

**Jupiter, FL**

**The National Community Survey**

Technical Appendices

2021

## **Table of Contents**

|                            |    |
|----------------------------|----|
| Methods.....               | 1  |
| Benchmarks (National)..... | 4  |
| Benchmarks (Custom).....   | 11 |
| Complete Data .....        | 18 |

## Methods

### Selecting survey recipients

All households within the Town of Jupiter were eligible to participate in the survey. A list of all households within the zip codes serving Jupiter was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the Town of Jupiter households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the Town of Jupiter boundaries were removed from the list of potential households to survey. Each address identified as being within town boundaries was further identified as being within one of the four areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

### Conducting the survey

The 4,500 randomly selected households received mailings beginning on December 13th, 2021 and the survey remained open for seven weeks. For 1,500 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 3,000 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 8% of the 4,500 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 4,143 households that received the invitations to participate, 514 completed the survey, providing an overall response rate of 12%. The response rate was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the Town of Jupiter survey is no greater than plus or minus 4 percentage points around any given percent reported for all respondents (514 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the Town of Jupiter. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all town residents and became available on January 17th, 2022. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

## Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2019 American Community Survey estimates for adults in the Town of Jupiter. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

|                        |  | Unweighted | Weighted | Target* |
|------------------------|--|------------|----------|---------|
| Age                    | 18-34                                      | 4%         | 20%      | 21%     |
|                        | 35-54                                      | 23%        | 35%      | 34%     |
|                        | 55+  | 72%        | 46%      | 45%     |
| Area                   | Abacoa/Admirals' Cove & Bears Club         | 26%        | 30%      | 30%     |
|                        | CRA & Coastal Communities                  | 31%        | 26%      | 25%     |
|                        | Northern Loxahatchee River/Riverside Dri.. | 14%        | 18%      | 19%     |
|                        | Western Communities & The Shores/Heigh..   | 28%        | 26%      | 26%     |
| Hispanic origin        | No, not Spanish, Hispanic, or Latino       | 95%        | 87%      | 87%     |
|                        | Spanish, Hispanic, or Latino               | 5%         | 13%      | 13%     |
| Housing tenure         | Own  | 89%        | 74%      | 74%     |
|                        | Rent                                       | 11%        | 26%      | 26%     |
| Housing type           | Attached                                   | 51%        | 55%      | 55%     |
|                        | Detached                                   | 49%        | 45%      | 45%     |
| Race & Hispanic origin | Not white alone                            | 12%        | 19%      | 18%     |
|                        | White alone, not Hispanic or Latino        | 88%        | 81%      | 82%     |
| Sex                    | Female                                     | 51%        | 53%      | 52%     |
|                        | Male                                       | 49%        | 47%      | 48%     |
| Sex/age                | Female 18-34                               | 3%         | 10%      | 10%     |
|                        | Female 35-54                               | 14%        | 19%      | 18%     |
|                        | Female 55+                                 | 35%        | 25%      | 24%     |
|                        | Male 18-34                                 | 2%         | 9%       | 11%     |
|                        | Male 35-54                                 | 9%         | 16%      | 15%     |
|                        | Male 55+                                   | 38%        | 22%      | 21%     |

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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 the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## Contact

The Town of Jupiter funded this research. Please contact Shawn Reed of the Town of Jupiter at [shawnr@jupiter.fl.us](mailto:shawnr@jupiter.fl.us) if you have any questions about the survey.

## Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

\* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2019 American Community Survey

## National benchmark tables

This table contains the comparisons of Jupiter’s results to those from other communities. The first column shows the comparison of Jupiter’s rating to the benchmark. Jupiter’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Jupiter residents is statistically similar to or different than the benchmark. The second column is Jupiter’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Jupiter’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Jupiter’s result -- that is what percent of surveyed communities had a lower rating than Jupiter.

|  |  |             | % positive | Rank | Number of communities | Percentile |
|--|--|-------------|------------|------|-----------------------|------------|
| <b>Please rate each of the following aspects of quality of life in Jupiter.</b>                | Jupiter as a place to live                                   | Higher      | 98%        | 16   | 389                   | 96         |
|  | Your neighborhood as a place to live                         | Higher      | 96%        | 8    | 321                   | 97         |
|  | Jupiter as a place to raise children                         | Higher      | 94%        | 71   | 390                   | 82         |
|  | Jupiter as a place to work                                   | Higher      | 84%        | 35   | 373                   | 90         |
|  | Jupiter as a place to visit                                  | Much higher | 96%        | 9    | 315                   | 97         |
|  | Jupiter as a place to retire                                 | Much higher | 87%        | 12   | 375                   | 97         |
|  | The overall quality of life                                  | Higher      | 93%        | 25   | 431                   | 94         |
|  | Sense of community   | Higher      | 75%        | 38   | 323                   | 88         |
| <b>Please rate each of the following characteristics as they relate to Jupiter as a whole.</b> | Overall economic health                                      | Higher      | 91%        | 25   | 296                   | 91         |
|  | Overall quality of the transportation system                 | Similar     | 58%        | 65   | 131                   | 51         |
|  | Overall design or layout of residential and commercial areas | Similar     | 75%        | 48   | 290                   | 83         |
|  | Overall quality of the utility infrastructure                | Higher      | 90%        | 6    | 128                   | 96         |
|  | Overall feeling of safety                                    | Similar     | 89%        | 137  | 371                   | 63         |
|  | Overall quality of natural environment                       | Higher      | 90%        | 41   | 300                   | 86         |
|  | Overall quality of parks and recreation opportunities        | Higher      | 94%        | 9    | 133                   | 93         |
|  | Overall health and wellness opportunities                    | Higher      | 90%        | 19   | 291                   | 93         |
|  | Overall opportunities for education, culture, and the arts   | Similar     | 77%        | 84   | 294                   | 71         |
|  | Residents’ connection and engagement with their community    | Similar     | 70%        | 16   | 129                   | 88         |

|  |  |             | % positive | Rank | Number of communities | Percentile |
|--|--|-------------|------------|------|-----------------------|------------|
| <b>Please indicate how likely or unlikely you are to do each of the following.</b>       | Recommend living in Jupiter to someone who asks        | Similar     | 92%        | 94   | 307                   | 69         |
|  | Remain in Jupiter for the next five years              | Similar     | 89%        | 54   | 300                   | 82         |
| <b>Please rate how safe or unsafe you feel:</b>  | In your neighborhood during the day                    | Similar     | 98%        | 59   | 356                   | 83         |
|  | In Jupiter’s downtown/commercial area during the day   | Similar     | 95%        | 115  | 331                   | 65         |
|  | From property crime                                    | Similar     | 86%        | 37   | 139                   | 74         |
|  | From violent crime                                     | Similar     | 92%        | 61   | 139                   | 56         |
|  | From fire, flood, or other natural disaster            | Similar     | 81%        | 90   | 127                   | 29         |
| <b>Please rate the job you feel the Jupiter community does at each of the following.</b> | Making all residents feel welcome                      | Similar     | 79%        | 24   | 133                   | 82         |
|  | Attracting people from diverse backgrounds             | Similar     | 63%        | 53   | 131                   | 60         |
|  | Valuing/respecting residents from diverse backgrounds  | Similar     | 69%        | 43   | 131                   | 67         |
|  | Taking care of vulnerable residents                    | Similar     | 69%        | 33   | 129                   | 75         |
| <b>Please rate each of the following in the Jupiter community.</b>                       | Overall quality of business and service establishments | Higher      | 92%        | 7    | 298                   | 97         |
|  | Variety of business and service establishments         | Higher      | 82%        | 10   | 128                   | 92         |
|  | Vibrancy of downtown/commercial area                   | Similar     | 64%        | 84   | 280                   | 70         |
|  | Employment opportunities                               | Higher      | 59%        | 60   | 327                   | 81         |
|  | Shopping opportunities                                 | Higher      | 72%        | 85   | 313                   | 73         |
|  | Cost of living   | Similar     | 31%        | 224  | 292                   | 23         |
|  | Overall image or reputation                            | Much higher | 95%        | 12   | 368                   | 97         |
| <b>Please also rate each of the following in the Jupiter community.</b>                  | Traffic flow on major streets                          | Similar     | 41%        | 238  | 345                   | 31         |
|  | Ease of public parking                                 | Similar     | 68%        | 84   | 270                   | 69         |
|  | Ease of travel by car                                  | Similar     | 67%        | 178  | 323                   | 45         |
|  | Ease of travel by public transportation                | Similar     | 21%        | 208  | 275                   | 24         |
|  | Ease of travel by bicycle                              | Similar     | 57%        | 150  | 325                   | 54         |
|  | Ease of walking  | Similar     | 69%        | 140  | 325                   | 57         |
|  | Well-planned residential growth                        | Similar     | 56%        | 48   | 131                   | 64         |

|   |   |             | % positive | Rank | Number of communities | Percentile |
|---|---|-------------|------------|------|-----------------------|------------|
| <b>Please also rate each of the following in the Jupiter community.</b> | Well-planned commercial growth  | Similar     | 50%        | 51   | 131                   | 61         |
|   | Well-designed neighborhoods   | Higher      | 76%        | 18   | 129                   | 86         |
|   | Preservation of the historical or cultural character of the community | Similar     | 74%        | 27   | 127                   | 79         |
|   | Public places where people want to spend time                         | Higher      | 80%        | 39   | 286                   | 86         |
|   | Variety of housing options  | Similar     | 49%        | 159  | 302                   | 47         |
|   | Availability of affordable quality housing                            | Lower       | 21%        | 257  | 326                   | 21         |
|   | Overall quality of new development                                    | Similar     | 64%        | 85   | 320                   | 73         |
|   | Overall appearance  | Higher      | 93%        | 26   | 357                   | 92         |
|   | Cleanliness   | Higher      | 90%        | 52   | 327                   | 84         |
|   | Water resources   | Much higher | 97%        | 1    | 117                   | 100        |
|   | Air quality   | Higher      | 97%        | 8    | 281                   | 97         |
|   | Availability of paths and walking trails                              | Higher      | 89%        | 25   | 330                   | 92         |
|   | Fitness opportunities   | Higher      | 90%        | 10   | 282                   | 96         |
|   | Recreational opportunities  | Higher      | 91%        | 13   | 313                   | 96         |
|   | Availability of affordable quality food                               | Similar     | 78%        | 40   | 277                   | 85         |
|   | Availability of affordable quality health care                        | Higher      | 77%        | 35   | 290                   | 88         |
|   | Availability of preventive health services                            | Higher      | 82%        | 33   | 273                   | 88         |
|   | Availability of affordable quality mental health care                 | Similar     | 60%        | 53   | 273                   | 80         |
|   | Opportunities to attend cultural/arts/music activities                | Similar     | 72%        | 69   | 310                   | 78         |
|   | Community support for the arts  | Higher      | 73%        | 28   | 128                   | 78         |
|   | Availability of affordable quality childcare/preschool                | Similar     | 46%        | 141  | 288                   | 51         |
|   | K-12 education  | Similar     | 79%        | 118  | 294                   | 60         |
|   | Adult educational opportunities                                       | Similar     | 69%        | 78   | 279                   | 72         |
|   | Sense of civic/community pride  | Similar     | 76%        | 26   | 128                   | 80         |
|   | Neighborliness of residents   | Similar     | 76%        | 41   | 286                   | 85         |

|  |   |         | % positive | Rank | Number of communities | Percentile |
|--|---|---------|------------|------|-----------------------|------------|
| <b>Please also rate each of the following in the Jupiter community.</b>                          | Opportunities to participate in social events and activities                  | Similar | 74%        | 51   | 292                   | 82         |
|  | Opportunities to attend special events and festivals                          | Higher  | 82%        | 36   | 299                   | 88         |
|  | Opportunities to volunteer  | Similar | 75%        | 73   | 290                   | 75         |
|  | Opportunities to participate in community matters                             | Similar | 71%        | 78   | 294                   | 73         |
|  | Openness and acceptance of the community toward people of diverse backgrounds | Similar | 67%        | 80   | 318                   | 75         |
| <b>Please indicate whether or not you have done each of the following in the last 12 months.</b> | Contacted the Town of Jupiter for help or information                         | Similar | 39%        | 278  | 347                   | 19         |
|  | Contacted Jupiter elected officials to express your opinion                   | Similar | 12%        | 251  | 288                   | 13         |
|  | Attended a local public meeting   | Similar | 22%        | 107  | 287                   | 63         |
|  | Watched a local public meeting  | Similar | 25%        | 120  | 266                   | 55         |
|  | Volunteered your time to some group/activity                                  | Similar | 35%        | 130  | 292                   | 55         |
|  | Campaigned or advocated for a local issue, cause, or candidate                | Similar | 14%        | 236  | 276                   | 14         |
|  | Voted in your most recent local election                                      | Lower   | 67%        | 117  | 130                   | 10         |
|  | Used public transportation instead of driving                                 | Lower   | 6%         | 209  | 257                   | 19         |
|  | Carpooled with other adults or children instead of driving alone              | Similar | 39%        | 161  | 282                   | 43         |
|  | Walked or biked instead of driving  | Similar | 66%        | 80   | 285                   | 72         |
| <b>Please rate the quality of each of the following services in Jupiter.</b>                     | Public information services   | Similar | 82%        | 52   | 312                   | 83         |
|  | Economic development  | Higher  | 70%        | 51   | 303                   | 83         |
|  | Traffic enforcement   | Similar | 69%        | 114  | 372                   | 69         |
|  | Traffic signal timing   | Similar | 56%        | 153  | 292                   | 47         |
|  | Street repair   | Higher  | 76%        | 20   | 372                   | 94         |
|  | Street cleaning   | Higher  | 83%        | 31   | 314                   | 90         |
|  | Street lighting   | Similar | 74%        | 65   | 353                   | 81         |
|  | Sidewalk maintenance  | Higher  | 77%        | 25   | 318                   | 92         |
|  | Bus or transit services   | Similar | 46%        | 173  | 268                   | 35         |
|  | Land use, planning and zoning   | Similar | 59%        | 59   | 315                   | 81         |

