

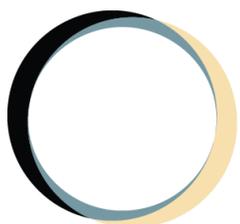


THE NCSTM
The National Citizen SurveyTM

Jupiter, FL

Technical Appendices

2015



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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	60%	N=328	35%	N=192	4%	N=19	0%	N=3	100%	N=542
Your neighborhood as a place to live	51%	N=278	40%	N=217	7%	N=39	1%	N=6	100%	N=540
Jupiter as a place to raise children	49%	N=221	39%	N=176	11%	N=49	1%	N=4	100%	N=450
Jupiter as a place to work	35%	N=146	37%	N=154	24%	N=99	3%	N=14	100%	N=412
Jupiter as a place to visit	51%	N=268	40%	N=209	9%	N=47	0%	N=1	100%	N=525
Jupiter as a place to retire	48%	N=230	35%	N=166	14%	N=65	4%	N=17	100%	N=479
The overall quality of life in Jupiter	51%	N=276	43%	N=233	5%	N=28	0%	N=2	100%	N=539

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	38%	N=205	53%	N=290	8%	N=43	1%	N=6	100%	N=544
Overall ease of getting to the places you usually have to visit	33%	N=180	44%	N=235	19%	N=101	4%	N=24	100%	N=541
Quality of overall natural environment in Jupiter	37%	N=198	46%	N=249	15%	N=82	2%	N=10	100%	N=540
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	22%	N=118	50%	N=268	20%	N=109	8%	N=42	100%	N=537
Health and wellness opportunities in Jupiter	36%	N=189	50%	N=261	12%	N=62	1%	N=6	100%	N=518
Overall opportunities for education and enrichment	29%	N=135	48%	N=226	21%	N=97	2%	N=10	100%	N=469
Overall economic health of Jupiter	31%	N=150	52%	N=258	16%	N=77	1%	N=7	100%	N=492
Sense of community	26%	N=137	45%	N=240	24%	N=128	5%	N=25	100%	N=531
Overall image or reputation of Jupiter	43%	N=234	49%	N=262	7%	N=40	1%	N=4	100%	N=541

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	72%	N=389	21%	N=114	3%	N=18	3%	N=18	100%	N=540
Remain in Jupiter for the next five years	74%	N=386	18%	N=95	5%	N=24	4%	N=20	100%	N=525

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	78%	N=423	19%	N=102	2%	N=10	1%	N=7	0%	N=0	100%	N=543
In Jupiter's downtown/commercial area during the day	64%	N=330	30%	N=155	5%	N=25	2%	N=10	0%	N=0	100%	N=520

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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	5%	N=29	39%	N=214	37%	N=200	18%	N=98	100%	N=541
Ease of public parking	17%	N=89	50%	N=262	26%	N=138	8%	N=40	100%	N=529
Ease of travel by car in Jupiter	19%	N=100	44%	N=235	29%	N=158	8%	N=44	100%	N=537
Ease of travel by public transportation in Jupiter	7%	N=13	19%	N=38	36%	N=69	38%	N=74	100%	N=194
Ease of travel by bicycle in Jupiter	18%	N=70	35%	N=140	31%	N=125	16%	N=64	100%	N=399
Ease of walking in Jupiter	27%	N=134	39%	N=194	27%	N=135	8%	N=40	100%	N=503
Availability of paths and walking trails	28%	N=139	41%	N=204	25%	N=123	5%	N=27	100%	N=493
Air quality	41%	N=216	50%	N=264	8%	N=44	2%	N=8	100%	N=533
Cleanliness of Jupiter	40%	N=220	48%	N=259	10%	N=56	1%	N=8	100%	N=544
Overall appearance of Jupiter	43%	N=233	49%	N=263	7%	N=38	1%	N=5	100%	N=540
Public places where people want to spend time	33%	N=172	52%	N=273	14%	N=72	2%	N=9	100%	N=525
Variety of housing options	18%	N=89	46%	N=228	26%	N=132	10%	N=51	100%	N=500
Availability of affordable quality housing	9%	N=43	27%	N=123	35%	N=158	29%	N=135	100%	N=458
Fitness opportunities (including exercise classes and paths or trails, etc.)	31%	N=155	46%	N=228	20%	N=101	3%	N=16	100%	N=499
Recreational opportunities	35%	N=178	49%	N=249	16%	N=82	1%	N=3	100%	N=512
Availability of affordable quality food	27%	N=142	50%	N=266	20%	N=104	3%	N=18	100%	N=530
Availability of affordable quality health care	28%	N=141	48%	N=244	19%	N=98	4%	N=23	100%	N=505
Availability of preventive health services	28%	N=129	53%	N=245	16%	N=76	3%	N=12	100%	N=463
Availability of affordable quality mental health care	23%	N=51	36%	N=82	27%	N=61	15%	N=34	100%	N=227

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	11%	N=21	49%	N=98	32%	N=63	9%	N=17	100%	N=199
K-12 education	34%	N=96	47%	N=133	16%	N=47	3%	N=9	100%	N=284
Adult educational opportunities	20%	N=62	54%	N=170	19%	N=62	7%	N=23	100%	N=317
Opportunities to attend cultural/arts/music activities	21%	N=98	47%	N=222	28%	N=134	4%	N=17	100%	N=470
Opportunities to participate in religious or spiritual events and activities	33%	N=125	52%	N=200	14%	N=52	2%	N=8	100%	N=385
Employment opportunities	8%	N=28	37%	N=127	38%	N=128	17%	N=56	100%	N=339
Shopping opportunities	20%	N=105	54%	N=277	20%	N=104	6%	N=31	100%	N=517
Cost of living in Jupiter	6%	N=29	25%	N=132	50%	N=262	19%	N=99	100%	N=522
Overall quality of business and service establishments in Jupiter	12%	N=62	66%	N=345	18%	N=93	5%	N=24	100%	N=524
Vibrant downtown/commercial area	11%	N=53	37%	N=182	35%	N=169	18%	N=86	100%	N=490
Overall quality of new development in Jupiter	18%	N=90	44%	N=220	23%	N=117	15%	N=73	100%	N=501
Opportunities to participate in social events and activities	21%	N=100	45%	N=221	31%	N=150	3%	N=16	100%	N=487
Opportunities to volunteer	27%	N=104	50%	N=195	19%	N=75	4%	N=15	100%	N=390
Opportunities to participate in community matters	21%	N=84	50%	N=202	24%	N=99	5%	N=21	100%	N=406
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=82	45%	N=188	29%	N=121	7%	N=28	100%	N=419
Neighborliness of residents in Jupiter	19%	N=97	44%	N=230	31%	N=159	6%	N=32	100%	N=518

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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	
	%	N	%	N	%	N
Made efforts to conserve water	18%	N=99	82%	N=440	100%	N=539
Made efforts to make your home more energy efficient	22%	N=116	78%	N=422	100%	N=538
Observed a code violation or other hazard in Jupiter	64%	N=337	36%	N=191	100%	N=528
Household member was a victim of a crime in Jupiter	88%	N=473	12%	N=66	100%	N=539
Reported a crime to the police in Jupiter	79%	N=425	21%	N=111	100%	N=536
Stocked supplies in preparation for an emergency	38%	N=202	62%	N=332	100%	N=535
Campaigned or advocated for an issue, cause or candidate	82%	N=438	18%	N=99	100%	N=537
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	57%	N=310	43%	N=230	100%	N=540
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	89%	N=482	11%	N=58	100%	N=540

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	
	%	N	%	N	%	N	%	N	%	N
Used Jupiter recreation centers or their services	13%	N=68	23%	N=120	24%	N=131	40%	N=214	100%	N=533
Visited a neighborhood park or Town park	23%	N=123	31%	N=166	31%	N=168	15%	N=78	100%	N=535
Used Jupiter public libraries or their services	13%	N=68	22%	N=120	29%	N=158	35%	N=190	100%	N=537
Participated in religious or spiritual activities in Jupiter	13%	N=67	16%	N=85	15%	N=79	56%	N=300	100%	N=532
Attended a Town-sponsored event	4%	N=21	8%	N=45	41%	N=218	47%	N=251	100%	N=535
Used bus, rail, subway or other public transportation instead of driving	1%	N=8	1%	N=8	4%	N=19	94%	N=503	100%	N=537
Carpooled with other adults or children instead of driving alone	8%	N=42	9%	N=50	20%	N=105	63%	N=340	100%	N=536
Walked or biked instead of driving	15%	N=81	20%	N=109	24%	N=127	41%	N=219	100%	N=536
Volunteered your time to some group/activity in Jupiter	10%	N=52	9%	N=51	21%	N=114	60%	N=321	100%	N=538
Participated in a club	6%	N=33	7%	N=40	14%	N=75	72%	N=385	100%	N=533
Talked to or visited with your immediate neighbors	53%	N=285	29%	N=157	12%	N=64	5%	N=28	100%	N=534
Done a favor for a neighbor	26%	N=137	30%	N=163	31%	N=167	13%	N=67	100%	N=534

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	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=2	1%	N=5	23%	N=121	76%	N=405	100%	N=534
Watched (online or on television) a local public meeting	1%	N=4	2%	N=13	12%	N=63	85%	N=454	100%	N=534

Table 10: Question 10

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	43%	N=200	46%	N=217	9%	N=41	3%	N=13	100%	N=471
Fire services	57%	N=219	39%	N=150	2%	N=9	1%	N=4	100%	N=383
Ambulance or emergency medical services	54%	N=192	42%	N=149	3%	N=12	1%	N=5	100%	N=358
Crime prevention	29%	N=116	53%	N=210	14%	N=56	4%	N=16	100%	N=398
Fire prevention and education	35%	N=100	53%	N=151	11%	N=33	1%	N=3	100%	N=287
Traffic enforcement	24%	N=109	49%	N=225	21%	N=96	7%	N=31	100%	N=461

