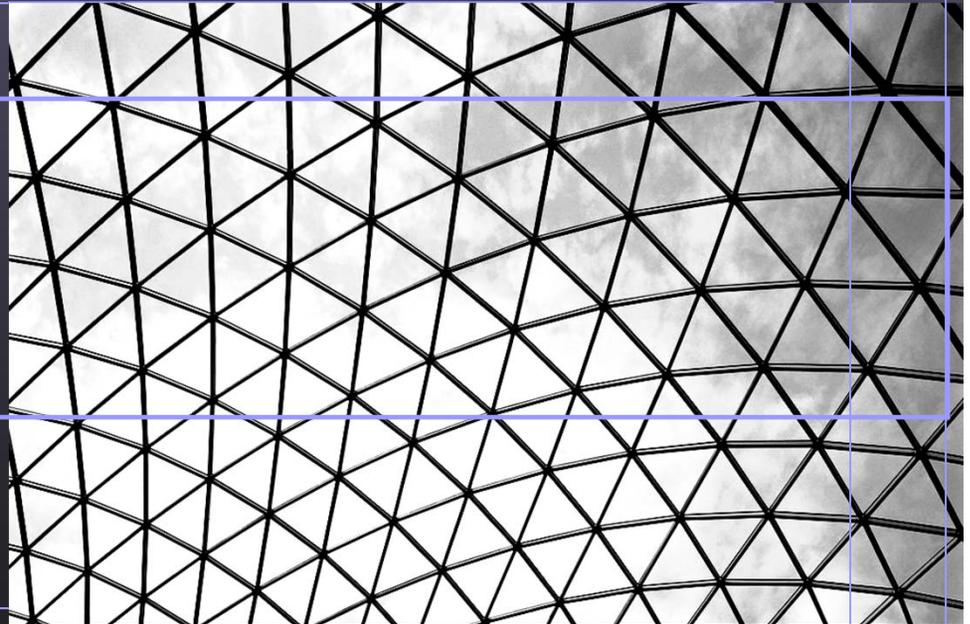




The National Citizen Survey™

Jupiter, Florida

Summary of Findings for 2011



The National Citizen Survey™ (The NCS) Background

- ▶ ICMA/NRC initiative
 - ▲ Turnkey omnibus citizen survey service
 - ▲ Benchmark comparisons
 - ▲ Over 250 participants in The NCS in over 40 states
 - ▲ Over 500 jurisdictions in full database



Uses of Survey Results



Study Background and Methods

2011 Survey:

- ▶ Multi-contact mailed survey
- ▶ Representative sample of 1,200 residents and households
 - ▲ 315 surveys returned; 31% response rate
- ▶ Data statistically weighted to reflect population
- ▶ +/- 5% margin of error
 - ◀ Data compared to previous survey
 - ▼ +/- 8% margin of error compared to 2009 data



= Trending up compared to 2009 survey



= Similar compared to 2009 survey

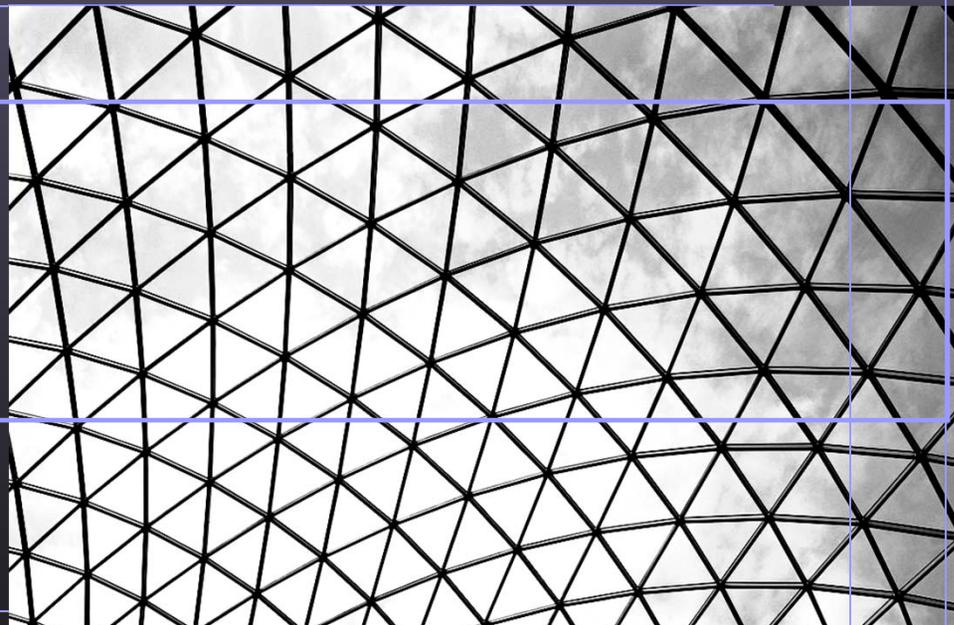


= Trending down compared to 2009 survey



The National Citizen Survey™

Community Ratings



Overall Quality of Community

Jupiter as a place to live



97%

Overall quality of life in Jupiter



92%

Neighborhood as a place to live



91%



Percent "excellent" or "good"

Would recommend living in Jupiter to someone who asks



95%

Remain in Jupiter for the next five years



93%

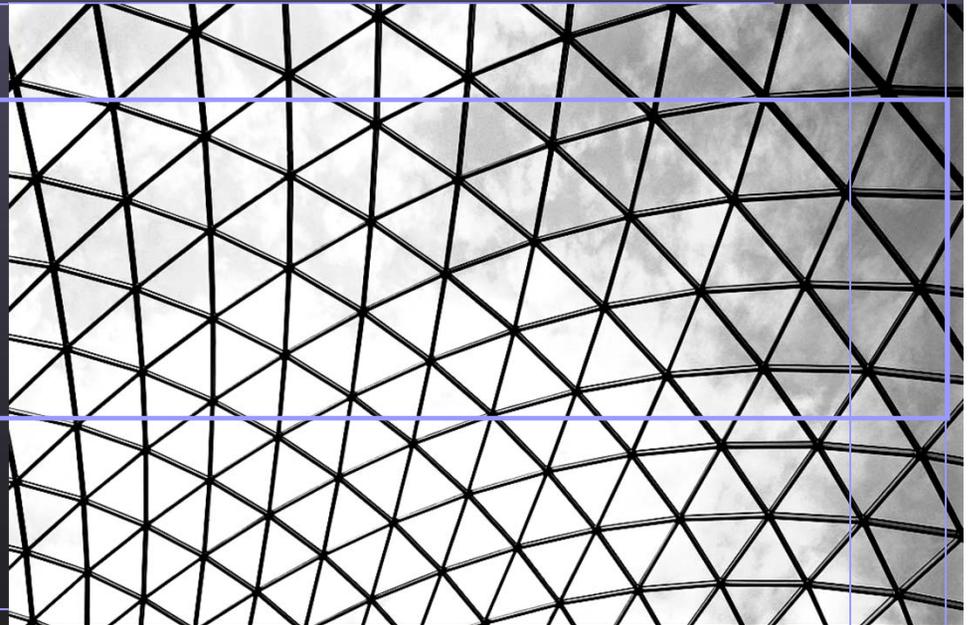
↔ = national benchmark comparison
 ↔ = Florida benchmark comparison