|   |   |         | % positive | Rank | Number of communities | Percentile |
|---|---|---------|------------|------|-----------------------|------------|
| Please rate the quality of each of the following services in Jupiter. | Code enforcement                              | Higher  | 67%        | 31   | 372                   | 91         |
|   | Affordable high-speed internet access         | Higher  | 68%        | 12   | 125                   | 91         |
|   | Garbage collection                            | Similar | 93%        | 23   | 348                   | 93         |
|   | Drinking water                                | Similar | 82%        | 74   | 314                   | 76         |
|   | Sewer services                                | Higher  | 95%        | 8    | 316                   | 97         |
|   | Storm water management                        | Higher  | 85%        | 17   | 339                   | 95         |
|   | Power (electric and/or gas) utility           | Similar | 91%        | 6    | 234                   | 97         |
|   | Utility billing                               | Higher  | 87%        | 9    | 268                   | 97         |
|   | Police/Sheriff services                       | Similar | 90%        | 54   | 423                   | 87         |
|   | Crime prevention                              | Higher  | 87%        | 57   | 371                   | 84         |
|   | Animal control                                | Higher  | 87%        | 18   | 335                   | 94         |
|   | Ambulance or emergency medical services       | Similar | 97%        | 73   | 332                   | 78         |
|   | Fire services                                 | Similar | 99%        | 81   | 365                   | 78         |
|   | Fire prevention and education                 | Similar | 87%        | 52   | 304                   | 83         |
|   | Emergency preparedness                        | Higher  | 90%        | 2    | 304                   | 99         |
|   | Preservation of natural areas                 | Higher  | 78%        | 28   | 284                   | 90         |
|   | Jupiter open space                            | Higher  | 76%        | 29   | 274                   | 89         |
|   | Recycling                                     | Similar | 85%        | 61   | 351                   | 82         |
|   | Yard waste pick-up                            | Higher  | 94%        | 7    | 296                   | 97         |
|   | Town parks                                    | Similar | 91%        | 54   | 330                   | 83         |
|   | Recreation programs or classes                | Similar | 81%        | 56   | 324                   | 83         |
|   | Recreation centers or facilities              | Higher  | 83%        | 51   | 297                   | 83         |
|   | Health services                               | Higher  | 80%        | 40   | 265                   | 85         |
|   | Public library services                       | Similar | 93%        | 63   | 339                   | 81         |
|   | Overall customer service by Jupiter employees | Higher  | 90%        | 22   | 386                   | 94         |

|   |   |         | % positive | Rank | Number of communities | Percentile |
|---|---|---------|------------|------|-----------------------|------------|
| <b>Please rate the following categories of Jupiter government performance.</b>  | The value of services for the taxes paid to Jupiter               | Higher  | 75%        | 21   | 393                   | 94         |
|   | The overall direction that Jupiter is taking                      | Similar | 65%        | 88   | 340                   | 74         |
|   | The job Jupiter government does at welcoming resident involvement | Similar | 59%        | 103  | 334                   | 69         |
|   | Overall confidence in Jupiter government                          | Similar | 65%        | 55   | 295                   | 81         |
|   | Generally acting in the best interest of the community            | Similar | 70%        | 58   | 298                   | 80         |
|   | Being honest  | Similar | 72%        | 47   | 289                   | 84         |
|   | Being open and transparent to the public                          | Similar | 64%        | 32   | 130                   | 76         |
|   | Informing residents about issues facing the community             | Similar | 63%        | 33   | 137                   | 76         |
|   | Treating all residents fairly                                     | Similar | 70%        | 55   | 295                   | 81         |
|   | Treating residents with respect                                   | Similar | 79%        | 18   | 128                   | 86         |
| <b>Overall, how would you rate the quality of the services provided by each of the following?</b>   | The Town of Jupiter   | Higher  | 86%        | 35   | 389                   | 91         |
|   | The Federal Government  | Similar | 42%        | 142  | 279                   | 49         |
| <b>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.</b> | Overall economic health   | Similar | 88%        | 105  | 273                   | 61         |
|   | Overall quality of the transportation system                      | Similar | 71%        | 69   | 127                   | 46         |
|   | Overall design or layout of residential and commercial areas      | Similar | 82%        | 35   | 273                   | 87         |
|   | Overall quality of the utility infrastructure                     | Similar | 92%        | 15   | 126                   | 88         |
|   | Overall feeling of safety   | Similar | 93%        | 31   | 273                   | 88         |
|   | Overall quality of natural environment                            | Higher  | 93%        | 3    | 273                   | 99         |
|   | Overall quality of parks and recreation opportunities             | Similar | 88%        | 2    | 127                   | 99         |
|   | Overall health and wellness opportunities                         | Similar | 76%        | 67   | 273                   | 75         |
|   | Overall opportunities for education, culture, and the arts        | Similar | 71%        | 191  | 273                   | 30         |
|   | Residents' connection and engagement with their community         | Similar | 72%        | 174  | 273                   | 36         |
| <b>In general, how many times do you:</b>   | Access the internet from your home                                | Similar | 98%        | 12   | 127                   | 91         |
|   | Access the internet from your cell phone                          | Similar | 97%        | 11   | 127                   | 92         |
|   | Visit social media sites  | Similar | 79%        | 74   | 126                   | 42         |

|  |                            |         | % positive | Rank | Number of communities | Percentile |
|--|----------------------------|---------|------------|------|-----------------------|------------|
| <b>In general, how many times do you:</b>  | Use or check email         | Similar | 99%        | 9    | 127                   | 93         |
|  | Share your opinions online | Similar | 26%        | 105  | 127                   | 18         |
|  | Shop online                | Higher  | 67%        | 15   | 127                   | 88         |
| Please rate your overall health.   |                            | Higher  | 82%        | 5    | 279                   | 98         |
| 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: |                            | Similar | 36%        | 61   | 282                   | 78         |

## Custom benchmark tables

This table contains the comparisons of Jupiter’s results to those from other communities in Florida. The first column shows the comparison of Jupiter’s rating to the benchmark. Jupiter’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Jupiter residents is statistically similar to or different than the benchmark. The second column is Jupiter’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Jupiter’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Jupiter’s result -- that is what percent of surveyed communities had a lower rating than Jupiter.

|   |  |                         | % positive | Rank | Number of communities | Percentile |
|---|--|-------------------------|------------|------|-----------------------|------------|
| <b>Please rate each of the following aspects of quality of life in Jupiter.</b> | Jupiter as a place to live   | Higher                  | 98%        | 4    | 20                    | 85         |
|   | Your neighborhood as a place to live   | Higher                  | 96%        | 3    | 21                    | 90         |
|   | Jupiter as a place to raise children   | Higher                  | 94%        | 5    | 21                    | 80         |
|   | Jupiter as a place to work   | Higher                  | 84%        | 2    | 21                    | 95         |
|   | Jupiter as a place to visit  | Higher                  | 96%        | 1    | 20                    | 100        |
|   | Jupiter as a place to retire   | Similar                 | 87%        | 3    | 21                    | 90         |
|   | The overall quality of life  | Higher                  | 93%        | 4    | 22                    | 86         |
|   | Sense of community   | Similar                 | 75%        | 3    | 20                    | 90         |
|   | <b>Please rate each of the following characteristics as they relate to Jupiter as a whole.</b> | Overall economic health | Higher     | 91%  | 2                     | 21         |
| Overall quality of the transportation system                                    |  | Similar                 | 58%        | 5    | 13                    | 69         |
| Overall design or layout of residential and commercial areas                    |  | Higher                  | 75%        | 4    | 20                    | 85         |
| Overall quality of the utility infrastructure                                   |  | Higher                  | 90%        | 1    | 13                    | 100        |
| Overall feeling of safety   |  | Similar                 | 89%        | 5    | 21                    | 80         |
| Overall quality of natural environment  |  | Higher                  | 90%        | 3    | 20                    | 90         |
| Overall quality of parks and recreation opportunities                           |  | Similar                 | 94%        | 2    | 13                    | 92         |
| Overall health and wellness opportunities                                       |  | Higher                  | 90%        | 2    | 20                    | 95         |

|  |  |         | % positive | Rank | Number of communities | Percentile |
|--|--|---------|------------|------|-----------------------|------------|
| <b>Please rate each of the following characteristics as they relate to Jupiter as a whole.</b> | Overall opportunities for education, culture, and the arts | Higher  | 77%        | 3    | 20                    | 90         |
|  | Residents' connection and engagement with their community  | Similar | 70%        | 3    | 13                    | 84         |
| <b>Please indicate how likely or unlikely you are to do each of the following.</b>             | Recommend living in Jupiter to someone who asks            | Similar | 92%        | 6    | 20                    | 75         |
|  | Remain in Jupiter for the next five years                  | Similar | 89%        | 7    | 20                    | 70         |
| <b>Please rate how safe or unsafe you feel:</b>  | In your neighborhood during the day                        | Similar | 98%        | 3    | 20                    | 90         |
|  | In Jupiter's downtown/commercial area during the day       | Similar | 95%        | 5    | 20                    | 80         |
|  | From property crime  | Similar | 86%        | 2    | 13                    | 92         |
|  | From violent crime   | Similar | 92%        | 4    | 13                    | 75         |
|  | From fire, flood, or other natural disaster                | Similar | 81%        | 6    | 13                    | 61         |
| <b>Please rate the job you feel the Jupiter community does at each of the following.</b>       | Making all residents feel welcome                          | Similar | 79%        | 4    | 13                    | 76         |
|  | Attracting people from diverse backgrounds                 | Similar | 63%        | 8    | 13                    | 46         |
|  | Valuing/respecting residents from diverse backgrounds      | Similar | 69%        | 5    | 13                    | 69         |
|  | Taking care of vulnerable residents                        | Similar | 69%        | 4    | 13                    | 76         |
| <b>Please rate each of the following in the Jupiter community.</b>                             | Overall quality of business and service establishments     | Higher  | 92%        | 2    | 20                    | 95         |
|  | Variety of business and service establishments             | Higher  | 82%        | 1    | 13                    | 100        |
|  | Vibrancy of downtown/commercial area                       | Similar | 64%        | 7    | 20                    | 70         |
|  | Employment opportunities                                   | Higher  | 59%        | 3    | 20                    | 90         |
|  | Shopping opportunities                                     | Similar | 72%        | 7    | 19                    | 68         |
|  | Cost of living   | Similar | 31%        | 19   | 20                    | 10         |
|  | Overall image or reputation                                | Higher  | 95%        | 3    | 20                    | 90         |
| <b>Please also rate each of the following in the Jupiter community.</b>                        | Traffic flow on major streets                              | Similar | 41%        | 11   | 20                    | 50         |
|  | Ease of public parking                                     | Higher  | 68%        | 7    | 20                    | 70         |

|   |   |             | % positive | Rank | Number of communities | Percentile |
|---|---|-------------|------------|------|-----------------------|------------|
| <b>Please also rate each of the following in the Jupiter community.</b> | Ease of travel by car   | Similar     | 67%        | 10   | 20                    | 55         |
|   | Ease of travel by public transportation                               | Similar     | 21%        | 9    | 19                    | 57         |
|   | Ease of travel by bicycle   | Similar     | 57%        | 7    | 20                    | 70         |
|   | Ease of walking   | Similar     | 69%        | 7    | 20                    | 70         |
|   | Well-planned residential growth                                       | Similar     | 56%        | 3    | 13                    | 84         |
|   | Well-planned commercial growth  | Similar     | 50%        | 3    | 13                    | 84         |
|   | Well-designed neighborhoods   | Higher      | 76%        | 3    | 13                    | 84         |
|   | Preservation of the historical or cultural character of the community | Similar     | 74%        | 3    | 13                    | 84         |
|   | Public places where people want to spend time                         | Higher      | 80%        | 2    | 20                    | 95         |
|   | Variety of housing options  | Similar     | 49%        | 10   | 20                    | 55         |
|   | Availability of affordable quality housing                            | Similar     | 21%        | 17   | 21                    | 23         |
|   | Overall quality of new development                                    | Similar     | 64%        | 3    | 20                    | 90         |
|   | Overall appearance  | Higher      | 93%        | 4    | 20                    | 85         |
|   | Cleanliness   | Higher      | 90%        | 5    | 20                    | 80         |
|   | Water resources   | Much higher | 97%        | 1    | 13                    | 100        |
|   | Air quality   | Higher      | 97%        | 2    | 20                    | 95         |
|   | Availability of paths and walking trails                              | Much higher | 89%        | 1    | 20                    | 100        |
|   | Fitness opportunities   | Higher      | 90%        | 1    | 20                    | 100        |
|   | Recreational opportunities  | Higher      | 91%        | 1    | 20                    | 100        |
|   | Availability of affordable quality food                               | Similar     | 78%        | 2    | 19                    | 94         |
| Availability of affordable quality health care                          | Higher  | 77%         | 2          | 20   | 95                    |            |
| Availability of preventive health services                              | Higher  | 82%         | 2          | 19   | 94                    |            |

|   |  |   | % positive | Rank | Number of communities | Percentile |
|---|--|---|------------|------|-----------------------|------------|
| <b>Please also rate each of the following in the Jupiter community.</b> | Availability of affordable quality mental health care  | Higher  | 60%        | 2    | 18                    | 94         |
|   | Opportunities to attend cultural/arts/music activities   | Similar   | 72%        | 4    | 21                    | 85         |
|   | Community support for the arts   | Higher  | 73%        | 2    | 13                    | 92         |
|   | Availability of affordable quality childcare/preschool   | Similar   | 46%        | 8    | 18                    | 61         |
|   | K-12 education   | Similar   | 79%        | 3    | 19                    | 89         |
|   | Adult educational opportunities  | Higher  | 69%        | 2    | 19                    | 94         |
|   | Sense of civic/community pride   | Similar   | 76%        | 5    | 13                    | 69         |
|   | Neighborliness of residents  | Similar   | 76%        | 4    | 20                    | 85         |
|   | Opportunities to participate in social events and activities                                     | Similar   | 74%        | 6    | 20                    | 75         |
|   | Opportunities to attend special events and festivals   | Higher  | 82%        | 3    | 20                    | 90         |
|   | Opportunities to volunteer   | Similar   | 75%        | 4    | 20                    | 85         |
|   | Opportunities to participate in community matters  | Similar   | 71%        | 7    | 20                    | 70         |
|   | Openness and acceptance of the community toward people of diverse backgrounds                    | Similar   | 67%        | 5    | 21                    | 80         |
|   | <b>Please indicate whether or not you have done each of the following in the last 12 months.</b> | Contacted the Town of Jupiter for help or information | Lower      | 39%  | 20                    | 20         |
| Contacted Jupiter elected officials to express your opinion             |  | Similar   | 12%        | 19   | 20                    | 10         |
| Attended a local public meeting   |  | Similar   | 22%        | 10   | 20                    | 55         |
| Watched a local public meeting  |  | Similar   | 25%        | 13   | 19                    | 36         |
| Volunteered your time to some group/activity                            |  | Similar   | 35%        | 8    | 20                    | 65         |
| Campaigned or advocated for a local issue, cause, or candidate          |  | Similar   | 14%        | 18   | 20                    | 15         |
| Voted in your most recent local election                                |  | Similar   | 67%        | 12   | 13                    | 15         |
| Used public transportation instead of driving                           |  | Similar   | 6%         | 12   | 19                    | 42         |
| Carpooled with other adults or children instead of driving alone        |  | Similar   | 39%        | 7    | 20                    | 70         |

