The National Citizen Survey™

TOWN OF JUPITER, FL
2011

Benchmark Report

Contents

Understanding the Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; 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 Town of Jupiter chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (Florida). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Town of Jupiter Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
Region	
West Coast[1]	16%
West[2]	21%
North Central West[3]	10%
North Central East[4]	13%
South Central[5]	7%
South[6]	25%
Northeast West[7]	2%
Northeast East[8]	4%
Population	
Less than 40,000	45%
40,000 to 74,999	20%
75,000 to 149,000	17%
150,000 or more	19%

The National Citizen Survey™ by National Research Center, Inc.

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[1] Alaska, Washington, Oregon, California, Hawaii
[2] Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico
[3] North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota
[4] Illinois, Indiana, Ohio, Michigan, Wisconsin
[5] Oklahoma, Texas, Louisiana, Arkansas
[6] West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC
[7] New York, Pennsylvania, New Jersey
[8] Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine
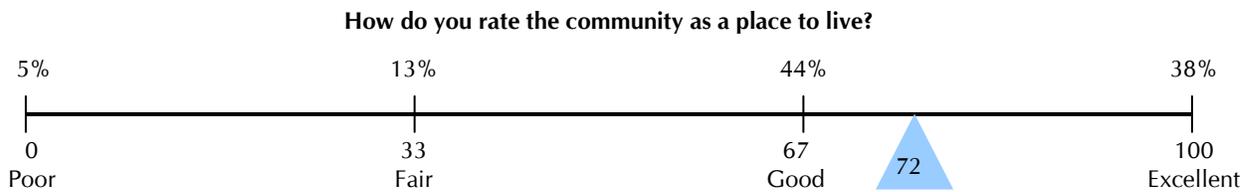
PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, "excellent" = 100, "good" = 67, "fair" = 33 and "poor" = 0. If everyone reported "excellent," then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor", the result would be 0 on the 100-point scale. If half the respondents gave a score of "excellent" and half gave a score of "poor," the average would be in the middle of the scale (like the center post of a teeter totter) between "fair" and "good." An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	Total with "don't know"	Step1: Remove the percent of "don't know" responses	Total without "don't know"	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%	= 36 ÷ (100-5) =	38%	100	= 38% x 100 =	38
Good	42%	= 42 ÷ (100-5) =	44%	67	= 44% x 67 =	30
Fair	12%	= 12 ÷ (100-5) =	13%	33	= 13% x 33 =	4
Poor	5%	= 5 ÷ (100-5) =	5%	0	= 5% x 0 =	0
Don't know	5%		--			
Total	100%		100%			**72**

How do you rate the community as a place to live?

5%	13%	44%	38%

0	33	67	72	100
Poor	Fair	Good		Excellent

INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of your jurisdiction's average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the Town of Jupiter's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the Town of Jupiter's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level, as well as for Florida.

NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Jupiter	83	12	410	Much above
Your neighborhood as place to live	80	31	272	Much above
Jupiter as a place to live	88	11	341	Much above
Recommend living in Jupiter to someone who asks	89	15	182	Much above
Remain in Jupiter for the next five years	88	6	181	Much above

Community Transportation Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Jupiter	68	17	266	Much above
Ease of bus travel in Jupiter	38	145	187	Much below
Ease of bicycle travel in Jupiter	55	73	259	Much above
Ease of walking in Jupiter	62	75	261	Much above
Availability of paths and walking trails	63	52	177	Much above
Traffic flow on major streets	52	63	244	Much above

Frequency of Bus Use Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Jupiter	7	139	161	Much less

Drive Alone Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	75	101	170	Similar

Transportation and Parking Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	63	26	395	Much above
Street cleaning	66	40	274	Much above
Street lighting	62	41	303	Much above
Sidewalk maintenance	63	25	256	Much above
Traffic signal timing	51	66	211	Similar
Bus or transit services	47	131	200	Below
Amount of public parking	62	8	203	Much above

Housing Characteristics Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	48	88	281	Above
Variety of housing options	62	29	169	Much above

Housing Costs Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	42	47	175	More

Built Environment Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Jupiter	66	19	245	Much above
Overall appearance of Jupiter	77	18	316	Much above

Population Growth Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	52	73	229	Much more

Nuisance Problems Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	3	190	229	Much less

