

# **Coral Gables, FL**

## **The National Community Survey**

Report of Results  
2021

**Report by:**



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## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Coral Gables. 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 369 residents of the City of Coral Gables collected from September 21st, 2021 to November 16th, 2021. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2021 survey was 14%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Coral Gables.

### 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, Coral Gables’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 Coral Gables residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Coral Gables’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 Coral Gables’s average rating was more than 20 points different when compared to the benchmark.

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



## Methods

### Selecting survey recipients

All households within the City of Coral Gables were eligible to participate in the survey. A list of all households within the zip codes serving Coral Gables 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 Coral Gables 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 Coral Gables 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 four 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 5:4 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

### Conducting the survey

The 2,700 randomly selected households received mailings beginning on September 21st, 2021 and the survey remained open for eight weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 4% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,583 households that received the invitations to participate, 369 completed the survey, providing an overall response rate of 14%. 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 Coral Gables survey is no greater than plus or minus 5 percentage points around any given percent reported for all respondents (369 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 Coral Gables. 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 October 26th, 2021. The survey remained open for three weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

## Analyzing the data

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

The demographics of the survey respondents were compared to those found in the 2010 Census and 2019 American Community Survey estimates for adults in the City of Coral Gables. 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	5%	24%	32%
	35-54	27%	35%	32%
	55+	68%	41%	37%
Area	Central	27%	24%	24%
	Downtown business district	22%	30%	32%
	North	35%	29%	27%
	South	16%	17%	17%
Hispanic origin	No, not Spanish, Hispanic, or Latino	48%	38%	42%
	Spanish, Hispanic, or Latino	53%	62%	58%
Housing tenure	Own	84%	63%	63%
	Rent	16%	37%	37%
Housing type	Attached	29%	46%	46%
	Detached	71%	54%	54%
Race & Hispanic origin	Not white alone	59%	66%	65%
	White alone, not Hispanic or Latino	41%	34%	35%
Sex	Female	48%	56%	53%
	Male	52%	44%	47%
Sex/age	Female 18-34	3%	15%	16%
	Female 35-54	13%	19%	17%
	Female 55+	32%	22%	20%
	Male 18-34	2%	10%	16%
	Male 35-54	14%	16%	14%
	Male 55+	36%	18%	16%

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 Coral Gables funded this research. Please contact Solanch Lopez of the City of Coral Gables at [slopez@coralgables.com](mailto:slopez@coralgables.com) if you have any questions about the survey.

## Survey Validity

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

\* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2019 American Community Survey

## Highlights

### **Coral Gables residents praise their overall quality of life in the community.**

Nearly all residents gave positive ratings to Coral Gables as a place to live (98%), the overall quality of life in the city (94%), and Coral Gables as a place to raise children (92%), all of which were higher than in comparison communities. The overall image or reputation of the city received excellent or good reviews from 9 in 10, much higher than both national and custom benchmarks. Three-quarters of respondents also gave above-average scores to Coral Gables as a place to retire. Further, about 9 in 10 residents said they were likely to recommend living in Coral Gables and planned to remain in the city for the next five years.

### **The city's economy is strong and highly valued by respondents.**

Evaluations for Coral Gables' economy tended to be positive and higher than in peer comparison communities across the nation. About 9 in 10 residents favorably rated the city's overall economic health. A similar percentage gave high marks to Coral Gables as a place to work, which was much higher than benchmark comparisons. About 8 in 10 positively reviewed the overall quality of business and service establishments in the city, and three-quarters of respondents did the same for the variety of such establishments. Employment opportunities (74%), shopping opportunities (71%), and the vibrancy of Coral Gables' downtown/commercial area (71%) also outperformed national and regional comparison communities.

In a survey question unique to Coral Gables, residents were asked to indicate which downtown activities they had participated in during the past six months. Most respondents reported dining at a Coral Gables restaurant (94%) or visiting Miracle Mile (89%). About three-quarters said they had shopped at a local store, and two-thirds had visited a local financial institution downtown. At least half had visited Giralda Plaza (63%) or a Coral Gables medical office (52%), while about one-third reported visiting a local cultural institution, such as a theatre, cinema, or museum.

### **Residents appreciate many aspects of community design but highlight some potential areas for growth.**

About 9 in 10 residents identified the facet of community design as an essential or very important area of focus for the city in the next two years. Most respondents were pleased with their neighborhood as a place to live (94% excellent or good) and the city's overall appearance (89%). Three-quarters gave high marks to the preservation of the historical or cultural character of the community, and two-thirds favorably reviewed the City's code enforcement services. All of these were higher than national and custom benchmark comparisons. However, fewer than half of respondents gave positive reviews to well-planned commercial growth and the variety of housing options in the city. The availability of affordable quality housing was rated lower than in other communities across the nation (17%), indicating a potential area of opportunity for the City.

### **A strong sense of safety helps make Coral Gables a livable community.**

Safety is a priority and a strength for Coral Gables, with most residents rating this facet as being both of high importance and high quality. At least 8 in 10 gave favorable reviews to the overall feeling of safety in Coral Gables, higher than in benchmark comparison communities. Nearly all residents reported feeling very or somewhat safe in the city's downtown/commercial area during the day (97%) and in their neighborhoods during the day (96%). About 9 in 10 said they felt safe from violent crime, and at least three-quarters said the same for property crime and natural disasters. All safety services on the survey also received favorable reviews from at least 8 in 10 respondents. Residents gave higher-than-average ratings to police services (86% excellent or good), crime prevention (81%), and emergency preparedness (80%).

## 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 Coral Gables as a whole.**  
 (% excellent or good)

		vs. benchmark*
Overall economic health	90%	Higher
Overall quality of the transportation system	66%	Similar
Overall design or layout of residential and commercial areas	72%	Similar
Overall quality of the City utility infrastructure	63%	Similar
Overall feeling of safety	88%	Higher
Overall quality of natural environment	91%	Higher
Overall quality of parks and recreation opportunities	82%	Similar
Overall health and wellness opportunities	81%	Similar
Overall opportunities for education, culture, and the arts	75%	Similar
Residents' connection and engagement with their community	63%	Similar

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

Overall economic health	89%	Similar
Overall quality of the transportation system	87%	Much higher
Overall design or layout of residential and commercial areas	90%	Much higher
Overall quality of the City utility infrastructure	89%	Higher
Overall feeling of safety	91%	Similar
Overall quality of natural environment	88%	Similar
Overall quality of parks and recreation opportunities	85%	Similar
Overall health and wellness opportunities	71%	Similar
Overall opportunities for education, culture, and the arts	75%	Similar

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

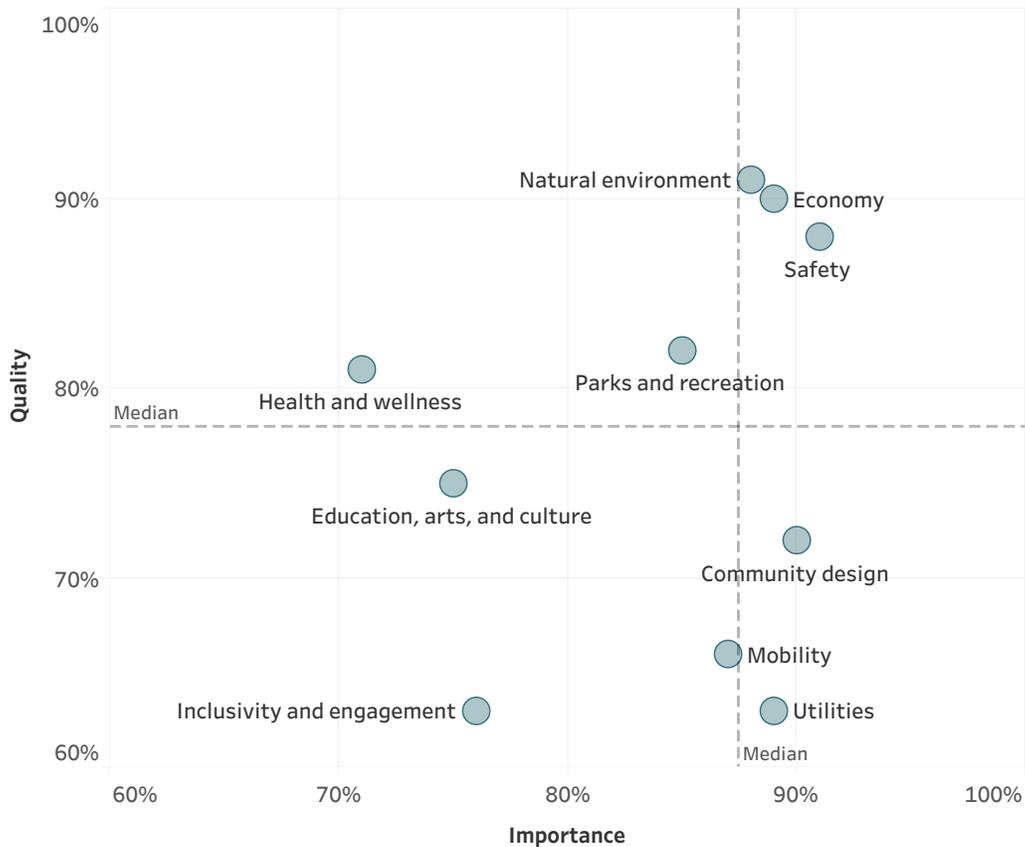
### Balancing performance and importance

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 79% or more of respondents were considered of "higher quality" and those with ratings lower than 79% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 89% or more of respondents. Services were rated as "less important" if they received a rating of less than 89%. This classification uses the median ratings for quality and importance to divide the services in half.

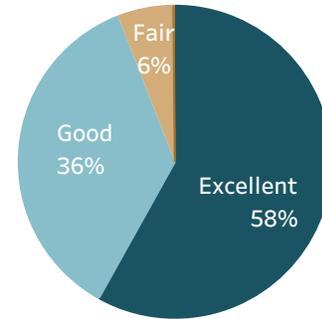
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings 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 Coral Gables



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

		vs. benchmark*
Coral Gables as a place to live	98%	Higher
The overall quality of life	94%	Higher

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

Recommend living in Coral Gables to someone who asks	96%	Higher
Remain in Coral Gables for the next five years	94%	Higher

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

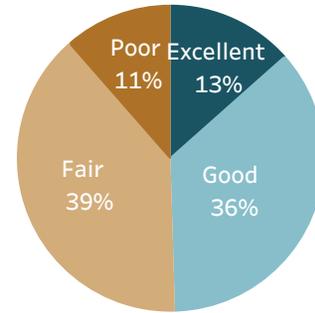
Overall image or reputation	93%	Much higher
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## 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 Coral Gables government



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

		vs. benchmark*
Overall customer service by Coral Gables employees	81%	Similar
Public information services	75%	Similar

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

Treating residents with respect	74%	Similar
The value of services for the taxes paid to Coral Gables	69%	Similar
The overall direction that Coral Gables is taking	61%	Similar
Treating all residents fairly	59%	Similar
Generally acting in the best interest of the community	55%	Similar
Being open and transparent to the public	54%	Similar
Being honest	53%	Similar
The job Coral Gables government does at welcoming resident involvement	50%	Similar
Overall confidence in Coral Gables government	50%	Similar
Informing residents about issues facing the community	49%	Similar

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

The City of Coral Gables	80%	Similar
The Federal Government	49%	Similar

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

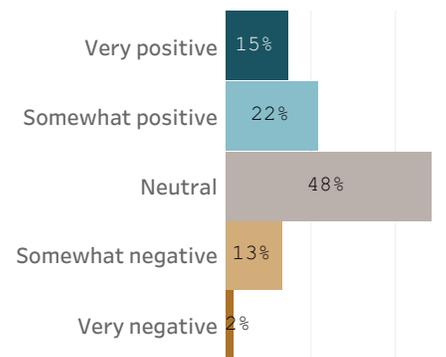
## Economy

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 Coral Gables



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



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

Aspect	Percentage	vs. benchmark*
Coral Gables as a place to work	91%	Much higher
Coral Gables as a place to visit	85%	Higher

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

Characteristic	Percentage	vs. benchmark*
Overall economic health	90%	Higher

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

Characteristic	Percentage	vs. benchmark*
Overall quality of business and service establishments	85%	Higher
Variety of business and service establishments	77%	Higher
Employment opportunities	74%	Much higher
Shopping opportunities	71%	Higher
Vibrancy of downtown/commercial area	71%	Higher
Cost of living	28%	Similar

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

Service	Percentage	vs. benchmark*
Economic development	74%	Higher

**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)**

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:



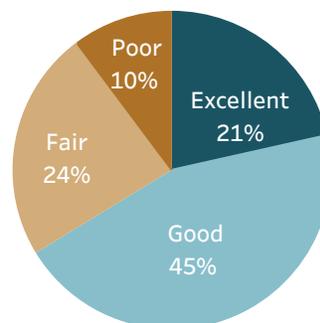
Similar

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

## Mobility

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

Overall quality of the transportation system in Coral Gables



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

		vs. benchmark*
Overall quality of the transportation system	66%	Similar

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

Ease of walking	69%	Similar
Ease of travel by car	58%	Similar
Ease of travel by bicycle	49%	Similar
Ease of travel by public transportation	43%	Similar
Traffic flow on major streets	39%	Similar
Ease of public parking	36%	Lower

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

Walked or biked instead of driving	73%	Higher
Carpooled with other adults or children instead of driving alone	41%	Similar
Used public transportation instead of driving	35%	Higher

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

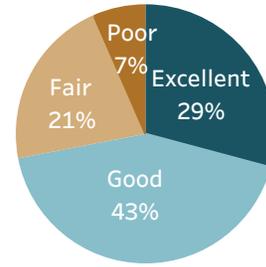
Street cleaning	81%	Higher
Trolley or Freebee transit services	81%	Much higher

Similar

Traffic enforcement	68%	Similar
Street repair	57%	Similar
Street lighting	54%	Similar
Sidewalk maintenance	53%	Similar

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

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



## Community design

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

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

		vs. benchmark*
Your neighborhood as a place to live	94%	Higher

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

Overall design or layout of residential and commercial areas	72%	Similar
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Please also rate each of the following in the Coral Gables community.  
(% excellent or good)

Overall appearance	89%	Higher
Preservation of the historical or cultural character of the community	79%	Higher
Well-designed neighborhoods	76%	Similar
Public places where people want to spend time	70%	Similar
Well-planned residential growth	60%	Similar
Overall quality of new development	56%	Similar
Well-planned commercial growth	47%	Similar
Variety of housing options	46%	Similar
Availability of affordable quality housing	17%	Lower

