THE NCS™

THE NATIONAL COMMUNITY SURVEY™

Cape Coral, FL

The National Community Survey

Report of Results

2021

Report by:

National Research Center

POWERED BY POLCO

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About The NCS™

The National Community Survey™ (The NCS™) report is about the "livability" of Cape Coral. A livable community is 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. The survey was developed by the experts at Polco's National Research Center.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents' opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 512 residents of the City of Cape Coral collected from January 4, 2021 to February 22, 2021. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2020 survey was 20%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Cape Coral.

How the results are reported

For the most part, the percentages presented in the following tabs represent the "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). 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 the tab "Complete data." However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

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 Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five 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. In each tab, Cape Coral'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 Cape Coral residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Cape Coral'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 Cape Coral's average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City's 2021 ratings compare to other communities' ratings from the past five years.

Trends over time

Trend data for Cape Coral represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than six percentage points between the 2019 and 2021 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

All households within the City of Cape Coral were eligible to participate in the survey. A list of all households within the zip codes serving Cape Coral 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 Cape Coral 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. Addresses located outside of the City of Cape Coral boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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 introduction of the survey.

Conducting the survey

The 2,700 randomly selected households received mailings beginning on January 4, 2021 and the survey remained open for seven weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 6% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,259 households that received the invitations to participate, 512 completed the survey, providing an overall response rate of 20%. The response rate was calculated using AAPOR's response rate #2* for mailed surveys of unnamed persons.

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. The margin of error for the City of Cape Coral survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (512 completed surveys).

In addition to the randomly selected "probability sample" of households, a link to an online open participation survey was publicized by the City of Cape Coral. The open participation survey was identical to the probability sample survey with one small update; it included a question about where they heard about the survey. The open participation survey was open to all city residents and became available on February 8, 2021. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a "key and verify" method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Cape Coral. 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 age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	4%	18%	22%
	35-54	19%	34%	33%
	55+	77%	48%	46%
Hispanic origin	No, not Spanish, Hispanic, or Latino	90%	82%	82%
	Yes, Spanish, Hispanic, or Latino	10%	18%	18%
Housing tenure	Own	88%	70%	70%
	Rent	12%	30%	30%
Housing type	Attached	19%	17%	17%
	Detached	81%	83%	83%
race	Not white	7%	8%	9%
	White alone	93%	92%	91%
Race & Hispanic origin	Not white alone	17%	23%	24%
	White alone, not Hispanic or Latino	83%	77%	76%
Sex	Female	49%	54%	52%
	Male	51%	46%	48%
Sex/age	Female 18-34	3%	11%	11%
	Female 35-54	10%	18%	17%
	Female 55+	36%	25%	24%
	Male 18-34	1%	6%	11%
	Male 35-54	10%	17%	16%
	Male 55+	40%	23%	22%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. 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/good, very safe/somewhat safe, essential/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 the tab "Complete data". 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.

Contact

The City of Cape Coral funded this research. Please contact Connie Barron of the City of Cape Coral at cbarron@capecoral.net if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at https://info.polco.us/knowledge/statistical-vali

* See AAPOR's Standard Definitions for more information at https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx
* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf
* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

Cape Coral continues to be a desirable place to live, with natural areas as a feature that contributes to quality of life.

About 82% of residents positively rated the overall quality of life in Cape Coral; this rating improved from 2019 to 2021. About 8 in 10 survey respondents gave high marks to Cape Coral as a place to live, were likely to recommend living in Cape Coral to someone who asked, and planned to remain in the community for the next five years. Cape Coral as a place to retire was given high marks at 85% excellent or good, which was higher than the national benchmark.

About 8 in 10 residents indicated that the overall quality of the natural environment in Cape Coral was an important focus area for the City in the coming years. About 7 in 10 gave excellent or good marks to the overall quality of the natural environment in Cape Coral while 8 in 10 gave positive marks to air quality; ratings for both of these items increased from 2019 to 2021. Assessments of the preservation of natural areas, open space, recycling, and yard waste pick-up were assigned positive reviews by about half or more of respondents; all of these ratings improved from 2019 to 2021 and were on par with national averages.

Respondents place priority on quality utility infrastructure and community design.

When asked the most important areas of focus in the next 2 years, utilities was one of the top areas selected, with 92% of residents saying it was essential or very important. This was an area of higher importance and lower quality in our analysis of community facets and could merit attention, especially given recent weather events. Ratings for sewer, storm water, and electric and gas were average compared to national benchmarks and saw rating increases since 2019. However, the overall quality of the utility infrastructure, garbage collection, and drinking water were rated lower than the national average.

Related to overall infrastructure, Cape Coral residents also prioritized community design and layout (84% essential or very important, similar to the nation), but felt it was of lower quality (57% excellent or good, lower than the nation). Just over half of respondents gave positive assessments to the overall quality of new development and the variety of housing options, both of which were on par with the nation but trending up from 2019. Residents also gave higher marks in 2021 to land use, planning and zoning, and code enforcement, compared to 2019; however, less than half rated these aspects favorably. The importance of this aspect of livability may be partially attributable to the aging population many Florida communities are experiencing.

Cape Coral's community members note improvements to many aspects of mobility.

About half of survey participants gave high marks to the availability of paths and walking trails, ease of travel by car, and by bicycle. These assessments were all higher than 2019 ratings and on par with national averages. More Cape Coral respondents reported walking or biking instead of driving in 2021 than they did in 2019 and this was similar compared to respondents in other communities across the nation. Further, residents gave more positive reviews to street cleaning, street lighting, sidewalk maintenance, and street repair in 2021 compared to 2019. Sheltering at home measures for portions of 2020 may have made it easier to get around the community, in general, and incentivized use of biking and walking as residents looked for ways to safely venture out of their homes.

The economy remains an area of focus for the community, with many ratings on the rise.

The overall economic health of Cape Coral was felt to be one of the most important issues for the community to focus on in the next two years with 92% of residents rating it as essential or very important. About 6 in 10 residents favorably rated the overall economic health of Cape Coral, and the overall quality and variety of business and service establishments; both of these aspects of the community improved from 2019 to 2021. Assessments of the cost of living in Cape Coral, shopping opportunities, employment opportunities, and economic development improved from 2019 to 2021 and were on par with national benchmarks.

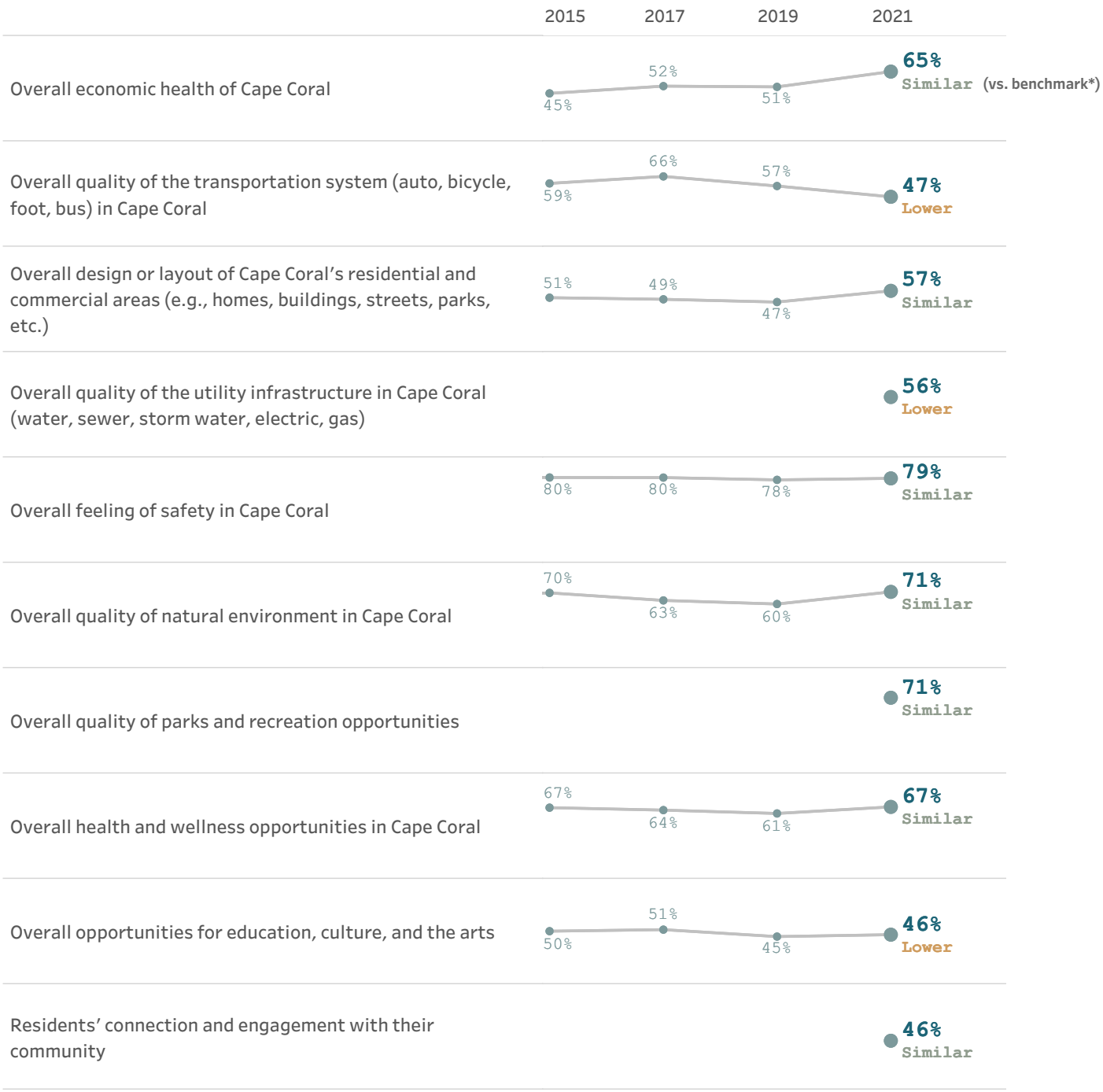
By contrast, only 26% of residents in Cape Coral believed the economy would have a positive impact on their income in the six months following the survey; this rating was similar to the benchmark and declined from 2019 to 2021. These changes are likely due, at least in part, to the economic crisis impacting many communities due to COVID-19.

Facets of livability

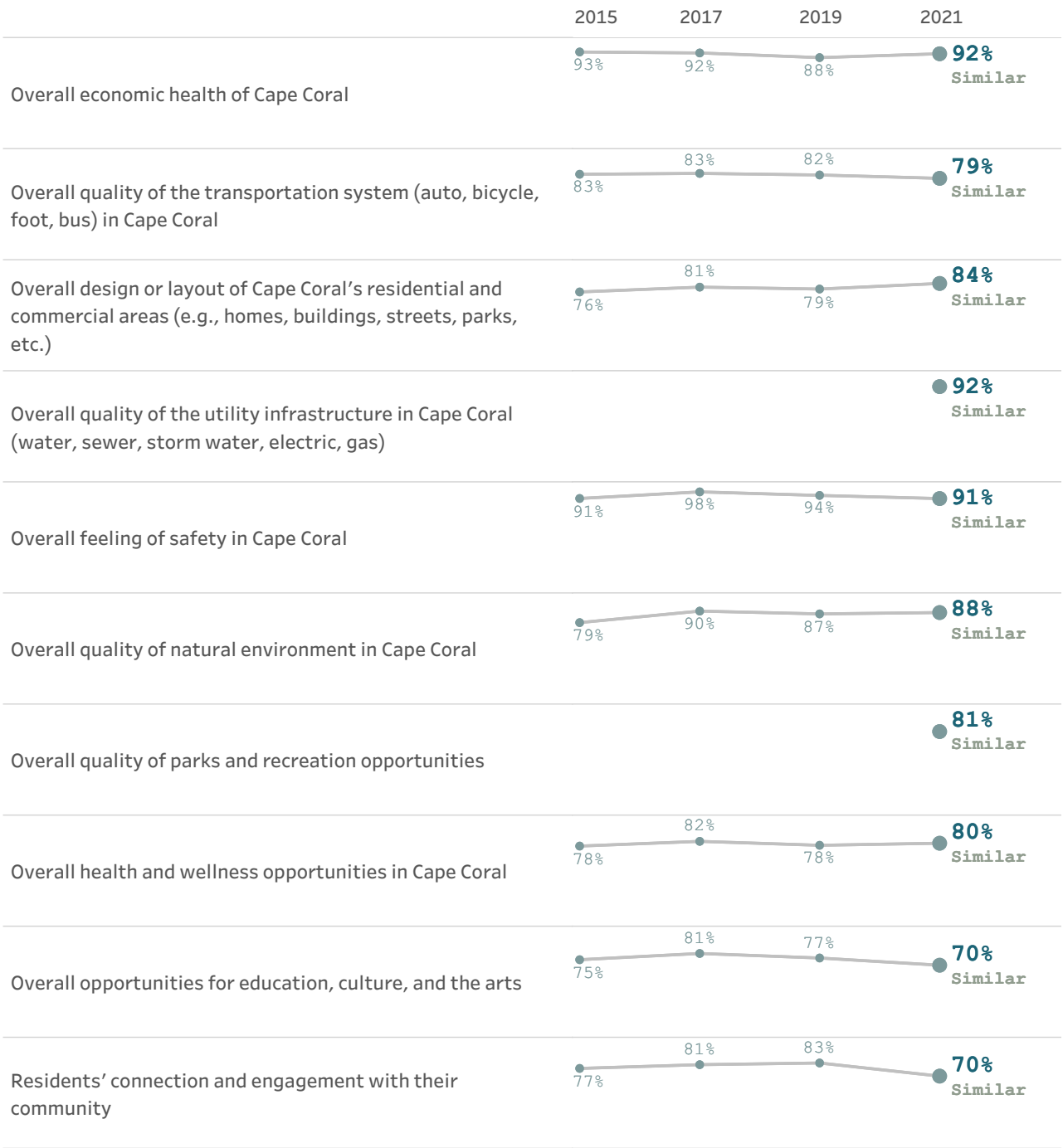
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)



Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.
(% essential or very important)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

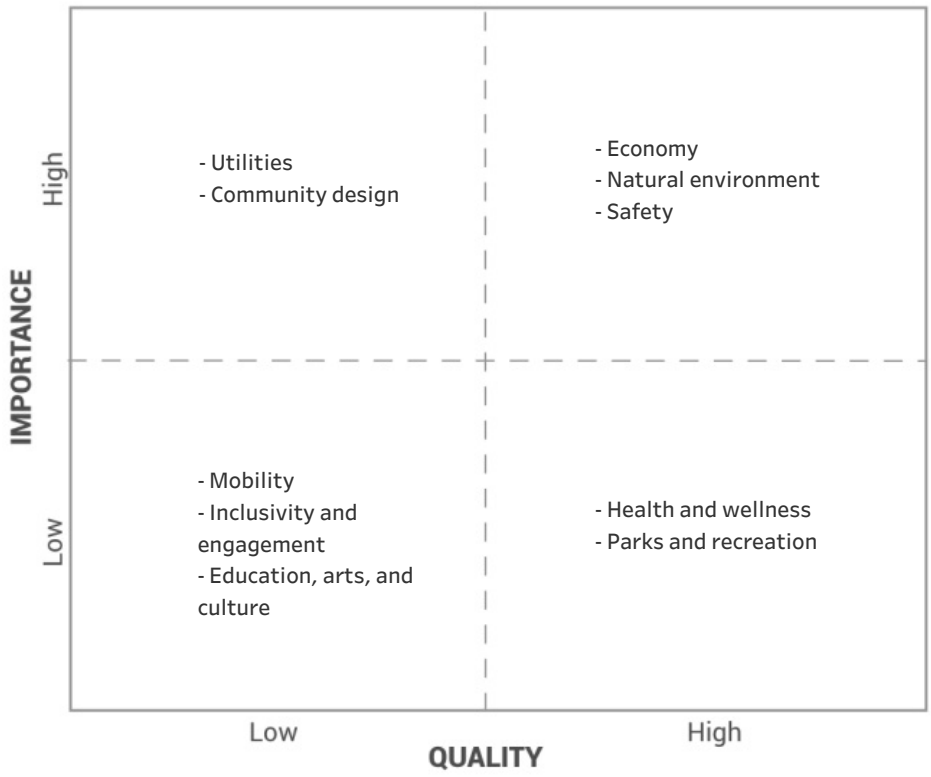
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 61% or more of respondents were considered of "higher quality" and those with ratings lower than 61% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 82% or more of respondents. Services were rated as "less important" if they received a rating of less than 82%. This classification uses the median ratings for quality and importance to divide the services in half.

