

# **The National Citizen Survey™**

## **Jupiter, FL**

Technical Appendices

2014

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National Research Center, Inc.  
2955 Valmont Road, Suite 300  
Boulder, CO 80301  
www.n-r-c.com • 303-444-7863

International City/County Management Association  
777 North Capitol Street NE, Suite 500  
Washington, DC 20002  
www.icma.org • 202-289-ICMA

## Appendix A: Complete Survey Responses

### Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Jupiter:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Jupiter as a place to live	62%	N=455	35%	N=262	3%	N=20	0%	N=3	100%	N=740
Your neighborhood as a place to live	51%	N=377	37%	N=274	10%	N=77	1%	N=7	100%	N=735
Jupiter as a place to raise children	49%	N=296	40%	N=245	11%	N=64	0%	N=1	100%	N=607
Jupiter as a place to work	34%	N=175	40%	N=208	21%	N=109	6%	N=29	100%	N=521
Jupiter as a place to visit	52%	N=360	37%	N=258	8%	N=55	2%	N=16	100%	N=690
Jupiter as a place to retire	52%	N=341	36%	N=233	10%	N=66	2%	N=15	100%	N=655
The overall quality of life in Jupiter	51%	N=376	43%	N=312	5%	N=36	1%	N=7	100%	N=731

Table 2: Question 2

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Jupiter	36%	N=262	56%	N=410	7%	N=51	2%	N=15	100%	N=738
Overall ease of getting to the places you usually have to visit	33%	N=245	49%	N=362	14%	N=102	3%	N=24	100%	N=733
Quality of overall natural environment in Jupiter	43%	N=311	43%	N=309	12%	N=85	2%	N=13	100%	N=717
Overall “built environment” of Jupiter (including overall design, buildings, parks and transportation systems)	21%	N=152	48%	N=344	23%	N=166	8%	N=60	100%	N=723
Health and wellness opportunities in Jupiter	34%	N=238	51%	N=354	11%	N=74	4%	N=25	100%	N=691
Overall opportunities for education and enrichment	28%	N=184	49%	N=319	20%	N=130	3%	N=22	100%	N=655
Overall economic health of Jupiter	25%	N=164	55%	N=367	19%	N=124	2%	N=11	100%	N=666
Sense of community	22%	N=154	44%	N=309	27%	N=191	7%	N=46	100%	N=700
Overall image or reputation of Jupiter	42%	N=309	49%	N=354	8%	N=60	1%	N=6	100%	N=729

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Jupiter to someone who asks	71%	N=510	25%	N=178	3%	N=19	2%	N=14	100%	N=722
Remain in Jupiter for the next five years	74%	N=533	20%	N=145	3%	N=20	3%	N=19	100%	N=716

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	74%	N=533	23%	N=166	2%	N=11	2%	N=12	0%	N=2	100%	N=724
In Jupiter's downtown/commercial area during the day	55%	N=366	34%	N=225	10%	N=67	2%	N=10	0%	N=2	100%	N=672

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	13%	N=95	44%	N=325	30%	N=218	13%	N=97	100%	N=735
Ease of public parking	20%	N=142	54%	N=392	22%	N=159	4%	N=28	100%	N=722
Ease of travel by car in Jupiter	23%	N=162	50%	N=363	21%	N=150	6%	N=44	100%	N=719
Ease of travel by public transportation in Jupiter	7%	N=20	18%	N=53	35%	N=102	41%	N=119	100%	N=294
Ease of travel by bicycle in Jupiter	14%	N=74	38%	N=208	34%	N=183	14%	N=79	100%	N=544
Ease of walking in Jupiter	24%	N=167	49%	N=339	21%	N=144	6%	N=41	100%	N=691
Availability of paths and walking trails	28%	N=184	48%	N=322	19%	N=124	6%	N=39	100%	N=669
Air quality	39%	N=284	52%	N=375	7%	N=52	1%	N=10	100%	N=720
Cleanliness of Jupiter	35%	N=259	53%	N=388	10%	N=74	1%	N=11	100%	N=732
Overall appearance of Jupiter	37%	N=274	53%	N=388	9%	N=68	0%	N=2	100%	N=733
Public places where people want to spend time	30%	N=211	51%	N=360	16%	N=113	4%	N=28	100%	N=712
Variety of housing options	26%	N=170	43%	N=287	24%	N=156	8%	N=50	100%	N=664
Availability of affordable quality housing	10%	N=59	35%	N=207	38%	N=222	17%	N=98	100%	N=585
Fitness opportunities (including exercise classes and paths or trails, etc.)	29%	N=193	52%	N=347	16%	N=108	4%	N=24	100%	N=672
Recreational opportunities	29%	N=201	52%	N=361	17%	N=121	2%	N=12	100%	N=695
Availability of affordable quality food	28%	N=206	46%	N=333	22%	N=159	4%	N=26	100%	N=724
Availability of affordable quality health care	24%	N=161	52%	N=344	20%	N=129	4%	N=26	100%	N=660
Availability of preventive health services	24%	N=149	55%	N=339	18%	N=111	3%	N=21	100%	N=621
Availability of affordable quality mental health care	18%	N=52	40%	N=113	27%	N=78	15%	N=43	100%	N=286

Table 6: Question 6

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	20%	N=51	41%	N=104	30%	N=75	9%	N=23	100%	N=253
K-12 education	29%	N=125	53%	N=226	14%	N=59	5%	N=19	100%	N=429
Adult educational opportunities	18%	N=89	52%	N=262	25%	N=126	5%	N=23	100%	N=500
Opportunities to attend cultural/arts/music activities	20%	N=128	49%	N=320	28%	N=182	4%	N=24	100%	N=654
Opportunities to participate in religious or spiritual events and activities	31%	N=170	49%	N=272	18%	N=98	2%	N=10	100%	N=549
Employment opportunities	8%	N=39	28%	N=134	43%	N=203	20%	N=95	100%	N=471
Shopping opportunities	19%	N=135	43%	N=313	31%	N=226	6%	N=46	100%	N=720
Cost of living in Jupiter	5%	N=33	35%	N=249	46%	N=330	15%	N=109	100%	N=721
Overall quality of business and service establishments in Jupiter	13%	N=95	56%	N=404	28%	N=199	3%	N=18	100%	N=717
Vibrant downtown/commercial area	6%	N=37	28%	N=188	41%	N=272	25%	N=169	100%	N=666
Overall quality of new development in Jupiter	13%	N=87	46%	N=306	28%	N=185	14%	N=93	100%	N=672
Opportunities to participate in social events and activities	15%	N=100	50%	N=331	28%	N=186	6%	N=38	100%	N=655
Opportunities to volunteer	23%	N=132	54%	N=305	19%	N=109	3%	N=17	100%	N=563
Opportunities to participate in community matters	19%	N=105	48%	N=273	27%	N=152	6%	N=35	100%	N=565
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=103	46%	N=282	30%	N=181	7%	N=44	100%	N=609
Neighborliness of residents in Jupiter	16%	N=112	49%	N=347	27%	N=188	8%	N=55	100%	N=702

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	17%	N=124	83%	N=609	100%	N=734
Made efforts to make your home more energy efficient	22%	N=163	78%	N=568	100%	N=731
Observed a code violation or other hazard in Jupiter	64%	N=467	36%	N=258	100%	N=725
Household member was a victim of a crime in Jupiter	90%	N=658	10%	N=71	100%	N=729
Reported a crime to the police in Jupiter	81%	N=595	19%	N=136	100%	N=731
Stocked supplies in preparation for an emergency	47%	N=338	53%	N=388	100%	N=727
Campaigned or advocated for an issue, cause or candidate	81%	N=587	19%	N=141	100%	N=728
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	57%	N=416	43%	N=312	100%	N=728
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	86%	N=631	14%	N=99	100%	N=730

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Jupiter?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Jupiter recreation centers or their services	9%	N=62	18%	N=129	32%	N=230	41%	N=298	100%	N=719
Visited a neighborhood park or Town park	20%	N=141	27%	N=195	38%	N=275	15%	N=108	100%	N=719
Used Jupiter public libraries or their services	8%	N=61	21%	N=150	30%	N=217	41%	N=296	100%	N=724
Participated in religious or spiritual activities in Jupiter	11%	N=81	15%	N=110	19%	N=137	55%	N=395	100%	N=723
Attended a Town-sponsored event	2%	N=16	9%	N=67	47%	N=339	42%	N=303	100%	N=725
Used bus, rail, subway or other public transportation instead of driving	0%	N=3	1%	N=8	4%	N=27	95%	N=689	100%	N=726
Carpooled with other adults or children instead of driving alone	10%	N=69	12%	N=86	14%	N=98	65%	N=465	100%	N=718
Walked or biked instead of driving	16%	N=115	16%	N=116	28%	N=204	40%	N=287	100%	N=720
Volunteered your time to some group/activity in Jupiter	7%	N=53	11%	N=78	20%	N=147	62%	N=444	100%	N=722
Participated in a club	8%	N=60	10%	N=73	10%	N=76	71%	N=517	100%	N=725
Talked to or visited with your immediate neighbors	52%	N=378	26%	N=193	18%	N=128	4%	N=32	100%	N=731
Done a favor for a neighbor	26%	N=190	25%	N=182	34%	N=250	15%	N=106	100%	N=728

Table 9: Question 9

Thinking about local public meetings (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=6	3%	N=23	22%	N=157	75%	N=544	100%	N=729
Watched (online or on television) a local public meeting	0%	N=0	4%	N=27	14%	N=99	83%	N=599	100%	N=726

Table 10: Question 10

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Total	
Police services	44%	N=282	45%	N=286	9%	N=57	3%	N=18	100%	N=642
Fire services	54%	N=281	43%	N=223	3%	N=15	0%	N=2	100%	N=521
Ambulance or emergency medical services	52%	N=262	42%	N=214	6%	N=29	0%	N=2	100%	N=506
Crime prevention	27%	N=151	54%	N=303	13%	N=72	5%	N=30	100%	N=557
Fire prevention and education	28%	N=119	52%	N=218	18%	N=75	2%	N=7	100%	N=419
Traffic enforcement	23%	N=142	47%	N=291	21%	N=132	8%	N=52	100%	N=617

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Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Total	
Street repair	21%	N=140	52%	N=342	24%	N=161	3%	N=22	100%	N=664
Street cleaning	25%	N=165	48%	N=310	23%	N=151	4%	N=25	100%	N=651
Street lighting	19%	N=130	50%	N=349	24%	N=163	7%	N=52	100%	N=694
Sidewalk maintenance	23%	N=155	51%	N=340	20%	N=137	6%	N=40	100%	N=671
Traffic signal timing	13%	N=91	38%	N=261	29%	N=201	19%	N=132	100%	N=685
Bus or transit services	14%	N=33	30%	N=69	23%	N=54	33%	N=78	100%	N=234
Garbage collection	45%	N=312	44%	N=305	7%	N=48	3%	N=22	100%	N=688
Recycling	42%	N=288	44%	N=304	8%	N=56	6%	N=40	100%	N=689
Yard waste pick-up	45%	N=275	40%	N=246	13%	N=78	2%	N=14	100%	N=613
Storm drainage	24%	N=149	46%	N=293	22%	N=141	8%	N=49	100%	N=631
Drinking water	40%	N=275	40%	N=278	14%	N=96	6%	N=38	100%	N=686
Sewer services	34%	N=214	52%	N=333	12%	N=75	2%	N=12	100%	N=634
Power (electric and/or gas) utility	34%	N=236	47%	N=328	16%	N=110	3%	N=24	100%	N=698
Utility billing	29%	N=197	51%	N=349	18%	N=120	2%	N=12	100%	N=678
Town parks	41%	N=272	49%	N=322	9%	N=63	1%	N=6	100%	N=663
Recreation programs or classes	28%	N=134	54%	N=258	17%	N=79	2%	N=7	100%	N=478
Recreation centers or facilities	31%	N=160	52%	N=271	16%	N=82	1%	N=7	100%	N=520
Land use, planning and zoning	17%	N=90	38%	N=200	29%	N=155	16%	N=87	100%	N=532
Code enforcement (weeds, abandoned buildings, etc.)	19%	N=97	45%	N=234	27%	N=139	10%	N=51	100%	N=520
Animal control	24%	N=113	46%	N=219	22%	N=103	9%	N=43	100%	N=478
Economic development	19%	N=100	47%	N=250	23%	N=125	11%	N=58	100%	N=533
Health services	25%	N=140	57%	N=321	15%	N=82	3%	N=18	100%	N=562
Public library services	37%	N=207	49%	N=275	11%	N=59	3%	N=19	100%	N=559
Public information services	20%	N=99	58%	N=282	19%	N=90	3%	N=14	100%	N=485
Cable television	16%	N=101	43%	N=266	25%	N=153	17%	N=103	100%	N=623
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	25%	N=120	53%	N=256	19%	N=90	3%	N=16	100%	N=483
Preservation of natural areas such as open space, farmlands and greenbelts	28%	N=174	39%	N=235	21%	N=128	12%	N=72	100%	N=609
Jupiter open space	24%	N=148	41%	N=254	25%	N=153	10%	N=61	100%	N=617
Town-sponsored special events	23%	N=130	55%	N=308	18%	N=103	3%	N=15	100%	N=556
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	28%	N=168	51%	N=312	18%	N=108	4%	N=23	100%	N=610

