

BOARD OF COUNTY COMMISSIONERS

January, 2021

New Port Richey, Florida

2020 CITIZEN SURVEYS

"The Voice of Our Customers"

National Community Survey (NCS)

- An average of 350 communities participate annually.
- We participated in 2009, & 2012 through 2020.
- 18% response rate in 2020 (N=1,600).



Percentage of Completed Surveys



Online “Open” Community Survey

- Using the same core questions as the NCS.
- Conducted every year since 2009.
- Used for comparisons.
- 2,007 responses in 2020.
- Feedback is intended to *inform* planning discussions & decisions.



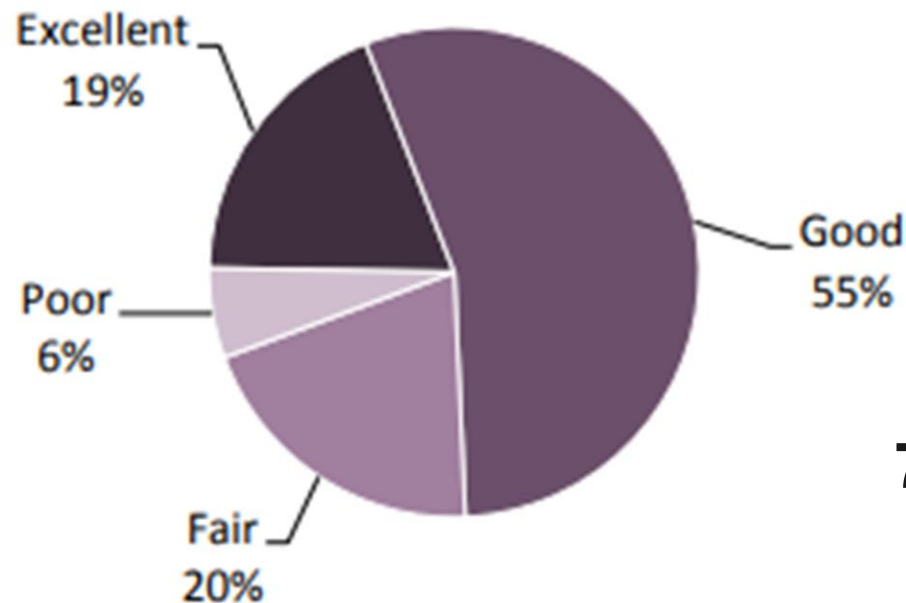
Livable Communities

		QUALITY		
		LOWER	SIMILAR	HIGHER
IMPORTANCE	HIGHER		<ul style="list-style-type: none"> • Health and Wellness 	
	SIMILAR	<ul style="list-style-type: none"> • Mobility • Safety • Parks and Recreation • Education, Arts and Culture 	<ul style="list-style-type: none"> • Economy • Community Design • Utilities • Natural Environment 	
	LOWER		<ul style="list-style-type: none"> • Inclusivity and Engagement 	



