The National Citizen Survey™

Jupiter, FL

Key Findings

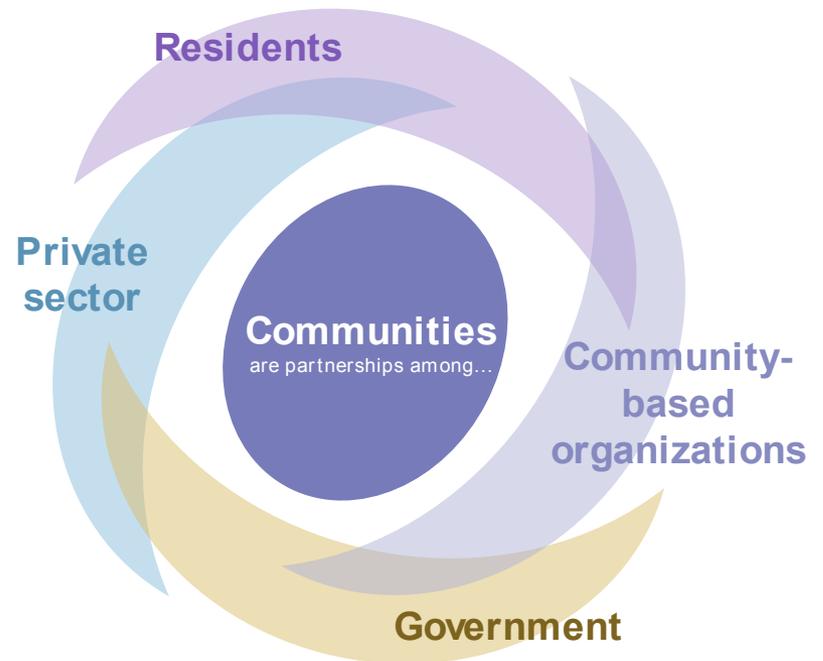March 2014

NRC

National Research Center Inc

About The NCS

- Community Livability
  - Community Characteristics
  - Governance
  - Participation

Residents

Private sector

Communities
are partnerships among…

Community-based organizations

Government

Facets of Community Livability

Safety

Mobility

Community Engagement

Natural Environment

Quality of Community Overall

Education and Enrichment

Built Environment

Recreation and Wellness

Economy

The NCS & Jupiter

- Participant in The NCS since 2009
  - 2009, 2011, 2013
- Random sample of 3,000 households in 2013
  - Mail with web option
  - 745 returned surveys; 27% response rate
  - ±4% margin of error

National and Florida Benchmark Comparisons

Geographic Areas of Jupiter

Four subareas

1. CRA and coastal communities

2. Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods

3. Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club

4. Abacoa/Admirals' Cove & Bears Club
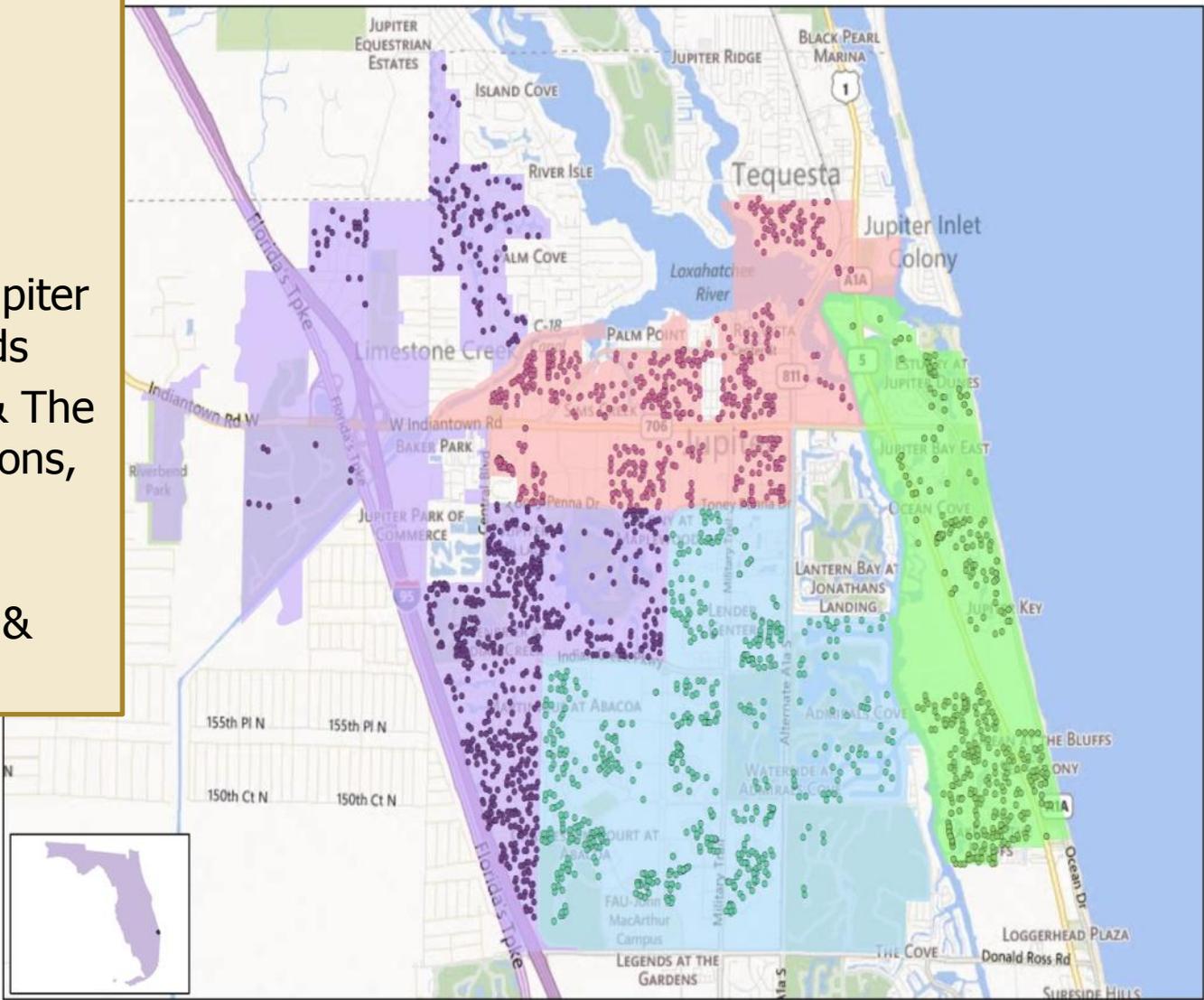
Survey Recipients in Jupiter, FL

- In Area 1 — Area 1
- In Area 2 — Area 2
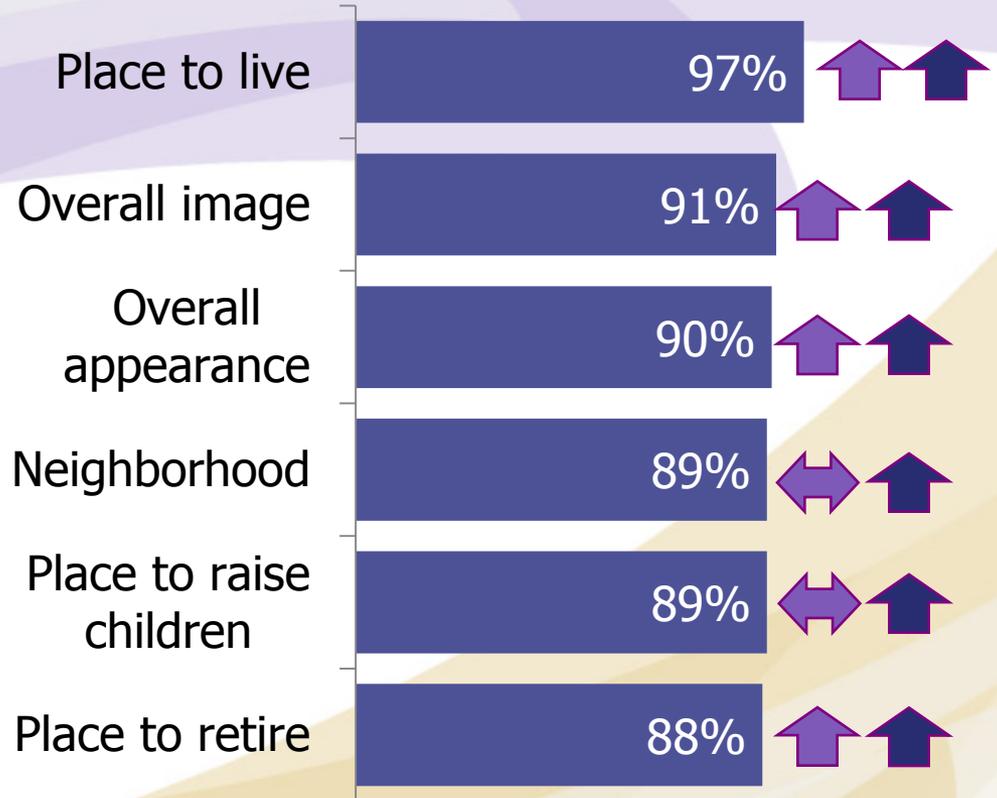- In Area 3 — Area 3
- In Area 4 — Area 4
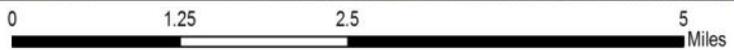
Jupiter residents continue to enjoy a high quality of life

Jupiter Overall

94% Excellent or Good Quality of Life
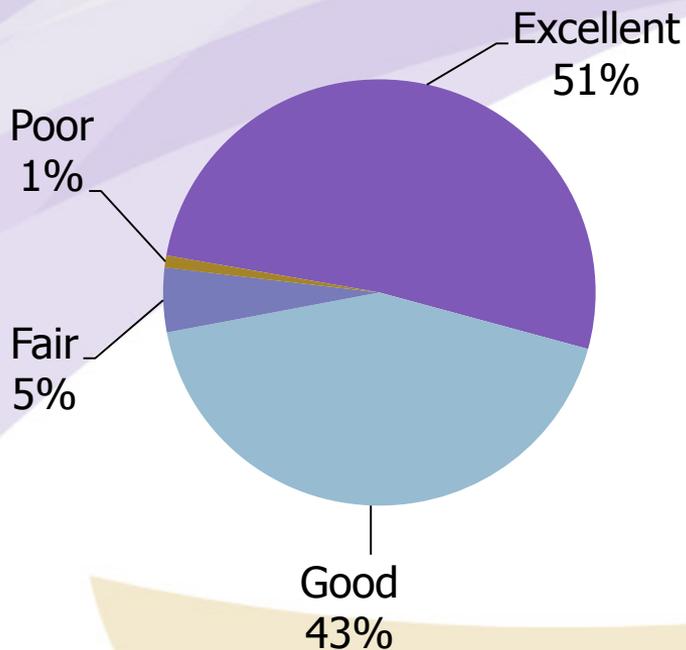
Excellent 51%

Poor 1%

Fair 5%

Good 43%

	Percent excellent or good
Place to live	97%
Overall image	91%
Overall appearance	90%
Neighborhood	89%
Place to raise children	89%
Place to retire	88%

■ Percent excellent or good

⬌ = National benchmark comparison

⬌ = Florida benchmark comparison

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Strong Economy

Place to visit — 90%

Overall economic health — 80%

Place to work — 73%

■ Percent excellent or good
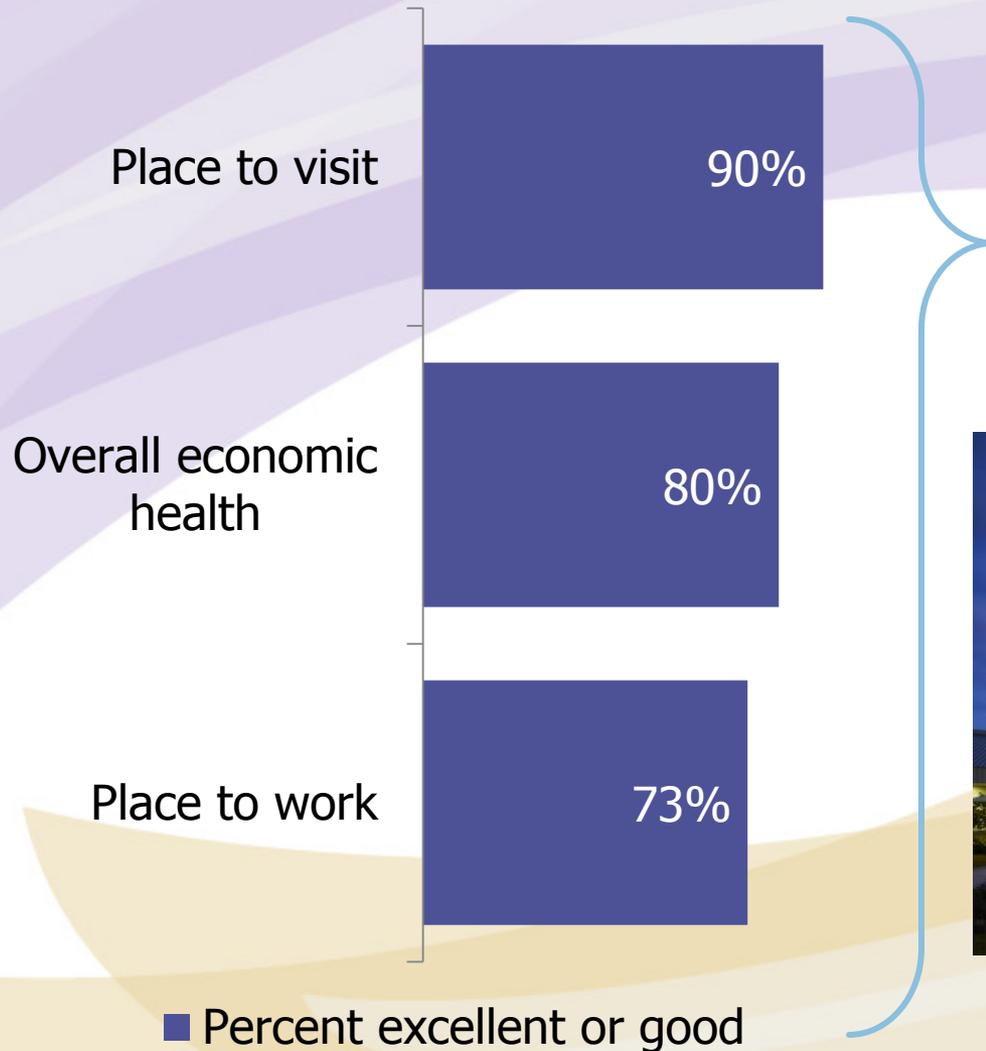
Ratings for all characteristics above the national benchmark

Current and Future Downtown Areas

Ratings of Contact with Jupiter Employees

Category	Percent excellent or good
Courtesy	87%
Knowledge	85%
Responsiveness	83%

■ Percent excellent or good

Support of Senior Programs

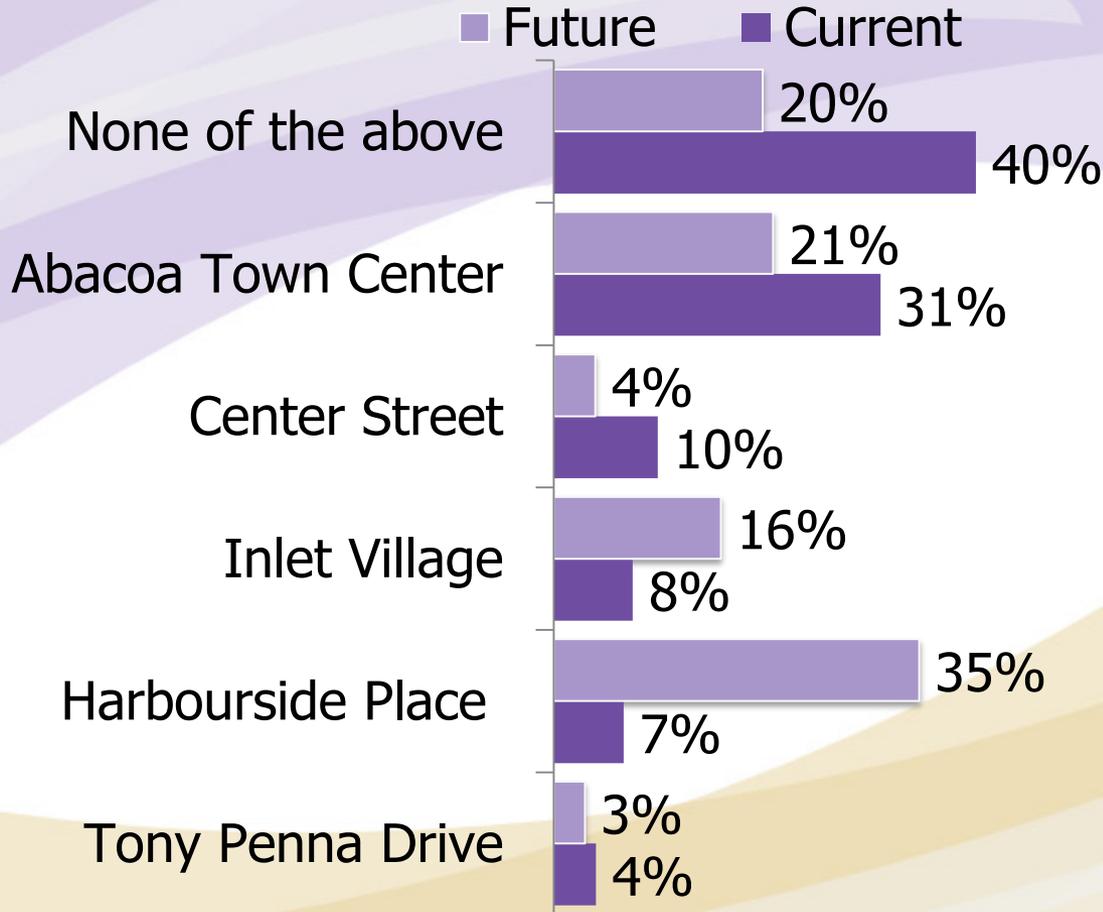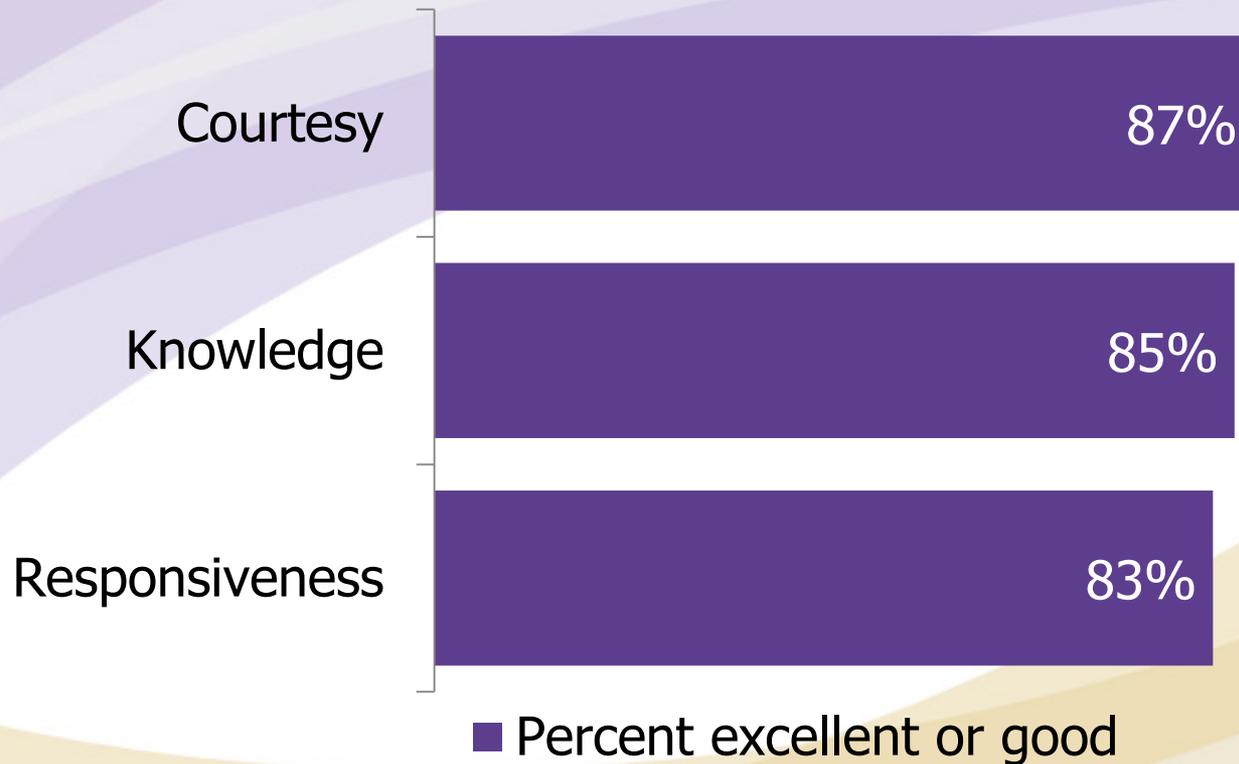**Please indicate how important, if at all, it is for the Town of Jupiter to offer each of the following types of programs for residents 55 and over:**

Program	Percent essential or very important
Senior support services	80%
Health information programs, fairs and seminars	68%
Dances, concerts, and entertainment events	54%
Day trips to area attractions such as malls, casinos, parks and activities	50%
Games and leagues	46%
Sports leagues	44%
Coach trips to other areas of Florida and the Southeast	33%
Longer-term trips and cruises	24%

■ Percent essential or very important

12
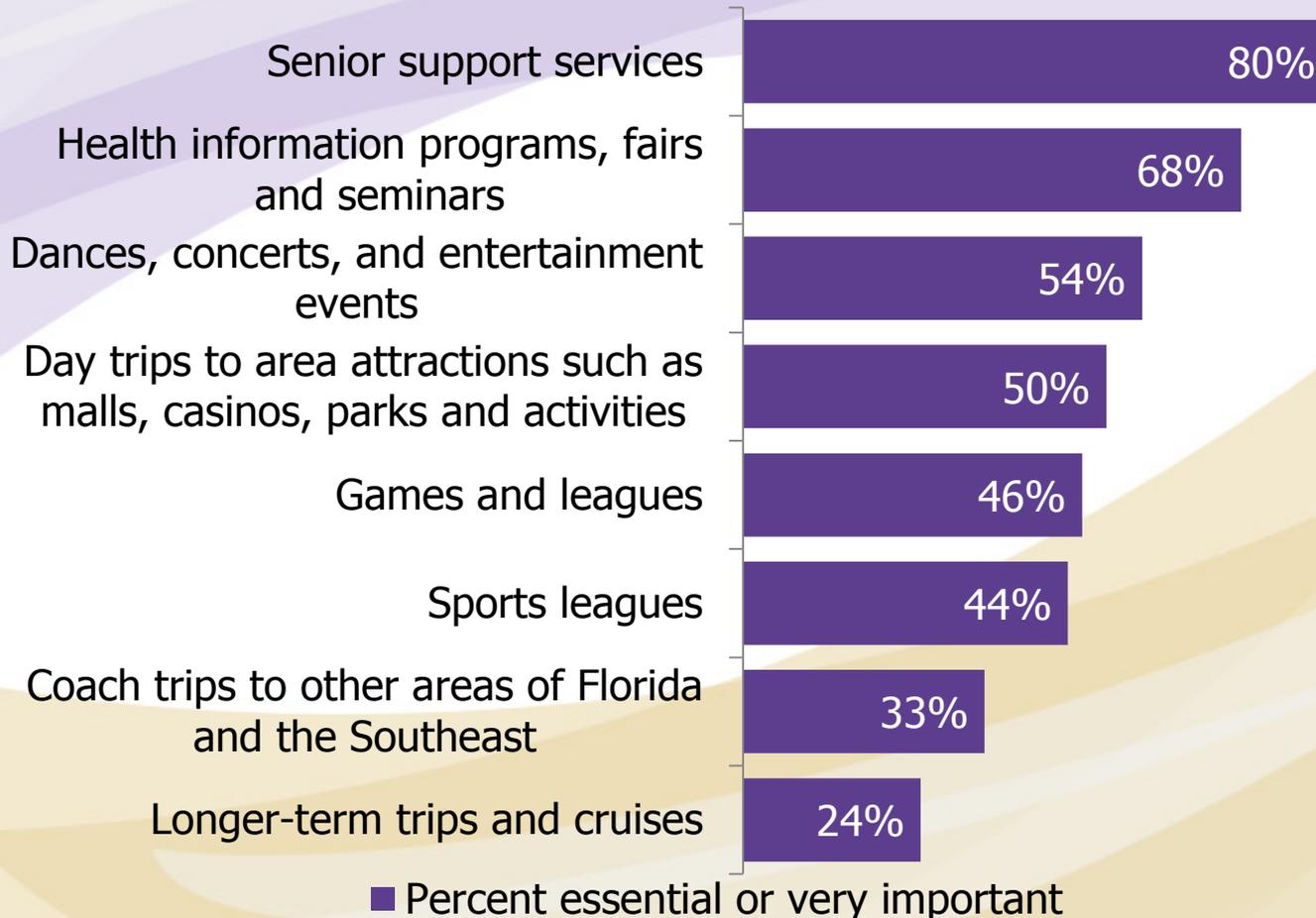
Jupiter's Public Information Efforts

Thinking about Jupiter's public information efforts, please rate the quality of each of the following:

	Percent excellent or good
Town Times quarterly newsletter	80%
Usability/design of the Town website (www.jupiter.fl.us)	75%
The Town's website content	73%
The Town's Facebook page	71%
The Town's Twitter feed	66%
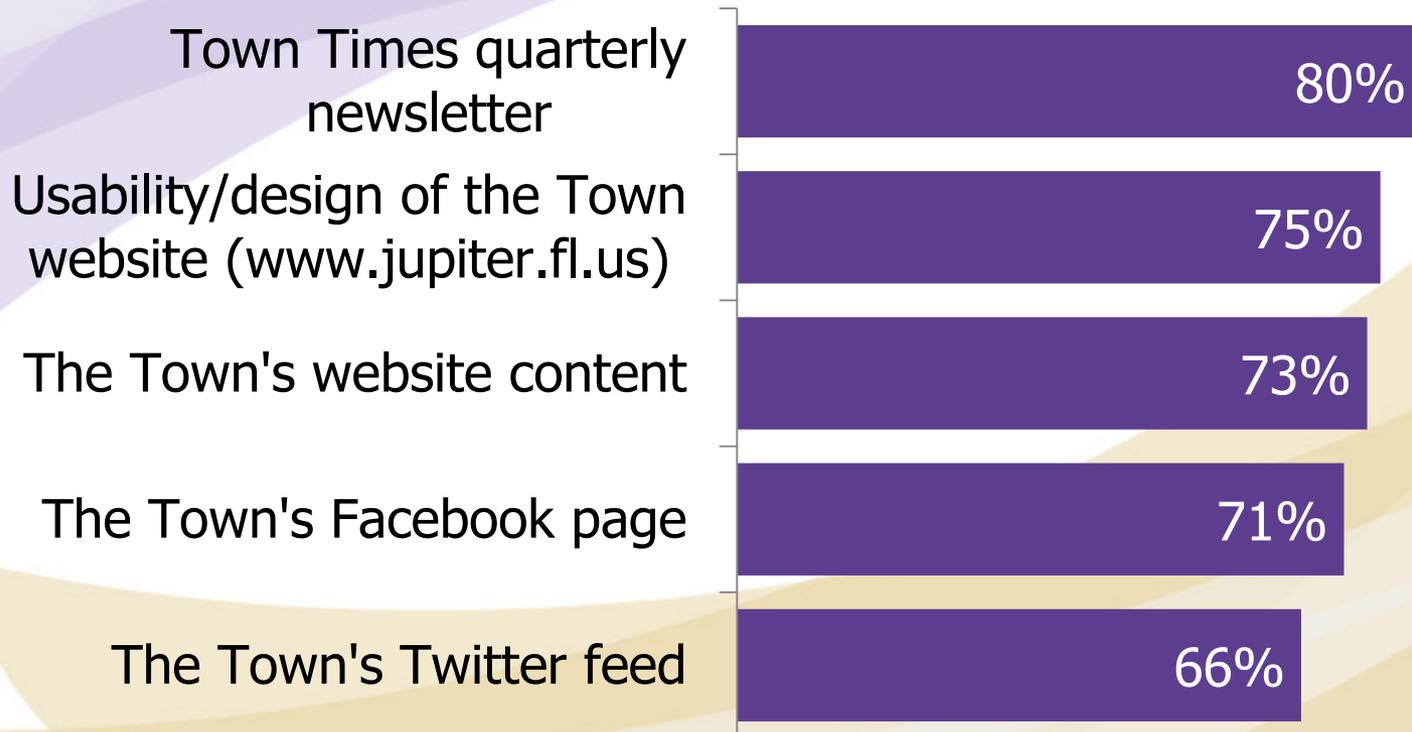
■ Percent excellent or good

