

THE NCSTM
The National Citizen SurveyTM

Jupiter, FL
Community Livability Report

2017



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Contents

About..... 1

Quality of Life in Jupiter 2

Community Characteristics 3

Governance 5

Participation 7

Conclusions 9



The National Citizen Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About

The National Citizen Survey™ (The NCS) report is about the “livability” of Jupiter. 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 within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 322 residents of the Town of Jupiter. The margin of error around any reported percentage is 5% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

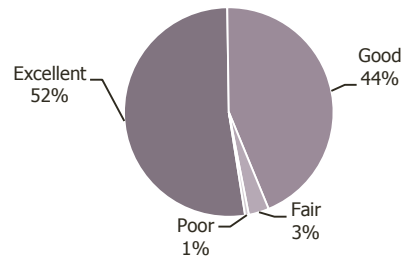


Quality of Life in Jupiter

Almost all residents rated the quality of life in Jupiter as excellent or good. This rating was higher than the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Overall Quality of Life



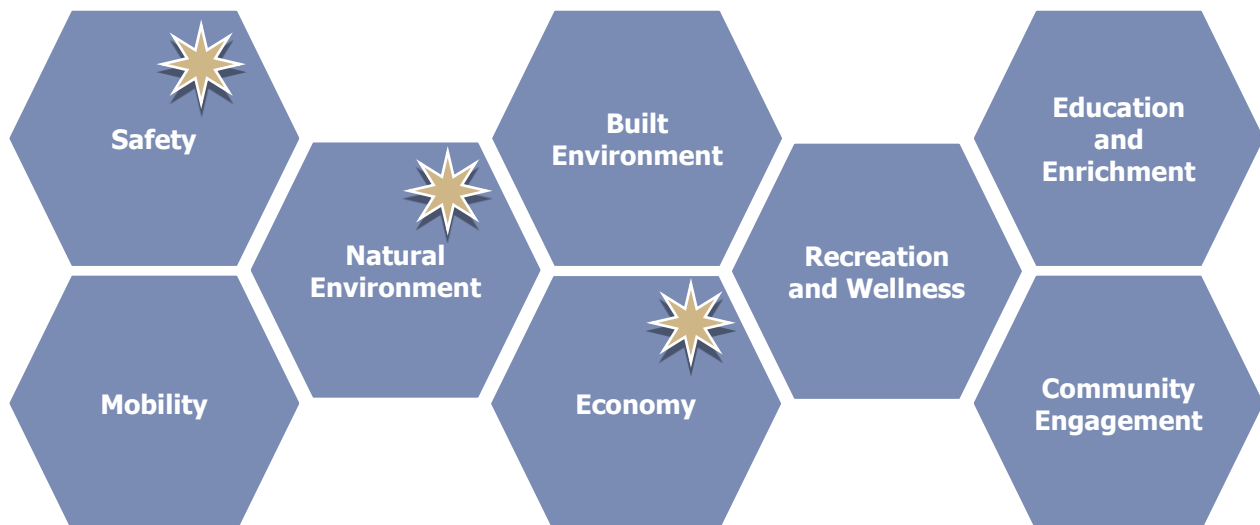
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety, Economy and Natural Environment as priorities for the Jupiter community in the coming two years. Ratings for all facets were positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Jupiter’s unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



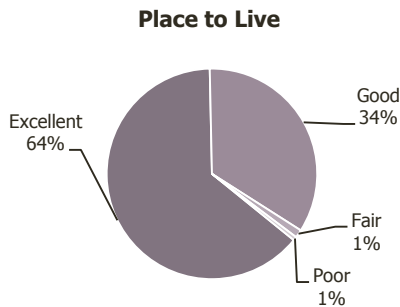
Community Characteristics

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Jupiter, 98% rated the Town as an excellent or good place to live. Respondents' ratings of Jupiter as a place to live were higher than ratings in other communities across the nation.