|  |                                       |         | % positive | Rank | Number of communities | Percentile |
|--|---------------------------------------|---------|------------|------|-----------------------|------------|
| <b>not you have done each of the following in the last 12 months.</b>        | Walked or biked instead of driving    | Similar | 66%        | 6    | 20                    | 75         |
|  | Public information services           | Similar | 82%        | 4    | 20                    | 85         |
| <b>Please rate the quality of each of the following services in Jupiter.</b> | Economic development                  | Similar | 70%        | 4    | 20                    | 85         |
|  | Traffic enforcement                   | Similar | 69%        | 4    | 20                    | 85         |
|  | Traffic signal timing                 | Similar | 56%        | 7    | 18                    | 66         |
|  | Street repair                         | Higher  | 76%        | 2    | 20                    | 95         |
|  | Street cleaning                       | Higher  | 83%        | 3    | 20                    | 90         |
|  | Street lighting                       | Higher  | 74%        | 3    | 20                    | 90         |
|  | Sidewalk maintenance                  | Higher  | 77%        | 2    | 20                    | 95         |
|  | Bus or transit services               | Similar | 46%        | 5    | 17                    | 76         |
|  | Land use, planning and zoning         | Higher  | 59%        | 4    | 20                    | 85         |
|  | Code enforcement                      | Higher  | 67%        | 3    | 21                    | 90         |
|  | Affordable high-speed internet access | Similar | 68%        | 2    | 12                    | 91         |
|  | Garbage collection                    | Higher  | 93%        | 3    | 20                    | 90         |
|  | Drinking water                        | Higher  | 82%        | 2    | 18                    | 94         |
|  | Sewer services                        | Higher  | 95%        | 1    | 19                    | 100        |
|  | Storm water management                | Higher  | 85%        | 2    | 20                    | 95         |
|  | Power (electric and/or gas) utility   | Higher  | 91%        | 1    | 18                    | 100        |
|  | Utility billing                       | Higher  | 87%        | 1    | 18                    | 100        |
|  | Police/Sheriff services               | Similar | 90%        | 4    | 21                    | 85         |
|  | Crime prevention                      | Similar | 87%        | 2    | 21                    | 95         |
|  | Animal control                        | Similar | 87%        | 1    | 17                    | 100        |

|  |   |         | % positive | Rank | Number of communities | Percentile |
|--|---|---------|------------|------|-----------------------|------------|
| <b>Please rate the quality of each of the following services in Jupiter.</b>   | Ambulance or emergency medical services                           | Similar | 97%        | 4    | 20                    | 85         |
|  | Fire services   | Similar | 99%        | 4    | 20                    | 85         |
|  | Fire prevention and education                                     | Similar | 87%        | 3    | 20                    | 90         |
|  | Emergency preparedness  | Similar | 90%        | 1    | 20                    | 100        |
|  | Preservation of natural areas                                     | Higher  | 78%        | 2    | 20                    | 95         |
|  | Jupiter open space  | Higher  | 76%        | 2    | 19                    | 94         |
|  | Recycling   | Similar | 85%        | 2    | 19                    | 94         |
|  | Yard waste pick-up  | Higher  | 94%        | 2    | 20                    | 95         |
|  | Town parks  | Similar | 91%        | 3    | 20                    | 90         |
|  | Recreation programs or classes                                    | Similar | 81%        | 4    | 20                    | 85         |
|  | Recreation centers or facilities                                  | Similar | 83%        | 3    | 20                    | 90         |
|  | Health services   | Higher  | 80%        | 2    | 17                    | 94         |
|  | Public library services   | Similar | 93%        | 1    | 19                    | 100        |
|  | Overall customer service by Jupiter employees                     | Higher  | 90%        | 2    | 20                    | 95         |
| <b>Please rate the following categories of Jupiter government performance.</b> | The value of services for the taxes paid to Jupiter               | Higher  | 75%        | 3    | 21                    | 90         |
|  | The overall direction that Jupiter is taking                      | Similar | 65%        | 5    | 20                    | 80         |
|  | The job Jupiter government does at welcoming resident involvement | Similar | 59%        | 6    | 20                    | 75         |
|  | Overall confidence in Jupiter government                          | Higher  | 65%        | 4    | 20                    | 85         |
|  | Generally acting in the best interest of the community            | Higher  | 70%        | 4    | 20                    | 85         |
|  | Being honest  | Higher  | 72%        | 4    | 20                    | 85         |
|  | Being open and transparent to the public                          | Similar | 64%        | 4    | 13                    | 76         |
|  | Informing residents about issues facing the community             | Similar | 63%        | 4    | 13                    | 76         |

|   |  |         | % positive | Rank | Number of communities | Percentile |
|---|--|---------|------------|------|-----------------------|------------|
| <b>Please rate the following categories of Jupiter government performance.</b>  | Treating all residents fairly  | Higher  | 70%        | 4    | 20                    | 85         |
|   | Treating residents with respect  | Similar | 79%        | 2    | 12                    | 91         |
| <b>Overall, how would you rate the quality of the services provided by each of the following?</b>   | The Town of Jupiter  | Higher  | 86%        | 4    | 20                    | 85         |
|   | The Federal Government   | Similar | 42%        | 16   | 20                    | 25         |
| <b>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.</b> | Overall economic health  | Similar | 88%        | 14   | 20                    | 35         |
|   | Overall quality of the transportation system   | Similar | 71%        | 12   | 13                    | 15         |
|   | Overall design or layout of residential and commercial areas   | Similar | 82%        | 12   | 20                    | 45         |
|   | Overall quality of the utility infrastructure  | Similar | 92%        | 6    | 13                    | 61         |
|   | Overall feeling of safety  | Similar | 93%        | 4    | 20                    | 85         |
|   | Overall quality of natural environment   | Similar | 93%        | 1    | 20                    | 100        |
|   | Overall quality of parks and recreation opportunities  | Similar | 88%        | 2    | 13                    | 92         |
|   | Overall health and wellness opportunities  | Similar | 76%        | 13   | 20                    | 40         |
|   | Overall opportunities for education, culture, and the arts   | Similar | 71%        | 15   | 20                    | 30         |
|   | Residents' connection and engagement with their community  | Similar | 72%        | 13   | 20                    | 40         |
| <b>In general, how many times do you:</b>   | Access the internet from your home   | Similar | 98%        | 3    | 12                    | 83         |
|   | Access the internet from your cell phone   | Similar | 97%        | 3    | 12                    | 83         |
|   | Visit social media sites   | Similar | 79%        | 8    | 12                    | 41         |
|   | Use or check email   | Similar | 99%        | 2    | 12                    | 91         |
|   | Share your opinions online   | Similar | 26%        | 12   | 12                    | 8          |
|   | Shop online  | Similar | 67%        | 2    | 12                    | 91         |
|   | Please rate your overall health.   | Higher  | 82%        | 2    | 20                    | 95         |
|   | 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: | Similar | 36%        | 6    | 20                    | 75         |

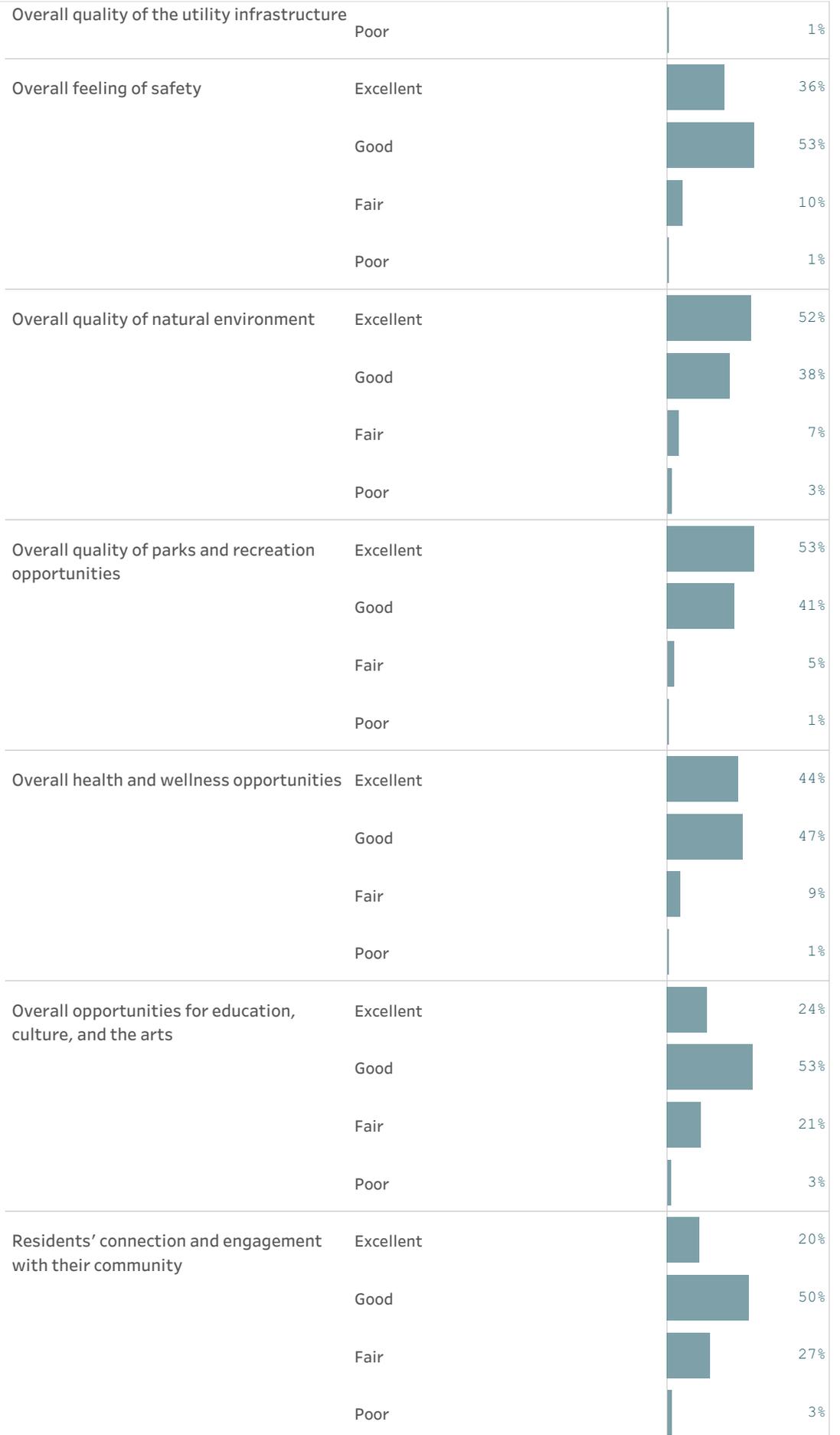
## Complete set of frequencies

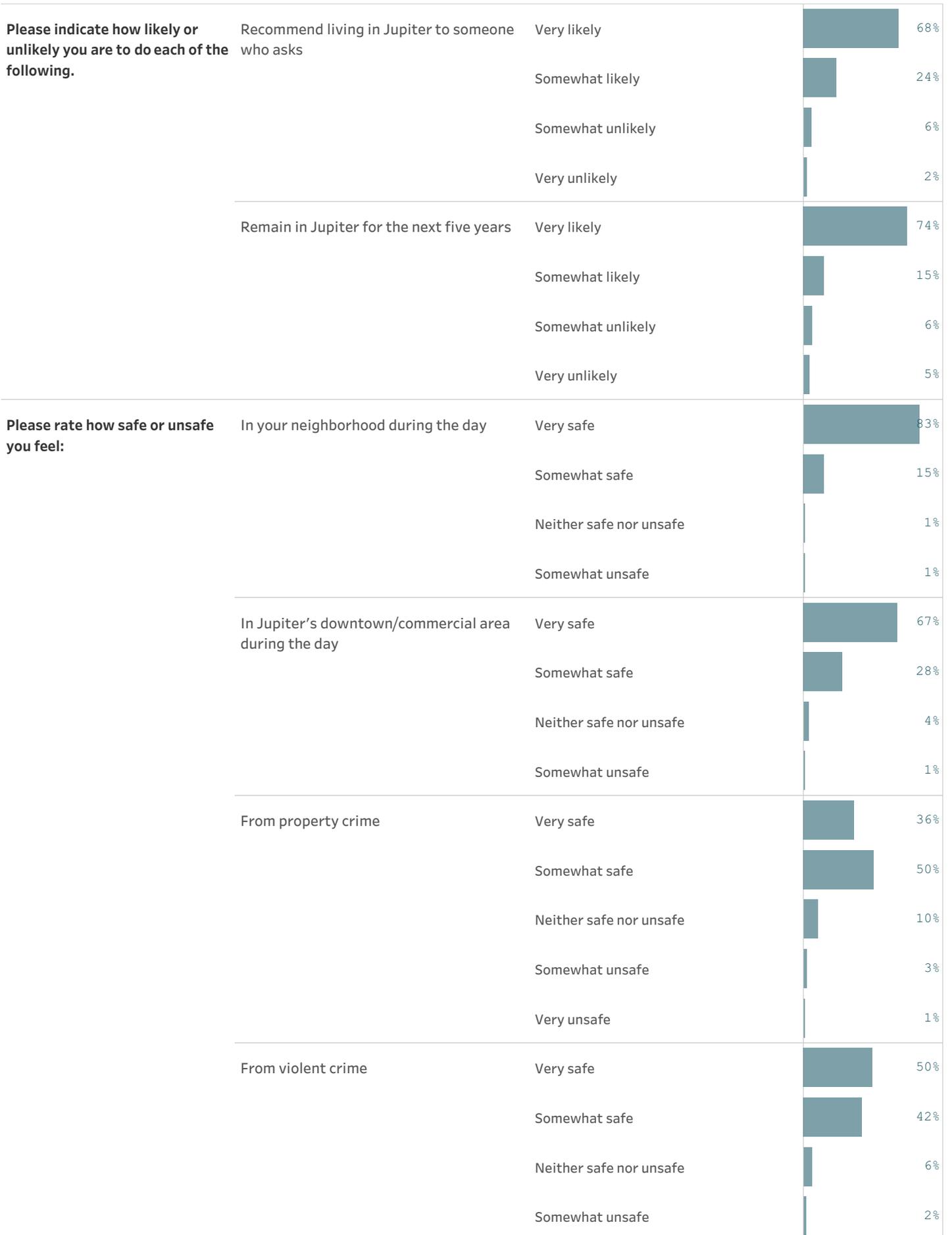
This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