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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=100	50%	N=243	24%	N=117	5%	N=26	100%	N=486
Street cleaning	27%	N=131	50%	N=249	18%	N=89	5%	N=26	100%	N=494
Street lighting	25%	N=126	51%	N=260	18%	N=94	6%	N=28	100%	N=508
Sidewalk maintenance	22%	N=112	52%	N=258	22%	N=109	4%	N=22	100%	N=502
Traffic signal timing	12%	N=61	38%	N=192	32%	N=165	18%	N=92	100%	N=510
Bus or transit services	22%	N=39	31%	N=54	24%	N=43	23%	N=40	100%	N=176
Garbage collection	44%	N=228	46%	N=240	9%	N=49	0%	N=2	100%	N=519
Recycling	40%	N=204	47%	N=239	11%	N=58	2%	N=11	100%	N=513
Yard waste pick-up	41%	N=186	44%	N=199	13%	N=60	2%	N=8	100%	N=452
Storm drainage	25%	N=119	47%	N=221	20%	N=93	8%	N=37	100%	N=470
Drinking water	38%	N=192	41%	N=208	16%	N=81	5%	N=27	100%	N=508
Sewer services	34%	N=154	55%	N=251	10%	N=46	1%	N=5	100%	N=456
Power (electric and/or gas) utility	36%	N=186	49%	N=257	14%	N=72	1%	N=5	100%	N=519
Utility billing	34%	N=177	46%	N=239	16%	N=84	3%	N=17	100%	N=518
Town parks	45%	N=226	44%	N=224	9%	N=47	1%	N=6	100%	N=503
Recreation programs or classes	35%	N=110	50%	N=161	14%	N=44	1%	N=3	100%	N=318
Recreation centers or facilities	36%	N=124	50%	N=172	12%	N=43	2%	N=7	100%	N=348
Land use, planning and zoning	16%	N=68	35%	N=146	31%	N=129	17%	N=73	100%	N=416
Code enforcement (weeds, abandoned buildings, etc.)	21%	N=78	47%	N=174	24%	N=87	9%	N=32	100%	N=371
Animal control	19%	N=68	52%	N=185	22%	N=80	7%	N=26	100%	N=359
Economic development	15%	N=61	47%	N=193	26%	N=107	11%	N=46	100%	N=408
Health services	29%	N=125	55%	N=237	14%	N=61	1%	N=6	100%	N=429
Public library services	49%	N=206	43%	N=179	7%	N=28	1%	N=5	100%	N=417
Public information services	23%	N=83	58%	N=211	17%	N=62	3%	N=11	100%	N=367
Cable television	15%	N=67	38%	N=177	29%	N=131	18%	N=84	100%	N=459
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	26%	N=93	53%	N=194	19%	N=70	2%	N=8	100%	N=365
Preservation of natural areas such as open space, farmlands and greenbelts	24%	N=114	42%	N=200	22%	N=103	12%	N=58	100%	N=476
Jupiter open space	22%	N=106	43%	N=208	23%	N=112	11%	N=54	100%	N=479
Town-sponsored special events	22%	N=87	54%	N=216	23%	N=93	2%	N=8	100%	N=403
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	29%	N=132	55%	N=248	11%	N=51	4%	N=20	100%	N=450

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	28%	N=141	58%	N=291	12%	N=60	1%	N=7	100%	N=499
The Federal Government	7%	N=34	32%	N=145	35%	N=162	26%	N=117	100%	N=458

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	15%	N=72	48%	N=231	29%	N=137	8%	N=36	100%	N=477
The overall direction that Jupiter is taking	12%	N=60	45%	N=218	25%	N=120	17%	N=84	100%	N=481
The job Jupiter government does at welcoming citizen involvement	15%	N=55	47%	N=169	28%	N=101	9%	N=33	100%	N=357

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Please rate the following categories of Jupiter government performance:	Excellent		Good		Fair		Poor		Total	
Overall confidence in Jupiter government	15%	N=66	43%	N=189	31%	N=139	11%	N=47	100%	N=441
Generally acting in the best interest of the community	16%	N=72	41%	N=183	27%	N=122	15%	N=66	100%	N=443
Being honest	19%	N=70	46%	N=168	25%	N=92	10%	N=38	100%	N=368
Treating all residents fairly	19%	N=72	45%	N=177	26%	N=101	10%	N=41	100%	N=391

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		Total	
Overall feeling of safety in Jupiter	65%	N=349	28%	N=152	7%	N=37	0%	N=1	100%	N=538
Overall ease of getting to the places you usually have to visit	37%	N=195	50%	N=266	13%	N=70	1%	N=3	100%	N=534
Quality of overall natural environment in Jupiter	54%	N=288	34%	N=179	11%	N=60	1%	N=4	100%	N=532
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	41%	N=215	41%	N=220	16%	N=86	2%	N=10	100%	N=531
Health and wellness opportunities in Jupiter	37%	N=201	39%	N=212	22%	N=115	2%	N=8	100%	N=536
Overall opportunities for education and enrichment	35%	N=189	46%	N=244	17%	N=90	2%	N=12	100%	N=536
Overall economic health of Jupiter	49%	N=263	42%	N=225	8%	N=40	1%	N=4	100%	N=532
Sense of community	33%	N=179	50%	N=266	15%	N=83	2%	N=9	100%	N=536

Table 14: Question 14

Which one of the following areas do you most associate with being Jupiter's downtown/commercial area? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center drive, near the amphitheater and Roger Dean Stadium)	22%	N=115
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)	11%	N=58
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, BlueLine, Rustic Inn and Jetty's)	12%	N=61
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	19%	N=99
Toney Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	4%	N=21
None of the above	32%	N=163
Total	100%	N=517

Table 15: Question 15

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	
Day trips to area attractions such as malls, casinos, parks, and activities	13%	N=55	24%	N=99	39%	N=162	24%	N=100	100%	N=416
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	8%	N=34	16%	N=65	40%	N=163	36%	N=144	100%	N=406
Longer-term trips and cruises	8%	N=31	14%	N=56	36%	N=147	43%	N=175	100%	N=410
Senior support services	34%	N=144	41%	N=173	16%	N=68	9%	N=40	100%	N=425
Health information programs, fairs and seminars	25%	N=109	38%	N=161	28%	N=120	9%	N=38	100%	N=428
Games and leagues	11%	N=47	30%	N=123	43%	N=177	15%	N=63	100%	N=410
Sports leagues	11%	N=46	27%	N=110	44%	N=178	18%	N=74	100%	N=407
Dances, concerts, and entertainment events	13%	N=55	34%	N=145	39%	N=164	14%	N=60	100%	N=424

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Table 16: Question 16

Thinking about Jupiter's public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Town Times quarterly newsletter (including Town news, recreation activities, 55+ activities and neighborhood news)	31%	N=116	51%	N=193	16%	N=62	2%	N=6	100%	N=378
Usability/design of the Town website (www.jupiter.fl.us)	17%	N=59	55%	N=192	22%	N=76	6%	N=19	100%	N=347
Content of the Town website (www.jupiter.fl.us)	18%	N=59	59%	N=200	19%	N=65	4%	N=14	100%	N=337
The Town's Facebook page and Twitter feed	17%	N=25	56%	N=84	24%	N=36	2%	N=3	100%	N=148
Fliers, posters or advertisements on Town programs and events	19%	N=65	48%	N=163	29%	N=98	4%	N=14	100%	N=341
Inlet Villager newsletter	21%	N=38	45%	N=82	33%	N=60	2%	N=3	100%	N=183
Open house and public meetings	13%	N=28	52%	N=118	29%	N=64	6%	N=14	100%	N=225
Direct mail items (postcards and reports)	15%	N=51	51%	N=178	26%	N=93	8%	N=29	100%	N=352

Table 17: Question 17

In question 7, you were asked if you had contacted the Town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months. If you answered 'yes,' please provide your impression of the following:	Excellent		Good		Fair		Poor		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Knowledge	43%	N=105	42%	N=103	10%	N=25	4%	N=11	100%	N=244
Responsiveness	45%	N=108	34%	N=83	14%	N=34	7%	N=16	100%	N=242
Courtesy	48%	N=117	41%	N=101	8%	N=19	3%	N=7	100%	N=244

Table 18: 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	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Recycle at home	4%	N=24	5%	N=25	7%	N=38	13%	N=68	71%	N=384	100%	N=538
Purchase goods or services from a business located in Jupiter	1%	N=4	0%	N=1	16%	N=87	52%	N=280	31%	N=163	100%	N=535
Eat at least 5 portions of fruits and vegetables a day	3%	N=17	10%	N=54	35%	N=183	31%	N=163	21%	N=112	100%	N=529
Participate in moderate or vigorous physical activity	2%	N=10	12%	N=62	20%	N=108	39%	N=207	27%	N=142	100%	N=529
Read or watch local news (via television, paper, computer, etc.)	2%	N=11	7%	N=37	19%	N=104	32%	N=170	40%	N=212	100%	N=534
Vote in local elections	11%	N=59	6%	N=30	12%	N=66	21%	N=112	50%	N=264	100%	N=531

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	28%	N=153
Very good	43%	N=232
Good	25%	N=134
Fair	3%	N=13
Poor	1%	N=4
Total	100%	N=536

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Table 20: 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	8%	N=45
Somewhat positive	27%	N=145
Neutral	50%	N=267
Somewhat negative	12%	N=66
Very negative	2%	N=10
Total	100%	N=533

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	51%	N=275
Working part time for pay	10%	N=52
Unemployed, looking for paid work	4%	N=22
Unemployed, not looking for paid work	4%	N=20
Fully retired	31%	N=166
Total	100%	N=535

Table 22: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	28%	N=141
Yes, from home	7%	N=37
No	64%	N=318
Total	100%	N=497

Table 23: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	16%	N=88
2 to 5 years	18%	N=99
6 to 10 years	14%	N=74
11 to 20 years	25%	N=135
More than 20 years	27%	N=143
Total	100%	N=540

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	51%	N=273
Building with two or more homes (duplex, townhome, apartment or condominium)	49%	N=262
Mobile home	0%	N=1
Other	0%	N=2
Total	100%	N=539

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Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	23%	N=122
Owned	77%	N=410
Total	100%	N=532

Table 26: 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=12
\$300 to \$599 per month	6%	N=30
\$600 to \$999 per month	14%	N=70
\$1,000 to \$1,499 per month	28%	N=143
\$1,500 to \$2,499 per month	28%	N=144
\$2,500 or more per month	22%	N=109
Total	100%	N=507

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=403
Yes	25%	N=132
Total	100%	N=535

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	65%	N=349
Yes	35%	N=185
Total	100%	N=534

Table 29: 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	6%	N=30
\$25,000 to \$49,999	19%	N=92
\$50,000 to \$99,999	29%	N=139
\$100,000 to \$149,999	20%	N=99
\$150,000 or more	26%	N=126
Total	100%	N=487

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=497
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=36
Total	100%	N=533

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Table 31: 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=3
Asian, Asian Indian or Pacific Islander	2%	N=12
Black or African American	1%	N=6
White	95%	N=501
Other	1%	N=6

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

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	18%	N=95
35 to 44 years	13%	N=72
45 to 54 years	22%	N=117
55 to 64 years	15%	N=82
65 to 74 years	18%	N=95
75 years or older	13%	N=68
Total	100%	N=534

Table 33: Question D16

What is your sex?	Percent	Number
Female	53%	N=279
Male	47%	N=250
Total	100%	N=529

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	67%	N=357
Land line	17%	N=93
Both	16%	N=87
Total	100%	N=537

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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 35: 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	60%	N=328	35%	N=192	4%	N=19	0%	N=3	0%	N=0	100%	N=542
Your neighborhood as a place to live	51%	N=278	40%	N=217	7%	N=39	1%	N=6	0%	N=0	100%	N=541
Jupiter as a place to raise children	41%	N=221	33%	N=176	9%	N=49	1%	N=4	16%	N=85	100%	N=535
Jupiter as a place to work	27%	N=146	29%	N=154	18%	N=99	3%	N=14	23%	N=123	100%	N=535
Jupiter as a place to visit	50%	N=268	39%	N=209	9%	N=47	0%	N=1	2%	N=12	100%	N=537
Jupiter as a place to retire	43%	N=230	31%	N=166	12%	N=65	3%	N=17	10%	N=55	100%	N=534
The overall quality of life in Jupiter	51%	N=276	43%	N=233	5%	N=28	0%	N=2	0%	N=0	100%	N=539