above
 similar
 below = Compared to 2009

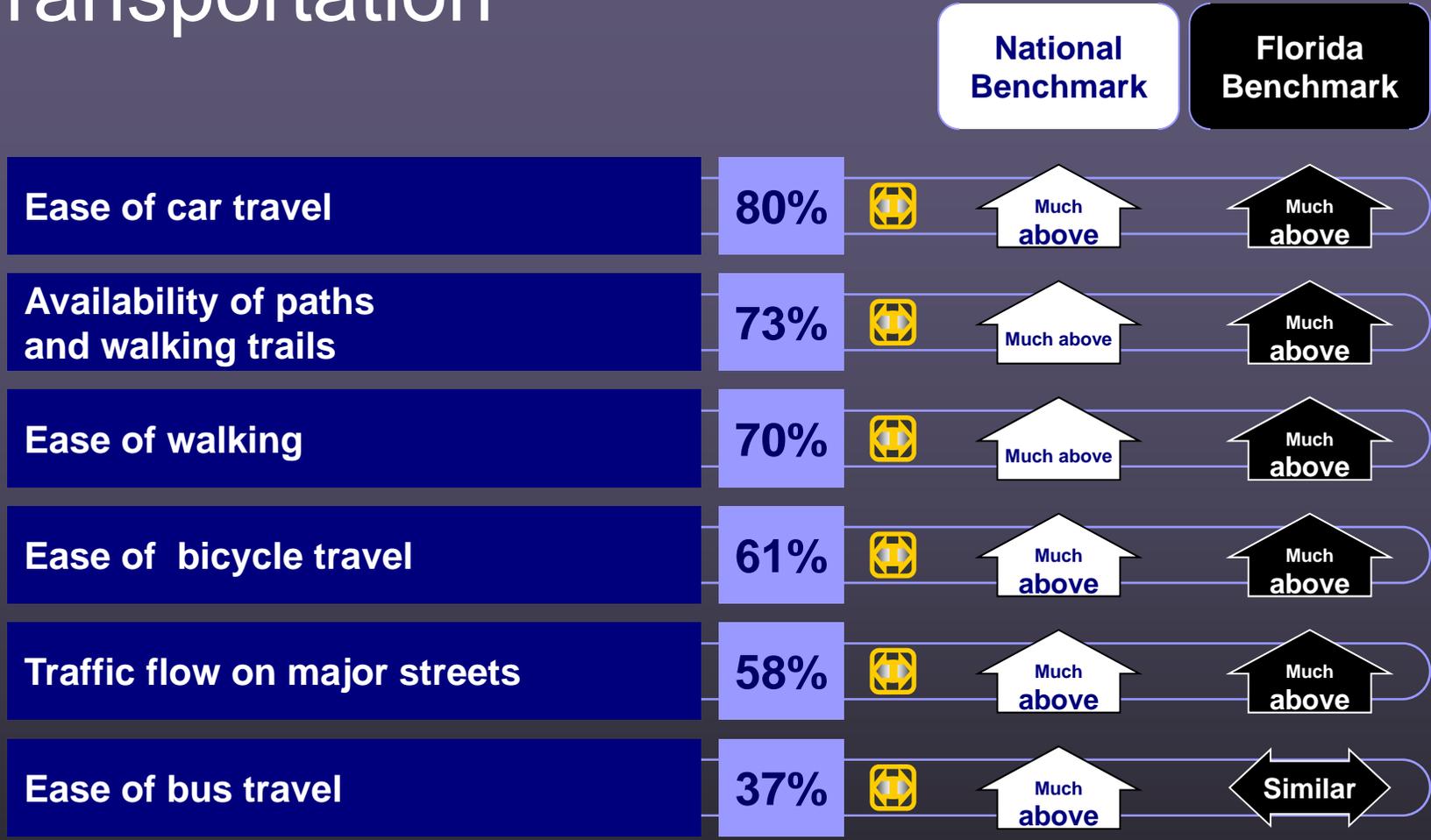


The National Citizen Survey™

Community Design



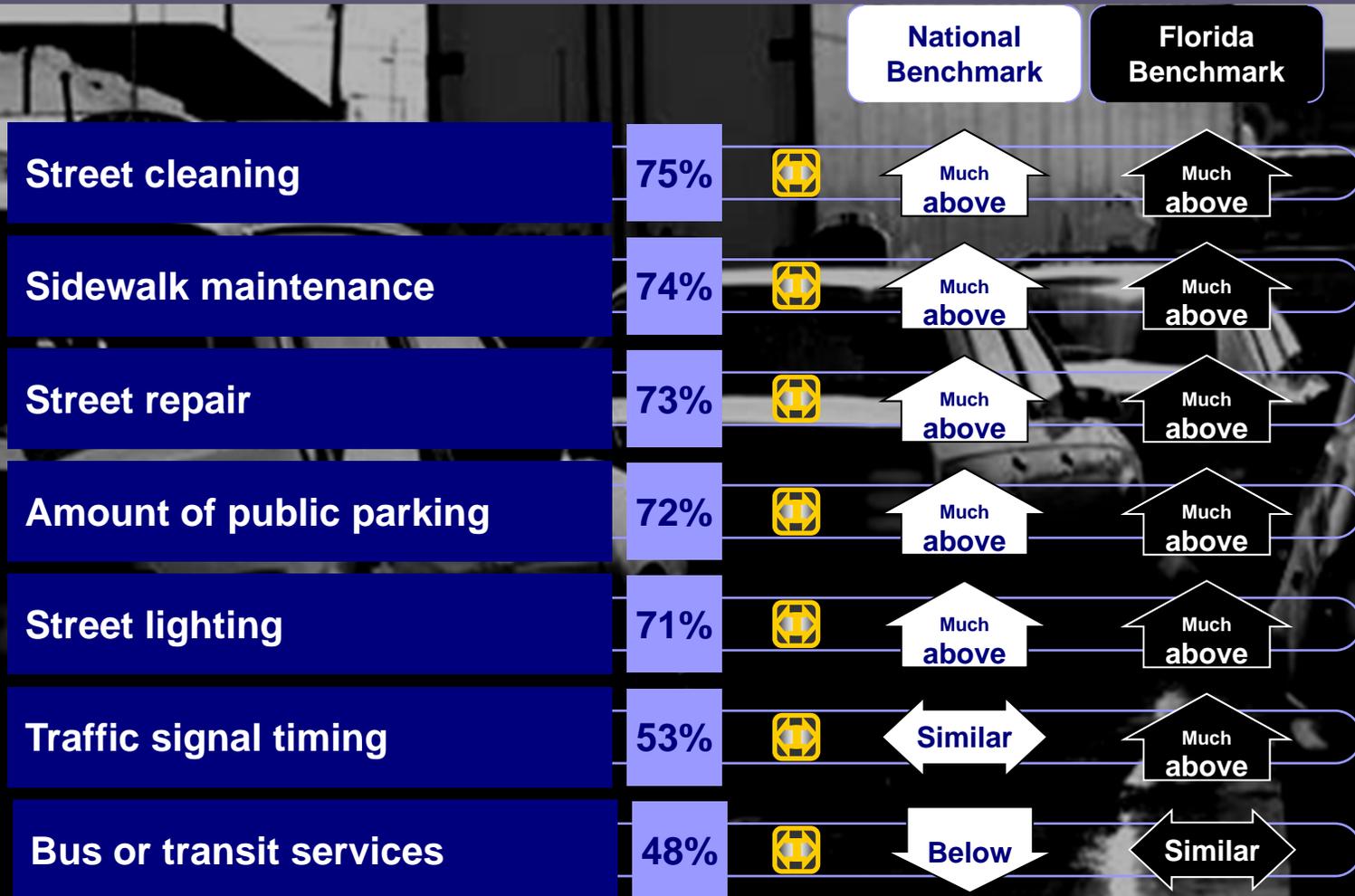
Transportation



Percent "excellent" or "good"

= Compared to 2009
 above similar below

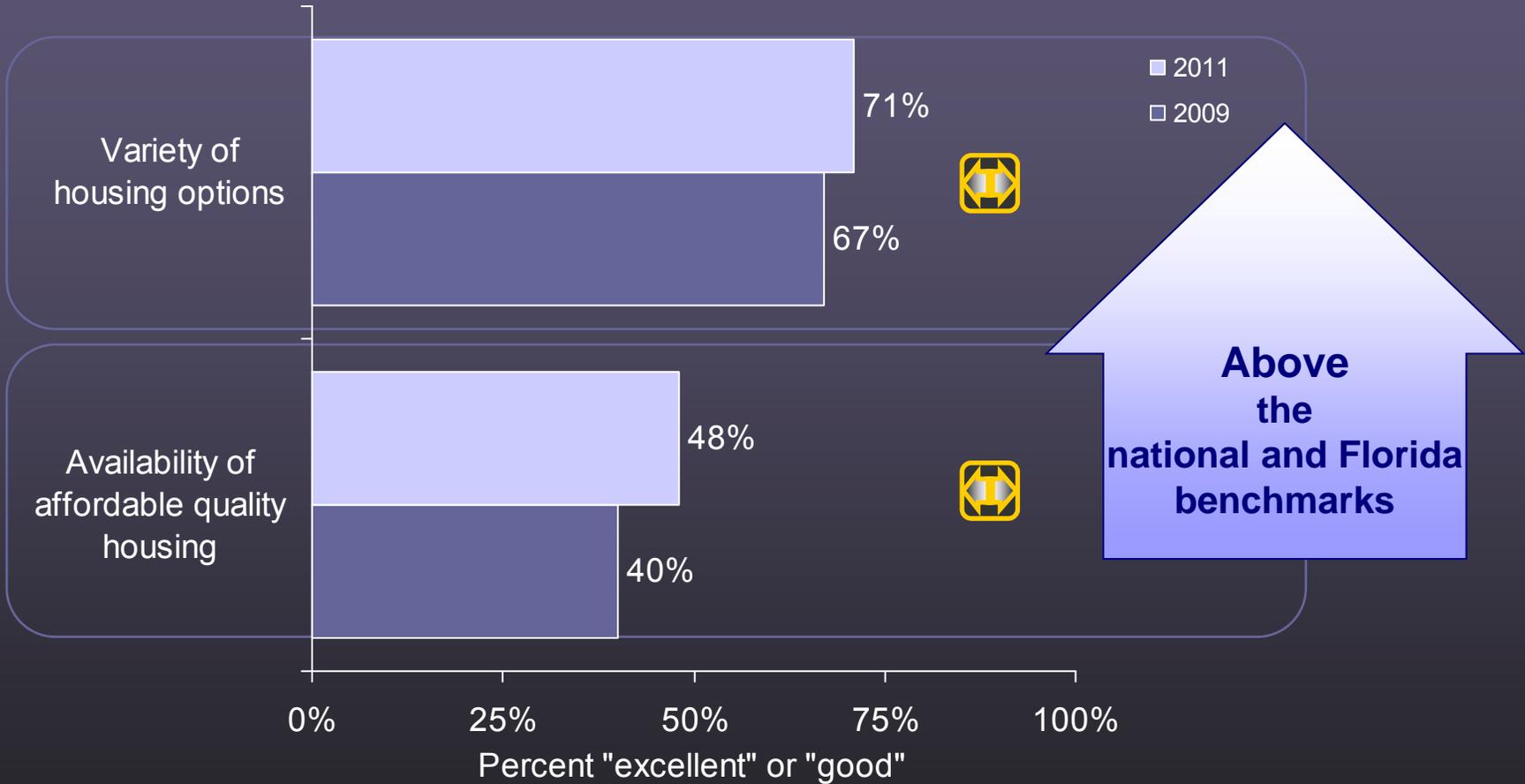
Transportation Services



Percent "excellent" or "good"

above
 similar
 below
 = Compared to 2009

Housing



= Compared to 2009
above similar below

Built Environment

Much above
the national
and Florida
benchmarks



92%

Overall appearance of Jupiter

75%



Much above
the national
and Florida
benchmarks

Quality of new development in Jupiter

   = Compared to 2009
above similar below

Percent “excellent” or “good”

