



THE CITY OF
MONTEREY

2023–2024 ENGAGEMENT SURVEY RESULTS

Presented April 2024

RESULTS



**City of Monterey
ENGAGEMENT
SURVEY 2023-24**

Thank you for taking the survey to let us know
how we are doing engaging with you, and what
we can do better!

Thank you to everyone who participated!

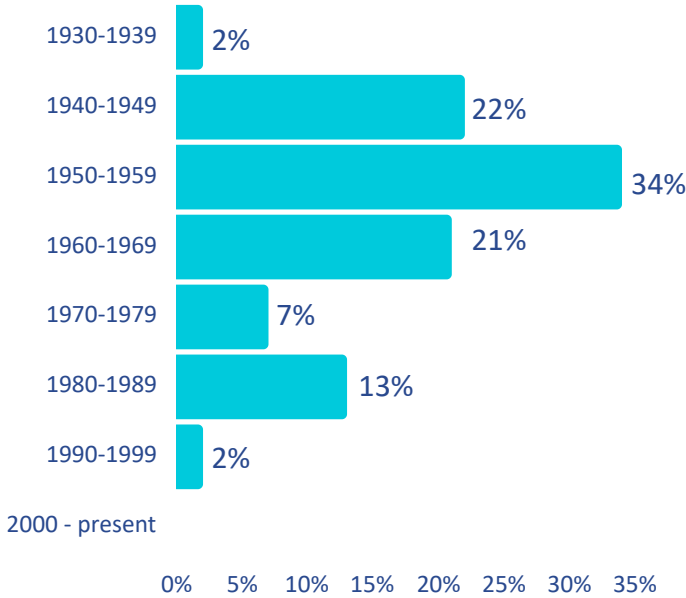


2023-2024 ENGAGEMENT SURVEY RESULTS

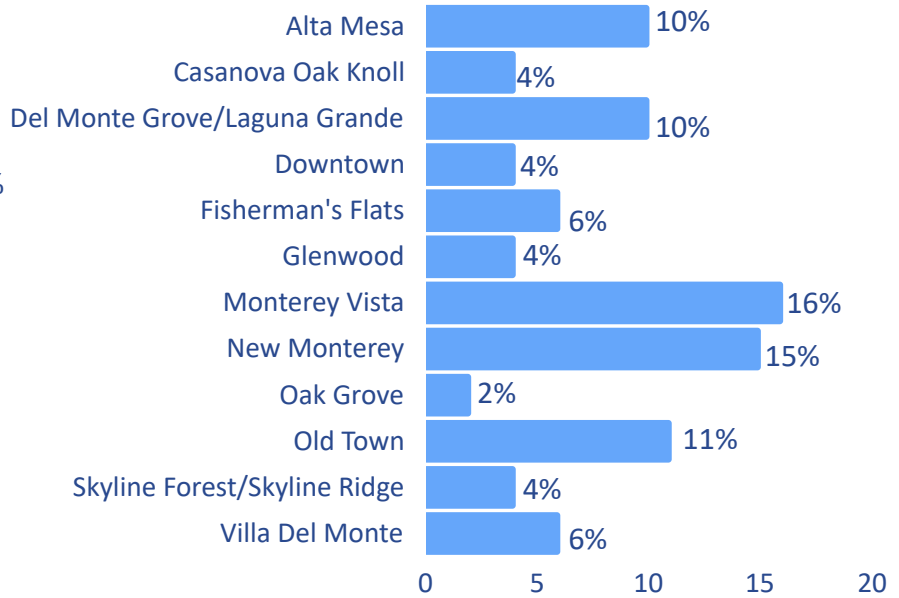
DEMOGRAPHICS

106 Responses

Age



Neighborhood



No mentions: Aguajito Oaks, Del Monte Beach, Deer Flats, La Mesa Village / NPS, Montsalas, Presidio / DLI

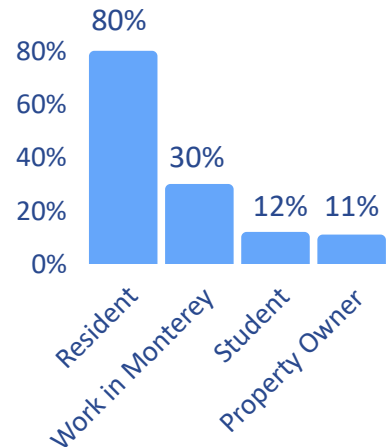
Other mentions: Del Monte Fairways, Huckleberry Ridge, Josselyn Canyon, Pacific Grove, Ryan Ranch