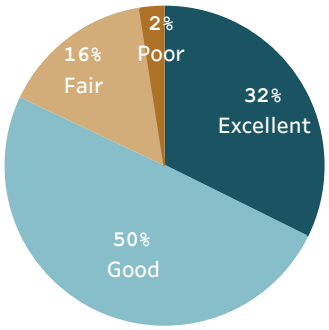
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Cape Coral



Please rate each of the following aspects of quality of life in Cape Coral.
(% excellent or good)

	2015	2017	2019	2021	
Cape Coral as a place to live	81%	83%	82%	82% Similar	(vs. benchmark*)
The overall quality of life in Cape Coral	74%	78%	74%	82% Similar	

Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)

	2015	2017	2019	2021
Recommend living in Cape Coral to someone who asks	86%	85%	80%	85% Similar
Remain in Cape Coral for the next five years	85%	86%	84%	84% Similar

Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)

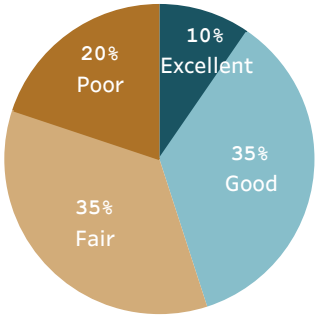
	2015	2017	2019	2021
Overall image or reputation of Cape Coral	54%	56%	59%	71% Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Cape Coral government



Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)

	2015	2017	2019	2021	
Public information services	57%	58%	65%	66%	Similar (vs. benchmark*)

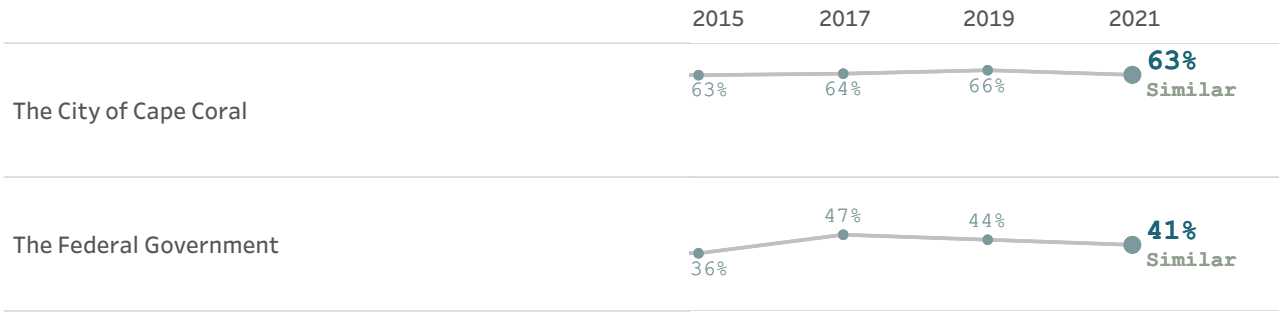
Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)

	2015	2017	2019	2021	
Overall customer service by Cape Coral employees (police, receptionists, planners, etc.)	68%	67%	66%	75%	Similar

Please rate the following categories of Cape Coral government performance.
(% excellent or good)

	2015	2017	2019	2021	
The value of services for the taxes paid to Cape Coral	40%	46%	41%	48%	Similar
The overall direction that Cape Coral is taking	50%	50%	44%	54%	Similar
The job Cape Coral government does at welcoming resident involvement	45%	43%	42%	44%	Similar
Overall confidence in Cape Coral government	33%	31%	37%	45%	Similar
Generally acting in the best interest of the community	40%	34%	43%	48%	Similar

Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

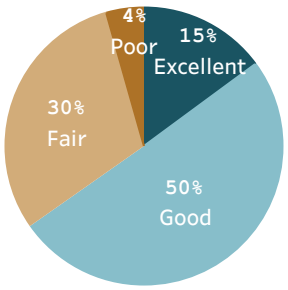


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

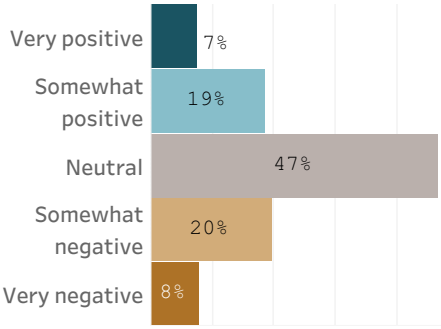
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

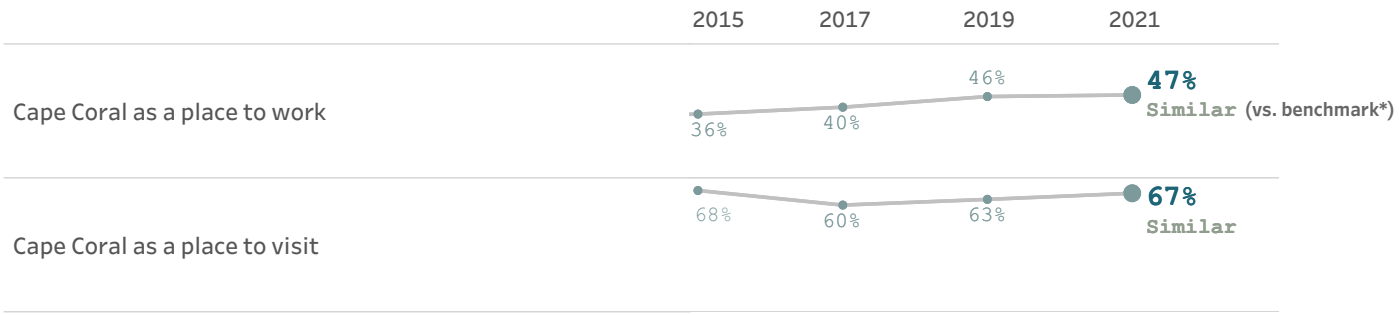
Overall economic health of Cape Coral



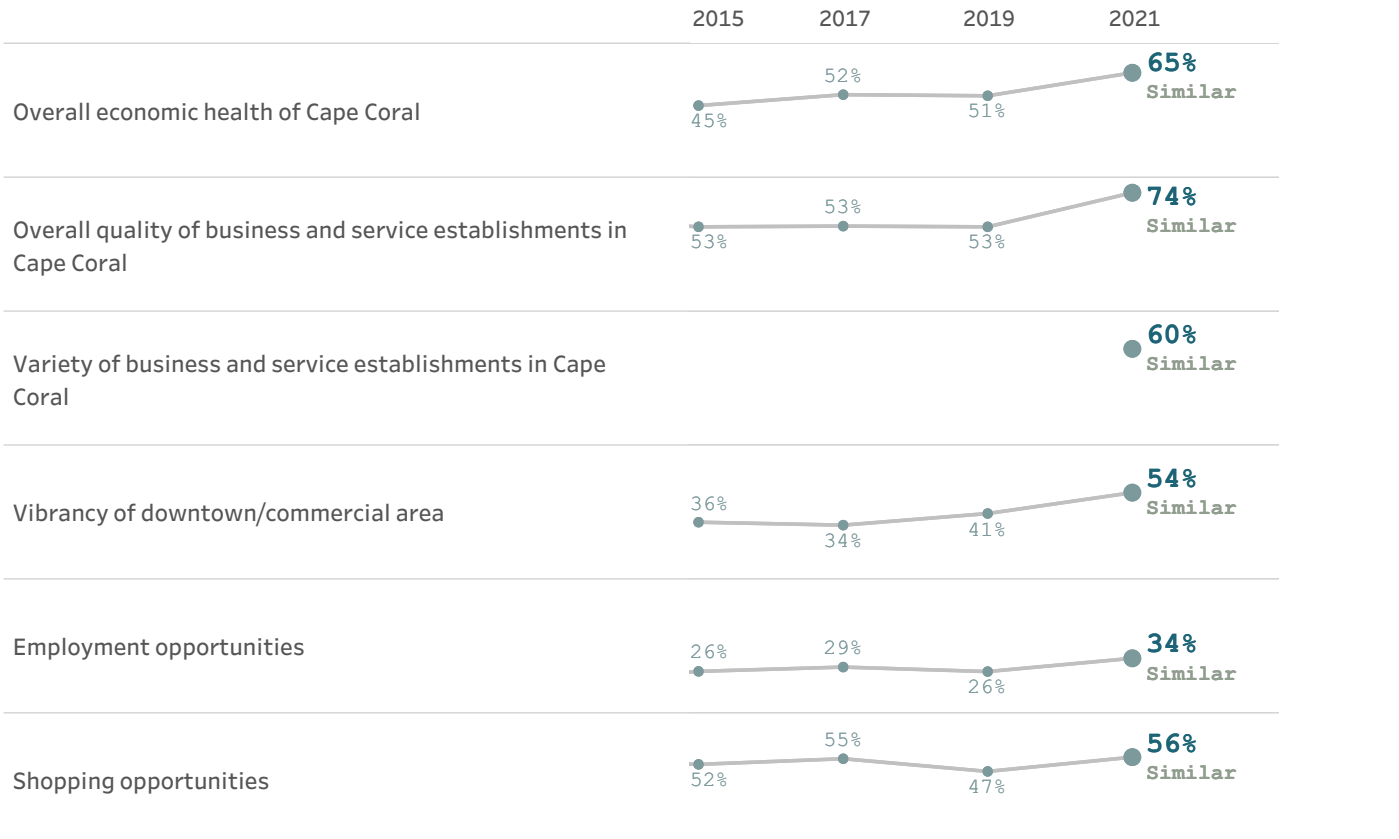
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

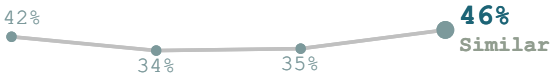


Please rate each of the following aspects of quality of life in Cape Coral.
(% excellent or good)

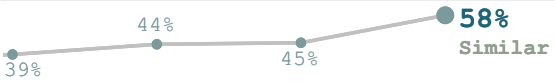


Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)



Cost of living in Cape Coral	

Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)

	2015	2017	2019	2021
Economic development				

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 or somewhat positive)

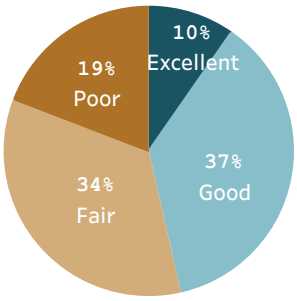
	2015	2017	2019	2021
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:				

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Cape Coral

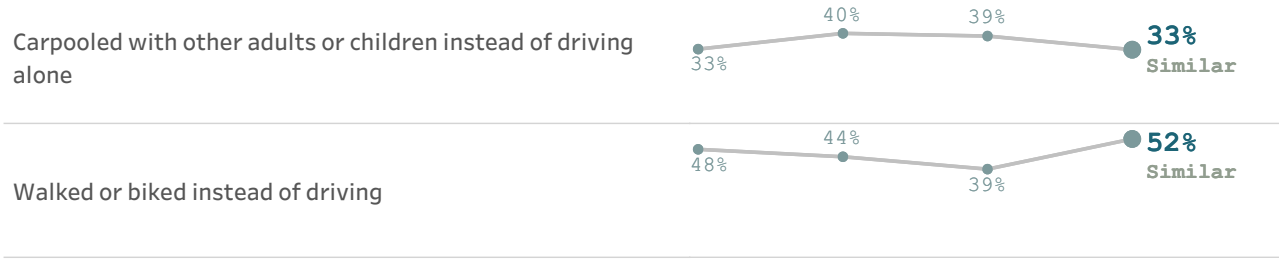


Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)

	2015	2017	2019	2021	
Overall quality of the transportation system (auto, bicycle, foot, bus) in Cape Coral	59%	66%	57%	47%	Lower (vs. benchmark*)
Traffic flow on major streets	38%	37%	33%	33%	Similar
Ease of public parking	51%	54%	44%	46%	Similar
Ease of travel by car in Cape Coral	55%	62%	47%	56%	Similar
Ease of travel by public transportation in Cape Coral	22%	26%	21%	20%	Lower
Ease of travel by bicycle in Cape Coral	32%	33%	28%	48%	Similar
Ease of walking in Cape Coral	44%	43%	37%	48%	Lower

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)

	2015	2017	2019	2021	
Used bus, rail, subway, or other public transportation instead of driving	6%	6%	8%	10%	Lower



Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)

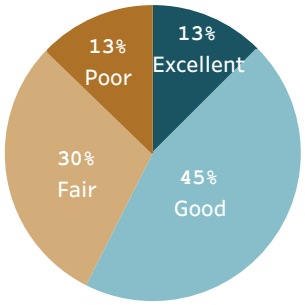
Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Overall design or layout of Cape Coral's residential and commercial areas

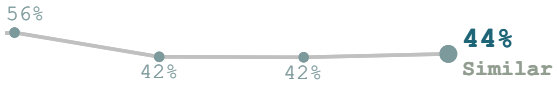
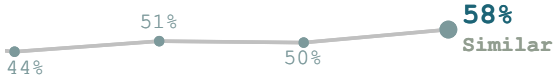


Please rate each of the following aspects of quality of life in Cape Coral.
(% excellent or good)

	2015	2017	2019	2021
Your neighborhood as a place to live	81%	79%	80%	**84%** Similar (vs. benchmark*)

Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)

	2015	2017	2019	2021
Overall design or layout of Cape Coral's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	51%	49%	47%	**57%** Similar
Well-planned residential growth				**49%** Similar
Well-planned commercial growth				**39%** Similar
Well-designed neighborhoods				**49%** Similar
Preservation of the historical or cultural character of the community				**55%** Similar
Public places where people want to spend time	58%	58%	52%	**51%** Similar
Variety of housing options	62%	56%	47%	**56%** Similar

Availability of affordable quality housing		
Overall quality of new development in Cape Coral		
Overall appearance of Cape Coral		

Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)

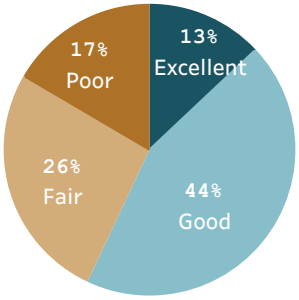
	2015	2017	2019	2021
Land use, planning, and zoning	33%	32%	29%	36% Similar
Code enforcement (weeds, abandoned buildings, etc.)	31%	37%	39%	44% Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Cape Coral



Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)

Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)

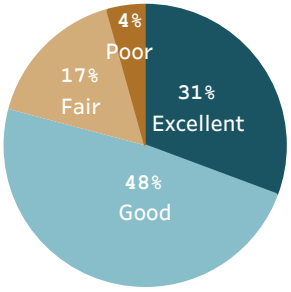
	2015	2017	2019	2021
Overall quality of the utility infrastructure in Cape Coral (water, sewer, storm water, electric, gas)				56% Lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

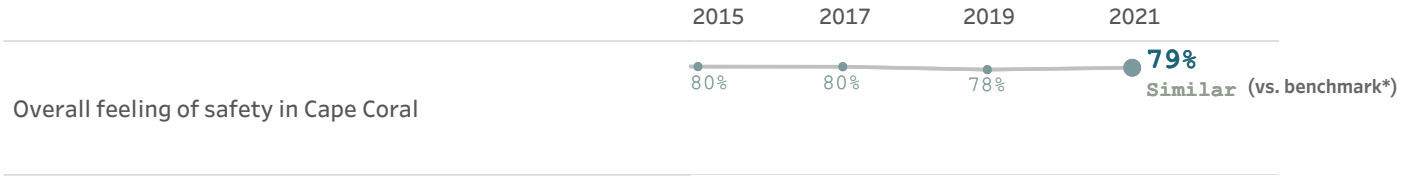
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