Economic Sustainability



Overall quality of businesses and service establishments

77%



Jupiter as a place to work

76%



Shopping opportunities

66%



Employment opportunities

44%



Above the national and Florida benchmarks

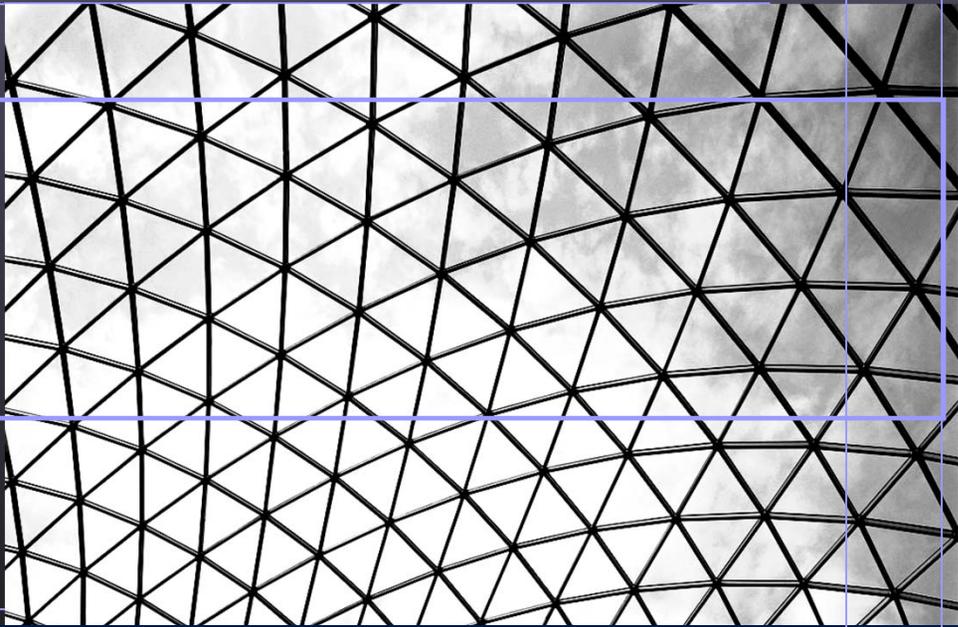
   = Compared to 2009
above similar below

Percent "excellent" or "good"



The National Citizen Survey™

Public Safety



Public Safety

Neighborhood Downtown

During the day



After dark

98% ↑ ↑



82% ↑ ↑



90% ↔ ↑



72% ↑ ↑



From environmental hazards 89%



From violent crime 87%



From property crime 73%



Felt "very" or "somewhat" safe

- ↔ = national benchmark comparison
- ↔ = Florida benchmark comparison

- ↑ = above
- ↔ = similar
- ↓ = below
- Compared to 2009

Safety Services



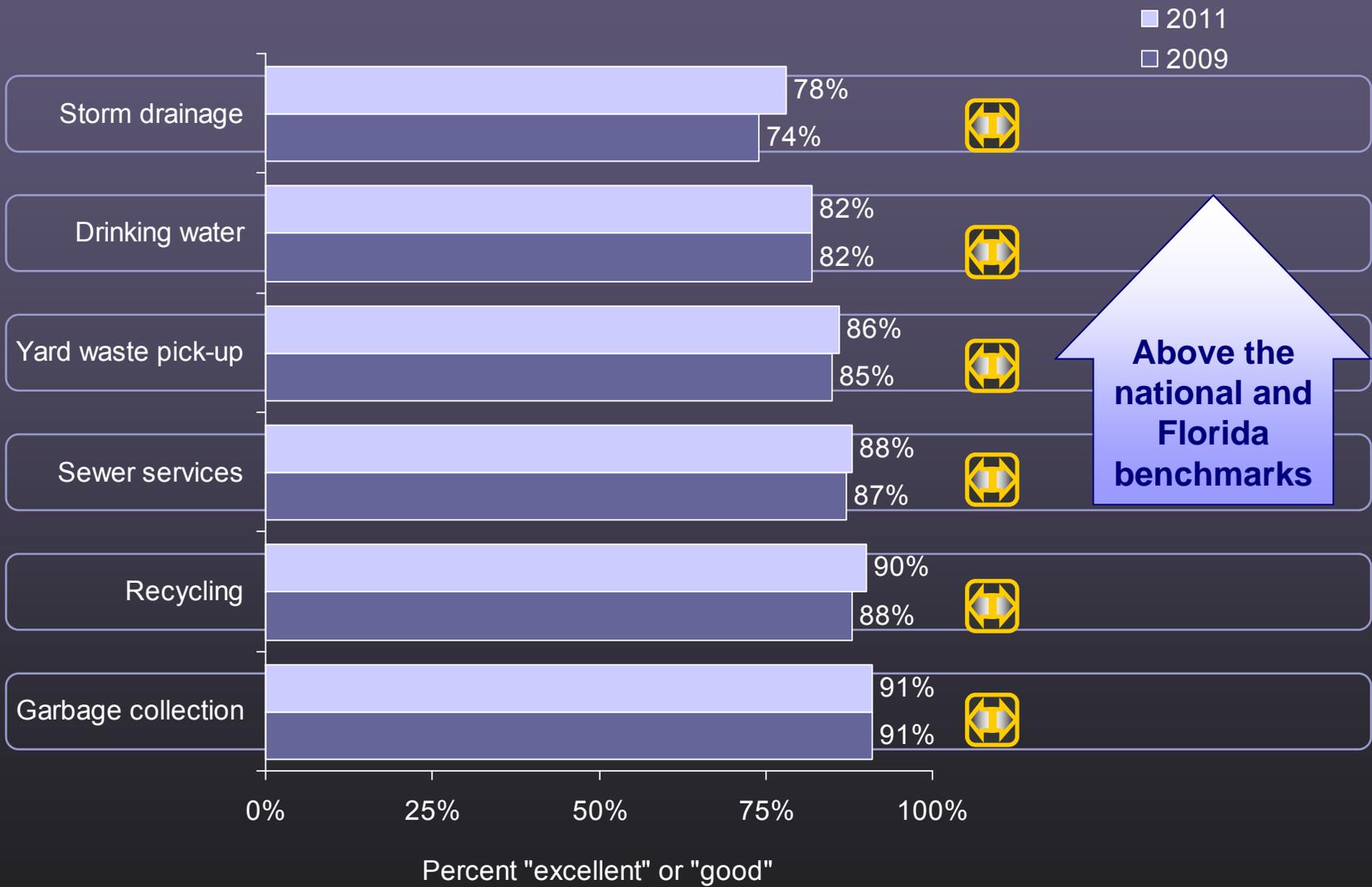
Fire services	94%	
Ambulance/EMS	93%	
Emergency preparedness	89%	
Police services	82%	
Crime prevention	80%	
Traffic enforcement	79%	

Above the national and Florida benchmarks

= Compared to 2009
above similar below

Percent "excellent" or "good"

