

**Jupiter, FL**

**The National Community Survey**

Community Livability

2021

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## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Jupiter. A livable community is 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. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 514 residents of the Town of Jupiter collected from December 13th, 2021 to January 31st, 2022. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2021 survey was 12%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Jupiter.

### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Jupiter’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Jupiter residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Jupiter’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Jupiter’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your Town’s 2021 ratings compare to other communities’ ratings from the past five years.



## Trends over time

Trend data for Jupiter represent important comparison data and should be examined for improvements or declines\*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than 7 percentage points between the 2019 and 2021 surveys, the change is statistically significant.

\* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

## Highlights

### **The natural environment continues to be an asset to the Town and its residents.**

Ratings for survey items related to Jupiter's natural environment tended to be positive and above the national average. Most residents gave positive reviews to overall quality of natural environment in Jupiter (90%), and cleanliness and water resources were also rated favorably by at least 9 in 10. Air quality received high marks from nearly all Jupiter respondents (97%), scoring much higher than the national average. Three-quarters also approved of Jupiter's open space and preservation of natural areas. In addition, about 9 in 10 respondents were pleased with the quality of the Town's parks and recreation opportunities. A similar proportion also viewed the availability of paths and walking trails positively, reflecting an 11% increase from Jupiter's previous iteration of this survey.

### **Residents value Jupiter's healthy economy but indicate that affordability may be a growing concern.**

Evaluations of Jupiter's economy were favorable, with 9 in 10 respondents rating the Town's overall economic health as excellent or good. Almost all economy-related items on the survey outperformed the national and peer comparison groups. About 8 in 10 residents positively reviewed Jupiter as a place to work, and nearly all (96%) gave high marks to the town as a place to visit. Most respondents were pleased with the overall quality of business and service establishments (92%), which increased significantly over the prior survey results. Similarly, the vibrancy of downtown and commercial areas also improved, receiving positive ratings from 64% of respondents this year (about 15% higher than in 2019).

While Jupiter's economy ratings were strong in most areas, affordability was a point of concern for survey participants. About 3 in 10 rated the cost of living favorably, which decreased slightly from 2019 but remained on par with benchmark comparisons. Only 2 in 10 respondents positively reviewed the availability of affordable quality housing, which declined significantly since the previous survey and fell below the benchmark.

### **Residents enjoy the high quality of life in Jupiter and applaud its opportunities for healthy living.**

Opportunities for healthy living and quality of life remain strong in Jupiter. Nearly all respondents positively rated Jupiter as a place to live (98%) and the overall quality of life in the town (93%). Similarly high proportions considered Jupiter an excellent or good place to raise children and to retire, which surpassed ratings in comparison communities across the country.

Residents' access to opportunities for recreation and general wellbeing contribute to this high quality of life. About 9 in 10 respondents appreciated the overall health and wellness opportunities in the town, and at least three-quarters also gave high marks to the availability of affordable quality health care and preventative health services, all of which were higher than custom and national benchmarks. In addition, fitness opportunities (90%), recreational opportunities (91%), and recreation centers or facilities (83%) received higher-than-average evaluations.

### **Trust in Jupiter's government is strong, and the Town's services are highly regarded.**

The overall quality of services provided by the Town of Jupiter received higher than both the national and peer group averages, with 86% of respondents giving a positive evaluation. About 7 in 10 respondents offered favorable reviews for Town leadership treating residents fairly and with respect, being honest, and generally acting in the best interest of the community. A similar proportion gave excellent or good assessments to the value of services for the taxes paid to Jupiter, which was higher than in comparison communities nationwide. Further, 9 in 10 respondents positively reviewed the overall customer service provided by Jupiter employees, surpassing both the national and peer benchmarks. In a set of questions unique to Jupiter's survey, residents were asked whether they had contacted the Town in the past 12 months for help or information. Of the 36% who reported doing so, roughly 8 in 10 gave high marks to the knowledge, responsiveness, and courtesy of Town employees, similar to scores on this same question in 2019.

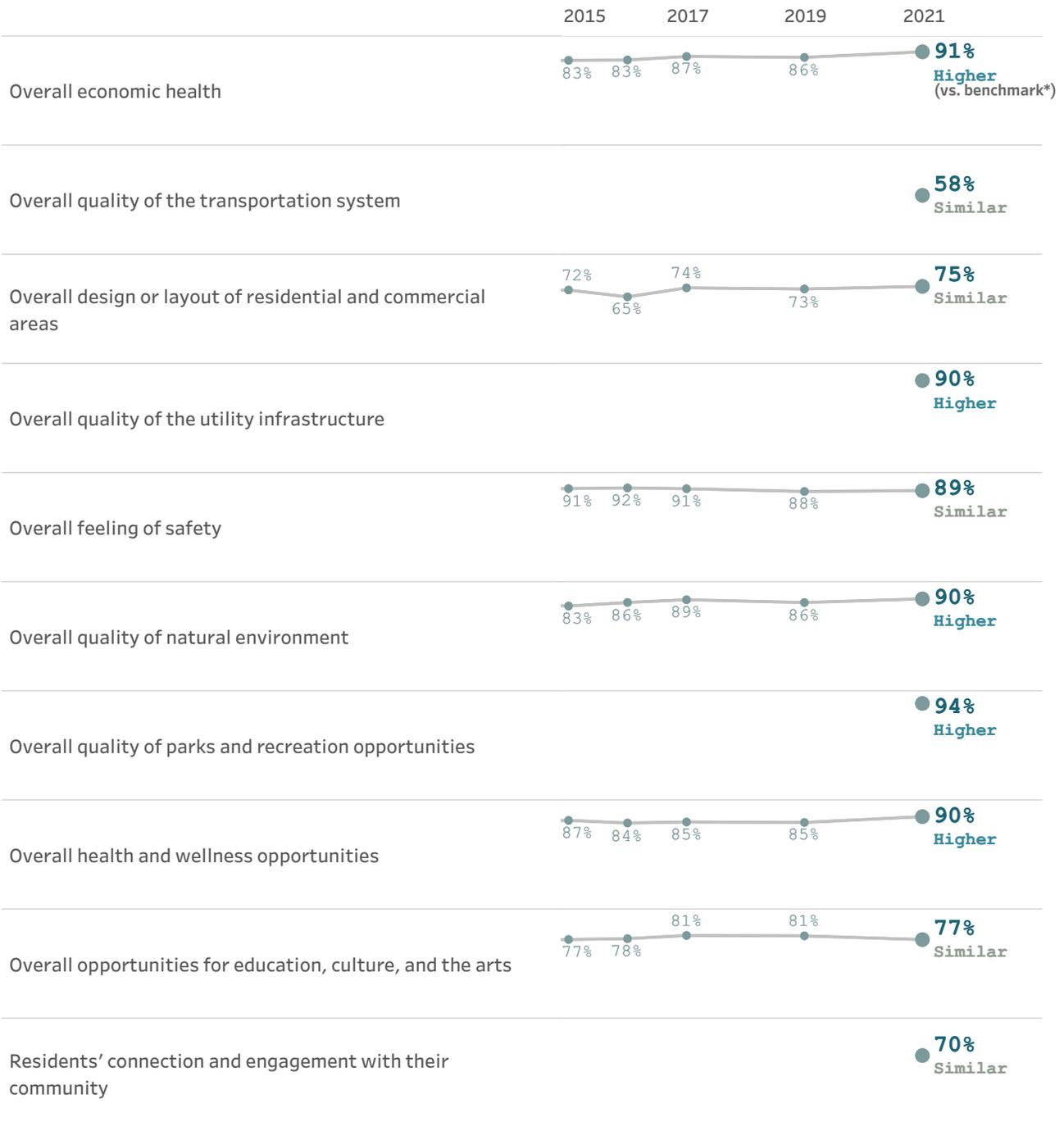
Ratings for Jupiter's public information services were also strong, with 82% of residents offering good or excellent evaluations. When asked about specific Town publications and informational resources, over 80% of respondents noted that the Town website and direct mail items (postcards and letters) were a major or minor source of information about Jupiter's news or events. Emails from the town, fliers or advertisements, and the *Town Times* printed newsletter all followed closely behind, with at least three-quarters of residents relying on them for information.