Quality of Life

Overall Quality of Life in Pasco County

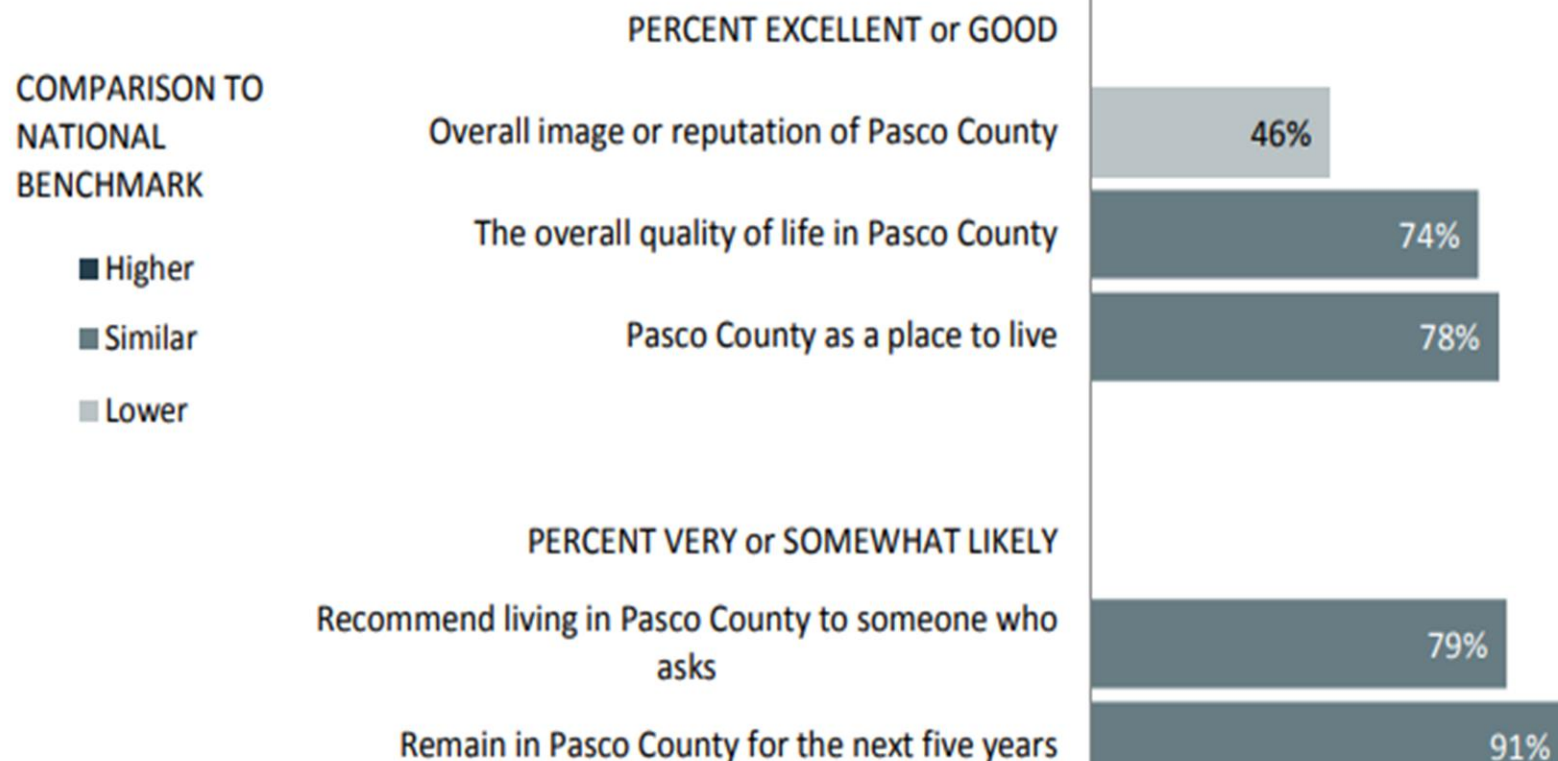


74% Positive

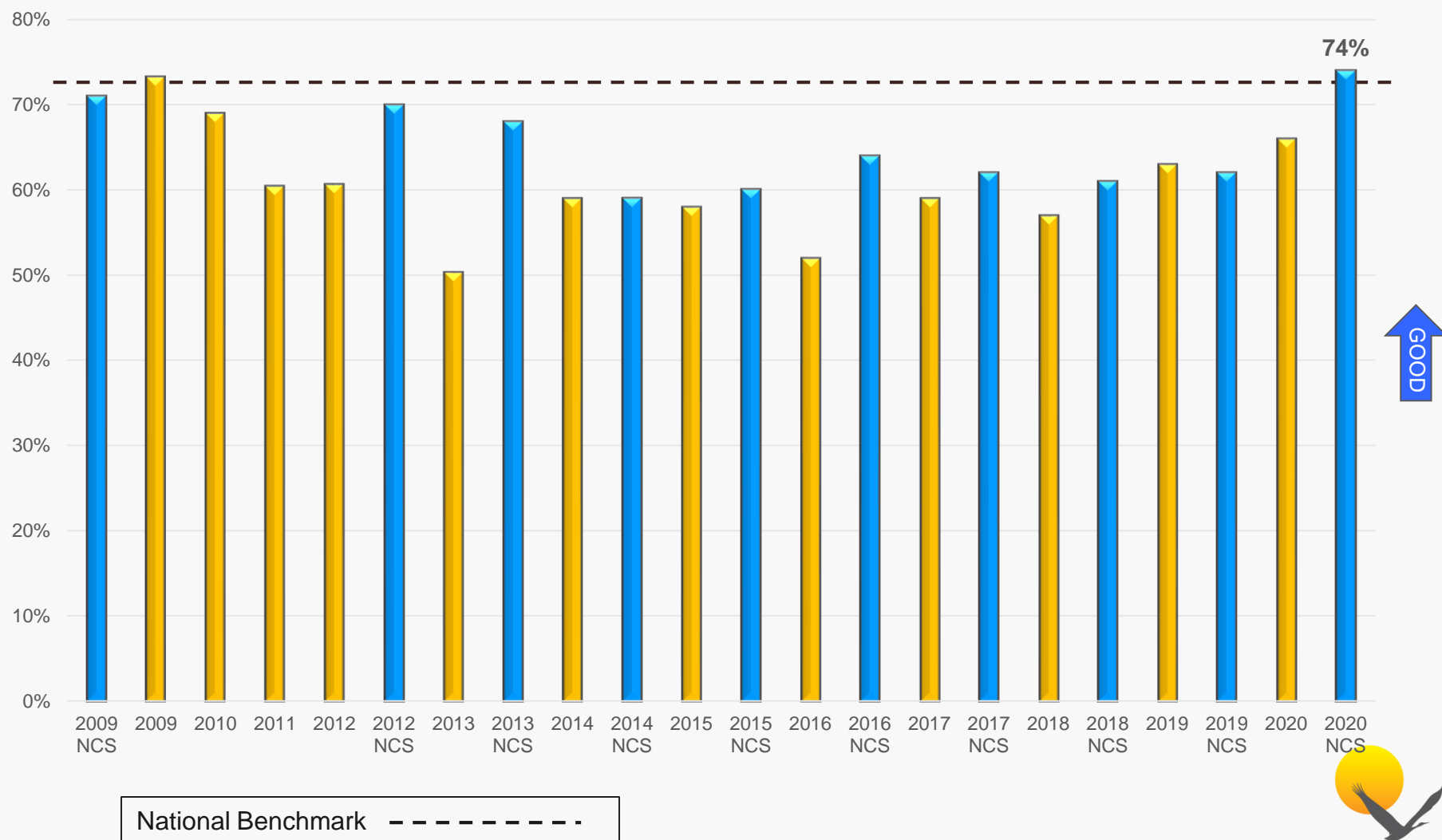
+12% from 2019



Quality of Life

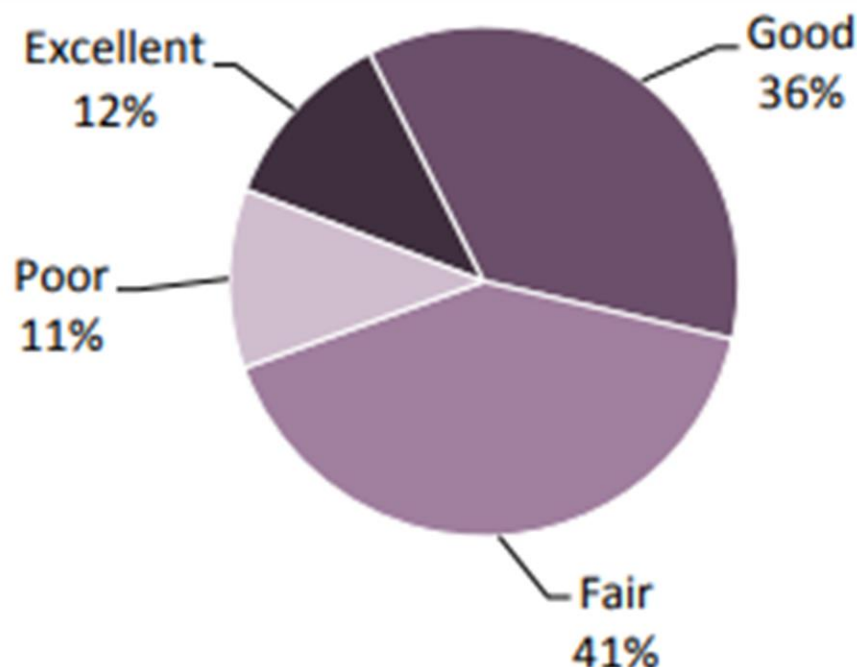


The Overall Quality of Life in Pasco County



Governance

Overall Confidence in Pasco County Government

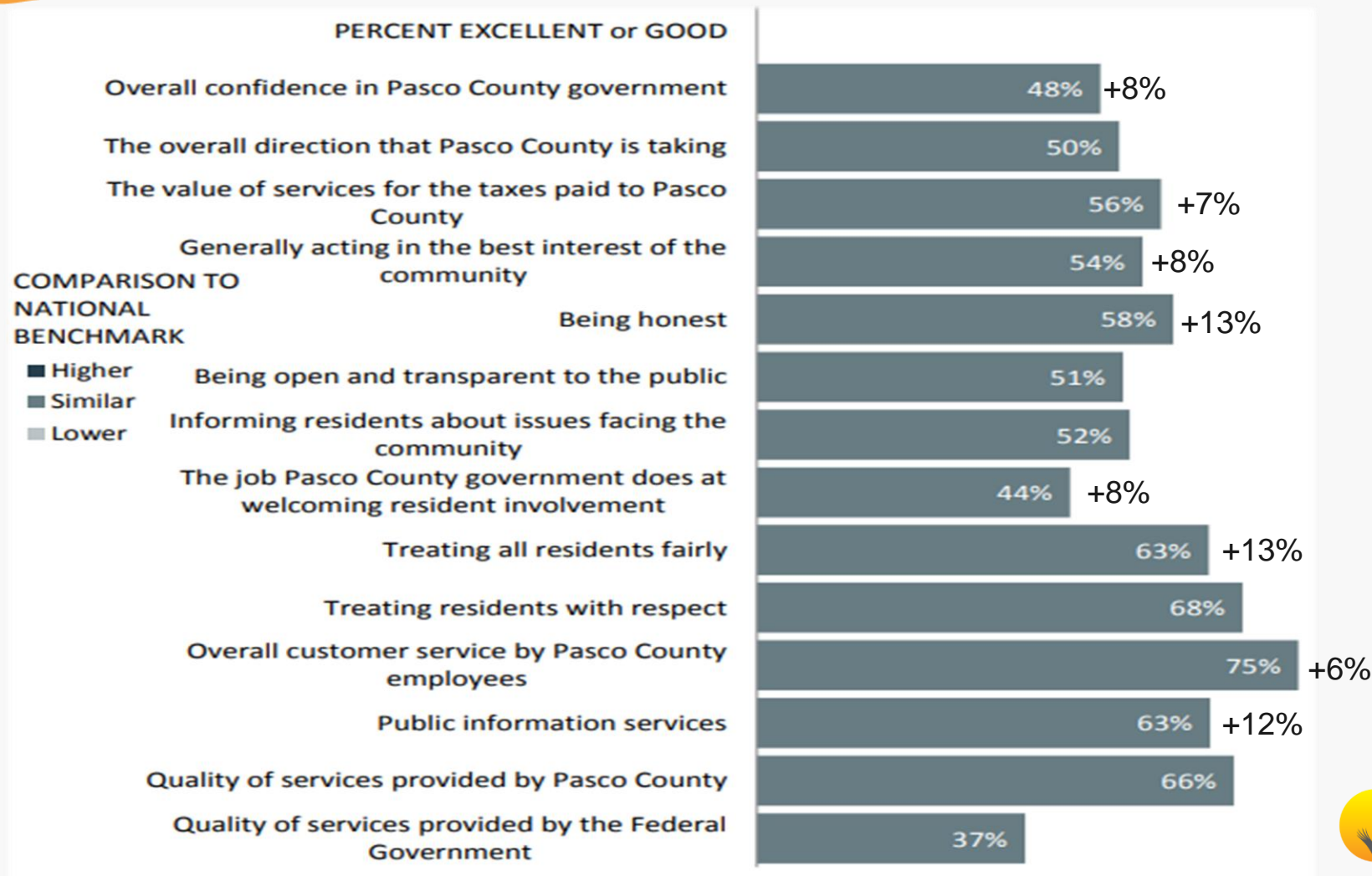


48% Positive

+8% from 2019

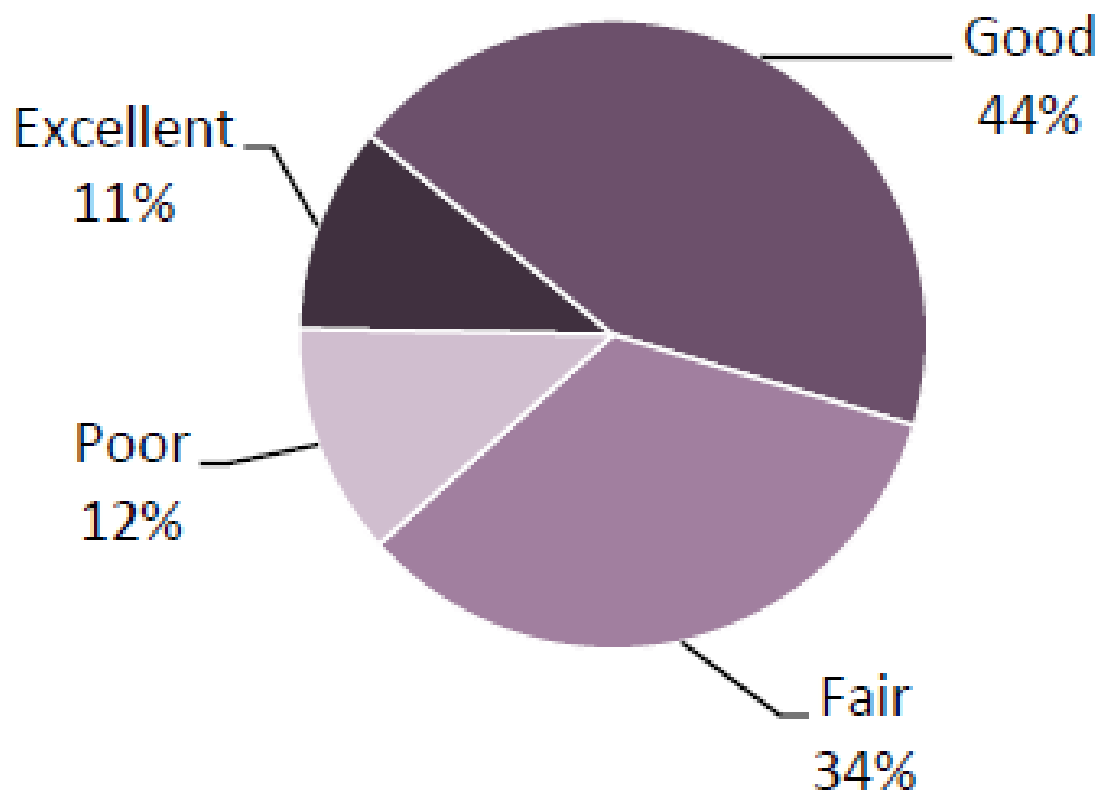


Governance



