

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

# Jupiter, FL

## Key Findings 2016

The NCS is presented by NRC in collaboration with ICMA



**ICMA**

*Leaders at the Core of Better Communities*

# About The NCS

- **Community Livability**
  - Community Characteristics
  - Governance
  - Participation



# Facets of Community Livability

Safety

Mobility

Economy

Recreation  
and Wellness

Natural  
Environment

Built  
Environment

Quality of  
Community  
Overall

Education  
and  
Enrichment

Community  
Engagement



# The NCS & Jupiter

- Participant in The NCS since 2009
  - 2009, 2011, 2013, 2015
- Scientific sample of 2,600 households
  - 547 returned surveys; 24% response rate
  - $\pm 4\%$  margin of error

Expanded  
sample

Online  
option

Geographic  
comparisons

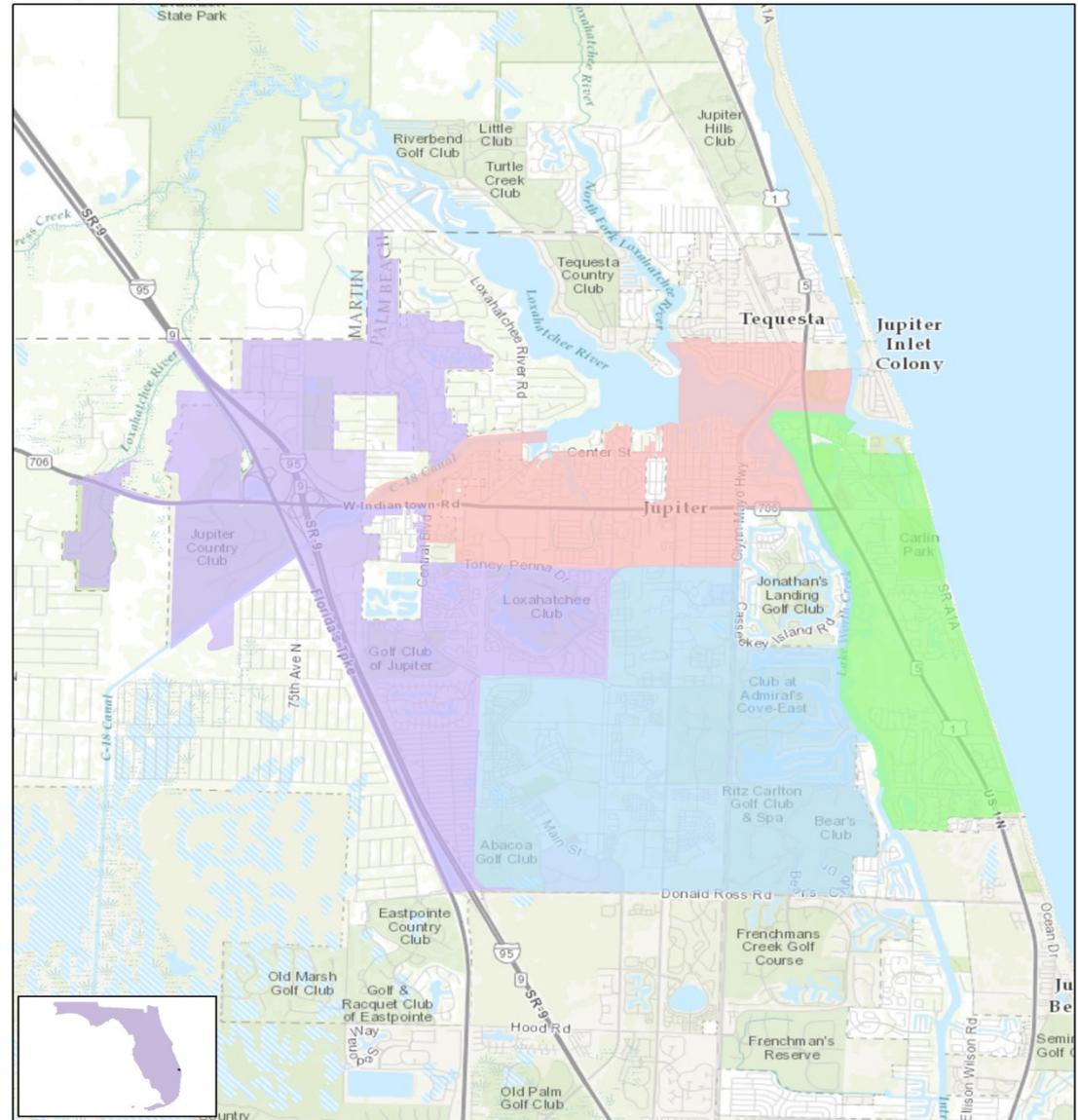
Presentation

Custom  
benchmarks

# Geographic Areas

## Four Areas

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



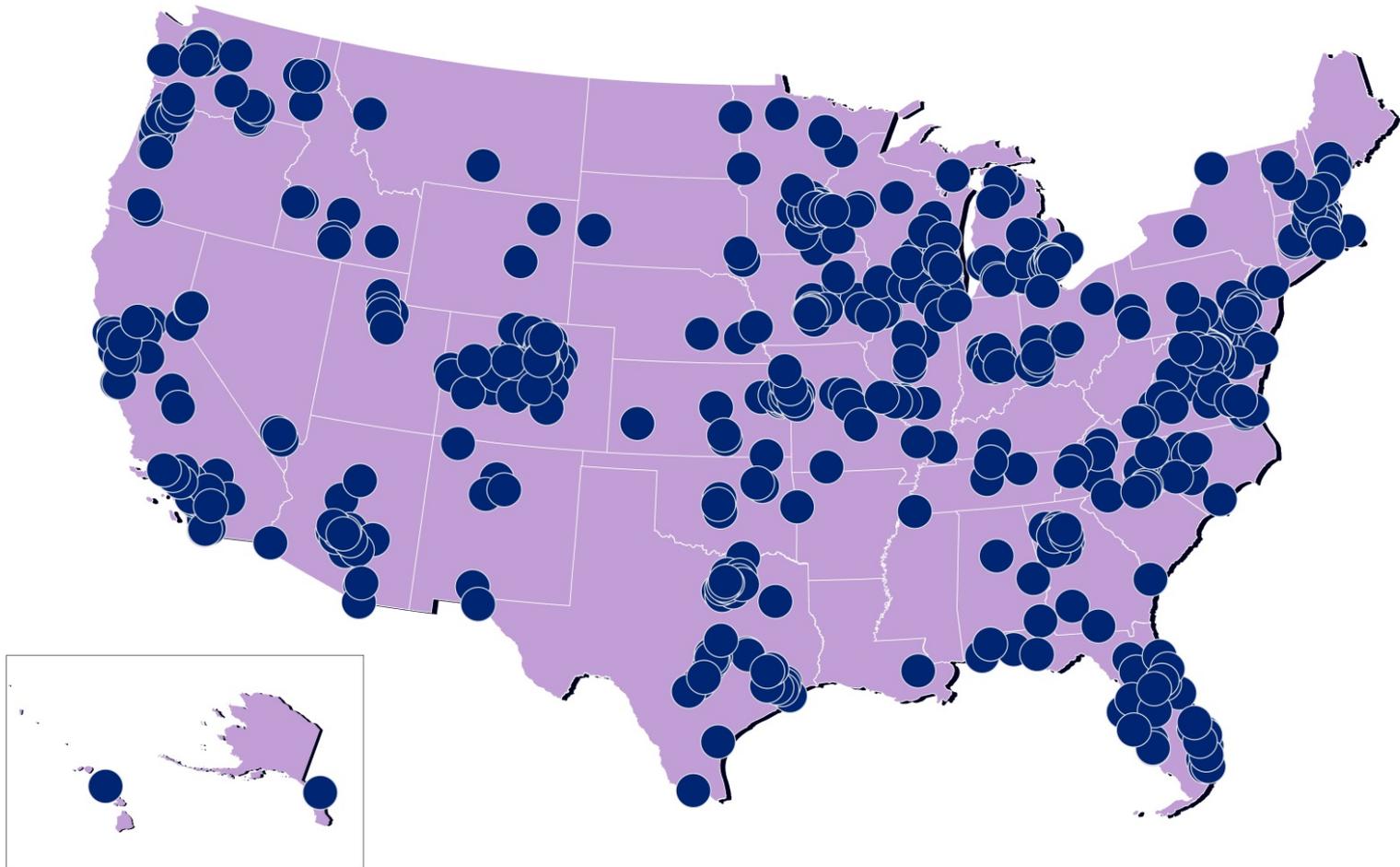
Survey Areas of Jupiter, FL

- Area 1
- Area 2
- Area 3
- Area 4

0 2 4 Miles



# National and Florida Benchmark Comparisons



# 2015 National Benchmark Comparisons

**24**

received  
**higher**  
ratings

**106**

received **similar**  
ratings

**3**

received  
**lower**  
ratings

# 2015 Florida Benchmark Comparisons

**65**

received  
**higher**  
ratings

**67**

received **similar**  
ratings

**1**

received  
**lower**  
ratings

# 2015 Ratings Compared to 2013

**11**

received  
**higher**  
ratings

**115**

received **similar**  
ratings

**7**

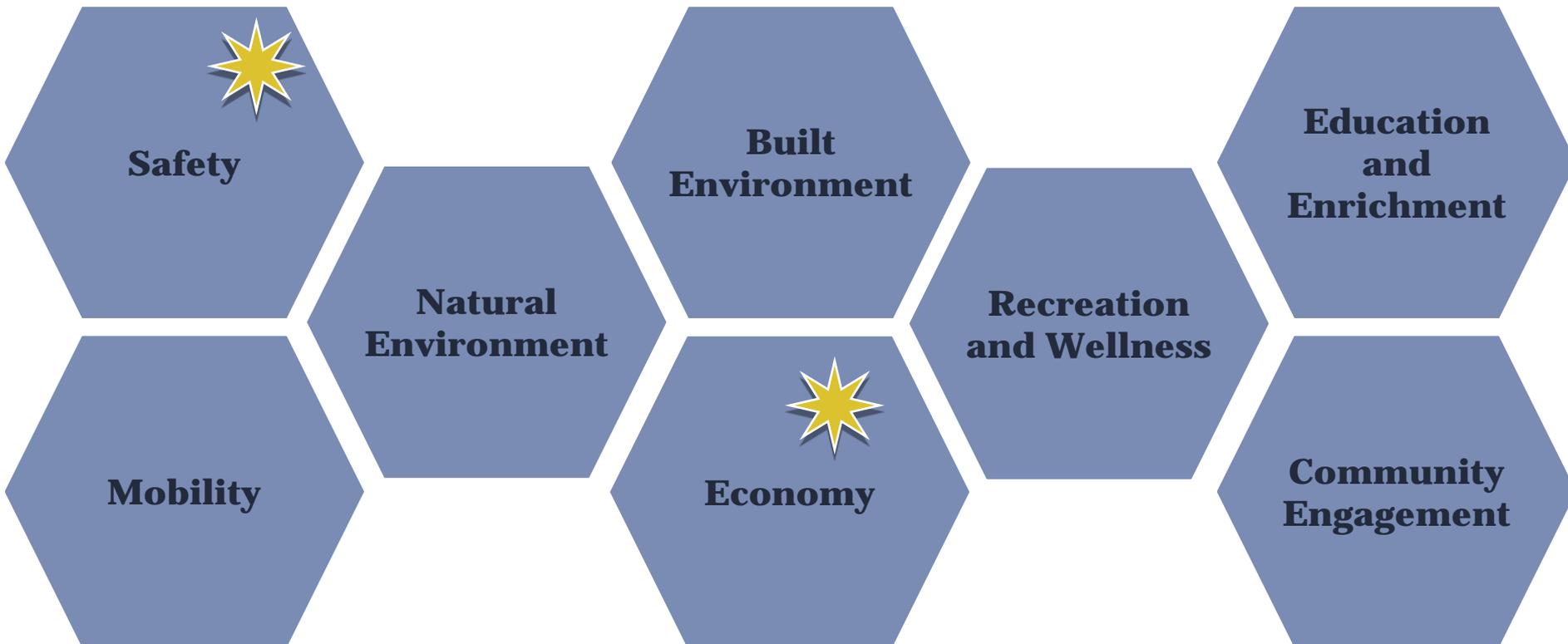
received  
**lower**  
ratings

# Key Focus Areas

## Legend

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

\* Most important

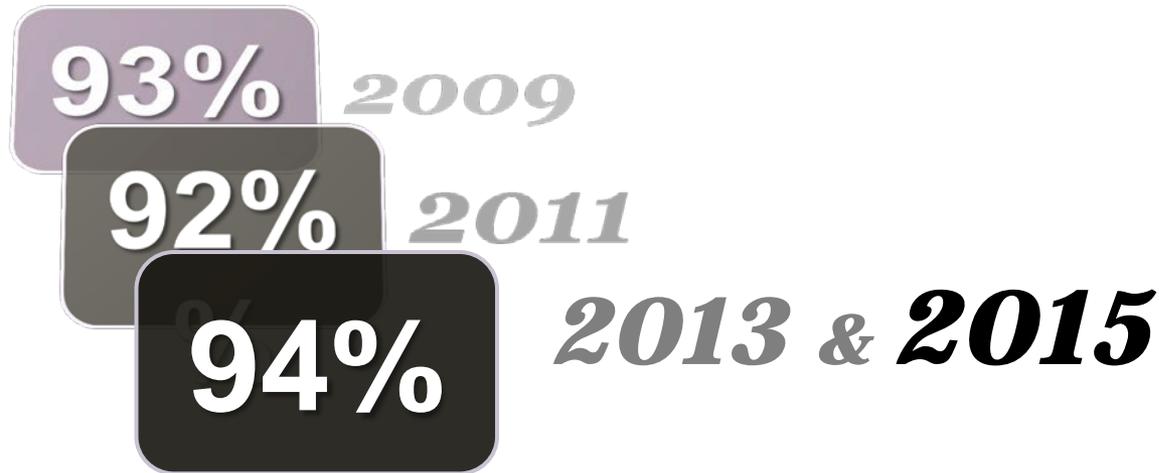


Key  
Finding  
#1

# Jupiter continues to be an excellent place to live



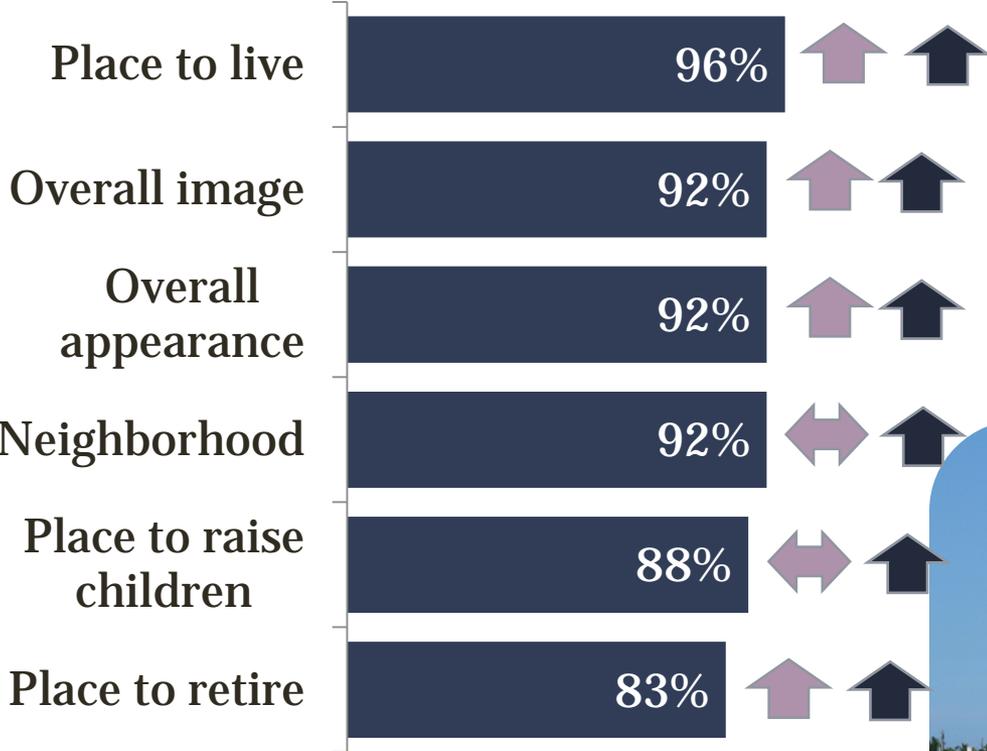
# Overall Quality of Life



*Percent excellent or good*

Higher  
than  
benchmarks

# Exceptional Quality of Life

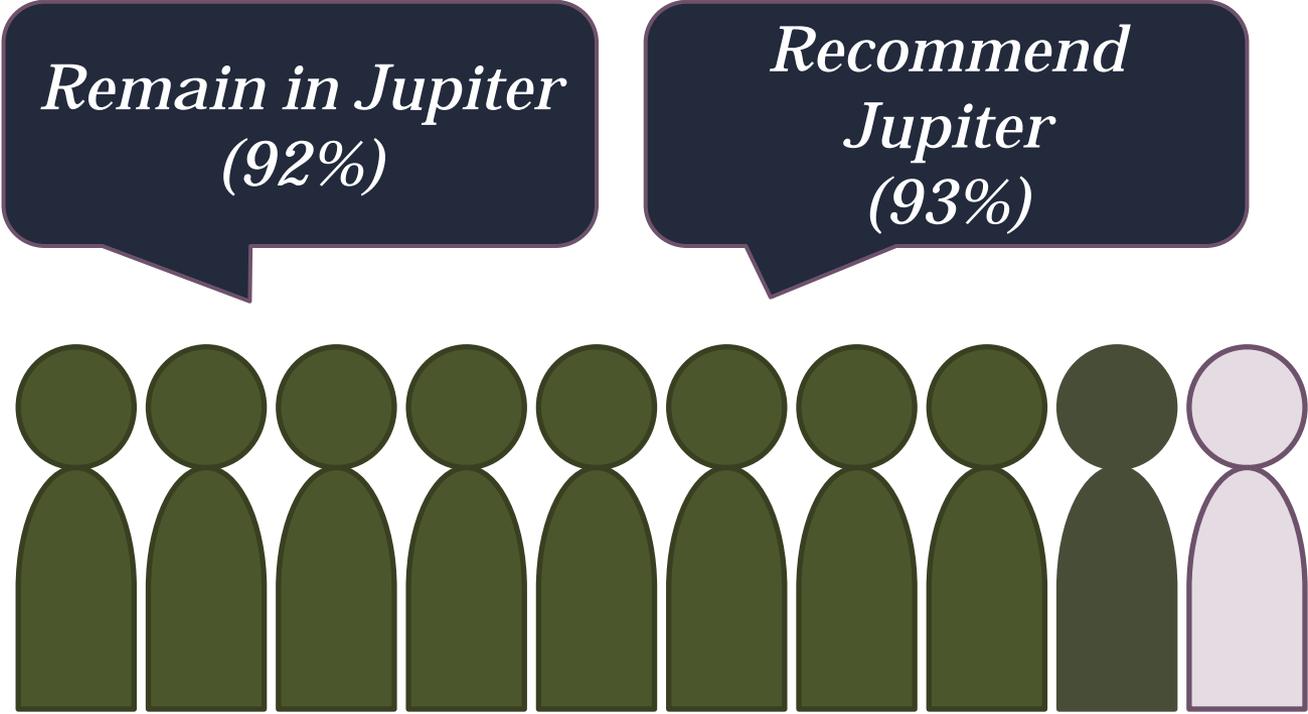


■ Percent excellent or good

↔ = National benchmark comparison  
↑ = Florida benchmark comparison

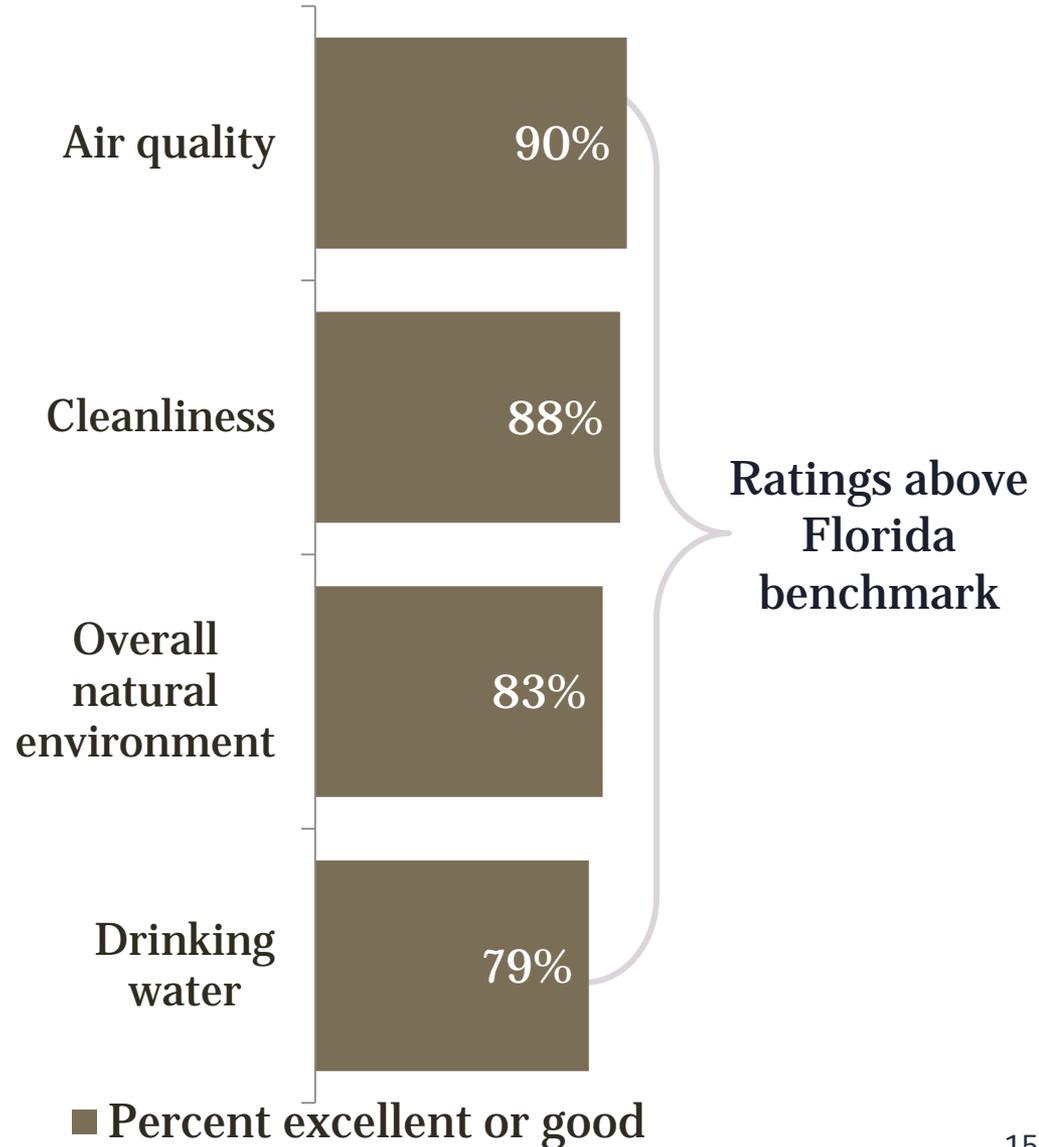


# Quality of Life

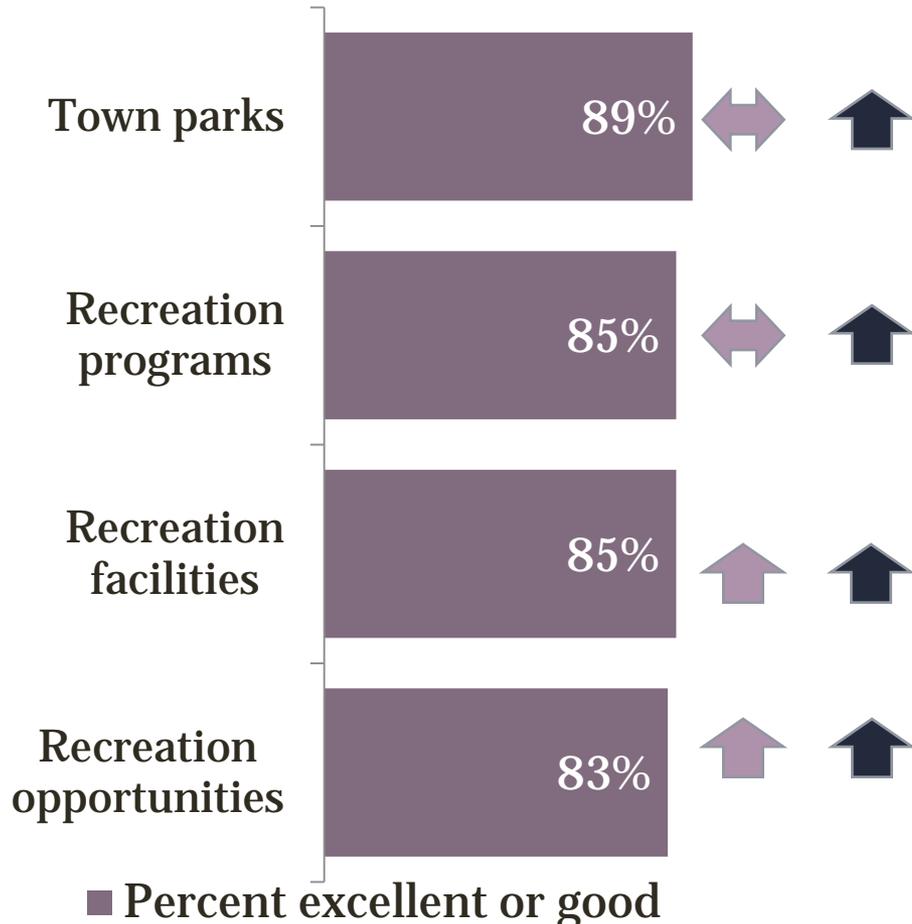


*Percent very likely or somewhat likely*

# Natural Environment



# Recreation and Wellness



↔ = National benchmark comparison  
↑ = Florida benchmark comparison

Key  
Finding  
#2

# Safety is a top focus area



SAFETY



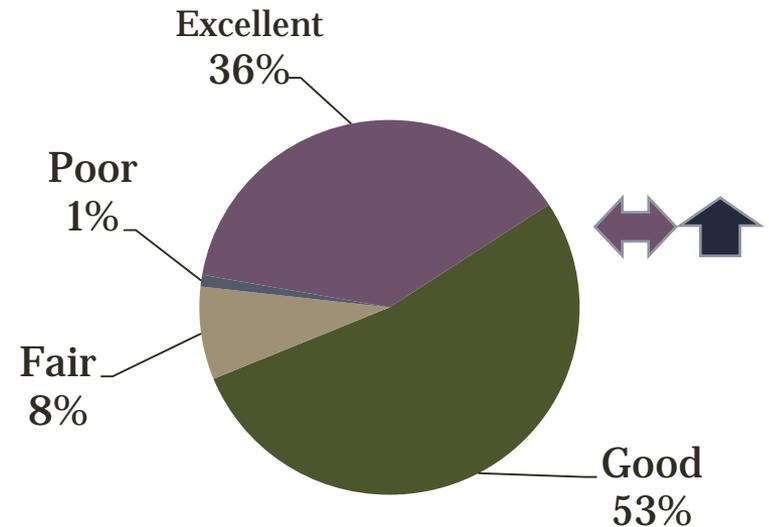
# Feelings of Safety



■ Percent very or somewhat safe

Similar to the National and Florida benchmarks

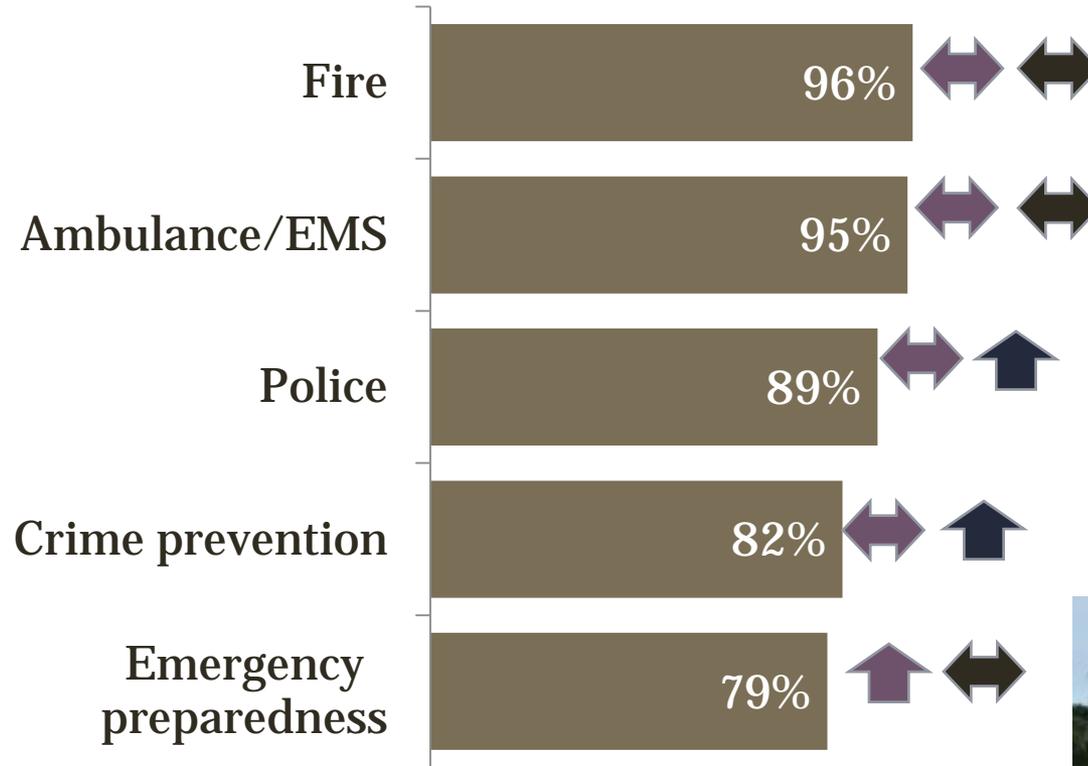
## Overall Feeling of Safety



↔ = National benchmark comparison

↔ = Florida benchmark comparison

# Safety Services



■ Percent excellent or good

↔ = National benchmark comparison  
↔ = Florida benchmark comparison

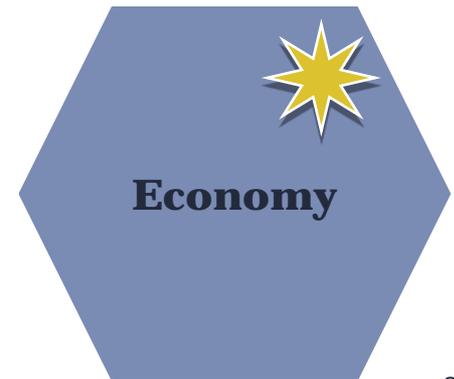


Key  
Finding  
#3

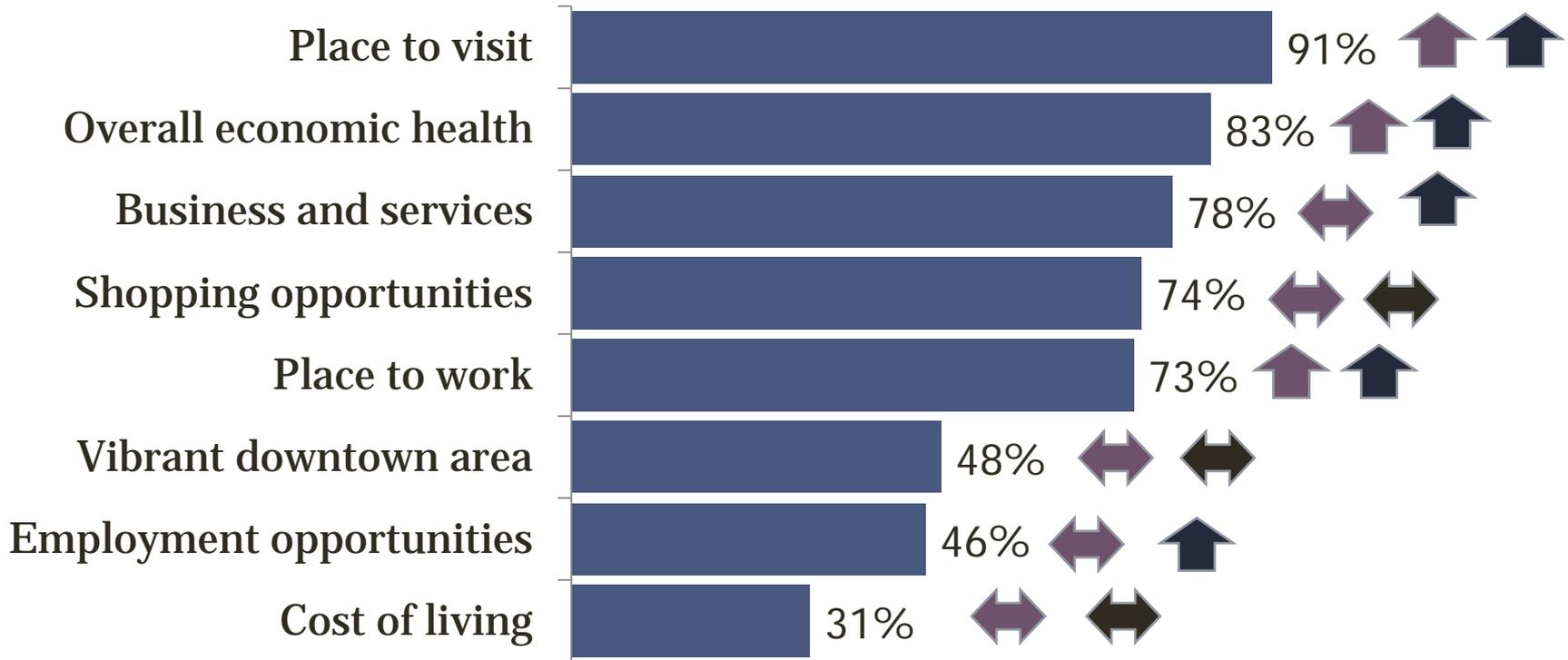
# Economy also a top focus area



STRONG LOCAL ECONOMY



# Aspects of Economy



↔ = National benchmark comparison

↔ = Florida benchmark comparison

*Percent excellent or good*

# Economy Ratings Increased



# Personal Economic Outlook

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

16% 2009

16% 2011

28% 2013

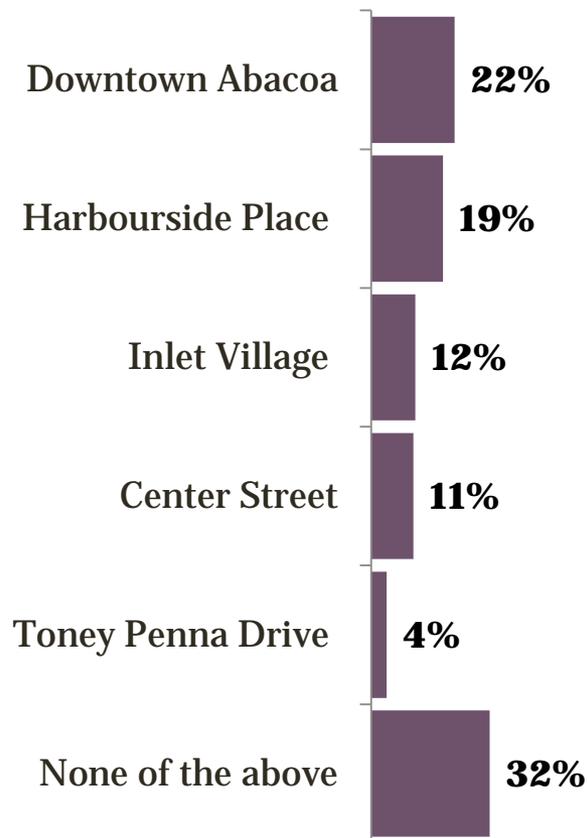
36% 2015

*Percent very or somewhat positive*

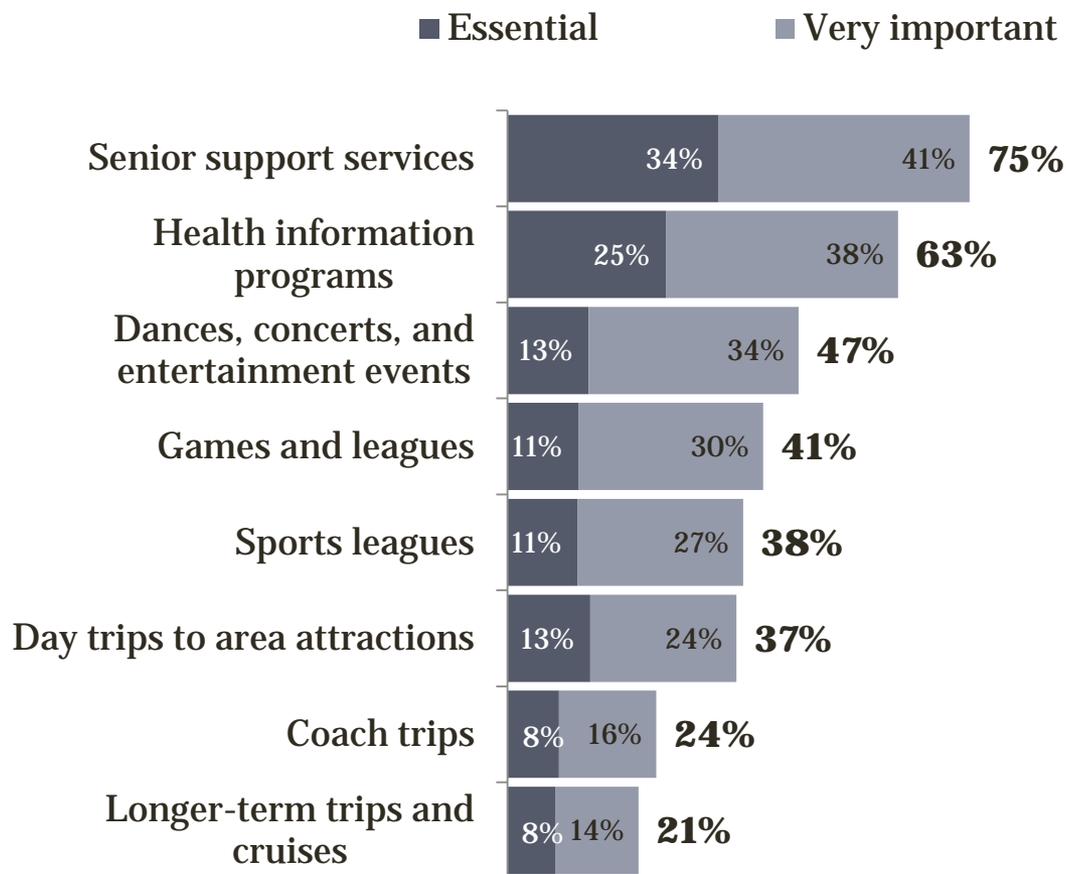


# Special Topics

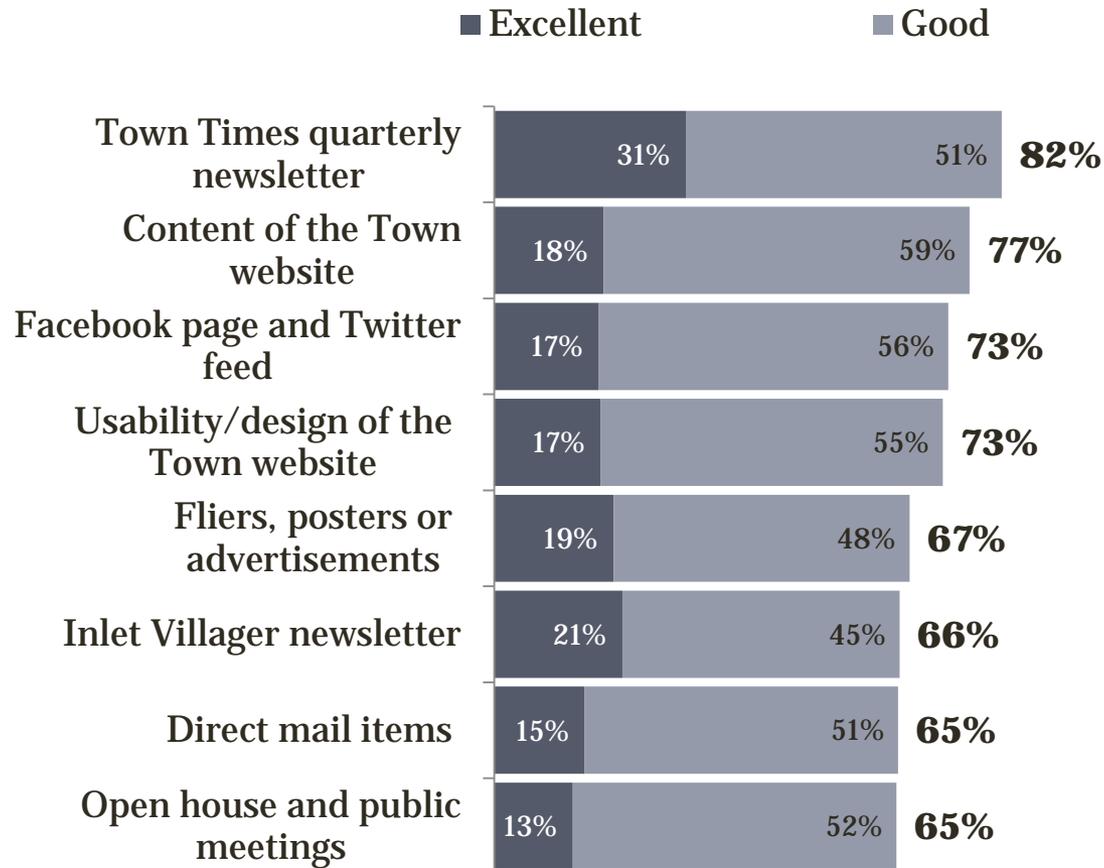
# Jupiter's downtown/commercial area



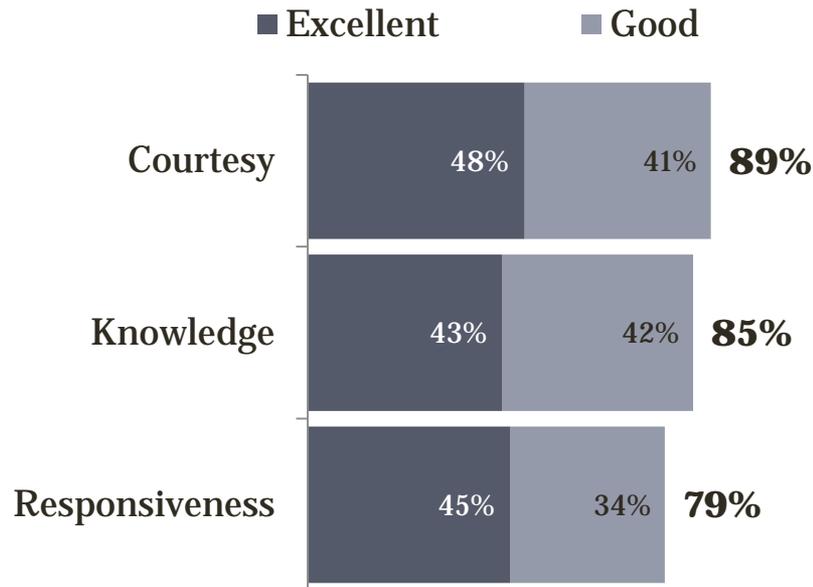
# Importance of Programs for Residents 55 and over



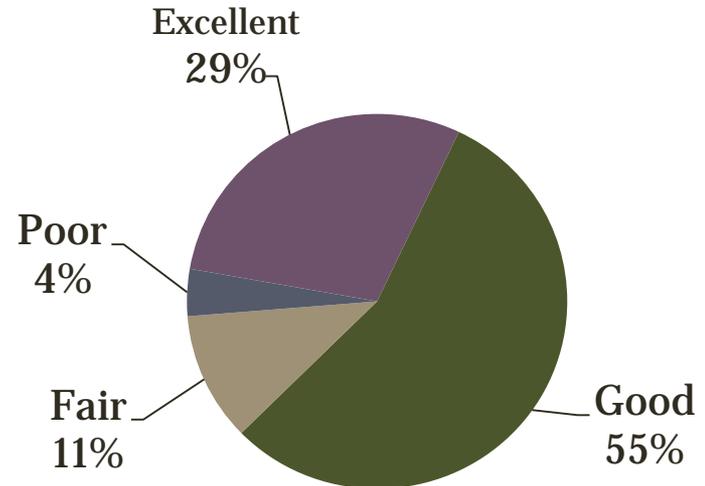
# Quality of Public Information



# Contact with Town Employees



## Overall Customer Service



ORGANIZATIONAL  
EXCELLENCE

# Conclusions

- Exceptional quality of life
- Safety is a top resident priority and strong area
- Economy is a top focus area with more room for improvement

**Questions?**

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

**Thank you!**

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National Research Center Inc.

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

**Jupiter, FL**  
Community Livability Report

2015



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

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

# About

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

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

The Community Livability Report provides the opinions of a representative sample of 547 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.

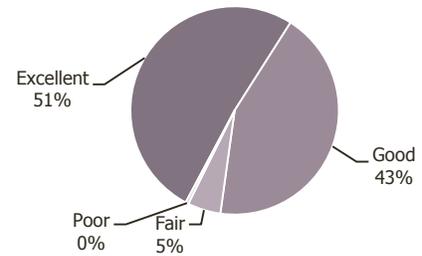


# Quality of Life in Jupiter

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 (see Appendix B of the *Technical Appendices* provided under separate cover).

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

Overall Quality of Life



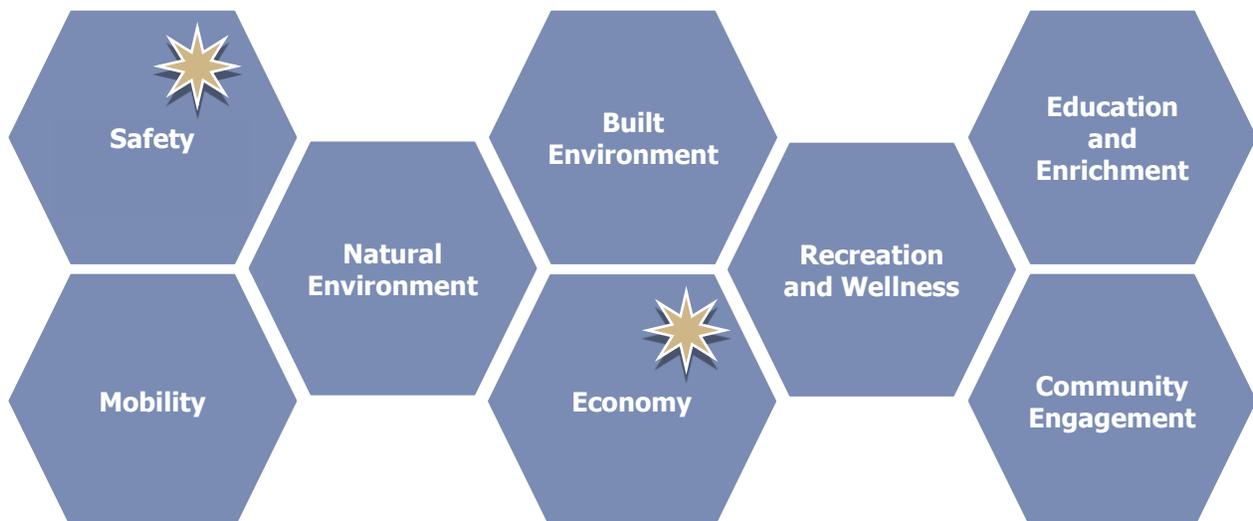
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Jupiter community in the coming two years. Jupiter residents gave favorable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

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

## Legend

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

