



THE NCSTM
The National Citizen SurveyTM

Jupiter, FL

Community Livability Report

2017/2018



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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.

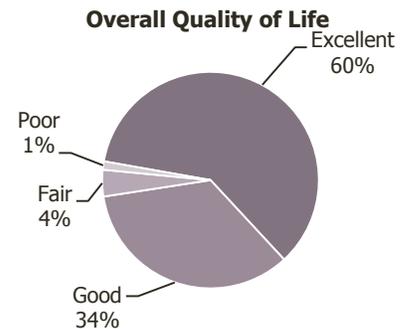
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central 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.

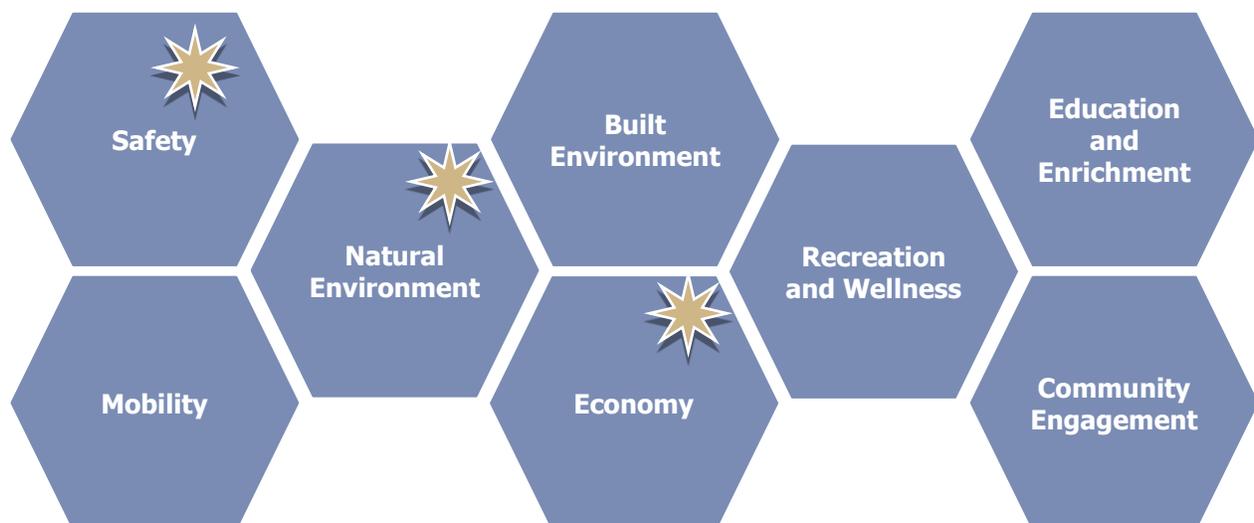
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety, Natural Environment and Economy as priorities for the Jupiter community in the coming two years. Ratings 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

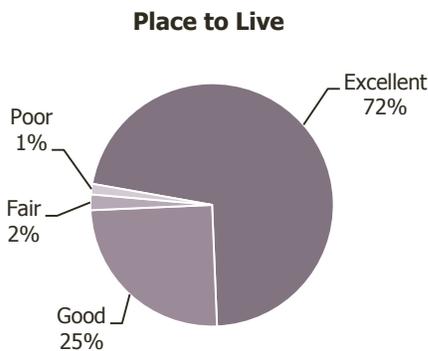
What makes a community livable, attractive and a place where people want to be?

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).

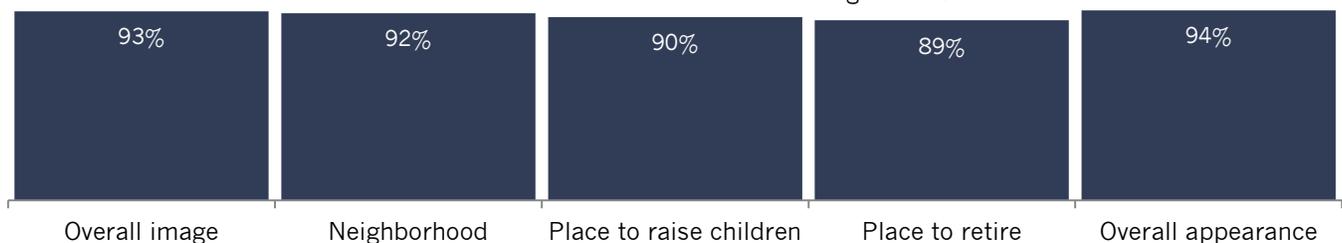
Evaluations of the Natural Environment, Economy and Recreation and Wellness were strong with many aspects rated higher than the benchmarks. The quality of business and service establishments and availability of preventive health services increased from 2016 to 2017.



