



Jupiter, FL

Key Findings 2018

The NCS is presented by NRC in collaboration with ICMA



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, 2016, 2017
- Scientific sample of 2,600 households
 - 509 returned surveys; 22% response rate
 - $\pm 4\%$ margin of error

Expanded
sample

Online
options

Geographic
comparisons

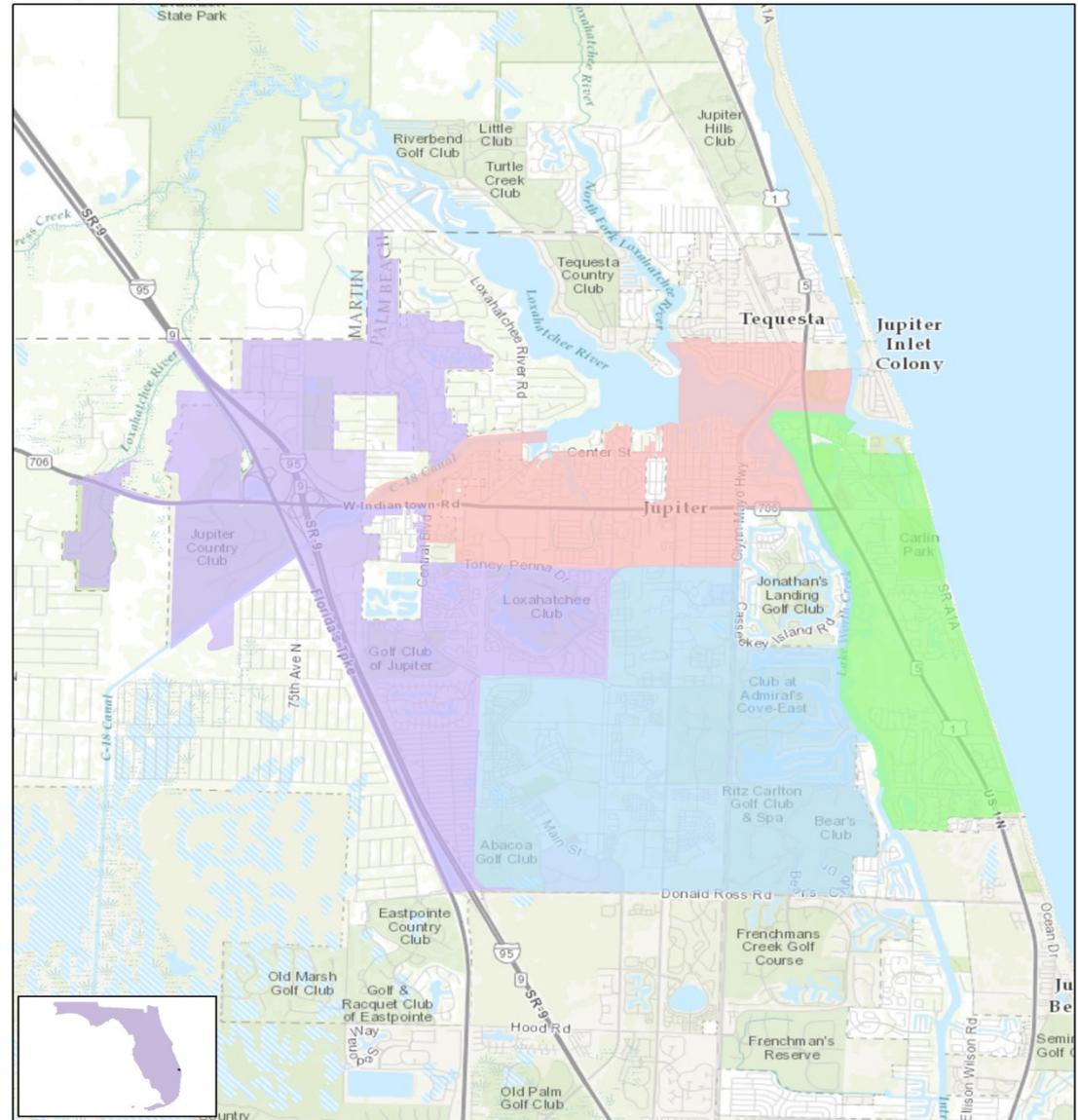
Presentation

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



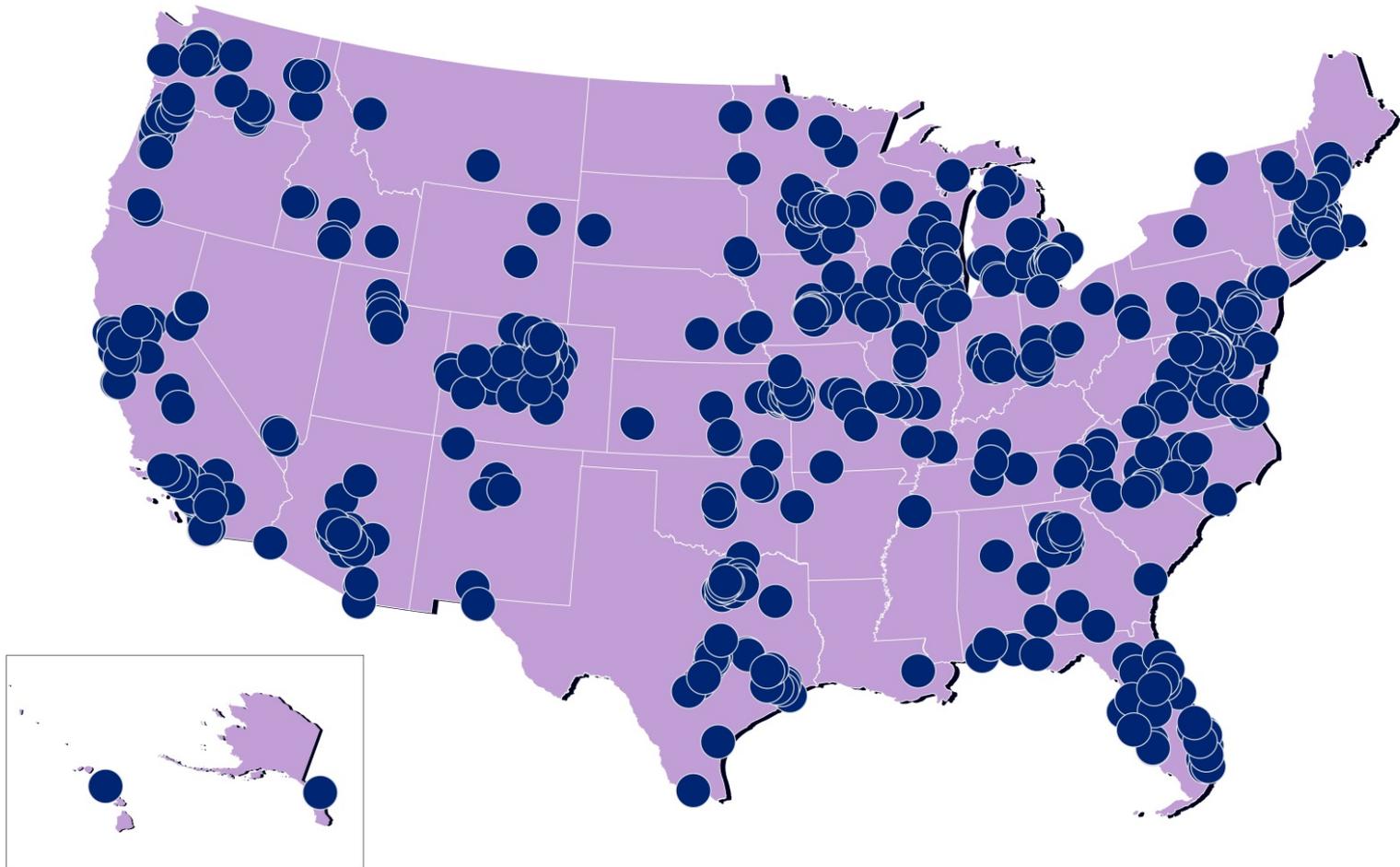
Survey Areas of Jupiter, FL

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

0 2 4 Miles



National and Florida Benchmark Comparisons



2017 National Benchmark Comparisons

33

received
higher
ratings

97

received **similar**
ratings

3

received
lower
ratings

2017 Florida Benchmark Comparisons

70

received
higher
ratings

61

received **similar**
ratings

2

received
lower
ratings

2017 Ratings Compared to 2016

10

received
higher
ratings

116

received **similar**
ratings

7

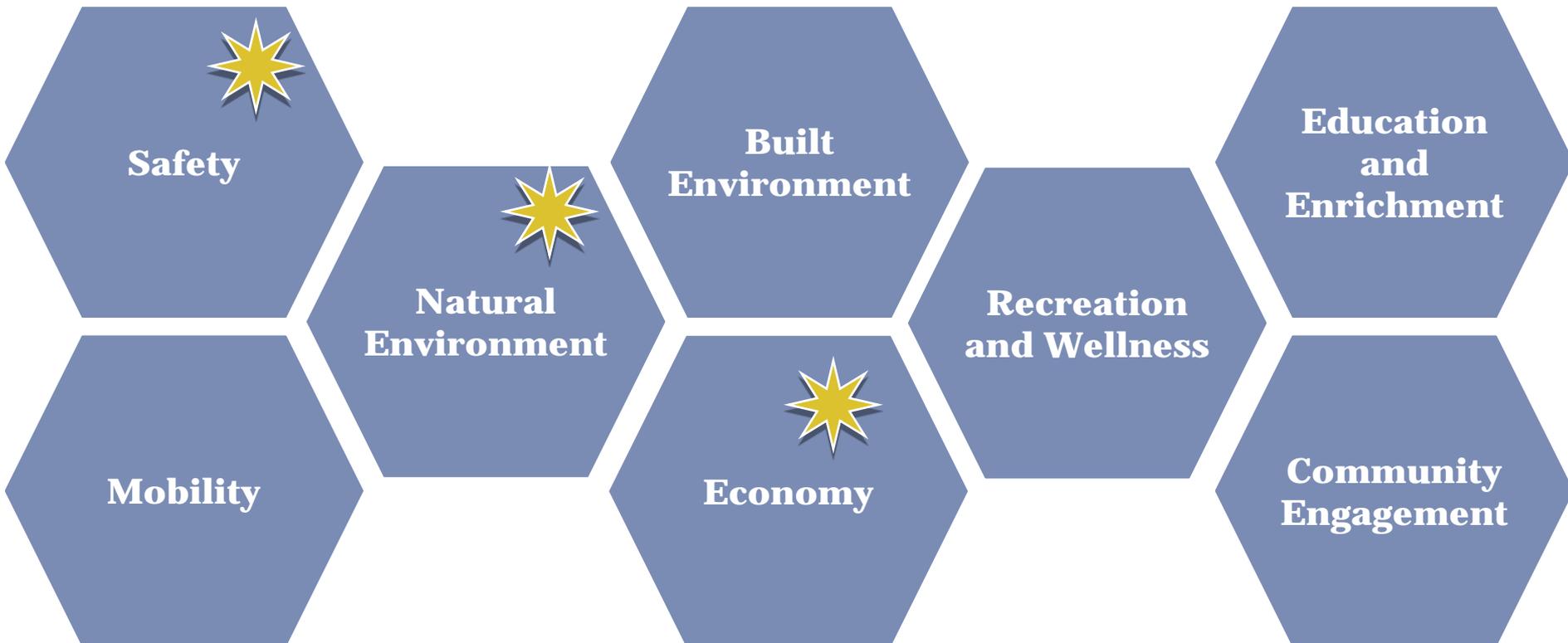
received
lower
ratings

Key Focus Areas

Legend

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

* Most important

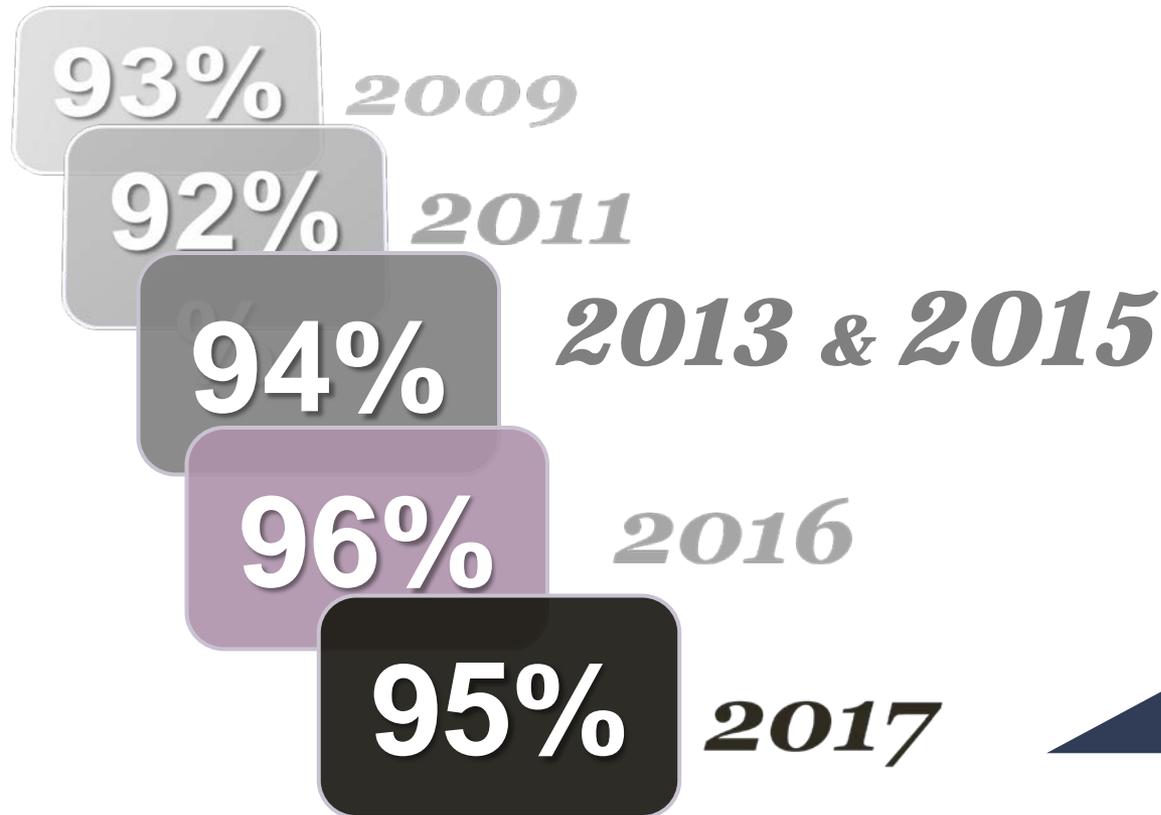


Key
Finding
#1

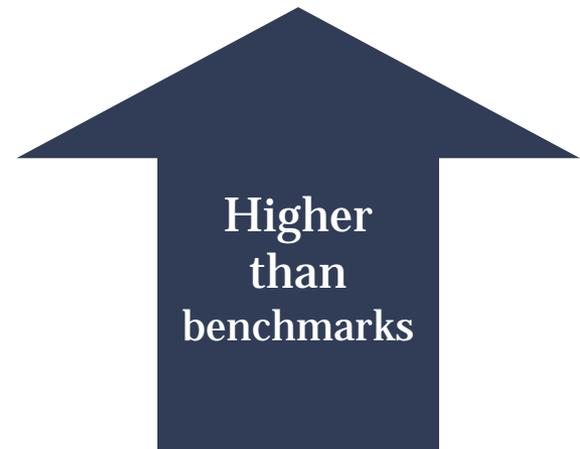
Jupiter continues to be highly desirable and safe



