

THE NCSTM
The National Citizen SurveyTM

Jupiter, FL
Trends over Time

2017



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. 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). This report discusses trends over time, comparing the 2016 ratings for the Town of Jupiter to its previous survey results in 2009, 2011, 2013 and 2015. Additional reports and technical appendices are available under separate cover.

Trend data for Jupiter represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2015 and 2016 surveys, otherwise the comparison between 2015 and 2016 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Jupiter for 2016 remained stable. Of the 133 items for which comparisons were available, 121 items were rated similarly in 2015 and 2016, three items showed a decrease in ratings and nine showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics ratings decreased for the overall quality of new development in Jupiter and the availability of preventive health services from 2015 to 2016. However, ratings increased during this same time period for ease of walking in Jupiter, Jupiter as a place to work, availability of affordable quality child care/preschool and the neighborliness of residents in Jupiter.
- Almost all ratings within Governance remained stable from 2015 to 2016. None decreased, and ratings increased for emergency preparedness, animal control and the overall quality of services provided by the Federal Government.
- Overall, residents reported similar rates of Participation in 2015 compared to 2016. However, fewer Jupiter residents reported that they had used a public library in Jupiter in 2016. More Jupiter residents reported that they had stocked supplies for an emergency and had attended a Town-sponsored event in 2016 than in 2015.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)					2016 rating compared to 2015	Comparison to benchmark				
	2009	2011	2013	2015	2016		2009	2011	2013	2015	2016
Overall quality of life	93%	92%	94%	94%	96%	Similar	Much higher	Much higher	Higher	Higher	Higher
Overall image	91%	92%	91%	92%	94%	Similar	Much higher	Much higher	Higher	Higher	Higher
Place to live	96%	97%	97%	96%	98%	Similar	Much higher	Much higher	Higher	Higher	Higher
Neighborhood	90%	91%	89%	92%	94%	Similar	Much higher	Much higher	Similar	Similar	Higher
Place to raise children	86%	89%	89%	88%	92%	Similar	Much higher	Much higher	Similar	Similar	Higher
Place to retire	82%	91%	88%	83%	85%	Similar	Much higher	Much higher	Higher	Higher	Higher
Overall appearance	92%	92%	90%	92%	94%	Similar	Much higher	Much higher	Higher	Higher	Higher

