

Coral Gables, FL

The National Business Survey

Report of Results
2025

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 NBS™

The National Business Survey™ (The NBS) gives local businesses the opportunity to provide feedback about the community characteristics and local government services that help support the local economy. It was developed by the survey experts from National Research Center (NRC) at Polco.

Great communities are partnerships of the government, businesses in the private sector, community-based organizations, and residents, all geographically connected. With this report, the City of Coral Gables gains an important perspective from its businesses across six core indicators of the business environment in the community:

- Community amenities
- Business climate
- Employment opportunities and workforce support
- Workforce readiness
- Business growth
- Governance

This report provides the opinions of 110 business owners and managers of the City of Coral Gables. Because the survey was intended to be taken by all businesses in the community, no traditional margin of error was calculated. However, because not all businesses responded, NRC recommends using plus or minus ten percentage points as the “range of uncertainty” around any given percent reported for the City as a whole. The full description of methods used to gather these opinions can be found in the “Methods” tab. No statistical weighting was performed.



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 and 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 business opinion is comprised of business perspectives gathered in surveys from communities whose business owners and/or managers evaluated the same kinds of topics on The National Business Survey. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. Comparisons are made to the entire database. Ratings are compared when there are at least five communities in which a similar question was asked. In each tab, Coral Gables’ 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 business owners and managers is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Coral Gables’ average rating for a particular item was more than five points different than the benchmark.

Methods

The National Business Survey was developed to provide communities an accurate, affordable and easy way to assess and local business owners' and managers' perspectives about the economic environment of a community or district. Standardization of common questions and survey methods provide the rigor to assure valid results.

Selecting survey recipients

All private sector businesses within the City of Coral Gables were eligible to participate in the survey. A list of all businesses within the zip codes serving Coral Gables was purchased from InfoUSA. Each location was mapped and compared to the most current boundary file for the jurisdiction and business addresses located outside of Coral Gables were removed from consideration.

Conducting the survey

Businesses received mailings beginning on March 20th, 2025 and the survey remained open for 6 weeks. The first mailing was a postcard inviting the business owner or manager to participate in the survey. The next mailing contained an invitation letter with instructions, followed by a reminder postcard. All mailings included a web link for respondents to complete the survey online.

Because the survey was intended to be taken by all businesses in the community, no traditional margin of error was calculated. However, because not all businesses responded, NRC recommends using plus or minus ten percentage points as the "range of uncertainty" around any given percent reported for the city as a whole.

Analyzing the survey

Responses from the surveys completed on Polco were downloaded. Range checks as well as others forms of quality control were also performed. No statistical weighting was performed. No adjustments were made for design effects.

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, and 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 survey 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. Coverage error refers to the fact that the source used to select survey recipients may not include every business in a community; this is quite common with lists of businesses. In addition, the survey invitation may be correctly sent to a business, but it may not be directed to a person who has the knowledge and authority to respond to the survey. Respondents may not fully know the history or experiences of the company (e.g., how much of a problem certain issues were across the entire company, or how long the company has been in operation), 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-validity>

Key Findings

Highest-performing areas:

- About 9 out of 10 business owners and managers rated Coral Gables as an excellent or good place to do business, ranking higher than the national benchmark. Likewise, respondents offered above-average ratings for the job the Coral Gables government does at attracting new businesses, informing businesses of community issues and values, retaining existing businesses, welcoming business involvement, and supporting or creating new jobs.
- Ratings also exceeded the national benchmark for the variety and quality of employment opportunities, as well as the availability of jobs that pay a livable wage.
- Business owners and managers largely agreed on workforce readiness, with 8 in 10 indicating that current employees and employment options possess both the skills and qualifications needed.
- Owners and manager in Coral Gables faced lesser challenges in certain areas in finding good employees than those in other communities nationwide. These included failed drug tests, too many overqualified employees/applicants, too many workers without a high school degree or equivalent, lack of higher education opportunities, and lack of trade schools and other adult training programs.

Potential areas of focus:

- Respondents shared some concerns regarding housing and cost of living for the workforce in the community, with one quarter of respondents offering positive ratings for the variety of housing options for people who work in Coral Gables as well as the cost of living, and only 1 in 10 giving positive marks for affordable housing for people who work in Coral Gables.
- Parking availability was also a concern for owners and managers, with 3 in 10 positively rating the ease of parking at workplaces, and 4 in 10 doing the same for the amount of parking in commercial areas, both ranking lower than the benchmark.
- Owners and managers in Coral Gables faced greater challenges in certain areas in finding good employees than those in other communities nationwide. These included cost of living, lack of affordable quality housing, too many under-qualified employees/applicants, too few applicants/employees who speak a language other than English, and lack of childcare opportunities.

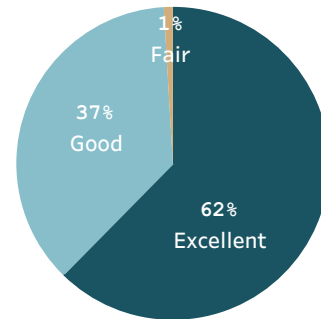
Other notable results:

- A higher-than-average proportion of businesses plan to hire in the next 6-12 months. Of those planning to hire...
 - 74% plan to hire for skilled jobs
 - 57% plan to hire for highly skilled jobs
 - 51% plan to hire for semi-skilled jobs
 - 37% plan to hire for unskilled jobs
- Of the respondents who reported either having requested an inspection online or applied for a permit online, 60% reported excellent or good quality of service provided by both the Electronic Permitting System as well as City Inspectors.
- Likewise, among those who reported either having requested an inspection online or applied for a permit online, around half offered positive ratings for the time it takes to pull a permit, the ease of pulling a permit, and their overall satisfaction with the commercial permitting process.
- When considering their business's commercial area, about 8 in 10 respondents gave high marks for landscaping in the public right-of-way, building facades of neighboring structures, and the amount of residential dwellings.
- Around 7 in 10 respondents reported that they lease their place of business, and 7 in 10 of those that lease felt that the price per square foot was somewhat or much higher in Coral Gables than other neighboring cities.
- Three-quarters of owners and managers agreed that, from a business perspective, there are enough events downtown.
- When asked about closing hours, 16% of businesses reported closing before 5p.m., 61% of businesses have closing hours between 5p.m. and 6:30p.m., and 18% have closing hours sometime after 7p.m.

Quality of life

A community with an excellent quality of life for those who live and work there will be appealing to those wanting to start a new business and is important in attracting and retaining good employees. A highly livable community is attractive, accessible, and welcoming to all.

The overall quality of life in Coral Gables



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

		vs. benchmark*
The overall quality of life in Coral Gables	99%	Higher
Coral Gables as a place for children and families	97%	Higher
Coral Gables as a place for older adults	94%	Higher
Coral Gables as a place for young adults	80%	Higher

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

Recommend living in Coral Gables to someone who asks	95%	Higher
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Facets of livability

Characteristics such as natural amenities, safety, and design ensure a community is attractive to businesses, their employees, and the residents they serve. Communities that invest in their natural, social, and built environment foster strong economies where people want to live, visit, and spend time.



