	N=199
Sewer services	39%	N=72	50%	N=93	7%	N=13	3%	N=6	100%	N=184
Storm water management (storm drainage, dams, levees, etc.)	23%	N=42	63%	N=114	10%	N=18	4%	N=7	100%	N=181
Refuse collection (garbage, recycling, yard waste, and e-waste)	43%	N=87	46%	N=95	6%	N=13	4%	N=9	100%	N=204
Police services	50%	N=77	36%	N=55	11%	N=18	3%	N=5	100%	N=155
Crime prevention	33%	N=53	46%	N=75	12%	N=20	10%	N=16	100%	N=164
Animal control	39%	N=54	47%	N=64	13%	N=17	2%	N=2	100%	N=138
Ambulance or emergency medical services	64%	N=83	30%	N=39	5%	N=7	0%	N=0	100%	N=130
Fire emergency services	53%	N=78	44%	N=65	2%	N=3	0%	N=1	100%	N=146
Fire prevention and education	43%	N=58	48%	N=65	5%	N=6	5%	N=6	100%	N=136
Palo Alto open space (e.g Foothills, Baylands)	58%	N=114	34%	N=68	8%	N=15	1%	N=1	100%	N=198
City parks	49%	N=98	44%	N=89	6%	N=13	0%	N=0	100%	N=200
Recreation programs or classes	42%	N=66	43%	N=69	14%	N=22	1%	N=2	100%	N=159
Recreation centers or facilities	37%	N=67	47%	N=84	14%	N=24	2%	N=3	100%	N=178

Please rate the quality of each of the following services in Palo Alto:	Excellent		Good		Fair		Poor		Total	
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	65%	N=120	32%	N=58	3%	N=5	0%	N=0	100%	N=183
Library facilities (buildings, computer equipment, accessibility)	65%	N=127	33%	N=64	1%	N=2	2%	N=4	100%	N=197
Variety of library materials (books, e-books, streaming, databases, audiobooks)	56%	N=108	34%	N=67	8%	N=15	2%	N=4	100%	N=193
Art programs and theater	50%	N=81	41%	N=65	7%	N=11	2%	N=3	100%	N=160
City-sponsored special events	31%	N=50	55%	N=88	11%	N=17	4%	N=6	100%	N=161
City website (cityofpaloalto.org)	19%	N=34	47%	N=85	32%	N=58	3%	N=5	100%	N=183
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	30%	N=54	52%	N=92	12%	N=21	6%	N=10	100%	N=177

Table 135: Question 11 - Response Percentages and Number of Respondents including "Don't Know" Responses

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Don't know		Total	
Reliability of utility services	51%	N=105	42%	N=86	5%	N=10	2%	N=3	1%	N=3	100%	N=206
Affordability of utility services	24%	N=49	38%	N=79	23%	N=47	13%	N=27	2%	N=5	100%	N=206
Community value received from the City owning and operating its own municipal utility services	37%	N=78	39%	N=81	12%	N=24	4%	N=9	8%	N=16	100%	N=208
Utilities online customer self-service features	31%	N=64	32%	N=67	12%	N=24	2%	N=4	23%	N=48	100%	N=207
Providing opportunities for energy and water efficiency at home or business	31%	N=63	40%	N=82	10%	N=20	4%	N=8	15%	N=31	100%	N=204
Working hard to keep utilities prices competitive	28%	N=57	34%	N=71	10%	N=20	10%	N=22	18%	N=38	100%	N=208
Value of all the services Palo Alto Utilities provides for the price you pay	28%	N=59	37%	N=76	19%	N=39	8%	N=16	8%	N=17	100%	N=207
Ease of obtaining information or performing a transaction through the City's website	20%	N=42	41%	N=84	18%	N=38	7%	N=14	14%	N=29	100%	N=207
Value of Palo Alto Utilities' customer communications	29%	N=59	34%	N=69	13%	N=27	4%	N=9	20%	N=40	100%	N=205
Ease of contacting Utilities department staff	29%	N=59	27%	N=55	7%	N=13	4%	N=9	32%	N=65	100%	N=201
Speed of response after contacting Utilities department staff	27%	N=56	29%	N=59	4%	N=9	3%	N=7	36%	N=75	100%	N=206

Table 136: Question 11 - Response Percentages and Number of Respondents without "Don't Know" Responses

Please rate the following as they relate to Palo Alto Utilities' services:	Excellent		Good		Fair		Poor		Total	
Reliability of utility services	51%	N=105	42%	N=86	5%	N=10	2%	N=3	100%	N=203
Affordability of utility services	24%	N=49	39%	N=79	23%	N=47	13%	N=27	100%	N=202
Community value received from the City owning and operating its own municipal utility services	40%	N=78	42%	N=81	13%	N=24	5%	N=9	100%	N=192
Utilities online customer self-service features	40%	N=64	42%	N=67	15%	N=24	2%	N=4	100%	N=159
Providing opportunities for energy and water efficiency at home or business	36%	N=63	47%	N=82	12%	N=20	5%	N=8	100%	N=173
Working hard to keep utilities prices competitive	34%	N=57	42%	N=71	12%	N=20	13%	N=22	100%	N=170
Value of all the services Palo Alto Utilities provides for the price you pay	31%	N=59	40%	N=76	21%	N=39	9%	N=16	100%	N=190
Ease of obtaining information or performing a transaction through the City's website	24%	N=42	47%	N=84	21%	N=38	8%	N=14	100%	N=178
Value of Palo Alto Utilities' customer communications	36%	N=59	42%	N=69	16%	N=27	6%	N=9	100%	N=165
Ease of contacting Utilities department staff	43%	N=59	41%	N=55	10%	N=13	7%	N=9	100%	N=136
Speed of response after contacting Utilities department staff	42%	N=56	45%	N=59	7%	N=9	5%	N=7	100%	N=131

Table 137: Question 12 - Response Percentages and Number of Respondents

Please rate how important, if at all, you think it is for the Palo Alto community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	63%	N=122	25%	N=49	10%	N=19	2%	N=4	100%	N=195
Overall economic health of Palo Alto	59%	N=120	32%	N=65	6%	N=13	4%	N=7	100%	N=205
Overall feeling of safety in Palo Alto	49%	N=102	33%	N=68	13%	N=27	5%	N=9	100%	N=207
Overall quality of natural environment in Palo Alto	42%	N=88	36%	N=75	19%	N=40	3%	N=6	100%	N=208
Overall health and wellness opportunities in Palo Alto	28%	N=58	40%	N=83	27%	N=56	5%	N=10	100%	N=208
Overall opportunities for education, culture and the arts	30%	N=61	42%	N=86	21%	N=43	6%	N=13	100%	N=203
Residents' connection and engagement with their community	31%	N=64	39%	N=80	27%	N=55	4%	N=8	100%	N=207
Reducing community greenhouse gas emissions	29%	N=59	36%	N=75	21%	N=43	14%	N=30	100%	N=208
Increasing local solar generation capacity within city boundaries	26%	N=54	33%	N=68	25%	N=53	16%	N=33	100%	N=208
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	21%	N=44	25%	N=52	38%	N=78	16%	N=33	100%	N=208
Faster notification systems (online, mobile or email) for public safety issues	33%	N=69	33%	N=67	24%	N=49	10%	N=21	100%	N=207

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

Table 138: Question 13 - Response Percentages and Number of Respondents Including "Don't Know" Responses

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	47%	N=97	22%	N=47	14%	N=30	16%	N=32	1%	N=2	100%	N=208
Spend quality time with local friends, family, and/or neighbors	59%	N=122	33%	N=69	6%	N=12	2%	N=3	1%	N=1	100%	N=208

Table 139: Question 13 - Response Percentages and Number of Respondents Without "Don't Know" Responses

In a typical week, how likely are you to:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	47%	N=97	23%	N=47	14%	N=30	16%	N=32	100%	N=206
Spend quality time with local friends, family, and/or neighbors	59%	N=122	33%	N=69	6%	N=12	2%	N=3	100%	N=206

