



# JEFFERSON COUNTY, CO 2010

## Benchmark Report

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## UNDERSTANDING THE BENCHMARK COMPARISONS

### COMPARISON DATA

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. Jefferson County chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (populations of 300,000 or greater). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Jefferson County Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
<b>Region</b>	
West Coast <sup>1</sup>	17%ile
West <sup>2</sup>	20%ile
North Central West <sup>3</sup>	11%ile
North Central East <sup>4</sup>	13%ile
South Central <sup>5</sup>	9%ile
South <sup>6</sup>	25%ile
Northeast West <sup>7</sup>	3%ile
Northeast East <sup>8</sup>	2%ile
<b>Population</b>	
Less than 40,000	41%ile
40,000 to 74,999	20%ile
75,000 to 149,000	16%ile
150,000 or more	23%ile

<sup>1</sup> Alaska, Washington, Oregon, California, Hawaii

<sup>2</sup> Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

<sup>3</sup> North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

<sup>4</sup> Illinois, Indiana, Ohio, Michigan, Wisconsin

<sup>5</sup> Oklahoma, Texas, Louisiana, Arkansas

<sup>6</sup> West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

<sup>7</sup> New York, Pennsylvania, New Jersey

<sup>8</sup> Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

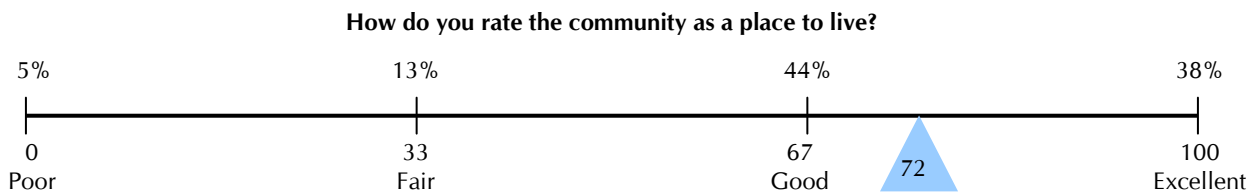
## PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a 4 point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor”, the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%ile	$= 36 \div (100-5) =$	38%ile	100	$= 38\%ile \times 100 =$	38
Good	42%ile	$= 42 \div (100-5) =$	44%ile	67	$= 44\%ile \times 67 =$	30
Fair	12%ile	$= 12 \div (100-5) =$	13%ile	33	$= 13\%ile \times 33 =$	4
Poor	5%ile	$= 5 \div (100-5) =$	5%ile	0	$= 5\%ile \times 0 =$	0
Don’t know	5%ile		–			
<b>Total</b>	<b>100%ile</b>		<b>100%ile</b>			<b>72</b>



## INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth shows the comparison of your jurisdiction's average rating (column one) to the benchmark.

The comparison: "above," "below" or "similar" comes from a statistical comparison of your jurisdiction's rating to the benchmark (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of more than three points on the 100-point scale between your jurisdiction's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the benchmark. When differences between your jurisdiction's ratings and the benchmarks are three points or fewer, they are marked as "similar to" the benchmark.

This report contains benchmarks at the national level, as well as for populations 300,000 or greater.

## NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The overall quality of life in Jefferson County	75	74	374	Above
Your neighborhood as a place to live	80	21	252	Above
Jefferson County as a place to live	79	69	318	Above
Remain in Jefferson County for the next five years	86	7	122	Above
Recommend living in Jefferson County to someone who asks	81	37	123	Above

Community Transportation Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of bus travel in Jefferson County	38	124	172	Below
Ease of car travel in Jefferson County	60	58	238	Above
Ease of walking in Jefferson County	52	139	238	Below
Ease of bicycle travel in Jefferson County	49	104	238	Above
Traffic flow on County roads	48	59	183	Above

Transportation and Parking Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Road repair	45	192	371	Similar
Snow removal on County roads and highways	61	81	238	Above
Bus or transit services	44	138	194	Below

Frequency of Bus Use Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Jefferson County	27	54	148	More

Housing Characteristics Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	45	81	269	Above

Housing Costs Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or more of income)	35	69	116	Less

Population Growth Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	49	100	209	More

Nuisance Problems Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Jefferson County?	5	138	200	Less

Planning and Community Code Enforcement Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	48	71	252	Above
Code enforcement (weeds, abandoned buildings, etc)	48	126	304	Above
Animal control	56	117	269	Above

Economic Sustainability and Opportunities Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	43	73	261	Above
Jefferson County as a place to work	62	63	250	Above

