

# 2016 CITIZEN SURVEYS

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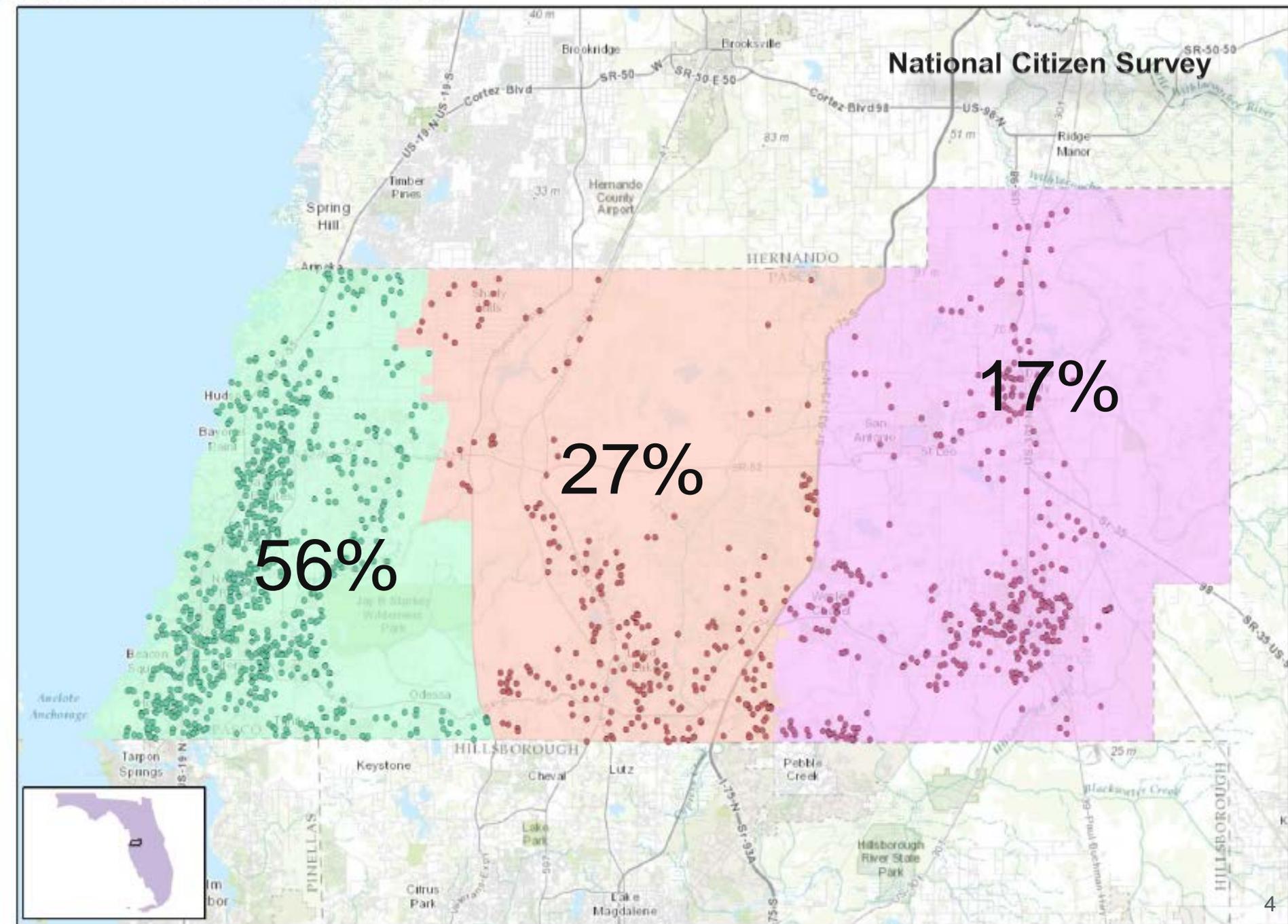
*"The Voice of Our Customers"*

# National Citizen Survey (NCS)

- An average of 300 communities participate annually.
- We participated in 2009, 2012, 2013, 2014, 2015, and 2016.
- 21% response rate in 2016 (N=1,500).



Figure 1: Location of Survey Recipients



# Online “Open” Citizen Survey

- Using the same core questions as the NCS.
- Conducted every year since 2009.
- Used for comparisons.
- 4,642 responses in 2016 (Up 250% from 2015).
- Feedback is intended to *inform* planning discussions & decisions.