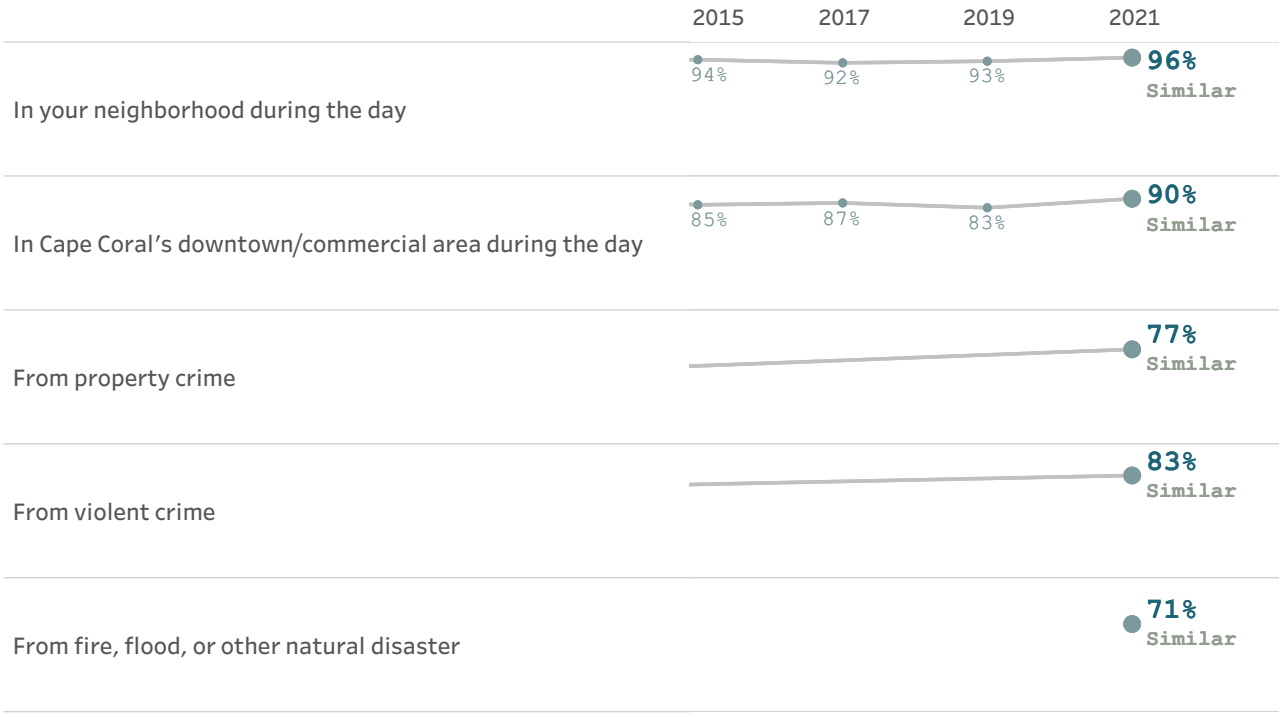
Overall feeling of safety in Cape Coral



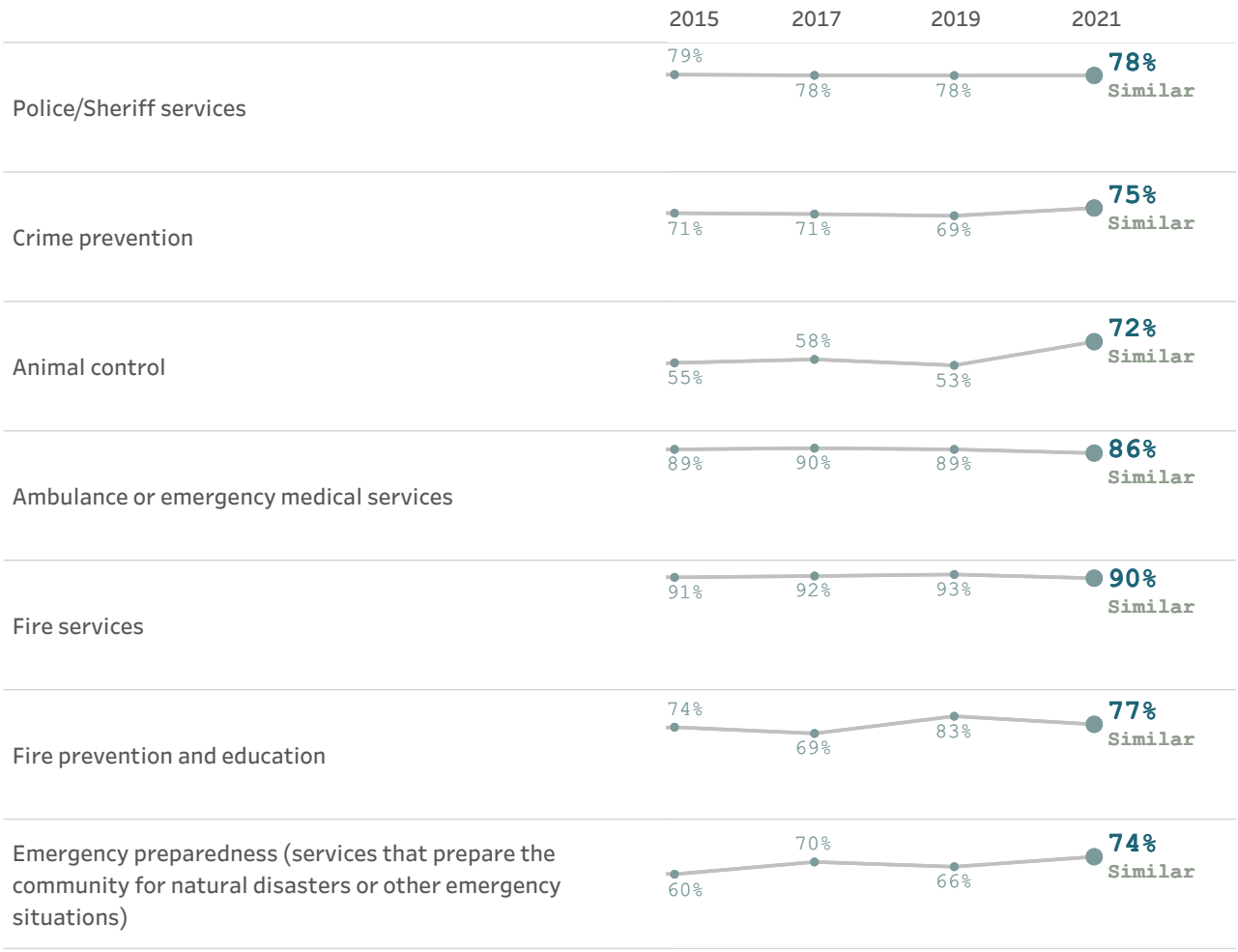
Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)



Please rate how safe or unsafe you feel:
(% very or somewhat safe)



Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)

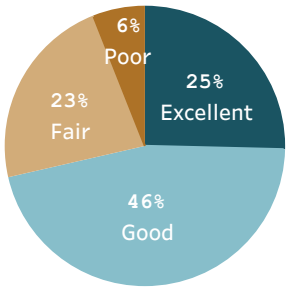


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

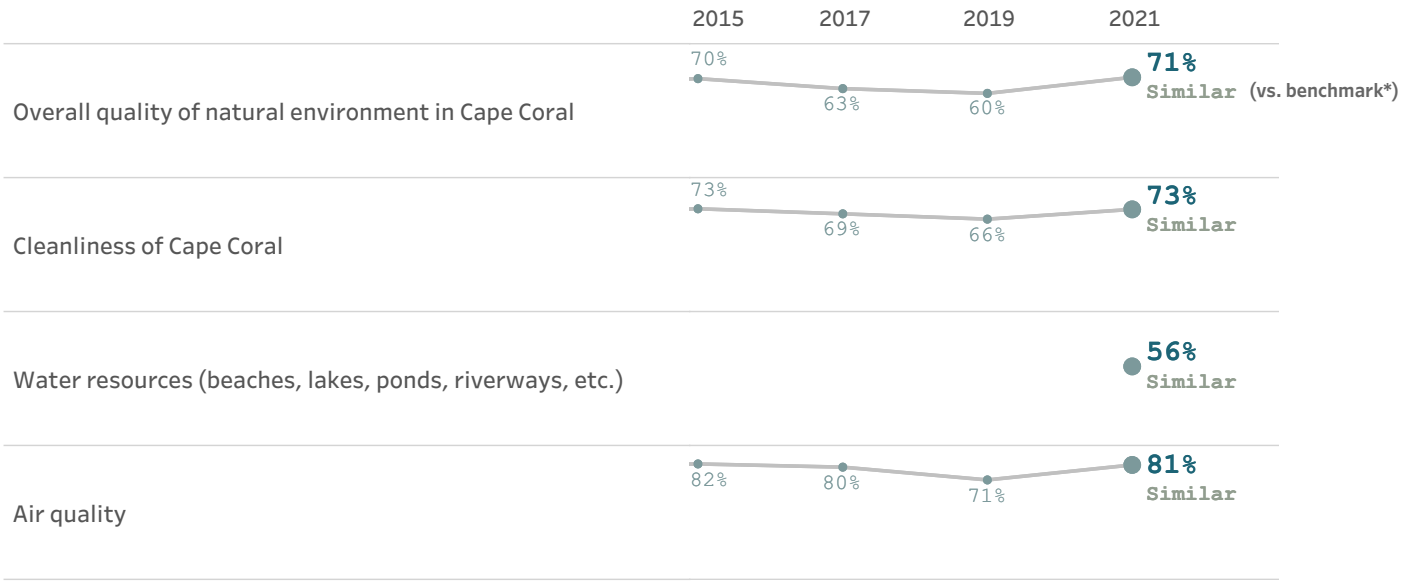
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

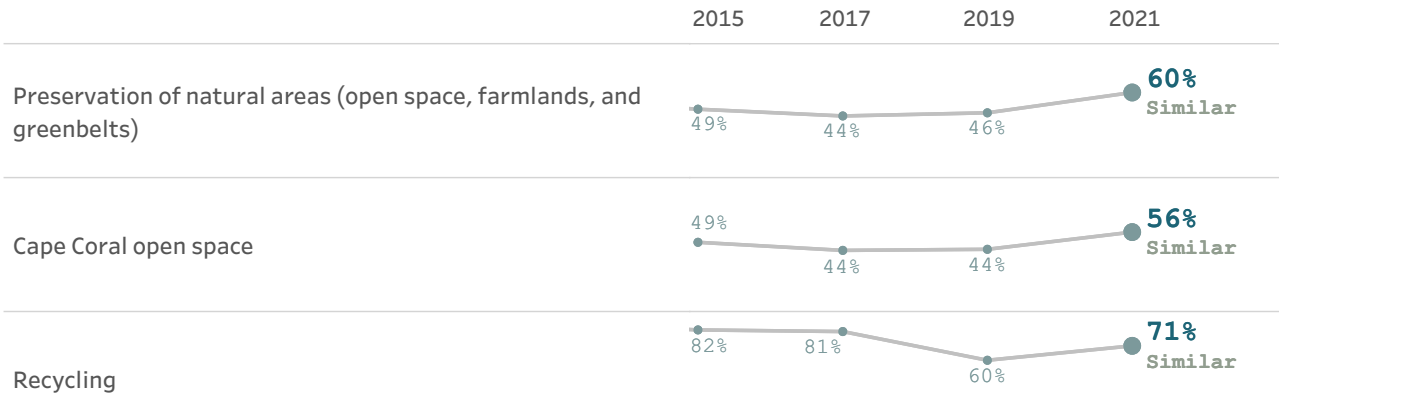
Overall quality of natural environment in Cape Coral



Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)



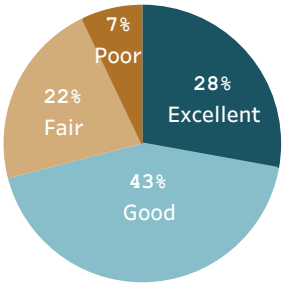
Yard waste pick-up					

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

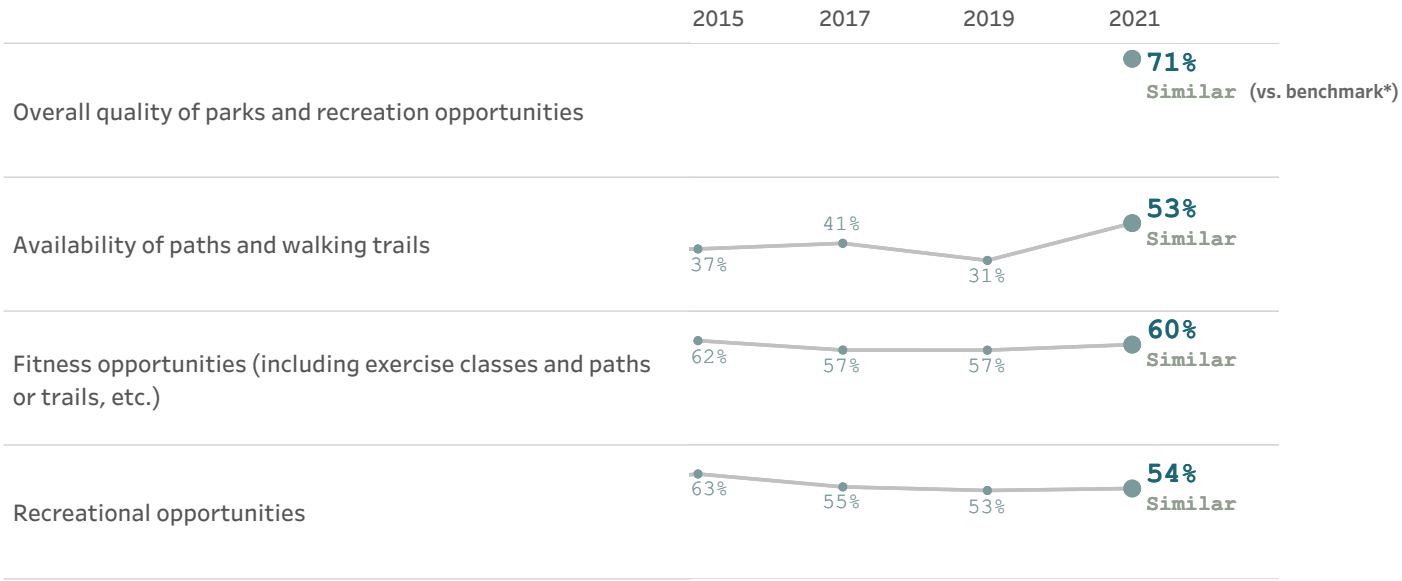
Parks and recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."
- National Recreation and Park Association

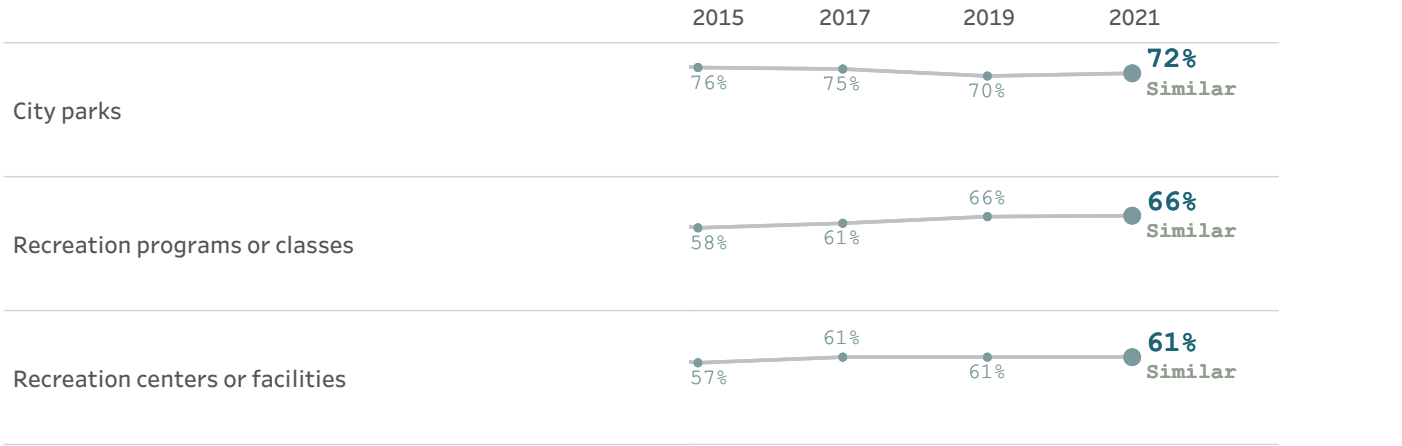
Overall quality of parks and recreation opportunities



Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)

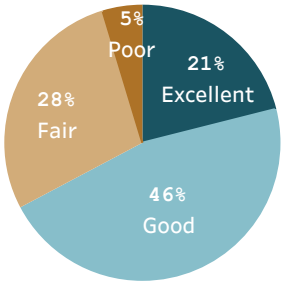


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Cape Coral



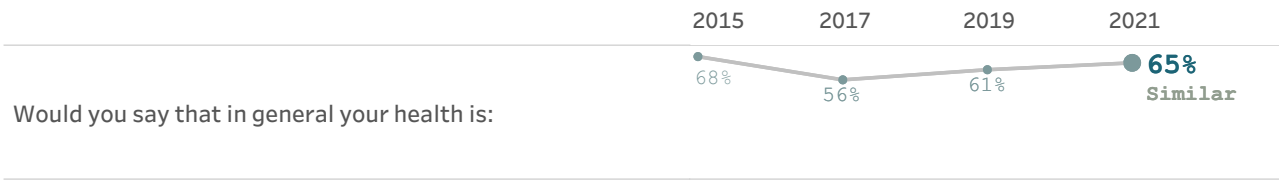
Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)

