

BOARD OF COUNTY COMMISSIONERS

August 20, 2019

New Port Richey, Florida

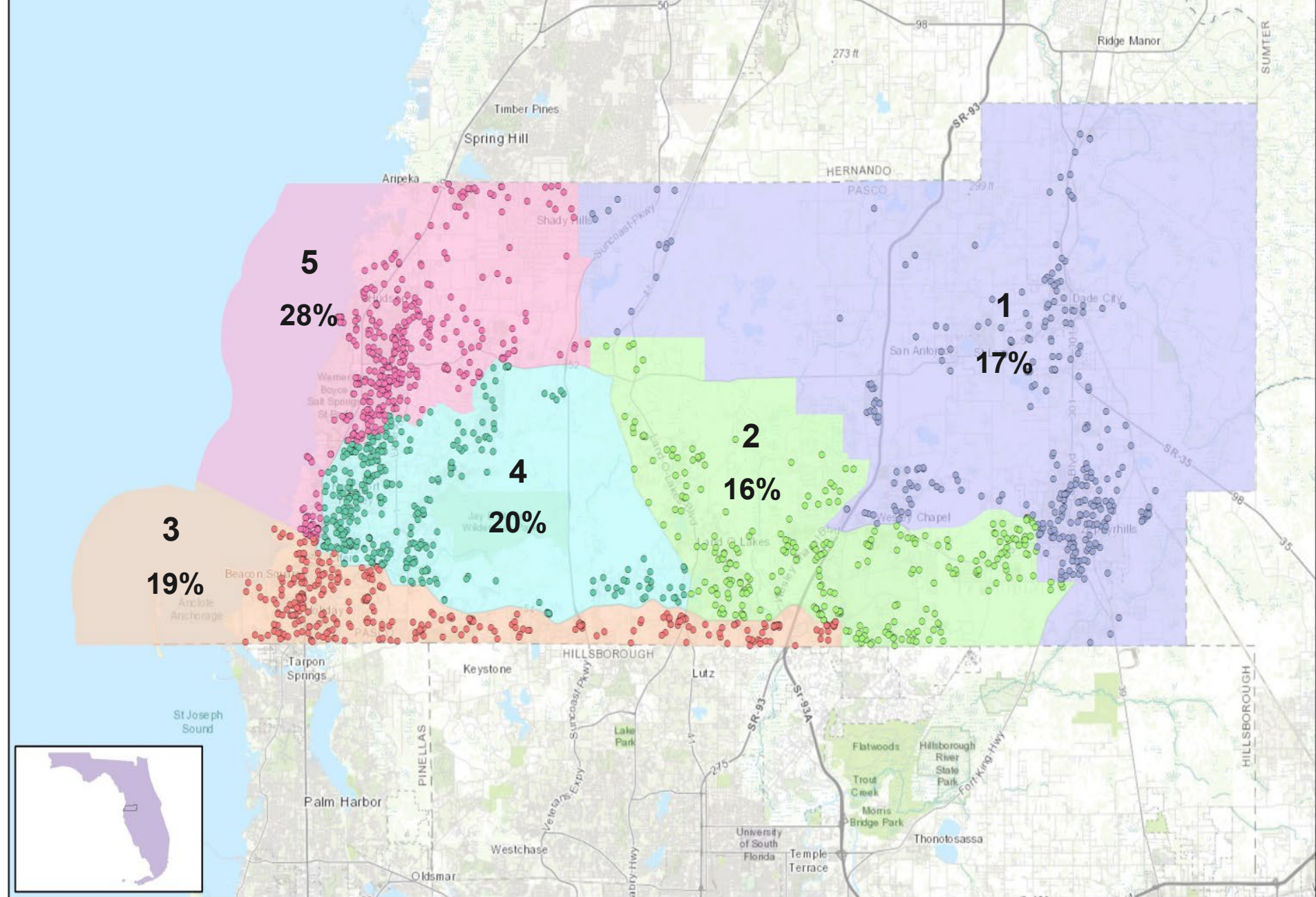
2019 CITIZEN SURVEYS

"The Voice of Our Customers"

National Community Survey (NCS)

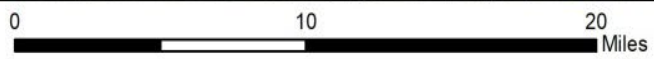
- An average of 350 communities participate annually.
- We participated in 2009, & 2012 through 2019.
- 18% response rate in 2019 (N=1,600).





Survey Recipients in Pasco County, FL

- In District 1 ● In District 3 ● In District 5
- In District 2 ● In District 4



Online “Open” Community Survey

- Using the same core questions as the NCS.
- Conducted every year since 2009.
- Used for comparisons.
- 1,748 responses in 2019.
- Feedback is intended to *inform* planning discussions & decisions.

