

THE NCSTM
The National Citizen SurveyTM

Jupiter, FL

Comparisons by Geographic Subgroups

2015



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by four different groups of neighborhoods; CRA and Coastal communities, Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods, Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club, Abacoa/Admiral's Cove & Bears Club.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (547 completed surveys). For each of the four neighborhoods groups (CRA and Coastal communities, Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods, Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club, Abacoa/Admiral's Cove & Bears Club), the margin of error rises to approximately plus or minus ten percentage points since sample sizes were approximately : 170 for CRA and coastal communities, 109 for Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods, 166 for Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club, and 102 for Abacoa/Admirals' Cove & Bears Club. Notable differences between neighborhood groups included the following:

- Differences among neighborhood groups emerged in ratings for Mobility within Community Characteristics. Residents in Northern Loxahatchee River/Riverside Drive communities/ Central Jupiter & charter neighborhoods gave the lowest ratings to traffic flow on major streets, ease of public parking, ease of travel by car, ease of walking, and availability of paths and walking trails. Northern Loxahatchee River/Riverside Drive communities/ Central Jupiter & charter neighborhoods gave the lowest rating to Jupiter as a place to work. CRA and coastal communities gave the highest positive rating to the cost of living in Jupiter.
- Within the pillar of Governance, residents living in Northern Loxahatchee River/Riverside Drive communities/ Central Jupiter & charter neighborhoods gave the lowest ratings for the value of services for the taxes paid to Jupiter, traffic enforcement, street repair, street lighting, and traffic signal timing. CRA and coastal communities gave the lowest ratings to fire prevention and education, recycling, yard waste pick-up, storm drainage, and town-sponsored special events.
- Rates of participation for walking or biking instead of driving were highest in CRA and coastal communities and rates of using public transportation was higher for residents living in Northern Loxahatchee River/Riverside Drive communities/ Central Jupiter & charter neighborhoods.
- Within the pillar of Participation, differences arise within the Economy facet. Residents in Abacoa/Admirals' Cove & Bears Club gave the highest ratings for believing the economy will have a positive impact on their income and working in Jupiter. For the same categories, the CRA and coastal communities had the lowest ratings.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
The overall quality of life in Jupiter	96%	91%	94%	97%	94%
Overall image or reputation of Jupiter	93%	85%	95%	93%	92%
Jupiter as a place to live	98%	92%	97%	96%	96%
Your neighborhood as a place to live	96%	82%	94%	92%	92%
Jupiter as a place to raise children	86%	86%	91%	88%	88%
Jupiter as a place to retire	83%	82%	82%	83%	83%
Overall appearance of Jupiter	93%	89%	90%	95%	92%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Overall feeling of safety in Jupiter	93%	79%	91%	98%	91%
In your neighborhood during the day	96%	93%	98%	99%	97%
In Jupiter's downtown/commercial area during the day	93%	96%	93%	93%	93%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Overall ease of getting to the places you usually have to visit	82%	68%	77%	79%	77%
Traffic flow on major streets	53%	23%	43%	55%	45%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Ease of public parking	69%	59%	61%	75%	66%
Ease of travel by car in Jupiter	70%	46%	61%	68%	62%
Ease of travel by public transportation in Jupiter	19%	24%	38%	25%	26%
Ease of travel by bicycle in Jupiter	57%	50%	45%	58%	53%
Ease of walking in Jupiter	79%	53%	65%	62%	65%
Availability of paths and walking trails	81%	58%	69%	68%	70%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Quality of overall natural environment in Jupiter	85%	84%	81%	83%	83%
Air quality	92%	84%	88%	94%	90%
Cleanliness of Jupiter	89%	85%	90%	87%	88%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	69%	67%	73%	78%	72%
Public places where people want to spend time	88%	75%	88%	87%	85%
Variety of housing options	64%	52%	68%	67%	63%
Availability of affordable quality housing	43%	32%	36%	34%	36%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Overall quality of new development in Jupiter	62%	54%	58%	71%	62%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Overall economic health of Jupiter	79%	81%	81%	91%	83%
Jupiter as a place to work	72%	62%	77%	77%	73%
Jupiter as a place to visit	94%	86%	89%	93%	91%
Employment opportunities	51%	43%	46%	44%	46%
Shopping opportunities	78%	66%	71%	78%	74%
Cost of living in Jupiter	43%	27%	27%	26%	31%
Overall quality of business and service establishments in Jupiter	80%	77%	77%	76%	78%
Vibrant downtown/commercial area	46%	47%	47%	51%	48%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Health and wellness opportunities in Jupiter	90%	84%	86%	87%	87%
Fitness opportunities (including exercise classes and paths or trails, etc.)	79%	67%	80%	78%	77%
Recreational opportunities	81%	73%	86%	91%	83%
Availability of affordable quality food	82%	72%	72%	81%	77%
Availability of affordable quality health care	80%	68%	74%	80%	76%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Availability of preventive health services	81%	71%	81%	87%	81%
Availability of affordable quality mental health care	59%	59%	62%	55%	58%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Overall opportunities for education and enrichment	74%	78%	79%	76%	77%
Availability of affordable quality child care/preschool	65%	67%	59%	54%	60%
K-12 education	79%	85%	88%	69%	80%
Adult educational opportunities	73%	74%	71%	75%	73%
Opportunities to attend cultural/arts/music activities	75%	60%	67%	68%	68%
Opportunities to participate in religious or spiritual events and activities	84%	86%	85%	83%	85%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Opportunities to participate in social events and activities	65%	57%	73%	66%	66%
Opportunities to volunteer	85%	69%	77%	75%	77%
Opportunities to participate in community matters	76%	61%	69%	72%	70%
Openness and acceptance of the community toward people of diverse backgrounds	69%	63%	59%	67%	64%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Neighborliness of residents in Jupiter	70%	54%	63%	65%	63%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
The Town of Jupiter	88%	83%	86%	89%	87%
The value of services for the taxes paid to Jupiter	64%	48%	69%	69%	64%
The overall direction that Jupiter is taking	52%	54%	56%	67%	58%
The job Jupiter government does at welcoming citizen involvement	56%	60%	64%	70%	63%
Overall confidence in Jupiter government	52%	56%	59%	64%	58%
Generally acting in the best interest of the community	55%	58%	54%	64%	58%
Being honest	63%	57%	66%	72%	65%
Treating all residents fairly	60%	55%	64%	73%	64%
Overall customer service by Jupiter employees (police, receptionists, planners, etc.)	83%	79%	87%	88%	84%
The Federal Government	37%	47%	34%	40%	39%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Police services	92%	84%	86%	91%	89%
Fire services	99%	97%	96%	95%	96%