14% mentioned
business ownership

Business Owners

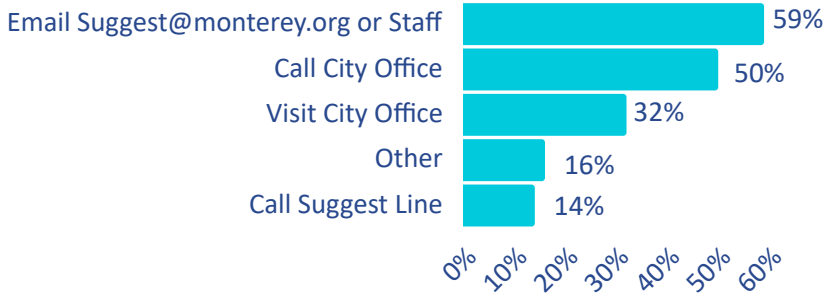
- 40% have businesses in Downtown
- 33% run businesses from home
- 13% have businesses on Garden Street
- 7% have businesses at Del Monte Corridor
- 7% have business in Ryan Ranch
- 7% have a business on Tenth Street

Connection to Monterey



COMMUNICATION

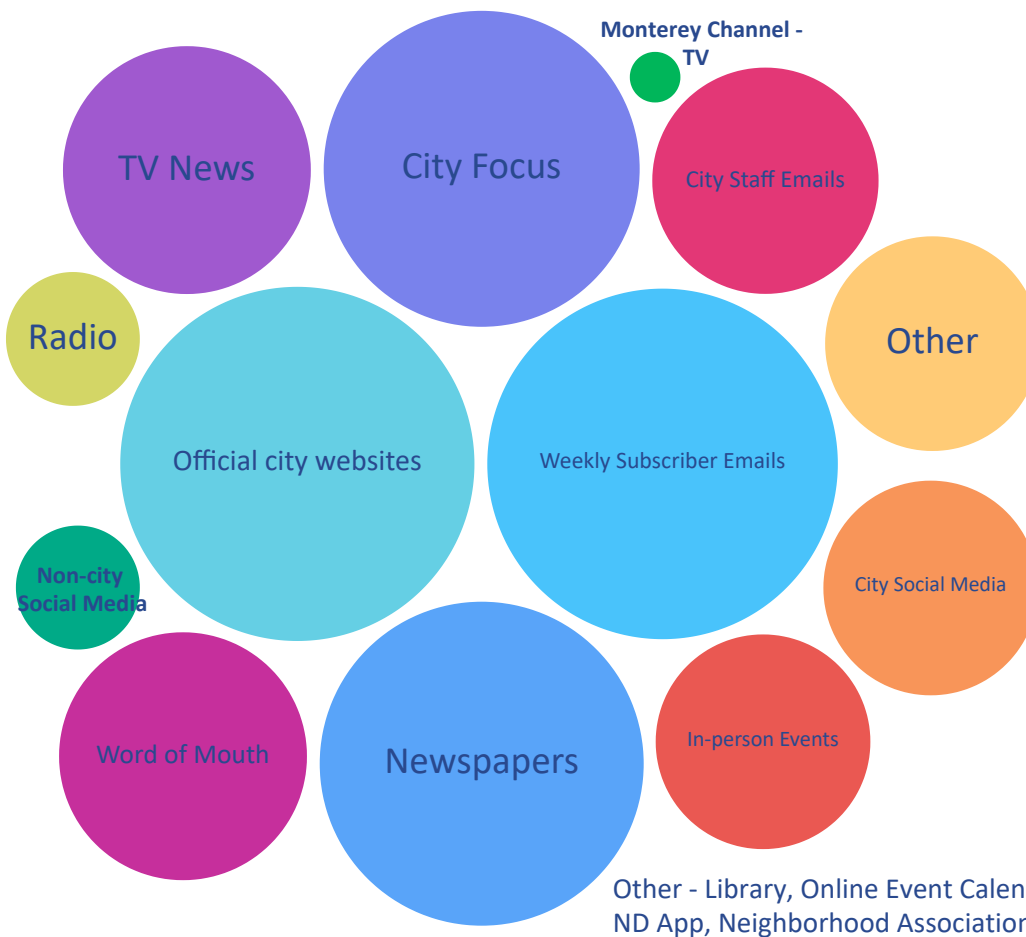
How are people contacting the city?