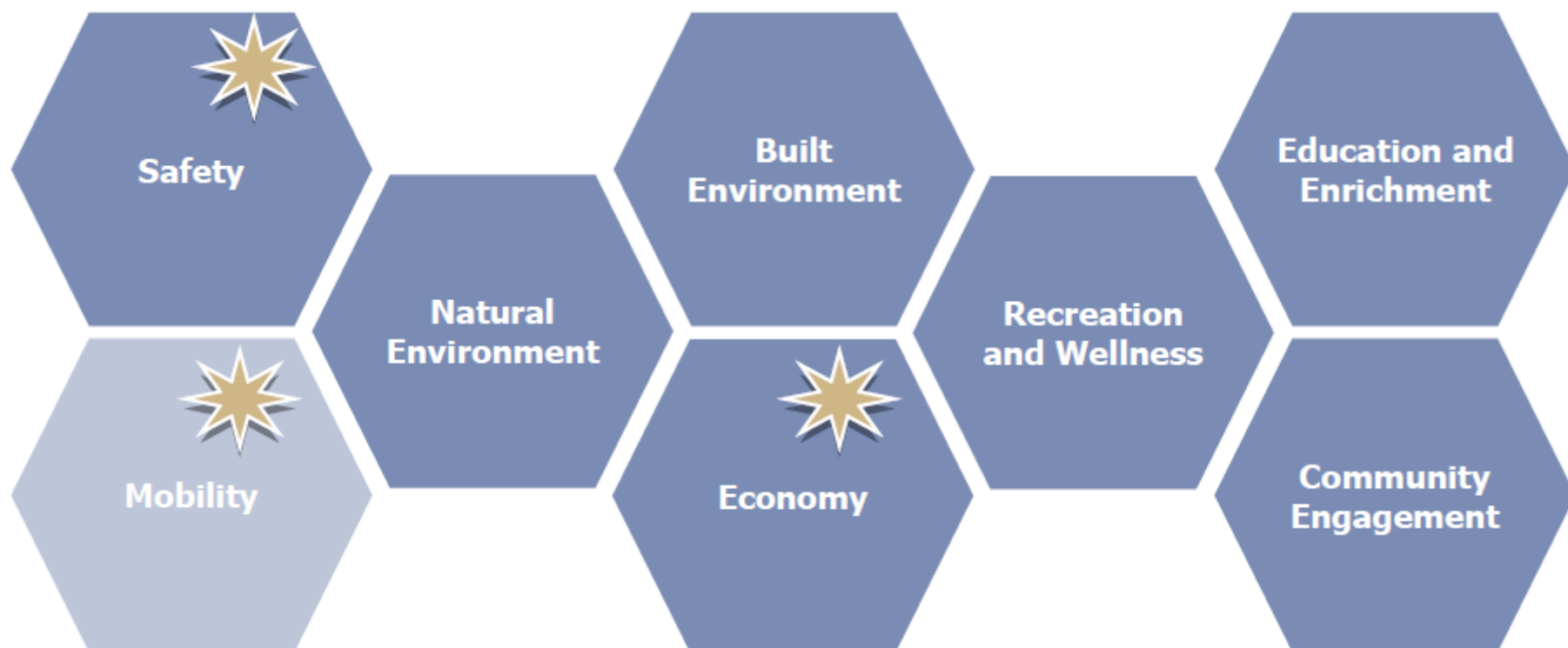


Livable Communities

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



Livable Communities