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



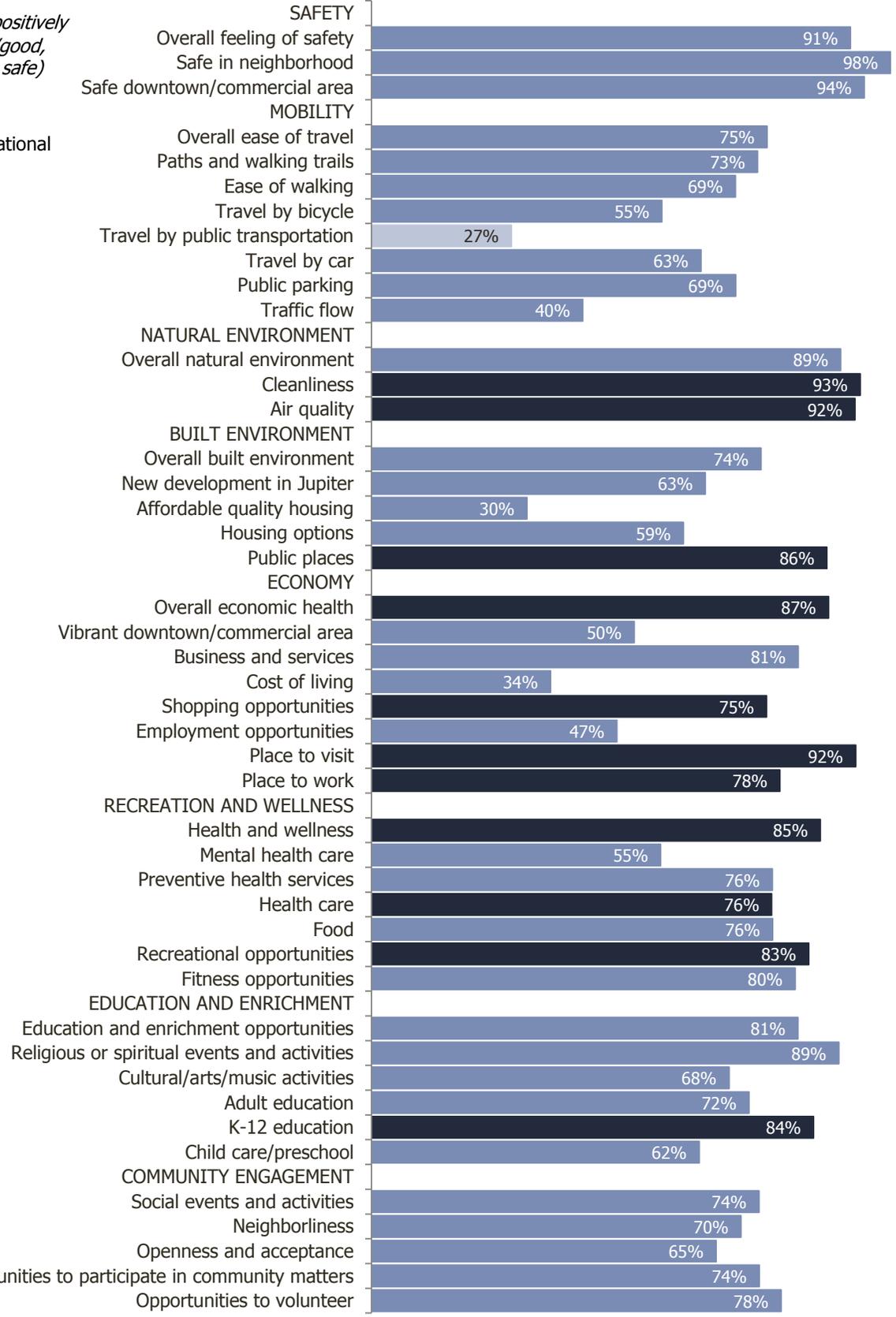
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Figure 1: Aspects of Community Characteristics

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

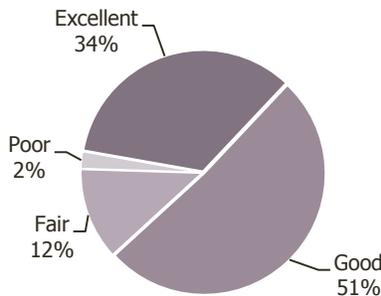
How well does the government of Jupiter meet the needs and expectations of its residents?