Safety is a feature that makes Jupiter a livable community

Safe and Livable Community

Safe in neighborhood — **97%**

Safe downtown or commercial area — **88%**

Similar to the National and Florida benchmarks
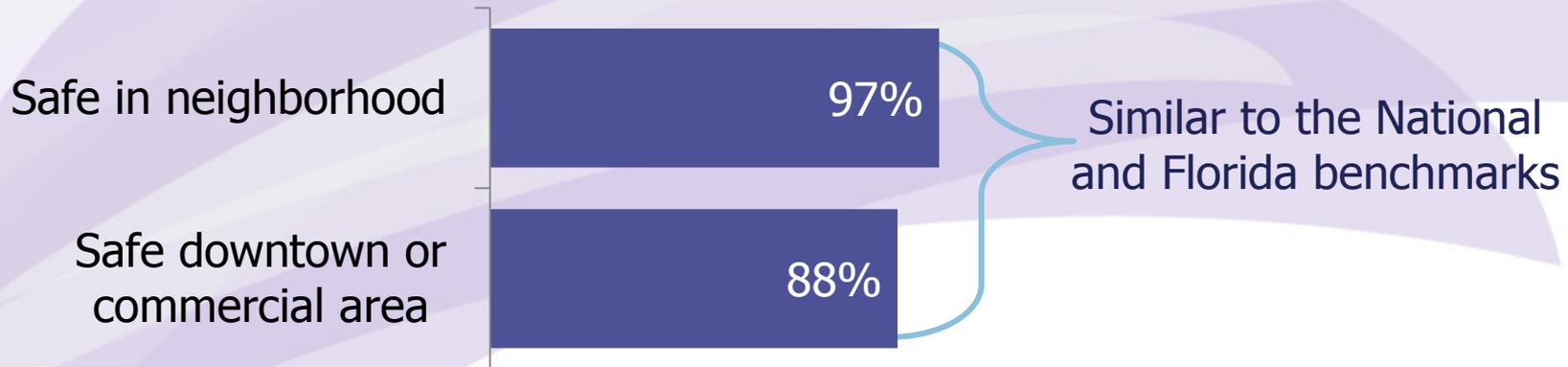
■ Percent very or somewhat safe

Overall Feeling of Safety
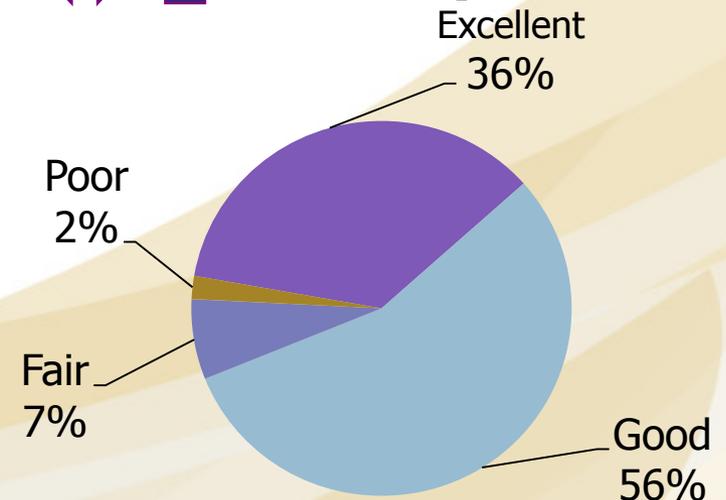
Excellent 36%

Poor 2%

Fair 7%

Good 56%

= National benchmark comparison

= Florida benchmark comparison

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Safe and Livable Community

Fire — 97%

Ambulance/EMS — 94%

Police — 88%

Crime prevention — 81%

Emergency preparedness — 78%
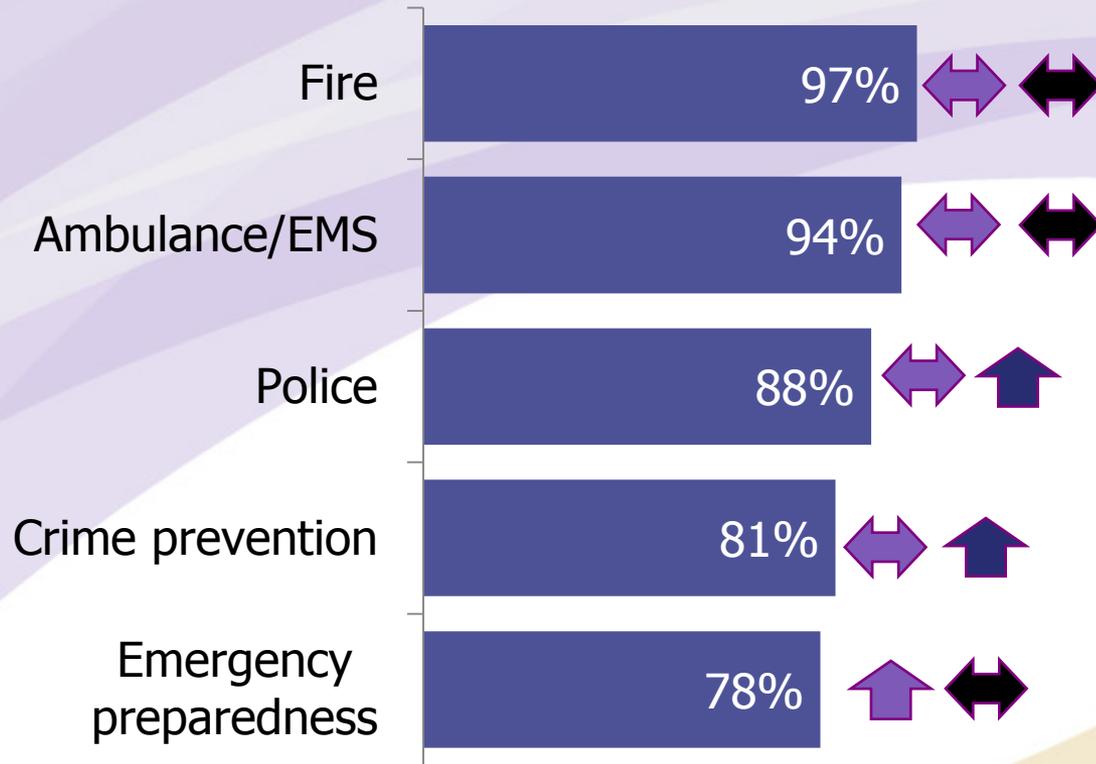
■ Percent excellent or good

↔ = National benchmark comparison

↔ = Florida benchmark comparison

The Natural Environment is a top focus area for Jupiter residents

Natural Environment

95% of all Jupiter residents recycled more than once a month

	Percent excellent or good
Air quality	91%
Cleanliness	88%
Overall natural environment	86%
Yard waste pick-up	85%
Drinking water	80%

Ratings above the national benchmark
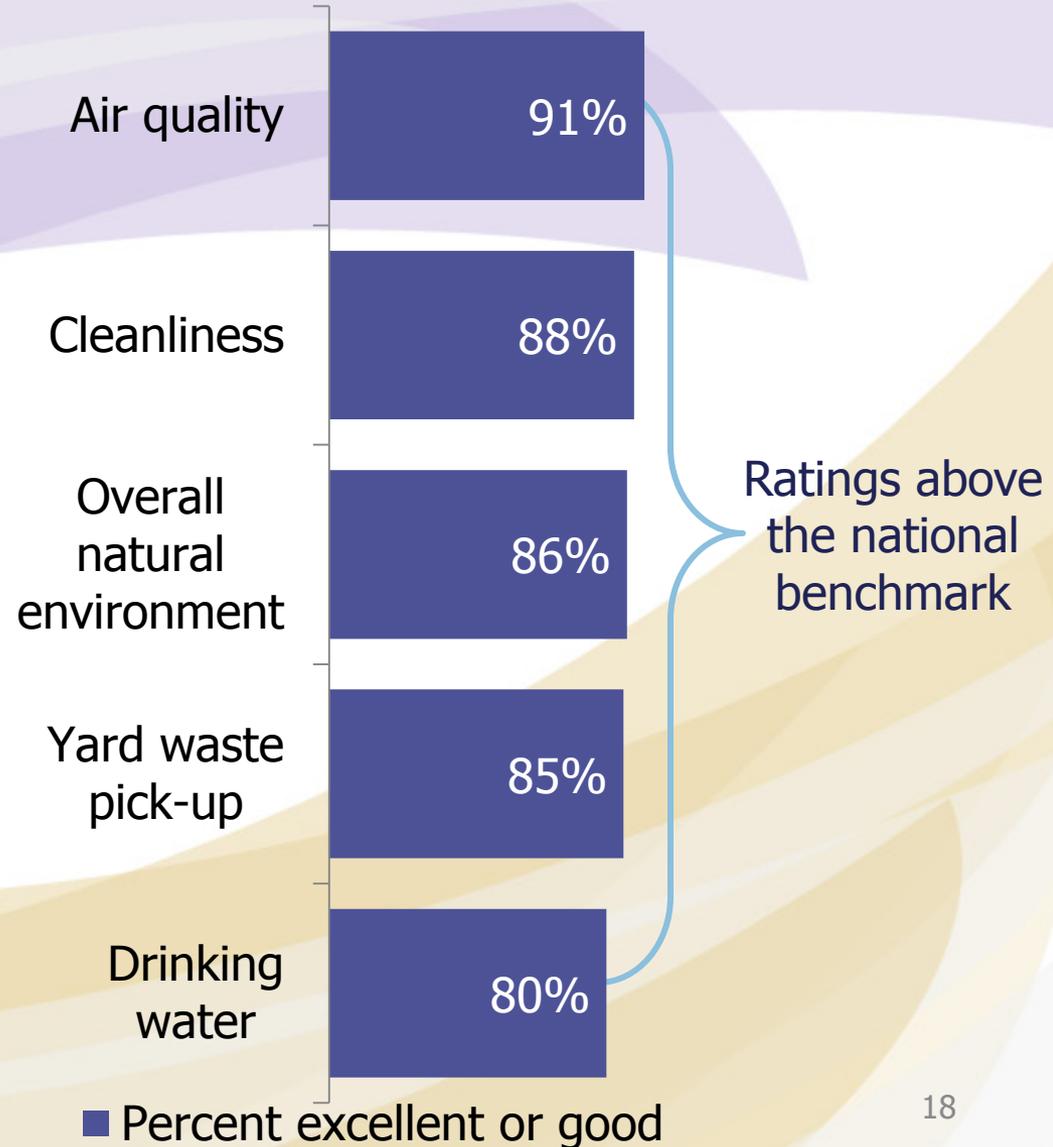
Key Focus Areas

Legend
- ■ Higher than national benchmark
- ■ Similar to national benchmark
- ■ Lower than national benchmark
- ✴ Key Focus Area

Safety

Natural Environment

Built Environment

Recreation and Wellness

Education and Enrichment

Mobility

Economy

Community Engagement

19
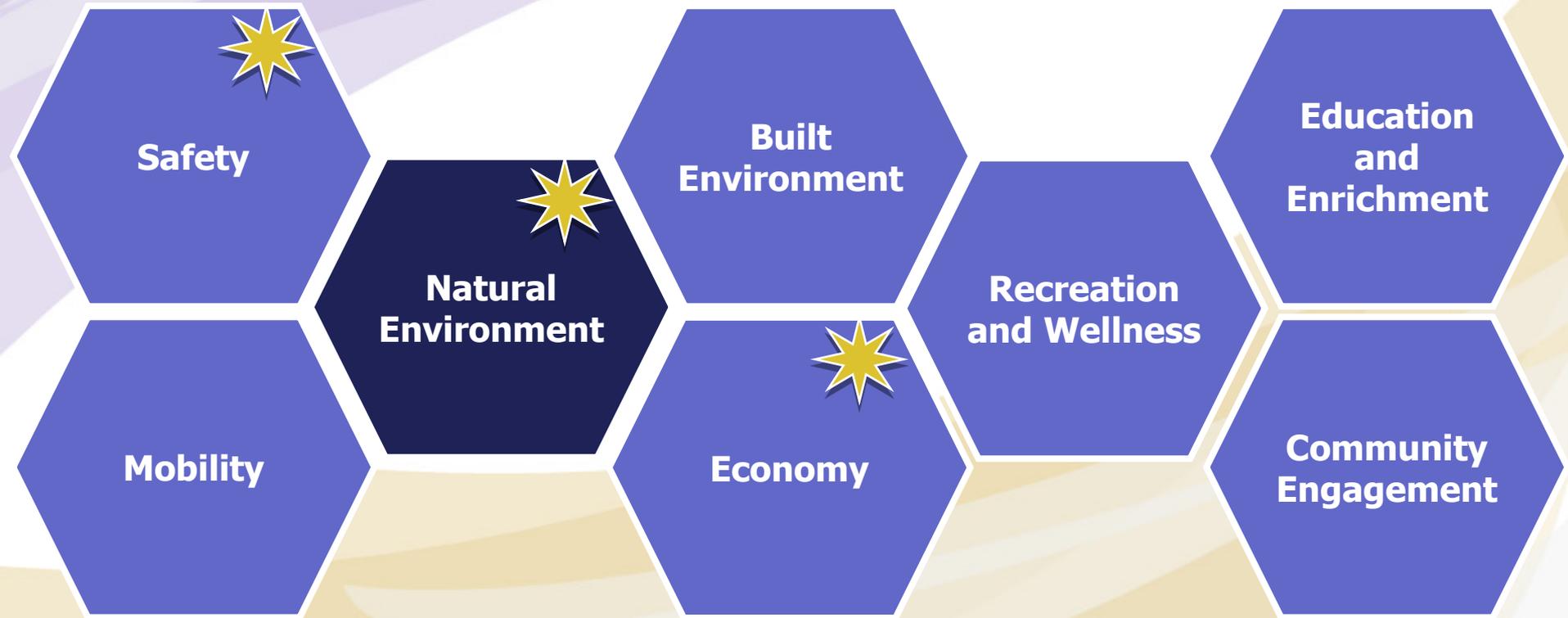
2013 Ratings Compared to 2011

3
received **higher** ratings

60
received **similar** ratings

23
received **lower** ratings

Opportunities
Areas with Opportunity for Improvement

- Mobility
  - Travel by car
  - Travel by bicycle
  - Traffic enforcement
- Built Environment
  - New development in Jupiter
  - Storm drainage
  - Land use, planning and zoning
  - Code enforcement

- Recreation & Wellness
  - Town parks
  - Recreation programs
- Community Engagement & Governance
  - Sense of community
  - Openness and acceptance
  - Overall direction

Conclusions

- Jupiter residents continue to enjoy a high quality of life.

- Safety is a feature that makes Jupiter a livable community.

- The Natural Environment is a top focus area for Jupiter residents.

The National Citizen Survey™

Questions?

Thank you!

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The National Citizen Survey™

Jupiter, FL

Community Livability Report

2014

Contents

About

The National Citizen Survey™ (The NCS) report is about the "livability" of Jupiter. The phrase "livable community" is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 745 residents of the Town of Jupiter. The margin of error around any reported percentage is 4% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

Residents

Private sector

Communities
are partnerships among...

Community-based organizations

Government

Quality of Life in Jupiter

Almost all residents rated the quality of life in Jupiter as excellent or good. Ratings for overall quality of life were higher in Jupiter when compared to the national benchmark.

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

Overall Quality of Life

Excellent
51%

Poor
1%
Fair
5%

Good
43%
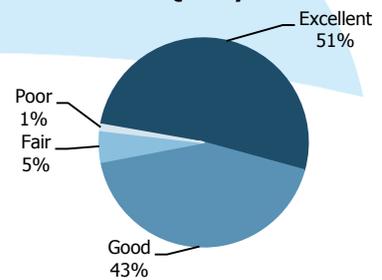
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety, Natural Environment and Economy as priorities for the Jupiter community in the coming two years. It is noteworthy that Jupiter residents gave favorable ratings to these of these facets of community. Ratings for Natural Environment tended to be higher than in comparison communities. Ratings for Safety, Mobility, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement were positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

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

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

⭐ Most important

Safety

Natural Environment

Built Environment

Mobility

Economy

Recreation and Wellness

Education and Enrichment

Community Engagement

2
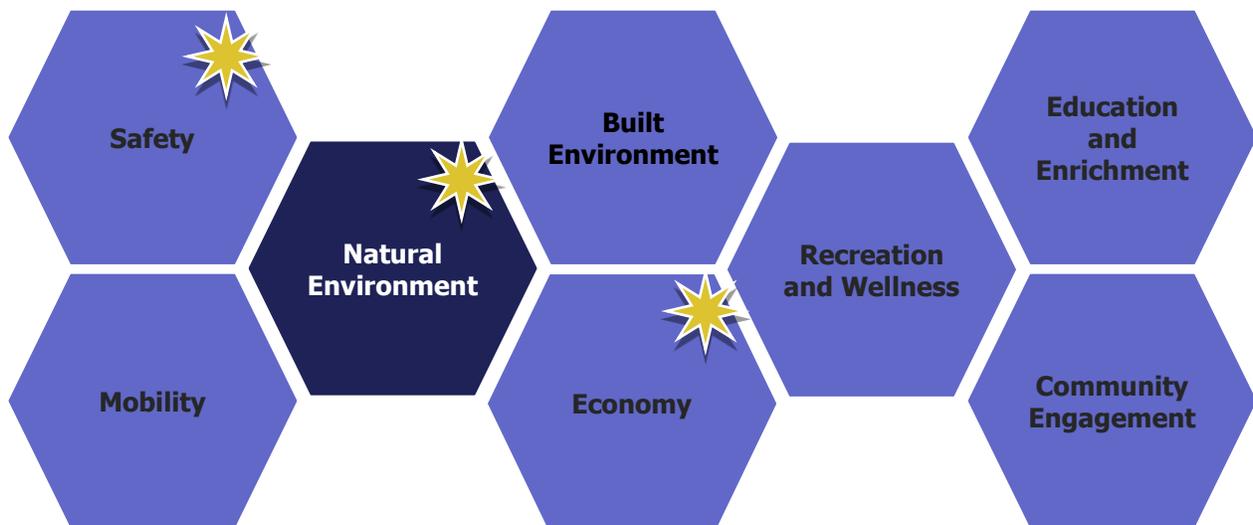
Community Characteristics

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

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Jupiter, 97% rated the Town as an excellent or good place to live. Respondents' ratings of Jupiter as a place to live were higher than ratings in other communities across the nation (see Appendix B of the *Technical Appendices* provided under separate cover).

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

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. These ratings of Community Characteristics tended to be similar to or higher than the national benchmark comparison. Only 1 out of 45 aspects was below the national benchmark; travel by public transportation. Ratings within the facet of Safety and Natural Environment were particularly high. Almost all residents reported feeling safe in their neighborhoods, downtown/commercial areas and in Jupiter overall. Ratings for Natural Environment ranged from 86% to 91% "excellent" or "good," and all of these aspects were rated higher than the national benchmark comparisons. A majority of respondents gave positive ratings to all aspects of Recreation and Wellness, Education and Enrichment and Community Engagement.
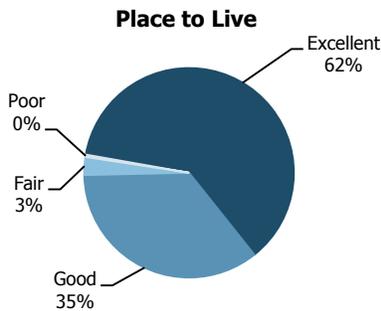
Place to Live

- Excellent 62%
- Good 35%
- Fair 3%
- Poor 0%

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

Comparison to national benchmark
■ Higher   ■ Similar   ■ Lower

Overall image	Neighborhood	Place to raise children	Place to retire	Overall appearance
91%	89%	89%	88%	90%
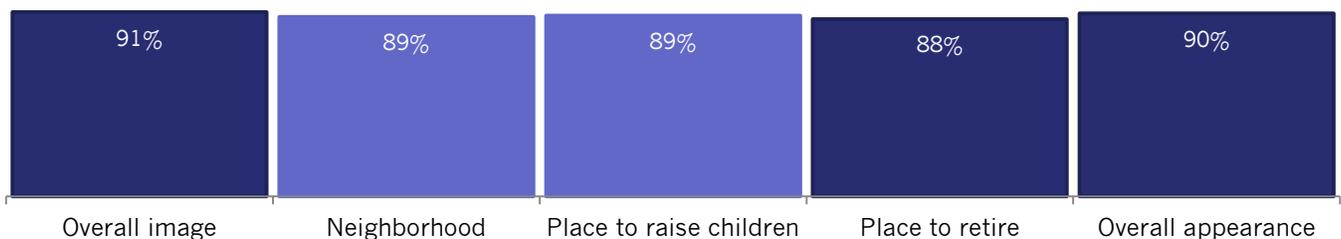
Figure 1: Aspects of Community Characteristics

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

Comparison to national benchmark

■Higher ■Similar

■Lower

SAFETY
- Overall feeling of safety: 91%
- Safe in neighborhood: 97%
- Safe downtown/commercial area: 88%

MOBILITY
- Overall ease of travel: 83%
- Paths and walking trails: 76%
- Ease of walking: 73%
- Travel by bicycle: 52%
- Travel by public transportation: 25%
- Travel by car: 73%
- Public parking: 74%
- Traffic flow: 57%

NATURAL ENVIRONMENT
- Overall natural environment: 86%
- Cleanliness: 88%
- Air quality: 91%

BUILT ENVIRONMENT
- Overall built environment: 69%
- New development in Jupiter: 59%
- Affordable quality housing: 45%
- Housing options: 69%
- Public places: 80%

ECONOMY
- Overall economic health: 80%
- Vibrant downtown/commercial area: 34%
- Business and services: 70%
- Cost of living: 39%
- Shopping opportunities: 62%
- Employment opportunities: 37%
- Place to visit: 90%
- Place to work: 73%

RECREATION AND WELLNESS
- Health and wellness: 86%
- Mental health care: 58%
- Preventive health services: 79%
- Health care: 77%
- Food: 74%
- Recreational opportunities: 81%
- Fitness opportunities: 80%

EDUCATION AND ENRICHMENT
- Education and enrichment opportunities: 77%
- Religious or spiritual events and activities: 80%
- Cultural/arts/music activities: 69%
- Adult education: 70%
- K-12 education: 82%
- Child care/preschool: 61%

COMMUNITY ENGAGEMENT
- Social events and activities: 66%
- Neighborliness: 65%
- Openness and acceptance: 63%
- Opportunities to participate in community matters: 67%
- Opportunities to volunteer: 78%

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Governance

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

The overall quality of the services provided by Jupiter as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of Town of Jupiter services was rated as "excellent" or "good" by 82% of respondents, while only 33% gave "excellent" or "good" ratings to Federal Government services. Both of these ratings were similar to ratings in comparison communities.

Survey respondents also rated various aspects of Jupiter's leadership and governance. A majority of respondents gave positive ratings to the value of services for taxes paid, overall direction, welcoming citizen involvement, confidence in Town government, acting in the best interest of Jupiter, being honest, treating all residents fairly and overall customer service. Each of these ratings was similar to the national benchmark.

Respondents evaluated over 30 individual services and amenities available in Jupiter. These ratings of aspects of Governance were all at least similar to the national benchmark, and tended to be rated positively by a majority of residents. Several ratings were above the national benchmark, including: emergency preparedness, street repair, sidewalk maintenance, yard waste pick-up, drinking water and economic development. Facets within Governance that had some of the highest ratings included Recreation and Wellness, Education and Enrichment, Community Engagement and Safety.

Overall Quality of Town Services

- Excellent 27%
- Poor 1%
- Fair 17%
- Good 55%

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

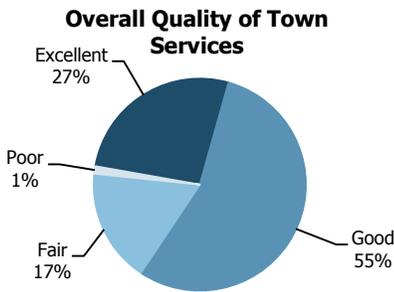Comparison to national benchmark

■ Higher ■ Similar ■ Lower

Value of services for taxes paid	Overall direction	Welcoming citizen involvement	Confidence in Town government	Acting in the best interest of Jupiter	Being honest	Treating all residents fairly	Customer service	Services provided by the Federal Government
66%	59%	60%	58%	58%	65%	61%	79%	33%
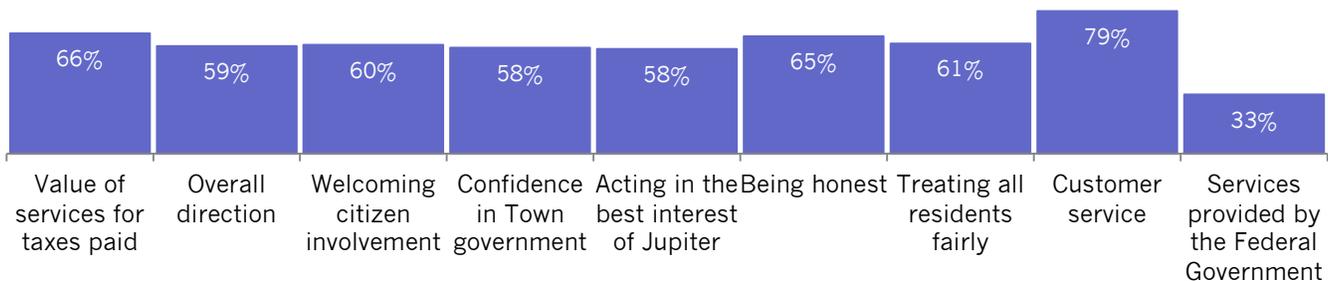
Figure 2: Aspects of Governance

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

Comparison to national
benchmark

■ Higher

■ Similar

■ Lower

SAFETY

Police	88%
Fire	97%
Ambulance/EMS	94%
Crime prevention	82%
Fire prevention	80%
Animal control	69%
Emergency preparedness	78%

MOBILITY

Traffic enforcement	70%
Street repair	73%
Street cleaning	73%
Street lighting	69%
Sidewalk maintenance	74%
Traffic signal timing	51%
Bus or transit services	44%

NATURAL ENVIRONMENT

Garbage collection	90%
Recycling	86%
Yard waste pick-up	85%
Drinking water	80%
Natural areas preservation	67%
Open space	65%

BUILT ENVIRONMENT

Storm drainage	70%
Sewer services	86%
Power utility	81%
Utility billing	80%
Land use, planning and zoning	54%
Code enforcement	64%
Cable television	59%

ECONOMY

Economic development	66%

RECREATION AND WELLNESS

Town parks	90%
Recreation programs	82%
Recreation centers	83%
Health services	82%

EDUCATION AND ENRICHMENT

Public libraries	86%
Special events	79%

COMMUNITY ENGAGEMENT

Public information	79%

Participation

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

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. About two-thirds of Jupiter residents rated the overall sense of community as "excellent" or "good." This rating was similar to ratings in comparison communities. Almost all residents planned on staying in Jupiter (95%); this rating was above the national benchmark. Almost all also would recommend Jupiter to others.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. These activities and behaviors tended to have similar rates of participation as in comparison communities. Residents demonstrated the highest rates of participation within the facet of Natural Environment. About 8 in 10 reported conserving water and making efforts to make their homes more energy efficient; almost all reported recycling at home. All aspects of Safety, Built Environment and Recreation and Wellness showed a majority of respondents participating in the associated activities or behaviors. Most residents had not campaigned, contacted Jupiter elected officials, volunteered, participated in a club, attended a local public meeting or watched a local public meeting in the last 12 months.