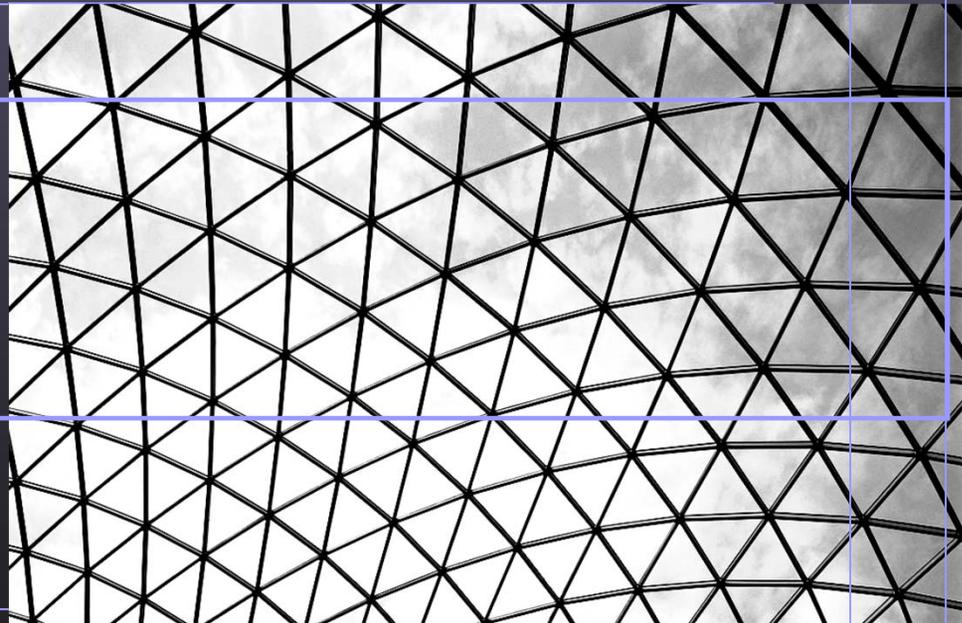
Utilities





The National Citizen Survey™

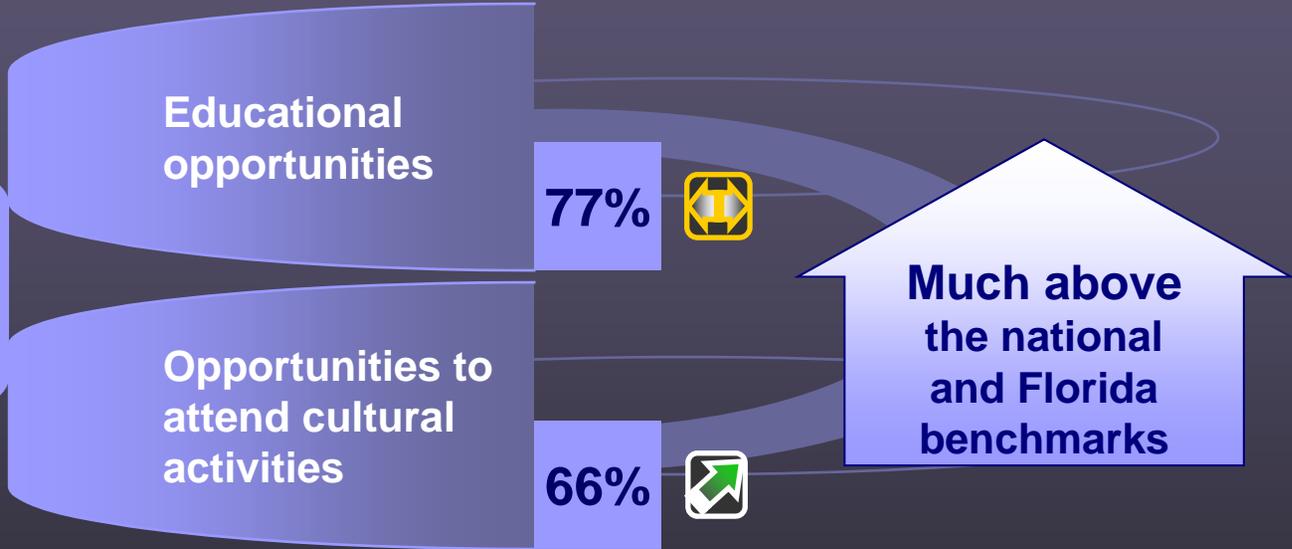
Recreation and Wellness



Culture, Arts and Education



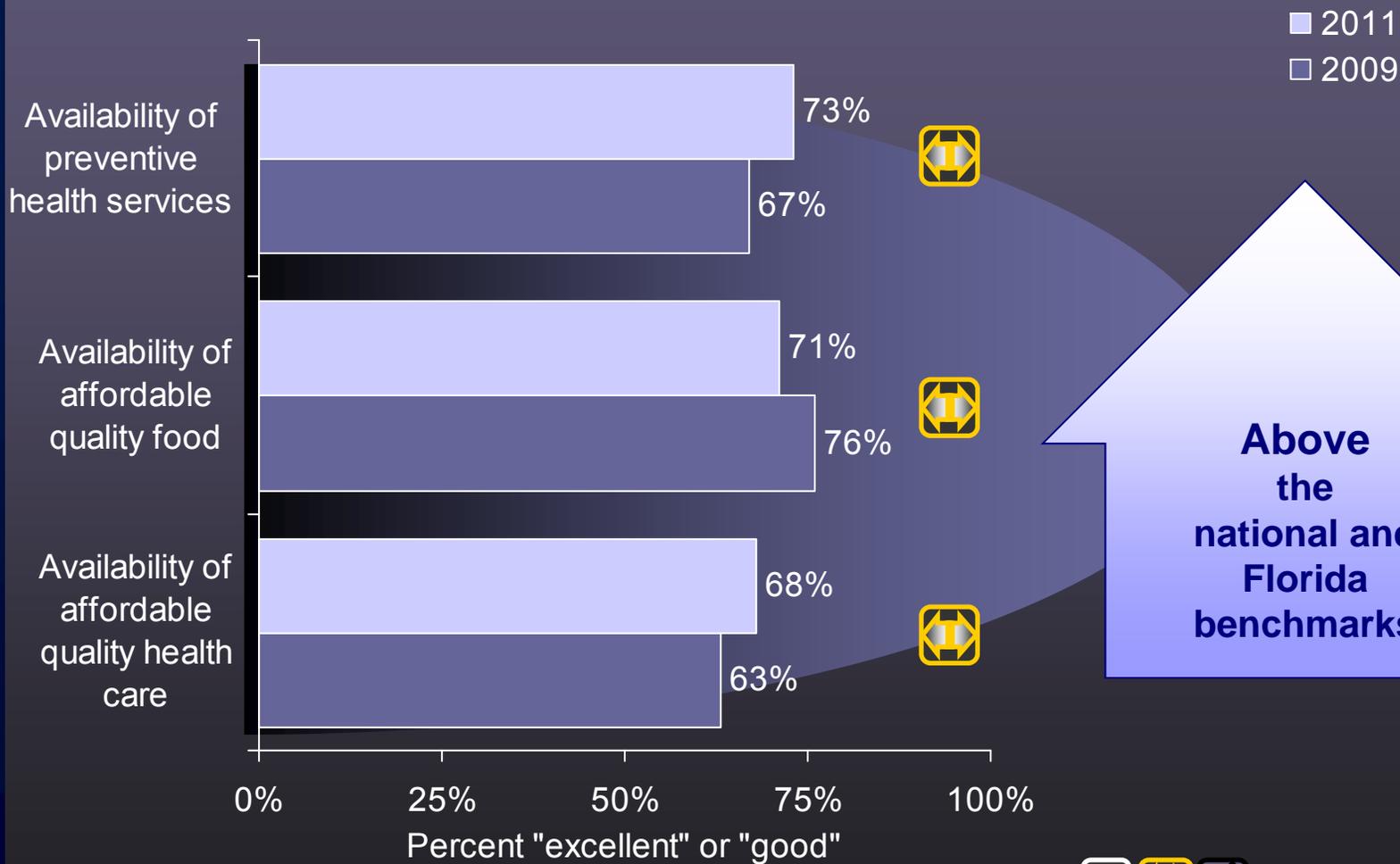
