

Coral Gables, FL

The National Community Survey

Report of Results
2023

Report by:



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

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of 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



POWERED BY POLCO



The report provides the opinions of a representative sample of 452 residents of the City of Coral Gables collected from September 13, 2023 to October 23, 2023. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2023 survey was 16%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in 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 500 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 Gable’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 Gable’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 Gable’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered after the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to or during the pandemic. This may impact how your City’s 2023 ratings compare to other communities’ ratings from the past five years.

Trends over time

Trend data for Coral Gables represent important comparison data and should be examined for improvements or declines.¹ Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents’ opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2021 and 2023 surveys, the change is statistically significant.

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

Methods

Selecting survey recipients

All households within the City of Coral Gables were eligible to participate in the survey. A list of all households within the zip codes serving Coral Gables was purchased from Polco's mailing vendor, 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 Council districts. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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

Conducting the survey

The 3,000 randomly selected households received mailings beginning on September 13, 2023 and data collection for the survey remained open for six weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing was a reminder postcard inviting the household one final time to participate in the survey. 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 3% of the 3,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,913 households that received the invitations to participate, 452 completed the survey, providing an overall response rate of 16%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.¹

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 five percentage points around any given percent reported for all respondents (452 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 random sample survey, with two small updates; it asked a question to confirm the respondent was a resident of Coral Gables 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 11, 2023. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open-participation respondents.

Analyzing the data

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

The demographics of the survey respondents were compared to those found in the 2020 Census and 2022 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.³ 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 ⁴
Age	18-34	4%	22%	32%
	35-54	27%	34%	30%
	55+	69%	44%	39%
Area	Area 1	42%	30%	29%
	Area 2	21%	35%	35%
	Area 3	24%	19%	21%
	Area 4	13%	17%	15%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish origin	41%	41%	42%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	59%	59%	58%
Housing tenure	Own	84%	64%	64%
	Rent	16%	36%	36%
Housing type	Attached	30%	46%	46%
	Detached	70%	54%	54%
Race & Hispanic origin	Not white alone	63%	67%	66%
	White alone, not Hispanic or Latino	37%	33%	34%
Sex	Man	47%	45%	46%
	Woman	53%	55%	54%

Sex/age	Man 18-34	2%	9%	15%
	Man 35-54	11%	16%	15%
	Man 55+	33%	20%	17%
	Woman 18-34	3%	13%	17%
	Woman 35-54	15%	17%	15%
	Woman 55+	36%	24%	21%

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 if you have any questions about the survey.

Study Limitations

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

Survey Validity

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

2. See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>
3. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>
4. Targets come from the 2020 Census and 2022 American Community Survey

Key Findings

Scores for mobility in Coral Gables generally remain stable, with some improvements observed since the previous survey.

Residents offered higher-than-average ratings (67% excellent or good) to the transportation system in Coral Gables. In addition, several items within this domain trended upward over prior results. About 4 in 10 residents positively rated traffic flow on major streets and the ease of public parking, while roughly two-thirds of participants praised the ease of travel by car; though these rankings were similar to benchmarks, each experienced a statistically significant increase from the 2021 survey. Similarly, about 7 in 10 participants highly rated street lighting in the city, up 15% from the previous survey. Reviews for street cleaning (70% excellent or good), bus or transit services (76%), and street repair (63%) all held steady with prior results and surpassed national averages. About 7 in 10 residents also approved of traffic enforcement and the ease of walking, staying consistent with the 2021 survey and the national averages.

Residents continue to enjoy a high quality of life and strong sense of safety in their community.

Many results pertaining to the quality of life in Coral Gables were higher than benchmark comparisons. Around 9 in 10 residents praised the overall quality of life and overall image or reputation of the city, scoring higher than the national benchmarks. Evaluations for Coral Gables as a place to raise children (90% excellent or good) and to retire (76%) also exceeded comparison communities across the country. Nearly 9 in 10 indicated a high likelihood of remaining in Coral Gables for the next five years, on par with benchmarks. Most respondents (95%) said they would recommend living in Coral Gables to someone who asks, in line with the previous survey's finding and scoring higher than the national average.

Consistently high assessments of safety in Coral Gables likely contribute to the community's exceptional quality of life. Approximately 9 in 10 community members positively rated the overall feeling of safety and police/sheriff services, which were stable with the City's 2021 results and higher than comparison communities across the nation. Crime prevention and emergency preparedness received above-average reviews from a similar proportion, reflecting a positive trend from the 2021 survey iteration. Residents also reported strong feelings of safety in their neighborhood during the day (96% very or somewhat safe), in Coral Gables' downtown/commercial area during the day (95%), from violent crime (94%), and from property crime (84%), highlighting the city's continued success in this area.

Coral Gables' economy remains strong.

Nearly all survey items relating to the local economy ranked higher than benchmark comparison communities, with a few items trending upward from prior survey results. The overall quality of business and service establishments (92% excellent or good) received more favorable reviews this year than in 2021. Similarly, about 8 in 10 residents highly rated the vibrancy of downtown/commercial areas and shopping opportunities, both demonstrating slight gains. Reviews for Coral Gables' economic development (76%) and overall economic health (88%) remained stable from prior results. In contrast, around 6 in 10 respondents positively evaluated the city's employment opportunities, reflecting a statistically significant decline from the previous iteration but still higher than other comparison communities. When

asked what impact residents think the economy will have on their family income in the next 6 months, only about one-quarter of community members anticipated a very or somewhat positive impact; though similar to national benchmarks, this rating declined from the 2021 survey, indicating an area of opportunity for the city. Cost of living received similarly low marks (27% excellent or good) but fell in line with benchmarks and previous results.

Many aspects of the Coral Gables' community design receive positive reviews, but residents identify some potential areas of opportunity for the city.

Around 8 in 10 residents highly rated the overall design or layout of residential and commercial areas, representing a statistically significant increase from the 2021 survey iteration and scoring higher than the national average. Many aspects of community design in Coral Gables maintained positive rankings from the previous results and rated higher than national benchmarks, including overall appearance (93% excellent or good), public spaces where people want to spend time (72%), well-designed neighborhoods (77%), and residents' neighborhood as a place to live (96%). Around half of respondents positively rated the well-planned residential growth and well-planned commercial growth, consistent with the previous survey findings and benchmark comparison communities. However, items related to housing received less favorable results. The variety of housing options earned positive marks from just under half of respondents but remained in line with both prior results and national averages. The availability of affordable quality housing (15% excellent or good), though reflecting steady ratings from the 2021 survey, ranked lower than benchmarks, indicating an area of opportunity for the city.

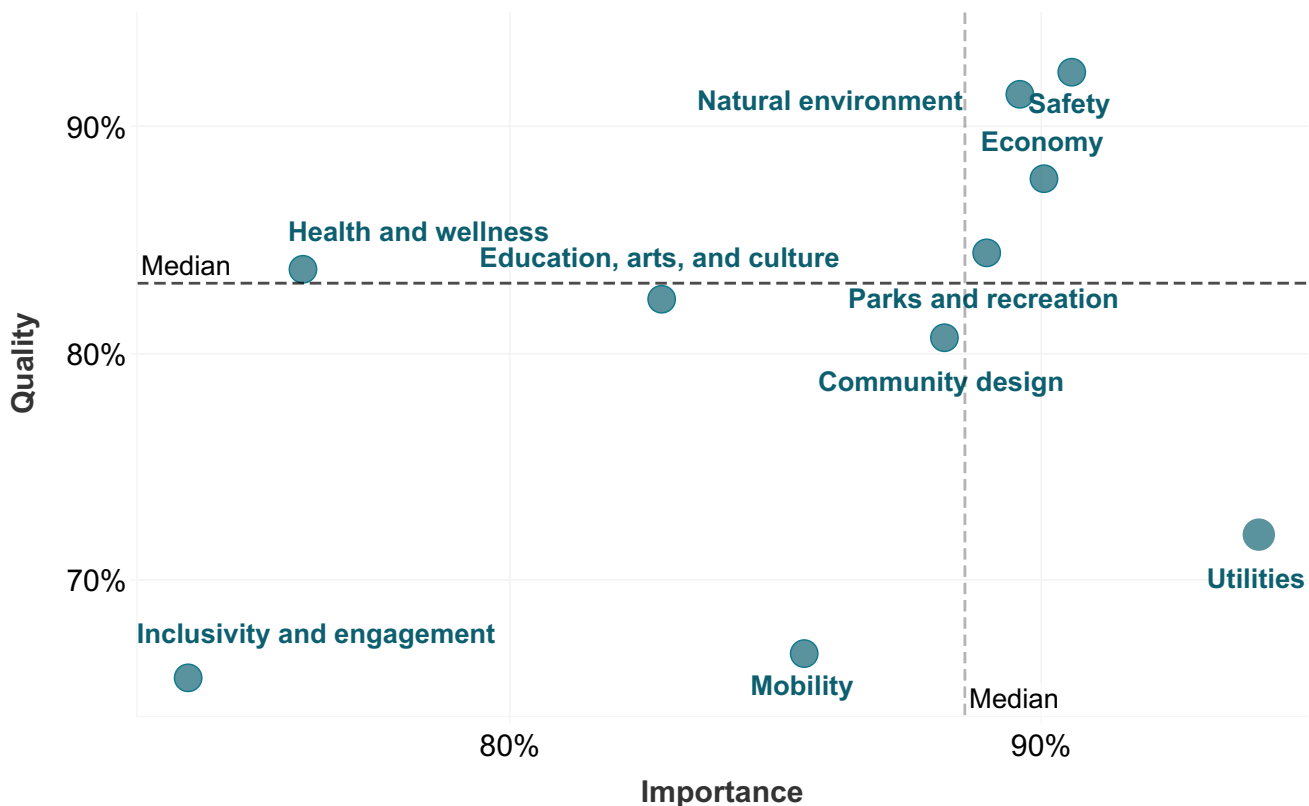
Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially 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.

Quality-Importance Matrix

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

Facets receiving quality ratings of excellent or good by 83% or more of respondents were considered of “higher quality” and those with ratings lower than 83% 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.

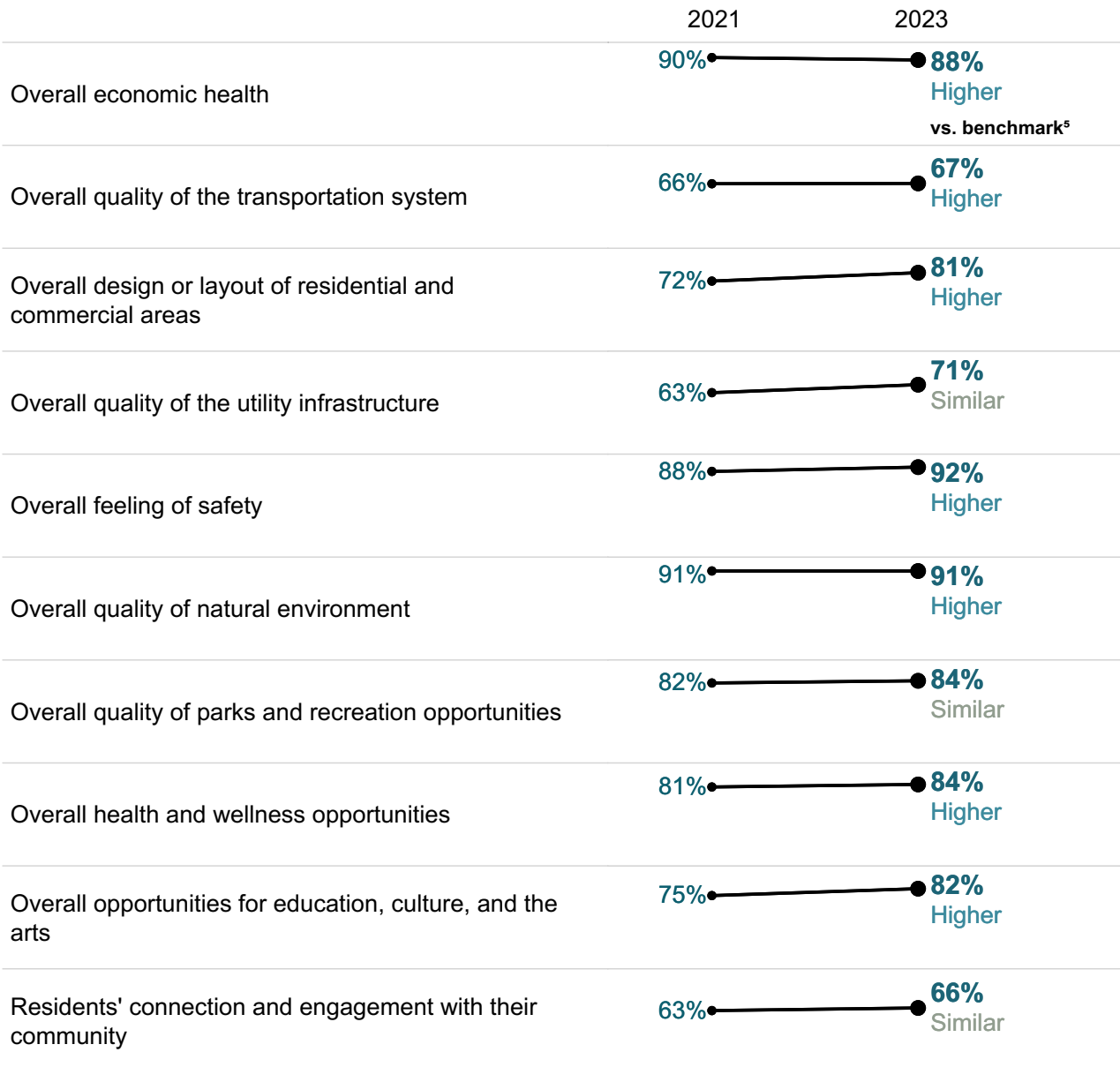
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings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



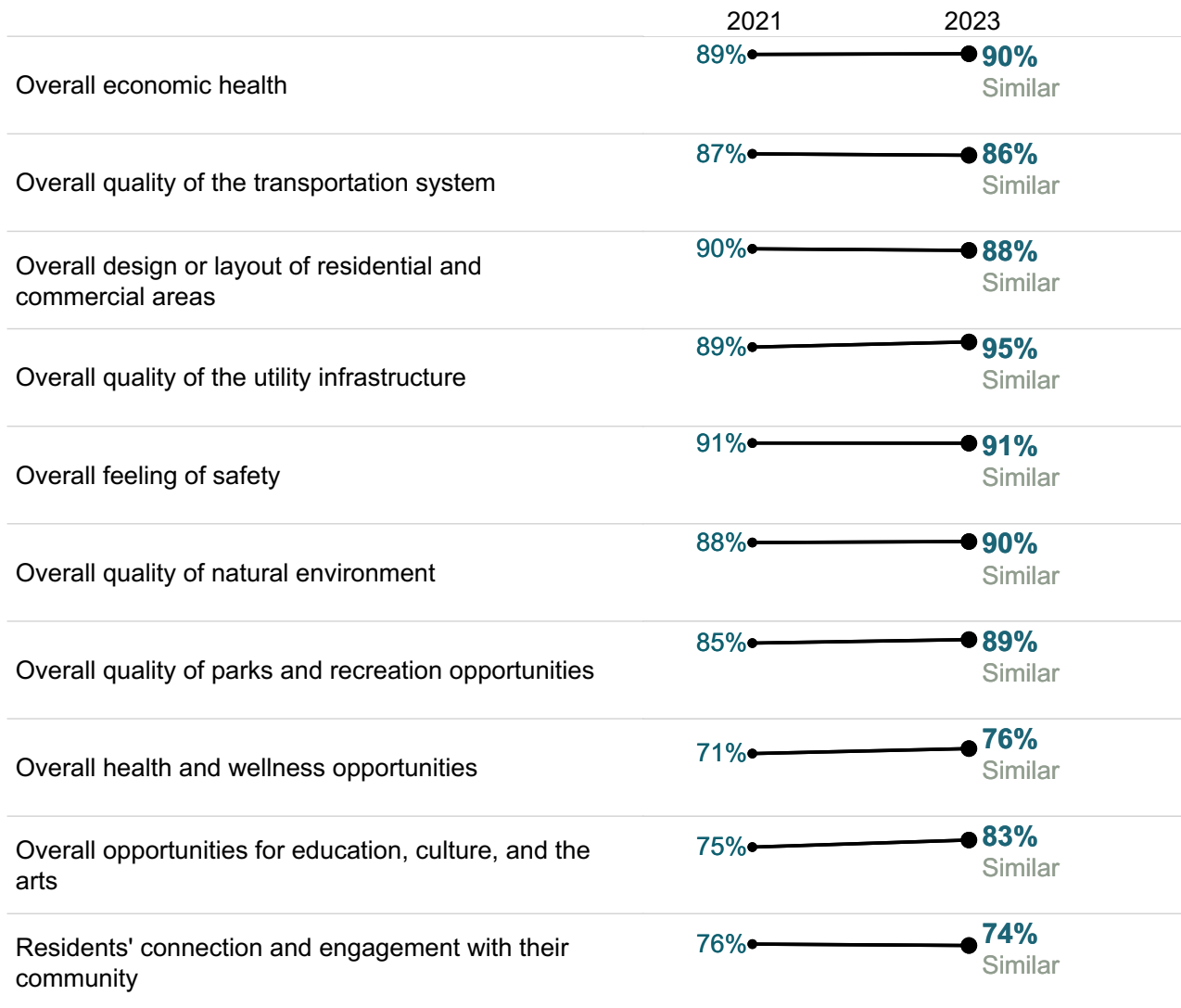
Quality and Importance by the Numbers

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)



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)

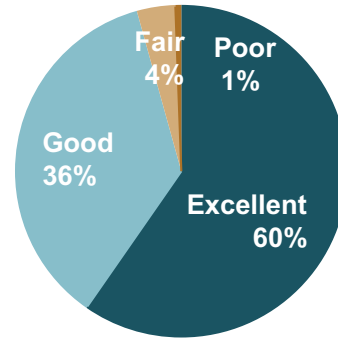


5. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

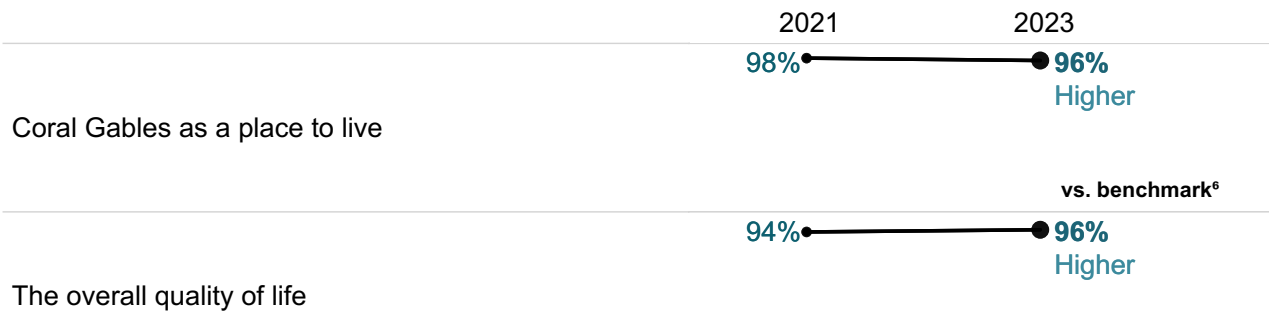
Polco
Quality of Life

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.

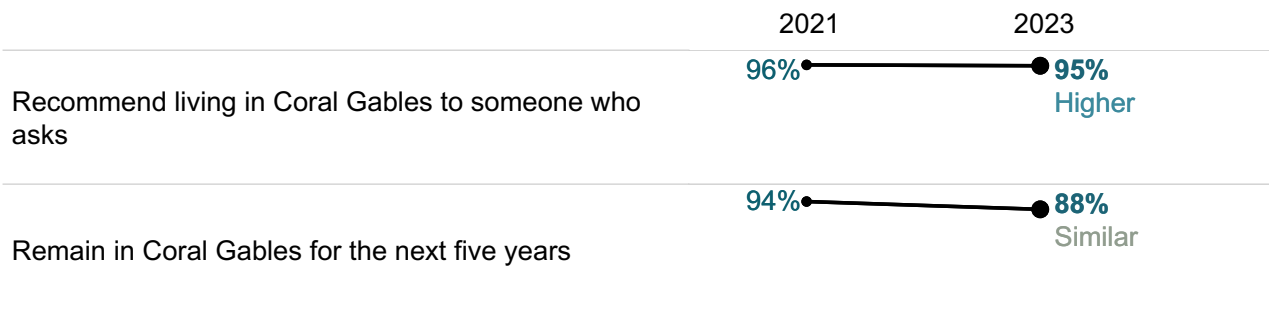
The overall quality of life in Coral Gables, 2023



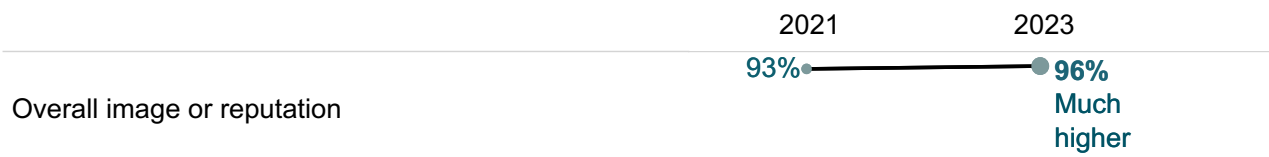
Please rate each of the following aspects of quality of life in Coral Gables. (% excellent or good)



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



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

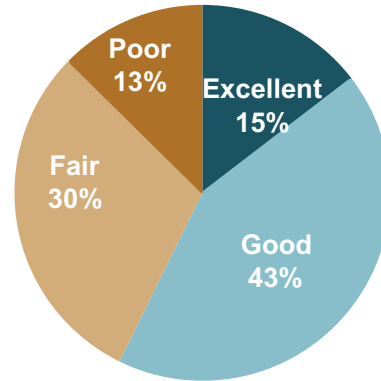


6. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

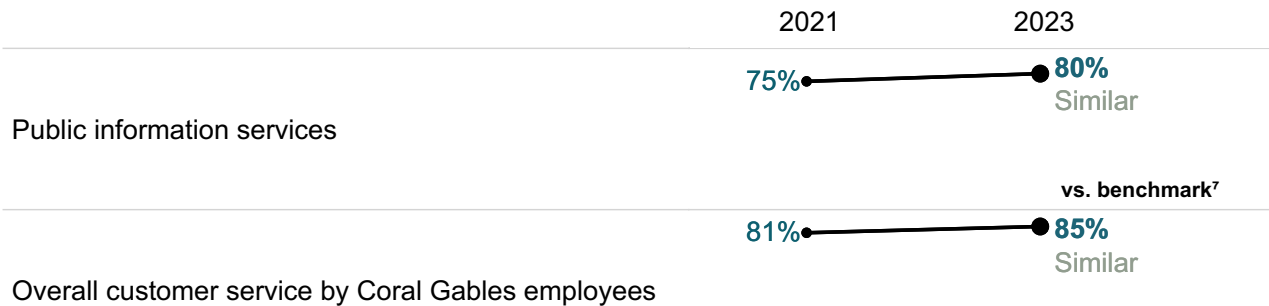
Polco
Governance

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.

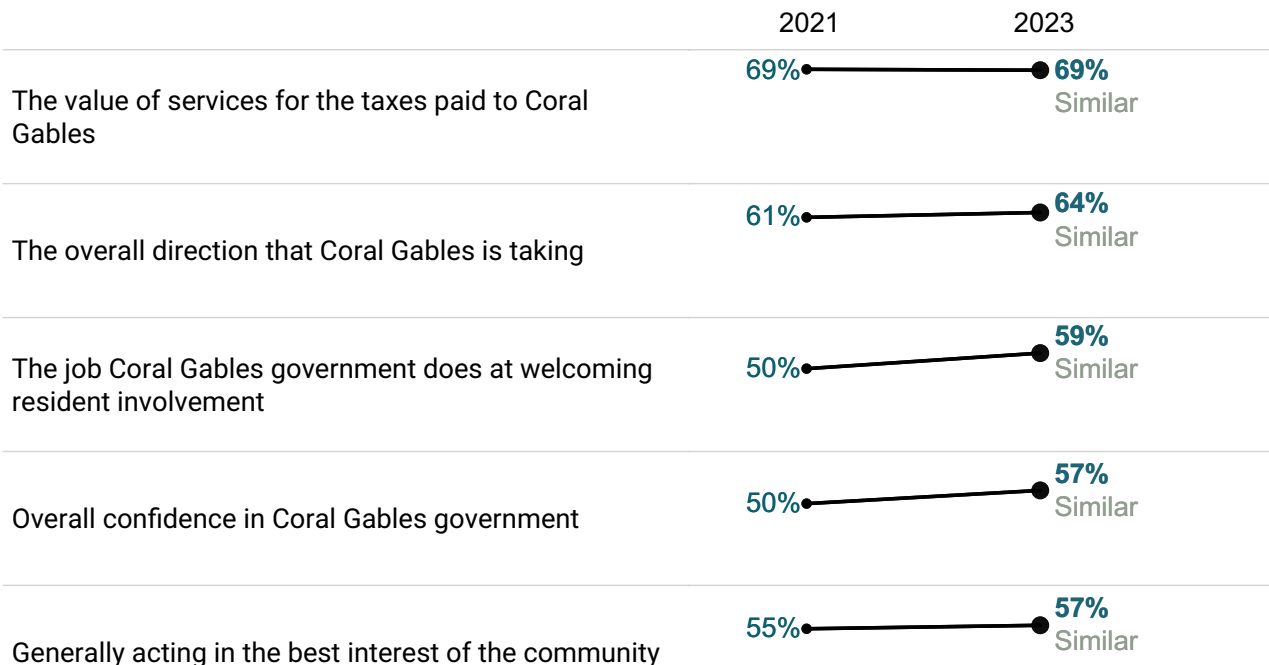
Overall confidence in Coral Gables government, 2023

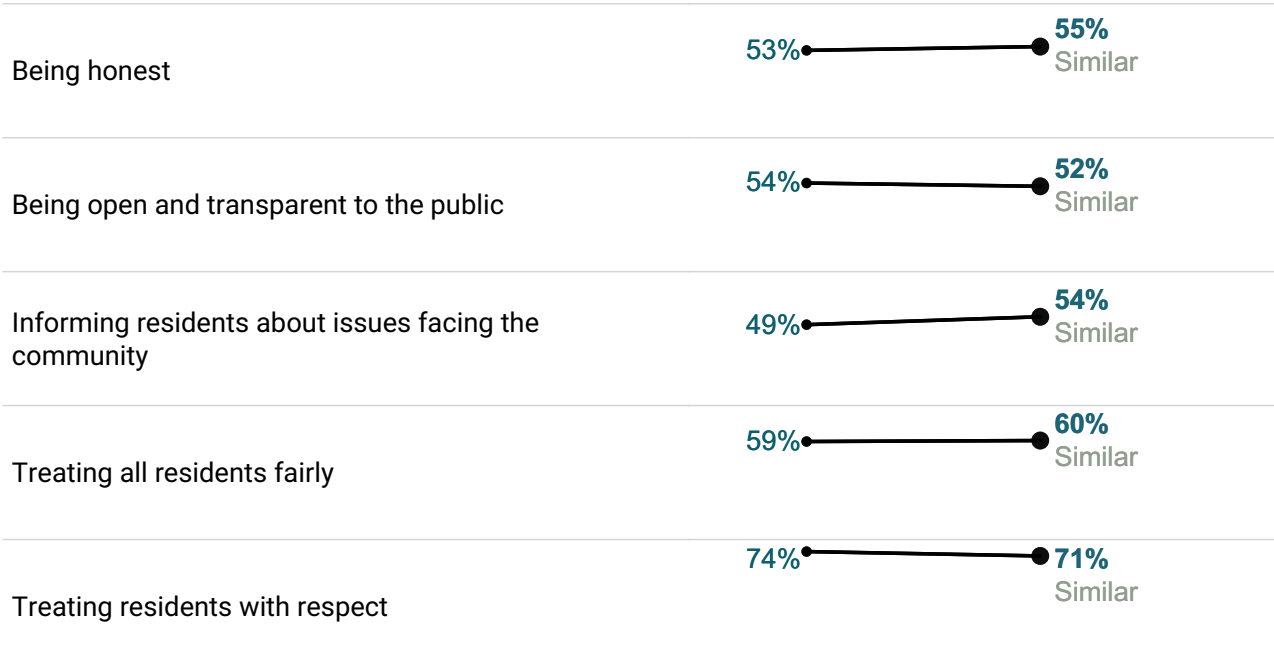


Please rate the quality of each of the following services in Coral Gables.
 (% excellent or good)

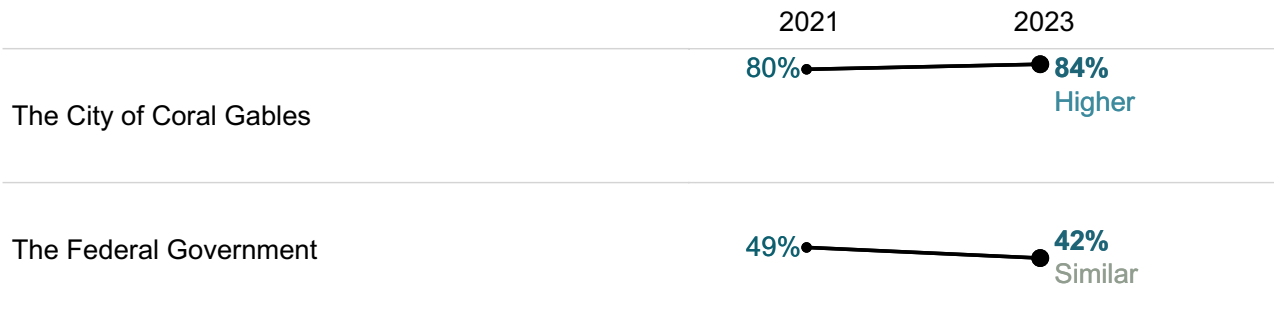


Please rate the following categories of Coral Gables government performance.
 (% excellent or good)





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



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

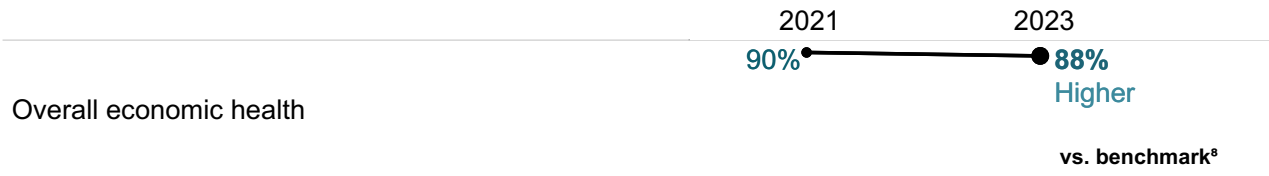
Overall economic health of Coral Gables, 2023



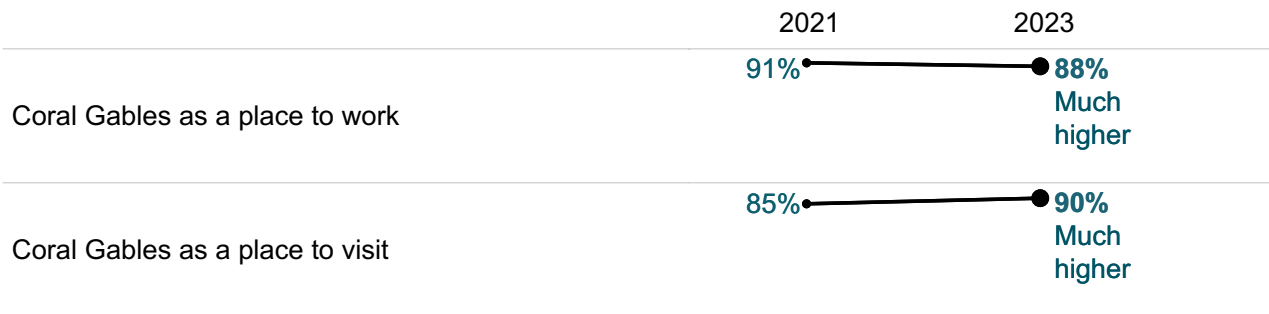
Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.



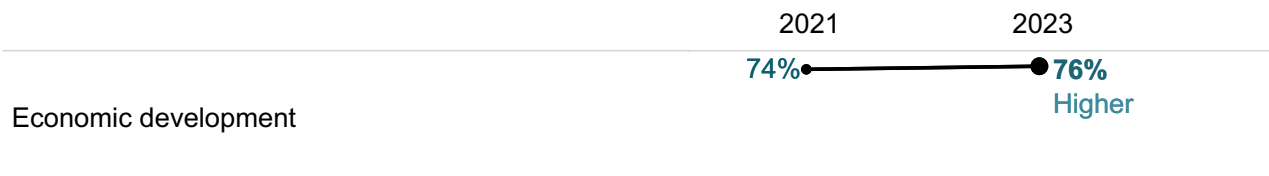
Please rate each of the following characteristics as they relate to Coral Gables as a whole. (% excellent or good)



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



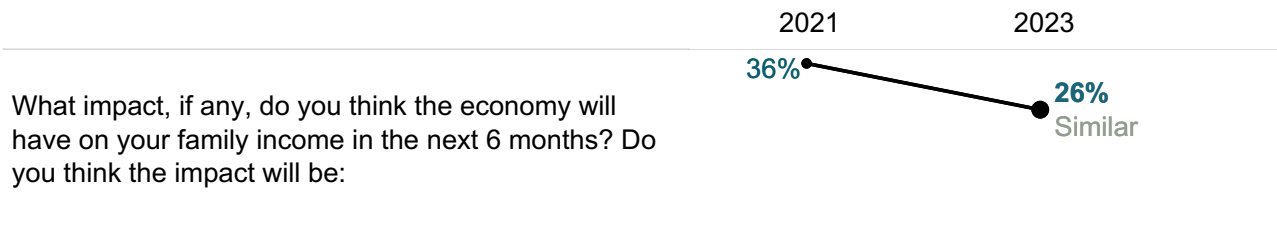
Please rate the quality of each of the following services in Coral Gables. (% excellent or good)



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



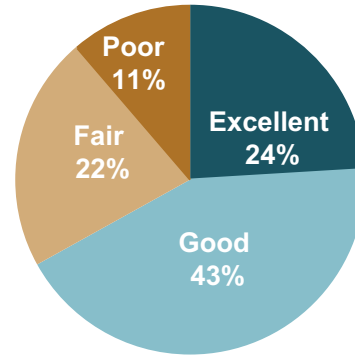
**What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)**



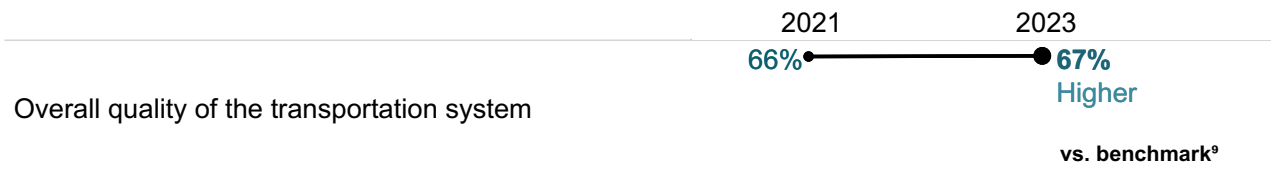
8. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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.

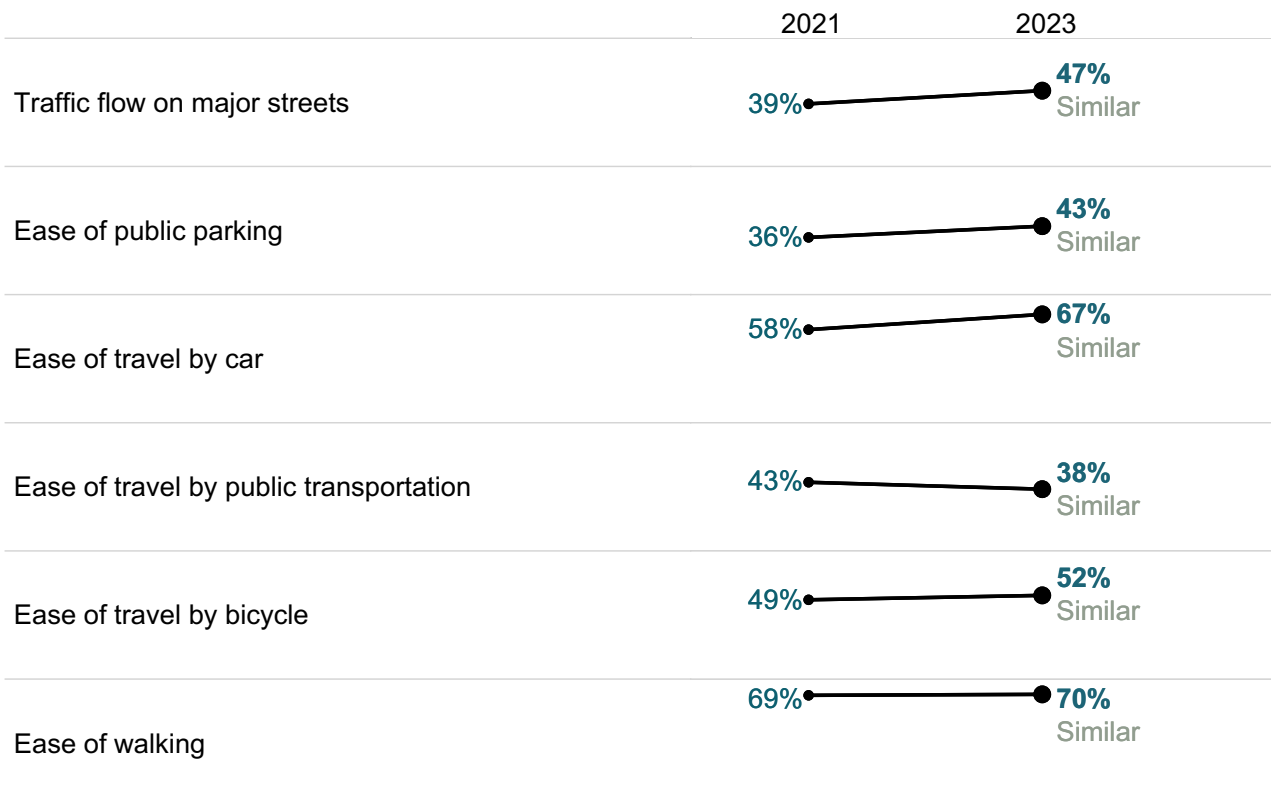
Overall quality of the transportation system in Coral Gables, 2023



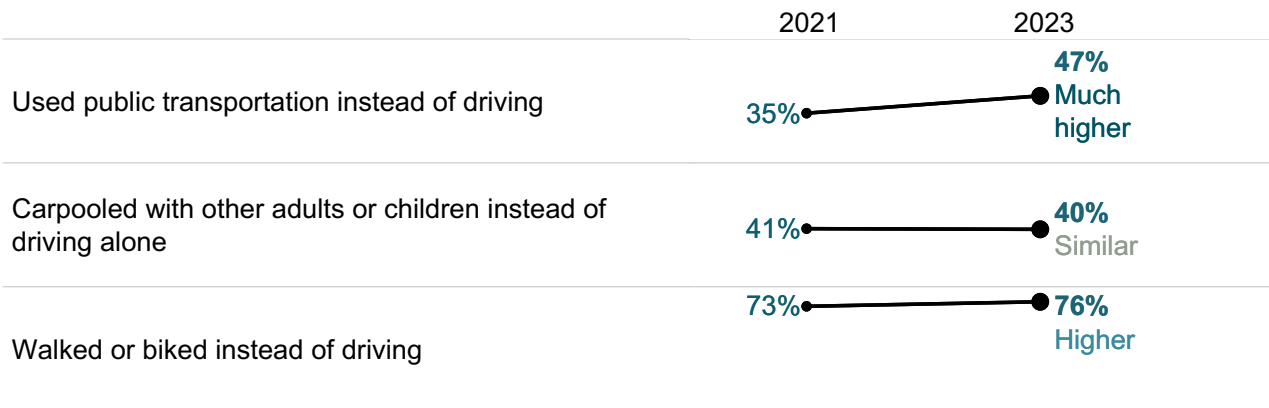
Please rate each of the following characteristics as they relate to Coral Gables as a whole.
 (% excellent or good)



