

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%