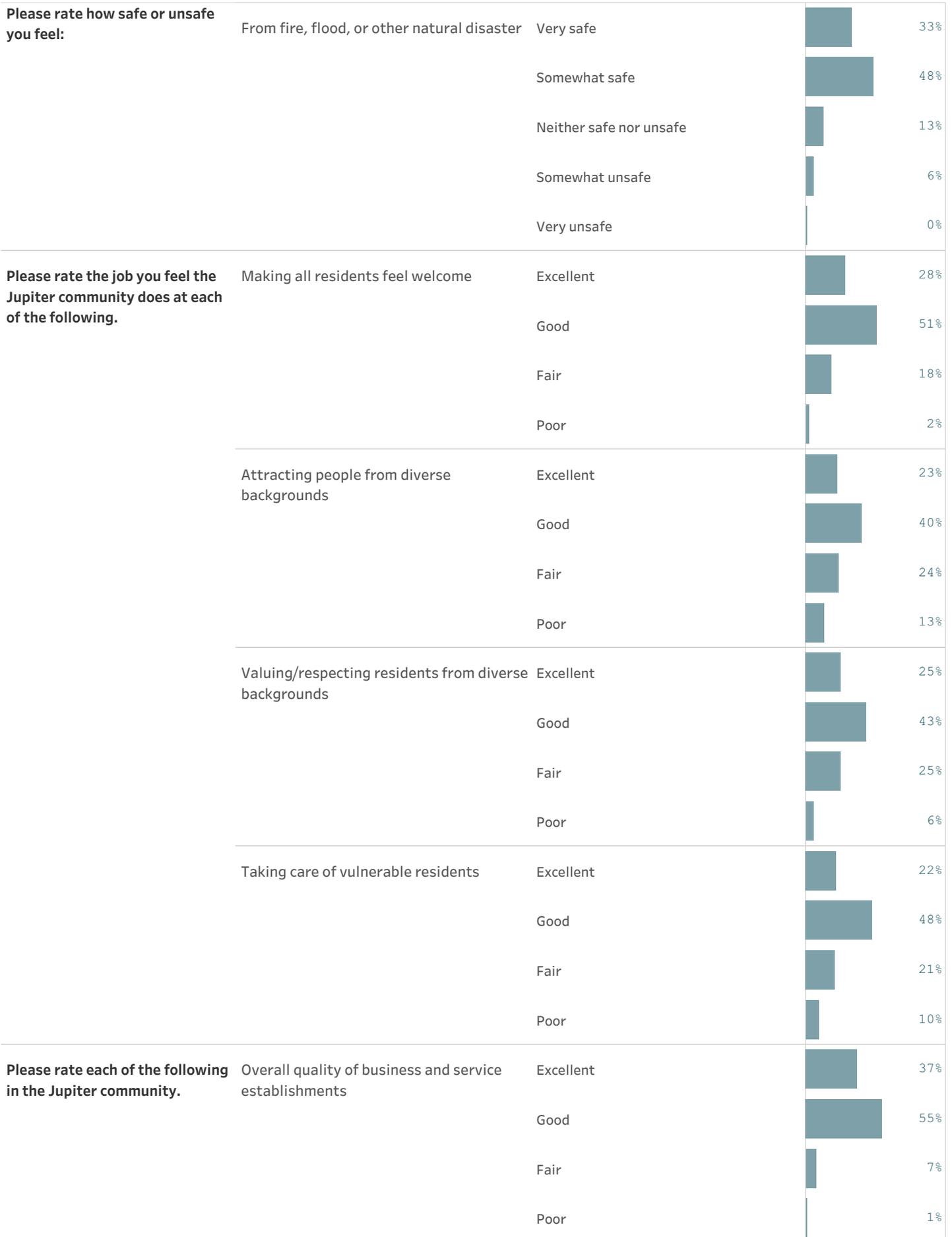
| Please rate each of the following aspects of quality of life in Jupiter. | Aspect    | Frequency |            |
|--|-----------|-----------|------------|
|  |           | Rating    | Percentage |
| Jupiter as a place to live   | Excellent |           | 66%        |
|  | Good      |           | 31%        |
|  | Fair      |           | 2%         |
|  | Poor      |           | 0%         |
| Your neighborhood as a place to live                                     | Excellent |           | 66%        |
|  | Good      |           | 30%        |
|  | Fair      |           | 4%         |
|  | Poor      |           | 0%         |
| Jupiter as a place to raise children                                     | Excellent |           | 54%        |
|  | Good      |           | 40%        |
|  | Fair      |           | 5%         |
|  | Poor      |           | 1%         |
| Jupiter as a place to work   | Excellent |           | 36%        |
|  | Good      |           | 48%        |
|  | Fair      |           | 14%        |
|  | Poor      |           | 2%         |
| Jupiter as a place to visit  | Excellent |           | 66%        |
|  | Good      |           | 30%        |
|  | Fair      |           | 2%         |
|  | Poor      |           | 2%         |
| Jupiter as a place to retire   | Excellent |           | 58%        |
|  | Good      |           | 29%        |

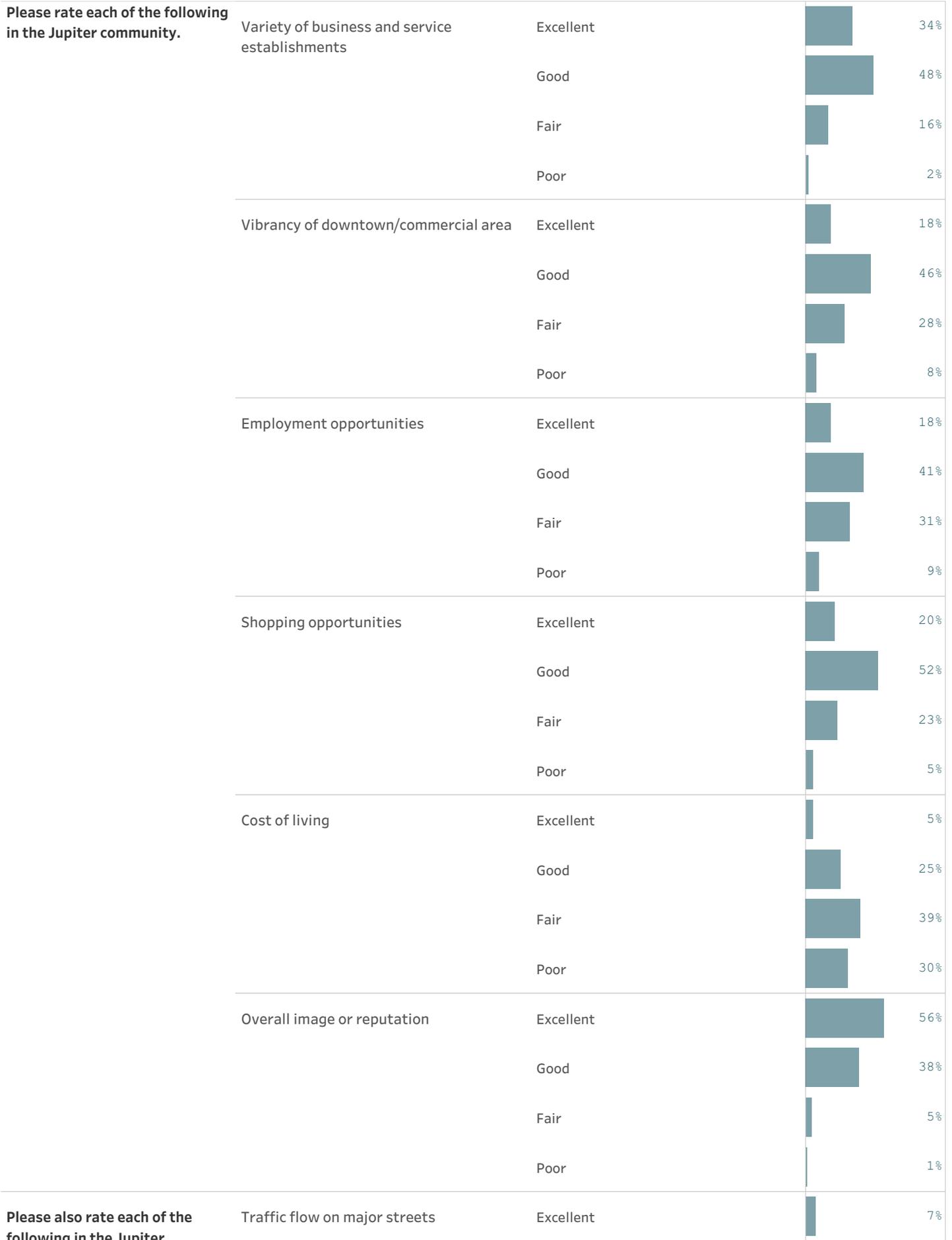
|  |                              |           |     |
|--|------------------------------|-----------|-----|
| <b>Please rate each of the following aspects of quality of life in Jupiter.</b>                | Jupiter as a place to retire | Fair      | 9%  |
|  |                              | Poor      | 4%  |
| The overall quality of life  | Excellent                    | 54%       |     |
|  | Good                         | 39%       |     |
|  | Fair                         | 6%        |     |
|  | Poor                         | 0%        |     |
| Sense of community   | Excellent                    | 32%       |     |
|  | Good                         | 43%       |     |
|  | Fair                         | 22%       |     |
|  | Poor                         | 4%        |     |
| <b>Please rate each of the following characteristics as they relate to Jupiter as a whole.</b> | Overall economic health      | Excellent | 35% |
|  |                              | Good      | 57% |
|  |                              | Fair      | 8%  |
|  |                              | Poor      | 1%  |
| Overall quality of the transportation system   | Excellent                    | 13%       |     |
|  | Good                         | 45%       |     |
|  | Fair                         | 32%       |     |
|  | Poor                         | 10%       |     |
| Overall design or layout of residential and commercial areas                                   | Excellent                    | 23%       |     |
|  | Good                         | 53%       |     |
|  | Fair                         | 22%       |     |
|  | Poor                         | 2%        |     |
| Overall quality of the utility infrastructure  | Excellent                    | 36%       |     |
|  | Good                         | 54%       |     |
|  | Fair                         | 9%        |     |