## Facets of livability

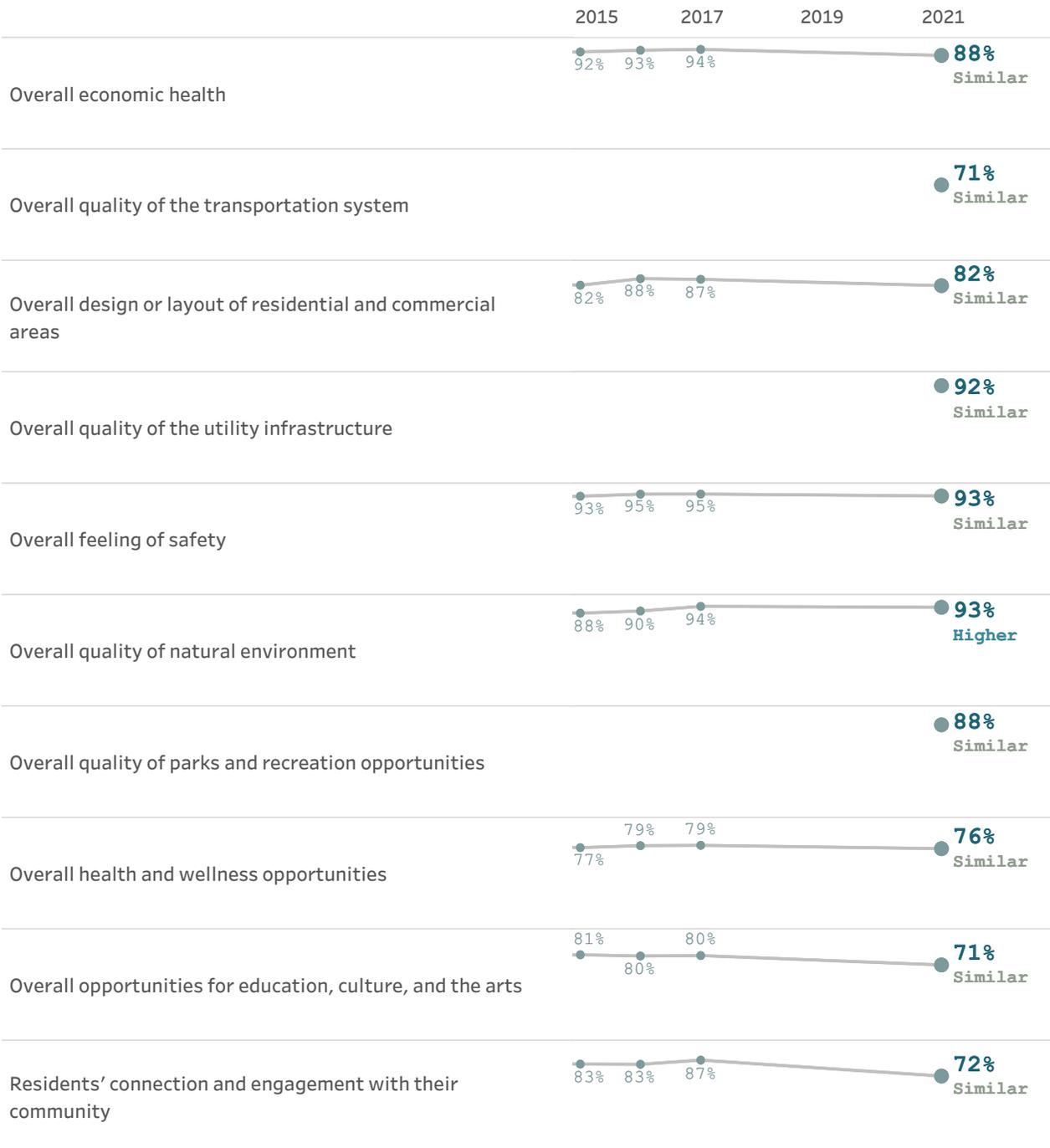
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Jupiter as a whole.  
(% excellent or good)



Please rate how important, if at all, you think it is for the Jupiter community to focus on each of the following in the coming two years.  
 (% essential or very important)



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

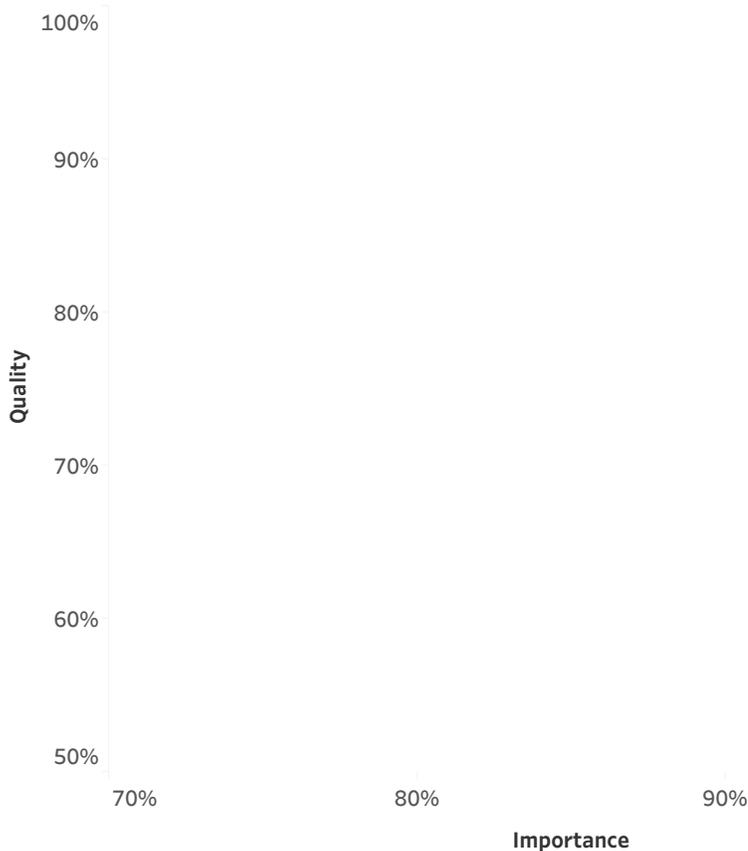
## Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide Town staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 89% or more of respondents were considered of “higher quality” and those with ratings lower than 89% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 85% or more of respondents. Services were rated as “less important” if they received a rating of less than 85%. This classification uses the median ratings for quality and importance to divide the services in half.

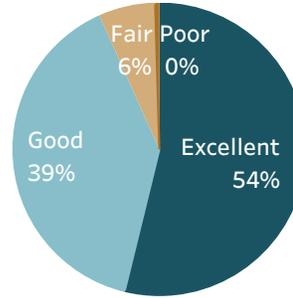
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix ( higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



## Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

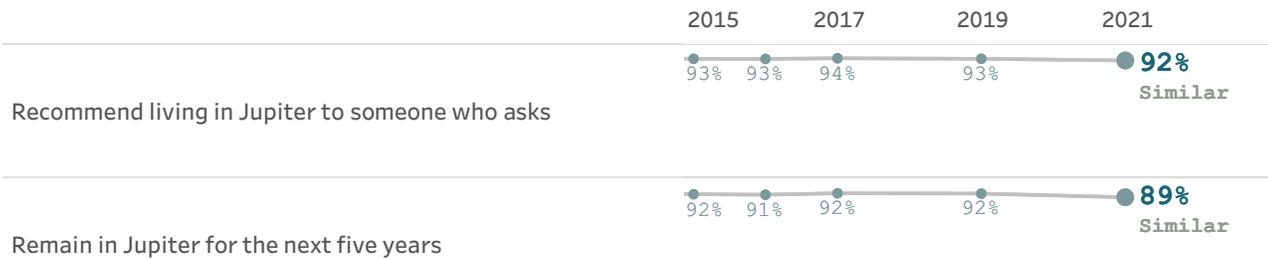
The overall quality of life in Jupiter, 2021



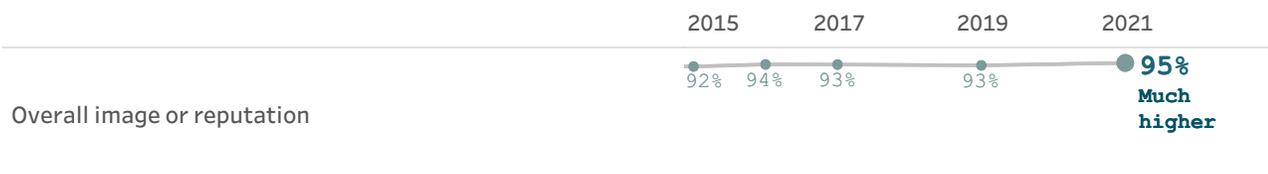
Please rate each of the following aspects of quality of life in Jupiter.  
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.  
(% very or somewhat likely)



Please rate each of the following in the Jupiter community.  
(% excellent or good)

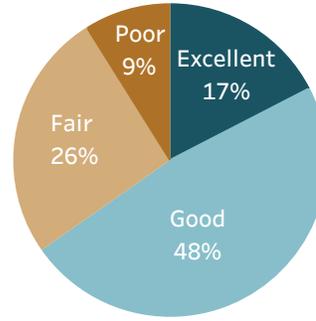


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

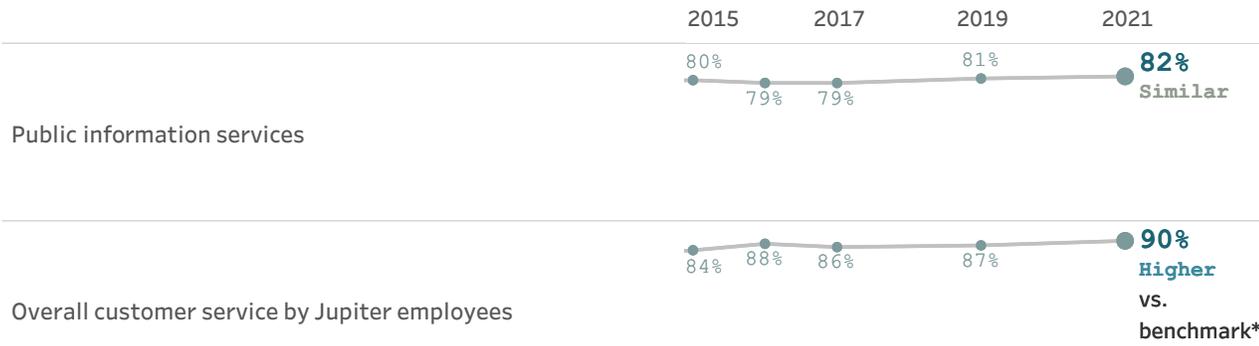
## Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Jupiter government, 2021