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

		vs. benchmark*
Overall health and wellness opportunities in Coral Gables	93%	Higher
Overall quality of natural environment in Coral Gables	92%	Higher
Overall feeling of safety in Coral Gables	91%	Higher
Overall economic health of Coral Gables	90%	Higher
Overall quality of parks and recreation opportunities	87%	Similar
Overall opportunities for education, culture, and the arts	86%	Higher
Overall design or layout of Coral Gables's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	86%	Higher
Overall quality of the transportation system (auto, bicycle, foot, trolley) in Coral Gables	80%	Higher
Residents' connection and engagement with their community	79%	Higher
Overall quality of the utility infrastructure in Coral Gables (water, sanitary sewer, storm water, electric/gas, wi-fi)	76%	Similar

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

In Coral Gables's commercial areas during the day	96%	Higher
In Coral Gables's commercial areas after dark	90%	Higher

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

Community amenities

When businesses choose where to locate and think about the potential for growth, they are highly influenced by community infrastructure, local markets, and the quality of amenities that may help attract and retain employees.

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

		vs. benchmark*
Overall image or reputation of Coral Gables	95%	Higher
Coral Gables as a place to visit	94%	Higher

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

Overall appearance of Coral Gables	98%	Higher
Cleanliness of Coral Gables	96%	Higher
Historical preservation in Coral Gables	90%	Higher
Hotel and lodging options	88%	Higher
Opportunities to attend cultural/arts/music activities	80%	Higher
Quality of internet connection	79%	Higher
Coverage of internet connection	73%	Higher
Public places where people want to spend time	73%	Higher

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

Quality of restaurants and places to eat	96%	Higher
Variety of restaurants and places to eat	94%	Higher
Quality of service establishments (e.g., salons, dry cleaners, etc.)	93%	Higher
Variety of service establishments (e.g., salons, dry cleaners, etc.)	92%	Higher
Vibrancy of downtown/commercial areas	85%	Higher

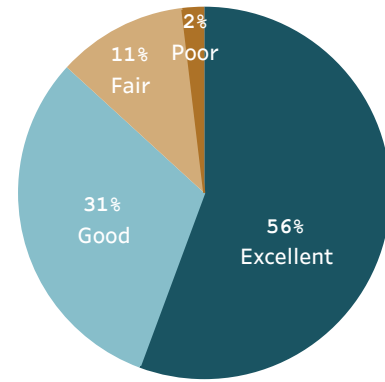
Overall opportunity for business growth and expansion	77%	Higher
Quality of shopping opportunities	76%	Higher
Opportunities for tourism	76%	Higher
Overall quality of commercial development in Coral Gables	75%	Higher
Variety of shopping opportunities	70%	Higher

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

Business climate

A strong business climate can be described as one in which it is easy for businesses to start and thrive. Such climates can improve the local economy, increase employment and wages, and provide additional tax revenues to support community livability.

Coral Gables as a place to do business



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

		vs. benchmark*
Coral Gables as a place to do business	87%	Higher

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

Recommend working in Coral Gables to someone who asks	94%	Higher
Keep your business in Coral Gables for the next five years	94%	Similar
Recommend operating a business in Coral Gables to someone who asks	85%	Higher

Please rate the job the Coral Gables government does:
(% excellent or good)

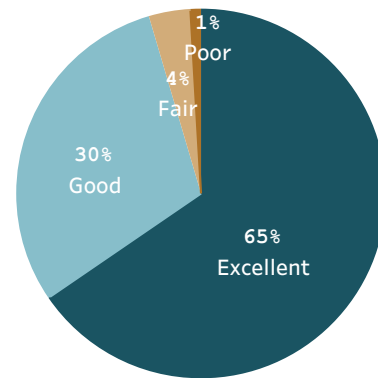
Attracting new businesses	63%	Higher
Informing businesses of community issues and values	62%	Higher
Retaining existing businesses	59%	Higher
Welcoming business involvement	53%	Higher
Communicating during City construction (e.g., streets, utilities, etc.)	52%	Similar
Supporting or creating new jobs	51%	Higher

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

Workforce support

Offering quality employment opportunities and the support needed for residents to successfully access that work are critical for a healthy and resilient local economy.

Coral Gables as a place to work



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

		vs. benchmark*
Coral Gables as a place to work	95%	Higher

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

Variety of employment opportunities	82%	Higher
Quality of employment opportunities	78%	Higher
Availability of jobs that pay a livable wage	66%	Higher

Thinking about Coral Gables's workforce, please rate each of the following characteristics as they relate to Coral Gables.
(% excellent or good)

Quality of childcare	71%	Higher
Variety of transportation options for people who work in Coral Gables	68%	Higher
Affordability of childcare	45%	Higher
Ease of parking at workplaces	31%	Lower
Variety of housing options for people who work in Coral Gables	28%	Lower
Cost of living in Coral Gables	25%	Lower
Affordability of housing for people who work in Coral Gables	12%	Lower

Please rate each of the following characteristics as they relate to Coral Gables as a place to develop job and workforce skills.
(% excellent or good)

Access to institutions of higher education (colleges, universities)	73%	Similar
The quality of the public school system at producing graduates who are college-ready	64%	Similar
The quality of the public school system at producing graduates who are career-ready	63%	Similar

Variety of education/training opportunities to build work skills	49%	Similar
Access to trade schools	46%	Lower
Overall quality of education/training opportunities in your community	42%	Lower
Affordability of education/training opportunities to build work skills	36%	Lower

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

Workforce readiness

Workforce readiness is the measure of how well a community's employees' education and skill levels align with current and future labor market needs. Growing the economy, jobs, and wages often requires an investment in training programs as well as community partnerships to help support residents as they seek to find new employment opportunities.

Thinking about your current employees and current employment options at your business, please rate to what extent they possess the following.
 (% fully or mostly)

		vs. benchmark*
The skills needed	84%	Higher
The educational qualifications	80%	Higher

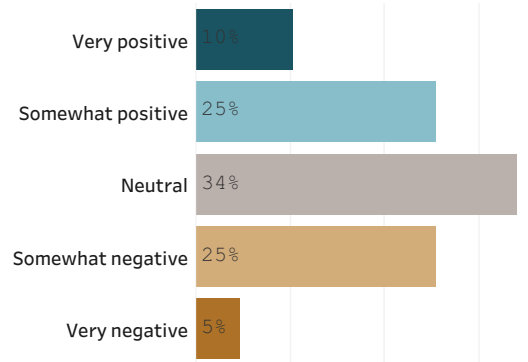
How much of a challenge, if at all, are the following to finding good employees in your community today?
 (% major or moderate challenge)

Failed drug tests	16%	Lesser
Too many overqualified employees/applicants	25%	Lesser
Too many workers without a high school degree or equivalent	32%	Lesser
Lack of higher education opportunities (e.g., universities, colleges)	32%	Lesser
Lack of quality public schools	40%	Similar
Too few applicants/employees who do not speak a language other than English (e.g., cannot speak Spanish)	41%	Similar
Lack of trade schools and other adult training programs	41%	Lesser
Lack of community amenities to attract employees seeking higher paying/higher skill level jobs	43%	Similar
Lack of affordable, reliable public transportation	44%	Similar
Lack of childcare opportunities	52%	Greater
Too few applicants/employees who speak a language other than English (e.g., cannot speak English)	52%	Greater
Too many under-qualified employees/applicants	68%	Greater
Lack of affordable, quality housing	85%	Greater
Cost of living	85%	Greater

Business Growth

Growth is a key indicator of both company- and community-level economic health.

What impact, if any, do you think the economy will have on your business revenues in the next 6 months?