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2016 rating compared to 2015	Comparison to benchmark				
		2009	2011	2013	2015	2016		2009	2011	2013	2015	2016
Safety	Overall feeling of safety	NA	NA	91%	91%	92%	Similar	NA	NA	Similar	Similar	Similar
	Safe in neighborhood	97%	98%	97%	97%	98%	Similar	Higher	Higher	Similar	Similar	Similar
	Safe downtown/commercial area	88%	90%	88%	93%	93%	Similar	Similar	Similar	Similar	Similar	Similar
Mobility	Overall ease of travel	NA	NA	83%	77%	73%	Similar	NA	NA	Similar	Similar	Similar
	Paths and walking trails	73%	73%	76%	70%	72%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Ease of walking	73%	70%	73%	65%	76%	Higher	Much higher	Much higher	Similar	Similar	Similar
	Travel by bicycle	62%	61%	52%	53%	59%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Travel by public transportation	NA	NA	25%	26%	23%	Similar	NA	NA	Lower	Lower	Lower
	Travel by car	75%	80%	73%	62%	67%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Public parking	NA	NA	74%	66%	67%	Similar	NA	NA	Higher	Similar	Similar
	Traffic flow	60%	58%	57%	45%	48%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Natural Environment	Overall natural environment	83%	90%	86%	83%	86%	Similar	Much higher	Much higher	Higher	Similar
Cleanliness		90%	89%	88%	88%	92%	Similar	Much higher	Much higher	Higher	Higher	Higher
Air quality		NA	NA	91%	90%	91%	Similar	NA	NA	Higher	Higher	Higher
Built Environment	Overall built environment	NA	NA	69%	72%	65%	Similar	NA	NA	Similar	Similar	Similar
	New development in Jupiter	76%	75%	59%	62%	55%	Lower	Much higher	Much higher	Similar	Similar	Similar
	Affordable quality housing	40%	48%	45%	36%	32%	Similar	Higher	Higher	Similar	Similar	Similar
	Housing options	67%	71%	69%	63%	58%	Similar	Much higher	Much higher	Similar	Similar	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2016 rating compared to 2015	Comparison to benchmark				
		2009	2011	2013	2015	2016		2009	2011	2013	2015	2016
Economy	Public places	NA	NA	80%	85%	83%	Similar	NA	NA	Higher	Higher	Higher
	Overall economic health	NA	NA	80%	83%	83%	Similar	NA	NA	Higher	Higher	Higher
	Vibrant downtown/commercial area	NA	NA	34%	48%	47%	Similar	NA	NA	Similar	Similar	Similar
	Business and services	72%	77%	70%	78%	73%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Cost of living	NA	NA	39%	31%	33%	Similar	NA	NA	Similar	Similar	Similar
	Shopping opportunities	63%	66%	62%	74%	68%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Employment opportunities	31%	44%	37%	46%	42%	Similar	Similar	Much higher	Similar	Similar	Similar
	Place to visit	NA	NA	90%	91%	94%	Similar	NA	NA	Higher	Much higher	Much higher
	Place to work	74%	76%	73%	73%	82%	Higher	Much higher	Much higher	Higher	Higher	Higher
	Recreation and Wellness	Health and wellness	NA	NA	86%	87%	84%	Similar	NA	NA	Similar	Higher
Mental health care		NA	NA	58%	58%	55%	Similar	NA	NA	Similar	Similar	Higher
Preventive health services		67%	73%	79%	81%	69%	Lower	Much higher	Much higher	Higher	Higher	Similar
Health care		63%	68%	77%	76%	71%	Similar	Much higher	Much higher	Higher	Higher	Similar
Food		76%	71%	74%	77%	73%	Similar	Much higher	Higher	Similar	Similar	Similar
Recreational opportunities		81%	83%	81%	83%	83%	Similar	Much higher	Much higher	Higher	Higher	Higher
Fitness opportunities		NA	NA	80%	77%	80%	Similar	NA	NA	Similar	Similar	Similar
Education and Enrichment	Religious or spiritual events and activities	NA	NA	80%	85%	82%	Similar	NA	NA	Similar	Similar	Similar
	Cultural/arts/music activities	57%	66%	69%	68%	65%	Similar	Similar	Much higher	Similar	Similar	Similar
	Adult education	NA	NA	70%	73%	69%	Similar	NA	NA	Similar	Similar	Similar
	K-12 education	83%	84%	82%	80%	84%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Child care/preschool	46%	58%	61%	60%	68%	Higher	Similar	Much higher	Higher	Similar	Higher
Community Engagement	Social events and activities	67%	77%	66%	66%	68%	Similar	Similar	Much higher	Similar	Similar	Similar
	Neighborliness	NA	NA	65%	63%	73%	Higher	NA	NA	Similar	Similar	Similar
	Openness and acceptance	70%	74%	63%	64%	71%	Similar	Higher	Much higher	Similar	Similar	Similar

The National Citizen Survey™

	Percent rating positively (e.g., excellent/good, very/somewhat safe)					2016 rating compared to 2015	Comparison to benchmark				
	2009	2011	2013	2015	2016		2009	2011	2013	2015	2016
Opportunities to participate in community matters	73%	72%	67%	70%	68%	Similar	Higher	Higher	Similar	Similar	Similar
Opportunities to volunteer	77%	82%	78%	77%	75%	Similar	Similar	Higher	Similar	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)					2016 rating compared to 2015	Comparison to benchmark				
	2009	2011	2013	2015	2016		2009	2011	2013	2015	2016
Services provided by Jupiter	86%	87%	82%	87%	87%	Similar	Much higher	Much higher	Similar	Similar	Higher
Customer service	83%	93%	79%	84%	88%	Similar	Much higher	Much higher	Similar	Similar	Higher
Value of services for taxes paid	65%	66%	66%	64%	68%	Similar	Much higher	Much higher	Similar	Similar	Similar
Overall direction	64%	70%	59%	58%	52%	Similar	Much higher	Much higher	Similar	Similar	Similar
Welcoming citizen involvement	60%	64%	60%	63%	58%	Similar	Much higher	Much higher	Similar	Similar	Similar
Confidence in Town government	NA	NA	58%	58%	61%	Similar	NA	NA	Similar	Similar	Similar
Acting in the best interest of Jupiter	NA	NA	58%	58%	55%	Similar	NA	NA	Similar	Similar	Similar
Being honest	NA	NA	65%	65%	59%	Similar	NA	NA	Similar	Similar	Similar
Treating all residents fairly	NA	NA	61%	64%	65%	Similar	NA	NA	Similar	Similar	Similar
Services provided by the Federal Government	38%	42%	33%	39%	50%	Higher	Similar	Similar	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)					2016 rating compared to 2015	Comparison to benchmark				
		2009	2011	2013	2015	2016		2009	2011	2013	2015	2016
Safety	Police	85%	82%	88%	89%	93%	Similar	Much higher	Higher	Similar	Similar	Higher
	Fire	91%	94%	97%	96%	98%	Similar	Higher	Higher	Similar	Similar	Similar
	Ambulance/EMS	95%	93%	94%	95%	98%	Similar	Much higher	Higher	Similar	Similar	Similar
	Crime prevention	77%	80%	82%	82%	82%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Fire prevention	NA	NA	80%	87%	88%	Similar	NA	NA	Similar	Similar	Similar
	Animal control	69%	73%	69%	71%	78%	Higher	Higher	Higher	Similar	Similar	Higher
	Emergency preparedness	87%	89%	78%	79%	86%	Higher	Much higher	Much higher	Higher	Higher	Higher
Mobility	Traffic enforcement	76%	79%	70%	72%	75%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Street repair	76%	73%	73%	71%	71%	Similar	Much higher	Much higher	Higher	Higher	Higher
	Street cleaning	78%	75%	73%	77%	77%	Similar	Much higher	Much higher	Similar	Similar	Higher