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The Town of Jupiter	27%	N=178	55%	N=368	17%	N=116	1%	N=8	100%	N=669
The Federal Government	7%	N=41	26%	N=159	38%	N=230	30%	N=183	100%	N=613

Table 12: Question 12

Please rate the following categories of Jupiter government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Jupiter	12%	N=74	54%	N=336	28%	N=172	6%	N=36	100%	N=619
The overall direction that Jupiter is taking	15%	N=102	44%	N=291	29%	N=191	12%	N=79	100%	N=663
The job Jupiter government does at welcoming citizen involvement	12%	N=58	48%	N=231	26%	N=127	13%	N=65	100%	N=480

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Please rate the following categories of Jupiter government performance:	Excellent		Good		Fair		Poor		Total	
Overall confidence in Jupiter government	13%	N=83	45%	N=280	31%	N=190	11%	N=68	100%	N=621
Generally acting in the best interest of the community	13%	N=84	45%	N=282	30%	N=189	12%	N=78	100%	N=633
Being honest	16%	N=84	49%	N=249	26%	N=132	9%	N=48	100%	N=514
Treating all residents fairly	15%	N=85	45%	N=254	27%	N=148	13%	N=70	100%	N=557

Table 13: Question 13

Please rate how important, if at all, you think it is for the Jupiter community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Overall feeling of safety in Jupiter	64%	N=464	27%	N=197	8%	N=58	1%	N=9	0%	N=0	100%	N=728
Overall ease of getting to the places you usually have to visit	37%	N=268	48%	N=347	14%	N=102	1%	N=7	0%	N=0	100%	N=724
Quality of overall natural environment in Jupiter	50%	N=365	39%	N=283	10%	N=73	0%	N=3	0%	N=0	100%	N=723
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	43%	N=313	44%	N=317	12%	N=87	1%	N=6	0%	N=0	100%	N=722
Health and wellness opportunities in Jupiter	34%	N=242	48%	N=343	16%	N=116	3%	N=20	0%	N=0	100%	N=722
Overall opportunities for education and enrichment	35%	N=254	43%	N=312	18%	N=130	4%	N=27	0%	N=0	100%	N=723
Overall economic health of Jupiter	50%	N=363	42%	N=304	7%	N=52	1%	N=8	0%	N=0	100%	N=726
Sense of community	34%	N=246	49%	N=354	15%	N=111	2%	N=14	0%	N=0	100%	N=725

Table 14: Question 14

Which of the following areas, if any, do you consider to be Jupiter's current "downtown"? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center Drive, near the amphitheater and Roger Dean Stadium)	31%	N=224
Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD's Cupcakes, and Ralph's)	10%	N=71
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, BlueLine, Bubba Gump's and Jetty's)	8%	N=54
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	7%	N=48
Tony Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	4%	N=29
None of the above	40%	N=289
Total	100%	N=715

Table 15: Question 15

Which of the following areas, if any, has the potential to be become Jupiter's future "downtown"? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center Drive, near the amphitheater and Roger Dean Stadium)	21%	N=145
Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD's Cupcakes, and Ralph's)	4%	N=31
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, BlueLine, Bubba Gump's and Jetty's)	16%	N=114
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	35%	N=248
Tony Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	3%	N=24
None of the above	20%	N=143
Total	100%	N=704

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Table 16: Question 16

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.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Day trips to area attractions such as malls, casinos, parks and activities	19%	N=115	31%	N=185	36%	N=220	14%	N=85	100%	N=605
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	11%	N=63	22%	N=131	40%	N=239	27%	N=158	100%	N=591
Longer-term trips and cruises	10%	N=57	15%	N=85	38%	N=224	38%	N=221	100%	N=587
Senior support services	38%	N=231	42%	N=258	16%	N=96	4%	N=24	100%	N=609
Health information programs, fairs and seminars	26%	N=164	42%	N=259	27%	N=168	5%	N=32	100%	N=624
Games and leagues	15%	N=89	32%	N=192	41%	N=253	12%	N=75	100%	N=609
Sports leagues	13%	N=81	31%	N=188	40%	N=245	15%	N=93	100%	N=607
Dances, concerts, and entertainment events	19%	N=117	36%	N=221	37%	N=230	9%	N=53	100%	N=620

Table 17: Question 17

Thinking about Jupiter's public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Town Times quarterly newsletter	20%	N=109	60%	N=330	17%	N=91	4%	N=21	100%	N=551
Usability/design of the Town website (www.jupiter.fl.us)	16%	N=72	59%	N=264	22%	N=97	4%	N=16	100%	N=449
The Town's website content	15%	N=65	58%	N=253	25%	N=107	2%	N=9	100%	N=434
The Town's Facebook page	15%	N=22	55%	N=83	23%	N=34	7%	N=10	100%	N=149
The Town's Twitter feed	17%	N=18	48%	N=50	26%	N=27	9%	N=9	100%	N=105

Table 18: Question 18

Have you had any in-person, phone or email contact with an employee of the Town of Jupiter within the last 12 months (including police, receptionists, planners or any others)?	Percent	Number
	No	55%
Yes	45%	N=318
Total	100%	N=703

Table 19: Question 19

What was your impression of the employee(s) of the Town of Jupiter in your most recent contact?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Knowledge	44%	N=150	41%	N=138	11%	N=39	3%	N=11	100%	N=338
Responsiveness	46%	N=155	37%	N=123	12%	N=42	5%	N=15	100%	N=334
Courtesy	54%	N=181	33%	N=110	9%	N=29	4%	N=14	100%	N=333

Table 20: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	3%	N=24	2%	N=15	5%	N=39	16%	N=116	73%	N=533	100%	N=727
Purchase goods or services from a business located in Jupiter	0%	N=3	1%	N=6	17%	N=123	54%	N=394	28%	N=203	100%	N=729
Eat at least 5 portions of fruits and vegetables a day	3%	N=19	19%	N=137	31%	N=228	32%	N=235	15%	N=106	100%	N=725
Participate in moderate or vigorous physical activity	2%	N=17	12%	N=89	32%	N=232	29%	N=210	24%	N=176	100%	N=724
Read or watch local news (via television, paper, computer, etc.)	4%	N=27	7%	N=49	18%	N=133	27%	N=196	44%	N=324	100%	N=730
Vote in local elections	10%	N=75	7%	N=48	14%	N=102	19%	N=134	50%	N=362	100%	N=721

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Table 21: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	26%	N=187
Very good	47%	N=341
Good	23%	N=167
Fair	4%	N=31
Poor	1%	N=4
Total	100%	N=730

Table 22: Question D3

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	Percent	Number
Very positive	7%	N=51
Somewhat positive	21%	N=156
Neutral	51%	N=370
Somewhat negative	18%	N=134
Very negative	3%	N=21
Total	100%	N=731

Table 23: Question D4

What is your employment status?	Percent	Number
Working full time for pay	57%	N=410
Working part time for pay	9%	N=62
Unemployed, looking for paid work	6%	N=42
Unemployed, not looking for paid work	2%	N=12
Fully retired	27%	N=198
Total	100%	N=724

Table 24: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	27%	N=187
Yes, from home	7%	N=47
No	66%	N=448
Total	100%	N=682

Table 25: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	13%	N=93
2 to 5 years	18%	N=134
6 to 10 years	17%	N=122
11 to 20 years	26%	N=188
More than 20 years	26%	N=188
Total	100%	N=725

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Table 26: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	53%	N=382
Building with two or more homes (duplex, townhome, apartment or condominium)	46%	N=337
Mobile home	0%	N=0
Other	1%	N=8
Total	100%	N=727

Table 27: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	24%	N=171
Owned	76%	N=552
Total	100%	N=723

Table 28: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	2%	N=14
\$300 to \$599 per month	8%	N=57
\$600 to \$999 per month	15%	N=104
\$1,000 to \$1,499 per month	27%	N=185
\$1,500 to \$2,499 per month	30%	N=210
\$2,500 or more per month	17%	N=120
Total	100%	N=691

Table 29: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	72%	N=527
Yes	28%	N=205
Total	100%	N=732

Table 30: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=479
Yes	34%	N=251
Total	100%	N=730

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Table 31: Question D12

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.)	Percent	Number
Less than \$25,000	8%	N=51
\$25,000 to \$49,999	18%	N=117
\$50,000 to \$99,999	32%	N=215
\$100,000 to \$149,999	21%	N=143
\$150,000 or more	21%	N=141
Total	100%	N=666

Table 32: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=679
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=43
Total	100%	N=722

Table 33: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	4%	N=26
Black or African American	1%	N=9
White	93%	N=672
Other	2%	N=16

Total may exceed 100% as respondents could select more than one option.

Table 34: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=14
25 to 34 years	16%	N=116
35 to 44 years	16%	N=115
45 to 54 years	22%	N=160
55 to 64 years	14%	N=101
65 to 74 years	16%	N=118
75 years or older	14%	N=98
Total	100%	N=722

Table 35: Question D16

What is your sex?	Percent	Number
Female	53%	N=383
Male	47%	N=339
Total	100%	N=721

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Table 36: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	58%	N=426
Land line	23%	N=170
Both	18%	N=134
Total	100%	N=730

## Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 37: Question 1

Please rate each of the following aspects of quality of life in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Jupiter as a place to live	62%	N=455	35%	N=262	3%	N=20	0%	N=3	0%	N=0	100%	N=740
Your neighborhood as a place to live	51%	N=377	37%	N=274	10%	N=77	1%	N=7	0%	N=1	100%	N=736
Jupiter as a place to raise children	41%	N=296	34%	N=245	9%	N=64	0%	N=1	16%	N=118	100%	N=724
Jupiter as a place to work	24%	N=175	29%	N=208	15%	N=109	4%	N=29	28%	N=202	100%	N=723
Jupiter as a place to visit	50%	N=360	36%	N=258	8%	N=55	2%	N=16	4%	N=29	100%	N=719
Jupiter as a place to retire	47%	N=341	32%	N=233	9%	N=66	2%	N=15	10%	N=70	100%	N=726
The overall quality of life in Jupiter	51%	N=376	43%	N=312	5%	N=36	1%	N=7	0%	N=1	100%	N=731

Table 38: Question 2

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Jupiter	36%	N=262	56%	N=410	7%	N=51	2%	N=15	0%	N=0	100%	N=738
Overall ease of getting to the places you usually have to visit	33%	N=245	49%	N=362	14%	N=102	3%	N=24	0%	N=1	100%	N=734
Quality of overall natural environment in Jupiter	43%	N=311	42%	N=309	12%	N=85	2%	N=13	2%	N=13	100%	N=730
Overall ""built environment"" of Jupiter (including overall design, buildings, parks and transportation systems)	21%	N=152	47%	N=344	23%	N=166	8%	N=60	1%	N=10	100%	N=732
Health and wellness opportunities in Jupiter	33%	N=238	49%	N=354	10%	N=74	3%	N=25	5%	N=39	100%	N=730
Overall opportunities for education and enrichment	25%	N=184	44%	N=319	18%	N=130	3%	N=22	10%	N=73	100%	N=728
Overall economic health of Jupiter	22%	N=164	50%	N=367	17%	N=124	2%	N=11	9%	N=66	100%	N=732
Sense of community	21%	N=154	43%	N=309	27%	N=191	6%	N=46	3%	N=19	100%	N=719
Overall image or reputation of Jupiter	42%	N=309	48%	N=354	8%	N=60	1%	N=6	0%	N=2	100%	N=732

Table 39: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Jupiter to someone who asks	70%	N=510	24%	N=178	3%	N=19	2%	N=14	1%	N=7	100%	N=729
Remain in Jupiter for the next five years	73%	N=533	20%	N=145	3%	N=20	3%	N=19	2%	N=14	100%	N=730

Table 40: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	74%	N=533	23%	N=166	2%	N=11	2%	N=12	0%	N=2	0%	N=1	100%	N=724
In Jupiter's downtown/commercial area during the day	51%	N=366	31%	N=225	9%	N=67	1%	N=10	0%	N=2	6%	N=46	100%	N=718