Table 140: Question 14 - Response Percentages and Number of Respondents

What mode of transportation do you use most for your typical daily needs for getting around town?	Percent	Number
Driving	56%	N=117
Walking	18%	N=37
Biking	23%	N=47
Bus	1%	N=2
Train	1%	N=1
Scootering	0%	N=1
Palo Alto Link	0%	N=0
Uber/Lyft or similar rideshare service	0%	N=0
Carpooling	1%	N=3
Total	100%	N=208

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

Table 141: Question 15 - Response Percentages and Number of Respondents

If you did not have access to a car for your usual daily transportation around town, how convenient (based on time and proximity) would you consider each of the following methods of getting around?	Very convenient		Somewhat convenient		Somewhat inconvenient		Very inconvenient		Total	
Walking	39%	N=76	38%	N=74	15%	N=30	7%	N=14	100%	N=194
Biking	43%	N=81	31%	N=58	14%	N=26	12%	N=23	100%	N=189
Bus	8%	N=16	25%	N=49	30%	N=58	36%	N=69	100%	N=191
Train	18%	N=35	33%	N=63	32%	N=61	16%	N=30	100%	N=190
Scootering	9%	N=17	34%	N=61	22%	N=39	35%	N=63	100%	N=181
Palo Alto Link	5%	N=9	48%	N=86	25%	N=45	21%	N=38	100%	N=177
Uber/Lyft or similar rideshare service	51%	N=95	32%	N=60	11%	N=20	6%	N=11	100%	N=186
Carpooling	15%	N=27	33%	N=61	26%	N=48	27%	N=50	100%	N=186

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

Table 142: Question 16 - Response Percentages and Number of Respondents

How familiar are you with Palo Alto’s Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	Percent	Number
Extremely familiar	11%	N=23
Very familiar	11%	N=24
Moderately familiar	21%	N=43
Slightly familiar	25%	N=53
Not familiar	31%	N=64
Total	100%	N=206

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

Table 143: Question 17 - Response Percentages and Number of Respondents

How familiar are you with Palo Alto's programs to advance our community goals such as home electrification?	Percent	Number
Extremely familiar	13%	N=27
Very familiar	19%	N=40
Moderately familiar	27%	N=56
Slightly familiar	25%	N=52
Not familiar	15%	N=30
Total	100%	N=205

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

Table 144: Question Q18 - Response Percentages and Number of Respondents

Which of the following considerations would most motivate you to replace your major gas appliances with an electric model? (Select up to three)	Percent	Number
Save time with helpful installation	32%	N=64
Save money through rebates	61%	N=123
Improve health and safety	40%	N=80
Affect climate change	40%	N=81
Support Home resale value	16%	N=32
I am not going to upgrade to electric	29%	N=58

Demographic Questions

Table 145: Question D1 - Response Percentages and Number of Respondents

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	5%	N=10
Somewhat positive	10%	N=20
Neutral	41%	N=85
Somewhat negative	35%	N=73
Very negative	10%	N=20
Total	100%	N=208

Table 146: Question D2 - Response Percentages and Number of Respondents

What is your employment status?	Percent	Number
Working full time for pay	50%	N=104
Working part time for pay	9%	N=19
Unemployed, looking for paid work	7%	N=16
Unemployed, not looking for paid work	3%	N=6
Fully retired	30%	N=63
College student, unemployed	0%	N=0
Total	100%	N=208

Table 147: Question D3 - Response Percentages and Number of Respondents

Do you work inside the boundaries of Palo Alto?	Percent	Number
Yes, outside the home	28%	N=35
Yes, from home	39%	N=47
No	33%	N=40
Total	100%	N=122

Question asked of those reporting that they work full or part time.

Table 148: Question D4 - Response Percentages and Number of Respondents

How many years have you lived in Palo Alto?	Percent	Number
Less than 2 years	2%	N=4
2 to 5 years	9%	N=19
6 to 10 years	22%	N=47
11 to 20 years	16%	N=33
More than 20 years	50%	N=105
Total	100%	N=208

Table 149: Question D5 - Response Percentages and Number of Respondents

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	58%	N=122
Building with two or more homes (duplex, townhome, apartment or condominium)	34%	N=70
Mobile home	0%	N=0
Other	8%	N=17
Total	100%	N=208

Table 150: Question D6 - Response Percentages and Number of Respondents

Do you rent or own your home?	Percent	Number
Rent	39%	N=80
Own	61%	N=126
Total	100%	N=206

Table 151: Question D7 - Response Percentages and Number of Respondents

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than $500 per month	3%	N=5
$500 to $999 per month	7%	N=13
$1,000 to $1,499 per month	5%	N=10
$1,500 to $1,999 per month	14%	N=27
$2,000 to $2,499 per month	3%	N=5
$2,500 to $2,999 per month	11%	N=21
$3,000 to $3,499 per month	6%	N=11
$3,500 to $3,999 per month	11%	N=21
$4,000 to $4,499 per month	6%	N=12
$4,500 to $4,999 per month	3%	N=6
$4,500 to $4,999 per month	6%	N=11
$5,500 to $5,999 per month	3%	N=6
$6,000 to $6,499 per month	4%	N=8
$6,500 to $6,999 per month	0%	N=0
$7,000 to $7,499 per month	4%	N=7
$7,500 to $7,999 per month	1%	N=1
$8,000 to $8,499 per month	2%	N=3
$8,500 to $8,999 per month	0%	N=1
$9,000 to $9,499 per month	0%	N=0
$9,500 to $9,999 per month	2%	N=4
$10,000 or more per month	9%	N=17
Total	100%	N=187

Table 152: Question D8 - Response Percentages and Number of Respondents

Do any children 17 or under live in your household?	Percent	Number
No	66%	N=136
Yes	34%	N=69
Total	100%	N=205

Table 153: Question D9 - Response Percentages and Number of Respondents

Are you or any other members of your household aged 65 or older?	Percent	Number
No	60%	N=125
Yes	40%	N=83
Total	100%	N=208

Table 154: Question D10 - Response Percentages and Number of Respondents

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than $25,000	0%	N=0
$25,000 to $49,999	2%	N=3
$50,000 to $74,999	16%	N=27
$75,000 to $99,999	10%	N=17
$100,000 to $149,999	11%	N=18
$150,000 to $199,999	9%	N=15
$200,000 to $249,999	12%	N=19
$250,000 to $299,999	6%	N=9
$300,000 to $349,999	4%	N=6
$350,000 to $399,999	6%	N=9
$400,000 to $449,999	2%	N=4
$450,000 to $499,999	22%	N=36
$500,000 or more	0%	N=0
Total	100%	N=163

Table 155: Question D11 - Response Percentages and Number of Respondents

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=181
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=14
Total	100%	N=163

Table 156: Question D12 - Response Percentages and Number of Respondents

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=1
Asian, Asian Indian or Pacific Islander	28%	N=54
Black or African American	1%	N=2
Middle Eastern or North African	0%	N=0
White	71%	N=135
Other	4%	N=7

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

Table 157: Question D13 - Response Percentages and Number of Respondents

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	13%	N=25
35 to 44 years	18%	N=37
45 to 54 years	20%	N=39
55 to 64 years	17%	N=34
65 to 74 years	12%	N=23
75 years or older	21%	N=42
Total	100%	N=199

Table 158: Question D14 - Response Percentages and Number of Respondents

What is your gender?	Percent	Number
Female	52%	N=102
Male	46%	N=91
Identify in another way	2%	N=4
Total	100%	N=197

Table 159: Question D14 - Response Percentages and Number of Respondents

What is your sexual orientation?	Percent	Number
Heterosexual	93%	N=172
Lesbian	0%	N=0
Gay	4%	N=7
Bisexual	3%	N=5
Identify another way	1%	N=2
Total	100%	N=185

Appendix D: Results to Open-Participation Survey compared to Probability Survey

Table 160: Question 1 - by Sample

Percent rating "excellent" or "good"	Probability Sample (A)	Open participation Sample (B)
Palo Alto as a place to live	90%	86%
Your neighborhood as a place to live	92%	91%
Palo Alto as a place to raise children	83%	86%
Palo Alto as a place to work	80%	82%
Palo Alto as a place to visit	71%	73%
Palo Alto as a place to retire	55%	48%
The overall quality of life in Palo Alto	87%	82%