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

Code enforcement	68%	Higher
Land use, planning and zoning	56%	Similar

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

## Utilities

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

Overall quality of the City utility infrastructure in Coral Gables



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

		vs. benchmark*
Garbage collection	83%	Similar
Sanitary sewer services	80%	Similar
Utility billing	75%	Similar
Power (electric) utility	75%	Similar
Storm water management	74%	Similar

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

Overall quality of the City utility infrastructure	63%	Similar
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\* 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 Coral Gables



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

		vs. benchmark*
Overall feeling of safety	88%	Higher

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

In Coral Gables's downtown/commercial area during the day	97%	Similar
In your neighborhood during the day	96%	Similar
From violent crime	93%	Similar
From property crime	81%	Similar
From fire, flood, or other natural disaster	78%	Similar

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

Fire services	96%	Similar
Ambulance or emergency medical services	94%	Similar
Police services	86%	Higher
Fire prevention and education	81%	Similar
Crime prevention	81%	Higher
Emergency preparedness	80%	Higher

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

Overall quality of natural environment in Coral Gables



## 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 Coral Gables as a whole.  
(% excellent or good)

		vs. benchmark*
Overall quality of natural environment	91%	Higher

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

Air quality	96%	Higher
Cleanliness	90%	Higher
Water resources	85%	Higher

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

Yard waste pick-up	76%	Similar
Preservation of natural areas	75%	Similar
Coral Gables open space	73%	Similar
Recycling	65%	Similar

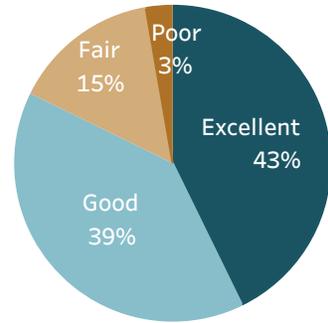
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Parks and recreation

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

- National Recreation and Park Association

Overall quality of the parks and recreation opportunities



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

		vs. benchmark*
Overall quality of parks and recreation opportunities	82%	Similar

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

Recreational opportunities	68%	Similar
Fitness opportunities	62%	Similar
Availability of paths and walking trails	60%	Similar

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

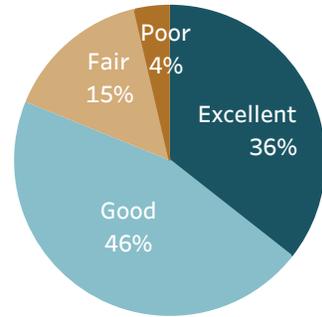
City parks	84%	Similar
Recreation centers or facilities	73%	Similar
Recreation programs or classes	70%	Similar

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

## Health and wellness

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

Overall health and wellness opportunities in Coral Gables



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

		vs. benchmark*
Overall health and wellness opportunities	81%	Similar

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

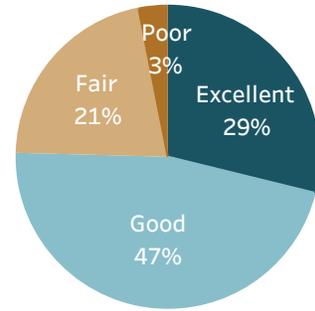
Please rate your overall health.	81%	Higher
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Education, arts, and culture

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

Overall opportunities for education, culture and the arts



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

		vs. benchmark*
Overall opportunities for education, culture, and the arts	75%	Similar

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

Community support for the arts	72%	Similar
Opportunities to attend special events and festivals	72%	Similar
K-12 education	70%	Similar
Opportunities to attend cultural/arts/music activities	66%	Similar
Adult educational opportunities	61%	Similar

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

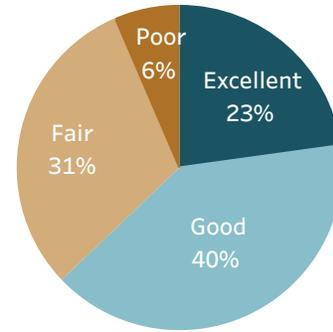
Public library services	85%	Similar
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Inclusivity and engagement

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

Residents' connection and engagement with their community



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

		vs. benchmark*
Coral Gables as a place to raise children	92%	Higher
Coral Gables as a place to retire	76%	Higher
Sense of community	67%	Similar

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

Residents' connection and engagement with their community	63%	Similar
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Please rate the job you feel the Coral Gables community does at each of the following.  
(% excellent or good)

Making all residents feel welcome	80%	Similar
Valuing/respecting residents from diverse backgrounds	80%	Higher
Attracting people from diverse backgrounds	66%	Similar
Taking care of vulnerable residents	63%	Similar

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

Sense of civic/community pride	76%	Similar
Neighborliness of residents	72%	Similar
Opportunities to participate in community matters	67%	Similar

Opportunities to participate in social events and activities	67%	Similar
Opportunities to volunteer	65%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	63%	Similar

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

## Residents' participation levels

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

		vs. benchmark*
Voted in your most recent local election	72%	Similar
Contacted the City of Coral Gables for help or information	65%	Higher
Watched a local public meeting	26%	Similar
Campaigned or advocated for a local issue, cause, or candidate	24%	Similar
Contacted Coral Gables elected officials to express your opinion	22%	Similar
Attended a local public meeting	19%	Similar
Volunteered your time to some group/activity	15%	Much lower

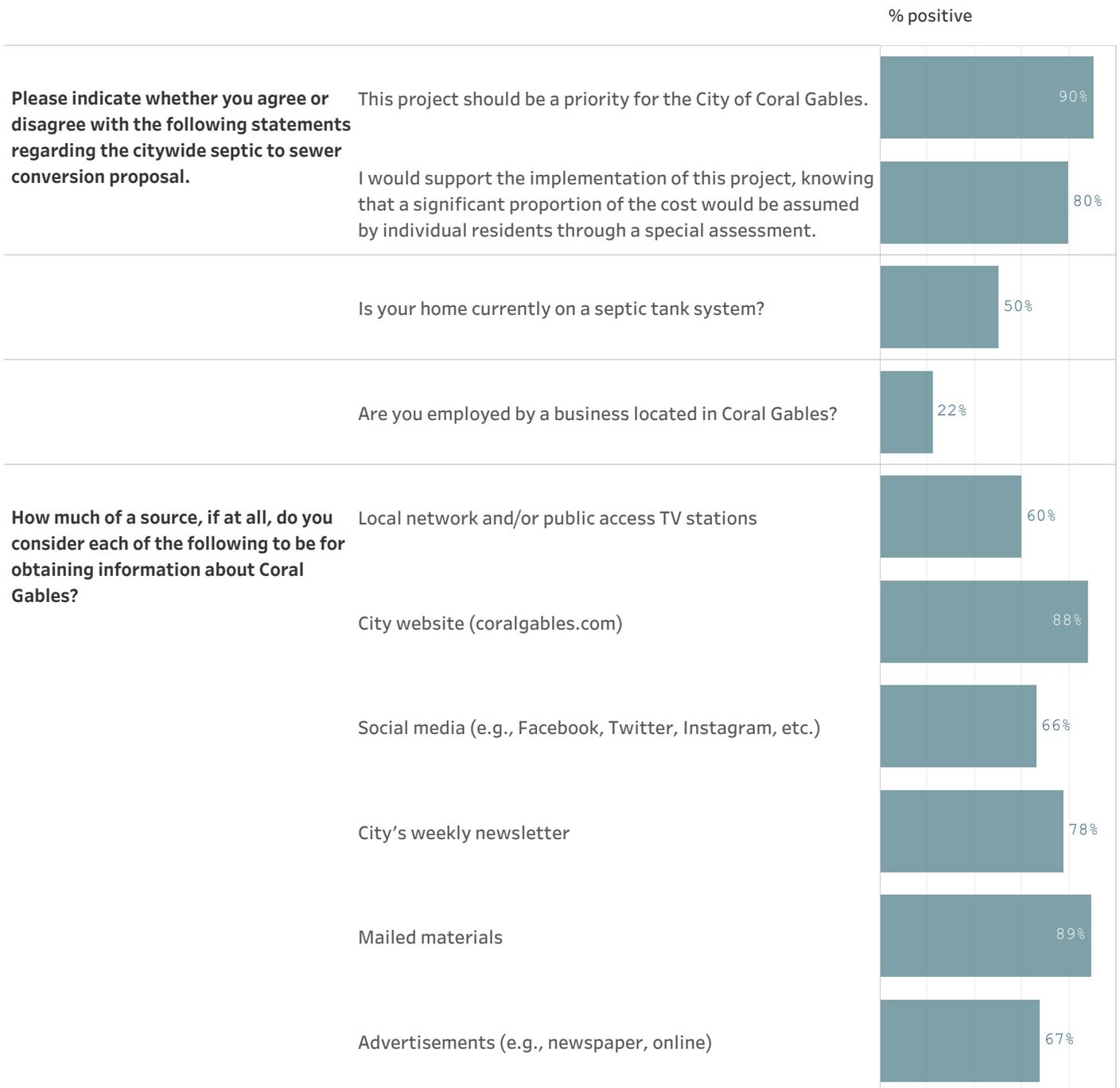
In general, how many times do you:  
(% a few times a week or more)

Access the internet from your home	99%	Similar
Use or check email	98%	Similar
Access the internet from your cell phone	97%	Similar
Visit social media sites	78%	Similar
Shop online	64%	Similar
Share your opinions online	31%	Similar

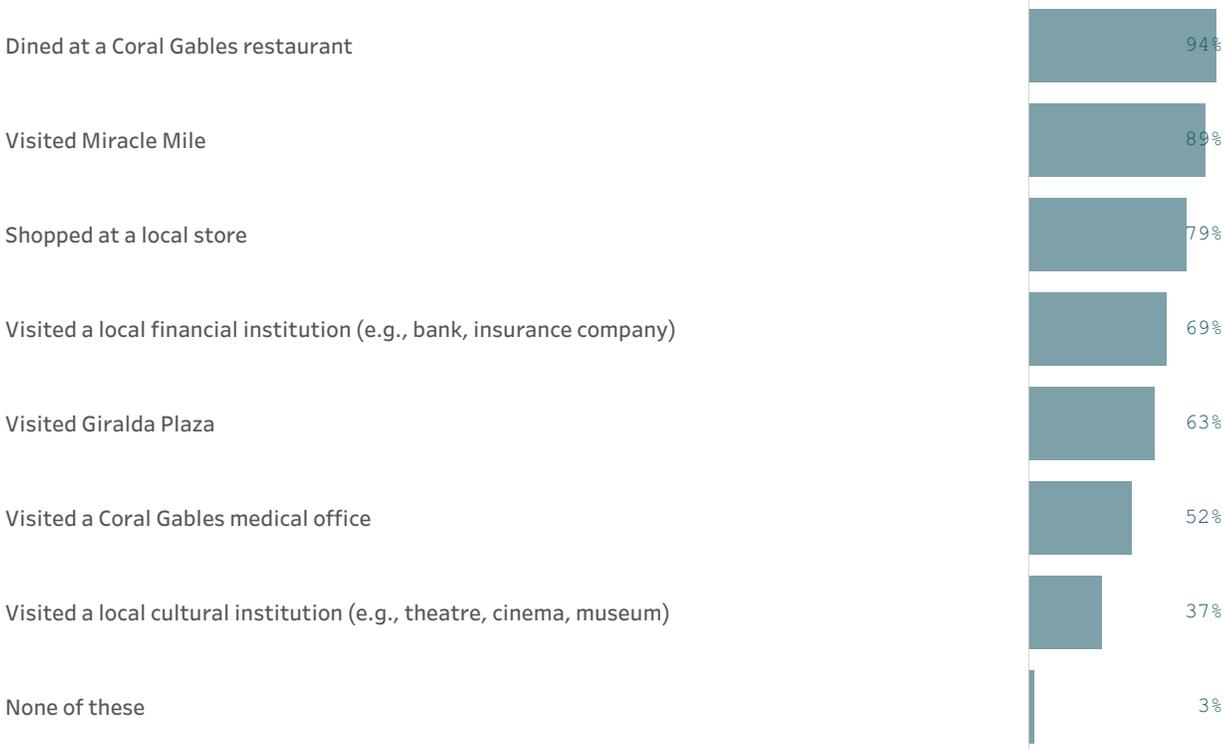
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (Yes, Strongly/somewhat agree, Major/minor source) is shown for some, while the complete set of responses are show for one.



Please indicate if you have done any of the following activities in the downtown area in the past six months.  
(Select all that apply.)



## National benchmark tables

This table contains the comparisons of Coral Gables’s results to those from other communities. The first column shows the comparison of Coral Gables’s rating to the benchmark. Coral Gables’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Coral Gables residents is statistically similar to or different than the benchmark. The second column is Coral Gables’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 Coral Gables’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 Coral Gables’s result -- that is what percent of surveyed communities had a lower rating than Coral Gables.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Coral Gables.</b>	Coral Gables as a place to live	Higher	98%	8	382	98
	Your neighborhood as a place to live	Higher	94%	7	314	98
	Coral Gables as a place to raise children	Higher	92%	48	383	87
	Coral Gables as a place to work	Much higher	91%	3	366	99
	Coral Gables as a place to visit	Higher	85%	43	308	86
	Coral Gables as a place to retire	Higher	76%	58	368	84
	The overall quality of life	Higher	94%	11	424	97
	Sense of community	Similar	67%	62	316	80
<b>Please rate each of the following characteristics as they relate to Coral Gables as a whole.</b>	Overall economic health	Higher	90%	32	289	89
	Overall quality of the transportation system	Similar	66%	28	112	75
	Overall design or layout of residential and commercial areas	Similar	72%	49	283	83
	Overall quality of the City utility infrastructure	Similar	63%	64	109	42
	Overall feeling of safety	Higher	88%	68	364	81
	Overall quality of natural environment	Higher	91%	27	293	91
	Overall quality of parks and recreation opportunities	Similar	82%	48	114	58
	Overall health and wellness opportunities	Similar	81%	65	284	77
	Overall opportunities for education, culture, and the arts	Similar	75%	77	287	73
	Residents’ connection and engagement with their community	Similar	63%	26	110	77
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Coral Gables to someone who asks	Higher	96%	17	300	94
	Remain in Coral Gables for the next five years	Higher	94%	8	293	97
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	96%	106	349	69
	In Coral Gables’s downtown/commercial area during the day	Similar	97%	76	325	76

