



Jupiter, FL

Community Livability Report

2019



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The National Community Survey™
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About

The National Community 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 565 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.

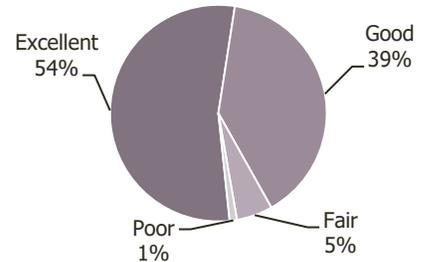


Quality of Life in Jupiter

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.

Overall Quality of Life



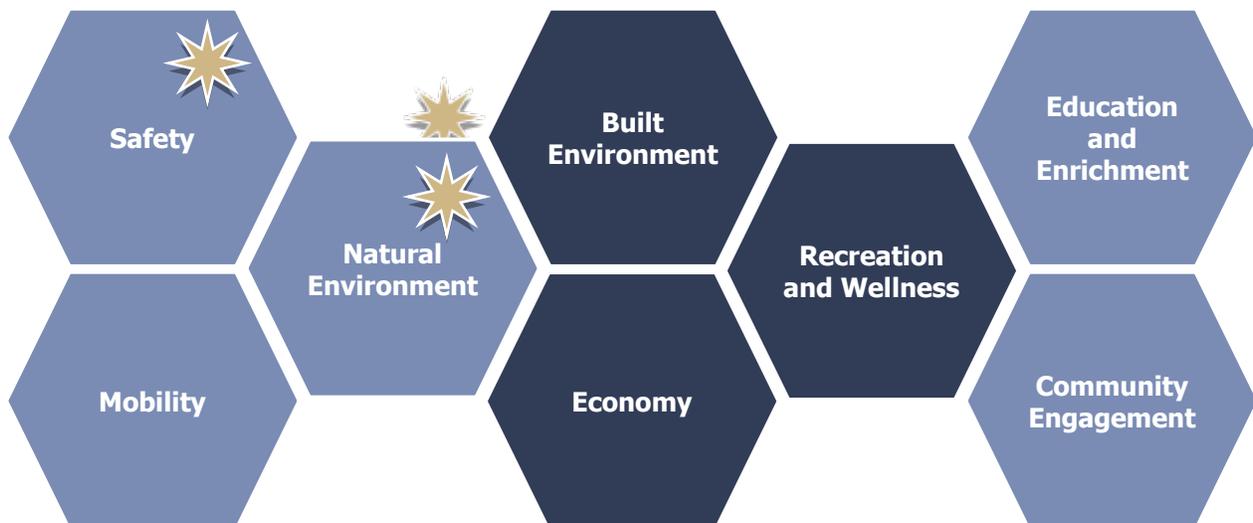
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Natural Environment as priorities for the Jupiter community in the coming two years. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

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

Legend

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

★ Most important



Community Characteristics

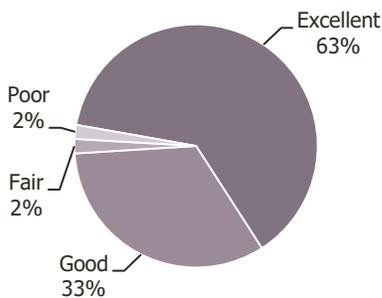
What makes a community livable, attractive and a place where people want to be?

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

In addition to rating the town as a place to live, respondents rated several aspects of community quality including Jupiter as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Jupiter and its overall appearance. About 9 in 10 respondents gave high marks to each aspect, and all surpassed the national averages.

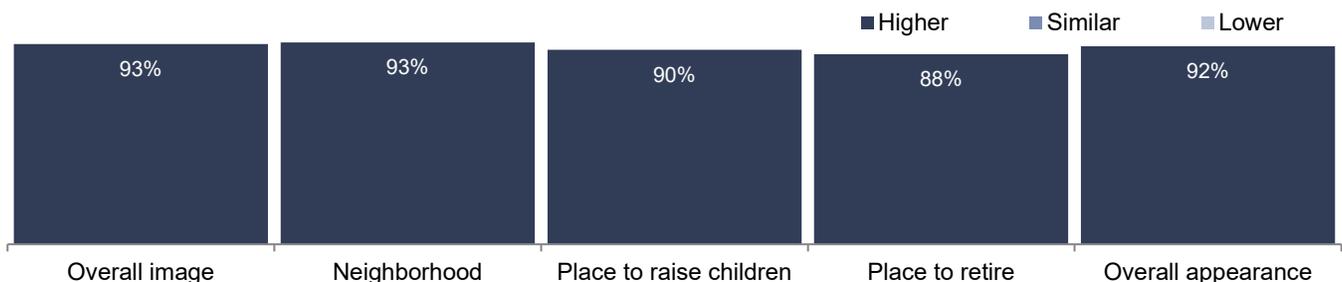
Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Most residents gave favorable ratings to each aspect, and only one aspect (ease of travel by public transportation) was lower than the national benchmark comparison. Jupiter residents gave ratings higher than the national averages to a majority of the aspects within Natural Environment, Economy and Recreation and Wellness. When comparing the 2019 survey ratings to the last survey conducted for Jupiter in 2017 (see the *Trends over Time* report under separate cover), respondents gave higher marks to affordable quality housing, employment opportunities and preventive health services in 2019. All other aspects of Community Characteristics remained stable from 2017 to 2019.