Table 36: 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	38%	N=205	53%	N=290	8%	N=43	1%	N=6	0%	N=0	100%	N=544
Overall ease of getting to the places you usually have to visit	33%	N=180	44%	N=235	19%	N=101	4%	N=24	0%	N=0	100%	N=541
Quality of overall natural environment in Jupiter	37%	N=198	46%	N=249	15%	N=82	2%	N=10	0%	N=1	100%	N=541
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	22%	N=118	50%	N=268	20%	N=109	8%	N=42	0%	N=2	100%	N=539
Health and wellness opportunities in Jupiter	35%	N=189	48%	N=261	12%	N=62	1%	N=6	4%	N=21	100%	N=540
Overall opportunities for education and enrichment	25%	N=135	42%	N=226	18%	N=97	2%	N=10	12%	N=66	100%	N=535
Overall economic health of Jupiter	28%	N=150	48%	N=258	14%	N=77	1%	N=7	9%	N=48	100%	N=540
Sense of community	26%	N=137	45%	N=240	24%	N=128	5%	N=25	1%	N=7	100%	N=538
Overall image or reputation of Jupiter	43%	N=234	48%	N=262	7%	N=40	1%	N=4	0%	N=2	100%	N=543

Table 37: 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	72%	N=389	21%	N=114	3%	N=18	3%	N=18	0%	N=1	100%	N=540
Remain in Jupiter for the next five years	72%	N=386	18%	N=95	5%	N=24	4%	N=20	2%	N=9	100%	N=535

Table 38: 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	78%	N=423	19%	N=102	2%	N=10	1%	N=7	0%	N=0	0%	N=0	100%	N=543
In Jupiter's downtown/commercial area during the day	62%	N=330	29%	N=155	5%	N=25	2%	N=10	0%	N=0	3%	N=17	100%	N=537

Table 39: 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	
Traffic flow on major streets	5%	N=29	39%	N=214	37%	N=200	18%	N=98	0%	N=2	100%	N=543
Ease of public parking	16%	N=89	49%	N=262	26%	N=138	7%	N=40	2%	N=11	100%	N=540
Ease of travel by car in Jupiter	19%	N=100	44%	N=235	29%	N=158	8%	N=44	0%	N=3	100%	N=540

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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
Ease of travel by public transportation in Jupiter	2%	N=13	7%	N=38	13%	N=69	14%	N=74	63%	N=336	100%	N=530
Ease of travel by bicycle in Jupiter	13%	N=70	26%	N=140	23%	N=125	12%	N=64	25%	N=133	100%	N=532
Ease of walking in Jupiter	25%	N=134	36%	N=194	25%	N=135	7%	N=40	6%	N=33	100%	N=536
Availability of paths and walking trails	26%	N=139	38%	N=204	23%	N=123	5%	N=27	9%	N=47	100%	N=540
Air quality	40%	N=216	49%	N=264	8%	N=44	2%	N=8	2%	N=8	100%	N=541
Cleanliness of Jupiter	40%	N=220	48%	N=259	10%	N=56	1%	N=8	0%	N=1	100%	N=545
Overall appearance of Jupiter	43%	N=233	49%	N=263	7%	N=38	1%	N=5	0%	N=2	100%	N=542
Public places where people want to spend time	32%	N=172	51%	N=273	13%	N=72	2%	N=9	2%	N=13	100%	N=538
Variety of housing options	16%	N=89	42%	N=228	24%	N=132	9%	N=51	8%	N=41	100%	N=541
Availability of affordable quality housing	8%	N=43	23%	N=123	30%	N=158	25%	N=135	14%	N=76	100%	N=534
Fitness opportunities (including exercise classes and paths or trails, etc.)	29%	N=155	43%	N=228	19%	N=101	3%	N=16	7%	N=37	100%	N=536
Recreational opportunities	33%	N=178	46%	N=249	15%	N=82	1%	N=3	5%	N=27	100%	N=540
Availability of affordable quality food	26%	N=142	49%	N=266	19%	N=104	3%	N=18	2%	N=13	100%	N=543
Availability of affordable quality health care	26%	N=141	45%	N=244	18%	N=98	4%	N=23	7%	N=39	100%	N=544
Availability of preventive health services	24%	N=129	45%	N=245	14%	N=76	2%	N=12	14%	N=78	100%	N=540
Availability of affordable quality mental health care	10%	N=51	15%	N=82	11%	N=61	6%	N=34	58%	N=310	100%	N=537

Table 40: 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	4%	N=21	19%	N=98	12%	N=63	3%	N=17	62%	N=324	100%	N=523
K-12 education	19%	N=96	26%	N=133	9%	N=47	2%	N=9	45%	N=235	100%	N=519
Adult educational opportunities	12%	N=62	32%	N=170	12%	N=62	4%	N=23	40%	N=209	100%	N=526
Opportunities to attend cultural/arts/music activities	19%	N=98	43%	N=222	26%	N=134	3%	N=17	9%	N=49	100%	N=519
Opportunities to participate in religious or spiritual events and activities	24%	N=125	38%	N=200	10%	N=52	1%	N=8	27%	N=139	100%	N=525
Employment opportunities	5%	N=28	24%	N=127	24%	N=128	11%	N=56	35%	N=183	100%	N=522
Shopping opportunities	20%	N=105	53%	N=277	20%	N=104	6%	N=31	1%	N=3	100%	N=521
Cost of living in Jupiter	6%	N=29	25%	N=132	50%	N=262	19%	N=99	1%	N=5	100%	N=527
Overall quality of business and service establishments in Jupiter	12%	N=62	65%	N=345	18%	N=93	5%	N=24	1%	N=7	100%	N=531
Vibrant downtown/commercial area	10%	N=53	35%	N=182	33%	N=169	17%	N=86	5%	N=27	100%	N=518
Overall quality of new development in Jupiter	17%	N=90	42%	N=220	22%	N=117	14%	N=73	5%	N=25	100%	N=525
Opportunities to participate in social events and activities	19%	N=100	42%	N=221	28%	N=150	3%	N=16	8%	N=44	100%	N=531
Opportunities to volunteer	20%	N=104	37%	N=195	14%	N=75	3%	N=15	27%	N=141	100%	N=531
Opportunities to participate in community matters	16%	N=84	38%	N=202	19%	N=99	4%	N=21	23%	N=123	100%	N=529
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=82	36%	N=188	23%	N=121	5%	N=28	20%	N=105	100%	N=524
Neighborliness of residents in Jupiter	18%	N=97	44%	N=230	30%	N=159	6%	N=32	2%	N=11	100%	N=529

Table 41: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	18%	N=99	82%	N=440	100%	N=539
Made efforts to make your home more energy efficient	22%	N=116	78%	N=422	100%	N=538
Observed a code violation or other hazard in Jupiter	64%	N=337	36%	N=191	100%	N=528

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Household member was a victim of a crime in Jupiter	88%	N=473	12%	N=66	100%	N=539
Reported a crime to the police in Jupiter	79%	N=425	21%	N=111	100%	N=536
Stocked supplies in preparation for an emergency	38%	N=202	62%	N=332	100%	N=535
Campaigned or advocated for an issue, cause or candidate	82%	N=438	18%	N=99	100%	N=537
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	57%	N=310	43%	N=230	100%	N=540
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	89%	N=482	11%	N=58	100%	N=540

Table 42: 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	13%	N=68	23%	N=120	24%	N=131	40%	N=214	100%	N=533
Visited a neighborhood park or Town park	23%	N=123	31%	N=166	31%	N=168	15%	N=78	100%	N=535
Used Jupiter public libraries or their services	13%	N=68	22%	N=120	29%	N=158	35%	N=190	100%	N=537
Participated in religious or spiritual activities in Jupiter	13%	N=67	16%	N=85	15%	N=79	56%	N=300	100%	N=532
Attended a Town-sponsored event	4%	N=21	8%	N=45	41%	N=218	47%	N=251	100%	N=535
Used bus, rail, subway or other public transportation instead of driving	1%	N=8	1%	N=8	4%	N=19	94%	N=503	100%	N=537
Carpooled with other adults or children instead of driving alone	8%	N=42	9%	N=50	20%	N=105	63%	N=340	100%	N=536
Walked or biked instead of driving	15%	N=81	20%	N=109	24%	N=127	41%	N=219	100%	N=536
Volunteered your time to some group/activity in Jupiter	10%	N=52	9%	N=51	21%	N=114	60%	N=321	100%	N=538
Participated in a club	6%	N=33	7%	N=40	14%	N=75	72%	N=385	100%	N=533
Talked to or visited with your immediate neighbors	53%	N=285	29%	N=157	12%	N=64	5%	N=28	100%	N=534
Done a favor for a neighbor	26%	N=137	30%	N=163	31%	N=167	13%	N=67	100%	N=534

Table 43: 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	0%	N=2	1%	N=5	23%	N=121	76%	N=405	100%	N=534
Watched (online or on television) a local public meeting	1%	N=4	2%	N=13	12%	N=63	85%	N=454	100%	N=534

Table 44: Question 10

Please rate the quality of each of the following services in Jupiter:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	38%	N=200	41%	N=217	8%	N=41	3%	N=13	11%	N=58	100%	N=529
Fire services	41%	N=219	28%	N=150	2%	N=9	1%	N=4	28%	N=145	100%	N=528
Ambulance or emergency medical services	36%	N=192	28%	N=149	2%	N=12	1%	N=5	32%	N=171	100%	N=529
Crime prevention	22%	N=116	40%	N=210	11%	N=56	3%	N=16	24%	N=123	100%	N=520
Fire prevention and education	19%	N=100	29%	N=151	6%	N=33	1%	N=3	45%	N=238	100%	N=525
Traffic enforcement	21%	N=109	43%	N=225	18%	N=96	6%	N=31	12%	N=64	100%	N=526
Street repair	19%	N=100	47%	N=243	22%	N=117	5%	N=26	7%	N=34	100%	N=520
Street cleaning	25%	N=131	47%	N=249	17%	N=89	5%	N=26	7%	N=35	100%	N=529
Street lighting	24%	N=126	49%	N=260	18%	N=94	5%	N=28	4%	N=20	100%	N=528
Sidewalk maintenance	21%	N=112	49%	N=258	21%	N=109	4%	N=22	5%	N=27	100%	N=529