Please rate the amount of overall growth (revenue, number of employees, etc.) in your company:
(% large or small increase)

		vs. benchmark*
Expected in the NEXT five years	56%	Similar
Over the PAST five years	48%	Lower

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

What impact, if any, do you think the economy will have on your business revenues in the next 6 months? Do you think the impact will be:	36%	Higher
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Is your business planning to hire in the next 6 to 12 months?
(% yes or not sure)

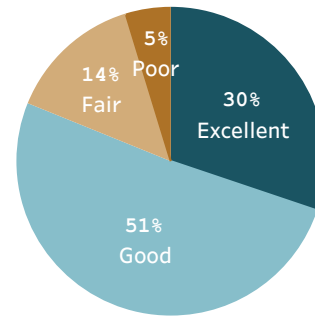
Is your business planning to hire in the next 6 to 12 months?	29%	Higher
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If you said "yes" or "not sure" to question 15 above, what types of jobs might you be adding? & If you said "yes" or "not sure" to question 15 above, what types of jobs might you be adding? (Please check "yes" for all that apply.)
(% yes)

"Highly skilled jobs" (these jobs require an advanced education or training - e.g., doctors, lawyers, architects, financial consultants)	No	43%
	Yes	57%
"Semi-skilled jobs" (these jobs require some skill but do not require highly specialized skills - e.g., truck drivers, typists)	No	49%
	Yes	51%



Overall quality of services provided by The City of Coral Gables



Governance

The overall quality of the services provided by the local government, as well as the manner in which these services are delivered, form the backbone for the community in which economies prosper.

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

		vs. benchmark*
Fire services	98%	Higher
Police services	91%	Higher
Crime prevention	89%	Higher
Gables Trolley or Freebee services	83%	Higher
Garbage collection	83%	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	82%	Higher
City-sponsored special events	81%	Higher
Overall customer service by Coral Gables employees (police, receptionists, planners, etc.)	81%	Similar
Ease of walking in Coral Gables (path/sidewalk connectivity, etc.)	80%	Higher
Utility billing	78%	Higher
Street cleaning	77%	Higher
Power (electric and/or gas) utility	77%	Similar
Economic development	73%	Higher
Storm drainage	73%	Similar
Recycling	73%	Similar
Public information services	70%	Similar
Traffic enforcement	69%	Similar
Bus or transit services	68%	Higher
Street lighting	66%	Lower
Code enforcement (weeds, signs, etc.)	66%	Higher

Street repair	65%	Similar
Sidewalk maintenance	62%	Similar
Ease of travel by bicycle in Coral Gables	59%	Higher
Land use, planning, and zoning	58%	Similar
Ease of travel by car in Coral Gables	58%	Lower
Traffic management during construction	56%	Similar
Building permits and inspections	39%	Lower
Amount of public parking in commercial areas	38%	Lower

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

The City of Coral Gables	81%	Similar
The Federal Government	59%	Higher

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


























The value of services for the taxes paid to Coral Gables	67%	Higher
Generally acting in the best interest of the business community	62%	Similar
The overall direction that Coral Gables is taking	61%	Similar
Overall confidence in Coral Gables government	58%	Similar
Being honest	56%	Similar

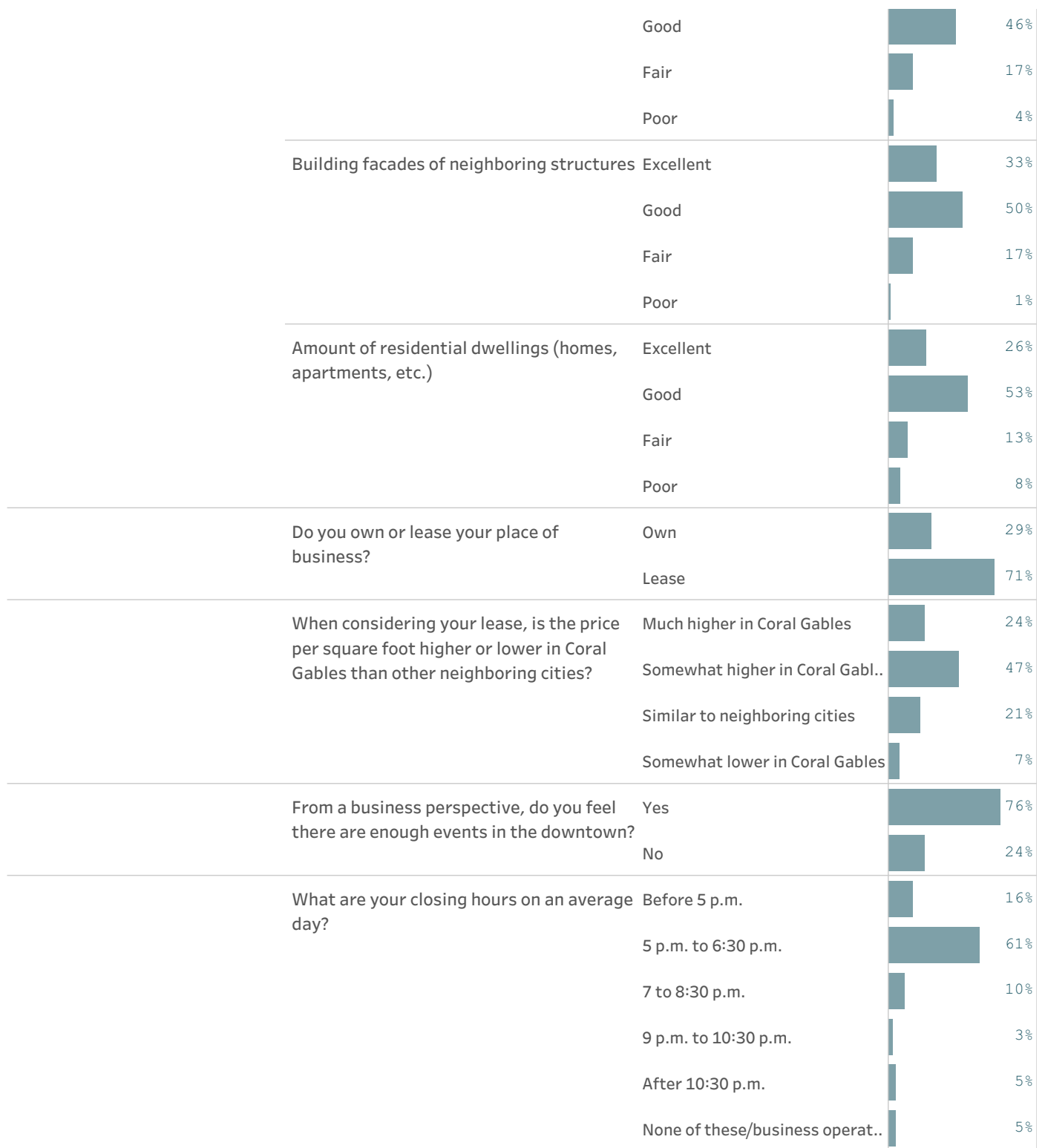
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. excellent/good, or very likely/somewhat likely).

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

Custom questions

Below are the results of each custom question on the survey. 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.

