

The National Citizen Survey™

Jupiter, FL

Trends over Time

2014

Contents

Summary	1
---------------	---

The National Citizen Survey™
© 2001-2014 National Research Center, Inc.

National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

International City/County Management Association
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

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 2013 ratings for the Town of Jupiter to its previous survey results in 2009 and 2011. 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 2011 and 2013 surveys, otherwise the comparison between 2011 and 2013 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 2013 generally remained stable. Of the 86 items for which comparisons were available, 60 items were rated similarly in 2011 and 2013, 23 items showed a decrease in ratings and three showed an increase in ratings. Notable trends over time included the following:

- All of the General Community Characteristics remained stable over time.
- Most of the facets of Community Characteristics remained stable between 2011 and 2013. Seven facets decreased, and one increased. Ratings declined for travel by car, travel by bicycle, new development in Jupiter, employment opportunities, business and services, openness and acceptance of residents and social events and activities. Ratings increased from 2011 to 2013 for health care.
- In the pillar of Governance, ratings within the facet of Economy remained stable. Many ratings remained stable within each of the other facets; however there were decreases from 2011 to 2013 for: emergency preparedness, traffic enforcement, natural areas preservation, storm drainage, power utility, land use, code enforcement, Town parks, recreation programs and public libraries.
- General Participation ratings tended to remain stable from 2011 to 2013.
- Participation by ratings within the eight community livability facets generally remained stable from 2011 to 2013; however fewer respondents reported using a Jupiter public library or watching a local public meeting. More residents gave positive ratings to their personal economic future in 2013 than in 2011.

Table 1: Community Characteristics General

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

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2013 rating compared to 2011	Comparison to benchmark			
		2009	2011	2013		2009	2011	2013	
Safety	Overall feeling of safety	NA	NA	91%	NA	NA	NA	Similar	
	Safe in neighborhood	97%	98%	97%	Similar	Higher	Higher	Similar	
	Safe downtown/commercial area	88%	90%	88%	Similar	Similar	Similar	Similar	
Mobility	Overall ease of travel	NA	NA	83%	NA	NA	NA	Similar	
	Paths and walking trails	73%	73%	76%	Similar	Much higher	Much higher	Similar	
	Ease of walking	73%	70%	73%	Similar	Much higher	Much higher	Similar	
	Travel by bicycle	62%	61%	52%	Lower	Much higher	Much higher	Similar	
	Travel by public transportation	NA	NA	25%	NA	NA	NA	Lower	
	Travel by car	75%	80%	73%	Lower	Much higher	Much higher	Similar	
	Public parking	NA	NA	74%	NA	NA	NA	Higher	
	Traffic flow	60%	58%	57%	Similar	Much higher	Much higher	Similar	
	Natural Environment	Overall natural environment	83%	90%	86%	Similar	Much higher	Much higher	Higher
		Cleanliness	90%	89%	88%	Similar	Much higher	Much higher	Higher
Air quality		NA	NA	91%	NA	NA	NA	Higher	
Built Environment	Overall built environment	NA	NA	69%	NA	NA	NA	Similar	
	New development in Jupiter	76%	75%	59%	Lower	Much higher	Much higher	Similar	

