

Palm Springs, CA

The National Community Survey

Report of Results
2021

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Palm Springs. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

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

The report provides the opinions of a representative sample of 486 residents of the City of Palm Springs collected from September 1, 2021 to October 11, 2021. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2021 survey was 19%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Palm Springs.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Palm Springs’ 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 Palm Springs residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Palm Springs’ average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Palm Springs’ average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2021 ratings compare to other communities’ ratings from the past five years.



Methods

Selecting survey recipients

All households within the City of Palm Springs were eligible to participate in the survey. A list of all households within the zip codes serving Palm Springs was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Palm Springs households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Palm Springs boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the six areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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

Conducting the survey

The 2,700 randomly selected households received mailings beginning on September 1, 2021 and the survey remained open for 6 weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

The survey was available in Spanish. All mailings contained paragraphs in Spanish instructing participants on how to complete the survey in their preferred language.

About 7% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,503 households that received the invitations to participate, 486 completed the survey, providing an overall response rate of 19%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

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%. The 95% confidence interval 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. The margin of error for the City of Palm Springs survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (486 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Palm Springs. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on September 22, 2021. The survey remained open for 3 weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

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

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Palm Springs. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

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

		Unweighted	Weighted	Target*
Age	18-34	2%	8%	16%
	35-54	16%	31%	29%
	55+	83%	60%	55%
Area	District 1	10%	13%	13%
	District 2	17%	16%	18%
	District 3	16%	18%	17%
	District 4	25%	22%	22%
	District 5	30%	24%	23%
	PO Box	3%	8%	7%
Hispanic origin	No, not Spanish, Hispanic, or Latino	92%	78%	78%
	Spanish, Hispanic, or Latino	8%	22%	22%
Housing tenure	Own	77%	59%	59%
	Rent	23%	41%	41%
Housing type	Attached	57%	53%	53%
	Detached	43%	47%	47%
Race & Hispanic origin	Not white alone	18%	32%	33%
	White alone, not Hispanic or Latino	82%	68%	67%
Sex	Female	25%	43%	42%
	Male	75%	57%	58%
Sex/age	Female 18-34	1%	4%	7%
	Female 35-54	4%	12%	11%
	Female 55+	20%	26%	24%
	Male 18-34	1%	4%	9%
	Male 35-54	12%	19%	17%
	Male 55+	62%	34%	31%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Palm Springs funded this research. Please contact Amy Blaisdell of the City of Palm Springs at amy.blaisdell@palmsspringsca.gov if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

Residents experience a high quality of life and are engaged with their community.

At least 8 in 10 residents gave excellent or good marks to Palm Springs as a place to live, the overall quality of life in the city, the overall image or reputation of Palm Springs, and the city as a place to retire; these ratings were similar to those given in other communities across the nation except for place to retire, which was higher. A similar proportion of residents would recommend living in Palm Springs to someone who asked (84%) and planned to remain in the city for the next five years (80%).

The residents of Palm Springs are also engaged with the community and feel that it is welcoming. At least two-thirds of residents gave positive marks to opportunities to volunteer, openness and acceptance of the community toward people of diverse backgrounds, making all residents feel welcome, and valuing/respecting residents from diverse backgrounds. This engagement extends to participation in city matters, with about one-third of residents selecting 'yes' to watching a local public meeting, which was higher than the national average, and about half of residents having contacted the City for help or information.

Safety is a priority for Palm Springs residents and an area of opportunity for the City.

When asked about aspects of the community the City should focus on in the next two years, about 9 in 10 residents responded that the importance of the overall feeling of safety in the city was essential or very important, which was a rating higher than the national benchmark. A lower proportion of residents gave the quality of the feeling of safety in Palm Springs positive ratings (58% excellent or good) which was lower than average. The discrepancy in quality and importance ratings for this facet indicates that safety is an area of priority for the residents of Palm Springs.

About 8 in 10 reported feeling very safe or somewhat safe in their neighborhood and in Palm Springs' downtown/commercial area during the day, and also from fire, flood, or other natural disasters. These were similar to the national benchmarks. Residents felt the least safe from violent crime (62% very or somewhat safe) and property crime (52%), both of which were lower than the national averages. However, a number of safety services were rated positively by residents, including fire services (88% excellent or good), ambulance/EMS services (81%), fire prevention and education (69%), and animal control (69%). Safety service ratings that were less positive were consistent with items relating to feelings of safety, as police/sheriff services (63%) and crime prevention (43%), which were both rated lower than the national comparisons.

Aspects of Palm Springs' economy shine.

Virtually all residents gave positive marks to Palm Springs as a place to visit (92% excellent or good), which was much higher than ratings given in other communities across the nation. Roughly 7 in 10 residents also had positive views toward the overall quality of business and service establishments, vibrancy of the downtown/commercial area, and the variety of business and service establishments. Items related to employment tended to receive lower scores, including Palm Springs as a place to work (52%), and employment opportunities (45%). The vibrancy of the downtown/commercial area was higher than the national benchmark while all other economy ratings were similar.

Utilities in Palm Springs received mixed results.

Along with safety, Palm Springs residents indicated that Utilities were an area of priority. When asked about areas of focus, 93% of residents indicated that the importance of utilities was essential or very important, while 58% rated their quality as excellent or good. Utility-related services in Palm Springs that were rated positively by residents included garbage collection (82%), sewer services (79%), and drinking water (60%). These were all similar to ratings received in other communities nationally. About half of residents gave positive ratings to power (electric and/or gas) utility, which was lower than the national benchmark, and stormwater management, which was similar. Less than half of respondents gave positive marks to utility billing and affordable high speed internet, which were much lower and lower compared to national averages, respectively.

Residents appreciate the ease of travel in Palm Springs.

A strong majority of the items relating to the ease of travel in Palm Springs received positive ratings, highlighted by the ease of travel by car (80% excellent or good). About two-thirds of residents also had positive views toward the ease of walking, traffic flow on major streets, ease of public parking, and the ease of travel by bicycle. Traffic flow on major streets as well as the ease of travel by bicycle received marks that were higher than the national benchmarks, while all others were similar. Public transportation was the poorest performing item in this area (32%), though it was still similar to the benchmark.

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation. The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

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

		vs. benchmark*
Overall economic health	67%	Similar
Overall quality of the transportation system	58%	Similar
Overall design or layout of residential and commercial areas	74%	Similar
Overall quality of the utility infrastructure	58%	Similar
Overall feeling of safety	58%	Lower
Overall quality of natural environment	80%	Similar
Overall quality of parks and recreation opportunities	69%	Similar
Overall health and wellness opportunities	75%	Similar
Overall opportunities for education, culture, and the arts	66%	Similar
Residents' connection and engagement with their community	55%	Similar

Please rate how important, if at all, you think it is for the Palm Springs community to focus on each of the following in the coming two years.
 (% essential or very important)

Overall economic health	92%	Similar
Overall quality of the transportation system	69%	Similar
Overall design or layout of residential and commercial areas	81%	Similar
Overall quality of the utility infrastructure	93%	Similar
Overall feeling of safety	91%	Higher
Overall quality of natural environment	82%	Similar
Overall quality of parks and recreation opportunities	81%	Similar
Overall health and wellness opportunities	79%	Similar
Overall opportunities for education, culture, and the arts	78%	Similar
Residents' connection and engagement with their community	75%	Similar

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

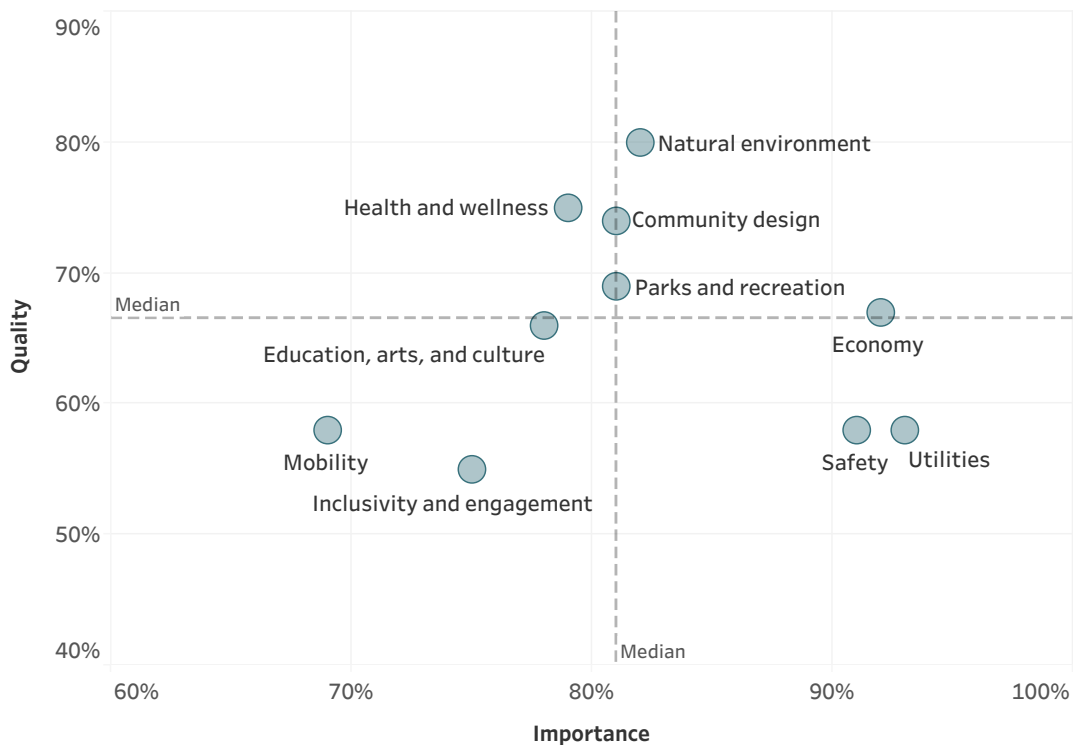
Balancing performance and importance

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

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 66.5% or more of respondents were considered of "higher quality" and those with ratings lower than 66.5% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 81.3% or more of respondents. Services were rated as "less important" if they received a rating of less than 81.3%. This classification uses the median ratings for quality and importance to divide the services in half.

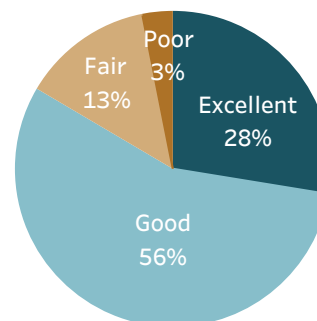
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



Quality of life

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

The overall quality of life in Palm Springs



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

		vs. benchmark*
Palm Springs as a place to live	86%	Similar
The overall quality of life	84%	Similar

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

Recommend living in Palm Springs to someone who asks	84%	Similar
Remain in Palm Springs for the next five years	80%	Similar

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

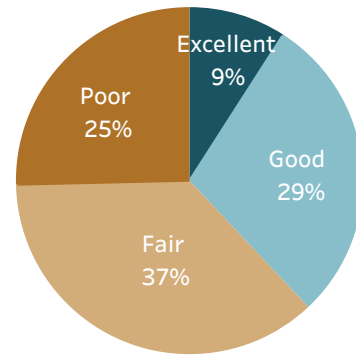
Overall image or reputation	83%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Palm Springs government



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

		vs. benchmark*
Overall customer service by Palm Springs employees	75%	Similar
Public information services	63%	Similar

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

Treating residents with respect	61%	Similar
Treating all residents fairly	51%	Similar
The value of services for the taxes paid to Palm Springs	47%	Similar
The overall direction that Palm Springs is taking	46%	Similar
Informing residents about issues facing the community	45%	Similar
Generally acting in the best interest of the community	43%	Similar
Being honest	43%	Lower
The job Palm Springs government does at welcoming resident involvement	42%	Similar
Being open and transparent to the public	40%	Lower
Overall confidence in Palm Springs government	39%	Similar

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

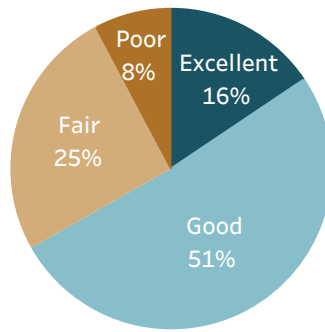
The City of Palm Springs	56%	Similar
The Federal Government	46%	Similar

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

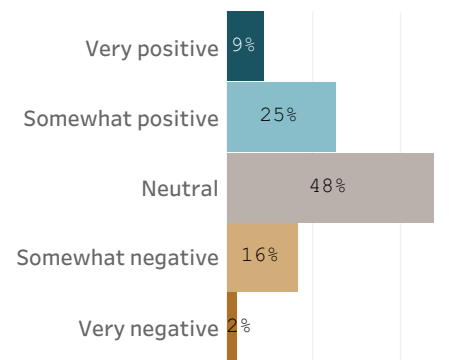
Economy

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

Overall economic health of Palm Springs



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:



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

Aspect	Percentage	vs. benchmark*
Palm Springs as a place to visit	92%	Much higher
Palm Springs as a place to work	52%	Similar

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

Characteristic	Percentage	vs. benchmark*
Overall economic health	67%	Similar

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

Characteristic	Percentage	vs. benchmark*
Overall quality of business and service establishments	74%	Similar
Vibrancy of downtown/commercial area	73%	Higher
Variety of business and service establishments	64%	Similar
Shopping opportunities	57%	Similar
Employment opportunities	45%	Similar
Cost of living	32%	Similar

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

Service	Percentage	vs. benchmark*
Economic development	45%	Similar

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

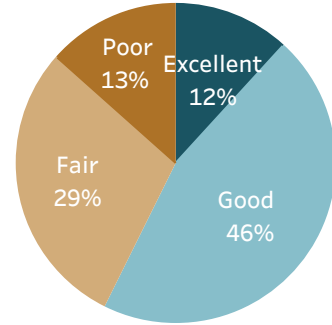
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	35%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Palm Springs



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

		vs. benchmark*
Overall quality of the transportation system	58%	Similar

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

Ease of travel by car	80%	Similar
Ease of walking	68%	Similar
Traffic flow on major streets	66%	Higher
Ease of public parking	66%	Similar
Ease of travel by bicycle	66%	Higher
Ease of travel by public transportation	32%	Similar

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

Walked or biked instead of driving	63%	Similar
Carpooled with other adults or children instead of driving alone	38%	Similar
Used public transportation instead of driving	18%	Similar

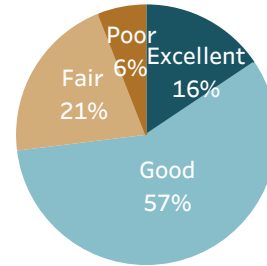
Please rate the quality of each of the following services in Palm Springs.
(% excellent or good)

Street cleaning	61%	Similar
Sidewalk maintenance	55%	Similar

Traffic enforcement	50%	Similar
Bus or transit services	49%	Similar
Street lighting	48%	Lower
Traffic signal timing	45%	Similar
Street repair	41%	Similar

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

Overall design or layout of Palm Springs' residential and commercial areas



Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

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

		vs. benchmark*
Your neighborhood as a place to live	81%	Similar

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

Overall design or layout of residential and commercial areas	74%	Similar
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Please also rate each of the following in the Palm Springs community. (% excellent or good)

Overall appearance	70%	Similar
Preservation of the historical or cultural character of the community	67%	Similar
Well-designed neighborhoods	63%	Similar
Public places where people want to spend time	62%	Similar
Well-planned residential growth	46%	Similar
Well-planned commercial growth	42%	Similar
Overall quality of new development	40%	Similar
Variety of housing options	33%	Lower
Availability of affordable quality housing	15%	Lower

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

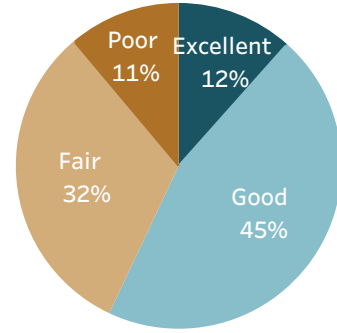
Land use, planning and zoning	38%	Similar
Code enforcement	29%	Lower

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

Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Palm Springs



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

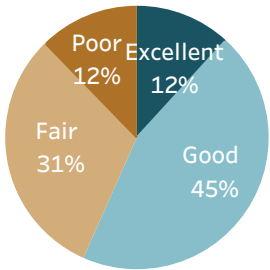
		vs. benchmark*
Garbage collection	82%	Similar
Sewer services	79%	Similar
Drinking water	60%	Similar
Power (electric and/or gas) utility	53%	Lower
Storm water management	52%	Similar
Utility billing	38%	Much lower
Affordable high-speed internet access	34%	Lower

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

Overall quality of the utility infrastructure	58%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall feeling of safety in Palm Springs



Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents’ quality of life.

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

		vs. benchmark*
Overall feeling of safety	58%	Lower

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

In your neighborhood during the day	86%	Similar
In Palm Springs’ downtown/commercial area during the day	82%	Similar
From fire, flood, or other natural disaster	77%	Similar
From violent crime	62%	Lower
From property crime	52%	Lower

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

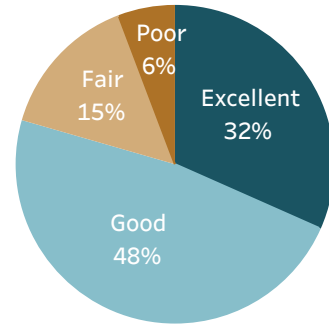
Fire services	88%	Similar
Ambulance or emergency medical services	81%	Similar
Fire prevention and education	69%	Similar
Animal control	69%	Similar
Police/Sheriff services	63%	Lower
Emergency preparedness	50%	Similar
Crime prevention	43%	Lower

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

Natural environment

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

Overall quality of natural environment in Palm Springs



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

		vs. benchmark*
Overall quality of natural environment	80%	Similar

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

Cleanliness	64%	Similar
Air quality	59%	Lower
Water resources	22%	Much lower

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

Yard waste pick-up	66%	Similar
Recycling	63%	Similar
Preservation of natural areas	54%	Similar
Palm Springs open space	52%	Similar

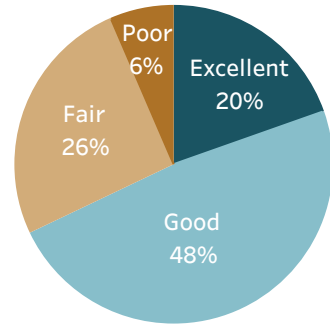
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and recreation

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

- National Recreation and Park Association

Overall quality of the parks and recreation opportunities



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

		vs. benchmark*
Overall quality of parks and recreation opportunities	69%	Similar

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

Fitness opportunities	68%	Similar
Availability of paths and walking trails	68%	Similar
Recreational opportunities	64%	Similar

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

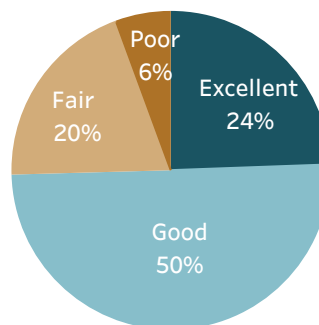
City parks	67%	Lower
Recreation centers or facilities	59%	Similar
Recreation programs or classes	58%	Similar

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

Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Palm Springs



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

		vs. benchmark*
Overall health and wellness opportunities	75%	Similar

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

Availability of affordable quality food	58%	Similar
Availability of preventive health services	57%	Similar
Availability of affordable quality health care	56%	Similar
Availability of affordable quality mental health care	28%	Lower

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

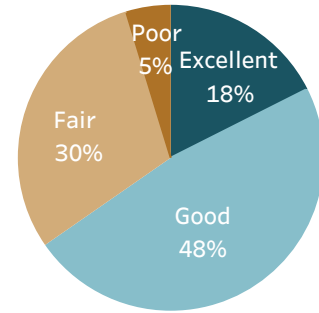
Health services	65%	Similar
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Please rate your overall health.
(% excellent or very good)

Please rate your overall health.	66%	Similar
----------------------------------	-----	---------

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

Overall opportunities for education, culture and the arts



Education, arts, and culture

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

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

		vs. benchmark*
Overall opportunities for education, culture, and the arts	66%	Similar

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

Opportunities to attend special events and festivals	72%	Similar
Community support for the arts	67%	Similar
Opportunities to attend cultural/arts/music activities	62%	Similar
K-12 education	58%	Lower
Adult educational opportunities	39%	Lower
Availability of affordable quality childcare/preschool	33%	Similar

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

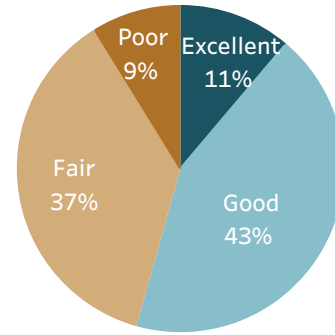
Public library services	83%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Residents' connection and engagement with their community



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

		vs. benchmark*
Palm Springs as a place to retire	83%	Higher
Sense of community	57%	Similar
Palm Springs as a place to raise children	44%	Much lower

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

Residents' connection and engagement with their community	55%	Similar
-----------------------------------------------------------	-----	---------

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

Making all residents feel welcome	72%	Similar
Valuing/respecting residents from diverse backgrounds	68%	Similar
Attracting people from diverse backgrounds	62%	Similar
Taking care of vulnerable residents	34%	Lower

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

Opportunities to volunteer	75%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	69%	Similar
Opportunities to participate in social events and activities	63%	Similar

Opportunities to participate in community matters	61%	Similar
Sense of civic/community pride	61%	Similar
Neighborliness of residents	54%	Similar

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

Residents' participation levels

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

		vs. benchmark*
Voted in your most recent local election	77%	Similar
Contacted the City of Palm Springs for help or information	49%	Similar
Watched a local public meeting	36%	Higher
Volunteered your time to some group/activity	32%	Similar
Contacted Palm Springs elected officials to express your opinion	22%	Similar
Attended a local public meeting	22%	Similar
Campaigned or advocated for a local issue, cause, or candidate	22%	Similar

In general, how many times do you:
(% a few times a week or more)

Use or check email	99%	Similar
Access the internet from your home	98%	Similar
Access the internet from your cell phone	94%	Similar
Visit social media sites	79%	Similar
Shop online	59%	Similar
Share your opinions online	35%	Similar