# Livable Communities

Figure 2: The Eight Facets of Livable Communities



# Livable Communities

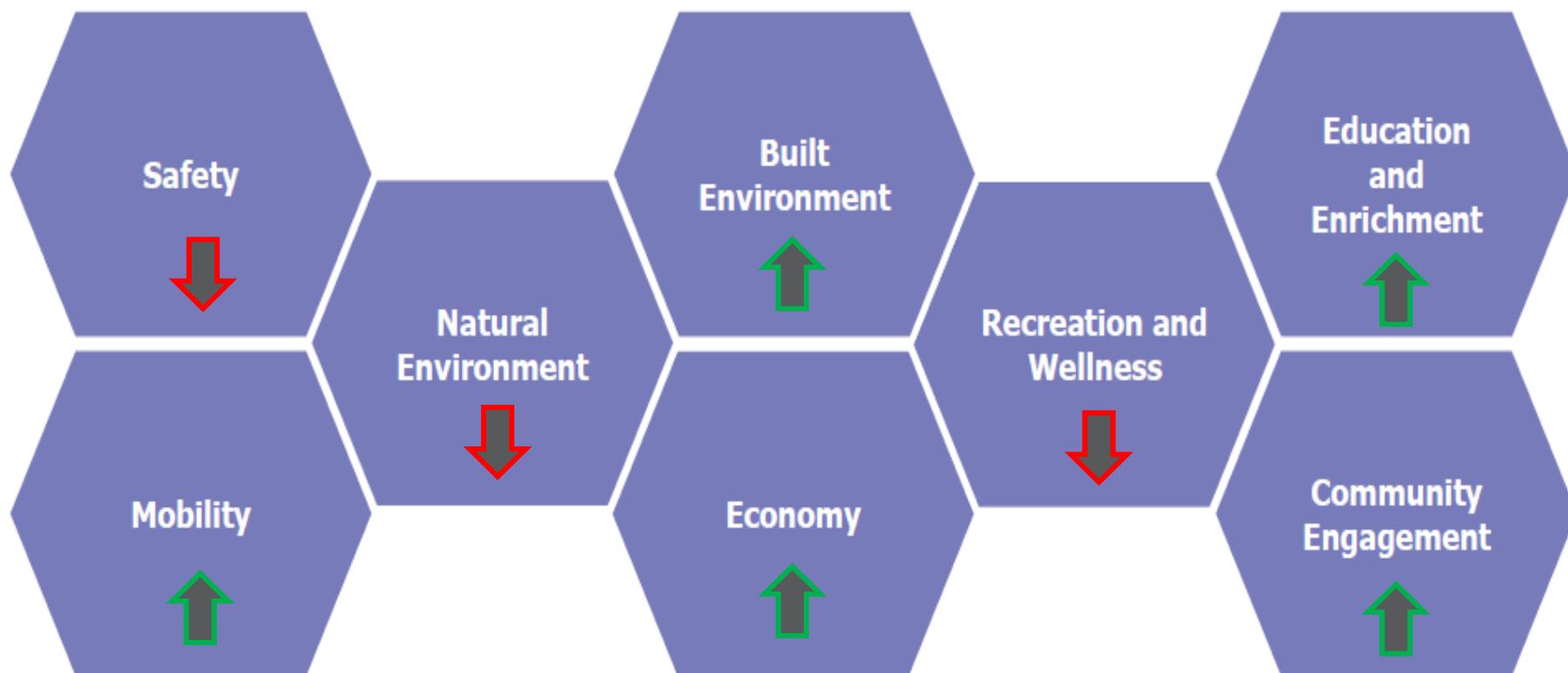
% Positive Responses

↑ Higher than 2015

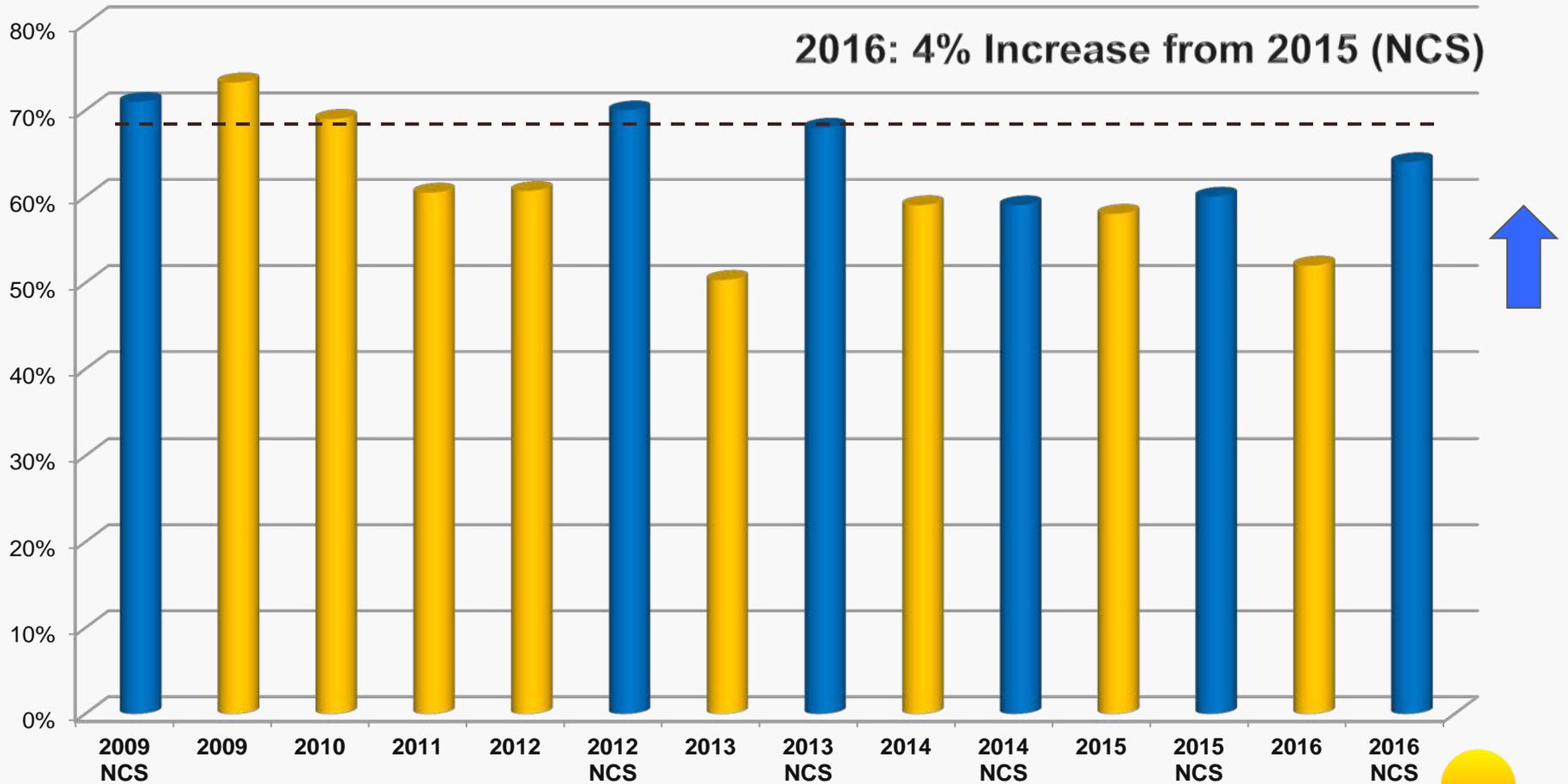
↔ Same as 2015

↓ Lower than 2015

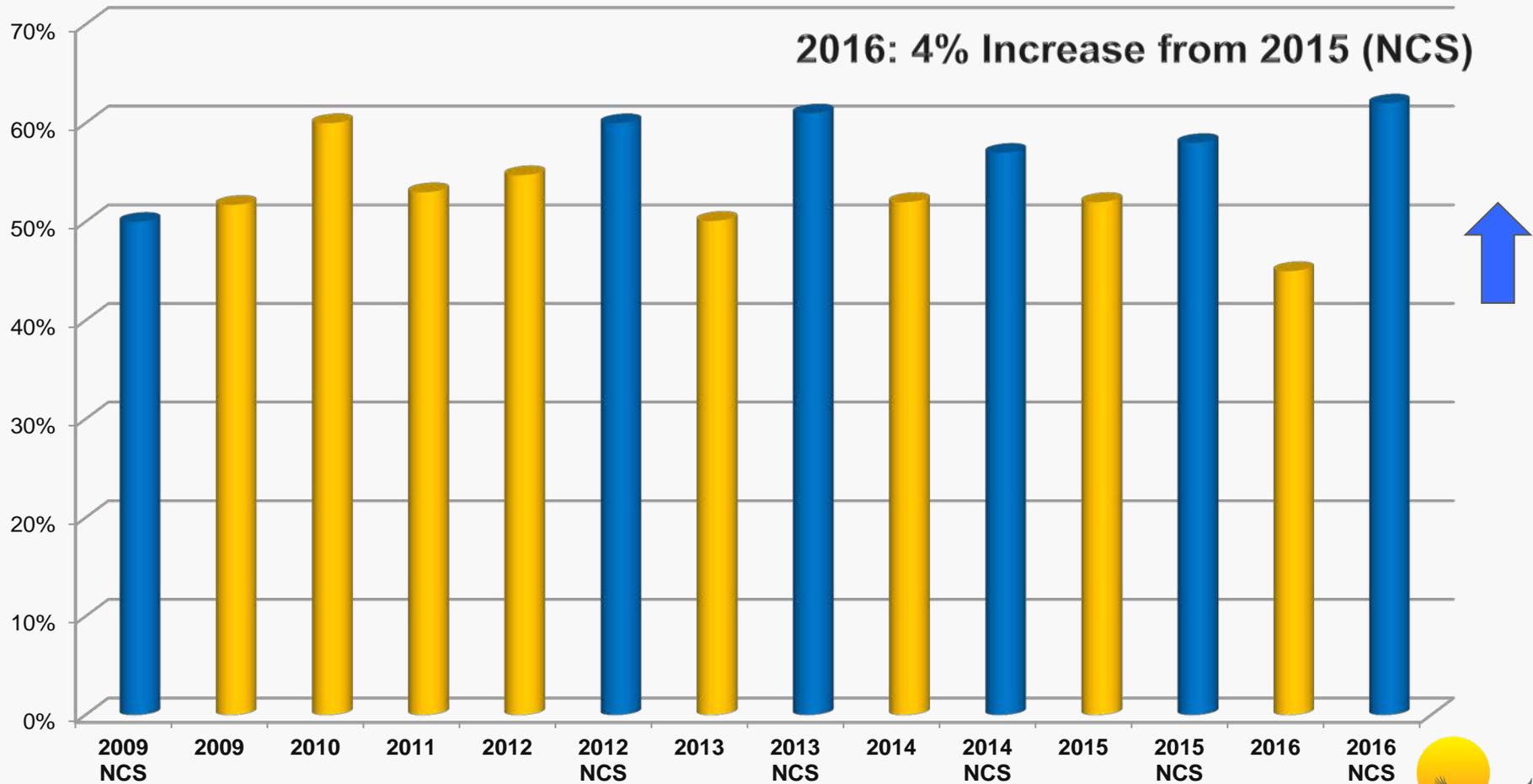
Figure 2: The Eight Facets of Livable Communities