Place to Live



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

Comparison to national benchmark



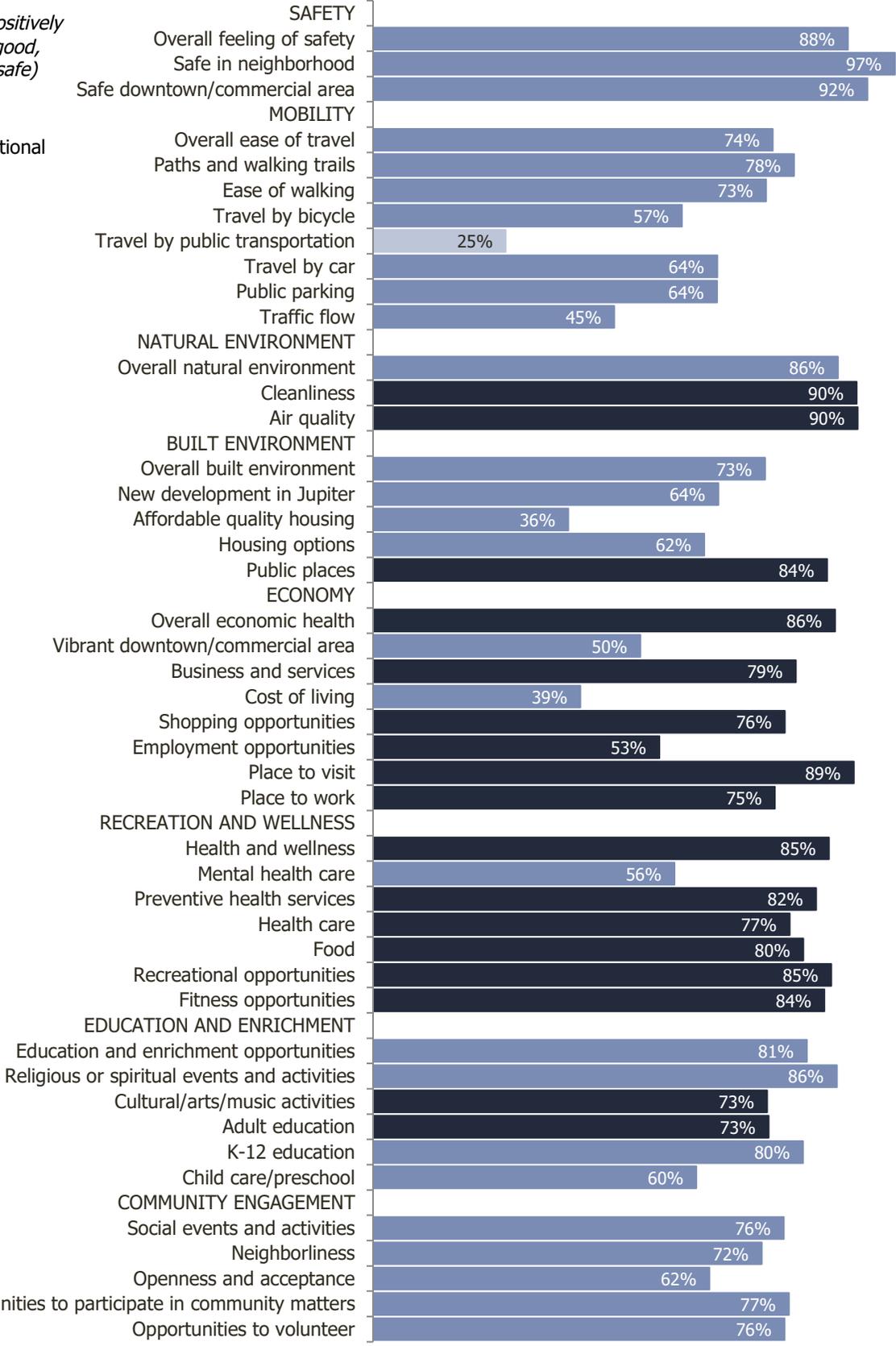
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Figure 1: Aspects of Community Characteristics

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

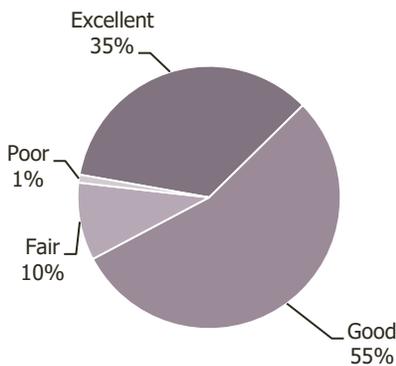
How well does the government of Jupiter meet the needs and expectations of its residents?

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 9 in 10 respondents gave high marks to the overall quality of services provided by the Town of Jupiter while about half held Federal Government services in high regard. Resident assessment of the overall quality of Town services were higher than the benchmark while the rating for the Federal Government was similar to the nation.

Survey respondents also rated various aspects of Jupiter’s leadership and governance. Each aspect received high marks from at least 6 in 10 respondents; the overall customer service provided by Town employees received the highest ratings (87% excellent or good). Residents gave above-average ratings to the overall value of services for taxes paid to Jupiter and to the job the Town government does at treating all residents fairly. Jupiter residents awarded higher ratings to their overall confidence in Town government in 2019 compared to 2017.