	2015	2017	2019	2021	
Overall health and wellness opportunities in Cape Coral	67%	64%	61%	67%	Similar (vs. benchmark*)
Availability of affordable quality food	65%	66%	59%	69%	Similar
Availability of affordable quality health care	59%	60%	50%	59%	Similar
Availability of preventive health services	60%	56%	50%	60%	Similar
Availability of affordable quality mental health care	32%	40%	28%	40%	Similar

Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)

	2015	2017	2019	2021	
Health services	65%	58%	62%	68%	Similar

Would you say that in general your health is:
(% excellent or very good)

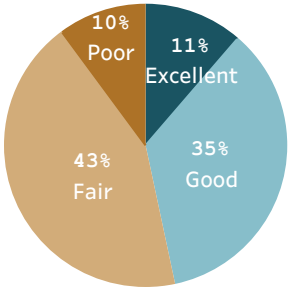


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

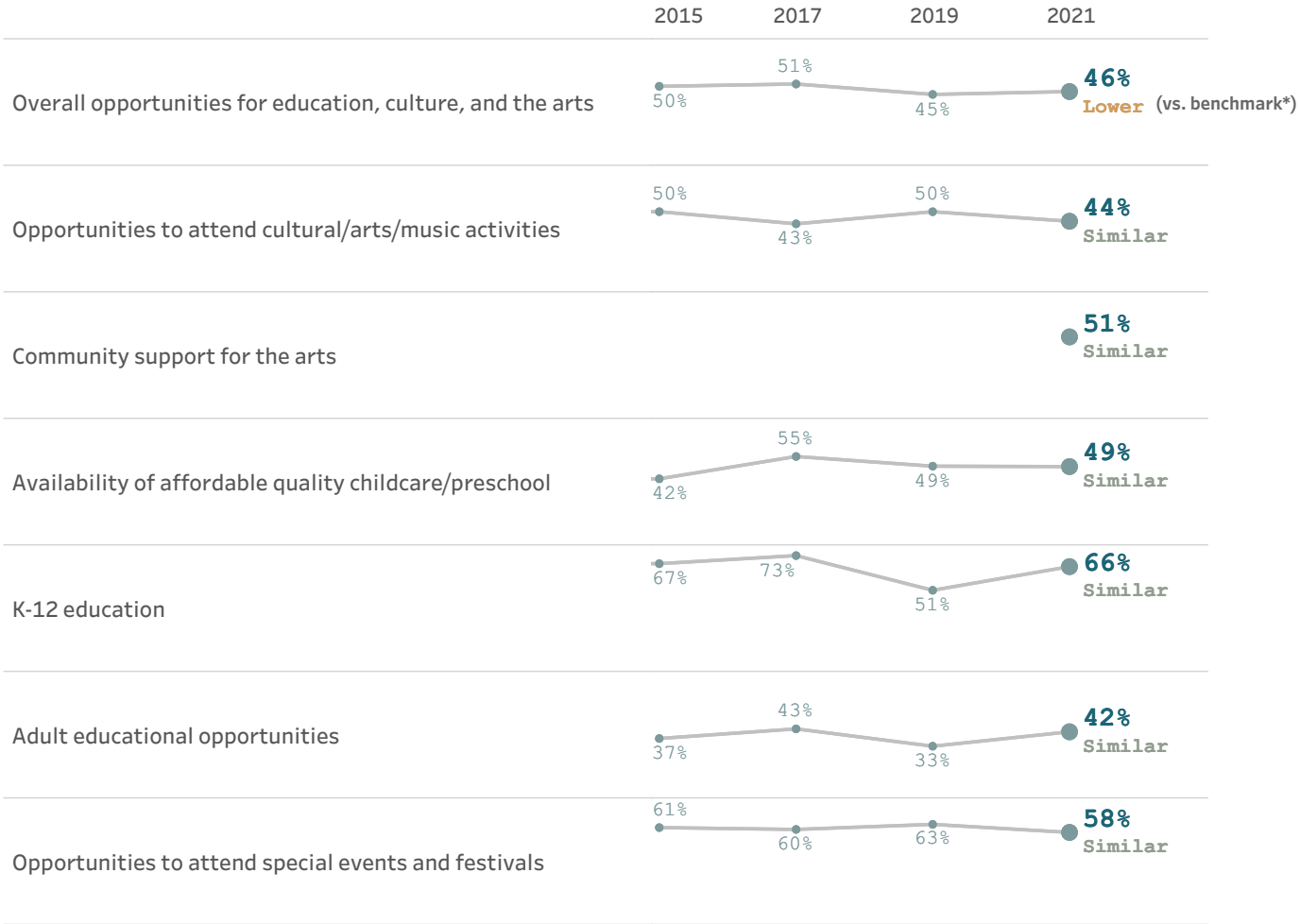
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

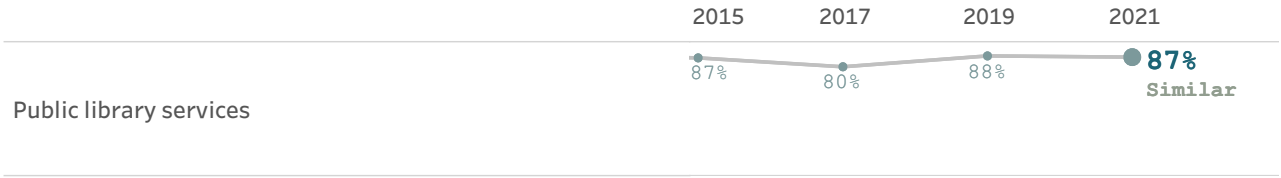
Overall opportunities for education, culture and the arts



Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)

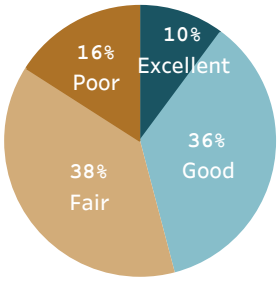


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

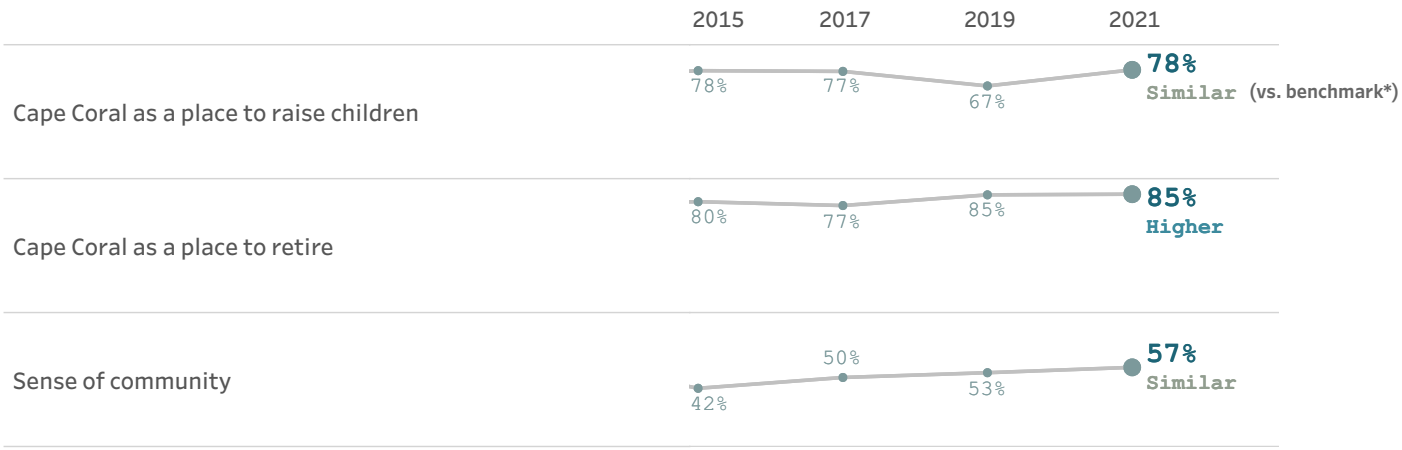
Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

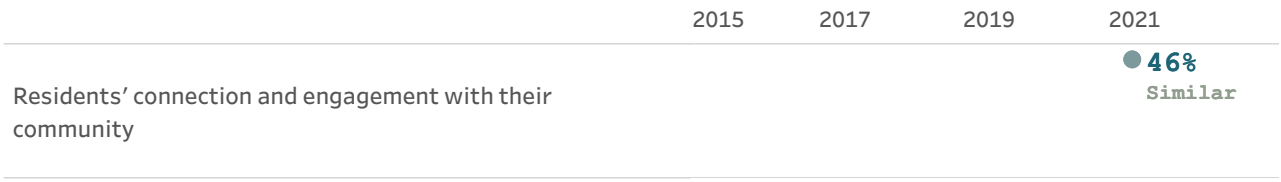
Residents' connection and engagement with their community



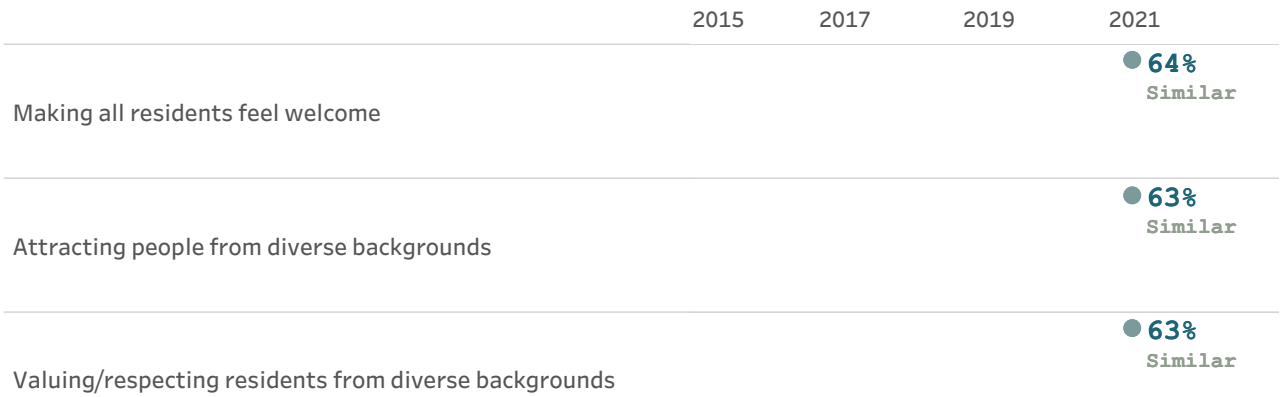
Please rate each of the following aspects of quality of life in Cape Coral.
(% excellent or good)



Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)



Please rate the job you feel the Cape Coral community does at each of the following.
(% excellent or good)



Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	56% Similar

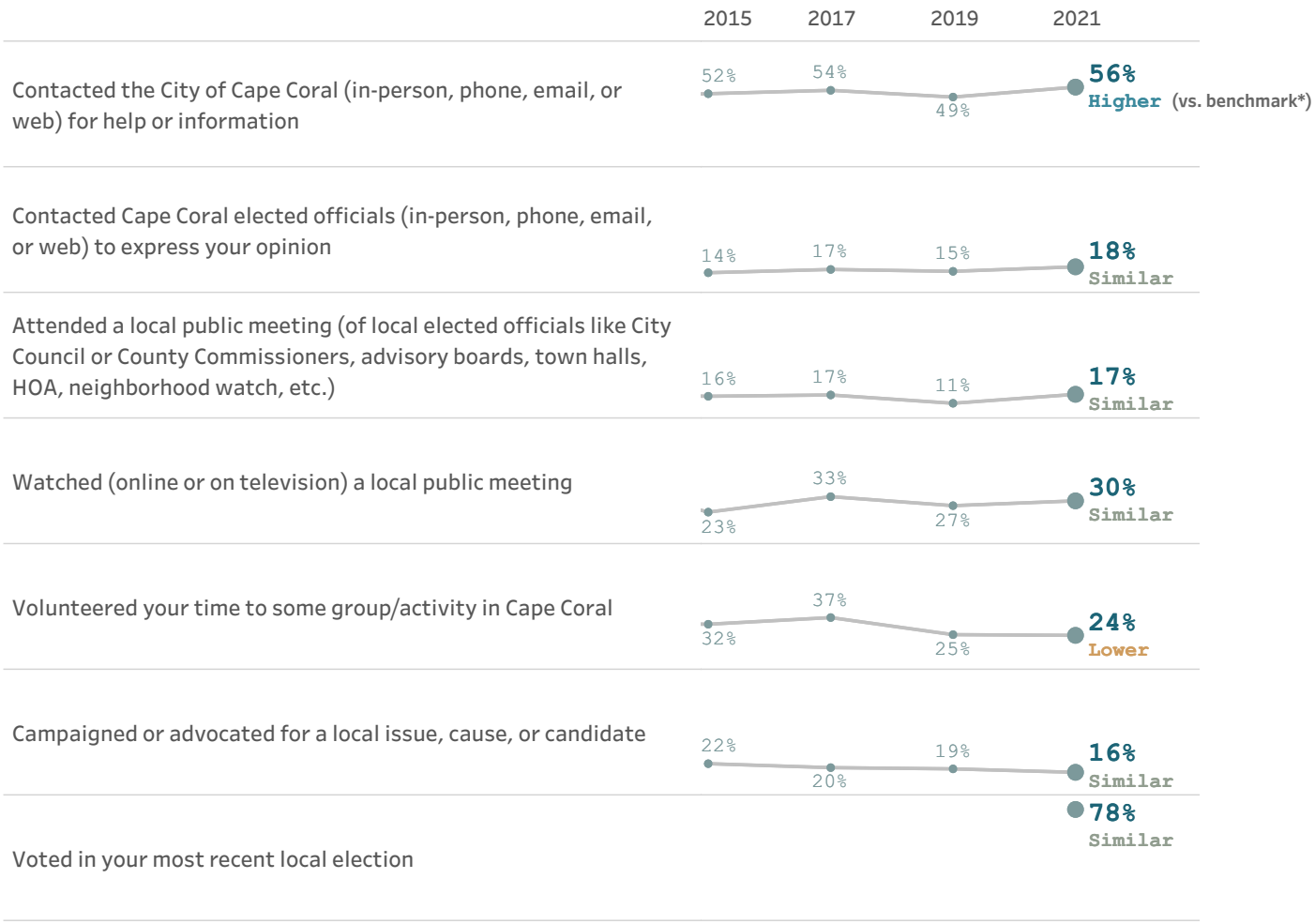
Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)

	2015	2017	2019	2021
Sense of civic/community pride				48% Similar
Neighborliness of residents in Cape Coral	52%	50%	53%	54% Similar
Opportunities to participate in social events and activities	55%	49%	55%	49% Similar
Opportunities to volunteer	63%	68%	68%	67% Similar
Opportunities to participate in community matters	56%	54%	58%	52% Similar
Openness and acceptance of the community toward people of diverse backgrounds	48%	58%	54%	56% Similar

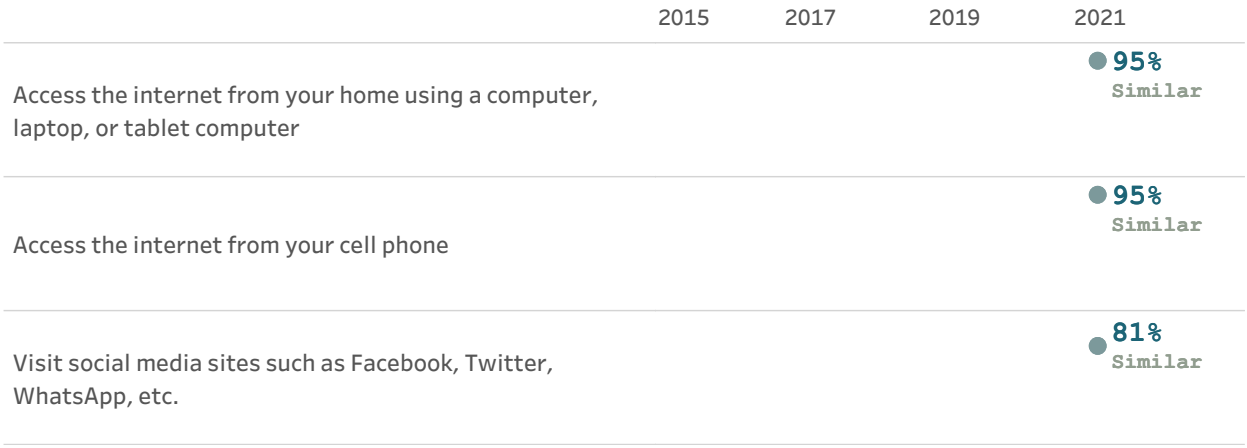
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)