The City of Coral Gables opened its new Development Services Center and transitioned to a fully electronic permitting system in late 2022. Have you done one of the following?	Applied for a permit online	Yes		37%
		No		63%
	Requested an inspection online	Yes		24%
		No		76%
Overall, how would you rate the quality of service provided by the following?	Electronic Permitting System	Excellent		33%
		Good		27%
		Fair		27%
		Poor		12%
	City Inspectors	Excellent		38%
		Good		22%
		Fair		28%
		Poor		13%
Please rate your level of satisfaction with each of the following as it relates to the commercial permitting process.	Time it takes to pull a permit	Very satisfied		28%
		Satisfied		21%
		Unsatisfied		31%
		Very unsatisfied		21%
	Ease of pulling a permit	Very satisfied		23%
		Satisfied		27%
		Unsatisfied		27%
		Very unsatisfied		23%
	Overall satisfaction with the commercial permitting process	Very satisfied		23%
		Satisfied		30%
		Unsatisfied		27%
		Very unsatisfied		20%
Please rate the quality of each of the following in your commercial area.	Landscaping in the public right-of-way	Excellent		34%



National benchmark tables

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

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place to work	Higher	95%	2	23	95
	Coral Gables as a place to visit	Higher	94%	1	17	100
	Coral Gables as a place to do business	Higher	87%	1	24	100
	The overall quality of life in Coral Gables	Higher	99%	1	24	100
	Coral Gables as a place for children and families	Higher	97%	2	15	93
	Coral Gables as a place for older adults	Higher	94%	1	21	100
	Coral Gables as a place for young adults	Higher	80%	3	15	86
	Overall image or reputation of Coral Gables	Higher	95%	1	22	100
Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall economic health of Coral Gables	Higher	90%	3	24	91
	Overall quality of the transportation system (auto, bicycle, foot, trolley) in Coral Gables	Higher	80%	3	17	88
	Overall design or layout of Coral Gables's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Higher	86%	1	17	100
	Overall quality of the utility infrastructure in Coral Gables (water, sanitary sewer, storm water, electric/gas, wi-fi)	Similar	76%	8	15	53
	Overall feeling of safety in Coral Gables	Higher	91%	1	17	100
	Overall quality of natural environment in Coral Gables	Higher	92%	4	19	84
	Overall quality of parks and recreation opportunities	Similar	87%	6	15	66
	Overall health and wellness opportunities in Coral Gables	Higher	93%	2	17	94
	Overall opportunities for education, culture, and the arts	Higher	86%	4	19	84
	Residents' connection and engagement with their community	Higher	79%	3	17	88
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%	1	15	100
	Recommend working in Coral Gables to someone who asks	Higher	94%	2	15	93
	Recommend operating a business in Coral Gables to someone who asks	Higher	85%	7	20	70
	Keep your business in Coral Gables for the next five years	Similar	94%	9	23	65

Please rate how safe or unsafe you feel:	In Coral Gables's commercial areas during the day	Higher	96%	1	20	100
	In Coral Gables's commercial areas after dark	Higher	90%	2	20	95
Please rate each of the following in the Coral Gables community.	Cleanliness of Coral Gables	Higher	96%	4	22	86
	Overall appearance of Coral Gables	Higher	98%	1	23	100
	Vibrancy of downtown/commercial areas	Higher	85%	1	15	100
	Overall quality of commercial development in Coral Gables	Higher	75%	5	23	82
	Overall opportunity for business growth and expansion	Higher	77%	4	15	80
	Opportunities for tourism	Higher	76%	3	15	86
	Public places where people want to spend time	Higher	73%	5	17	76
	Historical preservation in Coral Gables	Higher	90%	1	14	100
	Hotel and lodging options	Higher	88%	4	15	80
	Opportunities to attend cultural/arts/music activities	Higher	80%	2	15	93
	Quality of internet connection	Higher	79%	4	15	80
	Coverage of internet connection	Higher	73%	5	15	73
	Quality of shopping opportunities	Higher	76%	7	22	72
	Variety of shopping opportunities	Higher	70%	3	15	86
	Quality of restaurants and places to eat	Higher	96%	1	15	100
	Variety of restaurants and places to eat	Higher	94%	1	15	100
	Quality of service establishments (e.g., salons, dry cleaners, etc.)	Higher	93%	1	15	100
	Variety of service establishments (e.g., salons, dry cleaners, etc.)	Higher	92%	1	15	100
	Quality of employment opportunities	Higher	78%	4	22	86
	Variety of employment opportunities	Higher	82%	2	15	93
	Availability of jobs that pay a livable wage	Higher	66%	4	15	80
	How much of a problem, if at all, are disruptive, nuisance, or illegal behaviors (e.g., loitering, vulgar language, panhandling, etc.)	Lesser	28%	8	11	36
Thinking about Coral Gables's workforce, please rate each of the following characteristics as they relate to Coral Gables.	Variety of housing options for people who work in Coral Gables	Lower	28%	20	22	13
	Affordability of housing for people who work in Coral Gables	Lower	12%	13	15	20
	Cost of living in Coral Gables	Lower	25%	11	15	33
	Quality of childcare	Higher	71%	6	15	66
	Affordability of childcare	Higher	45%	4	15	80
	Variety of transportation options for people who work in Coral Gables	Higher	68%	1	15	100




























Please rate each of the following characteristics as they relate to Coral Gables as a place to develop job and workforce skills.	Ease of parking at workplaces	Lower	31%	14	15	13
	The quality of the public school system at producing graduates who are career-ready	Similar	63%	9	15	46
	The quality of the public school system at producing graduates who are college-ready	Similar	64%	11	15	33
	Access to institutions of higher education (colleges, universities)	Similar	73%	7	15	60
	Access to trade schools	Lower	46%	12	15	26
	Variety of education/training opportunities to build work skills	Similar	49%	14	19	31
	Affordability of education/training opportunities to build work skills	Lower	36%	11	15	33
	Overall quality of education/training opportunities in your community	Lower	42%	12	15	26
Please rate the quality of each of the following services in Coral Gables.	Police services	Higher	91%	5	22	81
	Fire services	Higher	98%	3	23	91
	Crime prevention	Higher	89%	2	21	95
	Traffic enforcement	Similar	69%	11	22	54
	Street repair	Similar	65%	7	21	71
	Street cleaning	Higher	77%	5	21	80
	Street lighting	Lower	66%	16	20	25
	Sidewalk maintenance	Similar	62%	14	20	35
	Bus or transit services	Higher	68%	3	17	88
	Gables Trolley or Freebee services	Higher	83%	1	22	100
	Amount of public parking in commercial areas	Lower	38%	18	22	22
	Ease of travel by car in Coral Gables	Lower	58%	17	23	30
	Ease of travel by bicycle in Coral Gables	Higher	59%	10	22	59
	Ease of walking in Coral Gables (path/sidewalk connectivity, etc.)	Higher	80%	5	23	82
	Traffic management during construction	Similar	56%	7	14	57
	Garbage collection	Similar	83%	6	18	72
	Recycling	Similar	73%	13	19	36
	Storm drainage	Similar	73%	14	21	38
	Power (electric and/or gas) utility	Similar	77%	10	16	43
	Utility billing	Higher	78%	6	19	73
	Land use, planning, and zoning	Similar	58%	9	22	63
	Building permits and inspections	Lower	39%	17	23	30
