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





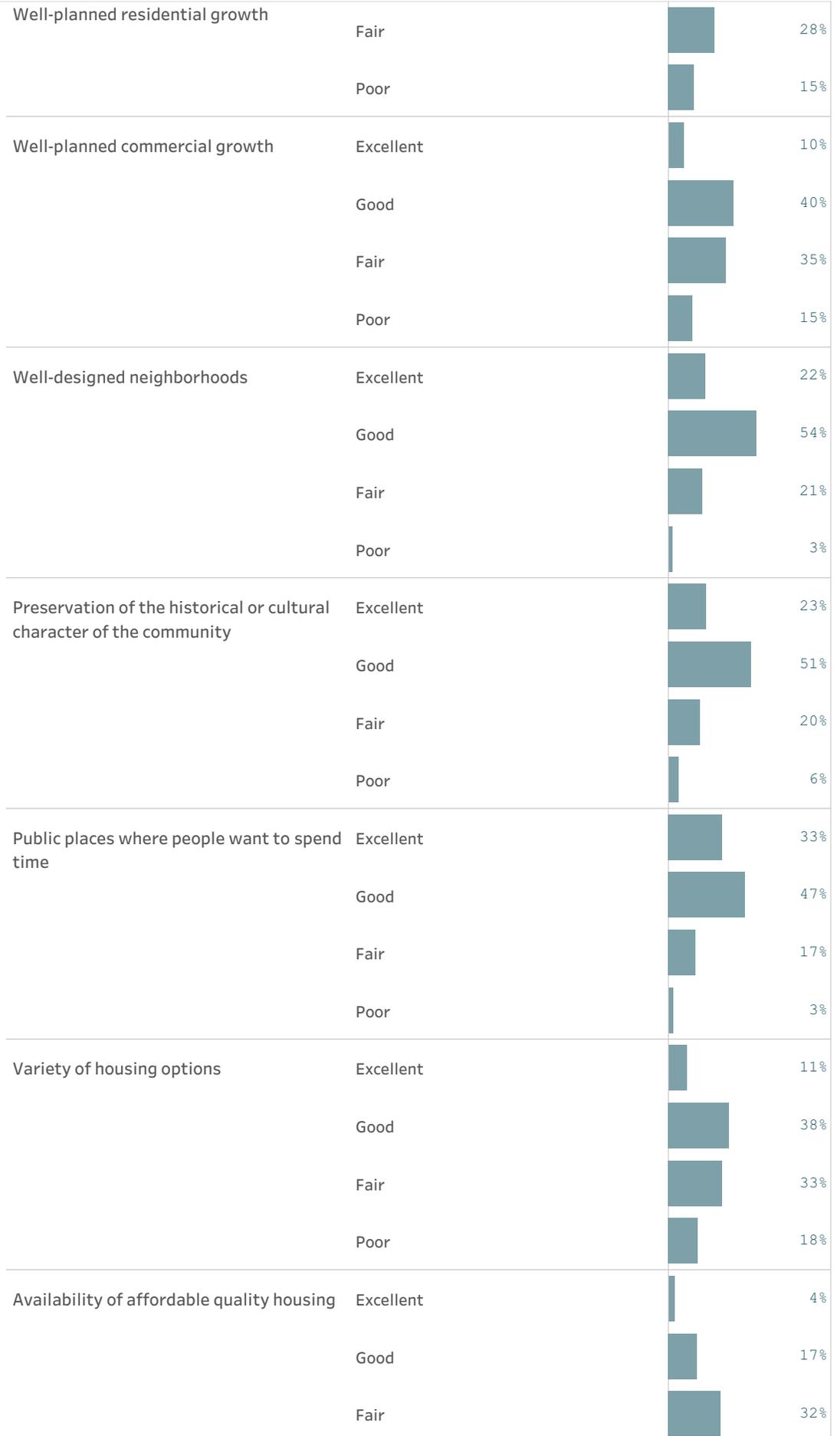




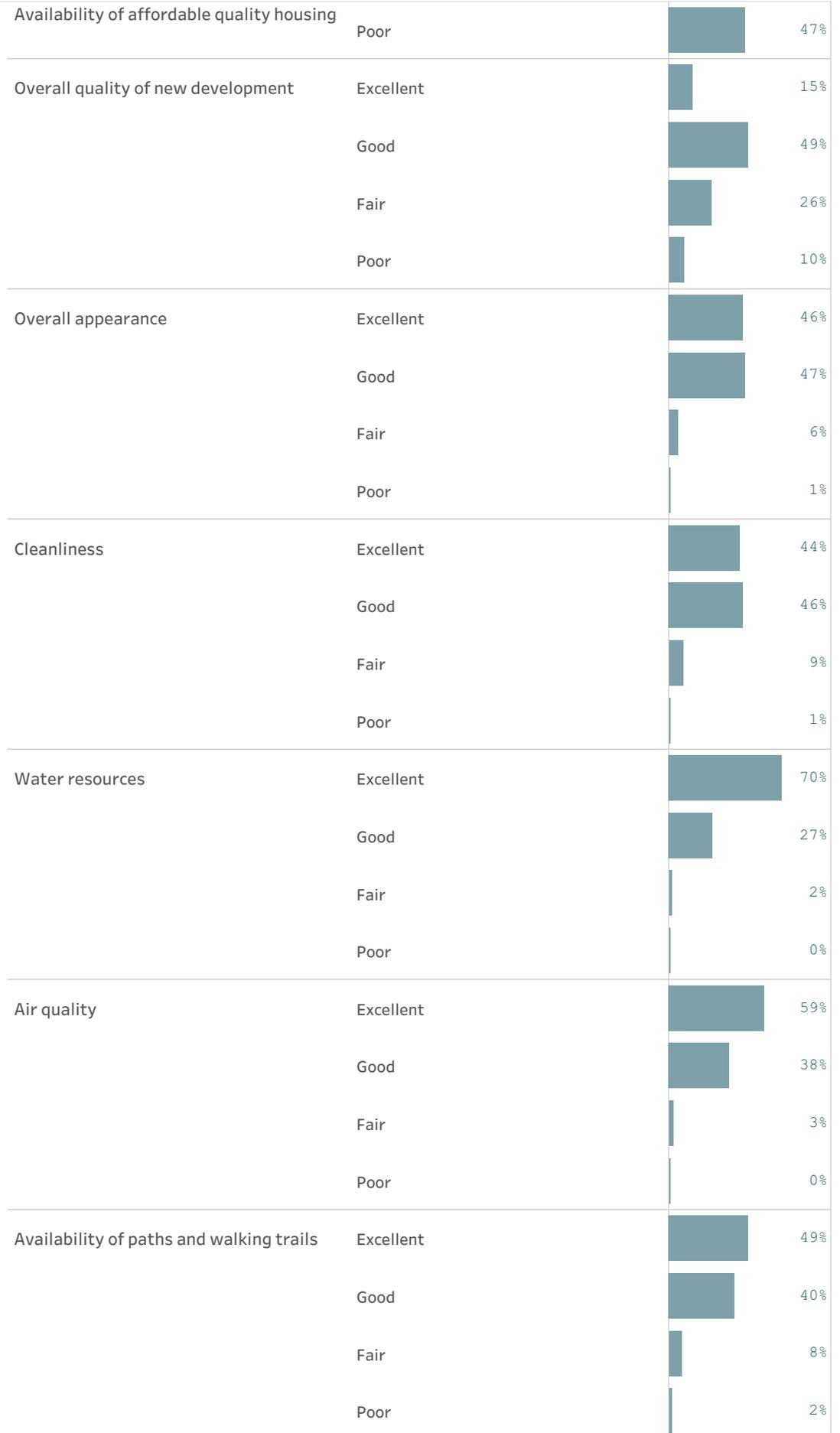
Please also rate each of the following in the Jupiter community.



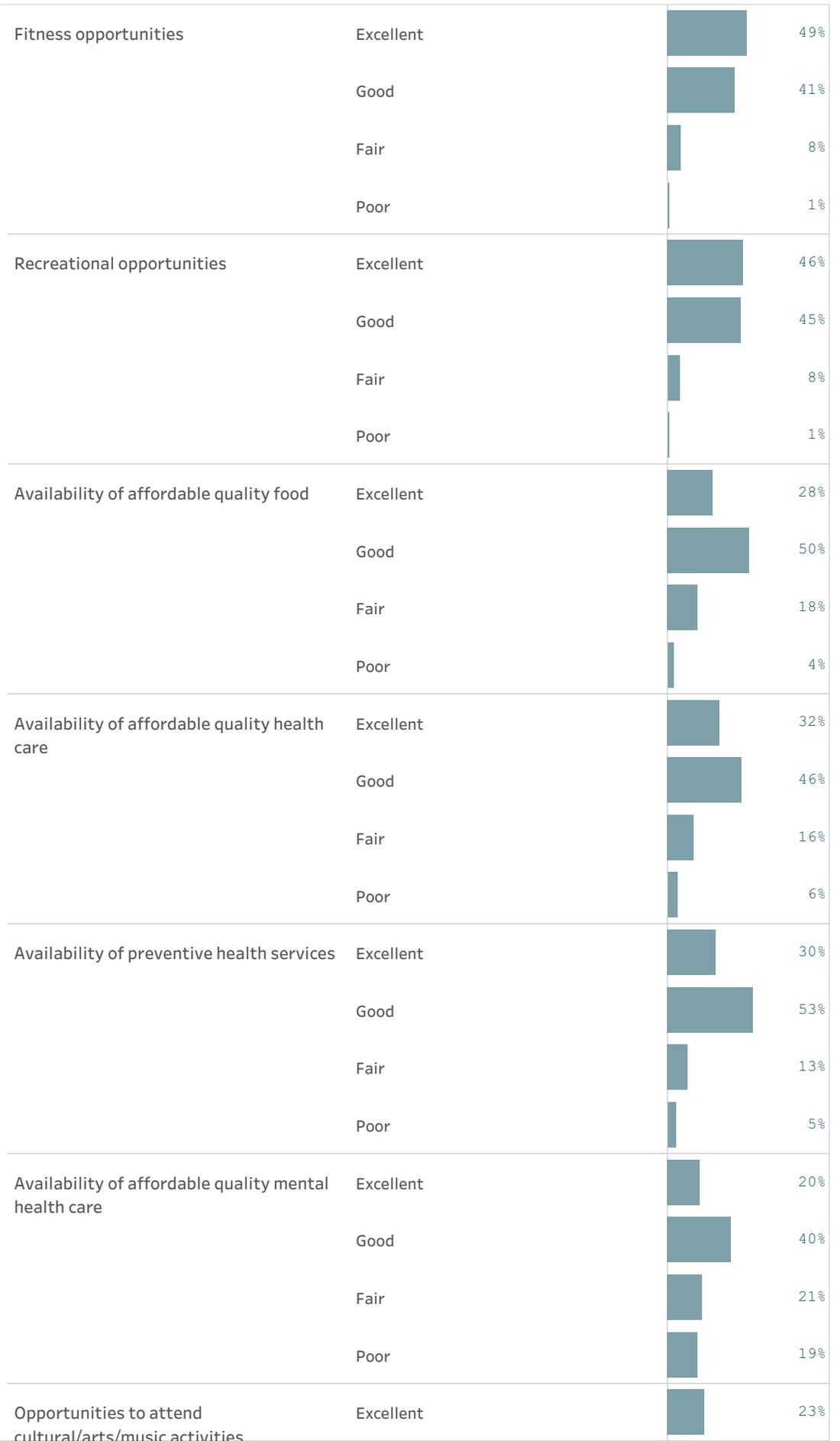
**Please also rate each of the following in the Jupiter community.**



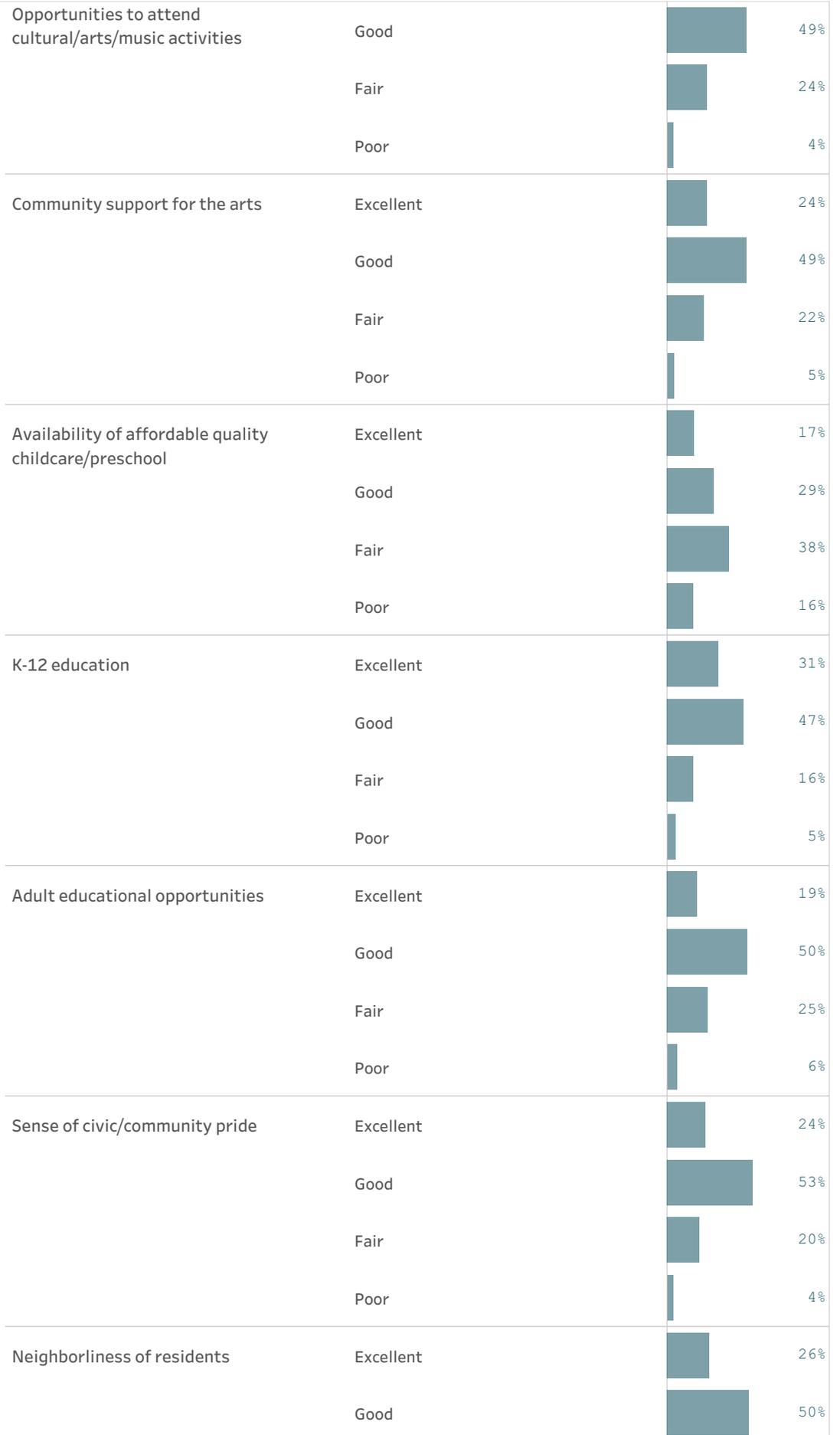
**Please also rate each of the following in the Jupiter community.**