Table 161: Question 2 - by Sample

Percent rating "excellent" or "good"	Probability Sample (A)	Open participation Sample (B)
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	75% B	67%
Overall feeling of safety in Palo Alto	90%	90%
Overall quality of natural environment in Palo Alto	88%	90%
Overall health and wellness opportunities in Palo Alto	85%	85%
Residents' connection and engagement with their community	59%	60%

Table 162: Question 3 - by Sample

Percent rating "very likely" or "somewhat likely"	Probability Sample (A)	Open participation Sample (B)
Recommend living in Palo Alto to someone who asks	82%	77%
Remain in Palo Alto for the next five years	81%	87%
Recommend Palo Alto’s libraries to friends	92%	96%

Table 163: Question 4 - by Sample

Percent rating "excellent" or "good"	Probability Sample (A)	Open participation Sample (B)
Making all residents feel welcome	67% B	52%
Attracting people from diverse backgrounds	59% B	43%
Valuing/respecting residents from diverse backgrounds	73% B	54%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	49% B	34%

Table 164: Question 5 - by Sample

Percent rating "excellent" or "good"	Probability Sample (A)	Open participation Sample (B)
Overall quality of business and service establishments in Palo Alto	78%	72%
Variety of business and service establishments in Palo Alto	60%	59%
Vibrancy of downtown/commercial area	62%	57%
Employment opportunities	60%	65%
Shopping opportunities	67%	74%
Cost of living in Palo Alto	8%	6%
Overall image or reputation of Palo Alto	81% B	69%
Traffic flow on major streets	45%	50%
Ease of public parking	64%	70%
Ease of travel by car in Palo Alto	70%	75%
Ease of travel by public transportation in Palo Alto	33%	28%
Ease of travel by bicycle in Palo Alto	80% B	69%
Ease of walking in Palo Alto	83% B	74%
Variety of housing options	26%	19%
Availability of affordable quality housing	10%	11%
Overall quality of new development in Palo Alto	40%	37%
Availability of paths and walking trails	74%	75%
Fitness opportunities (including exercise classes and paths or trails, etc.)	79%	77%
Recreational opportunities	77%	83%
Availability of affordable quality mental health care	37%	30%
Opportunities to attend cultural/arts/music activities	72%	79%

Table 165: Question 6 - by Sample

Percent rating "excellent" or "good"	Probability Sample (A)	Open participation Sample (B)
Availability of affordable quality childcare/preschool	37% B	24%
K-12 education	88%	82%
Adult educational opportunities	81%	77%
Opportunities to participate in social events and activities	67%	79% A
Openness and acceptance of the community toward people of diverse backgrounds	71% B	55%
Opportunities to learn about City services via City website, social media (Twitter/X, Nextdoor, Facebook, Instagram, Medium, LinkedIn)	71%	70%

Table 166: Question 7 - by Sample

Percent "yes"	Probability Sample (A)	Open participation Sample (B)
Used Palo Alto recreation centers or their services	52%	65% A
Visited a neighborhood park or City park	95%	96%
Used Palo Alto public libraries or their services	74%	84% A
Participated in religious or spiritual activities in Palo Alto	24%	31%
Attended a City-sponsored event	56%	70% A
Talked to or visited with your immediate neighbors	88%	93% A
Used the City's website to conduct business or pay bills	57%	59%
Used the Utilities webpage to conduct business or pay bills	69%	64%
Contacted the City of Palo Alto (in-person, phone, email or web) for help or information	51%	62% A
Contacted Palo Alto elected officials (in-person, phone, email or web) to express your opinion	22%	53% A
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	25%	49% A
Watched (online or on television) a local public meeting	18%	39% A
Volunteered your time to some group/activity in Palo Alto	41%	61% A
Voted in your most recent local election	78%	90% A
Used bus, rail, subway, or other public transportation instead of driving	53%	60%
Carpooled with other adults or children instead of driving alone	59%	61%
Walked or biked instead of driving	86%	86%
Observed a code violation or other hazard in Palo Alto (weeds, abandoned buildings, etc.)	43%	55% A
Household member was a victim of a crime in Palo Alto	13%	11%
Reported a crime to the police in Palo Alto	19%	21%

Table 167: Question 8 - by Sample

Percent "excellent" or "good".	Probability Sample (A)	Open participation Sample (B)
The value of services for the taxes paid to Palo Alto	59% B	51%
The overall direction that Palo Alto is taking	53% B	40%
The job Palo Alto government does at welcoming resident involvement	59%	52%
Overall confidence in Palo Alto government	55% B	39%
Generally acting in the best interest of the community	60% B	47%
Being honest	62%	57%
Being open and transparent to the public	60%	52%
Informing residents about issues facing the community	57%	55%
Treating all residents fairly	62% B	49%
Treating residents with respect	73% B	65%

Table 168: Question 9 - by Sample

Percent "excellent" or "good"	Address-based Sample (A)	Open participation Sample (B)
The City of Palo Alto	78%	71%
The State Government	52%	46%
The Federal Government	19%	14%

Table 169: Question 10 - by Sample

Percent rating "excellent" or "good"	Probability Sample (A)	Open participation Sample (B)
Traffic enforcement	60% B	46%
Traffic signal timing	51%	45%
Street repair	57%	62%
Street cleaning	80%	82%
Street tree maintenance	72%	81% A
Sidewalk maintenance	59%	66%
Land use, planning, and zoning	43% B	27%

Percent rating "excellent" or "good"	Probability Sample (A)	Open participation Sample (B)
Code enforcement (weeds, abandoned buildings, etc.)	47%	44%
Preservation of natural areas (open space, farmlands, and greenbelts)	83%	78%
Building and planning application processing services	32%	23%
Affordable high-speed internet access	54%	58%
Electric utility	75%	77%
Gas utility	75%	73%
Utility payment options	86%	85%
Drinking water	90%	92%
Sewer services	87%	90%
Storm water management (storm drainage, dams, levees, etc.)	78%	86% A
Refuse collection (garbage, recycling, yard waste, and e-waste)	86%	89%
Police services	86%	86%
Crime prevention	73%	78%
Animal control	81%	86%
Ambulance or emergency medical services	91%	94%
Fire emergency services	90%	98% A
Fire prevention and education	78%	91% A
Palo Alto open space (e.g Foothills, Baylands)	93%	92%
City parks	94%	93%
Recreation programs or classes	86%	85%
Recreation centers or facilities	84%	85%
Public library services (e.g., hold requests, storytimes, teen events, bookclubs)	94%	97%
Library facilities (buildings, computer equipment, accessibility)	93%	97%
Variety of library materials (books, e-books, streaming, databases, audiobooks)	88%	90%
Art programs and theater	85%	91%
City-sponsored special events	80%	86%
City website (cityofpaloalto.org)	75% B	65%
Overall customer service by Palo Alto employees (police, receptionists, planners, etc.)	80%	82%

Table 170: Question 11 - by Sample

Percent rating "excellent" or "good"	Probability Sample (A)	Open participation Sample (B)
Reliability of utility services	92%	94%
Affordability of utility services	54%	63% A
Community value received from the City owning and operating its own municipal utility services	80%	83%
Utilities online customer self-service features	84%	82%
Providing opportunities for energy and water efficiency at home or business	78%	84%
Working hard to keep utilities prices competitive	62%	75% A
Value of all the services Palo Alto Utilities provides for the price you pay	66%	71%
Ease of obtaining information or performing a transaction through the City's website	73%	71%
Value of Palo Alto Utilities' customer communications	73%	78%
Ease of contacting Utilities department staff	76%	84%
Speed of response after contacting Utilities department staff	75%	88% A