Sense of Community

Excellent 22%
Good 44%
Fair 27%
Poor 7%

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

Comparison to national benchmark

■ Higher   ■ Similar   ■ Lower

Recommend Jupiter 95%
Remain in Jupiter 95%
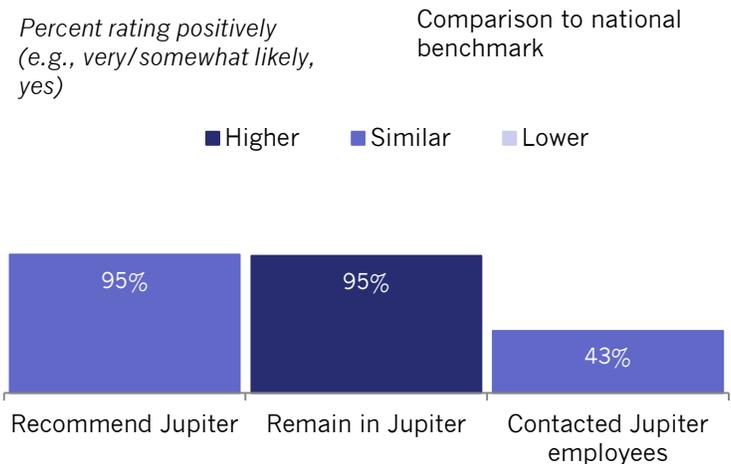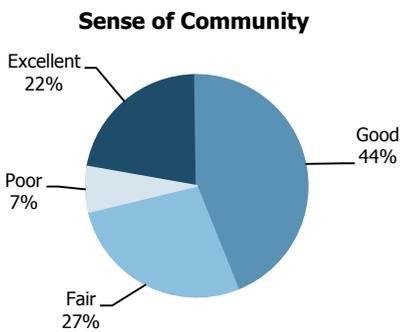Contacted Jupiter employees 43%

Figure 3: Aspects of Participation

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

Comparison to national benchmark
- ■ Higher
- ■ Similar
- ■ Lower

SAFETY
- Stocked supplies for an emergency: 53%
- Did NOT report a crime: 81%
- Was NOT the victim of a crime: 90%

MOBILITY
- Used public transportation instead of driving: 5%
- Carpooled instead of driving alone: 35%
- Walked or biked instead of driving: 60%

NATURAL ENVIRONMENT
- Conserved water: 83%
- Made home more energy efficient: 78%
- Recycled at home: 95%

BUILT ENVIRONMENT
- Did NOT observe a code violation: 64%
- NOT under housing cost stress: 67%

ECONOMY
- Purchased goods or services in Jupiter: 99%
- Economy will have positive impact on income: 28%
- Work in Jupiter: 34%

RECREATION AND WELLNESS
- Used Jupiter recreation centers: 59%
- Visited a Town park: 85%
- Ate 5 portions of fruits and vegetables: 79%
- Participated in moderate or vigorous physical activity: 85%
- In very good to excellent health: 72%

EDUCATION AND ENRICHMENT
- Used Jupiter public libraries: 59%
- Participated in religious or spiritual activities: 45%
- Attended a Town-sponsored event: 58%

COMMUNITY ENGAGEMENT
- Campaigned for an issue, cause or candidate: 19%
- Contacted Jupiter elected officials: 14%
- Volunteered: 38%
- Participated in a club: 29%
- Talked to or visited with neighbors: 96%
- Done a favor for a neighbor: 85%
- Attended a local public meeting: 25%
- Watched a local public meeting: 17%
- Read or watched local news: 90%
- Voted in local elections: 83%

Special Topics

The Town of Jupiter included six questions of special interest on The NCS. The first question gave residents a list of areas of Jupiter and asked them if they considered any of the areas to be Jupiter's current "downtown." About 40% did not think any of the areas listed were Jupiter's current "downtown," close to a third indicated they considered Abacoa Town Center to be Jupiter's current "downtown." The second question asked respondents to indicate which of the areas has the potential to be Jupiter's future "downtown." Harbourside Place was selected by about 35% of respondents, followed by Abacoa Town Center (21%). About 20% indicated that none of the areas listed had potential to be Jupiter's future "downtown."

Figure 4: Custom Question 1
Which of the following areas, if any do you consider to be Jupiter's current "downtown"?

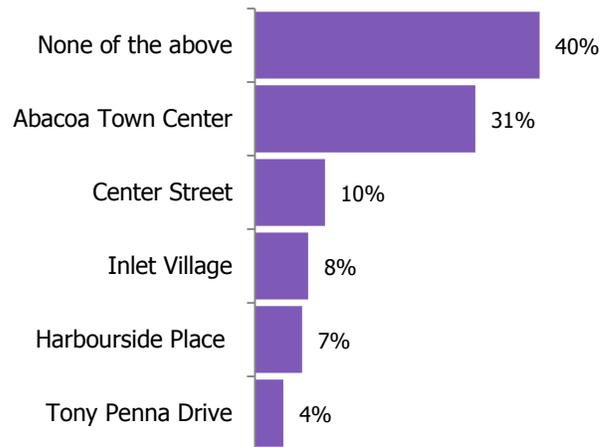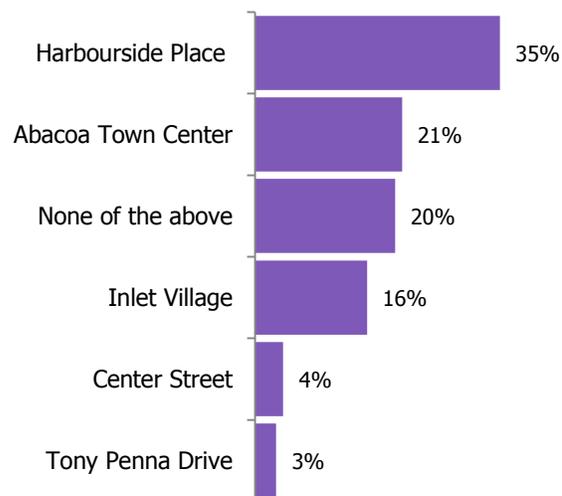| Area	Percentage
None of the above	40%
Abacoa Town Center	31%
Center Street	10%
Inlet Village	8%
Harbourside Place	7%
Tony Penna Drive	4%

Figure 5: Custom Question 2.
Which of the following areas, if any, has the potential to become Jupiter's future "downtown":

Area	Percentage
Harbourside Place	35%
Abacoa Town Center	21%
None of the above	20%
Inlet Village	16%
Center Street	4%
Tony Penna Drive	3%

In the third custom question, residents were asked to rate the importance of the Town of Jupiter providing several different types of programs for residents age 55 and over. A majority of residents gave ratings of "essential" or "very important" to senior support services, health information programs, fairs and seminars, dances, concerts and entertainment events and day trips to area attractions.

Figure 6: Custom Question 3
Please indicate how important, if at all, it is for the Town of Jupiter to offer each of the following types of programs for residents 55 and over.
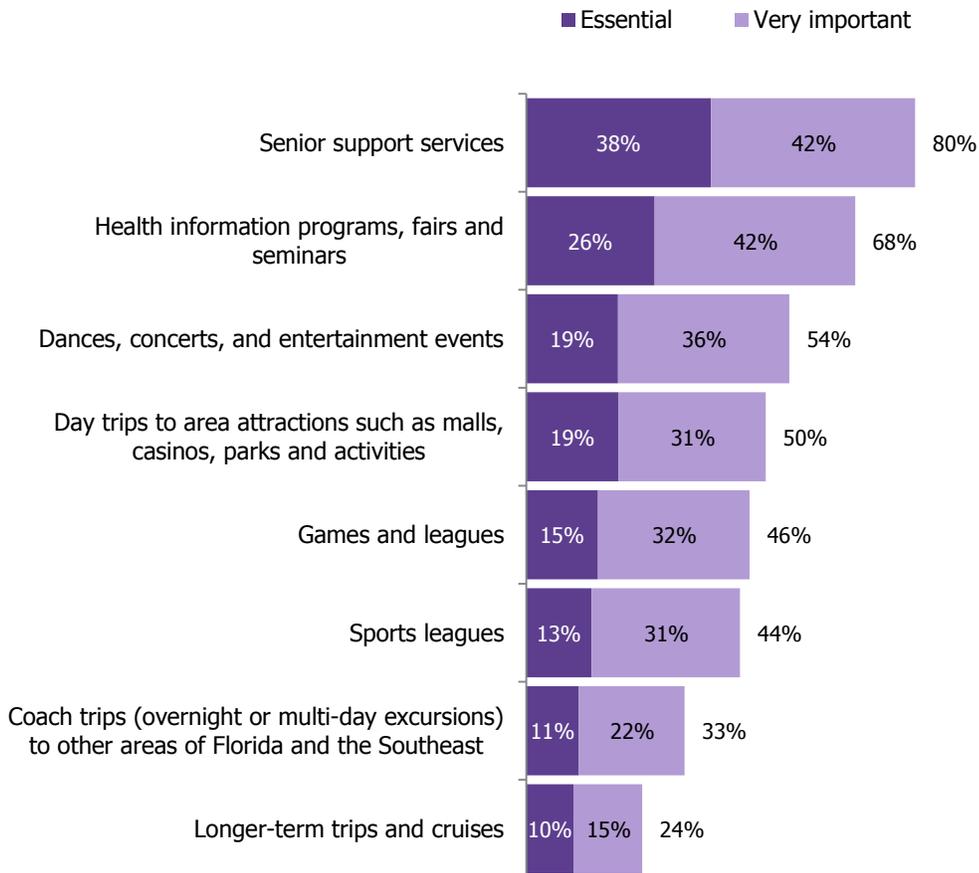
In the fourth custom question, residents were asked to rate the quality of Jupiter's public information efforts. All of the items were rated as "excellent" or "good" by at least two-thirds of respondents.

Figure 7: Custom Question 4
Thinking about Jupiter's public information efforts, please rate the quality of each of the following:
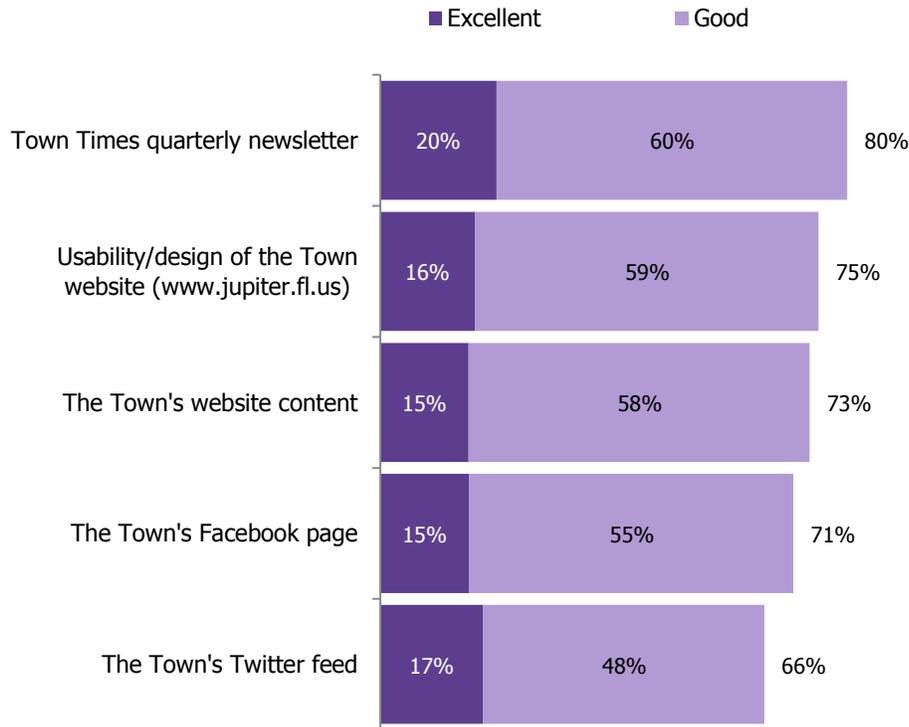
In the final Jupiter-specific questions, residents were asked if they had contact with a Town employee in the last 12 months. Those who had had contact were then asked to rate different aspects of that contact. Close to half reported having contact with a Town of Jupiter employee. All aspects of contact were rated as "excellent" or "good" by at least 8 in 10 respondents.

Figure 8: Custom Question 5
Have you had any in-person, phone or email contact with an employee of the Town of Jupiter within the last 12 months (including police, receptionists, planners or any others)?
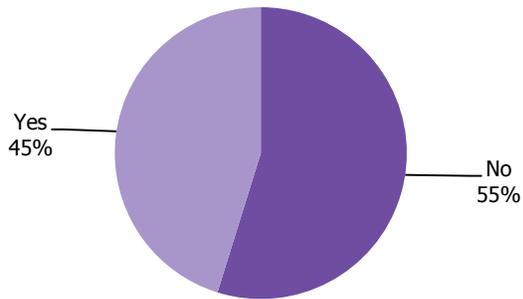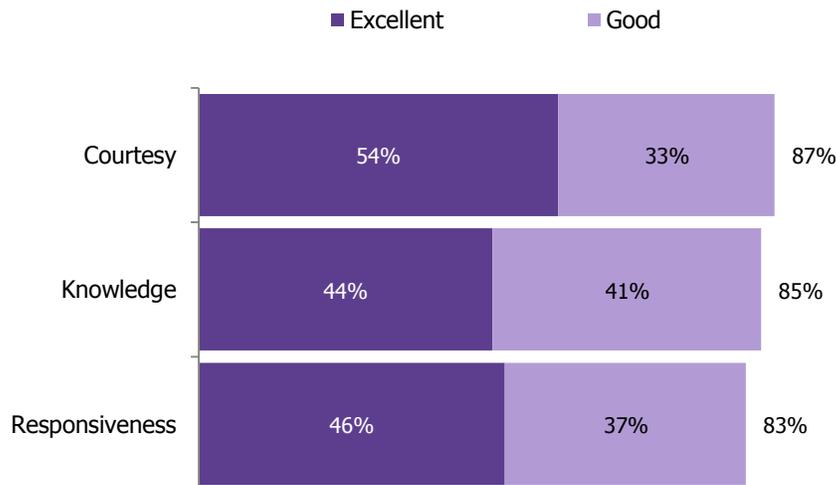

Yes
45%

No
55%

Figure 9: Custom Question 6
What was your impression of the employee(s) of the Town of Jupiter in your most recent contact?

	Excellent	Good	
Courtesy	54%	33%	87%
Knowledge	44%	41%	85%
Responsiveness	46%	37%	83%

Conclusions

Jupiter residents continue to enjoy a high quality of life.

About 9 in 10 residents rate their overall quality of life as "excellent" or "good" and nearly all residents would be "very" or "somewhat" likely to recommend Jupiter as a place to live to someone who asks. These ratings are higher than national benchmark comparisons and remained stable over time (see *Trends over Time* report under separate cover.) Jupiter's overall appearance and overall image along with the town as a place to live, neighborhoods as a place to live and to raise children received favorable ratings by at least 8 in 10 residents. Most of the aspects that aid in community livability were rated positively and were at least similar to the national benchmark comparison.

Safety is a feature that makes Jupiter a livable community.

Safety was identified as one of facets identified by residents as a community focus area, and, overall, Jupiter performed solidly within this facet; most ratings were similar in Jupiter as in other communities across the nation. At least 8 in 10 respondents felt safe in the different areas in Jupiter. All Safety services, including police, fire, ambulance, and emergency preparedness were rated positively by a majority of respondents. Most respondent had neither been the victim of a crime nor needed to report a crime. Safety ratings remained stable from 2011 to 2013 (see *Trends over Time* report under separate cover).

The Natural Environment is a top focus area for Jupiter residents.

Participants gave high ratings for Jupiter's overall natural environment highly, with 86% rating it as "excellent" or "good," a rating that was higher than the benchmark. A majority of respondents also gave high ratings to air quality and the cleanliness of Jupiter. When asked about government services related to Natural Environment, at least two-thirds of respondents gave these services positive ratings. Yard waste pick-up and drinking water were both above the benchmark. Almost all participants recycled at home (95%), a rating that was above the benchmark.

The National Citizen Survey™

Jupiter, FL

Dashboard Summary of Findings

2014

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Jupiter's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Jupiter's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the national benchmark, the color is the darkest shade; when most ratings were lower than the national benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the national benchmark) results in a color between the extremes.

Broadly, Jupiter's ratings tended to be similar when compared to other communities across the nation. Within the pillar of Community Characteristics, General and Natural Environment ratings tended to be higher in Jupiter than in comparison communities. Governance ratings were higher within the facet of Economy.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	17	34	1	6	39	0	3	30	3
General	5	2	0	0	3	0	1	2	0
Safety	0	3	0	1	6	0	1	2	0
Mobility	1	6	1	2	5	0	0	2	1
Natural Environment	3	0	0	2	4	0	1	2	0
Built Environment	1	4	0	0	7	0	0	2	0
Economy	3	5	0	1	0	0	0	3	0
Recreation and Wellness	3	4	0	0	4	0	0	5	1
Education and Enrichment	1	5	0	0	2	0	0	1	0
Community Engagement	0	5	0	0	8	0	0	11	1

Legend	
	Higher
	Similar
	Lower

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↑	90%	Customer service	↓	↔	79%	Recommend Jupiter	↔	↔	95%
	Overall quality of life	↔	↑	94%	Services provided by Jupiter	↔	↔	82%	Remain in Jupiter	↔	↑	95%
	Place to retire	↔	↑	88%	Services provided by the Federal Government	↓	↔	33%	Contacted Jupiter employees	↔	↔	43%
	Place to raise children	↔	↔	89%								
	Place to live	↔	↑	97%								
	Neighborhood	↔	↔	89%								
	Overall image	↔	↑	91%								
Safety	Overall feeling of safety	*	↔	91%	Police	↔	↔	88%	Was NOT the victim of a crime	↔	↔	90%
	Safe in neighborhood	↔	↔	97%	Crime prevention	↔	↔	82%	Did NOT report a crime	*	↔	81%
	Safe downtown/commercial area	↔	↔	88%	Fire	↔	↔	97%	Stocked supplies for an emergency	*	↑	53%
					Fire prevention	*	↔	80%				
					Ambulance/EMS	↔	↔	94%				
					Emergency preparedness	↓	↑	78%				
					Animal control	↔	↔	69%				
Mobility	Traffic flow	↔	↔	57%	Traffic enforcement	↓	↔	70%	Carpooled instead of driving alone	*	↔	35%
	Travel by car	↓	↔	73%	Street repair	↔	↑	73%	Walked or biked instead of driving	*	↔	60%
	Travel by bicycle	↓	↔	52%	Street cleaning	↔	↔	73%	Used public transportation instead of driving	*	↓↓	5%
	Ease of walking	↔	↔	73%	Street lighting	↔	↔	69%				
	Travel by public transportation	*	↓	25%	Sidewalk maintenance	↔	↑	74%				
	Overall ease travel	*	↔	83%	Traffic signal timing	↔	↔	51%				
	Public parking	*	↑	74%	Bus or transit services	↔	↔	44%				
	Paths and walking trails	↔	↔	76%								
Natural Environment	Overall natural environment	↔	↑	86%	Garbage collection	↔	↔	90%	Recycled at home	↔	↑	95%
	Air quality	*	↑	91%	Recycling	↔	↔	86%	Conserved water	*	↔	83%
	Cleanliness	↔	↑	88%	Yard waste pick-up	↔	↑	85%	Made home more energy efficient	*	↔	78%
					Drinking water	↔	↑	80%				
					Open space	*	↔	65%				
					Natural areas preservation	↓	↔	67%				
Built Environment	New development in Jupiter	↓	↔	59%	Sewer services	↔	↔	86%	NOT experiencing housing cost stress	↑	↔	67%
	Affordable quality housing	↔	↔	45%	Storm drainage	↓	↔	70%	Did NOT observe a code violation	*	↔	64%
	Housing options	↔	↔	69%	Power utility	↓	↔	81%				
	Overall built environment	*	↔	69%	Utility billing	*	↔	80%				
	Public places	*	↑	80%	Land use, planning and zoning	↓	↔	54%				
					Code enforcement	↓	↔	64%				
					Cable television	*	↔	59%				

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

The National Citizen Survey™

Category	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	*	↑	80%	Economic development	↔	↑	66%	Economy will have positive impact on income	↑	↔	28%
Economy	Shopping opportunities	↔	↔	62%					Purchased goods or services in Jupiter	*	↔	99%
Economy	Employment opportunities	↓	↔	37%					Work in Jupiter	*	↔	34%
Economy	Place to visit	*	↑	90%								
Economy	Cost of living	*	↔	39%								
Economy	Vibrant downtown/commercial area	*	↔	34%								
Economy	Place to work	↔	↑	73%								
Economy	Business and services	↓	↔	70%								
Recreation and Wellness	Fitness opportunities	*	↔	80%	Town parks	↓	↔	90%	In very good to excellent health	*	↔	72%
Recreation and Wellness	Recreational opportunities	↔	↑	81%	Recreation centers	↔	↔	83%	Used Jupiter public libraries	↓	↓	59%
Recreation and Wellness	Health care	↑	↑	77%	Recreation programs	↓	↔	82%	Used Jupiter recreation centers	↔	↔	59%
Recreation and Wellness	Food	↔	↔	74%	Health services	↔	↔	82%	Visited a Town park	↔	↔	85%
Recreation and Wellness	Mental health care	*	↔	58%					Ate 5 portions of fruits and vegetables	*	↔	79%
Recreation and Wellness	Health and wellness	*	↔	86%					Participated in moderate or vigorous physical activity	*	↔	85%
Recreation and Wellness	Preventive health services	↔	↑	79%								
Education and Enrichment	K-12 education	↔	↔	82%	Public libraries	↓	↔	86%	Participated in religious or spiritual activities	*	↔	45%
Education and Enrichment	Cultural/arts/music activities	↔	↔	69%	Special events	*	↔	79%				
Education and Enrichment	Child care/preschool	↔	↑	61%								
Education and Enrichment	Religious or spiritual events and activities	*	↔	80%								
Education and Enrichment	Adult education	*	↔	70%								
Education and Enrichment	Overall education and enrichment	*	↔	77%								
Community Engagement	Opportunities to participate in community matters	↔	↔	67%	Public information	↔	↔	79%	Sense of community	↓	↔	66%
Community Engagement	Opportunities to volunteer	↔	↔	78%	Overall direction	↓	↔	59%	Voted in local elections	↔	↔	83%
Community Engagement	Openness and acceptance	↓	↔	63%	Value of services for taxes paid	↔	↔	66%	Talked to or visited with neighbors	*	↔	96%
Community Engagement	Social events and activities	↓	↔	66%	Welcoming citizen involvement	↔	↔	60%	Attended a local public meeting	↔	↔	25%
Community Engagement	Neighborliness	*	↔	65%	Confidence in Town government	*	↔	58%	Watched a local public meeting	↓	↓	17%
Community Engagement					Acting in the best interest of Jupiter	*	↔	58%	Volunteered	↔	↔	38%
Community Engagement					Being honest	*	↔	65%	Participated in a club	↔	↔	29%
Community Engagement					Treating all residents fairly	*	↔	61%	Campaigned for an issue, cause or candidate	*	↔	19%
Community Engagement									Contacted Jupiter elected officials	*	↔	14%
Community Engagement									Attended a Town-sponsored event	*	↔	58%
Community Engagement									Read or watched local news	*	↔	90%
Community Engagement									Done a favor for a neighbor	*	↔	85%

Legend

↑↑ Much higher   ↑ Higher   ↔ Similar   ↓ Lower   ↓↓ Much lower   * Not available

The National Citizen Survey™

Jupiter, FL

Trends over Time

2014

Contents

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2013 ratings for the Town of Jupiter to its previous survey results in 2009 and 2011. Additional reports and technical appendices are available under separate cover.

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

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2011 and 2013 surveys, otherwise the comparison between 2011 and 2013 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Jupiter for 2013 generally remained stable. Of the 86 items for which comparisons were available, 60 items were rated similarly in 2011 and 2013, 23 items showed a decrease in ratings and three showed an increase in ratings. Notable trends over time included the following:

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

Table 1: Community Characteristics General

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

Table 2: Community Characteristics by Facet

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

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

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

Table 3: Governance General

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

Table 4: Governance by Facet

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

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

Table 5: Participation General

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

Table 6: Participation by Facet

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

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

The National Citizen Survey™

Jupiter, FL

Comparisons by Geographic Subgroups

2014

Contents

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by four different groups of neighborhoods; CRA and coastal communities, Northern Loxahatchee River/Riverside Drive Communities/Central Jupiter & charter neighborhoods, Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee club, and Abacoa/Admirals' Cove & Bears Club.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good," or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between Districts are due to chance; or in other words, a greater than 95% probability that the differences observed are "real." Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (745 completed surveys). For each of the four neighborhood groups (CRA and coastal communities, Northern Loxahatchee River/Riverside Drive Communities/Central Jupiter & charter neighborhoods, Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee club, and Abacoa/Admirals' Cove & Bears Club), the margin of error rises to approximately plus or minus nine percentage points since sample sizes were approximately: 241 for CRA and coastal communities, 127 for Northern Loxahatchee River/Riverside Drive Communities/Central Jupiter & charter neighborhoods, 206 for Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee club, and 171 for Abacoa/Admirals' Cove & Bears Club.

