

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

**Jupiter, FL**  
Community Livability Report

2015



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# About

The National Citizen Survey™ (The NCS) report is about the “livability” of Jupiter. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 547 residents of the Town of Jupiter. The margin of error around any reported percentage is 4% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

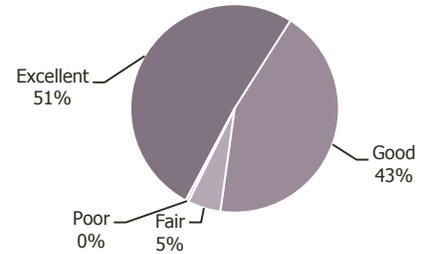


# Quality of Life in Jupiter

Almost all residents rated the quality of life in Jupiter as excellent or good. Ratings for overall quality of life were higher in Jupiter when compared to the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Overall Quality of Life



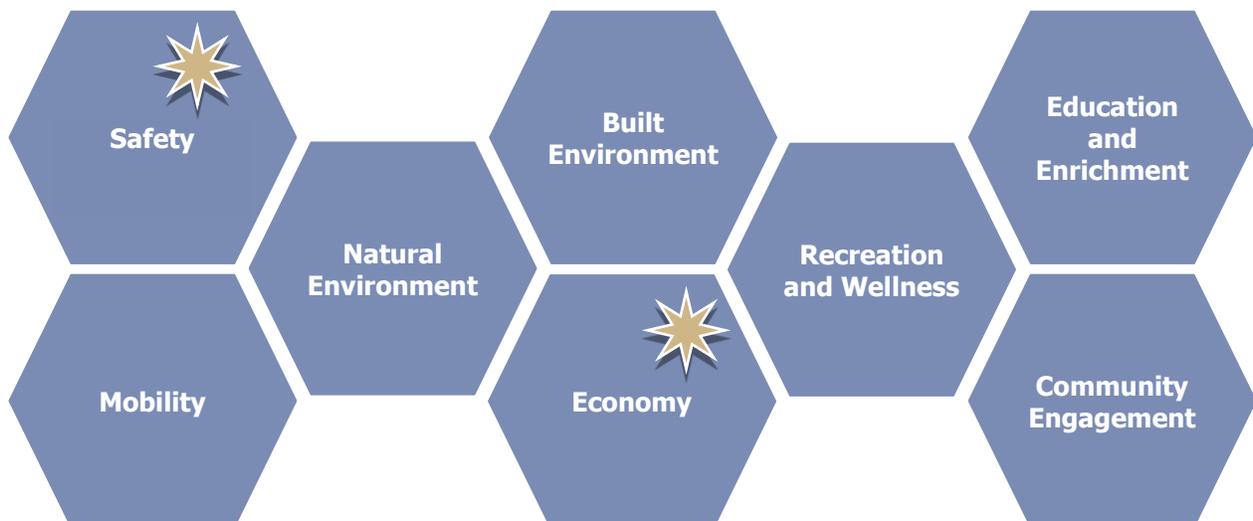
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Jupiter community in the coming two years. Jupiter residents gave favorable ratings to both of these facets. Ratings for Mobility, Natural Environment, Built Environment, Recreation and Wellness, Education and Enrichment and Community Engagement were also positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

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

## Legend

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

★ Most important



# Community Characteristics

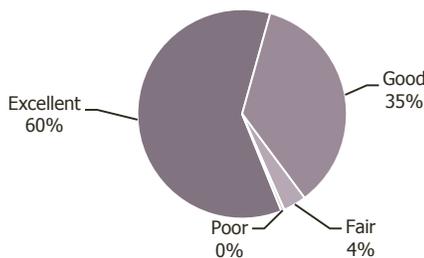
*What makes a community livable, attractive and a place where people want to be?*

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

In addition to rating the Town as a place to live, respondents rated several aspects of community quality including Jupiter as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Jupiter and its overall appearance. Almost all residents gave favorable ratings to the overall appearance and image of Jupiter and to their neighborhoods. At least 8 in 10 gave excellent or good ratings to Jupiter as a place to raise children and a place to retire. Further, ratings for Jupiter as a place to retire, the overall image and overall appearance were higher than ratings in comparison communities.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, most ratings were similar to other communities and were given positive ratings by a majority of respondents. Several aspects within Natural Environment, Economy and Recreation and Wellness were rated higher than the benchmarks. Travel by public transportation was the only aspect that was rated below the national benchmark. At least 9 in 10 residents gave positive ratings to the overall feelings of safety in Jupiter, as well as to feelings of safety in their neighborhoods and in the Town's downtown/commercial area. Ratings within Economy were all similar to the national benchmark with the exception of ratings for overall economic health, Jupiter as a place to visit and Jupiter as a place to work, which were higher than the national benchmark. Within the facet of Recreation and Wellness, the availability of quality health care, preventive health services and recreational opportunities received higher ratings than the benchmarks. About 87% of all Jupiter residents rated health and wellness as excellent or good.

