

**Cape Coral, FL** The National Community Survey

Report of Results 2021

**Report by:** 





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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	Not white alone	17%	23%	24%
origin	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	18	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 <a href="https://info.polco.us/knowledge/statistical-vali">https://info.polco.us/knowledge/statistical-vali</a>

\* 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)

	2015	2017	2019	2021
Overall economic health of Cape Coral	45%	52%	51%	65% Similar (vs. benchmark*)
Overall quality of the transportation system (auto, bicycle, foot, bus) in Cape Coral	<b>5</b> 9%	66%	57%	47% Lower
Overall design or layout of Cape Coral's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	51%	49%	47%	57% Similar
Overall quality of the utility infrastructure in Cape Coral (water, sewer, storm water, electric, gas)				56% Lower
Overall feeling of safety in Cape Coral	80%	80%	78%	<b>79%</b> Similar
Overall quality of natural environment in Cape Coral	70%	63%	60%	71% Similar
Overall quality of parks and recreation opportunities				•71% Similar
Overall health and wellness opportunities in Cape Coral	67%	64%	61%	67% Similar
Overall opportunities for education, culture, and the arts	50%	51%	45%	46% Lower
Residents' connection and engagement with their community				<b>46</b> % Similar

# 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)

	2015	2017	2019	2021
Overall economic health of Cape Coral	93%	92%	88%	<b>92</b> % Similar
Overall quality of the transportation system (auto, bicycle, foot, bus) in Cape Coral	83%	83%	82%	<b>79</b> % Similar
Overall design or layout of Cape Coral's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	76%	81%	79%	84% Similar
Overall quality of the utility infrastructure in Cape Coral (water, sewer, storm water, electric, gas)				●92% Similar
Overall feeling of safety in Cape Coral	91%	98%	94%	<b>91%</b> Similar
Overall quality of natural environment in Cape Coral	79%	90%	87%	88% Similar
Overall quality of parks and recreation opportunities				• 81% Similar
Overall health and wellness opportunities in Cape Coral	78%	82%	78%	80% Similar
Overall opportunities for education, culture, and the arts	<b>●</b> 75%	81%	77%	70% Similar
Residents' connection and engagement with their community	• 77%	81%	83%	70% Similar

### **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.



## 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	818	83%	82%	<pre>     82%     Similar (vs.benchmark*) </pre>
The overall quality of life in Cape Coral	748	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%	848	<b>84</b> % 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%	<b>71%</b> Similar

### 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.

### 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%	<b>66%</b> Similar (vs. benchmark*)

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

(% ex	cellent	or good)	)
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	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%	418	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%	<b>44</b> % 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 confidence in Cape Coral



Being honest	38%	35%	45%	48% Similar
Being open and transparent to the public				42% Similar
Informing residents about issues facing the community				45% Similar
Treating all residents fairly	42%	40%	50%	53% Similar
Treating residents with respect				•62% Similar

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

	2015	2017	2019	2021
The City of Cape Coral	63%	648	66%	63% Similar
The Federal Government	<b>3</b> 6%	478	44%	41% Similar



## 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 work	36%	40%	46%	47% Similar (vs. benchmark*)
Cape Coral as a place to visit	68%	60%	63%	• 67% 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 economic health of Cape Coral	45%	52%	51%	65% Similar
Overall quality of business and service establishments in Cape Coral	53%	53%	53%	•74% Similar
Variety of business and service establishments in Cape Coral				● 60% Similar
Vibrancy of downtown/commercial area	36%	34%	418	54% Similar
Employment opportunities	26%	29%	26%	34% Similar
Shopping opportunities	52%	55%	478	56% Similar

	42%	46%
Cost of living in Cape Coral		Similar
	34%	35%

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

(% excellent or good)

	2015	2017	2019	2021
Economic development	39%	44%	45%	<b>58%</b> Similar

# 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:	39%	35%	32%	26% Similar

## 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.



# 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	• <b>•</b> 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	<b>9</b> 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

Carpooled with other adults or children instead of driving alone	33%	40%	39%	
Walked or biked instead of driving	48%	44%	39%	- 52% Similar

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

	2015	2017	2019	2021
Traffic enforcement	59%	618	60%	60% Similar
Traffic signal timing	41%	42%	38%	44% Similar
Street repair	<b>9</b> 31%	36%	35%	48% Similar
Street cleaning	478	<b>4</b> 5%	46%	60% Similar
Street lighting	448	43%	26%	46% Lower
Sidewalk maintenance	40%	46%	30%	54% Similar
Bus or transit services	43%	33%	34%	34% Similar

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.



## **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.

# 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)



Availability of affordable quality housing	56%	42%	42%	44% Similar
Overall quality of new development in Cape Coral	44%	51%	50%	58% Similar
Overall appearance of Cape Coral	65%	66%	62%	66% Similar

## 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%	298	36% Similar
Code enforcement (weeds, abandoned buildings, etc.)	31%	37%	39%	<b>44</b> % Similar

Overall quality of the utility infrastructure in Cape Coral

## 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.



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

	2015	2017	2019	2021
Affordable high-speed internet access				<b>48%</b> Similar (vs. benchmark*)
Garbage collection	83%	79%	61%	67% Lower
Drinking water	51%	41%	45%	45% Lower
Sewer services	69% •	66%	60%	68% Similar
Storm water management (storm drainage, dams, levees, etc.)	• 52%	51%	53%	62% Similar
Power (electric and/or gas) utility	74%	68%	68%	<b>74%</b> Similar
Utility billing	66%	60%	57%	64% 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 quality of the utility infrastructure in Cape Coral (water, sewer, storm water, electric, gas)				•56% Lower

## 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.



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

	2015	2017	2019	2021
Overall feeling of safety in Cape Coral	80%	80%	78%	<b>79%</b> Similar (vs. benchmark*)

### Please rate how safe or unsafe you feel:

#### (% very or somewhat safe)

	2015	2017	2019	2021
In your neighborhood during the day	94%	92%	93%	96% Similar
In Cape Coral's downtown/commercial area during the day	85%	87%	83%	90% Similar
From property crime				<b>77</b> % Similar
From violent crime				83% Similar
From fire, flood, or other natural disaster				•71% Similar

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

(% excellent or good)

	2015	2017	2019	2021
Police/Sheriff services	79%	78%	78%	78% Similar
Crime prevention	71%	71%	69%	75% Similar
Animal control	55%	58%	53%	<b>72%</b> Similar
Ambulance or emergency medical services	89%	90%	89%	86% Similar
Fire services	91%	92%	93%	90% Similar
Fire prevention and education	74%	69%	83%	<b>77</b> % Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	60%	70%	66%	74% Similar

Overall quality of natural environment in Cape Coral

### 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.



## 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)

	2015	2017	2019	2021
Preservation of natural areas (open space, farmlands, and greenbelts)	49%	44%	46%	60% Similar
Cape Coral open space	49%	44%	44%	56% Similar
Recycling	82%	81%	60%	71% Similar

#### Yard waste pick-up



### **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)

(/ • • • • • • • • • • • • • • • • • • •	2015	2017	2019	2021
City parks	76%	75%	70%	72% Similar
Recreation programs or classes	<b>9</b> 58%	61%	66%	66% Similar
Recreation centers or facilities	57%	61%	61%	61% Similar

Overall health and wellness opportunities in Cape Coral

## 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.



# 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%	618	● 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	328	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°8	<b>68</b> % Similar

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

	2015	2017	2019	2021
Would you say that in general your health is:	68%	56%	61%	<b>65</b> % Similar

Overall opportunities for education, culture and the arts

### 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.



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

	2015	2017	2019	2021
Overall opportunities for education, culture, and the arts	50%	51%	45%	46% Lower (vs. benchmark*)
Opportunities to attend cultural/arts/music activities	50% ●	43%	50%	44% Similar
Community support for the arts				● 51% Similar
Availability of affordable quality childcare/preschool	42%	55%	49%	<b>49</b> % Similar
K-12 education	67%	73%	51%	<b>66%</b> Similar
Adult educational opportunities	<b>3</b> 7%	43%	33%	42% Similar
Opportunities to attend special events and festivals	61% •	60%	63%	58% Similar

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

(% excellent or good)

	2015	2017	2019	2021
Public library services	878	80%	88%	•87% Similar

### 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.



## 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 raise children	78%	77%	67%	<b>78%</b> Similar (vs. benchmark*)
Cape Coral as a place to retire	80%	77%	85%	•85% Higher
Sense of community	42%	50%	53%	57% Similar

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

	2015	2017	2019	2021
Residents' connection and engagement with their community				•46% Similar

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

	2015	2017	2019	2021
Making all residents feel welcome				●64% Similar
Attracting people from diverse backgrounds				●63% Similar
				●63% 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				<b>48</b> % 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

## Residents' participation levels

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

(% yes)