<b>Please rate how safe or unsafe you feel:</b>	From property crime	Similar	81%	49	120	60
	From violent crime	Similar	93%	26	120	78
	From fire, flood, or other natural disaster	Similar	78%	76	108	30
<b>Please rate the job you feel the Coral Gables community does at each of the following.</b>	Making all residents feel welcome	Similar	80%	23	114	80
	Attracting people from diverse backgrounds	Similar	66%	25	112	78
	Valuing/respecting residents from diverse backgrounds	Higher	80%	11	112	91
	Taking care of vulnerable residents	Similar	63%	35	110	69
<b>Please rate each of the following in the Coral Gables community.</b>	Overall quality of business and service establishments	Higher	85%	27	291	91
	Variety of business and service establishments	Higher	77%	15	109	87
	Vibrancy of downtown/commercial area	Higher	71%	53	273	80
	Employment opportunities	Much higher	74%	11	320	96
	Shopping opportunities	Higher	71%	77	306	75
	Cost of living	Similar	28%	216	285	24
	Overall image or reputation	Much higher	93%	10	361	97
<b>Please also rate each of the following in the Coral Gables community.</b>	Traffic flow on major streets	Similar	39%	240	337	29
	Ease of public parking	Lower	36%	220	260	15
	Ease of travel by car	Similar	58%	235	316	25
	Ease of travel by public transportation	Similar	43%	108	266	59
	Ease of travel by bicycle	Similar	49%	198	318	38
	Ease of walking	Similar	69%	123	318	61
	Well-planned residential growth	Similar	60%	51	112	55
	Well-planned commercial growth	Similar	47%	60	112	47
	Well-designed neighborhoods	Similar	76%	22	110	80
	Preservation of the historical or cultural character of the community	Higher	79%	8	108	93
	Public places where people want to spend time	Similar	70%	91	279	67
	Variety of housing options	Similar	46%	181	295	38
	Availability of affordable quality housing	Lower	17%	258	319	19
	Overall quality of new development	Similar	56%	172	312	45
	Overall appearance	Higher	89%	19	350	94
	Cleanliness	Higher	90%	34	320	89
	Water resources	Higher	85%	13	99	87

<b>Please also rate each of the following in the Coral Gables community.</b>	Air quality	Higher	96%	19	273	93
	Availability of paths and walking trails	Similar	60%	213	323	34
	Fitness opportunities	Similar	62%	194	275	29
	Recreational opportunities	Similar	68%	149	306	51
	Opportunities to attend cultural/arts/music activities	Similar	66%	93	303	69
	Community support for the arts	Similar	72%	27	109	76
	K-12 education	Similar	70%	157	285	45
	Adult educational opportunities	Similar	61%	103	271	62
	Sense of civic/community pride	Similar	76%	17	109	85
	Neighborliness of residents	Similar	72%	67	279	76
	Opportunities to participate in social events and activities	Similar	67%	116	285	59
	Opportunities to attend special events and festivals	Similar	72%	127	292	56
	Opportunities to volunteer	Similar	65%	193	283	32
	Opportunities to participate in community matters	Similar	67%	128	287	55
	Openness and acceptance of the community toward people of diverse ..	Similar	63%	97	311	69
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Coral Gables for help or information	Higher	65%	8	339	97
	Contacted Coral Gables elected officials to express your opinion	Similar	22%	55	279	80
	Attended a local public meeting	Similar	19%	148	280	47
	Watched a local public meeting	Similar	26%	101	259	61
	Volunteered your time to some group/activity	Much lower	15%	280	285	2
	Campaigned or advocated for a local issue, cause, or candidate	Similar	24%	88	268	67
	Voted in your most recent local election	Similar	72%	87	111	22
	Used public transportation instead of driving	Higher	35%	51	249	79
	Carpooled with other adults or children instead of driving alone	Similar	41%	134	274	51
	Walked or biked instead of driving	Higher	73%	41	278	85
<b>Please rate the quality of each of the following services in Coral Gables.</b>	Public information services	Similar	75%	116	305	62
	Economic development	Higher	74%	49	295	83
	Traffic enforcement	Similar	68%	153	365	58
	Street repair	Similar	57%	103	365	72
	Street cleaning	Higher	81%	52	307	83
	Street lighting	Similar	54%	195	347	43

<b>Please rate the quality of each of the following services in Coral Gables.</b>	Sidewalk maintenance	Similar	53%	190	312	39
	Trolley or Freebee transit services	Much higher	81%	8	258	97
	Land use, planning and zoning	Similar	56%	96	308	69
	Code enforcement	Higher	68%	29	365	92
	Garbage collection	Similar	83%	129	341	62
	Sanitary sewer services	Similar	80%	144	310	53
	Storm water management	Similar	74%	91	333	72
	Power (electric) utility	Similar	75%	142	225	37
	Utility billing	Similar	75%	72	261	72
	Police services	Higher	86%	47	416	88
	Crime prevention	Higher	81%	74	364	79
	Ambulance or emergency medical services	Similar	94%	23	325	93
	Fire services	Similar	96%	35	358	90
	Fire prevention and education	Similar	81%	108	297	63
	Emergency preparedness	Higher	80%	20	297	93
	Preservation of natural areas	Similar	75%	44	276	84
	Coral Gables open space	Similar	73%	49	265	81
	Recycling	Similar	65%	267	344	22
	Yard waste pick-up	Similar	76%	116	289	60
	City parks	Similar	84%	147	323	54
	Recreation programs or classes	Similar	70%	163	317	48
	Recreation centers or facilities	Similar	73%	111	290	62
	Public library services	Similar	85%	189	330	42
Overall customer service by Coral Gables employees	Similar	81%	151	379	60	
<b>Please rate the following categories of Coral Gables government performance.</b>	The value of services for the taxes paid to Coral Gables	Similar	69%	53	386	86
	The overall direction that Coral Gables is taking	Similar	61%	161	333	51
	The job Coral Gables government does at welcoming resident involvem..	Similar	50%	156	327	52
	Overall confidence in Coral Gables government	Similar	50%	140	288	51
	Generally acting in the best interest of the community	Similar	55%	159	291	45
	Being honest	Similar	53%	168	282	40
	Being open and transparent to the public	Similar	54%	64	111	43

<b>Please rate the following categories of Coral Gables government performance.</b>	Informing residents about issues facing the community	Similar	49%	67	118	44
	Treating all residents fairly	Similar	59%	125	288	56
	Treating residents with respect	Similar	74%	42	109	62
<b>Overall, how would you rate the quality of the services provided by each ..</b>	The City of Coral Gables	Similar	80%	125	382	67
	The Federal Government	Similar	49%	29	272	89
<b>Please rate how important, if at all, you think it is for the Coral Gables community to focus on each of the following in the coming two years.</b>	Overall economic health	Similar	89%	91	266	66
	Overall quality of the transportation system	Much higher	87%	3	108	98
	Overall design or layout of residential and commercial areas	Much higher	90%	2	266	99
	Overall quality of the City utility infrastructure	Higher	89%	14	107	87
	Overall feeling of safety	Similar	91%	61	266	77
	Overall quality of natural environment	Similar	88%	43	266	84
	Overall quality of parks and recreation opportunities	Similar	85%	10	108	91
	Overall health and wellness opportunities	Similar	71%	187	266	29
	Overall opportunities for education, culture, and the arts	Similar	75%	131	266	50
	Residents' connection and engagement with their community	Similar	76%	133	266	50
<b>In general, how many times do you:</b>	Access the internet from your home	Similar	99%	3	108	98
	Access the internet from your cell phone	Similar	97%	9	108	92
	Visit social media sites	Similar	78%	74	107	31
	Use or check email	Similar	98%	35	108	68
	Share your opinions online	Similar	31%	54	108	50
	Shop online	Similar	64%	18	108	84
	Please rate your overall health.	Higher	81%	3	272	99
What impact, if any, do you think the economy will have on your family..	Similar	36%	63	275	77	

## Custom benchmark tables

This table contains the comparisons of Coral Gables’s results to those from other communities with populations between 30,000-70,000 and a median household income of \$85,000-\$115,000. The first column shows the comparison of Coral Gables’s rating to the benchmark. Coral Gables’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Coral Gables residents is statistically similar to or different than the benchmark. The second column is Coral Gables’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 Coral Gables’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 Coral Gables’s result -- that is what percent of surveyed communities had a lower rating than Coral Gables.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Coral Gables.</b>	Coral Gables as a place to live	Much higher	98%	1	66	100
	Your neighborhood as a place to live	Higher	94%	1	61	100
	Coral Gables as a place to raise children	Higher	92%	3	68	97
	Coral Gables as a place to work	Much higher	91%	1	66	100
	Coral Gables as a place to visit	Much higher	85%	5	55	92
	Coral Gables as a place to retire	Higher	76%	9	64	87
	The overall quality of life	Higher	94%	1	73	100
	Sense of community	Higher	67%	4	60	95
<b>Please rate each of the following characteristics as they relate to Coral Gables as a whole.</b>	Overall economic health	Much higher	90%	2	55	98
	Overall quality of the transportation system	Similar	66%	6	22	77
	Overall design or layout of residential and commercial areas	Higher	72%	10	52	82
	Overall quality of the City utility infrastructure	Similar	63%	13	21	42
	Overall feeling of safety	Higher	88%	3	63	96
	Overall quality of natural environment	Higher	91%	1	55	100
	Overall quality of parks and recreation opportunities	Similar	82%	9	22	63
	Overall health and wellness opportunities	Higher	81%	6	52	90
	Overall opportunities for education, culture, and the arts	Higher	75%	11	52	80
	Residents’ connection and engagement with their community	Similar	63%	3	21	90
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Coral Gables to someone who asks	Higher	96%	2	56	98
	Remain in Coral Gables for the next five years	Higher	94%	1	55	100
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	96%	8	65	89
	In Coral Gables’s downtown/commercial area during the day	Higher	97%	5	61	93

<b>Please rate how safe or unsafe you feel:</b>	From property crime	Similar	81%	6	20	75
	From violent crime	Higher	93%	1	20	100
	From fire, flood, or other natural disaster	Similar	78%	14	21	38
<b>Please rate the job you feel the Coral Gables community does at each of the following.</b>	Making all residents feel welcome	Similar	80%	4	22	86
	Attracting people from diverse backgrounds	Similar	66%	5	22	81
	Valuing/respecting residents from diverse backgrounds	Higher	80%	4	21	85
	Taking care of vulnerable residents	Similar	63%	6	21	76
<b>Please rate each of the following in the Coral Gables community.</b>	Overall quality of business and service establishments	Higher	85%	2	54	98
	Variety of business and service establishments	Higher	77%	3	21	90
	Vibrancy of downtown/commercial area	Higher	71%	6	52	90
	Employment opportunities	Much higher	74%	1	60	100
	Shopping opportunities	Higher	71%	12	59	81
	Cost of living	Similar	28%	48	54	12
	Overall image or reputation	Much higher	93%	2	63	98
<b>Please also rate each of the following in the Coral Gables community.</b>	Traffic flow on major streets	Similar	39%	49	63	23
	Ease of public parking	Lower	36%	48	53	11
	Ease of travel by car	Similar	58%	46	58	22
	Ease of travel by public transportation	Similar	43%	27	55	52
	Ease of travel by bicycle	Similar	49%	38	59	37
	Ease of walking	Similar	69%	18	59	71
	Well-planned residential growth	Similar	60%	9	21	61
	Well-planned commercial growth	Similar	47%	13	21	42
	Well-designed neighborhoods	Similar	76%	3	20	90
	Preservation of the historical or cultural character of the community	Higher	79%	2	20	95
	Public places where people want to spend time	Similar	70%	11	52	80
	Variety of housing options	Similar	46%	33	55	41
	Availability of affordable quality housing	Lower	17%	52	57	10
	Overall quality of new development	Similar	56%	33	60	46
	Overall appearance	Much higher	89%	2	62	98
	Cleanliness	Higher	90%	2	60	98
	Water resources	Higher	85%	4	19	84
	Air quality	Higher	96%	1	52	100

<b>Please also rate each of the following in the Coral Gables community.</b>	Availability of paths and walking trails	Similar	60%	35	58	41
	Fitness opportunities	Similar	62%	30	50	42
	Recreational opportunities	Similar	68%	22	57	63
	Opportunities to attend cultural/arts/music activities	Similar	66%	15	55	74
	Community support for the arts	Higher	72%	3	21	90
	K-12 education	Similar	70%	17	53	69
	Adult educational opportunities	Similar	61%	19	53	66
	Sense of civic/community pride	Higher	76%	2	21	95
	Neighborliness of residents	Higher	72%	3	52	96
	Opportunities to participate in social events and activities	Similar	67%	21	54	62
	Opportunities to attend special events and festivals	Similar	72%	23	55	60
	Opportunities to volunteer	Similar	65%	34	55	40
	Opportunities to participate in community matters	Similar	67%	15	54	74
	Openness and acceptance of the community toward people of diverse ..	Similar	63%	16	60	75
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Coral Gables for help or information	Much higher	65%	2	59	98
	Contacted Coral Gables elected officials to express your opinion	Similar	22%	7	52	88
	Attended a local public meeting	Similar	19%	18	54	68
	Watched a local public meeting	Similar	26%	13	50	76
	Volunteered your time to some group/activity	Much lower	15%	51	52	3
	Campaigned or advocated for a local issue, cause, or candidate	Similar	24%	19	51	64
	Voted in your most recent local election	Similar	72%	16	22	31
	Used public transportation instead of driving	Higher	35%	11	49	79
	Carpooled with other adults or children instead of driving alone	Similar	41%	29	52	46
	Walked or biked instead of driving	Higher	73%	4	52	94
<b>Please rate the quality of each of the following services in Coral Gables.</b>	Public information services	Similar	75%	19	57	68
	Economic development	Higher	74%	7	55	89
	Traffic enforcement	Similar	68%	20	64	70
	Street repair	Higher	57%	14	64	79
	Street cleaning	Higher	81%	7	57	89
	Street lighting	Similar	54%	32	63	50
	Sidewalk maintenance	Similar	53%	32	57	45
	Trolley or Freebee transit services	Much higher	81%	1	49	100