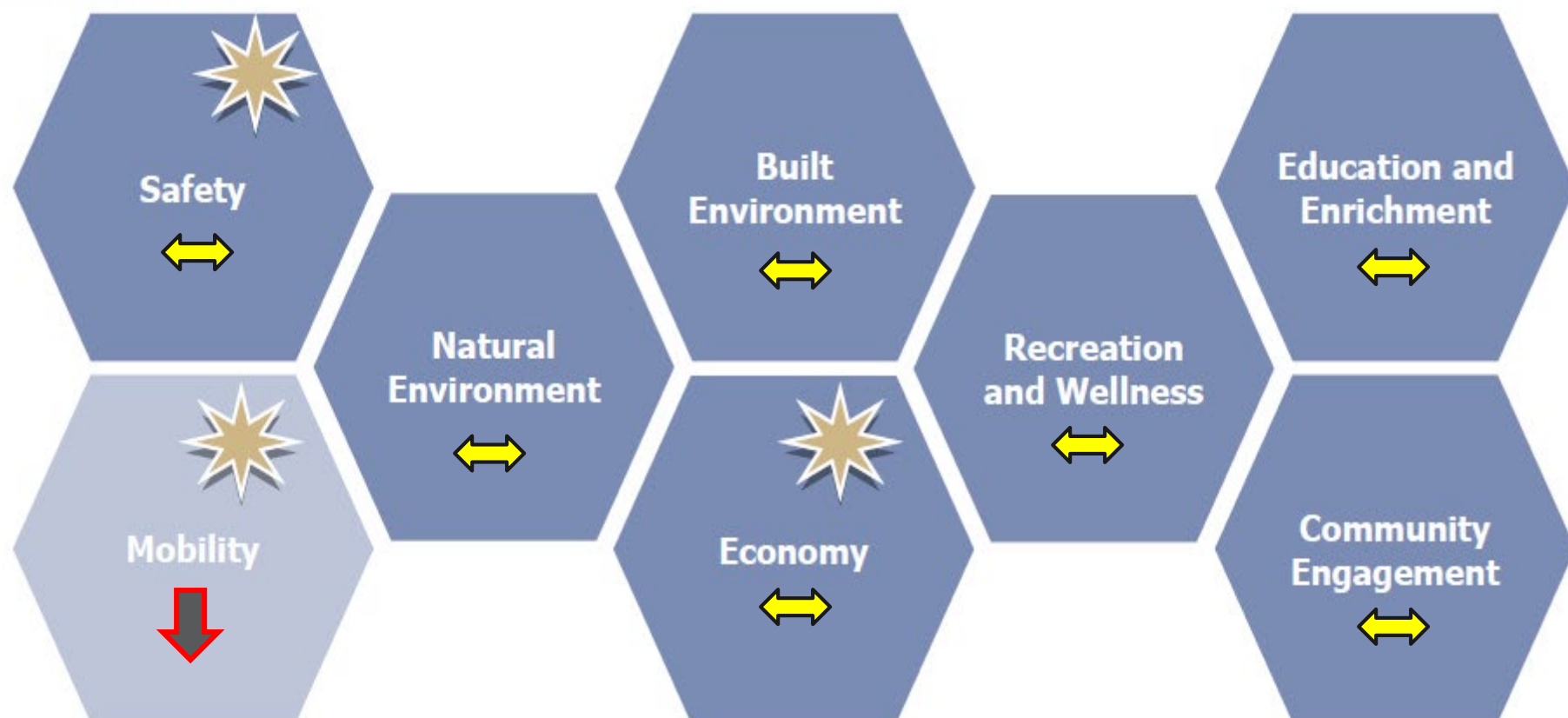
% Positive Responses

↑ Higher than 2018

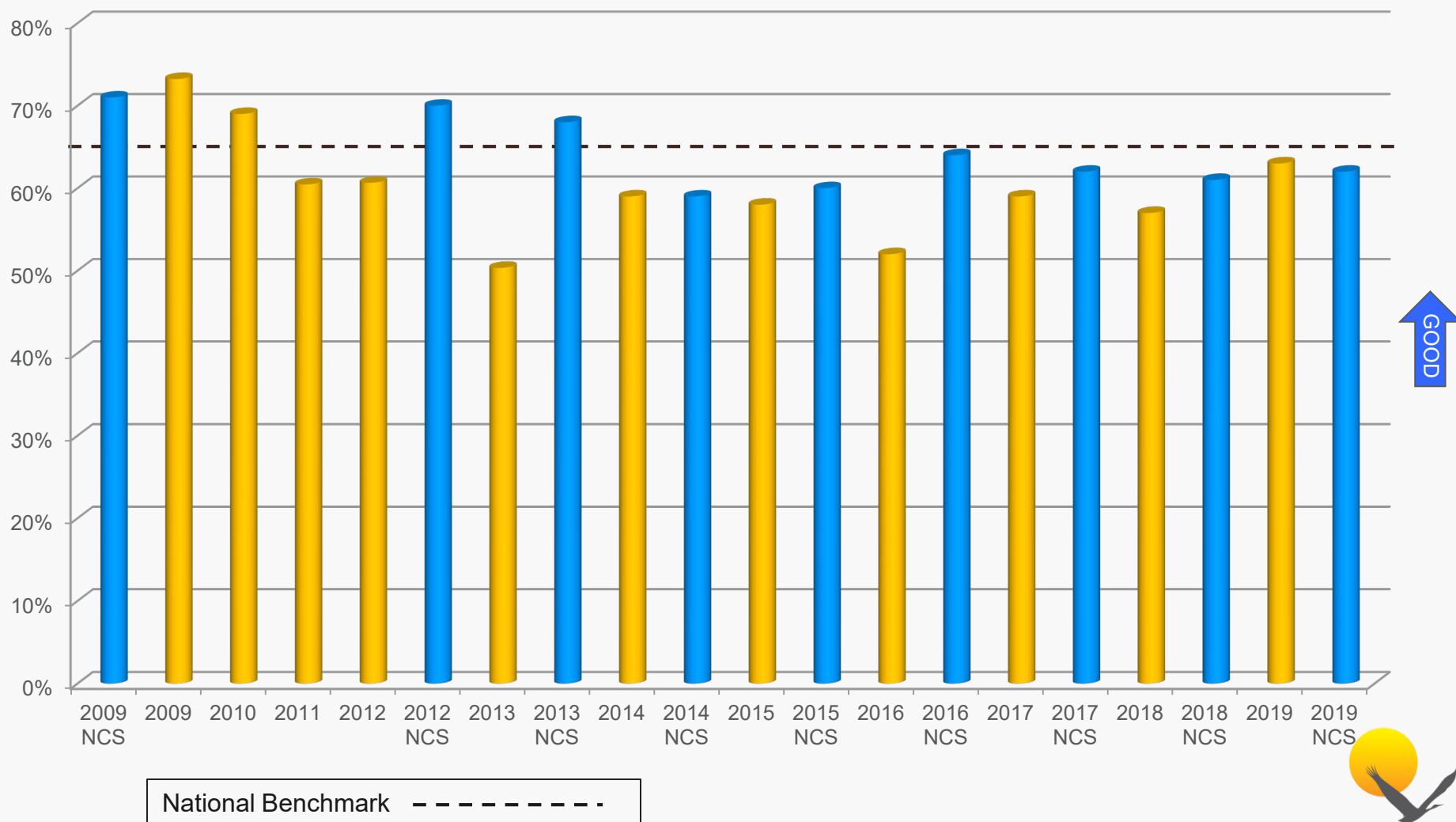
↔ Same as 2018

↓ Lower than 2018

