

Cape Coral, FL

The National Community Survey

Report of Results
2023

Report by:



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National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

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 from National Research Center at Polco.

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 460 residents of the City of Cape Coral collected from June 13th 2023 to August 1st 2023. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2023 survey was 16%. 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 after 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 or during the pandemic. This may impact how your City’s 2023 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 2021 and 2023 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. Each address identified as being within city boundaries was further identified as being within one of the 4 areas. 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 3,000 randomly selected households received mailings beginning on June 13th, 2023 and the survey remained open for 7 weeks. 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 third and final mailing was a reminder postcard with a link to respond online. 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 3,000 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 2,822 households that received the invitations to participate, 460 completed the survey, providing an overall response rate of 16%. 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 five percentage points around any given percent reported for all respondents (460 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 two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on July 18th, 2022. The survey remained open for 2 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 2020 Census and 2022 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, housing tenure, and area. 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	3%	16%	21%
	35-54	15%	32%	30%
	55+	82%	53%	49%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish ..	88%	79%	79%
	Yes, I consider myself to be of Hispanic, La..	12%	21%	21%
Housing tenure	Own	91%	77%	77%
	Rent	9%	23%	23%
Housing type	Attached	17%	21%	19%
	Detached	83%	79%	81%
Race & Hispanic origin	Not white alone	17%	27%	29%
	White alone, not Hispanic or Latino	83%	73%	71%
Sex	Man	50%	48%	49%
	Woman	50%	52%	51%
Sex/age	Man 18-34	1%	6%	10%
	Man 35-54	7%	16%	15%
	Man 55+	41%	26%	24%
	Woman 18-34	2%	9%	11%
	Woman 35-54	8%	16%	15%
	Woman 55+	40%	27%	25%

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 Melissa Mickey of the City of Cape Coral at mmickey@capecoral.gov if you have any questions about the survey.

Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged, and can include non-response error, coverage error, recall bias and social desirability bias. Non-response error arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than survey responders. For general resident surveys, where the results are meant to be generalized to the entire adult population living in households, the mailing lists based on the Delivery Sequence File from the United States Post Office may exclude certain types of housing units, such as those in multi-family buildings where mail is addressed to a named resident at the address rather than to a specific unit or where residents only receive their mail at a post office box and the geographic location of a residence cannot be determined, there may be a coverage error, although for most locations, this is minimal. Respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events), and for some survey items they may answer in ways they think cast their responses in a more favorable light (recall bias and social desirability bias).

Survey Validity

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

* See AAPOR’s Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>

* Targets come from the 2020 Census and 2022 American Community Survey

Key Findings

Safety in Cape Coral remains a community strength and priority.

When asked about aspects of the community the City should focus on in the next two years, about 9 in 10 residents responded that the overall feeling of safety was essential or very important. A strong proportion of residents gave positive ratings to the quality of the overall feeling of safety in Cape Coral (71% excellent or good), which was similar to the national average. Nearly all residents reported feeling very or somewhat safe in their neighborhood during the day (92%), as well as in Cape Coral's downtown/commercial area during the day (86%). About three-quarters of residents also reported feeling safe from property crime and violent crime. These were largely similar to the national benchmarks, as well as the previous iteration of The NCS. It is worth noting that one aspect to significantly decline in this area was residents' feeling of safety from fire, flood, or other natural disasters, which experienced a 24% decline (from 71% very or somewhat safe in 2021 to 47% in 2023).

Evaluations for safety-related services in Cape Coral also tended to be similar to the benchmarks and generally stable with the City's previous results. About 9 in 10 residents gave favorable marks to fire services and ambulance or emergency medical services, while about 7 in 10 felt favorably toward police/sheriff services and fire prevention and education. Crime prevention and animal control garnered positive reviews from about two-thirds.

Mobility may be an area of opportunity for Cape Coral.

Similar to the previous iteration of The NCS, mobility continues to be an area of opportunity for the City. When asked about aspects of the community the City should focus on in the next two years, three-quarters of residents responded that the overall transportation was essential or very important. However, only about one-quarter of residents gave positive ratings to the quality of the transportation system in Cape Coral, which was lower than the national average and the City's 2021 survey results. Roughly 4 in 10 respondents gave excellent or good marks to the ease of travel by car, ease of public parking, and ease of walking, while about 2 in 10 gave positive ratings to traffic flow on major streets, the ease of travel by bicycle, and the ease of travel by public transportation. Each of these items were lower than the national average, and nearly all trended downward from 2021 results.

Although some street-related services also experienced declines, those aspects tended to receive slightly more favorable scores. Street cleaning (51% excellent or good) and street repair (41%) both ranked on par with comparison communities across the nation. About 4 in 10 survey participants offered positive reviews for the city's street lighting, sidewalk maintenance, and traffic enforcement.

The economy is healthy in Cape Coral, though residents point to possible opportunities for growth.

Overall, items relating to the economy in Cape Coral received generally positive ratings and tended to be similar to the national benchmarks. The overall quality of business and service establishments received excellent or good reviews from 66% of respondents, while 55% were pleased with the variety of such establishments. About half of residents gave favorable evaluations to the City as a place to visit, the vibrancy of the downtown and commercial areas, the overall economic health of Cape Coral, and the city's shopping opportunities; each of these were similar to national averages. However, a few items were rated lower than the national benchmarks, including Cape Coral as a place to work (43%), economic development (37%), and the cost of living (20%).

Residents identify community design as a potential focus area.

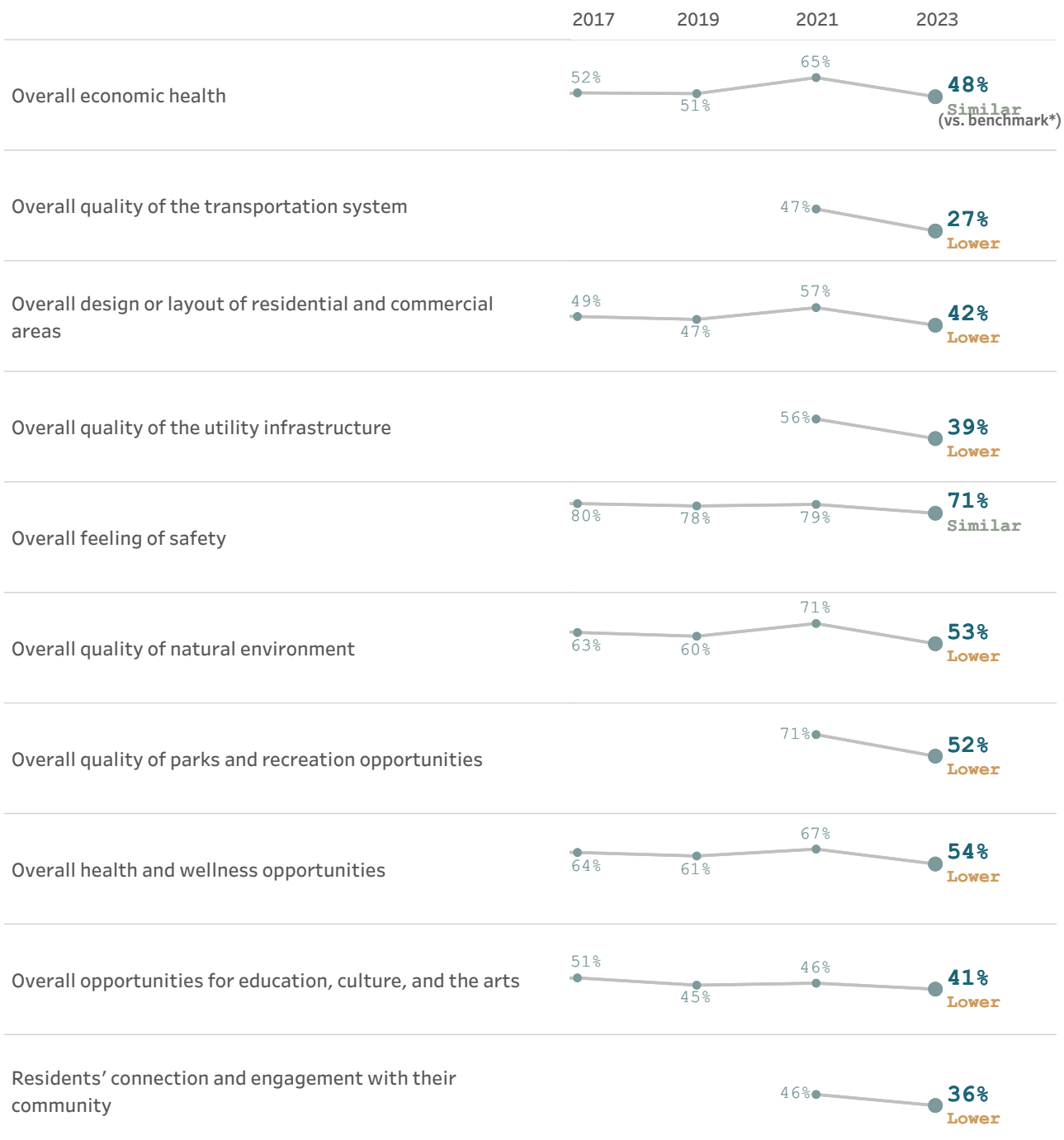
Cape Coral's overall community design was identified by residents as an area of relatively lower quality (42% excellent or good) and higher importance (82% essential or very important) compared to other facets of community livability. In addition, many items in this facet declined since the previous iteration of this survey, suggesting a possible area of focus for the City. Residents offered positive evaluations for their neighborhood as a place to live (77% excellent or good), in line with both the City's 2021 results and the national average. The overall quality of new development (38%) and the variety of housing options in Cape Coral (35%) both declined by about 20% since the previous survey but remained on par with benchmark comparison communities. Cape Coral's preservation of the historical or cultural character of the community also dropped significantly, falling from 55% to 32% excellent or good. Other items experiencing notable decreases in favorable reviews since the 2021 iteration of the survey included well-designed neighborhoods (38% excellent or good), public places where people want to spend time (37%), well-planned residential growth (31%), well-planned commercial growth (28%), and the availability of affordable quality housing (17%); each of these scores were lower than national benchmark comparisons. About 2 in 10 respondents approved of the City's services for code enforcement, as well as land use, planning, and zoning. Additional investigation into these areas may help determine where best to focus efforts across this facet of livability.

Facets of livability

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

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

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



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

(% essential or very important)



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

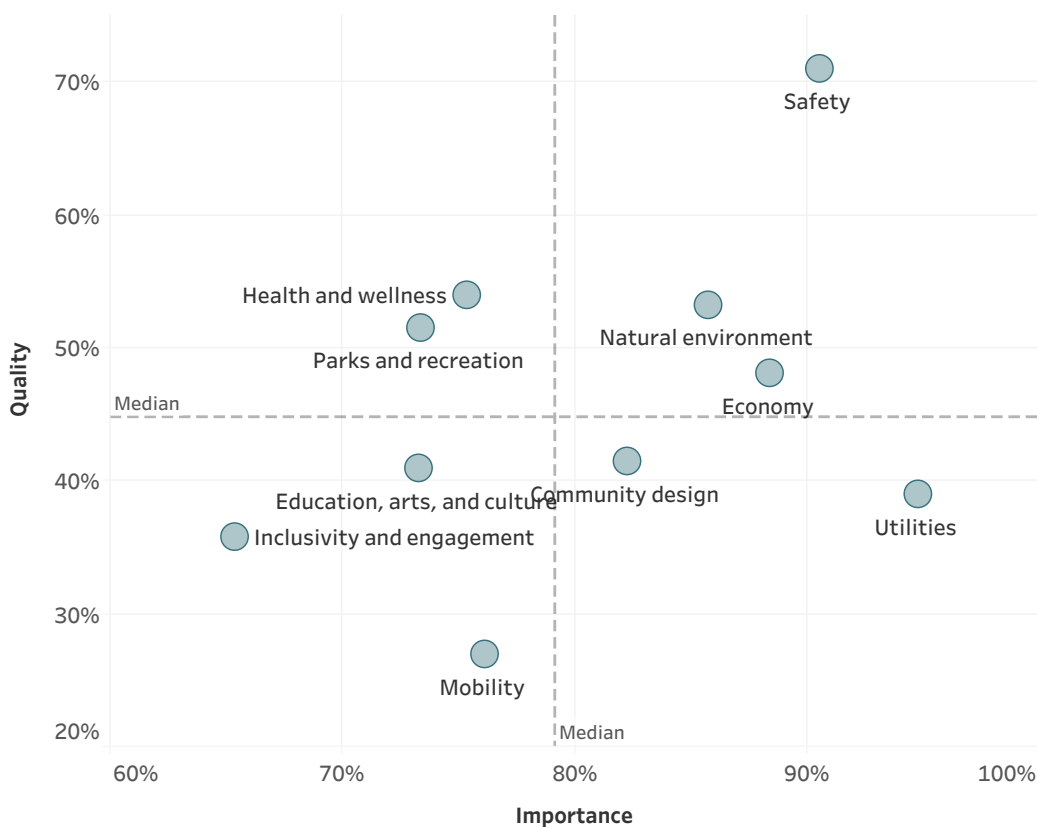
Balancing performance and importance

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

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

Services receiving quality ratings of excellent or good by 45% or more of respondents were considered of “higher quality” and those with ratings lower than 45% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 79% or more of respondents. Services were rated as “less important” if they received a rating of less than 79%. This classification uses the median ratings for quality and importance to divide the services in half.

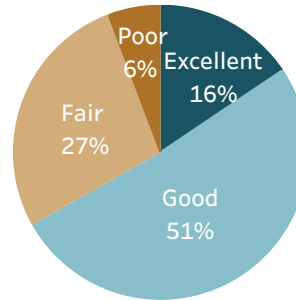
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



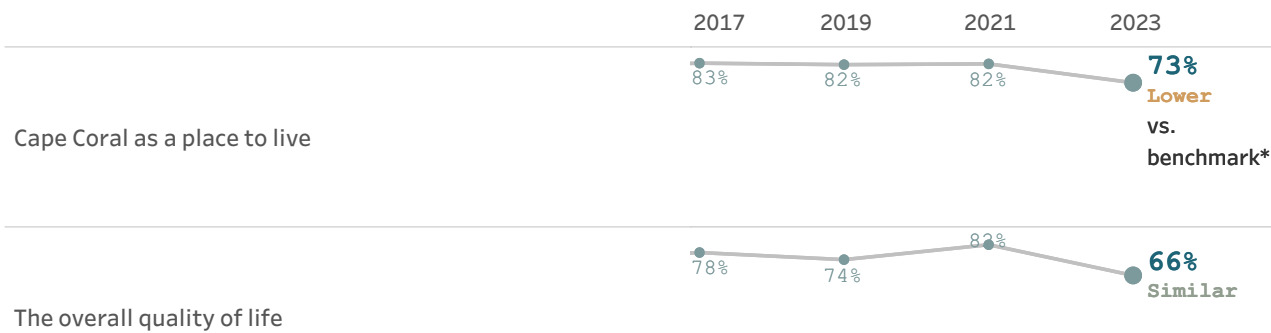
Quality of life

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

The overall quality of life in Cape Coral, 2023



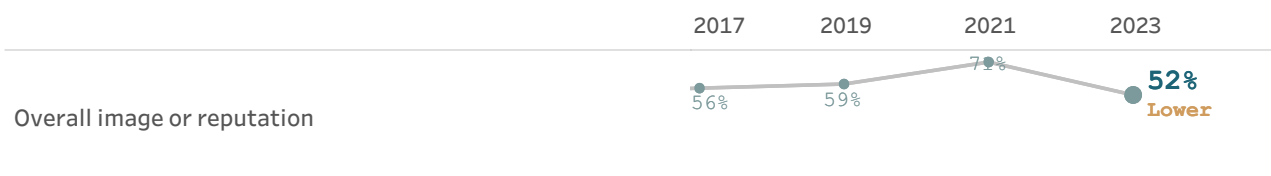
Please rate each of the following aspects of quality of life in Cape Coral.
(% excellent or good)



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



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

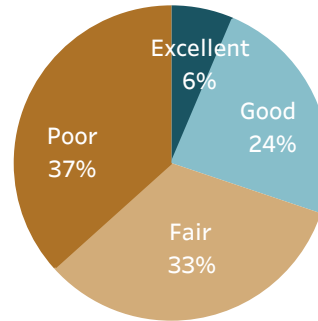


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

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

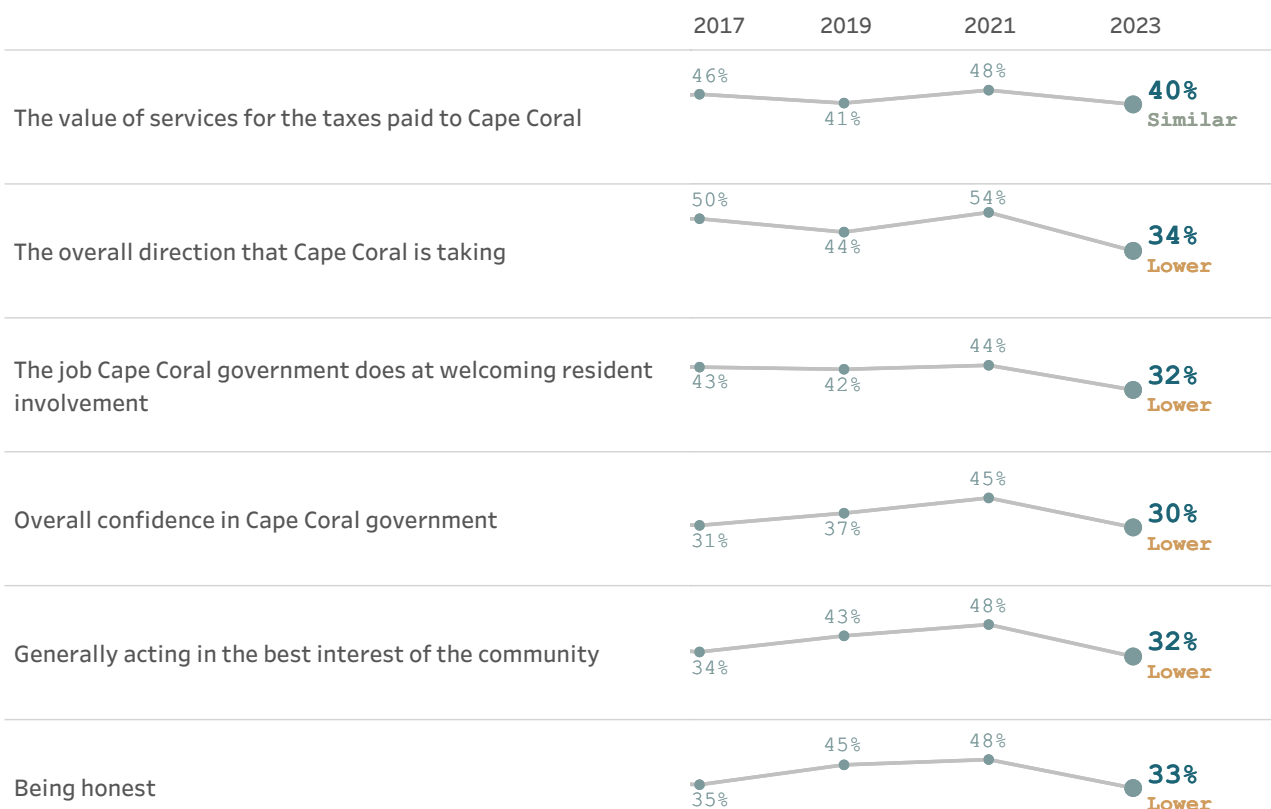
Overall confidence in Cape Coral government, 2023