Planning and Community Code Enforcement Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	57	19	274	Much above
Code enforcement (weeds, abandoned buildings, etc.)	60	28	336	Much above
Animal control	60	82	298	Above

Economic Sustainability and Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	46	43	276	Much above
Shopping opportunities	60	65	263	Much above
Jupiter as a place to work	68	34	301	Much above
Overall quality of business and service establishments in Jupiter	67	20	165	Much above

Economic Development Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	56	35	261	Much above

Job and Retail Growth Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	29	148	228	Much less
Jobs growth seen as too slow	72	147	231	Similar

Personal Economic Future Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	16	112	223	Similar

Community and Personal Public Safety Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	93	73	312	Above
In your neighborhood after dark	77	92	303	Above
In Jupiter's downtown area during the day	85	137	264	Similar
In Jupiter's downtown area after dark	69	99	274	Much above
Violent crime (e.g., rape, assault, robbery)	82	71	266	Much above
Property crimes (e.g., burglary, theft)	70	78	266	Much above
Environmental hazards, including toxic waste	83	32	177	Much above

Crime Victimization and Reporting Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	12	113	233	Similar
Reported crimes	76	140	231	Similar

Public Safety Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	72	104	390	Above
Fire services	81	76	315	Above
Ambulance or emergency medical services	80	74	313	Above
Crime prevention	68	53	316	Much above
Traffic enforcement	67	24	337	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71	5	197	Much above

Community Environment Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Jupiter	75	27	178	Much above
Quality of overall natural environment in Jupiter	76	17	181	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	74	3	181	Much above

Frequency of Recycling Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	94	39	216	Much more

Utility Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	75	3	269	Much above
Drinking water	72	25	280	Much above
Storm drainage	67	16	323	Much above
Yard waste pick-up	72	41	228	Much above
Recycling	79	14	314	Much above
Garbage collection	78	30	334	Much above

Community Recreational Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	72	31	273	Much above

Participation in Parks and Recreation Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jupiter recreation centers	62	46	187	More
Participated in a recreation program or activity	49	83	218	Similar
Visited a neighborhood park or Town park	92	44	225	More

Parks and Recreation Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Town parks	83	10	296	Much above
Recreation programs or classes	76	9	304	Much above
Recreation centers or facilities	75	14	245	Much above

Cultural and Educational Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	60	72	279	Much above
Educational opportunities	65	65	229	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jupiter public libraries or their services	71	105	197	Similar

Cultural and Educational Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	73	43	230	Much above
Public library services	79	48	304	Much above

Community Health and Wellness Access and Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	60	30	220	Much above
Availability of affordable quality food	62	42	165	Above
Availability of preventive health services	66	13	136	Much above

Health and Wellness Services Benchmarks			
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	68	15	178	Much above

Community Quality and Inclusiveness Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	65	57	281	Much above
Openness and acceptance of the community toward people of diverse backgrounds	64	47	248	Much above
Availability of affordable quality child care	54	23	216	Much above
Jupiter as a place to raise kids	79	64	340	Much above
Jupiter as a place to retire	83	4	325	Much above

Services Provided for Population Subgroups Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	70	22	275	Much above
Services to youth	60	73	252	Much above
Services to low income people	55	18	219	Much above

Civic Engagement Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	63	39	172	Above
Opportunities to volunteer	69	44	171	Above

Participation in Civic Engagement Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	25	125	228	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	28	149	185	Much less
Volunteered your time to some group or activity in Jupiter	45	109	227	Similar
Participated in a club or civic group in Jupiter	31	66	144	Similar
Provided help to a friend or neighbor	95	60	142	Similar

Voter Behavior Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	82	147	232	Similar
Voted in last general election	80	70	231	More

Use of Information Sources Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Jupiter Newsletter	90	34	168	Much more
Visited the Town of Jupiter Web site	65	57	168	More

Local Government Media Services and Information Dissemination Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public information services	69	20	261	Much above

Social Engagement Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	66	28	169	Much above

Contact with Immediate Neighbors Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	67	1	163	Much more

Public Trust Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Jupiter	63	24	362	Much above
The overall direction that Jupiter is taking	62	29	297	Much above
Job Jupiter government does at welcoming citizen involvement	60	19	300	Much above
Overall image or reputation of Jupiter	79	18	291	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the Town of Jupiter	73	25	390	Much above
Services provided by the Federal Government	42	109	237	Similar
Services provided by the State Government	44	107	239	Similar
Services provided by Palm Beach County Government	50	77	151	Similar