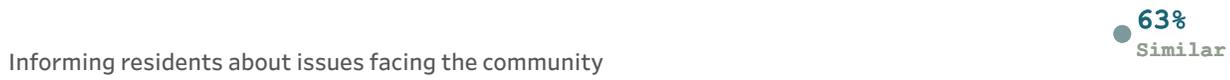
Please rate the quality of each of the following services in Jupiter. (% excellent or good)



Please rate the following categories of Jupiter government performance. (% excellent or good)



2015 2017 2019 2021



**Overall, how would you rate the quality of the services provided by each of the following?  
(% excellent or good)**

2015 2017 2019 2021



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

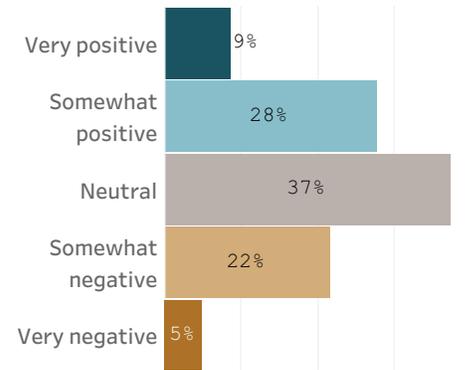
## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

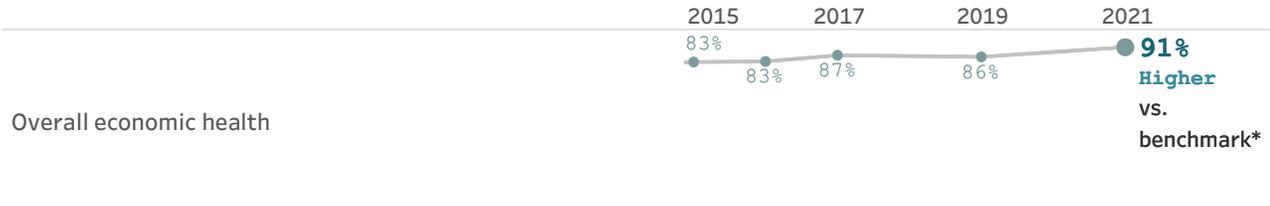
Overall economic health of Jupiter, 2021



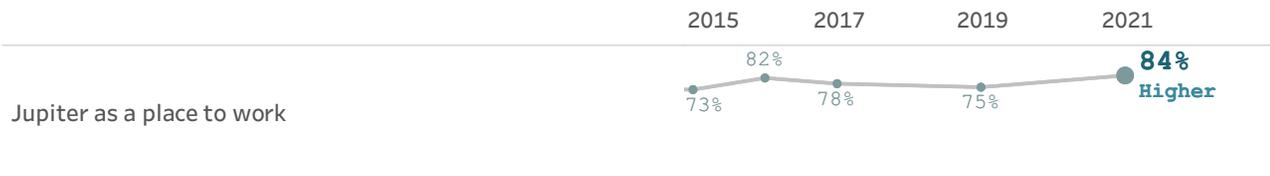
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following characteristics as they relate to Jupiter as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Jupiter. (% excellent or good)



Please rate each of the following in the Jupiter community. (% excellent or good)



2015 2017 2019 2021

Employment opportunities



Shopping opportunities



Cost of living



Please rate the quality of each of the following services in Jupiter.  
(% excellent or good)

2015 2017 2019 2021

Economic development



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:  
(% very or somewhat positive)

2015 2017 2019 2021

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

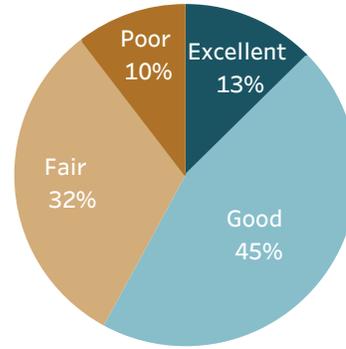


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Mobility

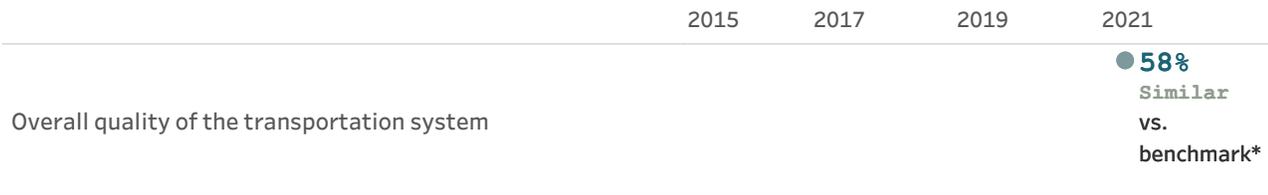
The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Jupiter, 2021



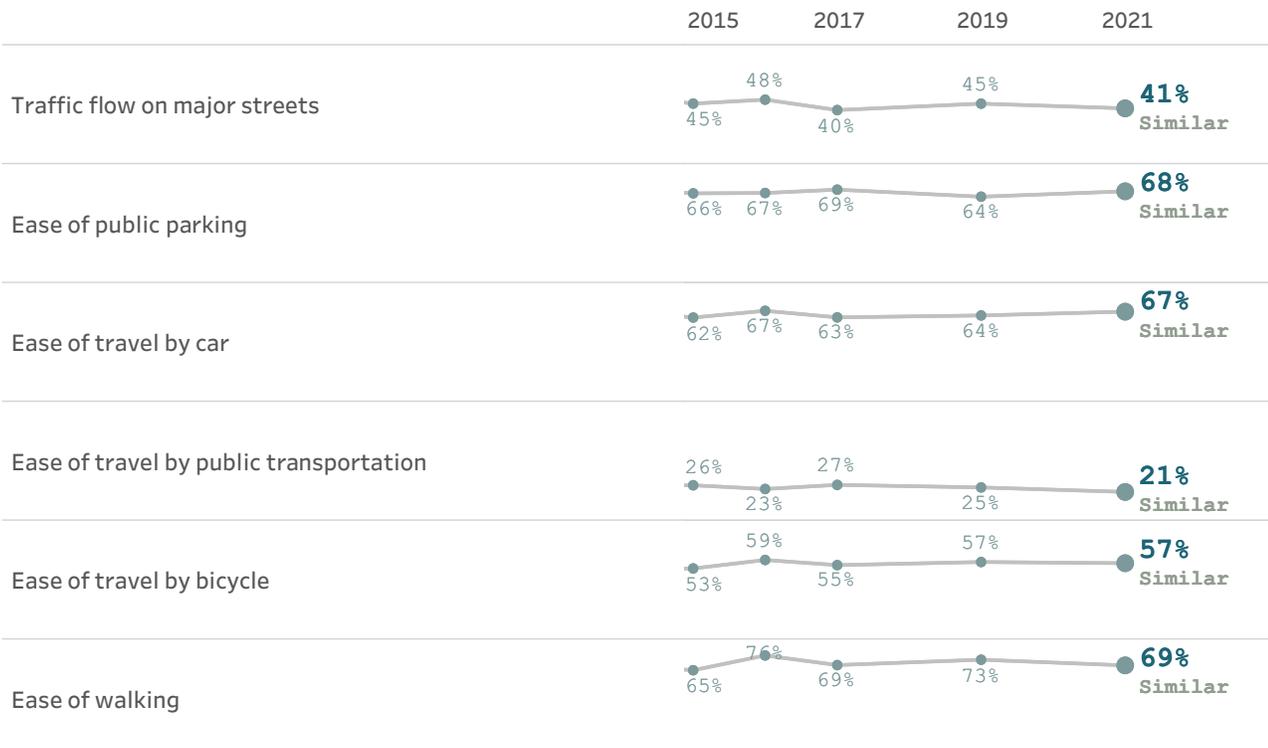
Please rate each of the following characteristics as they relate to Jupiter as a whole.

(% excellent or good)

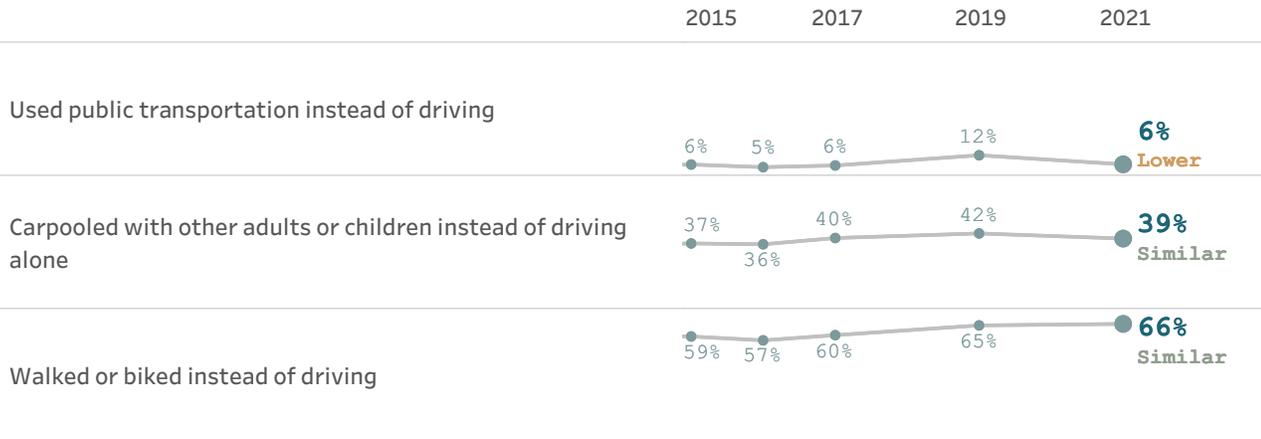


Please also rate each of the following in the Jupiter community.