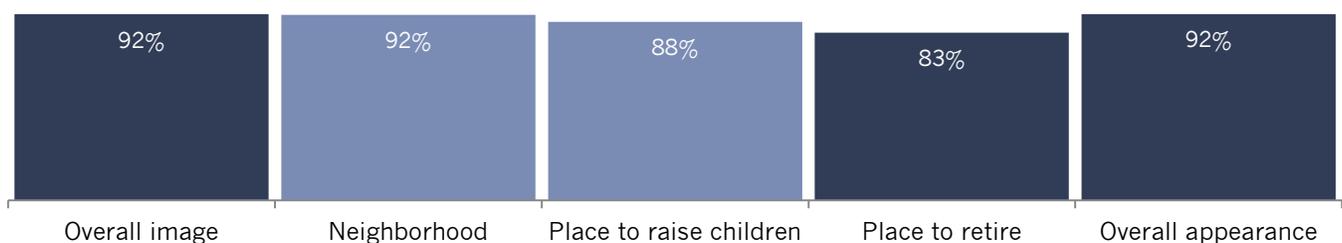
**Place to Live**



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



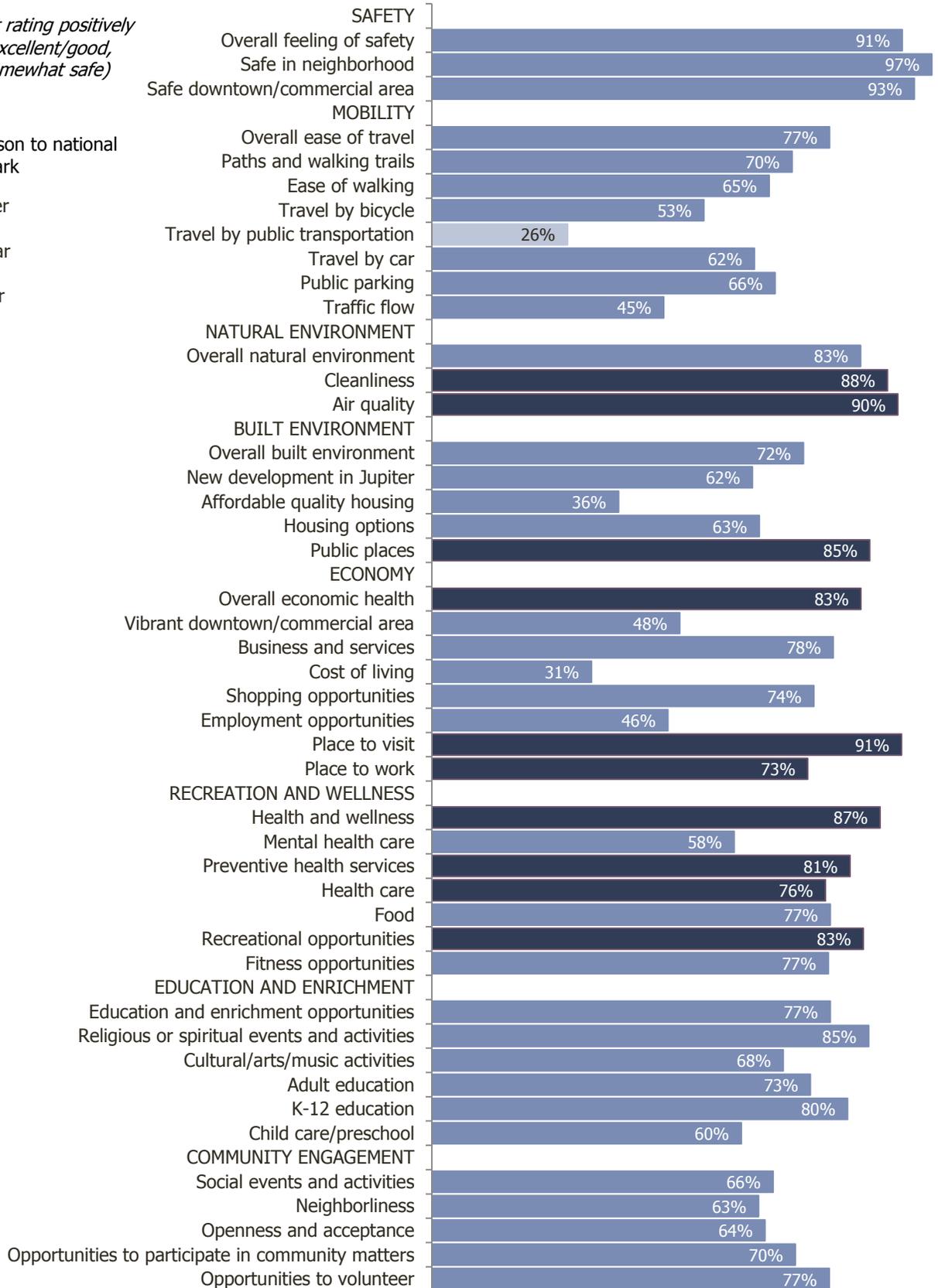
# The National Citizen Survey™

Figure 1: Aspects of Community Characteristics

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

Comparison to national  
benchmark

- Higher
- Similar
- Lower



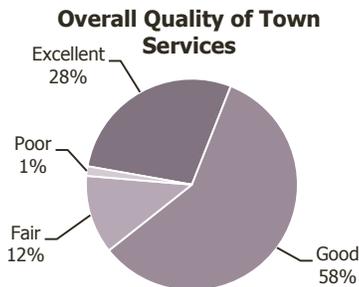
# Governance

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

The overall quality of the services provided by Jupiter as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The quality of services provided by Jupiter was rated positively by nearly 9 in 10 respondents, while services provided by the Federal Government was rated positively by about 4 in 10 respondents. Both of these ratings were similar to the national benchmarks.

Survey respondents also rated various aspects of Jupiter’s leadership and governance. More than 60% of residents rated being honest, treating all residents fairly, and welcoming citizen involvement in Jupiter as excellent or good. More than 8 in 10 residents gave high marks to customer service and about two-thirds favorably rated the value of services for taxes paid. All of these ratings were similar to other communities across the nation and remained stable from 2013 to 2015 (for additional information see the Trends over Time report under separate cover).