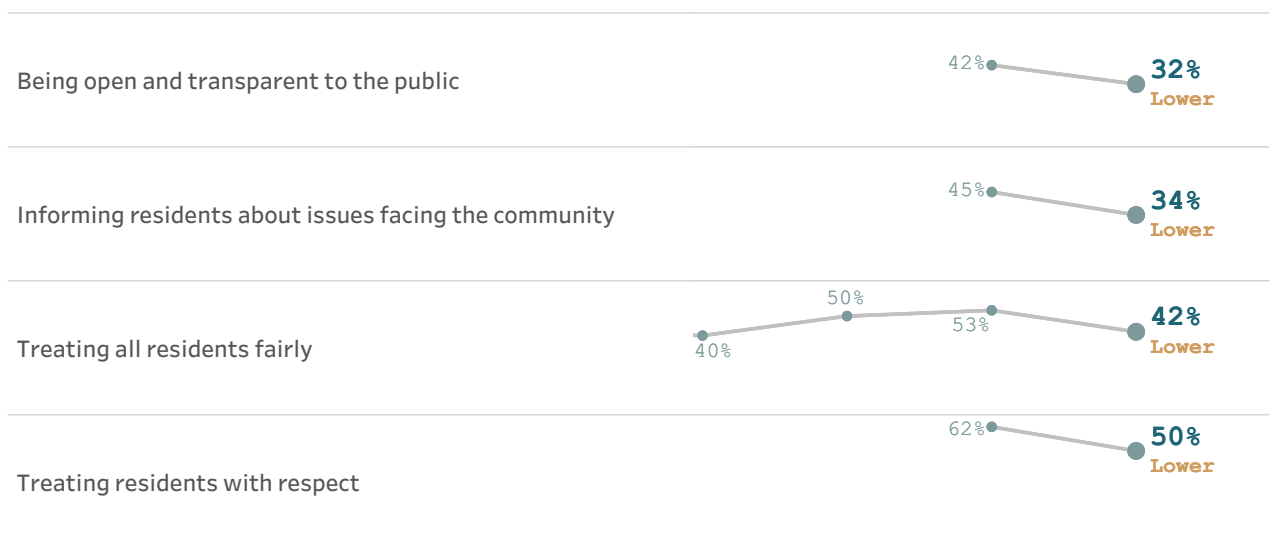


Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)

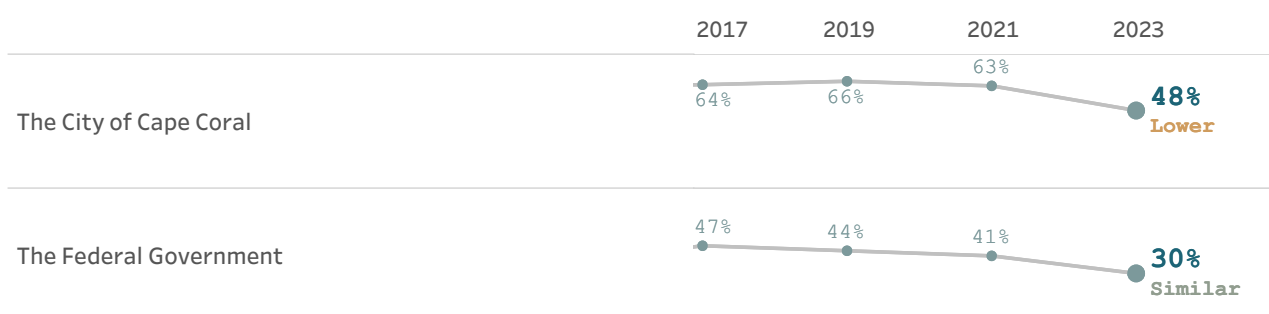


Please rate the following categories of Cape Coral government performance.
(% excellent or good)





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

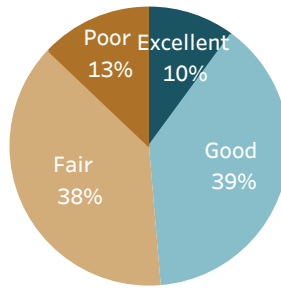


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

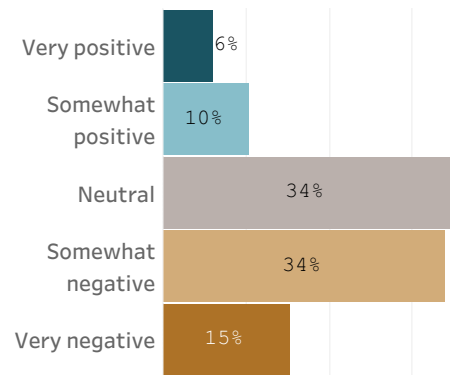
Economy

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

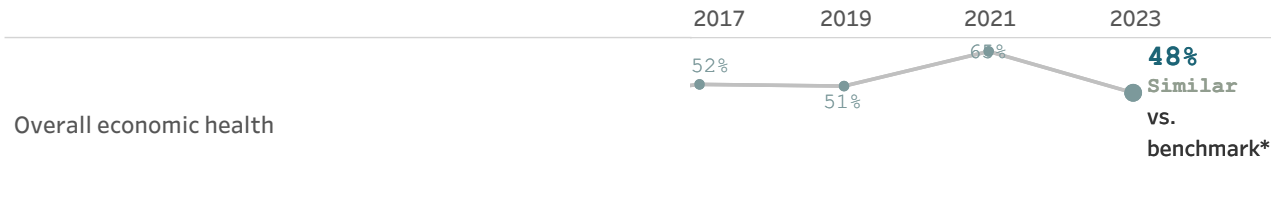
Overall economic health of Cape Coral, 2023



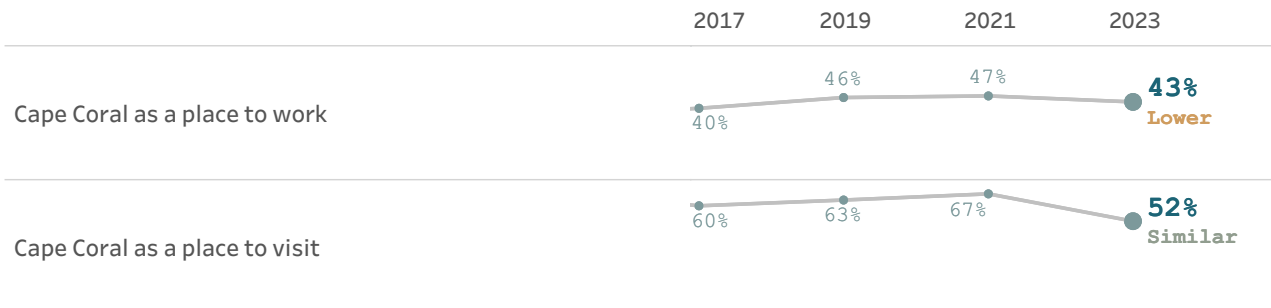
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



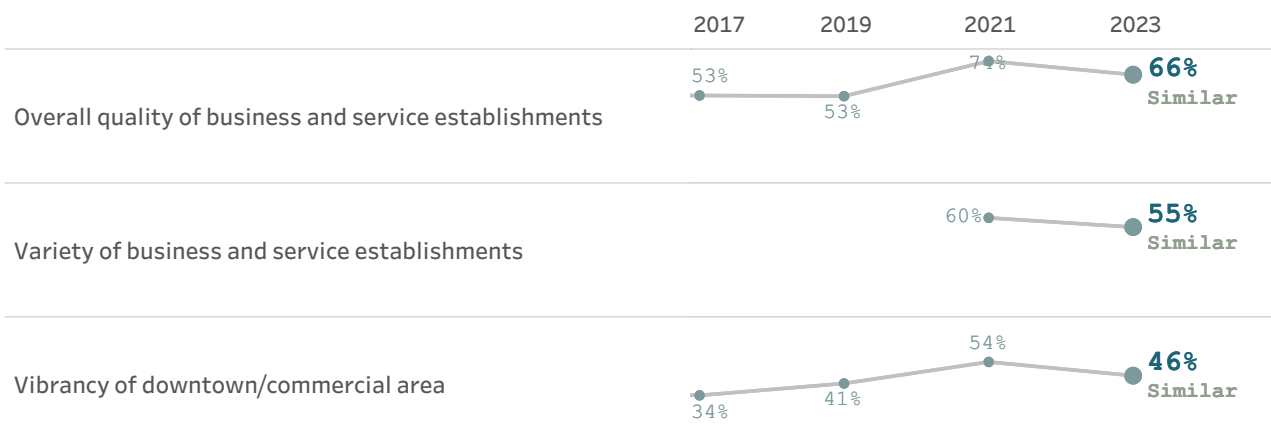
Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)



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



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



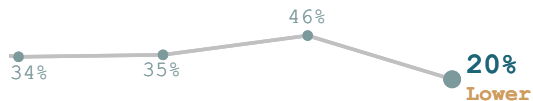
Employment opportunities



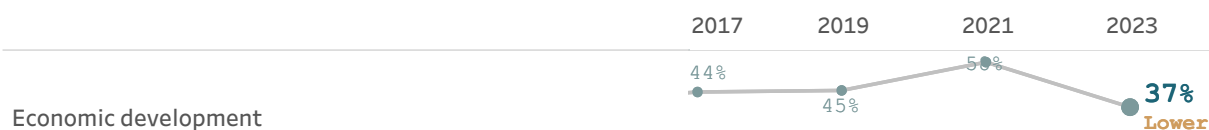
Shopping opportunities



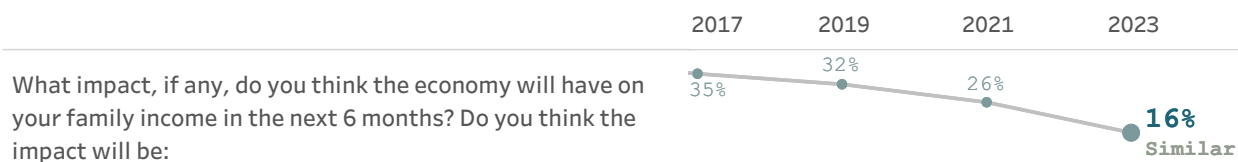
Cost of living



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



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)

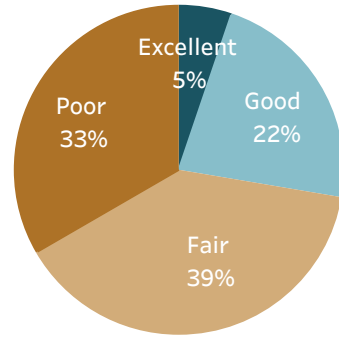


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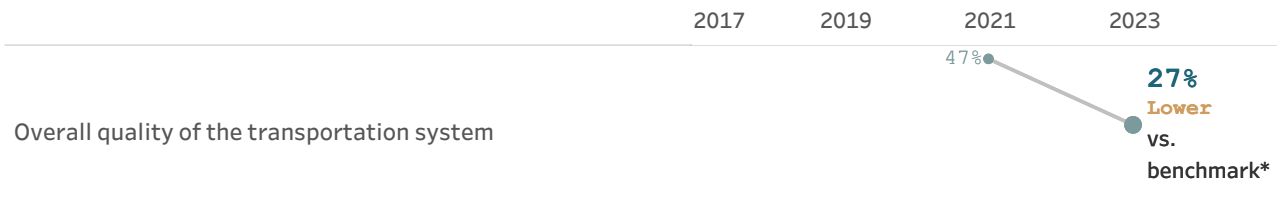
Mobility

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

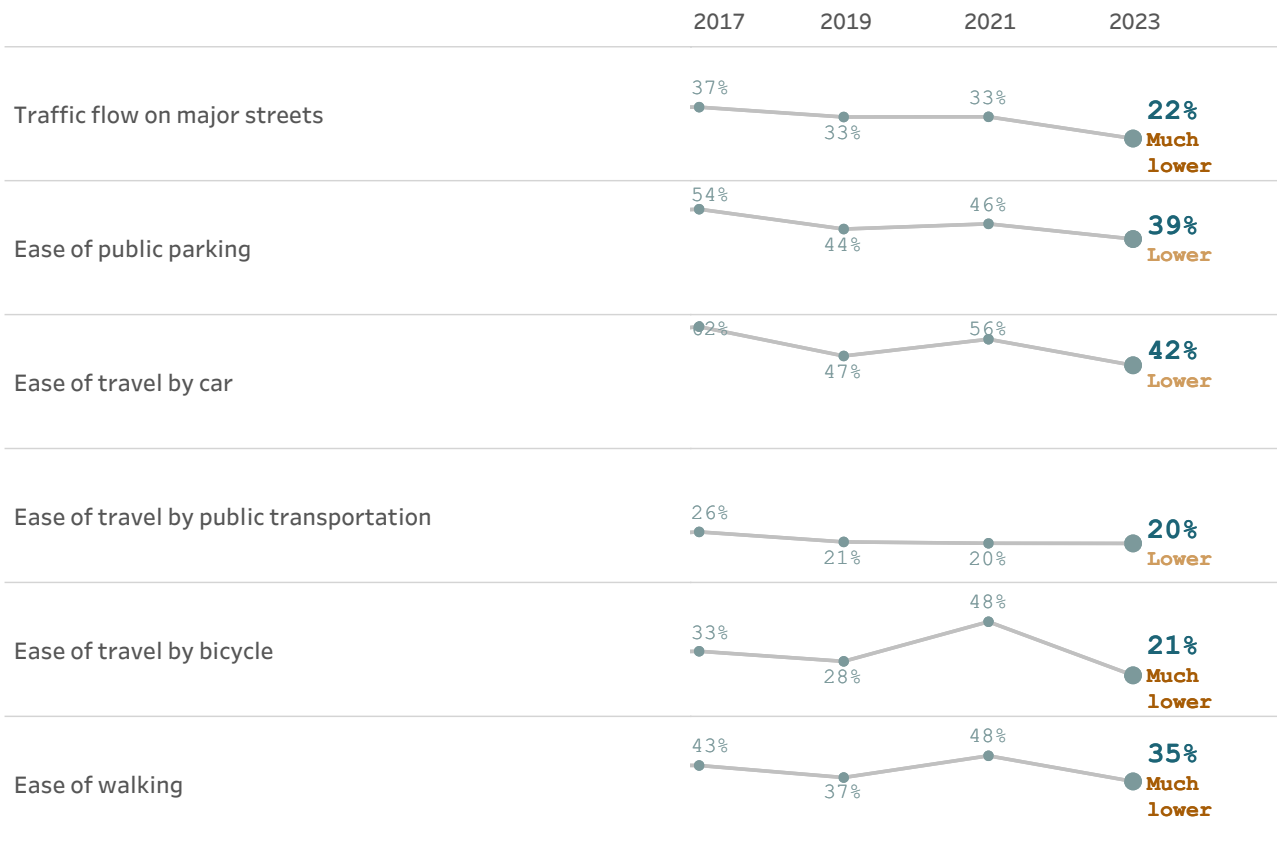
Overall quality of the transportation system in Cape Coral, 2023



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

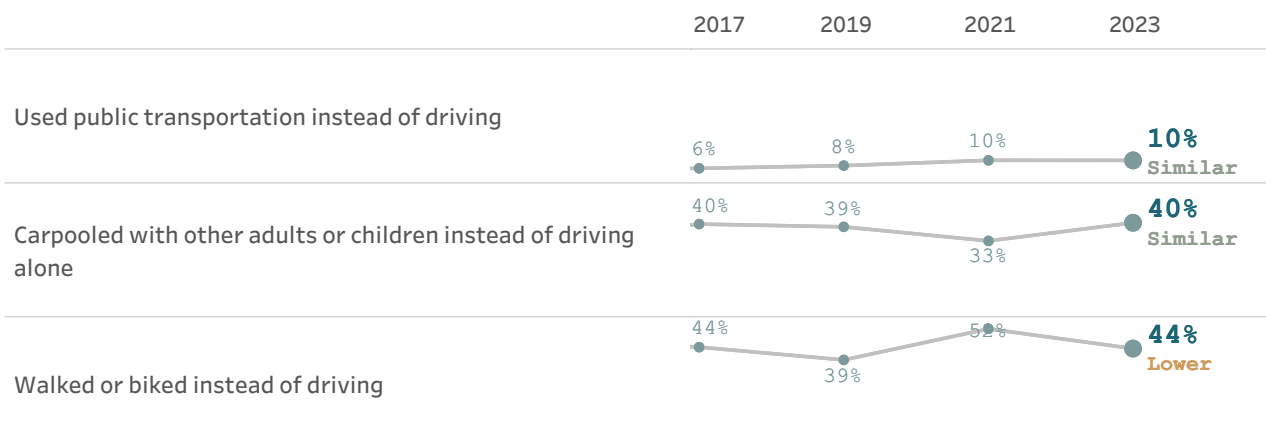


Please also rate each of the following in the Cape Coral community.
(% excellent or good)



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

(% yes)



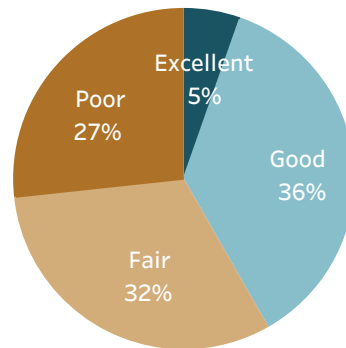
Please rate the quality of each of the following services in Cape Coral.