(% excellent or good)



Please indicate whether or not you have done each of the following in the last 12 months.  
 (% yes)



Please rate the quality of each of the following services in Jupiter.  
 (% excellent or good)

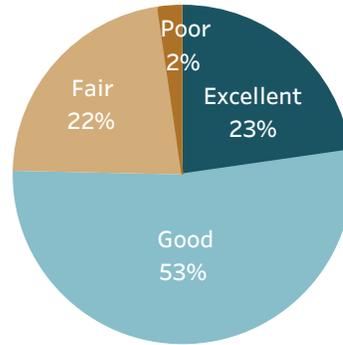


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

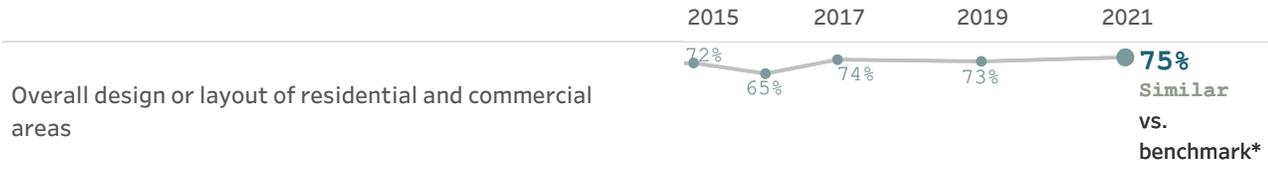
Overall design or layout of Jupiter's residential and commercial areas, 2021

## Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



Please rate each of the following characteristics as they relate to Jupiter as a whole.  
(% excellent or good)

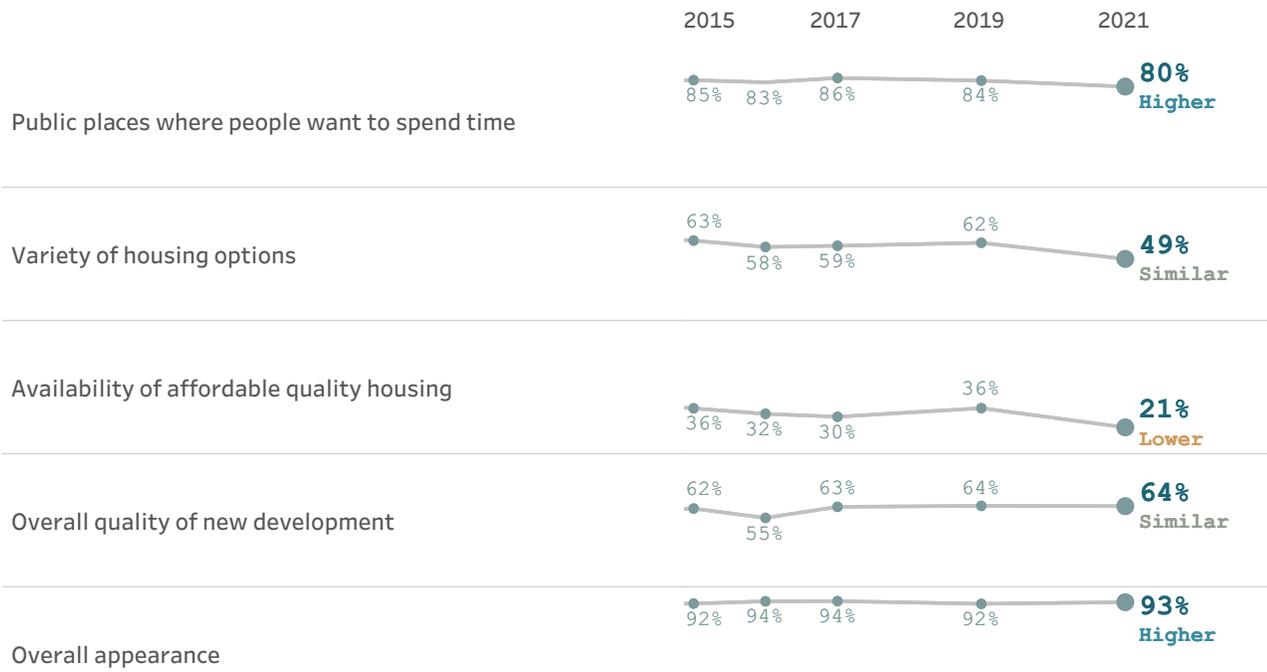


Please rate each of the following aspects of quality of life in Jupiter.  
(% excellent or good)

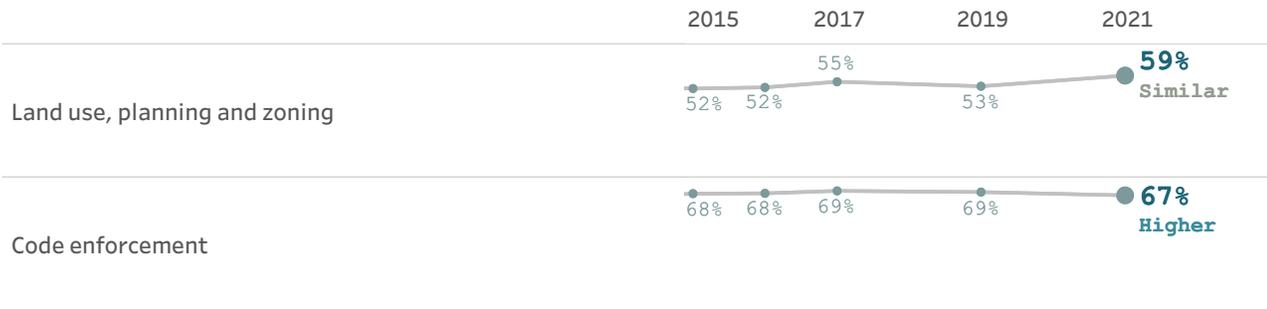


Please also rate each of the following in the Jupiter community.  
(% excellent or good)



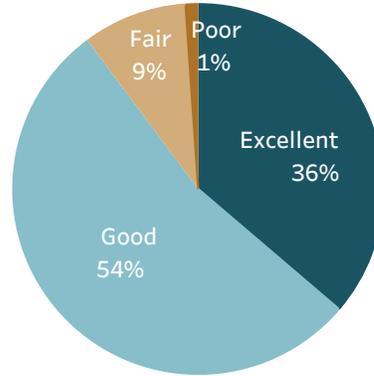


**Please rate the quality of each of the following services in Jupiter.  
(% excellent or good)**



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

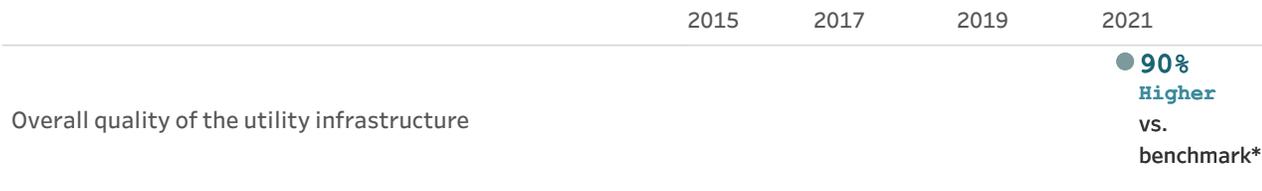
Overall quality of the utility infrastructure in Jupiter, 2021



