

**CITY OF ST. AUGUSTINE CITY COMMISSION
SPECIAL MEETING AGENDA
THURSDAY, MAY 2, 2019
8:30 A.M.
ALCAZAR ROOM**

1. **Call to Order.**
Roll Call.
2. **General Public Comments.**
3. **Overview of Mid-Year Budget Analysis, Citizen Survey Results and Strategic Plan Discussion and Update**
4. **Adjourn.**

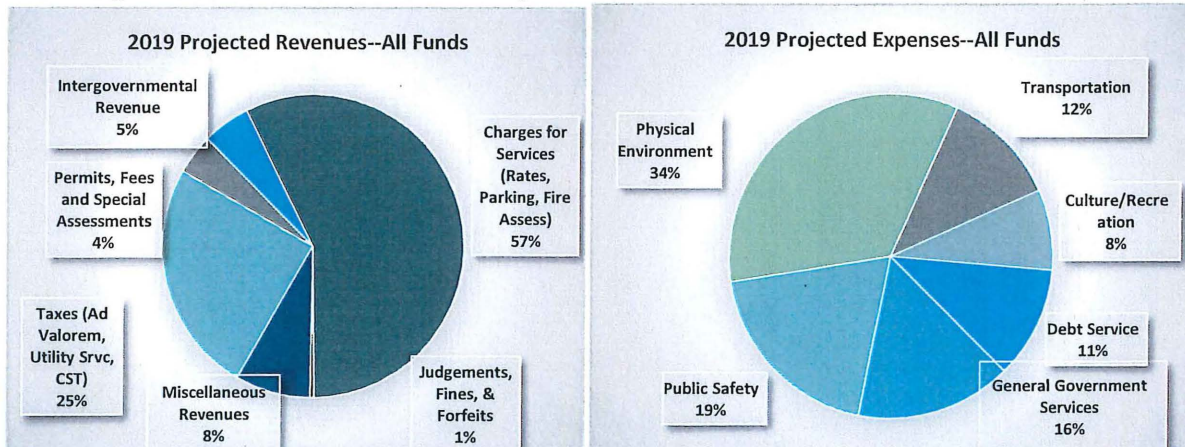
NOTICES: In accordance with Florida Statute 286.0105: "if a person decides to appeal any decision made by the board, agency, or commission with respect to any matter considered at such meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based." ***In accordance with the Americans with Disabilities Act, persons needing a special accommodation to participate in this proceeding should contact the individual or agency sending notice not later than seven days prior to the proceeding at the address given on the notice. Telephone 904-825-1007; 1-800-955-8771 (TDB) or 1-800-955-8770 (V) via Florida Relay Services. ***The City of St. Augustine encourages anyone wishing to present the invocation at city commission meetings to contact the City Clerk's office, to be placed on the rotation list, and encourages people of all religious affiliations or of no religious affiliation to present a non-denominational invocation to inspire us in the work of the City Commission.

Mid-Year Budget Analysis

Fiscal Year 2019 Mid-Year Budget Analysis and Projections

The annual adopted budget is a financial plan predicated on the best information available at the time it is prepared. As with any budget, however, changing conditions and events that occur after the passage of the budget, create the need to modify the original plan. During the FY 2019 budget discussion, the City Commission asked staff to come back at mid-year so that adjustments to the adopted budget could be made where appropriate. This report provides a high-level view of each fund and the projections of both revenues and expenditures/expenses for each Fund.

The Fiscal Year 2019 adopted budgets for the City of St. Augustine totaled \$58 million, net of interfund transfers. With this funding, the City delivers a wide range of services including Police Service, Fire Service, street paving/resurfacing, water and sewer service, stormwater maintenance and improvements, recycling and garbage collection, mobility planning and improvements, the Visitor Information Center and garage, the Municipal Marina, and other community and visitor services. Although the City's overall budget is in a stable position, the impact of the two storms have put two of our funds, Solid Waste and the Marina, in a position of little to no reserves until FEMA and State reimbursements are received. Our remaining funds have reserve balances that just meet our current thresholds of 4 months or 3 months.



The adopted budget shows the City's strong commitment to funding the priorities of the City's Strategic Plan while maintaining budget stability. Budget priorities in 2019 focused on the following:

Infrastructure Planning & Construction

Mobility Planning

Zoning Update

Sustainable Best Practices

Historic Preservation Planning

Arts and Culture Enhancement

Enhance our Community Partnerships in Regards to Homelessness

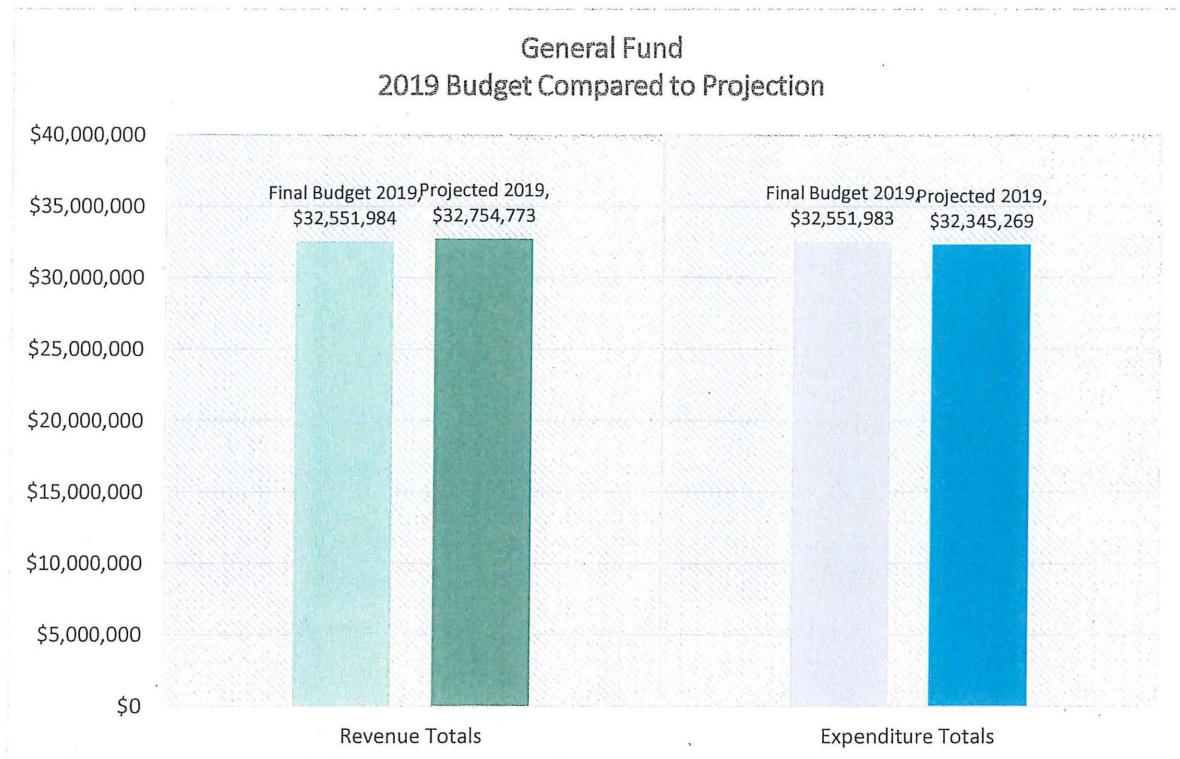
Event Management

Capital Plan Financing

Communication & Online Presence to Promote Citizen Engagement

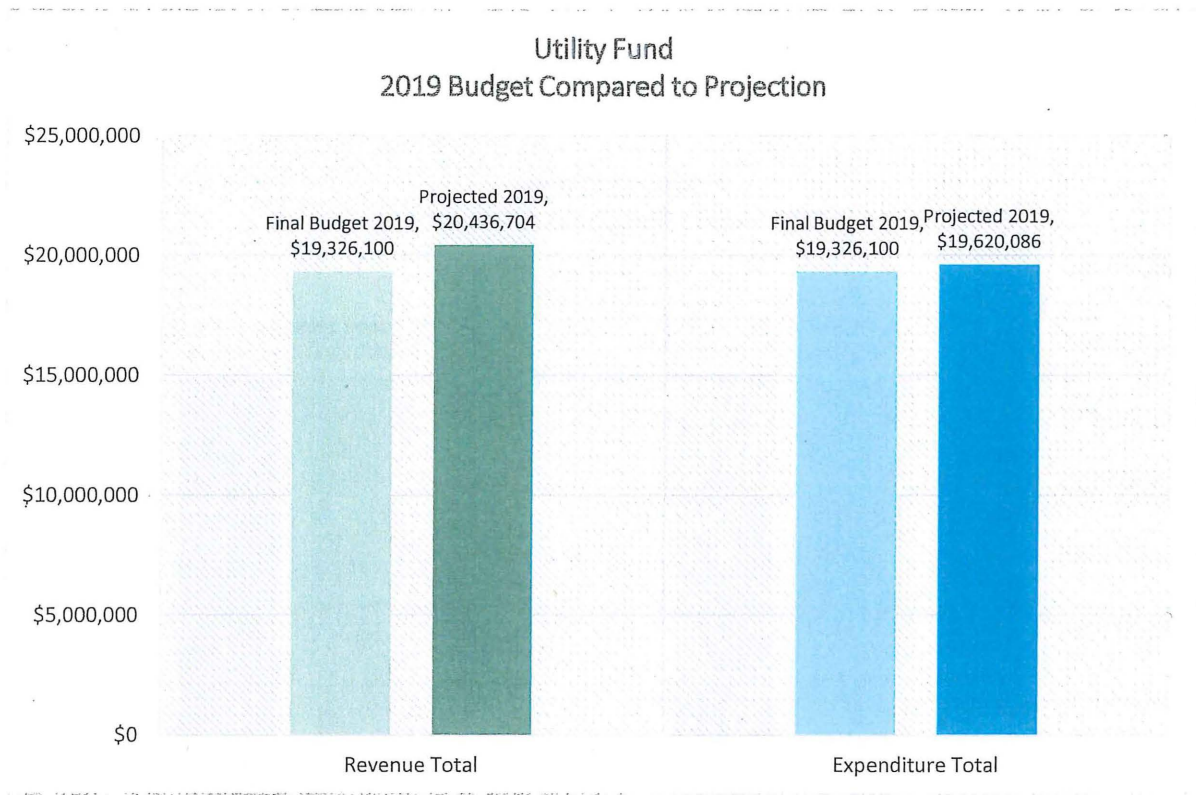
The City closely monitors the budget to ensure that current revenues and expenditures are meeting expectations. This is necessary to maintain budget stability and avoid disruptions throughout the year. Through the first half of the year, City funds are generally performing as expected.

GENERAL FUND HIGHLIGHTS



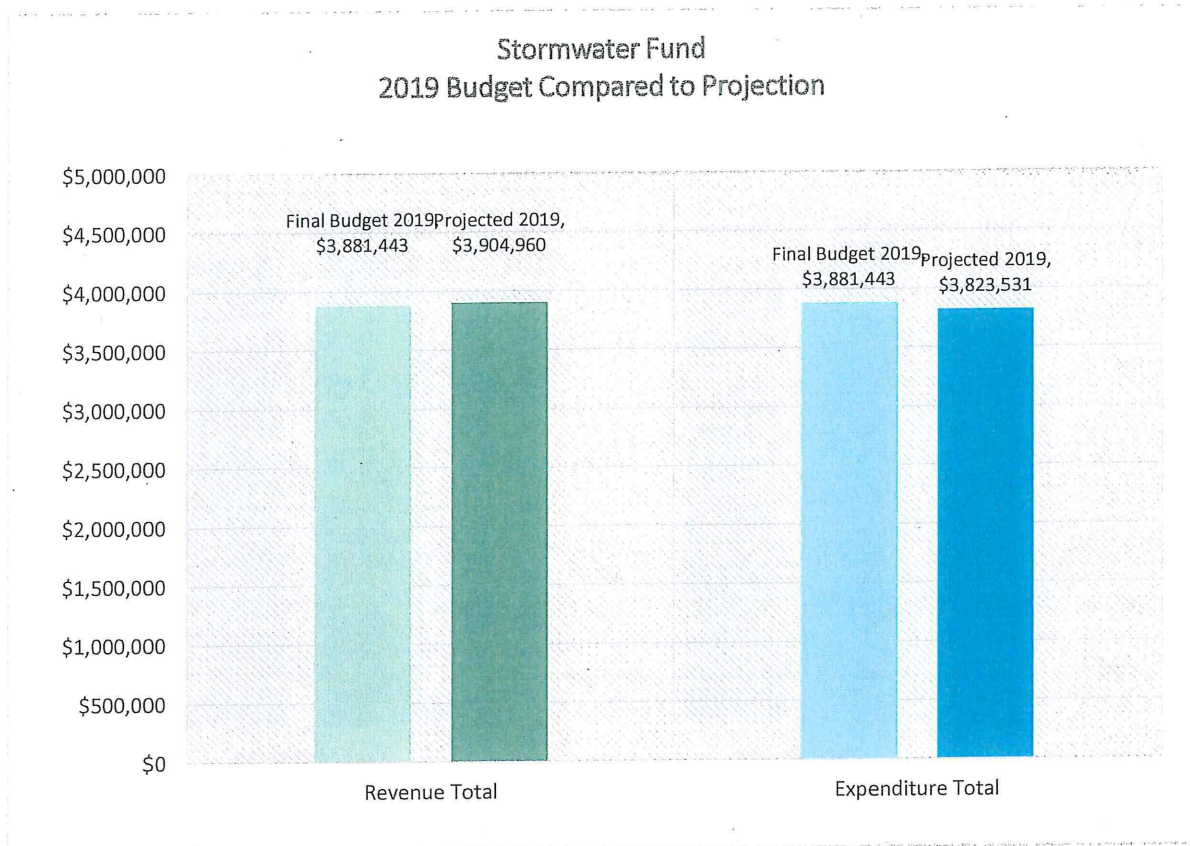
Based on current collection trends and information, General Fund revenues are anticipated to end the year approximately \$50,000 above budgeted levels. The majority of this is attributed to Building Permits coming in higher than expected. General Fund expenditures are tracking below anticipated levels and are expected to generate overall savings by year-end of approximately \$200,000. This savings is due to the typical turnover that is seen at the City. Budgets are developed as if every position will be fully staffed throughout the year, so turnover does result in a slight savings. This combination of excess revenues and expenditure savings is expected to add approximately \$250,000 to the General Fund reserve balance. General Fund Reserves have been used in FY 2019. These approved uses of Reserves include the purchase of the property on Coquina Avenue, the added expenses required for the St. Francis House contract, and legal fees. The planned transfer to reserves, approved use of reserves, and expected addition to reserves results in a projected net increase to the General Fund Reserve balance of \$330,000.

UTILITY FUND HIGHLIGHTS



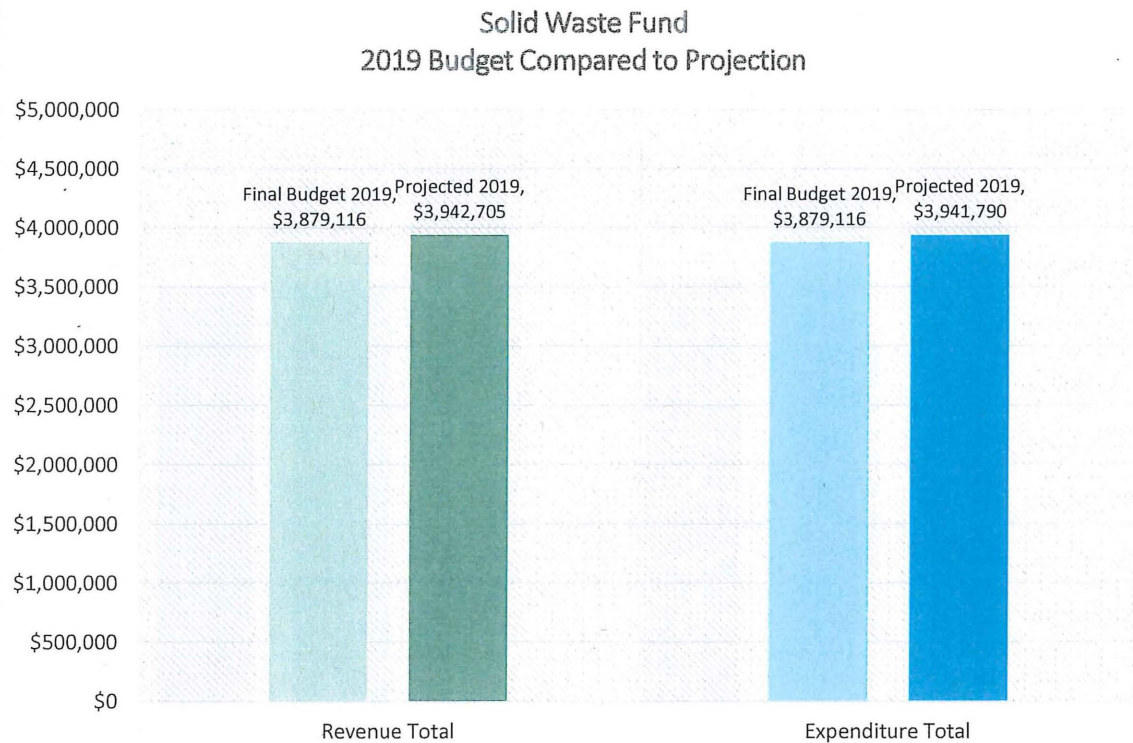
The Utility Fund revenues are expected to end the year approximately \$1.1 million above budgeted levels. Approximately \$600,000 of this is attributed to Water and Sewer Connection fees coming in higher than anticipated. The remainder is due to grants which include the State Appropriation of \$400,000 for West Augustine Sewer Connections and FEMA reimbursements for Hurricane Irma. Utility Fund expenses are anticipated to be \$300,000 above budgeted levels as all connection fees are transferred to a reserve account specifically slated for future expansion of capacity. Operating expenses are also expected to be approximately \$100,000 under budget. The net effect of these increases still results in an addition of \$800,000 to the Utility Fund reserve balance, which is what was anticipated with the 10-year rate plan, and will fund the Capital Improvement Plan.

STORMWATER FUND HIGHLIGHTS



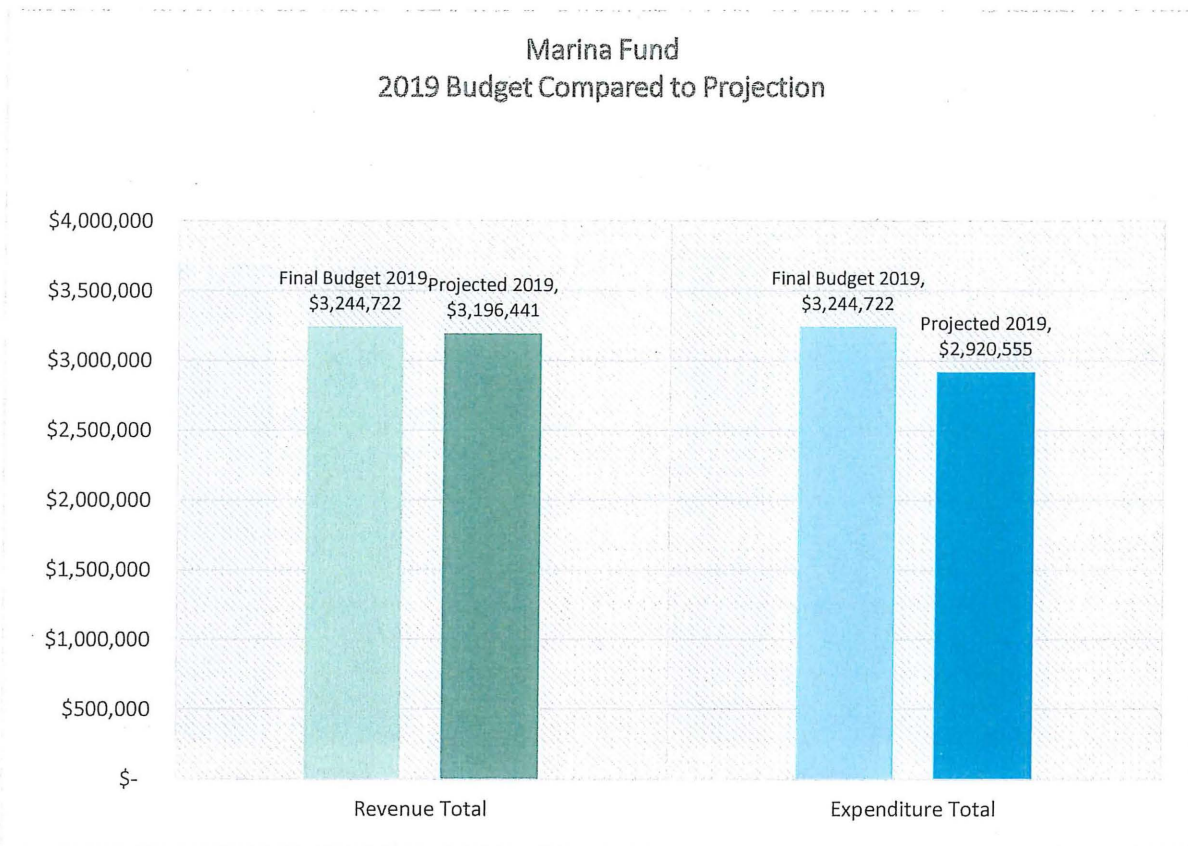
The Stormwater Fund revenues and expenses are expected to come in very close to what was anticipated. We do anticipate approximately \$80,000 that will increase the reserve balance of the Stormwater Fund and will be used for future capital projects. This is mostly due to interest rates on our investment account coming in higher than budgeted. These budgets and actuals include the planned spending and grant receipts for the following capital projects: Phase I of the Lake Maria Sanchez Project, Phase I of the South Whitney and West King Street improvements, three CDBG stormwater projects and the Tideflex Valve project.

SOLID WASTE FUND HIGHLIGHTS



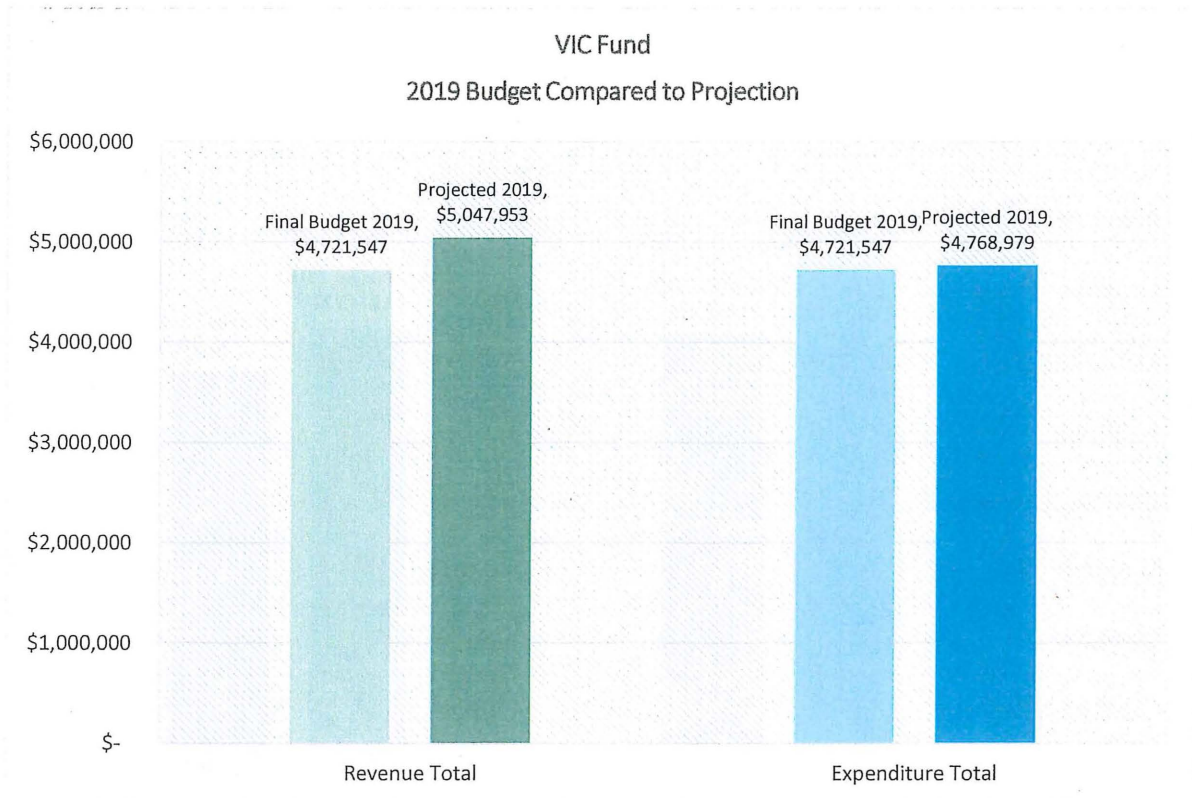
The Solid Waste Fund was still recovering from Hurricane Matthew when Hurricane Irma hit. This fund had to expend approximately \$2,600,000 in storm recovery but has now received reimbursement for \$1,550,000, with another \$750,000 expected in the upcoming weeks (88%). This brings their reserve balance to the 3-month requirement. The current year operations are expected to finish very close to what was budgeted, with approximately \$1,000 expected to go back to the fund's reserve balance as well.

MUNICIPAL MARINA FUND HIGHLIGHTS



The Marina's South and Central docks are now fully repaired and dockage revenues are coming in as expected. Although not received yet, FEMA reimbursements of \$4 million for both storms are expected in the upcoming year. With these reimbursements, the Marina will be able to rebuild reserves and make an early repayment of the bank loan established in order to make the necessary repairs. The Marina has been fully operational for much of the fiscal year. Its revenue and expenditures have come slightly lower than budgeted due to fuel sales and offsetting cost of goods sold. The Marina budgeted a transfer to reserves of \$160,000 to reserves in FY 2019, but is expecting to add closer to \$275,000. With the FEMA reimbursements and this addition to reserves, the Marina Fund will have the required 3-month reserve balance.

VISITOR INFORMATION CENTER (VIC) FUND HIGHLIGHTS



Based on current collection trends and information, VIC Fund revenues are anticipated to end the year approximately \$325,000 above budgeted levels. VIC Fund expenditures are also tracking slightly above anticipated levels at \$50,000 over budget. This combination of higher revenues and higher expenditures is expected to add approximately \$275,000 to the VIC Fund reserve balance on top of the \$250,000 budgeted transfer to the sinking fund established for future repairs.

SUMMARY

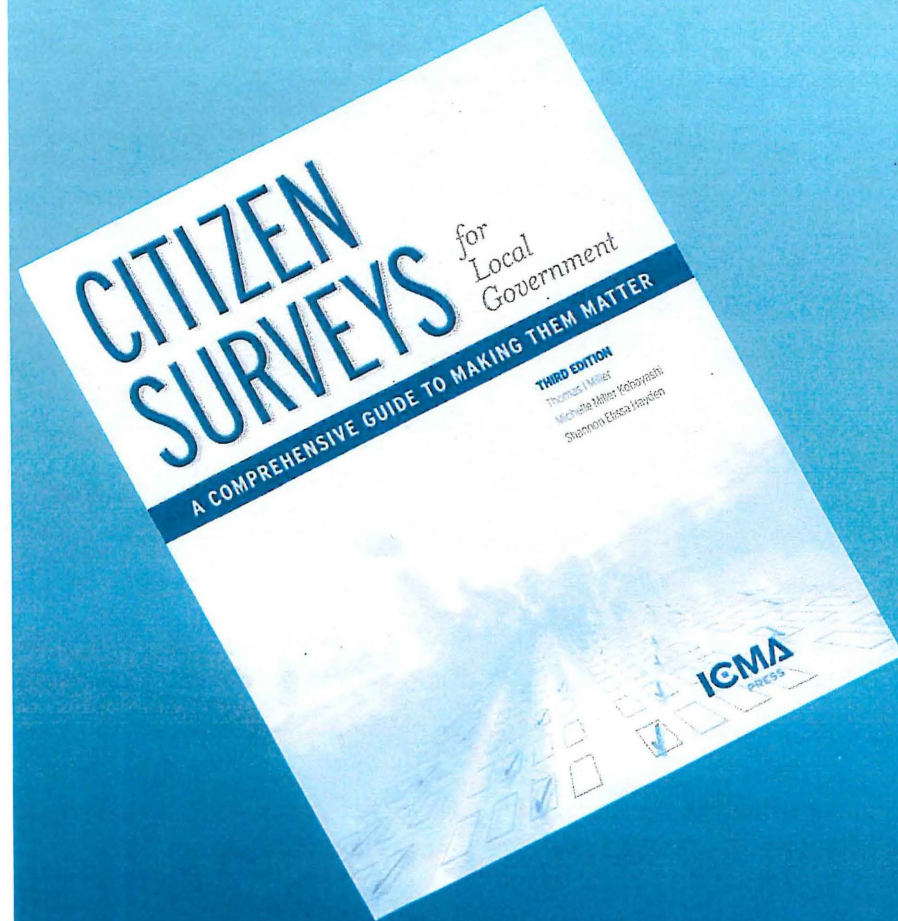
In summary, the City's funds are performing as expected. The use of reserves for storm recovery continue to be rebuilt as FEMA grants are received. At this time, we do not see any mid-year budget adjustments that need to be made, but we will continue to monitor all funds through the end of Fiscal Year 2019.

Looking forward, we have scheduled the discussion of the City's revenues for FY 2020 on 6/24/2019, the 5-year capital improvement plan for FY 2020 on 8/12/19 and the FY 2020 proposed budget on 8/22/19 and 8/23/2019, respectively. Analysis from this mid-year budget review will be factored into each of these discussions as appropriate.

Citizen Survey Results

City of St. Augustine

Citizen Survey Review



Key Findings 2019

About National Citizen Survey (NCS)

NCS Measures Community Livability

Captures Opinion within 3 Community Pillars

- Community Characteristics
- Governance
- Participation

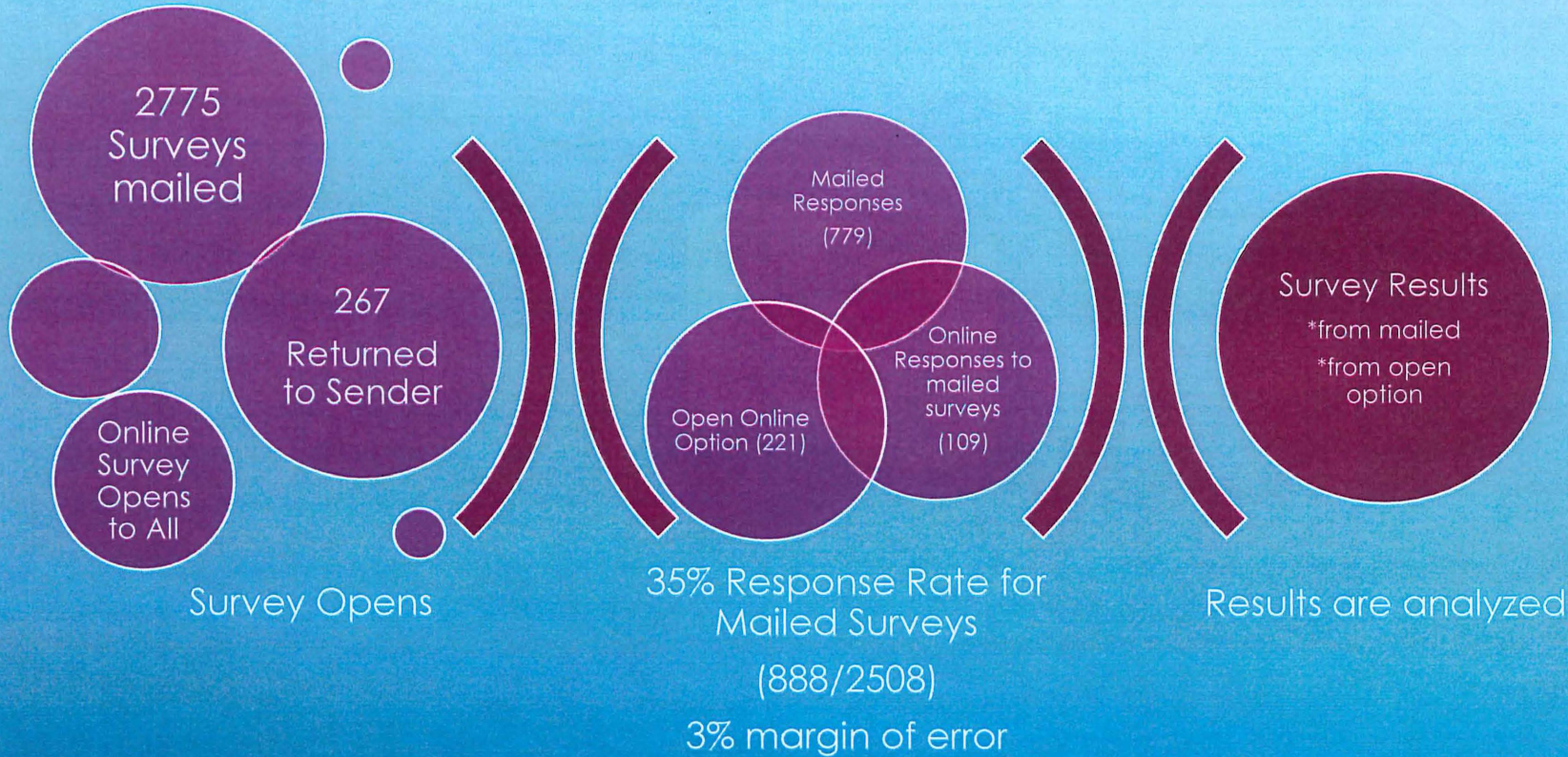


About National Citizen Survey (NCS)

- The 3 Pillars are Measured Across 8 Facets



St. Augustine's Survey Process



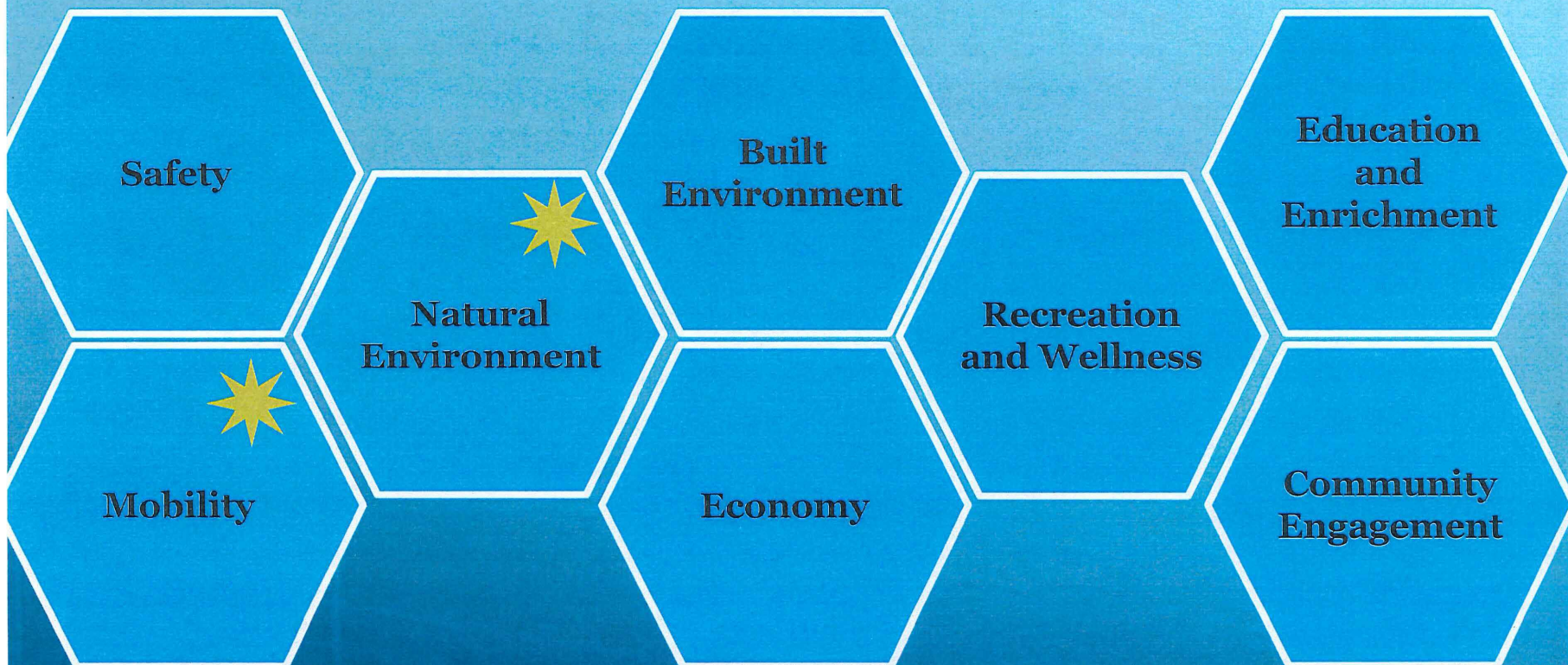
St. Augustine's Score Card

St. Augustine is Similar to the National Benchmark in all Facets

■ Similar to national benchmark

Mobility and Natural Environment Ranked Most Important Moving Forward

★ Most important



St. Augustine's Score Card

- St. Augustine's Results Compared to National Benchmark Comparisons and Compared to 2017's Results

12

received
higher
ratings
(17 in 2017)

94

received **similar**
Ratings
(93 in 2017)

18

received
lower
ratings
(14 in 2017)

St. Augustine's Score Card

- St. Augustine's Results Compared to Resort Communities with Similar Populations and Average Annual Household Incomes

3

received
higher
ratings
(17 in 2017)

106

received **similar**
Ratings
(96 in 2017)

12

received
lower
ratings
(11 in 2017)

ABOVE AVERAGE COMPARED TO SIMILAR COMMUNITIES

***Vibrant
downtown,
commercial area***

***Stocked supplies
in preparation
for an
emergency***

***Opportunities to
attend
cultural/arts/music
activities***

BELOW AVERAGE COMPARED TO SIMILAR COMMUNITIES

Overall ease of getting to the places you usually have to visit

Ease of travel by public transportation

Ease of travel by car

Ease of public parking

Traffic flow on major streets

Availability of paths and walking trails

Ease of travel by bicycle

Used bus, rail, subway or public transportation instead of driving

Drinking water

Storm drainage

Quality of overall natural environment in St. Augustine

Street Repair

IMPORTANCE OF ITEMS IN THE 2020 BUDGET

75% OR MORE RESPONDED THAT THE FOLLOWING ITEMS WERE "ESSENTIAL" OR "VERY IMPORTANT" ISSUES TO BE ADDRESSED IN THE UPCOMING BUDGET YEAR

Improvements to
traffic flow in St.
Augustine

Improvements to
parking in St.
Augustine

Improvements to
pedestrian
mobility and safety

Street repairs and
paving

Improvements to
bicycle mobility
and safety

HIGHLIGHTS OF OUR CUSTOM QUESTIONS

94% support traffic flow adjustments during peak hours & events

90% support increasing the use of shuttles to reduce congestion downtown

81% support the implementation of residential parking programs

78% support regulation of commercial delivery vehicle access to downtown

69% support the temporary closing of streets in high-tourist areas

45% support increasing the hours when parking is regulated

56% do NOT believe vacation rentals have impacted their neighborhood

26% have seen a negative impact

17% have seen a positive impact

SURVEY CONCLUSIONS

- St. Augustine residents enjoy a high quality of life.
 - At least 75% of community members gave high marks to the overall quality of life in St. Augustine and 8 in 10 planned to remain here for the next five years.
- Mobility
 - Only 4 of 10 or less gave positive ratings to overall ease of travel, travel by car and public parking.
 - Although there were low ratings on the ease of travel by bicycle and walking, 78% were more likely to have walked or biked instead of driving.
- The economy impacts quality of life and residents applaud employment opportunities.
 - 93% reported St. Augustine as an excellent or good place to visit. This is exceptional and much higher than the national benchmark.
 - 75% gave favorable ratings to the vibrant downtown, also above average.
 - Ratings for employment opportunities increased from 2017.
 - Housing affordability continues to present a challenge, decreasing from 2017.