Table 1: Response Rate by Geographic Area

	Number mailed	Undeliverable	Eligible	Returned	Response rate
CRA and coastal communities	883	174	709	241	34%
Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	637	31	606	127	21%
Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	738	42	696	206	30%
Abacoa/Admirals' Cove & Bears Club	742	42	700	171	24%
Overall	3,000	289	2,711	745	27%

Notable differences between neighborhood groups included the following:

- Within the pillar of Community Characteristics, there were differences within neighborhood groups in the facet of Mobility. Residents in Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods gave lower ratings to the overall ease of getting to places they have to visit, traffic flow, ease of car travel, ease of bicycle travel and ease of walking in Jupiter than residents in other neighborhoods.
- Residents in CRA and coastal communities tended to give higher ratings to aspects of Safety and Mobility within the pillar of Governance. Residents in CRA and coastal communities gave higher ratings to police

services, ambulance or emergency medical services, crime prevention, traffic enforcement, street cleaning, sidewalk maintenance and traffic signal timing than residents in other neighborhoods of Jupiter.
- Differences within Participation among neighborhoods were observed; however the differences varied among neighborhood groups.

Table 2: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
The overall quality of life in Jupiter	96%	90%	95%	95%	94%
Overall image or reputation of Jupiter	89%	90%	95%	90%	91%
Jupiter as a place to live	98%	94%	98%	97%	97%
Your neighborhood as a place to live	90%	84%	89%	91%	89%
Jupiter as a place to raise children	84%	84%	95%	91%	89%
Jupiter as a place to retire	90%	80%	86%	93%	88%
Overall appearance of Jupiter	93%	90%	91%	88%	90%

Table 3: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Overall feeling of safety in Jupiter	95%	82%	92%	93%	91%
In your neighborhood during the day	99%	95%	97%	96%	97%
In Jupiter's downtown/commercial area during the day	93%	78%	89%	90%	88%

Table 4: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Overall ease of getting to the places you usually have to visit	83%	70%	86%	90%	83%
Traffic flow on major streets	64%	47%	52%	64%	57%
Ease of public parking	81%	74%	67%	75%	74%

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Ease of travel by car in Jupiter	79%	59%	68%	83%	73%
Ease of travel by public transportation in Jupiter	23%	21%	28%	26%	25%
Ease of travel by bicycle in Jupiter	62%	42%	54%	49%	52%
Ease of walking in Jupiter	84%	68%	71%	69%	73%
Availability of paths and walking trails	89%	74%	69%	71%	76%

Table 5: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Quality of overall natural environment in Jupiter	87%	84%	84%	90%	86%
Air quality	91%	94%	94%	87%	91%
Cleanliness of Jupiter	94%	85%	89%	86%	88%

Table 6: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	65%	64%	66%	78%	69%
Public places where people want to spend time	85%	75%	77%	83%	80%
Variety of housing options	74%	60%	63%	76%	69%
Availability of affordable quality housing	53%	40%	43%	45%	45%
Overall quality of new development in Jupiter	62%	54%	55%	63%	59%

Table 7: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	Overall
Overall economic health of Jupiter	81%	78%	80%	80%	80%
Jupiter as a place to work	64%	77%	70%	83%	73%
Jupiter as a place to visit	92%	85%	91%	91%	90%
Employment opportunities	28%	41%	30%	47%	37%
Shopping opportunities	59%	62%	61%	66%	62%
Cost of living in Jupiter	43%	34%	33%	46%	39%
Overall quality of business and service establishments in Jupiter	72%	67%	74%	66%	70%
Vibrant downtown/commercial area	31%	34%	36%	34%	34%

Table 8: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	Overall
Health and wellness opportunities in Jupiter	90%	83%	84%	86%	86%
Fitness opportunities (including exercise classes and paths or trails, etc.)	90%	81%	76%	76%	80%
Recreational opportunities	87%	85%	75%	77%	81%
Availability of affordable quality food	83%	76%	68%	71%	74%
Availability of affordable quality health care	79%	78%	76%	74%	77%
Availability of preventive health services	80%	76%	79%	79%	79%
Availability of affordable quality mental health care	58%	65%	53%	56%	58%

Table 9: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Overall opportunities for education and enrichment	72%	78%	75%	82%	77%
Availability of affordable quality child care/preschool	57%	72%	66%	47%	61%
K-12 education	82%	85%	85%	75%	82%
Adult educational opportunities	67%	80%	71%	65%	70%
Opportunities to attend cultural/arts/music activities	75%	70%	67%	63%	69%
Opportunities to participate in religious or spiritual events and activities	83%	82%	86%	69%	80%

Table 10: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Opportunities to participate in social events and activities	70%	69%	61%	64%	66%
Opportunities to volunteer	83%	83%	74%	71%	78%
Opportunities to participate in community matters	73%	64%	64%	67%	67%
Openness and acceptance of the community toward people of diverse backgrounds	63%	60%	64%	65%	63%
Neighborliness of residents in Jupiter	62%	57%	72%	69%	65%

Table 11: Governance - General

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
The Town of Jupiter	84%	83%	82%	79%	82%
The value of services for the taxes paid to Jupiter	71%	68%	61%	67%	66%
The overall direction that Jupiter is taking	55%	51%	66%	63%	59%
The job Jupiter government does at welcoming citizen involvement	60%	68%	55%	60%	60%
Overall confidence in Jupiter government	58%	55%	61%	59%	58%
Generally acting in the best interest of the community	57%	50%	60%	62%	58%
Being honest	65%	61%	65%	67%	65%
Treating all residents fairly	69%	47%	59%	66%	61%
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	85%	79%	81%	70%	79%
The Federal Government	40%	29%	29%	32%	33%

Table 12: Governance - Safety

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Police services	94%	83%	87%	89%	88%
Fire services	97%	97%	96%	96%	97%
Ambulance or emergency medical services	98%	96%	95%	87%	94%
Crime prevention	92%	69%	81%	84%	82%
Fire prevention and education	85%	76%	82%	78%	80%
Animal control	74%	66%	68%	70%	69%

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76%	84%	80%	73%	78%

Table 13: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Traffic enforcement	81%	63%	64%	72%	70%
Street repair	77%	66%	73%	73%	73%
Street cleaning	81%	60%	75%	74%	73%
Street lighting	74%	69%	63%	70%	69%
Sidewalk maintenance	82%	67%	69%	76%	74%
Traffic signal timing	64%	42%	47%	51%	51%
Bus or transit services	32%	56%	49%	35%	44%

Table 14: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Garbage collection	91%	94%	90%	85%	90%
Recycling	84%	91%	88%	82%	86%
Yard waste pick-up	90%	87%	85%	79%	85%
Drinking water	78%	82%	84%	78%	80%
Preservation of natural areas such as open space, farmlands and greenbelts	67%	60%	68%	71%	67%
Jupiter open space	70%	59%	66%	64%	65%

Table 15: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Storm drainage	76%	67%	70%	67%	70%
Sewer services	87%	89%	93%	76%	86%
Power (electric and/or gas) utility	82%	79%	84%	77%	81%
Utility billing	76%	86%	84%	76%	80%
Land use, planning and zoning	55%	54%	56%	53%	54%
Code enforcement (weeds, abandoned buildings, etc.)	76%	57%	64%	60%	64%
Cable television	63%	56%	60%	56%	59%

Table 16: Governance - Economy

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Economic development	69%	70%	65%	60%	66%

Table 17: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Town parks	92%	93%	88%	86%	90%
Recreation programs or classes	87%	83%	80%	78%	82%
Recreation centers or facilities	86%	83%	83%	81%	83%
Health services	82%	86%	79%	82%	82%

Table 18: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Public library services	92%	91%	85%	76%	86%
Town-sponsored special events	86%	81%	74%	75%	79%

Table 19: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Public information services	82%	87%	71%	76%	79%

Table 20: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Sense of community	66%	61%	66%	70%	66%
Recommend living in Jupiter to someone who asks	96%	91%	98%	96%	95%
Remain in Jupiter for the next five years	96%	96%	94%	94%	95%
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	43%	51%	42%	37%	43%

Table 21: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Was NOT the victim of a crime	92%	85%	90%	94%	90%
Did NOT report a crime	86%	70%	82%	86%	81%
Stocked supplies in preparation for an emergency	54%	60%	51%	51%	53%

Table 22: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Walked or biked instead of driving	64%	63%	43%	72%	60%
Carpooled with other adults or children instead of driving alone	23%	40%	36%	42%	35%
Used bus, rail, subway or other public transportation instead of driving	3%	7%	3%	7%	5%

Table 23: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Recycle at home	92%	95%	96%	95%	95%
Made efforts to make your home more energy efficient	75%	86%	81%	71%	78%
Made efforts to conserve water	77%	93%	88%	75%	83%

Table 24: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
NOT under housing cost stress	65%	64%	65%	74%	67%
Did NOT observe a code violation	76%	53%	57%	69%	64%

Table 25: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Purchase goods or services from a business located in Jupiter	98%	100%	99%	99%	99%
Economy will have positive impact on income	28%	23%	28%	33%	28%

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	Overall
Work in Jupiter	22%	35%	33%	45%	34%

Table 26: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	Overall
Used Jupiter recreation centers or their services	57%	63%	60%	55%	59%
Visited a neighborhood park or Town park	91%	89%	79%	83%	85%
Eat at least 5 portions of fruits and vegetables a day	85%	84%	75%	72%	79%
Participate in moderate or vigorous physical activity	86%	84%	85%	86%	85%
Reported being in "very good" or "excellent" health	66%	75%	73%	76%	72%

Table 27: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	Overall
Used Jupiter public libraries or their services	72%	56%	62%	46%	59%
Participated in religious or spiritual activities in Jupiter	39%	45%	53%	44%	45%
Attended a Town-sponsored event	56%	61%	54%	62%	58%

Table 28: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Campaigned or advocated for an issue, cause or candidate	27%	18%	18%	15%	19%
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	18%	14%	10%	13%	14%
Volunteered your time to some group/activity in Jupiter	38%	37%	38%	40%	38%
Participated in a club	34%	27%	32%	22%	29%
Talked to or visited with your immediate neighbors	97%	94%	99%	92%	96%
Done a favor for a neighbor	85%	93%	89%	76%	85%
Attended a local public meeting	28%	30%	25%	19%	25%
Watched (online or on television) a local public meeting	18%	22%	17%	15%	17%
Read or watch local news (via television, paper, computer, etc.)	90%	91%	92%	86%	90%
Vote in local elections	82%	84%	89%	76%	83%

The National Citizen Survey™

Jupiter, FL

Technical Appendices

2014

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Appendix A: Complete Survey Responses

Responses excluding "don't know"

The following pages contain a complete set of responses to each question on the survey, excluding the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

Table 1: Question 1

Please rate each of the following aspects of quality of life in Jupiter:	Excellent		Good		Fair		Poor		Total	
Jupiter as a place to live	62%	N=455	35%	N=262	3%	N=20	0%	N=3	100%	N=740
Your neighborhood as a place to live	51%	N=377	37%	N=274	10%	N=77	1%	N=7	100%	N=735
Jupiter as a place to raise children	49%	N=296	40%	N=245	11%	N=64	0%	N=1	100%	N=607
Jupiter as a place to work	34%	N=175	40%	N=208	21%	N=109	6%	N=29	100%	N=521
Jupiter as a place to visit	52%	N=360	37%	N=258	8%	N=55	2%	N=16	100%	N=690
Jupiter as a place to retire	52%	N=341	36%	N=233	10%	N=66	2%	N=15	100%	N=655
The overall quality of life in Jupiter	51%	N=376	43%	N=312	5%	N=36	1%	N=7	100%	N=731

Table 2: Question 2

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Jupiter	36%	N=262	56%	N=410	7%	N=51	2%	N=15	100%	N=738
Overall ease of getting to the places you usually have to visit	33%	N=245	49%	N=362	14%	N=102	3%	N=24	100%	N=733
Quality of overall natural environment in Jupiter	43%	N=311	43%	N=309	12%	N=85	2%	N=13	100%	N=717
Overall ""built environment"" of Jupiter (including overall design, buildings, parks and transportation systems)	21%	N=152	48%	N=344	23%	N=166	8%	N=60	100%	N=723
Health and wellness opportunities in Jupiter	34%	N=238	51%	N=354	11%	N=74	4%	N=25	100%	N=691
Overall opportunities for education and enrichment	28%	N=184	49%	N=319	20%	N=130	3%	N=22	100%	N=655
Overall economic health of Jupiter	25%	N=164	55%	N=367	19%	N=124	2%	N=11	100%	N=666
Sense of community	22%	N=154	44%	N=309	27%	N=191	7%	N=46	100%	N=700
Overall image or reputation of Jupiter	42%	N=309	49%	N=354	8%	N=60	1%	N=6	100%	N=729

Table 3: Question 3

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	71%	N=510	25%	N=178	3%	N=19	2%	N=14	100%	N=722
Remain in Jupiter for the next five years	74%	N=533	20%	N=145	3%	N=20	3%	N=19	100%	N=716

Table 4: Question 4

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	74%	N=533	23%	N=166	2%	N=11	2%	N=12	0%	N=2	100%	N=724
In Jupiter's downtown/commercial area during the day	55%	N=366	34%	N=225	10%	N=67	2%	N=10	0%	N=2	100%	N=672

Table 5: Question 5

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	13%	N=95	44%	N=325	30%	N=218	13%	N=97	100%	N=735
Ease of public parking	20%	N=142	54%	N=392	22%	N=159	4%	N=28	100%	N=722
Ease of travel by car in Jupiter	23%	N=162	50%	N=363	21%	N=150	6%	N=44	100%	N=719
Ease of travel by public transportation in Jupiter	7%	N=20	18%	N=53	35%	N=102	41%	N=119	100%	N=294
Ease of travel by bicycle in Jupiter	14%	N=74	38%	N=208	34%	N=183	14%	N=79	100%	N=544
Ease of walking in Jupiter	24%	N=167	49%	N=339	21%	N=144	6%	N=41	100%	N=691
Availability of paths and walking trails	28%	N=184	48%	N=322	19%	N=124	6%	N=39	100%	N=669
Air quality	39%	N=284	52%	N=375	7%	N=52	1%	N=10	100%	N=720
Cleanliness of Jupiter	35%	N=259	53%	N=388	10%	N=74	1%	N=11	100%	N=732
Overall appearance of Jupiter	37%	N=274	53%	N=388	9%	N=68	0%	N=2	100%	N=733
Public places where people want to spend time	30%	N=211	51%	N=360	16%	N=113	4%	N=28	100%	N=712
Variety of housing options	26%	N=170	43%	N=287	24%	N=156	8%	N=50	100%	N=664
Availability of affordable quality housing	10%	N=59	35%	N=207	38%	N=222	17%	N=98	100%	N=585
Fitness opportunities (including exercise classes and paths or trails, etc.)	29%	N=193	52%	N=347	16%	N=108	4%	N=24	100%	N=672
Recreational opportunities	29%	N=201	52%	N=361	17%	N=121	2%	N=12	100%	N=695
Availability of affordable quality food	28%	N=206	46%	N=333	22%	N=159	4%	N=26	100%	N=724
Availability of affordable quality health care	24%	N=161	52%	N=344	20%	N=129	4%	N=26	100%	N=660
Availability of preventive health services	24%	N=149	55%	N=339	18%	N=111	3%	N=21	100%	N=621
Availability of affordable quality mental health care	18%	N=52	40%	N=113	27%	N=78	15%	N=43	100%	N=286

Table 6: Question 6

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/preschool	20%	N=51	41%	N=104	30%	N=75	9%	N=23	100%	N=253
K-12 education	29%	N=125	53%	N=226	14%	N=59	5%	N=19	100%	N=429
Adult educational opportunities	18%	N=89	52%	N=262	25%	N=126	5%	N=23	100%	N=500
Opportunities to attend cultural/arts/music activities	20%	N=128	49%	N=320	28%	N=182	4%	N=24	100%	N=654
Opportunities to participate in religious or spiritual events and activities	31%	N=170	49%	N=272	18%	N=98	2%	N=10	100%	N=549
Employment opportunities	8%	N=39	28%	N=134	43%	N=203	20%	N=95	100%	N=471
Shopping opportunities	19%	N=135	43%	N=313	31%	N=226	6%	N=46	100%	N=720
Cost of living in Jupiter	5%	N=33	35%	N=249	46%	N=330	15%	N=109	100%	N=721
Overall quality of business and service establishments in Jupiter	13%	N=95	56%	N=404	28%	N=199	3%	N=18	100%	N=717
Vibrant downtown/commercial area	6%	N=37	28%	N=188	41%	N=272	25%	N=169	100%	N=666
Overall quality of new development in Jupiter	13%	N=87	46%	N=306	28%	N=185	14%	N=93	100%	N=672
Opportunities to participate in social events and activities	15%	N=100	50%	N=331	28%	N=186	6%	N=38	100%	N=655
Opportunities to volunteer	23%	N=132	54%	N=305	19%	N=109	3%	N=17	100%	N=563
Opportunities to participate in community matters	19%	N=105	48%	N=273	27%	N=152	6%	N=35	100%	N=565
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=103	46%	N=282	30%	N=181	7%	N=44	100%	N=609
Neighborliness of residents in Jupiter	16%	N=112	49%	N=347	27%	N=188	8%	N=55	100%	N=702

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	17%	N=124	83%	N=609	100%	N=734
Made efforts to make your home more energy efficient	22%	N=163	78%	N=568	100%	N=731
Observed a code violation or other hazard in Jupiter	64%	N=467	36%	N=258	100%	N=725
Household member was a victim of a crime in Jupiter	90%	N=658	10%	N=71	100%	N=729
Reported a crime to the police in Jupiter	81%	N=595	19%	N=136	100%	N=731
Stocked supplies in preparation for an emergency	47%	N=338	53%	N=388	100%	N=727
Campaigned or advocated for an issue, cause or candidate	81%	N=587	19%	N=141	100%	N=728
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	57%	N=416	43%	N=312	100%	N=728
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	86%	N=631	14%	N=99	100%	N=730

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Jupiter?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Jupiter recreation centers or their services	9%	N=62	18%	N=129	32%	N=230	41%	N=298	100%	N=719
Visited a neighborhood park or Town park	20%	N=141	27%	N=195	38%	N=275	15%	N=108	100%	N=719
Used Jupiter public libraries or their services	8%	N=61	21%	N=150	30%	N=217	41%	N=296	100%	N=724
Participated in religious or spiritual activities in Jupiter	11%	N=81	15%	N=110	19%	N=137	55%	N=395	100%	N=723
Attended a Town-sponsored event	2%	N=16	9%	N=67	47%	N=339	42%	N=303	100%	N=725
Used bus, rail, subway or other public transportation instead of driving	0%	N=3	1%	N=8	4%	N=27	95%	N=689	100%	N=726
Carpooled with other adults or children instead of driving alone	10%	N=69	12%	N=86	14%	N=98	65%	N=465	100%	N=718
Walked or biked instead of driving	16%	N=115	16%	N=116	28%	N=204	40%	N=287	100%	N=720
Volunteered your time to some group/activity in Jupiter	7%	N=53	11%	N=78	20%	N=147	62%	N=444	100%	N=722
Participated in a club	8%	N=60	10%	N=73	10%	N=76	71%	N=517	100%	N=725
Talked to or visited with your immediate neighbors	52%	N=378	26%	N=193	18%	N=128	4%	N=32	100%	N=731
Done a favor for a neighbor	26%	N=190	25%	N=182	34%	N=250	15%	N=106	100%	N=728

Table 9: Question 9

Thinking about local public meetings (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=6	3%	N=23	22%	N=157	75%	N=544	100%	N=729
Watched (online or on television) a local public meeting	0%	N=0	4%	N=27	14%	N=99	83%	N=599	100%	N=726

Table 10: Question 10

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Total	
Police services	44%	N=282	45%	N=286	9%	N=57	3%	N=18	100%	N=642
Fire services	54%	N=281	43%	N=223	3%	N=15	0%	N=2	100%	N=521
Ambulance or emergency medical services	52%	N=262	42%	N=214	6%	N=29	0%	N=2	100%	N=506
Crime prevention	27%	N=151	54%	N=303	13%	N=72	5%	N=30	100%	N=557
Fire prevention and education	28%	N=119	52%	N=218	18%	N=75	2%	N=7	100%	N=419
Traffic enforcement	23%	N=142	47%	N=291	21%	N=132	8%	N=52	100%	N=617

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Total	
Street repair	21%	N=140	52%	N=342	24%	N=161	3%	N=22	100%	N=664
Street cleaning	25%	N=165	48%	N=310	23%	N=151	4%	N=25	100%	N=651
Street lighting	19%	N=130	50%	N=349	24%	N=163	7%	N=52	100%	N=694
Sidewalk maintenance	23%	N=155	51%	N=340	20%	N=137	6%	N=40	100%	N=671
Traffic signal timing	13%	N=91	38%	N=261	29%	N=201	19%	N=132	100%	N=685
Bus or transit services	14%	N=33	30%	N=69	23%	N=54	33%	N=78	100%	N=234
Garbage collection	45%	N=312	44%	N=305	7%	N=48	3%	N=22	100%	N=688
Recycling	42%	N=288	44%	N=304	8%	N=56	6%	N=40	100%	N=689
Yard waste pick-up	45%	N=275	40%	N=246	13%	N=78	2%	N=14	100%	N=613
Storm drainage	24%	N=149	46%	N=293	22%	N=141	8%	N=49	100%	N=631
Drinking water	40%	N=275	40%	N=278	14%	N=96	6%	N=38	100%	N=686
Sewer services	34%	N=214	52%	N=333	12%	N=75	2%	N=12	100%	N=634
Power (electric and/or gas) utility	34%	N=236	47%	N=328	16%	N=110	3%	N=24	100%	N=698
Utility billing	29%	N=197	51%	N=349	18%	N=120	2%	N=12	100%	N=678
Town parks	41%	N=272	49%	N=322	9%	N=63	1%	N=6	100%	N=663
Recreation programs or classes	28%	N=134	54%	N=258	17%	N=79	2%	N=7	100%	N=478
Recreation centers or facilities	31%	N=160	52%	N=271	16%	N=82	1%	N=7	100%	N=520
Land use, planning and zoning	17%	N=90	38%	N=200	29%	N=155	16%	N=87	100%	N=532
Code enforcement (weeds, abandoned buildings, etc.)	19%	N=97	45%	N=234	27%	N=139	10%	N=51	100%	N=520
Animal control	24%	N=113	46%	N=219	22%	N=103	9%	N=43	100%	N=478
Economic development	19%	N=100	47%	N=250	23%	N=125	11%	N=58	100%	N=533
Health services	25%	N=140	57%	N=321	15%	N=82	3%	N=18	100%	N=562
Public library services	37%	N=207	49%	N=275	11%	N=59	3%	N=19	100%	N=559
Public information services	20%	N=99	58%	N=282	19%	N=90	3%	N=14	100%	N=485
Cable television	16%	N=101	43%	N=266	25%	N=153	17%	N=103	100%	N=623
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	25%	N=120	53%	N=256	19%	N=90	3%	N=16	100%	N=483
Preservation of natural areas such as open space, farmlands and greenbelts	28%	N=174	39%	N=235	21%	N=128	12%	N=72	100%	N=609
Jupiter open space	24%	N=148	41%	N=254	25%	N=153	10%	N=61	100%	N=617
Town-sponsored special events	23%	N=130	55%	N=308	18%	N=103	3%	N=15	100%	N=556
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	28%	N=168	51%	N=312	18%	N=108	4%	N=23	100%	N=610

Table 11: Question 11

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	27%	N=178	55%	N=368	17%	N=116	1%	N=8	100%	N=669
The Federal Government	7%	N=41	26%	N=159	38%	N=230	30%	N=183	100%	N=613

Table 12: Question 12

Please rate the following categories of Jupiter government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Jupiter	12%	N=74	54%	N=336	28%	N=172	6%	N=36	100%	N=619
The overall direction that Jupiter is taking	15%	N=102	44%	N=291	29%	N=191	12%	N=79	100%	N=663
The job Jupiter government does at welcoming citizen involvement	12%	N=58	48%	N=231	26%	N=127	13%	N=65	100%	N=480

Please rate the following categories of Jupiter government performance:	Excellent		Good		Fair		Poor		Total	
Overall confidence in Jupiter government	13%	N=83	45%	N=280	31%	N=190	11%	N=68	100%	N=621
Generally acting in the best interest of the community	13%	N=84	45%	N=282	30%	N=189	12%	N=78	100%	N=633
Being honest	16%	N=84	49%	N=249	26%	N=132	9%	N=48	100%	N=514
Treating all residents fairly	15%	N=85	45%	N=254	27%	N=148	13%	N=70	100%	N=557

Table 13: Question 13

Please rate how important, if at all, you think it is for the Jupiter community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Overall feeling of safety in Jupiter	64%	N=464	27%	N=197	8%	N=58	1%	N=9	0%	N=0	100%	N=728
Overall ease of getting to the places you usually have to visit	37%	N=268	48%	N=347	14%	N=102	1%	N=7	0%	N=0	100%	N=724
Quality of overall natural environment in Jupiter	50%	N=365	39%	N=283	10%	N=73	0%	N=3	0%	N=0	100%	N=723
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	43%	N=313	44%	N=317	12%	N=87	1%	N=6	0%	N=0	100%	N=722
Health and wellness opportunities in Jupiter	34%	N=242	48%	N=343	16%	N=116	3%	N=20	0%	N=0	100%	N=722
Overall opportunities for education and enrichment	35%	N=254	43%	N=312	18%	N=130	4%	N=27	0%	N=0	100%	N=723
Overall economic health of Jupiter	50%	N=363	42%	N=304	7%	N=52	1%	N=8	0%	N=0	100%	N=726
Sense of community	34%	N=246	49%	N=354	15%	N=111	2%	N=14	0%	N=0	100%	N=725

Table 14: Question 14

Which of the following areas, if any, do you consider to be Jupiter's current "downtown"? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center Drive, near the ampitheater and Roger Dean Stadium)	31%	N=224
Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD's Cupcakes, and Ralph's)	10%	N=71
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, Blueline, Bubba Gump's and Jetty's)	8%	N=54
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	7%	N=48
Tony Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	4%	N=29
None of the above	40%	N=289
Total	100%	N=715

Table 15: Question 15

Which of the following areas, if any, has the potential to be become Jupiter's future "downtown"? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center Drive, near the ampitheater and Roger Dean Stadium)	21%	N=145
Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD's Cupcakes, and Ralph's)	4%	N=31
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, Blueline, Bubba Gump's and Jetty's)	16%	N=114
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	35%	N=248
Tony Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	3%	N=24
None of the above	20%	N=143
Total	100%	N=704

Table 16: Question 16

Please indicate how important, if at all, it is for the Town of Jupiter to offer each of the following types of programs for residents 55 and over.	Essential		Very important		Somewhat important		Not at all important		Total	
Day trips to area attractions such as malls, casinos, parks and activities	19%	N=115	31%	N=185	36%	N=220	14%	N=85	100%	N=605
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	11%	N=63	22%	N=131	40%	N=239	27%	N=158	100%	N=591
Longer-term trips and cruises	10%	N=57	15%	N=85	38%	N=224	38%	N=221	100%	N=587
Senior support services	38%	N=231	42%	N=258	16%	N=96	4%	N=24	100%	N=609
Health information programs, fairs and seminars	26%	N=164	42%	N=259	27%	N=168	5%	N=32	100%	N=624
Games and leagues	15%	N=89	32%	N=192	41%	N=253	12%	N=75	100%	N=609
Sports leagues	13%	N=81	31%	N=188	40%	N=245	15%	N=93	100%	N=607
Dances, concerts, and entertainment events	19%	N=117	36%	N=221	37%	N=230	9%	N=53	100%	N=620