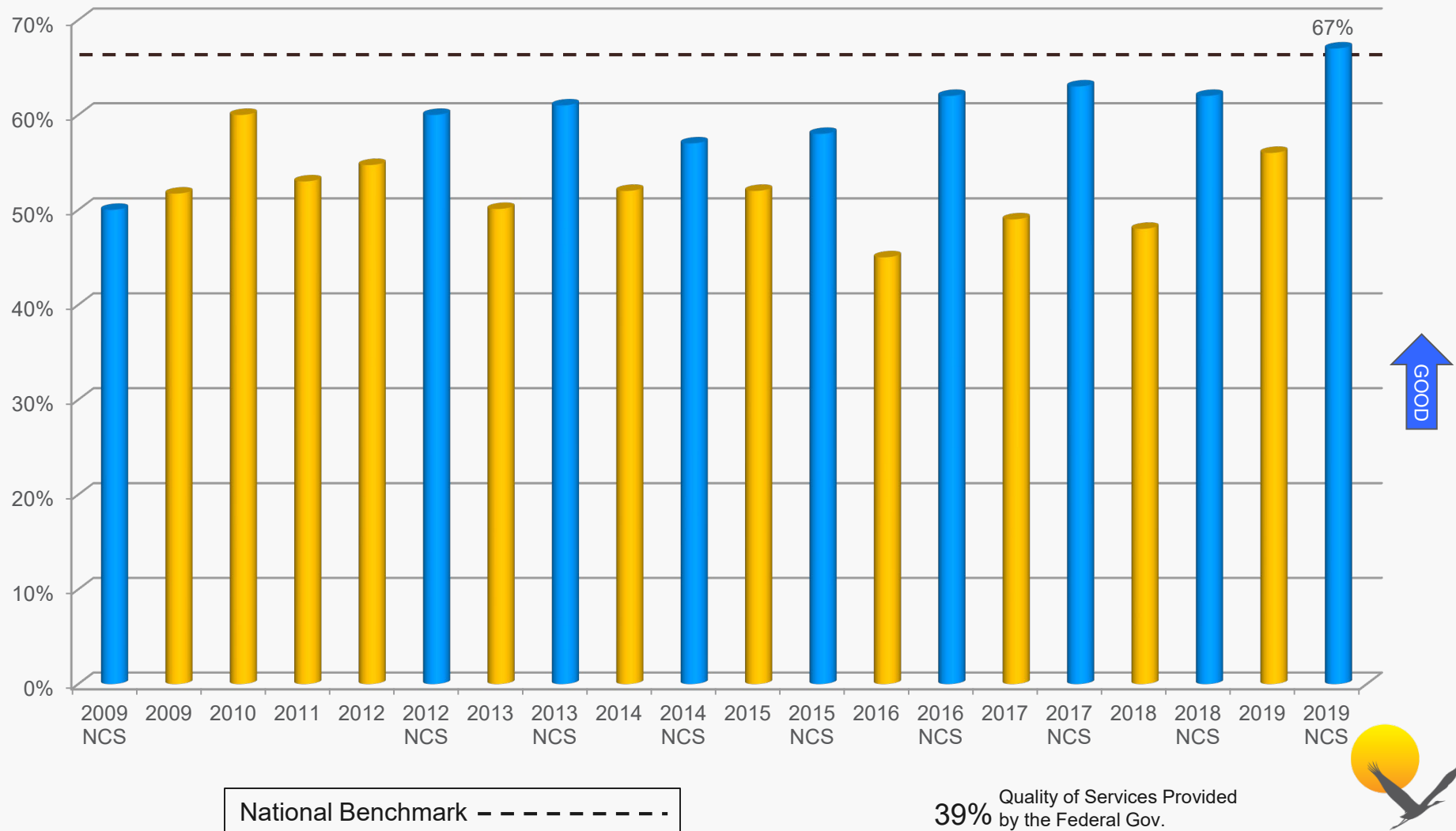
★ Most important



The Overall Quality of Life in Pasco County

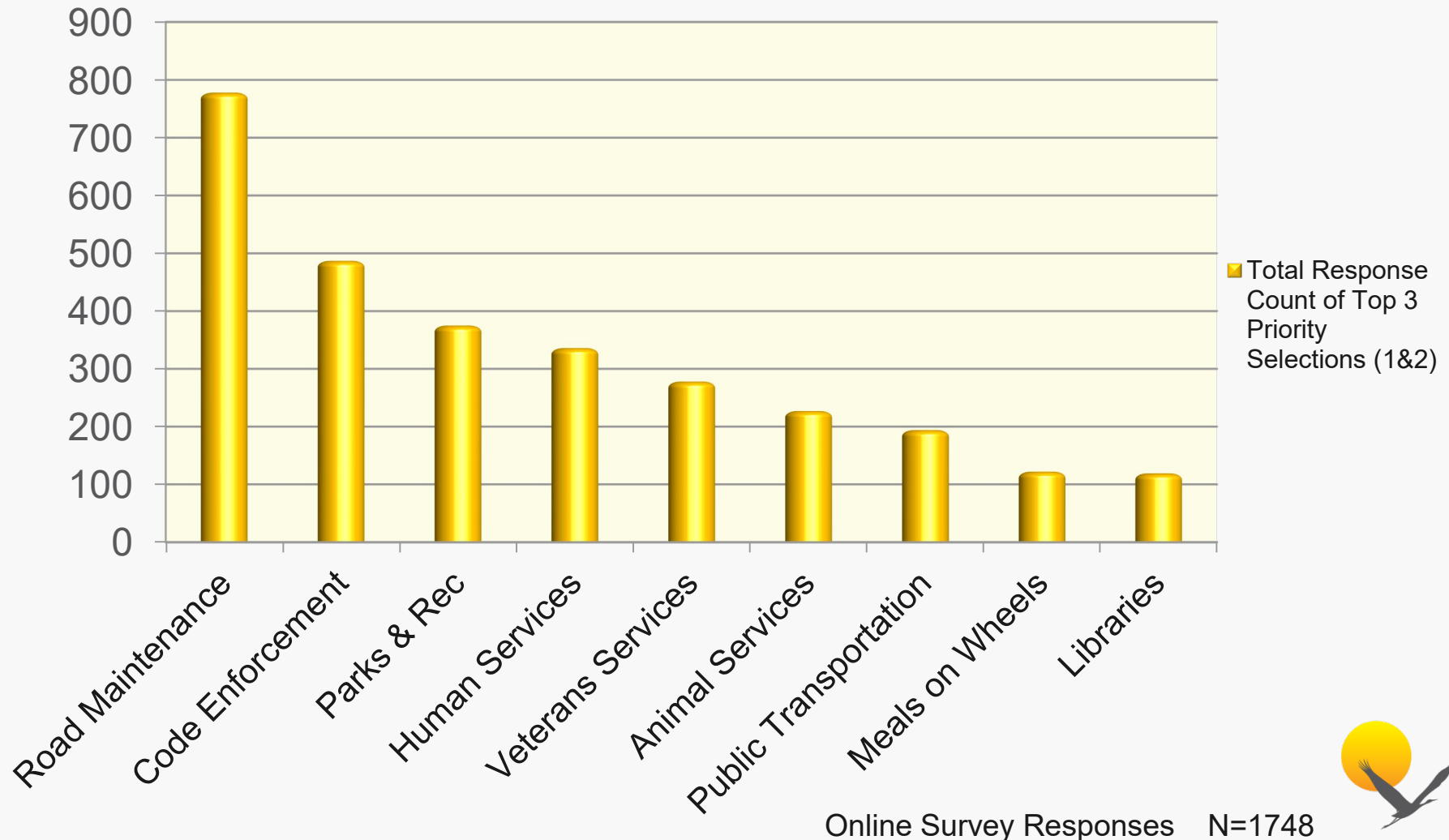