<b>Please rate the quality of each of the following services in Coral Gables.</b>	Land use, planning and zoning	Similar	56%	22	59	64
	Code enforcement	Higher	68%	3	70	97
	Garbage collection	Similar	83%	26	62	59
	Sanitary sewer services	Similar	80%	24	54	57
	Storm water management	Similar	74%	15	58	75
	Power (electric) utility	Similar	75%	30	44	34
	Utility billing	Similar	75%	8	51	86
	Police services	Higher	86%	1	69	100
	Crime prevention	Higher	81%	4	65	95
	Ambulance or emergency medical services	Higher	94%	1	56	100
	Fire services	Similar	96%	1	61	100
	Fire prevention and education	Similar	81%	10	55	83
	Emergency preparedness	Higher	80%	3	56	96
	Preservation of natural areas	Higher	75%	4	48	93
	Coral Gables open space	Higher	73%	6	48	89
	Recycling	Similar	65%	47	59	22
	Yard waste pick-up	Similar	76%	19	57	68
	City parks	Similar	84%	23	57	61
	Recreation programs or classes	Similar	70%	24	57	59
	Recreation centers or facilities	Similar	73%	21	57	64
	Public library services	Similar	85%	28	58	53
	Overall customer service by Coral Gables employees	Similar	81%	15	65	78
	<b>Please rate the following categories of Coral Gables government performance.</b>	The value of services for the taxes paid to Coral Gables	Higher	69%	8	67
The overall direction that Coral Gables is taking		Similar	61%	29	58	51
The job Coral Gables government does at welcoming resident involvem..		Similar	50%	26	58	56
Overall confidence in Coral Gables government		Similar	50%	20	52	63
Generally acting in the best interest of the community		Similar	55%	27	53	50
Being honest		Similar	53%	25	52	53
Being open and transparent to the public		Similar	54%	10	21	57
Informing residents about issues facing the community		Similar	49%	11	23	56
Treating all residents fairly		Similar	59%	14	54	75
Treating residents with respect		Similar	74%	6	20	75

<b>Overall, how would you rate the quality of the services provided by each ..</b>	The City of Coral Gables	Similar	80%	16	63	76
	The Federal Government	Similar	49%	5	51	92
<b>Please rate how important, if at all, you think it is for the Coral Gables community to focus on each of the following in the coming two years.</b>	Overall economic health	Similar	89%	19	52	65
	Overall quality of the transportation system	Higher	87%	1	21	100
	Overall design or layout of residential and commercial areas	Higher	90%	1	52	100
	Overall quality of the City utility infrastructure	Similar	89%	2	21	95
	Overall feeling of safety	Similar	91%	12	52	78
	Overall quality of natural environment	Similar	88%	2	52	98
	Overall quality of parks and recreation opportunities	Similar	85%	1	21	100
	Overall health and wellness opportunities	Similar	71%	42	52	21
	Overall opportunities for education, culture, and the arts	Similar	75%	31	52	42
	Residents' connection and engagement with their community	Similar	76%	21	52	61
<b>In general, how many times do you:</b>	Access the internet from your home	Similar	99%	1	20	100
	Access the internet from your cell phone	Similar	97%	2	20	95
	Visit social media sites	Similar	78%	8	20	65
	Use or check email	Similar	98%	3	20	90
	Share your opinions online	Similar	31%	12	20	45
	Shop online	Higher	64%	1	20	100
	Please rate your overall health.	Higher	81%	1	51	100
	What impact, if any, do you think the economy will have on your family..	Higher	36%	7	52	88

## Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Coral Gables.	Question	Rating	Frequency	
			Percentage	Count
Coral Gables as a place to live	Coral Gables as a place to live	Excellent	73%	10
		Good	24%	3
		Fair	3%	0
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	71%	10
		Good	23%	3
		Fair	4%	0
		Poor	2%	0
Coral Gables as a place to raise children	Coral Gables as a place to raise children	Excellent	62%	8
		Good	29%	4
		Fair	8%	1
		Poor	1%	0
Coral Gables as a place to work	Coral Gables as a place to work	Excellent	56%	7
		Good	35%	5
		Fair	9%	1
		Poor	0%	0
Coral Gables as a place to visit	Coral Gables as a place to visit	Excellent	50%	7
		Good	36%	5
		Fair	12%	2
		Poor	2%	0
Coral Gables as a place to retire	Coral Gables as a place to retire	Excellent	41%	5
		Good	34%	5
		Fair	20%	3
		Poor	4%	0
The overall quality of life	The overall quality of life	Excellent	58%	8
		Good	36%	5
		Fair	6%	1
		Poor	0%	0
Sense of community	Sense of community	Excellent	33%	4

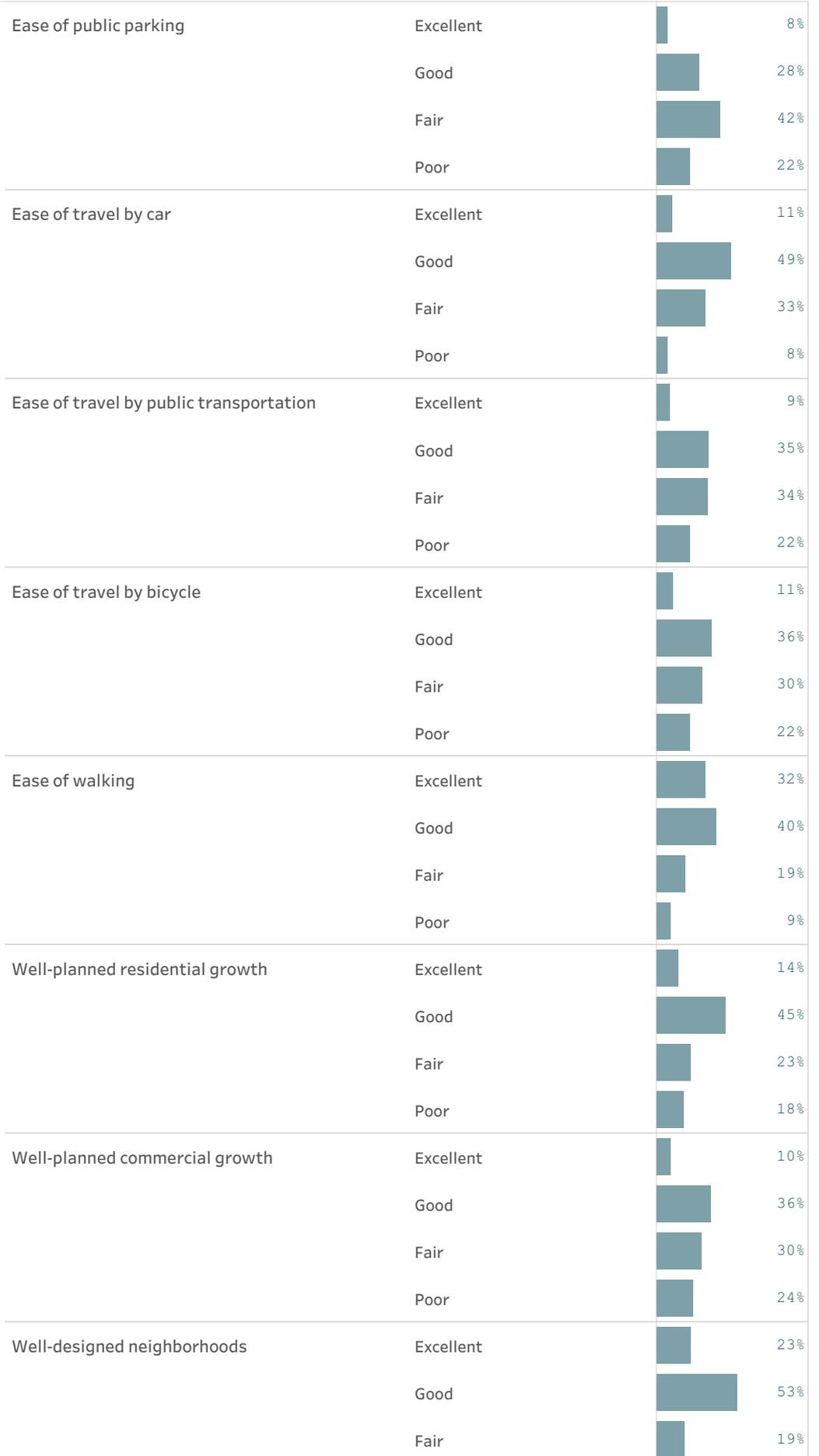
<b>Please rate each of the following aspects of quality of life in Coral Gables.</b>	Sense of community	Good		35%
		Fair		28%
		Poor		4%
<b>Please rate each of the following characteristics as they relate to Coral Gables as a whole.</b>	Overall economic health	Excellent		32%
		Good		58%
		Fair		10%
		Poor		0%
Overall quality of the transportation system	Excellent		21%	
	Good		46%	
	Fair		24%	
	Poor		9%	
Overall design or layout of residential and commercial areas	Excellent		27%	
	Good		45%	
	Fair		22%	
	Poor		6%	
Overall quality of the City utility infrastructure	Excellent		23%	
	Good		41%	
	Fair		26%	
	Poor		10%	
Overall feeling of safety	Excellent		53%	
	Good		36%	
	Fair		10%	
	Poor		2%	
Overall quality of natural environment	Excellent		54%	
	Good		38%	
	Fair		7%	
	Poor		1%	
Overall quality of parks and recreation opportunities	Excellent		43%	
	Good		41%	
	Fair		14%	
	Poor		3%	

<b>Please rate each of the following characteristics as they relate to Coral Gables as a whole.</b>	Overall health and wellness opportunities	Excellent		34%
		Good		48%
		Fair		14%
		Poor		3%
	Overall opportunities for education, culture, and the arts	Excellent		27%
		Good		48%
		Fair		22%
		Poor		3%
	Residents' connection and engagement with their community	Excellent		21%
		Good		42%
		Fair		32%
		Poor		5%
	<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Coral Gables to someone who asks	Very likely	
Somewhat likely				22%
Somewhat unlikely				2%
Very unlikely				2%
Remain in Coral Gables for the next five years		Very likely		73%
		Somewhat likely		20%
		Somewhat unlikely		4%
		Very unlikely		2%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		81%
		Somewhat safe		15%
		Neither safe nor unsafe		1%
		Somewhat unsafe		1%
		Very unsafe		1%
	In Coral Gables's downtown/commercial area during the day	Very safe		75%
		Somewhat safe		23%
		Neither safe nor unsafe		2%
		Somewhat unsafe		0%
		Very unsafe		0%
From property crime	Very safe		42%	

<b>Please rate how safe or unsafe you feel:</b>	From property crime	Somewhat safe		39%
		Neither safe nor unsafe		9%
		Somewhat unsafe		8%
		Very unsafe		3%
	From violent crime	Very safe		65%
		Somewhat safe		28%
		Neither safe nor unsafe		5%
		Somewhat unsafe		1%
		Very unsafe		0%
	From fire, flood, or other natural disaster	Very safe		44%
		Somewhat safe		35%
		Neither safe nor unsafe		13%
Somewhat unsafe			8%	
Very unsafe			0%	
<b>Please rate the job you feel the Coral Gables community does at each of the following.</b>	Making all residents feel welcome	Excellent		28%
		Good		53%
		Fair		15%
		Poor		4%
	Attracting people from diverse backgrounds	Excellent		29%
		Good		38%
		Fair		24%
		Poor		9%
	Valuing/respecting residents from diverse backgrounds	Excellent		34%
		Good		48%
		Fair		12%
		Poor		7%
	Taking care of vulnerable residents	Excellent		25%
		Good		39%
		Fair		31%
		Poor		6%
<b>Please rate each of the following in the Coral Gables community.</b>	Overall quality of business and service establishments	Excellent		33%

<b>Please rate each of the following in the Coral Gables community.</b>	Overall quality of business and service establishments	Good		53%
		Fair		12%
		Poor		1%
	Variety of business and service establishments	Excellent		32%
		Good		45%
		Fair		19%
		Poor		3%
	Vibrancy of downtown/commercial area	Excellent		27%
		Good		45%
		Fair		22%
Poor			7%	
Employment opportunities	Excellent		24%	
	Good		49%	
	Fair		22%	
	Poor		4%	
Shopping opportunities	Excellent		28%	
	Good		42%	
	Fair		20%	
	Poor		9%	
Cost of living	Excellent		6%	
	Good		22%	
	Fair		48%	
	Poor		24%	
Overall image or reputation	Excellent		58%	
	Good		36%	
	Fair		5%	
	Poor		1%	
<b>Please also rate each of the following in the Coral Gables community.</b>	Traffic flow on major streets	Excellent		7%
		Good		31%
		Fair		36%
		Poor		26%

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



**Please also rate each of the following in the Coral Gables community.**

Well-designed neighborhoods	Poor		6%
	Excellent		33%
	Good		46%
	Fair		15%
Preservation of the historical or cultural character of the community	Poor		6%
	Excellent		27%
	Good		45%
	Fair		23%
Public places where people want to spend time	Poor		4%
	Excellent		9%
	Good		39%
	Fair		34%
Variety of housing options	Poor		17%
	Excellent		5%
	Good		13%
	Fair		38%
Availability of affordable quality housing	Poor		44%
	Excellent		16%
	Good		40%
	Fair		25%
Overall quality of new development	Poor		19%
	Excellent		55%
	Good		33%
	Fair		10%
Overall appearance	Poor		2%
	Excellent		51%
	Good		37%
	Fair		8%
Cleanliness	Poor		3%
	Excellent		39%
	Good		45%
	Fair		8%
Water resources	Excellent		39%
	Good		45%

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

Water resources	Fair		12%
	Poor		4%
Air quality	Excellent		47%
	Good		48%
	Fair		3%
	Poor		1%
Availability of paths and walking trails	Excellent		19%
	Good		41%
	Fair		26%
	Poor		14%
Fitness opportunities	Excellent		21%
	Good		41%
	Fair		28%
	Poor		9%
Recreational opportunities	Excellent		23%
	Good		46%
	Fair		25%
	Poor		7%
Opportunities to attend cultural/arts/music activities	Excellent		23%
	Good		42%
	Fair		30%
	Poor		5%
Community support for the arts	Excellent		22%
	Good		50%
	Fair		23%
	Poor		5%
K-12 education	Excellent		28%
	Good		42%
	Fair		21%
	Poor		9%
Adult educational opportunities	Excellent		18%

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

Adult educational opportunities	Good		43%
	Fair		29%
	Poor		9%
Sense of civic/community pride	Excellent		28%
	Good		49%
	Fair		19%
	Poor		4%
Neighborliness of residents	Excellent		28%
	Good		45%
	Fair		19%
	Poor		8%
Opportunities to participate in social events and activities	Excellent		17%
	Good		50%
	Fair		26%
	Poor		7%
Opportunities to attend special events and festivals	Excellent		19%
	Good		53%
	Fair		24%
	Poor		5%
Opportunities to volunteer	Excellent		15%
	Good		48%
	Fair		29%
	Poor		7%
Opportunities to participate in community matters	Excellent		15%
	Good		55%
	Fair		24%
	Poor		7%
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		21%
	Good		43%
	Fair		27%
	Poor		8%