Please rate the quality of each of the following services in Coral Gables.	Code enforcement (weeds, signs, etc.)	Higher	66%	5	23	82
	Economic development	Higher	73%	7	22	72
	Public information services	Similar	70%	10	21	57
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Higher	82%	2	18	94
	City-sponsored special events	Higher	81%	3	18	88
	Overall customer service by Coral Gables employees (police, receptionists, planners, etc.)	Similar	81%	9	23	65
Overall, how would you rate the quality of the services provided by:	The City of Coral Gables	Similar	81%	9	23	65
	The Federal Government	Higher	59%	1	19	100
Please rate the following categories of Coral Gables government performance.	The value of services for the taxes paid to Coral Gables	Higher	67%	2	21	95
	The overall direction that Coral Gables is taking	Similar	61%	11	23	56
	Overall confidence in Coral Gables government	Similar	58%	6	17	70
	Generally acting in the best interest of the business community	Similar	62%	6	18	72
	Being honest	Similar	56%	7	17	64
Please rate the job the Coral Gables government does:	Informing businesses of community issues and values	Higher	62%	8	21	66
	Communicating during City construction (e.g., streets, utilities, etc.)	Similar	52%	9	15	46
	Welcoming business involvement	Higher	53%	7	21	71
	Retaining existing businesses	Higher	59%	5	17	76
	Attracting new businesses	Higher	63%	6	19	73
	Supporting or creating new jobs	Higher	51%	7	19	68
Please rate the amount of overall growth (revenue, number of employees, etc..	Over the PAST five years	Lower	48%	14	15	13
	Expected in the NEXT five years	Similar	56%	13	15	20
	What impact, if any, do you think the economy will have on your business revenues in the next 6 months? Do you think the impact will b..	Higher	36%	7	18	66
	Is your business planning to hire in the next 6 to 12 months?	Higher	29%	3	19	89
If you said "yes" or "not sure" to question 15 above, what types of jobs might you be adding? (Please check "yes" for all that apply.)	"Unskilled jobs" (these jobs do not require workers to have special training or skills - e.g., cashiers, farm laborers, grocery clerks, hotel w..	Lower	37%	12	13	15
	"Semi-skilled jobs" (these jobs require some skill but do not require highly specialized skills - e.g., truck drivers, typists)	Similar	51%	10	13	30
	"Skilled jobs" (these jobs require a comprehensive knowledge of the trade, craft or industry - e.g., electricians, plumbers, law enforcement)	Higher	74%	1	13	100
	"Highly skilled jobs" (these jobs require an advanced education or training - e.g., doctors, lawyers, architects, financial consultants)	Higher	57%	1	13	100
Thinking about your current employees and current employment optio..	The educational qualifications	Higher	80%	2	15	93
	The skills needed	Higher	84%	1	15	100
How much of a ... (cont.)	Too many under-qualified employees/applicants	Greater	68%	2	15	93
































How much of a challenge, if at all, are the following to finding good employees in your community today?	Too many overqualified employees/applicants	Lesser	25%	5	15	73
	Lack of higher education opportunities (e.g., universities, colleges)	Lesser	32%	6	15	66
	Lack of trade schools and other adult training programs	Lesser	41%	7	15	60
	Lack of quality public schools	Similar	40%	6	15	66
	Too many workers without a high school degree or equivalent	Lesser	32%	6	15	66
	Too few applicants/employees who do not speak a language other than English (e.g., cannot speak Spanish)	Similar	41%	5	15	73
	Too few applicants/employees who speak a language other than English (e.g., cannot speak English)	Greater	52%	5	15	73
	Lack of childcare opportunities	Greater	52%	4	15	80
	Lack of affordable, reliable public transportation	Similar	44%	6	15	66
	Lack of affordable, quality housing	Greater	85%	1	15	100
	Cost of living	Greater	85%	1	15	100
	Lack of community amenities to attract employees seeking higher paying/higher skill level jobs	Similar	43%	6	15	66
	Failed drug tests	Lesser	16%	8	15	53
































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.	In which area of Coral Gables does your business primarily operate in? (Please refer to map above)	1		32% N=35
		2		47% N=51
		3		18% N=20
		Other		3% N=3
	Coral Gables as a place to work	Excellent		65% N=72
		Good		30% N=33
		Fair		4% N=4
		Poor		1% N=1
	Coral Gables as a place to visit	Excellent		65% N=71
		Good		29% N=32
		Fair		6% N=6
	Coral Gables as a place to do business	Excellent		56% N=59
		Good		31% N=33
		Fair		11% N=12
		Poor		2% N=2
	The overall quality of life in Coral Gables	Excellent		62% N=68
		Good		37% N=40
		Fair		1% N=1
	Coral Gables as a place for children and families	Excellent		66% N=69
		Good		31% N=33
		Fair		3% N=3
	Coral Gables as a place for older adults	Excellent		53% N=56
		Good		41% N=43
		Fair		4% N=4
		Poor		2% N=2
	Coral Gables as a place for young adults	Excellent		39% N=40
		Good		41% N=42
































Please rate each of the following aspects of quality of life in Coral Gables.	Coral Gables as a place for young adults	Fair		17% N=17
		Poor		4% N=4
	Overall image or reputation of Coral Gables	Excellent		69% N=75
		Good		27% N=29
		Fair		5% N=5
Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall economic health of Coral Gables	Excellent		42% N=44
		Good		48% N=50
		Fair		10% N=10
		Poor		1% N=1
	Overall quality of the transportation system (auto, bicycle, foot, trolley) in Coral Gables	Excellent		33% N=35
		Good		48% N=51
		Fair		17% N=18
		Poor		3% N=3
	Overall design or layout of Coral Gables's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		37% N=40
		Good		50% N=54
		Fair		12% N=13
		Poor		2% N=2
	Overall quality of the utility infrastructure in Coral Gables (water, sanitary sewer, storm water, electric/gas, wi-fi)	Excellent		23% N=25
		Good		52% N=56
		Fair		20% N=21
		Poor		5% N=5
	Overall feeling of safety in Coral Gables	Excellent		61% N=67
		Good		29% N=32
		Fair		9% N=10
	Overall quality of natural environment in Coral Gables	Excellent		55% N=60
		Good		37% N=41
		Fair		7% N=8
		Poor		1% N=1
	Overall quality of parks and recreation opportunities	Excellent		50% N=54
		Good		38% N=41
		Fair		11% N=12
































Please rate each of the following characteristics as they relate to Coral Gables as a whole.	Overall quality of parks and recreation opportunities	Poor		2% N=2
	Overall health and wellness opportunities in Coral Gables	Excellent		49% N=52
		Good		44% N=47
		Fair		5% N=5
		Poor		3% N=3
	Overall opportunities for education, culture, and the arts	Excellent		49% N=53
		Good		38% N=41
		Fair		12% N=13
		Poor		2% N=2
	Residents' connection and engagement with their community	Excellent		32% N=33
		Good		47% N=48
		Fair		18% N=19
		Poor		3% N=3
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		78% N=83
		Somewhat likely		17% N=18
		Somewhat unlikely		5% N=5
	Recommend working in Coral Gables to someone who asks	Very likely		73% N=79
		Somewhat likely		20% N=22
		Somewhat unlikely		6% N=6
		Very unlikely		1% N=1
	Recommend operating a business in Coral Gables to someone who asks	Very likely		55% N=59
		Somewhat likely		30% N=32
		Somewhat unlikely		10% N=11
		Very unlikely		5% N=5
	Keep your business in Coral Gables for the next five years	Very likely		70% N=76
		Somewhat likely		23% N=25
		Somewhat unlikely		4% N=4
		Very unlikely		3% N=3
Please rate how safe or unsafe you feel:	In Coral Gables's commercial areas during the day	Very safe		89% N=96
		Somewhat safe		7% N=8
		Neither safe nor unsafe		4% N=4
