Contact with Town Employees Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with Town employee(s) in last 12 months	46	206	264	Much less

Perceptions of Town Employees (Among Those Who Had Contact) Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	82	7	303	Much above
Responsiveness	80	8	298	Much above
Courteousness	86	1	248	Much above
Overall impression	82	4	348	Much above

JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK...3,976	Newport Beach, CA..85,186
Auburn, AL 53,380	Palm Springs, CA..44,552
Gulf Shores, AL..9,741	Palo Alto, CA..64,403
Tuskegee, AL 9,865	Poway, CA 47,811
Vestavia Hills, AL...34,033	Rancho Cordova, CA..64,776
Fayetteville, AR 73,580	Richmond, CA..103,701
Little Rock, AR 193,524	San Diego, CA..1,307,402
Avondale, AZ..76,238	San Francisco, CA..805,235
Casa Grande, AZ...48,571	San Jose, CA..945,942
Chandler, AZ 236,123	San Luis Obispo County, CA 269,637
Cococino County, AZ 134,421	San Mateo, CA 97,207
Dewey-Humboldt, AZ 3,894	San Rafael, CA...57,713
Flagstaff, AZ..65,870	Santa Monica, CA..89,736
Florence, AZ...25,536	South Lake Tahoe, CA 21,403
Gilbert, AZ..208,453	Stockton, CA 291,707
Goodyear, AZ...65,275	Sunnyvale, CA..140,081
Green Valley, AZ...21,391	Temecula, CA...100,097
Kingman, AZ...28,068	Thousand Oaks, CA..126,683
Marana, AZ...34,961	Visalia, CA..124,442
Maricopa County, AZ 3,817,117	Walnut Creek, CA 64,173
Mesa, AZ 439,041	Adams County, CO 441,603
Peoria, AZ...154,065	Arapahoe County, CO....................................572,003
Phoenix, AZ...1,445,632	Archuleta County, CO......................................12,084
Pinal County, AZ 375,770	Arvada, CO 106,433
Prescott Valley, AZ 38,822	Aspen, CO..6,658
Queen Creek, AZ..26,361	Aurora, CO...325,078
Scottsdale, AZ...217,385	Boulder, CO...97,385
Sedona, AZ 10,031	Boulder County, CO......................................294,567
Surprise, AZ..117,517	Breckenridge, CO..4,540
Tempe, AZ...161,719	Broomfield, CO...55,889
Yuma, AZ..93,064	Centennial, CO 100,377
Yuma County, AZ 195,751	Clear Creek County, CO....................................9,088
Apple Valley, CA 69,135	Colorado Springs, CO 416,427
Benicia, CA...26,997	Commerce City, CO 45,913
Brea, CA 39,282	Craig, CO 9,464
Brisbane, CA...4,282	Crested Butte, CO 1,487
Burlingame, CA 28,806	Denver, CO...600,158
Carlsbad, CA..105,328	Douglas County, CO 285,465
Chula Vista, CA 243,916	Durango, CO..16,887
Concord, CA..122,067	Eagle County, CO..52,197
Coronado, CA..18,912	Edgewater, CO 5,170
Cupertino, CA...58,302	El Paso County, CO..622,263
Davis, CA..65,622	Englewood, CO..30,255
Del Mar, CA 4,161	Estes Park, CO 5,858
Dublin, CA 46,036	Fort Collins, CO 143,986
El Cerrito, CA..23,549	Frisco, CO 2,683
Elk Grove, CA..153,015	Fruita, CO 12,646
Galt, CA...23,647	Georgetown, CO...1,034
La Mesa, CA..57,065	Gilpin County, CO 5,441
Laguna Beach, CA...22,723	Golden, CO...18,867
Livermore, CA...80,968	Grand County, CO 14,843
Lodi, CA 62,134	Greenwood Village, CO...................................13,925
Long Beach, CA 462,257	Gunnison County, CO.....................................15,324
Lynwood, CA...69,772	Highlands Ranch, CO.......................................96,713
Menlo Park, CA 32,026	Hot Sulphur Springs, CO 663
Mission Viejo, CA..93,305	Hudson, CO...2,356
Mountain View, CA 74,066	Jackson County, CO 1,394