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2013 rating compared to 2011	Comparison to benchmark		
		2009	2011	2013		2009	2011	2013
Economy	Affordable quality housing	40%	48%	45%	Similar	Higher	Higher	Similar
	Housing options	67%	71%	69%	Similar	Much higher	Much higher	Similar
	Public places	NA	NA	80%	NA	NA	NA	Higher
	Overall economic health	NA	NA	80%	NA	NA	NA	Higher
	Vibrant downtown/commercial area	NA	NA	34%	NA	NA	NA	Similar
	Business and services	72%	77%	70%	Lower	Much higher	Much higher	Similar
	Cost of living	NA	NA	39%	NA	NA	NA	Similar
	Shopping opportunities	63%	66%	62%	Similar	Much higher	Much higher	Similar
	Employment opportunities	31%	44%	37%	Lower	Similar	Much higher	Similar
	Place to visit	NA	NA	90%	NA	NA	NA	Higher
Health and Wellness	Place to work	74%	76%	73%	Similar	Much higher	Much higher	Higher
	Health and wellness	NA	NA	86%	NA	NA	NA	Similar
	Mental health care	NA	NA	58%	NA	NA	NA	Similar
	Preventive health services	67%	73%	79%	Similar	Much higher	Much higher	Higher
	Health care	63%	68%	77%	Higher	Much higher	Much higher	Higher
Recreation and Wellness	Food	76%	71%	74%	Similar	Much higher	Higher	Similar
	Recreational opportunities	81%	83%	81%	Similar	Much higher	Much higher	Higher
	Fitness opportunities	NA	NA	80%	NA	NA	NA	Similar
	Religious or spiritual events and activities	NA	NA	80%	NA	NA	NA	Similar
Education and Enrichment	Cultural/arts/music activities	57%	66%	69%	Similar	Similar	Much higher	Similar
	Adult education	NA	NA	70%	NA	NA	NA	Similar
	K-12 education	83%	84%	82%	Similar	Much higher	Much higher	Similar
	Child care/preschool	46%	58%	61%	Similar	Similar	Much higher	Higher
Community Engagement	Social events and activities	67%	77%	66%	Lower	Similar	Much higher	Similar
	Neighborhoodliness	NA	NA	65%	NA	NA	NA	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2013 rating compared to 2011	Comparison to benchmark		
		2009	2011	2013		2009	2011	2013
	Openness and acceptance	70%	74%	63%	Lower	Higher	Much higher	Similar
	Opportunities to participate in community matters	73%	72%	67%	Similar	Higher	Higher	Similar
	Opportunities to volunteer	77%	82%	78%	Similar	Similar	Higher	Similar

Table 3: Governance General

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

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)			2013 rating compared to 2011	Comparison to benchmark		
		2009	2011	2013		2009	2011	2013
Safety	Police	85%	82%	88%	Similar	Much higher	Higher	Similar
	Fire	91%	94%	97%	Similar	Higher	Higher	Similar
	Ambulance/EMS	95%	93%	94%	Similar	Much higher	Higher	Similar
	Crime prevention	77%	80%	82%	Similar	Much higher	Much higher	Similar
	Fire prevention	NA	NA	80%	NA	NA	NA	Similar
	Animal control	69%	73%	69%	Similar	Higher	Higher	Similar
	Emergency preparedness	87%	89%	78%	Lower	Much higher	Much higher	Higher
	Traffic enforcement	76%	79%	70%	Lower	Much higher	Much higher	Similar
	Street repair	76%	73%	73%	Similar	Much higher	Much higher	Higher
	Street cleaning	78%	75%	73%	Similar	Much higher	Much higher	Similar
Mobility	Street lighting	73%	71%	69%	Similar	Much higher	Much higher	Similar
	Sidewalk maintenance	79%	74%	74%	Similar	Much higher	Much higher	Higher
	Traffic signal timing	54%	53%	51%	Similar	Higher	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)			2013 rating compared to 2011	Comparison to benchmark			
		2009	2011	2013		2009	2011	2013	
Natural Environment	Bus or transit services	46%	48%	44%	Similar	Much lower	Lower	Similar	
	Garbage collection	91%	91%	90%	Similar	Much higher	Much higher	Similar	
	Recycling	88%	90%	86%	Similar	Much higher	Much higher	Similar	
	Yard waste pick-up	85%	86%	85%	Similar	Much higher	Much higher	Higher	
	Drinking water	82%	82%	80%	Similar	Much higher	Much higher	Higher	
	Natural areas preservation	74%	88%	67%	Lower	Much higher	Much higher	Similar	
	Open space	NA	NA	65%	NA	NA	NA	Similar	
	Storm drainage	74%	78%	70%	Lower	Much higher	Much higher	Similar	
	Sewer services	87%	88%	86%	Similar	Much higher	Much higher	Similar	
	Power utility	NA	88%	81%	Lower	NA	Much higher	Similar	
Built Environment	Utility billing	NA	NA	80%	NA	NA	NA	Similar	
	Land use, planning and zoning	65%	67%	54%	Lower	Much higher	Much higher	Similar	
	Code enforcement	67%	71%	64%	Lower	Much higher	Much higher	Similar	
	Cable television	NA	NA	59%	NA	NA	NA	Similar	
	Economy	Economic development	53%	67%	66%	Similar	Much higher	Much higher	Higher
	Recreation and Wellness	Town parks	92%	98%	90%	Lower	Much higher	Much higher	Similar
		Recreation programs	86%	90%	82%	Lower	Much higher	Much higher	Similar
Recreation centers		88%	89%	83%	Similar	Much higher	Much higher	Similar	
Education and Enrichment	Health services	74%	83%	82%	Similar	Much higher	Much higher	Similar	
	Special events	NA	NA	79%	NA	NA	NA	Similar	
Community Engagement	Public libraries	93%	96%	86%	Lower	Much higher	Much higher	Similar	
	Public information	80%	82%	79%	Similar	Much higher	Much higher	Similar	