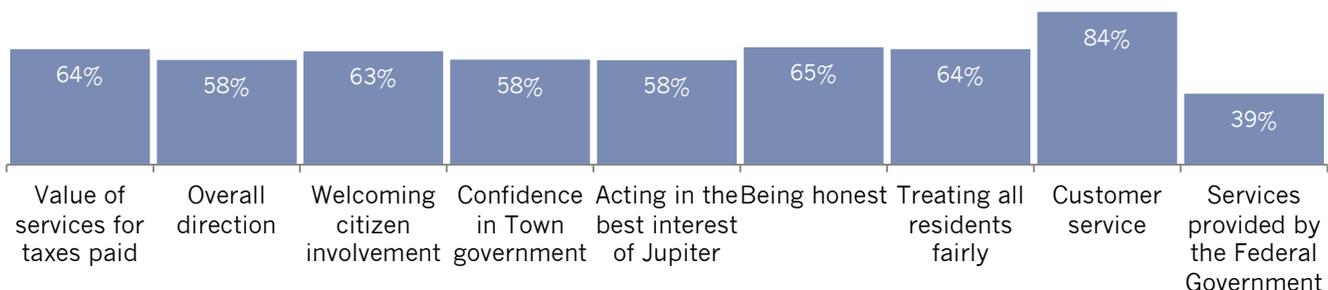
Respondents evaluated over 30 individual services and amenities available in Jupiter. All aspects of Governance were rated as excellent or good by a majority of respondents and were similar to or higher than the national benchmark. Within the facet of Safety, nearly 80% of residents rated Jupiter’s emergency preparedness as excellent or good; this rating was higher than the national benchmark. Several aspects of Mobility, including street repair, street lighting and sidewalk maintenance, received higher ratings than in comparison communities. All aspects of Natural Environment and Built Environment received ratings that were generally favorable and similar to the national benchmark with the exception of code enforcement, which received ratings higher than the national benchmark. The facet of Recreation and Wellness was also highly rated; 8 in 10 residents rated recreation centers and health services as excellent or good, and this rating was higher than the national benchmarks. Aspects within Education and Enrichment and Community Engagement received favorable ratings. When comparing 2015 results to 2013, ratings for fire prevention, street lighting and bus or transit services increased over time.