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Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Ambulance or emergency medical services	97%	97%	94%	94%	95%
Crime prevention	81%	76%	82%	87%	82%
Fire prevention and education	78%	90%	83%	97%	87%
Animal control	68%	67%	69%	77%	71%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78%	71%	85%	79%	79%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Traffic enforcement	77%	60%	67%	82%	72%
Street repair	72%	66%	63%	81%	71%
Street cleaning	75%	75%	75%	81%	77%
Street lighting	66%	83%	73%	82%	76%
Sidewalk maintenance	70%	77%	70%	78%	74%
Traffic signal timing	53%	40%	47%	57%	50%
Bus or transit services	42%	45%	60%	65%	53%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Garbage collection	85%	94%	90%	92%	90%
Recycling	82%	94%	89%	83%	87%
Yard waste pick-up	79%	93%	85%	83%	85%
Drinking water	80%	76%	80%	78%	79%

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Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Preservation of natural areas such as open space, farmlands and greenbelts	71%	67%	58%	68%	66%
Jupiter open space	69%	65%	58%	70%	66%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Storm drainage	62%	81%	68%	78%	72%
Sewer services	84%	95%	90%	86%	89%
Power (electric and/or gas) utility	83%	88%	83%	87%	85%
Utility billing	78%	76%	82%	85%	80%
Land use, planning and zoning	51%	59%	46%	53%	52%
Code enforcement (weeds, abandoned buildings, etc.)	65%	64%	65%	76%	68%
Cable television	57%	58%	51%	48%	53%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Economic development	61%	57%	62%	68%	62%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Town parks	91%	88%	86%	92%	89%

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Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Recreation programs or classes	84%	83%	91%	83%	85%
Recreation centers or facilities	86%	80%	90%	86%	85%
Health services	85%	79%	85%	87%	84%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Public library services	93%	87%	96%	92%	92%
Town-sponsored special events	65%	69%	83%	82%	75%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Public information services	73%	82%	86%	81%	80%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Sense of community	73%	69%	70%	72%	71%
Recommend living in Jupiter to someone who asks	94%	88%	96%	94%	93%
Remain in Jupiter for the next five years	95%	93%	89%	89%	92%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Contacted the Town of Jupiter (in-person, phone, email or web) for help or information	44%	47%	35%	45%	43%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Was NOT the victim of a crime	90%	85%	92%	84%	88%
Did NOT report a crime	82%	78%	81%	77%	79%
Stocked supplies in preparation for an emergency	56%	66%	65%	63%	62%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Walked or biked instead of driving	66%	55%	50%	64%	59%
Carpooled with other adults or children instead of driving alone	31%	42%	36%	38%	37%
Used bus, rail, subway or other public transportation instead of driving	5%	14%	4%	4%	6%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Recycle at home	90%	89%	93%	91%	91%
Made efforts to make your home more energy efficient	79%	81%	77%	76%	78%
Made efforts to conserve water	72%	79%	88%	86%	82%