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Coral Gables for help or information	No	35%
		Yes	65%
	Contacted Coral Gables elected officials to express your opinion	No	79%
		Yes	21%
	Attended a local public meeting	No	80%
		Yes	20%
	Watched a local public meeting	No	74%
		Yes	26%
	Volunteered your time to some group/activity	No	86%
		Yes	14%
	Campaigned or advocated for a local issue, cause, or candidate	No	78%
		Yes	22%
	Voted in your most recent local election	No	29%
		Yes	71%
Used public transportation instead of driving	No	64%	
	Yes	36%	
Carpooled with other adults or children instead of driving alone	No	59%	
	Yes	41%	
Walked or biked instead of driving	No	25%	
	Yes	75%	
<b>Please rate the quality of each of the following services in Coral Gables.</b>	Public information services	Excellent	17%
		Good	58%
		Fair	18%
		Poor	7%
	Economic development	Excellent	18%
		Good	57%
		Fair	19%
		Poor	7%
	Traffic enforcement	Excellent	20%
		Good	50%
		Fair	18%

Please rate the quality of each of the following services in Coral Gables.			
Traffic enforcement	Poor		12%
	Excellent		17%
Street repair	Good		40%
	Fair		30%
	Poor		13%
	Excellent		28%
Street cleaning	Good		52%
	Fair		13%
	Poor		7%
	Excellent		20%
Street lighting	Good		34%
	Fair		35%
	Poor		11%
	Excellent		17%
Sidewalk maintenance	Good		35%
	Fair		26%
	Poor		22%
	Excellent		39%
Trolley or Freebee transit services	Good		42%
	Fair		13%
	Poor		6%
	Excellent		14%
Land use, planning and zoning	Good		40%
	Fair		25%
	Poor		21%
	Excellent		23%
Code enforcement	Good		45%
	Fair		21%
	Poor		11%
	Excellent		45%
Garbage collection	Good		37%

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

Garbage collection	Fair		11%
	Poor		7%
Sanitary sewer services	Excellent		34%
	Good		46%
	Fair		11%
	Poor		9%
Storm water management	Excellent		29%
	Good		44%
	Fair		16%
	Poor		10%
Power (electric) utility	Excellent		29%
	Good		45%
	Fair		18%
	Poor		7%
Utility billing	Excellent		26%
	Good		48%
	Fair		23%
	Poor		3%
Police services	Excellent		57%
	Good		31%
	Fair		7%
	Poor		5%
Crime prevention	Excellent		39%
	Good		42%
	Fair		13%
	Poor		6%
Ambulance or emergency medical services	Excellent		63%
	Good		33%
	Fair		4%
	Poor		0%
Fire services	Excellent		63%

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

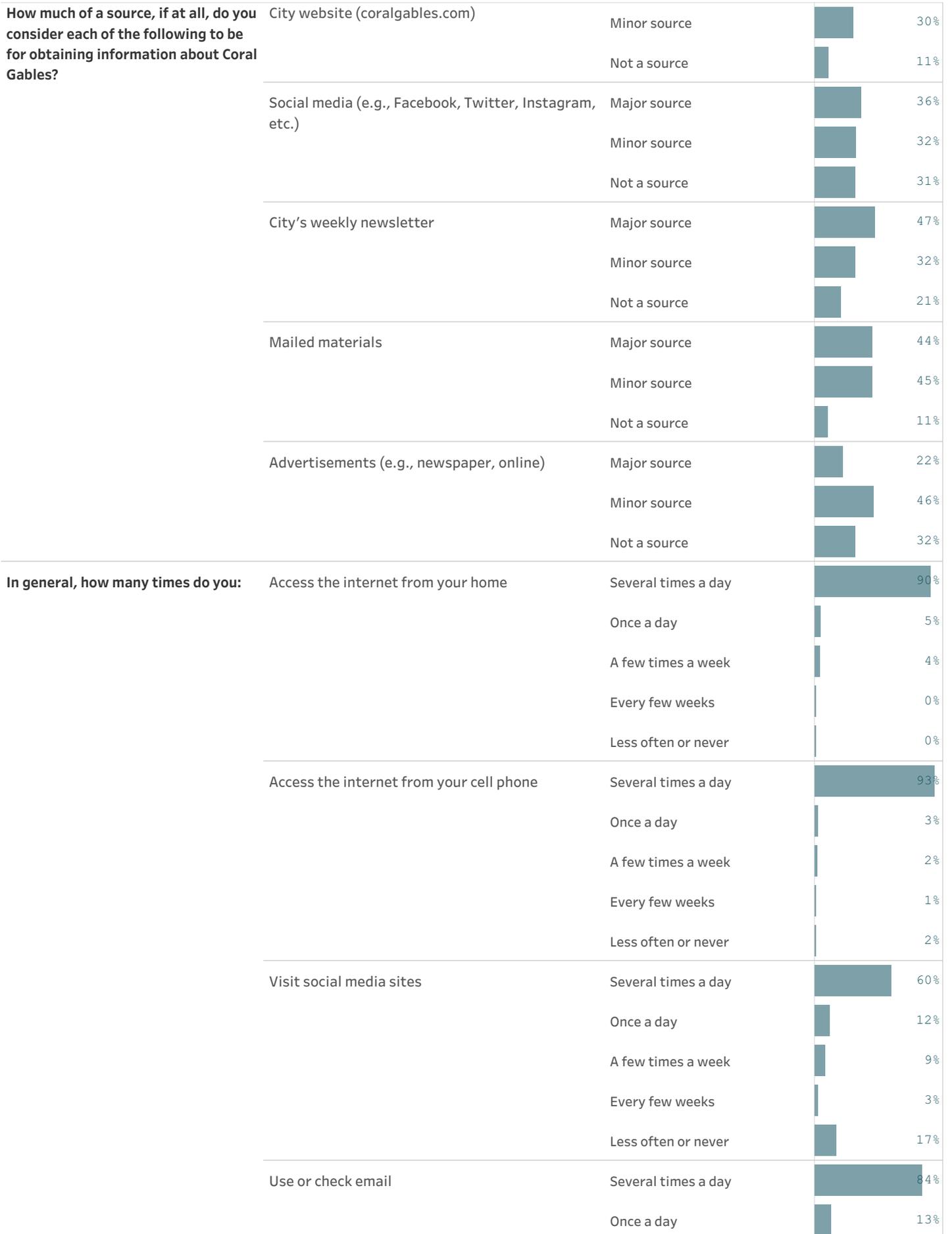
Fire services	Good		34%
	Fair		4%
	Poor		0%
Fire prevention and education	Excellent		41%
	Good		41%
	Fair		13%
	Poor		5%
Emergency preparedness	Excellent		34%
	Good		46%
	Fair		14%
	Poor		5%
Preservation of natural areas	Excellent		30%
	Good		45%
	Fair		18%
	Poor		7%
Coral Gables open space	Excellent		30%
	Good		43%
	Fair		20%
	Poor		7%
Recycling	Excellent		24%
	Good		40%
	Fair		22%
	Poor		14%
Yard waste pick-up	Excellent		40%
	Good		36%
	Fair		15%
	Poor		10%
City parks	Excellent		32%
	Good		52%
	Fair		13%
	Poor		3%

<b>Please rate the quality of each of the following services in Coral Gables.</b>	Recreation programs or classes	Excellent		21%
		Good		49%
		Fair		26%
		Poor		5%
	Recreation centers or facilities	Excellent		26%
		Good		46%
		Fair		22%
		Poor		5%
	Public library services	Excellent		34%
		Good		52%
		Fair		12%
		Poor		2%
	Overall customer service by Coral Gables employees	Excellent		29%
		Good		54%
		Fair		12%
		Poor		4%
<b>Please rate the following categories of Coral Gables government performance.</b>	The value of services for the taxes paid to Coral Gables	Excellent		16%
		Good		53%
		Fair		23%
		Poor		8%
	The overall direction that Coral Gables is taking	Excellent		14%
		Good		46%
		Fair		24%
		Poor		16%
	The job Coral Gables government does at welcoming resident involvement	Excellent		16%
		Good		33%
		Fair		34%
		Poor		16%
Overall confidence in Coral Gables government	Excellent		13%	
	Good		37%	
	Fair		38%	

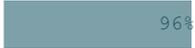
Please rate the following categories of Coral Gables government performance.	Category	Rating	Percentage	
			Bar	Value
Overall confidence in Coral Gables government	Generally acting in the best interest of the community	Poor		12%
		Excellent		13%
		Good		41%
		Fair		31%
Being honest	Being honest	Poor		15%
		Excellent		16%
		Good		37%
		Fair		32%
Being open and transparent to the public	Being open and transparent to the public	Poor		15%
		Excellent		16%
		Good		38%
		Fair		26%
Informing residents about issues facing the community	Informing residents about issues facing the community	Poor		21%
		Excellent		12%
		Good		36%
		Fair		37%
Treating all residents fairly	Treating all residents fairly	Poor		15%
		Excellent		18%
		Good		44%
		Fair		27%
Treating residents with respect	Treating residents with respect	Poor		10%
		Excellent		25%
		Good		50%
		Fair		18%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Coral Gables	Poor		7%
		Excellent		24%
		Good		57%
		Fair		18%
	The Federal Government	Excellent		2%
	Good		39%	

<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The Federal Government	Fair		37%
		Poor		14%
<b>Please rate how important, if at all, you think it is for the Coral Gables community to focus on each of the following in the coming two years.</b>	Overall economic health	Essential		51%
		Very important		40%
		Somewhat important		10%
	Overall quality of the transportation system	Essential		49%
		Very important		40%
		Somewhat important		11%
		Not at all important		1%
	Overall design or layout of residential and commercial areas	Essential		57%
		Very important		35%
		Somewhat important		7%
		Not at all important		1%
	Overall quality of the City utility infrastructure	Essential		62%
		Very important		30%
Somewhat important			9%	
Overall feeling of safety	Essential		65%	
	Very important		25%	
	Somewhat important		8%	
	Not at all important		2%	
Overall quality of natural environment	Essential		44%	
	Very important		45%	
	Somewhat important		11%	
Overall quality of parks and recreation opportunities	Essential		39%	
	Very important		45%	
	Somewhat important		16%	
Overall health and wellness opportunities	Essential		28%	
	Very important		42%	
	Somewhat important		28%	
	Not at all important		2%	
Overall opportunities for education, culture, and the arts	Essential		36%	

<b>Please rate how important, if at all, you think it is for the Coral Gables community to focus on each of the following in the coming two years.</b>	Overall opportunities for education, culture, and the arts	Very important		39%
		Somewhat important		23%
		Not at all important		3%
	Residents' connection and engagement with their community	Essential		30%
Very important			46%	
Somewhat important			22%	
Not at all important			2%	
Is your home currently on a septic tank system?	Yes		50%	
	No		50%	
<b>Please indicate whether you agree or disagree with the following statements regarding the citywide septic to sewer conversion proposal.</b>	I would support the implementation of this project, knowing that a significant proportion of the cost would be assumed by individual residents through a special assessment.	Strongly agree		35%
		Somewhat agree		45%
		Somewhat disagree		6%
		Strongly disagree		15%
This project should be a priority for the City of Coral Gables.	Strongly agree		66%	
	Somewhat agree		25%	
	Somewhat disagree		7%	
	Strongly disagree		3%	
Are you employed by a business located in Coral Gables?	No		78%	
	Yes		22%	
Please indicate if you have done any of the following activities in the downtown area in the past six months. (Select all that apply.)	Dined at a Coral Gables restaurant		94%	
	Shopped at a local store		79%	
	Visited Giralda Plaza		63%	
	Visited Miracle Mile		89%	
	Visited a local financial institution (e.g., bank, insurance)		69%	
	Visited a Coral Gables medical office		52%	
	Visited a local cultural institution (e.g., theatre, cinema)		37%	
	None of these		3%	
<b>How much of a source, if at all, do you consider each of the following to be for obtaining information about Coral Gables?</b>	Local network and/or public access TV stations	Major source		20%
		Minor source		40%
		Not a source		41%
	City website (coralgables.com)	Major source		59%



<b>In general, how many times do you:</b>	Use or check email	A few times a week	1%
		Every few weeks	1%
		Less often or never	1%
Share your opinions online		Several times a day	17%
		Once a day	4%
		A few times a week	10%
		Every few weeks	13%
		Less often or never	56%
Shop online		Several times a day	23%
		Once a day	9%
		A few times a week	32%
		Every few weeks	30%
		Less often or never	6%
Please rate your overall health.		Excellent	53%
		Very good	32%
		Good	14%
		Fair	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	17%
		Somewhat positive	22%
		Neutral	46%
		Somewhat negative	14%
		Very negative	2%
How many years have you lived in Coral Gables?		Less than 2 years	14%
		2-5 years	19%
		6-10 years	17%
		11-20 years	15%
		More than 20 years	36%
Which best describes the building you live in?		One family house detached from any other houses	53%
		Building with two or more homes (duplex, townhome, apa..	45%
		Other	2%
Do you rent or own your home?		Rent	37%

	Do you rent or own your home?	Own		63%
<b>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)?</b>	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		2%
		\$500 to \$999		2%
		\$1,000 to \$1,499		10%
		\$1,500 to \$1,999		15%
		\$2,000 to \$2,499		19%
		\$2,500 to \$2,999		14%
		\$3,000 to \$3,499		8%
		\$3,500 or more		31%
			Do any children 17 or under live in your household?	No
Yes				27%
	Are you or any other members of your household aged 65 or older?	No		69%
		Yes		31%
	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%
		\$25,000 to \$49,999		5%
		\$50,000 to \$74,999		14%
		\$75,000 to \$99,999		8%
		\$100,000 to \$149,999		14%
		\$150,000 or more		57%
<b>Are you Spanish, Hispanic, or Latino?</b>	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		38%
		Yes, I consider myself to be Spanish, Hispanic, or Latino		62%
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian, or Pacific Islander		2%
		Black or African American		2%
		White		96%
		Other		4%
	In which category is your age?	25-34 years		24%
		35-44 years		15%
		45-54 years		20%
		55-64 years		14%
		65-74 years		16%
		75 years or older		11%

What is your gender?

Female



56%

Male



44%

Identify in another way



0%

## Full trends

This table contains the trends over time for the City of Coral Gables. The combined “percent positive” responses for each survey year are presented when available (e.g., excellent/good or yes). It is important to note that Coral Gables’ 2018 survey was not conducted by Polco/NRC, and a number of factors (such as differences in survey construction, outreach methodology, and analysis methods) may affect the comparisons drawn between these years. Differences in survey question wording could have potentially altered the meaning of the item for the respondent. If an item was not included during the 2018 survey administration, or if survey items were deemed too different and unlikely to provide accurate trend comparisons, no percentage will be shown in the table. If the difference between the 2018 and 2021 surveys is greater than seven percentage points, the change is statistically significant.