Jefferson County, CO	534,543
Lafayette, CO	24,453
Lakewood, CO	142,980
Larimer County, CO	299,630
Lone Tree, CO	10,218
Longmont, CO	86,270
Louisville, CO	18,376
Loveland, CO	66,859
Mesa County, CO	146,723
Montrose, CO	19,132
Northglenn, CO	35,789
Park County, CO	16,206
Parker, CO	45,297
Pitkin County, CO	17,148
Pueblo, CO	106,595
Salida, CO	5,236
Steamboat Springs, CO	12,088
Sterling, CO	14,777
Summit County, CO	27,994
Teller County, CO	23,350
Thornton, CO	118,772
Westminster, CO	106,114
Wheat Ridge, CO	30,166
Windsor, CO	18,644
Coventry, CT	2,990
Hartford, CT	124,775
Dover, DE	36,047
Rehoboth Beach, DE	1,327
Belleair Beach, FL	1,560
Brevard County, FL	543,376
Cape Coral, FL	154,305
Charlotte County, FL	159,978
Clearwater, FL	107,685
Collier County, FL	321,520
Cooper City, FL	28,547
Coral Springs, FL	121,096
Dania Beach, FL	29,369
Daytona Beach, FL	61,005
Delray Beach, FL	60,522
Destin, FL	12,305
Escambia County, FL	297,619
Eustis, FL	18,558
Gainesville, FL	124,354
Hillsborough County, FL	1,229,226
Kissimmee, FL	59,682
Lee County, FL	618,754
Martin County, FL	146,318
Miami Beach, FL	87,779
North Palm Beach, FL	12,015
Oakland Park, FL	41,363
Ocala, FL	56,315
Oldsmar, FL	13,591
Oviedo, FL	33,342
Palm Bay, FL	103,190
Palm Beach County, FL	1,320,134
Palm Beach Gardens, FL	48,452
Palm Coast, FL	75,180
Panama City, FL	36,484
Pasco County, FL	464,697

Pinellas County, FL	916,542
Pinellas Park, FL	49,079
Port Orange, FL	56,048
Port St. Lucie, FL	164,603
Sanford, FL	53,570
Sarasota, FL	51,917
Seminole, FL	17,233
South Daytona, FL	12,252
St. Cloud, FL	35,183
Tallahassee, FL	181,376
Titusville, FL	43,761
Volusia County, FL	494,593
Walton County, FL	55,043
Winter Garden, FL	34,568
Winter Park, FL	27,852
Albany, GA	77,434
Alpharetta, GA	57,551
Cartersville, GA	19,731
Conyers, GA	15,195
Decatur, GA	19,335
McDonough, GA	22,084
Milton, GA	32,661
Peachtree City, GA	34,364
Roswell, GA	88,346
Sandy Springs, GA	93,853
Savannah, GA	136,286
Smyrna, GA	51,271
Snellville, GA	18,242
Suwanee, GA	15,355
Valdosta, GA	54,518
Honolulu, HI	953,207
Ames, IA	58,965
Ankeny, IA	45,582
Bettendorf, IA	33,217
Cedar Falls, IA	39,260
Cedar Rapids, IA	126,326
Davenport, IA	99,685
Des Moines, IA	203,433
Indianola, IA	14,782
Muscatine, IA	22,886
Urbandale, IA	39,463
West Des Moines, IA	56,609
Boise, ID	205,671
Jerome, ID	10,890
Meridian, ID	75,092
Moscow, ID	23,800
Pocatello, ID	54,255
Post Falls, ID	27,574
Twin Falls, ID	44,125
Batavia, IL	26,045
Bloomington, IL	76,610
Centralia, IL	13,032
Collinsville, IL	25,579
Crystal Lake, IL	40,743
DeKalb, IL	43,862
Elmhurst, IL	44,121
Evanston, IL	74,486
Freeport, IL	25,638
Gurnee, IL	31,295