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Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
NOT under housing cost stress	70%	70%	71%	74%	71%
Did NOT observe a code violation	62%	51%	66%	74%	64%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Purchase goods or services from a business located in Jupiter	98%	100%	99%	100%	99%
Economy will have positive impact on income	26%	33%	37%	45%	36%
Work in Jupiter	25%	39%	35%	44%	36%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Used Jupiter recreation centers or their services	62%	59%	54%	63%	60%
Visited a neighborhood park or Town park	91%	85%	86%	80%	85%
Eat at least 5 portions of fruits and vegetables a day	87%	83%	85%	90%	87%
Participate in moderate or vigorous physical activity	93%	76%	89%	86%	86%
Reported being in "very good" or "excellent" health	72%	65%	74%	74%	72%

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Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Used Jupiter public libraries or their services	60%	67%	60%	71%	65%
Participated in religious or spiritual activities in Jupiter	44%	38%	51%	40%	44%
Attended a Town-sponsored event	53%	54%	53%	52%	53%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Campaigned or advocated for an issue, cause or candidate	16%	15%	16%	25%	18%
Contacted Jupiter elected officials (in-person, phone, email or web) to express your opinion	17%	8%	6%	11%	11%
Volunteered your time to some group/activity in Jupiter	47%	31%	36%	45%	40%
Participated in a club	32%	28%	23%	27%	28%
Talked to or visited with your immediate neighbors	95%	92%	95%	96%	95%
Done a favor for a neighbor	95%	87%	87%	81%	87%
Attended a local public meeting	36%	27%	15%	20%	24%
Watched (online or on television) a local public meeting	23%	21%	8%	10%	15%
Read or watch local news (via television, paper, computer, etc.)	96%	85%	90%	92%	91%
Vote in local elections	87%	69%	88%	86%	83%

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Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Overall feeling of safety in Jupiter	95%	96%	90%	92%	93%
Overall ease of getting to the places you usually have to visit	85%	88%	85%	88%	86%
Quality of overall natural environment in Jupiter	92%	85%	91%	84%	88%
Overall "built environment" of Jupiter (including overall design, buildings, parks and transportation systems)	92%	74%	80%	80%	82%
Health and wellness opportunities in Jupiter	90%	82%	70%	68%	77%
Overall opportunities for education and enrichment	75%	85%	82%	82%	81%
Overall economic health of Jupiter	96%	94%	88%	89%	92%
Sense of community	82%	82%	79%	89%	83%

Table 29: Importance for Jupiter to offer programs for residents 55 and over

Please indicate how important, if at all, it is for the Town of Jupiter to offer each of the following types of programs for residents 55 and over. (Percent rating as "Essential" or "Very important").	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Day trips to area attractions such as malls, casinos, parks, and activities	34%	44%	37%	34%	37%
Coach trips (overnight or multi-day excursions) to other areas of Florida and the Southeast	26%	27%	23%	21%	24%
Longer-term trips and cruises	20%	22%	21%	23%	21%
Senior support services	74%	68%	77%	79%	75%
Health information programs, fairs and seminars	59%	59%	63%	73%	63%
Games and leagues	31%	43%	45%	51%	41%
Sports leagues	30%	38%	41%	45%	38%
Dances, concerts, and entertainment events	45%	41%	51%	52%	47%

The National Citizen Survey™

Table 30: Quality of Public Information

Thinking about Jupiter’s public information efforts, please rate the quality of each of the following: (Percent rating as "Excellent" or "Good").	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Town Times quarterly newsletter (including Town news, recreation activities, 55+ activities and neighborhood news)	82%	72%	86%	86%	82%
Usability/design of the Town website (www.jupiter.fl.us)	74%	71%	78%	68%	73%
Content of the Town website (www.jupiter.fl.us)	74%	81%	78%	74%	77%
The Town’s Facebook page and Twitter feed	68%	67%	80%	74%	73%
Fliers, posters or advertisements on Town programs and events	57%	62%	74%	74%	67%
Inlet Villager newsletter	53%	62%	67%	80%	66%
Open house and public meetings	51%	63%	67%	79%	65%
Direct mail items (postcards and reports)	53%	67%	64%	76%	65%

Table 31: Ratings of Contact with Jupiter Employees

In question 7, you were asked if you had contacted the town of Jupiter (in-person, phone, email, web) for help or information in the last 12 months. If you answered “yes,” please provide your impression of the following: (Percent rating as "Excellent" or "Good").	Neighborhood				Overall
	CRA and coastal communities	Northern Loxahatchee River/Riverside Drive communities/Central Jupiter & charter neighborhoods	Western communities & The Shores/Heights, Hamptons, Indian Creek and Loxahatchee Club	Abacoa/Admirals' Cove & Bears Club	
Knowledge	87%	80%	87%	86%	85%
Responsiveness	81%	80%	84%	73%	79%
Courtesy	90%	89%	91%	88%	89%