(% excellent or good)



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

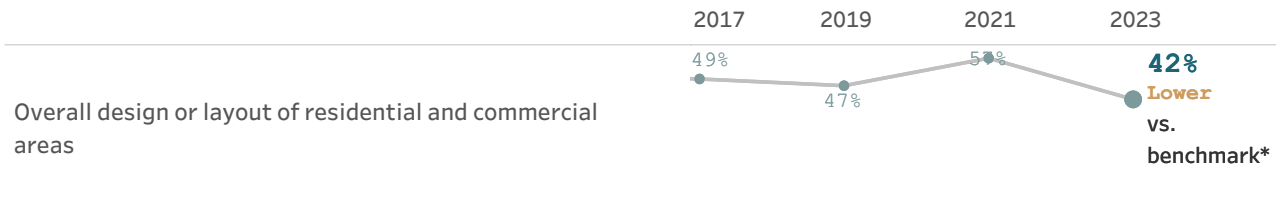
Overall design or layout of Cape Coral's residential and commercial areas, 2023



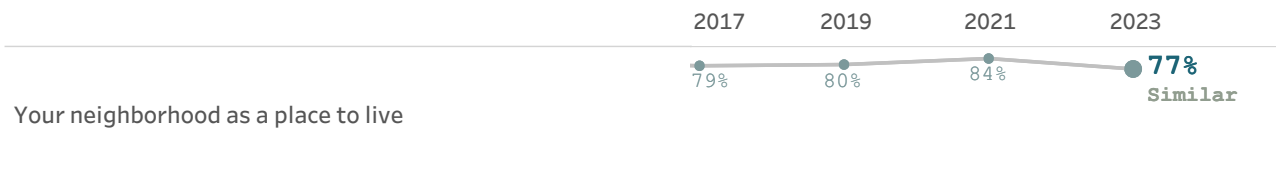
Community design

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 characteristics as they relate to Cape Coral as a whole.
(% excellent or good)

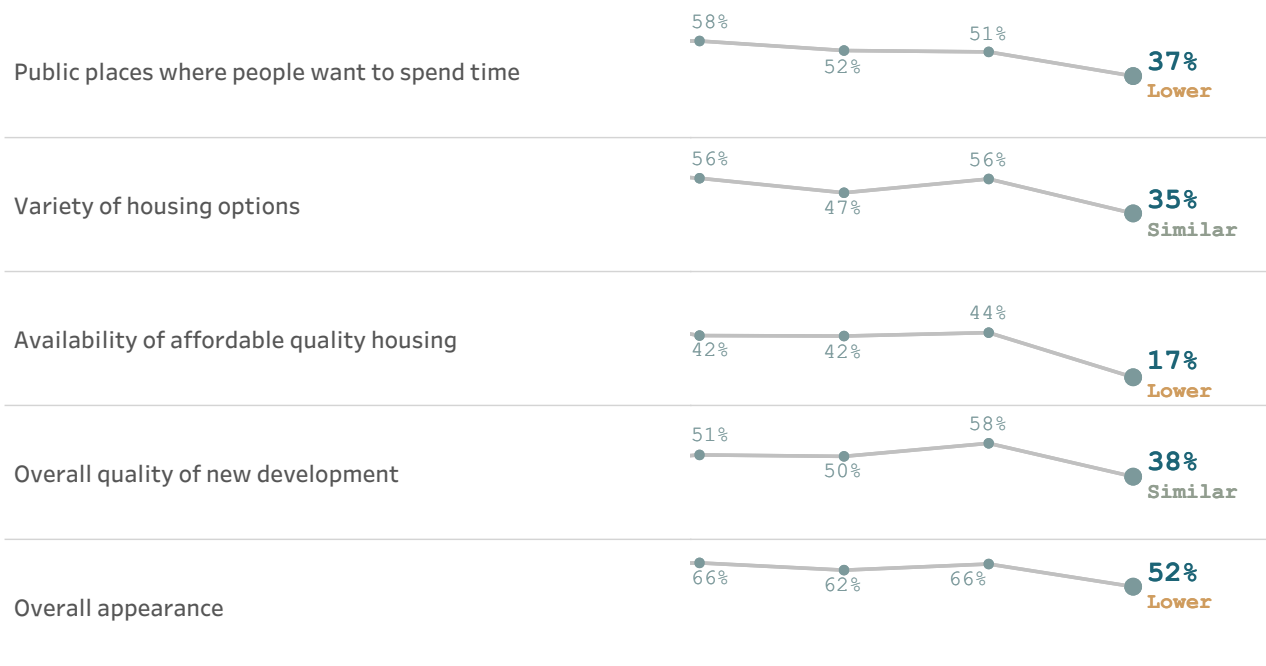


Please rate each of the following aspects of quality of life in Cape Coral.
(% excellent or good)

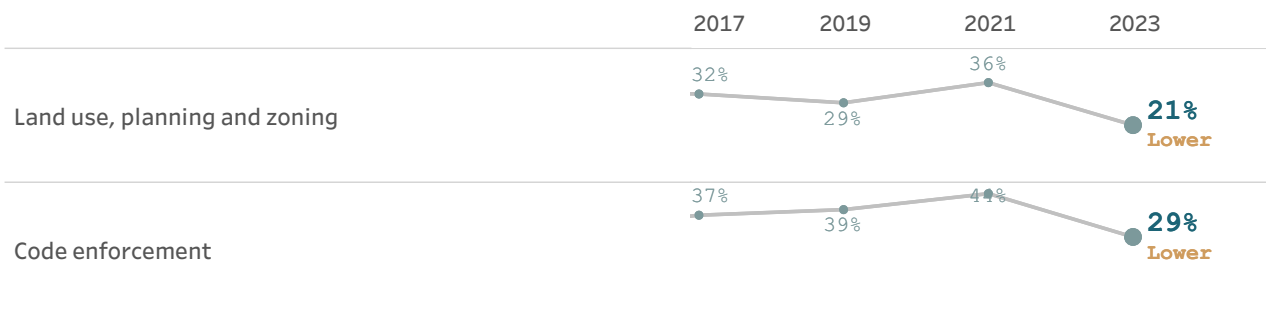


Please also rate each of the following in the Cape Coral community.
(% excellent or good)





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

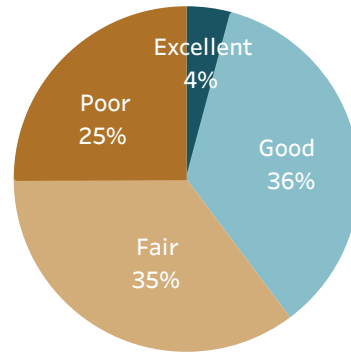


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

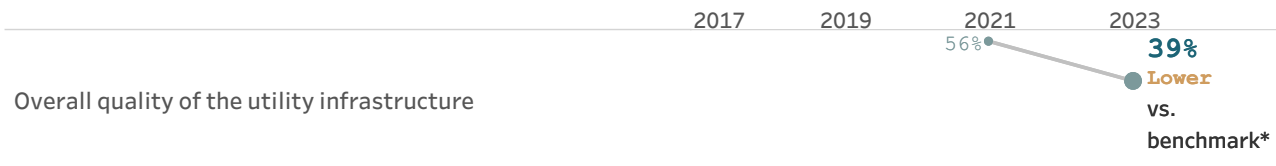
Utilities

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

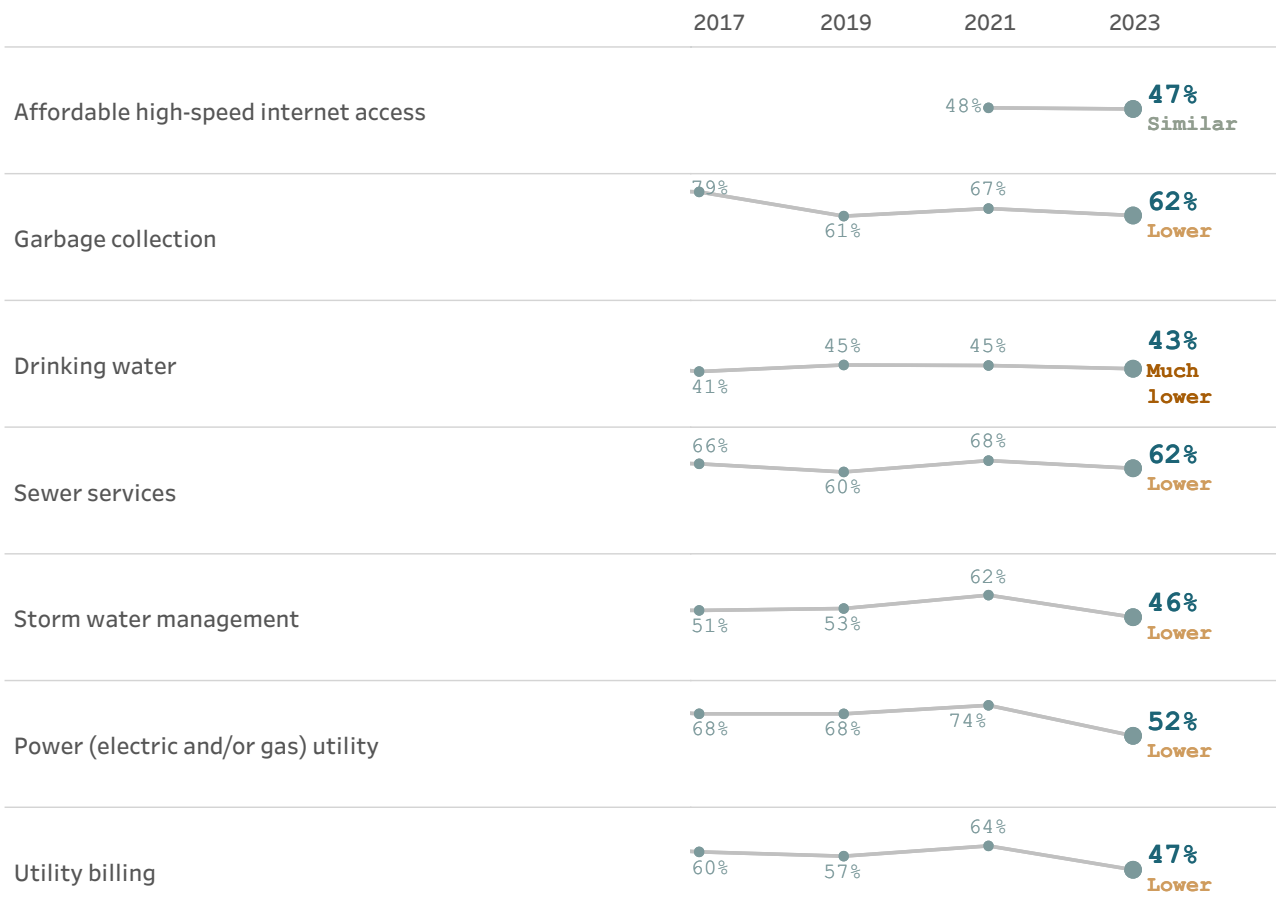
Overall quality of the utility infrastructure in Cape Coral, 2023



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



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

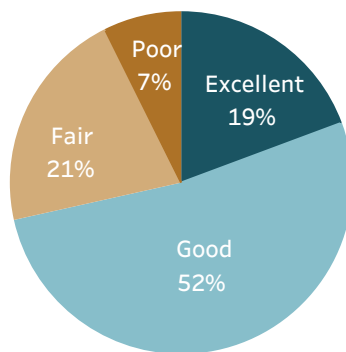


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

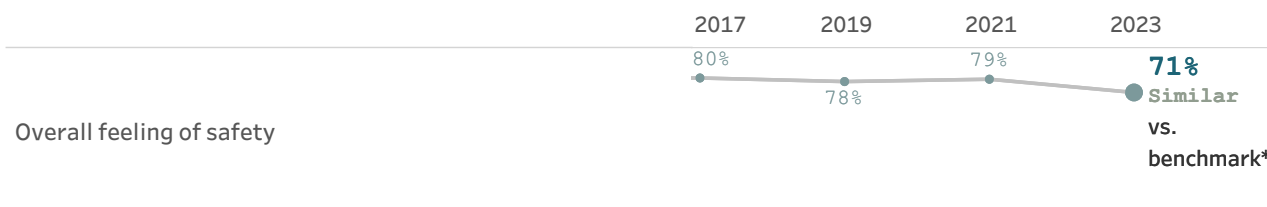
Safety

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

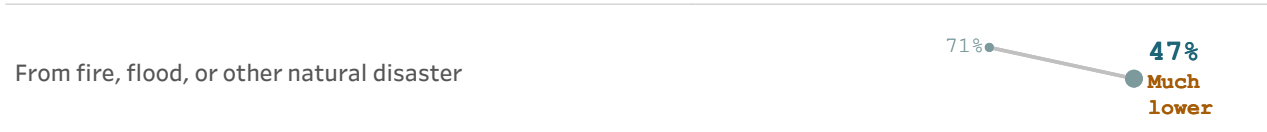
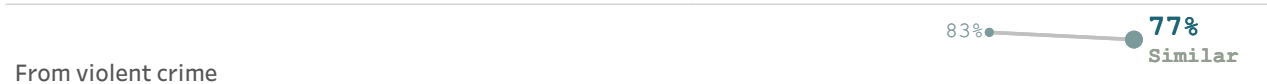
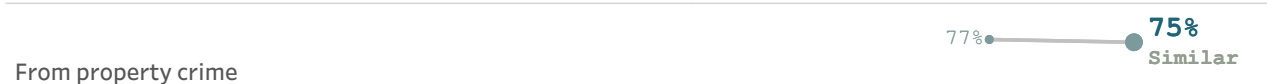
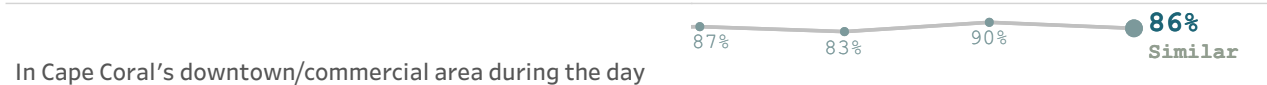
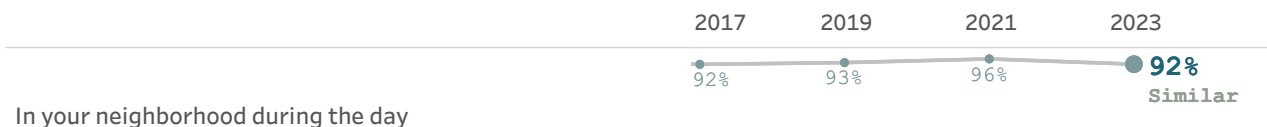
Overall feeling of safety in Cape Coral, 2023



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



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



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

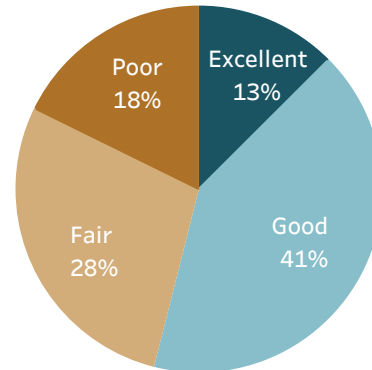


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

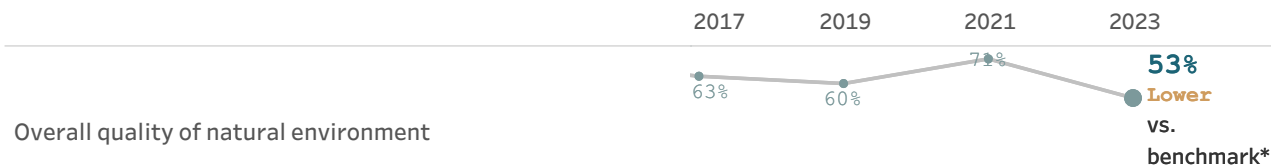
Overall quality of natural environment in Cape Coral, 2023

Natural environment

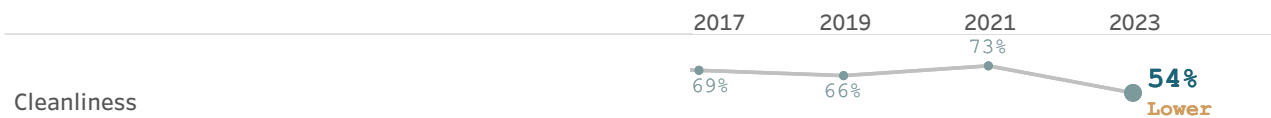
The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



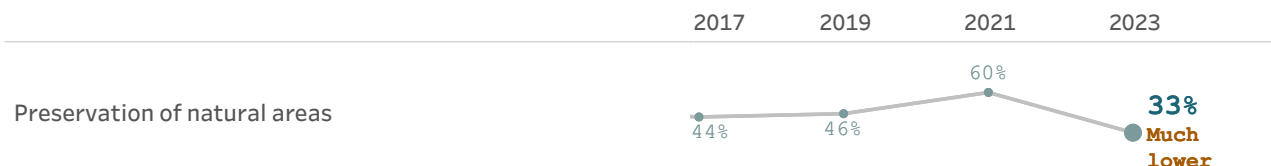
Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)

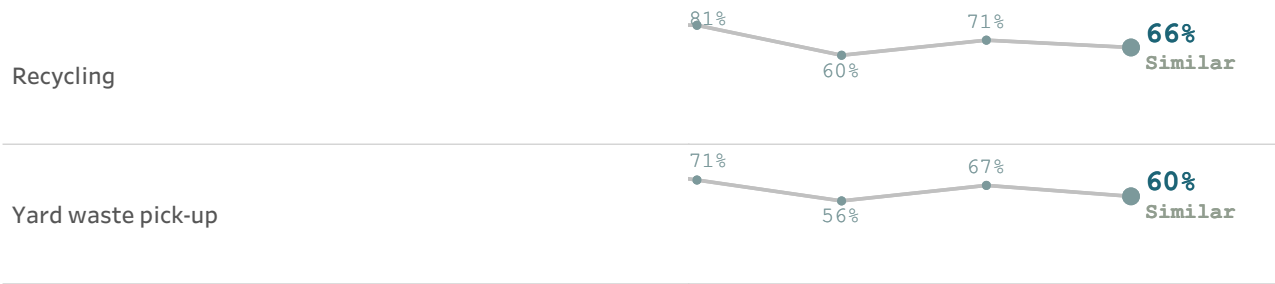


Please also rate each of the following in the Cape Coral community.
(% excellent or good)



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





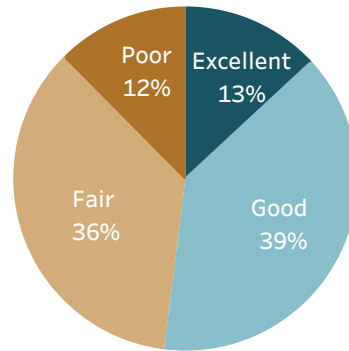
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2023

Parks and recreation

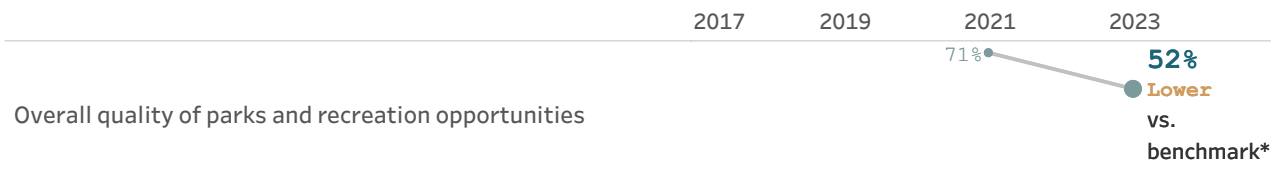
"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation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

- National Recreation and Park Association



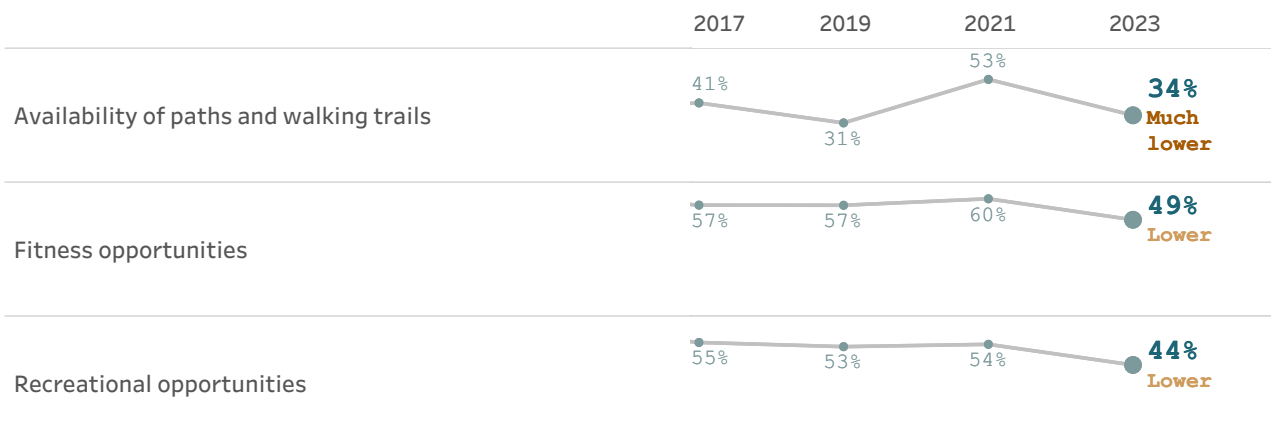
Please rate each of the following characteristics as they relate to Cape Coral as a whole.