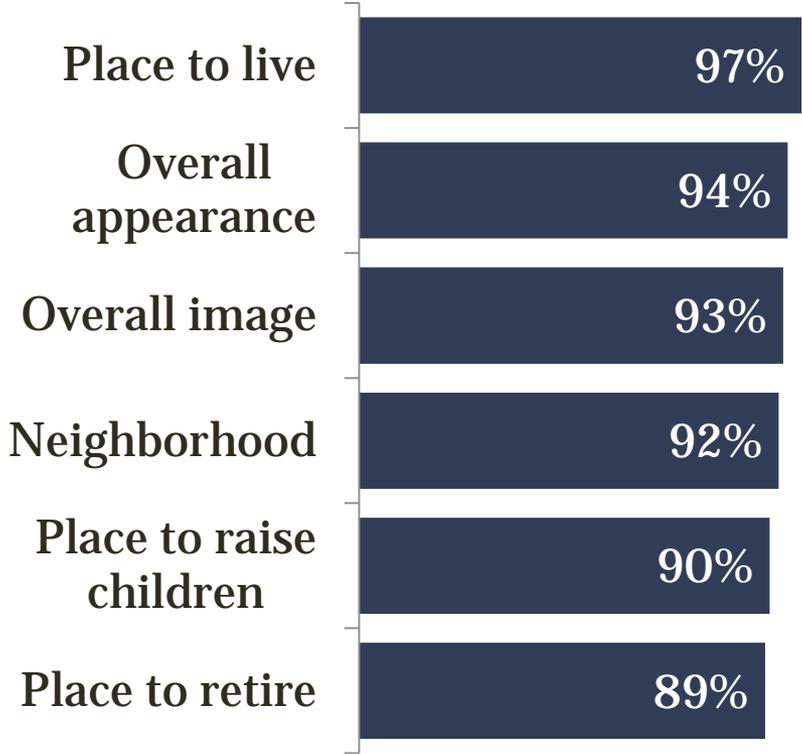
Overall Quality of Life



Percent excellent or good



Exceptional Quality of Life

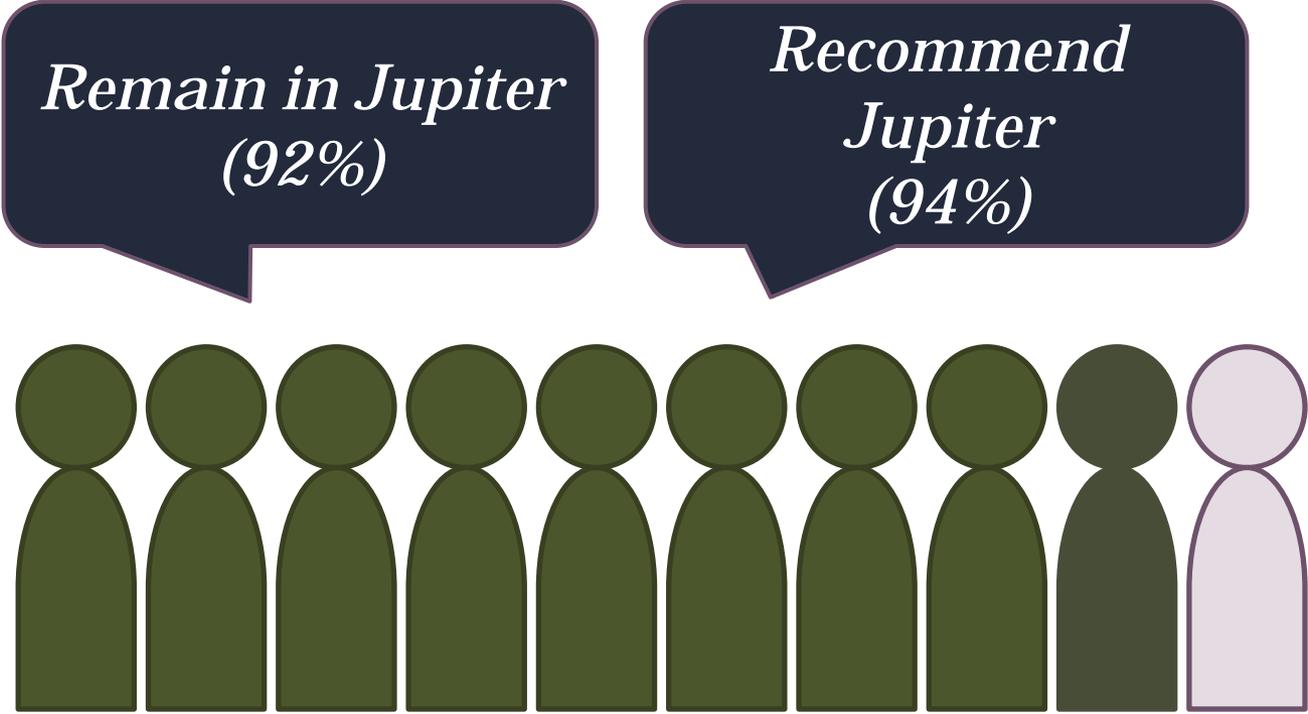


■ Percent excellent or good



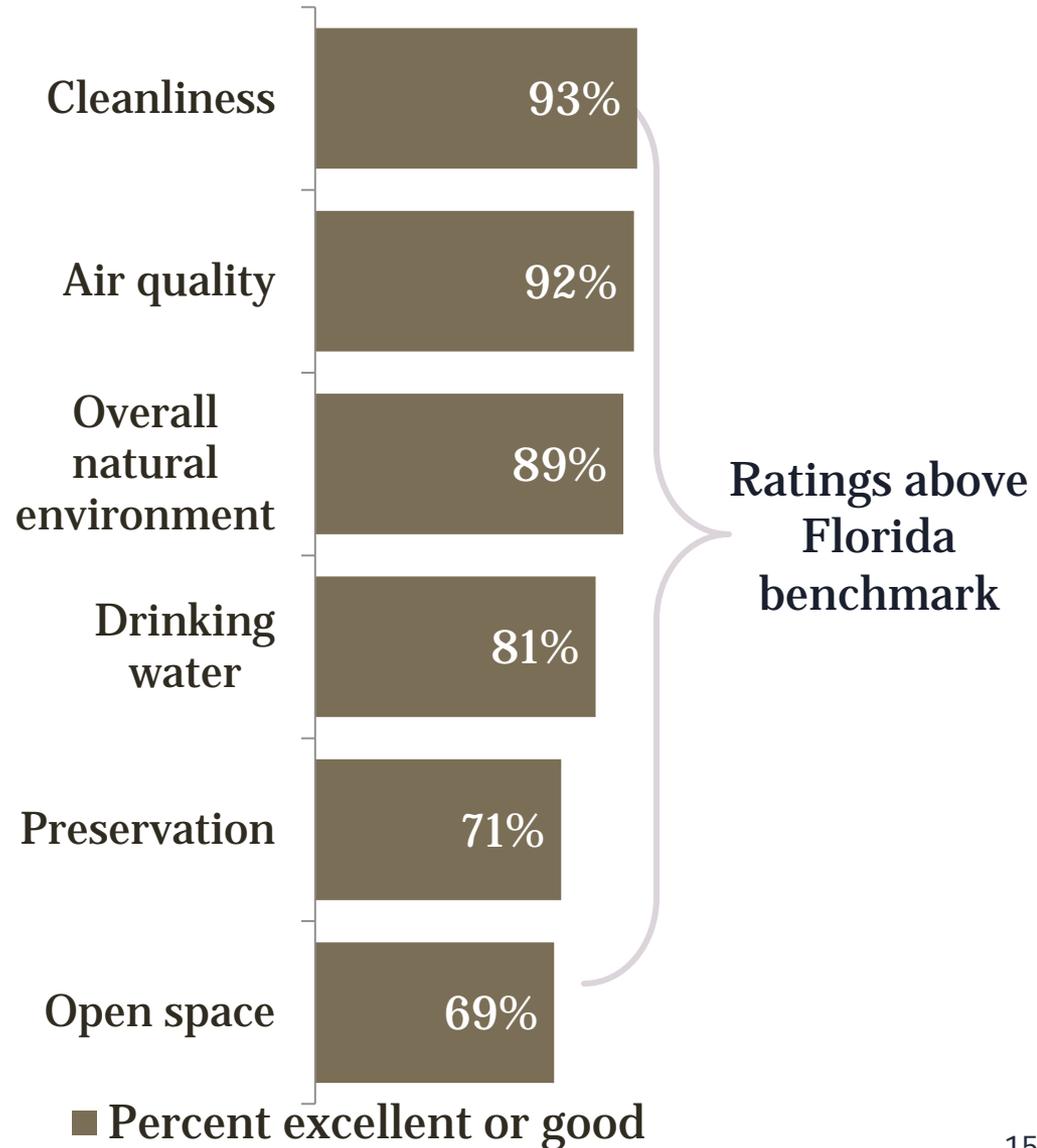
Higher than benchmarks

Quality of Life

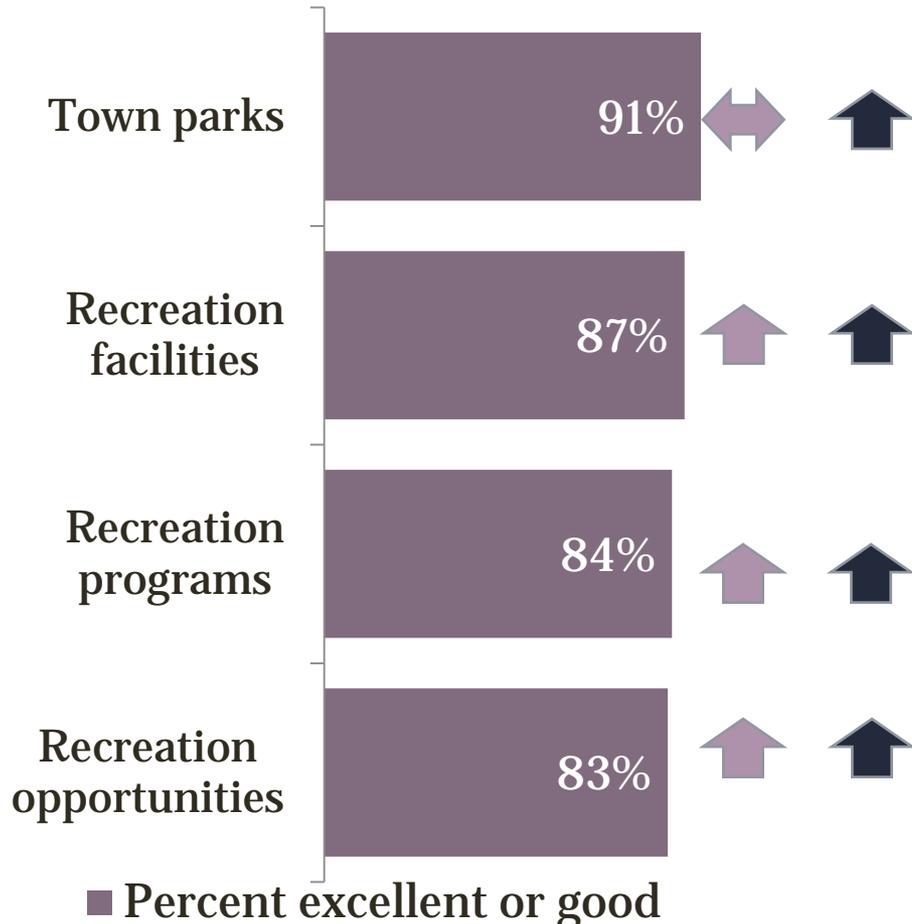


Percent very likely or somewhat likely

Natural Environment



Recreation and Wellness



↔ = National benchmark comparison
↔ = Florida benchmark comparison

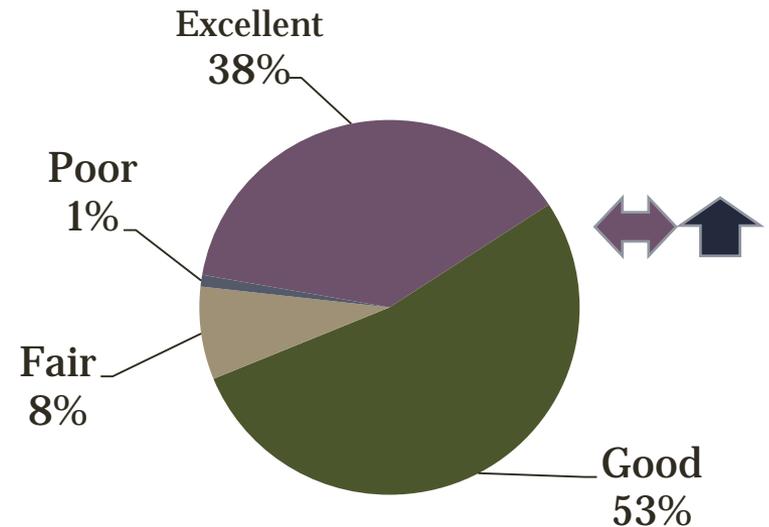
Feelings of Safety



■ Percent very or somewhat safe

Similar to the National and Florida benchmarks

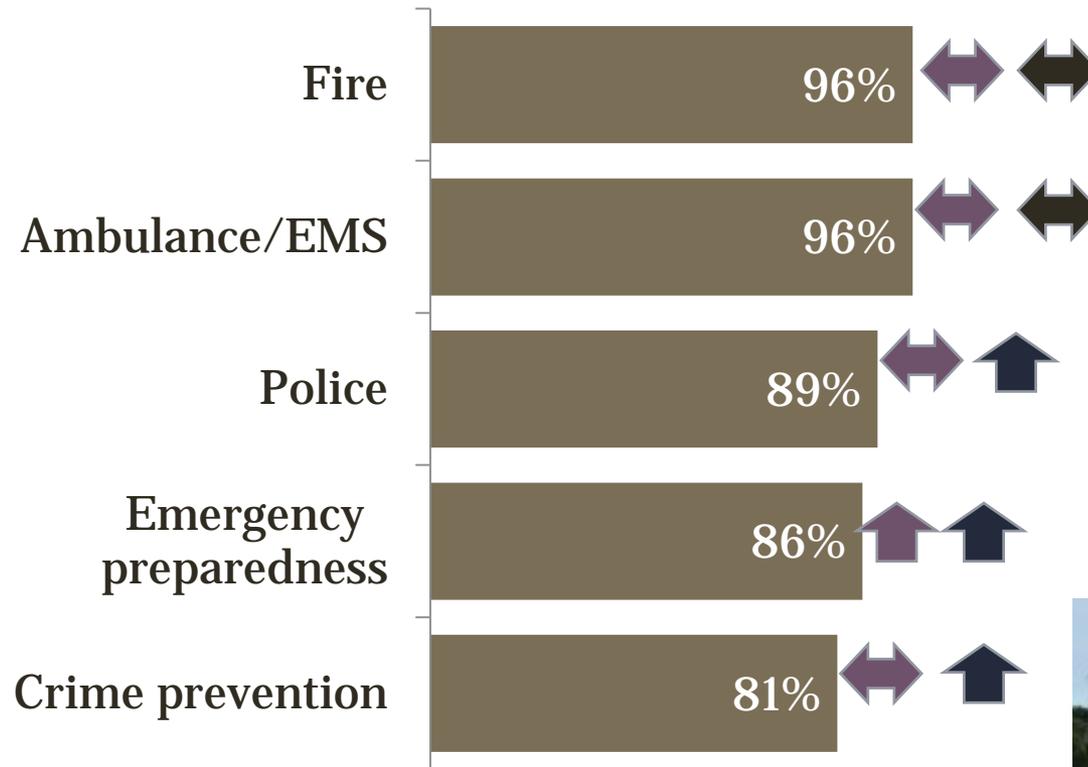
Overall Feeling of Safety



↔ = National benchmark comparison

↔ = Florida benchmark comparison

Safety Services



■ Percent excellent or good

↔ = National benchmark comparison
↔ = Florida benchmark comparison

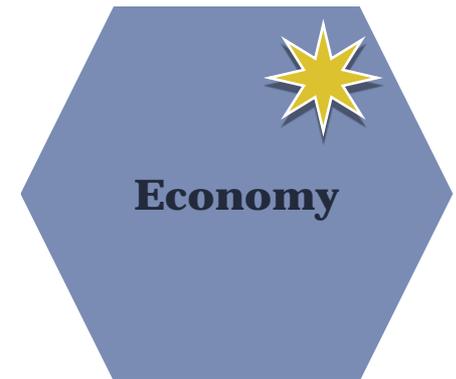


Key
Finding
#2

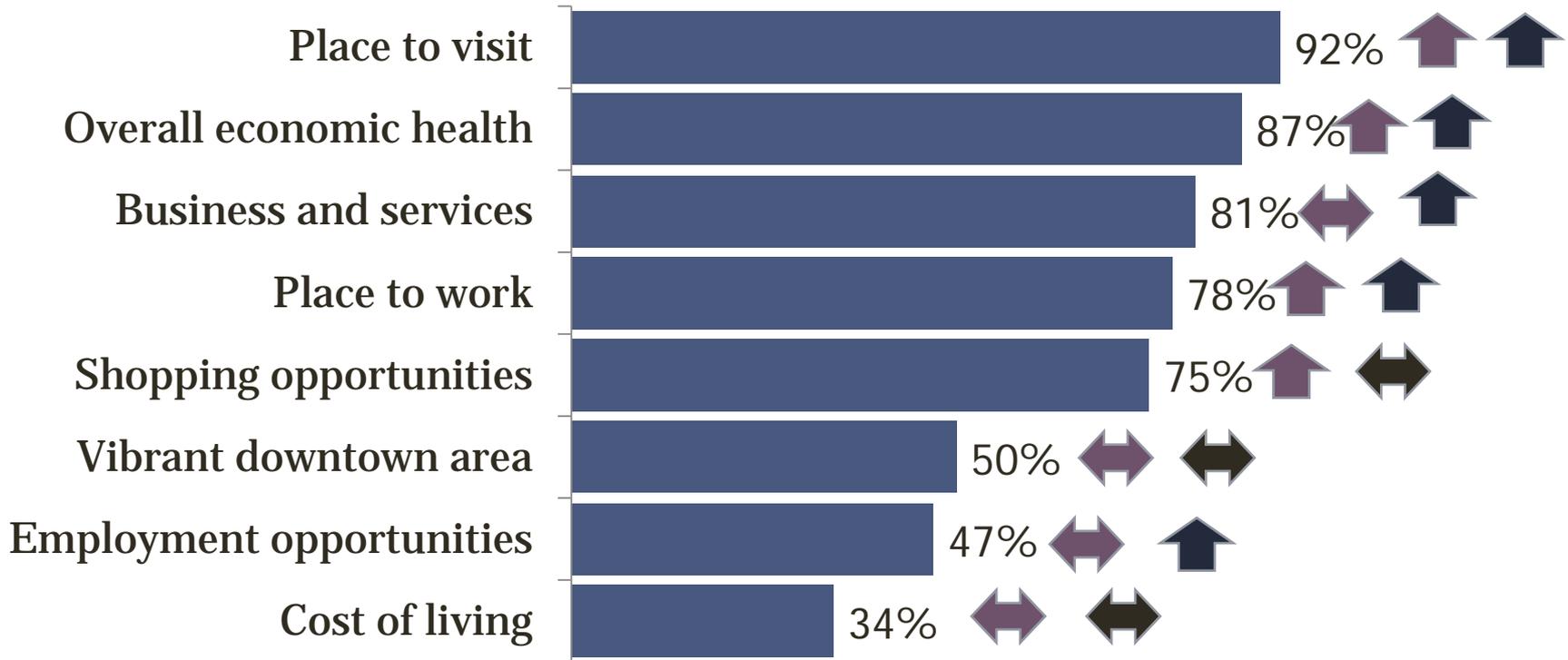
Economy continues to improve over time



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 & 2011

28%

2013

36%

2015

35%

2016

47%

2017

Percent very or somewhat positive



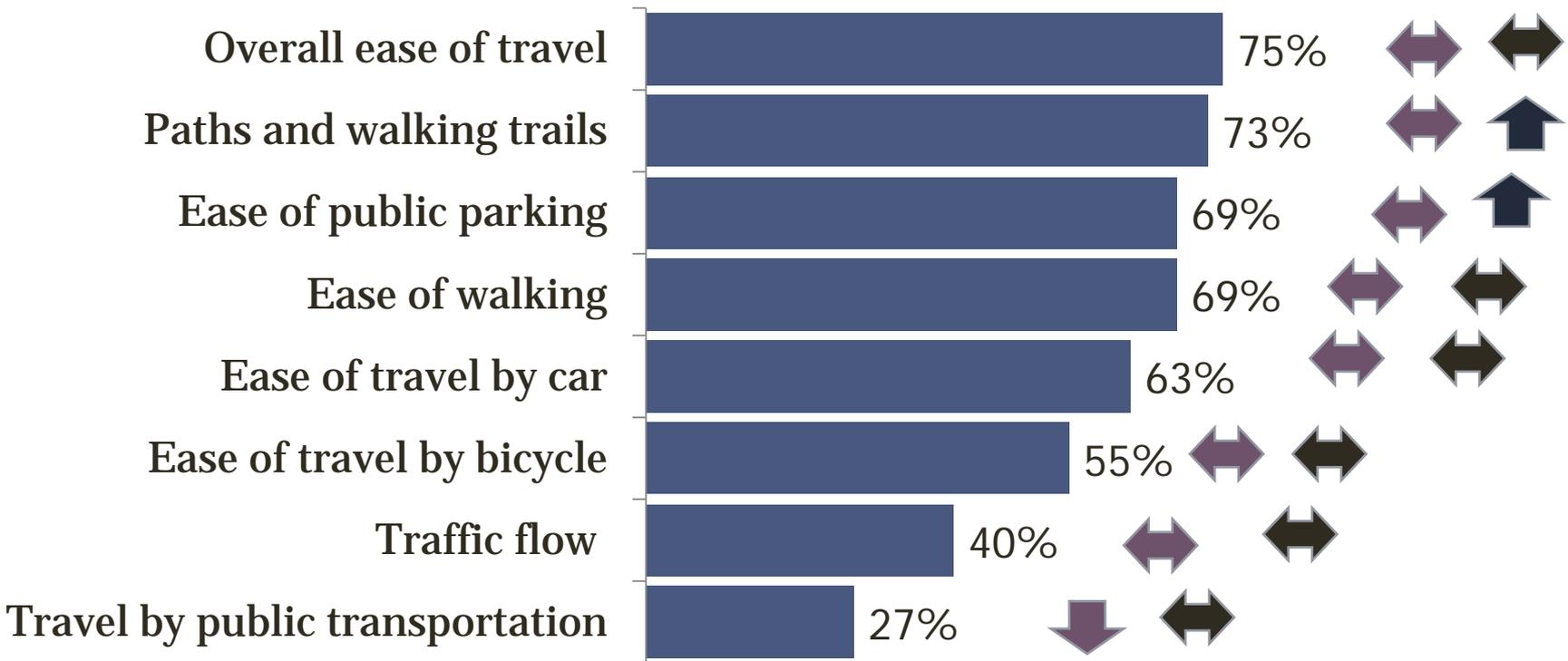
Key
Finding
#3

Mobility ratings may be an area for to watch



MOBILITY

Aspects of Mobility

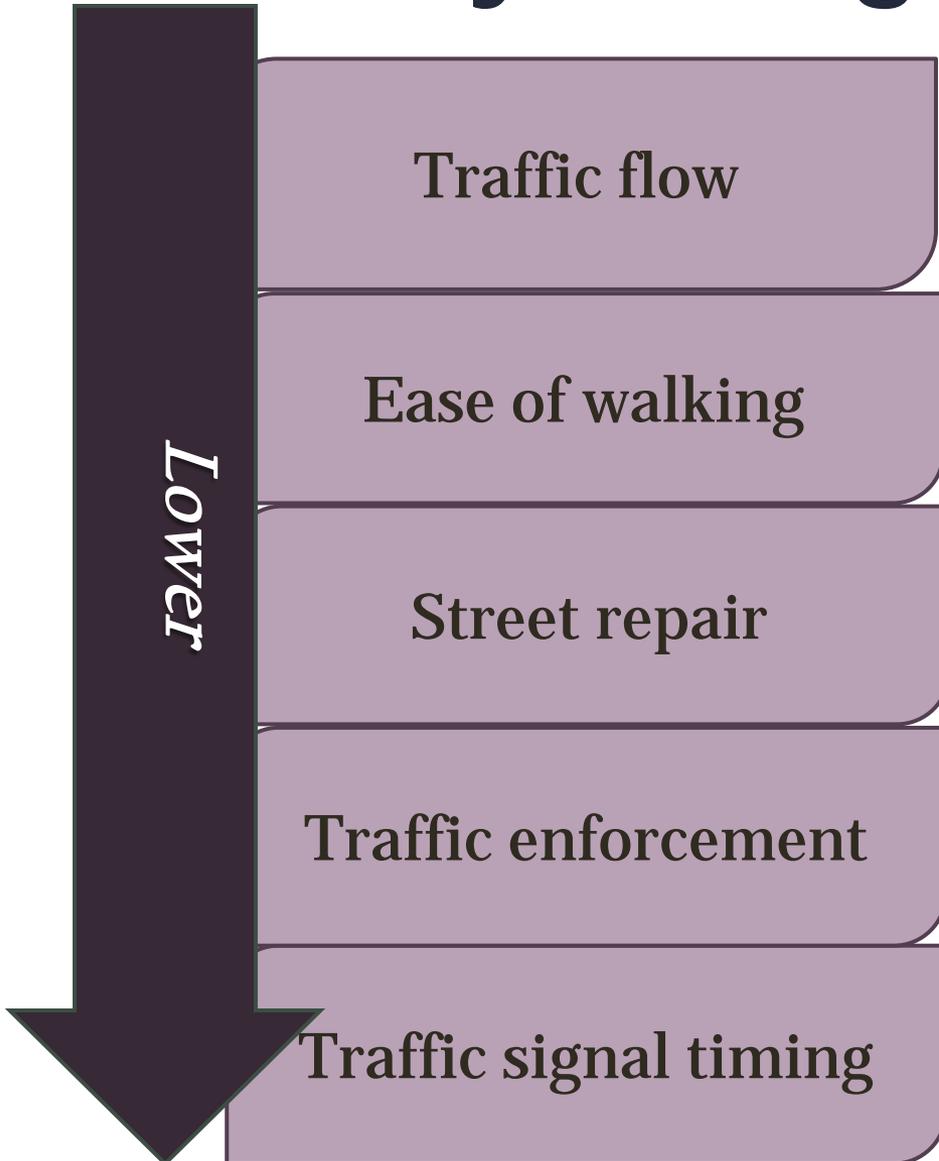


↔ = National benchmark comparison

↔ = Florida benchmark comparison

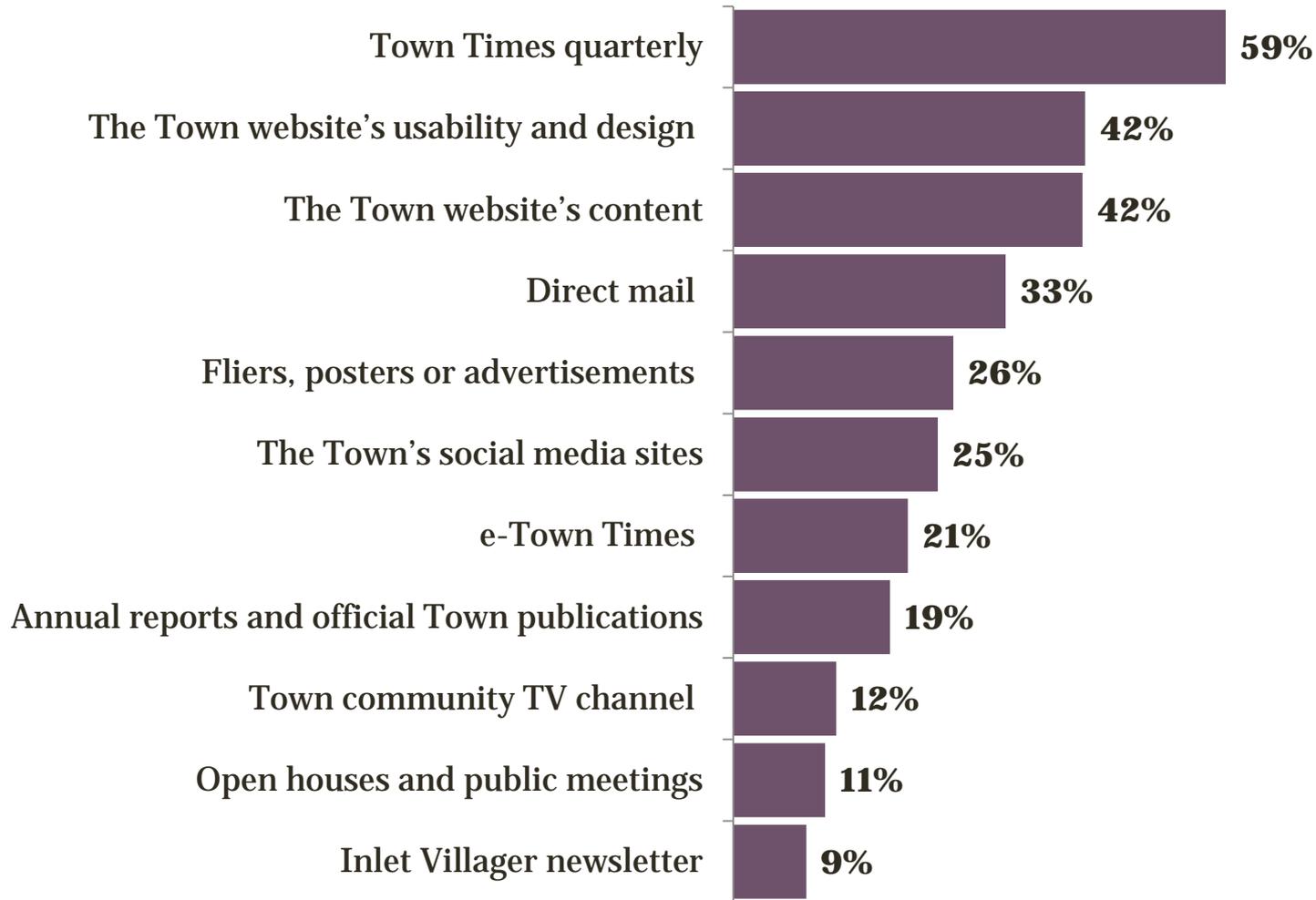
Percent excellent or good

Mobility Ratings Decreased



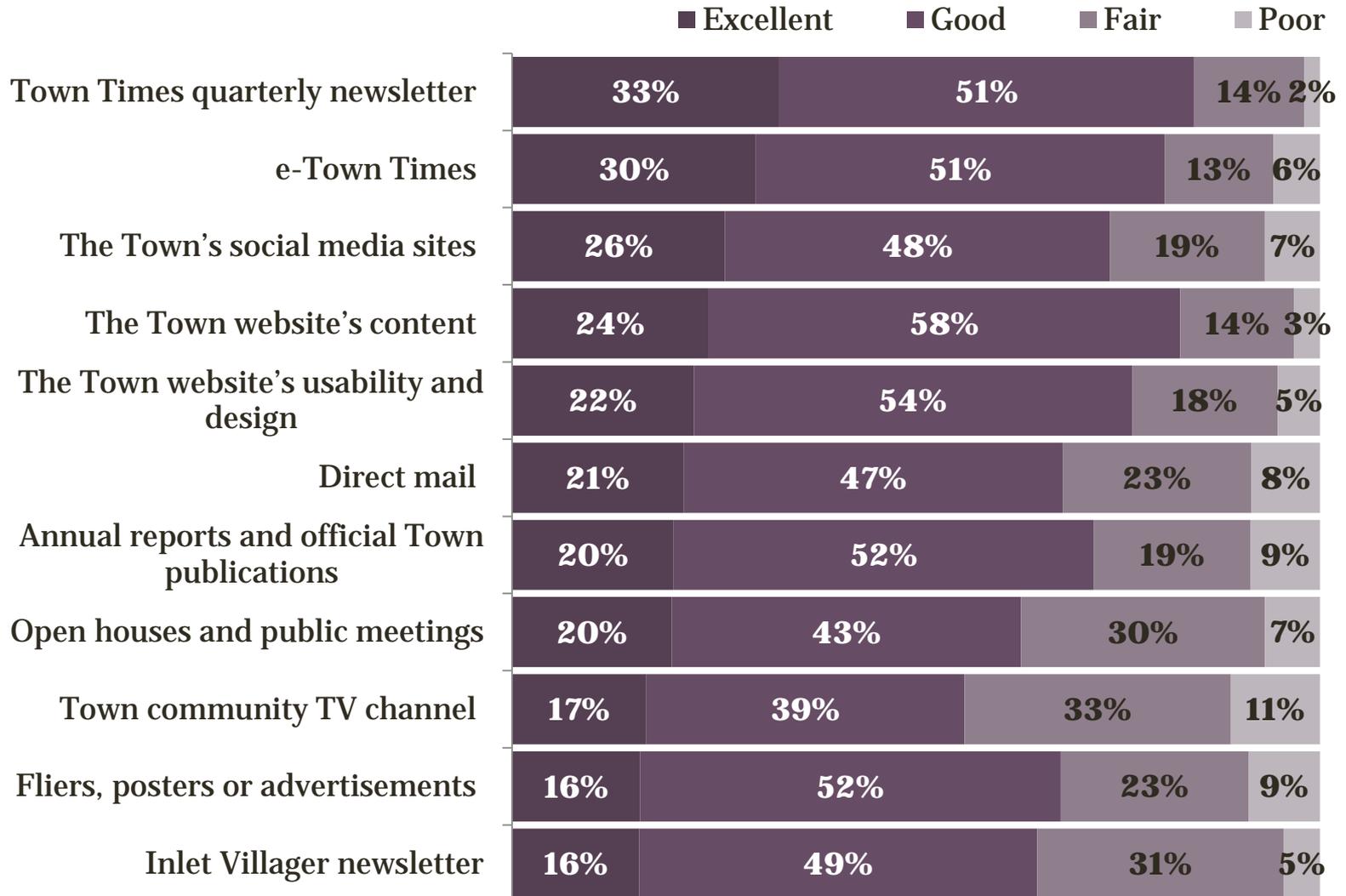
Special Topics

Preferred Information Sources



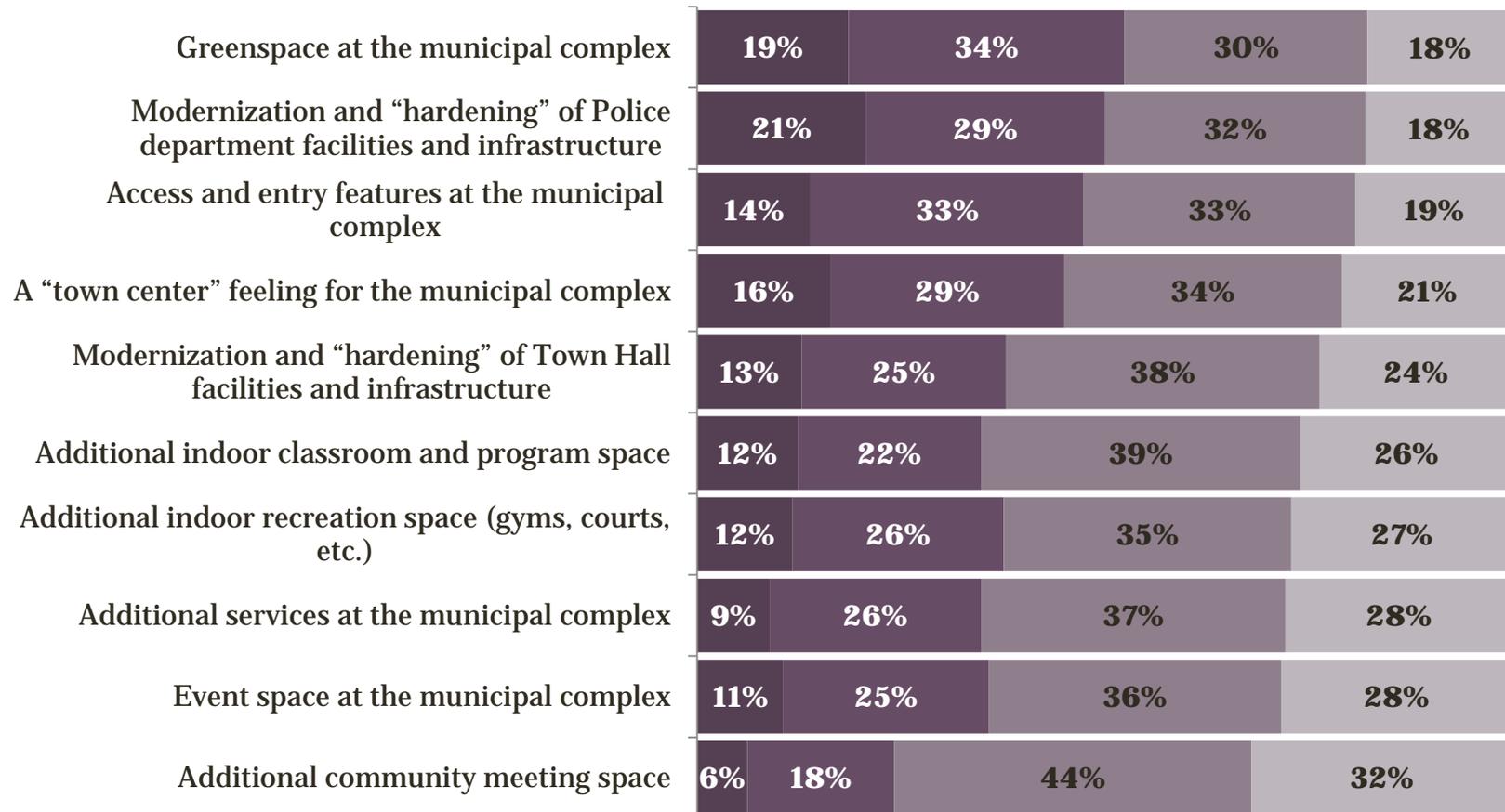
Total may exceed 100% as respondents could select more than one option.

Quality of Information Sources

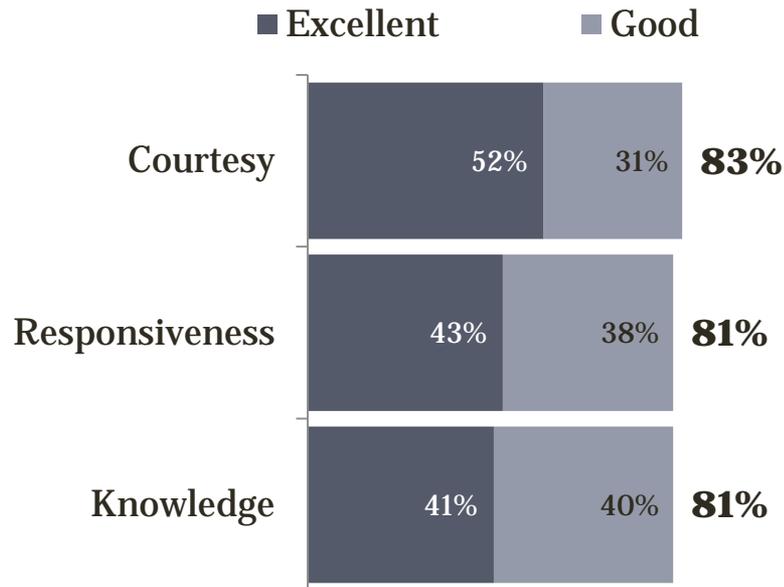


Upgrades and Replacements to Town Municipal Facilities

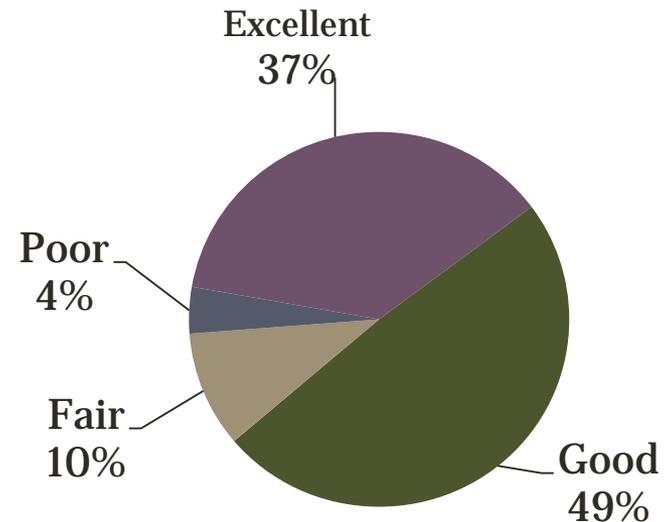
■ Essential ■ Very important ■ Somewhat important ■ Not at all important



Contact with Town Employees



Overall Customer Service



ORGANIZATIONAL
EXCELLENCE

Conclusions

- Exceptional quality of life
- Economy continues to be top focus area and has improved over time
- Mobility ratings are high but may be an area for improvement

Questions?