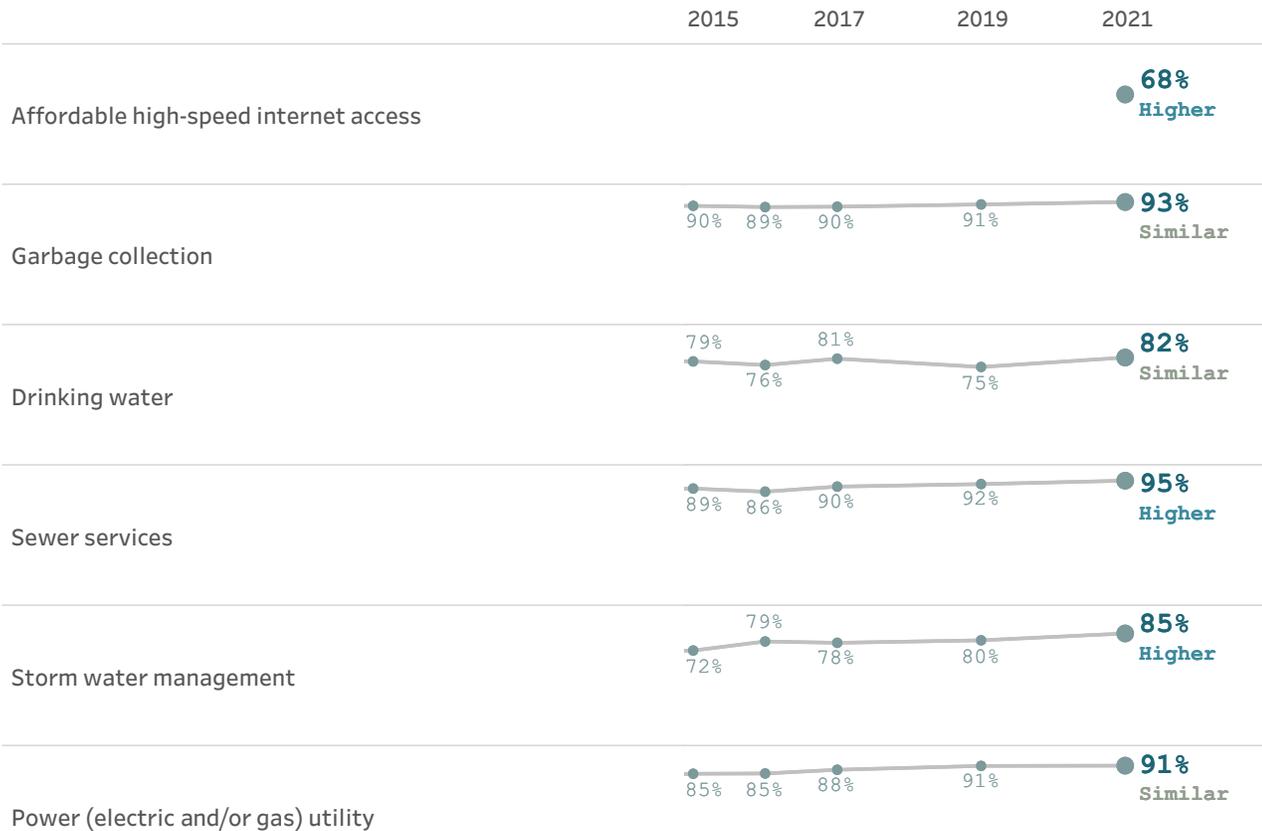
## Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate each of the following characteristics as they relate to Jupiter as a whole. (% excellent or good)



Please rate the quality of each of the following services in Jupiter. (% excellent or good)



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Utility billing

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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

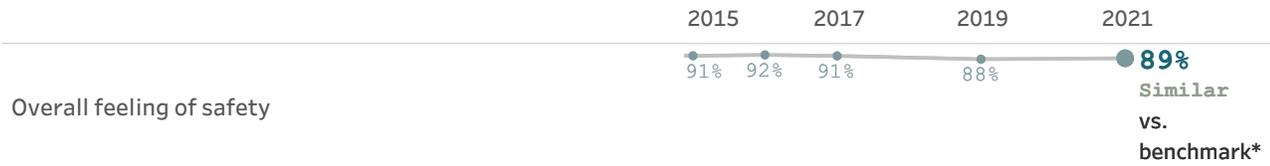
## Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

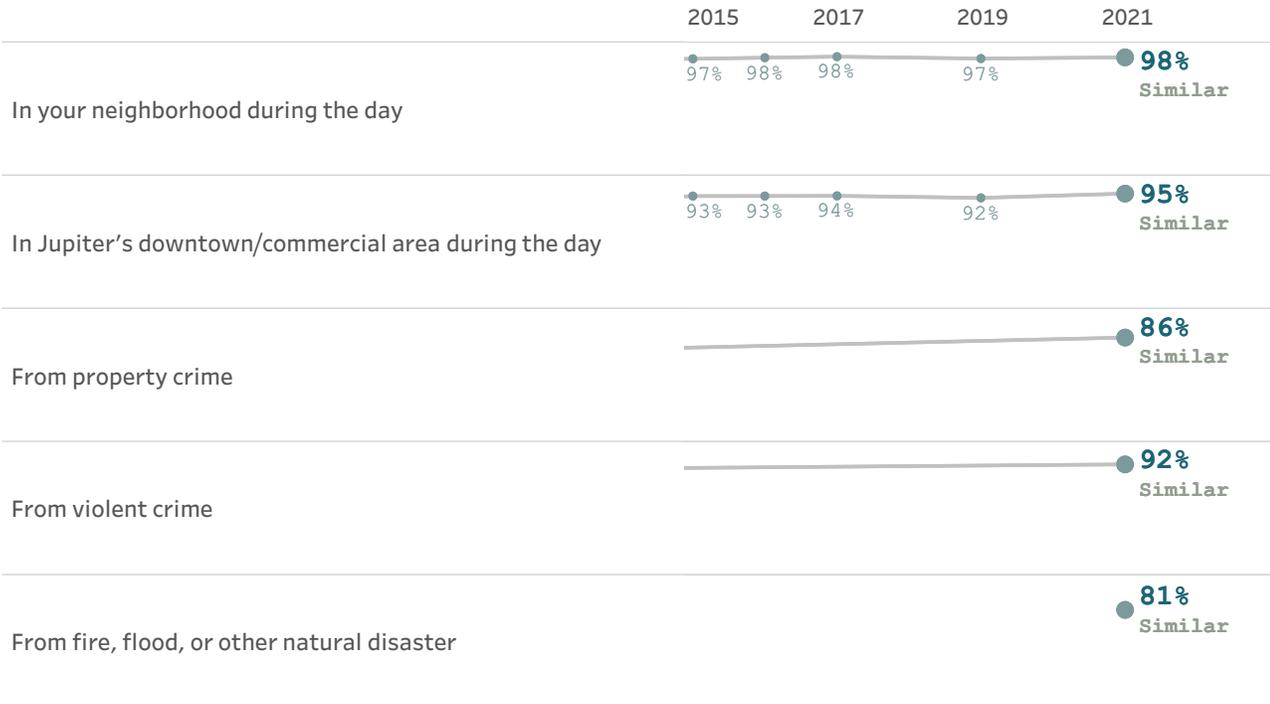
Overall feeling of safety in Jupiter, 2021



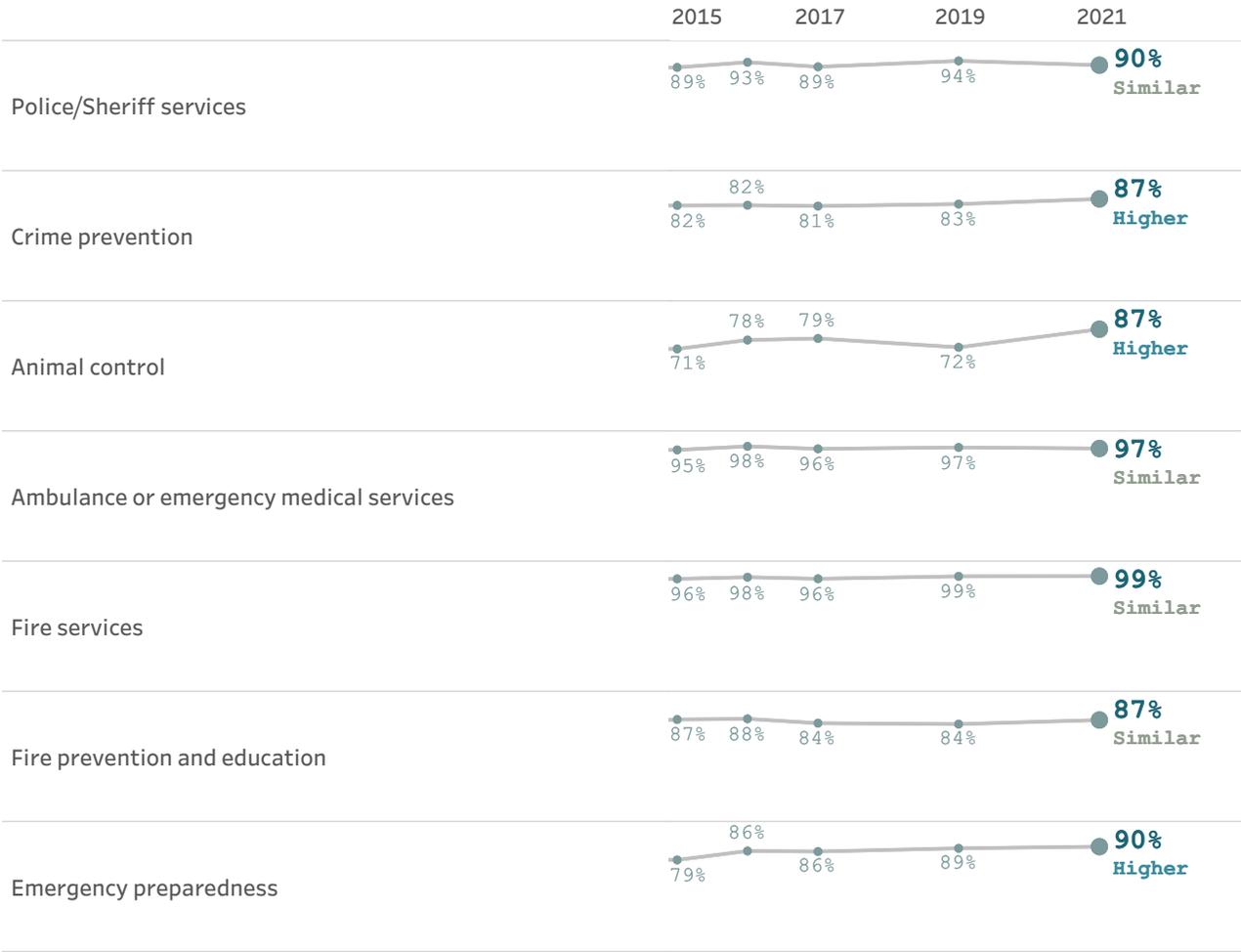
Please rate each of the following characteristics as they relate to Jupiter as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)