DISCUSSION

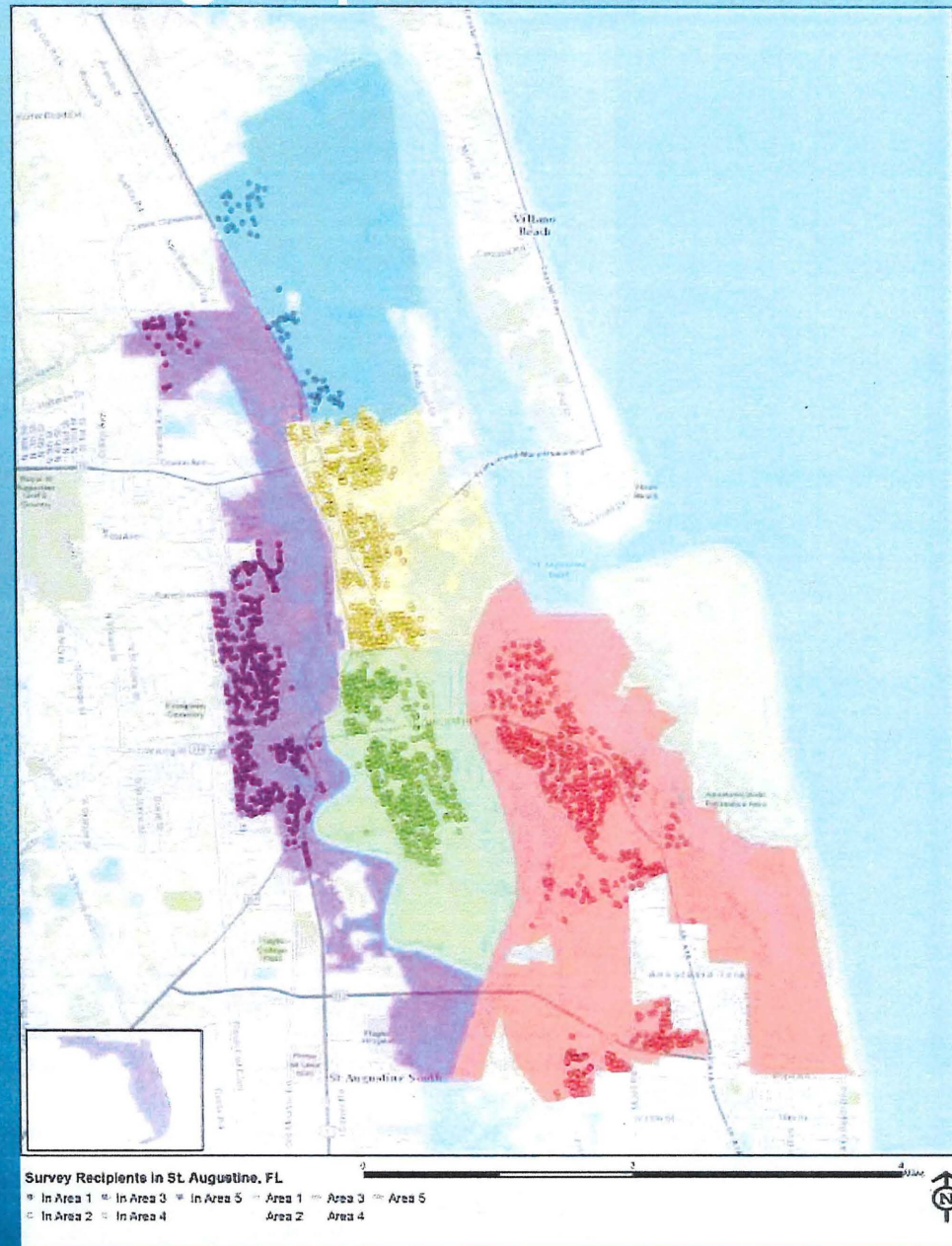
- ❑ Overall Survey Results
- ❑ Our Strategic Plan

ADDITIONAL INFORMATION

Geographic Subgroups

Distribution of Surveys

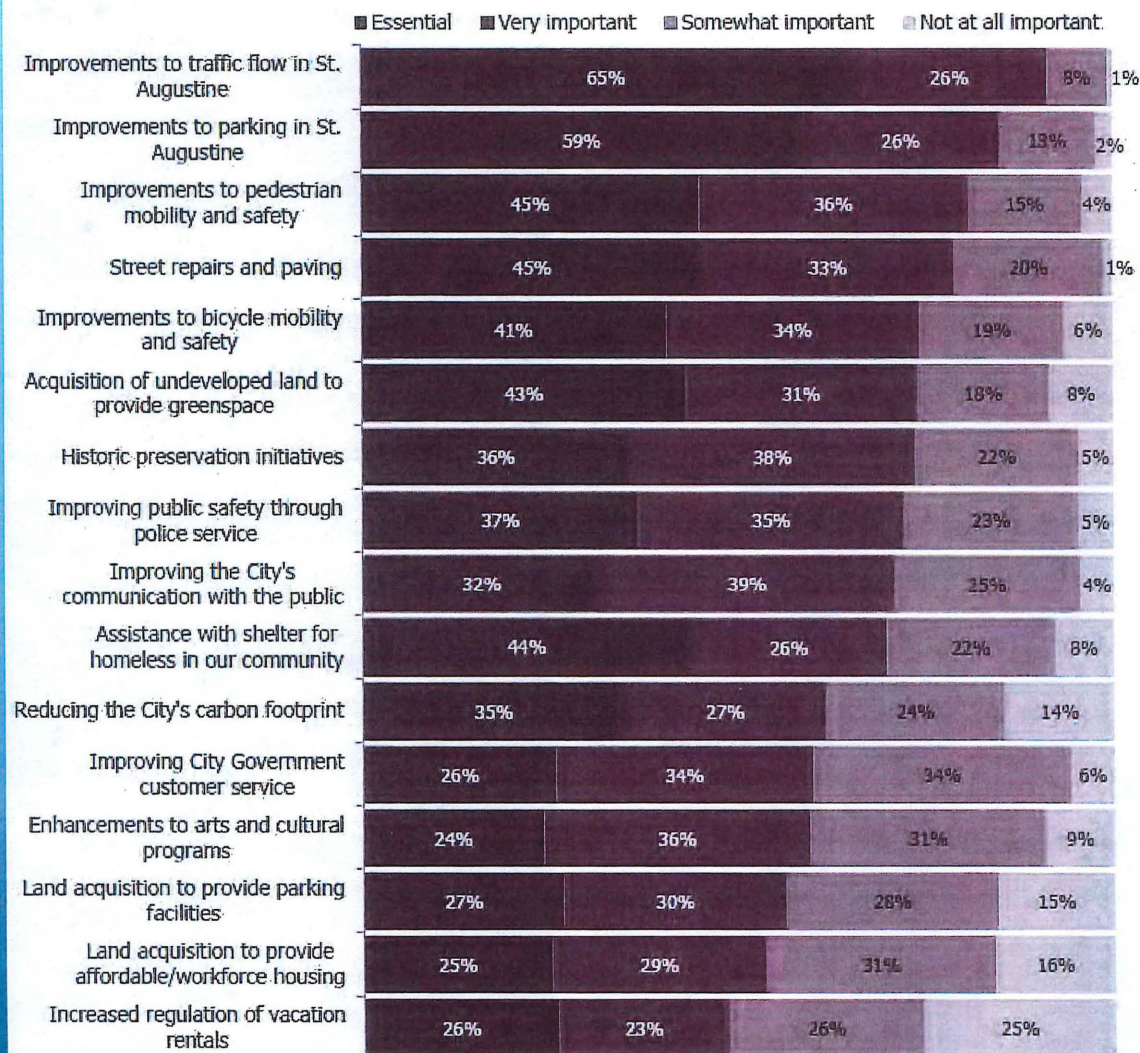
- ☐ Neighborhood 1 (Blue) North City
(North of Uptown & Fullerwood)
- ☐ Neighborhood 2 (Yellow) Uptown
(Fullerwood)
- ☐ Neighborhood 3 (Red) Davis Shores
- ☐ Neighborhood 4 (Green) Downtown
- ☐ Neighborhood 5 (Purple) West US1



What is important for the 2020 budget?

Figure 4: Importance of City Projects and Issues

Please indicate how important, if at all, each of the following projects or issues will be for the City to address in the 2020 budget:



How do the Survey Results Align with Strategic Plan

Infrastructure Planning & Construction

<i>Please rate the quality of each</i>	Excellent	Good	Fair	Poor
Street Repair	4%	26%	34%	36%
Street Lighting	10%	44%	31%	15%
Sidewalk Maintenance	6%	37%	32%	25%
Storm Drainage	10%	31%	29%	30%
Drinking Water	16%	38%	29%	17%
Sewer Services	21%	48%	23%	8%

Significant Differences between Geographic Subgroups— Built Environment & Economy Specific

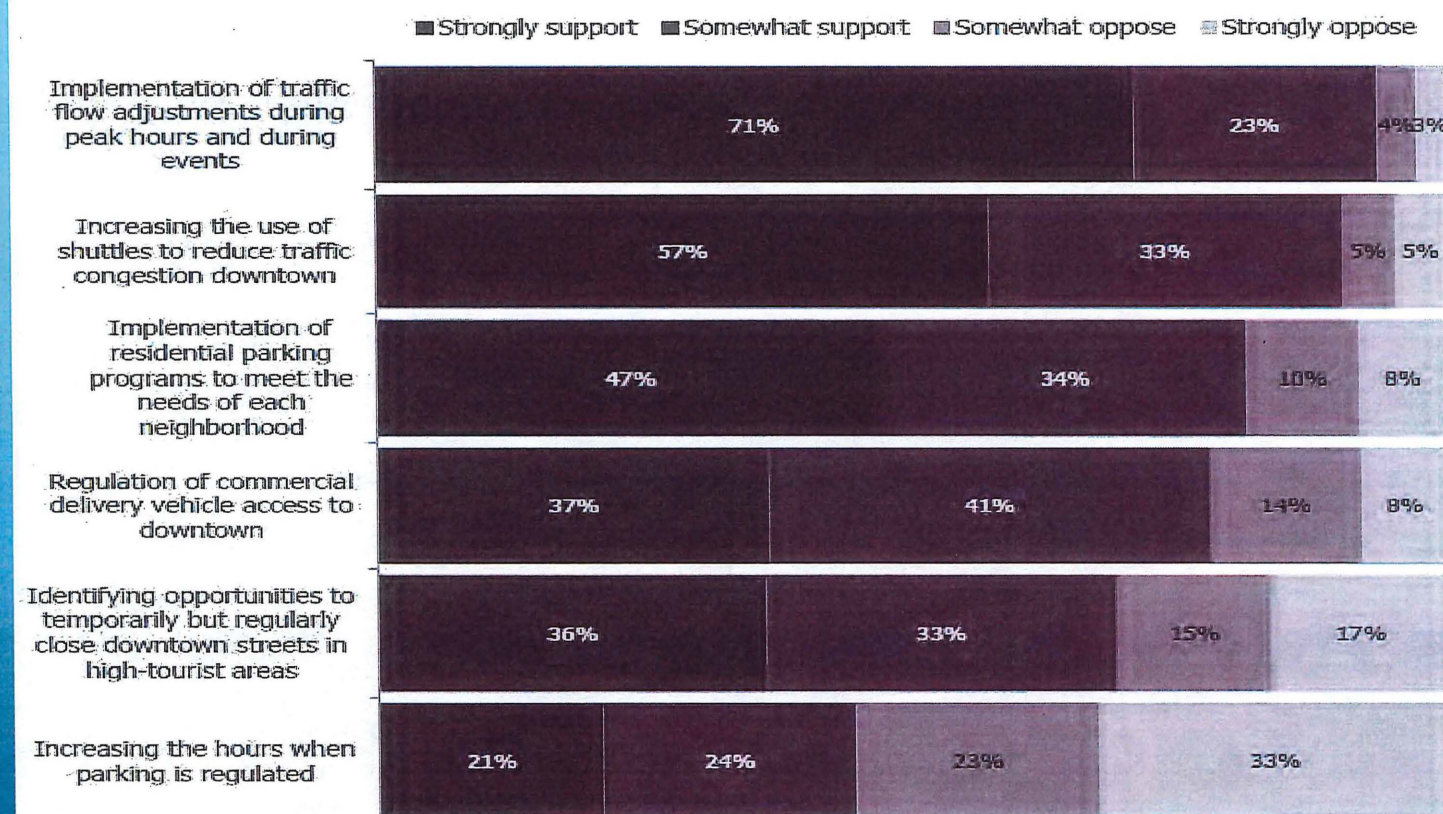
% that rated this topic “excellent”/“good” or “always”/“sometimes”	North City	Up- town	Davis Shores	Down- town	West US 1
Overall quality of life	91%	80%	88%	80%	79%
Overall built environment (design, buildings, parks, transportation, etc.)	87%	81%	82%	84%	86%
Availability of affordable quality housing	34%	16%	30%	12%	12%
Currently NOT under housing cost stress	64%	65%	54%	60%	64%
Overall economic health of St. Augustine	75%	62%	73%	63%	58%
Cost of living in St. Augustine	46%	25%	36%	32%	30%
Overall quality of business & service establishments in St. Augustine	85%	52%	72%	68%	60%
Storm drainage	51%	37%	54%	20%	41%
Sewer services	71%	72%	76%	59%	66%
Drinking Water	56%	59%	58%	47%	52%
Work in St. Augustine	47%	62%	56%	64%	51%

How do the Survey Results Align with Strategic Plan

Mobility

Figure 5: Level of Support for City Initiatives

To what extent would you support or oppose the implementation of the following initiatives:



Significant Differences between Geographic Subgroups— Mobility Specific

% that rated this topic “excellent”/”good” or “always”/”sometimes”	North City	Up- town	Davis Shores	Down- town	West US 1
Overall ease of getting to the places you usually have to visit	36%	33%	42%	43%	39%
Ease of travel by bicycle in St. Augustine	26%	34%	49%	44%	30%
Ease of walking in St. Augustine	79%	66%	70%	80%	47%
Availability of paths and walkways	65%	40%	47%	39%	27%
Traffic enforcement	55%	46%	66%	42%	52%
Street repair	39%	27%	41%	20%	23%
Sidewalk maintenance	54%	37%	58%	33%	32%
Walked or biked instead of driving	74%	81%	75%	90%	69%
Carpooled instead of driving alone	59%	51%	50%	55%	47%
Used public transport instead of driving	19%	21%	13%	14%	11%
Support traffic flow adjustments during peak hours & events	96%	91%	95%	97%	89%

THE NCSTM
The National Citizen SurveyTM

St. Augustine, FL
Community Livability Report

2019



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About

The National Citizen Survey™ (The NCS) report is about the “livability” of St. Augustine. The phrase “livable community” is used here to evoke 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.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

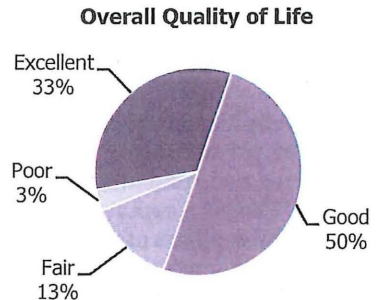
The Community Livability Report provides the opinions of a representative sample of 899 residents of the City of St. Augustine. The margin of error around any reported percentage is 3% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



Quality of Life in St. Augustine

Most residents (83%) rated the quality of life in St. Augustine as excellent or good. This rating was similar to the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.



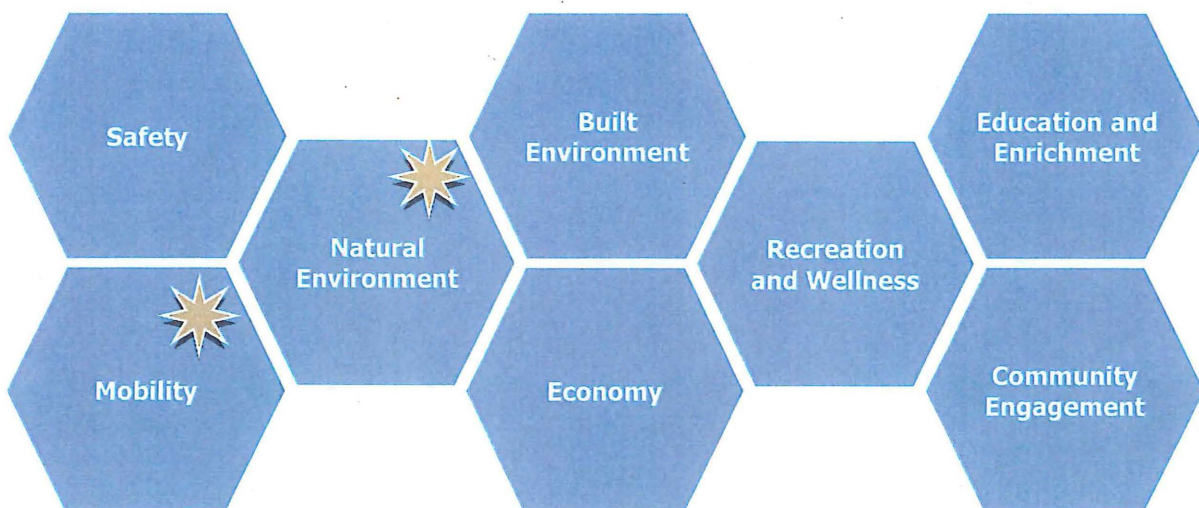
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. As in 2017, residents identified Mobility and Natural Environment as priorities for the St. Augustine community in the coming two years. All facets had evaluations that were positive and similar to the national averages. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for St. Augustine's unique questions.

Legend

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

- Most important

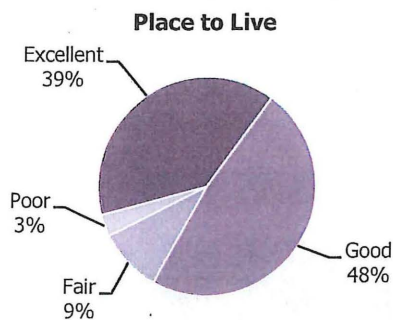


Community Characteristics

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of St. Augustine, 87% rated the city as an excellent or good place to live. Respondents' ratings of St. Augustine as a place to live were similar to ratings in other communities across the nation.

In addition to rating the city as a place to live, respondents rated several aspects of community quality including St. Augustine as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of St. Augustine and its overall appearance. About 8 in 10 residents gave favorable marks to the overall image or reputation of St. Augustine and the city as a place to retire; marks for the city as a place to retire were higher than the benchmarks. Three-quarters of residents positively rated their neighborhood as a place to live, St. Augustine as a place to raise children and the overall appearance of the city; however, these ratings decreased from 2017 to 2019 (for more information see the *Trends over Time* report under separate cover).



Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. All aspects within the facets of Safety and Natural Environment were on par with comparison communities nationwide and were rated positively by at least two-thirds of residents.

In the facet of Economy, about two-thirds of community members positively rated the overall economic health in St. Augustine, which was on par with communities elsewhere. Assessments of vibrant downtown/commercial area (77% excellent or good) and the city as a place to visit (93%) were strong and higher than the national averages. Further, the rating for employment opportunities increased since 2017..

Most aspects of Mobility were rated positively by 4 in 10 respondents or fewer and were lower than average. These included the overall ease of travel, ease of travel by car, by bicycle and by public transportation, availability of paths and walking trails, public parking and traffic flow.

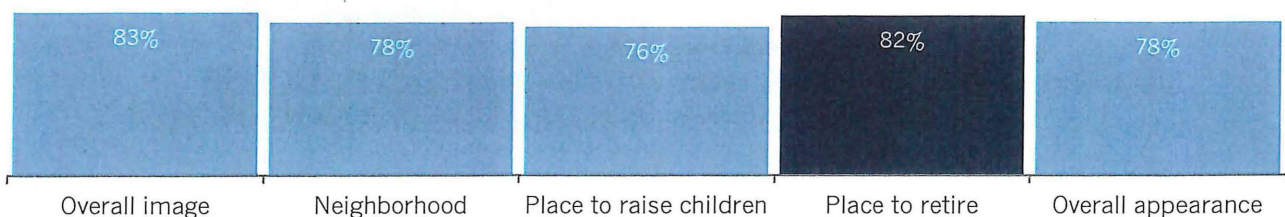
In Built Environment, while half of residents were pleased with the overall built environment in St. Augustine and 7 in 10 gave high marks to public places, only 3 in 10 residents or less gave positive reviews to the availability of affordable quality housing or variety of housing options; both of these ratings were below average.

Other evaluations that were strong and higher than the national benchmarks were opportunities to attend cultural/arts/music activities and opportunities to participate in social events and activities. Compared to 2017, ratings declined across multiple facets of community livability, particularly within Safety, Built Environment, Economy and Recreation and Wellness.

Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



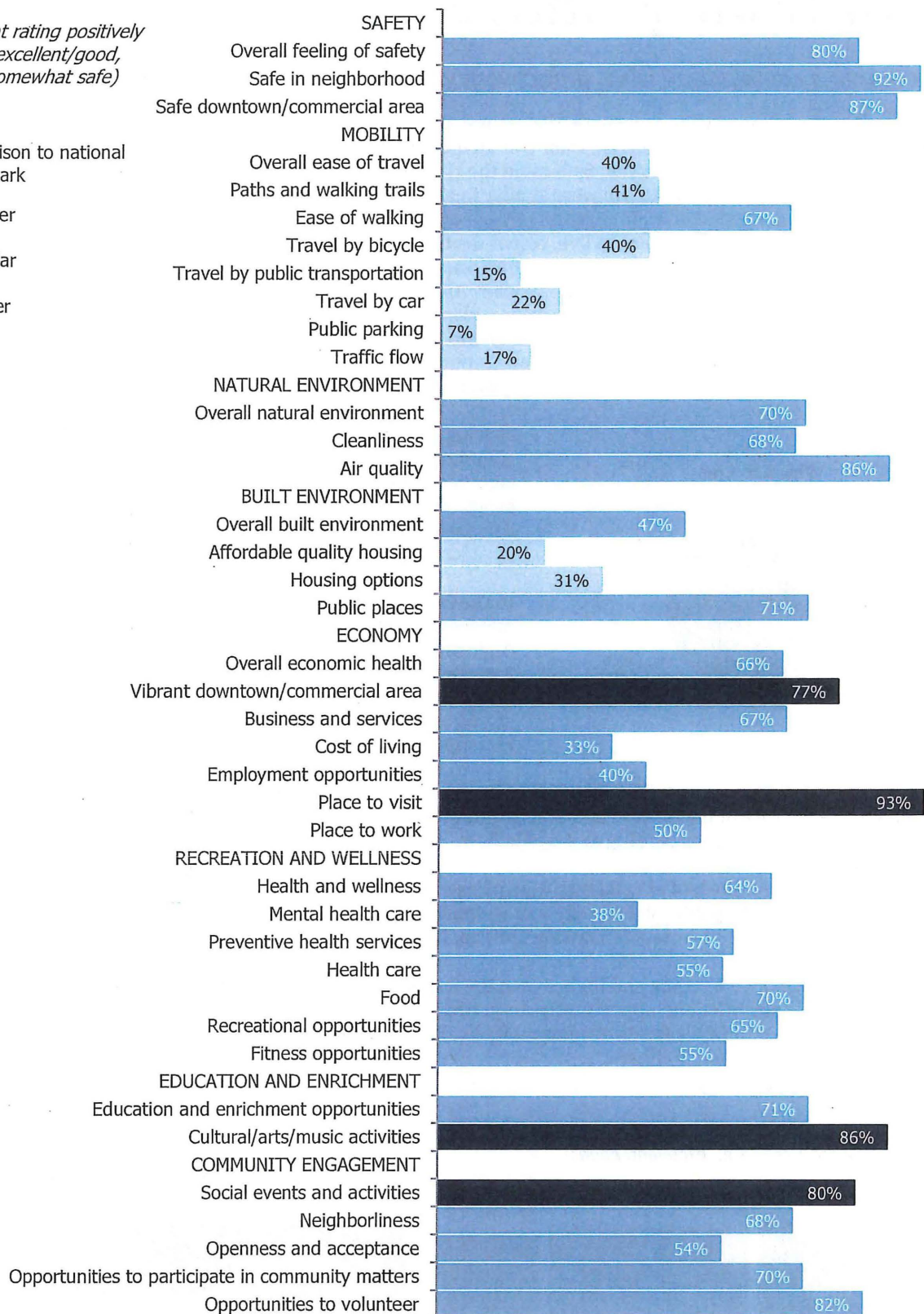
The National Citizen Survey™

Figure 1: Aspects of Community Characteristics

Percent rating positively
(e.g., excellent/good,
very/somewhat safe)

Comparison to national
benchmark

■ Higher
■ Similar
■ Lower



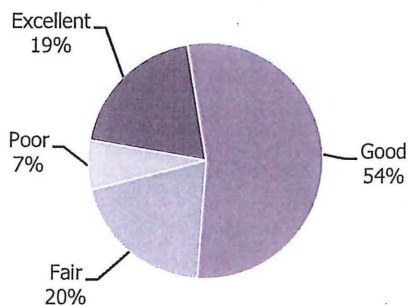
Governance

How well does the government of St. Augustine meet the needs and expectations of its residents?

The overall quality of the services provided by St. Augustine as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About three-quarters of respondents gave excellent or good ratings to the overall quality of City services, while about 4 in 10 respondents gave positive reviews to the Federal Government; both of these ratings were on par with comparison communities nationwide, although the rating for City services declined from 2017 to 2019.

Survey respondents also rated various aspects of St. Augustine's leadership and governance. The overall customer service provided by St. Augustine employees received the highest marks, with 72% of respondents rating this aspect as excellent or good. Roughly 4 in 10 residents gave excellent or good ratings to the remaining aspects of government performance, with all of these being similar to national averages except the overall direction the City is taking and treating all residents fairly, which were lower. Ratings for several aspects of public trust declined from 2017 to 2019.

Overall Quality of City Services



Respondents evaluated over 30 individual services and amenities available in St. Augustine. All aspects within the facets of Safety, Recreation and Wellness, Education and Enrichment, and Community Engagement were rated positively by about 6 in 10 residents or more and were similar to the national averages.

In Mobility, most aspects were given favorable marks by roughly half of residents and were similar to the benchmarks with the exception of street repair; this was positively rated by 3 in 10 residents and was lower than average.

Within the facet of Built Environment, about two-thirds of respondents gave high marks to sewer services and utility billing and this was on par with ratings given elsewhere. However, 4 in 10 respondents or less gave favorable ratings to storm drainage; land use, planning and zoning; and

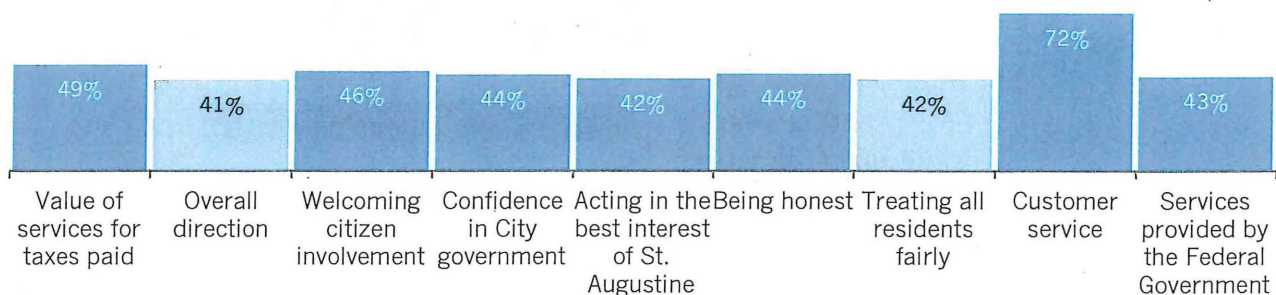
code enforcement, which were lower than observed in other communities. Additionally, ratings for code enforcement and land use, planning and zoning declined from 2017 to 2019.

In Natural Environment, while the rating for drinking water was lower than the national average, at least 8 in 10 residents gave positive marks to garbage collection, recycling and yard waste pick-up and these were on par with other communities. Compared to 2017, marks for garbage collection in 2019 increased.

Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



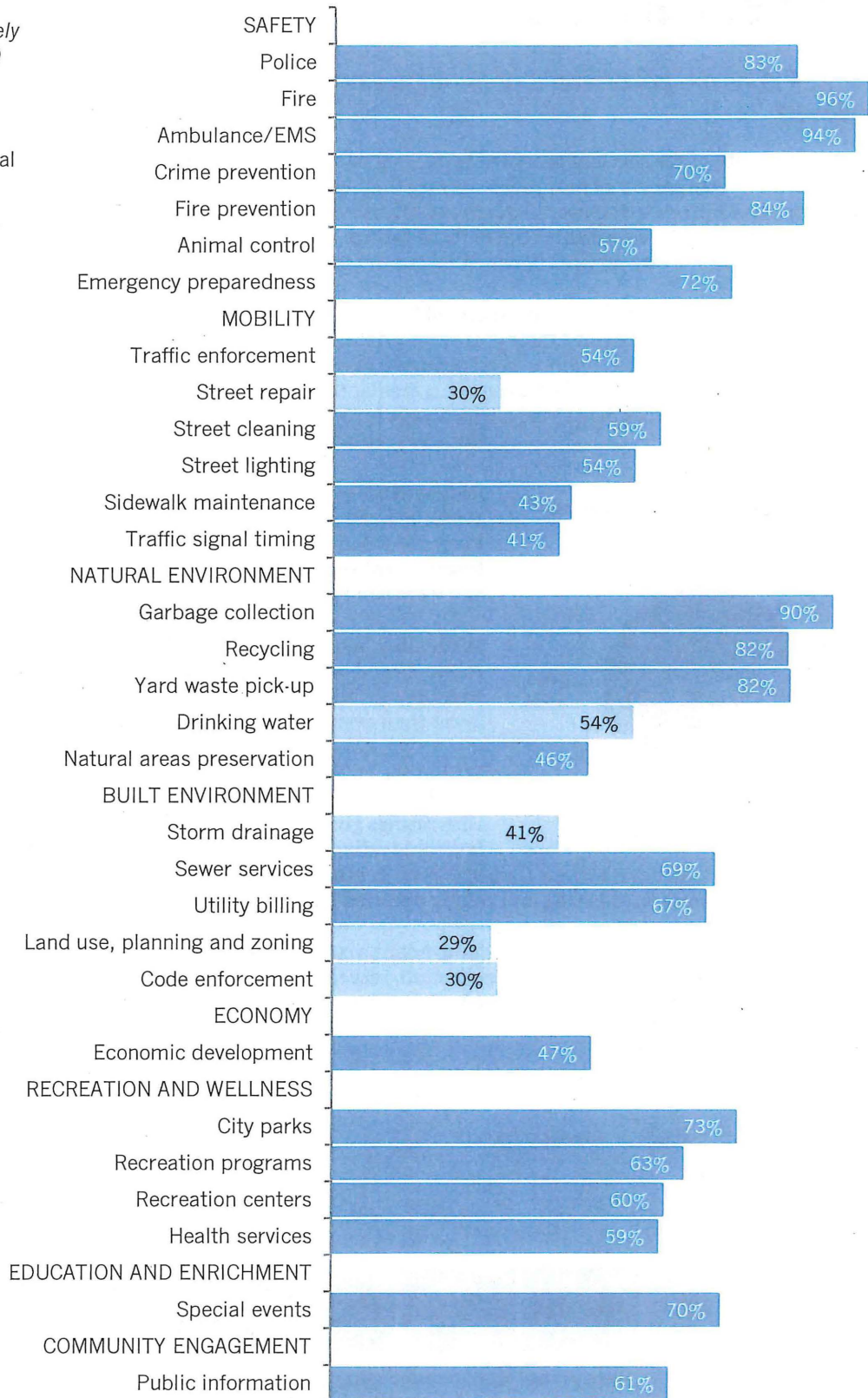
The National Citizen Survey™

Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower



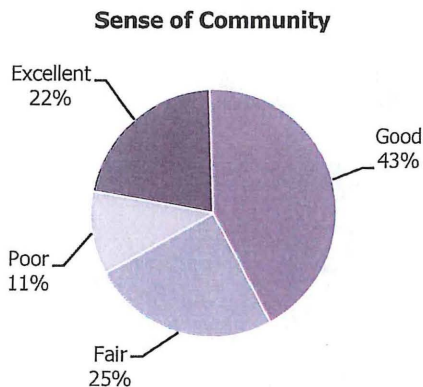
Participation

Are the residents of St. Augustine connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About two-thirds of St. Augustine residents gave high marks to the overall sense of community, which was similar to the benchmark but decreased from 2017 to 2019. About 8 in 10 residents were likely to recommend living in St. Augustine to someone who asked and planned to remain in St. Augustine for the next five years and half of residents surveyed had contacted City employees in the 12 months prior to the survey.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Participation rates within St. Augustine varied widely, making the comparison to the benchmarks, as well as to St. Augustine over time, useful for interpreting the results. Reported rates within Safety were strong, with two-thirds of residents stating they had stocked supplies in preparation for an emergency. Even with a decrease in levels from 2017 to 2019, this rate is still much higher than national benchmarks. About 9 in 10 residents had not been the victim of a crime in the 12 months prior to the survey.

Within the facet of Mobility, half of respondents reported carpooling instead of driving alone. While reported use of public transportation instead of driving was lower than the national benchmark (14% at least once), the rate of walking or biking instead of driving was exceptional (78%) and much higher than the national benchmark.



Half of residents worked in St. Augustine, which was above average. Virtually all residents had purchased goods or services in the city.

Additionally, compared to national averages, more residents in St. Augustine had attended a City-sponsored event; campaigned for an issue, cause or candidate; contacted St. Augustine elected officials; or volunteered.

Fewer residents had used St. Augustine recreation centers or their services; attended a City-sponsored event; campaigned for an issue, cause or candidate; or done a favor for a neighbor in 2019 compared to 2017.

Percent rating positively
(e.g., very/somewhat likely,
yes)

Comparison to national
benchmark

■ Higher ■ Similar ■ Lower



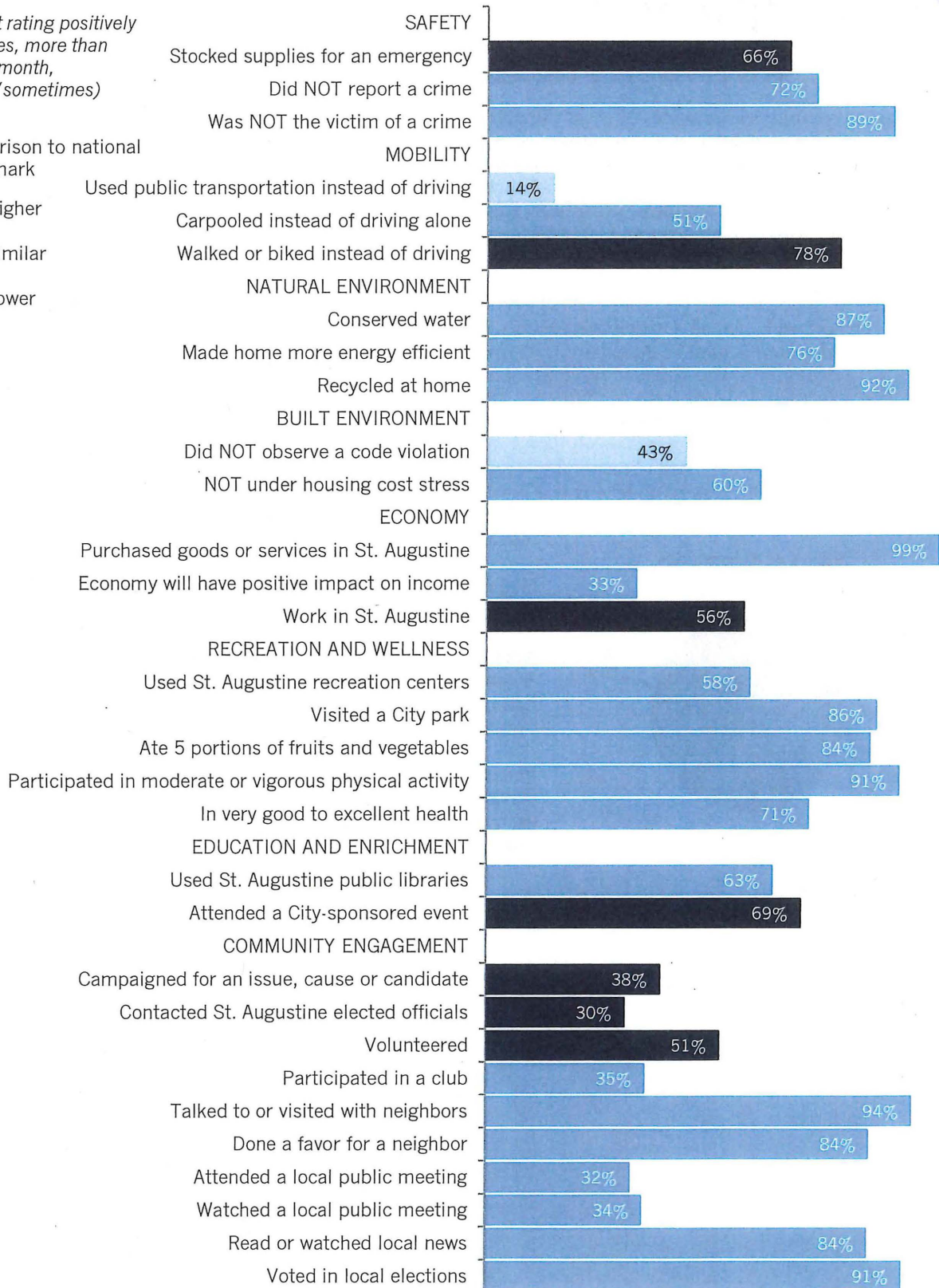
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower



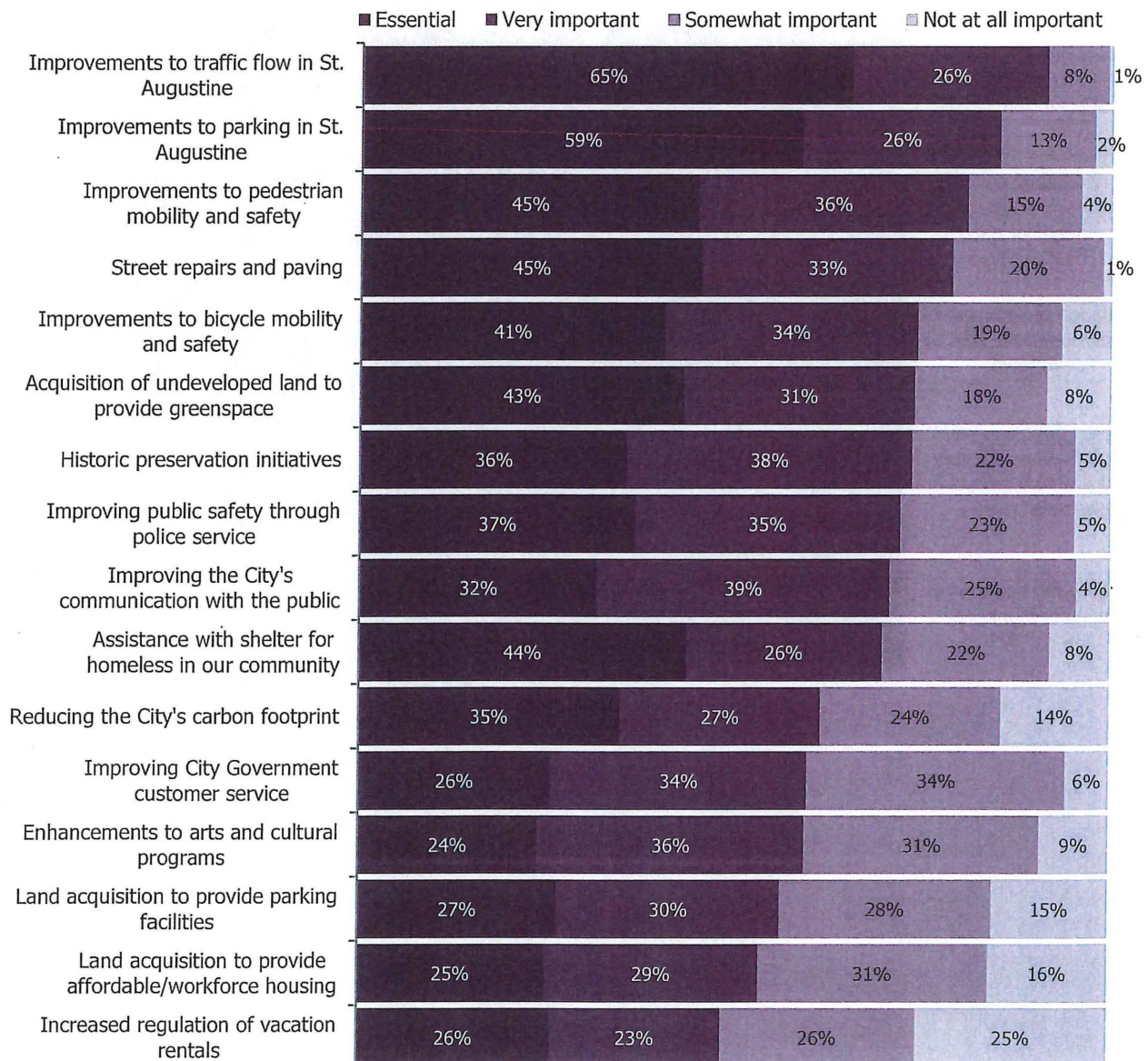
Special Topics

The City of St. Augustine included three questions of special interest on The NCS related to the importance of City projects and issues in the future budget, the level of support for City initiatives and the impact vacation rentals have had on neighborhoods.