THE NCSTM
The National Citizen SurveyTM

Thank you!

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National Research Center Inc.



THE NCSTM
The National Citizen SurveyTM

Jupiter, FL

Community Livability Report

2017/2018



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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.

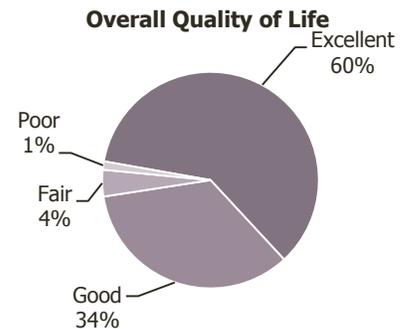
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central 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 509 residents of the Town of Jupiter. The margin of error around any reported percentage is 4% for all respondents. 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. This rating was higher than the national benchmark comparison (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.

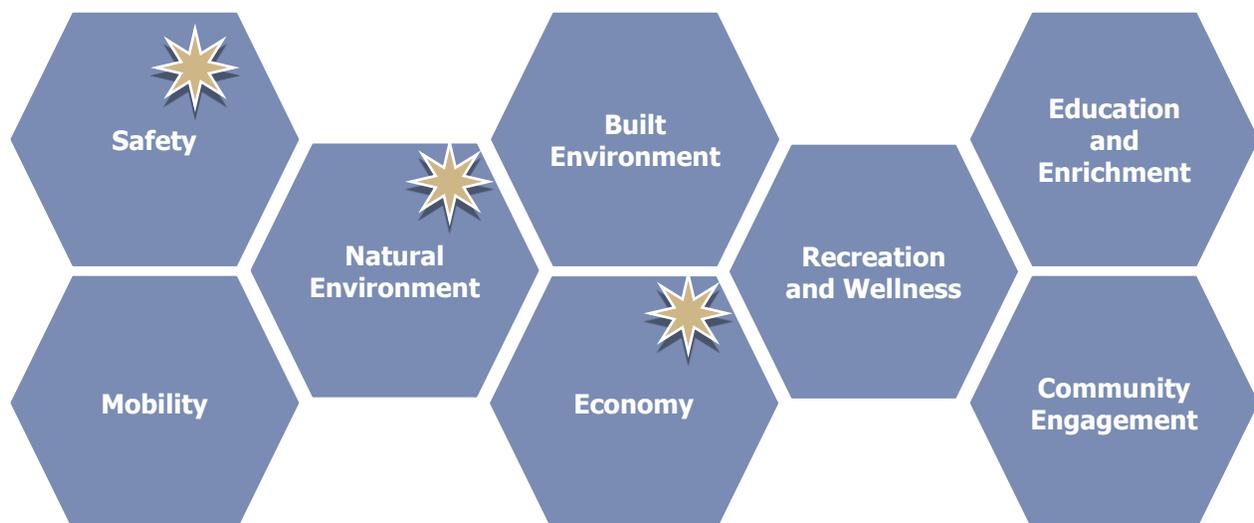
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety, Natural Environment and Economy as priorities for the Jupiter community in the coming two years. Ratings across all facets tended to be positive and similar to the national benchmarks. 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, 97% rated the Town as an excellent or good place to live. Respondents' ratings of Jupiter as a place to live were higher than ratings in other communities across the nation.

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. About 9 in 10 respondents gave high marks to each aspect, and all ratings were higher than the national benchmark.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Broadly, these features tended to be rated positively by a majority of respondents and were similar to or higher than the national benchmark comparisons. About 9 in 10 gave positive ratings to Safety. Within Mobility, all aspects were similar to the benchmark with exception of travel by public transportation; only about one-quarter of respondents gave favorable ratings to this aspect which was lower than ratings in comparison communities. Additionally, assessments of traffic flow and ease of walking declined since the prior survey administration in 2016 (see the *Trends over Time* report under separate cover).

Evaluations of the Natural Environment, Economy and Recreation and Wellness were strong with many aspects rated higher than the benchmarks. The quality of business and service establishments and availability of preventive health services increased from 2016 to 2017.



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



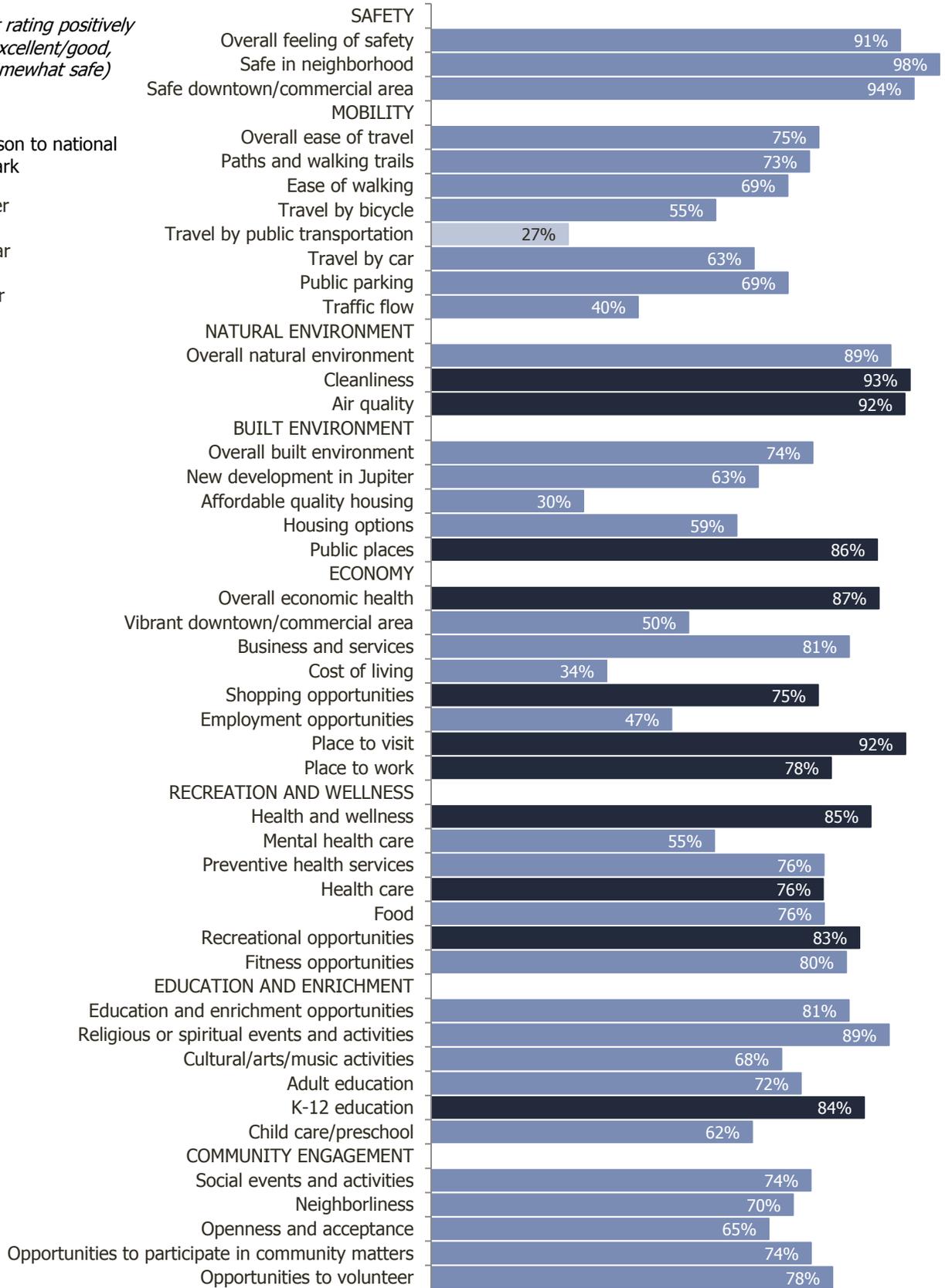
The National Citizen Survey™

Figure 1: Aspects of Community Characteristics

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

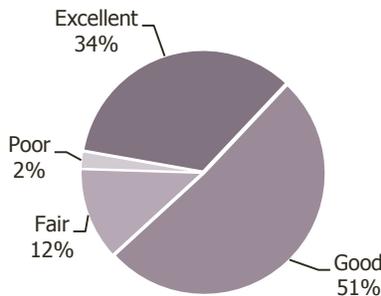
How well does the government of Jupiter meet the needs and expectations of its residents?

The overall quality of the services provided by Jupiter as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About 8 in 10 respondents gave excellent or good ratings to the overall quality of Town services, while about 3 in 10 positively rated the Federal Government. Ratings for Jupiter’s services were higher than the national benchmark, while ratings of the Federal Government were similar.

Survey respondents also rated various aspects of Jupiter’s leadership and governance. A majority of respondents positively rated each aspect of Jupiter’s leadership and governance, and all ratings were similar to those in comparison communities. Ratings for the overall direction of Jupiter and the job Jupiter does as welcoming citizen involvement increased from 2016 to 2017 (see the *Trends over Time* report under separate cover).

Respondents evaluated over 30 individual services and amenities available in Jupiter. All aspects of Governance received ratings that were similar to or higher than the national benchmarks, and ratings tended to be strong across all facets. A majority of aspects of Built Environment and Recreation and Wellness received ratings higher than those in other communities across the nation. While evaluations of most aspects of Governance were stable from 2016 to 2017, ratings of a few Mobility-related services declined over the one-year period including traffic enforcement, traffic signal timing and street repair (although this service was rated higher than the national benchmark).

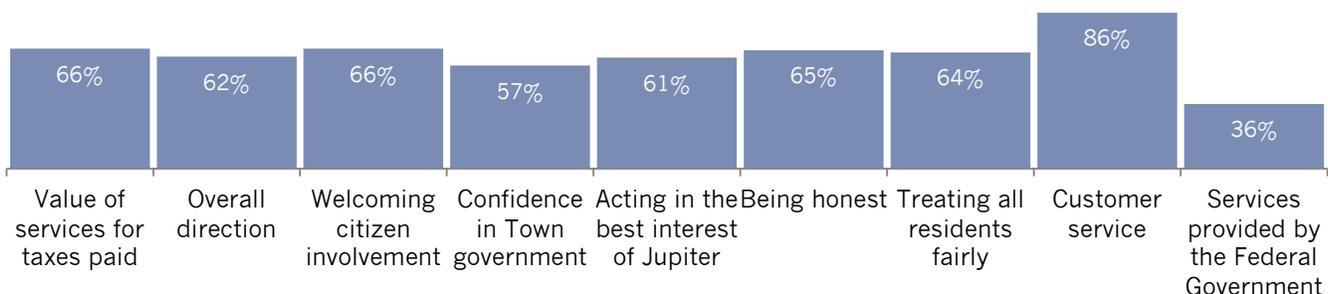
Overall Quality of Town Services



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



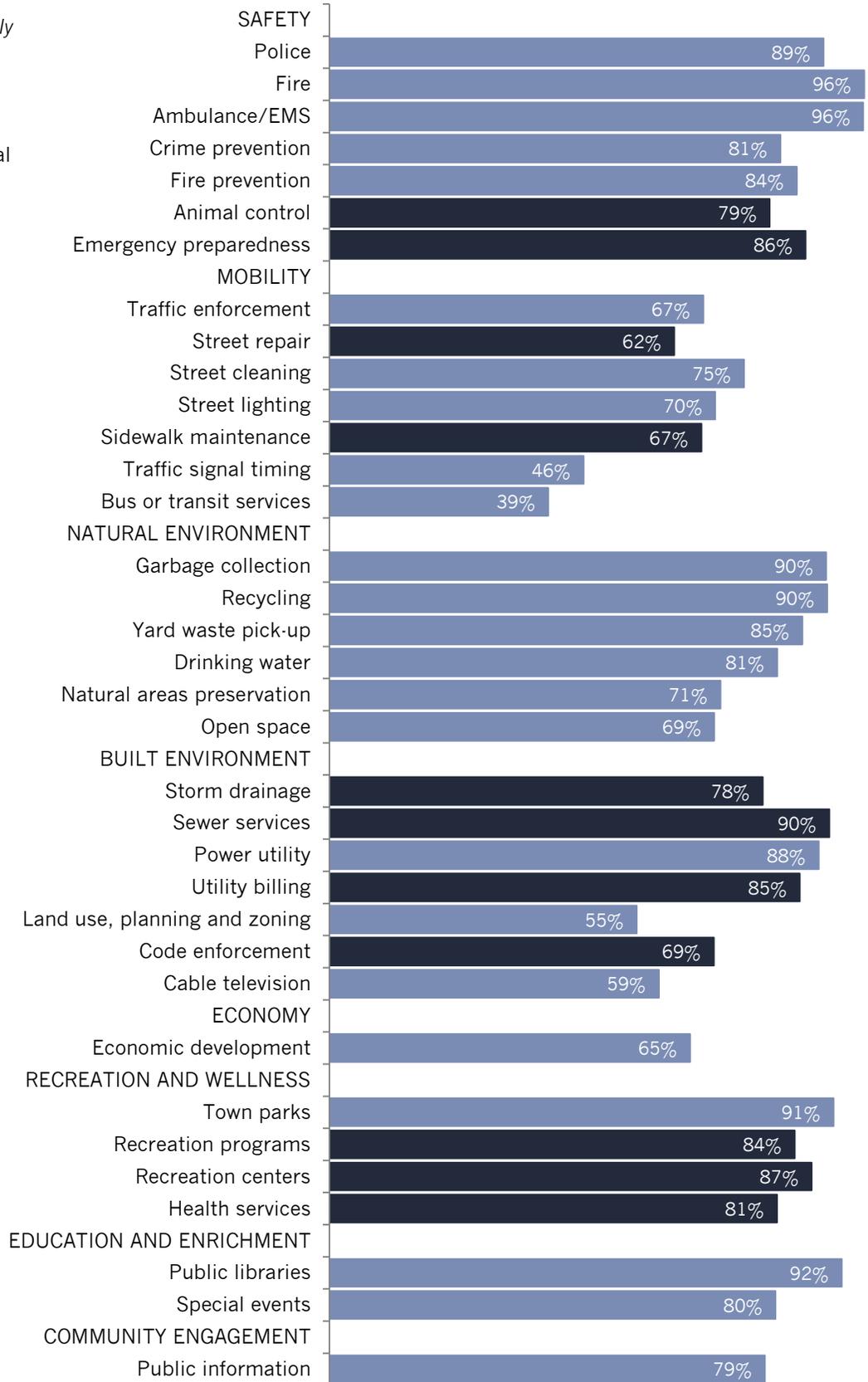
The National Citizen Survey™

Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

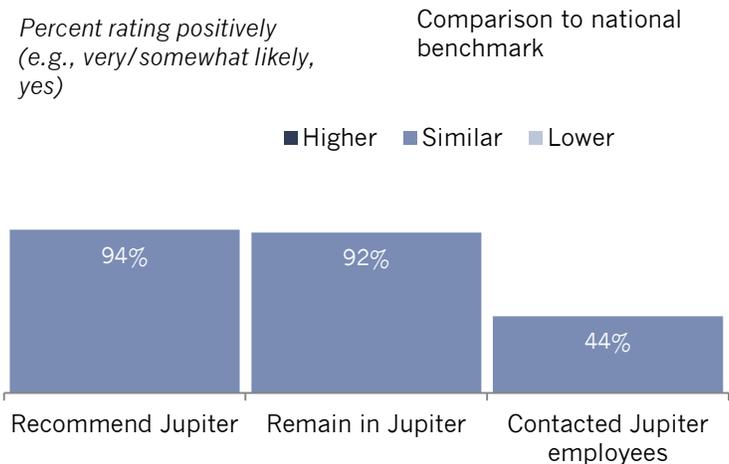
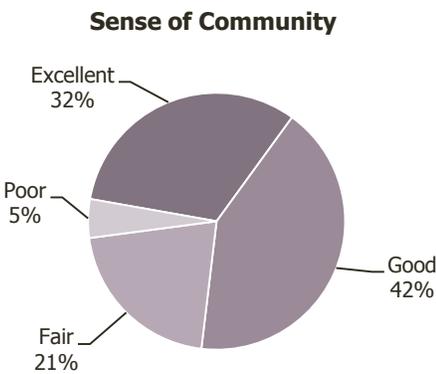


Participation

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. About three-quarters of respondents positively rated the overall sense of community in Jupiter, a rating that was similar to 2016 and to the national benchmark. Almost all residents reported that were likely to recommend living in Jupiter and that they were likely to remain in Jupiter. These rates were similar to the national benchmarks.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. While reported rates of Participation varied among facets, Jupiter residents tended to report the same levels of Participation as residents in comparison communities. More Jupiter residents reported that they had stocked supplies for an emergency in the last 12 months than residents elsewhere; more residents in 2017 than in 2016 reported doing this. Further, more Jupiter residents had a positive outlook on their own economic future (up from 2016) and had NOT observed a code violation (similar to 2016). Fewer Jupiter residents reported that they had used public transportation or watched a local public meeting than residents in comparison communities.



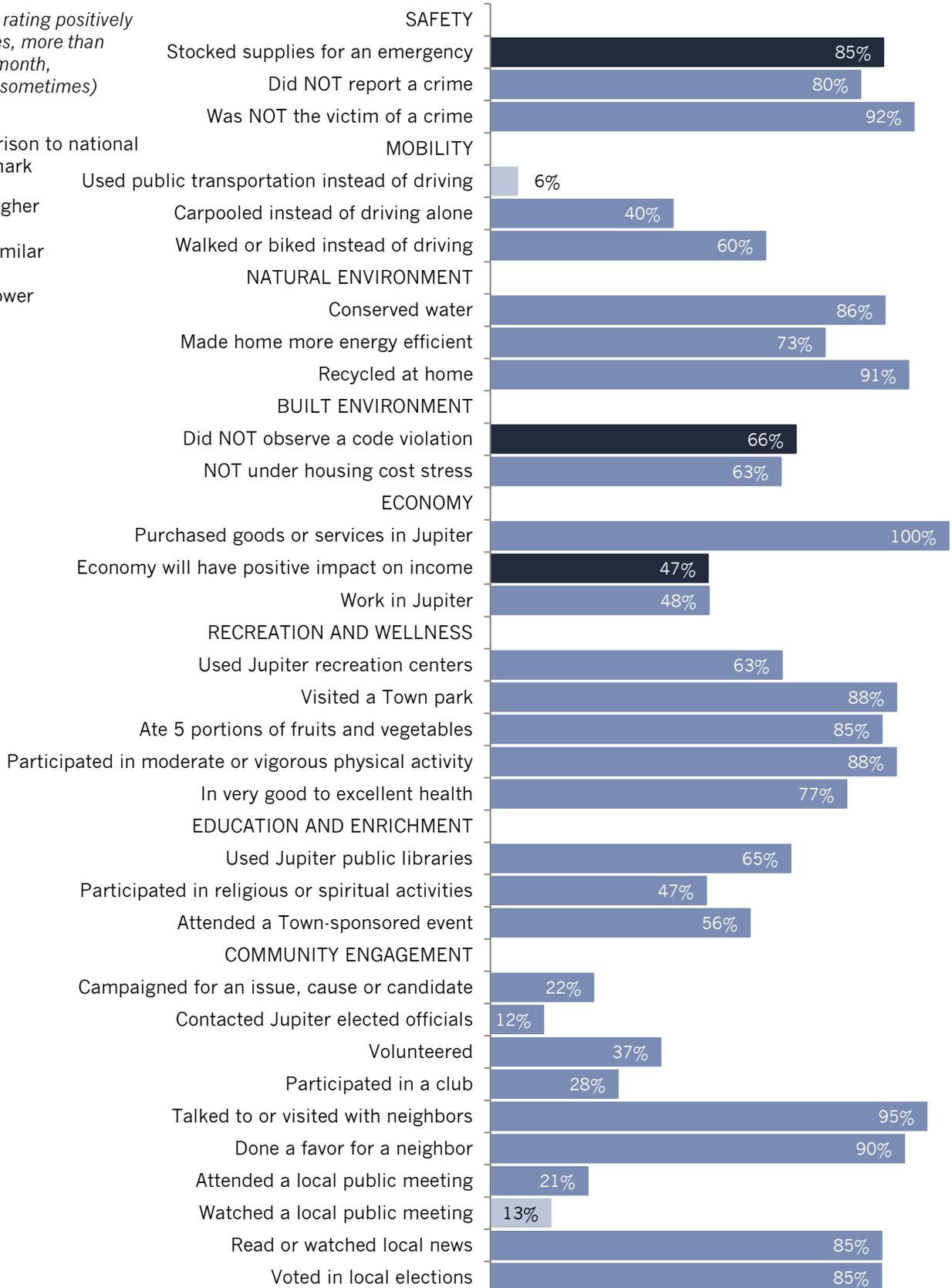
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Figure 3: Aspects of Participation

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

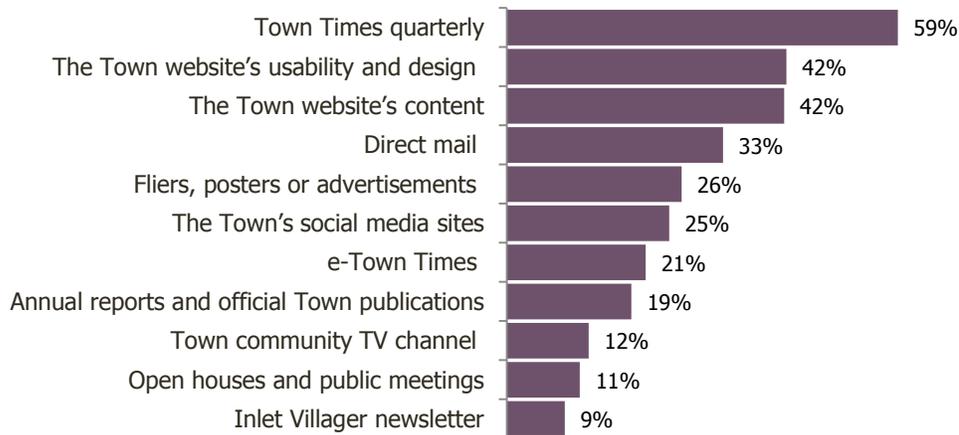


Special Topics

The Town of Jupiter included four questions of special interest on The NCS. Residents were asked about their most preferred methods of receiving information about the Town government. Respondents could select as many options as they wanted, and the most commonly selected methods was the Town Times quarterly newsletter followed by the Town’s website. Respondents who had read or used a source were then asked to rate the quality of the source; all sources were rated as excellent or good by a majority of respondents.

Figure 4: Preferred Information Sources

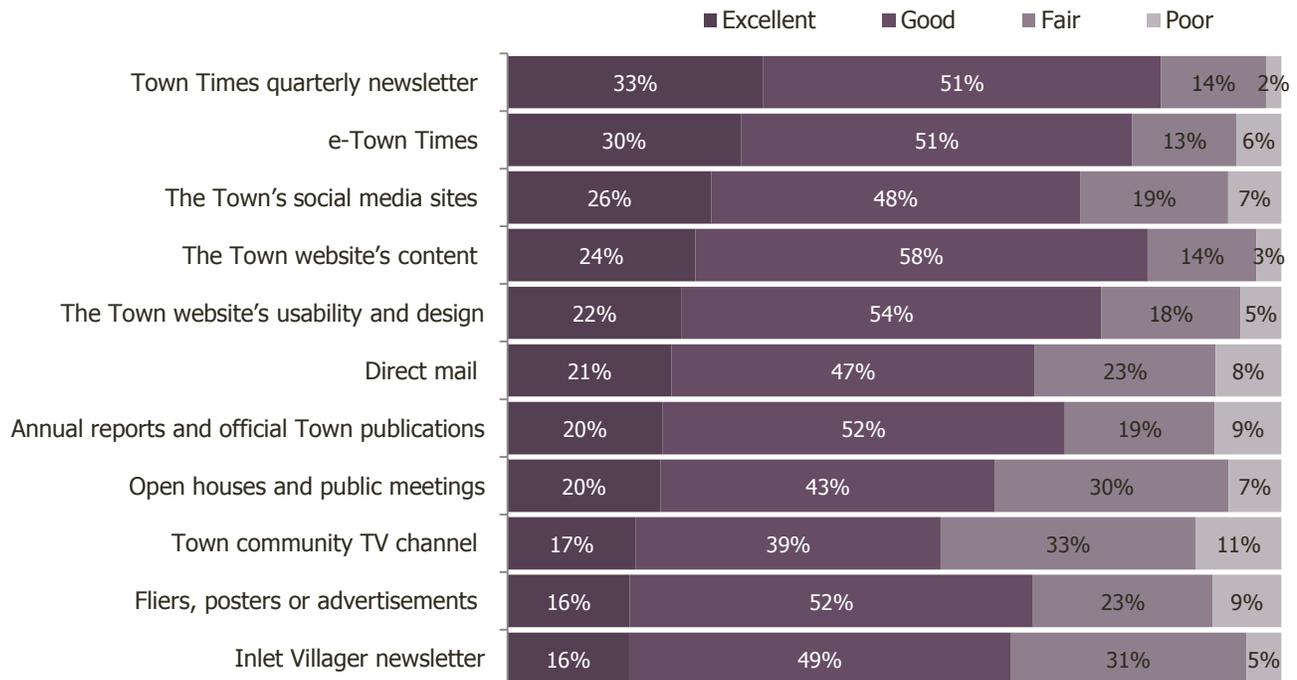
Please indicate which methods below you prefer in terms of how you receive information about the Town government and its activities, events and services:



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

Figure 5: Quality of Information Sources

If you have read or used a method, please rate the quality of each method:



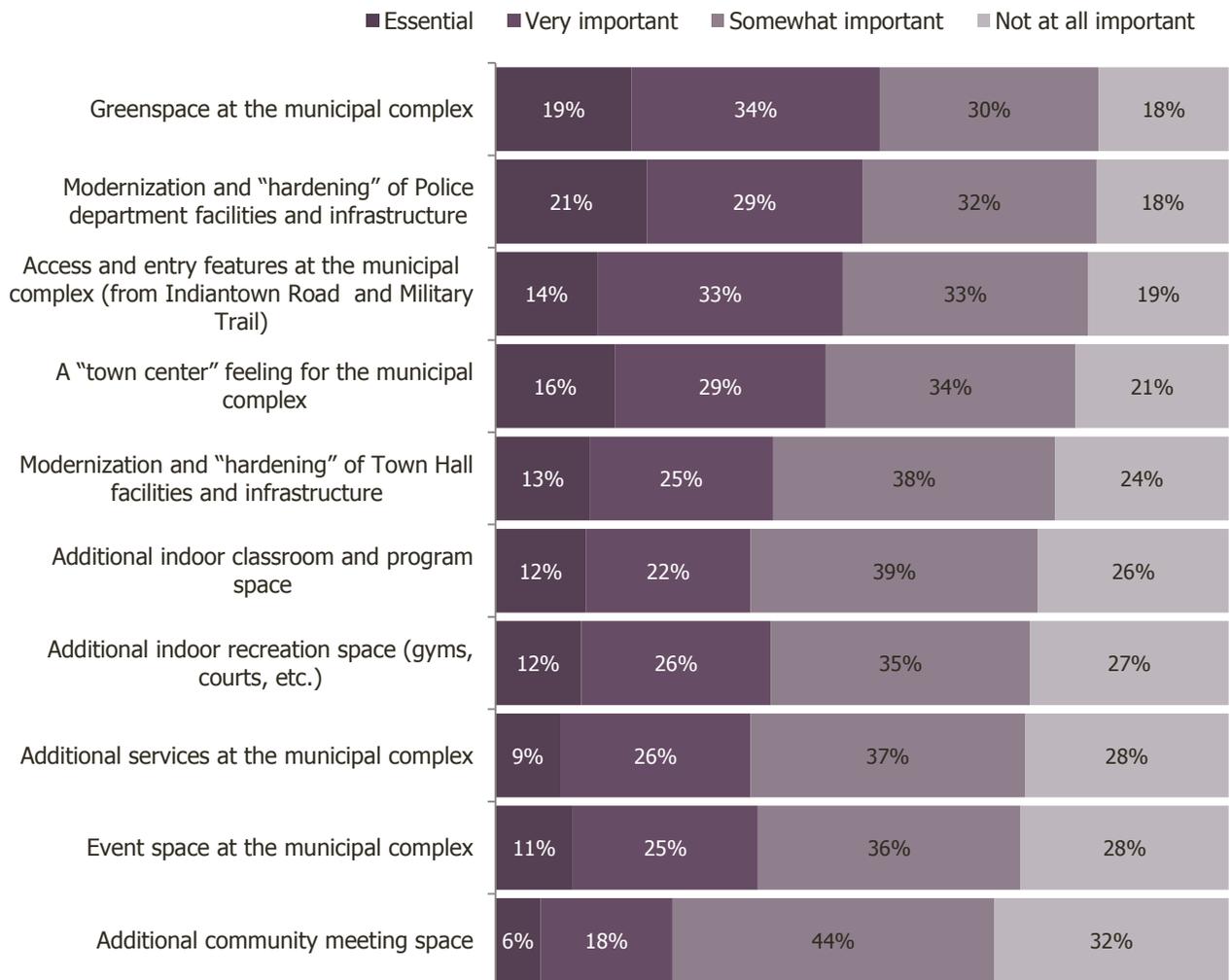
Respondents could answer this question regardless of selecting it as a preferred method of receiving information about the Town government and its activities, events and services.