Please rate how safe or unsafe you feel:	In Coral Gables's commercial areas after dark	Very safe		56% N=59
		Somewhat safe		33% N=35
		Neither safe nor unsafe		5% N=5
		Somewhat unsafe		5% N=5
		Very unsafe		1% N=1
Please rate each of the following in the Coral Gables community.	Cleanliness of Coral Gables	Excellent		49% N=53
		Good		47% N=51
		Fair		4% N=4
	Overall appearance of Coral Gables	Excellent		65% N=71
		Good		33% N=36
		Fair		2% N=2
	Vibrancy of downtown/commercial areas	Excellent		50% N=54
		Good		36% N=39
		Fair		14% N=15
		Poor		1% N=1
	Overall quality of commercial development in Coral Gables	Excellent		34% N=37
		Good		41% N=44
		Fair		22% N=24
		Poor		3% N=3
	Overall opportunity for business growth and expansion	Excellent		32% N=34
		Good		45% N=48
		Fair		17% N=18
		Poor		6% N=6
	Opportunities for tourism	Excellent		30% N=32
		Good		46% N=48
		Fair		20% N=21
		Poor		4% N=4
	Public places where people want to spend time	Excellent		38% N=40
		Good		35% N=37
		Fair		26% N=28
		Poor		1% N=1

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
































Historical preservation in Coral Gables	Excellent		49% N=52
	Good		41% N=43
	Fair		10% N=11
Hotel and lodging options	Excellent		33% N=35
	Good		55% N=58
	Fair		11% N=12
	Poor		1% N=1
Opportunities to attend cultural/arts/music activities	Excellent		48% N=51
	Good		33% N=35
	Fair		19% N=20
	Poor		1% N=1
Quality of internet connection	Excellent		26% N=26
	Good		53% N=53
	Fair		16% N=16
	Poor		5% N=5
Coverage of internet connection	Excellent		22% N=22
	Good		51% N=50
	Fair		23% N=23
	Poor		4% N=4
Quality of shopping opportunities	Excellent		34% N=36
	Good		42% N=45
	Fair		22% N=23
	Poor		2% N=2
Variety of shopping opportunities	Excellent		36% N=39
	Good		34% N=37
	Fair		28% N=30
	Poor		3% N=3
Quality of restaurants and places to eat	Excellent		70% N=76
	Good		27% N=29
	Fair		4% N=4
Variety of restaurants and places to eat	Excellent		68% N=73
































Please rate each of the following in the Coral Gables community.	Variety of restaurants and places to eat	Good		26% N=28
		Fair		6% N=7
	Quality of service establishments (e.g., salons, dry cleaners, etc.)	Excellent		45% N=48
		Good		48% N=51
		Fair		6% N=6
		Poor		1% N=1
	Variety of service establishments (e.g., salons, dry cleaners, etc.)	Excellent		42% N=45
		Good		49% N=52
		Fair		7% N=7
		Poor		2% N=2
	Quality of employment opportunities	Excellent		28% N=25
		Good		49% N=44
		Fair		19% N=17
		Poor		3% N=3
	Variety of employment opportunities	Excellent		24% N=22
		Good		58% N=53
		Fair		14% N=13
		Poor		3% N=3
	Availability of jobs that pay a livable wage	Excellent		18% N=15
		Good		48% N=41
		Fair		25% N=21
		Poor		9% N=8
Thinking about Coral Gables's workforce, please rate each of the following characteristics as they relate to Coral Gables.	How much of a problem, if at all, are disruptive, nuisance, or illegal behaviors (e.g., loitering, vulgar language, panhandling, etc.) for your business?	Major problem		13% N=14
		Moderate problem		16% N=17
		Minor problem		29% N=32
		Not at all a problem		42% N=46
	Variety of housing options for people who work in Coral Gables	Excellent		12% N=12
		Good		17% N=17
		Fair		42% N=43
		Poor		30% N=31
	Affordability of housing for people who work in Coral Gables	Excellent		6% N=6

Thinking about Coral Gables's workforce, please rate each of the following characteristics as they relate to Coral Gables.	Affordability of housing for people who work in Coral Gables	Good		6% N=6
		Fair		26% N=27
		Poor		62% N=64
	Cost of living in Coral Gables	Excellent		6% N=6
		Good		19% N=20
		Fair		42% N=44
		Poor		33% N=34
	Quality of childcare	Excellent		21% N=14
		Good		50% N=33
		Fair		24% N=16
		Poor		5% N=3
	Affordability of childcare	Excellent		17% N=11
		Good		28% N=18
		Fair		37% N=24
		Poor		18% N=12
	Variety of transportation options for people who work in Coral Gables	Excellent		20% N=21
		Good		48% N=51
		Fair		25% N=27
		Poor		7% N=7
	Ease of parking at workplaces	Excellent		9% N=10
		Good		22% N=24
		Fair		31% N=33
		Poor		38% N=41
Please rate each of the following characteristics as they relate to Coral Gables as a place to develop job and workforce skills.	The quality of the public school system at producing graduates who are career-ready	Excellent		24% N=17
		Good		39% N=28
		Fair		29% N=21
		Poor		8% N=6
	The quality of the public school system at producing graduates who are college-ready	Excellent		25% N=18
		Good		40% N=29
		Fair		27% N=20
		Poor		8% N=6
































Please rate each of the following characteristics as they relate to Coral Gables as a place to develop job and workforce skills.	Access to institutions of higher education (colleges, universities)	Excellent		32% N=27
		Good		40% N=34
		Fair		24% N=20
		Poor		4% N=3
	Access to trade schools	Excellent		18% N=10
		Good		29% N=16
		Fair		38% N=21
		Poor		16% N=9
	Variety of education/training opportunities to build work skills	Excellent		16% N=10
		Good		33% N=21
		Fair		40% N=25
		Poor		11% N=7
	Affordability of education/training opportunities to build work skills	Excellent		15% N=9
		Good		21% N=13
		Fair		51% N=31
		Poor		13% N=8
	Overall quality of education/training opportunities in your community	Excellent		18% N=12
		Good		24% N=16
		Fair		48% N=32
		Poor		9% N=6
Please rate the quality of each of the following services in Coral Gables.	Police services	Excellent		58% N=62
		Good		33% N=35
		Fair		7% N=7
		Poor		3% N=3
	Fire services	Excellent		69% N=74
		Good		29% N=31
		Fair		2% N=2
	Crime prevention	Excellent		45% N=45
		Good		45% N=45
		Fair		10% N=10
		Poor		1% N=1
































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
































Traffic enforcement	Excellent		33% N=35
	Good		36% N=38
	Fair		21% N=22
	Poor		10% N=11
Street repair	Excellent		20% N=22
	Good		44% N=48
	Fair		19% N=21
	Poor		16% N=17
Street cleaning	Excellent		32% N=35
	Good		44% N=48
	Fair		20% N=22
	Poor		3% N=3
Street lighting	Excellent		18% N=19
	Good		49% N=52
	Fair		23% N=25
	Poor		10% N=11
Sidewalk maintenance	Excellent		19% N=20
	Good		43% N=46
	Fair		21% N=22
	Poor		17% N=18
Bus or transit services	Excellent		23% N=22
	Good		45% N=43
	Fair		24% N=23
	Poor		7% N=7
Gables Trolley or Freebee services	Excellent		50% N=51
	Good		33% N=34
	Fair		13% N=13
	Poor		4% N=4
Amount of public parking in commercial areas	Excellent		14% N=15
	Good		24% N=26
	Fair		30% N=32
