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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 signal timing	11%	N=61	36%	N=192	31%	N=165	17%	N=92	4%	N=19	100%	N=529
Bus or transit services	8%	N=39	10%	N=54	8%	N=43	8%	N=40	66%	N=338	100%	N=514
Garbage collection	43%	N=228	46%	N=240	9%	N=49	0%	N=2	2%	N=8	100%	N=527
Recycling	39%	N=204	45%	N=239	11%	N=58	2%	N=11	3%	N=16	100%	N=529
Yard waste pick-up	35%	N=186	38%	N=199	11%	N=60	1%	N=8	14%	N=76	100%	N=528
Storm drainage	23%	N=119	42%	N=221	18%	N=93	7%	N=37	11%	N=56	100%	N=526
Drinking water	36%	N=192	39%	N=208	15%	N=81	5%	N=27	4%	N=22	100%	N=530
Sewer services	29%	N=154	47%	N=251	9%	N=46	1%	N=5	14%	N=73	100%	N=529
Power (electric and/or gas) utility	35%	N=186	48%	N=257	14%	N=72	1%	N=5	2%	N=11	100%	N=530
Utility billing	33%	N=177	45%	N=239	16%	N=84	3%	N=17	2%	N=13	100%	N=531
Town parks	43%	N=226	43%	N=224	9%	N=47	1%	N=6	4%	N=23	100%	N=526
Recreation programs or classes	21%	N=110	30%	N=161	8%	N=44	1%	N=3	40%	N=210	100%	N=529
Recreation centers or facilities	24%	N=124	33%	N=172	8%	N=43	1%	N=7	34%	N=177	100%	N=525
Land use, planning and zoning	13%	N=68	28%	N=146	25%	N=129	14%	N=73	21%	N=110	100%	N=526
Code enforcement (weeds, abandoned buildings, etc.)	15%	N=78	33%	N=174	17%	N=87	6%	N=32	29%	N=153	100%	N=525
Animal control	13%	N=68	35%	N=185	15%	N=80	5%	N=26	32%	N=167	100%	N=526
Economic development	12%	N=61	37%	N=193	20%	N=107	9%	N=46	22%	N=117	100%	N=525
Health services	24%	N=125	45%	N=237	12%	N=61	1%	N=6	18%	N=97	100%	N=526
Public library services	39%	N=206	34%	N=179	5%	N=28	1%	N=5	21%	N=111	100%	N=528
Public information services	16%	N=83	40%	N=211	12%	N=62	2%	N=11	30%	N=160	100%	N=526
Cable television	13%	N=67	34%	N=177	25%	N=131	16%	N=84	13%	N=67	100%	N=526
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	18%	N=93	37%	N=194	13%	N=70	2%	N=8	30%	N=155	100%	N=519
Preservation of natural areas such as open space, farmlands and greenbelts	22%	N=114	38%	N=200	20%	N=103	11%	N=58	9%	N=46	100%	N=522
Jupiter open space	20%	N=106	40%	N=208	21%	N=112	10%	N=54	8%	N=42	100%	N=521
Town-sponsored special events	17%	N=87	42%	N=216	18%	N=93	1%	N=8	21%	N=108	100%	N=511
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	25%	N=132	48%	N=248	10%	N=51	4%	N=20	13%	N=70	100%	N=520

Table 45: 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	27%	N=141	55%	N=291	11%	N=60	1%	N=7	6%	N=30	100%	N=528
The Federal Government	6%	N=34	27%	N=145	31%	N=162	22%	N=117	13%	N=69	100%	N=527

Table 46: 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	14%	N=72	44%	N=231	26%	N=137	7%	N=36	9%	N=48	100%	N=525
The overall direction that Jupiter is taking	11%	N=60	41%	N=218	23%	N=120	16%	N=84	8%	N=45	100%	N=526
The job Jupiter government does at welcoming citizen involvement	10%	N=55	32%	N=169	19%	N=101	6%	N=33	32%	N=166	100%	N=522
Overall confidence in Jupiter government	13%	N=66	36%	N=189	27%	N=139	9%	N=47	15%	N=77	100%	N=519
Generally acting in the best interest of the community	14%	N=72	35%	N=183	23%	N=122	13%	N=66	15%	N=79	100%	N=522
Being honest	13%	N=70	32%	N=168	18%	N=92	7%	N=38	29%	N=152	100%	N=520
Treating all residents fairly	14%	N=72	34%	N=177	19%	N=101	8%	N=41	25%	N=131	100%	N=522

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Table 47: 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		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Jupiter	65%	N=349	28%	N=152	7%	N=37	0%	N=1	100%	N=538
Overall ease of getting to the places you usually have to visit	37%	N=195	50%	N=266	13%	N=70	1%	N=3	100%	N=534
Quality of overall natural environment in Jupiter	54%	N=288	34%	N=179	11%	N=60	1%	N=4	100%	N=532
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	41%	N=215	41%	N=220	16%	N=86	2%	N=10	100%	N=531
Health and wellness opportunities in Jupiter	37%	N=201	39%	N=212	22%	N=115	2%	N=8	100%	N=536
Overall opportunities for education and enrichment	35%	N=189	46%	N=244	17%	N=90	2%	N=12	100%	N=536
Overall economic health of Jupiter	49%	N=263	42%	N=225	8%	N=40	1%	N=4	100%	N=532
Sense of community	33%	N=179	50%	N=266	15%	N=83	2%	N=9	100%	N=536

Table 48: Question 14

Which one of the following areas do you most associate with being Jupiter's downtown/commercial area? (Please select only one.)	Percent	Number
Abacoa Town Center (Town Center drive, near the amphitheater and Roger Dean Stadium)	22%	N=115
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)	11%	N=58
Inlet Village (the Inlet area along A1A, from US1 south to Beach Road, in the area including Guanabana's, Schooners, Blueline, Rustic Inn and Jetty's)	12%	N=61
Harbourside Place (the development along the Intracoastal Waterway just north of the Indiantown Road Bridge on US1)	19%	N=99
Toney Penna Drive (the area between the intersection of Toney Penna and Military Trail, east to Old Dixie Highway)	4%	N=21
None of the above	32%	N=163
Total	100%	N=517

Table 49: Question 15

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	11%	N=55	19%	N=99	31%	N=162	19%	N=100	21%	N=110	100%	N=526
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	6%	N=34	12%	N=65	31%	N=163	27%	N=144	23%	N=121	100%	N=527
Longer-term trips and cruises	6%	N=31	11%	N=56	28%	N=147	33%	N=175	22%	N=116	100%	N=526
Senior support services	28%	N=144	33%	N=173	13%	N=68	8%	N=40	19%	N=99	100%	N=524
Health information programs, fairs and seminars	21%	N=109	31%	N=161	23%	N=120	7%	N=38	18%	N=97	100%	N=526
Games and leagues	9%	N=47	23%	N=123	34%	N=177	12%	N=63	22%	N=115	100%	N=525
Sports leagues	9%	N=46	21%	N=110	34%	N=178	14%	N=74	23%	N=120	100%	N=527
Dances, concerts, and entertainment events	10%	N=55	27%	N=145	31%	N=164	11%	N=60	20%	N=105	100%	N=529

Table 50: Question 16

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 (including Town news, recreation activities, 55+ activities and neighborhood news)	22%	N=116	37%	N=193	12%	N=62	1%	N=6	29%	N=151	100%	N=529
Usability/design of the Town website (www.jupiter.fl.us)	11%	N=59	37%	N=192	15%	N=76	4%	N=19	34%	N=175	100%	N=522
Content of the Town website (www.jupiter.fl.us)	11%	N=59	38%	N=200	12%	N=65	3%	N=14	36%	N=187	100%	N=524
The Town's Facebook page and Twitter feed	5%	N=25	16%	N=84	7%	N=36	1%	N=3	71%	N=371	100%	N=520

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Thinking about Jupiter's public information efforts, please rate the quality of each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
Fliers, posters or advertisements on Town programs and events	13%	N=65	31%	N=163	19%	N=98	3%	N=14	35%	N=181	100%	N=521
Inlet Villager newsletter	7%	N=38	16%	N=82	11%	N=60	1%	N=3	65%	N=338	100%	N=521
Open house and public meetings	5%	N=28	23%	N=118	12%	N=64	3%	N=14	57%	N=297	100%	N=521
Direct mail items (postcards and reports)	10%	N=51	34%	N=178	18%	N=93	6%	N=29	32%	N=169	100%	N=521

Table 51: Question 17

In question 7, you were asked if you had contacted the Town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months. If you answered 'yes,' please provide your impression of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	32%	N=105	32%	N=103	8%	N=25	3%	N=11	25%	N=80	100%	N=324
Responsiveness	34%	N=108	26%	N=83	11%	N=34	5%	N=16	25%	N=81	100%	N=323
Courtesy	36%	N=117	31%	N=101	6%	N=19	2%	N=7	25%	N=81	100%	N=325

Table 52: 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	
Recycle at home	4%	N=24	5%	N=25	7%	N=38	13%	N=68	71%	N=384	100%	N=538
Purchase goods or services from a business located in Jupiter	1%	N=4	0%	N=1	16%	N=87	52%	N=280	31%	N=163	100%	N=535
Eat at least 5 portions of fruits and vegetables a day	3%	N=17	10%	N=54	35%	N=183	31%	N=163	21%	N=112	100%	N=529
Participate in moderate or vigorous physical activity	2%	N=10	12%	N=62	20%	N=108	39%	N=207	27%	N=142	100%	N=529
Read or watch local news (via television, paper, computer, etc.)	2%	N=11	7%	N=37	19%	N=104	32%	N=170	40%	N=212	100%	N=534
Vote in local elections	11%	N=59	6%	N=30	12%	N=66	21%	N=112	50%	N=264	100%	N=531

Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	28%	N=153
Very good	43%	N=232
Good	25%	N=134
Fair	3%	N=13
Poor	1%	N=4
Total	100%	N=536

Table 54: 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	8%	N=45
Somewhat positive	27%	N=145
Neutral	50%	N=267
Somewhat negative	12%	N=66
Very negative	2%	N=10
Total	100%	N=533

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Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	51%	N=275
Working part time for pay	10%	N=52
Unemployed, looking for paid work	4%	N=22
Unemployed, not looking for paid work	4%	N=20
Fully retired	31%	N=166
Total	100%	N=535

Table 56: Question D5

Do you work inside the boundaries of Jupiter?	Percent	Number
Yes, outside the home	28%	N=141
Yes, from home	7%	N=37
No	64%	N=318
Total	100%	N=497

Table 57: Question D6

How many years have you lived in Jupiter?	Percent	Number
Less than 2 years	16%	N=88
2 to 5 years	18%	N=99
6 to 10 years	14%	N=74
11 to 20 years	25%	N=135
More than 20 years	27%	N=143
Total	100%	N=540

Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	51%	N=273
Building with two or more homes (duplex, townhome, apartment or condominium)	49%	N=262
Mobile home	0%	N=1
Other	0%	N=2
Total	100%	N=539

Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	23%	N=122
Owned	77%	N=410
Total	100%	N=532

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Table 60: 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=12
\$300 to \$599 per month	6%	N=30
\$600 to \$999 per month	14%	N=70
\$1,000 to \$1,499 per month	28%	N=143
\$1,500 to \$2,499 per month	28%	N=144
\$2,500 or more per month	22%	N=109
Total	100%	N=507

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=403
Yes	25%	N=132
Total	100%	N=535

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	65%	N=349
Yes	35%	N=185
Total	100%	N=534

Table 63: 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	6%	N=30
\$25,000 to \$49,999	19%	N=92
\$50,000 to \$99,999	29%	N=139
\$100,000 to \$149,999	20%	N=99
\$150,000 or more	26%	N=126
Total	100%	N=487

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=497
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=36
Total	100%	N=533

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Table 65: 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=3
Asian, Asian Indian or Pacific Islander	2%	N=12
Black or African American	1%	N=6
White	95%	N=501
Other	1%	N=6

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

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	18%	N=95
35 to 44 years	13%	N=72
45 to 54 years	22%	N=117
55 to 64 years	15%	N=82
65 to 74 years	18%	N=95
75 years or older	13%	N=68
Total	100%	N=534

Table 67: Question D16

What is your sex?	Percent	Number
Female	53%	N=279
Male	47%	N=250
Total	100%	N=529

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	67%	N=357
Land line	17%	N=93
Both	16%	N=87
Total	100%	N=537