Table 17: Question 17

Thinking about Jupiter's public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Total	
Town Times quarterly newsletter	20%	N=109	60%	N=330	17%	N=91	4%	N=21	100%	N=551
Usability/design of the Town website (www.jupiter.fl.us)	16%	N=72	59%	N=264	22%	N=97	4%	N=16	100%	N=449
The Town's website content	15%	N=65	58%	N=253	25%	N=107	2%	N=9	100%	N=434
The Town's Facebook page	15%	N=22	55%	N=83	23%	N=34	7%	N=10	100%	N=149
The Town's Twitter feed	17%	N=18	48%	N=50	26%	N=27	9%	N=9	100%	N=105

Table 18: Question 18

Have you had any in-person, phone or email contact with an employee of the Town of Jupiter within the last 12 months (including police, receptionists, planners or any others)?	Percent	Number
No	55%	N=385
Yes	45%	N=318
Total	100%	N=703

Table 19: Question 19

What was your impression of the employee(s) of the Town of Jupiter in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Knowledge	44%	N=150	41%	N=138	11%	N=39	3%	N=11	100%	N=338
Responsiveness	46%	N=155	37%	N=123	12%	N=42	5%	N=15	100%	N=334
Courtesy	54%	N=181	33%	N=110	9%	N=29	4%	N=14	100%	N=333

Table 20: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	3%	N=24	2%	N=15	5%	N=39	16%	N=116	73%	N=533	100%	N=727
Purchase goods or services from a business located in Jupiter	0%	N=3	1%	N=6	17%	N=123	54%	N=394	28%	N=203	100%	N=729
Eat at least 5 portions of fruits and vegetables a day	3%	N=19	19%	N=137	31%	N=228	32%	N=235	15%	N=106	100%	N=725
Participate in moderate or vigorous physical activity	2%	N=17	12%	N=89	32%	N=232	29%	N=210	24%	N=176	100%	N=724
Read or watch local news (via television, paper, computer, etc.)	4%	N=27	7%	N=49	18%	N=133	27%	N=196	44%	N=324	100%	N=730
Vote in local elections	10%	N=75	7%	N=48	14%	N=102	19%	N=134	50%	N=362	100%	N=721

Table 21: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	26%	N=187
Very good	47%	N=341
Good	23%	N=167
Fair	4%	N=31
Poor	1%	N=4
Total	100%	N=730

Table 22: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	7%	N=51
Somewhat positive	21%	N=156
Neutral	51%	N=370
Somewhat negative	18%	N=134
Very negative	3%	N=21
Total	100%	N=731

Table 23: Question D4

What is your employment status?	Percent	Number
Working full time for pay	57%	N=410
Working part time for pay	9%	N=62
Unemployed, looking for paid work	6%	N=42
Unemployed, not looking for paid work	2%	N=12
Fully retired	27%	N=198
Total	100%	N=724

Table 24: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	27%	N=187
Yes, from home	7%	N=47
No	66%	N=448
Total	100%	N=682

Table 25: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	13%	N=93
2 to 5 years	18%	N=134
6 to 10 years	17%	N=122
11 to 20 years	26%	N=188
More than 20 years	26%	N=188
Total	100%	N=725

Table 26: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	53%	N=382
Building with two or more homes (duplex, townhome, apartment or condominium)	46%	N=337
Mobile home	0%	N=0
Other	1%	N=8
Total	100%	N=727

Table 27: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	24%	N=171
Owned	76%	N=552
Total	100%	N=723

Table 28: Question D9

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	Number
Less than $300 per month	2%	N=14
$300 to $599 per month	8%	N=57
$600 to $999 per month	15%	N=104
$1,000 to $1,499 per month	27%	N=185
$1,500 to $2,499 per month	30%	N=210
$2,500 or more per month	17%	N=120
Total	100%	N=691

Table 29: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	72%	N=527
Yes	28%	N=205
Total	100%	N=732

Table 30: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=479
Yes	34%	N=251
Total	100%	N=730

Table 31: Question D12

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	Number
Less than $25,000	8%	N=51
$25,000 to $49,999	18%	N=117
$50,000 to $99,999	32%	N=215
$100,000 to $149,999	21%	N=143
$150,000 or more	21%	N=141
Total	100%	N=666

Table 32: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=679
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=43
Total	100%	N=722

Table 33: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	4%	N=26
Black or African American	1%	N=9
White	93%	N=672
Other	2%	N=16

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

Table 34: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=14
25 to 34 years	16%	N=116
35 to 44 years	16%	N=115
45 to 54 years	22%	N=160
55 to 64 years	14%	N=101
65 to 74 years	16%	N=118
75 years or older	14%	N=98
Total	100%	N=722

Table 35: Question D16

What is your sex?	Percent	Number
Female	53%	N=383
Male	47%	N=339
Total	100%	N=721

Table 36: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	58%	N=426
Land line	23%	N=170
Both	18%	N=134
Total	100%	N=730

Responses including "don't know"

The following pages contain a complete set of responses to each question on the survey, including the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

Table 37: Question 1

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	62%	N=455	35%	N=262	3%	N=20	0%	N=3	0%	N=0	100%	N=740
Your neighborhood as a place to live	51%	N=377	37%	N=274	10%	N=77	1%	N=7	0%	N=1	100%	N=736
Jupiter as a place to raise children	41%	N=296	34%	N=245	9%	N=64	0%	N=1	16%	N=118	100%	N=724
Jupiter as a place to work	24%	N=175	29%	N=208	15%	N=109	4%	N=29	28%	N=202	100%	N=723
Jupiter as a place to visit	50%	N=360	36%	N=258	8%	N=55	2%	N=16	4%	N=29	100%	N=719
Jupiter as a place to retire	47%	N=341	32%	N=233	9%	N=66	2%	N=15	10%	N=70	100%	N=726
The overall quality of life in Jupiter	51%	N=376	43%	N=312	5%	N=36	1%	N=7	0%	N=1	100%	N=731

Table 38: Question 2

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Jupiter	36%	N=262	56%	N=410	7%	N=51	2%	N=15	0%	N=0	100%	N=738
Overall ease of getting to the places you usually have to visit	33%	N=245	49%	N=362	14%	N=102	3%	N=24	0%	N=1	100%	N=734
Quality of overall natural environment in Jupiter	43%	N=311	42%	N=309	12%	N=85	2%	N=13	2%	N=13	100%	N=730
Overall ""built environment"" of Jupiter (including overall design, buildings, parks and transportation systems)	21%	N=152	47%	N=344	23%	N=166	8%	N=60	1%	N=10	100%	N=732
Health and wellness opportunities in Jupiter	33%	N=238	49%	N=354	10%	N=74	3%	N=25	5%	N=39	100%	N=730
Overall opportunities for education and enrichment	25%	N=184	44%	N=319	18%	N=130	3%	N=22	10%	N=73	100%	N=728
Overall economic health of Jupiter	22%	N=164	50%	N=367	17%	N=124	2%	N=11	9%	N=66	100%	N=732
Sense of community	21%	N=154	43%	N=309	27%	N=191	6%	N=46	3%	N=19	100%	N=719
Overall image or reputation of Jupiter	42%	N=309	48%	N=354	8%	N=60	1%	N=6	0%	N=2	100%	N=732

Table 39: Question 3

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	70%	N=510	24%	N=178	3%	N=19	2%	N=14	1%	N=7	100%	N=729
Remain in Jupiter for the next five years	73%	N=533	20%	N=145	3%	N=20	3%	N=19	2%	N=14	100%	N=730

Table 40: Question 4

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	74%	N=533	23%	N=166	2%	N=11	2%	N=12	0%	N=2	0%	N=1	100%	N=724
In Jupiter's downtown/commercial area during the day	51%	N=366	31%	N=225	9%	N=67	1%	N=10	0%	N=2	6%	N=46	100%	N=718

Table 41: Question 5

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	13%	N=95	44%	N=325	30%	N=218	13%	N=97	0%	N=0	100%	N=735
Ease of public parking	19%	N=142	54%	N=392	22%	N=159	4%	N=28	1%	N=11	100%	N=733
Ease of travel by car in Jupiter	22%	N=162	50%	N=363	21%	N=150	6%	N=44	1%	N=10	100%	N=728
Ease of travel by public transportation in Jupiter	3%	N=20	7%	N=53	14%	N=102	16%	N=119	59%	N=430	100%	N=724
Ease of travel by bicycle in Jupiter	10%	N=74	29%	N=208	25%	N=183	11%	N=79	25%	N=185	100%	N=729
Ease of walking in Jupiter	23%	N=167	47%	N=339	20%	N=144	6%	N=41	5%	N=36	100%	N=728
Availability of paths and walking trails	25%	N=184	44%	N=322	17%	N=124	5%	N=39	8%	N=58	100%	N=727
Air quality	39%	N=284	51%	N=375	7%	N=52	1%	N=10	1%	N=10	100%	N=730
Cleanliness of Jupiter	35%	N=259	53%	N=388	10%	N=74	1%	N=11	0%	N=3	100%	N=735
Overall appearance of Jupiter	37%	N=274	53%	N=388	9%	N=68	0%	N=2	0%	N=2	100%	N=735
Public places where people want to spend time	29%	N=211	49%	N=360	15%	N=113	4%	N=28	2%	N=18	100%	N=730
Variety of housing options	23%	N=170	39%	N=287	21%	N=156	7%	N=50	9%	N=68	100%	N=731
Availability of affordable quality housing	8%	N=59	28%	N=207	30%	N=222	13%	N=98	20%	N=142	100%	N=728
Fitness opportunities (including exercise classes and paths or trails, etc.)	26%	N=193	47%	N=347	15%	N=108	3%	N=24	8%	N=59	100%	N=731
Recreational opportunities	28%	N=201	49%	N=361	17%	N=121	2%	N=12	5%	N=36	100%	N=731
Availability of affordable quality food	28%	N=206	45%	N=333	22%	N=159	4%	N=26	1%	N=11	100%	N=735
Availability of affordable quality health care	22%	N=161	47%	N=344	18%	N=129	4%	N=26	10%	N=71	100%	N=732
Availability of preventive health services	20%	N=149	46%	N=339	15%	N=111	3%	N=21	15%	N=108	100%	N=729
Availability of affordable quality mental health care	7%	N=52	16%	N=113	11%	N=78	6%	N=43	61%	N=440	100%	N=725

Table 42: Question 6

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	7%	N=51	14%	N=104	10%	N=75	3%	N=23	65%	N=470	100%	N=723
K-12 education	17%	N=125	31%	N=226	8%	N=59	3%	N=19	40%	N=292	100%	N=721
Adult educational opportunities	12%	N=89	36%	N=262	17%	N=126	3%	N=23	31%	N=225	100%	N=724
Opportunities to attend cultural/arts/music activities	18%	N=128	45%	N=320	25%	N=182	3%	N=24	9%	N=64	100%	N=718
Opportunities to participate in religious or spiritual events and activities	24%	N=170	38%	N=272	14%	N=98	1%	N=10	24%	N=172	100%	N=722
Employment opportunities	5%	N=39	19%	N=134	28%	N=203	13%	N=95	34%	N=243	100%	N=714
Shopping opportunities	19%	N=135	43%	N=313	31%	N=226	6%	N=46	0%	N=3	100%	N=723
Cost of living in Jupiter	4%	N=33	34%	N=249	45%	N=330	15%	N=109	1%	N=7	100%	N=727
Overall quality of business and service establishments in Jupiter	13%	N=95	56%	N=404	28%	N=199	3%	N=18	1%	N=4	100%	N=721
Vibrant downtown/commercial area	5%	N=37	26%	N=188	38%	N=272	24%	N=169	7%	N=49	100%	N=716
Overall quality of new development in Jupiter	12%	N=87	43%	N=306	26%	N=185	13%	N=93	7%	N=48	100%	N=720
Opportunities to participate in social events and activities	14%	N=100	46%	N=331	26%	N=186	5%	N=38	9%	N=68	100%	N=723
Opportunities to volunteer	18%	N=132	42%	N=305	15%	N=109	2%	N=17	23%	N=167	100%	N=730
Opportunities to participate in community matters	15%	N=105	38%	N=273	21%	N=152	5%	N=35	21%	N=153	100%	N=718
Openness and acceptance of the community toward people of diverse backgrounds	14%	N=103	39%	N=282	25%	N=181	6%	N=44	15%	N=108	100%	N=717
Neighborliness of residents in Jupiter	15%	N=112	48%	N=347	26%	N=188	8%	N=55	3%	N=24	100%	N=727

Table 43: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	17%	N=124	83%	N=609	100%	N=734
Made efforts to make your home more energy efficient	22%	N=163	78%	N=568	100%	N=731
Observed a code violation or other hazard in Jupiter	64%	N=467	36%	N=258	100%	N=725
Household member was a victim of a crime in Jupiter	90%	N=658	10%	N=71	100%	N=729
Reported a crime to the police in Jupiter	81%	N=595	19%	N=136	100%	N=731
Stocked supplies in preparation for an emergency	47%	N=338	53%	N=388	100%	N=727
Campaigned or advocated for an issue, cause or candidate	81%	N=587	19%	N=141	100%	N=728
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	57%	N=416	43%	N=312	100%	N=728
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	86%	N=631	14%	N=99	100%	N=730

Table 44: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Jupiter?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Jupiter recreation centers or their services	9%	N=62	18%	N=129	32%	N=230	41%	N=298	100%	N=719
Visited a neighborhood park or Town park	20%	N=141	27%	N=195	38%	N=275	15%	N=108	100%	N=719
Used Jupiter public libraries or their services	8%	N=61	21%	N=150	30%	N=217	41%	N=296	100%	N=724
Participated in religious or spiritual activities in Jupiter	11%	N=81	15%	N=110	19%	N=137	55%	N=395	100%	N=723
Attended a Town-sponsored event	2%	N=16	9%	N=67	47%	N=339	42%	N=303	100%	N=725
Used bus, rail, subway or other public transportation instead of driving	0%	N=3	1%	N=8	4%	N=27	95%	N=689	100%	N=726
Carpooled with other adults or children instead of driving alone	10%	N=69	12%	N=86	14%	N=98	65%	N=465	100%	N=718
Walked or biked instead of driving	16%	N=115	16%	N=116	28%	N=204	40%	N=287	100%	N=720
Volunteered your time to some group/activity in Jupiter	7%	N=53	11%	N=78	20%	N=147	62%	N=444	100%	N=722
Participated in a club	8%	N=60	10%	N=73	10%	N=76	71%	N=517	100%	N=725
Talked to or visited with your immediate neighbors	52%	N=378	26%	N=193	18%	N=128	4%	N=32	100%	N=731
Done a favor for a neighbor	26%	N=190	25%	N=182	34%	N=250	15%	N=106	100%	N=728

Table 45: Question 9

Thinking about local public meetings (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=6	3%	N=23	22%	N=157	75%	N=544	100%	N=729
Watched (online or on television) a local public meeting	0%	N=0	4%	N=27	14%	N=99	83%	N=599	100%	N=726

Table 46: Question 10

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	40%	N=282	40%	N=286	8%	N=57	2%	N=18	10%	N=69	100%	N=712
Fire services	39%	N=281	31%	N=223	2%	N=15	0%	N=2	27%	N=193	100%	N=713
Ambulance or emergency medical services	37%	N=262	30%	N=214	4%	N=29	0%	N=2	29%	N=206	100%	N=712
Crime prevention	21%	N=151	43%	N=303	10%	N=72	4%	N=30	22%	N=154	100%	N=711
Fire prevention and education	17%	N=119	31%	N=218	11%	N=75	1%	N=7	41%	N=289	100%	N=708

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	20%	N=142	41%	N=291	19%	N=132	7%	N=52	13%	N=89	100%	N=705
Street repair	20%	N=140	48%	N=342	23%	N=161	3%	N=22	7%	N=47	100%	N=711
Street cleaning	24%	N=165	44%	N=310	21%	N=151	4%	N=25	7%	N=53	100%	N=704
Street lighting	18%	N=130	49%	N=349	23%	N=163	7%	N=52	2%	N=17	100%	N=711
Sidewalk maintenance	22%	N=155	48%	N=340	19%	N=137	6%	N=40	5%	N=38	100%	N=709
Traffic signal timing	13%	N=91	37%	N=261	29%	N=201	19%	N=132	3%	N=20	100%	N=705
Bus or transit services	5%	N=33	10%	N=69	8%	N=54	11%	N=78	66%	N=461	100%	N=695
Garbage collection	44%	N=312	43%	N=305	7%	N=48	3%	N=22	3%	N=23	100%	N=711
Recycling	40%	N=288	43%	N=304	8%	N=56	6%	N=40	4%	N=25	100%	N=714
Yard waste pick-up	39%	N=275	35%	N=246	11%	N=78	2%	N=14	14%	N=97	100%	N=710
Storm drainage	21%	N=149	41%	N=293	20%	N=141	7%	N=49	11%	N=82	100%	N=713
Drinking water	39%	N=275	39%	N=278	14%	N=96	5%	N=38	3%	N=21	100%	N=707
Sewer services	30%	N=214	47%	N=333	11%	N=75	2%	N=12	11%	N=77	100%	N=711
Power (electric and/or gas) utility	33%	N=236	46%	N=328	15%	N=110	3%	N=24	2%	N=14	100%	N=712
Utility billing	28%	N=197	50%	N=349	17%	N=120	2%	N=12	4%	N=25	100%	N=704
Town parks	38%	N=272	46%	N=322	9%	N=63	1%	N=6	6%	N=43	100%	N=706
Recreation programs or classes	19%	N=134	36%	N=258	11%	N=79	1%	N=7	33%	N=231	100%	N=708
Recreation centers or facilities	23%	N=160	38%	N=271	12%	N=82	1%	N=7	26%	N=185	100%	N=705
Land use, planning and zoning	13%	N=90	29%	N=200	22%	N=155	12%	N=87	24%	N=168	100%	N=700
Code enforcement (weeds, abandoned buildings, etc.)	14%	N=97	33%	N=234	20%	N=139	7%	N=51	27%	N=190	100%	N=710
Animal control	16%	N=113	31%	N=219	15%	N=103	6%	N=43	32%	N=226	100%	N=704
Economic development	14%	N=100	36%	N=250	18%	N=125	8%	N=58	24%	N=171	100%	N=704
Health services	20%	N=140	46%	N=321	12%	N=82	3%	N=18	20%	N=142	100%	N=704
Public library services	29%	N=207	39%	N=275	8%	N=59	3%	N=19	21%	N=148	100%	N=707
Public information services	14%	N=99	40%	N=282	13%	N=90	2%	N=14	31%	N=217	100%	N=702
Cable television	14%	N=101	38%	N=266	22%	N=153	15%	N=103	12%	N=83	100%	N=706
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	N=120	36%	N=256	13%	N=90	2%	N=16	32%	N=223	100%	N=706
Preservation of natural areas such as open space, farmlands and greenbelts	25%	N=174	33%	N=235	18%	N=128	10%	N=72	13%	N=94	100%	N=704
Jupiter open space	21%	N=148	36%	N=254	22%	N=153	9%	N=61	12%	N=82	100%	N=699
Town-sponsored special events	19%	N=130	44%	N=308	15%	N=103	2%	N=15	20%	N=138	100%	N=694
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	24%	N=168	44%	N=312	15%	N=108	3%	N=23	14%	N=97	100%	N=707

Table 47: Question 11

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	25%	N=178	52%	N=368	16%	N=116	1%	N=8	6%	N=39	100%	N=708
The Federal Government	6%	N=41	23%	N=159	33%	N=230	26%	N=183	13%	N=93	100%	N=706

Table 48: Question 12

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	10%	N=74	47%	N=336	24%	N=172	5%	N=36	13%	N=91	100%	N=710
The overall direction that Jupiter is taking	14%	N=102	41%	N=291	27%	N=191	11%	N=79	7%	N=51	100%	N=714
The job Jupiter government does at welcoming citizen involvement	8%	N=58	33%	N=231	18%	N=127	9%	N=65	32%	N=226	100%	N=707
Overall confidence in Jupiter government	12%	N=83	39%	N=280	27%	N=190	10%	N=68	12%	N=89	100%	N=710
Generally acting in the best interest of the community	12%	N=84	40%	N=282	27%	N=189	11%	N=78	11%	N=76	100%	N=709
Being honest	12%	N=84	35%	N=249	19%	N=132	7%	N=48	28%	N=196	100%	N=710
Treating all residents fairly	12%	N=85	36%	N=254	21%	N=148	10%	N=70	21%	N=152	100%	N=709

Table 49: Question 13

Please rate how important, if at all, you think it is for the Jupiter community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Overall feeling of safety in Jupiter	64%	N=464	27%	N=197	8%	N=58	1%	N=9	0%	N=0	100%	N=728
Overall ease of getting to the places you usually have to visit	37%	N=268	48%	N=347	14%	N=102	1%	N=7	0%	N=0	100%	N=724
Quality of overall natural environment in Jupiter	50%	N=365	39%	N=283	10%	N=73	0%	N=3	0%	N=0	100%	N=723
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	43%	N=313	44%	N=317	12%	N=87	1%	N=6	0%	N=0	100%	N=722
Health and wellness opportunities in Jupiter	34%	N=242	48%	N=343	16%	N=116	3%	N=20	0%	N=0	100%	N=722
Overall opportunities for education and enrichment	35%	N=254	43%	N=312	18%	N=130	4%	N=27	0%	N=0	100%	N=723
Overall economic health of Jupiter	50%	N=363	42%	N=304	7%	N=52	1%	N=8	0%	N=0	100%	N=726
Sense of community	34%	N=246	49%	N=354	15%	N=111	2%	N=14	0%	N=0	100%	N=725

Table 50: Question 14

Which of the following areas, if any, do you consider to be Jupiter's current "downtown"? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center Drive, near the ampitheater and Roger Dean Stadium)	31%	N=224
Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD's Cupcakes, and Ralph's)	10%	N=71
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, Blueline, Bubba Gump's and Jetty's)	8%	N=54
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	7%	N=48
Tony Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	4%	N=29
None of the above	40%	N=289
Total	100%	N=715

Table 51: Question 15

Which of the following areas, if any, has the potential to be become Jupiter's future "downtown"? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center Drive, near the ampitheater and Roger Dean Stadium)	21%	N=145
Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD's Cupcakes, and Ralph's)	4%	N=31
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, Blueline, Bubba Gump's and Jetty's)	16%	N=114
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	35%	N=248
Tony Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	3%	N=24
None of the above	20%	N=143
Total	100%	N=704

Table 52: Question 16

Please indicate how important, if at all, it is for the Town of Jupiter to offer each of the following types of programs for residents 55 and over.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Day trips to area attractions such as malls, casinos, parks and activities	16%	N=115	26%	N=185	30%	N=220	12%	N=85	17%	N=120	100%	N=725
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	9%	N=63	18%	N=131	33%	N=239	22%	N=158	18%	N=126	100%	N=718
Longer-term trips and cruises	8%	N=57	12%	N=85	31%	N=224	31%	N=221	18%	N=125	100%	N=712
Senior support services	32%	N=231	36%	N=258	13%	N=96	3%	N=24	15%	N=104	100%	N=714
Health information programs, fairs and seminars	23%	N=164	36%	N=259	23%	N=168	4%	N=32	13%	N=97	100%	N=721
Games and leagues	12%	N=89	27%	N=192	35%	N=253	10%	N=75	15%	N=107	100%	N=716
Sports leagues	11%	N=81	26%	N=188	34%	N=245	13%	N=93	16%	N=112	100%	N=719
Dances, concerts, and entertainment events	16%	N=117	31%	N=221	32%	N=230	7%	N=53	14%	N=103	100%	N=723

Table 53: Question 17

Thinking about Jupiter's public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
Town Times quarterly newsletter	15%	N=109	46%	N=330	13%	N=91	3%	N=21	24%	N=173	100%	N=724
Usability/design of the Town website (www.jupiter.fl.us)	10%	N=72	37%	N=264	14%	N=97	2%	N=16	37%	N=264	100%	N=713
The Town's website content	9%	N=65	35%	N=253	15%	N=107	1%	N=9	39%	N=280	100%	N=714
The Town's Facebook page	3%	N=22	12%	N=83	5%	N=34	1%	N=10	79%	N=567	100%	N=716
The Town's Twitter feed	3%	N=18	7%	N=50	4%	N=27	1%	N=9	85%	N=609	100%	N=714

Table 54: Question 18

Have you had any in-person, phone or email contact with an employee of the Town of Jupiter within the last 12 months (including police, receptionists, planners or any others)?	Percent	Number
No	55%	N=385
Yes	45%	N=318
Total	100%	N=703

Table 55: Question 19

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	44%	N=150	40%	N=138	11%	N=39	3%	N=11	1%	N=5	100%	N=343
Responsiveness	46%	N=155	37%	N=123	12%	N=42	5%	N=15	1%	N=2	100%	N=336
Courtesy	54%	N=181	33%	N=110	9%	N=29	4%	N=14	1%	N=2	100%	N=335

Table 56: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	3%	N=24	2%	N=15	5%	N=39	16%	N=116	73%	N=533	100%	N=727
Purchase goods or services from a business located in Jupiter	0%	N=3	1%	N=6	17%	N=123	54%	N=394	28%	N=203	100%	N=729
Eat at least 5 portions of fruits and vegetables a day	3%	N=19	19%	N=137	31%	N=228	32%	N=235	15%	N=106	100%	N=725
Participate in moderate or vigorous physical activity	2%	N=17	12%	N=89	32%	N=232	29%	N=210	24%	N=176	100%	N=724

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Read or watch local news (via television, paper, computer, etc.)	4%	N=27	7%	N=49	18%	N=133	27%	N=196	44%	N=324	100%	N=730
Vote in local elections	10%	N=75	7%	N=48	14%	N=102	19%	N=134	50%	N=362	100%	N=721

Table 57: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	26%	N=187
Very good	47%	N=341
Good	23%	N=167
Fair	4%	N=31
Poor	1%	N=4
Total	100%	N=730

Table 58: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	7%	N=51
Somewhat positive	21%	N=156
Neutral	51%	N=370
Somewhat negative	18%	N=134
Very negative	3%	N=21
Total	100%	N=731

Table 59: Question D4

What is your employment status?	Percent	Number
Working full time for pay	57%	N=410
Working part time for pay	9%	N=62
Unemployed, looking for paid work	6%	N=42
Unemployed, not looking for paid work	2%	N=12
Fully retired	27%	N=198
Total	100%	N=724

Table 60: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	27%	N=187
Yes, from home	7%	N=47
No	66%	N=448
Total	100%	N=682

Table 61: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	13%	N=93
2 to 5 years	18%	N=134
6 to 10 years	17%	N=122
11 to 20 years	26%	N=188
More than 20 years	26%	N=188
Total	100%	N=725

Table 62: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	53%	N=382
Building with two or more homes (duplex, townhome, apartment or condominium)	46%	N=337
Mobile home	0%	N=0
Other	1%	N=8
Total	100%	N=727

Table 63: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	24%	N=171
Owned	76%	N=552
Total	100%	N=723

Table 64: Question D9

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	Number
Less than $300 per month	2%	N=14
$300 to $599 per month	8%	N=57
$600 to $999 per month	15%	N=104
$1,000 to $1,499 per month	27%	N=185
$1,500 to $2,499 per month	30%	N=210
$2,500 or more per month	17%	N=120
Total	100%	N=691

Table 65: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	72%	N=527
Yes	28%	N=205
Total	100%	N=732

Table 66: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=479
Yes	34%	N=251
Total	100%	N=730

Table 67: Question D12

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	Number
Less than $25,000	8%	N=51
$25,000 to $49,999	18%	N=117
$50,000 to $99,999	32%	N=215
$100,000 to $149,999	21%	N=143
$150,000 or more	21%	N=141
Total	100%	N=666

Table 68: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=679
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=43
Total	100%	N=722

Table 69: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	4%	N=26
Black or African American	1%	N=9
White	93%	N=672
Other	2%	N=16

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

Table 70: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=14
25 to 34 years	16%	N=116
35 to 44 years	16%	N=115
45 to 54 years	22%	N=160
55 to 64 years	14%	N=101
65 to 74 years	16%	N=118
75 years or older	14%	N=98
Total	100%	N=722

Table 71: Question D16

What is your sex?	Percent	Number
Female	53%	N=383
Male	47%	N=339
Total	100%	N=721

Table 72: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	58%	N=426
Land line	23%	N=170
Both	18%	N=134
Total	100%	N=730

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The Town of Jupiter chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (all Florida jurisdictions in the database).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Jupiter's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Jupiter's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Jupiter's rating to the benchmark.