(% excellent or good)



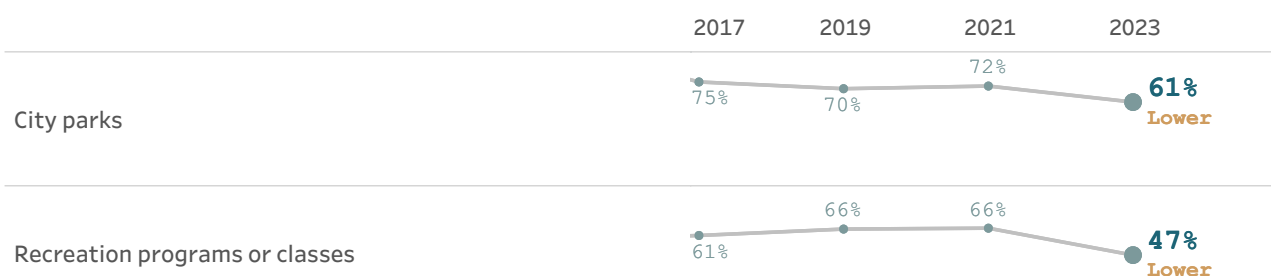
Please also rate each of the following in the Cape Coral community.

(% excellent or good)



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

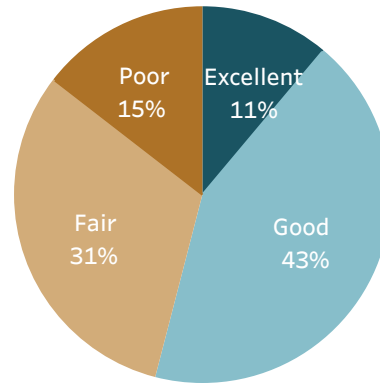
(% excellent or good)





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

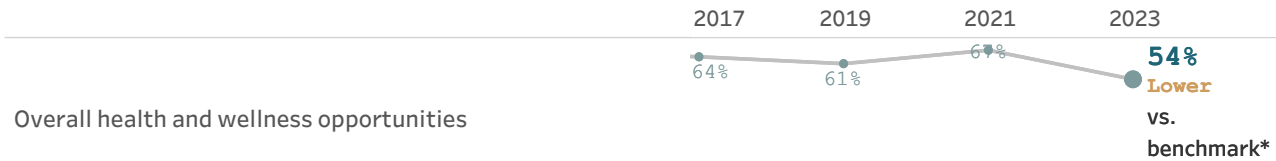
Overall health and wellness
opportunities in Cape Coral, 2023



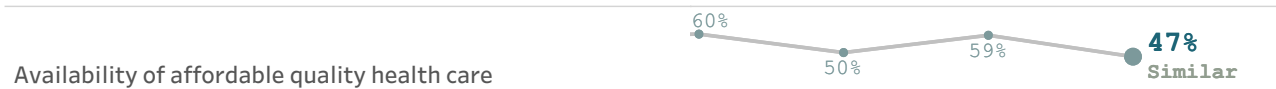
Health and wellness

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.

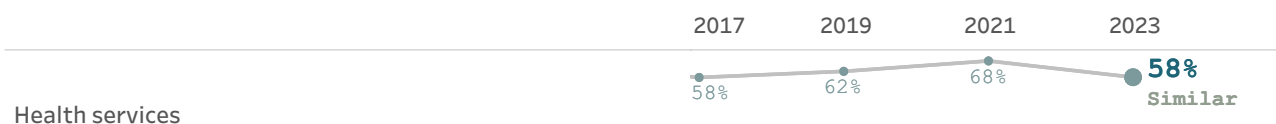
Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)



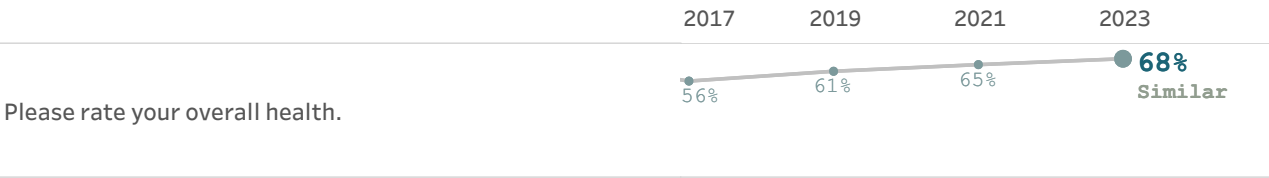
Please also rate each of the following in the Cape Coral community.
(% excellent or good)



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



Please rate your overall health.
(% excellent or very good)

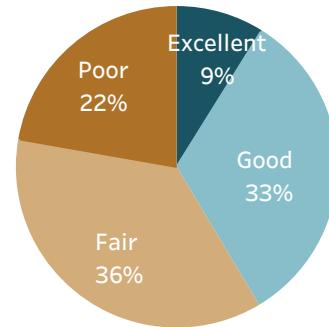


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

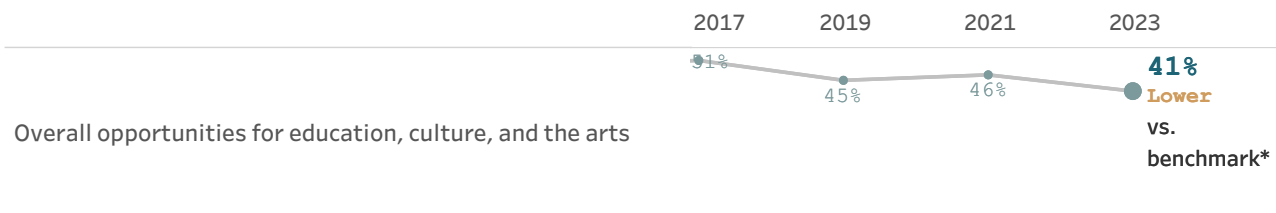
Education, arts, and culture

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

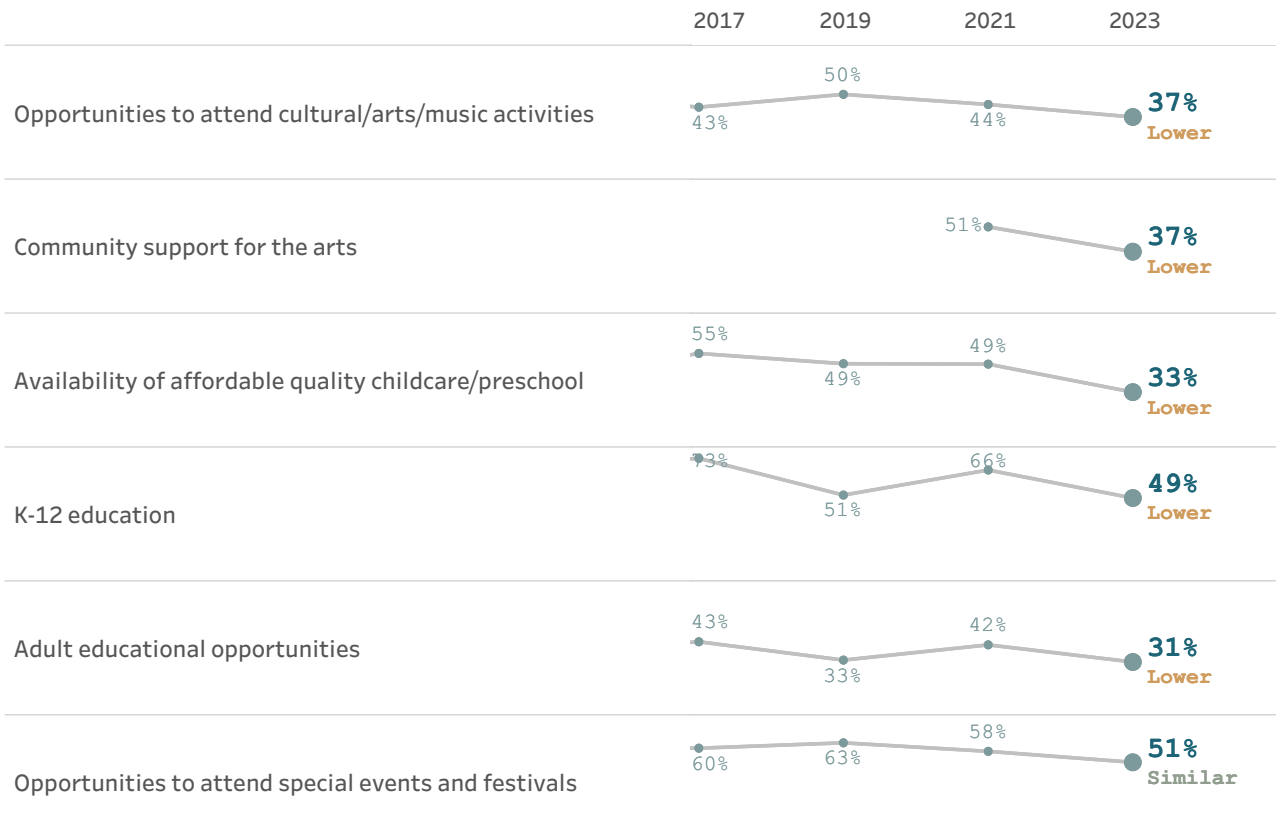
Overall opportunities for education, culture and the arts, 2023



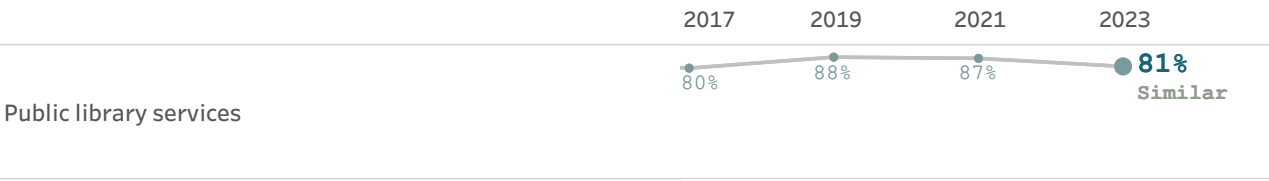
Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)



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

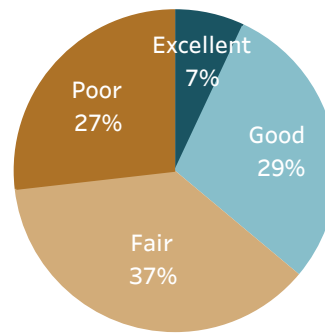


Please rate the quality of each of the following services in Cape Coral.
(% excellent or good)



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

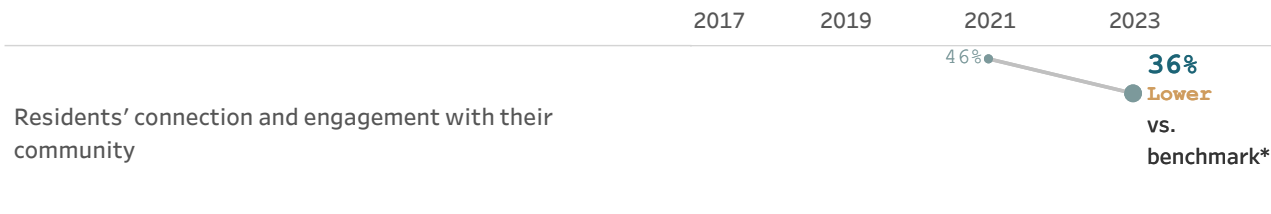
Residents' connection and engagement with their community, 2023



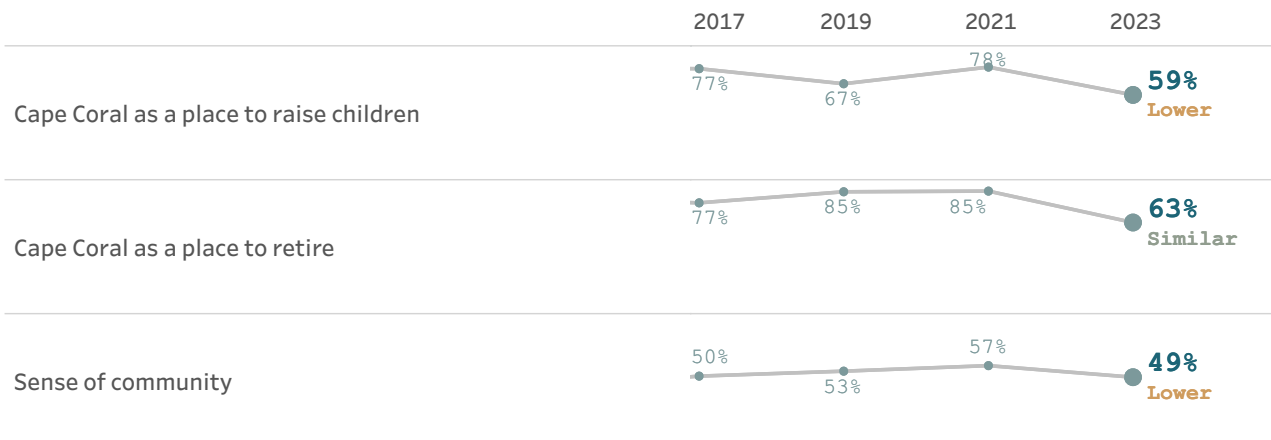
Inclusivity and engagement

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.

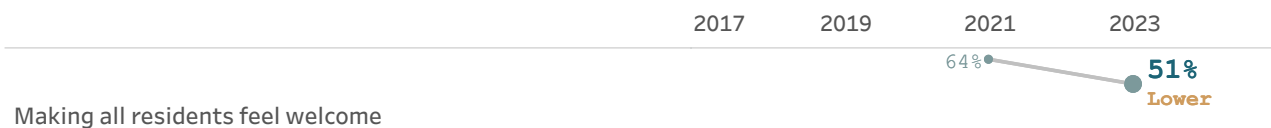
Please rate each of the following characteristics as they relate to Cape Coral as a whole.
(% excellent or good)

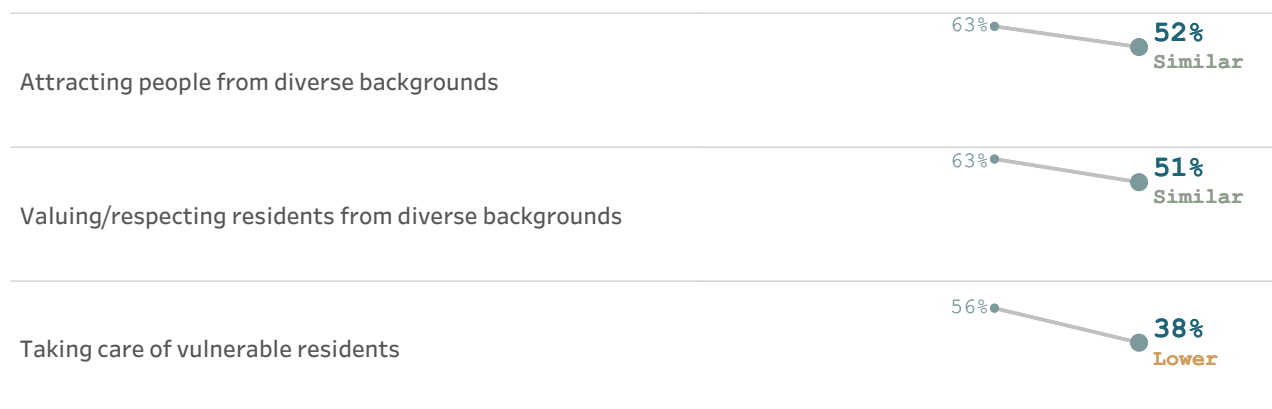


Please rate each of the following aspects of quality of life in Cape Coral.
(% excellent or good)

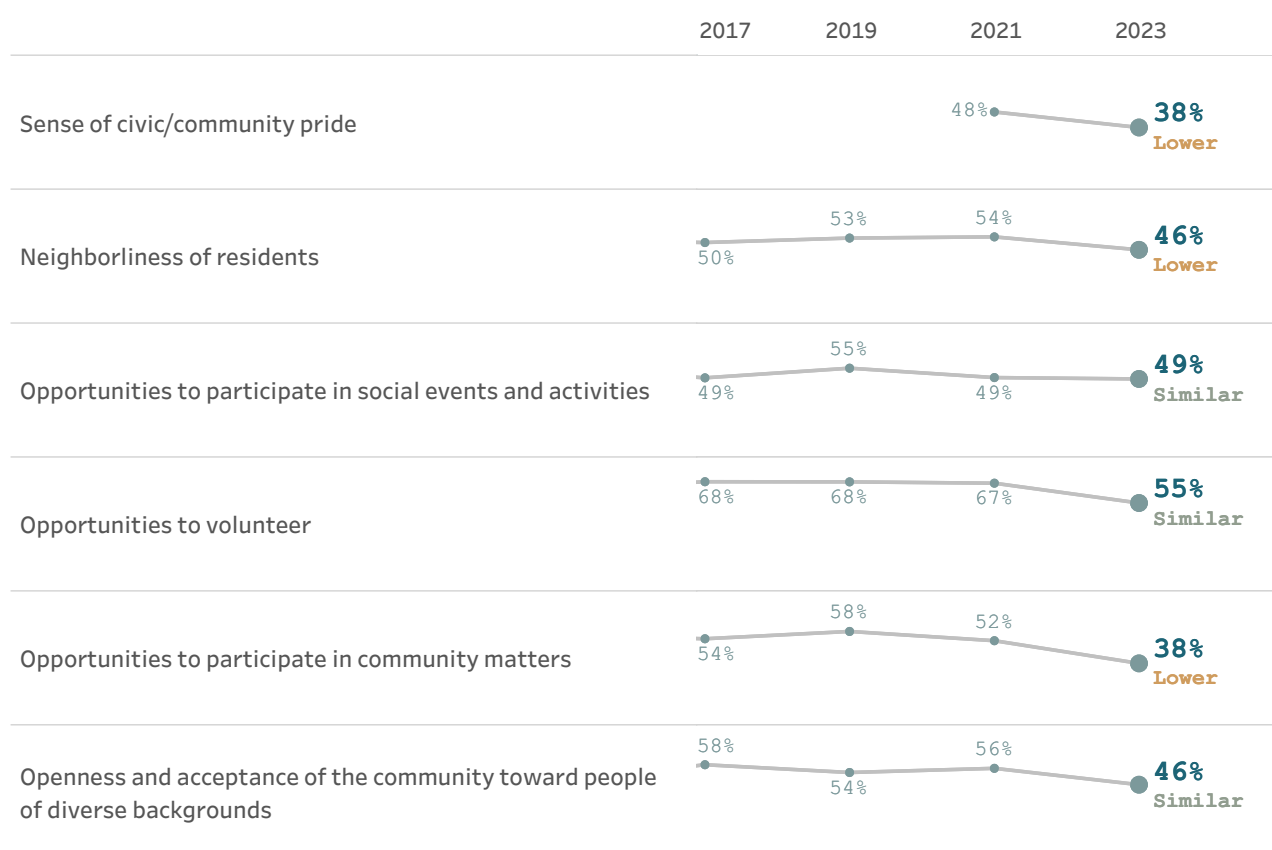


Please rate the job you feel the Cape Coral community does at each of the following.
(% excellent or good)





