

# **Charlotte County, FL**

## **The National Community Survey**

Report of Results  
2020

Report by:



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## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Charlotte County. The phrase “livable community” is used here to evoke 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.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 521 residents of Charlotte County collected from November 6, 2020 to December 23, 2020. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2020 survey was 18%. Survey results were weighted so that the demographic profile of respondents was representative of the de..

### 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” and “good,” “very safe” and “somewhat safe,” etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Charlotte County’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 Charlotte County residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Charlotte County’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 Charlotte County’s average rating was more than 20 points different when compared to the benchmark.

### Trends over time

Trend data for Charlotte County represent important comparison data and should be examined for improvements or declines\*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents’ opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than six percentage points between the 2018 and 2020 surveys, the change is statistically significant.

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



## Methods

### Selecting survey recipients

All households within Charlotte County were eligible to participate in the survey. A list of all households within the zip codes serving Charlotte County was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve Charlotte County 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 Charlotte County boundaries were removed from the list of potential households to survey. Each address identified as being within county boundaries was further identified as being within one of the three geographic subareas of the County. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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

### Conducting the survey

The 3,200 randomly selected households received mailings beginning on November 6, 2020 and the survey remained open for seven weeks. For 1,700 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 7% of the 3,200 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 2,976 households that received the invitations to participate, 521 completed the survey, providing an overall response rate of 18%. The response rate was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the Charlotte County survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (521 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by Charlotte County. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all county residents and became available on December 10. 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.

For the probability sample survey, the demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in Charlotte County. 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 sex, age, housing tenure, housing unit type, race, ethnicity, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

		Unweighted	Weighted	Target*
Age	18-34	2%	9%	15%
	35-54	10%	24%	22%
	55+	88%	68%	63%
Area	Mid	46%	47%	47%
	South	27%	26%	25%
	West	28%	27%	28%
Hispanic	No, not Spanish, Hispanic or Latino	97%	95%	94%
	Yes, I consider myself to be Spanish, Hispanic or Latino	3%	5%	6%
Housing type	Attached	23%	19%	18%
	Detached	77%	81%	82%
Race/ethnicity	Not white alone	13%	15%	14%
	White alone	87%	85%	86%
Sex	Female	54%	53%	52%
	Male	46%	47%	48%
Sex/age	Female 18-34	1%	5%	7%
	Female 35-54	6%	12%	11%
	Female 55+	47%	36%	33%
	Male 18-34	1%	4%	8%
	Male 35-54	4%	12%	11%
	Male 55+	41%	32%	30%
Tenure	Own	91%	80%	78%
	Rent	9%	20%	22%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “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

Charlotte County funded this research. Please contact Charlotte County Public Information Coordinator Elaine Jones at [elaine.jones@charlottecountyfl.gov](mailto:elaine.jones@charlottecountyfl.gov) if you have any questions about the survey.

### Survey Validity

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

\* See AAPOR’s Standard Definitions for more information at <https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2017 American Community Survey

# Highlights

## **Utilities is an area of focus for the County, with significant ratings changes noted.**

Utilities were rated relatively lower in quality and higher in importance than other facets of community livability, thus bringing attention to this facet as a potential area of focus for the County. Generally, ratings in this area were positive and similar to the national and Florida benchmark comparisons: about 8 in 10 residents gave excellent or good ratings to utility billing, and about two-thirds were pleased with the overall quality of the utility infrastructure in Charlotte County and affordable high-speed internet access. However, several changes in ratings over time were noted in 2020. While the ratings for storm water management and drinking water increased from 2018 to 2020 (to 71% and 67% excellent or good, respectively), ratings decreased for garbage collection (71% excellent or good) and sewer services (66%). Garbage collection in particular might be a focus point as this represented a 23% decrease since 2018.

## **Many long-term improvements are noted across multiple facets of livability.**

Survey respondents in 2020 tended to give ratings to aspects of Economy in Charlotte County that were similar to those given in other communities across the nation and elsewhere in Florida. While most ratings remained stable since 2018, it is notable many ratings in this category have improved significantly when looking at longer-term trends. Aspects for which ratings have increased by about 20% or more since each was first asked about on the survey were the overall economic health of the County (64% in 2020), Charlotte County as a place to work (55% excellent or good), economic development, (51%) and employment opportunities (40%).

Similar to Economy, while most ratings for Community Design were similar to the benchmarks and remained stable since 2018, longer-term improvements were noted. Aspects of Community Design for which ratings have increased by about 10% or more since the question was first included on the survey included neighborhood as a place to live (87% in 2020), overall design or layout of Charlotte County's residential and commercial areas (61%), overall appearance of the County (59%), overall quality of new development (52%), code enforcement (44%), availability of affordable quality housing (39%), and land use, planning, and zoning (36%). Notably, availability of affordable quality housing, land use, planning and zoning, and code enforcement ratings have all increased by at least 20 points since these questions were first asked in 2007.

Finally, in Safety, long-term ratings improvements were noted for feelings of safety from property crime and violent crime (roughly 40% increases since 2007), crime prevention, and animal control (30% increases over the same time frame).

Other long-term trends improvements included Charlotte County open space, paths and walking trails, ease of travel and by bicycle, recreational opportunities, affordable quality health care and health services, among others.

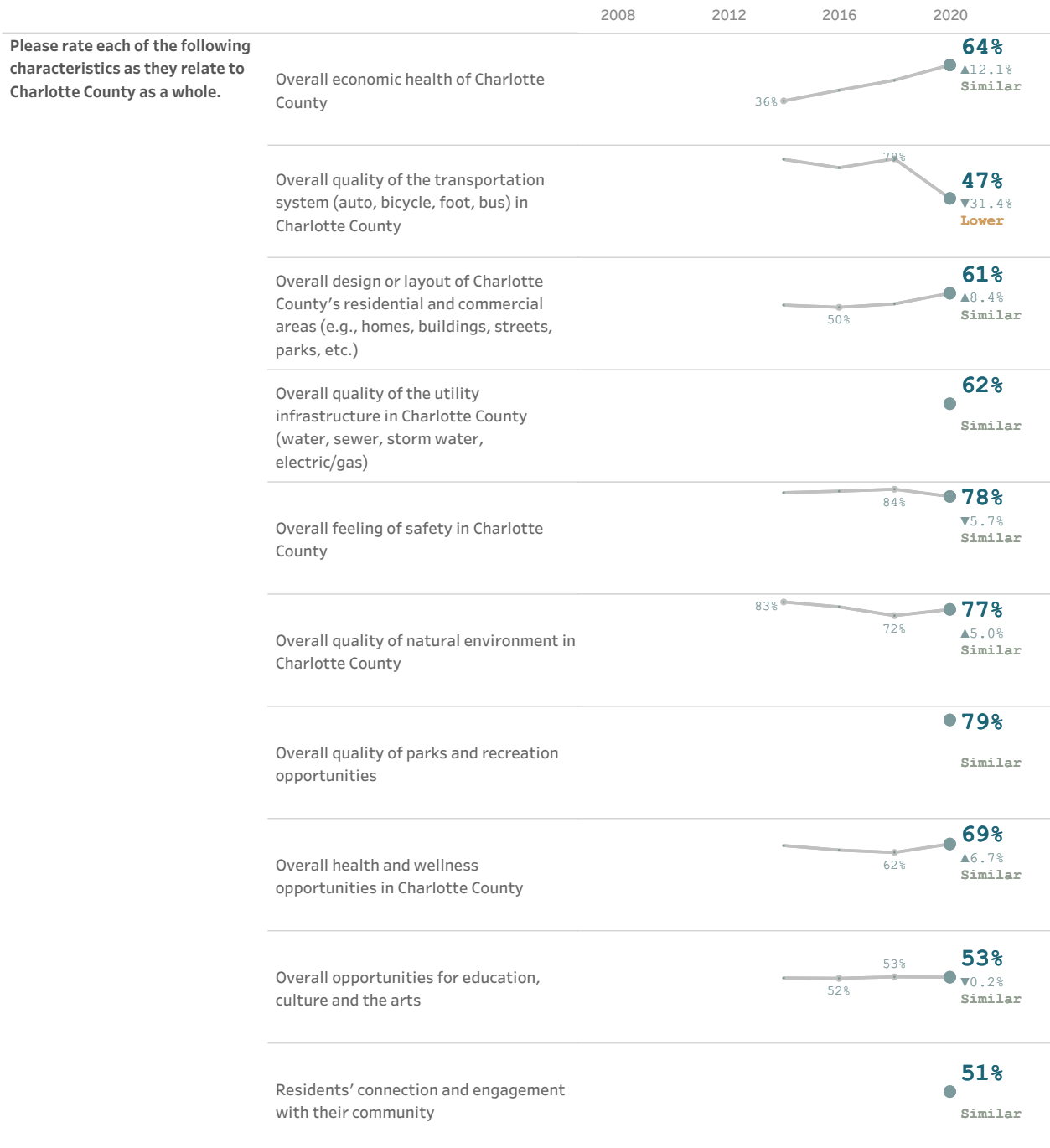
# Facets of livability

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

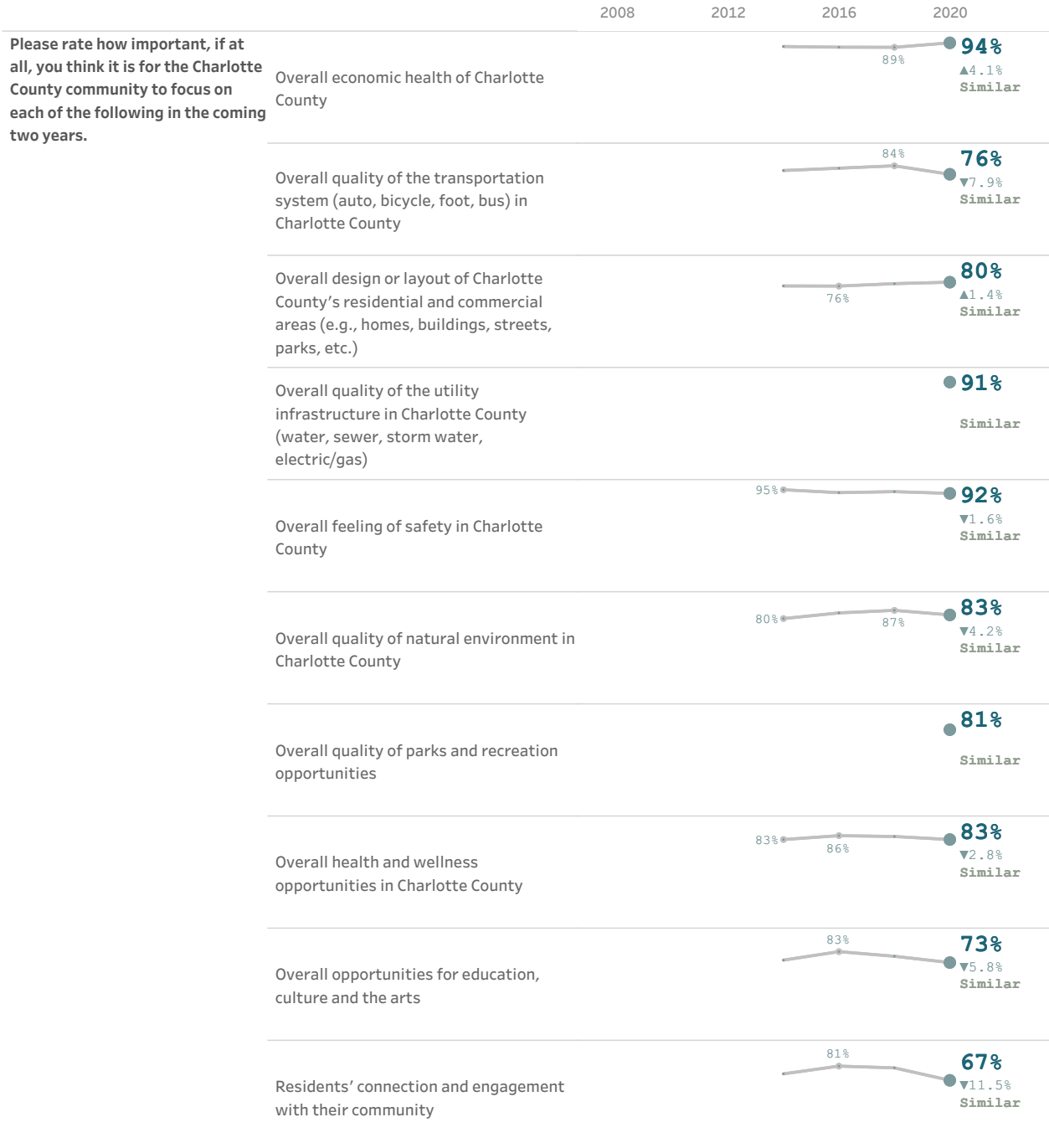
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).



## Quality ratings



## Importance ratings



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

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

## Balancing performance and importance

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

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

the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services were classified as “more important” if they were rated as essential or very important by 83% or more of respondents. Services were rated as “less important” if they received a rating of less than 83%. Services receiving quality ratings of excellent or good by 64% or more of respondents were considered of “higher quality” and those with ratings lower than 64% were considered to be of “lower quality.” This classification uses the median ratings for quality and importance to divide the services in half.

The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.

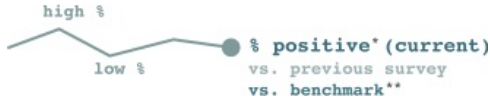
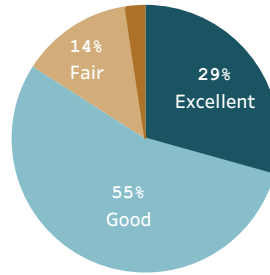




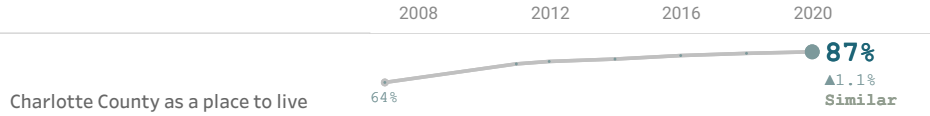
# Quality of life

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

The overall quality of life in Charlotte County, 2020



Please rate each of the following aspects of quality of life in Charlotte County.

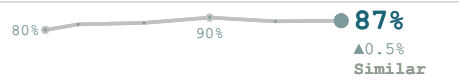


The overall quality of life in Charlotte County

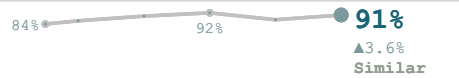


Please indicate how likely or unlikely you are to do each of the following.

Recommend living in Charlotte County to someone who asks

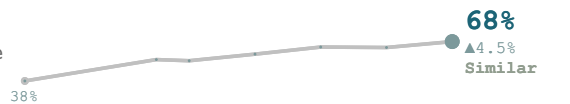


Remain in Charlotte County for the next five years



Please rate each of the following characteristics as they relate to Charlotte County as a whole.