★ Most important



# Community Characteristics

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

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Jupiter, 96% rated the Town as an excellent or good place to live. Respondents' ratings of Jupiter as a place to live were higher than ratings in other communities across the nation.

In addition to rating the Town as a place to live, respondents rated several aspects of community quality including Jupiter as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Jupiter and its overall appearance. Almost all residents gave favorable ratings to the overall appearance and image of Jupiter and to their neighborhoods. At least 8 in 10 gave excellent or good ratings to Jupiter as a place to raise children and a place to retire. Further, ratings for Jupiter as a place to retire, the overall image and overall appearance were higher than ratings in comparison communities.

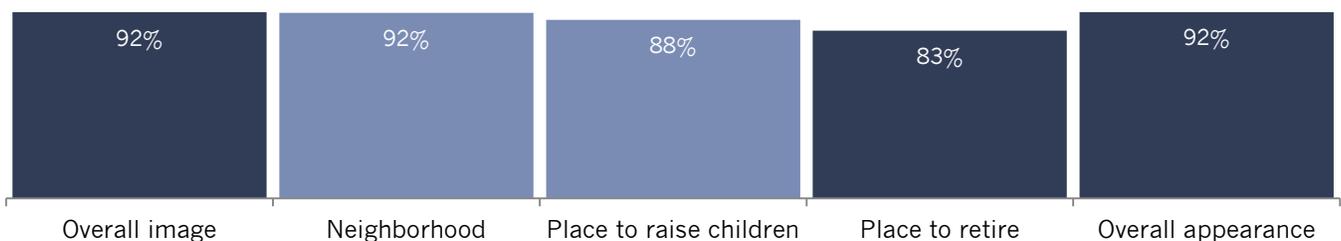
Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, most ratings were similar to other communities and were given positive ratings by a majority of respondents. Several aspects within Natural Environment, Economy and Recreation and Wellness were rated higher than the benchmarks. Travel by public transportation was the only aspect that was rated below the national benchmark. At least 9 in 10 residents gave positive ratings to the overall feelings of safety in Jupiter, as well as to feelings of safety in their neighborhoods and in the Town's downtown/commercial area. Ratings within Economy were all similar to the national benchmark with the exception of ratings for overall economic health, Jupiter as a place to visit and Jupiter as a place to work, which were higher than the national benchmark. Within the facet of Recreation and Wellness, the availability of quality health care, preventive health services and recreational opportunities received higher ratings than the benchmarks. About 87% of all Jupiter residents rated health and wellness as excellent or good.



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



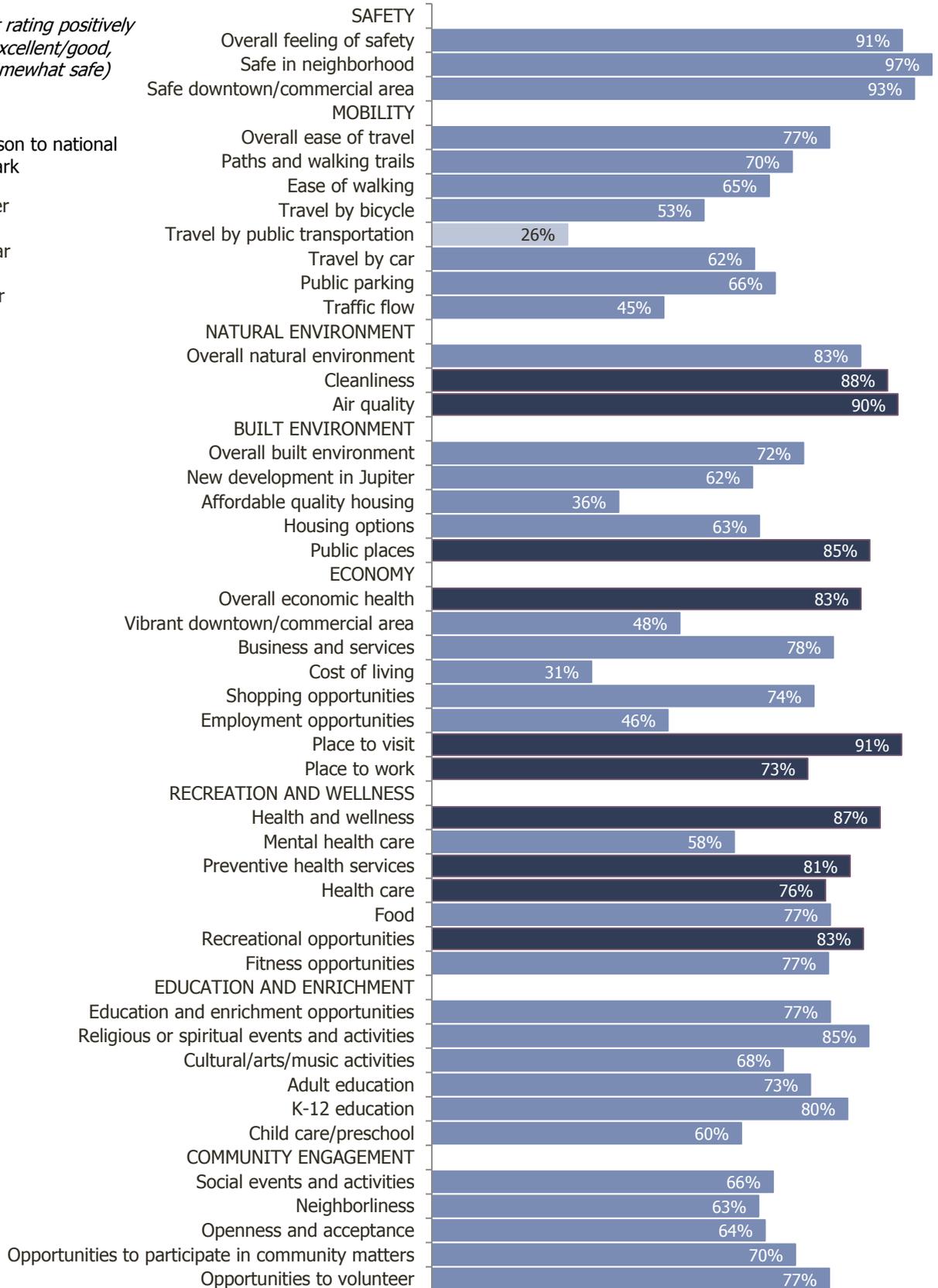
# The National Citizen Survey™

Figure 1: Aspects of Community Characteristics

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

Comparison to national  
benchmark

- Higher
- Similar
- Lower



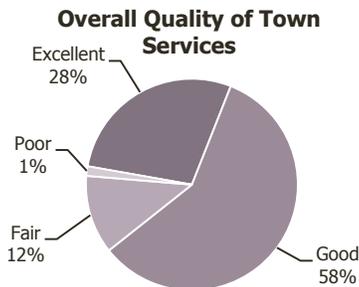
# Governance

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

The overall quality of the services provided by Jupiter as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The quality of services provided by Jupiter was rated positively by nearly 9 in 10 respondents, while services provided by the Federal Government was rated positively by about 4 in 10 respondents. Both of these ratings were similar to the national benchmarks.

Survey respondents also rated various aspects of Jupiter’s leadership and governance. More than 60% of residents rated being honest, treating all residents fairly, and welcoming citizen involvement in Jupiter as excellent or good. More than 8 in 10 residents gave high marks to customer service and about two-thirds favorably rated the value of services for taxes paid. All of these ratings were similar to other communities across the nation and remained stable from 2013 to 2015 (for additional information see the Trends over Time report under separate cover).

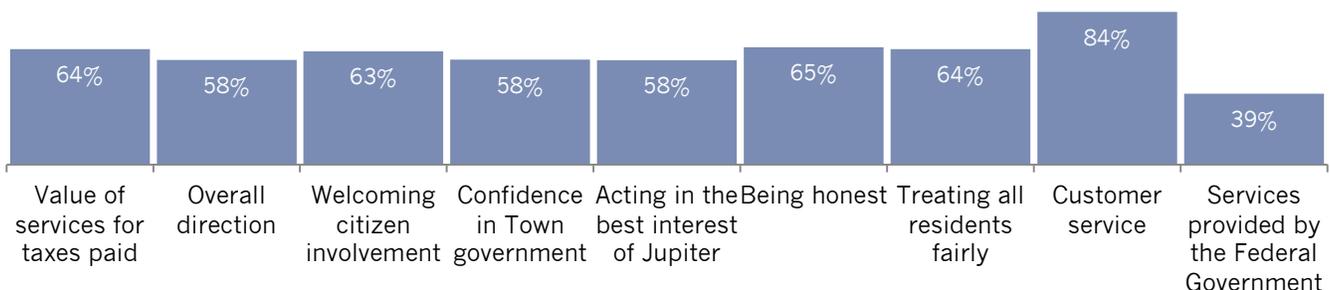
Respondents evaluated over 30 individual services and amenities available in Jupiter. All aspects of Governance were rated as excellent or good by a majority of respondents and were similar to or higher than the national benchmark. Within the facet of Safety, nearly 80% of residents rated Jupiter’s emergency preparedness as excellent or good; this rating was higher than the national benchmark. Several aspects of Mobility, including street repair, street lighting and sidewalk maintenance, received higher ratings than in comparison communities. All aspects of Natural Environment and Built Environment received ratings that were generally favorable and similar to the national benchmark with the exception of code enforcement, which received ratings higher than the national benchmark. The facet of Recreation and Wellness was also highly rated; 8 in 10 residents rated recreation centers and health services as excellent or good, and this rating was higher than the national benchmarks. Aspects within Education and Enrichment and Community Engagement received favorable ratings. When comparing 2015 results to 2013, ratings for fire prevention, street lighting and bus or transit services increased over time.



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



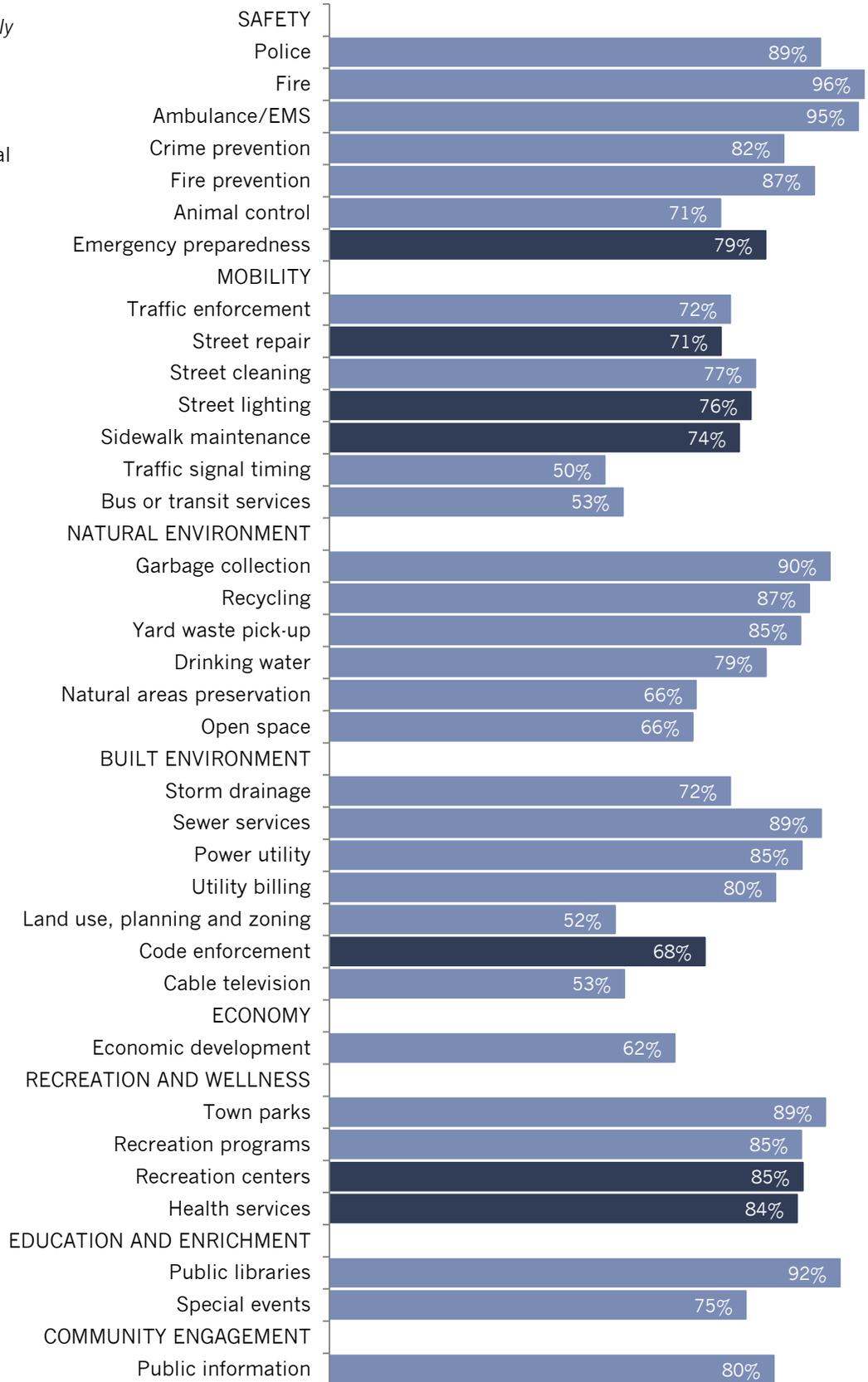
# The National Citizen Survey™

Figure 2: Aspects of Governance

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

Comparison to national  
benchmark

- Higher
- Similar
- Lower



# Participation

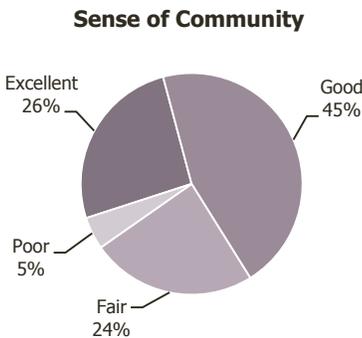
## Are the residents of Jupiter connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. The overall sense of community in Jupiter received positive ratings from 71% of residents, a rating that was similar to other communities in the U.S.