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

National benchmark tables

This table contains the comparisons of Palm Springs’ results to those from other communities. The first column shows the comparison of Palm Springs’ rating to the benchmark. Palm Springs’ results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Palm Springs residents is statistically similar to or different than the benchmark. The second column is Palm Springs’ “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Palm Springs’ rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Palm Springs’ result -- that is what percent of surveyed communities had a lower rating than Palm Springs.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Palm Springs.	Palm Springs as a place to live	Similar	86%	229	371	38
	Your neighborhood as a place to live	Similar	81%	194	312	38
	Palm Springs as a place to raise children	Much lower	44%	358	371	3
	Palm Springs as a place to work	Similar	52%	243	356	32
	Palm Springs as a place to visit	Much higher	92%	13	301	96
	Palm Springs as a place to retire	Higher	83%	33	358	91
	The overall quality of life	Similar	84%	222	408	45
	Sense of community	Similar	57%	204	312	34
Please rate each of the following characteristics as they relate to Palm Springs as a whole.	Overall economic health	Similar	67%	154	286	46
	Overall quality of the transportation system	Similar	58%	53	99	47
	Overall design or layout of residential and commercial areas	Similar	74%	85	281	70
	Overall quality of the utility infrastructure	Similar	58%	82	98	17
	Overall feeling of safety	Lower	58%	311	355	12
	Overall quality of natural environment	Similar	80%	155	291	47
	Overall quality of parks and recreation opportunities	Similar	69%	83	99	17
	Overall health and wellness opportunities	Similar	75%	133	282	53
	Overall opportunities for education, culture, and the arts	Similar	66%	139	282	51
	Residents’ connection and engagement with their community	Similar	55%	62	100	39
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Palm Springs to someone who asks	Similar	84%	194	297	35
	Remain in Palm Springs for the next five years	Similar	80%	220	291	24
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	86%	282	339	16
	In Palm Springs’ downtown/commercial area during the day	Similar	82%	233	320	27

Please rate how safe or unsafe you feel:	From property crime	Lower	52%	102	109	7
	From violent crime	Lower	62%	99	109	8
	From fire, flood, or other natural disaster	Similar	77%	80	98	19
Please rate the job you feel the Palm Springs community does at each of the following.	Making all residents feel welcome	Similar	72%	53	103	49
	Attracting people from diverse backgrounds	Similar	62%	41	102	60
	Valuing/respecting residents from diverse backgrounds	Similar	68%	45	101	56
	Taking care of vulnerable residents	Lower	34%	93	100	8
Please rate each of the following in the Palm Springs community.	Overall quality of business and service establishments	Similar	74%	92	288	68
	Variety of business and service establishments	Similar	64%	53	99	47
	Vibrancy of downtown/commercial area	Higher	73%	60	270	78
	Employment opportunities	Similar	45%	180	314	42
	Shopping opportunities	Similar	57%	148	302	51
	Cost of living	Similar	32%	214	283	24
	Overall image or reputation	Similar	83%	119	349	66
Please also rate each of the following in the Palm Springs community.	Traffic flow on major streets	Higher	66%	57	327	82
	Ease of public parking	Similar	66%	60	255	76
	Ease of travel by car	Similar	80%	64	314	79
	Ease of travel by public transportation	Similar	32%	155	261	40
	Ease of travel by bicycle	Higher	66%	69	315	78
	Ease of walking	Similar	68%	136	315	57
	Well-planned residential growth	Similar	46%	62	101	39
	Well-planned commercial growth	Similar	42%	60	101	41
	Well-designed neighborhoods	Similar	63%	55	100	46
	Preservation of the historical or cultural character of the community	Similar	67%	43	96	56
	Public places where people want to spend time	Similar	62%	177	277	36
	Variety of housing options	Lower	33%	248	293	15
	Availability of affordable quality housing	Lower	15%	276	310	11
	Overall quality of new development	Similar	40%	253	302	16
	Overall appearance	Similar	70%	213	342	38
	Cleanliness	Similar	64%	223	315	29
	Water resources	Much lower	22%	88	91	4

Please also rate each of the following in the Palm Springs community.	Air quality	Lower	59%	240	270	11
	Availability of paths and walking trails	Similar	68%	153	312	51
	Fitness opportunities	Similar	68%	146	272	46
	Recreational opportunities	Similar	64%	163	301	46
	Availability of affordable quality food	Similar	58%	212	268	21
	Availability of affordable quality health care	Similar	56%	184	282	35
	Availability of preventive health services	Similar	57%	179	265	32
	Availability of affordable quality mental health care	Lower	28%	215	260	17
	Opportunities to attend cultural/arts/music activities	Similar	62%	118	300	61
	Community support for the arts	Similar	67%	31	99	69
	Availability of affordable quality childcare/preschool	Similar	33%	194	278	30
	K-12 education	Lower	58%	221	278	20
	Adult educational opportunities	Lower	39%	223	268	17
	Sense of civic/community pride	Similar	61%	58	99	42
	Neighborliness of residents	Similar	54%	206	277	25
	Opportunities to participate in social events and activities	Similar	63%	131	282	53
	Opportunities to attend special events and festivals	Similar	72%	113	289	61
	Opportunities to volunteer	Similar	75%	87	281	69
	Opportunities to participate in community matters	Similar	61%	170	285	40
	Openness and acceptance of the community toward people of diverse ..	Similar	69%	57	308	81
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Palm Springs for help or information	Similar	49%	118	337	65
	Contacted Palm Springs elected officials to express your opinion	Similar	22%	53	277	81
	Attended a local public meeting	Similar	22%	104	278	62
	Watched a local public meeting	Higher	36%	34	254	87
	Volunteered your time to some group/activity	Similar	32%	168	283	40
	Campaigned or advocated for a local issue, cause, or candidate	Similar	22%	128	266	52
	Voted in your most recent local election	Similar	77%	65	102	37
	Used public transportation instead of driving	Similar	18%	104	246	58
	Carpooled with other adults or children instead of driving alone	Similar	38%	185	271	32
	Walked or biked instead of driving	Similar	63%	99	275	64
	Please rate the quality of each of the following	Public information services	Similar	63%	197	292

Please rate the quality of each of the following services in Palm Springs.

Economic development	Similar	45%	213	292	27
Traffic enforcement	Similar	50%	310	353	12
Traffic signal timing	Similar	45%	238	281	15
Street repair	Similar	41%	212	341	38
Street cleaning	Similar	61%	200	303	34
Street lighting	Lower	48%	293	334	12
Sidewalk maintenance	Similar	55%	180	305	41
Bus or transit services	Similar	49%	136	255	47
Land use, planning and zoning	Similar	38%	237	303	22
Code enforcement	Lower	29%	326	356	8
Affordable high-speed internet access	Lower	34%	91	97	7
Garbage collection	Similar	82%	235	333	29
Drinking water	Similar	60%	236	300	21
Sewer services	Similar	79%	200	304	34
Storm water management	Similar	52%	273	328	17
Power (electric and/or gas) utility	Lower	53%	215	219	2
Utility billing	Much lower	38%	258	258	0
Police/Sheriff services	Lower	63%	361	398	9
Crime prevention	Lower	43%	324	353	8
Animal control	Similar	69%	144	318	55
Ambulance or emergency medical services	Similar	81%	274	320	14
Fire services	Similar	88%	278	347	20
Fire prevention and education	Similar	69%	243	291	16
Emergency preparedness	Similar	50%	247	292	15
Preservation of natural areas	Similar	54%	199	274	27
Palm Springs open space	Similar	52%	193	263	26
Recycling	Similar	63%	288	338	15
Yard waste pick-up	Similar	66%	225	279	19
City parks	Lower	67%	276	313	12
Recreation programs or classes	Similar	58%	258	310	17
Recreation centers or facilities	Similar	59%	228	283	19
































Please rate the quality of each of the following services in Palm Springs.	Health services	Similar	65%	159	253	37
	Public library services	Similar	83%	228	315	27
	Overall customer service by Palm Springs employees	Similar	75%	258	367	29
Please rate the following categories of Palm Springs government performance.	The value of services for the taxes paid to Palm Springs	Similar	47%	260	373	30
	The overall direction that Palm Springs is taking	Similar	46%	256	323	21
	The job Palm Springs government does at welcoming resident involve..	Similar	42%	270	325	16
	Overall confidence in Palm Springs government	Similar	39%	237	285	17
	Generally acting in the best interest of the community	Similar	43%	242	289	16
	Being honest	Lower	43%	238	280	15
	Being open and transparent to the public	Lower	40%	88	101	13
	Informing residents about issues facing the community	Similar	45%	85	107	21
	Treating all residents fairly	Similar	51%	201	286	30
	Treating residents with respect	Similar	61%	72	99	28
Overall, how would you rate the quality of the services provided by each ..	The City of Palm Springs	Similar	56%	321	377	15
	The Federal Government	Similar	46%	43	269	84
Please rate how important, if at all, you think it is for the Palm Springs community to focus on each of the following in the coming two years.	Overall economic health	Similar	92%	69	264	74
	Overall quality of the transportation system	Similar	69%	63	98	36
	Overall design or layout of residential and commercial areas	Similar	81%	98	264	63
	Overall quality of the utility infrastructure	Similar	93%	21	97	79
	Overall feeling of safety	Higher	91%	26	264	90
	Overall quality of natural environment	Similar	82%	88	264	66
	Overall quality of parks and recreation opportunities	Similar	81%	52	98	47
	Overall health and wellness opportunities	Similar	79%	61	264	77
	Overall opportunities for education, culture, and the arts	Similar	78%	126	264	52
Residents' connection and engagement with their community	Similar	75%	159	264	39	
In general, how many times do you:	Access the internet from your home	Similar	98%	22	98	78
	Access the internet from your cell phone	Similar	94%	35	98	65
	Visit social media sites	Similar	79%	60	97	39
	Use or check email	Similar	99%	14	98	86
	Share your opinions online	Similar	35%	23	98	77
	Shop online	Similar	59%	34	98	66
































	Please rate your overall health.	Similar	66%	81	270	70
	What impact, if any, do you think the economy will have on your family..	Similar	35%	82	273	70

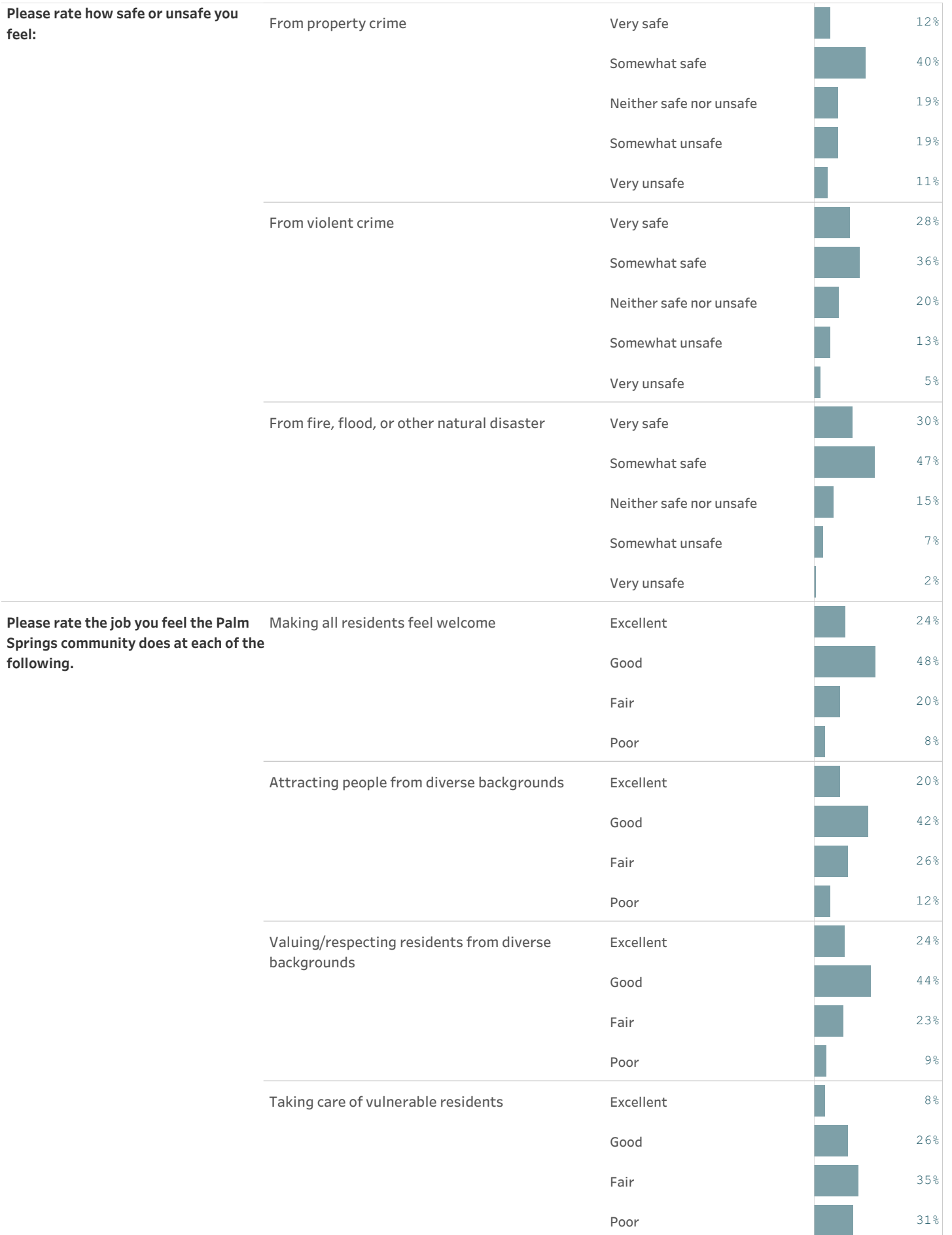
Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. 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.

Please rate each of the following aspects of quality of life in Palm Springs.	Question	Rating	Frequency	
			Percentage	Count
Palm Springs as a place to live	Palm Springs as a place to live	Excellent	34%	10
		Good	52%	16
		Fair	9%	3
		Poor	4%	1
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	40%	12
		Good	42%	13
		Fair	14%	4
		Poor	4%	1
Palm Springs as a place to raise children	Palm Springs as a place to raise children	Excellent	9%	3
		Good	35%	11
		Fair	37%	11
		Poor	19%	6
Palm Springs as a place to work	Palm Springs as a place to work	Excellent	16%	5
		Good	35%	11
		Fair	37%	11
		Poor	12%	4
Palm Springs as a place to visit	Palm Springs as a place to visit	Excellent	66%	20
		Good	26%	8
		Fair	6%	2
		Poor	2%	1
Palm Springs as a place to retire	Palm Springs as a place to retire	Excellent	45%	14
		Good	38%	12
		Fair	11%	3
		Poor	5%	2
The overall quality of life	The overall quality of life	Excellent	28%	9
		Good	56%	17
		Fair	13%	4
		Poor	3%	1
































Please rate each of the following aspects of quality of life in Palm Springs.	Sense of community	Excellent		20%
		Good		37%
		Fair		29%
		Poor		13%
Please rate each of the following characteristics as they relate to Palm Springs as a whole.	Overall economic health	Excellent		16%
		Good		51%
		Fair		25%
		Poor		8%
	Overall quality of the transportation system	Excellent		12%
		Good		46%
		Fair		29%
		Poor		13%
	Overall design or layout of residential and commercial areas	Excellent		16%
		Good		57%
		Fair		21%
		Poor		6%
	Overall quality of the utility infrastructure	Excellent		12%
		Good		45%
		Fair		32%
		Poor		11%
	Overall feeling of safety	Excellent		12%
		Good		45%
		Fair		31%
		Poor		12%
	Overall quality of natural environment	Excellent		32%
		Good		48%
		Fair		15%
		Poor		6%
	Overall quality of parks and recreation opportunities	Excellent		20%
		Good		48%
		Fair		26%

Please rate each of the following characteristics as they relate to Palm Springs as a whole.	Overall quality of parks and recreation opportunities	Poor		6%
	Overall health and wellness opportunities	Excellent		24%
		Good		50%
		Fair		20%
		Poor		6%
	Overall opportunities for education, culture, and the arts	Excellent		18%
		Good		48%
		Fair		30%
		Poor		5%
	Residents' connection and engagement with their community	Excellent		11%
		Good		43%
		Fair		37%
		Poor		9%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Palm Springs to someone who asks	Very likely		46%
		Somewhat likely		38%
		Somewhat unlikely		8%
		Very unlikely		8%
	Remain in Palm Springs for the next five years	Very likely		58%
		Somewhat likely		22%
		Somewhat unlikely		11%
		Very unlikely		9%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		61%
		Somewhat safe		25%
		Neither safe nor unsafe		6%
		Somewhat unsafe		6%
		Very unsafe		2%
	In Palm Springs' downtown/commercial area during the day	Very safe		54%
		Somewhat safe		28%
		Neither safe nor unsafe		8%
		Somewhat unsafe		6%
		Very unsafe		4%


































Please rate each of the following in the Palm Springs community.	Overall quality of business and service establishments	Excellent		19%
		Good		55%
		Fair		22%
		Poor		3%
	Variety of business and service establishments	Excellent		16%
		Good		48%
		Fair		30%
		Poor		6%
	Vibrancy of downtown/commercial area	Excellent		22%
		Good		51%
		Fair		19%
		Poor		9%
	Employment opportunities	Excellent		4%
		Good		40%
		Fair		32%
		Poor		24%
	Shopping opportunities	Excellent		16%
		Good		41%
		Fair		32%
		Poor		11%
	Cost of living	Excellent		2%
		Good		29%
		Fair		44%
		Poor		24%
	Overall image or reputation	Excellent		29%
		Good		54%
		Fair		11%
		Poor		6%
Please also rate each of the following in the Palm Springs community.	Traffic flow on major streets	Excellent		17%
		Good		49%
		Fair		26%

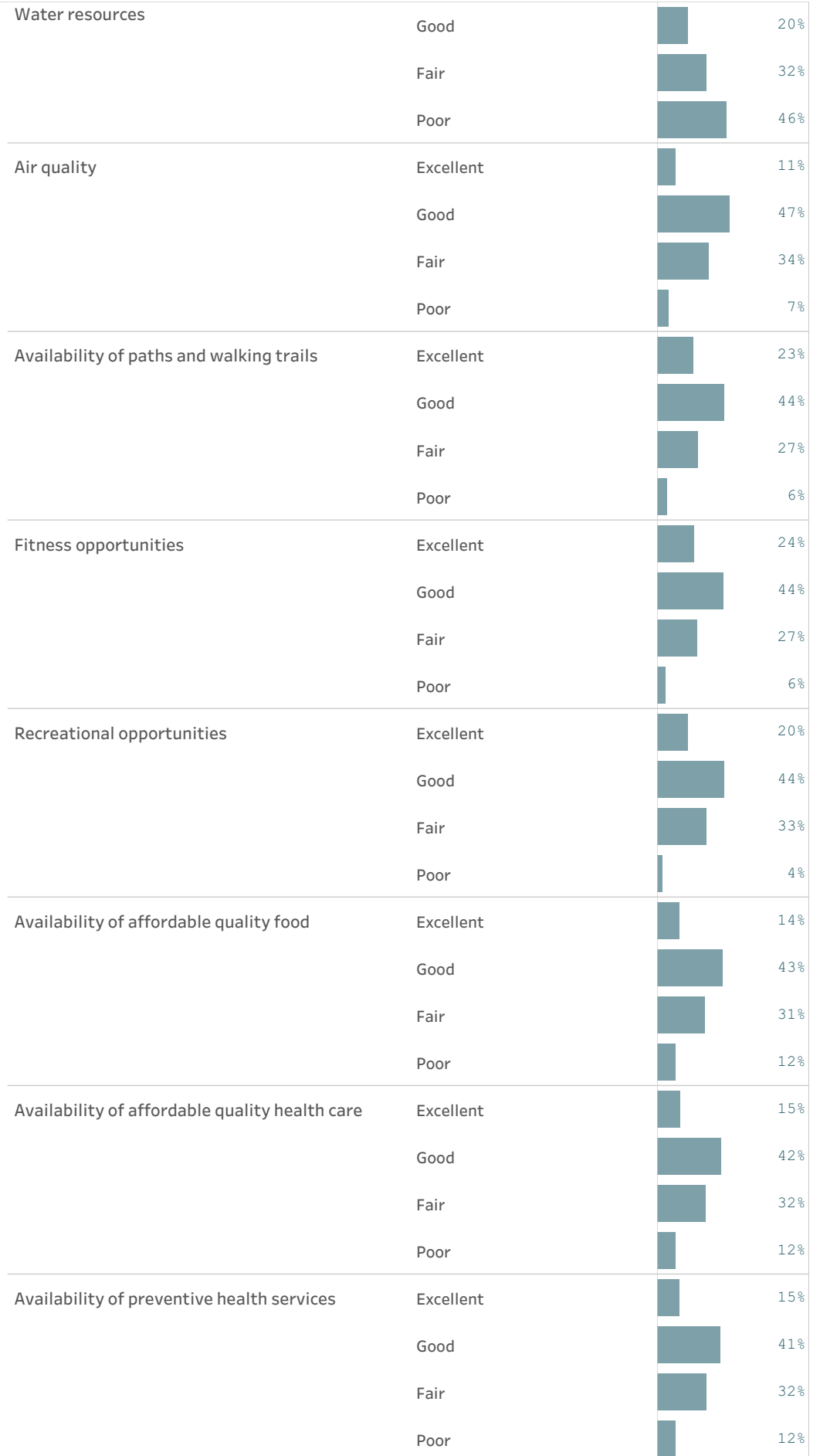
Please also rate each of the following in the Palm Springs community.