The Overall Quality of Pasco County Services



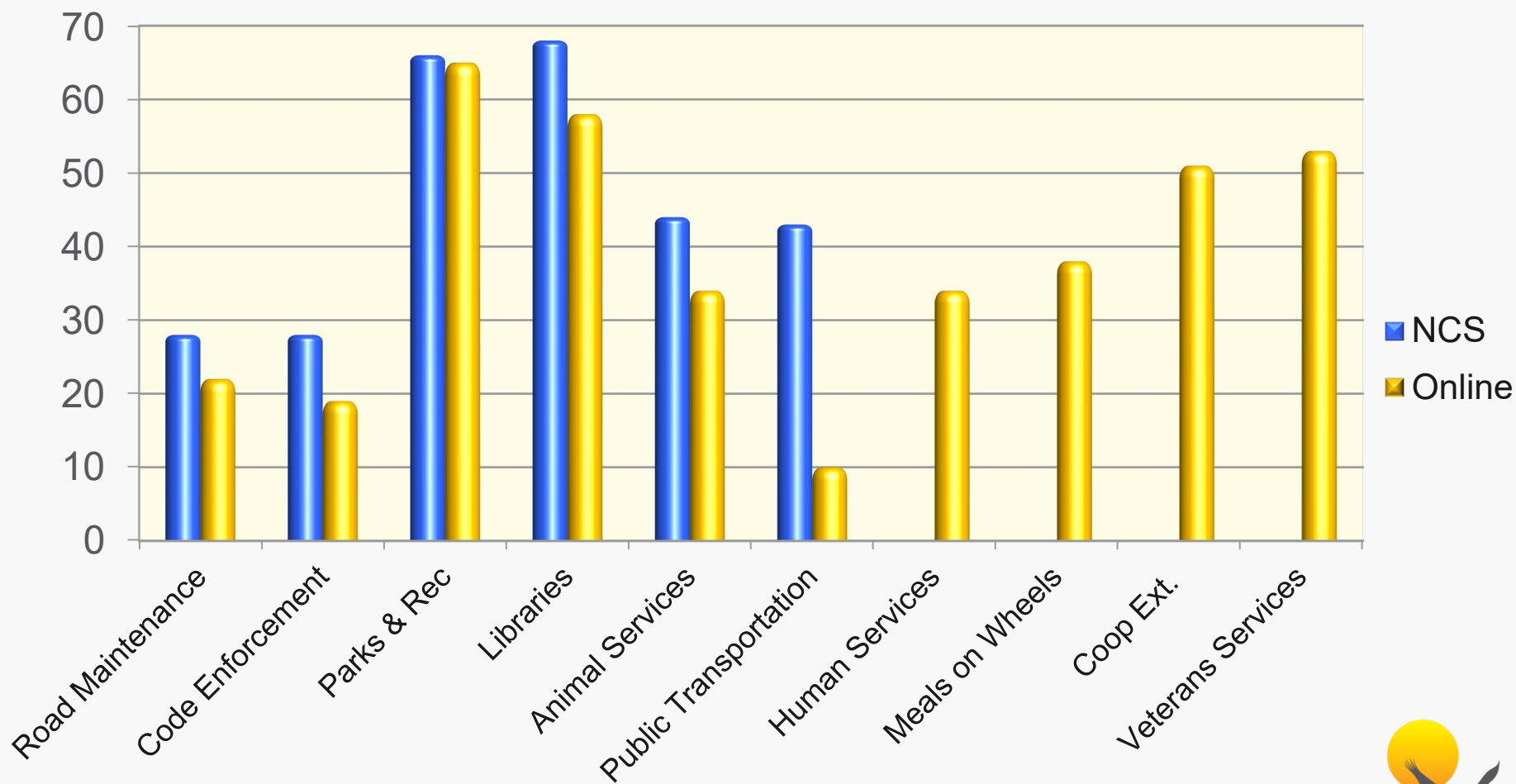
Citizen Response to "Most Important Services"