In addition to rating the Town as a place to live, respondents rated several aspects of community quality including Jupiter as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Jupiter and its overall appearance. About 9 in 10 residents gave excellent or good ratings to the overall image of Jupiter, their neighborhoods, Jupiter as a place to raise children and the overall appearance of Jupiter while about 4 in 5 gave strong ratings to Jupiter as a place to retire. Ratings for each of these aspects were higher than in comparison communities.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, most ratings were similar to other communities and were given positive ratings by a majority of respondents. Some aspects within Natural Environment, Built Environment, Economy, Recreation and Wellness and Education and Enrichment were rated higher than the benchmarks. Ease of travel by public transportation was the only aspect that was rated below the national benchmark. At least 9 in 10 residents gave positive ratings to the overall feelings of safety in Jupiter, as well as to feelings of safety in their neighborhoods and in the Town's downtown/commercial area. About 9 in 10 Jupiter residents gave excellent or good ratings to the cleanliness and to the air quality in Jupiter and these ratings were higher than ratings in comparison communities. Ratings within Economy were all similar to the national benchmark with the exception of ratings for overall economic health, Jupiter as a place to visit and Jupiter as a place to work, which were higher than the national benchmark. Within the facet of Recreation and Wellness, health and wellness opportunities, availability of mental health care and recreational opportunities received higher ratings than the benchmarks. About 4 in 5 Jupiter residents rated health and wellness opportunities as excellent or good.



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Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



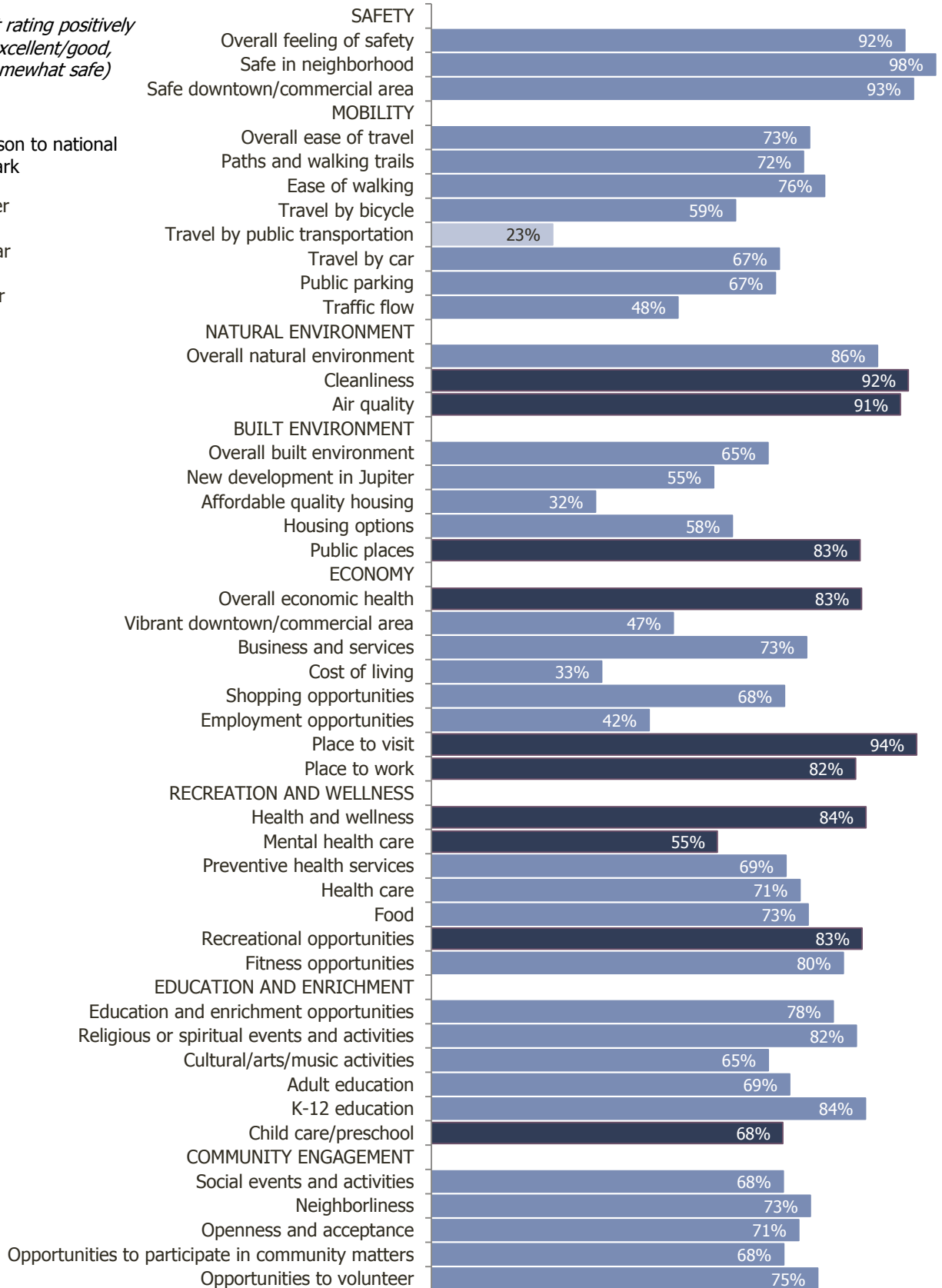
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Figure 1: Aspects of Community Characteristics