In that final column, Jupiter's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Jupiter residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 73: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Jupiter	94%	34	406	Higher
Overall image or reputation of Jupiter	91%	32	301	Higher
Jupiter as a place to live	97%	29	335	Higher
Your neighborhood as a place to live	89%	43	267	Similar
Jupiter as a place to raise children	89%	82	332	Similar
Jupiter as a place to retire	88%	11	315	Higher
Overall appearance of Jupiter	90%	34	306	Higher

Table 74: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Jupiter	91%	43	120	Similar
	In your neighborhood during the day	97%	102	303	Similar
	In Jupiter's downtown/commercial area during the day	88%	154	260	Similar
Mobility	Overall ease of getting to the places you usually have to visit	83%	8	25	Similar
	Availability of paths and walking trails	76%	61	233	Similar
	Ease of walking in Jupiter	73%	89	254	Similar
	Ease of travel by bicycle in Jupiter	52%	129	261	Similar
	Ease of travel by public transportation in Jupiter	25%	53	65	Lower
	Ease of travel by car in Jupiter	73%	60	262	Similar
	Ease of public parking	74%	4	18	Higher
	Traffic flow on major streets	57%	86	294	Similar
Natural Environment	Quality of overall natural environment in Jupiter	86%	32	235	Higher
	Cleanliness of Jupiter	88%	51	237	Higher
	Air quality	91%	18	218	Higher
Built Environment	Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	69%	11	23	Similar
	Overall quality of new development in Jupiter	59%	155	249	Similar
	Availability of affordable quality housing	45%	131	271	Similar
	Variety of housing options	69%	39	224	Similar
	Public places where people want to spend time	80%	6	21	Higher
Economy	Overall economic health of Jupiter	80%	9	26	Higher
	Vibrant downtown/commercial area	34%	13	21	Similar
	Overall quality of business and service establishments in Jupiter	70%	82	223	Similar
	Cost of living in Jupiter	39%	13	23	Similar
	Shopping opportunities	62%	91	255	Similar
	Employment opportunities	37%	106	272	Similar
	Jupiter as a place to visit	90%	4	34	Higher
	Jupiter as a place to work	73%	62	302	Higher
Recreation and Wellness	Health and wellness opportunities in Jupiter	86%	6	23	Similar
	Availability of affordable quality mental health care	58%	9	21	Similar
	Availability of preventive health services	79%	19	177	Higher
	Availability of affordable quality health care	77%	24	221	Higher
	Availability of affordable quality food	74%	27	182	Similar
	Recreational opportunities	81%	47	267	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	80%	9	23	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	80%	66	179	Similar
	Opportunities to attend cultural/arts/music activities	69%	65	268	Similar
	Adult educational opportunities	70%	6	20	Similar
	K-12 education	82%	81	224	Similar
	Availability of affordable quality child care/preschool	61%	22	222	Higher
Community Engagement	Opportunities to participate in social events and activities	66%	89	214	Similar
	Neighborliness of Jupiter	65%	9	22	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	63%	126	251	Similar
	Opportunities to participate in community matters	67%	97	222	Similar
	Opportunities to volunteer	78%	95	225	Similar

Table 75: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of Jupiter	82%	88	378	Similar
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	79%	175	324	Similar
Value of services for the taxes paid to Jupiter	66%	79	357	Similar
Overall direction that Jupiter is taking	59%	129	292	Similar
Job Jupiter government does at welcoming citizen involvement	60%	98	272	Similar
Overall confidence in Jupiter government	58%	12	24	Similar
Generally acting in the best interest of the community	58%	11	23	Similar
Being honest	65%	9	23	Similar
Treating all residents fairly	61%	9	23	Similar
Services provided by the Federal Government	33%	194	223	Similar

Table 76: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	88%	64	377	Similar
	Fire services	97%	58	319	Similar
	Ambulance or emergency medical services	94%	60	297	Similar
	Crime prevention	82%	71	308	Similar
	Fire prevention and education	80%	103	253	Similar
	Animal control	69%	83	289	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78%	32	247	Higher
Mobility	Traffic enforcement	70%	106	330	Similar
	Street repair	73%	26	387	Higher
	Street cleaning	73%	51	257	Similar
	Street lighting	69%	74	288	Similar
	Sidewalk maintenance	74%	25	262	Higher
	Traffic signal timing	51%	115	223	Similar
	Bus or transit services	44%	163	195	Similar
Natural Environment	Garbage collection	90%	55	316	Similar
	Recycling	86%	93	321	Similar
	Yard waste pick-up	85%	26	226	Higher
	Drinking water	80%	49	289	Higher

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	67%	62	229	Similar
	Jupiter open space	65%	22	40	Similar
	Storm drainage	70%	89	320	Similar
	Sewer services	86%	29	270	Similar
	Power (electric and/or gas) utility	81%	22	127	Similar
	Utility billing	80%	8	36	Similar
	Land use, planning and zoning	54%	85	257	Similar
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	64%	64	319	Similar
	Cable television	59%	82	177	Similar
Economy	Economic development	66%	41	252	Higher
	Town parks	90%	69	286	Similar
	Recreation programs or classes	82%	91	291	Similar
Recreation and Wellness	Recreation centers or facilities	83%	53	243	Similar
	Health services	82%	30	173	Similar
Education and Enrichment	Town-sponsored special events	79%	10	27	Similar
	Public library services	86%	153	305	Similar
Community Engagement	Public information services	79%	62	242	Similar

Table 77: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	66%	117	271	Similar
Recommend living in Jupiter to someone who asks	95%	37	227	Similar
Remain in Jupiter for the next five years	95%	4	227	Higher
Contacted Jupiter (in-person, phone, email or web) for help or information	43%	193	259	Similar

Table 78: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	53%	3	20	Higher
	Did NOT report a crime to the police	81%	10	21	Similar
Safety	Household member was NOT a victim of a crime	90%	88	230	Similar
	Used bus, rail, subway or other public transportation instead of driving	5%	18	22	Much lower
	Carpooled with other adults or children instead of driving alone	35%	18	22	Similar
Mobility	Walked or biked instead of driving	60%	5	22	Similar
	Made efforts to conserve water	83%	11	21	Similar
Natural Environment	Made efforts to make your home more energy efficient	78%	14	21	Similar
	Recycle at home	95%	42	218	Higher
	Did NOT observe a code violation or other hazard in Jupiter	64%	6	22	Similar
Built Environment	NOT experiencing housing costs stress	67%	94	216	Similar
	Purchase goods or services from a business located in Jupiter	99%	2	21	Similar
	Economy will have positive impact on income	28%	25	214	Similar
Economy	Work inside boundaries of Jupiter	34%	12	21	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Used Jupiter recreation centers or their services	59%	80	189	Similar
	Visited a neighborhood park or Town park	85%	135	224	Similar
	Eat at least 5 portions of fruits and vegetables a day	79%	19	21	Similar
	Participate in moderate or vigorous physical activity	85%	9	21	Similar
	In very good to excellent health	72%	7	21	Similar
Education and Enrichment	Used Jupiter public libraries or their services	59%	178	200	Lower
	Participated in religious or spiritual activities in Jupiter	45%	116	164	Similar
	Attended Town-sponsored event	58%	6	22	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	19%	17	22	Similar
	Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	14%	16	22	Similar
	Volunteered your time to some group/activity in Jupiter	38%	138	221	Similar
	Participated in a club	29%	102	191	Similar
	Talked to or visited with your immediate neighbors	96%	3	21	Similar
	Done a favor for a neighbor	85%	3	19	Similar
	Attended a local public meeting	25%	90	225	Similar
	Watched (online or on television) a local public meeting	17%	171	184	Lower
	Read or watch local news (via television, paper, computer, etc.)	90%	9	21	Similar
	Vote in local elections	83%	58	223	Similar

Communities included in national comparisons

The communities included in Jupiter's comparisons are listed on the following pages along with their population according to the 2010 Census.

Branson city, MO	10,520
Brea city, CA	39,282
Brevard County, FL	543,376
Bristol city, TN	26,702
Broken Arrow city, OK	98,850
Brookfield city, WI	37,920
Brookline CDP, MA	58,732
Brookline town, NH	4,991
Broomfield city, CO	55,889
Brownsburg town, IN	21,285
Bryan city, TX	76,201
Burleson city, TX	36,690
Cabarrus County, NC	178,011
Cambridge city, MA	105,162
Cape Coral city, FL	154,305
Cape Girardeau city, MO	37,941
Carlisle borough, PA	18,682
Carlsbad city, CA	105,328
Cartersville city, GA	19,731
Carver County, MN	91,042
Cary town, NC	135,234
Casa Grande city, AZ	48,571
Casper city, WY	55,316
Castle Pines North city, CO	10,360
Castle Rock town, CO	48,231
Cedar Falls city, IA	39,260
Cedar Rapids city, IA	126,326
Centennial city, CO	100,377
Centralia city, IL	13,032
Chambersburg borough, PA	20,268
Chandler city, AZ	236,123
Chanhassen city, MN	22,952
Chapel Hill town, NC	57,233
Charlotte city, NC	731,424
Charlotte County, FL	159,978
Charlottesville city, VA	43,475
Chesapeake city, VA	222,209
Chesterfield County, VA	316,236
Chippewa Falls city, WI	13,661
Citrus Heights city, CA	83,301
Clayton city, MO	15,939
Clearwater city, FL	107,685
Clive city, IA	15,447
Clovis city, CA	95,631
College Park city, MD	30,413
College Station city, TX	93,857
Colleyville city, TX	22,807
Collinsville city, IL	25,579
Columbia city, MO	108,500
Columbus city, WI	4,991
Commerce City city, CO	45,913
Concord city, CA	122,067
Concord town, MA	17,668
Conyers city, GA	15,195
Cookeville city, TN	30,435
Coon Rapids city, MN	61,476
Cooper City city, FL	28,547
Coronado city, CA	18,912
Corpus Christi city, TX	305,215
Corvallis city, OR	54,462
Coventry Lake CDP, CT	2,990
Cranberry township, PA	28,098
Crested Butte town, CO	1,487
Cross Roads town, TX	1,563
Crystal Lake city, IL	40,743
Cupertino city, CA	58,302
Dade City city, FL	6,437
Dakota County, MN	398,552
Dallas city, OR	14,583
Dallas city, TX	1,197,816
Dania Beach city, FL	29,639
Davenport city, IA	99,685
Davidson town, NC	10,944
De Pere city, WI	23,800
Decatur city, GA	19,335
Delray Beach city, FL	60,522
Denton city, TX	113,383
Denver city, CO	600,158
Derby city, KS	22,158
Des Moines city, IA	203,433
Destin city, FL	12,305
Dewey-Humboldt town, AZ	3,894
Dorchester County, MD	32,618
Dothan city, AL	65,496
Douglas County, CO	285,465
Dover city, DE	36,047
Dover city, NH	29,987
Dublin city, OH	41,751
Duluth city, MN	86,265
Duncanville city, TX	38,524
Durham city, NC	228,330
East Grand Forks city, MN	8,601
East Lansing city, MI	48,579
East Providence city, RI	47,037
Eau Claire city, WI	65,883
Eden Prairie city, MN	60,797
Edgerton city, KS	1,671
Edina city, MN	47,941
Edmond city, OK	81,405
Edmonds city, WA	39,709
El Cerrito city, CA	23,549
El Paso city, TX	649,121
Elk Grove city, CA	153,015
Elk River city, MN	22,974
Elko New Market city, MN	4,110
Elmhurst city, IL	44,121
Encinitas city, CA	59,518
Englewood city, CO	30,255
Erie town, CO	18,135
Escambia County, FL	297,619
Escanaba city, MI	12,616
Estes Park town, CO	5,858
Farmington Hills city, MI	79,740
Fayetteville city, NC	200,564
Federal Way city, WA	89,306
Fishers town, IN	76,794
Flagstaff city, AZ	65,870
Flower Mound town, TX	64,669
Flushing city, MI	8,389
Forest Grove city, OR	21,083
Fort Collins city, CO	143,986
Fort Smith city, AR	86,209
Fort Worth city, TX	741,206
Fountain Hills town, AZ	22,489
Franklin city, TN	62,487
Fredericksburg city, VA	24,286
Freeport CDP, ME	1,485
Freeport city, IL	25,638
Fremont city, CA	214,089
Friendswood city, TX	35,805
Fruita city, CO	12,646
Gainesville city, FL	124,354
Gaithersburg city, MD	59,933
Galveston city, TX	47,743
Garden City city, KS	26,658
Gardner city, KS	19,123
Geneva city, NY	13,261
Georgetown city, TX	47,400
Georgetown town, CO	1,034
Gig Harbor city, WA	7,126

Gilbert town, AZ	208,453
Gillette city, WY	29,087
Globe city, AZ	7,532
Goodyear city, AZ	65,275
Grafton village, WI	11,459
Grand Island city, NE	48,520
Greeley city, CO	92,889
Green Valley CDP, AZ	21,391
Greenwood Village city, CO	13,925
Greer city, SC	25,515
Gulf Shores city, AL	9,741
Gunnison County, CO	15,324
Hailey city, ID	7,960
Haines Borough, AK	2,508
Hallandale Beach city, FL	37,113
Hamilton city, OH	62,477
Hampton city, VA	137,436
Hanover County, VA	99,863
Harrisonville city, MO	10,019
Hartford city, CT	124,775
Hayward city, CA	144,186
Henderson city, NV	257,729
Hermiston city, OR	16,745
Herndon town, VA	23,292
High Point city, NC	104,371
Highland Park city, IL	29,763
Highlands Ranch CDP, CO	96,713
Hillsborough town, NC	6,087
Holden town, MA	17,346
Holland city, MI	33,051
Honolulu County, HI	953,207
Hooksett town, NH	13,451
Hopkins city, MN	17,591
Hopkinton town, MA	14,925
Hoquiam city, WA	8,726
Houston city, TX	2,099,451
Howell city, MI	9,489
Hudson city, OH	22,262
Hudson town, CO	2,356
Hudsonville city, MI	7,116
Huntersville town, NC	46,773
Hurst city, TX	37,337
Hutchinson city, MN	14,178
Hutto city, TX	14,698
Hyattsville city, MD	17,557
Indian Trail town, NC	33,518
Indianola city, IA	14,782
Iowa City city, IA	67,862
Jackson County, MI	160,248
Jefferson City city, MO	43,079
Jefferson County, CO	534,543
Jerome city, ID	10,890
Johnson City city, TN	63,152
Johnson County, KS	544,179
Jupiter town, FL	55,156
Kalamazoo city, MI	74,262
Kansas City city, MO	459,787
Kenmore city, WA	20,460
Kennett Square borough, PA	6,072
Kirkland city, WA	48,787
Kutztown borough, PA	5,012
La Mesa city, CA	57,065
La Plata town, MD	8,753
La Porte city, TX	33,800
La Vista city, NE	15,758
Lafayette city, CO	24,453
Laguna Beach city, CA	22,723
Laguna Hills city, CA	30,344
Lake Oswego city, OR	36,619
Lake Zurich village, IL	19,631
Lakeville city, MN	55,954
Lakewood city, CO	142,980
Lane County, OR	351,715
Larimer County, CO	299,630
Las Cruces city, NM	97,618
Las Vegas city, NV	583,756
Lawrence city, KS	87,643
League City city, TX	83,560
Lebanon city, NH	13,151
Lee County, FL	618,754
Lee's Summit city, MO	91,364
Lewiston city, ME	36,592
Lexington city, VA	7,042
Lincoln city, NE	258,379
Littleton city, CO	41,737
Livermore city, CA	80,968
Lone Tree city, CO	10,218
Longmont city, CO	86,270
Los Alamos County, NM	17,950
Louisville city, CO	18,376
Lower Providence township, PA	25,436
Lynchburg city, VA	75,568
Lynnwood city, WA	35,836
Lyons village, IL	10,729
Madison city, WI	233,209
Mankato city, MN	39,309
Maple Grove city, MN	61,567
Maple Valley city, WA	22,684
Maricopa County, AZ	3,817,117
Marin County, CA	252,409
Marion County, IA	33,309
Maryland Heights city, MO	27,472
Mayer city, MN	1,749
McAllen city, TX	129,877
McDonough city, GA	22,084
McKinney city, TX	131,117
McMinnville city, OR	32,187
Mecklenburg County, NC	919,628
Medford city, OR	74,907
Menlo Park city, CA	32,026
Meridian charter township, MI	39,688
Meridian city, ID	75,092
Merriam city, KS	11,003
Merrill city, WI	9,661
Mesa city, AZ	439,041
Mesa County, CO	146,723
Miami Beach city, FL	87,779
Midland city, MI	41,863
Milford city, DE	9,559
Minneapolis city, MN	382,578
Mission Viejo city, CA	93,305
Missoula city, MT	66,788
Modesto city, CA	201,165
Monterey city, CA	27,810
Montgomery County, MD	971,777
Montgomery County, VA	94,392
Montpelier city, VT	7,855
Montrose city, CO	19,132
Mooresville town, NC	32,711
Morristown city, TN	29,137
Morrisville town, NC	18,576
Moscow city, ID	23,800
Mountlake Terrace city, WA	19,909
Munster town, IN	23,603
Muscatine city, IA	22,886
Naperville city, IL	141,853
Needham CDP, MA	28,886
New Braunfels city, TX	57,740
New Brighton city, MN	21,456
New Orleans city, LA	343,829

New York city, NY 8,175,133	Rehoboth Beach city, DE 1,327
Newport Beach city, CA.......................... 85,186	Reno city, NV.......................................225,221
Newport city, RI................................... 24,672	Renton city, WA..................................... 90,927
Newport News city, VA...........................180,719	Reston CDP, VA 58,404
Noblesville city, IN 51,969	Richmond city, CA.................................103,701
Nogales city, AZ................................... 20,837	Richmond Heights city, MO........................ 8,603
Norfolk city, VA...................................242,803	Rifle city, CO... 9,172
Norman city, OK..................................110,925	Rio Rancho city, NM............................... 87,521
North Las Vegas city, NV 216,961	River Falls city, WI 15,000
North Palm Beach village, FL 12,015	Riverdale city, UT................................... 8,426
Northglenn city, CO............................... 35,789	Riverside city, CA.................................303,871
Novato city, CA.................................... 51,904	Riverside city, MO 2,937
Novi city, MI....................................... 55,224	Riverside village, IL 8,875
O'Fallon city, IL................................... 28,281	Rochester city, MI.................................. 12,711
Oak Park village, IL............................... 51,878	Rochester Hills city, MI............................ 70,995
Oakland charter township, MI................... 16,779	Rock Hill city, SC................................... 66,154
Oakland Park city, FL 41,363	Rockford city, IL 152,871
Ocala city, FL...................................... 56,315	Rockville city, MD.................................. 61,209
Ogdensburg city, NY 11,128	Roeland Park city, KS............................... 6,731
Oklahoma City city, OK..........................579,999	Rolla city, MO...................................... 19,559
Olathe city, KS....................................125,872	Roswell city, GA.................................... 88,346
Olmsted County, MN.............................144,248	Round Rock city, TX 99,887
Orland Park village, IL 56,767	Rowlett city, TX 56,199
Oshkosh city, WI................................... 66,083	Royal Oak city, MI.................................. 57,236
Otsego County, MI 24,164	Saco city, ME....................................... 18,482
Oviedo city, FL..................................... 33,342	Sahuarita town, AZ 25,259
Paducah city, KY 25,024	Salida city, CO 5,236
Palm Beach County, FL.........................1,320,134	Salt Lake City city, UT 186,440
Palm Coast city, FL................................ 75,180	Sammamish city, WA 45,780
Palm Springs city, CA 44,552	San Antonio city, TX............................1,327,407
Palo Alto city, CA.................................. 64,403	San Carlos city, CA 28,406
Panama City city, FL............................... 36,484	San Diego city, CA...............................1,307,402
Papillion city, NE 18,894	San Francisco city, CA 805,235
Park City city, UT 7,558	San Jose city, CA..................................945,942
Park Ridge city, IL................................. 37,480	San Juan County, NM.............................130,044
Parker town, CO 45,297	San Marcos city, TX................................ 44,894
Pasadena city, CA 137,122	San Rafael city, CA................................. 57,713
Pasco city, WA..................................... 59,781	Sandy city, UT 87,461
Pasco County, FL 464,697	Sandy Springs city, GA 93,853
Peachtree City city, GA 34,364	Sanford city, FL..................................... 53,570
Pearland city, TX................................... 91,252	Sangamon County, IL..............................197,465
Peoria city, AZ 154,065	Santa Clarita city, CA..............................176,320
Peoria County, IL 186,494	Santa Fe County, NM 144,170
Peters township, PA 21,213	Santa Monica city, CA.............................. 89,736
Petoskey city, MI 5,670	Sarasota city, FL.................................... 51,917
Pflugerville city, TX 46,936	Sarasota County, FL................................379,448
Phoenix city, AZ.................................1,445,632	Savage city, MN 26,911
Pinal County, AZ 375,770	Savannah city, GA..................................136,286
Pinehurst village, NC 13,124	Scarborough CDP, ME 4,403
Piqua city, OH..................................... 20,522	Scott County, MN..................................129,928
Plano city, TX 259,841	Scottsdale city, AZ 217,385
Platte City city, MO................................ 4,691	Seaside city, CA 33,025
Plymouth city, MN................................ 70,576	SeaTac city, WA.................................... 26,909
Pocatello city, ID.................................. 54,255	Sevierville city, TN 14,807
Polk County, FL....................................602,095	Shawnee city, KS 62,209
Port Huron city, MI............................... 30,184	Sheboygan city, WI................................. 49,288
Port Orange city, FL............................... 56,048	Sherman village, IL 4,148
Port St. Lucie city, FL 164,603	Shorewood city, MN............................... 7,307
Portland city, OR..................................583,776	Sioux Falls city, SD.................................153,888
Post Falls city, ID 27,574	Skokie village, IL 64,784
Prince William County, VA........................402,002	Smyrna city, GA 51,271
Provo city, UT......................................112,488	Snellville city, GA 18,242
Pueblo city, CO....................................106,595	South Lake Tahoe city, CA........................ 21,403
Purcellville town, VA............................... 7,727	South Portland city, ME 25,002
Queen Creek town, AZ 26,361	Southborough town, MA........................... 9,767
Radford city, VA................................... 16,408	Southlake city, TX 26,575
Radnor township, PA.............................. 31,531	Sparks city, NV 90,264
Rapid City city, SD 67,956	Spokane Valley city, WA 89,755
Raymore city, MO 19,206	Springboro city, OH................................ 17,409
Redmond city, WA 54,144	Springfield city, OR 59,403

Springville city, UT 29,466
St. Charles city, IL.. 32,974
St. Cloud city, MN 65,842
St. Joseph city, MO 76,780
St. Louis County, MN..200,226
St. Louis Park city, MN 45,250
Stallings town, NC.. 13,831
State College borough, PA 42,034
Sterling Heights city, MI 129,699
Sugar Grove village, IL 8,997
Sugar Land city, TX.. 78,817
Summit city, NJ... 21,457
Sunnyvale city, CA 140,081
Surprise city, AZ..117,517
Suwanee city, GA.. 15,355
Tacoma city, WA...198,397
Takoma Park city, MD 16,715
Temecula city, CA 100,097
Tempe city, AZ..161,719
Temple city, TX... 66,102
The Woodlands CDP, TX... 93,847
Thornton city, CO...118,772
Thousand Oaks city, CA...126,683
Tomball city, TX.. 10,753
Tualatin city, OR 26,054
Tulsa city, OK 391,906
Twin Falls city, ID 44,125
Tyler city, TX 96,900
Umatilla city, OR 6,906
Upper Arlington city, OH.. 33,771
Urbandale city, IA 39,463
Vail town, CO... 5,305
Vancouver city, WA..161,791
Ventura CCD, CA...111,889
Vestavia Hills city, AL 34,033
Virginia Beach city, VA..437,994
Visalia city, CA 124,442
Wahpeton city, ND... 7,766

Wake Forest town, NC... 30,117
Walnut Creek city, CA... 64,173
Washington County, MN 238,136
Washoe County, NV 421,407
Watauga city, TX 23,497
Wauwatosa city, WI 46,396
Waverly city, IA 9,874
Weddington town, NC... 9,459
Wentzville city, MO... 29,070
West Carrollton city, OH 13,143
West Chester borough, PA... 18,461
West Des Moines city, IA.. 56,609
West Richland city, WA.. 11,811
Westerville city, OH... 36,120
Westlake town, TX 992
Westminster city, CO..106,114
Weston town, MA.. 11,261
Wheat Ridge city, CO 30,166
White House city, TN 10,255
Whitewater township, MI.. 2,597
Wichita city, KS...382,368
Williamsburg city, VA... 14,068
Wilmington city, IL 5,724
Wilmington city, NC...106,476
Wilsonville city, OR... 19,509
Winchester city, VA 26,203
Wind Point village, WI 1,723
Windsor town, CO... 18,644
Windsor town, CT 29,044
Winston-Salem city, NC 229,617
Winter Garden city, FL.. 34,568
Woodland city, CA.. 55,468
Woodland city, WA.. 5,509
Wrentham town, MA 10,955
Yakima city, WA... 91,067
York County, VA... 65,464
Yuma city, AZ 93,064

Florida Benchmark Comparisons

Table 79: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Jupiter	94%	2	25	Higher
Overall image or reputation of Jupiter	91%	2	20	Higher
Jupiter as a place to live	97%	2	22	Higher
Your neighborhood as a place to live	89%	2	19	Higher
Jupiter as a place to raise children	89%	4	21	Higher
Jupiter as a place to retire	88%	3	21	Higher
Overall appearance of Jupiter	90%	2	20	Higher

Table 80: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Jupiter	91%	2	5	Higher
	In your neighborhood during the day	97%	3	20	Similar
	In Jupiter's downtown/commercial area during the day	88%	7	19	Similar
Mobility	Overall ease of getting to the places you usually have to visit	83%	NA	NA	NA
	Availability of paths and walking trails	76%	4	16	Higher
	Ease of walking in Jupiter	73%	4	19	Higher
	Ease of travel by bicycle in Jupiter	52%	6	19	Similar
	Ease of travel by public transportation in Jupiter	25%	NA	NA	NA
	Ease of travel by car in Jupiter	73%	4	21	Similar
	Ease of public parking	74%	NA	NA	NA
	Traffic flow on major streets	57%	3	18	Higher
Natural Environment	Quality of overall natural environment in Jupiter	86%	1	15	Higher
	Cleanliness of Jupiter	88%	3	15	Higher
	Air quality	91%	1	17	Higher
Built Environment	Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	69%	NA	NA	NA
	Overall quality of new development in Jupiter	59%	7	20	Similar
	Availability of affordable quality housing	45%	8	21	Similar
	Variety of housing options	69%	3	15	Similar
	Public places where people want to spend time	80%	NA	NA	NA
Economy	Overall economic health of Jupiter	80%	NA	NA	NA
	Vibrant downtown/commercial area	34%	NA	NA	NA
	Overall quality of business and service establishments in Jupiter	70%	4	16	Similar
	Cost of living in Jupiter	39%	NA	NA	NA
	Shopping opportunities	62%	8	18	Similar
	Employment opportunities	37%	4	18	Higher
	Jupiter as a place to visit	90%	NA	NA	NA
	Jupiter as a place to work	73%	1	21	Much higher
Recreation and Wellness	Health and wellness opportunities in Jupiter	86%	NA	NA	NA
	Availability of affordable quality mental health care	58%	NA	NA	NA
	Availability of preventive health services	79%	1	13	Higher
	Availability of affordable quality health care	77%	1	17	Higher
	Availability of affordable quality food	74%	1	12	Higher
	Recreational opportunities	81%	4	20	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	80%	NA	NA	NA