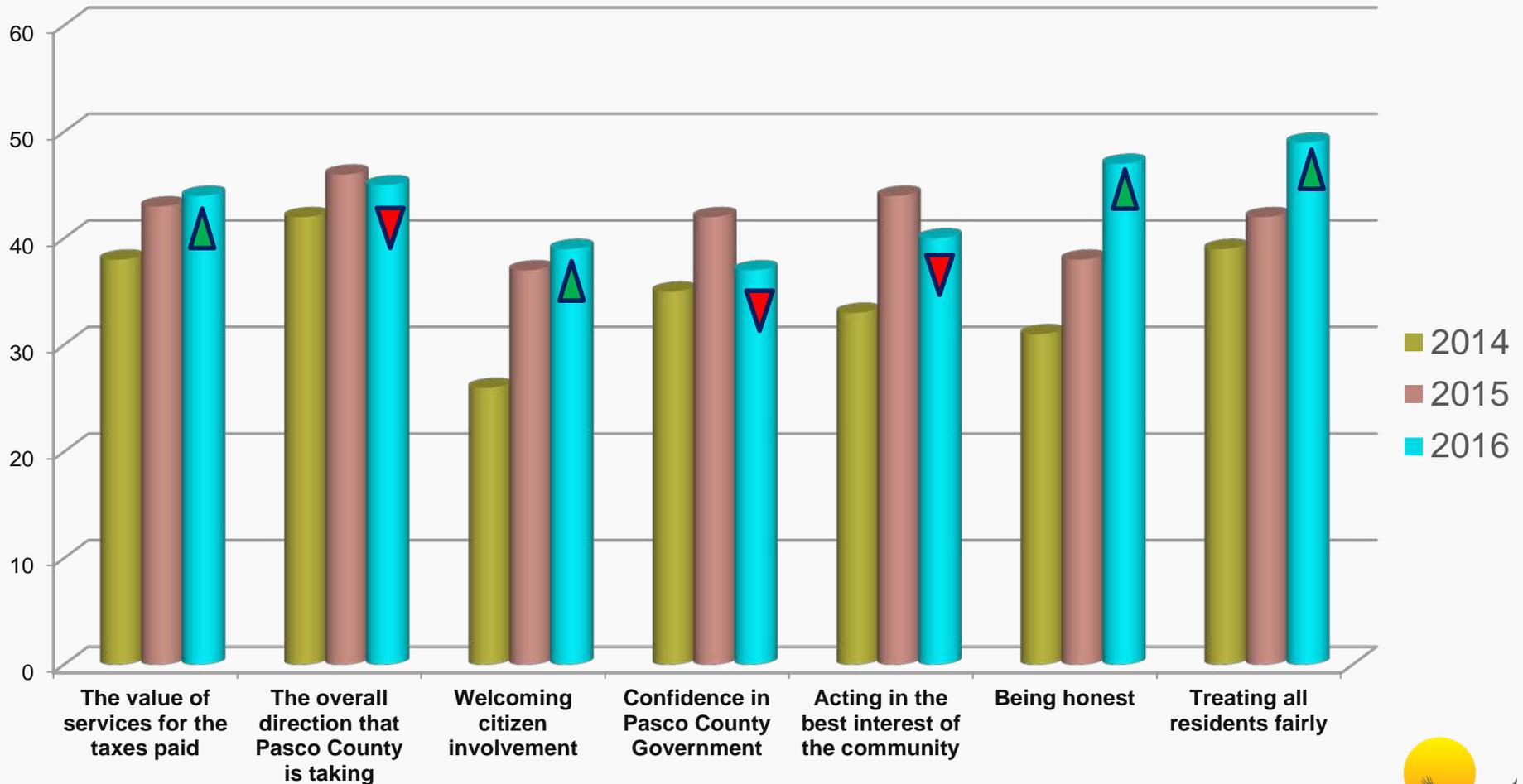
# The Overall Quality of Life in Pasco County