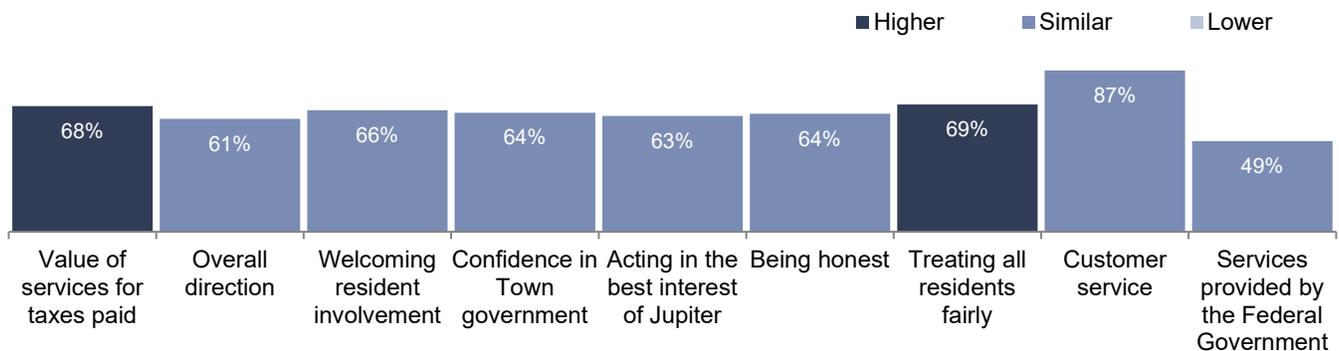
Respondents evaluated over 30 individual services and amenities available in Jupiter. All aspects of Governance were rated positively by half or more of respondents, and all were at least similar to the national benchmark comparisons. The highest concentration of ratings that eclipsed national comparisons were housed within Mobility, Natural Environment, Built Environment, Economy and Recreation and Wellness. Ratings of Jupiter’s police services and emergency preparedness were also higher than in comparison communities. Several aspects of Governance were trending up from 2017 to 2019; most of the improved ratings were within Mobility (street repair, street lighting, sidewalk maintenance, traffic signal timing, and bus or transit services). Ratings for natural areas preservation and health services also improved since the last survey iteration. Jupiter residents gave lower assessments to animal control and drinking water in 2019 compared to 2017.

Overall Quality of Town Services



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

Comparison to national benchmark



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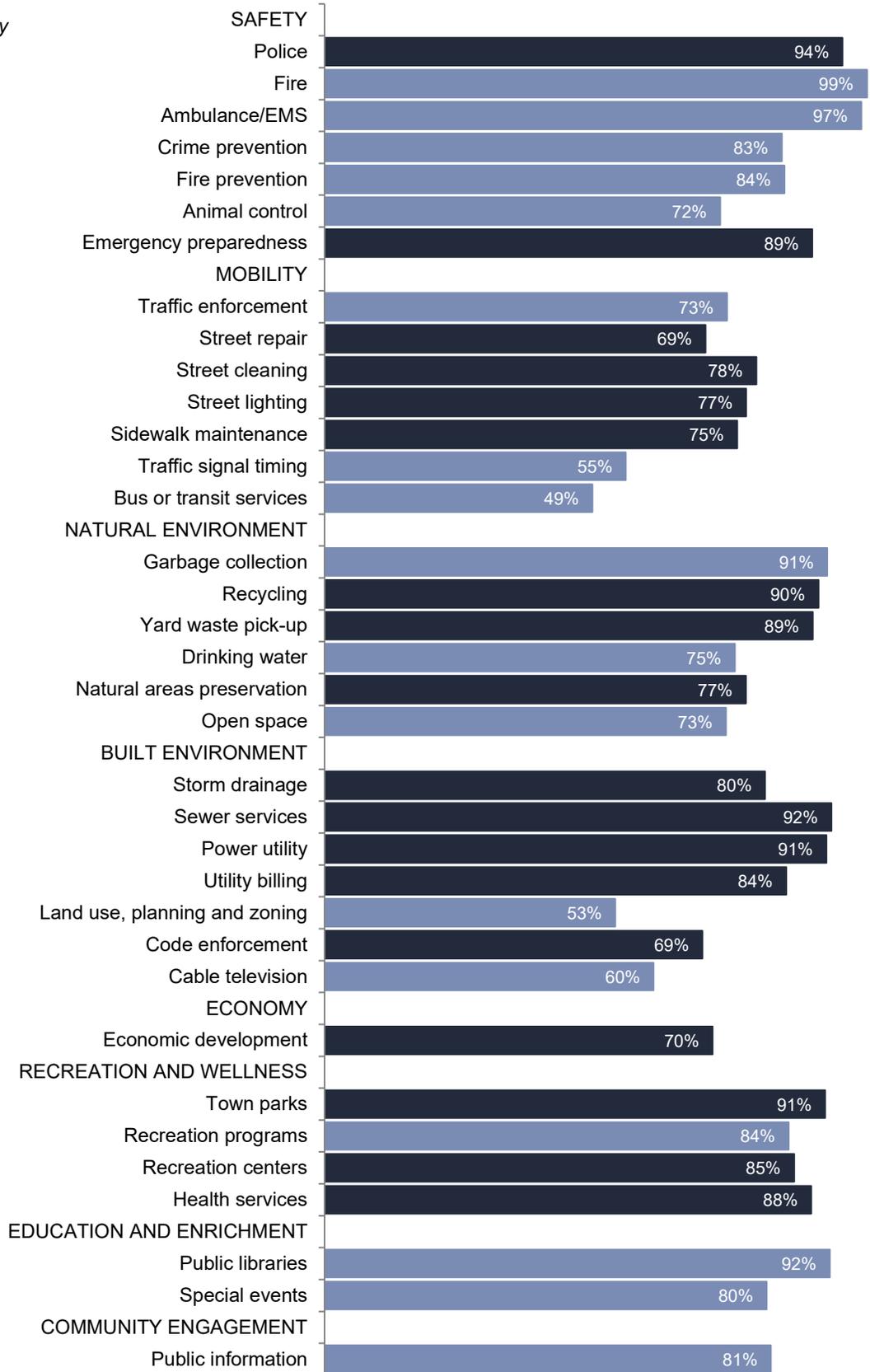
Figure 2: Aspects of Governance