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	80%	4	11	Similar
	Opportunities to attend cultural/arts/music activities	69%	5	21	Higher
	Adult educational opportunities	70%	NA	NA	NA
	K-12 education	82%	3	16	Higher
	Availability of affordable quality child care/preschool	61%	3	17	Higher
Community Engagement	Opportunities to participate in social events and activities	66%	5	15	Similar
	Neighborliness of Jupiter	65%	NA	NA	NA
	Openness and acceptance of the community toward people of diverse backgrounds	63%	9	19	Similar
	Opportunities to participate in community matters	67%	5	18	Similar
	Opportunities to volunteer	78%	6	17	Similar

Table 81: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of Jupiter	82%	4	23	Similar
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	79%	6	22	Similar
Value of services for the taxes paid to Jupiter	66%	5	24	Similar
Overall direction that Jupiter is taking	59%	5	20	Similar
Job Jupiter government does at welcoming citizen involvement	60%	6	21	Similar
Overall confidence in Jupiter government	58%	NA	NA	NA
Generally acting in the best interest of the community	58%	NA	NA	NA
Being honest	65%	NA	NA	NA
Treating all residents fairly	61%	NA	NA	NA
Services provided by the Federal Government	33%	17	19	Similar

Table 82: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	88%	4	24	Higher
	Fire services	97%	2	21	Similar
	Ambulance or emergency medical services	94%	2	22	Similar
	Crime prevention	82%	4	21	Higher
	Fire prevention and education	80%	5	18	Similar
	Animal control	69%	2	12	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78%	6	19	Similar
Mobility	Traffic enforcement	70%	4	20	Similar
	Street repair	73%	2	23	Higher
	Street cleaning	73%	4	16	Similar
	Street lighting	69%	4	17	Similar
	Sidewalk maintenance	74%	2	14	Higher
	Traffic signal timing	51%	3	13	Similar
	Bus or transit services	44%	12	17	Similar
Natural Environment	Garbage collection	90%	5	22	Similar
	Recycling	86%	6	20	Similar
	Yard waste pick-up	85%	3	21	Similar
	Drinking water	80%	2	18	Higher

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	67%	3	16	Similar
	Jupiter open space	65%	2	5	Similar
	Storm drainage	70%	4	24	Higher
	Sewer services	86%	3	17	Higher
	Power (electric and/or gas) utility	81%	1	12	Similar
	Utility billing	80%	NA	NA	NA
	Land use, planning and zoning	54%	4	17	Higher
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	64%	2	23	Higher
	Cable television	59%	7	14	Similar
Economy	Economic development	66%	1	18	Higher
	Town parks	90%	2	19	Similar
	Recreation programs or classes	82%	4	22	Similar
Recreation and Wellness	Recreation centers or facilities	83%	3	20	Similar
	Health services	82%	1	11	Higher
Education and Enrichment	Town-sponsored special events	79%	NA	NA	NA
	Public library services	86%	5	16	Similar
Community Engagement	Public information services	79%	2	21	Similar

Table 83: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	66%	6	19	Similar
Recommend living in Jupiter to someone who asks	95%	3	18	Higher
Remain in Jupiter for the next five years	95%	1	18	Higher
Contacted Jupiter (in-person, phone, email or web) for help or information	43%	18	18	Similar

Table 84: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	53%	NA	NA	NA
	Did NOT report a crime to the police	81%	NA	NA	NA
Safety	Household member was NOT a victim of a crime	90%	7	18	Similar
	Used bus, rail, subway or other public transportation instead of driving	5%	NA	NA	NA
	Carpooled with other adults or children instead of driving alone	35%	NA	NA	NA
Mobility	Walked or biked instead of driving	60%	NA	NA	NA
	Made efforts to conserve water	83%	NA	NA	NA
Natural Environment	Made efforts to make your home more energy efficient	78%	NA	NA	NA
	Recycle at home	95%	2	18	Higher
	Did NOT observe a code violation or other hazard in Jupiter	64%	NA	NA	NA
Built Environment	NOT experiencing housing costs stress	67%	2	18	Higher
	Purchase goods or services from a business located in Jupiter	99%	NA	NA	NA
	Economy will have positive impact on income	28%	3	18	Similar
Economy	Work inside boundaries of Jupiter	34%	NA	NA	NA

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Used Jupiter recreation centers or their services	59%	7	18	Similar
	Visited a neighborhood park or Town park	85%	6	18	Similar
	Eat at least 5 portions of fruits and vegetables a day	79%	NA	NA	NA
	Participate in moderate or vigorous physical activity	85%	NA	NA	NA
	In very good to excellent health	72%	NA	NA	NA
Education and Enrichment	Used Jupiter public libraries or their services	59%	11	12	Similar
	Participated in religious or spiritual activities in Jupiter	45%	9	11	Similar
	Attended Town-sponsored event	58%	NA	NA	NA
Community Engagement	Campaigned or advocated for an issue, cause or candidate	19%	NA	NA	NA
	Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	14%	NA	NA	NA
	Volunteered your time to some group/activity in Jupiter	38%	9	17	Similar
	Participated in a club	29%	10	14	Similar
	Talked to or visited with your immediate neighbors	96%	NA	NA	NA
	Done a favor for a neighbor	85%	NA	NA	NA
	Attended a local public meeting	25%	9	18	Similar
	Watched (online or on television) a local public meeting	17%	15	16	Much lower
	Read or watch local news (via television, paper, computer, etc.)	90%	NA	NA	NA
	Vote in local elections	83%	6	19	Similar

Communities included in Florida comparisons

The communities included in Jupiter's custom comparisons are listed below along with their population according to the 2010 Census.

Brevard County, FL 543,376
Cape Coral city, FL 154,305
Charlotte County, FL 159,978
Clearwater city, FL 107,685
Cooper City city, FL 28,547
Dade City city, FL.. 6,437
Dania Beach city, FL... 29,639
Delray Beach city, FL... 60,522
Destin city, FL... 12,305
Escambia County, FL...297,619
Gainesville city, FL 124,354
Hallandale Beach city, FL... 37,113
Jupiter town, FL.. 55,156
Lee County, FL...618,754
Miami Beach city, FL 87,779

North Palm Beach village, FL 12,015
Oakland Park city, FL 41,363
Ocala city, FL... 56,315
Oviedo city, FL... 33,342
Palm Beach County, FL.......................................1,320,134
Palm Coast city, FL... 75,180
Panama City city, FL... 36,484
Pasco County, FL 464,697
Polk County, FL..602,095
Port Orange city, FL 56,048
Port St. Lucie city, FL 164,603
Sanford city, FL... 53,570
Sarasota city, FL 51,917
Sarasota County, FL 379,448
Winter Garden city, FL... 34,568

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™) was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

Survey Validity

The question of survey validity has two parts: 1) how can a community 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 community. 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 community to receive the survey to ensure that the households selected to receive the survey are the representative of the larger community.
- 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.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results 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 for 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 vary, with 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). Resident opinion commonly reflects objective performance data but is an importance measure on its own. 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 households were chosen to receive the survey. All households within the Town of Jupiter were eligible to participate in the survey. A list of all households was represented by a United States Postal Service listing of housing units within the zip codes serving Jupiter. Since some of the zip codes that serve the Town of Jupiter households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the Town of Jupiter boundaries were removed from consideration. Each address identified as being within Town boundaries was further identified as being within one of four groups of neighborhoods.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. 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. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

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.

Figure 1: Location of Survey Recipients

Survey Recipients in Jupiter, FL

- In Area 1 — Area 1
- In Area 2 — Area 2
- In Area 3 — Area 3
- In Area 4 — Area 4
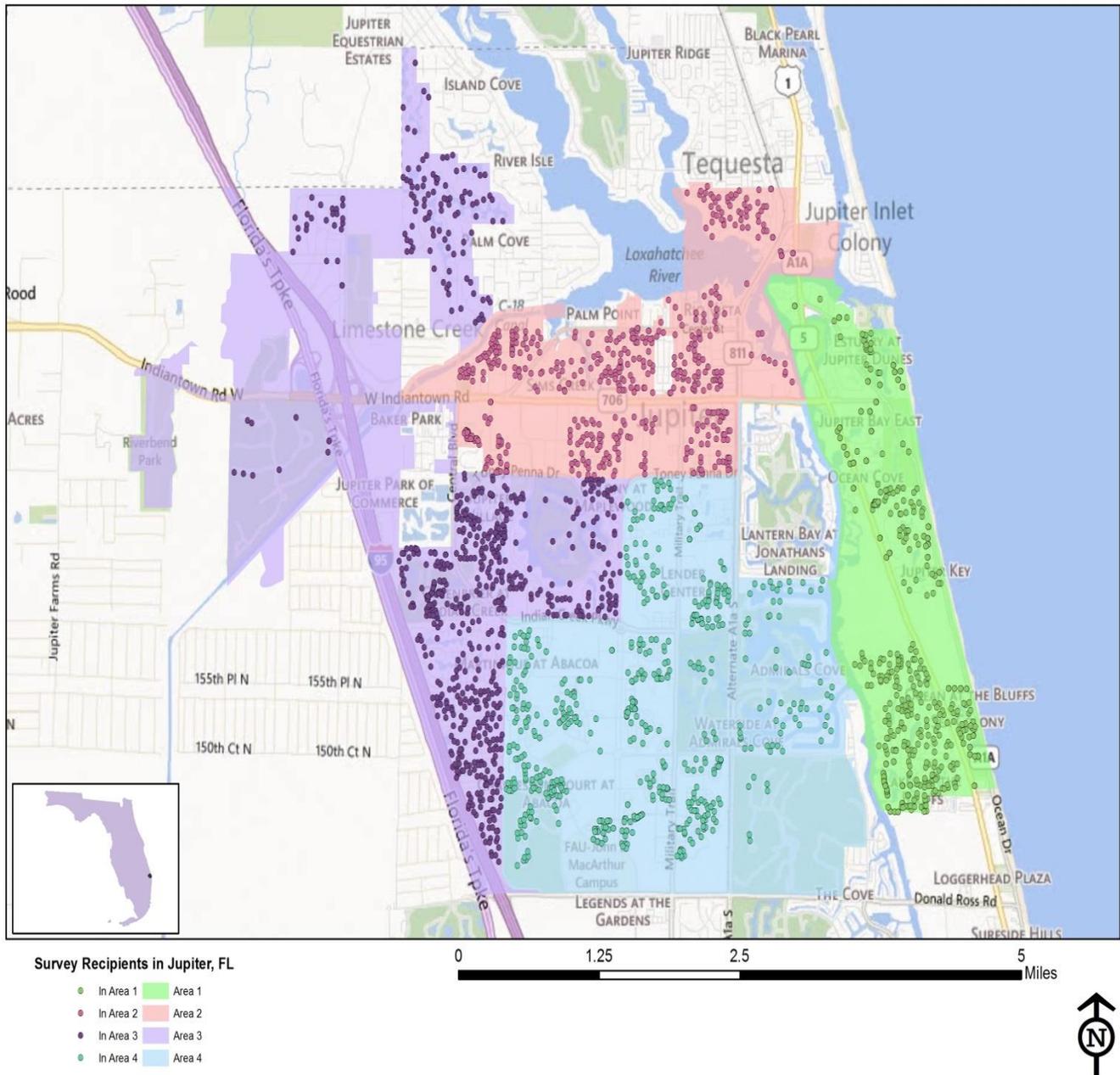
Survey Administration and Response

Selected households received three mailings, one week apart, beginning in November 2013. 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 had already done so to refrain from turning in another survey. Respondents could opt to take the survey online as well. Completed surveys were collected over the following seven weeks.

About 10% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,711 households that received the survey, 745 completed the survey, providing an overall response rate of 27%; average response rates for a mailed resident survey range from 25% to 40%. Of the 745 completed surveys, 42 were completed online. Additionally, responses were tracked by neighborhood group; response rates by neighborhoods ranged from 21% to 34%.

Table 85: Survey Response Rates by Neighborhood Group

	Number mailed	Undeliverable	Eligible	Returned	Response rate
CRA and coastal communities	883	174	709	241	34%
Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	637	31	606	127	21%
Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	738	42	696	206	30%
Abacoa/Admirals' Cove & Bears Club	742	42	700	171	24%
Overall	3,000	289	2,711	745	27%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions.[1]

The margin of error for the Town of Jupiter survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (745 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys 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; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. 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 2010 Census and American Community Survey estimates for adults in the Town of Jupiter. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, sex and age and geographic area. The results of the weighting scheme are presented in the following table.

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[1] A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. 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. 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.

Table 86: Jupiter, FL 2013 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	25%	11%	24%
Own home	75%	89%	76%
Detached unit	53%	48%	53%
Attached unit	47%	52%	47%
Race and Ethnicity			
White	91%	95%	92%
Not white	9%	5%	8%
Not Hispanic	89%	95%	94%
Hispanic	11%	5%	6%
Sex and Age			
Female	51%	58%	53%
Male	49%	42%	47%
18-34 years of age	22%	4%	18%
35-54 years of age	36%	25%	38%
55+ years of age	42%	71%	44%
Females 18-34	10%	2%	10%
Females 35-54	19%	13%	20%
Females 55+	22%	42%	24%
Males 18-34	12%	2%	9%
Males 35-54	18%	11%	18%
Males 55+	19%	29%	20%
Geographic Area			
Area1	25%	32%	25%
Area2	21%	17%	21%
Area3	27%	28%	27%
Area4	27%	23%	27%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Appendix D: Survey Materials

Dear Jupiter Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping to create a better town!

Sincerely,

Karen J. Golonka
Mayor

TOWN OF JUPITER
210 Military Trail
Jupiter, Florida 33458

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TOWN OF JUPITER

November 2013

Dear Town of Jupiter Resident:

Please help us shape the future of Jupiter! You have been selected at random to participate in the 2013 Jupiter Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of a select number of households being surveyed. Your feedback will help Jupiter make decisions that affect our Town.

A few things to remember:
- **Your responses are completely anonymous**.
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**
  www.n-r-c.com/survey/jupitersurvey.htm

If you have any questions about the survey please call Kate Moretto at (561) 741-2575.

Thank you for your time and participation!

Sincerely,

Karen J. Golonka
Mayor

December 2013

Dear Town of Jupiter Resident:

Here's a second chance if you haven't already responded to the 2013 Jupiter Citizen Survey! (**If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.**)

Please help us shape the future of Jupiter! You have been selected at random to participate in the 2013 Jupiter Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of a select number of households being surveyed. Your feedback will help Jupiter make decisions that affect our Town.

A few things to remember:
- **Your responses are completely anonymous**.
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**
  www.n-r-c.com/survey/jupitersurvey.htm

If you have any questions about the survey please call Kate Moretto at (561) 741-2575.

Thank you for your time and participation!

Sincerely,

Karen J. Golonka
Mayor

The Town of Jupiter 2013 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 visit	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
Overall feeling of safety in Jupiter	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Jupiter	1	2	3	4	5
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Jupiter	1	2	3	4	5
Overall opportunities for education and enrichment	1	2	3	4	5
Overall economic health of Jupiter	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Jupiter	1	2	3	4	5

3. 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

4. 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 Jupiter's downtown/commercial area during the day	1	2	3	4	5	6

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

	Excellent	Good	Fair	Poor	Don't know
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Jupiter	1	2	3	4	5
Ease of travel by public transportation in Jupiter	1	2	3	4	5
Ease of travel by bicycle 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
Air quality	1	2	3	4	5
Cleanliness of Jupiter	1	2	3	4	5
Overall appearance of Jupiter	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Jupiter	1	2	3	4	5
Overall quality of business and service establishments in Jupiter	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Jupiter	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
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Jupiter	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	No	Yes
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Jupiter (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Jupiter	1	2
Reported a crime to the police in Jupiter	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	1	2
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Jupiter?

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Used Jupiter recreation centers or their services	1	2	3	4
Visited a neighborhood park or Town park	1	2	3	4
Used Jupiter public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Jupiter	1	2	3	4
Attended a Town-sponsored event	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Jupiter	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor	1	2	3	4

9. Thinking about local public meetings (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Attended a local public meeting	1	2	3	4
Watched (online or on television) a local public meeting	1	2	3	4

10. 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
Fire prevention and education	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
Power (electric and/or gas) utility	1	2	3	4	5
Utility billing	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
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television	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
Jupiter open space	1	2	3	4	5
Town-sponsored special events	1	2	3	4	5
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	1	2	3	4	5

11. 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

12. 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
Overall confidence in Jupiter government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Jupiter community to focus on each of the following in the coming two years:

	Essential	Very important	Somewhat important	Not at all important
Overall feeling of safety in Jupiter	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Jupiter	1	2	3	4
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Jupiter	1	2	3	4
Overall opportunities for education and enrichment	1	2	3	4
Overall economic health of Jupiter	1	2	3	4
Sense of community	1	2	3	4

14. Which of the following areas, if any, do you consider to be Jupiter's <u>current</u> "downtown"? (Please select only one.)
- ❍ Abacoa Town Center (Town Center Drive, near the amphitheater and Roger Dean Stadium)
- ❍ Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD's Cupcakes, and Ralph's)
- ❍ Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, Blueline, Bubba Gump's and Jetty's)
- ❍ Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)
- ❍ Toney Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)
- ❍ None of the above

15. Which of the following areas, if any, has the potential to become Jupiter's <u>future</u> "downtown"? (Please select only one.)
- ❍ Abacoa Town Center (Town Center Drive, near the amphitheater and Roger Dean Stadium)
- ❍ Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD's Cupcakes, and Ralph's)
- ❍ Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, Blueline, Bubba Gump's and Jetty's)
- ❍ Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)
- ❍ Toney Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)
- ❍ None of the above

16. Please indicate how important, if at all, it is for the Town of Jupiter to offer each of the following types of programs for residents 55 and over.

	Essential	Very important	Somewhat important	Not at all important	Don't know
Day trips to area attractions such as malls, casinos, parks, and activities	1	2	3	4	5
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	1	2	3	4	5
Longer-term trips and cruises	1	2	3	4	5
Senior support services	1	2	3	4	5
Health information programs, fairs and seminars	1	2	3	4	5
Games and leagues	1	2	3	4	5
Sports leagues	1	2	3	4	5
Dances, concerts, and entertainment events	1	2	3	4	5

17. Thinking about Jupiter's public information efforts, please rate the quality of each of the following:

	Excellent	Good	Fair	Poor	Don't know
Town Times quarterly newsletter	1	2	3	4	5
Usability/design of the Town website (www.jupiter.fl.us)	1	2	3	4	5
The Town's website content	1	2	3	4	5
The Town's Facebook page	1	2	3	4	5
The Town's Twitter feed	1	2	3	4	5

18. Have you had any in-person, phone or email 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 D1 (see page 5)   ❍ Yes ➜ Go to Question 19

19. 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
Knowledge	1	2	3	4	5
Responsiveness	1	2	3	4	5
Courtesy	1	2	3	4	5

The Town of Jupiter 2013 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. **How often, if at all, do you do each of the following, considering all of the times you could?**

	Never	*Rarely*	*Sometimes*	*Usually*	*Always*
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Jupiter	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections	1	2	3	4	5

D2. **Would you say that in general your health is:**
○ Excellent ○ Very good ○ Good ○ Fair ○ Poor

D3. **What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**
○ Very positive ○ Somewhat positive ○ Neutral ○ Somewhat negative ○ Very negative

D4. **What is your employment status?**
○ Working full time for pay
○ Working part time for pay
○ Unemployed, looking for paid work
○ Unemployed, not looking for paid work
○ Fully retired

D5. **Do you work inside the boundaries of Jupiter?**
○ Yes, outside the home
○ Yes, from home
○ No

D6. **How many years have you lived in Jupiter?**
○ Less than 2 years ○ 11-20 years
○ 2-5 years ○ More than 20 years
○ 6-10 years

D7. **Which best describes the building you live in?**
○ One family house detached from any other houses
○ Building with two or more homes (duplex, townhome, apartment or condominium)
○ Mobile home
○ Other

D8. **Is this house, apartment or mobile home…**
○ Rented
○ Owned

D9. **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

D10. **Do any children 17 or under live in your household?**
○ No ○ Yes

D11. **Are you or any other members of your household aged 65 or older?**
○ No ○ Yes

D12. **How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**
○ Less than $25,000
○ $25,000 to $49,999
○ $50,000 to $99,999
○ $100,000 to $149,999
○ $150,000 or more

Please respond to both questions D13 and D14:

D13. **Are you Spanish, Hispanic or Latino?**
○ No, not Spanish, Hispanic or Latino
○ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. **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

D15. **In which category is your age?**
○ 18-24 years ○ 55-64 years
○ 25-34 years ○ 65-74 years
○ 35-44 years ○ 75 years or older
○ 45-54 years

D16. **What is your sex?**
○ Female ○ Male

D17. **Do you consider a cell phone or land line your primary telephone number?**
○ Cell ○ Land line ○ Both

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™

Guide to Understanding and Using Your Reports

2014

Contents

Purpose of the User Guide

As a participant in The National Citizen Survey™ (The NCS™), you are among an elite group of communities that conduct resident surveys. Communities often use the results of The NCS to:

- **Envision** Make strategic plans and set goals
- **Engage** Partner with residents, other governments, private sector and community-based organizations
- **Earmark** Alter budgets, personnel or services
- **Educate** Communicate and reach out to residents to inform, educate and advocate
- **Enact** Create, alter and remove policies to promote community strengths
- **Evaluate** Track strengths and problems, dig more deeply and evaluate progress

The purpose of this User Guide is to provide you with an overview of the various products you have received related to your survey results, and to describe how to dive in and understand the data that are provided in these products.

Your community, including the elected officials and government staff, should dig into data relevant to their missions, discuss the findings and create action plans. Residents expect their leaders to act on the survey results they receive. By acting on survey results, community leaders build credibility with residents. This credibility leads to heightened public trust which, in turn, makes it more likely that residents will support expenditures and resource allocations recommended by their councils, commissions or staff. Proper expenditure of resources leads to better communities.

> **The NCS Background**
>
> National Research Center, Inc. (NRC) developed The NCS as a low-cost, comprehensive, statistically valid survey solution for local governments eager to find out what their residents think about their communities. The NCS is not just a survey; it is a service that encompasses the entire survey research process - scheduling, questionnaire development, sample selection, data collection, analysis and reporting. In partnership with the International City/County Management Association (ICMA), The NCS has been administered hundreds of times in numerous U.S. cities, counties, towns, villages and boroughs.
>
> The NCS assesses aspects of community life, local government service quality and resident participation in community activities. The results, based on resident perceptions, describe the areas where community members themselves believe things are going well and shed light on the areas that could benefit from improvement.

What Does The NCS Measure?

Broadly, The NCS measures your community's "livability." A great many definitions have been made for community livability,[1] including one from the Partners for Livable Communities, calling it "the sum of the factors that add up to a community's quality of life."[2] Staff at NRC examined the extensive research that has been done about community livability and many of the models that have been developed to describe the components of livable communities.[3] Eight facets of community livability were distilled from our synthesis of this research: Safety, Mobility, the Natural Environment, the Built Environment, the Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. The NCS questionnaire includes individual items that act as indicators of community quality within each of the eight facets – and, split in a different way, they form three "pillars" of community quality: Community Characteristics, Governance and Participation.

The Eight Facets of Livable Communities

Safety	**Mobility**	**Natural Environment**	**Built Environment**
Protection from danger or risk (e.g., public safety, personal security and welfare, emergency preparedness)	Accessibility of a community by motorized and non-motorized modes of transportation (e.g., ease of travel, traffic flow, walking)	Resources and features native to a community (e.g., open spaces, water, air)	Design, construction and management of the human-made space in which people live, work, and recreate on a day-to-day basis, including the buildings, streetscapes, parks, etc.

Economy	**Recreation and Wellness**	**Education and Enrichment**	**Community Engagement**
Maintenance of a diverse economy (e.g., vibrant downtown, cost of living)	Recreation, healthy lifestyles, preventive and curative healthcare, supportive services, (e.g., fitness opportunities, recreation centers)	Learning, enrichment and workforce readiness for children, youth and adults	Quality and frequency of social interactions (e.g., civic groups, volunteering)

The Three Pillars of Livable Communities

Community Characteristics	**Governance**	**Participation**
Inherent and acquired amenities, the design and opportunities that contribute to the livability of a community	Services provided by local government; government function and levels of trust residents have in government leaders	Connection to neighbors, resident activities; use of community amenities and services; "social capital"

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[1] Many examples are shown at http://www.camsys.com/kb_experts_livability.htm
[2] Source: Partners for Livable Communities, http://www.livable.org/about-us/what-is-livability
[3] See, for example: http://livable.nonprofitsoapbox.com/storage/documents/board_resources/BOT_Meetings/2010/4ExecCommNov5/Grand_Alliance_doc_for_EC.pdf; http://www.sustainable.org/images/stories/pdf/Placemaking_v1.pdf; http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf

Other sectors that influence community quality include the businesses, non-profit agencies, fraternal or service organizations (e.g., Kiwanis, Rotary, Lions and more) and other community groups (such as homeowners or neighborhood associations, etc.) as well as other nearby local governments or other levels of government. They are important target audiences for receiving and acting on The NCS results.

Because much of what The NCS measures is quality – quality of community life, services and connection – it is common for community leaders to conclude that their locale must excel in every facet of livability. While leaders may feel compelled to strive to be equally strong in all areas of community life, such a strategy is rarely feasible or even desirable. Different communities have different strengths and identities. These strengths and definitions of the community should be noted by all those reviewing the results. Less desirable ratings for some indicators should not automatically be seen as negative for a community, but instead a reflection of the community's resources and priorities which wisely may be spent on areas that matter more. Not all indicators that show less achievement are a call to action, just as not all indicators that are strong should become a gateway to complacency. Those viewing The NCS results, and in particular those charged with creating plans based on the results, should consider their community's essence and priorities, and should choose to make improvements or maintain excellence in areas that support the identity they desire. Meeting your definition of success in the areas deemed most important is the ultimate goal – and one that The NCS helps measure – even if all levels of success are not equal.

Using Your Reports

Report Documents

Instead of a single, heavy document that can be difficult to navigate and share, The NCS results are reported in multiple formats and lengths, each with varying levels of detail to ensure that your different stakeholder groups get the right information to meet their needs. The Basic Service of The NCS includes each of the following documents:

- Community Livability Report
- Dashboard Summary of Findings
- Technical Appendices
- Trends over Time (if you have administered The NCS before)
- At project end, a "Next Steps" overview webinar for staff and elected officials

Depending on the additional services you chose as part of your research project, you may also receive additional reports, such as:

- Demographic Subgroup Comparisons
- Geographic Subgroup Comparisons
- Report of Open-ended Questions
- Presentation slideshow (shown at in-person presentation of results and provided to you for your own uses)

This User Guide describes these reports, how to interpret the data and how to dig deeper to ensure everyone – you, government staff leadership, line staff, elected officials, residents, business owners and community organizations – get the most out of The NCS results.