Overall image or reputation of Charlotte County

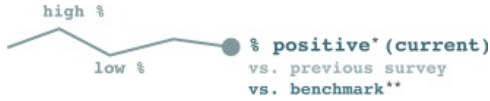
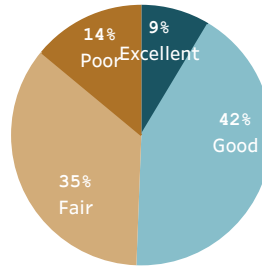


\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Governance

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

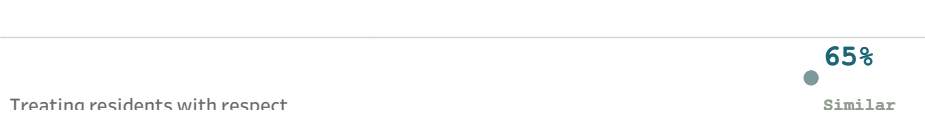
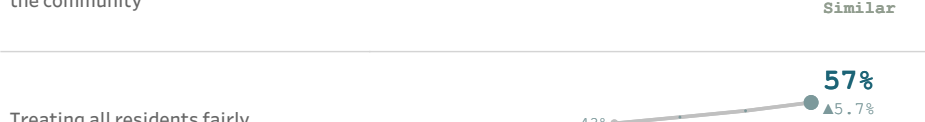
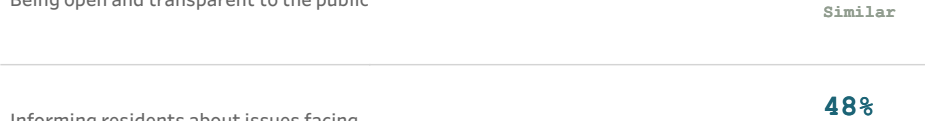
Overall confidence in Charlotte County government, 2020



Please rate the quality of each of the following services in Charlotte County.



Please rate the following categories of Charlotte County government performance.



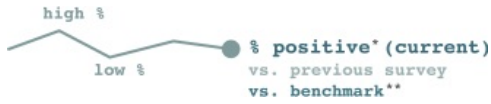
Overall, how would you rate the quality of the services provided by each of the following?



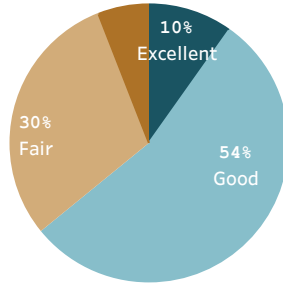
\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Economy

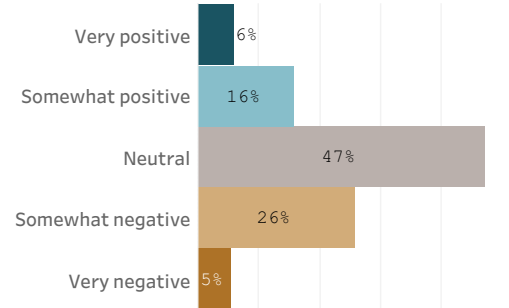
Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.



Overall economic health of Charlotte County, 2020



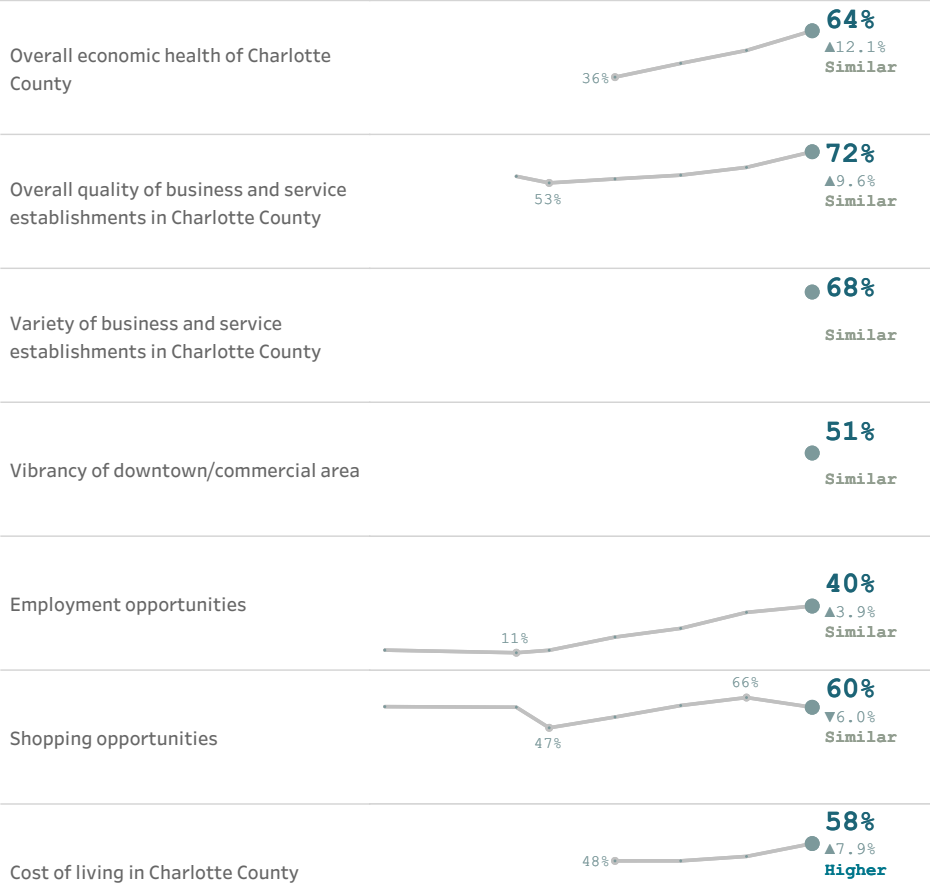
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following aspects of quality of life in Charlotte County.



Please rate each of the following characteristics as they relate to Charlotte County as a whole.



Please rate the quality of each of the following services in Charlotte County.



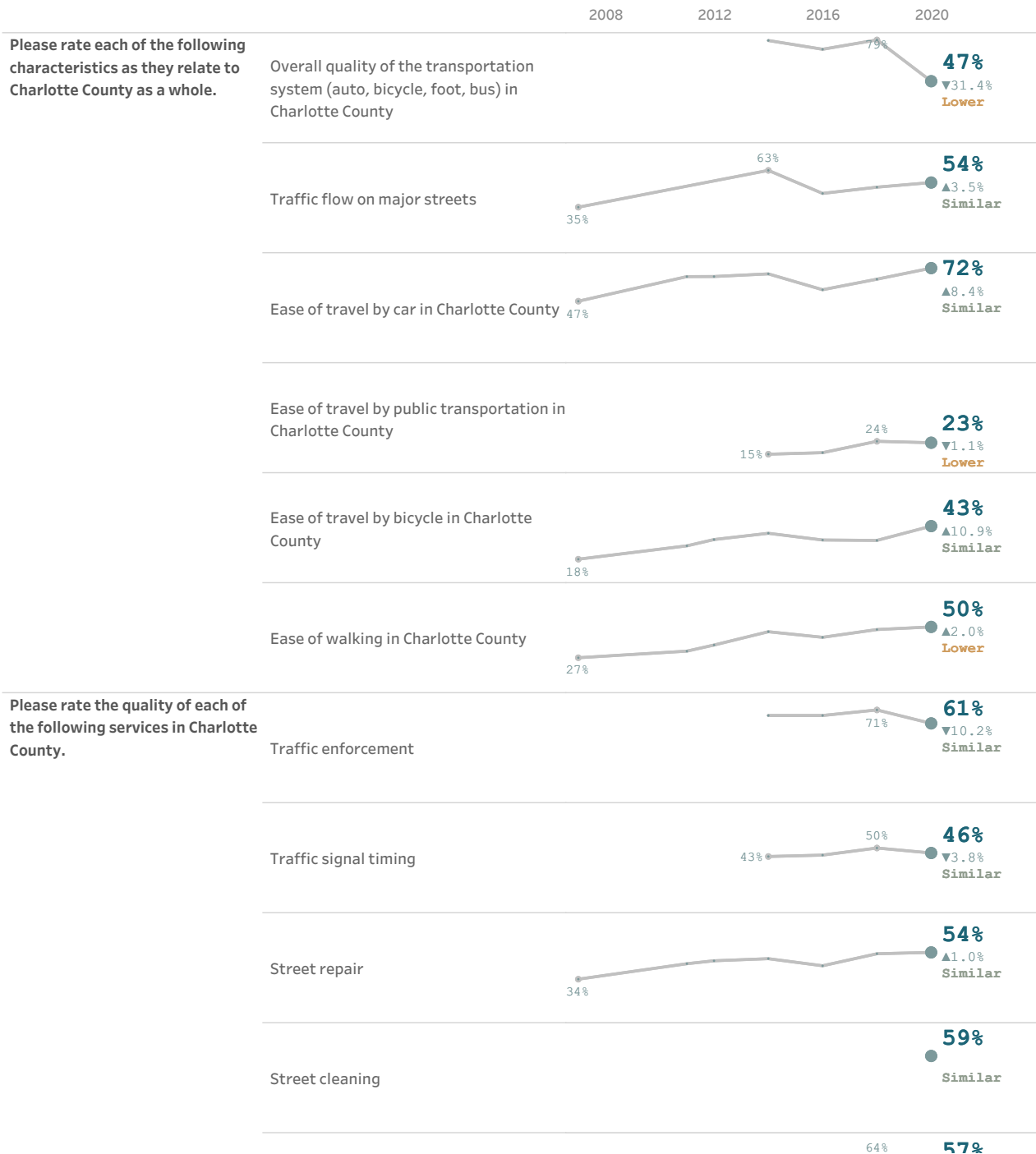
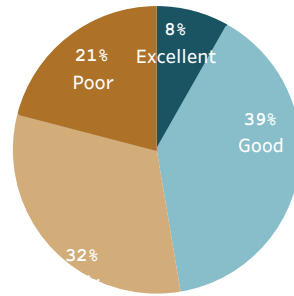
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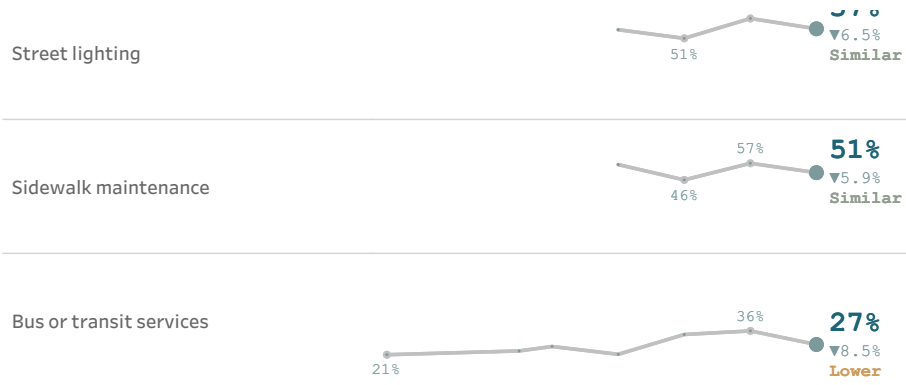
\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Mobility

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

Overall quality of the transportation system in Charlotte County, 2020





Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

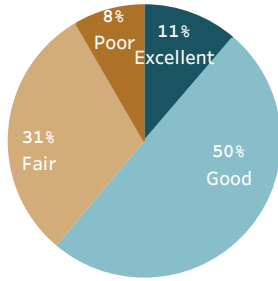
- \* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
- \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# 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.

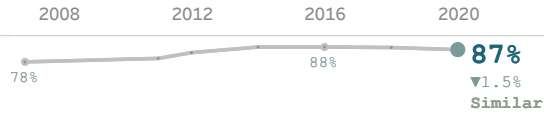


Overall design or layout of Charlotte County's residential and commercial areas, 2020



Please rate each of the following aspects of quality of life in Charlotte County.

Your neighborhood as a place to live



Please rate each of the following characteristics as they relate to Charlotte County as a whole.

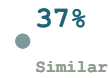
Overall design or layout of Charlotte County's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)



Well-planned residential growth



Well-planned commercial growth



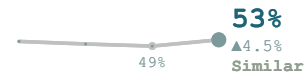
Well-designed neighborhoods



Public places where people want to spend time



Variety of housing options



Availability of affordable quality housing



Overall quality of new development in Charlotte County



Overall appearance of Charlotte County



Please rate the quality of each of the following services in Charlotte County.

Land use, planning and zoning







Code enforcement (weeds, abandoned buildings, etc.)

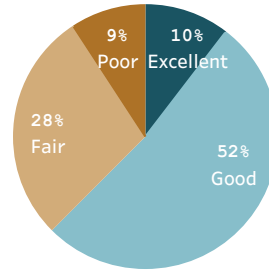


\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# 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 Charlotte County, 2020



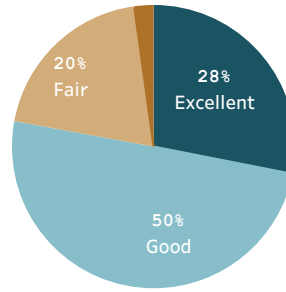
	2008	2012	2016	2020
<b>Please rate each of the following characteristics as they relate to Charlotte County as a whole.</b> Overall quality of the utility infrastructure in Charlotte County (water, sewer, storm water, electric/gas)				<b>62%</b> Similar
<b>Please rate the quality of each of the following services in Charlotte County.</b> Affordable high-speed internet access				<b>65%</b> Similar
Garbage collection			94%	<b>71%</b> ▼23.3% Similar
Drinking water	54%			<b>67%</b> ▲9.6% Similar
Sewer services			80%	<b>66%</b> ▼13.9% Similar
Storm water management (storm drainage, dams, levees, etc.)		49%		<b>71%</b> ▲18.1% Similar
Utility billing				<b>80%</b> Similar

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

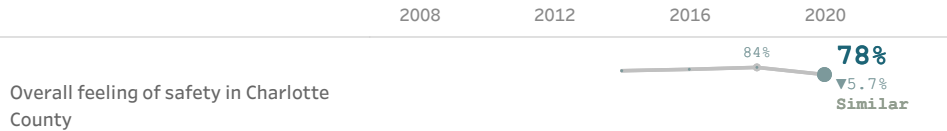
# Safety

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

Overall feeling of safety in Charlotte County, 2020



Please rate each of the following characteristics as they relate to Charlotte County as a whole.



Please rate how safe or unsafe you feel:



Please rate the quality of each of the following services in Charlotte County.