Table 171: Question 12 - by Sample

Percent rating "excellent" or "good"	Probability Sample (A)	Open participation Sample (B)
Overall "built environment" of Palo Alto (including overall design, buildings, parks and transportation systems)	85%	88%
Overall economic health of Palo Alto	85%	90%
Overall feeling of safety in Palo Alto	83%	82%
Overall quality of natural environment in Palo Alto	86% B	78%
Overall health and wellness opportunities in Palo Alto	63%	68%
Overall opportunities for education, culture and the arts	70%	73%
Residents' connection and engagement with their community	63%	70%
Reducing community greenhouse gas emissions	57%	65%
Increasing local solar generation capacity within city boundaries	56%	59%
Faster notification systems (online, mobile or email) for Utilities billing issues, efficiency tips, outage information	46%	46%
Faster notification systems (online, mobile or email) for public safety issues	62%	66%

Table 172: Question 13 - by Sample

Percent rating "very likely" or "somewhat likely"	Probability Sample (A)	Open participation Sample (B)
Participate in organized group activities (such as clubs, sports teams, volunteer your time, attend church/temple)	56%	70% A
Spend quality time with local friends, family, and/or neighbors	88%	92%

Table 173: Question 15 - by Sample

Percent rating "very" or "somewhat" likely	Probability Sample (A)	Open participation Sample (B)
Walking	71%	77%
Biking	78%	74%
Bus	35%	34%
Train	48%	52%
Scootering	39%	43%
Palo Alto Link	49%	53%
Uber/Lyft or similar rideshare service	79%	83%
Carpooling	38%	47% A

Table 174: Question 16 - by Sample

Percent rating "very" or "extremely" familiar	Probability Sample (A)	Open participation Sample (B)
How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?	6%	22% A

Table 175: Question 17 - by Sample

Percent rating "very" or "extremely" familiar	Probability Sample (A)	Open participation Sample (B)
How familiar are you with Palo Alto's programs to advance our community goals such as home electrification?	15%	33% A

Table 176: Question 18 - by Sample

Which of the following considerations would most motivate you to replace your major gas appliances with an electric model? (Select up to three)	Probability Sample	Open participation Sample
	(A)	(B)
Save time with helpful installation	30%	32%
Save money through rebates	59%	61%
Improve health and safety	37%	40%
Affect climate change	35%	40%
Support Home resale value	15%	16%
I am not going to upgrade to electric	29%	29%

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

The following are responses to questions 19 and 20. Responses are presented here in verbatim form, including any typographical, grammatical or other mistakes. Responses are in alphabetical order.

Question 19: As a resident of Palo Alto, what one change could the City make that would make you happier?

Housing and Construction

- Actual affordable housing for very low-income residents
- Add more housing. This would have a remarkably strong impact on rental prices.
- affordable housing
- Affordable housing
- Affordable housing for PAUSD teachers
- Approve more housing for all income groups
- build a lot more housing
- Build affordable housing quickly and in locations near downtown and midtown
- Build more affordable housing
- Build more homes at all income levels. Our housing shortage is a crisis. My kids and mom cannot afford to live near me. This is my #1 local issues. We must upzone.
- Build more housing
- Build much much much more housing
- Decrease the new apartment buildings - too crowded in residential area already. Need to build along highway or bayland openspace. Please don;t keep adding high rise to the residential areas. Rental units should be far away from owner occupied homes as home owners value their properties and surrounding area/community. Rentals come and go and tends to trash the surrounding areas and make the neighborhood less attractive to live in. Please don't try and build affordakle housing and sacrifice the quality of living and open space, too crowded. Don't keep changing the Zoning and allow more and more crowded units and high rise - that's San Francisco. Thank you for listening.
- Don't allow huge development like extremely tall and dense new Mollie Stone's
- Encourage more density for housing or mixed use. Promote more innovative architecture and design. Move beyond suburban mentally to no-urban perspective.
- Faster approve more affordable housing
- Focusing on affordable housing, I acknowledge that there is work being done however it is a bit lacking.
- get serious about affordable housing - government (local, state, and federal) must get involved since the "free market" will never prefer low profit development when higher profits are available.
- implement consistent and effective housing development plans
- Increase residential building height limits significantly eeverywhere
- Less development and coming construction and traffic congestion in South Palo Alto.

- meaningful steps to add housing supply and address vacancy/investment properties
- More housing for low and moderate income people.
- More affordable high rise housing
- More affordable housing for needed workers; eg health care workers, childcare workers and teachers who do not make competitive salaries anymore in the entire Bay Area and we are losing workers in our community because of this.Housing for our homeless particularly handicapped (many in wheel chairs living outside) and seniors which we see daily in Palo Alto.
- more affordable housing, remove zoning
- More housing (affordable and otherwise)
- More housing across all cost levels.
- more housing for a diverse mix of residents!
- More housing in the walkable downtown areas (University Ave and California Avenue) My family and I are able to live a low carbon lifestyle and I want thousands more to be able to do so in Palo Alto. We need customers for local businesses who live within a few blocks of our downtowns to sustain those businesses economically and we need to win back middle class residents in Palo Alto. I would give younger residents more say in public processes and a stake to participate in civic life - sadly, their proportions are shrinking
- More housing! More density! More neighbors!
- New housing rentals need to increase and be available for the middle class, not just those with low incomes or who are unhoused.
- Permit more housing. Lot of it!
- Provide more affordable housing and allow canbis sales in the city. Our vets next door have to drive a long way or pay large fees to obtain their regular canbis supply.
- Resist over urbanization. I know housing is terribly expensive but I hate seeing Palo Alto turn into a big city. Rush hour traffic is starting earlier and earlier.
- Rezone to allow high rise housing
- The City could make it easier to build dense housing so that more people could live more affordably here. The City could make a decision about where the train-track crossings should be and what they will look like.
- The city needs to permit the construction of more homes to become more affordable!
- The city needs top make it much easier for developers to create multi-family dwellings in the city. The myriad of rules limiting construction have left us without enough reasobly priced housing in the city, and it has radically reduced the number of people in the 20's and early 30's who can live here. It also makes it very hard for many of the people who work here to live near their jobs.
- Urbanize - add lots of housing/density

Public Safety and Policing

- Enforce speed limits and red lights on Embarcadero Rd so I can safely enter traffic from side streets without risking getting T-boned or run over. Speeds esp. bad east of Newell, and I see light-running daily at Bryant and Greer intersections.
- Enforce the speed limits

- Enforce traffic laws by using automated red-light and speed cameras in major intersections near safe-to-school routes, and prioritize people over passenger vehicles
- For the police to enforce the low. For the city council to be aware of what is going on in difference areas of Palo Alto.
- Install speeding ticket cameras on Middlefield in Midtown and South Palo Alto
- Make the city safer and reduce noise.
- Monitor the sale of canbis products to minors. Several parents have informed PAPD about Smokers Station on El Camino selling canbis vapes to minors only to be told PAPD cannot "do anything" without a self-incrimiting statement from the minor. Why is that necessary? Why can't PAPD just go into Smokers Station and remind them of their legal obligations? Shouldn't PAPD be doing that anyway? Right now they are selling with impunity and have a "we dote to PAPD" sticker on their front door. If PAPD is not protecting our kids, what are they doing?
- More police watching speeders
- More traffic enforcement
- More traffic enforcement (drivers on Alma exhibit crazy and fast driving behaviors)
- Patrol my street better for speedy drivers. I live on Greer Road between Embarcadero and Channing. Speedy vehicles go down my street all the time, especially during the work week, mornings and afternoons especially. It's used as 'through way.' Would love if city would install speed bumps along Greer Road between Embarcadero and Channing.
- Stronger law enforcement. Removal of all street or parking lot parked RVs and junk them.

Transportation and Traffic

- Better traffic enforcement. Too often, I see red lights run, speeding, and stop signs run.
- Better traffic flow
- Better traffic law enforcement
- For the question above that does not apply to renters - my landlord also has no interest in upgrading or my heath. One change that would make me happier is to elimite the train-crossings. I don't mean talk about it for a few more decades, I mean start doing it now.
- Have public transportation options for South Palo Alto
- hire traffic enforcement personnel
- I know you asked for one, but I'm giving you two themes and some specific suggestions.Theme: continued improvements to public transit1. A light rail running perpendicular to Caltrain.2. Making University Avenue pedestrian only similar to California Avenue and Castro Street in MTV.3. More infrastructure that prioritizes bikes over cars. Theme: aggressive action to mitigate climate change4. More programs that incentivize homeowners to fully convert appliances to electric options. The heat pump program was fantastic.5. Making our climate goals more aggressive. Why not 100% by 2027? We should be leading the country.6. Offer homeowners $$$ incentives to participate in Virtual Power Plants if they have a home storage battery.7. Offer homeowners $$$ to termite their gas connection.
- Improve traffic flow and police speed enforcement
- improve traffic light timing in major streets especially El Cam and Embarcadero
- Provide more public transportation, so I don't have to rely on my car as much.