		2018	2021
<b>Please rate each of the following aspects of quality of life in Coral Gables.</b>	Coral Gables as a place to live		97%
	Your neighborhood as a place to live		94%
	Coral Gables as a place to raise children		91%
	Coral Gables as a place to work		90%
	Coral Gables as a place to visit		86%
	Coral Gables as a place to retire		76%
	The overall quality of life	95%	94%
	Sense of community		69%
<b>Please rate each of the following characteristics as they relate to Coral Gables as a whole.</b>	Overall economic health		90%
	Overall quality of the transportation system		67%
	Overall design or layout of residential and commercial areas		72%
	Overall quality of the utility infrastructure		64%
	Overall feeling of safety		89%
	Overall quality of natural environment		92%
	Overall quality of parks and recreation opportunities		84%
	Overall health and wellness opportunities		83%

<b>Please rate each of the following characteristics as they relate to Coral Gables as a whole.</b>	Overall opportunities for education, culture, and the arts	75%
	Residents' connection and engagement with their community	63%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Coral Gables to someone who asks	96%
	Remain in Coral Gables for the next five years	93%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	96%
	In Coral Gables's downtown/commercial area during the day	97%
	From property crime	81%
	From violent crime	94%
	From fire, flood, or other natural disaster	79%
<b>Please rate the job you feel the Coral Gables community does at each of the following.</b>	Making all residents feel welcome	81%
	Attracting people from diverse backgrounds	67%
	Valuing/respecting residents from diverse backgrounds	82%
	Taking care of vulnerable residents	63%
<b>Please rate each of the following in the Coral Gables community.</b>	Overall quality of business and service establishments	86%
	Variety of business and service establishments	77%
	Vibrancy of downtown/commercial area	71%
	Employment opportunities	73%
	Shopping opportunities	70%
	Cost of living	28%
	Overall image or reputation	94%
<b>Please also rate each of the following in the Coral Gables community.</b>	Traffic flow on major streets	38%
	Ease of public parking	54% 36%
	Ease of travel by car	60%
	Ease of travel by public transportation	44%
	Ease of travel by bicycle	48%

<b>Please also rate each of the following in the Coral Gables community.</b>	Ease of walking	72%
	Well-planned residential growth	59%
	Well-planned commercial growth	46%
	Well-designed neighborhoods	75%
	Preservation of the historical or cultural character of the community	79%
	Public places where people want to spend time	73%
	Variety of housing options	48%
	Availability of affordable quality housing	18%
	Overall quality of new development	56%
	Overall appearance	88%
	Cleanliness	89%
	Water resources	84%
	Air quality	96%
	Availability of paths and walking trails	60%
	Fitness opportunities	62%
	Recreational opportunities	68%
	Opportunities to attend cultural/arts/music activities	93% 65%
	Community support for the arts	72%
	K-12 education	71%
	Adult educational opportunities	61%
	Sense of civic/community pride	77%
	Neighborliness of residents	73%
Opportunities to participate in social events and activities	67%	
Opportunities to attend special events and festivals	95% 72%	
Opportunities to volunteer	64%	

<b>Please also rate each of the following in the Coral Gables community.</b>	Opportunities to participate in community matters	69%
	Openness and acceptance of the community toward people of diverse...	64%
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Coral Gables for help or information	65%
	Contacted Coral Gables elected officials to express your opinion	21%
	Attended a local public meeting	20%
	Watched a local public meeting	26%
	Volunteered your time to some group/activity	14%
	Campaigned or advocated for a local issue, cause, or candidate	22%
	Voted in your most recent local election	71%
	Used public transportation instead of driving	36%
	Carpooled with other adults or children instead of driving alone	41%
	Walked or biked instead of driving	75%
	<b>Please rate the quality of each of the following services in Coral Gables.</b>	Public information services
Economic development		74%
Traffic enforcement		70%
Street repair		74% 57%
Street cleaning		80%
Street lighting		54%
Sidewalk maintenance		52%
Bus or transit services		81%
Land use, planning and zoning		54%
Code enforcement		68%
Garbage collection		92% 82%
Sewer services		79%
Storm water management		73%

<b>Please rate the quality of each of the following services in Coral Gables.</b>	Power (electric and/or gas) utility	74%
	Utility billing	75%
	Police/Sheriff services	88%
	Crime prevention	90% 81%
	Ambulance or emergency medical services	96%
	Fire services	96%
	Fire prevention and education	96% 82%
	Emergency preparedness	81%
	Preservation of natural areas	75%
	Coral Gables open space	73%
	Recycling	87% 65%
	Yard waste pick-up	75%
	City parks	85%
	Recreation programs or classes	92% 69%
	Recreation centers or facilities	72%
	Public library services	86%
Overall customer service by Coral Gables employees	83%	
<b>Please rate the following categories of Coral Gables government performance.</b>	The value of services for the taxes paid to Coral Gables	69%
	The overall direction that Coral Gables is taking	60%
	The job Coral Gables government does at welcoming resident invol..	50%
	Overall confidence in Coral Gables government	50%
	Generally acting in the best interest of the community	54%
	Being honest	53%
	Being open and transparent to the public	53%
	Informing residents about issues facing the community	48%

<b>Please rate the following categories of Coral Gables government performance.</b>	Treating all residents fairly	62%
	Treating residents with respect	75%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Coral Gables	80%
	The Federal Government	49%
<b>Please rate how important, if at all, you think it is for the Coral Gables community to focus on each of the following in the coming two years.</b>	Overall economic health	90%
	Overall quality of the transportation system	88%
	Overall design or layout of residential and commercial areas	92%
	Overall quality of the utility infrastructure	91%
	Overall feeling of safety	90%
	Overall quality of natural environment	89%
	Overall quality of parks and recreation opportunities	84%
	Overall health and wellness opportunities	70%
	Overall opportunities for education, culture, and the arts	74%
	Residents' connection and engagement with their community	76%
<b>In general, how many times do you:</b>	Access the internet from your home	99%
	Access the internet from your cell phone	97%
	Visit social media sites	80%
	Use or check email	98%
	Share your opinions online	31%
	Shop online	65%
	Please rate your overall health.	85%
	What impact, if any, do you think the economy will have on your fa..	39%

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Coral Gables conducted a survey of 369 residents. Survey invitations were mailed to randomly selected households and data were collected from September 21st, 2021 to November 16th, 2021. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Coral Gables. 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 October 26th, 2021. The survey remained open for three weeks and there were 100 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 2010 Census and 2019 American Community Survey estimates for adults in the City of Coral Gables. 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://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	4%	20%	32%
	35-54	35%	37%	32%
	55+	61%	43%	37%
Area	Central	14%	28%	24%
	Downtown business district	22%	23%	32%
	North	54%	29%	27%
	South	9%	20%	17%
Hispanic	No, not Spanish, Hispanic, or Latino	54%	42%	42%
	Yes, I consider myself to be Spanish, Hispana..	46%	58%	58%
Housing type	Attached	31%	46%	46%
	Detached	69%	54%	54%
race	Not white	4%	8%	8%
	White	96%	92%	92%
Race/ethnicity	Not white alone	49%	60%	65%
	White alone, not Hispanic or Latino	51%	40%	35%
Sex	Female	65%	59%	53%
	Male	35%	41%	47%
Sex/age	Female 18-34	3%	15%	16%
	Female 35-54	24%	20%	17%
	Female 55+	38%	24%	20%
	Male 18-34	1%	5%	16%
	Male 35-54	11%	17%	14%
	Male 55+	22%	19%	16%
Tenure	Own	83%	63%	63%
	Rent	17%	37%	37%

## Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

	In which area of Coral Gables do you live? (Refer to map above.)	1 = North (Green)		29%
		2 = Downtown Business District (Pink)		22%
		3 = Central (Purple)		28%
		4 = South (Orange)		20%
		None of these/I don't live in Coral Gables		1%
<b>Please rate each of the following aspects of quality of life in Coral Gables.</b>	Coral Gables as a place to live	Excellent		71%
		Good		29%
	Your neighborhood as a place to live	Excellent		60%
		Good		33%
		Fair		6%
		Poor		1%
	Coral Gables as a place to raise children	Excellent		63%
		Good		31%
		Fair		6%
		Poor		0%
	Coral Gables as a place to work	Excellent		54%
		Good		43%
		Fair		3%
	Coral Gables as a place to visit	Excellent		50%
Good			47%	
Fair			2%	
Poor			1%	
Coral Gables as a place to retire	Excellent		42%	
	Good		39%	
	Fair		9%	
	Poor		10%	
The overall quality of life	Excellent		54%	
	Good		42%	

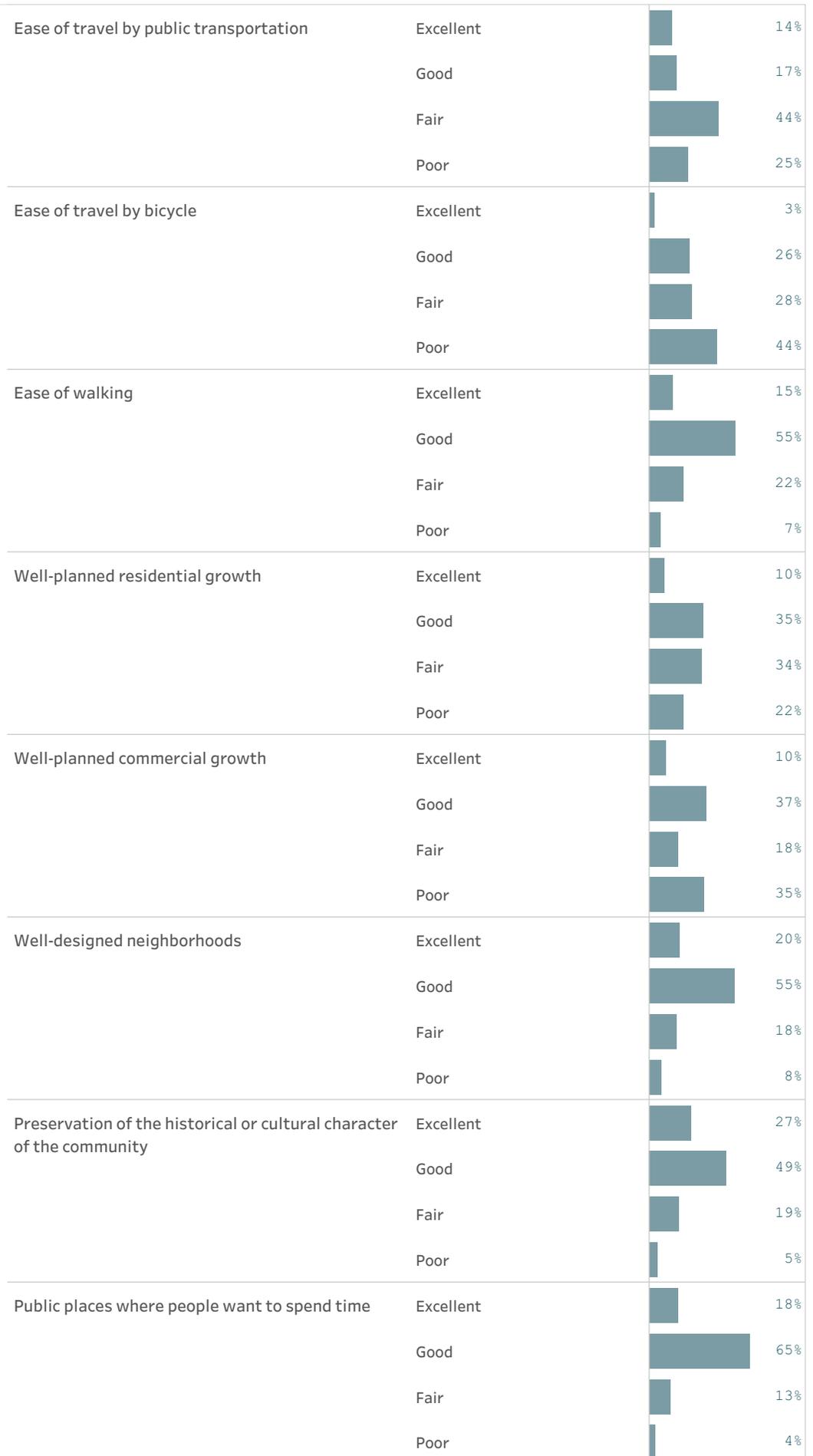
<b>Please rate each of the following aspects of quality of life in Coral Gables.</b>	The overall quality of life	Fair		3%
		Poor		2%
	Sense of community	Excellent		34%
		Good		36%
		Fair		20%
Poor			9%	
<b>Please rate each of the following characteristics as they relate to Coral Gables as a whole.</b>	Overall economic health	Excellent		35%
		Good		58%
		Fair		4%
		Poor		4%
	Overall quality of the transportation system	Excellent		19%
		Good		38%
		Fair		32%
		Poor		11%
	Overall design or layout of residential and commercial areas	Excellent		37%
		Good		37%
Fair			20%	
Poor			5%	
Overall quality of the utility infrastructure	Excellent		13%	
	Good		46%	
	Fair		24%	
	Poor		16%	
Overall feeling of safety	Excellent		41%	
	Good		55%	
	Fair		2%	
	Poor		2%	
Overall quality of natural environment	Excellent		42%	
	Good		49%	
	Fair		7%	
	Poor		1%	
Overall quality of parks and recreation opportunities	Excellent		41%	
	Good		40%	

<b>Please rate each of the following characteristics as they relate to Coral Gables as a whole.</b>	Overall quality of parks and recreation opportunities	Fair		17%
		Poor		2%
	Overall health and wellness opportunities	Excellent		17%
		Good		56%
		Fair		23%
		Poor		4%
	Overall opportunities for education, culture, and the arts	Excellent		17%
		Good		71%
		Fair		13%
	Residents' connection and engagement with their community	Excellent		18%
Good			51%	
Fair			27%	
Poor			4%	
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Coral Gables to someone who asks	Very likely		68%
		Somewhat likely		28%
		Somewhat unlikely		3%
	Remain in Coral Gables for the next five years	Very likely		72%
		Somewhat likely		26%
		Somewhat unlikely		1%
		Very unlikely		1%
	<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe	
Somewhat safe				21%
Neither safe nor unsafe				3%
In Coral Gables's downtown/commercial area during the day		Very safe		69%
		Somewhat safe		28%
		Neither safe nor unsafe		3%
		Somewhat unsafe		0%
From property crime		Very safe		36%
		Somewhat safe		51%
		Neither safe nor unsafe		3%
		Somewhat unsafe		10%
		Very unsafe		0%