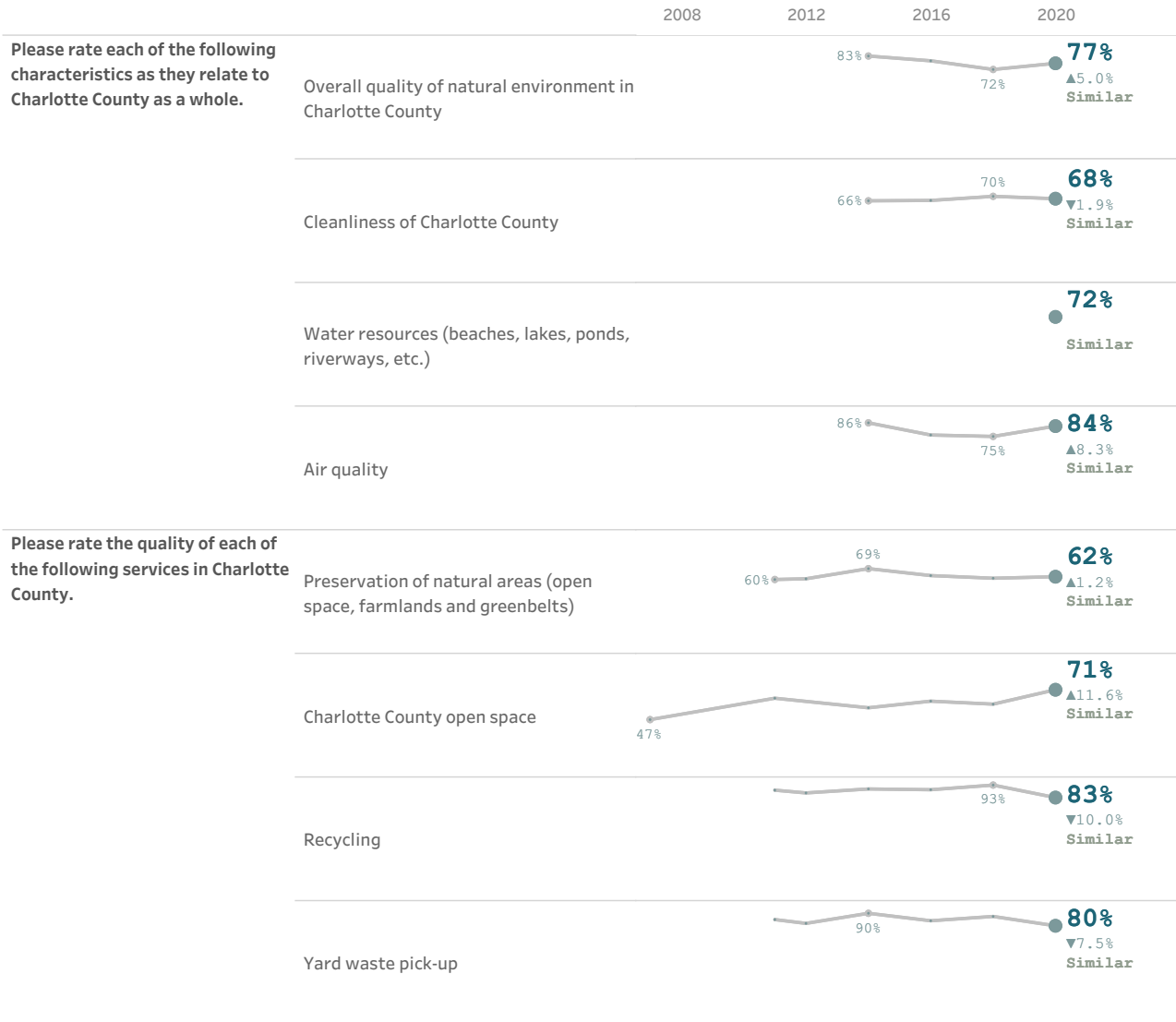
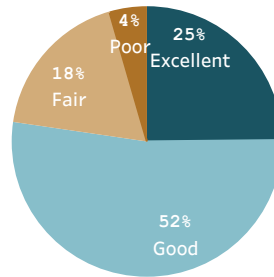
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\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# 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 Charlotte County, 2020

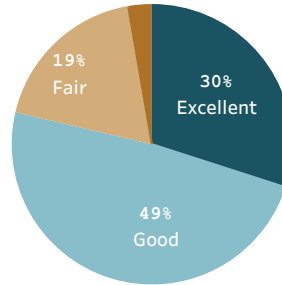


\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Parks and recreation

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

Overall quality of parks and recreation opportunities, 2020



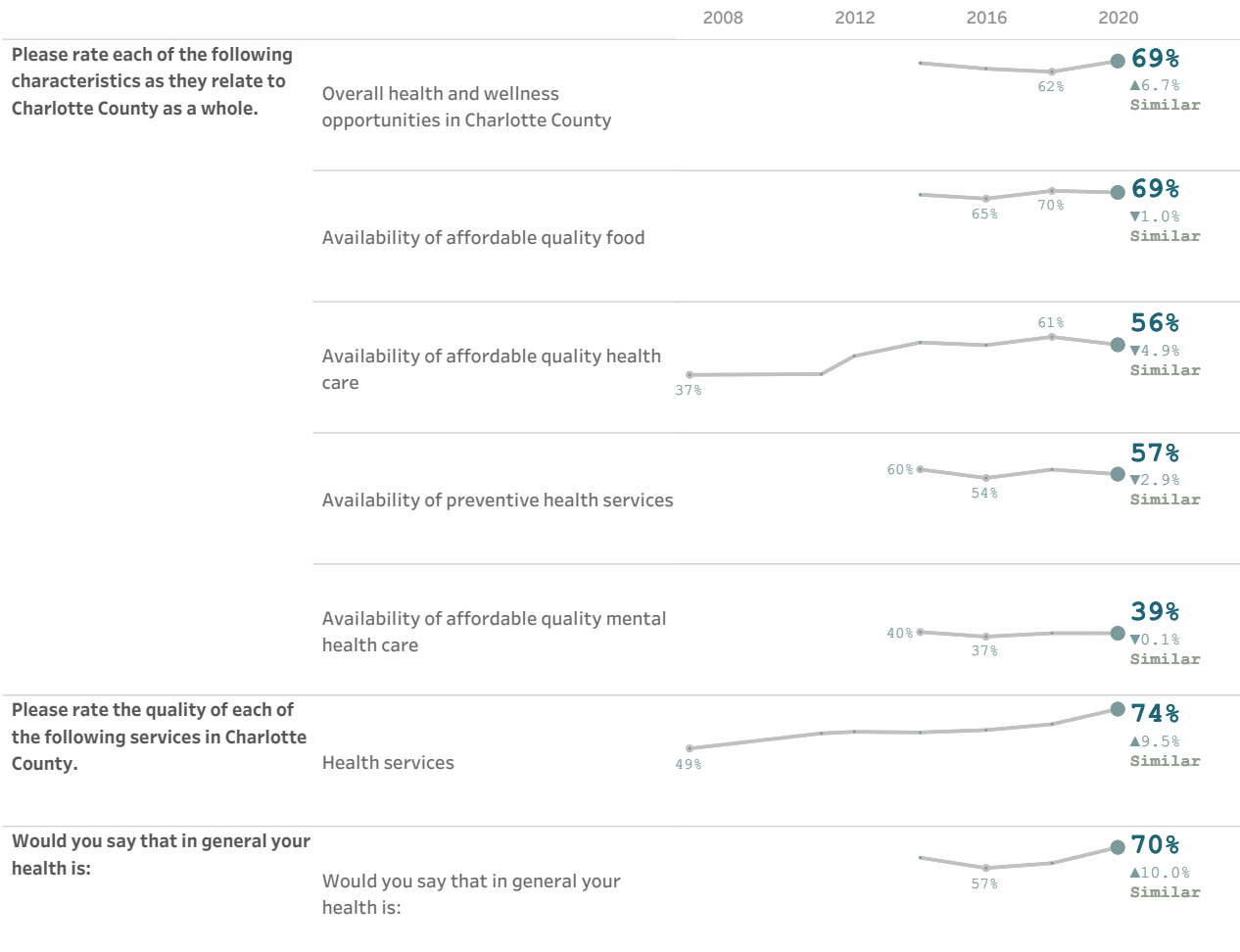
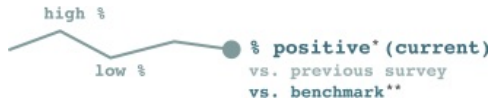
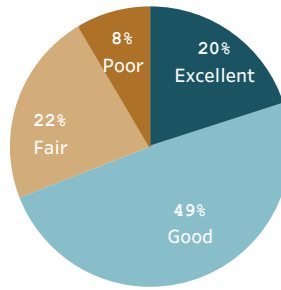
	2008	2012	2016	2020
Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Overall quality of parks and recreation opportunities			
	● <b>79%</b> Similar			
	Availability of paths and walking trails			
	● <b>67%</b> ▲15.3% Similar			
Fitness opportunities (including exercise classes and paths or trails, etc.)				
● <b>65%</b> ▲5.7% Similar				
Recreational opportunities				
● <b>67%</b> ▲0.4% Similar				
Please rate the quality of each of the following services in Charlotte County.	County parks			
	● <b>73%</b> ▼5.1% Similar			
	Recreation programs or classes			
● <b>65%</b> ▼0.2% Similar				
Recreation centers or facilities				
● <b>62%</b> ▼5.2% Similar				

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Health and wellness

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

Overall health and wellness opportunities in Charlotte County, 2020



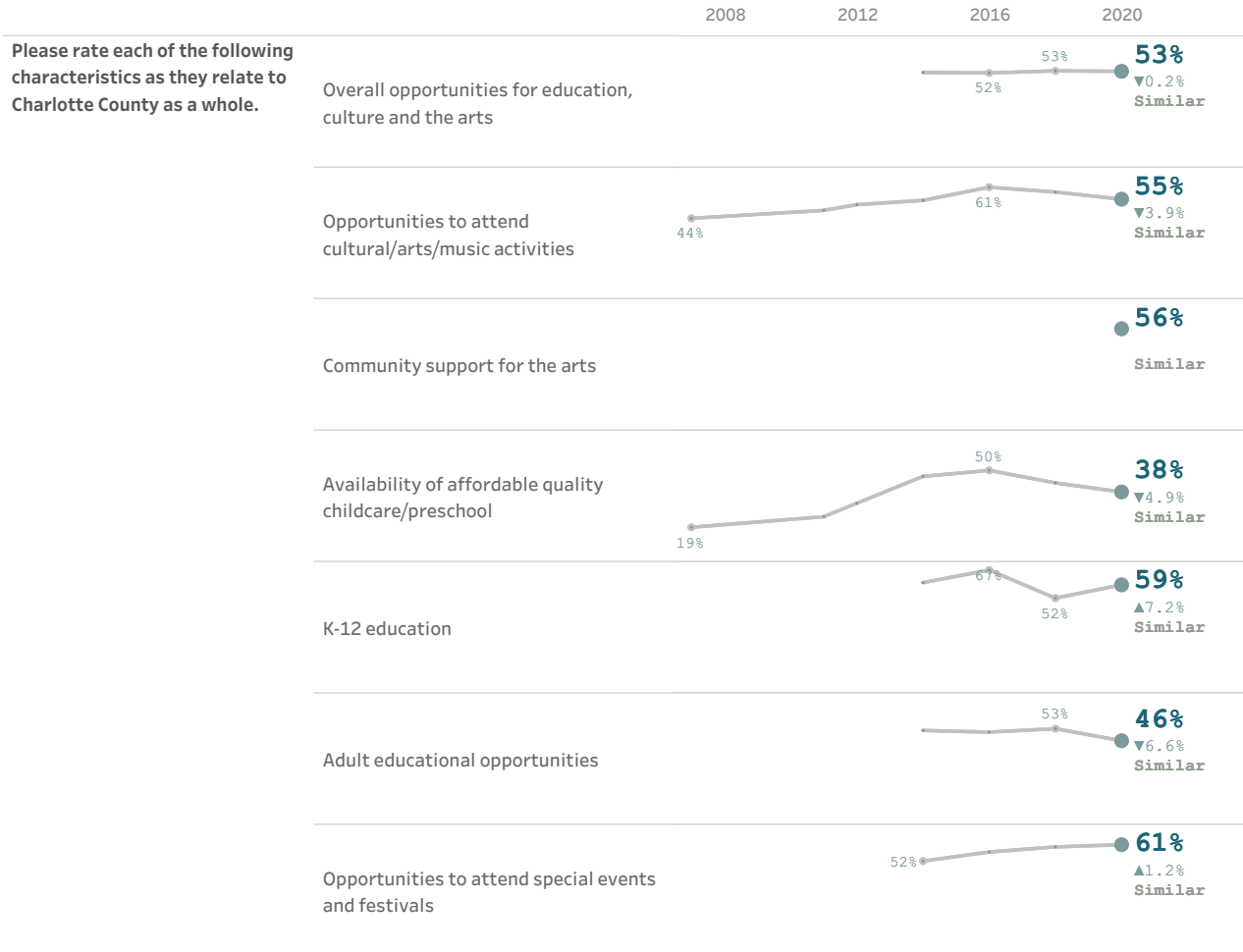
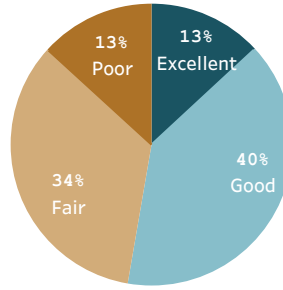
\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Education, arts, and culture

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



Overall opportunities for education, culture and the arts, 2020

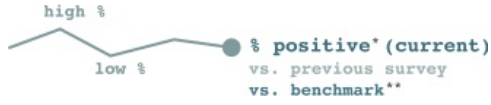


\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

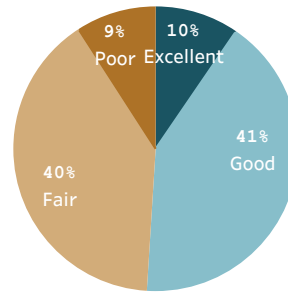


# Inclusivity and engagement

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



Residents' connection and engagement with their community, 2020



Please rate each of the following aspects of quality of life in Charlotte County.



Please rate each of the following characteristics as they relate to Charlotte County as a whole.



Please rate the job you feel the

70%

Charlotte County community does at each of the following.

Making all residents feel welcome

● Similar

Attracting people from diverse backgrounds

● **58%**  
Similar

Valuing/respecting residents from diverse backgrounds

● **65%**  
Similar

Taking care of vulnerable residents (elderly, disabled, homeless, etc.)

● **62%**  
Similar

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Residents' participation levels

		% yes	vs. benchmark*
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Voted in your most recent local election	82%	Similar
	Contacted Charlotte County (in-person, phone, email or web) for help or infor..	55%	Higher
	Volunteered your time to some group/activity in Charlotte County	34%	Similar
	Watched (online or on television) a local public meeting	23%	Similar
	Attended a local public meeting (of local elected officials like City Council or C..	20%	Similar
	Campaigned or advocated for a local issue, cause or candidate	18%	Similar
	Contacted Charlotte County elected officials (in-person, phone, email or web) ..	16%	Similar

		% a few times a week or more	
<b>In general, how many times do you:</b>	Use or check email	94%	Similar
	Access the internet from your home using a computer, laptop or tablet compu..	92%	Similar
	Access the internet from your cell phone	86%	Similar
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	69%	Lower
	Shop online	50%	Similar
	Share your opinions online	34%	Similar

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

## Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (“major source”/“minor source”, “strongly prefer”/“somewhat prefer”, or “excellent”/“good”) is shown.

		% positive
<b>Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about Charlotte County and its activities:</b>	County meetings	26%
	County website (www.CharlotteCountyFL.gov)	58%
	County Government TV Channel: CC-TV live on television	24%
	County Government TV Channel: CC-TV meetings live on Facebook	16%
	County Government TV Channel: CC-TV live on the website	21%
	Local newspapers	42%
	Network TV stations	53%
	Radio	33%
	Social media (such as Facebook, Twitter, YouTube, etc.)	32%
	Word of mouth	35%
	Charlotte County, FL mobile app	24%
	Phone call to a department	46%
	<b>Please indicate your level of preference for each of the following methods to provide your feedback regarding the enhancement and improvement of Charlotte County parks and recreation facilities and services:</b>	Public meetings
Online survey		43%
Customer service kiosk (in each facility)		23%
Email requests via the County website		40%
Social media (e.g., Facebook)		20%
<b>The COVID-19 pandemic is challenging in many ways. How would you rate your household’s current condition on the following:</b>	Overall physical health	91%
	Overall emotional/social health	78%
	Overall economic health	74%
<b>Please rate the overall response of the following government organizations to the COVID-19 pandemic:</b>	The Federal Government	47%
	The State Government	50%
	Charlotte County Government	57%

## National benchmark tables

Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. Comparisons to results from other locations across the country can help provide context to the ratings received in Charlotte County.