The Economy

Overall Economic Health of Pasco County

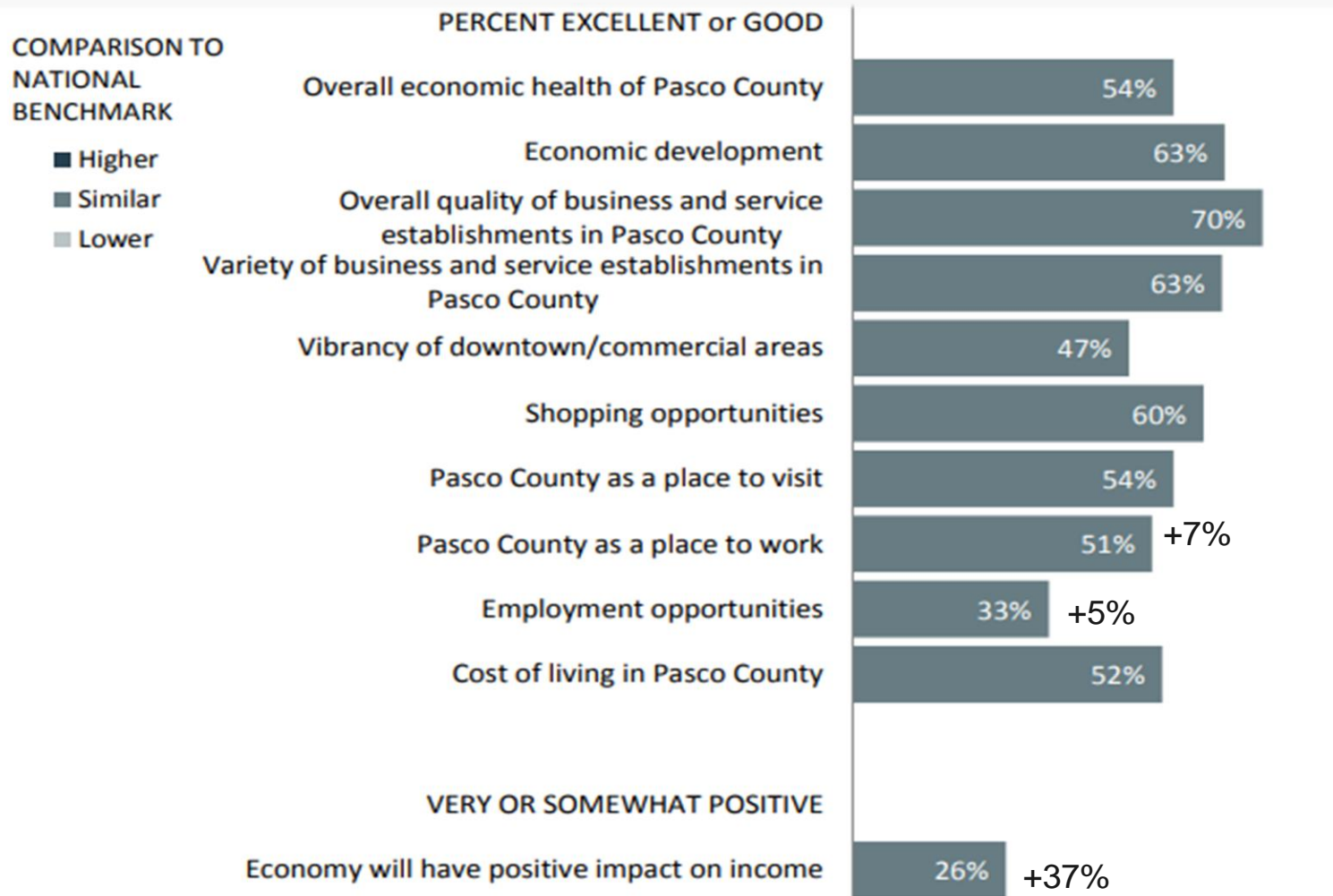


54% Positive

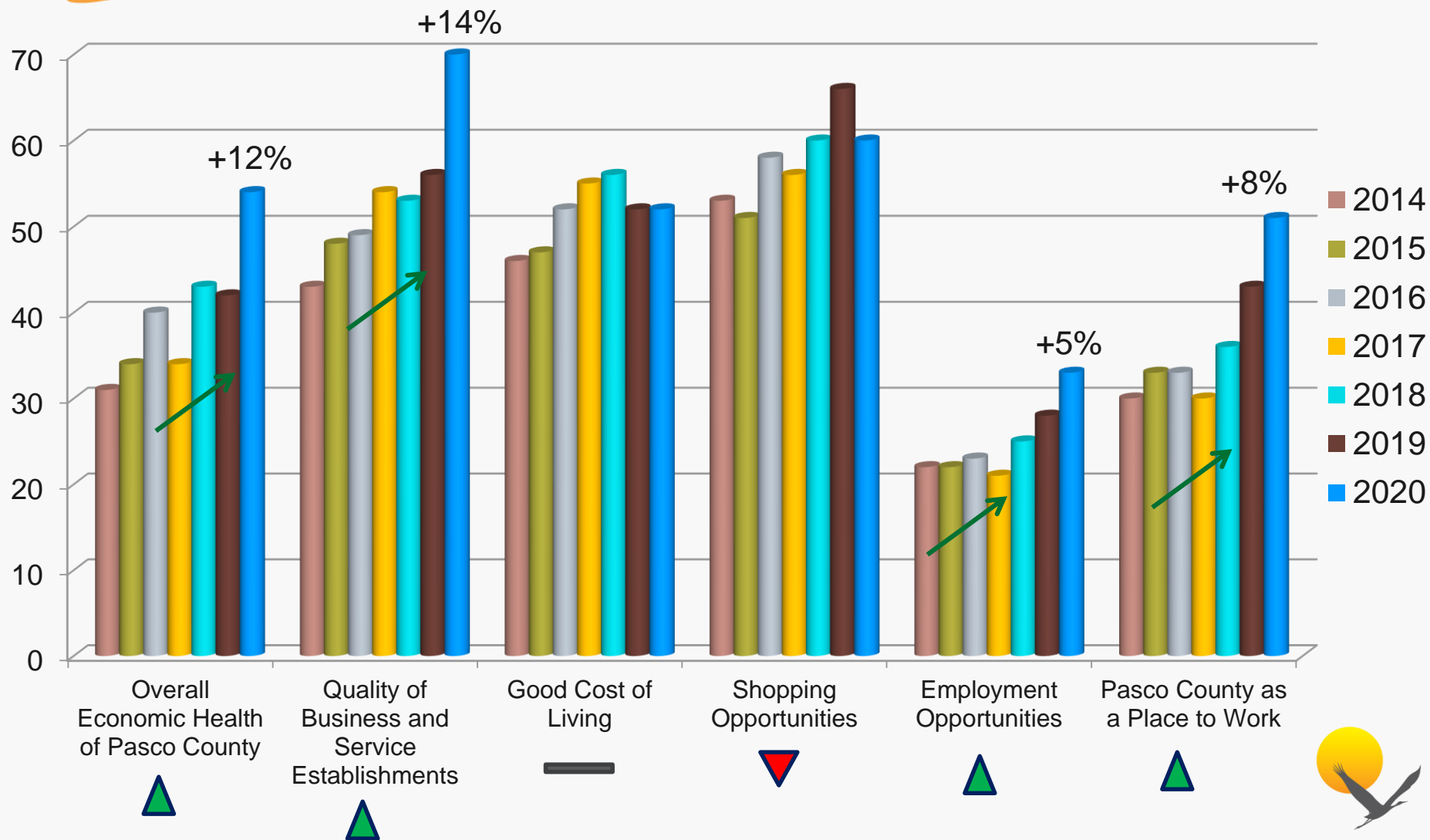
+12% from 2019



The Economy

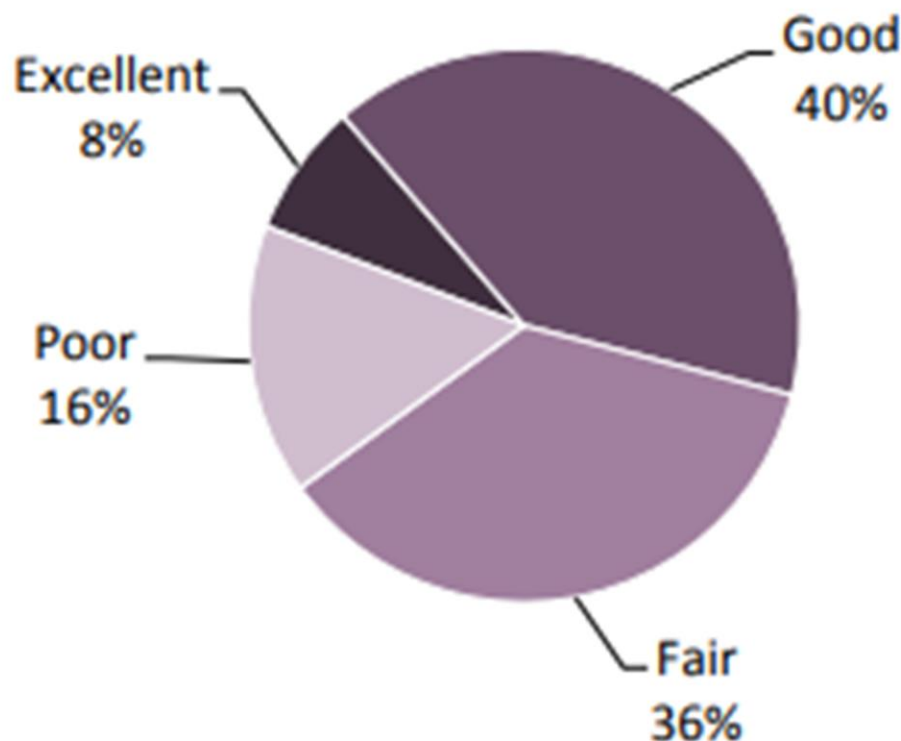


The Economy



Mobility

Overall Quality of the Transportation System

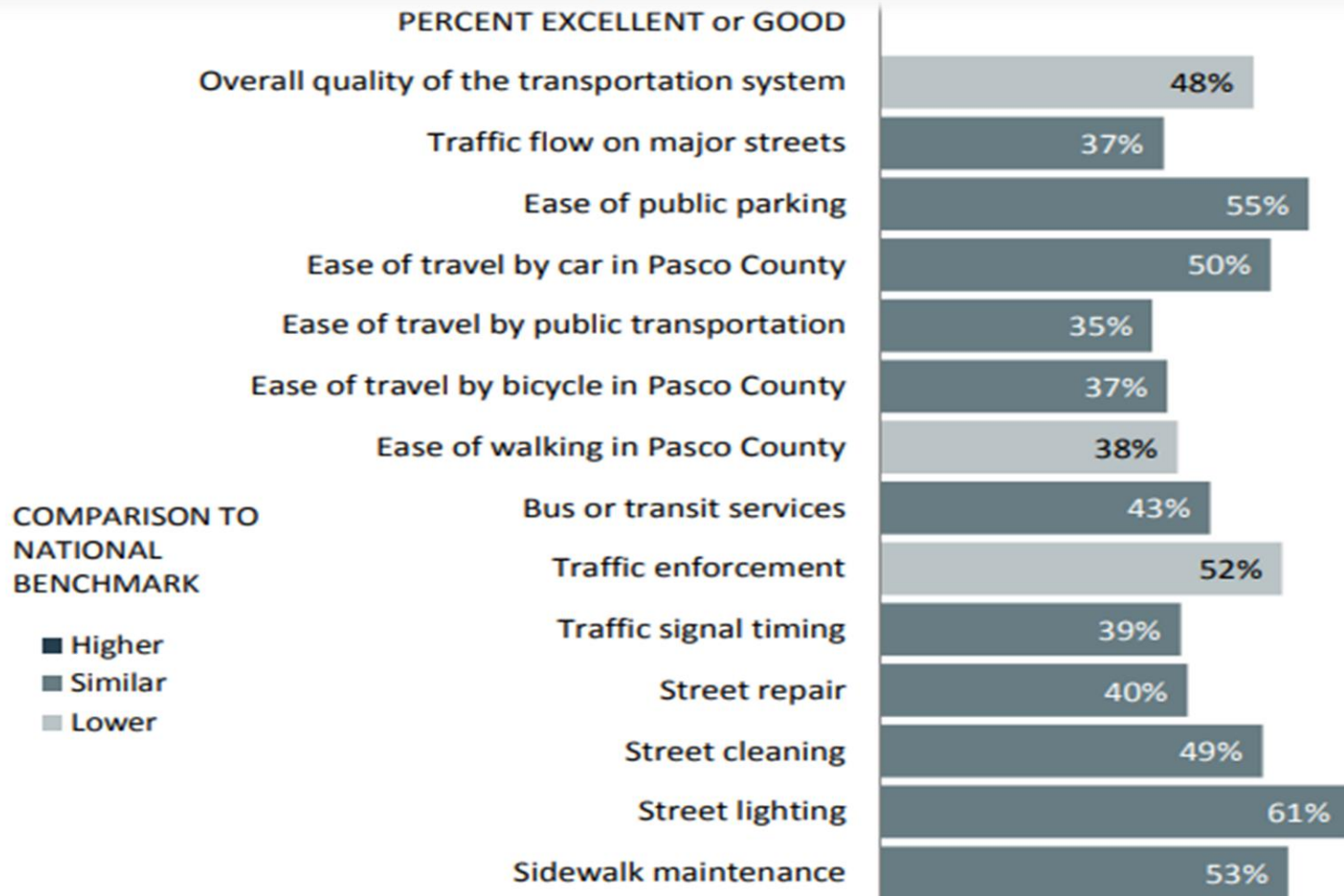


48% Positive

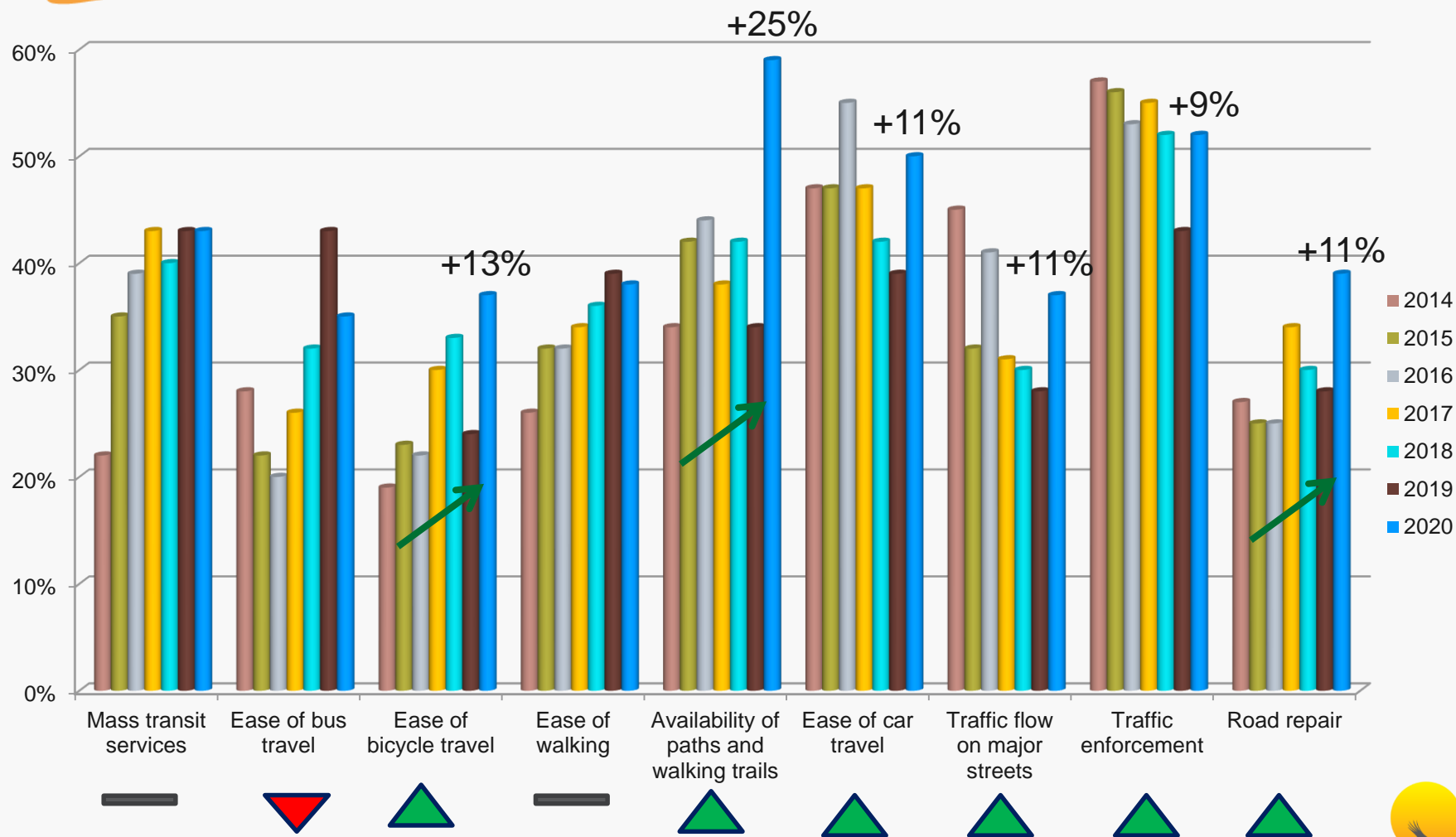
-5% from 2019



Mobility

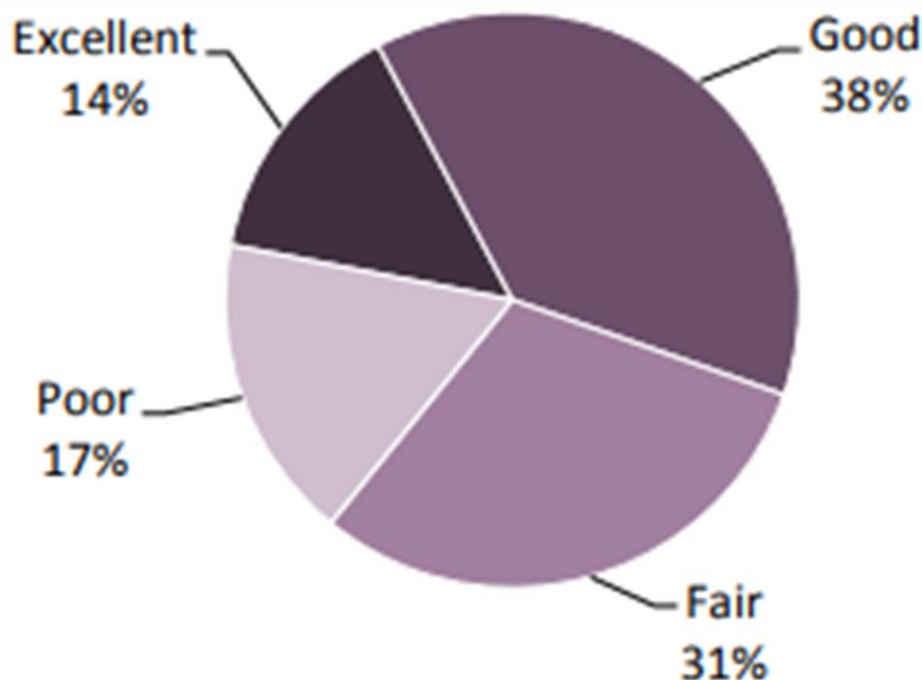