# The Overall Quality of Pasco County Services

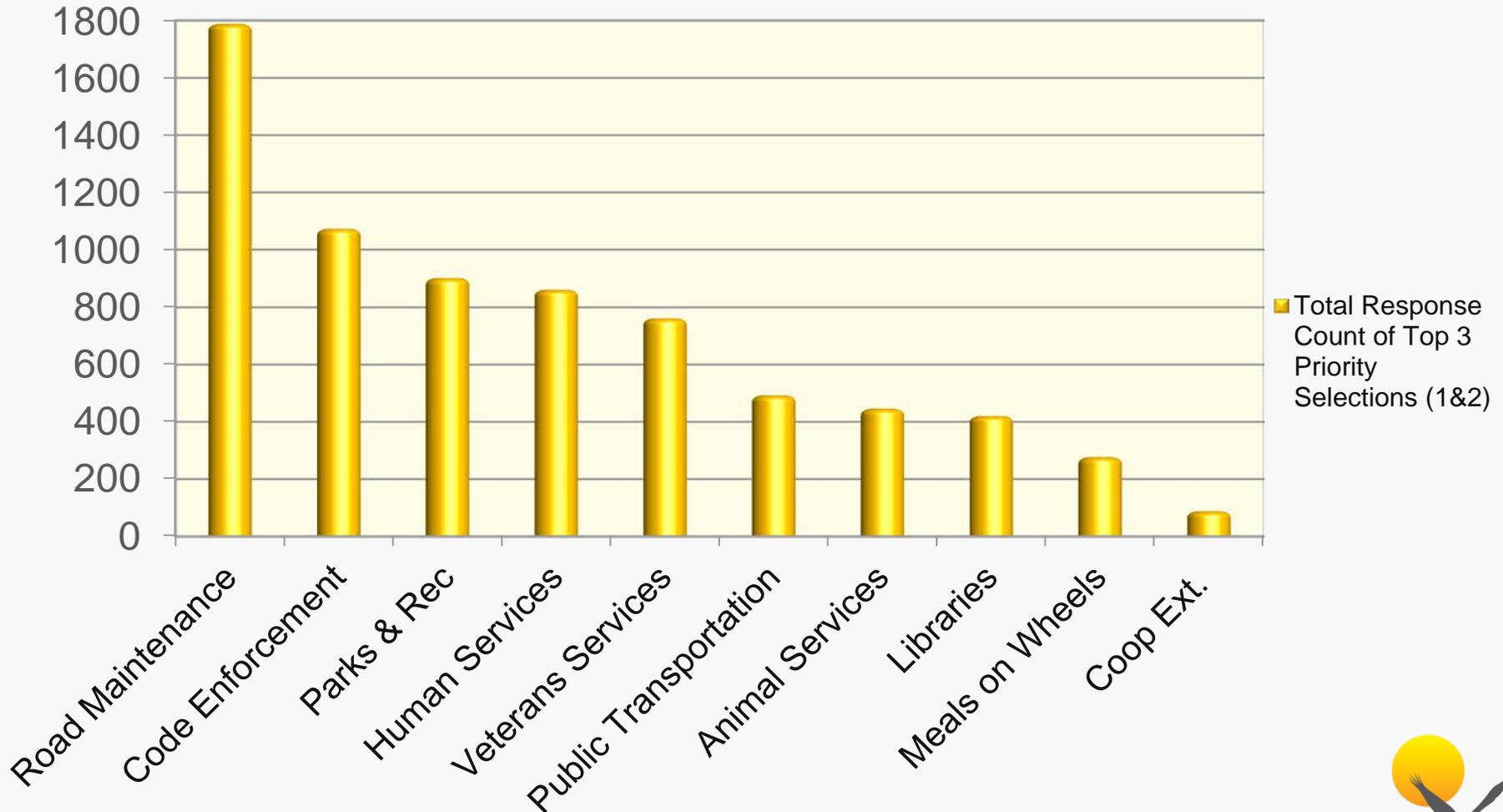


# Pasco County Governance



# Citizen Response to “Most Important Services”

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

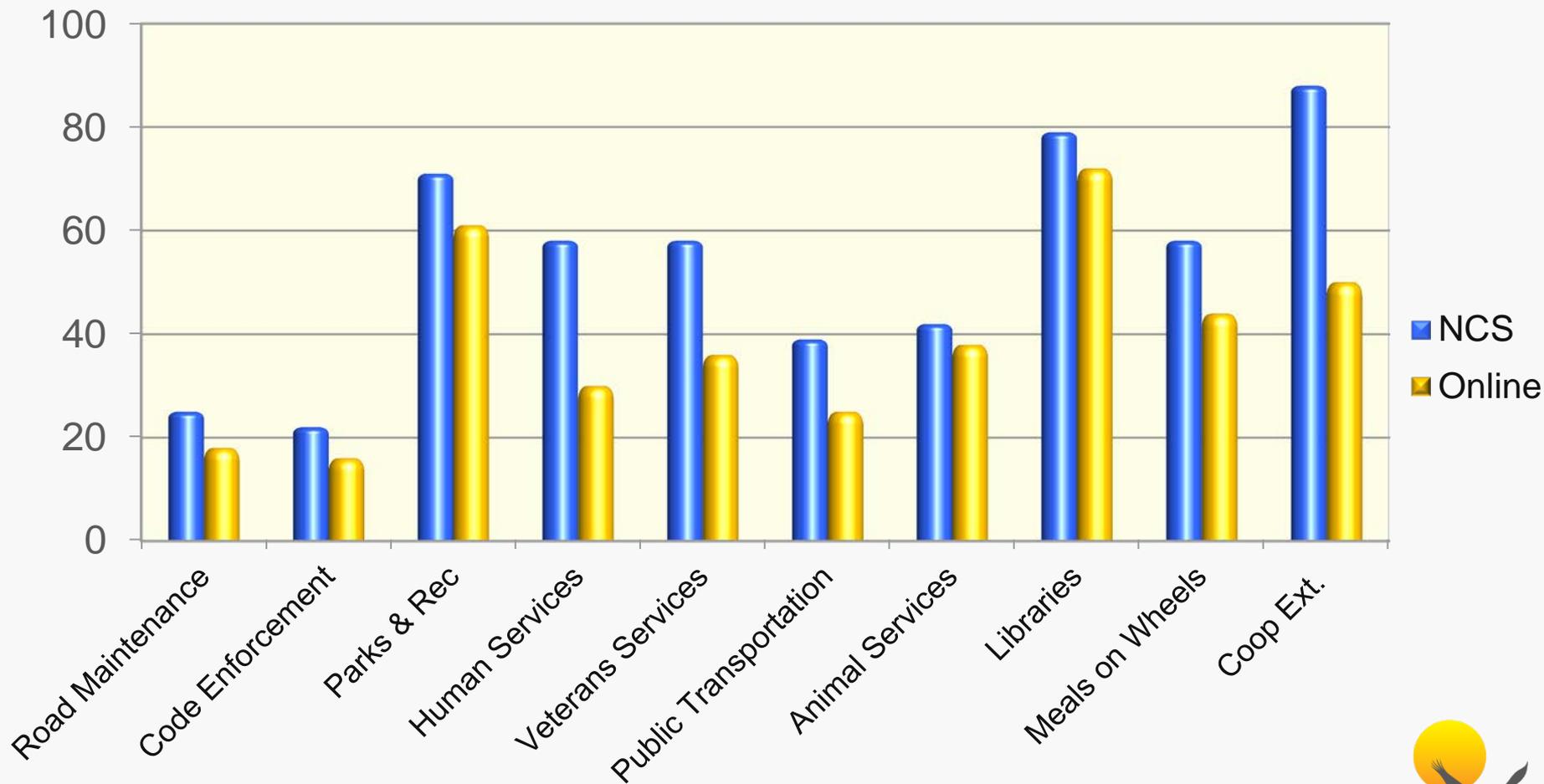


Online Survey Responses N=3613



# Quality of these “Most Important Services”

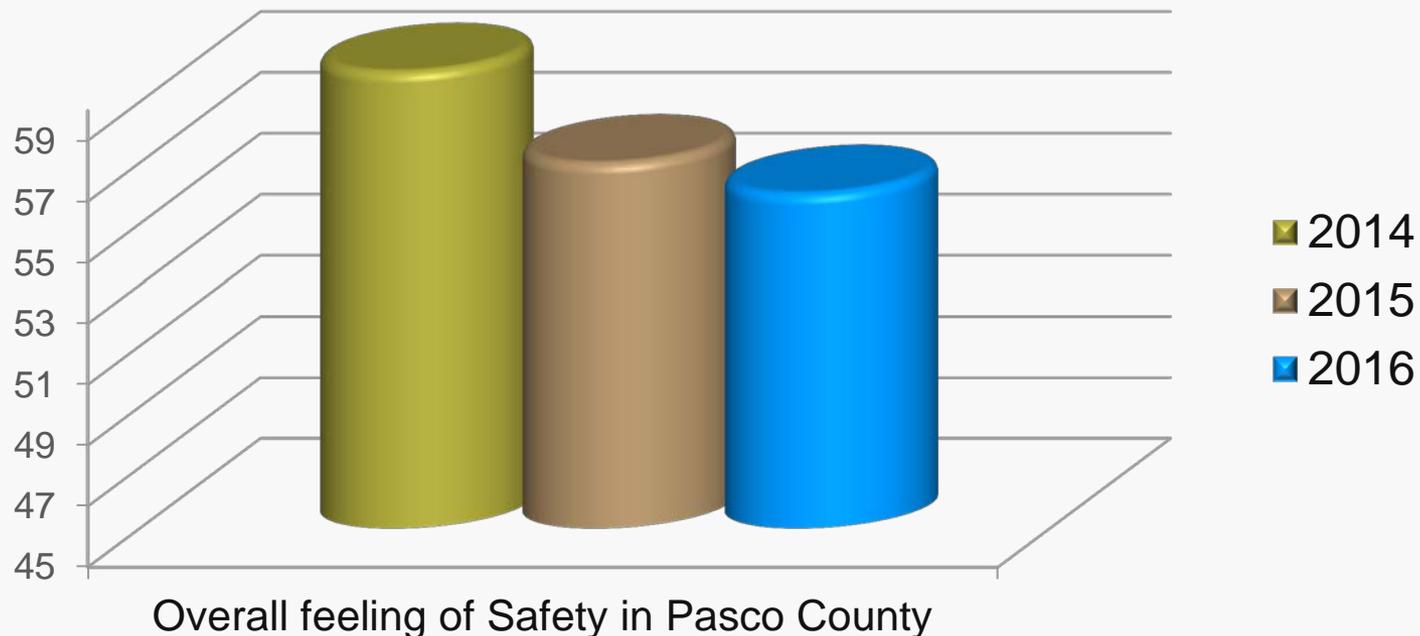