Highland Park, IL	29,763
Lincolnwood, IL	12,590
Lyons, IL	10,729
Naperville, IL	141,853
Normal, IL	52,497
Oak Park, IL	51,878
O'Fallon, IL	28,281
Palatine, IL	68,557
Park Ridge, IL	37,480
Peoria County, IL	186,494
Riverside, IL	8,875
Sherman, IL	4,148
Shorewood, IL	15,615
Skokie, IL	64,784
Sugar Grove, IL	8,997
Wilmington, IL	5,724
Woodridge, IL	32,971
Brownsburg, IN	21,285
Fishers, IN	76,794
Munster, IN	23,603
Noblesville, IN	51,969
Abilene, KS	6,844
Arkansas City, KS	12,415
Fairway, KS	3,882
Garden City, KS	26,658
Gardner, KS	19,123
Johnson County, KS	544,179
Lawrence, KS	87,643
Merriam, KS	11,003
Mission, KS	9,323
Olathe, KS	125,872
Overland Park, KS	173,372
Roeland Park, KS	6,731
Salina, KS	47,707
Wichita, KS	382,368
Bowling Green, KY	58,067
Daviess County, KY	96,656
New Orleans, LA	343,829
Andover, MA	8,762
Barnstable, MA	45,193
Burlington, MA	24,498
Cambridge, MA	105,162
Needham, MA	28,886
Worcester, MA	181,045
Baltimore, MD	620,961
Baltimore County, MD	805,029
Dorchester County, MD	32,618
Gaithersburg, MD	59,933
La Plata, MD	8,753
Montgomery County, MD	971,777
Ocean City, MD	7,102
Prince George's County, MD	863,420
Rockville, MD	61,209
Takoma Park, MD	16,715
Saco, ME	18,482
Scarborough, ME	4,403
South Portland, ME	25,002
Ann Arbor, MI	113,934
Battle Creek, MI	52,347

Escanaba, MI	12,616
Farmington Hills, MI	79,740
Flushing, MI	8,389
Gladstone, MI	4,973
Howell, MI	9,489
Jackson County, MI	160,248
Kalamazoo, MI	74,262
Kalamazoo County, MI	250,331
Midland, MI	41,863
Novi, MI	55,224
Ottawa County, MI	263,801
Petoskey, MI	5,670
Port Huron, MI	30,184
Rochester, MI	12,711
Sault Sainte Marie, MI	14,144
South Haven, MI	4,403
Village of Howard City, MI	1,808
Blue Earth, MN	3,353
Carver County, MN	91,042
Chanhassen, MN	22,952
Dakota County, MN	398,552
Duluth, MN	86,265
Fridley, MN	27,208
Hutchinson, MN	14,178
Maple Grove, MN	61,567
Mayer, MN	1,749
Medina, MN	4,892
Minneapolis, MN	382,578
Olmsted County, MN	144,248
Scott County, MN	129,928
St. Louis County, MN	200,226
Washington County, MN	238,136
Woodbury, MN	61,961
Blue Springs, MO	52,575
Branson, MO	10,520
Clay County, MO	221,939
Clayton, MO	15,939
Ellisville, MO	9,133
Harrisonville, MO	10,019
Jefferson City, MO	43,079
Joplin, MO	50,150
Lee's Summit, MO	91,364
Liberty, MO	29,149
Maryland Heights, MO	27,472
Maryville, MO	11,972
Platte City, MO	4,691
Raymore, MO	19,206
Richmond Heights, MO	8,603
Riverside, MO	2,937
Rolla, MO	19,559
Wentzville, MO	29,070
Starkville, MS	23,888
Billings, MT	104,170
Bozeman, MT	37,280
Missoula, MT	66,788
Asheville, NC	83,393
Cabarrus County, NC	178,011
Cary, NC	135,234
Charlotte, NC	731,424