Economic Development Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	45	122	247	Similar

Job and Retail Growth Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	19	169	208	Less
Jobs growth seen as too slow	78	78	210	More

Personal Economic Future Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	13	137	207	Below

Community and Personal Public Safety Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Safety in Jefferson County's commercial area(s) after dark	67	105	247	Above
Safety in Jefferson County's commercial area(s) during the day	83	135	238	Similar
Safety in your neighborhood after dark	81	37	274	Above
Safety in your neighborhood during the day	92	57	279	Above
Environmental hazards, including toxic waste	78	53	120	Above
Safety from property crimes (e.g., burglary, theft)	71	53	244	Above
Safety from violent crime (e.g., rape, assault, robbery)	80	69	245	Above

Crime Victimization and Reporting Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	10	162	211	Less
Reported crimes	77	102	209	Similar

Public Safety Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sheriff services	68	146	365	Above
Crime prevention	63	80	270	Above
Fire prevention and education	69	64	221	Above
Traffic enforcement on County roads and highways	61	76	298	Above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	54	76	136	Similar

Community Environment Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of overall natural environment in Jefferson County	71	21	119	Above
Air quality	59	101	177	Similar

Utility Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Drinking water	70	38	246	Above
Storm drainage	56	111	295	Above
Recycling	49	236	277	Below

Community Recreational Opportunities Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreational opportunities	77	12	257	Above
Jefferson County open space	83	1	31	Above

Participation in Parks and Recreation Opportunities Benchmarks				
	Comparison to benchmark	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used recreation centers in Jefferson County	More	7	166	More
Participated in a recreation program or activity	More	23	199	More
Visited a neighborhood park or County park	More	4	207	More

Parks and Recreation Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Nature programs or classes	71	3	13	Above

Participation in Cultural and Educational Opportunities Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jefferson County public libraries or their services	81	26	181	More

Cultural and Educational Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public library services	76	74	266	Above

Community Health and Wellness Access and Opportunities Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	52	59	199	Above
Availability of preventive health services	56	28	92	Above

Health and Wellness Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public health services	53	97	168	Similar
Adult protective services	52	2	17	Above

Community Quality and Inclusiveness Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	55	137	260	Similar
Availability of affordable quality child care	43	91	196	Similar
Jefferson County as a place to raise children	75	78	308	Above
Jefferson County as a place to retire	62	86	286	Above

Services Provided for Population Subgroups Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	55	151	253	Below
Services to youth	56	86	228	Above
Services to low-income people	45	86	205	Above

Participation in Civic Engagement Opportunities Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	31	59	208	More
Watched a meeting of local elected officials or other local public meeting on cable television	22	154	162	Less
Volunteered your time to some group or activity in Jefferson County	49	80	208	More
Provided help to a friend or neighbor	97	5	91	More

Voter Behavior Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	92	13	218	More
Voted in last general election	85	24	217	More

Use of Information Sources Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Visited the Jefferson County Web site	71	13	110	More

Contact with Immediate Neighbors Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least once per month	83	44	106	Similar

Public Trust Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The value of services for the taxes paid to Jefferson County	51	113	325	Above
The overall direction that Jefferson County is taking	49	139	268	Similar
The job Jefferson County government does at welcoming citizen involvement	44	177	284	Below
The job Jefferson County government does at listening to citizens	39	140	250	Below
Overall image or reputation of Jefferson County	67	74	233	Above

Services Provided by Local, State and Federal Governments Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by Jefferson County	63	146	355	Above
Services provided by the Federal Government	36	200	223	Below
Services provided by the State Government	42	125	225	Similar

Contact with County Employees Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with county employee(s) in last 12 months	60	92	227	More

Perceptions of County Employees (Among Those Who Had Contact) Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	71	116	283	Above
Responsiveness	67	122	279	Similar
Courtesy	72	81	233	Above
Overall impression	68	120	317	Above

## JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK.....	4,036	Mountain View, CA.....	70,708
Auburn, AL.....	42,987	Newport Beach, CA.....	70,032
Gulf Shores, AL.....	5,044	Palm Springs, CA.....	42,807
Tuskegee, AL.....	11,846	Palo Alto, CA.....	58,598
Fayetteville, AR.....	58,047	Poway, CA.....	48,044
Fort Smith, AR.....	80,268	Rancho Cordova, CA.....	55,060
Hot Springs, AR.....	35,613	Redding, CA.....	80,865
Little Rock, AR.....	183,133	Richmond, CA.....	99,216
Avondale, AZ.....	35,883	Riverside, CA.....	255,166
Chandler, AZ.....	176,581	San Bernardino County, CA.....	1,709,434
Cococino County, AZ.....	116,320	San Francisco, CA.....	776,733
Dewey-Humboldt, AZ.....	6,295	San Jose, CA.....	894,943
Flagstaff, AZ.....	52,894	San Luis Obispo County, CA.....	247,900
Florence, AZ.....	17,054	San Rafael, CA.....	56,063
Gilbert, AZ.....	109,697	San Ramon, CA.....	44,722
Goodyear, AZ.....	18,911	Santa Barbara County, CA.....	399,347
Kingman, AZ.....	20,069	Santa Monica, CA.....	84,084
Marana, AZ.....	13,556	South Lake Tahoe, CA.....	23,609
Mesa, AZ.....	396,375	Stockton, CA.....	243,771
Peoria, AZ.....	108,364	Sunnyvale, CA.....	131,760
Phoenix, AZ.....	1,321,045	Temecula, CA.....	57,716
Prescott Valley, AZ.....	25,535	Thousand Oaks, CA.....	117,005
Queen Creek, AZ.....	4,316	Visalia, CA.....	91,565
Safford, AZ.....	9,232	Walnut Creek, CA.....	64,296
Scottsdale, AZ.....	202,705	Calgary, Canada.....	878,866
Sedona, AZ.....	10,192	District of Saanich, Victoria, Canada.....	103,654
Tempe, AZ.....	158,625	Edmonton, Canada.....	666,104
Tucson, AZ.....	486,699	Guelph, Ontario, Canada.....	114,943
Yuma, AZ.....	77,515	Kamloops, Canada.....	77,281
Yuma County, AZ.....	160,026	Kelowna, Canada.....	96,288
Agoura Hills, CA.....	20,537	North Vancouver, Canada.....	44,303
Bellflower, CA.....	72,878	Oakville, Canada.....	144,738
Benicia, CA.....	26,865	Prince Albert, Canada.....	34,291
Brea, CA.....	35,410	Thunder Bay, Canada.....	109,016
Brisbane, CA.....	3,597	Victoria, Canada.....	78,057
Burlingame, CA.....	28,158	Whitehorse, Canada.....	19,058
Capitola, CA.....	10,033	Winnipeg, Canada.....	619,544
Carlsbad, CA.....	78,247	Yellowknife, Canada.....	16,541
Chula Vista, CA.....	173,556	Arapahoe County, CO.....	487,967
Claremont, CA.....	33,998	Archuleta County, CO.....	9,898
Concord, CA.....	121,780	Arvada, CO.....	102,153
Cupertino, CA.....	50,546	Aspen, CO.....	5,914
Davis, CA.....	60,308	Aurora, CO.....	276,393
Del Mar, CA.....	4,389	Boulder, CO.....	94,673
Dublin, CA.....	29,973	Boulder County, CO.....	291,288
El Cerrito, CA.....	23,171	Breckenridge, CO.....	2,408
Elk Grove, CA.....	59,984	Broomfield, CO.....	38,272
Galt, CA.....	19,472	Castle Rock, CO.....	20,224
La Mesa, CA.....	54,749	Colorado Springs, CO.....	360,890
Laguna Beach, CA.....	23,727	Craig, CO.....	9,189
Livermore, CA.....	73,345	Crested Butte, CO.....	1,529
Lodi, CA.....	56,999	Denver, CO.....	554,636
Long Beach, CA.....	461,522	Douglas County, CO.....	175,766
Lynwood, CA.....	69,845	Durango, CO.....	13,922
Menlo Park, CA.....	30,785	Eagle County, CO.....	41,659
Mission Viejo, CA.....	93,102	Englewood, CO.....	31,727
Morgan Hill, CA.....	33,556	Fort Collins, CO.....	118,652