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



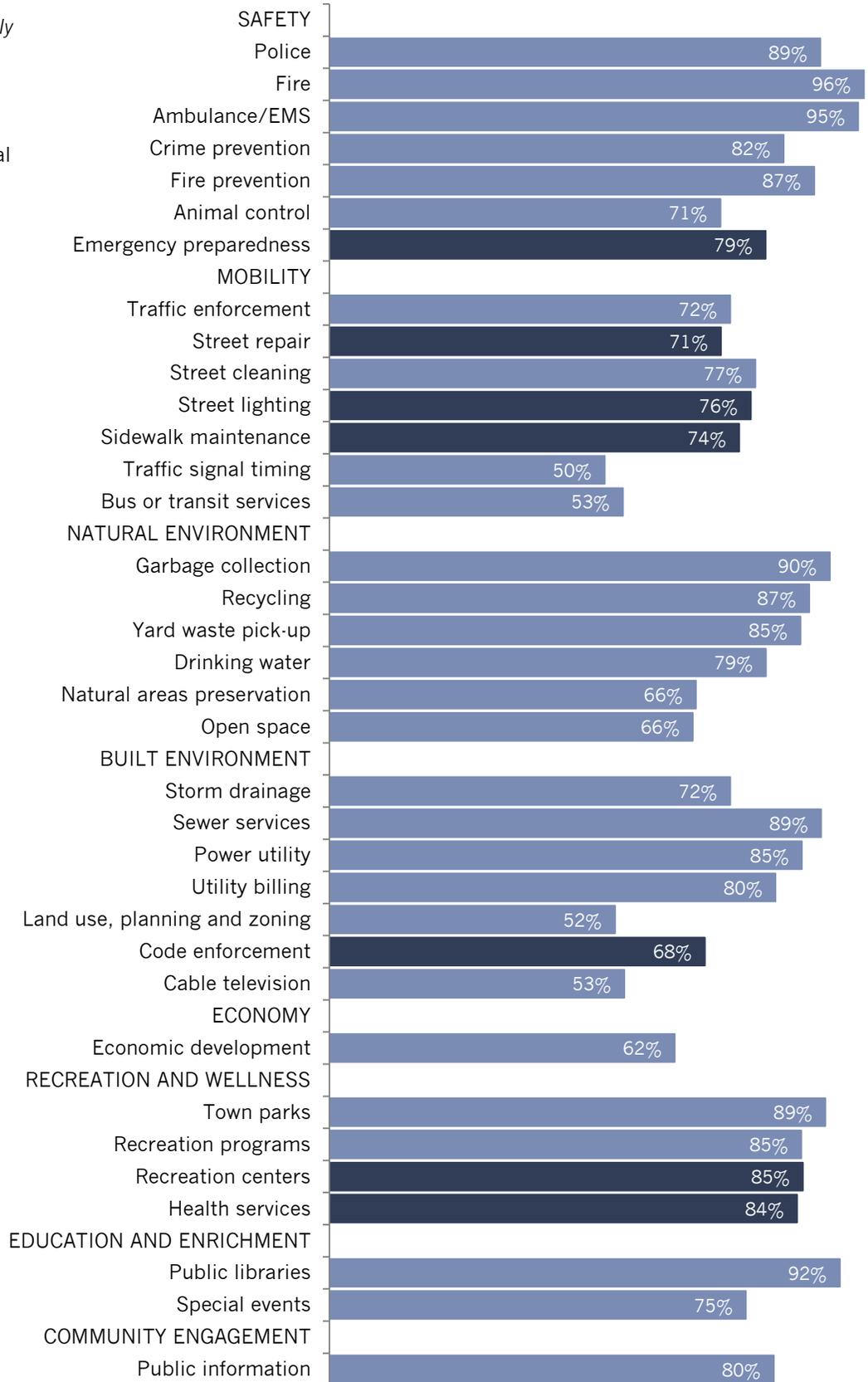
# The National Citizen Survey™

Figure 2: Aspects of Governance

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

Comparison to national  
benchmark

- Higher
- Similar
- Lower



# Participation

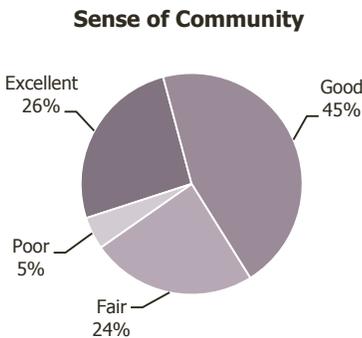
## Are the residents of Jupiter connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. The overall sense of community in Jupiter received positive ratings from 71% of residents, a rating that was similar to other communities in the U.S.

Nearly all residents were likely to recommend living in Jupiter and remain in the town for the next five years; these ratings were similar to other communities across the nation. About 4 in 10 citizens reported they had contacted a town employee, a level similar to those reported in other communities.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Levels of Participation tended to be mixed across the different facets, but overall reported Participation rates were similar to those in comparison communities. Within the facet of Safety, about 8 in 10 survey respondents had not been the victim of a crime and about 8 in 10 had not reported a crime, and about two-thirds had stocked supplies for an emergency (a level higher than the national benchmark). Within Mobility, only about 6% of residents reported that they had used public transportation instead of driving, a rate lower than the national benchmark. More than half of all residents reported that they did not observe a code violation, a level that was higher than in other communities. Rates of Participation within the facets of Economy, Recreation and Wellness and Education and Enrichment were all similar to rates found in communities across the nation. Within Community Engagement almost all residents had talked to or visited with neighbors. About 15% of residents reported that they had watched a local public meeting, a rate lower than the national benchmark.