**Please rate the quality of each of the following services in Jupiter.**  
 (% excellent or good)

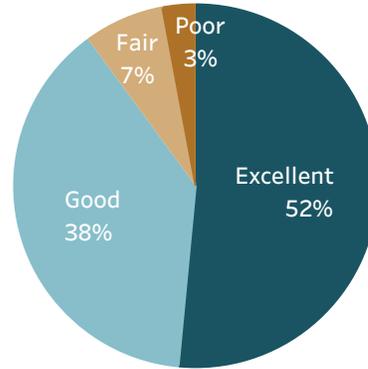


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

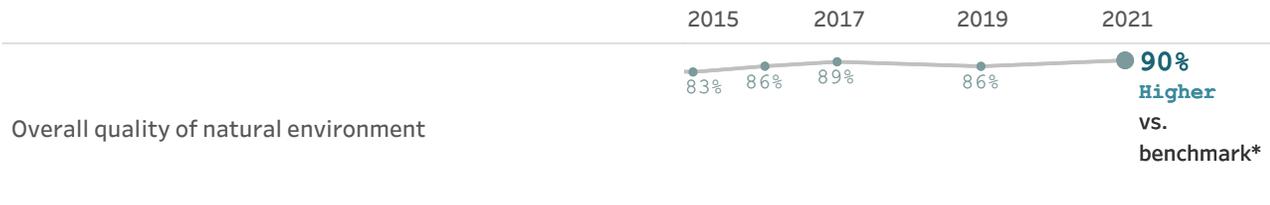
Overall quality of natural environment in Jupiter, 2021

## Natural environment

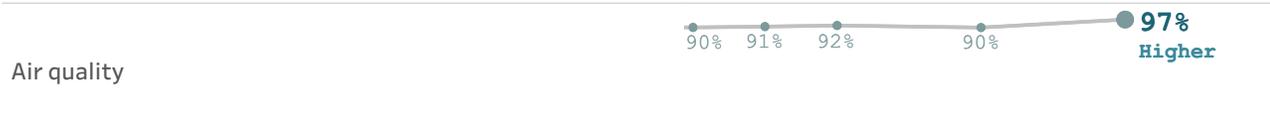
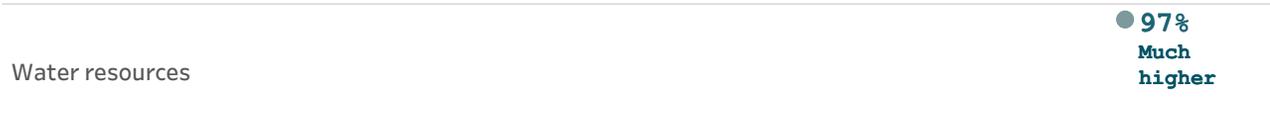
The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



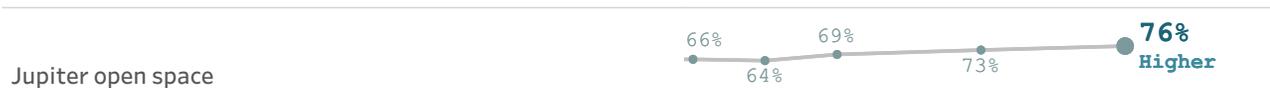
Please rate each of the following characteristics as they relate to Jupiter as a whole.  
(% excellent or good)

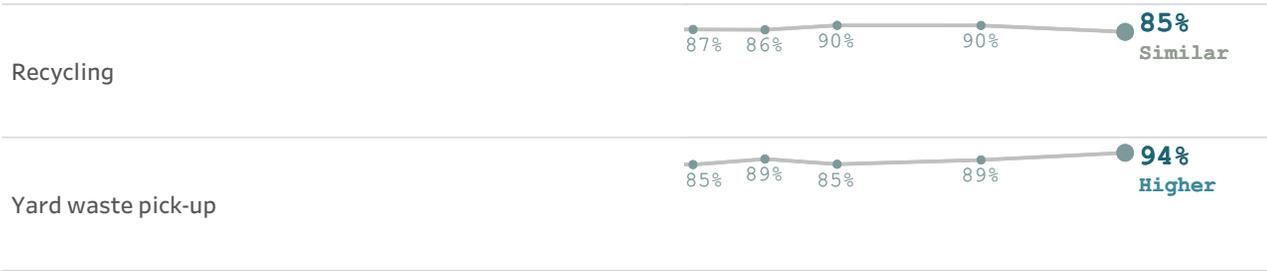


Please also rate each of the following in the Jupiter community.  
(% excellent or good)



Please rate the quality of each of the following services in Jupiter.  
(% excellent or good)





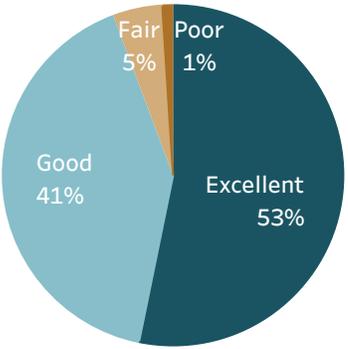
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

Parks and recreation

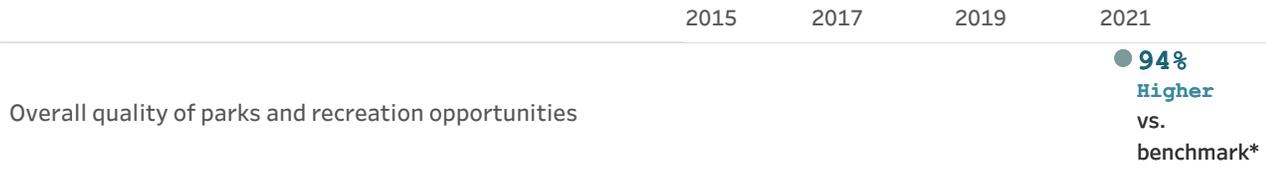
“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association



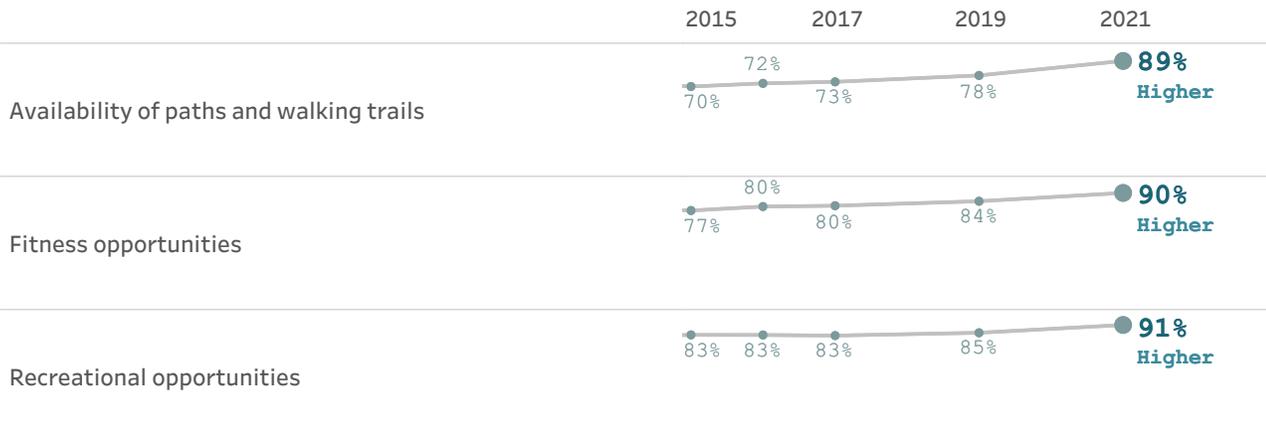
Please rate each of the following characteristics as they relate to Jupiter as a whole.

(% excellent or good)



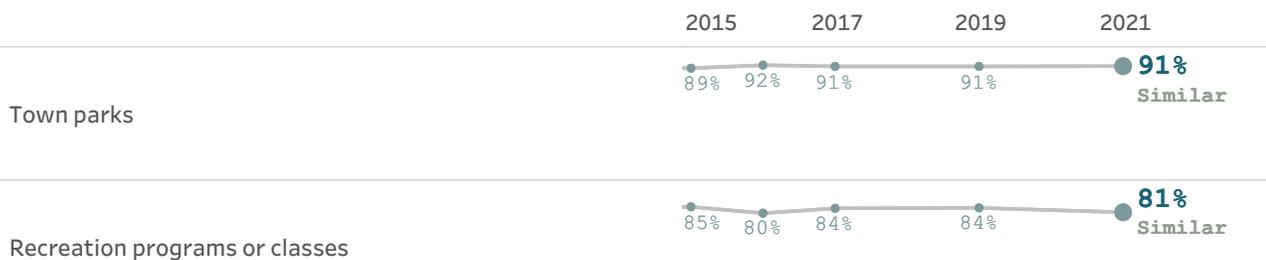
Please also rate each of the following in the Jupiter community.