Percent rating positively
(e.g., excellent/good,
very/somewhat safe)

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

How well does the government of Jupiter meet the needs and expectations of its residents?

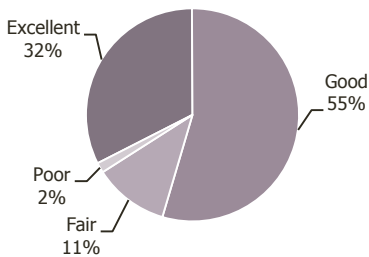
The overall quality of the services provided by Jupiter as well as the manner in which these services are provided are a key component of how residents rate their quality of life. About 4 in 5 respondents gave excellent or good ratings to the overall quality of Town services and this rating was higher than the national benchmark. About half of respondents gave favorable ratings to the overall quality of services provided by the Federal Government; this was similar to ratings given in other communities across the nation.

Survey respondents also rated various aspects of Jupiter’s leadership and governance. A majority of respondents positively rated each aspect and these ratings tended to be similar to the benchmarks. About 4 in 5 residents gave positive marks to the overall quality of customer service provided by Town employees and this rating was higher than ratings in comparison jurisdictions.

Respondents evaluated over 30 individual services and amenities available in Jupiter. Almost all aspects of Governance were rated as excellent or good by a majority of respondents and all were similar to or higher than the national benchmark. Within the facet of Safety, ratings for police services, animal control and emergency preparedness were all higher than the national benchmarks. Within Mobility ratings for street repair, street cleaning and sidewalk maintenance were higher than in comparison communities. At least 6 in 10 residents rated all aspects of Natural Environment favorably and ratings for yard waste pick-up were higher than the benchmark. The facet of Recreation and Wellness was also highly rated; at least 4 in 5 residents gave positive marks to each aspect and the rating for recreation centers was higher than those seen in other communities across the nation.

When comparing 2016 results to 2015, emergency preparedness and animal control increased (for more information see the *Trends over Time* report under separate cover). All other ratings within the pillar of Governance remained stable from 2015 to 2016.