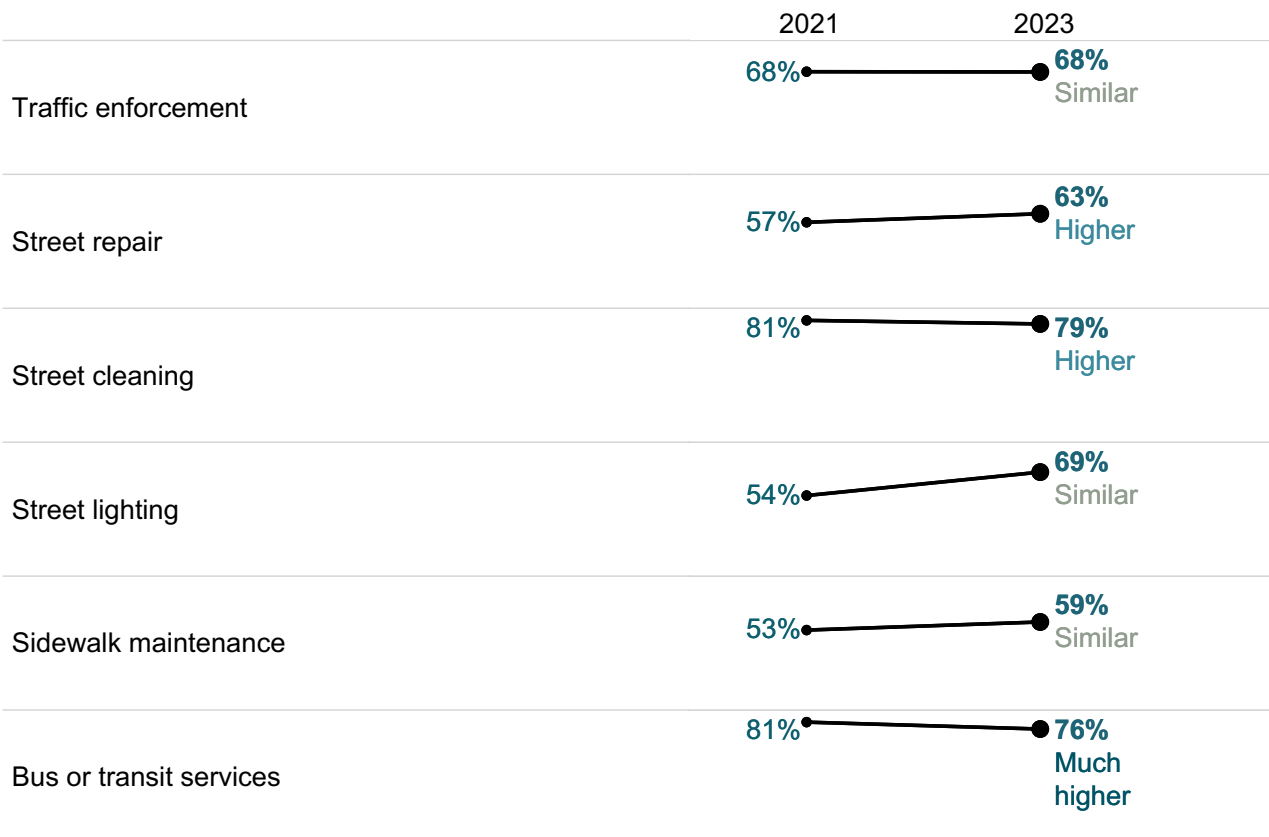
Please also rate each of the following in the Coral Gables community.
 (% excellent or good)



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



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



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



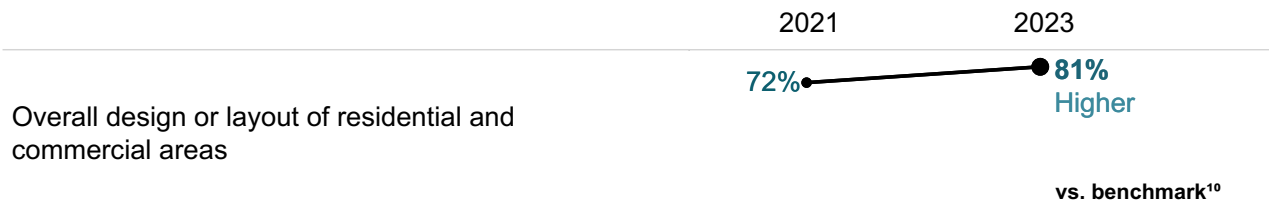
Community Design

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

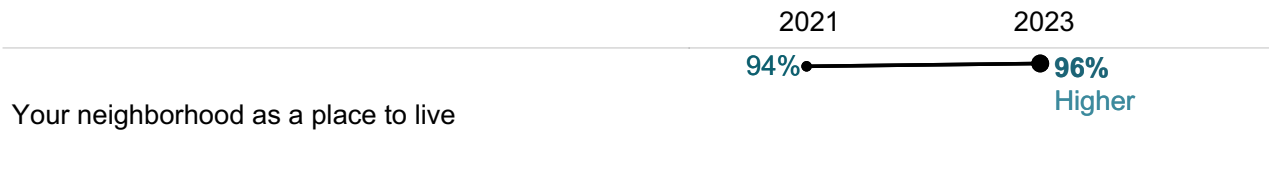
Overall design or layout of Coral Gables's residential and commercial areas, 2023



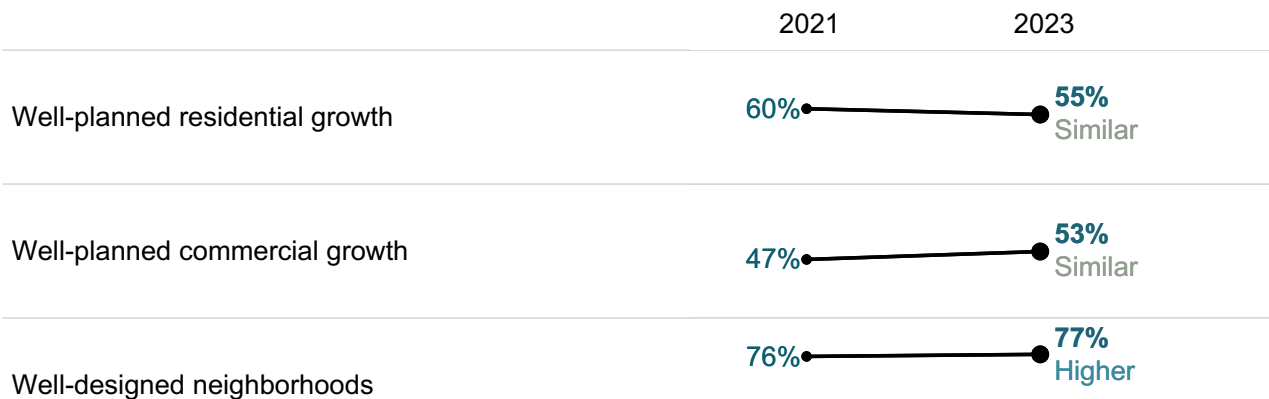
Please rate each of the following characteristics as they relate to Coral Gables as a whole. (% excellent or good)



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

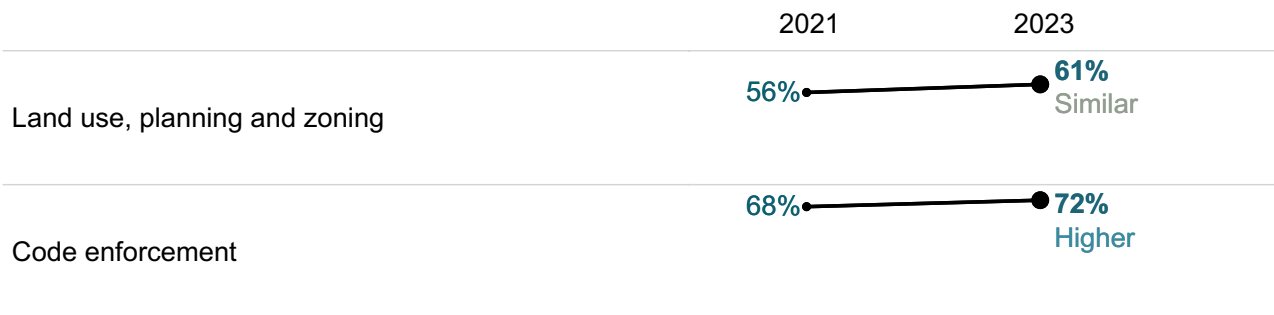


Please also rate each of the following in the Coral Gables community. (% excellent or good)





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



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



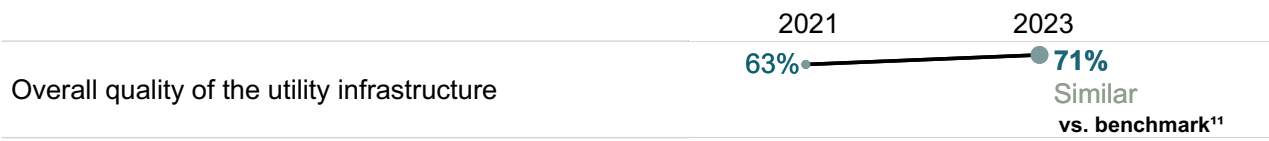
Utilities

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

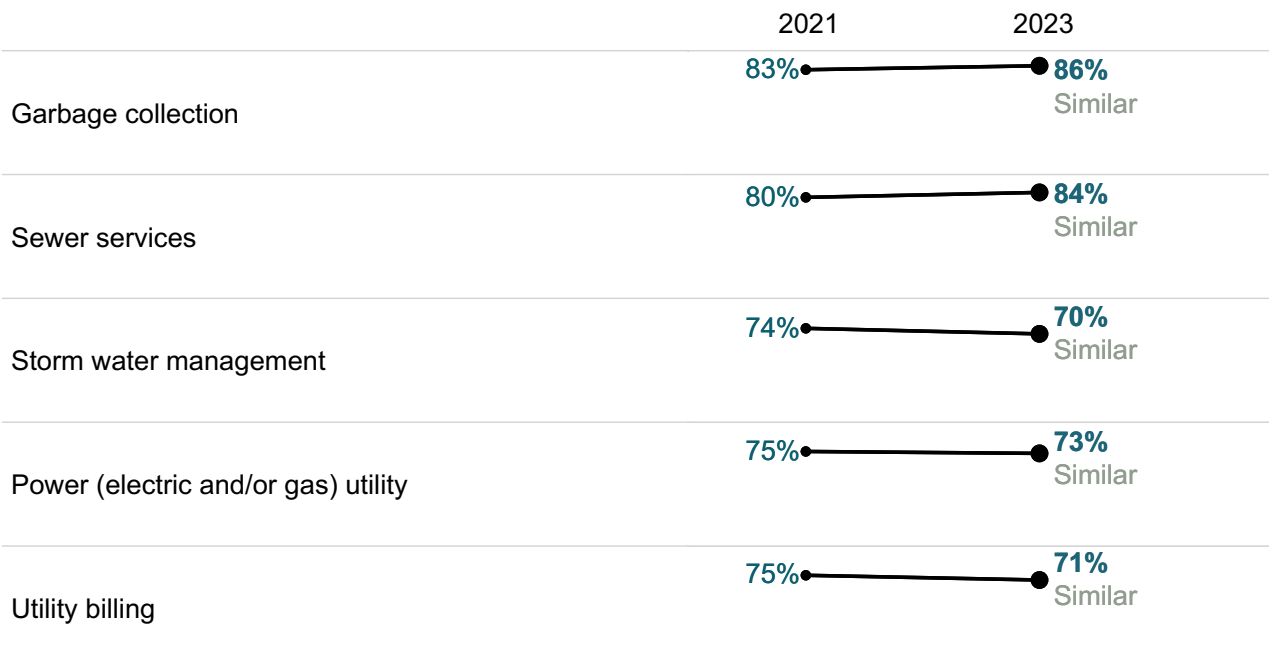
Overall quality of the utility infrastructure in Coral Gables, 2023



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



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



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

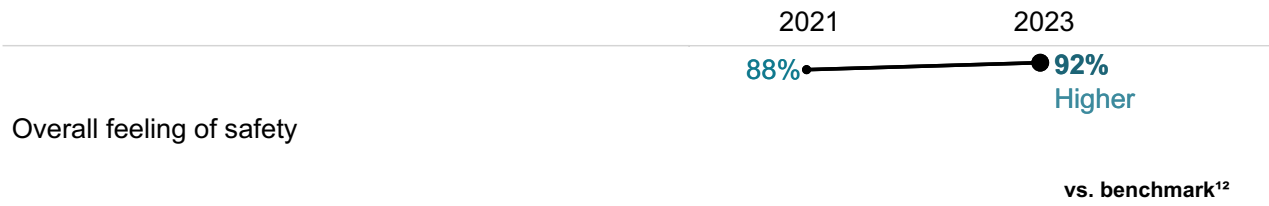
Overall feeling of safety in Coral Gables, 2023

Safety

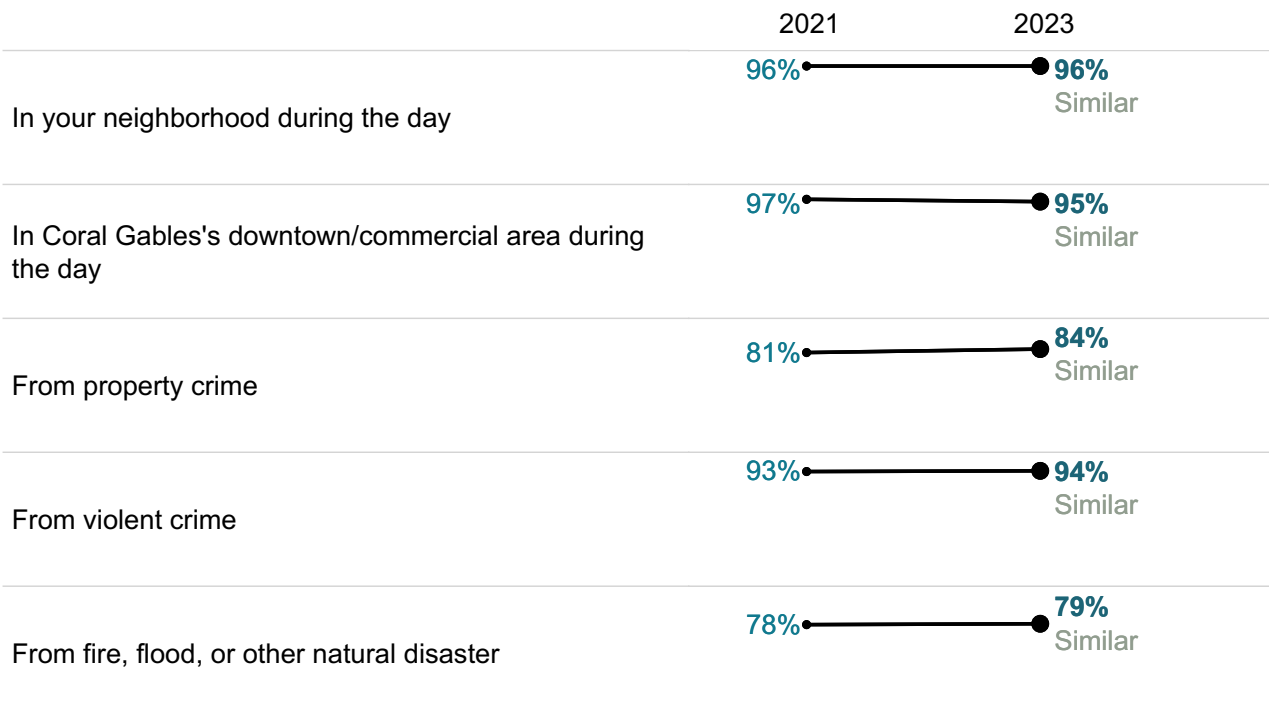
Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.



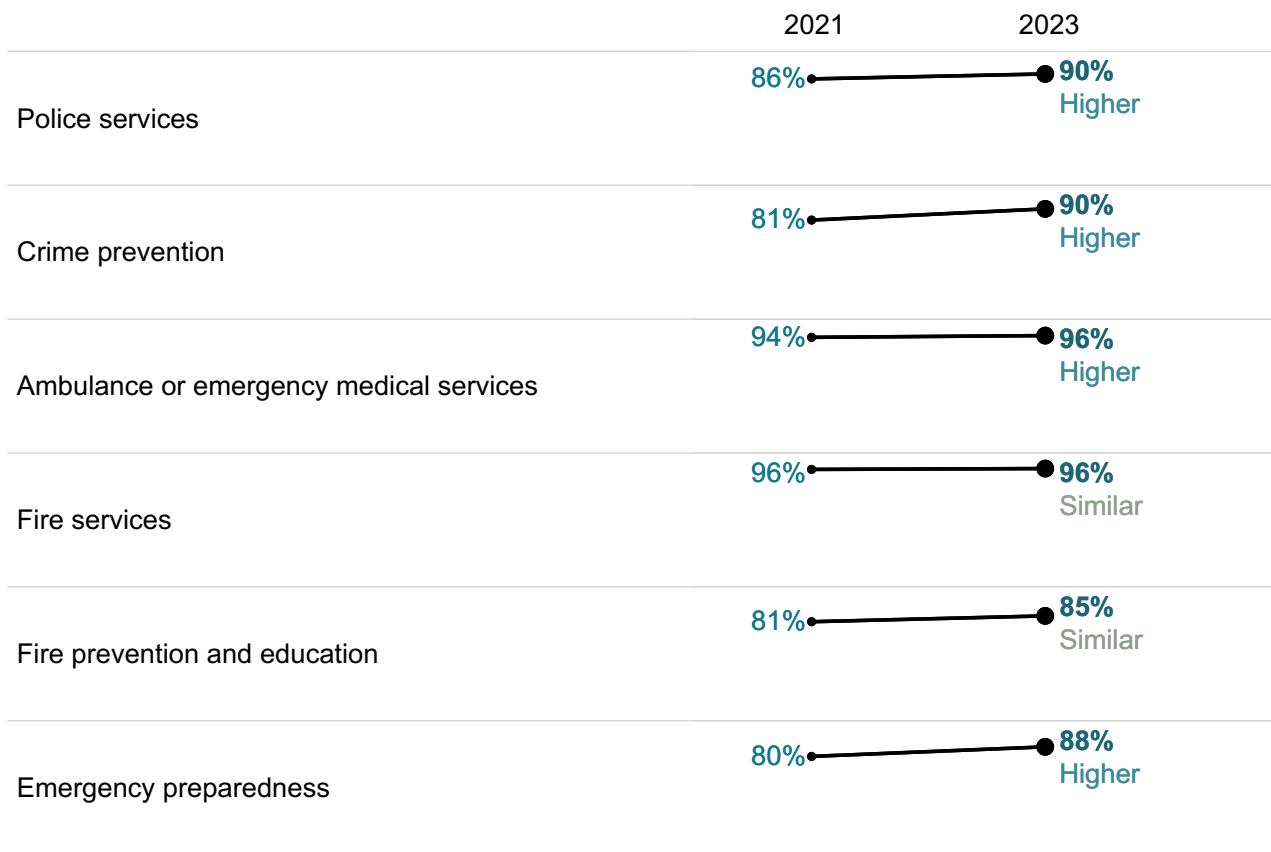
Please rate each of the following characteristics as they relate to Coral Gables as a whole. (% excellent or good)



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



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



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



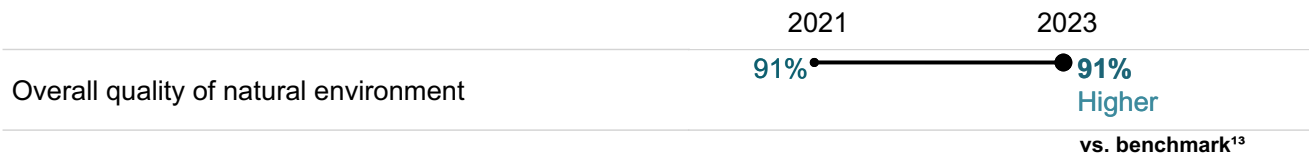
Natural Environment

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

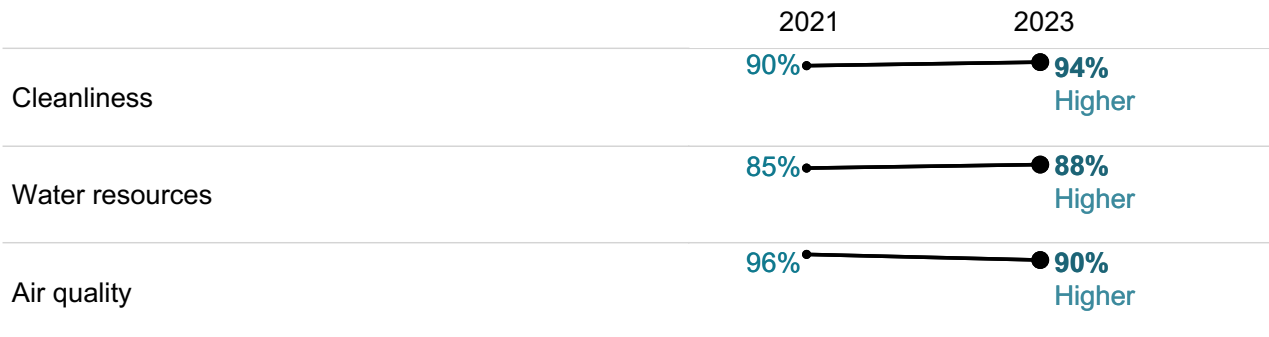
Overall quality of natural environment in Coral Gables, 2023



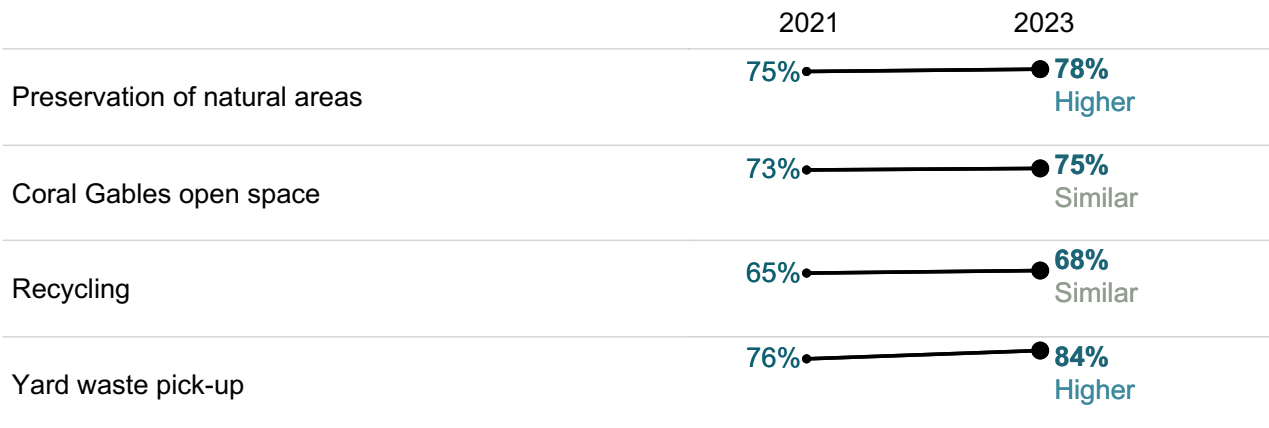
Please rate each of the following characteristics as they relate to Coral Gables as a whole. (% excellent or good)



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



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



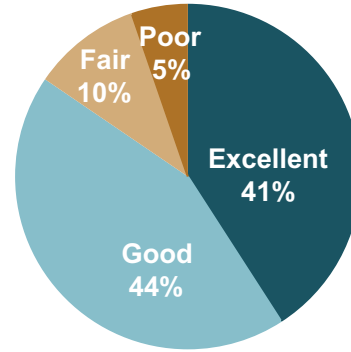
13. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2023

Parks and Recreation

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

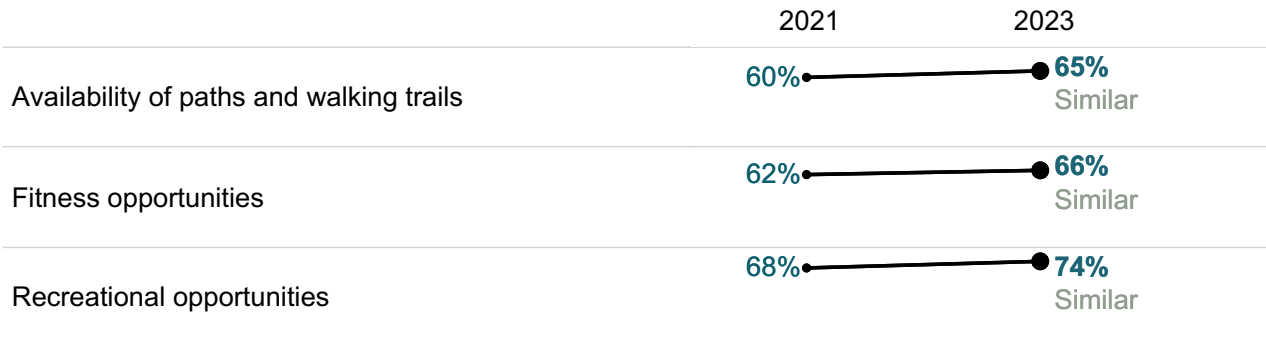
- National Recreation and Park Association



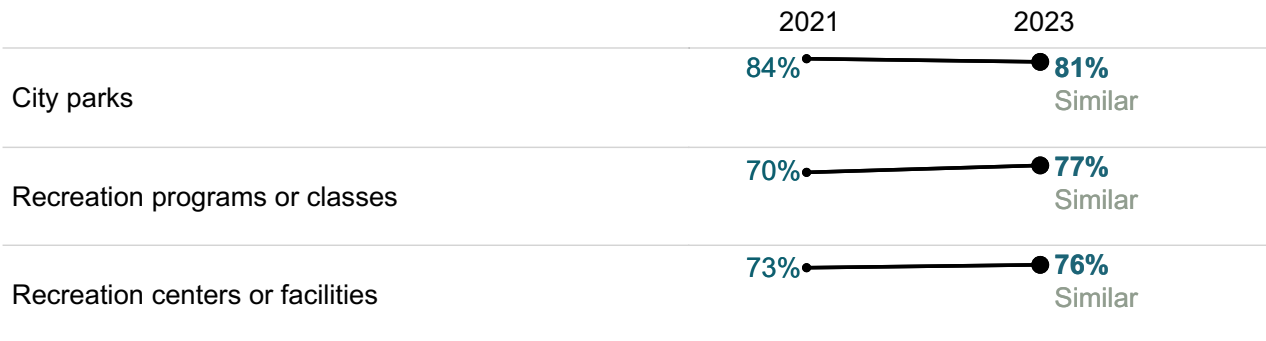
Please rate each of the following characteristics as they relate to Coral Gables as a whole. (% excellent or good)



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



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

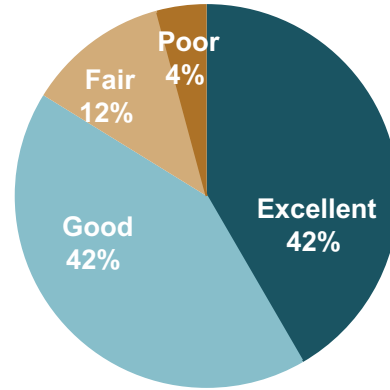


14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Polco
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.

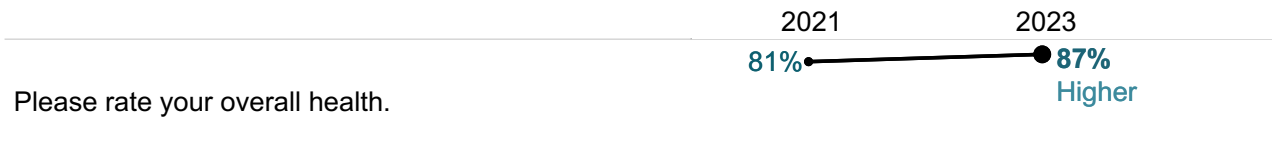
Overall health and wellness opportunities in Coral Gables, 2023



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



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

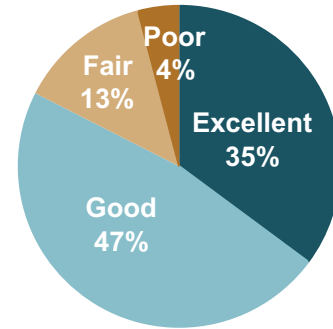


15. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

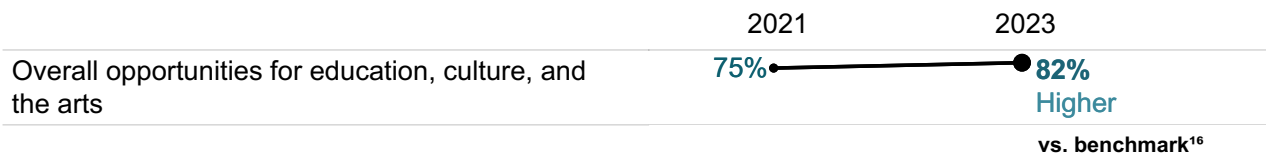
Overall opportunities for education, culture and the arts, 2023

Education, Arts, and Culture

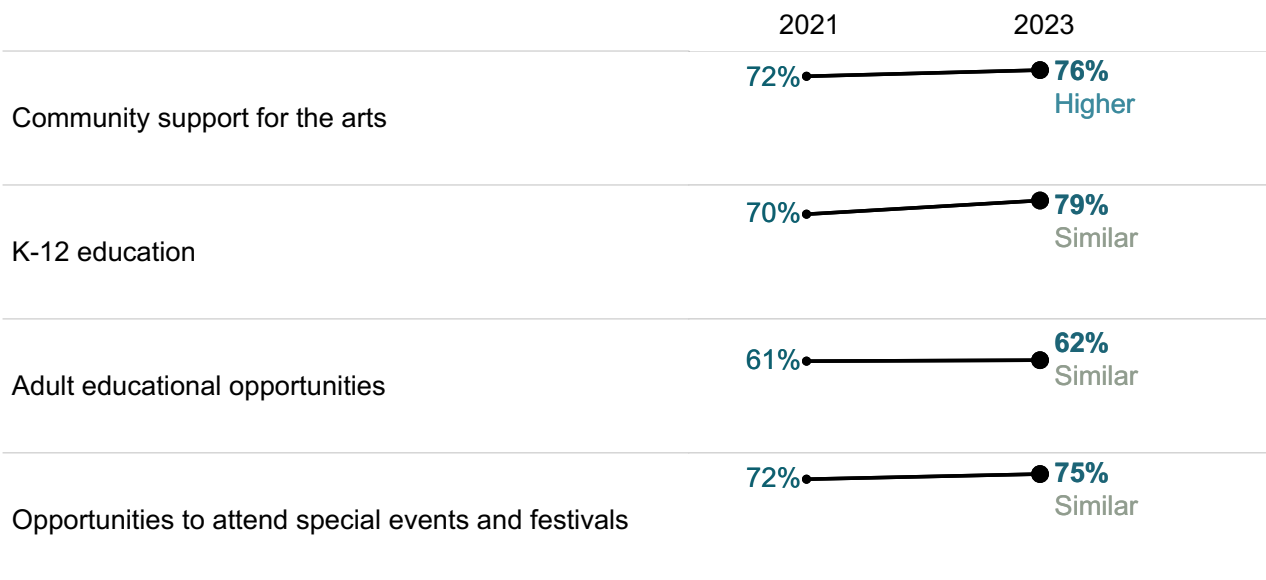
Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.



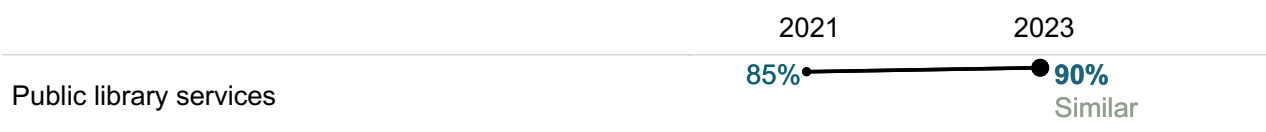
Please rate each of the following characteristics as they relate to Coral Gables as a whole. (% excellent or good)



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



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

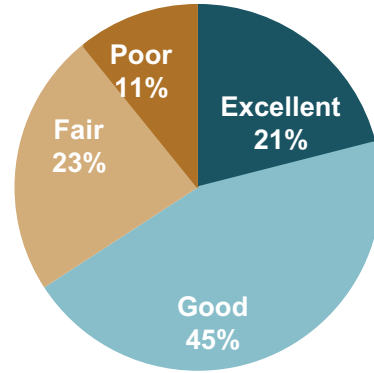


10. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

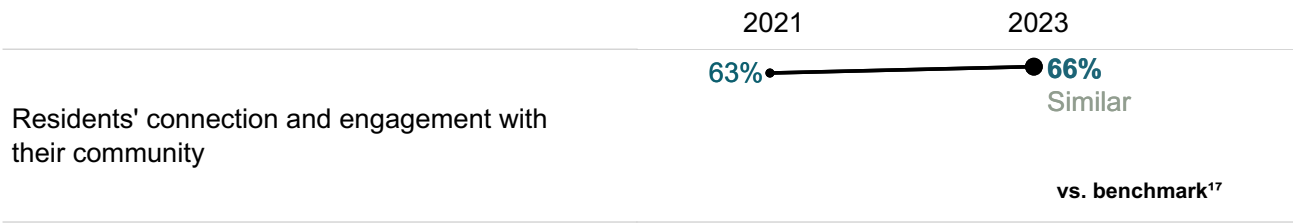
Residents' connection and engagement with their community, 2023

Inclusivity and Engagement

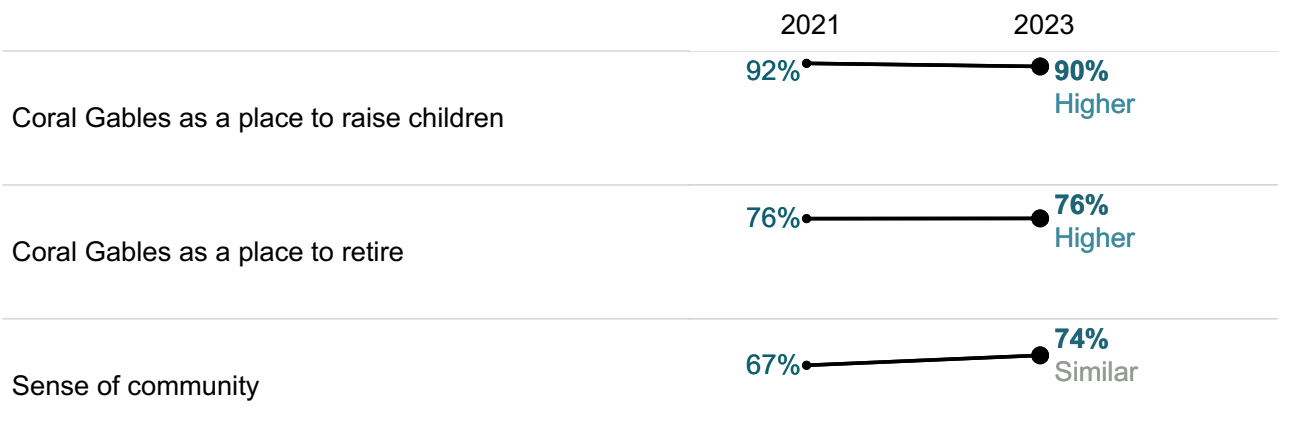
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



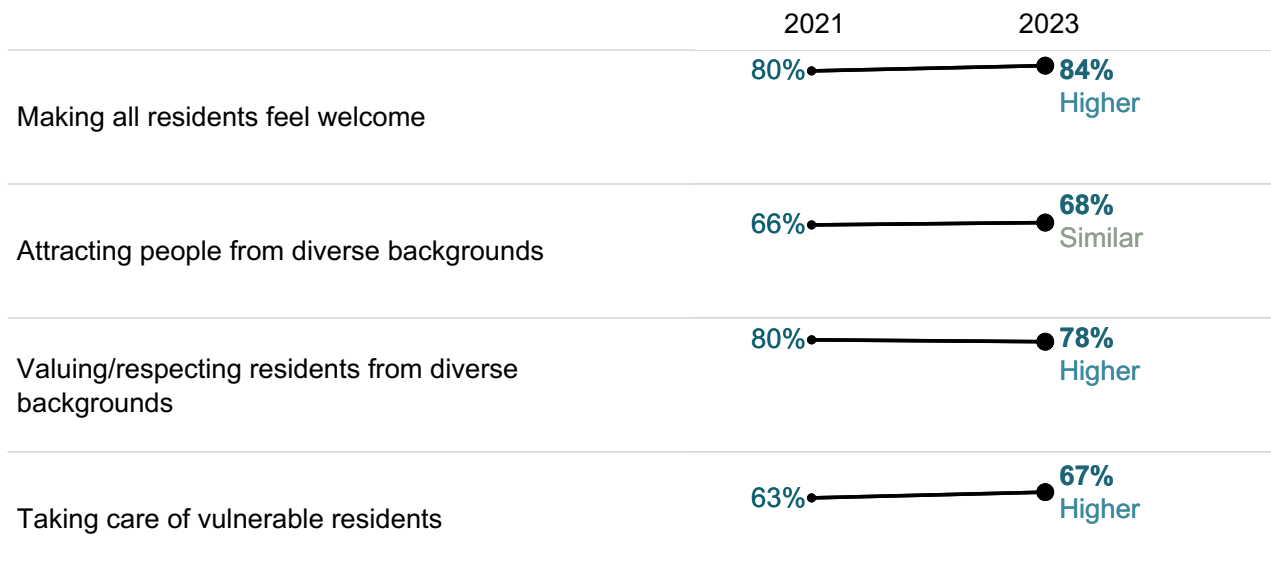
Please rate each of the following characteristics as they relate to Coral Gables as a whole. (% excellent or good)



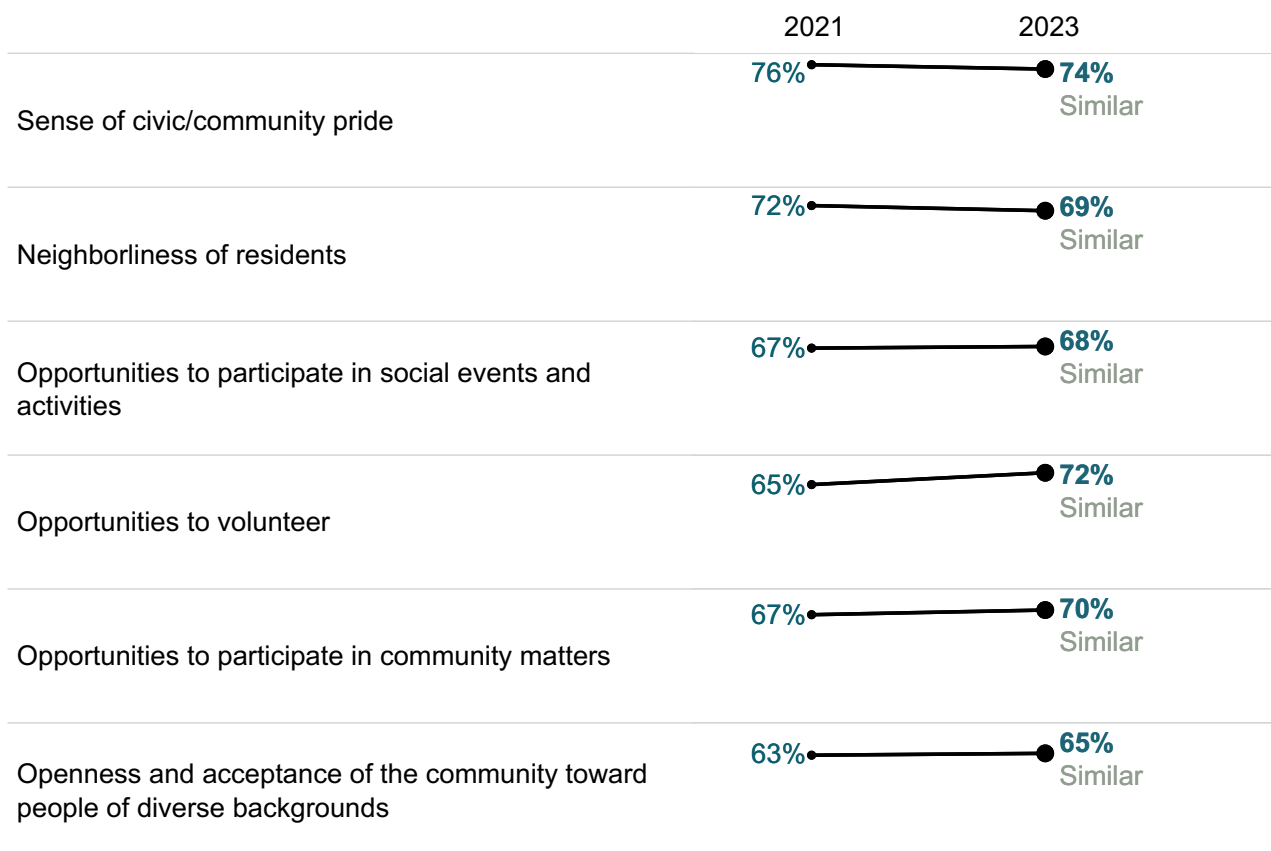
Please rate each of the following aspects of quality of life in Coral Gables. (% excellent or good)