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Table 41: Question 5

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	13%	N=95	44%	N=325	30%	N=218	13%	N=97	0%	N=0	100%	N=735
Ease of public parking	19%	N=142	54%	N=392	22%	N=159	4%	N=28	1%	N=11	100%	N=733
Ease of travel by car in Jupiter	22%	N=162	50%	N=363	21%	N=150	6%	N=44	1%	N=10	100%	N=728
Ease of travel by public transportation in Jupiter	3%	N=20	7%	N=53	14%	N=102	16%	N=119	59%	N=430	100%	N=724
Ease of travel by bicycle in Jupiter	10%	N=74	29%	N=208	25%	N=183	11%	N=79	25%	N=185	100%	N=729
Ease of walking in Jupiter	23%	N=167	47%	N=339	20%	N=144	6%	N=41	5%	N=36	100%	N=728
Availability of paths and walking trails	25%	N=184	44%	N=322	17%	N=124	5%	N=39	8%	N=58	100%	N=727
Air quality	39%	N=284	51%	N=375	7%	N=52	1%	N=10	1%	N=10	100%	N=730
Cleanliness of Jupiter	35%	N=259	53%	N=388	10%	N=74	1%	N=11	0%	N=3	100%	N=735
Overall appearance of Jupiter	37%	N=274	53%	N=388	9%	N=68	0%	N=2	0%	N=2	100%	N=735
Public places where people want to spend time	29%	N=211	49%	N=360	15%	N=113	4%	N=28	2%	N=18	100%	N=730
Variety of housing options	23%	N=170	39%	N=287	21%	N=156	7%	N=50	9%	N=68	100%	N=731
Availability of affordable quality housing	8%	N=59	28%	N=207	30%	N=222	13%	N=98	20%	N=142	100%	N=728
Fitness opportunities (including exercise classes and paths or trails, etc.)	26%	N=193	47%	N=347	15%	N=108	3%	N=24	8%	N=59	100%	N=731
Recreational opportunities	28%	N=201	49%	N=361	17%	N=121	2%	N=12	5%	N=36	100%	N=731
Availability of affordable quality food	28%	N=206	45%	N=333	22%	N=159	4%	N=26	1%	N=11	100%	N=735
Availability of affordable quality health care	22%	N=161	47%	N=344	18%	N=129	4%	N=26	10%	N=71	100%	N=732
Availability of preventive health services	20%	N=149	46%	N=339	15%	N=111	3%	N=21	15%	N=108	100%	N=729
Availability of affordable quality mental health care	7%	N=52	16%	N=113	11%	N=78	6%	N=43	61%	N=440	100%	N=725

Table 42: Question 6

Please rate each of the following characteristics as they relate to Jupiter as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	7%	N=51	14%	N=104	10%	N=75	3%	N=23	65%	N=470	100%	N=723
K-12 education	17%	N=125	31%	N=226	8%	N=59	3%	N=19	40%	N=292	100%	N=721
Adult educational opportunities	12%	N=89	36%	N=262	17%	N=126	3%	N=23	31%	N=225	100%	N=724
Opportunities to attend cultural/arts/music activities	18%	N=128	45%	N=320	25%	N=182	3%	N=24	9%	N=64	100%	N=718
Opportunities to participate in religious or spiritual events and activities	24%	N=170	38%	N=272	14%	N=98	1%	N=10	24%	N=172	100%	N=722
Employment opportunities	5%	N=39	19%	N=134	28%	N=203	13%	N=95	34%	N=243	100%	N=714
Shopping opportunities	19%	N=135	43%	N=313	31%	N=226	6%	N=46	0%	N=3	100%	N=723
Cost of living in Jupiter	4%	N=33	34%	N=249	45%	N=330	15%	N=109	1%	N=7	100%	N=727
Overall quality of business and service establishments in Jupiter	13%	N=95	56%	N=404	28%	N=199	3%	N=18	1%	N=4	100%	N=721
Vibrant downtown/commercial area	5%	N=37	26%	N=188	38%	N=272	24%	N=169	7%	N=49	100%	N=716
Overall quality of new development in Jupiter	12%	N=87	43%	N=306	26%	N=185	13%	N=93	7%	N=48	100%	N=720
Opportunities to participate in social events and activities	14%	N=100	46%	N=331	26%	N=186	5%	N=38	9%	N=68	100%	N=723
Opportunities to volunteer	18%	N=132	42%	N=305	15%	N=109	2%	N=17	23%	N=167	100%	N=730
Opportunities to participate in community matters	15%	N=105	38%	N=273	21%	N=152	5%	N=35	21%	N=153	100%	N=718
Openness and acceptance of the community toward people of diverse backgrounds	14%	N=103	39%	N=282	25%	N=181	6%	N=44	15%	N=108	100%	N=717
Neighborliness of residents in Jupiter	15%	N=112	48%	N=347	26%	N=188	8%	N=55	3%	N=24	100%	N=727

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Table 43: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	17%	N=124	83%	N=609	100%	N=734
Made efforts to make your home more energy efficient	22%	N=163	78%	N=568	100%	N=731
Observed a code violation or other hazard in Jupiter	64%	N=467	36%	N=258	100%	N=725
Household member was a victim of a crime in Jupiter	90%	N=658	10%	N=71	100%	N=729
Reported a crime to the police in Jupiter	81%	N=595	19%	N=136	100%	N=731
Stocked supplies in preparation for an emergency	47%	N=338	53%	N=388	100%	N=727
Campaigned or advocated for an issue, cause or candidate	81%	N=587	19%	N=141	100%	N=728
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	57%	N=416	43%	N=312	100%	N=728
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	86%	N=631	14%	N=99	100%	N=730

Table 44: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Jupiter?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Jupiter recreation centers or their services	9%	N=62	18%	N=129	32%	N=230	41%	N=298	100%	N=719
Visited a neighborhood park or Town park	20%	N=141	27%	N=195	38%	N=275	15%	N=108	100%	N=719
Used Jupiter public libraries or their services	8%	N=61	21%	N=150	30%	N=217	41%	N=296	100%	N=724
Participated in religious or spiritual activities in Jupiter	11%	N=81	15%	N=110	19%	N=137	55%	N=395	100%	N=723
Attended a Town-sponsored event	2%	N=16	9%	N=67	47%	N=339	42%	N=303	100%	N=725
Used bus, rail, subway or other public transportation instead of driving	0%	N=3	1%	N=8	4%	N=27	95%	N=689	100%	N=726
Carpoled with other adults or children instead of driving alone	10%	N=69	12%	N=86	14%	N=98	65%	N=465	100%	N=718
Walked or biked instead of driving	16%	N=115	16%	N=116	28%	N=204	40%	N=287	100%	N=720
Volunteered your time to some group/activity in Jupiter	7%	N=53	11%	N=78	20%	N=147	62%	N=444	100%	N=722
Participated in a club	8%	N=60	10%	N=73	10%	N=76	71%	N=517	100%	N=725
Talked to or visited with your immediate neighbors	52%	N=378	26%	N=193	18%	N=128	4%	N=32	100%	N=731
Done a favor for a neighbor	26%	N=190	25%	N=182	34%	N=250	15%	N=106	100%	N=728

Table 45: Question 9

Thinking about local public meetings (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=6	3%	N=23	22%	N=157	75%	N=544	100%	N=729
Watched (online or on television) a local public meeting	0%	N=0	4%	N=27	14%	N=99	83%	N=599	100%	N=726

Table 46: Question 10

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	40%	N=282	40%	N=286	8%	N=57	2%	N=18	10%	N=69	100%	N=712
Fire services	39%	N=281	31%	N=223	2%	N=15	0%	N=2	27%	N=193	100%	N=713
Ambulance or emergency medical services	37%	N=262	30%	N=214	4%	N=29	0%	N=2	29%	N=206	100%	N=712
Crime prevention	21%	N=151	43%	N=303	10%	N=72	4%	N=30	22%	N=154	100%	N=711
Fire prevention and education	17%	N=119	31%	N=218	11%	N=75	1%	N=7	41%	N=289	100%	N=708

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Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	20%	N=142	41%	N=291	19%	N=132	7%	N=52	13%	N=89	100%	N=705
Street repair	20%	N=140	48%	N=342	23%	N=161	3%	N=22	7%	N=47	100%	N=711
Street cleaning	24%	N=165	44%	N=310	21%	N=151	4%	N=25	7%	N=53	100%	N=704
Street lighting	18%	N=130	49%	N=349	23%	N=163	7%	N=52	2%	N=17	100%	N=711
Sidewalk maintenance	22%	N=155	48%	N=340	19%	N=137	6%	N=40	5%	N=38	100%	N=709
Traffic signal timing	13%	N=91	37%	N=261	29%	N=201	19%	N=132	3%	N=20	100%	N=705
Bus or transit services	5%	N=33	10%	N=69	8%	N=54	11%	N=78	66%	N=461	100%	N=695
Garbage collection	44%	N=312	43%	N=305	7%	N=48	3%	N=22	3%	N=23	100%	N=711
Recycling	40%	N=288	43%	N=304	8%	N=56	6%	N=40	4%	N=25	100%	N=714
Yard waste pick-up	39%	N=275	35%	N=246	11%	N=78	2%	N=14	14%	N=97	100%	N=710
Storm drainage	21%	N=149	41%	N=293	20%	N=141	7%	N=49	11%	N=82	100%	N=713
Drinking water	39%	N=275	39%	N=278	14%	N=96	5%	N=38	3%	N=21	100%	N=707
Sewer services	30%	N=214	47%	N=333	11%	N=75	2%	N=12	11%	N=77	100%	N=711
Power (electric and/or gas) utility	33%	N=236	46%	N=328	15%	N=110	3%	N=24	2%	N=14	100%	N=712
Utility billing	28%	N=197	50%	N=349	17%	N=120	2%	N=12	4%	N=25	100%	N=704
Town parks	38%	N=272	46%	N=322	9%	N=63	1%	N=6	6%	N=43	100%	N=706
Recreation programs or classes	19%	N=134	36%	N=258	11%	N=79	1%	N=7	33%	N=231	100%	N=708
Recreation centers or facilities	23%	N=160	38%	N=271	12%	N=82	1%	N=7	26%	N=185	100%	N=705
Land use, planning and zoning	13%	N=90	29%	N=200	22%	N=155	12%	N=87	24%	N=168	100%	N=700
Code enforcement (weeds, abandoned buildings, etc.)	14%	N=97	33%	N=234	20%	N=139	7%	N=51	27%	N=190	100%	N=710
Animal control	16%	N=113	31%	N=219	15%	N=103	6%	N=43	32%	N=226	100%	N=704
Economic development	14%	N=100	36%	N=250	18%	N=125	8%	N=58	24%	N=171	100%	N=704
Health services	20%	N=140	46%	N=321	12%	N=82	3%	N=18	20%	N=142	100%	N=704
Public library services	29%	N=207	39%	N=275	8%	N=59	3%	N=19	21%	N=148	100%	N=707
Public information services	14%	N=99	40%	N=282	13%	N=90	2%	N=14	31%	N=217	100%	N=702
Cable television	14%	N=101	38%	N=266	22%	N=153	15%	N=103	12%	N=83	100%	N=706
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	N=120	36%	N=256	13%	N=90	2%	N=16	32%	N=223	100%	N=706
Preservation of natural areas such as open space, farmlands and greenbelts	25%	N=174	33%	N=235	18%	N=128	10%	N=72	13%	N=94	100%	N=704
Jupiter open space	21%	N=148	36%	N=254	22%	N=153	9%	N=61	12%	N=82	100%	N=699
Town-sponsored special events	19%	N=130	44%	N=308	15%	N=103	2%	N=15	20%	N=138	100%	N=694
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	24%	N=168	44%	N=312	15%	N=108	3%	N=23	14%	N=97	100%	N=707

Table 47: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The Town of Jupiter	25%	N=178	52%	N=368	16%	N=116	1%	N=8	6%	N=39	100%	N=708
The Federal Government	6%	N=41	23%	N=159	33%	N=230	26%	N=183	13%	N=93	100%	N=706

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Table 48: Question 12

Please rate the following categories of Jupiter government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Jupiter	10%	N=74	47%	N=336	24%	N=172	5%	N=36	13%	N=91	100%	N=710
The overall direction that Jupiter is taking	14%	N=102	41%	N=291	27%	N=191	11%	N=79	7%	N=51	100%	N=714
The job Jupiter government does at welcoming citizen involvement	8%	N=58	33%	N=231	18%	N=127	9%	N=65	32%	N=226	100%	N=707
Overall confidence in Jupiter government	12%	N=83	39%	N=280	27%	N=190	10%	N=68	12%	N=89	100%	N=710
Generally acting in the best interest of the community	12%	N=84	40%	N=282	27%	N=189	11%	N=78	11%	N=76	100%	N=709
Being honest	12%	N=84	35%	N=249	19%	N=132	7%	N=48	28%	N=196	100%	N=710
Treating all residents fairly	12%	N=85	36%	N=254	21%	N=148	10%	N=70	21%	N=152	100%	N=709