Nearly all residents were likely to recommend living in Jupiter and remain in the town for the next five years; these ratings were similar to other communities across the nation. About 4 in 10 citizens reported they had contacted a town employee, a level similar to those reported in other communities.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Levels of Participation tended to be mixed across the different facets, but overall reported Participation rates were similar to those in comparison communities. Within the facet of Safety, about 8 in 10 survey respondents had not been the victim of a crime and about 8 in 10 had not reported a crime, and about two-thirds had stocked supplies for an emergency (a level higher than the national benchmark). Within Mobility, only about 6% of residents reported that they had used public transportation instead of driving, a rate lower than the national benchmark. More than half of all residents reported that they did not observe a code violation, a level that was higher than in other communities. Rates of Participation within the facets of Economy, Recreation and Wellness and Education and Enrichment were all similar to rates found in communities across the nation. Within Community Engagement almost all residents had talked to or visited with neighbors. About 15% of residents reported that they had watched a local public meeting, a rate lower than the national benchmark.

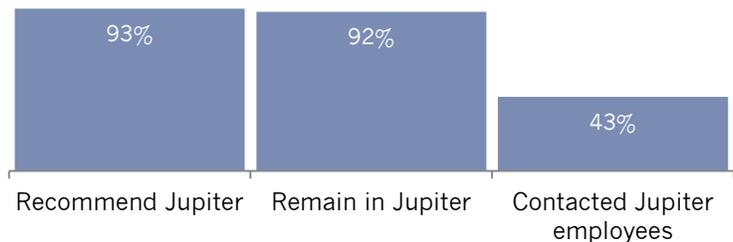
More Jupiter residents reported that they had stocked supplies for an emergency, believed the economy would have a positive impact on income and ate 5 portions of fruits and vegetables in 2015 compared to 2013.



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

Comparison to national  
benchmark

■ Higher ■ Similar ■ Lower



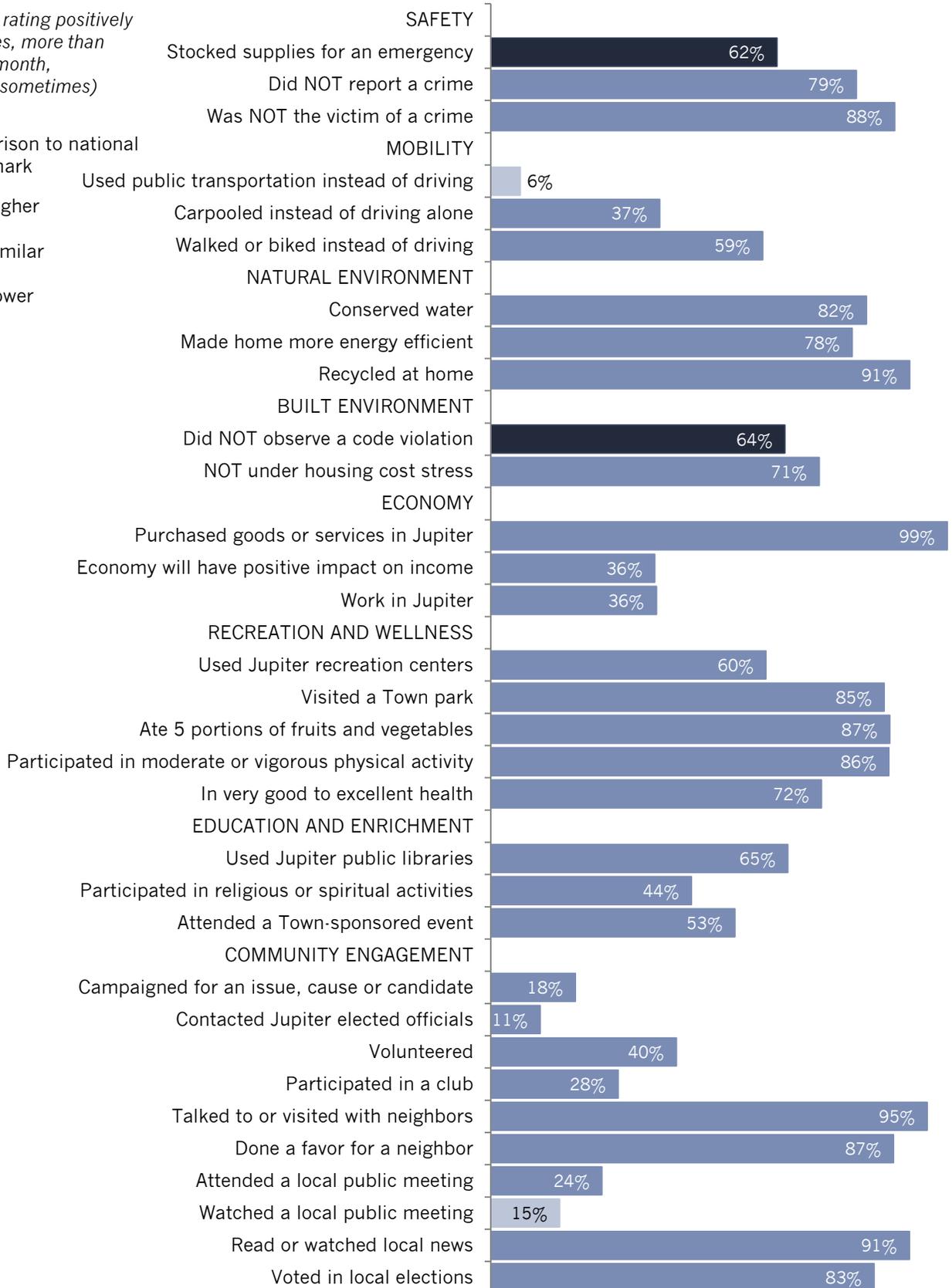
## The National Citizen Survey™

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

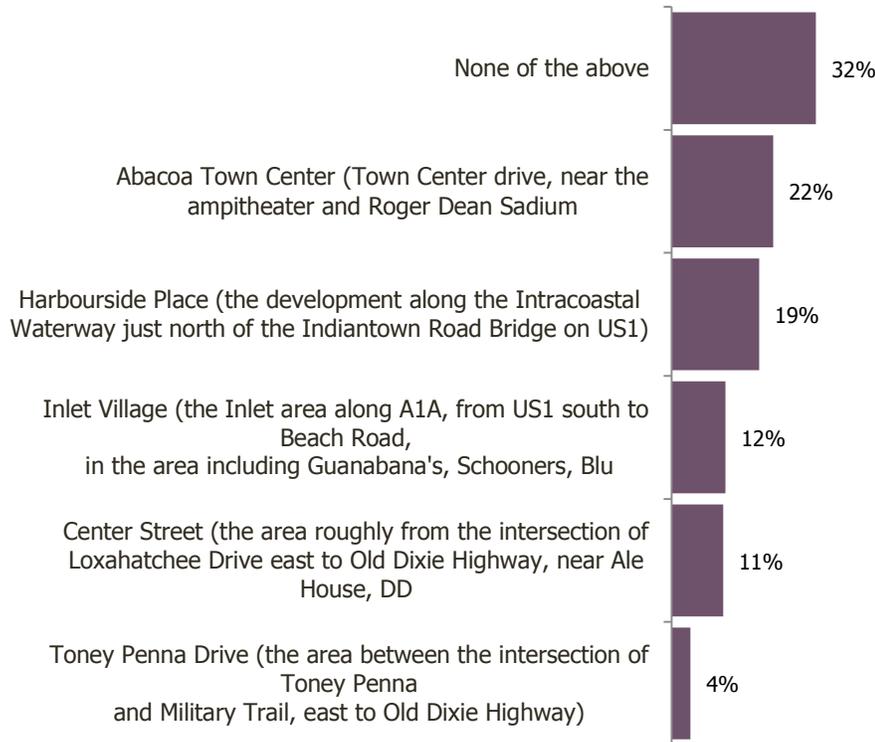


# Special Topics

The Town of Jupiter included four custom questions of special interest on The NCS. The first question asked residents which area of Jupiter they associated most with being the downtown/commercial area. About 32% did not find any of the areas listed to be Jupiter's downtown/commercial area. Close to a quarter indicated they considered the Abacoa Town Center (Town Center drive, near the amphitheater and Roger Dean Stadium) to be the area they most associated with being Jupiter's downtown/commercial area.

Figure 4: Jupiter's downtown/commercial area

*Which one of the following areas do you most associate with being Jupiter's downtown/commercial area? (Please select only one.)*

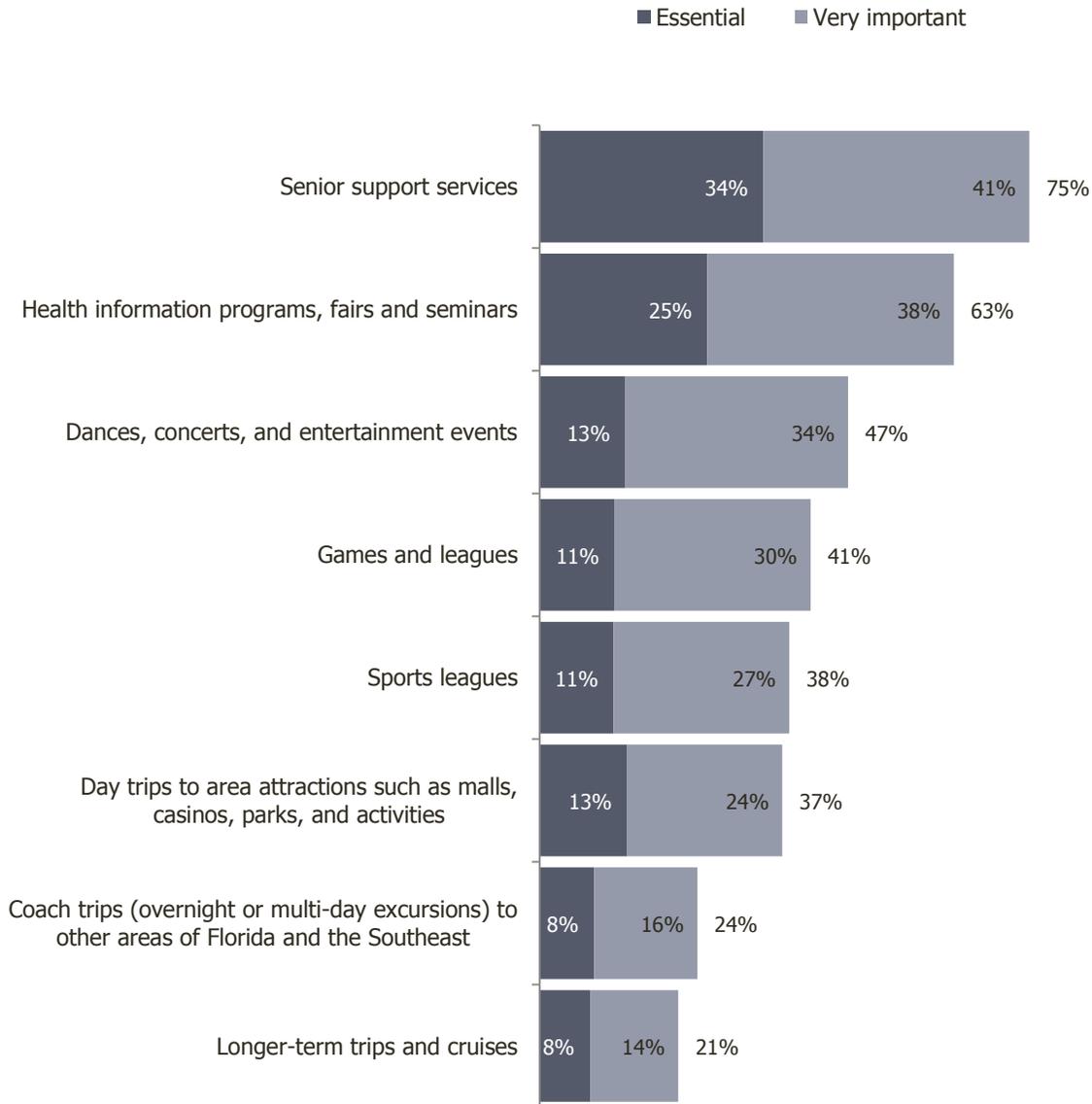


## The National Citizen Survey™

The second question asked residents to rate the importance of the Town of Jupiter offering certain types of programs for residents over the age of 55. Three-quarters of residents believed senior support services to be either essential or very important. 63% of survey respondents believed health information programs, fairs and seminars to be important as well. Less popular options chosen were coach trips and longer-term trips and cruises.

Figure 4: Importance for Jupiter to offer programs for residents 55 and over

*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.*

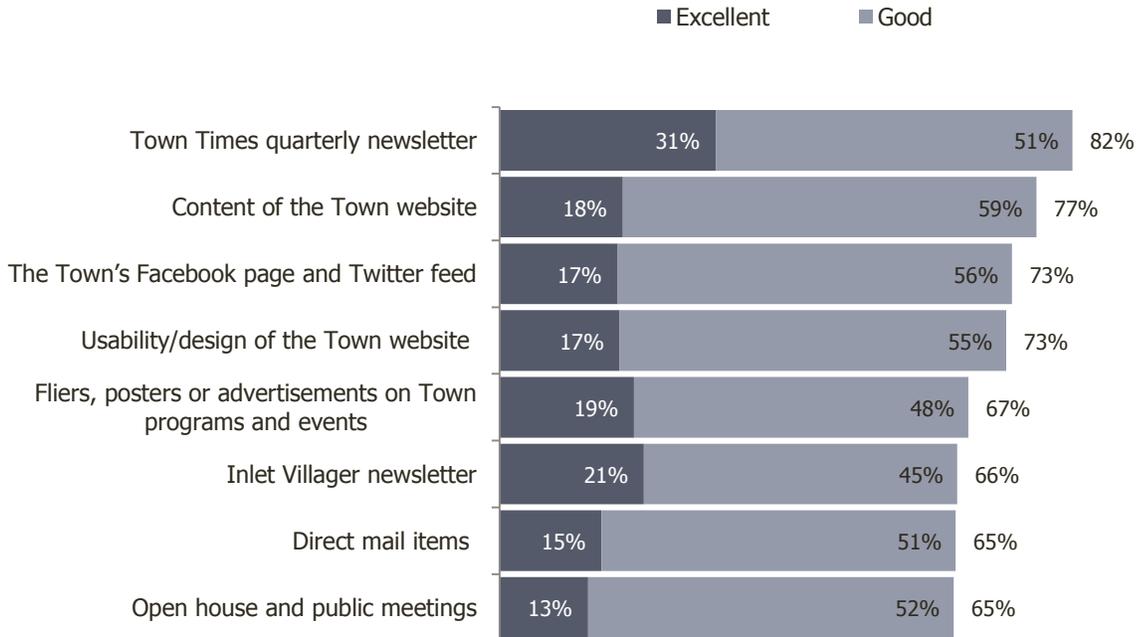


## The National Citizen Survey™

The third question asked residents to rate the quality of various public information efforts in Jupiter. About 8 in 10 residents said they considered Town Times quarterly newsletter to be excellent or good, followed by the Content of the Town website (77%). At least 6 in 10 residents gave excellent or good ratings to all of Jupiter's public information efforts.

Figure 6: Quality of Public Information

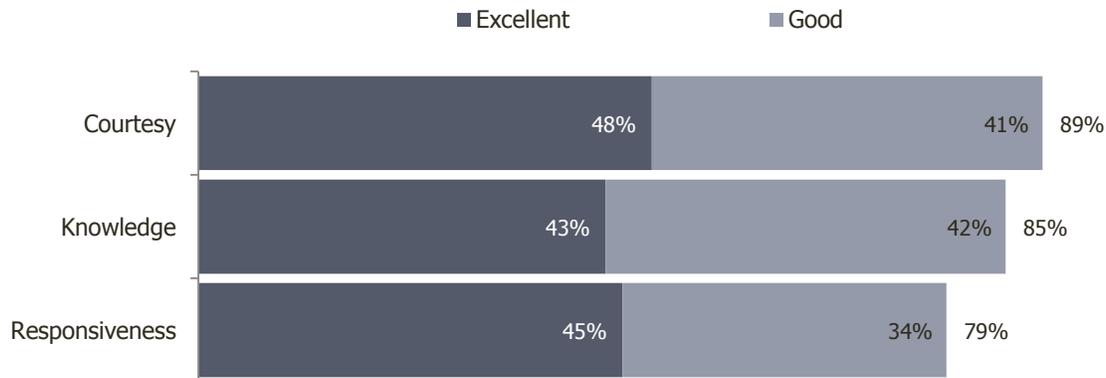
*Thinking about Jupiter's public information efforts, please rate the quality of each of the following:*



The final question asked residents what their impressions of Town employees were if they had contacted the Town of Jupiter in-person, by phone, by email or on the web for help or information in the last 12 months. At least 7 in 10 residents rated courtesy, knowledge and responsiveness of Town employees as excellent or good.

Figure 7: Ratings of Contact with Jupiter Employees

*In question 7, you were asked if you had contacted the town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months. If you answered "yes," please provide your impression of the following:*



# Conclusions

## **Jupiter is a great place to live.**

Almost all survey respondents rated the overall quality of Jupiter and the town as a place to live as excellent or good; these ratings remained stable over time and were higher than the benchmarks. Over 9 in 10 would recommend Jupiter as a place to live and remain in the community in the next five years. Ratings for features that enhance quality of life, such as Jupiter as place to retire, and the overall appearance and image of town were given positive ratings by at least 4 in 5 respondents. Additionally, about 7 in 10 residents rated Jupiter as excellent or good for its sense of community, a rating higher than other Florida communities. These high ratings remained stable from 2013 to 2015.

## **Safety and Economy are the main focus areas for the community.**

Jupiter residents identified Safety as one of the most important focus areas for the community. Safety services such as police, fire, ambulance/EMS and crime prevention were all rated highly by more than 80% of residents. Almost all residents said they felt safe in their neighborhood and had a positive overall feeling of safety in Jupiter. Additionally, 88% of participants reported they were NOT the victim of a crime. Ratings increased from 2013 to 2015 for fire prevention, all other Safety services remained stable over time.

Ratings within the facet of Economy tended to be positive. Ratings for Jupiter as a place to visit, as a place to work and the overall economic health of Jupiter were higher than ratings in comparison communities. Ratings increased from 2013 to 2015 for shopping opportunities, employment opportunities, vibrant downtown/commercial area and for the overall quality of businesses and services in Jupiter. However, ratings decreased for the cost of living in Jupiter from 2013 to 2015.

## **Residents enjoy Jupiter's Recreation and Wellness opportunities.**

Most survey respondents rated Jupiter's Recreation and Wellness measures as excellent or good, as at least 7 in 10 gave positive marks to almost every aspect. Almost all residents reported that they were pleased with their overall health and wellness (a level higher than levels reported elsewhere) and more than 8 in 10 residents visited a town park and participated in moderate or vigorous physical activity. Ratings for recreation centers, health services, preventative health services, health care and recreational opportunities were higher than the national benchmarks.

# THE NCS<sup>TM</sup>

The National Citizen Survey<sup>TM</sup>

## Jupiter, FL

Dashboard Summary of Findings

2015



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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report 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 benchmark, the color 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.

Broadly, Jupiter residents tended to give positive ratings to most aspects of community livability that were similar to ratings given in other communities. Within the pillar of Community Characteristics, General, Natural Environment and Recreation and Wellness facets were especially strong compared to other communities. Governance ratings were higher within the facet of Recreation and Wellness. Additionally, Participation ratings tended to be higher in the Built Environment facet.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	15	36	1	7	38	0	2	32	2
General	5	2	0	0	3	0	0	3	0
Safety	0	3	0	1	6	0	1	2	0
Mobility	0	7	1	3	4	0	0	2	1
Natural Environment	2	1	0	0	6	0	0	3	0
Built Environment	1	4	0	1	6	0	1	1	0
Economy	3	5	0	0	1	0	0	3	0
Recreation and Wellness	4	3	0	2	2	0	0	5	0
Education and Enrichment	0	6	0	0	2	0	0	3	0
Community Engagement	0	5	0	0	8	0	0	10	1

Legend	
	Higher
	Similar
	Lower

# The National Citizen Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↑	92%	Customer service	↔	↔	84%	Recommend Jupiter	↔	↔	93%
	Overall quality of life	↔	↑	94%	Services provided by Jupiter	↔	↔	87%	Remain in Jupiter	↔	↔	92%
	Place to retire	↔	↑	83%	Services provided by the Federal Government	↑	↔	39%	Contacted Jupiter employees	↔	↔	43%
	Place to raise children	↔	↔	88%								
	Place to live	↔	↑	96%								
	Neighborhood	↔	↔	92%								
Safety	Overall image	↔	↑	92%								
	Overall feeling of safety	↔	↔	91%	Police	↔	↔	89%	Was NOT the victim of a crime	↔	↔	88%
	Safe in neighborhood	↔	↔	97%	Crime prevention	↔	↔	82%	Did NOT report a crime	↔	↔	79%
	Safe downtown/commercial area	↔	↔	93%	Fire	↔	↔	96%	Stocked supplies for an emergency	↑	↑↑	62%
					Fire prevention	↑	↔	87%				
					Ambulance/EMS	↔	↔	95%				
Mobility					Emergency preparedness	↔	↑	79%				
					Animal control	↔	↔	71%				
	Traffic flow	↓	↔	45%	Traffic enforcement	↔	↔	72%	Carpooled instead of driving alone	↔	↔	37%
	Travel by car	↓	↔	62%	Street repair	↔	↑	71%	Walked or biked instead of driving	↔	↔	59%
	Travel by bicycle	↔	↔	53%	Street cleaning	↔	↔	77%	Used public transportation instead of driving	↔	↓↓	6%
	Ease of walking	↓	↔	65%	Street lighting	↑	↑	76%				
	Travel by public transportation	↔	↓	26%	Sidewalk maintenance	↔	↑	74%				
Natural Environment	Overall ease travel	↔	↔	77%	Traffic signal timing	↔	↔	50%				
	Public parking	↓	↔	66%	Bus or transit services	↑	↔	53%				
	Paths and walking trails	↓	↔	70%								
	Overall natural environment	↔	↔	83%	Garbage collection	↔	↔	90%	Recycled at home	↔	↔	91%
	Air quality	↔	↑	90%	Recycling	↔	↔	87%	Conserved water	↔	↔	82%
	Cleanliness	↔	↑	88%	Yard waste pick-up	↔	↔	85%	Made home more energy efficient	↔	↔	78%
Built Environment					Drinking water	↔	↔	79%				
					Open space	↔	↔	66%				
					Natural areas preservation	↔	↔	66%				
	New development in Jupiter	↔	↔	62%	Sewer services	↔	↔	89%	NOT experiencing housing cost stress	↔	↔	71%
	Affordable quality housing	↓	↔	36%	Storm drainage	↔	↔	72%	Did NOT observe a code violation	↔	↑	64%
	Housing options	↔	↔	63%	Power utility	↔	↔	85%				
	Overall built environment	↔	↔	72%	Utility billing	↔	↔	80%				
Public places	↔	↑	85%	Land use, planning and zoning	↔	↔	52%					
				Code enforcement	↔	↑	68%					
				Cable television	↔	↔	53%					

**Legend**

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

# The National Citizen Survey™

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	↔	↑	83%	Economic development	↔	↔	62%	Economy will have positive impact on income	↑	↔	36%
	Shopping opportunities	↑	↔	74%					Purchased goods or services in Jupiter	↔	↔	99%
	Employment opportunities	↑	↔	46%					Work in Jupiter	↔	↔	36%
	Place to visit	↔	↑↑	91%								
	Cost of living	↓	↔	31%								
	Vibrant downtown/commercial area	↑	↔	48%								
	Place to work	↔	↑	73%								
Recreation and Wellness	Business and services	↑	↔	78%								
	Fitness opportunities	↔	↔	77%	Town parks	↔	↔	89%	In very good to excellent health	↔	↔	72%
	Recreational opportunities	↔	↑	83%	Recreation centers	↔	↑	85%	Used Jupiter recreation centers	↔	↔	60%
	Health care	↔	↑	76%	Recreation programs	↔	↔	85%	Visited a Town park	↔	↔	85%
	Food	↔	↔	77%	Health services	↔	↑	84%	Ate 5 portions of fruits and vegetables	↑	↔	87%
	Mental health care	↔	↔	58%					Participated in moderate or vigorous physical activity	↔	↔	86%
	Health and wellness	↔	↑	87%								
Education and Enrichment	Preventive health services	↔	↑	81%								
	K-12 education	↔	↔	80%	Public libraries	↔	↔	92%	Used Jupiter public libraries	↔	↔	65%
	Cultural/arts/music activities	↔	↔	68%	Special events	↔	↔	75%	Participated in religious or spiritual activities	↔	↔	44%
	Child care/preschool	↔	↔	60%					Attended a Town-sponsored event	↔	↔	53%
	Religious or spiritual events and activities	↔	↔	85%								
	Adult education	↔	↔	73%								
Community Engagement	Overall education and enrichment	↔	↔	77%								
	Opportunities to participate in community matters	↔	↔	70%	Public information	↔	↔	80%	Sense of community	↔	↔	71%
	Opportunities to volunteer	↔	↔	77%	Overall direction	↔	↔	58%	Voted in local elections	↔	↔	83%
	Openness and acceptance	↔	↔	64%	Value of services for taxes paid	↔	↔	64%	Talked to or visited with neighbors	↔	↔	95%
	Social events and activities	↔	↔	66%	Welcoming citizen involvement	↔	↔	63%	Attended a local public meeting	↔	↔	24%
	Neighborliness	↔	↔	63%	Confidence in Town government	↔	↔	58%	Watched a local public meeting	↔	↓	15%
					Acting in the best interest of Jupiter	↔	↔	58%	Volunteered	↔	↔	40%
					Being honest	↔	↔	65%	Participated in a club	↔	↔	28%
					Treating all residents fairly	↔	↔	64%	Campaigned for an issue, cause or candidate	↔	↔	18%
									Contacted Jupiter elected officials	↔	↔	11%
								Read or watched local news	↔	↔	91%	
								Done a favor for a neighbor	↔	↔	87%	

**Legend**

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

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

**Jupiter, FL**  
Trends over Time

2015



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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2015 ratings for the Town of Jupiter to its previous survey results in 2013, 2011 and 2009. 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 six percentage points between the 2013 and 2015 surveys, otherwise the comparison between 2013 and 2015 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 2015 generally remained stable. Of the 133 items for which comparisons were available, 115 items were rated similarly in 2013 and 2015; seven items showed a decrease in ratings and 11 showed an increase in ratings. Notable trends over time included the following:

- Most of the facets of Community Characteristics remained stable from 2013 to 2015. Aspects related to Mobility saw the most declines in ratings in 2015 compared to 2013. Ratings decreased for traffic flow, ease of travel by car, ease of walking, public parking and paths and walking trails. Within Economy, ratings tended to be trending up from 2013 to 2015. Ratings increased for shopping opportunities, employment opportunities, vibrant downtown/commercial area and the overall quality of businesses and services in Jupiter.
- Within the pillar of Governance, no ratings decreased from 2013 to 2015 and ratings increased for fire prevention, street lighting, bus or transit services and services provided by the Federal Government.
- Most rates of Participation remained stable from 2013 to 2015. However, more Jupiter residents reported that they had stocked supplies for an emergency, had a positive economic outlook and ate five portions of fruits and vegetables in 2015 compared to 2013.