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



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

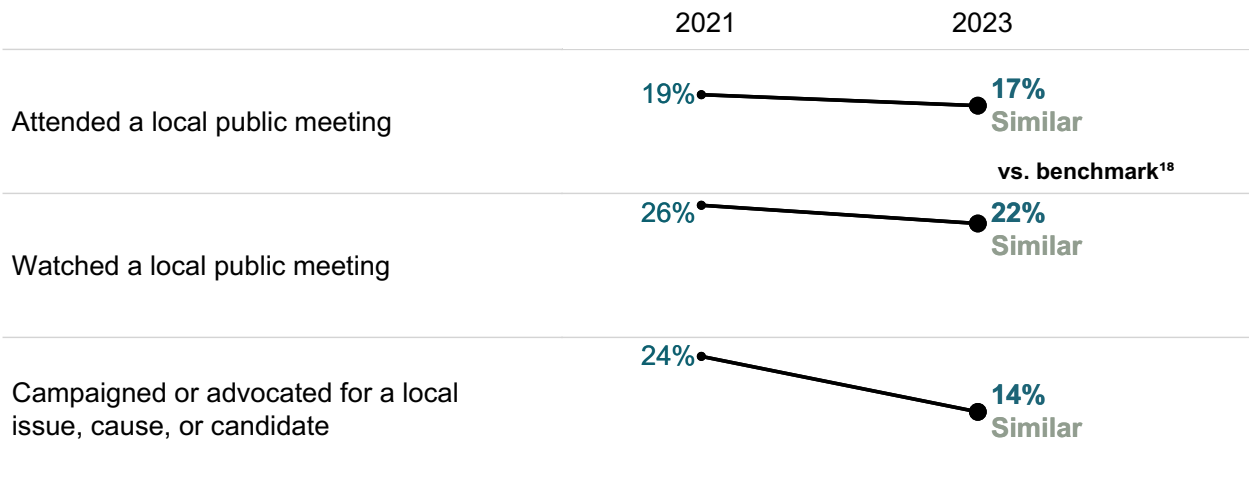


17. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

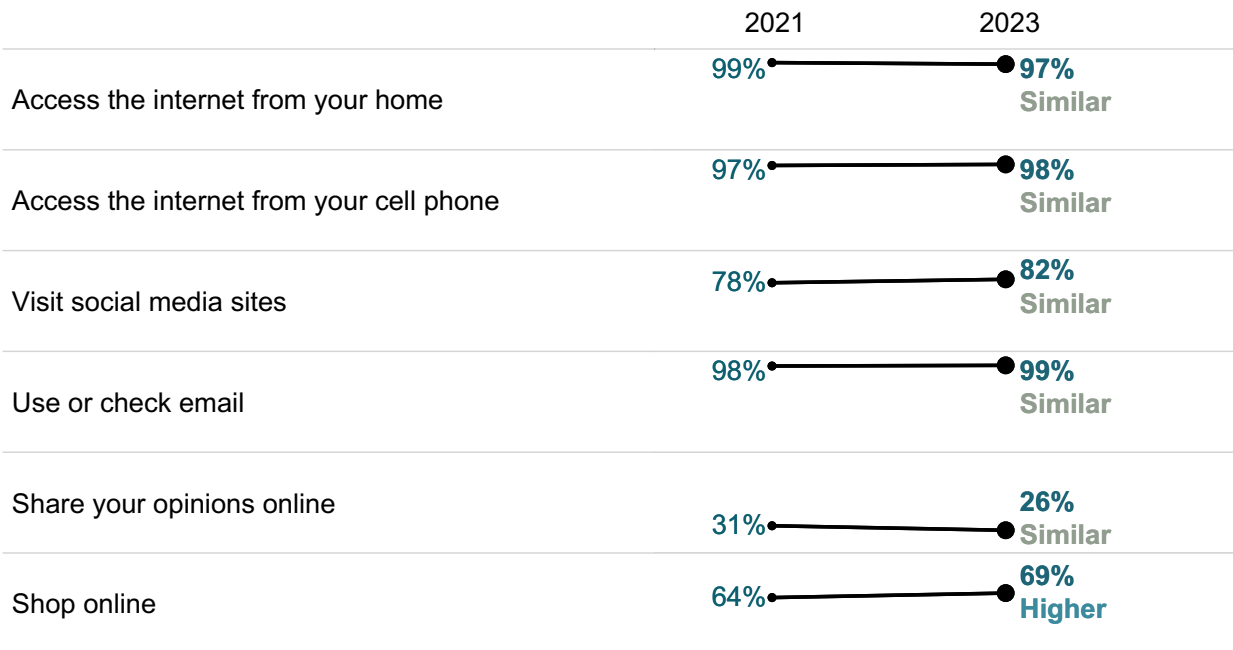
Residents' Participation Levels



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



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



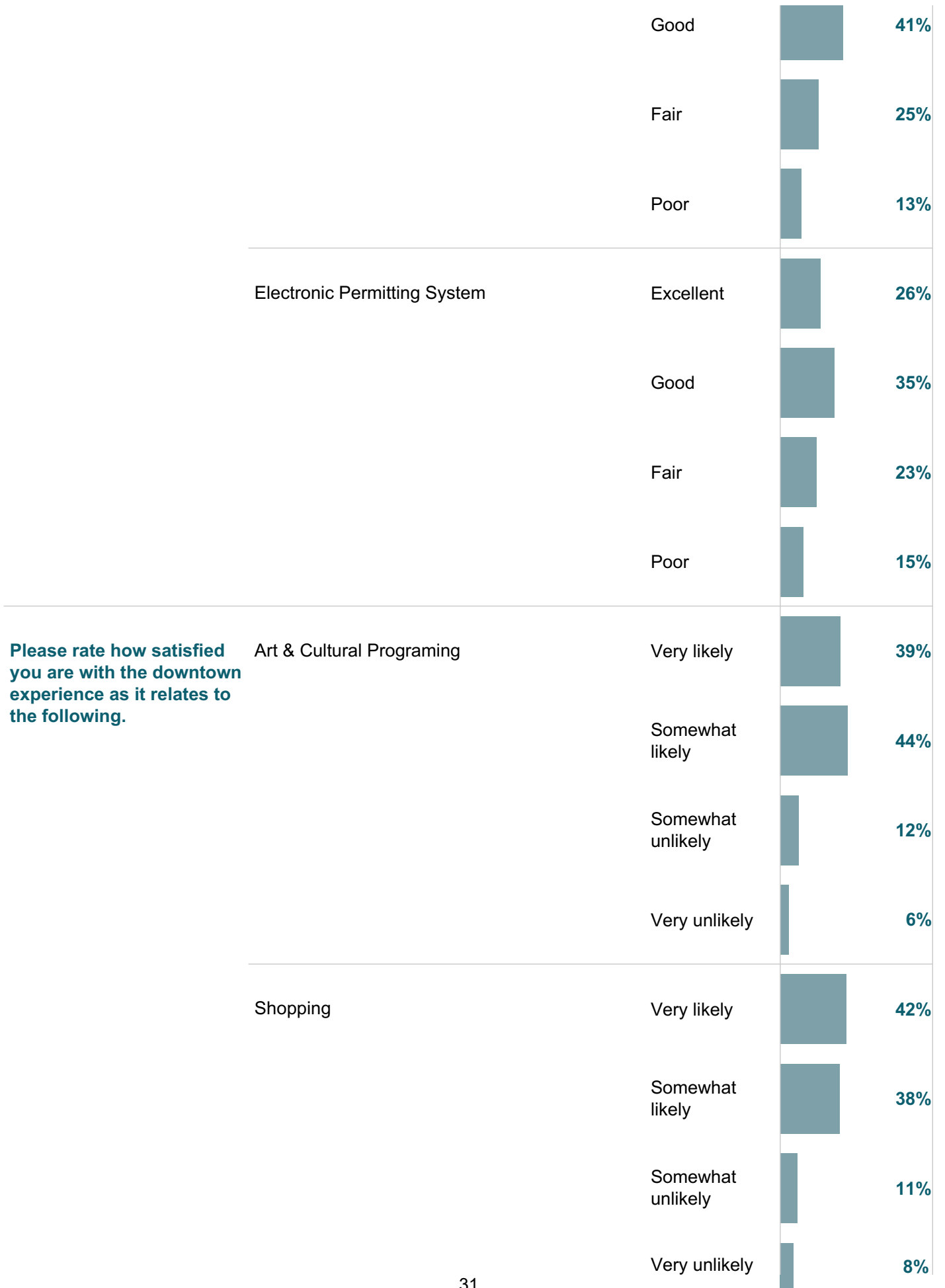
18. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom Questions

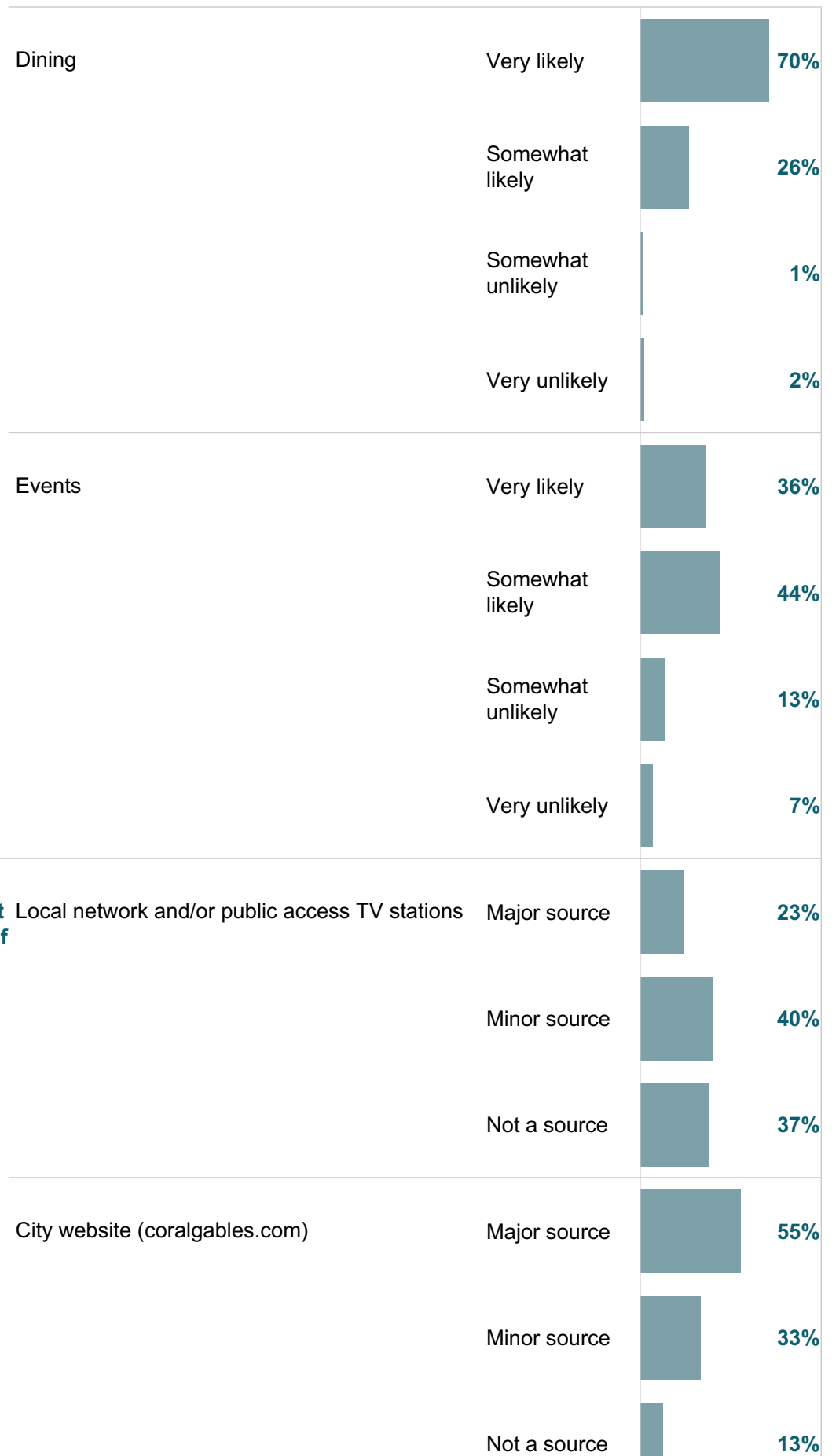


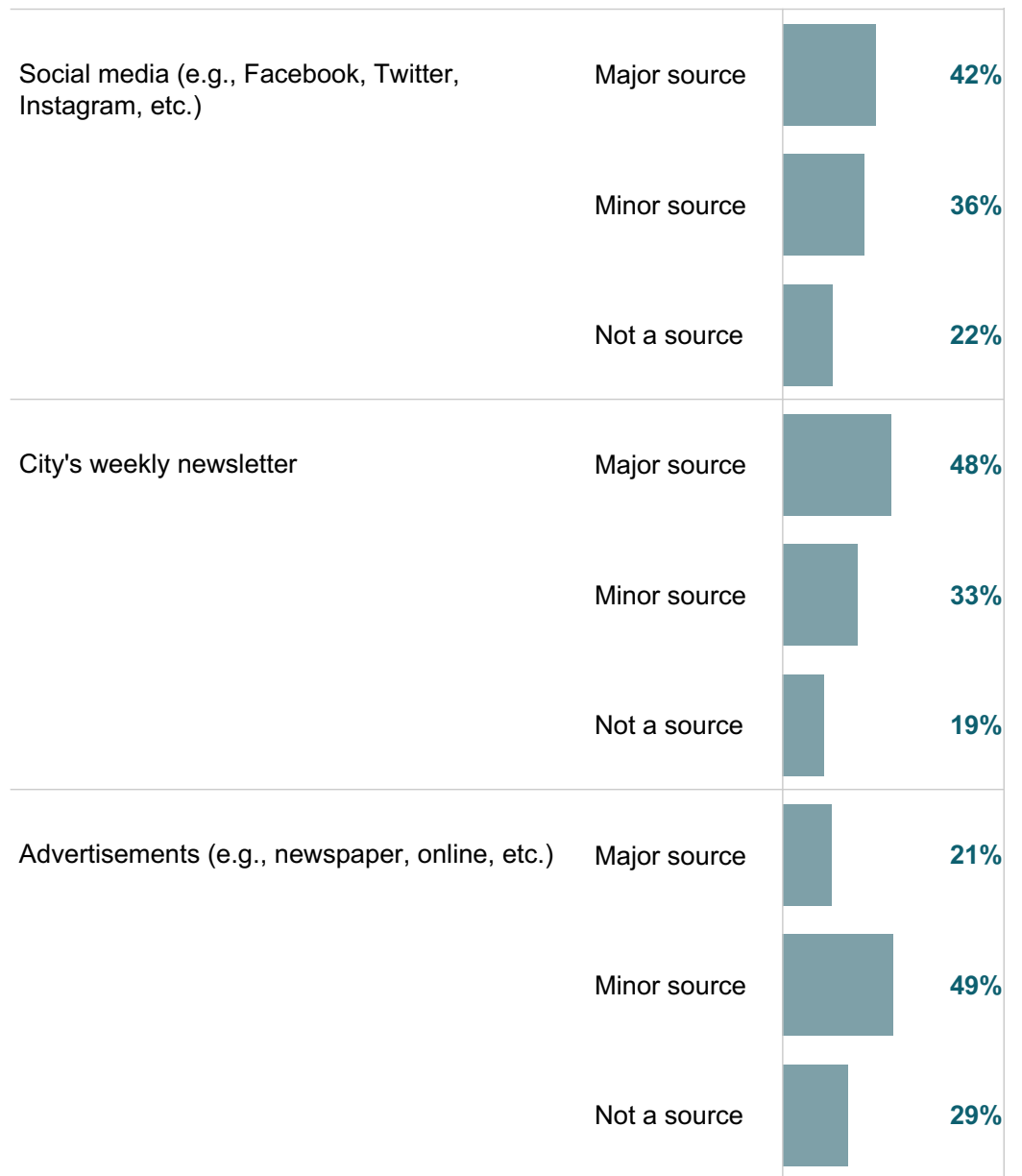
Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

	Is your home currently on a septic tank system?	No		57%
		Yes		43%
	The City estimates that over 7,000 single-family homes are currently on septic tanks. Based on new County requirements septic replacement costs have increased substantially. Septic to sewer conversion prevents issues caused by septic tank failure (i.e., sewage backup and pollutants affecting water quality) and can have a positive effect on property values. PLEASE INDICATE WHETHER YOU SUPPORT OR OPPOSE THE IMPLEMENTATION OF A CITYWIDE SEPTIC TO SEWER CONVERSION PROJECT AND WOULD BE WILLING TO ASSUME A PROPORTION OF THE COST.	Strongly support		36%
		Somewhat support		29%
		Somewhat oppose		13%
		Strongly oppose		23%
The City of Coral Gables opened its new Development Services Center and transitioned to a fully electronic permitting system in late 2022. This new building and system were designed to increase efficiency in the permitting processes and elevate the level of customer service the department provides. Have you done one of the following?	Visited the new Development Services Center	No		90%
		Yes		10%
	Applied for a permit online	No		85%
		Yes		15%
Overall, how would you rate the quality of service provided by the following?	Development Services Staff	Excellent		21%



Please rate how satisfied you are with the downtown experience as it relates to the following.





National Benchmark Tables

This table contains the comparisons of Coral Gable's results to those from other communities. The first column shows the comparison of Coral Gable's rating to the benchmark. Coral Gable'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 Gable'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 Gable'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 Gable's result -- that is what percent of surveyed communities had a lower rating than Coral Gables.

			% positive	Rank	Number of communities	Percentile	
Quality of Life	Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to live	Higher	96%	9	369	97
		The overall quality of life	Higher	96%	9	385	97
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Coral Gables to someone who asks	Higher	95%	27	317	91
		Remain in Coral Gables for the next five years	Similar	88%	73	315	76
	Please rate each of the following in the Coral Gables community.	Overall image or reputation	Much higher	96%	3	363	99
Governance	Please rate the quality of each of the following services in Coral Gables.	Public information services	Similar	80%	47	317	85
		Overall customer service by Coral Gables employees	Similar	85%	74	365	79
	Please rate the following categories of Coral Gables government performance.	The value of services for the taxes paid to Coral Gables	Similar	69%	59	370	83
		The overall direction that Coral Gables is taking	Similar	64%	98	345	71
		The job Coral Gables government does at welcoming resident involvement	Similar	59%	120	337	64
		Overall confidence in Coral Gables government	Similar	57%	111	309	64
		Generally acting in the best interest of the community	Similar	57%	141	313	55
		Being honest	Similar	55%	181	304	40

Governance	Please rate the following categories of Coral Gables government performance.	Being open and transparent to the public	Similar	52%	154	256	40
		Informing residents about issues facing the community	Similar	54%	108	261	59
		Treating all residents fairly	Similar	60%	128	310	59
		Treating residents with respect	Similar	71%	82	253	67
		Overall, how would you rate the quality of the services provided by each of the following?	The City of Coral Gables	Higher	84%	41	364
	The Federal Government	Similar	42%	63	297	79	
Economy	Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to work	Much higher	88%	4	363	99
		Coral Gables as a place to visit	Much higher	90%	32	322	90
	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall economic health	Higher	88%	22	316	93
		Please rate each of the following in the Coral Gables community.	Overall quality of business and service establishments	Higher	92%	5	316
		Variety of business and service establishments	Higher	82%	10	251	96
		Vibrancy of downtown/commercial area	Much higher	79%	27	295	91
		Employment opportunities	Higher	62%	58	329	82
		Shopping opportunities	Higher	78%	21	319	93
		Cost of living	Similar	27%	231	306	24
	Please rate the quality of each of the following services in Coral Gables.	Economic development	Higher	76%	23	311	92
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 economic health	Similar	90%	140	290	51	

Economy	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	26%	87	299	71	
Mobility	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of the transportation system	Higher	67%	47	259	82
	Please also rate each of the following in the Coral Gables community.	Traffic flow on major streets	Similar	47%	188	337	42
		Ease of public parking	Similar	43%	232	295	21
		Ease of travel by car	Similar	67%	193	327	40
		Ease of travel by public transportation	Similar	38%	108	299	63
		Ease of travel by bicycle	Similar	52%	182	327	43
		Ease of walking	Similar	70%	92	331	72
Please indicate whether or not you have done each of the following in the last 12 months.	Used public transportation instead of driving	Much higher	47%	24	281	91	
	Carpooled with other adults or children instead of driving alone	Similar	40%	185	298	38	
	Walked or biked instead of driving	Higher	76%	31	300	90	
Please rate the quality of each of the following services in Coral Gables.	Traffic enforcement	Similar	68%	103	358	70	
	Street repair	Higher	63%	68	350	80	
	Street cleaning	Higher	79%	38	320	88	
	Street lighting	Similar	69%	89	348	73	
	Sidewalk maintenance	Similar	59%	132	320	58	
	Bus or transit services	Much higher	76%	11	288	96	

Mobility	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 the transportation system	Similar	86%	9	249	96
Community Design	Please rate each of the following aspects of quality of life in Coral Gables.	Your neighborhood as a place to live	Higher	96%	6	323	98
		Overall design or layout of residential and commercial areas	Higher	81%	9	307	97
	Please also rate each of the following in the Coral Gables community.	Well-planned residential growth	Similar	55%	64	253	75
		Well-planned commercial growth	Similar	53%	55	252	78
		Well-designed neighborhoods	Higher	77%	16	253	94
		Preservation of the historical or cultural character of the community	Higher	83%	6	249	97
		Public places where people want to spend time	Higher	72%	59	301	80
		Variety of housing options	Similar	49%	148	314	52
		Availability of affordable quality housing	Lower	15%	264	336	20
		Overall quality of new development	Similar	60%	54	325	83
Overall appearance	Higher	93%	9	339	97		
Please rate the quality of each of the following services in Coral Gables.	Land use, planning and zoning	Similar	61%	55	320	82	
	Code enforcement	Higher	72%	9	350	97	
	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 design or layout of residential and commercial areas	Similar	88%	18	290	94
Utilities	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of the utility infrastructure	Similar	71%	92	250	63
		Please rate the quality of each of the following services in Coral Gables.	Garbage collection	Similar	86%	59	330

Utilities	Please rate the quality of each of the following services in Coral Gables.	Sewer services	Similar	84%	115	315	63	
		Storm water management	Similar	70%	141	330	56	
		Power (electric and/or gas) utility	Similar	73%	163	272	40	
		Utility billing	Similar	71%	120	294	59	
		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 the utility infrastructure	Similar	95%	13	249	95
Safety	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall feeling of safety	Higher	92%	36	355	89	
		Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	83	334	75
			In Coral Gables's downtown/commercial area during the day	Similar	95%	73	322	77
			From property crime	Similar	84%	67	261	74
			From violent crime	Similar	94%	38	261	85
			From fire, flood, or other natural disaster	Similar	79%	151	251	40
		Please rate the quality of each of the following services in Coral Gables.	Police services	Higher	90%	12	382	97
			Crime prevention	Higher	90%	24	359	93
			Ambulance or emergency medical services	Higher	96%	11	326	96
			Fire services	Similar	96%	10	346	97
Fire prevention and education	Similar		85%	51	315	83		
Emergency preparedness	Higher		88%	7	316	98		

Safety	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 feeling of safety	Similar	91%	54	290	81	
Natural environment	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of natural environment	Higher	91%	27	316	91	
		Cleanliness	Higher	94%	18	330	94	
	Please also rate each of the following in the Coral Gables community.	Water resources	Higher	88%	36	232	84	
		Air quality	Higher	90%	38	302	87	
Parks and Recreation	Please rate the quality of each of the following services in Coral Gables.	Preservation of natural areas	Higher	78%	41	301	86	
		Coral Gables open space	Similar	75%	74	299	75	
		Recycling	Similar	68%	199	334	39	
		Yard waste pick-up	Higher	84%	30	296	90	
	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	Similar	90%	40	290	86	
Parks and Recreation	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of parks and recreation opportunities	Similar	84%	102	256	60	
		Please also rate each of the following in the Coral Gables community.	Availability of paths and walking trails	Similar	65%	198	331	39
			Fitness opportunities	Similar	66%	178	303	41
	Recreational opportunities		Similar	74%	149	321	53	
	Please rate the quality of each of the following services in Coral Gables.	City parks	Similar	81%	158	327	51	
		Recreation programs or classes	Similar	77%	122	324	62	
		Recreation centers or facilities	Similar	76%	110	311	64	

Parks and Recreation	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 parks and recreation opportunities	Similar	89%	22	250	91
Health and wellness	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall health and wellness opportunities	Higher	84%	42	309	86
	Please rate the quality of each of the following services in Coral Gables.	Health services	Higher	84%	26	291	91
	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 health and wellness opportunities	Similar	76%	138	290	52
		Please rate your overall health.	Higher	87%	7	296	97
Education, Arts and Culture	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall opportunities for education, culture, and the arts	Higher	82%	38	312	88
	Please also rate each of the following in the Coral Gables community.	Community support for the arts	Higher	76%	48	249	81
		K-12 education	Similar	79%	96	312	69
		Adult educational opportunities	Similar	62%	88	302	71
		Opportunities to attend special events and festivals	Similar	75%	100	307	67
	Please rate the quality of each of the following services in Coral Gables.	Public library services	Similar	90%	128	326	60
	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 opportunities for education, culture, and the arts	Similar	83%	24	290	92
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to raise children	Higher	90%	26	373	93
		Coral Gables as a place to retire	Higher	76%	40	368	89
		Sense of community	Similar	74%	47	334	85
	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Residents' connection and engagement with their community	Similar	66%	65	253	74
	Please rate the job you feel the Coral Gables community does at each of the following.	Making all residents feel welcome	Higher	84%	22	256	91

Inclusivity and Engagement	Please rate the job you feel the Coral Gables community does at each of the following.	Attracting people from diverse backgrounds	Similar	68%	55	253	78
		Valuing/respecting residents from diverse backgrounds	Higher	78%	32	254	87
		Taking care of vulnerable residents	Higher	67%	48	250	81
Please also rate each of the following in the Coral Gables community.	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.	Sense of civic/community pride	Similar	74%	45	250	82
		Neighborliness of residents	Similar	69%	85	302	72
		Opportunities to participate in social events and activities	Similar	68%	120	312	61
		Opportunities to volunteer	Similar	72%	137	307	55
		Opportunities to participate in community matters	Similar	70%	70	307	77
		Openness and acceptance of the community toward people of diverse backgrounds	Similar	65%	87	325	73
		Residents' connection and engagement with their community	Similar	74%	68	290	76
Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Coral Gables for help or information	Higher	57%	41	329	87
		Contacted Coral Gables elected officials to express your opinion	Similar	21%	51	300	83
		Attended a local public meeting	Similar	17%	177	303	41
		Watched a local public meeting	Similar	22%	162	292	44
		Volunteered your time to some group/activity	Similar	23%	241	306	21
		Campaigned or advocated for a local issue, cause, or candidate	Similar	14%	221	296	25
		Voted in your most recent local election	Similar	68%	197	249	21

Participation

In general, how many times do you:

Access the internet from your home	Similar	97%	49	249	80
Access the internet from your cell phone	Similar	98%	13	251	95
Visit social media sites	Similar	82%	58	250	77
Use or check email	Similar	99%	35	251	86
Share your opinions online	Similar	26%	153	250	39
Shop online	Higher	69%	19	249	92

Custom Benchmark Tables

This table contains the comparisons of Coral Gable's results to those of other communities with populations between 30,000 and 40,000 and a median incomes of \$85,000 to \$115,000. The first column shows the comparison of Coral Gable's rating to the benchmark. Coral Gable'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 Gable's "percent positive," the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Coral Gable's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The final column shows the percentile for Coral Gable's result -- that is what percent of surveyed communities had a lower rating than Coral Gables.

				% positive	Rank	Number of communities	Percentile
Quality of Life	Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to live	Higher	96%	1	29	100
		The overall quality of life	Higher	96%	1	31	100
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Coral Gables to someone who asks	Similar	95%	5	25	84
		Remain in Coral Gables for the next five years	Similar	88%	11	25	60
	Please rate each of the following in the Coral Gables community.	Overall image or reputation	Much higher	96%	1	30	100
Governance	Please rate the quality of each of the following services in Coral Gables.	Public information services	Similar	80%	8	26	72
		Overall customer service by Coral Gables employees	Similar	85%	13	30	57
	Please rate the following categories of Coral Gables government performance.	The value of services for the taxes paid to Coral Gables	Similar	69%	8	31	75
		The overall direction that Coral Gables is taking	Similar	64%	14	26	50
		The job Coral Gables government does at welcoming resident involvement	Similar	59%	14	25	48
		Overall confidence in Coral Gables government	Similar	57%	16	25	40
		Generally acting in the best interest of the community	Similar	57%	18	25	32

Governance	Please rate the following categories of Coral Gables government performance.	Being honest	Similar	55%	20	25	24
		Being open and transparent to the public	Similar	52%	17	20	20
		Informing residents about issues facing the community	Similar	54%	15	20	30
		Treating all residents fairly	Similar	60%	17	25	36
		Treating residents with respect	Similar	71%	13	20	40
		Overall, how would you rate the quality of the services provided by each of the following?	The City of Coral Gables	Similar	84%	5	28
	The Federal Government	Similar	42%	6	25	80	
Economy	Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to work	Higher	88%	1	29	100
		Coral Gables as a place to visit	Higher	90%	3	27	92
	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall economic health	Higher	88%	3	25	92
	Please rate each of the following in the Coral Gables community.	Overall quality of business and service establishments	Higher	92%	1	25	100
		Variety of business and service establishments	Higher	82%	3	20	90
		Vibrancy of downtown/commercial area	Higher	79%	3	25	92
		Employment opportunities	Similar	62%	9	27	70
		Shopping opportunities	Higher	78%	5	26	84
		Cost of living	Similar	27%	22	25	16

Economy

<p>Please rate the quality of each of the following services in Coral Gables.</p>	Economic development	Similar	76%	5	26	84	
	<p>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.</p>	Overall economic health	Similar	90%	13	23	47
	<p>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:</p>	Similar	26%	11	25	60	

Mobility

<p>Please rate each of the following characteristics as they relate to Coral Gables as a whole.</p>	Overall quality of the transportation system	Similar	67%	6	21	76	
	<p>Please also rate each of the following in the Coral Gables community.</p>	Traffic flow on major streets	Similar	47%	14	28	51
		Ease of public parking	Lower	43%	20	23	17
		Ease of travel by car	Similar	67%	14	25	48
		Ease of travel by public transportation	Similar	38%	11	23	56
		Ease of travel by bicycle	Similar	52%	19	26	28
		Ease of walking	Similar	70%	10	26	64
<p>Please indicate whether or not you have done each of the following in the last 12 months.</p>	Used public transportation instead of driving	Much higher	47%	3	24	91	
	Carpooled with other adults or children instead of driving alone	Similar	40%	14	25	48	
	Walked or biked instead of driving	Higher	76%	3	25	92	
<p>Please rate the quality of each of the following services in Coral Gables.</p>	Traffic enforcement	Similar	68%	14	29	53	
	Traffic signal timing	Similar	54%	18	24	29	
	Street repair	Similar	63%	10	28	67	

Mobility	Please rate the quality of each of the following services in Coral Gables.	Street cleaning	Similar	79%	4	27	88
		Street lighting	Similar	69%	15	30	50
		Sidewalk maintenance	Similar	59%	16	26	40
		Bus or transit services	Higher	76%	1	22	100
	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 the transportation system	Similar	86%	2	20	95
Community Design	Please rate each of the following aspects of quality of life in Coral Gables.	Your neighborhood as a place to live	Higher	96%	1	25	100
	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall design or layout of residential and commercial areas	Higher	81%	1	25	100
	Please also rate each of the following in the Coral Gables community.	Well-planned residential growth	Similar	55%	12	20	45
		Well-planned commercial growth	Similar	53%	12	20	45
		Well-designed neighborhoods	Similar	77%	2	21	95
		Preservation of the historical or cultural character of the community	Higher	83%	2	20	95
		Public places where people want to spend time	Similar	72%	10	25	64
		Variety of housing options	Similar	49%	22	25	16
		Availability of affordable quality housing	Lower	15%	27	28	7
		Overall quality of new development	Similar	60%	11	29	64
Overall appearance	Higher	93%	1	28	100		

Community Design	Please rate the quality of each of the following services in Coral Gables.	Land use, planning and zoning	Similar	61%	13	25	52
		Code enforcement	Higher	72%	3	28	92
	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 design or layout of residential and commercial areas	Similar	88%	2	23	95
Utilities	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of the utility infrastructure	Similar	71%	15	20	30
		Please rate the quality of each of the following services in Coral Gables.	Affordable high-speed internet access	Similar	64%	6	20
	Garbage collection	Similar	86%	10	25	62	
	Sewer services	Similar	84%	14	24	43	
	Storm water management	Similar	70%	18	26	32	
	Power (electric and/or gas) utility	Similar	73%	17	22	27	
	Utility billing	Similar	71%	16	23	31	
	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 the utility infrastructure	Similar	95%	2	20	95
Safety	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall feeling of safety	Higher	92%	3	29	92
		Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	10	27
	In Coral Gables's downtown/commercial area during the day	Similar	95%	5	26	84	
	From property crime	Similar	84%	7	20	70	
	From violent crime	Similar	94%	3	20	90	

Safety	Please rate how safe or unsafe you feel:	From fire, flood, or other natural disaster	Similar	79%	16	20	25	
	Please rate the quality of each of the following services in Coral Gables.	Police services	Higher	90%	2	31	96	
		Crime prevention	Higher	90%	2	29	96	
		Ambulance or emergency medical services	Similar	96%	3	25	91	
		Fire services	Similar	96%	2	25	95	
		Fire prevention and education	Similar	85%	6	24	79	
		Emergency preparedness	Higher	88%	2	27	96	
		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 feeling of safety	Similar	91%	11	23	56
	Natural environment	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of natural environment	Higher	91%	2	25	96
		Please also rate each of the following in the Coral Gables community.	Cleanliness	Higher	94%	2	25	96
Water resources			Higher	88%	5	19	78	
Air quality			Similar	90%	4	25	88	
Please rate the quality of each of the following services in Coral Gables.		Preservation of natural areas	Similar	78%	4	23	86	
		Coral Gables open space	Similar	75%	5	23	82	
		Recycling	Similar	68%	22	25	12	
		Yard waste pick-up	Similar	84%	8	25	72	

Natural environment	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	Similar	90%	5	23	82
Parks and Recreation	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of parks and recreation opportunities	Similar	84%	12	20	45
	Please also rate each of the following in the Coral Gables community.	Availability of paths and walking trails	Similar	65%	20	26	24
		Fitness opportunities	Similar	66%	20	24	20
		Recreational opportunities	Similar	74%	17	25	36
	Please rate the quality of each of the following services in Coral Gables.	City parks	Similar	81%	20	25	24
		Recreation programs or classes	Similar	77%	15	25	41
		Recreation centers or facilities	Similar	76%	16	24	37
	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 parks and recreation opportunities	Similar	89%	5	20	80
Health and wellness	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall health and wellness opportunities	Similar	84%	7	25	76
	Please rate the quality of each of the following services in Coral Gables.	Health services	Similar	84%	5	22	81
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 health and wellness opportunities	Similar	76%	10	23	60	
	Please rate your overall health.	Similar	87%	1	25	100	
Education, Arts and Culture	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall opportunities for education, culture, and the arts	Higher	82%	5	26	84
	Please also rate each of the following in the Coral Gables community.	Community support for the arts	Higher	76%	5	20	80
K-12 education		Similar	79%	10	26	65	

Education, Arts and Culture	Please also rate each of the following in the Coral Gables community.	Adult educational opportunities	Similar	62%	13	26	53
		Opportunities to attend special events and festivals	Similar	75%	13	25	52
	Please rate the quality of each of the following services in Coral Gables.	Public library services	Similar	90%	16	26	42
		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 opportunities for education, culture, and the arts	Similar	83%	3	23
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to raise children	Higher	90%	2	28	96
		Coral Gables as a place to retire	Higher	76%	4	28	89
		Sense of community	Similar	74%	5	27	85
	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Residents' connection and engagement with their community	Similar	66%	10	20	55
		Please rate the job you feel the Coral Gables community does at each of the following.	Making all residents feel welcome	Similar	84%	4	20
	Attracting people from diverse backgrounds		Similar	68%	12	20	45
	Valuing/respecting residents from diverse backgrounds		Similar	78%	8	20	65
	Taking care of vulnerable residents		Similar	67%	9	20	60
	Please also rate each of the following in the Coral Gables community.	Sense of civic/community pride	Similar	74%	6	20	75
		Neighborliness of residents	Similar	69%	12	25	56
Opportunities to participate in social events and activities		Similar	68%	15	24	41	
Opportunities to volunteer		Similar	72%	13	25	52	

Inclusivity and Engagement	Please also rate each of the following in the Coral Gables community.	Opportunities to participate in community matters	Similar	70%	9	24	66
		Openness and acceptance of the community toward people of diverse backgrounds	Similar	65%	14	26	50
		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.	Residents' connection and engagement with their community	Similar	74%	6	23
Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Coral Gables for help or information	Higher	57%	2	26	96
		Contacted Coral Gables elected officials to express your opinion	Similar	21%	2	25	96
		Attended a local public meeting	Similar	17%	14	25	48
		Watched a local public meeting	Similar	22%	7	24	75
		Volunteered your time to some group/activity	Similar	23%	18	25	32
		Campaigned or advocated for a local issue, cause, or candidate	Similar	14%	16	25	40
		Voted in your most recent local election	Similar	68%	18	20	15
		In general, how many times do you:	Access the internet from your home	Similar	97%	6	20
	Access the internet from your cell phone	Similar	98%	1	20	100	
	Visit social media sites	Similar	82%	8	20	65	
	Use or check email	Similar	99%	3	20	90	
	Share your opinions online	Similar	26%	12	20	45	
	Shop online	Higher	69%	2	20	95	

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 (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2021 and 2023 surveys is greater than seven percentage points, the change is statistically significant.