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).

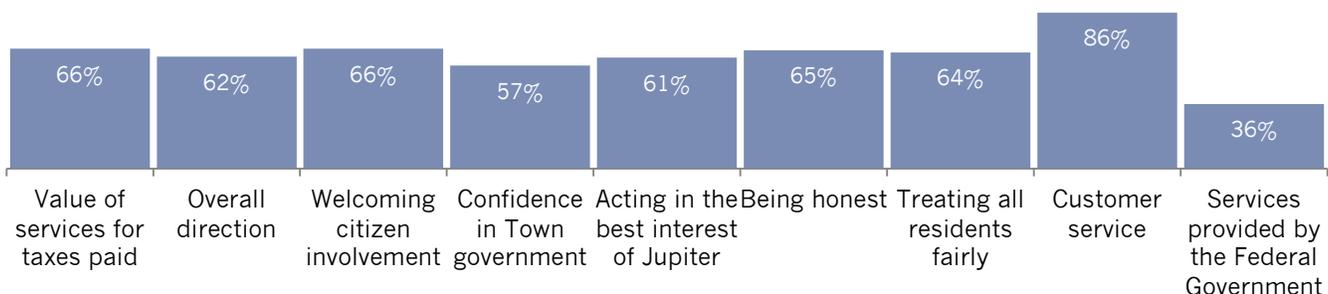
Overall Quality of Town Services



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



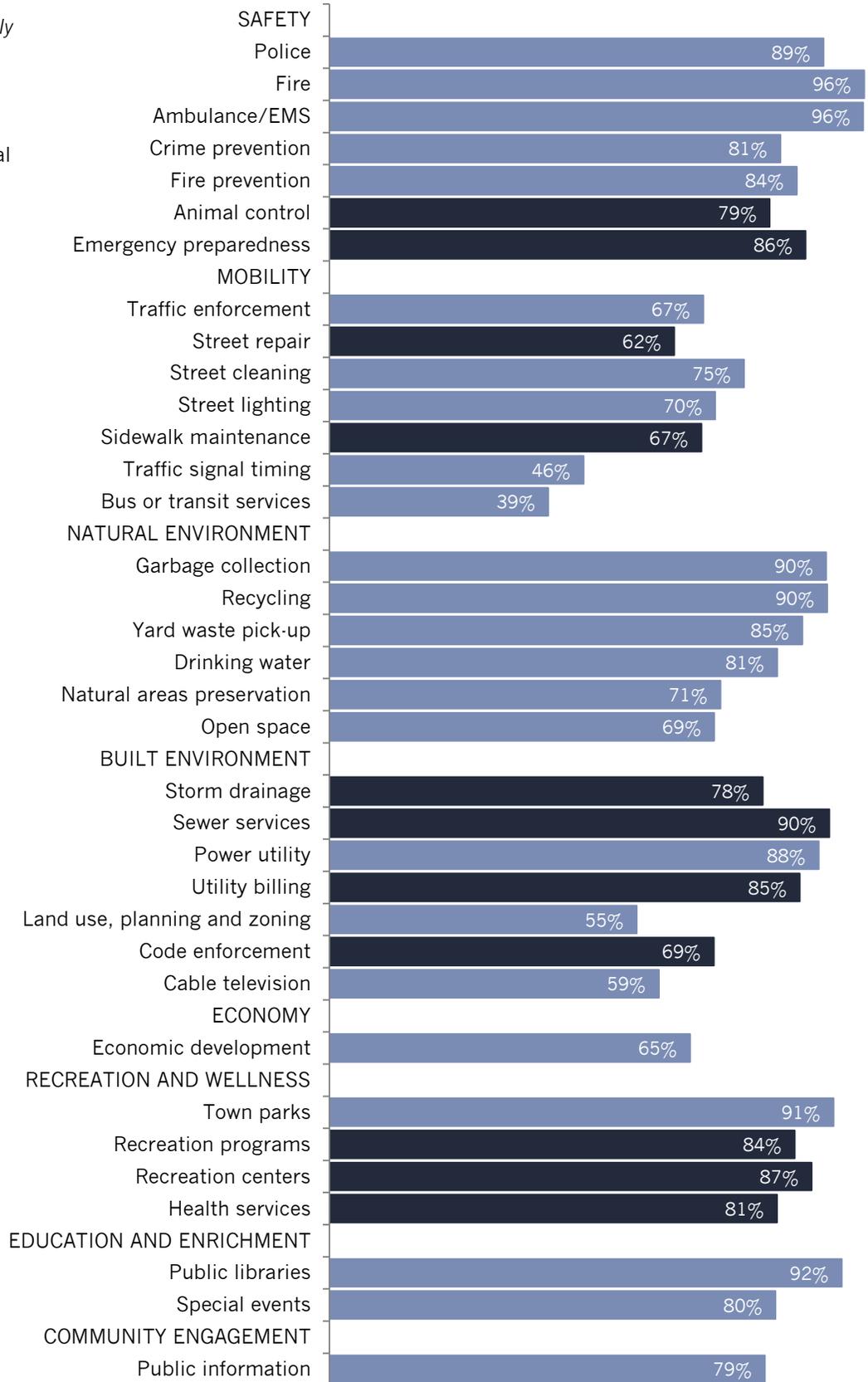
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Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