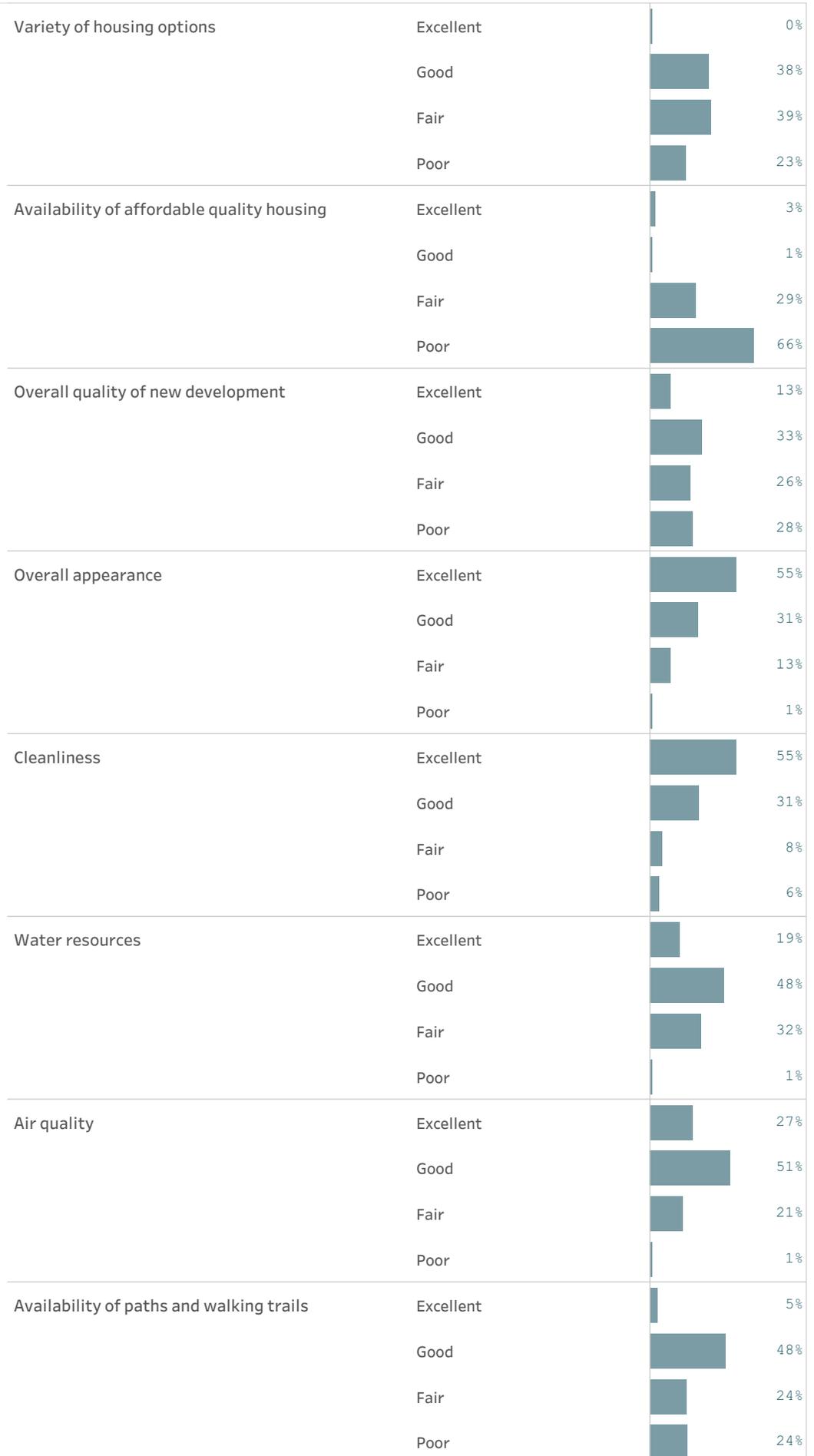
<b>Please rate how safe or unsafe you feel:</b>	From violent crime	Very safe		59%
		Somewhat safe		38%
		Neither safe nor unsafe		2%
		Somewhat unsafe		1%
	From fire, flood, or other natural disaster	Very safe		41%
		Somewhat safe		45%
		Neither safe nor unsafe		11%
		Somewhat unsafe		2%
Very unsafe			1%	
<b>Please rate the job you feel the Coral Gables community does at each of the following.</b>	Making all residents feel welcome	Excellent		19%
		Good		56%
		Fair		19%
		Poor		6%
	Attracting people from diverse backgrounds	Excellent		24%
		Good		40%
		Fair		24%
		Poor		13%
	Valuing/respecting residents from diverse backgrounds	Excellent		20%
		Good		51%
		Fair		17%
		Poor		12%
	Taking care of vulnerable residents	Excellent		14%
		Good		59%
		Fair		25%
		Poor		1%
<b>Please rate each of the following in the Coral Gables community.</b>	Overall quality of business and service establishments	Excellent		27%
		Good		63%
		Fair		7%
		Poor		3%
	Variety of business and service establishments	Excellent		21%
		Good		59%
		Fair		13%

<b>Please rate each of the following in the Coral Gables community.</b>	Variety of business and service establishments	Poor		7%
	Vibrancy of downtown/commercial area	Excellent		21%
		Good		53%
		Fair		18%
		Poor		8%
Employment opportunities	Excellent		20%	
	Good		62%	
	Fair		11%	
	Poor		7%	
Shopping opportunities	Excellent		13%	
	Good		57%	
	Fair		24%	
	Poor		6%	
Cost of living	Excellent		1%	
	Good		36%	
	Fair		35%	
	Poor		29%	
Overall image or reputation	Excellent		51%	
	Good		46%	
	Fair		4%	
<b>Please also rate each of the following in the Coral Gables community.</b>	Traffic flow on major streets	Excellent		0%
		Good		30%
		Fair		49%
		Poor		20%
Ease of public parking	Excellent		3%	
	Good		36%	
	Fair		27%	
	Poor		34%	
Ease of travel by car	Excellent		3%	
	Good		49%	
	Fair		37%	
	Poor		11%	

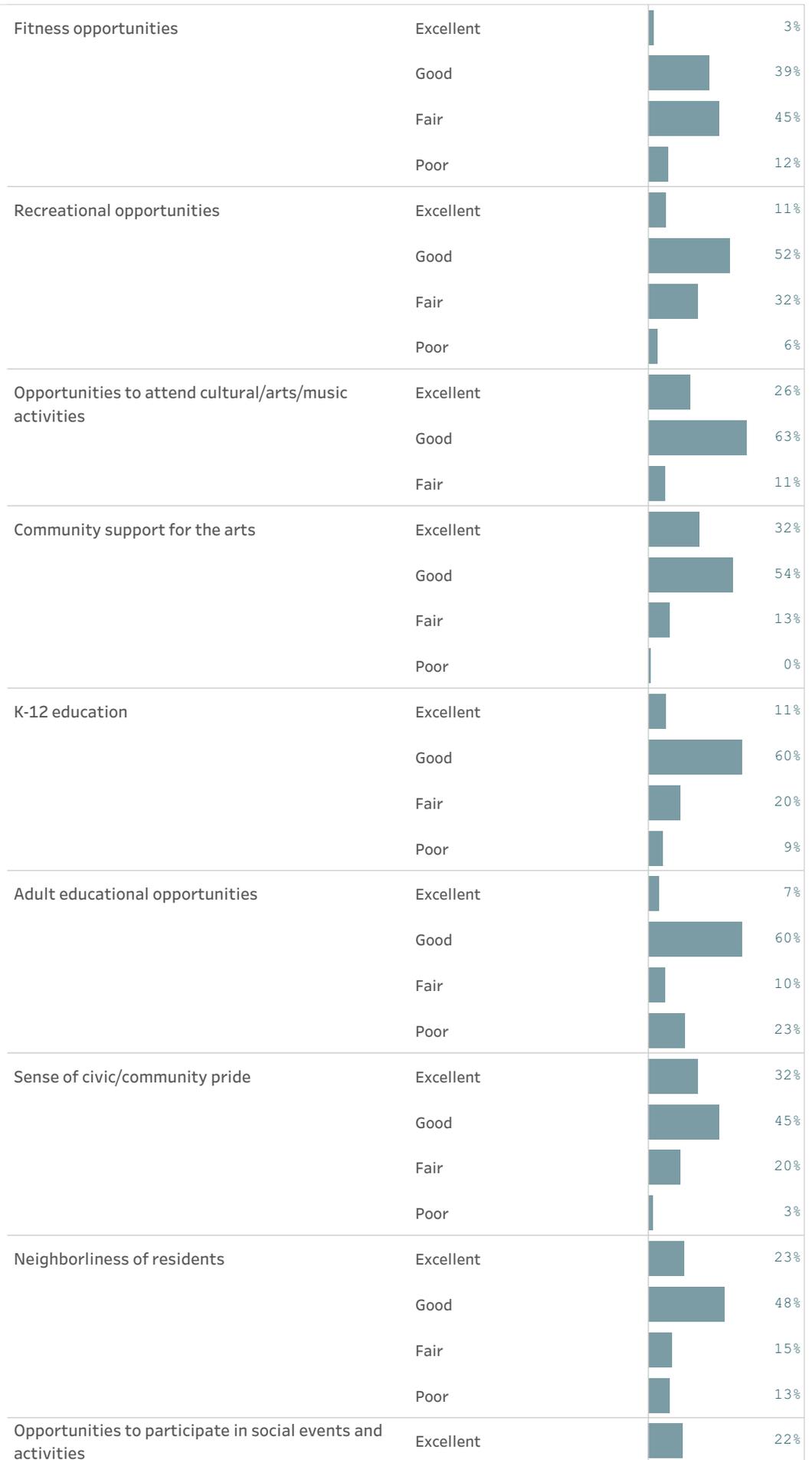
Please also rate each of the following in the Coral Gables community.

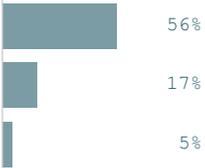
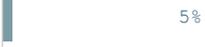
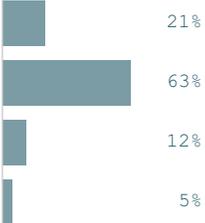
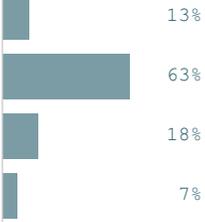
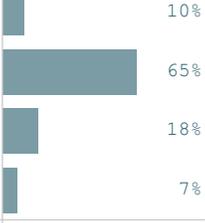
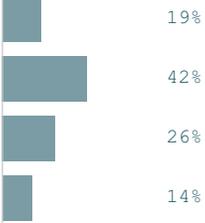
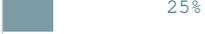


Please also rate each of the following in the Coral Gables community.



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



<b>Please also rate each of the following in the Coral Gables community.</b>	Opportunities to participate in social events and activities	Good		56%
		Fair		17%
		Poor		5%
	Opportunities to attend special events and festivals	Excellent		21%
		Good		63%
		Fair		12%
		Poor		5%
	Opportunities to volunteer	Excellent		13%
		Good		63%
		Fair		18%
		Poor		7%
	Opportunities to participate in community matters	Excellent		10%
		Good		65%
		Fair		18%
		Poor		7%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		19%
		Good		42%
		Fair		26%
		Poor		14%
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Coral Gables for help or information	No		37%
		Yes		63%
	Contacted Coral Gables elected officials to express your opinion	No		68%
		Yes		32%
	Attended a local public meeting	No		47%
		Yes		53%
	Watched a local public meeting	No		44%
		Yes		56%
	Volunteered your time to some group/activity	No		60%
		Yes		40%
	Campaigned or advocated for a local issue, cause, or candidate	No		68%
		Yes		32%
	Voted in your most recent local election	No		25%

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Voted in your most recent local election	Yes		75%
	Used public transportation instead of driving	No		54%
		Yes		46%
	Carpooled with other adults or children instead of driving alone	No		55%
		Yes		45%
	Walked or biked instead of driving	No		26%
Yes			74%	
<b>Please rate the quality of each of the following services in Coral Gables.</b>	Public information services	Excellent		8%
		Good		69%
		Fair		20%
		Poor		3%
	Economic development	Excellent		18%
		Good		55%
		Fair		19%
		Poor		9%
	Traffic enforcement	Excellent		8%
		Good		27%
		Fair		42%
		Poor		24%
	Street repair	Excellent		10%
		Good		60%
		Fair		16%
		Poor		13%
	Street cleaning	Excellent		25%
		Good		54%
		Fair		10%
		Poor		10%
Street lighting	Excellent		8%	
	Good		50%	
	Fair		27%	
	Poor		14%	
Sidewalk maintenance	Excellent		12%	

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

Sidewalk maintenance	Good		41%
	Fair		32%
	Poor		15%
Bus or transit services	Excellent		15%
	Good		52%
	Fair		24%
	Poor		9%
Land use, planning and zoning	Excellent		14%
	Good		20%
	Fair		39%
	Poor		27%
Code enforcement	Excellent		17%
	Good		41%
	Fair		26%
	Poor		17%
Garbage collection	Excellent		28%
	Good		36%
	Fair		30%
	Poor		6%
Sewer services	Excellent		20%
	Good		51%
	Fair		7%
	Poor		22%
Storm water management	Excellent		17%
	Good		58%
	Fair		11%
	Poor		14%
Power (electric and/or gas) utility	Excellent		14%
	Good		66%
	Fair		17%
	Poor		3%
Utility billing	Excellent		11%

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

Utility billing	Good		67%
	Fair		22%
	Poor		0%
Police/Sheriff services	Excellent		45%
	Good		48%
	Fair		6%
	Poor		1%
Crime prevention	Excellent		33%
	Good		62%
	Fair		4%
	Poor		1%
Ambulance or emergency medical services	Excellent		59%
	Good		41%
	Fair		0%
Fire services	Excellent		59%
	Good		41%
	Fair		0%
Fire prevention and education	Excellent		23%
	Good		59%
	Fair		15%
	Poor		3%
Emergency preparedness	Excellent		19%
	Good		58%
	Fair		16%
	Poor		7%
Preservation of natural areas	Excellent		37%
	Good		37%
	Fair		22%
	Poor		4%
Coral Gables open space	Excellent		37%
	Good		27%
	Fair		32%

