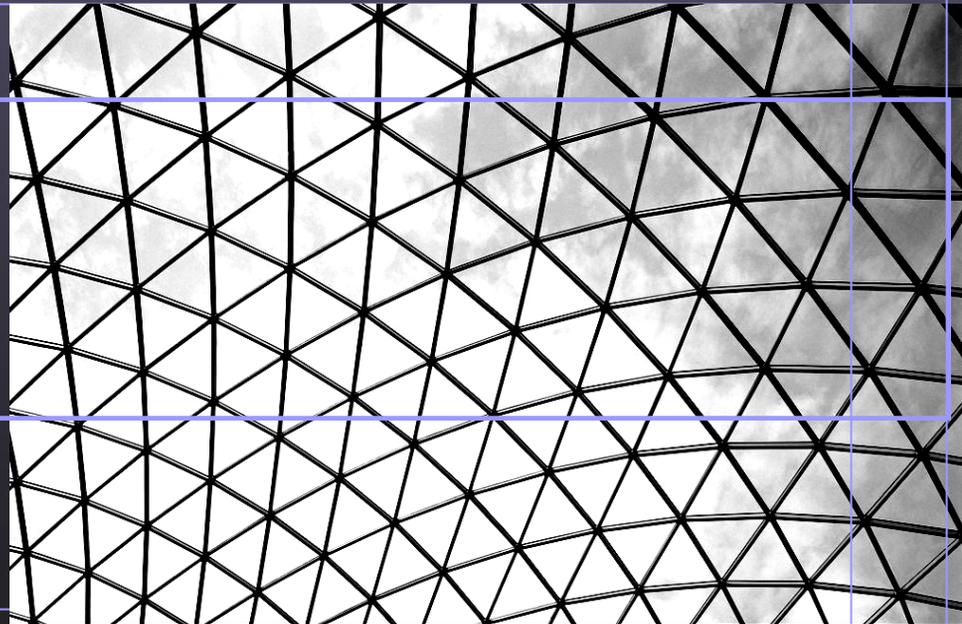# The National Citizen Survey™

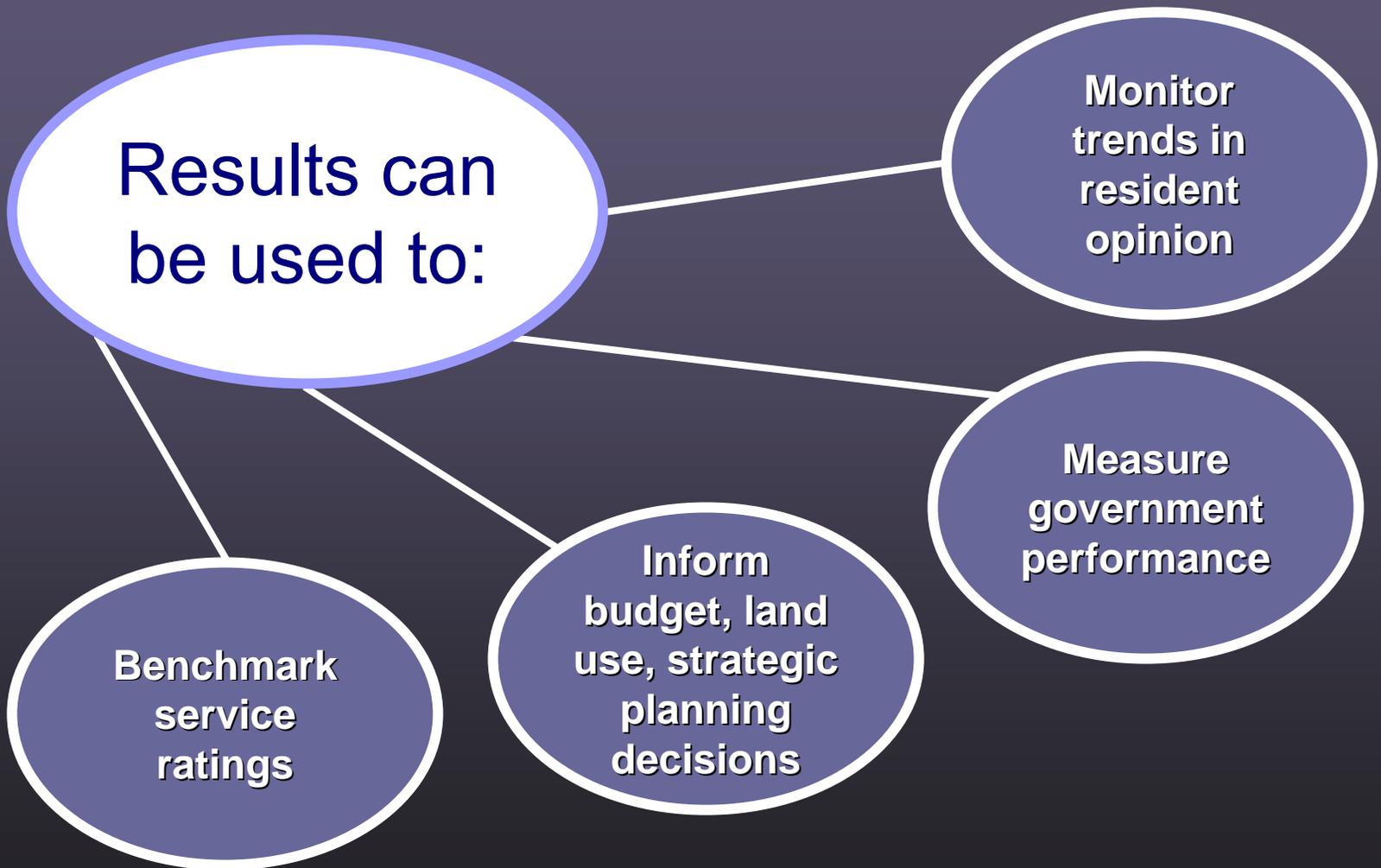# Jupiter, FL

Summary of Findings

February 1, 2010

The National Citizen Survey™ (The NCS) Background

► ICMA/NRC initiative

▲ Turnkey omnibus citizen survey service

▲ Benchmark comparisons

▲ Over 200 participants in The NCS in over 40 states

▲ Over 500 jurisdictions in full database

Uses of Survey Results

Results can be used to:

Monitor trends in resident opinion

Measure government performance

Benchmark service ratings

Inform budget, land use, strategic planning decisions
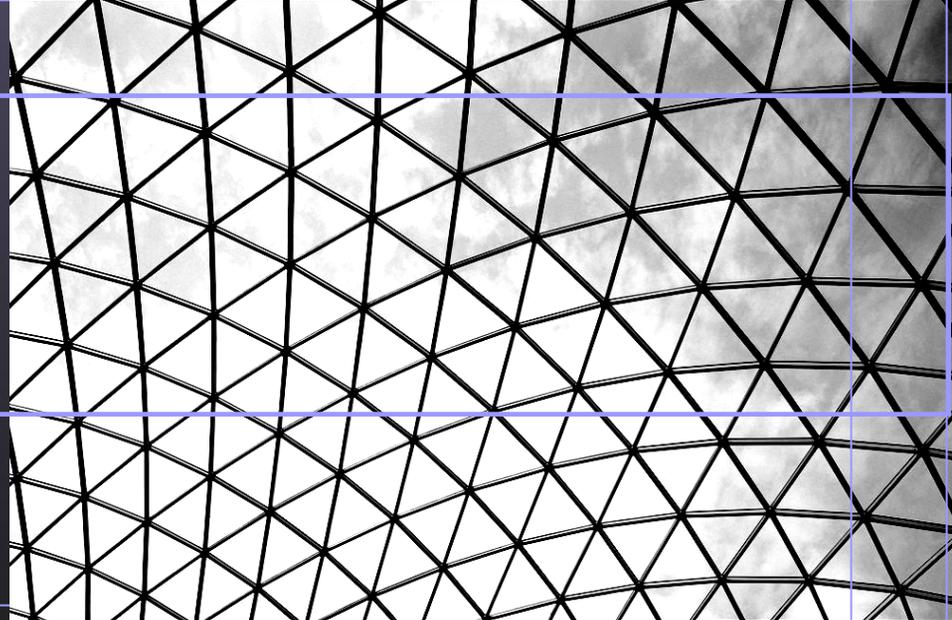
Study Background and Methods

2009 Survey:

► Multi-contact mailed survey

  ◄ Survey mailings began on October 26, 2009

  ◄ The data was collected through November 23, 2009

► Representative sample of 1,200 residents and households

  ▲ 337 surveys returned; 34% response rate

► 5% margin of error

► Data statistically weighted to reflect population

The National Citizen Survey™

Community Ratings

Overall Quality of Community

National Benchmark

Jupiter as a place to live	96%	Above
Overall quality of life in Jupiter	93%	Above
Neighborhood as a place to live	90%	Above

Percent "excellent" or "good"

Would recommend living in Jupiter to someone who asks

Above 92%

Remain in Jupiter for the next five years

Above 90%
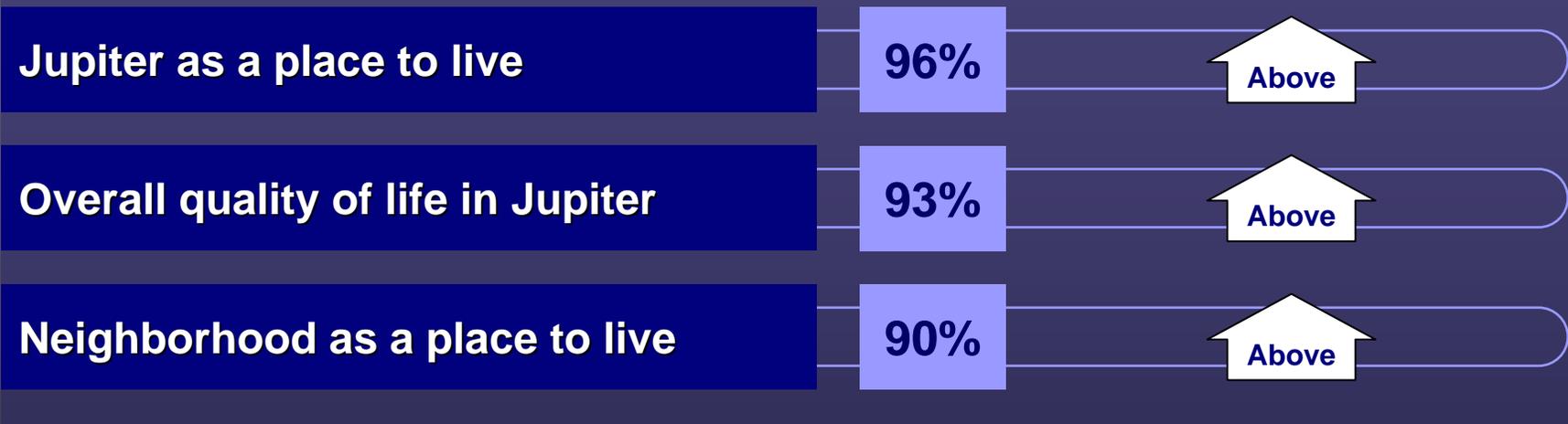
◄► = national benchmark comparison

The National Citizen Survey™

Community Design

Transportation

Ease of car travel	**75%**
Ease of walking	**73%**
Availability of paths and walking trails	**73%**
Ease of bicycle travel	**62%**
Traffic flow on major streets	**58%**
Ease of bus travel	**38%**

Above the benchmark

Below the benchmark
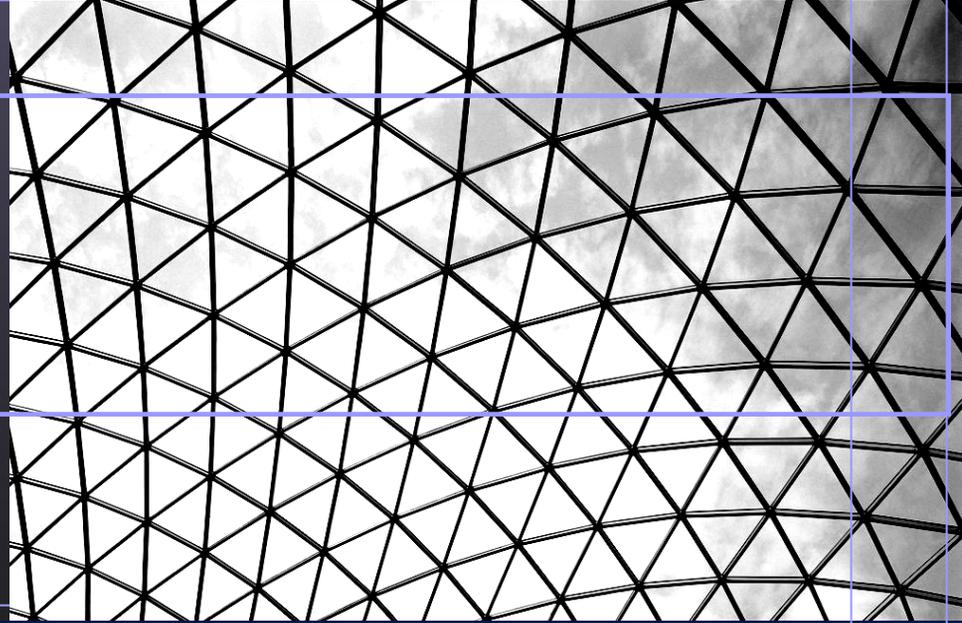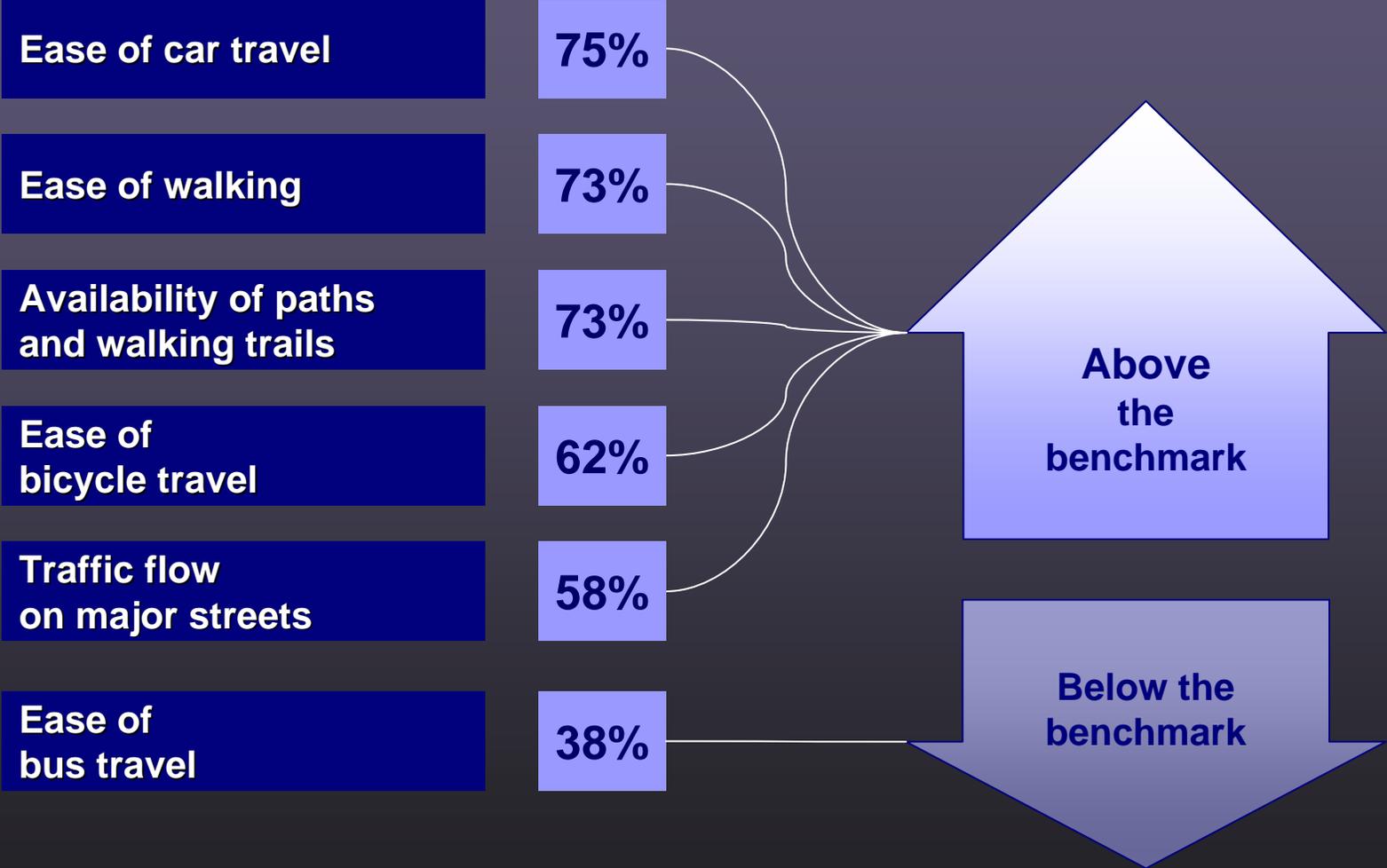
Percent "excellent" or "good"

Transportation Services

Street cleaning	**78%**
Sidewalk maintenance	**79%**
Street repair	**76%**
Street lighting	**73%**
Amount of public parking	**69%**
Traffic signal timing	**54%**

Above benchmark

Bus or transit Services	**47%**

Below the benchmark

Percent "excellent" or "good"

Housing

□ Excellent ■ Good

Availability of affordable quality housing
- 7%
- 33%

Variety of housing options
- 21%
- 46%

Above the benchmark

0%　25%　50%　75%　100%

Percent of respondents
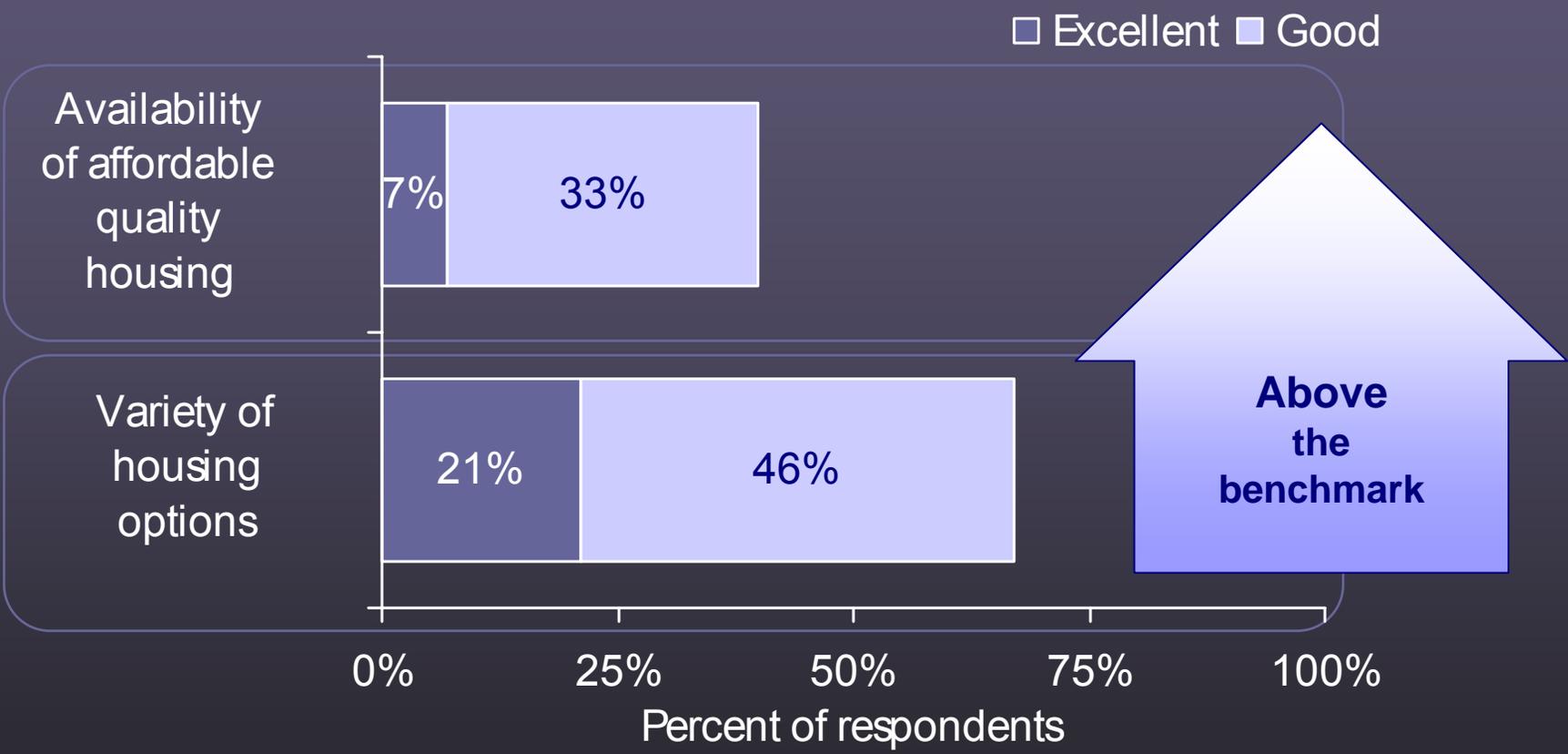
Land Use, Planning and Zoning

Above the benchmark

92%

Overall appearance of Jupiter

76%

Above the benchmark

Overall quality of new development in Jupiter

Percent "excellent" or "good"

Economic Sustainability

National Benchmark

Jupiter as a place to work	74%	Above
Overall Quality of businesses and service establishments	73%	Above
Shopping opportunities	63%	Above
Employment opportunities	31%	Similar

Percent "excellent" or "good"

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The National Citizen Survey™

Public Safety

Public Safety

Neighborhood	"Downtown"

During the day

97% ↑

85% ↑

87% ↔

After dark

67% ↑

From Violent Crime

86% ↑

From Environmental Hazards

84% ↑

From Property Crime

68% ↑
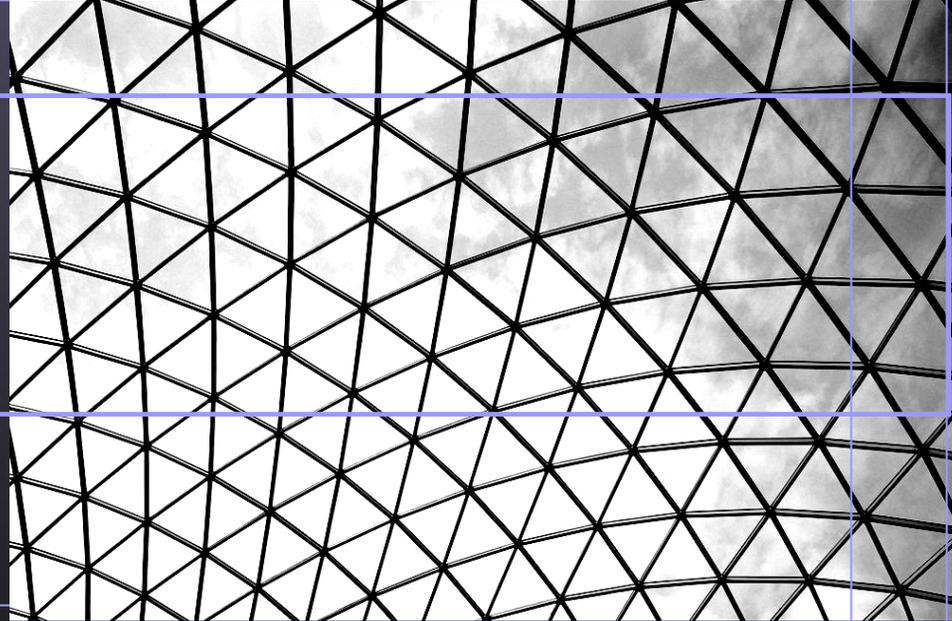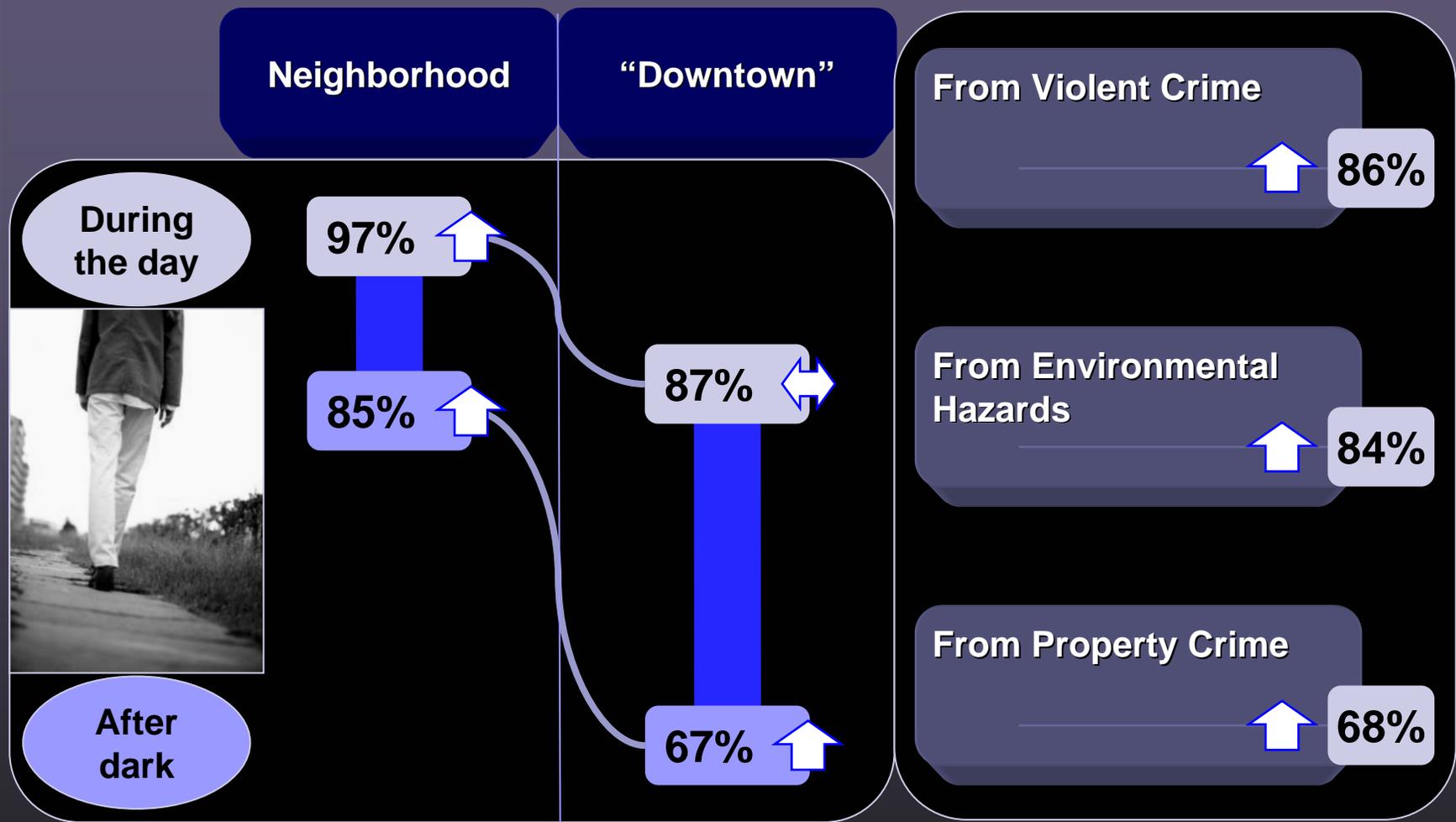
Felt "very" or "somewhat" safe

Safety Services

Fire services	**91%**
Ambulance/EMS	**95%**
Emergency preparedness	**87%**
Police services	**85%**
Crime prevention	**77%**
Traffic enforcement	**76%**

Above the benchmark

Percent "excellent" or "good"

Environmental Sustainability

Cleanliness of Jupiter	**90%**
Quality of overall natural environment	**83%**
Preservation of natural areas such as open space, farmlands and greenbelts	**74%**

Above the benchmark

93%

Recycled used paper, cans or bottles from home at least once in the prior 12 months

More than the benchmark

Percent "excellent" or "good"

Utility Services

☐ Excellent
■ Good

Service	Excellent	Good
Sewer services	30%	57%
Drinking water	38%	44%
Storm drainage	22%	51%
Yard waste pick-up	37%	48%
Recycling	39%	50%
Garbage collection	40%	51%