	2015	2017	2019	2021
Contacted the City of Cape Coral (in-person, phone, email, or web) for help or information	52%	54%	49%	56% Higher (vs. benchmark*
Contacted Cape Coral elected officials (in-person, phone, email, or web) to express your opinion	14%	17%	15%	18% Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	16%	17%	118	17% Similar
Watched (online or on television) a local public meeting	23%	33%	27%	30% Similar
Volunteered your time to some group/activity in Cape Coral	32%	37%	25%	24% Lower
Campaigned or advocated for a local issue, cause, or candidate	22%	20%	198	16% Similar
Voted in your most recent local election				•78% Similar
n general, how many times do you: % a few times a week or more) 2015	2017	20	19	2021
Access the internet from your home using a computer, laptop, or tablet computer				•95% Similar
Access the internet from your cell phone				•95% Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.				●81% Similar

•97% Similar
<b>48</b> % Higher
•58% Similar

### 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.

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Please rate each of the founding approximation of the same place to raise childrensimilar similarsimilar similarsimilar similarsimilar similar similarsimilar <th></th> <th></th> <th></th> <th>% positive</th> <th>Rank</th> <th>Number of communities</th> <th>Percentile</th>				% positive	Rank	Number of communities	Percentile
quality of life in Cape Coral as a place to raise children         Similar         7.8         2.13         3.61         4.21           Cape Coral as a place to raise children         Similar         4.74         2.73         3.46         2.23           Cape Coral as a place to visit         Similar         4.74         2.73         3.46         2.24           Cape Coral as a place to visit         Similar         6.75         2.23         3.01         2.45           The overall quality of life in Cape Coral         Similar         6.75         2.23         3.01         2.45           Please rate each of the         Overall conomic health of Cape Coral         Similar         6.75         1.62         1.72         7.90           Overall quality of the transportation system (auto, bicycle, foot, bus) i         Lower         4.75         1.63         1.42         2.75         4.90           Overall quality of parisapic rate coral         Similar         7.78         1.99         3.33         3.43           Overall quality of parisapic rate coral         Similar         7.78         1.99         3.33         3.43           Overall quality of parisapic rate coral on popertunities         Similar         7.78         7.83         7.93         7.93         7.93         7.93	Please rate each of the	Cape Coral as a place to live	Similar	82%			40
Cape Coral as a place to visit         Similar         78         213         361         42           Cape Coral as a place to visit         Similar         675         112         250         62           Cape Coral as a place to visit         Similar         675         112         250         62           Cape Coral as a place to visit         Similar         675         122         346         93           Please rate each of the following characteristics         Overall conomic health of Cape Coral         Similar         650         122         71         103           Sate by relate to Cape Coral as a whole.         Overall conomic health of Cape Coral's residential and commercial are.         Similar         73         10         220         71         103           Overall quality of the transportation system (auto, bicycle, foot, bus) i.         Lower         478         213         71         103         100         710         103         100         710         103         100         710         103         100         710         103         100         710         103         100         710         103         100         710         103         100         710         103         100         100         100         100 <t< td=""><td>• •</td><td>Your neighborhood as a place to live</td><td>Similar</td><td>84%</td><td>139</td><td>302</td><td>54</td></t<>	• •	Your neighborhood as a place to live	Similar	84%	139	302	54
Please rate each of the following characteristics as a whole.         Cape Coral as a place to visit         Similar         675         23         348         94           Please rate each of the following characteristics as they relate to Cape Coral         Similar         675         223         301         226           Please rate each of the following characteristics as they relate to Cape Coral         Similar         675         223         301         226           Overall quality of the transportation system (auto, bicycle, foot, bus) i         Lower         475         210         303         303           Overall quality of the utility infrastructure in Cape Coral         Similar         716         100         303	quality of life in Cape Coral	Cape Coral as a place to raise children	Similar	78%	213	361	41
Presserate each of the following characteristics as they relate to Cape Coral as a place to retire         Higher         858         23         348           Presser ate each of the following characteristics as they relate to Cape Coral         Similar         578         223         301         225         301           Overall quality of the transportation system (auto, bicycle, foct, bus) i.         Lower         70         70         70           Overall quality of the transportation system (auto, bicycle, foct, bus) i.         Lower         70         70         70           Overall quality of the utility infrastructure in Cape Coral (water, sewer         Lower         566         51         61         71           Overall quality of parks and recreation opportunities         Similar         714         60         720         71           Overall quality of parks and recreation opportunities         Similar         714         66         721         71           Overall quality of parks and recreation opportunities         Similar         714         66         721         710           Overall quality of parks and recreation opportunities         Similar         714         67         720         721           Overall quality of parks and recreation opportunities         Similar         714         710         720         721		Cape Coral as a place to work	Similar	47%	273	346	22
Please rate each of the overall quality of life in Cape Coral         Similar         Si         Si <th< td=""><td></td><td>Cape Coral as a place to visit</td><td>Similar</td><td>67%</td><td>112</td><td>290</td><td>62</td></th<>		Cape Coral as a place to visit	Similar	67%	112	290	62
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Please rate each of the following characteristics as they relate to Cape CoralSimilar65%142275440Overall economic health of Cape Coral's residential and commercial are.Similar65%14027033Overall design or layout of Cape Coral's residential and commercial are.Similar57%18027034Overall quality of the trinsportation system (auto, bicycle, foot, bus) iLower47%25127710Overall quality of the trility infrastructure in Cape Coral (water, sewerLower56%516117Overall quality of natural environment in Cape CoralSimilar71%4861230Overall quality of parks and recreation opportunitiesSimilar71%4861230Overall opportunities for education, culture, and the artsLower46%221271130Overall opportunities for education, culture, and the artsLower46%15028044Please rate how safe orRecommend living in Cape Coral to someone who asksSimilar65%17628733052In Cape Coral's downtown/commercial area during the daySimilar96%130330525266115Please rate how safe or tunsafe you feel:In Cape Coral's downtown/commercial area during the daySimilar71%477253Please rate the job you feelMaking all residents feel welcomeSimilar63%16115Please rate ach of the following. </td <td></td> <td>The overall quality of life in Cape Coral</td> <td>Similar</td> <td>82%</td> <td>191</td> <td>398</td> <td>52</td>		The overall quality of life in Cape Coral	Similar	82%	191	398	52
Following characteristics as a whole.Overall quality of the transportation system (auto, bicycle, foot, bus) iLower47825127710Overall quality of the transportation system (auto, bicycle, foot, bus) iOverall quality of the transportation system (auto, bicycle, foot, bus) iSimilar57818027034Overall quality of the utility infrastructure in Cape Coral (water, sewerLower5685161177Overall quality of natural environment in Cape CoralSimilar7184861233Overall quality of parks and recreation opportunitiesSimilar678162222711Overall quality of parks and recreation opportunitiesSimilar7184861233Overall quality of parks and recreation opportunitiesSimilar678162222711Overall opportunities for education, culture, and the artsLower468221271193Residents' connection and engagement with their communitySimilar658176287393Or unlikely you are to doRecommend living in Cape Coral to someone who asksSimilar658176287393Please rate how safe or unsafe you feel:In Gape Coral's downtown/commercial area during the daySimilar70847772335From property crimeSimilar77847772335531176287393From fire, flood, or other natural disasterSimilar6484661255 <tr< td=""><td>Se</td><td>Sense of community</td><td>Similar</td><td>57%</td><td>223</td><td>301</td><td>26</td></tr<>	Se	Sense of community	Similar	57%	223	301	26
as they relate to Cape Coral         Overall quality of the drainsportation system (and, bicyle, rod, bicyle, rod, bisyle, rod, b		Overall economic health of Cape Coral	Similar	65%	142	275	49
as a whole.Overall design or layout of Cape Coral's residential and commercial are.Similar </td <td>-</td> <td>Overall quality of the transportation system (auto, bicycle, foot, bus) i</td> <td>Lower</td> <td>47%</td> <td>251</td> <td>277</td> <td>10</td>	-	Overall quality of the transportation system (auto, bicycle, foot, bus) i	Lower	47%	251	277	10
Please rate hold of a service statistication of the production (incomposition) (incompo		Overall design or layout of Cape Coral's residential and commercial are	Similar	57%	180	270	34
Please rate how safe of the popertunities         Similar         71         16         280         31           Please rate how safe of the popertunities         Similar         71         48         61         233           Please rate how safe of the popertunities of collar         Similar         63         46         221         271         193           Please rate how safe of the popertunities of education, culture, and the arts         Lower         46         221         271         193           Please indicate how likely or nature of the next five years         Similar         85         176         287         393           Please rate how safe of the next five years         Similar         96         159         303         522           In Cape Coral's downtown/commercial area during the day         Similar         974         72         393           From violent crime         Similar         963         176         303         522           In Cape Coral's downtown/commercial area during the day         Similar         974         74         72         393           From violent crime         Similar         963         176         264         161         555           Please rate the job you fee         Making all residents feel welcome         Simi		Overall quality of the utility infrastructure in Cape Coral (water, sewer	Lower	56%	51	61	17
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or unlikely you are to do e.Remain in Cape Coral for the next five yearsSimilarSimi		Residents' connection and engagement with their community	Similar	46%	44	61	28
Please rate how safe or unsafe you feel:In your neighborhood during the daySimilar96%150160178Please rate how safe or unsafe you feel:In ope Coral's downtown/commercial area during the daySimilar90%17830943From property crimeSimilar90%17830943From violent crimeSimilar83%477235Please rate the job you feel the Cape Coral community does at each of the following.Making all residents feel welcomeSimilar64%66255Please rate each of the following.Making all residents feel welcomeSimilar63%3361400Please rate each of the following characteristics as they relate to Cape Coral as a whole.Overall quality of business and service establishments in Cape CoralSimilar64%61233Please rate each of the following characteristics as they relate to Cape Coral as a whole.Overall quality of business and service establishments in Cape CoralSimilar64%6033360460Please rate each of the following characteristics as they relate to Cape Coral cost of living in Cape CoralSimilar54%103256600Please rate each of the following characteristics as they relate to Cape Coral cost of living in Cape CoralSimilar56%416133360Please rate each of the following characteristicsOverall quality of business and service establishments in Cape CoralSimilar56%41	•	Recommend living in Cape Coral to someone who asks	Similar       79%       199       343       43         Cape Coral       Similar       71%       196       280       31         portunities       Similar       71%       196       280       31         portunities       Similar       71%       48       61       23         s in Cape Coral       Similar       67%       162       272       41         re, and the arts       Lower       46%       221       271       19         ith their community       Similar       46%       44       61       280         ne who asks       Similar       85%       176       287       39         rs       Similar       96%       159       280       44         Similar       96%       178       309       43         stantar       96%       178       309       43         similar       77%       47       72       35         similar       71%       52       61       15         similar       71%       46       46       15         similar       71%       52       61       15				
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Please rate the job you feel the Cape Coral community does at each of the following.Making all residents feel welcomeSimilarSimilarG4%G4G1C5Please rate the job you feel 		From property crime	Similar	77%	47	72	35
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does at each of the following.Attracting people from diverse backgroundsSimilar6032.0614603Valuing/respecting residents from diverse backgroundsSimilar6383761400Taking care of vulnerable residents (elderly, disabled, homeless, etc.)Similar5684161333Please rate each of the following characteristics as they relate to Cape CoralOverall quality of business and service establishments in Cape CoralSimilar74%91278680Variety of business and service establishments in Cape CoralSimilar6083360460Vibrancy of downtown/commercial areaSimilar54%103256600Employment opportunitiesSimilar54%103256600So ot of living in Cape CoralSimilar56%14329151Overall image or reputation of Cape CoralSimilar71%20233841Please rate each of the following characteristicsTraffic flow on major streetsSimilar33%238317255		Making all residents feel welcome	Similar	64%	46	61	25
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Please rate each of the following characteristics as they relate to Cape CoralSimilar74%91278688Variety of business and service establishments in Cape CoralSimilar74%91278688Variety of business and service establishments in Cape CoralSimilar60%3360466Variety of business and service establishments in Cape CoralSimilar54%103256600Vibrancy of downtown/commercial areaSimilar54%103256600Employment opportunitiesSimilar56%14329151Cost of living in Cape CoralSimilar56%14329151Overall image or reputation of Cape CoralSimilar71%20233841Please rate each of the following characteristicsTraffic flow on major streetsSimilar33%238317255	the Cape Coral community does at each of the	Valuing/respecting residents from diverse backgrounds	Similar	63%	37	61	40
following characteristics as they relate to Cape Coral       Similar       608       33       60       468         as a whole.       Vibrancy of downtown/commercial area       Similar       54%       103       256       600         Employment opportunities       Similar       56%       143       291       51         Cost of living in Cape Coral       Similar       56%       143       291       51         Overall image or reputation of Cape Coral       Similar       71%       202       338       41         Please rate each of the following characteristics       Traffic flow on major streets       Similar       33%       238       317       255		Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Similar	56%	41	61	33
as they relate to Cape Coral as a whole. Vibrancy of downtown/commercial area Vibra		Overall quality of business and service establishments in Cape Coral	Similar	74%	91	278	68
as a whole.       Vibrancy of downtown/commercial area       Similar       54%       103       256       600         Employment opportunities       Similar       34%       209       303       322         Shopping opportunities       Similar       56%       143       291       51         Cost of living in Cape Coral       Similar       46%       123       273       555         Overall image or reputation of Cape Coral       Similar       71%       202       338       411         Please rate each of the following characteristics       Traffic flow on major streets       Similar       33%       238       317       255			Similar	60%	33	60	46
Similar	•		Similar	54%	103	256	290         62           248         94           398         52           301         26           275         49           277         10           270         343           61         17           343         43           280         43           281         43           282         43           283         43           284         31           272         41           283         43           284         30           285         43           390         52           301         52           302         43           303         52           304         52           305         61           306         43           31         72           31         73           31         73           31         74           31         73           32         73           33         73           34         73           35         74
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       Traffic flow on major streets       Similar       33%       238       317       255		Employment opportunities	Similar	34%	209	303	32
Display to the following characteristics     Similar     71%     202     338     41       Please rate each of the following characteristics     Traffic flow on major streets     Similar     33%     238     317     25		Shopping opportunities		56%	143	291	51
Please rate each of the following characteristics     Similar     33%     238     317     25		Cost of living in Cape Coral	Similar	46%	123	273	55
following characteristics		Overall image or reputation of Cape Coral	Similar	71%	202	338	41
TOHOWING CHARACTERISTICS Fase of public parking Similar 46% 161 241 34		Traffic flow on major streets	Similar	33%	238	317	25
as they relate to Cape Coral	-	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 CoralLower20%19724821		Ease of travel by public transportation in Cape Coral	Lower	20%	197	248	21
Ease of travel by bicycle in Cape CoralSimilar48%18630439		Ease of travel by bicycle in Cape Coral	Similar	48%	186	304	39