Use or check email	97% Similar
Share your opinions online	48% Higher
Shop online	58% Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

National benchmark tables

This table contains the comparisons of Cape Coral's results to those from other communities. The first column shows the comparison of Cape Coral's rating to the benchmark. Cape Coral's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Cape Coral residents is statistically similar to or different than the benchmark. The second column is Cape Coral's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Cape Coral's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Cape Coral's result -- that is what percent of surveyed communities had a lower rating than Cape Coral.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Cape Coral.	Cape Coral as a place to live	Similar	82%	219	361	40
	Your neighborhood as a place to live	Similar	84%	139	302	54
	Cape Coral as a place to raise children	Similar	78%	213	361	41
	Cape Coral as a place to work	Similar	47%	273	346	22
	Cape Coral as a place to visit	Similar	67%	112	290	62
	Cape Coral as a place to retire	Higher	85%	23	348	94
	The overall quality of life in Cape Coral	Similar	82%	191	398	52
	Sense of community	Similar	57%	223	301	26
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall economic health of Cape Coral	Similar	65%	142	275	49
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Lower	47%	251	277	10
	Overall design or layout of Cape Coral's residential and commercial are..	Similar	57%	180	270	34
	Overall quality of the utility infrastructure in Cape Coral (water, sewer..	Lower	56%	51	61	17
	Overall feeling of safety in Cape Coral	Similar	79%	199	343	43
	Overall quality of natural environment in Cape Coral	Similar	71%	196	280	31
	Overall quality of parks and recreation opportunities	Similar	71%	48	61	23
	Overall health and wellness opportunities in Cape Coral	Similar	67%	162	272	41
	Overall opportunities for education, culture, and the arts	Lower	46%	221	271	19
	Residents' connection and engagement with their community	Similar	46%	44	61	28
Please indicate how likely or unlikely you are to do e..	Recommend living in Cape Coral to someone who asks	Similar	85%	176	287	39
	Remain in Cape Coral for the next five years	Similar	84%	159	280	44
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	159	330	52
	In Cape Coral's downtown/commercial area during the day	Similar	90%	178	309	43
	From property crime	Similar	77%	47	72	35
	From violent crime	Similar	83%	47	72	35
	From fire, flood, or other natural disaster	Similar	71%	52	61	15
Please rate the job you feel the Cape Coral community does at each of the following.	Making all residents feel welcome	Similar	64%	46	61	25
	Attracting people from diverse backgrounds	Similar	63%	28	61	55
	Valuing/respecting residents from diverse backgrounds	Similar	63%	37	61	40
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Similar	56%	41	61	33
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall quality of business and service establishments in Cape Coral	Similar	74%	91	278	68
	Variety of business and service establishments in Cape Coral	Similar	60%	33	60	46
	Vibrancy of downtown/commercial area	Similar	54%	103	256	60
	Employment opportunities	Similar	34%	209	303	32
	Shopping opportunities	Similar	56%	143	291	51
	Cost of living in Cape Coral	Similar	46%	123	273	55
	Overall image or reputation of Cape Coral	Similar	71%	202	338	41
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Traffic flow on major streets	Similar	33%	238	317	25
	Ease of public parking	Similar	46%	161	241	34
	Ease of travel by car in Cape Coral	Similar	56%	220	303	28
	Ease of travel by public transportation in Cape Coral	Lower	20%	197	248	21
	Ease of travel by bicycle in Cape Coral	Similar	48%	186	304	39

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Ease of walking in Cape Coral	Lower	48%	246	304	20
	Well-planned residential growth	Similar	49%	37	63	42
	Well-planned commercial growth	Similar	39%	41	63	35
	Well-designed neighborhoods	Similar	49%	52	63	18
	Preservation of the historical or cultural character of the community	Similar	55%	43	59	28
	Public places where people want to spend time	Similar	51%	213	265	20
	Variety of housing options	Similar	56%	127	281	55
	Availability of affordable quality housing	Similar	44%	137	300	55
	Overall quality of new development in Cape Coral	Similar	58%	117	291	60
	Overall appearance of Cape Coral	Similar	66%	216	332	36
	Cleanliness of Cape Coral	Similar	73%	176	304	43
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	56%	40	57	30
	Air quality	Similar	81%	136	257	48
	Availability of paths and walking trails	Similar	53%	231	300	24
	Fitness opportunities (including exercise classes and paths or trails, et..	Similar	60%	207	261	21
	Recreational opportunities	Similar	54%	239	290	18
	Availability of affordable quality food	Similar	69%	123	256	52
	Availability of affordable quality health care	Similar	59%	173	270	36
	Availability of preventive health services	Similar	60%	167	251	34
	Availability of affordable quality mental health care	Similar	40%	158	248	37
	Opportunities to attend cultural/arts/music activities	Similar	44%	219	289	25
	Community support for the arts	Similar	51%	40	61	35
	Availability of affordable quality childcare/preschool	Similar	49%	139	266	48
	K-12 education	Similar	66%	168	266	37
	Adult educational opportunities	Similar	42%	207	256	20
	Sense of civic/community pride	Similar	48%	49	61	20
	Neighborliness of residents in Cape Coral	Similar	54%	214	267	20
	Opportunities to participate in social events and activities	Similar	49%	213	271	22
	Opportunities to attend special events and festivals	Similar	58%	215	279	23
	Opportunities to volunteer	Similar	67%	177	271	35
	Opportunities to participate in community matters	Similar	52%	222	276	20
	Openness and acceptance of the community toward people of diverse ..	Similar	56%	218	297	27
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Cape Coral (in-person, phone, email, or web) for ..	Higher	56%	31	325	91
	Contacted Cape Coral elected officials (in-person, phone, email, or web..	Similar	18%	102	264	62
	Attended a local public meeting (of local elected officials like City Coun..	Similar	17%	191	268	29
	Watched (online or on television) a local public meeting	Similar	30%	44	243	82
	Volunteered your time to some group/activity in Cape Coral	Lower	24%	238	272	13
	Campaigned or advocated for a local issue, cause, or candidate	Similar	16%	195	254	24
	Voted in your most recent local election	Similar	78%	31	61	50
	Used bus, rail, subway, or other public transportation instead of driving	Lower	10%	160	230	31
	Carpooled with other adults or children instead of driving alone	Similar	33%	230	259	12
	Walked or biked instead of driving	Similar	52%	167	265	37
Please rate the quality of each of the following services in Cape Coral.	Public information services	Similar	66%	165	281	42
	Economic development	Similar	58%	123	281	57
	Traffic enforcement	Similar	60%	244	341	29
	Traffic signal timing	Similar	44%	214	267	21
	Street repair	Similar	48%	172	328	48
	Street cleaning	Similar	60%	178	292	40
	Street lighting	Lower	46%	290	322	10
	Sidewalk maintenance	Similar	54%	180	293	39
	Bus or transit services	Similar	34%	183	241	25
	Land use, planning, and zoning	Similar	36%	222	292	24
	Code enforcement (weeds, abandoned buildings, etc.)	Similar	44%	224	345	36
	Affordable high-speed internet access	Similar	48%	41	58	30
	Garbage collection	Lower	67%	304	319	6
	Drinking water	Lower	45%	277	287	4

Please rate the quality of each of the following services in Cape Coral.	Sewer services	Similar	68%	250	290	15
	Storm water management (storm drainage, dams, levees, etc.)	Similar	62%	206	318	36
	Power (electric and/or gas) utility	Similar	74%	147	198	27
	Utility billing	Similar	64%	178	243	27
	Police/Sheriff services	Similar	78%	241	387	38
	Crime prevention	Similar	75%	133	342	62
	Animal control	Similar	72%	123	305	60
	Ambulance or emergency medical services	Similar	86%	203	307	35
	Fire services	Similar	90%	190	335	44
	Fire prevention and education	Similar	77%	174	280	39
	Emergency preparedness (services that prepare the community for na..	Similar	74%	53	281	82
	Preservation of natural areas (open space, farmlands, and greenbelts)	Similar	60%	145	260	45
	Cape Coral open space	Similar	56%	173	251	32
	Recycling	Similar	71%	252	325	23
	Yard waste pick-up	Similar	67%	208	265	22
	City parks	Similar	72%	215	300	29
	Recreation programs or classes	Similar	66%	184	298	39
	Recreation centers or facilities	Similar	61%	185	273	33
	Health services	Similar	68%	129	236	46
	Public library services	Similar	87%	164	299	46
	Overall customer service by Cape Coral employees (police, receptionist..	Similar	75%	177	356	51
Please rate the following categories of Cape Coral government performance.	The value of services for the taxes paid to Cape Coral	Similar	48%	217	361	40
	The overall direction that Cape Coral is taking	Similar	54%	177	312	44
	The job Cape Coral government does at welcoming resident involveme..	Similar	44%	228	314	28
	Overall confidence in Cape Coral government	Similar	45%	199	274	28
	Generally acting in the best interest of the community	Similar	48%	201	278	28
	Being honest	Similar	48%	213	270	22
	Being open and transparent to the public	Similar	42%	49	62	21
	Informing residents about issues facing the community	Similar	45%	48	66	29
	Treating all residents fairly	Similar	53%	176	274	36
	Treating residents with respect	Similar	62%	43	61	30
Overall, how would you rate the quality of the ser..	The City of Cape Coral	Similar	63%	276	365	25
	The Federal Government	Similar	41%	129	259	51
Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.	Overall economic health of Cape Coral	Similar	92%	43	251	83
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Similar	79%	95	251	63
	Overall design or layout of Cape Coral's residential and commercial are..	Higher	84%	23	251	91
	Overall quality of the utility infrastructure in Cape Coral (water, sewer..	Higher	92%	7	61	89
	Overall feeling of safety in Cape Coral	Similar	91%	78	251	69
	Overall quality of natural environment in Cape Coral	Similar	88%	39	251	85
	Overall quality of parks and recreation opportunities	Similar	81%	28	61	55
	Overall health and wellness opportunities in Cape Coral	Similar	80%	44	250	83
	Overall opportunities for education, culture, and the arts	Similar	70%	198	251	21
	Residents' connection and engagement with their community	Similar	70%	185	252	27
In general, how many times do you:	Access the internet from your home using a computer, laptop, or table..	Similar	95%	30	61	51
	Access the internet from your cell phone	Similar	95%	11	61	82
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Similar	81%	21	61	66
	Use or check email	Similar	97%	29	61	53
	Share your opinions online	Higher	48%	1	61	99
	Shop online	Similar	58%	22	61	64
	Would you say that in general your health is:	Similar	65%	118	260	55
	What impact, if any, do you think the economy will have on your family..	Similar	26%	181	263	32

Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. 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.

Please rate each of the following aspects of quality of life in Cape Coral.	Cape Coral as a place to live	Excellent	36%
		Good	46%
		Fair	16%
		Poor	1%
	Your neighborhood as a place to live	Excellent	44%
		Good	40%
		Fair	15%
		Poor	1%
	Cape Coral as a place to raise children	Excellent	33%
		Good	45%
		Fair	17%
		Poor	5%
	Cape Coral as a place to work	Excellent	14%
		Good	32%
		Fair	37%
		Poor	17%
	Cape Coral as a place to visit	Excellent	29%
		Good	38%
		Fair	29%
		Poor	4%
	Cape Coral as a place to retire	Excellent	48%
		Good	38%
		Fair	13%
		Poor	2%
	The overall quality of life in Cape Coral	Excellent	32%
		Good	50%

Please rate each of the following aspects of quality of life in Cape Coral.	The overall quality of life in Cape Coral	Fair	16%
		Poor	2%
	Sense of community	Excellent	19%
		Good	38%
		Fair	26%
		Poor	17%
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall economic health of Cape Coral	Excellent	15%
		Good	50%
		Fair	30%
		Poor	4%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Cape Coral	Excellent	10%
		Good	37%
		Fair	34%
		Poor	19%
	Overall design or layout of Cape Coral's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent	13%
		Good	45%
		Fair	30%
		Poor	13%
	Overall quality of the utility infrastructure in Cape Coral (water, sewer, storm water, electric, gas)	Excellent	13%
		Good	44%
		Fair	26%
		Poor	17%
	Overall feeling of safety in Cape Coral	Excellent	31%
		Good	48%
		Fair	17%
		Poor	4%
	Overall quality of natural environment in Cape Coral	Excellent	25%
		Good	46%
		Fair	23%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall quality of natural environment in Cape Coral	Poor	6%
	Overall quality of parks and recreation opportunities	Excellent	28%
		Good	43%
		Fair	22%
		Poor	7%
	Overall health and wellness opportunities in Cape Coral	Excellent	21%
		Good	46%
		Fair	28%
		Poor	5%
	Overall opportunities for education, culture, and the arts	Excellent	11%
		Good	35%
		Fair	43%
		Poor	10%
	Residents' connection and engagement with their community	Excellent	10%
		Good	36%
		Fair	38%
		Poor	16%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Cape Coral to someone who asks	Very likely	48%
		Somewhat likely	37%
		Somewhat unlikely	9%
		Very unlikely	6%
	Remain in Cape Coral for the next five years	Very likely	61%
		Somewhat likely	23%
		Somewhat unlikely	8%
		Very unlikely	8%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe	69%
		Somewhat safe	27%
		Neither safe nor unsafe	3%
		Somewhat unsafe	1%

Please rate how safe or unsafe you feel:	In Cape Coral's downtown/commercial area during the day	Very safe	54%
		Somewhat safe	37%
		Neither safe nor unsafe	7%
		Somewhat unsafe	1%
		Very unsafe	1%
	From property crime	Very safe	30%
		Somewhat safe	47%
		Neither safe nor unsafe	14%
		Somewhat unsafe	5%
		Very unsafe	4%
	From violent crime	Very safe	47%
		Somewhat safe	36%
		Neither safe nor unsafe	12%
		Somewhat unsafe	3%
		Very unsafe	2%
	From fire, flood, or other natural disaster	Very safe	27%
		Somewhat safe	44%
		Neither safe nor unsafe	16%
		Somewhat unsafe	10%
		Very unsafe	3%
Please rate the job you feel the Cape Coral community does at each of the following.	Making all residents feel welcome	Excellent	18%
		Good	46%
		Fair	26%
		Poor	10%
	Attracting people from diverse backgrounds	Excellent	16%
		Good	47%
		Fair	25%
		Poor	12%
	Valuing/respecting residents from diverse backgrounds	Excellent	18%