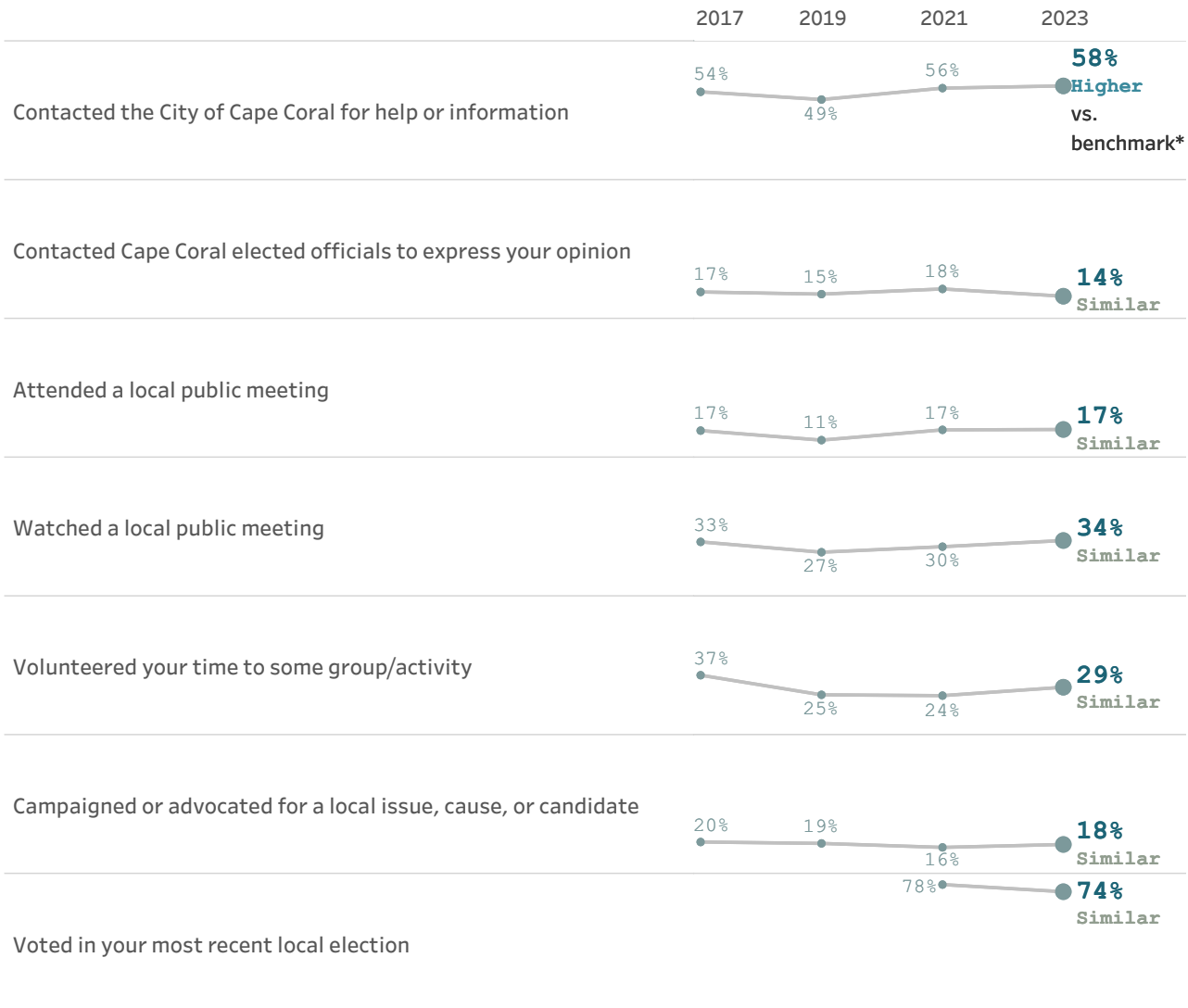
Please also rate each of the following in the Cape Coral community.
(% excellent or good)



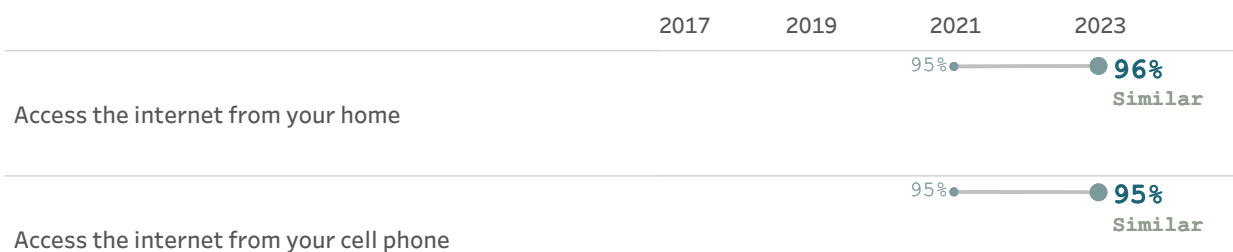
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

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



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



81% **78%**
Similar

Visit social media sites

97% **96%**
Similar

Use or check email

48% **33%**
Similar

Share your opinions online

58% **63%**
Similar

Shop online

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

National benchmark tables

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

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Cape Coral.	Cape Coral as a place to live	Lower	73%	292	351	17
	Your neighborhood as a place to live	Similar	77%	248	313	21
	Cape Coral as a place to raise children	Lower	59%	298	355	16
	Cape Coral as a place to work	Lower	43%	309	347	11
	Cape Coral as a place to visit	Similar	52%	211	311	32
	Cape Coral as a place to retire	Similar	63%	198	352	44
	The overall quality of life	Similar	66%	300	369	18
	Sense of community	Lower	49%	285	320	11
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall economic health	Similar	48%	229	305	25
	Overall quality of the transportation system	Lower	27%	225	247	9
	Overall design or layout of residential and commercial areas	Lower	42%	286	298	4
	Overall quality of the utility infrastructure	Lower	39%	233	238	2
	Overall feeling of safety	Similar	71%	226	340	33
	Overall quality of natural environment	Lower	53%	292	307	5
	Overall quality of parks and recreation opportunities	Lower	52%	229	244	6
	Overall health and wellness opportunities	Lower	54%	254	300	15
	Overall opportunities for education, culture, and the arts	Lower	41%	259	302	14
	Residents' connection and engagement with their community	Lower	36%	219	241	9
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Cape Coral to someone who asks	Lower	64%	280	305	8

Please indicate how likely or unlikely you are to do each of the following.	Remain in Cape Coral for the next five years	Similar	73%	273	303	10
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	92%	206	322	36
	In Cape Coral's downtown/commercial area during the day	Similar	86%	192	312	38
	From property crime	Similar	75%	151	249	39
	From violent crime	Similar	77%	168	249	32
	From fire, flood, or other natural disaster	Much lower	47%	236	240	2
Please rate the job you feel the Cape Coral community does at each of the following.	Making all residents feel welcome	Lower	51%	218	246	11
	Attracting people from diverse backgrounds	Similar	52%	182	243	25
	Valuing/respecting residents from diverse backgrounds	Similar	51%	211	244	13
	Taking care of vulnerable residents	Lower	38%	200	240	17
Please rate each of the following in the Cape Coral community.	Overall quality of business and service establishments	Similar	66%	217	307	29
	Variety of business and service establishments	Similar	55%	155	241	36
	Vibrancy of downtown/commercial area	Similar	46%	188	287	34
	Employment opportunities	Similar	36%	244	318	23
	Shopping opportunities	Similar	48%	189	309	39
	Cost of living	Lower	20%	266	298	11
	Overall image or reputation	Lower	52%	277	346	20
Please also rate each of the following in the Cape Coral community.	Traffic flow on major streets	Much lower	22%	308	321	4
	Ease of public parking	Lower	39%	238	287	17
	Ease of travel by car	Lower	42%	301	315	4
	Ease of travel by public transportation	Lower	20%	232	289	20
	Ease of travel by bicycle	Much lower	21%	306	315	3
	Ease of walking	Much lower	35%	308	318	3
	Well-planned residential growth	Lower	31%	214	242	11
	Well-planned commercial growth	Lower	28%	218	242	10
	Well-designed neighborhoods	Lower	38%	222	240	7

Please also rate each of the following in the Cape Coral community.

Preservation of the historical or cultural character of the community	Lower	32%	237	239	1
Public places where people want to spend time	Lower	37%	258	293	12
Variety of housing options	Similar	35%	238	305	22
Availability of affordable quality housing	Lower	17%	281	326	14
Overall quality of new development	Similar	38%	264	315	16
Overall appearance	Lower	52%	267	325	18
Cleanliness	Lower	54%	254	322	21
Water resources	Much lower	31%	200	222	10
Air quality	Similar	70%	215	294	27
Availability of paths and walking trails	Much lower	34%	308	318	3
Fitness opportunities	Lower	49%	267	295	9
Recreational opportunities	Lower	44%	274	312	12
Availability of affordable quality food	Similar	54%	216	292	26
Availability of affordable quality health care	Similar	47%	246	300	18
Availability of preventive health services	Similar	52%	213	287	26
Availability of affordable quality mental health care	Lower	27%	259	291	11
Opportunities to attend cultural/arts/music activities	Lower	37%	259	308	16
Community support for the arts	Lower	37%	203	239	15
Availability of affordable quality childcare/preschool	Lower	33%	250	300	17
K-12 education	Lower	49%	267	302	11
Adult educational opportunities	Lower	31%	258	293	11
Sense of civic/community pride	Lower	38%	211	240	12
Neighborliness of residents	Lower	46%	264	294	10
Opportunities to participate in social events and activities	Similar	49%	261	303	14
Opportunities to attend special events and festivals	Similar	51%	246	297	17
Opportunities to volunteer	Similar	55%	263	298	12





























Please also rate each of the following in the Cape Coral community.	Opportunities to participate in community matters	Lower	38%	291	299	3
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	46%	278	316	12
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Cape Coral for help or information	Higher	58%	40	321	87
	Contacted Cape Coral elected officials to express your opinion	Similar	14%	186	291	36
	Attended a local public meeting	Similar	17%	165	295	44
	Watched a local public meeting	Similar	34%	44	284	84
	Volunteered your time to some group/activity	Similar	29%	161	298	46
	Campaigned or advocated for a local issue, cause, or candidate	Similar	18%	134	288	53
	Voted in your most recent local election	Similar	74%	137	239	43
	Used public transportation instead of driving	Similar	10%	185	273	32
	Carpooled with other adults or children instead of driving alone	Similar	40%	178	290	38
	Walked or biked instead of driving	Lower	44%	238	292	18
Please rate the quality of each of the following services in Cape Coral.	Public information services	Similar	50%	274	307	10
	Economic development	Lower	37%	258	302	14
	Traffic enforcement	Lower	43%	316	341	7
	Traffic signal timing	Lower	32%	295	299	1
	Street repair	Similar	41%	211	340	38
	Street cleaning	Similar	51%	240	308	22
	Street lighting	Lower	45%	299	329	9
	Sidewalk maintenance	Lower	43%	268	308	13
	Bus or transit services	Lower	28%	220	279	21
	Land use, planning and zoning	Lower	21%	302	310	2
	Code enforcement	Lower	29%	291	333	12
	Affordable high-speed internet access	Similar	47%	171	236	27
	Garbage collection	Lower	62%	299	319	6
	Drinking water	Much lower	43%	296	306	3









Please rate the quality of each of the following services in Cape Coral.	Sewer services	Lower	62%	285	304	6
	Storm water management	Lower	46%	297	315	6
	Power (electric and/or gas) utility	Lower	52%	260	264	1
	Utility billing	Lower	47%	277	284	2
	Police/Sheriff services	Similar	75%	249	362	31
	Crime prevention	Similar	67%	193	339	43
	Animal control	Similar	65%	207	316	34
	Ambulance or emergency medical services	Similar	86%	177	310	43
	Fire services	Similar	92%	177	329	46
	Fire prevention and education	Similar	69%	224	303	26
	Emergency preparedness	Similar	59%	229	305	25
	Preservation of natural areas	Much lower	33%	291	293	1
	Cape Coral open space	Much lower	32%	287	290	1
	Recycling	Similar	66%	213	323	34
	Yard waste pick-up	Similar	60%	219	286	23
	City parks	Lower	61%	292	318	8
	Recreation programs or classes	Lower	47%	276	313	12
	Recreation centers or facilities	Lower	44%	271	301	10
	Health services	Similar	58%	217	280	22
	Public library services	Similar	81%	224	314	28
	Overall customer service by Cape Coral employees	Similar	69%	281	348	19
Please rate the following categories of Cape Coral government performance.	The value of services for the taxes paid to Cape Coral	Similar	40%	292	353	17
	The overall direction that Cape Coral is taking	Lower	34%	316	332	5
	The job Cape Coral government does at welcoming resident involvement	Lower	32%	313	329	4
	Overall confidence in Cape Coral government	Lower	30%	285	301	5
	Generally acting in the best interest of the community	Lower	32%	293	305	4
































Please rate the following categories of Cape Coral government performance.	Being honest	Lower	33%	277	296	6
	Being open and transparent to the public	Lower	32%	231	246	6
	Informing residents about issues facing the community	Lower	34%	240	251	4
	Treating all residents fairly	Lower	42%	254	302	16
	Treating residents with respect	Lower	50%	212	243	13
Overall, how would you rate the quality of the services provided by each of the following?	The City of Cape Coral	Lower	48%	325	348	6
	The Federal Government	Similar	30%	252	288	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.	Overall economic health	Similar	88%	127	281	55
	Overall quality of the transportation system	Similar	76%	73	238	69
	Overall design or layout of residential and commercial areas	Similar	82%	41	282	85
	Overall quality of the utility infrastructure	Similar	95%	15	238	94
	Overall feeling of safety	Similar	91%	150	282	46
	Overall quality of natural environment	Similar	86%	75	282	73
	Overall quality of parks and recreation opportunities	Similar	73%	185	239	23
	Overall health and wellness opportunities	Similar	75%	97	282	65
	Overall opportunities for education, culture, and the arts	Similar	73%	113	281	60
	Residents' connection and engagement with their community	Similar	65%	129	281	54
In general, how many times do you:	Access the internet from your home	Similar	96%	93	238	61
	Access the internet from your cell phone	Similar	95%	93	240	61
	Visit social media sites	Similar	78%	137	239	43
	Use or check email	Similar	96%	160	240	33
	Share your opinions online	Similar	33%	55	240	77
	Shop online	Similar	63%	50	239	79
	Please rate your overall health.	Similar	68%	149	288	48
	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:	Similar	16%	210	290	27
































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. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values 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		20% N=91
		Good		53% N=241
		Fair		23% N=102
		Poor		4% N=19
	Your neighborhood as a place to live	Excellent		26% N=119
		Good		51% N=233
		Fair		18% N=83
		Poor		5% N=21
	Cape Coral as a place to raise children	Excellent		19% N=65
		Good		40% N=134
		Fair		30% N=100
		Poor		11% N=36
	Cape Coral as a place to work	Excellent		12% N=44
		Good		31% N=111
		Fair		31% N=109
		Poor		26% N=90
	Cape Coral as a place to visit	Excellent		18% N=78
		Good		34% N=152
		Fair		33% N=148
		Poor		15% N=65
	Cape Coral as a place to retire	Excellent		26% N=113
		Good		38% N=165
		Fair		24% N=102
		Poor		12% N=52
	The overall quality of life	Excellent		16% N=71
		Good		51% N=235
		Fair		27% N=125
		Poor		6% N=26
































Please rate each of the following aspects of quality of life in Cape Coral.	Sense of community	Excellent		10% N=45
		Good		39% N=177
		Fair		28% N=127
		Poor		22% N=100
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall economic health	Excellent		10% N=42
		Good		39% N=163
		Fair		38% N=162
		Poor		13% N=54
	Overall quality of the transportation system	Excellent		5% N=22
		Good		22% N=95
		Fair		39% N=165
		Poor		33% N=142
	Overall design or layout of residential and commercial areas	Excellent		5% N=25
		Good		36% N=166
		Fair		32% N=144
		Poor		27% N=122
	Overall quality of the utility infrastructure	Excellent		4% N=19
		Good		36% N=161
		Fair		35% N=158
		Poor		25% N=113
	Overall feeling of safety	Excellent		19% N=88
		Good		52% N=238
		Fair		21% N=96
		Poor		7% N=33
	Overall quality of natural environment	Excellent		13% N=57
		Good		41% N=188
		Fair		28% N=128
		Poor		18% N=80
	Overall quality of parks and recreation opportunities	Excellent		13% N=57
		Good		39% N=168
		Fair		36% N=154

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall quality of parks and recreation opportunities	Poor		12% N=54
	Overall health and wellness opportunities	Excellent		11% N=47
		Good		43% N=183
		Fair		31% N=134
		Poor		15% N=62
	Overall opportunities for education, culture, and the arts	Excellent		9% N=35
		Good		33% N=129
		Fair		36% N=144
		Poor		22% N=88
	Residents' connection and engagement with their community	Excellent		7% N=29
		Good		29% N=120
		Fair		37% N=153
		Poor		27% N=111
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		25% N=114
		Somewhat likely		40% N=183
		Somewhat unlikely		15% N=69
		Very unlikely		20% N=90
	Remain in Cape Coral for the next five years	Very likely		46% N=204
		Somewhat likely		28% N=126
		Somewhat unlikely		13% N=59
		Very unlikely		13% N=58
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		68% N=315
		Somewhat safe		24% N=110
		Neither safe nor unsafe		3% N=16
		Somewhat unsafe		4% N=16
		Very unsafe		1% N=4
	In Cape Coral's downtown/commercial area during the day	Very safe		53% N=223
		Somewhat safe		33% N=142
		Neither safe nor unsafe		11% N=45
		Somewhat unsafe		2% N=10
		Very unsafe		1% N=5
































Please rate how safe or unsafe you feel:	From property crime	Very safe		30% N=134
		Somewhat safe		45% N=205
		Neither safe nor unsafe		10% N=47
		Somewhat unsafe		9% N=41
		Very unsafe		6% N=25
	From violent crime	Very safe		38% N=175
		Somewhat safe		39% N=178
		Neither safe nor unsafe		12% N=57
		Somewhat unsafe		7% N=33
		Very unsafe		3% N=12
	From fire, flood, or other natural disaster	Very safe		14% N=65
		Somewhat safe		33% N=149
		Neither safe nor unsafe		18% N=83
		Somewhat unsafe		24% N=108
		Very unsafe		11% N=50
Please rate the job you feel the Cape Coral community does at each of the following.	Making all residents feel welcome	Excellent		14% N=57
		Good		38% N=155
		Fair		34% N=140
		Poor		15% N=61
	Attracting people from diverse backgrounds	Excellent		11% N=44
		Good		41% N=158
		Fair		28% N=107
		Poor		20% N=76
	Valuing/respecting residents from diverse backgrounds	Excellent		12% N=46
		Good		40% N=148
		Fair		30% N=112
		Poor		18% N=68
	Taking care of vulnerable residents	Excellent		11% N=40
		Good		27% N=94
		Fair		32% N=114
		Poor		29% N=102

Please rate each of the following in the Cape Coral community.	Overall quality of business and service establishments	Excellent		9% N=43
		Good		57% N=258
		Fair		24% N=111
		Poor		9% N=43
	Variety of business and service establishments	Excellent		11% N=50
		Good		44% N=198
		Fair		29% N=132
		Poor		16% N=71
	Vibrancy of downtown/commercial area	Excellent		8% N=33
		Good		38% N=165
		Fair		33% N=142
		Poor		21% N=90
	Employment opportunities	Excellent		8% N=30
		Good		28% N=97
		Fair		32% N=111
		Poor		32% N=111
	Shopping opportunities	Excellent		9% N=40
		Good		39% N=180
		Fair		33% N=152
		Poor		18% N=83
	Cost of living	Excellent		4% N=16
		Good		17% N=77
		Fair		36% N=162
		Poor		44% N=199
	Overall image or reputation	Excellent		10% N=47
		Good		43% N=191
		Fair		34% N=153
		Poor		13% N=57
Please also rate each of the following in the Cape Coral community.	Traffic flow on major streets	Excellent		2% N=10
		Good		20% N=91
		Fair		31% N=139
































Please also rate each of the following in the Cape Coral community.