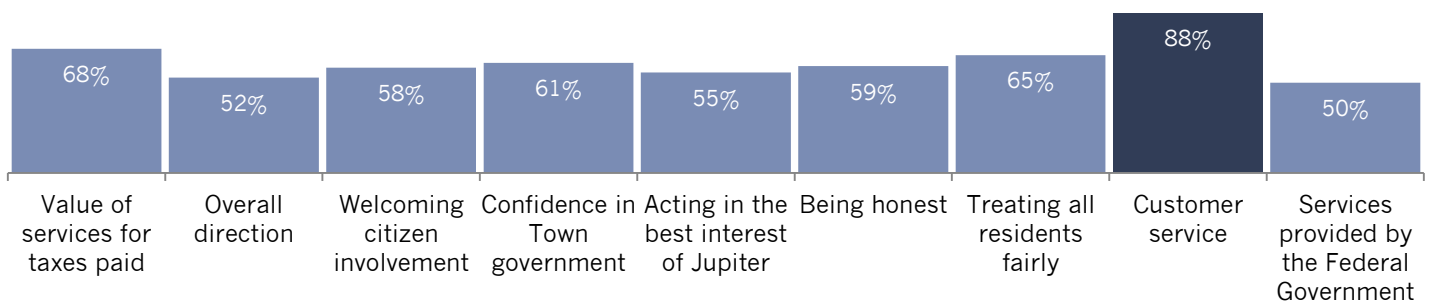
Overall Quality of Town Services



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



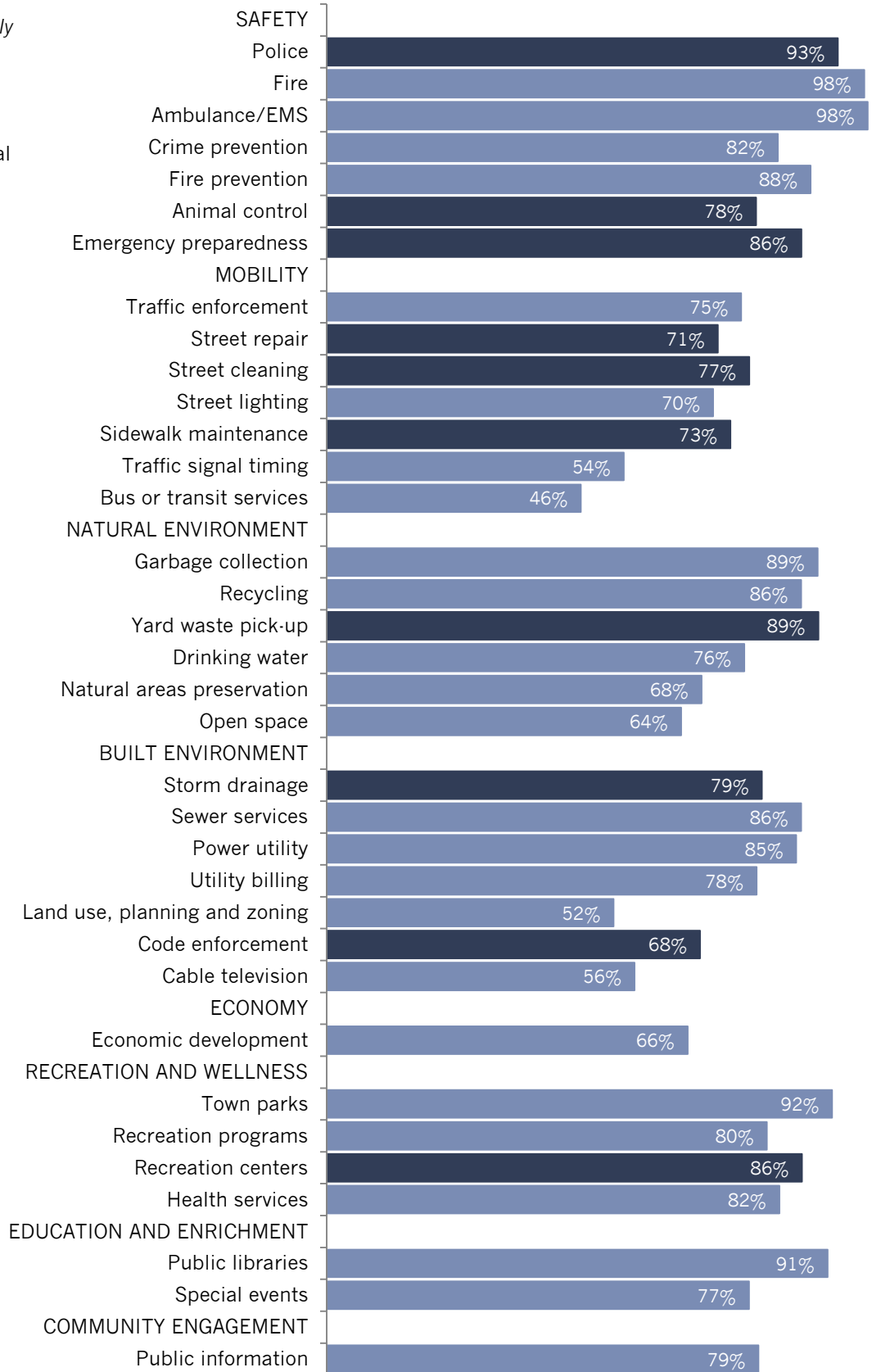
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Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower



Participation

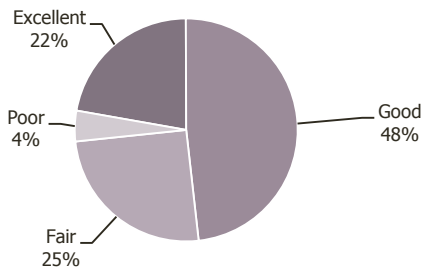
Are the residents of Jupiter connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About 7 in 10 Jupiter residents gave excellent or good ratings to the sense of community and this rating was similar to the national benchmark. Almost all residents reported that they were likely to remain in Jupiter and would recommend living in Jupiter to someone who asked.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Levels of Participation were mixed across the different facets, but overall reported Participation rates tended to be similar to those in comparison communities. Within the facet of Safety, almost all survey respondents had not been the victim of a crime and about three-quarters had not reported a crime, and about three-quarters had stocked supplies for an emergency (a level higher than the national benchmark). Within Mobility, only about 5% of residents reported that they had used public transportation instead of driving, a rate lower than the national benchmark. More than half of all residents reported that they had not observed a code violation, a level that was higher than in other communities. Rates of Participation within the facets of Economy, Recreation and Wellness and Education and Enrichment were all similar to rates found in communities across the nation. Within Community Engagement almost all residents had talked to or visited with neighbors.

More Jupiter residents reported that they had stocked supplies for an emergency and attended a Town-sponsored event in 2016 than in 2015, while fewer residents reported that they had visited a Jupiter library.