Traffic flow on major streets	Poor		9%
Ease of public parking	Excellent		26%
	Good		39%
	Fair		27%
	Poor		8%
Ease of travel by car	Excellent		29%
	Good		51%
	Fair		17%
	Poor		3%
Ease of travel by public transportation	Excellent		3%
	Good		28%
	Fair		36%
	Poor		33%
Ease of travel by bicycle	Excellent		21%
	Good		44%
	Fair		28%
	Poor		7%
Ease of walking	Excellent		24%
	Good		44%
	Fair		24%
	Poor		8%
Well-planned residential growth	Excellent		9%
	Good		37%
	Fair		38%
	Poor		17%
Well-planned commercial growth	Excellent		6%
	Good		35%
	Fair		40%
	Poor		19%
Well-designed neighborhoods	Excellent		8%
	Good		55%

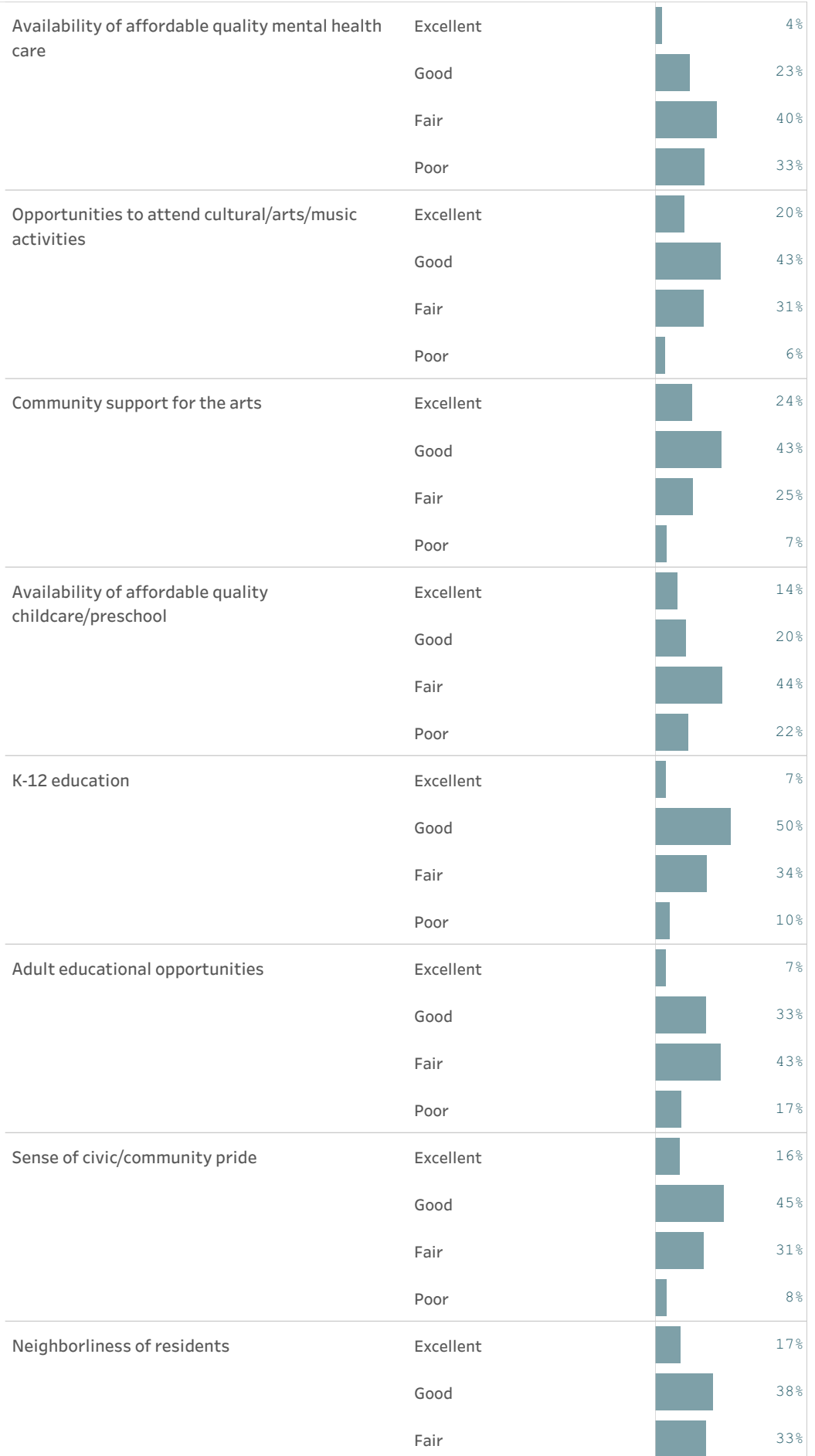
Please also rate each of the following in the Palm Springs community.
































Well-designed neighborhoods	Fair		29%
	Poor		8%
Preservation of the historical or cultural character of the community	Excellent		17%
	Good		49%
	Fair		23%
	Poor		11%
Public places where people want to spend time	Excellent		12%
	Good		50%
	Fair		30%
	Poor		9%
Variety of housing options	Excellent		7%
	Good		25%
	Fair		40%
	Poor		28%
Availability of affordable quality housing	Excellent		2%
	Good		13%
	Fair		31%
	Poor		54%
Overall quality of new development	Excellent		8%
	Good		31%
	Fair		43%
	Poor		18%
Overall appearance	Excellent		18%
	Good		52%
	Fair		25%
	Poor		5%
Cleanliness	Excellent		17%
	Good		47%
	Fair		26%
	Poor		10%
Water resources	Excellent		2%
































Please also rate each of the following in the Palm Springs community.



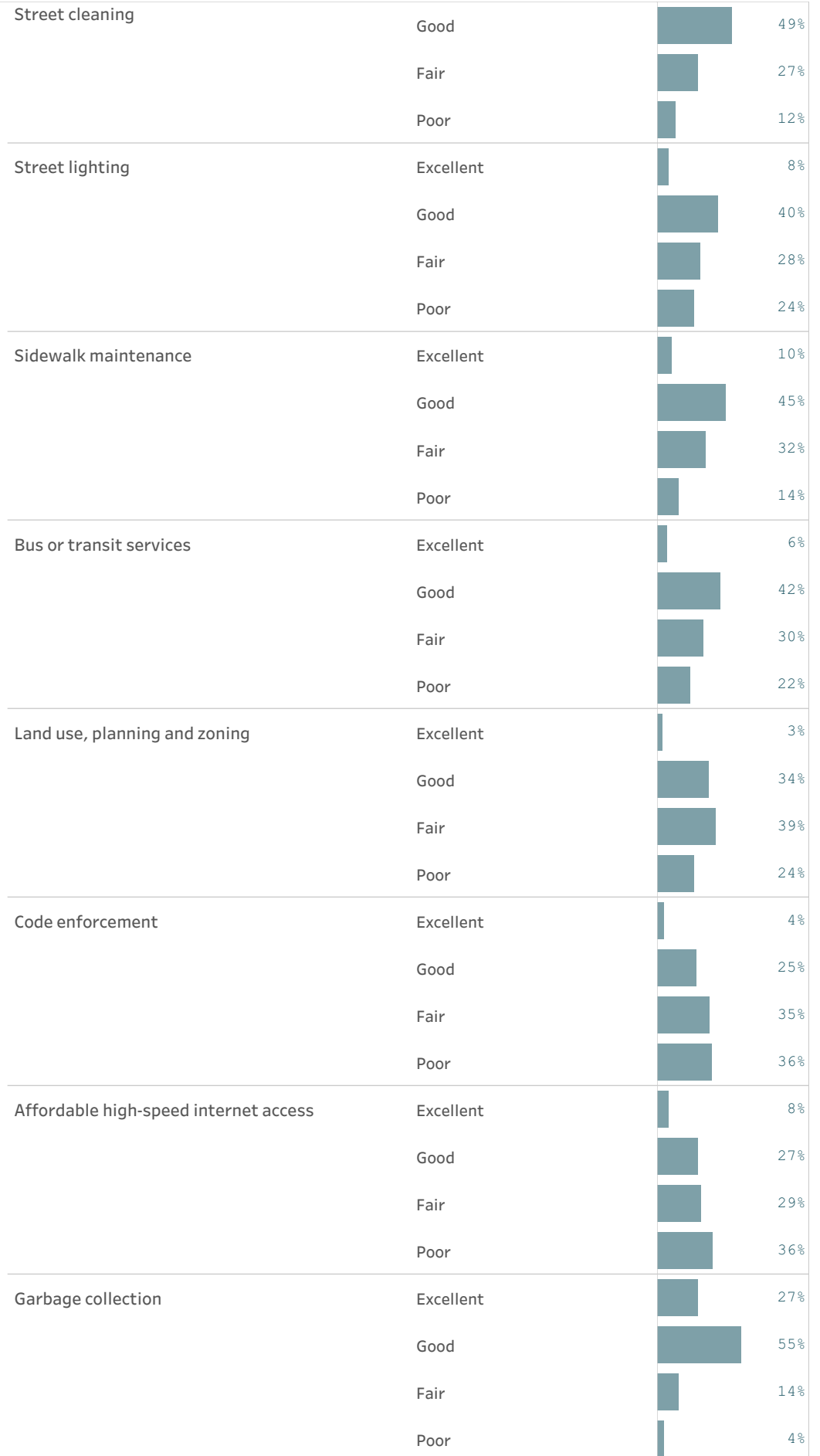
Please also rate each of the following in the Palm Springs community.



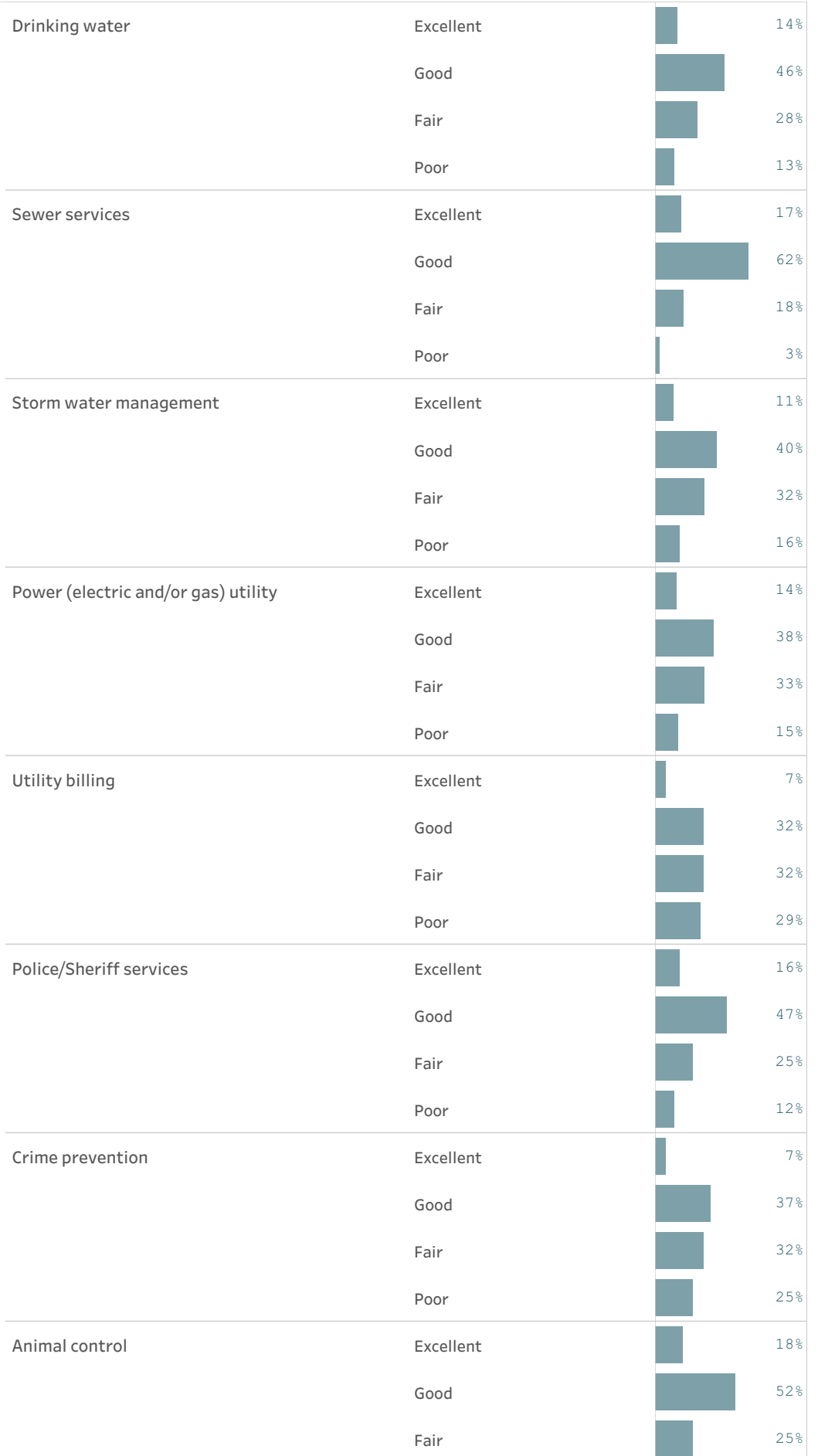
Please also rate each of the following in the Palm Springs community.	Neighborliness of residents	Poor		12%
	Opportunities to participate in social events and activities	Excellent		16%
		Good		47%
		Fair		31%
		Poor		6%
	Opportunities to attend special events and festivals	Excellent		20%
		Good		51%
		Fair		23%
		Poor		5%
	Opportunities to volunteer	Excellent		25%
		Good		49%
		Fair		23%
		Poor		3%
	Opportunities to participate in community matters	Excellent		15%
		Good		45%
		Fair		30%
		Poor		9%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		27%
		Good		43%
		Fair		17%
Poor			13%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Palm Springs for help or information	No		50%
		Yes		50%
	Contacted Palm Springs elected officials to express your opinion	No		77%
		Yes		23%
	Attended a local public meeting	No		78%
		Yes		22%
	Watched a local public meeting	No		64%
		Yes		36%
	Volunteered your time to some group/activity	No		68%
		Yes		32%

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	No		78%
		Yes		22%
	Voted in your most recent local election	No		22%
		Yes		78%
	Used public transportation instead of driving	No		83%
		Yes		17%
	Carpooled with other adults or children instead of driving alone	No		63%
Yes			37%	
Walked or biked instead of driving	No		38%	
	Yes		62%	
Please rate the quality of each of the following services in Palm Springs.	Public information services	Excellent		12%
		Good		51%
		Fair		30%
		Poor		7%
	Economic development	Excellent		6%
		Good		39%
		Fair		42%
		Poor		14%
	Traffic enforcement	Excellent		7%
		Good		42%
		Fair		32%
		Poor		19%
	Traffic signal timing	Excellent		6%
		Good		39%
		Fair		32%
		Poor		24%
Street repair	Excellent		6%	
	Good		34%	
	Fair		38%	
	Poor		22%	
Street cleaning	Excellent		12%	































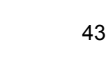
Please rate the quality of each of the following services in Palm Springs.


































Please rate the quality of each of the following services in Palm Springs.


































Please rate the quality of each of the following services in Palm Springs.

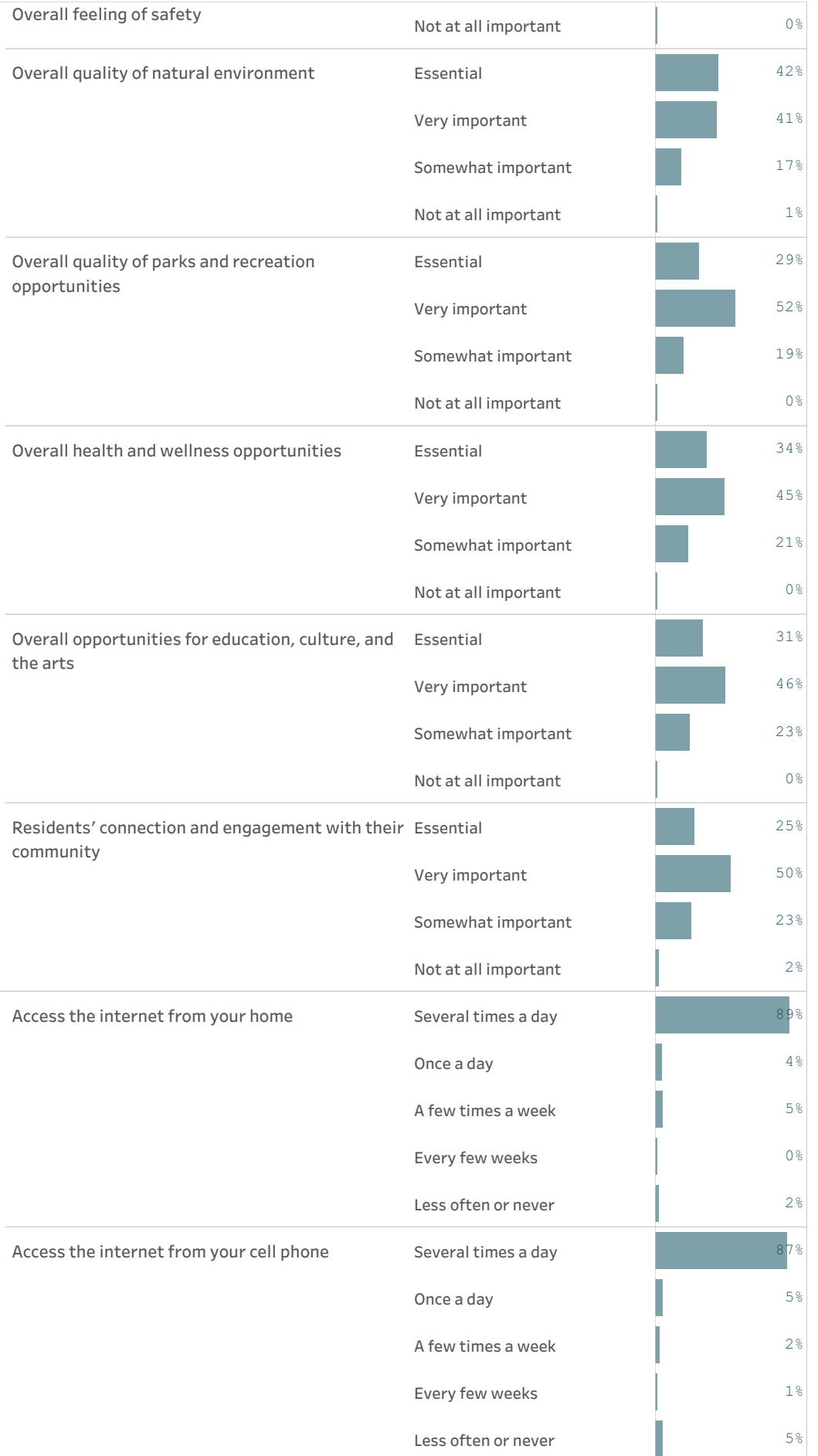
Animal control	Poor		5%
Ambulance or emergency medical services	Excellent		26%
	Good		55%
	Fair		17%
	Poor		2%
Fire services	Excellent		31%
	Good		56%
	Fair		11%
	Poor		1%
Fire prevention and education	Excellent		19%
	Good		51%
	Fair		22%
	Poor		8%
Emergency preparedness	Excellent		11%
	Good		40%
	Fair		36%
	Poor		13%
Preservation of natural areas	Excellent		12%
	Good		41%
	Fair		34%
	Poor		13%
Palm Springs open space	Excellent		12%
	Good		40%
	Fair		37%
	Poor		11%
Recycling	Excellent		14%
	Good		49%
	Fair		26%
	Poor		12%
Yard waste pick-up	Excellent		21%
	Good		45%

Please rate the quality of each of the following services in Palm Springs.	Yard waste pick-up	Fair		21%
		Poor		13%
	City parks	Excellent		14%
		Good		53%
		Fair		26%
		Poor		7%
	Recreation programs or classes	Excellent		12%
		Good		46%
		Fair		25%
		Poor		16%
	Recreation centers or facilities	Excellent		12%
		Good		47%
		Fair		28%
		Poor		13%
	Health services	Excellent		14%
		Good		50%
		Fair		31%
		Poor		5%
	Public library services	Excellent		29%
		Good		53%
		Fair		16%
		Poor		2%
	Overall customer service by Palm Springs employees	Excellent		18%
		Good		56%
		Fair		20%
		Poor		6%
Please rate the following categories of Palm Springs government performance.	The value of services for the taxes paid to Palm Springs	Excellent		7%
		Good		38%
		Fair		36%
		Poor		18%
	The overall direction that Palm Springs is taking	Excellent		9%

Please rate the following categories of Palm Springs government performance.	Category	Rating	
		Percentage	Count
The overall direction that Palm Springs is taking	Good	37%	10
	Fair	36%	10
	Poor	19%	5
The job Palm Springs government does at welcoming resident involvement	Excellent	9%	2
	Good	33%	9
	Fair	35%	10
	Poor	24%	7
Overall confidence in Palm Springs government	Excellent	9%	2
	Good	29%	8
	Fair	37%	10
	Poor	25%	7
Generally acting in the best interest of the community	Excellent	12%	3
	Good	31%	9
	Fair	29%	8
	Poor	28%	8
Being honest	Excellent	11%	3
	Good	31%	9
	Fair	28%	8
	Poor	29%	8
Being open and transparent to the public	Excellent	11%	3
	Good	29%	8
	Fair	29%	8
	Poor	31%	9
Informing residents about issues facing the community	Excellent	10%	3
	Good	34%	10
	Fair	29%	8
	Poor	27%	7
Treating all residents fairly	Excellent	12%	3
	Good	40%	11
	Fair	28%	8
	Poor	21%	6