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)					2016 rating compared to 2015	Comparison to benchmark				
		2009	2011	2013	2015	2016		2009	2011	2013	2015	2016
	Street lighting	73%	71%	69%	76%	70%	Similar	Much higher	Much higher	Similar	Higher	Similar
	Sidewalk maintenance	79%	74%	74%	74%	73%	Similar	Much higher	Much higher	Higher	Higher	Higher
	Traffic signal timing	54%	53%	51%	50%	54%	Similar	Higher	Similar	Similar	Similar	Similar
	Bus or transit services	46%	48%	44%	53%	46%	Similar	Much lower	Lower	Similar	Similar	Similar
Natural Environment	Garbage collection	91%	91%	90%	90%	89%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Recycling	88%	90%	86%	87%	86%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Yard waste pick-up	85%	86%	85%	85%	89%	Similar	Much higher	Much higher	Higher	Similar	Higher
	Drinking water	82%	82%	80%	79%	76%	Similar	Much higher	Much higher	Higher	Similar	Similar
	Natural areas preservation	74%	88%	67%	66%	68%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Open space	NA	NA	65%	66%	64%	Similar	NA	NA	Similar	Similar	Similar
Built Environment	Storm drainage	74%	78%	70%	72%	79%	Similar	Much higher	Much higher	Similar	Similar	Higher
	Sewer services	87%	88%	86%	89%	86%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Power utility	NA	88%	81%	85%	85%	Similar	NA	Much higher	Similar	Similar	Similar
	Utility billing	NA	NA	80%	80%	78%	Similar	NA	NA	Similar	Similar	Similar
	Land use, planning and zoning	65%	67%	54%	52%	52%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Code enforcement	67%	71%	64%	68%	68%	Similar	Much higher	Much higher	Similar	Higher	Higher
	Cable television	NA	NA	59%	53%	56%	Similar	NA	NA	Similar	Similar	Similar
Economy	Economic development	53%	67%	66%	62%	66%	Similar	Much higher	Much higher	Higher	Similar	Similar
Recreation and Wellness	Town parks	92%	98%	90%	89%	92%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Recreation programs	86%	90%	82%	85%	80%	Similar	Much higher	Much higher	Similar	Similar	Similar
	Recreation centers	88%	89%	83%	85%	86%	Similar	Much higher	Much higher	Similar	Higher	Higher
	Health services	74%	83%	82%	84%	82%	Similar	Much higher	Much higher	Similar	Higher	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)					2016 rating compared to 2015	Comparison to benchmark				
		2009	2011	2013	2015	2016		2009	2011	2013	2015	2016
Education and Enrichment	Special events	NA	NA	79%	75%	77%	Similar	NA	NA	Similar	Similar	Similar
	Public libraries	93%	96%	86%	92%	91%	Similar	Much higher	Much higher	Similar	Similar	Similar
Community Engagement	Public information	80%	82%	79%	80%	79%	Similar	Much higher	Much higher	Similar	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2016 rating compared to 2015	Comparison to benchmark				
	2009	2011	2013	2015	2016		2009	2011	2013	2015	2016
Sense of community	72%	78%	66%	71%	70%	Similar	Higher	Much higher	Similar	Similar	Similar
Recommend Jupiter	92%	95%	95%	93%	93%	Similar	Much higher	Much higher	Similar	Similar	Similar
Remain in Jupiter	90%	93%	95%	92%	91%	Similar	Much higher	Much higher	Higher	Similar	Similar
Contacted Jupiter employees	50%	46%	43%	43%	37%	Similar	Much lower	Much lower	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2016 rating compared to 2015	Comparison to benchmark				
		2009	2011	2013	2015	2016		2009	2011	2013	2015	2016
Safety	Stocked supplies for an emergency	NA	NA	53%	62%	78%	Higher	NA	NA	Higher	Much higher	Much higher
	Did NOT report a crime	NA	NA	81%	79%	78%	Similar	NA	NA	Similar	Similar	Similar
	Was NOT the victim of a crime	90%	88%	90%	88%	91%	Similar	Higher	Similar	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	5%	6%	5%	Similar	NA	NA	Much lower	Much lower	Much lower
	Carpooled instead of driving alone	NA	NA	35%	37%	36%	Similar	NA	NA	Similar	Similar	Similar
	Walked or biked instead of driving	NA	NA	60%	59%	57%	Similar	NA	NA	Similar	Similar	Similar
Natural Environment	Conserved water	NA	NA	83%	82%	88%	Similar	NA	NA	Similar	Similar	Similar
	Made home more energy efficient	NA	NA	78%	78%	76%	Similar	NA	NA	Similar	Similar	Similar
	Recycled at home	93%	94%	95%	91%	97%	Similar	Much higher	Much higher	Higher	Similar	Higher