Ratings are compared when there were at least five other communities in which a similar question was asked. Where comparisons are available, five columns are provided in the table. The first column shows the comparison of Charlotte County’s rating to the benchmark. In that column, Charlotte County’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 Charlotte County residents is statistically similar to or different (greater or lesser) than the benchmark. The second column is Charlotte County’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.). The third column is the rank assigned to Charlotte County’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. And finally, the fifth column shows the percentile for Charlotte County’s result -- that is what percent of surveyed communities had a lower rating than Charlotte County.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your County’s 2020 ratings co..

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Charlotte County.</b>	Charlotte County as a place to live	Similar	87%	210	381	45
	Your neighborhood as a place to live	Similar	87%	119	313	62
	Charlotte County as a place to raise children	Lower	66%	302	378	20
	Charlotte County as a place to work	Similar	55%	242	361	33
	Charlotte County as a place to visit	Similar	74%	98	296	67
	Charlotte County as a place to retire	Higher	86%	22	362	94
	The overall quality of life in Charlotte County	Similar	84%	204	438	54
	Sense of community	Similar	61%	164	309	47
<b>Please rate each of the following characteristics as they relate to Charlotte County as a whole.</b>	Overall economic health of Charlotte County	Similar	64%	162	278	42
	Overall quality of the transportation system (auto, bicy..	Lower	47%	264	283	7
	Overall design or layout of Charlotte County’s residenti..	Similar	61%	151	273	45
	Overall quality of the utility infrastructure in Charlotte ..	Similar	62%	29	41	24
	Overall feeling of safety in Charlotte County	Similar	78%	210	359	42
	Overall quality of natural environment in Charlotte Cou..	Similar	77%	178	284	38
	Overall quality of parks and recreation opportunities	Similar	79%	27	41	31
	Overall health and wellness opportunities in Charlotte C..	Similar	69%	167	276	40
	Overall opportunities for education, culture and the arts	Similar	53%	213	275	23
	Residents’ connection and engagement with their com..	Similar	51%	26	41	32
<b>Please indicate how likely or unlikely you ar..</b>	Recommend living in Charlotte County to someone who ..	Similar	87%	155	293	47
	Remain in Charlotte County for the next five years	Similar	91%	31	286	90
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	97%	138	352	61
	In Charlotte County’s downtown/commercial area durin..	Similar	91%	178	326	46
	From property crime	Similar	80%	21	55	59
	From violent crime	Similar	85%	34	55	34
	From fire, flood or other natural disaster	Lower	67%	36	41	6
<b>Please rate the job you feel the Charlotte County community does at each of the following.</b>	Making all residents feel welcome	Similar	70%	23	41	40
	Attracting people from diverse backgrounds	Similar	58%	20	41	48
	Valuing/respecting residents from diverse backgrounds	Similar	65%	23	41	40
	Taking care of vulnerable residents (elderly, disabled, h..	Similar	62%	20	41	48
<b>Please rate each of the following characteristics as they relate to Charlotte County as a whole.</b>	Overall quality of business and service establishments i..	Similar	72%	83	282	71
	Variety of business and service establishments in Charl..	Similar	68%	11	40	71
	Vibrancy of downtown/commercial area	Similar	51%	122	259	53
	Employment opportunities	Similar	40%	194	313	38
	Shopping opportunities	Similar	60%	142	299	53
	Cost of living in Charlotte County	Higher	58%	45	276	84
	Overall image or reputation of Charlotte County	Similar	68%	219	351	38
<b>Please rate each of the following characteristics as they relate to Charlotte County as a whole.</b>	Traffic flow on major streets	Similar	54%	114	336	66
	Ease of public parking	Similar	65%	86	244	65
	Ease of travel by car in Charlotte County	Similar	72%	131	312	58
	Ease of travel by public transportation in Charlotte Cou..	Lower	23%	204	248	18
	Ease of travel by bicycle in Charlotte County	Similar	43%	207	312	34

	Ease of walking in Charlotte County	Lower	50%	243	313	23
	Well-planned residential growth	Similar	44%	28	44	32
	Well-planned commercial growth	Similar	37%	31	44	25
	Well-designed neighborhoods	Similar	51%	30	45	29
	Preservation of the historical or cultural character of th..	Similar	60%	21	39	42
	Public places where people want to spend time	Similar	61%	178	267	34
	Variety of housing options	Similar	53%	147	286	49
	Availability of affordable quality housing	Similar	39%	153	310	51
	Overall quality of new development in Charlotte County	Similar	52%	194	298	35
	Overall appearance of Charlotte County	Similar	59%	259	344	25
	Cleanliness of Charlotte County	Similar	68%	206	309	34
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	72%	16	37	53
	Air quality	Similar	84%	94	257	64
	Availability of paths and walking trails	Similar	67%	159	314	50
	Fitness opportunities (including exercise classes and pa..	Similar	65%	178	264	33
	Recreational opportunities	Similar	67%	159	298	47
	Availability of affordable quality food	Similar	69%	133	257	48
	Availability of affordable quality health care	Similar	56%	182	271	33
	Availability of preventive health services	Similar	57%	174	253	31
	Availability of affordable quality mental health care	Similar	39%	166	248	33
	Opportunities to attend cultural/arts/music activities	Similar	55%	196	297	34
	Community support for the arts	Similar	56%	24	41	37
	Availability of affordable quality childcare/preschool	Similar	38%	211	269	21
	K-12 education	Similar	59%	202	273	26
	Adult educational opportunities	Similar	46%	199	255	22
	Sense of civic/community pride	Similar	56%	27	41	29
	Neighborliness of residents in Charlotte County	Similar	60%	175	269	35
	Opportunities to participate in social events and activiti..	Similar	59%	185	273	32
	Opportunities to attend special events and festivals	Similar	61%	209	291	28
	Opportunities to volunteer	Similar	70%	128	276	54
	Opportunities to participate in community matters	Similar	60%	213	282	25
	Openness and acceptance of the community toward peo..	Similar	56%	224	302	26
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted Charlotte County (in-person, phone, email or ..	Higher	55%	36	336	90
	Contacted Charlotte County elected officials (in-person, ..	Similar	16%	162	267	40
	Attended a local public meeting (of local elected official..	Similar	20%	138	273	50
	Watched (online or on television) a local public meeting	Similar	23%	115	244	53
	Volunteered your time to some group/activity in Charlot..	Similar	34%	163	275	41
	Campaigned or advocated for a local issue, cause or can..	Similar	18%	173	255	32
	Voted in your most recent local election	Similar	82%	5	41	87
	Used public transportation instead of driving	Lower	7%	190	228	16
	Carpooled with other adults or children instead of drivin..	Similar	36%	208	260	20
	Walked or biked instead of driving	Lower	44%	206	268	23
<b>Please rate the quality of each of the following services in Charlotte County.</b>	Public information services	Similar	60%	201	289	30
	Economic development	Similar	51%	169	288	42
	Traffic enforcement	Similar	61%	245	360	32
	Traffic signal timing	Similar	46%	198	272	28
	Street repair	Similar	54%	128	355	64
	Street cleaning	Similar	59%	201	313	36
	Street lighting	Similar	57%	221	333	34
	Sidewalk maintenance	Similar	51%	204	312	35
	Bus or transit services	Lower	27%	209	243	14
	Land use, planning and zoning	Similar	36%	249	303	18
	Code enforcement (weeds, abandoned buildings, etc.)	Similar	44%	236	370	37
	Affordable high-speed internet access	Similar	65%	7	38	81
	Garbage collection	Similar	71%	283	339	17
	Drinking water	Similar	67%	216	306	30
	Sewer services	Similar	66%	258	308	17
	Storm water management (storm drainage, dams, levee..	Similar	71%	141	333	58
	Power (electric and/or gas) utility	Similar	76%	127	197	36
	Utility billing	Similar	80%	43	242	83
	Public safety	Similar	81%	245	400	40

	Police/Sheriff services	Similar	81%	245	426	43
	Crime prevention	Similar	77%	131	356	64
	Animal control	Higher	78%	22	324	94
	Ambulance or emergency medical services	Similar	86%	216	327	34
	Fire services	Similar	83%	312	366	15
	Fire prevention and education	Similar	76%	188	289	35
	Emergency preparedness (services that prepare the co..	Similar	73%	75	284	74
	Preservation of natural areas (open space, farmlands an..	Similar	62%	138	262	48
	Charlotte County open space	Similar	71%	63	252	75
	Recycling	Similar	83%	91	344	74
	Yard waste pick-up	Similar	80%	103	272	63
	County parks	Similar	73%	239	316	25
	Recreation programs or classes	Similar	65%	226	317	29
	Recreation centers or facilities	Similar	62%	199	285	30
	Health services	Similar	74%	97	236	59
	Public library services	Similar	80%	233	324	28
	Overall customer service by Charlotte County employee..	Similar	82%	111	378	71
<b>Please rate the following categories of Charlotte County government performance.</b>	The value of services for the taxes paid to Charlotte Cou..	Similar	58%	145	389	63
	The overall direction that Charlotte County is taking	Similar	54%	204	324	37
	The job Charlotte County government does at welcomin..	Similar	45%	251	326	23
	Overall confidence in Charlotte County government	Similar	51%	161	280	43
	Generally acting in the best interest of the community	Similar	55%	156	282	45
	Being honest	Similar	57%	163	273	41
	Being open and transparent to the public	Similar	54%	23	41	40
	Informing residents about issues facing the community	Similar	48%	29	46	35
	Treating all residents fairly	Similar	57%	147	278	47
	Treating residents with respect	Similar	65%	24	41	37
<b>Overall, how would you rate the quality of the s..</b>	Charlotte County	Similar	69%	272	400	32
	The Federal Government	Similar	41%	114	261	57
<b>Please rate how important, if at all, you think it is for the Charlotte County community to focus on each of the following in the coming two years.</b>	Overall economic health of Charlotte County	Similar	94%	54	257	79
	Overall quality of the transportation system (auto, bicy..	Similar	76%	189	257	26
	Overall design or layout of Charlotte County's residenti..	Similar	80%	143	257	44
	Overall quality of the utility infrastructure in Charlotte ..	Similar	91%	8	41	79
	Overall feeling of safety in Charlotte County	Similar	92%	150	257	41
	Overall quality of natural environment in Charlotte Cou..	Similar	83%	118	257	54
	Overall quality of parks and recreation opportunities	Similar	81%	25	41	35
	Overall health and wellness opportunities in Charlotte C..	Higher	83%	22	256	92
	Overall opportunities for education, culture and the arts	Lower	73%	228	257	11
Residents' connection and engagement with their com..	Lower	67%	248	257	3	
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, l..	Similar	92%	26	41	30
	Access the internet from your cell phone	Similar	86%	36	41	3
	Visit social media sites such as Facebook, Twitter, What..	Lower	69%	35	41	6
	Use or check email	Similar	94%	27	41	28
	Share your opinions online	Similar	34%	12	41	68
	Shop online	Similar	50%	24	41	36
	Would you say that in general your health is:	Similar	70%	74	262	72
What impact, if any, do you think the economy will have ..	Similar	22%	236	267	12	

## Custom benchmark tables

Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. Comparisons to results from other locations across the country can help provide context to the ratings received in Charlotte County.

Ratings are compared when there were at least five other communities in which a similar question was asked. Where comparisons are available, five columns are provided in the table. The first column shows the comparison of Charlotte County's rating to the benchmark. In that column, Charlotte County'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 Charlotte County residents is statistically similar to or different (greater or lesser) than the benchmark. The second column is Charlotte County's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.). The third column is the rank assigned to Charlotte County's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. And finally, the fifth column shows the percentile for Charlotte County's result -- that is what percent of surveyed communities had a lower rating than Charlotte County.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your County's 2020 ratings compare to other communities' ratings from the past five years.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Charlotte County.</b>	Charlotte County as a place to live	Similar	87%	10	19	51
	Your neighborhood as a place to live	Similar	87%	4	18	79
	Charlotte County as a place to raise children	Lower	66%	16	19	21
	Charlotte County as a place to work	Similar	55%	11	19	46
	Charlotte County as a place to visit	Similar	74%	11	17	39
	Charlotte County as a place to retire	Higher	86%	5	19	76
	The overall quality of life in Charlotte County	Similar	84%	7	20	67
	Sense of community	Similar	61%	8	17	56
<b>Please rate each of the following characteristics as they relate to Charlotte County as a whole.</b>	Overall economic health of Charlotte County	Similar	64%	9	18	53
	Overall quality of the transportation system (auto, bicy..	Lower	47%	14	17	23
	Overall design or layout of Charlotte County's residenti..	Similar	61%	7	17	62
	Overall quality of the utility infrastructure in Charlotte ..	Similar	62%			
	Overall feeling of safety in Charlotte County	Similar	78%	5	18	74
	Overall quality of natural environment in Charlotte Cou..	Similar	77%	8	17	56
	Overall quality of parks and recreation opportunities	Similar	79%			
	Overall health and wellness opportunities in Charlotte C..	Similar	69%	8	17	56
	Overall opportunities for education, culture and the arts	Similar	53%	12	17	34
Residents' connection and engagement with their com..	Similar	51%				
<b>Please indicate how likely or unlikely you ar..</b>	Recommend living in Charlotte County to someone who ..	Similar	87%	7	17	62
	Remain in Charlotte County for the next five years	Similar	91%	5	17	73
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	97%	4	18	79
	In Charlotte County's downtown/commercial area durin..	Similar	91%	8	18	58
	From property crime	Similar	80%			
	From violent crime	Similar	85%			
	From fire, flood or other natural disaster	Lower	67%			
<b>Please rate the job you feel the Charlotte County community does at each of the following.</b>	Making all residents feel welcome	Similar	70%			
	Attracting people from diverse backgrounds	Similar	58%			
	Valuing/respecting residents from diverse backgrounds	Similar	65%			
	Taking care of vulnerable residents (elderly, disabled, h..	Similar	62%			
<b>Please rate each of the following characteristics as they relate to Charlotte County as a whole.</b>	Overall quality of business and service establishments i..	Similar	72%	3	17	84
	Variety of business and service establishments in Charl..	Similar	68%			
	Vibrancy of downtown/commercial area	Similar	51%	7	17	62
	Employment opportunities	Similar	40%	9	17	51
	Shopping opportunities	Similar	60%	13	16	24
	Cost of living in Charlotte County	Higher	58%	1	17	95
	Overall image or reputation of Charlotte County	Similar	68%	10	17	45
<b>Please rate each of the following characteristics as they relate to Charlotte County as a whole.</b>	Traffic flow on major streets	Similar	54%	2	17	89
	Ease of public parking	Similar	65%	7	17	62
	Ease of travel by car in Charlotte County	Similar	72%	4	18	79
	Ease of travel by public transportation in Charlotte Cou..	Lower	23%	11	16	36
	...	...	...	...	...	...