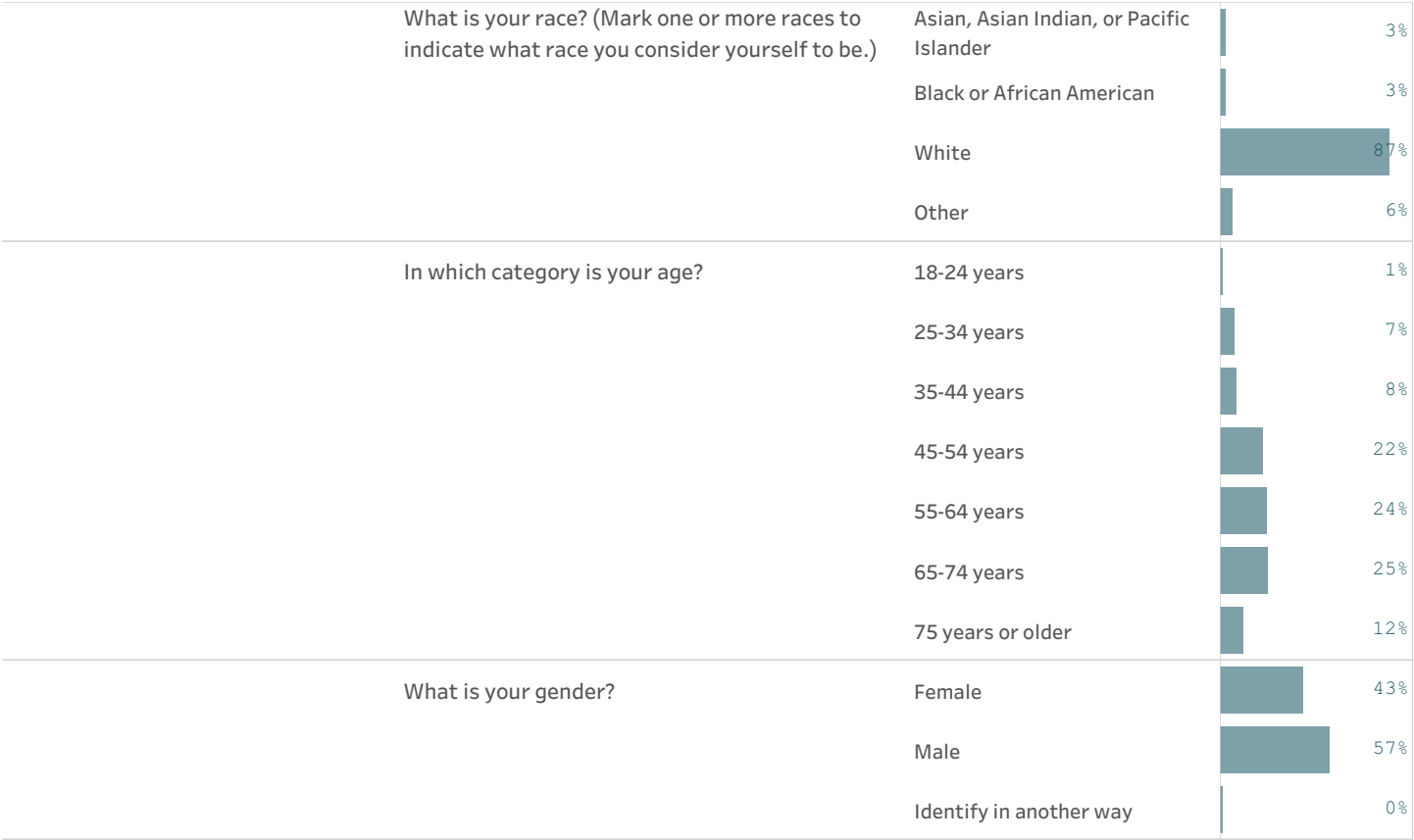
Please rate the following categories of Palm Springs government performance.	Treating residents with respect	Excellent		15%
		Good		45%
		Fair		23%
		Poor		17%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Palm Springs	Excellent		14%
		Good		42%
		Fair		32%
		Poor		12%
	The Federal Government	Excellent		5%
		Good		40%
		Fair		42%
		Poor		13%
Please rate how important, if at all, you think it is for the Palm Springs community to focus on each of the following in the coming two years.	Overall economic health	Essential		52%
		Very important		40%
		Somewhat important		7%
		Not at all important		1%
	Overall quality of the transportation system	Essential		28%
		Very important		40%
		Somewhat important		29%
		Not at all important		2%
	Overall design or layout of residential and commercial areas	Essential		28%
		Very important		52%
		Somewhat important		19%
		Not at all important		1%
	Overall quality of the utility infrastructure	Essential		53%
		Very important		40%
		Somewhat important		6%
		Not at all important		1%
Overall feeling of safety	Essential		69%	
	Very important		22%	
	Somewhat important		9%	

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



In general, how many times do you:	Visit social media sites	Several times a day		58%
		Once a day		10%
		A few times a week		10%
		Every few weeks		3%
		Less often or never		18%
Use or check email	Several times a day		86%	
	Once a day		10%	
	A few times a week		3%	
	Every few weeks		0%	
	Less often or never		1%	
Share your opinions online	Several times a day		17%	
	Once a day		4%	
	A few times a week		14%	
	Every few weeks		19%	
	Less often or never		46%	
Shop online	Several times a day		16%	
	Once a day		9%	
	A few times a week		35%	
	Every few weeks		29%	
	Less often or never		12%	
Please rate your overall health.	Excellent		33%	
	Very good		33%	
	Good		26%	
	Fair		6%	
	Poor		1%	
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		9%	
	Somewhat positive		25%	
	Neutral		48%	
	Somewhat negative		16%	
	Very negative		2%	
How many years have you lived in Palm Springs?	Less than 2 years		15%	

	How many years have you lived in Palm Springs?	2-5 years		28%
		6-10 years		19%
		11-20 years		18%
		More than 20 years		19%
	Which best describes the building you live in?	One family house detached from any other houses		45%
		Building with two or more homes (duplex, townhome, apa..		51%
		Mobile home		2%
		Other		2%
	Do you rent or own your home?	Rent		41%
		Own		59%
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)?	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		4%
		\$500 to \$999		13%
		\$1,000 to \$1,499		26%
		\$1,500 to \$1,999		19%
		\$2,000 to \$2,499		8%
		\$2,500 to \$2,999		7%
		\$3,000 to \$3,499		12%
		\$3,500 or more		11%
	Do any children 17 or under live in your household?	No		92%
		Yes		8%
	Are you or any other members of your household aged 65 or older?	No		55%
		Yes		45%
	How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		14%
		\$25,000 to \$49,999		16%
		\$50,000 to \$74,999		18%
		\$75,000 to \$99,999		15%
		\$100,000 to \$149,999		13%
		\$150,000 or more		24%
Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		78%
		Yes, I consider myself to be Spanish, Hispanic, or Latino		22%
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		3%



Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Palm Springs conducted a survey of 486 residents. Survey invitations were mailed to randomly selected households and data were collected from September 1, 2021 to October 11, 2021. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Palm Springs. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on September 22, 2021. The survey remained open for 3 weeks and there were 641 responses.

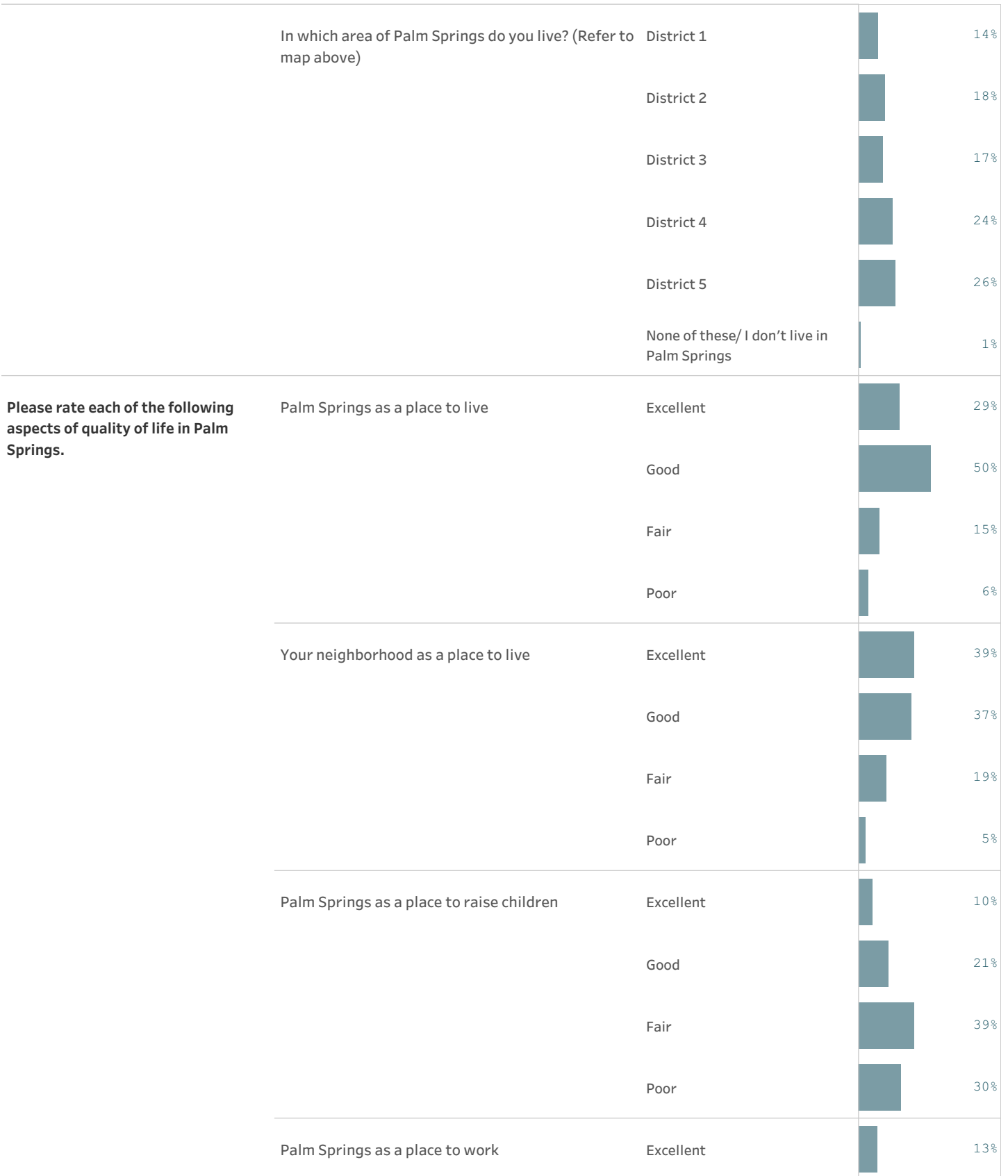
The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Palm Springs. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	2%	11%	16%
	35-54	21%	30%	29%
	55+	77%	59%	55%
Area	District 1	18%	14%	14%
	District 2	16%	19%	19%
	District 3	23%	17%	18%
	District 4	21%	24%	24%
	District 5	21%	26%	25%
Hispanic	No, not Spanish, Hispanic, or Latino	93%	78%	78%
	Yes, I consider myself to be Spanish, Hispa..	7%	22%	22%
Housing type	Attached	37%	53%	53%
	Detached	63%	47%	47%
race	Not white	11%	15%	15%
	White	89%	85%	85%
Race/ethnicity	Not white alone	17%	32%	33%
	White alone, not Hispanic or Latino	83%	68%	67%
Sex	Female	36%	44%	42%
	Male	64%	56%	58%
Sex/age	Female 18-34	1%	6%	7%
	Female 35-54	7%	12%	11%
	Female 55+	28%	25%	24%
	Male 18-34	1%	5%	9%
	Male 35-54	14%	19%	17%
	Male 55+	49%	33%	31%
Tenure	Own	87%	59%	59%
	Rent	13%	41%	41%

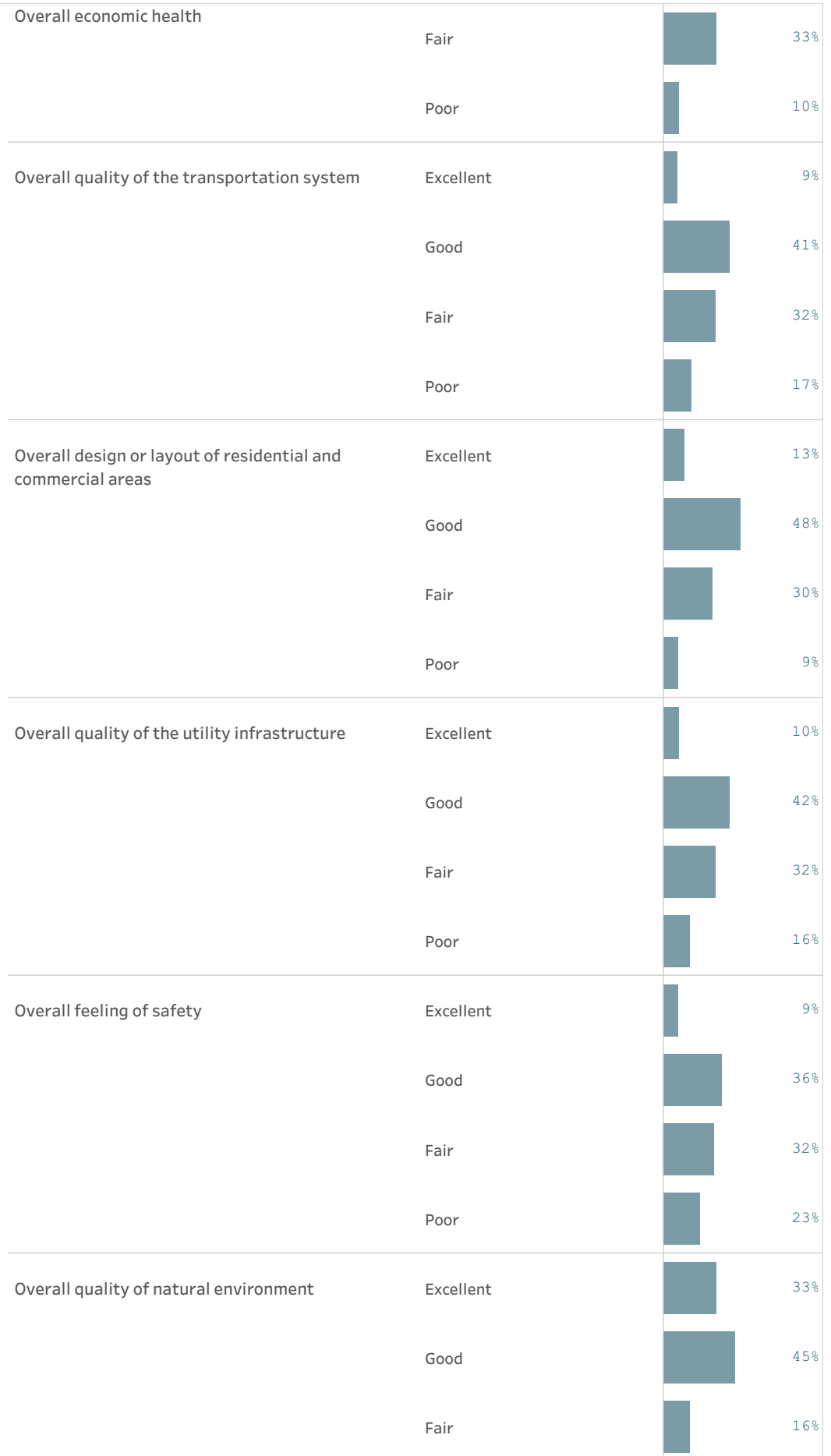
Open participation survey results

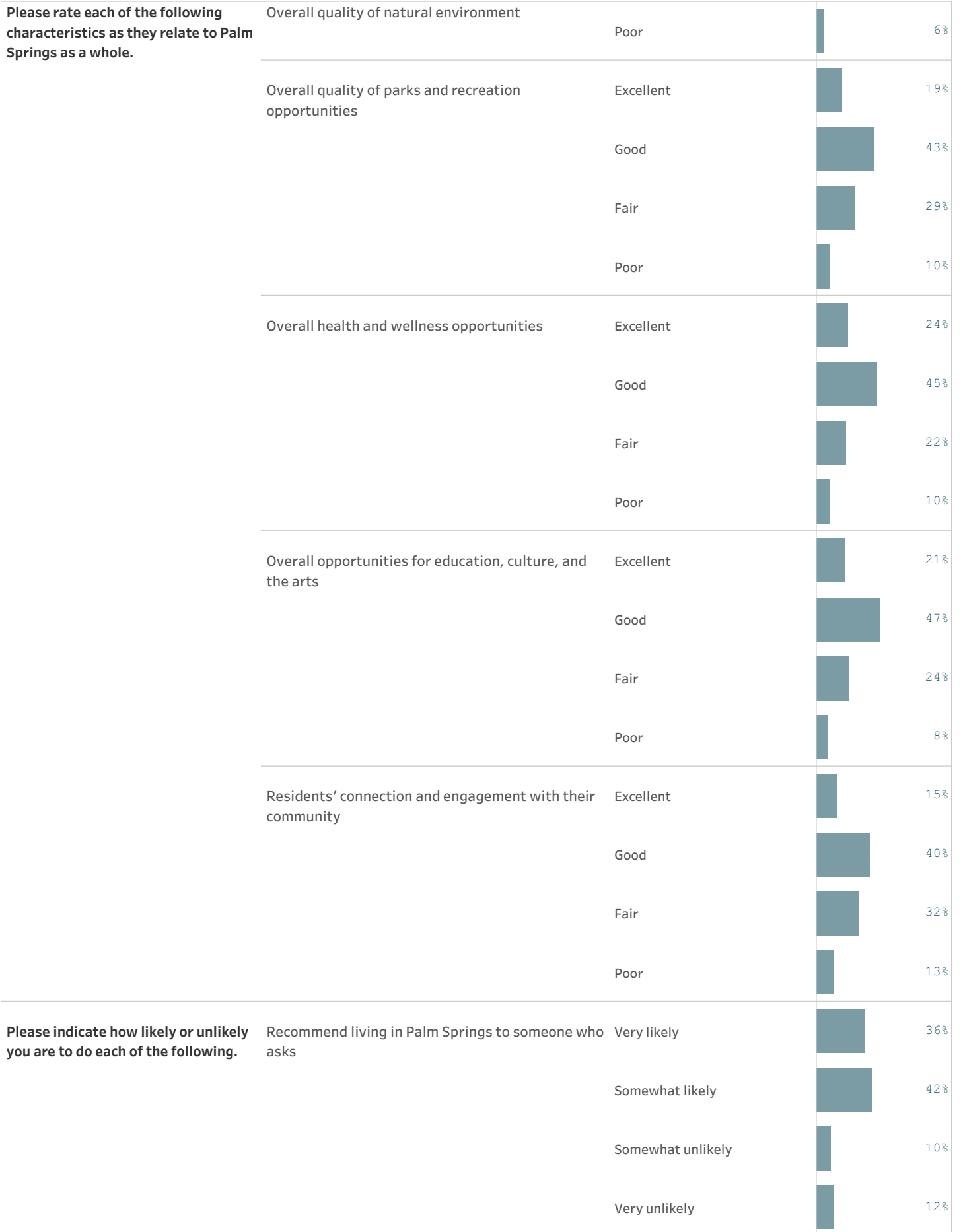
This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

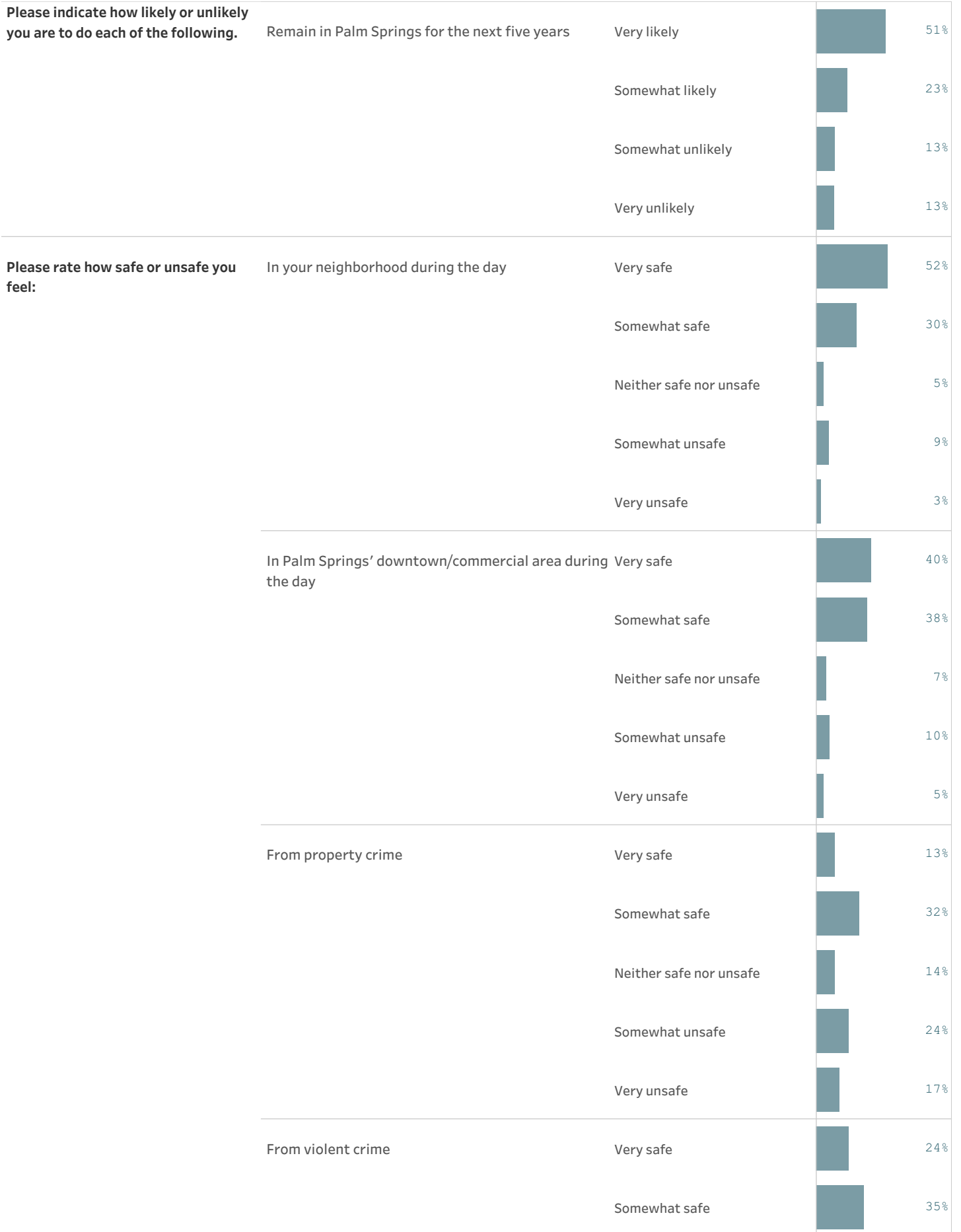


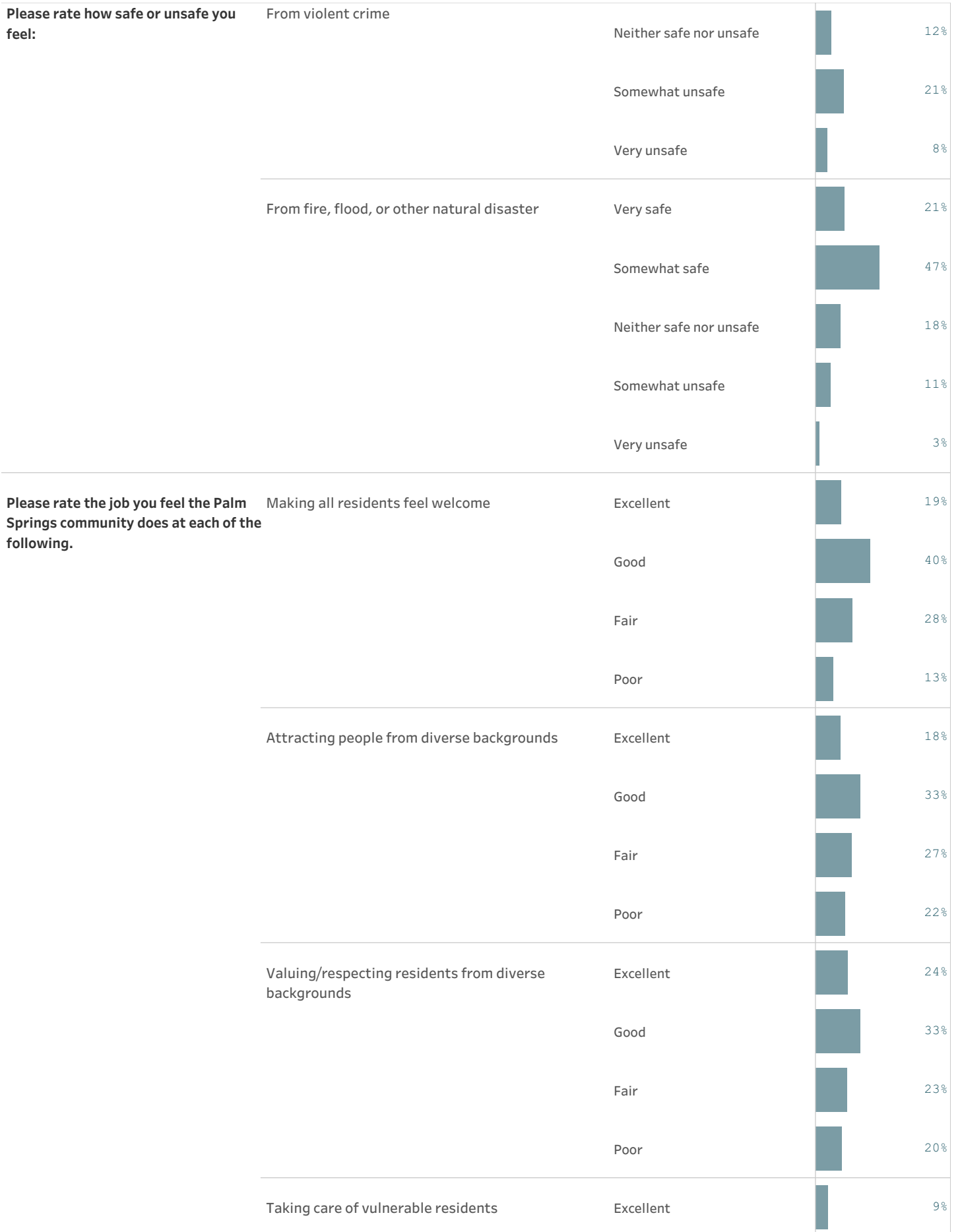
Please rate each of the following aspects of quality of life in Palm Springs.	Palm Springs as a place to work	Good		34%
		Fair		28%
		Poor		25%
	Palm Springs as a place to visit	Excellent		57%
		Good		33%
		Fair		7%
		Poor		3%
	Palm Springs as a place to retire	Excellent		39%
		Good		38%
		Fair		15%
		Poor		8%
	The overall quality of life	Excellent		23%
		Good		51%
		Fair		18%
		Poor		8%
	Sense of community	Excellent		19%
		Good		35%
		Fair		30%
		Poor		16%
Please rate each of the following characteristics as they relate to Palm Springs as a whole.	Overall economic health	Excellent		10%
		Good		46%