Frisco, CO.....	2,443	North Palm Beach, FL.....	12,064
Fruita, CO.....	6,478	North Port, FL.....	22,797
Georgetown, CO .....	1,088	Oakland Park, FL.....	30,966
Golden, CO .....	17,159	Ocoee, FL.....	24,391
Grand County, CO.....	12,442	Oldsmar, FL.....	11,910
Grand Junction, CO.....	41,986	Oviedo, FL .....	26,316
Greenwood Village, CO .....	11,035	Palm Bay, FL.....	79,413
Gunnison County, CO.....	13,956	Palm Beach, FL.....	10,468
Highlands Ranch, CO .....	70,931	Palm Beach County, FL .....	1,131,184
Hot Sulphur Springs, CO .....	521	Palm Beach Gardens, FL.....	35,058
Lakewood, CO.....	144,126	Palm Coast, FL.....	32,732
Larimer County, CO.....	251,494	Pasco County, FL.....	344,765
Lone Tree, CO .....	4,873	Pinellas County, FL.....	921,482
Longmont, CO.....	71,093	Pinellas Park, FL .....	45,658
Louisville, CO.....	18,937	Port Orange, FL .....	45,823
Loveland, CO .....	50,608	Port St. Lucie, FL.....	88,769
Mesa County, CO .....	116,255	Sanford, FL .....	38,291
Montrose, CO .....	12,344	Sarasota, FL .....	52,715
Northglenn, CO.....	31,575	Seminole, FL.....	10,890
Parker, CO .....	23,558	South Daytona, FL.....	13,177
Pitkin County, CO.....	14,872	St. Cloud, FL.....	20,074
Silverthorne, CO.....	3,196	Tallahassee, FL .....	150,624
Steamboat Springs, CO .....	9,815	Titusville, FL .....	40,670
Sterling, CO .....	11,360	Volusia County, FL .....	443,343
Summit County, CO .....	23,548	Walton County, FL .....	40,601
Thornton, CO .....	82,384	Winter Garden, FL.....	14,351
Vail, CO.....	4,531	Winter Park, FL.....	24,090
Westminster, CO .....	100,940	Albany, GA .....	76,939
Wheat Ridge, CO.....	32,913	Alpharetta, GA .....	34,854
Coventry, CT.....	11,504	Cartersville, GA.....	15,925
Hartford, CT.....	121,578	Conyers, GA.....	10,689
Manchester, CT.....	54,740	Decatur, GA .....	18,147
Wethersfield, CT .....	26,271	Milton, GA .....	30,180
Windsor, CT .....	28,237	Roswell, GA .....	79,334
Dover, DE.....	32,135	Sandy Springs, GA.....	85,781
Belleair Beach, FL .....	1,751	Savannah, GA.....	131,510
Bonita Springs, FL .....	32,797	Smyrna, GA .....	40,999
Brevard County, FL .....	476,230	Suwanee, GA .....	8,725
Cape Coral, FL .....	102,286	Valdosta, GA .....	43,724
Charlotte County, FL.....	141,627	Honolulu, HI.....	876,156
Clearwater, FL.....	108,787	Maui, HI .....	128,094
Collier County, FL.....	251,377	Ames, IA.....	50,731
Cooper City, FL.....	27,939	Ankeny, IA .....	27,117
Coral Springs, FL.....	117,549	Bettendorf, IA .....	31,275
Dania Beach, FL.....	20,061	Cedar Falls, IA .....	36,145
Daytona Beach, FL.....	64,112	Davenport, IA.....	98,359
Delray Beach, FL.....	60,020	Des Moines, IA.....	198,682
Destin, FL .....	11,119	Indianola, IA.....	12,998
Duval County, FL.....	778,879	Iowa County, IA .....	15,671
Escambia County, FL.....	294,410	Marion, IA .....	7,144
Eustis, FL.....	15,106	Polk County, IA .....	374,601
Gainesville, FL .....	95,447	Sheldahl, IA.....	336
Hillsborough County, FL.....	998,948	Slater, IA.....	1,306
Jupiter, FL .....	39,328	Urbandale, IA.....	29,072
Kissimmee, FL.....	47,814	Waukee, IA .....	5,126
Lee County, FL.....	454,918	West Des Moines, IA.....	46,403
Martin County, FL .....	126,731	Boise, ID .....	185,787
Melbourne, FL.....	71,382	Moscow, ID.....	21,291
Miami Beach, FL.....	87,933	Twin Falls, ID .....	34,469