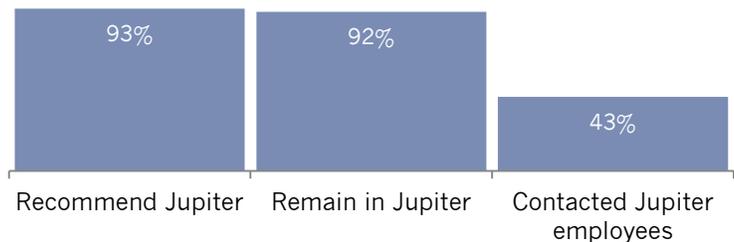
More Jupiter residents reported that they had stocked supplies for an emergency, believed the economy would have a positive impact on income and ate 5 portions of fruits and vegetables in 2015 compared to 2013.



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

Comparison to national  
benchmark

■ Higher ■ Similar ■ Lower



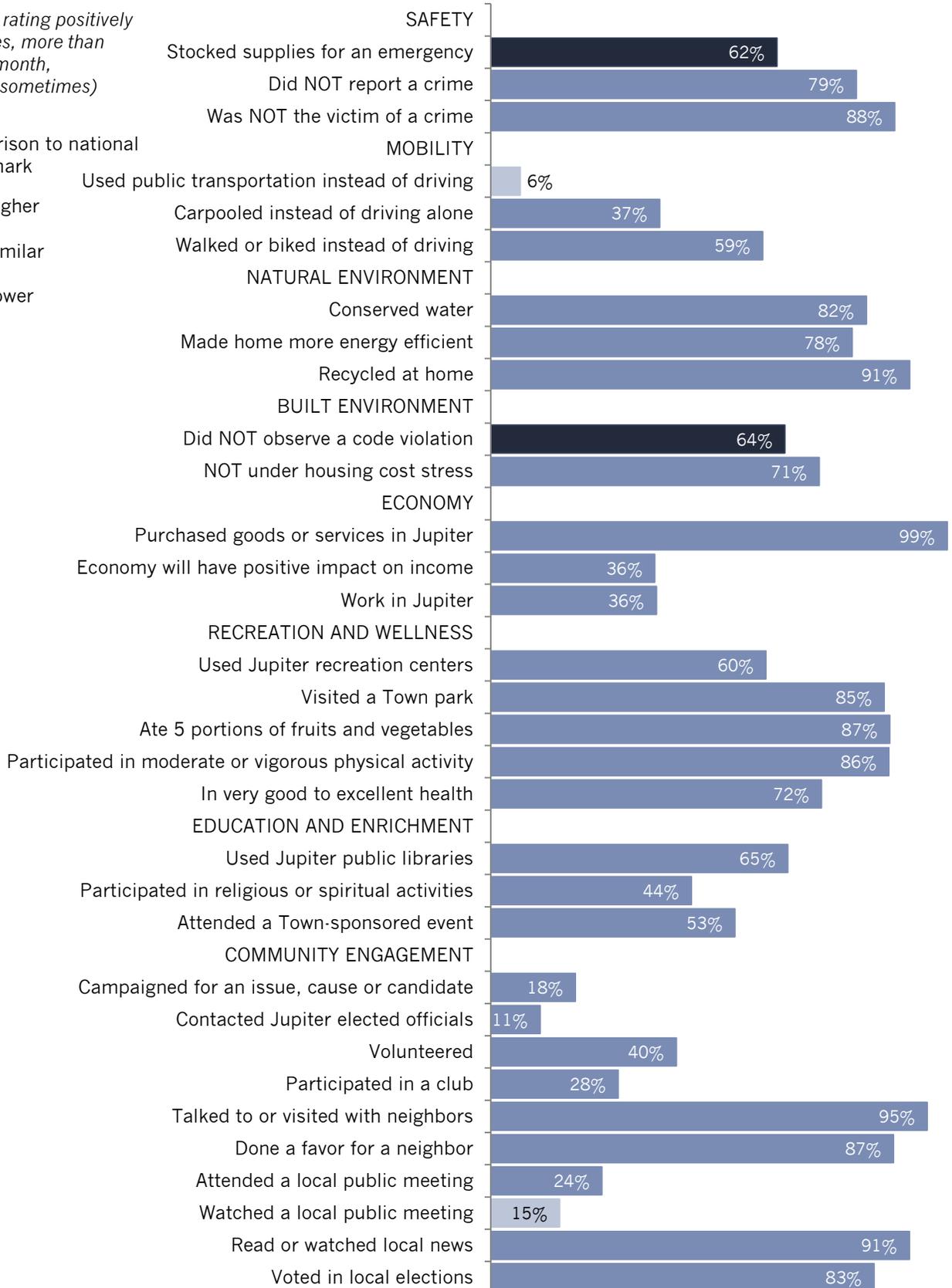
## The National Citizen Survey™

Figure 3: Aspects of Participation

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

Comparison to national  
benchmark

- Higher
- Similar
- Lower

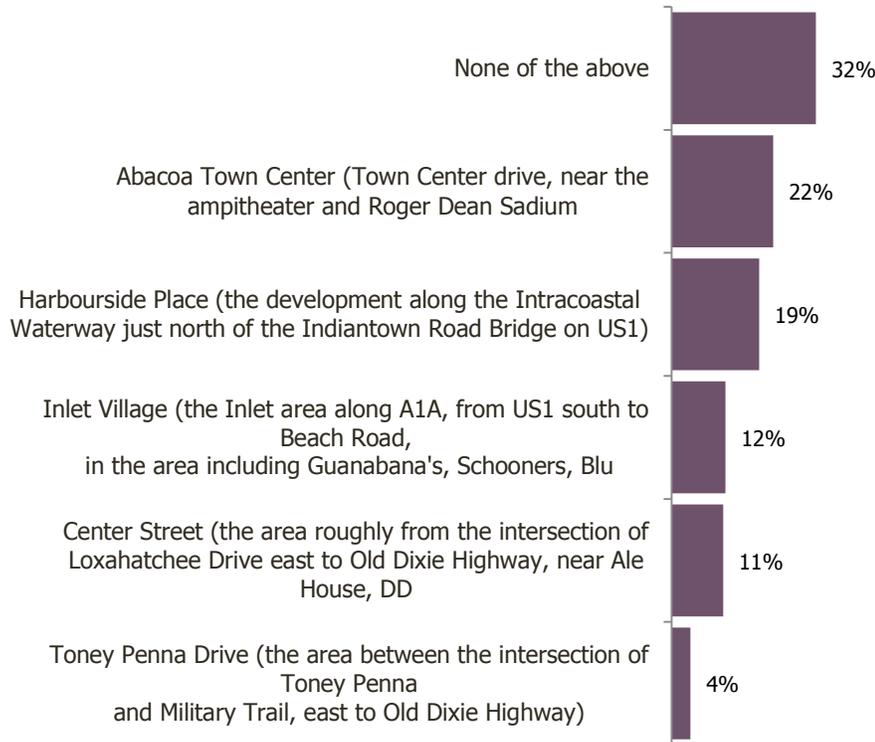


# Special Topics

The Town of Jupiter included four custom questions of special interest on The NCS. The first question asked residents which area of Jupiter they associated most with being the downtown/commercial area. About 32% did not find any of the areas listed to be Jupiter's downtown/commercial area. Close to a quarter indicated they considered the Abacoa Town Center (Town Center drive, near the amphitheater and Roger Dean Stadium) to be the area they most associated with being Jupiter's downtown/commercial area.

Figure 4: Jupiter's downtown/commercial area

*Which one of the following areas do you most associate with being Jupiter's downtown/commercial area? (Please select only one.)*