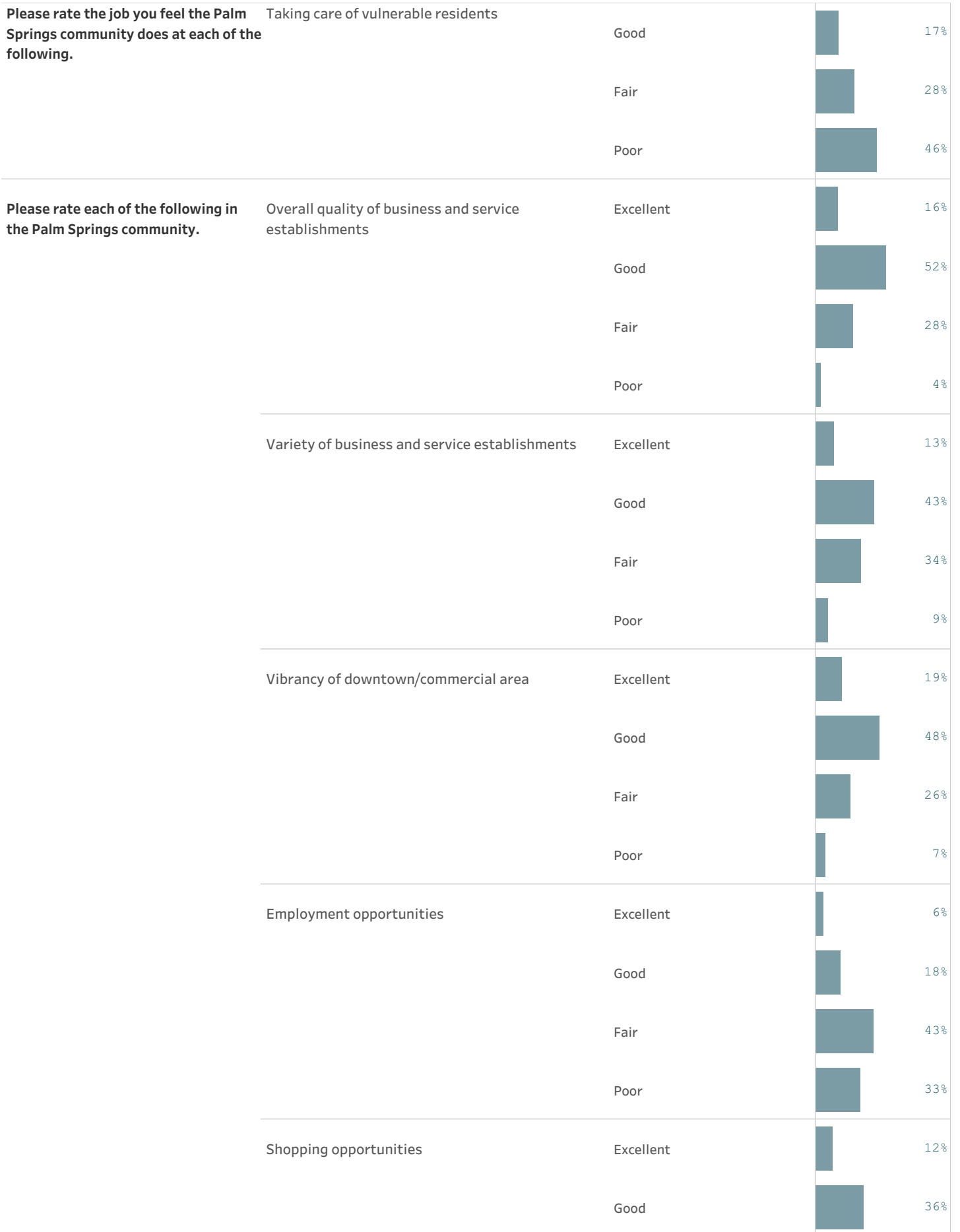
Please rate each of the following characteristics as they relate to Palm Springs as a whole.

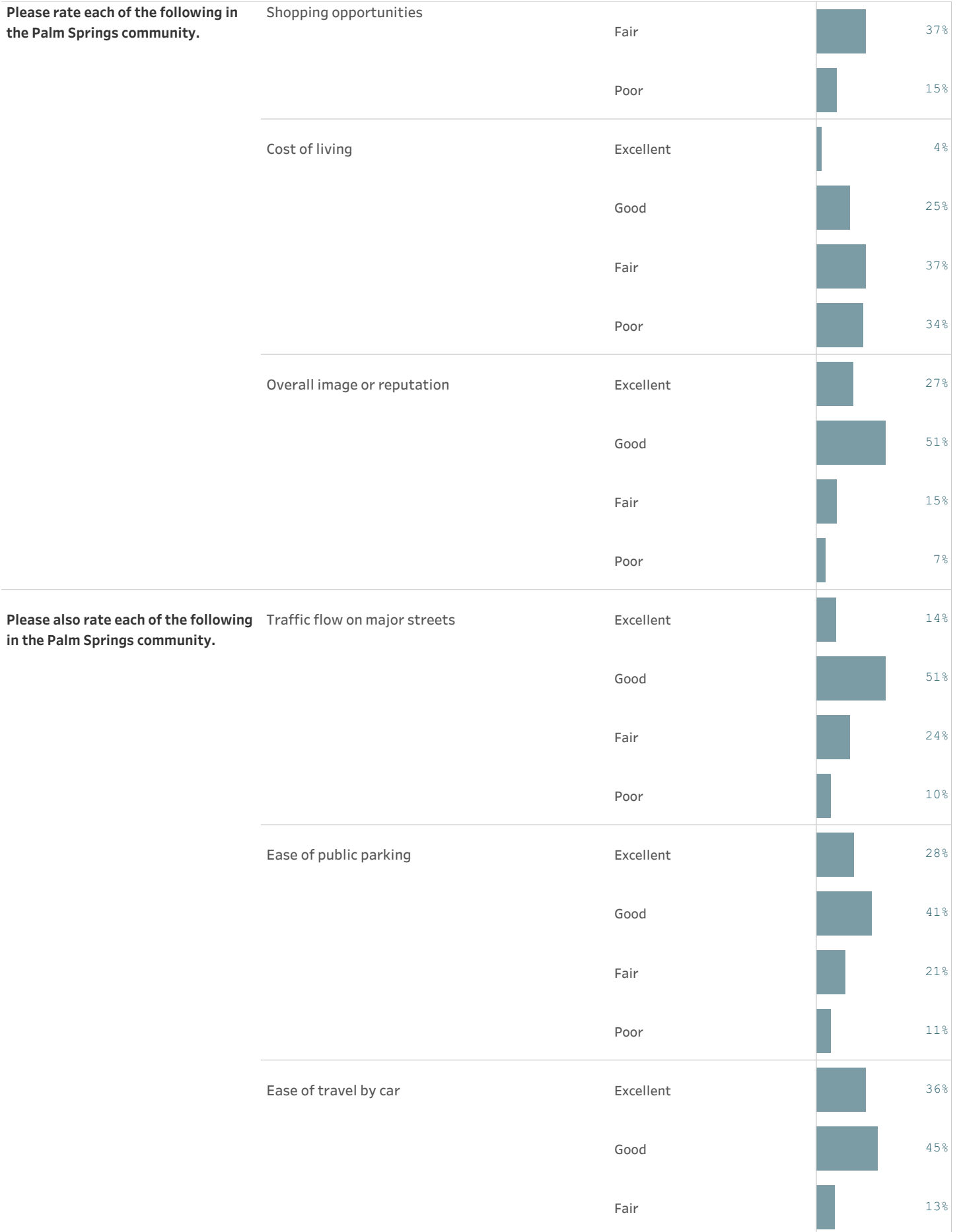




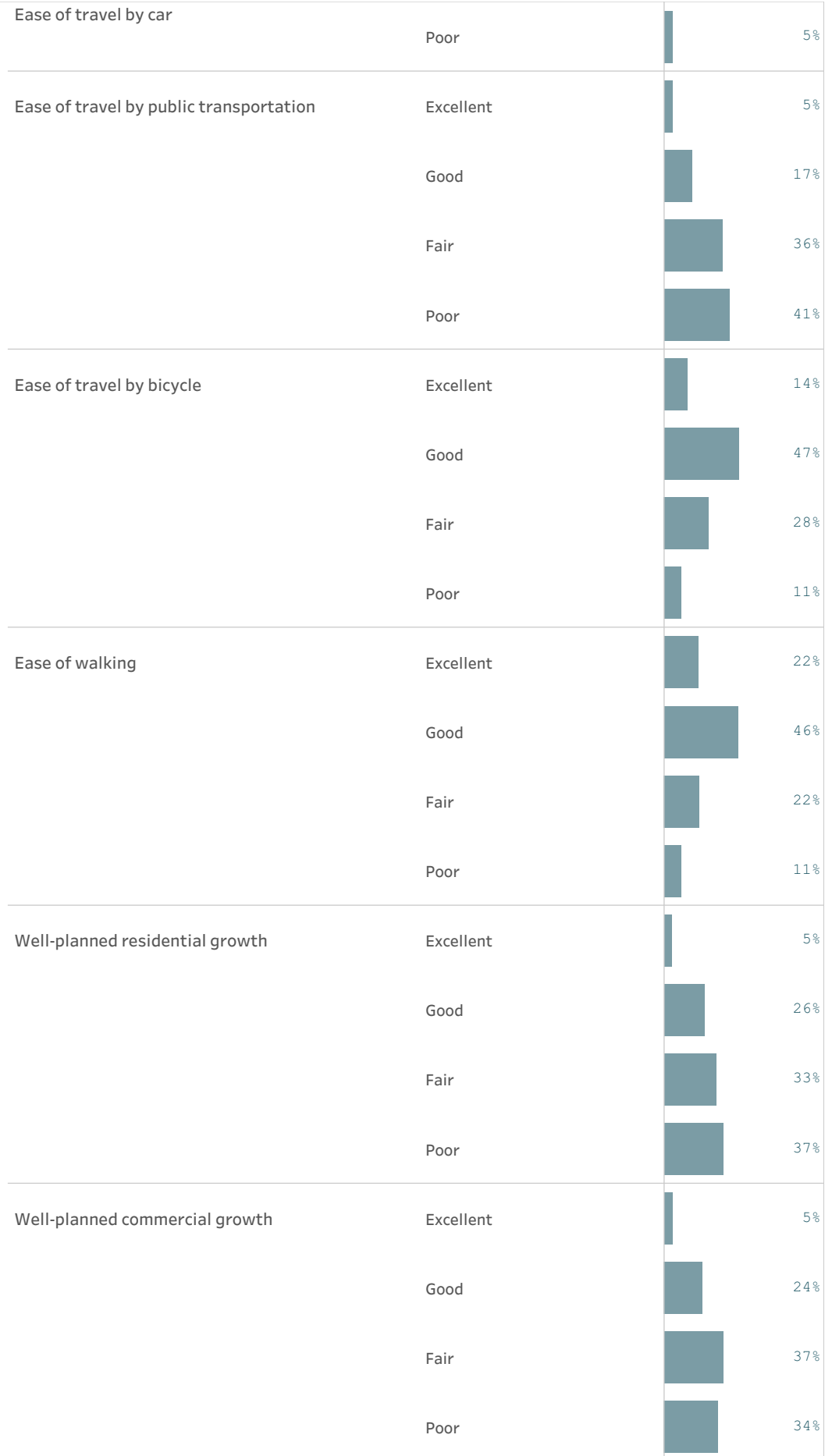




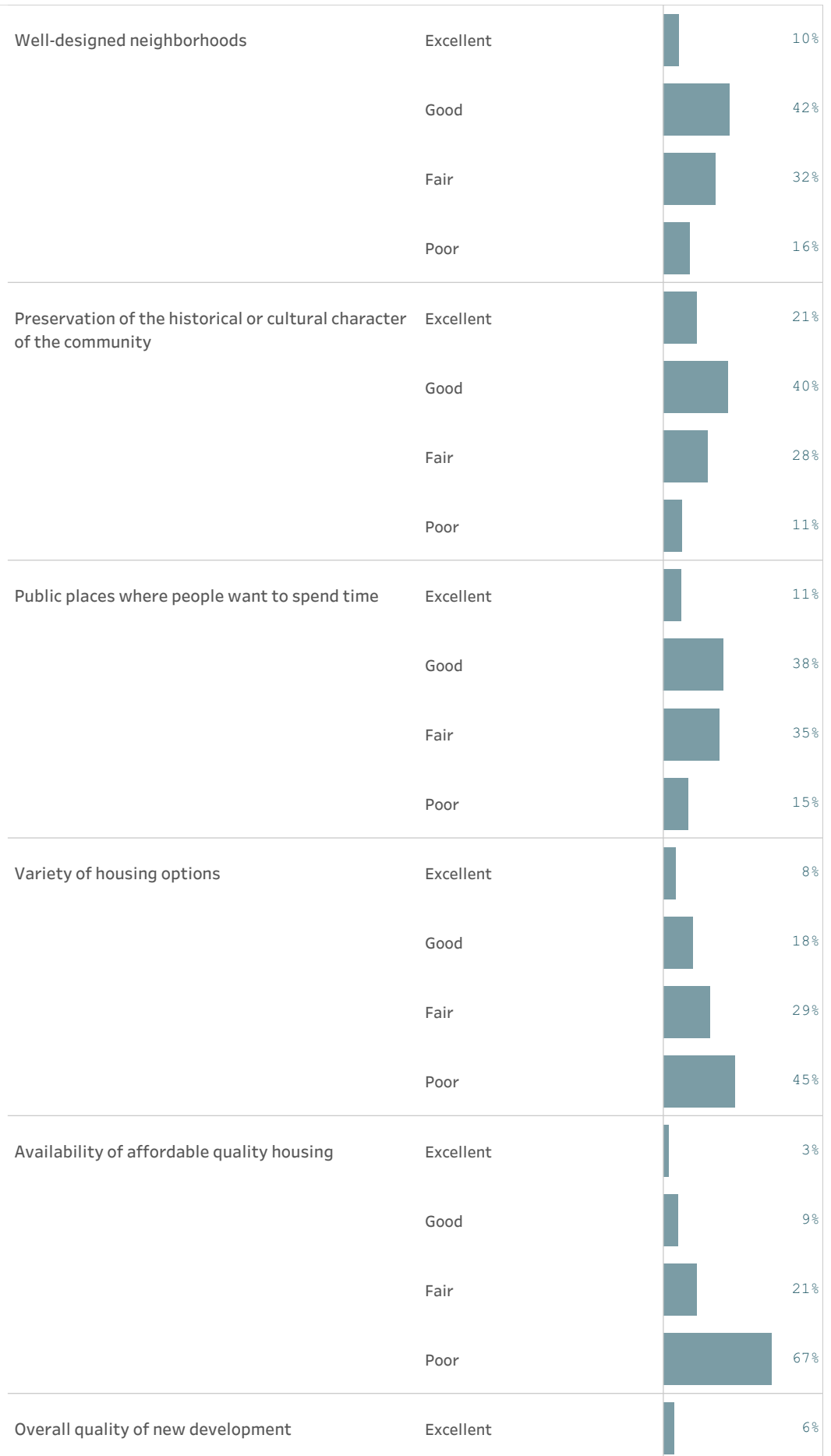




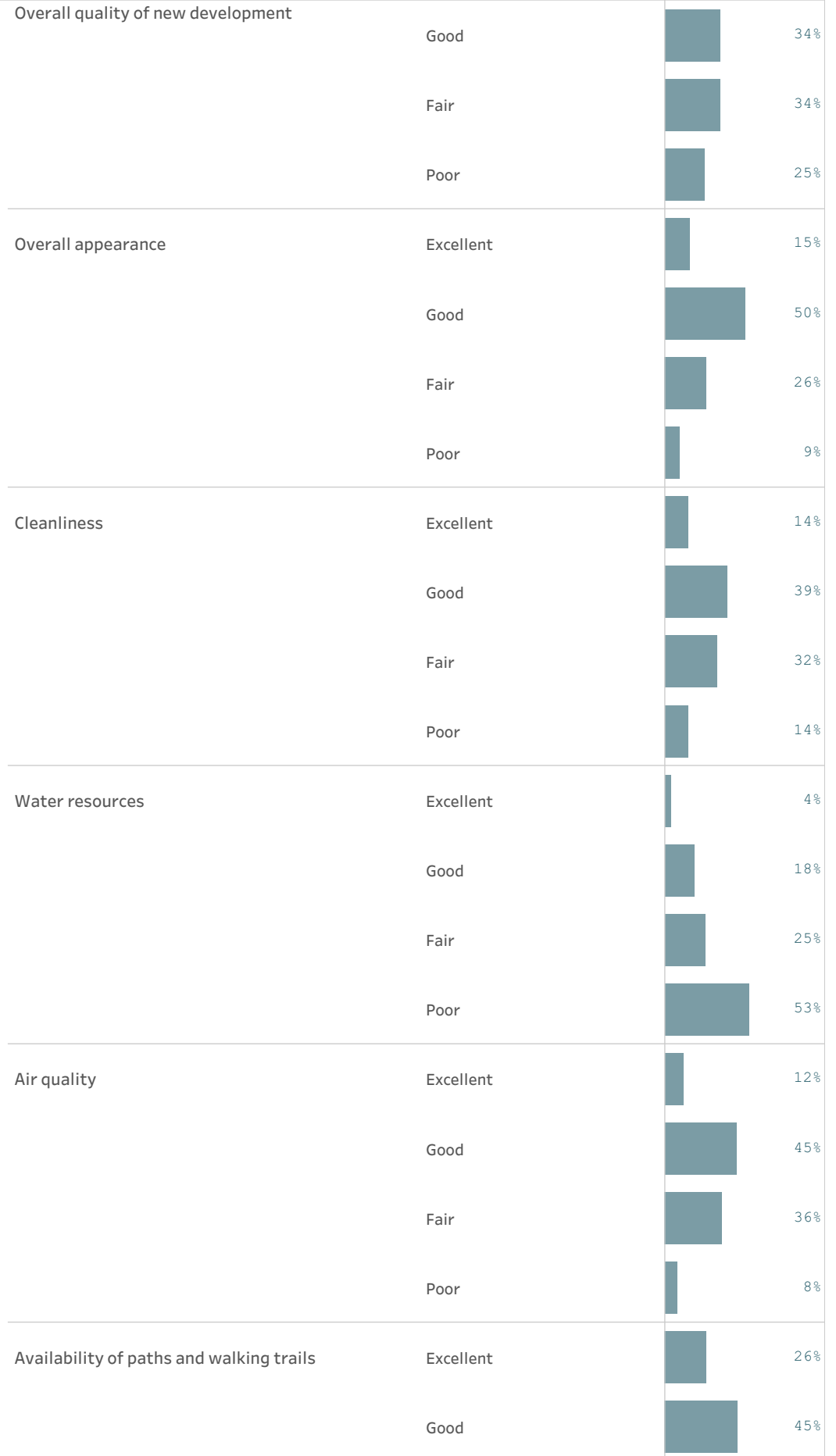
Please also rate each of the following in the Palm Springs community.