The National Citizen Survey™

Respondents also were asked to rate the importance of a number of different upgrades and replacements to the Town’s municipal facilities. Overall, a majority of residents rated each project as at least somewhat important, but less than half felt that most projects were essential or very important. About half rated greenspace at the municipal complex and modernization and modernization and “hardening” of Police department facilities and infrastructure as essential or very important.

Figure 6: Upgrades and Replacements to Town Municipal Facilities

When thinking about upgrades and replacements to the Town’s municipal facilities, police department and municipal complex at Indiantown Road and Military Trail (Town Hall, Police Department, Community Center, Emergency Operations Center, etc.), please indicate how important, if at all, each of the following is to you:

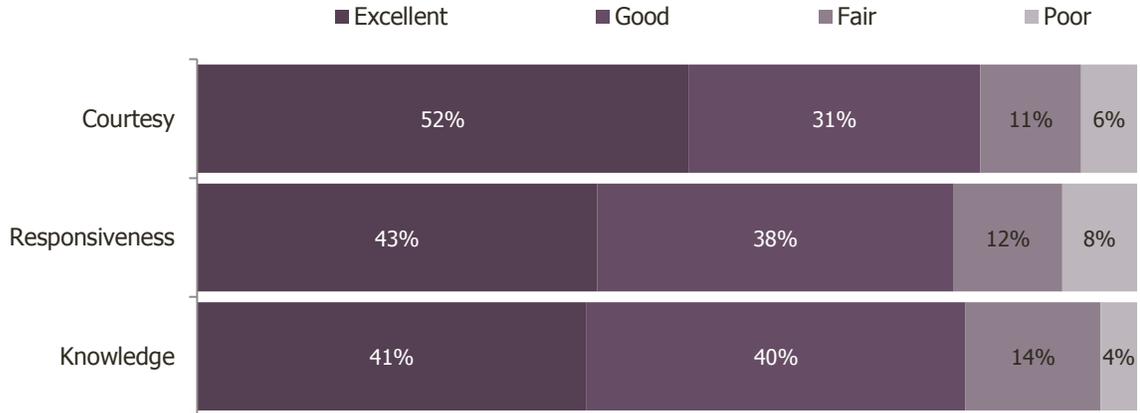


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Residents who had contact with a Town of Jupiter employee in the 12 months prior to the survey were asked to evaluate different aspects of their interaction. About four in five rated the courtesy, responsiveness and knowledge of Town employees as excellent or good.

Figure 7: 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 continues to be a highly desirable and safe place to live.

Almost all survey respondents rated the overall quality life in 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. Residents remain loyal to the community, with most being likely to recommend Jupiter as a place to live and planning to remain in Jupiter for the next five years. Further, about 9 in 10 gave high marks to the overall image of Jupiter, their neighborhoods, Jupiter as a place to retire, as a place to raise children and to their neighborhoods. Each of these ratings were higher than the national benchmarks and remained stable from 2016 to 2017.

Residents identified Safety as one of the most important focus areas for the community and the survey results showed that the Town is meeting resident expectations. Nearly all Jupiter residents felt safe in their neighborhoods and 9 in 10 had a positive overall feeling of safety in the town. Safety-related services also received high marks from a majority of respondents. While most Safety ratings tended to remain stable over time, residents stocking supplies for an emergency has steadily increased since 2013.

Residents report a brighter Economy now than they did a decade ago.

Residents consistently view the Economy as an important focus area for the community. In 2017, almost all residents gave high ratings to Jupiter as a place to visit and had purchased goods or services in Jupiter. Ratings of Jupiter as a place to visit, as a place to work, shopping opportunities and the overall economic health of Jupiter were higher than ratings in comparison communities. More respondents felt the economy would have a positive impact on their income.

When looking at the ratings over the last decade, residents noted improvements in the quality of business and service establishments, shopping opportunities, employment opportunities and feelings that the economy would have a positive impact on resident's income. Since 2013, the rating for the vibrancy of the downtown/commercial area has been inching upward.

Jupiter's growing pains have affected the Mobility of the community.

Several aspects of Mobility received lower ratings in 2017 than in 2016. Ease of walking, traffic flow, traffic enforcement, street repair and traffic signal timing all saw dips in positive evaluations over the one-year period. Additionally, ratings of traffic flow, street repair, sidewalk maintenance and traffic signal timing reached the lowest levels since these questions were first asked in 2009. As the Town continues to grow, ensuring the mobility needs of residents are met will be important for the community.

THE NCSTM
The National Citizen SurveyTM

Jupiter, FL

Dashboard Summary of Findings

2017/2018



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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 and ratings tended to be similar to the national benchmarks. Within the pillar of Community Characteristics, ratings related to the General, Natural Environment and Economy facets tended to be stronger than ratings observed elsewhere. Jupiter residents also tended to give more positive reviews to aspects of Built Environment and Recreation and Wellness within Governance. Further, survey respondents tended to report higher rates of Participation within Built Environment. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	18	33	1	12	33	0	3	31	2
General	7	0	0	1	2	0	0	3	0
Safety	0	3	0	2	5	0	1	2	0
Mobility	0	7	1	2	5	0	0	2	1
Natural Environment	2	1	0	0	6	0	0	3	0
Built Environment	1	4	0	4	3	0	1	1	0
Economy	4	4	0	0	1	0	1	2	0
Recreation and Wellness	3	4	0	3	1	0	0	5	0
Education and Enrichment	1	5	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	↔	↑	94%	Customer service	↔	↔	86%	Recommend Jupiter	↔	↔	94%
	Overall quality of life	↔	↑	95%	Services provided by Jupiter	↔	↑	85%	Remain in Jupiter	↔	↔	92%
	Place to retire	↔	↑↑	89%	Services provided by the Federal Government	↓	↔	36%	Contacted Jupiter employees	↔	↔	44%
	Place to raise children	↔	↑	90%								
	Place to live	↔	↑	97%								
	Neighborhood	↔	↑	92%								
	Overall image	↔	↑	93%								
Safety	Overall feeling of safety	↔	↔	91%	Police	↔	↔	89%	Was NOT the victim of a crime	↔	↔	92%
	Safe in neighborhood	↔	↔	98%	Crime prevention	↔	↔	81%	Did NOT report a crime	↔	↔	80%
	Safe downtown/commercial area	↔	↔	94%	Fire	↔	↔	96%	Stocked supplies for an emergency	↑	↑↑	85%
					Fire prevention	↔	↔	84%				
					Ambulance/EMS	↔	↔	96%				
					Emergency preparedness	↔	↑	86%				
					Animal control	↔	↑	79%				
Mobility	Traffic flow	↓	↔	40%	Traffic enforcement	↓	↔	67%	Carpooled instead of driving alone	↔	↔	40%
	Travel by car	↔	↔	63%	Street repair	↓	↑	62%	Walked or biked instead of driving	↔	↔	60%
	Travel by bicycle	↔	↔	55%	Street cleaning	↔	↔	75%	Used public transportation instead of driving	↔	↓↓	6%
	Ease of walking	↓	↔	69%	Street lighting	↔	↔	70%				
	Travel by public transportation	↔	↓	27%	Sidewalk maintenance	↔	↑	67%				
	Overall ease travel	↔	↔	75%	Traffic signal timing	↓	↔	46%				
	Public parking	↔	↔	69%	Bus or transit services	↔	↔	39%				
	Paths and walking trails	↔	↔	73%								
Natural Environment	Overall natural environment	↔	↔	89%	Garbage collection	↔	↔	90%	Recycled at home	↔	↔	91%
	Air quality	↔	↑	92%	Recycling	↔	↔	90%	Conserved water	↔	↔	86%
	Cleanliness	↔	↑	93%	Yard waste pick-up	↔	↔	85%	Made home more energy efficient	↔	↔	73%
					Drinking water	↔	↔	81%				
					Open space	↔	↔	69%				
					Natural areas preservation	↔	↔	71%				
Built Environment	New development in Jupiter	↑	↔	63%	Sewer services	↔	↑	90%	NOT experiencing housing cost stress	↔	↔	63%
	Affordable quality housing	↔	↔	30%	Storm drainage	↔	↑	78%	Did NOT observe a code violation	↔	↑	66%
	Housing options	↔	↔	59%	Power utility	↔	↔	88%				
	Overall built environment	↑	↔	74%	Utility billing	↔	↑	85%				
	Public places	↔	↑	86%	Land use, planning and zoning	↔	↔	55%				
					Code enforcement	↔	↑	69%				
				Cable television	↔	↔	59%					

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	↔	↑	87%	Economic development	↔	↔	65%	Economy will have positive impact on income	↑	↑	47%
	Shopping opportunities	↔	↑	75%					Purchased goods or services in Jupiter	↔	↔	100%
	Employment opportunities	↔	↔	47%					Work in Jupiter	↑	↔	48%
	Place to visit	↔	↑↑	92%								
	Cost of living	↔	↔	34%								
	Vibrant downtown/commercial area	↔	↔	50%								
	Place to work	↔	↑	78%								
Recreation and Wellness	Business and services	↑	↔	81%								
	Fitness opportunities	↔	↔	80%	Town parks	↔	↔	91%	In very good to excellent health	↔	↔	77%
	Recreational opportunities	↔	↑	83%	Recreation centers	↔	↑	87%	Used Jupiter recreation centers	↔	↔	63%
	Health care	↔	↑	76%	Recreation programs	↔	↑	84%	Visited a Town park	↔	↔	88%
	Food	↔	↔	76%	Health services	↔	↑	81%	Ate 5 portions of fruits and vegetables	↔	↔	85%
	Mental health care	↔	↔	55%					Participated in moderate or vigorous physical activity	↔	↔	88%
	Health and wellness	↔	↑	85%								
Education and Enrichment	Preventive health services	↑	↔	76%								
	K-12 education	↔	↑	84%	Public libraries	↔	↔	92%	Used Jupiter public libraries	↑	↔	65%
	Cultural/arts/music activities	↔	↔	68%	Special events	↔	↔	80%	Participated in religious or spiritual activities	↔	↔	47%
	Child care/preschool	↔	↔	62%					Attended a Town-sponsored event	↔	↔	56%
	Religious or spiritual events and activities	↔	↔	89%								
	Adult education	↔	↔	72%								
Community Engagement	Overall education and enrichment	↔	↔	81%								
	Opportunities to participate in community matters	↔	↔	74%	Public information	↔	↔	79%	Sense of community	↔	↔	74%
	Opportunities to volunteer	↔	↔	78%	Overall direction	↑	↔	62%	Voted in local elections	↔	↔	85%
	Openness and acceptance	↔	↔	65%	Value of services for taxes paid	↔	↔	66%	Talked to or visited with neighbors	↔	↔	95%
	Social events and activities	↔	↔	74%	Welcoming citizen involvement	↑	↔	66%	Attended a local public meeting	↔	↔	21%
	Neighborliness	↔	↔	70%	Confidence in Town government	↔	↔	57%	Watched a local public meeting	↓	↓	13%
					Acting in the best interest of Jupiter	↔	↔	61%	Volunteered	↔	↔	37%
					Being honest	↔	↔	65%	Participated in a club	↔	↔	28%
					Treating all residents fairly	↔	↔	64%	Campaigned for an issue, cause or candidate	↔	↔	22%
									Contacted Jupiter elected officials	↔	↔	12%
								Read or watched local news	↔	↔	85%	
								Done a favor for a neighbor	↔	↔	90%	

Legend

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

THE NCSTM
The National Citizen SurveyTM

Jupiter, FL
Trends over Time

2017/2018



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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 2017 ratings for the Town of Jupiter to its previous survey results in 2009, 2011, 2013, 2015 and 2016. Additional reports and technical appendices are available under separate cover.

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

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2016 and 2017 surveys, otherwise the comparisons between 2016 and 2017 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 2017 generally remained stable. Of the 133 items for which comparisons were available, 116 items were rated similarly in 2016 and 2017; seven items showed a decrease in ratings and 10 showed an increase in ratings. Notable trends over time included the following:

- While almost all aspects of Community Characteristics remained stable from 2016 to 2017, there were a handful of noteworthy changes. Jupiter residents gave less favorable ratings to the ease of walking and traffic flow, which has been steadily declining since 2009. Respondents gave higher ratings in 2017 to the overall built environment, the overall quality of businesses and services and the availability of preventive health services. Ratings for the overall quality of new development also increased in 2017 to the levels seen in 2015. The overall quality of businesses and services, shopping opportunities and employment opportunities reached the highest levels since these questions were first asked in 2009.
- Within the pillar of Governance, Jupiter residents gave lower ratings to traffic enforcement, street repair and traffic signal timing in 2017 compared to 2016, which also were the lowest ratings given since the baseline survey in 2009. While survey respondents had a less favorable view of the services provided by the Federal Government, they gave higher ratings in 2017 to the overall direction of Jupiter and the job Jupiter does at welcoming citizen involvement.
- There were a few significant changes in rates of reported Participation in 2017 compared to 2016. More residents reported that they had stocked supplies for an emergency (an upward trend since 2013), used Jupiter public libraries and worked in Jupiter in 2017. Further, survey respondents had a more positive outlook on their personal economic future, which has been on the rise since 2011. Fewer had watched a local public meeting.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)						2017 rating compared to 2016	Comparison to benchmark					
	2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017
Overall quality of life	93%	92%	94%	94%	96%	95%	Similar	Much higher	Much higher	Higher	Higher	Higher	Higher
Overall image	91%	92%	91%	92%	94%	93%	Similar	Much higher	Much higher	Higher	Higher	Higher	Higher
Place to live	96%	97%	97%	96%	98%	97%	Similar	Much higher	Much higher	Higher	Higher	Higher	Higher
Neighborhood	90%	91%	89%	92%	94%	92%	Similar	Much higher	Much higher	Similar	Similar	Higher	Higher
Place to raise children	86%	89%	89%	88%	92%	90%	Similar	Much higher	Much higher	Similar	Similar	Higher	Higher
Place to retire	82%	91%	88%	83%	85%	89%	Similar	Much higher	Much higher	Higher	Higher	Higher	Much higher
Overall appearance	92%	92%	90%	92%	94%	94%	Similar	Much higher	Much higher	Higher	Higher	Higher	Higher

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)						2017 rating compared to 2016	Comparison to benchmark					
		2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017
Safety	Overall feeling of safety	NA	NA	91%	91%	92%	91%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Safe in neighborhood	97%	98%	97%	97%	98%	98%	Similar	Higher	Higher	Similar	Similar	Similar	Similar
	Safe downtown/commercial area	88%	90%	88%	93%	93%	94%	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Overall ease of travel	NA	NA	83%	77%	73%	75%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Paths and walking trails	73%	73%	76%	70%	72%	73%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
	Ease of walking	73%	70%	73%	65%	76%	69%	Lower	Much higher	Much higher	Similar	Similar	Similar	Similar
	Travel by bicycle	62%	61%	52%	53%	59%	55%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
	Travel by public transportation	NA	NA	25%	26%	23%	27%	Similar	NA	NA	Lower	Lower	Lower	Lower
	Travel by car	75%	80%	73%	62%	67%	63%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
Mobility	Public parking	NA	NA	74%	66%	67%	69%	Similar	NA	NA	Higher	Similar	Similar	Similar
	Traffic flow	60%	58%	57%	45%	48%	40%	Lower	Much higher	Much higher	Similar	Similar	Similar	Similar
Natural Environment	Overall natural environment	83%	90%	86%	83%	86%	89%	Similar	Much higher	Much higher	Higher	Similar	Similar	Similar
	Cleanliness	90%	89%	88%	88%	92%	93%	Similar	Much higher	Much higher	Higher	Higher	Higher	Higher
	Air quality	NA	NA	91%	90%	91%	92%	Similar	NA	NA	Higher	Higher	Higher	Higher
Built Environment	Overall built environment	NA	NA	69%	72%	65%	74%	Higher	NA	NA	Similar	Similar	Similar	Similar
	New development in Jupiter	76%	75%	59%	62%	55%	63%	Higher	Much higher	Much higher	Similar	Similar	Similar	Similar
	Affordable quality housing	40%	48%	45%	36%	32%	30%	Similar	Higher	Higher	Similar	Similar	Similar	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)						2017 rating compared to 2016	Comparison to benchmark					
		2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017
	Housing options	67%	71%	69%	63%	58%	59%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
	Public places	NA	NA	80%	85%	83%	86%	Similar	NA	NA	Higher	Higher	Higher	Higher
Economy	Overall economic health	NA	NA	80%	83%	83%	87%	Similar	NA	NA	Higher	Higher	Higher	Higher
	Vibrant downtown/commercial area	NA	NA	34%	48%	47%	50%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Business and services	72%	77%	70%	78%	73%	81%	Higher	Much higher	Much higher	Similar	Similar	Similar	Similar
	Cost of living	NA	NA	39%	31%	33%	34%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Shopping opportunities	63%	66%	62%	74%	68%	75%	Similar	Much higher	Much higher	Similar	Similar	Similar	Higher
	Employment opportunities	31%	44%	37%	46%	42%	47%	Similar	Similar	Much higher	Similar	Similar	Similar	Similar
	Place to visit	NA	NA	90%	91%	94%	92%	Similar	NA	NA	Higher	Much higher	Much higher	Much higher
	Place to work	74%	76%	73%	73%	82%	78%	Similar	Much higher	Much higher	Higher	Higher	Higher	Higher
	Health and wellness	NA	NA	86%	87%	84%	85%	Similar	NA	NA	Similar	Higher	Higher	Higher
	Mental health care	NA	NA	58%	58%	55%	55%	Similar	NA	NA	Similar	Similar	Higher	Similar
Recreation and Wellness	Preventive health services	67%	73%	79%	81%	69%	76%	Higher	Much higher	Much higher	Higher	Higher	Similar	Similar
	Health care	63%	68%	77%	76%	71%	76%	Similar	Much higher	Much higher	Higher	Higher	Similar	Higher
	Food	76%	71%	74%	77%	73%	76%	Similar	Much higher	Higher	Similar	Similar	Similar	Similar
	Recreational opportunities	81%	83%	81%	83%	83%	83%	Similar	Much higher	Much higher	Higher	Higher	Higher	Higher
	Fitness opportunities	NA	NA	80%	77%	80%	80%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Education and enrichment opportunities	NA	NA	77%	77%	78%	81%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Religious or spiritual events and activities	NA	NA	80%	85%	82%	89%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Cultural/arts/music activities	57%	66%	69%	68%	65%	68%	Similar	Similar	Much higher	Similar	Similar	Similar	Similar
	Adult education	NA	NA	70%	73%	69%	72%	Similar	NA	NA	Similar	Similar	Similar	Similar
	K-12 education	83%	84%	82%	80%	84%	84%	Similar	Much higher	Much higher	Similar	Similar	Similar	Higher
Education and Enrichment	Child care/preschool	46%	58%	61%	60%	68%	62%	Similar	Similar	Much higher	Higher	Similar	Higher	Similar
Community	Social events and activities	67%	77%	66%	66%	68%	74%	Similar	Similar	Much	Similar	Similar	Similar	Similar

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	Percent rating positively (e.g., excellent/good, very/somewhat safe)						2017 rating compared to 2016	Comparison to benchmark						
	2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017	
Engagement									higher					
	Neighborhoodness	NA	NA	65%	63%	73%	70%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Openness and acceptance	70%	74%	63%	64%	71%	65%	Similar	Higher	Much higher	Similar	Similar	Similar	Similar
	Opportunities to participate in community matters	73%	72%	67%	70%	68%	74%	Similar	Higher	Higher	Similar	Similar	Similar	Similar
	Opportunities to volunteer	77%	82%	78%	77%	75%	78%	Similar	Similar	Higher	Similar	Similar	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)						2017 rating compared to 2016	Comparison to benchmark					
	2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017
Services provided by Jupiter	86%	87%	82%	87%	87%	85%	Similar	Much higher	Much higher	Similar	Similar	Higher	Higher
Customer service	83%	93%	79%	84%	88%	86%	Similar	Much higher	Much higher	Similar	Similar	Higher	Similar
Value of services for taxes paid	65%	66%	66%	64%	68%	66%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
Overall direction	64%	70%	59%	58%	52%	62%	Higher	Much higher	Much higher	Similar	Similar	Similar	Similar
Welcoming citizen involvement	60%	64%	60%	63%	58%	66%	Higher	Much higher	Much higher	Similar	Similar	Similar	Similar
Confidence in Town government	NA	NA	58%	58%	61%	57%	Similar	NA	NA	Similar	Similar	Similar	Similar
Acting in the best interest of Jupiter	NA	NA	58%	58%	55%	61%	Similar	NA	NA	Similar	Similar	Similar	Similar
Being honest	NA	NA	65%	65%	59%	65%	Similar	NA	NA	Similar	Similar	Similar	Similar
Treating all residents fairly	NA	NA	61%	64%	65%	64%	Similar	NA	NA	Similar	Similar	Similar	Similar
Services provided by the Federal Government	38%	42%	33%	39%	50%	36%	Lower	Similar	Similar	Similar	Similar	Similar	Similar

Table 4: Governance by Facet

	Percent rating positively (e.g., excellent/good)						2017 rating compared to 2016	Comparison to benchmark						
	2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017	
Safety	Police	85%	82%	88%	89%	93%	89%	Similar	Much higher	Higher	Similar	Similar	Higher	Similar
	Fire	91%	94%	97%	96%	98%	96%	Similar	Higher	Higher	Similar	Similar	Similar	Similar
	Ambulance/EMS	95%	93%	94%	95%	98%	96%	Similar	Much higher	Higher	Similar	Similar	Similar	Similar
	Crime prevention	77%	80%	82%	82%	82%	81%	Similar	Much	Much	Similar	Similar	Similar	Similar

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	Percent rating positively (e.g., excellent/good)						2017 rating compared to 2016	Comparison to benchmark						
	2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017	
								higher	higher					
	Fire prevention	NA	NA	80%	87%	88%	84%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Animal control	69%	73%	69%	71%	78%	79%	Similar	Higher	Higher	Similar	Similar	Higher	Higher
	Emergency preparedness	87%	89%	78%	79%	86%	86%	Similar	Much higher	Much higher	Higher	Higher	Higher	Higher
	Traffic enforcement	76%	79%	70%	72%	75%	67%	Lower	Much higher	Much higher	Similar	Similar	Similar	Similar
	Street repair	76%	73%	73%	71%	71%	62%	Lower	Much higher	Much higher	Higher	Higher	Higher	Higher
	Street cleaning	78%	75%	73%	77%	77%	75%	Similar	Much higher	Much higher	Similar	Similar	Higher	Similar
	Street lighting	73%	71%	69%	76%	70%	70%	Similar	Much higher	Much higher	Similar	Higher	Similar	Similar
	Sidewalk maintenance	79%	74%	74%	74%	73%	67%	Similar	Much higher	Much higher	Higher	Higher	Higher	Higher
	Traffic signal timing	54%	53%	51%	50%	54%	46%	Lower	Higher	Similar	Similar	Similar	Similar	Similar
Mobility	Bus or transit services	46%	48%	44%	53%	46%	39%	Similar	Much lower	Lower	Similar	Similar	Similar	Similar
	Garbage collection	91%	91%	90%	90%	89%	90%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
	Recycling	88%	90%	86%	87%	86%	90%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
	Yard waste pick-up	85%	86%	85%	85%	89%	85%	Similar	Much higher	Much higher	Higher	Similar	Higher	Similar
	Drinking water	82%	82%	80%	79%	76%	81%	Similar	Much higher	Much higher	Higher	Similar	Similar	Similar
Natural Environment	Natural areas preservation	74%	88%	67%	66%	68%	71%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
	Open space	NA	NA	65%	66%	64%	69%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Storm drainage	74%	78%	70%	72%	79%	78%	Similar	Much higher	Much higher	Similar	Similar	Higher	Higher
	Sewer services	87%	88%	86%	89%	86%	90%	Similar	Much higher	Much higher	Similar	Similar	Similar	Higher
	Power utility	NA	88%	81%	85%	85%	88%	Similar	NA	Much higher	Similar	Similar	Similar	Similar
	Utility billing	NA	NA	80%	80%	78%	85%	Similar	NA	NA	Similar	Similar	Similar	Higher
	Land use, planning and zoning	65%	67%	54%	52%	52%	55%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
Built Environment	Code enforcement	67%	71%	64%	68%	68%	69%	Similar	Much higher	Much higher	Similar	Higher	Higher	Higher

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		Percent rating positively (e.g., excellent/good)						2017 rating compared to 2016	Comparison to benchmark					
		2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017
	Cable television	NA	NA	59%	53%	56%	59%	Similar	NA	NA	Similar	Similar	Similar	Similar
Economy	Economic development	53%	67%	66%	62%	66%	65%	Similar	Much higher	Much higher	Higher	Similar	Similar	Similar
Recreation and Wellness	Town parks	92%	98%	90%	89%	92%	91%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
	Recreation programs	86%	90%	82%	85%	80%	84%	Similar	Much higher	Much higher	Similar	Similar	Similar	Higher
	Recreation centers	88%	89%	83%	85%	86%	87%	Similar	Much higher	Much higher	Similar	Higher	Higher	Higher
	Health services	74%	83%	82%	84%	82%	81%	Similar	Much higher	Much higher	Similar	Higher	Similar	Higher
Education and Enrichment	Special events	NA	NA	79%	75%	77%	80%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Public libraries	93%	96%	86%	92%	91%	92%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
Community Engagement	Public information	80%	82%	79%	80%	79%	79%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2017 rating compared to 2016	Comparison to benchmark					
	2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017
Sense of community	72%	78%	66%	71%	70%	74%	Similar	Higher	Much higher	Similar	Similar	Similar	Similar
Recommend Jupiter	92%	95%	95%	93%	93%	94%	Similar	Much higher	Much higher	Similar	Similar	Similar	Similar
Remain in Jupiter	90%	93%	95%	92%	91%	92%	Similar	Much higher	Much higher	Higher	Similar	Similar	Similar
Contacted Jupiter employees	50%	46%	43%	43%	37%	44%	Similar	Much lower	Much lower	Similar	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2017 rating compared to 2016	Comparison to benchmark					
		2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017
Safety	Stocked supplies for an emergency	NA	NA	53%	62%	78%	85%	Higher	NA	NA	Higher	Much higher	Much higher	Much higher
	Did NOT report a crime	NA	NA	81%	79%	78%	80%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Was NOT the victim of a crime	90%	88%	90%	88%	91%	92%	Similar	Higher	Similar	Similar	Similar	Similar	Similar
Mobility	Used public	NA	NA	5%	6%	5%	6%	Similar	NA	NA	Much	Much	Much	Much