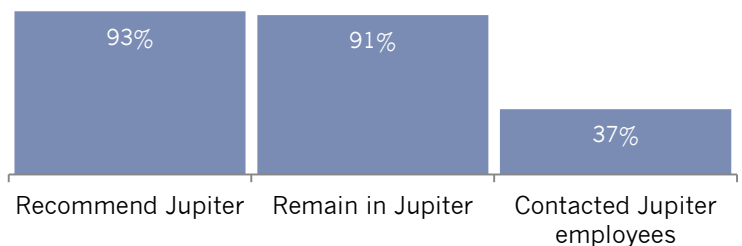
Sense of Community



*Percent rating positively
(e.g., very/somewhat likely,
yes)*

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



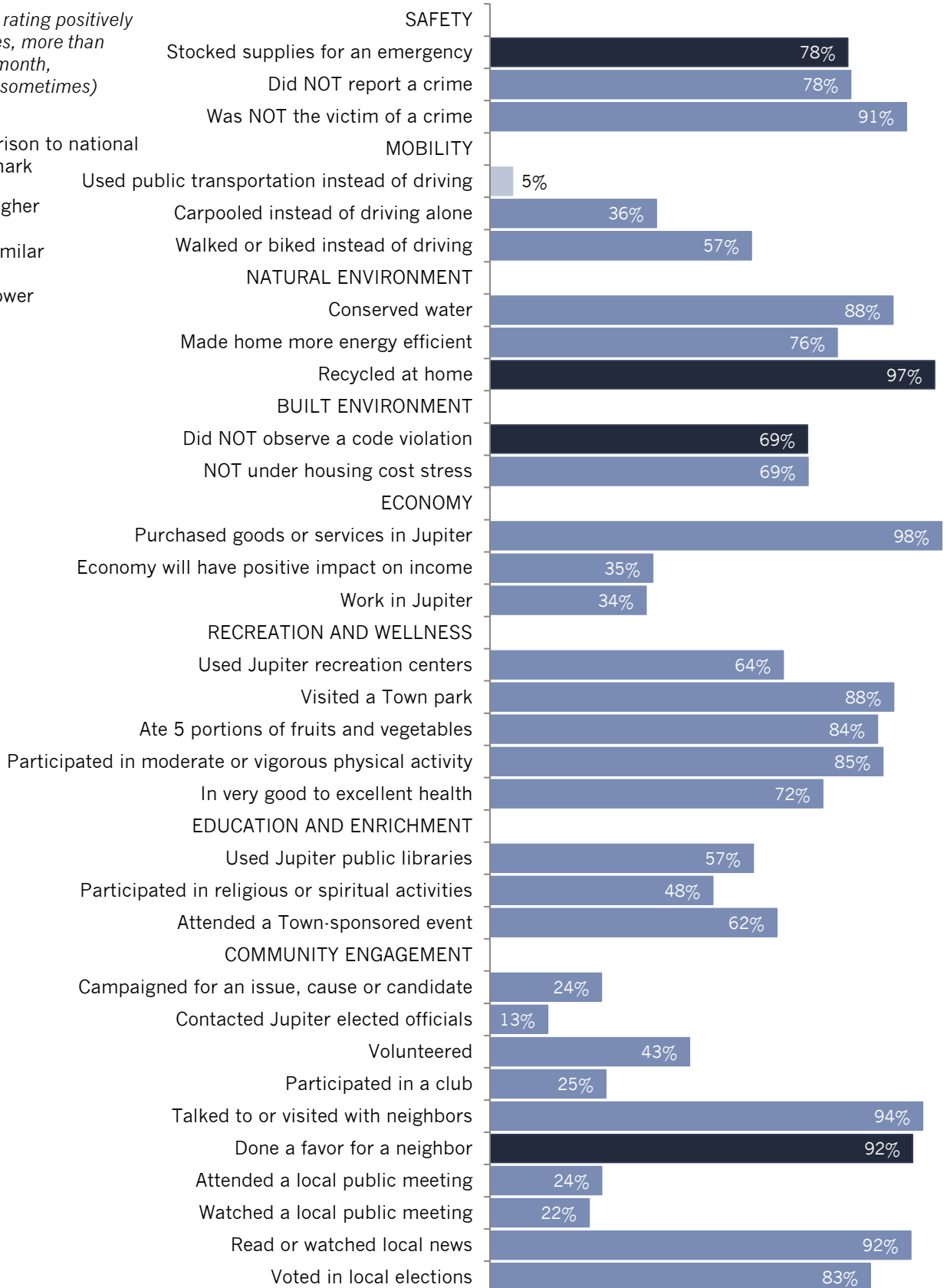
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower



Conclusions

Jupiter remains an exceptional place to live.

Almost all survey respondents rated the overall quality of life in of Jupiter and the town as a place to live as excellent or good; these ratings remained stable over time and were higher than the benchmarks. About 9 in 10 would recommend Jupiter as a place to live and planned to remain in the community. Ratings for features that enhance quality of life, such as Jupiter as place to retire, and the overall appearance and image of the town were given positive ratings by at least 4 in 5 respondents. These ratings were higher than the national benchmarks and remained stable from 2015 to 2016.

Safety and Economy are the main priorities for the community.

Jupiter residents identified Safety as one of the most important focus areas for the community. Almost all survey respondents rated police, fire and ambulance/EMS as excellent or good. About 4 in 5 residents gave high marks to crime prevention, fire prevention and emergency preparedness. Almost all residents said they felt safe in their neighborhood and had a positive overall feeling of safety in Jupiter. Additionally, about 9 in 10 participants reported they had NOT been the victim of a crime. Ratings increased from 2015 to 2016 for emergency preparedness and animal control, all other Safety services remained stable over time.

Ratings within the facet of Economy tended to be strong. Almost all residents gave high ratings to Jupiter as a place to visit and had purchased goods or services in Jupiter. Ratings for Jupiter as a place to visit, as a place to work and the overall economic health of Jupiter were higher than ratings in comparison communities. More residents positively rated Jupiter as a place to work in 2016 compared to 2015. All other Economy ratings remained stable from 2015 to 2016.

Natural Environment was identified as an important and strong feature of Jupiter.

Jupiter's Natural Environment was also identified as an important priority for the community and was an area that received high ratings from residents. At least 4 in 5 respondents gave excellent or good ratings to the overall natural environment, cleanliness and air quality and these ratings were higher than in comparison communities. All Natural Environment ratings remained stable from 2015 to 2016. Demonstrating their personal interest in this area, nearly all residents—and more than elsewhere—reported that they had recycled at home.