Concord, NC	79,066
Davidson, NC	10,944
High Point, NC	104,371
Hillsborough, NC	6,087
Indian Trail, NC	33,518
Kannapolis, NC	42,625
Mecklenburg County, NC	919,628
Mooresville, NC	32,711
Wake Forest, NC	30,117
Wilmington, NC	106,476
Winston-Salem, NC	229,617
Wahpeton, ND	7,766
Cedar Creek, NE	390
Grand Island, NE	48,520
La Vista, NE	15,758
Dover, NH	29,987
Lebanon, NH	13,151
Alamogordo, NM	30,403
Albuquerque, NM	545,852
Bloomfield, NM	8,112
Farmington, NM	45,877
Los Alamos County, NM	17,950
Rio Rancho, NM	87,521
San Juan County, NM	130,044
Carson City, NV	55,274
Henderson, NV	257,729
North Las Vegas, NV	216,961
Reno, NV	225,221
Sparks, NV	90,264
Washoe County, NV	421,407
Canandaigua, NY	10,545
Geneva, NY	13,261
New York City, NY	8,175,133
Ogdensburg, NY	11,128
Blue Ash, OH	12,114
Delaware, OH	34,753
Dublin, OH	41,751
Kettering, OH	56,163
Lebanon, OH	20,033
Orange Village, OH	3,323
Sandusky, OH	25,793
Springboro, OH	17,409
Sylvania Township, OH	18,965
Upper Arlington, OH	33,771
Broken Arrow, OK	98,850
Edmond, OK	81,405
Norman, OK	110,925
Oklahoma City, OK	579,999
Stillwater, OK	45,688
Tulsa, OK	391,906
Albany, OR	50,158
Ashland, OR	20,078
Bend, OR	76,639
Corvallis, OR	54,462
Eugene, OR	156,185
Forest Grove, OR	21,083
Hermiston, OR	16,745
Jackson County, OR	203,206
Keizer, OR	36,478

Lane County, OR	351,715
McMinnville, OR	32,187
Medford, OR	74,907
Multnomah County, OR	735,334
Portland, OR	583,776
Springfield, OR	59,403
Tualatin, OR	26,054
Borough of Ebensburg, PA	3,351
Chambersburg, PA	20,268
Cumberland County, PA	235,406
Kutztown Borough, PA	5,012
Philadelphia, PA	1,526,006
State College, PA	42,034
East Providence, RI	47,037
Newport, RI	24,672
Greer, SC	25,515
Rock Hill, SC	66,154
Rapid City, SD	67,956
Sioux Falls, SD	153,888
Cookeville, TN	30,435
Johnson City, TN	63,152
Morristown, TN	29,137
Nashville, TN	601,222
Oak Ridge, TN	29,330
White House, TN	10,255
Arlington, TX	365,438
Austin, TX	790,390
Benbrook, TX	21,234
Bryan, TX	76,201
Colleyville, TX	22,807
Corpus Christi, TX	305,215
Dallas, TX	1,197,816
Denton, TX	113,383
Duncanville, TX	38,524
El Paso, TX	649,121
Flower Mound, TX	64,669
Fort Worth, TX	741,206
Georgetown, TX	47,400
Grand Prairie, TX	175,396
Houston, TX	2,099,451
Hurst, TX	37,337
Hutto, TX	14,698
Irving, TX	216,290
League City, TX	83,560
McAllen, TX	129,877
McKinney, TX	131,117
Pasadena, TX	149,043
Plano, TX	259,841
Round Rock, TX	99,887
Rowlett, TX	56,199
San Marcos, TX	44,894
Shenandoah, TX	2,134
Southlake, TX	26,575
Sugar Land, TX	78,817
Temple, TX	66,102
Tomball, TX	10,753
Westlake, TX	992
Farmington, UT	18,275
Park City, UT	7,558

Provo, UT 112,488
Riverdale, UT...8,426
Salt Lake City, UT 186,440
Sandy, UT 87,461
Saratoga Springs, UT 17,781
Springville, UT..29,466
Washington City, UT 18,761
Albemarle County, VA....................................98,970
Arlington County, VA 207,627
Ashland, VA...7,225
Blacksburg, VA 42,620
Botetourt County, VA.....................................33,148
Chesapeake, VA..222,209
Chesterfield County, VA 316,236
Fredericksburg, VA 24,286
Hampton, VA..137,436
Hanover County, VA.......................................99,863
Herndon, VA 23,292
Hopewell, VA 22,591
James City County, VA...................................67,009
Lexington, VA...7,042
Lynchburg, VA..75,568
Montgomery County, VA................................94,392
Newport News, VA..180,719
Prince William County, VA............................402,002
Purcellville, VA..7,727
Radford, VA 16,408
Roanoke, VA..97,032
Spotsylvania County, VA................................122,397
Stafford County, VA 128,961
Virginia Beach, VA 437,994
Williamsburg, VA 14,068
York County, VA..65,464
Chittenden County, VT 156,545
Montpelier, VT...7,855
Airway Heights, WA 6,114