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2017 rating compared to 2016	Comparison to benchmark					
		2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017
	transportation instead of driving										lower	lower	lower	lower
	Carpooled instead of driving alone	NA	NA	35%	37%	36%	40%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Walked or biked instead of driving	NA	NA	60%	59%	57%	60%	Similar	NA	NA	Similar	Similar	Similar	Similar
Natural Environment	Conserved water	NA	NA	83%	82%	88%	86%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Made home more energy efficient	NA	NA	78%	78%	76%	73%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Recycled at home	93%	94%	95%	91%	97%	91%	Similar	Much higher	Much higher	Higher	Similar	Higher	Similar
Built Environment	Did NOT observe a code violation	NA	NA	64%	64%	69%	66%	Similar	NA	NA	Similar	Higher	Higher	Higher
	NOT under housing cost stress	52%	58%	67%	71%	69%	63%	Similar	Much lower	Lower	Similar	Similar	Similar	Similar
Economy	Purchased goods or services in Jupiter	NA	NA	99%	99%	98%	100%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Economy will have positive impact on income	16%	16%	28%	36%	35%	47%	Higher	Similar	Similar	Similar	Similar	Similar	Higher
	Work in Jupiter	NA	NA	34%	36%	34%	48%	Higher	NA	NA	Similar	Similar	Similar	Similar
Recreation and Wellness	Used Jupiter recreation centers	63%	62%	59%	60%	64%	63%	Similar	Higher	Higher	Similar	Similar	Similar	Similar
	Visited a Town park	89%	92%	85%	85%	88%	88%	Similar	Higher	Higher	Similar	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	79%	87%	84%	85%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	85%	86%	85%	88%	Similar	NA	NA	Similar	Similar	Similar	Similar
	In very good to excellent health	NA	NA	72%	72%	72%	77%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Used Jupiter public libraries	72%	71%	59%	65%	57%	65%	Higher	Similar	Similar	Lower	Similar	Similar	Similar
Education and Enrichment	Participated in religious or spiritual activities	NA	NA	45%	44%	48%	47%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Attended a Town-sponsored event	NA	NA	58%	53%	62%	56%	Similar	NA	NA	Similar	Similar	Similar	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	19%	18%	24%	22%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Contacted Jupiter	NA	NA	14%	11%	13%	12%	Similar	NA	NA	Similar	Similar	Similar	Similar

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	Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2017 rating compared to 2016	Comparison to benchmark					
	2009	2011	2013	2015	2016	2017		2009	2011	2013	2015	2016	2017
elected officials													
Volunteered	47%	45%	38%	40%	43%	37%	Similar	Higher	Similar	Similar	Similar	Similar	Similar
Participated in a club	27%	31%	29%	28%	25%	28%	Similar	Lower	Similar	Similar	Similar	Similar	Similar
Talked to or visited with neighbors	NA	NA	96%	95%	94%	95%	Similar	NA	NA	Similar	Similar	Similar	Similar
Done a favor for a neighbor	NA	NA	85%	87%	92%	90%	Similar	NA	NA	Similar	Similar	Higher	Similar
Attended a local public meeting	27%	25%	25%	24%	24%	21%	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Watched a local public meeting	27%	28%	17%	15%	22%	13%	Lower	Much lower	Much lower	Lower	Lower	Similar	Lower
Read or watched local news	NA	NA	90%	91%	92%	85%	Similar	NA	NA	Similar	Similar	Similar	Similar
Voted in local elections	82%	80%	83%	83%	83%	85%	Similar	Much higher	Higher	Similar	Similar	Similar	Similar

THE NCSTM
The National Citizen SurveyTM

Jupiter, FL

Comparisons by Geographic Subgroups

2017/2018



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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; and 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 neighborhood groups 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 all respondents (509 completed surveys) is generally no greater than plus or minus four percentage points around any given percent. The margin of error for subgroups is less precise. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points. Neighborhood groups were tracked for comparison and the number of completed surveys for each are in the figure below.

Figure 1: Geographic Areas

Neighborhood	Number of Completed Surveys
CRA and coastal communities	179
Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	90
Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	130
Abacoa/Admirals' Cove & Bears Club	110

Notable differences between areas included the following:

- When differences were observed within the pillar of Community Characteristics, residents from the Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods tended to give lower ratings to General aspects, as well as to aspects of the Built Environment and Recreation and Wellness than their counterparts. Residents from the Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club tended to give lower ratings to aspects of Mobility than residents from other parts of Jupiter.
- Only a handful of differences were observed among neighborhoods within the pillar of Governance and patterns were difficult to discern.
- Reported rates of Participation varied among neighborhoods; however, no notable patterns were observed.

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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%	90%	97%	95%	95%
Overall image or reputation of Jupiter	95%	92%	93%	94%	93%
Jupiter as a place to live	98%	95%	98%	95%	97%
Your neighborhood as a place to live	96%	82%	97%	93%	92%
Jupiter as a place to raise children	88%	87%	92%	93%	90%
Jupiter as a place to retire	94%	76%	90%	92%	89%
Overall appearance of Jupiter	94%	94%	94%	93%	94%

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	91%	89%	95%	88%	91%
In your neighborhood during the day	98%	98%	98%	100%	98%
In Jupiter's downtown/commercial area during the day	91%	93%	94%	96%	94%

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	73%	74%	67%	85%	75%

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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	
Traffic flow on major streets	48%	34%	28%	50%	40%
Ease of public parking	72%	62%	65%	76%	69%
Ease of travel by car in Jupiter	56%	62%	52%	78%	63%
Ease of travel by public transportation in Jupiter	19%	34%	16%	34%	27%
Ease of travel by bicycle in Jupiter	50%	52%	44%	73%	55%
Ease of walking in Jupiter	76%	59%	60%	80%	69%
Availability of paths and walking trails	80%	66%	73%	73%	73%

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	93%	83%	88%	92%	89%
Air quality	95%	85%	94%	92%	92%
Cleanliness of Jupiter	94%	93%	92%	93%	93%

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)	71%	73%	69%	81%	74%

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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	
Public places where people want to spend time	90%	83%	87%	86%	86%
Variety of housing options	69%	37%	62%	66%	59%
Availability of affordable quality housing	35%	16%	33%	33%	30%
Overall quality of new development in Jupiter	60%	59%	67%	66%	63%

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	87%	80%	94%	85%	87%
Jupiter as a place to work	81%	82%	73%	77%	78%
Jupiter as a place to visit	97%	92%	91%	89%	92%
Employment opportunities	50%	50%	48%	41%	47%
Shopping opportunities	78%	76%	66%	80%	75%
Cost of living in Jupiter	45%	31%	31%	31%	34%
Overall quality of business and service establishments in Jupiter	82%	80%	83%	79%	81%
Vibrant downtown/commercial area	50%	46%	50%	53%	50%

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	88%	77%	89%	86%	85%

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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	
Fitness opportunities (including exercise classes and paths or trails, etc.)	84%	74%	79%	84%	80%
Recreational opportunities	88%	74%	89%	80%	83%
Availability of affordable quality food	80%	67%	76%	81%	76%
Availability of affordable quality health care	79%	66%	79%	80%	76%
Availability of preventive health services	78%	61%	82%	79%	76%
Availability of affordable quality mental health care	48%	43%	67%	59%	55%

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	85%	73%	84%	83%	81%
Availability of affordable quality child care/preschool	36%	62%	80%	49%	62%
K-12 education	87%	77%	89%	82%	84%
Adult educational opportunities	77%	61%	80%	67%	72%
Opportunities to attend cultural/arts/music activities	80%	65%	65%	63%	68%
Opportunities to participate in religious or spiritual events and activities	93%	85%	87%	89%	89%

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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	77%	72%	73%	73%	74%
Opportunities to volunteer	81%	79%	80%	71%	78%
Opportunities to participate in community matters	80%	65%	78%	70%	74%
Openness and acceptance of the community toward people of diverse backgrounds	64%	56%	68%	72%	65%
Neighborliness of residents in Jupiter	70%	67%	74%	68%	70%

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%	81%	91%	82%	85%
The value of services for the taxes paid to Jupiter	70%	64%	67%	64%	66%
The overall direction that Jupiter is taking	58%	62%	58%	69%	62%
The job Jupiter government does at welcoming citizen involvement	64%	66%	70%	64%	66%
Overall confidence in Jupiter government	59%	51%	64%	53%	57%
Generally acting in the best interest of the community	62%	58%	61%	64%	61%
Being honest	65%	56%	68%	73%	65%
Treating all residents fairly	64%	57%	68%	68%	64%
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	86%	82%	90%	86%	86%

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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	
The Federal Government	38%	29%	33%	43%	36%

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/Sheriff services	94%	86%	87%	90%	89%
Fire services	98%	96%	98%	94%	96%
Ambulance or emergency medical services	98%	94%	100%	94%	96%
Crime prevention	86%	71%	83%	85%	81%
Fire prevention and education	78%	82%	90%	84%	84%
Animal control	79%	77%	77%	84%	79%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	90%	83%	91%	80%	86%

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	66%	66%	72%	65%	67%
Street repair	69%	65%	48%	70%	62%
Street cleaning	78%	79%	66%	78%	75%
Street lighting	75%	73%	60%	72%	70%
Sidewalk maintenance	73%	67%	66%	64%	67%
Traffic signal timing	46%	45%	40%	52%	46%
Bus or transit services	27%	33%	27%	73%	39%

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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	90%	86%	90%	92%	90%
Recycling	93%	92%	92%	83%	90%
Yard waste pick-up	89%	78%	88%	86%	85%
Drinking water	84%	75%	84%	79%	81%
Preservation of natural areas such as open space, farmlands and greenbelts	77%	73%	63%	72%	71%
Jupiter open space	75%	72%	62%	71%	69%

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	80%	66%	83%	83%	78%
Sewer services	89%	92%	93%	86%	90%
Power (electric and/or gas) utility	91%	85%	90%	87%	88%
Utility billing	85%	87%	88%	81%	85%
Land use, planning and zoning	57%	54%	53%	59%	55%
Code enforcement (weeds, abandoned buildings, etc.)	66%	64%	68%	78%	69%
Cable television	56%	67%	62%	52%	59%

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	65%	64%	66%	65%	65%

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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	97%	90%	89%	89%	91%
Recreation programs or classes	88%	85%	83%	82%	84%
Recreation centers or facilities	89%	86%	87%	85%	87%
Health services	84%	74%	82%	83%	81%

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	97%	94%	90%	89%	92%
Town-sponsored special events	85%	85%	75%	79%	80%

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	76%	80%	77%	81%	79%

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	71%	64%	81%	78%	74%
Recommend living in Jupiter to someone who asks	96%	88%	96%	94%	94%
Remain in Jupiter for the next five years	90%	90%	95%	92%	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	43%	52%	46%	37%	44%

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	93%	89%	92%	94%	92%
Did NOT report a crime	90%	73%	81%	78%	80%
Stocked supplies in preparation for an emergency	69%	91%	92%	87%	85%

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	67%	52%	47%	73%	60%
Carpooled with other adults or children instead of driving alone	31%	32%	42%	51%	40%
Used bus, rail, subway or other public transportation instead of driving	7%	10%	3%	5%	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	98%	87%	95%	85%	91%

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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	
Made efforts to make your home more energy efficient	76%	71%	72%	72%	73%
Made efforts to conserve water	86%	90%	86%	82%	86%

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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	71%	47%	77%	57%	63%
Did NOT observe a code violation	66%	62%	65%	72%	66%

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	99%	100%	99%	100%	100%
Economy will have positive impact on income	39%	38%	50%	59%	47%
Work in Jupiter	26%	64%	41%	56%	48%

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	61%	70%	63%	59%	63%
Visited a neighborhood park or Town park	89%	93%	87%	85%	88%
Eat at least 5 portions of fruits and vegetables a day	88%	84%	85%	84%	85%
Participate in moderate or vigorous physical activity	93%	81%	89%	90%	88%
Reported being in "very good" or "excellent" health	75%	66%	83%	83%	77%

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	74%	73%	66%	51%	65%
Participated in religious or spiritual activities in Jupiter	51%	40%	53%	44%	47%
Attended a Town-sponsored event	54%	72%	53%	49%	56%

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	24%	29%	18%	21%	22%
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	16%	11%	12%	8%	12%
Volunteered your time to some group/activity in Jupiter	36%	39%	41%	32%	37%
Participated in a club	33%	26%	28%	24%	28%
Talked to or visited with your immediate neighbors	94%	93%	98%	94%	95%
Done a favor for a neighbor	91%	82%	95%	90%	90%
Attended a local public meeting	31%	24%	15%	17%	21%
Watched (online or on television) a local public meeting	14%	10%	14%	15%	13%
Read or watch local news (via television, paper, computer, etc.)	92%	81%	88%	79%	85%
Vote in local elections	86%	80%	94%	79%	85%

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	97%	86%	98%	98%	95%
Overall ease of getting to the places you usually have to visit	93%	81%	85%	90%	87%
Quality of overall natural environment in Jupiter	93%	88%	98%	97%	94%
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	95%	82%	85%	88%	87%
Health and wellness opportunities in Jupiter	85%	72%	83%	76%	79%
Overall opportunities for education and enrichment	77%	77%	87%	79%	80%
Overall economic health of Jupiter	94%	91%	94%	97%	94%
Sense of community	83%	83%	91%	89%	87%

Table 29: Quality of Communication Methods

Please rate the quality of each method: (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)	89%	83%	95%	72%	84%
e-Town Times (the online version of the Town's quarterly newsletter)	84%	92%	87%	68%	81%
The Town website's usability and design (www.jupiter.fl.us)	79%	82%	71%	76%	77%

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Please rate the quality of each method: (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	
The Town website's content (www.jupiter.fl.us)	79%	78%	85%	86%	83%
The Town's social media sites (Facebook, Twitter and Instagram)	58%	74%	82%	73%	74%
Fliers, posters or advertisements on Town programs and events	72%	82%	73%	46%	68%
Inlet Villager newsletter	84%	65%	37%	62%	65%
Annual reports and official Town publications	77%	82%	69%	64%	72%
Open houses and public meetings	65%	71%	50%	64%	63%
Direct mail (postcards and letters)	71%	88%	62%	51%	68%
Town community TV channel (Comcast channel 18)	57%	50%	58%	58%	56%

Table 30: Upgrades and Replacements for Town Municipal Facilities

When thinking about upgrades and replacements to the Town's municipal facilities, police department and municipal complex at Indiantown Road and Military Trail (Town Hall, Police Department, Community Center, Emergency Operations Center, etc.), please indicate how important, if at all, each of the following is to you: (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	
Additional indoor recreation space (gyms, courts, etc.)	31%	36%	40%	43%	38%
Additional indoor classroom and program space	30%	41%	34%	35%	35%
Additional community meeting space	25%	31%	17%	25%	24%
Modernization and "hardening" of Town Hall facilities and infrastructure	30%	44%	37%	40%	38%

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When thinking about upgrades and replacements to the Town's municipal facilities, police department and municipal complex at Indiantown Road and Military Trail (Town Hall, Police Department, Community Center, Emergency Operations Center, etc.), please indicate how important, if at all, each of the following is to you: (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	
Modernization and "hardening" of Police department facilities and infrastructure	48%	53%	50%	50%	50%
A "town center" feeling for the municipal complex	44%	41%	54%	41%	45%
Event space at the municipal complex	30%	44%	36%	34%	36%
Greenspace at the municipal complex	45%	58%	57%	49%	52%
Access and entry features at the municipal complex (from Indiantown Road and Military Trail)	48%	49%	45%	47%	47%
Additional services at the municipal complex	32%	36%	33%	38%	35%

Table 31: Ratings of Town 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	82%	71%	90%	83%	82%
Responsiveness	81%	69%	88%	83%	80%
Courtesy	81%	74%	84%	94%	83%



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Jupiter, FL

Technical Appendices

2017/2018



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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	72%	N=363	25%	N=126	2%	N=11	1%	N=7	100%	N=507
Your neighborhood as a place to live	61%	N=307	31%	N=156	6%	N=31	1%	N=7	100%	N=500
Jupiter as a place to raise children	62%	N=254	29%	N=119	7%	N=30	2%	N=9	100%	N=411
Jupiter as a place to work	43%	N=155	35%	N=125	17%	N=62	5%	N=20	100%	N=361
Jupiter as a place to visit	63%	N=309	29%	N=139	7%	N=35	1%	N=5	100%	N=488
Jupiter as a place to retire	60%	N=275	28%	N=129	6%	N=29	5%	N=21	100%	N=454
The overall quality of life in Jupiter	60%	N=301	34%	N=172	4%	N=20	1%	N=6	100%	N=499

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=191	53%	N=269	8%	N=41	1%	N=5	100%	N=507
Overall ease of getting to the places you usually have to visit	27%	N=136	48%	N=242	19%	N=97	6%	N=28	100%	N=503
Quality of overall natural environment in Jupiter	44%	N=221	45%	N=222	7%	N=34	4%	N=20	100%	N=498
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	26%	N=129	48%	N=242	20%	N=98	6%	N=33	100%	N=501
Health and wellness opportunities in Jupiter	40%	N=187	45%	N=210	13%	N=61	2%	N=8	100%	N=466
Overall opportunities for education and enrichment	36%	N=158	45%	N=193	16%	N=70	3%	N=13	100%	N=434
Overall economic health of Jupiter	34%	N=153	53%	N=241	11%	N=50	2%	N=10	100%	N=454
Sense of community	32%	N=158	42%	N=205	21%	N=103	5%	N=24	100%	N=490
Overall image or reputation of Jupiter	54%	N=270	39%	N=195	5%	N=25	2%	N=8	100%	N=498

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	75%	N=377	19%	N=96	4%	N=19	3%	N=13	100%	N=504
Remain in Jupiter for the next five years	76%	N=371	17%	N=82	3%	N=14	5%	N=24	100%	N=491

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=396	20%	N=103	1%	N=5	1%	N=3	0%	N=0	100%	N=507
In Jupiter's downtown/commercial area during the day	63%	N=304	31%	N=150	5%	N=25	1%	N=6	0%	N=0	100%	N=486

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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	6%	N=31	34%	N=171	40%	N=204	20%	N=98	100%	N=504
Ease of public parking	15%	N=75	54%	N=262	25%	N=122	6%	N=28	100%	N=487
Ease of travel by car in Jupiter	16%	N=77	47%	N=233	28%	N=140	9%	N=46	100%	N=496
Ease of travel by public transportation in Jupiter	7%	N=14	20%	N=39	27%	N=53	47%	N=93	100%	N=199
Ease of travel by bicycle in Jupiter	16%	N=58	39%	N=143	27%	N=97	18%	N=67	100%	N=364
Ease of walking in Jupiter	26%	N=123	43%	N=207	19%	N=89	12%	N=59	100%	N=478
Availability of paths and walking trails	28%	N=130	45%	N=209	19%	N=87	8%	N=37	100%	N=463
Air quality	46%	N=226	46%	N=228	7%	N=35	1%	N=6	100%	N=495
Cleanliness of Jupiter	43%	N=217	50%	N=252	6%	N=30	1%	N=7	100%	N=505
Overall appearance of Jupiter	46%	N=234	47%	N=239	5%	N=25	1%	N=6	100%	N=504
Public places where people want to spend time	40%	N=192	47%	N=226	10%	N=50	3%	N=16	100%	N=484
Variety of housing options	19%	N=86	40%	N=184	28%	N=126	13%	N=60	100%	N=455
Availability of affordable quality housing	9%	N=37	21%	N=88	35%	N=149	35%	N=150	100%	N=425
Fitness opportunities (including exercise classes and paths or trails, etc.)	32%	N=150	49%	N=231	16%	N=76	4%	N=17	100%	N=473
Recreational opportunities	40%	N=192	43%	N=209	13%	N=63	4%	N=20	100%	N=483
Availability of affordable quality food	33%	N=166	43%	N=213	19%	N=95	5%	N=24	100%	N=497
Availability of affordable quality health care	33%	N=157	43%	N=201	16%	N=74	8%	N=40	100%	N=471
Availability of preventive health services	30%	N=128	46%	N=192	18%	N=76	6%	N=25	100%	N=421
Availability of affordable quality mental health care	25%	N=55	29%	N=64	23%	N=51	22%	N=47	100%	N=217

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	22%	N=43	40%	N=80	29%	N=58	9%	N=17	100%	N=199
K-12 education	40%	N=122	44%	N=135	15%	N=44	2%	N=5	100%	N=306
Adult educational opportunities	21%	N=64	51%	N=157	22%	N=68	7%	N=20	100%	N=309
Opportunities to attend cultural/arts/music activities	23%	N=102	45%	N=206	24%	N=110	8%	N=36	100%	N=454
Opportunities to participate in religious or spiritual events and activities	36%	N=133	52%	N=191	8%	N=28	4%	N=14	100%	N=365
Employment opportunities	11%	N=39	35%	N=123	38%	N=132	16%	N=54	100%	N=347
Shopping opportunities	27%	N=136	48%	N=235	21%	N=103	4%	N=21	100%	N=495
Cost of living in Jupiter	4%	N=20	30%	N=150	46%	N=229	20%	N=101	100%	N=500
Overall quality of business and service establishments in Jupiter	18%	N=89	63%	N=309	16%	N=81	3%	N=13	100%	N=491
Vibrant downtown/commercial area	17%	N=80	33%	N=157	34%	N=164	16%	N=75	100%	N=477
Overall quality of new development in Jupiter	17%	N=79	46%	N=216	24%	N=111	13%	N=59	100%	N=466
Opportunities to participate in social events and activities	22%	N=101	51%	N=236	22%	N=100	5%	N=21	100%	N=459
Opportunities to volunteer	29%	N=109	49%	N=185	16%	N=61	6%	N=23	100%	N=379
Opportunities to participate in community matters	26%	N=97	48%	N=180	20%	N=76	6%	N=23	100%	N=376
Openness and acceptance of the community toward people of diverse backgrounds	21%	N=91	44%	N=185	25%	N=107	9%	N=39	100%	N=421
Neighborliness of residents in Jupiter	24%	N=115	46%	N=227	26%	N=125	4%	N=20	100%	N=488

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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	
	Percentage	N	Percentage	N	Percentage	N
Made efforts to conserve water	14%	N=72	86%	N=434	100%	N=506
Made efforts to make your home more energy efficient	27%	N=137	73%	N=365	100%	N=502
Observed a code violation or other hazard in Jupiter (weeds, abandoned buildings, etc.)	66%	N=333	34%	N=169	100%	N=501
Household member was a victim of a crime in Jupiter	92%	N=465	8%	N=40	100%	N=505
Reported a crime to the police in Jupiter	80%	N=406	20%	N=98	100%	N=504
Stocked supplies in preparation for an emergency	15%	N=74	85%	N=432	100%	N=506
Campaigned or advocated for an issue, cause or candidate	78%	N=392	22%	N=113	100%	N=505
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	56%	N=281	44%	N=222	100%	N=503
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	88%	N=445	12%	N=58	100%	N=503

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	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Used Jupiter recreation centers or their services	15%	N=76	14%	N=70	34%	N=169	37%	N=182	100%	N=498
Visited a neighborhood park or Town park	24%	N=118	25%	N=125	40%	N=198	12%	N=59	100%	N=500
Used Jupiter public libraries or their services	11%	N=54	24%	N=118	31%	N=153	35%	N=173	100%	N=499
Participated in religious or spiritual activities in Jupiter	12%	N=58	18%	N=92	17%	N=85	53%	N=265	100%	N=500
Attended a Town-sponsored event	1%	N=6	6%	N=30	49%	N=246	44%	N=217	100%	N=499
Used bus, rail, subway or other public transportation instead of driving	0%	N=2	1%	N=7	4%	N=21	94%	N=474	100%	N=503
Carpooled with other adults or children instead of driving alone	11%	N=54	12%	N=59	17%	N=87	60%	N=304	100%	N=503
Walked or biked instead of driving	14%	N=68	20%	N=101	26%	N=130	40%	N=201	100%	N=501
Volunteered your time to some group/activity in Jupiter	8%	N=40	10%	N=50	19%	N=95	63%	N=316	100%	N=501
Participated in a club	8%	N=40	7%	N=36	13%	N=64	72%	N=363	100%	N=502
Talked to or visited with your immediate neighbors	50%	N=249	32%	N=163	13%	N=65	5%	N=26	100%	N=503
Done a favor for a neighbor	25%	N=128	27%	N=137	37%	N=187	10%	N=51	100%	N=503

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	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Attended a local public meeting	0%	N=1	1%	N=6	20%	N=99	79%	N=393	100%	N=499
Watched (online or on television) a local public meeting	1%	N=5	1%	N=5	11%	N=56	87%	N=434	100%	N=500

Table 10: Question 10

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Police/Sheriff services	46%	N=209	43%	N=196	7%	N=33	4%	N=17	100%	N=454
Fire services	54%	N=207	43%	N=165	3%	N=10	1%	N=4	100%	N=386
Ambulance or emergency medical services	53%	N=191	43%	N=157	3%	N=10	1%	N=4	100%	N=361
Crime prevention	30%	N=120	52%	N=208	14%	N=55	5%	N=20	100%	N=403
Fire prevention and education	34%	N=104	50%	N=153	12%	N=36	4%	N=11	100%	N=304
Traffic enforcement	24%	N=101	43%	N=182	26%	N=109	7%	N=28	100%	N=420

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Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Total	
Street repair	19%	N=92	43%	N=201	29%	N=139	8%	N=39	100%	N=471
Street cleaning	28%	N=128	47%	N=214	20%	N=90	5%	N=25	100%	N=457
Street lighting	21%	N=100	49%	N=238	20%	N=99	10%	N=48	100%	N=486
Sidewalk maintenance	19%	N=84	48%	N=214	27%	N=121	6%	N=25	100%	N=444
Traffic signal timing	11%	N=51	35%	N=164	31%	N=144	23%	N=109	100%	N=469
Bus or transit services	16%	N=22	24%	N=34	20%	N=29	40%	N=58	100%	N=144
Garbage collection	46%	N=220	44%	N=211	8%	N=36	3%	N=14	100%	N=480
Recycling	44%	N=208	45%	N=212	6%	N=29	4%	N=19	100%	N=469
Yard waste pick-up	41%	N=176	44%	N=189	10%	N=43	5%	N=20	100%	N=428
Storm drainage	28%	N=120	50%	N=216	17%	N=73	5%	N=21	100%	N=430
Drinking water	39%	N=186	42%	N=204	14%	N=69	5%	N=24	100%	N=482
Sewer services	40%	N=174	51%	N=222	8%	N=33	2%	N=10	100%	N=440
Power (electric and/or gas) utility	40%	N=194	48%	N=234	9%	N=46	2%	N=11	100%	N=484
Utility billing	32%	N=151	53%	N=250	11%	N=52	4%	N=20	100%	N=472
Town parks	45%	N=205	46%	N=212	8%	N=39	1%	N=3	100%	N=458
Recreation programs or classes	35%	N=109	49%	N=152	14%	N=44	2%	N=6	100%	N=312
Recreation centers or facilities	37%	N=131	50%	N=179	11%	N=38	2%	N=9	100%	N=357
Land use, planning and zoning	16%	N=61	39%	N=147	30%	N=111	15%	N=56	100%	N=375
Code enforcement (weeds, abandoned buildings, etc.)	18%	N=65	51%	N=182	22%	N=77	9%	N=32	100%	N=356
Animal control	27%	N=89	52%	N=171	14%	N=46	7%	N=22	100%	N=327
Economic development	18%	N=67	47%	N=178	26%	N=98	9%	N=33	100%	N=376
Health services	31%	N=121	50%	N=195	16%	N=64	3%	N=11	100%	N=391
Public library services	51%	N=198	42%	N=164	7%	N=29	0%	N=0	100%	N=393
Public information services	29%	N=97	50%	N=171	16%	N=55	5%	N=18	100%	N=341
Cable television	20%	N=85	40%	N=170	25%	N=108	15%	N=66	100%	N=429
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	42%	N=182	44%	N=193	12%	N=55	2%	N=7	100%	N=437
Preservation of natural areas such as open space, farmlands and greenbelts	31%	N=138	40%	N=178	20%	N=91	9%	N=42	100%	N=449
Jupiter open space	28%	N=126	41%	N=185	22%	N=101	8%	N=36	100%	N=448
Town-sponsored special events	28%	N=106	52%	N=194	18%	N=66	2%	N=7	100%	N=374
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	37%	N=152	49%	N=205	10%	N=42	4%	N=15	100%	N=413