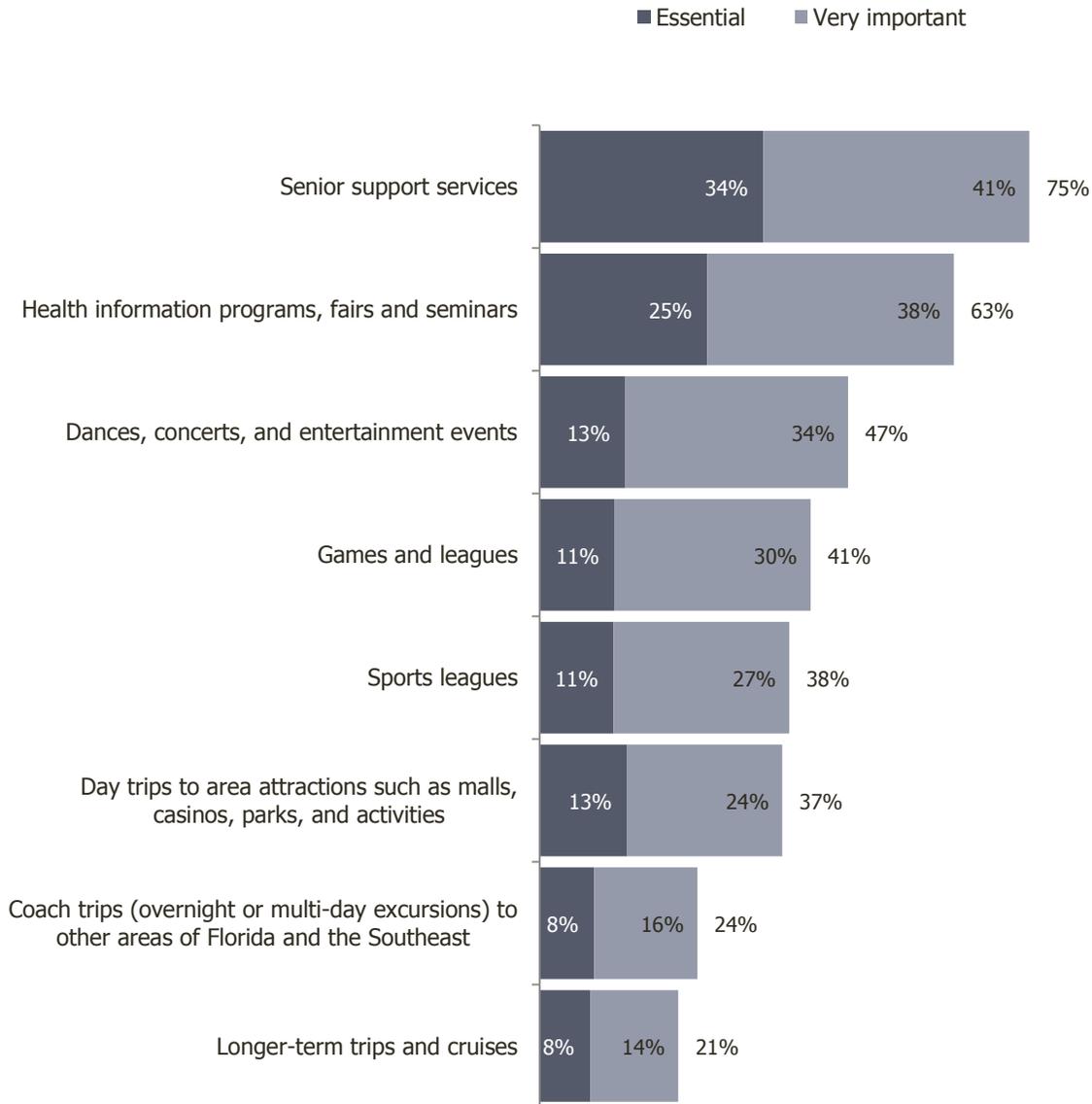


## The National Citizen Survey™

The second question asked residents to rate the importance of the Town of Jupiter offering certain types of programs for residents over the age of 55. Three-quarters of residents believed senior support services to be either essential or very important. 63% of survey respondents believed health information programs, fairs and seminars to be important as well. Less popular options chosen were coach trips and longer-term trips and cruises.

Figure 4: Importance for Jupiter to offer programs for residents 55 and over

*Please indicate how important, if at all, it is for the Town of Jupiter to offer each of the following types of programs for residents 55 and over.*