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

			2021	2023
Quality of Life	Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to live	98%	96%
		The overall quality of life	94%	96%
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Coral Gables to someone who asks	96%	95%
		Remain in Coral Gables for the next five years	94%	88%
	Please rate each of the following in the Coral Gables community.	Overall image or reputation	93%	96%
Governance	Please rate the quality of each of the following services in Coral Gables.	Public information services	75%	80%
		Overall customer service by Coral Gables employees	81%	85%
	Please rate the following categories of Coral Gables government performance.	The value of services for the taxes paid to Coral Gables	69%	69%
		The overall direction that Coral Gables is taking	61%	64%
		The job Coral Gables government does at welcoming resident involvement	50%	59%

Governance	Please rate the following categories of Coral Gables government performance.	Overall confidence in Coral Gables government	50%	57%	
		Generally acting in the best interest of the community	55%	57%	
		Being honest	53%	55%	
		Being open and transparent to the public	54%	52%	
		Informing residents about issues facing the community	49%	54%	
		Treating all residents fairly	59%	60%	
		Treating residents with respect	74%	71%	
		Overall, how would you rate the quality of the services provided by each of the following?	The City of Coral Gables	80%	84%
			The Federal Government	49%	42%
		Economy	Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to work	91%
Coral Gables as a place to visit	85%			90%	
Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall economic health		90%	88%	
	Overall quality of business and service establishments in the Coral Gables community.		85%	92%	

Economy	Please rate each of the following in the Coral Gables community.	Variety of business and service establishments	77%	82%
		Vibrancy of downtown/commercial area	71%	79%
		Employment opportunities	74%	62%
		Shopping opportunities	71%	78%
		Cost of living	28%	27%
	Please rate the quality of each of the following services in Coral Gables.	Economic development	74%	76%
	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 economic health	89%	90%
	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:	36%	26%	
Mobility	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of the transportation system	66%	67%
		Please also rate each of the following in the Coral Gables community.	Traffic flow on major streets	39%
		Ease of public parking	36%	43%
		Ease of travel by car	58%	67%
		Ease of travel by public transportation	43%	38%

Mobility	Please also rate each of the following in the Coral Gables community.	Ease of travel by bicycle	49%	52%
		Ease of walking	69%	70%
	Please indicate whether or not you have done each of the following in the last 12 months.	Used public transportation instead of driving	35%	47%
		Carpooled with other adults or children instead of driving alone	41%	40%
		Walked or biked instead of driving	73%	76%
	Please rate the quality of each of the following services in Coral Gables.	Traffic enforcement	68%	68%
		Street repair	57%	63%
		Street cleaning	81%	79%
		Street lighting	54%	69%
		Sidewalk maintenance	53%	59%
Bus or transit services		81%	76%	
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 the transportation system	87%	86%	
Community Design	Please rate each of the following aspects of quality of life in Coral Gables.	Your neighborhood as a place to live	94%	96%

Community Design

<p>Please rate each of the following characteristics as they relate to Coral Gables as a whole.</p>	<p>Overall design or layout of residential and commercial areas</p>	<p>72% 81%</p>
<p>Please also rate each of the following in the Coral Gables community.</p>	<p>Well-planned residential growth</p>	<p>60% 55%</p>
	<p>Well-planned commercial growth</p>	<p>47% 53%</p>
	<p>Well-designed neighborhoods</p>	<p>76% 77%</p>
	<p>Preservation of the historical or cultural character of the community</p>	<p>79% 83%</p>
	<p>Public places where people want to spend time</p>	<p>70% 72%</p>
	<p>Variety of housing options</p>	<p>46% 49%</p>
	<p>Availability of affordable quality housing</p>	<p>17% 15%</p>
	<p>Overall quality of new development</p>	<p>56% 60%</p>
	<p>Overall appearance</p>	<p>89% 93%</p>
<p>Please rate the quality of each of the following services in Coral Gables.</p>	<p>Land use, planning and zoning</p>	<p>56% 61%</p>
	<p>Code enforcement</p>	<p>68% 72%</p>
<p>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.</p>	<p>Overall design or layout of residential and commercial areas</p>	<p>90% 88%</p>

Utilities	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of the utility infrastructure	63%	71%
	Please rate the quality of each of the following services in Coral Gables.	Garbage collection	83%	86%
		Sewer services	80%	84%
		Storm water management	74%	70%
		Power (electric and/or gas) utility	75%	73%
		Utility billing	75%	71%
		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 the utility infrastructure	89%
Safety	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall feeling of safety	88%	92%
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	96%	96%
		In Coral Gables's downtown/commercial area during the day	97%	95%
		From property crime	81%	84%
		From violent crime	93%	94%
		From fire, flood, or other natural disaster	78%	79%

Safety	Please rate the quality of each of the following services in Coral Gables.	Police services	86%	90%
		Crime prevention	81%	90%
		Ambulance or emergency medical services	94%	96%
		Fire services	96%	96%
		Fire prevention and education	81%	85%
		Emergency preparedness	80%	88%
		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 feeling of safety	91%
	Natural environment	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of natural environment	91%
Please also rate each of the following in the Coral Gables community.		Cleanliness	90%	94%
		Water resources	85%	88%
		Air quality	96%	90%
Please rate the quality of each of the following services in Coral Gables.		Preservation of natural areas	75%	78%
		Coral Gables open space	73%	75%

Natural environment	Please rate the quality of each of the following services in Coral Gables.	Recycling	65%	68%
		Yard waste pick-up	76%	84%
	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	88%	90%
Parks and Recreation	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of parks and recreation opportunities	82%	84%
	Please also rate each of the following in the Coral Gables community.	Availability of paths and walking trails	60%	65%
		Fitness opportunities	62%	66%
		Recreational opportunities	68%	74%
	Please rate the quality of each of the following services in Coral Gables.	City parks	84%	81%
		Recreation programs or classes	70%	77%
		Recreation centers or facilities	73%	76%
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 parks and recreation opportunities	85%	89%	
Health and wellness	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall health and wellness opportunities	81%	84%
	Please rate the quality of each of the following services in Coral Gables.	Health services		84%























Health and wellness	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 health and wellness opportunities	71%	76%
		Please rate your overall health.	81%	87%
Education, Arts and Culture	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall opportunities for education, culture, and the arts	75%	82%
	Please also rate each of the following in the Coral Gables community.	Community support for the arts	72%	76%
		K-12 education	70%	79%
		Adult educational opportunities	61%	62%
		Opportunities to attend special events and festivals	72%	75%
	Please rate the quality of each of the following services in Coral Gables.	Public library services	85%	90%
	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 opportunities for education, culture, and the arts	75%	83%
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to raise children	92%	90%
		Coral Gables as a place to retire	76%	76%
		Sense of community	67%	74%
	Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Residents' connection and engagement with their community	63%	66%
























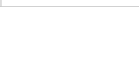
Inclusivity and Engagement	Please rate the job you feel the Coral Gables community does at each of the following.	Making all residents feel welcome	80%	84%
		Attracting people from diverse backgrounds	66%	68%
		Valuing/respecting residents from diverse backgrounds	80%	78%
		Taking care of vulnerable residents	63%	67%
	Please also rate each of the following in the Coral Gables community.	Sense of civic/community pride	76%	74%
		Neighborliness of residents	72%	69%
		Opportunities to participate in social events and activities	67%	68%
		Opportunities to volunteer	65%	72%
		Opportunities to participate in community matters	67%	70%
		Openness and acceptance of the community toward people of diverse backgrounds	63%	65%
	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.	Residents' connection and engagement with their community	76%	74%
Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Coral Gables for help or information	65%	57%
		Contacted Coral Gables elected officials to express your opinion	22%	21%

Participation	Please indicate whether or not you have done each of the following in the last 12 months.	19%	17%
	Attended a local public meeting	19%	17%
	Watched a local public meeting	26%	22%
	Volunteered your time to some group/activity	15%	23%
	Campaigned or advocated for a local issue, cause, or candidate	24%	14%
	Voted in your most recent local election	72%	68%
In general, how many times do you:		99%	97%
	Access the internet from your home	99%	97%
	Access the internet from your cell phone	97%	98%
	Visit social media sites	78%	82%
	Use or check email	98%	99%
	Share your opinions online	31%	26%
	Shop online	64%	69%

























Complete Set of Frequencies

























This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

























Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to live	Excellent		70% N=314
		Good		26% N=118
		Fair		3% N=15
		Poor		0% N=2
Your neighborhood as a place to live		Excellent		67% N=299
		Good		29% N=132
		Fair		4% N=17
		Poor		0% N=
Coral Gables as a place to raise children		Excellent		70% N=273
		Good		20% N=77
		Fair		9% N=35
		Poor		1% N=4
Coral Gables as a place to work		Excellent		59% N=216
		Good		29% N=105
		Fair		7% N=27
		Poor		4% N=16
Coral Gables as a place to visit		Excellent		55% N=237
		Good		35% N=152
		Fair		8% N=37
		Poor		2% N=8
Coral Gables as a place to retire		Excellent		48% N=191
		Good		29% N=115

























Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to retire	Fair		16% N=64
		Poor		8% N=31
	The overall quality of life	Excellent		60% N=265
		Good		36% N=160
		Fair		4% N=17
		Poor		1% N=2
	Sense of community	Excellent		35% N=156
		Good		39% N=174
		Fair		17% N=75
		Poor		9% N=40
Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall economic health	Excellent		40% N=165
		Good		48% N=197
		Fair		11% N=46
		Poor		1% N=4
	Overall quality of the transportation system	Excellent		24% N=104
		Good		43% N=185
		Fair		22% N=94
		Poor		11% N=49
	Overall design or layout of residential and commercial areas	Excellent		36% N=160
		Good		45% N=203
		Fair		13% N=57
		Poor		6% N=29
	Overall quality of the utility infrastructure	Excellent		21% N=93
		Good		50% N=219

























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

Overall quality of the utility infrastructure	Fair		22% N=96
	Poor		6% N=27
Overall feeling of safety	Excellent		52% N=231
	Good		40% N=177
	Fair		7% N=30
	Poor		1% N=3
Overall quality of natural environment	Excellent		57% N=253
	Good		34% N=151
	Fair		5% N=22
	Poor		4% N=16
Overall quality of parks and recreation opportunities	Excellent		41% N=182
	Good		44% N=194
	Fair		10% N=45
	Poor		5% N=24
Overall health and wellness opportunities	Excellent		42% N=175
	Good		42% N=177
	Fair		12% N=51
	Poor		4% N=18
Overall opportunities for education, culture, and the arts	Excellent		35% N=150
	Good		47% N=203
	Fair		13% N=57
	Poor		4% N=18
Residents' connection and engagement with their community	Excellent		21% N=91
	Good		45% N=194








Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Residents' connection and engagement with their community	Fair		23% N=101
		Poor		11% N=47
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Coral Gables to someone who asks	Very likely		74% N=332
		Somewhat likely		21% N=94
		Somewhat unlikely		3% N=14
		Very unlikely		1% N=6
Remain in Coral Gables for the next five years		Very likely		69% N=303
		Somewhat likely		18% N=81
		Somewhat unlikely		9% N=39
		Very unlikely		3% N=14
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		81% N=364
		Somewhat safe		15% N=67
		Neither safe nor unsafe		2% N=11
		Somewhat unsafe		1% N=3
		Very unsafe		0% N=2
In Coral Gables's downtown/commercial area during the day		Very safe		76% N=326
		Somewhat safe		19% N=83
		Neither safe nor unsafe		4% N=16
		Somewhat unsafe		1% N=2
		Very unsafe		1% N=3
From property crime		Very safe		43% N=188
		Somewhat safe		41% N=183
		Neither safe nor unsafe		9% N=40
		Somewhat unsafe		5% N=21

Please rate how safe or unsafe you feel:	From property crime	Very unsafe		2% N=9
	From violent crime	Very safe		65% N=284
		Somewhat safe		29% N=126
		Neither safe nor unsafe		5% N=21
		Somewhat unsafe		1% N=3
		Very unsafe		1% N=2
From fire, flood, or other natural disaster	Very safe		39% N=171	
	Somewhat safe		39% N=172	
	Neither safe nor unsafe		16% N=68	
	Somewhat unsafe		5% N=24	
	Very unsafe		0% N=1	
Please rate the job you feel the Coral Gables community does at each of the following.	Making all residents feel welcome	Excellent		36% N=151
		Good		49% N=207
		Fair		9% N=39
		Poor		7% N=28
	Attracting people from diverse backgrounds	Excellent		26% N=102
		Good		42% N=170
		Fair		24% N=96
		Poor		8% N=32
	Valuing/respecting residents from diverse backgrounds	Excellent		33% N=130
		Good		46% N=182
		Fair		16% N=64
		Poor		5% N=22
Taking care of vulnerable residents	Excellent		28% N=90	

























Please rate the job you feel the Coral Gables community does at each of the following.	Taking care of vulnerable residents	Good		39% N=127
		Fair		22% N=71
		Poor		12% N=38
Please rate each of the following in the Coral Gables community.	Overall quality of business and service establishments	Excellent		45% N=199
		Good		47% N=208
		Fair		8% N=34
		Poor		1% N=4
Variety of business and service establishments	Excellent		39% N=176	
	Good		42% N=190	
	Fair		16% N=70	
	Poor		3% N=13	
Vibrancy of downtown/commercial area	Excellent		35% N=158	
	Good		44% N=196	
	Fair		19% N=83	
	Poor		2% N=10	
Employment opportunities	Excellent		20% N=58	
	Good		42% N=122	
	Fair		28% N=80	
	Poor		11% N=31	
Shopping opportunities	Excellent		34% N=150	
	Good		45% N=199	
	Fair		17% N=74	
	Poor		5% N=23	
Cost of living	Excellent		3% N=13	

Please rate each of the following in the Coral Gables community.	Cost of living	Good		24% N=106
		Fair		43% N=189
		Poor		30% N=134
	Overall image or reputation	Excellent		64% N=288
		Good		32% N=141
		Fair		3% N=15
		Poor		1% N=3
Please also rate each of the following in the Coral Gables community.	Traffic flow on major streets	Excellent		11% N=47
		Good		37% N=163
		Fair		34% N=151
		Poor		19% N=83
	Ease of public parking	Excellent		12% N=55
		Good		31% N=137
		Fair		34% N=155
		Poor		23% N=102
	Ease of travel by car	Excellent		21% N=94
		Good		46% N=200
		Fair		24% N=103
		Poor		9% N=41
	Ease of travel by public transportation	Excellent		12% N=41
		Good		27% N=92
		Fair		35% N=121
		Poor		26% N=90
	Ease of travel by bicycle	Excellent		11% N=39

























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

Ease of travel by bicycle	Good		41% N=141
	Fair		25% N=88
	Poor		23% N=80
Ease of walking	Excellent		34% N=151
	Good		36% N=159
	Fair		19% N=85
	Poor		11% N=47
Well-planned residential growth	Excellent		24% N=95
	Good		31% N=126
	Fair		27% N=107
	Poor		18% N=72
Well-planned commercial growth	Excellent		19% N=76
	Good		33% N=131
	Fair		30% N=119
	Poor		17% N=66
Well-designed neighborhoods	Excellent		29% N=128
	Good		48% N=210
	Fair		18% N=79
	Poor		5% N=21
Preservation of the historical or cultural character of the community	Excellent		40% N=169
	Good		43% N=180
	Fair		12% N=52
	Poor		5% N=20
Public places where people want to spend time	Excellent		28% N=123

























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

























Public places where people want to spend time	Good		45% N=195
	Fair		22% N=94
	Poor		6% N=25
Variety of housing options	Excellent		11% N=49
	Good		38% N=161
	Fair		27% N=115
	Poor		24% N=102
Availability of affordable quality housing	Excellent		5% N=21
	Good		10% N=40
	Fair		34% N=136
	Poor		51% N=209
Overall quality of new development	Excellent		26% N=100
	Good		35% N=136
	Fair		26% N=102
	Poor		13% N=52
Overall appearance	Excellent		53% N=234
	Good		41% N=181
	Fair		5% N=22
	Poor		2% N=7
Cleanliness	Excellent		54% N=237
	Good		40% N=178
	Fair		5% N=24
	Poor		1% N=4
Water resources	Excellent		33% N=129

























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

	Good		56% N=219
	Fair		10% N=39
	Poor		2% N=6
Air quality	Excellent		44% N=186
	Good		46% N=195
	Fair		9% N=40
	Poor		1% N=4
Availability of paths and walking trails	Excellent		25% N=102
	Good		41% N=170
	Fair		22% N=90
	Poor		13% N=54
Fitness opportunities	Excellent		26% N=107
	Good		40% N=167
	Fair		26% N=106
	Poor		9% N=36
Recreational opportunities	Excellent		25% N=104
	Good		49% N=205
	Fair		17% N=72
	Poor		9% N=37
Community support for the arts	Excellent		30% N=111
	Good		46% N=173
	Fair		17% N=62
	Poor		7% N=27
K-12 education	Excellent		37% N=100

























Please also rate each of K-12 education the following in the Coral Gables community.

	Good		42% N=114
	Fair		17% N=47
	Poor		4% N=12
Adult educational opportunities	Excellent		23% N=61
	Good		39% N=104
	Fair		26% N=69
	Poor		12% N=32
Sense of civic/community pride	Excellent		27% N=107
	Good		47% N=187
	Fair		20% N=78
	Poor		7% N=27
Neighborliness of residents	Excellent		24% N=105
	Good		45% N=193
	Fair		23% N=100
	Poor		8% N=35
Opportunities to participate in social events and activities	Excellent		20% N=81
	Good		47% N=189
	Fair		21% N=85
	Poor		11% N=44
Opportunities to attend special events and festivals	Excellent		25% N=102
	Good		50% N=204
	Fair		17% N=70
	Poor		8% N=32
Opportunities to volunteer	Excellent		22% N=64

























Please also rate each of the following in the Coral Gables community.	Opportunities to volunteer	Good		50% N=141
		Fair		19% N=54
		Poor		9% N=26
Opportunities to participate in community matters		Excellent		21% N=73
		Good		49% N=164
		Fair		22% N=74
		Poor		8% N=27
Openness and acceptance of the community toward people of diverse backgrounds		Excellent		22% N=79
		Good		43% N=154
		Fair		26% N=95
		Poor		9% N=34
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Coral Gables for help or information	No		42% N=189
		Yes		58% N=258
	Contacted Coral Gables elected officials to express your opinion	No		79% N=347
		Yes		21% N=94
	Attended a local public meeting	No		83% N=364
		Yes		17% N=76
	Watched a local public meeting	No		78% N=348
		Yes		22% N=99
	Volunteered your time to some group/activity	No		77% N=345
		Yes		23% N=102
Campaigned or advocated for a local issue, cause, or candidate	No		86% N=385	
	Yes		14% N=60	
Voted in your most recent local election	No		31% N=138	

Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	Yes		69% N=303
	Used public transportation instead of driving	No		52% N=234
		Yes		48% N=212
	Carpooled with other adults or children instead of driving alone	No		59% N=265
		Yes		41% N=181
	Walked or biked instead of driving	No		24% N=105
Yes			76% N=341	
Please rate the quality of each of the following services in Coral Gables.	Public information services	Excellent		25% N=97
		Good		55% N=220
		Fair		14% N=57
		Poor		6% N=23
	Economic development	Excellent		23% N=77
		Good		53% N=180
		Fair		21% N=70
		Poor		4% N=13
	Traffic enforcement	Excellent		22% N=92
		Good		46% N=194
		Fair		19% N=78
		Poor		13% N=56
	Street repair	Excellent		16% N=69
		Good		47% N=196
		Fair		25% N=106
		Poor		12% N=50
Street cleaning	Excellent		33% N=141	

























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

Street cleaning	Good		46% N=198
	Fair		17% N=75
	Poor		4% N=18
Street lighting	Excellent		26% N=113
	Good		43% N=191
	Fair		21% N=91
	Poor		11% N=46
Sidewalk maintenance	Excellent		21% N=90
	Good		38% N=164
	Fair		26% N=114
	Poor		15% N=66
Bus or transit services	Excellent		32% N=108
	Good		45% N=151
	Fair		16% N=54
	Poor		7% N=25
Land use, planning and zoning	Excellent		17% N=58
	Good		44% N=153
	Fair		20% N=68
	Poor		20% N=68
Code enforcement	Excellent		26% N=94
	Good		46% N=169
	Fair		18% N=66
	Poor		10% N=37
Garbage collection	Excellent		48% N=206

























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

























Garbage collection	Good		38% N=165
	Fair		10% N=45
	Poor		4% N=17
Sewer services	Excellent		36% N=120
	Good		48% N=162
	Fair		11% N=36
	Poor		6% N=20
Storm water management	Excellent		32% N=123
	Good		38% N=148
	Fair		19% N=75
	Poor		11% N=41
Power (electric and/or gas) utility	Excellent		29% N=122
	Good		44% N=189
	Fair		19% N=81
	Poor		8% N=33
Utility billing	Excellent		22% N=90
	Good		49% N=205
	Fair		23% N=97
	Poor		6% N=24
Police services	Excellent		55% N=231
	Good		36% N=151
	Fair		8% N=35
	Poor		1% N=5
Crime prevention	Excellent		39% N=161

























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
























Crime prevention	Good		51% N=209
	Fair		9% N=38
	Poor		1% N=4
Ambulance or emergency medical services	Excellent		60% N=205
	Good		36% N=122
	Fair		4% N=15
Fire services	Excellent		64% N=219
	Good		32% N=110
	Fair		4% N=12
	Poor		0% N=
Fire prevention and education	Excellent		40% N=111
	Good		45% N=124
	Fair		11% N=31
	Poor		3% N=8
Emergency preparedness	Excellent		37% N=132
	Good		51% N=179
	Fair		9% N=31
	Poor		3% N=12
Preservation of natural areas	Excellent		32% N=131
	Good		46% N=187
	Fair		17% N=68
	Poor		6% N=23
Coral Gables open space	Excellent		24% N=101
	Good		50% N=208

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

























Coral Gables open space	Fair		18% N=76
	Poor		7% N=29
Recycling	Excellent		25% N=100
	Good		43% N=172
	Fair		17% N=68
	Poor		15% N=60
Yard waste pick-up	Excellent		45% N=158
	Good		40% N=140
	Fair		13% N=45
	Poor		3% N=11
City parks	Excellent		36% N=157
	Good		45% N=195
	Fair		13% N=58
	Poor		5% N=24
Recreation programs or classes	Excellent		24% N=72
	Good		53% N=163
	Fair		16% N=50
	Poor		7% N=20
Recreation centers or facilities	Excellent		24% N=79
	Good		52% N=174
	Fair		19% N=62
	Poor		6% N=19
Health services	Excellent		32% N=92
	Good		52% N=152

























Please rate the quality of each of the following services in Coral Gables.	Health services	Fair		14% N=41
		Poor		2% N=6
	Public library services	Excellent		47% N=180
		Good		43% N=168
		Fair		6% N=23
		Poor		4% N=15
	Overall customer service by Coral Gables employees	Excellent		40% N=163
		Good		45% N=185
		Fair		12% N=50
		Poor		3% N=14
Please rate the following categories of Coral Gables government performance.	The value of services for the taxes paid to Coral Gables	Excellent		15% N=61
		Good		53% N=213
		Fair		23% N=93
		Poor		9% N=35
	The overall direction that Coral Gables is taking	Excellent		18% N=71
		Good		46% N=179
		Fair		25% N=100
		Poor		11% N=44
	The job Coral Gables government does at welcoming resident involvement	Excellent		13% N=46
		Good		46% N=158
Fair			26% N=88	
Poor			15% N=51	
Overall confidence in Coral Gables government	Excellent		15% N=59	
	Good		43% N=173	







Please rate the following categories of Coral Gables government performance.	Overall confidence in Coral Gables government	Fair		30% N=122
		Poor		13% N=51
	Generally acting in the best interest of the community	Excellent		17% N=67
		Good		40% N=160
		Fair		27% N=108
		Poor		16% N=63
	Being honest	Excellent		13% N=46
		Good		42% N=157
		Fair		27% N=98
		Poor		18% N=68
	Being open and transparent to the public	Excellent		12% N=45
		Good		40% N=148
		Fair		25% N=93
		Poor		23% N=87
	Informing residents about issues facing the community	Excellent		17% N=65
		Good		37% N=146
		Fair		27% N=104
		Poor		20% N=78
	Treating all residents fairly	Excellent		19% N=66
		Good		41% N=146
		Fair		28% N=98
		Poor		13% N=45
	Treating residents with respect	Excellent		25% N=94
		Good		46% N=175

Please rate the following categories of Coral Gables government performance.	Treating residents with respect	Fair		24% N=91
		Poor		5% N=20
Overall, how would you rate the quality of the services provided by each of the following?	The City of Coral Gables	Excellent		32% N=138
		Good		51% N=222
		Fair		14% N=60
		Poor		3% N=11
	The Federal Government	Excellent		9% N=39
		Good		32% N=131
		Fair		38% N=156
		Poor		20% N=83
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 economic health	Essential		46% N=198
		Very important		44% N=192
		Somewhat important		10% N=41
		Not at all important		0% N=2
	Overall quality of the transportation system	Essential		48% N=213
		Very important		37% N=165
		Somewhat important		12% N=51
		Not at all important		3% N=13
	Overall design or layout of residential and commercial areas	Essential		49% N=218
		Very important		39% N=171
		Somewhat important		9% N=41
		Not at all important		3% N=13
Overall quality of the utility infrastructure	Essential		62% N=274	
	Very important		33% N=145	

























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 the utility infrastructure	Somewhat important	5%	N=22
		Not at all important	0%	N=2
	Overall feeling of safety	Essential	67%	N=294
		Very important	23%	N=102
		Somewhat important	7%	N=30
		Not at all important	3%	N=12
	Overall quality of natural environment	Essential	45%	N=201
		Very important	44%	N=196
		Somewhat important	9%	N=40
		Not at all important	2%	N=7
	Overall quality of parks and recreation opportunities	Essential	37%	N=165
		Very important	51%	N=228
		Somewhat important	11%	N=47
		Not at all important	1%	N=3
	Overall health and wellness opportunities	Essential	32%	N=142
		Very important	44%	N=192
		Somewhat important	22%	N=96
		Not at all important	2%	N=10
	Overall opportunities for education, culture, and the arts	Essential	39%	N=174
		Very important	43%	N=192
		Somewhat important	16%	N=71
		Not at all important	1%	N=6
	Residents' connection and engagement with their community	Essential	30%	N=131
		Very important	44%	N=195
























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.	Residents' connection and engagement with their community	Somewhat important		22% N=98
		Not at all important		4% N=17
	Is your home currently on a septic tank system?	No		57% N=232
		Yes		43% N=177
	The City estimates that over 7,000 single-family homes are currently on septic tanks. Based on new County requirements septic replacement costs have increased substantially. Septic to sewer conversion prevents issues caused by septic tank failure (i.e., sewage backup and pollutants affecting water quality) and can have..	Strongly support		36% N=64
		Somewhat support		29% N=51
		Somewhat oppose		13% N=23
		Strongly oppose		23% N=40
The City of Coral Gables opened its new Development Services Center and transitioned to a fully electronic permitting system in late 2022. This new building and system were designed to incre..	Visited the new Development Services Center	No		90% N=399
		Yes		10% N=43
	Applied for a permit online	No		85% N=374
		Yes		15% N=67
Overall, how would you rate the quality of service provided by the following?	Development Services Staff	Excellent		21% N=15
		Good		41% N=30
		Fair		25% N=18
		Poor		13% N=10
	Electronic Permitting System	Excellent		26% N=19
		Good		35% N=26
		Fair		23% N=17
		Poor		15% N=11
Please rate how satisfied you are with the downtown experience as it relates to the following.	Art & Cultural Programing	Very likely		39% N=144
		Somewhat likely		44% N=163
		Somewhat unlikely		12% N=43
		Very unlikely		6% N=21

Please rate how satisfied you are with the downtown experience as it relates to the following.	Shopping	Very likely		42% N=177
		Somewhat likely		38% N=160
		Somewhat unlikely		11% N=46
		Very unlikely		8% N=36
	Dining	Very likely		70% N=299
		Somewhat likely		26% N=112
		Somewhat unlikely		1% N=6
		Very unlikely		2% N=8
	Events	Very likely		36% N=146
		Somewhat likely		44% N=176
		Somewhat unlikely		13% N=54
		Very unlikely		7% N=28
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	Major source		23% N=100
		Minor source		40% N=171
		Not a source		37% N=160
	City website (coralgables.com)	Major source		55% N=239
		Minor source		33% N=142
		Not a source		13% N=54
	Mailed materials	Major source		54% N=236
		Minor source		34% N=148
		Not a source		12% N=50
Social media (e.g., Facebook, Twitter, Instagram, etc.)	Major source		42% N=181	
	Minor source		36% N=158	
	Not a source		22% N=97	

How much of a source, if at all, do you consider each of the following to be for obtaining information about Coral Gables?	City's weekly newsletter	Major source		48% N=207
		Minor source		33% N=144
		Not a source		19% N=80
	Advertisements (e.g., newspaper, online, etc.)	Major source		21% N=93
		Minor source		49% N=215
		Not a source		29% N=127
In general, how many times do you:	Access the internet from your home	Several times a day		88% N=383
		Once a day		5% N=24
		A few times a week		4% N=19
		Every few weeks		1% N=5
		Less often or never		2% N=7
	Access the internet from your cell phone	Several times a day		93% N=401
		Once a day		3% N=15
		A few times a week		2% N=7
		Every few weeks		0% N=1
		Less often or never		2% N=8
	Visit social media sites	Several times a day		62% N=263
		Once a day		13% N=55
		A few times a week		7% N=31
		Every few weeks		3% N=15
		Less often or never		15% N=63
Use or check email	Several times a day		85% N=375	
	Once a day		12% N=51	
	A few times a week		2% N=7	

In general, how many times do you:	Use or check email	Every few weeks		1% N=3
		Less often or never		1% N=3
Share your opinions online		Several times a day		10% N=41
		Once a day		5% N=21
		A few times a week		12% N=51
		Every few weeks		15% N=65
		Less often or never		59% N=253
Shop online		Several times a day		21% N=94
		Once a day		9% N=39
		A few times a week		39% N=171
		Every few weeks		24% N=105
		Less often or never		7% N=29
Please rate your overall health.		Excellent		48% N=214
		Very good		39% N=176
		Good		11% N=50
		Fair		1% N=6
		Poor		0% N=2
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		6% N=29
		Somewhat positive		20% N=89
		Neutral		44% N=199
		Somewhat negative		24% N=108
		Very negative		5% N=24
How many years have you lived in Coral Gables?		Less than 2 years		14% N=65
		2-5 years		26% N=116

How many years have you lived in Coral Gables?	6-10 years		16% N=72
	11-20 years		14% N=61
	More than 20 years		30% N=134
Which best describes the building you live in?	Single-family detached home		53% N=239
	Townhouse or duplex (may share walls but no units above or below you)		1% N=6
	Condominium or apartment (have units above or below you)		44% N=198
	Other		1% N=5
Do you rent or own your home?	Rent		36% N=159
	Own		64% N=289
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$300		1% N=5
	\$300 to \$599		1% N=3
	\$600 to \$999		1% N=6
	\$1,000 to \$1,499		16% N=68
	\$1,500 to \$2,499		21% N=92
	\$2,500 to \$3,999		27% N=117
	\$4,000 to \$6,999		20% N=84
	\$7,000 to \$9,999		8% N=35
	\$10,000 or more		4% N=18
Do any children 17 or under live in your household?	No		71% N=320
	Yes		29% N=128
Are you or any other members of your household aged 65 or older?	No		64% N=289
	Yes		36% N=160
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		4% N=16
	\$25,000 to \$49,999		5% N=19

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.)	\$50,000 to \$74,999		7% N=28
	\$75,000 to \$99,999		8% N=32
	\$100,000 to \$149,999		16% N=66
	\$150,000 to \$199,999		18% N=74
	\$200,000 to \$299,999		14% N=58
	\$300,000 or more		31% N=128
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin		41% N=180
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin		59% N=262
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		3% N=13
	Asian		6% N=25
	Black or African American		3% N=14
	Native Hawaiian or Other Pacific Islander		1% N=4
	White		75% N=328
	A race not listed		19% N=83
In which category is your age?	18-24 years		5% N=20
	25-34 years		18% N=80
	35-44 years		17% N=77
	45-54 years		17% N=74
	55-64 years		15% N=68
	65-74 years		15% N=67
	75 years or older		13% N=59
What is your gender?	Woman		55% N=245
	Man		45% N=202

Methods (open participation)



As part of its participation in The National Community Survey™ (The NCS™), the City of Coral Gables conducted a survey of 526 residents. Survey invitations were mailed to randomly selected households and data were collected from September 25, 2023 to November 13, 2023. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of 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 23, 2023. The survey remained open for two weeks and there were 192 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2020 Census and 2022 American Community Survey estimates for adults in the City of 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.¹⁹ The results of the weighting scheme for the open participation survey are presented in the following table.

		Unweighted	Weighted	Target ²⁰
Age	18-34	3%	13%	32%
	35-54	17%	30%	30%
	55+	80%	57%	39%
Area	Area 1	52%	26%	29%
	Area 2	16%	39%	35%
	Area 3	19%	21%	21%
	Area 4	12%	13%	15%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish origin	42%	51%	42%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	58%	49%	58%
Housing tenure	Own	96%	79%	64%
	Rent	4%	21%	36%
Housing type	Attached	27%	49%	46%
	Detached	73%	51%	54%

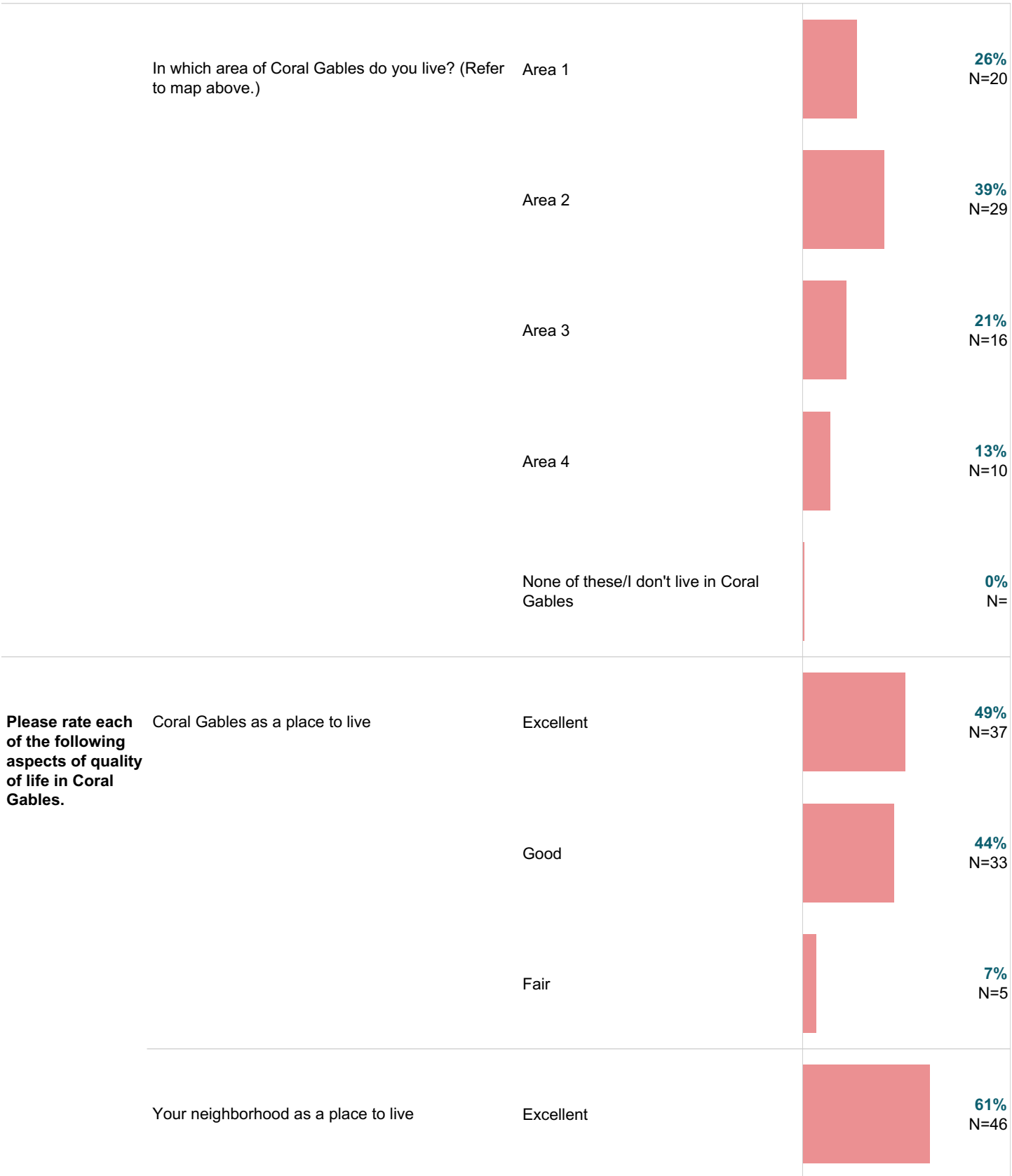
Race & Hispanic origin	Not white alone	61%	62%	66%
	White alone, not Hispanic or Latino	39%	38%	34%
Sex	Man	29%	34%	46%
	Woman	71%	66%	54%
Sex/age	Man 18-34	1%	8%	15%
	Man 35-54	1%	8%	15%
	Man 55+	26%	18%	17%
	Woman 18-34	1%	8%	17%
	Woman 35-54	15%	19%	15%
	Woman 55+	54%	39%	21%

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

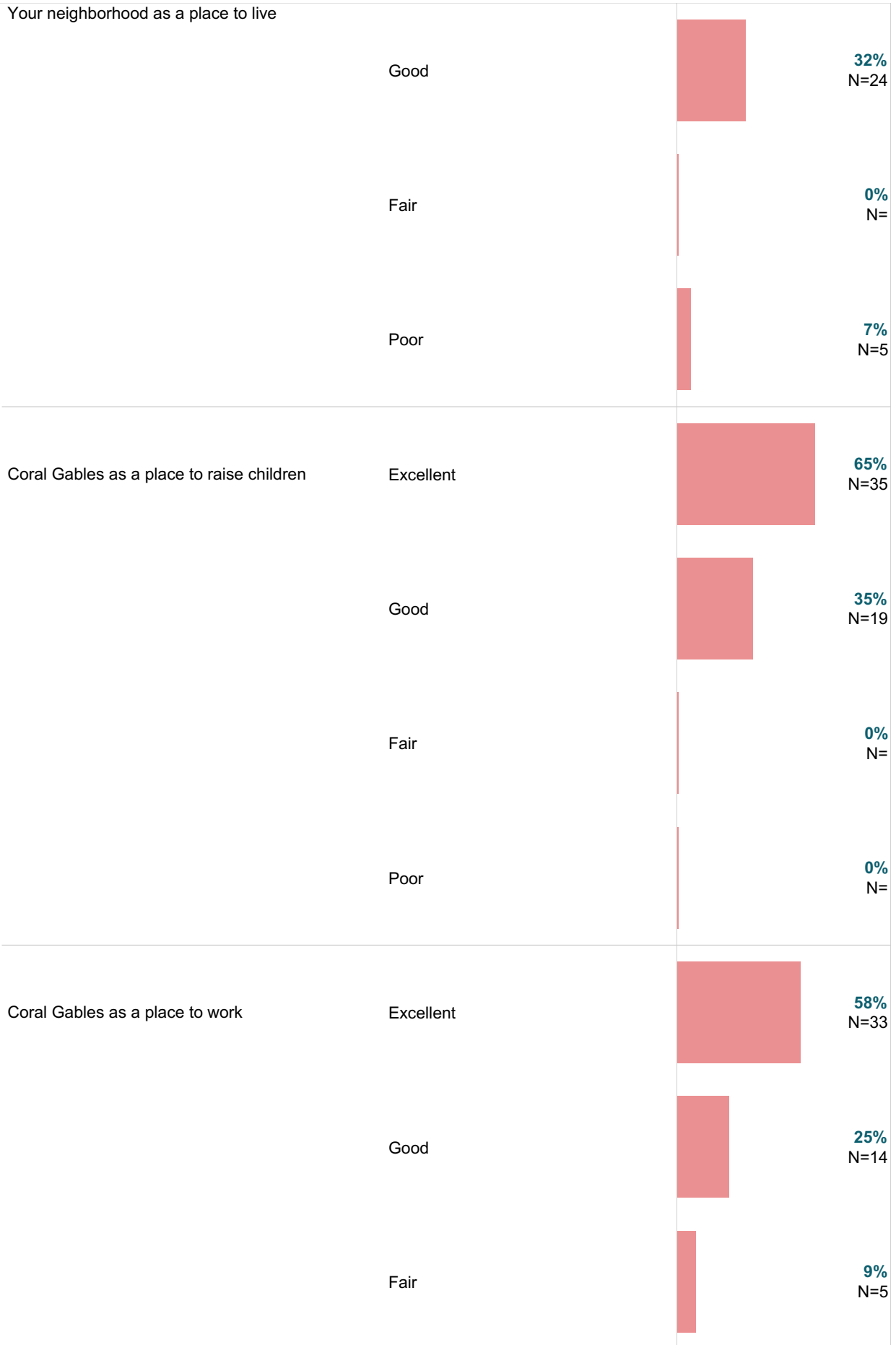
20. Targets come from the 2020 Census and 2022 American Community Survey.

Open Participation Survey Results

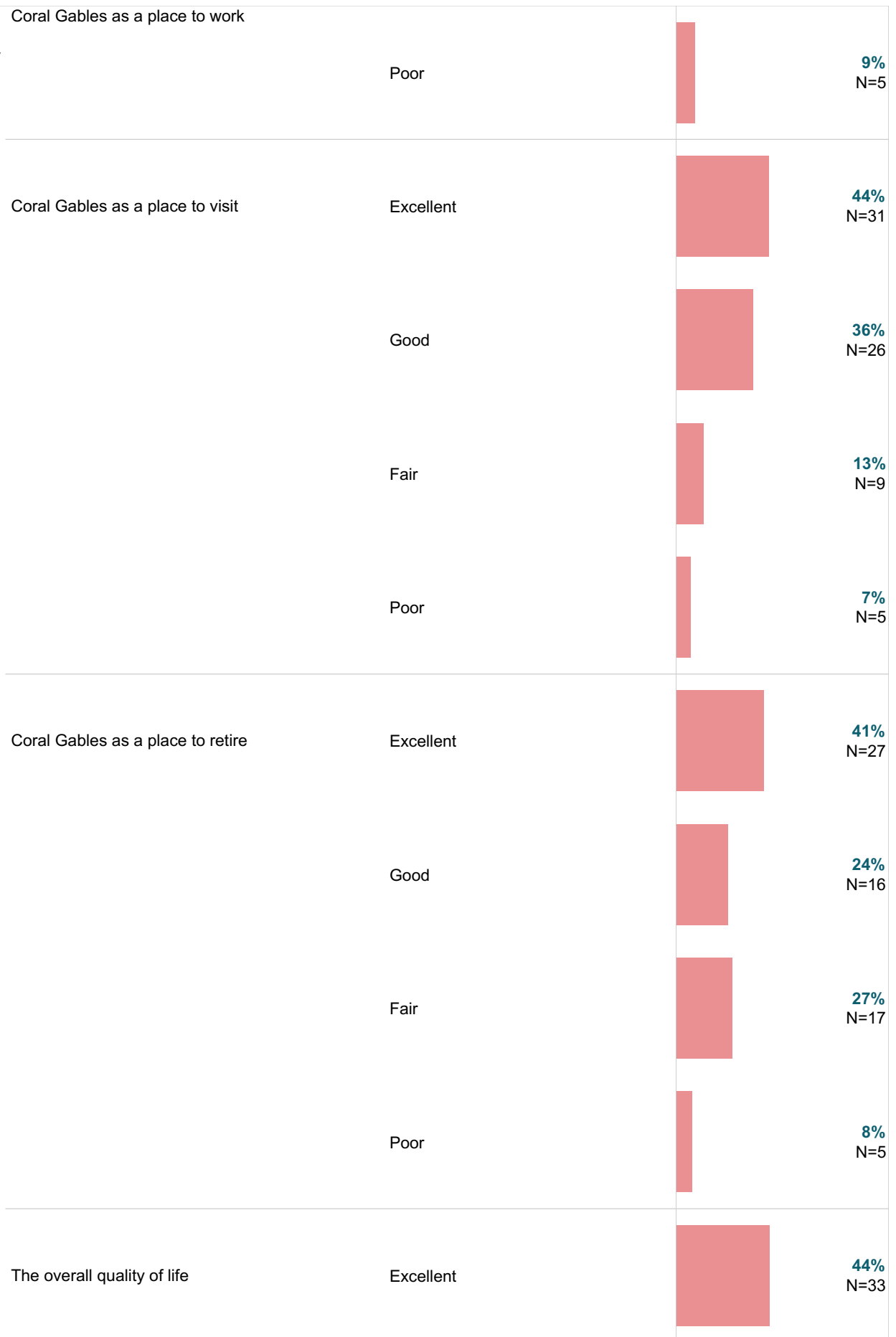
This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.



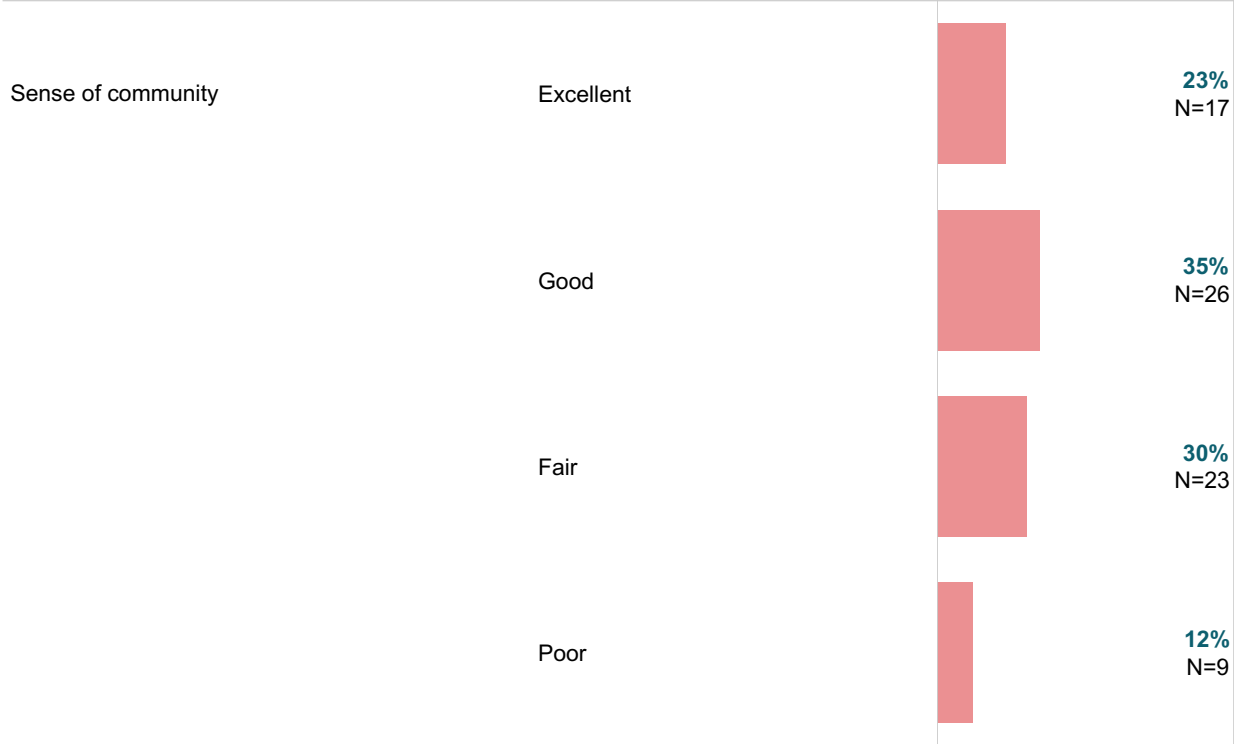
Please rate each of the following aspects of quality of life in Coral Gables.