Mobility



Community Design

Overall Design of Residential & Commercial Areas

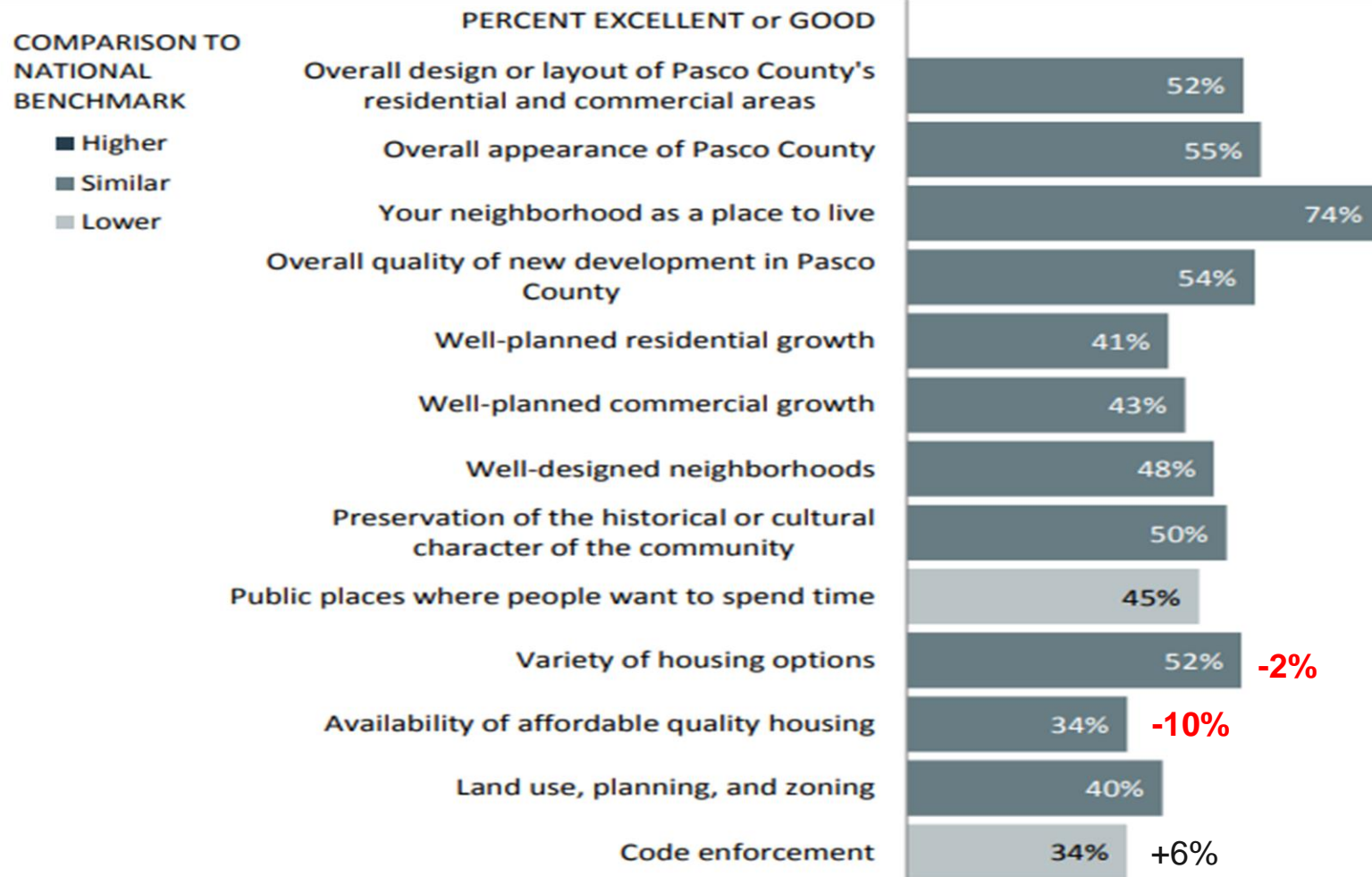


52% Positive

+8% from 2019

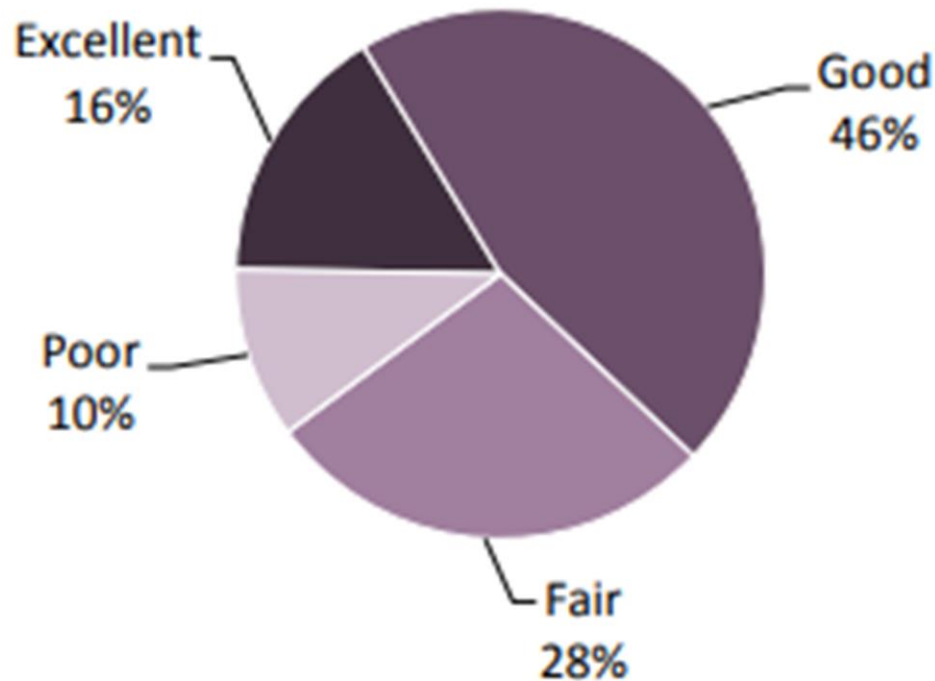


Community Design



Safety

Overall Feeling of Safety in Pasco County



62% Positive

+1% from 2019



Safety

COMPARISON TO NATIONAL BENCHMARK

- Higher
- Similar
- Lower

PERCENT EXCELLENT or GOOD

Overall feeling of safety in Pasco County

62%

Police/Sheriff services