Residents were asked how important it will be for the City to address various projects and issues in the 2020 budget. Residents were most likely to rate improvements to traffic flow and parking in St. Augustine as essential or very important; 9 in 10 did so. At least three-quarters of residents thought improvements to pedestrian mobility and safety, street repairs and paving, and improvements to bicycle mobility and safety were at least very important. It is noteworthy that the five projects that residents rated as most important all related to mobility and transportation issues.

Figure 4: Importance of City Projects and Issues

Please indicate how important, if at all, each of the following projects or issues will be for the City to address in the 2020 budget:

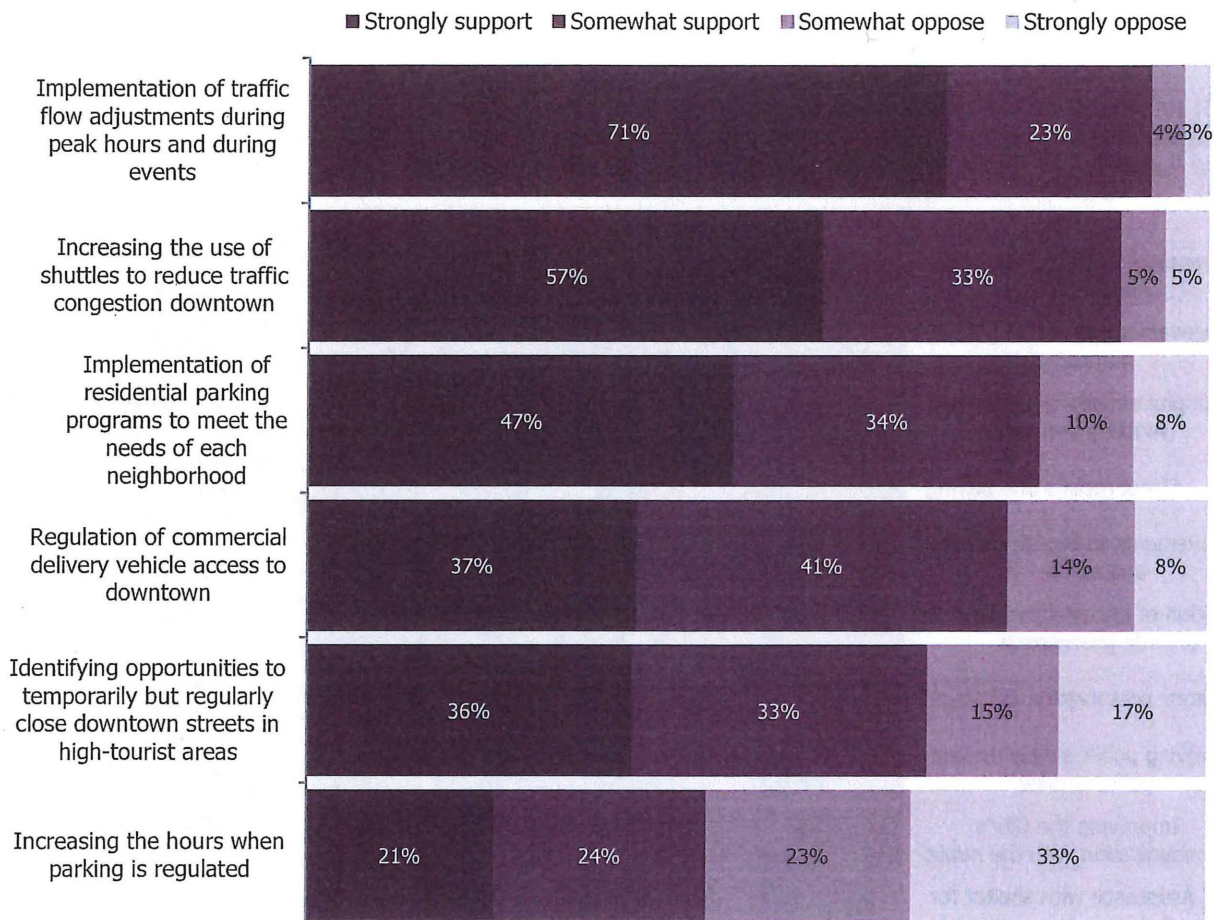


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Community members expressed their support for or opposition to various City initiatives. The most support was shown for implementation of traffic flow adjustments during peak hours during events and increasing the use of shuttles to reduce traffic congestion downtown (about 9 in 10 residents strongly or somewhat supported these initiatives). At least 7 in 10 community members strongly or somewhat supported all of the remaining initiatives, with the exception of increasing the hours when parking is regulated; less than half of residents supported this and one-third of community members strongly opposed it.

Figure 5: Level of Support for City Initiatives

To what extent would you support or oppose the implementation of the following initiatives:

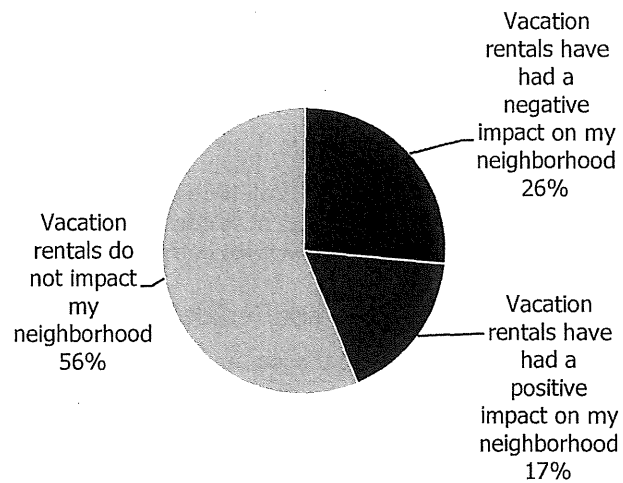


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Residents were asked how vacation rentals have impacted their neighborhoods. Over half of residents stated that vacation rentals do not impact their neighborhood. About one quarter of residents expressed that vacation rentals have had a negative impact on their neighborhood, while 2 in 10 residents expressed that vacation rentals have had a positive impact on their neighborhood.

Figure 6: Impact of Vacation Rentals

Please rate to what extent vacation rentals have impacted your neighborhood:



Conclusions

Residents continue to enjoy a high quality of life and strong sense of safety.

At least three-quarters of community members gave high marks to the overall quality of life in St. Augustine, as well as St. Augustine as a place to live, raise children and retire, their neighborhood as a place to live, the overall image or reputation of the city and the overall appearance of the city. About 8 in 10 residents were likely to recommend living in St. Augustine to someone who asked and planned to remain in the city for the next five years. About two-thirds of residents positively rated the sense of community in the city.

About 8 in 10 residents gave favorable ratings to their overall feeling of safety and their feelings of safety in the downtown/commercial area. About 9 in 10 residents positively rated feeling safe in their neighborhood and reported being crime-free for the 12 months prior to the survey. Evaluations of all safety-related City services were on par with comparison communities nationwide. The proportion of residents who had stocked supplies for an emergency was exceptional and above-average. Three-quarters of residents stated they felt it was essential or very important to address improving public safety through police service in the 2020 budget.

Mobility remains a challenge for St. Augustine and residents welcome improvements.

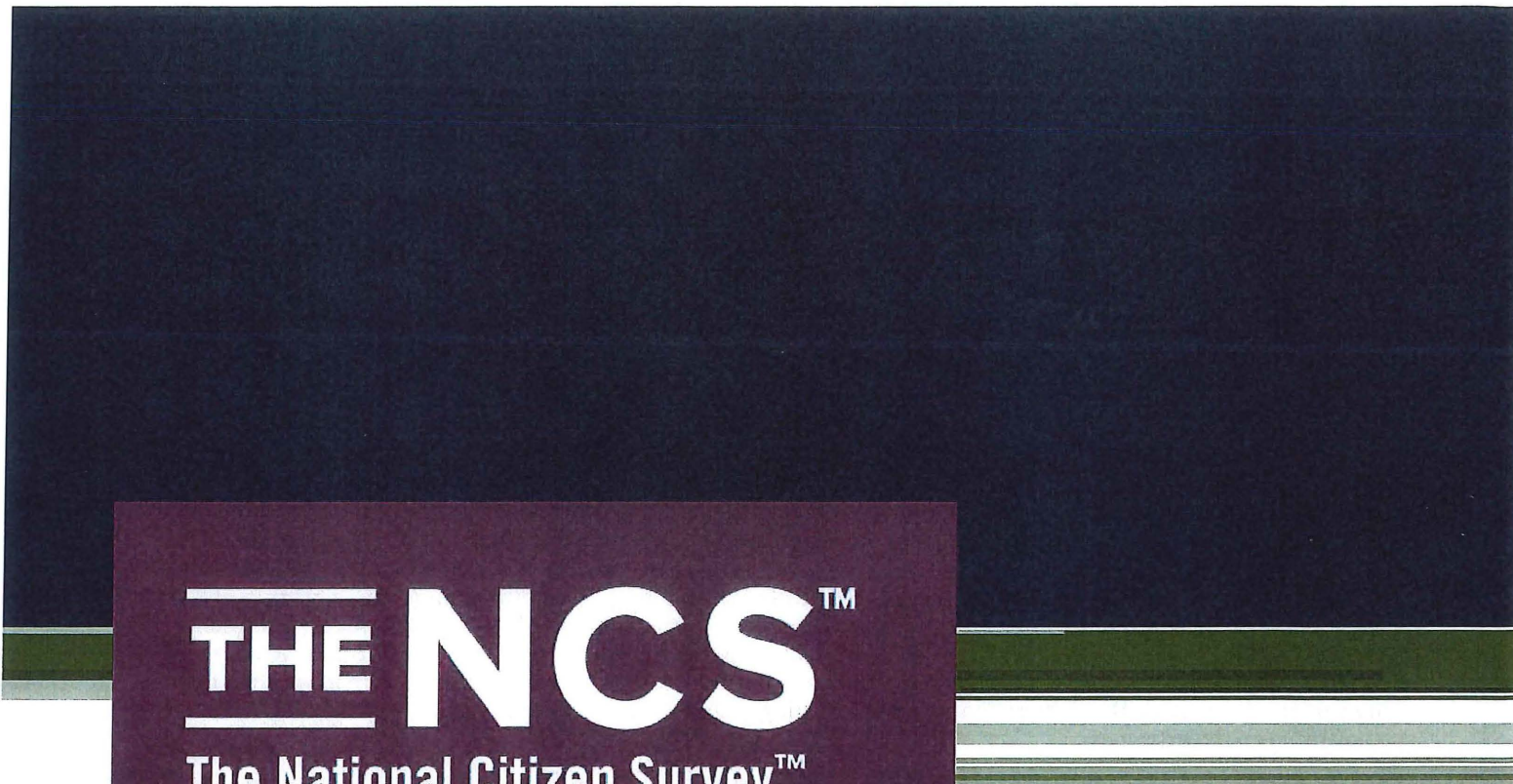
Mobility was identified as a priority for the community in the coming two years. About 4 in 10 community members or less gave positive assessments to the overall ease of travel, ease of travel by car, by bicycle and by public transportation, traffic flow, public parking, availability of paths and walking trails and street repair, and these scores were lower than national averages. However, most mobility-related City services were comparable to other communities in the country, including scores for traffic enforcement, street cleaning, street lighting, sidewalk maintenance and traffic signal timing. Although below-average rates of residents reported using public transportation instead of driving (14% at least once), residents reported carpooling instead of driving alone at rates similar to national averages (51%) and St. Augustine residents were more likely to have walked or biked instead of driving (78%).

When asked how important it will be for the City to address various projects and issues in the 2020 budget. Residents were most likely to rate improvements to traffic flow and parking in St. Augustine as essential or very important; 9 in 10 did so. Further, at least three-quarters of residents thought improvements to pedestrian mobility and safety, street repairs and paving, and improvements to bicycle mobility and safety were essential or very important. It is noteworthy that the five projects that residents rated as most important were all related to mobility and transportation issues.

Finally, virtually all residents strongly or somewhat supported the implementation of traffic flow adjustments during peak hours and during events and increasing the use of shuttles to reduce traffic congestion downtown, while at least two-thirds supported the implementation of residential parking programs to meet the needs of each neighborhood, regulation of commercial delivery vehicle access downtown, and identifying opportunities to temporarily but regularly close downtown streets in high-tourist areas.

The economy impacts quality of life and residents applaud employment opportunities.

At least two-thirds of residents gave positive assessments to the overall economic health of St. Augustine and the overall quality of businesses and service establishments, which were on par with comparison communities. The score for St. Augustine as a place to visit, at 93% excellent or good, was exceptional and much higher than the national benchmark. Three-quarters of respondents gave favorable ratings to St. Augustine's vibrant downtown/commercial area and this rating was also above average. Evaluations of St. Augustine as a place to work and employment opportunities were similar to the benchmarks, with the rating for employment opportunities improving from 2017 to 2019. However, housing affordability continues to present a challenge: about 3 in 10 residents or less gave positive reviews to the availability of affordable quality housing or variety of housing options and both of these ratings decreased since 2017.



THE NCSTM

The National Citizen SurveyTM

St. Augustine, FL

Dashboard Summary of Findings

2019



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Summary

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 research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes St. Augustine's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of St. Augustine's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Within the pillar of Community Characteristics, assessments of Mobility tended to be lower than the national averages, while ratings of Education and Enrichment tended to be higher. In Governance, ratings within the facet of Built Environment were lower than the national benchmarks. Rates of participation tended to be positive and similar to comparison communities, with the exception of Education and Enrichment, where levels were higher than the national benchmarks. This information can be helpful in identifying areas of community strength or the areas that may merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	5	32	9	0	33	7	7	26	2
General	1	6	0	0	3	0	0	3	0
Safety	0	3	0	0	7	0	1	2	0
Mobility	0	1	7	0	5	1	1	1	1
Natural Environment	0	3	0	0	4	1	0	3	0
Built Environment	0	2	2	0	2	3	0	1	1
Economy	2	5	0	0	1	0	1	2	0
Recreation and Wellness	0	7	0	0	4	0	0	5	0
Education and Enrichment	1	1	0	0	1	0	1	1	0
Community Engagement	1	4	0	0	6	2	3	8	0

National Benchmark	
	Higher
	Similar
	Lower

The National Citizen Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↓	↔	78%	Customer service	↔	↔	72%	Recommend St. Augustine	↔	↔	80%
	Overall quality of life	↔	↔	83%	Services provided by St. Augustine	↓	↔	73%	Remain in St. Augustine	↔	↔	81%
	Place to retire	↔	↑	82%	Services provided by the Federal Government	↔	↔	43%	Contacted St. Augustine employees	↔	↔	54%
	Place to raise children	↓	↔	76%								
	Place to live	↔	↔	87%								
	Neighborhood	↓	↔	78%								
	Overall image	↔	↔	83%								
Safety	Overall feeling of safety	↓	↔	80%	Police	↔	↔	83%	Was NOT the victim of a crime	↔	↔	89%
	Safe in neighborhood	↔	↔	92%	Crime prevention	↔	↔	70%	Did NOT report a crime	↔	↔	72%
	Safe downtown/commercial area	↓	↔	87%	Fire	↔	↔	96%	Stocked supplies for an emergency	↓	↑↑	66%
					Fire prevention	↔	↔	84%				
					Ambulance/EMS	↔	↔	94%				
					Emergency preparedness	↓	↔	72%				
					Animal control	↔	↔	57%				
Mobility	Traffic flow	↔	↓↓	17%	Traffic enforcement	↔	↔	54%	Carpooled instead of driving alone	↔	↔	51%
	Travel by car	↔	↓↓	22%	Street repair	↔	↓	30%	Walked or biked instead of driving	↔	↑↑	78%
	Travel by bicycle	↔	↓	40%	Street cleaning	↔	↔	59%	Used public transportation instead of driving	↔	↓	14%
	Ease of walking	↔	↔	67%	Street lighting	↔	↔	54%				
	Travel by public transportation	↔	↓↓	15%	Sidewalk maintenance	↔	↔	43%				
	Overall ease travel	↔	↓↓	40%	Traffic signal timing	↔	↔	41%				
	Public parking	↔	↓↓	7%								
Natural Environment	Paths and walking trails	↔	↓	41%								
	Overall natural environment	↓	↔	70%	Garbage collection	↑	↔	90%	Recycled at home	↔	↔	92%
	Air quality	↔	↔	86%	Recycling	↔	↔	82%	Conserved water	↔	↔	87%
	Cleanliness	↓	↔	68%	Yard waste pick-up	↔	↔	82%	Made home more energy efficient	↔	↔	76%
					Drinking water	↔	↓	54%				
Built Environment					Natural areas preservation	↓	↔	46%				
	Affordable quality housing	↓	↓	20%	Sewer services	↔	↔	69%	NOT experiencing housing cost stress	↔	↔	60%
	Housing options	↓	↓	31%	Storm drainage	↔	↓	41%	Did NOT observe a code violation	↔	↓	43%
	Overall built environment	↓	↔	47%	Utility billing	↔	↔	67%				
	Public places	↓	↔	71%	Land use, planning and zoning	↓	↓	29%				
					Code enforcement	↓	↓	30%				

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

The National Citizen Survey™

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	↔	↔	66%	Economic development	↔	↔	47%	Economy will have positive impact on income	↔	↔	33%
	Employment opportunities	↑	↔	40%					Purchased goods or services in St. Augustine	↔	↔	99%
	Place to visit	↔	↑↑	93%					Work in St. Augustine	↔	↑	56%
	Cost of living	↓	↔	33%								
	Vibrant downtown/commercial area	↓	↑	77%								
	Place to work	↔	↔	50%								
Recreation and Wellness	Business and services	↓	↔	67%								
	Fitness opportunities	↓	↔	55%	City parks	↓	↔	73%	In very good to excellent health	↔	↔	71%
	Recreational opportunities	↓	↔	65%	Recreation centers	↓	↔	60%	Used St. Augustine recreation centers	↓	↔	58%
	Health care	↓	↔	55%	Recreation programs	↔	↔	63%	Visited a City park	↔	↔	86%
	Food	↔	↔	70%	Health services	↔	↔	59%	Ate 5 portions of fruits and vegetables	↔	↔	84%
	Mental health care	↓	↔	38%					Participated in moderate or vigorous physical activity	↔	↔	91%
Education and Enrichment	Health and wellness	↔	↔	64%								
	Preventive health services	↔	↔	57%								
Education and Enrichment	Cultural/arts/music activities	↔	↑↑	86%	Special events	↓	↔	70%	Used St. Augustine public libraries	↔	↔	63%
	Overall education and enrichment	↔	↔	71%					Attended a City-sponsored event	↓	↑	69%
Community Engagement	Opportunities to participate in community matters	↔	↔	70%	Public information	↓	↔	61%	Sense of community	↓	↔	64%
	Opportunities to volunteer	↔	↔	82%	Overall direction	↓	↓	41%	Voted in local elections	↔	↔	91%
	Openness and acceptance	↔	↔	54%	Value of services for taxes paid	↓	↔	49%	Talked to or visited with neighbors	↔	↔	94%
	Social events and activities	↔	↑	80%	Welcoming citizen involvement	↓	↔	46%	Attended a local public meeting	↔	↔	32%
	Neighborhoodness	↔	↔	68%	Confidence in City government	↓	↔	44%	Watched a local public meeting	↔	↔	34%
					Acting in the best interest of St. Augustine	↓	↔	42%	Volunteered	↔	↑	51%
					Being honest	↓	↔	44%	Participated in a club	↔	↔	35%
					Treating all residents fairly	↔	↓	42%	Campaigned for an issue, cause or candidate	↓	↑	38%
									Contacted St. Augustine elected officials	↔	↑	30%
									Read or watched local news	↔	↔	84%
									Done a favor for a neighbor	↓	↔	84%

Legend

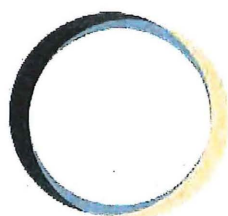
↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

THE NCSTM
The National Citizen SurveyTM

St. Augustine, FL

Trends over Time

2019



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Summary

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Trend data for St. Augustine represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than five percentage points between the 2017 and 2019 surveys, otherwise the comparisons between 2017 and 2019 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in St. Augustine for 2019 generally remained stable. Of the 121 items for which comparisons were available, 80 items were rated similarly in 2017 and 2019, 39 items showed a decrease in ratings and two showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics, residents' ratings for employment opportunities increased in 2019. Eighteen aspects decreased from 2017 to 2019, with most concentrated in the facets of Built Environment (including availability of affordable quality housing, variety of housing options, the overall built environment and public places) and Recreation and Wellness (including fitness opportunities, recreational opportunities, availability of affordable quality health care and availability of affordable quality mental health care). Decreases were also seen within the areas of Safety, Economy, and Natural Environment, as well as some general aspects of livability
- In Governance, assessments for garbage collection improved from 2017 to 2019. Fifteen aspects for services and amenities declined, many of which were for items related to government performance, the overall direction the City is taking, value of services for taxes paid, the government welcoming citizen involvement, the overall confidence in City government, the City acting in the best interest of St. Augustine and being honest. Other areas where decreases were seen in 2019 included emergency preparedness, code enforcement, City parks and City-sponsored special events.
- From 2017 to 2019, levels of Participation for most items remained stable in St. Augustine. Fewer residents reported they had stocked supplies for an emergency; used St. Augustine recreation centers; attended a City-sponsored event; campaigned for an issue, cause or candidate; or did a favor for a neighbor. Community members' evaluations of the sense of community in St. Augustine also decreased.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)			2019 rating compared to 2017	Comparison to benchmark		
	2016	2017	2019		2016	2017	2019
Overall quality of life	86%	86%	83%	Similar	Similar	Similar	Similar
Overall image	88%	88%	83%	Similar	Higher	Higher	Similar
Place to live	91%	91%	87%	Similar	Similar	Similar	Similar
Neighborhood	79%	83%	78%	Lower	Similar	Similar	Similar
Place to raise children	81%	83%	76%	Lower	Similar	Similar	Similar
Place to retire	84%	84%	82%	Similar	Higher	Higher	Higher
Overall appearance	88%	85%	78%	Lower	Higher	Higher	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2019 rating compared to 2017	Comparison to benchmark		
		2016	2017	2019		2016	2017	2019
Safety	Overall feeling of safety	85%	85%	80%	Lower	Similar	Similar	Similar
	Safe in neighborhood	95%	94%	92%	Similar	Similar	Similar	Similar
	Safe downtown/commercial area	94%	92%	87%	Lower	Similar	Similar	Similar
Mobility	Overall ease of travel	52%	42%	40%	Similar	Lower	lower	lower
	Paths and walking trails	49%	45%	41%	Similar	Similar	Lower	Lower
	Ease of walking	77%	71%	67%	Similar	Higher	Similar	Similar
	Travel by bicycle	45%	36%	40%	Similar	Similar	Lower	Lower
	Travel by public transportation	23%	15%	15%	Similar	Lower	Lower	lower
	Travel by car	27%	18%	22%	Similar	Much lower	Much lower	Much lower
	Public parking	9%	8%	7%	Similar	Much lower	Much lower	Much lower
	Traffic flow	22%	13%	17%	Similar	Much lower	Much lower	Much lower
	Overall natural environment	81%	78%	70%	Lower	Similar	Similar	Similar
	Cleanliness	80%	76%	68%	Lower	Similar	Similar	Similar
Natural Environment	Air quality	86%	86%	86%	Similar	Similar	Similar	Similar
	Overall built environment	58%	54%	47%	Lower	Similar	Similar	Similar
	Affordable quality housing	31%	27%	20%	Lower	Lower	Lower	Lower
Built Environment	Housing options	41%	39%	31%	Lower	Similar	Lower	Lower
	Public places	81%	79%	71%	Lower	Higher	Similar	Similar
	Overall economic health	60%	64%	66%	Similar	Similar	Similar	Similar
Economy	Vibrant downtown/commercial area	81%	84%	77%	Lower	Much higher	Much higher	Higher

The National Citizen Survey™

	Percent rating positively (e.g., excellent/good, very/somewhat safe)			2019 rating compared to 2017	Comparison to benchmark		
	2016	2017	2019		2016	2017	2019
Recreation and Wellness	Business and services	69%	72%	67%	Lower	Similar	Similar
	Cost of living	42%	39%	33%	Lower	Similar	Similar
	Employment opportunities	31%	33%	40%	Higher	Similar	Similar
	Place to visit	94%	95%	93%	Similar	Much higher	Much higher
	Place to work	49%	52%	50%	Similar	Similar	Similar
	Health and wellness	68%	68%	64%	Similar	Similar	Similar
	Mental health care	41%	44%	38%	Lower	Similar	Similar
	Preventive health services	61%	61%	57%	Similar	Similar	Similar
	Health care	59%	64%	55%	Lower	Similar	Similar
	Food	74%	75%	70%	Similar	Similar	Similar
	Recreational opportunities	73%	73%	65%	Lower	Similar	Similar
	Fitness opportunities	64%	61%	55%	Lower	Similar	Similar
	Education and enrichment opportunities	72%	76%	71%	Similar	Similar	Similar
	Cultural/arts/music activities	89%	91%	86%	Similar	Much higher	Much higher
	Social events and activities	81%	82%	80%	Similar	Higher	Higher
Education and Enrichment	Neighborliness	72%	73%	68%	Similar	Similar	Similar
	Openness and acceptance	60%	59%	54%	Similar	Similar	Similar
	Opportunities to participate in community matters	75%	74%	70%	Similar	Similar	Similar
	Opportunities to volunteer	83%	82%	82%	Similar	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)			2019 rating compared to 2017	Comparison to benchmark		
	2016	2017	2019		2016	2017	2019
Services provided by St. Augustine	77%	79%	73%	Lower	Similar	Similar	Similar
Customer service	73%	75%	72%	Similar	Similar	Similar	Similar
Value of services for taxes paid	52%	55%	49%	Lower	Similar	Similar	Similar
Overall direction	53%	51%	41%	Lower	Similar	Similar	Lower
Welcoming citizen involvement	53%	56%	46%	Lower	Similar	Similar	Similar
Confidence in City government	48%	50%	44%	Lower	Similar	Similar	Similar
Acting in the best interest of St. Augustine	49%	49%	42%	Lower	Similar	Similar	Similar
Being honest	49%	51%	44%	Lower	Similar	Similar	Similar
Treating all residents fairly	45%	46%	42%	Similar	Similar	Similar	Lower
Services provided by the Federal Government	43%	47%	43%	Similar	Similar	Similar	Similar

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Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)			2019 rating compared to 2017	Comparison to benchmark		
		2016	2017	2019		2016	2017	2019
Safety	Police	81%	84%	83%	Similar	Similar	Similar	Similar
	Fire	95%	97%	96%	Similar	Similar	Similar	Similar
	Ambulance/EMS	92%	96%	94%	Similar	Similar	Similar	Similar
	Crime prevention	70%	72%	70%	Similar	Similar	Similar	Similar
	Fire prevention	73%	82%	84%	Similar	Similar	Similar	Similar
	Animal control	55%	59%	57%	Similar	Similar	Similar	Similar
	Emergency preparedness	66%	78%	72%	Lower	Similar	Higher	Similar
	Traffic enforcement	54%	52%	54%	Similar	Similar	Similar	Similar
	Street repair	34%	34%	30%	Similar	Lower	Similar	Lower
Mobility	Street cleaning	60%	61%	59%	Similar	Similar	Similar	Similar
	Street lighting	57%	55%	54%	Similar	Similar	Similar	Similar
	Sidewalk maintenance	47%	44%	43%	Similar	Similar	Similar	Similar
	Traffic signal timing	43%	41%	41%	Similar	Similar	Similar	Similar
	Garbage collection	83%	84%	90%	Higher	Similar	Similar	Similar
Natural Environment	Recycling	81%	80%	82%	Similar	Similar	Similar	Similar
	Yard waste pick-up	83%	80%	82%	Similar	Similar	Similar	Similar
	Drinking water	55%	52%	54%	Similar	Lower	Lower	Lower
	Natural areas preservation	55%	58%	46%	Lower	Similar	Similar	Similar
	Storm drainage	35%	39%	41%	Similar	Much lower	Lower	Lower
	Sewer services	67%	68%	69%	Similar	Similar	Similar	Similar
Built Environment	Utility billing	73%	68%	67%	Similar	Similar	Similar	Similar
	Land use, planning and zoning	40%	34%	29%	Lower	Similar	Lower	Lower
	Code enforcement	36%	39%	30%	Lower	Similar	Similar	Lower
Economy	Economic development	51%	50%	47%	Similar	Similar	Similar	Similar
Recreation and Wellness	City parks	79%	79%	73%	Lower	Similar	Similar	Similar
	Recreation programs	63%	67%	63%	Similar	Similar	Similar	Similar
	Recreation centers	65%	67%	60%	Lower	Similar	Similar	Similar
	Health services	66%	63%	59%	Similar	Similar	Similar	Similar
Education and Enrichment	Special events	74%	77%	70%	Lower	Similar	Similar	Similar
Community Engagement	Public information	70%	69%	61%	Lower	Similar	Similar	Similar

The National Citizen Survey™

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2019 rating compared to 2017	Comparison to benchmark		
	2016	2017	2019		2016	2017	2019
Sense of community	71%	73%	64%	Lower	Similar	Similar	Similar
Recommend St. Augustine	86%	83%	80%	Similar	Similar	Similar	Similar
Remain in St. Augustine	87%	85%	81%	Similar	Similar	Similar	Similar
Contacted St. Augustine employees	56%	56%	54%	Similar	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2019 rating compared to 2017	Comparison to benchmark		
		2016	2017	2019		2016	2017	2019
Safety	Stocked supplies for an emergency	41%	79%	66%	Lower	Similar	Much higher	Much higher
	Did NOT report a crime	74%	74%	72%	Similar	Similar	Similar	Similar
	Was NOT the victim of a crime	87%	88%	89%	Similar	Similar	Similar	Similar
	Used public transportation instead of driving	13%	15%	14%	Similar	Lower	Lower	Lower
	Carpooled instead of driving alone	52%	52%	51%	Similar	Similar	Similar	Similar
Mobility	Walked or biked instead of driving	81%	76%	78%	Similar	Much higher	Higher	Much higher
	Conserved water	87%	85%	87%	Similar	Similar	Similar	Similar
	Made home more energy efficient	77%	76%	76%	Similar	Similar	Similar	Similar
Natural Environment	Recycled at home	90%	90%	92%	Similar	Similar	Similar	Similar
	Did NOT observe a code violation	43%	46%	43%	Similar	Lower	Similar	Lower
Built Environment	NOT under housing cost stress	62%	61%	60%	Similar	Similar	Similar	Similar
	Purchased goods or services in St. Augustine	97%	97%	99%	Similar	Similar	Similar	Similar
Economy	Economy will have positive impact on income	32%	36%	33%	Similar	Similar	Similar	Similar
	Work in St. Augustine	59%	57%	56%	Similar	Higher	Higher	Higher
	Used St. Augustine recreation centers	68%	66%	58%	Lower	Higher	Similar	Similar
	Visited a City park	86%	85%	86%	Similar	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	87%	86%	84%	Similar	Similar	Similar	Similar
Recreation and Wellness	Participated in moderate or vigorous physical activity	89%	89%	91%	Similar	Similar	Similar	Similar
	In very good to excellent health	72%	71%	71%	Similar	Similar	Similar	Similar
	Used St. Augustine public libraries	66%	64%	63%	Similar	Similar	Similar	Similar
Education and Enrichment	Attended a City-sponsored event	75%	75%	69%	Lower	Much higher	Much higher	Higher

The logo for The National Citizen Survey (NCS) features the word "THE" in a white, sans-serif font, followed by "NCS" in a larger, bold, white, sans-serif font. A small "TM" trademark symbol is positioned to the upper right of the "S".

THE NCSTM

The National Citizen SurveyTM

St. Augustine, FL

Comparisons by Geographic Subgroups

2019



NRC

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Summary

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 research methods and directly comparable results across The NCS communities. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. St. Augustine's Comparisons by Geographic Subgroups is part of a larger project for the City and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents by five neighborhoods.

Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized 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 participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) 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.

The subgroup comparison tables contain the crosstabulations of survey questions by neighborhood. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The "Overall" column, which shows the ratings for all respondents, also has a column designation of "(A)", but no statistical tests were done for the overall rating.

For each pair of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table A below, respondents in Districts 1 (A) and 2 (B) gave significantly lower ratings to overall quality of life than respondents in Districts 3 (C) and 4 (D), as denoted by the "A B" listed in the cell of the ratings for Districts 3 and 4. The overall quality of life rating in District 4 (D) also was significantly lower than that of District 3 (C) (as indicated by the "D" in the rating for District 3).

Figure 1: Community Characteristics – General (Example Only)

Percent rating positively (e.g., excellent/good)	District				Overall
	District 1 (A)	District 2 (B)	District 3 (C)	District 4 (D)	
The overall quality of life in ABC	73%	74%	79% A B D	76% A B	78%
Overall image or reputation of ABC	65%	66%	69% A B	71% A B C	70%
ABC as a place to live	80%	81%	85% A B D	82% A B	84%

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Five neighborhoods were tracked for comparison and the number of completed surveys for each are in the figure below.

Figure 2: Geographic Areas

Neighborhood	Number of Completed Surveys
North of North City	93
Uptown	159
Davis Shores	285
Downtown	196
West US 1	166

Findings

Notable differences between neighborhoods included the following:

- Within Community Characteristics, residents living West of US 1 gave lower ratings to their neighborhood as a place to live, whereas those from North of North City and Davis Shores tended to be the most positive regarding aspects of community livability and housing, including the overall quality of life, variety of housing options and the availability of affordable quality housing, than their counterparts. Additionally, North of North City and Davis Shores community members tended to award higher scores to Recreation and Wellness items (e.g., fitness opportunities and recreational opportunities) compared to those who resided in Uptown and Downtown. Respondents from Uptown were less positive about pedestrian-related items, including the availability of paths and walking trails and ease of walking. Finally, residents living west of US 1 gave lower ratings to opportunities to attend cultural/arts/music activities and opportunities to volunteer.
- For measures of government performance, respondents from North of North City and Downtown were more likely to praise leadership in St. Augustine on the overall direction the City is taking and the government treating all residents fairly than other residents. These survey participants were also more likely to provide high marks to Mobility-related services.
- Residents living in Davis Shores were less likely to have observed a code violation and tended to report higher levels of engagement in the community, such as being neighborly.
- When asked about the importance of a variety of city projects and issues, Davis Shores participants placed less importance on street repairs and paving. Also, Downtown and West of US 1 residents prioritized assistance with shelter for homeless community members than those who resided North of North City and in Davis Shores.

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Table 1: Community Characteristics - General

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	(A)
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
The overall quality of life in St. Augustine	91% B D E	80%	88% B D E	80%	79%	83%
Overall image or reputation of St. Augustine	91% B E	75%	88% B E	87% B E	76%	83%
St. Augustine as a place to live	95% B D E	83%	90% B	85%	86%	87%
Your neighborhood as a place to live	94% B D E	82% E	89% D E	74% E	59%	78%
St. Augustine as a place to raise children	78% D	73%	86% B D E	63%	76% D	76%
St. Augustine as a place to retire	85% B	72%	85% B	83% B	81% B	82%
Overall appearance of St. Augustine	82%	71%	82% B	78%	76%	78%

Table 2: Community Characteristics - Safety

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	(A)
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Overall feeling of safety in St. Augustine	73%	77%	88% A B D E	77%	75%	80%
In your neighborhood during the day	98% B E	87%	96% B E	93% E	85%	92%
In St. Augustine's downtown/commercial area during the day	92%	84%	88%	89%	84%	87%

Table 3: Community Characteristics - Mobility

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	(A)
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Overall ease of getting to the places you usually have to visit	36%	33%	42%	43%	39%	40%
Traffic flow on major streets	20%	13%	19%	15%	18%	17%
Ease of public parking	7%	9%	8%	6%	4%	7%
Ease of travel by car in St. Augustine	25%	19%	28% B D	15%	24% D	22%
Ease of travel by public transportation in St. Augustine	32% B D E	12%	21% D E	8%	12%	15%
Ease of travel by bicycle in St. Augustine	26%	34%	49% A B E	44% A E	30%	40%

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	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Ease of walking in St. Augustine	79% B E	66% E	70% E	80% B C E	47%	67%
Availability of paths and walking trails	65% B C D E	40% E	47% E	39% E	27%	41%

Table 4: Community Characteristics - Natural Environment

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Quality of overall natural environment in St. Augustine	72%	63%	77% B D E	67%	67%	70%
Air quality	89%	82%	89% D	83%	86%	86%
Cleanliness of St. Augustine	69% D	70% D	79% D E	54%	65% D	68%

Table 5: Community Characteristics - Built Environment

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	57% B E	43%	50% E	48%	40%	47%
Public places where people want to spend time	77%	68%	76% D E	66%	66%	71%
Variety of housing options	51% B D E	29%	42% B D E	22%	19%	31%
Availability of affordable quality housing	34% B D E	16%	30% B D E	12%	12%	20%

Table 6: Community Characteristics - Economy

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Overall economic health of St. Augustine	75% E	62%	73% B D E	63%	58%	66%
St. Augustine as a place to work	46%	40%	59% B E	50%	46%	50%

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	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
St. Augustine as a place to visit	96% B	81%	95% B	94% B	95% B	93%
Employment opportunities	47% B	27%	44% B E	46% B E	34%	40%
Cost of living in St. Augustine	46% B D E	25%	36% B	32%	30%	33%
Overall quality of business and service establishments in St. Augustine	85% B C D E	52%	72% B E	68% B	60%	67%
Vibrant downtown/commercial area	85% D E	74%	81% D E	72%	73%	77%

Table 7: Community Characteristics - Recreation and Wellness

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Health and wellness opportunities in St. Augustine	70% E	58%	73% B D E	63%	54%	64%
Fitness opportunities (including exercise classes and paths or trails, etc.)	64% B D E	43%	70% B D E	47%	47%	55%
Recreational opportunities	76% D E	71% E	75% D E	61% E	48%	65%
Availability of affordable quality food	84% B D E	60%	76% B E	72% B E	62%	70%
Availability of affordable quality health care	68% B E	50%	64% B E	55% E	41%	55%
Availability of preventive health services	68% E	54%	64% E	56%	45%	57%
Availability of affordable quality mental health care	36%	40% E	47% E	41% E	26%	38%

Table 8: Community Characteristics - Education and Enrichment

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Overall opportunities for education and enrichment	83% B D E	69%	76% D E	67%	65%	71%
Opportunities to attend cultural/arts/music activities	91% E	90% E	89% E	88% E	77%	86%

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Table 9: Community Characteristics - Community Engagement

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(D)	(E)	(A)
Opportunities to participate in social events and activities	84% E	80%	82% E	83% E	72%	80%
Opportunities to volunteer	92% B E	78% E	88% B E	85% E	69%	82%
Opportunities to participate in community matters	77% E	68%	72%	73%	63%	70%
Openness and acceptance of the community toward people of diverse backgrounds	58%	55%	56% E	61% E	45%	54%
Neighborliness of residents in St. Augustine	74% B	56%	76% B E	70% B	63%	68%

Table 10: Governance - General

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
The City of St. Augustine	73%	74%	77%	70%	70%	73%
The value of services for the taxes paid to St. Augustine	51% D	44%	58% B D E	36%	48% D	49%
The overall direction that St. Augustine is taking	58% B C D	33%	44% B D	32%	46% B D	41%
The job St. Augustine government does at welcoming citizen involvement	61% B D E	42%	52% E	42%	37%	46%
Overall confidence in St. Augustine government	55% D	41%	47%	38%	42%	44%
Generally acting in the best interest of the community	56% B D E	40%	46% D	36%	40%	42%
Being honest	58% D E	43%	49% D	34%	43%	44%
Treating all residents fairly	60% B D E	39%	48% D E	33%	36%	42%
Overall customer service by St. Augustine employees (police, receptionists, planners, etc.)	78% E	67%	81% B D E	70%	64%	72%
The Federal Government	43%	36%	48% B	41%	42%	43%

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Table 11: Governance - Safety

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
Police services	85%	77%	87% B E	85%	79%	83%
Fire services	97%	100% E	96%	97%	93%	96%
Ambulance or emergency medical services	85%	93%	96% A	94% A	93%	94%
Crime prevention	68%	64%	80% B E	72% E	61%	70%
Fire prevention and education	77%	86%	87%	87%	81%	84%
Animal control	74% B D E	50%	61%	50%	56%	57%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71%	67%	77%	68%	70%	72%

Table 12: Governance - Mobility

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
Traffic enforcement	55%	46%	66% B D E	42%	52%	54%
Street repair	39% D E	27%	41% B D E	20%	23%	30%
Street cleaning	57%	58%	63%	54%	58%	59%
Street lighting	71% D E	60% D E	61% D E	45%	44%	54%
Sidewalk maintenance	54% B D E	37%	58% B D E	33%	32%	43%
Traffic signal timing	44%	34%	42%	38%	45%	41%