Traffic flow on major streets	Poor		47% N=215
Ease of public parking	Excellent		6% N=26
	Good		33% N=141
	Fair		40% N=174
	Poor		21% N=89
Ease of travel by car	Excellent		6% N=29
	Good		36% N=163
	Fair		33% N=148
	Poor		25% N=112
Ease of travel by public transportation	Excellent		3% N=6
	Good		18% N=42
	Fair		26% N=58
	Poor		54% N=122
Ease of travel by bicycle	Excellent		4% N=13
	Good		17% N=54
	Fair		30% N=94
	Poor		48% N=151
Ease of walking	Excellent		7% N=29
	Good		28% N=114
	Fair		27% N=111
	Poor		38% N=154
Well-planned residential growth	Excellent		6% N=26
	Good		25% N=100
	Fair		23% N=93
	Poor		46% N=184
Well-planned commercial growth	Excellent		4% N=15
	Good		24% N=97
	Fair		29% N=116
	Poor		43% N=171
Well-designed neighborhoods	Excellent		3% N=12
	Good		36% N=155































Please also rate each of the following in the Cape Coral community.
































Well-designed neighborhoods	Fair		36% N=156
	Poor		25% N=109
Preservation of the historical or cultural character of the community	Excellent		8% N=29
	Good		25% N=88
	Fair		38% N=134
	Poor		29% N=104
Public places where people want to spend time	Excellent		8% N=34
	Good		30% N=128
	Fair		39% N=169
	Poor		23% N=100
Variety of housing options	Excellent		8% N=32
	Good		28% N=119
	Fair		34% N=142
	Poor		31% N=130
Availability of affordable quality housing	Excellent		2% N=9
	Good		15% N=63
	Fair		25% N=102
	Poor		58% N=237
Overall quality of new development	Excellent		4% N=15
	Good		34% N=140
	Fair		39% N=157
	Poor		23% N=95
Overall appearance	Excellent		8% N=34
	Good		45% N=202
	Fair		35% N=156
	Poor		13% N=59
Cleanliness	Excellent		10% N=47
	Good		43% N=198
	Fair		35% N=160
	Poor		11% N=50
Water resources	Excellent		7% N=29
































Please also rate each of the following in the Cape Coral community.

Water resources	Good		25% N=107
	Fair		37% N=158
	Poor		31% N=134
Air quality	Excellent		20% N=92
	Good		50% N=223
	Fair		27% N=123
	Poor		3% N=12
Availability of paths and walking trails	Excellent		8% N=32
	Good		27% N=108
	Fair		36% N=144
	Poor		29% N=115
Fitness opportunities	Excellent		11% N=40
	Good		39% N=148
	Fair		36% N=135
	Poor		14% N=53
Recreational opportunities	Excellent		11% N=45
	Good		33% N=138
	Fair		42% N=172
	Poor		14% N=59
Availability of affordable quality food	Excellent		8% N=35
	Good		46% N=200
	Fair		34% N=146
	Poor		12% N=54
Availability of affordable quality health care	Excellent		8% N=34
	Good		39% N=168
	Fair		29% N=123
	Poor		24% N=104
Availability of preventive health services	Excellent		9% N=37
	Good		43% N=169
	Fair		29% N=116
	Poor		19% N=75
































Please also rate each of the following in the Cape Coral community.

Availability of affordable quality mental health care	Excellent		4% N=11
	Good		23% N=64
	Fair		26% N=73
	Poor		47% N=133
Opportunities to attend cultural/arts/music activities	Excellent		8% N=31
	Good		30% N=121
	Fair		38% N=153
	Poor		25% N=101
Community support for the arts	Excellent		6% N=21
	Good		31% N=108
	Fair		37% N=128
	Poor		26% N=89
Availability of affordable quality childcare/preschool	Excellent		7% N=14
	Good		25% N=49
	Fair		30% N=58
	Poor		37% N=71
K-12 education	Excellent		7% N=17
	Good		42% N=102
	Fair		26% N=64
	Poor		24% N=59
Adult educational opportunities	Excellent		6% N=16
	Good		26% N=66
	Fair		38% N=95
	Poor		30% N=76
Sense of civic/community pride	Excellent		9% N=34
	Good		30% N=123
	Fair		37% N=150
	Poor		24% N=96
Neighborliness of residents	Excellent		11% N=49
	Good		35% N=155
	Fair		36% N=158
































Please also rate each of the following in the Cape Coral community.	Neighborliness of residents	Poor		18% N=79
	Opportunities to participate in social events and activities	Excellent		7% N=29
		Good		41% N=160
		Fair		33% N=128
		Poor		18% N=70
	Opportunities to attend special events and festivals	Excellent		9% N=40
		Good		42% N=177
		Fair		36% N=151
		Poor		13% N=54
	Opportunities to volunteer	Excellent		9% N=28
		Good		46% N=150
		Fair		35% N=114
		Poor		10% N=31
	Opportunities to participate in community matters	Excellent		7% N=23
		Good		32% N=108
		Fair		41% N=138
		Poor		20% N=69
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		11% N=43
		Good		35% N=131
		Fair		32% N=121
		Poor		22% N=82
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Cape Coral for help or information	No		42% N=192
		Yes		58% N=264
	Contacted Cape Coral elected officials to express your opinion	No		86% N=391
		Yes		14% N=65
	Attended a local public meeting	No		82% N=375
		Yes		18% N=80
	Watched a local public meeting	No		66% N=299
		Yes		34% N=156
	Volunteered your time to some group/activity	No		71% N=323
		Yes		29% N=133

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	No		82% N=373
		Yes		18% N=84
	Voted in your most recent local election	No		26% N=116
		Yes		74% N=338
	Used public transportation instead of driving	No		90% N=411
		Yes		10% N=45
	Carpooled with other adults or children instead of driving alone	No		60% N=271
		Yes		40% N=184
	Walked or biked instead of driving	No		56% N=258
		Yes		44% N=199
Please rate the quality of each of the following services in Cape Coral.	Public information services	Excellent		7% N=30
		Good		43% N=177
		Fair		37% N=153
		Poor		12% N=50
	Economic development	Excellent		7% N=25
		Good		31% N=119
		Fair		37% N=143
		Poor		25% N=97
	Traffic enforcement	Excellent		9% N=42
		Good		34% N=152
		Fair		27% N=120
		Poor		29% N=127
	Traffic signal timing	Excellent		3% N=12
		Good		29% N=132
		Fair		34% N=151
		Poor		35% N=155
	Street repair	Excellent		8% N=34
		Good		33% N=145
		Fair		36% N=159
		Poor		23% N=102
	Street cleaning	Excellent		13% N=55
































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



























Street cleaning	Good		38% N=161
	Fair		32% N=136
	Poor		18% N=75
Street lighting	Excellent		9% N=40
	Good		36% N=162
	Fair		30% N=134
	Poor		25% N=112
Sidewalk maintenance	Excellent		5% N=18
	Good		38% N=143
	Fair		29% N=110
	Poor		28% N=105
Bus or transit services	Excellent		6% N=11
	Good		24% N=45
	Fair		28% N=51
	Poor		43% N=79
Land use, planning and zoning	Excellent		3% N=12
	Good		18% N=62
	Fair		34% N=117
	Poor		45% N=156
Code enforcement	Excellent		6% N=24
	Good		23% N=89
	Fair		33% N=128
	Poor		38% N=146
Affordable high-speed internet access	Excellent		9% N=42
	Good		37% N=165
	Fair		29% N=128
	Poor		24% N=107
Garbage collection	Excellent		19% N=84
	Good		44% N=197
	Fair		22% N=101
	Poor		16% N=71




























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
































Drinking water	Excellent		9% N=37
	Good		34% N=143
	Fair		33% N=136
	Poor		24% N=101
Sewer services	Excellent		13% N=48
	Good		50% N=191
	Fair		28% N=107
	Poor		9% N=36
Storm water management	Excellent		9% N=36
	Good		37% N=152
	Fair		34% N=136
	Poor		20% N=81
Power (electric and/or gas) utility	Excellent		10% N=43
	Good		42% N=187
	Fair		26% N=116
	Poor		21% N=94
Utility billing	Excellent		7% N=29
	Good		41% N=172
	Fair		25% N=108
	Poor		27% N=115
Police/Sheriff services	Excellent		28% N=117
	Good		47% N=198
	Fair		17% N=72
	Poor		8% N=33
Crime prevention	Excellent		20% N=79
	Good		48% N=190
	Fair		26% N=103
	Poor		6% N=24
Animal control	Excellent		19% N=61
	Good		46% N=151
	Fair		24% N=77
































Please rate the quality of each of the following services in Cape Coral.	Animal control	Poor	<div></div>	11% N=37
	Ambulance or emergency medical services	Excellent	<div></div>	39% N=124
		Good	<div></div>	48% N=152
		Fair	<div></div>	11% N=35
		Poor	<div></div>	3% N=9
	Fire services	Excellent	<div></div>	43% N=136
		Good	<div></div>	49% N=154
		Fair	<div></div>	7% N=21
		Poor	<div></div>	2% N=5
	Fire prevention and education	Excellent	<div></div>	28% N=83
		Good	<div></div>	41% N=120
		Fair	<div></div>	21% N=61
		Poor	<div></div>	9% N=27
Emergency preparedness	Excellent	<div></div>	15% N=63	
	Good	<div></div>	44% N=180	
	Fair	<div></div>	22% N=90	
	Poor	<div></div>	19% N=76	
Preservation of natural areas	Excellent	<div></div>	9% N=30	
	Good	<div></div>	24% N=82	
	Fair	<div></div>	32% N=106	
	Poor	<div></div>	35% N=117	
Cape Coral open space	Excellent	<div></div>	7% N=24	
	Good	<div></div>	26% N=92	
	Fair	<div></div>	36% N=129	
	Poor	<div></div>	32% N=115	
Recycling	Excellent	<div></div>	19% N=80	
	Good	<div></div>	47% N=201	
	Fair	<div></div>	24% N=101	
	Poor	<div></div>	11% N=48	
Yard waste pick-up	Excellent	<div></div>	17% N=71	
	Good	<div></div>	43% N=183	



























Please rate the quality of each of the following services in Cape Coral.	Yard waste pick-up	Fair		25% N=108
		Poor		16% N=67
	City parks	Excellent		14% N=55
		Good		47% N=184
		Fair		26% N=103
		Poor		13% N=50
	Recreation programs or classes	Excellent		11% N=31
		Good		36% N=97
		Fair		33% N=90
		Poor		20% N=54
	Recreation centers or facilities	Excellent		12% N=37
		Good		33% N=99
		Fair		34% N=103
		Poor		21% N=65
	Health services	Excellent		12% N=43
		Good		46% N=172
		Fair		26% N=94
		Poor		16% N=60
	Public library services	Excellent		30% N=105
		Good		52% N=181
		Fair		16% N=55
		Poor		3% N=9
	Overall customer service by Cape Coral employees	Excellent		20% N=82
		Good		48% N=196
		Fair		21% N=85
		Poor		10% N=42
Please rate the following categories of Cape Coral government performance.	The value of services for the taxes paid to Cape Coral	Excellent		6% N=26
		Good		34% N=140
		Fair		33% N=137
		Poor		26% N=107
	The overall direction that Cape Coral is taking	Excellent		7% N=29





















Please rate the following categories of Cape Coral government performance.	The overall direction that Cape Coral is taking	Good		27% N=114
		Fair		29% N=119
		Poor		37% N=155
	The job Cape Coral government does at welcoming resident involvement	Excellent		5% N=17
		Good		27% N=85
		Fair		34% N=107
		Poor		34% N=110
	Overall confidence in Cape Coral government	Excellent		6% N=26
		Good		24% N=97
		Fair		33% N=136
		Poor		37% N=150
	Generally acting in the best interest of the community	Excellent		5% N=21
		Good		27% N=109
		Fair		34% N=136
		Poor		34% N=138
	Being honest	Excellent		7% N=23
		Good		27% N=92
		Fair		33% N=115
		Poor		33% N=114
	Being open and transparent to the public	Excellent		6% N=22
		Good		26% N=93
		Fair		30% N=107
		Poor		38% N=136
	Informing residents about issues facing the community	Excellent		5% N=17
		Good		29% N=112
		Fair		29% N=110
		Poor		38% N=145
	Treating all residents fairly	Excellent		8% N=27
		Good		34% N=113
		Fair		34% N=113
		Poor		23% N=78

Please rate the following categories of Cape Coral government performance.	Treating residents with respect	Excellent		10% N=36
		Good		40% N=144
		Fair		30% N=107
		Poor		21% N=74
Overall, how would you rate the quality of the services provided by each of the following?	The City of Cape Coral	Excellent		10% N=44
		Good		38% N=162
		Fair		35% N=152
		Poor		17% N=74
	The Federal Government	Excellent		6% N=24
		Good		24% N=99
		Fair		33% N=134
		Poor		36% N=147
Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.	Overall economic health	Essential		47% N=214
		Very important		41% N=185
		Somewhat important		11% N=52
		Not at all important		0% N=1
	Overall quality of the transportation system	Essential		36% N=162
		Very important		41% N=183
		Somewhat important		21% N=94
		Not at all important		3% N=13
	Overall design or layout of residential and commercial areas	Essential		44% N=199
		Very important		39% N=176
		Somewhat important		16% N=74
		Not at all important		1% N=5
	Overall quality of the utility infrastructure	Essential		61% N=273
		Very important		34% N=154
		Somewhat important		5% N=21
		Not at all important		1% N=2
	Overall feeling of safety	Essential		55% N=250
		Very important		35% N=160
		Somewhat important		8% N=36

Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.	Overall feeling of safety	Not at all important		2% N=7
	Overall quality of natural environment	Essential		44% N=197
		Very important		42% N=191
		Somewhat important		12% N=55
		Not at all important		2% N=9
	Overall quality of parks and recreation opportunities	Essential		30% N=137
		Very important		43% N=195
		Somewhat important		25% N=113
		Not at all important		2% N=7
	Overall health and wellness opportunities	Essential		37% N=170
		Very important		38% N=172
		Somewhat important		22% N=100
		Not at all important		3% N=12
	Overall opportunities for education, culture, and the arts	Essential		34% N=153
		Very important		39% N=175
		Somewhat important		25% N=112
		Not at all important		2% N=9
	Residents' connection and engagement with their community	Essential		28% N=128
		Very important		37% N=169
		Somewhat important		33% N=148
		Not at all important		2% N=8
In general, how many times do you:	Access the internet from your home	Several times a day		78% N=346
		Once a day		10% N=44
		A few times a week		7% N=32
		Every few weeks		2% N=10
		Less often or never		2% N=10
	Access the internet from your cell phone	Several times a day		84% N=371
		Once a day		6% N=26
		A few times a week		5% N=21
		Every few weeks		1% N=4
		Less often or never		4% N=19

In general, how many times do you:	Visit social media sites	Several times a day		52% N=230
		Once a day		18% N=78
		A few times a week		9% N=38
		Every few weeks		4% N=17
		Less often or never		18% N=79
	Use or check email	Several times a day		73% N=321
		Once a day		18% N=79
		A few times a week		5% N=20
		Every few weeks		2% N=10
		Less often or never		2% N=9
	Share your opinions online	Several times a day		12% N=53
		Once a day		5% N=19
		A few times a week		16% N=68
		Every few weeks		15% N=64
		Less often or never		52% N=222
	Shop online	Several times a day		15% N=67
		Once a day		10% N=44
		A few times a week		38% N=166
		Every few weeks		25% N=111
		Less often or never		11% N=49
	Please rate your overall health.	Excellent		23% N=103
		Very good		45% N=202
		Good		25% N=113
		Fair		6% N=25
		Poor		1% N=3
	What impact, if any, do you think the economy will have on your family income in the next 6 months?	Very positive		6% N=27
	Do you think the impact will be:	Somewhat positive		10% N=46
		Neutral		34% N=154
		Somewhat negative		34% N=151
		Very negative		15% N=68
	How many years have you lived in Cape Coral?	Less than 2 years		9% N=42

How many years have you lived in Cape Coral?	2-5 years		19% N=86
	6-10 years		20% N=90
	11-20 years		24% N=106
	More than 20 years		28% N=124
Which best describes the building you live in?	Single-family detached home		78% N=350
	Townhouse or duplex (may share walls but no units above or below you)		7% N=33
	Condominium or apartment (have units above or below you)		13% N=59
	Mobile home		0% N=1
	Other		1% N=3
Do you rent or own your home?	Rent		23% N=102
	Own		77% N=343
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$300		1% N=6
	\$300 to \$599		8% N=34
	\$600 to \$999		9% N=41
	\$1,000 to \$1,499		19% N=81
	\$1,500 to \$2,499		35% N=151
	\$2,500 to \$3,999		20% N=85
	\$4,000 to \$6,999		6% N=25
	\$7,000 to \$9,999		1% N=5
	\$10,000 or more		2% N=7
Do any children 17 or under live in your household?	No		77% N=340
	Yes		23% N=102
Are you or any other members of your household aged 65 or older?	No		57% N=250
	Yes		43% N=192
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		5% N=21
	\$25,000 to \$49,999		21% N=88
	\$50,000 to \$74,999		22% N=92
	\$75,000 to \$99,999		19% N=79
	\$100,000 to \$149,999		22% N=93
	\$150,000 to \$199,999		6% N=26
	\$200,000 to \$299,999		4% N=17

from all sources for all persons living in your household.)	\$300,000 or more		2% N=8
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin		79% N=341
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin		21% N=92
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		2% N=8
	Asian		2% N=10
	Black or African American		3% N=12
	Native Hawaiian or Other Pacific Islander		0% N=1
	White		86% N=375
	A race not listed		10% N=45
In which category is your age?	18-24 years		5% N=20
	25-34 years		11% N=50
	35-44 years		13% N=57
	45-54 years		19% N=86
	55-64 years		17% N=73
	65-74 years		24% N=106
	75 years or older		11% N=51
What is your gender?	Woman		52% N=224
	Man		47% N=206
	Identify in another way		1% N=5
If you identify in another way, how would you describe it?	Identify in another way		100% N=5

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 2021 and 2023 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.