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	34%	N=161	51%	N=241	12%	N=58	2%	N=11	100%	N=471
The Federal Government	9%	N=37	27%	N=113	41%	N=172	23%	N=98	100%	N=421

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	17%	N=78	49%	N=221	26%	N=118	8%	N=34	100%	N=451
The overall direction that Jupiter is taking	16%	N=75	46%	N=209	26%	N=118	13%	N=58	100%	N=459
The job Jupiter government does at welcoming citizen involvement	16%	N=55	50%	N=175	24%	N=83	10%	N=35	100%	N=348

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Please rate the following categories of Jupiter government performance:	Excellent		Good		Fair		Poor		Total	
Overall confidence in Jupiter government	14%	N=62	43%	N=189	32%	N=142	11%	N=48	100%	N=440
Generally acting in the best interest of the community	16%	N=72	45%	N=197	26%	N=113	13%	N=57	100%	N=440
Being honest	18%	N=69	47%	N=175	24%	N=89	11%	N=40	100%	N=373
Treating all residents fairly	20%	N=74	44%	N=161	23%	N=86	12%	N=46	100%	N=366

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	68%	N=339	27%	N=136	4%	N=20	1%	N=5	100%	N=500
Overall ease of getting to the places you usually have to visit	47%	N=234	40%	N=202	11%	N=56	1%	N=7	100%	N=500
Quality of overall natural environment in Jupiter	59%	N=293	35%	N=176	4%	N=20	2%	N=9	100%	N=497
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	42%	N=210	45%	N=226	9%	N=46	3%	N=16	100%	N=498
Health and wellness opportunities in Jupiter	37%	N=185	42%	N=208	19%	N=93	2%	N=12	100%	N=498
Overall opportunities for education and enrichment	41%	N=206	39%	N=193	17%	N=85	3%	N=14	100%	N=498
Overall economic health of Jupiter	53%	N=267	41%	N=204	4%	N=22	1%	N=7	100%	N=500
Sense of community	43%	N=216	43%	N=217	12%	N=61	1%	N=5	100%	N=500

Table 14: Question 14, Part 1

Please indicate which methods below you prefer in terms of how you receive information about the Town government and its activities, events and services (check all that apply)	Percent	Number
Town Times quarterly newsletter (including Town news, Recreation activities, 55+ activities and neighborhood news)	59%	N=227
e-Town Times (the online version of the Town's quarterly newsletter)	21%	N=81
The Town website's usability and design (www.jupiter.fl.us)	42%	N=162
The Town website's content (www.jupiter.fl.us)	42%	N=161
The Town's social media sites (Facebook, Twitter and Instagram)	25%	N=94
Fliers, posters or advertisements on Town programs and events	26%	N=102
Inlet Villager newsletter	9%	N=34
Annual reports and official Town publications	19%	N=72
Open houses and public meetings	11%	N=42
Direct mail (postcards and letters)	33%	N=126
Town community TV channel (Comcast channel 18)	12%	N=48

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

Table 15: Question 14, Part 2

If you have read or used a method, please rate the quality of each method:	Excellent		Good		Fair		Poor		Total	
Town Times quarterly newsletter (including Town news, Recreation activities, 55+ activities and neighborhood news)	33%	N=95	51%	N=148	14%	N=39	2%	N=6	100%	N=289
e-Town Times (the online version of the Town's quarterly newsletter)	30%	N=41	51%	N=68	13%	N=18	6%	N=8	100%	N=135
The Town website's usability and design (www.jupiter.fl.us)	22%	N=57	54%	N=138	18%	N=46	5%	N=13	100%	N=254
The Town website's content (www.jupiter.fl.us)	24%	N=62	58%	N=150	14%	N=36	3%	N=8	100%	N=256
The Town's social media sites (Facebook, Twitter and Instagram)	26%	N=36	48%	N=64	19%	N=26	7%	N=9	100%	N=135
Fliers, posters or advertisements on Town programs and events	16%	N=33	52%	N=108	23%	N=48	9%	N=18	100%	N=208

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If you have read or used a method, please rate the quality of each method:	Excellent		Good		Fair		Poor		Total	
Inlet Villager newsletter	16%	N=13	49%	N=41	31%	N=26	5%	N=4	100%	N=84
Annual reports and official Town publications	20%	N=30	52%	N=78	19%	N=29	9%	N=13	100%	N=150
Open houses and public meetings	20%	N=24	43%	N=52	30%	N=36	7%	N=8	100%	N=120
Direct mail (postcards and letters)	21%	N=44	47%	N=98	23%	N=49	8%	N=18	100%	N=208
Town community TV channel (Comcast channel 18)	17%	N=15	39%	N=35	33%	N=29	11%	N=10	100%	N=88

Respondents could answer this question regardless of selecting it as a preferred method of receiving information about the Town government and its activities, events and services.

Table 16: Question 15

When thinking about upgrades and replacements to the Town's municipal facilities, police department and municipal complex at Indiantown Road and Military Trail (Town Hall, Police Department, Community Center, Emergency Operations Center, etc.), please indicate how important, if at all, each of the following is to you:	Essential		Very important		Somewhat important		Not at all important		Total	
Additional indoor recreation space (gyms, courts, etc.)	12%	N=56	26%	N=125	35%	N=170	27%	N=131	100%	N=481
Additional indoor classroom and program space	12%	N=59	22%	N=107	39%	N=187	26%	N=124	100%	N=477
Additional community meeting space	6%	N=29	18%	N=86	44%	N=209	32%	N=153	100%	N=478
Modernization and "hardening" of Town Hall facilities and infrastructure	13%	N=61	25%	N=120	38%	N=184	24%	N=113	100%	N=479
Modernization and "hardening" of Police department facilities and infrastructure	21%	N=99	29%	N=140	32%	N=153	18%	N=86	100%	N=477
A "town center" feeling for the municipal complex	16%	N=78	29%	N=137	34%	N=162	21%	N=100	100%	N=476
Event space at the municipal complex	11%	N=51	25%	N=121	36%	N=172	28%	N=136	100%	N=480
Greenspace at the municipal complex	19%	N=89	34%	N=162	30%	N=143	18%	N=85	100%	N=480
Access and entry features at the municipal complex (from Indiantown Road and Military Trail)	14%	N=67	33%	N=160	33%	N=159	19%	N=92	100%	N=478
Additional services at the municipal complex	9%	N=42	26%	N=122	37%	N=176	28%	N=131	100%	N=470

Table 17: Question 16

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	
Knowledge	41%	N=96	40%	N=93	14%	N=33	4%	N=9	100%	N=231
Responsiveness	43%	N=99	38%	N=88	12%	N=27	8%	N=18	100%	N=232
Courtesy	52%	N=121	31%	N=72	11%	N=25	6%	N=14	100%	N=231

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	
Recycle at home	7%	N=35	2%	N=11	3%	N=16	11%	N=53	77%	N=388	100%	N=503
Purchase goods or services from a business located in Jupiter	0%	N=2	0%	N=0	18%	N=90	44%	N=223	38%	N=190	100%	N=504
Eat at least 5 portions of fruits and vegetables a day	3%	N=15	12%	N=59	34%	N=170	31%	N=156	20%	N=98	100%	N=499
Participate in moderate or vigorous physical activity	3%	N=14	9%	N=45	28%	N=142	31%	N=155	29%	N=147	100%	N=503
Read or watch local news (via television, paper, computer, etc.)	5%	N=26	10%	N=50	19%	N=98	28%	N=140	38%	N=190	100%	N=503
Vote in local elections	9%	N=43	6%	N=33	13%	N=64	18%	N=92	54%	N=270	100%	N=500

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Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	33%	N=166
Very good	45%	N=224
Good	18%	N=90
Fair	4%	N=23
Poor	0%	N=1
Total	100%	N=503

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	15%	N=76
Somewhat positive	32%	N=163
Neutral	38%	N=192
Somewhat negative	13%	N=64
Very negative	2%	N=9
Total	100%	N=504

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=302
Working part time for pay	9%	N=47
Unemployed, looking for paid work	2%	N=12
Unemployed, not looking for paid work	2%	N=9
Fully retired	27%	N=134
Total	100%	N=504

Table 22: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	31%	N=149
Yes, from home	16%	N=76
No	52%	N=249
Total	100%	N=475

Table 23: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	12%	N=61
2 to 5 years	22%	N=112
6 to 10 years	14%	N=71
11 to 20 years	20%	N=99
More than 20 years	32%	N=164
Total	100%	N=506

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Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	53%	N=271
Building with two or more homes (duplex, townhome, apartment or condominium)	45%	N=228
Mobile home	0%	N=2
Other	1%	N=6
Total	100%	N=507

Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	26%	N=132
Owned	74%	N=371
Total	100%	N=504

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	1%	N=7
\$300 to \$599 per month	4%	N=22
\$600 to \$999 per month	13%	N=64
\$1,000 to \$1,499 per month	18%	N=90
\$1,500 to \$2,499 per month	38%	N=189
\$2,500 or more per month	25%	N=121
Total	100%	N=492

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=358
Yes	29%	N=145
Total	100%	N=503

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	67%	N=338
Yes	33%	N=166
Total	100%	N=504

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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	8%	N=39
\$25,000 to \$49,999	14%	N=65
\$50,000 to \$99,999	29%	N=138
\$100,000 to \$149,999	20%	N=96
\$150,000 or more	29%	N=139
Total	100%	N=477

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	92%	N=462
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	N=42
Total	100%	N=503

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	0%	N=2
Asian, Asian Indian or Pacific Islander	1%	N=3
Black or African American	1%	N=7
White	97%	N=485
Other	4%	N=21

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	16%	N=80
35 to 44 years	14%	N=71
45 to 54 years	24%	N=123
55 to 64 years	17%	N=87
65 to 74 years	14%	N=71
75 years or older	13%	N=67
Total	100%	N=504

Table 33: Question D16

What is your sex?	Percent	Number
Female	54%	N=273
Male	46%	N=232
Total	100%	N=505

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Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	76%	N=383
Land line	10%	N=52
Both	14%	N=72
Total	100%	N=506

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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	72%	N=363	25%	N=126	2%	N=11	1%	N=7	0%	N=0	100%	N=507
Your neighborhood as a place to live	61%	N=307	31%	N=156	6%	N=31	1%	N=7	0%	N=0	100%	N=501
Jupiter as a place to raise children	51%	N=254	24%	N=119	6%	N=30	2%	N=9	17%	N=83	100%	N=494
Jupiter as a place to work	31%	N=155	25%	N=125	12%	N=62	4%	N=20	27%	N=133	100%	N=494
Jupiter as a place to visit	62%	N=309	28%	N=139	7%	N=35	1%	N=5	2%	N=11	100%	N=499
Jupiter as a place to retire	55%	N=275	26%	N=129	6%	N=29	4%	N=21	9%	N=45	100%	N=499
The overall quality of life in Jupiter	60%	N=301	34%	N=172	4%	N=20	1%	N=6	0%	N=0	100%	N=499

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	38%	N=191	53%	N=269	8%	N=41	1%	N=5	0%	N=0	100%	N=507
Overall ease of getting to the places you usually have to visit	27%	N=136	48%	N=242	19%	N=97	6%	N=28	0%	N=0	100%	N=503
Quality of overall natural environment in Jupiter	44%	N=221	45%	N=222	7%	N=34	4%	N=20	0%	N=1	100%	N=499
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	26%	N=129	48%	N=242	19%	N=98	6%	N=33	1%	N=4	100%	N=505
Health and wellness opportunities in Jupiter	37%	N=187	41%	N=210	12%	N=61	1%	N=8	8%	N=41	100%	N=507
Overall opportunities for education and enrichment	32%	N=158	39%	N=193	14%	N=70	3%	N=13	13%	N=65	100%	N=500
Overall economic health of Jupiter	30%	N=153	48%	N=241	10%	N=50	2%	N=10	10%	N=49	100%	N=502
Sense of community	31%	N=158	41%	N=205	21%	N=103	5%	N=24	2%	N=11	100%	N=501
Overall image or reputation of Jupiter	54%	N=270	39%	N=195	5%	N=25	2%	N=8	1%	N=3	100%	N=501

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	74%	N=377	19%	N=96	4%	N=19	3%	N=13	0%	N=2	100%	N=506
Remain in Jupiter for the next five years	73%	N=371	16%	N=82	3%	N=14	5%	N=24	3%	N=14	100%	N=505

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	78%	N=396	20%	N=103	1%	N=5	1%	N=3	0%	N=0	0%	N=0	100%	N=507
In Jupiter's downtown/commercial area during the day	60%	N=304	30%	N=150	5%	N=25	1%	N=6	0%	N=0	4%	N=18	100%	N=504

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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=31	34%	N=171	40%	N=204	20%	N=98	0%	N=0	100%	N=504
Ease of public parking	15%	N=75	52%	N=262	24%	N=122	6%	N=28	3%	N=15	100%	N=502
Ease of travel by car in Jupiter	15%	N=77	46%	N=233	28%	N=140	9%	N=46	1%	N=7	100%	N=503
Ease of travel by public transportation in Jupiter	3%	N=14	8%	N=39	11%	N=53	19%	N=93	60%	N=300	100%	N=499
Ease of travel by bicycle in Jupiter	12%	N=58	29%	N=143	19%	N=97	13%	N=67	27%	N=135	100%	N=500
Ease of walking in Jupiter	25%	N=123	41%	N=207	18%	N=89	12%	N=59	5%	N=25	100%	N=504
Availability of paths and walking trails	26%	N=130	41%	N=209	17%	N=87	7%	N=37	8%	N=42	100%	N=505
Air quality	45%	N=226	45%	N=228	7%	N=35	1%	N=6	2%	N=11	100%	N=506
Cleanliness of Jupiter	43%	N=217	50%	N=252	6%	N=30	1%	N=7	0%	N=0	100%	N=506
Overall appearance of Jupiter	46%	N=234	47%	N=239	5%	N=25	1%	N=6	0%	N=0	100%	N=504
Public places where people want to spend time	38%	N=192	45%	N=226	10%	N=50	3%	N=16	4%	N=19	100%	N=504
Variety of housing options	17%	N=86	37%	N=184	25%	N=126	12%	N=60	9%	N=44	100%	N=499
Availability of affordable quality housing	7%	N=37	18%	N=88	30%	N=149	30%	N=150	15%	N=76	100%	N=500
Fitness opportunities (including exercise classes and paths or trails, etc.)	30%	N=150	46%	N=231	15%	N=76	3%	N=17	6%	N=31	100%	N=505
Recreational opportunities	38%	N=192	41%	N=209	12%	N=63	4%	N=20	5%	N=24	100%	N=507
Availability of affordable quality food	33%	N=166	42%	N=213	19%	N=95	5%	N=24	1%	N=7	100%	N=505
Availability of affordable quality health care	31%	N=157	40%	N=201	15%	N=74	8%	N=40	7%	N=33	100%	N=504
Availability of preventive health services	25%	N=128	38%	N=192	15%	N=76	5%	N=25	17%	N=83	100%	N=504
Availability of affordable quality mental health care	11%	N=55	13%	N=64	10%	N=51	9%	N=47	57%	N=283	100%	N=500

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=43	16%	N=80	11%	N=58	3%	N=17	60%	N=305	100%	N=504
K-12 education	24%	N=122	27%	N=135	9%	N=44	1%	N=5	39%	N=194	100%	N=500
Adult educational opportunities	13%	N=64	32%	N=157	14%	N=68	4%	N=20	38%	N=190	100%	N=499
Opportunities to attend cultural/arts/music activities	21%	N=102	41%	N=206	22%	N=110	7%	N=36	9%	N=44	100%	N=498
Opportunities to participate in religious or spiritual events and activities	26%	N=133	38%	N=191	5%	N=28	3%	N=14	28%	N=139	100%	N=504
Employment opportunities	8%	N=39	24%	N=123	26%	N=132	11%	N=54	31%	N=156	100%	N=503
Shopping opportunities	27%	N=136	47%	N=235	21%	N=103	4%	N=21	1%	N=7	100%	N=501
Cost of living in Jupiter	4%	N=20	30%	N=150	45%	N=229	20%	N=101	1%	N=5	100%	N=505
Overall quality of business and service establishments in Jupiter	18%	N=89	62%	N=309	16%	N=81	3%	N=13	2%	N=10	100%	N=502
Vibrant downtown/commercial area	16%	N=80	31%	N=157	33%	N=164	15%	N=75	5%	N=23	100%	N=500
Overall quality of new development in Jupiter	16%	N=79	43%	N=216	22%	N=111	12%	N=59	7%	N=33	100%	N=500
Opportunities to participate in social events and activities	20%	N=101	47%	N=236	20%	N=100	4%	N=21	9%	N=46	100%	N=505
Opportunities to volunteer	22%	N=109	37%	N=185	12%	N=61	5%	N=23	25%	N=126	100%	N=505
Opportunities to participate in community matters	20%	N=97	37%	N=180	16%	N=76	5%	N=23	23%	N=113	100%	N=489
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=91	37%	N=185	21%	N=107	8%	N=39	16%	N=82	100%	N=504
Neighborliness of residents in Jupiter	23%	N=115	45%	N=227	25%	N=125	4%	N=20	2%	N=12	100%	N=500

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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=72	86%	N=434	100%	N=506
Made efforts to make your home more energy efficient	27%	N=137	73%	N=365	100%	N=502
Observed a code violation or other hazard in Jupiter (weeds, abandoned buildings, etc.)	66%	N=333	34%	N=169	100%	N=501
Household member was a victim of a crime in Jupiter	92%	N=465	8%	N=40	100%	N=505
Reported a crime to the police in Jupiter	80%	N=406	20%	N=98	100%	N=504
Stocked supplies in preparation for an emergency	15%	N=74	85%	N=432	100%	N=506
Campaigned or advocated for an issue, cause or candidate	78%	N=392	22%	N=113	100%	N=505
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	56%	N=281	44%	N=222	100%	N=503
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	88%	N=445	12%	N=58	100%	N=503

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	15%	N=76	14%	N=70	34%	N=169	37%	N=182	100%	N=498
Visited a neighborhood park or Town park	24%	N=118	25%	N=125	40%	N=198	12%	N=59	100%	N=500
Used Jupiter public libraries or their services	11%	N=54	24%	N=118	31%	N=153	35%	N=173	100%	N=499
Participated in religious or spiritual activities in Jupiter	12%	N=58	18%	N=92	17%	N=85	53%	N=265	100%	N=500
Attended a Town-sponsored event	1%	N=6	6%	N=30	49%	N=246	44%	N=217	100%	N=499
Used bus, rail, subway or other public transportation instead of driving	0%	N=2	1%	N=7	4%	N=21	94%	N=474	100%	N=503
Carpooled with other adults or children instead of driving alone	11%	N=54	12%	N=59	17%	N=87	60%	N=304	100%	N=503
Walked or biked instead of driving	14%	N=68	20%	N=101	26%	N=130	40%	N=201	100%	N=501
Volunteered your time to some group/activity in Jupiter	8%	N=40	10%	N=50	19%	N=95	63%	N=316	100%	N=501
Participated in a club	8%	N=40	7%	N=36	13%	N=64	72%	N=363	100%	N=502
Talked to or visited with your immediate neighbors	50%	N=249	32%	N=163	13%	N=65	5%	N=26	100%	N=503
Done a favor for a neighbor	25%	N=128	27%	N=137	37%	N=187	10%	N=51	100%	N=503

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	1%	N=6	20%	N=99	79%	N=393	100%	N=499
Watched (online or on television) a local public meeting	1%	N=5	1%	N=5	11%	N=56	87%	N=434	100%	N=500

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/Sheriff services	42%	N=209	39%	N=196	7%	N=33	3%	N=17	9%	N=42	100%	N=496
Fire services	42%	N=207	33%	N=165	2%	N=10	1%	N=4	22%	N=109	100%	N=495
Ambulance or emergency medical services	39%	N=191	32%	N=157	2%	N=10	1%	N=4	27%	N=135	100%	N=496
Crime prevention	24%	N=120	42%	N=208	11%	N=55	4%	N=20	19%	N=92	100%	N=495
Fire prevention and education	21%	N=104	31%	N=153	7%	N=36	2%	N=11	38%	N=190	100%	N=495
Traffic enforcement	21%	N=101	37%	N=182	22%	N=109	6%	N=28	14%	N=67	100%	N=487

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Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Street repair	18%	N=92	40%	N=201	28%	N=139	8%	N=39	5%	N=27	100%	N=498
Street cleaning	26%	N=128	43%	N=214	18%	N=90	5%	N=25	8%	N=42	100%	N=499
Street lighting	20%	N=100	48%	N=238	20%	N=99	10%	N=48	2%	N=10	100%	N=496
Sidewalk maintenance	17%	N=84	44%	N=214	25%	N=121	5%	N=25	9%	N=42	100%	N=486
Traffic signal timing	10%	N=51	34%	N=164	30%	N=144	23%	N=109	3%	N=17	100%	N=486
Bus or transit services	5%	N=22	7%	N=34	6%	N=29	12%	N=58	70%	N=343	100%	N=487
Garbage collection	45%	N=220	43%	N=211	7%	N=36	3%	N=14	3%	N=13	100%	N=493
Recycling	42%	N=208	43%	N=212	6%	N=29	4%	N=19	6%	N=28	100%	N=496
Yard waste pick-up	36%	N=176	38%	N=189	9%	N=43	4%	N=20	13%	N=65	100%	N=493
Storm drainage	25%	N=120	45%	N=216	15%	N=73	4%	N=21	10%	N=49	100%	N=479
Drinking water	37%	N=186	41%	N=204	14%	N=69	5%	N=24	3%	N=14	100%	N=497
Sewer services	36%	N=174	45%	N=222	7%	N=33	2%	N=10	10%	N=51	100%	N=491
Power (electric and/or gas) utility	39%	N=194	47%	N=234	9%	N=46	2%	N=11	2%	N=9	100%	N=493
Utility billing	31%	N=151	51%	N=250	11%	N=52	4%	N=20	3%	N=15	100%	N=488
Town parks	42%	N=205	43%	N=212	8%	N=39	1%	N=3	6%	N=30	100%	N=488
Recreation programs or classes	22%	N=109	31%	N=152	9%	N=44	1%	N=6	37%	N=179	100%	N=491
Recreation centers or facilities	27%	N=131	37%	N=179	8%	N=38	2%	N=9	26%	N=129	100%	N=486
Land use, planning and zoning	12%	N=61	30%	N=147	23%	N=111	11%	N=56	23%	N=115	100%	N=490
Code enforcement (weeds, abandoned buildings, etc.)	13%	N=65	37%	N=182	16%	N=77	7%	N=32	27%	N=134	100%	N=490
Animal control	18%	N=89	35%	N=171	9%	N=46	4%	N=22	33%	N=161	100%	N=489
Economic development	14%	N=67	37%	N=178	20%	N=98	7%	N=33	23%	N=110	100%	N=486
Health services	25%	N=121	40%	N=195	13%	N=64	2%	N=11	20%	N=99	100%	N=490
Public library services	40%	N=198	33%	N=164	6%	N=29	0%	N=0	21%	N=106	100%	N=499
Public information services	20%	N=97	35%	N=171	11%	N=55	4%	N=18	31%	N=150	100%	N=491
Cable television	17%	N=85	35%	N=170	22%	N=108	13%	N=66	13%	N=62	100%	N=491
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	37%	N=182	40%	N=193	11%	N=55	1%	N=7	11%	N=52	100%	N=489
Preservation of natural areas such as open space, farmlands and greenbelts	28%	N=138	37%	N=178	19%	N=91	9%	N=42	8%	N=37	100%	N=485
Jupiter open space	26%	N=126	38%	N=185	21%	N=101	7%	N=36	8%	N=40	100%	N=488
Town-sponsored special events	22%	N=106	40%	N=194	14%	N=66	1%	N=7	23%	N=110	100%	N=483
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	31%	N=152	42%	N=205	9%	N=42	3%	N=15	14%	N=68	100%	N=482

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	33%	N=161	49%	N=241	12%	N=58	2%	N=11	4%	N=22	100%	N=493
The Federal Government	8%	N=37	23%	N=113	35%	N=172	20%	N=98	15%	N=73	100%	N=494

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	16%	N=78	45%	N=221	24%	N=118	7%	N=34	9%	N=43	100%	N=494
The overall direction that Jupiter is taking	15%	N=75	42%	N=209	24%	N=118	12%	N=58	7%	N=34	100%	N=493
The job Jupiter government does at welcoming citizen involvement	11%	N=55	35%	N=175	17%	N=83	7%	N=35	30%	N=146	100%	N=495

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Please rate the following categories of Jupiter government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall confidence in Jupiter government	12%	N=62	38%	N=189	29%	N=142	10%	N=48	11%	N=55	100%	N=495
Generally acting in the best interest of the community	15%	N=72	40%	N=197	23%	N=113	12%	N=57	11%	N=55	100%	N=495
Being honest	14%	N=69	36%	N=175	18%	N=89	8%	N=40	24%	N=119	100%	N=492
Treating all residents fairly	15%	N=74	33%	N=161	17%	N=86	9%	N=46	26%	N=129	100%	N=495

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	68%	N=339	27%	N=136	4%	N=20	1%	N=5	100%	N=500
Overall ease of getting to the places you usually have to visit	47%	N=234	40%	N=202	11%	N=56	1%	N=7	100%	N=500
Quality of overall natural environment in Jupiter	59%	N=293	35%	N=176	4%	N=20	2%	N=9	100%	N=497
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	42%	N=210	45%	N=226	9%	N=46	3%	N=16	100%	N=498
Health and wellness opportunities in Jupiter	37%	N=185	42%	N=208	19%	N=93	2%	N=12	100%	N=498
Overall opportunities for education and enrichment	41%	N=206	39%	N=193	17%	N=85	3%	N=14	100%	N=498
Overall economic health of Jupiter	53%	N=267	41%	N=204	4%	N=22	1%	N=7	100%	N=500
Sense of community	43%	N=216	43%	N=217	12%	N=61	1%	N=5	100%	N=500

Table 48: Question 14, Part 1

Please indicate which methods below you prefer in terms of how you receive information about the Town government and its activities, events and services (check all that apply)	Percent	Number
Town Times quarterly newsletter (including Town news, Recreation activities, 55+ activities and neighborhood news)	59%	N=227
e-Town Times (the online version of the Town's quarterly newsletter)	21%	N=81
The Town website's usability and design (www.jupiter.fl.us)	42%	N=162
The Town website's content (www.jupiter.fl.us)	42%	N=161
The Town's social media sites (Facebook, Twitter and Instagram)	25%	N=94
Fliers, posters or advertisements on Town programs and events	26%	N=102
Inlet Villager newsletter	9%	N=34
Annual reports and official Town publications	19%	N=72
Open houses and public meetings	11%	N=42
Direct mail (postcards and letters)	33%	N=126
Town community TV channel (Comcast channel 18)	12%	N=48

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

Table 49: Question 14, Part 2

If you have read or used a method, please rate the quality of each method:	Excellent		Good		Fair		Poor		Don't know		Total	
Town Times quarterly newsletter (including Town news, Recreation activities, 55+ activities and neighborhood news)	25%	N=95	38%	N=148	10%	N=39	1%	N=6	25%	N=99	100%	N=387
e-Town Times (the online version of the Town's quarterly newsletter)	13%	N=41	21%	N=68	6%	N=18	2%	N=8	58%	N=188	100%	N=323
The Town website's usability and design (www.jupiter.fl.us)	15%	N=57	37%	N=138	12%	N=46	4%	N=13	31%	N=116	100%	N=370
The Town website's content (www.jupiter.fl.us)	17%	N=62	41%	N=150	10%	N=36	2%	N=8	30%	N=109	100%	N=365
The Town's social media sites (Facebook, Twitter and Instagram)	11%	N=36	19%	N=64	8%	N=26	3%	N=9	60%	N=199	100%	N=334
Fliers, posters or advertisements on Town programs and events	10%	N=33	32%	N=108	14%	N=48	5%	N=18	38%	N=127	100%	N=334

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If you have read or used a method, please rate the quality of each method:	Excellent		Good		Fair		Poor		Don't know		Total	
Inlet Villager newsletter	4%	N=13	13%	N=41	8%	N=26	1%	N=4	73%	N=230	100%	N=314
Annual reports and official Town publications	9%	N=30	24%	N=78	9%	N=29	4%	N=13	54%	N=179	100%	N=329
Open houses and public meetings	8%	N=24	17%	N=52	12%	N=36	3%	N=8	62%	N=192	100%	N=313
Direct mail (postcards and letters)	13%	N=44	28%	N=98	14%	N=49	5%	N=18	40%	N=138	100%	N=347
Town community TV channel (Comcast channel 18)	4%	N=15	11%	N=35	9%	N=29	3%	N=10	73%	N=238	100%	N=326

Respondents could answer this question regardless of selecting it as a preferred method of receiving information about the Town government and its activities, events and services.