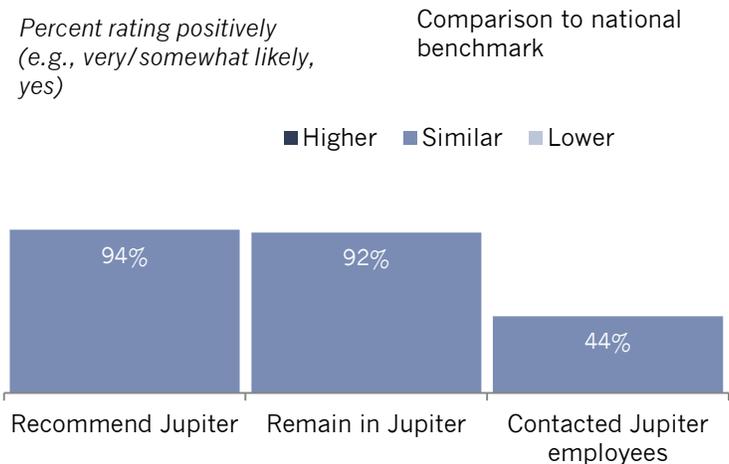
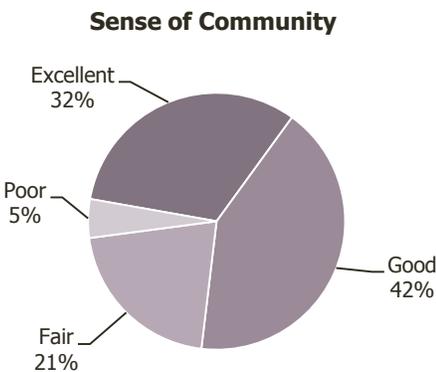


Participation

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.