0%   25%   50%   75%   100%

Percent of respondents

Above the benchmark

Report pages: 27
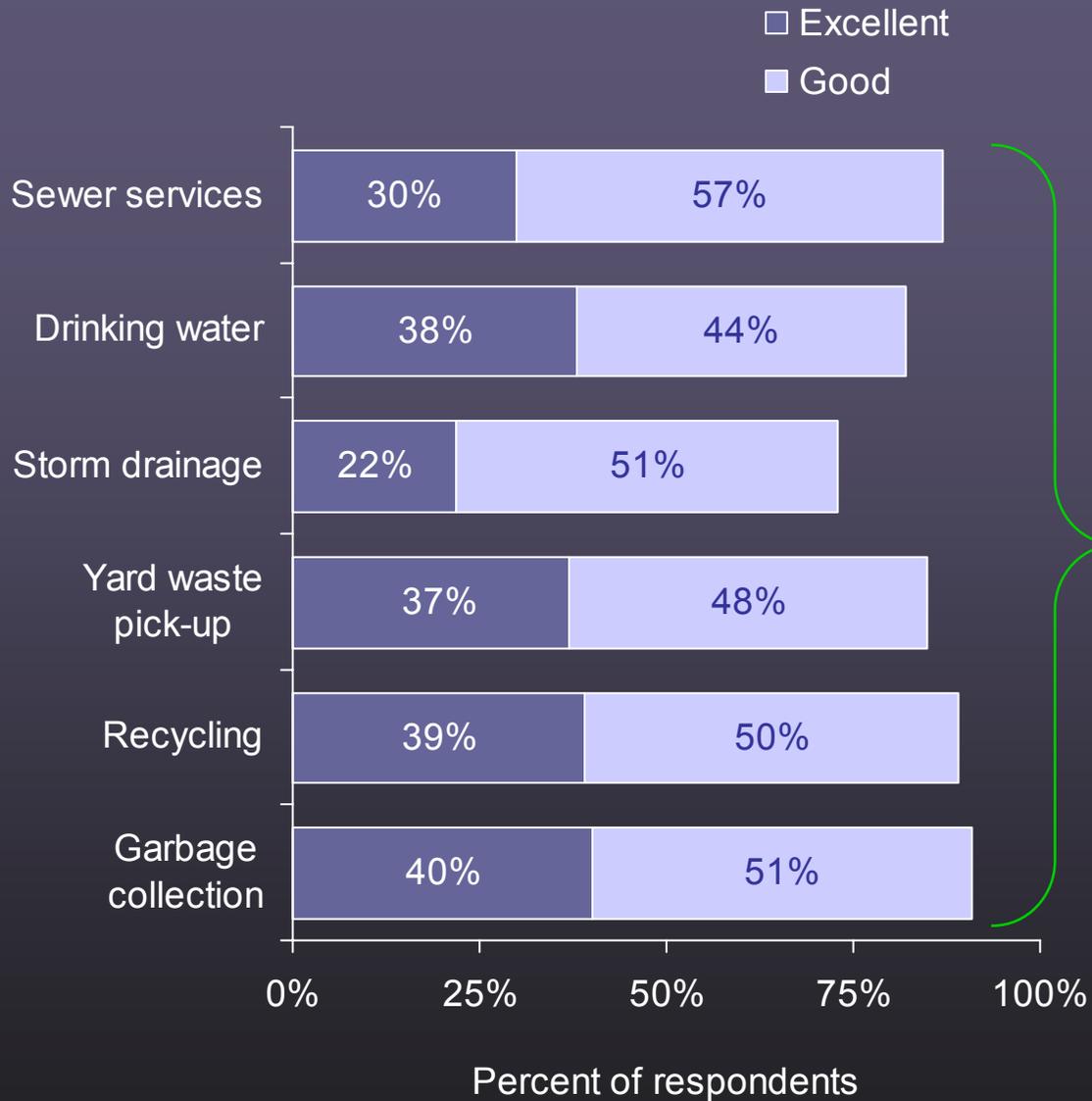
The National Citizen Survey™

Recreation and Wellness
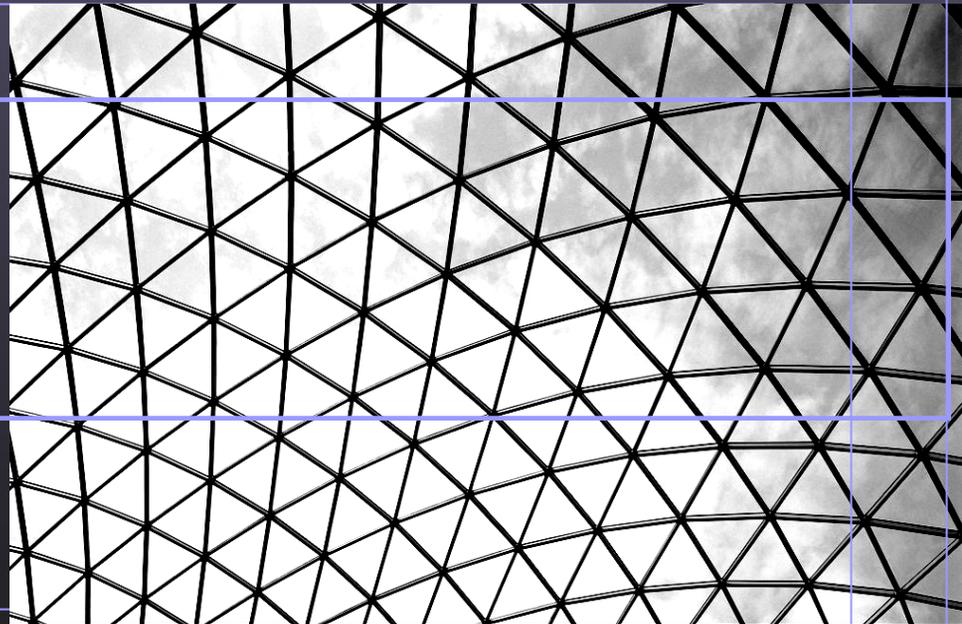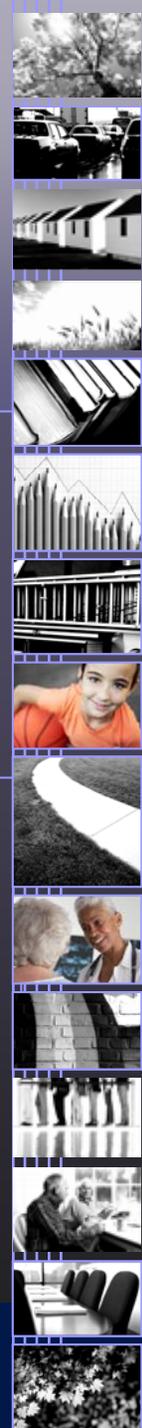
Parks and Recreation

Town parks	**92%**
Recreation centers or facilities	**88%**
Recreation programs or classes	**86%**

Above the benchmark

81%
Recreation opportunities

Above the benchmark

Percent "excellent" or "good"

Culture, Arts and Education

National Benchmark

Cultural and educational opportunities

Educational opportunities

70%

Above

Opportunities to attend cultural activities

58%

Similar

Percent "excellent" or "good"

Health and Wellness

□ Excellent
■ Good

Availability of affordable quality health care
- 16%
- 46%

Availability of affordable quality food
- 24%
- 52%

Availability of preventive health services
- 17%
- 50%

Percent of respondents

0% 25% 50% 75% 100%

Above the benchmark

Report page: 32

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Community and Civic Engagement

Community Inclusiveness

National Benchmark

Jupiter as a place to raise children	86%	⬆ Above
Jupiter as a place to retire	81%	⬆ Above
Sense of community	71%	⬆ Above
Openness and acceptance of the community toward people of diverse backgrounds	70%	⬆ Above
Availability of affordable quality child care	46%	⬌ Similar
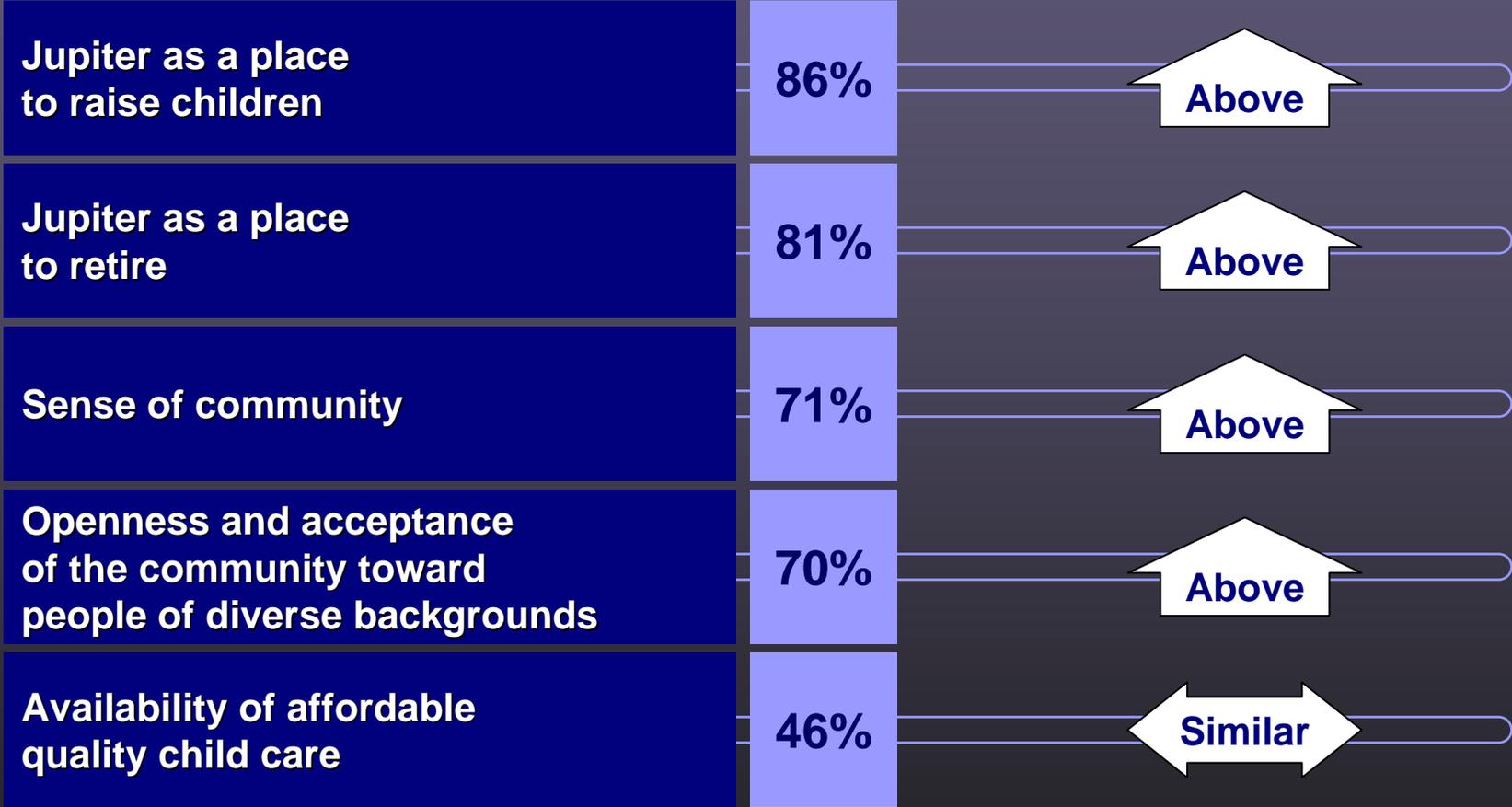
Percent "excellent" or "good"

Services to Population Subgroups
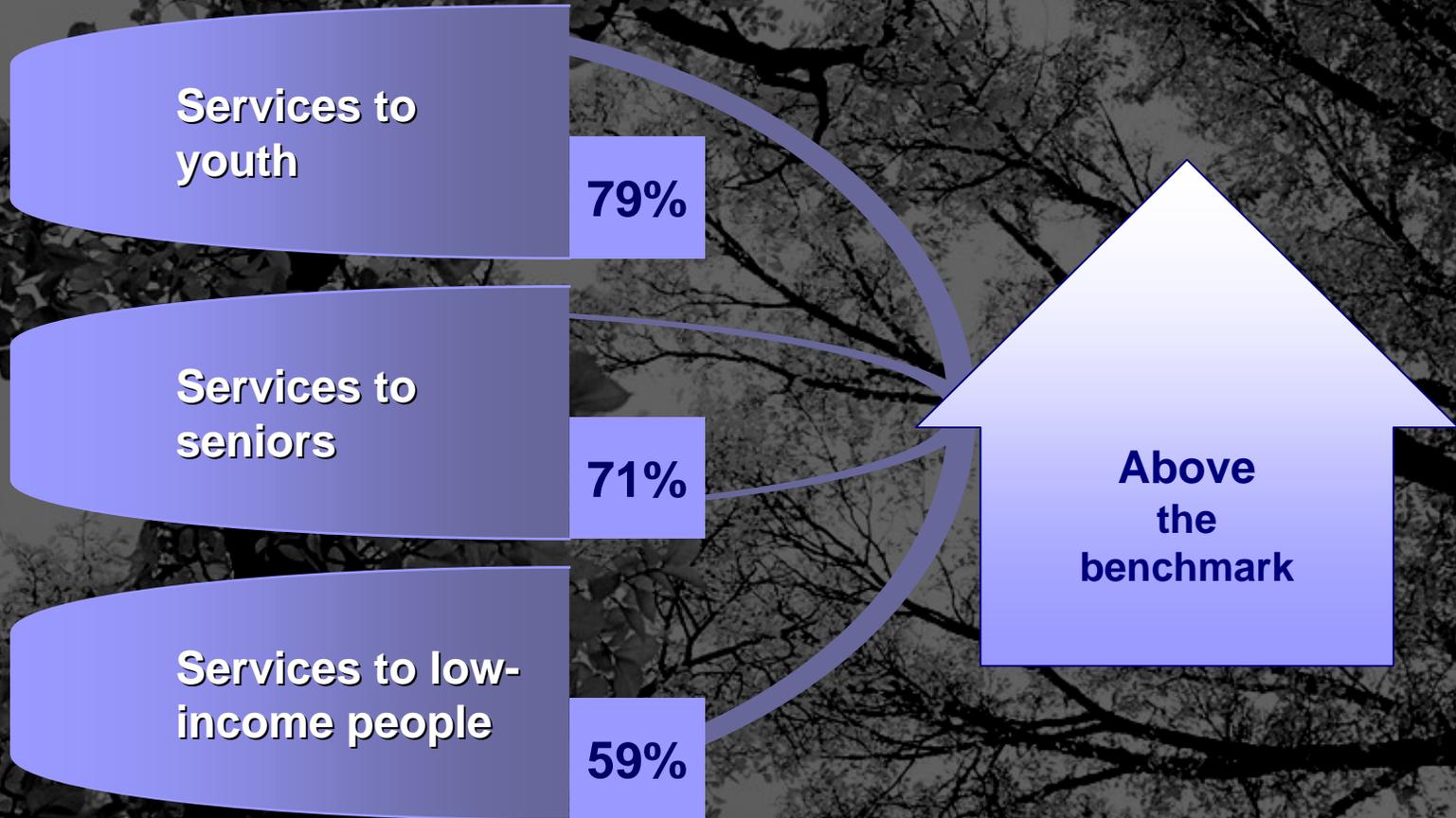
Services to youth — 79%

Services to seniors — 71%

Services to low-income people — 59%

Above the benchmark

Percent "excellent" or "good"

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Civic Activity

77%

Respondents felt that opportunities to volunteer were "excellent" or "good"

Similar to the benchmark

Above the benchmark

73%

Felt that opportunities to participate in community matters were "excellent" or "good"
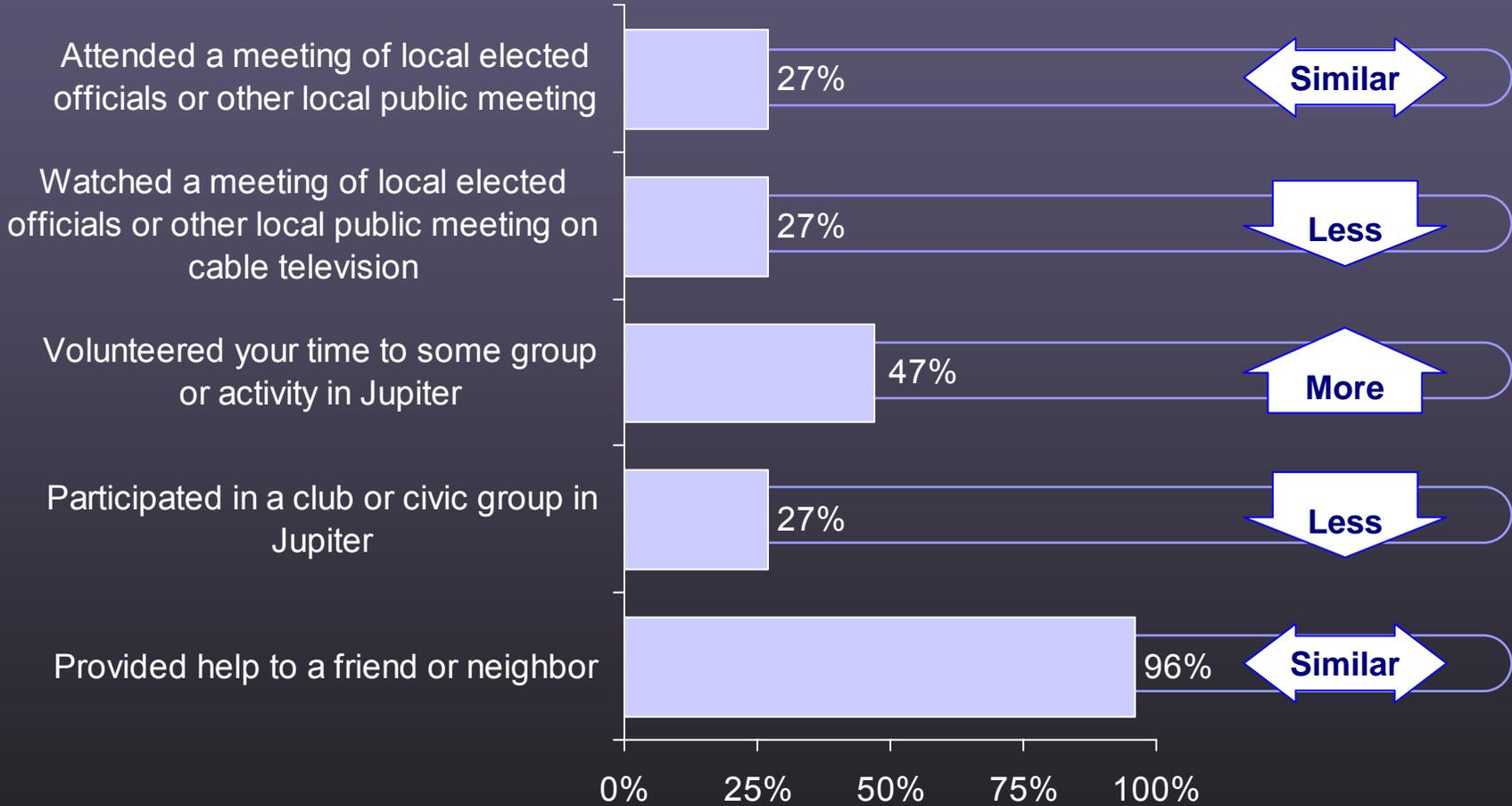
Town of Jupiter Government

Community Engagement

National Benchmark

Attended a meeting of local elected officials or other local public meeting — 27% — **Similar**

Watched a meeting of local elected officials or other local public meeting on cable television — 27% — **Less**

Volunteered your time to some group or activity in Jupiter — 47% — **More**

Participated in a club or civic group in Jupiter — 27% — **Less**

Provided help to a friend or neighbor — 96% — **Similar**

0% 25% 50% 75% 100%

Percent of respondents who did each at least once in the last 12 months

Public Trust

Overall image or reputation of Jupiter	**92%**
The overall direction that Jupiter is taking	**63%**
Job Jupiter government does at welcoming citizen involvement	**60%**
Job Jupiter government does at listening to citizens	**54%**

Above the benchmark

Percent "excellent" or "good"

Value of Services

86%

Above the benchmark

Services provided by the Town of Jupiter

65%

Above the benchmark

The value of services for the taxes paid to Jupiter

Percent "excellent" or "good"

Town of Jupiter Employees

National Benchmark

Courtesy	**86%**	above
Knowledge	**85%**	above
Overall impression	**83%**	above
Responsiveness	**83%**	above

Percent "excellent" or "good"
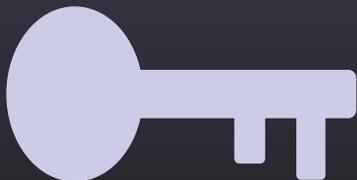
From Data to Action

Resident priorities

National Benchmark Comparisons

"Key Drivers"

Key Driver Analysis (KDA)

- Cornerstone of customer satisfaction research in the private sector
- Tells what service evaluations best predict how well you do overall
- Focuses managers and staff on activities that could "get the most bang for the buck"

Jupiter Action Chart™

Community Design

Planning and zoning	Animal control
Code enforcement	Street repair
Economic development	Street cleaning
Sidewalk Maintenance	Street lighting
Traffic signal timing	

Environmental Sustainability

Drinking water	Recycling
Garbage collection	Sewer services
Preservation of natural areas	Storm drainage

Public Safety

Emergency preparedness	🔑 Police services
Traffic enforcement	Fire services

Recreation and Wellness

🔑 Town parks	Health services
Library	Recreation facilities

Civic Engagement

Public information

Overall Quality of Town of Jupiter Services

Legend

Above Benchmark	Similar to Benchmark	Below Benchmark

🔑 Key Driver

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Policy Questions

Policy questions

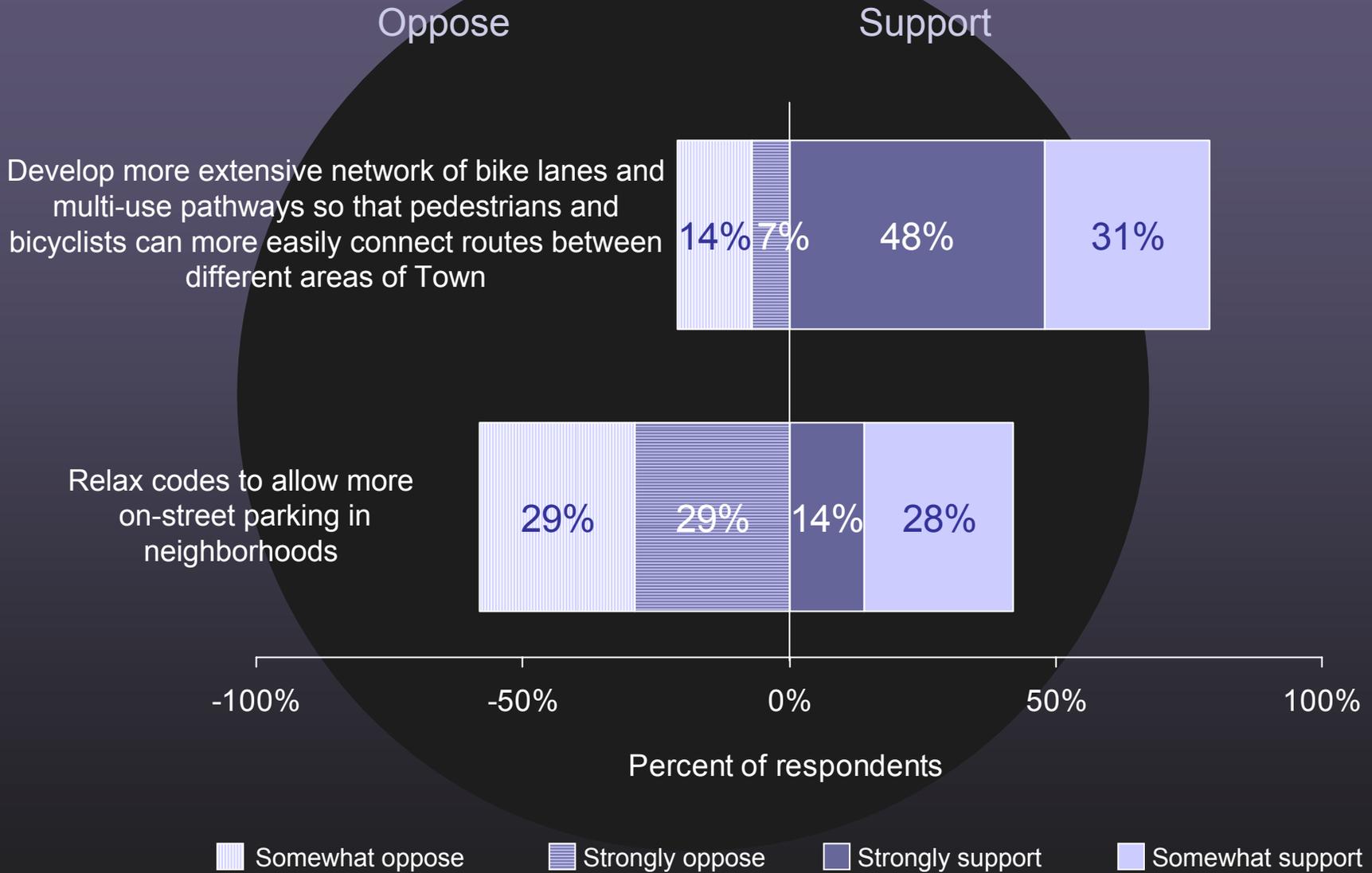| Tree roots from mature trees in Jupiter's neighborhoods are growing in ways that damage the streets and sidewalks, which results in the need to fund sidewalks and street repair projects, and in some cases, tree removal and replacement. Which of the following strategies do you prefer for addressing this issue?	Percent of respondents
When tree roots cause damage and safety concerns on sidewalks and streets, remove the trees and replace with a smaller variety, or replace in another location altogether.	49%
Keep mature trees as long as possible, and fund projects to continuously maintain sidewalks and streets when they are damaged by root growth.	41%
Remove all mature trees that are causing damage and safety concerns on sidewalks and streets.	11%
Total	100%

Policy questions

Oppose | Support

Develop more extensive network of bike lanes and multi-use pathways so that pedestrians and bicyclists can more easily connect routes between different areas of Town

14% | 7% | 48% | 31%

Relax codes to allow more on-street parking in neighborhoods

29% | 29% | 14% | 28%

-100%   -50%   0%   50%   100%

Percent of respondents

▥ Somewhat oppose   ▥ Strongly oppose   ■ Strongly support   □ Somewhat support

Policy questions

To what extent would you support or oppose the following changes to the Town policies and/or codes?	"Strongly" or "Somewhat" support
Develop more extensive network of bike lanes and multi-use pathways so that pedestrians and bicyclists can more easily connect routes between different areas of Town	79%
Relax codes to allow more flexibility for how homeowners may configure parking areas and driveways to their properties	60%
Expand sign code (permanent and temporary) to allow more visibility and flexibility for local businesses and organizations	59%
Relax codes to allow more on-street parking in neighborhoods	42%

To what extent do you support or oppose the following policies related to growth and development?	Strongly or Somewhat Support
Encourage economic development despite impact on traffic (i.e., industrial and professional, including but not limited to bioscience, research and development	44%
Allow more mixed-use development (business and commercial within residential areas)	32%
Allow greater density, or more units per area of land, in older areas to encourage redevelopment	31%

Conclusions

Highlights

Strong comparative ratings	Employee ratings	Public trust

Opportunities

Public engagement	Employment opportunities	Bike and pedestrian paths	Cultural activities

Questions?

The National Citizen Survey™

Thank you!

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The National Citizen Survey™

TOWN OF JUPITER, FL
2009

CONTENTS
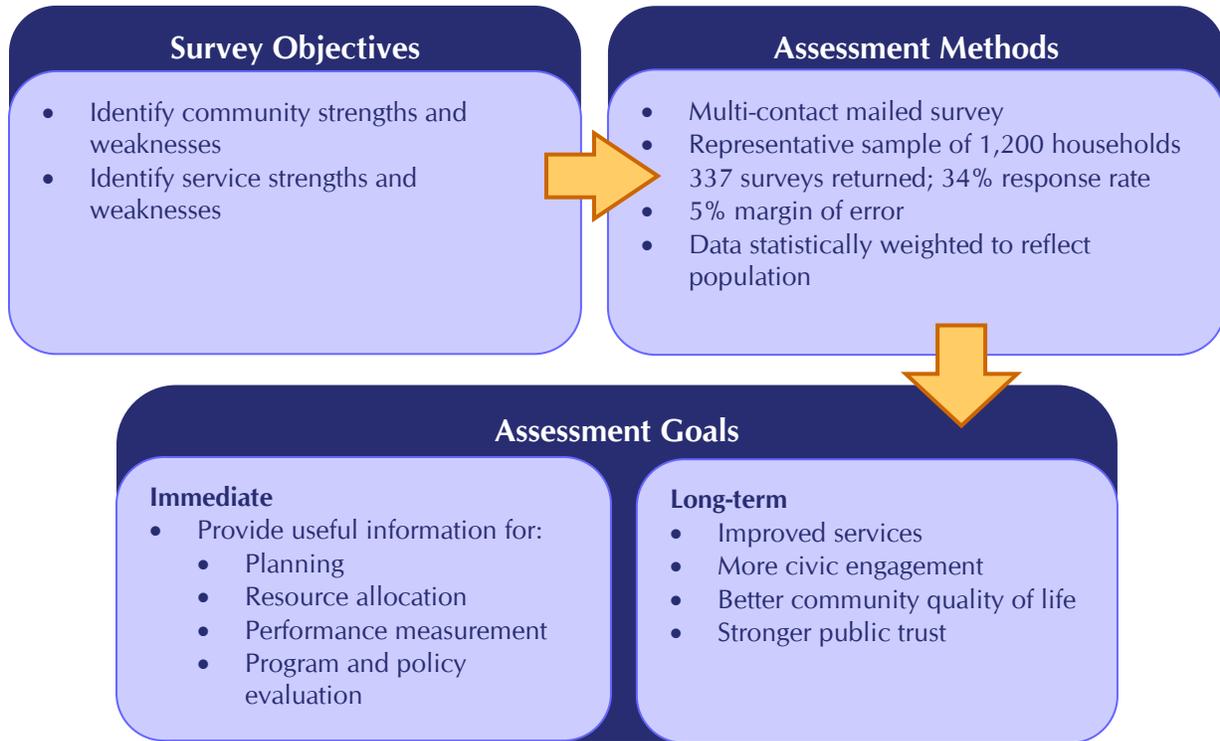
Survey Background

About The National Citizen Survey™

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 NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS

Survey Objectives

- Identify community strengths and weaknesses
- Identify service strengths and weaknesses

Assessment Methods

- Multi-contact mailed survey
- Representative sample of 1,200 households 337 surveys returned; 34% response rate
- 5% margin of error
- Data statistically weighted to reflect population

Assessment Goals

Immediate
- Provide useful information for:
  - Planning
  - Resource allocation
  - Performance measurement
  - Program and policy evaluation

Long-term
- Improved services
- More civic engagement
- Better community quality of life
- Stronger public trust

The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

The National Citizen Survey™ by National Research Center, Inc.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS

COMMUNITY QUALITY

Quality of life
Quality of neighborhood
Place to live

COMMUNITY INCLUSIVENESS

Sense of community
Racial and cultural acceptance
Senior, youth and low-income services

ENVIRONMENTAL SUSTAINABILITY

Cleanliness
Air quality
Preservation of natural areas
Garbage and recycling services

COMMUNITY DESIGN

Transportation
Ease of travel, transit services, street maintenance

Housing
Housing options, cost, affordability

Land Use and Zoning
New development, growth, code enforcement

Economic Sustainability
Employment, shopping and retail, Town as a place to work

RECREATION AND WELLNESS

Parks and Recreation
Recreation opportunities, use of parks and facilities, programs and classes

Culture, Arts and Education
Cultural and educational opportunities, libraries, schools

Health and Wellness
Availability of food, health services, social services

CIVIC ENGAGEMENT

Civic Activity
Volunteerism
Civic attentiveness
Voting behavior

Social Engagement
Neighborliness, social and religious events

Information and Awareness
Public information, publications, Web site

PUBLIC SAFETY

Safety in neighborhood and downtown
Crime victimization
Police, fire, EMS services
Emergency preparedness

PUBLIC TRUST

Cooperation in community
Value of services
Direction of community
Citizen involvement
Employees

The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 337 completed surveys were obtained, providing an overall response rate of 34%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the Town of Jupiter was developed in close cooperation with local jurisdiction staff. Jupiter staff selected items from a menu of questions about services and community problems and provided the appropriate letterhead and signatures for mailings. Town of Jupiter staff also augmented The National Citizen Survey™ basic service with several policy questions.