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?

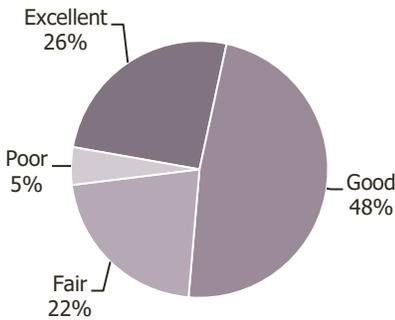
An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About 9 in 10 respondents planned to remain in Jupiter and were likely to recommend living in Jupiter; these rates were on par with comparison communities and were stable over time.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Levels of Participation varied widely across the different facets, making the benchmark comparisons, as well as comparisons to Jupiter over time, useful for interpreting the results. At least 9 in 10 respondents had purchased goods or services in Jupiter, recycled at home or talked to or visited with neighbors, while fewer than 2 in 10 contacted Jupiter elected officials or watched a local public meeting; these ratings were all on par with communities nationwide.

Compared to municipalities across the country, more residents in Jupiter had stocked supplies for an emergency. Additionally, respondents in Jupiter were less likely to observe a code violation or use public transportation than other communities.

In 2019, fewer respondents reported that they worked in Jupiter, used Jupiter recreation centers or public libraries, or contacted Jupiter employees than in 2017. More residents reported that they had volunteered in 2019.

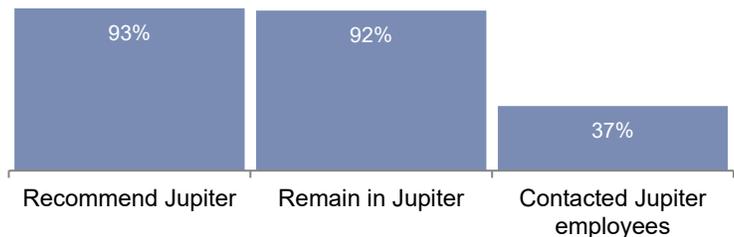
Sense of Community



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



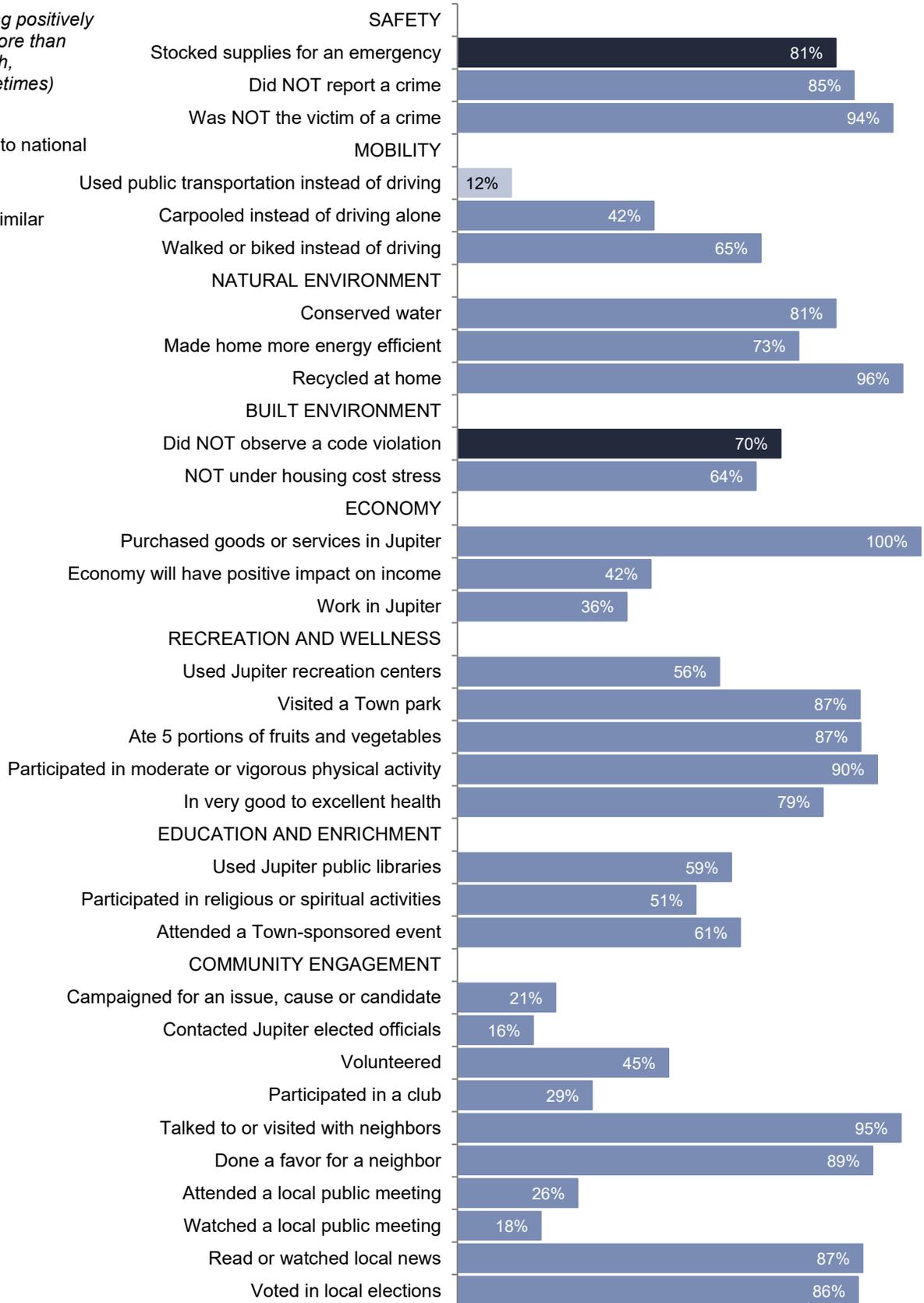
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Figure 3: Aspects of Participation