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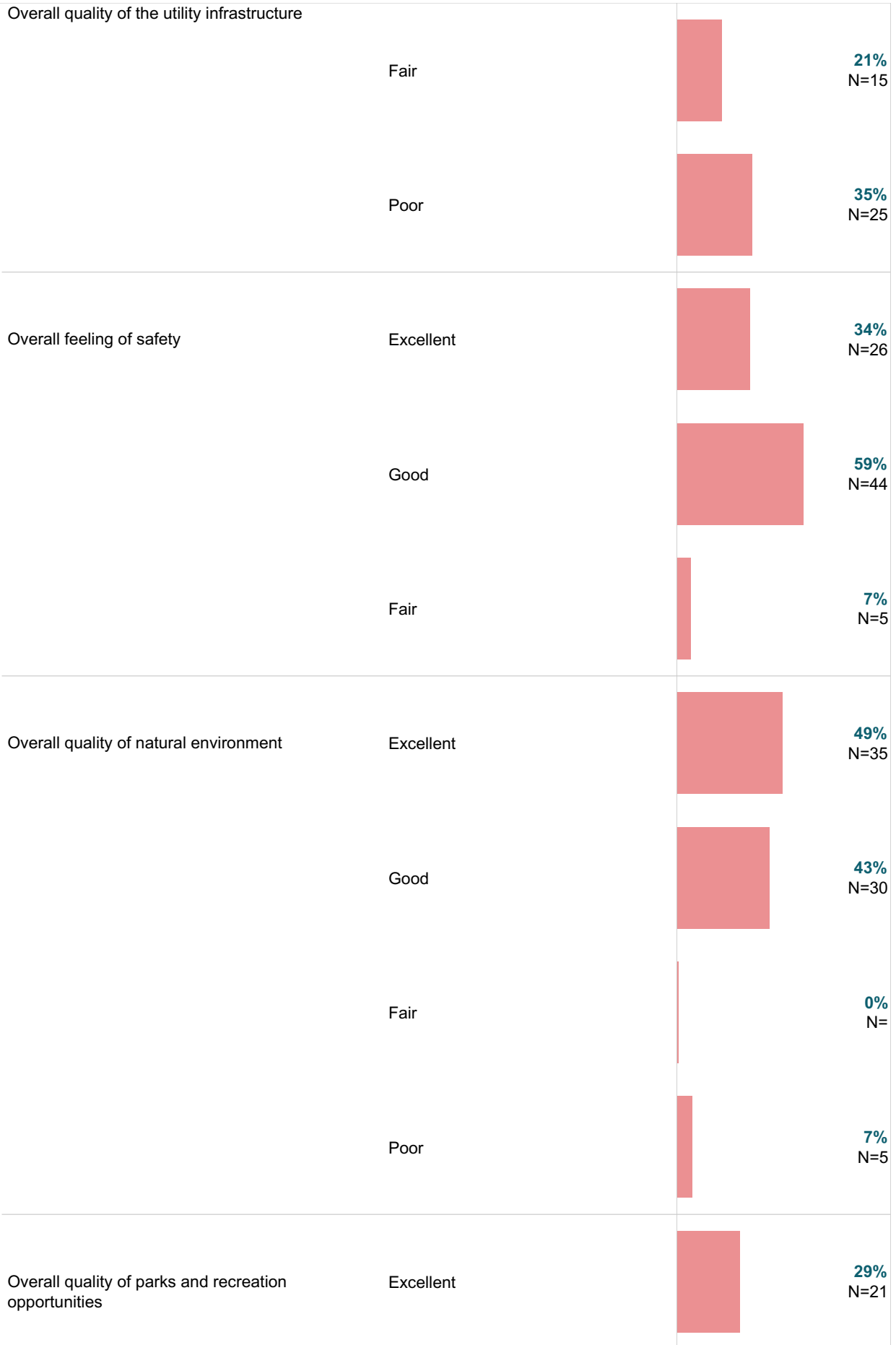
Please rate each of the following characteristics as they relate to Coral Gables as a whole.



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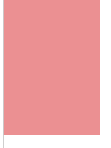







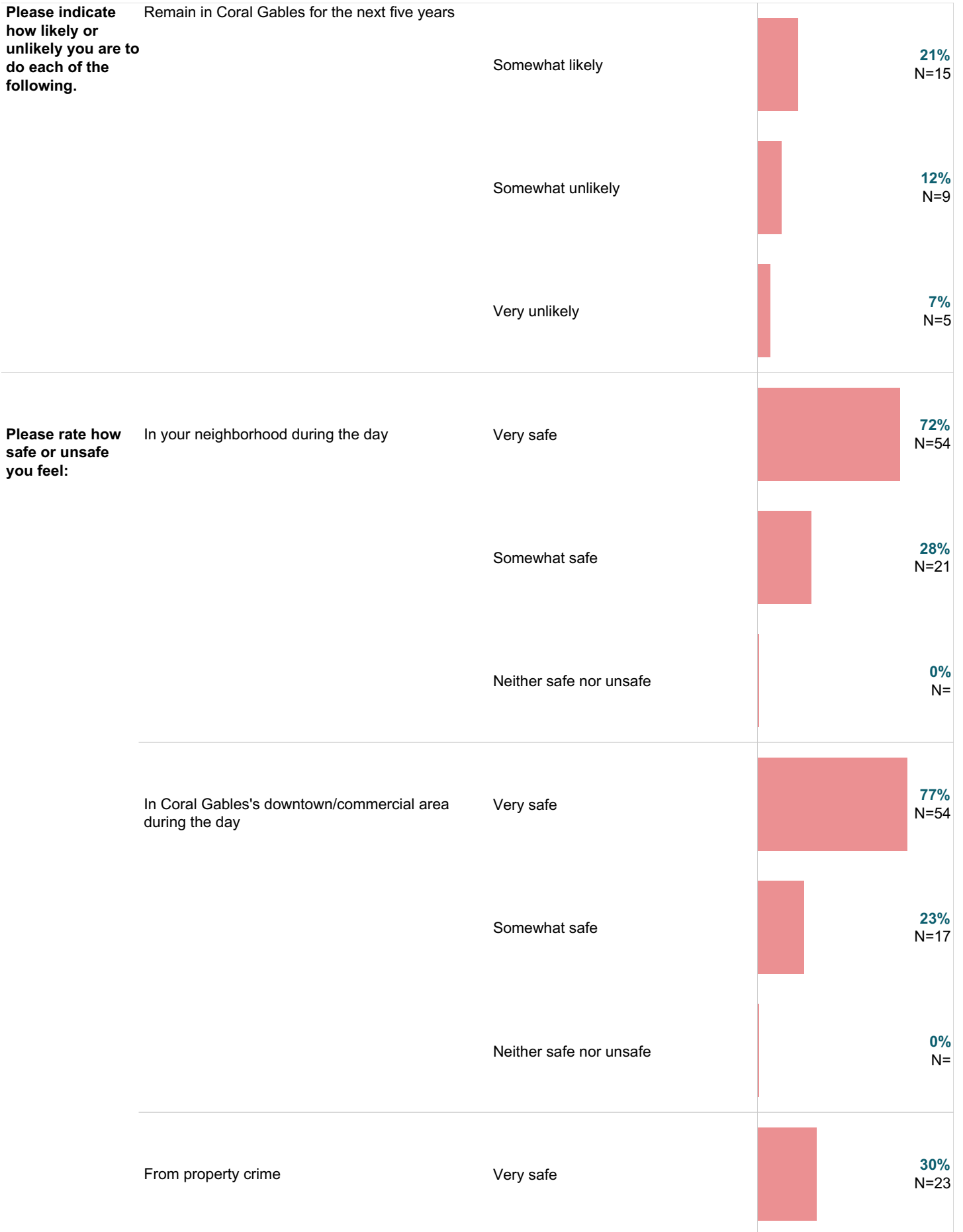
Please rate each of the following characteristics as they relate to Coral Gables as a whole.



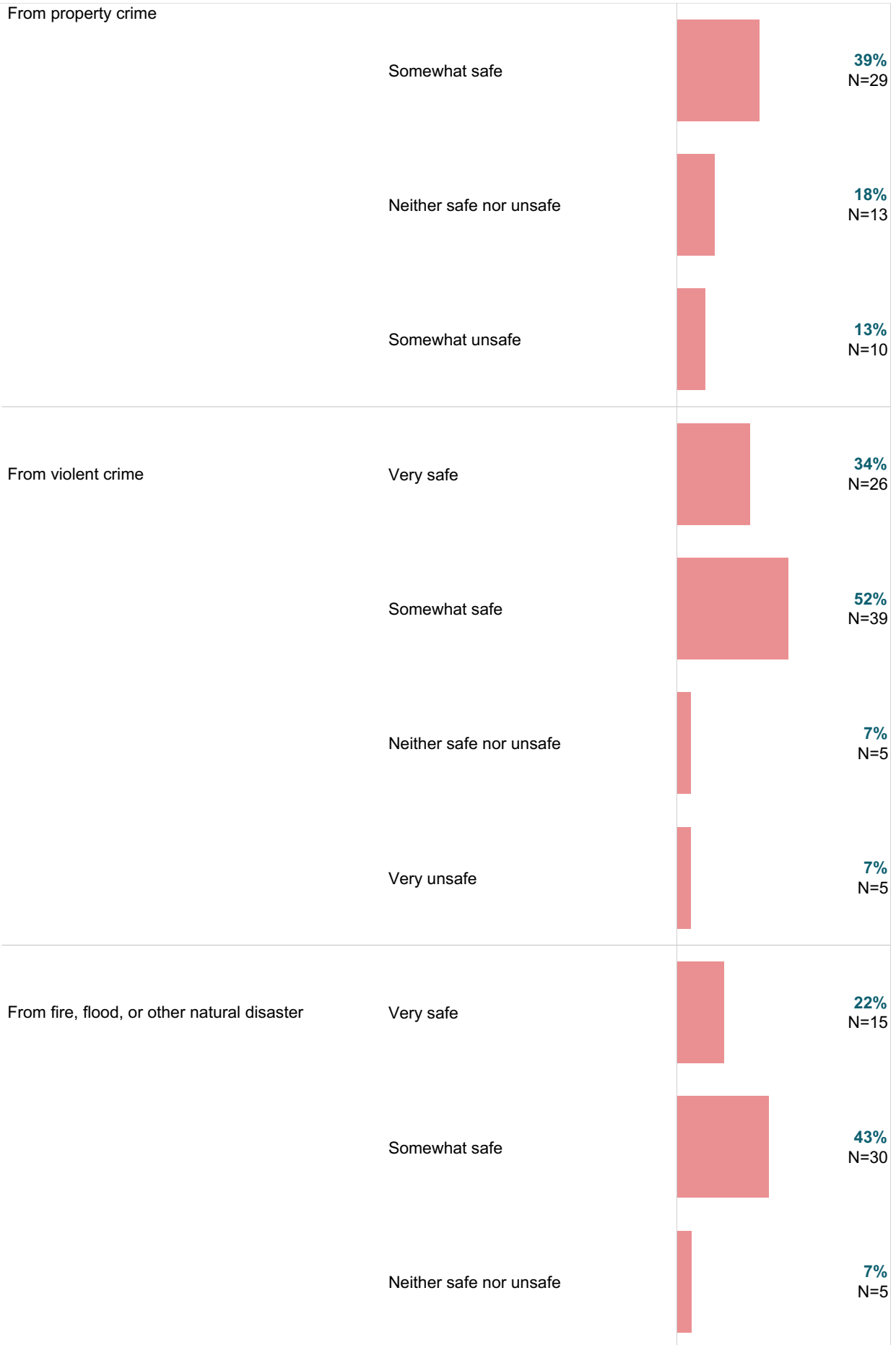
Please rate each of the following characteristics as they relate to Coral Gables as a whole.













<p>Please rate each of the following characteristics as they relate to Coral Gables as a whole.</p>	Overall opportunities for education, culture, and the arts	Poor		14% N=10
	Residents' connection and engagement with their community	Excellent		11% N=8
		Good		38% N=28
		Fair		33% N=24
		Poor		19% N=14
<p>Please indicate how likely or unlikely you are to do each of the following.</p>	Recommend living in Coral Gables to someone who asks	Very likely		44% N=33
		Somewhat likely		43% N=32
		Somewhat unlikely		13% N=10
		Very unlikely		0% N=
	Remain in Coral Gables for the next five years	Very likely		60% N=45



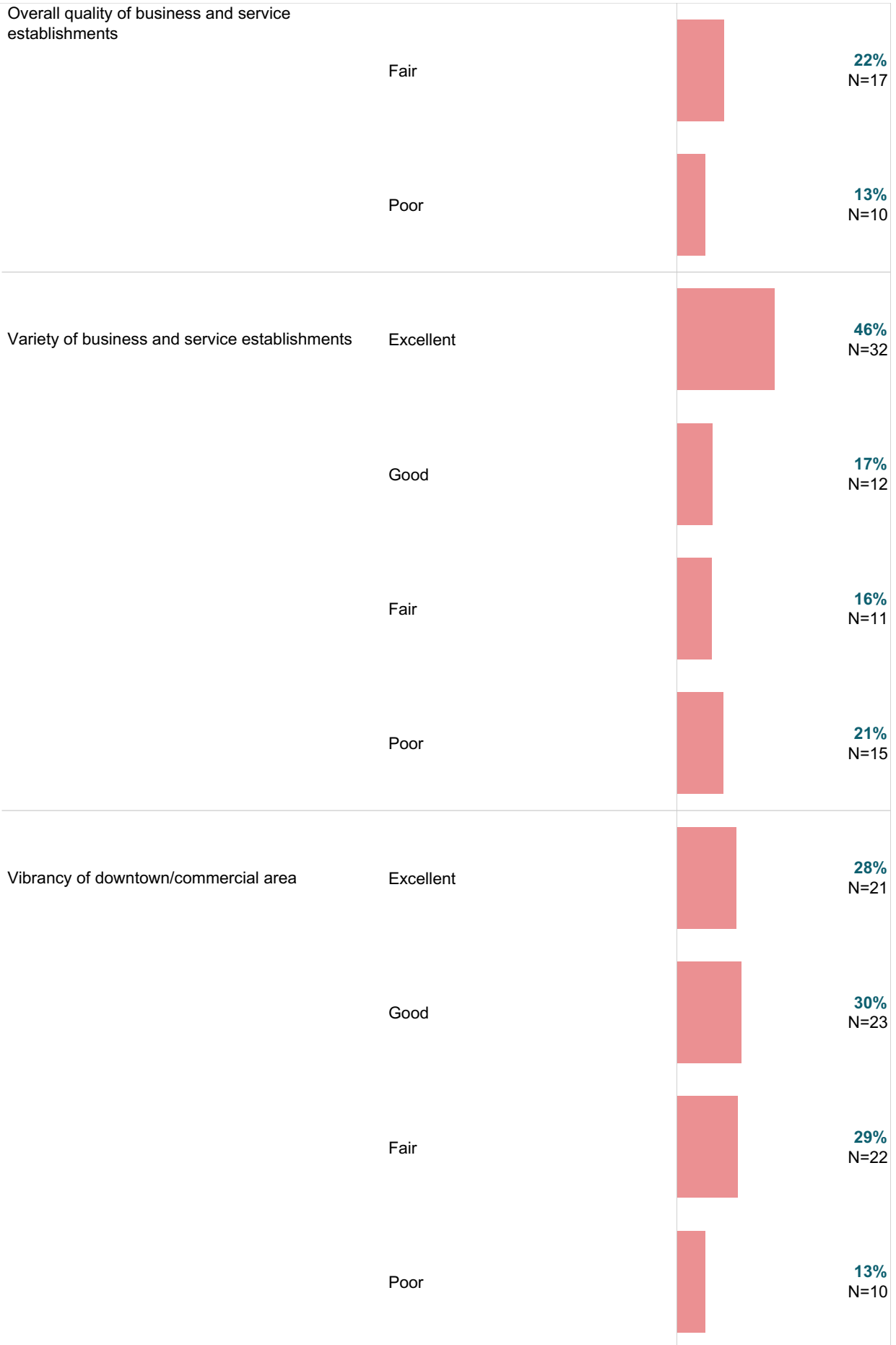
Please rate how safe or unsafe you feel:



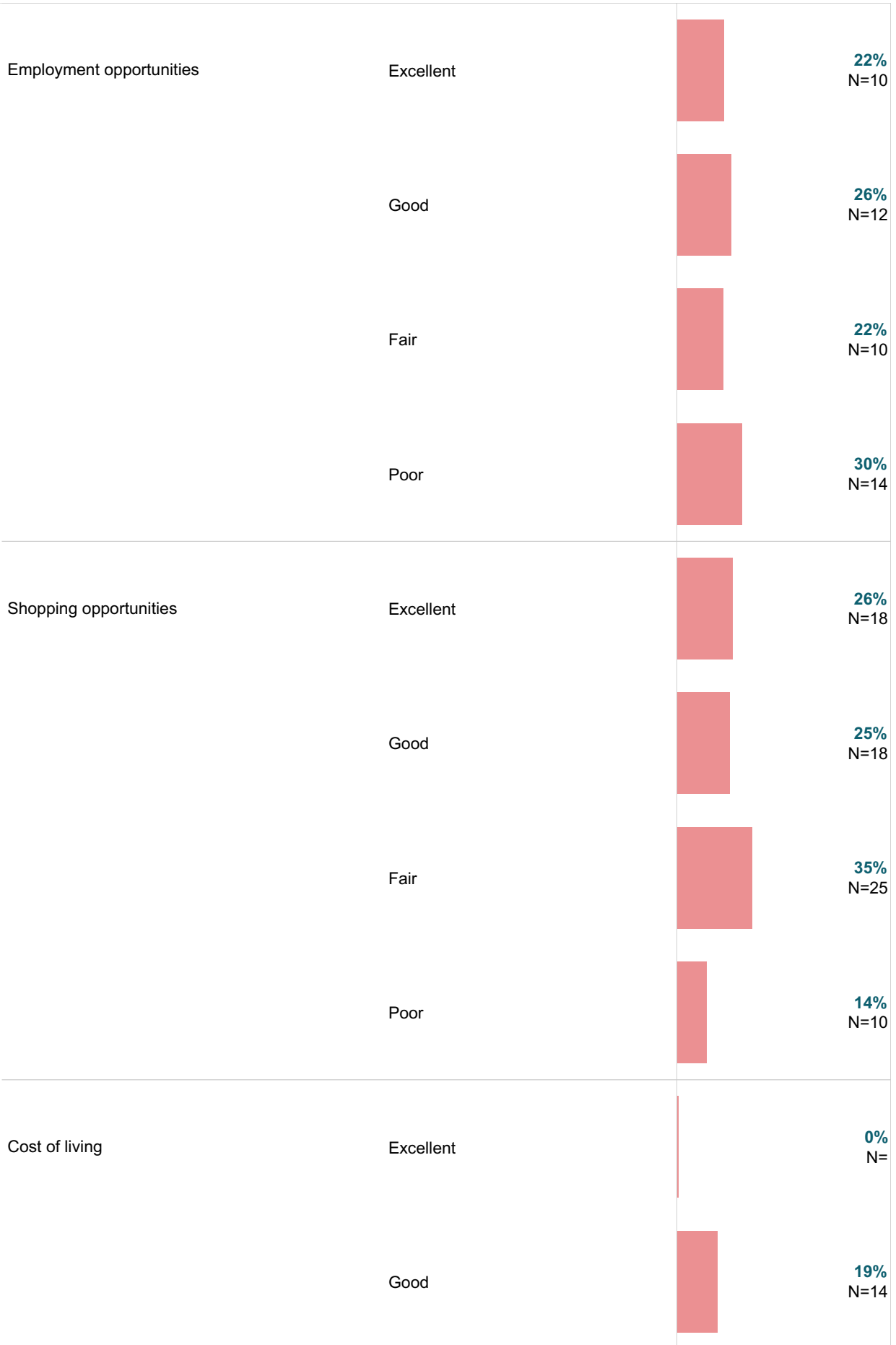


<p>Please rate the job you feel the Coral Gables community does at each of the following.</p>	<p>Valuing/respecting residents from diverse backgrounds</p>	Excellent		29% N=17
		Good		28% N=16
		Fair		25% N=14
		Poor		18% N=10
<p>Taking care of vulnerable residents</p>		Excellent		12% N=5
		Good		32% N=14
		Fair		22% N=9
		Poor		35% N=15
<p>Please rate each of the following in the Coral Gables community.</p>	<p>Overall quality of business and service establishments</p>	Excellent		28% N=21
		Good		37% N=28

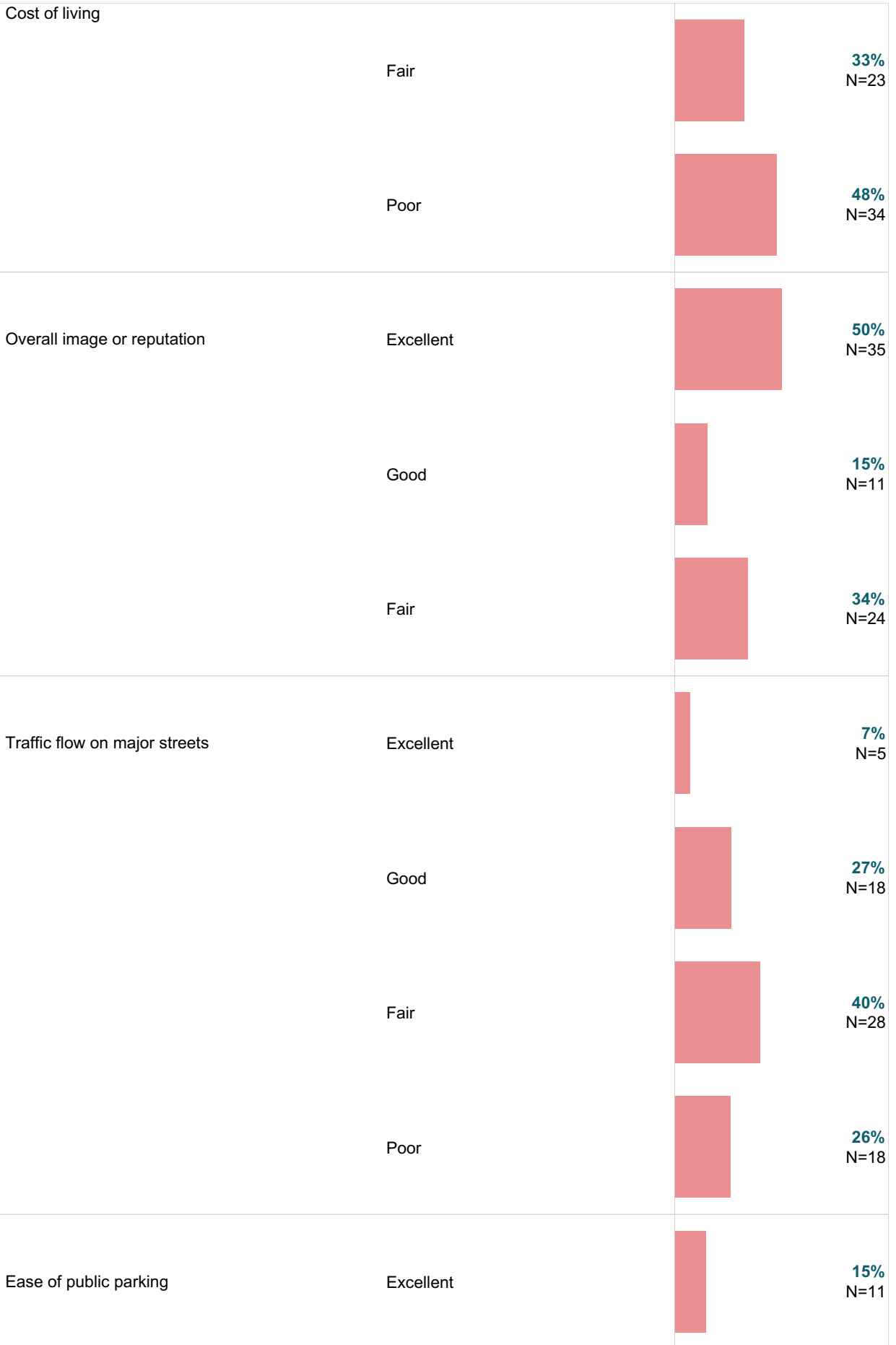
Please rate each of the following in the Coral Gables community.



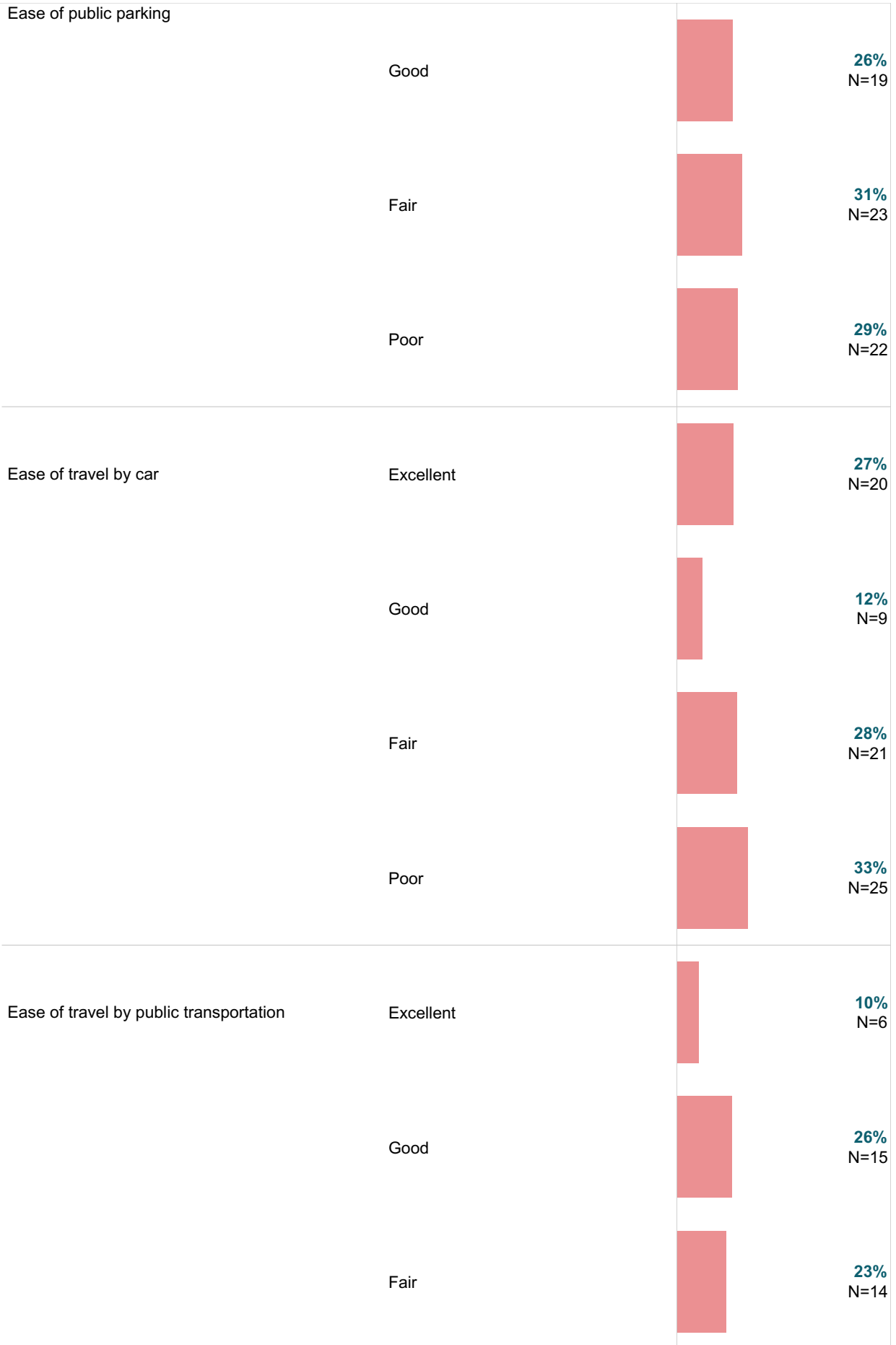
Please rate each of the following in the Coral Gables community.









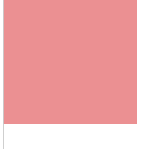



Please rate each of the following in the Coral Gables community.



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



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

Ease of travel by public transportation	Poor		41% N=24
Ease of travel by bicycle	Excellent		21% N=10
	Good		23% N=11
	Fair		5% N=3
	Poor		50% N=24
Ease of walking	Excellent		23% N=17
	Good		45% N=34
	Fair		32% N=24
	Poor		0% N=
Well-planned residential growth	Excellent		17% N=11

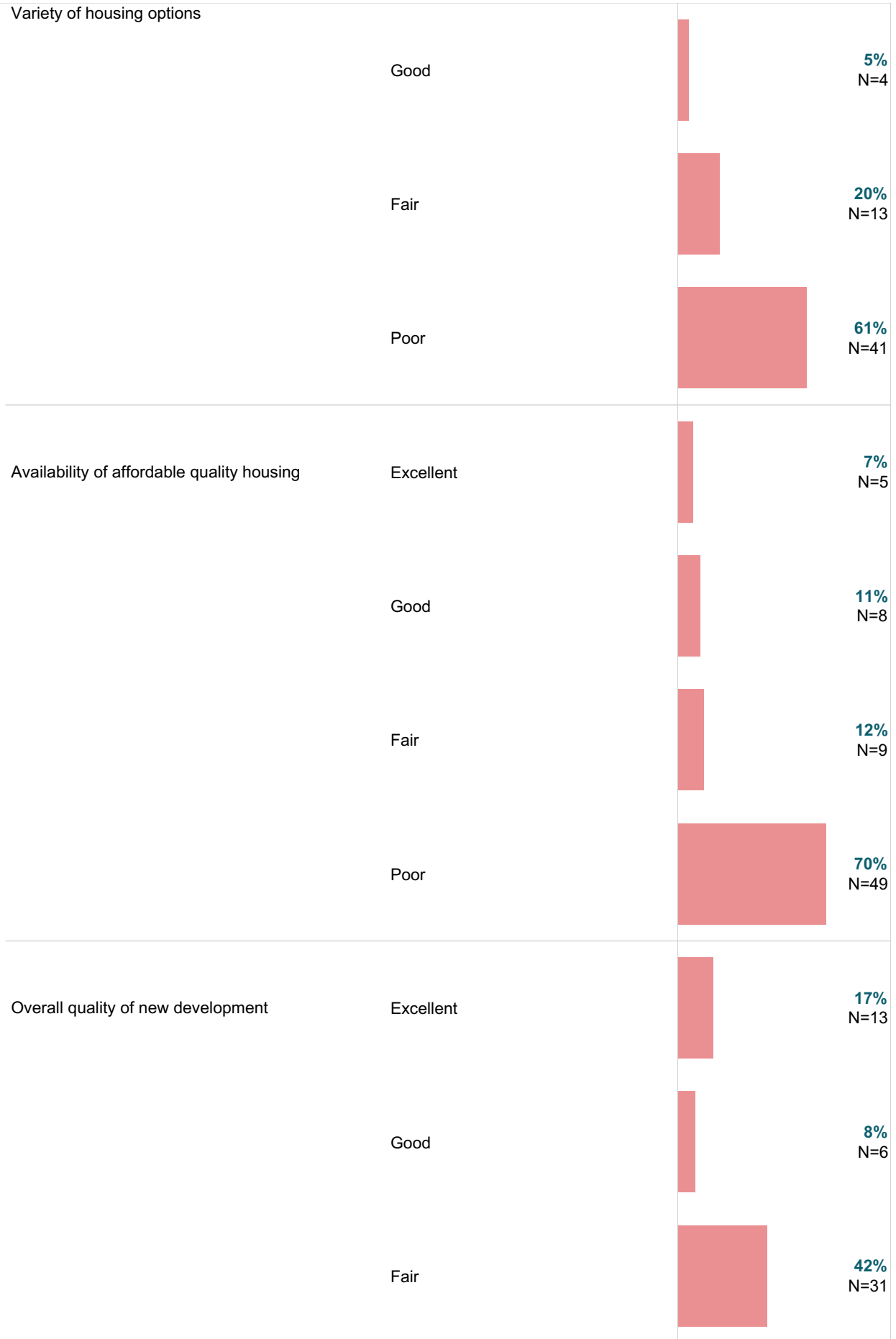
Please also rate each of the following in the Coral Gables community.



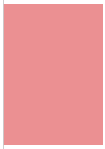







Please also rate each of the following in the Coral Gables community.



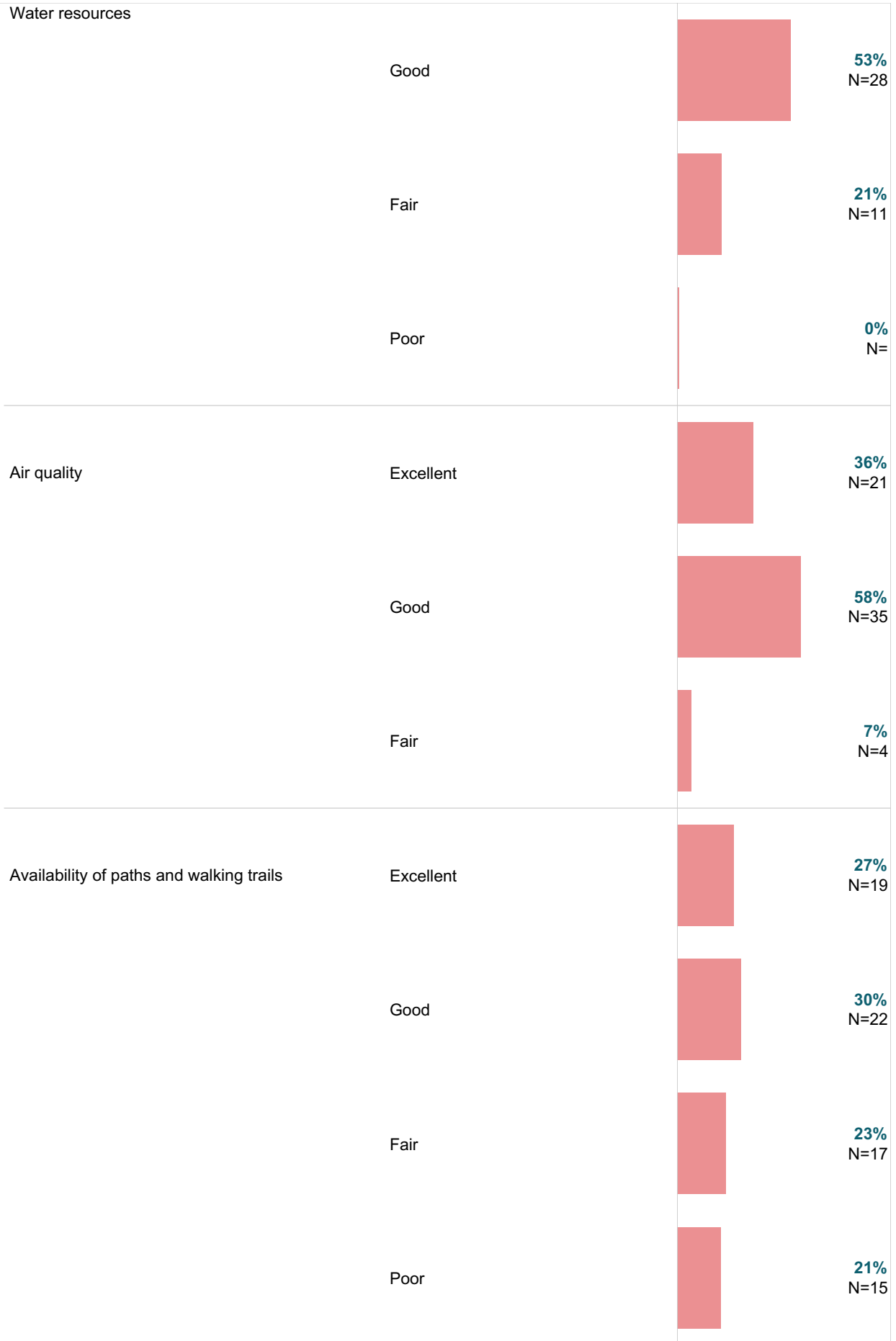
Please also rate each of the following in the Coral Gables community.



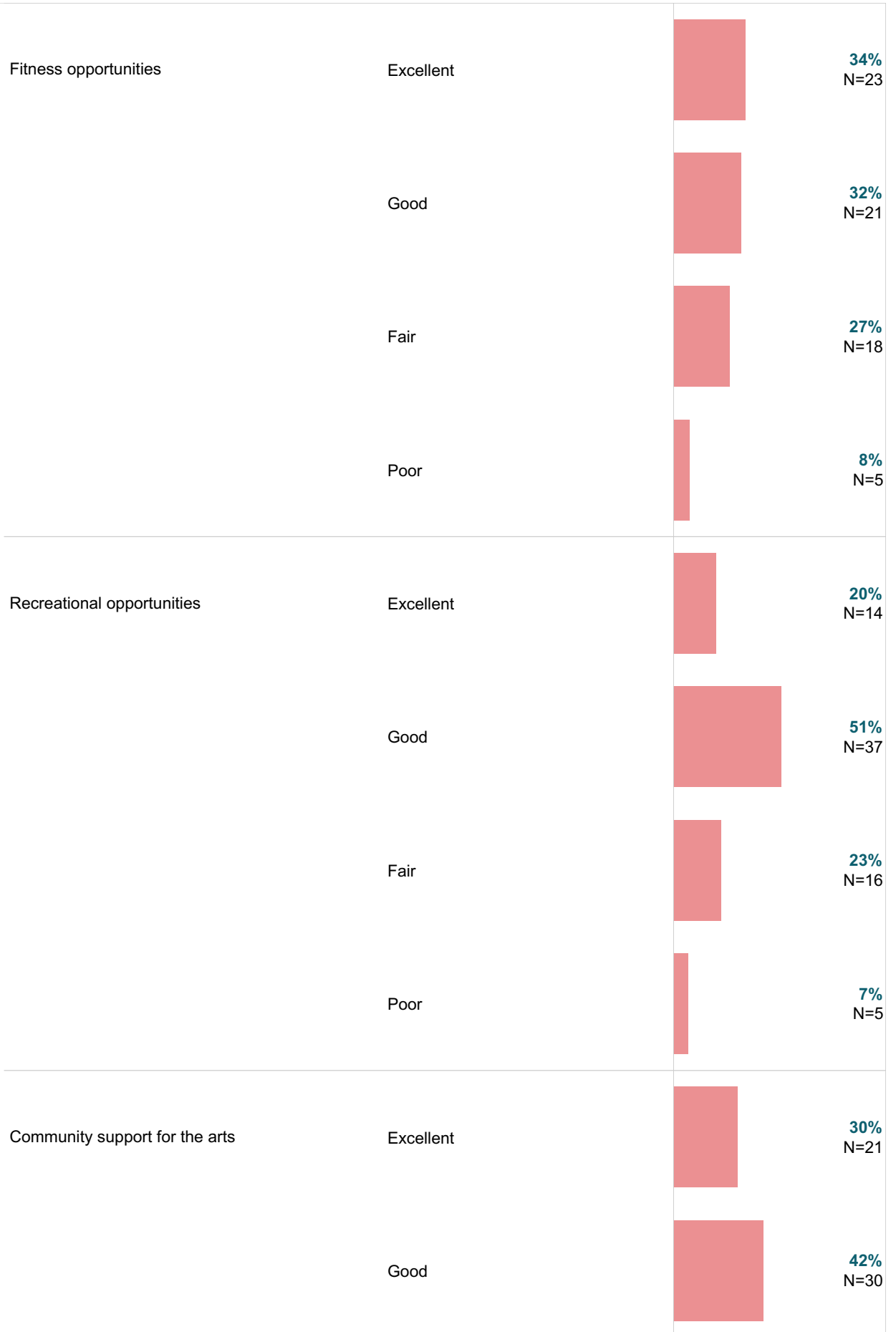
Please also rate each of the following in the Coral Gables community.