Table 13: Governance - Natural Environment

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
Garbage collection	93%	91%	93% D E	87%	87%	90%
Recycling	83%	85% E	84% E	85% E	74%	82%

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	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
Yard waste pick-up	78%	87% D E	91% A D E	75%	76%	82%
Drinking water	56%	59% D	58% D	47%	52%	54%
Preservation of natural areas such as open space	61% B C D	37%	42%	43%	54% B C D	46%

Table 14: Governance - Built Environment

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
Storm drainage	51% D	37% D	54% B D E	20%	41% D	41%
Sewer services	71%	72% D	76% D E	59%	66%	69%
Utility billing	70% E	75% E	71% E	68% E	56%	67%
Land use, planning and zoning	47% B C D	26%	30% D	18%	32% D	29%
Code enforcement (weeds, abandoned buildings, etc.)	32% D	26%	45% B D E	16%	24%	30%

Table 15: Governance - Economy

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
Economic development	57%	45%	48%	45%	44%	47%

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Table 16: Governance - Recreation and Wellness

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
City parks	89% D E	80% D E	79% D E	63%	64%	73%
Recreation programs or classes	70%	64%	69% D E	58%	56%	63%
Recreation centers or facilities	73% E	74% D E	64% E	58% E	45%	60%
Health services	75% D E	60%	65% E	55%	50%	59%

Table 17: Governance - Education and Enrichment

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
City-sponsored special events	81% E	68%	74% E	68%	64%	70%

Table 18: Governance - Community Engagement

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(D)	(E)	(A)
Public information services	72%	56%	62%	62%	58%	61%

Table 19: Participation General

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Sense of community	60%	64%	69% E	65%	58%	64%
Recommend living in St. Augustine to someone who asks	84% B	69%	86% B D	77%	80% B	80%
Remain in St. Augustine for the next five years	83%	74%	87% B D	78%	82%	81%
Contacted the City of St. Augustine (in-person, phone, email or web) for help or information	43%	66% A C E	52%	57% A	50%	54%

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Table 20: Participation - Safety

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Was NOT the victim of a crime	93%	90%	91%	88%	86%	89%
Did NOT report a crime	80%	63%	84%	71%	61%	72%
	B E		B D E	E		
Stocked supplies in preparation for an emergency	65%	69%	75%	58%	62%	66%
		D	D E			

Table 21: Participation - Mobility

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Walked or biked instead of driving	74%	81%	75%	90%	69%	78%
		E		A C E		
Carpooled with other adults or children instead of driving alone	59%	51%	50%	55%	47%	51%
Used bus or other public transportation instead of driving	19%	21%	13%	14%	11%	14%
		C E				

Table 22: Participation - Natural Environment

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Recycle at home	92%	95%	93%	90%	92%	92%
Made efforts to make your home more energy efficient	75%	81%	74%	80%	73%	76%
Made efforts to conserve water	84%	89%	86%	86%	89%	87%

Table 23: Participation - Built Environment

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
NOT under housing cost stress	64%	65%	54%	60%	64%	60%
		C			C	
Did NOT observe a code violation	39%	40%	56%	38%	35%	43%
			A B D E			

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Table 24: Participation - Economy

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Purchase goods or services from a business located in St. Augustine	98%	100%	100%	100% E	98%	99%
Economy will have positive impact on income	35%	35%	27%	30%	40% C D	33%
Work in St. Augustine	47%	62% A	56%	64% A E	51%	56%

Table 25: Participation - Recreation and Wellness

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Used St. Augustine recreation centers or their services	59%	57%	61% E	59%	52%	58%
Visited a neighborhood park or City park	86%	82%	85%	89%	85%	86%
Eat at least 5 portions of fruits and vegetables a day	87% D	87% D	90% D E	75%	82% D	84%
Participate in moderate or vigorous physical activity	86%	96% A E	91%	92%	86%	91%
Reported being in "very good" or "excellent" health	85% C E	73% E	68%	80% C E	60%	71%

Table 26: Participation - Education and Enrichment

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Used St. Augustine public libraries or their services	58%	65%	66%	62%	59%	63%
Attended a City-sponsored event	69% E	75% E	70% E	78% C E	56%	69%

Table 27: Participation - Community Engagement

	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(D)	(E)	(A)
Campaigned or advocated for an issue, cause or candidate	27%	41%	35%	42% A	40%	38%
Contacted St. Augustine elected officials (in-person, phone, email or web) to express your opinion	19%	38% A E	34% A E	29%	26%	30%
Volunteered your time to some group/activity in St. Augustine	42%	55%	58%	58%	37%	51%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood					Overall
	North of North City (A)	Uptown (B)	Davis Shores (C)	Downtown (D)	West US 1 (E)	(A)
Participated in a club	35%	E 27%	A E 42%	A E 40%	25%	35%
Talked to or visited with your immediate neighbors	94%	90%	96% B D	90%	95%	94%
Done a favor for a neighbor	84%	80%	92% B D E	77%	82%	84%
Attended a local public meeting	30%	45% A C E	30%	34% E	24%	32%
Watched (online or on television) a local public meeting	31%	31%	37%	38%	31%	34%
Read or watch local news (via television, paper, computer, etc.)	82%	83%	87% D	76%	88% D	84%
Vote in local elections	88%	94% E	93% E	94% E	86%	91%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Neighborhood					Overall
	North of North City (A)	Uptown (B)	Davis Shores (C)	Downtown (D)	West US 1 (E)	(A)
Overall feeling of safety in St. Augustine	94% B E	82%	86%	85%	81%	85%
Overall ease of getting to the places you usually have to visit	97% D E	94% D E	93% D E	85%	86%	90%
Quality of overall natural environment in St. Augustine	89%	87%	94% B E	88%	81%	88%
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	87%	81%	82%	84%	86%	84%
Health and wellness opportunities in St. Augustine	71%	68%	80% B D	68%	81% B D	75%
Overall opportunities for education and enrichment	64%	57%	82% A B E	76% B	74% B	74%
Overall economic health of St. Augustine	84%	83%	86%	89%	83%	85%
Sense of community	70%	84% A	77%	75%	81%	78%

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Table 29: Importance of City Projects and Issues

Please indicate how important, if at all, each of the following projects or issues will be for the City to address in the 2020 budget: (Percent rating as "essential" or "very important").	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	(A)
	(A)	(B)	(C)	(D)	(E)	
Street repairs and paving	83% C	82% C	68%	80% C	88% C	79%
Improvements to traffic flow in St. Augustine	94%	97% D E	92%	88%	89%	91%
Improvements to parking in St. Augustine	87%	86%	83%	84%	87%	85%
Improvements to pedestrian mobility and safety	76%	84%	83%	81%	77%	81%
Improvements to bicycle mobility and safety	67%	83% A D E	78% D	69%	71%	74%
Assistance with shelter for homeless in our community	61%	69%	64%	76% A C	75% A C	70%
Land acquisition to provide affordable/workforce housing	47%	54%	49%	55%	60% C	54%
Land acquisition to provide parking facilities	56%	48%	57%	54%	62% B	56%
Acquisition of undeveloped land to provide greenspace	75%	75%	78% E	72%	69%	74%
Improving public safety through police service	75%	73%	72%	69%	73%	72%
Improving the City's communication with the public	76%	69%	68%	73%	71%	71%
Improving City Government customer service	56%	53%	61%	61%	63%	60%
Historic preservation initiatives	80%	71%	72%	79%	70%	74%
Enhancements to arts and cultural programs	59%	50%	63% B E	67% B E	54%	60%
Reducing the City's carbon footprint	70% B	54%	60%	63%	65%	62%
Increased regulation of vacation rentals	42%	43%	48%	56% B	48%	49%

Table 30: Level of Support for City Initiatives

To what extent would you support or oppose the implementation of the following initiatives: (Percent rating as "strongly support" or "somewhat support").	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	(A)
	(A)	(B)	(C)	(D)	(E)	
Implementation of traffic flow adjustments during peak hours and during events	96% E	91%	95% E	97% E	89%	94%
Identifying opportunities to temporarily but regularly close downtown streets in high-tourist areas	61%	69%	73%	70%	66%	69%
Regulation of commercial delivery vehicle access to downtown	76%	77%	78%	76%	80%	78%

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To what extent would you support or oppose the implementation of the following initiatives: (Percent rating as "strongly support" or "somewhat support").	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	(A)
	(A)	(B)	(C)	(D)	(E)	
Increasing the use of shuttles to reduce traffic congestion downtown	94% D	95% D	92% D	84%	89%	90%
Increasing the hours when parking is regulated	35%	48%	47%	42%	45%	44%
Implementation of residential parking programs to meet the needs of each neighborhood	75%	83% E	80%	91% A C E	74%	81%

Table 31: Line Item Additions to Q10

Please rate the quality of each of the following services in St. Augustine: (Percent rating as "excellent" or "good").	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	(A)
	(A)	(B)	(C)	(D)	(E)	
City oversight of rental properties	40%	40%	41% E	31%	29%	35%
City effectiveness in curtailing disruptive evening and weekend behavior	64% B D	43%	54%	46%	51%	51%

Table 32: Line Item Additions to Q11

Overall, how would you rate the quality of the services provided by each of the following? (Percent rating as "excellent" or "good").	Neighborhood					Overall
	North of North City	Uptown	Davis Shores	Downtown	West US 1	(A)
	(A)	(B)	(C)	(D)	(E)	
St. Johns County Government	67%	56%	71% B E	62%	54%	62%
The State Government	59%	43%	47%	49%	48%	48%

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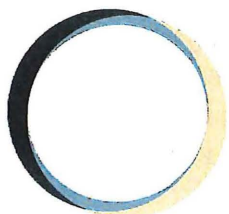
		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2019 rating compared to 2017	Comparison to benchmark		
		2016	2017	2019		2016	2017	2019
Community Engagement	Campaigned for an issue, cause or candidate	31%	45%	38%	Lower	Similar	Much higher	Higher
	Contacted St. Augustine elected officials	26%	30%	30%	Similar	Similar	Higher	Higher
	Volunteered	51%	52%	51%	Similar	Higher	Higher	Higher
	Participated in a club	39%	38%	35%	Similar	Higher	Higher	Similar
	Talked to or visited with neighbors	93%	94%	94%	Similar	Similar	Similar	Similar
	Done a favor for a neighbor	87%	91%	84%	Lower	Similar	Similar	Similar
	Attended a local public meeting	29%	31%	32%	Similar	Similar	Similar	Similar
	Watched a local public meeting	31%	36%	34%	Similar	Similar	Similar	Similar
	Read or watched local news	84%	85%	84%	Similar	Similar	Similar	Similar
	Voted in local elections	82%	87%	91%	Similar	Similar	Similar	Similar

THE NCSTM
The National Citizen SurveyTM

St. Augustine, FL

Comparisons by Demographic Subgroups

2019



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About

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 research methods and directly comparable results across The NCS communities. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. St. Augustine's Comparisons by Demographic Subgroups is part of a larger project for the City and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents by length of residency in St. Augustine and age.

Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized 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 participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) 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.

The subgroup comparison tables contain the crosstabulations of survey questions by selected respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The "Overall" column, which shows the ratings for all respondents, also has a column designation of "(A)", but no statistical tests were done for the overall rating.

For each pair of subgroups ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table A below, respondents age 55 and over (C) gave significantly higher rating to the overall quality of life than those age 18 to 34 (A) and 35 to 54 (B), as denoted by the "A B" listed in the cell of the ratings for those 55+. This was also true of women (A) over men (B); people who were white alone, not Hispanic (A) over those who were Hispanic and/or other race (B); homeowners (B) over renters (A); and those living in detached housing (A) over those living in attached housing (B).

Figure 1: Community Characteristics – General (Example Only)

	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
The overall quality of life in ABC	76%	78% A	82% A B	79% B	77%	81% B	71%	73%	81% A	79% B	76%	78%
Overall image or reputation of ABC	69%	69%	73% A B	71% B	69%	72% B	64%	68%	71% A	69%	71% A	70%
ABC as a place to live	81%	84% A	87% A B	85% B	83%	86% B	78%	79%	86% A	85% B	82%	84%

Findings

Notable differences between demographic subgroups included the following:

- Community members aged 35 or older tended to give higher ratings than those who were younger to several aspects of Mobility, such as ease of public parking and ease of public transportation, as well as aspects of Safety, such as reporting being crime-free and stocking supplies in preparation for an emergency. Residents who were age 55 and older tended to give higher ratings to the overall natural environment of St. Augustine and the cleanliness of the City, as well as various aspects of Recreation and Wellness, than those who were younger than 55. Additionally, community members aged 35 or older were more likely than others to participate in several aspects of Community Engagement, including doing a favor for a neighbor and reading or watching local news.
- Residents who had lived in St. Augustine for more than 20 years tended to give higher marks than residents who had lived in the city for less time to general aspects of Community Characteristics (such as St. Augustine as a place to live and retire) and Economy (such as overall quality of business and service establishments and vibrant downtown/commercial area). Residents who had lived in St. Augustine for 5 years or less were more likely than others to award positive ratings to several aspects of Mobility, including overall ease of travel, traffic flow, ease of travel by bicycle and availability of paths and walking trails.

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Table 1: Community Characteristics - General

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
The overall quality of life in St. Augustine	80%	81%	86%	84%	85%	79%	83%
Overall image or reputation of St. Augustine	82%	81%	86%	86% C	85% C	76%	83%
St. Augustine as a place to live	89%	85%	88%	89% C	90% C	82%	87%
Your neighborhood as a place to live	68%	77% A	85% A B	73%	78%	84% A	78%
St. Augustine as a place to raise children	68%	76%	80% A	72%	76%	79%	76%
St. Augustine as a place to retire	83%	81%	82%	85% C	84% C	75%	82%
Overall appearance of St. Augustine	80%	74%	80%	79%	79%	76%	78%

Table 2: Community Characteristics - Safety

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Overall feeling of safety in St. Augustine	73%	78%	86% A B	76%	83% A	80%	80%
In your neighborhood during the day	88%	92%	94% A	91%	92%	92%	92%
In St. Augustine's downtown/commercial area during the day	89% B	83%	89%	87%	88%	85%	87%

Table 3: Community Characteristics - Mobility

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Overall ease of getting to the places you usually have to visit	41%	34%	43% B	49% B C	32%	39%	40%
Traffic flow on major streets	22% B	15%	16%	23% B C	15%	12%	17%
Ease of public parking	3%	8% A	8% A	8%	7%	4%	7%
Ease of travel by car in St. Augustine	27% B	19%	22%	25%	21%	21%	22%
Ease of travel by public transportation in St. Augustine	8%	18% A	18% A	16%	14%	16%	15%

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	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Ease of travel by bicycle in St. Augustine	48% C	40%	33%	51% B C	36%	31%	40%
Ease of walking in St. Augustine	62%	70%	68%	71% C	67%	62%	67%
Availability of paths and walking trails	46% B	36%	43%	51% B C	37%	36%	41%

Table 4: Community Characteristics - Natural Environment

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Quality of overall natural environment in St. Augustine	66%	65%	75% A B	78% B C	66%	66%	70%
Air quality	90% C	88%	82%	92% B C	82%	83%	86%
Cleanliness of St. Augustine	65%	63%	73% A B	67%	69%	66%	68%

Table 5: Community Characteristics - Built Environment

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	40%	49%	50% A	55% B C	45%	39%	47%
Public places where people want to spend time	70%	67%	74%	72% C	76% C	61%	71%
Variety of housing options	26%	33%	34%	36% C	30%	27%	31%
Availability of affordable quality housing	20%	19%	21%	29% B C	16%	16%	20%

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Table 6: Community Characteristics - Economy

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	(A)
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Overall economic health of St. Augustine	66%	60%	69% B	67%	65%	65%	66%
St. Augustine as a place to work	41%	53% A	56% A	47%	55% A	47%	50%
St. Augustine as a place to visit	93%	94%	92%	97% C	94% C	86%	93%
Employment opportunities	46% B	32%	41%	43%	37%	40%	40%
Cost of living in St. Augustine	31% B	21%	42% A B	39% B C	30%	30%	33%
Overall quality of business and service establishments in St. Augustine	65%	66%	69% C	68% C	72% C	57%	67%
Vibrant downtown/commercial area	76%	79%	76%	79% C	81% C	67%	77%

Table 7: Community Characteristics - Recreation and Wellness

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	(A)
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Health and wellness opportunities in St. Augustine	58%	53%	74% A B	67%	63%	61%	64%
Fitness opportunities (including exercise classes and paths or trails, etc.)	52%	50%	62% A B	55%	57%	52%	55%
Recreational opportunities	58%	63%	71% A B	64%	70% C	59%	65%
Availability of affordable quality food	68%	65%	76% A B	71%	72%	66%	70%
Availability of affordable quality health care	52% B	42%	63% A B	55%	53%	55%	55%
Availability of preventive health services	49%	49%	65% A B	55%	60%	53%	57%
Availability of affordable quality mental health care	49% B C	28%	37%	46% C	36%	33%	38%

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Table 8: Community Characteristics - Education and Enrichment

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Overall opportunities for education and enrichment	68%	67%	77% A B	75% B	66%	74%	71%
Opportunities to attend cultural/arts/music activities	85%	86%	88%	89% C	90% C	78%	86%

Table 9: Community Characteristics - Community Engagement

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Opportunities to participate in social events and activities	81%	81%	81%	85% C	84% C	70%	80%
Opportunities to volunteer	78%	80%	84%	87% C	83% C	74%	82%
Opportunities to participate in community matters	71%	65%	74% B	75% C	74% C	60%	70%
Openness and acceptance of the community toward people of diverse backgrounds	47%	55%	61% A	52%	59%	51%	54%
Neighborliness of residents in St. Augustine	69%	64%	71%	68%	70%	66%	68%

Table 10: Governance - General

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
The City of St. Augustine	72%	71%	76%	73%	76% C	68%	73%
The value of services for the taxes paid to St. Augustine	47%	41%	55% B	47%	52%	46%	49%
The overall direction that St. Augustine is taking	50% B C	34%	41%	49% C	43% C	31%	41%
The job St. Augustine government does at welcoming citizen involvement	45%	43%	49%	47%	48%	41%	46%
Overall confidence in St. Augustine government	51% B	35%	46% B	49% C	46% C	36%	44%
Generally acting in the best interest of the community	45% B	35%	46% B	52% B C	38%	38%	42%
Being honest	44%	41%	48%	50% C	45%	38%	44%
Treating all residents fairly	41%	39%	45%	44%	44%	36%	42%

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	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Overall customer service by St. Augustine employees (police, receptionists, planners, etc.)	67%	74%	75% A	74%	74%	67%	72%
The Federal Government	41%	38%	48% B	46%	42%	42%	43%

Table 11: Governance - Safety

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Police services	79%	81%	88% A	81%	85%	83%	83%
Fire services	97%	94%	97%	94%	98% A	95%	96%
Ambulance or emergency medical services	92%	91%	96% B	87%	98% A	95% A	94%
Crime prevention	69%	63%	76% B	65%	75% A	69%	70%
Fire prevention and education	88%	85%	82%	83%	85%	85%	84%
Animal control	64%	56%	55%	67% B C	55%	49%	57%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	70%	68%	75%	72%	73%	68%	72%

Table 12: Governance - Mobility

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Traffic enforcement	57%	52%	54%	66% B C	49%	48%	54%
Street repair	29%	33%	28%	34% C	29%	25%	30%
Street cleaning	66% C	59%	55%	62%	58%	56%	59%
Street lighting	59% B	49%	55%	57%	52%	55%	54%
Sidewalk maintenance	49% C	44%	38%	44%	43%	39%	43%
Traffic signal timing	39%	42%	42%	51% B C	36%	36%	41%

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Table 13: Governance - Natural Environment

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Garbage collection	91%	88%	90%	90%	91%	89%	90%
Recycling	74%	84% A	85% A	80%	79%	88% A B	82%
Yard waste pick-up	73%	83% A	87% A	83%	82%	82%	82%
Drinking water	55%	50%	55%	57% B	44%	64% B	54%
Preservation of natural areas such as open space	57% B C	40%	44%	65% B C	39%	36%	46%

Table 14: Governance - Built Environment

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Storm drainage	42%	40%	40%	46% B	37%	40%	41%
Sewer services	74%	67%	67%	70%	64%	75% B	69%
Utility billing	68% B	59%	72% B	71%	66%	66%	67%
Land use, planning and zoning	31%	26%	29%	35% B	23%	30%	29%
Code enforcement (weeds, abandoned buildings, etc.)	29%	32%	30%	37% B C	26%	27%	30%

Table 15: Governance - Economy

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Economic development	56% B C	40%	46%	58% B C	44%	38%	47%

Table 16: Governance - Recreation and Wellness

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
City parks	73%	71%	75%	77%	73%	69%	73%
Recreation programs or classes	67%	61%	63%	69%	62%	60%	63%

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	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Recreation centers or facilities	65% B	53%	62%	61%	60%	58%	60%
Health services	59% B	48%	66% B	59%	61%	56%	59%

Table 17: Governance - Education and Enrichment

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
City-sponsored special events	68%	72%	71%	74%	70%	66%	70%

Table 18: Governance - Community Engagement

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Public information services	71% B	47%	63% B	67% C	61%	54%	61%

Table 19: Participation General

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Sense of community	66%	61%	66%	61%	71% A C	57%	64%
Recommend living in St. Augustine to someone who asks	79%	77%	84% B	86% C	83% C	68%	80%
Remain in St. Augustine for the next five years	69%	84% A	88% A	73%	85% A	85% A	81%
Contacted the City of St. Augustine (in-person, phone, email or web) for help or information	44%	57% A	58% A	47%	57% A	58% A	54%

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Table 20: Participation - Safety

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Was NOT the victim of a crime	89%	90%	88%	87%	91%	89%	89%
Did NOT report a crime	62%	73% A	79% A	76% C	73%	66%	72%
Stocked supplies in preparation for an emergency	59%	68% A	70% A	58%	69% A	71% A	66%

Table 21: Participation - Mobility

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Walked or biked instead of driving	89% C	82% C	69%	78%	81% C	72%	78%
Carpooled with other adults or children instead of driving alone	68% B C	52% C	40%	45%	56% A	52%	51%
Used bus or other public transportation instead of driving	11%	17% A	16%	18%	14%	12%	14%

Table 22: Participation - Natural Environment

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Recycle at home	89%	93%	94% A	88%	95% A	94% A	92%
Made efforts to make your home more energy efficient	84% B	64%	78% B	71%	77%	82% A	76%
Made efforts to conserve water	84%	86%	90% A	82%	91% A	87%	87%

Table 23: Participation - Built Environment

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
NOT under housing cost stress	51%	66% A	62% A	55%	65% A	60%	60%
Did NOT observe a code violation	43%	41%	46%	52% B C	40%	39%	43%

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Table 24: Participation - Economy

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Purchase goods or services from a business located in St. Augustine	100%	99%	99%	100%	100%	98%	99%
Economy will have positive impact on income	38%	30%	32%	33%	30%	37%	33%
Work in St. Augustine	69%	76%	34%	54%	62%	52%	56%
	C	C			C		

Table 25: Participation - Recreation and Wellness

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Used St. Augustine recreation centers or their services	57%	69%	52%	51%	61%	63%	58%
		A C			A	A	
Visited a neighborhood park or City park	94%	92%	77%	88%	89%	78%	86%
	C	C		C	C		
Eat at least 5 portions of fruits and vegetables a day	80%	86%	87%	82%	84%	88%	84%
		A					
Participate in moderate or vigorous physical activity	96%	94%	85%	91%	92%	88%	91%
	C	C					
Reported being in "very good" or "excellent" health	77%	73%	66%	75%	72%	64%	71%
	C			C			

Table 26: Participation - Education and Enrichment

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Used St. Augustine public libraries or their services	62%	64%	64%	61%	67%	59%	63%
Attended a City-sponsored event	70%	75%	65%	69%	74%	62%	69%
		C			C		

Table 27: Participation - Community Engagement

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Campaigned or advocated for an issue, cause or candidate	35%	36%	42%	26%	43%	46%	38%
					A	A	
Contacted St. Augustine elected officials (in-person, phone, email or web) to express your opinion	22%	30%	35%	18%	35%	37%	30%
			A		A	A	

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	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Volunteered your time to some group/activity in St. Augustine	54%	51%	50%	48%	53%	53%	51%
Participated in a club	29%	33%	40%	31%	32%	44%	35%
			A			A B	
Talked to or visited with your immediate neighbors	89%	94%	97%	92%	92%	96%	94%
		A	A				
Done a favor for a neighbor	73%	85%	91%	78%	88%	85%	84%
		A	A		A	A	
Attended a local public meeting	26%	31%	36%	25%	32%	39%	32%
			A		A	A	
Watched (online or on television) a local public meeting	28%	33%	40%	23%	37%	44%	34%
			A		A	A	
Read or watch local news (via television, paper, computer, etc.)	75%	84%	89%	83%	83%	87%	84%
		A	A				
Vote in local elections	93%	87%	93%	88%	92%	95%	91%
	B		B			A	

Table 28: Community Focus Areas

	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	
Percent rating positively (e.g., essential/very important)	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Overall feeling of safety in St. Augustine	78%	83%	89%	87%	83%	83%	85%
			A B				
Overall ease of getting to the places you usually have to visit	91%	88%	91%	88%	91%	91%	90%
Quality of overall natural environment in St. Augustine	93%	84%	88%	88%	89%	86%	88%
	B C						
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	82%	81%	87%	81%	87%	80%	84%
					A C		
Health and wellness opportunities in St. Augustine	70%	72%	81%	77%	71%	79%	75%
			A B			B	
Overall opportunities for education and enrichment	70%	71%	78%	74%	73%	75%	74%
			A				
Overall economic health of St. Augustine	83%	84%	88%	93%	78%	85%	85%
				B C		B	
Sense of community	72%	77%	83%	82%	71%	82%	78%
			A	B		B	

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Table 29: Importance of City Projects and Issues

Please indicate how important, if at all, each of the following projects or issues will be for the City to address in the 2020 budget: (Percent rating as "essential" or "very important").	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Street repairs and paving	67%	74%	89% A B	73%	78%	88% A B	79%
Improvements to traffic flow in St. Augustine	86%	93% A	94% A	88%	91%	97% A B	91%
Improvements to parking in St. Augustine	79%	81%	92% A B	84%	81%	92% A B	85%
Improvements to pedestrian mobility and safety	75%	82% A	84% A	75%	86% A	80%	81%
Improvements to bicycle mobility and safety	67%	78% A	78% A	66%	79% A	78% A	74%
Assistance with shelter for homeless in our community	75% B	65%	71%	67%	72%	70%	70%
Land acquisition to provide affordable/workforce housing	52%	47%	60% B	51%	52%	58%	54%
Land acquisition to provide parking facilities	47%	43%	71% A B	55%	53%	63% B	56%
Acquisition of undeveloped land to provide greenspace	77%	72%	74%	73%	75%	75%	74%
Improving public safety through police service	60%	72% A	80% A B	72%	70%	76%	72%
Improving the City's communication with the public	69%	65%	75% B	71%	65%	79% A B	71%
Improving City Government customer service	51%	52%	70% A B	52%	55%	76% A B	60%
Historic preservation initiatives	76%	70%	75%	74%	72%	75%	74%
Enhancements to arts and cultural programs	65% B	54%	60%	62%	60%	56%	60%
Reducing the City's carbon footprint	68% B	57%	61%	58%	66% A	59%	62%
Increased regulation of vacation rentals	45%	39%	57% A B	44%	44%	60% A B	49%

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Table 30: Level of Support for City Initiatives

To what extent would you support or oppose the implementation of the following initiatives: (Percent rating as "strongly support" or "somewhat support").	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Implementation of traffic flow adjustments during peak hours and during events	91%	94%	96% A	94%	95%	91%	94%
Identifying opportunities to temporarily but regularly close downtown streets in high-tourist areas	59%	71% A	75% A	67%	75% C	63%	69%
Regulation of commercial delivery vehicle access to downtown	74%	78%	80%	77%	81%	75%	78%
Increasing the use of shuttles to reduce traffic congestion downtown	89%	92%	91%	88%	94% A C	88%	90%
Increasing the hours when parking is regulated	34%	43%	53% A B	42%	45%	47%	44%
Implementation of residential parking programs to meet the needs of each neighborhood	81%	79%	84%	82%	81%	80%	81%

Table 31: Line Item Additions to Question 10

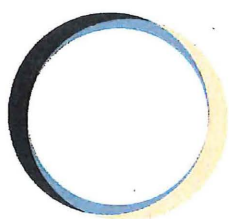
Please rate the quality of each of the following services in St. Augustine: (Percent rating as "excellent" or "good").	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
City oversight of rental properties	40%	39%	30%	42% B	26%	43% B	35%
City effectiveness in curtailing disruptive evening and weekend behavior	62% B C	44%	47%	60% B C	49%	44%	51%

Table 32: Line Item Additions to Question 11

Overall, how would you rate the quality of the services provided by each of the following? (Percent rating as "excellent" or "good").	Age			Length of Residency			Overall
	18-34	35-54	55+	5 years or less	6 to 20 years	More than 20 years	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
St. Johns County Government	59%	62%	65%	70% B C	61%	56%	62%
The State Government	52%	44%	49%	53%	47%	45%	48%

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St. Augustine, FL
Supplemental Online Survey Results
2019



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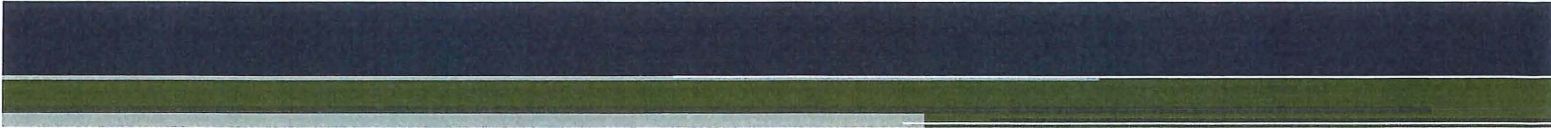


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About this Report

As part of its participation in The National Citizen Survey™, the City of St. Augustine conducted a mailed survey of 2,775 residents. Surveys were mailed to randomly selected households in January 2019 and data were collected through February 2019. After the official data collection period was underway (see the report, *The National Citizen Survey: Community Livability Report, St. Augustine, FL, 2019*), the City made available a web-based survey to its residents through a link on the City's website. Visitors to the site were able to complete the survey during February 2019 and 221 surveys were received.

This report contains the results of this administration of the web-based survey that have not been weighted to current population estimates of St. Augustine.

Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Responses excluding “don’t know”

Table 1: Question 1

Please rate each of the following aspects of quality of life in St. Augustine:	Excellent		Good		Fair		Poor		Total	
St. Augustine as a place to live	25%	N=55	52%	N=113	17%	N=37	6%	N=13	100%	N=218
Your neighborhood as a place to live	35%	N=68	42%	N=83	16%	N=32	7%	N=13	100%	N=196
St. Augustine as a place to raise children	28%	N=45	45%	N=73	18%	N=30	9%	N=15	100%	N=163
St. Augustine as a place to work	7%	N=12	37%	N=61	34%	N=57	22%	N=37	100%	N=167
St. Augustine as a place to visit	43%	N=80	37%	N=70	11%	N=20	9%	N=17	100%	N=187
St. Augustine as a place to retire	29%	N=52	36%	N=65	23%	N=41	13%	N=24	100%	N=182
The overall quality of life in St. Augustine	20%	N=39	51%	N=99	24%	N=47	5%	N=9	100%	N=194

Table 2: Question 2

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in St. Augustine	15%	N=33	51%	N=109	20%	N=42	14%	N=29	100%	N=213
Overall ease of getting to the places you usually have to visit	3%	N=6	28%	N=55	29%	N=57	39%	N=77	100%	N=195
Quality of overall natural environment in St. Augustine	16%	N=32	46%	N=89	28%	N=54	10%	N=20	100%	N=195
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	3%	N=6	30%	N=58	40%	N=77	27%	N=53	100%	N=194
Health and wellness opportunities in St. Augustine	12%	N=23	46%	N=87	31%	N=59	10%	N=19	100%	N=188
Overall opportunities for education and enrichment	15%	N=27	56%	N=102	23%	N=42	7%	N=12	100%	N=183
Overall economic health of St. Augustine	7%	N=13	53%	N=98	31%	N=57	9%	N=17	100%	N=185
Sense of community	16%	N=32	42%	N=82	29%	N=56	12%	N=24	100%	N=194
Overall image or reputation of St. Augustine	27%	N=52	39%	N=75	22%	N=42	12%	N=22	100%	N=191

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in St. Augustine to someone who asks	25%	N=53	39%	N=82	19%	N=40	16%	N=34	100%	N=209
Remain in St. Augustine for the next five years	54%	N=102	21%	N=39	14%	N=27	11%	N=20	100%	N=188

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Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	56%	N=108	27%	N=52	6%	N=12	9%	N=18	2%	N=4	100%	N=194
In St. Augustine's downtown/commercial area during the day	38%	N=73	31%	N=59	10%	N=20	14%	N=27	7%	N=14	100%	N=193

Table 5: Question 5

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	1%	N=3	14%	N=28	23%	N=48	62%	N=127	100%	N=206
Ease of public parking	1%	N=2	9%	N=17	23%	N=45	67%	N=128	100%	N=192
Ease of travel by car in St. Augustine	3%	N=5	15%	N=29	35%	N=68	47%	N=91	100%	N=193
Ease of travel by public transportation in St. Augustine	1%	N=1	5%	N=7	19%	N=25	76%	N=102	100%	N=135
Ease of travel by bicycle in St. Augustine	3%	N=5	24%	N=38	38%	N=60	36%	N=57	100%	N=160
Ease of walking in St. Augustine	19%	N=36	41%	N=79	30%	N=58	9%	N=18	100%	N=191
Availability of paths and walking trails	8%	N=14	28%	N=50	33%	N=58	31%	N=55	100%	N=177
Air quality	22%	N=40	63%	N=116	15%	N=27	1%	N=2	100%	N=185
Cleanliness of St. Augustine	10%	N=19	44%	N=83	30%	N=57	16%	N=30	100%	N=189
Overall appearance of St. Augustine	16%	N=30	47%	N=91	29%	N=55	8%	N=16	100%	N=192
Public places where people want to spend time	14%	N=26	44%	N=84	26%	N=50	17%	N=32	100%	N=192
Variety of housing options	5%	N=9	21%	N=37	34%	N=62	40%	N=72	100%	N=180
Availability of affordable quality housing	2%	N=4	9%	N=15	24%	N=41	64%	N=108	100%	N=168
Fitness opportunities (including exercise classes and paths or trails, etc.)	14%	N=25	43%	N=78	31%	N=57	12%	N=22	100%	N=182
Recreational opportunities	22%	N=41	43%	N=80	27%	N=50	9%	N=17	100%	N=188
Availability of affordable quality food	20%	N=39	45%	N=87	28%	N=53	7%	N=13	100%	N=192
Availability of affordable quality health care	10%	N=18	48%	N=85	26%	N=46	15%	N=27	100%	N=176
Availability of preventive health services	11%	N=17	46%	N=74	32%	N=52	11%	N=18	100%	N=161
Availability of affordable quality mental health care	4%	N=5	29%	N=33	21%	N=24	45%	N=50	100%	N=112

Table 6: Question 6

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Total	
Opportunities to attend cultural/arts/music activities	38%	N=75	43%	N=85	17%	N=33	3%	N=6	100%	N=199
Employment opportunities	5%	N=7	27%	N=41	44%	N=67	25%	N=38	100%	N=153
Cost of living in St. Augustine	4%	N=7	31%	N=57	33%	N=60	33%	N=60	100%	N=184
Overall quality of business and service establishments in St. Augustine	10%	N=19	58%	N=107	28%	N=52	4%	N=8	100%	N=186

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Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Total	
Vibrant downtown/commercial area	24%	N=46	42%	N=79	23%	N=43	11%	N=20	100%	N=188
Opportunities to participate in social events and activities	27%	N=51	47%	N=87	21%	N=39	5%	N=9	100%	N=186
Opportunities to volunteer	25%	N=45	55%	N=98	15%	N=26	6%	N=10	100%	N=179
Opportunities to participate in community matters	25%	N=44	46%	N=82	20%	N=35	9%	N=16	100%	N=177
Openness and acceptance of the community toward people of diverse backgrounds	7%	N=13	48%	N=84	25%	N=43	20%	N=35	100%	N=175
Neighborliness of residents in St. Augustine	20%	N=37	46%	N=85	27%	N=50	8%	N=14	100%	N=186

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	15%	N=29	85%	N=168	100%	N=197
Made efforts to make your home more energy efficient	22%	N=44	78%	N=152	100%	N=196
Observed a code violation or other hazard in St. Augustine (weeds, abandoned buildings, etc.)	24%	N=47	76%	N=145	100%	N=192
Household member was a victim of a crime in St. Augustine	86%	N=165	14%	N=27	100%	N=192
Reported a crime to the police in St. Augustine	68%	N=129	32%	N=62	100%	N=191
Stocked supplies in preparation for an emergency	25%	N=48	75%	N=143	100%	N=191
Campaigned or advocated for an issue, cause or candidate	44%	N=84	56%	N=108	100%	N=192
Contacted the City of St. Augustine (in-person, phone, email or web) for help or information	46%	N=88	54%	N=104	100%	N=192
Contacted St. Augustine elected officials (in-person, phone, email or web) to express your opinion	47%	N=90	53%	N=102	100%	N=192

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in St. Augustine?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used St. Augustine recreation centers or their services	13%	N=25	15%	N=30	30%	N=60	42%	N=83	100%	N=198
Visited a neighborhood park or City park	20%	N=38	31%	N=59	35%	N=66	14%	N=27	100%	N=190
Used St. Augustine public libraries or their services	9%	N=17	22%	N=43	34%	N=65	35%	N=67	100%	N=192
Attended a City-sponsored event	3%	N=6	15%	N=28	62%	N=119	20%	N=38	100%	N=191
Used bus or other public transportation instead of driving	2%	N=3	2%	N=3	13%	N=25	84%	N=161	100%	N=192
Carpooled with other adults or children instead of driving alone	13%	N=24	18%	N=34	22%	N=42	48%	N=91	100%	N=191
Walked or biked instead of driving	28%	N=54	23%	N=44	19%	N=36	30%	N=58	100%	N=192
Volunteered your time to some group/activity in St. Augustine	14%	N=26	21%	N=41	24%	N=47	41%	N=78	100%	N=192
Participated in a club	8%	N=15	15%	N=28	21%	N=39	57%	N=108	100%	N=190
Talked to or visited with your immediate neighbors	62%	N=119	21%	N=41	13%	N=24	4%	N=7	100%	N=191
Done a favor for a neighbor	33%	N=63	30%	N=56	29%	N=55	8%	N=15	100%	N=189

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Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	3%	N=6	53%	N=103	43%	N=83	100%	N=194
Watched (online or on television) a local public meeting	2%	N=3	20%	N=39	39%	N=75	40%	N=77	100%	N=194

Table 10: Question 10

Please rate the quality of each of the following services in St. Augustine:	Excellent		Good		Fair		Poor		Total	
Police services	26%	N=46	40%	N=71	21%	N=38	13%	N=24	100%	N=179
Fire services	55%	N=83	40%	N=60	4%	N=6	1%	N=1	100%	N=150
Ambulance or emergency medical services	43%	N=54	49%	N=61	6%	N=8	2%	N=2	100%	N=125
Crime prevention	13%	N=20	35%	N=55	29%	N=46	22%	N=35	100%	N=156
Fire prevention and education	25%	N=31	55%	N=67	16%	N=19	4%	N=5	100%	N=122
Traffic enforcement	7%	N=12	38%	N=63	32%	N=53	22%	N=37	100%	N=165
Street repair	4%	N=7	19%	N=34	37%	N=65	40%	N=70	100%	N=176
Street cleaning	15%	N=25	35%	N=58	31%	N=51	19%	N=31	100%	N=165
Street lighting	7%	N=13	43%	N=76	37%	N=66	12%	N=22	100%	N=177
Sidewalk maintenance	3%	N=6	28%	N=49	41%	N=71	27%	N=46	100%	N=172
Traffic signal timing	2%	N=3	31%	N=55	31%	N=54	37%	N=65	100%	N=177
Garbage collection	48%	N=86	37%	N=67	12%	N=22	2%	N=4	100%	N=179
Recycling	39%	N=69	41%	N=72	14%	N=24	6%	N=11	100%	N=176
Yard waste pick-up	43%	N=71	43%	N=72	10%	N=16	4%	N=7	100%	N=166
Storm drainage	8%	N=14	22%	N=36	34%	N=57	36%	N=59	100%	N=166
Drinking water	12%	N=21	34%	N=60	38%	N=66	16%	N=29	100%	N=176
Sewer services	21%	N=32	44%	N=68	28%	N=43	7%	N=11	100%	N=154
Utility billing	15%	N=26	46%	N=80	29%	N=50	10%	N=17	100%	N=173
City parks	17%	N=28	45%	N=76	29%	N=48	10%	N=16	100%	N=168
Recreation programs or classes	8%	N=9	46%	N=50	34%	N=37	11%	N=12	100%	N=108
Recreation centers or facilities	12%	N=15	39%	N=47	35%	N=43	14%	N=17	100%	N=122
Land use, planning and zoning	3%	N=4	17%	N=27	33%	N=52	47%	N=75	100%	N=158
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=3	17%	N=26	43%	N=66	38%	N=57	100%	N=152
Animal control	11%	N=14	36%	N=44	29%	N=35	24%	N=29	100%	N=122
Economic development	5%	N=7	30%	N=45	39%	N=59	26%	N=39	100%	N=150
Health services	11%	N=16	49%	N=72	30%	N=44	10%	N=15	100%	N=147
Public information services	9%	N=14	47%	N=75	28%	N=45	15%	N=24	100%	N=158