The National Citizen Survey™

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2016 rating compared to 2015	Comparison to benchmark				
		2009	2011	2013	2015	2016		2009	2011	2013	2015	2016
Built Environment	Did NOT observe a code violation	NA	NA	64%	64%	69%	Similar	NA	NA	Similar	Higher	Higher
	NOT under housing cost stress	52%	58%	67%	71%	69%	Similar	Much lower	Lower	Similar	Similar	Similar
Economy	Purchased goods or services in Jupiter	NA	NA	99%	99%	98%	Similar	NA	NA	Similar	Similar	Similar
	Economy will have positive impact on income	16%	16%	28%	36%	35%	Similar	Similar	Similar	Similar	Similar	Similar
	Work in Jupiter	NA	NA	34%	36%	34%	Similar	NA	NA	Similar	Similar	Similar
Recreation and Wellness	Used Jupiter recreation centers	63%	62%	59%	60%	64%	Similar	Higher	Higher	Similar	Similar	Similar
	Visited a Town park	89%	92%	85%	85%	88%	Similar	Higher	Higher	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	79%	87%	84%	Similar	NA	NA	Similar	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	85%	86%	85%	Similar	NA	NA	Similar	Similar	Similar
	In very good to excellent health	NA	NA	72%	72%	72%	Similar	NA	NA	Similar	Similar	Similar
Education and Enrichment	Used Jupiter public libraries	72%	71%	59%	65%	57%	Lower	Similar	Similar	Lower	Similar	Similar
	Participated in religious or spiritual activities	NA	NA	45%	44%	48%	Similar	NA	NA	Similar	Similar	Similar
	Attended a Town-sponsored event	NA	NA	58%	53%	62%	Higher	NA	NA	Similar	Similar	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	19%	18%	24%	Similar	NA	NA	Similar	Similar	Similar
	Contacted Jupiter elected officials	NA	NA	14%	11%	13%	Similar	NA	NA	Similar	Similar	Similar
	Volunteered	47%	45%	38%	40%	43%	Similar	Higher	Similar	Similar	Similar	Similar
	Participated in a club	27%	31%	29%	28%	25%	Similar	Lower	Similar	Similar	Similar	Similar
	Talked to or visited with neighbors	NA	NA	96%	95%	94%	Similar	NA	NA	Similar	Similar	Similar
	Done a favor for a neighbor	NA	NA	85%	87%	92%	Similar	NA	NA	Similar	Similar	Higher
	Attended a local public meeting	27%	25%	25%	24%	24%	Similar	Similar	Similar	Similar	Similar	Similar
	Watched a local public meeting	27%	28%	17%	15%	22%	Similar	Much lower	Much lower	Lower	Lower	Similar
	Read or watched local news	NA	NA	90%	91%	92%	Similar	NA	NA	Similar	Similar	Similar
	Voted in local elections	82%	80%	83%	83%	83%	Similar	Much higher	Higher	Similar	Similar	Similar