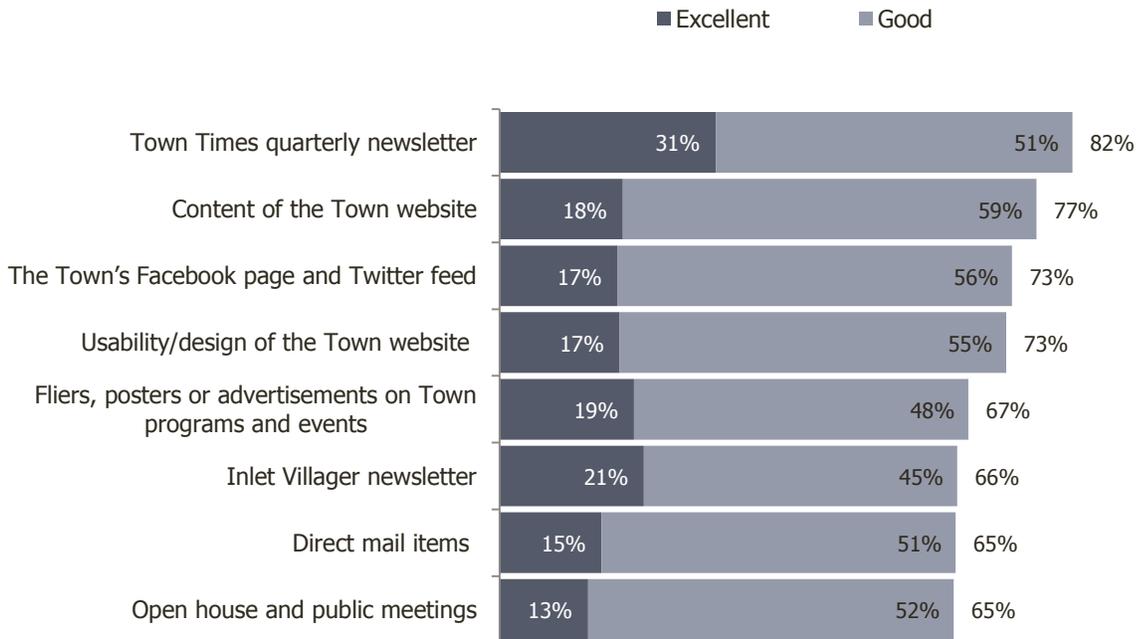


## The National Citizen Survey™

The third question asked residents to rate the quality of various public information efforts in Jupiter. About 8 in 10 residents said they considered Town Times quarterly newsletter to be excellent or good, followed by the Content of the Town website (77%). At least 6 in 10 residents gave excellent or good ratings to all of Jupiter's public information efforts.

Figure 6: Quality of Public Information

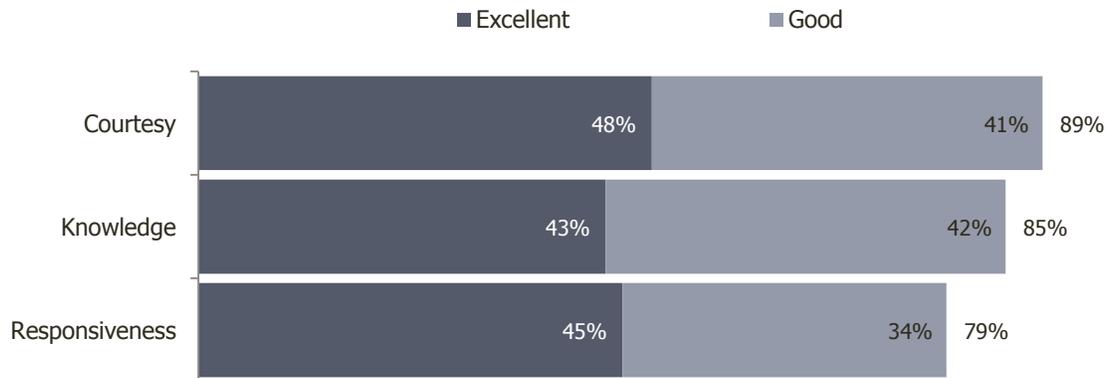
*Thinking about Jupiter's public information efforts, please rate the quality of each of the following:*



The final question asked residents what their impressions of Town employees were if they had contacted the Town of Jupiter in-person, by phone, by email or on the web for help or information in the last 12 months. At least 7 in 10 residents rated courtesy, knowledge and responsiveness of Town employees as excellent or good.

Figure 7: Ratings of Contact with Jupiter Employees

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



# Conclusions

## **Jupiter is a great place to live.**

Almost all survey respondents rated the overall quality of Jupiter and the town as a place to live as excellent or good; these ratings remained stable over time and were higher than the benchmarks. Over 9 in 10 would recommend Jupiter as a place to live and remain in the community in the next five years. Ratings for features that enhance quality of life, such as Jupiter as place to retire, and the overall appearance and image of town were given positive ratings by at least 4 in 5 respondents. Additionally, about 7 in 10 residents rated Jupiter as excellent or good for its sense of community, a rating higher than other Florida communities. These high ratings remained stable from 2013 to 2015.

## **Safety and Economy are the main focus areas for the community.**

Jupiter residents identified Safety as one of the most important focus areas for the community. Safety services such as police, fire, ambulance/EMS and crime prevention were all rated highly by more than 80% of residents. Almost all residents said they felt safe in their neighborhood and had a positive overall feeling of safety in Jupiter. Additionally, 88% of participants reported they were NOT the victim of a crime. Ratings increased from 2013 to 2015 for fire prevention, all other Safety services remained stable over time.

Ratings within the facet of Economy tended to be positive. Ratings for Jupiter as a place to visit, as a place to work and the overall economic health of Jupiter were higher than ratings in comparison communities. Ratings increased from 2013 to 2015 for shopping opportunities, employment opportunities, vibrant downtown/commercial area and for the overall quality of businesses and services in Jupiter. However, ratings decreased for the cost of living in Jupiter from 2013 to 2015.

## **Residents enjoy Jupiter's Recreation and Wellness opportunities.**

Most survey respondents rated Jupiter's Recreation and Wellness measures as excellent or good, as at least 7 in 10 gave positive marks to almost every aspect. Almost all residents reported that they were pleased with their overall health and wellness (a level higher than levels reported elsewhere) and more than 8 in 10 residents visited a town park and participated in moderate or vigorous physical activity. Ratings for recreation centers, health services, preventative health services, health care and recreational opportunities were higher than the national benchmarks.