Please rate the quality of each of the following services in Coral Gables.	Amount of public parking in commercial areas	Poor		32% N=35
	Ease of travel by car in Coral Gables	Excellent		19% N=20
		Good		39% N=42
		Fair		27% N=29
		Poor		15% N=16
	Ease of travel by bicycle in Coral Gables	Excellent		25% N=21
		Good		34% N=28
		Fair		33% N=27
		Poor		8% N=7
	Ease of walking in Coral Gables (path/sidewalk connectivity, etc.)	Excellent		34% N=36
		Good		47% N=50
		Fair		15% N=16
		Poor		5% N=5
	Traffic management during construction	Excellent		17% N=18
		Good		39% N=41
		Fair		29% N=30
		Poor		15% N=16
	Garbage collection	Excellent		41% N=40
		Good		42% N=41
		Fair		13% N=13
		Poor		4% N=4
	Recycling	Excellent		35% N=32
		Good		37% N=34
		Fair		14% N=13
		Poor		13% N=12
	Storm drainage	Excellent		17% N=17
		Good		56% N=55
		Fair		21% N=21
		Poor		6% N=6
	Power (electric and/or gas) utility	Excellent		31% N=30
		Good		46% N=45
































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
































Power (electric and/or gas) utility	Fair		18% N=18
	Poor		5% N=5
Utility billing	Excellent		26% N=23
	Good		52% N=46
	Fair		19% N=17
	Poor		2% N=2
Land use, planning, and zoning	Excellent		20% N=18
	Good		38% N=35
	Fair		30% N=27
	Poor		12% N=11
Building permits and inspections	Excellent		18% N=16
	Good		20% N=18
	Fair		35% N=31
	Poor		26% N=23
Code enforcement (weeds, signs, etc.)	Excellent		20% N=19
	Good		46% N=44
	Fair		25% N=24
	Poor		8% N=8
Economic development	Excellent		25% N=23
	Good		48% N=44
	Fair		23% N=21
	Poor		4% N=4
Public information services	Excellent		24% N=22
	Good		46% N=42
	Fair		26% N=24
	Poor		3% N=3
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		36% N=33
	Good		46% N=42
	Fair		15% N=14
	Poor		3% N=3
City-sponsored special events	Excellent		35% N=35
































Please rate the quality of each of the following services in Coral Gables.	City-sponsored special events	Good		45% N=45
		Fair		13% N=13
		Poor		6% N=6
	Overall customer service by Coral Gables employees (police, receptionists, planners, etc.)	Excellent		35% N=36
		Good		46% N=48
		Fair		15% N=16
		Poor		4% N=4
Overall, how would you rate the quality of the services provided by each of the following?	The City of Coral Gables	Excellent		30% N=32
		Good		51% N=54
		Fair		14% N=15
		Poor		5% N=5
	The Federal Government	Excellent		18% N=17
		Good		41% N=38
		Fair		32% N=30
		Poor		9% N=8
Please rate the following categories of Coral Gables government performance.	The value of services for the taxes paid to Coral Gables	Excellent		24% N=24
		Good		43% N=43
		Fair		24% N=24
		Poor		9% N=9
	The overall direction that Coral Gables is taking	Excellent		16% N=16
		Good		45% N=46
		Fair		28% N=29
		Poor		11% N=11
	Overall confidence in Coral Gables government	Excellent		17% N=17
		Good		41% N=41
		Fair		31% N=31
		Poor		11% N=11
	Generally acting in the best interest of the business community	Excellent		19% N=19
		Good		43% N=44
		Fair		26% N=27
		Poor		12% N=12
































Please rate the following categories of Coral Gables government performance.	Being honest	Excellent		19% N=18
		Good		37% N=35
		Fair		34% N=32
		Poor		11% N=10
Please rate the job the Coral Gables government does:	Informing businesses of community issues and values	Excellent		21% N=21
		Good		42% N=42
		Fair		30% N=30
		Poor		8% N=8
	Communicating during City construction (e.g., streets, utilities, etc.)	Excellent		22% N=22
		Good		30% N=30
		Fair		30% N=30
		Poor		18% N=18
	Welcoming business involvement	Excellent		24% N=23
		Good		29% N=27
		Fair		36% N=34
		Poor		11% N=10
	Retaining existing businesses	Excellent		18% N=16
		Good		40% N=35
		Fair		30% N=26
		Poor		11% N=10
	Attracting new businesses	Excellent		24% N=21
		Good		39% N=34
		Fair		27% N=24
		Poor		10% N=9
	Supporting or creating new jobs	Excellent		14% N=11
		Good		38% N=30
		Fair		43% N=34
		Poor		6% N=5
Please rate the amount of overall growth (revenue, number of employees, etc.) in your company:	Over the PAST five years	Large increase		16% N=16
		Small increase		32% N=32
		No change		37% N=37























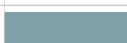





Please rate the amount of overall growth (revenue, number of employees, etc.) in your company:	Over the PAST five years	Small decrease		10% N=10
		Large decrease		4% N=4
	Expected in the NEXT five years	Large increase		19% N=19
		Small increase		37% N=38
		No change		39% N=40
		Small decrease		1% N=1
		Large decrease		4% N=4
What impact, if any, do you think the economy will have on your business revenues in the next 6 months? Do you think the impact will be:		Very positive		10% N=11
		Somewhat positive		25% N=27
		Neutral		34% N=36
		Somewhat negative		25% N=27
		Very negative		5% N=5
Is your business planning to hire in the next 6 to 12 months?		No		56% N=59
		Yes		29% N=30
		Not sure		15% N=16
If you said "yes" or "not sure" to question 15 above, what types of jobs might you be adding? (Please check "yes" for all that apply.)	"Unskilled jobs" (these jobs do not require workers to have special training or skills - e.g., cashiers, farm laborers, grocery clerks)	Yes		37% N=15
		No		63% N=26
	"Semi-skilled jobs" (these jobs require some skill but do not require highly specialized skills - e.g., truck drivers, typists)	Yes		51% N=22
		No		49% N=21
	"Skilled jobs" (these jobs require a comprehensive knowledge of the trade, craft or industry - e.g., electricians, plumbers)	Yes		74% N=31
		No		26% N=11
	"Highly skilled jobs" (these jobs require an advanced education or training - e.g., doctors, lawyers, architects, financial consultants)	Yes		57% N=24
		No		43% N=18
Thinking about your current employees and current employment options at your business, please rate to what extent they possess the following.	The educational qualifications	Fully		38% N=37
		Mostly		42% N=41
		Somewhat		18% N=18
		Slightly		2% N=2
	The skills needed	Fully		46% N=46
		Mostly		38% N=38
		Somewhat		15% N=15
		Slightly		1% N=1