Cultural and Educational Opportunities



Percent "excellent" or "good"

   = Compared to 2009
above similar below

Health and Wellness



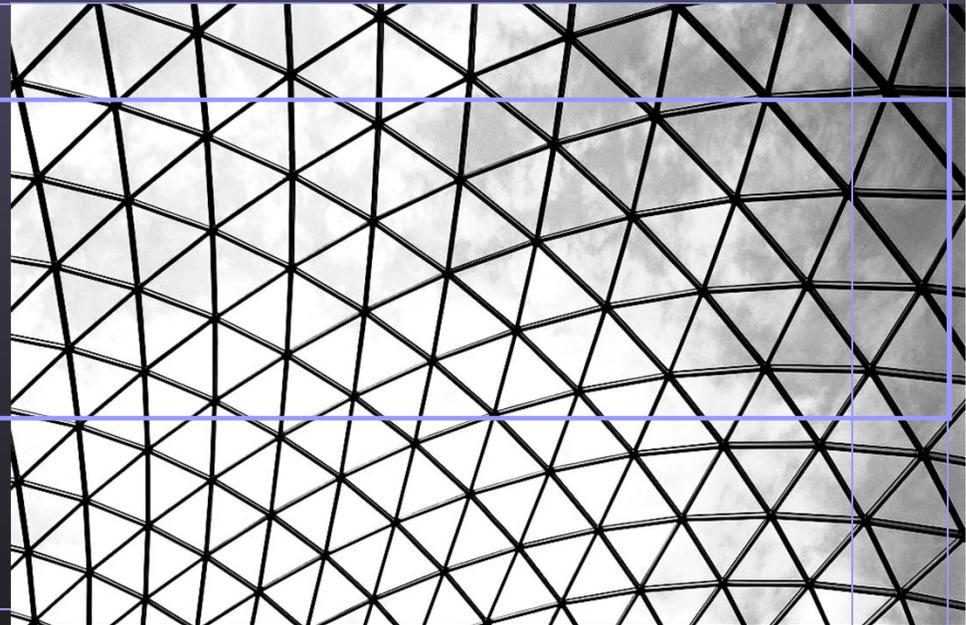
Above the national and Florida benchmarks