72%

Crime prevention

69%

Animal control

62%

Ambulance or emergency medical services

88%

Fire services

89%

Fire prevention and education

73%

Emergency preparedness

74%

PERCENT VERY or SOMEWHAT SAFE

In your neighborhood during the day

85%

In Pasco County's downtown/commercial areas during the day

84%

From property crime

65%

From violent crime

71%

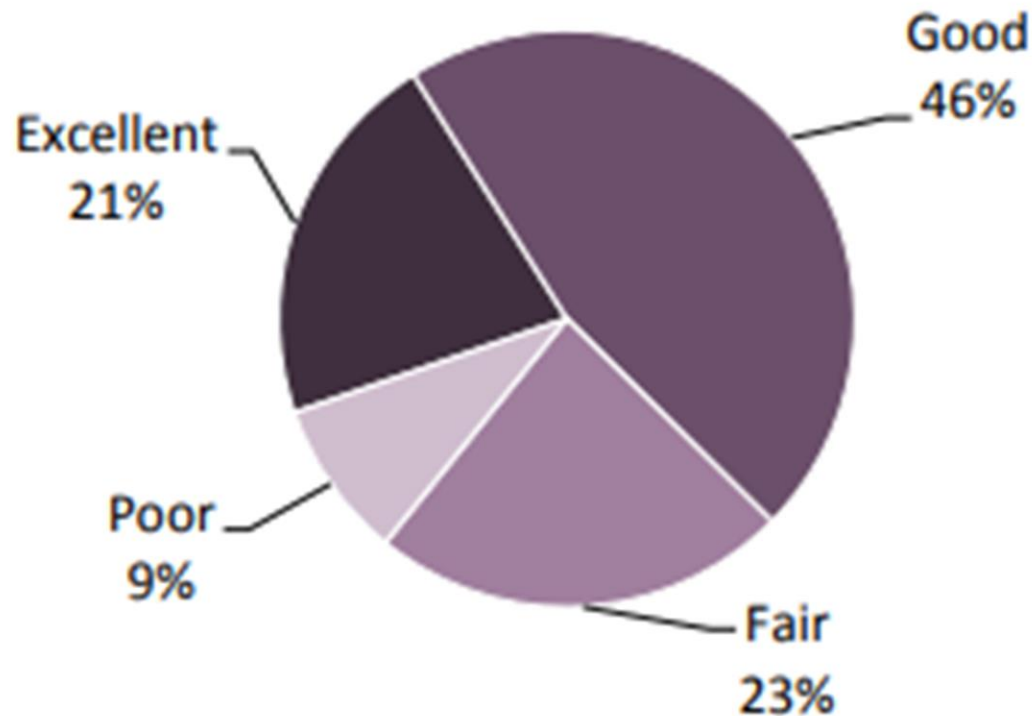
From fire, flood, or other natural disasters