(Outside of Law Enforcement, Fire/Rescue & Emergency Medical)



Quality of these “Most Important Services”

(Outside of Law Enforcement, Fire/Rescue & Emergency Medical)



The Big Picture

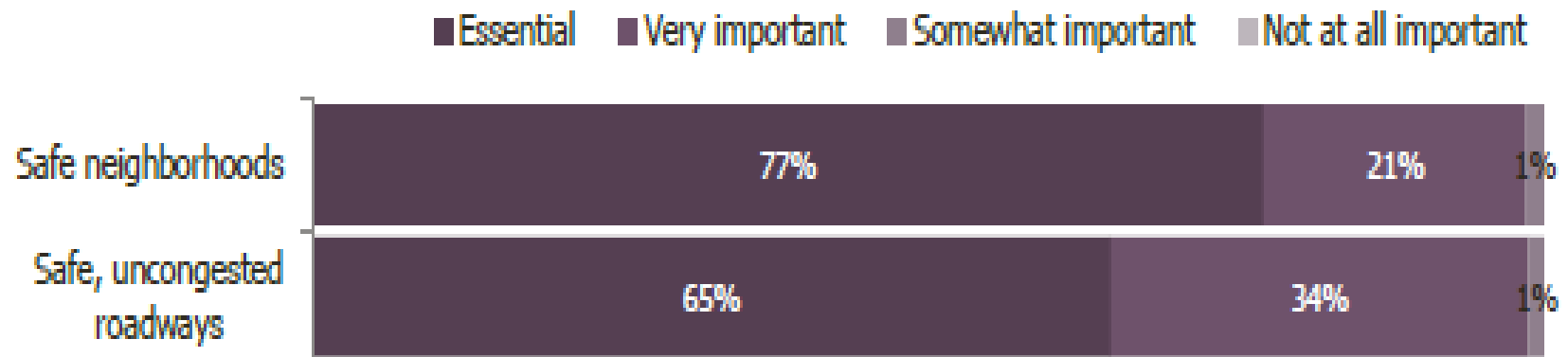
Figure 2: The Eight Facets of Livable Communities



Safety

National Community Survey

Impact on the Overall Quality of Life



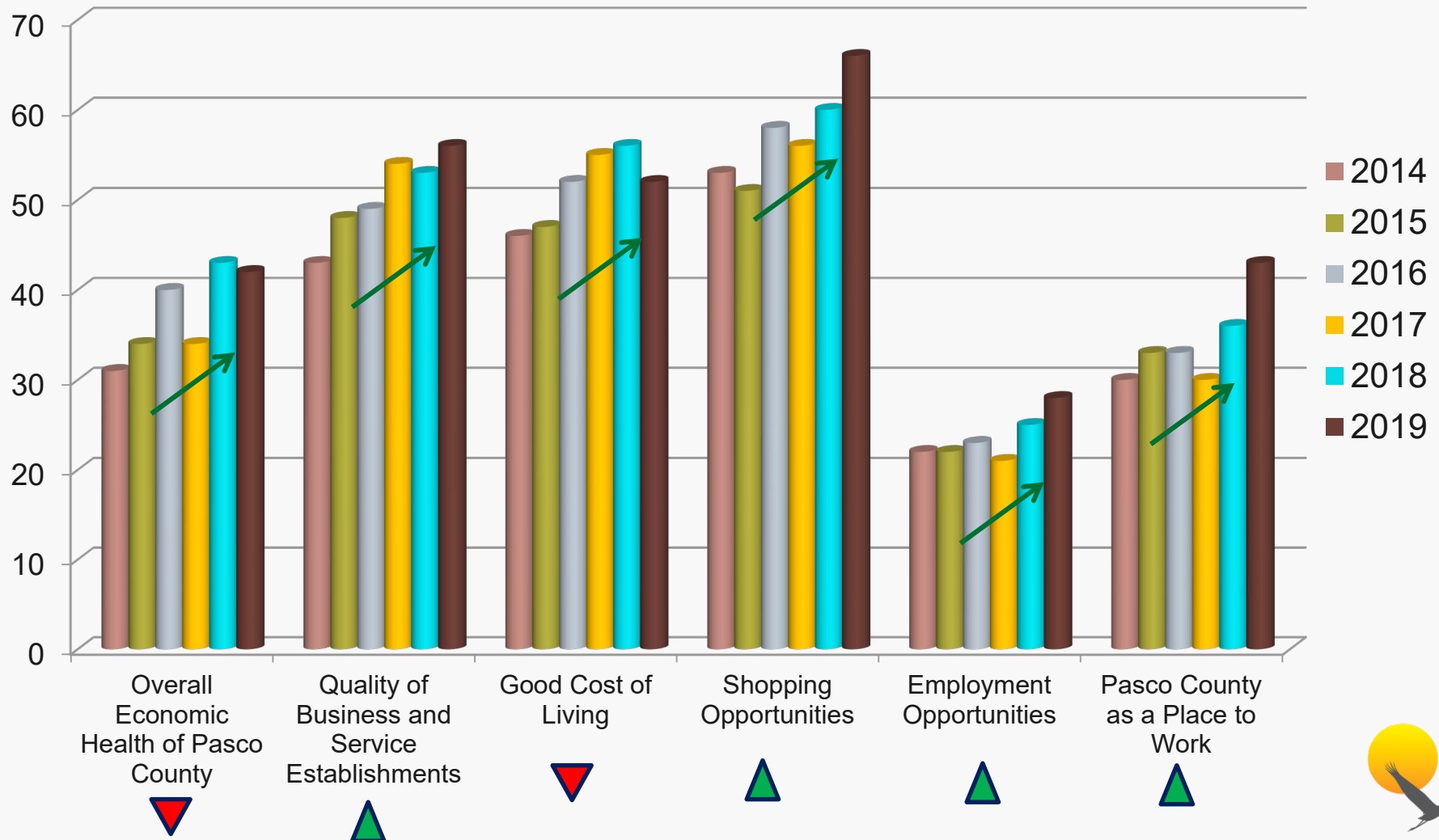
% Rating
Positively
(Good or Excellent)

