



PASCO COUNTY, FL 2009

Report of Geographic Subgroup Comparisons

CONTENTS

Survey Background.....	1
About The National Citizen Survey™	1
Understanding the Results	2
“Don’t Know” Responses	2
Understanding the Tables.....	2
Comparisons	3

SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. Pasco County staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. Pasco County staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

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 Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

UNDERSTANDING THE TABLES

In this report, comparisons between geographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by geographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

The 95 percent confidence level for this survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (368 completed surveys). For each area (West, Central or East), the margin of error rises to approximately + or - 9% since sample sizes were approximately 124 for the West, 122 for Central and 109 for the East.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")			
Please rate each of the following aspects of quality of life in Pasco County:	Area		
	West	Central	East
Pasco County as a place to live	59%	83%	82%
Your neighborhood as a place to live	65%	80%	89%
Pasco County as a place to raise children	44%	79%	71%
Pasco County as a place to work	26%	45%	31%
Pasco County as a place to retire	56%	68%	77%
The overall quality of life in Pasco County	55%	78%	79%

Question 2: Community Characteristics (Percent "excellent" or "good")			
Please rate each of the following characteristics as they relate to Pasco County as a whole:	Area		
	West	Central	East
Sense of community	45%	65%	50%
Openness and acceptance of the community towards people of diverse backgrounds	41%	63%	54%
Overall appearance of Pasco County	42%	62%	64%
Cleanliness of Pasco County	40%	58%	64%
Overall quality of new development in Pasco County	45%	69%	60%
Variety of housing options	49%	75%	56%
Overall quality of business and service establishments in Pasco County	58%	57%	63%
Shopping opportunities	63%	61%	64%
Opportunities to attend cultural activities	38%	21%	44%
Recreational opportunities	43%	44%	47%
Employment opportunities	6%	14%	17%
Educational opportunities	33%	24%	48%
Opportunities to participate in social events and activities	44%	20%	56%
Opportunities to participate in religious or spiritual events and activities	71%	67%	72%
Opportunities to volunteer	68%	44%	67%
Opportunities to participate in community matters	56%	28%	55%

Question 2: Community Characteristics (Percent "excellent" or "good")			
Please rate each of the following characteristics as they relate to Pasco County as a whole:	Area		
	West	Central	East
Ease of car travel in Pasco County	42%	38%	30%
Ease of bus travel in Pasco County	38%	7%	20%
Ease of bicycle travel in Pasco County	18%	17%	22%
Ease of walking in Pasco County	23%	31%	28%
Availability of paths and walking trails	31%	30%	30%
Traffic flow on major streets	27%	20%	18%
Amount of public parking	26%	39%	28%
Availability of affordable quality housing	45%	51%	41%
Availability of affordable quality child care	40%	41%	39%
Availability of affordable quality health care	44%	39%	50%
Availability of affordable quality food	63%	55%	65%
Availability of preventive health services	46%	45%	54%
Air quality	47%	61%	69%
Quality of overall natural environment in Pasco County	54%	62%	62%
Overall image or reputation of Pasco County	31%	51%	52%

Question 3: Growth (Percent "too fast")			
Please rate the speed of growth in the following categories in Pasco over the past 2 years:	Area		
	West	Central	East
Population growth	56%	68%	72%
Retail growth (stores, restaurants, etc.)	25%	11%	26%
Jobs growth	3%	1%	1%

Question 4: Code Enforcement (Percent at least a "minor" problem)			
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Pasco County?	Area		
	West	Central	East
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Pasco County?	94%	92%	87%

Question 5: Community Safety (Percent "very" or "somewhat" safe)			
Please rate how safe or unsafe you feel from the following in Pasco:	Area		
	West	Central	East
Violent crime (e.g., rape, assault, robbery)	36%	65%	65%
Property crimes (e.g., burglary, theft)	28%	52%	54%
Environmental hazards, including toxic waste	47%	74%	68%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)			
Please rate how safe or unsafe you feel:	Area		
	West	Central	East
In your neighborhood during the day	81%	96%	98%
In your neighborhood after dark	54%	84%	90%
In Pasco County's downtown area during the day	70%	77%	89%
In Pasco County's downtown area after dark	30%	52%	61%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")			
	Area		
	West	Central	East
During the past twelve months, were you or anyone in your household the victim of any crime?	18%	17%	11%
If yes, was this crime (these crimes) reported to the police?	62%	91%	94%

Question 9: Resident Behaviors (Percent at least once in past 12 months)			
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Pasco?	Area		
	West	Central	East
Used Pasco County public libraries or their services	74%	66%	67%
Used Pasco County recreation centers	61%	55%	56%
Participated in a recreation program or activity	33%	49%	47%
Visited a neighborhood park or County park	79%	74%	75%
Ridden a local bus within Pasco County	19%	1%	3%
Attended a meeting of local elected officials or other local public meeting	30%	17%	24%
Watched a meeting of local elected officials or other local public meeting on cable television	49%	24%	27%
Visited the Pasco County Web site (at www.pascocountyfl.net)	51%	58%	57%
Recycled used paper, cans or bottles from your home	72%	68%	69%
Volunteered your time to some group or activity in Pasco County	39%	34%	38%
Participated in religious or spiritual activities in Pasco County	47%	53%	48%
Participated in a club or civic group in Pasco County	35%	23%	26%
Provided help to a friend or neighbor	93%	92%	96%