Please rate each of the ollowing characteristics	Ease of walking in Cape Coral	Lower	48%	246	304	
is they relate to Cape Coral	Well-planned residential growth	Similar	49%	37	63	
is a whole.	Well-planned commercial growth	Similar	39%	41	63	
	Well-designed neighborhoods	Similar	49%	52	63	
	Preservation of the historical or cultural character of the community	Similar	55%	43	59	
	Public places where people want to spend time	Similar	51%	213	265	
	Variety of housing options	Similar	56%	127	281	
	Availability of affordable quality housing	Similar	44%	137	300	
	Overall quality of new development in Cape Coral	Similar	58%	117	291	
	Overall appearance of Cape Coral	Similar	66%	216	332	
	Cleanliness of Cape Coral	Similar	73%	176	304	
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	56%	40	57	
	Air quality	Similar	81%	136	257	
	Availability of paths and walking trails	Similar	53%	231	300	
	Fitness opportunities (including exercise classes and paths or trails, et	Similar	60%	207	261	
	Recreational opportunities	Similar	54%	239	290	
	Availability of affordable quality food	Similar	69%	123	256	
	Availability of affordable quality health care	Similar	59%	173	270	
	Availability of preventive health services	Similar	60%	167	251	
	Availability of affordable quality mental health care	Similar	40%	158	248	
	Opportunities to attend cultural/arts/music activities	Similar	44%	219	289	
	Community support for the arts	Similar	51%	40	61	
	Availability of affordable quality childcare/preschool	Similar	49%	139	266	
	K-12 education	Similar	66%	168	266	
		Similar	42%	207	256	
	Adult educational opportunities	Similar	48%	49	61	
	Sense of civic/community pride	Similar	54%	214	267	
	Neighborliness of residents in Cape Coral		49%	214	207	
	Opportunities to participate in social events and activities	Similar				
	Opportunities to attend special events and festivals	Similar	58%	215	279	
	Opportunities to volunteer	Similar	67%	177	271	
	Opportunities to participate in community matters	Similar	52%	222	276	
	Openness and acceptance of the community toward people of diverse	Similar	56%	218	297	
lease indicate whether or ot you have done each of		Higher	56%	31	325	
he following in the last 12	Contacted Cape Coral elected officials (in-person, phone, email, or web	Similar	18%	102	264	
onths.	Attended a local public meeting (of local elected officials like City Coun	Similar	17%	191	268	
	Watched (online or on television) a local public meeting	Similar	30%	44	243	
	Volunteered your time to some group/activity in Cape Coral	Lower	24%	238	272	
	Campaigned or advocated for a local issue, cause, or candidate	Similar	16%	195	254	
	Voted in your most recent local election	Similar	78%	31	61	
	Used bus, rail, subway, or other public transportation instead of driving	Lower	10%	160	230	
	Carpooled with other adults or children instead of driving alone	Similar	33%	230	259	
	Walked or biked instead of driving	Similar	52%	167	265	
lease rate the quality of	Public information services	Similar	66%	165	281	
ach of the following	Economic development	Similar	58%	123	281	
ervices in Cape Coral.	Traffic enforcement	Similar	60%	244	341	
	Traffic signal timing	Similar	44%	214	267	
	Street repair	Similar	48%	172	328	
	Street cleaning	Similar	60%	178	292	
	Street lighting	Lower	46%	290	322	
	Sidewalk maintenance	Similar	54%	180	293	
	Bus or transit services	Similar	34%	183	241	
	Land use, planning, and zoning	Similar	36%	222	292	
	Code enforcement (weeds, abandoned buildings, etc.)	Similar	44%	224	345	
		Similar	48%	41	58	
	Affordable high-speed internet access	Jimilaí	-1 O -0	41	50	
	Garbage collection	Lower	67%	304	319	
Please rate the quality of	Sewer services	Similar	68%	250	290	15
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each of the following services in Cape Coral.	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	4
	Cape Coral open space	Similar	56%	173	251	3
	Recycling	Similar	71%	252	325	2
	Yard waste pick-up	Similar	67%	208	265	2
	City parks	Similar	72%	215	300	2
	Recreation programs or classes	Similar	66%	184	298	3
	Recreation centers or facilities	Similar	61%	185	273	3
	Health services	Similar	68%	129	236	4
	Public library services	Similar	87%	164	299	4
	Overall customer service by Cape Coral employees (police, receptionist	Similar	75%	177	356	5
Please rate the following	The value of services for the taxes paid to Cape Coral	Similar	48%	217	361	4
ategories of Cape Coral	The overall direction that Cape Coral is taking	Similar	54%	177	312	4
overnment performance.	The job Cape Coral government does at welcoming resident involveme	Similar	44%	228	314	2
	Overall confidence in Cape Coral government	Similar	45%	199	274	2
	Generally acting in the best interest of the community	Similar	48%	201	278	2
	Being honest	Similar	48%	213	270	2
	Being open and transparent to the public	Similar	42%	49	62	2
	Informing residents about issues facing the community	Similar	45%	48	66	2
	Treating all residents fairly	Similar	53%	176	274	3
	Treating residents with respect	Similar	62%	43	61	3
Overall, how would you	The City of Cape Coral	Similar	63%	276	365	2
ate the quality of the ser	The Federal Government	Similar	41%	129	259	5
Please rate how important.	. Overall economic health of Cape Coral	Similar	92%	43	251	8
f at all, you think it is for	Overall quality of the transportation system (auto, bicycle, foot, bus) i	Similar	79%	95	251	6
he Cape Coral community to focus on each of the	Overall design or layout of Cape Coral's residential and commercial are	Higher	84%	23	251	9
ollowing in the coming	Overall quality of the utility infrastructure in Cape Coral (water, sewer	Higher	92%	7	61	8
wo years.	Overall feeling of safety in Cape Coral	Similar	91%	78	251	6
	Overall quality of natural environment in Cape Coral	Similar	88%	39	251	8
	Overall quality of parks and recreation opportunities	Similar	81%	28	61	5
	Overall health and wellness opportunities in Cape Coral	Similar	80%	44	250	8
	Overall opportunities for education, culture, and the arts	Similar	70%	198	251	2
	Residents' connection and engagement with their community	Similar	70%	185	252	2
n general, how many times	Access the internet from your home using a computer, laptop, or table	Similar	95%	30	61	5:
lo you:	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	6
	Use or check email	Similar	97%	29	61	5
		Higher	48%	1	61	9
	Share your opinions online			_		~
	Share your opinions online		58%	22	61	6
	Share your opinions online Shop online Would you say that in general your health is:	Similar	58% 65%	22 118	61 260	64 55