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 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Jupiter	94%	37	398	Higher
Overall image or reputation of Jupiter	92%	33	297	Higher
Jupiter as a place to live	96%	42	341	Higher
Your neighborhood as a place to live	92%	39	263	Similar
Jupiter as a place to raise children	88%	99	332	Similar
Jupiter as a place to retire	83%	17	315	Higher
Overall appearance of Jupiter	92%	29	310	Higher

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Jupiter	91%	81	228	Similar
	In your neighborhood during the day	97%	72	303	Similar
	In Jupiter's downtown/commercial area during the day	93%	105	257	Similar
Mobility	Overall ease of getting to the places you usually have to visit	77%	57	144	Similar
	Availability of paths and walking trails	70%	90	266	Similar
	Ease of walking in Jupiter	65%	98	247	Similar
	Ease of travel by bicycle in Jupiter	53%	118	251	Similar
	Ease of travel by public transportation in Jupiter	26%	98	127	Lower
	Ease of travel by car in Jupiter	62%	139	254	Similar
	Ease of public parking	66%	40	120	Similar
	Traffic flow on major streets	45%	197	299	Similar
Natural Environment	Quality of overall natural environment in Jupiter	83%	68	235	Similar
	Cleanliness of Jupiter	88%	47	228	Higher
	Air quality	90%	31	211	Higher
Built Environment	Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	72%	40	138	Similar
	Overall quality of new development in Jupiter	62%	103	243	Similar
	Availability of affordable quality housing	36%	196	255	Similar
	Variety of housing options	63%	90	234	Similar
	Public places where people want to spend time	85%	14	131	Higher
	Overall economic health of Jupiter	83%	26	143	Higher
	Vibrant downtown/commercial area	48%	58	128	Similar
	Overall quality of business and service establishments in Jupiter	78%	74	228	Similar
	Cost of living in Jupiter	31%	110	137	Similar
	Shopping opportunities	74%	79	253	Similar
Economy	Employment opportunities	46%	82	267	Similar
	Jupiter as a place to visit	91%	13	151	Much higher
	Jupiter as a place to work	73%	65	306	Higher
	Health and wellness opportunities in Jupiter	87%	23	140	Higher
	Availability of affordable quality mental health care	58%	26	120	Similar
	Availability of preventive health services	81%	20	192	Higher
	Availability of affordable quality health care	76%	29	216	Higher
Recreation and Wellness	Availability of affordable quality food	77%	33	192	Similar
	Recreational opportunities	83%	30	259	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	77%	39	135	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	77%	49	138	Similar
	Opportunities to participate in religious or spiritual events and activities	85%	48	172	Similar
	Opportunities to attend cultural/arts/music activities	68%	67	252	Similar
	Adult educational opportunities	73%	34	125	Similar
	K-12 education	80%	78	225	Similar
	Availability of affordable quality child care/preschool	60%	75	214	Similar
Community Engagement	Opportunities to participate in social events and activities	66%	67	215	Similar
	Neighborliness of Jupiter	63%	52	133	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	64%	91	245	Similar
	Opportunities to participate in community matters	70%	61	228	Similar
	Opportunities to volunteer	77%	68	222	Similar

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of Jupiter	87%	65	386	Similar
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	84%	103	321	Similar
Value of services for the taxes paid to Jupiter	64%	84	347	Similar
Overall direction that Jupiter is taking	58%	165	278	Similar
Job Jupiter government does at welcoming citizen involvement	63%	55	265	Similar
Overall confidence in Jupiter government	58%	48	138	Similar
Generally acting in the best interest of the community	58%	64	138	Similar
Being honest	65%	44	134	Similar
Treating all residents fairly	64%	41	137	Similar
Services provided by the Federal Government	39%	113	206	Similar

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	89%	76	383	Similar
	Fire services	96%	55	310	Similar
	Ambulance or emergency medical services	95%	64	299	Similar
	Crime prevention	82%	76	307	Similar
	Fire prevention and education	87%	55	244	Similar
	Animal control	71%	108	295	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	21	240	Higher
	Traffic enforcement	72%	81	327	Similar
	Street repair	71%	31	372	Higher
	Street cleaning	77%	47	276	Similar
Mobility	Street lighting	76%	25	271	Higher
	Sidewalk maintenance	74%	21	275	Higher
	Traffic signal timing	50%	113	215	Similar
	Bus or transit services	53%	97	184	Similar
	Garbage collection	90%	48	308	Similar
Natural Environment	Recycling	87%	82	314	Similar
	Yard waste pick-up	85%	37	227	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Drinking water	79%	69	292	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	66%	75	218	Similar
	Jupiter open space	66%	52	130	Similar
Built Environment	Storm drainage	72%	76	315	Similar
	Sewer services	89%	26	276	Similar
	Power (electric and/or gas) utility	85%	9	139	Similar
	Utility billing	80%	12	123	Similar
	Land use, planning and zoning	52%	104	255	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	68%	43	315	Higher
	Cable television	53%	90	164	Similar
Economy	Economic development	62%	74	243	Similar
Recreation and Wellness	Town parks	89%	55	285	Similar
	Recreation programs or classes	85%	43	298	Similar
	Recreation centers or facilities	85%	42	242	Higher
	Health services	84%	18	168	Higher
Education and Enrichment	Town-sponsored special events	75%	41	147	Similar
	Public library services	92%	51	300	Similar
Community Engagement	Public information services	80%	53	247	Similar

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	71%	70	262	Similar
Recommend living in Jupiter to someone who asks	93%	66	236	Similar
Remain in Jupiter for the next five years	92%	24	231	Similar
Contacted Jupiter (in-person, phone, email or web) for help or information	43%	168	268	Similar

Table 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	62%	2	124	Much higher
	Did NOT report a crime to the police	79%	62	134	Similar
	Household member was NOT a victim of a crime	88%	141	228	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	6%	93	111	Much lower
	Carpooled with other adults or children instead of driving alone	37%	109	130	Similar
	Walked or biked instead of driving	59%	53	134	Similar
Natural Environment	Made efforts to conserve water	82%	68	125	Similar
	Made efforts to make your home more energy efficient	78%	54	125	Similar
	Recycle at home	91%	90	215	Similar
Built Environment	Did NOT observe a code violation or other hazard in Jupiter	64%	29	126	Higher
	NOT experiencing housing costs stress	71%	79	211	Similar
Economy	Purchase goods or services from a business located in Jupiter	99%	8	130	Similar
	Economy will have positive impact on income	36%	35	213	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Work inside boundaries of Jupiter	36%	70	130	Similar
	Used Jupiter recreation centers or their services	60%	69	200	Similar
	Visited a neighborhood park or Town park	85%	103	231	Similar
	Eat at least 5 portions of fruits and vegetables a day	87%	31	127	Similar
	Participate in moderate or vigorous physical activity	86%	46	128	Similar
	In very good to excellent health	72%	20	129	Similar
Education and Enrichment	Used Jupiter public libraries or their services	65%	108	201	Similar
	Participated in religious or spiritual activities in Jupiter	44%	109	170	Similar
	Attended Town-sponsored event	53%	59	131	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	18%	80	122	Similar
	Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	11%	118	129	Similar
	Volunteered your time to some group/activity in Jupiter	40%	106	220	Similar
	Participated in a club	28%	95	198	Similar
	Talked to or visited with your immediate neighbors	95%	24	130	Similar
	Done a favor for a neighbor	87%	23	126	Similar
	Attended a local public meeting	24%	64	220	Similar
	Watched (online or on television) a local public meeting	15%	166	185	Lower
	Read or watch local news (via television, paper, computer, etc.)	91%	13	129	Similar
	Vote in local elections	83%	74	213	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.

Adams County, CO.....	441,603	Aspen city, CO.....	6,658
Airway Heights city, WA.....	6,114	Auburn city, AL.....	53,380
Albany city, OR.....	50,158	Auburn city, WA.....	70,180
Albemarle County, VA.....	98,970	Augusta CCD, GA.....	134,777
Albert Lea city, MN.....	18,016	Aurora city, CO.....	325,078
Algonquin village, IL.....	30,046	Austin city, TX.....	790,390
Aliso Viejo city, CA.....	47,823	Bainbridge Island city, WA.....	23,025
Altoona city, IA.....	14,541	Baltimore city, MD.....	620,961
American Canyon city, CA.....	19,454	Bartonville town, TX.....	1,469
Ames city, IA.....	58,965	Battle Creek city, MI.....	52,347
Andover CDP, MA.....	8,762	Bay City city, MI.....	34,932
Ankeny city, IA.....	45,582	Baytown city, TX.....	71,802
Ann Arbor city, MI.....	113,934	Bedford city, TX.....	46,979
Annapolis city, MD.....	38,394	Bedford town, MA.....	13,320
Apache Junction city, AZ.....	35,840	Bellevue city, WA.....	122,363
Apple Valley town, CA.....	69,135	Bellingham city, WA.....	80,885
Arapahoe County, CO.....	572,003	Beltrami County, MN.....	44,442
Arkansas City city, AR.....	366	Benbrook city, TX.....	21,234
Arlington city, TX.....	365,438	Bend city, OR.....	76,639
Arlington County, VA.....	207,627	Benicia city, CA.....	26,997
Arvada city, CO.....	106,433	Bettendorf city, IA.....	33,217
Asheville city, NC.....	83,393	Billings city, MT.....	104,170
Ashland city, OR.....	20,078	Blaine city, MN.....	57,186
Ashland town, VA.....	7,225	Bloomfield Hills city, MI.....	3,869