- Road safety and reducing speeding drivers!
- Stop rumiting over railroad crossings and leave it the way it is.
- Traffic control on Embarcadero road
- Traffic enforcement. Cars aren't even stopping at stop signs and they speed everywhere. It's dangerous.
- Traffic law enforcement

Homelessness and RVs

- Deal with homeless and vehicle dwellers
- Find a successf Approach to getting the unhoused off the streets and out of the parks
- Get rid of the vans
- Resolve the issue of RV parking in residential and business locations.
- Work on homeless RVs due to reduced sanitation and order.

City Governance and Administration

- (1) Fire super-intendent.
- A fully staffed fire engine in Midtown; treating Midtown area equally to Old Palo Alto.
- Be less dismissive of resident concerns and questions and more transparent about communicating what the city is and is not doing. For instance, if a setback is optiol for developers, don't leave out that information when staff talks about it in public meetings. Plan comprehensively as the city used to, and pay more attention to planning for south Palo Alto where the city has decided to put most of the state-mandated housing. Also, multiple choice surveys are not good for the kinds of questions you are asking here. For instance, this survey asks very general questions about existing conditions and gives little opportunity to give nuanced responses and no opportunity to express concerns about planning for substantive future land use changes that are coming.
- Better listening to south Palo Alto residents regarding transportation plans esp grade separation preferred plan by certain city council members that reduce safety for students commuting from Gunn back to their house on the east side of Alma, turning Alma into an expressway to improve traffic flow
- Building code less restrictive and move project faster.
- City Council make decisions quicker and stick with them -- too much back and forth and trying to please everyone. Also, neighborhood representation on Council, i.e., not citywide elections
- City Council should listen to all residents, not just NIMBYs. We need more affordable housing for everyone. And don't close Churchill crossing to cars - Paly staff and buses need that intersection. City Council only listens to Southgate NIMBYs on that issue
- City council to serve the community- be honest and effective and utility department to be present and responsive and billing to be fair
- City Government could be more receptive to resident input, not just listening but taking the feedback to heart.
- City planning department be more efficient
- Dealing with the planning dept. in "days" instead of weeks, months, and years.

- End all monetary subsidies for electrification. Highlight the fact that mandatory fees already offset all CO2 emissions. After that, remove protections on redwood trees.
- Figure out a way to totally subsidize conversion to electric for low income homeowners. Hire more Code Enforcement officers. Try to reign in Builders Remedy, SB9 lot splits and SB79 projects to maintain City quality of life.
- Focus on getting things done, rather than endless debates that are never resolved (railroad crossings, fiber to the home, underground utilities, low cost housing, homeless issues, zoning, etc., etc.)
- Get a new City Mager.
- Get rid of hight limits
- Have city council members represent specific areas of the city as their districts.
- Help keep neighborhoods more residential and uncrowded. Too many ADU's or multi units in neighborhoods will over urbanize Palo Alto. Put denser housing on busier streets away from neighborhoods.
- Lower taxes!
- lower utility rates
- Make decisions based on the quality of life for it's residents, and not just economic impact.
- mayor should not ignore problems by saying resident issues are "unintended consequences". City council protects many sectors (low income, homeless, developers/builders) but shows little empathy for condo & homeowner issues. Nice that they protect the needed and they want future jobs/campaign funds from the wealthy developers.
- More input on community issues -- resident voting online on current items before the council and committees (2nd: Fix permitting process)
- Prioritize resident interests over business demands. Whatever business wants, it seems to get regardless of how it affects the quality of life for residents. Many meetings with businesses to generate altertives and action plans based on what business wants. Meetings with residents are only after decisions have been made. Residents are not in the room where things happen.
- Replace all the City Council members who don't want change or do anything to make this City better.
- Replace PAUSD board and superintendent. Not safe for kids.
- Retain person to peron interactions. Was surprised to be denied speaking with a staff person at City Hall. Too much reliance on the internet degrades comminity"
- Speed up building department approvals
- Speed up the "Palo Alto process." Make posicy by what is good for the city as a whole, and stop retreating in the face of NIMBYs.
- Stop isolating city offices from public. Open up city hall again
- That the city STOP/cut using expensive consultants with no local knowledge like the bike and retail consultants and the business registry morons that waste our time correcting and that have little staff oversight and push up our utility rates

- Too much bureaucracy. It takes years to do projects such as Charleston / Arastradero. Rail upgrades and improvements (the city's part). Cubberly. I feel like it takes so long to get these project done I might not be alive to see them complete and I am not that old.
- Urban planning and programming to make Palo Alto more attractive to young adults. Palo Alto feels like a retirement community.
- Use consultants a lot less, eg less than half of current status
- We are having a horrible experience with the planning department. They do not seem to communicate with each other and renegotiate what they've already agreed to. It is costing us thousands in fees to our architect who has to respond and chase them when they take weeks to reply and they have also made comments about our plans as if our budget is infinite, specifically that instead of a remodel, we should just do a new build. Well that's another $500k for the work that would take and it comes off tone deaf as if everyone here is Zuckerberg or Marissa Mayer. I'd like to have the city have a clear process for permitting work on my home and it's clear that the people in planning can't collaborate or communicate with each other. It seems like everything is done over email and that's not an auditable or repeatable process. I'm really irritated at this and will vote for whoever improves this problem. It also cost $17k to have them do the initial review and it's just been a huge headache.
- With the implementation of the bike lanes and the need to build so much housing because of ABAG requirements, I would like that there be more consideration given to the individual neighborhoods in the city when creating overall long range plans for future development. Not every neighborhood in Palo Alto is the same, so what might work for downtown PA creates big problems in south Palo Alto. I am feeling that many residents do not have a voice.

Community Amenities and Services

- 8 (or more) additiol pickleball courts in Mitchell Park
- Add more pickleball courts to Mitchell Park, please!
- Allow rapid and complete redevelopment of El Camino corridor through the length of the city, providing more attractive spaces for walking, recreation, business, and much denser housing.
- Be more transparent, invest less in the airport (1%) but more in people services like theater and recreation for many (99%). I would like to remove my PAUSD tax because I don't have kids in the school district.
- Build new Cubberley Community Center
- Complete Mayfield soccer complex upgrade and better maintence of soccer fields in general.
- No more pickleball sites near my house

Economic Development

- Being less of a boring place. Having more commerce, everything closes
- better more diverse restaurants
- Bigger grocery store in midtown. More opportunities for small business owners.
- creative ways to encourage local business development
- Fill vacant commercial leases; utilize available space

- Here are two :). Please incentivize development and commerce along El Camino in south Palo Alto. So many abandoned-looking places are there currentlya very depressing place to pass through and an unfortute image for a town that is otherwise vibrant (Midtown could use similar incentives but it is less dire). And how about an education campaign to ensure cars stop at stop signs - that would greatly improve safety and quality of life.
- Revitalize the downtown area with retail business and community-building events. Our town looks like a ghost town compared to RWC, Mountain View and even Los altos. It looks like we are pandering to Asian tourists.
- Too many vacant store fronts downtown. I would like to see more restaurants and stores so that Palo Alto is a better destition with more choices.
- University Downtown has stagted. Years back, there were surveys run on Downtown Revitalization, and nothing has been done. This effort, put on hold, is vital to not only the community you seek to build in Palo Alto, but the economic vitality, traffic abatement and safety, and desirability as a travel destition. In the meantime, California Avenue is closed to traffic and is your obvious example sitting right in front of you. It is high time you take this issue on, since COVID is no long here as an excuse to hide behind. Want to make a difference in your public service, get the community and funding behind revitalizing University Avenue and downtown.