Please rate the job you feel the Cape Coral community does at each of the following.	Valuing/respecting residents from diverse backgrounds	Good	46%
		Fair	25%
		Poor	11%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent	18%
		Good	38%
		Fair	24%
		Poor	20%
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall quality of business and service establishments in Cape Coral	Excellent	18%
		Good	56%
		Fair	22%
		Poor	4%
	Variety of business and service establishments in Cape Coral	Excellent	19%
		Good	41%
		Fair	31%
		Poor	9%
	Vibrancy of downtown/commercial area	Excellent	16%
		Good	38%
		Fair	35%
		Poor	11%
	Employment opportunities	Excellent	8%
		Good	26%
		Fair	38%
		Poor	28%
	Shopping opportunities	Excellent	18%
		Good	39%
		Fair	32%
		Poor	12%
	Cost of living in Cape Coral	Excellent	11%
		Good	36%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Cost of living in Cape Coral	Fair	37%
		Poor	16%
	Overall image or reputation of Cape Coral	Excellent	19%
		Good	53%
		Fair	22%
		Poor	6%
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Traffic flow on major streets	Excellent	4%
		Good	28%
		Fair	44%
		Poor	24%
	Ease of public parking	Excellent	10%
		Good	37%
		Fair	39%
		Poor	15%
	Ease of travel by car in Cape Coral	Excellent	14%
		Good	42%
		Fair	33%
		Poor	11%
	Ease of travel by public transportation in Cape Coral	Excellent	4%
		Good	17%
		Fair	37%
		Poor	42%
	Ease of travel by bicycle in Cape Coral	Excellent	12%
		Good	36%
		Fair	29%
		Poor	23%
	Ease of walking in Cape Coral	Excellent	13%
		Good	35%
		Fair	31%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Ease of walking in Cape Coral	Poor	21%
	Well-planned residential growth	Excellent	11%
		Good	38%
		Fair	32%
		Poor	20%
	Well-planned commercial growth	Excellent	8%
		Good	31%
		Fair	37%
		Poor	24%
	Well-designed neighborhoods	Excellent	11%
		Good	38%
		Fair	35%
		Poor	17%
	Preservation of the historical or cultural character of the community	Excellent	15%
		Good	41%
		Fair	30%
		Poor	15%
	Public places where people want to spend time	Excellent	12%
		Good	40%
		Fair	32%
		Poor	16%
	Variety of housing options	Excellent	16%
		Good	40%
		Fair	26%
		Poor	18%
	Availability of affordable quality housing	Excellent	10%
		Good	34%
		Fair	28%
		Poor	28%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall quality of new development in Cape Coral	Excellent	14%
		Good	43%
		Fair	31%
		Poor	11%
	Overall appearance of Cape Coral	Excellent	21%
		Good	44%
		Fair	28%
		Poor	6%
	Cleanliness of Cape Coral	Excellent	25%
		Good	48%
		Fair	22%
		Poor	5%
	Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent	18%
		Good	38%
		Fair	28%
		Poor	15%
	Air quality	Excellent	27%
		Good	54%
		Fair	16%
		Poor	3%
	Availability of paths and walking trails	Excellent	16%
		Good	37%
		Fair	31%
		Poor	17%
	Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent	16%
		Good	44%
		Fair	28%
		Poor	12%
	Recreational opportunities	Excellent	15%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Recreational opportunities	Good	39%
		Fair	31%
		Poor	15%
	Availability of affordable quality food	Excellent	21%
		Good	48%
		Fair	22%
		Poor	9%
	Availability of affordable quality health care	Excellent	16%
		Good	44%
		Fair	27%
		Poor	13%
	Availability of preventive health services	Excellent	16%
		Good	44%
		Fair	27%
		Poor	13%
	Availability of affordable quality mental health care	Excellent	10%
		Good	31%
		Fair	32%
		Poor	27%
	Opportunities to attend cultural/arts/music activities	Excellent	13%
		Good	31%
		Fair	37%
		Poor	19%
	Community support for the arts	Excellent	14%
		Good	38%
		Fair	31%
		Poor	18%
	Availability of affordable quality childcare/preschool	Excellent	14%
		Good	36%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Availability of affordable quality childcare/preschool	Fair	32%
		Poor	18%
	K-12 education	Excellent	21%
		Good	45%
		Fair	27%
		Poor	7%
	Adult educational opportunities	Excellent	11%
		Good	30%
		Fair	38%
		Poor	20%
	Sense of civic/community pride	Excellent	11%
		Good	37%
		Fair	37%
		Poor	15%
	Neighborliness of residents in Cape Coral	Excellent	14%
		Good	40%
		Fair	31%
		Poor	15%
	Opportunities to participate in social events and activities	Excellent	13%
		Good	37%
		Fair	37%
		Poor	13%
	Opportunities to attend special events and festivals	Excellent	14%
		Good	44%
		Fair	30%
		Poor	12%
	Opportunities to volunteer	Excellent	18%
		Good	50%
		Fair	24%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Opportunities to volunteer	Poor	8%
	Opportunities to participate in community matters	Excellent	14%
		Good	39%
		Fair	36%
		Poor	12%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent	16%
		Good	41%
		Fair	27%
		Poor	16%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Cape Coral (in-person, phone, email, or web) for help or information	No	44%
		Yes	56%
	Contacted Cape Coral elected officials (in-person, phone, email, or web) to express your opinion	No	82%
		Yes	18%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HO..	No	83%
		Yes	17%
	Watched (online or on television) a local public meeting	No	70%
		Yes	30%
	Volunteered your time to some group/activity in Cape Coral	No	76%
		Yes	24%
	Campaigned or advocated for a local issue, cause, or candidate	No	84%
		Yes	16%
	Voted in your most recent local election	No	22%
		Yes	78%
	Used bus, rail, subway, or other public transportation instead of driving	No	90%
		Yes	10%
	Carpooled with other adults or children instead of driving alone	No	67%
		Yes	33%
	Walked or biked instead of driving	No	48%
		Yes	52%

Please rate the quality of each of the following services in Cape Coral.	Public information services	Excellent	15%
		Good	52%
		Fair	26%
		Poor	7%
	Economic development	Excellent	12%
		Good	46%
		Fair	31%
		Poor	10%
	Traffic enforcement	Excellent	12%
		Good	48%
		Fair	25%
		Poor	15%
	Traffic signal timing	Excellent	10%
		Good	34%
		Fair	32%
		Poor	24%
	Street repair	Excellent	11%
		Good	37%
		Fair	31%
		Poor	21%
	Street cleaning	Excellent	18%
		Good	42%
		Fair	27%
		Poor	13%
	Street lighting	Excellent	11%
		Good	35%
		Fair	27%
		Poor	27%
	Sidewalk maintenance	Excellent	12%

Please rate the quality of each of the following services in Cape Coral.	Sidewalk maintenance	Good	43%
		Fair	26%
		Poor	19%
	Bus or transit services	Excellent	8%
		Good	26%
		Fair	35%
		Poor	31%
	Land use, planning, and zoning	Excellent	8%
		Good	28%
		Fair	40%
		Poor	24%
	Code enforcement (weeds, abandoned buildings, etc.)	Excellent	8%
		Good	37%
		Fair	32%
		Poor	23%
	Affordable high-speed internet access	Excellent	15%
		Good	34%
		Fair	27%
		Poor	25%
	Garbage collection	Excellent	23%
		Good	44%
		Fair	20%
		Poor	13%
	Drinking water	Excellent	11%
		Good	34%
		Fair	27%
		Poor	28%
	Sewer services	Excellent	19%
		Good	49%

Please rate the quality of each of the following services in Cape Coral.	Sewer services	Fair	19%
		Poor	13%
	Storm water management (storm drainage, dams, levees, etc.)	Excellent	16%
		Good	46%
		Fair	24%
		Poor	14%
	Power (electric and/or gas) utility	Excellent	25%
		Good	49%
		Fair	18%
		Poor	7%
	Utility billing	Excellent	19%
		Good	45%
		Fair	25%
		Poor	11%
	Police/Sheriff services	Excellent	33%
		Good	45%
		Fair	17%
		Poor	5%
	Crime prevention	Excellent	29%
		Good	46%
		Fair	19%
		Poor	6%
	Animal control	Excellent	21%
		Good	51%
		Fair	18%
		Poor	10%
	Ambulance or emergency medical services	Excellent	38%
		Good	49%
		Fair	11%

Please rate the quality of each of the following services in Cape Coral.	Ambulance or emergency medical services	Poor	2%
	Fire services	Excellent	47%
		Good	43%
		Fair	8%
		Poor	2%
	Fire prevention and education	Excellent	29%
		Good	48%
		Fair	19%
		Poor	4%
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent	30%
		Good	45%
		Fair	19%
		Poor	6%
	Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent	18%
		Good	43%
		Fair	26%
		Poor	13%
	Cape Coral open space	Excellent	15%
		Good	42%
		Fair	29%
		Poor	14%
	Recycling	Excellent	22%
		Good	49%
		Fair	19%
		Poor	10%
	Yard waste pick-up	Excellent	27%
		Good	40%
		Fair	17%
		Poor	16%

Please rate the quality of each of the following services in Cape Coral.	City parks	Excellent	26%
		Good	46%
		Fair	24%
		Poor	4%
	Recreation programs or classes	Excellent	21%
		Good	45%
		Fair	27%
		Poor	7%
	Recreation centers or facilities	Excellent	20%
		Good	41%
		Fair	31%
		Poor	8%
	Health services	Excellent	18%
		Good	50%
		Fair	26%
		Poor	6%
	Public library services	Excellent	35%
		Good	53%
		Fair	11%
		Poor	2%
	Overall customer service by Cape Coral employees (police, receptionists, planners, etc.)	Excellent	31%
		Good	45%
		Fair	18%
		Poor	6%
Please rate the following categories of Cape Coral government performance.	The value of services for the taxes paid to Cape Coral	Excellent	11%
		Good	37%
		Fair	36%
		Poor	16%
	The overall direction that Cape Coral is taking	Excellent	13%

Please rate the following categories of Cape Coral government performance.	The overall direction that Cape Coral is taking	Good	41%
		Fair	34%
		Poor	12%
	The job Cape Coral government does at welcoming resident involvement	Excellent	10%
		Good	34%
		Fair	36%
		Poor	20%
	Overall confidence in Cape Coral government	Excellent	10%
		Good	35%
		Fair	35%
		Poor	20%
	Generally acting in the best interest of the community	Excellent	9%
		Good	39%
		Fair	33%
		Poor	18%
	Being honest	Excellent	11%
		Good	37%
		Fair	30%
		Poor	22%
	Being open and transparent to the public	Excellent	11%
		Good	31%
		Fair	35%
		Poor	23%
	Informing residents about issues facing the community	Excellent	10%
		Good	36%
		Fair	35%
		Poor	20%
	Treating all residents fairly	Excellent	12%
		Good	41%

Please rate the following categories of Cape Coral government performance.	Treating all residents fairly	Fair	28%
		Poor	19%
	Treating residents with respect	Excellent	13%
		Good	49%
		Fair	23%
		Poor	15%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Cape Coral	Excellent	17%
		Good	46%
		Fair	29%
		Poor	8%
	The Federal Government	Excellent	9%
		Good	32%
		Fair	35%
		Poor	24%
Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.	Overall economic health of Cape Coral	Essential	53%
		Very important	39%
		Somewhat important	8%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Cape Coral	Essential	36%
		Very important	43%
		Somewhat important	20%
		Not at all important	1%
	Overall design or layout of Cape Coral's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential	39%
		Very important	45%
		Somewhat important	14%
		Not at all important	1%
	Overall quality of the utility infrastructure in Cape Coral (water, sewer, storm water, electric, gas)	Essential	57%
		Very important	35%
		Somewhat important	8%
		Not at all important	0%

Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.	Overall feeling of safety in Cape Coral	Essential	61%
		Very important	31%
		Somewhat important	9%
	Overall quality of natural environment in Cape Coral	Essential	43%
		Very important	45%
		Somewhat important	11%
		Not at all important	0%
	Overall quality of parks and recreation opportunities	Essential	33%
		Very important	48%
		Somewhat important	17%
		Not at all important	2%
	Overall health and wellness opportunities in Cape Coral	Essential	37%
		Very important	43%
		Somewhat important	19%
		Not at all important	0%
	Overall opportunities for education, culture, and the arts	Essential	30%
		Very important	40%
		Somewhat important	28%
		Not at all important	2%
	Residents' connection and engagement with their community	Essential	28%
		Very important	42%
		Somewhat important	28%
		Not at all important	1%
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day	87%
		Once a day	6%
		A few times a week	2%
		Every few weeks	1%
		Less often or never	4%
	Access the internet from your cell phone	Several times a day	85%

In general, how many times do you:	Access the internet from your cell phone	Once a day	6%
		A few times a week	4%
		Every few weeks	1%
		Less often or never	4%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day	60%
		Once a day	13%
		A few times a week	7%
		Every few weeks	3%
		Less often or never	16%
	Use or check email	Several times a day	79%
		Once a day	12%
		A few times a week	6%
		Every few weeks	1%
		Less often or never	2%
	Share your opinions online	Several times a day	21%
		Once a day	8%
		A few times a week	20%
		Every few weeks	15%
		Less often or never	37%
	Shop online	Several times a day	18%
		Once a day	6%
		A few times a week	34%
		Every few weeks	31%
		Less often or never	11%
	Would you say that in general your health is:	Excellent	22%
		Very good	43%
		Good	27%
		Fair	7%
		Poor	1%

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	7%
	Somewhat positive	19%
	Neutral	47%
	Somewhat negative	20%
	Very negative	8%
How many years have you lived in Cape Coral?	Less than 2 years	11%
	2-5 years	25%
	6-10 years	17%
	11-20 years	25%
	More than 20 years	22%
Which best describes the building you live in?	One family house detached from any other houses	82%
	Building with two or more homes (duplex, townhome, apa..	16%
	Other	1%
Do you rent or own your home?	Rent	30%
	Own	70%
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 $500	6%
	$500 to $999	19%
	$1,000 to $1,499	27%
	$1,500 to $1,999	26%
	$2,000 to $2,499	10%
	$2,500 to $2,999	4%
	$3,000 to $3,499	3%
	$3,500 or more	6%
Do any children 17 or under live in your household?	No	68%
	Yes	32%
Are you or any other members of your household aged 65 or older?	No	63%
	Yes	37%
How much do you anticipate your household's total income before taxes will be for the current year?	Less than $25,000	7%
	$25,000 to $49,999	28%

How much do you anticipate your household's total income before taxes will be for the current year?	$50,000 to $74,999	22%
	$75,000 to $99,999	15%
	$100,000 to $149,999	15%
	$150,000 or more	13%
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino	100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native	0%
	Asian, Asian Indian. or Pacific Islander	1%
	Black or African American	2%
	White	93%
	Other	4%
In which category is your age?	18-24 years	3%
	25-34 years	16%
	35-44 years	13%
	45-54 years	21%
	55-64 years	18%
	65-74 years	20%
	75 years or older	9%
What is your gender?	Female	54%
	Male	45%
	Identify in another way	1%

Full trends

This table contains the trends over time for the City of Cape Coral. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2019 and 2021 surveys is greater than six percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2005	2007	2008	2009	2011	2013	2015	2017	2019	2021
Please rate each of the following aspects of quality of life in Cape Coral.	Cape Coral as a place to live	84%	69%	71%	67%	74%	80%	81%	83%	82%	82%
	Your neighborhood as a place to live	83%	75%	71%	75%	77%	77%	81%	79%	80%	84%
	Cape Coral as a place to raise children	75%	56%	58%	61%	67%	72%	78%	77%	67%	78%
	Cape Coral as a place to work		33%	26%	29%	23%	34%	36%	40%	46%	47%
	Cape Coral as a place to visit							68%	60%	63%	67%
	Cape Coral as a place to retire	78%	61%	67%	69%	75%	78%	80%	77%	85%	85%
	The overall quality of life in Cape Coral	81%	60%	61%	63%	69%	73%	74%	78%	74%	82%
	Sense of community	55%	45%	48%	50%	51%	63%	42%	50%	53%	57%
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall economic health of Cape Coral							45%	52%	51%	65%
	Overall quality of the transportation system (auto, bicycle, foot, bu..							59%	66%	57%	47%
	Overall design or layout of Cape Coral's residential and commercial..							51%	49%	47%	57%
	Overall quality of the utility infrastructure in Cape Coral (water, se..										56%
	Overall feeling of safety in Cape Coral							80%	80%	78%	79%
	Overall quality of natural environment in Cape Coral			58%	63%	61%	67%	70%	63%	60%	71%
	Overall quality of parks and recreation opportunities										71%
	Overall health and wellness opportunities in Cape Coral							67%	64%	61%	67%
	Overall opportunities for education, culture, and the arts							50%	51%	45%	46%
	Residents' connection and engagement with their community										46%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Cape Coral to someone who asks			72%	70%	77%	81%	86%	85%	80%	85%
	Remain in Cape Coral for the next five years			73%	73%	79%	81%	85%	86%	84%	84%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	95%	93%	90%	92%	95%	94%	94%	92%	93%	96%
	In Cape Coral's downtown/commercial area during the day	92%	87%	88%	89%	93%	92%	85%	87%	83%	90%
	From property crime	53%	44%	45%	44%	61%	59%				77%
	From violent crime	75%	60%	62%	67%	76%	74%				83%
	From fire, flood, or other natural disaster										71%
Please rate the job you feel the Cape Coral community does at each of the following.	Making all residents feel welcome										64%
	Attracting people from diverse backgrounds										63%
	Valuing/respecting residents from diverse backgrounds										63%