(Outside of Law Enforcement, Fire/Rescue & Emergency Medical)



# Conclusions

## ➤ **Safety, Mobility, and the Economy are Top Priorities.**

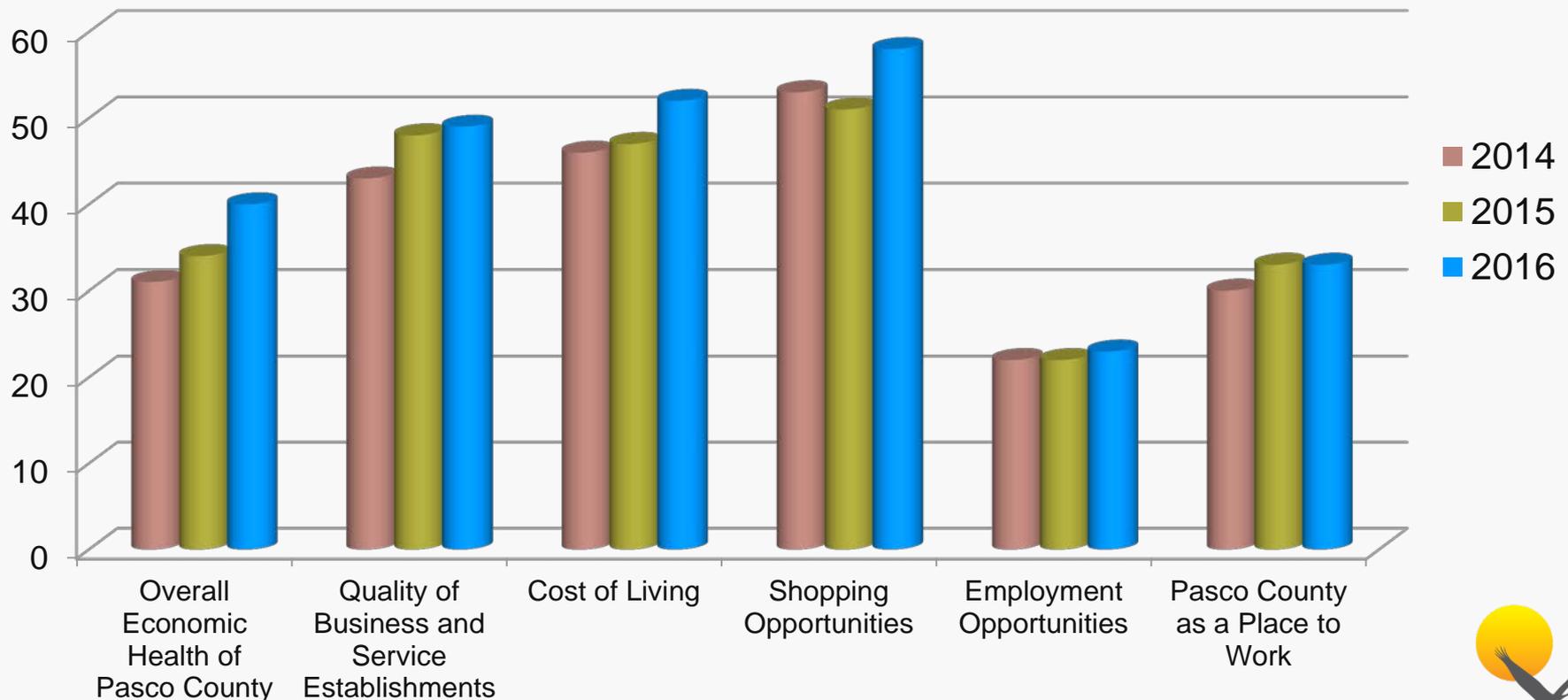
- "Overall feeling of Safety in Pasco County", is trending down.
- Quality of Emergency Services  $\geq$  2015.



# Conclusions

➤ **Safety, Mobility, and the *Economy* are top priorities.**

➤ Ratings for Overall Economic Health are trending up.