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

Comparison to national
benchmark

■ Higher ■ Similar
■ Lower

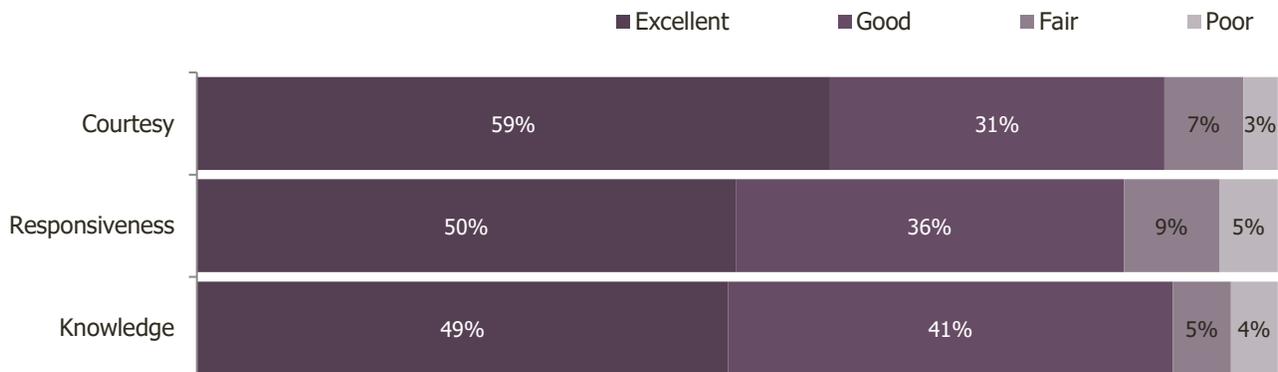


Special Topics

The Town of Jupiter included five questions of special interest on The NCS; these questions covered a wide variety of topics. 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 4: Ratings of Town Employees

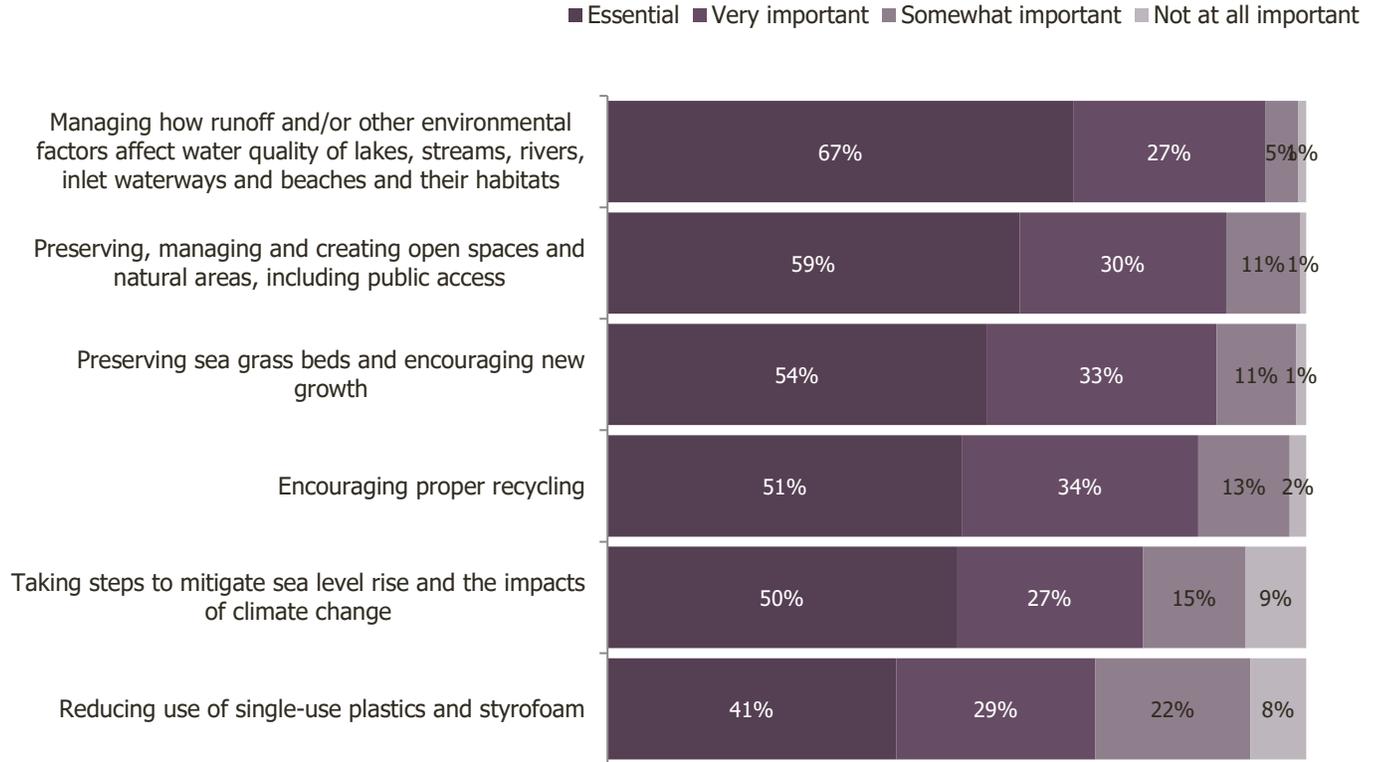
In question 7, you were asked if you had contacted the Town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months. If you answered "yes," please provide your impression of the following:



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Respondents also were asked to rate the importance of a number of potential Town projects. Overall, about 9 in 10 residents rated each initiative as at least somewhat important. About two-thirds of respondents thought managing how runoff and/or other environmental factors affect water quality of lakes, streams, rivers, inlet waterways and beaches and their habitats was essential.

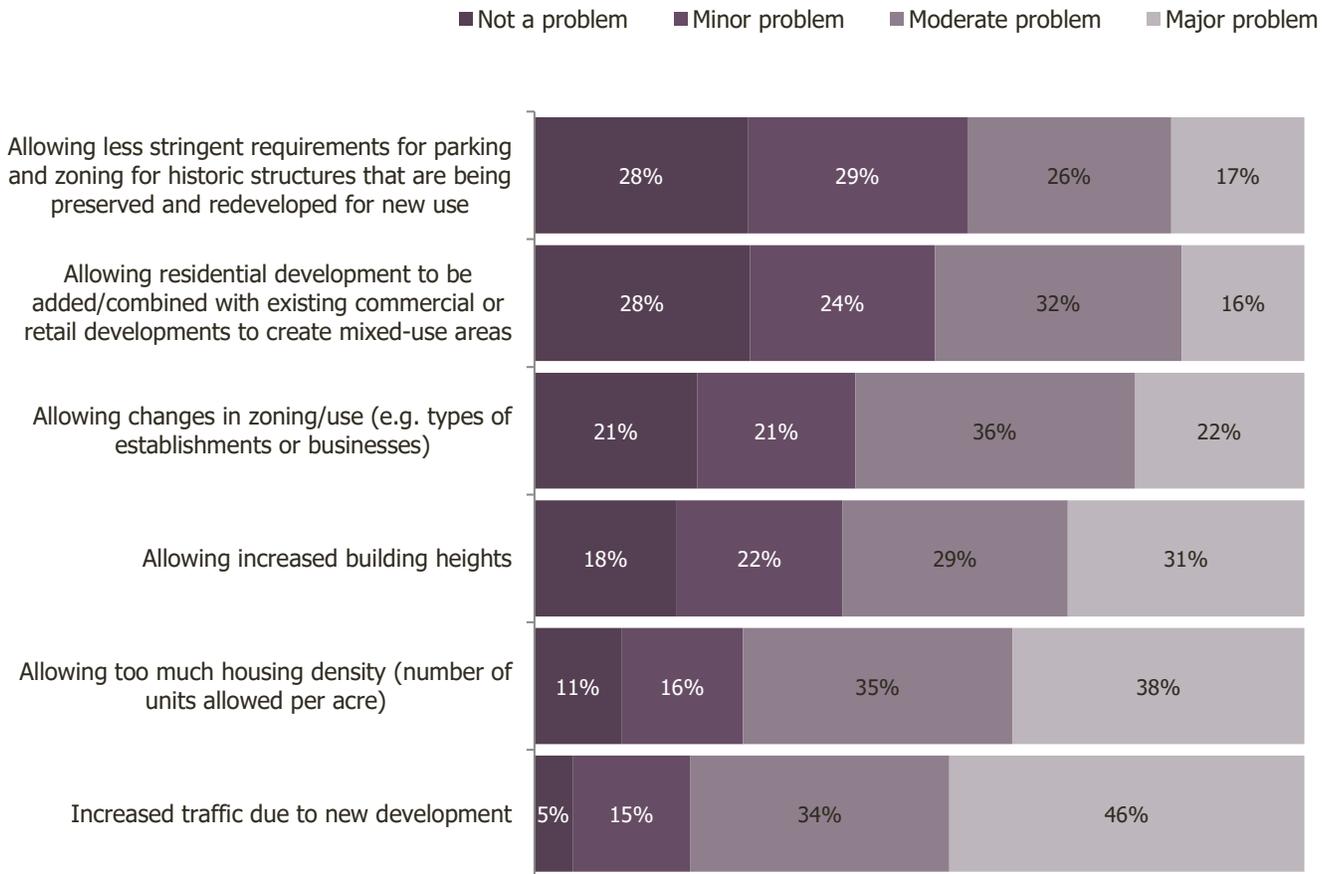
Figure 5: Importance of Devoting Resources to Various Town Projects
 Please rate how important, if at all, you think it is for the Town of Jupiter to devote resources to each of the following:



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Respondents were given a list of potential problems in the town of Jupiter. Close to half rated increased traffic due to new development as a major problem; while fewer than one-quarter felt that allowing less stringent requirements for parking and zoning for historic structures that are being preserved and redeveloped for new use, allowing residential development to be added/combined with existing commercial or retail developments to create mixed-use areas, allowing residential development to be added/combined with existing commercial or retail developments to create mixed-use areas or allowing changes in zoning/use were major problems. A majority indicated that each item on the list was at least a minor problem.

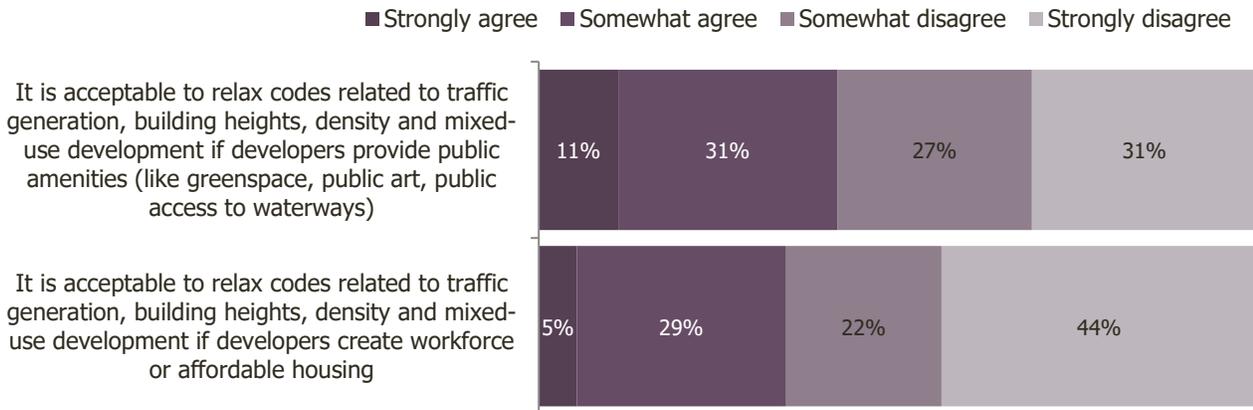
Figure 6: Potential Problems in Jupiter
To what degree, if at all, are each of the following a problem in the Town of Jupiter?



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Residents were then asked to indicate their level of agreement regarding relaxing codes related to traffic generation, building heights, density and mixed-use development. About 4 in 10 strongly or somewhat agreed that it was acceptable to do so if the developers provided public amenities like greenspace, public art, and public access to waterways; conversely about 6 in 10 disagreed. About one-third of respondents were in agreement that codes could be relaxed if developers created workforce or affordable housing; while about two-thirds disagreed with relaxing the codes.

Figure 7: Level of Agreement with Relaxing Regarding Town Codes
To what extent do you agree or disagree with each of the following statements?