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Table 1: Community Characteristics General

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

Table 2: Community Characteristics by Facet

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

The National Citizen Survey™

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

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

Table 3: Governance by Facet

	Percent rating positively (e.g., excellent/good)	2015 rating compared to 2013				Comparison to benchmark				
		2009	2011	2013	2015	2009	2011	2013	2015	
Safety	Police	85%	82%	88%	89%	Similar	Much higher	Higher	Similar	Similar
	Fire	91%	94%	97%	96%	Similar	Higher	Higher	Similar	Similar
	Ambulance/EMS	95%	93%	94%	95%	Similar	Much higher	Higher	Similar	Similar
	Crime prevention	77%	80%	82%	82%	Similar	Much higher	Much higher	Similar	Similar
	Fire prevention	NA	NA	80%	87%	Higher	NA	NA	Similar	Similar
	Animal control	69%	73%	69%	71%	Similar	Higher	Higher	Similar	Similar
	Emergency preparedness	87%	89%	78%	79%	Similar	Much higher	Much higher	Higher	Higher
	Traffic enforcement	76%	79%	70%	72%	Similar	Much higher	Much higher	Similar	Similar
Mobility	Street repair	76%	73%	73%	71%	Similar	Much higher	Much higher	Higher	Higher
	Street cleaning	78%	75%	73%	77%	Similar	Much higher	Much higher	Similar	Similar
	Street lighting	73%	71%	69%	76%	Higher	Much higher	Much higher	Similar	Higher
	Sidewalk maintenance	79%	74%	74%	74%	Similar	Much higher	Much higher	Higher	Higher
	Traffic signal timing	54%	53%	51%	50%	Similar	Higher	Similar	Similar	Similar
	Bus or transit services	46%	48%	44%	53%	Higher	Much lower	Lower	Similar	Similar
	Garbage collection	91%	91%	90%	90%	Similar	Much higher	Much higher	Similar	Similar
Natural Environment	Recycling	88%	90%	86%	87%	Similar	Much higher	Much higher	Similar	Similar
	Yard waste pick-up	85%	86%	85%	85%	Similar	Much higher	Much higher	Higher	Similar
	Drinking water	82%	82%	80%	79%	Similar	Much higher	Much higher	Higher	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)				2015 rating compared to 2013	Comparison to benchmark			
		2009	2011	2013	2015		2009	2011	2013	2015
	Natural areas preservation	74%	88%	67%	66%	Similar	Much higher	Much higher	Similar	Similar
	Open space	NA	NA	65%	66%	Similar	NA	NA	Similar	Similar
Built Environment	Storm drainage	74%	78%	70%	72%	Similar	Much higher	Much higher	Similar	Similar
	Sewer services	87%	88%	86%	89%	Similar	Much higher	Much higher	Similar	Similar
	Power utility	NA	88%	81%	85%	Similar	NA	Much higher	Similar	Similar
	Utility billing	NA	NA	80%	80%	Similar	NA	NA	Similar	Similar
	Land use, planning and zoning	65%	67%	54%	52%	Similar	Much higher	Much higher	Similar	Similar
	Code enforcement	67%	71%	64%	68%	Similar	Much higher	Much higher	Similar	Higher
	Cable television	NA	NA	59%	53%	Similar	NA	NA	Similar	Similar
	Economy	Economic development	53%	67%	66%	62%	Similar	Much higher	Much higher	Higher
Recreation and Wellness	Town parks	92%	98%	90%	89%	Similar	Much higher	Much higher	Similar	Similar
	Recreation programs	86%	90%	82%	85%	Similar	Much higher	Much higher	Similar	Similar
	Recreation centers	88%	89%	83%	85%	Similar	Much higher	Much higher	Similar	Higher
	Health services	74%	83%	82%	84%	Similar	Much higher	Much higher	Similar	Higher
Education and Enrichment	Special events	NA	NA	79%	75%	Similar	NA	NA	Similar	Similar
	Public libraries	93%	96%	86%	92%	Similar	Much higher	Much higher	Similar	Similar
Community Engagement	Public information	80%	82%	79%	80%	Similar	Much higher	Much higher	Similar	Similar

Table 4: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2015 rating compared to 2013	Comparison to benchmark			
	2009	2011	2013	2015		2009	2011	2013	2015
Sense of community	72%	78%	66%	71%	Similar	Higher	Much higher	Similar	Similar
Recommend Jupiter	92%	95%	95%	93%	Similar	Much higher	Much higher	Similar	Similar

The National Citizen Survey™

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2015 rating compared to 2013	Comparison to benchmark			
	2009	2011	2013	2015		2009	2011	2013	2015
Remain in Jupiter	90%	93%	95%	92%	Similar	Much higher	Much higher	Higher	Similar
Contacted Jupiter employees	50%	46%	43%	43%	Similar	Much lower	Much lower	Similar	Similar

Table 5: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2015 rating compared to 2013	Comparison to benchmark			
		2009	2011	2013	2015		2009	2011	2013	2015
Safety	Stocked supplies for an emergency	NA	NA	53%	62%	Higher	NA	NA	Higher	Much higher
	Did NOT report a crime	NA	NA	81%	79%	Similar	NA	NA	Similar	Similar
	Was NOT the victim of a crime	90%	88%	90%	88%	Similar	Higher	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	5%	6%	Similar	NA	NA	Much lower	Much lower
	Carpooled instead of driving alone	NA	NA	35%	37%	Similar	NA	NA	Similar	Similar
	Walked or biked instead of driving	NA	NA	60%	59%	Similar	NA	NA	Similar	Similar
Natural Environment	Conserved water	NA	NA	83%	82%	Similar	NA	NA	Similar	Similar
	Made home more energy efficient	NA	NA	78%	78%	Similar	NA	NA	Similar	Similar
	Recycled at home	93%	94%	95%	91%	Similar	Much higher	Much higher	Higher	Similar
Built Environment	Did NOT observe a code violation	NA	NA	64%	64%	Similar	NA	NA	Similar	Higher
	NOT under housing cost stress	52%	58%	67%	71%	Similar	Much lower	Lower	Similar	Similar
Economy	Purchased goods or services in Jupiter	NA	NA	99%	99%	Similar	NA	NA	Similar	Similar
	Economy will have positive impact on income	16%	16%	28%	36%	Higher	Similar	Similar	Similar	Similar
	Work in Jupiter	NA	NA	34%	36%	Similar	NA	NA	Similar	Similar
Recreation and Wellness	Used Jupiter recreation centers	63%	62%	59%	60%	Similar	Higher	Higher	Similar	Similar
	Visited a Town park	89%	92%	85%	85%	Similar	Higher	Higher	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	79%	87%	Higher	NA	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	85%	86%	Similar	NA	NA	Similar	Similar
	In very good to excellent health	NA	NA	72%	72%	Similar	NA	NA	Similar	Similar
Education and Enrichment	Used Jupiter public libraries	72%	71%	59%	65%	Similar	Similar	Similar	Lower	Similar
	Participated in religious or spiritual activities	NA	NA	45%	44%	Similar	NA	NA	Similar	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2015 rating compared to 2013	Comparison to benchmark			
		2009	2011	2013	2015		2009	2011	2013	2015
Community Engagement	Attended a Town-sponsored event	NA	NA	58%	53%	Similar	NA	NA	Similar	Similar
	Campaigned for an issue, cause or candidate	NA	NA	19%	18%	Similar	NA	NA	Similar	Similar
	Contacted Jupiter elected officials	NA	NA	14%	11%	Similar	NA	NA	Similar	Similar
	Volunteered	47%	45%	38%	40%	Similar	Higher	Similar	Similar	Similar
	Participated in a club	27%	31%	29%	28%	Similar	Lower	Similar	Similar	Similar
	Talked to or visited with neighbors	NA	NA	96%	95%	Similar	NA	NA	Similar	Similar
	Done a favor for a neighbor	NA	NA	85%	87%	Similar	NA	NA	Similar	Similar
	Attended a local public meeting	27%	25%	25%	24%	Similar	Similar	Similar	Similar	Similar
	Watched a local public meeting	27%	28%	17%	15%	Similar	Much lower	Much lower	Lower	Lower
	Read or watched local news	NA	NA	90%	91%	Similar	NA	NA	Similar	Similar
	Voted in local elections	82%	80%	83%	83%	Similar	Much higher	Higher	Similar	Similar

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Jupiter, FL

Comparisons by Geographic Subgroups

2015



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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. 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, Abacoa/Admiral's 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 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 (547 completed surveys). For each of the four neighborhoods 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, Abacoa/Admiral's Cove & Bears Club), the margin of error rises to approximately plus or minus ten percentage points since sample sizes were approximately : 170 for CRA and coastal communities, 109 for Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods, 166 for Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club, and 102 for Abacoa/Admirals' Cove & Bears Club. Notable differences between neighborhood groups included the following:

- Differences among neighborhood groups emerged in ratings for Mobility within Community Characteristics. Residents in Northern Loxahatchee River/Riverside Drive communities/ Central Jupiter & charter neighborhoods gave the lowest ratings to traffic flow on major streets, ease of public parking, ease of travel by car, ease of walking, and availability of paths and walking trails. Northern Loxahatchee River/Riverside Drive communities/ Central Jupiter & charter neighborhoods gave the lowest rating to Jupiter as a place to work. CRA and coastal communities gave the highest positive rating to the cost of living in Jupiter.
- Within the pillar of Governance, residents living in Northern Loxahatchee River/Riverside Drive communities/ Central Jupiter & charter neighborhoods gave the lowest ratings for the value of services for the taxes paid to Jupiter, traffic enforcement, street repair, street lighting, and traffic signal timing. CRA and coastal communities gave the lowest ratings to fire prevention and education, recycling, yard waste pick-up, storm drainage, and town-sponsored special events.
- Rates of participation for walking or biking instead of driving were highest in CRA and coastal communities and rates of using public transportation was higher for residents living in Northern Loxahatchee River/Riverside Drive communities/ Central Jupiter & charter neighborhoods.
- Within the pillar of Participation, differences arise within the Economy facet. Residents in Abacoa/Admirals' Cove & Bears Club gave the highest ratings for believing the economy will have a positive impact on their income and working in Jupiter. For the same categories, the CRA and coastal communities had the lowest ratings.

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Table 1: 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%	91%	94%	97%	94%
Overall image or reputation of Jupiter	93%	85%	95%	93%	92%
Jupiter as a place to live	98%	92%	97%	96%	96%
Your neighborhood as a place to live	96%	82%	94%	92%	92%
Jupiter as a place to raise children	86%	86%	91%	88%	88%
Jupiter as a place to retire	83%	82%	82%	83%	83%
Overall appearance of Jupiter	93%	89%	90%	95%	92%

Table 2: 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	93%	79%	91%	98%	91%
In your neighborhood during the day	96%	93%	98%	99%	97%
In Jupiter's downtown/commercial area during the day	93%	96%	93%	93%	93%

Table 3: 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	82%	68%	77%	79%	77%
Traffic flow on major streets	53%	23%	43%	55%	45%

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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 public parking	69%	59%	61%	75%	66%
Ease of travel by car in Jupiter	70%	46%	61%	68%	62%
Ease of travel by public transportation in Jupiter	19%	24%	38%	25%	26%
Ease of travel by bicycle in Jupiter	57%	50%	45%	58%	53%
Ease of walking in Jupiter	79%	53%	65%	62%	65%
Availability of paths and walking trails	81%	58%	69%	68%	70%

Table 4: 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	85%	84%	81%	83%	83%
Air quality	92%	84%	88%	94%	90%
Cleanliness of Jupiter	89%	85%	90%	87%	88%

Table 5: 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)	69%	67%	73%	78%	72%
Public places where people want to spend time	88%	75%	88%	87%	85%
Variety of housing options	64%	52%	68%	67%	63%
Availability of affordable quality housing	43%	32%	36%	34%	36%

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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 quality of new development in Jupiter	62%	54%	58%	71%	62%

Table 6: Community Characteristics - Economy

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 economic health of Jupiter	79%	81%	81%	91%	83%
Jupiter as a place to work	72%	62%	77%	77%	73%
Jupiter as a place to visit	94%	86%	89%	93%	91%
Employment opportunities	51%	43%	46%	44%	46%
Shopping opportunities	78%	66%	71%	78%	74%
Cost of living in Jupiter	43%	27%	27%	26%	31%
Overall quality of business and service establishments in Jupiter	80%	77%	77%	76%	78%
Vibrant downtown/commercial area	46%	47%	47%	51%	48%

Table 7: Community Characteristics - Recreation and Wellness

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	
Health and wellness opportunities in Jupiter	90%	84%	86%	87%	87%
Fitness opportunities (including exercise classes and paths or trails, etc.)	79%	67%	80%	78%	77%
Recreational opportunities	81%	73%	86%	91%	83%
Availability of affordable quality food	82%	72%	72%	81%	77%
Availability of affordable quality health care	80%	68%	74%	80%	76%

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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	
Availability of preventive health services	81%	71%	81%	87%	81%
Availability of affordable quality mental health care	59%	59%	62%	55%	58%

Table 8: 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	74%	78%	79%	76%	77%
Availability of affordable quality child care/preschool	65%	67%	59%	54%	60%
K-12 education	79%	85%	88%	69%	80%
Adult educational opportunities	73%	74%	71%	75%	73%
Opportunities to attend cultural/arts/music activities	75%	60%	67%	68%	68%
Opportunities to participate in religious or spiritual events and activities	84%	86%	85%	83%	85%

Table 9: 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	65%	57%	73%	66%	66%
Opportunities to volunteer	85%	69%	77%	75%	77%
Opportunities to participate in community matters	76%	61%	69%	72%	70%
Openness and acceptance of the community toward people of diverse backgrounds	69%	63%	59%	67%	64%

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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	
Neighborliness of residents in Jupiter	70%	54%	63%	65%	63%

Table 10: 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	88%	83%	86%	89%	87%
The value of services for the taxes paid to Jupiter	64%	48%	69%	69%	64%
The overall direction that Jupiter is taking	52%	54%	56%	67%	58%
The job Jupiter government does at welcoming citizen involvement	56%	60%	64%	70%	63%
Overall confidence in Jupiter government	52%	56%	59%	64%	58%
Generally acting in the best interest of the community	55%	58%	54%	64%	58%
Being honest	63%	57%	66%	72%	65%
Treating all residents fairly	60%	55%	64%	73%	64%
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	83%	79%	87%	88%	84%
The Federal Government	37%	47%	34%	40%	39%

Table 11: 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	92%	84%	86%	91%	89%
Fire services	99%	97%	96%	95%	96%

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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	
Ambulance or emergency medical services	97%	97%	94%	94%	95%
Crime prevention	81%	76%	82%	87%	82%
Fire prevention and education	78%	90%	83%	97%	87%
Animal control	68%	67%	69%	77%	71%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78%	71%	85%	79%	79%

Table 12: 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	77%	60%	67%	82%	72%
Street repair	72%	66%	63%	81%	71%
Street cleaning	75%	75%	75%	81%	77%
Street lighting	66%	83%	73%	82%	76%
Sidewalk maintenance	70%	77%	70%	78%	74%
Traffic signal timing	53%	40%	47%	57%	50%
Bus or transit services	42%	45%	60%	65%	53%

Table 13: 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	85%	94%	90%	92%	90%
Recycling	82%	94%	89%	83%	87%
Yard waste pick-up	79%	93%	85%	83%	85%
Drinking water	80%	76%	80%	78%	79%

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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	
Preservation of natural areas such as open space, farmlands and greenbelts	71%	67%	58%	68%	66%
Jupiter open space	69%	65%	58%	70%	66%

Table 14: 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	62%	81%	68%	78%	72%
Sewer services	84%	95%	90%	86%	89%
Power (electric and/or gas) utility	83%	88%	83%	87%	85%
Utility billing	78%	76%	82%	85%	80%
Land use, planning and zoning	51%	59%	46%	53%	52%
Code enforcement (weeds, abandoned buildings, etc.)	65%	64%	65%	76%	68%
Cable television	57%	58%	51%	48%	53%

Table 15: 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	61%	57%	62%	68%	62%

Table 16: 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	91%	88%	86%	92%	89%

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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	
Recreation programs or classes	84%	83%	91%	83%	85%
Recreation centers or facilities	86%	80%	90%	86%	85%
Health services	85%	79%	85%	87%	84%

Table 17: 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	93%	87%	96%	92%	92%
Town-sponsored special events	65%	69%	83%	82%	75%

Table 18: 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	73%	82%	86%	81%	80%

Table 19: 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	73%	69%	70%	72%	71%
Recommend living in Jupiter to someone who asks	94%	88%	96%	94%	93%
Remain in Jupiter for the next five years	95%	93%	89%	89%	92%

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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	
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	44%	47%	35%	45%	43%

Table 20: 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	90%	85%	92%	84%	88%
Did NOT report a crime	82%	78%	81%	77%	79%
Stocked supplies in preparation for an emergency	56%	66%	65%	63%	62%

Table 21: 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	66%	55%	50%	64%	59%
Carpooled with other adults or children instead of driving alone	31%	42%	36%	38%	37%
Used bus, rail, subway or other public transportation instead of driving	5%	14%	4%	4%	6%

Table 22: 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	90%	89%	93%	91%	91%
Made efforts to make your home more energy efficient	79%	81%	77%	76%	78%
Made efforts to conserve water	72%	79%	88%	86%	82%

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Table 23: 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	70%	70%	71%	74%	71%
Did NOT observe a code violation	62%	51%	66%	74%	64%

Table 24: 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%	100%	99%
Economy will have positive impact on income	26%	33%	37%	45%	36%
Work in Jupiter	25%	39%	35%	44%	36%

Table 25: Participation - Recreation and Wellness

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	
Used Jupiter recreation centers or their services	62%	59%	54%	63%	60%
Visited a neighborhood park or Town park	91%	85%	86%	80%	85%
Eat at least 5 portions of fruits and vegetables a day	87%	83%	85%	90%	87%
Participate in moderate or vigorous physical activity	93%	76%	89%	86%	86%
Reported being in "very good" or "excellent" health	72%	65%	74%	74%	72%

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Table 26: Participation - Education and Enrichment

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	
Used Jupiter public libraries or their services	60%	67%	60%	71%	65%
Participated in religious or spiritual activities in Jupiter	44%	38%	51%	40%	44%
Attended a Town-sponsored event	53%	54%	53%	52%	53%

Table 27: 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	16%	15%	16%	25%	18%
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	17%	8%	6%	11%	11%
Volunteered your time to some group/activity in Jupiter	47%	31%	36%	45%	40%
Participated in a club	32%	28%	23%	27%	28%
Talked to or visited with your immediate neighbors	95%	92%	95%	96%	95%
Done a favor for a neighbor	95%	87%	87%	81%	87%
Attended a local public meeting	36%	27%	15%	20%	24%
Watched (online or on television) a local public meeting	23%	21%	8%	10%	15%
Read or watch local news (via television, paper, computer, etc.)	96%	85%	90%	92%	91%
Vote in local elections	87%	69%	88%	86%	83%

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Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	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%	96%	90%	92%	93%
Overall ease of getting to the places you usually have to visit	85%	88%	85%	88%	86%
Quality of overall natural environment in Jupiter	92%	85%	91%	84%	88%
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	92%	74%	80%	80%	82%
Health and wellness opportunities in Jupiter	90%	82%	70%	68%	77%
Overall opportunities for education and enrichment	75%	85%	82%	82%	81%
Overall economic health of Jupiter	96%	94%	88%	89%	92%
Sense of community	82%	82%	79%	89%	83%

Table 29: Importance for Jupiter to offer programs for residents 55 and over

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. (Percent rating as "Essential" or "Very important").	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	
Day trips to area attractions such as malls, casinos, parks, and activities	34%	44%	37%	34%	37%
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	26%	27%	23%	21%	24%
Longer-term trips and cruises	20%	22%	21%	23%	21%
Senior support services	74%	68%	77%	79%	75%
Health information programs, fairs and seminars	59%	59%	63%	73%	63%
Games and leagues	31%	43%	45%	51%	41%
Sports leagues	30%	38%	41%	45%	38%
Dances, concerts, and entertainment events	45%	41%	51%	52%	47%

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Table 30: Quality of Public Information

Thinking about Jupiter’s public information efforts, please rate the quality of each of the following: (Percent rating as "Excellent" or "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 Times quarterly newsletter (including Town news, recreation activities, 55+ activities and neighborhood news)	82%	72%	86%	86%	82%
Usability/design of the Town website (www.jupiter.fl.us)	74%	71%	78%	68%	73%
Content of the Town website (www.jupiter.fl.us)	74%	81%	78%	74%	77%
The Town’s Facebook page and Twitter feed	68%	67%	80%	74%	73%
Fliers, posters or advertisements on Town programs and events	57%	62%	74%	74%	67%
Inlet Villager newsletter	53%	62%	67%	80%	66%
Open house and public meetings	51%	63%	67%	79%	65%
Direct mail items (postcards and reports)	53%	67%	64%	76%	65%

Table 31: Ratings of Contact with Jupiter Employees

In question 7, you were asked if you had contacted the town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months. If you answered “yes,” please provide your impression of the following: (Percent rating as "Excellent" or "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	
Knowledge	87%	80%	87%	86%	85%
Responsiveness	81%	80%	84%	73%	79%
Courtesy	90%	89%	91%	88%	89%

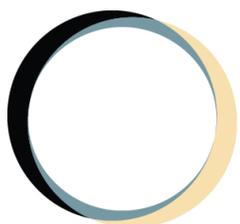


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## Jupiter, FL

Technical Appendices

2015



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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	
	%	N	%	N	%	N	%	N	%	N
Jupiter as a place to live	60%	N=328	35%	N=192	4%	N=19	0%	N=3	100%	N=542
Your neighborhood as a place to live	51%	N=278	40%	N=217	7%	N=39	1%	N=6	100%	N=540
Jupiter as a place to raise children	49%	N=221	39%	N=176	11%	N=49	1%	N=4	100%	N=450
Jupiter as a place to work	35%	N=146	37%	N=154	24%	N=99	3%	N=14	100%	N=412
Jupiter as a place to visit	51%	N=268	40%	N=209	9%	N=47	0%	N=1	100%	N=525
Jupiter as a place to retire	48%	N=230	35%	N=166	14%	N=65	4%	N=17	100%	N=479
The overall quality of life in Jupiter	51%	N=276	43%	N=233	5%	N=28	0%	N=2	100%	N=539

Table 2: Question 2

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Jupiter	38%	N=205	53%	N=290	8%	N=43	1%	N=6	100%	N=544
Overall ease of getting to the places you usually have to visit	33%	N=180	44%	N=235	19%	N=101	4%	N=24	100%	N=541
Quality of overall natural environment in Jupiter	37%	N=198	46%	N=249	15%	N=82	2%	N=10	100%	N=540
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	22%	N=118	50%	N=268	20%	N=109	8%	N=42	100%	N=537
Health and wellness opportunities in Jupiter	36%	N=189	50%	N=261	12%	N=62	1%	N=6	100%	N=518
Overall opportunities for education and enrichment	29%	N=135	48%	N=226	21%	N=97	2%	N=10	100%	N=469
Overall economic health of Jupiter	31%	N=150	52%	N=258	16%	N=77	1%	N=7	100%	N=492
Sense of community	26%	N=137	45%	N=240	24%	N=128	5%	N=25	100%	N=531
Overall image or reputation of Jupiter	43%	N=234	49%	N=262	7%	N=40	1%	N=4	100%	N=541

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	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Jupiter to someone who asks	72%	N=389	21%	N=114	3%	N=18	3%	N=18	100%	N=540
Remain in Jupiter for the next five years	74%	N=386	18%	N=95	5%	N=24	4%	N=20	100%	N=525

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	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	78%	N=423	19%	N=102	2%	N=10	1%	N=7	0%	N=0	100%	N=543
In Jupiter's downtown/commercial area during the day	64%	N=330	30%	N=155	5%	N=25	2%	N=10	0%	N=0	100%	N=520

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	5%	N=29	39%	N=214	37%	N=200	18%	N=98	100%	N=541
Ease of public parking	17%	N=89	50%	N=262	26%	N=138	8%	N=40	100%	N=529
Ease of travel by car in Jupiter	19%	N=100	44%	N=235	29%	N=158	8%	N=44	100%	N=537
Ease of travel by public transportation in Jupiter	7%	N=13	19%	N=38	36%	N=69	38%	N=74	100%	N=194
Ease of travel by bicycle in Jupiter	18%	N=70	35%	N=140	31%	N=125	16%	N=64	100%	N=399
Ease of walking in Jupiter	27%	N=134	39%	N=194	27%	N=135	8%	N=40	100%	N=503
Availability of paths and walking trails	28%	N=139	41%	N=204	25%	N=123	5%	N=27	100%	N=493
Air quality	41%	N=216	50%	N=264	8%	N=44	2%	N=8	100%	N=533
Cleanliness of Jupiter	40%	N=220	48%	N=259	10%	N=56	1%	N=8	100%	N=544
Overall appearance of Jupiter	43%	N=233	49%	N=263	7%	N=38	1%	N=5	100%	N=540
Public places where people want to spend time	33%	N=172	52%	N=273	14%	N=72	2%	N=9	100%	N=525
Variety of housing options	18%	N=89	46%	N=228	26%	N=132	10%	N=51	100%	N=500
Availability of affordable quality housing	9%	N=43	27%	N=123	35%	N=158	29%	N=135	100%	N=458
Fitness opportunities (including exercise classes and paths or trails, etc.)	31%	N=155	46%	N=228	20%	N=101	3%	N=16	100%	N=499
Recreational opportunities	35%	N=178	49%	N=249	16%	N=82	1%	N=3	100%	N=512
Availability of affordable quality food	27%	N=142	50%	N=266	20%	N=104	3%	N=18	100%	N=530
Availability of affordable quality health care	28%	N=141	48%	N=244	19%	N=98	4%	N=23	100%	N=505
Availability of preventive health services	28%	N=129	53%	N=245	16%	N=76	3%	N=12	100%	N=463
Availability of affordable quality mental health care	23%	N=51	36%	N=82	27%	N=61	15%	N=34	100%	N=227

Table 6: Question 6

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	11%	N=21	49%	N=98	32%	N=63	9%	N=17	100%	N=199
K-12 education	34%	N=96	47%	N=133	16%	N=47	3%	N=9	100%	N=284
Adult educational opportunities	20%	N=62	54%	N=170	19%	N=62	7%	N=23	100%	N=317
Opportunities to attend cultural/arts/music activities	21%	N=98	47%	N=222	28%	N=134	4%	N=17	100%	N=470
Opportunities to participate in religious or spiritual events and activities	33%	N=125	52%	N=200	14%	N=52	2%	N=8	100%	N=385
Employment opportunities	8%	N=28	37%	N=127	38%	N=128	17%	N=56	100%	N=339
Shopping opportunities	20%	N=105	54%	N=277	20%	N=104	6%	N=31	100%	N=517
Cost of living in Jupiter	6%	N=29	25%	N=132	50%	N=262	19%	N=99	100%	N=522
Overall quality of business and service establishments in Jupiter	12%	N=62	66%	N=345	18%	N=93	5%	N=24	100%	N=524
Vibrant downtown/commercial area	11%	N=53	37%	N=182	35%	N=169	18%	N=86	100%	N=490
Overall quality of new development in Jupiter	18%	N=90	44%	N=220	23%	N=117	15%	N=73	100%	N=501
Opportunities to participate in social events and activities	21%	N=100	45%	N=221	31%	N=150	3%	N=16	100%	N=487
Opportunities to volunteer	27%	N=104	50%	N=195	19%	N=75	4%	N=15	100%	N=390
Opportunities to participate in community matters	21%	N=84	50%	N=202	24%	N=99	5%	N=21	100%	N=406
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=82	45%	N=188	29%	N=121	7%	N=28	100%	N=419
Neighborliness of residents in Jupiter	19%	N=97	44%	N=230	31%	N=159	6%	N=32	100%	N=518

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	18%	N=99	82%	N=440	100%	N=539
Made efforts to make your home more energy efficient	22%	N=116	78%	N=422	100%	N=538
Observed a code violation or other hazard in Jupiter	64%	N=337	36%	N=191	100%	N=528
Household member was a victim of a crime in Jupiter	88%	N=473	12%	N=66	100%	N=539
Reported a crime to the police in Jupiter	79%	N=425	21%	N=111	100%	N=536
Stocked supplies in preparation for an emergency	38%	N=202	62%	N=332	100%	N=535
Campaigned or advocated for an issue, cause or candidate	82%	N=438	18%	N=99	100%	N=537
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	57%	N=310	43%	N=230	100%	N=540
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	89%	N=482	11%	N=58	100%	N=540

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	
	%	N	%	N	%	N	%	N	%	N
Used Jupiter recreation centers or their services	13%	N=68	23%	N=120	24%	N=131	40%	N=214	100%	N=533
Visited a neighborhood park or Town park	23%	N=123	31%	N=166	31%	N=168	15%	N=78	100%	N=535
Used Jupiter public libraries or their services	13%	N=68	22%	N=120	29%	N=158	35%	N=190	100%	N=537
Participated in religious or spiritual activities in Jupiter	13%	N=67	16%	N=85	15%	N=79	56%	N=300	100%	N=532
Attended a Town-sponsored event	4%	N=21	8%	N=45	41%	N=218	47%	N=251	100%	N=535
Used bus, rail, subway or other public transportation instead of driving	1%	N=8	1%	N=8	4%	N=19	94%	N=503	100%	N=537
Carpooled with other adults or children instead of driving alone	8%	N=42	9%	N=50	20%	N=105	63%	N=340	100%	N=536
Walked or biked instead of driving	15%	N=81	20%	N=109	24%	N=127	41%	N=219	100%	N=536
Volunteered your time to some group/activity in Jupiter	10%	N=52	9%	N=51	21%	N=114	60%	N=321	100%	N=538
Participated in a club	6%	N=33	7%	N=40	14%	N=75	72%	N=385	100%	N=533
Talked to or visited with your immediate neighbors	53%	N=285	29%	N=157	12%	N=64	5%	N=28	100%	N=534
Done a favor for a neighbor	26%	N=137	30%	N=163	31%	N=167	13%	N=67	100%	N=534

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	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=2	1%	N=5	23%	N=121	76%	N=405	100%	N=534
Watched (online or on television) a local public meeting	1%	N=4	2%	N=13	12%	N=63	85%	N=454	100%	N=534

Table 10: Question 10

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	43%	N=200	46%	N=217	9%	N=41	3%	N=13	100%	N=471
Fire services	57%	N=219	39%	N=150	2%	N=9	1%	N=4	100%	N=383
Ambulance or emergency medical services	54%	N=192	42%	N=149	3%	N=12	1%	N=5	100%	N=358
Crime prevention	29%	N=116	53%	N=210	14%	N=56	4%	N=16	100%	N=398
Fire prevention and education	35%	N=100	53%	N=151	11%	N=33	1%	N=3	100%	N=287
Traffic enforcement	24%	N=109	49%	N=225	21%	N=96	7%	N=31	100%	N=461

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Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Total	
Street repair	21%	N=100	50%	N=243	24%	N=117	5%	N=26	100%	N=486
Street cleaning	27%	N=131	50%	N=249	18%	N=89	5%	N=26	100%	N=494
Street lighting	25%	N=126	51%	N=260	18%	N=94	6%	N=28	100%	N=508
Sidewalk maintenance	22%	N=112	52%	N=258	22%	N=109	4%	N=22	100%	N=502
Traffic signal timing	12%	N=61	38%	N=192	32%	N=165	18%	N=92	100%	N=510
Bus or transit services	22%	N=39	31%	N=54	24%	N=43	23%	N=40	100%	N=176
Garbage collection	44%	N=228	46%	N=240	9%	N=49	0%	N=2	100%	N=519
Recycling	40%	N=204	47%	N=239	11%	N=58	2%	N=11	100%	N=513
Yard waste pick-up	41%	N=186	44%	N=199	13%	N=60	2%	N=8	100%	N=452
Storm drainage	25%	N=119	47%	N=221	20%	N=93	8%	N=37	100%	N=470
Drinking water	38%	N=192	41%	N=208	16%	N=81	5%	N=27	100%	N=508
Sewer services	34%	N=154	55%	N=251	10%	N=46	1%	N=5	100%	N=456
Power (electric and/or gas) utility	36%	N=186	49%	N=257	14%	N=72	1%	N=5	100%	N=519
Utility billing	34%	N=177	46%	N=239	16%	N=84	3%	N=17	100%	N=518
Town parks	45%	N=226	44%	N=224	9%	N=47	1%	N=6	100%	N=503
Recreation programs or classes	35%	N=110	50%	N=161	14%	N=44	1%	N=3	100%	N=318
Recreation centers or facilities	36%	N=124	50%	N=172	12%	N=43	2%	N=7	100%	N=348
Land use, planning and zoning	16%	N=68	35%	N=146	31%	N=129	17%	N=73	100%	N=416
Code enforcement (weeds, abandoned buildings, etc.)	21%	N=78	47%	N=174	24%	N=87	9%	N=32	100%	N=371
Animal control	19%	N=68	52%	N=185	22%	N=80	7%	N=26	100%	N=359
Economic development	15%	N=61	47%	N=193	26%	N=107	11%	N=46	100%	N=408
Health services	29%	N=125	55%	N=237	14%	N=61	1%	N=6	100%	N=429
Public library services	49%	N=206	43%	N=179	7%	N=28	1%	N=5	100%	N=417
Public information services	23%	N=83	58%	N=211	17%	N=62	3%	N=11	100%	N=367
Cable television	15%	N=67	38%	N=177	29%	N=131	18%	N=84	100%	N=459
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	26%	N=93	53%	N=194	19%	N=70	2%	N=8	100%	N=365
Preservation of natural areas such as open space, farmlands and greenbelts	24%	N=114	42%	N=200	22%	N=103	12%	N=58	100%	N=476
Jupiter open space	22%	N=106	43%	N=208	23%	N=112	11%	N=54	100%	N=479
Town-sponsored special events	22%	N=87	54%	N=216	23%	N=93	2%	N=8	100%	N=403
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	29%	N=132	55%	N=248	11%	N=51	4%	N=20	100%	N=450