# Conclusions

## ➤ **Safety, Mobility, and the Economy are top priorities.**

- Road Repair, Public Transportation, and Traffic Flow continue to top the list.
  - Road/Street Repair ranked 346 out of 396 communities.
  - Overall Public Transportation ranked 129 out of 147 communities.
    - Bus Service ratings have increased each of the last 3 years.
  - Availability of Paths & Walking Trails ranked 256 out of 284
  - Ease of Walking in Pasco ranked 261 out of 267
  - Ease of travel by Bicycle ranked 260 out of 271
  - Ease of travel by Car ranked 217 out of 276
  - Traffic Flow on major streets ranked 252 out of 326



# Conclusions



- **The overall image and reputation of the County and its overall appearance scored poorest on the west side.**
  - Overall image/reputation of Pasco County(42%) – Ranked 288 out of 321.
  - Overall appearance of Pasco County (40%) – Ranked 315 out of 335.
- **FY2016 investments support our strengths and address opportunities for improvement.**
  - Road & Bridge – Infrastructure Maintenance
  - Transportation – Increasing Service Area Coverage
  - Code Enforcement - Increase Capacity
  - Economic Development/Redevelopment – Increase Activity



# Defining “Premier”

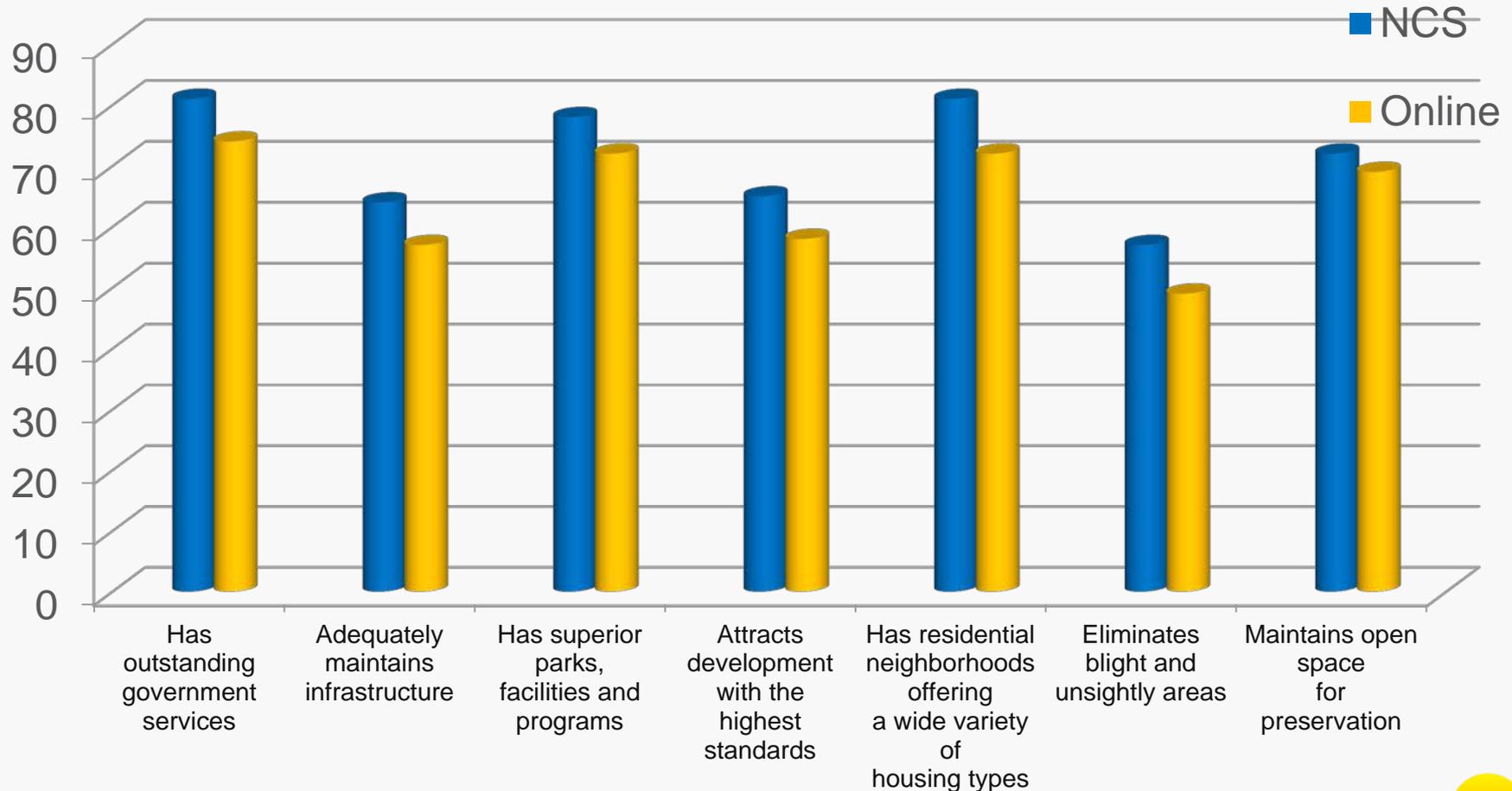


**The Vision for Pasco County is to become *Premier* among Florida Counties. To what extent would you agree or disagree with each of the following?**