Table 49: Question 13

Please rate how important, if at all, you think it is for the Jupiter community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Overall feeling of safety in Jupiter	64%	N=464	27%	N=197	8%	N=58	1%	N=9	0%	N=0	100%	N=728
Overall ease of getting to the places you usually have to visit	37%	N=268	48%	N=347	14%	N=102	1%	N=7	0%	N=0	100%	N=724
Quality of overall natural environment in Jupiter	50%	N=365	39%	N=283	10%	N=73	0%	N=3	0%	N=0	100%	N=723
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	43%	N=313	44%	N=317	12%	N=87	1%	N=6	0%	N=0	100%	N=722
Health and wellness opportunities in Jupiter	34%	N=242	48%	N=343	16%	N=116	3%	N=20	0%	N=0	100%	N=722
Overall opportunities for education and enrichment	35%	N=254	43%	N=312	18%	N=130	4%	N=27	0%	N=0	100%	N=723
Overall economic health of Jupiter	50%	N=363	42%	N=304	7%	N=52	1%	N=8	0%	N=0	100%	N=726
Sense of community	34%	N=246	49%	N=354	15%	N=111	2%	N=14	0%	N=0	100%	N=725

Table 50: Question 14

Which of the following areas, if any, do you consider to be Jupiter's current "downtown"? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center Drive, near the amphitheater and Roger Dean Stadium)	31%	N=224
Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD's Cupcakes, and Ralph's)	10%	N=71
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, Blueline, Bubba Gump's and Jetty's)	8%	N=54
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	7%	N=48
Tony Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	4%	N=29
None of the above	40%	N=289
Total	100%	N=715

Table 51: Question 15

Which of the following areas, if any, has the potential to be become Jupiter's future "downtown"? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center Drive, near the amphitheater and Roger Dean Stadium)	21%	N=145
Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD's Cupcakes, and Ralph's)	4%	N=31
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, Blueline, Bubba Gump's and Jetty's)	16%	N=114
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	35%	N=248
Tony Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	3%	N=24
None of the above	20%	N=143
Total	100%	N=704

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Table 52: Question 16

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.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Day trips to area attractions such as malls, casinos, parks and activities	16%	N=115	26%	N=185	30%	N=220	12%	N=85	17%	N=120	100%	N=725
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	9%	N=63	18%	N=131	33%	N=239	22%	N=158	18%	N=126	100%	N=718
Longer-term trips and cruises	8%	N=57	12%	N=85	31%	N=224	31%	N=221	18%	N=125	100%	N=712
Senior support services	32%	N=231	36%	N=258	13%	N=96	3%	N=24	15%	N=104	100%	N=714
Health information programs, fairs and seminars	23%	N=164	36%	N=259	23%	N=168	4%	N=32	13%	N=97	100%	N=721
Games and leagues	12%	N=89	27%	N=192	35%	N=253	10%	N=75	15%	N=107	100%	N=716
Sports leagues	11%	N=81	26%	N=188	34%	N=245	13%	N=93	16%	N=112	100%	N=719
Dances, concerts, and entertainment events	16%	N=117	31%	N=221	32%	N=230	7%	N=53	14%	N=103	100%	N=723

Table 53: Question 17

Thinking about Jupiter's public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Town Times quarterly newsletter	15%	N=109	46%	N=330	13%	N=91	3%	N=21	24%	N=173	100%	N=724
Usability/design of the Town website (www.jupiter.fl.us)	10%	N=72	37%	N=264	14%	N=97	2%	N=16	37%	N=264	100%	N=713
The Town's website content	9%	N=65	35%	N=253	15%	N=107	1%	N=9	39%	N=280	100%	N=714
The Town's Facebook page	3%	N=22	12%	N=83	5%	N=34	1%	N=10	79%	N=567	100%	N=716
The Town's Twitter feed	3%	N=18	7%	N=50	4%	N=27	1%	N=9	85%	N=609	100%	N=714

Table 54: Question 18

Have you had any in-person, phone or email contact with an employee of the Town of Jupiter within the last 12 months (including police, receptionists, planners or any others)?	Percent	Number
No	55%	N=385
Yes	45%	N=318
Total	100%	N=703

Table 55: Question 19

What was your impression of the employee(s) of the Town of Jupiter in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	44%	N=150	40%	N=138	11%	N=39	3%	N=11	1%	N=5	100%	N=343
Responsiveness	46%	N=155	37%	N=123	12%	N=42	5%	N=15	1%	N=2	100%	N=336
Courtesy	54%	N=181	33%	N=110	9%	N=29	4%	N=14	1%	N=2	100%	N=335

Table 56: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	3%	N=24	2%	N=15	5%	N=39	16%	N=116	73%	N=533	100%	N=727
Purchase goods or services from a business located in Jupiter	0%	N=3	1%	N=6	17%	N=123	54%	N=394	28%	N=203	100%	N=729
Eat at least 5 portions of fruits and vegetables a day	3%	N=19	19%	N=137	31%	N=228	32%	N=235	15%	N=106	100%	N=725
Participate in moderate or vigorous physical activity	2%	N=17	12%	N=89	32%	N=232	29%	N=210	24%	N=176	100%	N=724

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How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Read or watch local news (via television, paper, computer, etc.)	4%	N=27	7%	N=49	18%	N=133	27%	N=196	44%	N=324	100%	N=730
Vote in local elections	10%	N=75	7%	N=48	14%	N=102	19%	N=134	50%	N=362	100%	N=721

Table 57: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	26%	N=187
Very good	47%	N=341
Good	23%	N=167
Fair	4%	N=31
Poor	1%	N=4
Total	100%	N=730

Table 58: Question D3

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	Percent	Number
Very positive	7%	N=51
Somewhat positive	21%	N=156
Neutral	51%	N=370
Somewhat negative	18%	N=134
Very negative	3%	N=21
Total	100%	N=731

Table 59: Question D4

What is your employment status?	Percent	Number
Working full time for pay	57%	N=410
Working part time for pay	9%	N=62
Unemployed, looking for paid work	6%	N=42
Unemployed, not looking for paid work	2%	N=12
Fully retired	27%	N=198
Total	100%	N=724

Table 60: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	27%	N=187
Yes, from home	7%	N=47
No	66%	N=448
Total	100%	N=682

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Table 61: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	13%	N=93
2 to 5 years	18%	N=134
6 to 10 years	17%	N=122
11 to 20 years	26%	N=188
More than 20 years	26%	N=188
Total	100%	N=725

Table 62: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	53%	N=382
Building with two or more homes (duplex, townhome, apartment or condominium)	46%	N=337
Mobile home	0%	N=0
Other	1%	N=8
Total	100%	N=727

Table 63: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	24%	N=171
Owned	76%	N=552
Total	100%	N=723

Table 64: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	2%	N=14
\$300 to \$599 per month	8%	N=57
\$600 to \$999 per month	15%	N=104
\$1,000 to \$1,499 per month	27%	N=185
\$1,500 to \$2,499 per month	30%	N=210
\$2,500 or more per month	17%	N=120
Total	100%	N=691

Table 65: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	72%	N=527
Yes	28%	N=205
Total	100%	N=732

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Table 66: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=479
Yes	34%	N=251
Total	100%	N=730

Table 67: Question D12

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.)	Percent	Number
Less than \$25,000	8%	N=51
\$25,000 to \$49,999	18%	N=117
\$50,000 to \$99,999	32%	N=215
\$100,000 to \$149,999	21%	N=143
\$150,000 or more	21%	N=141
Total	100%	N=666

Table 68: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=679
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=43
Total	100%	N=722

Table 69: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	4%	N=26
Black or African American	1%	N=9
White	93%	N=672
Other	2%	N=16

Total may exceed 100% as respondents could select more than one option.

Table 70: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=14
25 to 34 years	16%	N=116
35 to 44 years	16%	N=115
45 to 54 years	22%	N=160
55 to 64 years	14%	N=101
65 to 74 years	16%	N=118
75 years or older	14%	N=98
Total	100%	N=722

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Table 71: Question D16

What is your sex?	Percent	Number
Female	53%	N=383
Male	47%	N=339
Total	100%	N=721

Table 72: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	58%	N=426
Land line	23%	N=170
Both	18%	N=134
Total	100%	N=730

## Appendix B: Benchmark Comparisons

### Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The Town of Jupiter chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (all Florida jurisdictions in the database).

### Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Jupiter’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “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. The second column is the rank assigned to Jupiter’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Jupiter’s rating to the benchmark.

In that final column, Jupiter’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Jupiter residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

## National Benchmark Comparisons

Table 73: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Jupiter	94%	34	406	Higher
Overall image or reputation of Jupiter	91%	32	301	Higher
Jupiter as a place to live	97%	29	335	Higher
Your neighborhood as a place to live	89%	43	267	Similar
Jupiter as a place to raise children	89%	82	332	Similar
Jupiter as a place to retire	88%	11	315	Higher
Overall appearance of Jupiter	90%	34	306	Higher

Table 74: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Jupiter	91%	43	120	Similar	
	In your neighborhood during the day	97%	102	303	Similar	
	In Jupiter's downtown/commercial area during the day	88%	154	260	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	83%	8	25	Similar	
	Availability of paths and walking trails	76%	61	233	Similar	
	Ease of walking in Jupiter	73%	89	254	Similar	
	Ease of travel by bicycle in Jupiter	52%	129	261	Similar	
	Ease of travel by public transportation in Jupiter	25%	53	65	Lower	
	Ease of travel by car in Jupiter	73%	60	262	Similar	
	Ease of public parking	74%	4	18	Higher	
	Traffic flow on major streets	57%	86	294	Similar	
Natural Environment	Quality of overall natural environment in Jupiter	86%	32	235	Higher	
	Cleanliness of Jupiter	88%	51	237	Higher	
	Air quality	91%	18	218	Higher	
Built Environment	Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	69%	11	23	Similar	
	Overall quality of new development in Jupiter	59%	155	249	Similar	
	Availability of affordable quality housing	45%	131	271	Similar	
	Variety of housing options	69%	39	224	Similar	
	Public places where people want to spend time	80%	6	21	Higher	
Economy	Overall economic health of Jupiter	80%	9	26	Higher	
	Vibrant downtown/commercial area	34%	13	21	Similar	
	Overall quality of business and service establishments in Jupiter	70%	82	223	Similar	
	Cost of living in Jupiter	39%	13	23	Similar	
	Shopping opportunities	62%	91	255	Similar	
	Employment opportunities	37%	106	272	Similar	
	Jupiter as a place to visit	90%	4	34	Higher	
	Jupiter as a place to work	73%	62	302	Higher	
	Recreation and Wellness	Health and wellness opportunities in Jupiter	86%	6	23	Similar
		Availability of affordable quality mental health care	58%	9	21	Similar
Availability of preventive health services		79%	19	177	Higher	
Availability of affordable quality health care		77%	24	221	Higher	
Availability of affordable quality food		74%	27	182	Similar	
Recreational opportunities		81%	47	267	Higher	
	Fitness opportunities (including exercise classes and paths or trails, etc.)	80%	9	23	Similar	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	80%	66	179	Similar
	Opportunities to attend cultural/arts/music activities	69%	65	268	Similar
	Adult educational opportunities	70%	6	20	Similar
	K-12 education	82%	81	224	Similar
	Availability of affordable quality child care/preschool	61%	22	222	Higher
Community Engagement	Opportunities to participate in social events and activities	66%	89	214	Similar
	Neighborliness of Jupiter	65%	9	22	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	63%	126	251	Similar
	Opportunities to participate in community matters	67%	97	222	Similar
	Opportunities to volunteer	78%	95	225	Similar

Table 75: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of Jupiter	82%	88	378	Similar
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	79%	175	324	Similar
Value of services for the taxes paid to Jupiter	66%	79	357	Similar
Overall direction that Jupiter is taking	59%	129	292	Similar
Job Jupiter government does at welcoming citizen involvement	60%	98	272	Similar
Overall confidence in Jupiter government	58%	12	24	Similar
Generally acting in the best interest of the community	58%	11	23	Similar
Being honest	65%	9	23	Similar
Treating all residents fairly	61%	9	23	Similar
Services provided by the Federal Government	33%	194	223	Similar