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	28%	N=141	58%	N=291	12%	N=60	1%	N=7	100%	N=499
The Federal Government	7%	N=34	32%	N=145	35%	N=162	26%	N=117	100%	N=458

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	15%	N=72	48%	N=231	29%	N=137	8%	N=36	100%	N=477
The overall direction that Jupiter is taking	12%	N=60	45%	N=218	25%	N=120	17%	N=84	100%	N=481
The job Jupiter government does at welcoming citizen involvement	15%	N=55	47%	N=169	28%	N=101	9%	N=33	100%	N=357

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Please rate the following categories of Jupiter government performance:	Excellent		Good		Fair		Poor		Total	
Overall confidence in Jupiter government	15%	N=66	43%	N=189	31%	N=139	11%	N=47	100%	N=441
Generally acting in the best interest of the community	16%	N=72	41%	N=183	27%	N=122	15%	N=66	100%	N=443
Being honest	19%	N=70	46%	N=168	25%	N=92	10%	N=38	100%	N=368
Treating all residents fairly	19%	N=72	45%	N=177	26%	N=101	10%	N=41	100%	N=391

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		Total	
Overall feeling of safety in Jupiter	65%	N=349	28%	N=152	7%	N=37	0%	N=1	100%	N=538
Overall ease of getting to the places you usually have to visit	37%	N=195	50%	N=266	13%	N=70	1%	N=3	100%	N=534
Quality of overall natural environment in Jupiter	54%	N=288	34%	N=179	11%	N=60	1%	N=4	100%	N=532
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	41%	N=215	41%	N=220	16%	N=86	2%	N=10	100%	N=531
Health and wellness opportunities in Jupiter	37%	N=201	39%	N=212	22%	N=115	2%	N=8	100%	N=536
Overall opportunities for education and enrichment	35%	N=189	46%	N=244	17%	N=90	2%	N=12	100%	N=536
Overall economic health of Jupiter	49%	N=263	42%	N=225	8%	N=40	1%	N=4	100%	N=532
Sense of community	33%	N=179	50%	N=266	15%	N=83	2%	N=9	100%	N=536

Table 14: Question 14

Which one of the following areas do you most associate with being Jupiter's downtown/commercial area? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center drive, near the amphitheater and Roger Dean Stadium)	22%	N=115
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)	11%	N=58
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, BlueLine, Rustic Inn and Jetty's)	12%	N=61
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	19%	N=99
Toney Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	4%	N=21
None of the above	32%	N=163
Total	100%	N=517

Table 15: Question 15

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	13%	N=55	24%	N=99	39%	N=162	24%	N=100	100%	N=416
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	8%	N=34	16%	N=65	40%	N=163	36%	N=144	100%	N=406
Longer-term trips and cruises	8%	N=31	14%	N=56	36%	N=147	43%	N=175	100%	N=410
Senior support services	34%	N=144	41%	N=173	16%	N=68	9%	N=40	100%	N=425
Health information programs, fairs and seminars	25%	N=109	38%	N=161	28%	N=120	9%	N=38	100%	N=428
Games and leagues	11%	N=47	30%	N=123	43%	N=177	15%	N=63	100%	N=410
Sports leagues	11%	N=46	27%	N=110	44%	N=178	18%	N=74	100%	N=407
Dances, concerts, and entertainment events	13%	N=55	34%	N=145	39%	N=164	14%	N=60	100%	N=424

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Table 16: Question 16

Thinking about Jupiter's public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Town Times quarterly newsletter (including Town news, recreation activities, 55+ activities and neighborhood news)	31%	N=116	51%	N=193	16%	N=62	2%	N=6	100%	N=378
Usability/design of the Town website (www.jupiter.fl.us)	17%	N=59	55%	N=192	22%	N=76	6%	N=19	100%	N=347
Content of the Town website (www.jupiter.fl.us)	18%	N=59	59%	N=200	19%	N=65	4%	N=14	100%	N=337
The Town's Facebook page and Twitter feed	17%	N=25	56%	N=84	24%	N=36	2%	N=3	100%	N=148
Fliers, posters or advertisements on Town programs and events	19%	N=65	48%	N=163	29%	N=98	4%	N=14	100%	N=341
Inlet Villager newsletter	21%	N=38	45%	N=82	33%	N=60	2%	N=3	100%	N=183
Open house and public meetings	13%	N=28	52%	N=118	29%	N=64	6%	N=14	100%	N=225
Direct mail items (postcards and reports)	15%	N=51	51%	N=178	26%	N=93	8%	N=29	100%	N=352

Table 17: Question 17

In question 7, you were asked if you had contacted the Town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months. If you answered 'yes,' please provide your impression of the following:	Excellent		Good		Fair		Poor		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Knowledge	43%	N=105	42%	N=103	10%	N=25	4%	N=11	100%	N=244
Responsiveness	45%	N=108	34%	N=83	14%	N=34	7%	N=16	100%	N=242
Courtesy	48%	N=117	41%	N=101	8%	N=19	3%	N=7	100%	N=244

Table 18: 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	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Recycle at home	4%	N=24	5%	N=25	7%	N=38	13%	N=68	71%	N=384	100%	N=538
Purchase goods or services from a business located in Jupiter	1%	N=4	0%	N=1	16%	N=87	52%	N=280	31%	N=163	100%	N=535
Eat at least 5 portions of fruits and vegetables a day	3%	N=17	10%	N=54	35%	N=183	31%	N=163	21%	N=112	100%	N=529
Participate in moderate or vigorous physical activity	2%	N=10	12%	N=62	20%	N=108	39%	N=207	27%	N=142	100%	N=529
Read or watch local news (via television, paper, computer, etc.)	2%	N=11	7%	N=37	19%	N=104	32%	N=170	40%	N=212	100%	N=534
Vote in local elections	11%	N=59	6%	N=30	12%	N=66	21%	N=112	50%	N=264	100%	N=531

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	28%	N=153
Very good	43%	N=232
Good	25%	N=134
Fair	3%	N=13
Poor	1%	N=4
Total	100%	N=536

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Table 20: 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	8%	N=45
Somewhat positive	27%	N=145
Neutral	50%	N=267
Somewhat negative	12%	N=66
Very negative	2%	N=10
Total	100%	N=533

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	51%	N=275
Working part time for pay	10%	N=52
Unemployed, looking for paid work	4%	N=22
Unemployed, not looking for paid work	4%	N=20
Fully retired	31%	N=166
Total	100%	N=535

Table 22: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	28%	N=141
Yes, from home	7%	N=37
No	64%	N=318
Total	100%	N=497

Table 23: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	16%	N=88
2 to 5 years	18%	N=99
6 to 10 years	14%	N=74
11 to 20 years	25%	N=135
More than 20 years	27%	N=143
Total	100%	N=540

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	51%	N=273
Building with two or more homes (duplex, townhome, apartment or condominium)	49%	N=262
Mobile home	0%	N=1
Other	0%	N=2
Total	100%	N=539

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Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	23%	N=122
Owned	77%	N=410
Total	100%	N=532

Table 26: 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=12
\$300 to \$599 per month	6%	N=30
\$600 to \$999 per month	14%	N=70
\$1,000 to \$1,499 per month	28%	N=143
\$1,500 to \$2,499 per month	28%	N=144
\$2,500 or more per month	22%	N=109
Total	100%	N=507

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=403
Yes	25%	N=132
Total	100%	N=535

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	65%	N=349
Yes	35%	N=185
Total	100%	N=534

Table 29: 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	6%	N=30
\$25,000 to \$49,999	19%	N=92
\$50,000 to \$99,999	29%	N=139
\$100,000 to \$149,999	20%	N=99
\$150,000 or more	26%	N=126
Total	100%	N=487

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=497
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=36
Total	100%	N=533

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Table 31: 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=3
Asian, Asian Indian or Pacific Islander	2%	N=12
Black or African American	1%	N=6
White	95%	N=501
Other	1%	N=6

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

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	18%	N=95
35 to 44 years	13%	N=72
45 to 54 years	22%	N=117
55 to 64 years	15%	N=82
65 to 74 years	18%	N=95
75 years or older	13%	N=68
Total	100%	N=534

Table 33: Question D16

What is your sex?	Percent	Number
Female	53%	N=279
Male	47%	N=250
Total	100%	N=529

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	67%	N=357
Land line	17%	N=93
Both	16%	N=87
Total	100%	N=537

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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 35: 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	60%	N=328	35%	N=192	4%	N=19	0%	N=3	0%	N=0	100%	N=542
Your neighborhood as a place to live	51%	N=278	40%	N=217	7%	N=39	1%	N=6	0%	N=0	100%	N=541
Jupiter as a place to raise children	41%	N=221	33%	N=176	9%	N=49	1%	N=4	16%	N=85	100%	N=535
Jupiter as a place to work	27%	N=146	29%	N=154	18%	N=99	3%	N=14	23%	N=123	100%	N=535
Jupiter as a place to visit	50%	N=268	39%	N=209	9%	N=47	0%	N=1	2%	N=12	100%	N=537
Jupiter as a place to retire	43%	N=230	31%	N=166	12%	N=65	3%	N=17	10%	N=55	100%	N=534
The overall quality of life in Jupiter	51%	N=276	43%	N=233	5%	N=28	0%	N=2	0%	N=0	100%	N=539

Table 36: 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	38%	N=205	53%	N=290	8%	N=43	1%	N=6	0%	N=0	100%	N=544
Overall ease of getting to the places you usually have to visit	33%	N=180	44%	N=235	19%	N=101	4%	N=24	0%	N=0	100%	N=541
Quality of overall natural environment in Jupiter	37%	N=198	46%	N=249	15%	N=82	2%	N=10	0%	N=1	100%	N=541
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	22%	N=118	50%	N=268	20%	N=109	8%	N=42	0%	N=2	100%	N=539
Health and wellness opportunities in Jupiter	35%	N=189	48%	N=261	12%	N=62	1%	N=6	4%	N=21	100%	N=540
Overall opportunities for education and enrichment	25%	N=135	42%	N=226	18%	N=97	2%	N=10	12%	N=66	100%	N=535
Overall economic health of Jupiter	28%	N=150	48%	N=258	14%	N=77	1%	N=7	9%	N=48	100%	N=540
Sense of community	26%	N=137	45%	N=240	24%	N=128	5%	N=25	1%	N=7	100%	N=538
Overall image or reputation of Jupiter	43%	N=234	48%	N=262	7%	N=40	1%	N=4	0%	N=2	100%	N=543

Table 37: 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	72%	N=389	21%	N=114	3%	N=18	3%	N=18	0%	N=1	100%	N=540
Remain in Jupiter for the next five years	72%	N=386	18%	N=95	5%	N=24	4%	N=20	2%	N=9	100%	N=535

Table 38: 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	78%	N=423	19%	N=102	2%	N=10	1%	N=7	0%	N=0	0%	N=0	100%	N=543
In Jupiter's downtown/commercial area during the day	62%	N=330	29%	N=155	5%	N=25	2%	N=10	0%	N=0	3%	N=17	100%	N=537

Table 39: 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	5%	N=29	39%	N=214	37%	N=200	18%	N=98	0%	N=2	100%	N=543
Ease of public parking	16%	N=89	49%	N=262	26%	N=138	7%	N=40	2%	N=11	100%	N=540
Ease of travel by car in Jupiter	19%	N=100	44%	N=235	29%	N=158	8%	N=44	0%	N=3	100%	N=540

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Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of travel by public transportation in Jupiter	2%	N=13	7%	N=38	13%	N=69	14%	N=74	63%	N=336	100%	N=530
Ease of travel by bicycle in Jupiter	13%	N=70	26%	N=140	23%	N=125	12%	N=64	25%	N=133	100%	N=532
Ease of walking in Jupiter	25%	N=134	36%	N=194	25%	N=135	7%	N=40	6%	N=33	100%	N=536
Availability of paths and walking trails	26%	N=139	38%	N=204	23%	N=123	5%	N=27	9%	N=47	100%	N=540
Air quality	40%	N=216	49%	N=264	8%	N=44	2%	N=8	2%	N=8	100%	N=541
Cleanliness of Jupiter	40%	N=220	48%	N=259	10%	N=56	1%	N=8	0%	N=1	100%	N=545
Overall appearance of Jupiter	43%	N=233	49%	N=263	7%	N=38	1%	N=5	0%	N=2	100%	N=542
Public places where people want to spend time	32%	N=172	51%	N=273	13%	N=72	2%	N=9	2%	N=13	100%	N=538
Variety of housing options	16%	N=89	42%	N=228	24%	N=132	9%	N=51	8%	N=41	100%	N=541
Availability of affordable quality housing	8%	N=43	23%	N=123	30%	N=158	25%	N=135	14%	N=76	100%	N=534
Fitness opportunities (including exercise classes and paths or trails, etc.)	29%	N=155	43%	N=228	19%	N=101	3%	N=16	7%	N=37	100%	N=536
Recreational opportunities	33%	N=178	46%	N=249	15%	N=82	1%	N=3	5%	N=27	100%	N=540
Availability of affordable quality food	26%	N=142	49%	N=266	19%	N=104	3%	N=18	2%	N=13	100%	N=543
Availability of affordable quality health care	26%	N=141	45%	N=244	18%	N=98	4%	N=23	7%	N=39	100%	N=544
Availability of preventive health services	24%	N=129	45%	N=245	14%	N=76	2%	N=12	14%	N=78	100%	N=540
Availability of affordable quality mental health care	10%	N=51	15%	N=82	11%	N=61	6%	N=34	58%	N=310	100%	N=537

Table 40: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	4%	N=21	19%	N=98	12%	N=63	3%	N=17	62%	N=324	100%	N=523
K-12 education	19%	N=96	26%	N=133	9%	N=47	2%	N=9	45%	N=235	100%	N=519
Adult educational opportunities	12%	N=62	32%	N=170	12%	N=62	4%	N=23	40%	N=209	100%	N=526
Opportunities to attend cultural/arts/music activities	19%	N=98	43%	N=222	26%	N=134	3%	N=17	9%	N=49	100%	N=519
Opportunities to participate in religious or spiritual events and activities	24%	N=125	38%	N=200	10%	N=52	1%	N=8	27%	N=139	100%	N=525
Employment opportunities	5%	N=28	24%	N=127	24%	N=128	11%	N=56	35%	N=183	100%	N=522
Shopping opportunities	20%	N=105	53%	N=277	20%	N=104	6%	N=31	1%	N=3	100%	N=521
Cost of living in Jupiter	6%	N=29	25%	N=132	50%	N=262	19%	N=99	1%	N=5	100%	N=527
Overall quality of business and service establishments in Jupiter	12%	N=62	65%	N=345	18%	N=93	5%	N=24	1%	N=7	100%	N=531
Vibrant downtown/commercial area	10%	N=53	35%	N=182	33%	N=169	17%	N=86	5%	N=27	100%	N=518
Overall quality of new development in Jupiter	17%	N=90	42%	N=220	22%	N=117	14%	N=73	5%	N=25	100%	N=525
Opportunities to participate in social events and activities	19%	N=100	42%	N=221	28%	N=150	3%	N=16	8%	N=44	100%	N=531
Opportunities to volunteer	20%	N=104	37%	N=195	14%	N=75	3%	N=15	27%	N=141	100%	N=531
Opportunities to participate in community matters	16%	N=84	38%	N=202	19%	N=99	4%	N=21	23%	N=123	100%	N=529
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=82	36%	N=188	23%	N=121	5%	N=28	20%	N=105	100%	N=524
Neighborliness of residents in Jupiter	18%	N=97	44%	N=230	30%	N=159	6%	N=32	2%	N=11	100%	N=529

Table 41: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	18%	N=99	82%	N=440	100%	N=539
Made efforts to make your home more energy efficient	22%	N=116	78%	N=422	100%	N=538
Observed a code violation or other hazard in Jupiter	64%	N=337	36%	N=191	100%	N=528

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Household member was a victim of a crime in Jupiter	88%	N=473	12%	N=66	100%	N=539
Reported a crime to the police in Jupiter	79%	N=425	21%	N=111	100%	N=536
Stocked supplies in preparation for an emergency	38%	N=202	62%	N=332	100%	N=535
Campaigned or advocated for an issue, cause or candidate	82%	N=438	18%	N=99	100%	N=537
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	57%	N=310	43%	N=230	100%	N=540
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	89%	N=482	11%	N=58	100%	N=540

Table 42: 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	13%	N=68	23%	N=120	24%	N=131	40%	N=214	100%	N=533
Visited a neighborhood park or Town park	23%	N=123	31%	N=166	31%	N=168	15%	N=78	100%	N=535
Used Jupiter public libraries or their services	13%	N=68	22%	N=120	29%	N=158	35%	N=190	100%	N=537
Participated in religious or spiritual activities in Jupiter	13%	N=67	16%	N=85	15%	N=79	56%	N=300	100%	N=532
Attended a Town-sponsored event	4%	N=21	8%	N=45	41%	N=218	47%	N=251	100%	N=535
Used bus, rail, subway or other public transportation instead of driving	1%	N=8	1%	N=8	4%	N=19	94%	N=503	100%	N=537
Carpooled with other adults or children instead of driving alone	8%	N=42	9%	N=50	20%	N=105	63%	N=340	100%	N=536
Walked or biked instead of driving	15%	N=81	20%	N=109	24%	N=127	41%	N=219	100%	N=536
Volunteered your time to some group/activity in Jupiter	10%	N=52	9%	N=51	21%	N=114	60%	N=321	100%	N=538
Participated in a club	6%	N=33	7%	N=40	14%	N=75	72%	N=385	100%	N=533
Talked to or visited with your immediate neighbors	53%	N=285	29%	N=157	12%	N=64	5%	N=28	100%	N=534
Done a favor for a neighbor	26%	N=137	30%	N=163	31%	N=167	13%	N=67	100%	N=534

Table 43: 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	0%	N=2	1%	N=5	23%	N=121	76%	N=405	100%	N=534
Watched (online or on television) a local public meeting	1%	N=4	2%	N=13	12%	N=63	85%	N=454	100%	N=534

Table 44: Question 10

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	38%	N=200	41%	N=217	8%	N=41	3%	N=13	11%	N=58	100%	N=529
Fire services	41%	N=219	28%	N=150	2%	N=9	1%	N=4	28%	N=145	100%	N=528
Ambulance or emergency medical services	36%	N=192	28%	N=149	2%	N=12	1%	N=5	32%	N=171	100%	N=529
Crime prevention	22%	N=116	40%	N=210	11%	N=56	3%	N=16	24%	N=123	100%	N=520
Fire prevention and education	19%	N=100	29%	N=151	6%	N=33	1%	N=3	45%	N=238	100%	N=525
Traffic enforcement	21%	N=109	43%	N=225	18%	N=96	6%	N=31	12%	N=64	100%	N=526
Street repair	19%	N=100	47%	N=243	22%	N=117	5%	N=26	7%	N=34	100%	N=520
Street cleaning	25%	N=131	47%	N=249	17%	N=89	5%	N=26	7%	N=35	100%	N=529
Street lighting	24%	N=126	49%	N=260	18%	N=94	5%	N=28	4%	N=20	100%	N=528
Sidewalk maintenance	21%	N=112	49%	N=258	21%	N=109	4%	N=22	5%	N=27	100%	N=529

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Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic signal timing	11%	N=61	36%	N=192	31%	N=165	17%	N=92	4%	N=19	100%	N=529
Bus or transit services	8%	N=39	10%	N=54	8%	N=43	8%	N=40	66%	N=338	100%	N=514
Garbage collection	43%	N=228	46%	N=240	9%	N=49	0%	N=2	2%	N=8	100%	N=527
Recycling	39%	N=204	45%	N=239	11%	N=58	2%	N=11	3%	N=16	100%	N=529
Yard waste pick-up	35%	N=186	38%	N=199	11%	N=60	1%	N=8	14%	N=76	100%	N=528
Storm drainage	23%	N=119	42%	N=221	18%	N=93	7%	N=37	11%	N=56	100%	N=526
Drinking water	36%	N=192	39%	N=208	15%	N=81	5%	N=27	4%	N=22	100%	N=530
Sewer services	29%	N=154	47%	N=251	9%	N=46	1%	N=5	14%	N=73	100%	N=529
Power (electric and/or gas) utility	35%	N=186	48%	N=257	14%	N=72	1%	N=5	2%	N=11	100%	N=530
Utility billing	33%	N=177	45%	N=239	16%	N=84	3%	N=17	2%	N=13	100%	N=531
Town parks	43%	N=226	43%	N=224	9%	N=47	1%	N=6	4%	N=23	100%	N=526
Recreation programs or classes	21%	N=110	30%	N=161	8%	N=44	1%	N=3	40%	N=210	100%	N=529
Recreation centers or facilities	24%	N=124	33%	N=172	8%	N=43	1%	N=7	34%	N=177	100%	N=525
Land use, planning and zoning	13%	N=68	28%	N=146	25%	N=129	14%	N=73	21%	N=110	100%	N=526
Code enforcement (weeds, abandoned buildings, etc.)	15%	N=78	33%	N=174	17%	N=87	6%	N=32	29%	N=153	100%	N=525
Animal control	13%	N=68	35%	N=185	15%	N=80	5%	N=26	32%	N=167	100%	N=526
Economic development	12%	N=61	37%	N=193	20%	N=107	9%	N=46	22%	N=117	100%	N=525
Health services	24%	N=125	45%	N=237	12%	N=61	1%	N=6	18%	N=97	100%	N=526
Public library services	39%	N=206	34%	N=179	5%	N=28	1%	N=5	21%	N=111	100%	N=528
Public information services	16%	N=83	40%	N=211	12%	N=62	2%	N=11	30%	N=160	100%	N=526
Cable television	13%	N=67	34%	N=177	25%	N=131	16%	N=84	13%	N=67	100%	N=526
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	18%	N=93	37%	N=194	13%	N=70	2%	N=8	30%	N=155	100%	N=519
Preservation of natural areas such as open space, farmlands and greenbelts	22%	N=114	38%	N=200	20%	N=103	11%	N=58	9%	N=46	100%	N=522
Jupiter open space	20%	N=106	40%	N=208	21%	N=112	10%	N=54	8%	N=42	100%	N=521
Town-sponsored special events	17%	N=87	42%	N=216	18%	N=93	1%	N=8	21%	N=108	100%	N=511
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	25%	N=132	48%	N=248	10%	N=51	4%	N=20	13%	N=70	100%	N=520

Table 45: 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	27%	N=141	55%	N=291	11%	N=60	1%	N=7	6%	N=30	100%	N=528
The Federal Government	6%	N=34	27%	N=145	31%	N=162	22%	N=117	13%	N=69	100%	N=527

Table 46: 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	14%	N=72	44%	N=231	26%	N=137	7%	N=36	9%	N=48	100%	N=525
The overall direction that Jupiter is taking	11%	N=60	41%	N=218	23%	N=120	16%	N=84	8%	N=45	100%	N=526
The job Jupiter government does at welcoming citizen involvement	10%	N=55	32%	N=169	19%	N=101	6%	N=33	32%	N=166	100%	N=522
Overall confidence in Jupiter government	13%	N=66	36%	N=189	27%	N=139	9%	N=47	15%	N=77	100%	N=519
Generally acting in the best interest of the community	14%	N=72	35%	N=183	23%	N=122	13%	N=66	15%	N=79	100%	N=522
Being honest	13%	N=70	32%	N=168	18%	N=92	7%	N=38	29%	N=152	100%	N=520
Treating all residents fairly	14%	N=72	34%	N=177	19%	N=101	8%	N=41	25%	N=131	100%	N=522

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Table 47: 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		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Jupiter	65%	N=349	28%	N=152	7%	N=37	0%	N=1	100%	N=538
Overall ease of getting to the places you usually have to visit	37%	N=195	50%	N=266	13%	N=70	1%	N=3	100%	N=534
Quality of overall natural environment in Jupiter	54%	N=288	34%	N=179	11%	N=60	1%	N=4	100%	N=532
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	41%	N=215	41%	N=220	16%	N=86	2%	N=10	100%	N=531
Health and wellness opportunities in Jupiter	37%	N=201	39%	N=212	22%	N=115	2%	N=8	100%	N=536
Overall opportunities for education and enrichment	35%	N=189	46%	N=244	17%	N=90	2%	N=12	100%	N=536
Overall economic health of Jupiter	49%	N=263	42%	N=225	8%	N=40	1%	N=4	100%	N=532
Sense of community	33%	N=179	50%	N=266	15%	N=83	2%	N=9	100%	N=536

Table 48: Question 14

Which one of the following areas do you most associate with being Jupiter's downtown/commercial area? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center drive, near the amphitheater and Roger Dean Stadium)	22%	N=115
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)	11%	N=58
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, Blueline, Rustic Inn and Jetty's)	12%	N=61
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	19%	N=99
Toney Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	4%	N=21
None of the above	32%	N=163
Total	100%	N=517

Table 49: Question 15

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Day trips to area attractions such as malls, casinos, parks, and activities	11%	N=55	19%	N=99	31%	N=162	19%	N=100	21%	N=110	100%	N=526
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	6%	N=34	12%	N=65	31%	N=163	27%	N=144	23%	N=121	100%	N=527
Longer-term trips and cruises	6%	N=31	11%	N=56	28%	N=147	33%	N=175	22%	N=116	100%	N=526
Senior support services	28%	N=144	33%	N=173	13%	N=68	8%	N=40	19%	N=99	100%	N=524
Health information programs, fairs and seminars	21%	N=109	31%	N=161	23%	N=120	7%	N=38	18%	N=97	100%	N=526
Games and leagues	9%	N=47	23%	N=123	34%	N=177	12%	N=63	22%	N=115	100%	N=525
Sports leagues	9%	N=46	21%	N=110	34%	N=178	14%	N=74	23%	N=120	100%	N=527
Dances, concerts, and entertainment events	10%	N=55	27%	N=145	31%	N=164	11%	N=60	20%	N=105	100%	N=529

Table 50: Question 16

Thinking about Jupiter's public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Town Times quarterly newsletter (including Town news, recreation activities, 55+ activities and neighborhood news)	22%	N=116	37%	N=193	12%	N=62	1%	N=6	29%	N=151	100%	N=529
Usability/design of the Town website (www.jupiter.fl.us)	11%	N=59	37%	N=192	15%	N=76	4%	N=19	34%	N=175	100%	N=522
Content of the Town website (www.jupiter.fl.us)	11%	N=59	38%	N=200	12%	N=65	3%	N=14	36%	N=187	100%	N=524
The Town's Facebook page and Twitter feed	5%	N=25	16%	N=84	7%	N=36	1%	N=3	71%	N=371	100%	N=520

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Thinking about Jupiter's public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
Fliers, posters or advertisements on Town programs and events	13%	N=65	31%	N=163	19%	N=98	3%	N=14	35%	N=181	100%	N=521
Inlet Villager newsletter	7%	N=38	16%	N=82	11%	N=60	1%	N=3	65%	N=338	100%	N=521
Open house and public meetings	5%	N=28	23%	N=118	12%	N=64	3%	N=14	57%	N=297	100%	N=521
Direct mail items (postcards and reports)	10%	N=51	34%	N=178	18%	N=93	6%	N=29	32%	N=169	100%	N=521

Table 51: Question 17

In question 7, you were asked if you had contacted the Town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months. If you answered 'yes,' please provide your impression of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	32%	N=105	32%	N=103	8%	N=25	3%	N=11	25%	N=80	100%	N=324
Responsiveness	34%	N=108	26%	N=83	11%	N=34	5%	N=16	25%	N=81	100%	N=323
Courtesy	36%	N=117	31%	N=101	6%	N=19	2%	N=7	25%	N=81	100%	N=325

Table 52: 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	4%	N=24	5%	N=25	7%	N=38	13%	N=68	71%	N=384	100%	N=538
Purchase goods or services from a business located in Jupiter	1%	N=4	0%	N=1	16%	N=87	52%	N=280	31%	N=163	100%	N=535
Eat at least 5 portions of fruits and vegetables a day	3%	N=17	10%	N=54	35%	N=183	31%	N=163	21%	N=112	100%	N=529
Participate in moderate or vigorous physical activity	2%	N=10	12%	N=62	20%	N=108	39%	N=207	27%	N=142	100%	N=529
Read or watch local news (via television, paper, computer, etc.)	2%	N=11	7%	N=37	19%	N=104	32%	N=170	40%	N=212	100%	N=534
Vote in local elections	11%	N=59	6%	N=30	12%	N=66	21%	N=112	50%	N=264	100%	N=531

Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	28%	N=153
Very good	43%	N=232
Good	25%	N=134
Fair	3%	N=13
Poor	1%	N=4
Total	100%	N=536

Table 54: 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	8%	N=45
Somewhat positive	27%	N=145
Neutral	50%	N=267
Somewhat negative	12%	N=66
Very negative	2%	N=10
Total	100%	N=533

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Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	51%	N=275
Working part time for pay	10%	N=52
Unemployed, looking for paid work	4%	N=22
Unemployed, not looking for paid work	4%	N=20
Fully retired	31%	N=166
Total	100%	N=535

Table 56: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	28%	N=141
Yes, from home	7%	N=37
No	64%	N=318
Total	100%	N=497

Table 57: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	16%	N=88
2 to 5 years	18%	N=99
6 to 10 years	14%	N=74
11 to 20 years	25%	N=135
More than 20 years	27%	N=143
Total	100%	N=540

Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	51%	N=273
Building with two or more homes (duplex, townhome, apartment or condominium)	49%	N=262
Mobile home	0%	N=1
Other	0%	N=2
Total	100%	N=539

Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	23%	N=122
Owned	77%	N=410
Total	100%	N=532

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Table 60: 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=12
\$300 to \$599 per month	6%	N=30
\$600 to \$999 per month	14%	N=70
\$1,000 to \$1,499 per month	28%	N=143
\$1,500 to \$2,499 per month	28%	N=144
\$2,500 or more per month	22%	N=109
Total	100%	N=507

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=403
Yes	25%	N=132
Total	100%	N=535

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	65%	N=349
Yes	35%	N=185
Total	100%	N=534

Table 63: 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	6%	N=30
\$25,000 to \$49,999	19%	N=92
\$50,000 to \$99,999	29%	N=139
\$100,000 to \$149,999	20%	N=99
\$150,000 or more	26%	N=126
Total	100%	N=487

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=497
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=36
Total	100%	N=533