## **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%
			07	

Please rate each of the following aspects of quality of life in Cape Coral.	The overall quality of life in Cape Coral	Fair	16%	210
		Poor	2%	-io
	Sense of community	Excellent	19%	-io
		Good	38%	-io
		Fair	26%	-io
		Poor	17%	-io
Please rate each of the following characteristics as they relate to Cape	Overall economic health of Cape Coral	Excellent	15%	-0
Coral as a whole.		Good	50%	5
		Fair	30%	5
		Poor	4%	Ś
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Cape Coral	Excellent	10%	ż
		Good	37%	5
		Fair	34%	5
		Poor	19%	Ś
	Overall design or layout of Cape Coral's residential and commercial areas (e.g., homes,	Excellent	13%	5
	buildings, streets, parks, etc.)	Good	45%	5
		Fair	30%	5
		Poor	13%	5
	Overall quality of the utility infrastructure in Cape Coral (water, sewer, storm water, electric, gas)	e Excellent	13%	5
		Good	44%	5
		Fair	26%	5
		Poor	17%	5
	Overall feeling of safety in Cape Coral	Excellent	31%	5
		Good	48%	5
		Fair	17%	5
		Poor	4%	5
	Overall quality of natural environment in Cape Coral	Excellent	25%	č
		Good	46%	-10
		Fair	23%	5

Please rate each of the following characteristics as they relate to Cape	Overall quality of natural environment in Cape Coral	Poor	6%	
Coral as a whole.	Overall quality of parks and recreation opportunities	Excellent	28%	
	opportunities	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	88	
		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	Very safe		54%
	the day	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	1	5%
		Very unsafe	1	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	Making all residents feel welcome	Excellent		18%
following.		Good		46%
		Fair		26%
		Poor		10%
	Attracting people from diverse backgrounds	Excellent		16%
		Good		47%
		Fair		25%
		Poor		12%

Please rate the job you feel the Cape Coral community does at each of the	Valuing/respecting residents from diverse backgrounds	Good	46%
following.		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	Overall quality of business and service establishments in Cape Coral	Excellent	18%
Coral as a whole.		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	Cost of living in Cape Coral	Fair	3
Coral as a whole.		Poor	1
	Overall image or reputation of Cape Coral	Excellent	1
		Good	5
		Fair	2
		Poor	1
Please rate each of the following	Traffic flow on major streets	Excellent	
characteristics as they relate to Cape Coral as a whole.		Good	2
		Fair	4
		Poor	2
	Ease of public parking	Excellent	1
		Good	3
		Fair	3
		Poor	1
	Ease of travel by car in Cape Coral	Excellent	1
		Good	4
		Fair	3
		Poor	1
	Ease of travel by public transportation in Cape	Excellent	
	Coral	Good	1
		Fair	3
		Poor	4
	Ease of travel by bicycle in Cape Coral	Excellent	1
		Good	3
		Fair	2
		Poor	2
	Ease of walking in Cape Coral	Excellent	1
		Good	3
		Fair	3

Please rate each of the following characteristics as they relate to Cape	Ease of walking in Cape Coral	Poor		21%
Coral as a whole.	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	r 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%
			10	

Please rate each of the following characteristics as they relate to Cape	Overall quality of new development in Cape Coral	Excellent	14%
Coral as a whole.		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	Recreational opportunities	Good	39%
Coral as a whole.		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	Availability of affordable quality childcare/preschool	Fair		32%
Coral as a whole.		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%
			46	

Please rate each of the following characteristics as they relate to Cape	Opportunities to volunteer	Poor	8%
Coral as a whole.	Opportunities to participate in community	Excellent	14%
	matters	Good	39%
		Fair	36%
		Poor	12%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent	16%
	toward people of diverse backgrounds	Good	41%
		Fair	27%
		Poor	16%
Please indicate whether or not you have done each of the following in the	Contacted the City of Cape Coral (in-person, phone, email, or web) for help or information	No	44%
last 12 months.		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	No	83%
	Commissioners, advisory boards, town halls, HO	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 ollowing services in Cape Coral.	Public information services	Excellent Good	528
onowing services in cape coral.		Good	52%
		Fair	268
		Poor	7%
	Economic development	Excellent	129
		Good	46%
		Fair	318
		Poor	108
	Traffic enforcement	Excellent	128
		Good	488
		Fair	25%
		Poor	15%
	Traffic signal timing	Excellent	109
		Good	349
		Fair	328
		Poor	248
	Street repair	Excellent	118
		Good	378
		Fair	318
		Poor	218
	Street cleaning	Excellent	189
		Good	428
		Fair	278
		Poor	139
	Street lighting	Excellent	118
		Good	358
		Fair	278
		Poor	278
	Sidewalk maintenance	Excellent	128

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	288
		Fair	408
		Poor	248
	Code enforcement (weeds, abandoned buildings, etc.)	Excellent	89
		Good	379
		Fair	329
		Poor	239
	Affordable high-speed internet access	Excellent	159
		Good	34
		Fair	27
		Poor	25
	Garbage collection	Excellent	23
		Good	44
		Fair	20
		Poor	139
	Drinking water	Excellent	119
		Good	34
		Fair	279
		Poor	289
	Sewer services	Excellent	19 <sup>9</sup>
		Good	498

Sewer services	Fair	19%
	Poor	13%
Storm water management (storm drainage, da	ms, Excellent	16%
levees, etc.)	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%

е	Ambulance or emergency medical services	Poor	2%	5
	Fire services	Excellent	478	5
		Good	438	5
		Fair	88	5
		Poor	28	5
	Fire prevention and education	Excellent	29%	5
		Good	488	5
		Fair	198	5
		Poor	48	5
	Emergency preparedness (services that prepare the community for natural disasters or other	Excellent	30%	5
	emergency situations)	Good	45%	5
		Fair	198	5
		Poor	68	5
	Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent	188	5
		Good	438	5
		Fair	268	5
		Poor	138	5
	Cape Coral open space	Excellent	15%	5
		Good	42%	5
		Fair	29%	5
		Poor	148	5
	Recycling	Excellent	228	5
		Good	498	5
		Fair	198	5
		Poor	10%	5
	Yard waste pick-up	Excellent	278	5
		Good	40%	5
		Fair	178	ŝ
		Poor	168	5

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%
	(ponce, receptionists, planners, etc.)	Good	45%
		Fair	18%
		Poor	6%
Please rate the following categories of Cape Coral government	The value of services for the taxes paid to Cape Coral	Excellent	11%
performance.	Cordr	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	The overall direction that Cape Coral is taking	Good		41%
performance.		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%
	community	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%
	connicility	Good		36%
		Fair		35%
		Poor		20%
	Treating all residents fairly	Excellent		12%
		Good		41%
			53	

Please rate the following categories of Cape Coral government	Treating all residents fairly	Fair	28%
performance.		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	The City of Cape Coral	Excellent	17%
each of the following?		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	Overall economic health of Cape Coral	Essential	53%
community to focus on each of the following in the coming two years.		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,	Essential	39%
	buildings, streets, parks, etc.)	Very important	45%
		Somewhat important	14%
		Not at all important	1%
	Overall quality of the utility infrastructure in Cap Coral (water, sewer, storm water, electric, gas)	e 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.