74%



Natural Environment

Overall Quality of the Natural Environment

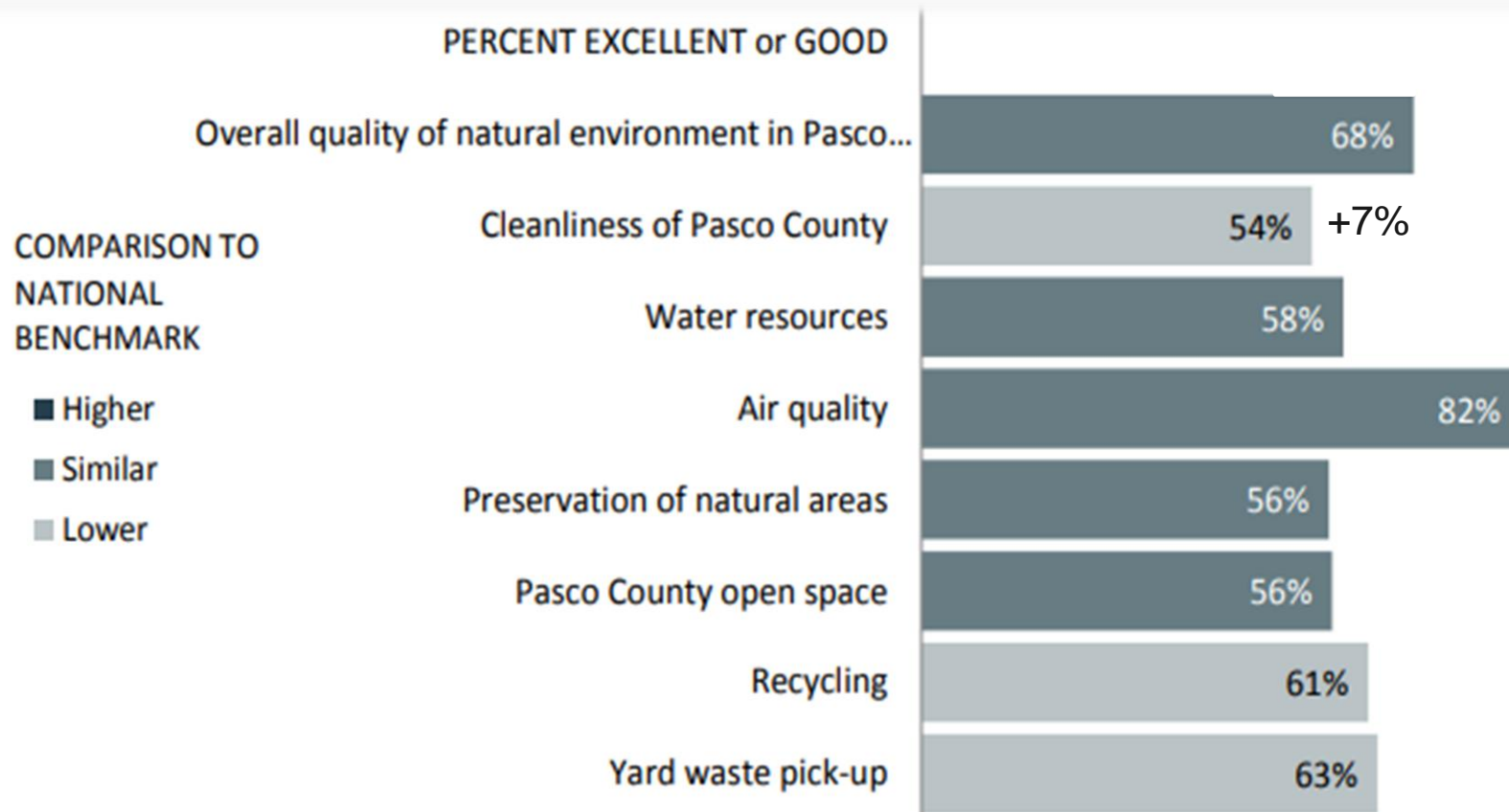


68% Positive

+1% from 2019

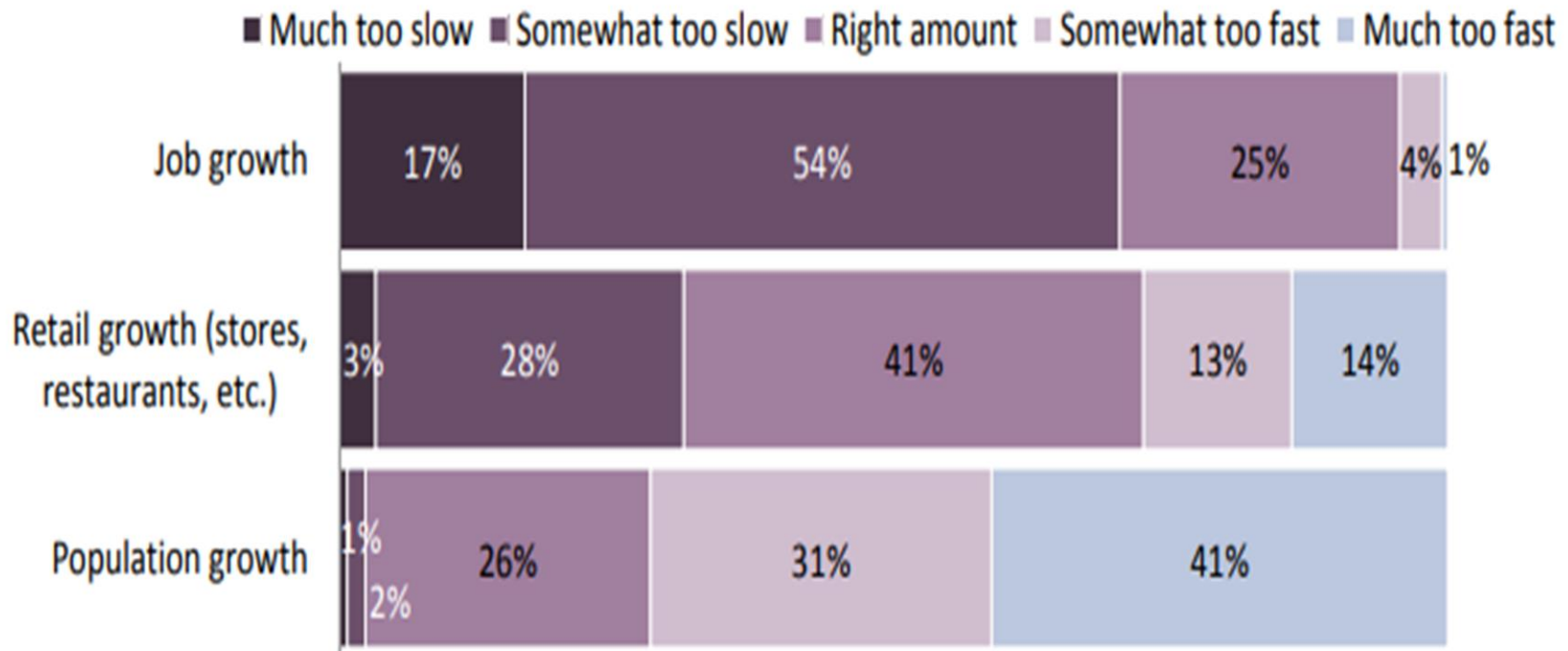


Natural Environment



Growth

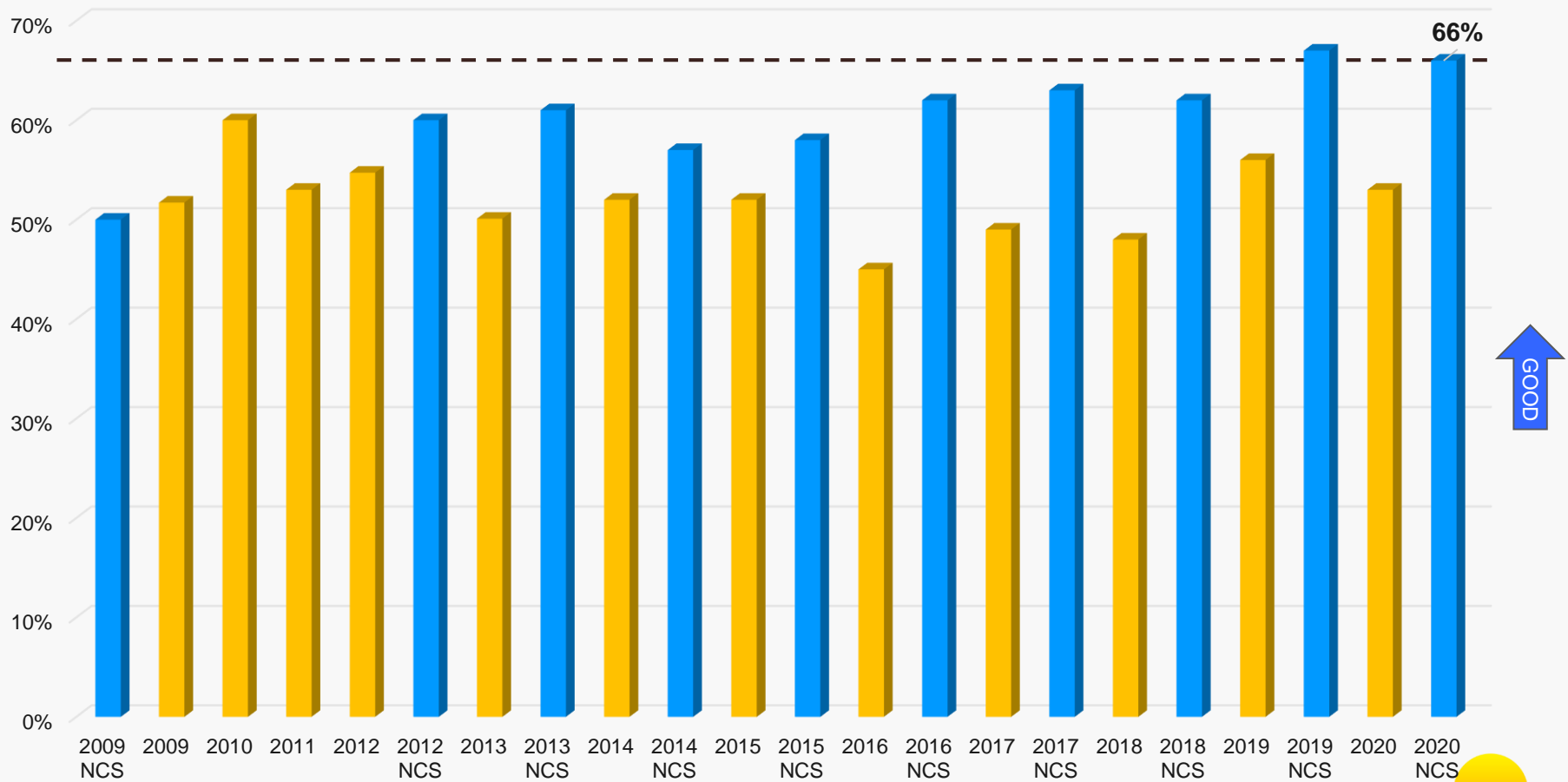
Please rate the speed of growth in the following categories in Pasco County over the past two years:



Overall Quality of Pasco County Services

“What we provide”