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Table 65: 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=3
Asian, Asian Indian or Pacific Islander	2%	N=12
Black or African American	1%	N=6
White	95%	N=501
Other	1%	N=6

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

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	18%	N=95
35 to 44 years	13%	N=72
45 to 54 years	22%	N=117
55 to 64 years	15%	N=82
65 to 74 years	18%	N=95
75 years or older	13%	N=68
Total	100%	N=534

Table 67: Question D16

What is your sex?	Percent	Number
Female	53%	N=279
Male	47%	N=250
Total	100%	N=529

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	67%	N=357
Land line	17%	N=93
Both	16%	N=87
Total	100%	N=537

## 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 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Jupiter	94%	37	398	Higher
Overall image or reputation of Jupiter	92%	33	297	Higher
Jupiter as a place to live	96%	42	341	Higher
Your neighborhood as a place to live	92%	39	263	Similar
Jupiter as a place to raise children	88%	99	332	Similar
Jupiter as a place to retire	83%	17	315	Higher
Overall appearance of Jupiter	92%	29	310	Higher

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Jupiter	91%	81	228	Similar
	In your neighborhood during the day	97%	72	303	Similar
	In Jupiter's downtown/commercial area during the day	93%	105	257	Similar
Mobility	Overall ease of getting to the places you usually have to visit	77%	57	144	Similar
	Availability of paths and walking trails	70%	90	266	Similar
	Ease of walking in Jupiter	65%	98	247	Similar
	Ease of travel by bicycle in Jupiter	53%	118	251	Similar
	Ease of travel by public transportation in Jupiter	26%	98	127	Lower
	Ease of travel by car in Jupiter	62%	139	254	Similar
	Ease of public parking	66%	40	120	Similar
	Traffic flow on major streets	45%	197	299	Similar
Natural Environment	Quality of overall natural environment in Jupiter	83%	68	235	Similar
	Cleanliness of Jupiter	88%	47	228	Higher
	Air quality	90%	31	211	Higher
Built Environment	Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	72%	40	138	Similar
	Overall quality of new development in Jupiter	62%	103	243	Similar
	Availability of affordable quality housing	36%	196	255	Similar
	Variety of housing options	63%	90	234	Similar
	Public places where people want to spend time	85%	14	131	Higher
	Overall economic health of Jupiter	83%	26	143	Higher
	Vibrant downtown/commercial area	48%	58	128	Similar
	Overall quality of business and service establishments in Jupiter	78%	74	228	Similar
	Cost of living in Jupiter	31%	110	137	Similar
	Shopping opportunities	74%	79	253	Similar
Economy	Employment opportunities	46%	82	267	Similar
	Jupiter as a place to visit	91%	13	151	Much higher
	Jupiter as a place to work	73%	65	306	Higher
	Health and wellness opportunities in Jupiter	87%	23	140	Higher
	Availability of affordable quality mental health care	58%	26	120	Similar
	Availability of preventive health services	81%	20	192	Higher
	Availability of affordable quality health care	76%	29	216	Higher
Recreation and Wellness	Availability of affordable quality food	77%	33	192	Similar
	Recreational opportunities	83%	30	259	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	77%	39	135	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	77%	49	138	Similar
	Opportunities to participate in religious or spiritual events and activities	85%	48	172	Similar
	Opportunities to attend cultural/arts/music activities	68%	67	252	Similar
	Adult educational opportunities	73%	34	125	Similar
	K-12 education	80%	78	225	Similar
	Availability of affordable quality child care/preschool	60%	75	214	Similar
Community Engagement	Opportunities to participate in social events and activities	66%	67	215	Similar
	Neighborliness of Jupiter	63%	52	133	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	64%	91	245	Similar
	Opportunities to participate in community matters	70%	61	228	Similar
	Opportunities to volunteer	77%	68	222	Similar

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of Jupiter	87%	65	386	Similar
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	84%	103	321	Similar
Value of services for the taxes paid to Jupiter	64%	84	347	Similar
Overall direction that Jupiter is taking	58%	165	278	Similar
Job Jupiter government does at welcoming citizen involvement	63%	55	265	Similar
Overall confidence in Jupiter government	58%	48	138	Similar
Generally acting in the best interest of the community	58%	64	138	Similar
Being honest	65%	44	134	Similar
Treating all residents fairly	64%	41	137	Similar
Services provided by the Federal Government	39%	113	206	Similar

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	89%	76	383	Similar
	Fire services	96%	55	310	Similar
	Ambulance or emergency medical services	95%	64	299	Similar
	Crime prevention	82%	76	307	Similar
	Fire prevention and education	87%	55	244	Similar
	Animal control	71%	108	295	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	21	240	Higher
	Traffic enforcement	72%	81	327	Similar
	Street repair	71%	31	372	Higher
	Street cleaning	77%	47	276	Similar
Mobility	Street lighting	76%	25	271	Higher
	Sidewalk maintenance	74%	21	275	Higher
	Traffic signal timing	50%	113	215	Similar
	Bus or transit services	53%	97	184	Similar
	Garbage collection	90%	48	308	Similar
Natural Environment	Recycling	87%	82	314	Similar
	Yard waste pick-up	85%	37	227	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Drinking water	79%	69	292	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	66%	75	218	Similar
	Jupiter open space	66%	52	130	Similar
Built Environment	Storm drainage	72%	76	315	Similar
	Sewer services	89%	26	276	Similar
	Power (electric and/or gas) utility	85%	9	139	Similar
	Utility billing	80%	12	123	Similar
	Land use, planning and zoning	52%	104	255	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	68%	43	315	Higher
	Cable television	53%	90	164	Similar
Economy	Economic development	62%	74	243	Similar
Recreation and Wellness	Town parks	89%	55	285	Similar
	Recreation programs or classes	85%	43	298	Similar
	Recreation centers or facilities	85%	42	242	Higher
	Health services	84%	18	168	Higher
Education and Enrichment	Town-sponsored special events	75%	41	147	Similar
	Public library services	92%	51	300	Similar
Community Engagement	Public information services	80%	53	247	Similar

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	71%	70	262	Similar
Recommend living in Jupiter to someone who asks	93%	66	236	Similar
Remain in Jupiter for the next five years	92%	24	231	Similar
Contacted Jupiter (in-person, phone, email or web) for help or information	43%	168	268	Similar

Table 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	62%	2	124	Much higher
	Did NOT report a crime to the police	79%	62	134	Similar
	Household member was NOT a victim of a crime	88%	141	228	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	6%	93	111	Much lower
	Carpooled with other adults or children instead of driving alone	37%	109	130	Similar
	Walked or biked instead of driving	59%	53	134	Similar
Natural Environment	Made efforts to conserve water	82%	68	125	Similar
	Made efforts to make your home more energy efficient	78%	54	125	Similar
	Recycle at home	91%	90	215	Similar
Built Environment	Did NOT observe a code violation or other hazard in Jupiter	64%	29	126	Higher
	NOT experiencing housing costs stress	71%	79	211	Similar
Economy	Purchase goods or services from a business located in Jupiter	99%	8	130	Similar
	Economy will have positive impact on income	36%	35	213	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Work inside boundaries of Jupiter	36%	70	130	Similar
	Used Jupiter recreation centers or their services	60%	69	200	Similar
	Visited a neighborhood park or Town park	85%	103	231	Similar
	Eat at least 5 portions of fruits and vegetables a day	87%	31	127	Similar
	Participate in moderate or vigorous physical activity	86%	46	128	Similar
	In very good to excellent health	72%	20	129	Similar
Education and Enrichment	Used Jupiter public libraries or their services	65%	108	201	Similar
	Participated in religious or spiritual activities in Jupiter	44%	109	170	Similar
	Attended Town-sponsored event	53%	59	131	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	18%	80	122	Similar
	Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	11%	118	129	Similar
	Volunteered your time to some group/activity in Jupiter	40%	106	220	Similar
	Participated in a club	28%	95	198	Similar
	Talked to or visited with your immediate neighbors	95%	24	130	Similar
	Done a favor for a neighbor	87%	23	126	Similar
	Attended a local public meeting	24%	64	220	Similar
	Watched (online or on television) a local public meeting	15%	166	185	Lower
	Read or watch local news (via television, paper, computer, etc.)	91%	13	129	Similar
	Vote in local elections	83%	74	213	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.

Adams County, CO.....	441,603	Aspen city, CO.....	6,658
Airway Heights city, WA.....	6,114	Auburn city, AL.....	53,380
Albany city, OR.....	50,158	Auburn city, WA.....	70,180
Albemarle County, VA.....	98,970	Augusta CCD, GA.....	134,777
Albert Lea city, MN.....	18,016	Aurora city, CO.....	325,078
Algonquin village, IL.....	30,046	Austin city, TX.....	790,390
Aliso Viejo city, CA.....	47,823	Bainbridge Island city, WA.....	23,025
Altoona city, IA.....	14,541	Baltimore city, MD.....	620,961
American Canyon city, CA.....	19,454	Bartonville town, TX.....	1,469
Ames city, IA.....	58,965	Battle Creek city, MI.....	52,347
Andover CDP, MA.....	8,762	Bay City city, MI.....	34,932
Ankeny city, IA.....	45,582	Baytown city, TX.....	71,802
Ann Arbor city, MI.....	113,934	Bedford city, TX.....	46,979
Annapolis city, MD.....	38,394	Bedford town, MA.....	13,320
Apache Junction city, AZ.....	35,840	Bellevue city, WA.....	122,363
Apple Valley town, CA.....	69,135	Bellingham city, WA.....	80,885
Arapahoe County, CO.....	572,003	Beltrami County, MN.....	44,442
Arkansas City city, AR.....	366	Benbrook city, TX.....	21,234
Arlington city, TX.....	365,438	Bend city, OR.....	76,639
Arlington County, VA.....	207,627	Benicia city, CA.....	26,997
Arvada city, CO.....	106,433	Bettendorf city, IA.....	33,217
Asheville city, NC.....	83,393	Billings city, MT.....	104,170
Ashland city, OR.....	20,078	Blaine city, MN.....	57,186
Ashland town, VA.....	7,225	Bloomfield Hills city, MI.....	3,869

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Bloomington city, MN .....	82,893	Cross Roads town, TX .....	1,563
Blue Springs city, MO .....	52,575	Crystal Lake city, IL.....	40,743
Boise City city, ID .....	205,671	Dacono city, CO.....	4,152
Boone County, KY .....	118,811	Dade City city, FL.....	6,437
Boulder city, CO.....	97,385	Dakota County, MN.....	398,552
Bowling Green city, KY .....	58,067	Dallas city, OR .....	14,583
Brentwood city, MO.....	8,055	Dallas city, TX.....	1,197,816
Brentwood city, TN .....	37,060	Danville city, KY.....	16,218
Brighton city, CO.....	33,352	Dardenne Prairie city, MO.....	11,494
Bristol city, TN .....	26,702	Davenport city, IA.....	99,685
Broken Arrow city, OK.....	98,850	Davidson town, NC.....	10,944
Brookfield city, WI .....	37,920	Dayton city, OH .....	141,527
Brookline CDP, MA .....	58,732	Decatur city, GA.....	19,335
Broomfield city, CO .....	55,889	Del Mar city, CA.....	4,161
Brownsburg town, IN .....	21,285	Delray Beach city, FL.....	60,522
Bryan city, TX.....	76,201	Denison city, TX.....	22,682
Burien city, WA.....	33,313	Denton city, TX.....	113,383
Burleson city, TX.....	36,690	Denver city, CO.....	600,158
Cabarrus County, NC.....	178,011	Derby city, KS.....	22,158
Cambridge city, MA.....	105,162	Des Peres city, MO.....	8,373
Canton city, SD.....	3,057	Destin city, FL.....	12,305
Cape Coral city, FL.....	154,305	Dorchester County, MD .....	32,618
Cape Girardeau city, MO.....	37,941	Dothan city, AL .....	65,496
Carlisle borough, PA.....	18,682	Douglas County, CO .....	285,465
Carlsbad city, CA.....	105,328	Dover city, NH .....	29,987
Carroll city, IA.....	10,103	Dublin city, CA .....	46,036
Cartersville city, GA.....	19,731	Duluth city, MN.....	86,265
Cary town, NC .....	135,234	Duncanville city, TX.....	38,524
Casa Grande city, AZ.....	48,571	Durham city, NC .....	228,330
Casper city, WY .....	55,316	Eagle town, CO.....	6,508
Castine town, ME.....	1,366	East Baton Rouge Parish, LA.....	440,171
Castle Pines North city, CO .....	10,360	East Grand Forks city, MN .....	8,601
Castle Rock town, CO.....	48,231	East Lansing city, MI .....	48,579
Centennial city, CO.....	100,377	Eau Claire city, WI .....	65,883
Centralia city, IL .....	13,032	Eden Prairie city, MN.....	60,797
Chambersburg borough, PA.....	20,268	Edgerton city, KS .....	1,671
Chandler city, AZ .....	236,123	Edgewater city, CO .....	5,170
Chanhassen city, MN.....	22,952	Edina city, MN .....	47,941
Chapel Hill town, NC .....	57,233	Edmond city, OK.....	81,405
Charlotte city, NC.....	731,424	Edmonds city, WA.....	39,709
Charlotte County, FL.....	159,978	El Cerrito city, CA.....	23,549
Charlottesville city, VA.....	43,475	El Dorado County, CA.....	181,058
Chattanooga city, TN.....	167,674	El Paso city, TX.....	649,121
Chesterfield County, VA.....	316,236	Elk Grove city, CA .....	153,015
Chippewa Falls city, WI .....	13,661	Elk River city, MN.....	22,974
Citrus Heights city, CA.....	83,301	Elko New Market city, MN.....	4,110
Clackamas County, OR .....	375,992	Elmhurst city, IL.....	44,121
Clarendon Hills village, IL .....	8,427	Encinitas city, CA .....	59,518
Clayton city, MO .....	15,939	Englewood city, CO.....	30,255
Clearwater city, FL .....	107,685	Erie town, CO .....	18,135
Cleveland Heights city, OH .....	46,121	Escambia County, FL.....	297,619
Clive city, IA .....	15,447	Estes Park town, CO.....	5,858
Clovis city, CA.....	95,631	Fairview town, TX .....	7,248
College Park city, MD .....	30,413	Farmington Hills city, MI.....	79,740
College Station city, TX .....	93,857	Fayetteville city, NC.....	200,564
Colleyville city, TX .....	22,807	Fishers town, IN .....	76,794
Collinsville city, IL .....	25,579	Flower Mound town, TX.....	64,669
Columbia city, MO.....	108,500	Forest Grove city, OR .....	21,083
Columbia city, SC.....	129,272	Fort Collins city, CO.....	143,986
Columbia Falls city, MT.....	4,688	Fort Smith city, AR.....	86,209
Columbus city, WI.....	4,991	Fort Worth city, TX.....	741,206
Commerce City city, CO.....	45,913	Fountain Hills town, AZ .....	22,489
Concord city, CA .....	122,067	Franklin city, TN.....	62,487
Concord town, MA.....	17,668	Fredericksburg city, VA.....	24,286
Cookeville city, TN .....	30,435	Fremont city, CA .....	214,089
Coon Rapids city, MN .....	61,476	Friendswood city, TX.....	35,805
Copperas Cove city, TX.....	32,032	Fruita city, CO.....	12,646
Coronado city, CA .....	18,912	Gahanna city, OH.....	33,248
Corvallis city, OR.....	54,462	Gaithersburg city, MD.....	59,933
Creve Coeur city, MO .....	17,833	Galveston city, TX.....	47,743

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Gardner city, KS.....	19,123	Kenmore city, WA .....	20,460
Geneva city, NY .....	13,261	Kennedale city, TX .....	6,763
Georgetown city, TX.....	47,400	Kennett Square borough, PA.....	6,072
Gilbert town, AZ.....	208,453	Kettering city, OH .....	56,163
Gillette city, WY .....	29,087	Key West city, FL .....	24,649
Glendora city, CA .....	50,073	King County, WA.....	1,931,249
Glenview village, IL.....	44,692	Kirkland city, WA.....	48,787
Globe city, AZ .....	7,532	Kirkwood city, MO.....	27,540
Golden Valley city, MN.....	20,371	Knoxville city, IA .....	7,313
Goodyear city, AZ .....	65,275	La Mesa city, CA .....	57,065
Grafton village, WI.....	11,459	La Plata town, MD.....	8,753
Grand Blanc city, MI.....	8,276	La Porte city, TX .....	33,800
Grand Island city, NE .....	48,520	La Vista city, NE.....	15,758
Grass Valley city, CA .....	12,860	Lafayette city, CO .....	24,453
Greeley city, CO.....	92,889	Laguna Beach city, CA.....	22,723
Green Valley CDP, AZ.....	21,391	Laguna Hills city, CA.....	30,344
Greenville city, NC.....	84,554	Laguna Niguel city, CA .....	62,979
Greenwich town, CT.....	61,171	Lake Oswego city, OR .....	36,619
Greenwood Village city, CO.....	13,925	Lake Stevens city, WA .....	28,069
Greer city, SC .....	25,515	Lake Worth city, FL .....	34,910
Guilford County, NC .....	488,406	Lake Zurich village, IL .....	19,631
Gunnison County, CO .....	15,324	Lakeville city, MN .....	55,954
Gurnee village, IL.....	31,295	Lakewood city, CO .....	142,980
Hailey city, ID .....	7,960	Lane County, OR.....	351,715
Haines Borough, AK .....	2,508	Larimer County, CO.....	299,630
Hallandale Beach city, FL.....	37,113	Las Cruces city, NM.....	97,618
Hamilton city, OH.....	62,477	Las Vegas city, NV .....	583,756
Hanover County, VA.....	99,863	Lawrence city, KS.....	87,643
Harrisonburg city, VA .....	48,914	League City city, TX .....	83,560
Harrisonville city, MO .....	10,019	Lee's Summit city, MO .....	91,364
Hayward city, CA .....	144,186	Lehi city, UT .....	47,407
Henderson city, NV .....	257,729	Lenexa city, KS .....	48,190
Herdon town, VA.....	23,292	Lewis County, NY .....	27,087
High Point city, NC.....	104,371	Lewisville city, TX.....	95,290
Highland Park city, IL.....	29,763	Libertyville village, IL.....	20,315
Highlands Ranch CDP, CO .....	96,713	Lincoln city, NE .....	258,379
Hillsborough town, NC.....	6,087	Lindsborg city, KS .....	3,458
Holland city, MI.....	33,051	Littleton city, CO .....	41,737
Honolulu County, HI.....	953,207	Livermore city, CA.....	80,968
Hooksett town, NH.....	13,451	Lombard village, IL .....	43,165
Hopkins city, MN.....	17,591	Lone Tree city, CO .....	10,218
Hopkinton town, MA.....	14,925	Long Grove village, IL .....	8,043
Hoquiam city, WA .....	8,726	Longmont city, CO .....	86,270
Horry County, SC .....	269,291	Longview city, TX.....	80,455
Hudson city, OH.....	22,262	Los Alamos County, NM.....	17,950
Hudson town, CO.....	2,356	Louisville city, CO.....	18,376
Hudsonville city, MI.....	7,116	Lynchburg city, VA .....	75,568
Huntersville town, NC.....	46,773	Lynnwood city, WA .....	35,836
Hurst city, TX.....	37,337	Macomb County, MI.....	840,978
Hutchinson city, MN .....	14,178	Madison city, WI .....	233,209
Hutto city, TX .....	14,698	Manhattan Beach city, CA.....	35,135
Hyattsville city, MD .....	17,557	Mankato city, MN .....	39,309
Independence city, MO.....	116,830	Maple Grove city, MN .....	61,567
Indian Trail town, NC .....	33,518	Maple Valley city, WA.....	22,684
Indianola city, IA .....	14,782	Maricopa County, AZ .....	3,817,117
Iowa City city, IA .....	67,862	Martinez city, CA.....	35,824
Issaquah city, WA .....	30,434	Maryland Heights city, MO.....	27,472
Jackson County, MI.....	160,248	Matthews town, NC.....	27,198
James City County, VA .....	67,009	McAllen city, TX .....	129,877
Jefferson City city, MO .....	43,079	McDonough city, GA.....	22,084
Jefferson County, CO .....	534,543	McKinney city, TX.....	131,117
Jefferson County, NY.....	116,229	McMinnville city, OR.....	32,187
Jerome city, ID .....	10,890	Medford city, OR.....	74,907
Johnson City city, TN.....	63,152	Menlo Park city, CA .....	32,026
Johnston city, IA.....	17,278	Mercer Island city, WA .....	22,699
Jupiter town, FL.....	55,156	Meridian charter township, MI .....	39,688
Kalamazoo city, MI.....	74,262	Meridian city, ID .....	75,092
Kansas City city, KS.....	145,786	Merriam city, KS.....	11,003
Kansas City city, MO.....	459,787	Mesa County, CO .....	146,723
Keizer city, OR.....	36,478	Miami Beach city, FL .....	87,779

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Miami city, FL .....	399,457	Pflugerville city, TX .....	46,936
Middleton city, WI .....	17,442	Phoenix city, AZ .....	1,445,632
Midland city, MI .....	41,863	Pinal County, AZ .....	375,770
Milford city, DE .....	9,559	Pinehurst village, NC .....	13,124
Milton city, GA .....	32,661	Piqua city, OH .....	20,522
Minneapolis city, MN .....	382,578	Pitkin County, CO .....	17,148
Mission Viejo city, CA .....	93,305	Plano city, TX .....	259,841
Modesto city, CA .....	201,165	Platte City city, MO .....	4,691
Monterey city, CA .....	27,810	Plymouth city, MN .....	70,576
Montgomery County, VA .....	94,392	Pocatello city, ID .....	54,255
Monticello city, UT .....	1,972	Polk County, IA .....	430,640
Monument town, CO .....	5,530	Pompano Beach city, FL .....	99,845
Mooreville town, NC .....	32,711	Port Huron city, MI .....	30,184
Morristown city, TN .....	29,137	Port Orange city, FL .....	56,048
Morrisville town, NC .....	18,576	Portland city, OR .....	583,776
Moscow city, ID .....	23,800	Post Falls city, ID .....	27,574
Mountain Village town, CO .....	1,320	Prince William County, VA .....	402,002
Mountlake Terrace city, WA .....	19,909	Prior Lake city, MN .....	22,796
Muscatine city, IA .....	22,886	Provo city, UT .....	112,488
Naperville city, IL .....	141,853	Pueblo city, CO .....	106,595
Needham CDP, MA .....	28,886	Purcellville town, VA .....	7,727
New Braunfels city, TX .....	57,740	Queen Creek town, AZ .....	26,361
New Brighton city, MN .....	21,456	Radnor township, PA .....	31,531
New Hanover County, NC .....	202,667	Ramsey city, MN .....	23,668
New Orleans city, LA .....	343,829	Rapid City city, SD .....	67,956
New Smyrna Beach city, FL .....	22,464	Raymore city, MO .....	19,206
Newberg city, OR .....	22,068	Redmond city, WA .....	54,144
Newport Beach city, CA .....	85,186	Rehoboth Beach city, DE .....	1,327
Newport News city, VA .....	180,719	Reno city, NV .....	225,221
Newton city, IA .....	15,254	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
North Richland Hills city, TX .....	63,343	Rio Rancho city, NM .....	87,521
Northglenn city, CO .....	35,789	River Falls city, WI .....	15,000
Novato city, CA .....	51,904	Riverdale city, UT .....	8,426
Novi city, MI .....	55,224	Riverside city, CA .....	303,871
O'Fallon city, IL .....	28,281	Riverside city, MO .....	2,937
O'Fallon city, MO .....	79,329	Rochester Hills city, MI .....	70,995
Oak Park village, IL .....	51,878	Rock Hill city, SC .....	66,154
Oakland city, CA .....	390,724	Rockford city, IL .....	152,871
Oakland Park city, FL .....	41,363	Rockville city, MD .....	61,209
Oakley city, CA .....	35,432	Rogers city, MN .....	8,597
Ogdensburg city, NY .....	11,128	Rolla city, MO .....	19,559
Oklahoma City city, OK .....	579,999	Roselle village, IL .....	22,763
Olathe city, KS .....	125,872	Rosemount city, MN .....	21,874
Old Town city, ME .....	7,840	Roseville city, MN .....	33,660
Olmsted County, MN .....	144,248	Roswell city, GA .....	88,346
Olympia city, WA .....	46,478	Round Rock city, TX .....	99,887
Orland Park village, IL .....	56,767	Royal Oak city, MI .....	57,236
Oshkosh city, WI .....	66,083	Saco city, ME .....	18,482
Oshtemo charter township, MI .....	21,705	Sahuarita town, AZ .....	25,259
Otsego County, MI .....	24,164	Sammamish city, WA .....	45,780
Overland Park city, KS .....	173,372	San Anselmo town, CA .....	12,336
Oviedo city, FL .....	33,342	San Antonio city, TX .....	1,327,407
Paducah city, KY .....	25,024	San Carlos city, CA .....	28,406
Palm Coast city, FL .....	75,180	San Diego city, CA .....	1,307,402
Palo Alto city, CA .....	64,403	San Francisco city, CA .....	805,235
Papillion city, NE .....	18,894	San Jose city, CA .....	945,942
Park City city, UT .....	7,558	San Juan County, NM .....	130,044
Parker town, CO .....	45,297	San Marcos city, CA .....	83,781
Parkland city, FL .....	23,962	San Marcos city, TX .....	44,894
Pasadena city, CA .....	137,122	San Rafael city, CA .....	57,713
Pasco city, WA .....	59,781	Sandy Springs city, GA .....	93,853
Pasco County, FL .....	464,697	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 city, IL .....	115,007	Santa Fe County, NM .....	144,170
Peoria County, IL .....	186,494	Santa Monica city, CA .....	89,736
Petoskey city, MI .....	5,670	Sarasota County, FL .....	379,448

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Savage city, MN.....	26,911	Thornton city, CO.....	118,772
Scarborough CDP, ME .....	4,403	Thousand Oaks city, CA.....	126,683
Schaumburg village, IL.....	74,227	Tigard city, OR.....	48,035
Scott County, MN.....	129,928	Tracy city, CA .....	82,922
Scottsdale city, AZ .....	217,385	Tualatin city, OR .....	26,054
Seaside city, CA.....	33,025	Tulsa city, OK .....	391,906
SeaTac city, WA.....	26,909	Twin Falls city, ID .....	44,125
Sevierville city, TN .....	14,807	Tyler city, TX .....	96,900
Shawnee city, KS .....	62,209	Umatilla city, OR .....	6,906
Sheboygan city, WI .....	49,288	Upper Arlington city, OH.....	33,771
Shoreview city, MN .....	25,043	Urbandale city, IA .....	39,463
Shorewood city, MN .....	7,307	Vail town, CO.....	5,305
Shorewood village, IL.....	15,615	Vancouver city, WA.....	161,791
Shorewood village, WI .....	13,162	Vestavia Hills city, AL .....	34,033
Sioux Center city, IA .....	7,048	Victoria city, MN.....	7,345
Sioux Falls city, SD.....	153,888	Virginia Beach city, VA.....	437,994
Skokie village, IL.....	64,784	Wake Forest town, NC.....	30,117
Snellville city, GA .....	18,242	Walnut Creek city, CA.....	64,173
Snowmass Village town, CO.....	2,826	Washington County, MN.....	238,136
South Kingstown town, RI.....	30,639	Washington town, NH .....	1,123
South Lake Tahoe city, CA.....	21,403	Washoe County, NV .....	421,407
South Portland city, ME .....	25,002	Watauga city, TX .....	23,497
Southborough town, MA.....	9,767	Wauwatosa city, WI .....	46,396
Southlake city, TX.....	26,575	Waverly city, IA .....	9,874
Sparks city, NV .....	90,264	Weddington town, NC .....	9,459
Spokane Valley city, WA .....	89,755	Wentzville city, MO.....	29,070
Spring Hill city, KS.....	5,437	West Carrollton city, OH.....	13,143
Springboro city, OH.....	17,409	West Chester borough, PA.....	18,461
Springfield city, MO.....	159,498	West Des Moines city, IA.....	56,609
Springfield city, OR .....	59,403	West Richland city, WA.....	11,811
Springville city, UT .....	29,466	Western Springs village, IL .....	12,975
St. Charles city, IL.....	32,974	Westerville city, OH.....	36,120
St. Cloud city, FL.....	35,183	Westlake town, TX .....	992
St. Cloud city, MN .....	65,842	Westminster city, CO.....	106,114
St. Joseph city, MO .....	76,780	Weston town, MA.....	11,261
St. Louis County, MN.....	200,226	Wheat Ridge city, CO .....	30,166
St. Louis Park city, MN .....	45,250	White House city, TN .....	10,255
Stallings town, NC.....	13,831	Wichita city, KS.....	382,368
State College borough, PA .....	42,034	Williamsburg city, VA.....	14,068
Steamboat Springs city, CO .....	12,088	Wilmington city, NC.....	106,476
Sterling Heights city, MI .....	129,699	Wilsonville city, OR.....	19,509
Sugar Grove village, IL.....	8,997	Winchester city, VA .....	26,203
Sugar Land city, TX.....	78,817	Windsor town, CO .....	18,644
Summit city, NJ.....	21,457	Windsor town, CT .....	29,044
Summit County, UT.....	36,324	Winnetka village, IL .....	12,187
Sunnyvale city, CA .....	140,081	Winston-Salem city, NC.....	229,617
Surprise city, AZ.....	117,517	Winter Garden city, FL.....	34,568
Suwanee city, GA.....	15,355	Woodbury city, MN.....	61,961
Tacoma city, WA.....	198,397	Woodland city, CA.....	55,468
Takoma Park city, MD .....	16,715	Woodland city, WA.....	5,509
Tamarac city, FL .....	60,427	Wrentham town, MA .....	10,955
Temecula city, CA .....	100,097	Yakima city, WA.....	91,067
Tempe city, AZ .....	161,719	York County, VA.....	65,464
Temple city, TX.....	66,102	Yorktown town, IN.....	9,405
The Woodlands CDP, TX.....	93,847		

## Florida Benchmark Comparisons

Table 75: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Jupiter	94%	2	18	Higher
Overall image or reputation of Jupiter	92%	2	16	Much higher
Jupiter as a place to live	96%	3	16	Higher
Your neighborhood as a place to live	92%	1	14	Higher
Jupiter as a place to raise children	88%	5	16	Higher
Jupiter as a place to retire	83%	4	16	Higher
Overall appearance of Jupiter	92%	2	16	Higher