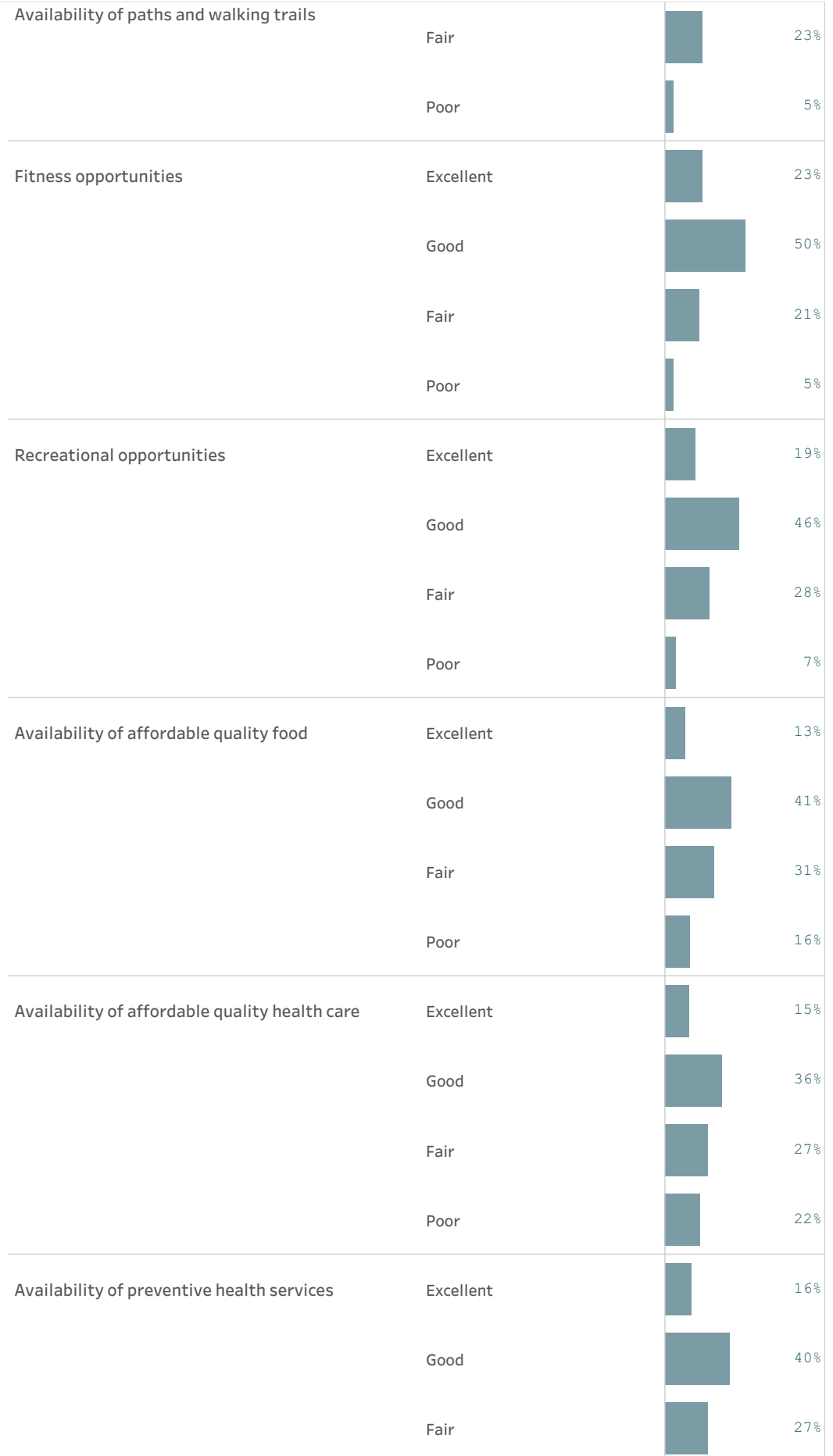
Please also rate each of the following in the Palm Springs community.



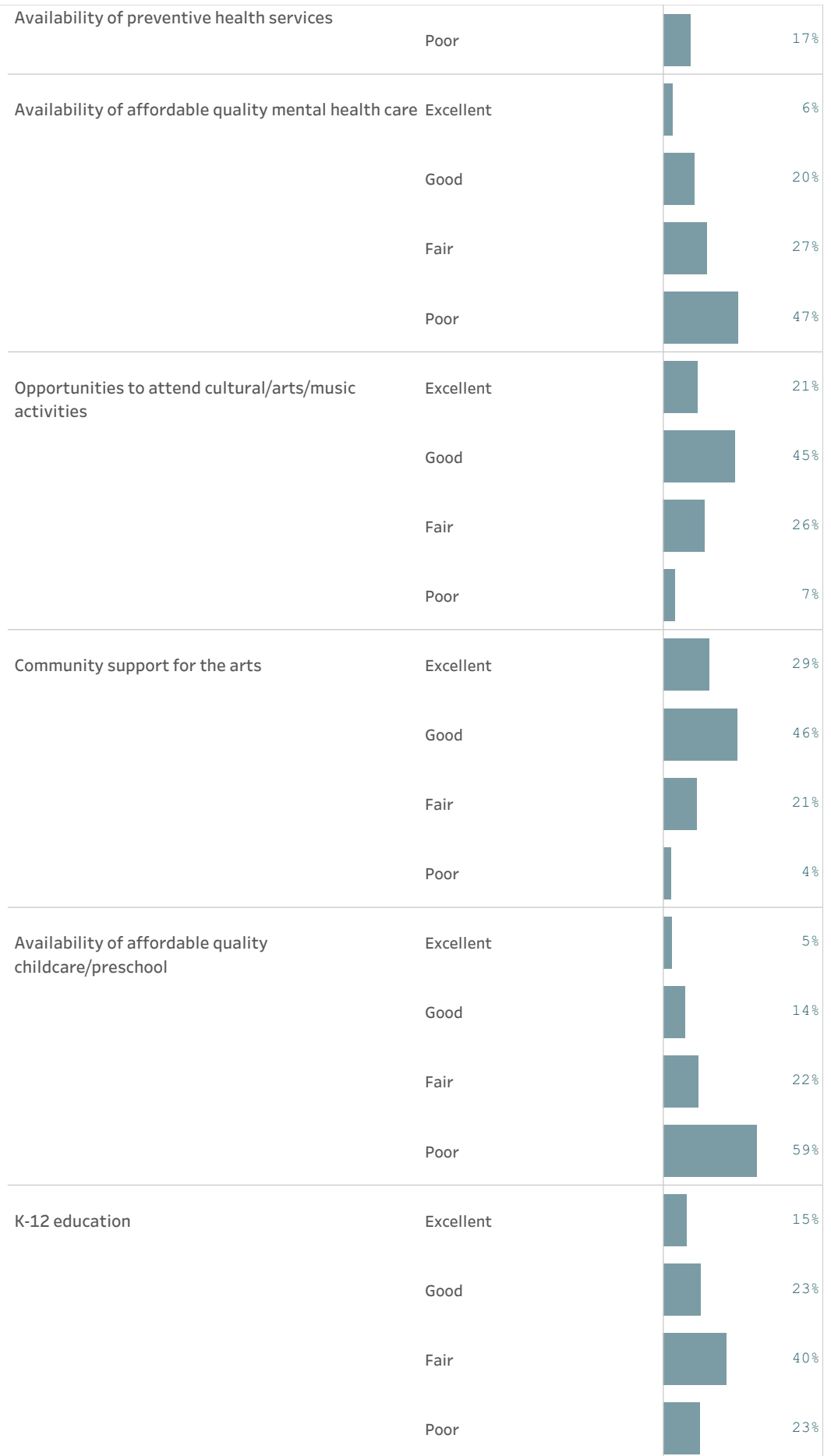
Please also rate each of the following in the Palm Springs community.



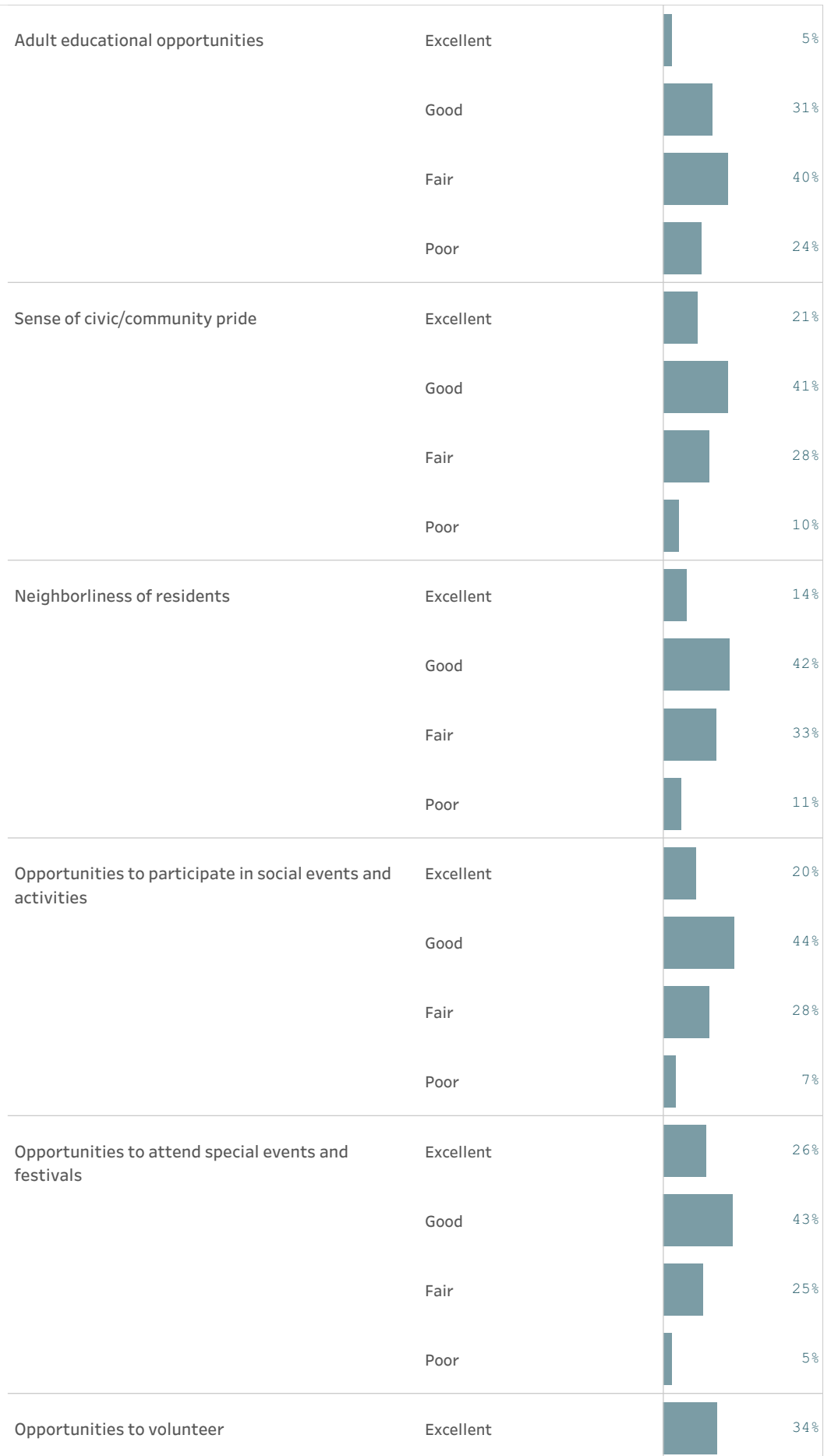
Please also rate each of the following in the Palm Springs community.
























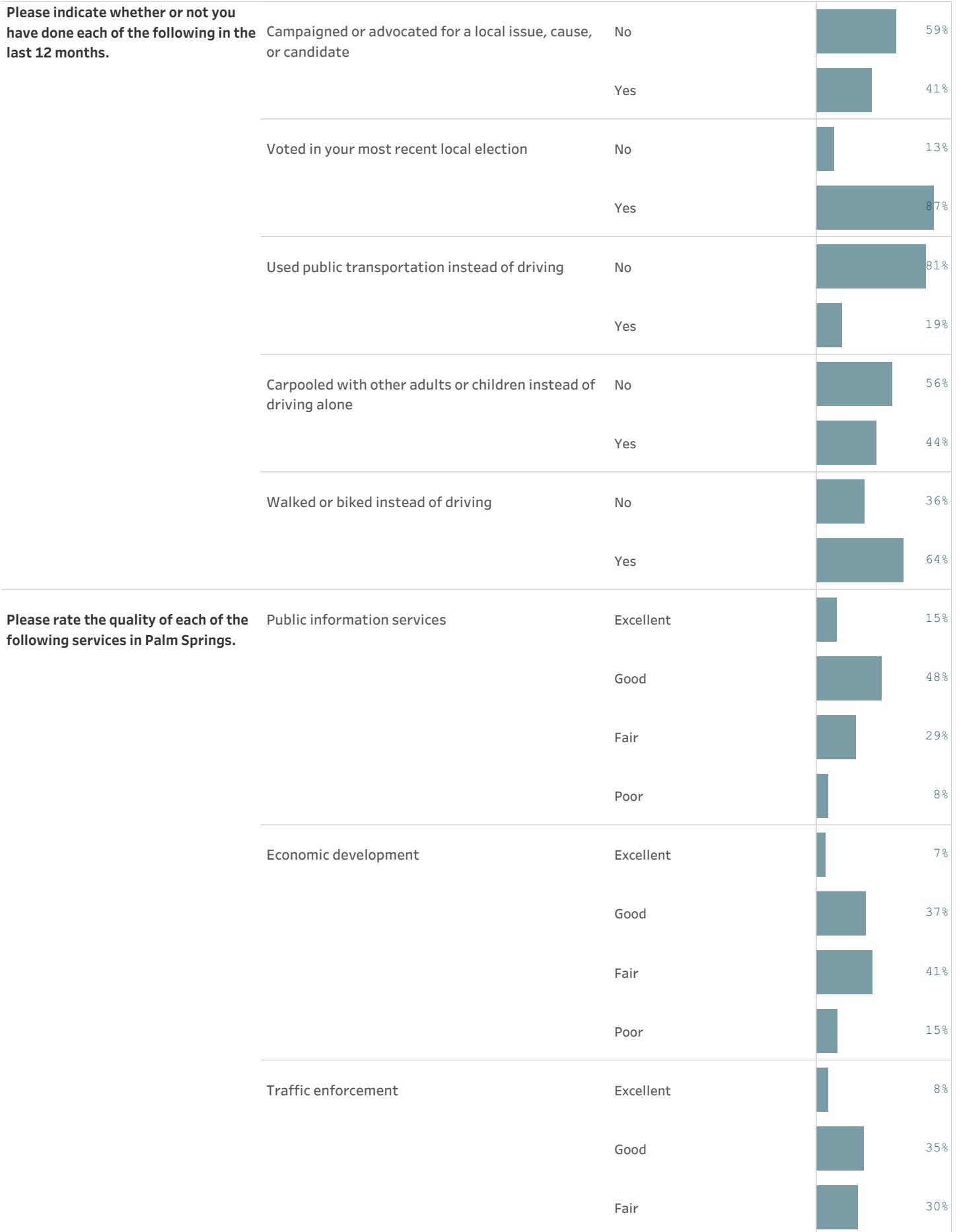
Please also rate each of the following in the Palm Springs community.



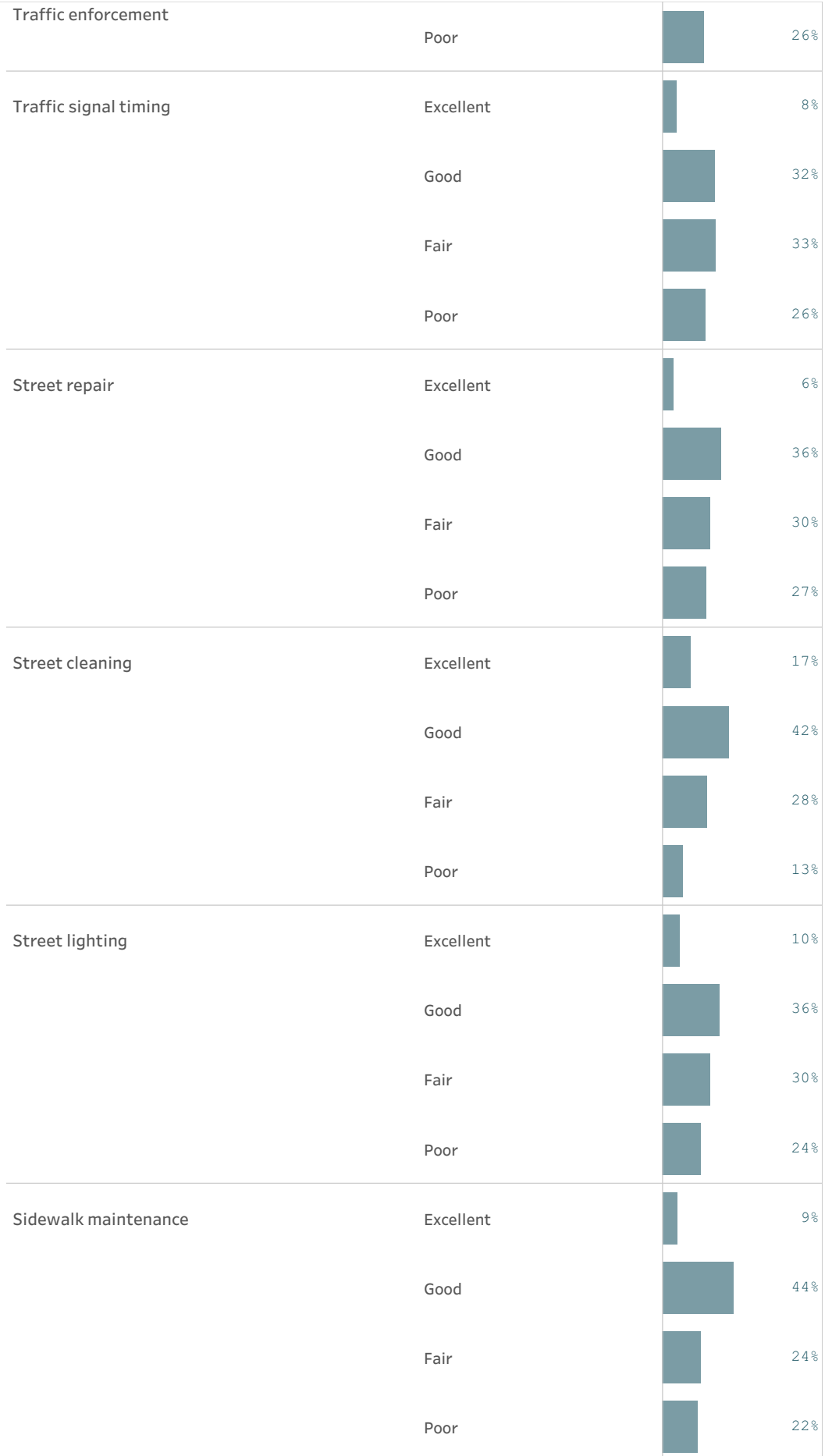
Please also rate each of the following in the Palm Springs community.



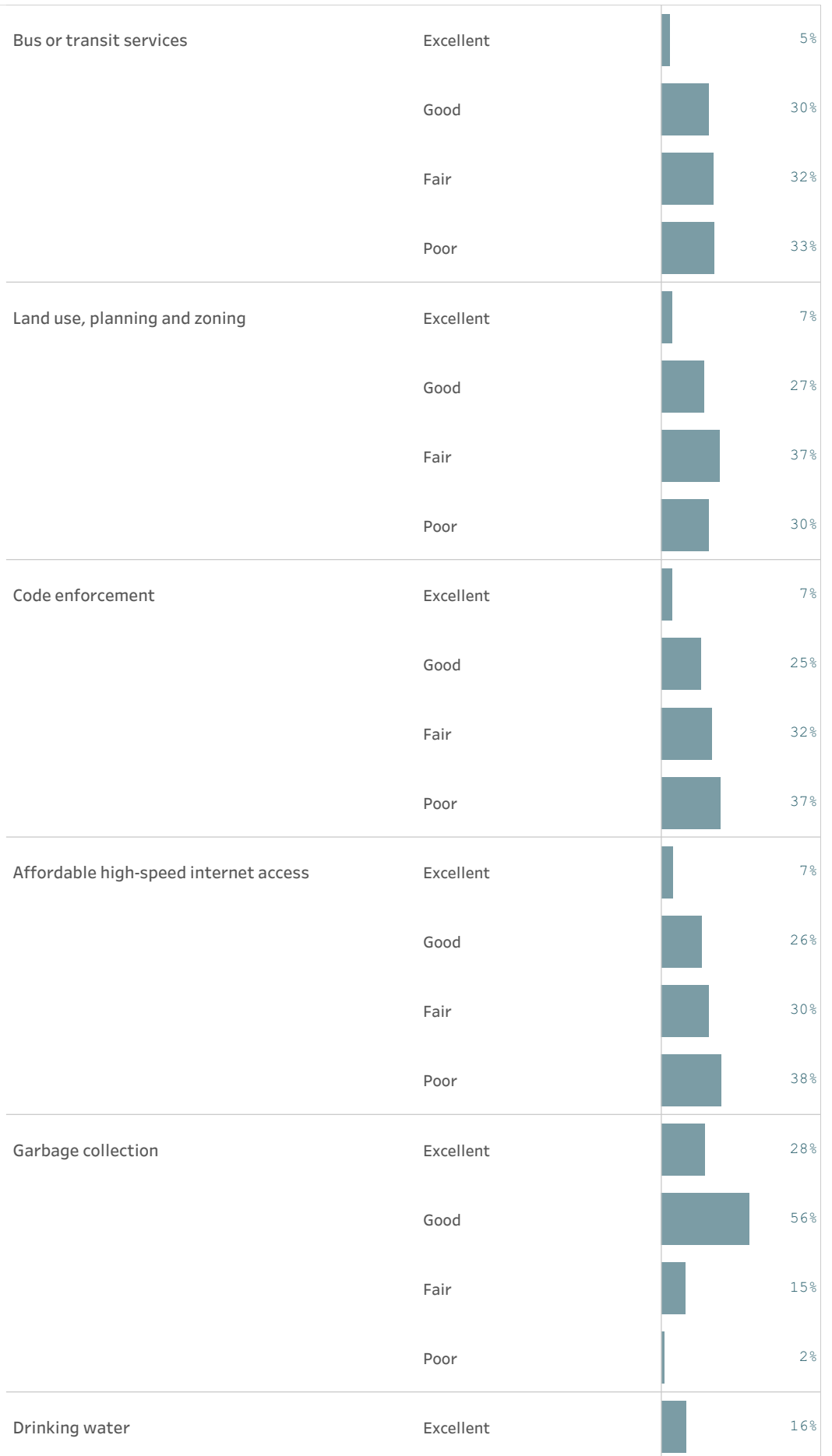
Please also rate each of the following in the Palm Springs community.	Opportunities to volunteer	Good		44%
		Fair		18%
		Poor		4%
	Opportunities to participate in community matters	Excellent		22%
		Good		42%
		Fair		27%
		Poor		10%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		20%
		Good		37%
		Fair		28%
		Poor		15%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Palm Springs for help or information	No		35%
		Yes		65%
	Contacted Palm Springs elected officials to express your opinion	No		51%
		Yes		49%
	Attended a local public meeting	No		51%
		Yes		49%
	Watched a local public meeting	No		37%
		Yes		63%
	Volunteered your time to some group/activity	No		49%
		Yes		51%