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Please rate the quality of each of the following services in St. Augustine:	Excellent		Good		Fair		Poor		Total	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	22%	N=35	51%	N=81	19%	N=31	8%	N=13	100%	N=160
Preservation of natural areas such as open space	6%	N=10	28%	N=48	27%	N=47	39%	N=67	100%	N=172
City-sponsored special events	16%	N=26	48%	N=76	27%	N=43	9%	N=14	100%	N=159
Overall customer service by St. Augustine employees (police, receptionists, planners, etc.)	23%	N=39	44%	N=76	24%	N=41	9%	N=15	100%	N=171
City oversight of rental properties	5%	N=6	16%	N=19	34%	N=40	44%	N=52	100%	N=117
City effectiveness in curtailing disruptive evening and weekend behavior	4%	N=6	25%	N=36	33%	N=48	38%	N=54	100%	N=144

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of St. Augustine	13%	N=22	38%	N=66	34%	N=59	16%	N=28	100%	N=175
The Federal Government	6%	N=9	36%	N=58	36%	N=58	21%	N=34	100%	N=159
St. Johns County Government	8%	N=13	50%	N=82	32%	N=52	11%	N=18	100%	N=165
The State Government	3%	N=5	37%	N=59	47%	N=74	13%	N=21	100%	N=159

Table 12: Question 12

Please rate the following categories of St. Augustine government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to St. Augustine	8%	N=13	30%	N=50	35%	N=58	28%	N=46	100%	N=167
The overall direction that St. Augustine is taking	7%	N=12	14%	N=25	29%	N=51	49%	N=85	100%	N=173
The job St. Augustine government does at welcoming citizen involvement	11%	N=18	24%	N=39	41%	N=66	24%	N=38	100%	N=161
Overall confidence in St. Augustine government	6%	N=11	24%	N=42	33%	N=56	37%	N=63	100%	N=172
Generally acting in the best interest of the community	7%	N=11	21%	N=35	30%	N=50	43%	N=72	100%	N=168
Being honest	7%	N=11	22%	N=35	30%	N=47	41%	N=64	100%	N=157
Treating all residents fairly	8%	N=12	23%	N=36	26%	N=40	44%	N=68	100%	N=156

Table 13: Question 13

Please rate how important, if at all, you think it is for the St. Augustine community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in St. Augustine	66%	N=117	27%	N=47	7%	N=12	1%	N=1	100%	N=177
Overall ease of getting to the places you usually have to visit	52%	N=91	41%	N=73	7%	N=12	0%	N=0	100%	N=176
Quality of overall natural environment in St. Augustine	56%	N=98	34%	N=60	9%	N=16	1%	N=1	100%	N=175
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	46%	N=80	39%	N=68	15%	N=26	0%	N=0	100%	N=174
Health and wellness opportunities in St. Augustine	28%	N=49	45%	N=79	23%	N=40	3%	N=6	100%	N=174

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Please rate how important, if at all, you think it is for the St. Augustine community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall opportunities for education and enrichment	30%	N=52	43%	N=74	24%	N=41	3%	N=6	100%	N=173
Overall economic health of St. Augustine	43%	N=73	46%	N=79	9%	N=16	2%	N=3	100%	N=171
Sense of community	34%	N=58	47%	N=81	18%	N=31	2%	N=3	100%	N=173

Table 14: Question 14

Please indicate how important, if at all, each of the following projects or issues will be for the City to address in the 2020 budget:	Essential		Very important		Somewhat important		Not at all important		Total	
Street repairs and paving	39%	N=67	43%	N=75	17%	N=29	1%	N=2	100%	N=173
Improvements to traffic flow in St. Augustine	65%	N=112	24%	N=41	11%	N=19	1%	N=1	100%	N=173
Improvements to parking in St. Augustine	61%	N=105	25%	N=44	10%	N=18	3%	N=6	100%	N=173
Improvements to pedestrian mobility and safety	52%	N=90	34%	N=58	13%	N=23	1%	N=2	100%	N=173
Improvements to bicycle mobility and safety	44%	N=74	32%	N=55	18%	N=30	6%	N=11	100%	N=170
Assistance with shelter for homeless in our community	41%	N=70	27%	N=45	17%	N=29	15%	N=25	100%	N=169
Land acquisition to provide affordable/workforce housing	28%	N=47	26%	N=44	23%	N=39	22%	N=37	100%	N=167
Land acquisition to provide parking facilities	27%	N=47	34%	N=59	25%	N=43	13%	N=23	100%	N=172
Acquisition of undeveloped land to provide greenspace	45%	N=76	31%	N=53	14%	N=24	10%	N=17	100%	N=170
Improving public safety through police service	47%	N=81	30%	N=51	18%	N=30	5%	N=9	100%	N=171
Improving the City's communication with the public	42%	N=71	35%	N=60	21%	N=35	2%	N=4	100%	N=170
Improving City Government customer service	31%	N=51	41%	N=68	25%	N=41	4%	N=7	100%	N=167
Historic preservation initiatives	50%	N=86	30%	N=51	19%	N=33	1%	N=2	100%	N=172
Enhancements to arts and cultural programs	25%	N=42	35%	N=59	32%	N=55	9%	N=15	100%	N=171
Reducing the City's carbon footprint	28%	N=48	29%	N=49	28%	N=47	15%	N=25	100%	N=169
Increased regulation of vacation rentals	33%	N=56	22%	N=38	25%	N=43	19%	N=33	100%	N=170

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Table 15: Question 15

To what extent would you support or oppose the implementation of the following initiatives:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Implementation of traffic flow adjustments during peak hours and during events	67%	N=113	30%	N=50	2%	N=3	1%	N=2	100%	N=168
Identifying opportunities to temporarily but regularly close downtown streets in high-tourist areas	41%	N=67	30%	N=48	15%	N=25	14%	N=22	100%	N=162
Regulation of commercial delivery vehicle access to downtown	43%	N=68	34%	N=53	13%	N=21	10%	N=15	100%	N=157
Increasing the use of shuttles to reduce traffic congestion downtown	61%	N=100	30%	N=50	5%	N=9	4%	N=6	100%	N=165
Increasing the hours when parking is regulated	22%	N=35	25%	N=40	25%	N=40	29%	N=47	100%	N=162
Implementation of residential parking programs to meet the needs of each neighborhood	45%	N=70	35%	N=55	12%	N=19	8%	N=13	100%	N=157

Table 16: Question 16

Please rate to what extent vacation rentals have impacted your neighborhood:	Percent	Number
Vacation rentals have had a negative impact on my neighborhood	41%	N=59
Vacation rentals have had a positive impact on my neighborhood	17%	N=25
Vacation rentals do not impact my neighborhood	42%	N=60
Total	100%	N=144

Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	5%	N=8	1%	N=2	3%	N=5	15%	N=26	76%	N=128	100%	N=169
Purchase goods or services from a business located in St. Augustine	1%	N=1	2%	N=4	11%	N=19	54%	N=90	31%	N=52	100%	N=166
Eat at least 5 portions of fruits and vegetables a day	2%	N=4	10%	N=16	33%	N=55	37%	N=61	19%	N=31	100%	N=167
Participate in moderate or vigorous physical activity	2%	N=4	9%	N=15	31%	N=52	31%	N=52	26%	N=43	100%	N=166
Read or watch local news (via television, paper, computer, etc.)	4%	N=6	4%	N=7	20%	N=33	29%	N=48	44%	N=74	100%	N=168
Vote in local elections	2%	N=4	1%	N=1	3%	N=5	11%	N=18	83%	N=140	100%	N=168

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Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=45
Very good	48%	N=80
Good	22%	N=37
Fair	2%	N=3
Poor	1%	N=2
Total	100%	N=167

Table 19: Question 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:	Percent	Number
Very positive	14%	N=22
Somewhat positive	27%	N=44
Neutral	48%	N=78
Somewhat negative	10%	N=17
Very negative	1%	N=1
Total	100%	N=162

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	57%	N=95
Working part time for pay	11%	N=18
Unemployed, looking for paid work	0%	N=0
Unemployed, not looking for paid work	4%	N=6
Fully retired	29%	N=48
Total	100%	N=167

Table 21: Question D5

Do you work inside the boundaries of St. Augustine?	Percent	Number
Yes, outside the home	32%	N=49
Yes, from home	20%	N=30
No	48%	N=74
Total	100%	N=153

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Table 22: Question D6

How many years have you lived in St. Augustine?	Percent	Number
Less than 2 years	12%	N=20
2 to 5 years	17%	N=29
6 to 10 years	19%	N=32
11 to 20 years	22%	N=37
More than 20 years	30%	N=50
Total	100%	N=168

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	81%	N=118
Building with two or more homes (duplex, townhome, apartment or condominium)	16%	N=24
Mobile home	1%	N=1
Other	2%	N=3
Total	100%	N=146

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	15%	N=21
Owned	85%	N=120
Total	100%	N=141

Table 25: Question D9

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)?	Percent	Number
Less than \$300 per month	5%	N=8
\$300 to \$599 per month	8%	N=13
\$600 to \$999 per month	9%	N=15
\$1,000 to \$1,499 per month	27%	N=44
\$1,500 to \$2,499 per month	32%	N=53
\$2,500 or more per month	19%	N=31
Total	100%	N=164

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Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=90
Yes	32%	N=42
Total	100%	N=132

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	63%	N=83
Yes	37%	N=49
Total	100%	N=132

Table 28: Question D12

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.)	Percent	Number
Less than \$25,000	8%	N=13
\$25,000 to \$49,999	13%	N=20
\$50,000 to \$99,999	34%	N=53
\$100,000 to \$149,999	21%	N=33
\$150,000 or more	24%	N=37
Total	100%	N=156

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=156
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=9
Total	100%	N=165

Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=2
Asian, Asian Indian or Pacific Islander	1%	N=2
Black or African American	1%	N=1
White	94%	N=148
Other	5%	N=8

Total may exceed 100% as respondents could select more than one option.

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Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=2
25 to 34 years	9%	N=14
35 to 44 years	15%	N=25
45 to 54 years	19%	N=31
55 to 64 years	34%	N=55
65 to 74 years	18%	N=30
75 years or older	4%	N=7
Total	100%	N=164

Table 32: Question D16

What is your sex?	Percent	Number
Female	58%	N=59
Male	42%	N=43
Total	100%	N=102

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	83%	N=81
Land line	5%	N=5
Both	12%	N=12
Total	100%	N=98

Responses including "don't know"

The following pages contain a complete set of responses to each question on the survey, including the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

Table 34: Question 1

Please rate each of the following aspects of quality of life in St. Augustine:	Excellent		Good		Fair		Poor		Don't know		Total	
St. Augustine as a place to live	25%	N=55	52%	N=113	17%	N=37	6%	N=13	0%	N=0	100%	N=218
Your neighborhood as a place to live	35%	N=68	42%	N=83	16%	N=32	7%	N=13	1%	N=1	100%	N=197
St. Augustine as a place to raise children	23%	N=45	38%	N=73	16%	N=30	8%	N=15	15%	N=29	100%	N=192
St. Augustine as a place to work	6%	N=12	32%	N=61	30%	N=57	19%	N=37	13%	N=26	100%	N=193
St. Augustine as a place to visit	41%	N=80	36%	N=70	10%	N=20	9%	N=17	3%	N=6	100%	N=193
St. Augustine as a place to retire	27%	N=52	34%	N=65	21%	N=41	12%	N=24	6%	N=11	100%	N=193
The overall quality of life in St. Augustine	20%	N=39	51%	N=99	24%	N=47	5%	N=9	0%	N=0	100%	N=194

Table 35: Question 2

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in St. Augustine	15%	N=33	51%	N=109	20%	N=42	14%	N=29	0%	N=0	100%	N=213
Overall ease of getting to the places you usually have to visit	3%	N=6	28%	N=55	29%	N=57	39%	N=77	0%	N=0	100%	N=195
Quality of overall natural environment in St. Augustine	16%	N=32	46%	N=89	28%	N=54	10%	N=20	0%	N=0	100%	N=195
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	3%	N=6	30%	N=58	40%	N=77	27%	N=53	0%	N=0	100%	N=194
Health and wellness opportunities in St. Augustine	12%	N=23	45%	N=87	30%	N=59	10%	N=19	3%	N=6	100%	N=194
Overall opportunities for education and enrichment	14%	N=27	53%	N=102	22%	N=42	6%	N=12	6%	N=11	100%	N=194
Overall economic health of St. Augustine	7%	N=13	51%	N=98	29%	N=57	9%	N=17	5%	N=9	100%	N=194
Sense of community	16%	N=32	42%	N=82	29%	N=56	12%	N=24	0%	N=0	100%	N=194
Overall image or reputation of St. Augustine	27%	N=52	39%	N=75	22%	N=42	11%	N=22	2%	N=3	100%	N=194

Table 36: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in St. Augustine to someone who asks	25%	N=53	39%	N=82	19%	N=40	16%	N=34	0%	N=1	100%	N=210
Remain in St. Augustine for the next five years	52%	N=102	20%	N=39	14%	N=27	10%	N=20	4%	N=7	100%	N=195

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Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	56%	N=108	27%	N=52	6%	N=12	9%	N=18	2%	N=4	0%	N=0	100%	N=194
In St. Augustine's downtown/commercial area during the day	38%	N=73	30%	N=59	10%	N=20	14%	N=27	7%	N=14	1%	N=1	100%	N=194

Table 38: Question 5

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	1%	N=3	14%	N=28	23%	N=48	62%	N=127	0%	N=0	100%	N=206
Ease of public parking	1%	N=2	9%	N=17	23%	N=45	67%	N=128	0%	N=0	100%	N=192
Ease of travel by car in St. Augustine	3%	N=5	15%	N=29	35%	N=68	47%	N=91	0%	N=0	100%	N=193
Ease of travel by public transportation in St. Augustine	1%	N=1	4%	N=7	13%	N=25	53%	N=102	30%	N=58	100%	N=193
Ease of travel by bicycle in St. Augustine	3%	N=5	20%	N=38	31%	N=60	30%	N=57	17%	N=33	100%	N=193
Ease of walking in St. Augustine	19%	N=36	41%	N=79	30%	N=58	9%	N=18	1%	N=2	100%	N=193
Availability of paths and walking trails	7%	N=14	26%	N=50	30%	N=58	29%	N=55	8%	N=15	100%	N=192
Air quality	21%	N=40	61%	N=116	14%	N=27	1%	N=2	3%	N=5	100%	N=190
Cleanliness of St. Augustine	10%	N=19	44%	N=83	30%	N=57	16%	N=30	0%	N=0	100%	N=189
Overall appearance of St. Augustine	16%	N=30	47%	N=91	29%	N=55	8%	N=16	0%	N=0	100%	N=192
Public places where people want to spend time	14%	N=26	44%	N=84	26%	N=50	17%	N=32	0%	N=0	100%	N=192
Variety of housing options	5%	N=9	19%	N=37	32%	N=62	38%	N=72	6%	N=12	100%	N=192
Availability of affordable quality housing	2%	N=4	8%	N=15	21%	N=41	56%	N=108	13%	N=24	100%	N=192
Fitness opportunities (including exercise classes and paths or trails, etc.)	13%	N=25	41%	N=78	30%	N=57	11%	N=22	5%	N=10	100%	N=192
Recreational opportunities	21%	N=41	42%	N=80	26%	N=50	9%	N=17	2%	N=3	100%	N=191
Availability of affordable quality food	20%	N=39	45%	N=87	28%	N=53	7%	N=13	0%	N=0	100%	N=192
Availability of affordable quality health care	9%	N=18	44%	N=85	24%	N=46	14%	N=27	8%	N=16	100%	N=192
Availability of preventive health services	9%	N=17	39%	N=74	27%	N=52	9%	N=18	16%	N=30	100%	N=191
Availability of affordable quality mental health care	3%	N=5	17%	N=33	13%	N=24	26%	N=50	41%	N=79	100%	N=191

Table 39: Question 6

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Opportunities to attend cultural/arts/music activities	38%	N=75	43%	N=85	17%	N=33	3%	N=6	0%	N=0	100%	N=199
Employment opportunities	4%	N=7	22%	N=41	36%	N=67	20%	N=38	19%	N=35	100%	N=188
Cost of living in St. Augustine	4%	N=7	31%	N=57	32%	N=60	32%	N=60	1%	N=2	100%	N=186

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Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall quality of business and service establishments in St. Augustine	10%	N=19	57%	N=107	28%	N=52	4%	N=8	1%	N=2	100%	N=188
Vibrant downtown/commercial area	24%	N=46	42%	N=79	23%	N=43	11%	N=20	0%	N=0	100%	N=188
Opportunities to participate in social events and activities	27%	N=51	46%	N=87	21%	N=39	5%	N=9	1%	N=2	100%	N=188
Opportunities to volunteer	24%	N=45	52%	N=98	14%	N=26	5%	N=10	5%	N=9	100%	N=188
Opportunities to participate in community matters	23%	N=44	44%	N=82	19%	N=35	9%	N=16	6%	N=11	100%	N=188
Openness and acceptance of the community toward people of diverse backgrounds	7%	N=13	45%	N=84	23%	N=43	19%	N=35	7%	N=13	100%	N=188
Neighborliness of residents in St. Augustine	20%	N=37	45%	N=85	27%	N=50	7%	N=14	1%	N=1	100%	N=187

Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	15%	N=29	85%	N=168	100%	N=197
Made efforts to make your home more energy efficient	22%	N=44	78%	N=152	100%	N=196
Observed a code violation or other hazard in St. Augustine (weeds, abandoned buildings, etc.)	24%	N=47	76%	N=145	100%	N=192
Household member was a victim of a crime in St. Augustine	86%	N=165	14%	N=27	100%	N=192
Reported a crime to the police in St. Augustine	68%	N=129	32%	N=62	100%	N=191
Stocked supplies in preparation for an emergency	25%	N=48	75%	N=143	100%	N=191
Campaigned or advocated for an issue, cause or candidate	44%	N=84	56%	N=108	100%	N=192
Contacted the City of St. Augustine (in-person, phone, email or web) for help or information	46%	N=88	54%	N=104	100%	N=192
Contacted St. Augustine elected officials (in-person, phone, email or web) to express your opinion	47%	N=90	53%	N=102	100%	N=192

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Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in St. Augustine?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used St. Augustine recreation centers or their services	13%	N=25	15%	N=30	30%	N=60	42%	N=83	100%	N=198
Visited a neighborhood park or City park	20%	N=38	31%	N=59	35%	N=66	14%	N=27	100%	N=190
Used St. Augustine public libraries or their services	9%	N=17	22%	N=43	34%	N=65	35%	N=67	100%	N=192
Attended a City-sponsored event	3%	N=6	15%	N=28	62%	N=119	20%	N=38	100%	N=191
Used bus or other public transportation instead of driving	2%	N=3	2%	N=3	13%	N=25	84%	N=161	100%	N=192
Carpooled with other adults or children instead of driving alone	13%	N=24	18%	N=34	22%	N=42	48%	N=91	100%	N=191
Walked or biked instead of driving	28%	N=54	23%	N=44	19%	N=36	30%	N=58	100%	N=192
Volunteered your time to some group/activity in St. Augustine	14%	N=26	21%	N=41	24%	N=47	41%	N=78	100%	N=192
Participated in a club	8%	N=15	15%	N=28	21%	N=39	57%	N=108	100%	N=190
Talked to or visited with your immediate neighbors	62%	N=119	21%	N=41	13%	N=24	4%	N=7	100%	N=191
Done a favor for a neighbor	33%	N=63	30%	N=56	29%	N=55	8%	N=15	100%	N=189

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	3%	N=6	53%	N=103	43%	N=83	100%	N=194
Watched (online or on television) a local public meeting	2%	N=3	20%	N=39	39%	N=75	40%	N=77	100%	N=194

Table 43: Question 10

Please rate the quality of each of the following services in St. Augustine:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	25%	N=46	38%	N=71	20%	N=38	13%	N=24	4%	N=8	100%	N=187
Fire services	46%	N=83	33%	N=60	3%	N=6	1%	N=1	18%	N=32	100%	N=182
Ambulance or emergency medical services	30%	N=54	34%	N=61	4%	N=8	1%	N=2	31%	N=57	100%	N=182
Crime prevention	11%	N=20	30%	N=55	25%	N=46	19%	N=35	14%	N=25	100%	N=181
Fire prevention and education	17%	N=31	37%	N=67	10%	N=19	3%	N=5	33%	N=60	100%	N=182
Traffic enforcement	7%	N=12	35%	N=63	29%	N=53	21%	N=37	8%	N=15	100%	N=180
Street repair	4%	N=7	19%	N=34	36%	N=65	38%	N=70	3%	N=6	100%	N=182
Street cleaning	14%	N=25	32%	N=58	28%	N=51	17%	N=31	9%	N=16	100%	N=181
Street lighting	7%	N=13	42%	N=76	36%	N=66	12%	N=22	2%	N=4	100%	N=181
Sidewalk maintenance	3%	N=6	27%	N=49	39%	N=71	25%	N=46	5%	N=9	100%	N=181
Traffic signal timing	2%	N=3	31%	N=55	30%	N=54	36%	N=65	2%	N=3	100%	N=180

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Please rate the quality of each of the following services in St. Augustine:	Excellent		Good		Fair		Poor		Don't know		Total	
Garbage collection	48%	N=86	37%	N=67	12%	N=22	2%	N=4	1%	N=2	100%	N=181
Recycling	38%	N=69	40%	N=72	13%	N=24	6%	N=11	2%	N=4	100%	N=180
Yard waste pick-up	39%	N=71	40%	N=72	9%	N=16	4%	N=7	8%	N=14	100%	N=180
Storm drainage	8%	N=14	20%	N=36	32%	N=57	33%	N=59	8%	N=14	100%	N=180
Drinking water	12%	N=21	33%	N=60	37%	N=66	16%	N=29	2%	N=4	100%	N=180
Sewer services	18%	N=32	38%	N=68	24%	N=43	6%	N=11	14%	N=26	100%	N=180
Utility billing	14%	N=26	44%	N=80	28%	N=50	9%	N=17	4%	N=7	100%	N=180
City parks	16%	N=28	42%	N=76	27%	N=48	9%	N=16	6%	N=11	100%	N=179
Recreation programs or classes	5%	N=9	28%	N=50	21%	N=37	7%	N=12	40%	N=72	100%	N=180
Recreation centers or facilities	8%	N=15	26%	N=47	24%	N=43	9%	N=17	32%	N=58	100%	N=180
Land use, planning and zoning	2%	N=4	15%	N=27	29%	N=52	42%	N=75	12%	N=21	100%	N=179
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=3	14%	N=26	37%	N=66	32%	N=57	16%	N=28	100%	N=180
Animal control	8%	N=14	25%	N=44	20%	N=35	16%	N=29	31%	N=56	100%	N=178
Economic development	4%	N=7	25%	N=45	33%	N=59	22%	N=39	15%	N=27	100%	N=177
Health services	9%	N=16	40%	N=72	24%	N=44	8%	N=15	18%	N=33	100%	N=180
Public information services	8%	N=14	42%	N=75	25%	N=45	13%	N=24	12%	N=22	100%	N=180
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	20%	N=35	46%	N=81	17%	N=31	7%	N=13	10%	N=18	100%	N=178
Preservation of natural areas such as open space	6%	N=10	27%	N=48	26%	N=47	37%	N=67	4%	N=8	100%	N=180
City-sponsored special events	15%	N=26	42%	N=76	24%	N=43	8%	N=14	11%	N=20	100%	N=179
Overall customer service by St. Augustine employees (police, receptionists, planners, etc.)	22%	N=39	42%	N=76	23%	N=41	8%	N=15	5%	N=9	100%	N=180
City oversight of rental properties	3%	N=6	11%	N=19	22%	N=40	29%	N=52	35%	N=63	100%	N=180
City effectiveness in curtailing disruptive evening and weekend behavior	3%	N=6	20%	N=36	27%	N=48	30%	N=54	20%	N=35	100%	N=179

Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of St. Augustine	12%	N=22	37%	N=66	33%	N=59	16%	N=28	2%	N=3	100%	N=178
The Federal Government	5%	N=9	33%	N=58	33%	N=58	19%	N=34	9%	N=16	100%	N=175
St. Johns County Government	7%	N=13	47%	N=82	30%	N=52	10%	N=18	6%	N=10	100%	N=175
The State Government	3%	N=5	34%	N=59	42%	N=74	12%	N=21	9%	N=16	100%	N=175

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Table 45: Question 12

Please rate the following categories of St. Augustine government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to St. Augustine	7%	N=13	29%	N=50	33%	N=58	26%	N=46	5%	N=8	100%	N=175
The overall direction that St. Augustine is taking	7%	N=12	14%	N=25	29%	N=51	49%	N=85	1%	N=2	100%	N=175
The job St. Augustine government does at welcoming citizen involvement	10%	N=18	22%	N=39	38%	N=66	22%	N=38	8%	N=14	100%	N=175
Overall confidence in St. Augustine government	6%	N=11	24%	N=42	32%	N=56	36%	N=63	2%	N=3	100%	N=175
Generally acting in the best interest of the community	6%	N=11	20%	N=35	29%	N=50	41%	N=72	4%	N=7	100%	N=175
Being honest	6%	N=11	20%	N=35	27%	N=47	37%	N=64	10%	N=18	100%	N=175
Treating all residents fairly	7%	N=12	21%	N=36	23%	N=40	39%	N=68	11%	N=19	100%	N=175

Table 46: Question 13

Please rate how important, if at all, you think it is for the St. Augustine community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in St. Augustine	66%	N=117	27%	N=47	7%	N=12	1%	N=1	100%	N=177
Overall ease of getting to the places you usually have to visit	52%	N=91	41%	N=73	7%	N=12	0%	N=0	100%	N=176
Quality of overall natural environment in St. Augustine	56%	N=98	34%	N=60	9%	N=16	1%	N=1	100%	N=175
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	46%	N=80	39%	N=68	15%	N=26	0%	N=0	100%	N=174
Health and wellness opportunities in St. Augustine	28%	N=49	45%	N=79	23%	N=40	3%	N=6	100%	N=174
Overall opportunities for education and enrichment	30%	N=52	43%	N=74	24%	N=41	3%	N=6	100%	N=173
Overall economic health of St. Augustine	43%	N=73	46%	N=79	9%	N=16	2%	N=3	100%	N=171
Sense of community	34%	N=58	47%	N=81	18%	N=31	2%	N=3	100%	N=173

Table 47: Question 14

Please indicate how important, if at all, each of the following projects or issues will be for the City to address in the 2020 budget:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Street repairs and paving	39%	N=67	43%	N=75	17%	N=29	1%	N=2	0%	N=0	100%	N=173
Improvements to traffic flow in St. Augustine	65%	N=112	24%	N=41	11%	N=19	1%	N=1	0%	N=0	100%	N=173
Improvements to parking in St. Augustine	61%	N=105	25%	N=44	10%	N=18	3%	N=6	0%	N=0	100%	N=173
Improvements to pedestrian mobility and safety	52%	N=90	34%	N=58	13%	N=23	1%	N=2	0%	N=0	100%	N=173
Improvements to bicycle mobility and safety	43%	N=74	32%	N=55	17%	N=30	6%	N=11	1%	N=2	100%	N=172
Assistance with shelter for homeless in our community	40%	N=70	26%	N=45	17%	N=29	14%	N=25	2%	N=4	100%	N=173
Land acquisition to provide affordable/workforce housing	27%	N=47	25%	N=44	23%	N=39	21%	N=37	3%	N=6	100%	N=173
Land acquisition to provide parking facilities	27%	N=47	34%	N=59	25%	N=43	13%	N=23	1%	N=1	100%	N=173

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Please indicate how important, if at all, each of the following projects or issues will be for the City to address in the 2020 budget:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Acquisition of undeveloped land to provide greenspace	44%	N=76	31%	N=53	14%	N=24	10%	N=17	1%	N=2	100%	N=172
Improving public safety through police service	47%	N=81	30%	N=51	17%	N=30	5%	N=9	1%	N=1	100%	N=172
Improving the City's communication with the public	41%	N=71	35%	N=60	20%	N=35	2%	N=4	1%	N=2	100%	N=172
Improving City Government customer service	30%	N=51	40%	N=68	24%	N=41	4%	N=7	3%	N=5	100%	N=172
Historic preservation initiatives	50%	N=86	30%	N=51	19%	N=33	1%	N=2	0%	N=0	100%	N=172
Enhancements to arts and cultural programs	24%	N=42	34%	N=59	32%	N=55	9%	N=15	1%	N=1	100%	N=172
Reducing the City's carbon footprint	28%	N=48	28%	N=49	27%	N=47	15%	N=25	2%	N=3	100%	N=172
Increased regulation of vacation rentals	33%	N=56	22%	N=38	25%	N=43	19%	N=33	1%	N=2	100%	N=172

Table 48: Question 15

To what extent would you support or oppose the implementation of the following initiatives:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Implementation of traffic flow adjustments during peak hours and during events	66%	N=113	29%	N=50	2%	N=3	1%	N=2	2%	N=4	100%	N=172
Identifying opportunities to temporarily but regularly close downtown streets in high-tourist areas	39%	N=67	28%	N=48	15%	N=25	13%	N=22	5%	N=8	100%	N=170
Regulation of commercial delivery vehicle access to downtown	40%	N=68	31%	N=53	12%	N=21	9%	N=15	8%	N=13	100%	N=170
Increasing the use of shuttles to reduce traffic congestion downtown	59%	N=100	30%	N=50	5%	N=9	4%	N=6	2%	N=4	100%	N=169
Increasing the hours when parking is regulated	21%	N=35	24%	N=40	24%	N=40	28%	N=47	4%	N=7	100%	N=169
Implementation of residential parking programs to meet the needs of each neighborhood	41%	N=70	33%	N=55	11%	N=19	8%	N=13	7%	N=12	100%	N=169

Table 49: Question 16

Please rate to what extent vacation rentals have impacted your neighborhood:	Percent	Number
Vacation rentals have had a negative impact on my neighborhood	35%	N=59
Vacation rentals have had a positive impact on my neighborhood	15%	N=25
Vacation rentals do not impact my neighborhood	36%	N=60
Don't know	15%	N=25
Total	100%	N=169

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Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	5%	N=8	1%	N=2	3%	N=5	15%	N=26	76%	N=128	100%	N=169
Purchase goods or services from a business located in St. Augustine	1%	N=1	2%	N=4	11%	N=19	54%	N=90	31%	N=52	100%	N=166
Eat at least 5 portions of fruits and vegetables a day	2%	N=4	10%	N=16	33%	N=55	37%	N=61	19%	N=31	100%	N=167
Participate in moderate or vigorous physical activity	2%	N=4	9%	N=15	31%	N=52	31%	N=52	26%	N=43	100%	N=166
Read or watch local news (via television, paper, computer, etc.)	4%	N=6	4%	N=7	20%	N=33	29%	N=48	44%	N=74	100%	N=168
Vote in local elections	2%	N=4	1%	N=1	3%	N=5	11%	N=18	83%	N=140	100%	N=168

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=45
Very good	48%	N=80
Good	22%	N=37
Fair	2%	N=3
Poor	1%	N=2
Total	100%	N=167

Table 52: Question 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:	Percent	Number
Very positive	14%	N=22
Somewhat positive	27%	N=44
Neutral	48%	N=78
Somewhat negative	10%	N=17
Very negative	1%	N=1
Total	100%	N=162

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	57%	N=95
Working part time for pay	11%	N=18
Unemployed, looking for paid work	0%	N=0
Unemployed, not looking for paid work	4%	N=6
Fully retired	29%	N=48
Total	100%	N=167

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Table 54: Question D5

Do you work inside the boundaries of St. Augustine?	Percent	Number
Yes, outside the home	32%	N=49
Yes, from home	20%	N=30
No	48%	N=74
Total	100%	N=153

Table 55: Question D6

How many years have you lived in St. Augustine?	Percent	Number
Less than 2 years	12%	N=20
2 to 5 years	17%	N=29
6 to 10 years	19%	N=32
11 to 20 years	22%	N=37
More than 20 years	30%	N=50
Total	100%	N=168

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	81%	N=118
Building with two or more homes (duplex, townhome, apartment or condominium)	16%	N=24
Mobile home	1%	N=1
Other	2%	N=3
Total	100%	N=146

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	15%	N=21
Owned	85%	N=120
Total	100%	N=141

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Table 58: Question D9

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)?	Percent	Number
Less than \$300 per month	5%	N=8
\$300 to \$599 per month	8%	N=13
\$600 to \$999 per month	9%	N=15
\$1,000 to \$1,499 per month	27%	N=44
\$1,500 to \$2,499 per month	32%	N=53
\$2,500 or more per month	19%	N=31
Total	100%	N=164

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=90
Yes	32%	N=42
Total	100%	N=132

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	63%	N=83
Yes	37%	N=49
Total	100%	N=132

Table 61: Question D12

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.)	Percent	Number
Less than \$25,000	8%	N=13
\$25,000 to \$49,999	13%	N=20
\$50,000 to \$99,999	34%	N=53
\$100,000 to \$149,999	21%	N=33
\$150,000 or more	24%	N=37
Total	100%	N=156

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Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=156
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=9
Total	100%	N=165

Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=2
Asian, Asian Indian or Pacific Islander	1%	N=2
Black or African American	1%	N=1
White	94%	N=148
Other	5%	N=8

Total may exceed 100% as respondents could select more than one option.

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=2
25 to 34 years	9%	N=14
35 to 44 years	15%	N=25
45 to 54 years	19%	N=31
55 to 64 years	34%	N=55
65 to 74 years	18%	N=30
75 years or older	4%	N=7
Total	100%	N=164

Table 65: Question D16

What is your sex?	Percent	Number
Female	58%	N=59
Male	42%	N=43
Total	100%	N=102

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Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	83%	N=81
Land line	5%	N=5
Both	12%	N=12
Total	100%	N=98

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Technical Appendices

2019



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Appendix A: Complete Survey Responses

Responses excluding "don't know"

The following pages contain a complete set of responses to each question on the survey, excluding the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

Table 1: Question 1

Please rate each of the following aspects of quality of life in St. Augustine:	Excellent		Good		Fair		Poor		Total	
St. Augustine as a place to live	39%	N=349	48%	N=427	9%	N=84	3%	N=29	100%	N=890
Your neighborhood as a place to live	40%	N=352	38%	N=341	17%	N=153	5%	N=42	100%	N=888
St. Augustine as a place to raise children	34%	N=231	42%	N=290	19%	N=130	5%	N=36	100%	N=688
St. Augustine as a place to work	19%	N=149	31%	N=235	32%	N=246	18%	N=136	100%	N=766
St. Augustine as a place to visit	60%	N=519	33%	N=285	5%	N=39	3%	N=22	100%	N=866
St. Augustine as a place to retire	39%	N=306	43%	N=336	11%	N=88	7%	N=56	100%	N=788
The overall quality of life in St. Augustine	33%	N=290	50%	N=444	13%	N=119	3%	N=30	100%	N=883

Table 2: Question 2

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in St. Augustine	25%	N=224	55%	N=484	16%	N=139	5%	N=40	100%	N=887
Overall ease of getting to the places you usually have to visit	9%	N=82	30%	N=267	35%	N=311	25%	N=222	100%	N=881
Quality of overall natural environment in St. Augustine	28%	N=241	42%	N=371	23%	N=199	7%	N=65	100%	N=876
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	11%	N=98	36%	N=313	35%	N=306	18%	N=162	100%	N=880
Health and wellness opportunities in St. Augustine	20%	N=167	43%	N=356	26%	N=213	10%	N=83	100%	N=820
Overall opportunities for education and enrichment	25%	N=197	46%	N=370	23%	N=185	6%	N=45	100%	N=797
Overall economic health of St. Augustine	15%	N=124	50%	N=407	28%	N=228	6%	N=48	100%	N=806
Sense of community	22%	N=184	43%	N=365	25%	N=213	11%	N=92	100%	N=854
Overall image or reputation of St. Augustine	34%	N=297	49%	N=427	14%	N=123	2%	N=22	100%	N=868

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in St. Augustine to someone who asks	46%	N=396	34%	N=297	9%	N=74	11%	N=99	100%	N=867
Remain in St. Augustine for the next five years	64%	N=554	17%	N=149	11%	N=94	8%	N=66	100%	N=863

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	65%	N=576	26%	N=234	4%	N=36	3%	N=30	1%	N=9	100%	N=884
In St. Augustine's downtown/commercial area during the day	50%	N=433	37%	N=323	4%	N=38	7%	N=61	2%	N=14	100%	N=868

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Table 5: Question 5

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	2%	N=15	15%	N=136	32%	N=287	51%	N=449	100%	N=887
Ease of public parking	1%	N=7	6%	N=50	26%	N=225	68%	N=587	100%	N=869
Ease of travel by car in St. Augustine	2%	N=14	21%	N=183	38%	N=331	40%	N=351	100%	N=879
Ease of travel by public transportation in St. Augustine	5%	N=28	10%	N=62	23%	N=139	62%	N=370	100%	N=598
Ease of travel by bicycle in St. Augustine	9%	N=69	30%	N=222	31%	N=225	30%	N=219	100%	N=735
Ease of walking in St. Augustine	25%	N=219	42%	N=360	23%	N=198	10%	N=88	100%	N=865
Availability of paths and walking trails	10%	N=78	32%	N=252	31%	N=246	28%	N=224	100%	N=800
Air quality	28%	N=234	58%	N=496	12%	N=103	2%	N=16	100%	N=849
Cleanliness of St. Augustine	18%	N=158	50%	N=444	23%	N=207	9%	N=76	100%	N=885
Overall appearance of St. Augustine	26%	N=228	52%	N=464	18%	N=157	4%	N=36	100%	N=885
Public places where people want to spend time	27%	N=234	44%	N=384	21%	N=183	9%	N=76	100%	N=877
Variety of housing options	9%	N=74	22%	N=182	33%	N=277	36%	N=295	100%	N=828
Availability of affordable quality housing	4%	N=32	16%	N=127	28%	N=226	52%	N=414	100%	N=799
Fitness opportunities (including exercise classes and paths or trails, etc.)	18%	N=147	37%	N=310	33%	N=271	12%	N=100	100%	N=828
Recreational opportunities	24%	N=202	41%	N=354	26%	N=222	9%	N=75	100%	N=854
Availability of affordable quality food	24%	N=207	46%	N=406	22%	N=195	8%	N=66	100%	N=874
Availability of affordable quality health care	14%	N=109	41%	N=322	30%	N=236	16%	N=124	100%	N=790
Availability of preventive health services	14%	N=104	43%	N=320	28%	N=207	16%	N=120	100%	N=751
Availability of affordable quality mental health care	6%	N=31	32%	N=158	30%	N=151	32%	N=157	100%	N=497

Table 6: Question 6

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Total	
Opportunities to attend cultural/arts/music activities	46%	N=394	40%	N=346	13%	N=110	1%	N=8	100%	N=858
Employment opportunities	11%	N=78	29%	N=210	40%	N=295	20%	N=147	100%	N=730
Cost of living in St. Augustine	5%	N=45	28%	N=241	43%	N=373	24%	N=210	100%	N=870
Overall quality of business and service establishments in St. Augustine	16%	N=135	51%	N=436	29%	N=251	4%	N=35	100%	N=856
Vibrant downtown/commercial area	32%	N=279	44%	N=380	19%	N=165	4%	N=37	100%	N=860
Opportunities to participate in social events and activities	32%	N=275	48%	N=404	15%	N=131	4%	N=37	100%	N=847
Opportunities to volunteer	34%	N=261	48%	N=368	15%	N=117	3%	N=25	100%	N=771
Opportunities to participate in community matters	26%	N=198	44%	N=342	21%	N=165	8%	N=65	100%	N=770
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=134	38%	N=302	28%	N=220	18%	N=144	100%	N=801
Neighborliness of residents in St. Augustine	19%	N=161	49%	N=420	23%	N=198	8%	N=72	100%	N=851

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	13%	N=114	87%	N=763	100%	N=878
Made efforts to make your home more energy efficient	24%	N=209	76%	N=664	100%	N=874
Observed a code violation or other hazard in St. Augustine (weeds, abandoned buildings, etc.)	43%	N=378	57%	N=491	100%	N=869