	Ease of travel by bicycle in Charlotte County	Similar	43%	10	17	45
	Ease of walking in Charlotte County	Lower	50%	11	17	39
	Well-planned residential growth	Similar	44%			
	Well-planned commercial growth	Similar	37%			
	Well-designed neighborhoods	Similar	51%			
	Preservation of the historical or cultural character of th..	Similar	60%			
	Public places where people want to spend time	Similar	61%	14	17	23
	Variety of housing options	Similar	53%	8	16	53
	Availability of affordable quality housing	Similar	39%	8	18	58
	Overall quality of new development in Charlotte County	Similar	52%	12	17	34
	Overall appearance of Charlotte County	Similar	59%	14	17	23
	Cleanliness of Charlotte County	Similar	68%	12	17	34
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	72%			
	Air quality	Similar	84%	6	17	67
	Availability of paths and walking trails	Similar	67%	7	18	64
	Fitness opportunities (including exercise classes and pa..	Similar	65%	11	17	39
	Recreational opportunities	Similar	67%	9	17	51
	Availability of affordable quality food	Similar	69%	11	17	39
	Availability of affordable quality health care	Similar	56%	11	18	43
	Availability of preventive health services	Similar	57%	11	17	39
	Availability of affordable quality mental health care	Similar	39%	8	16	53
	Opportunities to attend cultural/arts/music activities	Similar	55%	12	18	37
	Community support for the arts	Similar	56%			
	Availability of affordable quality childcare/preschool	Similar	38%	15	16	12
	K-12 education	Similar	59%	9	16	48
	Adult educational opportunities	Similar	46%	13	16	24
	Sense of civic/community pride	Similar	56%			
	Neighborliness of residents in Charlotte County	Similar	60%	10	17	45
	Opportunities to participate in social events and activiti..	Similar	59%	13	17	28
	Opportunities to attend special events and festivals	Similar	61%	13	17	28
	Opportunities to volunteer	Similar	70%	9	17	51
	Opportunities to participate in community matters	Similar	60%	14	17	23
	Openness and acceptance of the community toward peo..	Similar	56%	12	17	34
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted Charlotte County (in-person, phone, email or ..	Higher	55%	1	17	95
	Contacted Charlotte County elected officials (in-person, ..	Similar	16%	12	15	26
	Attended a local public meeting (of local elected official..	Similar	20%	13	17	28
	Watched (online or on television) a local public meeting	Similar	23%	13	16	24
	Volunteered your time to some group/activity in Charlot..	Similar	34%	12	17	34
	Campaigned or advocated for a local issue, cause or can..	Similar	18%	14	16	18
	Voted in your most recent local election	Similar	82%			
	Used public transportation instead of driving	Lower	7%	12	15	26
	Carpooled with other adults or children instead of drivin..	Similar	36%	10	17	45
	Walked or biked instead of driving	Lower	44%	12	17	34
<b>Please rate the quality of each of the following services in Charlotte County.</b>	Public information services	Similar	60%	12	17	34
	Economic development	Similar	51%	10	17	45
	Traffic enforcement	Similar	61%	11	18	43
	Traffic signal timing	Similar	46%	8	16	53
	Street repair	Similar	54%	6	17	67
	Street cleaning	Similar	59%	12	17	34
	Street lighting	Similar	57%	8	16	53
	Sidewalk maintenance	Similar	51%	12	17	34
	Bus or transit services	Lower	27%	11	13	22
	Land use, planning and zoning	Similar	36%	11	17	39
	Code enforcement (weeds, abandoned buildings, etc.)	Similar	44%	10	19	51
	Affordable high-speed internet access	Similar	65%			
	Garbage collection	Similar	71%	13	18	32
	Drinking water	Similar	67%	7	16	59
	Sewer services	Similar	66%	15	16	12
	Storm water management (storm drainage, dams, levee..	Similar	71%	4	17	78
	Power (electric and/or gas) utility	Similar	76%	8	14	47
	Utility billing	Similar	80%	3	15	82

	Police/Sheriff services	Similar	81%	14	19	31
	Crime prevention	Similar	77%	7	19	66
	Animal control	Higher	78%	1	13	93
	Ambulance or emergency medical services	Similar	86%	15	18	22
	Fire services	Similar	83%	19	19	6
	Fire prevention and education	Similar	76%	14	18	27
	Emergency preparedness (services that prepare the co..	Similar	73%	13	18	32
	Preservation of natural areas (open space, farmlands an..	Similar	62%	7	16	59
	Charlotte County open space	Similar	71%	2	14	87
	Recycling	Similar	83%	5	17	73
	Yard waste pick-up	Similar	80%	6	18	69
	County parks	Similar	73%	14	17	23
	Recreation programs or classes	Similar	65%	15	17	17
	Recreation centers or facilities	Similar	62%	13	17	28
	Health services	Similar	74%	2	13	86
	Public library services	Similar	80%	11	15	32
	Overall customer service by Charlotte County employee..	Similar	82%	3	18	85
<b>Please rate the following categories of Charlotte County government performance.</b>	The value of services for the taxes paid to Charlotte Cou..	Similar	58%	7	19	66
	The overall direction that Charlotte County is taking	Similar	54%	10	18	48
	The job Charlotte County government does at welcomin..	Similar	45%	14	17	23
	Overall confidence in Charlotte County government	Similar	51%	9	17	51
	Generally acting in the best interest of the community	Similar	55%	7	17	62
	Being honest	Similar	57%	7	17	62
	Being open and transparent to the public	Similar	54%			
	Informing residents about issues facing the community	Similar	48%			
	Treating all residents fairly	Similar	57%	8	17	56
	Treating residents with respect	Similar	65%			
<b>Overall, how would you rate the quality of the s..</b>	Charlotte County	Similar	69%	14	19	31
	The Federal Government	Similar	41%	14	17	23
<b>Please rate how important, if at all, you think it is for the Charlotte County community to focus on each of the following in the coming two years.</b>	Overall economic health of Charlotte County	Similar	94%	7	17	59
	Overall quality of the transportation system (auto, bicy..	Similar	76%	17	17	1
	Overall design or layout of Charlotte County's residenti..	Similar	80%	14	17	18
	Overall quality of the utility infrastructure in Charlotte ..	Similar	91%			
	Overall feeling of safety in Charlotte County	Similar	92%	11	17	36
	Overall quality of natural environment in Charlotte Cou..	Similar	83%	13	17	24
	Overall quality of parks and recreation opportunities	Similar	81%			
	Overall health and wellness opportunities in Charlotte C..	Higher	83%	4	17	77
	Overall opportunities for education, culture and the arts	Lower	73%	17	17	1
	Residents' connection and engagement with their com..	Lower	67%	17	17	1
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, l..	Similar	92%			
	Access the internet from your cell phone	Similar	86%			
	Visit social media sites such as Facebook, Twitter, What..	Lower	69%			
	Use or check email	Similar	94%			
	Share your opinions online	Similar	34%			
	Shop online	Similar	50%			
	Would you say that in general your health is:	Similar	70%	6	17	67
What impact, if any, do you think the economy will have ..	Similar	22%	18	17	1	










































## Complete set of frequencies

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

In which category is your age?	18-24 years		2%
	25-34 years		7%
	35-44 years		7%
	45-54 years		17%
	55-64 years		16%
	65-74 years		32%
	75 years or older		19%
What is your gender?	Female		53%
	Male		47%
	Identify in another way		0%
Which best describes the building you live in?	One family house detache..		75%
	Building with two or more..		17%
	Mobile home		6%
	Other		2%
Do you rent or own your home?	Rent		20%
	Own		80%
<b>Please rate each of the following aspects of Charlotte County as a place to live quality of life in Charlotte County.</b>	Excellent		34%
	Good		54%
	Fair		12%
	Poor		1%
Your neighborhood as a place to live	Excellent		46%
	Good		41%
	Fair		10%
	Poor		3%
Charlotte County as a place to raise children	Excellent		17%
	Good		49%
	Fair		27%
	Poor		8%
Charlotte County as a place to work	Excellent		14%
	Good		41%
	Fair		32%
	Poor		13%
Charlotte County as a place to visit	Excellent		30%
	Good		44%
	Fair		19%
	Poor		7%

<b>Please rate each of the following aspects of quality of life in Charlotte County.</b>	Charlotte County as a place to retire	Excellent		45%
		Good		40%
		Fair		12%
		Poor		3%
	The overall quality of life in Charlotte County	Excellent		29%
		Good		55%
		Fair		14%
		Poor		2%
	Sense of community	Excellent		19%
		Good		43%
		Fair		30%
		Poor		9%
<b>Please rate each of the following characteristics as they relate to Charlotte County as a whole.</b>	Overall economic health of Charlotte County	Excellent		10%
		Good		54%
		Fair		30%
		Poor		6%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlotte County	Excellent		8%
		Good		39%
		Fair		32%
		Poor		21%
	Overall design or layout of Charlotte County's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		11%
		Good		50%
		Fair		31%
		Poor		8%
Overall quality of the utility infrastructure in Charlotte County (water, sewer, storm water, electric/gas)	Excellent		10%	
	Good		52%	
	Fair		28%	
	Poor		9%	
Overall feeling of safety in Charlotte County	Excellent		28%	
	Good		50%	
	Fair		20%	
	Poor		2%	
Overall quality of natural environment in Charlotte County	Excellent		25%	
	Good		52%	
	Fair		18%	
	Poor		4%	
Overall quality of parks and recreation opportunities	Excellent		30%	
	Good		49%	
	Fair		19%	
	Poor		3%	
Overall health and wellness opportunities in	Excellent		20%	

Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Overall health and wellness opportunities in Charlotte County	Good		49%
		Fair		22%
		Poor		8%
	Overall opportunities for education, culture and the arts	Excellent		13%
		Good		40%
		Fair		34%
		Poor		13%
	Residents' connection and engagement with their community	Excellent		10%
		Good		41%
Fair			40%	
Poor			9%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Charlotte County to someone who asks	Very likely		48%
		Somewhat likely		39%
		Somewhat unlikely		7%
		Very unlikely		6%
	Remain in Charlotte County for the next five years	Very likely		67%
		Somewhat likely		24%
		Somewhat unlikely		4%
		Very unlikely		5%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		74%
		Somewhat safe		23%
		Neither safe nor unsafe		2%
		Somewhat unsafe		1%
		Very unsafe		0%
	In Charlotte County's downtown/commercial area during the day	Very safe		53%
		Somewhat safe		38%
		Neither safe nor unsafe		6%
		Somewhat unsafe		2%
		Very unsafe		0%
	From property crime	Very safe		34%
		Somewhat safe		46%
		Neither safe nor unsafe		12%
		Somewhat unsafe		7%
		Very unsafe		1%
	From violent crime	Very safe		43%
Somewhat safe			42%	
Neither safe nor unsafe			10%	
Somewhat unsafe			4%	
Very unsafe			0%	
From fire, flood or other natural disaster	Very safe		22%	
	Somewhat safe		45%	






































<b>Please rate how safe or unsafe you feel:</b>	From fire, flood or other natural disaster	Neither safe nor unsafe		18%
		Somewhat unsafe		12%
		Very unsafe		3%
<b>Please rate the job you feel the Charlotte County community does at each of the following.</b>	Making all residents feel welcome	Excellent		21%
		Good		50%
		Fair		22%
		Poor		8%
	Attracting people from diverse backgrounds	Excellent		15%
		Good		42%
		Fair		29%
		Poor		13%
	Valuing/respecting residents from diverse backgrounds	Excellent		18%
		Good		48%
		Fair		24%
		Poor		11%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		18%	
	Good		44%	
	Fair		27%	
	Poor		11%	
<b>Please rate each of the following characteristics as they relate to Charlotte County as a whole.</b>	Overall quality of business and service establishments in Charlotte County	Excellent		18%
		Good		54%
		Fair		26%
		Poor		2%
	Variety of business and service establishments in Charlotte County	Excellent		21%
		Good		47%
		Fair		27%
		Poor		5%
	Vibrancy of downtown/commercial area	Excellent		14%
		Good		37%
		Fair		35%
		Poor		13%
Employment opportunities	Excellent		6%	
	Good		33%	
	Fair		34%	
	Poor		26%	
Shopping opportunities	Excellent		15%	
	Good		45%	
	Fair		29%	
	Poor		11%	
Cost of living in Charlotte County	Excellent		12%	
	Good		47%	










































Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Cost of living in Charlotte County	Fair		31%
		Poor		10%
	Overall image or reputation of Charlotte County	Excellent		16%
		Good		52%
		Fair		26%
Poor			6%	
Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Traffic flow on major streets	Excellent		10%
		Good		44%
		Fair		36%
		Poor		10%
	Ease of public parking	Excellent		13%
		Good		52%
		Fair		28%
		Poor		7%
	Ease of travel by car in Charlotte County	Excellent		17%
		Good		55%
		Fair		22%
		Poor		6%
	Ease of travel by public transportation in Charlotte County	Excellent		8%
		Good		16%
		Fair		24%
		Poor		53%
	Ease of travel by bicycle in Charlotte County	Excellent		8%
		Good		35%
		Fair		36%
		Poor		20%
	Ease of walking in Charlotte County	Excellent		11%
		Good		39%
		Fair		33%
		Poor		17%
	Well-planned residential growth	Excellent		7%
Good			37%	
Fair			38%	
Poor			18%	
Well-planned commercial growth	Excellent		5%	
	Good		32%	
	Fair		41%	
	Poor		21%	
Well-designed neighborhoods	Excellent		8%	
	Good		43%	
	Fair		37%	









































Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Characteristic	Rating	Percentage	
			Bar	Value
Well-designed neighborhoods	Preservation of the historical or cultural character of the community	Poor		12%
		Excellent		14%
		Good		46%
		Fair		30%
Public places where people want to spend time	Variety of housing options	Poor		10%
		Excellent		17%
		Good		44%
		Fair		24%
Availability of affordable quality housing	Overall quality of new development in Charlotte County	Poor		15%
		Excellent		14%
		Good		39%
		Fair		28%
Overall appearance of Charlotte County	Cleanliness of Charlotte County	Poor		19%
		Excellent		9%
		Good		30%
		Fair		34%
Water resources (beaches, lakes, ponds, riverways, etc.)	Air quality	Poor		27%
		Excellent		10%
		Good		42%
		Fair		33%
Availability of paths and walking trails	Cleanliness of Charlotte County	Poor		7%
		Excellent		12%
		Good		47%
		Fair		34%
Water resources (beaches, lakes, ponds, riverways, etc.)	Air quality	Poor		7%
		Excellent		17%
		Good		51%
		Fair		25%
Availability of paths and walking trails	Water resources (beaches, lakes, ponds, riverways, etc.)	Poor		10%
		Excellent		25%
		Good		47%
		Fair		18%
Availability of paths and walking trails	Air quality	Poor		2%
		Excellent		32%
		Good		51%
		Fair		15%
Availability of paths and walking trails	Availability of paths and walking trails	Poor		11%
		Excellent		24%
		Good		43%
		Fair		22%



Please rate each of the following characteristics as they relate to Charlotte County as a whole.










































Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		20%
	Good		45%
	Fair		24%
	Poor		11%
Recreational opportunities	Excellent		22%
	Good		45%
	Fair		25%
	Poor		8%
Availability of affordable quality food	Excellent		18%
	Good		52%
	Fair		24%
	Poor		7%
Availability of affordable quality health care	Excellent		13%
	Good		42%
	Fair		31%
	Poor		14%
Availability of preventive health services	Excellent		13%
	Good		44%
	Fair		32%
	Poor		11%
Availability of affordable quality mental health care	Excellent		7%
	Good		32%
	Fair		34%
	Poor		27%
Opportunities to attend cultural/arts/music activities	Excellent		12%
	Good		42%
	Fair		29%
	Poor		17%
Community support for the arts	Excellent		13%
	Good		43%
	Fair		32%
	Poor		13%
Availability of affordable quality childcare/preschool	Excellent		9%
	Good		29%
	Fair		33%
	Poor		28%
K-12 education	Excellent		14%
	Good		45%
	Fair		31%
	Poor		10%
Adult educational opportunities	Excellent		9%

<b>Please rate each of the following characteristics as they relate to Charlotte County as a whole.</b>	Adult educational opportunities	Good		37%
		Fair		34%
		Poor		20%
	Sense of civic/community pride	Excellent		12%
		Good		45%
		Fair		33%
		Poor		11%
	Neighborliness of residents in Charlotte County	Excellent		13%
		Good		47%
		Fair		32%
		Poor		9%
	Opportunities to participate in social events and activities	Excellent		13%
Good			46%	
Fair			29%	
Poor			13%	
Opportunities to attend special events and festivals	Excellent		15%	
	Good		46%	
	Fair		28%	
	Poor		11%	
Opportunities to volunteer	Excellent		23%	
	Good		47%	
	Fair		24%	
	Poor		5%	
Opportunities to participate in community matters	Excellent		11%	
	Good		49%	
	Fair		27%	
	Poor		13%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		15%	
	Good		41%	
	Fair		28%	
	Poor		16%	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted Charlotte County (in-person, phone, email or web) for help or information	No		45%
		Yes		55%
	Contacted Charlotte County elected officials (in-person, phone, email or web) to express your op..	No		84%
		Yes		16%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, ..	No		80%
		Yes		20%
	Watched (online or on television) a local public meeting	No		77%
		Yes		23%
	Volunteered your time to some group/activity in Charlotte County	No		66%
		Yes		34%









































<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Campaigned or advocated for a local issue, cause or candidate	No		82%
		Yes		18%
	Voted in your most recent local election	No		17%
		Yes		83%
	Used public transportation instead of driving	No		93%
		Yes		7%
Carpooled with other adults or children instead of driving alone	No		64%	
	Yes		36%	
Walked or biked instead of driving	No		55%	
	Yes		45%	
<b>Please rate the quality of each of the following services in Charlotte County.</b>	Public information services	Excellent		15%
		Good		45%
		Fair		33%
		Poor		6%
	Economic development	Excellent		7%
		Good		44%
		Fair		37%
		Poor		12%
	Traffic enforcement	Excellent		12%
		Good		49%
		Fair		27%
		Poor		12%
Traffic signal timing	Excellent		7%	
	Good		39%	
	Fair		36%	
	Poor		18%	
Street repair	Excellent		11%	
	Good		43%	
	Fair		32%	
	Poor		14%	
Street cleaning	Excellent		14%	
	Good		45%	
	Fair		28%	
	Poor		13%	
Street lighting	Excellent		10%	
	Good		47%	
	Fair		27%	
	Poor		16%	
Sidewalk maintenance	Excellent		14%	
	Good		37%	
	Fair		27%	

Please rate the quality of each of the following services in Charlotte County.				
	Service	Rating	Percentage	Percentage
Sidewalk maintenance	Poor		23%	
Bus or transit services	Excellent		5%	
	Good		22%	
	Fair		33%	
	Poor		39%	
Land use, planning and zoning	Excellent		6%	
	Good		30%	
	Fair		35%	
	Poor		29%	
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		9%	
	Good		35%	
	Fair		34%	
	Poor		23%	
Affordable high-speed internet access	Excellent		22%	
	Good		44%	
	Fair		21%	
	Poor		14%	
Garbage collection	Excellent		32%	
	Good		38%	
	Fair		22%	
	Poor		7%	
Drinking water	Excellent		17%	
	Good		50%	
	Fair		20%	
	Poor		13%	
Sewer services	Excellent		18%	
	Good		47%	
	Fair		24%	
	Poor		10%	
Storm water management (storm drainage, dams, levees, etc.)	Excellent		19%	
	Good		52%	
	Fair		21%	
	Poor		8%	
Power (electric and/or gas) utility	Excellent		24%	
	Good		52%	
	Fair		21%	
	Poor		3%	
Utility billing	Excellent		29%	
	Good		51%	
	Fair		15%	
	Poor		5%	

Please rate the quality of each of the following services in Charlotte County.

Police/Sheriff services	Excellent		29%
	Good		52%
	Fair		15%
	Poor		4%
Crime prevention	Excellent		26%
	Good		52%
	Fair		18%
	Poor		5%
Animal control	Excellent		31%
	Good		47%
	Fair		18%
	Poor		3%
Ambulance or emergency medical services	Excellent		38%
	Good		49%
	Fair		12%
	Poor		2%
Fire services	Excellent		35%
	Good		48%
	Fair		12%
	Poor		5%
Fire prevention and education	Excellent		26%
	Good		50%
	Fair		20%
	Poor		4%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		24%
	Good		48%
	Fair		20%
	Poor		7%
Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		16%
	Good		46%
	Fair		26%
	Poor		11%
Charlotte County open space	Excellent		23%
	Good		48%
	Fair		22%
	Poor		7%
Recycling	Excellent		37%
	Good		46%
	Fair		13%
	Poor		4%
Yard waste pick-up	Excellent		35%










































<b>Please rate the quality of each of the following services in Charlotte County.</b>	Yard waste pick-up	Good		45%
		Fair		17%
		Poor		3%
	County parks	Excellent		25%
		Good		48%
		Fair		19%
		Poor		8%
	Recreation programs or classes	Excellent		18%
		Good		47%
		Fair		23%
		Poor		12%
	Recreation centers or facilities	Excellent		19%
Good			43%	
Fair			28%	
Poor			10%	
Health services	Excellent		21%	
	Good		53%	
	Fair		18%	
	Poor		8%	
Public library services	Excellent		30%	
	Good		50%	
	Fair		18%	
	Poor		2%	
Overall customer service by Charlotte County employees (Sheriff, receptionists, planners, etc.)	Excellent		31%	
	Good		52%	
	Fair		13%	
	Poor		4%	
<b>Please rate the following categories of Charlotte County government performance.</b>	The value of services for the taxes paid to Charlotte County	Excellent		11%
		Good		47%
		Fair		31%
		Poor		11%
	The overall direction that Charlotte County is taking	Excellent		7%
		Good		47%
		Fair		34%
		Poor		12%
	The job Charlotte County government does at welcoming resident involvement	Excellent		9%
		Good		36%
		Fair		32%
		Poor		23%
	Overall confidence in Charlotte County government	Excellent		9%
		Good		42%

<b>Please rate the following categories of Charlotte County government performance.</b>	Overall confidence in Charlotte County government	Fair		35%
		Poor		14%
	Generally acting in the best interest of the community	Excellent		10%
		Good		45%
		Fair		33%
		Poor		12%
	Being honest	Excellent		11%
		Good		46%
		Fair		29%
		Poor		15%
Being open and transparent to the public	Excellent		10%	
	Good		44%	
	Fair		30%	
	Poor		16%	
Informing residents about issues facing the community	Excellent		9%	
	Good		39%	
	Fair		34%	
	Poor		18%	
Treating all residents fairly	Excellent		14%	
	Good		43%	
	Fair		29%	
	Poor		14%	
Treating residents with respect	Excellent		17%	
	Good		47%	
	Fair		26%	
	Poor		10%	
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	Charlotte County	Excellent		14%
		Good		54%
		Fair		26%
		Poor		5%
	The Federal Government	Excellent		5%
		Good		36%
		Fair		41%
		Poor		18%
<b>Please rate how important, if at all, you think it is for the Charlotte County community to focus on each of the following in the coming two years.</b>	Overall economic health of Charlotte County	Essential		50%
		Very important		44%
		Somewhat important		6%
		Not at all important		1%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlotte County	Essential		24%
		Very important		52%
		Somewhat important		21%















<b>Please rate how important, if at all, you think it is for the Charlotte County community to focus on each of the following in the coming two years.</b>	Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlotte County	Not at all important		3%
	Overall design or layout of Charlotte County's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		26%
		Very important		54%
		Somewhat important		19%
		Not at all important		1%
	Overall quality of the utility infrastructure in Charlotte County (water, sewer, storm water, electric/gas)	Essential		50%
		Very important		41%
		Somewhat important		9%
		Not at all important		0%
	Overall feeling of safety in Charlotte County	Essential		51%
		Very important		40%
		Somewhat important		7%
Not at all important			1%	
Overall quality of natural environment in Charlotte County	Essential		38%	
	Very important		45%	
	Somewhat important		15%	
	Not at all important		2%	
Overall quality of parks and recreation opportunities	Essential		29%	
	Very important		51%	
	Somewhat important		18%	
	Not at all important		2%	
Overall health and wellness opportunities in Charlotte County	Essential		41%	
	Very important		42%	
	Somewhat important		16%	
	Not at all important		2%	
Overall opportunities for education, culture and the arts	Essential		24%	
	Very important		49%	
	Somewhat important		24%	
	Not at all important		4%	
Residents' connection and engagement with their community	Essential		20%	
	Very important		48%	
	Somewhat important		29%	
	Not at all important		4%	
<b>Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about Charlotte County and its activities:</b>	County meetings	Major source		26%
		Minor source		48%
		Not a source		26%
	County website (www.CharlotteCountyFL.gov)	Major source		58%
		Minor source		32%
		Not a source		10%
	County Government TV Channel: CC-TV live on television	Major source		24%
		Minor source		43%



<b>Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about Charlotte County and its activities:</b>	County Government TV Channel: CC-TV live on television	Not a source		33%
	County Government TV Channel: CC-TV meetings live on Facebook	Major source		16%
		Minor source		39%
		Not a source		44%
	County Government TV Channel: CC-TV live on the website	Major source		21%
		Minor source		43%
		Not a source		36%
	Local newspapers	Major source		42%
		Minor source		38%
		Not a source		20%
	Network TV stations	Major source		53%
		Minor source		33%
		Not a source		14%
	Radio	Major source		33%
		Minor source		42%
		Not a source		24%
	Social media (such as Facebook, Twitter, YouTube, etc.)	Major source		32%
		Minor source		33%
Not a source			35%	
Word of mouth	Major source		35%	
	Minor source		43%	
	Not a source		23%	
Charlotte County, FL mobile app	Major source		24%	
	Minor source		42%	
	Not a source		35%	
Phone call to a department	Major source		46%	
	Minor source		35%	
	Not a source		18%	
<b>Please indicate your level of preference for each of the following methods to provide your feedback regarding the enhancement and improvement of Charlotte County parks and recreation facilities and services:</b>	Public meetings	Strongly prefer		16%
		Somewhat prefer		43%
		Do not prefer		41%
	Online survey	Strongly prefer		43%
		Somewhat prefer		42%
		Do not prefer		15%
	Customer service kiosk (in each facility)	Strongly prefer		23%
		Somewhat prefer		44%
		Do not prefer		33%
	Email requests via the County website	Strongly prefer		40%
		Somewhat prefer		39%
		Do not prefer		21%
Social media (e.g., Facebook)	Strongly prefer		20%	

<b>What are the best ways to provide your feedback regarding the enhancement and improvement of Charlotte County parks and recreation facilities and services:</b>	Social media (e.g., Facebook)	Somewhat prefer		31%
		Do not prefer		49%
<b>The COVID-19 pandemic is challenging in many ways. How would you rate your household's current condition on the following:</b>	Overall physical health	Excellent		47%
		Good		44%
		Fair		7%
		Poor		2%
	Overall emotional/social health	Excellent		33%
		Good		45%
		Fair		16%
		Poor		6%
	Overall economic health	Excellent		29%
		Good		46%
		Fair		19%
		Poor		7%
<b>Please rate the overall response of the following government organizations to the COVID-19 pandemic:</b>	The Federal Government	Excellent		16%
		Good		32%
		Fair		23%
		Poor		30%
	The State Government	Excellent		19%
		Good		31%
		Fair		23%
		Poor		27%
	Charlotte County Government	Excellent		17%
		Good		40%
		Fair		31%
		Poor		13%
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop or tablet computer	Several times a day		77%
		Once a day		7%
		A few times a week		8%
		Every few weeks		3%
		Less often or never		5%
	Access the internet from your cell phone	Several times a day		70%
		Once a day		8%
		A few times a week		8%
		Every few weeks		2%
		Less often or never		12%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day		46%
		Once a day		15%
		A few times a week		8%
		Every few weeks		2%
		Less often or never		29%

In general, how many times do you:	Use or check email	Several times a day		71%
		Once a day		20%
		A few times a week		4%
		Every few weeks		2%
		Less often or never		3%
	Share your opinions online	Several times a day		14%
		Once a day		5%
		A few times a week		15%
		Every few weeks		13%
		Less often or never		53%
	Shop online	Several times a day		17%
		Once a day		7%
		A few times a week		26%
		Every few weeks		36%
		Less often or never		15%
Would you say that in general your health is:	Excellent		27%	
	Good		23%	
	Very good		42%	
	Fair		6%	
	Poor		1%	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		6%	
	Somewhat positive		16%	
	Neutral		47%	
	Somewhat negative		26%	
	Very negative		5%	
How many years have you lived in Charlotte County?	Less than 2 years		18%	
	2-5 years		19%	
	6-10 years		17%	
	11-20 years		22%	
	More than 20 years		24%	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		11%	
	\$500 to \$999		20%	
	\$1,000 to \$1,499		34%	
	\$1,500 to \$1,999		15%	
	\$2,000 to \$2,499		8%	
	\$2,500 to \$2,999		4%	
	\$3,000 to \$3,499		3%	
	\$3,500 or more		5%	
Do any children 17 or under live in your household?	No		81%	
	Yes		19%	
Are you or any other members of your household	No		45%	

Are you or any other members of your household aged 65 or older?	Yes		55%
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		13%
	\$25,000 to \$49,999		25%
	\$50,000 to \$74,999		22%
	\$75,000 to \$99,999		17%
	\$100,000 to \$149,999		15%
	\$150,000 or more		8%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic ..		95%
	Yes, I consider myself to b..		5%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska..		3%
	Asian, Asian Indian or Pac..		4%
	Black or African American		6%
	Other		3%
	White		95%

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), Charlotte County conducted a survey of 3,200 residents. Survey invitations were mailed to randomly selected households and data were collected from November 6 to December 23. 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 Charlotte County. 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 county residents and became available on December 10, 2020. The survey remained open for two weeks.



