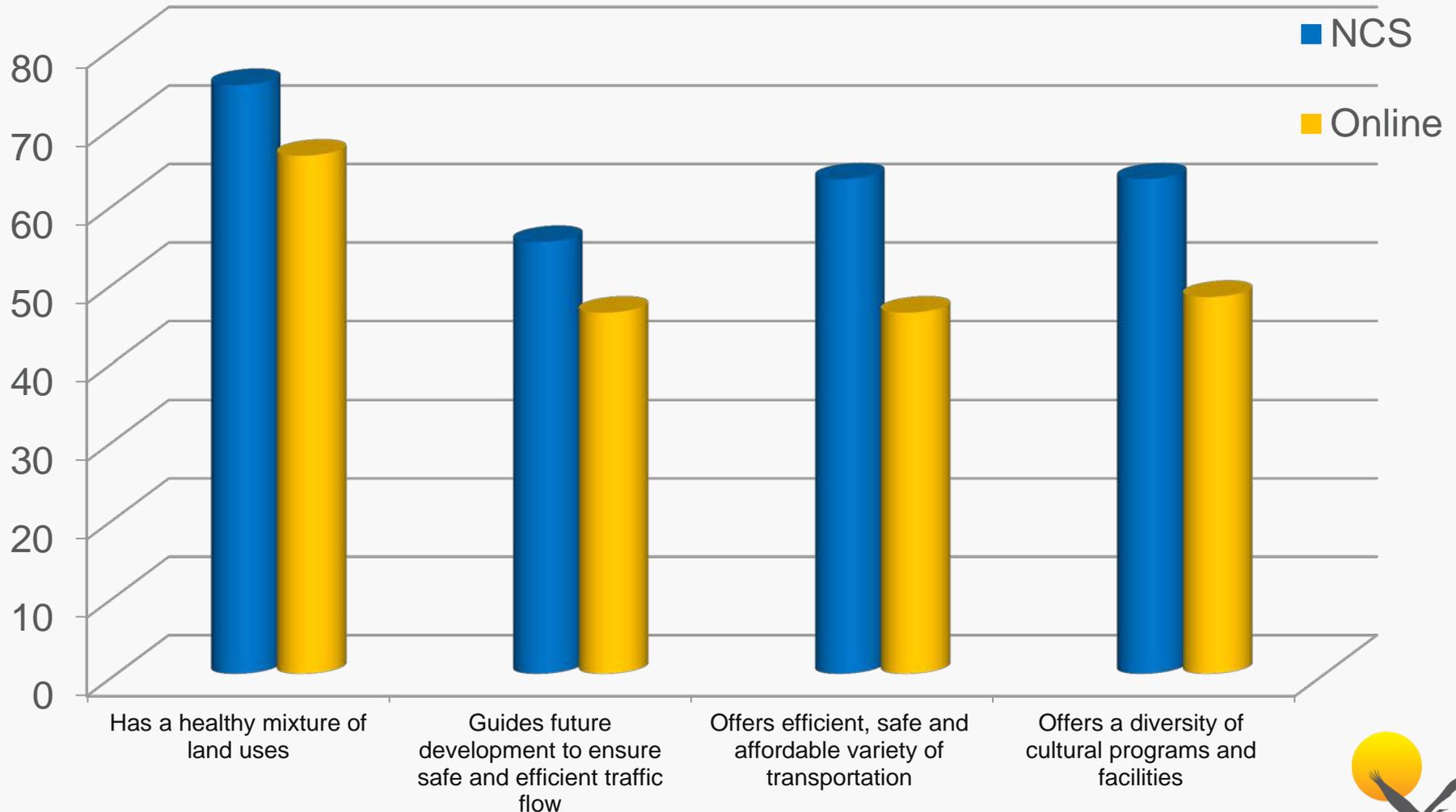
**A Premier County...**



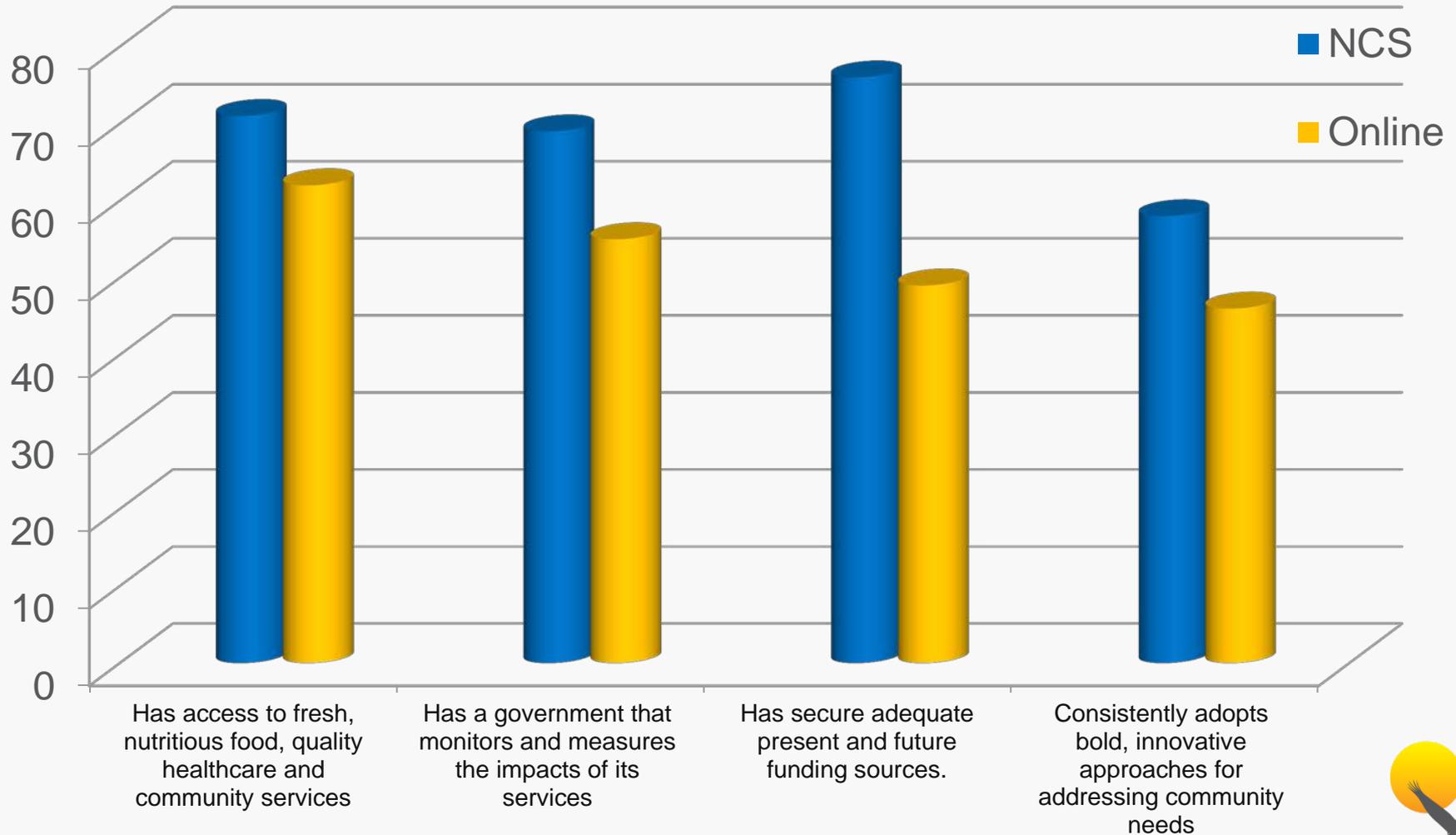
# Defining "Premier"