Batavia, IL .....	23,866	Prince George's County, MD.....	801,515
Centralia, IL .....	14,136	Rockville, MD .....	47,388
Clarendon Hills, IL.....	7,610	Takoma Park, MD .....	17,299
Collinsville, IL.....	24,707	Saco, ME .....	16,822
DeKalb, IL.....	39,018	Ann Arbor, MI .....	114,024
Downers Grove, IL .....	48,724	Battle Creek, MI.....	53,364
Elmhurst, IL .....	42,762	Delhi Township, MI .....	22,569
Evanston, IL .....	74,239	Escanaba, MI .....	13,140
Freeport, IL .....	26,443	Gladstone, MI.....	5,032
Gurnee, IL.....	28,834	Howell, MI .....	9,232
Highland Park, IL .....	31,365	Jackson County, MI .....	158,422
Homewood, IL .....	19,543	Meridian Charter Township, MI.....	38,987
Lincolnwood, IL.....	12,359	Novi, MI .....	47,386
Naperville, IL .....	128,358	Oakland Township, MI.....	13,071
Normal, IL.....	45,386	Ottawa County, MI.....	238,314
Oak Park, IL.....	39,803	Rochester, MI .....	10,467
O'Fallon, IL.....	21,910	Sault Sainte Marie, MI .....	16,542
Palatine, IL.....	65,479	South Haven, MI .....	5,021
Park Ridge, IL.....	37,775	Troy, MI .....	80,959
Peoria County, IL .....	183,433	Village of Howard City, MI.....	1,585
Riverside, IL .....	8,895	Blue Earth, MN.....	3,621
Sherman, IL.....	2,871	Carver County, MN .....	70,205
Shorewood, IL.....	7,686	Chanhassen, MN .....	20,321
Skokie, IL .....	63,348	Dakota County, MN .....	355,904
Sugar Grove, IL .....	3,909	Duluth, MN .....	86,918
Wilmington, IL.....	5,134	Fridley, MN .....	27,449
Woodridge, IL.....	30,934	Hutchinson, MN.....	13,080
Fishers, IN.....	37,835	Mankato, MN .....	32,427
Munster, IN.....	21,511	Maple Grove, MN .....	50,365
Arkansas City, KS .....	11,963	Maplewood, MN .....	34,947
Chanute, KS .....	9,411	Mayer, MN .....	554
Fairway, KS .....	3,952	Medina, MN .....	4,005
Lawrence, KS .....	80,098	Minneapolis, MN .....	382,618
Lenexa, KS .....	40,238	North Branch, MN.....	8,023
Merriam, KS.....	11,008	Olmsted County, MN .....	124,277
Mission, KS .....	9,727	Prior Lake, MN .....	15,917
Olathe, KS.....	92,962	Scott County, MN.....	89,498
Overland Park, KS.....	149,080	St. Cloud, MN .....	59,107
Salina, KS.....	45,679	St. Louis County, MN .....	200,528
Wichita, KS.....	344,284	Washington County, MN.....	201,130
Bowling Green, KY .....	49,296	Woodbury, MN .....	46,463
Daviess County, KY .....	91,545	Blue Springs, MO .....	48,080
Jefferson Parish, LA .....	455,466	Branson, MO .....	6,050
New Orleans, LA .....	484,674	Clay County, MO .....	184,006
Orleans Parish, LA .....	484,674	Columbia, MO .....	84,531
Andover, MA .....	31,247	Creve Coeur, MO.....	16,500
Barnstable, MA .....	47,821	Ellisville, MO.....	9,104
Bedford, MA .....	12,595	Grandview, MO .....	24,881
Burlington, MA .....	22,876	Independence, MO .....	113,288
Cambridge, MA .....	101,355	Joplin, MO .....	45,504
Needham, MA .....	28,911	Kansas City, MO.....	441,545
Shrewsbury, MA .....	31,640	Lee's Summit, MO.....	70,700
Worcester, MA.....	172,648	Maryland Heights, MO.....	25,756
Baltimore County, MD.....	754,292	Maryville, MO .....	10,581
College Park, MD .....	24,657	O'Fallon, MO.....	46,169
Gaithersburg, MD .....	52,613	Raymore, MO.....	11,146
La Plata, MD .....	6,551	Richmond Heights, MO .....	9,602
Montgomery County, MD.....	873,341	Starkville, MS .....	21,869
Ocean City, MD .....	7,173	Billings, MT .....	89,847