Please rate the quality of each of the following services in Coral Gables.				
Coral Gables open space	Poor		3%	
	Excellent		27%	
	Good		43%	
	Fair		24%	
	Poor		6%	
Recycling	Excellent		24%	
	Good		54%	
	Fair		15%	
	Poor		7%	
Yard waste pick-up	Excellent		24%	
	Good		54%	
	Fair		15%	
	Poor		7%	
City parks	Excellent		37%	
	Good		49%	
	Fair		13%	
	Poor		1%	
Recreation programs or classes	Excellent		15%	
	Good		50%	
	Fair		28%	
	Poor		6%	
Recreation centers or facilities	Excellent		21%	
	Good		55%	
	Fair		20%	
	Poor		5%	
Public library services	Excellent		33%	
	Good		51%	
	Fair		12%	
	Poor		4%	
Overall customer service by Coral Gables employees	Excellent		15%	
	Good		71%	
	Fair		13%	
	Poor		2%	
Please rate the following categories of Coral Gables government performance.	The value of services for the taxes paid to Coral Gables	Excellent		29%
		Good		38%
		Fair		29%

**Please rate the following categories of Coral Gables government performance.**

The value of services for the taxes paid to Coral Gables	Poor		4%
	Excellent		14%
The overall direction that Coral Gables is taking	Good		38%
	Fair		34%
	Poor		14%
	Excellent		11%
The job Coral Gables government does at welcoming resident involvement	Good		51%
	Fair		25%
	Poor		13%
	Excellent		11%
Overall confidence in Coral Gables government	Good		49%
	Fair		30%
	Poor		10%
	Excellent		7%
Generally acting in the best interest of the community	Good		34%
	Fair		42%
	Poor		17%
	Excellent		8%
Being honest	Good		33%
	Fair		40%
	Poor		19%
	Excellent		8%
Being open and transparent to the public	Good		29%
	Fair		42%
	Poor		21%
	Excellent		7%
Informing residents about issues facing the community	Good		47%
	Fair		28%
	Poor		18%
	Excellent		11%
Treating all residents fairly	Good		42%
	Fair		31%
	Excellent		11%

<b>Please rate the following categories of Coral Gables government performance.</b>	Treating all residents fairly	Poor		16%
	Treating residents with respect	Excellent		20%
		Good		49%
		Fair		22%
		Poor		9%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Coral Gables	Excellent		24%
		Good		65%
		Fair		10%
		Poor		1%
	The Federal Government	Excellent		2%
		Good		36%
		Fair		27%
		Poor		34%
<b>Please rate how important, if at all, you think it is for the Coral Gables community to focus on each of the following in the coming two years.</b>	Overall economic health	Essential		57%
		Very important		37%
		Somewhat important		4%
		Not at all important		2%
	Overall quality of the transportation system	Essential		50%
		Very important		39%
		Somewhat important		9%
		Not at all important		1%
	Overall design or layout of residential and commercial areas	Essential		69%
		Very important		18%
		Somewhat important		13%
	Overall quality of the utility infrastructure	Essential		55%
		Very important		38%
		Somewhat important		6%
		Not at all important		1%
	Overall feeling of safety	Essential		70%
Very important			20%	
Somewhat important			10%	
Not at all important			1%	

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

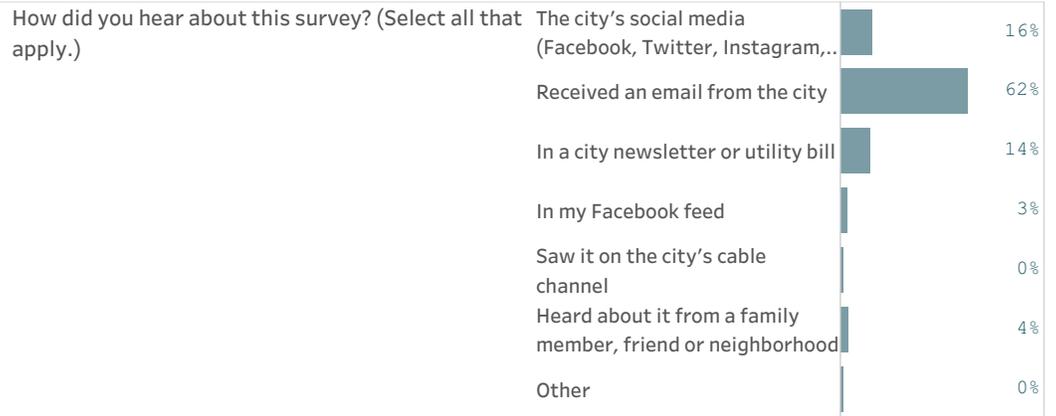
Overall quality of natural environment	Essential		53%
	Very important		36%
	Somewhat important		11%
Overall quality of parks and recreation opportunities	Essential		45%
	Very important		42%
	Somewhat important		13%
	Not at all important		1%
Overall health and wellness opportunities	Essential		20%
	Very important		39%
	Somewhat important		40%
	Not at all important		1%
Overall opportunities for education, culture, and the arts	Essential		26%
	Very important		47%
	Somewhat important		26%
	Not at all important		1%
Residents' connection and engagement with their community	Essential		34%
	Very important		44%
	Somewhat important		22%
	Not at all important		0%
Is your home currently on a septic tank system?	Yes		41%
	No		59%
Are you employed by a business located in Coral Gables?	No		74%
	Yes		26%
Please indicate if you have done any of the following activities in the downtown area in the past six months. (Select all that apply.)	Dined at a Coral Gables restaurant		88%
	Shopped at a local store		76%
	Visited Giralda Plaza		70%
	Visited Miracle Mile		85%
	Visited a local financial institution (e.g., bank, insurance)		58%
	Visited a Coral Gables medical office		53%
	Visited a local cultural institution (e.g., theatre, cinema)		54%
	None of these		4%
	Local network and/or public access TV stations	Major source	

How much of a source, if at all, do you consider each of the following to be for obtaining information about Coral Gables?

How much of a source, if at all, do you consider each of the following to be for obtaining information about Coral Gables?				
How much of a source, if at all, do you consider each of the following to be for obtaining information about Coral Gables?	Local network and/or public access TV stations	Minor source		51%
		Not a source		36%
	City website (coralgables.com)	Major source		52%
		Minor source		38%
		Not a source		9%
	Social media (e.g., Facebook, Twitter, Instagram, etc.)	Major source		48%
		Minor source		23%
		Not a source		28%
	City's weekly newsletter	Major source		76%
		Minor source		13%
		Not a source		11%
	Mailed materials	Major source		51%
		Minor source		33%
		Not a source		16%
	Advertisements (e.g., newspaper, online)	Major source		18%
Minor source			51%	
Not a source			30%	
In general, how many times do you:	Access the internet from your home	Several times a day		85%
		Once a day		10%
		A few times a week		2%
		Every few weeks		1%
		Less often or never		2%
	Access the internet from your cell phone	Several times a day		90%
		Once a day		3%
		A few times a week		4%
		Less often or never		3%
	Visit social media sites	Several times a day		59%
		Once a day		16%
		A few times a week		3%
		Every few weeks		2%
		Less often or never		20%
	Use or check email	Several times a day		95%

<b>In general, how many times do you:</b>	Use or check email	Once a day		5%
		Every few weeks		1%
	Share your opinions online	Several times a day		17%
		Once a day		3%
		A few times a week		17%
		Every few weeks		20%
		Less often or never		42%
Shop online	Several times a day		10%	
	Once a day		9%	
	A few times a week		51%	
	Every few weeks		25%	
	Less often or never		5%	
Please rate your overall health.	Excellent		33%	
	Very good		53%	
	Good		4%	
	Fair		9%	
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		4%	
	Somewhat positive		34%	
	Neutral		29%	
	Somewhat negative		31%	
	Very negative		1%	
How many years have you lived in Coral Gables?	Less than 2 years		16%	
	2-5 years		20%	
	6-10 years		15%	
	11-20 years		17%	
	More than 20 years		31%	
Which best describes the building you live in?	One family house detached from any other houses		54%	
	Building with two or more homes (duplex, townhome, apa..		46%	
Do you rent or own your home?	Rent		37%	
	Own		63%	
<b>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)?</b>	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)?	\$500 to \$999		3%
		\$1,000 to \$1,499		24%

<b>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)?</b>	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)?	\$1,500 to \$1,999		7%
		\$2,000 to \$2,499		17%
		\$2,500 to \$2,999		7%
		\$3,000 to \$3,499		3%
		\$3,500 or more		39%
	Do any children 17 or under live in your household?	No		67%
		Yes		33%
	Are you or any other members of your household aged 65 or older?	No		72%
		Yes		28%
	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		1%
		\$25,000 to \$49,999		3%
		\$50,000 to \$74,999		12%
		\$75,000 to \$99,999		10%
		\$100,000 to \$149,999		26%
		\$150,000 or more		48%
<b>Are you Spanish, Hispanic, or Latino?</b>	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		42%
		Yes, I consider myself to be Spanish, Hispanic, or Latino		58%
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian, or Pacific Islander		7%
		Black or African American		1%
		White		92%
		Other		2%
	In which category is your age?	18-24 years		5%
		25-34 years		15%
		35-44 years		21%
		45-54 years		16%
		55-64 years		17%
		65-74 years		18%
		75 years or older		8%
	What is your gender?	Female		59%
		Male		41%
		Identify in another way		0%
	How did you hear about this survey? (Select all that apply.)	The city's website		8%



# The City of Coral Gables 2021 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 Coral Gables.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Coral Gables .....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, trolley) in Coral Gables .....	1	2	3	4	5
Overall design or layout of Coral Gables' residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the City utility infrastructure in Coral Gables (sanitary sewer, storm water) .....	1	2	3	4	5
Overall feeling of safety in Coral Gables.....	1	2	3	4	5
Overall quality of natural environment in Coral Gables.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Coral Gables.....	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 Coral Gables to someone who asks .....	1	2	3	4	5
Remain in Coral Gables 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 Coral Gables' 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 Coral Gables 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 Coral Gables 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 Coral Gables .....	1	2	3	4	5
Variety of business and service establishments in Coral Gables.....	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 Coral Gables.....	1	2	3	4	5
Overall image or reputation of Coral Gables .....	1	2	3	4	5

**7. Please also rate each of the following in the Coral Gables 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 Coral Gables.....	1	2	3	4	5
Ease of travel by public transportation in Coral Gables.....	1	2	3	4	5
Ease of travel by bicycle in Coral Gables.....	1	2	3	4	5
Ease of walking in Coral Gables.....	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 Coral Gables.....	1	2	3	4	5
Overall appearance of Coral Gables.....	1	2	3	4	5
Cleanliness of Coral Gables.....	1	2	3	4	5
Water resources (waterways, canals, waterfronts, 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
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	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 Coral Gables.....	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 Coral Gables (in-person, phone, email, or web) for help or information.....	1	2
Contacted Coral Gables 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 Commissioners 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 Coral Gables.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used trolley, metro-rail, 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 Coral Gables 2021 Community Survey

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

	<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
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
Trolley or Freebee 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
Garbage collection.....	1	2	3	4	5
Sanitary sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	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 and conservation areas).....	1	2	3	4	5
Coral Gables 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
Public library services.....	1	2	3	4	5
Overall customer service by Coral Gables employees (police, receptionists, planners, etc.).....	1	2	3	4	5

## 10. Please rate the following categories of Coral Gables 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 Coral Gables.....	1	2	3	4	5
The overall direction that Coral Gables is taking.....	1	2	3	4	5
The job Coral Gables government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Coral Gables 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 Coral Gables .....	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 Coral Gables 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 Coral Gables .....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, trolley) in Coral Gables .....	1	2	3	4
Overall design or layout of Coral Gables' residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4
Overall quality of the City utility infrastructure in Coral Gables (sanitary sewer, storm water) .....	1	2	3	4
Overall feeling of safety in Coral Gables.....	1	2	3	4
Overall quality of natural environment in Coral Gables.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Coral Gables.....	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

**13. Is your home currently on a septic tank system?**

- No (skip to Question 15)                       Yes                       Don't know

**14. The City estimates that over 7,000 single-family homes in Coral Gables are currently on septic tanks.**

**Citywide septic to sewer conversion would require the construction of a large sanitary sewer network to convey the sewer flows to the County's system for disposal. It would also require the abandonment of the septic tanks and drain fields, and the rerouting of the private sewer lines to connect to the City's new sewer network. This conversion would help reduce the impact of future sea level rise and storm surge, which can cause septic tanks to fail and negatively affect our local water quality. Please indicate whether you agree or disagree with the following statements regarding the citywide septic to sewer conversion proposal.**

	<u>Strongly agree</u>	<u>Somewhat agree</u>	<u>Somewhat disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
This project should be a priority for the City of Coral Gables.....	1	2	3	4	5
I would support the implementation of this project, knowing that a significant proportion of the cost would be assumed by individual residents through a special assessment.....	1	2	3	4	5

**15. Are you employed by a business located in Coral Gables?**

- No                       Yes

**16. Please indicate if you have done any of the following activities in the downtown area in the past six months. (Select all that apply.)**

- |  |   |
|--|---|
| <input type="radio"/> Dined at a Coral Gables restaurant | <input type="radio"/> Visited a local financial institution (e.g., bank, insurance company) |
| <input type="radio"/> Shopped at a local store           | <input type="radio"/> Visited a Coral Gables medical office                                 |
| <input type="radio"/> Visited Giralda Plaza              | <input type="radio"/> Visited a local cultural institution (e.g., theatre, cinema, museum)  |
| <input type="radio"/> Visited Miracle Mile               | <input type="radio"/> None of these   |

**17. How much of a source, if at all, do you consider each of the following to be for obtaining information about Coral Gables?**

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
Local network and/or public access TV stations .....	1	2	3
City website (coralgables.com).....	1	2	3
Social media (e.g., Facebook, Twitter, Instagram, etc.).....	1	2	3
City's weekly newsletter.....	1	2	3
Mailed materials.....	1	2	3
Advertisements (e.g., newspaper, online).....	1	2	3

# The City of Coral Gables 2021 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 Coral Gables?**

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

**D5. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment, or condominium)  
 Other

**D6. Do you rent or own your home?**

- Rent  
 Own

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

- Less than \$500      \$2,000 to \$2,499  
 \$500 to \$999      \$2,500 to \$2,999  
 \$1,000 to \$1,499      \$3,000 to \$3,499  
 \$1,500 to \$1,999      \$3,500 or more

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

- No      Yes

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

- No      Yes

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

- Less than \$25,000      \$75,000 to \$99,999  
 \$25,000 to \$49,999      \$100,000 to \$149,999  
 \$50,000 to \$74,999      \$150,000 or more

**D11. Are you Spanish, Hispanic or Latino?**

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

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

- American Indian or Alaskan Native  
 Asian, Asian Indian, or Pacific Islander  
 Black or African American  
 White  
 Other

**D13. In which category is your age?**

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

**D14. What is your gender?**

- Female  
 Male  
 Identify in another way

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