Cape Coral community does at each of the following.	Taking care of vulnerable residents (elderly, disabled, homeless, et..										56%
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall quality of business and service establishments in Cape Coral			56%	56%	47%	58%	53%	53%	53%	74%
	Variety of business and service establishments in Cape Coral										60%
	Vibrancy of downtown/commercial area							36%	34%	41%	54%
	Employment opportunities	37%	21%	17%	8%	11%	19%	26%	29%	26%	34%
	Shopping opportunities	40%	42%	49%	51%	44%	54%	52%	55%	47%	56%
	Cost of living in Cape Coral							42%	34%	35%	46%
	Overall image or reputation of Cape Coral		48%	49%	44%	48%	59%	54%	56%	59%	71%
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Traffic flow on major streets	12%	15%	31%	36%	33%	40%	38%	37%	33%	33%
	Ease of public parking							51%	54%	44%	46%
	Ease of travel by car in Cape Coral	36%	27%	42%	46%	52%	59%	55%	62%	47%	56%
	Ease of travel by public transportation in Cape Coral					8%	9%	22%	26%	21%	20%
	Ease of travel by bicycle in Cape Coral	29%	24%	31%	32%	31%	39%	32%	33%	28%	48%
	Ease of walking in Cape Coral	33%	30%	32%	28%	38%	41%	44%	43%	37%	48%
	Well-planned residential growth										49%
	Well-planned commercial growth										39%
	Well-designed neighborhoods										49%
	Preservation of the historical or cultural character of the community										55%
	Public places where people want to spend time							58%	58%	52%	51%
	Variety of housing options			63%	62%	53%	63%	62%	56%	47%	56%
	Availability of affordable quality housing	30%	18%	48%	59%	56%	52%	56%	42%	42%	44%
	Overall quality of new development in Cape Coral		52%	51%	43%	45%	53%	44%	51%	50%	58%
	Overall appearance of Cape Coral	64%	53%	54%	51%	60%	68%	65%	66%	62%	66%
	Cleanliness of Cape Coral			60%	53%	67%	70%	73%	69%	66%	73%
	Water resources (beaches, lakes, ponds, riverways, etc.)										56%
	Air quality	87%	73%	76%	84%	78%	81%	82%	80%	71%	81%
	Availability of paths and walking trails			30%	25%	28%	36%	37%	41%	31%	53%
	Fitness opportunities (including exercise classes and paths or trail..							62%	57%	57%	60%
	Recreational opportunities	58%	48%	56%	54%	52%	55%	63%	55%	53%	54%
	Availability of affordable quality food		63%	55%	65%	57%	58%	65%	66%	59%	69%
	Availability of affordable quality health care	45%	36%	44%	45%	45%	45%	59%	60%	50%	59%
	Availability of preventive health services			51%	53%	48%	51%	60%	56%	50%	60%
	Availability of affordable quality mental health care							32%	40%	28%	40%
	Opportunities to attend cultural/arts/music activities	55%	54%	41%	43%	44%	50%	50%	43%	50%	44%
	Community support for the arts										51%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Availability of affordable quality childcare/preschool	38%	24%	29%	39%	44%	41%	42%	55%	49%	49%
	K-12 education	63%	45%	62%	63%	57%	68%	67%	73%	51%	66%
	Adult educational opportunities							37%	43%	33%	42%
	Sense of civic/community pride										48%
	Neighborliness of residents in Cape Coral							52%	50%	53%	54%
	Opportunities to participate in social events and activities			57%	54%	52%	58%	55%	49%	55%	49%
	Opportunities to attend special events and festivals							61%	60%	63%	58%
	Opportunities to volunteer			76%	67%	69%	75%	63%	68%	68%	67%
	Opportunities to participate in community matters			53%	48%	51%	55%	56%	54%	58%	52%
	Openness and acceptance of the community toward people of diver..	60%	55%	58%	55%	58%	64%	48%	58%	54%	56%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Cape Coral (in-person, phone, email, or web) f..	71%	67%	68%	66%	57%	48%	52%	54%	49%	56%
	Contacted Cape Coral elected officials (in-person, phone, email, or ..							14%	17%	15%	18%
	Attended a local public meeting (of local elected officials like City C..	23%	27%	27%	22%	27%	17%	16%	17%	11%	17%
	Watched (online or on television) a local public meeting	62%	61%	56%	58%	53%	45%	23%	33%	27%	30%
	Volunteered your time to some group/activity in Cape Coral	44%	42%	36%	37%	44%	33%	32%	37%	25%	24%
	Campaigned or advocated for a local issue, cause, or candidate							22%	20%	19%	16%
	Voted in your most recent local election										78%
	Used bus, rail, subway, or other public transportation instead of dr..							6%	6%	8%	10%
	Carpooled with other adults or children instead of driving alone							33%	40%	39%	33%
	Walked or biked instead of driving							48%	44%	39%	52%
Please rate the quality of each of the following services in Cape Coral.	Public information services	72%	53%	61%	65%	53%	62%	57%	58%	65%	66%
	Economic development	41%	30%	31%	22%	21%	35%	39%	44%	45%	58%
	Traffic enforcement	51%	43%	55%	50%	56%	59%	59%	61%	60%	60%
	Traffic signal timing	37%	30%	44%	44%	39%	48%	41%	42%	38%	44%
	Street repair	30%	27%	36%	33%	29%	39%	31%	36%	35%	48%
	Street cleaning	42%	33%	48%	40%	52%	51%	47%	45%	46%	60%
	Street lighting	43%	39%	47%	39%	38%	40%	44%	43%	26%	46%
	Sidewalk maintenance	37%	35%	43%	42%	39%	43%	40%	46%	30%	54%
	Bus or transit services	45%	37%	44%	40%	41%	44%	43%	33%	34%	34%
	Land use, planning, and zoning	27%	19%	27%	25%	24%	32%	33%	32%	29%	36%
	Code enforcement (weeds, abandoned buildings, etc.)	43%	31%	33%	23%	36%	31%	31%	37%	39%	44%
	Affordable high-speed internet access										48%
	Garbage collection	84%	76%	82%	82%	74%	84%	83%	79%	61%	67%
	Drinking water	48%	37%	47%	48%	46%	44%	51%	41%	45%	45%
	Sewer services	73%	52%	69%	63%	59%	65%	69%	66%	60%	68%

Please rate the quality of each of the following services in Cape Coral.	Storm water management (storm drainage, dams, levees, etc.)	49%	33%	58%	55%	52%	54%	52%	51%	53%	62%
	Power (electric and/or gas) utility			72%	67%	65%	70%	74%	68%	68%	74%
	Utility billing							66%	60%	57%	64%
	Police/Sheriff services	82%	65%	71%	72%	72%	77%	79%	78%	78%	78%
	Crime prevention	76%	51%	52%	50%	71%	71%	71%	71%	69%	75%
	Animal control	60%	50%	46%	51%	48%	52%	55%	58%	53%	72%
	Ambulance or emergency medical services	93%	82%	89%	88%	88%	90%	89%	90%	89%	86%
	Fire services	95%	90%	90%	87%	89%	93%	91%	92%	93%	90%
	Fire prevention and education	83%	65%	68%	65%	78%	69%	74%	69%	83%	77%
	Emergency preparedness (services that prepare the community for..			67%	68%	61%	64%	60%	70%	66%	74%
	Preservation of natural areas (open space, farmlands, and greenbe..			42%	47%	48%	55%	49%	44%	46%	60%
	Cape Coral open space							49%	44%	44%	56%
	Recycling	84%	72%	84%	84%	79%	87%	82%	81%	60%	71%
	Yard waste pick-up	77%	70%	80%	80%	77%	80%	84%	71%	56%	67%
	City parks	69%	64%	76%	85%	80%	83%	76%	75%	70%	72%
	Recreation programs or classes	68%	67%	72%	67%	68%	70%	58%	61%	66%	66%
	Recreation centers or facilities	61%	57%	66%	68%	64%	68%	57%	61%	61%	61%
	Health services	59%	46%	62%	53%	55%	60%	65%	58%	62%	68%
	Public library services	88%	82%	83%	89%	83%	89%	87%	80%	88%	87%
	Overall customer service by Cape Coral employees (police, receptio..	74%	64%	65%	62%	74%	73%	68%	67%	66%	75%
Please rate the following categories of Cape Coral government performance.	The value of services for the taxes paid to Cape Coral	51%	27%	29%	32%	35%	49%	40%	46%	41%	48%
	The overall direction that Cape Coral is taking	53%	31%	33%	29%	32%	47%	50%	50%	44%	54%
	The job Cape Coral government does at welcoming resident involve..	50%	36%	35%	28%	32%	41%	45%	43%	42%	44%
	Overall confidence in Cape Coral government							33%	31%	37%	45%
	Generally acting in the best interest of the community							40%	34%	43%	48%
	Being honest							38%	35%	45%	48%
	Being open and transparent to the public										42%
	Informing residents about issues facing the community										45%
	Treating all residents fairly							42%	40%	50%	53%
	Treating residents with respect										62%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Cape Coral	75%	46%	60%	50%	56%	62%	63%	64%	66%	63%
	The Federal Government	45%	34%	41%	32%	36%	38%	36%	47%	44%	41%
Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.	Overall economic health of Cape Coral							93%	92%	88%	92%
	Overall quality of the transportation system (auto, bicycle, foot, bu..							83%	83%	82%	79%
	Overall design or layout of Cape Coral's residential and commercial..							76%	81%	79%	84%

Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure in Cape Coral (water, se..									92%
	Overall feeling of safety in Cape Coral						91%	98%	94%	91%
	Overall quality of natural environment in Cape Coral						79%	90%	87%	88%
	Overall quality of parks and recreation opportunities									81%
	Overall health and wellness opportunities in Cape Coral						78%	82%	78%	80%
	Overall opportunities for education, culture, and the arts						75%	81%	77%	70%
	Residents' connection and engagement with their community						77%	81%	83%	70%
In general, how many times do you:	Access the internet from your home using a computer, laptop, or ta..									95%
	Access the internet from your cell phone									95%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.									81%
	Use or check email									97%
	Share your opinions online									48%
	Shop online									58%
	Would you say that in general your health is:						68%	56%	61%	65%
	What impact, if any, do you think the economy will have on your fa..	31%	12%	6%	12%	17%	23%	39%	35%	32%	26%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the City of Cape Coral conducted a survey of 2,700 residents. Survey invitations were mailed to randomly selected households and data were collected from January 4, 2021 to February 22, 2021. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Cape Coral. The open participation survey was identical to the probability sample survey with one small update; it included a question about where they heard about the survey. The open participation survey was open to all city residents and became available on February 8, 2021. The survey remained open for two weeks and there were 88 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. Due to limited response, the results were not statistically weighted.

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. 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.

Please rate each of the following aspects of quality of life in Cape Coral.	Cape Coral as a place to live	Excellent	38%
		Good	47%
		Fair	13%
		Poor	2%
	Your neighborhood as a place to live	Excellent	49%
		Good	39%
		Fair	12%
	Cape Coral as a place to raise children	Excellent	26%
		Good	56%
		Fair	11%
		Poor	6%
	Cape Coral as a place to work	Excellent	12%
		Good	27%
		Fair	37%
		Poor	25%
	Cape Coral as a place to visit	Excellent	31%
		Good	32%
		Fair	26%
		Poor	11%
	Cape Coral as a place to retire	Excellent	52%
		Good	34%
		Fair	9%
		Poor	5%
	The overall quality of life in Cape Coral	Excellent	36%
		Good	47%
		Fair	14%
		Poor	3%
	Sense of community	Excellent	21%
		Good	33%
		Fair	30%
		Poor	16%
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall economic health of Cape Coral	Excellent	14%
		Good	49%
		Fair	32%
		Poor	5%
	Overall quality of the transportation system (auto,	Excellent	11%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall quality of the transportation system (auto, bicycle, foot, bus) in Cape Coral	Good	28%
		Fair	45%
		Poor	16%
	Overall design or layout of Cape Coral's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent	7%
		Good	26%
		Fair	39%
		Poor	28%
	Overall quality of the utility infrastructure in Cape Coral (water, sewer, storm water, electric, gas)	Excellent	13%
		Good	44%
		Fair	28%
		Poor	15%
	Overall feeling of safety in Cape Coral	Excellent	32%
		Good	50%
		Fair	15%
		Poor	3%
	Overall quality of natural environment in Cape Coral	Excellent	27%
		Good	41%
		Fair	23%
		Poor	9%
	Overall quality of parks and recreation opportunities	Excellent	29%
		Good	44%
		Fair	18%
		Poor	9%
	Overall health and wellness opportunities in Cape Coral	Excellent	18%
		Good	47%
		Fair	29%
		Poor	5%
	Overall opportunities for education, culture, and the arts	Excellent	9%
		Good	33%
		Fair	37%
		Poor	22%
	Residents' connection and engagement with their community	Excellent	11%
		Good	33%
		Fair	36%
		Poor	20%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Cape Coral to someone who asks	Very likely	48%
		Somewhat likely	32%
		Somewhat unlikely	8%
		Very unlikely	11%
	Remain in Cape Coral for the next five years	Very likely	71%

Please indicate how likely or unlikely you are to do each of the following.	Remain in Cape Coral for the next five years	Somewhat likely	16%
		Somewhat unlikely	7%
		Very unlikely	6%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe	77%
		Somewhat safe	20%
		Neither safe nor unsafe	2%
		Somewhat unsafe	1%
	In Cape Coral's downtown/commercial area during the day	Very safe	66%
		Somewhat safe	24%
		Neither safe nor unsafe	9%
		Very unsafe	1%
	From property crime	Very safe	24%
		Somewhat safe	46%
		Neither safe nor unsafe	15%
		Somewhat unsafe	10%
		Very unsafe	5%
	From violent crime	Very safe	44%
		Somewhat safe	35%
		Neither safe nor unsafe	12%
		Somewhat unsafe	6%
		Very unsafe	3%
	From fire, flood, or other natural disaster	Very safe	35%
		Somewhat safe	37%
		Neither safe nor unsafe	18%
		Somewhat unsafe	10%
		Very unsafe	1%
Please rate the job you feel the Cape Coral community does at each of the following.	Making all residents feel welcome	Excellent	20%
		Good	35%
		Fair	30%
		Poor	15%
	Attracting people from diverse backgrounds	Excellent	19%
		Good	31%
		Fair	32%
		Poor	17%
	Valuing/respecting residents from diverse backgrounds	Excellent	25%
		Good	32%
		Fair	30%
		Poor	13%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent	12%
		Good	39%

Please rate the job you feel the Cape Coral community does at each of the following.	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Fair	31%
		Poor	19%
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall quality of business and service establishments in Cape Coral	Excellent	26%
		Good	33%
		Fair	30%
		Poor	11%
	Variety of business and service establishments in Cape Coral	Excellent	22%
		Good	29%
		Fair	30%
		Poor	20%
	Vibrancy of downtown/commercial area	Excellent	10%
		Good	33%
		Fair	35%
		Poor	22%
	Employment opportunities	Excellent	5%
		Good	21%
		Fair	37%
		Poor	37%
	Shopping opportunities	Excellent	13%
		Good	28%
		Fair	34%
		Poor	25%
	Cost of living in Cape Coral	Excellent	9%
		Good	41%
		Fair	43%
		Poor	7%
	Overall image or reputation of Cape Coral	Excellent	22%
		Good	40%
		Fair	31%
		Poor	7%
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Traffic flow on major streets	Excellent	6%
		Good	25%
		Fair	36%
		Poor	33%
	Ease of public parking	Excellent	11%
		Good	37%
		Fair	31%
		Poor	20%
	Ease of travel by car in Cape Coral	Excellent	14%
		Good	41%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Ease of travel by car in Cape Coral	Fair	34%
		Poor	11%
	Ease of travel by public transportation in Cape Coral	Excellent	9%
		Good	9%
		Fair	21%
		Poor	62%
	Ease of travel by bicycle in Cape Coral	Excellent	15%
		Good	23%
		Fair	33%
		Poor	30%
	Ease of walking in Cape Coral	Excellent	13%
		Good	33%
		Fair	20%
		Poor	33%
	Well-planned residential growth	Excellent	12%
		Good	26%
		Fair	32%
		Poor	30%
	Well-planned commercial growth	Excellent	7%
		Good	21%
		Fair	21%
		Poor	51%
	Well-designed neighborhoods	Excellent	12%
		Good	31%
		Fair	29%
		Poor	28%
	Preservation of the historical or cultural character of the community	Excellent	11%
		Good	32%
		Fair	26%
		Poor	31%
	Public places where people want to spend time	Excellent	10%
		Good	31%
		Fair	38%
		Poor	21%
	Variety of housing options	Excellent	14%
		Good	37%
		Fair	28%
		Poor	21%
	Availability of affordable quality housing	Excellent	7%
		Good	29%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Availability of affordable quality housing	Fair	36%
		Poor	29%
	Overall quality of new development in Cape Coral	Excellent	9%
		Good	33%
		Fair	42%
		Poor	16%
	Overall appearance of Cape Coral	Excellent	16%
		Good	38%
		Fair	26%
		Poor	20%
	Cleanliness of Cape Coral	Excellent	21%
		Good	45%
		Fair	28%
		Poor	7%
	Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent	15%
		Good	31%
		Fair	27%
		Poor	27%
	Air quality	Excellent	45%
		Good	38%
		Fair	13%
		Poor	4%
	Availability of paths and walking trails	Excellent	15%
		Good	26%
		Fair	36%
		Poor	23%
	Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent	15%
		Good	33%
		Fair	29%
		Poor	23%
	Recreational opportunities	Excellent	16%
		Good	46%
		Fair	25%
		Poor	13%
	Availability of affordable quality food	Excellent	18%
		Good	39%
		Fair	26%
		Poor	17%
	Availability of affordable quality health care	Excellent	19%
		Good	33%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Availability of affordable quality health care	Fair	36%
		Poor	12%
	Availability of preventive health services	Excellent	23%
		Good	29%
		Fair	38%
		Poor	9%
	Availability of affordable quality mental health care	Excellent	10%
		Good	18%
		Fair	27%
		Poor	45%
	Opportunities to attend cultural/arts/music activities	Excellent	7%
		Good	35%
		Fair	26%
		Poor	32%
	Community support for the arts	Excellent	13%
		Good	31%
		Fair	22%
		Poor	35%
	Availability of affordable quality childcare/preschool	Excellent	17%
		Good	25%
		Fair	42%
		Poor	17%
	K-12 education	Excellent	15%
		Good	40%
		Fair	35%
		Poor	10%
	Adult educational opportunities	Excellent	12%
		Good	14%
		Fair	31%
		Poor	43%
	Sense of civic/community pride	Excellent	18%
		Good	35%
		Fair	31%
		Poor	17%
	Neighborliness of residents in Cape Coral	Excellent	21%
		Good	27%
		Fair	30%
		Poor	21%
	Opportunities to participate in social events and activities	Excellent	11%
		Good	39%