Law Enforcement	78%
Fire Service	89%
EMS/Ambulance	89%
Crime Prevention	66%
Fire Prevention	62%
Traffic Enforcement	43%
Emergency Preparedness	66%

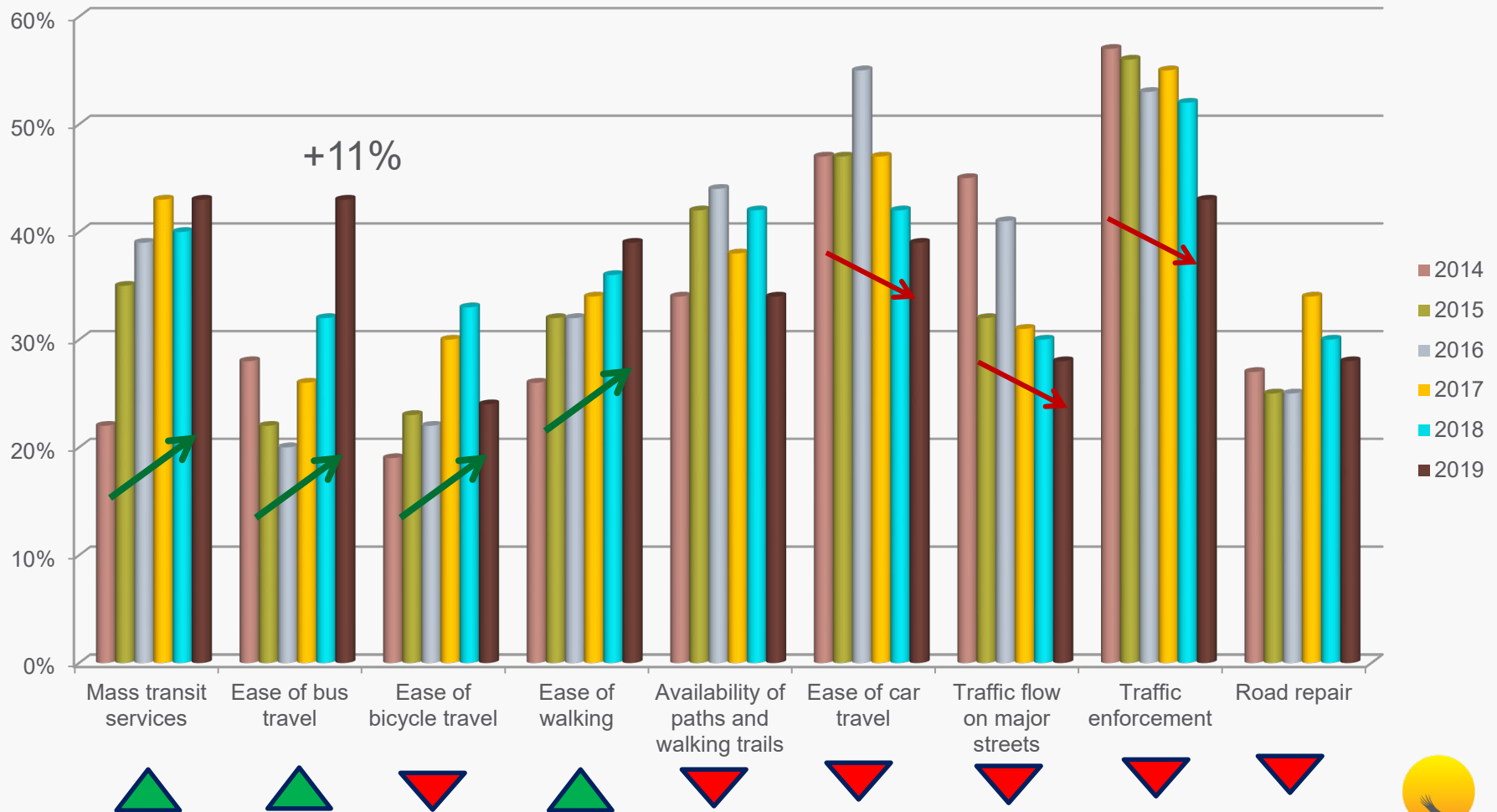
Most Similar to 2018 Ratings and National Benchmarks