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Household member was a victim of a crime in St. Augustine	89%	N=779	11%	N=94	100%	N=873
Reported a crime to the police in St. Augustine	72%	N=633	28%	N=243	100%	N=876
Stocked supplies in preparation for an emergency	34%	N=293	66%	N=578	100%	N=872
Campaigned or advocated for an issue, cause or candidate	62%	N=542	38%	N=334	100%	N=877
Contacted the City of St. Augustine (in-person, phone, email or web) for help or information	46%	N=403	54%	N=473	100%	N=876
Contacted St. Augustine elected officials (in-person, phone, email or web) to express your opinion	70%	N=611	30%	N=267	100%	N=877

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in St. Augustine?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used St. Augustine recreation centers or their services	13%	N=109	17%	N=145	28%	N=247	42%	N=366	100%	N=867
Visited a neighborhood park or City park	22%	N=192	26%	N=229	37%	N=325	14%	N=125	100%	N=870
Used St. Augustine public libraries or their services	9%	N=79	19%	N=169	34%	N=300	37%	N=324	100%	N=872
Attended a City-sponsored event	4%	N=31	14%	N=122	51%	N=448	31%	N=270	100%	N=870
Used bus or other public transportation instead of driving	3%	N=25	3%	N=28	8%	N=73	86%	N=751	100%	N=877
Carpooled with other adults or children instead of driving alone	14%	N=123	18%	N=152	19%	N=167	49%	N=426	100%	N=868
Walked or biked instead of driving	34%	N=300	23%	N=204	20%	N=175	22%	N=197	100%	N=876
Volunteered your time to some group/activity in St. Augustine	9%	N=83	15%	N=131	27%	N=233	49%	N=426	100%	N=874
Participated in a club	7%	N=62	13%	N=110	15%	N=131	65%	N=568	100%	N=871
Talked to or visited with your immediate neighbors	50%	N=436	26%	N=229	17%	N=150	6%	N=56	100%	N=872
Done a favor for a neighbor	27%	N=236	27%	N=238	30%	N=261	16%	N=139	100%	N=874

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=9	3%	N=30	27%	N=238	68%	N=597	100%	N=874
Watched (online or on television) a local public meeting	3%	N=24	7%	N=65	24%	N=209	66%	N=571	100%	N=868

Table 10: Question 10

Please rate the quality of each of the following services in St. Augustine:	Excellent		Good		Fair		Poor		Total	
Police services	37%	N=294	46%	N=370	13%	N=101	4%	N=34	100%	N=799
Fire services	53%	N=375	43%	N=310	3%	N=22	1%	N=7	100%	N=714
Ambulance or emergency medical services	48%	N=320	45%	N=298	5%	N=34	1%	N=9	100%	N=660
Crime prevention	21%	N=144	49%	N=339	18%	N=125	12%	N=80	100%	N=689
Fire prevention and education	31%	N=170	53%	N=288	12%	N=64	4%	N=21	100%	N=543
Traffic enforcement	12%	N=98	41%	N=327	30%	N=234	16%	N=129	100%	N=788
Street repair	4%	N=38	26%	N=216	34%	N=291	36%	N=300	100%	N=845
Street cleaning	16%	N=134	43%	N=357	29%	N=245	12%	N=100	100%	N=835

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Please rate the quality of each of the following services in St. Augustine:	Excellent		Good		Fair		Poor		Total	
Street lighting	10%	N=87	44%	N=377	31%	N=264	15%	N=127	100%	N=856
Sidewalk maintenance	6%	N=52	37%	N=304	32%	N=270	25%	N=206	100%	N=831
Traffic signal timing	8%	N=64	33%	N=282	36%	N=305	23%	N=198	100%	N=850
Garbage collection	48%	N=399	42%	N=355	8%	N=69	2%	N=16	100%	N=840
Recycling	42%	N=348	40%	N=336	12%	N=101	6%	N=51	100%	N=835
Yard waste pick-up	43%	N=321	39%	N=294	13%	N=98	5%	N=34	100%	N=746
Storm drainage	10%	N=84	31%	N=251	29%	N=241	30%	N=246	100%	N=823
Drinking water	16%	N=131	38%	N=320	29%	N=245	17%	N=139	100%	N=836
Sewer services	21%	N=160	48%	N=376	23%	N=179	8%	N=64	100%	N=780
Utility billing	21%	N=168	47%	N=379	22%	N=181	10%	N=85	100%	N=814
City parks	27%	N=215	46%	N=361	20%	N=159	7%	N=54	100%	N=790
Recreation programs or classes	23%	N=122	41%	N=218	27%	N=143	10%	N=52	100%	N=536
Recreation centers or facilities	18%	N=108	42%	N=250	32%	N=189	9%	N=51	100%	N=598
Land use, planning and zoning	7%	N=45	22%	N=150	37%	N=251	34%	N=233	100%	N=678
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=44	23%	N=157	38%	N=253	32%	N=219	100%	N=673
Animal control	12%	N=68	45%	N=268	30%	N=176	13%	N=78	100%	N=589
Economic development	10%	N=67	37%	N=252	37%	N=250	16%	N=112	100%	N=681
Health services	14%	N=102	45%	N=317	29%	N=208	12%	N=83	100%	N=710
Public information services	16%	N=113	45%	N=329	29%	N=208	11%	N=77	100%	N=728
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	24%	N=175	48%	N=357	23%	N=171	6%	N=41	100%	N=743
Preservation of natural areas such as open space	14%	N=110	32%	N=248	31%	N=241	23%	N=178	100%	N=776
City-sponsored special events	22%	N=161	48%	N=355	25%	N=183	5%	N=37	100%	N=735
Overall customer service by St. Augustine employees (police, receptionists, planners, etc.)	26%	N=209	46%	N=367	19%	N=151	9%	N=73	100%	N=800
City oversight of rental properties	9%	N=46	27%	N=140	34%	N=178	31%	N=160	100%	N=524
City effectiveness in curtailing disruptive evening and weekend behavior	13%	N=93	37%	N=257	28%	N=194	21%	N=148	100%	N=692

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of St. Augustine	19%	N=163	54%	N=450	20%	N=167	7%	N=57	100%	N=837
The Federal Government	7%	N=53	36%	N=269	36%	N=267	21%	N=160	100%	N=749
St. Johns County Government	13%	N=102	49%	N=381	31%	N=243	6%	N=50	100%	N=775
The State Government	8%	N=57	40%	N=303	37%	N=279	15%	N=110	100%	N=749

Table 12: Question 12

Please rate the following categories of St. Augustine government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to St. Augustine	8%	N=62	40%	N=315	33%	N=259	18%	N=141	100%	N=778
The overall direction that St. Augustine is taking	10%	N=82	31%	N=255	33%	N=265	26%	N=212	100%	N=814
The job St. Augustine government does at welcoming citizen involvement	9%	N=65	37%	N=271	35%	N=262	19%	N=140	100%	N=738

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Please rate the following categories of St. Augustine government performance:	Excellent		Good		Fair		Poor		Total	
Overall confidence in St. Augustine government	7%	N=54	37%	N=299	35%	N=285	21%	N=165	100%	N=803
Generally acting in the best interest of the community	8%	N=69	34%	N=275	33%	N=270	25%	N=203	100%	N=818
Being honest	10%	N=71	35%	N=256	33%	N=242	23%	N=166	100%	N=734
Treating all residents fairly	8%	N=61	34%	N=256	29%	N=223	29%	N=221	100%	N=761

Table 13: Question 13

Please rate how important, if at all, you think it is for the St. Augustine community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in St. Augustine	53%	N=463	32%	N=277	13%	N=117	2%	N=17	100%	N=874
Overall ease of getting to the places you usually have to visit	50%	N=437	40%	N=346	9%	N=79	1%	N=7	100%	N=869
Quality of overall natural environment in St. Augustine	53%	N=454	36%	N=307	11%	N=93	1%	N=10	100%	N=864
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	39%	N=342	44%	N=386	15%	N=130	2%	N=13	100%	N=871
Health and wellness opportunities in St. Augustine	33%	N=289	42%	N=361	22%	N=186	3%	N=28	100%	N=864
Overall opportunities for education and enrichment	32%	N=279	41%	N=358	24%	N=210	2%	N=18	100%	N=864
Overall economic health of St. Augustine	43%	N=373	42%	N=367	14%	N=118	1%	N=10	100%	N=868
Sense of community	38%	N=326	40%	N=351	19%	N=169	3%	N=23	100%	N=869

Table 14: Question 14

Please indicate how important, if at all, each of the following projects or issues will be for the City to address in the 2020 budget:	Essential		Very important		Somewhat important		Not at all important		Total	
Street repairs and paving	45%	N=387	33%	N=284	20%	N=171	1%	N=9	100%	N=852
Improvements to traffic flow in St. Augustine	65%	N=567	26%	N=225	8%	N=69	1%	N=5	100%	N=867
Improvements to parking in St. Augustine	59%	N=514	26%	N=230	13%	N=111	2%	N=20	100%	N=874
Improvements to pedestrian mobility and safety	45%	N=388	36%	N=308	15%	N=131	4%	N=35	100%	N=861
Improvements to bicycle mobility and safety	41%	N=344	34%	N=286	19%	N=163	6%	N=55	100%	N=847
Assistance with shelter for homeless in our community	44%	N=372	26%	N=222	22%	N=190	8%	N=67	100%	N=851
Land acquisition to provide affordable/workforce housing	25%	N=209	29%	N=238	31%	N=255	16%	N=132	100%	N=835
Land acquisition to provide parking facilities	27%	N=225	30%	N=249	28%	N=237	15%	N=130	100%	N=841
Acquisition of undeveloped land to provide greenspace	43%	N=366	31%	N=261	18%	N=150	8%	N=71	100%	N=848
Improving public safety through police service	37%	N=318	35%	N=305	23%	N=200	5%	N=41	100%	N=864
Improving the City's communication with the public	32%	N=273	39%	N=335	25%	N=214	4%	N=38	100%	N=858
Improving City Government customer service	26%	N=215	34%	N=286	34%	N=288	6%	N=48	100%	N=836
Historic preservation initiatives	36%	N=307	38%	N=326	22%	N=188	5%	N=40	100%	N=861
Enhancements to arts and cultural programs	24%	N=206	36%	N=306	31%	N=270	9%	N=78	100%	N=861
Reducing the City's carbon footprint	35%	N=294	27%	N=226	24%	N=203	14%	N=122	100%	N=844
Increased regulation of vacation rentals	26%	N=210	23%	N=185	26%	N=212	25%	N=207	100%	N=814

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Table 15: Question 15

To what extent would you support or oppose the implementation of the following initiatives:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Implementation of traffic flow adjustments during peak hours and during events	71%	N=602	23%	N=193	4%	N=31	3%	N=23	100%	N=850
Identifying opportunities to temporarily but regularly close downtown streets in high-tourist areas	36%	N=294	33%	N=267	15%	N=119	17%	N=135	100%	N=815
Regulation of commercial delivery vehicle access to downtown	37%	N=283	41%	N=320	14%	N=109	8%	N=63	100%	N=775
Increasing the use of shuttles to reduce traffic congestion downtown	57%	N=476	33%	N=274	5%	N=41	5%	N=40	100%	N=832
Increasing the hours when parking is regulated	21%	N=167	24%	N=189	23%	N=183	33%	N=263	100%	N=802
Implementation of residential parking programs to meet the needs of each neighborhood	47%	N=380	34%	N=272	10%	N=84	8%	N=67	100%	N=803

Table 16: Question 16

Please rate to what extent vacation rentals have impacted your neighborhood:	Percent	Number
Vacation rentals have had a negative impact on my neighborhood	26%	N=189
Vacation rentals have had a positive impact on my neighborhood	17%	N=123
Vacation rentals do not impact my neighborhood	56%	N=401
Total	100%	N=713

Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	5%	N=46	2%	N=20	5%	N=47	19%	N=167	68%	N=594	100%	N=874
Purchase goods or services from a business located in St. Augustine	0%	N=0	1%	N=5	12%	N=109	49%	N=427	38%	N=336	100%	N=877
Eat at least 5 portions of fruits and vegetables a day	2%	N=21	13%	N=116	31%	N=270	33%	N=286	20%	N=177	100%	N=871
Participate in moderate or vigorous physical activity	1%	N=13	8%	N=69	27%	N=236	33%	N=286	31%	N=271	100%	N=875
Read or watch local news (via television, paper, computer, etc.)	5%	N=41	11%	N=101	19%	N=165	26%	N=225	39%	N=344	100%	N=876
Vote in local elections	6%	N=56	2%	N=20	6%	N=49	13%	N=116	73%	N=635	100%	N=876

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	28%	N=244
Very good	43%	N=378
Good	23%	N=204
Fair	6%	N=52
Poor	0%	N=2
Total	100%	N=880

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Table 19: Question 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:	Percent	Number
Very positive	10%	N=83
Somewhat positive	23%	N=203
Neutral	52%	N=453
Somewhat negative	13%	N=117
Very negative	2%	N=16
Total	100%	N=872

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	56%	N=492
Working part time for pay	12%	N=101
Unemployed, looking for paid work	2%	N=18
Unemployed, not looking for paid work	3%	N=30
Fully retired	27%	N=237
Total	100%	N=879

Table 21: Question D5

Do you work inside the boundaries of St. Augustine?	Percent	Number
Yes, outside the home	45%	N=381
Yes, from home	12%	N=99
No	44%	N=370
Total	100%	N=850

Table 22: Question D6

How many years have you lived in St. Augustine?	Percent	Number
Less than 2 years	10%	N=84
2 to 5 years	23%	N=203
6 to 10 years	17%	N=153
11 to 20 years	23%	N=199
More than 20 years	27%	N=242
Total	100%	N=880

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Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=523
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=334
Mobile home	0%	N=0
Other	3%	N=25
Total	100%	N=881

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	42%	N=372
Owned	58%	N=504
Total	100%	N=876

Table 25: Question D9

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)?	Percent	Number
Less than \$300 per month	5%	N=40
\$300 to \$599 per month	9%	N=78
\$600 to \$999 per month	24%	N=207
\$1,000 to \$1,499 per month	29%	N=247
\$1,500 to \$2,499 per month	22%	N=192
\$2,500 or more per month	11%	N=91
Total	100%	N=855

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	82%	N=723
Yes	18%	N=157
Total	100%	N=880

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	64%	N=563
Yes	36%	N=319
Total	100%	N=881

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Table 28: Question D12

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.)	Percent	Number
Less than \$25,000	13%	N=109
\$25,000 to \$49,999	27%	N=220
\$50,000 to \$99,999	36%	N=292
\$100,000 to \$149,999	13%	N=109
\$150,000 or more	11%	N=92
Total	100%	N=823

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=809
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=50
Total	100%	N=859

Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=19
Asian, Asian Indian or Pacific Islander	5%	N=40
Black or African American	5%	N=40
White	90%	N=769
Other	5%	N=44
Total may exceed 100% as respondents could select more than one option.		

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	7%	N=56
25 to 34 years	22%	N=189
35 to 44 years	12%	N=103
45 to 54 years	17%	N=145
55 to 64 years	14%	N=118
65 to 74 years	19%	N=167
75 years or older	10%	N=88
Total	100%	N=866

Table 32: Question D16

What is your sex?	Percent	Number
Female	53%	N=454
Male	47%	N=398
Total	100%	N=851

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Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	84%	N=730
Land line	7%	N=59
Both	9%	N=80
Total	100%	N=869

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 34: Question 1

Please rate each of the following aspects of quality of life in St. Augustine:	Excellent		Good		Fair		Poor		Don't know		Total	
St. Augustine as a place to live	39%	N=349	48%	N=427	9%	N=84	3%	N=29	0%	N=0	100%	N=890
Your neighborhood as a place to live	40%	N=352	38%	N=341	17%	N=153	5%	N=42	0%	N=0	100%	N=888
St. Augustine as a place to raise children	26%	N=231	33%	N=290	15%	N=130	4%	N=36	22%	N=198	100%	N=886
St. Augustine as a place to work	17%	N=149	27%	N=235	28%	N=246	15%	N=136	13%	N=114	100%	N=881
St. Augustine as a place to visit	59%	N=519	32%	N=285	4%	N=39	3%	N=22	2%	N=16	100%	N=882
St. Augustine as a place to retire	35%	N=306	38%	N=336	10%	N=88	6%	N=56	10%	N=89	100%	N=877
The overall quality of life in St. Augustine	33%	N=290	50%	N=444	13%	N=119	3%	N=30	1%	N=4	100%	N=887

Table 35: Question 2

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in St. Augustine	25%	N=224	54%	N=484	16%	N=139	5%	N=40	1%	N=4	100%	N=892
Overall ease of getting to the places you usually have to visit	9%	N=82	30%	N=267	35%	N=311	25%	N=222	0%	N=2	100%	N=883
Quality of overall natural environment in St. Augustine	27%	N=241	42%	N=371	23%	N=199	7%	N=65	1%	N=4	100%	N=881
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	11%	N=98	35%	N=313	35%	N=306	18%	N=162	1%	N=5	100%	N=884
Health and wellness opportunities in St. Augustine	19%	N=167	40%	N=356	24%	N=213	9%	N=83	7%	N=61	100%	N=881
Overall opportunities for education and enrichment	22%	N=197	42%	N=370	21%	N=185	5%	N=45	9%	N=82	100%	N=879
Overall economic health of St. Augustine	14%	N=124	46%	N=407	26%	N=228	5%	N=48	9%	N=78	100%	N=884
Sense of community	21%	N=184	42%	N=365	24%	N=213	11%	N=92	2%	N=16	100%	N=870
Overall image or reputation of St. Augustine	34%	N=297	48%	N=427	14%	N=123	2%	N=22	2%	N=15	100%	N=883

Table 36: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in St. Augustine to someone who asks	45%	N=396	34%	N=297	8%	N=74	11%	N=99	2%	N=17	100%	N=884
Remain in St. Augustine for the next five years	63%	N=554	17%	N=149	11%	N=94	8%	N=66	2%	N=17	100%	N=880

Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	65%	N=576	26%	N=234	4%	N=36	3%	N=30	1%	N=9	0%	N=1	100%	N=885
In St. Augustine's downtown/commercial area during the day	49%	N=433	37%	N=323	4%	N=38	7%	N=61	2%	N=14	2%	N=14	100%	N=882

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Table 38: Question 5

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	2%	N=15	15%	N=136	32%	N=287	51%	N=449	0%	N=2	100%	N=889
Ease of public parking	1%	N=7	6%	N=50	25%	N=225	66%	N=587	2%	N=15	100%	N=884
Ease of travel by car in St. Augustine	2%	N=14	21%	N=183	37%	N=331	40%	N=351	0%	N=3	100%	N=882
Ease of travel by public transportation in St. Augustine	3%	N=28	7%	N=62	16%	N=139	42%	N=370	32%	N=284	100%	N=882
Ease of travel by bicycle in St. Augustine	8%	N=69	25%	N=222	26%	N=225	25%	N=219	17%	N=148	100%	N=883
Ease of walking in St. Augustine	25%	N=219	41%	N=360	22%	N=198	10%	N=88	2%	N=15	100%	N=881
Availability of paths and walking trails	9%	N=78	28%	N=252	28%	N=246	25%	N=224	10%	N=86	100%	N=886
Air quality	26%	N=234	56%	N=496	12%	N=103	2%	N=16	4%	N=35	100%	N=883
Cleanliness of St. Augustine	18%	N=158	50%	N=444	23%	N=207	9%	N=76	0%	N=0	100%	N=885
Overall appearance of St. Augustine	26%	N=228	52%	N=464	18%	N=157	4%	N=36	0%	N=0	100%	N=885
Public places where people want to spend time	26%	N=234	43%	N=384	21%	N=183	9%	N=76	1%	N=11	100%	N=888
Variety of housing options	8%	N=74	21%	N=182	31%	N=277	33%	N=295	6%	N=56	100%	N=884
Availability of affordable quality housing	4%	N=32	14%	N=127	26%	N=226	47%	N=414	10%	N=84	100%	N=883
Fitness opportunities (including exercise classes and paths or trails, etc.)	17%	N=147	35%	N=310	31%	N=271	11%	N=100	7%	N=58	100%	N=887
Recreational opportunities	23%	N=202	40%	N=354	25%	N=222	8%	N=75	4%	N=32	100%	N=886
Availability of affordable quality food	23%	N=207	46%	N=406	22%	N=195	7%	N=66	1%	N=5	100%	N=879
Availability of affordable quality health care	12%	N=109	36%	N=322	27%	N=236	14%	N=124	10%	N=93	100%	N=883
Availability of preventive health services	12%	N=104	36%	N=320	23%	N=207	13%	N=120	15%	N=136	100%	N=887
Availability of affordable quality mental health care	4%	N=31	18%	N=158	17%	N=151	18%	N=157	44%	N=390	100%	N=888

Table 39: Question 6

Please rate each of the following characteristics as they relate to St. Augustine as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Opportunities to attend cultural/arts/music activities	45%	N=394	39%	N=346	13%	N=110	1%	N=8	2%	N=22	100%	N=879
Employment opportunities	9%	N=78	24%	N=210	34%	N=295	17%	N=147	17%	N=149	100%	N=879
Cost of living in St. Augustine	5%	N=45	28%	N=241	43%	N=373	24%	N=210	1%	N=6	100%	N=876
Overall quality of business and service establishments in St. Augustine	15%	N=135	50%	N=436	29%	N=251	4%	N=35	2%	N=16	100%	N=873
Vibrant downtown/commercial area	32%	N=279	43%	N=380	19%	N=165	4%	N=37	2%	N=14	100%	N=874
Opportunities to participate in social events and activities	31%	N=275	46%	N=404	15%	N=131	4%	N=37	3%	N=28	100%	N=875
Opportunities to volunteer	30%	N=261	42%	N=368	13%	N=117	3%	N=25	12%	N=106	100%	N=877
Opportunities to participate in community matters	23%	N=198	40%	N=342	19%	N=165	8%	N=65	10%	N=88	100%	N=859
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=134	35%	N=302	25%	N=220	17%	N=144	8%	N=69	100%	N=870
Neighborliness of residents in St. Augustine	18%	N=161	48%	N=420	23%	N=198	8%	N=72	3%	N=23	100%	N=874

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Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	13%	N=114	87%	N=763	100%	N=878
Made efforts to make your home more energy efficient	24%	N=209	76%	N=664	100%	N=874
Observed a code violation or other hazard in St. Augustine (weeds, abandoned buildings, etc.)	43%	N=378	57%	N=491	100%	N=869
Household member was a victim of a crime in St. Augustine	89%	N=779	11%	N=94	100%	N=873
Reported a crime to the police in St. Augustine	72%	N=633	28%	N=243	100%	N=876
Stocked supplies in preparation for an emergency	34%	N=293	66%	N=578	100%	N=872
Campaigned or advocated for an issue, cause or candidate	62%	N=542	38%	N=334	100%	N=877
Contacted the City of St. Augustine (in-person, phone, email or web) for help or information	46%	N=403	54%	N=473	100%	N=876
Contacted St. Augustine elected officials (in-person, phone, email or web) to express your opinion	70%	N=611	30%	N=267	100%	N=877

Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in St. Augustine?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used St. Augustine recreation centers or their services	13%	N=109	17%	N=145	28%	N=247	42%	N=366	100%	N=867
Visited a neighborhood park or City park	22%	N=192	26%	N=229	37%	N=325	14%	N=125	100%	N=870
Used St. Augustine public libraries or their services	9%	N=79	19%	N=169	34%	N=300	37%	N=324	100%	N=872
Attended a City-sponsored event	4%	N=31	14%	N=122	51%	N=448	31%	N=270	100%	N=870
Used bus or other public transportation instead of driving	3%	N=25	3%	N=28	8%	N=73	86%	N=751	100%	N=877
Carpooled with other adults or children instead of driving alone	14%	N=123	18%	N=152	19%	N=167	49%	N=426	100%	N=868
Walked or biked instead of driving	34%	N=300	23%	N=204	20%	N=175	22%	N=197	100%	N=876
Volunteered your time to some group/activity in St. Augustine	9%	N=83	15%	N=131	27%	N=233	49%	N=426	100%	N=874
Participated in a club	7%	N=62	13%	N=110	15%	N=131	65%	N=568	100%	N=871
Talked to or visited with your immediate neighbors	50%	N=436	26%	N=229	17%	N=150	6%	N=56	100%	N=872
Done a favor for a neighbor	27%	N=236	27%	N=238	30%	N=261	16%	N=139	100%	N=874

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=9	3%	N=30	27%	N=238	68%	N=597	100%	N=874
Watched (online or on television) a local public meeting	3%	N=24	7%	N=65	24%	N=209	66%	N=571	100%	N=868

Table 43: Question 10

Please rate the quality of each of the following services in St. Augustine:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	34%	N=294	43%	N=370	12%	N=101	4%	N=34	8%	N=71	100%	N=870
Fire services	43%	N=375	36%	N=310	3%	N=22	1%	N=7	18%	N=159	100%	N=873
Ambulance or emergency medical services	37%	N=320	34%	N=298	4%	N=34	1%	N=9	24%	N=212	100%	N=872
Crime prevention	17%	N=144	39%	N=339	14%	N=125	9%	N=80	21%	N=184	100%	N=872

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Please rate the quality of each of the following services in St. Augustine:	Excellent		Good		Fair		Poor		Don't know		Total	
Fire prevention and education	20%	N=170	33%	N=288	7%	N=64	2%	N=21	37%	N=320	100%	N=863
Traffic enforcement	11%	N=98	38%	N=327	27%	N=234	15%	N=129	9%	N=73	100%	N=862
Street repair	4%	N=38	25%	N=216	33%	N=291	35%	N=300	3%	N=25	100%	N=870
Street cleaning	15%	N=134	41%	N=357	28%	N=245	11%	N=100	4%	N=32	100%	N=868
Street lighting	10%	N=87	44%	N=377	31%	N=264	15%	N=127	1%	N=5	100%	N=862
Sidewalk maintenance	6%	N=52	35%	N=304	31%	N=270	24%	N=206	4%	N=35	100%	N=866
Traffic signal timing	7%	N=64	33%	N=282	35%	N=305	23%	N=198	2%	N=17	100%	N=867
Garbage collection	46%	N=399	41%	N=355	8%	N=69	2%	N=16	3%	N=28	100%	N=868
Recycling	40%	N=348	39%	N=336	12%	N=101	6%	N=51	4%	N=36	100%	N=872
Yard waste pick-up	37%	N=321	34%	N=294	11%	N=98	4%	N=34	14%	N=122	100%	N=868
Storm drainage	10%	N=84	29%	N=251	28%	N=241	28%	N=246	5%	N=44	100%	N=867
Drinking water	15%	N=131	37%	N=320	28%	N=245	16%	N=139	3%	N=30	100%	N=866
Sewer services	18%	N=160	44%	N=376	21%	N=179	7%	N=64	10%	N=86	100%	N=865
Utility billing	20%	N=168	44%	N=379	21%	N=181	10%	N=85	5%	N=45	100%	N=859
City parks	25%	N=215	42%	N=361	18%	N=159	6%	N=54	8%	N=72	100%	N=862
Recreation programs or classes	14%	N=122	25%	N=218	17%	N=143	6%	N=52	38%	N=330	100%	N=866
Recreation centers or facilities	13%	N=108	29%	N=250	22%	N=189	6%	N=51	30%	N=258	100%	N=856
Land use, planning and zoning	5%	N=45	17%	N=150	29%	N=251	27%	N=233	21%	N=186	100%	N=863
Code enforcement (weeds, abandoned buildings, etc.)	5%	N=44	18%	N=157	29%	N=253	25%	N=219	22%	N=192	100%	N=865
Animal control	8%	N=68	31%	N=268	21%	N=176	9%	N=78	31%	N=264	100%	N=853
Economic development	8%	N=67	29%	N=252	29%	N=250	13%	N=112	21%	N=178	100%	N=859
Health services	12%	N=102	37%	N=317	24%	N=208	10%	N=83	18%	N=151	100%	N=861
Public information services	13%	N=113	38%	N=329	24%	N=208	9%	N=77	15%	N=133	100%	N=861
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	20%	N=175	41%	N=357	20%	N=171	5%	N=41	14%	N=120	100%	N=862
Preservation of natural areas such as open space	13%	N=110	29%	N=248	28%	N=241	21%	N=178	9%	N=79	100%	N=855
City-sponsored special events	19%	N=161	42%	N=355	22%	N=183	4%	N=37	13%	N=107	100%	N=843
Overall customer service by St. Augustine employees (police, receptionists, planners, etc.)	24%	N=209	42%	N=367	17%	N=151	8%	N=73	8%	N=65	100%	N=865
City oversight of rental properties	5%	N=46	16%	N=140	21%	N=178	19%	N=160	39%	N=332	100%	N=855
City effectiveness in curtailing disruptive evening and weekend behavior	11%	N=93	30%	N=257	22%	N=194	17%	N=148	20%	N=175	100%	N=867

Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of St. Augustine	19%	N=163	52%	N=450	19%	N=167	7%	N=57	3%	N=29	100%	N=866
The Federal Government	6%	N=53	31%	N=269	31%	N=267	19%	N=160	13%	N=111	100%	N=860
St. Johns County Government	12%	N=102	45%	N=381	28%	N=243	6%	N=50	9%	N=81	100%	N=856
The State Government	7%	N=57	35%	N=303	33%	N=279	13%	N=110	13%	N=107	100%	N=856

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Table 45: Question 12

Please rate the following categories of St. Augustine government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to St. Augustine	7%	N=62	36%	N=315	30%	N=259	16%	N=141	10%	N=86	100%	N=864
The overall direction that St. Augustine is taking	9%	N=82	30%	N=255	31%	N=265	25%	N=212	6%	N=50	100%	N=863
The job St. Augustine government does at welcoming citizen involvement	7%	N=65	31%	N=271	30%	N=262	16%	N=140	15%	N=126	100%	N=864
Overall confidence in St. Augustine government	6%	N=54	35%	N=299	33%	N=285	19%	N=165	7%	N=60	100%	N=864
Generally acting in the best interest of the community	8%	N=69	32%	N=275	31%	N=270	23%	N=203	5%	N=47	100%	N=864
Being honest	8%	N=71	30%	N=256	28%	N=242	19%	N=166	15%	N=129	100%	N=863
Treating all residents fairly	7%	N=61	30%	N=256	26%	N=223	26%	N=221	12%	N=104	100%	N=866

Table 46: Question 13

Please rate how important, if at all, you think it is for the St. Augustine community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in St. Augustine	53%	N=463	32%	N=277	13%	N=117	2%	N=17	100%	N=874
Overall ease of getting to the places you usually have to visit	50%	N=437	40%	N=346	9%	N=79	1%	N=7	100%	N=869
Quality of overall natural environment in St. Augustine	53%	N=454	36%	N=307	11%	N=93	1%	N=10	100%	N=864
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	39%	N=342	44%	N=386	15%	N=130	2%	N=13	100%	N=871
Health and wellness opportunities in St. Augustine	33%	N=289	42%	N=361	22%	N=186	3%	N=28	100%	N=864
Overall opportunities for education and enrichment	32%	N=279	41%	N=358	24%	N=210	2%	N=18	100%	N=864
Overall economic health of St. Augustine	43%	N=373	42%	N=367	14%	N=118	1%	N=10	100%	N=868
Sense of community	38%	N=326	40%	N=351	19%	N=169	3%	N=23	100%	N=869

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Table 47: Question 14

Please indicate how important, if at all, each of the following projects or issues will be for the City to address in the 2020 budget:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Street repairs and paving	45%	N=387	33%	N=284	20%	N=171	1%	N=9	1%	N=5	100%	N=857
Improvements to traffic flow in St. Augustine	65%	N=567	26%	N=225	8%	N=69	1%	N=5	0%	N=1	100%	N=868
Improvements to parking in St. Augustine	59%	N=514	26%	N=230	13%	N=111	2%	N=20	0%	N=2	100%	N=876
Improvements to pedestrian mobility and safety	45%	N=388	36%	N=308	15%	N=131	4%	N=35	1%	N=7	100%	N=868
Improvements to bicycle mobility and safety	40%	N=344	33%	N=286	19%	N=163	6%	N=55	2%	N=21	100%	N=868
Assistance with shelter for homeless in our community	43%	N=372	26%	N=222	22%	N=190	8%	N=67	2%	N=17	100%	N=868
Land acquisition to provide affordable/workforce housing	24%	N=209	28%	N=238	30%	N=255	15%	N=132	3%	N=30	100%	N=865
Land acquisition to provide parking facilities	26%	N=225	29%	N=249	28%	N=237	15%	N=130	2%	N=19	100%	N=860
Acquisition of undeveloped land to provide greenspace	42%	N=366	30%	N=261	17%	N=150	8%	N=71	3%	N=22	100%	N=870
Improving public safety through police service	36%	N=318	35%	N=305	23%	N=200	5%	N=41	1%	N=7	100%	N=871
Improving the City's communication with the public	31%	N=273	39%	N=335	25%	N=214	4%	N=38	1%	N=8	100%	N=867
Improving City Government customer service	25%	N=215	33%	N=286	33%	N=288	6%	N=48	4%	N=30	100%	N=866
Historic preservation initiatives	35%	N=307	37%	N=326	22%	N=188	5%	N=40	1%	N=10	100%	N=871
Enhancements to arts and cultural programs	24%	N=206	35%	N=306	31%	N=270	9%	N=78	1%	N=10	100%	N=870
Reducing the City's carbon footprint	34%	N=294	26%	N=226	23%	N=203	14%	N=122	3%	N=29	100%	N=873
Increased regulation of vacation rentals	24%	N=210	21%	N=185	24%	N=212	24%	N=207	6%	N=52	100%	N=867

Table 48: Question 15

To what extent would you support or oppose the implementation of the following initiatives:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Implementation of traffic flow adjustments during peak hours and during events	69%	N=602	22%	N=193	4%	N=31	3%	N=23	3%	N=25	100%	N=875
Identifying opportunities to temporarily but regularly close downtown streets in high-tourist areas	34%	N=294	31%	N=267	14%	N=119	15%	N=135	7%	N=58	100%	N=873
Regulation of commercial delivery vehicle access to downtown	33%	N=283	37%	N=320	13%	N=109	7%	N=63	10%	N=85	100%	N=860
Increasing the use of shuttles to reduce traffic congestion downtown	55%	N=476	32%	N=274	5%	N=41	5%	N=40	3%	N=29	100%	N=861
Increasing the hours when parking is regulated	19%	N=167	22%	N=189	21%	N=183	30%	N=263	7%	N=62	100%	N=864
Implementation of residential parking programs to meet the needs of each neighborhood	43%	N=380	31%	N=272	10%	N=84	8%	N=67	8%	N=72	100%	N=875

Table 49: Question 16

Please rate to what extent vacation rentals have impacted your neighborhood:	Percent	Number
Vacation rentals have had a negative impact on my neighborhood	22%	N=189
Vacation rentals have had a positive impact on my neighborhood	14%	N=123
Vacation rentals do not impact my neighborhood	46%	N=401
Don't know	18%	N=155
Total	100%	N=868

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Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	5%	N=46	2%	N=20	5%	N=47	19%	N=167	68%	N=594	100%	N=874
Purchase goods or services from a business located in St. Augustine	0%	N=0	1%	N=5	12%	N=109	49%	N=427	38%	N=336	100%	N=877
Eat at least 5 portions of fruits and vegetables a day	2%	N=21	13%	N=116	31%	N=270	33%	N=286	20%	N=177	100%	N=871
Participate in moderate or vigorous physical activity	1%	N=13	8%	N=69	27%	N=236	33%	N=286	31%	N=271	100%	N=875
Read or watch local news (via television, paper, computer, etc.)	5%	N=41	11%	N=101	19%	N=165	26%	N=225	39%	N=344	100%	N=876
Vote in local elections	6%	N=56	2%	N=20	6%	N=49	13%	N=116	73%	N=635	100%	N=876

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	28%	N=244
Very good	43%	N=378
Good	23%	N=204
Fair	6%	N=52
Poor	0%	N=2
Total	100%	N=880

Table 52: Question 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:	Percent	Number
Very positive	10%	N=83
Somewhat positive	23%	N=203
Neutral	52%	N=453
Somewhat negative	13%	N=117
Very negative	2%	N=16
Total	100%	N=872

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	56%	N=492
Working part time for pay	12%	N=101
Unemployed, looking for paid work	2%	N=18
Unemployed, not looking for paid work	3%	N=30
Fully retired	27%	N=237
Total	100%	N=879

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Table 54: Question D5

Do you work inside the boundaries of St. Augustine?	Percent	Number
Yes, outside the home	45%	N=381
Yes, from home	12%	N=99
No	44%	N=370
Total	100%	N=850

Table 55: Question D6

How many years have you lived in St. Augustine?	Percent	Number
Less than 2 years	10%	N=84
2 to 5 years	23%	N=203
6 to 10 years	17%	N=153
11 to 20 years	23%	N=199
More than 20 years	27%	N=242
Total	100%	N=880

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=523
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=334
Mobile home	0%	N=0
Other	3%	N=25
Total	100%	N=881

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	42%	N=372
Owned	58%	N=504
Total	100%	N=876

Table 58: Question D9

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)?	Percent	Number
Less than \$300 per month	5%	N=40
\$300 to \$599 per month	9%	N=78
\$600 to \$999 per month	24%	N=207
\$1,000 to \$1,499 per month	29%	N=247
\$1,500 to \$2,499 per month	22%	N=192
\$2,500 or more per month	11%	N=91
Total	100%	N=855

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Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	82%	N=723
Yes	18%	N=157
Total	100%	N=880

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	64%	N=563
Yes	36%	N=319
Total	100%	N=881

Table 61: Question D12

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.)	Percent	Number
Less than \$25,000	13%	N=109
\$25,000 to \$49,999	27%	N=220
\$50,000 to \$99,999	36%	N=292
\$100,000 to \$149,999	13%	N=109
\$150,000 or more	11%	N=92
Total	100%	N=823

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=809
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=50
Total	100%	N=859

Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=19
Asian, Asian Indian or Pacific Islander	5%	N=40
Black or African American	5%	N=40
White	90%	N=769
Other	5%	N=44

Total may exceed 100% as respondents could select more than one option.

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Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	7%	N=56
25 to 34 years	22%	N=189
35 to 44 years	12%	N=103
45 to 54 years	17%	N=145
55 to 64 years	14%	N=118
65 to 74 years	19%	N=167
75 years or older	10%	N=88
Total	100%	N=866

Table 65: Question D16

What is your sex?	Percent	Number
Female	53%	N=454
Male	47%	N=398
Total	100%	N=851

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	84%	N=730
Land line	7%	N=59
Both	9%	N=80
Total	100%	N=869

Appendix B: Benchmark Comparisons

Comparison Data

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 Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating 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. The City of St. Augustine chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (resort communities with populations of less than 50,000 and average annual household incomes of \$35,000 to \$70,000).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is St. Augustine's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," 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. The second column is the rank assigned to St. Augustine's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of St. Augustine's rating to the benchmark.

In that final column, St. Augustine's 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 St. Augustine residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that St. Augustine's 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 St. Augustine's average rating was more than 20 points different when compared to the benchmark.