In general, how many

ortant, if at all, Cape Coral	Overall feeling of safety in Cape Coral	Essential	61%
on each of the ng two years.		Very important	31%
		Somewhat important	98
	Overall quality of natural environment in Cape Coral	Essential	43%
		Very important	45%
		Somewhat important	118
		Not at all important	0 %
	Overall quality of parks and recreation opportunities	Essential	33%
	opportunities	Very important	48%
		Somewhat important	17%
		Not at all important	28
	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%
	connenty	Very important	42%
		Somewhat important	28%
		Not at all important	1%
r 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	28
		Every few weeks	18
		Less often or never	48
	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		
general, now many times do you		Once a day	6%
		A few times a week	4%
		Every few weeks	18
		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	18
		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%
			, E C

What impact, if any, do you think the economy will have on your family income in the next 6 months?	Very positive	7	7%
	Somewhat positive	19	<b>)</b> 8
	Neutral	47	18
	Somewhat negative	20	) %
	Very negative	3	38
How many years have you lived in Cape Coral?	Less than 2 years	11	2.06
	2-5 years	25	۶۶
	6-10 years	17	18
	11-20 years	25	۶۶
	More than 20 years	22	28
	One family house detached from any other houses	82	28
	Building with two or more homes (duplex, townhome, apa	16	58
	Other	1	1%
Do you rent or own your home?	Rent	30	)%
	Own	70	)응
About how much is your monthly housing cost for the place you live (including rent, mortgage	Less than \$500	e	5%
	\$500 to \$999	19	<b>)</b> %
	\$1,000 to \$1,499	27	18
	\$1,500 to \$1,999	26	58
	\$2,000 to \$2,499	10	)응
	\$2,500 to \$2,999	4	18
	\$3,000 to \$3,499	3	3%
	\$3,500 or more	e	5%
Do any children 17 or under live in your household?	No	68	3%
	Yes	32	28
Are you or any other members of your household aged 65 or older?	No	63	3%
	Yes	37	18
How much do you anticipate your household's total income before taxes will be for the current	Less than \$25,000	7	7%
	\$25,000 to \$49,999	28	}%
		57	

How much do you anticipate your household's total income before taxes will be for the current	\$50,000 to \$74,999	22%
year?	\$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%
indicate what face you consider yoursen to be.	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	Cape Coral as a place to live	84%	69%	71%	67%	74%	80%	81%	83%	82%	82%
aspects of quality of life in Cape Coral.	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	Overall economic health of Cape Coral							45%	52%	51%	65%
Cape Coral as a whole.	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	Recommend living in Cape Coral to someone who asks			72%	70%	77%	81%	86%	85%	80%	85%
following.	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	Making all residents feel welcome										64%
each of the following.	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	Overall quality of business and service establishments in Cape Coral			56%	56%	47%	58%	53%	53%	53%	74%
characteristics as they relate to Cape Coral as a whole.	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	Traffic flow on major streets	12%	15%	31%	36%	33%	40%	38%	37%	33%	33%
Cape Coral as a whole.	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	Availability of affordable quality childcare/preschool	38%	24%	29%	39%	44%	41%	42%	55%	49%	49%
Cape Coral as a whole.	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	Contacted the City of Cape Coral (in-person, phone, email, or web) f	71%	67%	68%	66%	57%	48%	52%	54%	49%	56%
the last 12 months.	Contacted Cape Coral elected officials (in-person, phone, email, or $\hdots$							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%	88	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	Public information services	72%	53%	61%	65%	53%	62%	57%	58%	65%	66%
the following services in Cape Coral.	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	Storm water management (storm drainage, dams, levees, etc.)	49%	33%	58%	55%	52%	54%	52%	51%	53%	62%
Coral.	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	The value of services for the taxes paid to Cape Coral	51%	27%	29%	32%	35%	49%	40%	46%	41%	48%
government performance.	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	The City of Cape Coral	75%	46%	60%	50%	56%	62%	63%	64%	66%	63%
each of the following?	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	Overall economic health of Cape Coral							93%	92%	88%	92%
Coral community to focus on each of the following in the coming two	Overall quality of the transportation system (auto, bicycle, foot, bu							83%	83%	82%	79%
years.	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	Overall quality of the utility infrastructure in Cape Coral (water, se										92%
Coral community to focus on each of the following in the coming two	Overall feeling of safety in Cape Coral							91%	98%	94%	91%
years.	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%
you.	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<sup>™</sup> (The NCS<sup>™</sup>), 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	Cape Coral as a place to live	Excellent		38%
aspects of quality of life in Cape Coral.		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	Overall economic health of Cape Coral	Excellent		14%
characteristics as they relate to Cape Coral as a whole.		Good		49%
		Fair		32%
		Poor		5%
	Overall quality of the transportation system (auto,	Excellent		11%
			65	

lease rate each of the following haracteristics as they relate to Cape	Overall quality of the transportation system (auto, bicycle foot bus) in Cape Coral	Good	289
oral as a whole.		Fair	45 <sup>9</sup>
		Poor	169
	Overall design or layout of Cape Coral's residential	Excellent	7
	and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Good	26
		Fair	39
		Poor	28
	Overall quality of the utility infrastructure in Cape	Excellent	13
	Coral (water, sewer, storm water, electric, gas)	Good	44
		Fair	28
		Poor	15
	Overall feeling of safety in Cape Coral	Excellent	32
		Good	50
		Fair	15
		Poor	
	Overall quality of natural environment in Cape Cora	l Excellent	2
		Good	4
		Fair	2
		Poor	
	Overall quality of parks and recreation	Excellent	2
	opportunities	Good	4
		Fair	1
		Poor	
	Overall health and wellness opportunities in Cape	Excellent	1
	Coral	Good	4
		Fair	2
		Poor	
	Overall opportunities for education, culture, and	Excellent	
	the arts	Good	3
		Fair	3
		Poor	2
	Residents' connection and engagement with their	Excellent	1
	community	Good	3
		Fair	3
		Poor	2
ease indicate how likely or unlikely	Recommend living in Cape Coral to someone who	Very likely	4
ou are to do each of the following.	asks	Somewhat likely	3
		Somewhat unlikely	
		Very unlikely	1
	Remain in Cape Coral for the next five years	Very likely	71

Please indicate how likely or unlikely	Remain in Cape Coral for the next five years		
you are to do each of the following.	Remain in Cape Corai for the next five years	Somewhat likely	168
		Somewhat unlikely	78
		Very unlikely	6%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe	77%
leel.		Somewhat safe	20%
		Neither safe nor unsafe	28
		Somewhat unsafe	18
	In Cape Coral's downtown/commercial area during	Very safe	668
	the day	Somewhat safe	248
		Neither safe nor unsafe	98
		Very unsafe	18
	From property crime	Very safe	248
		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	68
		Very unsafe	3%
	From fire, flood, or other natural disaster	Very safe	35%
		Somewhat safe	378
		Neither safe nor unsafe	188
		Somewhat unsafe	10%
		Very unsafe	18
Please rate the job you feel the Cape	Making all residents feel welcome	Excellent	208
Coral community does at each of the following.		Good	35%
· • · • • · · · · · · · · · · · · · · ·		Fair	308
		Poor	158
	Attracting people from diverse backgrounds	Excellent	198
		Good	318
		Fair	32%
		Poor	178
	Valuing/respecting residents from diverse	Poor Excellent	178 258
	Valuing/respecting residents from diverse backgrounds		
		Excellent	258
		Excellent Good	25% 32%
		Excellent Good Fair	25% 32% 30%