Auburn, WA 70,180
Bellevue, WA 122,363
Bellingham, WA...80,885
Clark County, WA 425,363
Federal Way, WA..89,306
Gig Harbor, WA 7,126
Hoquiam, WA 8,726
Kirkland, WA..48,787
Kitsap County, WA...251,133
Lynnwood, WA 35,836
Maple Valley, WA 22,684
Mountlake Terrace, WA 19,909
Olympia, WA 46,478
Pasco, WA..59,781
Redmond, WA..54,144
Renton, WA..90,927
Snoqualmie, WA 10,670
Tacoma, WA 198,397
Vancouver, WA..161,791
West Richland, WA...11,811
Woodland, WA 5,509
Columbus, WI 4,991
De Pere, WI..23,800
Eau Claire, WI 65,883
Madison, WI..233,209
Merrill, WI...9,661
Oshkosh, WI 66,083
Racine, WI..78,860
Wausau, WI..39,106
Wind Point, WI 1,723
Morgantown, WV...29,660
Cheyenne, WY 59,466
Gillette, WY 29,087
Laramie, WY...30,816
Teton County, WY..21,294

FLORIDA BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Jupiter	83	1	28	Much above
Your neighborhood as place to live	80	2	23	Much above
Jupiter as a place to live	88	1	26	Much above
Recommend living in Jupiter to someone who asks	89	1	17	Much above
Remain in Jupiter for the next five years	88	2	17	Much above

Community Transportation Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Jupiter	68	3	26	Much above
Ease of bus travel in Jupiter	38	11	19	Similar
Ease of bicycle travel in Jupiter	55	6	21	Much above
Ease of walking in Jupiter	62	5	23	Much above
Availability of paths and walking trails	63	5	15	Much above
Traffic flow on major streets	52	3	17	Much above

Frequency of Bus Use Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Jupiter	7	13	16	Much less

Drive Alone Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	75	13	17	Similar

Transportation and Parking Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	63	2	27	Much above
Street cleaning	66	4	18	Much above
Street lighting	62	2	20	Much above
Sidewalk maintenance	63	3	17	Much above
Traffic signal timing	51	3	17	Much above
Bus or transit services	47	10	19	Similar
Amount of public parking	62	2	18	Much above

Housing Characteristics Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	48	6	24	Above
Variety of housing options	62	4	15	Above

Housing Costs Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	42	11	17	Similar

Built Environment Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Jupiter	66	3	23	Much above
Overall appearance of Jupiter	77	1	25	Much above

Population Growth Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	52	8	22	More

Nuisance Problems Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	3	21	22	Much less

Planning and Community Code Enforcement Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	57	2	22	Much above
Code enforcement (weeds, abandoned buildings, etc.)	60	2	30	Much above
Animal control	60	2	17	Much above

Economic Sustainability and Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	46	2	22	Much above
Shopping opportunities	60	8	22	Above
Jupiter as a place to work	68	1	25	Much above
Overall quality of business and service establishments in Jupiter	67	2	15	Much above

Economic Development Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	56	2	22	Much above

Job and Retail Growth Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	29	13	22	Much less
Jobs growth seen as too slow	72	17	22	Much less

Personal Economic Future Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	16	7	22	Similar

Community and Personal Public Safety Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	93	2	25	Much above
In your neighborhood after dark	77	3	25	Much above
In Jupiter's downtown area during the day	85	6	23	Above
In Jupiter's downtown area after dark	69	6	24	Much above
Violent crime (e.g., rape, assault, robbery)	82	3	23	Much above
Property crimes (e.g., burglary, theft)	70	4	23	Much above
Environmental hazards, including toxic waste	83	3	17	Much above

Crime Victimization and Reporting Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	12	16	22	Similar
Reported crimes	76	17	22	Much less

Public Safety Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	72	4	27	Much above
Fire services	81	4	26	Above
Ambulance or emergency medical services	80	4	26	Above
Crime prevention	68	4	25	Much above
Traffic enforcement	67	2	24	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71	2	19	Much above

Community Environment Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Jupiter	75	2	14	Much above
Quality of overall natural environment in Jupiter	76	1	14	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	74	1	16	Much above

Frequency of Recycling Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	94	2	21	Much more

Utility Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	75	1	21	Much above
Drinking water	72	2	24	Much above
Storm drainage	67	3	28	Much above
Yard waste pick-up	72	6	23	Above
Recycling	79	1	22	Much above
Garbage collection	78	3	26	Much above

Community Recreational Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	72	2	23	Much above

Participation in Parks and Recreation Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jupiter recreation centers	62	3	21	More
Participated in a recreation program or activity	49	3	21	Much more
Visited a neighborhood park or Town park	92	1	22	Much more

Parks and Recreation Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Town parks	83	1	23	Much above
Recreation programs or classes	76	3	24	Much above
Recreation centers or facilities	75	3	24	Much above

The National Citizen Survey™ by National Research Center, Inc.