Table 76: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	88%	64	377	Similar
	Fire services	97%	58	319	Similar
	Ambulance or emergency medical services	94%	60	297	Similar
	Crime prevention	82%	71	308	Similar
	Fire prevention and education	80%	103	253	Similar
	Animal control	69%	83	289	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78%	32	247	Higher
	Traffic enforcement	70%	106	330	Similar
Mobility	Street repair	73%	26	387	Higher
	Street cleaning	73%	51	257	Similar
	Street lighting	69%	74	288	Similar
	Sidewalk maintenance	74%	25	262	Higher
	Traffic signal timing	51%	115	223	Similar
	Bus or transit services	44%	163	195	Similar
Natural Environment	Garbage collection	90%	55	316	Similar
	Recycling	86%	93	321	Similar
	Yard waste pick-up	85%	26	226	Higher
	Drinking water	80%	49	289	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	67%	62	229	Similar
	Jupiter open space	65%	22	40	Similar
Built Environment	Storm drainage	70%	89	320	Similar
	Sewer services	86%	29	270	Similar
	Power (electric and/or gas) utility	81%	22	127	Similar
	Utility billing	80%	8	36	Similar
	Land use, planning and zoning	54%	85	257	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	64%	64	319	Similar
	Cable television	59%	82	177	Similar
Economy	Economic development	66%	41	252	Higher
Recreation and Wellness	Town parks	90%	69	286	Similar
	Recreation programs or classes	82%	91	291	Similar
	Recreation centers or facilities	83%	53	243	Similar
	Health services	82%	30	173	Similar
Education and Enrichment	Town-sponsored special events	79%	10	27	Similar
	Public library services	86%	153	305	Similar
Community Engagement	Public information services	79%	62	242	Similar

Table 77: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	66%	117	271	Similar
Recommend living in Jupiter to someone who asks	95%	37	227	Similar
Remain in Jupiter for the next five years	95%	4	227	Higher
Contacted Jupiter (in-person, phone, email or web) for help or information	43%	193	259	Similar

Table 78: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	53%	3	20	Higher
	Did NOT report a crime to the police	81%	10	21	Similar
	Household member was NOT a victim of a crime	90%	88	230	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	5%	18	22	Much lower
	Carpooled with other adults or children instead of driving alone	35%	18	22	Similar
	Walked or biked instead of driving	60%	5	22	Similar
Natural Environment	Made efforts to conserve water	83%	11	21	Similar
	Made efforts to make your home more energy efficient	78%	14	21	Similar
	Recycle at home	95%	42	218	Higher
Built Environment	Did NOT observe a code violation or other hazard in Jupiter	64%	6	22	Similar
	NOT experiencing housing costs stress	67%	94	216	Similar
Economy	Purchase goods or services from a business located in Jupiter	99%	2	21	Similar
	Economy will have positive impact on income	28%	25	214	Similar
	Work inside boundaries of Jupiter	34%	12	21	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Used Jupiter recreation centers or their services	59%	80	189	Similar
	Visited a neighborhood park or Town park	85%	135	224	Similar
	Eat at least 5 portions of fruits and vegetables a day	79%	19	21	Similar
	Participate in moderate or vigorous physical activity	85%	9	21	Similar
	In very good to excellent health	72%	7	21	Similar
Education and Enrichment	Used Jupiter public libraries or their services	59%	178	200	Lower
	Participated in religious or spiritual activities in Jupiter	45%	116	164	Similar
	Attended Town-sponsored event	58%	6	22	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	19%	17	22	Similar
	Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	14%	16	22	Similar
	Volunteered your time to some group/activity in Jupiter	38%	138	221	Similar
	Participated in a club	29%	102	191	Similar
	Talked to or visited with your immediate neighbors	96%	3	21	Similar
	Done a favor for a neighbor	85%	3	19	Similar
	Attended a local public meeting	25%	90	225	Similar
	Watched (online or on television) a local public meeting	17%	171	184	Lower
	Read or watch local news (via television, paper, computer, etc.)	90%	9	21	Similar
	Vote in local elections	83%	58	223	Similar

Communities included in national comparisons

The communities included in Jupiter’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS.....	6,844	Bainbridge Island city, WA.....	23,025
Adams County, CO.....	441,603	Baltimore city, MD.....	620,961
Airway Heights city, WA.....	6,114	Baltimore County, MD.....	805,029
Albany city, GA.....	77,434	Barnstable Town city, MA.....	45,193
Albany city, OR.....	50,158	Battle Creek city, MI.....	52,347
Albemarle County, VA.....	98,970	Bay City city, MI.....	34,932
Albert Lea city, MN.....	18,016	Baytown city, TX.....	71,802
Altoona city, IA.....	14,541	Bedford town, MA.....	13,320
Ames city, IA.....	58,965	Bellevue city, WA.....	122,363
Andover CDP, MA.....	8,762	Beltrami County, MN.....	44,442
Ankeny city, IA.....	45,582	Benbrook city, TX.....	21,234
Ann Arbor city, MI.....	113,934	Benicia city, CA.....	26,997
Annapolis city, MD.....	38,394	Bettendorf city, IA.....	33,217
Apple Valley town, CA.....	69,135	Billings city, MT.....	104,170
Arapahoe County, CO.....	572,003	Blaine city, MN.....	57,186
Arlington city, TX.....	365,438	Bloomfield Hills city, MI.....	3,869
Arlington County, VA.....	207,627	Bloomington city, IL.....	76,610
Arvada city, CO.....	106,433	Bloomington city, MN.....	82,893
Asheville city, NC.....	83,393	Blue Ash city, OH.....	12,114
Ashland city, OR.....	20,078	Blue Springs city, MO.....	52,575
Ashland town, VA.....	7,225	Boise City city, ID.....	205,671
Aspen city, CO.....	6,658	Boonville city, MO.....	8,319
Auburn city, AL.....	53,380	Botetourt County, VA.....	33,148
Auburn city, WA.....	70,180	Boulder city, CO.....	97,385
Aurora city, CO.....	325,078	Boulder County, CO.....	294,567
Austin city, TX.....	790,390	Bowling Green city, KY.....	58,067

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Branson city, MO .....	10,520	Dania Beach city, FL.....	29,639
Brea city, CA.....	39,282	Davenport city, IA.....	99,685
Brevard County, FL .....	543,376	Davidson town, NC.....	10,944
Bristol city, TN .....	26,702	De Pere city, WI.....	23,800
Broken Arrow city, OK .....	98,850	Decatur city, GA.....	19,335
Brookfield city, WI .....	37,920	Delray Beach city, FL.....	60,522
Brookline CDP, MA .....	58,732	Denton city, TX.....	113,383
Brookline town, NH.....	4,991	Denver city, CO.....	600,158
Broomfield city, CO .....	55,889	Derby city, KS.....	22,158
Brownsburg town, IN .....	21,285	Des Moines city, IA .....	203,433
Bryan city, TX .....	76,201	Destin city, FL.....	12,305
Burleson city, TX.....	36,690	Dewey-Humboldt town, AZ.....	3,894
Cabarrus County, NC.....	178,011	Dorchester County, MD .....	32,618
Cambridge city, MA.....	105,162	Dothan city, AL .....	65,496
Cape Coral city, FL.....	154,305	Douglas County, CO .....	285,465
Cape Girardeau city, MO.....	37,941	Dover city, DE.....	36,047
Carlisle borough, PA .....	18,682	Dover city, NH .....	29,987
Carlsbad city, CA.....	105,328	Dublin city, OH .....	41,751
Cartersville city, GA.....	19,731	Duluth city, MN.....	86,265
Carver County, MN.....	91,042	Duncanville city, TX.....	38,524
Cary town, NC .....	135,234	Durham city, NC .....	228,330
Casa Grande city, AZ.....	48,571	East Grand Forks city, MN .....	8,601
Casper city, WY .....	55,316	East Lansing city, MI .....	48,579
Castle Pines North city, CO .....	10,360	East Providence city, RI.....	47,037
Castle Rock town, CO.....	48,231	Eau Claire city, WI .....	65,883
Cedar Falls city, IA.....	39,260	Eden Prairie city, MN.....	60,797
Cedar Rapids city, IA.....	126,326	Edgerton city, KS .....	1,671
Centennial city, CO.....	100,377	Edina city, MN .....	47,941
Centralia city, IL .....	13,032	Edmond city, OK.....	81,405
Chambersburg borough, PA.....	20,268	Edmonds city, WA.....	39,709
Chandler city, AZ .....	236,123	El Cerrito city, CA.....	23,549
Chanhassen city, MN.....	22,952	El Paso city, TX.....	649,121
Chapel Hill town, NC .....	57,233	Elk Grove city, CA .....	153,015
Charlotte city, NC.....	731,424	Elk River city, MN.....	22,974
Charlotte County, FL .....	159,978	Elko New Market city, MN.....	4,110
Charlottesville city, VA.....	43,475	Elmhurst city, IL.....	44,121
Chesapeake city, VA.....	222,209	Encinitas city, CA .....	59,518
Chesterfield County, VA.....	316,236	Englewood city, CO.....	30,255
Chippewa Falls city, WI .....	13,661	Erie town, CO .....	18,135
Citrus Heights city, CA.....	83,301	Escambia County, FL .....	297,619
Clayton city, MO .....	15,939	Escanaba city, MI.....	12,616
Clearwater city, FL .....	107,685	Estes Park town, CO.....	5,858
Clive city, IA .....	15,447	Farmington Hills city, MI.....	79,740
Clovis city, CA.....	95,631	Fayetteville city, NC.....	200,564
College Park city, MD .....	30,413	Federal Way city, WA .....	89,306
College Station city, TX .....	93,857	Fishers town, IN .....	76,794
Colleyville city, TX.....	22,807	Flagstaff city, AZ .....	65,870
Collinsville city, IL .....	25,579	Flower Mound town, TX.....	64,669
Columbia city, MO.....	108,500	Flushing city, MI .....	8,389
Columbus city, WI.....	4,991	Forest Grove city, OR .....	21,083
Commerce City city, CO.....	45,913	Fort Collins city, CO.....	143,986
Concord city, CA .....	122,067	Fort Smith city, AR.....	86,209
Concord town, MA.....	17,668	Fort Worth city, TX.....	741,206
Conyers city, GA .....	15,195	Fountain Hills town, AZ .....	22,489
Cookeville city, TN .....	30,435	Franklin city, TN.....	62,487
Coon Rapids city, MN .....	61,476	Fredericksburg city, VA.....	24,286
Cooper City city, FL.....	28,547	Freeport CDP, ME .....	1,485
Coronado city, CA .....	18,912	Freeport city, IL .....	25,638
Corpus Christi city, TX.....	305,215	Fremont city, CA .....	214,089
Corvallis city, OR.....	54,462	Friendswood city, TX.....	35,805
Coventry Lake CDP, CT .....	2,990	Fruita city, CO.....	12,646
Cranberry township, PA.....	28,098	Gainesville city, FL .....	124,354
Crested Butte town, CO.....	1,487	Gaithersburg city, MD.....	59,933
Cross Roads town, TX .....	1,563	Galveston city, TX .....	47,743
Crystal Lake city, IL.....	40,743	Garden City city, KS .....	26,658
Cupertino city, CA .....	58,302	Gardner city, KS.....	19,123
Dade City city, FL.....	6,437	Geneva city, NY .....	13,261
Dakota County, MN.....	398,552	Georgetown city, TX.....	47,400
Dallas city, OR .....	14,583	Georgetown town, CO .....	1,034
Dallas city, TX.....	1,197,816	Gig Harbor city, WA .....	7,126