Noise and Urban Environment

- close down the airport
- Protect open space by reducing FAR in zoning ordinces and/or increasing public parks. For example, for each 1000 square feet of ADU that is actually built increase public park space by ten square feet. Or increase the number of units allowed per 10,000 square foot lot but require a large fee payment into the public park land acquisition fund. Or reduce the FAR so that there is more open space (private) on each lot.
- Reduce noise from trains and train crossings
- Reduce the impact of aircraft noise. This includes traffic at PAO airport, including Stanford Hospital helicopters that fly at very low altitudes (as low as 500 ft), including at night, just to refuel (these flights are not emergency flights). From a noise, fuel consumption, and carbon emissions perspective, this does not make any sense. Stanford could easily build a ground helipad with a fueling station with about 10,000 square feet of land at a cost of $1M or less.This also includes stopping the promotion and growth of PAO, including for new electric aircraft (air taxis, drones). Even though electric aircraft are quieter, most of them will fly at low altitudes (sometimes only a few hundred feet) resulting in additiol audible noise for many residents who are already exposed to aircraft noise. The sheer volume of low-flying electric aircraft combined with the fact that the City cannot regulate PAO operations (such as imposing curfew or limiting the number of operations) will severely impact the quality of life for many residents, let alone very likely endanger their safety. Low-flying aircraft are more dangerous for communities because of a much higher risk of collision with obstacles (buildings, power lines) and a much higher likelihood of accidents because pilots have a very limited time to react to unforeseen events and prevent a crash.
- Stop destroying the environment by overbuilding and adding more human population, since both use more tural resources and also degrade the local livability.

- The noise level from the 101 freeway has been exponentially increasing. We live 1/2 mile from the freeway, and we now feel we are near it. It might be related to the new sound walls installed in a new townhouse project on Bayshore. Is the City studying the noise impact of neighborhood before allowing sound walls?

Develop Infrastructure

- Address the uttractive overhead utility lines. Remove or tidy up.
- City of Palo Alto high bandwidth internet service
- Coming el Camino real to be a complete street
- Extend the fiber-optic network for FTTP to my area of town (Barron Park) before I die - the city seems to prioritize "north palo alto" over "south palo alto" in almost everything they do
- Fix deadly intersection at Lincoln/middlefield
- Move more quickly on flood control related to the San Francisquito Creek
- No forced fluoridation in water
- Quickly address the San Francisquito Creek problem
- Underground utilities (Ventura)

Walking and Biking trails

- A solution to the E Charleston and E Meadow train crossing that preserves as many properties as possible and ensures the safety of both pedestrians and bicyclists
- Better bike infrastructure -- it always takes second priority to cars and/or pedestrians, most drivers will never make the switch until the infrastructure is built. e.g. Passages under Caltrain require bicyclists to dismount for pedestrians -- would you ever ask drivers to push their cars to defer to bikers?
- Bikability of Churchill train intersection is so bad. I feel unsafe / can take 5+ minute of waiting to cross over to Paly
- Bike paths that are bike first. Bryant St is great, El Camino is frightening. Cal Ave underpass is frustrating. Make biking a first class transit method, not a 'scurry around and don't bother cars or people'
- Make biking safer and easier
- More bike friendly lanes (more than just paint)
- more protected bikeways and enforcement of bike safety laws
- Require more bicycle racks in retail spaces. Build most new housing downtown, where public rail and bus transportation exists, not in the traffic-clogged air-polluted (from 101) San Antonio Road section of the city.
- Safer biking on major streets
- Wider sidewalks

Code Enforcement

- Better access to code enforcement. The app is difficult to use. Code enforcement takes a long time to get back to you.
- Better cleanup of vehicles constantly parked in same locations without moving. People are camping on streets and making some areas feel unsafe and dirty
- Enforce the ban on gas-powered leaf blowers

- Force my immediate neighbor to observe building codes and stop being such an *** to everyone on the entire street. He is mentally ill and nobody does anything.
- Keeping landlords of single family homes as accountable as landlords of multiple-unit dwellings, with regard to property maintence and safety.

Make the city more affordable

- Ability for families! How about a place that is affordable for dinner, groceries, visit South Palo Alto on public transportation? Police address crime when it is reported. How about some public transportation to the locations we actually need to go- Kaiser, Target- PA is not a bubble. How about libraries and a zoo that is actually open when kids are Not in school Monday holidays and after 6PM - that is when we can go and this would be actually meeting customer needs. San Mateo County is doing a great job and it seems that we are not aware of how to provide services for people that are not ritch and retired.
- Lower costs for everything
- Stop letting billioires buy all the homes in the area and rent them out and keep home prices so high

Cleanliness of community; upkeep

- beautify clean up downtown and keep schools up to-date, clean
- Improve the look and feel of Downtown and Cal Ave. Create attractive, inviting areas for restaurants, shopping is largely done outside of these areas anyway. Do not cheap out like the broken glass thrown on the sidewalk of Cal Ave. If you had $150M to spend on an opulent police station, we don't need to be sitting out on some dirty old asphalt with ebikes flying by at 30 mph!! Also, stop raising our utility rates to siphon cash into the general fund.
- increased flexibility around clean-up days. should be twice a year (as now) but customer shuld be able to pick the day. should not have it so close to Labor Day and other holidays. I called to see if I could move it and was treated rudely and told no way. We paya fortune and get treated terribly. Also I hate the 'smart meter' for utilities.
- Keep city clean, less expensive utilities
- Replace dead vegetation along Oregon Expressway; fill in gaps in vegetation. These changes recommended to improve aesthetic appearances for the busy lanes of traffic that cut PA in half, but most importantly to improve the health of community members who live in adjacent neighborhoods.
- Weed the foxtail weeds in parks which injure dogs. They are everywhere. Cost me $4000 for my dog. He was so sick! And tree pruning is badly neglected.

Other

- Allow for limited income seniors that currently qualify for BMR apartments to continue living in BMR apts once retired. SS, retirement & possible small side business is not sufficient income to qualify to continue in BMR. Forced to retire due to work-related injuries.

- California St (between Alma and High St) too wide - it makes me feel unsafe (my house on the corner) - is it possible to make it rrower (options include planting more trees on California St between High St and Alma, or simply extending Boyden park towards California St (and thus make California St rrower)? Would very much appreciate some feedback, especially given the recent burglary next door to me
- Car dependent city design means choices that are made across city planning often are compromised or fall short.
- Consider the bias towards the city has towards homeowners, for example the last question assumes that I own a home rather than rent.
- Elimite fee for residential parking permits
- Highlight & publicize how "average citizens" are working to reduce their GHGs.
- If I saw that the City was being much more considerate to its residents than to the new developers of very large construction.
- Improve San Antonio residential corridor
- Improve the quality of life here. For example, enforce traffic violations such as speeding and running red lights.
- increase diversity of city residents
- Less virtue sigling and more realistic assessment of aspiratiol goals
- More connection with the community
- Provide opportunities for open discussion of RH.
- Remove 3-day limit for resident/permitted on-street parking
- Stop being a bunch of rrow-sighted pearl-clutching NIMBY-ebling slow-moving virtue sigling politicians and actually building ******* dense housing near transportation hubs. The entire process of building in Palo Alto and the Bay Area is absurd, convoluted, socially destructive, and too slow. Local zoning and regulations need to be updated, expedited, and the power to determine who gets to build more housing is held by too many people. Simply put, you need to build, build, and build more housing, and you need to ignore the whining, NIMBY boomers, because otherwise you're going to start getting "**** the system" political candidates who reflect the anger and frustration we see tion-wide. That means the so-called "In This Neighborhood Love Is Real" slacktavists have had their turn at stagting resources and hoarding housing, and real leadership that can address the housing crisis needs to be empowered. Whether it's going to be realignment of our progressive values or some "burn it all down and start over" candidate, something is going to need to happen before the disparity of wealth inequality leads to worse outcomes and more frustration.
- Stop focusing on tiol and world political issues. Focus on what you can affect: Palo Alto. And stop pushing for electrification. It does not meaningfully impact the environment and is a huge pain.
- Tell residents to stop acting so entitled, bring back gas leaf blowers
- Welcoming to diverse residents and visitors of All INCOME and services that address a wide range of needs

Don't know

- I'm pretty happy living here - I think all is going well.