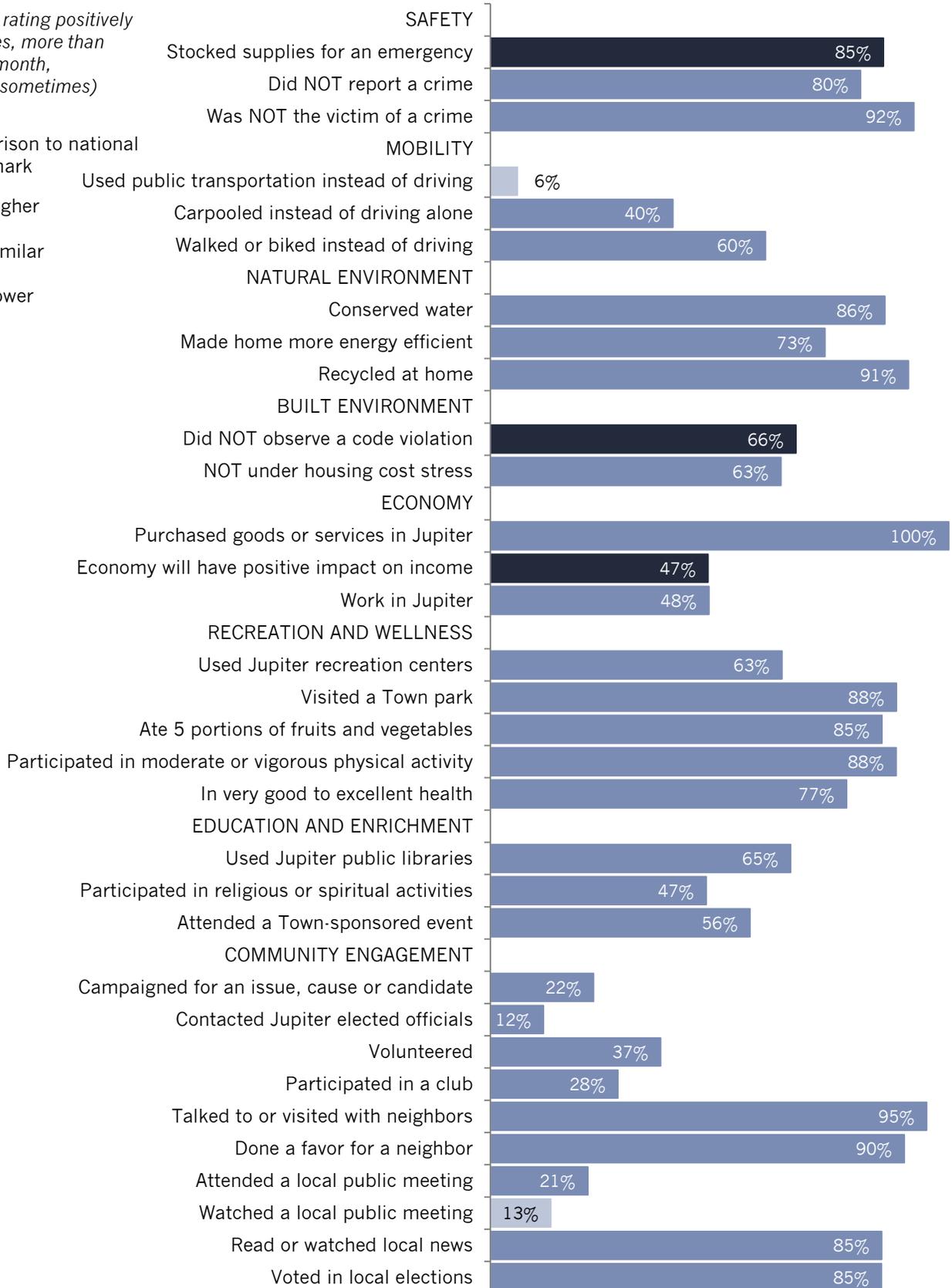
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Figure 3: Aspects of Participation