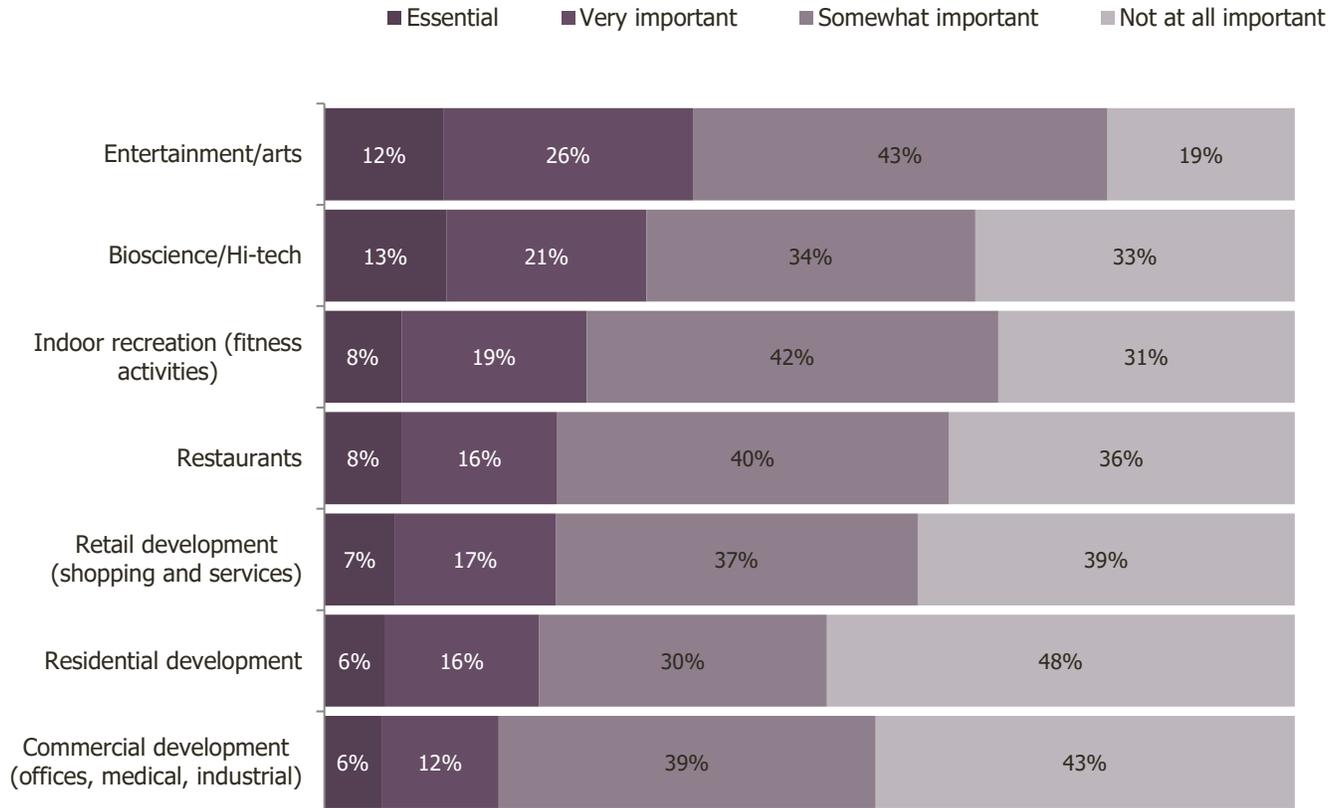


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The final custom question addressed the issue that the Town is nearing “build-out”. Respondents were asked to rate the importance of the Town encouraging specific types of development. Overall, a majority of residents rated encouraging each type of development as at least somewhat important, but less than half felt that any were essential or very important. About one-third indicated that encouraging entertainment/arts and bioscience/hi-tech development were essential or very important.

Figure 8: Importance of Various Types of Development

The Town is nearing "build-out" which means there are very few remaining vacant parcels of land/property to develop or redevelop. How important, if at all, is it for the Town to encourage the following types of development?



Conclusions

Jupiter continues to be an extremely desirable community; residents praise services and have increased confidence in local government.

At least 9 in 10 respondents gave excellent or good ratings to the overall quality of life in Jupiter, the overall image or reputation of Jupiter, the town as a place to live, their neighborhoods, the town as a place to raise children and to the overall appearance of Jupiter. About 4 in 5 respondents gave high marks to Jupiter as a place to retire; this rating was much higher than the national benchmark and was received one of the highest ratings in NRC's benchmarking database. These strong ratings have remained stable over time. When asked if they were likely to recommend living in Jupiter or if they were likely to remain in Jupiter for the next 5 years, almost all respondents indicated that they were likely to do so.

When asked to rate the overall quality of services provided by the Town; about 9 in 10 residents gave high marks and this rating eclipsed national averages. Jupiter residents displayed higher levels of confidence in Town government in 2019 compared to 2017. Assessments of the value of services for taxes paid to Jupiter and the job the local government does at treating all residents fairly were higher than national averages. Town employees and Town services all received strong ratings from a majority of respondents and many ratings were higher than those observed in comparison communities.

The Natural Environment continues to be a top priority and key focus area.

As in past years, residents felt the Natural Environment was a top community priority, and ratings within this facet tended to be strong. At least 4 in 5 gave positive evaluations to the overall natural environment, cleanliness and air quality. Ratings for air quality and cleanliness were higher than observed in other communities across the nation and remained stable over time. About three-quarters of respondents were pleased with natural areas preservation; this assessment was higher than the benchmark and increased from 2017 to 2019. However, residents' assessments of drinking water decreased during this same time period.

One of Jupiter's custom questions asked residents to rate the importance of devoting Town resources to several projects that had to do with the environment. At least 9 in 10 residents rated each item as at least somewhat important; about two-thirds deemed it essential to devote resources to manage how runoff and/or other environmental factors affect water quality of lakes, streams, rivers, inlet waterways and beaches and their habitats. Further, a majority indicated that it was essential to dedicate resources to preserve, manage and create open space and natural areas, including public access; to preserve sea grass beds and encourage new growth; to encourage proper recycling; and to take steps to mitigate sea level rise and the impacts of climate change.

Safety is an important and positive feature of the community.

Jupiter residents again indicated that Safety should be a top priority for the community in the next two years. About 4 in 5 respondents gave excellent or good ratings to the overall feeling of safety in Jupiter. Almost all respondents gave high marks to fire, police and emergency medical services. About 9 in 10 respondents had not been the victim of a crime in the 12 months prior to the survey, and Jupiter residents reported higher levels of stocking supplies in preparation for an emergency than residents in comparison communities. While ratings decreased for animal control in 2019 compared to 2017, all other safety ratings remained stable during this time period.

Mobility ratings rebounded in 2019.

As reported in 2017, ratings of traffic flow, street repair, sidewalk maintenance and traffic signal timing reached the lowest levels since these questions were first asked in 2009. In 2019; ratings for street repair, street lighting, sidewalk maintenance, traffic signal timing and bus or transit services all improved. A continued emphasis on Mobility as Jupiter continues to grow could further improve residents' perception.