Please rate the job you feel the Cape	Taking care of vulnerable residents (elderly,	Fair	318	210
Coral community does at each of the following.	disabled, homeless, etc.)	Poor	198	ž
Please rate each of the following	Overall quality of business and service	Excellent	268	20
characteristics as they relate to Cape Coral as a whole.	establishments in Cape Coral	Good	338	2 V
corar as a whole.		Fair	308	ş
		Poor	119	ž
	Variety of business and service establishments in	Excellent	228	dr.
	Cape Coral	Good	298	2 S
		Fair	308	de de
		Poor	208	ð
	Vibrancy of downtown/commercial area	Excellent	108	2 V
		Good	338	ş
		Fair	35%	ş
		Poor	228	ş
	Employment opportunities	Excellent	5%	مر م
		Good	219	ę
		Fair	378	ę
		Poor	378	ò
	Shopping opportunities	Excellent	139	è
		Good	289	ę
		Fair	348	b
		Poor	25%	ç
	Cost of living in Cape Coral	Excellent	98	ę
		Good	418	ę
		Fair	438	F
		Poor	78	ß
	Overall image or reputation of Cape Coral	Excellent	228	F
		Good	408	F
		Fair	319	Ъ
		Poor	78	£
Please rate each of the following characteristics as they relate to Cape	Traffic flow on major streets	Excellent	69	Ъ
Coral as a whole.		Good	258	Ь
		Fair	368	Ь
		Poor	339	f
	Ease of public parking	Excellent	119	f
		Good	378	f
		Fair	319	
		Poor	208	_
	Ease of travel by car in Cape Coral	Excellent	148	
		Good	419 68	ģ
			00	

Please rate each of the following characteristics as they relate to Cape	Ease of travel by car in Cape Coral	Fair		34%
Coral as a whole.		Poor		11%
	Ease of travel by public transportation in Cape Coral	Excellent		9%
	Corar	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	Excellent		11%
	of the community	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%
			69	

Corol is a whole.  Corol is a whole.  Corol is a whole.  Poor  Poor  Poor  Corol is a whole.  Poor  Cor				
Coral as a whole.     Poor     Image: Section of Cape Coral     Excellent     Image: Section of Cape Coral     Excellent     Image: Section of Cape Coral     Excellent     Image: Section of Cape Coral     Image: Section of Cap	Availability of affordable quality housing	Fair		36%
Bood       Image: State of Cape Coral       Fair       Image: State of Cape Coral       I		Poor		29%
PairPairPoor1Overall appearance of Cape CoralExcellentGood1Pair2Poor1Cleanliness of Cape CoralExcellentPoor1Poor<	Overall quality of new development in Cape Coral	Excellent		9%
PoorImage: scale of Cape CoralExcelentImage: scale of Cape CoralImage: scale of Cape CoralImage		Good		33%
Overall appearance of Cape CoralExcellentGoodGood13Fair03Cleanliness of Cape CoralExcellent3Cleanliness of Cape CoralGood3Fair13Good13Fair13Fair63Fair13Fair13Fair13Fair63Fair13Fair13Fair13Fair13Fair13Fair13Fair13Fair13Fair13Fitness opportunities (including exercis classes and paths or trails, etc.)FairFair13Fair1 <td< td=""><td></td><td>Fair</td><td></td><td>42%</td></td<>		Fair		42%
Good       Image: Section of Cape Coral       Excelent       Image: Section of Cape Coral       Excelent       Image: Section of Cape Coral       Image: Sect		Poor		16%
Fair       Fair       Fair       Fair         Poor       Cleanliness of Cape Coral       Excellent       Fair       Fair         Good       Cleanliness of Cape Coral       Good       Cleanliness of Cape Coral       Fair       Fair       Fair       Fair         Poor       Cleanliness of Cape Coral       Excellent       Fair	Overall appearance of Cape Coral	Excellent		16%
Poor       Image: Section and Sectin and Section and Section a		Good		38%
Cleantiness of Cape CoralExcellentCapeGoodCapeCapeFairCapeCapePoorCapeCapeWater resources (beaches, lakes, ponds, riverways, etc.)ExcellentCapeGoodCapeCapeFairCapeCapeAir qualityExcellentCapeAir qualityCapeCapeAir qualityExcellentCapeGoodCapeCapeAvailability of paths and walking trailsExcellentCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeCoodCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCapeFairCapeCape <td< td=""><td></td><td>Fair</td><td></td><td>26%</td></td<>		Fair		26%
Good		Poor		20%
Fair	Cleanliness of Cape Coral	Excellent		21%
PoorPoorWater resources (beaches, lakes, ponds, riverways, etc.)ExcellentFairGood1Poor127Air qualityExcellent1Availability of paths and walking trailsExcellent1Poor11<		Good		45%
Water resources (beaches, lakes, ponds, riverways, etc.)ExcellentImage: scale and scale		Fair		28%
etc.) Good Caracteria (Construction)		Poor		7%
FairCoodCoodFairCoodCoodAir qualityExcellentCoodFairCoodCoodFairCoodCoodAvailability of paths and walking trailsExcellentCoodFairCoodCoodCoodFitness opportunities (including exercise classes and paths or trails, etc.)ExcellentCoodFairCoodCood		Excellent		15%
PoorPoorAir qualityExcellent900Air qualityGood900Poor11Availability of paths and walking trailsExcellent900Availability of paths and walking trailsExcellent900Poor900900900Poor900900	etc.)	Good		31%
Air qualityExcellentImage: state of the state of		Fair		27%
GoodSame FairAvailability of paths and walking trailsExcellentAvailability of paths and walking trailsExcellentGoodSame FairFitness opportunities (including exercise classes and paths or trails, etc.)ExcellentGoodSame FairGoodSame FairRecreational opportunitiesExcellentFairSame FairAvailability of affordable quality foodExcellentFairSame Fair<		Poor		27%
Fair       Fair         Poor       Availability of paths and walking trails       Excellent         Availability of paths and walking trails       Excellent       Image: Coord of the coord	Air quality	Excellent		45%
Poor4Availability of paths and walking trailsExcellent1Good12Fitness opportunities (including exercise classes and paths or trails, etc.)Excellent1Good13Fair12Poor13Recreational opportunitiesExcellent1Good13Fair23Recreational opportunitiesExcellent1Good13Fair23Poor13Availability of affordable quality foodExcellent1Good13Fair23Foor13Availability of affordable quality health careExcellent1Good13Good13Good13Fair23Fair23Fair23Fair23Fair33Fair33Fair33Fair33Fair33Fair33Fair33Fair33Fair33Fair33Fair33Fair33Fair33Fair33Fair33Fair33 <tr< td=""><td></td><td>Good</td><td></td><td>38%</td></tr<>		Good		38%
Availability of paths and walking trails       Excellent       15         Good       26         Fair       26         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       23         Recreational opportunities       Excellent       16         Good       34       16         Poor       13       16         Good       34       16         Fair       29       16         Poor       13       16         Fair       29       16         Poor       13       16         Good       13       16         Fair       20       16         Fair       20       16         Fair       20       16         Fair       20       16         Poor       13       16         Poor       13       16         Poor       13       16         Fair		Fair		13%
Good		Poor		4%
Fair       36         Poor       33         Fitness opportunities (including exercise classes and paths or trails, etc.)       Excellent       15         Good       33         Fair       29         Poor       33         Fair       29         Poor       33         Fair       34         Good       34         Fair       35         Poor       34         Fair       35         Poor       34         Fair       35         Poor       34         Fair       35         Fair       36         Good       38         Fair       36         Fair       36         Fair       36         Fair       36         Fair       36         Poor       37         Poor       37         Fair       36         Fair       36         Poor       37         Fair       36         Fair       36         Good       37         Fair       36         Fair       36	Availability of paths and walking trails	Excellent		15%
Fitness opportunities (including exercise classes and paths or trails, etc.)       Excellent       1       1         Good       3       3         Fair       2       2         Recreational opportunities       Excellent       1       1         Good       3       3         Fair       3       3         Recreational opportunities       Excellent       1       1         Good       3       3       3       3         Availability of affordable quality food       Excellent       1       1         Good       3 <td< td=""><td></td><td>Good</td><td></td><td>26%</td></td<>		Good		26%
Fitness opportunities (including exercise classes and paths or trails, etc.)       Excellent       15         Good       33         Fair       29         Poor       23         Recreational opportunities       Excellent       16         Good       34         Poor       34         Availability of affordable quality food       Excellent       18         Good       34       34         Poor       34       34         Poor       34       34         Fair       34       34         Poor       34       34         Fair       34       34         Fair       34       34         Poor       34       34         Good       34       34         Good       34       34         Good       34       34         Good       34       34         Good<		Fair		36%
and paths or trails, etc.) Good Fair Poor Condition Recreational opportunities Excellent Good Fair Fair Availability of affordable quality food Excellent Good Fair Good Fair Good Fair Good Fair Good Fair Cond Fair Fair Cond Fair Fair Cond Fair Fair Fair Fair Fair Fair Fair Fair		Poor		23%
Good		Excellent		15%
Poor       23         Recreational opportunities       Excellent       16         Good       16       16         Fair       16       16         Availability of affordable quality food       Excellent       16         Good       13       16         Fair       16       16         Availability of affordable quality food       Excellent       16         Poor       17       17         Availability of affordable quality health care       Excellent       17         Good       13       16         Good       17       17         Availability of affordable quality health care       Excellent       17         Good       33       33	and paths or trails, etc.)	Good		33%
Recreational opportunities       Excellent       16         Good       16         Fair       25         Poor       13         Availability of affordable quality food       Excellent         Good       18         Fair       26         Poor       13         Availability of affordable quality food       Excellent         Fair       26         Poor       13         Availability of affordable quality health care       Excellent         Good       19         Good       19         Good       19         Good       19         Good       19         Good       13		Fair		29%
Good       46         Fair       25         Poor       13         Availability of affordable quality food       Excellent         Good       39         Fair       26         Poor       17         Availability of affordable quality health care       Excellent         Good       19         Good       13		Poor		23%
Fair       25         Poor       13         Availability of affordable quality food       Excellent       18         Good       39         Fair       26         Poor       13         Availability of affordable quality food       Excellent         Good       39         Fair       26         Poor       13         Good       39	Recreational opportunities	Excellent		16%
Poor13Availability of affordable quality foodExcellent18Good3939Fair2639Poor1717Availability of affordable quality health careExcellent19Good3333		Good		46%
Availability of affordable quality food       Excellent       18         Good       39         Fair       26         Poor       17         Availability of affordable quality health care       Excellent       19         Good       33		Fair		25%
Good       39         Fair       26         Poor       17         Availability of affordable quality health care       Excellent       19         Good       33		Poor		13%
Fair       26         Poor       17         Availability of affordable quality health care       Excellent       19         Good       33	Availability of affordable quality food	Excellent		18%
Poor     17       Availability of affordable quality health care     Excellent     19       Good     33		Good		39%
Availability of affordable quality health care Excellent 19 Good 33		Fair		26%
Good 33		Poor		17%
Good 33	Availability of affordable quality health care	Excellent		19%
70		Good		33%
			70	