Report Types

When assembled together, these reports build on and reinforce each other, while separately, they provide the flexibility for targeted reporting to specific audiences.

Community Livability Report • This report is the most universal and summarizes all the results and key findings. The Community Livability Report is brief, attractive and accessible, making it a central public document.

Dashboard Summary of Findings • This report offers a simplified ("rolled up") quantitative view of the data, as well as comparison details for each question (the relationship to the benchmark and over time, if this is not the first iteration of the survey).

Technical Appendices • The appendices include the details about survey methods, individual response options selected for each question – with and without the "don't know" option – and detailed benchmark results. This document speaks to the credibility of data and the most granular detail of results.

Trends over Time • This report reveals how resident perspectives and behaviors have changed across two or more administrations of The NCS. The report offers a high level view of how rankings have changed as well as relative position to the benchmark including all administrations of The NCS.

Next Steps Webinar • At the end of your project, this webinar (scheduled at your convenience for staff and elected officials) summarizes the methods and select findings and helps you identify potential actions – and provides an opportunity to ask questions of NRC researchers.

Guide to Understanding and Using Your Reports • The Guide to Understanding and Using Your Reports (this document) is written simply so that the survey sponsors receive guidance about how to understand all aspects of the reports, and also so that sponsors can explain to others how the reports are organized and what they mean.

Presentation • An in-person presentation by NRC's independent researchers will offer an engaging overview of the findings – revealing important patterns without getting lost in the detail – at a Council meeting (either formal or work session). The PowerPoint slideshow can be reused for other audiences, including civic clubs, business and non-profit organizations and the press. Presentation by the unbiased survey research team offers the neutrality that is hard to garner when staff themselves present survey findings.

Subgroup Comparisons • Both demographic and geographic comparison options are available. Such information can be especially useful as programs are considered for different parts of a community or outreach is planned to educate different community groups.

Open-ended Questions • Residents' own words add flavor to the survey results and a quantitative grouping of similarly themed comments gives a sense of common ideas.

Report Dissemination

Distributing the results and communicating the key findings engages audiences.

Audiences and Stakeholders

Residents • Make the reports available to the public via your website. Share the results at a public meeting, being sure to advertise the event. A full presentation of the results (either by NRC or your own staff) with discussion of results among elected officials highlights the transparency of findings. If independence of the findings is particularly important in your community, working with NRC to make the presentation of results will be particularly effective.

Department Managers and Line Staff • Managers and staff will examine ratings most closely aligned to their work. Make a plan to disseminate results to line staff (e.g., through a series of small group meetings). Staff should be encouraged to identify specific areas where action is suggested – including further research as well as service enhancements or partnerships outside of the organization. These suggestions could be sent to the department heads who will meet to discuss action options with the chief administrative officer.

Elected officials • Elected officials benefit most from advance distribution of survey reports prior to public presentation and discussion. Ask elected officials to read the survey documents and funnel questions to staff who then can get assistance with answers from NRC professionals, when needed. Staff should develop an approach to action that can be presented to council. This way staff will be prepared when the inevitable council question is asked of the manager, "What do you plan to do with these results so that they don't just sit on a shelf?"

Non-profits and Businesses • While local governments sponsor The NCS, it is not just for staff and elected officials. It is a document to engage the entire community. Many of the findings of the survey will be relevant to the non-profit and business sectors and many community improvements will rest on

the shoulders of these sectors as much as on government. Convene a meeting of business and non-profit leaders to release results and begin a discussion of actions to improve resident attitudes and behaviors. This could be a town hall-style meeting or a special invitation lunch with elected officials.

Press/Media • Getting in front of your results means controlling how and when results are shared with the press. Whether your relationship with the local news media is cooperative or contentious, you should declare your intentions for the results even before the survey is conducted – then reinforce those intentions once you have the results. Let the press know that there are no bad results and that your community conducts The NCS because it intends to learn and improve like the best businesses. Certainly social media outlets also permit you to express your intentions for results and to interpret the findings for any of your followers. (And do not forget to link subsequent decisions to what you learned from the survey.)

Choosing a Report Audience

You can follow or adapt to your needs NRC's recommendations for sharing The NCS reports with different stakeholder groups in your community. There is no reason to withhold any report from any individual or stakeholder group, but if targeting the right information to the right audience is seen to be of value, we believe that these distinctions among audiences will make the first pass at distributing results most effective.

Sharing The NCS Reports with Different Sectors

Report	Residents	Elected officials	Department managers and line staff	Non-profits and businesses	Press/ Media
Community Livability Report	●	●	●	●	●
Dashboard Summary of Findings			●		
Technical Appendices			●		
Trends over Time	●	●	●	○	●
Next Steps Webinar			●		
Presentation of key findings	●	●	●		●
Subgroup comparisons (demographic and/or geographic)		○	●	○	
Open-ended Question Responses		○	○	○	
Guide to Understanding and Using Your Reports			●		

●=Recommended
○=Optional

These stakeholder groups may wish to "drill down" into the results most meaningful or pertinent to their missions. Those wishing to drill down should review the questionnaire first and decide which survey items are relevant to their mission – choosing from not only specific municipality-provided services, but also those "community outcomes" that they wish to impact. The Dashboard Summary of Findings and Community Livability Report provide an overview, while the Technical Appendices provide the detailed survey responses and benchmark results. The Trends over Time can show how stakeholders' efforts have impacted the community over the years. Demographic and Geographic Subgroup Comparisons reports can help to point out on whom and where impacts have been felt to lesser and greater degrees.

Community Livability Report

Using the model of the eight facets of community livability within the three pillars of community, The NCS Community Livability report is divided into seven sections:

- About
- Quality of Life
- Community Characteristics
- Governance
- Participation
- Special Topics
- Conclusions

About • This section provides background on The NCS and community livability with brief descriptions of the survey methods.

Quality of Life • This section of the report highlights areas of community strength and challenge, as well as identifying community characteristics most important to your residents' assessments of their quality of life. A summary of benchmark comparisons is presented by the eight community livability facets helping communities to focus on areas that may provide "bigger bang for your buck."

Community Characteristics • This section of the report describes residents' ratings of the characteristics that make a community livable, attractive and a place where people want to be.

Governance • This section of the report evaluates how well the local government delivers services and meets the needs and expectations of its residents.

Participation • This section of the report looks at how connected residents are to the community and each other.

Special Topics • This section includes the custom or special questions you may have included on your survey.

Conclusions • Your report ends with a summary of key findings.

For the most part, the "percent positive" is reported in the report's charts. The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe"). For question that ask about behavior (e.g., asked on a yes/no scale or frequency scale like "never," "rarely," "sometimes," "usually," or "always") we show a combination of responses that reflects at least some behavior (e.g., percent "yes" or "always" and "usually").

On many of the questions in the survey, respondents could answer "don't know," but these "don't know" responses have been excluded from the analyses shown in the report. In other words, the tables and charts display the responses from respondents who had an opinion about a specific item. Appendix A of the Technical Appendices provides the complete set of survey frequencies, with and without "don't know" responses. The User Guide section, *Understanding Survey Research* (starting on page 17) describes how and why we remove the "don't know" responses from our analyses.

Most of the charts in your Community Livability report have been color-coded to indicate how your results compare to national benchmarks, with individual survey items grouped within the eight facets of Community Livability. At a glance, you can see how your results compare to not only each other, but to

national benchmark communities, as well. Detailed benchmark results are provided in Appendix B of the Technical Appendices and include such additional information as your rank among the comparison communities. If you chose to have custom benchmark comparisons made, the results appear in this appendix as well.

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

Comparison to national benchmark
- Higher
- Similar
- Lower
- Not available

SAFETY	
Overall feeling of safety	86%
Safe in neighborhood	92%
Safe downtown	83%
MOBILITY	
Overall ease travel	79%
Paths and walking trails	86%
Ease of walking	88%
Travel by bicycle	72%
Travel by public transportation	79%
Travel by car	67%
Public parking	50%
Traffic flow	58%

Dashboard Summary of Findings

The Dashboard Summary of Findings summarizes resident ratings across the eight facets and three pillars of a livable community. The Dashboard Summary chart displays your overall performance in each facet based on each survey item's comparison to the benchmark. When most ratings were higher than the benchmark, the color is dark purple; when most ratings were lower than the benchmark, the color is the lightest purple. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	20	25	7	28	12	6	5	14	14
General	2	5	0	2	1	0	1	1	1
Safety	0	1	2	6	1	0	1	1	0
Mobility	4	2	2	2	4	2	1	1	0
Natural Environment	3	0	0	5	1	0	0	1	2
Built Environment	0	4	1	3	3	1	0	2	0
Economy	2	5	1	0	0	1	1	2	0
Recreation and Wellness	3	4	0	4	0	0	1	2	2
Education and Enrichment	3	2	0	1	0	1	0	1	2
Community Engagement	3	2	1	5	2	1	0	3	7

Legend	
	Higher
	Similar
	Lower

The Detailed Dashboard displays for each item on the survey, its comparison to the benchmark and the percent positive for the current year, and if applicable, how the current year's rating compares to the previous year's rating (higher, similar or lower). Examination of how areas are trending over time and how they compare to the benchmark can be helpful in identifying the areas that merit more attention.

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↓	↑	74%	Customer service	↔	↑	81%	Sense of community	↔	↔	78%
	Overall quality of life	↓	↔	82%	Services provided by ABC	↔	↑	79%	Recommend ABC	↓	↔	75%
	Place to retire	↔	↔	65%	Services provided by the Federal Government	↑	↔	45%	Remain in ABC	↔	↑	83%
	Place to raise children	↓	↔	77%					Contacted ABC employees	↑	↓	51%
	Place to live	↓	↔	84%								
	Neighborhood	↓	↔	78%								
	Overall image	↔	↑↑	87%								
Safety	Overall feeling of safety	*	*	89%	Police	↔	↑↑	82%	Was NOT the victim of a crime	↔	↑	89%
	Safe in neighborhood	↓	↔	92%	Crime prevention	↔	↑	70%	Did NOT report a crime to police	*	*	82%
	Safe downtown/commercial area	↔	↔	87%	Fire	↔	↑↑	94%	Stocked supplies for an emergency	*	*	42%
					Fire prevention	↔	↑	80%				
					Ambulance/EMS	↔	↑	91%				
					Emergency preparedness	↑	↑↑	66%				
					Animal control	↓	↔	62%				
Mobility	Overall ease of travel	↔	↔	75%	Traffic enforcement	↔	↔	66%	Walked or biked instead of driving	*	*	35%
	Traffic flow	↔	↔	49%	Street repair	↓	↓↓	43%	Carpooled instead of driving alone	*	*	42%
	Travel by car	↔	↑↑	64%	Street cleaning	↔	↑↑	66%	Used public transportation instead of driving	*	*	19%
	Travel by bicycle	↓	↑	55%	Street lighting	↔	↔	60%				
	Ease of walking	↓	↑↑	66%	Snow removal	↓	↓	60%				
	Travel by public transportation	↑	↓↓	45%	Sidewalk maintenance	↔	↔	55%				
	Paths and walking trails	↓	↑↑	62%	Traffic signal timing	↔	↔	52%				
					Bus or transit services	↔	↑↑	60%				

Legend

| ↑↑ | Much higher | ↑ | Higher | ↔ | Similar | ↓ | Lower | ↓↓ | Much lower | * | Not available |

Technical Appendices

Appendix A: Complete Survey Responses

The first appendix in this document shows the responses to each question on the survey in two ways. Included first are the responses excluding any "don't know" responses and second are the responses including the "don't know" responses. We show both the percent of respondents giving a particular response followed by the number of respondents (denoted with "N="). Every table in the appendix is numbered, to ease its reference in additional documentation or reports you may develop. The complete question wording that was used on the survey is also displayed in every table. This permits readers to review the results in their entirety without having to cross-reference the survey instrument.

High "don't know" (typically 20% or greater) responses can suggest a need for additional communication or outreach in the community, especially if the high "don't know" responses are related to underused services.

Responses excluding don't know

Table 1: Question 1

Please rate each of the following aspects of quality of life in ABC:	Excellent		Good		Fair		Poor		Total	
ABC as a place to live	47%	N=162	36%	N=125	12%	N=42	4%	N=15	100%	N=344
Your neighborhood as a place to live	45%	N=152	39%	N=132	12%	N=42	3%	N=11	100%	N=337
ABC as a place to raise children	54%	N=152	24%	N=69	18%	N=50	4%	N=12	100%	N=283
ABC as a place to work	34%	N=98	36%	N=102	22%	N=62	8%	N=23	100%	N=285
ABC as a place to visit	72%	N=214	22%	N=66	2%	N=5	4%	N=12	100%	N=297
ABC as a place to retire	40%	N=97	30%	N=72	18%	N=44	13%	N=31	100%	N=244
The overall quality of life in ABC	55%	N=187	35%	N=117	5%	N=18	4%	N=15	100%	N=337

Responses including don't know

Table 30: Question 1

Please rate each of the following aspects of quality of life in ABC:	Excellent		Good		Fair		Poor		Don't know		Total	
ABC as a place to live	47%	N=162	36%	N=125	12%	N=42	4%	N=15	1%	N=4	100%	N=348
Your neighborhood as a place to live	45%	N=152	39%	N=132	12%	N=42	3%	N=11	1%	N=3	100%	N=340
ABC as a place to raise children	46%	N=152	21%	N=69	15%	N=50	4%	N=12	13%	N=44	100%	N=327
ABC as a place to work	29%	N=98	30%	N=102	18%	N=62	7%	N=23	15%	N=52	100%	N=337
ABC as a place to visit	71%	N=214	22%	N=66	2%	N=5	4%	N=12	2%	N=5	100%	N=302
ABC as a place to retire	31%	N=97	23%	N=72	14%	N=44	10%	N=31	21%	N=64	100%	N=308
The overall quality of life in ABC	54%	N=187	34%	N=117	5%	N=18	4%	N=15	2%	N=7	100%	N=344

For some questions, respondents are permitted to select more than one response. When some respondents are counted in multiple categories, the total will likely exceed 100%. In these cases, those multiple response questions will have the appropriate notation below the table.

Table 55: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=15
Asian, Asian Indian or Pacific Islander	6%	N=20
Black or African American	10%	N=35
White	86%	N=298
Other	15%	N=52

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

Appendix B: Benchmark Comparisons

What Benchmarks Are

Benchmarks are comparison data that provide context for your ratings. In Appendix B, your detailed benchmark results are displayed in a table of five columns. The first column is the survey item for which the comparisons have been provided. The second column is your community's percent positive. The third column is the rank assigned to your rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth and final column shows how your rating compares to the other communities in the benchmarking database. In that final column, your results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by residents of your community is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

National Benchmark Comparisons

Table 1: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in ABC	83%	98	286	Similar
Overall image or reputation of ABC	84%	67	315	Much higher
ABC as a place to live	78%	118	255	Similar
Your neighborhood as a place to live	89%	80	374	Higher
ABC as a place to raise children	75%	135	325	Lower
ABC as a place to retire	72%	129	298	Much lower
Overall appearance of ABC	70%	168	354	Similar

We also provide a list of the communities included in your comparison with their population according to the U.S. Census Bureau. The communities in the national database represent a wide geographic and population range; many communities find a custom comparison that targets specific geographies or populations to be useful.

Communities included in national comparisons

The communities included in ABC's comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS..................................6,844	Cambridge city, MA...........................105,162
Adams County, CO.............................441,603	Cape Coral city, FL 154,305
Airway Heights city, WA 6,114	Cape Girardeau city, MO......................37,941
Albany city, GA...................................77,434	Cartersville city, GA 19,731
Albany city, OR...................................50,158	Carver County, MN.............................91,042
Albemarle County, VA..........................98,970	Cary town, NC..................................135,234
Albert Lea city, MN.............................18,016	Casa Grande city, AZ...........................48,571
Altoona city, IA..................................14,541	Casper city, WY 55,316
Ambridge borough, PA...........................7,050	Castle Pines North city, CO...................10,360
Ames city, IA......................................58,965	Castle Rock town, CO...........................48,231
Andover CDP, MA..................................8,762	Cedar Falls city, IA 39,260
Ankeny city, IA...................................45,582	Cedar Rapids city, IA..........................126,326

What Benchmarks Are Not

Benchmarks do not tell you what you need to fix. In this way, benchmarks are not like blood tests that carry a range, often narrow, within which you are considered to be healthy and outside of which you could be sick. A local score that is lower than scores typically seen in other places may indicate nothing more than community sentiment that resonates. For example, a suburb located near a large metropolitan center many not be seen to have as strong an economy as other places. This residential suburb's commercial areas are not seen to be as vibrant as other places, may have a higher cost of living, fewer jobs and may have ceded downtown activities to a nearby metro area that has much higher density and more entertainment opportunities. A lower benchmark rating for "economy" simply offers specifics to the community identity which residents and leaders may feel no need to ameliorate. Instead

this hypothetical community may want to focus its resources on sustaining or strengthening its image as a safe place with many recreation opportunities and ease of travel by car and light rail.

How to Use Benchmarks

Many of the charts and tables in The NCS reports have been color-coded to indicate how your results compare to national benchmarks.

Benchmark comparisons often are used for performance measurement. Communities 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 and 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 perception of residents in the community it intends to protect is not so strong. 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.

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The NCS. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The Basic Service includes national benchmark comparisons. If you chose a custom benchmarks comparison as an additional service to the basic NCS, these comparison will appear in this appendix, as well.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Data come from tens of thousands of individual evaluations of community quality, service delivery and engagement. Despite the differences in jurisdiction characteristics, all are in the business of facilitating a high quality of life for residents, typically by providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective virtually everywhere is to help create and sustain highly livable communities.

Where Benchmarks Come From

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..."

Surveys in the benchmarks are conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC innovated a method for quantitatively integrating the results of surveys that are 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* and the *Journal of Policy Analysis and Management*. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work.[4] 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.

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[4] See, for example: 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 and 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.

Trends over Time Report

If you have conducted The NCS before, you will automatically receive the Trends over Time report. In this report we show your percent positive ratings by year, how your most current results compare to your previous year's results and how you have compared to the national benchmark for each survey year.

The Trends over Time Report provides insight on the aspects of your community that may be improving or perhaps starting to decline. While trends for your national benchmark comparisons are provided for reference, the benchmark is constantly changing as communities conduct newer surveys or new communities conduct surveys and resident perspectives change. Overall, your trends represent, perhaps, the most powerful benchmark you have – a comparison of you to yourself in prior years. These trends can be a window into the impact of new policies, capital projects or programs in your community.

Table 1: Community Quality Overall

	Percent rating positively (e.g., excellent/good)			2013 compared to	Comparison to benchmark		
	2009	2011	2013	2011	2009	2011	2013
Overall quality of life	68%	74%	79%	Similar	Much lower	Similar	Similar
Overall image	76%	80%	78%	Similar	Similar	Higher	Similar
Place to live	72%	71%	82%	Higher	Similar	Similar	Much higher
Neighborhood	79%	84%	91%	Similar	Higher	Higher	Higher
Place to raise children	65%	69%	78%	Similar	Lower	Much higher	Higher
Place to retire	NA	NA	60%	NA	NA	NA	Much lower
Overall appearance	88%	87%	90%	Similar	Similar	Similar	Similar

Demographic and Geographic Subgroup Comparison Reports

An additional service many participants in The NCS choose is comparison of results by respondent characteristics. In the Demographic Subgroup Comparison Report, each survey question is cross-classified by responses from different demographic groups in your community. We typically show five demographic groupings (housing unit type, housing tenure, age, gender and race/ethnicity) so that you can see if results differ depending on the demographic category of respondent. The Geographic Subgroup Comparison Report is another optional service that compares survey responses by subgroups, in this case, based on respondents' location (e.g., district, neighborhood, ward, etc.). In order to create a report of geographic comparisons, the geographic subareas will need to be determined well before the survey mailing.

In these subgroup comparison reports, we show the percent positive rating and shade "statistically significant" differences grey. The shading is based on analysis of variance and chi-square tests of statistical significance where a "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed among subgroups are due to chance; or in other words, a greater than 95% probability that there are differences that exist in the subgroups being compared.

Table 1: Community Characteristics General

Percent rating positively (e.g., excellent/good)	Housing unit type		Housing tenure		Age			Gender		Race/Ethnicity		
	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Overall
The overall quality of life in ABC	58%	55%	53%	58%	55%	56%	59%	60%	54%	43%	56%	57%
Overall image or reputation of ABC	62%	55%	56%	59%	59%	56%	60%	56%	61%	58%	55%	58%
ABC as a place to live	68%	67%	64%	69%	64%	69%	69%	68%	68%	68%	67%	68%
Your neighborhood as a place to live	50%	49%	46%	51%	53%	49%	47%	50%	49%	49%	47%	50%
ABC as a place to raise children	63%	62%	62%	63%	62%	62%	65%	64%	62%	62%	55%	63%
ABC as a place to retire	60%	59%	57%	60%	60%	58%	61%	60%	58%	60%	60%	60%
Overall appearance of ABC	55%	50%	43%	56%	50%	52%	57%	52%	53%	52%	57%	53%

Table 1: Community Characteristics General

Percent rating positively (e.g., excellent/good)	District 1	District 2	District 3	District 4	Overall
The overall quality of life in ABC	53%	59%	58%	59%	57%
Overall image or reputation of ABC	50%	61%	60%	60%	58%
ABC as a place to live	60%	72%	72%	74%	68%
Your neighborhood as a place to live	45%	58%	50%	48%	50%
ABC as a place to raise children	57%	66%	65%	67%	63%
ABC as a place to retire	55%	65%	60%	65%	60%
Overall appearance of ABC	50%	52%	53%	59%	53%

Demographic subgroup comparisons can help with creating targeted communication and service campaigns to address the concerns of each group.

Geographic subgroup comparisons can help demonstrate the sense of equity felt across the community since residents in some parts of every community tend to feel better than do those in other areas about the services they receive or the livability of their neighborhood. Results from geographic subgroup comparisons will permit targeting of services, capital improvements and programs so that residents in all areas can feel that they are receiving their fair share of resources.

Open-ended Question Responses

The NCS standard questions are close-ended. A closed-ended question is one where a set of response options is listed as fixed choices on the survey and those taking the survey respond to each option listed. Open-ended questions have no answer choices from which respondents select their response. Instead, respondents must "create" their own answers and state them in their own words. The inclusion of an open-ended question is available as an additional service for The NCS that results in a separate Report of Open-ended Questions.

On the survey, respondents write, in their own words, their answer to the posed open-ended questions. In this report, the verbatim responses are categorized by topic area using qualitative coding techniques. Often, an "other" category is used for responses falling outside these coded categories. In general, a code is assigned when the number of related responses reaches a critical mass.

We will provide a table showing the frequency of each code to give a general overview of the responses.

Table 1: Question 13

What one thing do you like most about living in ABC?	2013
Location	38%
My neighborhood	16%
Quality of life in general	10%
Parks and open space	14%
Rural character	8%
Small town feel	7%
Other	7%
Total	100%

We also provide every verbatim response with its assigned code. This type of report gives you and others a chance to "hear" the voice of respondents in their own words.

Verbatim Responses

The following pages contain the respondents' verbatim responses as written on the survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

What one thing do you like most about living in ABC?

Location
- Access to everything
- Actual location
- Close to city
- Close to metro
- Close to my office
- Close to town
- Close to work
- Close to work and everything is handy
- Convenience
- Convenience
- Convenience
- Everything is handy and close
- I like living south of the river
- It's convenient to everything meaning shopping and the airport
- Location
- Location
- Proximity to downtown

My neighborhood
- Appearance of the neighborhoods
- Friendly people next door
- Good neighborhood
- Great neighborhood
- I love my neighborhood!
- Just happy with the neighborhood I live in
- Lots of kids in the neighborhood
- Neighbors
- My neighborhood

Understanding Survey Research

Survey Sampling

We systematically select households from a geocoded United States Postal Service (USPS) address list to ensure that only households located within the boundaries of a community are surveyed. Systematic sampling is a procedure whereby a complete list of all eligible addresses is culled, selecting every N[th] one (a number that changes depending on the size of the population and the sample size to be selected) until the appropriate number of addresses is sampled. Not only does NRC scientifically and randomly sample households to participate in The NCS, but we also select, without bias, the household member to participate. This methodology helps ensure that the attitudes expressed by our respondent sample closely approximate the attitudes of all adult residents living in the community. Without controlling who in the household participates, it is likely that results would be biased towards those who are more sedentary and those without jobs (who may have different opinions about some services).

The Basic Service of The NCS includes mailing to randomly selected households. Though response rates across the US have dipped in recent years, the response rate for most administrations of The NCS ranges between 20% and 40%, which yields between 300 and 480 completed surveys.

Margin of Error and Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used for The NCS, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because *some* residents' opinions are used to estimate *all* residents' opinions. The relationship between sample size and precision of estimates or margin of error (at the 95% confidence level) is shown in the adjacent table. With a typical sample size for The NCS, this means an estimated margin of error at the 95% confidence level of plus or minus four to six percentage points.

Number of completed surveys	Margin of error
100	±9.8%
300	±5.7%
400	±4.9%
500	±4.4%
750	±3.6%

A 95% confidence interval indicates that for every 100 random samples of the same number of residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. 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. 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.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Non-response Bias

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 community a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers).

Weighting

The first step in preparing the data for analysis is to weight the data to reflect the demographic profile of the residents of the community being surveyed. Weighting is the approach used by quality survey consultancies to ensure that the demographic characteristics of the sample mirror the overall population. It is an important method to adjust for potential non-response bias. NRC uses a special software program of mathematical algorithms to calculate the appropriate weights. Several different weighting "schemes" may be tested to ensure the best fit for the data.

"Don't know" Responses

Generally, a small portion of respondents select "don't know" for most survey items and inevitably some items have a larger "don't know" percentage. Comparing responses to a set of items on the same scale can be misleading when the "don't know" responses have been included. If two items have disparate "don't know" percentages (2% versus 17%, for example), any apparent similarities or differences across the remaining response options may disappear once the "don't know" responses are removed. Such an example is shown below.

When comparing the community as a place to live to the community as a place to work, it would appear that 76% of respondents rated the community as a place to live as "excellent" or "good" compared to just 63% for the community as a place to work. However, the community as a place to work has a much higher proportion of respondents answering "don't know" (17% compared to 2%).

	Place to live		Place to work	
	Number	Percent	Number	Percent
Excellent	48	25%	38	20%
Good	97	51%	81	43%
Fair	23	12%	22	12%
Poor	19	10%	17	9%
Don't know	3	2%	32	17%
Total	190	100%	190	100%

If we remove the three "don't know" responses from the community as a place to live and the 32 "don't know" responses from the community as a place to work, the two items are actually much more similar in their evaluations: 78% "excellent" or "good" place to live compared to 75% "excellent" or "good" place to work.

	Place to live		Place to work	
	Number	Percent	Number	Percent
Excellent	48	26%	38	24%
Good	97	52%	81	51%
Fair	23	12%	22	14%
Poor	19	10%	17	11%
Total	187	100%	158	100%

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 communities conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The NCS 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 community 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. With questions worded for EGFP, responses are more neutral because they require 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).