Cultural and Educational Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	60	6	25	Much above
Educational opportunities	65	4	20	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jupiter public libraries or their services	71	11	17	Similar

Cultural and Educational Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	73	3	19	Much above
Public library services	79	2	19	Much above

Community Health and Wellness Access and Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	60	1	20	Much above
Availability of affordable quality food	62	3	14	Much above
Availability of preventive health services	66	1	12	Much above

Health and Wellness Services Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	68	1	12	Much above

Community Quality and Inclusiveness Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	65	6	23	Much above
Openness and acceptance of the community toward people of diverse backgrounds	64	4	22	Much above
Availability of affordable quality child care	54	3	19	Much above
Jupiter as a place to raise kids	79	5	27	Much above
Jupiter as a place to retire	83	1	26	Much above

Services Provided for Population Subgroups Benchmarks

The National Citizen Survey™

	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	70	2	23	Much above
Services to youth	60	4	22	Much above
Services to low income people	55	2	21	Much above

Civic Engagement Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	63	3	17	Much above
Opportunities to volunteer	69	4	15	Above

Participation in Civic Engagement Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	25	16	22	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	28	18	20	Much less
Volunteered your time to some group or activity in Jupiter	45	8	21	More
Participated in a club or civic group in Jupiter	31	8	13	Similar
Provided help to a friend or neighbor	95	9	13	Similar

Voter Behavior Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	82	18	23	Similar
Voted in last general election	80	8	23	More

Use of Information Sources Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Jupiter Newsletter	90	4	18	Much more
Visited the Town of Jupiter Web site	65	7	16	Similar

Local Government Media Services and Information Dissemination Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public information services	69	1	26	Much above

Social Engagement Opportunities Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	66	2	14	Much above

Contact with Immediate Neighbors Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	67	1	16	Much more

Public Trust Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Jupiter	63	2	28	Much above
The overall direction that Jupiter is taking	62	2	24	Much above
Job Jupiter government does at welcoming citizen involvement	60	2	26	Much above
Overall image or reputation of Jupiter	79	1	23	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the Town of Jupiter	73	2	26	Much above
Services provided by the Federal Government	42	7	23	Similar
Services provided by the State Government	44	9	23	Similar
Services provided by Palm Beach County Government	50	8	12	Similar

Contact with Town Employees Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with Town employee(s) in last 12 months	46	22	22	Much less

Perceptions of Town Employees (Among Those Who Had Contact) Benchmarks				
	Jupiter average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	82	1	25	Much above
Responsiveness	80	1	25	Much above
Courteousness	86	1	25	Much above
Overall impression	82	1	26	Much above

JURISDICTIONS INCLUDED IN FLORIDA BENCHMARK COMPARISONS

Brevard County, FL 543,376
Cape Coral, FL 154,305
Charlotte County, FL 159,978
Clearwater, FL 107,685
Collier County, FL 321,520
Cooper City, FL 28,547
Dania Beach, FL 29,369
Daytona Beach, FL 61,005
Delray Beach, FL 60,522
Destin, FL 12,305
Escambia County, FL 297,619
Gainesville, FL 124,354
Hillsborough County, FL 1,229,226
Lee County, FL 618,754
Martin County, FL 146,318
Miami Beach, FL 87,779
North Palm Beach, FL 12,015
Oakland Park, FL 41,363
Ocala, FL 56,315
Oviedo, FL 33,342
Palm Bay, FL 103,190
Palm Beach County, FL 1,320,134
Palm Coast, FL 75,180
Panama City, FL 36,484
Pasco County, FL 464,697
Pinellas County, FL 916,542
Port Orange, FL 56,048
Port St. Lucie, FL 164,603
Sanford, FL 53,570
Sarasota, FL 51,917
St. Cloud, FL 35,183
Titusville, FL 43,761
Winter Garden, FL 34,568