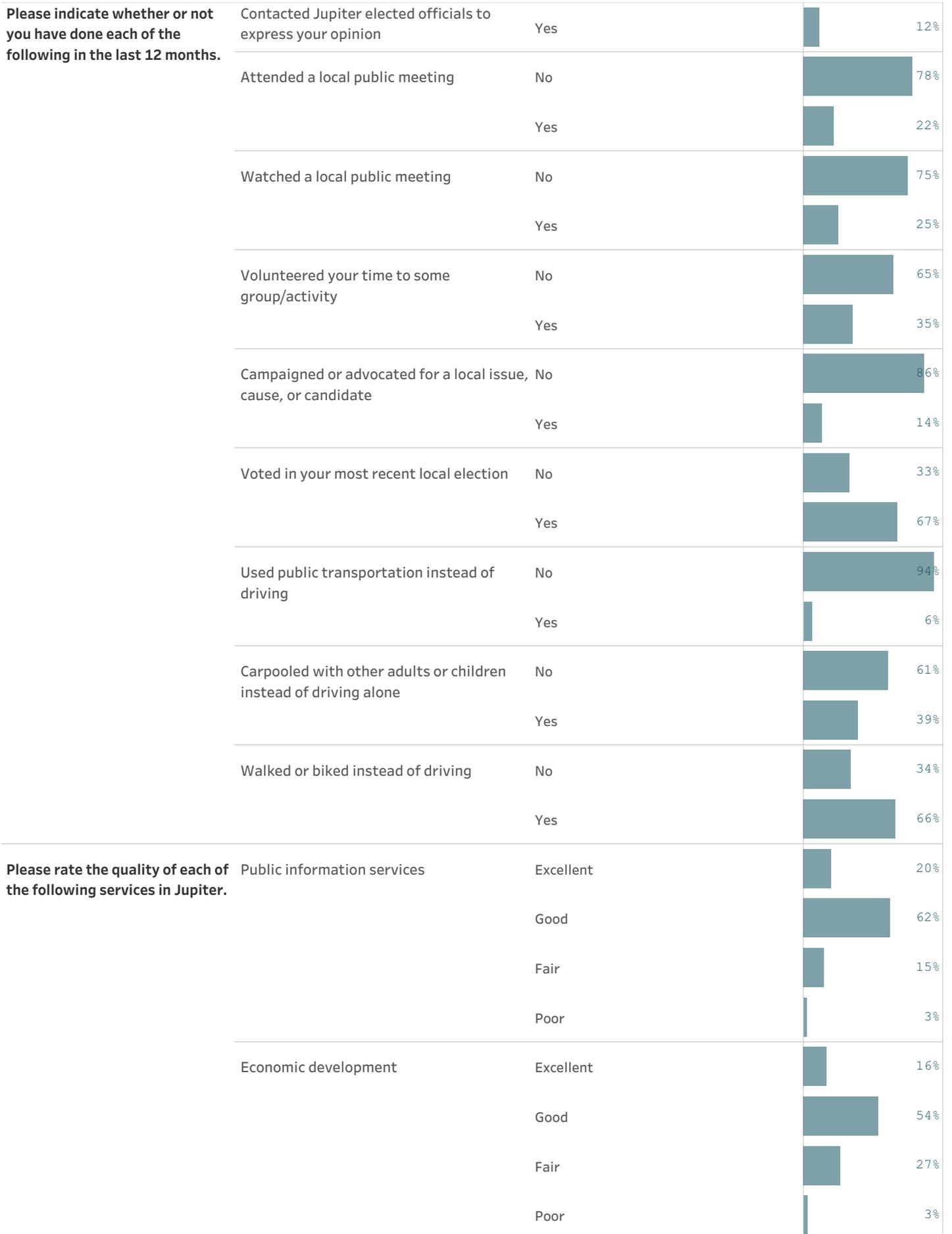
Please also rate each of the following in the Jupiter community.



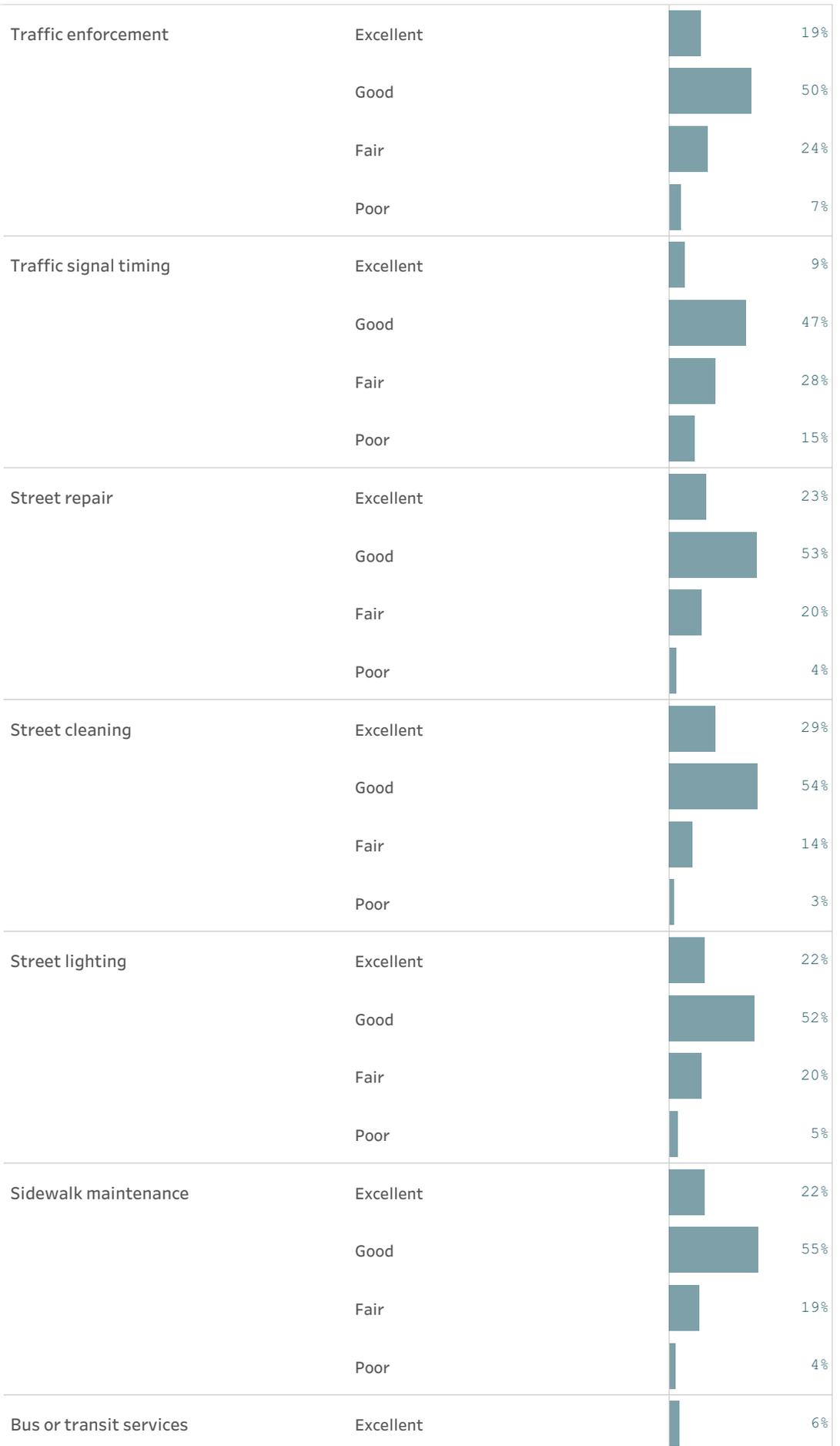
**Please also rate each of the following in the Jupiter community.**



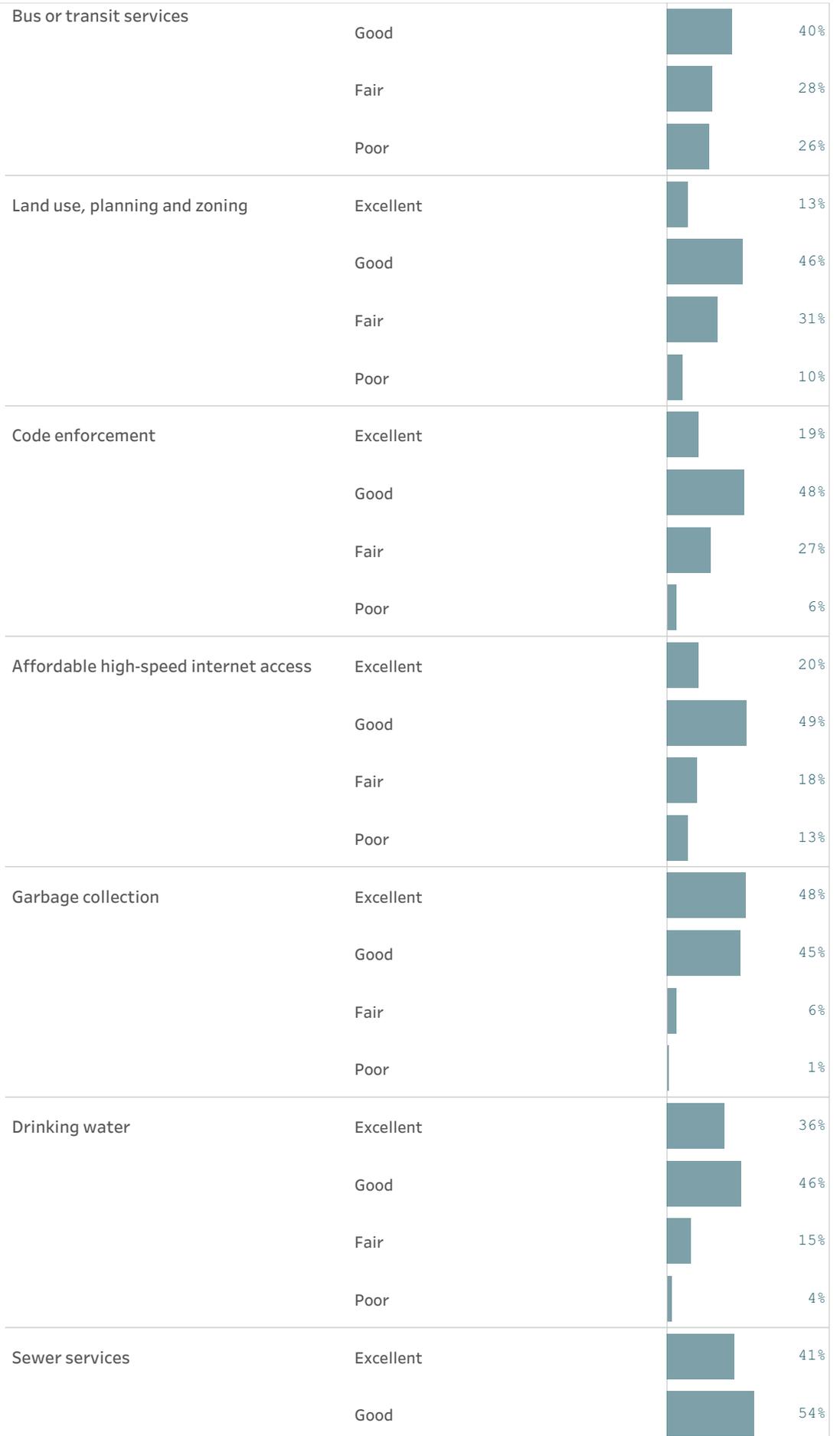
|  |   |           |   |     |
|--|---|-----------|---|-----|
| <b>Please also rate each of the following in the Jupiter community.</b>                          | Neighborliness of residents   | Fair      |    | 18% |
|  |   | Poor      |    | 6%  |
|  | Opportunities to participate in social events and activities                  | Excellent |    | 23% |
|  |   | Good      |    | 51% |
|  |   | Fair      |    | 23% |
|  |   | Poor      |    | 3%  |
|  | Opportunities to attend special events and festivals                          | Excellent |    | 30% |
|  |   | Good      |    | 52% |
|  |   | Fair      |    | 15% |
|  |   | Poor      |    | 3%  |
|  | Opportunities to volunteer  | Excellent |    | 28% |
|  |   | Good      |    | 48% |
|  |   | Fair      |  | 21% |
|  |   | Poor      |  | 4%  |
|  | Opportunities to participate in community matters                             | Excellent |  | 20% |
|  |   | Good      |  | 51% |
|  |   | Fair      |  | 22% |
|  |   | Poor      |  | 7%  |
|  | Openness and acceptance of the community toward people of diverse backgrounds | Excellent |  | 21% |
|  |   | Good      |  | 47% |
|  |   | Fair      |  | 24% |
|  |   | Poor      |  | 8%  |
| <b>Please indicate whether or not you have done each of the following in the last 12 months.</b> | Contacted the Town of Jupiter for help or information                         | No        |  | 61% |
|  |   | Yes       |  | 39% |
|  | Contacted Jupiter elected officials to express your opinion                   | No        |  | 88% |



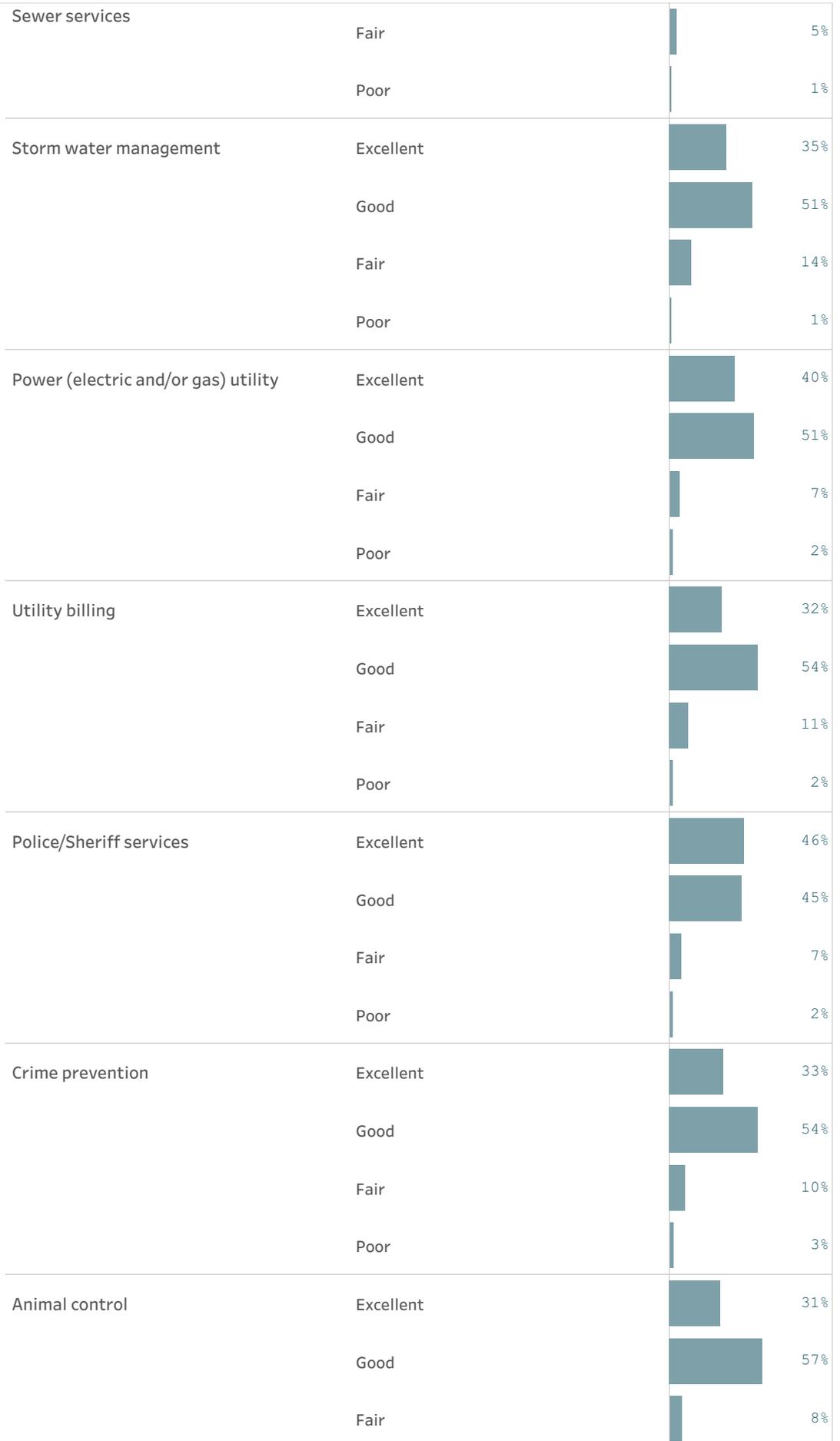
Please rate the quality of each of the following services in Jupiter.