The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in Charlotte County. All of the characteristics in the table below were used for weighting. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>










































		Unweighted	Weighted	Target*
Age	18-34	4%	12%	15%
	35-54	18%	23%	22%
	55+	78%	65%	63%
Area	Mid	53%	48%	47%
	South	21%	25%	25%
	West	27%	27%	28%
Hispanic	No, not Spanish, Hispanic or Latino	97%	94%	94%
	Yes, I consider myself to be Spanish, Hispanic or Latino	3%	6%	6%
Housing type	Attached	12%	18%	18%
	Detached	88%	82%	82%
Race/ethnicity	Not white alone	9%	14%	14%
	White alone	91%	86%	86%
Sex	Female	50%	54%	52%
	Male	50%	46%	48%
Sex/age	Female 18-34	3%	7%	7%
	Female 35-54	12%	12%	11%
	Female 55+	36%	35%	33%
	Male 18-34	1%	4%	8%
	Male 35-54	7%	11%	11%
	Male 55+	42%	31%	30%
Tenure	Own	91%	79%	78%
	Rent	9%	21%	22%

# 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 below. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.










































In which part of Charlotte County do you live? Refer to map above.	Mid (green)		48%
	East/South (purple)		25%
	West (orange)		27%
In which category is your age?	18-24 years		2%
	25-34 years		10%
	35-44 years		8%
	45-54 years		15%
	55-64 years		20%
	65-74 years		32%
	75 years or older		12%
What is your gender?	Female		53%
	Male		45%
	Identify in another way		2%
Which best describes the building you live in?	One family house detache..		79%
	Building with two or more..		17%
	Mobile home		3%
	Other		1%
Do you rent or own your home?	Rent		21%
	Own		79%
Please rate each of the following aspects of Charlotte County as a place to live quality of life in Charlotte County.	Excellent		25%
	Good		47%
	Fair		23%
	Poor		6%
Your neighborhood as a place to live	Excellent		42%
	Good		43%
	Fair		10%
	Poor		5%
Charlotte County as a place to raise children	Excellent		11%
	Good		35%
	Fair		34%
	Poor		21%
Charlotte County as a place to work	Excellent		7%
	Good		22%
	Fair		35%










































Please rate each of the following aspects of Charlotte County as a place to work quality of life in Charlotte County.	Charlotte County as a place to work	Poor		37%
	Charlotte County as a place to visit	Excellent		22%
		Good		43%
		Fair		21%
		Poor		15%
Charlotte County as a place to retire	Excellent		40%	
	Good		43%	
	Fair		11%	
	Poor		6%	
The overall quality of life in Charlotte County	Excellent		20%	
	Good		50%	
	Fair		23%	
	Poor		6%	
Sense of community	Excellent		13%	
	Good		34%	
	Fair		28%	
	Poor		25%	
Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Overall economic health of Charlotte County	Excellent		5%
		Good		38%
		Fair		40%
		Poor		17%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlotte County	Excellent		4%
		Good		24%
		Fair		30%
		Poor		43%
	Overall design or layout of Charlotte County's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		5%
Good			40%	
Fair			35%	
Poor			20%	
Overall quality of the utility infrastructure in Charlotte County (water, sewer, storm water, electric/gas)	Excellent		11%	
	Good		37%	
	Fair		33%	
	Poor		19%	
Overall feeling of safety in Charlotte County	Excellent		20%	
	Good		56%	
	Fair		18%	
	Poor		5%	
Overall quality of natural environment in Charlotte County	Excellent		22%	
	Good		48%	
	Fair		21%	
	Poor		8%	

Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Overall quality of parks and recreation opportunities	Excellent		27%
		Good		43%
		Fair		22%
		Poor		8%
	Overall health and wellness opportunities in Charlotte County	Excellent		14%
		Good		44%
		Fair		27%
		Poor		15%
	Overall opportunities for education, culture and the arts	Excellent		5%
		Good		31%
		Fair		38%
		Poor		25%
	Residents' connection and engagement with their community	Excellent		6%
		Good		34%
		Fair		36%
		Poor		24%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Charlotte County to someone who asks	Very likely		29%
		Somewhat likely		44%
		Somewhat unlikely		11%
		Very unlikely		17%
	Remain in Charlotte County for the next five years	Very likely		52%
		Somewhat likely		23%
		Somewhat unlikely		12%
		Very unlikely		12%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		68%
		Somewhat safe		23%
		Neither safe nor unsafe		6%
		Somewhat unsafe		2%
		Very unsafe		1%
	In Charlotte County's downtown/commercial area during the day	Very safe		47%
		Somewhat safe		38%
		Neither safe nor unsafe		11%
		Somewhat unsafe		3%
		Very unsafe		0%
	From property crime	Very safe		28%
		Somewhat safe		47%
		Neither safe nor unsafe		15%
		Somewhat unsafe		8%
		Very unsafe		2%
	From violent crime	Very safe		43%
Somewhat safe			38%	



Please rate how safe or unsafe you feel:	From violent crime	Neither safe nor unsafe		12%	
		Somewhat unsafe		6%	
		Very unsafe		2%	
	From fire, flood or other natural disaster	Very safe		17%	
		Somewhat safe		45%	
		Neither safe nor unsafe		18%	
Somewhat unsafe			15%		
Very unsafe			6%		
Please rate the job you feel the Charlotte County community does at each of the following.	Making all residents feel welcome	Excellent		13%	
		Good		40%	
		Fair		29%	
		Poor		17%	
	Attracting people from diverse backgrounds	Excellent		12%	
		Good		28%	
		Fair		30%	
		Poor		30%	
	Valuing/respecting residents from diverse backgrounds	Excellent		11%	
		Good		32%	
		Fair		31%	
		Poor		26%	
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		9%	
		Good		32%	
		Fair		34%	
		Poor		26%	
	Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Overall quality of business and service establishments in Charlotte County	Excellent		12%
			Good		45%
			Fair		31%
			Poor		12%
Variety of business and service establishments in Charlotte County		Excellent		13%	
		Good		39%	
		Fair		28%	
		Poor		19%	
Vibrancy of downtown/commercial area		Excellent		7%	
		Good		30%	
		Fair		33%	
		Poor		29%	
Employment opportunities		Excellent		2%	
		Good		14%	
		Fair		39%	
		Poor		44%	
Shopping opportunities		Excellent		11%	


























Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Shopping opportunities	Good		38%
		Fair		36%
		Poor		15%
	Cost of living in Charlotte County	Excellent		10%
		Good		36%
		Fair		31%
		Poor		24%
	Overall image or reputation of Charlotte County	Excellent		10%
		Good		43%
		Fair		30%
		Poor		16%
	Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Traffic flow on major streets	Excellent	
Good				31%
Fair				41%
Poor				23%
Ease of public parking		Excellent		12%
		Good		41%
		Fair		31%
		Poor		16%
Ease of travel by car in Charlotte County		Excellent		14%
		Good		44%
		Fair		30%
		Poor		12%
Ease of travel by public transportation in Charlotte County		Excellent		1%
		Good		5%
		Fair		13%
		Poor		81%
Ease of travel by bicycle in Charlotte County		Excellent		4%
		Good		20%
		Fair		34%
	Poor		42%	
Ease of walking in Charlotte County	Excellent		7%	
	Good		28%	
	Fair		29%	
	Poor		36%	
Well-planned residential growth	Excellent		3%	
	Good		24%	
	Fair		35%	
	Poor		38%	
Well-planned commercial growth	Excellent		3%	
	Good		19%	

Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Characteristic	Rating	Percentage	
			Bar	Value
	Well-planned commercial growth	Fair		31%
		Poor		47%
	Well-designed neighborhoods	Excellent		4%
		Good		34%
		Fair		35%
		Poor		28%
	Preservation of the historical or cultural character of the community	Excellent		8%
		Good		41%
		Fair		33%
		Poor		18%
	Public places where people want to spend time	Excellent		10%
		Good		42%
		Fair		29%
		Poor		19%
	Variety of housing options	Excellent		6%
		Good		28%
		Fair		30%
		Poor		36%
	Availability of affordable quality housing	Excellent		3%
		Good		18%
		Fair		26%
		Poor		52%
	Overall quality of new development in Charlotte County	Excellent		4%
		Good		30%
		Fair		35%
		Poor		31%
	Overall appearance of Charlotte County	Excellent		8%
		Good		35%
		Fair		43%
		Poor		14%
	Cleanliness of Charlotte County	Excellent		13%
		Good		47%
		Fair		30%
		Poor		10%
	Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		23%
		Good		41%
		Fair		26%
		Poor		10%
	Air quality	Excellent		29%
		Good		56%
		Fair		12%









































Please rate each of the following characteristics as they relate to Charlotte County as a whole.	Characteristic	Rating	Percentage	
			Bar	Value
	Air quality	Poor		4%
	Availability of paths and walking trails	Excellent		21%
		Good		38%
		Fair		28%
		Poor		13%
	Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		17%
		Good		45%
		Fair		28%
		Poor		10%
	Recreational opportunities	Excellent		16%
		Good		43%
		Fair		29%
		Poor		12%
	Availability of affordable quality food	Excellent		14%
		Good		41%
		Fair		29%
Poor			16%	
Availability of affordable quality health care	Excellent		10%	
	Good		33%	
	Fair		30%	
	Poor		27%	
Availability of preventive health services	Excellent		11%	
	Good		35%	
	Fair		32%	
	Poor		22%	
Availability of affordable quality mental health care	Excellent		5%	
	Good		17%	
	Fair		31%	
	Poor		47%	
Opportunities to attend cultural/arts/music activities	Excellent		10%	
	Good		31%	
	Fair		37%	
	Poor		21%	
Community support for the arts	Excellent		10%	
	Good		31%	
	Fair		38%	
	Poor		21%	
Availability of affordable quality childcare/preschool	Excellent		4%	
	Good		13%	
	Fair		35%	
	Poor		48%	

Please rate each of the following characteristics as they relate to Charlotte County as a whole.	K-12 education	Excellent		6%
		Good		31%
		Fair		42%
		Poor		20%
Adult educational opportunities	Excellent		5%	
	Good		31%	
	Fair		34%	
	Poor		31%	
Sense of civic/community pride	Excellent		7%	
	Good		33%	
	Fair		36%	
	Poor		24%	
Neighborliness of residents in Charlotte County	Excellent		9%	
	Good		41%	
	Fair		34%	
	Poor		16%	
Opportunities to participate in social events and activities	Excellent		10%	
	Good		37%	
	Fair		37%	
	Poor		15%	
Opportunities to attend special events and festivals	Excellent		14%	
	Good		39%	
	Fair		32%	
	Poor		14%	
Opportunities to volunteer	Excellent		23%	
	Good		41%	
	Fair		26%	
	Poor		10%	
Opportunities to participate in community matters	Excellent		11%	
	Good		30%	
	Fair		37%	
	Poor		22%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		10%	
	Good		31%	
	Fair		29%	
	Poor		30%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted Charlotte County (in-person, phone, email or web) for help or information	No		30%
		Yes		70%
	Contacted Charlotte County elected officials (in-person, phone, email or web) to express your op..	No		68%
		Yes		32%
	Attended a local public meeting (of local elected	No		71%

Please indicate whether or not you have done each of the following in the last 12 months.	officials like City Council or County Commissioners, ..	Yes		29%
	Watched (online or on television) a local public meeting	No		54%
		Yes		46%
	Volunteered your time to some group/activity in Charlotte County	No		60%
		Yes		40%
	Campaigned or advocated for a local issue, cause or candidate	No		69%
		Yes		31%
	Voted in your most recent local election	No		7%
		Yes		93%
	Used public transportation instead of driving	No		98%
		Yes		2%
	Carpooled with other adults or children instead of driving alone	No		65%
		Yes		35%
	Walked or biked instead of driving	No		61%
		Yes		39%










































Please rate the quality of each of the following services in Charlotte County.	Public information services	Excellent		11%
		Good		42%
		Fair		32%
		Poor		15%
	Economic development	Excellent		5%
		Good		26%
		Fair		41%
		Poor		28%
	Traffic enforcement	Excellent		8%
		Good		37%
		Fair		29%
		Poor		26%
	Traffic signal timing	Excellent		5%
		Good		33%
		Fair		32%
		Poor		30%
	Street repair	Excellent		8%
		Good		37%
		Fair		32%
		Poor		23%
	Street cleaning	Excellent		10%
		Good		47%
		Fair		25%
		Poor		18%
	Street lighting	Excellent		9%
		Good		45%










































Please rate the quality of each of the following services in Charlotte County.

Street lighting	Fair		27%
	Poor		18%
Sidewalk maintenance	Excellent		10%
	Good		43%
	Fair		30%
	Poor		17%
Bus or transit services	Excellent		1%
	Good		7%
	Fair		13%
	Poor		80%
Land use, planning and zoning	Excellent		4%
	Good		22%
	Fair		33%
	Poor		41%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		8%
	Good		26%
	Fair		31%
	Poor		35%
Affordable high-speed internet access	Excellent		6%
	Good		27%
	Fair		25%
	Poor		41%
Garbage collection	Excellent		47%
	Good		41%
	Fair		7%
	Poor		5%
Drinking water	Excellent		14%
	Good		39%
	Fair		28%
	Poor		19%
Sewer services	Excellent		18%
	Good		46%
	Fair		20%
	Poor		16%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		12%
	Good		39%
	Fair		32%
	Poor		16%
Power (electric and/or gas) utility	Excellent		26%
	Good		47%
	Fair		21%










































Please rate the quality of each of the following services in Charlotte County.			
Power (electric and/or gas) utility	Poor		6%
	Excellent		18%
Utility billing	Good		41%
	Fair		29%
	Poor		12%
	Excellent		29%
Police/Sheriff services	Good		41%
	Fair		17%
	Poor		13%
	Excellent		29%
Crime prevention	Good		47%
	Fair		22%
	Poor		11%
	Excellent		21%
Animal control	Good		51%
	Fair		23%
	Poor		10%
	Excellent		16%
Ambulance or emergency medical services	Good		50%
	Fair		11%
	Poor		4%
	Excellent		35%
Fire services	Good		50%
	Fair		8%
	Poor		2%
	Excellent		40%
Fire prevention and education	Good		48%
	Fair		20%
	Poor		7%
	Excellent		25%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Good		41%
	Fair		29%
	Poor		8%
	Excellent		22%
Preservation of natural areas (open space, farmlands and greenbelts)	Good		38%
	Fair		27%
	Poor		19%
	Excellent		16%
Charlotte County open space	Good		37%
	Fair		35%
	Poor		16%
	Excellent		12%












































Please rate the quality of each of the following services in Charlotte County.	Recycling	Excellent		31%
		Good		44%
		Fair		16%
		Poor		8%
	Yard waste pick-up	Excellent		42%
		Good		42%
		Fair		13%
		Poor		4%
	County parks	Excellent		24%
		Good		49%
		Fair		20%
		Poor		7%
Recreation programs or classes	Excellent		14%	
	Good		44%	
	Fair		25%	
	Poor		17%	
Recreation centers or facilities	Excellent		17%	
	Good		44%	
	Fair		26%	
	Poor		13%	
Health services	Excellent		11%	
	Good		36%	
	Fair		32%	
	Poor		22%	
Public library services	Excellent		35%	
	Good		48%	
	Fair		12%	
	Poor		5%	
Overall customer service by Charlotte County employees (Sheriff, receptionists, planners, etc.)	Excellent		25%	
	Good		44%	
	Fair		22%	
	Poor		10%	
Please rate the following categories of Charlotte County government performance.	The value of services for the taxes paid to Charlotte County	Excellent		10%
		Good		33%
		Fair		35%
		Poor		22%
	The overall direction that Charlotte County is taking	Excellent		7%
		Good		28%
		Fair		32%
		Poor		32%
	The job Charlotte County government does at	Excellent		6%