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Opportunities to participate in social events and activities	Fair	36%
		Poor	14%
	Opportunities to attend special events and festivals	Excellent	13%
		Good	40%
		Fair	28%
		Poor	18%
	Opportunities to volunteer	Excellent	23%
		Good	38%
		Fair	28%
		Poor	11%
	Opportunities to participate in community matters	Excellent	20%
		Good	35%
		Fair	30%
		Poor	15%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent	16%
		Good	34%
		Fair	29%
		Poor	21%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Cape Coral (in-person, phone, email, or web) for help or information	No	29%
		Yes	71%
	Contacted Cape Coral elected officials (in-person, phone, email, or web) to express your opinion	No	62%
		Yes	38%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners..	No	72%
		Yes	28%
	Watched (online or on television) a local public meeting	No	51%
		Yes	49%
	Volunteered your time to some group/activity in Cape Coral	No	64%
		Yes	36%
	Campaigned or advocated for a local issue, cause, or candidate	No	69%
		Yes	31%
	Voted in your most recent local election	No	17%
		Yes	83%
	Used bus, rail, subway, or other public transportation instead of driving	No	98%
		Yes	2%
	Carpooled with other adults or children instead of driving alone	No	60%
		Yes	40%
	Walked or biked instead of driving	No	58%
		Yes	42%
Please rate the quality of each of the following services in Cape Coral.	Public information services	Excellent	19%
		Good	47%

Please rate the quality of each of the following services in Cape Coral.	Public information services	Fair	24%
		Poor	11%
	Economic development	Excellent	8%
		Good	30%
		Fair	36%
		Poor	26%
	Traffic enforcement	Excellent	12%
		Good	45%
		Fair	19%
		Poor	24%
	Traffic signal timing	Excellent	9%
		Good	31%
		Fair	35%
		Poor	25%
	Street repair	Excellent	14%
		Good	40%
		Fair	24%
		Poor	22%
	Street cleaning	Excellent	18%
		Good	34%
		Fair	23%
		Poor	25%
	Street lighting	Excellent	5%
		Good	37%
		Fair	31%
		Poor	27%
	Sidewalk maintenance	Excellent	10%
		Good	41%
		Fair	23%
		Poor	27%
	Bus or transit services	Excellent	17%
		Good	11%
		Fair	31%
		Poor	42%
	Land use, planning, and zoning	Excellent	6%
		Good	29%
		Fair	29%
		Poor	36%
	Code enforcement (weeds, abandoned buildings, etc.)	Excellent	11%
		Good	25%

Please rate the quality of each of the following services in Cape Coral.	Code enforcement (weeds, abandoned buildings, etc.)	Fair	22%
		Poor	42%
	Affordable high-speed internet access	Excellent	14%
		Good	39%
		Fair	20%
		Poor	28%
	Garbage collection	Excellent	21%
		Good	40%
		Fair	21%
		Poor	18%
	Drinking water	Excellent	5%
		Good	38%
		Fair	30%
		Poor	27%
	Sewer services	Excellent	22%
		Good	51%
		Fair	19%
		Poor	7%
	Storm water management (storm drainage, dams, levees, etc.)	Excellent	11%
		Good	52%
		Fair	25%
		Poor	12%
	Power (electric and/or gas) utility	Excellent	26%
		Good	51%
		Fair	13%
		Poor	10%
	Utility billing	Excellent	23%
		Good	53%
		Fair	18%
		Poor	8%
	Police/Sheriff services	Excellent	45%
		Good	46%
		Fair	8%
		Poor	1%
	Crime prevention	Excellent	33%
		Good	50%
		Fair	9%
		Poor	8%
	Animal control	Excellent	30%
		Good	36%

Please rate the quality of each of the following services in Cape Coral.	Animal control	Fair	19%
		Poor	16%
	Ambulance or emergency medical services	Excellent	47%
		Good	38%
		Fair	9%
		Poor	7%
	Fire services	Excellent	49%
		Good	42%
		Fair	5%
		Poor	3%
	Fire prevention and education	Excellent	37%
		Good	35%
		Fair	13%
		Poor	15%
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent	33%
		Good	42%
		Fair	20%
		Poor	5%
	Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent	7%
		Good	30%
		Fair	48%
		Poor	15%
	Cape Coral open space	Excellent	9%
		Good	37%
		Fair	36%
		Poor	18%
	Recycling	Excellent	25%
		Good	48%
		Fair	19%
		Poor	8%
	Yard waste pick-up	Excellent	27%
		Good	47%
		Fair	13%
		Poor	13%
	City parks	Excellent	25%
		Good	45%
		Fair	26%
		Poor	4%
	Recreation programs or classes	Excellent	19%
		Good	35%

Please rate the quality of each of the following services in Cape Coral.	Recreation programs or classes	Fair	32%
		Poor	14%
	Recreation centers or facilities	Excellent	19%
		Good	42%
		Fair	25%
		Poor	14%
	Health services	Excellent	17%
		Good	45%
		Fair	24%
		Poor	14%
	Public library services	Excellent	47%
		Good	39%
		Fair	11%
		Poor	3%
	Overall customer service by Cape Coral employees (police, receptionists, planners, etc.)	Excellent	37%
		Good	40%
		Fair	18%
		Poor	5%
Please rate the following categories of Cape Coral government performance.	The value of services for the taxes paid to Cape Coral	Excellent	12%
		Good	41%
		Fair	34%
		Poor	12%
	The overall direction that Cape Coral is taking	Excellent	11%
		Good	39%
		Fair	29%
		Poor	21%
	The job Cape Coral government does at welcoming resident involvement	Excellent	9%
		Good	31%
		Fair	33%
		Poor	27%
	Overall confidence in Cape Coral government	Excellent	7%
		Good	39%
		Fair	29%
		Poor	25%
	Generally acting in the best interest of the community	Excellent	10%
		Good	38%
		Fair	28%
		Poor	25%
	Being honest	Excellent	9%
		Good	41%

Please rate the following categories of Cape Coral government performance.	Being honest	Fair	25%
		Poor	26%
	Being open and transparent to the public	Excellent	11%
		Good	33%
		Fair	29%
		Poor	27%
	Informing residents about issues facing the community	Excellent	15%
		Good	31%
		Fair	26%
		Poor	28%
	Treating all residents fairly	Excellent	11%
		Good	44%
		Fair	23%
		Poor	23%
	Treating residents with respect	Excellent	16%
		Good	44%
		Fair	23%
		Poor	17%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Cape Coral	Excellent	15%
		Good	51%
		Fair	24%
		Poor	9%
	The Federal Government	Excellent	2%
		Good	27%
		Fair	40%
		Poor	31%
Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.	Overall economic health of Cape Coral	Essential	65%
		Very important	32%
		Somewhat important	4%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Cape Coral	Essential	28%
		Very important	42%
		Somewhat important	27%
		Not at all important	2%
	Overall design or layout of Cape Coral's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential	48%
		Very important	39%
		Somewhat important	13%
	Overall quality of the utility infrastructure in Cape Coral (water, sewer, storm water, electric, gas)	Essential	67%
		Very important	29%
		Somewhat important	3%
		Not at all important	1%

Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.	Overall feeling of safety in Cape Coral	Essential	63%
		Very important	34%
		Somewhat important	3%
	Overall quality of natural environment in Cape Coral	Essential	43%
		Very important	48%
		Somewhat important	9%
	Overall quality of parks and recreation opportunities	Essential	24%
		Very important	53%
		Somewhat important	21%
		Not at all important	1%
	Overall health and wellness opportunities in Cape Coral	Essential	40%
		Very important	37%
		Somewhat important	21%
		Not at all important	2%
	Overall opportunities for education, culture, and the arts	Essential	26%
		Very important	44%
		Somewhat important	26%
		Not at all important	3%
	Residents' connection and engagement with their community	Essential	24%
		Very important	52%
		Somewhat important	23%
		Not at all important	1%
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day	93%
		Once a day	5%
		A few times a week	1%
		Less often or never	1%
	Access the internet from your cell phone	Several times a day	94%
		Once a day	3%
		A few times a week	1%
		Less often or never	1%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day	80%
		Once a day	6%
		A few times a week	3%
		Every few weeks	2%
		Less often or never	9%
	Use or check email	Several times a day	89%
		Once a day	10%
		A few times a week	1%
	Share your opinions online	Several times a day	29%
		Once a day	2%

In general, how many times do you:	Share your opinions online	A few times a week	21%
		Every few weeks	18%
		Less often or never	30%
	Shop online	Several times a day	20%
		Once a day	8%
		A few times a week	43%
		Every few weeks	22%
		Less often or never	8%
	Would you say that in general your health is:	Excellent	32%
		Very good	36%
		Good	23%
		Fair	8%
		Poor	1%
	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	9%
		Somewhat positive	20%
		Neutral	42%
		Somewhat negative	20%
		Very negative	8%
	How many years have you lived in Cape Coral?	Less than 2 years	20%
		2-5 years	23%
		6-10 years	15%
		11-20 years	20%
		More than 20 years	22%
	Which best describes the building you live in?	One family house detached fro..	90%
		Building with two or more hom..	9%
		Other	1%
	Do you rent or own your home?	Rent	6%
		Own	94%
	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 $500	7%
		$500 to $999	23%
		$1,000 to $1,499	13%
		$1,500 to $1,999	29%
		$2,000 to $2,499	13%
		$2,500 to $2,999	5%
		$3,000 to $3,499	4%
		$3,500 or more	5%
	Do any children 17 or under live in your household?	No	78%
		Yes	22%
	Are you or any other members of your household aged 65 or older?	No	51%
		Yes	49%

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	5%
	$25,000 to $49,999	16%
	$50,000 to $74,999	16%
	$75,000 to $99,999	22%
	$100,000 to $149,999	20%
	$150,000 or more	22%
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or La..	100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian. or Pacific I..	2%
	Black or African American	2%
	White	95%
	Other	3%
In which category is your age?	25-34 years	2%
	35-44 years	18%
	45-54 years	13%
	55-64 years	28%
	65-74 years	33%
	75 years or older	6%
What is your gender?	Female	56%
	Male	43%
	Identify in another way	1%
How did you hear about this survey? (Select all that apply.)	The City's website	5%
	The City's social media (Facebo..	32%
	Received an email from the City	16%
	Received a postcard or letter fr..	1%
	Nextdoor	14%
	In my Facebook feed	25%
	Heard about it from a family m..	1%
	Heard about it from a business ..	1%
	Polco's weekly email	5%
	On my Polco feed	1%

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). 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 Cape Coral.

	Excellent	Good	Fair	Poor	Don't know
Cape Coral as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Cape Coral as a place to raise children	1	2	3	4	5
Cape Coral as a place to work	1	2	3	4	5
Cape Coral as a place to visit	1	2	3	4	5
Cape Coral as a place to retire	1	2	3	4	5
The overall quality of life in Cape Coral	1	2	3	4	5
Sense of community	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Cape Coral as a whole.

	Excellent	Good	Fair	Poor	Don't know
Overall economic health of Cape Coral	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Cape Coral	1	2	3	4	5
Overall design or layout of Cape Coral's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Cape Coral (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in Cape Coral	1	2	3	4	5
Overall quality of natural environment in Cape Coral	1	2	3	4	5
Overall quality of parks and recreation opportunities	1	2	3	4	5
Overall health and wellness opportunities in Cape Coral	1	2	3	4	5
Overall opportunities for education, culture and the arts	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

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
Recommend living in Cape Coral to someone who asks	1	2	3	4	5
Remain in Cape Coral for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In Cape Coral's downtown/commercial area during the day	1	2	3	4	5	6
From property crime	1	2	3	4	5	6
From violent crime	1	2	3	4	5	6
From fire, flood or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Cape Coral community does at each of the following.

	Excellent	Good	Fair	Poor	Don't know
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Cape Coral as a whole.

	Excellent	Good	Fair	Poor	Don't know
Overall quality of business and service establishments in Cape Coral	1	2	3	4	5
Variety of business and service establishments in Cape Coral	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Cape Coral	1	2	3	4	5
Overall image or reputation of Cape Coral	1	2	3	4	5

7. Please rate each of the following characteristics as they relate to Cape Coral as a whole.

	Excellent	Good	Fair	Poor	Don't know
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 Cape Coral	1	2	3	4	5
Ease of travel by public transportation in Cape Coral	1	2	3	4	5
Ease of travel by bicycle in Cape Coral	1	2	3	4	5
Ease of walking in Cape Coral	1	2	3	4	5
Well-planned residential growth	1	2	3	4	5
Well-planned commercial growth	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community	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
Overall quality of new development in Cape Coral	1	2	3	4	5
Overall appearance of Cape Coral	1	2	3	4	5
Cleanliness of Cape Coral	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality	1	2	3	4	5
Availability of paths and walking trails	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
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts	1	2	3	4	5
Availability of affordable quality childcare/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride	1	2	3	4	5
Neighborliness of residents in Cape Coral	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	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

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

	No	Yes
Contacted the City of Cape Coral (in-person, phone, email or web) for help or information	1	2
Contacted Cape Coral elected officials (in-person, phone, email or web) to express your opinion	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting	1	2
Volunteered your time to some group/activity in Cape Coral	1	2
Campaigned or advocated for a local issue, cause or candidate	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway or other public transportation instead of driving	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving	1	2

9. Please rate the quality of each of the following services in Cape Coral.

	Excellent	Good	Fair	Poor	Don't know
Public information services	1	2	3	4	5
Economic development	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Traffic signal timing	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
Bus or transit services	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
Affordable high-speed internet access	1	2	3	4	5
Garbage collection	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Power (electric and/or gas) utility	1	2	3	4	5
Utility billing	1	2	3	4	5
Police/Sheriff services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Animal control	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services	1	2	3	4	5
Fire prevention and education	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 (open space, farmlands and greenbelts)	1	2	3	4	5
Cape Coral open space	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	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
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Cape Coral employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Cape Coral government performance.

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to Cape Coral	1	2	3	4	5
The overall direction that Cape Coral is taking	1	2	3	4	5
The job Cape Coral government does at welcoming resident involvement	1	2	3	4	5
Overall confidence in Cape Coral 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
Being open and transparent to the public	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
The City of Cape Coral	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.

	Essential	Very important	Somewhat important	Not at all important
Overall economic health of Cape Coral	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Cape Coral	1	2	3	4
Overall design or layout of Cape Coral's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Cape Coral (water, sewer, storm water, electric/gas)	1	2	3	4
Overall feeling of safety in Cape Coral	1	2	3	4
Overall quality of natural environment in Cape Coral	1	2	3	4
Overall quality of parks and recreation opportunities	1	2	3	4
Overall health and wellness opportunities in Cape Coral	1	2	3	4
Overall opportunities for education, culture and the arts	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

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. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	1	2	3	4	5	6
Use or check email	1	2	3	4	5	6
Share your opinions online	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

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. How many years have you lived in Cape Coral?

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

D5. 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

D6. Do you rent or own your home?

❍ Rent
❍ Own

D7. 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 $500
❍ $500 to $999
❍ $1,000 to $1,499
❍ $1,500 to $1,999
❍ $2,000 to $2,499
❍ $2,500 to $2,999
❍ $3,000 to $3,499
❍ $3,500 or more

D8. Do any children 17 or under live in your household?

❍ No ❍ Yes

D9. Are you or any other members of your household aged 65 or older?

❍ No ❍ Yes

D10. 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 $74,999
❍ $75,000 to $99,999
❍ $100,000 to $149,999
❍ $150,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

D12. 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

D13. In which category is your age?

❍ 18-24 years
❍ 25-34 years
❍ 35-44 years
❍ 45-54 years
❍ 55-64 years
❍ 65-74 years
❍ 75 years or older

D14. What is your gender?

❍ Female
❍ Male
❍ Identify in another way

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