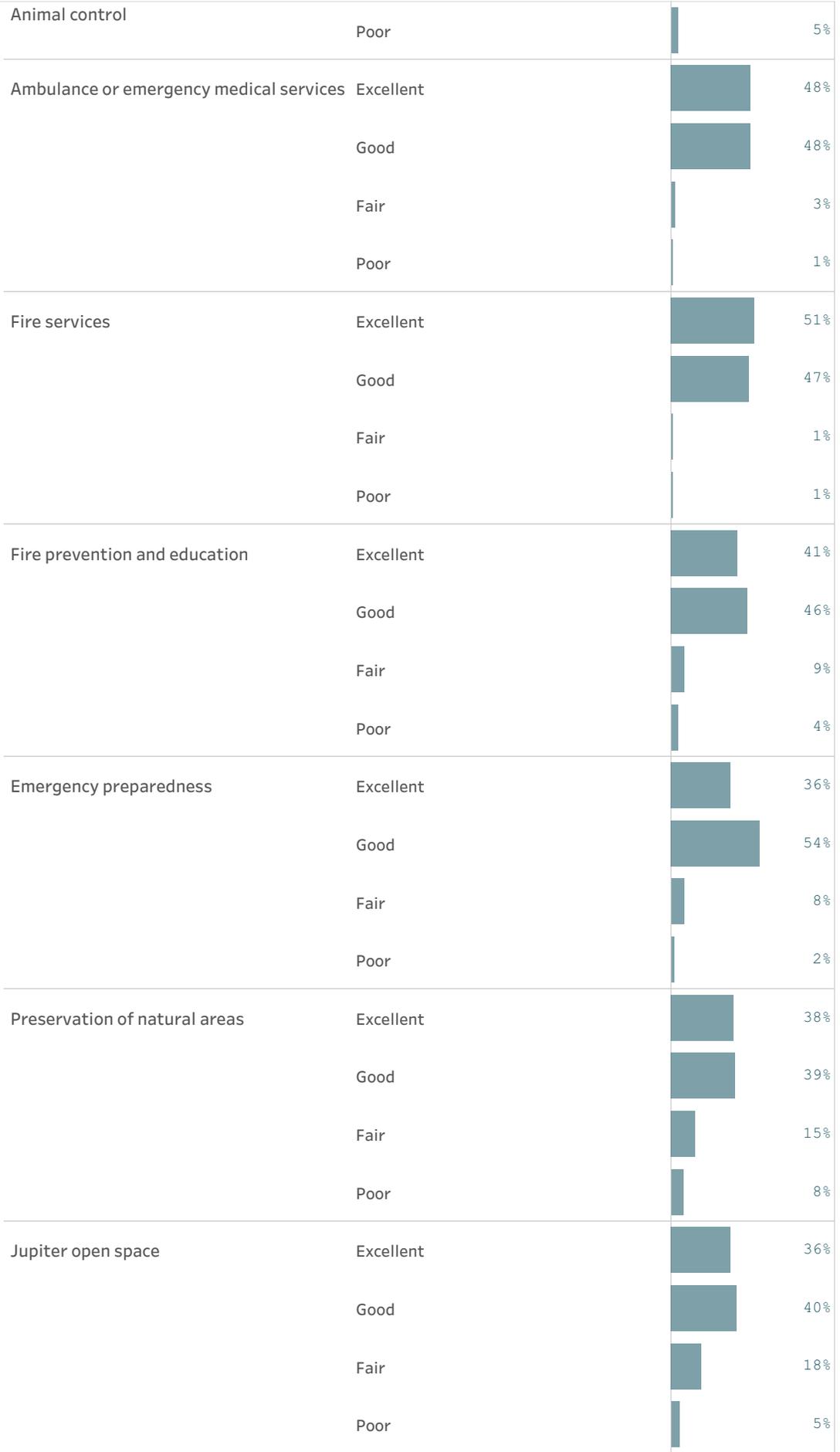
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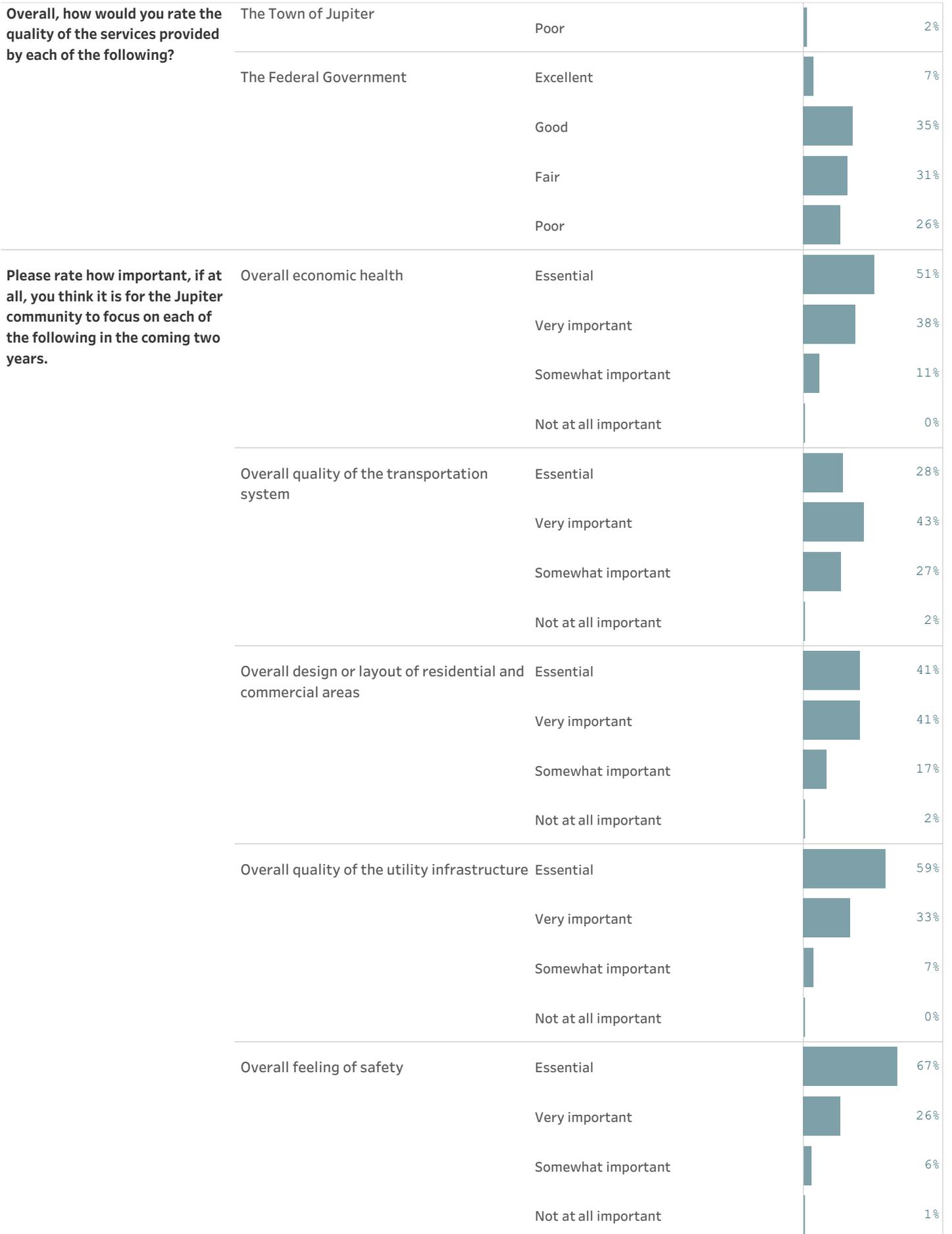


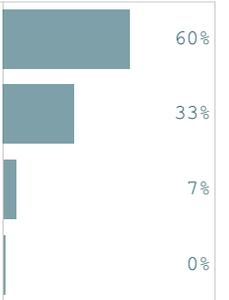
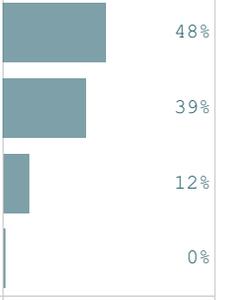
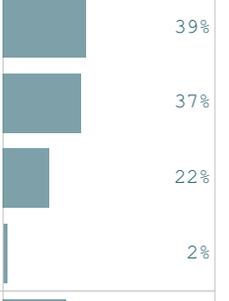
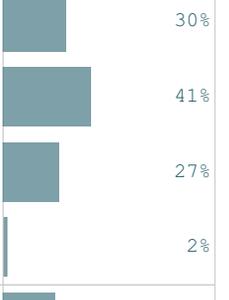
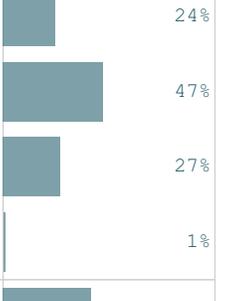
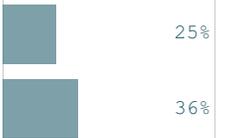
Please rate the quality of each of the following services in Jupiter.

|                                  |           |   |     |
|----------------------------------|-----------|---|-----|
| Recycling                        | Excellent |     | 39% |
|                                  | Good      |    | 46% |
|                                  | Fair      |    | 11% |
|                                  | Poor      |    | 4%  |
| Yard waste pick-up               | Excellent |    | 47% |
|                                  | Good      |    | 47% |
|                                  | Fair      |    | 5%  |
|                                  | Poor      |    | 1%  |
| Town parks                       | Excellent |    | 45% |
|                                  | Good      |    | 46% |
|                                  | Fair      |    | 7%  |
|                                  | Poor      |    | 2%  |
| Recreation programs or classes   | Excellent |  | 33% |
|                                  | Good      |  | 48% |
|                                  | Fair      |  | 17% |
|                                  | Poor      |  | 2%  |
| Recreation centers or facilities | Excellent |  | 33% |
|                                  | Good      |  | 50% |
|                                  | Fair      |  | 15% |
|                                  | Poor      |  | 2%  |
| Health services                  | Excellent |  | 32% |
|                                  | Good      |  | 49% |
|                                  | Fair      |  | 17% |
|                                  | Poor      |  | 2%  |
| Public library services          | Excellent |  | 50% |

|  |   |           |   |     |
|--|---|-----------|---|-----|
| <b>Please rate the quality of each of the following services in Jupiter.</b>   | Public library services   | Good      |     | 44% |
|  |   | Fair      |    | 6%  |
|  |   | Poor      |    | 1%  |
|  | Overall customer service by Jupiter employees                     | Excellent |    | 43% |
|  |   | Good      |    | 47% |
|  |   | Fair      |    | 9%  |
|  |   | Poor      |    | 1%  |
| <b>Please rate the following categories of Jupiter government performance.</b> | The value of services for the taxes paid to Jupiter               | Excellent |    | 20% |
|  |   | Good      |    | 55% |
|  |   | Fair      |    | 21% |
|  |   | Poor      |    | 4%  |
|  | The overall direction that Jupiter is taking                      | Excellent |   | 19% |
|  |   | Good      |  | 46% |
|  |   | Fair      |  | 28% |
|  |   | Poor      |  | 7%  |
|  | The job Jupiter government does at welcoming resident involvement | Excellent |  | 16% |
|  |   | Good      |  | 44% |
|  |   | Fair      |  | 27% |
|  |   | Poor      |  | 13% |
|  | Overall confidence in Jupiter government                          | Excellent |  | 17% |
|  |   | Good      |  | 48% |
|  |   | Fair      |  | 26% |
|  |   | Poor      |  | 9%  |
|  | Generally acting in the best interest of the community            | Excellent |  | 18% |
|  |   | Good      |  | 51% |