How much of a challenge, if at all, are the following to finding good employees in your community today?	Too many under-qualified employees/applicants	Major challenge		28% N=23
		Moderate challenge		40% N=33
		Minor challenge		20% N=16
		Not a challenge		12% N=10
	Too many overqualified employees/applicants	Major challenge		4% N=3
		Moderate challenge		22% N=17
		Minor challenge		15% N=12
		Not a challenge		59% N=47
	Lack of higher education opportunities (e.g., universities, colleges)	Major challenge		9% N=6
		Moderate challenge		24% N=16
		Minor challenge		22% N=15
		Not a challenge		46% N=31
	Lack of trade schools and other adult training programs	Major challenge		14% N=9
		Moderate challenge		27% N=17
		Minor challenge		17% N=11
		Not a challenge		41% N=26
	Lack of quality public schools	Major challenge		15% N=10
		Moderate challenge		25% N=17
		Minor challenge		13% N=9
		Not a challenge		46% N=31
	Too many workers without a high school degree or equivalent	Major challenge		7% N=4
		Moderate challenge		25% N=15
		Minor challenge		19% N=11
		Not a challenge		49% N=29
	Too few applicants/employees who do not speak a language other than English (e.g., cannot speak Spanish)	Major challenge		4% N=3
		Moderate challenge		37% N=30
		Minor challenge		16% N=13
		Not a challenge		43% N=35
	Too few applicants/employees who speak a language other than English (e.g., cannot speak English)	Major challenge		21% N=18
		Moderate challenge		31% N=26
		Minor challenge		27% N=23

How much of a challenge, if at all, are the following to finding good employees in your community today?	Too few applicants/employees who speak a language other than English (e.g., cannot speak English)	Not a challenge		20% N=17
	Lack of childcare opportunities	Major challenge		17% N=11
		Moderate challenge		35% N=23
		Minor challenge		29% N=19
		Not a challenge		18% N=12
	Lack of affordable, reliable public transportation	Major challenge		15% N=12
		Moderate challenge		29% N=24
		Minor challenge		28% N=23
		Not a challenge		28% N=23
	Lack of affordable, quality housing	Major challenge		55% N=47
		Moderate challenge		29% N=25
		Minor challenge		6% N=5
		Not a challenge		9% N=8
	Cost of living	Major challenge		63% N=55
		Moderate challenge		23% N=20
		Minor challenge		8% N=7
		Not a challenge		7% N=6
	Lack of community amenities to attract employees seeking higher paying/higher skill level jobs	Major challenge		21% N=16
		Moderate challenge		21% N=16
		Minor challenge		24% N=18
		Not a challenge		33% N=25
	Failed drug tests	Major challenge		7% N=5
		Moderate challenge		9% N=6
		Minor challenge		7% N=5
		Not a challenge		76% N=52
The City of Coral Gables opened its new Development Services Center and transitioned to a fully electronic permitting system in late 2022. Have you done one of the following?	Applied for a permit online	Yes		37% N=34
		No		63% N=58
	Requested an inspection online	Yes		24% N=22
		No		76% N=68
Overall, how would you rate the quality of service provided by the following?	Electronic Permitting System	Excellent		33% N=11
		Good		27% N=9

Overall, how would you rate the quality of service provided by the following?	Electronic Permitting System	Fair		27% N=9
		Poor		12% N=4
	City Inspectors	Excellent		38% N=12
		Good		22% N=7
		Fair		28% N=9
		Poor		13% N=4
Please rate your level of satisfaction with each of the following as it relates to the commercial permitting process.	Time it takes to pull a permit	Very satisfied		28% N=8
		Satisfied		21% N=6
		Unsatisfied		31% N=9
		Very unsatisfied		21% N=6
	Ease of pulling a permit	Very satisfied		23% N=7
		Satisfied		27% N=8
		Unsatisfied		27% N=8
		Very unsatisfied		23% N=7
	Overall satisfaction with the commercial permitting process	Very satisfied		23% N=7
		Satisfied		30% N=9
		Unsatisfied		27% N=8
		Very unsatisfied		20% N=6
Please rate the quality of each of the following in your commercial area.	Landscaping in the public right-of-way	Excellent		34% N=35
		Good		46% N=47
		Fair		17% N=17
		Poor		4% N=4
	Building facades of neighboring structures	Excellent		33% N=33
		Good		50% N=50
		Fair		17% N=17
		Poor		1% N=1
	Amount of residential dwellings (homes, apartments, etc.)	Excellent		26% N=25
		Good		53% N=52
		Fair		13% N=13
		Poor		8% N=8
	Do you own or lease your place of business?	Own		29% N=30

Do you own or lease your place of business?	Lease		71% N=75
When considering your lease, is the price per square foot higher or lower in Coral Gables than other neighboring cities?	Much higher in Coral Gables		24% N=17
	Somewhat higher in Coral Gables		47% N=33
	Similar to neighboring cities		21% N=15
	Somewhat lower in Coral Gables		7% N=5
From a business perspective, do you feel there are enough events in the downtown?	Yes		76% N=65
	No		24% N=21
What are your closing hours on an average day?	Before 5 p.m.		16% N=17
	5 p.m. to 6:30 p.m.		61% N=64
	7 to 8:30 p.m.		10% N=11
	9 p.m. to 10:30 p.m.		3% N=3
	After 10:30 p.m.		5% N=5
	None of these/business operates on irregular hours		5% N=5
Which one of the following industries best describes the nature of your business? (Please check the one that comes closest.)	Arts, audio, video technology, and communications		3% N=3
	Banking / financial services / credit unions		4% N=4
	Business, industry, and trade associations		2% N=2
	Construction		4% N=4
	Financial activities		8% N=8
	Health care and health services		18% N=18
	Legal		6% N=6
	Leisure and hospitality (travel, lodging, restaurants, bars)		9% N=9
	Marketing, sales and services		3% N=3
	Non-profit charitable organization		5% N=5
	Other services (cleaning, dog walking, beauty, etc.)		5% N=5
	Professional and business services/consulting		21% N=21
	Shopping and retail		6% N=6
	Wholesale trade/sales		2% N=2
	Other		6% N=6
What is your position in this organization?	Owner		70% N=73
	Administrative Assistant		3% N=3
	Manager or Administrator		24% N=25

	What is your position in this organization?	Other		3% N=3
	How many years has your business been located in Coral Gables?	Less than 1 year		5% N=5
		1-5 years		15% N=16
		6-10 years		18% N=19
		More than 10 years		62% N=64
	What was the approximate annual gross revenue (for the most recent accounting year) generated by all of your Coral Gables sites?	Pre-revenue		5% N=5
		Less than \$100,000		13% N=12
		\$100,000 to \$499,999		29% N=27
		\$500,000 to \$999,999		15% N=14
		\$1,000,000 to \$4,999,999		27% N=25
		\$5,000,000 or more		11% N=10
Which, if any, of the following most closely reflect your business? Select "Yes" or "No" for each item.	Home-based	Yes		9% N=9
		No		91% N=90
	A small business (1-49 employees)	Yes		95% N=96
		No		5% N=5
	Mid-sized business (50-499 employees)	Yes		9% N=7
		No		91% N=72
	Large business (500+ employees)	Yes		1% N=1
		No		99% N=78
	Minority-owned business enterprise (MBE, 51% owned, operated, and controlled by a US citizen(s) who is a racial or ethnic minority)	Yes		50% N=44
		No		50% N=44
	Woman-owned business enterprise (WBE)	Yes		38% N=35
		No		62% N=56
	Approximately what percent of your workforce at this location do you think lives in Coral Gables?	Less than 10%		64% N=64
		10-24%		7% N=7
		25-49%		7% N=7
		50-74%		6% N=6
		75% or more		16% N=16