Overall quality of new development	Poor		33% N=25
Overall appearance	Excellent		33% N=25
	Good		55% N=41
	Fair		12% N=9
	Poor		0% N=
Cleanliness	Excellent		35% N=26
	Good		53% N=40
	Fair		12% N=9
	Poor		0% N=
Water resources	Excellent		26% N=14

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



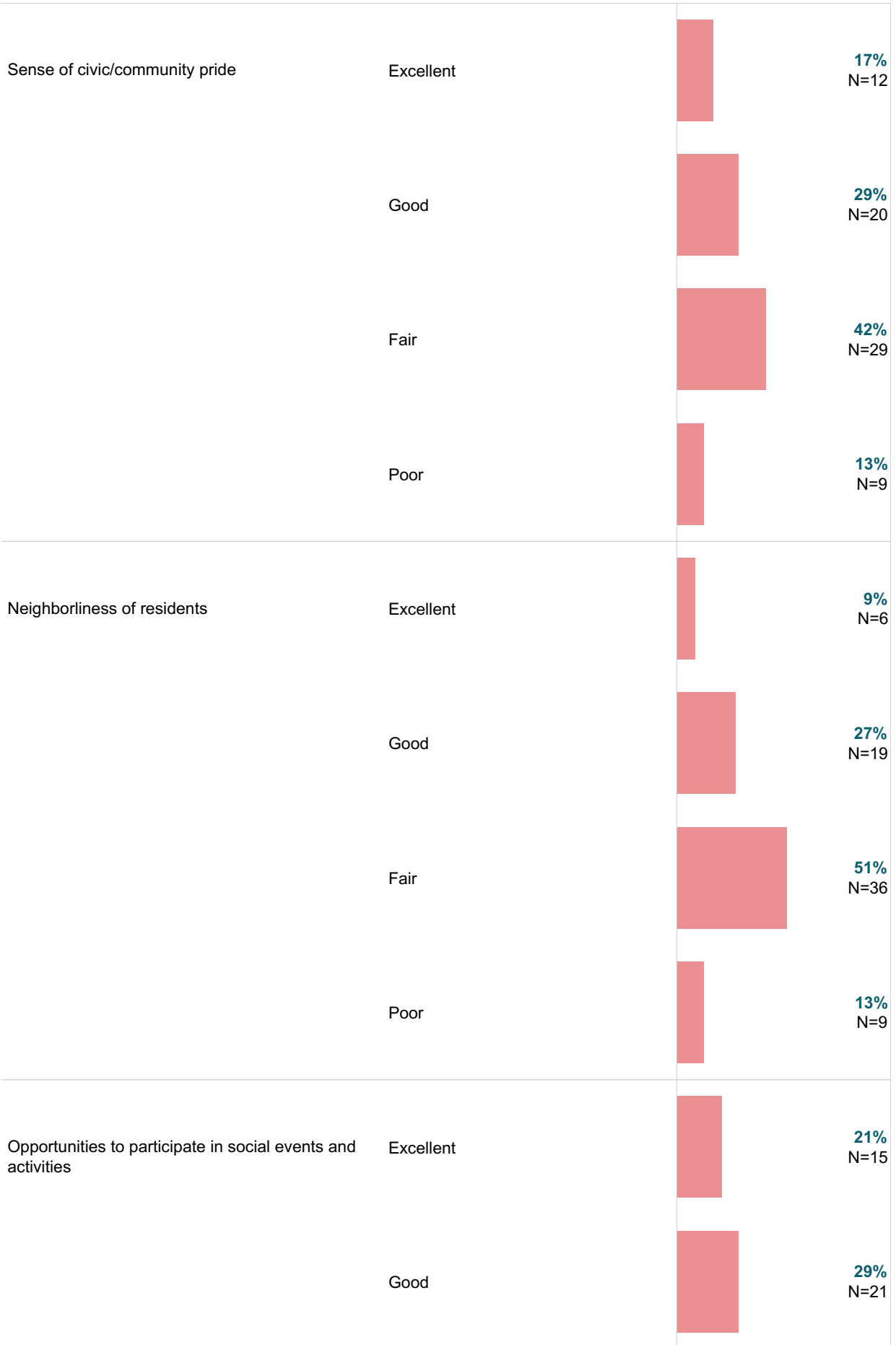
Please also rate each of the following in the Coral Gables community.



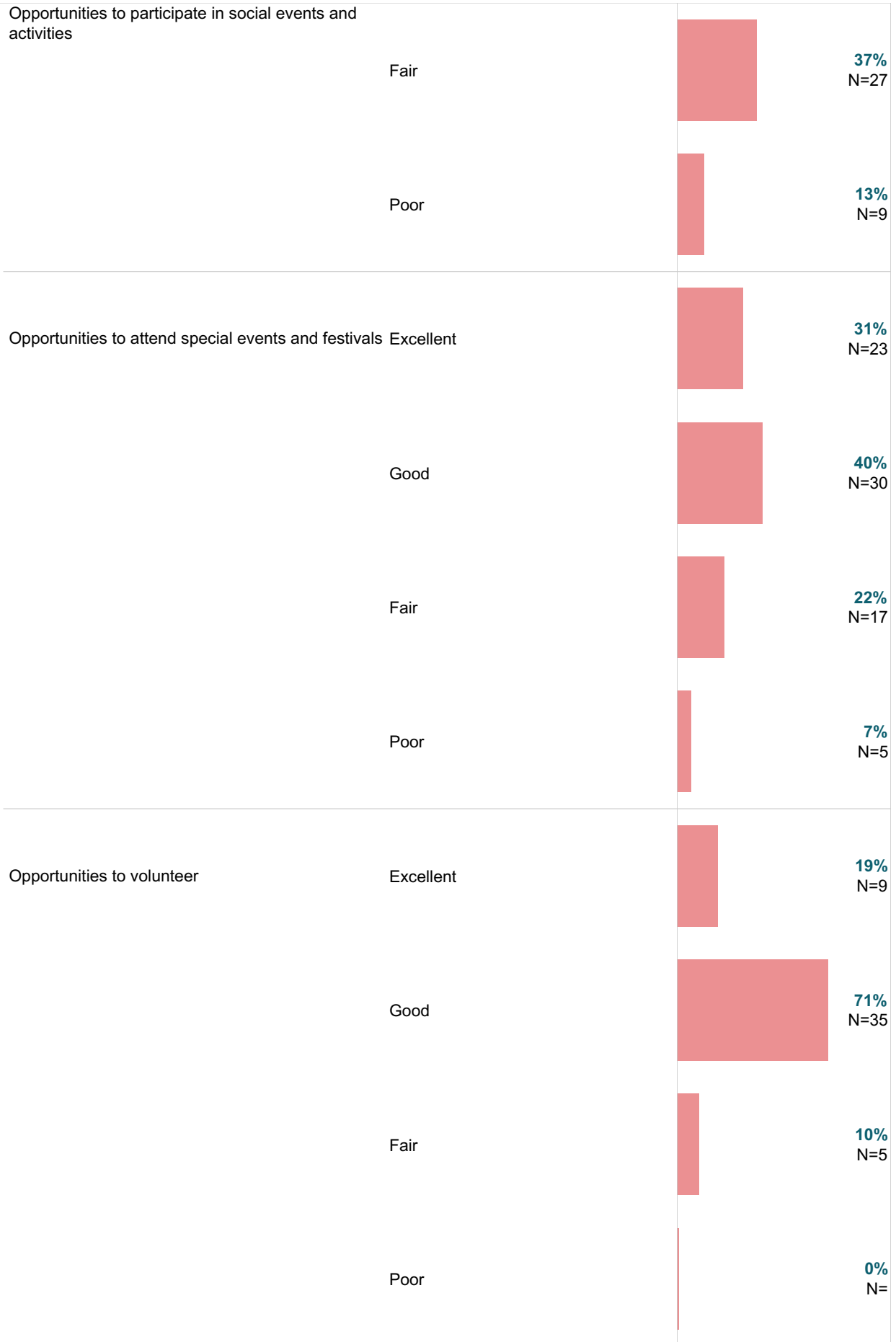
Please also rate each of the following in the Coral Gables community.



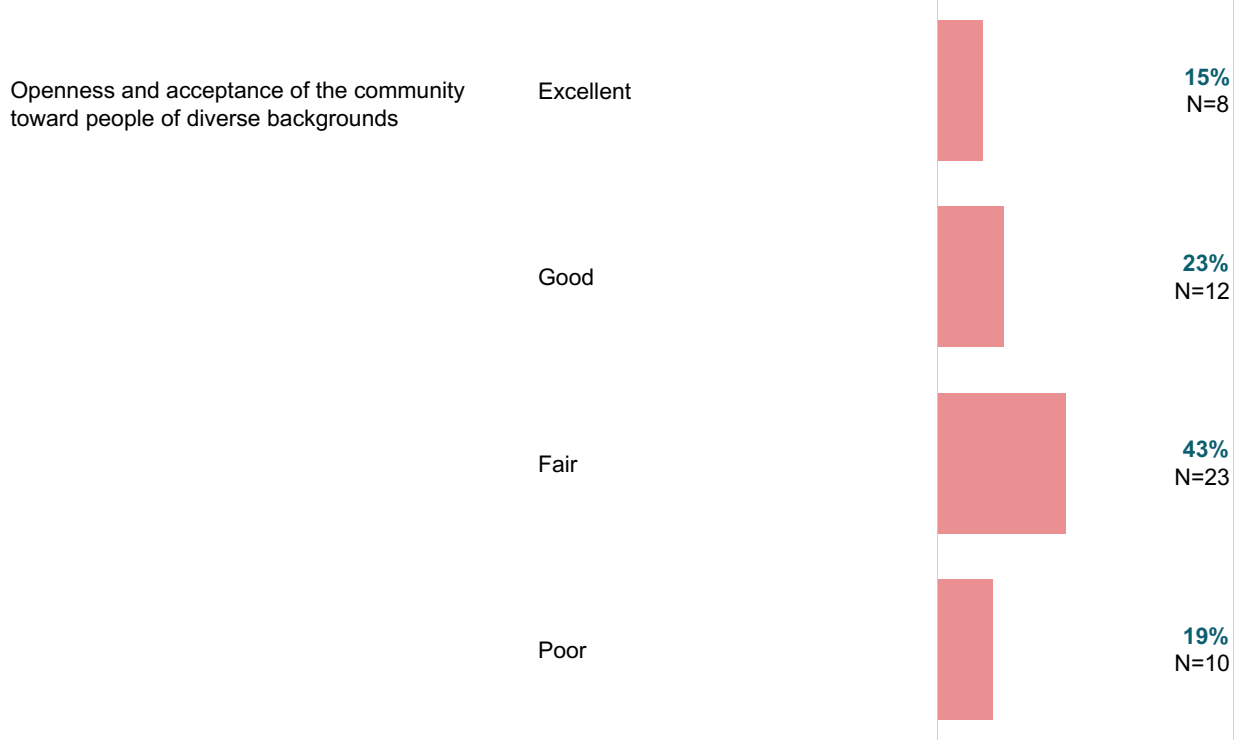
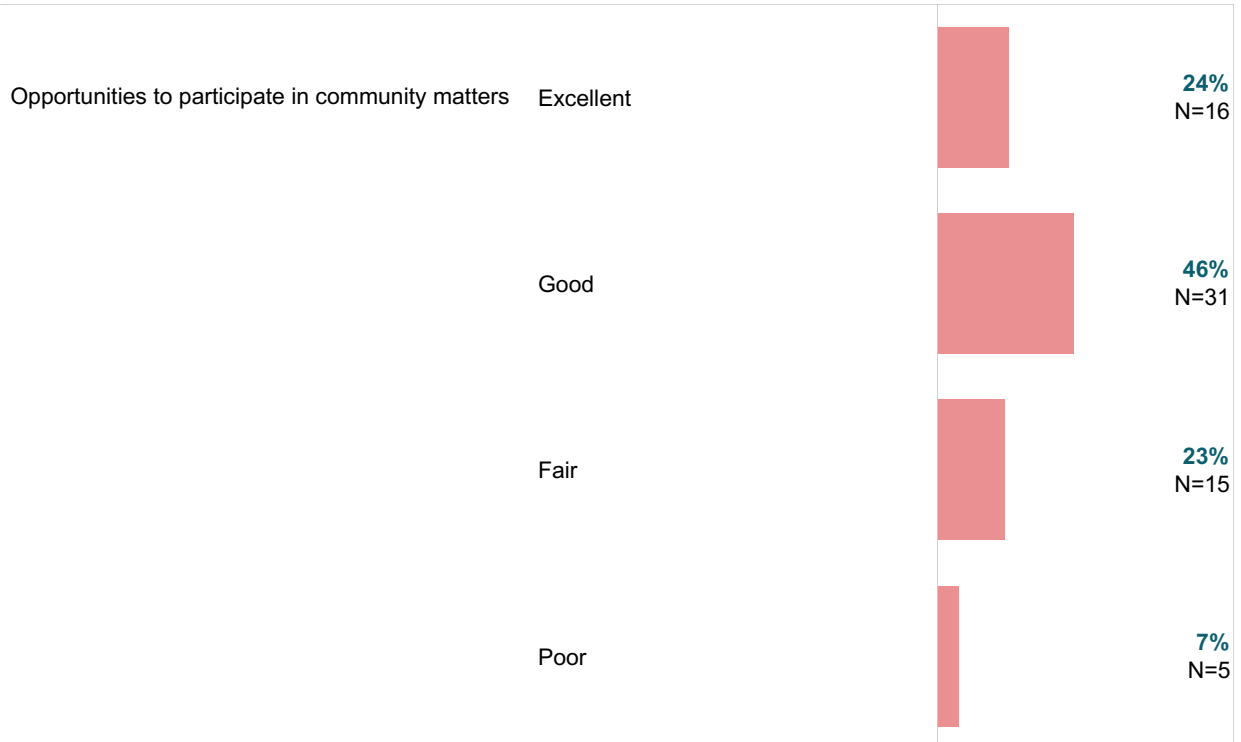
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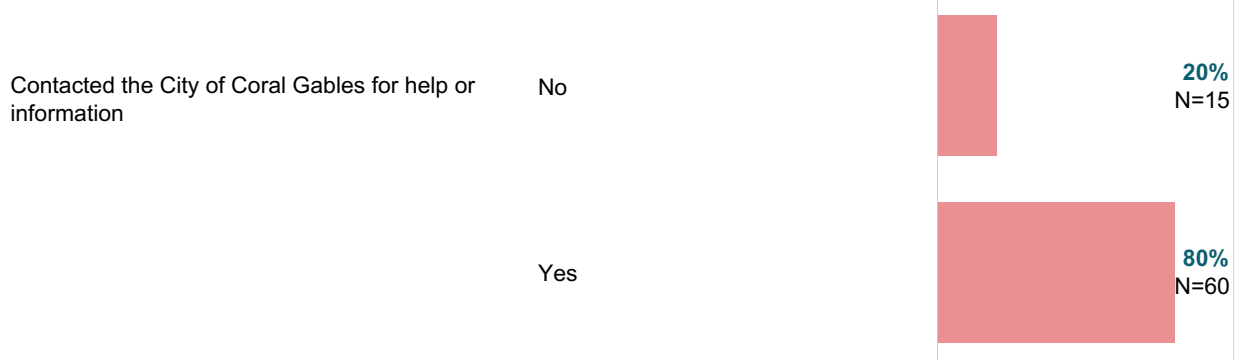
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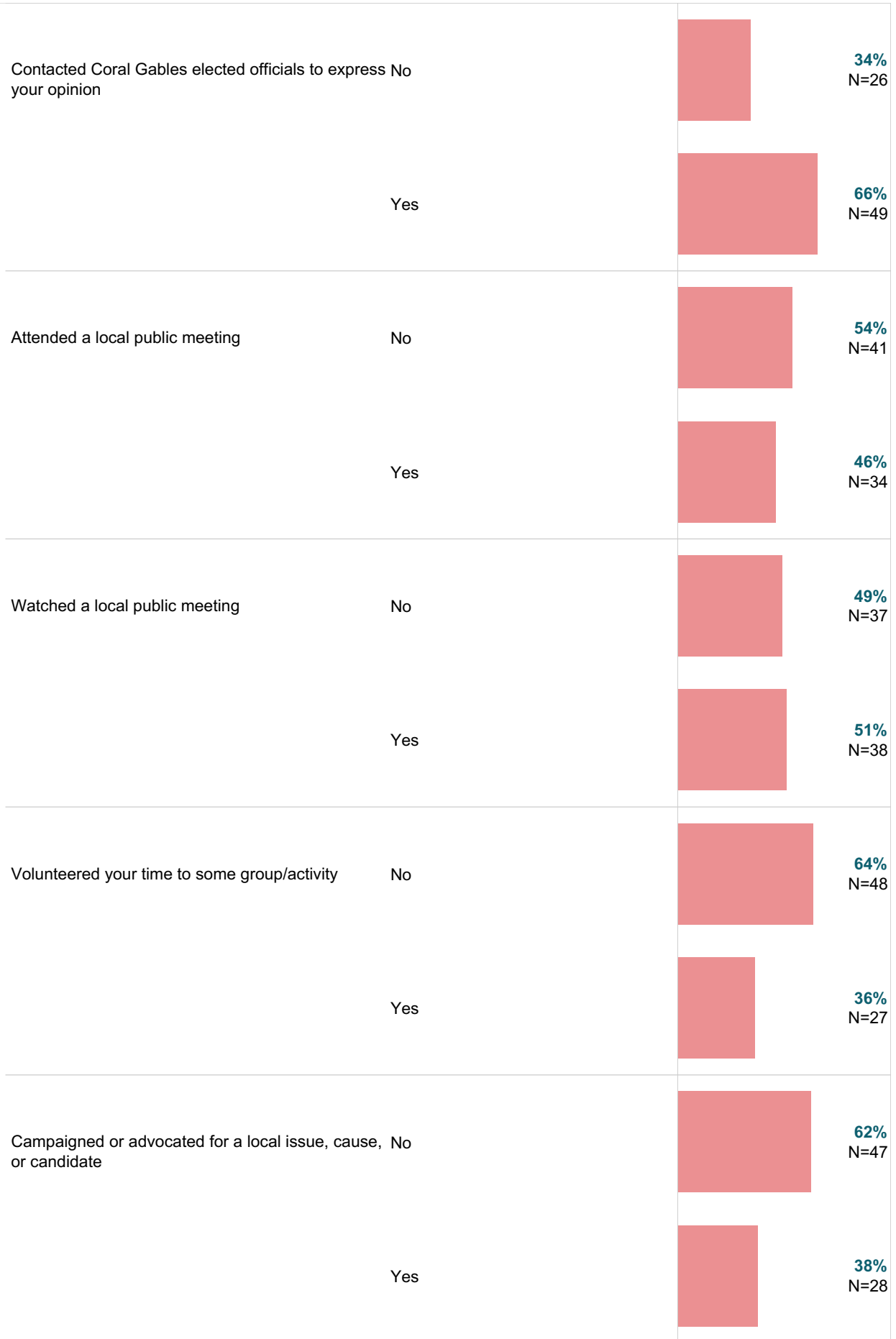
Please also rate each of the following in the Coral Gables community.



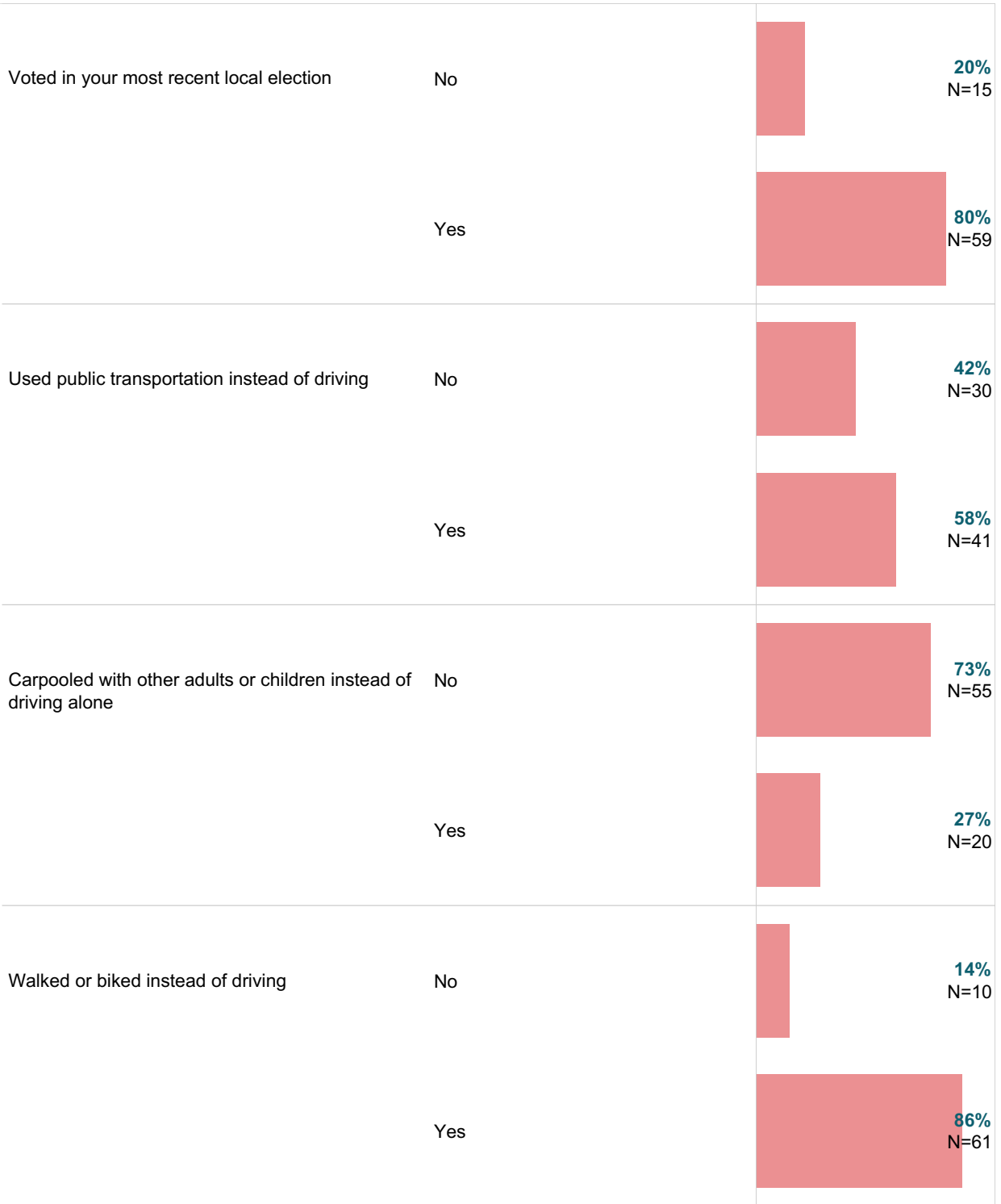
Please indicate whether or not you have done each of the following in the last 12 months.



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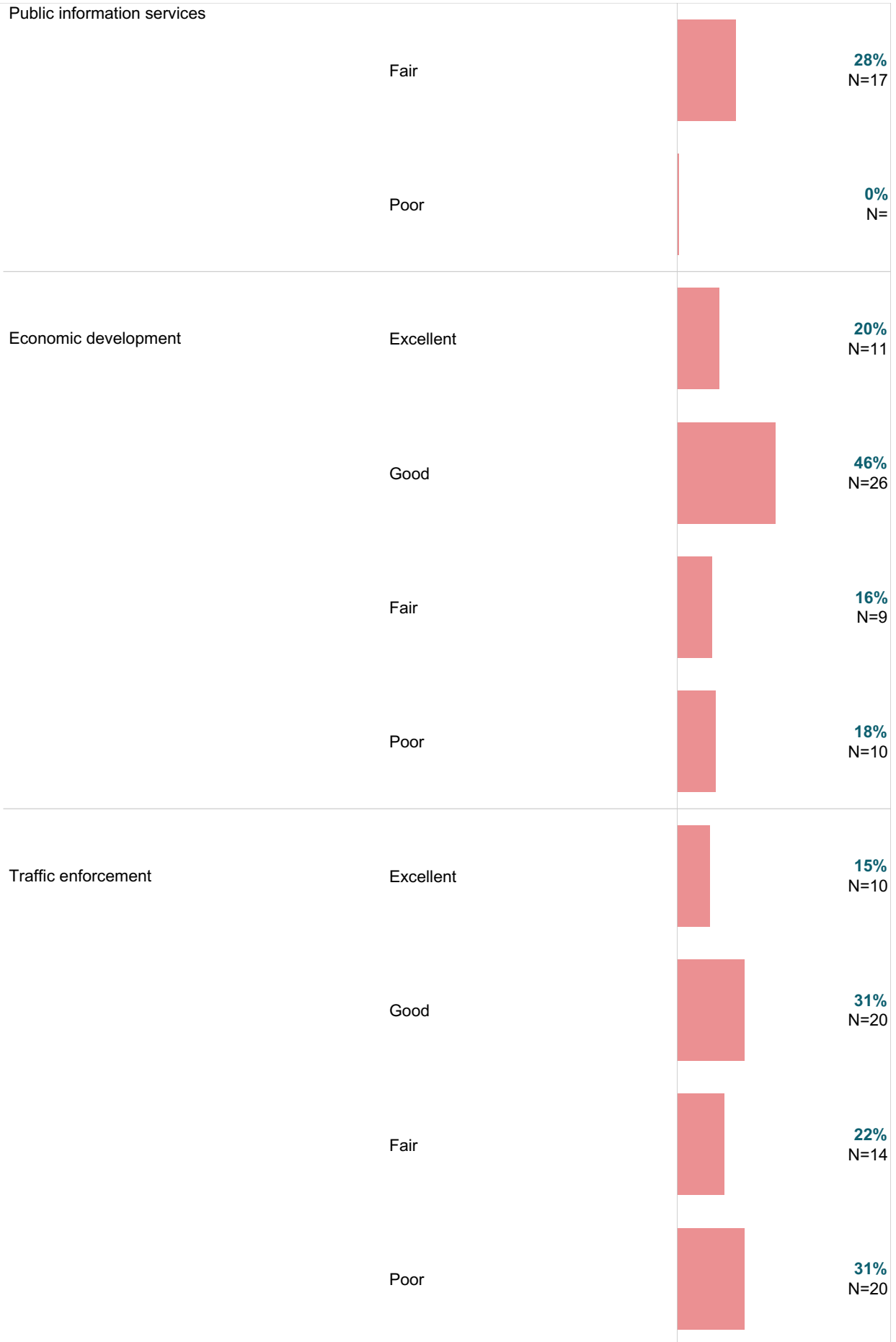
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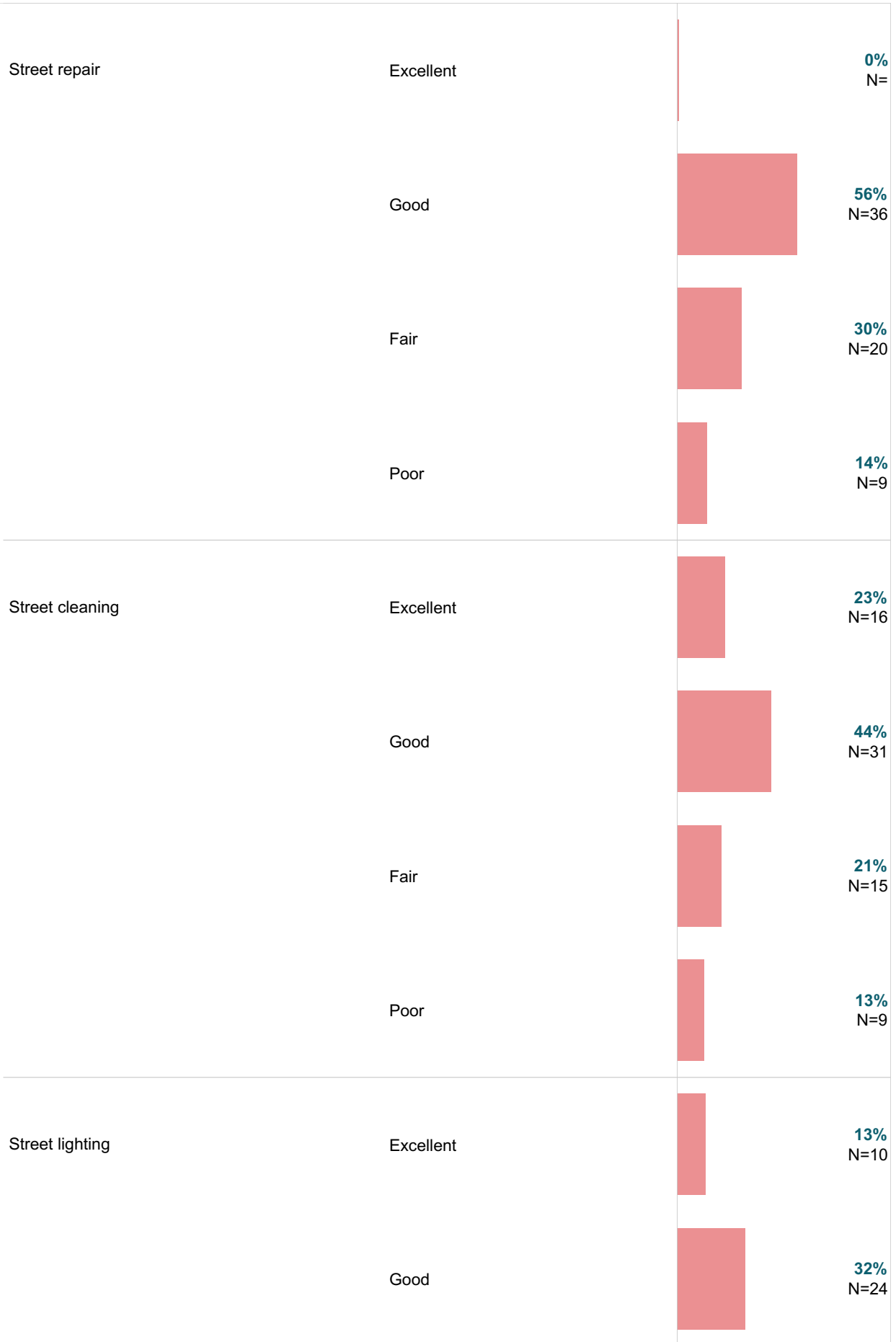
Please rate the quality of each of the following services in Coral Gables.