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Gilbert town, AZ.....	208,453	Lakeville city, MN.....	55,954
Gillette city, WY.....	29,087	Lakewood city, CO.....	142,980
Globe city, AZ.....	7,532	Lane County, OR.....	351,715
Goodyear city, AZ.....	65,275	Larimer County, CO.....	299,630
Grafton village, WI.....	11,459	Las Cruces city, NM.....	97,618
Grand Island city, NE.....	48,520	Las Vegas city, NV.....	583,756
Greeley city, CO.....	92,889	Lawrence city, KS.....	87,643
Green Valley CDP, AZ.....	21,391	League City city, TX.....	83,560
Greenwood Village city, CO.....	13,925	Lebanon city, NH.....	13,151
Greer city, SC.....	25,515	Lee County, FL.....	618,754
Gulf Shores city, AL.....	9,741	Lee's Summit city, MO.....	91,364
Gunnison County, CO.....	15,324	Lewiston city, ME.....	36,592
Hailey city, ID.....	7,960	Lexington city, VA.....	7,042
Haines Borough, AK.....	2,508	Lincoln city, NE.....	258,379
Hallandale Beach city, FL.....	37,113	Littleton city, CO.....	41,737
Hamilton city, OH.....	62,477	Livermore city, CA.....	80,968
Hampton city, VA.....	137,436	Lone Tree city, CO.....	10,218
Hanover County, VA.....	99,863	Longmont city, CO.....	86,270
Harrisonville city, MO.....	10,019	Los Alamos County, NM.....	17,950
Hartford city, CT.....	124,775	Louisville city, CO.....	18,376
Hayward city, CA.....	144,186	Lower Providence township, PA.....	25,436
Henderson city, NV.....	257,729	Lynchburg city, VA.....	75,568
Hermiston city, OR.....	16,745	Lynnwood city, WA.....	35,836
Herndon town, VA.....	23,292	Lyons village, IL.....	10,729
High Point city, NC.....	104,371	Madison city, WI.....	233,209
Highland Park city, IL.....	29,763	Mankato city, MN.....	39,309
Highlands Ranch CDP, CO.....	96,713	Maple Grove city, MN.....	61,567
Hillsborough town, NC.....	6,087	Maple Valley city, WA.....	22,684
Holden town, MA.....	17,346	Maricopa County, AZ.....	3,817,117
Holland city, MI.....	33,051	Marin County, CA.....	252,409
Honolulu County, HI.....	953,207	Marion County, IA.....	33,309
Hooksett town, NH.....	13,451	Maryland Heights city, MO.....	27,472
Hopkins city, MN.....	17,591	Mayer city, MN.....	1,749
Hopkinton town, MA.....	14,925	McAllen city, TX.....	129,877
Hoquiam city, WA.....	8,726	McDonough city, GA.....	22,084
Houston city, TX.....	2,099,451	McKinney city, TX.....	131,117
Howell city, MI.....	9,489	McMinnville city, OR.....	32,187
Hudson city, OH.....	22,262	Mecklenburg County, NC.....	919,628
Hudson town, CO.....	2,356	Medford city, OR.....	74,907
Hudsonville city, MI.....	7,116	Menlo Park city, CA.....	32,026
Huntersville town, NC.....	46,773	Meridian charter township, MI.....	39,688
Hurst city, TX.....	37,337	Meridian city, ID.....	75,092
Hutchinson city, MN.....	14,178	Merriam city, KS.....	11,003
Hutto city, TX.....	14,698	Merrill city, WI.....	9,661
Hyattsville city, MD.....	17,557	Mesa city, AZ.....	439,041
Indian Trail town, NC.....	33,518	Mesa County, CO.....	146,723
Indianola city, IA.....	14,782	Miami Beach city, FL.....	87,779
Iowa City city, IA.....	67,862	Midland city, MI.....	41,863
Jackson County, MI.....	160,248	Milford city, DE.....	9,559
Jefferson City city, MO.....	43,079	Minneapolis city, MN.....	382,578
Jefferson County, CO.....	534,543	Mission Viejo city, CA.....	93,305
Jerome city, ID.....	10,890	Missoula city, MT.....	66,788
Johnson City city, TN.....	63,152	Modesto city, CA.....	201,165
Johnson County, KS.....	544,179	Monterey city, CA.....	27,810
Jupiter town, FL.....	55,156	Montgomery County, MD.....	971,777
Kalamazoo city, MI.....	74,262	Montgomery County, VA.....	94,392
Kansas City city, MO.....	459,787	Montpelier city, VT.....	7,855
Kenmore city, WA.....	20,460	Montrose city, CO.....	19,132
Kennett Square borough, PA.....	6,072	Mooresville town, NC.....	32,711
Kirkland city, WA.....	48,787	Morristown city, TN.....	29,137
Kutztown borough, PA.....	5,012	Morrisville town, NC.....	18,576
La Mesa city, CA.....	57,065	Moscow city, ID.....	23,800
La Plata town, MD.....	8,753	Mountlake Terrace city, WA.....	19,909
La Porte city, TX.....	33,800	Munster town, IN.....	23,603
La Vista city, NE.....	15,758	Muscatine city, IA.....	22,886
Lafayette city, CO.....	24,453	Naperville city, IL.....	141,853
Laguna Beach city, CA.....	22,723	Needham CDP, MA.....	28,886
Laguna Hills city, CA.....	30,344	New Braunfels city, TX.....	57,740
Lake Oswego city, OR.....	36,619	New Brighton city, MN.....	21,456
Lake Zurich village, IL.....	19,631	New Orleans city, LA.....	343,829

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New York city, NY .....	8,175,133	Rehoboth Beach city, DE .....	1,327
Newport Beach city, CA .....	85,186	Reno city, NV.....	225,221
Newport city, RI.....	24,672	Renton city, WA.....	90,927
Newport News city, VA.....	180,719	Reston CDP, VA .....	58,404
Noblesville city, IN .....	51,969	Richmond city, CA.....	103,701
Nogales city, AZ.....	20,837	Richmond Heights city, MO.....	8,603
Norfolk city, VA.....	242,803	Rifle city, CO.....	9,172
Norman city, OK .....	110,925	Rio Rancho city, NM.....	87,521
North Las Vegas city, NV.....	216,961	River Falls city, WI .....	15,000
North Palm Beach village, FL .....	12,015	Riverdale city, UT.....	8,426
Northglenn city, CO.....	35,789	Riverside city, CA .....	303,871
Novato city, CA.....	51,904	Riverside city, MO .....	2,937
Novi city, MI.....	55,224	Riverside village, IL.....	8,875
O'Fallon city, IL.....	28,281	Rochester city, MI.....	12,711
Oak Park village, IL.....	51,878	Rochester Hills city, MI.....	70,995
Oakland charter township, MI.....	16,779	Rock Hill city, SC.....	66,154
Oakland Park city, FL .....	41,363	Rockford city, IL .....	152,871
Ocala city, FL.....	56,315	Rockville city, MD.....	61,209
Ogdensburg city, NY .....	11,128	Roeland Park city, KS .....	6,731
Oklahoma City city, OK.....	579,999	Rolla city, MO .....	19,559
Olathe city, KS.....	125,872	Roswell city, GA.....	88,346
Olmsted County, MN .....	144,248	Round Rock city, TX.....	99,887
Orland Park village, IL.....	56,767	Rowlett city, TX .....	56,199
Oshkosh city, WI.....	66,083	Royal Oak city, MI.....	57,236
Otsego County, MI.....	24,164	Saco city, ME.....	18,482
Oviedo city, FL.....	33,342	Sahuarita town, AZ .....	25,259
Paducah city, KY .....	25,024	Salida city, CO .....	5,236
Palm Beach County, FL.....	1,320,134	Salt Lake City city, UT .....	186,440
Palm Coast city, FL.....	75,180	Sammamish city, WA .....	45,780
Palm Springs city, CA .....	44,552	San Antonio city, TX.....	1,327,407
Palo Alto city, CA .....	64,403	San Carlos city, CA.....	28,406
Panama City city, FL.....	36,484	San Diego city, CA .....	1,307,402
Papillion city, NE.....	18,894	San Francisco city, CA .....	805,235
Park City city, UT .....	7,558	San Jose city, CA .....	945,942
Park Ridge city, IL.....	37,480	San Juan County, NM.....	130,044
Parker town, CO .....	45,297	San Marcos city, TX.....	44,894
Pasadena city, CA .....	137,122	San Rafael city, CA.....	57,713
Pasco city, WA.....	59,781	Sandy city, UT .....	87,461
Pasco County, FL .....	464,697	Sandy Springs city, GA .....	93,853
Peachtree City city, GA.....	34,364	Sanford city, FL.....	53,570
Pearland city, TX.....	91,252	Sangamon County, IL.....	197,465
Peoria city, AZ .....	154,065	Santa Clarita city, CA.....	176,320
Peoria County, IL .....	186,494	Santa Fe County, NM .....	144,170
Peters township, PA .....	21,213	Santa Monica city, CA.....	89,736
Petoskey city, MI .....	5,670	Sarasota city, FL .....	51,917
Pflugerville city, TX .....	46,936	Sarasota County, FL.....	379,448
Phoenix city, AZ.....	1,445,632	Savage city, MN.....	26,911
Pinal County, AZ .....	375,770	Savannah city, GA.....	136,286
Pinehurst village, NC .....	13,124	Scarborough CDP, ME .....	4,403
Piqua city, OH.....	20,522	Scott County, MN.....	129,928
Plano city, TX .....	259,841	Scottsdale city, AZ .....	217,385
Platte City city, MO.....	4,691	Seaside city, CA .....	33,025
Plymouth city, MN.....	70,576	SeaTac city, WA.....	26,909
Pocatello city, ID.....	54,255	Sevierville city, TN .....	14,807
Polk County, FL.....	602,095	Shawnee city, KS .....	62,209
Port Huron city, MI.....	30,184	Sheboygan city, WI.....	49,288
Port Orange city, FL.....	56,048	Sherman village, IL .....	4,148
Port St. Lucie city, FL .....	164,603	Shorewood city, MN .....	7,307
Portland city, OR.....	583,776	Sioux Falls city, SD.....	153,888
Post Falls city, ID .....	27,574	Skokie village, IL.....	64,784
Prince William County, VA.....	402,002	Smyrna city, GA.....	51,271
Provo city, UT .....	112,488	Snellville city, GA .....	18,242
Pueblo city, CO .....	106,595	South Lake Tahoe city, CA.....	21,403
Purcellville town, VA.....	7,727	South Portland city, ME .....	25,002
Queen Creek town, AZ .....	26,361	Southborough town, MA.....	9,767
Radford city, VA.....	16,408	Southlake city, TX .....	26,575
Radnor township, PA.....	31,531	Sparks city, NV .....	90,264
Rapid City city, SD .....	67,956	Spokane Valley city, WA .....	89,755
Raymore city, MO .....	19,206	Springboro city, OH.....	17,409
Redmond city, WA .....	54,144	Springfield city, OR .....	59,403

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Springville city, UT .....	29,466	Wake Forest town, NC.....	30,117
St. Charles city, IL.....	32,974	Walnut Creek city, CA.....	64,173
St. Cloud city, MN .....	65,842	Washington County, MN .....	238,136
St. Joseph city, MO .....	76,780	Washoe County, NV .....	421,407
St. Louis County, MN .....	200,226	Watauga city, TX .....	23,497
St. Louis Park city, MN .....	45,250	Wauwatosa city, WI .....	46,396
Stallings town, NC.....	13,831	Waverly city, IA .....	9,874
State College borough, PA .....	42,034	Weddington town, NC .....	9,459
Sterling Heights city, MI .....	129,699	Wentzville city, MO.....	29,070
Sugar Grove village, IL .....	8,997	West Carrollton city, OH .....	13,143
Sugar Land city, TX.....	78,817	West Chester borough, PA.....	18,461
Summit city, NJ.....	21,457	West Des Moines city, IA.....	56,609
Sunnyvale city, CA .....	140,081	West Richland city, WA.....	11,811
Surprise city, AZ.....	117,517	Westerville city, OH.....	36,120
Suwanee city, GA.....	15,355	Westlake town, TX .....	992
Tacoma city, WA.....	198,397	Westminster city, CO.....	106,114
Takoma Park city, MD .....	16,715	Weston town, MA.....	11,261
Temecula city, CA .....	100,097	Wheat Ridge city, CO .....	30,166
Tempe city, AZ .....	161,719	White House city, TN .....	10,255
Temple city, TX.....	66,102	Whitewater township, MI.....	2,597
The Woodlands CDP, TX.....	93,847	Wichita city, KS.....	382,368
Thornton city, CO.....	118,772	Williamsburg city, VA.....	14,068
Thousand Oaks city, CA.....	126,683	Wilmington city, IL .....	5,724
Tomball city, TX.....	10,753	Wilmington city, NC.....	106,476
Tualatin city, OR .....	26,054	Wilsonville city, OR.....	19,509
Tulsa city, OK .....	391,906	Winchester city, VA .....	26,203
Twin Falls city, ID .....	44,125	Wind Point village, WI .....	1,723
Tyler city, TX .....	96,900	Windsor town, CO .....	18,644
Umatilla city, OR .....	6,906	Windsor town, CT .....	29,044
Upper Arlington city, OH.....	33,771	Winston-Salem city, NC .....	229,617
Urbandale city, IA .....	39,463	Winter Garden city, FL.....	34,568
Vail town, CO.....	5,305	Woodland city, CA.....	55,468
Vancouver city, WA.....	161,791	Woodland city, WA.....	5,509
Ventura CCD, CA.....	111,889	Wrentham town, MA .....	10,955
Vestavia Hills city, AL .....	34,033	Yakima city, WA.....	91,067
Virginia Beach city, VA.....	437,994	York County, VA.....	65,464
Visalia city, CA .....	124,442	Yuma city, AZ .....	93,064
Wahpeton city, ND.....	7,766		

## Florida Benchmark Comparisons

Table 79: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Jupiter	94%	2	25	Higher
Overall image or reputation of Jupiter	91%	2	20	Higher
Jupiter as a place to live	97%	2	22	Higher
Your neighborhood as a place to live	89%	2	19	Higher
Jupiter as a place to raise children	89%	4	21	Higher
Jupiter as a place to retire	88%	3	21	Higher
Overall appearance of Jupiter	90%	2	20	Higher