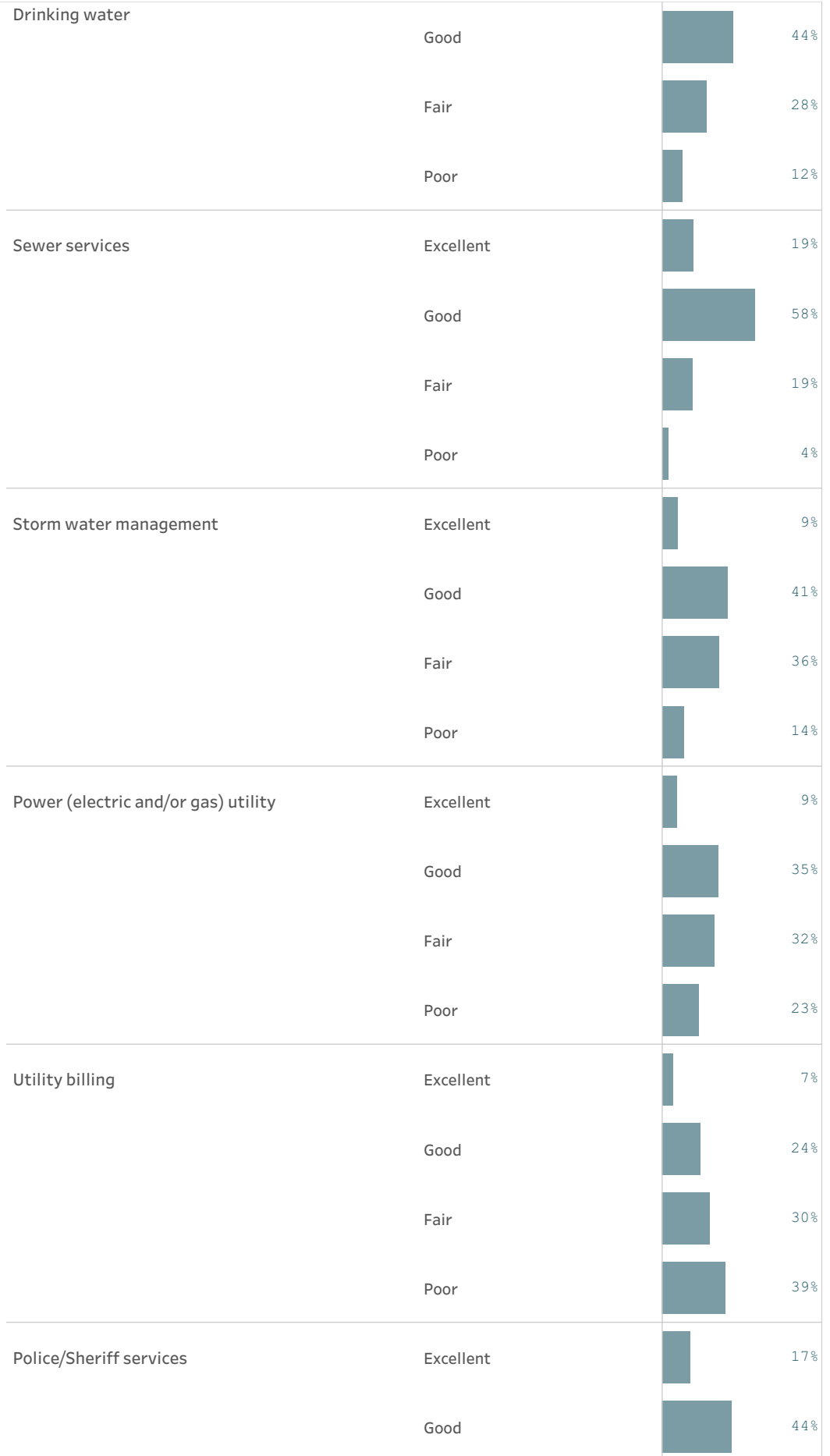
Please rate the quality of each of the following services in Palm Springs.



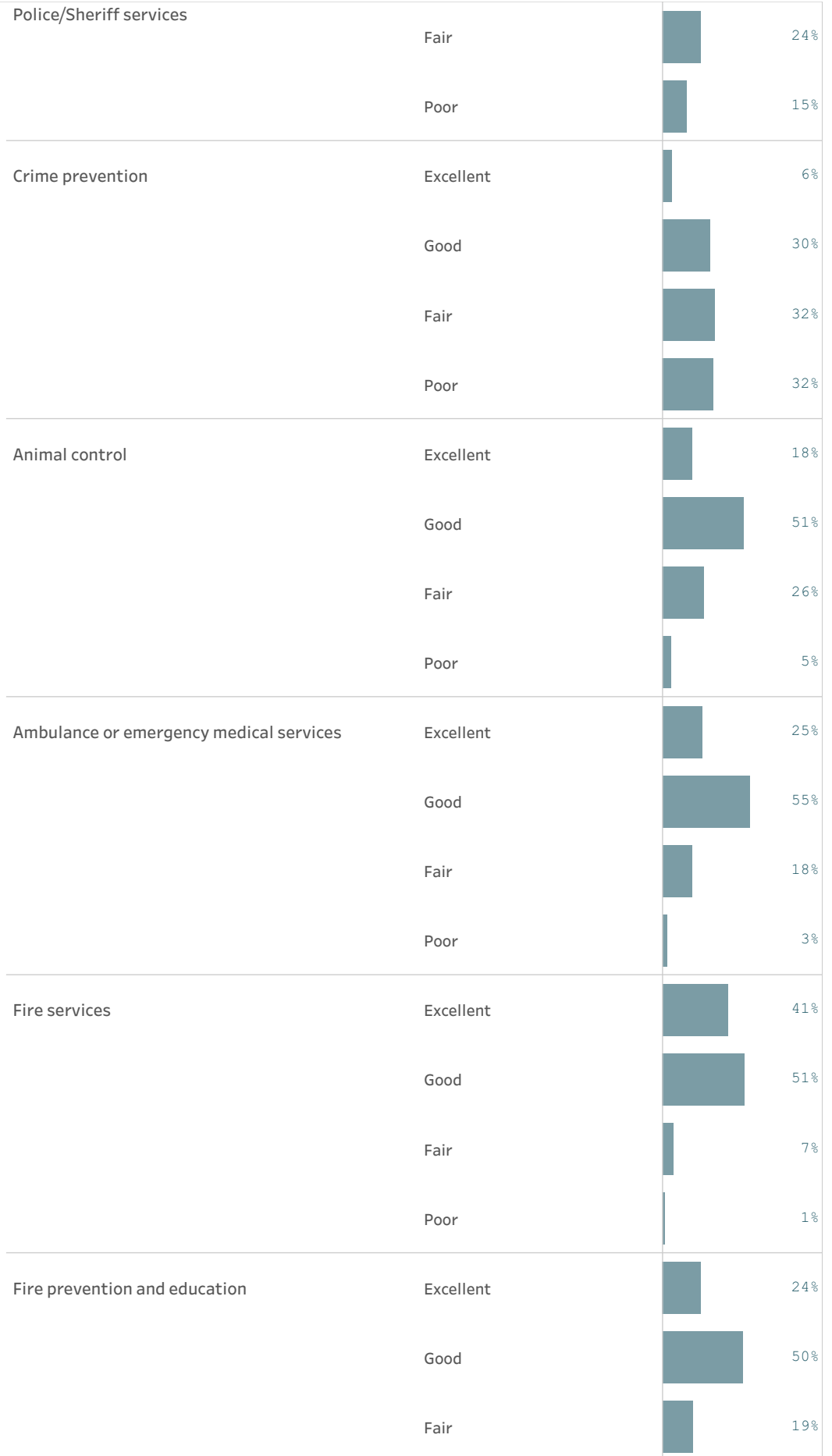
Please rate the quality of each of the following services in Palm Springs.

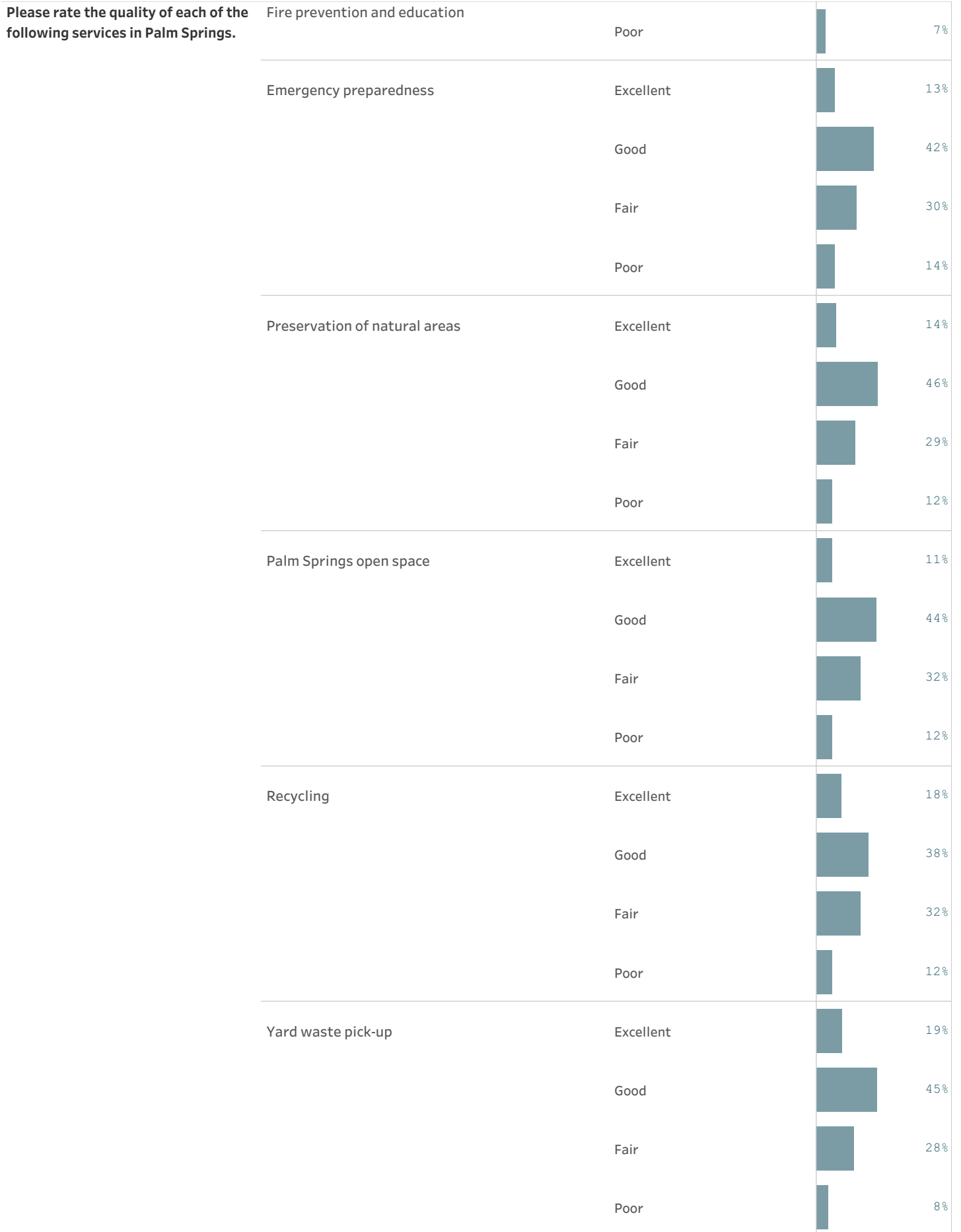


Please rate the quality of each of the following services in Palm Springs.

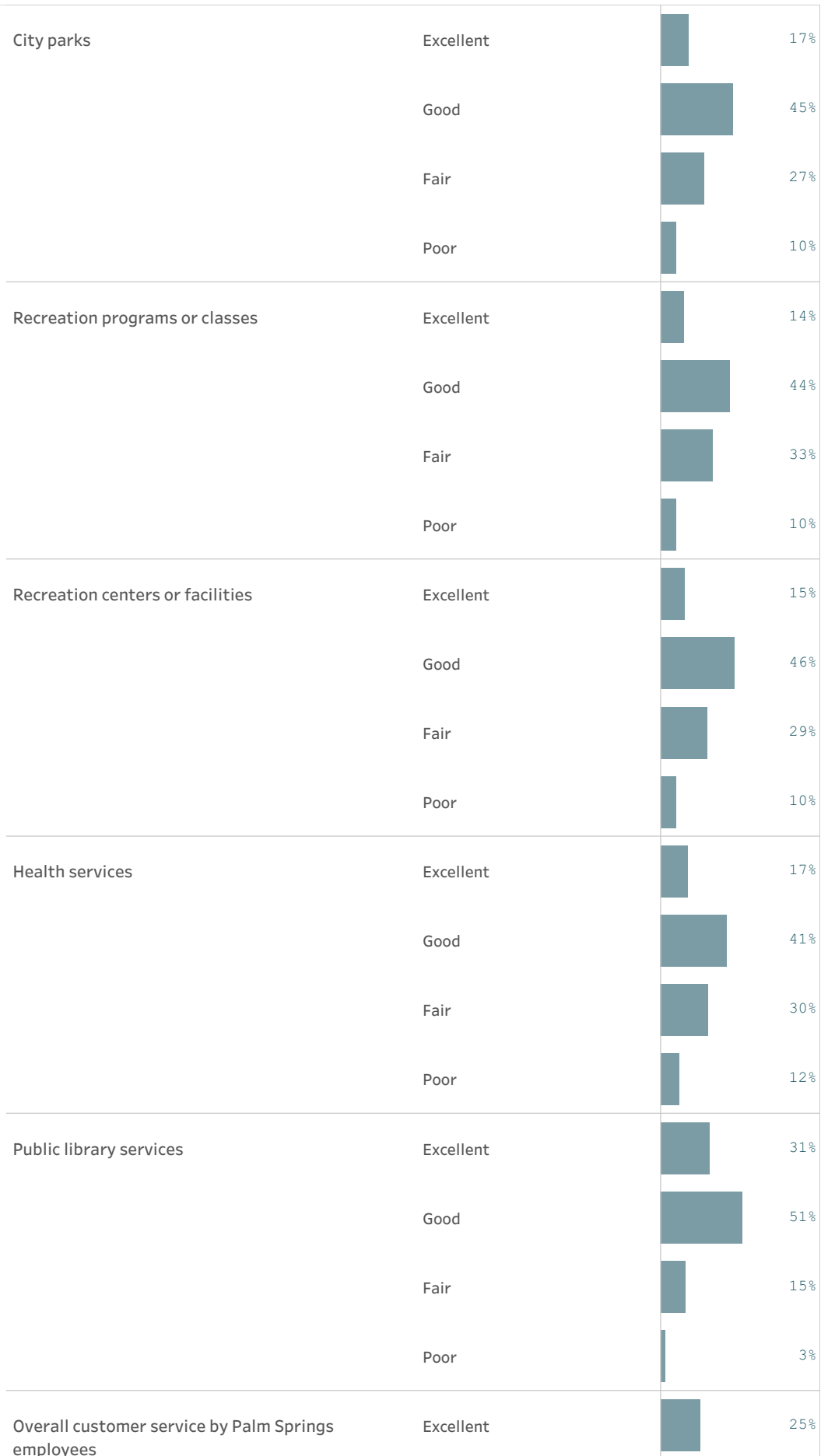























Please rate the quality of each of the following services in Palm Springs.



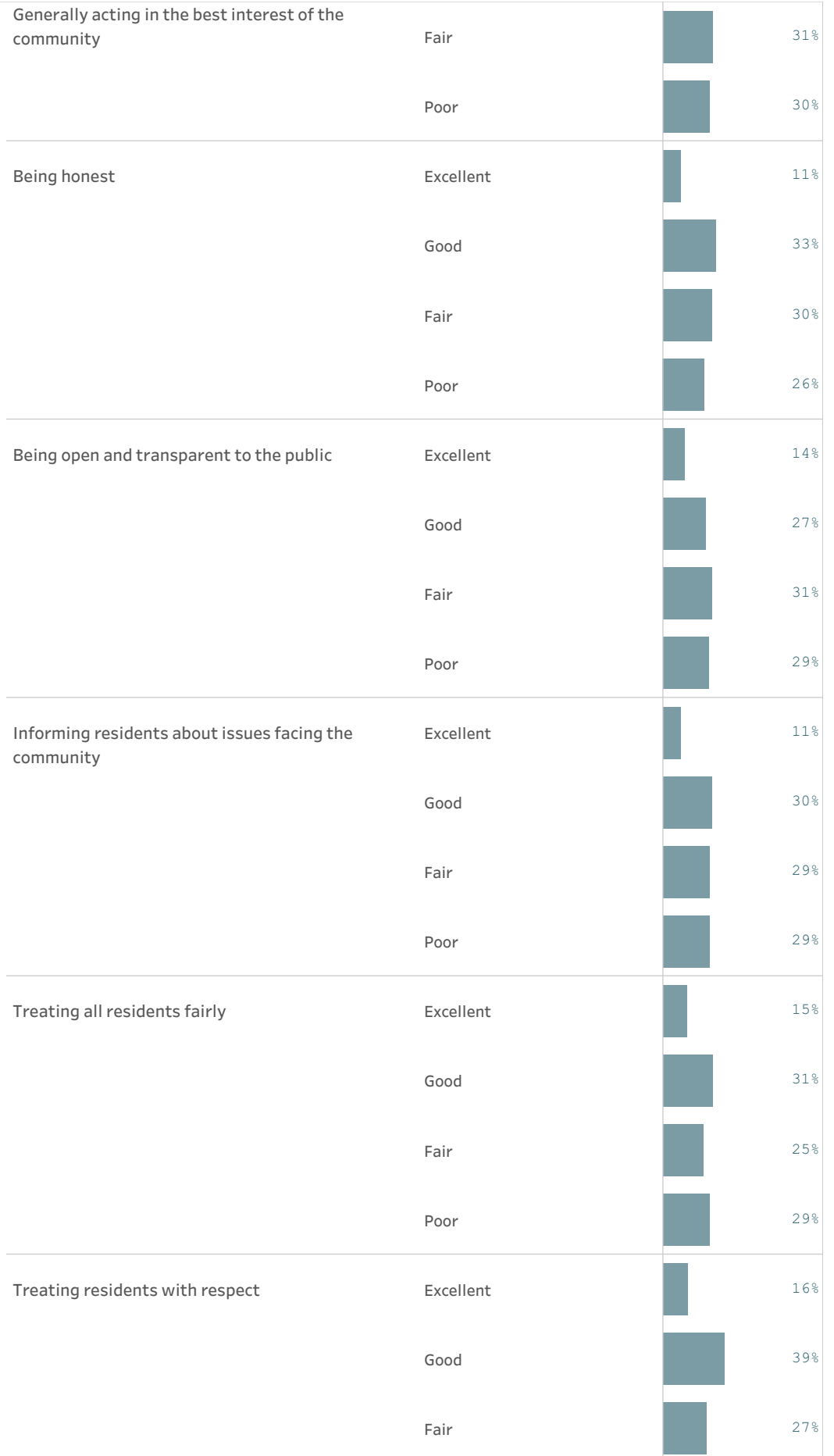


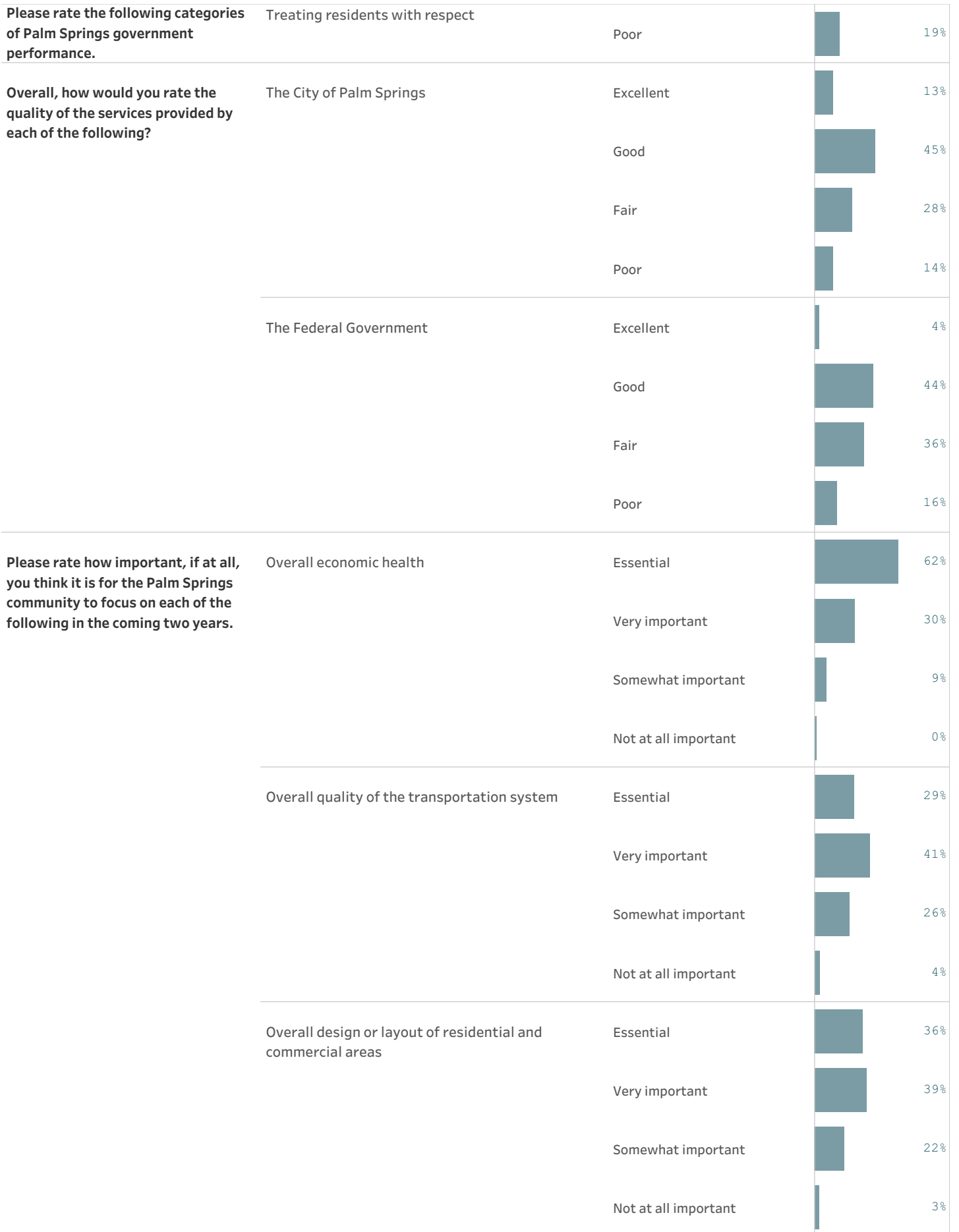
Please rate the quality of each of the following services in Palm Springs.