above
 similar
 below
 = Compared to 2009



The National Citizen Survey™

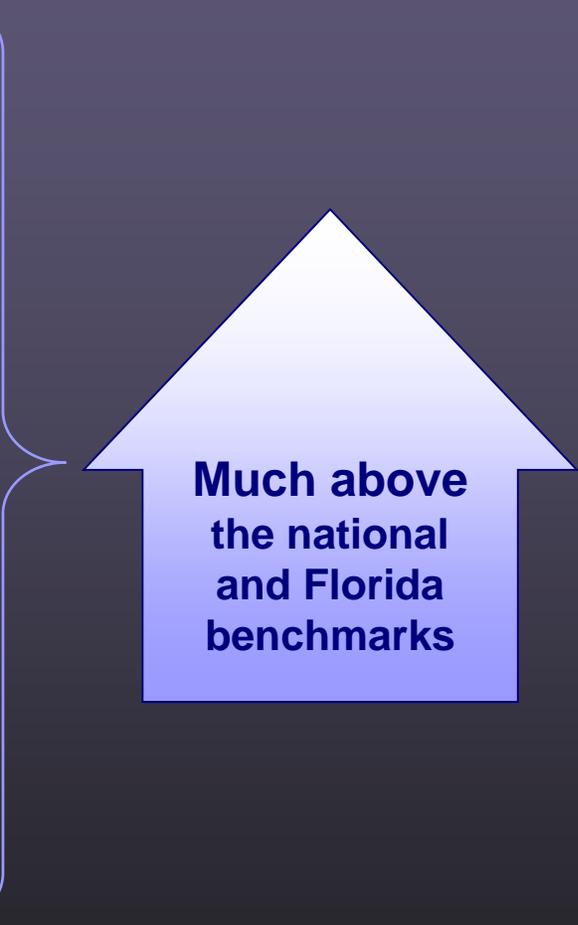
Community and Civic Engagement



Community Inclusiveness



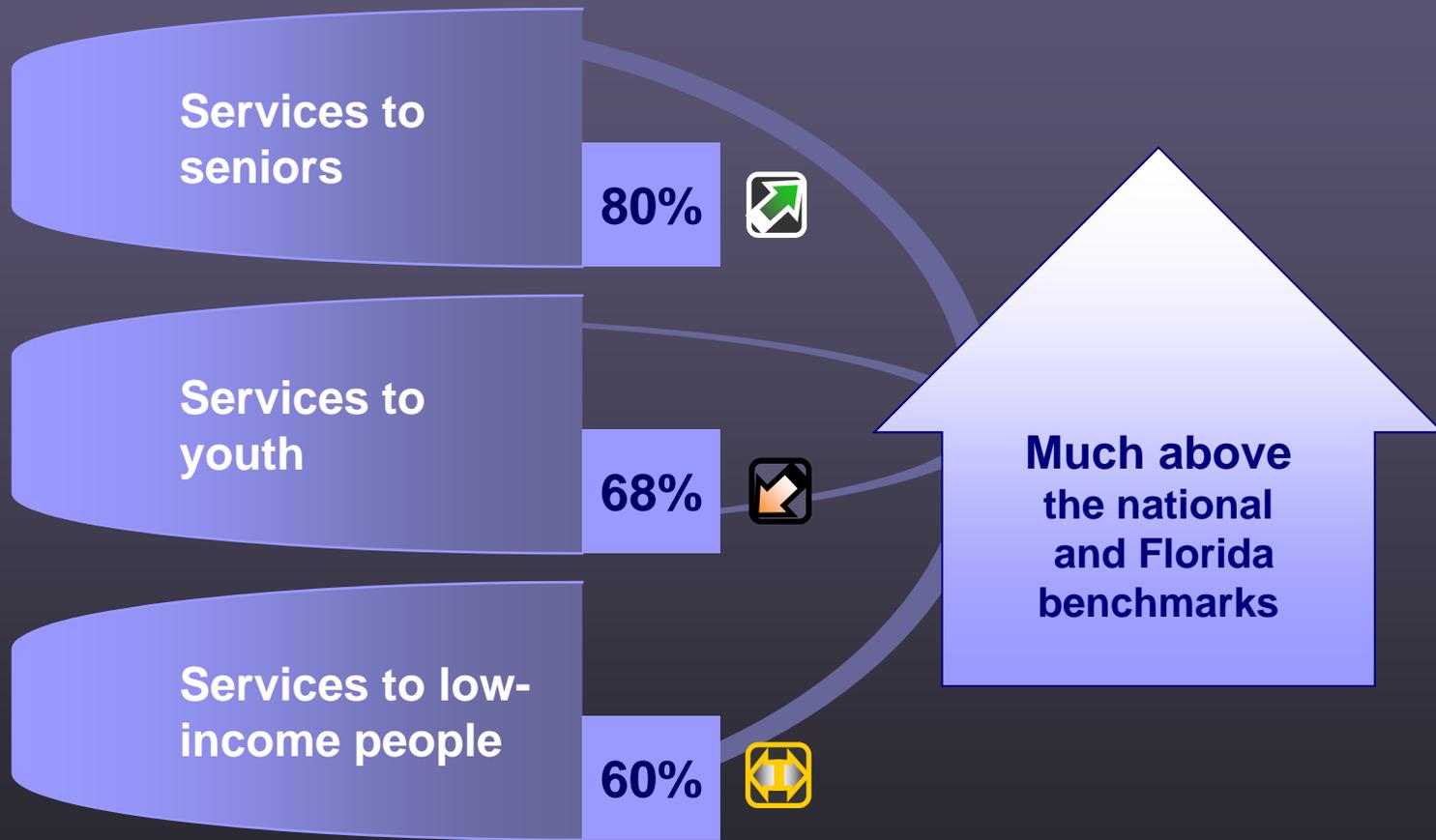
Jupiter as a place to retire	91%	
Jupiter as a place to raise children	89%	
Sense of community	78%	
Openness and acceptance of the community toward people of diverse backgrounds	74%	
Availability of affordable quality child care	58%	



Percent "excellent" or "good"

= above
 = similar
 = below
 = Compared to 2009

Services to Population Subgroups



Percent "excellent" or "good"

= Compared to 2009

= Compared to 2009
above similar below

Civic Activity

82%



Above
the national and
Florida benchmarks

respondents felt that opportunities to volunteer were “excellent” or “good”



Above
the national and
Florida benchmarks

72%

rated opportunities to participate in community matters “excellent” or “good”

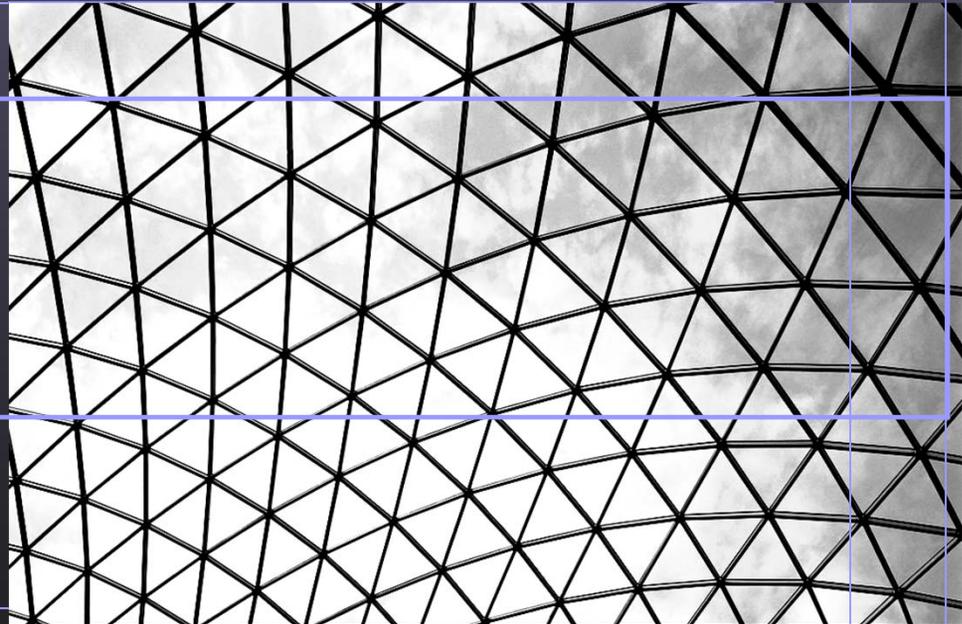
Percent “excellent” or “good”

   = Compared to 2009
above similar below



The National Citizen Survey™

Town of Jupiter Government



Public Trust

Overall image or reputation of Jupiter

92%



The overall direction that Jupiter is taking

70%



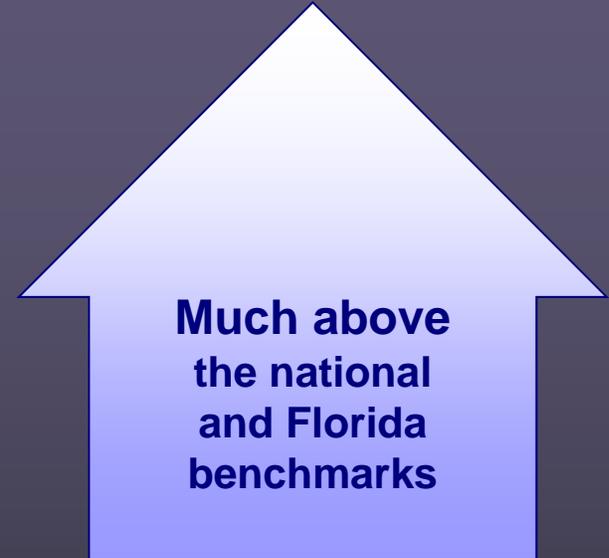
Value of services for the taxes paid to Jupiter