The National Citizen Survey™

Table 76: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Jupiter	91%	3	12	Higher
	In your neighborhood during the day	97%	3	17	Similar
	In Jupiter's downtown/commercial area during the day	93%	4	14	Similar
Mobility	Overall ease of getting to the places you usually have to visit	77%	2	9	Higher
	Availability of paths and walking trails	70%	4	14	Higher
	Ease of walking in Jupiter	65%	4	14	Similar
	Ease of travel by bicycle in Jupiter	53%	5	14	Similar
	Ease of travel by public transportation in Jupiter	26%	3	7	Similar
	Ease of travel by car in Jupiter	62%	5	15	Similar
	Ease of public parking	66%	4	9	Higher
	Traffic flow on major streets	45%	8	18	Similar
Natural Environment	Quality of overall natural environment in Jupiter	83%	3	13	Higher
	Cleanliness of Jupiter	88%	2	13	Higher
	Air quality	90%	2	13	Higher
Built Environment	Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	72%	2	9	Higher
	Overall quality of new development in Jupiter	62%	6	15	Similar
	Availability of affordable quality housing	36%	12	15	Similar
	Variety of housing options	63%	4	13	Similar
	Public places where people want to spend time	85%	2	9	Higher
Economy	Overall economic health of Jupiter	83%	2	11	Much higher
	Vibrant downtown/commercial area	48%	3	7	Similar
	Overall quality of business and service establishments in Jupiter	78%	3	13	Higher
	Cost of living in Jupiter	31%	7	9	Similar
	Shopping opportunities	74%	5	14	Similar
	Employment opportunities	46%	3	14	Higher
	Jupiter as a place to visit	91%	1	9	Higher
	Jupiter as a place to work	73%	1	15	Much higher
	Health and wellness opportunities in Jupiter	87%	1	9	Higher
	Availability of affordable quality mental health care	58%	1	8	Higher
Recreation and Wellness	Availability of preventive health services	81%	1	12	Higher
	Availability of affordable quality health care	76%	1	15	Higher
	Availability of affordable quality food	77%	2	11	Higher
	Recreational opportunities	83%	2	14	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	77%	3	9	Similar
	Overall opportunities for education and enrichment	77%	1	9	Higher
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	85%	2	9	Similar
	Opportunities to attend cultural/arts/music activities	68%	4	15	Higher
	Adult educational opportunities	73%	1	9	Higher
	K-12 education	80%	2	14	Higher
	Availability of affordable quality child care/preschool	60%	3	14	Similar
Community Engagement	Opportunities to participate in social events and activities	66%	4	13	Similar
	Neighborliness of Jupiter	63%	3	9	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	64%	6	15	Similar

The National Citizen Survey™

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Opportunities to participate in community matters	70%	2	14	Similar
Opportunities to volunteer	77%	3	14	Similar

Table 77: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of Jupiter	87%	3	19	Similar
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	84%	4	17	Similar
Value of services for the taxes paid to Jupiter	64%	3	17	Similar
Overall direction that Jupiter is taking	58%	5	15	Similar
Job Jupiter government does at welcoming citizen involvement	63%	2	15	Higher
Overall confidence in Jupiter government	58%	2	9	Higher
Generally acting in the best interest of the community	58%	2	9	Similar
Being honest	65%	2	9	Higher
Treating all residents fairly	64%	2	9	Higher
Services provided by the Federal Government	39%	5	13	Similar

Table 78: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police services	89%	4	22	Higher
	Fire services	96%	4	17	Similar
	Ambulance or emergency medical services	95%	3	17	Similar
	Crime prevention	82%	4	18	Higher
	Fire prevention and education	87%	2	14	Higher
	Animal control	71%	1	8	Higher
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	3	15	Similar
Mobility	Traffic enforcement	72%	3	16	Higher
	Street repair	71%	3	17	Higher
	Street cleaning	77%	3	13	Higher
	Street lighting	76%	2	13	Higher
	Sidewalk maintenance	74%	2	14	Higher
	Traffic signal timing	50%	2	11	Similar
	Bus or transit services	53%	3	11	Similar
Natural Environment	Garbage collection	90%	3	18	Higher
	Recycling	87%	5	16	Similar
	Yard waste pick-up	85%	4	16	Similar
	Drinking water	79%	2	14	Higher
	Preservation of natural areas such as open space, farmlands and greenbelts	66%	4	10	Similar
	Jupiter open space	66%	1	8	Higher
	Storm drainage	72%	4	17	Similar
Built Environment	Sewer services	89%	2	13	Higher
	Power (electric and/or gas) utility	85%	1	8	Higher
	Utility billing	80%	1	7	Higher
	Land use, planning and zoning	52%	3	13	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	68%	2	18	Higher
	Cable television	53%	4	8	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Economy	Economic development	62%	2	14	Higher
Recreation and Wellness	Town parks	89%	1	18	Higher
	Recreation programs or classes	85%	2	17	Higher
	Recreation centers or facilities	85%	2	15	Higher
	Health services	84%	1	8	Higher
Education and Enrichment	Town-sponsored special events	75%	4	13	Higher
	Public library services	92%	1	12	Higher
Community Engagement	Public information services	80%	1	16	Higher

Table 79: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	71%	4	14	Higher
Recommend living in Jupiter to someone who asks	93%	3	14	Higher
Remain in Jupiter for the next five years	92%	3	14	Higher
Contacted Jupiter (in-person, phone, email or web) for help or information	43%	14	15	Similar

Table 80: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	62%	1	9	Higher
	Did NOT report a crime to the police	79%	4	9	Similar
	Household member was NOT a victim of a crime	88%	5	14	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	6%	5	8	Similar
	Carpooled with other adults or children instead of driving alone	37%	6	9	Similar
	Walked or biked instead of driving	59%	2	9	Similar
Natural Environment	Made efforts to conserve water	82%	9	9	Similar
	Made efforts to make your home more energy efficient	78%	7	8	Similar
	Recycle at home	91%	6	14	Similar
Built Environment	Did NOT observe a code violation or other hazard in Jupiter	64%	1	9	Much higher
	NOT experiencing housing costs stress	71%	1	14	Higher
Economy	Purchase goods or services from a business located in Jupiter	99%	1	9	Similar
	Economy will have positive impact on income	36%	4	14	Similar
	Work inside boundaries of Jupiter	36%	6	9	Similar
Recreation and Wellness	Used Jupiter recreation centers or their services	60%	5	15	Similar
	Visited a neighborhood park or Town park	85%	2	15	Similar
	Eat at least 5 portions of fruits and vegetables a day	87%	1	9	Similar
	Participate in moderate or vigorous physical activity	86%	3	9	Similar
	In very good to excellent health	72%	1	9	Similar
Education and Enrichment	Used Jupiter public libraries or their services	65%	1	11	Similar
	Participated in religious or spiritual activities in Jupiter	44%	6	7	Similar
	Attended Town-sponsored event	53%	3	9	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Community Engagement	Campaigned or advocated for an issue, cause or candidate	18%	8	8	Similar
	Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	11%	8	8	Similar
	Volunteered your time to some group/activity in Jupiter	40%	4	14	Similar
	Participated in a club	28%	4	11	Similar
	Talked to or visited with your immediate neighbors	95%	2	9	Similar
	Done a favor for a neighbor	87%	2	9	Similar
	Attended a local public meeting	24%	7	14	Similar
	Watched (online or on television) a local public meeting	15%	11	12	Lower
	Read or watch local news (via television, paper, computer, etc.)	91%	3	9	Similar
	Vote in local elections	83%	6	14	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.

Cape Coral city, FL .....	154,305	New Smyrna Beach city, FL .....	22,464
Charlotte County, FL .....	159,978	Oakland Park city, FL .....	41,363
Clearwater city, FL .....	107,685	Oviedo city, FL.....	33,342
Dade City city, FL.....	6,437	Palm Coast city, FL.....	75,180
Delray Beach city, FL.....	60,522	Parkland city, FL .....	23,962
Destin city, FL.....	12,305	Pasco County, FL .....	464,697
Escambia County, FL.....	297,619	Pompano Beach city, FL .....	99,845
Hallandale Beach city, FL.....	37,113	Port Orange city, FL .....	56,048
Jupiter town, FL.....	55,156	Sanford city, FL.....	53,570
Key West city, FL .....	24,649	Sarasota County, FL .....	379,448
Lake Worth city, FL .....	34,910	St. Cloud city, FL.....	35,183
Miami Beach city, FL .....	87,779	Tamarac city, FL .....	60,427
Miami city, FL .....	399,457	Winter Garden city, FL.....	34,568

## Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., 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. The Town of Jupiter funded this research. Please contact Kate Moretto of the Town of Jupiter at [katem@jupiter.fl.us](mailto:katem@jupiter.fl.us) if you have any questions about the survey.

### 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 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 important 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."

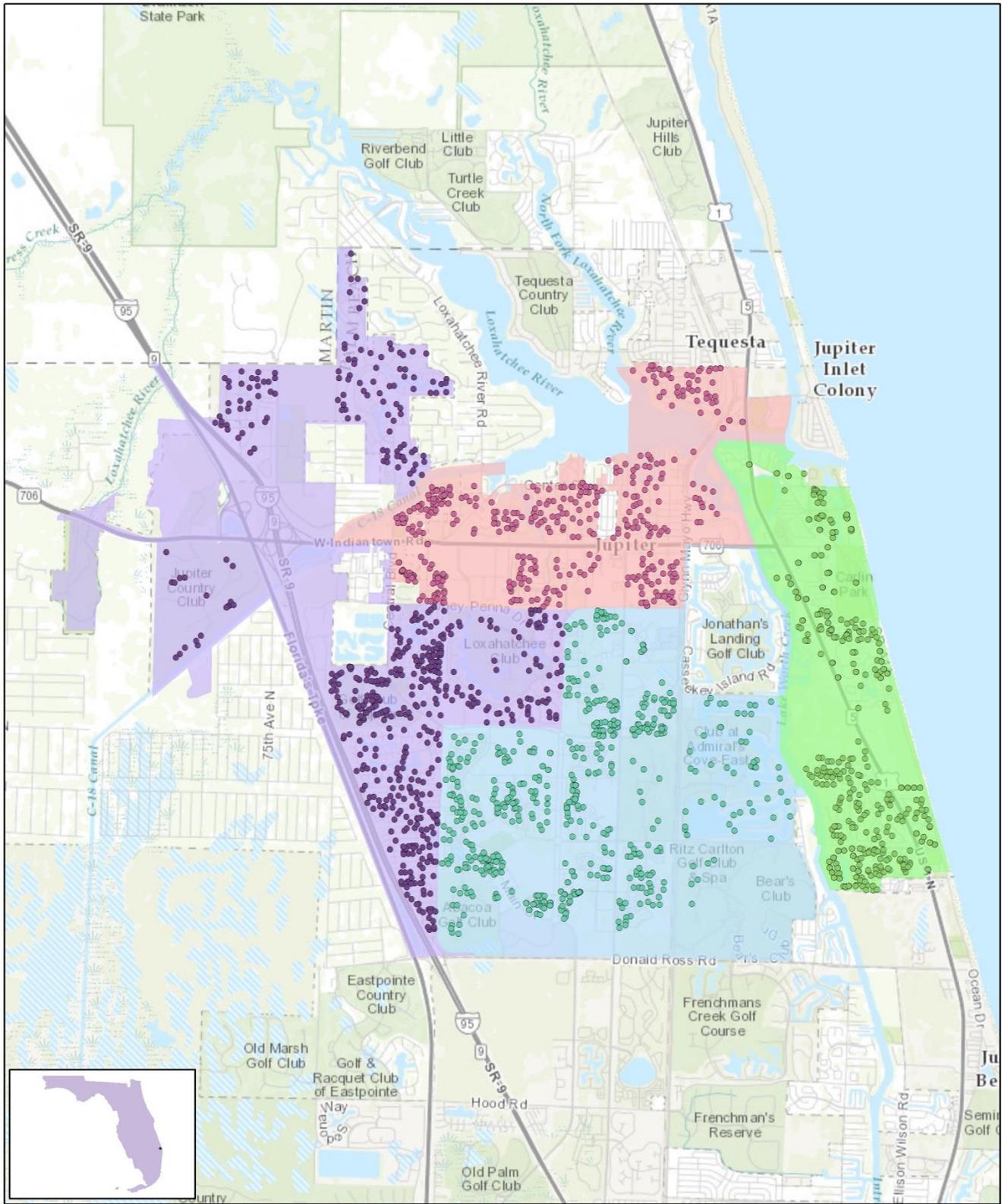
## Survey Sampling

"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 within the zip codes serving Jupiter was purchased based on updated listings from the United States Postal Service. 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 2,600 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 households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households 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 ● CRA & Coastal Communities (Area 1)
- In Area 2 ● Northern Loxahatchee River/Riverside Drive Communities/Central Jupiter & Charter Neighborhoods (Area 2)
- In Area 3 ● Western Communities & The Shores/Heights, Hamptons, Indian Creek & Loxahatchee Club (Area 3)
- In Area 4 ● Abacoa/Admirals' Cove & Bears Club (Area 4)

0 2 4 Miles



## Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 16, 2015. 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 eight weeks.

About 13% of the 2,600 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 2,254 households that received the survey, 547 completed the survey, providing an overall response rate of 24%. Of the 547 completed surveys, 27 were completed online. Additionally, responses were tracked by neighborhood group; response rates by neighborhood ranged from 15% to 32%.

Table 81: Survey Response Rates by Neighborhood Group

Neighborhood	Number mailed	Undeliverable	Eligible	Returned	Response rate
CRA and coastal communities	752	227	525	170	32%
Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	516	26	490	109	22%
Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	605	36	569	166	29%
Abacoa/Admirals' Cove & Bears Club	727	57	670	102	15%
Overall	2,600	346	2,254	547	24%

## 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.<sup>1</sup>

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 (547 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.

<sup>1</sup> 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.

## 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.

Table 82: Jupiter, FL 2015 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	25%	11%	23%
Own home	75%	89%	77%
Detached unit	53%	51%	51%
Attached unit	47%	49%	49%
<b>Race and Ethnicity</b>			
White	92%	96%	95%
Not white	8%	4%	5%
Not Hispanic	89%	94%	93%
Hispanic	11%	6%	7%
<b>Sex and Age</b>			
Female	51%	56%	53%
Male	49%	44%	47%
18-34 years of age	22%	5%	19%
35-54 years of age	37%	21%	35%
55+ years of age	42%	73%	46%
Females 18-34	10%	3%	10%
Females 35-54	18%	15%	19%
Females 55+	22%	38%	24%
Males 18-34	12%	2%	9%
Males 35-54	18%	7%	17%
Males 55+	20%	35%	21%
<b>Area</b>			
CRA and coastal communities	26%	31%	26%
Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	20%	20%	20%
Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	26%	30%	26%
Abacoa/Admirals' Cove & Bears Club	28%	19%	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 create a better town!

Sincerely,



Karen J. Golonka  
Mayor

Dear Jupiter Resident,

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

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Sincerely,



Karen J. Golonka  
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Karen J. Golonka  
Mayor

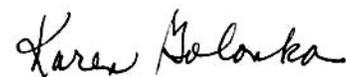
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Thank you for helping create a better town!

Sincerely,



Karen J. Golonka  
Mayor



Town of Jupiter  
210 Military Trail  
Jupiter, Florida 33458

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



Town of Jupiter  
210 Military Trail  
Jupiter, Florida 33458

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



Town of Jupiter  
210 Military Trail  
Jupiter, Florida 33458

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



Town of Jupiter  
210 Military Trail  
Jupiter, Florida 33458

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



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# TOWN OF JUPITER

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## Town Council

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Town Manager  
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Assistant Town Manager  
**LORI BONINO**  
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(561) 741-2214

October 2015

Dear Town of Jupiter Resident:

Please help us shape the future of Jupiter! You have been selected at random to participate in the 2015 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 only a small 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/jupiter.htm](http://www.n-r-c.com/survey/jupiter.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



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# TOWN OF JUPITER

---

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Assistant Town Manager  
**LORI BONINO**  
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(561) 741-2214

November 2015

Dear Town of Jupiter Resident:

Here's a second chance if you haven't already responded to the 2015 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 2015 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 only a small 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/2015jupiter.htm](http://www.n-r-c.com/survey/2015jupiter.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 2015 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:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:**

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
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:**

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
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:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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.**

	<i>No</i>	<i>Yes</i>
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?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
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?**

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

# The Town of Jupiter 2015 Citizen Survey

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
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 one of the following areas do you most associate with being Jupiter’s downtown/commercial area? (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, Rustic Inn 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. 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.**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don’t know</i>
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

**16. Thinking about Jupiter’s public information efforts, please rate the quality of each of the following:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don’t know</i>
<i>Town Times</i> quarterly newsletter (including Town news, recreation activities, 55+ activities and neighborhood news).....	1	2	3	4	5
Usability/design of the Town website (www.jupiter.fl.us).....	1	2	3	4	5
Content of the Town website (www.jupiter.fl.us).....	1	2	3	4	5
The Town’s Facebook page and Twitter feed.....	1	2	3	4	5
Fliers, posters or advertisements on Town programs and events.....	1	2	3	4	5
<i>Inlet Villager</i> newsletter.....	1	2	3	4	5
Open house and public meetings.....	1	2	3	4	5
Direct mail items (postcards and reports).....	1	2	3	4	5

**17. In question 7, you were asked if you had contacted the town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months. If you answered “yes,” please provide your impression of the following:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don’t know</i>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5

# The Town of Jupiter 2015 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?**

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
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**



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**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Jupiter, FL

Supplemental Online Survey Results

2015



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

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

## About this Report

As part of its participation in The National Citizen Survey™, the Town of Jupiter conducted a mailed survey of 2,600 residents. Surveys were mailed to randomly selected households in October 2015 and data were collected through December 7, 2015. After the official data collection period was over and the data were reported (see the report, *The National Citizen Survey: Community Livability Report, Jupiter, FL, 2015*), the Town made available a web-based survey to its residents through a link on the Town's website. Visitors to the site were able to complete the survey in December 2015 through early January 2016 and 709 surveys were received.

This report contains the results of this administration of the web-based survey and have not been weighted to current population estimates of Jupiter.

# Complete Survey Responses

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=”).

## Responses excluding “don’t know”

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	60%	N=416	32%	N=222	6%	N=40	2%	N=12	100%	N=690
Your neighborhood as a place to live	57%	N=400	34%	N=235	7%	N=49	2%	N=16	100%	N=700
Jupiter as a place to raise children	51%	N=296	36%	N=210	9%	N=53	4%	N=21	100%	N=580
Jupiter as a place to work	38%	N=198	38%	N=197	16%	N=82	9%	N=47	100%	N=524
Jupiter as a place to visit	56%	N=382	34%	N=235	8%	N=55	2%	N=11	100%	N=683
Jupiter as a place to retire	55%	N=370	28%	N=185	11%	N=75	6%	N=38	100%	N=668
The overall quality of life in Jupiter	50%	N=352	39%	N=275	8%	N=57	2%	N=16	100%	N=700

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	34%	N=222	55%	N=360	10%	N=63	2%	N=13	100%	N=658
Overall ease of getting to the places you usually have to visit	24%	N=157	47%	N=306	21%	N=134	8%	N=54	100%	N=651
Quality of overall natural environment in Jupiter	42%	N=271	41%	N=266	14%	N=92	4%	N=23	100%	N=652
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	17%	N=115	43%	N=281	28%	N=183	12%	N=81	100%	N=660
Health and wellness opportunities in Jupiter	36%	N=229	50%	N=316	11%	N=72	3%	N=16	100%	N=633
Overall opportunities for education and enrichment	28%	N=165	54%	N=320	14%	N=86	5%	N=27	100%	N=598
Overall economic health of Jupiter	28%	N=173	56%	N=350	14%	N=85	2%	N=12	100%	N=620
Sense of community	23%	N=149	48%	N=311	22%	N=144	7%	N=45	100%	N=649
Overall image or reputation of Jupiter	45%	N=292	46%	N=301	7%	N=44	3%	N=17	100%	N=654

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	63%	N=402	25%	N=162	7%	N=42	5%	N=32	100%	N=638
Remain in Jupiter for the next five years	68%	N=424	20%	N=124	6%	N=38	6%	N=38	100%	N=624

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	70%	N=450	24%	N=155	4%	N=23	2%	N=11	1%	N=4	100%	N=643
In Jupiter's downtown/commercial area during the day	53%	N=330	36%	N=223	7%	N=44	2%	N=15	1%	N=5	100%	N=617

The National Citizen Survey™

Table 5: Question 5

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	6%	N=35	33%	N=205	38%	N=234	23%	N=141	100%	N=615
Ease of public parking	13%	N=80	49%	N=290	28%	N=167	10%	N=59	100%	N=596
Ease of travel by car in Jupiter	13%	N=82	44%	N=269	30%	N=188	13%	N=79	100%	N=618
Ease of travel by public transportation in Jupiter	4%	N=12	10%	N=28	27%	N=75	58%	N=159	100%	N=274
Ease of travel by bicycle in Jupiter	8%	N=39	34%	N=162	39%	N=182	19%	N=89	100%	N=472
Ease of walking in Jupiter	19%	N=110	46%	N=272	26%	N=151	9%	N=53	100%	N=586
Availability of paths and walking trails	21%	N=125	46%	N=271	24%	N=143	8%	N=45	100%	N=584
Air quality	49%	N=299	47%	N=284	4%	N=25	0%	N=2	100%	N=610
Cleanliness of Jupiter	40%	N=249	52%	N=323	6%	N=37	2%	N=10	100%	N=619
Overall appearance of Jupiter	39%	N=242	50%	N=308	9%	N=55	2%	N=13	100%	N=618
Public places where people want to spend time	34%	N=206	49%	N=300	13%	N=82	3%	N=21	100%	N=609
Variety of housing options	19%	N=108	43%	N=240	25%	N=142	13%	N=72	100%	N=562
Availability of affordable quality housing	7%	N=36	26%	N=128	36%	N=179	31%	N=154	100%	N=497
Fitness opportunities (including exercise classes and paths or trails, etc.)	31%	N=188	49%	N=294	16%	N=97	3%	N=18	100%	N=597
Recreational opportunities	41%	N=246	48%	N=293	10%	N=59	1%	N=9	100%	N=607
Availability of affordable quality food	30%	N=184	48%	N=291	19%	N=115	3%	N=20	100%	N=610
Availability of affordable quality health care	33%	N=185	47%	N=267	15%	N=86	5%	N=27	100%	N=565
Availability of preventive health services	29%	N=157	53%	N=283	13%	N=72	4%	N=24	100%	N=536
Availability of affordable quality mental health care	22%	N=55	33%	N=84	26%	N=65	20%	N=50	100%	N=254

Table 6: Question 6

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	21%	N=50	47%	N=111	18%	N=44	14%	N=33	100%	N=238
K-12 education	36%	N=128	45%	N=161	14%	N=49	5%	N=19	100%	N=357
Adult educational opportunities	27%	N=113	47%	N=201	20%	N=86	6%	N=26	100%	N=426
Opportunities to attend cultural/arts/music activities	24%	N=138	48%	N=273	22%	N=123	6%	N=35	100%	N=569
Opportunities to participate in religious or spiritual events and activities	33%	N=155	55%	N=258	11%	N=50	2%	N=8	100%	N=471
Employment opportunities	9%	N=30	35%	N=123	39%	N=138	17%	N=59	100%	N=350
Shopping opportunities	27%	N=160	52%	N=306	17%	N=98	3%	N=20	100%	N=584
Cost of living in Jupiter	4%	N=26	36%	N=210	40%	N=236	20%	N=115	100%	N=587
Overall quality of business and service establishments in Jupiter	17%	N=101	63%	N=372	17%	N=98	3%	N=16	100%	N=587
Vibrant downtown/commercial area	11%	N=63	34%	N=196	35%	N=198	20%	N=113	100%	N=570
Overall quality of new development in Jupiter	12%	N=71	34%	N=196	25%	N=140	29%	N=163	100%	N=570
Opportunities to participate in social events and activities	21%	N=117	53%	N=300	22%	N=125	4%	N=22	100%	N=564
Opportunities to volunteer	34%	N=164	51%	N=248	12%	N=60	2%	N=10	100%	N=482

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Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Opportunities to participate in community matters	28%	N=141	47%	N=236	19%	N=97	6%	N=28	100%	N=502
Openness and acceptance of the community toward people of diverse backgrounds	21%	N=105	48%	N=236	21%	N=102	9%	N=46	100%	N=489
Neighborliness of residents in Jupiter	20%	N=118	49%	N=282	23%	N=134	8%	N=46	100%	N=580

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	14%	N=80	86%	N=500	100%	N=580
Made efforts to make your home more energy efficient	22%	N=128	78%	N=445	100%	N=573
Observed a code violation or other hazard in Jupiter	62%	N=358	38%	N=219	100%	N=577
Household member was a victim of a crime in Jupiter	88%	N=507	12%	N=72	100%	N=579
Reported a crime to the police in Jupiter	77%	N=447	23%	N=130	100%	N=577
Stocked supplies in preparation for an emergency	38%	N=219	62%	N=359	100%	N=578
Campaigned or advocated for an issue, cause or candidate	69%	N=401	31%	N=177	100%	N=578
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	51%	N=297	49%	N=282	100%	N=579
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	79%	N=458	21%	N=119	100%	N=577

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	
	%	N	%	N	%	N	%	N	%	N
Used Jupiter recreation centers or their services	13%	N=71	13%	N=75	37%	N=207	37%	N=210	100%	N=563
Visited a neighborhood park or Town park	23%	N=130	31%	N=170	33%	N=184	13%	N=72	100%	N=556
Used Jupiter public libraries or their services	10%	N=58	25%	N=140	34%	N=191	30%	N=170	100%	N=559
Participated in religious or spiritual activities in Jupiter	10%	N=56	19%	N=109	18%	N=103	52%	N=294	100%	N=562
Attended a Town-sponsored event	1%	N=5	9%	N=50	58%	N=325	32%	N=176	100%	N=556
Used bus, rail, subway or other public transportation instead of driving	1%	N=4	0%	N=2	3%	N=14	96%	N=540	100%	N=560
Carpooled with other adults or children instead of driving alone	7%	N=39	12%	N=67	14%	N=80	67%	N=374	100%	N=560
Walked or biked instead of driving	19%	N=107	21%	N=120	23%	N=130	37%	N=207	100%	N=564
Volunteered your time to some group/activity in Jupiter	12%	N=65	14%	N=76	21%	N=119	54%	N=302	100%	N=562
Participated in a club	6%	N=35	10%	N=55	16%	N=86	68%	N=376	100%	N=552
Talked to or visited with your immediate neighbors	62%	N=348	25%	N=140	10%	N=55	4%	N=22	100%	N=565
Done a favor for a neighbor	33%	N=184	33%	N=188	27%	N=150	7%	N=42	100%	N=564

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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	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=1	5%	N=26	34%	N=184	61%	N=331	100%	N=542
Watched (online or on television) a local public meeting	0%	N=2	3%	N=17	17%	N=92	80%	N=436	100%	N=547

Table 10: Question 10

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	47%	N=231	40%	N=197	8%	N=41	4%	N=20	100%	N=489
Fire services	57%	N=219	39%	N=148	3%	N=13	1%	N=4	100%	N=384
Ambulance or emergency medical services	57%	N=211	38%	N=140	5%	N=18	1%	N=4	100%	N=373
Crime prevention	28%	N=121	49%	N=212	18%	N=77	6%	N=26	100%	N=436
Fire prevention and education	34%	N=105	48%	N=149	14%	N=44	4%	N=13	100%	N=311
Traffic enforcement	22%	N=101	44%	N=206	22%	N=104	12%	N=54	100%	N=465
Street repair	21%	N=102	48%	N=235	23%	N=115	8%	N=38	100%	N=490
Street cleaning	27%	N=129	48%	N=225	17%	N=79	8%	N=37	100%	N=470
Street lighting	19%	N=100	54%	N=280	20%	N=104	7%	N=36	100%	N=520
Sidewalk maintenance	20%	N=100	53%	N=269	19%	N=99	8%	N=40	100%	N=508
Traffic signal timing	11%	N=59	39%	N=201	30%	N=153	20%	N=103	100%	N=516
Bus or transit services	13%	N=19	24%	N=34	25%	N=35	38%	N=54	100%	N=142
Garbage collection	48%	N=244	44%	N=221	7%	N=33	1%	N=7	100%	N=505
Recycling	47%	N=234	44%	N=222	7%	N=37	2%	N=10	100%	N=503
Yard waste pick-up	45%	N=207	42%	N=189	10%	N=44	3%	N=15	100%	N=455
Storm drainage	24%	N=112	48%	N=227	19%	N=91	9%	N=44	100%	N=474
Drinking water	46%	N=239	39%	N=201	11%	N=58	4%	N=19	100%	N=517
Sewer services	44%	N=214	48%	N=230	7%	N=32	1%	N=6	100%	N=482
Power (electric and/or gas) utility	39%	N=201	49%	N=255	10%	N=52	3%	N=14	100%	N=522
Utility billing	36%	N=188	46%	N=239	13%	N=66	4%	N=23	100%	N=516
Town parks	48%	N=238	45%	N=223	6%	N=30	2%	N=8	100%	N=499
Recreation programs or classes	34%	N=124	50%	N=180	14%	N=50	2%	N=8	100%	N=362
Recreation centers or facilities	35%	N=141	51%	N=209	12%	N=48	2%	N=9	100%	N=407
Land use, planning and zoning	14%	N=65	31%	N=140	24%	N=110	31%	N=139	100%	N=454
Code enforcement (weeds, abandoned buildings, etc.)	16%	N=63	51%	N=201	22%	N=85	11%	N=45	100%	N=394
Animal control	23%	N=79	52%	N=183	15%	N=51	11%	N=37	100%	N=350
Economic development	16%	N=66	45%	N=190	23%	N=96	17%	N=73	100%	N=425
Health services	29%	N=125	53%	N=227	13%	N=55	4%	N=18	100%	N=425
Public library services	49%	N=215	43%	N=187	7%	N=29	1%	N=5	100%	N=436
Public information services	27%	N=108	54%	N=213	14%	N=54	5%	N=21	100%	N=396

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Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Total	
Cable television	15%	N=70	43%	N=201	25%	N=119	17%	N=78	100%	N=468
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	28%	N=111	54%	N=217	14%	N=56	4%	N=17	100%	N=401
Preservation of natural areas such as open space, farmlands and greenbelts	27%	N=134	41%	N=205	19%	N=96	14%	N=68	100%	N=503
Jupiter open space	28%	N=139	40%	N=198	18%	N=92	14%	N=71	100%	N=500
Town-sponsored special events	26%	N=120	54%	N=252	16%	N=74	4%	N=18	100%	N=464
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	36%	N=172	48%	N=229	12%	N=57	5%	N=23	100%	N=481

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	33%	N=168	52%	N=264	12%	N=61	4%	N=19	100%	N=512
The Federal Government	4%	N=18	31%	N=145	40%	N=188	25%	N=116	100%	N=467