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Bloomington city, MN	82,893	Cross Roads town, TX	1,563
Blue Springs city, MO	52,575	Crystal Lake city, IL.....	40,743
Boise City city, ID	205,671	Dacono city, CO.....	4,152
Boone County, KY	118,811	Dade City city, FL.....	6,437
Boulder city, CO.....	97,385	Dakota County, MN.....	398,552
Bowling Green city, KY	58,067	Dallas city, OR	14,583
Brentwood city, MO.....	8,055	Dallas city, TX.....	1,197,816
Brentwood city, TN	37,060	Danville city, KY.....	16,218
Brighton city, CO.....	33,352	Dardenne Prairie city, MO.....	11,494
Bristol city, TN	26,702	Davenport city, IA.....	99,685
Broken Arrow city, OK.....	98,850	Davidson town, NC.....	10,944
Brookfield city, WI	37,920	Dayton city, OH	141,527
Brookline CDP, MA	58,732	Decatur city, GA.....	19,335
Broomfield city, CO	55,889	Del Mar city, CA.....	4,161
Brownsburg town, IN	21,285	Delray Beach city, FL.....	60,522
Bryan city, TX.....	76,201	Denison city, TX.....	22,682
Burien city, WA.....	33,313	Denton city, TX.....	113,383
Burleson city, TX.....	36,690	Denver city, CO.....	600,158
Cabarrus County, NC.....	178,011	Derby city, KS.....	22,158
Cambridge city, MA.....	105,162	Des Peres city, MO.....	8,373
Canton city, SD.....	3,057	Destin city, FL.....	12,305
Cape Coral city, FL.....	154,305	Dorchester County, MD	32,618
Cape Girardeau city, MO.....	37,941	Dothan city, AL	65,496
Carlisle borough, PA.....	18,682	Douglas County, CO	285,465
Carlsbad city, CA.....	105,328	Dover city, NH	29,987
Carroll city, IA.....	10,103	Dublin city, CA	46,036
Cartersville city, GA.....	19,731	Duluth city, MN.....	86,265
Cary town, NC	135,234	Duncanville city, TX.....	38,524
Casa Grande city, AZ.....	48,571	Durham city, NC	228,330
Casper city, WY	55,316	Eagle town, CO.....	6,508
Castine town, ME.....	1,366	East Baton Rouge Parish, LA.....	440,171
Castle Pines North city, CO	10,360	East Grand Forks city, MN	8,601
Castle Rock town, CO.....	48,231	East Lansing city, MI	48,579
Centennial city, CO.....	100,377	Eau Claire city, WI	65,883
Centralia city, IL	13,032	Eden Prairie city, MN.....	60,797
Chambersburg borough, PA.....	20,268	Edgerton city, KS	1,671
Chandler city, AZ	236,123	Edgewater city, CO	5,170
Chanhassen city, MN.....	22,952	Edina city, MN	47,941
Chapel Hill town, NC	57,233	Edmond city, OK.....	81,405
Charlotte city, NC.....	731,424	Edmonds city, WA.....	39,709
Charlotte County, FL.....	159,978	El Cerrito city, CA.....	23,549
Charlottesville city, VA.....	43,475	El Dorado County, CA.....	181,058
Chattanooga city, TN.....	167,674	El Paso city, TX.....	649,121
Chesterfield County, VA.....	316,236	Elk Grove city, CA	153,015
Chippewa Falls city, WI	13,661	Elk River city, MN.....	22,974
Citrus Heights city, CA.....	83,301	Elko New Market city, MN.....	4,110
Clackamas County, OR	375,992	Elmhurst city, IL.....	44,121
Clarendon Hills village, IL	8,427	Encinitas city, CA	59,518
Clayton city, MO	15,939	Englewood city, CO.....	30,255
Clearwater city, FL	107,685	Erie town, CO	18,135
Cleveland Heights city, OH	46,121	Escambia County, FL.....	297,619
Clive city, IA	15,447	Estes Park town, CO.....	5,858
Clovis city, CA.....	95,631	Fairview town, TX	7,248
College Park city, MD	30,413	Farmington Hills city, MI.....	79,740
College Station city, TX	93,857	Fayetteville city, NC.....	200,564
Colleyville city, TX	22,807	Fishers town, IN	76,794
Collinsville city, IL	25,579	Flower Mound town, TX.....	64,669
Columbia city, MO.....	108,500	Forest Grove city, OR	21,083
Columbia city, SC.....	129,272	Fort Collins city, CO.....	143,986
Columbia Falls city, MT.....	4,688	Fort Smith city, AR.....	86,209
Columbus city, WI.....	4,991	Fort Worth city, TX.....	741,206
Commerce City city, CO.....	45,913	Fountain Hills town, AZ	22,489
Concord city, CA	122,067	Franklin city, TN.....	62,487
Concord town, MA.....	17,668	Fredericksburg city, VA.....	24,286
Cookeville city, TN	30,435	Fremont city, CA	214,089
Coon Rapids city, MN	61,476	Friendswood city, TX.....	35,805
Copperas Cove city, TX.....	32,032	Fruita city, CO.....	12,646
Coronado city, CA	18,912	Gahanna city, OH.....	33,248
Corvallis city, OR.....	54,462	Gaithersburg city, MD.....	59,933
Creve Coeur city, MO	17,833	Galveston city, TX.....	47,743

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Gardner city, KS.....	19,123	Kenmore city, WA	20,460
Geneva city, NY	13,261	Kennedale city, TX	6,763
Georgetown city, TX.....	47,400	Kennett Square borough, PA.....	6,072
Gilbert town, AZ.....	208,453	Kettering city, OH	56,163
Gillette city, WY	29,087	Key West city, FL	24,649
Glendora city, CA	50,073	King County, WA.....	1,931,249
Glenview village, IL.....	44,692	Kirkland city, WA.....	48,787
Globe city, AZ	7,532	Kirkwood city, MO.....	27,540
Golden Valley city, MN.....	20,371	Knoxville city, IA	7,313
Goodyear city, AZ	65,275	La Mesa city, CA	57,065
Grafton village, WI.....	11,459	La Plata town, MD.....	8,753
Grand Blanc city, MI.....	8,276	La Porte city, TX	33,800
Grand Island city, NE	48,520	La Vista city, NE.....	15,758
Grass Valley city, CA	12,860	Lafayette city, CO	24,453
Greeley city, CO.....	92,889	Laguna Beach city, CA.....	22,723
Green Valley CDP, AZ.....	21,391	Laguna Hills city, CA.....	30,344
Greenville city, NC.....	84,554	Laguna Niguel city, CA	62,979
Greenwich town, CT.....	61,171	Lake Oswego city, OR	36,619
Greenwood Village city, CO.....	13,925	Lake Stevens city, WA	28,069
Greer city, SC	25,515	Lake Worth city, FL	34,910
Guilford County, NC	488,406	Lake Zurich village, IL	19,631
Gunnison County, CO	15,324	Lakeville city, MN	55,954
Gurnee village, IL.....	31,295	Lakewood city, CO	142,980
Hailey city, ID	7,960	Lane County, OR.....	351,715
Haines Borough, AK	2,508	Larimer County, CO.....	299,630
Hallandale Beach city, FL.....	37,113	Las Cruces city, NM.....	97,618
Hamilton city, OH.....	62,477	Las Vegas city, NV	583,756
Hanover County, VA.....	99,863	Lawrence city, KS.....	87,643
Harrisonburg city, VA	48,914	League City city, TX	83,560
Harrisonville city, MO	10,019	Lee's Summit city, MO	91,364
Hayward city, CA	144,186	Lehi city, UT	47,407
Henderson city, NV	257,729	Lenexa city, KS	48,190
Herdon town, VA.....	23,292	Lewis County, NY	27,087
High Point city, NC.....	104,371	Lewisville city, TX.....	95,290
Highland Park city, IL.....	29,763	Libertyville village, IL.....	20,315
Highlands Ranch CDP, CO	96,713	Lincoln city, NE	258,379
Hillsborough town, NC.....	6,087	Lindsborg city, KS	3,458
Holland city, MI.....	33,051	Littleton city, CO	41,737
Honolulu County, HI.....	953,207	Livermore city, CA.....	80,968
Hooksett town, NH.....	13,451	Lombard village, IL	43,165
Hopkins city, MN.....	17,591	Lone Tree city, CO	10,218
Hopkinton town, MA.....	14,925	Long Grove village, IL	8,043
Hoquiam city, WA	8,726	Longmont city, CO	86,270
Horry County, SC	269,291	Longview city, TX.....	80,455
Hudson city, OH.....	22,262	Los Alamos County, NM.....	17,950
Hudson town, CO.....	2,356	Louisville city, CO.....	18,376
Hudsonville city, MI.....	7,116	Lynchburg city, VA	75,568
Huntersville town, NC.....	46,773	Lynnwood city, WA	35,836
Hurst city, TX.....	37,337	Macomb County, MI.....	840,978
Hutchinson city, MN	14,178	Madison city, WI	233,209
Hutto city, TX	14,698	Manhattan Beach city, CA.....	35,135
Hyattsville city, MD	17,557	Mankato city, MN	39,309
Independence city, MO.....	116,830	Maple Grove city, MN	61,567
Indian Trail town, NC	33,518	Maple Valley city, WA.....	22,684
Indianola city, IA	14,782	Maricopa County, AZ	3,817,117
Iowa City city, IA	67,862	Martinez city, CA.....	35,824
Issaquah city, WA	30,434	Maryland Heights city, MO.....	27,472
Jackson County, MI.....	160,248	Matthews town, NC.....	27,198
James City County, VA	67,009	McAllen city, TX	129,877
Jefferson City city, MO	43,079	McDonough city, GA.....	22,084
Jefferson County, CO	534,543	McKinney city, TX.....	131,117
Jefferson County, NY.....	116,229	McMinnville city, OR	32,187
Jerome city, ID	10,890	Medford city, OR.....	74,907
Johnson City city, TN.....	63,152	Menlo Park city, CA	32,026
Johnston city, IA.....	17,278	Mercer Island city, WA	22,699
Jupiter town, FL.....	55,156	Meridian charter township, MI	39,688
Kalamazoo city, MI.....	74,262	Meridian city, ID	75,092
Kansas City city, KS.....	145,786	Merriam city, KS.....	11,003
Kansas City city, MO.....	459,787	Mesa County, CO	146,723
Keizer city, OR.....	36,478	Miami Beach city, FL	87,779

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Miami city, FL	399,457	Pflugerville city, TX	46,936
Middleton city, WI	17,442	Phoenix city, AZ	1,445,632
Midland city, MI	41,863	Pinal County, AZ	375,770
Milford city, DE	9,559	Pinehurst village, NC	13,124
Milton city, GA	32,661	Piqua city, OH	20,522
Minneapolis city, MN	382,578	Pitkin County, CO	17,148
Mission Viejo city, CA	93,305	Plano city, TX	259,841
Modesto city, CA	201,165	Platte City city, MO	4,691
Monterey city, CA	27,810	Plymouth city, MN	70,576
Montgomery County, VA	94,392	Pocatello city, ID	54,255
Monticello city, UT	1,972	Polk County, IA	430,640
Monument town, CO	5,530	Pompano Beach city, FL	99,845
Mooreville town, NC	32,711	Port Huron city, MI	30,184
Morristown city, TN	29,137	Port Orange city, FL	56,048
Morrisville town, NC	18,576	Portland city, OR	583,776
Moscow city, ID	23,800	Post Falls city, ID	27,574
Mountain Village town, CO	1,320	Prince William County, VA	402,002
Mountlake Terrace city, WA	19,909	Prior Lake city, MN	22,796
Muscatine city, IA	22,886	Provo city, UT	112,488
Naperville city, IL	141,853	Pueblo city, CO	106,595
Needham CDP, MA	28,886	Purcellville town, VA	7,727
New Braunfels city, TX	57,740	Queen Creek town, AZ	26,361
New Brighton city, MN	21,456	Radnor township, PA	31,531
New Hanover County, NC	202,667	Ramsey city, MN	23,668
New Orleans city, LA	343,829	Rapid City city, SD	67,956
New Smyrna Beach city, FL	22,464	Raymore city, MO	19,206
Newberg city, OR	22,068	Redmond city, WA	54,144
Newport Beach city, CA	85,186	Rehoboth Beach city, DE	1,327
Newport News city, VA	180,719	Reno city, NV	225,221
Newton city, IA	15,254	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
North Richland Hills city, TX	63,343	Rio Rancho city, NM	87,521
Northglenn city, CO	35,789	River Falls city, WI	15,000
Novato city, CA	51,904	Riverdale city, UT	8,426
Novi city, MI	55,224	Riverside city, CA	303,871
O'Fallon city, IL	28,281	Riverside city, MO	2,937
O'Fallon city, MO	79,329	Rochester Hills city, MI	70,995
Oak Park village, IL	51,878	Rock Hill city, SC	66,154
Oakland city, CA	390,724	Rockford city, IL	152,871
Oakland Park city, FL	41,363	Rockville city, MD	61,209
Oakley city, CA	35,432	Rogers city, MN	8,597
Ogdensburg city, NY	11,128	Rolla city, MO	19,559
Oklahoma City city, OK	579,999	Roselle village, IL	22,763
Olathe city, KS	125,872	Rosemount city, MN	21,874
Old Town city, ME	7,840	Roseville city, MN	33,660
Olmsted County, MN	144,248	Roswell city, GA	88,346
Olympia city, WA	46,478	Round Rock city, TX	99,887
Orland Park village, IL	56,767	Royal Oak city, MI	57,236
Oshkosh city, WI	66,083	Saco city, ME	18,482
Oshtemo charter township, MI	21,705	Sahuarita town, AZ	25,259
Otsego County, MI	24,164	Sammamish city, WA	45,780
Overland Park city, KS	173,372	San Anselmo town, CA	12,336
Oviedo city, FL	33,342	San Antonio city, TX	1,327,407
Paducah city, KY	25,024	San Carlos city, CA	28,406
Palm Coast city, FL	75,180	San Diego city, CA	1,307,402
Palo Alto city, CA	64,403	San Francisco city, CA	805,235
Papillion city, NE	18,894	San Jose city, CA	945,942
Park City city, UT	7,558	San Juan County, NM	130,044
Parker town, CO	45,297	San Marcos city, CA	83,781
Parkland city, FL	23,962	San Marcos city, TX	44,894
Pasadena city, CA	137,122	San Rafael city, CA	57,713
Pasco city, WA	59,781	Sandy Springs city, GA	93,853
Pasco County, FL	464,697	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 city, IL	115,007	Santa Fe County, NM	144,170
Peoria County, IL	186,494	Santa Monica city, CA	89,736
Petoskey city, MI	5,670	Sarasota County, FL	379,448