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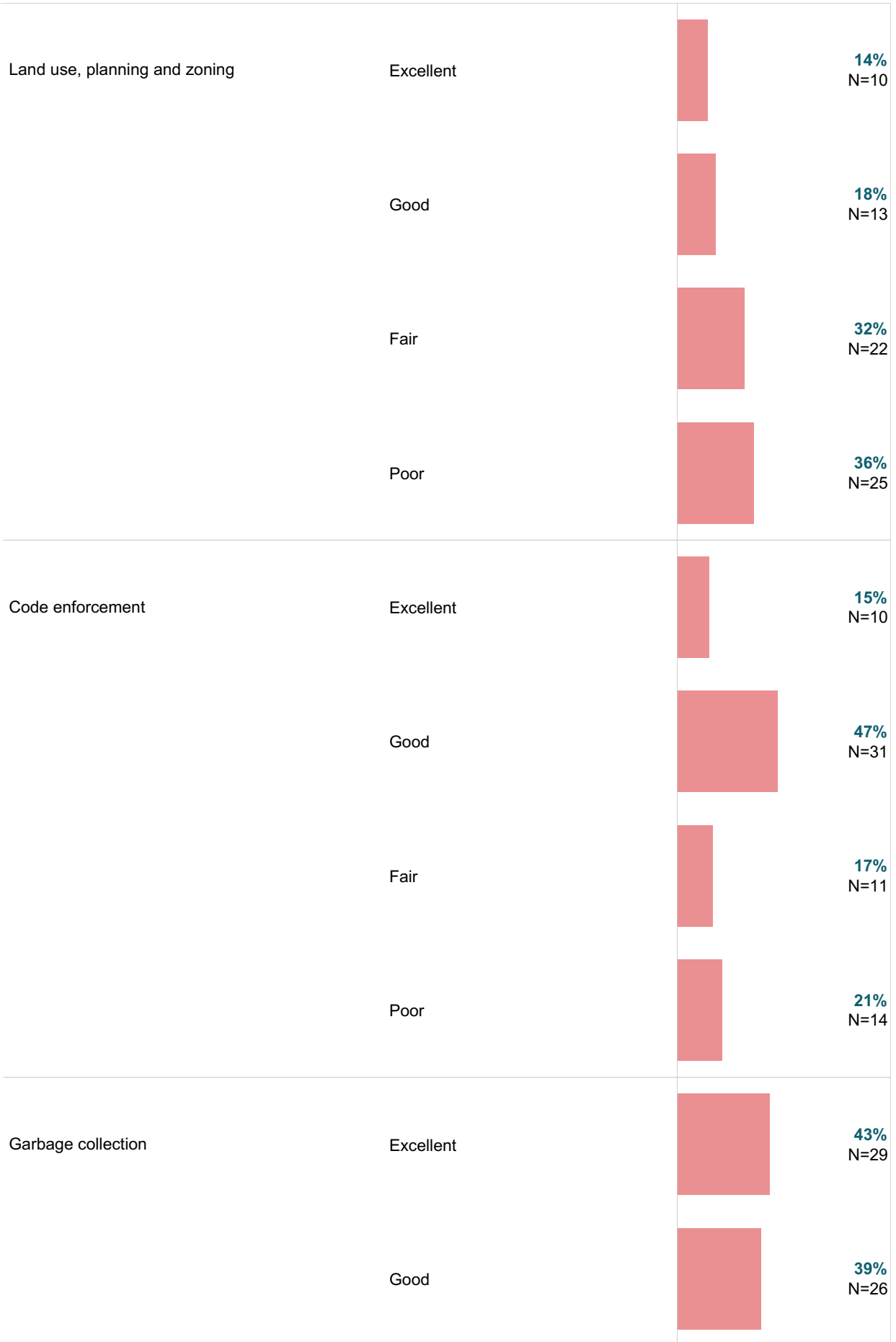
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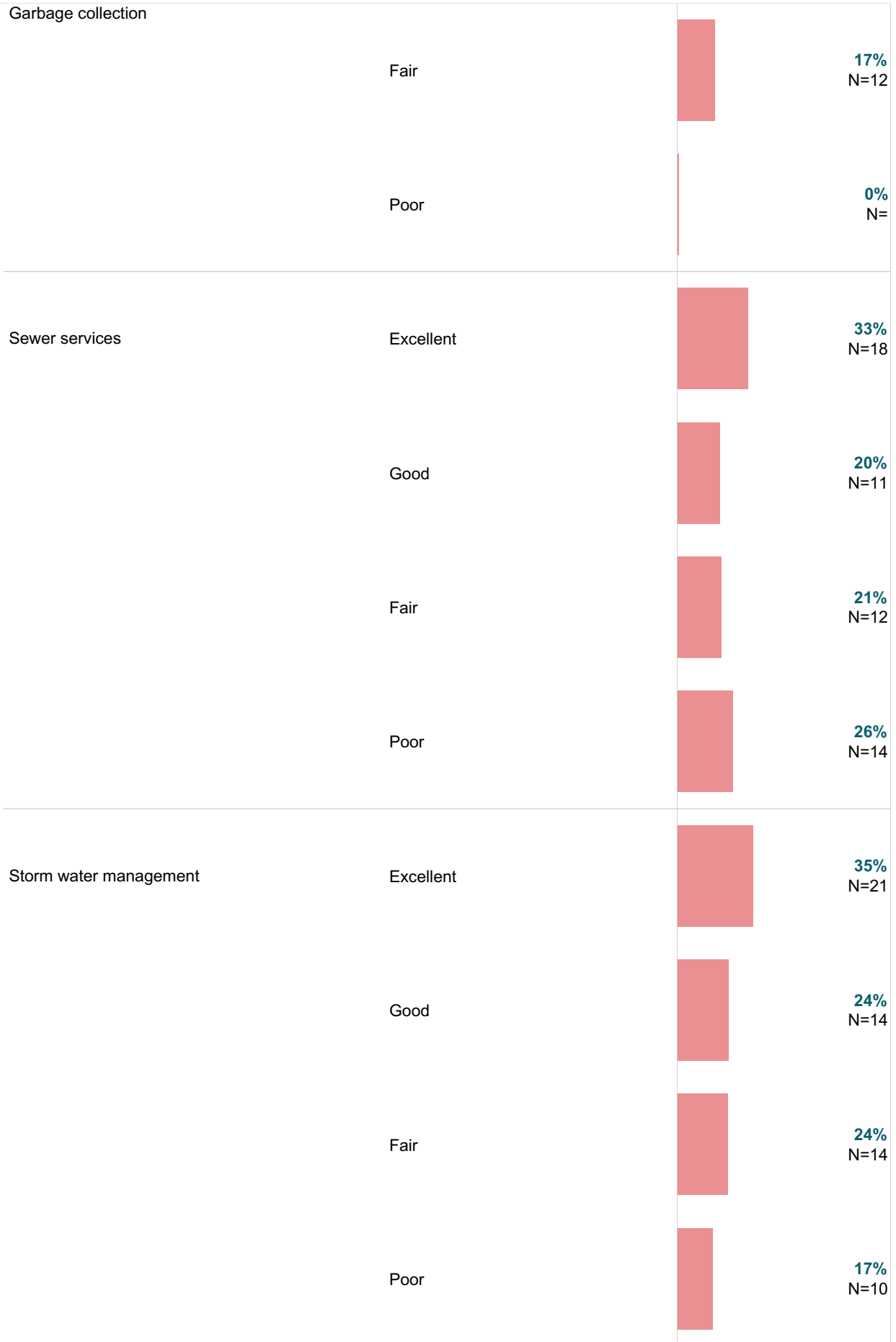
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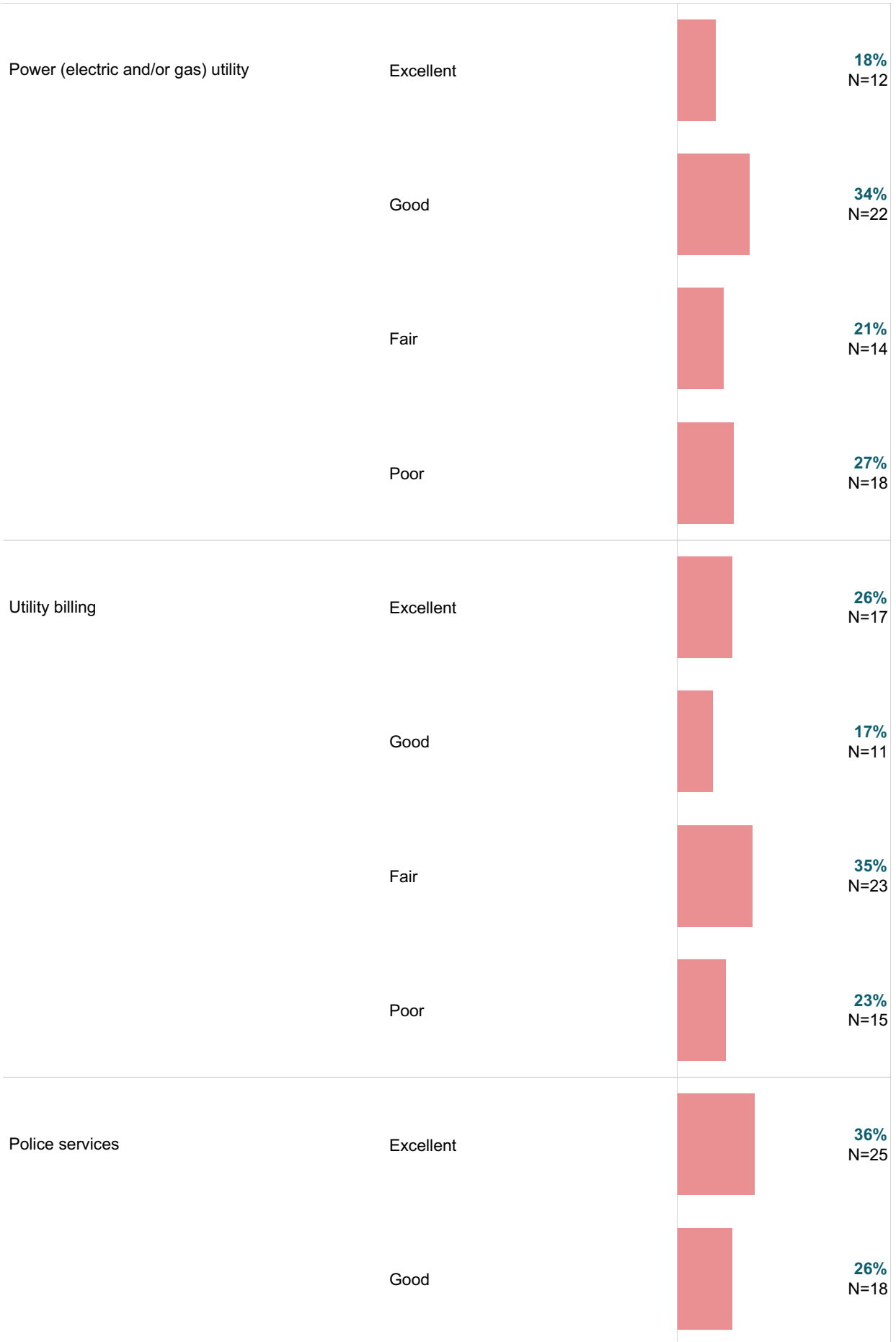
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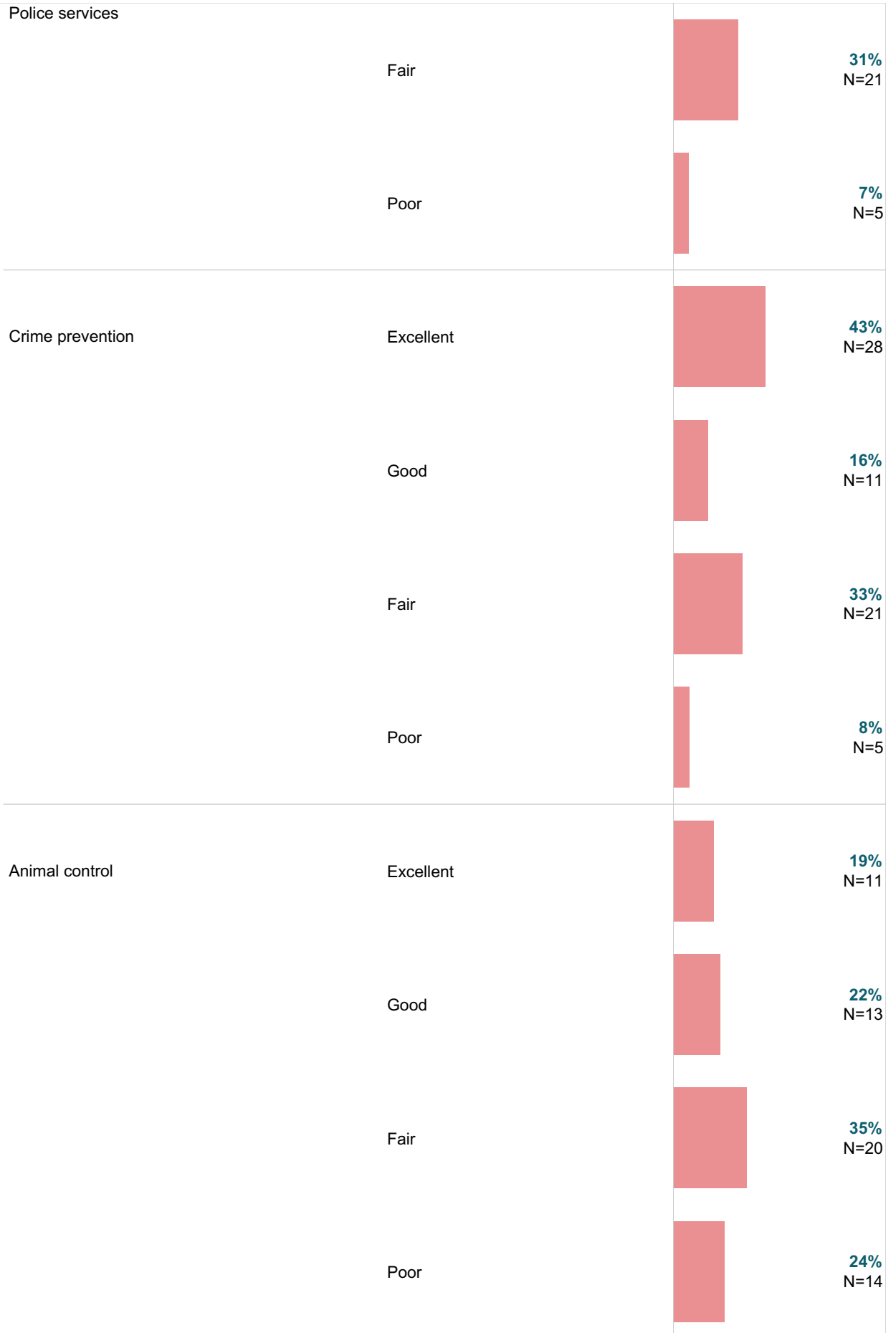
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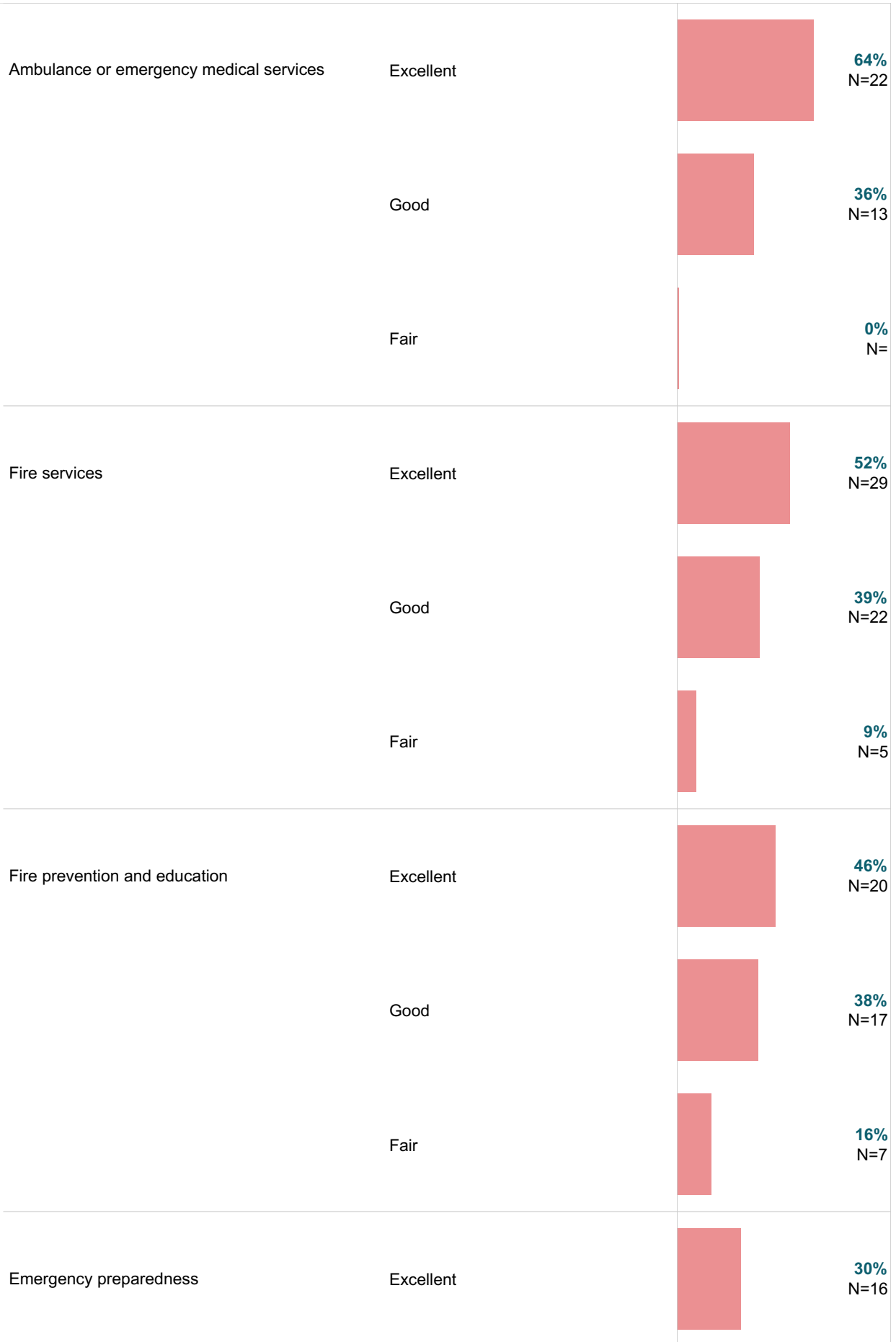
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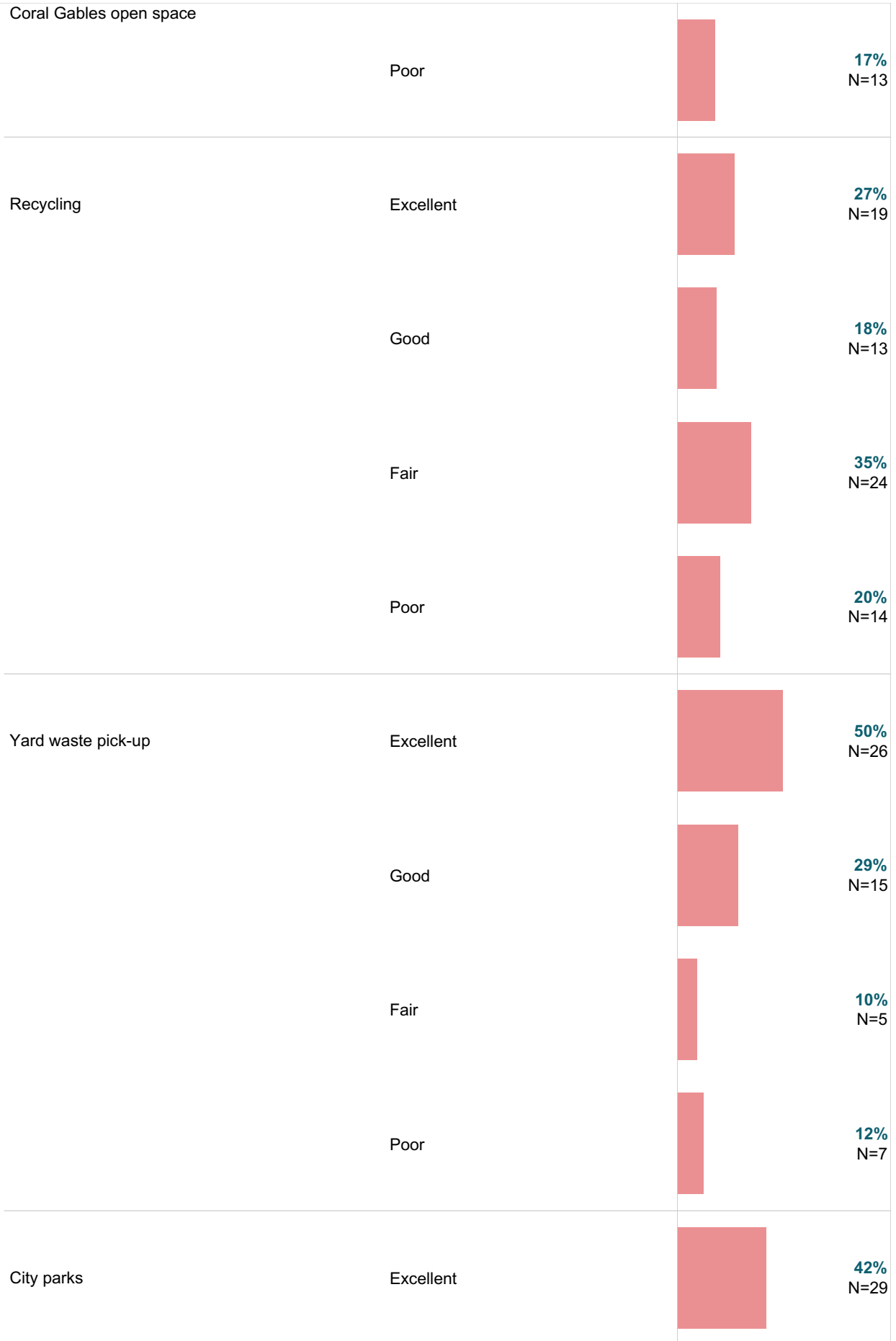
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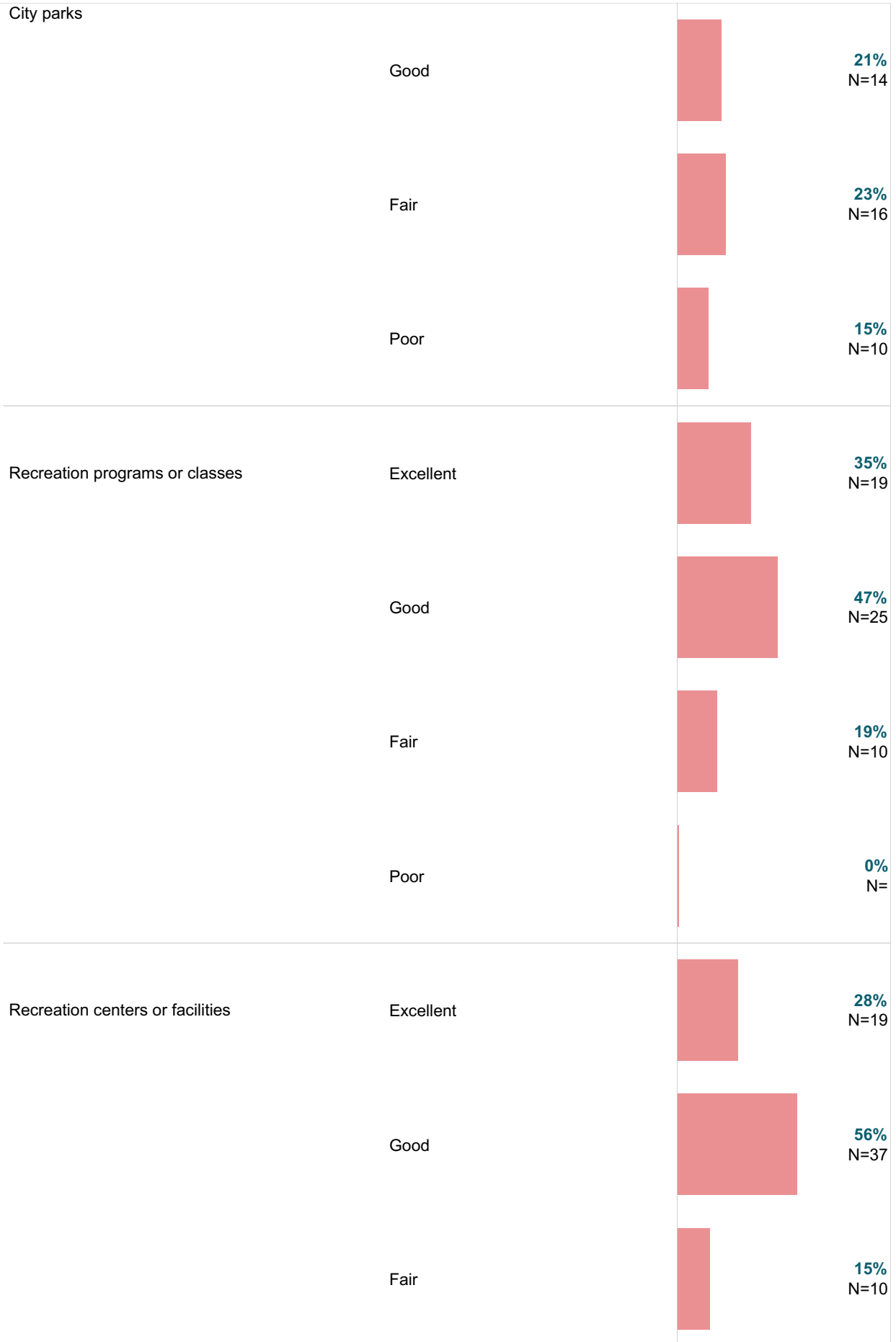
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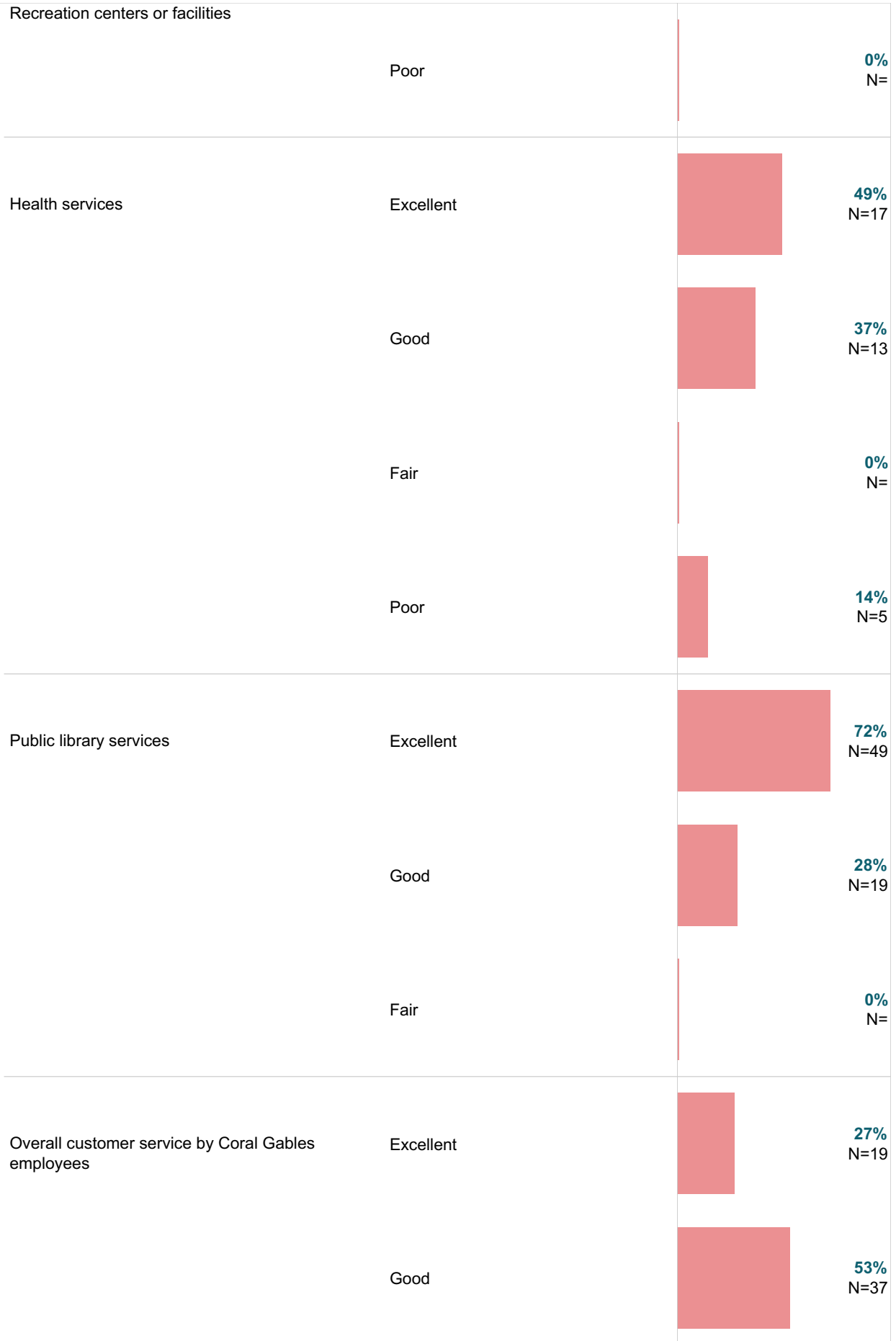
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Please rate the quality of each of the following services in Coral Gables.



<p>Please rate the quality of each of the following services in Coral Gables.</p>	Overall customer service by Coral Gables employees	Fair		13% N=9
		Poor		7% N=5
<p>Please rate the following categories of Coral Gables government performance.</p>	The value of services for the taxes paid to Coral Gables	Excellent		33% N=20
		Good		14% N=9
		Fair		38% N=23
		Poor		15% N=9
	The overall direction that Coral Gables is taking	Excellent		13% N=10
		Good		21% N=16
		Fair		24% N=18
		Poor		41% N=31

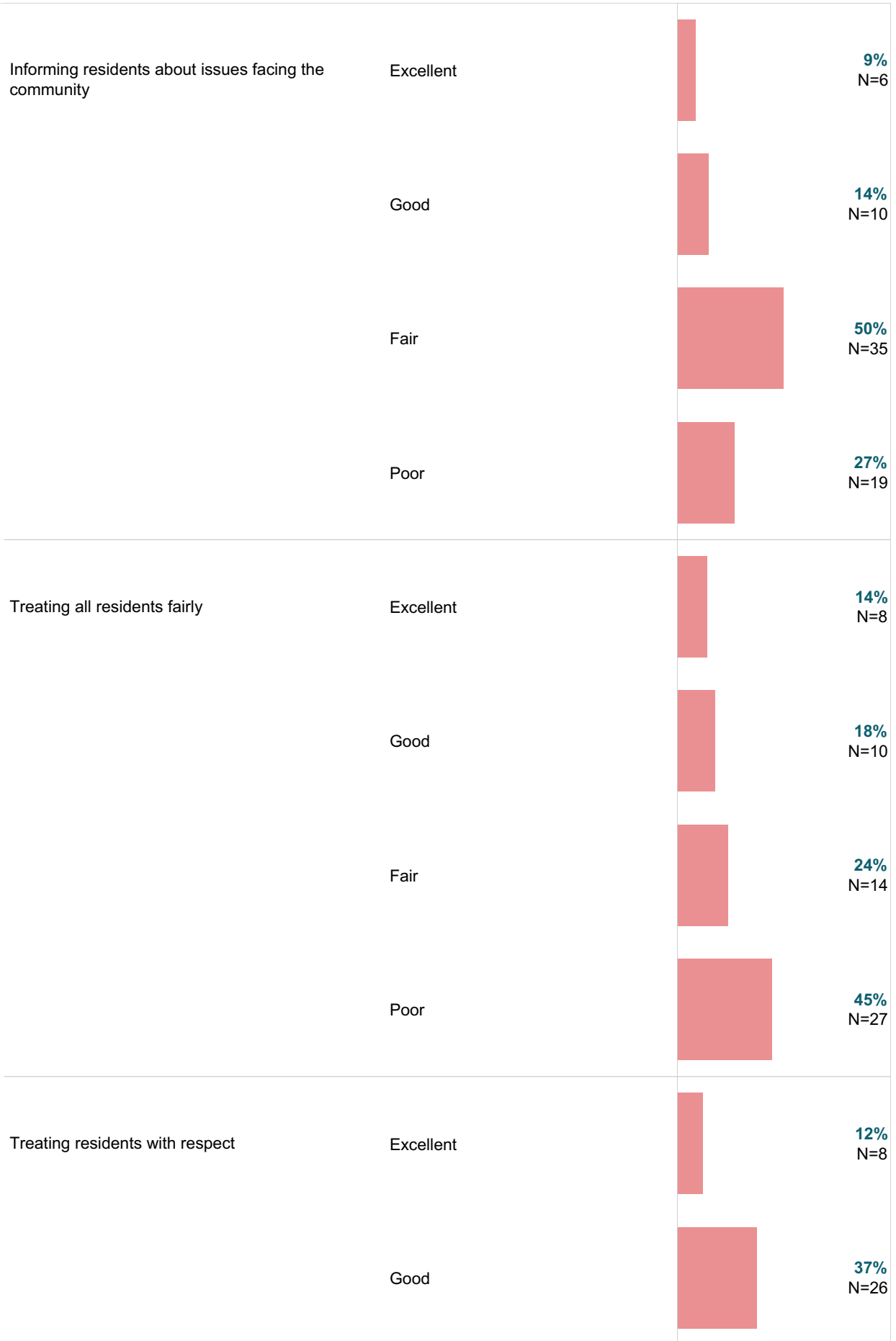
Please rate the following categories of Coral Gables government performance.

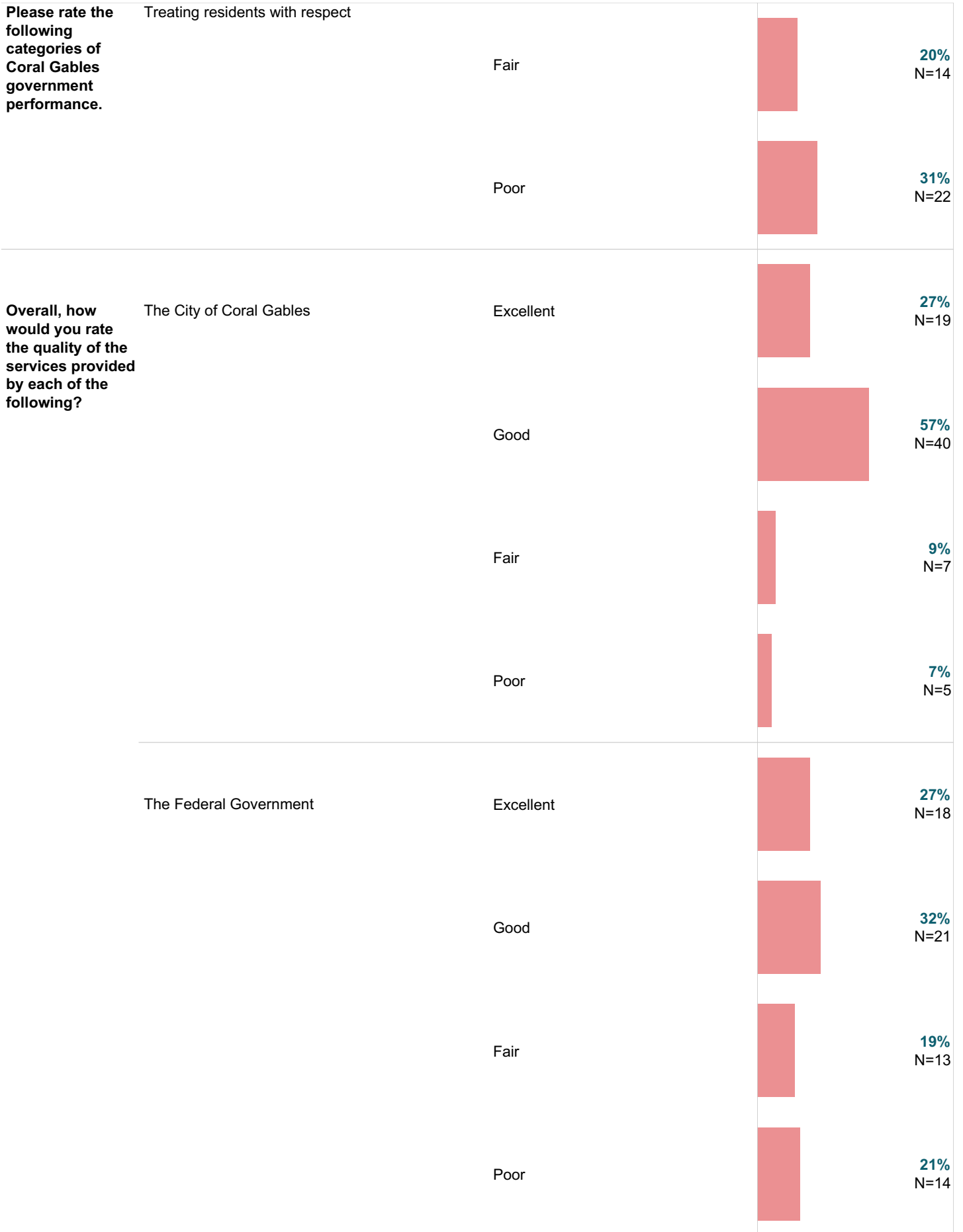


Please rate the following categories of Coral Gables government performance.



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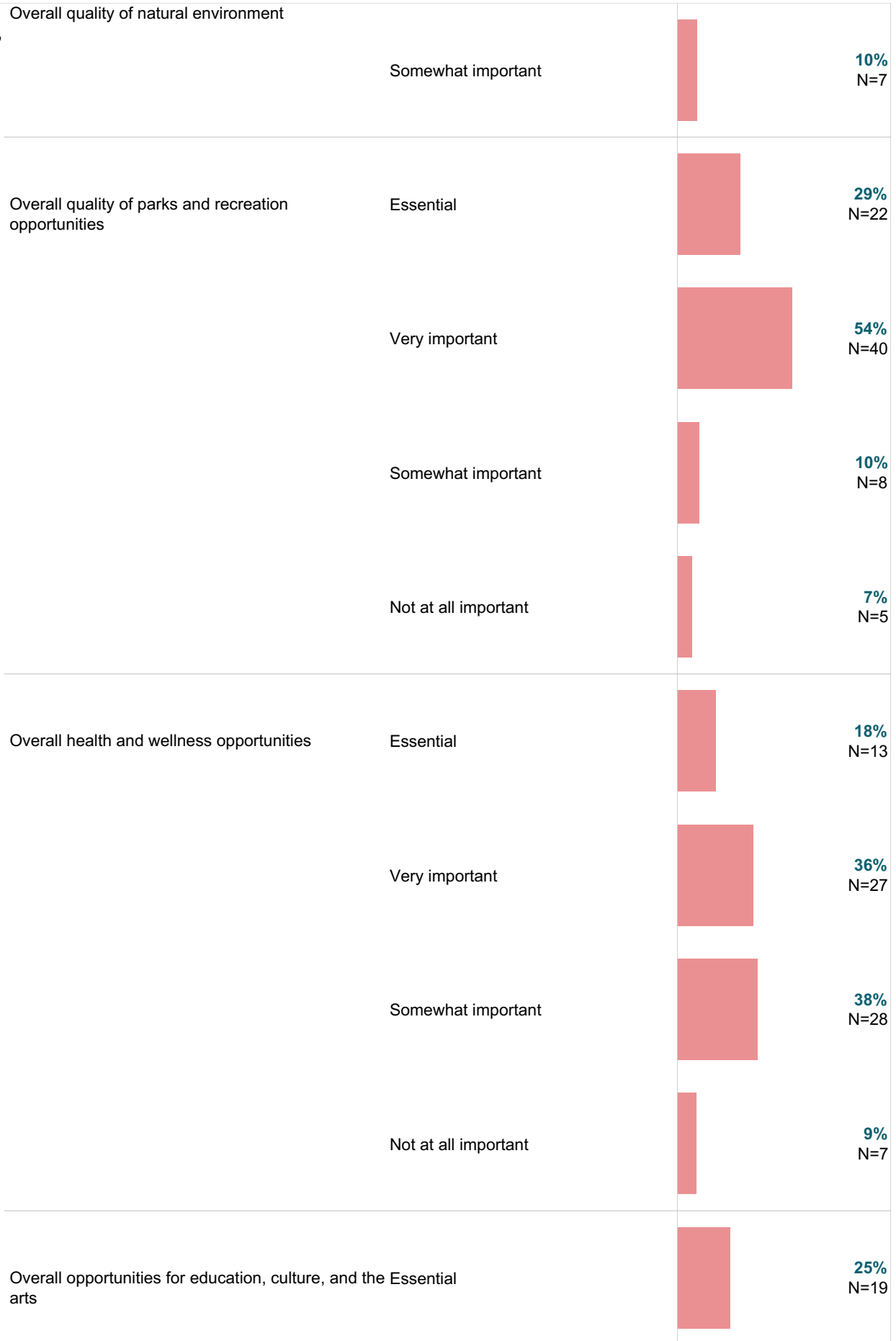
Please rate how important, if at all, you think it is for the Coral Gables community to focus on each of the following in the coming two years.

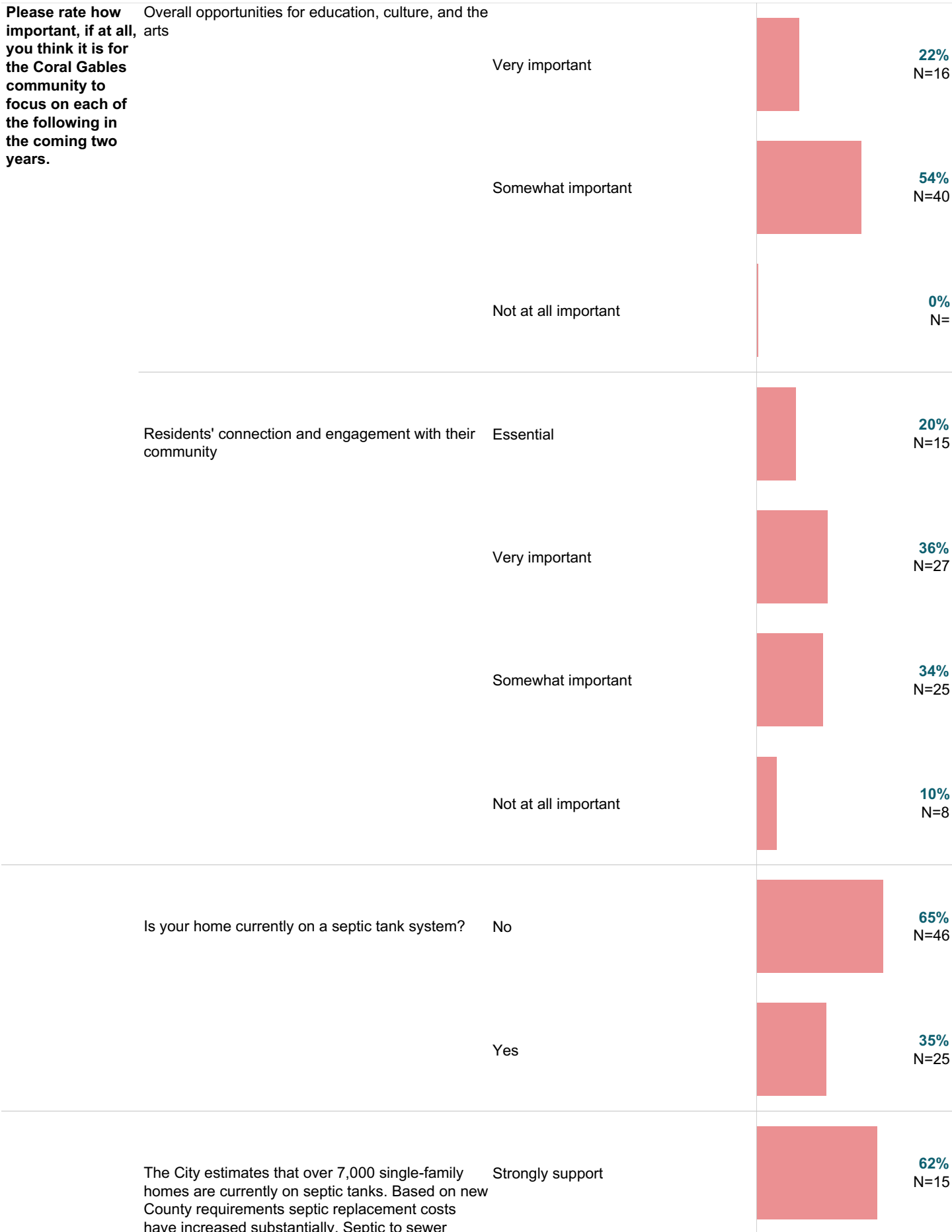


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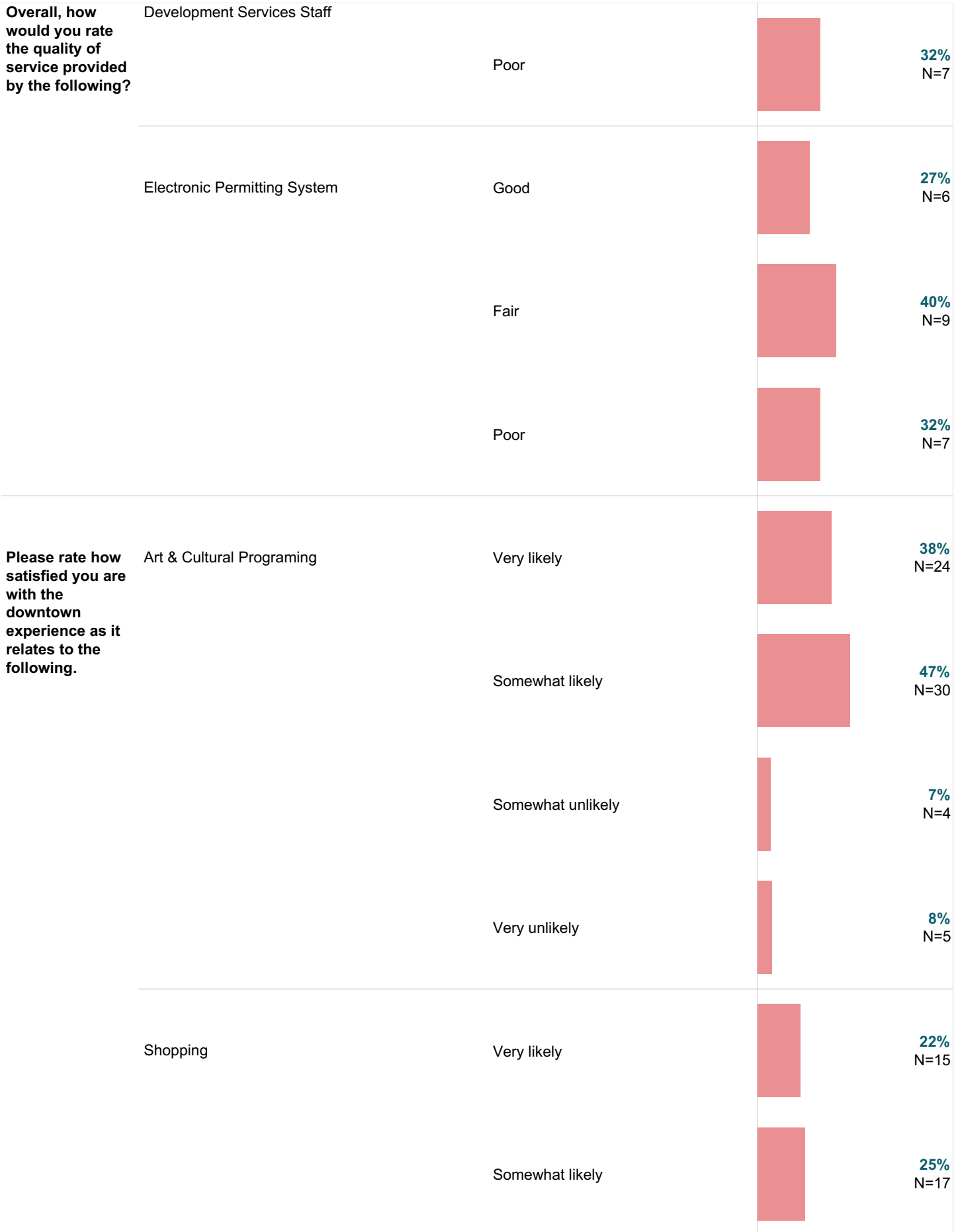


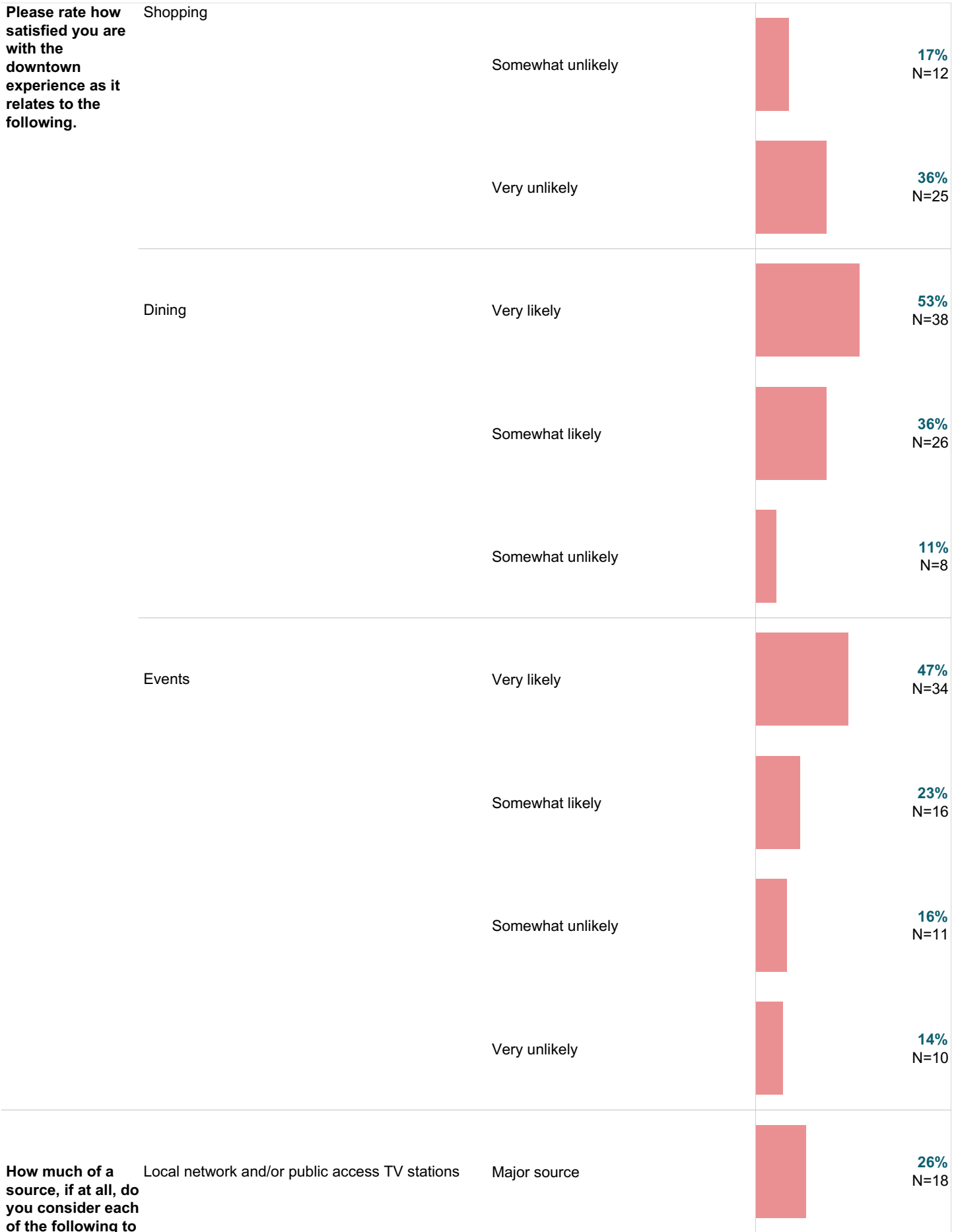
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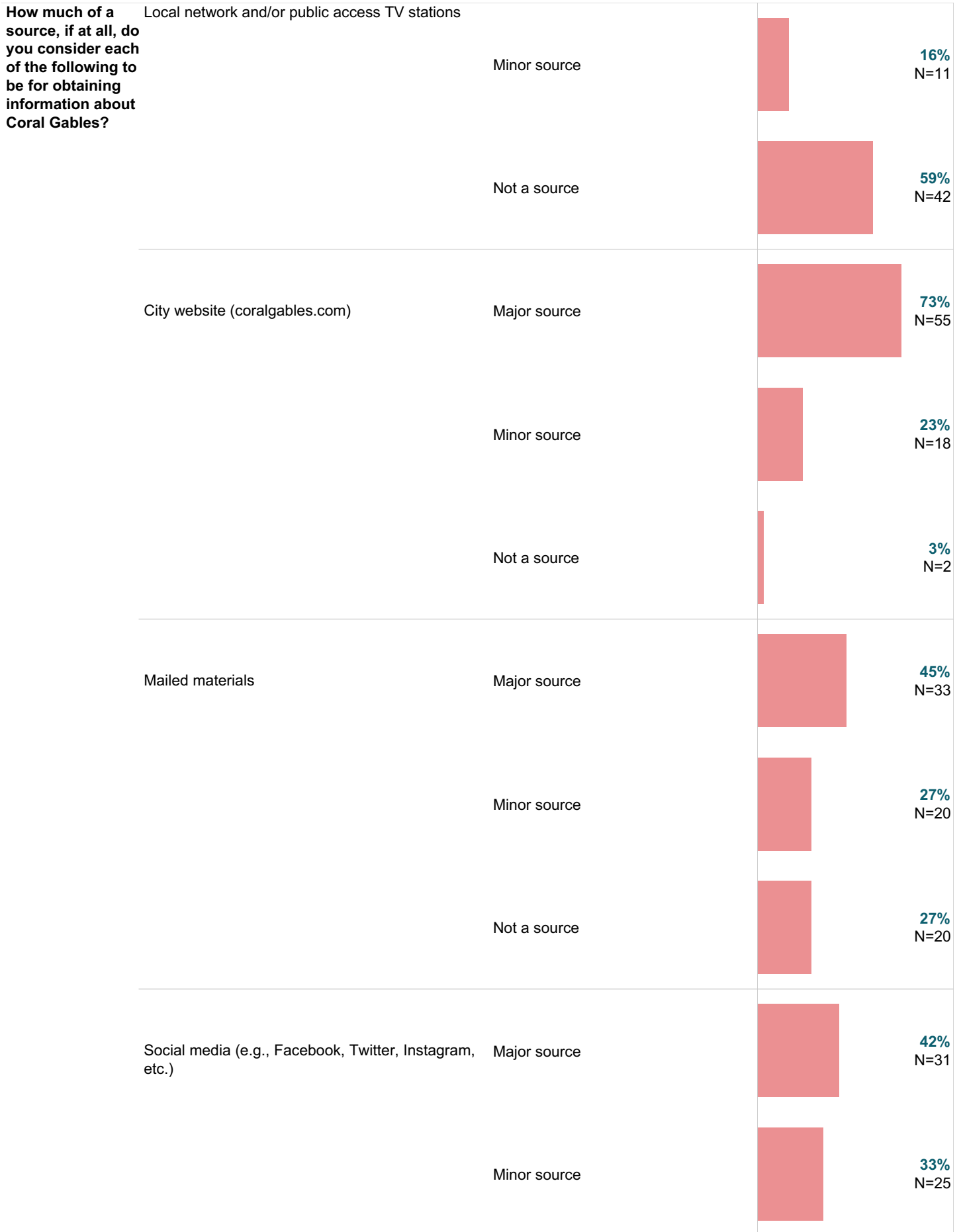