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

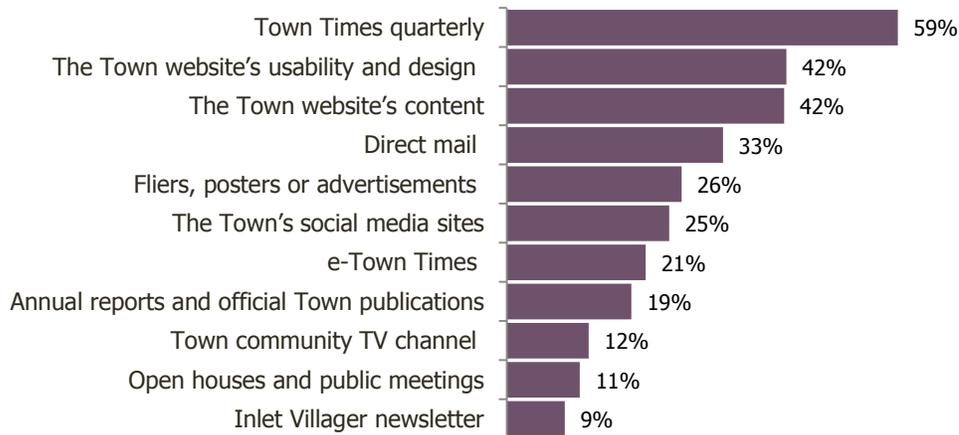


Special Topics

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

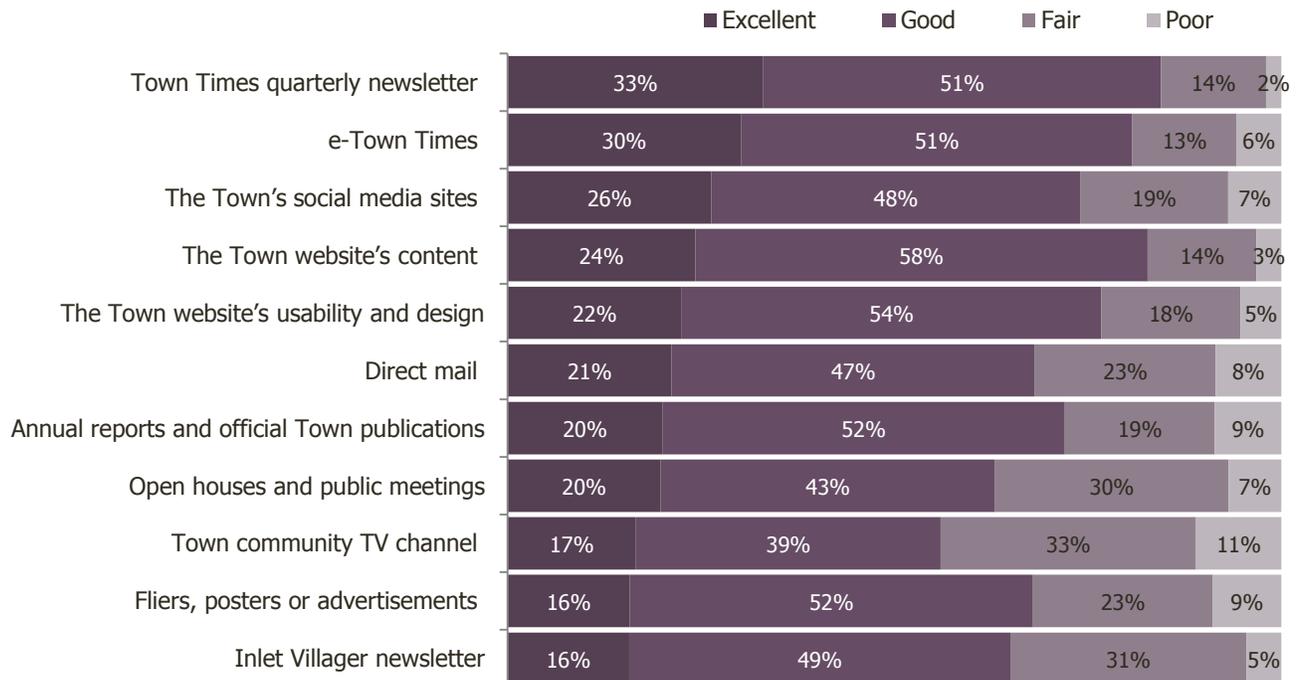
Please indicate which methods below you prefer in terms of how you receive information about the Town government and its activities, events and services:



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:



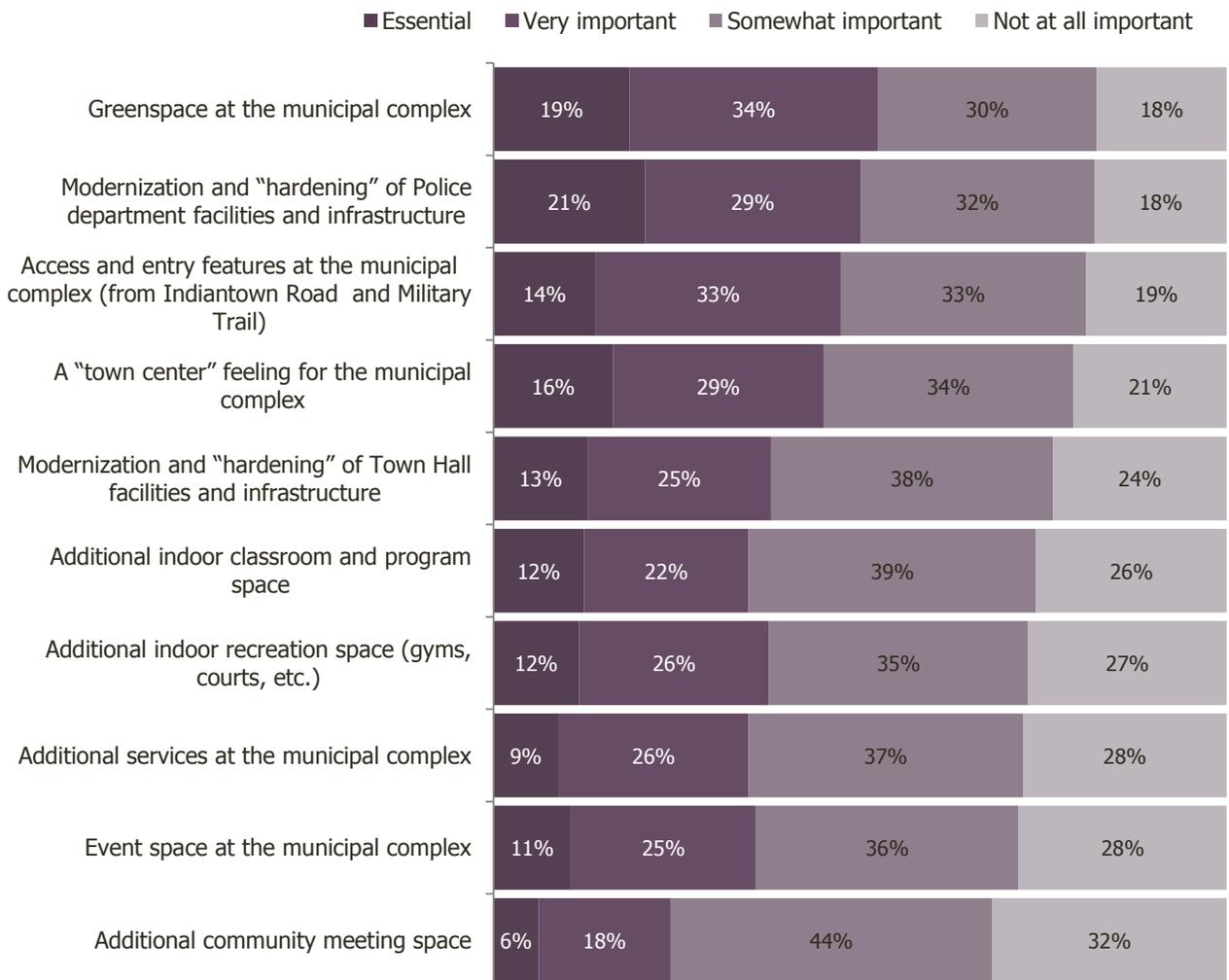
Respondents could answer this question regardless of selecting it as a preferred method of receiving information about the Town government and its activities, events and services.

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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:

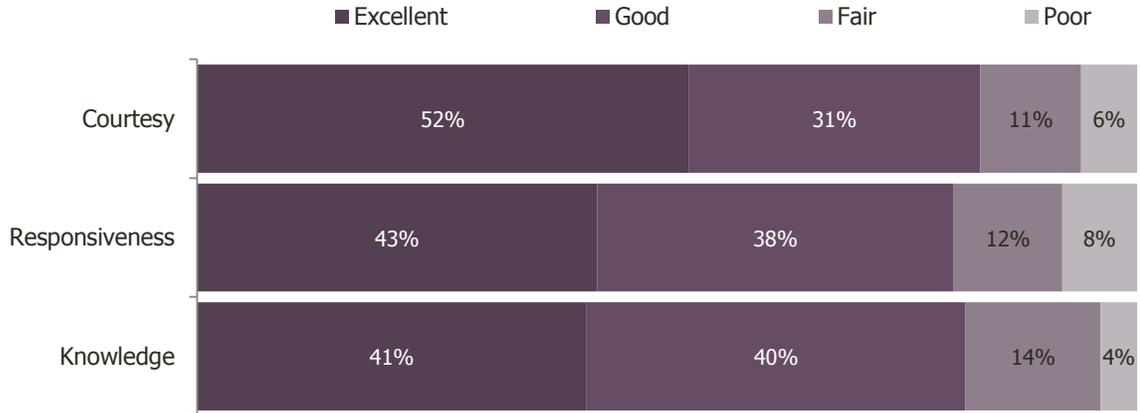


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Residents who had contact with a Town of Jupiter employee in the 12 months prior to the survey were asked to evaluate different aspects of their interaction. About four in five rated the courtesy, responsiveness and knowledge of Town employees as excellent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