Understanding the Results

As shown in Figure 2, this report is based around respondents' reports about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

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 confidence level, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the estimates made from the survey results. The confidence interval for the Town of Jupiter survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (337 completed surveys). A 95% confidence interval indicates that for every 100 random samples of this many residents, the population response to that question would be within the stated interval 95 times. For example, if 75% of residents rate a service as "excellent" or "good," then the 5% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 70% and 80%.

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the Town of Jupiter, but from Town of Jupiter services to services like them provided by other jurisdictions.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The Town of Jupiter chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Town of Jupiter Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons were available, the Town of Jupiter results were noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of the Town of Jupiter's rating to the benchmark.

"Don't Know" Responses and Rounding

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 Appendix A. However, these responses have been removed from the analyses presented in the body of the

report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

EXECUTIVE SUMMARY

This report of the Town of Jupiter survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Almost all residents experience a good quality of life in the Town of Jupiter and believe the Town is a good place to live. The overall quality of life in the Town of Jupiter was rated as "excellent" or "good" by 93% of respondents. About nine in ten report they plan on staying in the Town of Jupiter for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. The three characteristics receiving the most favorable ratings were the overall appearance of Jupiter, the overall image or reputation of Jupiter and the cleanliness of Jupiter. The three characteristics receiving the least positive ratings were employment opportunities, ease of bus travel and the availability of affordable housing.

Ratings of community characteristics were compared to the benchmark database. Of the 29 characteristics for which comparisons were available, 23 were above the benchmark comparison, five were similar to the benchmark comparison and only one was below.

Residents in the Town of Jupiter were somewhat civically engaged. While only 27% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 96% had provided help to a friend or neighbor. About half had volunteered their time to some group or activity in the Town of Jupiter, which was higher than the benchmark.

In general, survey respondents demonstrated strong trust in local government. A majority rated the overall direction being taken by the Town of Jupiter as "good" or "excellent." This was higher than the benchmark. Those residents who had interacted with an employee of the Town of Jupiter in the previous 12 months gave high marks to those employees. Nearly all rated their overall impression of employees as "excellent" or "good."

On average, residents gave very favorable ratings to almost all local government services. Town services rated were able to be compared to the benchmark database. Of the 33 services for which comparisons were available, 32 were above the benchmark comparison, none were similar to the benchmark comparison and one was below.

A Key Driver Analysis was conducted for the Town of Jupiter which examined the relationships between ratings of each service and ratings of the Town of Jupiter's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall Town service quality have been identified. By targeting improvements in key services, the Town of Jupiter can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Police services
- Town parks

Community Ratings

Overall Community Quality

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the Town of Jupiter – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents' commitment to the Town of Jupiter. Residents were asked whether they planned to move soon or if they would recommend the Town of Jupiter to others. Intentions to stay and willingness to make recommendations provide evidence that the Town of Jupiter offers services and amenities that work.

Most of the Town of Jupiter's residents gave high ratings to their neighborhoods and the community as a place to live. Further, most reported they would recommend the community to others and plan to stay for the next five years.

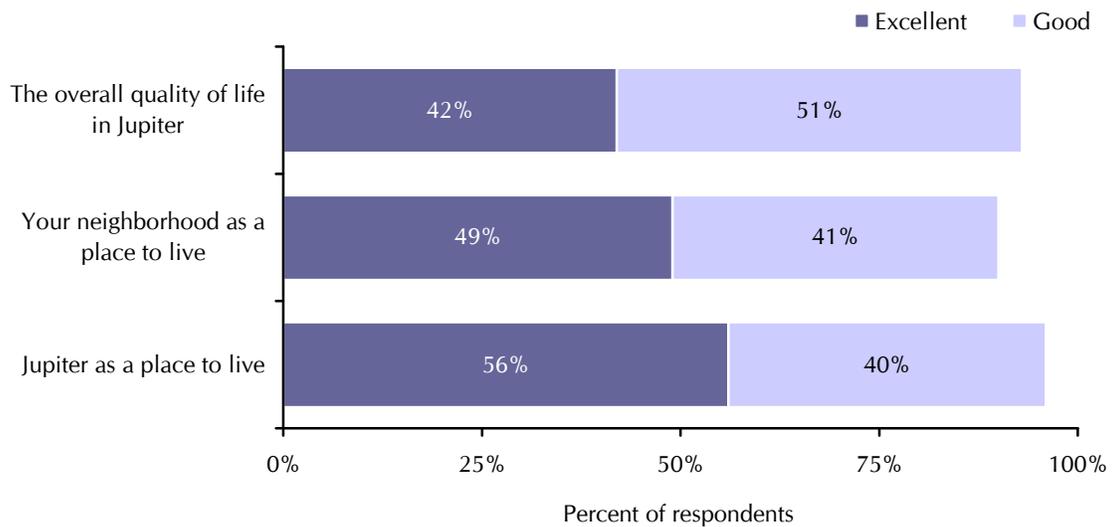FIGURE 3: RATINGS OF OVERALL COMMUNITY QUALITY

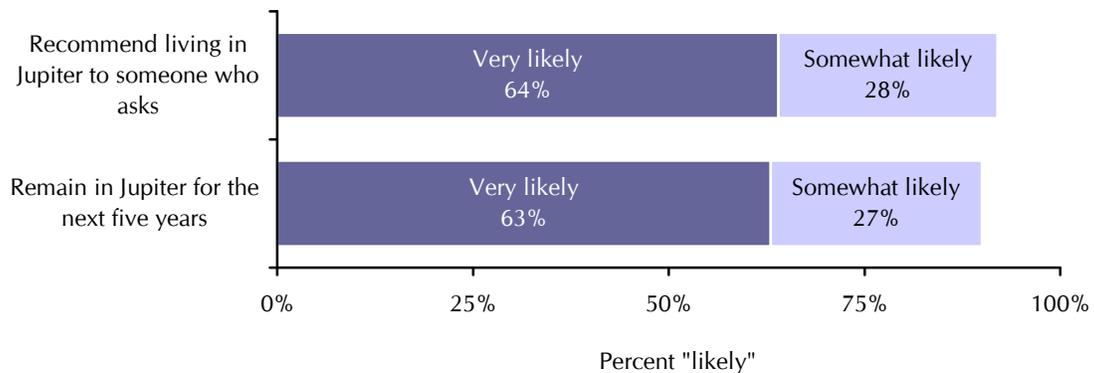FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	Comparison to benchmark
Overall quality of life in Jupiter	Above
Your neighborhood as place to live	Above
Jupiter as a place to live	Above
Remain in Jupiter for the next five years	Above
Recommend living in Jupiter to someone who asks	Above

COMMUNITY DESIGN

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of six aspects of mobility to rate on a scale of "excellent," "good," "fair" and "poor." Ease of car travel was given the most positive rating, followed by ease of walking and availability of paths and walking trails in Jupiter.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY
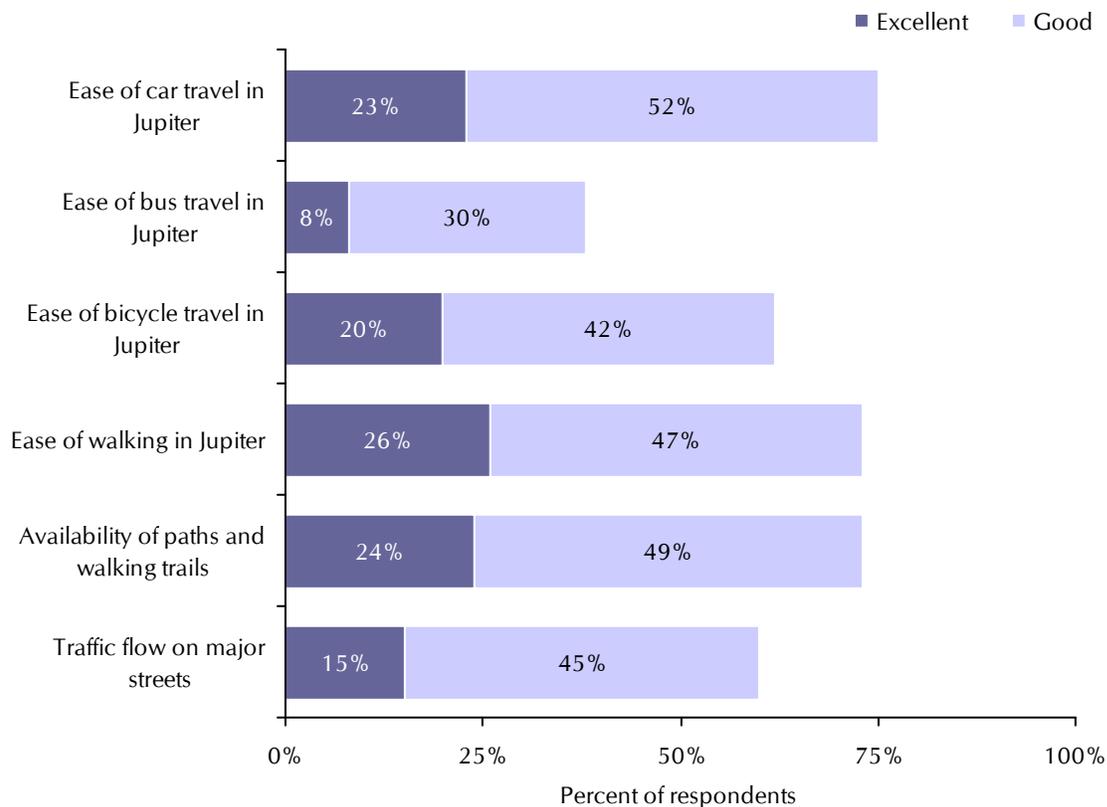
FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

	Comparison to benchmark
Ease of bus travel in Jupiter	Below
Ease of car travel in Jupiter	Above
Ease of walking in Jupiter	Above
Ease of bicycle travel in Jupiter	Above
Availability of paths and walking trails	Above
Traffic flow on major streets	Above

Seven transportation services were rated in Jupiter. As compared to most communities across America, ratings tended to be favorable. Six were above the benchmark and one was below the benchmark.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES

	Comparison to benchmark
Street repair /maintenance	Above
Street cleaning	Above
Street lighting	Above
Sidewalk maintenance	Above
Light timing	Above
Bus or transit services	Below
Amount of public parking	Above
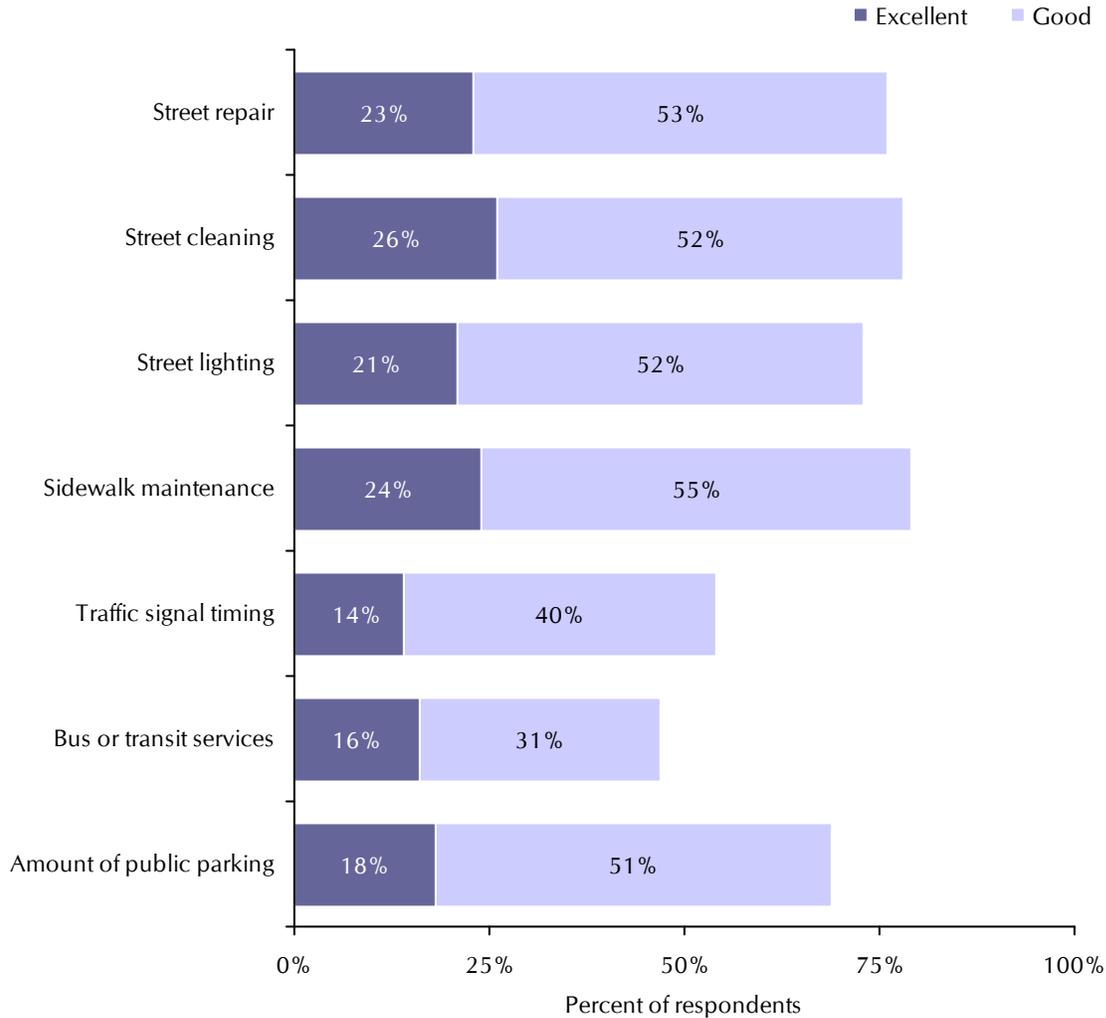
FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

The National Citizen Survey™

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 3% of work commute trips were made by bicycle or by foot.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS

Once or twice
4%

3 to 12 times
1%

13 to 26 times
0%

More than 26 times
1%

Never
94%
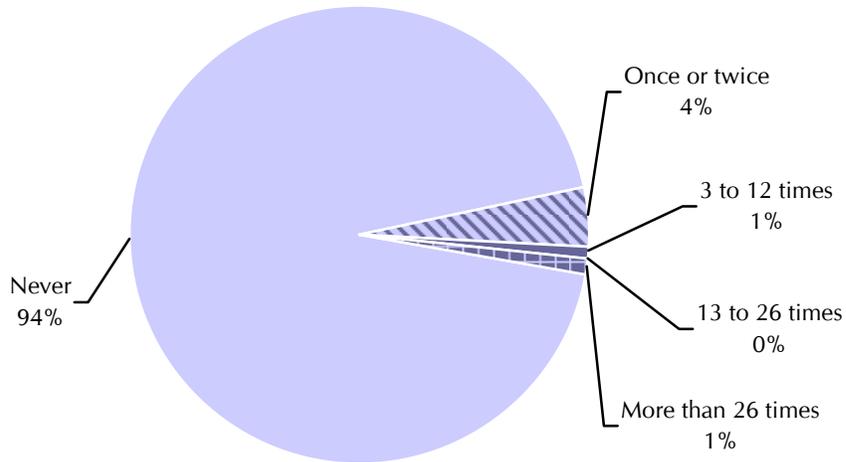
FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

	Comparison to benchmark
Ridden a local bus within Jupiter	Less

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE

Motorized vehicle by myself	82%
Motorized vehicle with others	7%
Bus, rail, subway or other public transportation	0%
Walk	1%
Bicycle	2%
Work at home	7%
Other	0%

Percent of days per week mode used
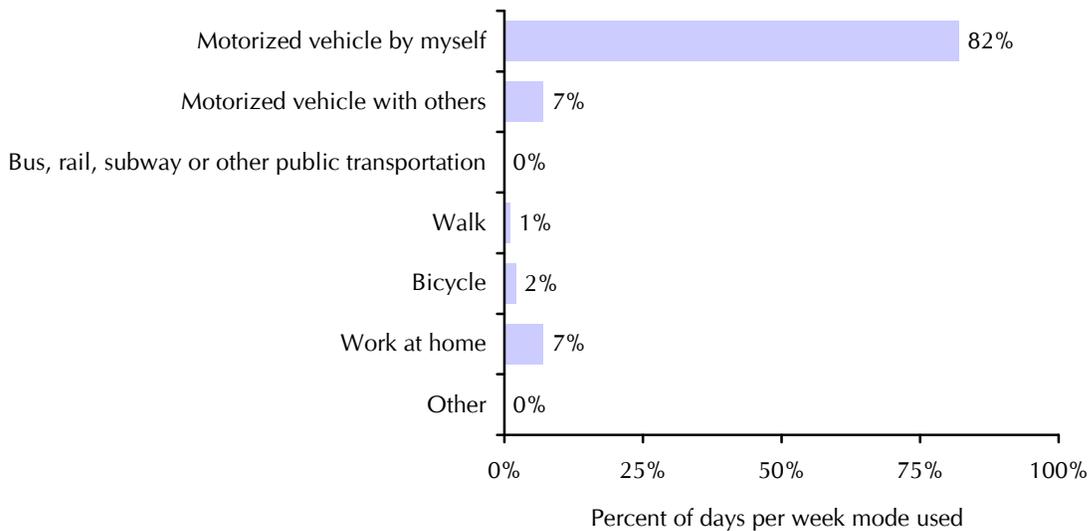
Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage, little remains to bolster their own quality of life or local business.

The survey of the Town of Jupiter residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as "excellent" or "good" by 40% of respondents, while the variety of housing options was rated as "excellent" or "good" by 67% of respondents. The rating of perceived affordable housing availability was better in the Town of Jupiter than the ratings, on average, in comparison jurisdictions.

FIGURE 13: RATINGS OF HOUSING IN COMMUNITY
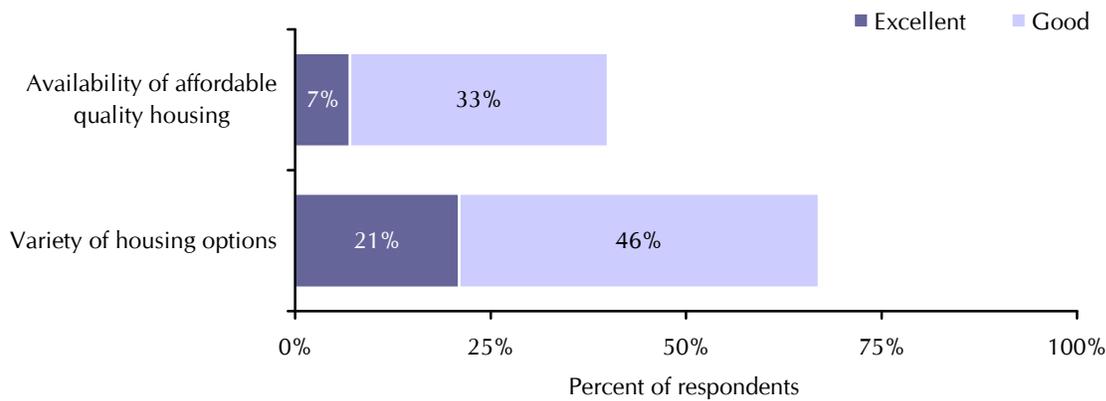
FIGURE 14: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Above
Variety of housing options	Above

To augment the perceptions of affordable housing in Jupiter, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the Town of Jupiter experiencing housing cost stress. About 48% of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 15: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"

Housing costs 30% or MORE of income 48%

Housing costs LESS than 30% of income 52%
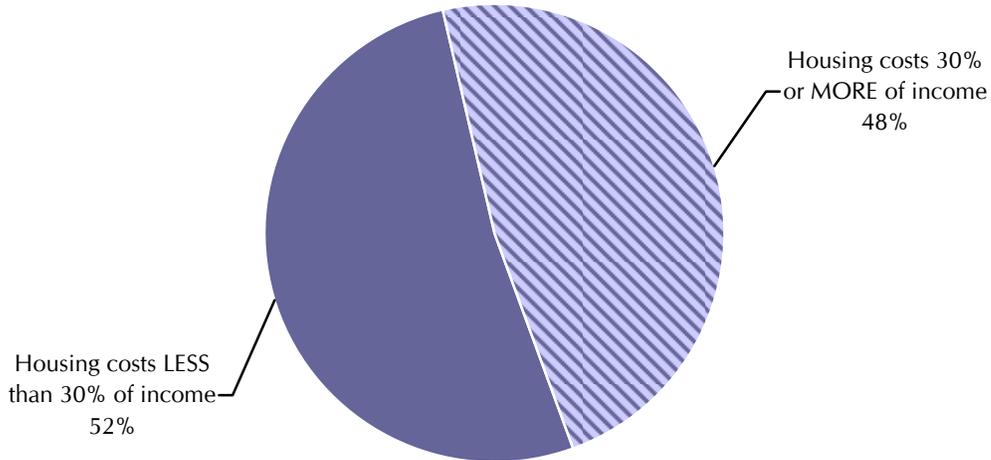
FIGURE 16: HOUSING COSTS BENCHMARKS

	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or more of income)	More

Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community's overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the Town of Jupiter and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the Town of Jupiter was rated as "excellent" by 23% of respondents and as "good" by an additional 53%. The overall appearance of Jupiter was rated as "excellent" or "good" by 92% of respondents and was higher than the benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the Town of Jupiter, 22% thought they were a "major" or "moderate" problem. The services of land use, planning and zoning, code enforcement and animal control were rated above the benchmark

FIGURE 17: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT"
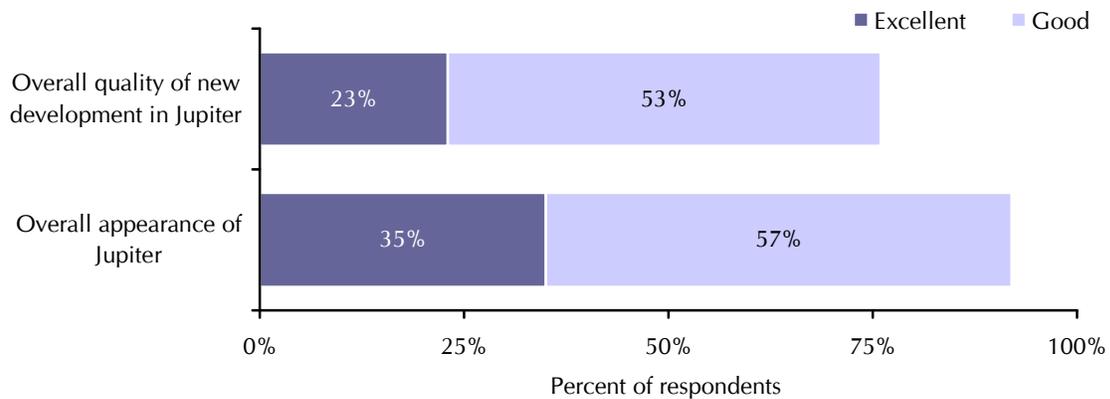
FIGURE 18: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Quality of new development in Town	Above
Overall appearance of Jupiter	Above

FIGURE 19: RATINGS OF POPULATION GROWTH

Somewhat too fast
34%

Much too fast
18%

Much too slow
1%

Somewhat too slow
3%

Right amount
45%
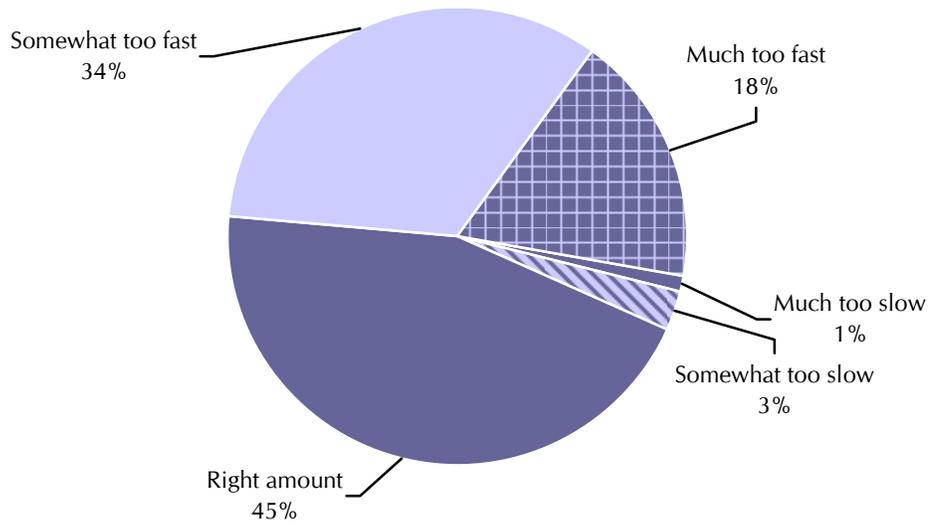
FIGURE 20: POPULATION GROWTH BENCHMARKS

	Comparison to benchmark
Population growth seen as too fast	More

FIGURE 21: RATINGS OF NUISANCE PROBLEMS

■ Not a problem ◼ Minor problem ■ Moderate problem ■ Major problem

To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Jupiter?

25% 53% 20% 2%
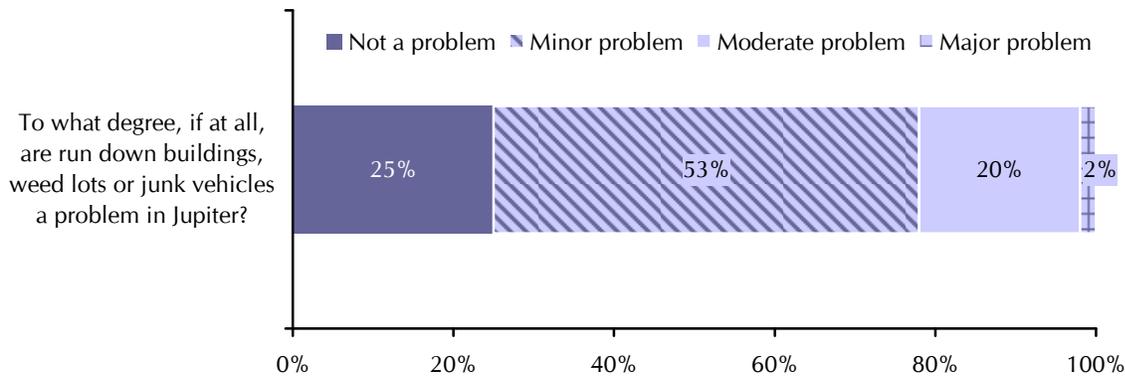
FIGURE 22: NUISANCE PROBLEMS BENCHMARKS

	Comparison to benchmark
Run down buildings, weed lots and junk vehicles are a "major" problem	Less

FIGURE 23: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES
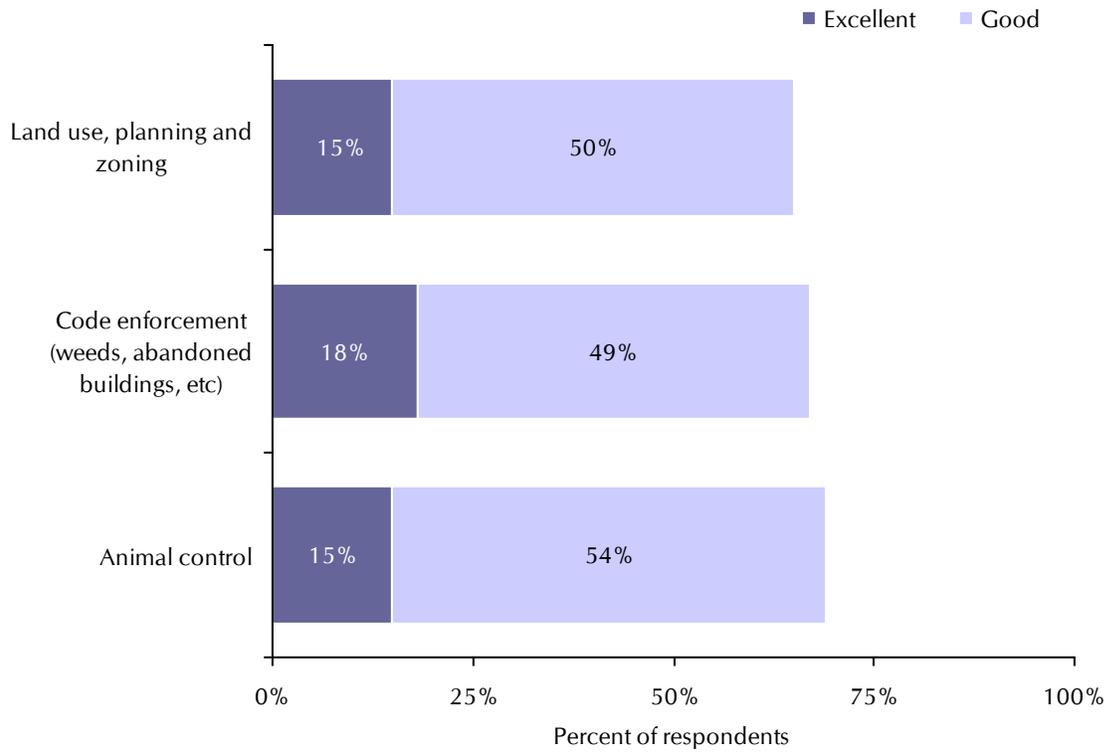
FIGURE 24: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Land use, planning and zoning	Above
Code enforcement (weeds, abandoned buildings, etc)	Above
Animal control	Above

ECONOMIC SUSTAINABILITY

The health of the economy may color how residents perceive their environment and all the services that local government delivers. In particular, a strong or weak local economy will shape what residents think about job and shopping opportunities. Just as residents have an idea about the speed of local population growth, they have a sense of how fast job and shopping opportunities are growing.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were Jupiter as a place to work and the overall quality of business and service establishments in Jupiter. Receiving the lowest rating was employment opportunities.