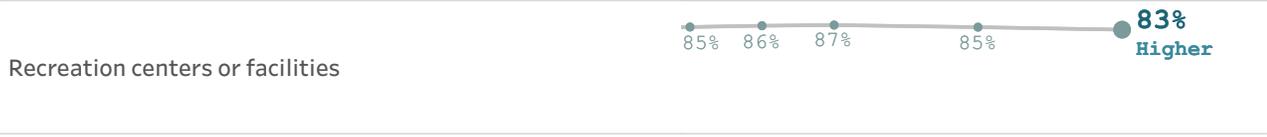
(% excellent or good)



Please rate the quality of each of the following services in Jupiter.

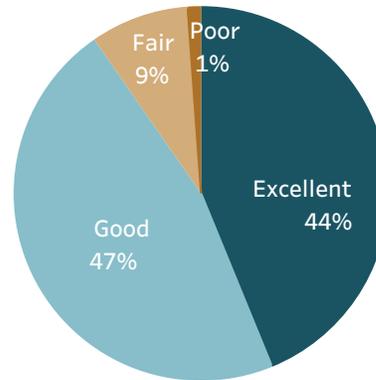
(% excellent or good)





\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall health and wellness opportunities in Jupiter, 2021



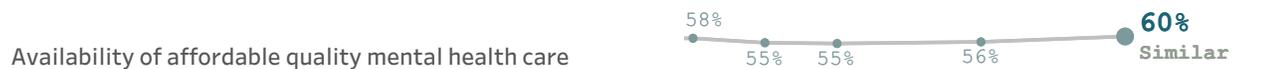
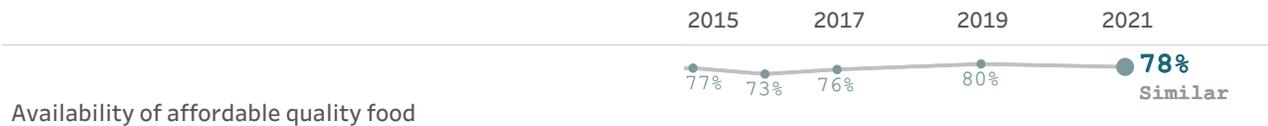
## Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Please rate each of the following characteristics as they relate to Jupiter as a whole.  
(% excellent or good)



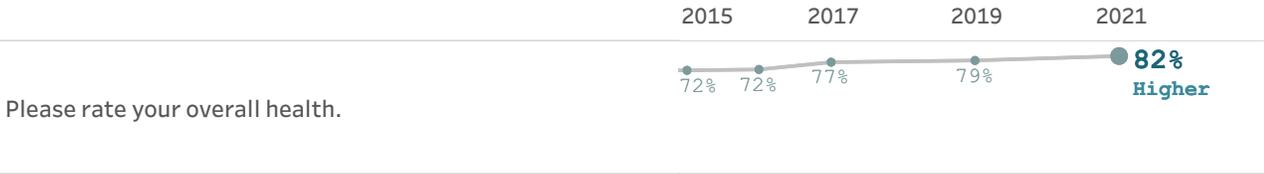
Please also rate each of the following in the Jupiter community.  
(% excellent or good)



Please rate the quality of each of the following services in Jupiter.  
(% excellent or good)



Please rate your overall health.  
(% excellent or very good)



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

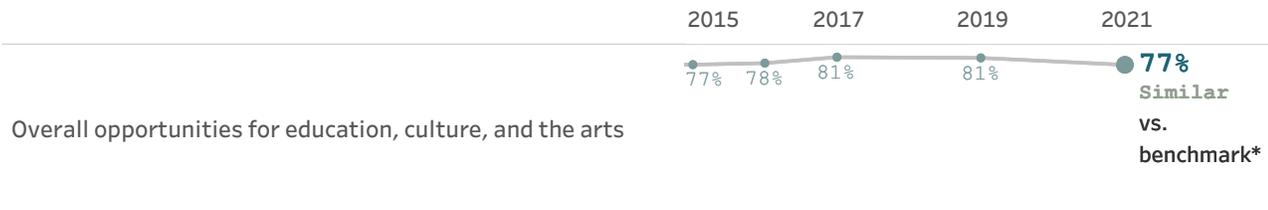
## Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

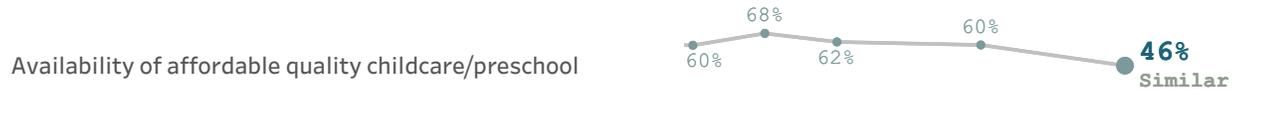
Overall opportunities for education, culture and the arts, 2021



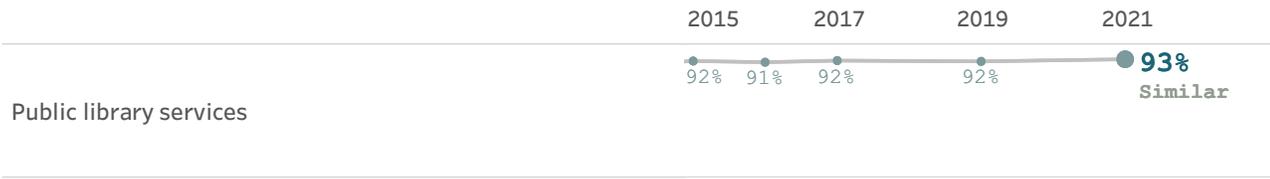
Please rate each of the following characteristics as they relate to Jupiter as a whole. (% excellent or good)



Please also rate each of the following in the Jupiter community. (% excellent or good)



Please rate the quality of each of the following services in Jupiter.  
(% excellent or good)

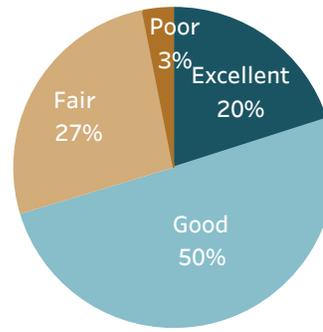


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

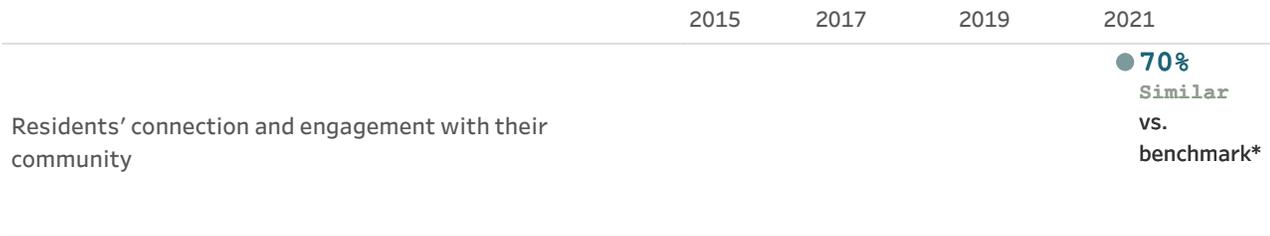
Residents' connection and engagement with their community, 2021

## Inclusivity and engagement

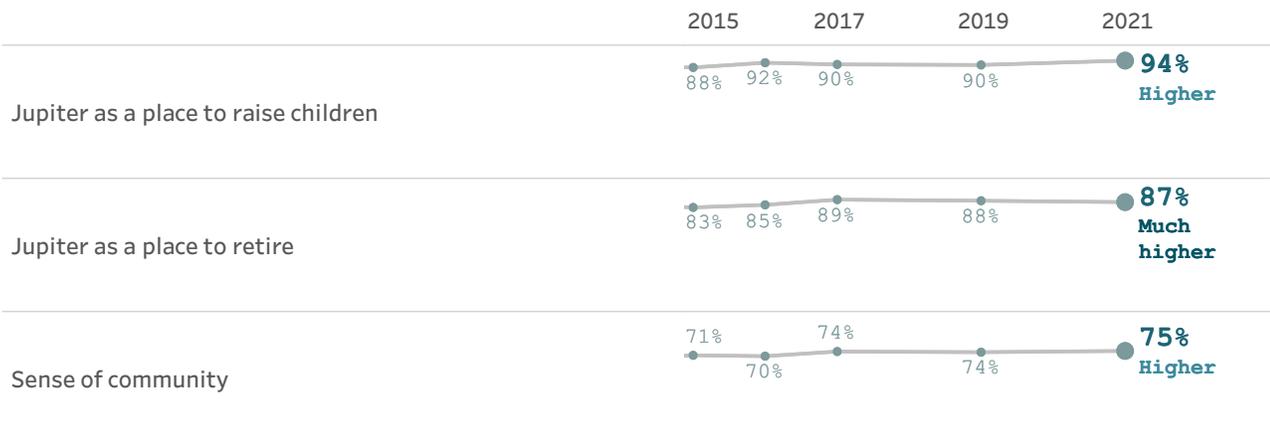
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



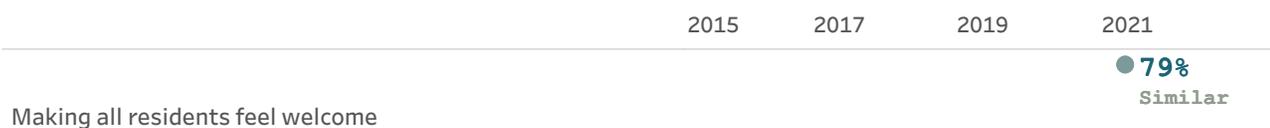
Please rate each of the following characteristics as they relate to Jupiter as a whole.  
(% excellent or good)



