The National Citizen Survey™

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
Region	
West Coast[1]	17%ile
West[2]	20%ile
North Central West[3]	11%ile
North Central East[4]	13%ile
South Central[5]	9%ile
South[6]	25%ile
Northeast West[7]	3%ile
Northeast East[8]	2%ile
Population	
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

[1] Alaska, Washington, Oregon, California, Hawaii
[2] Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico
[3] North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota
[4] Illinois, Indiana, Ohio, Michigan, Wisconsin
[5] Oklahoma, Texas, Louisiana, Arkansas
[6] West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC
[7] New York, Pennsylvania, New Jersey
[8] Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

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Putting Evaluations onto the 100-point Scale

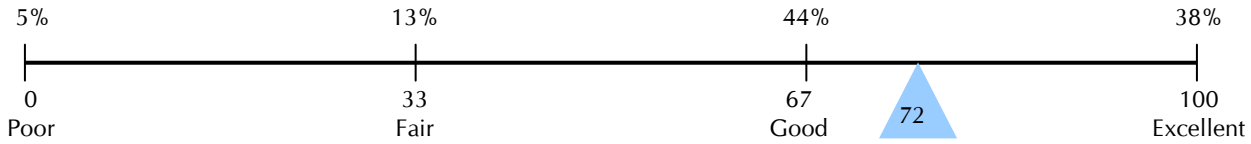
Although responses to many of the evaluative questions were made on a 4 point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an 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"	Step1: 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 ÷ (100-5) =	38%ile	100	= 38%ile x 100 =	38
Good	42%ile	= 42 ÷ (100-5) =	44%ile	67	= 44%ile x 67 =	30
Fair	12%ile	= 12 ÷ (100-5) =	13%ile	33	= 13%ile x 33 =	4
Poor	5%ile	= 5 ÷ (100-5) =	5%ile	0	= 5%ile x 0 =	0
Don't know	5%ile		–			
Total	100%ile		100%ile			**72**

How do you rate the community as a place to live?



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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.

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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

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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

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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

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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

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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

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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

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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

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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

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Jurisdictions Included in National Benchmark Comparisons

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

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

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

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

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

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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

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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

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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

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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

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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

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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

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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

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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

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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

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