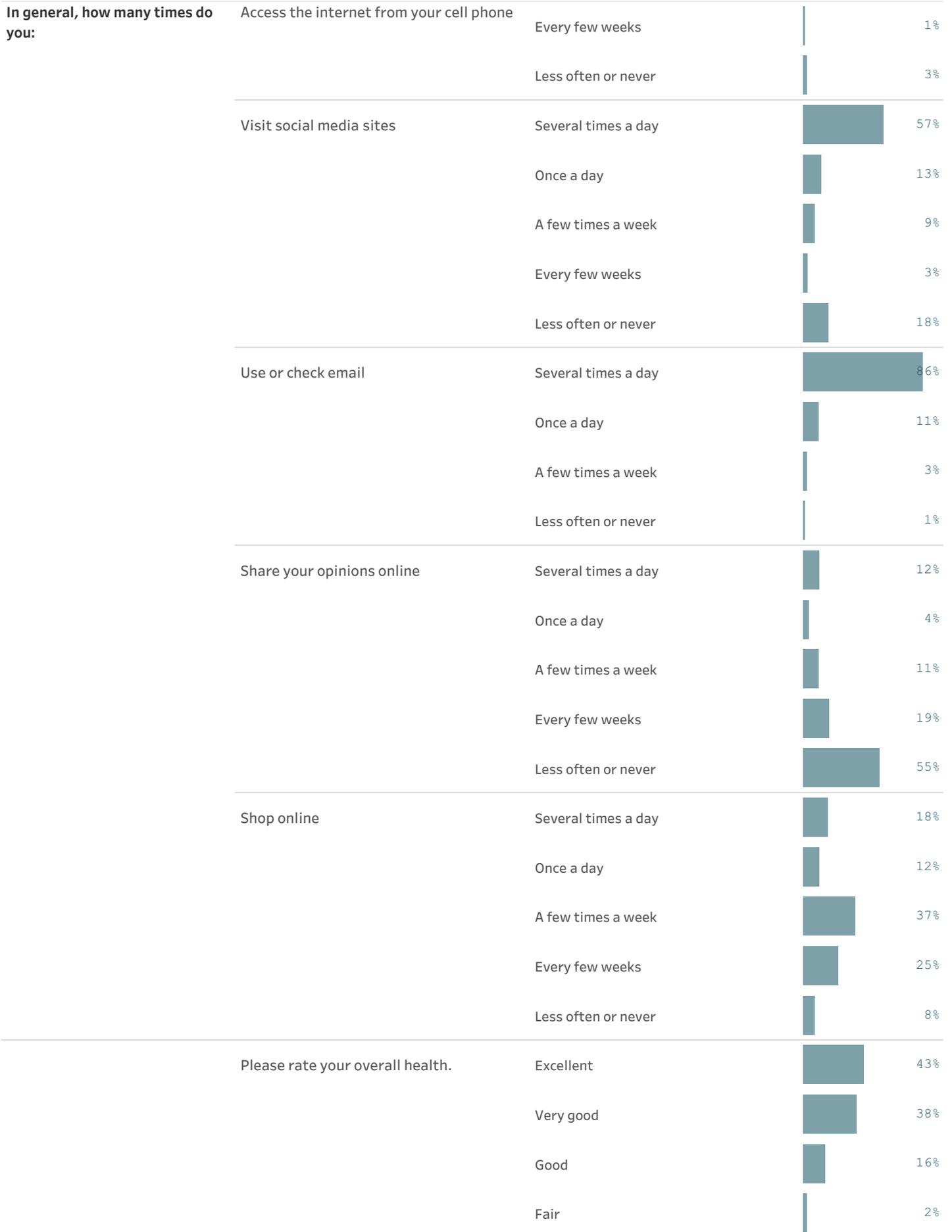
|   |  |           |   |     |
|---|--|-----------|---|-----|
| <b>Please rate the following categories of Jupiter government performance.</b>                    | Generally acting in the best interest of the community | Fair      |    | 22% |
|   |  | Poor      |    | 9%  |
| Being honest  |  | Excellent |    | 23% |
|   |  | Good      |    | 48% |
|   |  | Fair      |    | 19% |
|   |  | Poor      |    | 9%  |
| Being open and transparent to the public  |  | Excellent |    | 20% |
|   |  | Good      |    | 44% |
|   |  | Fair      |    | 25% |
|   |  | Poor      |    | 11% |
| Informing residents about issues facing the community   |  | Excellent |    | 18% |
|   |  | Good      |   | 46% |
|   |  | Fair      |  | 27% |
|   |  | Poor      |  | 10% |
| Treating all residents fairly   |  | Excellent |  | 21% |
|   |  | Good      |  | 50% |
|   |  | Fair      |  | 24% |
|   |  | Poor      |  | 6%  |
| Treating residents with respect   |  | Excellent |  | 28% |
|   |  | Good      |  | 51% |
|   |  | Fair      |  | 16% |
|   |  | Poor      |  | 5%  |
| <b>Overall, how would you rate the quality of the services provided by each of the following?</b> | The Town of Jupiter                                    | Excellent |  | 35% |
|   |  | Good      |  | 51% |
|   |  | Fair      |  | 11% |

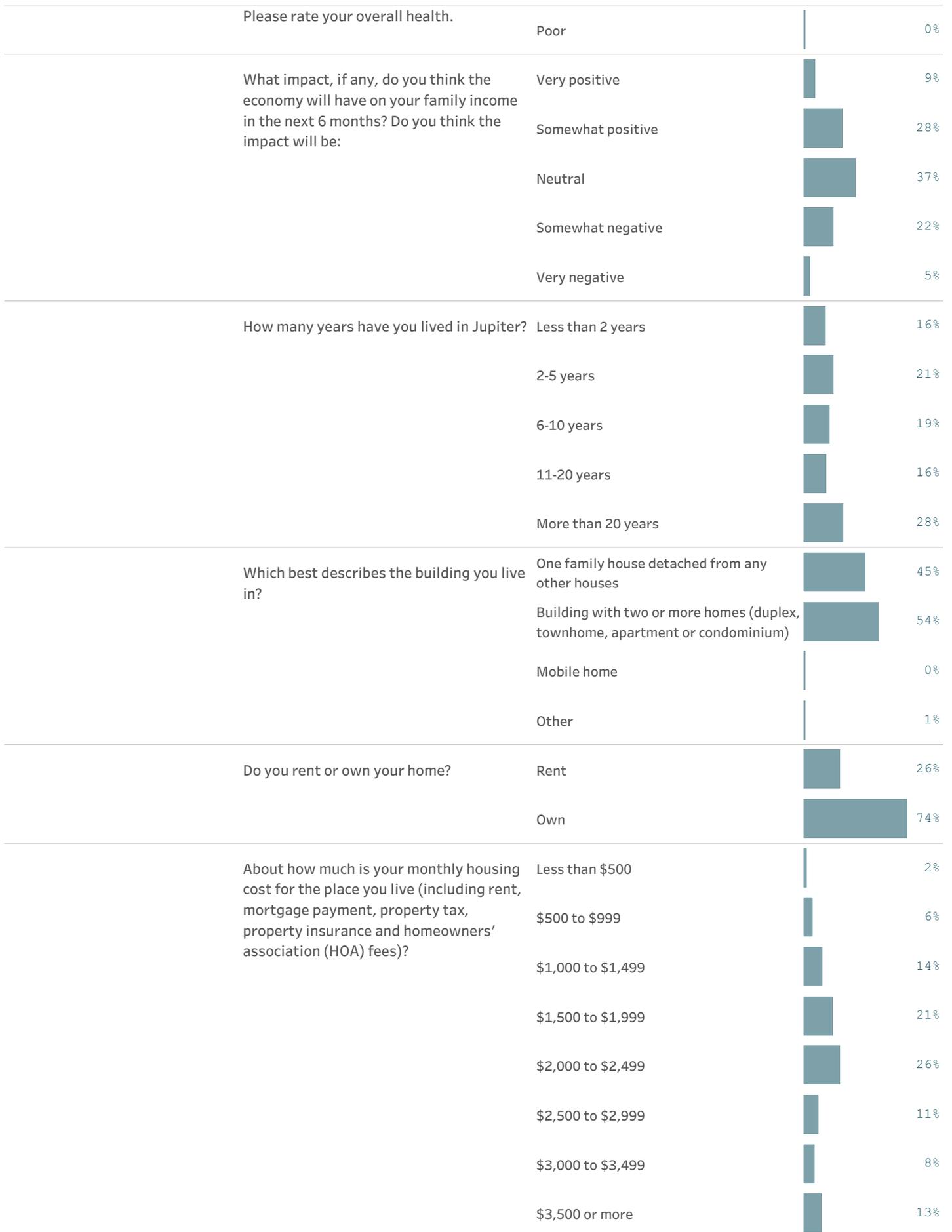


| Please rate how important, if at all, you think it is for the Jupiter community to focus on each of the following in the coming two years.         |   |   |     |
|--|---|---|-----|
| Overall quality of natural environment   | Essential   |     | 60% |
|  | Very important  |   | 33% |
|  | Somewhat important  |   | 7%  |
|  | Not at all important  |   | 0%  |
| Overall quality of parks and recreation opportunities  | Essential   |    | 48% |
|  | Very important  |   | 39% |
|  | Somewhat important  |   | 12% |
|  | Not at all important  |   | 0%  |
| Overall health and wellness opportunities  | Essential   |   | 39% |
|  | Very important  |   | 37% |
|  | Somewhat important  |   | 22% |
|  | Not at all important  |   | 2%  |
| Overall opportunities for education, culture, and the arts   | Essential   |  | 30% |
|  | Very important  |   | 41% |
|  | Somewhat important  |   | 27% |
|  | Not at all important  |   | 2%  |
| Residents' connection and engagement with their community  | Essential   |  | 24% |
|  | Very important  |   | 47% |
|  | Somewhat important  |   | 27% |
|  | Not at all important  |   | 1%  |
| How much of a source, if at all, do you consider each of the following to be for obtaining information about Jupiter's news, programs, and events? | Town Times quarterly printed newsletter (including Town news, recreation activities 55+ activities and neighborhood news) | Major source  | 41% |
|  |   | Minor source  | 36% |
|  |   | Not a source  | 23% |
| e-Town Times (the online version of the Town's quarterly newsletter)   | Major source  |  | 25% |
|  | Minor source  |   | 36% |

| How much of a source, if at all, do you consider each of the following to be for obtaining information about Jupiter's news, programs, and events? |              |  |     |
|--|--------------|--|-----|
| e-Town Times (the online version of the Town's quarterly newsletter)   | Not a source |  | 39% |
|  | Major source |  | 53% |
|  | Minor source |  | 34% |
| The Town website (www.jupiter.fl.us)   | Major source |  | 14% |
|  | Minor source |  | 23% |
|  | Not a source |  | 38% |
| Webcasts of Town meetings (Town Council/Planning & Zoning Commission)  | Major source |  | 39% |
|  | Minor source |  | 38% |
|  | Not a source |  | 23% |
| The Town's social media sites (Facebook, Twitter, and Instagram)   | Major source |  | 37% |
|  | Minor source |  | 33% |
|  | Not a source |  | 31% |
| Emails from the Town (e-blasts)  | Major source |  | 40% |
|  | Minor source |  | 37% |
|  | Not a source |  | 23% |
| Fliers, posters or advertisements on Town programs and events  | Major source |  | 29% |
|  | Minor source |  | 51% |
|  | Not a source |  | 21% |
| Annual reports and official Town publications  | Major source |  | 31% |
|  | Minor source |  | 37% |
|  | Not a source |  | 31% |
| Open house and public meetings   | Major source |  | 27% |
|  | Minor source |  | 40% |
|  | Not a source |  | 34% |
| Direct mail items (postcards and letters)  | Major source |  | 35% |
|  | Minor source |  | 49% |
|  | Not a source |  | 16% |

|   |  |                     |  |     |
|---|--|---------------------|--|-----|
| <b>How much of a source, if at all, do you consider each of the following to be for obtaining information about Jupiter's news, programs, and events?</b> | The Town's community channel (Comcast channel 18)  | Major source        |  | 12% |
|   |  | Minor source        |  | 33% |
|   |  | Not a source        |  | 55% |
|   | Have you contacted the Town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months? | No                  |  | 64% |
|   |  | Yes                 |  | 36% |
| <b>If yes, please provide your impression of the following:</b>   | Knowledge  | Excellent           |  | 39% |
|   |  | Good                |  | 39% |
|   |  | Fair                |  | 21% |
|   |  | Poor                |  | 1%  |
|   | Responsiveness   | Excellent           |  | 39% |
|   |  | Good                |  | 41% |
|   |  | Fair                |  | 15% |
|   |  | Poor                |  | 4%  |
|   | Courtesy   | Excellent           |  | 54% |
|   |  | Good                |  | 35% |
|   |  | Fair                |  | 9%  |
|   |  | Poor                |  | 1%  |
| <b>In general, how many times do you:</b>   | Access the internet from your home   | Several times a day |  | 89% |
|   |  | Once a day          |  | 6%  |
|   |  | A few times a week  |  | 3%  |
|   |  | Every few weeks     |  | 1%  |
|   |  | Less often or never |  | 1%  |
|   | Access the internet from your cell phone   | Several times a day |  | 90% |
|   |  | Once a day          |  | 4%  |
|   |  | A few times a week  |  | 3%  |





|  |  |   |   |
|--|--|---|---|
| Do any children 17 or under live in your household?  | No                                       |    | 74%   |
|  | Yes                                      |    | 26%   |
| Are you or any other members of your household aged 65 or older?   | No                                       |    | 65%   |
|  | Yes                                      |    | 35%   |
| How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.) | Less than \$25,000                       |    | 3%  |
|  | \$25,000 to \$49,999                     |    | 11%   |
|  | \$50,000 to \$74,999                     |    | 14%   |
|  | \$75,000 to \$99,999                     |    | 17%   |
|  | \$100,000 to \$149,999                   |    | 22%   |
|  | \$150,000 or more                        |    | 33%   |
|  | Are you Spanish, Hispanic or Latino?     | No, not Spanish, Hispanic, or Latino  |  |
| Yes, I consider myself to be Spanish, Hispanic, or Latino  |  |   | 13%   |
| What is your race? (Mark one or more races to indicate what race you consider yourself to be.)   | American Indian or Alaskan Native        |  | 3%  |
|  | Asian, Asian Indian, or Pacific Islander |  | 1%  |
|  | Black or African American                |  | 1%  |
|  | White                                    |  | 93%   |
|  | Other                                    |  | 5%  |
| In which category is your age?   | 18-24 years                              |  | 2%  |
|  | 25-34 years                              |  | 18%   |
|  | 35-44 years                              |  | 13%   |
|  | 45-54 years                              |  | 21%   |
|  | 55-64 years                              |  | 14%   |
|  | 65-74 years                              |  | 20%   |
|  | 75 years or older                        |  | 12%   |
| What is your gender?   | Female                                   |  | 52%   |

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What is your gender?

Male



46%

Identify in another way

2%

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