FIGURE 25: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES
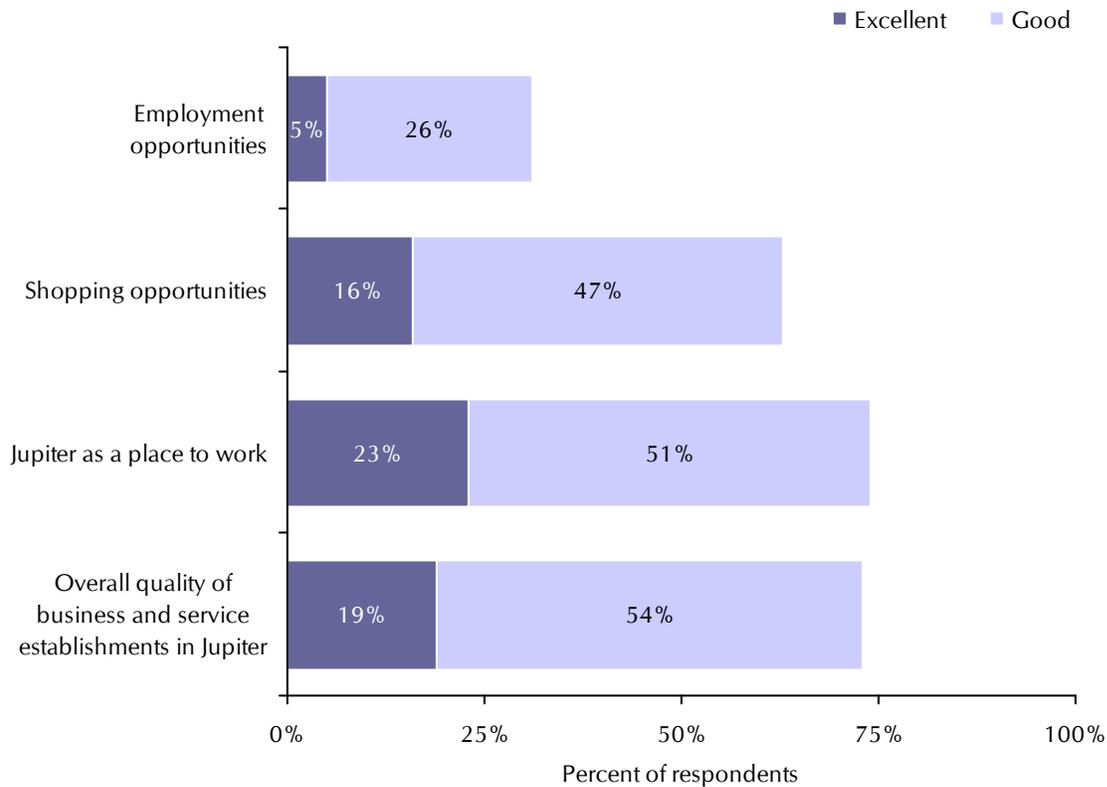
FIGURE 26: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Similar
Shopping opportunities	Above
Place to work	Above
Overall quality of business and service establishments in Jupiter	Above

Residents were asked to evaluate the speed of jobs growth and retail growth on scale from "much too slow" to "much too fast." When asked about the rate of job growth in Jupiter, 77% responded that it was "too slow," while 24% reported retail growth as "too slow." Fewer residents in Jupiter compared to other jurisdictions believed that retail growth was too slow and more residents believed that job growth was too slow.

FIGURE 27: RATINGS OF RETAIL AND JOB GROWTH

Retail Growth

Right amount 55%
Somewhat too fast 15%
Much too fast 6%
Much too slow 5%
Somewhat too slow 19%

Job Growth

Right amount 23%
Somewhat too slow 50%
Somewhat too fast 0%
Much too fast 0%
Much too slow 27%
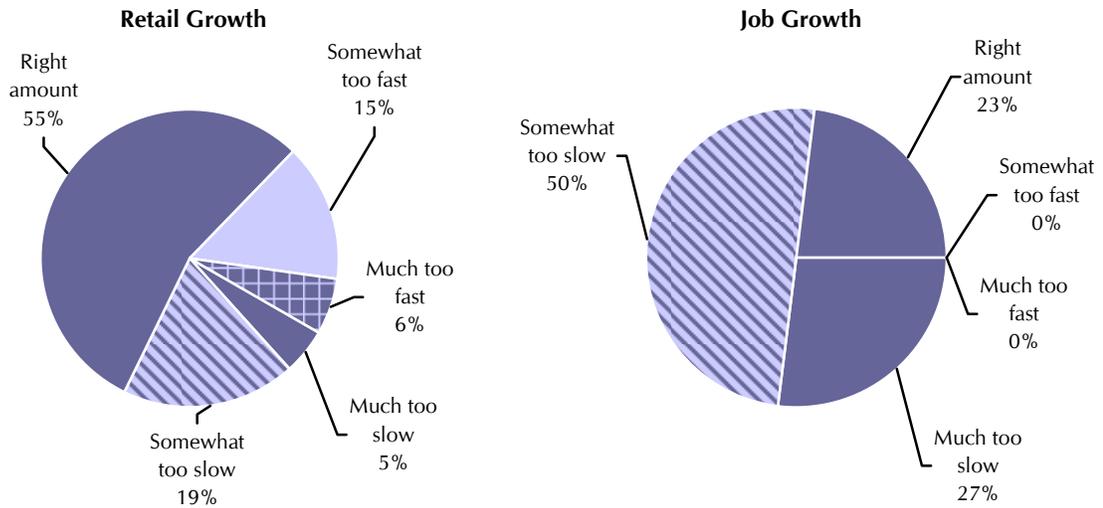
FIGURE 28: RETAIL AND JOB GROWTH BENCHMARKS

	Comparison to benchmark
Retail growth seen as too slow	Less
Jobs growth seen as too slow	More

FIGURE 29: RATINGS OF ECONOMIC DEVELOPMENT SERVICES
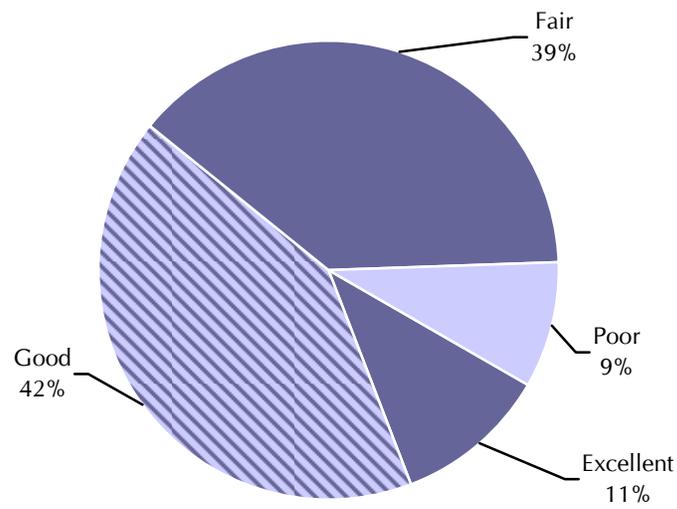
FIGURE 30: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	Comparison to benchmark
Economic development	Above

Residents were asked to reflect on their economic prospects in the near term. Sixteen percent of Jupiter residents expected that the coming six months would have a "somewhat" or "very" positive impact on their family, while 50% felt that the economic future would be "somewhat" or "very" negative. The percent of residents with an optimistic outlook on their household income was the same as in comparison jurisdictions.

FIGURE 31: RATINGS OF PERSONAL ECONOMIC FUTURE

Very negative
11%

Somewhat negative
39%

Very positive
4%

Somewhat positive
12%

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

Neutral
34%
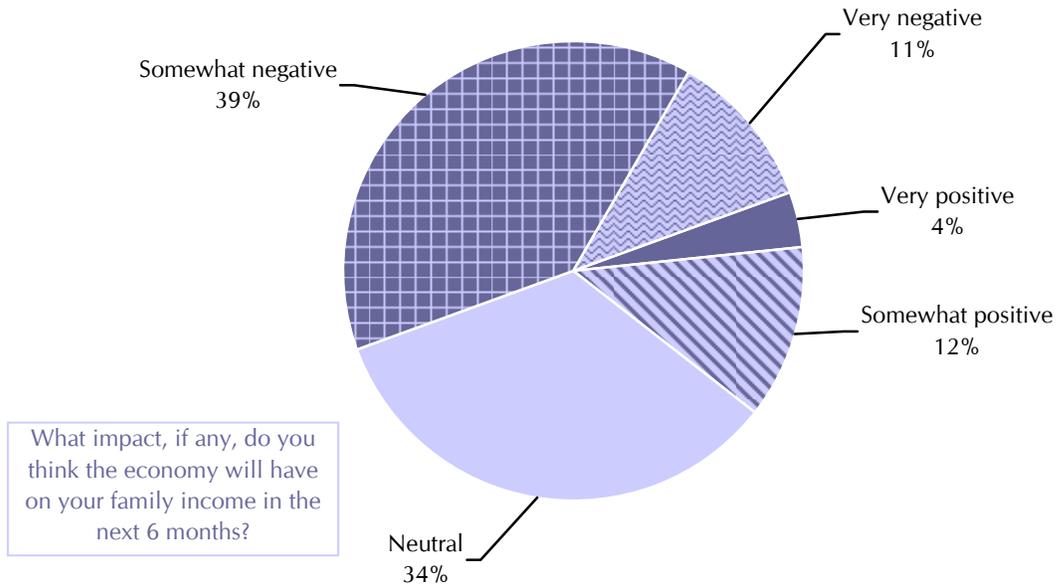
FIGURE 32: PERSONAL ECONOMIC FUTURE BENCHMARKS

	Comparison to benchmark
Positive impact of economy on household income	Similar

PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Many gave positive ratings of safety in the Town of Jupiter. About 86% percent of those completing the questionnaire said they felt "very" or "somewhat" safe from violent crimes and 84% felt "very" or "somewhat" safe from environmental hazards. Daytime sense of safety was better than nighttime safety and neighborhoods felt safer than downtown.

FIGURE 33: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY

■ Very safe   ■ Somewhat safe

	Very safe	Somewhat safe
Safety in Jupiter's downtown area after dark	18%	49%
Safety in Jupiter's downtown area during the day	51%	36%
Safety in your neighborhood after dark	36%	49%
Safety in your neighborhood during the day	71%	26%
Safety from environmental hazards	40%	44%
Safety from property crimes	13%	55%
Safety from violent crime	38%	48%

Percent of respondents
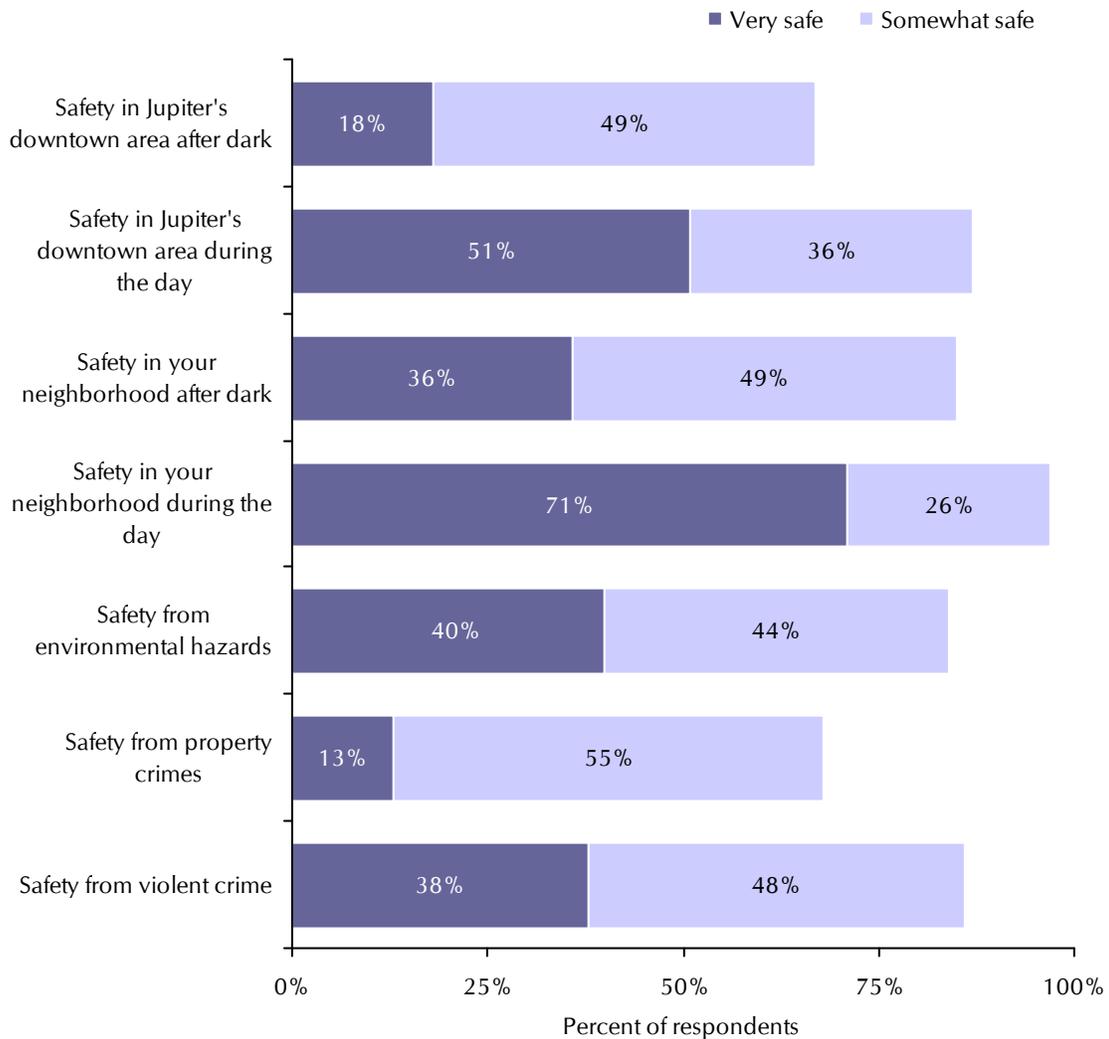
FIGURE 34: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
Safety in your neighborhood during the day	Above
Safety in your neighborhood after dark	Above
Safety in Jupiter's downtown area during the day	Similar
Safety in Jupiter's downtown area after dark	Above
Safety from violent crime (e.g., rape, assault, robbery)	Above
Safety from property crimes (e.g., burglary, theft)	Above
Toxic waste or other environmental hazard(s)	Above

As assessed by the survey, 10% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 67% had reported it to police. Compared to other jurisdictions fewer Jupiter residents had been victims of crime in the 12 months preceding the survey and fewer Jupiter residents had reported their most recent crime victimization to the police.

FIGURE 35: CRIME VICTIMIZATION AND REPORTING

During the past twelve months, were you or anyone in your household the victim of any crime?

Yes 10%

No 90%

Yes 67%

No 33%

If yes, was this crime (these crimes) reported to the police?
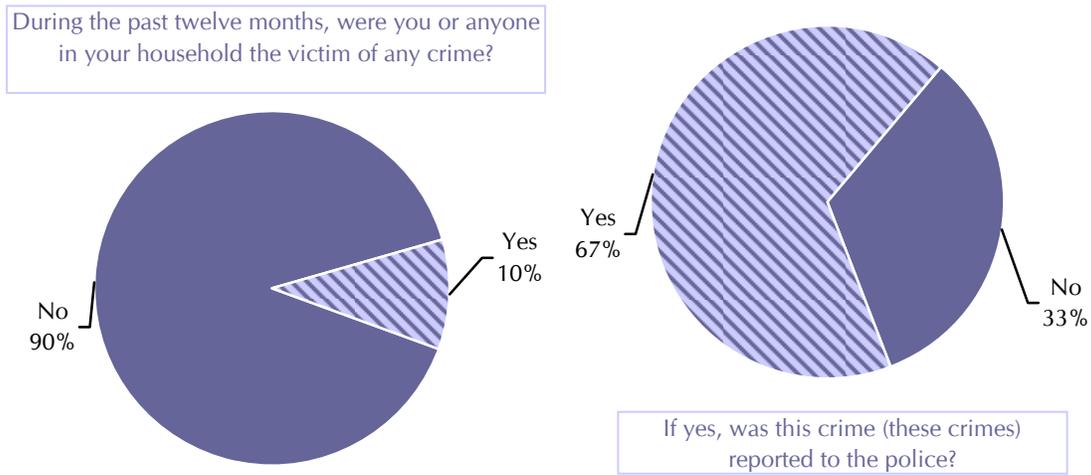
FIGURE 36: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Less
Reported crimes	Less

Residents rated six Town public safety services; of these, all were rated above the benchmark comparison. Ambulance or emergency medical services and fire services received the highest ratings, while crime prevention and traffic enforcement received the lowest ratings.

FIGURE 37: RATINGS OF PUBLIC SAFETY SERVICES
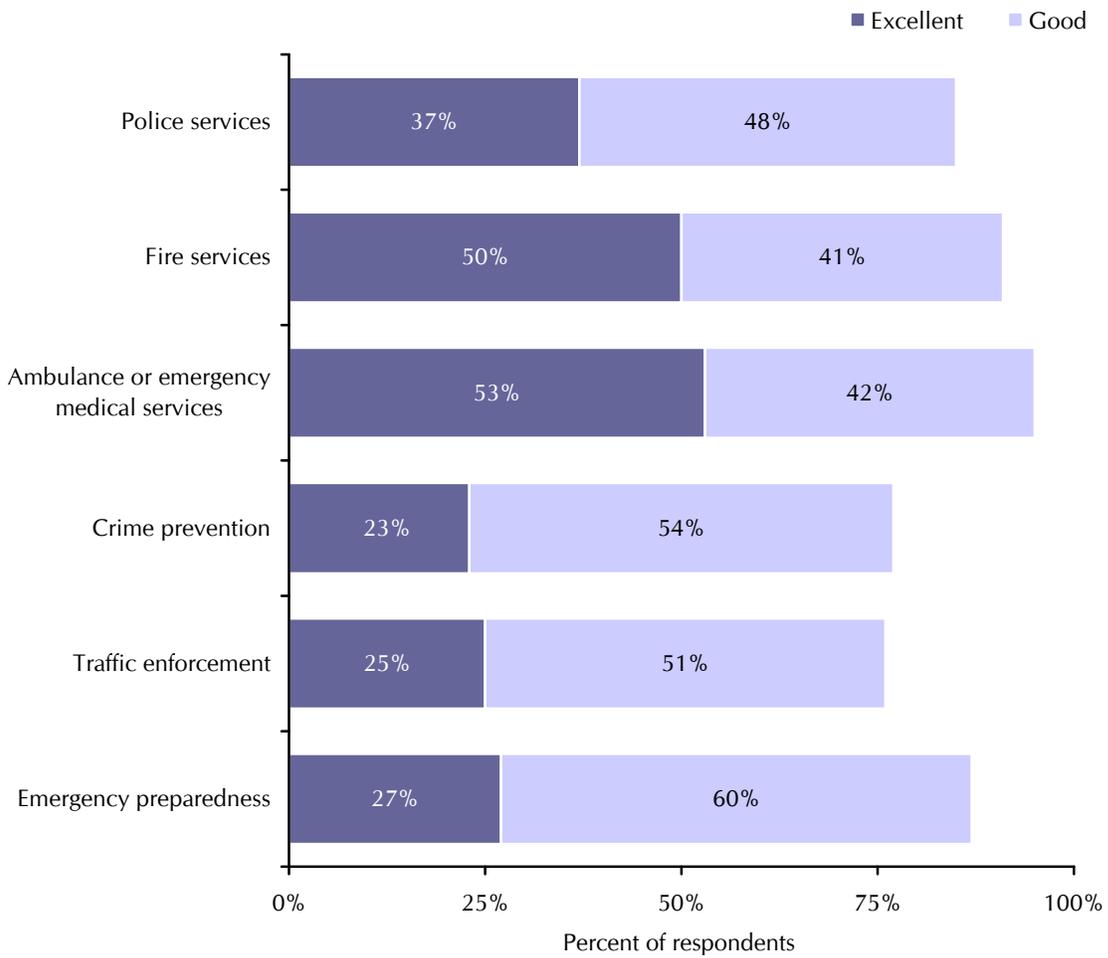
FIGURE 38: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Police services	Above
Fire services	Above
EMS/ambulance	Above
Crime prevention	Above
Traffic enforcement	Above
Emergency preparedness	Above

ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going "Green". These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears

Residents of the Town of Jupiter were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as "excellent" or "good" by 83% of survey respondents. Cleanliness of Jupiter received the highest rating, and it was above the benchmark.

FIGURE 39: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT
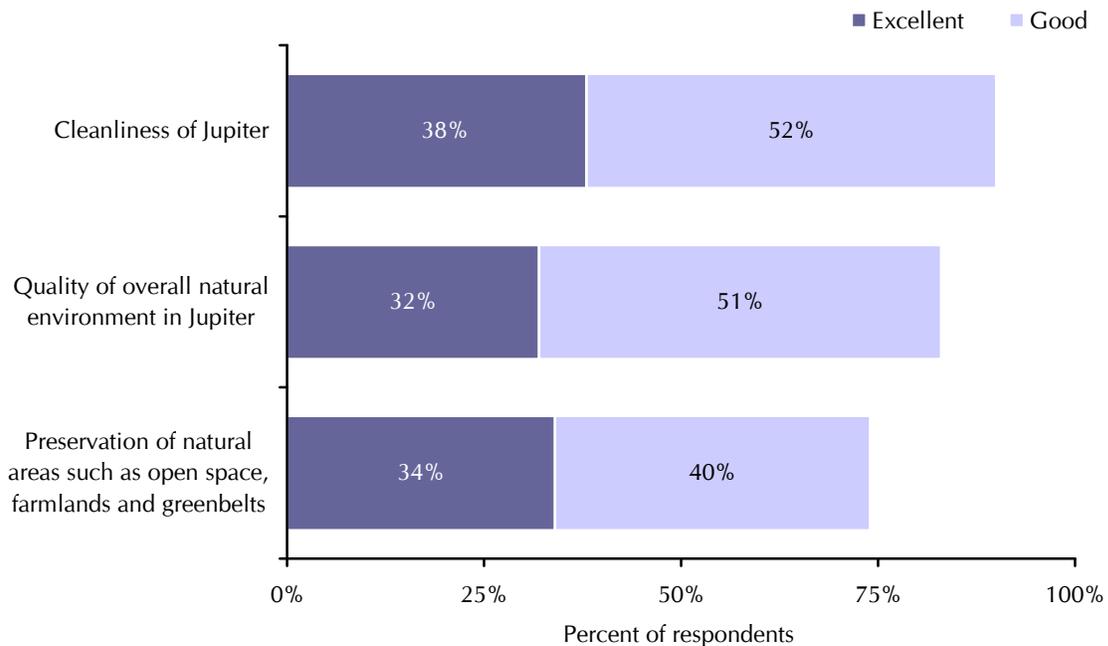
FIGURE 40: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Cleanliness of Jupiter	Above
Quality of overall natural environment in Jupiter	Above
Preservation of natural areas such as open space, farmlands and greenbelts	Above

Resident recycling was greater than recycling reported in comparison communities.

FIGURE 41: FREQUENCY OF RECYCLING IN LAST 12 MONTHS

More than 26 times
77%

Never
7%

Once or twice
2%

3 to 12 times
4%

13 to 26 times
11%
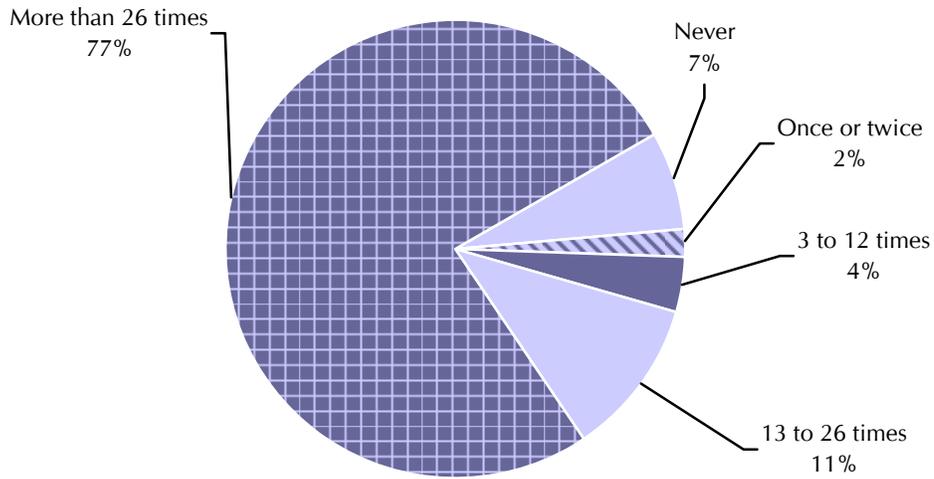
FIGURE 42: FREQUENCY OF RECYCLING BENCHMARKS

	Comparison to benchmark
Recycled used paper, cans or bottles from your home	More

Of the six utility services rated by those completing the questionnaire, all were higher than the benchmark comparison.

FIGURE 43: RATINGS OF UTILITY SERVICES
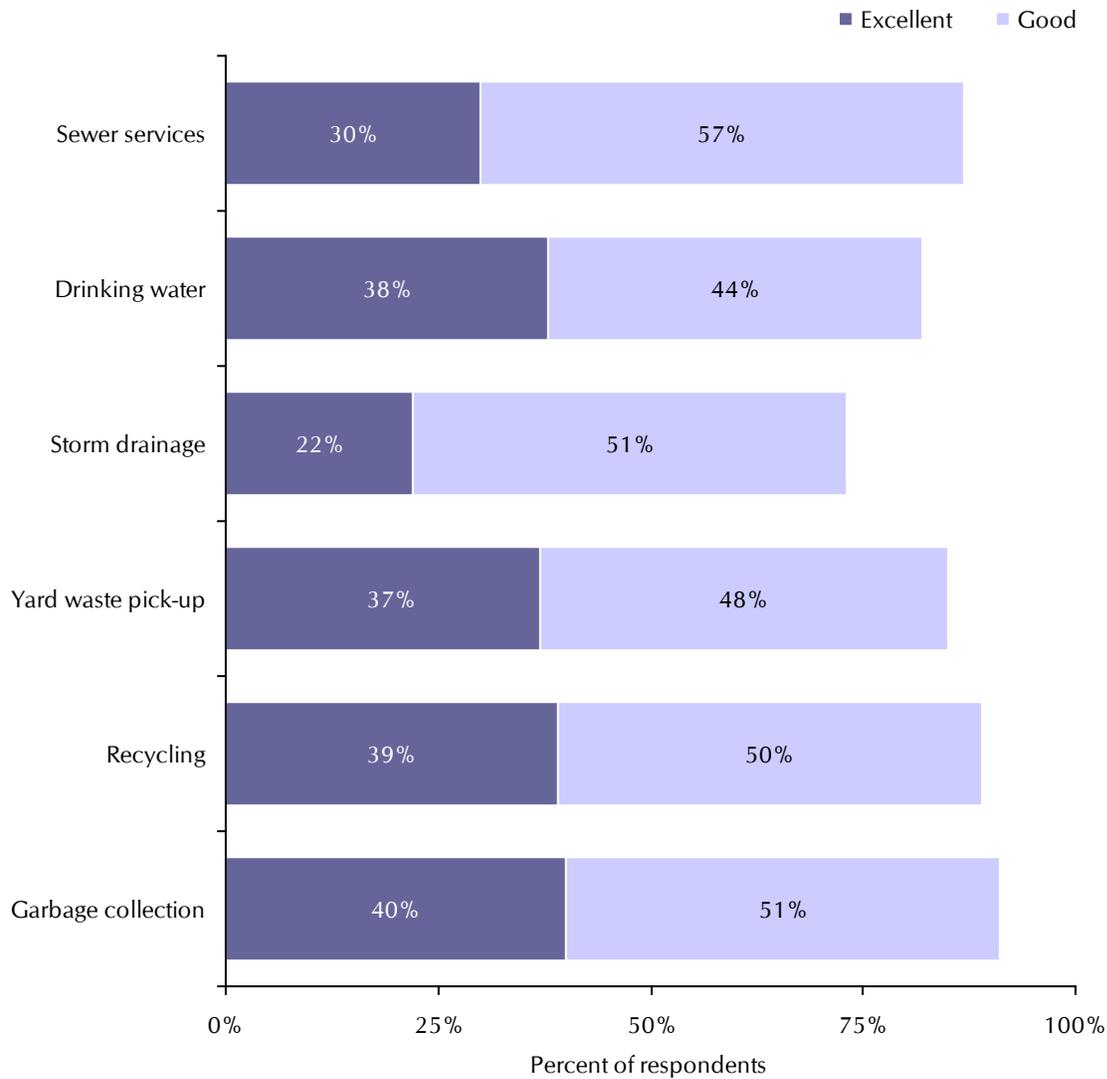
FIGURE 44: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Sewer services	Above
Drinking water	Above
Storm drainage	Above
Yard waste pick-up	Above
Recycling	Above
Garbage collection	Above

RECREATION AND WELLNESS

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the Town of Jupiter were rated positively as were services related to parks and recreation. Town parks, recreation programs or classes and recreation centers or facilities were rated higher than the benchmark. Recreation opportunities received the lowest rating but was higher than the national benchmark.