Please rate each of the following characteristics as they relate to Cape	Availability of affordable quality health care	Fair		36%
Coral as a whole.		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	Excellent		7%
	activities	Good		35%
		Fair		26%
		Poor		32%
	Community support for the arts	Excellent		13%
		Good		31%
		Fair		22%
		Poor		35%
	Availability of affordable quality	Excellent		17%
	childcare/preschool	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	Excellent		11%
	activities	Good		39%
			71	
Please rate each of the following characteristics as they relate to Cape	Opportunities to participate in social events and activities	Fair	36%	
---	--	-----------	-----	
Coral as a whole.		Poor	14%	
	Opportunities to attend special events and	Excellent	13%	
	festivals	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	Excellent	16%	
	people of diverse backgrounds	Good	34%	
		Fair	29%	
		Poor	21%	
Please indicate whether or not you	Contacted the City of Cape Coral (in-person, phone, email, or web) for help or information	No	29%	
nave done each of the following in the ast 12 months.		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	No	72%	
	officials like City Council or County Commissioners	Yes	28%	
	Watched (online or on television) a local public	No	51%	
	meeting	Yes	49%	
	Volunteered your time to some group/activity in	No	64%	
	Cape Coral	Yes	36%	
	Campaigned or advocated for a local issue, cause,	No	69%	
	or candidate	Yes	31%	
	Voted in your most recent local election	No	17%	
		Yes	83%	
	Used bus, rail, subway, or other public	No	98%	
	transportation instead of driving	Yes	2%	
	Carpooled with other adults or children instead of	No	60%	
	driving alone	Yes	40%	
	Walked or biked instead of driving	No	58%	
		Yes	42%	
Please rate the quality of each of the	Public information services	Excellent	19%	
following services in Cape Coral.				

Please rate the quality of each of the following services in Cape Coral.	Public information services	Fair		24%
following services in cape coral.		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	1	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,	Excellent		11%
	etc.)	Good		25%
			73	

Please rate the quality of each of the	Code enforcement (weeds, abandoned buildings,	Fair		22%
following services in Cape Coral.	etc.)	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%
			74	

## Please rate the quality of each of the Animal co following services in Cape Coral.

1	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	1	3%
	Fire prevention and education	Excellent		37%
		Good		35%
		Fair		13%
		Poor		15%
	Emergency preparedness (services that prepare the	Excellent		33%
	community for natural disasters or other emergency situations)	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%
			75	

Please rate the quality of each of the	Decreation programs or classes			
following services in Cape Coral.	Recreation programs or classes	Fair	3	2%
		Poor	1	4%
	Recreation centers or facilities	Excellent	1	9%
		Good	4	2%
		Fair	2	5%
		Poor	1	4%
	Health services	Excellent	1	7%
		Good	4	5%
		Fair	2	4%
		Poor	1	48
	Public library services	Excellent	4	7%
		Good	3	9%
		Fair	1	1%
		Poor		3%
	Overall customer service by Cape Coral employees	Excellent	3	7%
	(police, receptionists, planners, etc.)	Good	4	0%
		Fair	1	8%
		Poor	Ē	5%
Please rate the following categories	The value of services for the taxes paid to Cape	Excellent	1	2%
of Cape Coral government	Coral	Good	4	1%
performance.		Fair	3	4%
		Poor	1	2%
	The overall direction that Cape Coral is taking	Excellent	1	1%
		Good	3	98
		Fair	2	9%
		Poor	2	1%
	The job Cape Coral government does at welcoming	Excellent	ī —	9%
	resident involvement	Good	3	1%
		Fair		3%
		Poor		7%
	Overall confidence in Cape Coral government	Excellent		7%
	over an contraence in cape colar government	Good		98
		Fair		9%
				5%
	Concerning in the best interest of the	Poor Excellent	_	
	Generally acting in the best interest of the community			08
		Good		8%
		Fair		8%
		Poor		5%
	Being honest	Excellent		9%
		Good	76	1%

Please rate the following categories of Cape Coral government	Being honest	Fair	2
performance.		Poor	2
	Being open and transparent to the public	Excellent	1
		Good	3
		Fair	2
		Poor	2
	Informing residents about issues facing the	Excellent	1
	community	Good	3
		Fair	2
		Poor	2
	Treating all residents fairly	Excellent	1
		Good	4
		Fair	2
		Poor	2
	Treating residents with respect	Excellent	1
	······································	Good	4
		Fair	2
		Poor	1
	The City of Cape Coral	Excellent	1
Overall, how would you rate the quality of the services provided by	The city of cape corai		5
each of the following?		Good	
		Fair	2
		Poor	
	The Federal Government	Excellent	
		Good	2
		Fair	4
		Poor	3
Please rate how important, if at all, you think it is for the Cape Coral	Overall economic health of Cape Coral	Essential	6
community to focus on each of the		Very important	3
ollowing in the coming two years.		Somewhat important	
	Overall quality of the transportation system (auto,	Essential	2
	bicycle, foot, bus) in Cape Coral	Very important	4
		Somewhat important	2
		Not at all important	1
	Overall design or layout of Cape Coral's residential	Essential	4
	and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Very important	3
		Somewhat important	1
	Overall quality of the utility infrastructure in Cape	Essential	6
	Coral (water, sewer, storm water, electric, gas)	Very important	2
		Somewhat important	
		Not at all important	

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.

In general, how many times do you:

	Overall feeling of safety in Cape Coral	Essential	63%
		Very important	34%
		Somewhat important	3%
	Overall quality of natural environment in Cape Cora	Essential	43%
		Very important	48%
		Somewhat important	98
	Overall quality of parks and recreation	Essential	24%
	opportunities	Very important	53%
		Somewhat important	21%
		Not at all important	1%
	Overall health and wellness opportunities in Cape	Essential	40%
	Coral	Very important	37%
		Somewhat important	21%
		Not at all important	2%
	Overall opportunities for education, culture, and	Essential	26%
	the arts	Very important	448
		Somewhat important	26%
		Not at all important	3%
	Residents' connection and engagement with their	Essential	24%
	community	Very important	52%
		Somewhat important	23%
		Not at all important	18
	Access the internet from your home using a	Several times a day	938
	computer, laptop, or tablet computer	Once a day	5%
		A few times a week	18
		Less often or never	18
	Access the internet from your cell phone	Several times a day	948
		Once a day	38
		A few times a week	18
		Less often or never	18
	Visit social media sites such as Facebook, Twitter,	Several times a day	80%
	WhatsApp, etc.	Once a day	6%
		A few times a week	3%
		Every few weeks	28
		Less often or never	98
	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%

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	88
	Would you say that in general your health is:	Excellent	32%
		Very good	36%
		Good	23%
		Fair	8%
		Poor	18
	What impact, if any, do you think the economy will	Very positive	9%
	have on your family income in the next 6 months? Do you think the impact will be:	Somewhat positive	20%
		Neutral	42%
		Somewhat negative	20%
		Very negative	88
	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	98
		Other	1%
	Do you rent or own your home?	Rent	6%
		Own	948
	About how much is your monthly housing cost for the place you live (including rent, mortgage	Less than \$500	78
	the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	\$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	48
		\$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% <b>79</b>

	How much do you anticipate your household's total	Less than \$25,000	5%
	income before taxes will be for the current year? (Please include in your total income money from all	\$25,000 to \$49,999	16%
	sources for all persons living in your household.)	\$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	Asian, Asian Indian. or Pacific I	2%
	indicate what race you consider yourself to be.)	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	The City's website	5%
	apply.)	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.

#### <u>Excell</u>ent Good Fair Poor Don't know Cape Coral as a place to work......1

### 1. Please rate each of the following aspects of quality of life in Cape Coral.

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

	Excellent	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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	Somewhat	Somewhat	Very	Don't	
	<u>likeľy</u>	<u>likely</u>	<u>unlikely</u>	<u>unlikely</u>	<u>know</u>	
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	

#### Please rate how safe or unsafe you feel:

	Very <u>safe</u>	Somewhat <u>safe</u>	Neither safe <u>nor unsafe</u>	Somewhat <u>unsafe</u>	Very <u>unsafe</u>	Don't <u>know</u>
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.