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	14%	N=70	51%	N=247	27%	N=128	8%	N=38	100%	N=483
The overall direction that Jupiter is taking	9%	N=42	34%	N=166	25%	N=123	32%	N=155	100%	N=486
The job Jupiter government does at welcoming citizen involvement	15%	N=61	43%	N=176	24%	N=98	18%	N=73	100%	N=408
Overall confidence in Jupiter government	12%	N=55	39%	N=184	27%	N=127	23%	N=109	100%	N=475
Generally acting in the best interest of the community	13%	N=60	34%	N=162	26%	N=123	28%	N=133	100%	N=478
Being honest	15%	N=62	40%	N=169	25%	N=105	21%	N=90	100%	N=426
Treating all residents fairly	14%	N=56	43%	N=171	24%	N=96	19%	N=78	100%	N=401

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		Total	
Overall feeling of safety in Jupiter	67%	N=331	29%	N=143	4%	N=18	1%	N=4	100%	N=496
Overall ease of getting to the places you usually have to visit	43%	N=212	44%	N=218	11%	N=55	1%	N=6	100%	N=491
Quality of overall natural environment in Jupiter	63%	N=312	29%	N=144	7%	N=37	1%	N=5	100%	N=498
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	57%	N=282	33%	N=164	8%	N=38	2%	N=12	100%	N=496
Health and wellness opportunities in Jupiter	35%	N=173	41%	N=204	19%	N=95	5%	N=24	100%	N=496
Overall opportunities for education and enrichment	34%	N=167	40%	N=198	20%	N=101	6%	N=28	100%	N=494
Overall economic health of Jupiter	47%	N=234	43%	N=211	8%	N=41	2%	N=8	100%	N=494
Sense of community	40%	N=198	43%	N=213	15%	N=73	2%	N=10	100%	N=494

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Table 14: Question 14

Which one of the following areas do you most associate with being Jupiter’s downtown/commercial area? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center drive, near the amphitheater and Roger Dean Stadium)	18%	N=88
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)	12%	N=60
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana’s, Schooners, Blueline, Rustic Inn and Jetty’s)	9%	N=43
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	18%	N=89
Toney Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	4%	N=18
None of the above	40%	N=195
Total	100%	N=493

Table 15: Question 15

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 35 and over	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Day trips to area attractions such as malls, casinos, parks, and activities	11%	N=45	24%	N=101	42%	N=176	24%	N=101	100%	N=423
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	7%	N=27	16%	N=66	40%	N=164	38%	N=158	100%	N=415
Longer-term trips and cruises	5%	N=21	10%	N=40	36%	N=146	50%	N=203	100%	N=410
Senior support services	40%	N=171	37%	N=159	17%	N=71	7%	N=29	100%	N=430
Health information programs, fairs and seminars	27%	N=116	38%	N=167	27%	N=116	9%	N=38	100%	N=437
Games and leagues	15%	N=64	32%	N=135	41%	N=175	13%	N=54	100%	N=428
Sports leagues	16%	N=66	29%	N=120	40%	N=166	16%	N=66	100%	N=418
Dances, concerts, and entertainment events	16%	N=71	36%	N=155	38%	N=164	10%	N=45	100%	N=435

Table 16: Question 16

Thinking about Jupiter’s public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Town Times quarterly newsletter (including Town news, recreation activities, 55+ activities and neighborhood news)	28%	N=109	50%	N=194	18%	N=70	4%	N=14	100%	N=387
Usability/design of the Town website (www.jupiter.fl.us)	17%	N=74	55%	N=235	22%	N=94	6%	N=26	100%	N=429
Content of the Town website (www.jupiter.fl.us)	18%	N=80	55%	N=237	21%	N=92	6%	N=24	100%	N=433
The Town’s Facebook page and Twitter feed	14%	N=21	47%	N=73	28%	N=43	12%	N=18	100%	N=155
Fliers, posters or advertisements on Town programs and events	14%	N=51	47%	N=168	29%	N=104	11%	N=38	100%	N=361
Inlet Villager newsletter	17%	N=35	54%	N=113	19%	N=40	10%	N=20	100%	N=208
Open house and public meetings	13%	N=40	52%	N=163	24%	N=75	11%	N=33	100%	N=311
Direct mail items (postcards and reports)	8%	N=22	49%	N=141	28%	N=80	15%	N=42	100%	N=285

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Table 17: Question 17

In question 7, you were asked if you had contacted the Town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months. If you answered 'yes,' please provide you impression of the following:	Excellent		Good		Fair		Poor		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Knowledge	39%	N=102	44%	N=114	12%	N=31	5%	N=13	100%	N=260
Responsiveness	41%	N=111	33%	N=89	14%	N=39	12%	N=33	100%	N=272
Courtesy	49%	N=131	36%	N=97	9%	N=25	6%	N=15	100%	N=268

Table 18: 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	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Recycle at home	1%	N=7	3%	N=12	5%	N=23	14%	N=66	77%	N=367	100%	N=475
Purchase goods or services from a business located in Jupiter	0%	N=0	0%	N=2	11%	N=51	60%	N=282	29%	N=137	100%	N=472
Eat at least 5 portions of fruits and vegetables a day	3%	N=16	14%	N=67	31%	N=148	32%	N=151	19%	N=89	100%	N=471
Participate in moderate or vigorous physical activity	1%	N=3	8%	N=36	29%	N=138	33%	N=158	29%	N=139	100%	N=474
Read or watch local news (via television, paper, computer, etc.)	2%	N=10	6%	N=27	12%	N=55	28%	N=135	52%	N=247	100%	N=474
Vote in local elections	8%	N=37	3%	N=13	7%	N=32	21%	N=98	62%	N=293	100%	N=473

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	33%	N=156
Very good	46%	N=219
Good	18%	N=86
Fair	3%	N=13
Poor	1%	N=3
Total	100%	N=477

Table 20: 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	6%	N=27
Somewhat positive	25%	N=117
Neutral	53%	N=250
Somewhat negative	14%	N=67
Very negative	3%	N=14
Total	100%	N=475

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Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	48%	N=225
Working part time for pay	10%	N=48
Unemployed, looking for paid work	2%	N=8
Unemployed, not looking for paid work	2%	N=9
Fully retired	39%	N=183
Total	100%	N=473

Table 22: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	21%	N=99
Yes, from home	13%	N=62
No	66%	N=306
Total	100%	N=467

Table 23: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	4%	N=18
2 to 5 years	21%	N=98
6 to 10 years	16%	N=75
11 to 20 years	30%	N=143
More than 20 years	30%	N=142
Total	100%	N=476

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	63%	N=298
Building with two or more homes (duplex, townhome, apartment or condominium)	35%	N=166
Mobile home	1%	N=7
Other	1%	N=3
Total	100%	N=474

Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	7%	N=33
Owned	93%	N=432
Total	100%	N=465

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Table 26: 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=10
\$300 to \$599 per month	7%	N=31
\$600 to \$999 per month	12%	N=55
\$1,000 to \$1,499 per month	24%	N=108
\$1,500 to \$2,499 per month	30%	N=136
\$2,500 or more per month	25%	N=115
Total	100%	N=455

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	70%	N=332
Yes	30%	N=141
Total	100%	N=473

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	57%	N=271
Yes	43%	N=202
Total	100%	N=473

Table 29: 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	4%	N=17
\$25,000 to \$49,999	10%	N=41
\$50,000 to \$99,999	32%	N=137
\$100,000 to \$149,999	25%	N=106
\$150,000 or more	30%	N=127
Total	100%	N=428

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=444
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=17
Total	100%	N=461

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Table 31: 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=4
Asian, Asian Indian or Pacific Islander	1%	N=3
Black or African American	0%	N=2
White	98%	N=444
Other	2%	N=8

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

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=1
25 to 34 years	4%	N=17
35 to 44 years	12%	N=56
45 to 54 years	23%	N=106
55 to 64 years	25%	N=115
65 to 74 years	29%	N=134
75 years or older	8%	N=37
Total	100%	N=466

Table 33: Question D16

What is your sex?	Percent	Number
Female	51%	N=237
Male	49%	N=230
Total	100%	N=467

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	61%	N=291
Land line	15%	N=69
Both	24%	N=115
Total	100%	N=475

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**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 35: Question 1

Please rate each of the following aspects of quality of life in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Jupiter as a place to live	60%	N=416	32%	N=222	6%	N=40	2%	N=12	0%	N=1	100%	N=691
Your neighborhood as a place to live	57%	N=400	34%	N=235	7%	N=49	2%	N=16	0%	N=1	100%	N=701
Jupiter as a place to raise children	42%	N=296	30%	N=210	8%	N=53	3%	N=21	17%	N=120	100%	N=700
Jupiter as a place to work	28%	N=198	28%	N=197	12%	N=82	7%	N=47	25%	N=173	100%	N=697
Jupiter as a place to visit	54%	N=382	34%	N=235	8%	N=55	2%	N=11	3%	N=18	100%	N=701
Jupiter as a place to retire	53%	N=370	26%	N=185	11%	N=75	5%	N=38	4%	N=31	100%	N=699
The overall quality of life in Jupiter	50%	N=352	39%	N=275	8%	N=57	2%	N=16	0%	N=0	100%	N=700

Table 36: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Jupiter	34%	N=222	55%	N=360	10%	N=63	2%	N=13	0%	N=0	100%	N=658
Overall ease of getting to the places you usually have to visit	24%	N=157	47%	N=306	21%	N=134	8%	N=54	0%	N=0	100%	N=651
Quality of overall natural environment in Jupiter	42%	N=271	41%	N=266	14%	N=92	4%	N=23	0%	N=0	100%	N=652
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	17%	N=115	43%	N=281	28%	N=183	12%	N=81	0%	N=1	100%	N=661
Health and wellness opportunities in Jupiter	35%	N=229	48%	N=316	11%	N=72	2%	N=16	4%	N=26	100%	N=659
Overall opportunities for education and enrichment	25%	N=165	49%	N=320	13%	N=86	4%	N=27	9%	N=61	100%	N=659
Overall economic health of Jupiter	26%	N=173	53%	N=350	13%	N=85	2%	N=12	6%	N=39	100%	N=659
Sense of community	23%	N=149	47%	N=311	22%	N=144	7%	N=45	1%	N=8	100%	N=657
Overall image or reputation of Jupiter	44%	N=292	46%	N=301	7%	N=44	3%	N=17	1%	N=6	100%	N=660

Table 37: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Jupiter to someone who asks	63%	N=402	25%	N=162	7%	N=42	5%	N=32	0%	N=3	100%	N=641
Remain in Jupiter for the next five years	67%	N=424	20%	N=124	6%	N=38	6%	N=38	1%	N=7	100%	N=631

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Table 38: 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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	70%	N=450	24%	N=155	4%	N=23	2%	N=11	1%	N=4	0%	N=1	100%	N=644
In Jupiter's downtown/commercial area during the day	52%	N=330	35%	N=223	7%	N=44	2%	N=15	1%	N=5	3%	N=19	100%	N=636

Table 39: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	6%	N=35	33%	N=205	38%	N=234	23%	N=141	0%	N=0	100%	N=615
Ease of public parking	13%	N=80	48%	N=290	28%	N=167	10%	N=59	2%	N=10	100%	N=606
Ease of travel by car in Jupiter	13%	N=82	44%	N=269	30%	N=188	13%	N=79	0%	N=0	100%	N=618
Ease of travel by public transportation in Jupiter	2%	N=12	5%	N=28	12%	N=75	26%	N=159	55%	N=340	100%	N=614
Ease of travel by bicycle in Jupiter	6%	N=39	26%	N=162	29%	N=182	14%	N=89	24%	N=147	100%	N=619
Ease of walking in Jupiter	18%	N=110	44%	N=272	24%	N=151	9%	N=53	5%	N=32	100%	N=618
Availability of paths and walking trails	20%	N=125	44%	N=271	23%	N=143	7%	N=45	6%	N=34	100%	N=618
Air quality	48%	N=299	46%	N=284	4%	N=25	0%	N=2	1%	N=7	100%	N=617
Cleanliness of Jupiter	40%	N=249	52%	N=323	6%	N=37	2%	N=10	0%	N=0	100%	N=619
Overall appearance of Jupiter	39%	N=242	50%	N=308	9%	N=55	2%	N=13	0%	N=0	100%	N=618
Public places where people want to spend time	33%	N=206	48%	N=300	13%	N=82	3%	N=21	2%	N=10	100%	N=619
Variety of housing options	18%	N=108	39%	N=240	23%	N=142	12%	N=72	9%	N=55	100%	N=617
Availability of affordable quality housing	6%	N=36	21%	N=128	29%	N=179	25%	N=154	19%	N=119	100%	N=616
Fitness opportunities (including exercise classes and paths or trails, etc.)	30%	N=188	48%	N=294	16%	N=97	3%	N=18	3%	N=20	100%	N=617
Recreational opportunities	40%	N=246	48%	N=293	10%	N=59	1%	N=9	1%	N=7	100%	N=614
Availability of affordable quality food	30%	N=184	47%	N=291	19%	N=115	3%	N=20	0%	N=3	100%	N=613
Availability of affordable quality health care	30%	N=185	43%	N=267	14%	N=86	4%	N=27	9%	N=53	100%	N=618
Availability of preventive health services	25%	N=157	46%	N=283	12%	N=72	4%	N=24	13%	N=81	100%	N=617
Availability of affordable quality mental health care	9%	N=55	14%	N=84	11%	N=65	8%	N=50	59%	N=362	100%	N=616

Table 40: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	9%	N=50	19%	N=111	8%	N=44	6%	N=33	59%	N=345	100%	N=583
K-12 education	22%	N=128	28%	N=161	8%	N=49	3%	N=19	39%	N=226	100%	N=583
Adult educational opportunities	20%	N=113	35%	N=201	15%	N=86	4%	N=26	26%	N=152	100%	N=578
Opportunities to attend cultural/arts/music activities	24%	N=138	47%	N=273	21%	N=123	6%	N=35	3%	N=17	100%	N=586
Opportunities to participate in religious or spiritual events and activities	26%	N=155	44%	N=258	8%	N=50	1%	N=8	20%	N=119	100%	N=590

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Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Employment opportunities	5%	N=30	21%	N=123	24%	N=138	10%	N=59	40%	N=233	100%	N=583
Shopping opportunities	27%	N=160	52%	N=306	17%	N=98	3%	N=20	0%	N=1	100%	N=585
Cost of living in Jupiter	4%	N=26	36%	N=210	40%	N=236	20%	N=115	0%	N=2	100%	N=589
Overall quality of business and service establishments in Jupiter	17%	N=101	63%	N=372	17%	N=98	3%	N=16	0%	N=2	100%	N=589
Vibrant downtown/commercial area	11%	N=63	34%	N=196	34%	N=198	19%	N=113	3%	N=15	100%	N=585
Overall quality of new development in Jupiter	12%	N=71	33%	N=196	24%	N=140	28%	N=163	3%	N=16	100%	N=586
Opportunities to participate in social events and activities	20%	N=117	51%	N=300	21%	N=125	4%	N=22	4%	N=22	100%	N=586
Opportunities to volunteer	28%	N=164	42%	N=248	10%	N=60	2%	N=10	18%	N=107	100%	N=589
Opportunities to participate in community matters	24%	N=141	40%	N=236	17%	N=97	5%	N=28	14%	N=85	100%	N=587
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=105	40%	N=236	17%	N=102	8%	N=46	17%	N=97	100%	N=586
Neighborliness of residents in Jupiter	20%	N=118	48%	N=282	23%	N=134	8%	N=46	2%	N=9	100%	N=589

Table 41: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	14%	N=80	86%	N=500	100%	N=580
Made efforts to make your home more energy efficient	22%	N=128	78%	N=445	100%	N=573
Observed a code violation or other hazard in Jupiter	62%	N=358	38%	N=219	100%	N=577
Household member was a victim of a crime in Jupiter	88%	N=507	12%	N=72	100%	N=579
Reported a crime to the police in Jupiter	77%	N=447	23%	N=130	100%	N=577
Stocked supplies in preparation for an emergency	38%	N=219	62%	N=359	100%	N=578
Campaigned or advocated for an issue, cause or candidate	69%	N=401	31%	N=177	100%	N=578
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	51%	N=297	49%	N=282	100%	N=579
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	79%	N=458	21%	N=119	100%	N=577

Table 42: 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	
	%	N	%	N	%	N	%	N	%	N
Used Jupiter recreation centers or their services	13%	N=71	13%	N=75	37%	N=207	37%	N=210	100%	N=563
Visited a neighborhood park or Town park	23%	N=130	31%	N=170	33%	N=184	13%	N=72	100%	N=556
Used Jupiter public libraries or their services	10%	N=58	25%	N=140	34%	N=191	30%	N=170	100%	N=559
Participated in religious or spiritual activities in Jupiter	10%	N=56	19%	N=109	18%	N=103	52%	N=294	100%	N=562
Attended a Town-sponsored event	1%	N=5	9%	N=50	58%	N=325	32%	N=176	100%	N=556
Used bus, rail, subway or other public transportation instead of driving	1%	N=4	0%	N=2	3%	N=14	96%	N=540	100%	N=560
Carpooled with other adults or children instead of driving alone	7%	N=39	12%	N=67	14%	N=80	67%	N=374	100%	N=560
Walked or biked instead of driving	19%	N=107	21%	N=120	23%	N=130	37%	N=207	100%	N=564
Volunteered your time to some group/activity in Jupiter	12%	N=65	14%	N=76	21%	N=119	54%	N=302	100%	N=562
Participated in a club	6%	N=35	10%	N=55	16%	N=86	68%	N=376	100%	N=552

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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	
	%	N	%	N	%	N	%	N	%	N
Talked to or visited with your immediate neighbors	62%	N=348	25%	N=140	10%	N=55	4%	N=22	100%	N=565
Done a favor for a neighbor	33%	N=184	33%	N=188	27%	N=150	7%	N=42	100%	N=564

Table 43: 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	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=1	5%	N=26	34%	N=184	61%	N=331	100%	N=542
Watched (online or on television) a local public meeting	0%	N=2	3%	N=17	17%	N=92	80%	N=436	100%	N=547

Table 44: Question 10

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	44%	N=231	38%	N=197	8%	N=41	4%	N=20	7%	N=36	100%	N=525
Fire services	42%	N=219	29%	N=148	3%	N=13	1%	N=4	26%	N=132	100%	N=516
Ambulance or emergency medical services	40%	N=211	27%	N=140	3%	N=18	1%	N=4	29%	N=153	100%	N=526
Crime prevention	23%	N=121	41%	N=212	15%	N=77	5%	N=26	16%	N=86	100%	N=522
Fire prevention and education	20%	N=105	28%	N=149	8%	N=44	2%	N=13	41%	N=216	100%	N=527
Traffic enforcement	19%	N=101	39%	N=206	20%	N=104	10%	N=54	12%	N=61	100%	N=526
Street repair	19%	N=102	45%	N=235	22%	N=115	7%	N=38	7%	N=38	100%	N=528
Street cleaning	25%	N=129	43%	N=225	15%	N=79	7%	N=37	10%	N=55	100%	N=525
Street lighting	19%	N=100	53%	N=280	20%	N=104	7%	N=36	1%	N=6	100%	N=526
Sidewalk maintenance	19%	N=100	51%	N=269	19%	N=99	8%	N=40	4%	N=21	100%	N=529
Traffic signal timing	11%	N=59	38%	N=201	29%	N=153	20%	N=103	2%	N=8	100%	N=524
Bus or transit services	4%	N=19	6%	N=34	7%	N=35	10%	N=54	73%	N=385	100%	N=527
Garbage collection	46%	N=244	42%	N=221	6%	N=33	1%	N=7	4%	N=21	100%	N=526
Recycling	44%	N=234	42%	N=222	7%	N=37	2%	N=10	5%	N=24	100%	N=527
Yard waste pick-up	39%	N=207	36%	N=189	8%	N=44	3%	N=15	14%	N=73	100%	N=528
Storm drainage	21%	N=112	43%	N=227	17%	N=91	8%	N=44	10%	N=53	100%	N=527
Drinking water	45%	N=239	38%	N=201	11%	N=58	4%	N=19	2%	N=11	100%	N=528
Sewer services	41%	N=214	44%	N=230	6%	N=32	1%	N=6	8%	N=43	100%	N=525
Power (electric and/or gas) utility	38%	N=201	48%	N=255	10%	N=52	3%	N=14	1%	N=6	100%	N=528
Utility billing	36%	N=188	45%	N=239	13%	N=66	4%	N=23	2%	N=12	100%	N=528
Town parks	45%	N=238	42%	N=223	6%	N=30	2%	N=8	5%	N=26	100%	N=525
Recreation programs or classes	24%	N=124	34%	N=180	10%	N=50	2%	N=8	31%	N=163	100%	N=525
Recreation centers or facilities	27%	N=141	40%	N=209	9%	N=48	2%	N=9	22%	N=117	100%	N=524
Land use, planning and zoning	12%	N=65	27%	N=140	21%	N=110	26%	N=139	14%	N=71	100%	N=525
Code enforcement (weeds, abandoned buildings, etc.)	12%	N=63	38%	N=201	16%	N=85	9%	N=45	25%	N=134	100%	N=528

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Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Animal control	15%	N=79	35%	N=183	10%	N=51	7%	N=37	34%	N=180	100%	N=530
Economic development	13%	N=66	36%	N=190	18%	N=96	14%	N=73	19%	N=100	100%	N=525
Health services	24%	N=125	43%	N=227	10%	N=55	3%	N=18	19%	N=101	100%	N=526
Public library services	41%	N=215	35%	N=187	5%	N=29	1%	N=5	18%	N=94	100%	N=530
Public information services	20%	N=108	40%	N=213	10%	N=54	4%	N=21	25%	N=131	100%	N=527
Cable television	13%	N=70	38%	N=201	23%	N=119	15%	N=78	11%	N=56	100%	N=524
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	21%	N=111	42%	N=217	11%	N=56	3%	N=17	23%	N=119	100%	N=520
Preservation of natural areas such as open space, farmlands and greenbelts	25%	N=134	39%	N=205	18%	N=96	13%	N=68	5%	N=25	100%	N=528
Jupiter open space	27%	N=139	38%	N=198	18%	N=92	14%	N=71	4%	N=23	100%	N=523
Town-sponsored special events	23%	N=120	48%	N=252	14%	N=74	3%	N=18	11%	N=59	100%	N=523
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	33%	N=172	44%	N=229	11%	N=57	4%	N=23	9%	N=45	100%	N=526

Table 45: 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	32%	N=168	51%	N=264	12%	N=61	4%	N=19	2%	N=8	100%	N=520
The Federal Government	3%	N=18	28%	N=145	36%	N=188	22%	N=116	11%	N=56	100%	N=523

Table 46: 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	14%	N=70	50%	N=247	26%	N=128	8%	N=38	3%	N=13	100%	N=496
The overall direction that Jupiter is taking	8%	N=42	33%	N=166	25%	N=123	31%	N=155	2%	N=10	100%	N=496
The job Jupiter government does at welcoming citizen involvement	12%	N=61	36%	N=176	20%	N=98	15%	N=73	18%	N=87	100%	N=495
Overall confidence in Jupiter government	11%	N=55	37%	N=184	26%	N=127	22%	N=109	4%	N=21	100%	N=496
Generally acting in the best interest of the community	12%	N=60	33%	N=162	25%	N=123	27%	N=133	4%	N=18	100%	N=496
Being honest	13%	N=62	34%	N=169	21%	N=105	18%	N=90	14%	N=69	100%	N=495
Treating all residents fairly	11%	N=56	35%	N=171	20%	N=96	16%	N=78	18%	N=90	100%	N=491

Table 47: 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		Total	
Overall feeling of safety in Jupiter	67%	N=331	29%	N=143	4%	N=18	1%	N=4	100%	N=496
Overall ease of getting to the places you usually have to visit	43%	N=212	44%	N=218	11%	N=55	1%	N=6	100%	N=491
Quality of overall natural environment in Jupiter	63%	N=312	29%	N=144	7%	N=37	1%	N=5	100%	N=498

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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		Total	
	%	N	%	N	%	N	%	N	%	N
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	57%	N=282	33%	N=164	8%	N=38	2%	N=12	100%	N=496
Health and wellness opportunities in Jupiter	35%	N=173	41%	N=204	19%	N=95	5%	N=24	100%	N=496
Overall opportunities for education and enrichment	34%	N=167	40%	N=198	20%	N=101	6%	N=28	100%	N=494
Overall economic health of Jupiter	47%	N=234	43%	N=211	8%	N=41	2%	N=8	100%	N=494
Sense of community	40%	N=198	43%	N=213	15%	N=73	2%	N=10	100%	N=494

Table 48: Question 14

Which one of the following areas do you most associate with being Jupiter's downtown/commercial area? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center drive, near the amphitheater and Roger Dean Stadium)	18%	N=88
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)	12%	N=60
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, Blueline, Rustic Inn and Jetty's)	9%	N=43
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	18%	N=89
Toney Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	4%	N=18
None of the above	40%	N=195
Total	100%	N=493

Table 49: Question 15

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 35 and over	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Day trips to area attractions such as malls, casinos, parks, and activities	9%	N=45	21%	N=101	36%	N=176	21%	N=101	13%	N=62	100%	N=485
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	6%	N=27	14%	N=66	34%	N=164	33%	N=158	14%	N=70	100%	N=485
Longer-term trips and cruises	4%	N=21	8%	N=40	30%	N=146	42%	N=203	15%	N=70	100%	N=480
Senior support services	36%	N=171	33%	N=159	15%	N=71	6%	N=29	10%	N=49	100%	N=479
Health information programs, fairs and seminars	24%	N=116	34%	N=167	24%	N=116	8%	N=38	10%	N=49	100%	N=486
Games and leagues	13%	N=64	28%	N=135	36%	N=175	11%	N=54	12%	N=57	100%	N=485
Sports leagues	14%	N=66	25%	N=120	34%	N=166	14%	N=66	13%	N=65	100%	N=483
Dances, concerts, and entertainment events	15%	N=71	32%	N=155	34%	N=164	9%	N=45	10%	N=50	100%	N=485

Table 50: Question 16

Thinking about Jupiter's public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Town Times quarterly newsletter (including Town news, recreation activities, 55+ activities and neighborhood news)	23%	N=109	41%	N=194	15%	N=70	3%	N=14	18%	N=86	100%	N=473
Usability/design of the Town website (www.jupiter.fl.us)	16%	N=74	49%	N=235	20%	N=94	5%	N=26	10%	N=46	100%	N=475
Content of the Town website (www.jupiter.fl.us)	17%	N=80	50%	N=237	19%	N=92	5%	N=24	9%	N=43	100%	N=476

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Thinking about Jupiter's public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
The Town's Facebook page and Twitter feed	4%	N=21	15%	N=73	9%	N=43	4%	N=18	67%	N=319	100%	N=474
Fliers, posters or advertisements on Town programs and events	11%	N=51	35%	N=168	22%	N=104	8%	N=38	24%	N=114	100%	N=475
Inlet Villager newsletter	7%	N=35	24%	N=113	8%	N=40	4%	N=20	56%	N=268	100%	N=476
Open house and public meetings	8%	N=40	34%	N=163	16%	N=75	7%	N=33	35%	N=166	100%	N=477
Direct mail items (postcards and reports)	5%	N=22	30%	N=141	17%	N=80	9%	N=42	40%	N=188	100%	N=473

Table 51: Question 17

In question 7, you were asked if you had contacted the Town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months. If you answered 'yes,' please provide your impression of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	28%	N=102	32%	N=114	9%	N=31	4%	N=13	28%	N=101	100%	N=361
Responsiveness	30%	N=111	24%	N=89	11%	N=39	9%	N=33	25%	N=93	100%	N=365
Courtesy	36%	N=131	27%	N=97	7%	N=25	4%	N=15	26%	N=94	100%	N=362

Table 52: 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	1%	N=7	3%	N=12	5%	N=23	14%	N=66	77%	N=367	100%	N=475
Purchase goods or services from a business located in Jupiter	0%	N=0	0%	N=2	11%	N=51	60%	N=282	29%	N=137	100%	N=472
Eat at least 5 portions of fruits and vegetables a day	3%	N=16	14%	N=67	31%	N=148	32%	N=151	19%	N=89	100%	N=471
Participate in moderate or vigorous physical activity	1%	N=3	8%	N=36	29%	N=138	33%	N=158	29%	N=139	100%	N=474
Read or watch local news (via television, paper, computer, etc.)	2%	N=10	6%	N=27	12%	N=55	28%	N=135	52%	N=247	100%	N=474
Vote in local elections	8%	N=37	3%	N=13	7%	N=32	21%	N=98	62%	N=293	100%	N=473

Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	33%	N=156
Very good	46%	N=219
Good	18%	N=86
Fair	3%	N=13
Poor	1%	N=3
Total	100%	N=477

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Table 54: 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	6%	N=27
Somewhat positive	25%	N=117
Neutral	53%	N=250
Somewhat negative	14%	N=67
Very negative	3%	N=14
Total	100%	N=475

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	48%	N=225
Working part time for pay	10%	N=48
Unemployed, looking for paid work	2%	N=8
Unemployed, not looking for paid work	2%	N=9
Fully retired	39%	N=183
Total	100%	N=473

Table 56: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	21%	N=99
Yes, from home	13%	N=62
No	66%	N=306
Total	100%	N=467

Table 57: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	4%	N=18
2 to 5 years	21%	N=98
6 to 10 years	16%	N=75
11 to 20 years	30%	N=143
More than 20 years	30%	N=142
Total	100%	N=476

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Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	63%	N=298
Building with two or more homes (duplex, townhome, apartment or condominium)	35%	N=166
Mobile home	1%	N=7
Other	1%	N=3
Total	100%	N=474

Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	7%	N=33
Owned	93%	N=432
Total	100%	N=465

Table 60: 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=10
\$300 to \$599 per month	7%	N=31
\$600 to \$999 per month	12%	N=55
\$1,000 to \$1,499 per month	24%	N=108
\$1,500 to \$2,499 per month	30%	N=136
\$2,500 or more per month	25%	N=115
Total	100%	N=455

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	70%	N=332
Yes	30%	N=141
Total	100%	N=473

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	57%	N=271
Yes	43%	N=202
Total	100%	N=473

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Table 63: 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	4%	N=17
\$25,000 to \$49,999	10%	N=41
\$50,000 to \$99,999	32%	N=137
\$100,000 to \$149,999	25%	N=106
\$150,000 or more	30%	N=127
Total	100%	N=428

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=444
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=17
Total	100%	N=461

Table 65: 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=4
Asian, Asian Indian or Pacific Islander	1%	N=3
Black or African American	0%	N=2
White	98%	N=444
Other	2%	N=8

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

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=1
25 to 34 years	4%	N=17
35 to 44 years	12%	N=56
45 to 54 years	23%	N=106
55 to 64 years	25%	N=115
65 to 74 years	29%	N=134
75 years or older	8%	N=37
Total	100%	N=466

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Table 67: Question D16

What is your sex?	Percent	Number
Female	51%	N=237
Male	49%	N=230
Total	100%	N=467

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	61%	N=291
Land line	15%	N=69
Both	24%	N=115
Total	100%	N=475