Resident use of Jupiter parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used Jupiter recreation centers was greater than the percent of users in comparison jurisdictions. Recreation program use in Jupiter was about the same as use in comparison jurisdictions.

FIGURE 45: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES

Good 51%, Fair 15%, Poor 4%, Excellent 30%
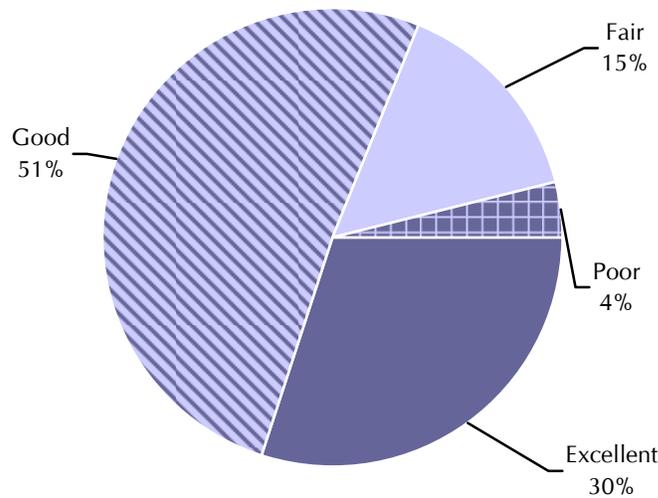
FIGURE 46: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Recreation opportunities	Above

FIGURE 47: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES

Percent of respondents who did each at least once in last 12 months
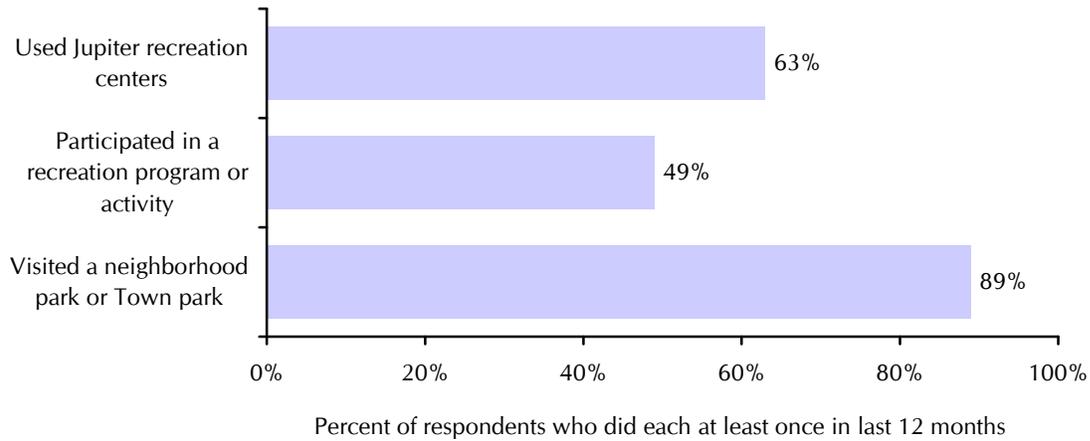
FIGURE 48: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Jupiter recreation centers	More
Participated in a recreation program or activity	Similar
Visited a neighborhood park or Town park	More

FIGURE 49: RATINGS OF PARKS AND RECREATION SERVICES

Percent of respondents
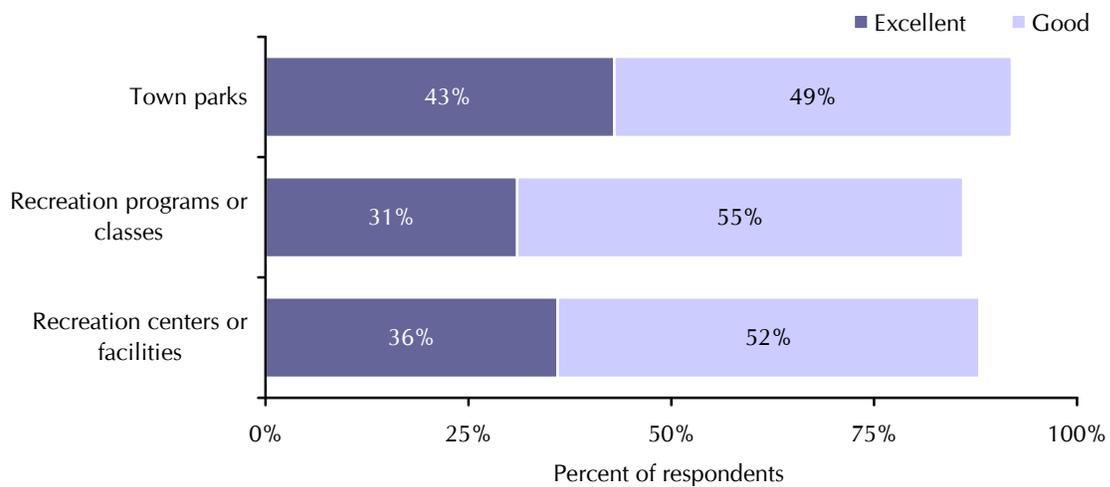
FIGURE 50: PARKS AND RECREATION SERVICES BENCHMARKS

	Comparison to benchmark
Town parks	Above
Recreation programs or classes	Above
Recreation centers or facilities	Above

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like an individual who simply goes to the office and returns home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring to business and individuals. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as "excellent" or "good" by 58% of respondents. Educational opportunities were rated as "excellent" or "good" by 70% of respondents. Compared to the benchmark data, educational opportunities were above the average of comparison jurisdictions, while cultural activity opportunities were rated similar to the benchmark comparison.

About 72% of Jupiter residents used a Town library at least once in the 12 months preceding the survey. This participation rate for library use was similar to comparison jurisdictions.

FIGURE 51: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES
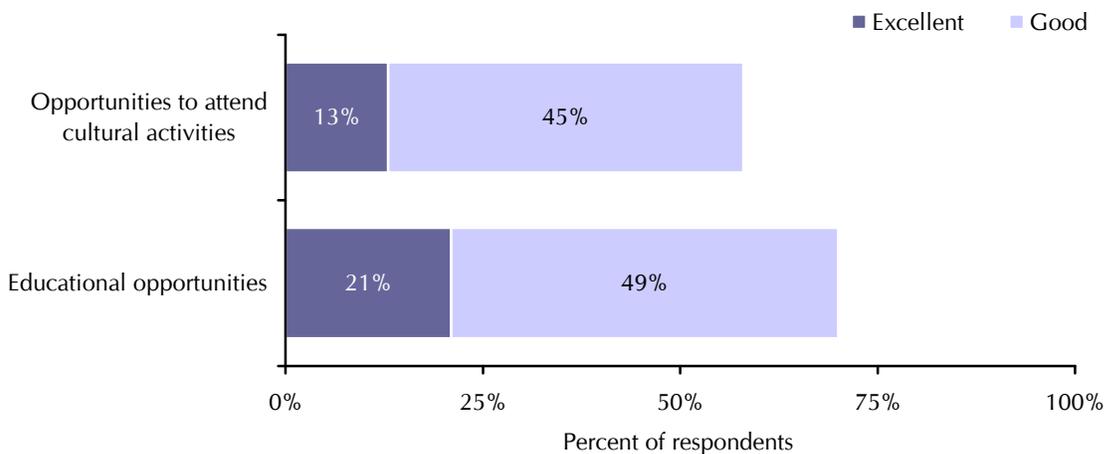
FIGURE 52: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Similar
Educational opportunities	Above

FIGURE 53: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES

Used Jupiter public
libraries or their services — 72%

Percent of respondents who did each at least once in last 12 months
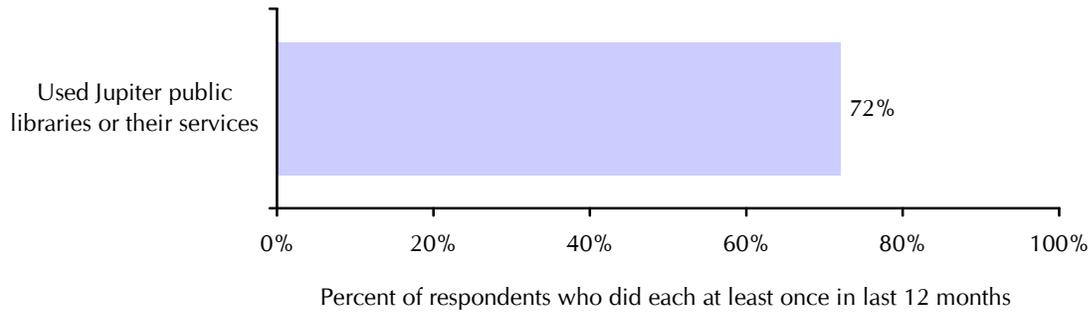
FIGURE 54: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Jupiter public libraries or their services	Similar

FIGURE 55: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES

■ Excellent   ■ Good

Public schools — 34% 49%

Public library services — 47% 46%

Percent of respondents
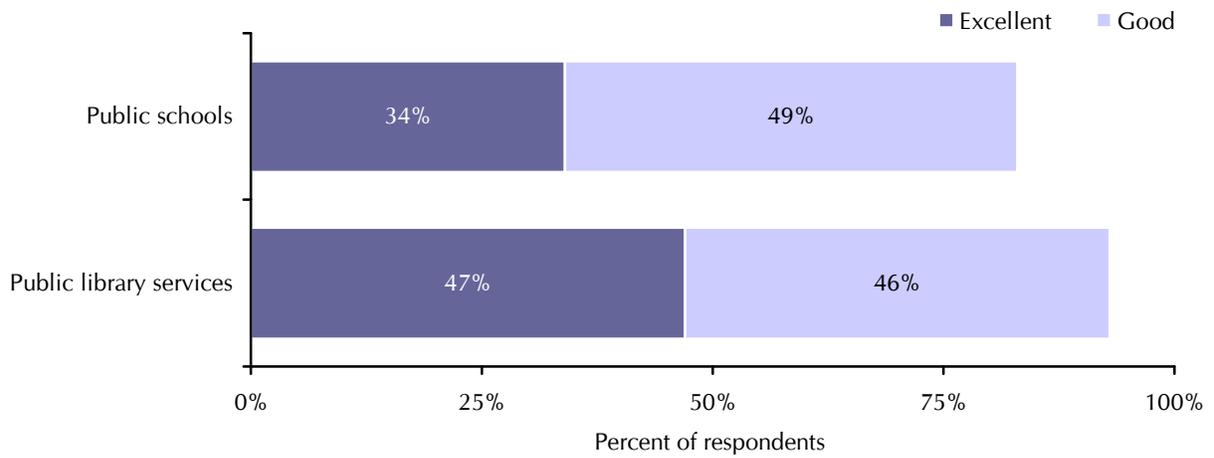
FIGURE 56: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	Comparison to benchmark
Public schools	Above
Public library services	Above

The National Citizen Survey™

Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the Town of Jupiter were asked to rate the community's health services as well as the availability of health care, high quality affordable food and preventive health care services. The availability of availability of affordable quality food was rated most positively for the Town of Jupiter, while the availability for preventative health services and affordable quality health care were rated less favorably by residents.

Among Jupiter residents, 16% rated affordable quality health care as "excellent" while 46% rated it as "good." Those ratings were above the ratings of comparison communities.

FIGURE 57: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES
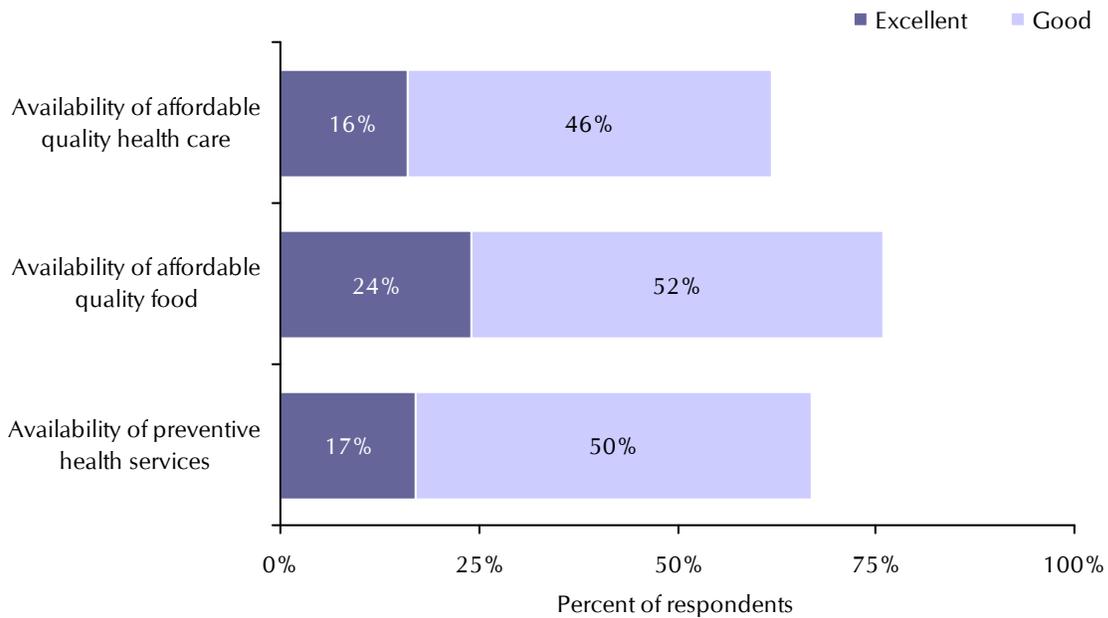
FIGURE 58: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Availability of affordable quality health care	Above
Availability of affordable quality food	Above
Availability of preventive health services	Above

Health services offered in the Town of Jupiter were rate "excellent" or "good" by 74% of respondents and were above the benchmark.

FIGURE 59: RATINGS OF HEALTH AND WELLNESS SERVICES
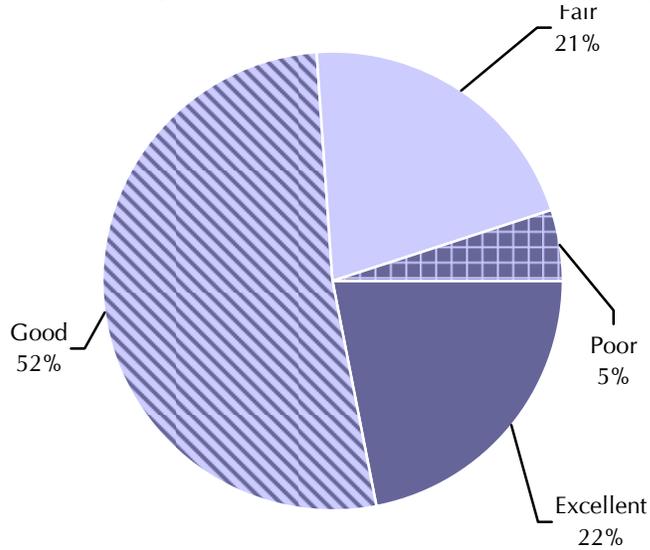
FIGURE 60: HEALTH AND WELLNESS SERVICES BENCHMARKS

	Comparison to benchmark
Health services	Above

COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the Town of Jupiter as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

Almost all residents rated the Town of Jupiter as an "excellent" or "good" place to raise kids and a high percentage rated it as an excellent or good place to retire. Most residents felt that the local sense of community was "excellent" or "good." Most survey respondents felt the Town of Jupiter was open and accepting towards people of diverse backgrounds. Availability of affordable quality child care was rated the lowest by residents and was similar to the benchmark.

FIGURE 61: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS

The National Citizen Survey™ by National Research Center, Inc.
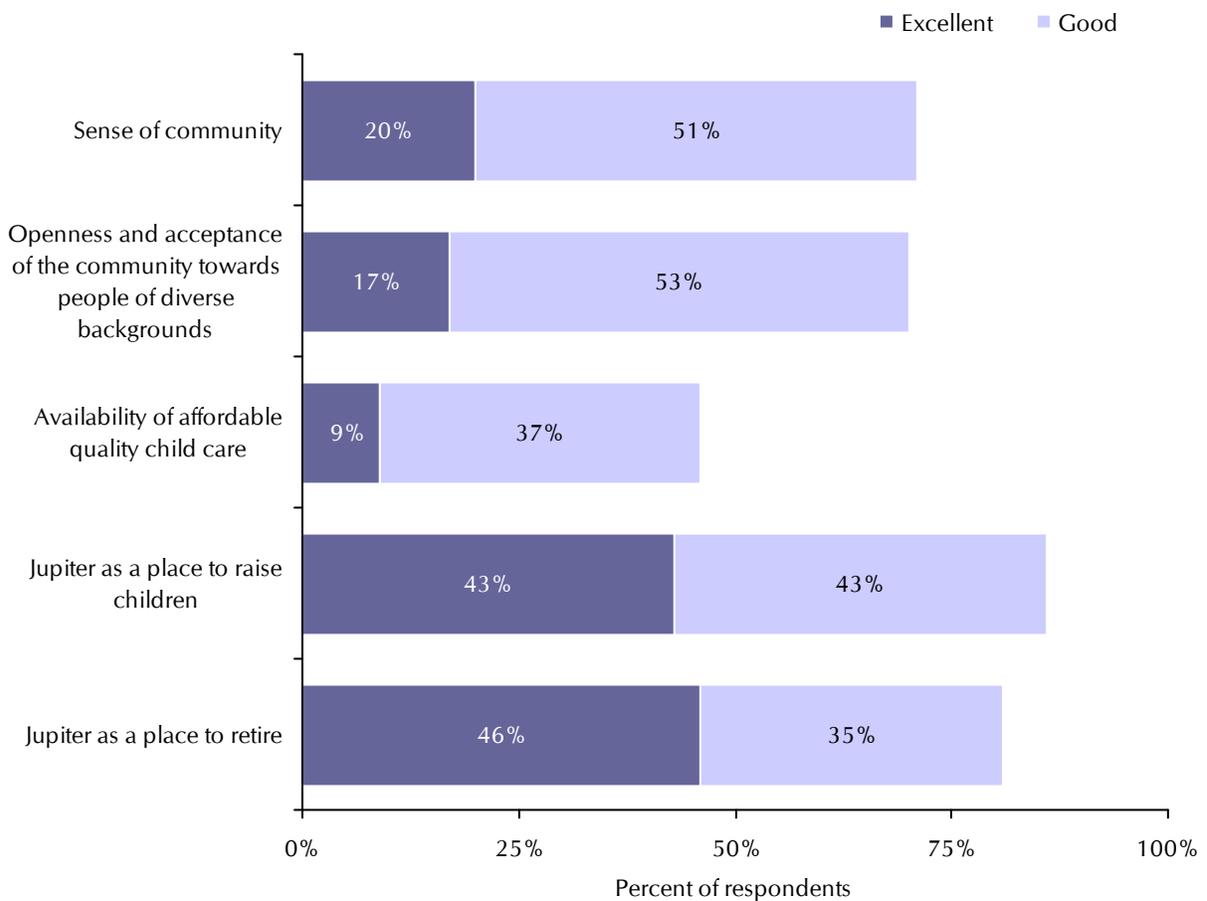
FIGURE 62: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Above
Openness and acceptance of the community toward people of diverse backgrounds	Above
Availability of affordable quality child care	Similar
Jupiter as a place to raise kids	Above
Jupiter as a place to retire	Above

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 57% to 79% with ratings of "excellent" or "good." The ratings for services to seniors, youth and low-income residents were all above the benchmark.

FIGURE 63: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS
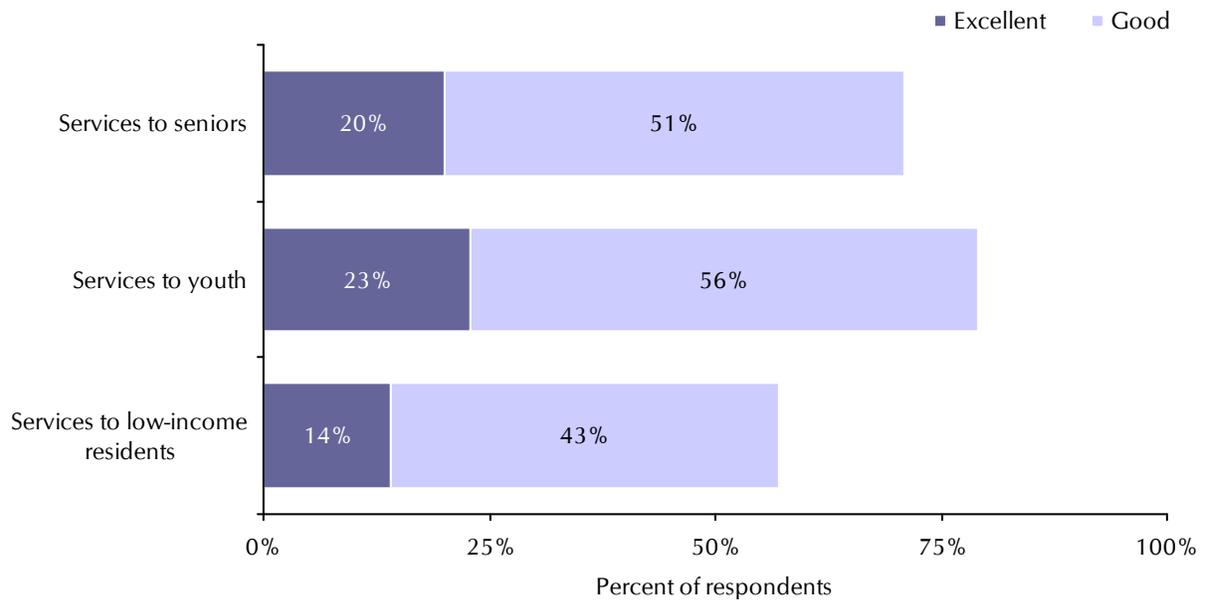
FIGURE 64: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	Comparison to benchmark
Services to seniors	Above
Services to youth	Above
Services to low income residents	Above

CIVIC ENGAGEMENT

Government leaders, elected or hired, cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the Town can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs.

Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the Town of Jupiter. Survey participants rated the volunteer opportunities in the Town of Jupiter somewhat favorably. Opportunities to attend or participate in community matters were rated similarly.

The rating for opportunities to participate in community matters was above the benchmark while the rating for opportunities to volunteer was similar to the benchmark comparison.

FIGURE 65: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES
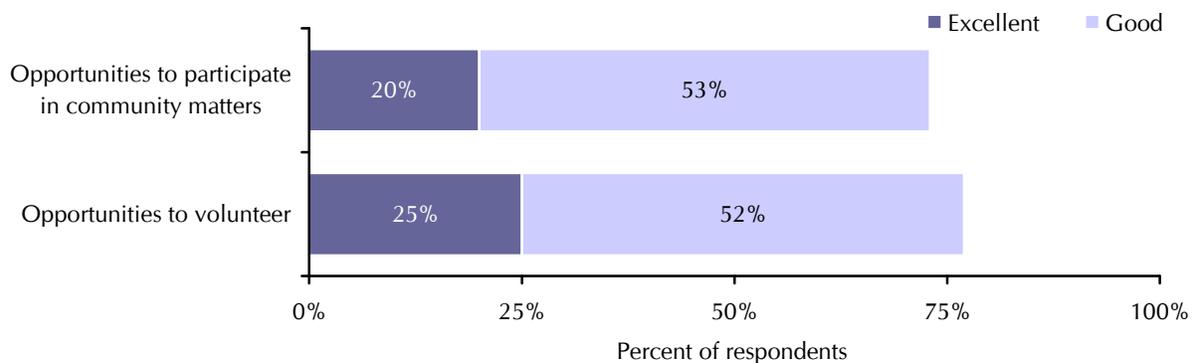
FIGURE 66: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in community matters	Above
Opportunities to volunteer	Similar

Most of the participants in this survey had not attended a public meeting, or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Those who had provided help to a friend or neighbor or attended a meeting of local elected officials or other local public meeting showed similar rates of involvement; while volunteerism showed higher rates. Those who had participated in a club or civic group in Jupiter or watched a meeting of local elected officials or other local public meeting on cable television showed lower rates of community engagement.

FIGURE 67: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES

Percent of respondents who did each at least once in last 12 months
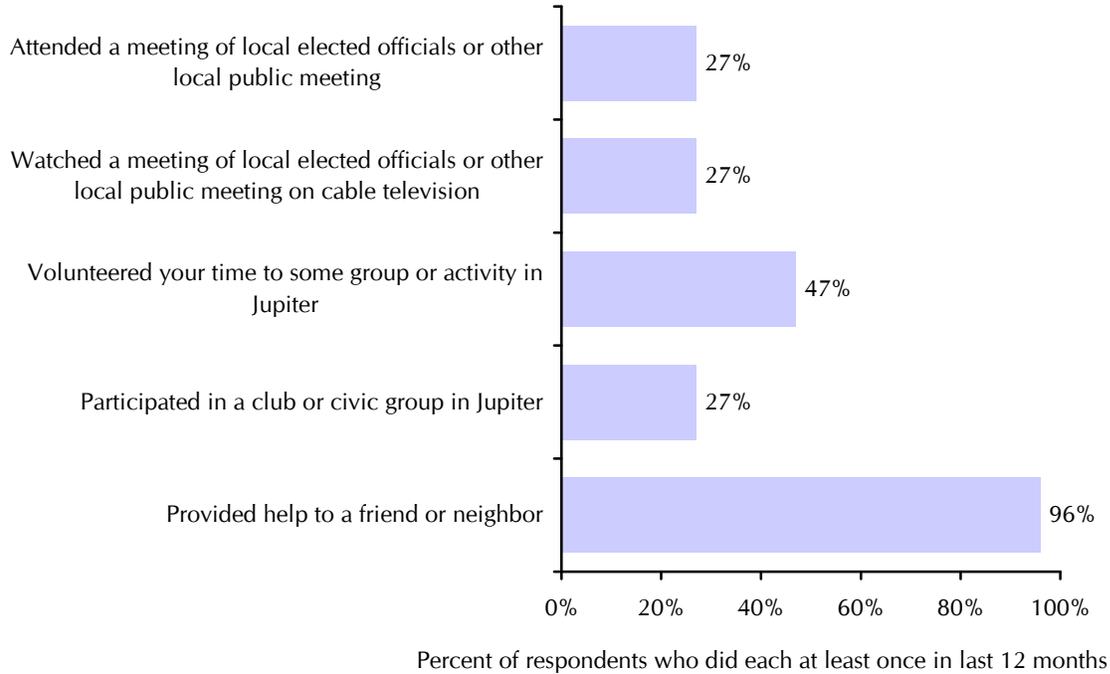
FIGURE 68: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Similar
Watched a meeting of local elected officials or other local public meeting on cable television	Less
Volunteered your time to some group or activity in Jupiter	More
Participated in a club or civic group in Jupiter	Less
Provided help to a friend or neighbor	Similar

The National Citizen Survey™

Town of Jupiter residents showed the largest amount of civic engagement in the area of electoral participation. Eighty-four percent reported they were registered to vote and 82% indicated they had voted in the last general election. This rate of self-reported voting was higher than comparison communities.

FIGURE 69: REPORTED VOTING BEHAVIOR

Are you registered to vote in your jurisdiction?

Ineligible to vote 2%

Yes 84%

No 14%

Ineligible to vote 3%

Yes 82%

No 15%

Do you remember voting in the last general election?
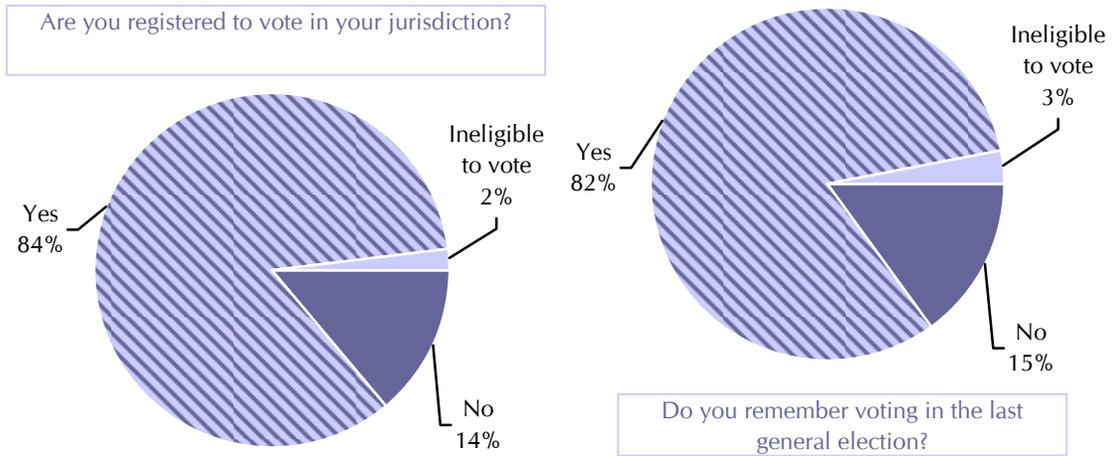
FIGURE 70: VOTING BEHAVIOR BENCHMARKS

	Comparison to benchmark
Registered to vote	Similar
Voted in last general election	More

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the Town of Jupiter Web site in the previous 12 months, 62% reported they had done so at least once. Public information services were rated favorably compared to benchmark data.