Bozeman, MT .....	27,509	Jackson County, OR .....	181,269
Missoula, MT .....	57,053	Keizer, OR.....	32,203
Asheville, NC.....	68,889	Lake Oswego, OR .....	35,278
Cary, NC.....	94,536	Lane County, OR.....	322,959
Charlotte, NC.....	540,828	Multnomah County, OR.....	660,486
Concord, NC .....	55,977	Portland, OR .....	529,121
Davidson, NC .....	7,139	Tualatin, OR.....	22,791
Durham, NC .....	187,038	Borough of Ebensburg, PA.....	3,091
High Point, NC .....	85,839	Cranberry Township, PA .....	23,625
Hudson, NC.....	3,078	Cumberland County, PA.....	213,674
Kannapolis, NC.....	36,910	Ephrata Borough, PA .....	13,213
Knightdale, NC.....	5,958	Kutztown Borough, PA .....	5,067
Mooreville, NC.....	18,823	Lower Providence Township, PA.....	22,390
Wilmington, NC .....	90,400	Peters Township, PA.....	17,556
Winston-Salem, NC .....	185,776	Philadelphia, PA.....	1,517,550
Wahpeton, ND .....	8,586	State College, PA.....	38,420
Cedar Creek, NE .....	396	Upper Merion Township, PA.....	28,863
Kearney, NE.....	27,431	East Providence, RI.....	48,688
La Vista, NE .....	11,699	Newport, RI.....	26,475
Dover, NH.....	26,884	Greenville, SC .....	10,468
Lebanon, NH .....	12,568	Mauldin, SC .....	15,224
Lyme, NH .....	1,679	Pickens County, SC .....	110,757
Willingboro Township, NJ .....	33,008	Rock Hill, SC.....	49,765
Alamogordo, NM.....	35,582	Sioux Falls, SD .....	123,975
Albuquerque, NM.....	448,607	Cookeville, TN .....	23,923
Bloomfield, NM.....	6,417	Johnson City, TN .....	55,469
Farmington, NM .....	37,844	Nashville, TN .....	545,524
Rio Rancho, NM .....	51,765	Oak Ridge, TN .....	27,387
San Juan County, NM .....	113,801	White House, TN .....	7,220
Carson City, NV.....	52,457	Alabaster, TX .....	22,169
Henderson, NV.....	175,381	Arlington, TX.....	332,969
North Las Vegas, NV.....	115,488	Austin, TX.....	656,562
Reno, NV .....	180,480	Benbrook, TX .....	20,208
Sparks, NV .....	66,346	Bryan, TX .....	34,733
Washoe County, NV .....	339,486	Corpus Christi, TX .....	277,454
Beekman, NY.....	11,452	Dallas, TX.....	1,188,580
Canandaigua, NY.....	11,264	Duncanville, TX .....	36,081
New York City, NY .....	8,008,278	El Paso, TX .....	563,662
Village of Rye Brook, NY .....	8,602	Flower Mound, TX .....	50,702
Blue Ash, OH .....	12,513	Fort Worth, TX.....	534,694
Delaware, OH .....	25,243	Georgetown, TX .....	28,339
Dublin, OH .....	31,392	Grand Prairie, TX.....	127,427
Hudson, OH .....	22,439	Houston, TX .....	1,953,631
Kettering, OH .....	57,502	Hurst, TX .....	36,273
Lebanon, OH.....	16,962	Hutto, TX.....	1,250
Orange Village, OH.....	3,236	Irving, TX.....	191,615
Sandusky, OH.....	27,844	McAllen, TX .....	106,414
Springboro, OH .....	12,380	Pasadena, TX.....	141,674
Westerville, OH.....	35,318	Plano, TX.....	222,030
Broken Arrow, OK.....	74,839	Round Rock, TX .....	61,136
Edmond, OK.....	68,315	Rowlett, TX.....	44,503
Oklahoma City, OK .....	506,132	San Marcos, TX.....	34,733
Stillwater, OK .....	39,065	Shenandoah, TX .....	1,503
Ashland, OR .....	19,522	Southlake, TX .....	21,519
Bend, OR.....	52,029	Sugar Land, TX .....	63,328
Corvallis, OR .....	49,322	The Colony, TX .....	26,531
Eugene, OR.....	137,893	Tomball, TX.....	9,089
Gresham, OR.....	90,205	Farmington, UT .....	12,081
Hermiston, OR.....	13,154	Riverdale, UT .....	7,656