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Savage city, MN.....	26,911	Thornton city, CO.....	118,772
Scarborough CDP, ME	4,403	Thousand Oaks city, CA.....	126,683
Schaumburg village, IL.....	74,227	Tigard city, OR.....	48,035
Scott County, MN.....	129,928	Tracy city, CA	82,922
Scottsdale city, AZ	217,385	Tualatin city, OR	26,054
Seaside city, CA.....	33,025	Tulsa city, OK	391,906
SeaTac city, WA.....	26,909	Twin Falls city, ID	44,125
Sevierville city, TN	14,807	Tyler city, TX	96,900
Shawnee city, KS	62,209	Umatilla city, OR	6,906
Sheboygan city, WI	49,288	Upper Arlington city, OH.....	33,771
Shoreview city, MN	25,043	Urbandale city, IA	39,463
Shorewood city, MN	7,307	Vail town, CO.....	5,305
Shorewood village, IL.....	15,615	Vancouver city, WA.....	161,791
Shorewood village, WI	13,162	Vestavia Hills city, AL	34,033
Sioux Center city, IA	7,048	Victoria city, MN.....	7,345
Sioux Falls city, SD.....	153,888	Virginia Beach city, VA.....	437,994
Skokie village, IL.....	64,784	Wake Forest town, NC.....	30,117
Snellville city, GA	18,242	Walnut Creek city, CA.....	64,173
Snowmass Village town, CO.....	2,826	Washington County, MN	238,136
South Kingstown town, RI.....	30,639	Washington town, NH	1,123
South Lake Tahoe city, CA.....	21,403	Washoe County, NV	421,407
South Portland city, ME	25,002	Watauga city, TX	23,497
Southborough town, MA.....	9,767	Wauwatosa city, WI	46,396
Southlake city, TX.....	26,575	Waverly city, IA	9,874
Sparks city, NV	90,264	Weddington town, NC	9,459
Spokane Valley city, WA	89,755	Wentzville city, MO.....	29,070
Spring Hill city, KS.....	5,437	West Carrollton city, OH.....	13,143
Springboro city, OH.....	17,409	West Chester borough, PA.....	18,461
Springfield city, MO.....	159,498	West Des Moines city, IA.....	56,609
Springfield city, OR	59,403	West Richland city, WA.....	11,811
Springville city, UT	29,466	Western Springs village, IL	12,975
St. Charles city, IL.....	32,974	Westerville city, OH.....	36,120
St. Cloud city, FL.....	35,183	Westlake town, TX	992
St. Cloud city, MN	65,842	Westminster city, CO.....	106,114
St. Joseph city, MO	76,780	Weston town, MA.....	11,261
St. Louis County, MN	200,226	Wheat Ridge city, CO	30,166
St. Louis Park city, MN	45,250	White House city, TN	10,255
Stallings town, NC.....	13,831	Wichita city, KS.....	382,368
State College borough, PA	42,034	Williamsburg city, VA.....	14,068
Steamboat Springs city, CO	12,088	Wilmington city, NC.....	106,476
Sterling Heights city, MI	129,699	Wilsonville city, OR	19,509
Sugar Grove village, IL.....	8,997	Winchester city, VA	26,203
Sugar Land city, TX.....	78,817	Windsor town, CO	18,644
Summit city, NJ.....	21,457	Windsor town, CT	29,044
Summit County, UT.....	36,324	Winnetka village, IL	12,187
Sunnyvale city, CA	140,081	Winston-Salem city, NC	229,617
Surprise city, AZ.....	117,517	Winter Garden city, FL.....	34,568
Suwanee city, GA.....	15,355	Woodbury city, MN.....	61,961
Tacoma city, WA.....	198,397	Woodland city, CA.....	55,468
Takoma Park city, MD	16,715	Woodland city, WA.....	5,509
Tamarac city, FL	60,427	Wrentham town, MA	10,955
Temecula city, CA	100,097	Yakima city, WA.....	91,067
Tempe city, AZ	161,719	York County, VA.....	65,464
Temple city, TX.....	66,102	Yorktown town, IN.....	9,405
The Woodlands CDP, TX.....	93,847		

Florida Benchmark Comparisons

Table 75: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Jupiter	94%	2	18	Higher
Overall image or reputation of Jupiter	92%	2	16	Much higher
Jupiter as a place to live	96%	3	16	Higher
Your neighborhood as a place to live	92%	1	14	Higher
Jupiter as a place to raise children	88%	5	16	Higher
Jupiter as a place to retire	83%	4	16	Higher
Overall appearance of Jupiter	92%	2	16	Higher

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Table 76: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Jupiter	91%	3	12	Higher
	In your neighborhood during the day	97%	3	17	Similar
	In Jupiter's downtown/commercial area during the day	93%	4	14	Similar
Mobility	Overall ease of getting to the places you usually have to visit	77%	2	9	Higher
	Availability of paths and walking trails	70%	4	14	Higher
	Ease of walking in Jupiter	65%	4	14	Similar
	Ease of travel by bicycle in Jupiter	53%	5	14	Similar
	Ease of travel by public transportation in Jupiter	26%	3	7	Similar
	Ease of travel by car in Jupiter	62%	5	15	Similar
	Ease of public parking	66%	4	9	Higher
	Traffic flow on major streets	45%	8	18	Similar
Natural Environment	Quality of overall natural environment in Jupiter	83%	3	13	Higher
	Cleanliness of Jupiter	88%	2	13	Higher
	Air quality	90%	2	13	Higher
Built Environment	Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	72%	2	9	Higher
	Overall quality of new development in Jupiter	62%	6	15	Similar
	Availability of affordable quality housing	36%	12	15	Similar
	Variety of housing options	63%	4	13	Similar
	Public places where people want to spend time	85%	2	9	Higher
Economy	Overall economic health of Jupiter	83%	2	11	Much higher
	Vibrant downtown/commercial area	48%	3	7	Similar
	Overall quality of business and service establishments in Jupiter	78%	3	13	Higher
	Cost of living in Jupiter	31%	7	9	Similar
	Shopping opportunities	74%	5	14	Similar
	Employment opportunities	46%	3	14	Higher
	Jupiter as a place to visit	91%	1	9	Higher
	Jupiter as a place to work	73%	1	15	Much higher
	Health and wellness opportunities in Jupiter	87%	1	9	Higher
	Availability of affordable quality mental health care	58%	1	8	Higher
Recreation and Wellness	Availability of preventive health services	81%	1	12	Higher
	Availability of affordable quality health care	76%	1	15	Higher
	Availability of affordable quality food	77%	2	11	Higher
	Recreational opportunities	83%	2	14	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	77%	3	9	Similar
	Overall opportunities for education and enrichment	77%	1	9	Higher
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	85%	2	9	Similar
	Opportunities to attend cultural/arts/music activities	68%	4	15	Higher
	Adult educational opportunities	73%	1	9	Higher
	K-12 education	80%	2	14	Higher
	Availability of affordable quality child care/preschool	60%	3	14	Similar
Community Engagement	Opportunities to participate in social events and activities	66%	4	13	Similar
	Neighborliness of Jupiter	63%	3	9	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	64%	6	15	Similar

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	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Opportunities to participate in community matters	70%	2	14	Similar
Opportunities to volunteer	77%	3	14	Similar

Table 77: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of Jupiter	87%	3	19	Similar
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	84%	4	17	Similar
Value of services for the taxes paid to Jupiter	64%	3	17	Similar
Overall direction that Jupiter is taking	58%	5	15	Similar
Job Jupiter government does at welcoming citizen involvement	63%	2	15	Higher
Overall confidence in Jupiter government	58%	2	9	Higher
Generally acting in the best interest of the community	58%	2	9	Similar
Being honest	65%	2	9	Higher
Treating all residents fairly	64%	2	9	Higher
Services provided by the Federal Government	39%	5	13	Similar

Table 78: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police services	89%	4	22	Higher
	Fire services	96%	4	17	Similar
	Ambulance or emergency medical services	95%	3	17	Similar
	Crime prevention	82%	4	18	Higher
	Fire prevention and education	87%	2	14	Higher
	Animal control	71%	1	8	Higher
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	3	15	Similar
Mobility	Traffic enforcement	72%	3	16	Higher
	Street repair	71%	3	17	Higher
	Street cleaning	77%	3	13	Higher
	Street lighting	76%	2	13	Higher
	Sidewalk maintenance	74%	2	14	Higher
	Traffic signal timing	50%	2	11	Similar
	Bus or transit services	53%	3	11	Similar
Natural Environment	Garbage collection	90%	3	18	Higher
	Recycling	87%	5	16	Similar
	Yard waste pick-up	85%	4	16	Similar
	Drinking water	79%	2	14	Higher
	Preservation of natural areas such as open space, farmlands and greenbelts	66%	4	10	Similar
	Jupiter open space	66%	1	8	Higher
	Storm drainage	72%	4	17	Similar
Built Environment	Sewer services	89%	2	13	Higher
	Power (electric and/or gas) utility	85%	1	8	Higher
	Utility billing	80%	1	7	Higher
	Land use, planning and zoning	52%	3	13	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	68%	2	18	Higher
	Cable television	53%	4	8	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Economy	Economic development	62%	2	14	Higher
Recreation and Wellness	Town parks	89%	1	18	Higher
	Recreation programs or classes	85%	2	17	Higher
	Recreation centers or facilities	85%	2	15	Higher
	Health services	84%	1	8	Higher
Education and Enrichment	Town-sponsored special events	75%	4	13	Higher
	Public library services	92%	1	12	Higher
Community Engagement	Public information services	80%	1	16	Higher