FIGURE 71: USE OF INFORMATION SOURCES

Percent of respondents who did each at least once in last 12 months
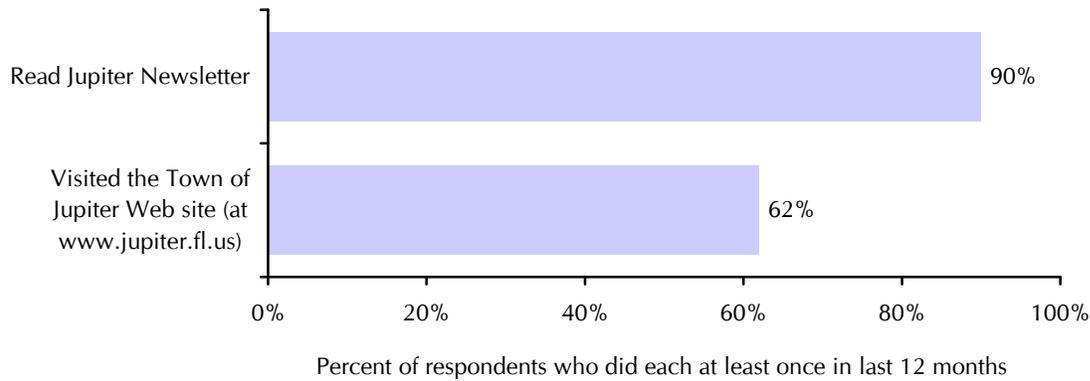
FIGURE 72: USE OF INFORMATION SOURCES BENCHMARKS

	Comparison to benchmark
Read Jupiter Newsletter	More
Visited the Town of Jupiter Web site	More

FIGURE 73: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION

Percent of respondents
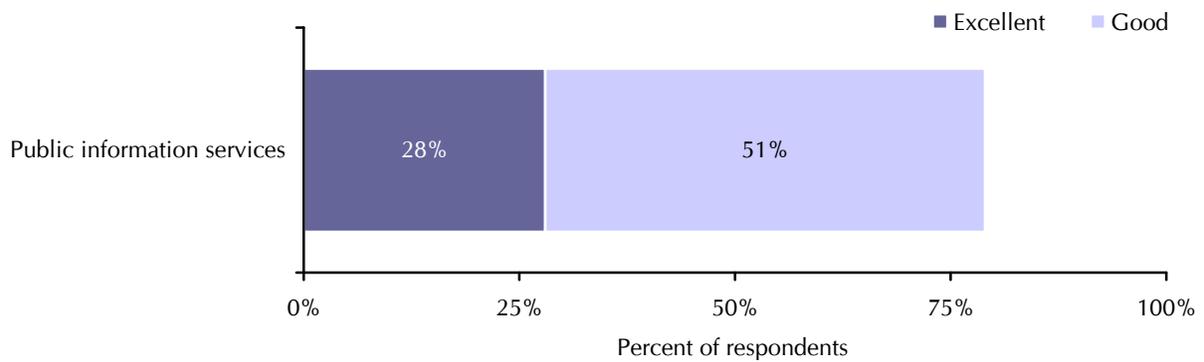
FIGURE 74: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	Comparison to benchmark
Public information services	Above

Social Engagement

Opportunities to participate in social events and activities were rated as "excellent" or "good" by 68% of respondents.

FIGURE 75: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES
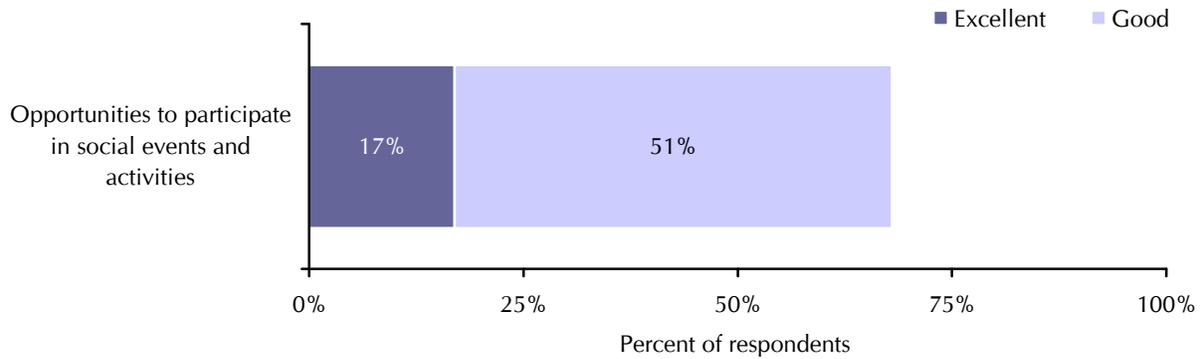
FIGURE 76: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in social events and activities	Similar

Residents in Jupiter reported a strong amount of neighborliness. More than 88% indicated talking or visiting with their neighbors once a month or more frequently. This amount of contact with neighbors was more than the amount of contact reported in other communities.

FIGURE 77: CONTACT WITH IMMEDIATE NEIGHBORS
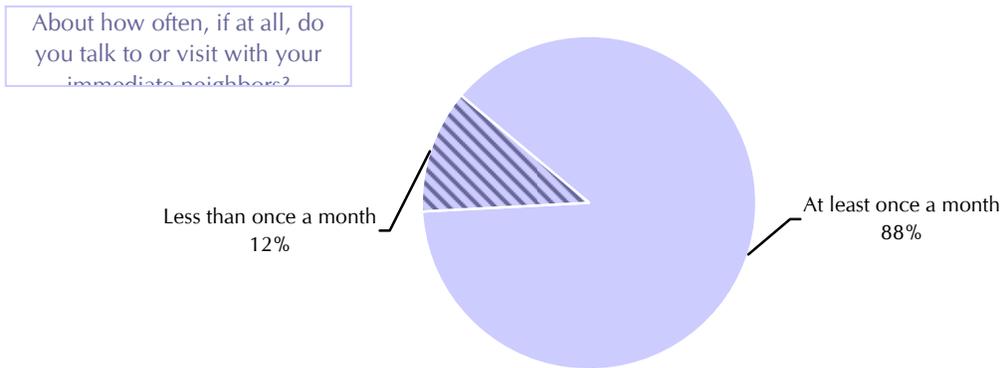
FIGURE 78: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	Comparison to benchmark
Has contact with neighbors at least once per month	More

PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction the Town of Jupiter is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the Town of Jupiter could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the Town of Jupiter may be colored by their dislike of what all levels of government provide.

A majority of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job the Town of Jupiter does at listening to citizens, 54% rated it as "excellent" or "good." Of these five ratings, all were above the benchmark.

FIGURE 79: PUBLIC TRUST RATINGS
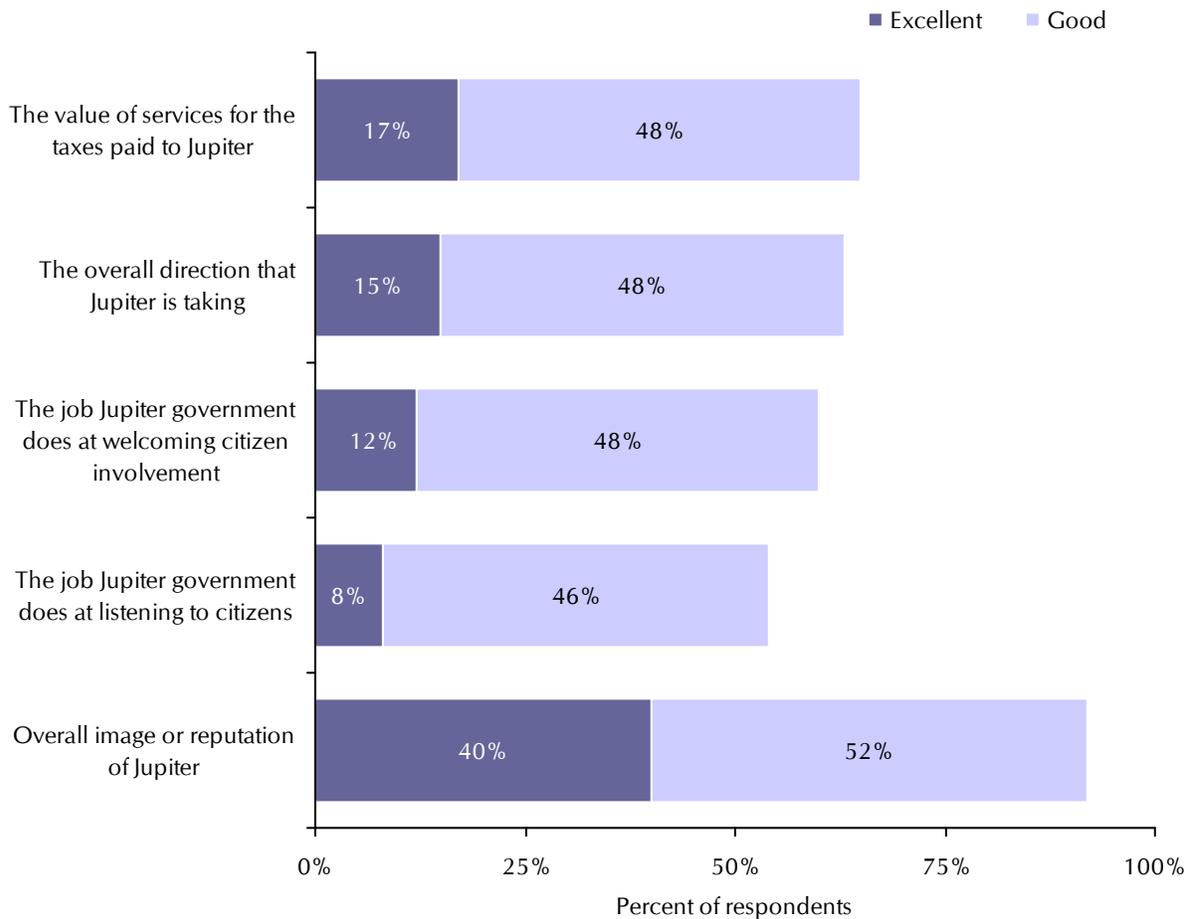
FIGURE 80: PUBLIC TRUST BENCHMARKS

	Comparison to benchmark
Value of services for the taxes paid to Jupiter	Above
The overall direction that Jupiter is taking	Above
Job Jupiter government does at welcoming citizen involvement	Above
Job Jupiter government does at listening to citizens	Above
Overall image or reputation of Jupiter	Above

On average, residents of the Town of Jupiter gave the highest evaluations to their own local government and the lowest average rating to the federal government. The overall quality of services delivered by the Town of Jupiter was rated as "excellent" or "good" by 86% of survey participants. The Town of Jupiter's rating was above the benchmark when compared to other communities.

FIGURE 81: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS
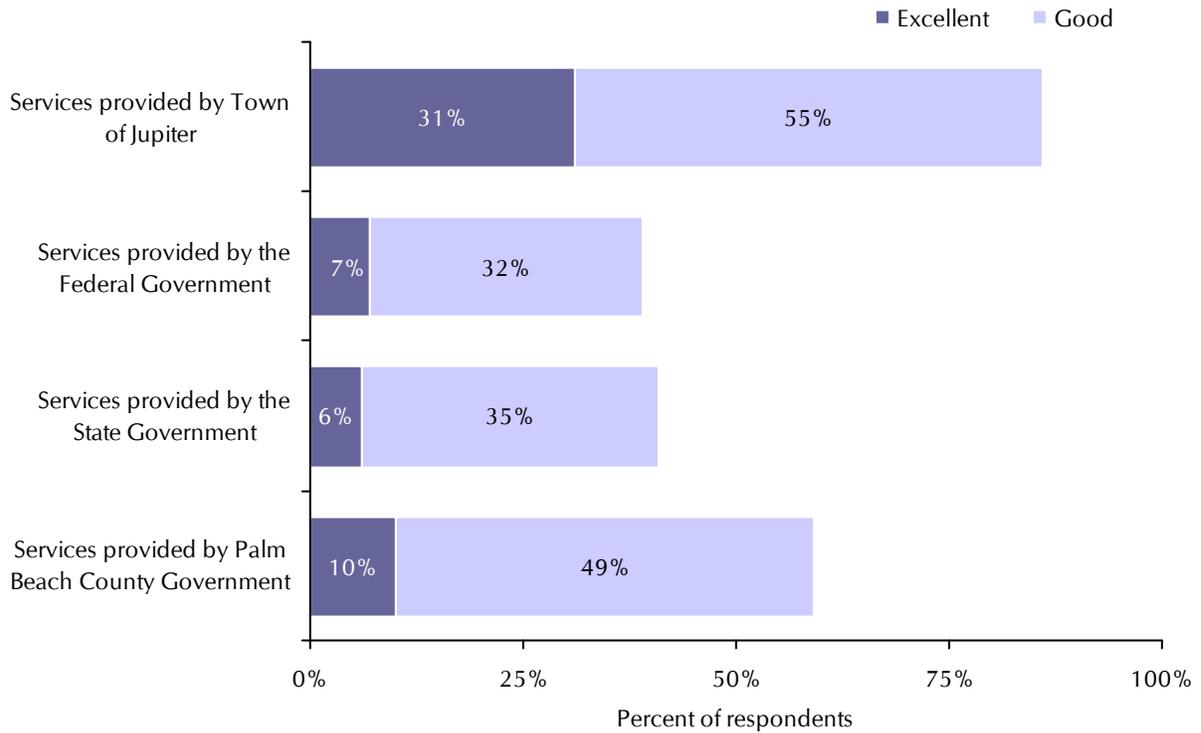
FIGURE 82: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	Comparison to benchmark
Services provided by the Town of Jupiter	Above
Services provided by the Federal Government	Similar
Services provided by the State Government	Similar
Services provided by Palm Beach County Government	Above

The National Citizen Survey™

Town of Jupiter Employees

The employees of the Town of Jupiter who interact with the public create the first impression that most residents have of the Town of Jupiter. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the Town of Jupiter. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the Town of Jupiter staff.

Those completing the survey were asked if they had been in contact with a Town employee either in-person or over the phone in the last 12 months; the 50% who reported that they had been in contact (a percent that is lower than the benchmark comparison) were then asked to indicate their overall satisfaction with the employee in their most recent contact. Town employees were rated highly; 83% of respondents rated their overall impression as "excellent" or "good."

FIGURE 83: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH TOWN EMPLOYEES IN PREVIOUS 12 MONTHS

Have you had any in-person or phone contact with an employee of Jupiter within the last 12 months

Yes 50%

No 50%
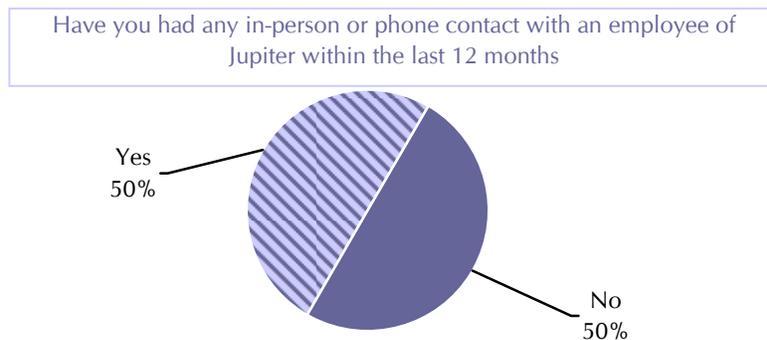
FIGURE 84: CONTACT WITH TOWN EMPLOYEES BENCHMARKS

	Comparison to benchmark
Had contact with Town employee(s) in last 12 months	Less

FIGURE 85: RATINGS OF TOWN EMPLOYEES (AMONG THOSE WHO HAD CONTACT)

■ Excellent   ■ Good

	Excellent	Good
Knowledge	40%	45%
Responsiveness	40%	43%
Courtesy	47%	39%
Overall impression	41%	42%

Percent of respondents who had contact with an employee in previous 12 months
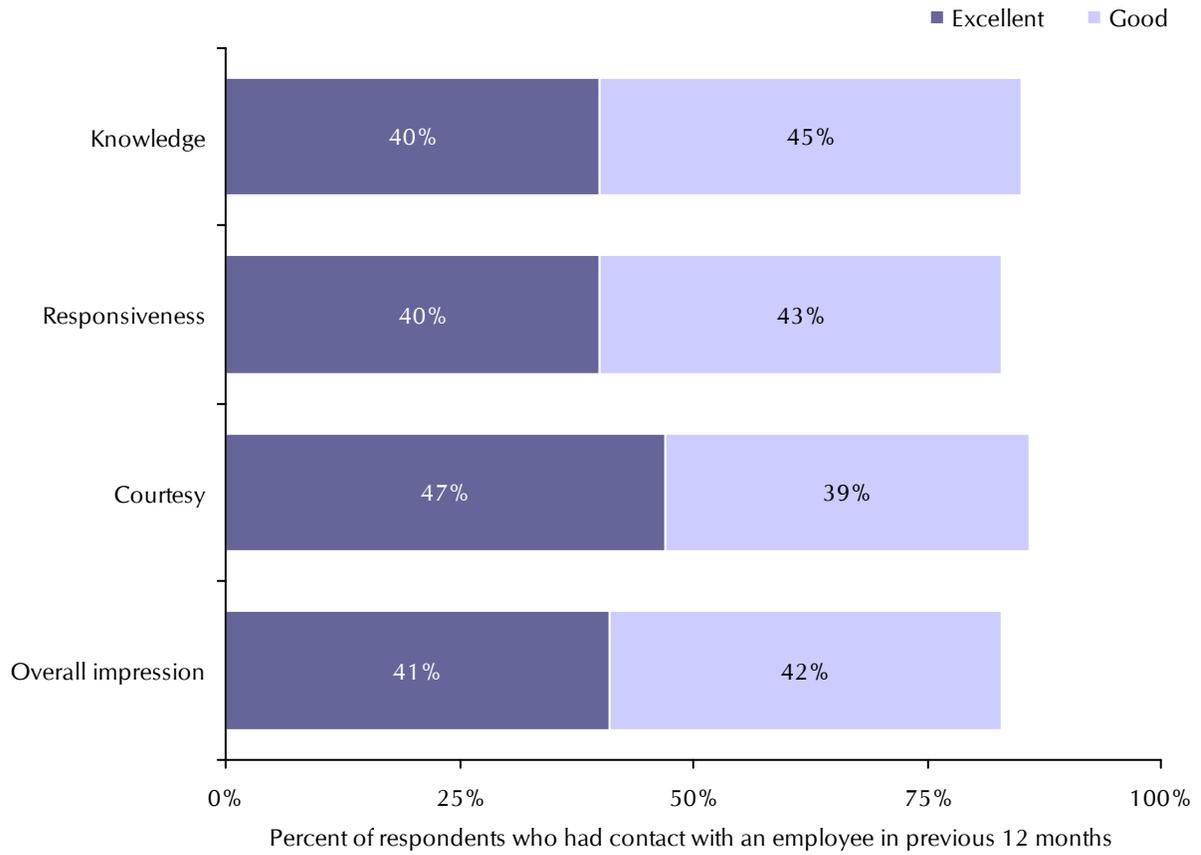
FIGURE 86: RATINGS OF TOWN EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
Town employee knowledge	Above
Town employee responsiveness	Above
Town employee courteousness	Above
Overall impression	Above

From Data to Action

Resident Priorities

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using Key Driver Analysis, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A Key Driver Analysis (KDA) was conducted for the Town of Jupiter by examining the relationships between ratings of each service and ratings of the Town of Jupiter's overall services. Those key driver services that correlated most highly with residents' perceptions about overall Town service quality have been identified. By targeting improvements in key services, the Town of Jupiter can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

Services found to be most strongly correlated with ratings of overall service quality from the Jupiter Key Driver Analysis were:

- Police services
- Town parks

TOWN OF JUPITER ACTION CHART™

The 2009 Town of Jupiter Action Chart™ on the following page combines two dimensions of performance:

- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates that service is key (either core or key driver)

Twenty-four services were included in the KDA for the Town of Jupiter. Of these, all were above the benchmark. A key icon (🔑) indicates the two key drivers.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. In the case of Jupiter, no key drivers were below the benchmark. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering "don't know" were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including "Don't Know" Responses for the percent "don't know" for each service.

FIGURE 87: TOWN OF JUPITER ACTION CHART

Overall Quality of Town of Jupiter Services

Community Design

Planning and zoning	Animal control
Code enforcement	Street repair
Economic development	Street cleaning
Sidewalk Maintenance	Street lighting
Traffic signal timing	

Environmental Sustainability

Drinking water	Recycling
Garbage collection	Sewer services
Preservation of natural areas	Storm drainage

Public Safety

Emergency preparedness	Police services
Traffic enforcement	Fire services

Recreation and Wellness

Town parks	Health services
Library	Recreation facilities

Civic Engagement

Public information

Legend

Above Benchmark	Similar to Benchmark	Below Benchmark

Key Driver

The National Citizen Survey™ by National Research Center, Inc.

Using Your Action Chart™

The key drivers derived for the Town of Jupiter provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the Town of Jupiter, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC data set. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services. In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated, with shaded rows, the Town of Jupiter key drivers that overlap core services or the nationally derived keys.

FIGURE 88: KEY DRIVERS COMPARED

Service	Town of Jupiter Key Drivers	National Key Drivers	Core Services
Animal control			
Code enforcement			✓
Economic development		✓	
Land use planning and zoning		✓	
Light timing			
Sidewalk maintenance			
Street cleaning			
Street lighting			
Street repair			✓
Drinking water			✓
Garbage collection			✓
Preservation of natural areas			
Recycling			
Sewer			✓
Storm drainage			✓
Emergency preparedness			
EMS			✓
Fire			✓
Police services	✓	✓	✓
Traffic enforcement			
Town parks	✓		
Health services			
Public library			
Public schools		✓	
Recreation centers or facilities			
Public information services		✓	

POLICY QUESTIONS

"Don't know" responses have been removed from the following questions, when applicable.

Policy Question 1	
Tree roots from mature trees in Jupiter's neighborhoods are growing in ways that damage the streets and sidewalks, which results in the need to fund sidewalks and street repair projects, and in some cases, tree removal and replacement. Which of the following strategies do you prefer for addressing this issue?	Percent of respondents
When tree roots cause damage and safety concerns on sidewalks and streets, remove the trees and replace with a smaller variety, or replace in another location altogether.	49%
Keep mature trees as long as possible, and fund projects to continuously maintain sidewalks and streets when they are damaged by root growth.	41%
Remove all mature trees that are causing damage and safety concerns on sidewalks and streets.	11%
Total	100%

Policy Question 2					
To what extent would you support or oppose the following changes to the Town policies and/or codes?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Relax codes to allow more on-street parking in neighborhoods	14%	28%	29%	29%	100%
Relax codes to allow more flexibility for how homeowners may configure parking areas and driveways to their properties	22%	38%	24%	16%	100%
Expand sign code (permanent and temporary) to allow more visibility and flexibility for local businesses and organizations	20%	39%	20%	21%	100%
Develop more extensive network of bike lanes and multi-use pathways so that pedestrians and bicyclists can more easily connect routes between different areas of Town	48%	31%	14%	7%	100%

Policy Question 3					
To what extent do you support or oppose the following policies related to growth and development?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Allow more mixed-use development (business and commercial within residential areas)	5%	27%	31%	37%	100%
Allow greater density, or more units per area of land, in older areas to encourage redevelopment	7%	24%	28%	41%	100%
Encourage economic development despite impact on traffic (i.e., industrial and professional, including but not limited to bioscience, research and development	16%	28%	25%	31%	100%

Appendix A: Complete Survey Frequencies

Frequencies Excluding "Don't Know" Responses

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Jupiter:	Excellent	Good	Fair	Poor	Total
Jupiter as a place to live	56%	40%	3%	1%	100%
Your neighborhood as a place to live	49%	41%	6%	4%	100%
Jupiter as a place to raise children	43%	43%	10%	4%	100%
Jupiter as a place to work	23%	51%	21%	6%	100%
Jupiter as a place to retire	46%	35%	12%	6%	100%
The overall quality of life in Jupiter	42%	51%	6%	1%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	20%	51%	22%	6%	100%
Openness and acceptance of the community towards people of diverse backgrounds	17%	53%	24%	6%	100%
Overall appearance of Jupiter	35%	57%	7%	1%	100%
Cleanliness of Jupiter	38%	52%	9%	2%	100%
Overall quality of new development in Jupiter	23%	53%	17%	7%	100%
Variety of housing options	21%	46%	27%	7%	100%
Overall quality of business and service establishments in Jupiter	19%	54%	25%	3%	100%
Shopping opportunities	16%	47%	33%	4%	100%
Opportunities to attend cultural activities	13%	45%	32%	11%	100%
Recreational opportunities	30%	51%	15%	4%	100%
Employment opportunities	5%	26%	49%	20%	100%
Educational opportunities	21%	49%	22%	8%	100%
Opportunities to participate in social events and activities	17%	51%	24%	8%	100%
Opportunities to volunteer	25%	52%	16%	7%	100%
Opportunities to participate in community matters	20%	53%	22%	6%	100%
Ease of car travel in Jupiter	23%	52%	20%	5%	100%
Ease of bus travel in Jupiter	8%	30%	32%	31%	100%
Ease of bicycle travel in Jupiter	20%	42%	32%	6%	100%
Ease of walking in Jupiter	26%	47%	23%	5%	100%
Availability of paths and walking trails	24%	49%	20%	7%	100%
Traffic flow on major streets	15%	45%	32%	9%	100%
Amount of public parking	18%	51%	24%	8%	100%
Availability of affordable quality housing	7%	33%	42%	18%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent	Good	Fair	Poor	Total
Availability of affordable quality child care	9%	37%	33%	21%	100%
Availability of affordable quality health care	16%	46%	24%	14%	100%
Availability of affordable quality food	24%	52%	18%	7%	100%
Availability of preventive health services	17%	50%	22%	10%	100%
Quality of overall natural environment in Jupiter	32%	51%	14%	4%	100%
Overall image or reputation of Jupiter	40%	52%	7%	2%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Jupiter over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	1%	3%	45%	34%	18%	100%
Retail growth (stores, restaurants, etc.)	5%	19%	55%	15%	6%	100%
Jobs growth	27%	50%	23%	0%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Jupiter?	Percent of respondents
Not a problem	25%
Minor problem	53%
Moderate problem	20%
Major problem	2%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Jupiter:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	38%	48%	8%	6%	1%	100%
Property crimes (e.g., burglary, theft)	13%	55%	19%	11%	2%	100%
Environmental hazards, including toxic waste	40%	44%	13%	3%	0%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	71%	26%	2%	1%	0%	100%
In your neighborhood after dark	36%	49%	8%	5%	2%	100%
In Jupiter's downtown area during the day	51%	36%	10%	1%	1%	100%
In Jupiter's downtown area after dark	18%	49%	20%	9%	4%	100%

Question 7: Crime Victim	
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	90%
Yes	10%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	33%
Yes	67%
Total	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Jupiter?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Jupiter public libraries or their services	28%	20%	27%	13%	12%	100%
Used Jupiter recreation centers	37%	27%	21%	11%	4%	100%
Participated in a recreation program or activity	51%	22%	15%	8%	4%	100%
Visited a neighborhood park or Town park	11%	18%	39%	16%	16%	100%
Ridden a local bus within Jupiter	94%	4%	1%	0%	1%	100%
Attended a meeting of local elected officials or other local public meeting	73%	20%	5%	1%	0%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	73%	17%	8%	1%	1%	100%
Read Jupiter Newsletter	10%	24%	44%	15%	7%	100%
Visited the Town of Jupiter Web site (at www.jupiter.fl.us)	38%	23%	26%	8%	6%	100%
Recycled used paper, cans or bottles from your home	7%	2%	4%	11%	77%	100%
Volunteered your time to some group or activity in Jupiter	53%	20%	13%	6%	8%	100%
Participated in a club or civic group in Jupiter	73%	11%	7%	4%	5%	100%
Provided help to a friend or neighbor	4%	15%	50%	17%	14%	100%

Question 10: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	37%
Several times a week	23%
Several times a month	20%
Once a month	8%
Several times a year	4%
Once a year or less	6%
Never	2%
Total	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Jupiter:	Excellent	Good	Fair	Poor	Total
Police services	37%	48%	13%	2%	100%
Fire services	50%	41%	8%	1%	100%
Ambulance or emergency medical services	53%	42%	5%	0%	100%
Crime prevention	23%	54%	18%	4%	100%
Traffic enforcement	25%	51%	17%	7%	100%
Street repair	23%	53%	20%	5%	100%
Street cleaning	26%	52%	19%	3%	100%
Street lighting	21%	52%	19%	8%	100%
Sidewalk maintenance	24%	55%	17%	4%	100%
Traffic signal timing	14%	40%	31%	15%	100%
Bus or transit services	16%	31%	23%	31%	100%
Garbage collection	40%	51%	8%	1%	100%
Recycling	39%	50%	10%	1%	100%
Yard waste pick-up	37%	48%	13%	2%	100%
Storm drainage	22%	51%	20%	6%	100%
Drinking water	38%	44%	13%	5%	100%
Sewer services	30%	57%	11%	1%	100%
Town parks	43%	49%	7%	1%	100%
Recreation programs or classes	31%	55%	10%	5%	100%
Recreation centers or facilities	36%	52%	10%	2%	100%
Land use, planning and zoning	15%	50%	25%	10%	100%
Code enforcement (weeds, abandoned buildings, etc)	18%	49%	24%	9%	100%
Animal control	15%	54%	20%	11%	100%
Economic development	11%	42%	39%	9%	100%
Health services	22%	52%	21%	5%	100%
Services to seniors	20%	51%	18%	11%	100%
Services to youth	23%	56%	16%	5%	100%
Services to low-income people	14%	43%	27%	16%	100%
Public library services	47%	46%	6%	1%	100%
Public information services	28%	51%	18%	2%	100%
Public schools	34%	49%	13%	5%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	27%	60%	12%	1%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	34%	40%	18%	8%	100%

Question 12: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The Town of Jupiter	31%	55%	12%	2%	100%
The Federal Government	7%	32%	41%	20%	100%
The State Government	6%	35%	46%	13%	100%
Palm Beach County Government	10%	49%	29%	12%	100%