- None
- None.

Question 20: As a resident of Palo Alto, what one thing do you believe the City does well and would want to maintain?

Parks, open space, and natural environment

- Access to city parks and preserves.
- Baylands, Foothill ture Preserve.
- Clean parks
- Done a nice job with the public parks, need to continue to support and take care of them.
- Foothills Park and Baylands; Utilities
- Gorgeous green spaces
- great parks and libraries
- Green parks. Johnson Park in particular.
- Greenery and landscaping (trees lining the streets)
- I love Foothills Park.
- It's green spaces (Parks, Foothills, Arastradero, Baylands)
- Keep Foothills Park open and its wildlife protected
- Keep the open and green place
- Keeping public parks available
- Maintain the open space parks. Expand them.
- Maintain the tree canopy.
- Maintaining the trees in this city.
- Maintencecfor all city building parks etc
- Many things, Parks, Street Maintence, Utility Service, Police Department,
- Open space.
- Open spaces and parks
- Our trees
- our tural environment (bay land , and foot hill park)
- Overall quality of spaces - generally safe and clean.
- Palo Alto has maintained its parks which do a lot to make the city more livable. Unfortutely, an increase in park space is not considered given the increased density of housing. We are paving to the curb everywhere
- Park maintence
- Parks
- Parks
- Parks
- Parks
- Parks
- Parks

- Parks and arts
- Parks and libraries
- Parks and open space--Maintain the current ratio of space per resident in south Palo Alto as the city adds population there. Though--No more pickleball courts. Let other cities serve THEIR residents with their tax dollars. Mitchell Park is overrun by car traffic and parking and noise from regiol pickleball players. This is destroying the serenity and availability of the park space for local residents.
- Parks very appreciative for the new Ventura neighborhood park
- parks, open space, trees
- Parks!
- Prioritizing trees
- protect the baylands and get rid of the airport.
- Quality of parks, libraries, classes.
- Supports the parks and libraries.
- The parks and tree-lined residential areas must be maintained.
- The parks.
- tree lined streets
- trees
- Trees
- We have incredible parks and libraries and community centers.

Utilities and city services

- City owned public utilities
- City owned utilities.
- City-owned utilities
- I appreciate our city-owned utilities.
- Infrastructure and basic services
- It's a safe city
- Low cost utilities
- Mage utilities well
- Municipal utilities are excellent and a major reason I love Palo Alto
- Our locally owned utilities program is excellent and I hope we keep it! Almost everything else is really also excellent, too.
- Palo Alto Utilities! We appreciate the excellence of the city's own utility service. Thank you!
- Proud we have our own utilities and make sustaible guided decisions
- Provides good services for residents - utilities, water, roads for example. The core needs for all residents to live in a city need to be maintained.
- Providing efficient public services
- Public utilities (with the possible exception of water)
- publicly owned utilities are great
- The city-owned utilities have proven to be a valuable investment for many decades. Continued strong leadership of the utilities is essential.

- The fact that we have our own utilities is a major benefit of living in Palo Alto. However, water / sewer is way too expensive.
- Trash pickup is great.
- utilities
- Utilities
- Utilities
- Utilities
- Utilities, and other city services
- Utilities, cleanliness
- Utility governce, park space historically
- Utility services.
- Utilities and city services

Safety services

- emergency services and response times
- EMT and police
- Focus on safety downtown (too many drug addicts/homeless - they are one and the same), For their own safety and everyone else's, remove them from the street and put in rehab, relocate to shelters or jail if they refuse those options.. Open up California Avenue!! You've ruined it! Will not go down there - it's ugly and there's no parking. See downtown Los Altos with small park-lets. That's what Calif Ave should do.
- I live in a very safe, walkable and bikeable neighborhood. I want to maintain that character, even if density increased
- Keeping the city safe
- Overall safety
- Provides everything one needs to have a comfortable and safe neighborhood.
- Public safety
- Public safety
- Safety, great neighborhood feel.
- this is a safe, beautiful place to live without a lot of hassles of bigger cities. Trying to preserve that is important to the City and I appreciate that.

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

- A lot of planned activities, classes, feedback and study groups...
- Charge non-Palo Alto residents when they use our public facility
- City librarians esp at Rincoda area great, support of Ada's at Mitchell community center providing job opportunities to some more challenged residents, pickleball courts, bike lanes except for El Camino bike lanes
- Community driven events such as art walks, library reading events and small park concerts. I love having these and maintaining these is crucial to keeping residents engaged and happy.
- community events
- Cultural events are a must to engage communities.
- Excellent library services

- Fine library and quality cultural and educatiol events.
- Good library system.
- Here are two:) Great rec department! Super responsive and helpful and a good variety of available offerings. And the libraries are a gem!
- I like the Mayfield soccer complex.
- libraries and parks
- Libraries and recreation programs.
- libraries and trees (2)
- Library operations
- Library services.
- Maintain an environment with eating, entertainment, cultural opportunities.
- Music in the parks
- Neighborhood block parties
- Neighborhood meetings. Need to do more follow up on suggestions.
- programs for seniors
- reacreatiol opportunities
- recreatiol activities
- Recreation opportunities, beautiful parks and open space
- Supporting the libraries and the senior Avenidas Center.
- The libraries used to be great until they stopped doing author alerts to save a piddling amount of money
- The library is excellent, parks are good except where they have children's play equipment and no bathroom. Streets are generally well paved and bike lanes are abundant.
- The library, art center, summer camps, children's theater etc are cherished programs that build and nourish community in Palo Alto.
- The various communities (volunteer, hobbies, sports, etc) are a wonderful part of living here.
- They library system is excellent

Government/leadership; government communication

- Communicating with the public and we are lucky to have the Palo Alto Weekly.
- Enlightened policing - City Council meetings with police chief and independent police auditor are critical to maintain this good policing.
- Great staff
- High quality leadership
- Outreach to residents
- public hearings over the internet are useful and helpful, and we have good bike parking (thought not at the train or transit centers!),- this is another example of assuming everyone has everything they need, no rentable options. Our utilities in house is a plus. Public works projects seem to take 2x as long as other cities. The public events are very well done.
- shares sustaibility info, great job with weekly residential collections and cleanliness of streets, attempts to communicate clearly but still lots of room (ex. water increase, does public hearing 2 weeks before increase and at a time where most people have left for summer vacation.

- The efforts to keep everyone informed.
- Transparency

Schools and education, programs for the youth

- educatiol system
- education
- Excellent education especially the schools, the children's museum and the libraries.
- Good public schools and libraries.
- Quality of education and basic essential services (safety, street cleaning, park maintence).
- Quality of public schools
- School quality.
- Schools
- Schools
- Support our public school teachers who are the "gold" in our community.
- We have good schools, but let's take care of our kids please.

Cleanliness of community; upkeep

- City property maintence
- cleaning streets and maintaining trees
- It keeps the City clean.
- keep city clean
- Keeps Palo Alto a clean city
- Picking up garbage, recycling, hazardous waste area
- Sweep streets

Quality of life, reputation

- Attempts to provide quality services to residents
- Creates a community environment well
- It's focus on the quality of life, green spaces and parks, and just the overall feeling of Palo Alto as a green and livable small city.
- Keep a focus on quality of life for many residents. Keep investing in the Baylands, parks, libraries, separated bike lanes, pedestrian areas, etc. because such things benefit many people, generate few negative exterlities, and contribute to reducing carbon emissions.
- Keeping Palo Alto as a great place to raise kids, from the good work PAUSD has been doing to the parks, libraries and safe environment
- Low density neighborhoods
- Maintain overall quality of life for residents
- Positive attitude as a community
- Supporting quality of life activities like the farmers markets and swimming pool
- The overall beauty of the city and the surrounding area. NO development in the Stanford Foothills!
- This is an excellent city to live in.

Infrastructure, streets, transportation

- quality of infrastructure maintence (utilities, streets) is quite good.