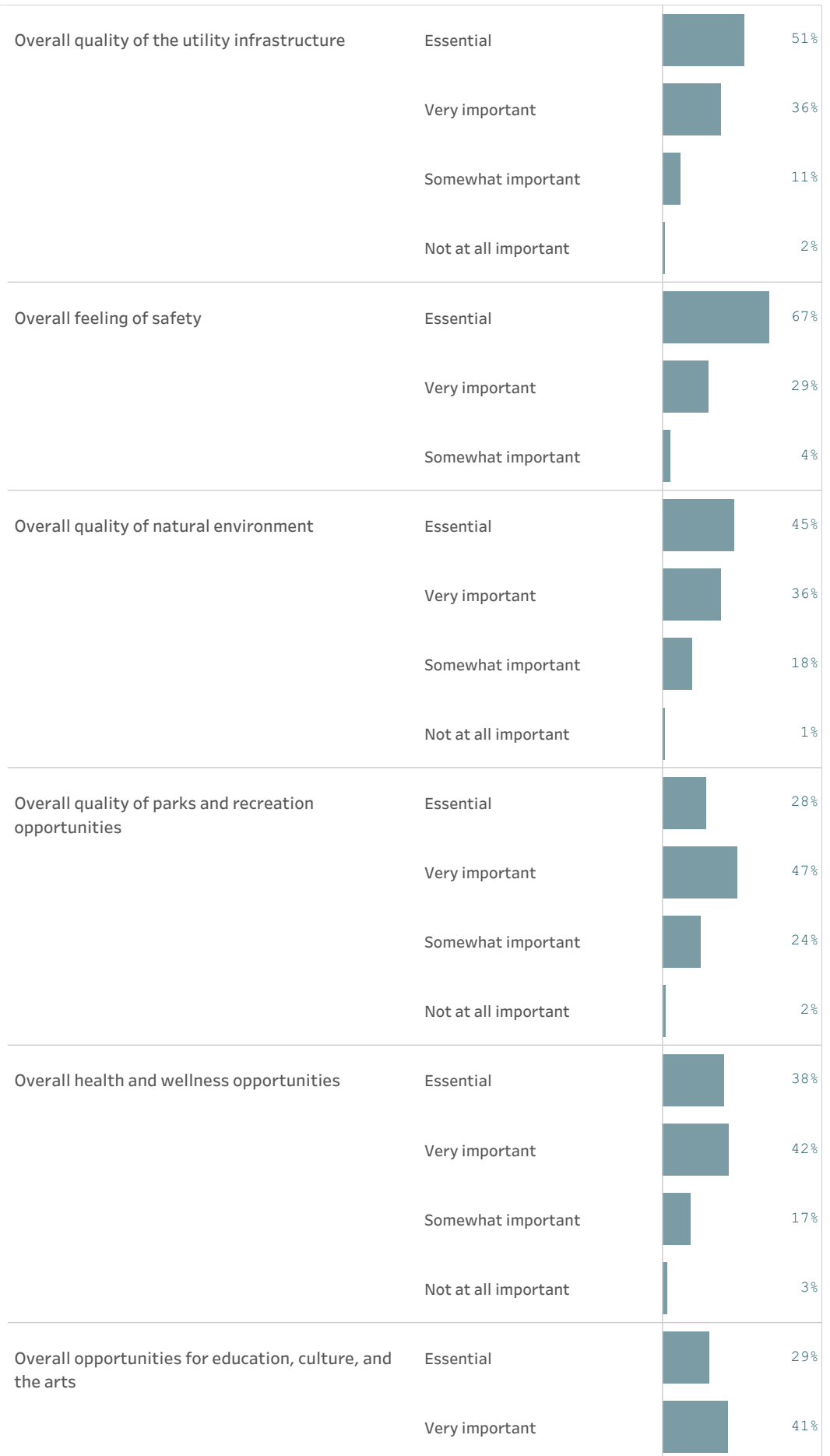
Please rate the quality of each of the following services in Palm Springs.	Overall customer service by Palm Springs employees	Good		47%
		Fair		21%
		Poor		8%
Please rate the following categories of Palm Springs government performance.	The value of services for the taxes paid to Palm Springs	Excellent		8%
		Good		32%
		Fair		38%
		Poor		22%
The overall direction that Palm Springs is taking	Excellent		8%	
	Good		29%	
	Fair		31%	
	Poor		31%	
The job Palm Springs government does at welcoming resident involvement	Excellent		15%	
	Good		35%	
	Fair		33%	
	Poor		18%	
Overall confidence in Palm Springs government	Excellent		9%	
	Good		26%	
	Fair		31%	
	Poor		33%	
Generally acting in the best interest of the community	Excellent		12%	
	Good		27%	

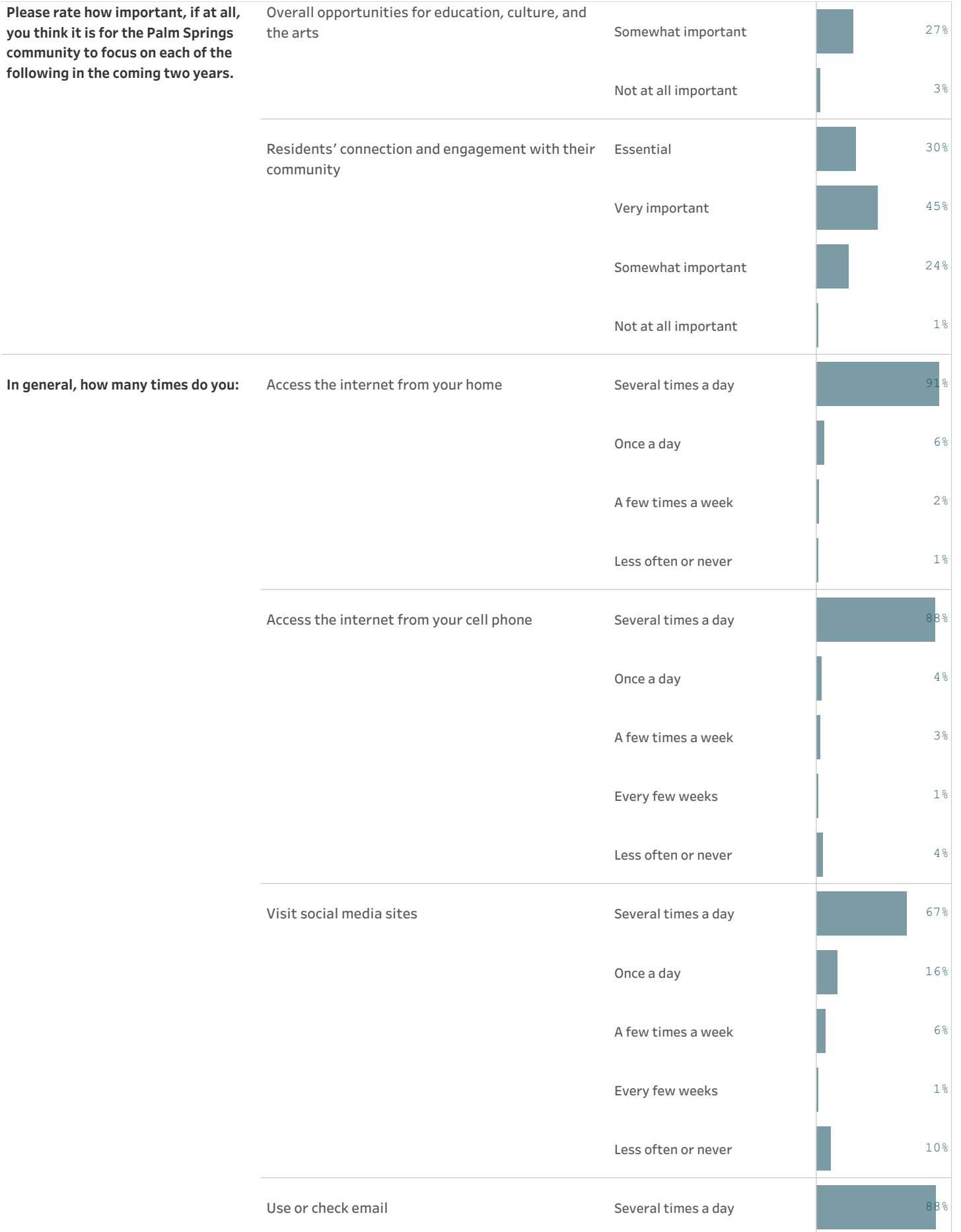
Please rate the following categories of Palm Springs government performance.

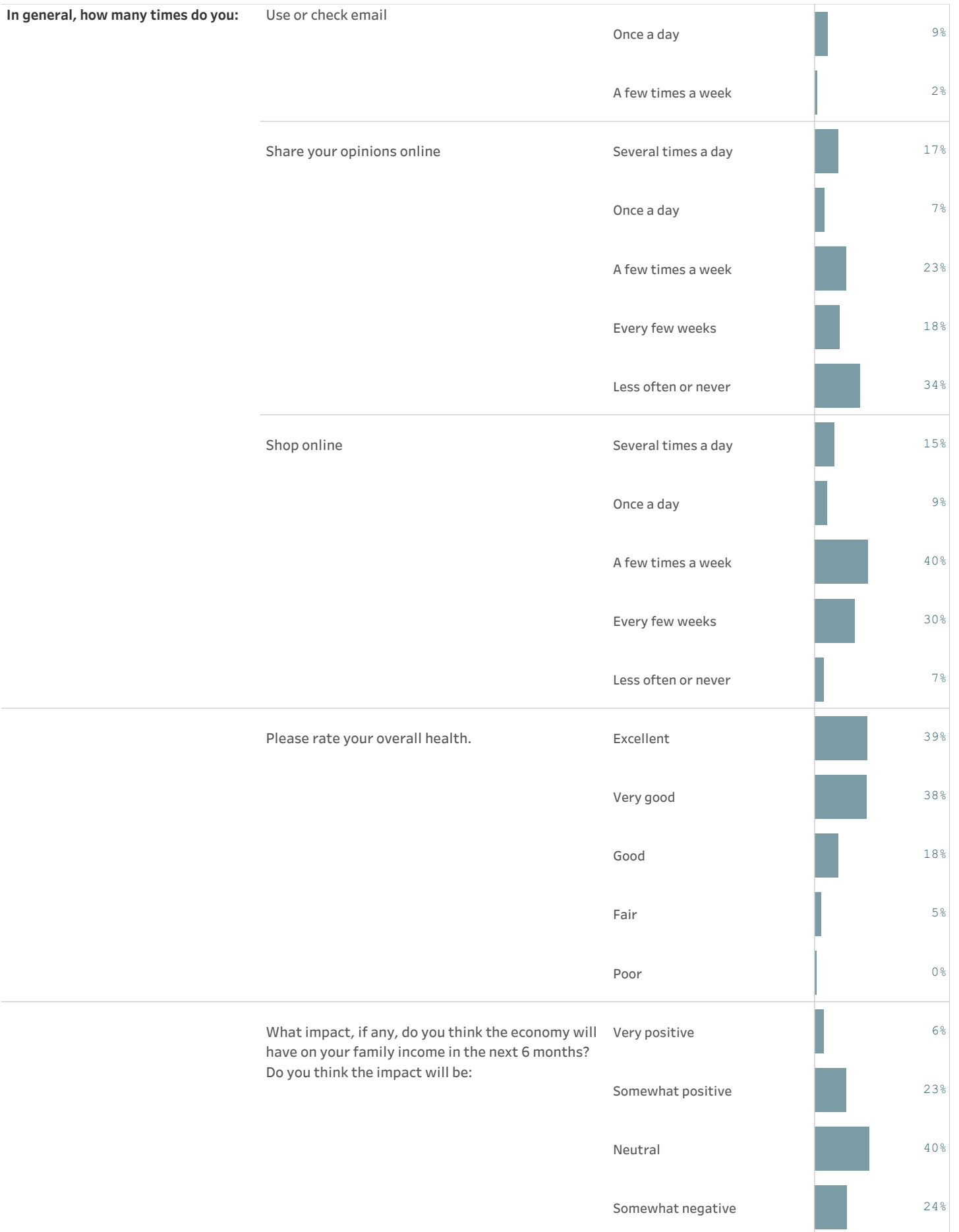




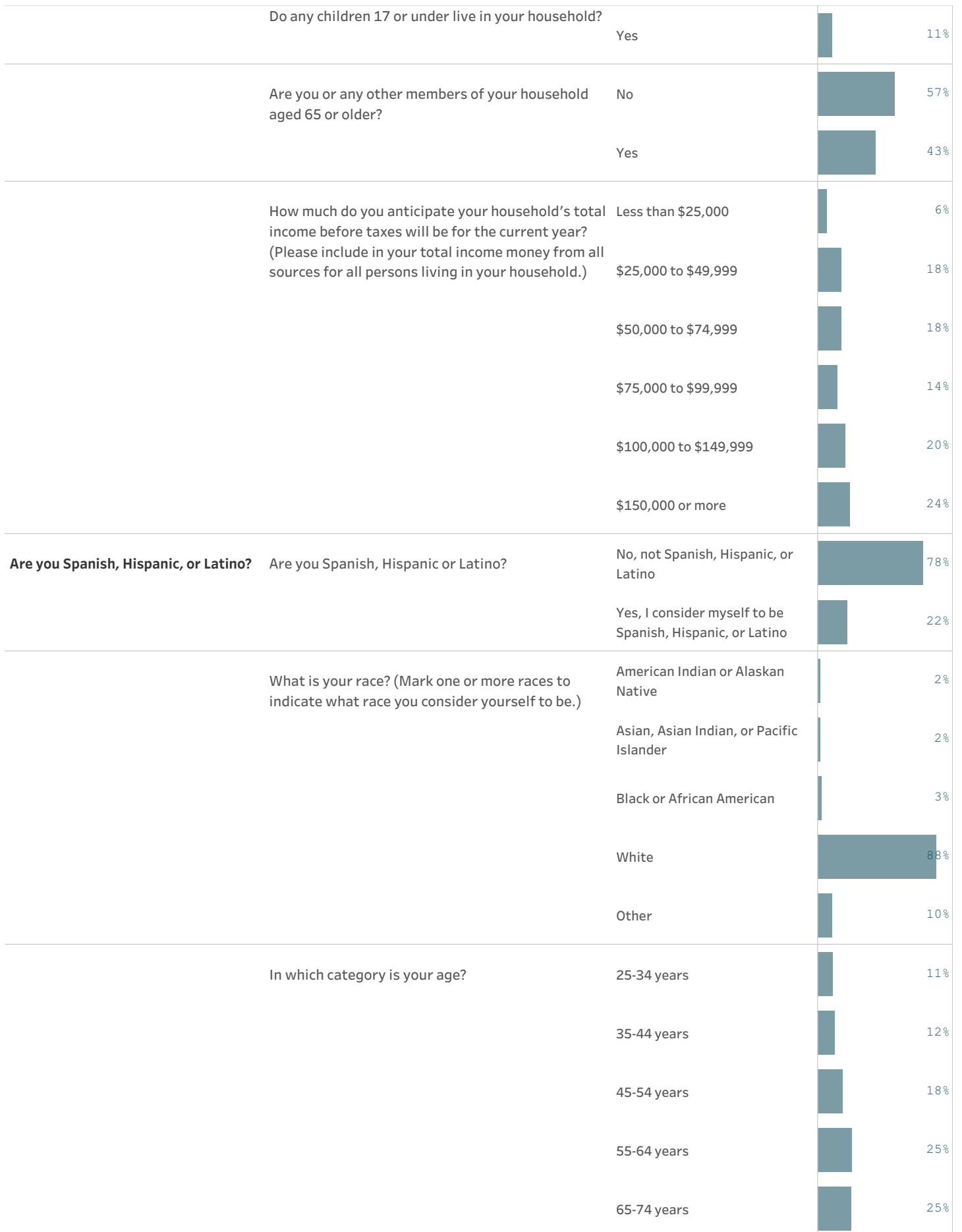
Please rate how important, if at all, you think it is for the Palm Springs community to focus on each of the following in the coming two years.

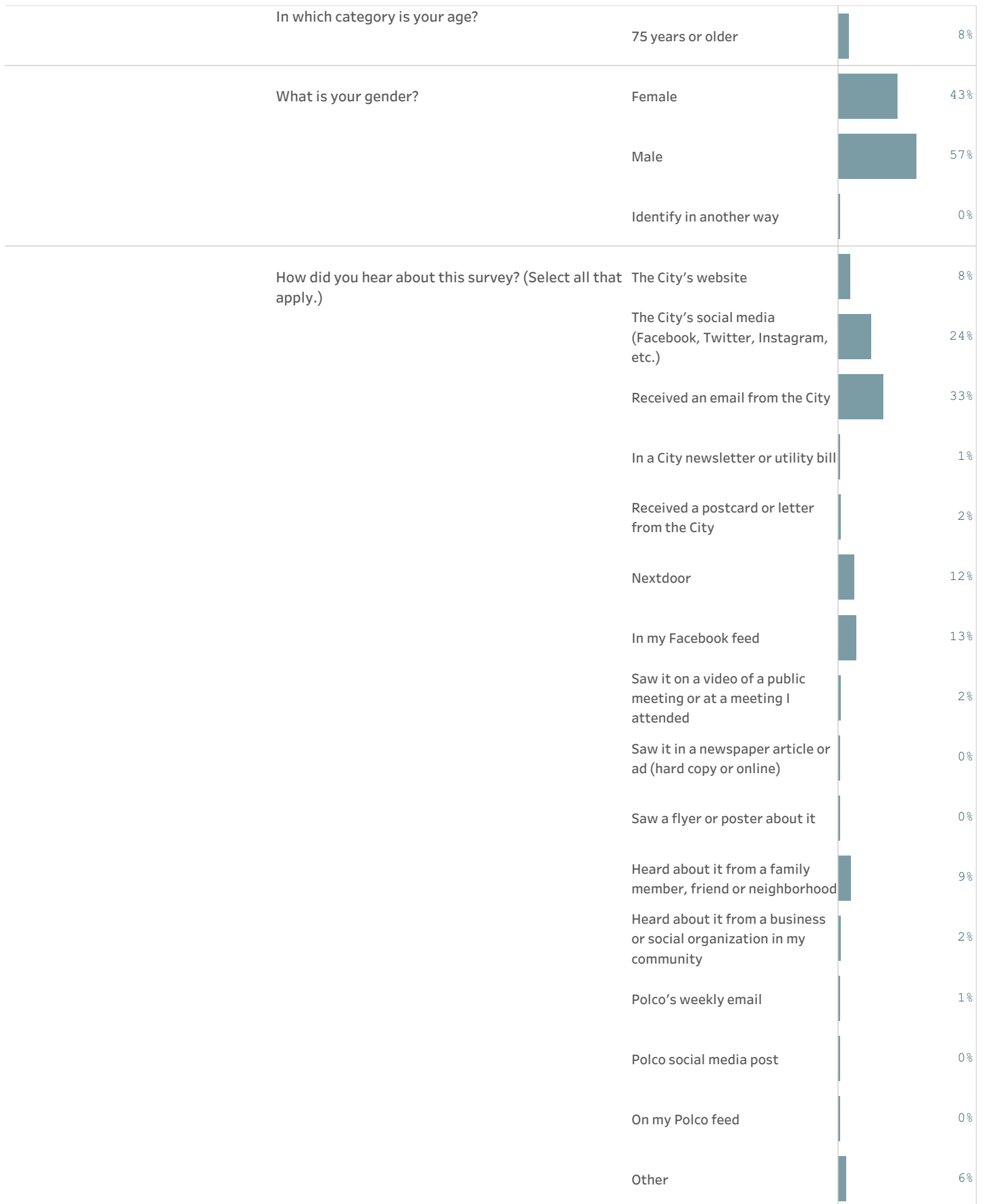






What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very negative		6%	
How many years have you lived in Palm Springs?	Less than 2 years		10%	
	2-5 years		30%	
	6-10 years		19%	
	11-20 years		20%	
	More than 20 years		21%	
Which best describes the building you live in?	One family house detached from any other houses		45%	
	Building with two or more homes (duplex, townhome, apartment or condominium)		51%	
	Mobile home		2%	
	Other		1%	
Do you rent or own your home?	Rent		41%	
	Own		59%	
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)?	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		4%
		\$500 to \$999		13%
		\$1,000 to \$1,499		20%
		\$1,500 to \$1,999		22%
		\$2,000 to \$2,499		14%
		\$2,500 to \$2,999		11%
		\$3,000 to \$3,499		4%
		\$3,500 or more		11%
Do any children 17 or under live in your household?	No		89%	





Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

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

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Palm Springs.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Palm Springs.....	1	2	3	4	5
Overall design or layout of Palm Springs' residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Palm Springs (water, sewer, storm water, electric, gas)	1	2	3	4	5
Overall feeling of safety in Palm Springs	1	2	3	4	5
Overall quality of natural environment in Palm Springs.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Palm Springs	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

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

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

4. Please rate how safe or unsafe you feel:

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

5. Please rate the job you feel the Palm Springs community does at each of the following.

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

6. Please rate each of the following in the Palm Springs community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Palm Springs.....	1	2	3	4	5
Variety of business and service establishments in Palm Springs	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Palm Springs	1	2	3	4	5
Overall image or reputation of Palm Springs.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Palm Springs	1	2	3	4	5
Ease of travel by public transportation in Palm Springs	1	2	3	4	5
Ease of travel by bicycle in Palm Springs	1	2	3	4	5
Ease of walking in Palm Springs.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Palm Springs	1	2	3	4	5
Overall appearance of Palm Springs.....	1	2	3	4	5
Cleanliness of Palm Springs.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Palm Springs	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

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

	<u>No</u>	<u>Yes</u>
Contacted the City of Palm Springs (in-person, phone, email, or web) for help or information.....	1	2
Contacted Palm Springs elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Palm Springs	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving.....	1	2

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Palm Springs open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Palm Springs employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Palm Springs government performance.

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

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

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

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

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Palm Springs.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Palm Springs.....	1	2	3	4
Overall design or layout of Palm Springs' residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Palm Springs (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Palm Springs	1	2	3	4
Overall quality of natural environment in Palm Springs	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Palm Springs	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

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

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Palm Springs?

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

D5. Which best describes the building you live in?

- 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 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

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

- No Yes

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

- No Yes

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

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 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 race you consider yourself to be.)

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

D13. In which category is your age?

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

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502