Question 13: Contact with Town Employees	
Have you had any in-person or phone contact with an employee of the Town of Jupiter within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	50%
Yes	50%
Total	100%

Question 14: Town Employees					
What was your impression of the employee(s) of the Town of Jupiter in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	40%	45%	9%	5%	100%
Responsiveness	40%	43%	9%	9%	100%
Courtesy	47%	39%	9%	6%	100%
Overall impression	41%	42%	9%	8%	100%

Question 15: Government Performance					
Please rate the following categories of Jupiter government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Jupiter	17%	48%	28%	8%	100%
The overall direction that Jupiter is taking	15%	48%	27%	10%	100%
The job Jupiter government does at welcoming citizen involvement	12%	48%	28%	12%	100%
The job Jupiter government does at listening to citizens	8%	46%	34%	12%	100%

Question 16: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Jupiter to someone who asks	64%	28%	5%	3%	100%
Remain in Jupiter for the next five years	63%	27%	6%	4%	100%

The National Citizen Survey™

Question 17: Impact of the Economy	
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:	Percent of respondents
Very positive	4%
Somewhat positive	12%
Neutral	34%
Somewhat negative	39%
Very negative	11%
Total	100%

Question 18a: Policy Question 1	
Tree roots from mature trees in Jupiter's neighborhoods are growing in ways that damage the streets and sidewalks, which results in the need to fund sidewalks and street repair projects, and in some cases, tree removal and replacement. Which of the following strategies do you prefer for addressing this issue? (please select only one)	Percent of respondents
Keep mature trees as long as possible, and fund projects to continuously maintain sidewalks and streets when they are damaged by root growth.	41%
When tree roots cause damage and safety concerns on sidewalks and streets, remove the trees and replace with a smaller variety, or replace in another location all together.	49%
Remove all mature trees that are causing damage and safety concerns on sidewalks and streets.	11%
Total	100%

Question 18b: Policy Question 2					
To what extent would you support or oppose the following changes to the Town policies and/or codes?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Relax codes to allow more on-street parking in neighborhoods	14%	28%	29%	29%	100%
Relax codes to allow more flexibility for how homeowners may configure parking areas and driveways to their properties	22%	38%	24%	16%	100%
Expand sign code (permanent and temporary) to allow more visibility and flexibility for local businesses and organizations	20%	39%	20%	21%	100%
Develop more extensive network of bike lanes and multi-use pathways so that pedestrians and bicyclists can more easily connect routes between different areas of Town	48%	31%	14%	7%	100%

Question 18c: Policy Question 3					
To what extent do you support or oppose the following policies related to growth and development?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Allow more mixed-use development (business and commercial within residential areas)	5%	27%	31%	37%	100%
Allow greater density, or more units per area of land, in older areas to encourage redevelopment	7%	24%	28%	41%	100%
Encourage economic development despite impact on traffic (i.e., industrial and professional, including but not limited to bioscience, research and development	16%	28%	25%	31%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	39%
Yes, full-time	52%
Yes, part-time	9%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	82%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	7%
Bus, rail, subway or other public transportation	0%
Walk	1%
Bicycle	2%
Work at home	7%
Other	0%

Question D3: Length of Residency	
How many years have you lived in Jupiter?	Percent of respondents
Less than 2 years	10%
2 to 5 years	18%
6 to 10 years	20%
11 to 20 years	27%
More than 20 years	25%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	52%
House attached to one or more houses (e.g., a duplex or townhome)	22%
Building with two or more apartments or condominiums	26%
Mobile home	0%
Other	0%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	17%
Owned by you or someone in this house with a mortgage or free and clear	83%
Total	100%

Question D6: Monthly Housing Cost	
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)?	Percent of respondents
Less than $300 per month	3%
$300 to $599 per month	5%
$600 to $999 per month	12%
$1,000 to $1,499 per month	25%
$1,500 to $2,499 per month	33%
$2,500 or more per month	21%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	73%
Yes	27%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	68%
Yes	32%
Total	100%

Question D9: Household Income	
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.)	Percent of respondents
Less than $24,999	12%
$25,000 to $49,999	20%
$50,000 to $99,999	33%
$100,000 to $149,000	14%
$150,000 or more	21%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	96%
Yes, I consider myself to be Spanish, Hispanic or Latino	4%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	0%
Asian, Asian Indian or Pacific Islander	4%
Black or African American	2%
White	93%
Other	2%

Total may exceed 100% as respondents could select more than one option

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	1%
25 to 34 years	18%
35 to 44 years	15%
45 to 54 years	26%
55 to 64 years	15%
65 to 74 years	13%
75 years or older	13%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	49%
Male	51%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	14%
Yes	84%
Ineligible to vote	2%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	15%
Yes	82%
Ineligible to vote	3%
Total	100%

FREQUENCIES INCLUDING "DON'T KNOW" RESPONSES

These tables contain the percentage of respondents for each response category as well as the "n" or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life											
Please rate each of the following aspects of quality of life in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Jupiter as a place to live	56%	187	40%	131	3%	10	1%	3	0%	0	100%	331
Your neighborhood as a place to live	48%	161	41%	137	6%	21	4%	13	0%	1	100%	333
Jupiter as a place to raise children	36%	116	35%	113	8%	27	3%	11	17%	54	100%	321
Jupiter as a place to work	18%	59	40%	128	16%	52	4%	14	22%	70	100%	322
Jupiter as a place to retire	40%	133	31%	102	11%	36	5%	16	13%	43	100%	330
The overall quality of life in Jupiter	42%	137	51%	168	6%	18	1%	5	0%	0	100%	329

Question 2: Community Characteristics											
Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	20%	65	50%	164	22%	71	6%	19	2%	8	100%	327
Openness and acceptance of the community towards people of diverse backgrounds	15%	50	48%	158	22%	73	5%	18	8%	27	100%	326
Overall appearance of Jupiter	35%	117	57%	189	7%	24	1%	2	0%	0	100%	332
Cleanliness of Jupiter	38%	124	52%	171	9%	29	2%	5	0%	0	100%	329
Overall quality of new development in Jupiter	21%	70	50%	162	16%	53	6%	21	6%	20	100%	326
Variety of housing options	20%	65	44%	142	26%	84	6%	20	5%	15	100%	326
Overall quality of business and service establishments in Jupiter	18%	61	53%	175	24%	80	3%	10	1%	5	100%	331
Shopping opportunities	16%	53	47%	154	33%	109	4%	14	0%	1	100%	330
Opportunities to attend cultural activities	12%	39	42%	138	29%	98	10%	34	7%	23	100%	331
Recreational opportunities	29%	96	51%	168	15%	50	4%	12	1%	4	100%	330
Employment opportunities	3%	11	20%	65	38%	123	15%	50	24%	77	100%	326
Educational opportunities	19%	61	43%	139	20%	64	7%	22	12%	40	100%	326
Opportunities to participate in social events and activities	16%	52	48%	159	23%	77	8%	27	5%	16	100%	331
Opportunities to volunteer	22%	73	45%	149	14%	45	6%	20	13%	42	100%	328

Question 2: Community Characteristics											
Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Opportunities to participate in community matters	17%	56	46%	151	19%	62	5%	16	13%	42	100%	327
Ease of car travel in Jupiter	22%	73	50%	166	19%	63	5%	17	3%	10	100%	330
Ease of bus travel in Jupiter	4%	13	14%	45	15%	48	15%	46	52%	163	100%	316
Ease of bicycle travel in Jupiter	16%	52	34%	109	26%	84	5%	16	19%	62	100%	322
Ease of walking in Jupiter	25%	80	45%	143	22%	69	5%	15	4%	11	100%	318
Availability of paths and walking trails	23%	74	45%	148	19%	61	7%	22	7%	23	100%	327
Traffic flow on major streets	15%	50	44%	147	31%	104	9%	28	0%	1	100%	331
Amount of public parking	17%	55	48%	156	23%	73	8%	24	5%	15	100%	324
Availability of affordable quality housing	6%	19	29%	93	36%	117	15%	50	14%	45	100%	324
Availability of affordable quality child care	3%	11	15%	46	13%	40	8%	26	61%	192	100%	315
Availability of affordable quality health care	13%	41	37%	114	19%	59	11%	33	21%	65	100%	311
Availability of affordable quality food	23%	77	51%	167	17%	57	6%	21	2%	7	100%	330
Availability of preventive health services	14%	45	40%	130	18%	59	8%	27	20%	66	100%	327
Quality of overall natural environment in Jupiter	32%	104	50%	166	13%	44	3%	11	1%	4	100%	330
Overall image or reputation of Jupiter	40%	131	51%	169	7%	23	2%	5	1%	2	100%	330

Question 3: Growth												
Please rate the speed of growth in the following categories in Jupiter over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
Population growth	1%	2	2%	8	39%	129	30%	99	16%	51	12%	40	100%	329
Retail growth (stores, restaurants, etc.)	5%	15	18%	59	51%	167	14%	45	6%	19	8%	25	100%	329
Jobs growth	19%	61	34%	112	16%	52	0%	1	0%	0	31%	100	100%	326

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Jupiter?	Percent of respondents	Count
Not a problem	24%	78
Minor problem	51%	167
Moderate problem	19%	62
Major problem	2%	6
Don't know	5%	17
Total	100%	329

Question 5: Community Safety													
Please rate how safe or unsafe you feel from the following in Jupiter:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Violent crime (e.g., rape, assault, robbery)	38%	123	48%	156	8%	25	6%	18	1%	3	1%	3	100%	329
Property crimes (e.g., burglary, theft)	13%	43	54%	179	19%	62	11%	36	2%	7	1%	2	100%	329
Environmental hazards, including toxic waste	36%	118	40%	130	12%	40	2%	8	0%	1	9%	30	100%	326

Question 6: Personal Safety													
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	71%	234	26%	85	2%	7	1%	4	0%	0	0%	0	100%	330
In your neighborhood after dark	36%	120	49%	161	8%	27	5%	15	2%	7	0%	0	100%	330
In Jupiter's downtown area during the day	46%	152	33%	108	9%	31	1%	2	1%	4	9%	31	100%	327
In Jupiter's downtown area after dark	16%	51	43%	138	17%	55	8%	27	3%	11	13%	43	100%	325

Question 7: Crime Victim		
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	90%	296
Yes	10%	32
Don't know	0%	1
Total	100%	330

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	33%	12
Yes	67%	24
Don't know	0%	0
Total	100%	35

Question 9: Resident Behaviors											
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Jupiter?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Used Jupiter public libraries or their services	28%	93	20%	65	27%	90	13%	42	12%	41	100%	331
Used Jupiter recreation centers	37%	121	27%	87	21%	70	11%	35	4%	14	100%	327
Participated in a recreation program or activity	51%	163	22%	71	15%	48	8%	25	4%	14	100%	321
Visited a neighborhood park or Town park	11%	35	18%	60	39%	127	16%	51	16%	51	100%	323
Ridden a local bus within Jupiter	94%	305	4%	14	1%	3	0%	0	1%	2	100%	323
Attended a meeting of local elected officials or other local public meeting	73%	240	20%	67	5%	18	1%	4	0%	0	100%	329
Watched a meeting of local elected officials or other local public meeting on cable television	73%	233	17%	53	8%	27	1%	4	1%	3	100%	319
Read Jupiter Newsletter	10%	33	24%	77	44%	141	15%	50	7%	22	100%	323
Visited the Town of Jupiter Web site (at www.jupiter.fl.us)	38%	119	23%	70	26%	81	8%	24	6%	17	100%	311
Recycled used paper, cans or bottles from your home	7%	21	2%	5	4%	14	11%	34	77%	243	100%	318
Volunteered your time to some group or activity in Jupiter	53%	170	20%	65	13%	41	6%	20	8%	27	100%	323
Participated in a club or civic group in Jupiter	73%	243	11%	36	7%	23	4%	12	5%	17	100%	331
Provided help to a friend or neighbor	4%	14	15%	50	50%	164	17%	57	14%	46	100%	331

Question 10: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	37%	121
Several times a week	23%	74
Several times a month	20%	65
Once a month	8%	26
Several times a year	4%	14
Once a year or less	6%	18
Never	2%	7
Total	100%	326

Question 11: Service Quality											
Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	36%	118	47%	154	12%	41	2%	6	3%	10	100%	328
Fire services	40%	130	33%	107	6%	21	1%	2	20%	67	100%	327
Ambulance or emergency medical services	36%	116	29%	92	3%	10	0%	1	32%	103	100%	323
Crime prevention	20%	64	46%	150	16%	51	4%	12	15%	49	100%	325
Traffic enforcement	23%	75	46%	152	16%	51	6%	21	9%	28	100%	327
Street repair	22%	70	52%	167	19%	61	4%	14	3%	11	100%	324
Street cleaning	24%	79	49%	160	18%	59	2%	8	6%	20	100%	326
Street lighting	21%	67	50%	163	19%	62	7%	24	3%	11	100%	326
Sidewalk maintenance	23%	74	53%	171	16%	53	3%	11	5%	15	100%	325
Traffic signal timing	13%	43	39%	125	29%	95	15%	48	4%	12	100%	322
Bus or transit services	5%	17	10%	33	8%	25	11%	34	66%	210	100%	319
Garbage collection	38%	124	48%	157	7%	24	1%	4	5%	16	100%	326
Recycling	38%	123	48%	156	10%	33	1%	4	3%	11	100%	326
Yard waste pick-up	30%	97	39%	125	10%	33	2%	5	20%	63	100%	324
Storm drainage	20%	64	45%	147	18%	57	5%	17	12%	39	100%	324

Question 11: Service Quality											
Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Drinking water	37%	120	42%	136	12%	40	5%	16	4%	14	100%	326
Sewer services	27%	87	51%	164	10%	33	1%	3	11%	35	100%	323
Town parks	40%	131	45%	148	6%	21	1%	4	7%	22	100%	326
Recreation programs or classes	22%	70	38%	122	7%	22	3%	10	31%	100	100%	323
Recreation centers or facilities	27%	86	39%	126	8%	25	2%	5	25%	79	100%	320
Land use, planning and zoning	12%	38	39%	124	20%	64	8%	25	22%	70	100%	321
Code enforcement (weeds, abandoned buildings, etc)	14%	47	40%	129	20%	64	7%	23	19%	61	100%	324
Animal control	11%	35	39%	126	14%	47	8%	26	28%	90	100%	324
Economic development	9%	27	33%	107	31%	98	7%	22	21%	66	100%	321
Health services	17%	55	40%	131	16%	52	4%	13	22%	73	100%	323
Services to seniors	9%	30	24%	76	8%	27	5%	17	54%	175	100%	325
Services to youth	12%	39	30%	97	9%	27	3%	9	46%	147	100%	320
Services to low-income people	5%	17	16%	50	10%	32	6%	18	63%	202	100%	319
Public library services	40%	129	39%	127	5%	17	1%	2	16%	51	100%	327
Public information services	21%	67	38%	120	13%	42	2%	5	26%	82	100%	317
Public schools	24%	76	34%	108	9%	28	3%	10	31%	98	100%	321
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	62	44%	139	8%	27	1%	3	28%	88	100%	319
Preservation of natural areas such as open space, farmlands and greenbelts	30%	96	34%	111	16%	51	7%	21	14%	44	100%	322

Question 12: Government Services Overall											
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The Town of Jupiter	30%	99	54%	178	12%	39	1%	5	2%	7	100%	327
The Federal Government	6%	19	28%	90	36%	118	18%	58	13%	42	100%	326
The State Government	5%	17	31%	100	41%	133	11%	37	12%	39	100%	326
Palm Beach County Government	9%	31	45%	148	27%	89	11%	36	7%	23	100%	326

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Question 13: Contact with Town Employees		
Have you had any in-person or phone contact with an employee of the Town of Jupiter within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	50%	160
Yes	50%	161
Total	100%	321

Question 14: Town Employees											
What was your impression of the employee(s) of the Town of Jupiter in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total
Knowledge	38%	70	43%	79	9%	16	5%	9	5%	9	100%	183
Responsiveness	38%	69	41%	75	8%	15	8%	16	5%	9	100%	184
Courtesy	44%	81	37%	68	8%	15	6%	10	5%	9	100%	183
Overall impression	39%	71	40%	74	9%	16	8%	14	5%	9	100%	184

Question 15: Government Performance											
Please rate the following categories of Jupiter government performance:	Excellent		Good		Fair		Poor		Don't know		Total
The value of services for the taxes paid to Jupiter	15%	49	43%	142	25%	82	7%	22	10%	32	100%	327
The overall direction that Jupiter is taking	14%	44	43%	141	24%	78	9%	28	10%	34	100%	325
The job Jupiter government does at welcoming citizen involvement	8%	27	33%	106	19%	63	8%	27	31%	102	100%	325
The job Jupiter government does at listening to citizens	6%	19	32%	103	23%	76	8%	26	31%	101	100%	325

Question 16: Recommendation and Longevity											
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total
Recommend living in Jupiter to someone who asks	63%	208	28%	93	5%	18	3%	9	1%	4	100%	331
Remain in Jupiter for the next five years	61%	199	27%	87	6%	19	4%	13	2%	8	100%	326

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Question 17: Impact of the Economy		
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:	Percent of respondents	Count
Very positive	4%	15
Somewhat positive	12%	40
Neutral	34%	111
Somewhat negative	39%	128
Very negative	11%	36
Total	100%	329

Question 18a: Policy Question 1		
Tree roots from mature trees in Jupiter's neighborhoods are growing in ways that damage the streets and sidewalks, which results in the need to fund sidewalk and street repair projects, and in some cases, tree removal and replacement. Which of the following strategies do you prefer for addressing this issue? (please select only one)	Percent of respondents	Count
Keep mature trees as long as possible, and fund projects to continuously maintain sidewalks and streets when they are damaged by root growth.	41%	129
When tree roots cause damage and safety concerns on sidewalks and streets, remove the tree and replace with a smaller variety, or replace in another location altogether.	49%	154
Remove all mature trees that are causing damage and safety concerns on sidewalks and streets.	11%	34
Total	100%	317

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Question 18b: Policy Question 2											
To what extent would you support or oppose the following changes to Town policies and/or codes?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Relax codes to allow more on-street parking in neighborhoods	13%	43	26%	84	26%	86	27%	87	9%	28	100%	328
Relax codes to allow more flexibility for how homeowners may configure parking areas and driveways to their properties	19%	64	34%	111	22%	71	15%	48	10%	34	100%	327
Expand sign code (permanent and temporary) to allow more visibility and flexibility for local businesses and organizations	19%	62	36%	117	19%	61	20%	64	7%	21	100%	325
Develop more extensive network of bike lanes and multi-use pathways so that pedestrians and bicyclists can more easily connect routes between different areas of Town	46%	149	30%	97	13%	44	7%	22	4%	14	100%	325

Question 18c: Policy Question 3											
To what extent do you support or oppose the following policies related to growth and development?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Allow more mixed-use development (business and commercial within residential areas)	5%	16	25%	83	29%	95	35%	114	6%	20	100%	327
Allow greater density, or more units per area of land, in older areas to encourage redevelopment	6%	20	23%	75	26%	86	38%	124	7%	21	100%	326
Encourage economic development despite impact on traffic (i.e., industrial and professional, including but not limited to bioscience, research and development	15%	51	26%	86	23%	76	29%	97	6%	20	100%	330

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	39%	129
Yes, full-time	52%	172
Yes, part-time	9%	31
Total	100%	332

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Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	82%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	7%
Bus, rail, subway or other public transportation	0%
Walk	1%
Bicycle	2%
Work at home	7%
Other	0%

Question D3: Length of Residency		
How many years have you lived in Jupiter?	Percent of respondents	Count
Less than 2 years	10%	35
2 to 5 years	18%	59
6 to 10 years	20%	64
11 to 20 years	27%	90
More than 20 years	25%	82
Total	100%	330

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	52%	171
House attached to one or more houses (e.g., a duplex or townhome)	22%	72
Building with two or more apartments or condominiums	26%	86
Mobile home	0%	0
Other	0%	2
Total	100%	332

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	17%	54
Owned by you or someone in this house with a mortgage or free and clear	83%	270
Total	100%	325

Question D6: Monthly Housing Cost		
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)?	Percent of respondents	Count
Less than $300 per month	3%	10
$300 to $599 per month	5%	18
$600 to $999 per month	12%	38
$1,000 to $1,499 per month	25%	83
$1,500 to $2,499 per month	33%	110
$2,500 or more per month	21%	70
Total	100%	329

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	73%	244
Yes	27%	89
Total	100%	333

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	68%	227
Yes	32%	105
Total	100%	332

The National Citizen Survey™

Question D9: Household Income		
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.)	Percent of respondents	Count
Less than $24,999	12%	36
$25,000 to $49,999	20%	61
$50,000 to $99,999	33%	102
$100,000 to $149,000	14%	44
$150,000 or more	21%	65
Total	100%	308

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	96%	315
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	12
Total	100%	327

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	0%	1
Asian, Asian Indian or Pacific Islander	4%	12
Black or African American	2%	6
White	93%	309
Other	2%	6

Total may exceed 100% as respondents could select more than one option

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	1%	4
25 to 34 years	18%	59
35 to 44 years	15%	49
45 to 54 years	26%	87
55 to 64 years	15%	49
65 to 74 years	13%	42
75 years or older	13%	42
Total	100%	333

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	49%	157
Male	51%	165
Total	100%	322

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	14%	47
Yes	84%	274
Ineligible to vote	2%	6
Don't know	0%	0
Total	100%	327

The National Citizen Survey™

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	15%	50
Yes	82%	272
Ineligible to vote	3%	10
Don't know	0%	0
Total	100%	332

Appendix B: Survey Methodology

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

Survey Validity

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by Town officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen "objectively" in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

SURVEY SAMPLING

"Sampling" refers to the method by which survey recipients were chosen. All households within the Town of Jupiter were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the Town of Jupiter boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the Town of Jupiter households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the Town of Jupiter boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within the Town of Jupiter. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in 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 cover letter accompanying the questionnaire.

Survey Administration

Selected households received three mailings, one week apart, beginning October 26, 2009. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following five weeks.

Survey Response Rate and Confidence Intervals

Of the 1,200 surveys mailed, 195 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,005 households receiving the survey mailings, 337 completed the survey, providing a response rate of 34%. In general, response rates obtained on local government resident surveys range from 25% to 40%.

In theory, in 95 cases out of 100, the results based on the number of responses obtained will differ by no more than five percentage points in either direction from what would have been obtained had responses been collected from all Town of Jupiter adults. This difference from the presumed population finding is referred to as the sampling error (or the "margin of error" or 95% confidence interval"). For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders that may affect sample findings. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Survey Processing (Data Entry)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of "key and verify," in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2005-2007 American Community Survey Census estimates for adults in the Town of Jupiter. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing unit type and gender/age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting "schemes" are tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

Jupiter Citizen Survey Weighting Table			
Characteristic	Population Norm[1]	Unweighted Data	Weighted Data
Housing			
Rent home	24%	9%	17%
Own home	76%	91%	83%
Detached unit	48%	43%	52%
Attached unit	52%	57%	48%
Race and Ethnicity			
White alone, not Hispanic	83%	93%	90%
Hispanic and/or other race	17%	7%	10%
Sex and Age			
Female	50%	56%	49%
Male	50%	44%	51%
18-34 years of age	26%	5%	19%
35-54 years of age	39%	32%	41%
55+ years of age	35%	63%	40%
Females 18-34	12%	2%	9%
Females 35-54	18%	20%	19%
Females 55+	19%	34%	20%
Males 18-34	14%	3%	11%
Males 35-54	21%	13%	22%
Males 55+	16%	39%	18%

[1] Source: 2005-2007 ACS

SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

Use of the "Excellent, Good, Fair, Poor" Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is "excellent," "good," "fair" or "poor" (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents' perceptions of quality in favor of their report on the acceptability of the level of service offered).

"Don't Know" Responses

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 Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called "In Search of Standards." "What has been missing from a local government's analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems…"

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the Citizen Surveys book, but also in *Public Administration Review*, *Journal of Policy Analysis* and *Management*. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. &

Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service—one that closes most of its cases, solves most of its crimes and keeps the crime rate low—still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Jupiter to the Benchmark Database

 The Town of Jupiter chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Town of Jupiter Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most

questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons are available, Jupiter results are noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Jupiter's rating to the benchmark (the rating from all the comparison jurisdictions where a similar question was asked).

Appendix C: Survey Materials

The following pages contain copies of the survey materials sent to randomly selected households within the Town of Jupiter.

Dear Jupiter Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the Town of Jupiter. You will receive a copy of the survey next week in the mail with instructions for completing and returning it.   Thank you in advance for helping us with this important project!

Sincerely,

Karen Golonka

Karen J. Golonka
Mayor

TOWN OF JUPITER
210 Military Trail
Jupiter, Florida 33458

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

TOWN OF JUPITER
210 Military Trail
Jupiter, Florida 33458

Presorted
First Class Mail
US Postage
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Permit NO. 94

TOWN OF JUPITER
210 Military Trail
Jupiter, Florida 33458

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

October 2009

Dear Jupiter Resident:

The Town of Jupiter wants to know what you think about our community and municipal government. You have been randomly selected to participate in Jupiter's 2009 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the Town set benchmarks for tracking the quality of services provided to residents. Your answers will help the Town Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Jupiter residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (561) 741-2575.

Please help us shape the future of Jupiter. Thank you for your time and participation.

Sincerely,

Karen J. Golonka
Mayor

November 2009

Dear Town of Jupiter Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The Town of Jupiter wants to know what you think about our community and municipal government. You have been randomly selected to participate in the Town of Jupiter's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the Town set benchmarks for tracking the quality of services provided to residents. Your answers will help the Town Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Jupiter residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (561) 741-2575.

Please help us shape the future of Jupiter. Thank you for your time and participation.

Sincerely,

Karen J. Golonka
Mayor

The Town of Jupiter 2009 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. 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 Jupiter:**

	Excellent	Good	Fair	Poor	Don't know
Jupiter as a place to live	1	2	3	4	5
Your neighborhood as a place to live.......................................	1	2	3	4	5
Jupiter as a place to raise children..	1	2	3	4	5
Jupiter as a place to work	1	2	3	4	5
Jupiter as a place to retire..	1	2	3	4	5
The overall quality of life in Jupiter	1	2	3	4	5

2. **Please rate each of the following characteristics as they relate to Jupiter as a whole:**

	Excellent	Good	Fair	Poor	Don't know
Sense of community..	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Overall appearance of Jupiter..	1	2	3	4	5
Cleanliness of Jupiter	1	2	3	4	5
Overall quality of new development in Jupiter............................	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Overall quality of business and service establishments in Jupiter..............	1	2	3	4	5
Shopping opportunities...	1	2	3	4	5
Opportunities to attend cultural activities.................................	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer...	1	2	3	4	5
Opportunities to participate in community matters....................	1	2	3	4	5
Ease of car travel in Jupiter..	1	2	3	4	5
Ease of bus travel in Jupiter	1	2	3	4	5
Ease of bicycle travel in Jupiter..	1	2	3	4	5
Ease of walking in Jupiter	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Traffic flow on major streets..	1	2	3	4	5
Amount of public parking	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of preventative health services...............................	1	2	3	4	5
Quality of overall natural environment in Jupiter	1	2	3	4	5
Overall image or reputation of Jupiter......................................	1	2	3	4	5

3. **Please rate the speed of growth in the following categories in Jupiter over the past 2 years:**

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.)............................	1	2	3	4	5	6
Jobs growth...	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Jupiter?
❍ Not a problem   ❍ Minor problem   ❍ Moderate problem   ❍ Major problem   ❍ Don't know

5. Please rate how safe or unsafe you feel from the following in Jupiter:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft)	1	2	3	4	5	6
Environmental hazards, including toxic waste	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Jupiter's downtown area during the day	1	2	3	4	5	6
In Jupiter's downtown area after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?
❍ No ➜ Go to Question 9   ❍ Yes ➜ Go to Question 8   ❍ Don't know ➜ Go to Question 9

8. If yes, was this crime (these crimes) reported to the police?
❍ No   ❍ Yes   ❍ Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Jupiter?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Jupiter public libraries or their services	1	2	3	4	5
Used Jupiter recreation centers	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood park or Town park	1	2	3	4	5
Ridden a local bus within Jupiter	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television	1	2	3	4	5
Read Jupiter Newsletter	1	2	3	4	5
Visited the Town of Jupiter Web site (at www.jupiter.fl.us)	1	2	3	4	5
Recycled used paper, cans or bottles from your home	1	2	3	4	5
Volunteered your time to some group or activity in Jupiter	1	2	3	4	5
Participated in a club or civic group in Jupiter	1	2	3	4	5
Provided help to a friend or neighbor	1	2	3	4	5

10. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?
❍ Just about every day
❍ Several times a week
❍ Several times a month
❍ Once a month
❍ Several times a year
❍ Once a year or less
❍ Never

The Town of Jupiter 2009 Citizen Survey

11. Please rate the quality of each of the following services in Jupiter:

	Excellent	Good	Fair	Poor	Don't know
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Traffic enforcement	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
Traffic signal timing	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
Town parks	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	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
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Services to seniors	1	2	3	4	5
Services to youth	1	2	3	4	5
Services to low-income people	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Public schools	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 such as open space, farmlands and greenbelts	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
The Town of Jupiter	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Palm Beach County	1	2	3	4	5

13. Have you had any in-person or phone contact with an employee of the Town of Jupiter within the last 12 months (including police, receptionists, planners or any others)?

❍ No ➔ Go to Question 15   ❍ Yes ➔ Go to Question 14

14. What was your impression of the employee(s) of the Town of Jupiter in your most recent contact? (Rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't know
Knowledge	1	2	3	4	5
Responsiveness	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

15. Please rate the following categories of Jupiter government performance:

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to Jupiter	1	2	3	4	5
The overall direction that Jupiter is taking	1	2	3	4	5
The job Jupiter government does at welcoming citizen involvement	1	2	3	4	5
The job Jupiter government does at listening to citizens	1	2	3	4	5

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

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in Jupiter to someone who asks	1	2	3	4	5
Remain in Jupiter for the next five years	1	2	3	4	5

17. 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

18. Please check the response that comes closest to your opinion for each of the following questions:

a. Tree roots from mature trees in Jupiter's neighborhoods are growing in ways that damage the streets and sidewalks, which results in the need to fund sidewalk and street repair projects, and in some cases, tree removal and replacement. Which of the following strategies do you prefer for addressing this issue? (please select only one)

❍ Keep mature trees as long as possible, and fund projects to continuously maintain sidewalks and streets when they are damaged by root growth.