Table 79: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	71%	4	14	Higher
Recommend living in Jupiter to someone who asks	93%	3	14	Higher
Remain in Jupiter for the next five years	92%	3	14	Higher
Contacted Jupiter (in-person, phone, email or web) for help or information	43%	14	15	Similar

Table 80: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	62%	1	9	Higher
	Did NOT report a crime to the police	79%	4	9	Similar
	Household member was NOT a victim of a crime	88%	5	14	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	6%	5	8	Similar
	Carpooled with other adults or children instead of driving alone	37%	6	9	Similar
	Walked or biked instead of driving	59%	2	9	Similar
Natural Environment	Made efforts to conserve water	82%	9	9	Similar
	Made efforts to make your home more energy efficient	78%	7	8	Similar
	Recycle at home	91%	6	14	Similar
Built Environment	Did NOT observe a code violation or other hazard in Jupiter	64%	1	9	Much higher
	NOT experiencing housing costs stress	71%	1	14	Higher
Economy	Purchase goods or services from a business located in Jupiter	99%	1	9	Similar
	Economy will have positive impact on income	36%	4	14	Similar
	Work inside boundaries of Jupiter	36%	6	9	Similar
Recreation and Wellness	Used Jupiter recreation centers or their services	60%	5	15	Similar
	Visited a neighborhood park or Town park	85%	2	15	Similar
	Eat at least 5 portions of fruits and vegetables a day	87%	1	9	Similar
	Participate in moderate or vigorous physical activity	86%	3	9	Similar
	In very good to excellent health	72%	1	9	Similar
Education and Enrichment	Used Jupiter public libraries or their services	65%	1	11	Similar
	Participated in religious or spiritual activities in Jupiter	44%	6	7	Similar
	Attended Town-sponsored event	53%	3	9	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Community Engagement	Campaigned or advocated for an issue, cause or candidate	18%	8	8	Similar
	Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	11%	8	8	Similar
	Volunteered your time to some group/activity in Jupiter	40%	4	14	Similar
	Participated in a club	28%	4	11	Similar
	Talked to or visited with your immediate neighbors	95%	2	9	Similar
	Done a favor for a neighbor	87%	2	9	Similar
	Attended a local public meeting	24%	7	14	Similar
	Watched (online or on television) a local public meeting	15%	11	12	Lower
	Read or watch local news (via television, paper, computer, etc.)	91%	3	9	Similar
	Vote in local elections	83%	6	14	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.

Cape Coral city, FL.....	154,305	New Smyrna Beach city, FL	22,464
Charlotte County, FL	159,978	Oakland Park city, FL	41,363
Clearwater city, FL	107,685	Oviedo city, FL.....	33,342
Dade City city, FL.....	6,437	Palm Coast city, FL.....	75,180
Delray Beach city, FL.....	60,522	Parkland city, FL	23,962
Destin city, FL.....	12,305	Pasco County, FL	464,697
Escambia County, FL.....	297,619	Pompano Beach city, FL	99,845
Hallandale Beach city, FL.....	37,113	Port Orange city, FL	56,048
Jupiter town, FL.....	55,156	Sanford city, FL.....	53,570
Key West city, FL	24,649	Sarasota County, FL	379,448
Lake Worth city, FL	34,910	St. Cloud city, FL.....	35,183
Miami Beach city, FL	87,779	Tamarac city, FL	60,427
Miami city, FL	399,457	Winter Garden city, FL.....	34,568

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., 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. The Town of Jupiter funded this research. Please contact Kate Moretto of the Town of Jupiter at katem@jupiter.fl.us if you have any questions about the survey.

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 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 important 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."

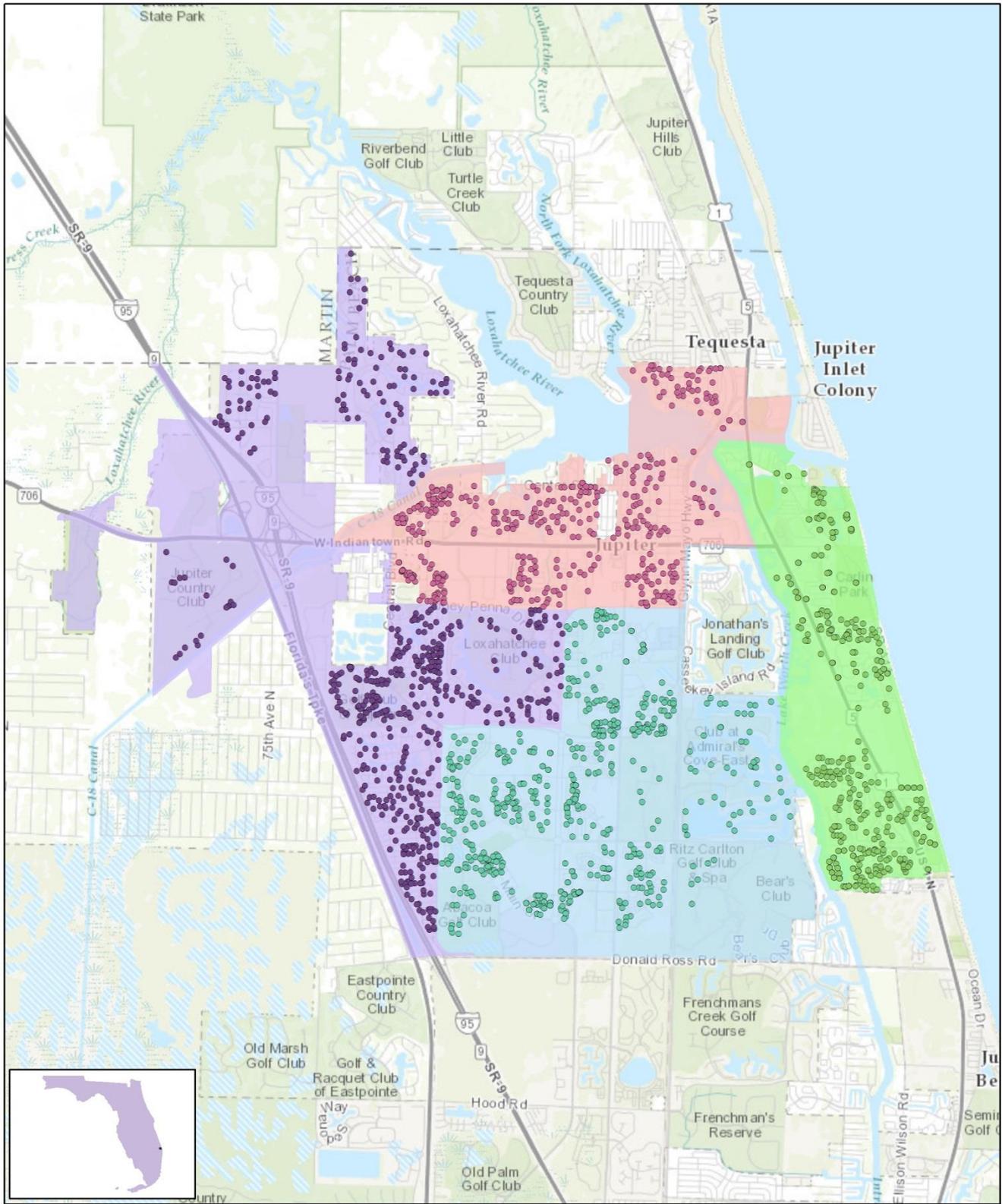
Survey Sampling

"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 within the zip codes serving Jupiter was purchased based on updated listings from the United States Postal Service. Since some of the zip codes that serve the Town of Jupiter households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (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 2,600 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 households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households 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 Recipients in Jupiter, FL

- In Area 1 ● CRA & Coastal Communities (Area 1)
- In Area 2 ● Northern Loxahatchee River/Riverside Drive Communities/Central Jupiter & Charter Neighborhoods (Area 2)
- In Area 3 ● Western Communities & The Shores/Heights, Hamptons, Indian Creek & Loxahatchee Club (Area 3)
- In Area 4 ● Abacoa/Admirals' Cove & Bears Club (Area 4)

0 2 4 Miles



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 16, 2015. 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 eight weeks.

About 13% of the 2,600 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 2,254 households that received the survey, 547 completed the survey, providing an overall response rate of 24%. Of the 547 completed surveys, 27 were completed online. Additionally, responses were tracked by neighborhood group; response rates by neighborhood ranged from 15% to 32%.

Table 81: Survey Response Rates by Neighborhood Group

Neighborhood	Number mailed	Undeliverable	Eligible	Returned	Response rate
CRA and coastal communities	752	227	525	170	32%
Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	516	26	490	109	22%
Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	605	36	569	166	29%
Abacoa/Admirals' Cove & Bears Club	727	57	670	102	15%
Overall	2,600	346	2,254	547	24%

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.¹

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 (547 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.

¹ 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.

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.

Table 82: Jupiter, FL 2015 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	25%	11%	23%
Own home	75%	89%	77%
Detached unit	53%	51%	51%
Attached unit	47%	49%	49%
Race and Ethnicity			
White	92%	96%	95%
Not white	8%	4%	5%
Not Hispanic	89%	94%	93%
Hispanic	11%	6%	7%
Sex and Age			
Female	51%	56%	53%
Male	49%	44%	47%
18-34 years of age	22%	5%	19%
35-54 years of age	37%	21%	35%
55+ years of age	42%	73%	46%
Females 18-34	10%	3%	10%
Females 35-54	18%	15%	19%
Females 55+	22%	38%	24%
Males 18-34	12%	2%	9%
Males 35-54	18%	7%	17%
Males 55+	20%	35%	21%
Area			
CRA and coastal communities	26%	31%	26%
Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	20%	20%	20%
Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	26%	30%	26%
Abacoa/Admirals' Cove & Bears Club	28%	19%	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 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.

Thank you for helping create a better town!

Sincerely,



Karen J. Golonka
Mayor

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Mayor

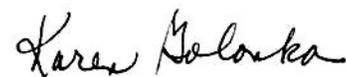
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Thank you for helping create a better town!

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

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US Postage
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Permit NO. 94



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(561) 741-2214

October 2015

Dear Town of Jupiter Resident:

Please help us shape the future of Jupiter! You have been selected at random to participate in the 2015 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 only a small 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/jupiter.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



TOWN OF JUPITER

Town Council
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November 2015

Dear Town of Jupiter Resident:

Here's a second chance if you haven't already responded to the 2015 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 2015 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 only a small 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/2015jupiter.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 2015 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 2015 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 one of the following areas do you most associate with being Jupiter’s downtown/commercial area? (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, Rustic Inn 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. 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

16. 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 (including Town news, recreation activities, 55+ activities and neighborhood news)	1	2	3	4	5
Usability/design of the Town website (www.jupiter.fl.us).....	1	2	3	4	5
Content of the Town website (www.jupiter.fl.us).....	1	2	3	4	5
The Town’s Facebook page and Twitter feed	1	2	3	4	5
Fliers, posters or advertisements on Town programs and events.....	1	2	3	4	5
<i>Inlet Villager</i> newsletter	1	2	3	4	5
Open house and public meetings.....	1	2	3	4	5
Direct mail items (postcards and reports).....	1	2	3	4	5

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

	<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 2015 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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