Question 10: Neighborliness (Percent at least once per month)			
	Area		
	West	Central	East
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	89%	85%	86%

Question 11: Service Quality (Percent "excellent" or "good")			
Please rate the quality of each of the following services in Pasco:	Area		
	West	Central	East
Sheriff services	67%	82%	77%
Fire services	92%	96%	87%
Ambulance or emergency medical services	88%	97%	92%
Crime prevention	41%	54%	47%
Fire prevention and education	62%	77%	53%
Municipal courts	56%	60%	58%
Traffic enforcement on County road and highways	55%	59%	49%
Road repair	30%	47%	23%
Bus or transit services	45%	13%	24%
Garbage collection	75%	80%	83%
Recycling	53%	51%	42%
Yard waste pick-up	58%	54%	54%
Storm drainage	41%	50%	56%
Drinking water	27%	44%	59%
Sewer services	42%	62%	58%
Power (electric and/or gas) utility	60%	63%	72%
County parks	82%	72%	71%
Recreation programs or classes	66%	63%	40%
Recreation centers or facilities	64%	69%	47%
Pasco County Open Space	51%	50%	51%
Nature programs or classes	40%	37%	39%
Availability of historic sites	41%	25%	37%
Land use, planning and zoning	23%	21%	29%
Code enforcement (weeds, abandoned buildings, etc)	14%	27%	17%
Animal control	24%	49%	33%
Economic development	21%	33%	35%
Health services	47%	33%	66%
Services to seniors	48%	24%	65%
Services to youth	37%	33%	21%

The National Citizen Survey™ by National Research Center, Inc.

Question 11: Service Quality (Percent "excellent" or "good")			
Please rate the quality of each of the following services in Pasco:	Area		
	West	Central	East
Services to low-income people	27%	18%	46%
Public library services	73%	71%	70%
Public information services	49%	52%	56%
Public schools	48%	57%	55%
Cable television	58%	70%	65%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	62%	65%	65%
Preservation of natural areas such as open space, farmlands and greenbelts	39%	53%	42%
Mental health services	30%	20%	30%
Drug and Alcohol services	26%	20%	24%
Adult protective services	36%	18%	32%
Agricultural/farm advisor	31%	34%	28%

Question 12: Government Services Overall (Percent "excellent" or "good")			
Overall, how would you rate the quality of the services provided by each of the following?	Area		
	West	Central	East
Pasco County	41%	59%	49%
The Federal Government	31%	34%	31%
The State Government	31%	43%	31%

Question 13: Contact with County Employees (Percent "yes")			
	Area		
	West	Central	East
Have you had any in-person or phone contact with an employee of Pasco County within the last 12 months (including police, receptionists, planners or any others)?	50%	55%	52%

Question 14: County Employees (Percent "excellent" or "good")			
What was your impression of the employee(s) of the Pasco County in your most recent contact?	Area		
	West	Central	East
Knowledge	75%	82%	78%
Responsiveness	70%	73%	75%
Courtesy	80%	86%	85%
Overall impression	73%	76%	77%

Question 15: Government Performance (Percent "excellent" or "good")			
Please rate the following categories of Pasco County government performance:	Area		
	West	Central	East
The value of services for the taxes paid to Pasco County	40%	38%	43%
The overall direction that Pasco County is taking	41%	47%	46%
The job Pasco County government does at welcoming citizen involvement	33%	18%	22%
The job Pasco County government does at listening to citizens	21%	22%	25%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)			
Please indicate how likely or unlikely you are to do each of the following:	Area		
	West	Central	East
Recommend living in Pasco County to someone who asks	71%	84%	85%
Remain in Pasco County for the next five years	74%	90%	85%

Question 17: Impact of the Economy (Percent "somewhat" or "very" 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:	Area		
	West	Central	East
	7%	10%	16%

Question 18a: Policy Question 1 (Percent "somewhat" or "strongly" support)			
	Area		
	West	Central	East
Animal control services	52%	58%	53%
Code enforcement	42%	46%	52%
Agricultural extension, 4-H, home economics	46%	62%	48%
Elderly nutrition (lunch sites and meals on wheels)	33%	31%	24%
Emergency Medical Services (ambulance)	35%	25%	23%
Fire services	34%	23%	22%
Law enforcement	38%	26%	21%
Libraries	40%	53%	43%
Social Services	42%	54%	43%
Parks and recreation	44%	45%	48%
Veterans" services	41%	36%	30%

Question 18c: Policy Question 3 (Percent "somewhat" or "strongly" support)			
	Area		
	West	Central	East
Due to declining property values Pasco County faces a \$28.8 million reduction in property tax revenue and will have to cut services or raise the tax rate. To what extent would you support or oppose increasing the property tax rate to match the taxes collected last year in order to cover the shortfall?	37%	30%	35%