Other responses:

- Engaging at City meetings in person or Zoom
- NCIP / Neighborhood meetings
- Does not contact the City
- Did not know how to contact
- Given up trying

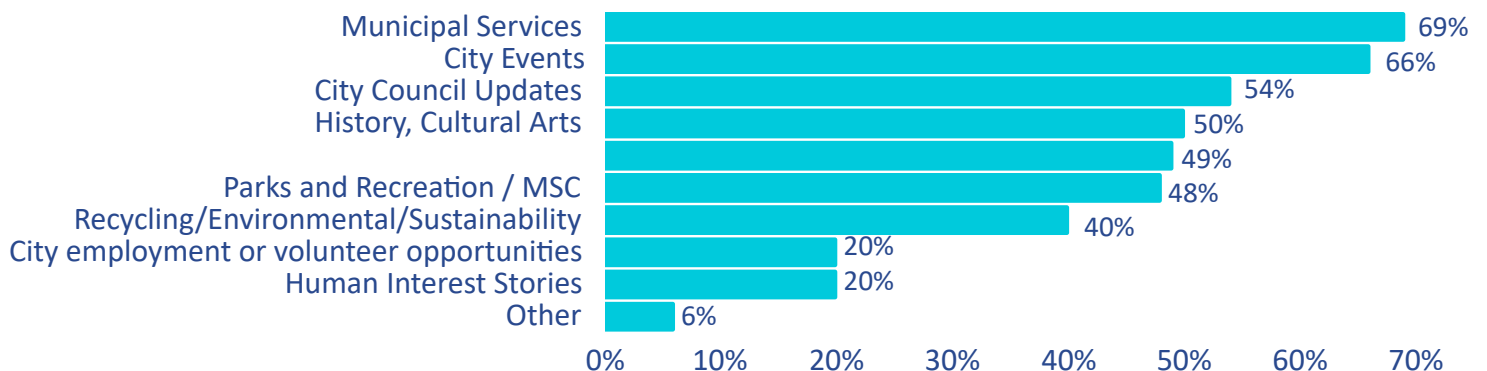
Where are people getting their information?



Subscribers to City Newsletters

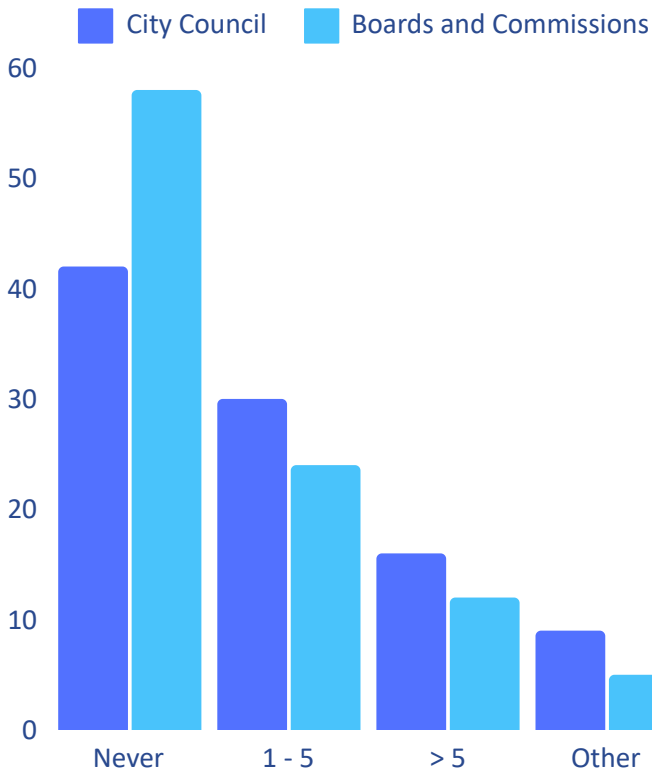
- 76% - Subscribed
- 14% - Not Subscribed
- 6% - Requested to Subscribe
- 4% - No Response

What city services are they interested in and/or using?