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2013 rating compared to 2011	Comparison to benchmark		
	2009	2011	2013		2009	2011	2013
Sense of community	72%	78%	66%	Lower	Higher	Much higher	Similar
Recommend Jupiter	84%	89%	95%	Similar	Much higher	Much higher	Similar
Remain in Jupiter	83%	88%	95%	Similar	Much higher	Much higher	Higher
Contacted Jupiter employees	50%	46%	43%	Similar	Much lower	Much lower	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2013 rating compared to 2011	Comparison to benchmark		
		2009	2011	2013		2009	2011	2013
Safety	Stocked supplies for an emergency	NA	NA	53%	NA	NA	NA	Higher
	Did NOT report a crime	NA	NA	81%	NA	NA	NA	Similar
	Was NOT the victim of a crime	50%	88%	90%	Similar	Higher	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	5%	NA	NA	NA	Much lower
	Carpooled instead of driving alone	NA	NA	35%	NA	NA	NA	Similar
	Walked or biked instead of driving	NA	NA	60%	NA	NA	NA	Similar
Natural Environment	Conserved water	NA	NA	83%	NA	NA	NA	Similar
	Made home more energy efficient	NA	NA	78%	NA	NA	NA	Similar
	Recycled at home	93%	94%	95%	Similar	Much higher	Much higher	Higher
Built Environment	Did NOT observe a code violation	NA	NA	64%	NA	NA	NA	Similar
	NOT under housing cost stress	50%	58%	67%	Higher	Much lower	Lower	Similar
Economy	Purchased goods or services in Jupiter	NA	NA	99%	NA	NA	NA	Similar
	Economy will have positive impact on income	16%	16%	28%	Higher	Similar	Similar	Similar
	Work in Jupiter	NA	NA	34%	NA	NA	NA	Similar
Recreation and Wellness	Used Jupiter recreation centers	63%	62%	59%	Similar	Higher	Higher	Similar
	Visited a Town park	89%	92%	85%	Similar	Higher	Higher	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	79%	NA	NA	NA	Similar
	Participated in moderate or vigorous physical activity	NA	NA	85%	NA	NA	NA	Similar
	In very good to excellent health	NA	NA	72%	NA	NA	NA	Similar
Education and Enrichment	Used Jupiter public libraries	72%	71%	59%	Lower	Similar	Similar	Lower
Community Engagement	Participated in religious or spiritual activities	NA	NA	45%	NA	NA	NA	Similar
	Attended a Town-sponsored event	NA	NA	58%	NA	NA	NA	Similar
	Campaigned for an issue, cause or candidate	NA	NA	19%	NA	NA	NA	Similar
	Contacted Jupiter elected officials	NA	NA	14%	NA	NA	NA	Similar
	Volunteered	47%	45%	38%	Similar	Higher	Similar	Similar
	Participated in a club	27%	31%	29%	Similar	Lower	Similar	Similar
	Talked to or visited with neighbors	NA	NA	96%	NA	NA	NA	Similar
	Done a favor for a neighbor	NA	NA	85%	NA	NA	NA	Similar
Attended a local public meeting	27%	25%	25%	Similar	Similar	Similar	Similar	

The National Citizen Survey™

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2013 rating compared to 2011	Comparison to benchmark		
	2009	2011	2013		2009	2011	2013
Watched a local public meeting	27%	28%	17%	Lower	Much lower	Much lower	Lower
Read or watched local news	NA	NA	90%	NA	NA	NA	Similar
Voted in local elections	82%	80%	83%	Similar	Much higher	Higher	Similar