❍ When tree roots cause damage and safety concerns on sidewalks and streets, remove the tree and replace with a smaller variety, or replace in another location altogether.

❍ Remove all mature trees that are causing damage and safety concerns on sidewalks and streets.

b. To what extent you would support or oppose the following changes to Town policies and/or codes?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Relax codes to allow more on-street parking in neighborhoods	1	2	3	4	5
Relax codes to allow more flexibility for how homeowners may configure parking areas and driveways on their properties	1	2	3	4	5
Expand sign code (permanent and temporary) to allow more visibility and flexibility for local businesses and organizations	1	2	3	4	5
Develop more extensive network of bike lanes and multi-use pathways so that pedestrians and bicyclists can more easily connect routes between different areas of Town.	1	2	3	4	5

c. To what extent you do you support or oppose the following policies related to growth and development?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Allow more mixed-use development (business and commercial within residential areas)	1	2	3	4	5
Allow greater density, or more units per area of land, in older areas to encourage redevelopment	1	2	3	4	5
Encourage economic development despite impact on traffic (i.e., industrial and professional, including but not limited to bioscience, research and development)	1	2	3	4	5

The Town of Jupiter 2009 Citizen 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. Are you currently employed for pay?
- ❍ No ➜ Go to Question D3
- ❍ Yes, full time ➜ Go to Question D2
- ❍ Yes, part time ➜ Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself .... _____	days
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults .... _____	days
Bus, Rail, Subway or other public transportation .... _____	days
Walk .... _____	days
Bicycle .... _____	days
Work at home .... _____	days
Other .... _____	days

D3. How many years have you lived in Jupiter?
- ❍ Less than 2 years
- ❍ 2-5 years
- ❍ 6-10 years
- ❍ 11-20 years
- ❍ More than 20 years

D4. Which best describes the building you live in?
- ❍ One family house detached from any other houses
- ❍ House attached to one or more houses (e.g., a duplex or townhome)
- ❍ Building with two or more apartments or condominiums
- ❍ Mobile home
- ❍ Other

D5. Is this house, apartment or mobile home...
- ❍ Rented for cash or occupied without cash payment?
- ❍ Owned by you or someone in this house with a mortgage or free and clear?

D6. 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 $300 per month
- ❍ $300 to $599 per month
- ❍ $600 to $999 per month
- ❍ $1,000 to $1,499 per month
- ❍ $1,500 to $2,499 per month
- ❍ $2,500 or more per month

D7. Do any children 17 or under live in your household?
- ❍ No   ❍ Yes

D8. Are you or any other members of your household aged 65 or older?
- ❍ No   ❍ Yes

D9. 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 $24,999
- ❍ $25,000 to $49,999
- ❍ $50,000 to $99,999
- ❍ $100,000 to $149,999
- ❍ $150,000 or more

Please respond to both question D10 and D11:

D10. Are you Spanish, Hispanic or Latino?
- ❍ No, not Spanish, Hispanic or Latino
- ❍ Yes, I consider myself to be Spanish, Hispanic or Latino

D11. 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

D12. In which category is your age?
- ❍ 18-24 years
- ❍ 25-34 years
- ❍ 35-44 years
- ❍ 45-54 years
- ❍ 55-64 years
- ❍ 65-74 years
- ❍ 75 years or older

D13. What is your sex?
- ❍ Female
- ❍ Male

D14. Are you registered to vote in your jurisdiction?
- ❍ No
- ❍ Yes
- ❍ Ineligible to vote
- ❍ Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?
- ❍ No
- ❍ Yes
- ❍ Ineligible to vote
- ❍ Don't know

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

TOWN OF JUPITER

210 Military Trail
Jupiter, Florida 33458

The National Citizen Survey™

TOWN OF JUPITER, FL
2009
Benchmark Report

Contents

The National Citizen Survey™

Understanding the Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The Town of Jupiter chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Town of Jupiter Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
Region	
West Coast[1]	16%
West[2]	20%
North Central West[3]	10%
North Central East[4]	13%
South Central[5]	7%
South[6]	26%
Northeast West[7]	3%
Northeast East[8]	4%
Population	
Less than 40,000	45%
40,000 to 74,999	20%
75,000 to 149,000	17%
150,000 or more	19%

[1] Alaska, Washington, Oregon, California, Hawaii
[2] Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico
[3] North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota
[4] Illinois, Indiana, Ohio, Michigan, Wisconsin
[5] Oklahoma, Texas, Louisiana, Arkansas
[6] West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC
[7] New York, Pennsylvania, New Jersey
[8] Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, "excellent"=100, "good"=67, "fair"=33 and "poor"=0. If everyone reported "excellent," then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor", the result would be 0 on the 100-point scale. If half the respondents gave a score of "excellent" and half gave a score of "poor," the average would be in the middle of the scale (like the center post of a teeter totter) between "fair" and "good." An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	Total with "don't know"	Step1: Remove the percent of "don't know" responses	Total without "don't know"	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%	=36÷(100-5)=	38%	100	=38% x 100 =	38
Good	42%	=42÷(100-5)=	44%	67	=44% x 67 =	30
Fair	12%	=12÷(100-5)=	13%	33	=13% x 33 =	4
Poor	5%	=5÷(100-5)=	5%	0	=5% x 0 =	0
Don't know	5%		–			
Total	100%		100%			**72**

How do you rate the community as a place to live?

5%	13%	44%	38%
0	33	67	100
Poor	Fair	Good 72	Excellent
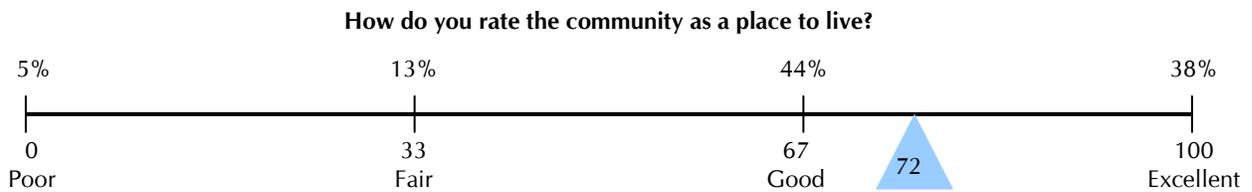
INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The final column shows the comparison of your jurisdiction's average rating to the benchmark.

The comparison: "above," "below" or "similar" comes from a statistical comparison of your jurisdiction's rating to the benchmark (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of more than three points on the 100-point scale between your jurisdiction's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the benchmark. When differences between your jurisdiction's ratings and the benchmarks are three points or fewer, they are marked as "similar to" the benchmark.

This report contains benchmarks at the national level.

NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Jupiter	78	36	355	Above
Your neighborhood as place to live	78	24	231	Above
Jupiter as a place to live	84	19	298	Above
Remain in Jupiter for the next five years	83	23	99	Above
Recommend living in Jupiter to someone who asks	84	17	100	Above

Community Transportation Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of bus travel in Jupiter	39	108	156	Below
Ease of car travel in Jupiter	64	23	220	Above
Ease of walking in Jupiter	65	47	219	Above
Ease of bicycle travel in Jupiter	58	41	219	Above
Availability of paths and walking trails	63	26	99	Above
Traffic flow on major streets	56	17	163	Above

Frequency of Bus Use Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Jupiter	6	121	131	Less

Transportation and Parking Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair /maintenance	65	13	352	Above
Street cleaning	67	23	250	Above
Street lighting	62	25	262	Above
Sidewalk maintenance	66	5	226	Above
Light timing	51	44	170	Above
Bus or transit services	44	127	178	Below
Amount of public parking	59	14	160	Above

Housing Characteristics Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	43	93	249	Above
Variety of housing options	60	18	95	Above

Housing Costs Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or more of income)	48	9	95	More

Built Environment Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Town	64	25	185	Above
Overall appearance of Jupiter	76	11	267	Above

Population Growth Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	52	79	187	More

Nuisance Problems Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles are a "major" problem	2	168	180	Less

Planning and Community Code Enforcement Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	57	15	232	Above
Code enforcement (weeds, abandoned buildings, etc)	59	23	285	Above
Animal control	58	87	252	Above

Economic Sustainability and Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	38	108	239	Similar
Shopping opportunities	58	71	226	Above
Place to work	64	50	229	Above
Overall quality of business and service establishments in Jupiter	63	17	90	Above

Economic Development Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	52	68	226	Above

Job and Retail Growth Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	24	123	187	Less
Jobs growth seen as too slow	77	71	188	More

Personal Economic Future Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	16	88	186	Similar

Community and Personal Public Safety Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Safety in your neighborhood during the day	92	57	258	Above
Safety in your neighborhood after dark	78	54	253	Above
Safety in Jupiter's downtown area during the day	84	120	217	Similar
Safety in Jupiter's downtown area after dark	67	98	226	Above
Safety from violent crime (e.g., rape, assault, robbery)	79	72	223	Above
Safety from property crimes (e.g., burglary, theft)	66	86	222	Above
Toxic waste or other environmental hazard(s)	80	37	99	Above

Crime Victimization and Reporting Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	10	138	191	Less
Reported crimes	67	157	189	Less

Public Safety Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	74	60	347	Above
Fire services	80	72	286	Above
EMS/ambulance	82	27	269	Above
Crime prevention	65	60	255	Above
Traffic enforcement	65	29	279	Above
Emergency preparedness	71	1	115	Above

Community Environment Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Jupiter	75	10	104	Above
Quality of overall natural environment in Jupiter	70	20	97	Above
Preservation of natural areas such as open space, farmlands and greenbelts	67	9	104	Above

Frequency of Recycling Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	93	30	173	More

Utility Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	72	9	232	Above
Drinking water	72	21	230	Above
Storm drainage	63	21	277	Above
Yard waste pick-up	73	21	185	Above
Recycling	75	29	258	Above
Garbage collection	76	36	291	Above

Community Recreational Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	69	41	236	Above

Participation in Parks and Recreation Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jupiter recreation centers	63	32	147	More
Participated in a recreation program or activity	49	77	177	Similar
Visited a neighborhood park or Town park	89	53	185	More

Parks and Recreation Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Town parks	78	27	251	Above
Recreation programs or classes	71	41	272	Above
Recreation centers or facilities	74	14	213	Above

Cultural and Educational Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	53	100	233	Similar
Educational opportunities	61	59	170	Above

Participation in Cultural and Educational Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jupiter public libraries or their services	72	76	161	Similar

Cultural and Educational Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	71	36	195	Above
Public library services	80	34	249	Above

Community Health and Wellness Access and Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	55	34	178	Above
Availability of affordable quality food	64	12	112	Above
Availability of preventive health services	58	15	74	Above

Health and Wellness Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	64	25	154	Above

Community Quality and Inclusiveness Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	62	62	239	Above
Openness and acceptance of the community toward people of diverse backgrounds	60	58	204	Above
Availability of affordable quality child care	45	66	177	Similar
Jupiter as a place to raise kids	75	76	288	Above
Jupiter as a place to retire	74	7	266	Above

Services Provided for Population Subgroups Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	60	87	233	Above
Services to youth	65	21	208	Above
Services to low income residents	52	18	186	Above

Civic Engagement Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	62	28	92	Above
Opportunities to volunteer	65	41	92	Similar

Participation in Civic Engagement Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	27	87	186	Similar
Watched a meeting of local elected officials or other local public meeting on cable television	27	130	143	Less
Volunteered your time to some group or activity in Jupiter	47	78	187	More
Participated in a club or civic group in Jupiter	27	46	73	Less
Provided help to a friend or neighbor	96	22	72	Similar

Voter Behavior Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	84	97	197	Similar
Voted in last general election	82	52	197	More

Use of Information Sources Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Jupiter Newsletter	90	36	130	More
Visited the Town of Jupiter Web site	62	38	87	More

Local Government Media Services and Information Dissemination Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public information services	69	15	235	Above

Social Engagement Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	58	36	94	Similar

Contact with Immediate Neighbors Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least once per month	88	12	85	More

Public Trust Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Jupiter	58	40	304	Above
The overall direction that Jupiter is taking	56	54	248	Above
Job Jupiter government does at welcoming citizen involvement	53	57	264	Above
Job Jupiter government does at listening to citizens	50	35	230	Above
Overall image or reputation of Jupiter	77	17	212	Above

Services Provided by Local, State and Federal Governments Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the Town of Jupiter	72	23	335	Above
Services provided by the Federal Government	42	108	203	Similar
Services provided by the State Government	45	81	205	Similar
Services provided by Palm Beach County Government	52	26	86	Above

Contact with Town Employees Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with Town employee(s) in last 12 months	50	168	206	Less

Perceptions of Town Employees (Among Those Who Had Contact) Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Town employee knowledge	74	59	261	Above
Town employee responsiveness	71	75	259	Above
Town employee courteousness	75	42	212	Above
Overall impression	72	60	297	Above

JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK 4,036	Menlo Park, CA 30,785
Auburn, AL... 42,987	Mission Viejo, CA 93,102
Gulf Shores, AL 5,044	Morgan Hill, CA 33,556
Tuskegee, AL.. 11,846	Mountain View, CA 70,708
Fayetteville, AR 58,047	Newport Beach, CA 70,032
Fort Smith, AR 80,268	Palm Springs, CA 42,807
Hot Springs, AR.. 35,613	Palo Alto, CA...58,598
Little Rock, AR 183,133	Poway, CA...48,044
Avondale, AZ... 35,883	Rancho Cordova, CA 55,060
Chandler, AZ... 176,581	Redding, CA 80,865
Cococino County, AZ.................................. 116,320	Richmond, CA..99,216
Dewey-Humboldt, AZ 6,295	Riverside, CA..255,166
Flagstaff, AZ 52,894	San Bernardino County, CA 1,709,434
Florence, AZ 17,054	San Francisco, CA 776,733
Gilbert, AZ 109,697	San Jose, CA 894,943
Goodyear, AZ 18,911	San Luis Obispo County, CA.....................247,900
Kingman, AZ 20,069	San Rafael, CA 56,063
Marana, AZ 13,556	San Ramon, CA..44,722
Mesa, AZ... 396,375	Santa Barbara County, CA 399,347
Peoria, AZ... 108,364	Santa Monica, CA 84,084
Phoenix, AZ 1,321,045	South Lake Tahoe, CA................................23,609
Prescott Valley, AZ..................................... 25,535	Stockton, CA...243,771
Queen Creek, AZ 4,316	Sunnyvale, CA 131,760
Safford, AZ 9,232	Temecula, CA...57,716
Scottsdale, AZ 202,705	Thousand Oaks, CA 117,005
Sedona, AZ 10,192	Visalia, CA...91,565
Tempe, AZ 158,625	Walnut Creek, CA......................................64,296
Tucson, AZ.. 486,699	Calgary, Canada..878,866
Yuma, AZ.. 77,515	District of Saanich,Victoria, Canada 103,654
Yuma County, AZ....................................... 160,026	Edmonton, Canada....................................666,104
Agoura Hills, CA 20,537	Guelph, Ontario, Canada..........................114,943
Bellflower, CA.. 72,878	Kamloops, Canada 77,281
Benicia, CA 26,865	Kelowna, Canada.......................................96,288
Brea, CA.. 35,410	North Vancouver, Canada..........................44,303
Brisbane, CA 3,597	Oakville, Canada 144,738
Burlingame, CA.. 28,158	Prince Albert, Canada 34,291
Capitola, CA.. 10,033	Thunder Bay, Canada................................109,016
Carlsbad, CA 78,247	Victoria, Canada 78,057
Chula Vista, CA 173,556	Whitehorse, Canada..................................19,058
Claremont, CA 33,998	Winnipeg, Canada 619,544
Concord, CA 121,780	Yellowknife, Canada..................................16,541
Cupertino, CA 50,546	Arapahoe County, CO 487,967
Davis, CA... 60,308	Archuleta County, CO 9,898
Del Mar, CA... 4,389	Arvada, CO..102,153
Dublin, CA... 29,973	Aspen, CO..5,914
El Cerrito, CA 23,171	Aurora, CO...276,393
Elk Grove, CA 59,984	Boulder, CO 94,673
Galt, CA... 19,472	Boulder County, CO 291,288
La Mesa, CA... 54,749	Breckenridge, CO 2,408
Laguna Beach, CA 23,727	Broomfield, CO 38,272
Livermore, CA.. 73,345	Castle Rock, CO 20,224
Lodi, CA... 56,999	Colorado Springs, CO 360,890
Long Beach, CA 461,522	Craig, CO 9,189
Lynwood, CA 69,845	Crested Butte, CO 1,529

The National Citizen Survey™ by National Research Center, Inc.

Denver (City and County), CO	554,636
Douglas County, CO	175,766
Durango, CO	13,922
Eagle County, CO	41,659
Englewood, CO	31,727
Fort Collins, CO	118,652
Frisco, CO	2,443
Fruita, CO	6,478
Georgetown, CO	1,088
Golden, CO	17,159
Grand County, CO	12,442
Grand Junction, CO	41,986
Greenwood Village, CO	11,035
Gunnison County, CO	13,956
Highlands Ranch, CO	70,931
Hot Sulphur Springs, CO	521
Jefferson County, CO	527,056
Lakewood, CO	144,126
Larimer County, CO	251,494
Lone Tree, CO	4,873
Longmont, CO	71,093
Louisville, CO	18,937
Loveland, CO	50,608
Mesa County, CO	116,255
Montrose, CO	12,344
Northglenn, CO	31,575
Parker, CO	23,558
Pitkin County, CO	14,872
Silverthorne, CO	3,196
Steamboat Springs, CO	9,815
Sterling, CO	11,360
Summit County, CO	23,548
Thornton, CO	82,384
Vail, CO	4,531
Westminster, CO	100,940
Wheat Ridge, CO	32,913
Coventry, CT	11,504
Hartford, CT	121,578
Manchester, CT	54,740
Wethersfield, CT	26,271
Windsor, CT	28,237
Dover, DE	32,135
Belleair Beach, FL	1,751
Bonita Springs, FL	32,797
Brevard County, FL	476,230
Cape Coral, FL	102,286
Charlotte County, FL	141,627
Clearwater, FL	108,787
Collier County, FL	251,377
Cooper City, FL	27,939
Coral Springs, FL	117,549
Dania Beach, FL	20,061
Daytona Beach, FL	64,112
Delray Beach, FL	60,020
Destin, FL	11,119
Duval County, FL	778,879
Escambia County, FL	294,410
Eustis, FL	15,106
Gainesville, FL	95,447
Hillsborough County, FL	998,948
Kissimmee, FL	47,814
Lee County, FL	454,918
Martin County, FL	126,731
Melbourne, FL	71,382
Miami Beach, FL	87,933
North Palm Beach, FL	12,064
North Port, FL	22,797
Oakland Park, FL	30,966
Ocoee, FL	24,391
Oldsmar, FL	11,910
Oviedo, FL	26,316
Palm Bay, FL	79,413
Palm Beach, FL	10,468
Palm Beach County, FL	1,131,184
Palm Beach Gardens, FL	35,058
Palm Coast, FL	32,732
Pasco County, FL	344,765
Pinellas County, FL	921,482
Pinellas Park, FL	45,658
Port Orange, FL	45,823
Port St. Lucie, FL	88,769
Sanford, FL	38,291
Sarasota, FL	52,715
Seminole, FL	10,890
South Daytona, FL	13,177
St. Cloud, FL	20,074
Tallahassee, FL	150,624
Titusville, FL	40,670
Volusia County, FL	443,343
Walton County, FL	40,601
Winter Garden, FL	14,351
Winter Park, FL	24,090
Albany, GA	76,939
Alpharetta, GA	34,854
Cartersville, GA	15,925
Conyers, GA	10,689
Decatur, GA	18,147
Milton, GA	30,180
Roswell, GA	79,334
Savannah, GA	131,510
Smyrna, GA	40,999
Suwanee, GA	8,725
Valdosta, GA	43,724
Honolulu, HI	876,156
Maui, HI	128,094
Ames, IA	50,731
Ankeny, IA	27,117
Bettendorf, IA	31,275
Cedar Falls, IA	36,145
Davenport, IA	98,359
Des Moines, IA	198,682
Indianola, IA	12,998

Iowa County, IA	15,671	Andover, MA	31,247
Marion, IA	7,144	Barnstable, MA	47,821
Polk County, IA	374,601	Bedford, MA	12,595
Sheldahl, IA	336	Burlington, MA	22,876
Slater, IA	1,306	Cambridge, MA	101,355
Urbandale, IA	29,072	Needham, MA	28,911
Waukee, IA	5,126	Shrewsbury, MA	31,640
West Des Moines, IA	46,403	Worcester, MA	172,648
Boise, ID	185,787	College Park, MD	24,657
Moscow, ID	21,291	Gaithersburg, MD	52,613
Twin Falls, ID	34,469	La Plata, MD	6,551
Batavia, IL	23,866	Montgomery County, MD	873,341
Centralia, IL	14,136	Ocean City, MD	7,173
Clarendon Hills, IL	7,610	Rockville, MD	47,388
Collinsville, IL	24,707	Takoma Park, MD	17,299
DeKalb, IL	39,018	Saco, ME	16,822
Downers Grove, IL	48,724	Ann Arbor, MI	114,024
Elmhurst, IL	42,762	Battle Creek, MI	53,364
Evanston, IL	74,239	Delhi Township, MI	22,569
Freeport, IL	26,443	Escanaba, MI	13,140
Gurnee, IL	28,834	Gladstone, MI	5,032
Highland Park, IL	31,365	Howell, MI	9,232
Homewood, IL	19,543	Jackson County, MI	158,422
Lincolnwood, IL	12,359	Meridian Charter Township, MI	38,987
Naperville, IL	128,358	Novi, MI	47,386
Normal, IL	45,386	Oakland Township, MI	13,071
Oak Park, IL	39,803	Ottawa County, MI	238,314
O'Fallon, IL	21,910	Rochester, MI	10,467
Palatine, IL	65,479	Sault Sainte Marie, MI	16,542
Park Ridge, IL	37,775	South Haven, MI	5,021
Peoria County, IL	183,433	Troy, MI	80,959
Riverside, IL	8,895	Village of Howard City, MI	1,585
Sherman, IL	2,871	Blue Earth, MN	3,621
Shorewood, IL	7,686	Carver County, MN	70,205
Skokie, IL	63,348	Chanhassen, MN	20,321
Sugar Grove, IL	3,909	Dakota County, MN	355,904
Wilmington, IL	5,134	Duluth, MN	86,918
Woodridge, IL	30,934	Fridley, MN	27,449
Fishers, IN	37,835	Hutchinson, MN	13,080
Munster, IN	21,511	Mankato, MN	32,427
Arkansas City, KS	11,963	Maple Grove, MN	50,365
Chanute, KS	9,411	Maplewood, MN	34,947
Fairway, KS	3,952	Mayer, MN	554
Lawrence, KS	80,098	Medina, MN	4,005
Lenexa, KS	40,238	Minneapolis, MN	382,618
Merriam, KS	11,008	North Branch, MN	8,023
Mission, KS	9,727	Olmsted County, MN	124,277
Olathe, KS	92,962	Prior Lake, MN	15,917
Overland Park, KS	149,080	Scott County, MN	89,498
Salina, KS	45,679	St. Cloud, MN	59,107
Wichita, KS	344,284	St. Louis County, MN	200,528
Bowling Green, KY	49,296	Washington County, MN	201,130
Daviess County, KY	91,545	Woodbury, MN	46,463
Jefferson Parish, LA	455,466	Blue Springs, MO	48,080
New Orleans, LA	484,674	Branson, MO	6,050
Orleans Parish, LA	484,674	Clay County, MO	184,006

Columbia, MO	84,531
Creve Coeur, MO	16,500
Ellisville, MO	9,104
Grandview, MO	24,881
Independence, MO	113,288
Joplin, MO	45,504
Kansas City, MO	441,545
Lee's Summit, MO	70,700
Maryland Heights, MO	25,756
Maryville, MO	10,581
O'Fallon, MO	46,169
Raymore, MO	11,146
Richmond Heights, MO	9,602
Starkville, MS	21,869
Billings, MT	89,847
Bozeman, MT	27,509
Missoula, MT	57,053
Asheville, NC	68,889
Cary, NC	94,536
Charlotte, NC	540,828
Concord, NC	55,977
Davidson, NC	7,139
Durham, NC	187,038
High Point, NC	85,839
Hudson, NC	3,078
Kannapolis, NC	36,910
Knightdale, NC	5,958
Mooresville, NC	18,823
Wilmington, NC	90,400
Winston-Salem, NC	185,776
Wahpeton, ND	8,586
Cedar Creek, NE	396
Kearney, NE	27,431
La Vista, NE	11,699
Dover, NH	26,884
Lebanon, NH	12,568
Lyme, NH	1,679
Willingboro Township, NJ	33,008
Alamogordo, NM	35,582
Albuquerque, NM	448,607
Bloomfield, NM	6,417
Farmington, NM	37,844
Rio Rancho, NM	51,765
San Juan County, NM	113,801
Carson City, NV	52,457
Henderson, NV	175,381
North Las Vegas, NV	115,488
Reno, NV	180,480
Sparks, NV	66,346
Washoe County, NV	339,486
Beekman, NY	11,452
Canandaigua, NY	11,264
New York City, NY	8,008,278
Village of Rye Brook, NY	8,602
Blue Ash, OH	12,513
Delaware, OH	25,243

Dublin, OH	31,392
Hudson, OH	22,439
Kettering, OH	57,502
Lebanon, OH	16,962
Orange Village, OH	3,236
Sandusky, OH	27,844
Springboro, OH	12,380
Westerville, OH	35,318
Broken Arrow, OK	74,839
Edmond, OK	68,315
Oklahoma City, OK	506,132
Stillwater, OK	39,065
Ashland, OR	19,522
Bend, OR	52,029
Corvallis, OR	49,322
Eugene, OR	137,893
Gresham, OR	90,205
Hermiston, OR	13,154
Jackson County, OR	181,269
Keizer, OR	32,203
Lake Oswego, OR	35,278
Lane County, OR	322,959
Multnomah County, OR	660,486
Portland, OR	529,121
Borough of Ebensburg, PA	3,091
Cranberry Township, PA	23,625
Cumberland County, PA	213,674
Ephrata Borough, PA	13,213
Kutztown Borough, PA	5,067
Lower Providence Township, PA	22,390
Peters Township, PA	17,556
Philadelphia, PA	1,517,550
State College, PA	38,420
Upper Merion Township, PA	28,863
East Providence, RI	48,688
Newport, RI	26,475
Greenville, SC	10,468
Mauldin, SC	15,224
Pickens County, SC	110,757
Rock Hill, SC	49,765
Sioux Falls, SD	123,975
Cookeville, TN	23,923
Johnson City, TN	55,469
Nashville, TN	545,524
Oak Ridge, TN	27,387
White House, TN	7,220
Alabaster, TX	22,169
Arlington, TX	332,969
Austin, TX	656,562
Benbrook, TX	20,208
Bryan, TX	34,733
Corpus Christi, TX	277,454
Dallas, TX	1,188,580
Duncanville, TX	36,081
El Paso, TX	563,662
Fort Worth, TX	534,694

Georgetown, TX	28,339
Grand Prairie, TX	127,427
Houston, TX	1,953,631
Hurst, TX	36,273
Hutto, TX	1,250
Irving, TX	191,615
McAllen, TX	106,414
Pasadena, TX	141,674
Plano, TX	222,030
Round Rock, TX	61,136
Rowlett, TX	44,503
San Marcos, TX	34,733
Shenandoah, TX	1,503
Southlake, TX	21,519
Sugar Land, TX	63,328
The Colony, TX	26,531
Tomball, TX	9,089
Farmington, UT	12,081
Riverdale, UT	7,656
Saratoga Springs, UT	1,003
Springville, UT	20,424
Washington City, UT	8,186
Albemarle County, VA	79,236
Arlington County, VA	189,453
Blacksburg, VA	39,357
Botetourt County, VA	30,496
Chesapeake, VA	199,184
Chesterfield County, VA	259,903
Hampton, VA	146,437
Hanover County, VA	86,320
Hopewell, VA	22,354
James City County, VA	48,102
Lexington, VA	6,867
Lynchburg, VA	65,269
Newport News, VA	180,150
Northampton County, VA	13,093
Prince William County, VA	280,813
Radford, VA	15,859
Roanoke, VA	94,911
Spotsylvania County, VA	90,395
Stafford County, VA	92,446
Staunton, VA	23,853
Virginia Beach, VA	425,257

Williamsburg, VA	11,998
Chittenden County, VT	146,571
Montpelier, VT	8,035
Auburn, WA	40,314
Bellevue, WA	109,569
Bellingham, WA	67,171
Clark County, WA	345,238
Federal Way, WA	83,259
Gig Harbor, WA	6,465
Hoquiam, WA	9,097
Kent, WA	79,524
King County, WA	1,737,034
Kirkland, WA	45,054
Kitsap County, WA	231,969
Lynnwood, WA	33,847
Mountlake Terrace, WA	20,362
Ocean Shores, WA	3,836
Olympia, WA	42,514
Pasco, WA	32,066
Renton, WA	50,052
Richland, WA	38,708
Snoqualmie, WA	1,631
Spokane Valley, WA	75,203
Tacoma, WA	193,556
Vancouver, WA	143,560
Ashland County, WI	16,866
De Pere, WI	20,559
Eau Claire, WI	61,704
Madison, WI	208,054
Merrill, WI	10,146
Milton, WI	5,132
Ozaukee County, WI	82,317
Suamico, WI	8,686
Village of Brown Deer, WI	12,170
Wausau, WI	38,426
Wauwatosa, WI	47,271
Whitewater, WI	13,437
Morgantown, WV	26,809
Cheyenne, WY	53,011
Gillette, WY	19,646
Laramie, WY	27,204
Teton County, WY	18,251