% Good or Excellent

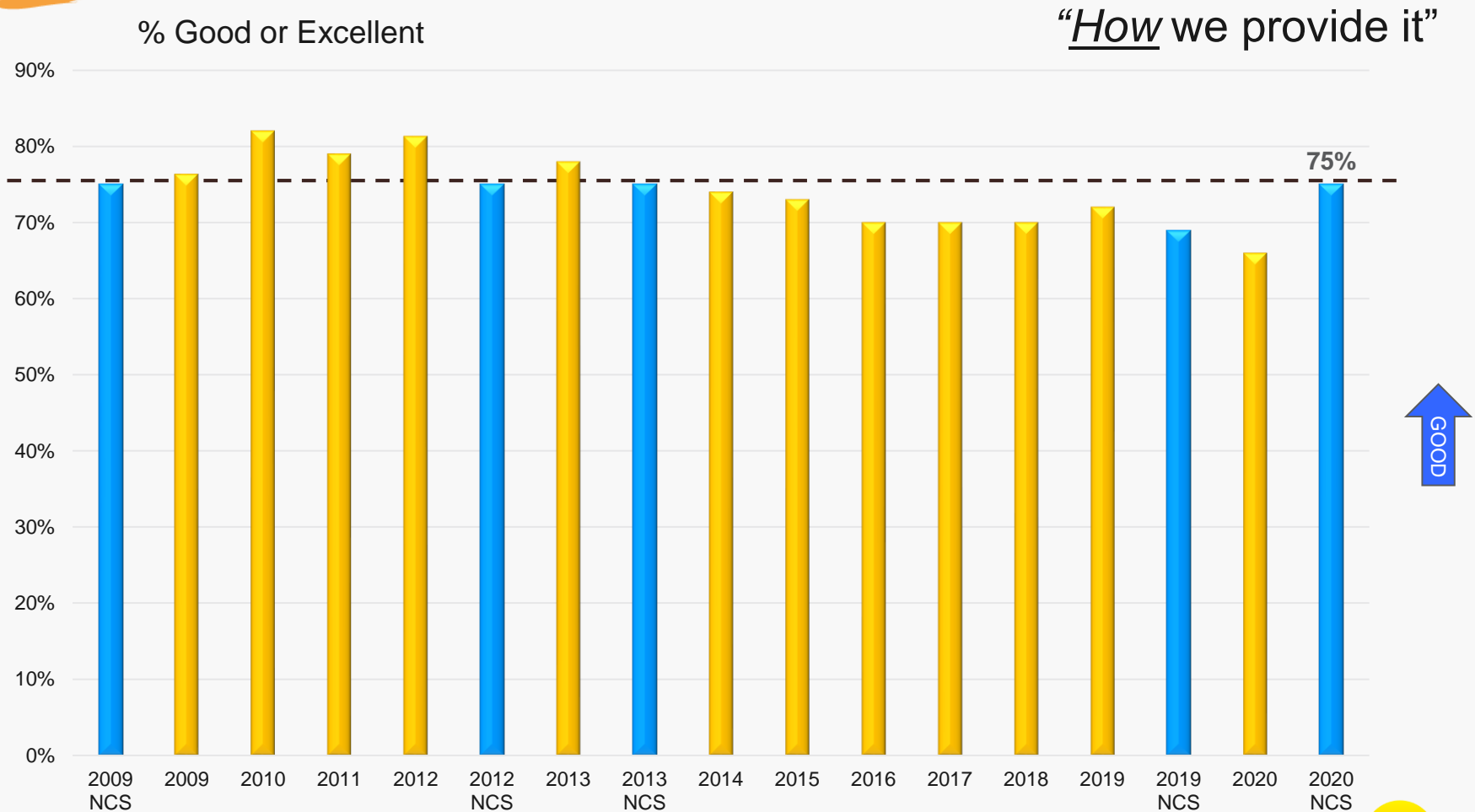


National Benchmark - - - - -

37% Quality of Services Provided
by the Federal Gov.