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residen	ts feel welcome	1	2	3	4	5
Attracting people f	rom diverse backgrounds	1	2	3	4	5
Valuing/respecting	g residents from diverse backgrounds	1	2	3	4	5
Taking care of vulr	erable residents (elderly, disabled, homeless, etc.).		2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u> I	<u> Don't know</u>
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		2	3	4	5
Cost of living in Cape Coral	1	2	3	4	5
Overall image or reputation of Cape Coral		2	3	4	5

Please rate each of the following characteristics as they re	<u>Excellent</u>	Good	Fair	<u>Po</u> or	<u>Don't kr</u>
Traffic flow on major streets		2	3	4	5
Ease of public parking		2	3	4	5
Ease of travel by car in Cape Coral		2	3	4	5
Ease of travel by public transportation in Cape Coral		2	3	4	5
Ease of travel by bicycle in Cape Coral		2	3	4	5
Ease of walking in Cape Coral		2	3	4	5
Well-planned residential growth		2	3	4	5
Well-planned commercial growth		2	3	4	5
Well-designed neighborhoods		2	3	4	5
Preservation of the historical or cultural character of the comr		2	3	4	5
Public places where people want to spend time	2	2	3	4	5
Variety of housing options		2	3	4	5
Availability of affordable quality housing		2	3	4	5
Overall quality of new development in Cape Coral		2	3	4	5
		2			
Overall appearance of Cape Coral			3	4	5
Cleanliness of Cape Coral		2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)		2	3	4	5
Air quality		2	3	4	5
Availability of paths and walking trails		2	3	4	5
Fitness opportunities (including exercise classes and paths or		2	3	4	5
Recreational opportunities		2	3	4	5
Availability of affordable quality food		2	3	4	5
Availability of affordable quality health care		2	3	4	5
Availability of preventive health services		2	3	4	5
Availability of affordable quality mental health care		2	3	4	5
Opportunities to attend cultural/arts/music activities		2	3	4	5
Community support for the arts		2	3	4	5
Availability of affordable quality childcare/preschool		2	3	4	5
K-12 education		2	3	4	5
Adult educational opportunities		2	3	4	5
Sense of civic/community pride		2	3	4	5
Neighborliness of residents in Cape Coral		2	3	4	5
Opportunities to participate in social events and activities		2	3	4	5
Opportunities to attend special events and festivals		2	3	4	5
Opportunities to volunteer		2	3	4	5
Opportunities to voluncer		2	3	4	5
Openness and acceptance of the community toward people	I	2	5	Т	5
of diverse backgrounds	1	2	3	4	5
-				т	5
Please indicate whether or not you have done each of the <b>p</b>	following in the la	st 12 mo	onths.		
				<u>No</u>	Yes
Contacted the City of Cape Coral (in-person, phone, email or w					2
Contacted Cape Coral elected officials (in-person, phone, emai			inion	1	2
Attended a local public meeting (of local elected officials like C					
Commissioners, advisory boards, town halls, HOA, neighbo					2
Watched (online or on television) a local public meeting					2
Volunteered your time to some group/activity in Cape Coral					2
Campaigned or advocated for a local issue, cause or candidate.					2
Voted in your most recent local election					2
Used bus, rail, subway or other public transportation instead of					2
Carpooled with other adults or children instead of driving alor	1e			1	2
Walked or biked instead of driving					2

Please rate the quality of each of the following services in Cape	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't kr</u>
Public information services		2	3	4	<u>5</u>
Economic development		2	3	4	5
Traffic enforcement		2	3	4	5
Traffic signal timing		2	3	4	5
Street repair		2	3	4	5
Street cleaning		2	3	4	5
Street lighting		2	3	4	5
Sidewalk maintenance		2	3	4	5
Bus or transit services		2	3	4	5
		2	3	4	5
Land use, planning, and zoning		2	3	-	
Code enforcement (weeds, abandoned buildings, etc.)		2		4	5
Affordable high-speed internet access			3	4	5
Garbage collection		2	3	4	5
Drinking water		2	3	4	5
Sewer services		2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)		2	3	4	5
Power (electric and/or gas) utility		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		2	3	4	5
Fire prevention and education		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		2	3	4	5
Cape Coral open space		2	3	4	5
Recycling		2	3	4	5
Yard waste pick-up		2	3	4	5
City parks		2	3	4	5
Recreation programs or classes		2	3	4	5
Recreation centers or facilities		2	3	4	5
Health services		2	3	4	5
Public library services		2	3	4	5
	I	L	3	4	5
Overall customer service by Cape Coral employees (police, receptionists, planners, etc.)	1	2	2	Λ	-
(ponce, receptionists, planners, etc.)	1	Z	3	4	5
Please rate the following categories of Cape Coral government <b>p</b>	performan Excellent	c <b>e.</b> <u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't k</u> ı
The value of services for the taxes paid to Cape Coral		2	3	4	5
The overall direction that Cape Coral is taking		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		2	3	4	5
Generally acting in the best interest of the community		2	3	4	5
Being honest	1	2	3	4	5
Being open and transparent to the public		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?								
	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>			
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	<u>111101 tant</u> 2	<u>3 111001 tant</u>	<u>111101 tant</u> 4
Overall quality of the transportation system (auto, bicycle, foot, bus)			
in Cape Coral1	2	3	4
Overall design or layout of Cape Coral's residential and commercial			
areas (e.g., homes, buildings, streets, parks, etc.)	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 Coral1	2	3	4
Overall quality of natural environment in Cape Coral1	2	3	4
Overall quality of parks and recreation opportunities1	2	3	4
Overall health and wellness opportunities in Cape Coral1	2	3	4
Overall opportunities for education, culture and the arts	2	3	4
Residents' connection and engagement with their community1	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 <u>times a day</u>	Onc		Every <u>few weeks</u>	Less often	Don't
	Access the internet from your home using	<u>unies a uay</u>	<u>a da</u>	<u>y a week</u>	<u>Iew weeks</u>	<u>or never</u>	<u>know</u>
	a computer, laptop or tablet computer	1	2	3	4	5	6
	Access the internet from your cell phone		2	3	4	5	6
	Visit social media sites such as Facebook,		-	0	•	0	0
	Twitter, WhatsApp, etc.		2	3	4	5	6
	Use or check email		2	3	4	5	6
	Share your opinions online		2	3	4	5	6
	Shop online		2	3	4	5	6
5.0							
D2.	Would you say that in general your health			_			
	O Excellent O Very good O Go	ood OF	Fair	<b>O</b> Poor			
D3.	What impact, if any, do you think the eco Do you think the impact will be:	-					
	O Very positive O Somewhat positiv	e O Neutr	al	O Somewhat ne	egative	• Very negat	tive
D4.	<ul> <li>How many years have you lived in Cape O</li> <li>Less than 2 years</li> <li>2-5 years</li> <li>6-10 years</li> <li>11-20 years</li> <li>More than 20 years</li> </ul>	Coral?		How much do yo total income bef year? (Please inc money from all s your household. O Less than \$25,0	ore taxes wi clude in you sources for a ) 000 • \$7	ill be for the r total incon all persons li 75,000 to \$99,	<b>current</b> ne <b>ving in</b> ,999
D5.	Which best describes the building you liv O One family house detached from any other			••••••••••••••••••••••••••••••••••••••		.00,000 to \$1 .50,000 or mo	
	<ul> <li>One family house detached from any other</li> <li>O Building with two or more homes (duplex, townhome, apartment or condor</li> <li>O Mobile home</li> <li>O Other</li> </ul>	]		Are you Spanish O No, not Spanish O Yes, I consider Latino	h, Hispanic of	r Latino	panic or
D6.	Do you rent or own your home? O Rent O Own			What is your rac indicate what ra American India	<b>ce you cons</b> an or Alaskan	<b>ider yoursel</b> : 1 Native	
D7.	About how much is your monthly housing for the place you live (including rent, mo payment, property tax, property insuran homeowners' association (HOA) fees)?	rtgage		<ul> <li>Asian, Asian In</li> <li>Black or Africa</li> <li>White</li> <li>Other</li> </ul>		ic Islander	
	• C Less than \$500 • \$2,000 to \$2,49	99	D13.	In which catego	ry is your ag	e?	
	○ \$500 to \$999 ○ \$2,500 to \$2,99			<b>O</b> 18-24 years	<b>O</b> 55	5-64 years	
	<b>O</b> \$1,000 to \$1,499 <b>O</b> \$3,000 to \$3,49			<b>O</b> 25-34 years	<b>O</b> 65	5-74 years	
	<b>O</b> \$1,500 to \$1,999 <b>O</b> \$3,500 or more	e		<b>O</b> 35-44 years	<b>O</b> 75	5 years or old	er
D8.	Do any children 17 or under live in your			<b>O</b> 45-54 years			
	household?	]	D14.	What is your gei	nder?		
	O No O Yes			• Female			
D9.	Are you or any other members of your			O Male			
	household aged 65 or older?			• Identify in ano	ther way		
	O No O Yes						
		I					

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