66%



Job Jupiter government does at welcoming citizen involvement

64%



Percent "excellent" or "good"

87%



rated services provided by the Town of Jupiter "excellent" or "good"



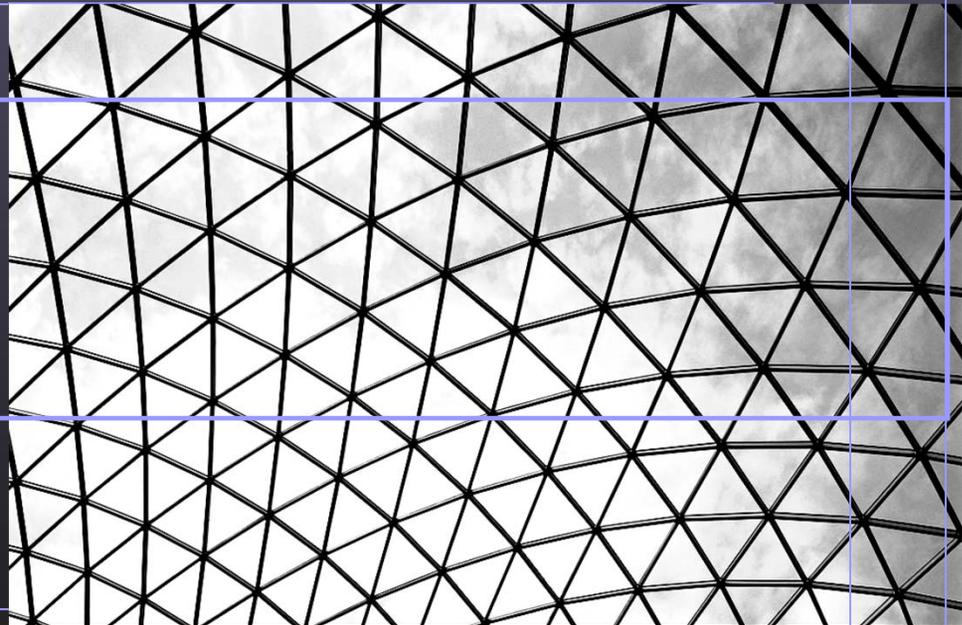



 = Compared to 2009
 above similar below



The National Citizen Survey™

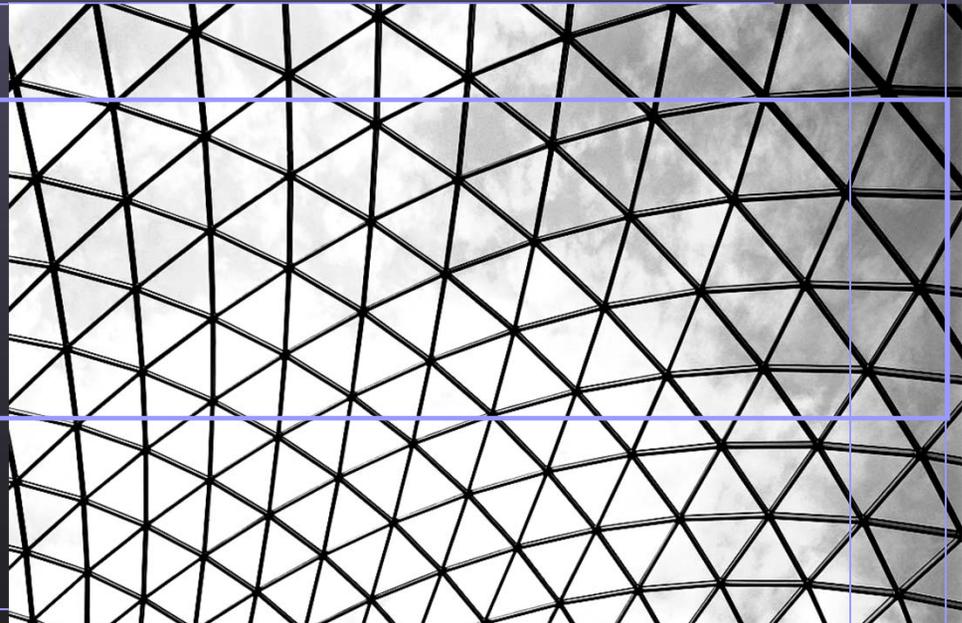
From Data to Action





The National Citizen Survey™

Custom Questions



Custom Questions



The Town of Jupiter is considering undergrounding utility wire in order to prevent damage from weather and storms. This project would require a financial contribution from residents and businesses. Please indicate the extent to which you would support or oppose undergrounding the utility wires in Jupiter.

	Percent of respondents
Strongly support	38%
Somewhat support	41%
Somewhat oppose	13%
Strongly oppose	7%
Total	100%

The Town of Jupiter is considering establishing “quiet zones” along the existing freight train lines (along Alternate A1A) to prevent train whistles from blowing (except in the case of safety issues or emergencies). In order to establish the “quiet zones,” funding for safety infrastructure would be required from the Town and from the residents it benefits. Please indicate to what extent you would support or oppose the Town taking this action.

	Percent of respondents
Strongly support	25%
Somewhat support	32%
Somewhat oppose	25%
Strongly oppose	18%
Total	100%

2009-2011 Comparison & Summary

Item (page in report)	Rating 2009	Rating 2011	Comparison to Benchmark (National/Florida)	Rating Change
Employment opportunities (p.18)	31%	44%	Much Above/Above	+13%
Economic development services (p.19)	53%	67%	Much Above/ Much Above	+14%
Crimes reported to the police* (p.23)	67%	76%	Similar/ Much Less	+9%
Preservation of natural areas (p.26)	74%	88%	Much Above/ Much Above	+14%
Opportunities to attend cultural activities (p.31)	57%	66%	Much Above/ Much Above	+9%
Health services (p.34)	74%	83%	Much Above/ Much Above	+9%
Availability of affordable quality child care (p.35)	46%	58%	Much Above/ Much Above	+12%
Jupiter as a place to retire (p.36)	82%	91%	Much Above/ Much Above	+9%
Services to seniors (p.37)	71%	80%	Much Above/ Much Above	+9%
Services to youth (p.37)	79%	68%	Much Above/ Much Above	-11%
Opportunities to participate in social events and activities (p.42)	67%	77%	Much Above/ Much Above	+10%
Courtesy (by Town employees) (p.47)	85%	94%	Much Above/ Much Above	+9%
Overall impression (of Town employees) (p.47)	83%	93%	Much Above/ Much Above	+10%

**if anyone in household a victim of crime in the last 12 months*

Conclusions



Highlights

Strong comparative ratings

Public Trust

Preservation of natural areas

Opportunities

Services to youth

Continuing to maintain high ratings over time

Civic engagement