Please rate the following categories of Charlotte County government performance.	The job Charlotte County government does at welcoming resident involvement	Good		25%
		Fair		34%
		Poor		35%
	Overall confidence in Charlotte County government	Excellent		6%
		Good		27%
		Fair		33%
		Poor		34%
	Generally acting in the best interest of the community	Excellent		7%
		Good		28%
		Fair		30%
		Poor		34%
	Being honest	Excellent		7%
Good			29%	
Fair			31%	
Poor			33%	
Being open and transparent to the public	Excellent		7%	
	Good		26%	
	Fair		32%	
	Poor		35%	
Informing residents about issues facing the community	Excellent		7%	
	Good		29%	
	Fair		31%	
	Poor		33%	
Treating all residents fairly	Excellent		9%	
	Good		29%	
	Fair		28%	
	Poor		34%	
Treating residents with respect	Excellent		11%	
	Good		37%	
	Fair		30%	
	Poor		23%	
Overall, how would you rate the quality of the services provided by each of the following?	Charlotte County	Excellent		11%
		Good		40%
		Fair		33%
		Poor		16%
	The Federal Government	Excellent		4%
		Good		24%
		Fair		38%
		Poor		34%
Please rate how important, if at all, you think it is for the Charlotte County community to focus on each of the	Overall economic health of Charlotte County	Essential		48%
		Very important		38%

Please rate how important, if at all, you think it is for the Charlotte County community to focus on each of the following in the coming two years.	Overall economic health of Charlotte County	Somewhat important		12%
		Not at all important		2%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlotte County	Essential		37%
		Very important		39%
		Somewhat important		21%
		Not at all important		3%
	Overall design or layout of Charlotte County's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		31%
		Very important		43%
		Somewhat important		21%
		Not at all important		6%
	Overall quality of the utility infrastructure in Charlotte County (water, sewer, storm water, electric/gas)	Essential		52%
		Very important		33%
		Somewhat important		14%
		Not at all important		1%
	Overall feeling of safety in Charlotte County	Essential		47%
		Very important		39%
		Somewhat important		11%
		Not at all important		3%
	Overall quality of natural environment in Charlotte County	Essential		45%
Very important			42%	
Somewhat important			12%	
Not at all important			1%	
Overall quality of parks and recreation opportunities	Essential		29%	
	Very important		47%	
	Somewhat important		21%	
	Not at all important		2%	
Overall health and wellness opportunities in Charlotte County	Essential		39%	
	Very important		44%	
	Somewhat important		14%	
	Not at all important		3%	
Overall opportunities for education, culture and the arts	Essential		26%	
	Very important		44%	
	Somewhat important		28%	
	Not at all important		3%	
Residents' connection and engagement with their community	Essential		22%	
	Very important		46%	
	Somewhat important		28%	
	Not at all important		4%	
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about Charlotte County and its activities:	County meetings	Major source		33%
		Minor source		42%
		Not a source		25%

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about Charlotte County and its activities:	County website (www.CharlotteCountyFL.gov)	Major source		70%
		Minor source		25%
		Not a source		5%
County Government TV Channel: CC-TV live on television	County Government TV Channel: CC-TV live on television	Major source		25%
		Minor source		40%
		Not a source		35%
County Government TV Channel: CC-TV meetings live on Facebook	County Government TV Channel: CC-TV meetings live on Facebook	Major source		24%
		Minor source		41%
		Not a source		35%
County Government TV Channel: CC-TV live on the website	County Government TV Channel: CC-TV live on the website	Major source		27%
		Minor source		39%
		Not a source		33%
Local newspapers	Local newspapers	Major source		54%
		Minor source		26%
		Not a source		20%
Network TV stations	Network TV stations	Major source		47%
		Minor source		35%
		Not a source		18%
Radio	Radio	Major source		23%
		Minor source		41%
		Not a source		36%
Social media (such as Facebook, Twitter, YouTube, etc.)	Social media (such as Facebook, Twitter, YouTube, etc.)	Major source		34%
		Minor source		33%
		Not a source		33%
Word of mouth	Word of mouth	Major source		29%
		Minor source		49%
		Not a source		22%
Charlotte County, FL mobile app	Charlotte County, FL mobile app	Major source		26%
		Minor source		33%
		Not a source		41%
Phone call to a department	Phone call to a department	Major source		44%
		Minor source		35%
		Not a source		21%
Please indicate your level of preference for each of the following methods to provide your feedback regarding the enhancement and improvement of Charlotte County parks and recreation facilities and services:	Public meetings	Strongly prefer		24%
		Somewhat prefer		45%
		Do not prefer		31%
	Online survey	Strongly prefer		63%
		Somewhat prefer		32%
		Do not prefer		5%
	Customer service kiosk (in each facility)	Strongly prefer		22%
		Somewhat prefer		46%

Please indicate your level of preference for each of the following methods to provide your feedback regarding the enhancement and improvement of Charlotte County parks and recreation facilities and services:	Customer service kiosk (in each facility)	Do not prefer		32%
	Email requests via the County website	Strongly prefer		45%
		Somewhat prefer		39%
		Do not prefer		16%
	Social media (e.g., Facebook)	Strongly prefer		28%
		Somewhat prefer		30%
Do not prefer			42%	
The COVID-19 pandemic is challenging in many ways. How would you rate your household's current condition on the following:	Overall physical health	Excellent		40%
		Good		43%
		Fair		13%
		Poor		5%
	Overall emotional/social health	Excellent		24%
		Good		40%
		Fair		22%
		Poor		15%
	Overall economic health	Excellent		23%
		Good		42%
		Fair		21%
		Poor		15%
Please rate the overall response of the following government organizations to the COVID-19 pandemic:	The Federal Government	Excellent		13%
		Good		18%
		Fair		17%
		Poor		52%
	The State Government	Excellent		19%
		Good		15%
		Fair		14%
		Poor		52%
	Charlotte County Government	Excellent		15%
		Good		28%
		Fair		26%
		Poor		31%
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Several times a day		79%
		Once a day		8%
		A few times a week		8%
		Every few weeks		1%
		Less often or never		3%
	Access the internet from your cell phone	Several times a day		81%
		Once a day		6%
		A few times a week		4%
		Every few weeks		2%
		Less often or never		7%

In general, how many times do you:	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day		55%
		Once a day		15%
		A few times a week		8%
		Every few weeks		3%
		Less often or never		19%
Use or check email		Several times a day		74%
		Once a day		18%
		A few times a week		6%
		Every few weeks		1%
		Less often or never		1%
Share your opinions online		Several times a day		17%
		Once a day		9%
		A few times a week		17%
		Every few weeks		21%
		Less often or never		36%
Shop online		Several times a day		10%
		Once a day		8%
		A few times a week		41%
		Every few weeks		32%
		Less often or never		8%
Would you say that in general your health is:		Excellent		24%
		Very good		34%
		Good		27%
		Fair		11%
		Poor		5%
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:		Very positive		4%
		Somewhat positive		17%
		Neutral		44%
		Somewhat negative		24%
		Very negative		11%
How many years have you lived in Charlotte County?		Less than 2 years		8%
		2-5 years		25%
		6-10 years		16%
		11-20 years		27%
		More than 20 years		25%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?		Less than \$500		9%
		\$500 to \$999		22%
		\$1,000 to \$1,499		33%
		\$1,500 to \$1,999		17%
		\$2,000 to \$2,499		8%
		\$2,500 to \$2,999		4%

How much do you anticipate your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	\$3,000 to \$3,499	2%
	\$3,500 or more	5%
Do any children 17 or under live in your household?	No	81%
	Yes	19%
Are you or any other members of your household aged 65 or older?	No	48%
	Yes	52%
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	12%
	\$25,000 to \$49,999	28%
	\$50,000 to \$74,999	22%
	\$75,000 to \$99,999	19%
	\$100,000 to \$149,999	12%
	\$150,000 or more	7%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino	94%
	Yes, I consider myself to be...	6%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska...	1%
	Asian, Asian Indian or Pac...	1%
	Black or African American	2%
	White	93%
	Other	6%
How did you hear about this survey? (Select all that apply.)	The County's website	7%
	The County's social media...	9%
	Received an email from th...	11%
	In a County newsletter or ...	1%
	Received a postcard or let...	0%
	Nextdoor	8%
	In my Facebook feed	10%
	Saw it on the County's ca...	1%
	Saw it in a newspaper arti...	41%
	Heard about it from a fam...	2%
	Heard about it from a bus...	1%
	Other	15%
	Polco's weekly email	1%
	Polco social media post	1%
	On my Polco feed	1%

Dear Charlotte County Resident,

Your household has been randomly selected to participate in this year's Charlotte County Community Input Survey.

You can go online and complete the survey at:

**<https://bit.ly/xxplaceholderxx>**

You can also wait for your survey to arrive in the mail in a few days. We look forward to your input regarding the future of Charlotte County.

Thank you,



Bill Truex, Chairman  
Charlotte County Board of County Commissioners

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**Charlotte County Government**  
Administration/PIO  
18500 Murdock Circle  
B-101  
Port Charlotte, FL 33948

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



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## **Charlotte County Government**

Public Information Office  
18500 Murdock Circle, Suite 538  
Port Charlotte, FL 33948

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*"To Exceed Expectations in the Delivery of Public Services."*



# Charlotte County Government

*"To exceed expectations in the delivery of public services."*

www.CharlotteCountyFL.gov

November 2020

Dear Charlotte County Resident:

Your household has been selected at random to participate in this year's Charlotte County Community Survey – a tool to assist in gathering citizen's input from residents like yourself.

Your input is important to us and will remain anonymous. In order to gather input from a diversified group of residents, we ask that the adult in your household complete the survey who most recently had a birthday.

The survey will only take a few minutes of your time and an enclosed postage-paid envelope is enclosed for your convenience or you may complete the survey online at:

**<https://bit.ly/xxplaceholderxx>**

If you have any questions regarding the survey, feel free to contact the Public Information Office at 941-623-1092.

Thank you in advance for time and participation. We look forward to hearing from you.

Kind Regards,

A handwritten signature in black ink that reads "Bill Truex".

Bill Truex, Chairman  
Charlotte County Board of County Commissioners



# Charlotte County Government

"To exceed expectations in the delivery of public services."

www.CharlotteCountyFL.gov

November 2020

Dear Charlotte County Resident,

Here's another chance if you haven't already responded to the 2020 Charlotte County Community Survey! **If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.**

Your household has been selected at random to participate in this year's Charlotte County Community Survey – a tool to assist in gathering citizen's input from residents like yourself.

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# Charlotte County 2020 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 anonymous and will be reported in group form only.

## 1. Please rate each of the following aspects of quality of life in Charlotte County.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Charlotte County .....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlotte County.....	1	2	3	4	5
Overall design or layout of Charlotte County's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Charlotte County (water, sewer, storm water, electric/gas) .....	1	2	3	4	5
Overall feeling of safety in Charlotte County .....	1	2	3	4	5
Overall quality of natural environment in Charlotte County .....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Charlotte County.....	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 Charlotte County to someone who asks .....	1	2	3	4	5
Remain in Charlotte County 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 Charlotte County's downtown/commercial area during the day .....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster .....	1	2	3	4	5	6

## 5. Please rate the job you feel the Charlotte County 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 characteristics as they relate to Charlotte County as a whole.

	<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 Charlotte County .....	1	2	3	4	5
Variety of business and service establishments in Charlotte County.....	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 Charlotte County .....	1	2	3	4	5
Overall image or reputation of Charlotte County.....	1	2	3	4	5

**7. Please rate each of the following characteristics as they relate to Charlotte County as a whole.**

	<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 Charlotte County .....	1	2	3	4	5
Ease of travel by public transportation in Charlotte County.....	1	2	3	4	5
Ease of travel by bicycle in Charlotte County .....	1	2	3	4	5
Ease of walking in Charlotte County.....	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 Charlotte County .....	1	2	3	4	5
Overall appearance of Charlotte County.....	1	2	3	4	5
Cleanliness of Charlotte County.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.) .....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food .....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities .....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Charlotte County .....	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 Charlotte County (in-person, phone, email or web) for help or information .....	1	2
Contacted Charlotte County elected officials (in-person, phone, email or web) to express your opinion.	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) .....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Charlotte County .....	1	2
Campaigned or advocated for a local issue, cause or candidate .....	1	2
Voted in your most recent local election .....	1	2
Used 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



# Charlotte County 2020 Community Survey

## 9. Please rate the quality of each of the following services in Charlotte County.

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

## 10. Please rate the following categories of Charlotte County 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 Charlotte County.....	1	2	3	4	5
The overall direction that Charlotte County is taking.....	1	2	3	4	5
The job Charlotte County government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Charlotte County 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>
Charlotte County .....	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 Charlotte County community to focus on each of the following in the coming two years.**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Charlotte County.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Charlotte County.....	1	2	3	4
Overall design or layout of Charlotte County's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Charlotte County (water, sewer, storm water, electric/gas).....	1	2	3	4
Overall feeling of safety in Charlotte County.....	1	2	3	4
Overall quality of natural environment in Charlotte County.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Charlotte County.....	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. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about Charlotte County and its activities:**

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
County meetings.....	1	2	3
County website (www.CharlotteCountyFL.gov).....	1	2	3
County Government TV Channel: CC-TV live on television.....	1	2	3
County Government TV Channel: CC-TV meetings live on Facebook.....	1	2	3
County Government TV Channel: CC-TV live on the website.....	1	2	3
Local newspapers.....	1	2	3
Network TV stations.....	1	2	3
Radio.....	1	2	3
Social media (such as Facebook, Twitter, YouTube, etc.).....	1	2	3
Word of mouth.....	1	2	3
Charlotte County, FL mobile app.....	1	2	3
Phone call to a department.....	1	2	3

**14. Please indicate your level of preference for each of the following methods to provide your feedback regarding the enhancement and improvement of Charlotte County parks and recreation facilities and services:**

	<u>Strongly prefer</u>	<u>Somewhat prefer</u>	<u>Do not prefer</u>
Public meetings.....	1	2	3
Online survey.....	1	2	3
Customer service kiosk (in each facility).....	1	2	3
Email requests via the County website.....	1	2	3
Social media (e.g., Facebook).....	1	2	3

**15. The COVID-19 pandemic is challenging in many ways. How would you rate your household's current condition on the following:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall physical health.....	1	2	3	4	5
Overall emotional/social health.....	1	2	3	4	5
Overall economic health.....	1	2	3	4	5

**16. Please rate the overall response of the following government organizations to the COVID-19 pandemic:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The Federal Government.....	1	2	3	4	5
The State Government.....	1	2	3	4	5
Charlotte County Government.....	1	2	3	4	5

# Charlotte County 2020 Community Survey

Our last questions are about you and your household.  
Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

## D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer .....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, 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. Would you say that in general your health is:

- 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 Charlotte County?

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

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

- One family house detached from any other houses  
 Building with two or more homes  
 (duplex, townhome, apartment or condominium)  
 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 \$500             \$2,000 to \$2,499  
 \$500 to \$999             \$2,500 to \$2,999  
 \$1,000 to \$1,499         \$3,000 to \$3,499  
 \$1,500 to \$1,999         \$3,500 or more

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

- No     Yes

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

- No     Yes

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

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

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

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

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

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

## D13. In which category is your age?

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

## D14. What is your gender?

- Female  
 Male  
 Identify in another way

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

Dear Charlotte County Resident,

Just a reminder—if you have not yet completed this year’s Charlotte County Community Input Survey, please do so.

You can go online and complete the survey at:

**<https://bit.ly/xxplaceholderxx>**

We look forward to your input regarding the future of Charlotte County.

Thank you,



Bill Truex, Chairman  
Charlotte County Board of County Commissioners

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Administration/PIO  
18500 Murdock Circle  
B-101  
Port Charlotte, FL 33948

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