Table 50: Question 15

When thinking about upgrades and replacements to the Town's municipal facilities, police department and municipal complex at Indiantown Road and Military Trail (Town Hall, Police Department, Community Center, Emergency Operations Center, etc.), please indicate how important, if at all, each of the following is to you:	Essential		Very important		Somewhat important		Not at all important		Total	
Additional indoor recreation space (gyms, courts, etc.)	12%	N=56	26%	N=125	35%	N=170	27%	N=131	100%	N=481
Additional indoor classroom and program space	12%	N=59	22%	N=107	39%	N=187	26%	N=124	100%	N=477
Additional community meeting space	6%	N=29	18%	N=86	44%	N=209	32%	N=153	100%	N=478
Modernization and "hardening" of Town Hall facilities and infrastructure	13%	N=61	25%	N=120	38%	N=184	24%	N=113	100%	N=479
Modernization and "hardening" of Police department facilities and infrastructure	21%	N=99	29%	N=140	32%	N=153	18%	N=86	100%	N=477
A "town center" feeling for the municipal complex	16%	N=78	29%	N=137	34%	N=162	21%	N=100	100%	N=476
Event space at the municipal complex	11%	N=51	25%	N=121	36%	N=172	28%	N=136	100%	N=480
Greenspace at the municipal complex	19%	N=89	34%	N=162	30%	N=143	18%	N=85	100%	N=480
Access and entry features at the municipal complex (from Indiantown Road and Military Trail)	14%	N=67	33%	N=160	33%	N=159	19%	N=92	100%	N=478
Additional services at the municipal complex	9%	N=42	26%	N=122	37%	N=176	28%	N=131	100%	N=470

Table 51: Question 16

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=96	31%	N=93	11%	N=33	3%	N=9	22%	N=67	100%	N=298
Responsiveness	33%	N=99	29%	N=88	9%	N=27	6%	N=18	23%	N=68	100%	N=299
Courtesy	40%	N=121	24%	N=72	8%	N=25	5%	N=14	23%	N=68	100%	N=298

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	7%	N=35	2%	N=11	3%	N=16	11%	N=53	77%	N=388	100%	N=503
Purchase goods or services from a business located in Jupiter	0%	N=2	0%	N=0	18%	N=90	44%	N=223	38%	N=190	100%	N=504
Eat at least 5 portions of fruits and vegetables a day	3%	N=15	12%	N=59	34%	N=170	31%	N=156	20%	N=98	100%	N=499
Participate in moderate or vigorous physical activity	3%	N=14	9%	N=45	28%	N=142	31%	N=155	29%	N=147	100%	N=503
Read or watch local news (via television, paper, computer, etc.)	5%	N=26	10%	N=50	19%	N=98	28%	N=140	38%	N=190	100%	N=503
Vote in local elections	9%	N=43	6%	N=33	13%	N=64	18%	N=92	54%	N=270	100%	N=500

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Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	33%	N=166
Very good	45%	N=224
Good	18%	N=90
Fair	4%	N=23
Poor	0%	N=1
Total	100%	N=503

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	15%	N=76
Somewhat positive	32%	N=163
Neutral	38%	N=192
Somewhat negative	13%	N=64
Very negative	2%	N=9
Total	100%	N=504

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=302
Working part time for pay	9%	N=47
Unemployed, looking for paid work	2%	N=12
Unemployed, not looking for paid work	2%	N=9
Fully retired	27%	N=134
Total	100%	N=504

Table 56: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	31%	N=149
Yes, from home	16%	N=76
No	52%	N=249
Total	100%	N=475

Table 57: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	12%	N=61
2 to 5 years	22%	N=112
6 to 10 years	14%	N=71
11 to 20 years	20%	N=99
More than 20 years	32%	N=164
Total	100%	N=506

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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	53%	N=271
Building with two or more homes (duplex, townhome, apartment or condominium)	45%	N=228
Mobile home	0%	N=2
Other	1%	N=6
Total	100%	N=507

Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	26%	N=132
Owned	74%	N=371
Total	100%	N=504

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	1%	N=7
\$300 to \$599 per month	4%	N=22
\$600 to \$999 per month	13%	N=64
\$1,000 to \$1,499 per month	18%	N=90
\$1,500 to \$2,499 per month	38%	N=189
\$2,500 or more per month	25%	N=121
Total	100%	N=492

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=358
Yes	29%	N=145
Total	100%	N=503

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	67%	N=338
Yes	33%	N=166
Total	100%	N=504

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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	8%	N=39
\$25,000 to \$49,999	14%	N=65
\$50,000 to \$99,999	29%	N=138
\$100,000 to \$149,999	20%	N=96
\$150,000 or more	29%	N=139
Total	100%	N=477

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	92%	N=462
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	N=42
Total	100%	N=503

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	0%	N=2
Asian, Asian Indian or Pacific Islander	1%	N=3
Black or African American	1%	N=7
White	97%	N=485
Other	4%	N=21

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	16%	N=80
35 to 44 years	14%	N=71
45 to 54 years	24%	N=123
55 to 64 years	17%	N=87
65 to 74 years	14%	N=71
75 years or older	13%	N=67
Total	100%	N=504

Table 67: Question D16

What is your sex?	Percent	Number
Female	54%	N=273
Male	46%	N=232
Total	100%	N=505

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Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	76%	N=383
Land line	10%	N=52
Both	14%	N=72
Total	100%	N=506

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,” 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	95%	15	455	Higher
Overall image or reputation of Jupiter	93%	20	346	Higher
Jupiter as a place to live	97%	14	391	Higher
Your neighborhood as a place to live	92%	20	311	Higher
Jupiter as a place to raise children	90%	53	382	Higher
Jupiter as a place to retire	89%	4	357	Much higher
Overall appearance of Jupiter	94%	25	358	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%	117	332	Similar	
	In your neighborhood during the day	98%	84	354	Similar	
	In Jupiter's downtown/commercial area during the day	94%	133	311	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	75%	119	240	Similar	
	Availability of paths and walking trails	73%	106	311	Similar	
	Ease of walking in Jupiter	69%	129	299	Similar	
	Ease of travel by bicycle in Jupiter	55%	154	302	Similar	
	Ease of travel by public transportation in Jupiter	27%	163	203	Lower	
	Ease of travel by car in Jupiter	63%	180	302	Similar	
	Ease of public parking	69%	47	200	Similar	
	Traffic flow on major streets	40%	228	343	Similar	
Natural Environment	Quality of overall natural environment in Jupiter	89%	57	275	Similar	
	Cleanliness of Jupiter	93%	40	282	Higher	
	Air quality	92%	29	241	Higher	
Built Environment	Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	74%	43	229	Similar	
	Overall quality of new development in Jupiter	63%	94	286	Similar	
	Availability of affordable quality housing	30%	218	301	Similar	
	Variety of housing options	59%	107	277	Similar	
	Public places where people want to spend time	86%	16	221	Higher	
Economy	Overall economic health of Jupiter	87%	31	235	Higher	
	Vibrant downtown/commercial area	50%	95	212	Similar	
	Overall quality of business and service establishments in Jupiter	81%	39	269	Similar	
	Cost of living in Jupiter	34%	169	232	Similar	
	Shopping opportunities	75%	58	292	Higher	
	Employment opportunities	47%	98	310	Similar	
	Jupiter as a place to visit	92%	16	249	Much higher	
	Jupiter as a place to work	78%	37	358	Higher	
	Recreation and Wellness	Health and wellness opportunities in Jupiter	85%	25	230	Higher
		Availability of affordable quality mental health care	55%	54	201	Similar
Availability of preventive health services		76%	38	231	Similar	
Availability of affordable quality health care		76%	37	257	Higher	
Availability of affordable quality food		76%	27	234	Similar	
Recreational opportunities		83%	34	297	Higher	
	Fitness opportunities (including exercise classes and paths or trails, etc.)	80%	51	220	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	81%	61	231	Similar
	Opportunities to participate in religious or spiritual events and activities	89%	39	198	Similar
	Opportunities to attend cultural/arts/music activities	68%	106	296	Similar
	Adult educational opportunities	72%	49	207	Similar
	K-12 education	84%	76	267	Higher
	Availability of affordable quality child care/preschool	62%	53	247	Similar
Community Engagement	Opportunities to participate in social events and activities	74%	60	258	Similar
	Neighborliness of Jupiter	70%	47	224	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	65%	99	290	Similar
	Opportunities to participate in community matters	74%	52	270	Similar
	Opportunities to volunteer	78%	76	262	Similar

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of Jupiter	85%	45	432	Higher
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	86%	59	376	Similar
Value of services for the taxes paid to Jupiter	66%	61	401	Similar
Overall direction that Jupiter is taking	62%	137	316	Similar
Job Jupiter government does at welcoming citizen involvement	66%	58	316	Similar
Overall confidence in Jupiter government	57%	98	233	Similar
Generally acting in the best interest of the community	61%	95	233	Similar
Being honest	65%	73	226	Similar
Treating all residents fairly	64%	81	231	Similar
Services provided by the Federal Government	36%	154	246	Similar

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	89%	80	459	Similar
	Fire services	96%	92	383	Similar
	Ambulance or emergency medical services	96%	69	352	Similar
	Crime prevention	81%	101	357	Similar
	Fire prevention and education	84%	99	283	Similar
	Animal control	79%	35	340	Higher
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	86%	2	274	Higher
	Traffic enforcement	67%	113	372	Similar
	Street repair	62%	62	395	Higher
	Street cleaning	75%	54	321	Similar
Mobility	Street lighting	70%	78	326	Similar
	Sidewalk maintenance	67%	55	321	Higher
	Traffic signal timing	46%	181	259	Similar
	Bus or transit services	39%	170	223	Similar
	Garbage collection	90%	52	360	Similar
Natural Environment	Recycling	90%	42	361	Similar
	Yard waste pick-up	85%	47	275	Similar
	Drinking water	81%	54	322	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	71%	45	253	Similar
	Jupiter open space	69%	42	210	Similar
Built Environment	Storm drainage	78%	37	352	Higher
	Sewer services	90%	10	324	Higher
	Power (electric and/or gas) utility	88%	8	173	Similar
	Utility billing	85%	13	203	Higher
	Land use, planning and zoning	55%	87	303	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	69%	42	387	Higher
	Cable television	59%	58	200	Similar
	Economy	Economic development	65%	66	283
Recreation and Wellness	Town parks	91%	57	327	Similar
	Recreation programs or classes	84%	39	323	Higher
	Recreation centers or facilities	87%	30	273	Higher
	Health services	81%	29	211	Higher
Education and Enrichment	Town-sponsored special events	80%	36	251	Similar
	Public library services	92%	48	342	Similar
Community Engagement	Public information services	79%	49	281	Similar

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	74%	51	311	Similar
Recommend living in Jupiter to someone who asks	94%	70	283	Similar
Remain in Jupiter for the next five years	92%	17	274	Similar
Contacted Jupiter (in-person, phone, email or web) for help or information	44%	170	315	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	85%	3	202	Much higher
	Did NOT report a crime to the police	80%	108	226	Similar
	Household member was NOT a victim of a crime	92%	76	271	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	6%	162	183	Much lower
	Carpooled with other adults or children instead of driving alone	40%	139	214	Similar
	Walked or biked instead of driving	60%	91	222	Similar
Natural Environment	Made efforts to conserve water	86%	67	209	Similar
	Made efforts to make your home more energy efficient	73%	162	210	Similar
	Recycle at home	91%	127	255	Similar
Built Environment	Did NOT observe a code violation or other hazard in Jupiter	66%	36	216	Higher
	NOT experiencing housing costs stress	63%	190	252	Similar
Economy	Purchase goods or services from a business located in Jupiter	100%	3	220	Similar
	Economy will have positive impact on income	47%	8	253	Higher
	Work inside boundaries of Jupiter	48%	75	221	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Used Jupiter recreation centers or their services	63%	56	231	Similar
	Visited a neighborhood park or Town park	88%	80	266	Similar
	Eat at least 5 portions of fruits and vegetables a day	85%	80	212	Similar
	Participate in moderate or vigorous physical activity	88%	72	216	Similar
	In very good to excellent health	77%	12	216	Similar
Education and Enrichment	Used Jupiter public libraries or their services	65%	109	241	Similar
	Participated in religious or spiritual activities in Jupiter	47%	92	195	Similar
	Attended Town-sponsored event	56%	101	222	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	22%	109	203	Similar
	Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	12%	197	219	Similar
	Volunteered your time to some group/activity in Jupiter	37%	145	261	Similar
	Participated in a club	28%	106	235	Similar
	Talked to or visited with your immediate neighbors	95%	41	217	Similar
	Done a favor for a neighbor	90%	16	212	Similar
	Attended a local public meeting	21%	128	260	Similar
	Watched (online or on television) a local public meeting	13%	201	223	Lower
	Read or watch local news (via television, paper, computer, etc.)	85%	129	221	Similar
	Vote in local elections	85%	107	254	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	Auburn city, AL.....	53,380
Airway Heights city, WA.....	6,114	Augusta CCD, GA.....	134,777
Albany city, OR.....	50,158	Aurora city, CO.....	325,078
Albemarle County, VA.....	98,970	Austin city, TX.....	790,390
Albert Lea city, MN.....	18,016	Avon town, CO.....	6,447
Alexandria city, VA.....	139,966	Avon town, IN.....	12,446
Algonquin village, IL.....	30,046	Avondale city, AZ.....	76,238
Aliso Viejo city, CA.....	47,823	Azusa city, CA.....	46,361
Altoona city, IA.....	14,541	Bainbridge Island city, WA.....	23,025
American Canyon city, CA.....	19,454	Baltimore city, MD.....	620,961
Ames city, IA.....	58,965	Bartonville town, TX.....	1,469
Andover CDP, MA.....	8,762	Battle Creek city, MI.....	52,347
Ankeny city, IA.....	45,582	Bay City city, MI.....	34,932
Ann Arbor city, MI.....	113,934	Bay Village city, OH.....	15,651
Annapolis city, MD.....	38,394	Baytown city, TX.....	71,802
Apache Junction city, AZ.....	35,840	Bedford city, TX.....	46,979
Arapahoe County, CO.....	572,003	Bedford town, MA.....	13,320
Arkansas City city, AR.....	366	Bellevue city, WA.....	122,363
Arlington city, TX.....	365,438	Bellingham city, WA.....	80,885
Arvada city, CO.....	106,433	Benbrook city, TX.....	21,234
Asheville city, NC.....	83,393	Bend city, OR.....	76,639
Ashland city, OR.....	20,078	Bettendorf city, IA.....	33,217
Ashland town, MA.....	16,593	Billings city, MT.....	104,170
Ashland town, VA.....	7,225	Blaine city, MN.....	57,186
Aspen city, CO.....	6,658	Bloomfield Hills city, MI.....	3,869
Athens-Clarke County, GA.....	115,452	Bloomington city, IN.....	80,405

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Bloomington city, MN	82,893	Concord city, CA	122,067
Blue Springs city, MO	52,575	Concord town, MA.....	17,668
Boise City city, ID	205,671	Conshohocken borough, PA	7,833
Bonner Springs city, KS	7,314	Coon Rapids city, MN	61,476
Boone County, KY	118,811	Copperas Cove city, TX.....	32,032
Boulder city, CO.....	97,385	Coral Springs city, FL.....	121,096
Bowling Green city, KY	58,067	Coronado city, CA	18,912
Bozeman city, MT	37,280	Corvallis city, OR.....	54,462
Brentwood city, MO.....	8,055	Cottonwood Heights city, UT	33,433
Brentwood city, TN	37,060	Creve Coeur city, MO	17,833
Brighton city, CO.....	33,352	Cross Roads town, TX	1,563
Brighton city, MI	7,444	Dacono city, CO	4,152
Bristol city, TN	26,702	Dade City city, FL.....	6,437
Broken Arrow city, OK	98,850	Dakota County, MN	398,552
Brookfield city, WI	37,920	Dallas city, OR	14,583
Brookline CDP, MA	58,732	Dallas city, TX.....	1,197,816
Brooklyn Center city, MN	30,104	Danville city, KY.....	16,218
Brooklyn city, OH	11,169	Dardenne Prairie city, MO	11,494
Broomfield city, CO	55,889	Darien city, IL.....	22,086
Brownsburg town, IN	21,285	Davenport city, FL.....	2,888
Buffalo Grove village, IL	41,496	Davenport city, IA.....	99,685
Burien city, WA.....	33,313	Davidson town, NC.....	10,944
Burleson city, TX.....	36,690	Dayton city, OH	141,527
Burlingame city, CA.....	28,806	Dayton town, WY	757
Cabarrus County, NC.....	178,011	Decatur city, GA.....	19,335
Cambridge city, MA.....	105,162	Del Mar city, CA	4,161
Cannon Beach city, OR.....	1,690	DeLand city, FL.....	27,031
Cañon City city, CO	16,400	Delaware city, OH	34,753
Canton city, SD	3,057	Delray Beach city, FL.....	60,522
Cape Coral city, FL	154,305	Denison city, TX.....	22,682
Cape Girardeau city, MO.....	37,941	Denton city, TX.....	113,383
Carlisle borough, PA.....	18,682	Denver city, CO.....	600,158
Carlsbad city, CA.....	105,328	Derby city, KS.....	22,158
Carroll city, IA.....	10,103	Des Moines city, IA	203,433
Cartersville city, GA.....	19,731	Des Peres city, MO	8,373
Cary town, NC	135,234	Destin city, FL.....	12,305
Castine town, ME.....	1,366	Dothan city, AL	65,496
Castle Pines North city, CO	10,360	Douglas County, CO	285,465
Castle Rock town, CO.....	48,231	Dover city, NH	29,987
Cedar Hill city, TX	45,028	Dublin city, CA	46,036
Cedar Rapids city, IA.....	126,326	Dublin city, OH	41,751
Celina city, TX.....	6,028	Duluth city, MN.....	86,265
Centennial city, CO.....	100,377	Durham city, NC	228,330
Chandler city, AZ	236,123	Durham County, NC	267,587
Chandler city, TX	2,734	Dyer town, IN	16,390
Chanhassen city, MN	22,952	Eagan city, MN	64,206
Chapel Hill town, NC	57,233	Eagle Mountain city, UT.....	21,415
Chardon city, OH	5,148	Eagle town, CO	6,508
Charles County, MD	146,551	East Grand Forks city, MN	8,601
Charlotte city, NC.....	731,424	East Lansing city, MI	48,579
Charlotte County, FL	159,978	Eau Claire city, WI	65,883
Charlottesville city, VA.....	43,475	Eden Prairie city, MN.....	60,797
Chattanooga city, TN.....	167,674	Edgerton city, KS	1,671
Chautauqua town, NY	4,464	Edgewater city, CO	5,170
Chesterfield County, VA.....	316,236	Edina city, MN	47,941
Citrus Heights city, CA	83,301	Edmond city, OK.....	81,405
Clackamas County, OR	375,992	Edmonds city, WA.....	39,709
Clarendon Hills village, IL	8,427	El Cerrito city, CA.....	23,549
Clayton city, MO	15,939	El Dorado County, CA.....	181,058
Clearwater city, FL	107,685	El Paso de Robles (Paso Robles) city, CA	29,793
Cleveland Heights city, OH	46,121	Elk Grove city, CA	153,015
Clinton city, SC	8,490	Elko New Market city, MN.....	4,110
Clive city, IA	15,447	Elmhurst city, IL.....	44,121
Clovis city, CA.....	95,631	Encinitas city, CA	59,518
College Park city, MD	30,413	Englewood city, CO.....	30,255
College Station city, TX	93,857	Erie town, CO	18,135
Columbia city, MO.....	108,500	Escambia County, FL.....	297,619
Columbia city, SC	129,272	Estes Park town, CO.....	5,858
Columbia Falls city, MT.....	4,688	Euclid city, OH	48,920
Commerce City city, CO.....	45,913	Fairview town, TX	7,248

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Farmersville city, TX.....	3,301	Hutto city, TX.....	14,698
Farmington Hills city, MI.....	79,740	Independence city, MO.....	116,830
Fayetteville city, NC.....	200,564	Indianola city, IA.....	14,782
Fernandina Beach city, FL.....	11,487	Indio city, CA.....	76,036
Fishers town, IN.....	76,794	Iowa City city, IA.....	67,862
Flagstaff city, AZ.....	65,870	Irving city, TX.....	216,290
Flower Mound town, TX.....	64,669	Issaquah city, WA.....	30,434
Forest Grove city, OR.....	21,083	Jackson County, MI.....	160,248
Fort Collins city, CO.....	143,986	James City County, VA.....	67,009
Fort Lauderdale city, FL.....	165,521	Jefferson County, NY.....	116,229
Fort Smith city, AR.....	86,209	Jefferson Parish, LA.....	432,552
Franklin city, TN.....	62,487	Johnson City city, TN.....	63,152
Fremont city, CA.....	214,089	Johnston city, IA.....	17,278
Friendswood city, TX.....	35,805	Jupiter town, FL.....	55,156
Fruita city, CO.....	12,646	Kalamazoo city, MI.....	74,262
Gahanna city, OH.....	33,248	Kansas City city, KS.....	145,786
Gaithersburg city, MD.....	59,933	Kansas City city, MO.....	459,787
Galveston city, TX.....	47,743	Keizer city, OR.....	36,478
Gardner city, KS.....	19,123	Kenmore city, WA.....	20,460
Georgetown city, TX.....	47,400	Kennedale city, TX.....	6,763
Germantown city, TN.....	38,844	Kennett Square borough, PA.....	6,072
Gilbert town, AZ.....	208,453	Kent city, WA.....	92,411
Gillette city, WY.....	29,087	Kerrville city, TX.....	22,347
Glen Ellyn village, IL.....	27,450	Kettering city, OH.....	56,163
Glendora city, CA.....	50,073	Key West city, FL.....	24,649
Glenview village, IL.....	44,692	King City city, CA.....	12,874
Globe city, AZ.....	7,532	King County, WA.....	1,931,249
Golden city, CO.....	18,867	Kirkland city, WA.....	48,787
Golden Valley city, MN.....	20,371	Kirkwood city, MO.....	27,540
Goodyear city, AZ.....	65,275	Knoxville city, IA.....	7,313
Grafton village, WI.....	11,459	La Plata town, MD.....	8,753
Grand Blanc city, MI.....	8,276	La Porte city, TX.....	33,800
Grants Pass city, OR.....	34,533	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
Greenville city, NC.....	84,554	Laguna Niguel city, CA.....	62,979
Greenwich town, CT.....	61,171	Lake Forest city, IL.....	19,375
Greenwood Village city, CO.....	13,925	Lake in the Hills village, IL.....	28,965
Greer city, SC.....	25,515	Lake Stevens city, WA.....	28,069
Gunnison County, CO.....	15,324	Lake Worth city, FL.....	34,910
Hailey city, ID.....	7,960	Lake Zurich village, IL.....	19,631
Haines Borough, AK.....	2,508	Lakeville city, MN.....	55,954
Haltom City city, TX.....	42,409	Lakewood city, CO.....	142,980
Hamilton city, OH.....	62,477	Lakewood city, WA.....	58,163
Hamilton town, MA.....	7,764	Lane County, OR.....	351,715
Hanover County, VA.....	99,863	Lansing city, MI.....	114,297
Harrisburg city, SD.....	4,089	Laramie city, WY.....	30,816
Harrisonburg city, VA.....	48,914	Larimer County, CO.....	299,630
Harrisonville city, MO.....	10,019	Las Cruces city, NM.....	97,618
Hastings city, MN.....	22,172	Las Vegas city, NM.....	13,753
Hayward city, CA.....	144,186	Las Vegas city, NV.....	583,756
Henderson city, NV.....	257,729	Lawrence city, KS.....	87,643
Herndon town, VA.....	23,292	Lawrenceville city, GA.....	28,546
High Point city, NC.....	104,371	Lee's Summit city, MO.....	91,364
Highland Park city, IL.....	29,763	Lehi city, UT.....	47,407
Highlands Ranch CDP, CO.....	96,713	Lenexa city, KS.....	48,190
Holland city, MI.....	33,051	Lewis County, NY.....	27,087
Homer Glen village, IL.....	24,220	Lewiston city, ID.....	31,894
Honolulu County, HI.....	953,207	Lewisville city, TX.....	95,290
Hooksett town, NH.....	13,451	Lewisville town, NC.....	12,639
Hopkins city, MN.....	17,591	Libertyville village, IL.....	20,315
Hopkinton town, MA.....	14,925	Lincoln city, NE.....	258,379
Hoquiam city, WA.....	8,726	Lincolnwood village, IL.....	12,590
Horry County, SC.....	269,291	Lindsborg city, KS.....	3,458
Howard village, WI.....	17,399	Little Chute village, WI.....	10,449
Hudson city, OH.....	22,262	Littleton city, CO.....	41,737
Hudson town, CO.....	2,356	Livermore city, CA.....	80,968
Huntley village, IL.....	24,291	Lombard village, IL.....	43,165
Hurst city, TX.....	37,337	Lone Tree city, CO.....	10,218
Hutchinson city, MN.....	14,178	Long Grove village, IL.....	8,043