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

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National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in St. Augustine	83%	193	454	Similar
Overall image or reputation of St. Augustine	83%	89	349	Similar
St. Augustine as a place to live	87%	192	391	Similar
Your neighborhood as a place to live	78%	180	314	Similar
St. Augustine as a place to raise children	76%	222	380	Similar
St. Augustine as a place to retire	82%	51	355	Higher
Overall appearance of St. Augustine	78%	152	357	Similar

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in St. Augustine	80%	227	349	Similar
	In your neighborhood during the day	92%	223	356	Similar
	In St. Augustine's downtown/commercial area during the day	87%	214	316	Similar
	Overall ease of getting to the places you usually have to visit	40%	261	265	Much lower
Mobility	Availability of paths and walking trails	41%	284	318	Lower
	Ease of walking in St. Augustine	67%	129	306	Similar
	Ease of travel by bicycle in St. Augustine	40%	228	306	Lower
	Ease of travel by public transportation in St. Augustine	15%	211	225	Much lower
	Ease of travel by car in St. Augustine	22%	305	305	Much lower
	Ease of public parking	7%	223	224	Much lower
	Traffic flow on major streets	17%	332	341	Much lower
	Quality of overall natural environment in St. Augustine	70%	197	278	Similar
Natural Environment	Cleanliness of St. Augustine	68%	195	285	Similar
	Air quality	86%	100	247	Similar
Built Environment	Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	47%	211	255	Similar
	Availability of affordable quality housing	20%	261	303	Lower
	Variety of housing options	31%	245	280	Lower
	Public places where people want to spend time	71%	100	248	Similar
	Overall economic health of St. Augustine	66%	132	262	Similar
Economy	Vibrant downtown/commercial area	77%	27	237	Higher
	Overall quality of business and service establishments in St. Augustine	67%	112	274	Similar
	Cost of living in St. Augustine	33%	193	258	Similar
	Employment opportunities	40%	154	310	Similar
	St. Augustine as a place to visit	93%	22	275	Much higher
	St. Augustine as a place to work	50%	251	361	Similar
	Health and wellness opportunities in St. Augustine	64%	171	256	Similar
	Availability of affordable quality mental health care	38%	172	225	Similar
	Availability of preventive health services	57%	173	239	Similar
	Availability of affordable quality health care	55%	182	260	Similar
Recreation and Wellness	Availability of affordable quality food	70%	91	245	Similar
	Recreational opportunities	65%	161	298	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	55%	195	246	Similar
	Overall opportunities for education and enrichment	71%	116	258	Similar
	Opportunities to attend cultural/arts/music activities	86%	8	296	Much higher
	Opportunities to participate in social events and activities	80%	26	265	Higher
	Neighborliness of St. Augustine	68%	100	250	Similar
Community Engagement	Openness and acceptance of the community toward people of diverse backgrounds	54%	226	294	Similar
	Opportunities to participate in community matters	70%	69	276	Similar
	Opportunities to volunteer	82%	36	266	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of St. Augustine	73%	245	429	Similar
Overall customer service by St. Augustine employees (police, receptionists, planners, etc.)	72%	228	380	Similar
Value of services for the taxes paid to St. Augustine	49%	261	404	Similar
Overall direction that St. Augustine is taking	41%	273	318	Lower
Job St. Augustine government does at welcoming citizen involvement	46%	232	323	Similar
Overall confidence in St. Augustine government	44%	195	261	Similar
Generally acting in the best interest of the community	42%	214	261	Similar
Being honest	44%	200	253	Similar
Treating all residents fairly	42%	220	259	Lower
Services provided by the Federal Government	43%	102	252	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	83%	186	461	Similar
	Fire services	96%	114	388	Similar
	Ambulance or emergency medical services	94%	127	348	Similar
	Crime prevention	70%	209	363	Similar
	Fire prevention and education	84%	118	285	Similar
	Animal control	57%	244	342	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	72%	63	279	Similar
	Traffic enforcement	54%	299	371	Similar
	Street repair	30%	319	388	Lower
	Street cleaning	59%	192	323	Similar
Mobility	Street lighting	54%	220	327	Similar
	Sidewalk maintenance	43%	255	323	Similar
	Traffic signal timing	41%	215	265	Similar
	Garbage collection	90%	38	356	Similar
	Recycling	82%	104	360	Similar
Natural Environment	Yard waste pick-up	82%	57	270	Similar
	Drinking water	54%	262	315	Lower
	Preservation of natural areas such as open space	46%	220	258	Similar
Built Environment	Storm drainage	41%	330	352	Lower
	Sewer services	69%	234	321	Similar
	Utility billing	67%	139	227	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Land use, planning and zoning	29%	279	302	Lower
	Code enforcement (weeds, abandoned buildings, etc.)	30%	334	391	Lower
Economy	Economic development	47%	185	286	Similar
	City parks	73%	228	326	Similar
	Recreation programs or classes	63%	207	327	Similar
Recreation and Wellness	Recreation centers or facilities	60%	195	279	Similar
	Health services	59%	160	221	Similar
Education and Enrichment	City-sponsored special events	70%	120	278	Similar
Community Engagement	Public information services	61%	211	288	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	64%	155	312	Similar
Recommend living in St. Augustine to someone who asks	80%	219	288	Similar
Remain in St. Augustine for the next five years	81%	196	281	Similar
Contacted St. Augustine (in-person, phone, email or web) for help or information	54%	50	324	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	66%	12	227	Much higher
	Did NOT report a crime to the police	72%	201	253	Similar
Safety	Household member was NOT a victim of a crime	89%	144	274	Similar
	Used bus or other public transportation instead of driving	14%	122	205	Lower
	Carpooled with other adults or children instead of driving alone	51%	45	240	Similar
Mobility	Walked or biked instead of driving	78%	27	249	Much higher
	Made efforts to conserve water	87%	63	234	Similar
Natural Environment	Made efforts to make your home more energy efficient	76%	112	236	Similar
	Recycle at home	92%	117	260	Similar
Built Environment	Did NOT observe a code violation or other hazard in St. Augustine	43%	190	243	Lower
	NOT experiencing housing costs stress	60%	216	259	Similar
	Purchase goods or services from a business located in St. Augustine	99%	11	246	Similar
Economy	Economy will have positive impact on income	33%	128	260	Similar
	Work inside boundaries of St. Augustine	56%	59	247	Higher
	Used St. Augustine recreation centers or their services	58%	120	238	Similar
	Visited a neighborhood park or City park	86%	120	270	Similar
	Eat at least 5 portions of fruits and vegetables a day	84%	108	238	Similar
Recreation and Wellness	Participate in moderate or vigorous physical activity	91%	31	242	Similar
	In very good to excellent health	71%	48	242	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Used St. Augustine public libraries or their services	63%	125	249	Similar
	Attended City-sponsored event	69%	34	248	Higher
	Campaigned or advocated for an issue, cause or candidate	38%	19	230	Higher
	Contacted St. Augustine elected officials (in-person, phone, email or web) to express your opinion	30%	13	244	Higher
	Volunteered your time to some group/activity in St. Augustine	51%	53	266	Higher
	Participated in a club	35%	45	245	Similar
	Talked to or visited with your immediate neighbors	94%	68	244	Similar
	Done a favor for a neighbor	84%	72	239	Similar
	Attended a local public meeting	32%	33	264	Similar
	Watched (online or on television) a local public meeting	34%	38	231	Similar
Community Engagement	Read or watch local news (via television, paper, computer, etc.)	84%	158	247	Similar
	Vote in local elections	91%	26	260	Similar

Communities included in national comparisons

The communities included in St. Augustine's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO.....	441,603	Battle Creek city, MI.....	52,347
Airway Heights city, WA	6,114	Bay City city, MI.....	34,932
Albany city, OR	50,158	Bay Village city, OH.....	15,651
Albemarle County, VA.....	98,970	Baytown city, TX.....	71,802
Albert Lea city, MN.....	18,016	Bedford city, TX.....	46,979
Alexandria city, VA	139,966	Bedford town, MA	13,320
Algonquin village, IL.....	30,046	Bellevue city, WA.....	122,363
Aliso Viejo city, CA	47,823	Bellingham city, WA	80,885
American Canyon city, CA.....	19,454	Benbrook city, TX.....	21,234
Ames city, IA	58,965	Bend city, OR.....	76,639
Ankeny city, IA	45,582	Bethlehem township, PA.....	23,730
Ann Arbor city, MI.....	113,934	Bettendorf city, IA.....	33,217
Apache Junction city, AZ.....	35,840	Billings city, MT.....	104,170
Arapahoe County, CO.....	572,003	Bloomington city, IN	80,405
Arkansas City city, AR.....	366	Bloomington city, MN	82,893
Arlington city, TX	365,438	Blue Springs city, MO	52,575
Arvada city, CO	106,433	Boise City city, ID	205,671
Asheville city, NC	83,393	Bonner Springs city, KS	7,314
Ashland city, OR	20,078	Boone County, KY	118,811
Ashland town, MA.....	16,593	Boulder city, CO.....	97,385
Ashland town, VA.....	7,225	Bowling Green city, KY	58,067
Aspen city, CO	6,658	Bozeman city, MT	37,280
Athens-Clarke County, GA	115,452	Brentwood city, MO.....	8,055
Auburn city, AL	53,380	Brentwood city, TN	37,060
Augusta CCD, GA	134,777	Brighton city, CO.....	33,352
Aurora city, CO	325,078	Brighton city, MI	7,444
Austin city, TX	790,390	Bristol city, TN.....	26,702
Avon town, CO	6,447	Broken Arrow city, OK.....	98,850
Avon town, IN	12,446	Brookline CDP, MA	58,732
Avondale city, AZ	76,238	Brooklyn Center city, MN	30,104
Azusa city, CA.....	46,361	Brooklyn city, OH	11,169
Bainbridge Island city, WA.....	23,025	Broomfield city, CO	55,889
Baltimore city, MD.....	620,961	Brownsburg town, IN	21,285
Baltimore County, MD	805,029	Buffalo Grove village, IL	41,496
Bartonville town, TX.....	1,469	Burlingame city, CA.....	28,806

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Cabarrus County, NC.....	178,011	Del Mar city, CA.....	4,161
Cambridge city, MA.....	105,162	DeLand city, FL.....	27,031
Canandaigua city, NY.....	10,545	Delaware city, OH.....	34,753
Cannon Beach city, OR.....	1,690	Denison city, TX.....	22,682
Cañon City city, CO.....	16,400	Denton city, TX.....	113,383
Canton city, SD.....	3,057	Denver city, CO.....	600,158
Cape Coral city, FL.....	154,305	Des Moines city, IA.....	203,433
Carlisle borough, PA.....	18,682	Des Peres city, MO.....	8,373
Carlsbad city, CA.....	105,328	Destin city, FL.....	12,305
Carroll city, IA.....	10,103	Dover city, NH.....	29,987
Cartersville city, GA.....	19,731	Dublin city, CA.....	46,036
Cary town, NC.....	135,234	Dublin city, OH.....	41,751
Castine town, ME.....	1,366	Duluth city, MN.....	86,265
Castle Rock town, CO.....	48,231	Durham city, NC.....	228,330
Cedar Hill city, TX.....	45,028	Durham County, NC.....	267,587
Cedar Rapids city, IA.....	126,326	Dyer town, IN.....	16,390
Celina city, TX.....	6,028	Eagan city, MN.....	64,206
Centennial city, CO.....	100,377	Eagle Mountain city, UT.....	21,415
Chandler city, AZ.....	236,123	Eagle town, CO.....	6,508
Chandler city, TX.....	2,734	Eau Claire city, WI.....	65,883
Chanhassen city, MN.....	22,952	Eden Prairie city, MN.....	60,797
Chapel Hill town, NC.....	57,233	Eden town, VT.....	1,323
Chardon city, OH.....	5,148	Edgerton city, KS.....	1,671
Charles County, MD.....	146,551	Edgewater city, CO.....	5,170
Charlotte city, NC.....	731,424	Edina city, MN.....	47,941
Charlotte County, FL.....	159,978	Edmond city, OK.....	81,405
Charlottesville city, VA.....	43,475	Edmonds city, WA.....	39,709
Chattanooga city, TN.....	167,674	El Cerrito city, CA.....	23,549
Chautauqua town, NY.....	4,464	El Dorado County, CA.....	181,058
Chesterfield County, VA.....	316,236	El Paso de Robles (Paso Robles) city, CA.....	29,793
Clackamas County, OR.....	375,992	Elk Grove city, CA.....	153,015
Clarendon Hills village, IL.....	8,427	Elko New Market city, MN.....	4,110
Clayton city, MO.....	15,939	Elmhurst city, IL.....	44,121
Clearwater city, FL.....	107,685	Englewood city, CO.....	30,255
Cleveland Heights city, OH.....	46,121	Erie town, CO.....	18,135
Clinton city, SC.....	8,490	Escambia County, FL.....	297,619
Clive city, IA.....	15,447	Estes Park town, CO.....	5,858
Clovis city, CA.....	95,631	Euclid city, OH.....	48,920
College Park city, MD.....	30,413	Fairview town, TX.....	7,248
College Station city, TX.....	93,857	Farmers Branch city, TX.....	28,616
Colleyville city, TX.....	22,807	Farmersville city, TX.....	3,301
Columbia city, MO.....	108,500	Farmington Hills city, MI.....	79,740
Columbia city, SC.....	129,272	Farmington town, CT.....	25,340
Columbia Falls city, MT.....	4,688	Fayetteville city, GA.....	15,945
Commerce City city, CO.....	45,913	Fayetteville city, NC.....	200,564
Concord city, CA.....	122,067	Fernandina Beach city, FL.....	11,487
Concord town, MA.....	17,668	Flagstaff city, AZ.....	65,870
Conshohocken borough, PA.....	7,833	Flower Mound town, TX.....	64,669
Coolidge city, AZ.....	11,825	Forest Grove city, OR.....	21,083
Coon Rapids city, MN.....	61,476	Fort Collins city, CO.....	143,986
Copperas Cove city, TX.....	32,032	Franklin city, TN.....	62,487
Coral Springs city, FL.....	121,096	Frederick town, CO.....	8,679
Coronado city, CA.....	18,912	Fremont city, CA.....	214,089
Corvallis city, OR.....	54,462	Friendswood city, TX.....	35,805
Cottonwood Heights city, UT.....	33,433	Fruita city, CO.....	12,646
Creve Coeur city, MO.....	17,833	Gahanna city, OH.....	33,248
Cupertino city, CA.....	58,302	Gaithersburg city, MD.....	59,933
Dacono city, CO.....	4,152	Galveston city, TX.....	47,743
Dakota County, MN.....	398,552	Gardner city, KS.....	19,123
Dallas city, OR.....	14,583	Georgetown city, TX.....	47,400
Dallas city, TX.....	1,197,816	Germantown city, TN.....	38,844
Danville city, KY.....	16,218	Gilbert town, AZ.....	208,453
Dardenne Prairie city, MO.....	11,494	Gillette city, WY.....	29,087
Darien city, IL.....	22,086	Glen Ellyn village, IL.....	27,450
Davenport city, FL.....	2,888	Glendora city, CA.....	50,073
Davidson town, NC.....	10,944	Glenview village, IL.....	44,692
Dayton city, OH.....	141,527	Golden city, CO.....	18,867
Dayton town, WY.....	757	Golden Valley city, MN.....	20,371
Dearborn city, MI.....	98,153	Goodyear city, AZ.....	65,275
Decatur city, GA.....	19,335	Grafton village, WI.....	11,459

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Grand Blanc city, MI.....	8,276
Grants Pass city, OR.....	34,533
Grass Valley city, CA.....	12,860
Greeley city, CO.....	92,889
Greenville city, NC.....	84,554
Greenwich town, CT.....	61,171
Greenwood Village city, CO.....	13,925
Greer city, SC.....	25,515
Gunnison County, CO.....	15,324
Haltom City city, TX.....	42,409
Hamilton city, OH.....	62,477
Hamilton town, MA.....	7,764
Hampton city, VA.....	137,436
Hanover County, VA.....	99,863
Harrisburg city, SD.....	4,089
Harrisonburg city, VA.....	48,914
Harrisonville city, MO.....	10,019
Hastings city, MN.....	22,172
Hayward city, CA.....	144,186
Henderson city, NV.....	257,729
Herndon town, VA.....	23,292
High Point city, NC.....	104,371
Highland Park city, IL.....	29,763
Highlands Ranch CDP, CO.....	96,713
Homer Glen village, IL.....	24,220
Honolulu County, HI.....	953,207
Hooksett town, NH.....	13,451
Hopkins city, MN.....	17,591
Hopkinton town, MA.....	14,925
Hoquiam city, WA.....	8,726
Horry County, SC.....	269,291
Howard village, WI.....	17,399
Hudson town, CO.....	2,356
Huntley village, IL.....	24,291
Huntsville city, TX.....	38,548
Hurst city, TX.....	37,337
Hutchinson city, MN.....	14,178
Hutto city, TX.....	14,698
Independence city, MO.....	116,830
Indianola city, IA.....	14,782
Indio city, CA.....	76,036
Iowa City city, IA.....	67,862
Irving city, TX.....	216,290
Issaquah city, WA.....	30,434
Jackson city, MO.....	13,758
Jackson County, MI.....	160,248
James City County, VA.....	67,009
Jefferson County, NY.....	116,229
Jefferson Parish, LA.....	432,552
Johnson City city, TN.....	63,152
Johnston city, IA.....	17,278
Jupiter town, FL.....	55,156
Kalamazoo city, MI.....	74,262
Kansas City city, KS.....	145,786
Kansas City city, MO.....	459,787
Keizer city, OR.....	36,478
Kenmore city, WA.....	20,460
Kennedale city, TX.....	6,763
Kent city, WA.....	92,411
Kerrville city, TX.....	22,347
Kettering city, OH.....	56,163
Key West city, FL.....	24,649
King City city, CA.....	12,874
Kingman city, AZ.....	28,068
Kirkland city, WA.....	48,787
Kirkwood city, MO.....	27,540
Knoxville city, IA.....	7,313
La Plata town, MD.....	8,753
La Vista city, NE.....	15,758
Laguna Niguel city, CA.....	62,979

Lake Forest city, IL.....	19,375
Lake in the Hills village, IL.....	28,965
Lake Stevens city, WA.....	28,069
Lake Worth city, FL.....	34,910
Lake Zurich village, IL.....	19,631
Lakeville city, MN.....	55,954
Lakewood city, CO.....	142,980
Lakewood city, WA.....	58,163
Lancaster County, SC.....	76,652
Lane County, OR.....	351,715
Lansing city, MI.....	114,297
Laramie city, WY.....	30,816
Larimer County, CO.....	299,630
Las Cruces city, NM.....	97,618
Las Vegas city, NM.....	13,753
Lawrence city, KS.....	87,643
Lawrenceville city, GA.....	28,546
Lee's Summit city, MO.....	91,364
Lehi city, UT.....	47,407
Lenexa city, KS.....	48,190
Lewisville city, TX.....	95,290
Lewisville town, NC.....	12,639
Libertyville village, IL.....	20,315
Lincolnwood village, IL.....	12,590
Lindsborg city, KS.....	3,458
Little Chute village, WI.....	10,449
Littleton city, CO.....	41,737
Livermore city, CA.....	80,968
Lombard village, IL.....	43,165
Lone Tree city, CO.....	10,218
Long Grove village, IL.....	8,043
Longmont city, CO.....	86,270
Longview city, TX.....	80,455
Lonsdale city, MN.....	3,674
Los Alamos County, NM.....	17,950
Los Altos Hills town, CA.....	7,922
Loudoun County, VA.....	312,311
Louisville city, CO.....	18,376
Lower Merion township, PA.....	57,825
Lynchburg city, VA.....	75,568
Lynnwood city, WA.....	35,836
Macomb County, MI.....	840,978
Manassas city, VA.....	37,821
Manhattan Beach city, CA.....	35,135
Manhattan city, KS.....	52,281
Mankato city, MN.....	39,309
Maple Grove city, MN.....	61,567
Maplewood city, MN.....	38,018
Maricopa County, AZ.....	3,817,117
Marin County, CA.....	252,409
Marion city, IA.....	34,768
Mariposa County, CA.....	18,251
Marshfield city, WI.....	19,118
Martinez city, CA.....	35,824
Marysville city, WA.....	60,020
Matthews town, NC.....	27,198
Maui County, HI.....	154,834
McAllen city, TX.....	129,877
McKinney city, TX.....	131,117
McMinnville city, OR.....	32,187
Mecklenburg County, NC.....	919,628
Menlo Park city, CA.....	32,026
Menomonee Falls village, WI.....	35,626
Mercer Island city, WA.....	22,699
Meridian charter township, MI.....	39,688
Meridian city, ID.....	75,092
Merriam city, KS.....	11,003
Mesa city, AZ.....	439,041
Mesa County, CO.....	146,723
Miami Beach city, FL.....	87,779

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Miami city, FL	399,457	Palm Beach Gardens city, FL.....	48,452
Middleton city, WI.....	17,442	Palm Coast city, FL.....	75,180
Midland city, MI.....	41,863	Palo Alto city, CA	64,403
Milford city, DE	9,559	Palos Verdes Estates city, CA	13,438
Milton city, GA	32,661	Papillion city, NE	18,894
Minneapolis city, MN	382,578	Paradise Valley town, AZ	12,820
Minnetrista city, MN	6,384	Park City city, UT	7,558
Missouri City city, TX.....	67,358	Parker town, CO	45,297
Modesto city, CA	201,165	Parkland city, FL	23,962
Moline city, IL.....	43,483	Pasco city, WA.....	59,781
Monroe city, MI.....	20,733	Pasco County, FL	464,697
Monterey city, CA.....	27,810	Payette city, ID.....	7,433
Montgomery city, MN	2,956	Pearland city, TX.....	91,252
Montgomery County, MD.....	971,777	Peoria city, AZ	154,065
Monticello city, UT	1,972	Peoria city, IL	115,007
Montrose city, CO	19,132	Pflugerville city, TX	46,936
Monument town, CO	5,530	Pinehurst village, NC	13,124
Moraga town, CA.....	16,016	Piqua city, OH.....	20,522
Morristown city, TN.....	29,137	Pitkin County, CO.....	17,148
Morrisville town, NC	18,576	Plano city, TX	259,841
Morro Bay city, CA	10,234	Platte City city, MO.....	4,691
Mountain Village town, CO.....	1,320	Pleasant Hill city, IA	8,785
Mountlake Terrace city, WA	19,909	Pleasanton city, CA	70,285
Murphy city, TX	17,708	Polk County, IA.....	430,640
Naperville city, IL.....	141,853	Pompano Beach city, FL	99,845
Napoleon city, OH	8,749	Port Orange city, FL	56,048
Nederland city, TX	17,547	Port St. Lucie city, FL	164,603
Needham CDP, MA.....	28,886	Portland city, OR.....	583,776
Nevada City city, CA.....	3,068	Powell city, OH	11,500
Nevada County, CA	98,764	Powhatan County, VA.....	28,046
New Braunfels city, TX	57,740	Prince William County, VA.....	402,002
New Brighton city, MN.....	21,456	Prior Lake city, MN.....	22,796
New Concord village, OH	2,491	Pueblo city, CO	106,595
New Hope city, MN	20,339	Purcellville town, VA.....	7,727
New Orleans city, LA	343,829	Queen Creek town, AZ	26,361
New Smyrna Beach city, FL	22,464	Raleigh city, NC	403,892
New Ulm city, MN	13,522	Ramsey city, MN	23,668
Newberg city, OR.....	22,068	Raymond town, ME.....	4,436
Newport city, RI.....	24,672	Raymore city, MO	19,206
Newport News city, VA.....	180,719	Redmond city, OR.....	26,215
Newton city, IA.....	15,254	Redmond city, WA	54,144
Noblesville city, IN	51,969	Redwood City city, CA	76,815
Norcross city, GA	9,116	Reno city, NV.....	225,221
Norfolk city, NE.....	24,210	Reston CDP, VA	58,404
Norfolk city, VA.....	242,803	Richland city, WA.....	48,058
North Mankato city, MN.....	13,394	Richmond city, CA.....	103,701
North Port city, FL.....	57,357	Richmond Heights city, MO.....	8,603
North Richland Hills city, TX.....	63,343	Rio Rancho city, NM	87,521
North Yarmouth town, ME	3,565	River Falls city, WI	15,000
Novato city, CA	51,904	Riverside city, CA	303,871
Novi city, MI	55,224	Roanoke city, VA.....	97,032
O'Fallon city, IL.....	28,281	Roanoke County, VA	92,376
O'Fallon city, MO.....	79,329	Rochester city, NY.....	210,565
Oak Park village, IL.....	51,878	Rochester Hills city, MI.....	70,995
Oakland city, CA	390,724	Rock Hill city, SC.....	66,154
Oakley city, CA	35,432	Rockville city, MD.....	61,209
Oklahoma City city, OK.....	579,999	Roeland Park city, KS	6,731
Olathe city, KS.....	125,872	Rogers city, MN	8,597
Old Town city, ME.....	7,840	Rohnert Park city, CA	40,971
Olmsted County, MN	144,248	Rolla city, MO	19,559
Olympia city, WA	46,478	Roselle village, IL	22,763
Orange village, OH	3,323	Rosemount city, MN	21,874
Orland Park village, IL.....	56,767	Rosenberg city, TX.....	30,618
Orleans Parish, LA.....	343,829	Roseville city, MN.....	33,660
Oshkosh city, WI.....	66,083	Round Rock city, TX.....	99,887
Oshtemo charter township, MI.....	21,705	Royal Oak city, MI.....	57,236
Oswego village, IL.....	30,355	Royal Palm Beach village, FL.....	34,140
Ottawa County, MI.....	263,801	Sacramento city, CA	466,488
Overland Park city, KS.....	173,372	Sahuarita town, AZ	25,259
Paducah city, KY	25,024	Sammamish city, WA	45,780

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San Anselmo town, CA	12,336	Temecula city, CA	100,097
San Diego city, CA	1,307,402	Tempe city, AZ	161,719
San Francisco city, CA	805,235	Temple city, TX.....	66,102
San Jose city, CA	945,942	Texarkana city, TX	36,411
San Marcos city, CA	83,781	The Woodlands CDP, TX.....	93,847
San Marcos city, TX.....	44,894	Thousand Oaks city, CA.....	126,683
San Rafael city, CA.....	57,713	Tigard city, OR.....	48,035
Sangamon County, IL.....	197,465	Tracy city, CA	82,922
Santa Fe city, NM.....	67,947	Trinidad CCD, CO.....	12,017
Santa Fe County, NM	144,170	Tualatin city, OR	26,054
Santa Monica city, CA.....	89,736	Tulsa city, OK	391,906
Sarasota County, FL.....	379,448	Tustin city, CA	75,540
Savage city, MN.....	26,911	Twin Falls city, ID	44,125
Schaumburg village, IL.....	74,227	Unalaska city, AK	4,376
Schertz city, TX.....	31,465	University Heights city, OH	13,539
Scott County, MN.....	129,928	University Park city, TX.....	23,068
Scottsdale city, AZ	217,385	Upper Arlington city, OH.....	33,771
Sedona city, AZ	10,031	Urbandale city, IA	39,463
Sevierville city, TN	14,807	Vail town, CO.....	5,305
Shakopee city, MN	37,076	Ventura CCD, CA.....	111,889
Sharonville city, OH.....	13,560	Vernon Hills village, IL.....	25,113
Shawnee city, KS	62,209	Vestavia Hills city, AL	34,033
Shawnee city, OK.....	29,857	Victoria city, MN.....	7,345
Sherborn town, MA	4,119	Vienna town, VA	15,687
Shoreline city, WA.....	53,007	Virginia Beach city, VA.....	437,994
Shoreview city, MN	25,043	Walnut Creek city, CA.....	64,173
Shorewood village, IL.....	15,615	Warrensburg city, MO	18,838
Shorewood village, WI	13,162	Washington County, MN	238,136
Sierra Vista city, AZ.....	43,888	Washington town, NH	1,123
Silverton city, OR	9,222	Washoe County, NV	421,407
Sioux Center city, IA	7,048	Washougal city, WA	14,095
Sioux Falls city, SD.....	153,888	Wauwatosa city, WI.....	46,396
Skokie village, IL.....	64,784	Waverly city, IA	9,874
Snoqualmie city, WA	10,670	Wentzville city, MO.....	29,070
Snowmass Village town, CO.....	2,826	West Carrollton city, OH	13,143
Somerset town, MA.....	18,165	Western Springs village, IL	12,975
South Jordan city, UT	50,418	Westerville city, OH.....	36,120
South Lake Tahoe city, CA.....	21,403	Westlake town, TX.....	992
Southlake city, TX.....	26,575	Westminster city, CO.....	106,114
Spearfish city, SD.....	10,494	Weston town, MA.....	11,261
Spring Hill city, KS.....	5,437	Wheat Ridge city, CO	30,166
Springfield city, MO.....	159,498	White House city, TN	10,255
Springville city, UT	29,466	Wichita city, KS.....	382,368
St. Augustine city, FL	12,975	Williamsburg city, VA.....	14,068
St. Charles city, IL.....	32,974	Willowbrook village, IL	8,540
St. Cloud city, FL.....	35,183	Wilmington city, NC.....	106,476
St. Joseph city, MO	76,780	Wilsonville city, OR.....	19,509
St. Joseph town, WI.....	3,842	Windsor town, CO.....	18,644
St. Louis County, MN.....	200,226	Windsor town, CT	29,044
State College borough, PA	42,034	Winnetka village, IL	12,187
Steamboat Springs city, CO	12,088	Winter Garden city, FL.....	34,568
Sugar Grove village, IL	8,997	Woodbury city, MN.....	61,961
Sugar Land city, TX.....	78,817	Woodinville city, WA.....	10,938
Suisun City city, CA.....	28,111	Woodland city, CA.....	55,468
Summit County, UT	36,324	Wyandotte County, KS	157,505
Summit village, IL.....	11,054	Yakima city, WA.....	91,067
Sunnyvale city, CA	140,081	York County, VA.....	65,464
Surprise city, AZ.....	117,517	Yorktown town, IN.....	9,405
Suwanee city, GA.....	15,355	Yorkville city, IL	16,921
Tacoma city, WA.....	198,397	Yountville city, CA	2,933
Takoma Park city, MD	16,715		
Tamarac city, FL	60,427		

Resort Community with Populations of 50,000 or less and an Average Annual Household Income of \$35,000 to \$70,000 Benchmark Comparisons

Table 73: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in St. Augustine	83%	11	19	Similar
Overall image or reputation of St. Augustine	83%	10	17	Similar
St. Augustine as a place to live	87%	10	17	Similar
Your neighborhood as a place to live	78%	12	17	Similar
St. Augustine as a place to raise children	76%	8	18	Similar
St. Augustine as a place to retire	82%	9	18	Similar
Overall appearance of St. Augustine	78%	11	18	Similar

Table 74: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in St. Augustine	80%	14	17	Similar
	In your neighborhood during the day	92%	14	16	Similar
	In St. Augustine's downtown/commercial area during the day	87%	14	16	Similar
	Overall ease of getting to the places you usually have to visit	40%	14	15	Much lower
	Availability of paths and walking trails	41%	17	18	Much lower
	Ease of walking in St. Augustine	67%	12	17	Similar
	Ease of travel by bicycle in St. Augustine	40%	14	16	Lower
Mobility	Ease of travel by public transportation in St. Augustine	15%	12	14	Much lower
	Ease of travel by car in St. Augustine	22%	16	16	Much lower
	Ease of public parking	7%	13	14	Much lower
	Traffic flow on major streets	17%	16	17	Much lower
	Quality of overall natural environment in St. Augustine	70%	14	17	Lower
Natural Environment	Cleanliness of St. Augustine	68%	13	17	Similar
	Air quality	86%	12	16	Similar
Built Environment	Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems)	47%	11	15	Similar
	Availability of affordable quality housing	20%	11	17	Similar
	Variety of housing options	31%	10	16	Similar
	Public places where people want to spend time	71%	8	14	Similar
	Overall economic health of St. Augustine	66%	3	15	Similar
Economy	Vibrant downtown/commercial area	77%	2	15	Higher
	Overall quality of business and service establishments in St. Augustine	67%	5	17	Similar
	Cost of living in St. Augustine	33%	7	15	Similar
	Employment opportunities	40%	5	17	Similar
	St. Augustine as a place to visit	93%	7	15	Similar
	St. Augustine as a place to work	50%	9	18	Similar
	Health and wellness opportunities in St. Augustine	64%	7	15	Similar
Recreation and Wellness	Availability of affordable quality mental health care	38%	8	14	Similar
	Availability of preventive health services	57%	9	16	Similar
	Availability of affordable quality health care	55%	8	18	Similar
	Availability of affordable quality food	70%	3	16	Similar
	Recreational opportunities	65%	11	17	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	55%	10	14	Similar
	Overall opportunities for education and enrichment	71%	4	15	Similar
	Opportunities to attend cultural/arts/music activities	86%	2	17	Higher
	Opportunities to participate in social events and activities	80%	3	17	Similar
	Neighborhoodness of St. Augustine	68%	7	15	Similar
Community Engagement	Openness and acceptance of the community toward people of diverse backgrounds	54%	13	16	Similar
	Opportunities to participate in community matters	70%	7	17	Similar
	Opportunities to volunteer	82%	7	16	Similar

Table 75: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of St. Augustine	73%	10	17	Similar
Overall customer service by St. Augustine employees (police, receptionists, planners, etc.)	72%	11	19	Similar
Value of services for the taxes paid to St. Augustine	49%	12	17	Similar
Overall direction that St. Augustine is taking	41%	10	17	Similar
Job St. Augustine government does at welcoming citizen involvement	46%	12	18	Similar
Overall confidence in St. Augustine government	44%	9	14	Similar
Generally acting in the best interest of the community	42%	9	14	Similar
Being honest	44%	9	14	Similar
Treating all residents fairly	42%	12	15	Similar
Services provided by the Federal Government	43%	9	16	Similar

Table 76: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	83%	8	21	Similar
	Fire services	96%	5	18	Similar
	Ambulance or emergency medical services	94%	7	17	Similar
	Crime prevention	70%	14	20	Similar
	Fire prevention and education	84%	8	19	Similar
	Animal control	57%	11	16	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	72%	5	16	Similar
Mobility	Traffic enforcement	54%	11	16	Similar
	Street repair	30%	16	19	Lower
	Street cleaning	59%	10	17	Similar
	Street lighting	54%	14	17	Similar
	Sidewalk maintenance	43%	12	17	Similar
	Traffic signal timing	41%	8	14	Similar
	Garbage collection	90%	4	15	Similar
Natural Environment	Recycling	82%	4	16	Similar
	Yard waste pick-up	82%	3	15	Similar
	Drinking water	54%	14	17	Lower
	Preservation of natural areas such as open space	46%	13	17	Similar
Built Environment	Storm drainage	41%	16	18	Lower
	Sewer services	69%	13	17	Similar
	Utility billing	67%	9	13	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Land use, planning and zoning	29%	15	18	Similar
	Code enforcement (weeds, abandoned buildings, etc.)				
		30%	13	18	Similar
Economy	Economic development	47%	9	18	Similar
	City parks	73%	13	17	Similar
	Recreation programs or classes	63%	14	19	Similar
Recreation and Wellness	Recreation centers or facilities	60%	14	19	Similar
	Health services	59%	8	14	Similar
Education and Enrichment	City-sponsored special events	70%	9	17	Similar
Community Engagement	Public information services	61%	14	18	Similar

Table 77: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	64%	8	17	Similar
Recommend living in St. Augustine to someone who asks	80%	9	16	Similar
Remain in St. Augustine for the next five years	81%	9	16	Similar
Contacted St. Augustine (in-person, phone, email or web) for help or information	54%	5	16	Similar

Table 78: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	66%	2	14	Higher
	Did NOT report a crime to the police	72%	12	14	Similar
Safety	Household member was NOT a victim of a crime	89%	7	16	Similar
	Used bus or other public transportation instead of driving	14%	10	13	Lower
	Carpooled with other adults or children instead of driving alone	51%	6	14	Similar
Mobility	Walked or biked instead of driving	78%	6	15	Similar
	Made efforts to conserve water	87%	7	14	Similar
	Made efforts to make your home more energy efficient	76%	7	13	Similar
Natural Environment	Recycle at home	92%	9	16	Similar
	Did NOT observe a code violation or other hazard in St. Augustine	43%	12	14	Similar
Built Environment	NOT experiencing housing costs stress	60%	7	16	Similar
	Purchase goods or services from a business located in St. Augustine	99%	1	14	Similar
Economy	Economy will have positive impact on income	33%	5	16	Similar
	Work inside boundaries of St. Augustine	56%	6	14	Similar
	Used St. Augustine recreation centers or their services	58%	8	15	Similar
	Visited a neighborhood park or City park	86%	7	17	Similar
	Eat at least 5 portions of fruits and vegetables a day	84%	9	14	Similar
	Participate in moderate or vigorous physical activity	91%	3	14	Similar
Recreation and Wellness	In very good to excellent health	71%	4	14	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Used St. Augustine public libraries or their services	63%	10	14	Similar
	Attended City-sponsored event	69%	6	14	Similar
	Campaigned or advocated for an issue, cause or candidate	38%	5	13	Similar
	Contacted St. Augustine elected officials (in-person, phone, email or web) to express your opinion	30%	4	13	Similar
	Volunteered your time to some group/activity in St. Augustine	51%	12	17	Similar
	Participated in a club	35%	9	17	Similar
	Talked to or visited with your immediate neighbors	94%	7	14	Similar
	Done a favor for a neighbor	84%	8	14	Similar
	Attended a local public meeting	32%	9	16	Similar
	Watched (online or on television) a local public meeting	34%	5	14	Similar
Community Engagement	Read or watch local news (via television, paper, computer, etc.)	84%	5	14	Similar
	Vote in local elections	91%	4	16	Similar

Communities included in resort community (with population and income parameters) comparisons
The communities included in St. Augustine's custom comparisons are listed below along with their population according to the 2010 Census.

Ashland city, OR 20,078
Avon town, CO 6,447
Cannon Beach city, OR 1,690
Destin city, FL 12,305
Estes Park town, CO 5,858
Fernandina Beach city, FL 11,487
Galveston city, TX 47,743
Key West city, FL 24,649
Lynnwood city, WA 35,836
Monterey city, CA 27,810
Newport city, RI 24,672

Sedona city, AZ 10,031
Sierra Vista city, AZ 43,888
South Lake Tahoe city, CA 21,403
St. Augustine city, FL 12,975
St. Cloud city, FL 35,183
Steamboat Springs city, CO 12,088
Vail town, CO 5,305
Williamsburg city, VA 14,068
Winter Garden city, FL 34,568
Yountville city, CA 2,933

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of St. Augustine funded this research. Please contact St. Augustine Director of Budget and Performance Management Meredith Breidenstein at mbreidenstein@citystaug.com if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

The National Citizen Survey™

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

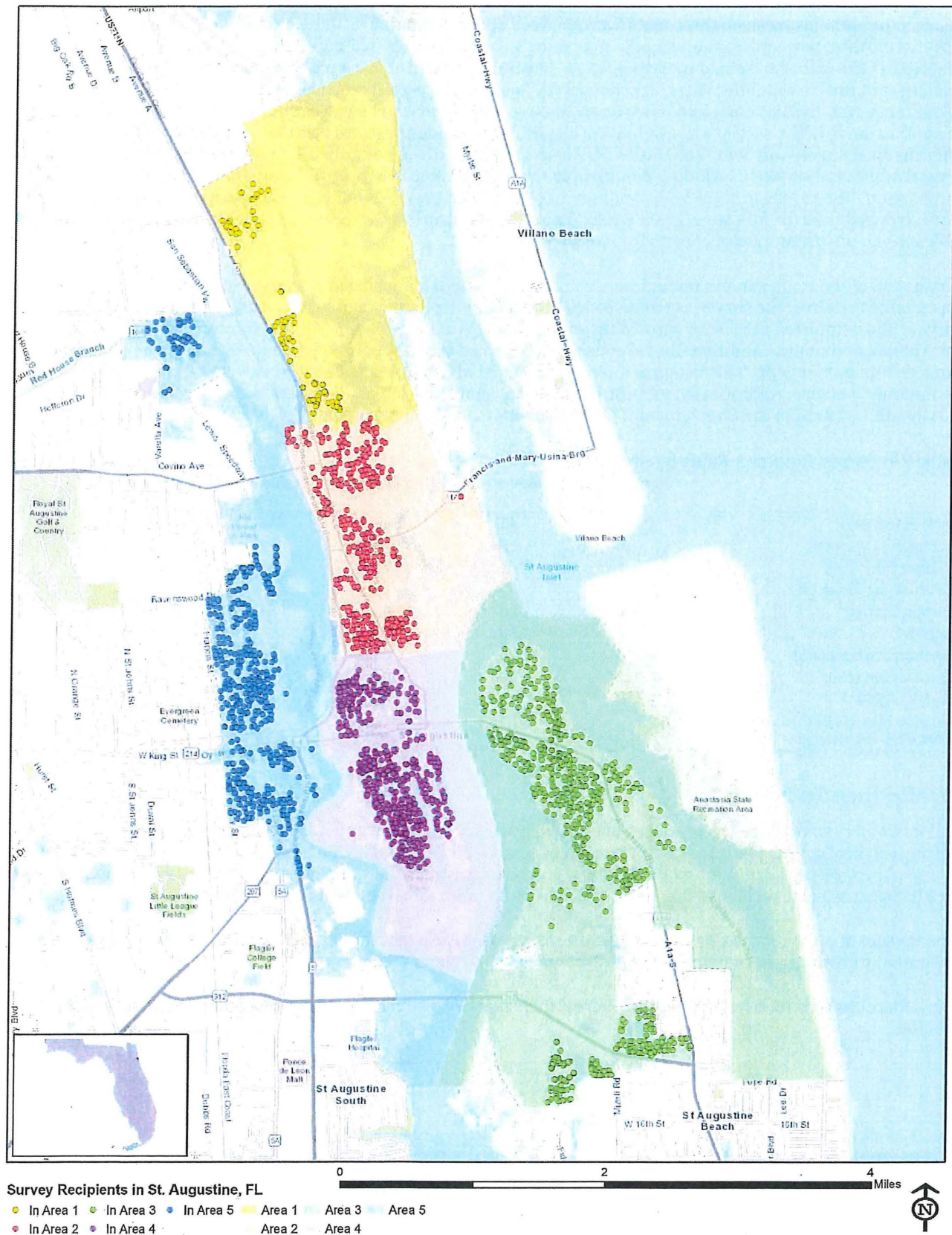
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of St. Augustine were eligible to participate in the survey. A list of all households within the zip codes serving St. Augustine was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of St. Augustine 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 (updated on a quarterly basis) and addresses located outside of the City of St. Augustine boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of five neighborhoods.