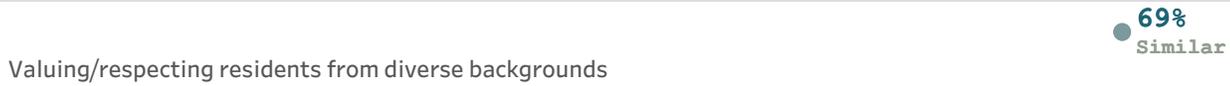
Please rate each of the following aspects of quality of life in Jupiter.  
(% excellent or good)



Please rate the job you feel the Jupiter community does at each of the following.  
(% excellent or good)

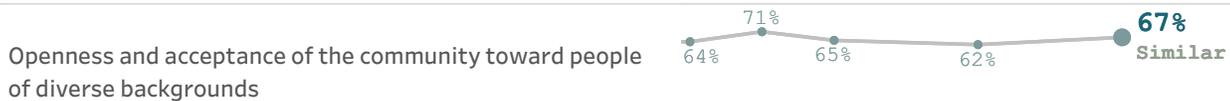
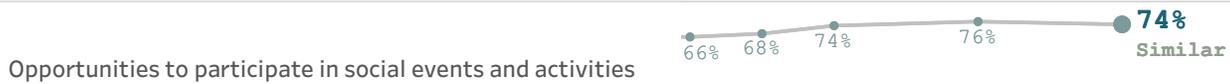
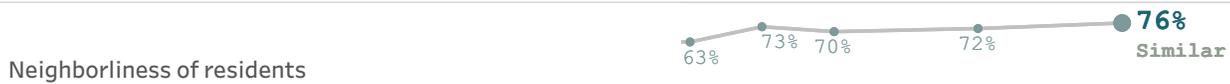


2015 2017 2019 2021



**Please also rate each of the following in the Jupiter community.  
(% excellent or good)**

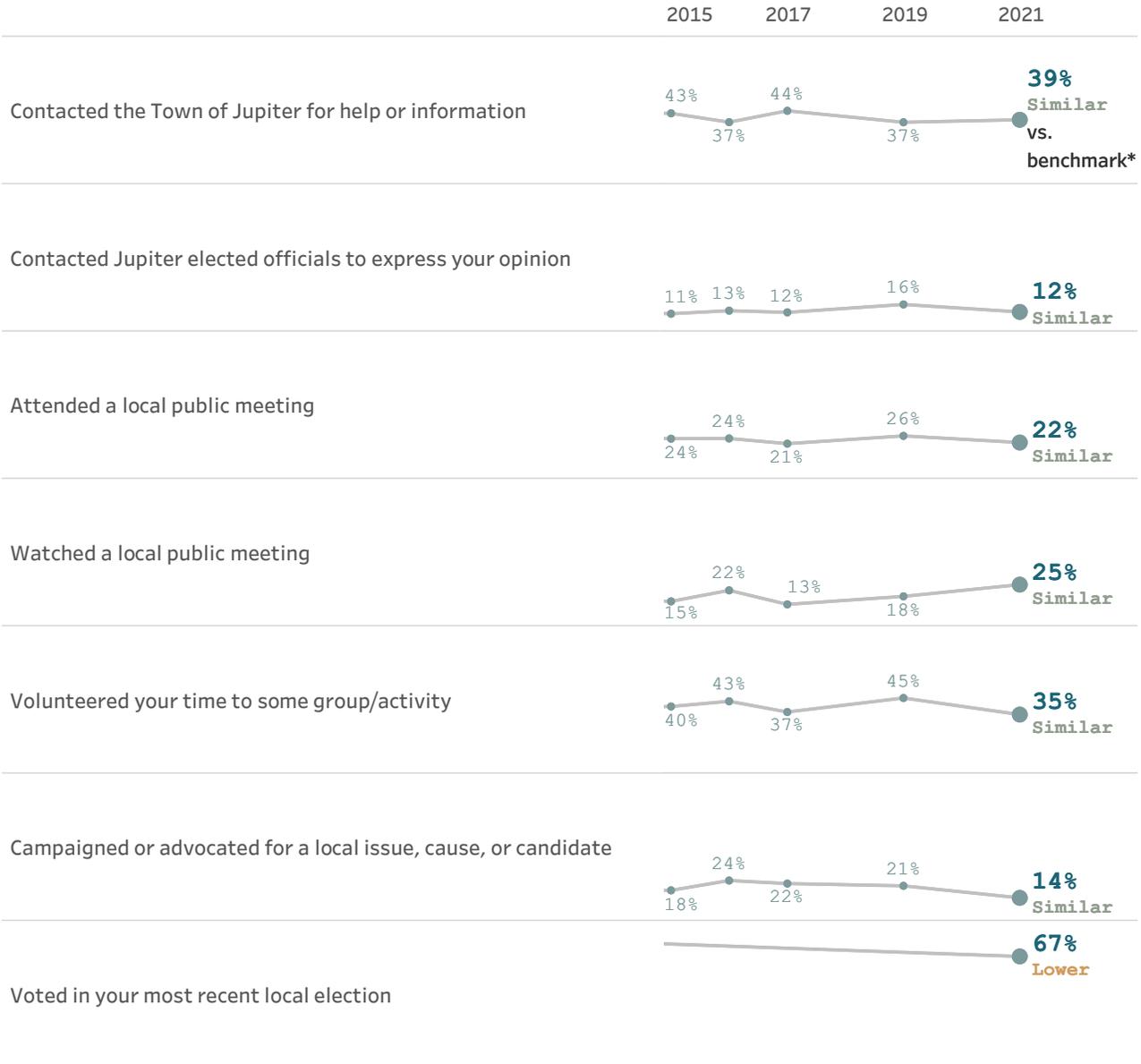
2015 2017 2019 2021



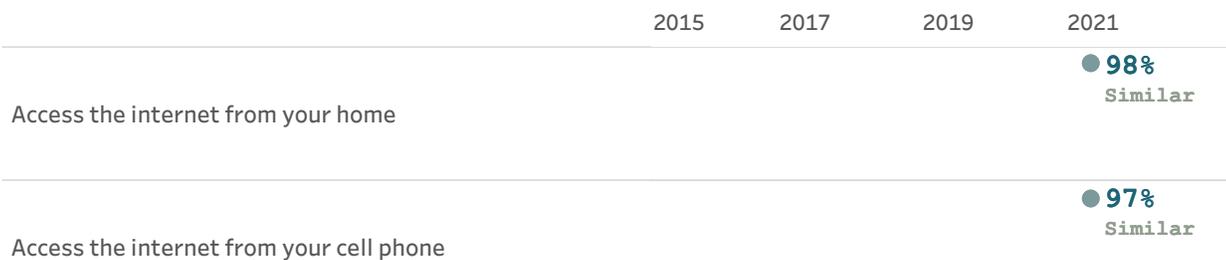
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.  
(% yes)



In general, how many times do you:  
(% a few times a week or more)

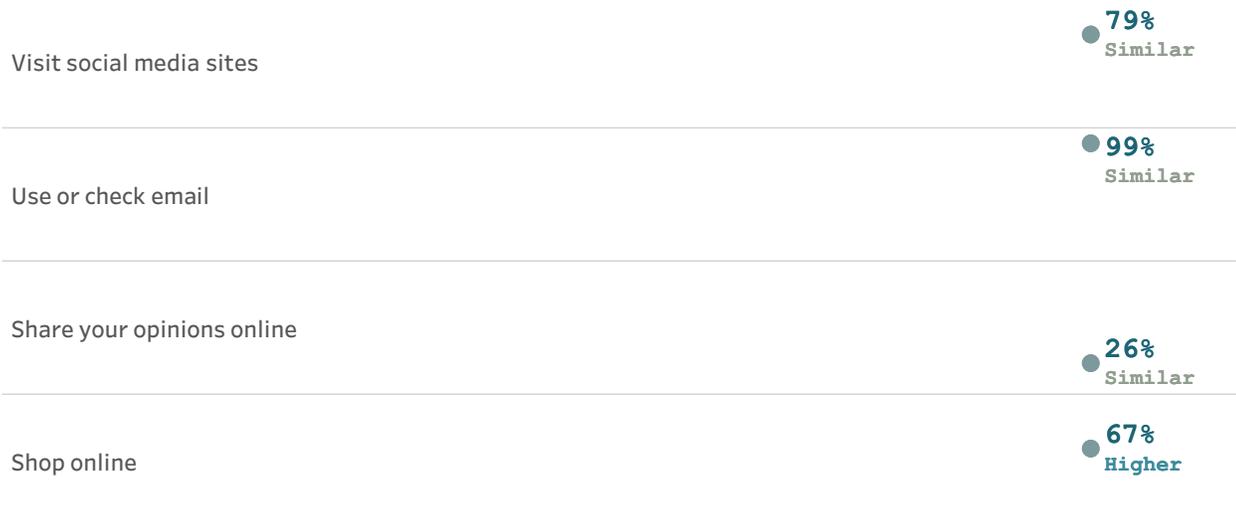


2015

2017

2019

2021



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (Major/minor source, Yes, Excellent/Good) is shown.