Saratoga Springs, UT .....	1,003	Hoquiam, WA .....	9,097
Springville, UT .....	20,424	Kent, WA .....	79,524
Washington City, UT .....	8,186	King County, WA .....	1,737,034
Albemarle County, VA .....	79,236	Kirkland, WA .....	45,054
Arlington County, VA .....	189,453	Kitsap County, WA .....	231,969
Blacksburg, VA .....	39,357	Lynnwood, WA .....	33,847
Botetourt County, VA .....	30,496	Mountlake Terrace, WA .....	20,362
Chesapeake, VA .....	199,184	Ocean Shores, WA .....	3,836
Chesterfield County, VA .....	259,903	Olympia, WA .....	42,514
Hampton, VA .....	146,437	Pasco, WA .....	32,066
Hanover County, VA .....	86,320	Renton, WA .....	50,052
Hopewell, VA .....	22,354	Richland, WA .....	38,708
James City County, VA .....	48,102	Snoqualmie, WA .....	1,631
Lexington, VA .....	6,867	Spokane Valley, WA .....	75,203
Lynchburg, VA .....	65,269	Tacoma, WA .....	193,556
Newport News, VA .....	180,150	Vancouver, WA .....	143,560
Northampton County, VA .....	13,093	Ashland County, WI .....	16,866
Prince William County, VA .....	280,813	De Pere, WI .....	20,559
Radford, VA .....	15,859	Eau Claire, WI .....	61,704
Roanoke, VA .....	94,911	Madison, WI .....	208,054
Spotsylvania County, VA .....	90,395	Merrill, WI .....	10,146
Stafford County, VA .....	92,446	Milton, WI .....	5,132
Staunton, VA .....	23,853	Ozaukee County, WI .....	82,317
Virginia Beach, VA .....	425,257	Suamico, WI .....	8,686
Williamsburg, VA .....	11,998	Village of Brown Deer, WI .....	12,170
Chittenden County, VT .....	146,571	Wausau, WI .....	38,426
Montpelier, VT .....	8,035	Wauwatosa, WI .....	47,271
Auburn, WA .....	40,314	Whitewater, WI .....	13,437
Bellevue, WA .....	109,569	Morgantown, WV .....	26,809
Bellingham, WA .....	67,171	Cheyenne, WY .....	53,011
Clark County, WA .....	345,238	Gillette, WY .....	19,646
Federal Way, WA .....	83,259	Laramie, WY .....	27,204
Gig Harbor, WA .....	6,465	Teton County, WY .....	18,251

## POPULATIONS 300,000 OR MORE BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The overall quality of life in Jefferson County	75	1	26	Above
Your neighborhood as a place to live	80	1	21	Above
Jefferson County as a place to live	79	1	25	Above
Remain in Jefferson County for the next five years	86	1	9	Above
Recommend living in Jefferson County to someone who asks	81	1	10	Above

Community Transportation Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of bus travel in Jefferson County	38	9	13	Below
Ease of car travel in Jefferson County	60	1	15	Above
Ease of walking in Jefferson County	52	5	14	Above
Ease of bicycle travel in Jefferson County	49	6	14	Above
Traffic flow on County roads	48	3	14	Above

Transportation and Parking Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Road repair	45	7	29	Above
Snow removal on County roads and highways	61	2	14	Above
Bus or transit services	44	12	18	Below

Frequency of Bus Use Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Jefferson County	27	7	12	Less

Housing Characteristics Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	45	3	22	Above

Housing Costs Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or more of income)	35	8	8	Less

Population Growth Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	49	9	12	Less

Nuisance Problems Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Jefferson County?	5	11	11	Less

Planning and Community Code Enforcement Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	48	1	19	Above
Code enforcement (weeds, abandoned buildings, etc)	48	5	23	Above
Animal control	56	4	22	Above

Economic Sustainability and Opportunities Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	43	8	18	Above
Jefferson County as a place to work	62	4	18	Above

Economic Development Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	45	6	17	Above

Job and Retail Growth Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	19	8	11	Less
Jobs growth seen as too slow	78	6	12	More

Personal Economic Future Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	13	7	12	Below

Community and Personal Public Safety Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Safety in Jefferson County's commercial area(s) after dark	67	1	16	Above
Safety in Jefferson County's commercial area(s) during the day	83	1	16	Above
Safety in your neighborhood after dark	81	1	21	Above
Safety in your neighborhood during the day	92	1	21	Above
Environmental hazards, including toxic waste	78	1	8	Above
Safety from property crimes (e.g., burglary, theft)	71	2	15	Above
Safety from violent crime (e.g., rape, assault, robbery)	80	1	15	Above

Crime Victimization and Reporting Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	10	11	12	Less
Reported crimes	77	6	11	More

Public Safety Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sheriff services	68	2	27	Above
Crime prevention	63	1	20	Above
Fire prevention and education	69	1	12	Above
Traffic enforcement on County roads and highways	61	1	20	Above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	54	6	10	Above

Community Environment Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of overall natural environment in Jefferson County	71	1	9	Above
Air quality	59	6	16	Above

Utility Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Drinking water	70	1	15	Above
Storm drainage	56	2	20	Above
Recycling	49	16	19	Below

Community Recreational Opportunities Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreational opportunities	77	1	15	Above
Jefferson County open space	83	1	8	Above

Participation in Parks and Recreation Opportunities Benchmarks				
	Comparison to benchmark	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used recreation centers in Jefferson County	More	1	8	More
Participated in a recreation program or activity	More	2	9	More
Visited a neighborhood park or County park	More	1	12	More