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Longmont city, CO	86,270	Newport News city, VA	180,719
Longview city, TX	80,455	Newton city, IA	15,254
Lonsdale city, MN	3,674	Noblesville city, IN	51,969
Los Alamos County, NM	17,950	Nogales city, AZ	20,837
Los Altos Hills town, CA	7,922	Norcross city, GA	9,116
Louisville city, CO	18,376	Norfolk city, VA	242,803
Lower Merion township, PA	57,825	North Mankato city, MN	13,394
Lynchburg city, VA	75,568	North Port city, FL	57,357
Lynnwood city, WA	35,836	North Richland Hills city, TX	63,343
Macomb County, MI	840,978	North Yarmouth town, ME	3,565
Manassas city, VA	37,821	Novato city, CA	51,904
Manhattan Beach city, CA	35,135	Novi city, MI	55,224
Manhattan city, KS	52,281	O'Fallon city, IL	28,281
Mankato city, MN	39,309	O'Fallon city, MO	79,329
Maple Grove city, MN	61,567	Oak Park village, IL	51,878
Maricopa County, AZ	3,817,117	Oakland city, CA	390,724
Marion city, IA	34,768	Oakley city, CA	35,432
Marshfield city, WI	19,118	Oklahoma City city, OK	579,999
Martinez city, CA	35,824	Olathe city, KS	125,872
Marysville city, WA	60,020	Old Town city, ME	7,840
Matthews town, NC	27,198	Olmsted County, MN	144,248
McAllen city, TX	129,877	Olympia city, WA	46,478
McKinney city, TX	131,117	Orange village, OH	3,323
McMinnville city, OR	32,187	Orland Park village, IL	56,767
Menlo Park city, CA	32,026	Orleans Parish, LA	343,829
Menomonee Falls village, WI	35,626	Oshkosh city, WI	66,083
Mercer Island city, WA	22,699	Oshtemo charter township, MI	21,705
Meridian charter township, MI	39,688	Oswego village, IL	30,355
Meridian city, ID	75,092	Otsego County, MI	24,164
Merriam city, KS	11,003	Ottawa County, MI	263,801
Mesa city, AZ	439,041	Paducah city, KY	25,024
Mesa County, CO	146,723	Palm Beach Gardens city, FL	48,452
Miami Beach city, FL	87,779	Palm Coast city, FL	75,180
Miami city, FL	399,457	Palo Alto city, CA	64,403
Middleton city, WI	17,442	Palos Verdes Estates city, CA	13,438
Midland city, MI	41,863	Papillion city, NE	18,894
Milford city, DE	9,559	Paradise Valley town, AZ	12,820
Milton city, GA	32,661	Park City city, UT	7,558
Minneapolis city, MN	382,578	Parker town, CO	45,297
Missouri City city, TX	67,358	Parkland city, FL	23,962
Modesto city, CA	201,165	Pasco city, WA	59,781
Monterey city, CA	27,810	Pasco County, FL	464,697
Montgomery city, MN	2,956	Payette city, ID	7,433
Montgomery County, MD	971,777	Pearland city, TX	91,252
Monticello city, UT	1,972	Peoria city, AZ	154,065
Montrose city, CO	19,132	Peoria city, IL	115,007
Monument town, CO	5,530	Pflugerville city, TX	46,936
Mooreville town, NC	32,711	Phoenix city, AZ	1,445,632
Moraga town, CA	16,016	Pinehurst village, NC	13,124
Morristown city, TN	29,137	Piqua city, OH	20,522
Morrisville town, NC	18,576	Pitkin County, CO	17,148
Morro Bay city, CA	10,234	Plano city, TX	259,841
Mountain Village town, CO	1,320	Platte City city, MO	4,691
Mountlake Terrace city, WA	19,909	Pleasant Hill city, IA	8,785
Murphy city, TX	17,708	Pleasanton city, CA	70,285
Naperville city, IL	141,853	Plymouth city, MN	70,576
Napoleon city, OH	8,749	Polk County, IA	430,640
Needham CDP, MA	28,886	Pompano Beach city, FL	99,845
Nevada City city, CA	3,068	Port Orange city, FL	56,048
Nevada County, CA	98,764	Portland city, OR	583,776
New Braunfels city, TX	57,740	Post Falls city, ID	27,574
New Brighton city, MN	21,456	Powell city, OH	11,500
New Hanover County, NC	202,667	Prince William County, VA	402,002
New Hope city, MN	20,339	Prior Lake city, MN	22,796
New Orleans city, LA	343,829	Pueblo city, CO	106,595
New Port Richey city, FL	14,911	Purcellville town, VA	7,727
New Smyrna Beach city, FL	22,464	Queen Creek town, AZ	26,361
New Ulm city, MN	13,522	Raleigh city, NC	403,892
Newberg city, OR	22,068	Ramsey city, MN	23,668
Newport city, RI	24,672	Raymond town, ME	4,436

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Raymore city, MO	19,206	South Jordan city, UT	50,418
Redmond city, OR	26,215	South Lake Tahoe city, CA	21,403
Redmond city, WA	54,144	Southlake city, TX	26,575
Reno city, NV	225,221	Spearfish city, SD	10,494
Reston CDP, VA	58,404	Spring Hill city, KS	5,437
Richland city, WA	48,058	Springboro city, OH	17,409
Richmond city, CA	103,701	Springfield city, MO	159,498
Richmond Heights city, MO	8,603	Springville city, UT	29,466
Rio Rancho city, NM	87,521	St. Augustine city, FL	12,975
River Falls city, WI	15,000	St. Charles city, IL	32,974
Riverside city, CA	303,871	St. Cloud city, FL	35,183
Riverside city, MO	2,937	St. Cloud city, MN	65,842
Roanoke city, VA	97,032	St. Joseph city, MO	76,780
Roanoke County, VA	92,376	St. Joseph town, WI	3,842
Rochester Hills city, MI	70,995	St. Louis County, MN	200,226
Rock Hill city, SC	66,154	State College borough, PA	42,034
Rockville city, MD	61,209	Steamboat Springs city, CO	12,088
Roeland Park city, KS	6,731	Sterling Heights city, MI	129,699
Rogers city, MN	8,597	Sugar Grove village, IL	8,997
Rohnert Park city, CA	40,971	Sugar Land city, TX	78,817
Rolla city, MO	19,559	Suisun City city, CA	28,111
Roselle village, IL	22,763	Summit city, NJ	21,457
Rosemount city, MN	21,874	Summit County, UT	36,324
Rosenberg city, TX	30,618	Summit village, IL	11,054
Roseville city, MN	33,660	Sunnyvale city, CA	140,081
Round Rock city, TX	99,887	Surprise city, AZ	117,517
Royal Oak city, MI	57,236	Suwanee city, GA	15,355
Saco city, ME	18,482	Tacoma city, WA	198,397
Sahuarita town, AZ	25,259	Takoma Park city, MD	16,715
Salida city, CO	5,236	Tamarac city, FL	60,427
Sammamish city, WA	45,780	Temecula city, CA	100,097
San Anselmo town, CA	12,336	Tempe city, AZ	161,719
San Diego city, CA	1,307,402	Temple city, TX	66,102
San Francisco city, CA	805,235	Texarkana city, TX	36,411
San Jose city, CA	945,942	The Woodlands CDP, TX	93,847
San Juan County, NM	130,044	Thousand Oaks city, CA	126,683
San Marcos city, CA	83,781	Tigard city, OR	48,035
San Marcos city, TX	44,894	Tracy city, CA	82,922
San Rafael city, CA	57,713	Trinidad CCD, CO	12,017
Sanford city, FL	53,570	Tualatin city, OR	26,054
Sangamon County, IL	197,465	Tulsa city, OK	391,906
Santa Clarita city, CA	176,320	Twin Falls city, ID	44,125
Santa Fe city, NM	67,947	Tyler city, TX	96,900
Santa Fe County, NM	144,170	Unalaska city, AK	4,376
Santa Monica city, CA	89,736	University Heights city, OH	13,539
Sarasota County, FL	379,448	University Park city, TX	23,068
Savage city, MN	26,911	Upper Arlington city, OH	33,771
Schaumburg village, IL	74,227	Urbandale city, IA	39,463
Schertz city, TX	31,465	Vail town, CO	5,305
Scott County, MN	129,928	Vancouver city, WA	161,791
Scottsdale city, AZ	217,385	Ventura CCD, CA	111,889
Seaside city, CA	33,025	Vernon Hills village, IL	25,113
Sedona city, AZ	10,031	Vestavia Hills city, AL	34,033
Sevierville city, TN	14,807	Victoria city, MN	7,345
Shakopee city, MN	37,076	Vienna town, VA	15,687
Sharonville city, OH	13,560	Virginia Beach city, VA	437,994
Shawnee city, KS	62,209	Walnut Creek city, CA	64,173
Shawnee city, OK	29,857	Washington County, MN	238,136
Sherborn town, MA	4,119	Washington town, NH	1,123
Shoreview city, MN	25,043	Washoe County, NV	421,407
Shorewood village, IL	15,615	Washougal city, WA	14,095
Shorewood village, WI	13,162	Wauwatosa city, WI	46,396
Sierra Vista city, AZ	43,888	Waverly city, IA	9,874
Silverton city, OR	9,222	Weddington town, NC	9,459
Sioux Center city, IA	7,048	Wentzville city, MO	29,070
Sioux Falls city, SD	153,888	West Carrollton city, OH	13,143
Skokie village, IL	64,784	West Chester borough, PA	18,461
Snellville city, GA	18,242	West Des Moines city, IA	56,609
Snoqualmie city, WA	10,670	Western Springs village, IL	12,975
Somerset town, MA	18,165	Westerville city, OH	36,120

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Westlake town, TX.....	992	Winter Garden city, FL.....	34,568
Westminster city, CO.....	106,114	Woodbury city, MN.....	61,961
Weston town, MA.....	11,261	Woodinville city, WA.....	10,938
White House city, TN.....	10,255	Woodland city, CA.....	55,468
Wichita city, KS.....	382,368	Wrentham town, MA.....	10,955
Williamsburg city, VA.....	14,068	Wyandotte County, KS.....	157,505
Willowbrook village, IL.....	8,540	Yakima city, WA.....	91,067
Wilmington city, NC.....	106,476	York County, VA.....	65,464
Wilsonville city, OR.....	19,509	Yorktown town, IN.....	9,405
Windsor town, CO.....	18,644	Yorkville city, IL.....	16,921
Windsor town, CT.....	29,044	Yountville city, CA.....	2,933
Winnetka village, IL.....	12,187		

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	95%	1	22	Higher
Overall image or reputation of Jupiter	93%	1	19	Much higher
Jupiter as a place to live	97%	1	19	Higher
Your neighborhood as a place to live	92%	1	19	Higher
Jupiter as a place to raise children	90%	3	21	Much higher
Jupiter as a place to retire	89%	1	21	Higher
Overall appearance of Jupiter	94%	1	21	Higher

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%	1	17	Higher
	In your neighborhood during the day	98%	1	21	Similar
	In Jupiter's downtown/commercial area during the day	94%	3	18	Similar
Mobility	Overall ease of getting to the places you usually have to visit	75%	4	14	Similar
	Availability of paths and walking trails	73%	4	19	Higher
	Ease of walking in Jupiter	69%	6	17	Similar
	Ease of travel by bicycle in Jupiter	55%	7	16	Similar
	Ease of travel by public transportation in Jupiter	27%	8	13	Similar
	Ease of travel by car in Jupiter	63%	7	16	Similar
	Ease of public parking	69%	3	14	Higher
	Traffic flow on major streets	40%	12	21	Similar
Natural Environment	Quality of overall natural environment in Jupiter	89%	1	15	Higher
	Cleanliness of Jupiter	93%	2	16	Higher
	Air quality	92%	1	16	Higher
Built Environment	Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	74%	2	14	Higher
	Overall quality of new development in Jupiter	63%	4	16	Similar
	Availability of affordable quality housing	30%	13	18	Similar
	Variety of housing options	59%	3	16	Similar
	Public places where people want to spend time	86%	2	14	Higher
Economy	Overall economic health of Jupiter	87%	1	16	Much higher
	Vibrant downtown/commercial area	50%	6	12	Similar
	Overall quality of business and service establishments in Jupiter	81%	2	15	Higher
	Cost of living in Jupiter	34%	11	14	Similar
	Shopping opportunities	75%	4	15	Similar
	Employment opportunities	47%	2	17	Higher
	Jupiter as a place to visit	92%	4	15	Higher
	Jupiter as a place to work	78%	1	20	Much higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Jupiter	85%	1	14	Higher
	Availability of affordable quality mental health care	55%	1	13	Higher
	Availability of preventive health services	76%	1	16	Higher
	Availability of affordable quality health care	76%	1	18	Higher
	Availability of affordable quality food	76%	2	15	Higher
	Recreational opportunities	83%	2	17	Higher
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	80%	2	14	Higher
	Overall opportunities for education and enrichment	81%	1	14	Higher
	Opportunities to participate in religious or spiritual events and activities	89%	1	11	Similar
	Opportunities to attend cultural/arts/music activities	68%	7	17	Similar
	Adult educational opportunities	72%	1	13	Higher
	K-12 education	84%	1	16	Much higher
Community Engagement	Availability of affordable quality child care/preschool	62%	3	15	Higher
	Opportunities to participate in social events and activities	74%	6	15	Similar
	Neighborliness of Jupiter	70%	4	14	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	65%	2	17	Similar
	Opportunities to participate in community matters	74%	4	16	Similar
	Opportunities to volunteer	78%	5	16	Similar

Table 77: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of Jupiter	85%	2	23	Higher
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	86%	2	22	Higher
Value of services for the taxes paid to Jupiter	66%	3	21	Similar
Overall direction that Jupiter is taking	62%	5	18	Similar
Job Jupiter government does at welcoming citizen involvement	66%	2	18	Higher
Overall confidence in Jupiter government	57%	2	14	Similar
Generally acting in the best interest of the community	61%	2	14	Higher
Being honest	65%	2	14	Higher
Treating all residents fairly	64%	2	14	Higher
Services provided by the Federal Government	36%	13	16	Similar

Table 78: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	89%	2	26	Higher
	Fire services	96%	4	22	Similar
	Ambulance or emergency medical services	96%	3	20	Similar
	Crime prevention	81%	2	21	Higher
	Fire prevention and education	84%	3	17	Similar
	Animal control	79%	1	11	Higher
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	86%	1	16	Higher
Mobility	Traffic enforcement	67%	2	18	Similar
	Street repair	62%	1	18	Higher
	Street cleaning	75%	2	17	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Street lighting	70%	2	18	Higher
	Sidewalk maintenance	67%	2	18	Higher
	Traffic signal timing	46%	7	14	Similar
	Bus or transit services	39%	7	13	Similar
Natural Environment	Garbage collection	90%	4	22	Higher
	Recycling	90%	3	20	Higher
	Yard waste pick-up	85%	3	19	Similar
	Drinking water	81%	1	19	Much higher
	Preservation of natural areas such as open space, farmlands and greenbelts	71%	1	13	Higher
Built Environment	Jupiter open space	69%	1	11	Higher
	Storm drainage	78%	2	20	Higher
	Sewer services	90%	1	17	Higher
	Power (electric and/or gas) utility	88%	1	11	Higher
	Utility billing	85%	2	11	Higher
	Land use, planning and zoning	55%	2	15	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	69%	1	24	Higher
Economy	Cable television	59%	1	9	Higher
	Economic development	65%	2	17	Higher
Recreation and Wellness	Town parks	91%	2	21	Higher
	Recreation programs or classes	84%	1	19	Higher
	Recreation centers or facilities	87%	3	18	Higher
	Health services	81%	1	11	Higher
Education and Enrichment	Town-sponsored special events	80%	2	19	Higher
	Public library services	92%	1	15	Higher
Community Engagement	Public information services	79%	1	19	Higher

Table 79: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	74%	2	18	Higher
Recommend living in Jupiter to someone who asks	94%	2	16	Higher
Remain in Jupiter for the next five years	92%	2	16	Similar
Contacted Jupiter (in-person, phone, email or web) for help or information	44%	15	17	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	85%	2	14	Much higher
	Did NOT report a crime to the police	80%	2	14	Similar
	Household member was NOT a victim of a crime	92%	3	16	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	6%	6	11	Similar
	Carpooled with other adults or children instead of driving alone	40%	8	14	Similar
	Walked or biked instead of driving	60%	6	14	Similar
Natural Environment	Made efforts to conserve water	86%	11	14	Similar
	Made efforts to make your home more energy efficient	73%	12	13	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Recycle at home	91%	6	16	Similar
Built Environment	Did NOT observe a code violation or other hazard in Jupiter	66%	1	14	Much higher
	NOT experiencing housing costs stress	63%	11	16	Similar
	Purchase goods or services from a business located in Jupiter	100%	1	14	Similar
Economy	Economy will have positive impact on income	47%	1	16	Higher
	Work inside boundaries of Jupiter	48%	4	14	Similar
	Used Jupiter recreation centers or their services	63%	4	17	Similar
Recreation and Wellness	Visited a neighborhood park or Town park	88%	1	17	Similar
	Eat at least 5 portions of fruits and vegetables a day	85%	5	14	Similar
	Participate in moderate or vigorous physical activity	88%	3	14	Similar
	In very good to excellent health	77%	1	14	Similar
Education and Enrichment	Used Jupiter public libraries or their services	65%	2	14	Similar
	Participated in religious or spiritual activities in Jupiter	47%	7	10	Similar
	Attended Town-sponsored event	56%	7	14	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	22%	10	13	Similar
	Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	12%	12	12	Lower
	Volunteered your time to some group/activity in Jupiter	37%	7	16	Similar
	Participated in a club	28%	8	14	Similar
	Talked to or visited with your immediate neighbors	95%	2	14	Similar
	Done a favor for a neighbor	90%	3	14	Similar
	Attended a local public meeting	21%	13	16	Similar
	Watched (online or on television) a local public meeting	13%	14	14	Lower
	Read or watch local news (via television, paper, computer, etc.)	85%	9	14	Similar
	Vote in local elections	85%	7	16	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	Miami city, FL	399,457
Charlotte County, FL	159,978	New Port Richey city, FL.....	14,911
Clearwater city, FL	107,685	New Smyrna Beach city, FL	22,464
Coral Springs city, FL.....	121,096	North Port city, FL.....	57,357
Dade City city, FL.....	6,437	Palm Beach Gardens city, FL.....	48,452
Davenport city, FL.....	2,888	Palm Coast city, FL.....	75,180
DeLand city, FL.....	27,031	Parkland city, FL	23,962
Delray Beach city, FL.....	60,522	Pasco County, FL	464,697
Destin city, FL.....	12,305	Pompano Beach city, FL	99,845
Escambia County, FL.....	297,619	Port Orange city, FL	56,048
Fernandina Beach city, FL.....	11,487	Sanford city, FL.....	53,570
Fort Lauderdale city, FL.....	165,521	Sarasota County, FL	379,448
Jupiter town, FL.....	55,156	St. Augustine city, FL	12,975
Key West city, FL	24,649	St. Cloud city, FL.....	35,183
Lake Worth city, FL	34,910	Tamarac city, FL	60,427
Miami Beach city, FL	87,779	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 address 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."

Selecting Survey Recipients

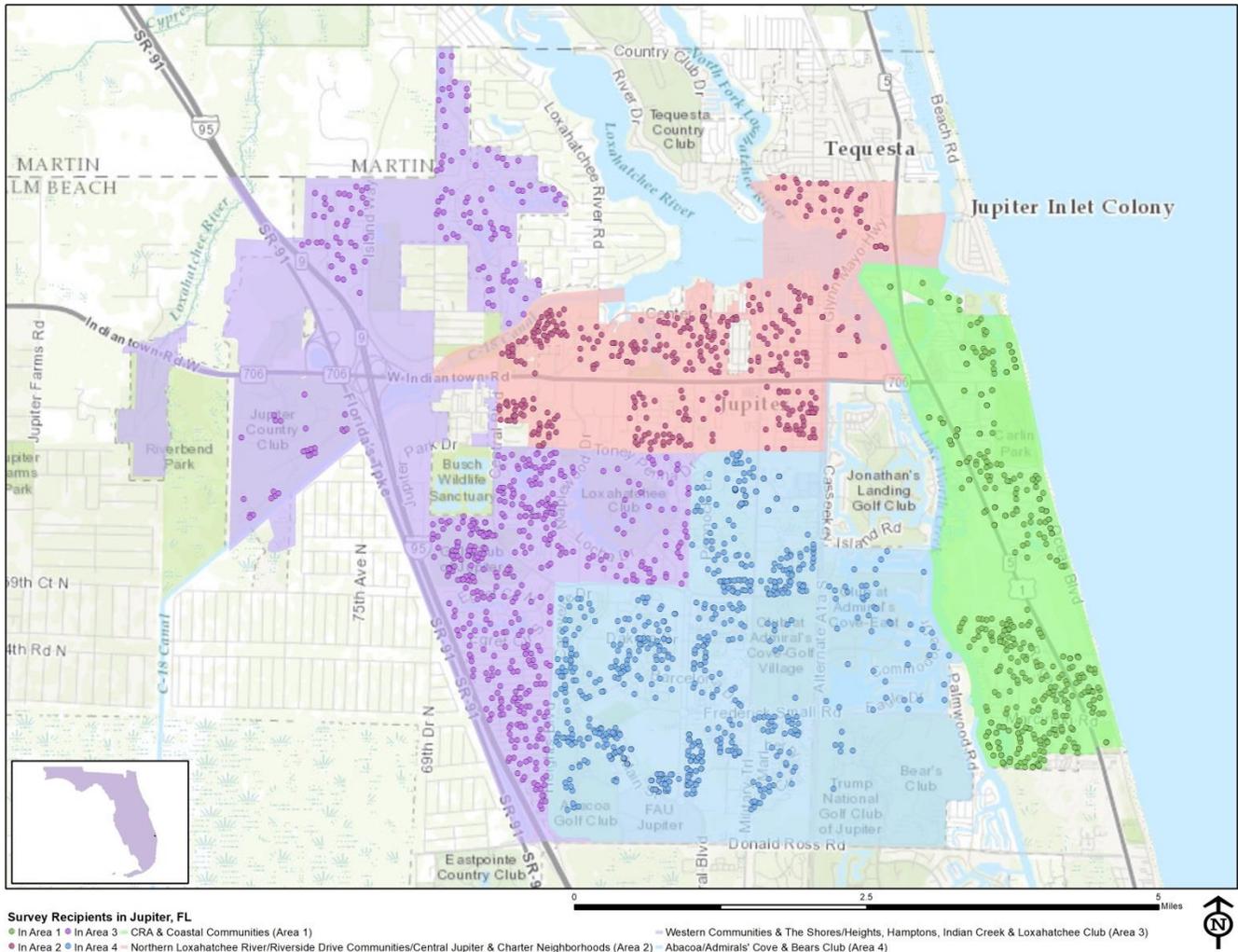
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the Town of Jupiter were eligible to participate in the survey. A list of all households within the zip codes serving Jupiter was purchased from [Go-Dog Direct](#) based on updated listings from 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 geographic areas.

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 selected at a higher rate 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 selected 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.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the Town of Jupiter website. This opt-in survey was identical to the scientific survey and open to all Town residents. The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on November 22, 2017. 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. The Town of Jupiter chose to augment their administration of The NCS with several additional services, including geographic subgroup comparisons and custom benchmark comparison. Completed surveys were collected over the following eight weeks. The online “opt-in” survey became available to all residents on December 18, 2017 and remained open for six weeks.

About 10% 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 2,332 households that received the survey, 509 completed the survey, providing an overall response rate of 22%. Of the 509 completed surveys, 49 were completed online. Additionally, responses were tracked by geographic area; response rates by areas ranged from 14% to 33%. The response rates were calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 992 residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

¹ See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

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Table 81: Survey Response Rates by Area

	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
Total sample used	743	475	569	813	2,600
I=Complete Interviews	176	90	128	106	500
P=Partial Interviews	3	0	2	4	9
R=Refusal and break off	0	0	0	0	0
NC=Non Contact	0	0	0	0	0
O=Other	0	0	0	0	0
UH=Unknown household	0	0	0	0	0
UO=Unknown other	361	367	420	675	1,823
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	33%	20%	24%	14%	22%

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.²

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 all respondents (509 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents 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.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

² 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.

The National Citizen Survey™

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents 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 respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type and sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 82: Jupiter, FL 2017 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	25%	12%	26%
Own home	75%	88%	74%
Detached unit*	54%	48%	54%
Attached unit*	46%	52%	46%
Race and Ethnicity			
White	92%	97%	95%
Not white	8%	3%	5%
Not Hispanic	89%	93%	92%
Hispanic	11%	7%	8%
Sex and Age			
Female	51%	56%	54%
Male	49%	44%	46%
18-34 years of age	22%	6%	17%
35-54 years of age	37%	23%	38%
55+ years of age	42%	71%	45%
Females 18-34	10%	5%	10%
Females 35-54	19%	15%	20%
Females 55+	22%	37%	23%
Males 18-34	12%	1%	6%
Males 35-54	18%	9%	19%
Males 55+	20%	34%	21%
AREA			
CRA and coastal communities	25%	35%	22%
Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	19%	18%	22%
Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	26%	26%	27%
Abacoa/Admirals' Cove & Bears Club	30%	22%	28%

* American Community Survey 2011 5-year estimates

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.

The National Citizen Survey™

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. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

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,



Todd Wodraska
Mayor

Dear Jupiter Resident,

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

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Thank you for helping create a better town!

Sincerely,



Todd Wodraska
Mayor



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

December 2017

Town Council

(561) 741-2214

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JIM KURETSKI
COUNCILOR
jimk@jupiter.fl.us

Interim Town Manager
LORI BONINO
lorib@jupiter.fl.us
(561) 741-2214

Dear Town of Jupiter Resident:

Please help us shape the future of Jupiter! You have been selected at random to participate in the 2017 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:**

<http://bit.ly/2yyVm3>

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

Thank you for your time and participation!

Sincerely,

Todd Wodraska
Mayor



TOWN OF JUPITER

December 2017

Dear Town of Jupiter Resident:

Here's a second chance if you haven't already responded to the 2017 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 2017 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:**

<http://bit.ly/2SmKsSa>

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

Thank you for your time and participation!

Sincerely,

Todd Wodraska
Mayor

Town Council
(561) 741-2214

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The Town of Jupiter 2017 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 2017 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. Please indicate which methods below you prefer in terms of how you receive information about the Town government and its activities, events and services, and for those you have read or used, please rate the quality of each method:

	<i>Most preferred method (check all that apply)</i>					<i>Don't know</i>
		<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	
<i>Town Times</i> quarterly newsletter (including Town news, Recreation activities, 55+ activities and neighborhood news)	<input type="checkbox"/>	1	2	3	4	5
<i>e-Town Times</i> (the online version of the Town’s quarterly newsletter)	<input type="checkbox"/>	1	2	3	4	5
The Town website’s usability and design (www.jupiter.fl.us).....	<input type="checkbox"/>	1	2	3	4	5
The Town website’s content (www.jupiter.fl.us)	<input type="checkbox"/>	1	2	3	4	5
The Town’s social media sites (Facebook, Twitter and Instagram)	<input type="checkbox"/>	1	2	3	4	5
Fliers, posters or advertisements on Town programs and events.....	<input type="checkbox"/>	1	2	3	4	5
<i>Inlet Villager</i> newsletter	<input type="checkbox"/>	1	2	3	4	5
Annual reports and official Town publications.....	<input type="checkbox"/>	1	2	3	4	5
Open houses and public meetings	<input type="checkbox"/>	1	2	3	4	5
Direct mail (postcards and letters).....	<input type="checkbox"/>	1	2	3	4	5
Town community TV channel (Comcast channel 18).....	<input type="checkbox"/>	1	2	3	4	5

15. When thinking about upgrades and replacements to the Town’s municipal facilities, police department and municipal complex at Indiantown Road and Military Trail (Town Hall, Police Department, Community Center, Emergency Operations Center, etc.), please indicate how important, if at all, each of the following is to you:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Additional indoor recreation space (gyms, courts, etc.).....	1	2	3	4
Additional indoor classroom and program space	1	2	3	4
Additional community meeting space.....	1	2	3	4
Modernization and “hardening” of Town Hall facilities and infrastructure	1	2	3	4
Modernization and “hardening” of Police department facilities and infrastructure	1	2	3	4
A “town center” feeling for the municipal complex.....	1	2	3	4
Event space at the municipal complex.....	1	2	3	4
Greenspace at the municipal complex.....	1	2	3	4
Access and entry features at the municipal complex (from Indiantown Road and Military Trail).....	1	2	3	4
Additional services at the municipal complex.....	1	2	3	4

16. 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 2017 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



Town of Jupiter
210 Military Trail
Jupiter, Florida 33458

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