		1997	2005	2007	2008	2009	2011	2013	2015	2016	2017	2019	2021	2023
Please rate each of the following aspects of quality of life in Cape Coral.	Cape Coral as a place to live	84%	69%	71%	67%	74%	80%	81%			83%	82%	82%	73%
	Your neighborhood as a place to live	83%	75%	71%	75%	77%	77%	81%			79%	80%	84%	77%
	Cape Coral as a place to raise children	75%	56%	58%	61%	67%	72%	78%			77%	67%	78%	59%
	Cape Coral as a place to work		33%	26%	29%	23%	34%	36%			40%	46%	47%	43%
	Cape Coral as a place to visit								68%		60%	63%	67%	52%
	Cape Coral as a place to retire	78%	61%	67%	69%	75%	78%	80%			77%	85%	85%	63%
	The overall quality of life	81%	60%	61%	63%	69%	73%	74%			78%	74%	82%	66%
	Sense of community	55%	45%	48%	50%	51%	63%	42%			50%	53%	57%	49%
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall economic health								45%		52%	51%	65%	48%
	Overall quality of the transportation system												47%	27%
	Overall design or layout of residential and commercial areas								51%		49%	47%	57%	42%
	Overall quality of the utility infrastructure												56%	39%
	Overall feeling of safety	90%							80%		80%	78%	79%	71%
	Overall quality of natural environment			58%	63%	61%	67%	70%			63%	60%	71%	53%
	Overall quality of parks and recreation opportunities												71%	52%
	Overall health and wellness opportunities								67%		64%	61%	67%	54%
	Overall opportunities for education, culture, and the arts								50%		51%	45%	46%	41%
	Residents' connection and engagement with their community												46%	36%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Cape Coral to someone who asks			72%	70%	77%	81%	86%			85%	80%	85%	64%
	Remain in Cape Coral for the next five years			73%	73%	79%	81%	85%			86%	84%	84%	73%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	95%	93%	90%	92%	95%	94%	94%			92%	93%	96%	92%
	In Cape Coral's downtown/commercial area during the day	92%	87%	88%	89%	93%	92%	85%			87%	83%	90%	86%
	From property crime	53%	44%	45%	44%	61%	59%						77%	75%
	From violent crime	75%	60%	62%	67%	76%	74%						83%	77%
	From fire, flood, or other natural disaster												71%	47%
Please rate the job you feel the Cape Coral community does at each of the following.	Making all residents feel welcome												64%	51%
	Attracting people from diverse backgrounds												63%	52%
	Valuing/respecting residents from diverse backgrounds												63%	51%
	Taking care of vulnerable residents												56%	38%
Please rate each of the following in the Cape Coral community.	Overall quality of business and service establishments			56%	56%	47%	58%	53%			53%	53%	74%	66%

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

Please also rate each of the following in the Cape Coral community.	Neighborliness of residents	52%						50%	53%	54%	46%				
	Opportunities to participate in social events and activities	57%						54%	52%	58%	55%	49%	55%	49%	49%
	Opportunities to attend special events and festivals	61%						60%	63%	58%	51%				
	Opportunities to volunteer	76%						67%	69%	75%	63%	68%	68%	67%	55%
	Opportunities to participate in community matters	53%						48%	51%	55%	56%	54%	58%	52%	38%
	Openness and acceptance of the community toward people of diver..	60%	55%	58%	55%	58%	64%	48%	58%	54%	56%	46%			
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Cape Coral for help or information	71%	67%	68%	66%	57%	48%	52%	54%	49%	56%	58%			
	Contacted Cape Coral elected officials to express your opinion	14%						17%	15%	18%	14%				
	Attended a local public meeting	23%	27%	27%	22%	27%	17%	16%	17%	11%	17%	17%			
	Watched a local public meeting	62%	61%	56%	58%	53%	45%	23%	33%	27%	30%	34%			
	Volunteered your time to some group/activity	44%	42%	36%	37%	44%	33%	32%	37%	25%	24%	29%			
	Campaigned or advocated for a local issue, cause, or candidate	22%						20%	19%	16%	18%				
	Voted in your most recent local election	64%	71%	76%	81%	75%	67%	78%	74%						
	Used public transportation instead of driving	6%						6%	8%	10%	10%				
	Carpooled with other adults or children instead of driving alone	33%						40%	39%	33%	40%				
	Walked or biked instead of driving	48%						44%	39%	52%	44%				
Please rate the quality of each of the following services in Cape Coral.	Public information services	72%	53%	61%	65%	53%	62%	57%	58%	65%	66%	50%			
	Economic development	41%	30%	31%	22%	21%	35%	39%	44%	45%	58%	37%			
	Traffic enforcement	51%	43%	55%	50%	56%	59%	59%	61%	60%	60%	43%			
	Traffic signal timing	37%	30%	44%	44%	39%	48%	41%	42%	38%	44%	32%			
	Street repair	78%	30%	27%	36%	33%	29%	39%	31%	36%	35%	48%	41%		
	Street cleaning	42%	33%	48%	40%	52%	51%	47%	45%	46%	60%	51%			
	Street lighting	43%	39%	47%	39%	38%	40%	44%	43%	26%	46%	45%			
	Sidewalk maintenance	37%	35%	43%	42%	39%	43%	40%	46%	30%	54%	43%			
	Bus or transit services	45%	37%	44%	40%	41%	44%	43%	33%	34%	34%	28%			
	Land use, planning and zoning	27%	19%	27%	25%	24%	32%	33%	32%	29%	36%	21%			
	Code enforcement	43%	31%	33%	23%	36%	31%	31%	37%	39%	44%	29%			
	Affordable high-speed internet access	48%										47%			
	Garbage collection	84%	76%	82%	82%	74%	84%	83%	79%	61%	67%	62%			
	Drinking water	48%	37%	47%	48%	46%	44%	51%	41%	45%	45%	43%			
	Sewer services	73%	52%	69%	63%	59%	65%	69%	66%	60%	68%	62%			
	Storm water management	66%	49%	33%	58%	55%	52%	54%	52%	51%	53%	62%	46%		
	Power (electric and/or gas) utility	72%						67%	65%	70%	74%	68%	68%	74%	52%
	Utility billing	66%						60%	57%	64%	47%				
	Police/Sheriff services	82%	65%	71%	72%	72%	77%	79%	78%	78%	78%	75%			
	Crime prevention	76%	51%	52%	50%	71%	71%	71%	71%	69%	75%	67%			
Animal control	60%	50%	46%	51%	48%	52%	55%	58%	53%	72%	65%				

Please rate the quality of each of the following services in Cape Coral.	Ambulance or emergency medical services	93% 82% 89% 88% 88% 90% 89%	90% 89% 86% 86%
	Fire services	95% 90% 90% 87% 89% 93% 91%	92% 93% 90% 92%
	Fire prevention and education	83% 65% 68% 65% 78% 69% 74%	69% 83% 77% 69%
	Emergency preparedness	67% 68% 61% 64% 60%	70% 66% 74% 59%
	Preservation of natural areas	42% 47% 48% 55% 49%	44% 46% 60% 33%
	Cape Coral open space	49%	44% 44% 56% 32%
	Recycling	84% 72% 84% 84% 79% 87% 82%	81% 60% 71% 66%
	Yard waste pick-up	77% 70% 80% 80% 77% 80% 84%	71% 56% 67% 60%
	City parks	69% 64% 76% 85% 80% 83% 76% 89%	75% 70% 72% 61%
	Recreation programs or classes	68% 67% 72% 67% 68% 70% 58%	61% 66% 66% 47%
	Recreation centers or facilities	61% 57% 66% 68% 64% 68% 57%	61% 61% 61% 44%
	Health services	59% 46% 62% 53% 55% 60% 65%	58% 62% 68% 58%
	Public library services	88% 82% 83% 89% 83% 89% 87%	80% 88% 87% 81%
	Overall customer service by Cape Coral employees	74% 64% 65% 62% 74% 73% 68%	67% 66% 75% 69%
Please rate the following categories of Cape Coral government performance.	The value of services for the taxes paid to Cape Coral	51% 27% 29% 32% 35% 49% 40%	46% 41% 48% 40%
	The overall direction that Cape Coral is taking	53% 31% 33% 29% 32% 47% 50%	50% 44% 54% 34%
	The job Cape Coral government does at welcoming resident involve..	50% 36% 35% 28% 32% 41% 45%	43% 42% 44% 32%
	Overall confidence in Cape Coral government	33%	31% 37% 45% 30%
	Generally acting in the best interest of the community	40%	34% 43% 48% 32%
	Being honest	38%	35% 45% 48% 33%
	Being open and transparent to the public		42% 32%
	Informing residents about issues facing the community		45% 34%
	Treating all residents fairly	42%	40% 50% 53% 42%
	Treating residents with respect		62% 50%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Cape Coral	75% 46% 60% 50% 56% 62% 63%	64% 66% 63% 48%
	The Federal Government	45% 34% 41% 32% 36% 38% 36%	47% 44% 41% 30%
Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.	Overall economic health	93%	92% 88% 92% 88%
	Overall quality of the transportation system		79% 76%
	Overall design or layout of residential and commercial areas	76%	81% 79% 84% 82%
	Overall quality of the utility infrastructure		92% 95%
	Overall feeling of safety	91%	98% 94% 91% 91%
	Overall quality of natural environment	79%	90% 87% 88% 86%
	Overall quality of parks and recreation opportunities		81% 73%
	Overall health and wellness opportunities	78%	82% 78% 80% 75%
	Overall opportunities for education, culture, and the arts	75%	81% 77% 70% 73%
	Residents' connection and engagement with their community	77%	81% 83% 70% 65%
In general, how many times do you:	Access the internet from your home		95% 96%

In general, how many times do you:	Access the internet from your cell phone	95% 95%							
	Visit social media sites	81% 78%							
	Use or check email	97% 96%							
	Share your opinions online	48% 33%							
	Shop online	58% 63%							
	Please rate your overall health.	68% 56% 61% 65% 68%							
	What impact, if any, do you think the economy will have on your fa..	31% 12%	6% 12%	17% 23%	39%	35% 32%	26% 16%		

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Cape Coral conducted a survey of 3,000 residents. Survey invitations were mailed to randomly selected households and data were collected from June 13th, 2023 to August 1st, 2023. 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 two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on July 18th, 2023. The survey remained open for 2 weeks and there were 105 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. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2020 Census and 2022 American Community Survey estimates for adults in the City of Cape Coral. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. 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 open participation survey are presented in the following table.

































* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>

































		Unweighted	Weighted	Target*
Age	18-34	3%	14%	21%
	35-54	22%	33%	30%
	55+	75%	53%	49%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish ..	95%	78%	79%
	Yes, I consider myself to be of Hispanic, La..	5%	22%	21%
Housing tenure	Own	97%	85%	77%
	Rent	3%	15%	23%
Housing type	Attached	12%	19%	19%
	Detached	88%	81%	81%
Race & Hispanic origin	Not white alone	11%	31%	29%
	White alone, not Hispanic or Latino	89%	69%	71%
Sex	Man	32%	49%	49%
	Woman	68%	51%	51%
Sex/age	Man 18-34	1%	5%	10%
	Man 35-54	10%	15%	15%
	Man 55+	21%	29%	24%
	Woman 18-34	2%	10%	11%
	Woman 35-54	12%	18%	15%
	Woman 55+	54%	24%	25%

































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. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

	In which area of Cape Coral do you live? (please refer to the map above)	Area 1 - Northeast		8% N=8
		Area 2 - Northwest		16% N=17
		Area 3 - Southwest		32% N=34
		Area 4 - Southeast		44% N=46
Please rate each of the following aspects of quality of life in Cape Coral.	Cape Coral as a place to live	Excellent		17% N=18
		Good		49% N=52
		Fair		33% N=35
		Poor		0% N=
	Your neighborhood as a place to live	Excellent		30% N=32
		Good		40% N=42
		Fair		25% N=26
		Poor		5% N=5
	Cape Coral as a place to raise children	Excellent		24% N=13
		Good		38% N=21
		Fair		34% N=18
		Poor		4% N=2
	Cape Coral as a place to work	Excellent		11% N=8
		Good		23% N=17
		Fair		41% N=30
		Poor		25% N=18
	Cape Coral as a place to visit	Excellent		18% N=18
		Good		32% N=32
		Fair		33% N=33
		Poor		18% N=18
	Cape Coral as a place to retire	Excellent		23% N=23
		Good		46% N=47
		Fair		20% N=20
		Poor		11% N=11

































Please rate each of the following aspects of quality of life in Cape Coral.	The overall quality of life	Excellent		10% N=10
		Good		50% N=52
		Fair		36% N=38
		Poor		5% N=5
	Sense of community	Excellent		7% N=7
		Good		31% N=33
		Fair		36% N=38
		Poor		26% N=27
Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall economic health	Excellent		7% N=7
		Good		34% N=34
		Fair		42% N=42
		Poor		16% N=16
	Overall quality of the transportation system	Excellent		2% N=2
		Good		16% N=15
		Fair		30% N=28
		Poor		51% N=47
	Overall design or layout of residential and commercial areas	Excellent		1% N=1
		Good		31% N=32
		Fair		32% N=33
		Poor		36% N=37
	Overall quality of the utility infrastructure	Excellent		7% N=7
		Good		27% N=28
		Fair		31% N=32
		Poor		36% N=37
	Overall feeling of safety	Excellent		31% N=32
		Good		40% N=41
		Fair		25% N=26
		Poor		5% N=5
	Overall quality of natural environment	Excellent		5% N=5
		Good		46% N=47
		Fair		33% N=34
		Poor		16% N=17

Please rate each of the following characteristics as they relate to Cape Coral as a whole.	Overall quality of parks and recreation opportunities	Excellent		17% N=16
		Good		55% N=54
		Fair		23% N=23
		Poor		6% N=6
	Overall health and wellness opportunities	Excellent		8% N=8
		Good		36% N=36
		Fair		43% N=43
		Poor		13% N=13
	Overall opportunities for education, culture, and the arts	Excellent		6% N=6
		Good		23% N=23
		Fair		28% N=28
		Poor		44% N=44
	Residents' connection and engagement with their community	Excellent		0% N=
		Good		30% N=29
		Fair		39% N=38
		Poor		31% N=31
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		24% N=25
		Somewhat likely		46% N=48
		Somewhat unlikely		11% N=11
		Very unlikely		19% N=20
	Remain in Cape Coral for the next five years	Very likely		43% N=45
		Somewhat likely		25% N=26
		Somewhat unlikely		28% N=29
		Very unlikely		3% N=4
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		72% N=75
		Somewhat safe		14% N=15
		Neither safe nor unsafe		12% N=12
		Somewhat unsafe		2% N=3
		Very unsafe		0% N=
	In Cape Coral's downtown/commercial area during the day	Very safe		57% N=56
		Somewhat safe		30% N=30
		Neither safe nor unsafe		9% N=9







Please rate how safe or unsafe you feel:	In Cape Coral's downtown/commercial area during the day	Somewhat unsafe		4% N=4
		Very unsafe		0% N=
	From property crime	Very safe		44% N=44
		Somewhat safe		34% N=34
		Neither safe nor unsafe		10% N=10
		Somewhat unsafe		10% N=10
		Very unsafe		1% N=1
	From violent crime	Very safe		57% N=56
		Somewhat safe		29% N=29
		Neither safe nor unsafe		8% N=8
		Somewhat unsafe		4% N=4
		Very unsafe		3% N=2
	From fire, flood, or other natural disaster	Very safe		21% N=22
		Somewhat safe		37% N=38
		Neither safe nor unsafe		2% N=2
		Somewhat unsafe		34% N=35
		Very unsafe		6% N=6
Please rate the job you feel the Cape Coral community does at each of the following.	Making all residents feel welcome	Excellent		8% N=8
		Good		34% N=33
		Fair		43% N=42
		Poor		16% N=15
	Attracting people from diverse backgrounds	Excellent		8% N=7
		Good		20% N=18
		Fair		42% N=38
		Poor		31% N=28
	Valuing/respecting residents from diverse backgrounds	Excellent		7% N=6
		Good		19% N=17
		Fair		42% N=38
		Poor		33% N=30
	Taking care of vulnerable residents	Excellent		12% N=11
		Good		10% N=9
		Fair		43% N=38

Coral community does at each of the following.	Taking care of vulnerable residents	Poor		34% N=30
Please rate each of the following in the Cape Coral community.	Overall quality of business and service establishments	Excellent		12% N=13
		Good		39% N=41
		Fair		43% N=45
		Poor		6% N=6
	Variety of business and service establishments	Excellent		8% N=8
		Good		23% N=24
		Fair		49% N=51
		Poor		20% N=20
	Vibrancy of downtown/commercial area	Excellent		4% N=4
		Good		25% N=25
		Fair		46% N=45
		Poor		25% N=25
	Employment opportunities	Excellent		1% N=1
		Good		14% N=12
		Fair		47% N=39
		Poor		38% N=31
	Shopping opportunities	Excellent		3% N=4
		Good		29% N=31
		Fair		46% N=47
		Poor		21% N=22
	Cost of living	Excellent		2% N=2
		Good		11% N=12
		Fair		33% N=35
		Poor		54% N=56
	Overall image or reputation	Excellent		7% N=7
		Good		39% N=39
		Fair		44% N=44
		Poor		11% N=11
Please also rate each of the following in the Cape Coral community.	Traffic flow on major streets	Excellent		1% N=1
		Good		24% N=25
		Fair		37% N=39

































Please also rate each of the following in the Cape Coral community.

Traffic flow on major streets	Poor		38% N=39
Ease of public parking	Excellent		9% N=9
	Good		33% N=34
	Fair		25% N=26
	Poor		33% N=35
Ease of travel by car	Excellent		6% N=6
	Good		33% N=35
	Fair		31% N=33
	Poor		30% N=31
Ease of travel by public transportation	Excellent		4% N=2
	Good		6% N=3
	Fair		34% N=19
	Poor		56% N=31
Ease of travel by bicycle	Excellent		4% N=3
	Good		13% N=9
	Fair		16% N=12
	Poor		66% N=48
Ease of walking	Excellent		4% N=3
	Good		15% N=14
	Fair		20% N=19
	Poor		62% N=58
Well-planned residential growth	Excellent		0% N=
	Good		16% N=16
	Fair		28% N=28
	Poor		55% N=55
Well-planned commercial growth	Excellent		0% N=
	Good		17% N=18
	Fair		33% N=34
	Poor		50% N=51
Well-designed neighborhoods	Excellent		0% N=
	Good		16% N=17
	Fair		50% N=52








Please also rate each of the following in the Cape Coral community.




