Parks and Recreation Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Nature programs or classes	71	2	6	Above

Participation in Cultural and Educational Opportunities Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jefferson County public libraries or their services	81	1	10	More

Cultural and Educational Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public library services	76	1	23	Above

Community Health and Wellness Access and Opportunities Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	52	2	17	Above
Availability of preventive health services	56	1	7	Above

Health and Wellness Services Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public health services	53	4	16	Above
Adult protective services	52	1	6	Above

Community Quality and Inclusiveness Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	55	4	15	Above
Availability of affordable quality child care	43	3	14	Above
Jefferson County as a place to raise children	75	1	20	Above
Jefferson County as a place to retire	62	4	19	Above

Services Provided for Population Subgroups Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	55	6	20	Above
Services to youth	56	2	16	Above
Services to low-income people	45	5	20	Above

Participation in Civic Engagement Opportunities Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	31	2	12	More
Watched a meeting of local elected officials or other local public meeting on cable television	22	11	11	Less
Volunteered your time to some group or activity in Jefferson County	49	7	12	Similar
Provided help to a friend or neighbor	97	1	6	More

Voter Behavior Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	92	1	12	More
Voted in last general election	85	2	12	More

Use of Information Sources Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Visited the Jefferson County Web site	71	2	8	More

Contact with Immediate Neighbors Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least once per month	83	4	7	Similar

Public Trust Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The value of services for the taxes paid to Jefferson County	51	2	26	Above
The overall direction that Jefferson County is taking	49	5	20	Above
The job Jefferson County government does at welcoming citizen involvement	44	5	19	Above
The job Jefferson County government does at listening to citizens	39	6	16	Above
Overall image or reputation of Jefferson County	67	3	16	Above

Services Provided by Local, State and Federal Governments Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by Jefferson County	63	2	28	Above
Services provided by the Federal Government	36	10	12	Below
Services provided by the State Government	42	5	12	Similar

Contact with County Employees Benchmarks				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with county employee(s) in last 12 months	60	4	14	More

Perceptions of County Employees (Among Those Who Had Contact) Normative Comparisons				
	Jefferson County average rating (0 = most negative, 100 = most positive)	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	71	2	18	Above
Responsiveness	67	2	18	Above
Courtesy	72	1	13	Above
Overall impression	68	1	20	Above

## JURISDICTIONS INCLUDED IN POPULATIONS 300,000 OR MORE BENCHMARK COMPARISONS

Mesa, AZ .....	396,375
Phoenix, AZ .....	1,321,045
Tucson, AZ .....	486,699
Long Beach, CA .....	461,522
San Bernardino County, CA .....	1,709,434
San Francisco, CA .....	776,733
San Jose, CA .....	894,943
Santa Barbara County, CA .....	399,347
Calgary, Canada .....	878,866
Edmonton, Canada .....	666,104
Winnipeg, Canada .....	619,544
Arapahoe County, CO .....	487,967
Colorado Springs, CO .....	360,890
Denver (City and County), CO .....	554,636
Brevard County, FL .....	476,230
Duval County, FL .....	778,879
Hillsborough County, FL .....	998,948
Lee County, FL .....	454,918
Palm Beach County, FL .....	1,131,184
Pasco County, FL .....	344,765
Pinellas County, FL .....	921,482
Volusia County, FL .....	443,343
Honolulu, HI .....	876,156
Polk County, IA .....	374,601
Wichita, KS .....	344,284
Jefferson Parish, LA .....	455,466
New Orleans, LA .....	484,674
Orleans Parish, LA .....	484,674
Baltimore County, MD .....	754,292
Montgomery County, MD .....	873,341
Dakota County, MN .....	355,904
Minneapolis, MN .....	382,618
Kansas City, MO .....	441,545
Charlotte, NC .....	540,828
Albuquerque, NM .....	448,607
Washoe County, NV .....	339,486
New York City, NY .....	8,008,278
Oklahoma City, OK .....	506,132
Lane County, OR .....	322,959
Multnomah County, OR .....	660,486
Portland, OR .....	529,121
Philadelphia, PA .....	1,517,550
Nashville, TN .....	545,524
Arlington, TX .....	332,969
Austin, TX .....	656,562
Dallas, TX .....	1,188,580
El Paso, TX .....	563,662
Fort Worth, TX .....	534,694
Houston, TX .....	1,953,631
Virginia Beach, VA .....	425,257
Clark County, WA .....	345,238
King County, WA .....	1,737,034