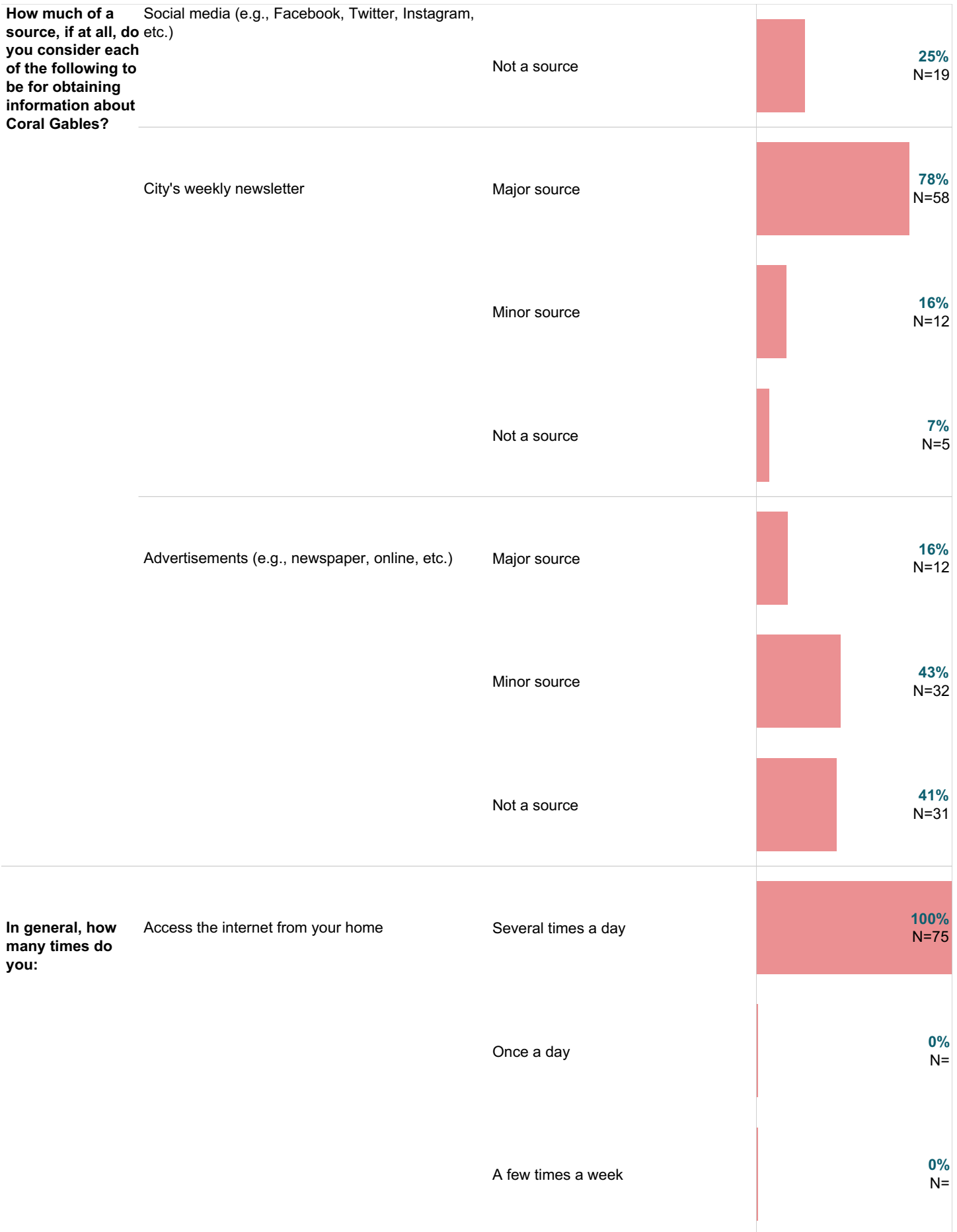


	<p>The City estimates that over 7,000 single-family homes are currently on septic tanks. Based on new County requirements septic replacement costs have increased substantially. Septic to sewer conversion prevents issues caused by septic tank failure (i.e., sewage backup and pollutants affecting water quality) and can have a positive effect on property values. PLEASE INDICATE WHETHER YOU SUPPORT OR OPPOSE THE IMPLEMENTATION OF A CITYWIDE SEPTIC TO SEWER CONVERSION PROJECT AND WOULD BE WILLING TO ASSUME A PROPORTION OF THE COST.</p>	<p>Somewhat support</p> <p>Somewhat oppose</p> <p>Strongly oppose</p>	<p>0% N=</p> <p>20% N=5</p> <p>18% N=5</p>
<p>The City of Coral Gables opened its new Development Services Center and transitioned to a fully electronic permitting system in late 2022. This new building and system were designed to increase efficiency in the permitting processes and elevate the level of customer service the department provides. Have you done one of the following?</p>	<p>Visited the new Development Services Center</p> <p>Applied for a permit online</p>	<p>No</p> <p>Yes</p> <p>No</p> <p>Yes</p>	<p>79% N=59</p> <p>21% N=16</p> <p>74% N=53</p> <p>26% N=18</p>
<p>Overall, how would you rate the quality of service provided by the following?</p>	<p>Development Services Staff</p>	<p>Excellent</p> <p>Good</p> <p>Fair</p>	<p>5% N=1</p> <p>45% N=10</p> <p>18% N=4</p>

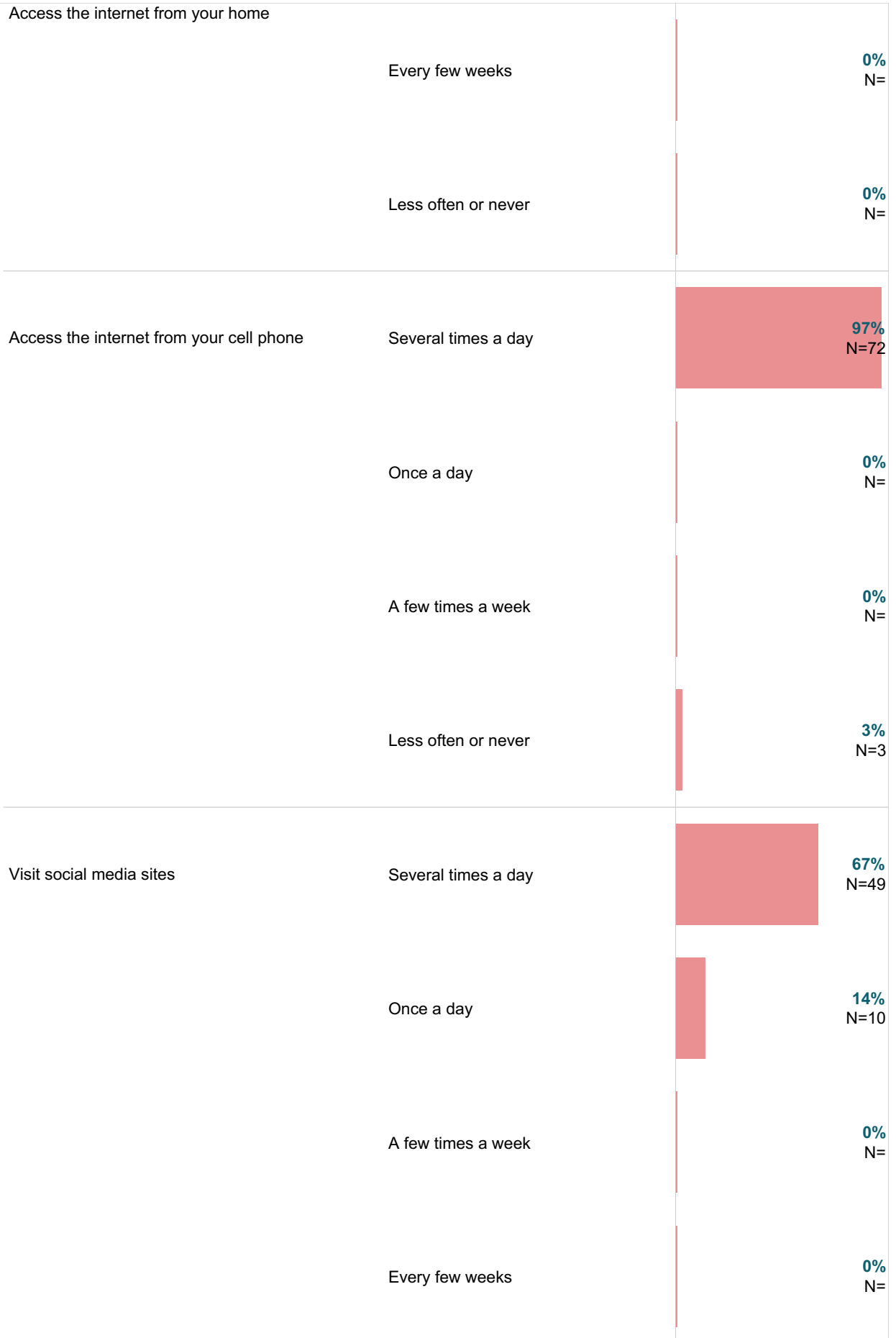


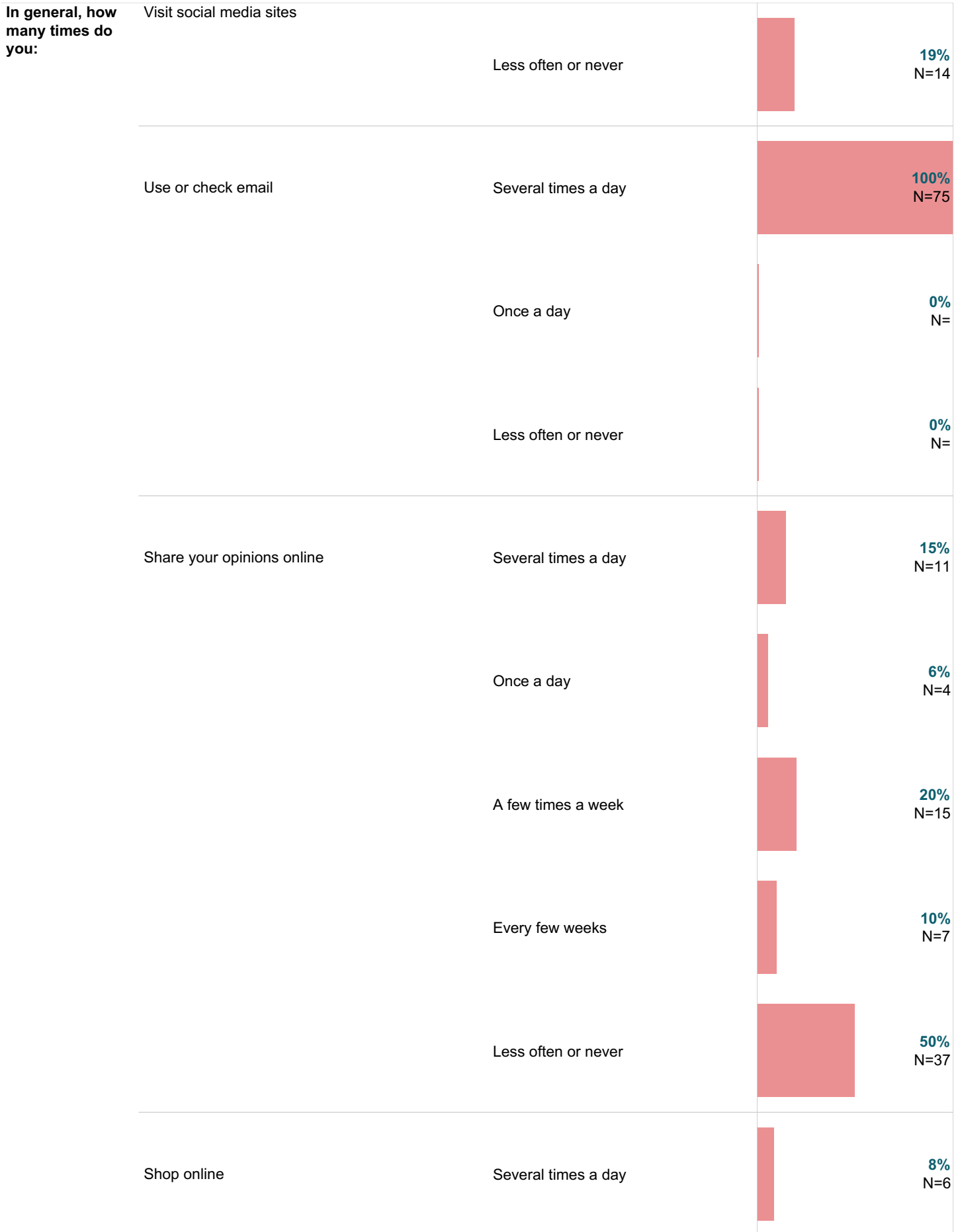


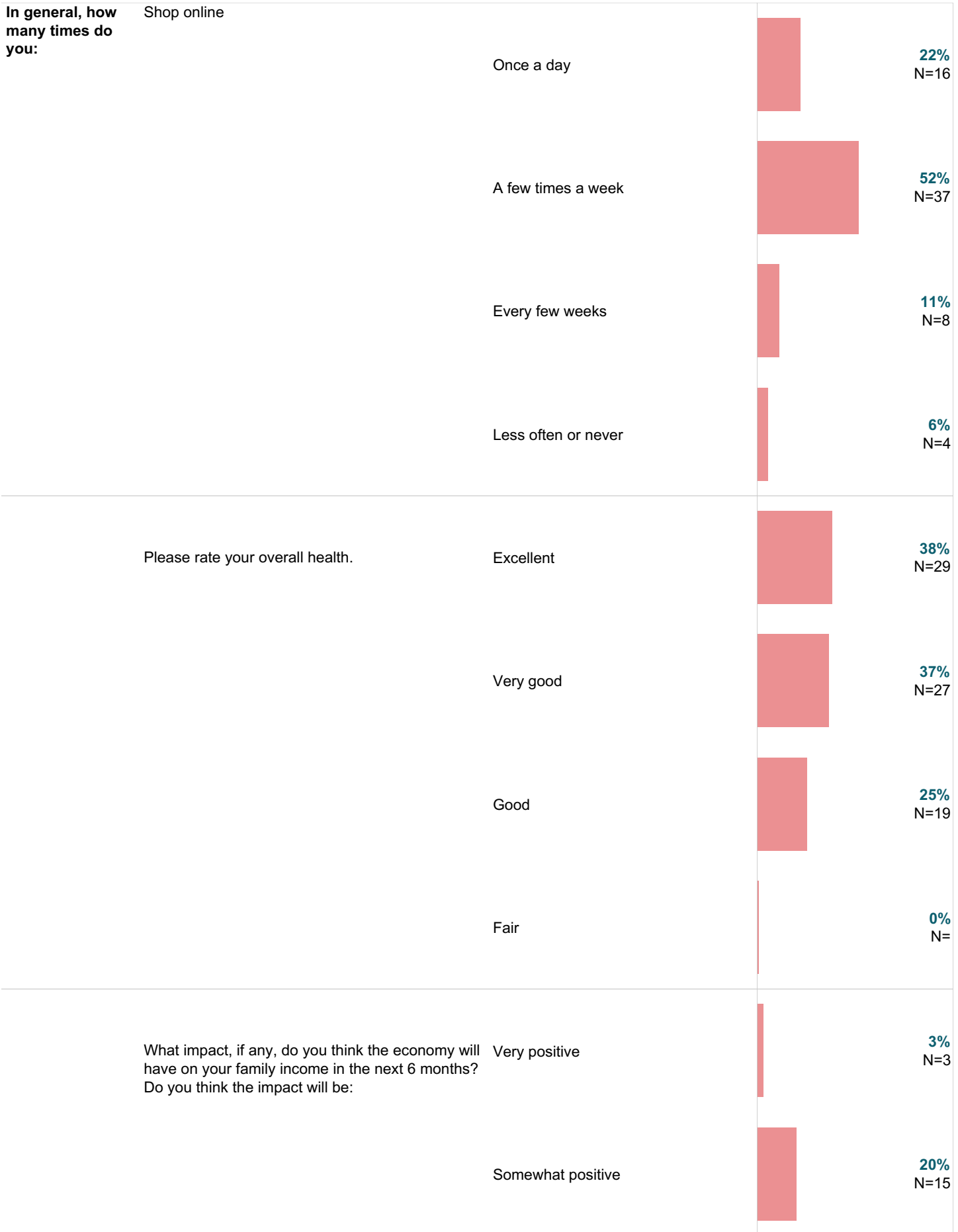


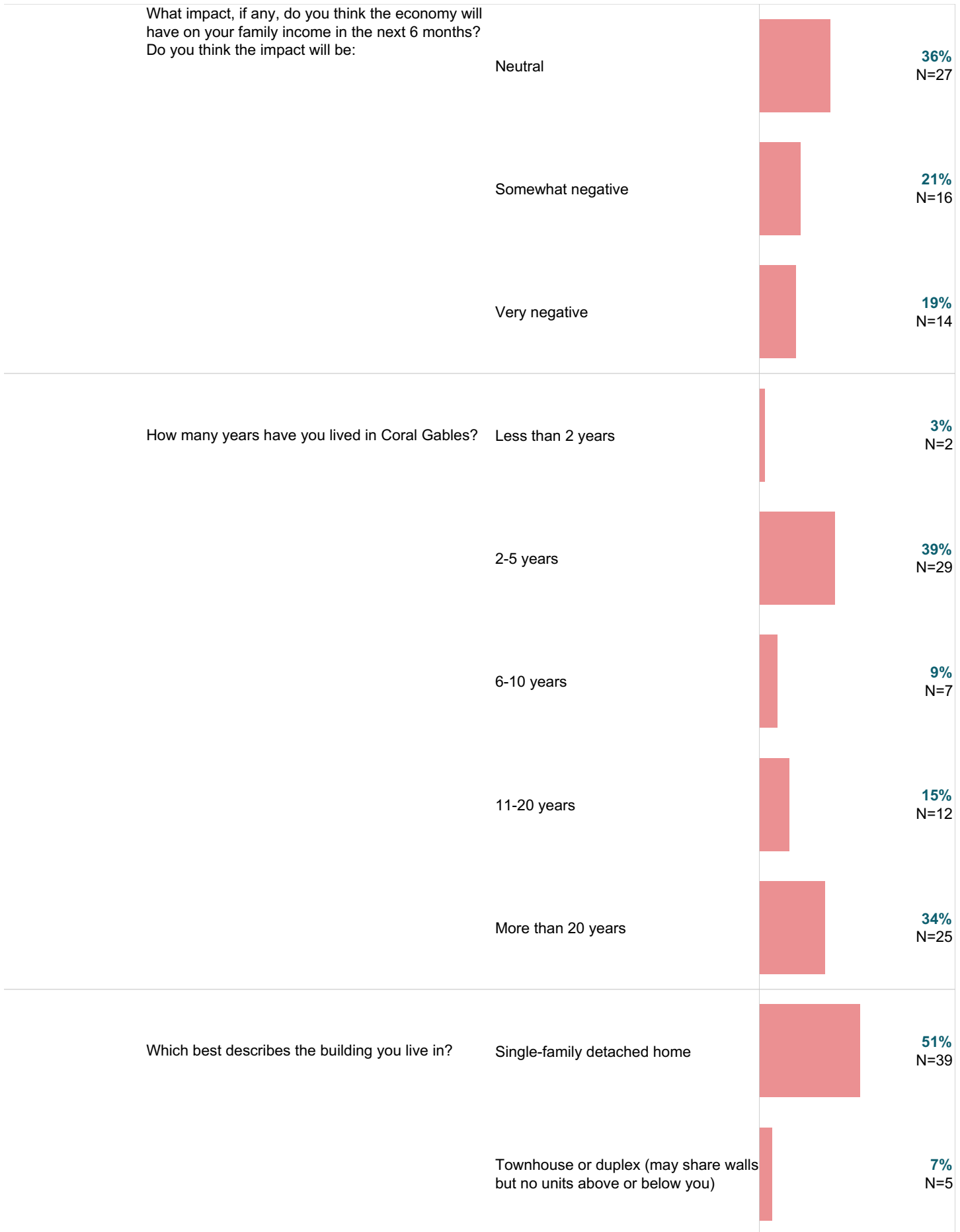


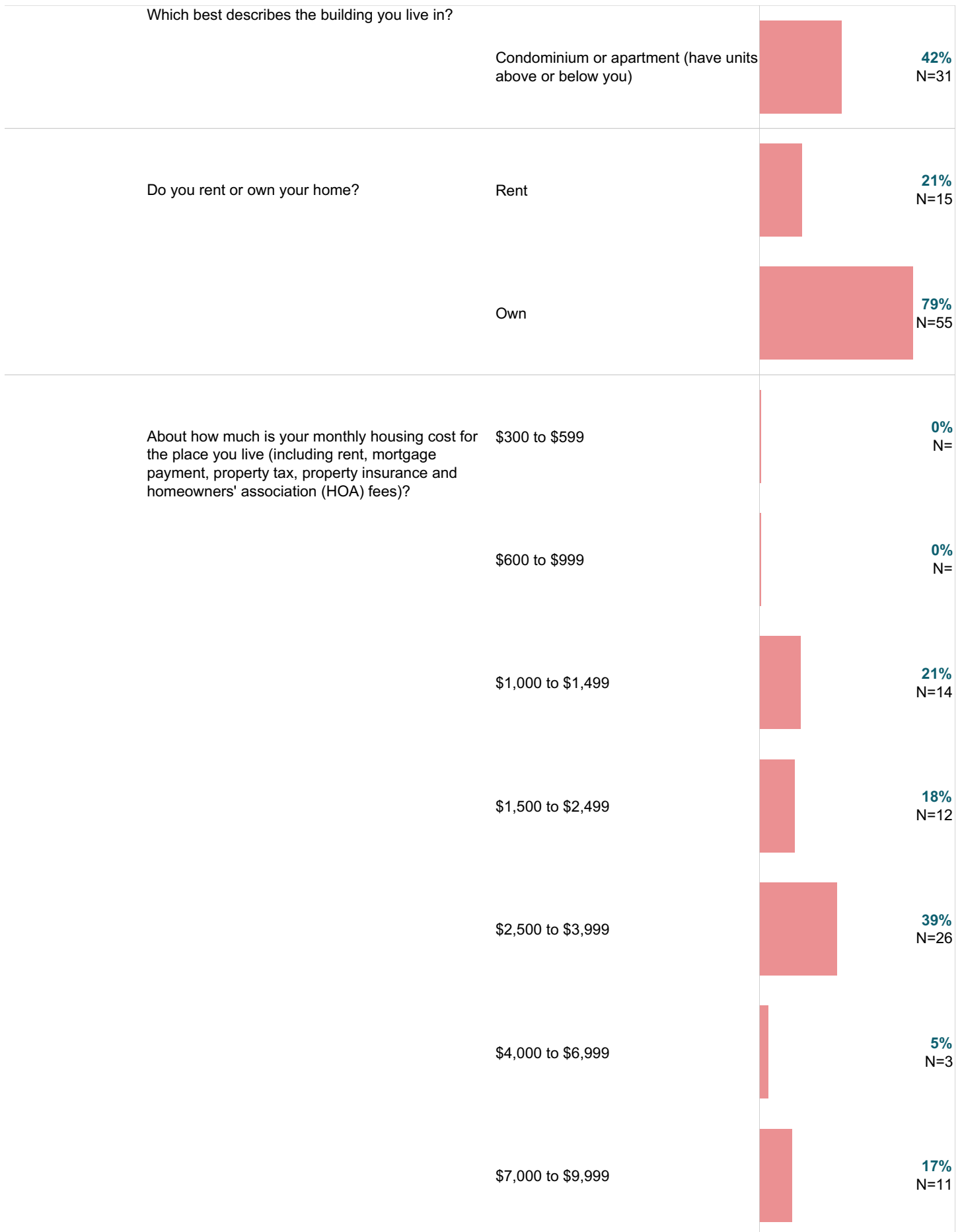
In general, how many times do you:

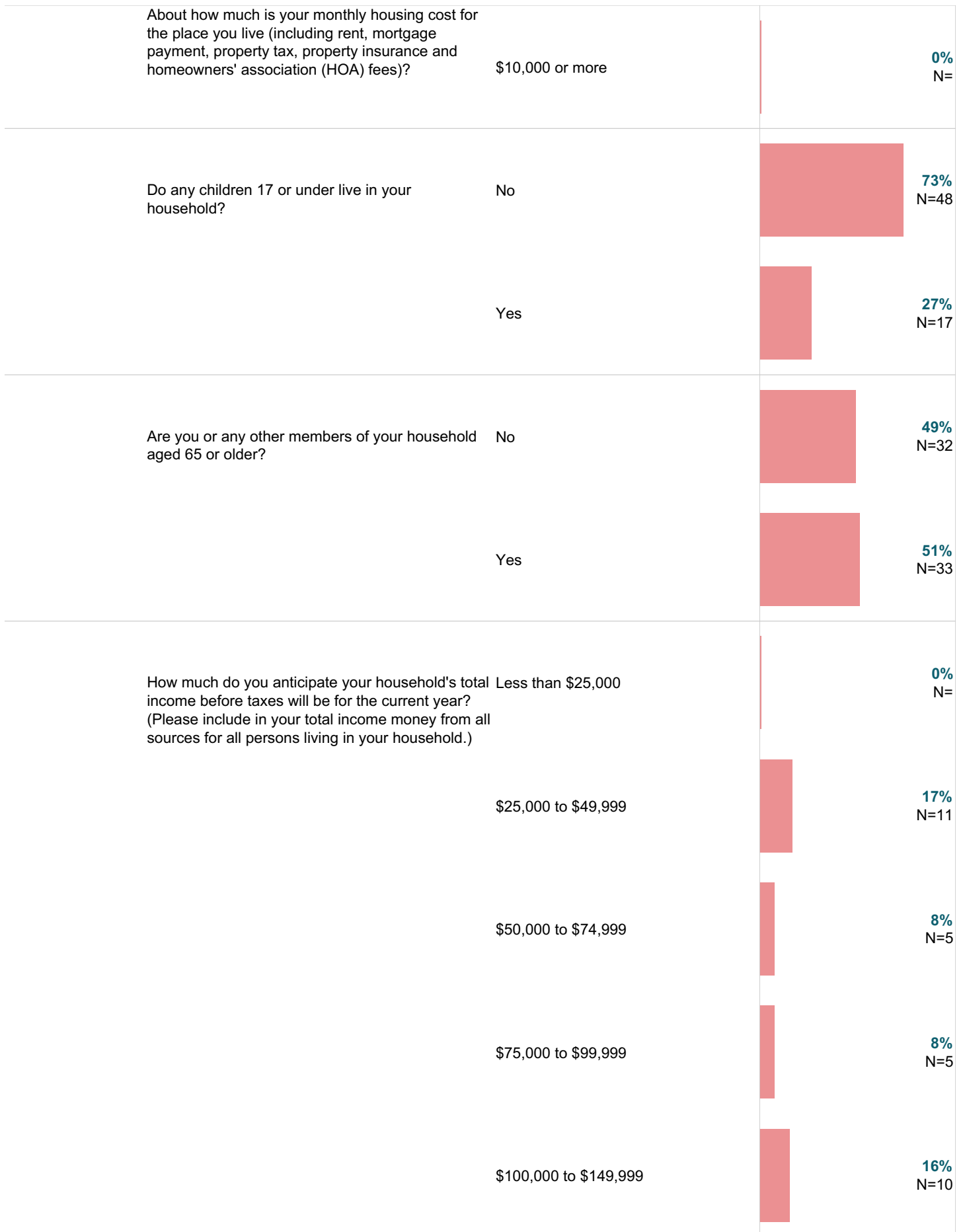


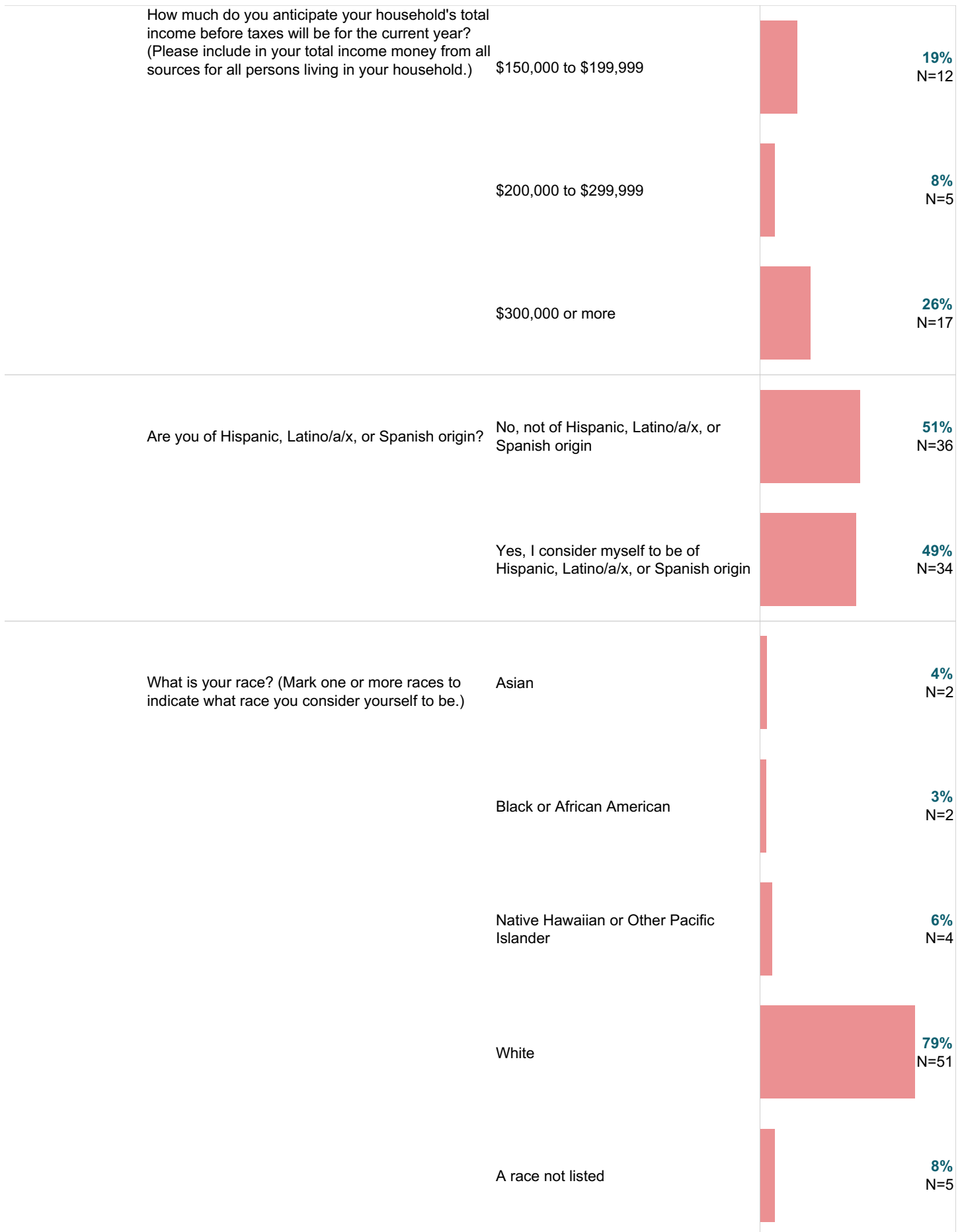


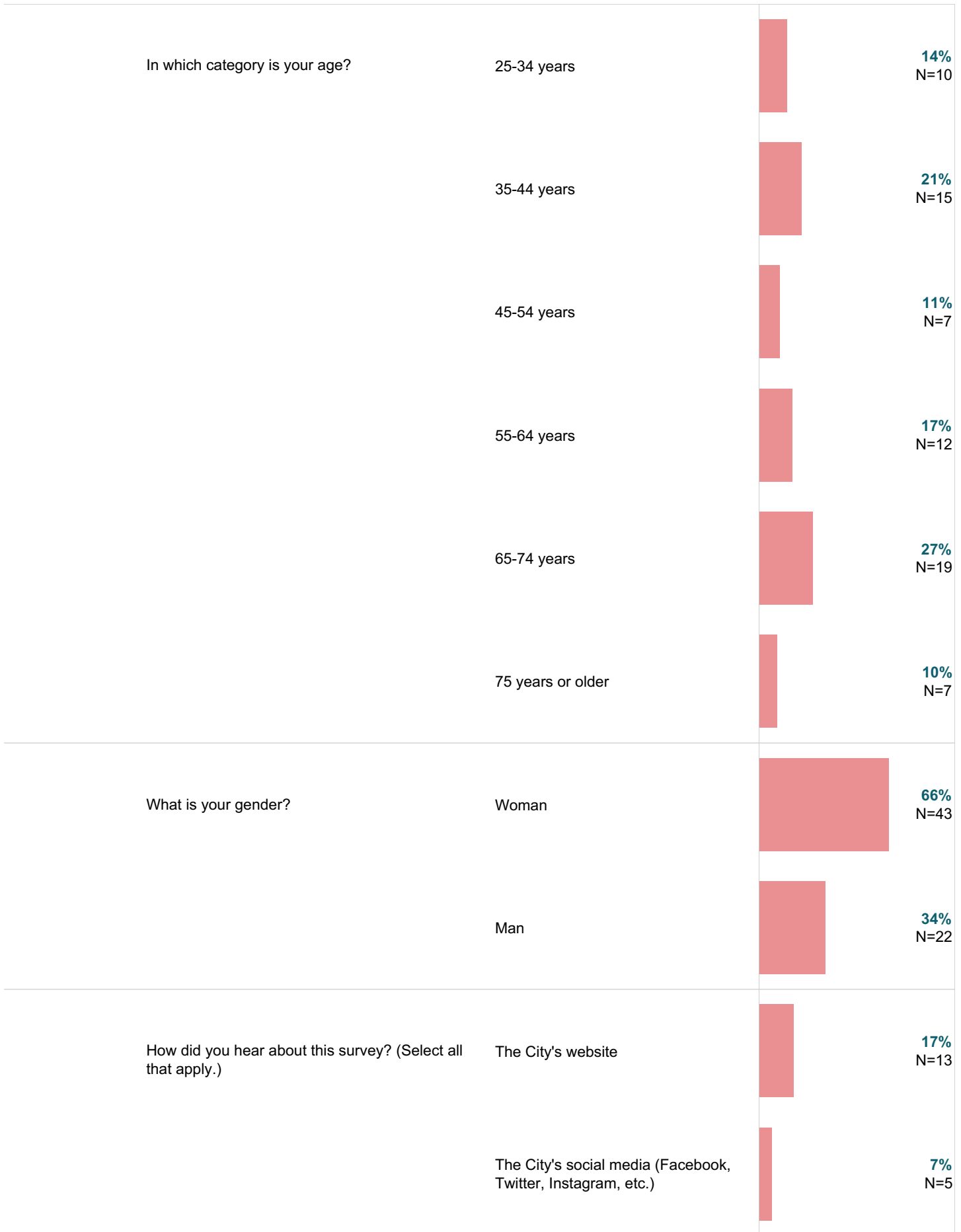












How did you hear about this survey? (Select all that apply.)

Received an email from the City

29%
N=22

In a City newsletter or utility bill

40%
N=30

Received a postcard or letter from the City

7%
N=5

Nextdoor

7%
N=5

In my Facebook feed

0%
N=

Saw it in a newspaper article or ad (hard copy or online)

0%
N=

Heard about it from a family member, friend or neighbor

0%
N=

Polco's weekly email

0%
N=

Other

0%
N=

The City of Coral Gables 2023 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in 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's 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 2023 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, 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
Health services.....	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.

	Essential	Very important	Somewhat important	Not at all important
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 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 are currently on septic tanks. Based on new County requirements septic replacement costs have increased substantially. Septic to sewer conversion prevents issues caused by septic tank failure (i.e., sewage backup and pollutants affecting water quality) and can have a positive effect on property values. Please indicate whether you support or oppose the implementation of a citywide septic to sewer conversion project AND would be willing to assume a proportion of the cost.

Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know

15. The City of Coral Gables opened its new Development Services Center and transitioned to a fully electronic permitting system in late 2022. This new building and system were designed to increase efficiency in the permitting processes and elevate the level of customer service the department provides. Have you done one of the following? (If you answer no to both of the statements below, please skip to question 17.)

	No	Yes
Visited the new Development Services Center	1	2
Applied for a permit online	1	2

16. Overall, how would you rate the quality of service provided by the following?

	Excellent	Good	Fair	Poor	Don't know
Development Services Staff	1	2	3	4	5
Electronic Permitting System	1	2	3	4	5

17. Please rate how satisfied you are with the downtown experience as it relates to the following.

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Art & Cultural Programing.....	1	2	3	4	5
Shopping.....	1	2	3	4	5
Dining.....	1	2	3	4	5
Events	1	2	3	4	5

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

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

The City of Coral Gables 2023 Community Survey

Our last questions are about you and your household.

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

D1. In general, how many times do you:	Several <u>times a day</u>	Once <u>a day</u>	A few times <u>a week</u>	Every <u>few weeks</u>	Less often <u>or never</u>	Don't <u>know</u>
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?

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

D6. Do you rent or own your home?

- Rent
 Own

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

- Less than \$300 \$2,500 to \$3,999
 \$300 to \$599 \$4,000 to \$6,999
 \$600 to \$999 \$7,000 to \$9,999
 \$1,500 to \$2,499 \$10,000 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 \$100,000 to \$149,999
 \$25,000 to \$49,999 \$150,000 to \$199,999
 \$50,000 to \$74,999 \$200,000 to \$299,999
 \$75,000 to \$99,999 \$300,000 or more

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

- No Yes

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

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

D13. In which category is your age?

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

D14. What is your gender?

- Woman
 Man
 Identify in another way → go to D14a

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

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

Thank you!

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

The City of Coral Gables



Office of the City Manager
Peter J. Iglesias, P.E.

City Hall 405 Biltmore Way
Coral Gables, FL 33134

The City Beautiful

September 2023

Dear City of Coral Gables Resident:

Please help us shape the future of Coral Gables. You have been selected at random to participate in the 2023 Coral Gables Community Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important—especially since your household is one of only a small number being surveyed. Your feedback will help Coral Gables make decisions that affect our city.

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call 305-569-1835.

Thank you for your time and participation.

Sincerely,

A handwritten signature in blue ink, appearing to read "P. Iglesias", is written over a faint background of a city building sketch.

Peter J. Iglesias, P.E.
City Manager