Overall Customer Service by All Employees

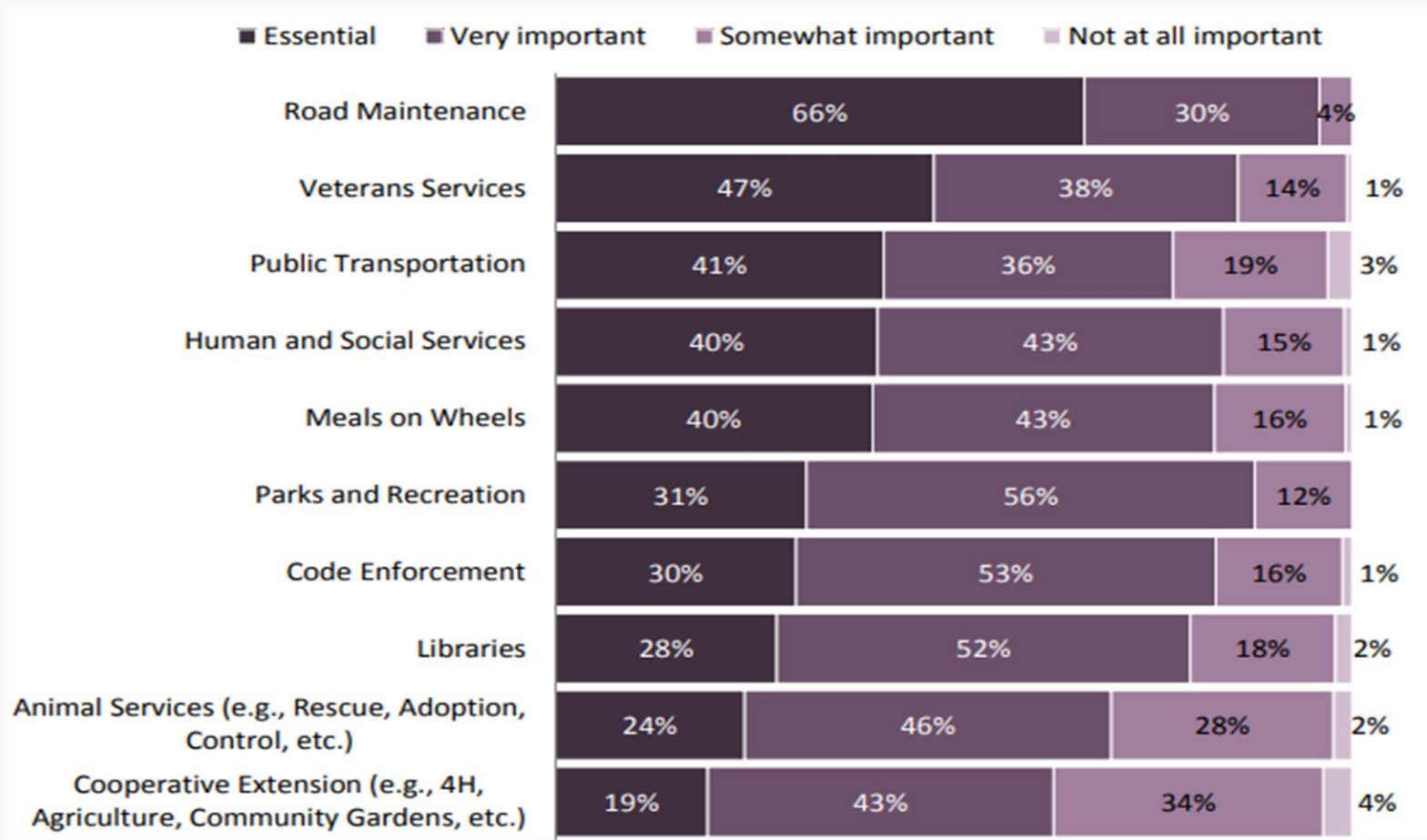


National Benchmark - - - - -



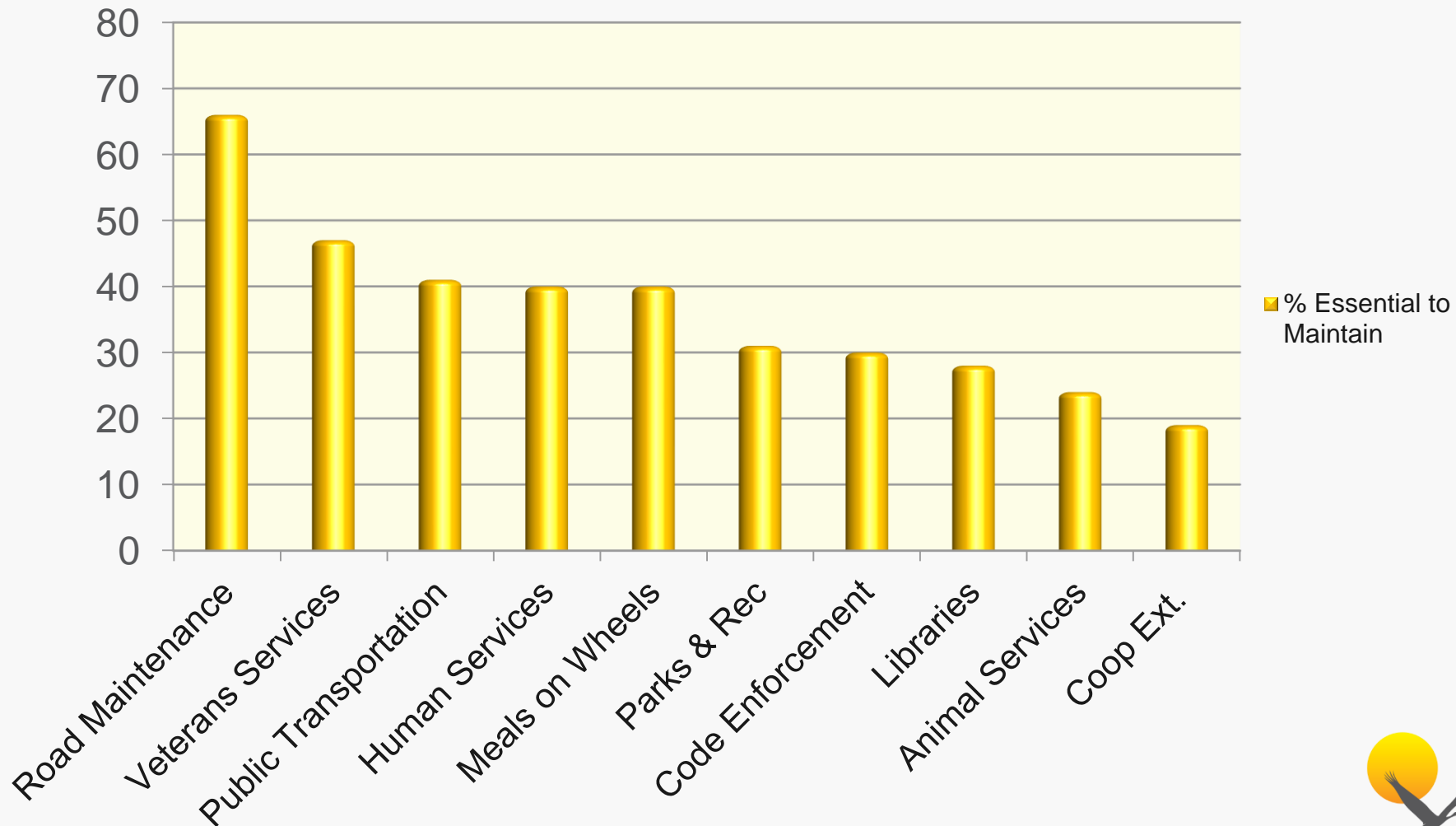
Most Essential Services to Maintain

Outside of Law Enforcement, Fire/Rescue & Emergency Medical



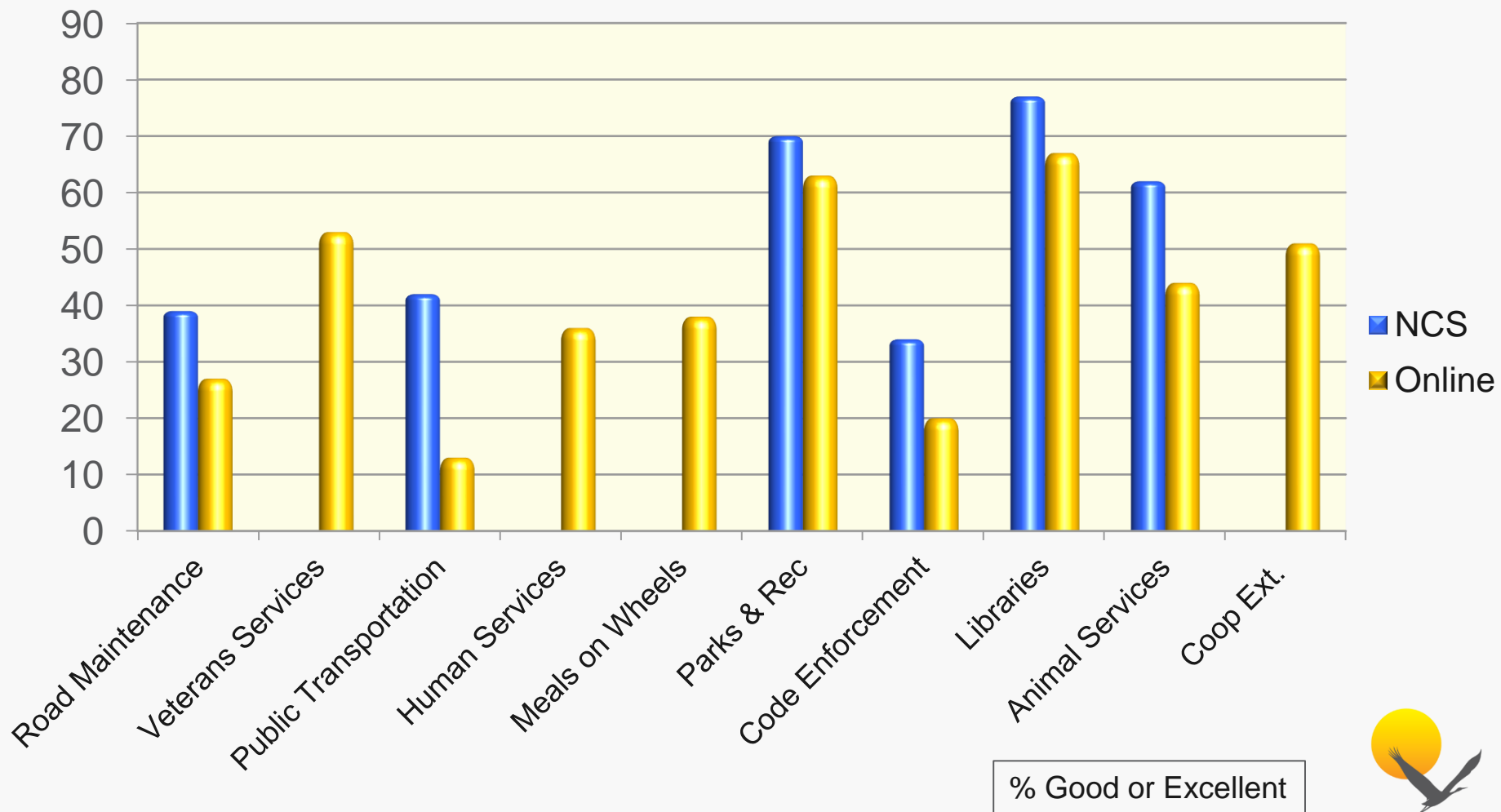
Citizen Prioritized "Most Essential Services"

Outside of Law Enforcement, Fire/Rescue & Emergency Medical



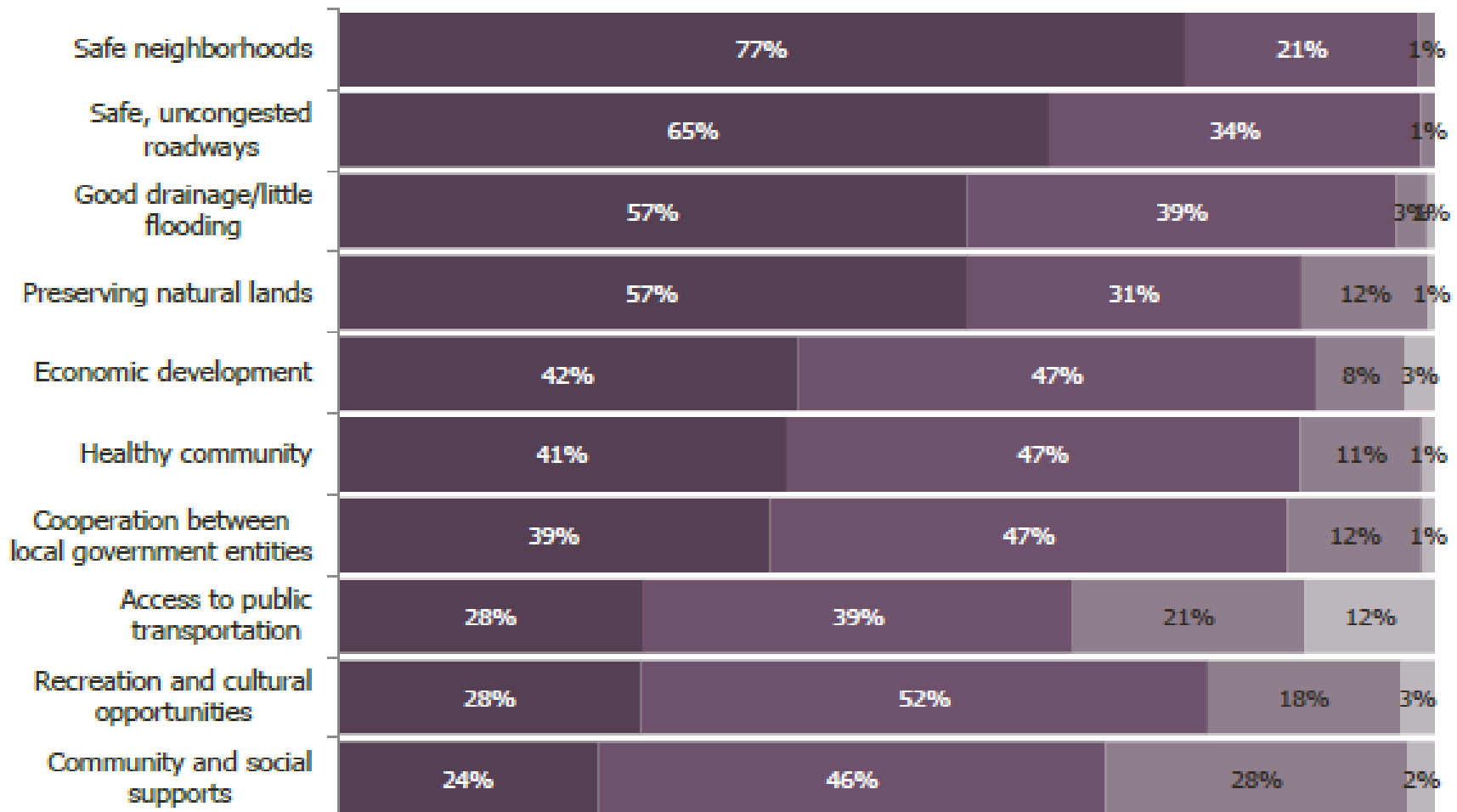
Quality of these “Most Essential Services”

Outside of Law Enforcement, Fire/Rescue & Emergency Medical



Impact on the Overall Quality of Life

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



Conclusions - Strengths

- 78% of residents rated the County as an *excellent* or *good place to live* (+6%).
- Ease of car travel **+11%**
- Ease of bicycle travel **+13%**
- Availability of paths & walking trails **+25%**
- Traffic flow on major streets **+9%**
- Quality of economic development **+17%**



Conclusions - Strengths

- Ratings for quality of life and community loyalty are strong and on the rise.
- Overall quality of life **+12%**
- Sense of community **+ 9%**
- Value of services for taxes paid **+7%**
- Welcoming citizen involvement **+8%**
- Confidence in County government **+8%**
- Treating all residents fairly **+13%**
- Acting in the best interest of Pasco County citizens **+8%**



Conclusions - Strengths

- 75% (+6% over 2019; +25% over 2009) applauded *Customer Service* provided by the County. 75% is the benchmark for similar communities throughout the nation.
- Direct contact with Pasco County employees increased by 12%.
- Ratings for essential services continue to rise.
 - Quality of road repair **+11%**
 - Quality of storm drainage **+12%**
 - Quality of animal services **+18%**
 - Quality of public information services **+12%**



Conclusions – Opportunities for Improvement

- Mobility:
 - Rapid Growth – Multi-Family Housing – Outpacing Infrastructure (Roads, Schools, etc.)
- Economy:
 - Few Affordable Housing Options
- Safety
 - West Pasco - Drug-associated Criminal Activity, Rundown Properties, Homelessness Issues



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 2022 Strategic Plan will target identified citizen/stakeholder priorities.
- Our annual Business Plans & Budget provide detailed strategies to move the organization towards “Premier”.