Ease of bicycle travel/walking

- Baylands paths are excellent
- Bike and pedestrian routes and infrastructure are great, and we need more safe routes to be prioritized over car parking
- Bike safety
- Bikeabilty.
- Good biking for students and feel safe to walk
- Maintains walkability
- Making PA a bike-friendly city
- Marking for bikes, more trails for bikes
- Prioritizes bike/walking over cars
- The pedestrian/bike bridge over 101 is awesome. Keep doing inspiring projects like this.

Sustainability

- city maintains the environment well. I love to walk and feel safe doing so.
- Climate change goals

Culture, diversity

- Make Palo Alto affordable to the lower and middle class again by joining with the county to provide revolving construction loans to affordable housing developers and building/renovating mixed income public or nonprofit- owned housing
- respect for diverse opinions and types

Other

- (2) continue to work with builders to "build up" in palo alto and increase occupancy in smart ways.
- Attracts high tech businesses and cooperation with Stanford
- Currently very disillusioned by the way the City of Palo Alto has treated younger residents (<45 years old) and renters (including long term, middle aged renters) by excluding them in public processes and and defacto pushing them out. We are not building a next generation in our city or making it affordable for the next generation to live here, so the community is ossifying, becoming anti-innovative and uble to build a strong future Palo Alto.
- Encouraging people to get to know their neighbors with the KYN grant and in helping people reduce their carbon footprint
- Hard to think about any . When I compere how was Palo Alto on the 70, 80, and 90, today is very well define that are certain benefit that only apply to certain people.
- Most things
- Palo Alto has walked a balance between trying to feel like a small city and courting billioires and cowtowing to tech interests. Often, it has erred in the side of money and wealth. But it also has some of the brightest minds in the world in these few zip codes, and it's very diverse. Palo Alto sometimes embraces that cultural and intellectual diversity, and that's why it continues to be a place where ground breaking ideas happen. It's a city sized incubator, and that's pretty neat. I hope the city continues to emphasize education and the arts.
- Remain your high tech sophistication
- Resale value due to limited housing

- Startup and business community is the jewel of Palo Alto
- Take decisions on buildings faster (ie., Cubberley and San Antonio)
- The very, very, slow permit process for housing construction. Less construction equals less dirt and noise. Thank you.
- They have numerous areas of improvement

Nothing / Don’t know

- None
- Not sure.

Appendix F: Survey Materials

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

Dear Palo Alto Resident,

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

polco.us/xxplaceholder

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

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

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

Thank you for your time and participation!

Sincerely,

Ed Shikada
City Manager

QR Code Placeholder

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

Para contestar la encuesta en línea en su idioma, seleccione su idioma en el menú desplegable que aparece en la parte superior de la página de encuesta.
想要使用您的语言回答在线调查，请在调查页面顶部的下拉菜单中选择您的语言。

City Manager's Office
250 Hamilton Avenue, 7th Floor
Palo Alto, CA 94301

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First Class Mail
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Permit NO. 94

Tell us what you think! Please complete the Palo Alto community survey.

¡Su opinión nos interesa! Participe en la Encuesta Comunitaria de Palo Alto.

请告诉我们您的想法！请完成帕洛阿尔托社区调查。

August 2025

Dear City of Palo Alto Resident:

Your household has been selected at random to participate in the 2025 Palo Alto Community Survey. The annual Community Survey is a critical feedback effort that helps the City Council and City staff understand resident perspectives on current services and programs, as well as unmet needs and priorities. The survey is one way among many through which we gain insights from residents regularly.

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

A few things to remember:

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

polco.us/xxplaceholder

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

For additional ways to engage with the City, go to www.paloalto.gov/engage.

Thank you for your time and participation!

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想要使用您的语言回答在线调查，请在调查页面顶部的下拉菜单中选择您的语言。

Dear Palo Alto Resident,

Just a reminder—if you have not yet completed Palo Alto's 2025 Community Survey, please do so. **If you have completed it, thank you! Please do not respond twice.**

Your participation in this survey is very important—your answers will help City Council and City staff understand resident perspectives on current services and programs, as well as unmet needs and priorities. Please complete the **confidential survey** online at:

polco.us/xxplaceholder

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

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

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

Sincerely,

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City Manager

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CITY OF PALO ALTO

2025 Community Survey

Please complete this survey if you are an adult (18 years or older) living in the household. Your answers are completely anonymous and will only be shared as part of combined, group results.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

14. What mode of transportation do you use <u>most</u> for your typical daily needs for getting around town?

❍ Driving ❍ Biking ❍ Train ❍ Palo Alto Link ❍ Carpooling
❍ Walking ❍ Bus ❍ Scootering ❍ Uber/Lyft or similar rideshare service

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

	Very convenient	Somewhat convenient	Somewhat inconvenient	Very inconvenient
Walking	1	2	3	4
Biking	1	2	3	4
Bus	1	2	3	4
Train	1	2	3	4
Scootering	1	2	3	4
Palo Alto Link	1	2	3	4
Uber/Lyft or similar rideshare service	1	2	3	4
Carpooling	1	2	3	4

16. How familiar are you with Palo Alto's Sustainability and Climate Action Plan (S/CAP) and its goal to reduce greenhouse gas (GHG) emissions 80% by 2030?

❍ Extremely familiar ❍ Very familiar ❍ Moderately familiar ❍ Slightly familiar ❍ Not familiar

17. How familiar are you with Palo Alto's programs to advance our community goals such as home *electrification?*

❍ Extremely familiar ❍ Very familiar ❍ Moderately familiar ❍ Slightly familiar ❍ Not familiar

18. Which of the following considerations would most motivate you to replace your major gas appliances (like stove, furnace, or water heater) with an electric model? (Select up to three)

❑ Save time with helpful installation
❑ Save money through rebates
❑ Improve health and safety
❑ Affect climate change
❑ Support Home resale value
❑ I am not going to upgrade to electric

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

_____

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

_____

Our last questions are about you and your household.
Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

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

❍ Very positive ❍ Somewhat positive ❍ Neutral ❍ Somewhat negative ❍ Very negative

D2. What is your employment status?

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

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

❍ Yes, outside the home ❍ No
❍ Yes, from home

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

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

D5. Which best describes the building you live in?

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

D6. Do you rent or own your home?

❍ Rent ❍ Own

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

❍ Less than $500 ❍ $5,500 to $5,999
❍ $500 to $999 ❍ $6,000 to $6,499
❍ $1,000 to $1,499 ❍ $6,500 to $6,999
❍ $1,500 to $1,999 ❍ $7,000 to $7,499
❍ $2,000 to $2,499 ❍ $7,500 to $7,999
❍ $2,499 to $2,999 ❍ $8,000 to $8,499
❍ $3,000 to $3,499 ❍ $8,500 to $8,999
❍ $3,500 to $3,999 ❍ $9,000 to $9,499
❍ $4,000 to $4,499 ❍ $9,500 to $9,999
❍ $4,500 to $4,999 ❍ $10,000 or more
❍ $5,000 to $5,499

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

❍ No ❍ Yes

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

❍ No ❍ Yes

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

❍ Less than $25,000 ❍ $250,000 to $299,999
❍ $25,000 to $49,999 ❍ $300,000 to $349,999
❍ $50,000 to $99,999 ❍ $350,000 to $399,999
❍ $100,000 to $149,000 ❍ $400,000 to $449,999
❍ $150,000 to $199,999 ❍ $450,000 to $499,999
❍ $200,000 to $249,999 ❍ $500,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

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

❑ American Indian or Alaskan Native
❑ Asian, Asian Indian or Pacific Islander
❑ Black or African American
❑ Middle Eastern or North African
❑ White
❑ Other: _____

D13. In which category is your age?

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

D14. What is your gender?

❍ Woman
❍ Man
❍ Identify in another way → go to D14a

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

❍ Agender/ I don't identify with any gender ❍ Transgender man
❍ Genderqueer/gender fluid ❍ Transgender woman
❍ Non-binary ❍ Two-spirit
❍ Not listed, I identify as: _____

D15. What is your sexual orientation?

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

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

❍ Asexual ❍ Questioning
❍ Pansexual ❍ Not listed, I identify as: _____
❍ Queer

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