Table 80: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Jupiter	91%	2	5	Higher
	In your neighborhood during the day	97%	3	20	Similar
	In Jupiter's downtown/commercial area during the day	88%	7	19	Similar
Mobility	Overall ease of getting to the places you usually have to visit	83%	NA	NA	NA
	Availability of paths and walking trails	76%	4	16	Higher
	Ease of walking in Jupiter	73%	4	19	Higher
	Ease of travel by bicycle in Jupiter	52%	6	19	Similar
	Ease of travel by public transportation in Jupiter	25%	NA	NA	NA
	Ease of travel by car in Jupiter	73%	4	21	Similar
	Ease of public parking	74%	NA	NA	NA
	Traffic flow on major streets	57%	3	18	Higher
Natural Environment	Quality of overall natural environment in Jupiter	86%	1	15	Higher
	Cleanliness of Jupiter	88%	3	15	Higher
	Air quality	91%	1	17	Higher
Built Environment	Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	69%	NA	NA	NA
	Overall quality of new development in Jupiter	59%	7	20	Similar
	Availability of affordable quality housing	45%	8	21	Similar
	Variety of housing options	69%	3	15	Similar
	Public places where people want to spend time	80%	NA	NA	NA
	Overall economic health of Jupiter	80%	NA	NA	NA
	Vibrant downtown/commercial area	34%	NA	NA	NA
	Overall quality of business and service establishments in Jupiter	70%	4	16	Similar
	Cost of living in Jupiter	39%	NA	NA	NA
	Shopping opportunities	62%	8	18	Similar
Economy	Employment opportunities	37%	4	18	Higher
	Jupiter as a place to visit	90%	NA	NA	NA
	Jupiter as a place to work	73%	1	21	Much higher
	Health and wellness opportunities in Jupiter	86%	NA	NA	NA
	Availability of affordable quality mental health care	58%	NA	NA	NA
	Availability of preventive health services	79%	1	13	Higher
Recreation and Wellness	Availability of affordable quality health care	77%	1	17	Higher
	Availability of affordable quality food	74%	1	12	Higher
	Recreational opportunities	81%	4	20	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	80%	NA	NA	NA

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	80%	4	11	Similar
	Opportunities to attend cultural/arts/music activities	69%	5	21	Higher
	Adult educational opportunities	70%	NA	NA	NA
	K-12 education	82%	3	16	Higher
	Availability of affordable quality child care/preschool	61%	3	17	Higher
Community Engagement	Opportunities to participate in social events and activities	66%	5	15	Similar
	Neighborliness of Jupiter	65%	NA	NA	NA
	Openness and acceptance of the community toward people of diverse backgrounds	63%	9	19	Similar
	Opportunities to participate in community matters	67%	5	18	Similar
	Opportunities to volunteer	78%	6	17	Similar

Table 81: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of Jupiter	82%	4	23	Similar
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	79%	6	22	Similar
Value of services for the taxes paid to Jupiter	66%	5	24	Similar
Overall direction that Jupiter is taking	59%	5	20	Similar
Job Jupiter government does at welcoming citizen involvement	60%	6	21	Similar
Overall confidence in Jupiter government	58%	NA	NA	NA
Generally acting in the best interest of the community	58%	NA	NA	NA
Being honest	65%	NA	NA	NA
Treating all residents fairly	61%	NA	NA	NA
Services provided by the Federal Government	33%	17	19	Similar

Table 82: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	88%	4	24	Higher
	Fire services	97%	2	21	Similar
	Ambulance or emergency medical services	94%	2	22	Similar
	Crime prevention	82%	4	21	Higher
	Fire prevention and education	80%	5	18	Similar
	Animal control	69%	2	12	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78%	6	19	Similar
	Mobility	Traffic enforcement	70%	4	20
Street repair		73%	2	23	Higher
Street cleaning		73%	4	16	Similar
Street lighting		69%	4	17	Similar
Sidewalk maintenance		74%	2	14	Higher
Traffic signal timing		51%	3	13	Similar
Bus or transit services		44%	12	17	Similar
Natural Environment	Garbage collection	90%	5	22	Similar
	Recycling	86%	6	20	Similar
	Yard waste pick-up	85%	3	21	Similar
	Drinking water	80%	2	18	Higher

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	67%	3	16	Similar
	Jupiter open space	65%	2	5	Similar
Built Environment	Storm drainage	70%	4	24	Higher
	Sewer services	86%	3	17	Higher
	Power (electric and/or gas) utility	81%	1	12	Similar
	Utility billing	80%	NA	NA	NA
	Land use, planning and zoning	54%	4	17	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	64%	2	23	Higher
	Cable television	59%	7	14	Similar
	Economy	Economic development	66%	1	18
Recreation and Wellness	Town parks	90%	2	19	Similar
	Recreation programs or classes	82%	4	22	Similar
	Recreation centers or facilities	83%	3	20	Similar
	Health services	82%	1	11	Higher
Education and Enrichment	Town-sponsored special events	79%	NA	NA	NA
	Public library services	86%	5	16	Similar
Community Engagement	Public information services	79%	2	21	Similar

Table 83: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	66%	6	19	Similar
Recommend living in Jupiter to someone who asks	95%	3	18	Higher
Remain in Jupiter for the next five years	95%	1	18	Higher
Contacted Jupiter (in-person, phone, email or web) for help or information	43%	18	18	Similar

Table 84: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	53%	NA	NA	NA
	Did NOT report a crime to the police	81%	NA	NA	NA
	Household member was NOT a victim of a crime	90%	7	18	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	5%	NA	NA	NA
	Carpooled with other adults or children instead of driving alone	35%	NA	NA	NA
	Walked or biked instead of driving	60%	NA	NA	NA
Natural Environment	Made efforts to conserve water	83%	NA	NA	NA
	Made efforts to make your home more energy efficient	78%	NA	NA	NA
	Recycle at home	95%	2	18	Higher
Built Environment	Did NOT observe a code violation or other hazard in Jupiter	64%	NA	NA	NA
	NOT experiencing housing costs stress	67%	2	18	Higher
Economy	Purchase goods or services from a business located in Jupiter	99%	NA	NA	NA
	Economy will have positive impact on income	28%	3	18	Similar
	Work inside boundaries of Jupiter	34%	NA	NA	NA

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Used Jupiter recreation centers or their services	59%	7	18	Similar
	Visited a neighborhood park or Town park	85%	6	18	Similar
	Eat at least 5 portions of fruits and vegetables a day	79%	NA	NA	NA
	Participate in moderate or vigorous physical activity	85%	NA	NA	NA
	In very good to excellent health	72%	NA	NA	NA
Education and Enrichment	Used Jupiter public libraries or their services	59%	11	12	Similar
	Participated in religious or spiritual activities in Jupiter	45%	9	11	Similar
	Attended Town-sponsored event	58%	NA	NA	NA
Community Engagement	Campaigned or advocated for an issue, cause or candidate	19%	NA	NA	NA
	Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	14%	NA	NA	NA
	Volunteered your time to some group/activity in Jupiter	38%	9	17	Similar
	Participated in a club	29%	10	14	Similar
	Talked to or visited with your immediate neighbors	96%	NA	NA	NA
	Done a favor for a neighbor	85%	NA	NA	NA
	Attended a local public meeting	25%	9	18	Similar
	Watched (online or on television) a local public meeting	17%	15	16	Much lower
	Read or watch local news (via television, paper, computer, etc.)	90%	NA	NA	NA
	Vote in local elections	83%	6	19	Similar

Communities included in Florida comparisons

The communities included in Jupiter’s custom comparisons are listed below along with their population according to the 2010 Census.

Brevard County, FL .....	543,376	North Palm Beach village, FL .....	12,015
Cape Coral city, FL .....	154,305	Oakland Park city, FL .....	41,363
Charlotte County, FL .....	159,978	Ocala city, FL .....	56,315
Clearwater city, FL .....	107,685	Oviedo city, FL .....	33,342
Cooper City city, FL .....	28,547	Palm Beach County, FL .....	1,320,134
Dade City city, FL .....	6,437	Palm Coast city, FL .....	75,180
Dania Beach city, FL .....	29,639	Panama City city, FL .....	36,484
Delray Beach city, FL .....	60,522	Pasco County, FL .....	464,697
Destin city, FL .....	12,305	Polk County, FL .....	602,095
Escambia County, FL .....	297,619	Port Orange city, FL .....	56,048
Gainesville city, FL .....	124,354	Port St. Lucie city, FL .....	164,603
Hallandale Beach city, FL .....	37,113	Sanford city, FL .....	53,570
Jupiter town, FL .....	55,156	Sarasota city, FL .....	51,917
Lee County, FL .....	618,754	Sarasota County, FL .....	379,448
Miami Beach city, FL .....	87,779	Winter Garden city, FL .....	34,568

## Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™) was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

### Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are the representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a

body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an importance measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

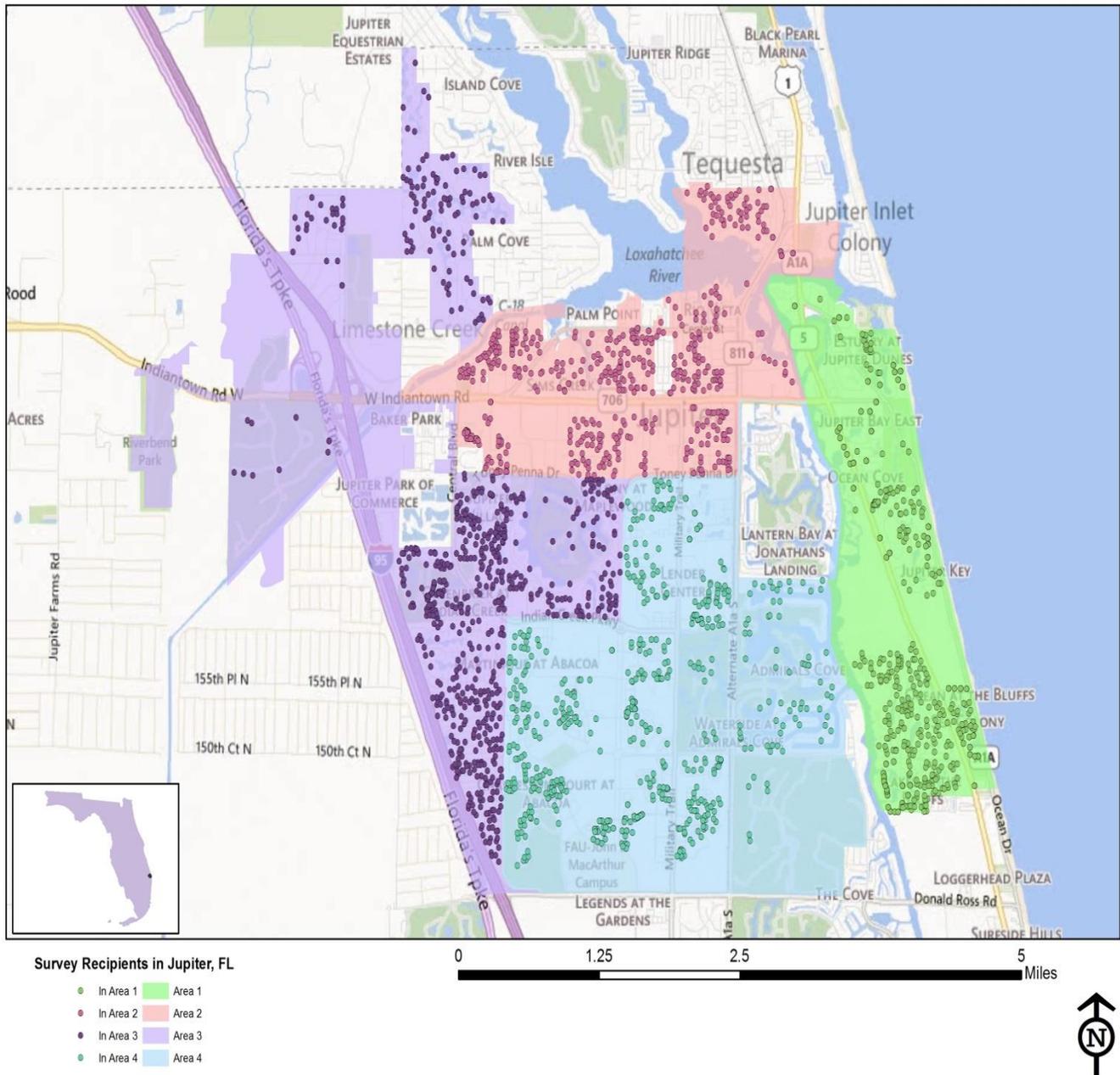
## Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the Town of Jupiter were eligible to participate in the survey. A list of all households was represented by a United States Postal Service listing of housing units within the zip codes serving Jupiter. 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 (updated on a quarterly basis) and addresses located outside of the Town of Jupiter boundaries were removed from consideration. Each address identified as being within Town boundaries was further identified as being within one of four groups of neighborhoods.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every *Nth* one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

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 cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



## Survey Administration and Response

Selected households received three mailings, one week apart, beginning in November 2013. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Respondents could opt to take the survey online as well. Completed surveys were collected over the following seven weeks.