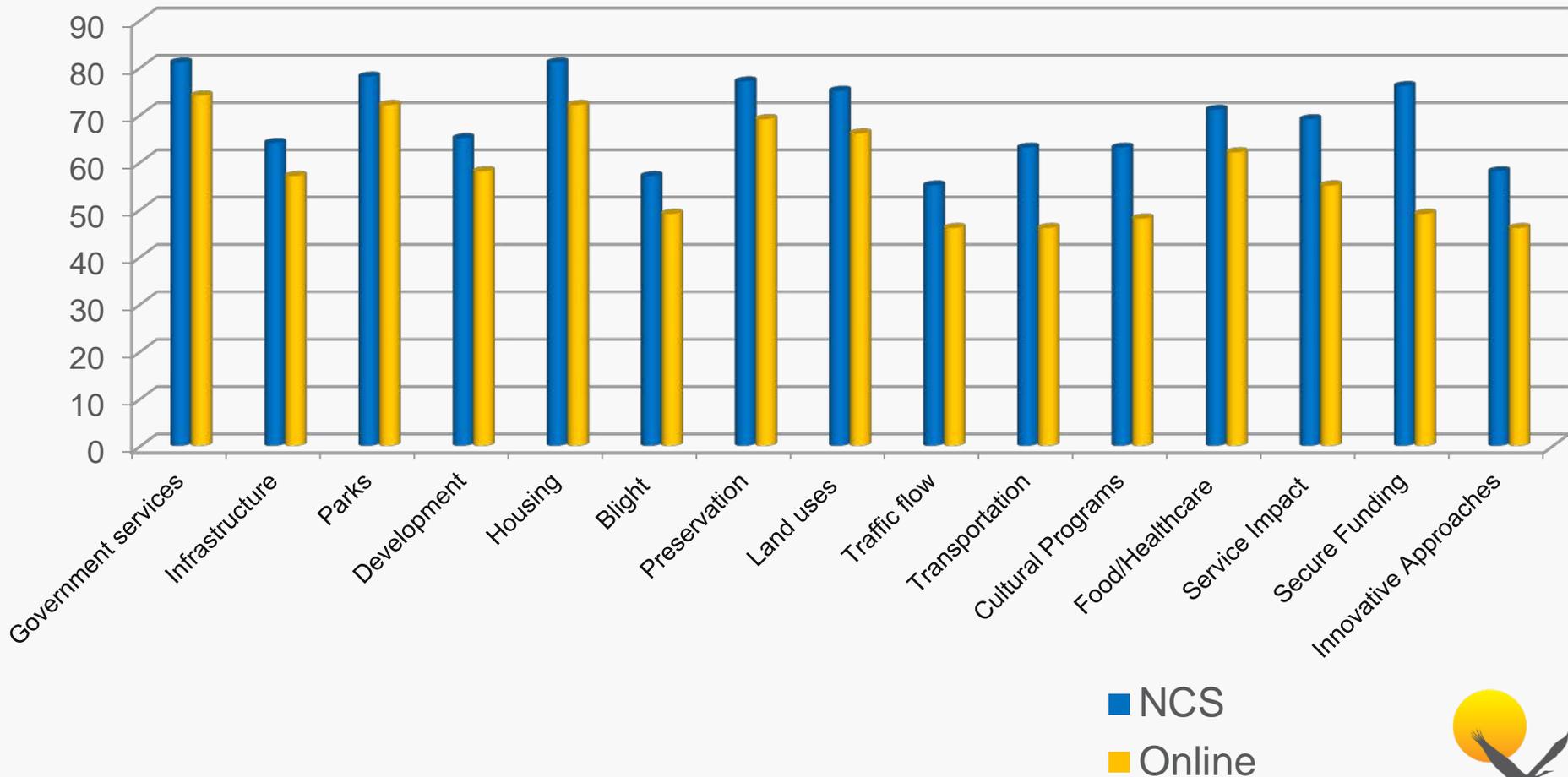
# Defining "Premier"



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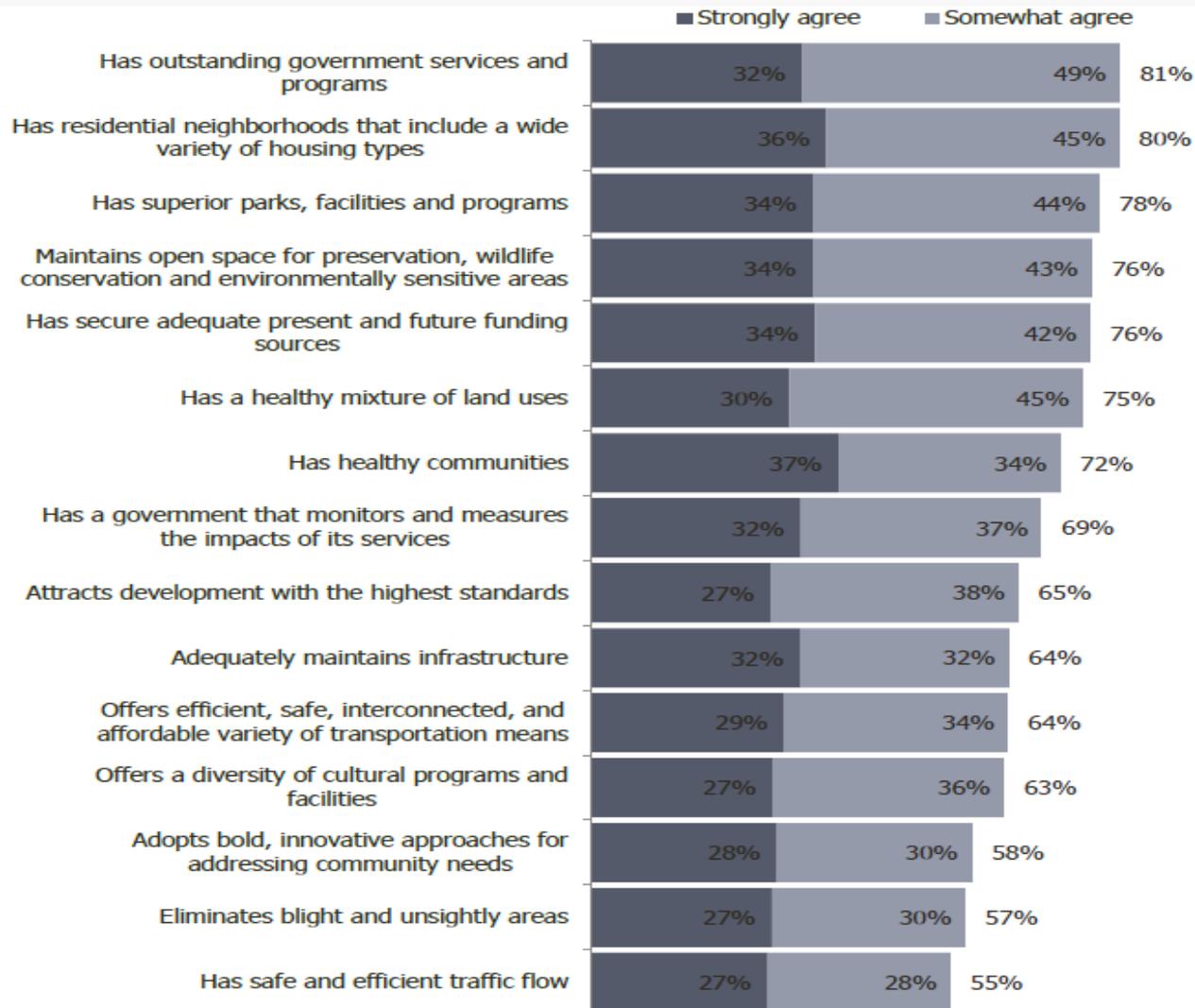
# Defining "Premier"



■ NCS  
■ Online



# Defining "Premier"



# 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., (Infrastructure, Transportation, Growth).
- Ratings for most of the *Services Provided by the BCC* are on the rise.
- The issues solely under our control are being addressed to the extent funding is available.
- Many issues require collaborative efforts (Overall image of Pasco County, Quality of Life, Appearance of the County, etc.).
- Our Challenge: Engage others in being part of the solution.