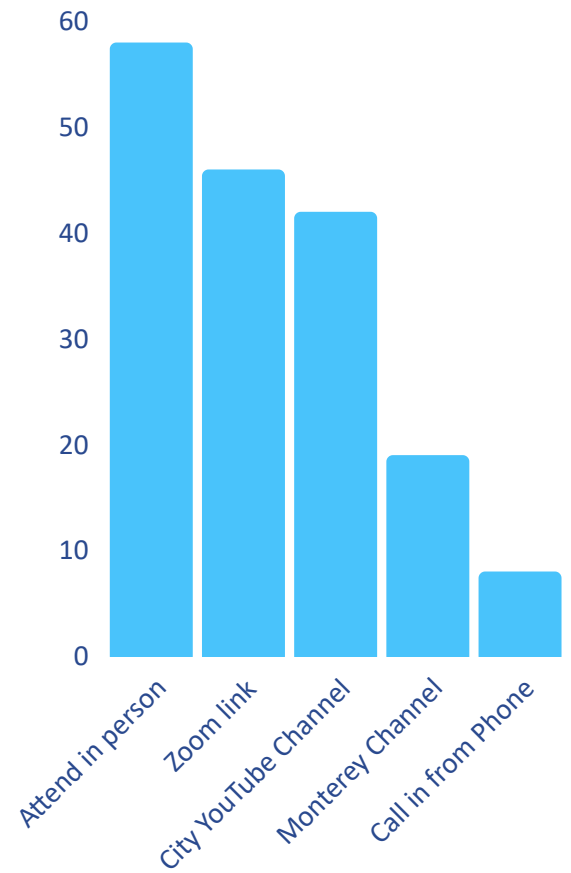


PARTICIPATION

Past Year, # of Times



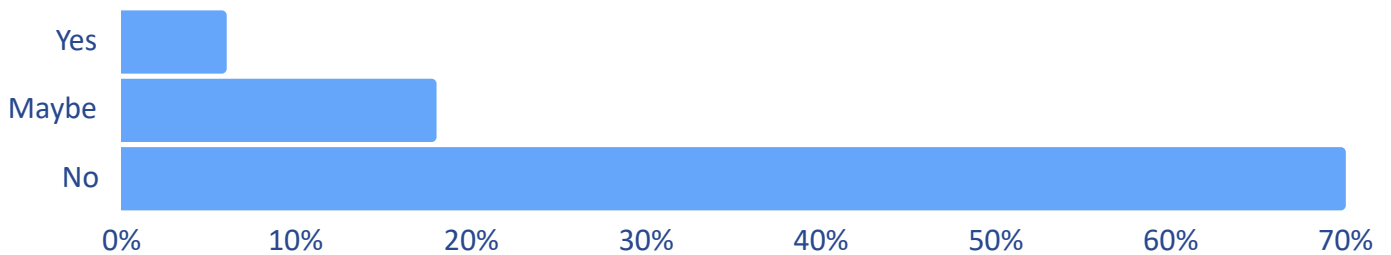
Method (out of 68% responded)



Other Expressed Forms of Participation:

- As Able
- Every few years
- 100% attendance or watch
- Based on Topic

Interest in Serving on an Open Position?



COMMUNITY ASSESSMENT

City Communication

Average - 7.2
Median - 8

0 = Terrible
10 = Excellent

Feel Connected to City and Community & Confident Voice is Heard

Average - 6.2
Median - 7

0 = Not at all
10 = Extremely

Notes and Suggested Improvements for Connectedness

Main Takeaways

- Many concerns about the rental registry and process expressed
- Quicker or any staff responses to emails and calls, including suggest@monterey.org
- Better dialogue and decision explanations when there is strong disagreement between residents and council in meetings - like the rental registry meeting
- Letting full community feedback in earlier since oftentimes there is momentum before full public comment is available
- Council listen to staff and union concerns about morale
- Staff out in community events for chances to meet
- More emails / social media with more time to plan ahead for events and informing about neighborhood crime
- More services to the homeless
- Mixed-use / low-income housing

WHAT PEOPLE LOVE



Number of Theme Mentions:

Environmental Beauty	35	Location	6
Small Town, Slower Feel	23	Parks, Green Space, Trails	6
Weather	19	Restaurants	6
City Staff, Management	15	Mayor, Council	5
History of Town	15	Downtown, Wharf	3
People	12	Clean, Safe	2
City Programming, Amenities	11	My Voice Matters	2
Beauty of Town	10	Police	2
Diversity	7	Walkability	2

WHAT PEOPLE DON'T LOVE



Number of Theme Mentions:

Traffic	22	Drivers	3
Housing Costs, Cost of Living	18	Antisemitism	2
Rental Registry	8	Weather, Taxes, Staff Pay	
Parking	8	Short-term rentals, Program Fees, Not prioritizing local business, Lack of Off Leash Dog Areas, Lack of Healthcare Options, Lack of Covid Precautions, Housing Availability, Council Push for Growth	1 each
Unhoused People	7		
Mayor, City Council	7		
Crowded	7		
City Bureaucracy, Staff	7		
City Services, PW	6		
Residents not heard	4		
Water	3		
People	3		