About 10% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,711 households that received the survey, 745 completed the survey, providing an overall response rate of 27%; average response rates for a mailed resident survey range from 25% to 40%. Of the 745 completed surveys, 42 were completed online. Additionally, responses were tracked by neighborhood group; response rates by neighborhoods ranged from 21% to 34%.

Table 85: Survey Response Rates by Neighborhood Group

	Number mailed	Undeliverable	Eligible	Returned	Response rate
CRA and coastal communities	883	174	709	241	34%
Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	637	31	606	127	21%
Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	738	42	696	206	30%
Abacoa/Admirals' Cove & Bears Club	742	42	700	171	24%
Overall	3,000	289	2,711	745	27%

## Confidence Intervals

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.<sup>1</sup>

The margin of error for the Town of Jupiter survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (745 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

## Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the Town of Jupiter. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, sex and age and geographic area. The results of the weighting scheme are presented in the following table.

<sup>1</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 86: Jupiter, FL 2013 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	25%	11%	24%
Own home	75%	89%	76%
Detached unit	53%	48%	53%
Attached unit	47%	52%	47%
<b>Race and Ethnicity</b>			
White	91%	95%	92%
Not white	9%	5%	8%
Not Hispanic	89%	95%	94%
Hispanic	11%	5%	6%
<b>Sex and Age</b>			
Female	51%	58%	53%
Male	49%	42%	47%
18-34 years of age	22%	4%	18%
35-54 years of age	36%	25%	38%
55+ years of age	42%	71%	44%
Females 18-34	10%	2%	10%
Females 35-54	19%	13%	20%
Females 55+	22%	42%	24%
Males 18-34	12%	2%	9%
Males 35-54	18%	11%	18%
Males 55+	19%	29%	20%
<b>Geographic Area</b>			
Area1	25%	32%	25%
Area2	21%	17%	21%
Area3	27%	28%	27%
Area4	27%	23%	27%

## Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). 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” and “good,” “very safe” and “somewhat safe,” “essential” and “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 Appendix A. 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.

## **Appendix D: Survey Materials**

Dear Jupiter Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping to create a better town!

Sincerely,



Karen J. Golonka  
Mayor

Dear Jupiter Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

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Sincerely,



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Mayor

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Sincerely,



Karen J. Golonka  
Mayor



**TOWN OF JUPITER**  
210 Military Trail  
Jupiter, Florida 33458

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



**TOWN OF JUPITER**  
210 Military Trail  
Jupiter, Florida 33458

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



**TOWN OF JUPITER**  
210 Military Trail  
Jupiter, Florida 33458

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



**TOWN OF JUPITER**  
210 Military Trail  
Jupiter, Florida 33458

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



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# TOWN OF JUPITER

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November 2013

Dear Town of Jupiter Resident:

Please help us shape the future of Jupiter! You have been selected at random to participate in the 2013 Jupiter Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of a select number of households being surveyed. Your feedback will help Jupiter make decisions that affect our Town.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

**[www.n-r-c.com/survey/jupitersurvey.htm](http://www.n-r-c.com/survey/jupitersurvey.htm)**

If you have any questions about the survey please call Kate Moretto at (561) 741-2575.

Thank you for your time and participation!

Sincerely,

Karen J. Golonka  
Mayor



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# TOWN OF JUPITER

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December 2013

Dear Town of Jupiter Resident:

Here's a second chance if you haven't already responded to the 2013 Jupiter Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Jupiter! You have been selected at random to participate in the 2013 Jupiter Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of a select number of households being surveyed. Your feedback will help Jupiter make decisions that affect our Town.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

**[www.n-r-c.com/survey/jupitersurvey.htm](http://www.n-r-c.com/survey/jupitersurvey.htm)**

If you have any questions about the survey please call Kate Moretto at (561) 741-2575.

Thank you for your time and participation!

Sincerely,

Karen J. Golonka  
Mayor

# The Town of Jupiter 2013 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

**1. Please rate each of the following aspects of quality of life in Jupiter:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Jupiter as a place to live .....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Jupiter as a place to raise children .....	1	2	3	4	5
Jupiter as a place to work.....	1	2	3	4	5
Jupiter as a place to visit .....	1	2	3	4	5
Jupiter as a place to retire .....	1	2	3	4	5
The overall quality of life in Jupiter .....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Jupiter.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Jupiter .....	1	2	3	4	5
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems) .....	1	2	3	4	5
Health and wellness opportunities in Jupiter .....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Jupiter .....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Jupiter.....	1	2	3	4	5

**3. Please indicate how likely or unlikely you are to do each of the following:**

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Jupiter to someone who asks.....	1	2	3	4	5
Remain in Jupiter for the next five years .....	1	2	3	4	5

**4. Please rate how safe or unsafe you feel:**

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Jupiter's downtown/commercial area during the day.....	1	2	3	4	5	6

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets .....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Jupiter .....	1	2	3	4	5
Ease of travel by public transportation in Jupiter .....	1	2	3	4	5
Ease of travel by bicycle in Jupiter .....	1	2	3	4	5
Ease of walking in Jupiter .....	1	2	3	4	5
Availability of paths and walking trails .....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Cleanliness of Jupiter .....	1	2	3	4	5
Overall appearance of Jupiter.....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) .....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool .....	1	2	3	4	5
K-12 education .....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Jupiter .....	1	2	3	4	5
Overall quality of business and service establishments in Jupiter .....	1	2	3	4	5
Vibrant downtown/commercial area .....	1	2	3	4	5
Overall quality of new development in Jupiter .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds .....	1	2	3	4	5
Neighborliness of residents in Jupiter.....	1	2	3	4	5

**7. Please indicate whether or not you have done each of the following in the last 12 months.**

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water .....	1	2
Made efforts to make your home more energy efficient .....	1	2
Observed a code violation or other hazard in Jupiter (weeds, abandoned buildings, etc.) .....	1	2
Household member was a victim of a crime in Jupiter .....	1	2
Reported a crime to the police in Jupiter.....	1	2
Stocked supplies in preparation for an emergency .....	1	2
Campaigned or advocated for an issue, cause or candidate .....	1	2
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information.....	1	2
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion.....	1	2

**8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Jupiter?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Jupiter recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or Town park .....	1	2	3	4
Used Jupiter public libraries or their services .....	1	2	3	4
Participated in religious or spiritual activities in Jupiter .....	1	2	3	4
Attended a Town-sponsored event .....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving .....	1	2	3	4
Volunteered your time to some group/activity in Jupiter.....	1	2	3	4
Participated in a club .....	1	2	3	4
Talked to or visited with your immediate neighbors .....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

**9. Thinking about local public meetings (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting .....	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

# The Town of Jupiter 2013 Citizen Survey

## 10. Please rate the quality of each of the following services in Jupiter:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services .....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services .....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement .....	1	2	3	4	5
Street repair .....	1	2	3	4	5
Street cleaning .....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance .....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling .....	1	2	3	4	5
Yard waste pick-up .....	1	2	3	4	5
Storm drainage .....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
Power (electric and/or gas) utility .....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Town parks .....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities .....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.) .....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development .....	1	2	3	4	5
Health services .....	1	2	3	4	5
Public library services .....	1	2	3	4	5
Public information services .....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts .....	1	2	3	4	5
Jupiter open space.....	1	2	3	4	5
Town-sponsored special events.....	1	2	3	4	5
Overall customer service by Jupiter employees (police, receptionists, planners, etc.) .....	1	2	3	4	5

## 11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The Town of Jupiter .....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5

## 12. Please rate the following categories of Jupiter government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Jupiter .....	1	2	3	4	5
The overall direction that Jupiter is taking .....	1	2	3	4	5
The job Jupiter government does at welcoming citizen involvement .....	1	2	3	4	5
Overall confidence in Jupiter government.....	1	2	3	4	5
Generally acting in the best interest of the community .....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5

**13. 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:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Jupiter.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Jupiter .....	1	2	3	4
Overall “built environment” of Jupiter (including overall design, buildings, parks and transportation systems) .....	1	2	3	4
Health and wellness opportunities in Jupiter .....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Jupiter .....	1	2	3	4
Sense of community.....	1	2	3	4

**14. Which of the following areas, if any, do you consider to be Jupiter’s current “downtown”?** (Please select only one.)

- Abacoa Town Center (Town Center Drive, near the amphitheater and Roger Dean Stadium)
- Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD’s Cupcakes, and Ralph’s)
- Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana’s, Schooners, Blueline, Bubba Gump’s and Jetty’s)
- Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)
- Toney Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)
- None of the above

**15. Which of the following areas, if any, has the potential to become Jupiter’s future “downtown”?** (Please select only one.)

- Abacoa Town Center (Town Center Drive, near the amphitheater and Roger Dean Stadium)
- Center Street (the area roughly from the intersection of Loxahatchee Drive east to Old Dixie Highway, near Ale House, DD’s Cupcakes, and Ralph’s)
- Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana’s, Schooners, Blueline, Bubba Gump’s and Jetty’s)
- Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)
- Toney Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)
- None of the above

**16. 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.**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don’t know</i>
Day trips to area attractions such as malls, casinos, parks, and activities .....	1	2	3	4	5
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast.....	1	2	3	4	5
Longer-term trips and cruises .....	1	2	3	4	5
Senior support services.....	1	2	3	4	5
Health information programs, fairs and seminars .....	1	2	3	4	5
Games and leagues .....	1	2	3	4	5
Sports leagues .....	1	2	3	4	5
Dances, concerts, and entertainment events.....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don’t know</i>
<i>Town Times</i> quarterly newsletter.....	1	2	3	4	5
Usability/design of the Town website (www.jupiter.fl.us).....	1	2	3	4	5
The Town’s website content.....	1	2	3	4	5
The Town’s Facebook page.....	1	2	3	4	5
The Town’s Twitter feed .....	1	2	3	4	5

**18. Have you had any in-person, phone or email contact with an employee of the Town of Jupiter within the last 12 months (including police, receptionists, planners or any others)?**

- No → Go to Question D1 (see page 5)
- Yes → Go to Question 19

**19. What was your impression of the employee(s) of the Town of Jupiter in your most recent contact?**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don’t know</i>
Knowledge.....	1	2	3	4	5
Responsiveness .....	1	2	3	4	5
Courtesy.....	1	2	3	4	5

# The Town of Jupiter 2013 Citizen Survey

**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**D1. How often, if at all, do you do each of the following, considering all of the times you could?**

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home .....	1	2	3	4	5
Purchase goods or services from a business located in Jupiter .....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day .....	1	2	3	4	5
Participate in moderate or vigorous physical activity .....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.) .....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

**D2. Would you say that in general your health is:**

- Excellent     
  Very good     
  Good     
  Fair     
  Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**

- Very positive     
  Somewhat positive     
  Neutral     
  Somewhat negative     
  Very negative

**D4. What is your employment status?**

- Working full time for pay  
 Working part time for pay  
 Unemployed, looking for paid work  
 Unemployed, not looking for paid work  
 Fully retired

**D5. Do you work inside the boundaries of Jupiter?**

- Yes, outside the home  
 Yes, from home  
 No

**D6. How many years have you lived in Jupiter?**

- Less than 2 years       11-20 years  
 2-5 years       More than 20 years  
 6-10 years

**D7. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment or condominium)  
 Mobile home  
 Other

**D8. Is this house, apartment or mobile home...**

- Rented  
 Owned

**D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$300 per month  
 \$300 to \$599 per month  
 \$600 to \$999 per month  
 \$1,000 to \$1,499 per month  
 \$1,500 to \$2,499 per month  
 \$2,500 or more per month

**D10. Do any children 17 or under live in your household?**

- No       Yes

**D11. Are you or any other members of your household aged 65 or older?**

- No       Yes

**D12. 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  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 to \$149,999  
 \$150,000 or more

**Please respond to both questions D13 and D14:**

**D13. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino  
 Yes, I consider myself to be Spanish, Hispanic or Latino

**D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian or Pacific Islander  
 Black or African American  
 White  
 Other

**D15. In which category is your age?**

- 18-24 years       55-64 years  
 25-34 years       65-74 years  
 35-44 years       75 years or older  
 45-54 years

**D16. What is your sex?**

- Female       Male

**D17. Do you consider a cell phone or land line your primary telephone number?**

- Cell       Land line       Both

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**



**TOWN OF JUPITER**  
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