To choose the 2,775 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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 cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the City of St. Augustine website. This opt-in survey was identical to the scientific survey and open to all City residents. The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on January 7, 2019. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Manager inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. A reminder postcard was mailed to households one week after the final survey was sent. The City of St. Augustine chose to augment their administration of The NCS with several additional services, including demographic and geographic subgroup comparisons and custom benchmark comparison. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on February 11, 2019 and remained open for two weeks.

About 10% of the 2,775 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,508 eligible households that received the survey, 899 completed the survey, providing an overall response rate of 36%. Of the 899 completed surveys, 109 were completed online. Additionally, responses were tracked by neighborhood; response rates by neighborhood ranged from 29% to 43%. The response rates were calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 221 opt-in residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

Table 79: Survey Response Rates by Area

	Neighborhood 1	Neighborhood 2	Neighborhood 3	Neighborhood 4	Neighborhood 5	Overall
Total sample used	295	403	795	655	627	2,775
I=Complete Interviews	92	158	278	192	164	884
P=Partial Interviews	1	1	7	4	2	15
R=Refusal and break off	0	0	1	0	0	1
NC=Non Contact	0	0	0	0	0	0
O=Other	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0
UO=Unknown other	174	209	447	369	409	1,608
NE=Not eligible	28	35	62	90	52	267
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	35%	43%	39%	35%	29%	36%

Confidence Intervals

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.²

The margin of error for the City of St. Augustine survey is no greater than plus or minus three percentage points around any given percent reported for all respondents (899 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

¹ See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of St. Augustine. 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 housing tenure (rent or own), housing unit type (attached or detached), race, sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 80: St. Augustine, FL 2019 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	45%	19%	42%
Own home	55%	81%	58%
Detached unit*	58%	68%	59%
Attached unit*	42%	32%	41%
Race and Ethnicity			
White	86%	90%	86%
Not white	14%	10%	14%
Not Hispanic	95%	96%	94%
Hispanic	5%	4%	6%
Sex and Age			
Female	53%	58%	53%
Male	47%	42%	47%
18-34 years of age	30%	8%	28%
35-54 years of age	28%	19%	29%
55+ years of age	41%	74%	43%
Females 18-34	16%	4%	14%
Females 35-54	14%	11%	16%
Females 55+	23%	43%	24%
Males 18-34	15%	4%	15%
Males 35-54	14%	7%	13%
Males 55+	18%	31%	19%
AREA			
Neighborhood 1	8%	10%	8%
Neighborhood 2	15%	18%	15%
Neighborhood 3	31%	32%	32%
Neighborhood 4	22%	22%	22%
Neighborhood 5	24%	18%	23%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). 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” and “good,” “very safe” and “somewhat safe,” “essential” and “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 Appendix A. 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. 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.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

Appendix D: Survey Materials

Dear St. Augustine Resident,

Your household has been randomly selected to participate in a survey about your community. The results of the survey will be used by City staff and your elected officials to help create goals for the future and guide the budget process.

Your survey will arrive in a few days. Thank you in advance for helping create a better city!

Sincerely,



John Regan
City Manager

Dear St. Augustine Resident,

Your household has been randomly selected to participate in a survey about your community. The results of the survey will be used by City staff and your elected officials to help create goals for the future and guide the budget process.

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Sincerely,



John Regan
City Manager

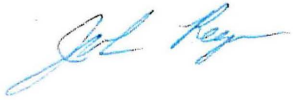
Dear St. Augustine Resident,

Just a reminder – if you have not yet completed St. Augustine’s 2019 Citizen Survey, please do so.

Your participation in this survey is very important – your answers will help the City make decisions that affect your community.

Please complete the survey online at:
xxwww.placeholder.comxx

Thank you very much!



John Regan
City Manager

Dear St. Augustine Resident,

Just a reminder – if you have not yet completed St. Augustine’s 2019 Citizen Survey, please do so.

Your participation in this survey is very important – your answers will help the City make decisions that affect your community.

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xxwww.placeholder.comxx

Thank you very much!



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City Manager

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City Manager

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Please complete the survey online at:
xxwww.placeholder.comxx

Thank you very much!



John Regan
City Manager



1565 -- 2015
450 years

City of St. Augustine



St. Augustine, Florida
Nation's Oldest City

City Manager

January 2019

Dear City of St. Augustine Resident:

Please help us shape the future of St. Augustine! You have been selected at random to participate in the 2019 St. Augustine Citizen Survey.

The survey is distributed, collected and reported by an outside research firm and all responses are completely anonymous. Your participation is extremely important since your household is a small sample that has been randomly selected to represent our community in its entirety.

Instructions for completion:

- Your responses are completely anonymous.
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- You may return the survey in the enclosed postage-paid envelope, or you can complete the survey online at:

xxwww.placeholder.comxx

If you have any questions about the survey please call 904-209-4254.

Thank you for your time and participation!

Sincerely,

John Regan
City Manager



1565 - 2015
450 years

City of St. Augustine



St. Augustine, Florida
Nation's Oldest City

City Manager

January 2019

Dear City of St. Augustine Resident:

Here's a second chance if you haven't already responded to the 2019 St. Augustine Citizen Survey!
(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)

Please help us shape the future of St. Augustine! You have been selected at random to participate in the very first St. Augustine Citizen Survey.

The survey is distributed, collected and reported by an outside research firm and all responses are completely anonymous. Your participation is extremely important since your household is a small sample that has been randomly selected to represent our community in its entirety.

Instructions for completion:

- Your responses are completely anonymous.
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- You may return the survey in the enclosed postage-paid envelope, or you can complete the survey online at:

xxwww.placeholder.comxx

If you have any questions about the survey please call 904-209-4254.

Thank you for your time and participation!

Sincerely,

John Regan
City Manager

The City of St. Augustine 2019 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in St. Augustine:

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

2. Please rate each of the following characteristics as they relate to St. Augustine as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in St. Augustine.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in St. Augustine.....	1	2	3	4	5
Overall "built environment" of St. Augustine (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in St. Augustine.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of St. Augustine.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of St. Augustine.....	1	2	3	4	5

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

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

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In St. Augustine's downtown/commercial area during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to St. Augustine as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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 St. Augustine.....	1	2	3	4	5
Ease of travel by public transportation in St. Augustine.....	1	2	3	4	5
Ease of travel by bicycle in St. Augustine.....	1	2	3	4	5
Ease of walking in St. Augustine.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Cleanliness of St. Augustine.....	1	2	3	4	5
Overall appearance of St. Augustine.....	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
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

6. Please rate each of the following characteristics as they relate to St. Augustine as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Cost of living in St. Augustine.....	1	2	3	4	5
Overall quality of business and service establishments in St. Augustine.....	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Opportunities to participate in social events and activities	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
Neighborliness of residents in St. Augustine	1	2	3	4	5

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

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in St. Augustine (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in St. Augustine	1	2
Reported a crime to the police in St. Augustine	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted the City of St. Augustine (in-person, phone, email or web) for help or information	1	2
Contacted St. Augustine elected officials (in-person, phone, email or web) to express your opinion	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in St. Augustine?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used St. Augustine recreation centers or their services	1	2	3	4
Visited a neighborhood park or City park	1	2	3	4
Used St. Augustine public libraries or their services	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in St. Augustine	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Commission or County Commission, advisory boards, town halls, neighborhood councils, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of St. Augustine 2019 Citizen Survey

10. Please rate the quality of each of the following services in St. Augustine:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	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
Traffic signal timing.....	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Utility billing.....	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
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public information services	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 such as open space.....	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by St. Augustine employees (police, receptionists, planners, etc.)	1	2	3	4	5
City oversight of rental properties.....	1	2	3	4	5
City effectiveness in curtailing disruptive evening and weekend behavior.....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of St. Augustine	1	2	3	4	5
The Federal Government	1	2	3	4	5
St. Johns County Government.....	1	2	3	4	5
The State Government	1	2	3	4	5

12. Please rate the following categories of St. Augustine government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to St. Augustine	1	2	3	4	5
The overall direction that St. Augustine is taking.....	1	2	3	4	5
The job St. Augustine government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in St. Augustine 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
Treating all residents fairly	1	2	3	4	5

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

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in St. Augustine	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in St. Augustine	1	2	3	4
Overall “built environment” of St. Augustine (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in St. Augustine	1	2	3	4
Overall opportunities for education and enrichment	1	2	3	4
Overall economic health of St. Augustine	1	2	3	4
Sense of community	1	2	3	4

14. Please indicate how important, if at all, each of the following projects or issues will be for the City to address in the 2020 budget:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Street repairs and paving	1	2	3	4	5
Improvements to traffic flow in St. Augustine	1	2	3	4	5
Improvements to parking in St. Augustine	1	2	3	4	5
Improvements to pedestrian mobility and safety	1	2	3	4	5
Improvements to bicycle mobility and safety	1	2	3	4	5
Assistance with shelter for homeless in our community	1	2	3	4	5
Land acquisition to provide affordable/workforce housing	1	2	3	4	5
Land acquisition to provide parking facilities	1	2	3	4	5
Acquisition of undeveloped land to provide greenspace	1	2	3	4	5
Improving public safety through police service	1	2	3	4	5
Improving the City's communication with the public	1	2	3	4	5
Improving City Government customer service	1	2	3	4	5
Historic preservation initiatives	1	2	3	4	5
Enhancements to arts and cultural programs	1	2	3	4	5
Reducing the City's carbon footprint	1	2	3	4	5
Increased regulation of vacation rentals	1	2	3	4	5

15. To what extent would you support or oppose the implementation of the following initiatives:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Implementation of traffic flow adjustments during peak hours and during events	1	2	3	4	5
Identifying opportunities to temporarily but regularly close downtown streets in high-tourist areas	1	2	3	4	5
Regulation of commercial delivery vehicle access to downtown	1	2	3	4	5
Increasing the use of shuttles to reduce traffic congestion downtown	1	2	3	4	5
Increasing the hours when parking is regulated	1	2	3	4	5
Implementation of residential parking programs to meet the needs of each neighborhood	1	2	3	4	5

16. Please rate to what extent vacation rentals have impacted your neighborhood:

- ☐ Vacation rentals have had a negative impact on my neighborhood
- ☐ Vacation rentals have had a positive impact on my neighborhood
- ☐ Vacation rentals do not impact my neighborhood
- ☐ Don't know

The City of St. Augustine 2019 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in St. Augustine.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day.....	1	2	3	4	5
Participate in moderate or vigorous physical activity.....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.).....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- ☐ 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. What is your employment status?

- ☐ Working full time for pay
☐ Working part time for pay
☐ Unemployed, looking for paid work
☐ Unemployed, not looking for paid work
☐ Fully retired

D5. Do you work inside the boundaries of St. Augustine?

- ☐ Yes, outside the home
☐ Yes, from home
☐ No

D6. How many years have you lived in St. Augustine?

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

D7. 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

D8. Is this house, apartment or mobile home...

- ☐ Rented
☐ Owned

D9. 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 \$300 per month
☐ \$300 to \$599 per month
☐ \$600 to \$999 per month
☐ \$1,000 to \$1,499 per month
☐ \$1,500 to \$2,499 per month
☐ \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D11. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D12. 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
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 to \$149,999
☐ \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic or Latino
☐ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. 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

D15. 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

D16. What is your sex?

- ☐ Female ☐ Male

D17. Do you consider a cell phone or land line your primary telephone number?

- ☐ Cell ☐ Land line ☐ Both

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

Strategic Plan



Strategic Plan

Updated February 2019

City of St. Augustine



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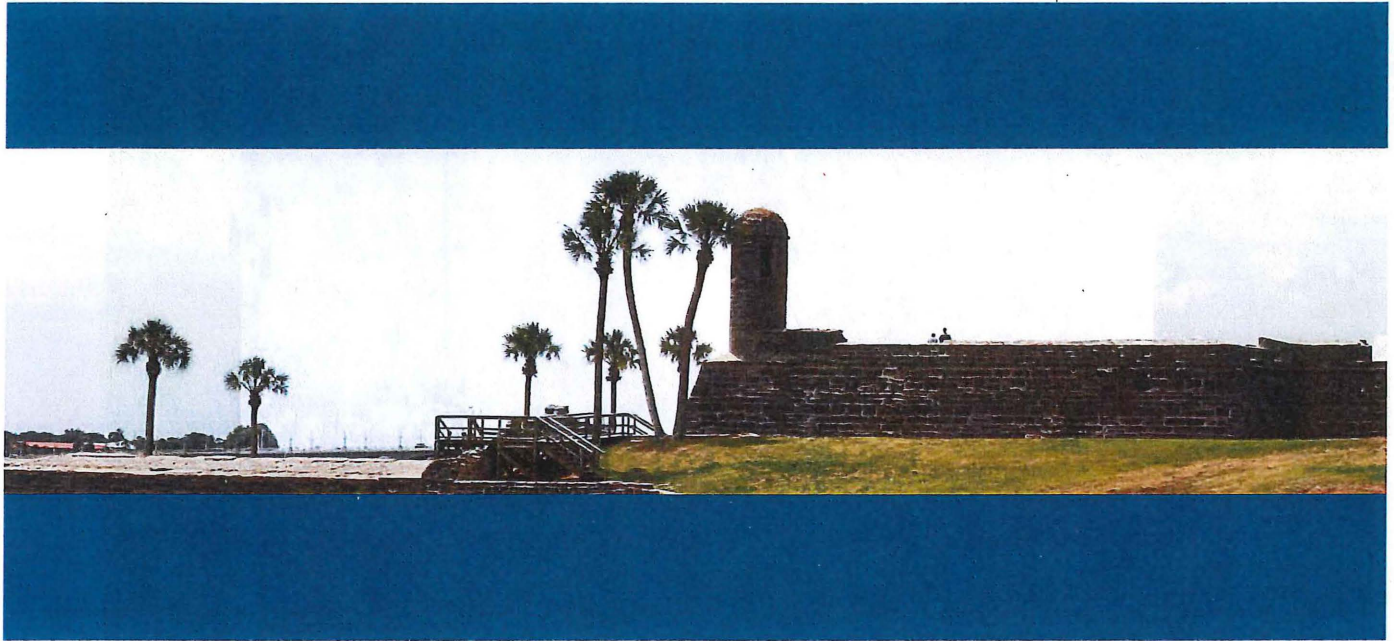
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The purpose of strategic planning is to integrate the visioning statement into the City of St. Augustine strategic plan, create our mission statement, and define our guiding principles and core values. The implementation of a strategic planning process provides the following: the development of a multi-year plan to drive the budget process, and a work plan and system of accountability to maintain on-task performance by the organization.

As stated throughout the visioning process and city commission meetings, staff has refined the strategic plan elements into functional areas that define our priorities. These elements are updated annually by the City Commission and include regular updates that evaluate progress on each of the major objectives. The strategic plan provides a current outlook of projects and initiatives as well as provides the Commission and community a 5-year outlook addressing and considering future directions and needs.

The elements of the Strategic Plan include the vision, mission, guiding principles, core values, goals and objectives. These elements were developed by the City Commission and set direction for City staff. Staff responds to this direction with annual initiatives established through the budget process and status updates, including key performance indicators, that are reported to the St. Augustine residents and the City Commission throughout the year.



Our Vision

St. Augustine will be a diverse, livable, authentic waterfront city that builds upon its rich history and environment to create a distinctive community character founded on a healthy and vibrant economy, a diverse mix of people and experiences and a valuing of its natural assets.

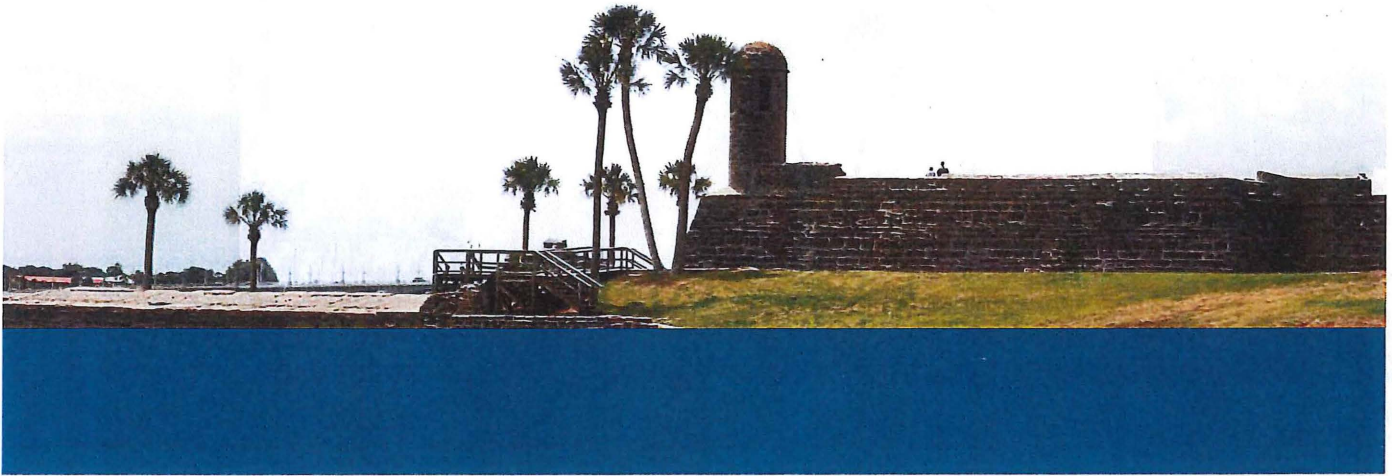
Our Mission

To provide exceptional service that meets the expectations of our residents and cultivates civic engagement and proactive planning that preserves and enriches our community's character for generations to come.



Guiding Principles

- **High-performing** governance at all levels.
- **Conservative** long-term financial planning.
- **Balance** across all sectors of the community, especially between residential quality of life and the tourism economy.
- **Transparency** and accessibility of local government.
- **Fierce** protection and preservation of architecture, cultural elements and the environment.
- **Committed** to actualizing the vision.
- **Collaboration** with our community ensures success.



Core Values

- Our **employees** are the most critical element to deliver our mission and vision and deserve utmost respect. Many of these employees take great personal risk to keep us safe and healthy.
- **Honesty, integrity, respect, compassion, empathy** and **sympathy** guide our actions.
- **Customer service** is everything.
- We are committed to **diversity** at all levels and find strength in celebrating our differences, promoting mutual understanding and inclusiveness.
- We embrace **innovation** and **creativity**.
- **Preservation** and **resiliency** are considered in every decision.

Vision Plan

CITY OF ST. AUGUSTINE • 2014 & BEYOND VISION PLAN ROADMAP VISION: THE DISTINCTIVE COMMUNITY

	BALANCE			
	LIVABILITY	AUTHENTICITY	CHARACTER	VITALITY
STRATEGIC RESULTS	Maintain the quality of life for residents by focusing on City policies and resources to enhance livability.	Encourage and facilitate development and redevelopment in ways that are consistent with the look and feel of the various areas of the City.	Maintain St. Augustine as a small residential community while protecting its historic features and scale, distinctive neighborhoods, hospitality, and natural environment.	Secure the vitality and sustainability of St. Augustine for the future through policies and practices that support economic vitality, environmental assets, and human diversity.
GOALS	Improve mobility. Increase diversity of people, places, and economic opportunity. Establish a greater sense of place. Establish as the first priority of the City the implementation of a comprehensive mobility plan with funding strategies to address all transportation modes; visitor and resident parking, ADA* accessibility, visitor way finding and intercept. Develop budget and metrics that align with vision. Participate in the homelessness strategy developed by the County.	Promote those local features that are found only in St. Augustine. Encourage the growth of small businesses and experiences that are historically accurate or consistent with respect to St. Augustine. Recognize and promote historic diversity. Expand the use of neighborhood empowerment zoning standards and tools to support the interests and goals of the various areas of the City. Establish a heritage tourism task force as recommended by the 2003 NHTP** report. Among its assignments should be: overhauling the training, testing, and enforcement of the City's tour guide program that will result in historically comprehensive tours that capture the distinctiveness of St. Augustine, and developing an incentive program to encourage historically accurate and diverse businesses. Complete historic preservation plan and put policies in place to promote historic and cultural diversity and encourage and facilitate redevelopment in ways that are consistent with the current and historic look of the City and with the vision.	Strengthen the distinctiveness of various neighborhoods and districts. Improve the City aesthetics. Review the event management policies and procedures with the intention of promoting diversity and neighborhood protection. Develop and promote a brand identity and accompanying message that features the distinctiveness of our neighborhoods, art communities, culinary experiences, and historical diversity. Eliminate overhead cabling. Eliminate billboards. Re-design entry corridors into distinctive destinations.	Promote attracting visitors who value the City's unique blend of history, arts, architecture, and culinary features. Support regional cooperation in economic development. Promote a vibrant arts and cultural life. Promote and enforce policies and practices to maintain a rich and healthy physical ecosystem. Recognize and promote diversity in the cultures and histories that comprise St. Augustine of the past and present. Create incentives to ensure a balance in the development of business, recreation, education, and culture for residents and visitors. Increase City participation in regional economic development strategies and activities. Develop a sustainability report on our ecosystem to address protection of natural assets, foreseeable environmental changes, and potential responses. Develop a comprehensive Utility and Infrastructure Plan to remedy deficiencies, increase efficiency and resiliency, and reduce environmental and aesthetic impacts including overhead utility lines. Complete a study of the fair and accurate economic contribution to the City of tourism.
OBJECTIVES				

*ADA - Americans with Disabilities Act **NTHP - National Trust for Historic Preservation

Goals of the Strategic Plan

LIVABILITY

The City of St. Augustine is a safe and pleasant place to live where the experiences and services that make life enjoyable and rewarding are accessible. It is a welcoming and compassionate community that embraces diversity in all senses of that term. The intent of this theme is that St. Augustine be an even more desirable place to live by offering the full range of experiences that make a city highly livable.

AUTHENTICITY

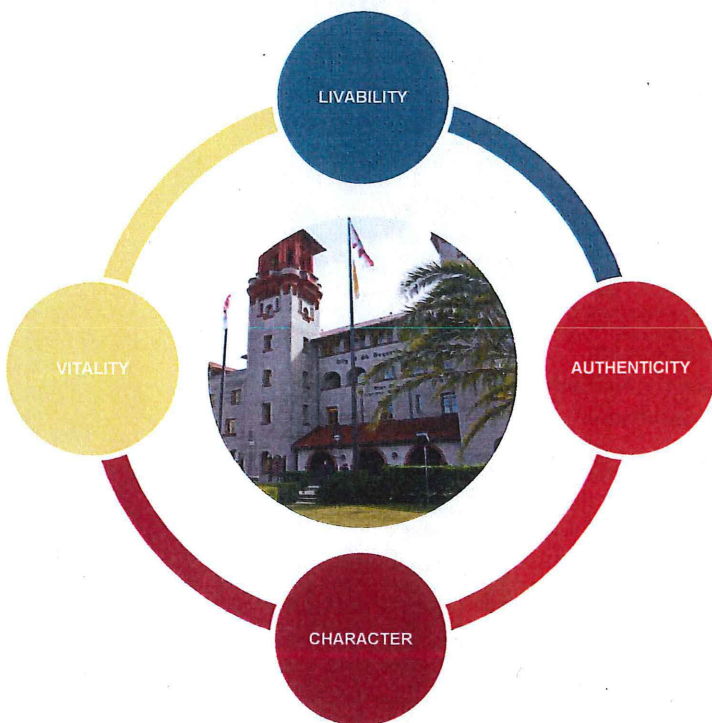
The City of St. Augustine has protected its rich layers of history while adding to those layers as a living and dynamic community, which is fully engaged in today's world. The intent of this theme is that St. Augustine remains a work, live, play city that is multi-generational and culturally diverse and that will manage change while also protecting its distinctive features.

CHARACTER

The City of St. Augustine has protected its historic physical character by maintaining its built scale, its architecture, its intensity and density of uses, and its natural environment. It has also maintained and strengthened its social and cultural character through continued development as an arts and culture hub, a culinary destination, and a small town of both historical and architectural depth. It is the intent of the Vision Plan to protect, retain or enhance those features of the city (be they natural, built or human) which make St. Augustine a historic and distinctive community.

VITALITY

It is the Vision Plan's intent to enhance the level of economic activity in the City of St. Augustine so as to encourage the development of diverse existing and new entrepreneurial economic drivers, maintain and restore a rich and healthy physical ecosystem, and support a diverse group of people who find St. Augustine home.



Objectives of the Strategic Plan

- *Infrastructure Planning & Construction*
- *Mobility Planning & Construction*
- *Zoning Update & Building Code Update*
- *Resiliency, Sustainability & Sea-Level Rise Planning & Implementation*
- *Arts, Education & Community*
- *Enhance our partnerships to affect change in affordable/workforce housing and homelessness*
- *Proactive planning to preserve our downtown character*
- *Event Planning and Management*
- *Capital Plan Financing*





Objective: *Infrastructure Planning & Construction*

To assess our infrastructure, update and prioritize capital improvement plans (CIP), create financing strategies and move the plan into systematic construction. The primary focus has been in water, sewer, road and stormwater systems, including water and wastewater treatment plant facilities.

Key Performance Indicator:

The implementation of our 5-year Capital Improvement Plan

Changes reported against the 2015 baseline assessment

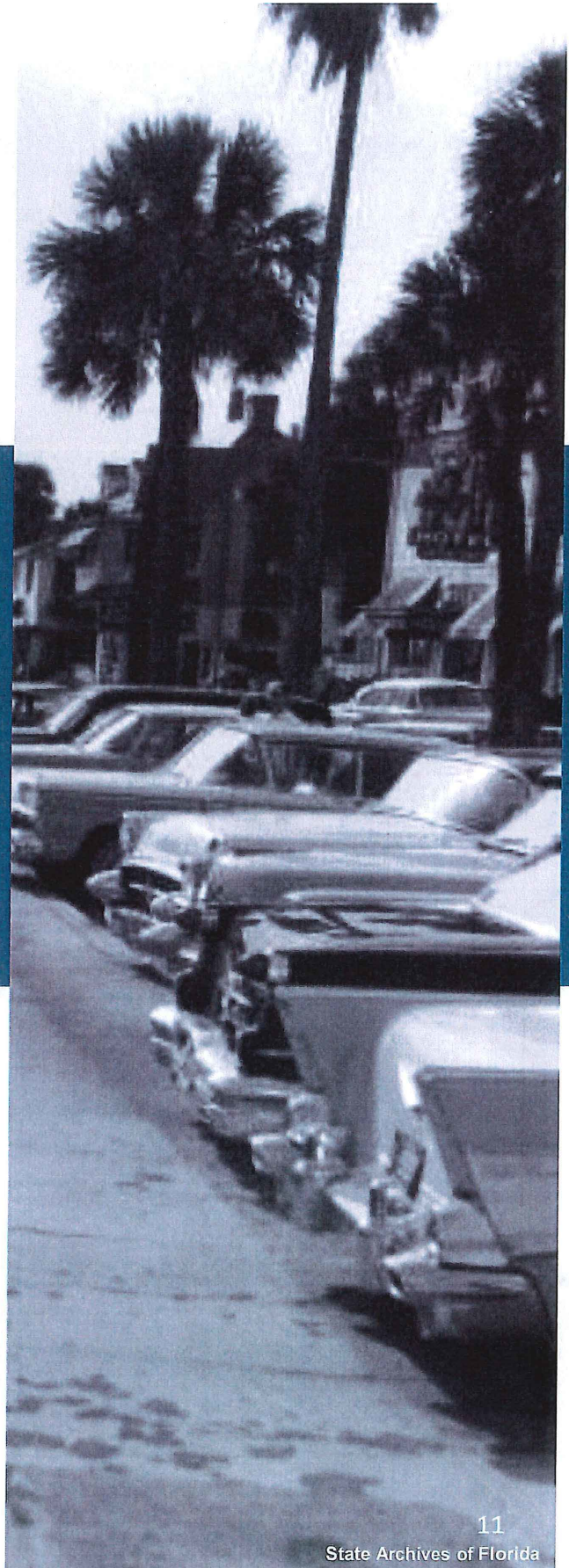
Objective: Mobility Planning & Construction

To implement the mobility and growth plan developed due to the rise in congestion caused by growth of our regional population and increased tourism. Residents are increasingly frustrated by traffic congestion, lack of parking, and a decrease in "livable" quality. This is a long-term commitment to urban improvement with no easy solutions.

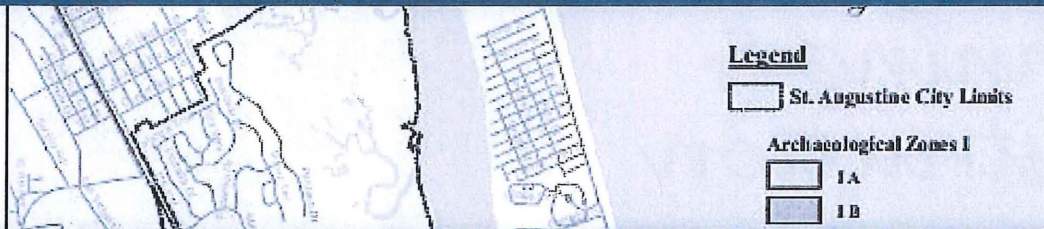
Key Performance Indicator:

*Implementation of the
Transportation and Parking
Master Plan*

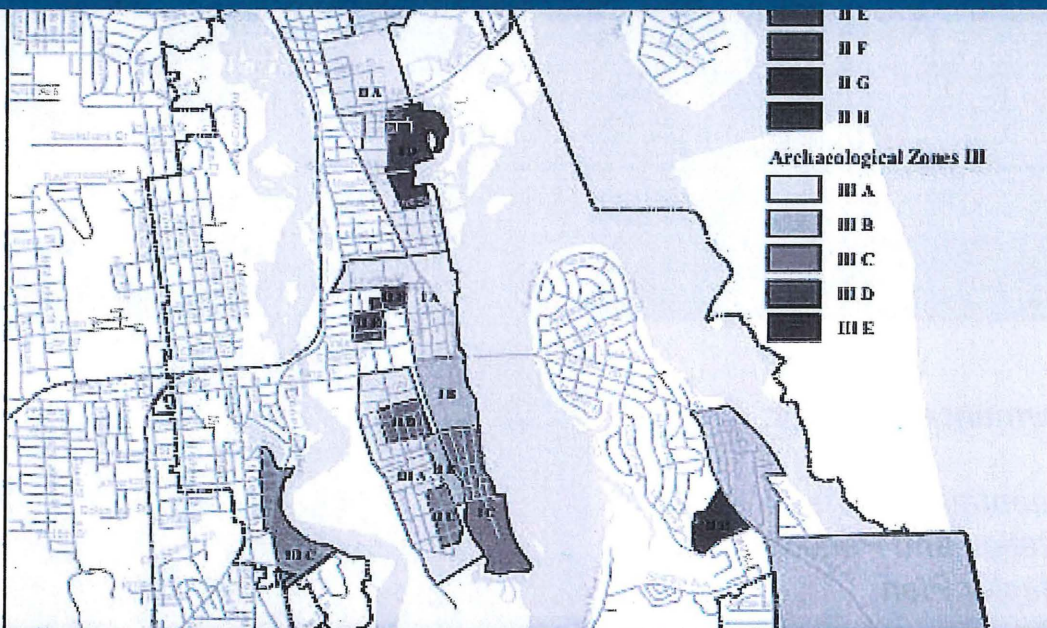
*Implementation of the Mobility
Plan*



Objective: Zoning Update & Building Code Update



To preserve the character of St. Augustine. The current effort encourages resident and business participation in a new planning efforts to redefine the future of the City and its unique neighborhoods and entry corridors. It also includes updating the current Building Code for Sea-Level rise and resiliency.



Key Performance Indicator:

Review of the building code and final City Commission decisions



Objective: Resiliency, Sustainability & Sea-Level Rise Planning & Implementation



To develop City values that lead to resilient strategies that will help us to face the challenges of sea-level rise and sustainable practices that will help to reduce our carbon footprint.

Key Performance Indicator:

Completion of a Resiliency Plan and Comprehensive Plan update

Objective: Arts, Education & Community

To be a more integral part of the community's rich arts and cultural scene. The City would like to play a more active role in the development of art and cultural programs that will educate both our residents and our visitors. This includes the support of the relationship with our Sister Cities and with the strategies outlined by the University of South Florida.



Key Performance Indicator:

Results and feedback from the Citizen Survey

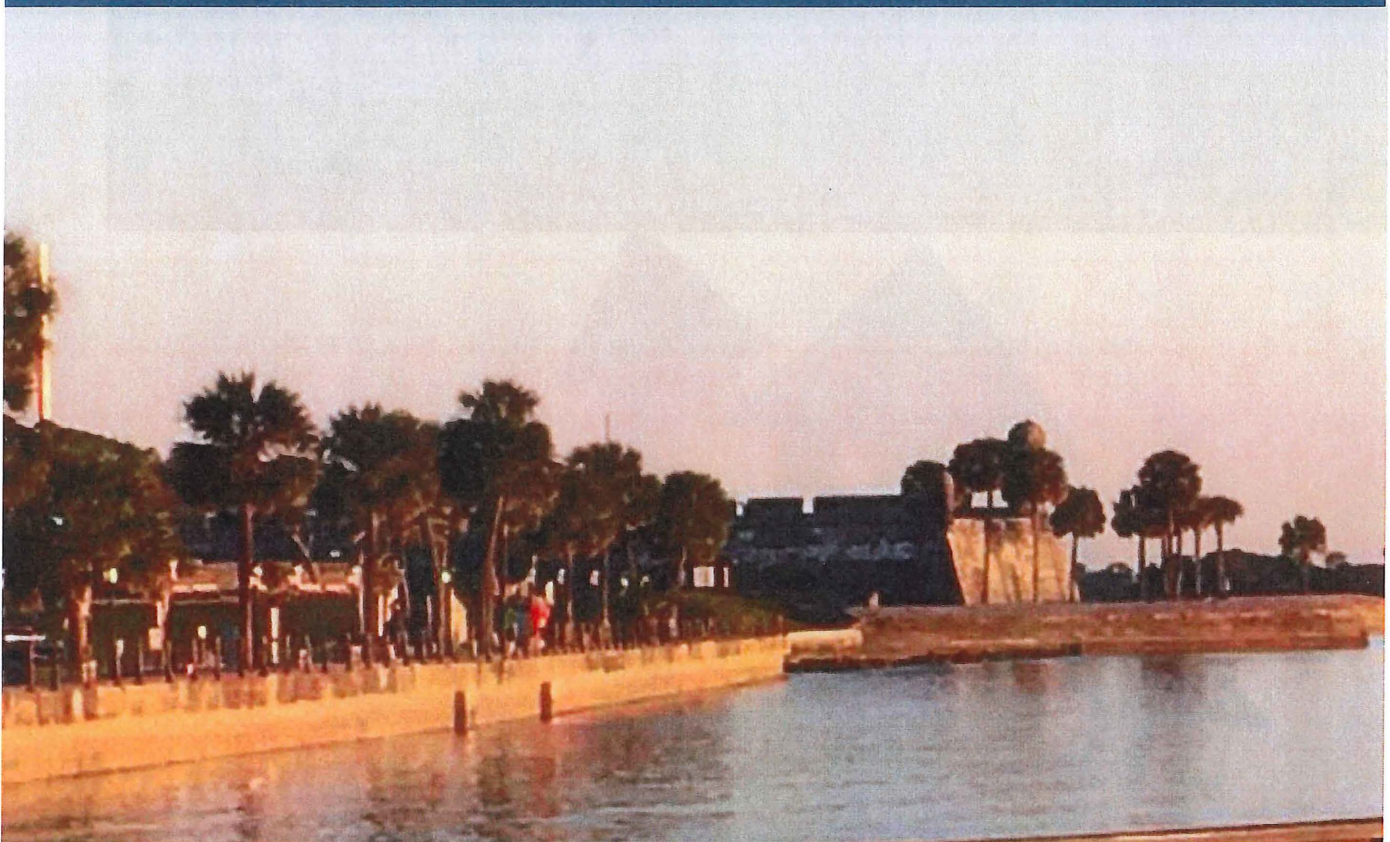
Objective: Enhance our partnerships to affect change in affordable/workforce housing and homelessness

To ensure that all of St. Augustine's residents have the basic necessities of life. This is a long-term commitment that includes coordination to support the creation of affordable housing for our residents, treating all with dignity and respect and the continuous education/recognition of the needs of our homeless population.



Objective: Proactive planning to preserve our downtown character

Collaboration between residents, business owners, visitors and the City to preserve the downtown character and ensure that all can enjoy a safe, social, enjoyable, high-quality atmosphere.



Key Performance Indicator:

Downtown crime statistics and incident volume

Business inventory mix.

Objective: Event Planning & Management



To continually evaluate the City's special event policies along with mobility solutions that will facilitate the success of events held on public property in such a way that events will not place undue burden on City services, residents and businesses but rather enhance the livable nature of the City.

Objective: Capital Plan Financing

To maintain an integrated model for long-term financial planning (LTFP) resulting in recommendations and financing strategies for major capital expenditures. LTFP is the process of aligning financial capacity with long-term service objectives.



Key Performance Indicator:

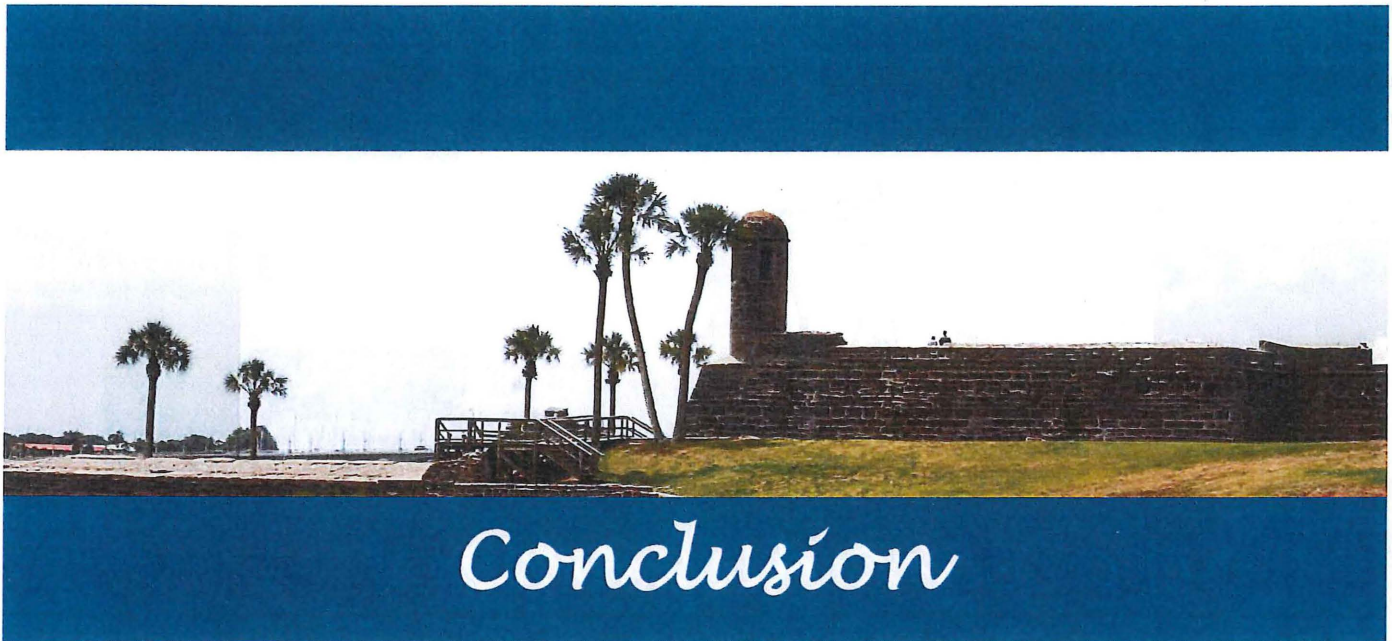
Implementation of the 5-year Capital Improvement Plan



Strategic Alignment

This plan sets the high-level policy direction for the City of St. Augustine. It is supported by various other management tools and plans which include the following:

- *Comprehensive Plan*
- *Capital Improvement Plan*
- *Historic Preservation Master Plan*
- *Vision Plan, 2014 and Beyond*
- *Strategic Adaptation Plan*
- *Citizen Survey Results*
- *Annual Budget*
- *Revenue Manual*
- *Stormwater Master Plan*
- *Floodplain Management Plan*
- *Coastal Vulnerability Assessment*
- *West Augustine Water Sewer Plan*
- *Water Main Improvements Plan*
- *City Drinking Water Facilities Plan*
- *Infrastructure Baseline Assessment*
- *St. Augustine Mobility Framework*
- *Transportation and Parking Master Plan*



Throughout the year, staff will monitor the implementation of this plan and report back to the residents of the City of St. Augustine. Resources are allocated through the budget process to support the plan and staff will also continue to identify initiatives and performance measures to support the objectives in this plan.

St. Augustine City Commission

Tracy Upchurch, Mayor

Leanna Freeman, Vice Mayor

Nancy Sikes-Kline, Commissioner

Roxanne Horvath, Commissioner

John Valdez, Commissioner

John Regan, P.E., City Manager



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