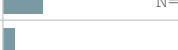




Well-designed neighborhoods	Poor		34% N=36
Preservation of the historical or cultural character of the community	Excellent		3% N=2
	Good		9% N=8
	Fair		43% N=37
	Poor		45% N=39
Public places where people want to spend time	Excellent		6% N=6
	Good		19% N=20
	Fair		49% N=51
	Poor		26% N=27
Variety of housing options	Excellent		1% N=1
	Good		20% N=21
	Fair		37% N=39
	Poor		42% N=43
Availability of affordable quality housing	Excellent		2% N=2
	Good		6% N=6
	Fair		21% N=21
	Poor		71% N=71
Overall quality of new development	Excellent		0% N=
	Good		25% N=24
	Fair		48% N=47
	Poor		27% N=26
Overall appearance	Excellent		9% N=10
	Good		22% N=23
	Fair		49% N=51
	Poor		20% N=21
Cleanliness	Excellent		10% N=11
	Good		39% N=40
	Fair		30% N=31
	Poor		20% N=21
Water resources	Excellent		1% N=1
	Good		30% N=32
	Fair		39% N=41






























Please also rate each of the following in the Cape Coral community.

































Water resources	Poor		29% N=31
Air quality	Excellent		20% N=20
	Good		56% N=57
	Fair		16% N=17
	Poor		8% N=9
Availability of paths and walking trails	Excellent		10% N=9
	Good		20% N=17
	Fair		41% N=37
	Poor		29% N=26
Fitness opportunities	Excellent		17% N=14
	Good		18% N=15
	Fair		51% N=43
	Poor		15% N=13
Recreational opportunities	Excellent		12% N=11
	Good		24% N=22
	Fair		51% N=47
	Poor		13% N=12
Availability of affordable quality food	Excellent		7% N=8
	Good		41% N=42
	Fair		32% N=33
	Poor		19% N=20
Availability of affordable quality health care	Excellent		6% N=6
	Good		31% N=32
	Fair		40% N=40
	Poor		23% N=23
Availability of preventive health services	Excellent		7% N=7
	Good		35% N=34
	Fair		43% N=43
	Poor		15% N=15
Availability of affordable quality mental health care	Excellent		2% N=1
	Good		26% N=17
	Fair		32% N=21

































Please also rate each of the following in the Cape Coral community.

Availability of affordable quality mental health care	Poor		40% N=26
Opportunities to attend cultural/arts/music activities	Excellent		5% N=5
	Good		27% N=25
	Fair		33% N=30
	Poor		34% N=31
Community support for the arts	Excellent		7% N=6
	Good		13% N=12
	Fair		51% N=45
	Poor		29% N=26
Availability of affordable quality childcare/preschool	Excellent		7% N=2
	Good		33% N=11
	Fair		24% N=8
	Poor		36% N=12
K-12 education	Excellent		9% N=5
	Good		50% N=30
	Fair		14% N=8
	Poor		28% N=17
Adult educational opportunities	Excellent		12% N=7
	Good		26% N=15
	Fair		27% N=15
	Poor		36% N=21
Sense of civic/community pride	Excellent		4% N=4
	Good		22% N=19
	Fair		52% N=44
	Poor		22% N=19
Neighborliness of residents	Excellent		3% N=4
	Good		27% N=28
	Fair		50% N=52
	Poor		20% N=21
Opportunities to participate in social events and activities	Excellent		3% N=3
	Good		42% N=39
	Fair		47% N=44

































Please also rate each of the following in the Cape Coral community.	Opportunities to participate in social events and activities	Poor		9% N=9
	Opportunities to attend special events and festivals	Excellent		7% N=7
		Good		41% N=41
		Fair		42% N=42
		Poor		9% N=9
	Opportunities to volunteer	Excellent		10% N=7
		Good		29% N=19
		Fair		59% N=39
		Poor		2% N=1
	Opportunities to participate in community matters	Excellent		5% N=5
		Good		28% N=25
		Fair		39% N=35
		Poor		27% N=25
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		6% N=6
		Good		27% N=24
		Fair		24% N=22
		Poor		43% N=39
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Cape Coral for help or information	No		37% N=38
		Yes		63% N=67
	Contacted Cape Coral elected officials to express your opinion	No		66% N=70
		Yes		34% N=35
	Attended a local public meeting	No		74% N=78
		Yes		26% N=27
	Watched a local public meeting	No		39% N=41
		Yes		61% N=64
	Volunteered your time to some group/activity	No		72% N=74
		Yes		28% N=30
	Campaigned or advocated for a local issue, cause, or candidate	No		80% N=84
		Yes		20% N=21
	Voted in your most recent local election	No		6% N=6
		Yes		94% N=99
	Used public transportation instead of driving	No		92% N=97

































Please indicate whether or not you have done each of the following in the last 12 months.	Used public transportation instead of driving	Yes		8% N=8
	Carpooled with other adults or children instead of driving alone	No		66% N=68
		Yes		34% N=36
	Walked or biked instead of driving	No		69% N=73
		Yes		31% N=32
Please rate the quality of each of the following services in Cape Coral.	Public information services	Excellent		12% N=12
		Good		51% N=50
		Fair		33% N=33
		Poor		5% N=5
	Economic development	Excellent		0% N=
		Good		34% N=33
		Fair		36% N=34
		Poor		30% N=29
	Traffic enforcement	Excellent		4% N=4
		Good		36% N=37
		Fair		17% N=17
		Poor		43% N=45
	Traffic signal timing	Excellent		2% N=2
		Good		18% N=19
		Fair		48% N=51
		Poor		31% N=33
	Street repair	Excellent		9% N=9
		Good		37% N=38
		Fair		33% N=34
		Poor		21% N=22
	Street cleaning	Excellent		10% N=10
		Good		35% N=36
		Fair		27% N=27
		Poor		28% N=28
	Street lighting	Excellent		4% N=4
		Good		32% N=34
		Fair		42% N=44

Please rate the quality of each of the following services in Cape Coral.	Street lighting	Poor		22% N=23
	Sidewalk maintenance	Excellent		6% N=6
		Good		44% N=43
		Fair		27% N=26
		Poor		23% N=23
	Bus or transit services	Excellent		7% N=3
		Good		11% N=5
		Fair		19% N=9
		Poor		63% N=30
	Land use, planning and zoning	Excellent		5% N=5
		Good		7% N=6
		Fair		26% N=23
		Poor		62% N=56
	Code enforcement	Excellent		7% N=7
		Good		28% N=29
		Fair		30% N=32
		Poor		35% N=36
	Affordable high-speed internet access	Excellent		9% N=9
		Good		20% N=21
		Fair		47% N=49
		Poor		24% N=25
	Garbage collection	Excellent		13% N=13
		Good		36% N=37
		Fair		39% N=40
		Poor		13% N=13
	Drinking water	Excellent		13% N=12
		Good		32% N=31
		Fair		26% N=25
		Poor		29% N=28
	Sewer services	Excellent		12% N=12
		Good		44% N=43
		Fair		34% N=33

Please rate the quality of each of the following services in Cape Coral.	Sewer services	Poor		10% N=10
	Storm water management	Excellent		10% N=11
		Good		41% N=42
		Fair		33% N=34
		Poor		17% N=18
	Power (electric and/or gas) utility	Excellent		14% N=15
		Good		26% N=27
		Fair		47% N=50
		Poor		13% N=13
	Utility billing	Excellent		11% N=11
		Good		27% N=27
		Fair		39% N=39
		Poor		23% N=23
	Police/Sheriff services	Excellent		32% N=31
		Good		31% N=30
		Fair		25% N=24
		Poor		11% N=11
	Crime prevention	Excellent		28% N=25
		Good		36% N=32
		Fair		30% N=26
		Poor		6% N=5
	Animal control	Excellent		8% N=6
		Good		40% N=30
		Fair		33% N=24
		Poor		19% N=14
	Ambulance or emergency medical services	Excellent		25% N=18
		Good		49% N=35
		Fair		26% N=19
	Fire services	Excellent		38% N=28
		Good		41% N=31
		Fair		21% N=16
	Fire prevention and education	Excellent		8% N=5







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

































Fire prevention and education	Good		42% N=28
	Fair		50% N=33
Emergency preparedness	Excellent		11% N=12
	Good		44% N=44
	Fair		27% N=28
	Poor		18% N=18
Preservation of natural areas	Excellent		9% N=8
	Good		19% N=18
	Fair		36% N=34
	Poor		37% N=35
Cape Coral open space	Excellent		2% N=2
	Good		20% N=20
	Fair		51% N=51
	Poor		26% N=26
Recycling	Excellent		19% N=19
	Good		31% N=31
	Fair		41% N=41
	Poor		9% N=9
Yard waste pick-up	Excellent		24% N=25
	Good		16% N=17
	Fair		34% N=35
	Poor		25% N=26
City parks	Excellent		13% N=12
	Good		42% N=39
	Fair		40% N=38
	Poor		5% N=5
Recreation programs or classes	Excellent		16% N=10
	Good		43% N=25
	Fair		35% N=20
	Poor		5% N=3
Recreation centers or facilities	Excellent		15% N=11
	Good		26% N=18

































Please rate the quality of each of the following services in Cape Coral.	Recreation centers or facilities	Fair		47% N=33
		Poor		12% N=8
	Health services	Excellent		8% N=7
		Good		42% N=38
		Fair		33% N=29
		Poor		16% N=15
	Public library services	Excellent		27% N=23
		Good		48% N=40
		Fair		25% N=21
	Overall customer service by Cape Coral employees	Excellent		29% N=29
		Good		33% N=33
		Fair		30% N=30
		Poor		9% N=9
Please rate the following categories of Cape Coral government performance.	The value of services for the taxes paid to Cape Coral	Excellent		6% N=6
		Good		25% N=25
		Fair		40% N=40
		Poor		29% N=29
	The overall direction that Cape Coral is taking	Excellent		1% N=1
		Good		31% N=31
		Fair		29% N=30
		Poor		39% N=39
	The job Cape Coral government does at welcoming resident involvement	Excellent		5% N=5
		Good		24% N=22
		Fair		31% N=29
		Poor		40% N=37
	Overall confidence in Cape Coral government	Excellent		1% N=1
		Good		14% N=14
		Fair		39% N=40
		Poor		46% N=47
	Generally acting in the best interest of the community	Excellent		1% N=1
		Good		14% N=14
		Fair		39% N=38

























Please rate the following categories of Cape Coral government performance.	Generally acting in the best interest of the community	Poor		45% N=44
	Being honest	Excellent		3% N=2
		Good		17% N=15
		Fair		39% N=34
		Poor		42% N=37
	Being open and transparent to the public	Excellent		2% N=2
		Good		23% N=21
		Fair		27% N=24
		Poor		47% N=43
	Informing residents about issues facing the community	Excellent		7% N=7
		Good		29% N=29
		Fair		31% N=31
		Poor		33% N=33
	Treating all residents fairly	Excellent		7% N=6
		Good		24% N=19
		Fair		25% N=21
		Poor		44% N=36
	Treating residents with respect	Excellent		13% N=12
		Good		25% N=22
		Fair		27% N=24
		Poor		35% N=31
Overall, how would you rate the quality of the services provided by each of the following?	The City of Cape Coral	Excellent		7% N=7
		Good		34% N=36
		Fair		35% N=37
		Poor		23% N=24
	The Federal Government	Excellent		2% N=2
		Good		24% N=23
		Fair		44% N=44
		Poor		30% N=30
Please rate how important, if at all, you think it is for the Cape Coral community to focus on each of the following in the coming two years.	Overall economic health	Essential		41% N=42
		Very important		42% N=43
		Somewhat important		17% N=17

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

Overall quality of the transportation system	Essential		50% N=52
	Very important		32% N=33
	Somewhat important		14% N=15
	Not at all important		4% N=4
Overall design or layout of residential and commercial areas	Essential		49% N=51
	Very important		36% N=37
	Somewhat important		14% N=14
	Not at all important		1% N=1
Overall quality of the utility infrastructure	Essential		74% N=78
	Very important		24% N=25
	Somewhat important		2% N=2
Overall feeling of safety	Essential		55% N=57
	Very important		36% N=38
	Somewhat important		10% N=10
Overall quality of natural environment	Essential		60% N=63
	Very important		28% N=29
	Somewhat important		12% N=12
	Not at all important		0% N=
Overall quality of parks and recreation opportunities	Essential		41% N=43
	Very important		35% N=37
	Somewhat important		22% N=23
	Not at all important		2% N=2
Overall health and wellness opportunities	Essential		41% N=43
	Very important		33% N=35
	Somewhat important		23% N=24
	Not at all important		3% N=3
Overall opportunities for education, culture, and the arts	Essential		38% N=40
	Very important		35% N=36
	Somewhat important		23% N=24
	Not at all important		5% N=5
Residents' connection and engagement with their community	Essential		39% N=41
	Very important		31% N=32

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.	Residents' connection and engagement with their community	Somewhat important	 30% N=32
		Not at all important	 0% N=
In general, how many times do you:	Access the internet from your home	Several times a day	 79% N=83
		Once a day	 8% N=8
		A few times a week	 13% N=14
	Access the internet from your cell phone	Several times a day	 90% N=95
		Once a day	 3% N=4
		A few times a week	 3% N=3
		Every few weeks	 2% N=2
		Less often or never	 1% N=1
	Visit social media sites	Several times a day	 81% N=85
		Once a day	 9% N=9
		A few times a week	 1% N=1
		Every few weeks	 2% N=2
		Less often or never	 7% N=8
	Use or check email	Several times a day	 86% N=91
		Once a day	 13% N=13
		Every few weeks	 1% N=1
	Share your opinions online	Several times a day	 19% N=20
		Once a day	 4% N=5
		A few times a week	 30% N=31
		Every few weeks	 22% N=23
		Less often or never	 24% N=25
	Shop online	Several times a day	 10% N=10
		Once a day	 12% N=12
		A few times a week	 41% N=41
		Every few weeks	 27% N=27
		Less often or never	 10% N=10
Please rate your overall health.		Excellent	 43% N=45
		Very good	 33% N=35
		Good	 23% N=24
		Fair	 1% N=1

	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		0% N=
		Somewhat positive		9% N=10
		Neutral		43% N=46
		Somewhat negative		33% N=35
		Very negative		14% N=15
How many years have you lived in Cape Coral?	How many years have you lived in Cape Coral?	Less than 2 years		24% N=25
		2-5 years		32% N=33
		6-10 years		9% N=9
		11-20 years		19% N=20
		More than 20 years		17% N=18
	Which best describes the building you live in?	Single-family detached home		80% N=82
		Townhouse or duplex (may share walls but no units above ..		11% N=11
		Condominium or apartment (have units above or below you)		8% N=8
		Other		1% N=1
	Do you rent or own your home?	Rent		15% N=15
		Own		85% N=88
	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	\$300 to \$599		6% N=6
		\$600 to \$999		7% N=7
		\$1,000 to \$1,499		18% N=18
		\$1,500 to \$2,499		43% N=44
		\$2,500 to \$3,999		20% N=20
		\$4,000 to \$6,999		5% N=5
		\$7,000 to \$9,999		0% N=
		\$10,000 or more		1% N=1
	Do any children 17 or under live in your household?	No		78% N=80
		Yes		22% N=23
	Are you or any other members of your household aged 65 or older?	No		59% N=61
		Yes		41% N=42
	How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		2% N=2
		\$25,000 to \$49,999		6% N=6
		\$50,000 to \$74,999		29% N=29
		\$75,000 to \$99,999		17% N=17

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	\$100,000 to \$149,999		16% N=16
	\$150,000 to \$199,999		13% N=12
	\$200,000 to \$299,999		11% N=11
	\$300,000 or more		6% N=6
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin		78% N=79
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanis..		22% N=22
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		3% N=3
	Black or African American		0% N=
	White		93% N=93
	A race not listed		12% N=12
In which category is your age?	25-34 years		15% N=15
	35-44 years		16% N=16
	45-54 years		18% N=18
	55-64 years		19% N=19
	65-74 years		30% N=30
	75 years or older		4% N=4
What is your gender?	Woman		51% N=52
	Man		49% N=50
How did you hear about this survey? (Select all that apply.)	The City's website		7% N=7
	The City's social media (Facebook, Twitter, Instagram,...		47% N=49
	Received an email from the City		17% N=18
	In a City newsletter or utility bill		22% N=22
	In my Facebook feed		7% N=7
	Other		0% N=

The City of Cape Coral 2023 Community Survey

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 confidential and no identifying information will be shared.

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

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

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

	<u>Excellent</u>	<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, broadband)	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.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't 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

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't 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 residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	1	2	3	4	5

6. Please rate each of the following in the Cape Coral community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<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	1	2	3	4	5
Cost of living in Cape Coral	1	2	3	4	5
Overall image or reputation of Cape Coral	1	2	3	4	5

7. Please also rate each of the following in the Cape Coral community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Cape Coral	1	2	3	4	5
Ease of travel by public transportation in Cape Coral	1	2	3	4	5
Ease of travel by bicycle in Cape Coral.....	1	2	3	4	5
Ease of walking in Cape Coral	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Cape Coral	1	2	3	4	5
Overall appearance of Cape Coral.....	1	2	3	4	5
Cleanliness of Cape Coral.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts	1	2	3	4	5
Availability of affordable quality childcare/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride	1	2	3	4	5
Neighborliness of residents in Cape Coral.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5

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

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

The City of Cape Coral 2023 Community Survey

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Cape Coral open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Cape Coral employees (police, receptionists, planners, etc.).....	1	2	3	4	5

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

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

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

	<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.

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

The City of Cape Coral 2023 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

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

D2. Please rate your overall health.

☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

D4. How many years have you lived in Cape Coral?

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

D5. Which best describes the building you live in?

☐ Single-family detached home
☐ Townhouse or duplex (may share walls but
no units above or below you)
☐ Condominium or apartment (have units
above or below you)
☐ Mobile home
☐ Other

D6. Do you rent or own your home?

☐ Rent
☐ Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

☐ Less than \$300 ☐ \$2,500 to \$3,999
☐ \$300 to \$599 ☐ \$4,000 to \$6,999
☐ \$600 to \$999 ☐ \$7,000 to \$9,999
☐ \$1,000 to \$1,499 ☐ \$10,000 or more
☐ \$1,500 to \$2,499

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

☐ No ☐ Yes

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

☐ No ☐ Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

☐ Less than \$25,000 ☐ \$100,000 to \$149,999
☐ \$25,000 to \$49,999 ☐ \$150,000 to \$199,999
☐ \$50,000 to \$74,999 ☐ \$200,000 to \$299,999
☐ \$75,000 to \$99,999 ☐ \$300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

☐ No ☐ Yes

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

☐ American Indian or Alaskan Native
☐ Asian
☐ Black or African American
☐ Native Hawaiian or Other Pacific Islander
☐ White
☐ A race not listed

D13. In which category is your age?

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

D14. What is your gender?

☐ Woman
☐ Man
☐ Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?

☐ Agender/I don't identify with any gender
☐ Genderqueer/gender fluid
☐ Non-binary
☐ Transgender man
☐ Transgender woman
☐ Two-spirit
☐ Identify in another way

Thank you!

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