The Economy

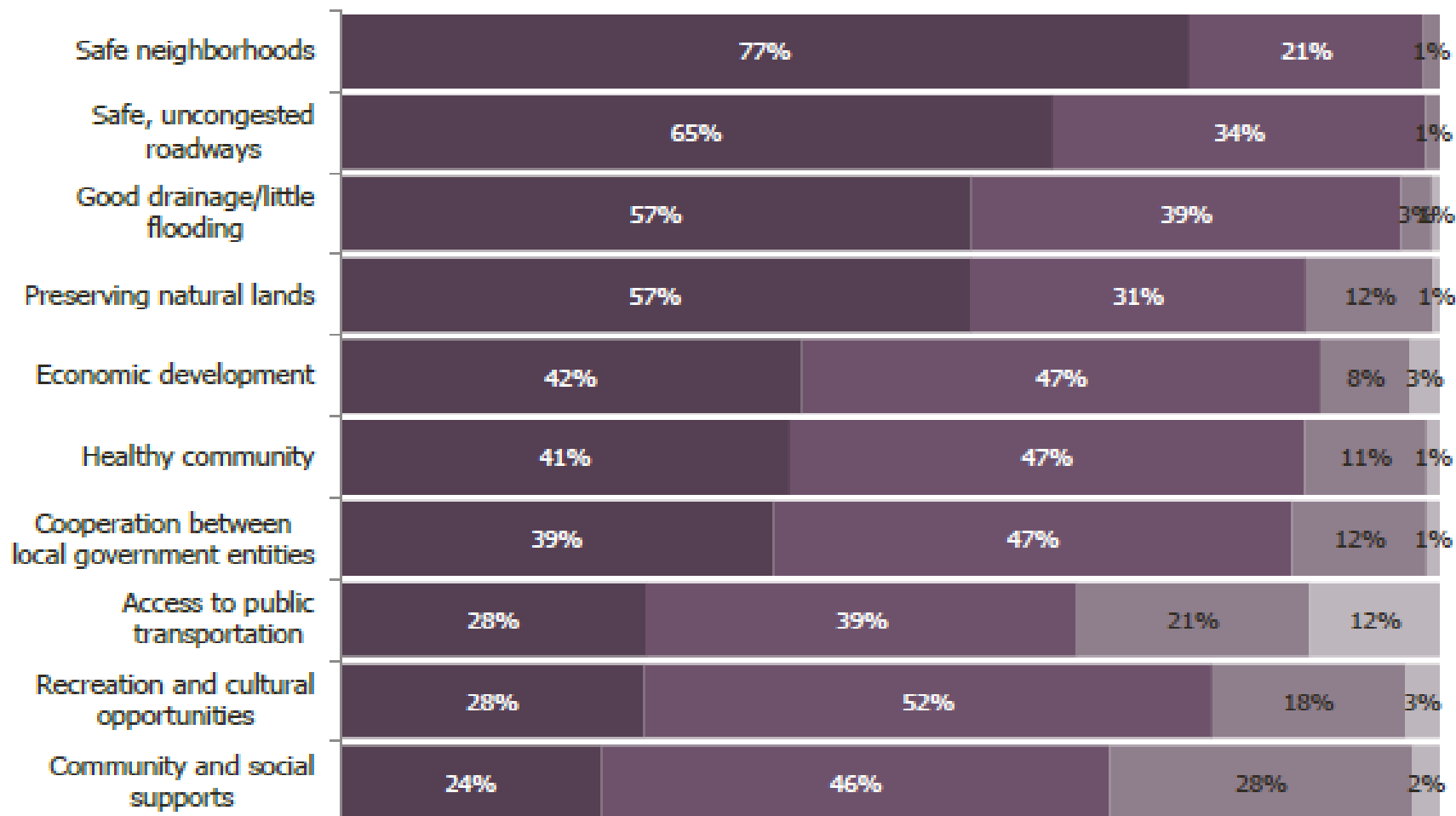


Mobility



Impact on the Overall Quality of Life

■ Essential ■ Very important ■ Somewhat important ■ Not at all important



Conclusions

Ratings for 2019 Generally Remained Stable

- Of the 131 Items with Comparisons Available:
 - 113 Rated Similar to 2018; 9 Showed a Decrease; 9 Showed an Increase.
- 72% of residents rated the County as an *excellent* or *good* place to live (+5%).
- Two-thirds gave *excellent* or *good* ratings to the *overall quality* of County services.
- Two-thirds applauded *Customer Service* provided by the County; similar to communities throughout the nation.



Conclusions – Opportunities for Improvement

➤ Mobility:

- Rapid Growth – Multi-Family Housing – Outpacing Infrastructure (Roads, Schools, etc.)
- Traffic (Congestion, Light Timing)

➤ Economy:

- Few Affordable Housing Options
- Few Living-wage Jobs

➤ Safety

- West Pasco - Drug-associated Criminal Activity, Rundown Properties, Homelessness Issues
- Unsafe Driving Speeds with Little Visible Enforcement



Conclusions - Strengths



- Overall appearance of Pasco County (+10%).
 - Code Enforcement, Solid Waste, Road & Bridge, HRE Program

- Improved Customer Service across functions
 - (+10% from 2014; +17% from 2009).

- Communicating with Citizens
 - (Via local media outlets, Social media, Web presence, MyPasco APP, etc.)



Conclusions - Strengths

Governance	(2014 - 2019)
The value of services for the taxes paid to Pasco County	+11%
The overall direction that Pasco County is taking	+12%
The job Pasco County government does at welcoming citizen involvement	+10%
Acting in the best interest of Pasco County citizens	+13%
Being honest	+14%
Treating all residents fairly	+11%



The Overarching Message

- Citizen awareness of, and interest in local government decisions is on the rise. “Bigger Picture” issues seem of most concern i.e., (Mobility, Growth/Development, Redevelopment, Crime).
- Ratings for most of the *Services Provided by the County* are on the rise.
- Many issues require collaborative efforts (Overall image of Pasco County, Quality of Life, Appearance of the County, etc.).



The Overarching Message

- Our Challenge: Continue to engage others in being part of the solution.
- Our 2021 Strategic Plan has accurately targeted these identified citizen/stakeholder priorities.
- Our FY 2020 Business Plan/Budget provides detailed strategies to move the needle on the issues.



