



**THE NCS**<sup>TM</sup>  
The National Community Survey<sup>TM</sup>

# Jackson County, MI

Technical Appendices

2019



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# Appendix A: Complete Survey Responses

## Responses excluding “don’t know”

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in Jackson County:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Jackson County as a place to live	7%	N=22	49%	N=154	33%	N=104	10%	N=32	100%	N=313
Your neighborhood as a place to live	26%	N=81	47%	N=148	19%	N=58	8%	N=25	100%	N=312
Jackson County as a place to raise children	10%	N=29	43%	N=127	34%	N=101	14%	N=42	100%	N=298
Jackson County as a place to work	8%	N=23	42%	N=116	30%	N=82	20%	N=56	100%	N=277
Jackson County as a place to visit	7%	N=22	27%	N=82	36%	N=108	30%	N=92	100%	N=304
Jackson County as a place to retire	6%	N=17	33%	N=98	33%	N=97	28%	N=83	100%	N=295
The overall quality of life in Jackson County	4%	N=13	45%	N=140	34%	N=106	17%	N=54	100%	N=313

Table 2: Question 2

Please rate each of the following characteristics as they relate to Jackson County as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Jackson County	4%	N=12	36%	N=112	43%	N=134	18%	N=56	100%	N=314
Overall ease of getting to the places you usually have to visit	12%	N=37	55%	N=171	25%	N=78	8%	N=23	100%	N=309
Quality of overall natural environment in Jackson County	10%	N=31	46%	N=143	30%	N=93	14%	N=42	100%	N=309
Overall "built environment" of Jackson County (including overall design, buildings, parks and transportation systems)	6%	N=18	36%	N=109	44%	N=134	15%	N=44	100%	N=307
Health and wellness opportunities in Jackson County	9%	N=27	41%	N=122	33%	N=96	17%	N=50	100%	N=294
Overall opportunities for education and enrichment	4%	N=12	41%	N=119	43%	N=125	12%	N=34	100%	N=291
Overall economic health of Jackson County	1%	N=4	22%	N=66	45%	N=132	32%	N=94	100%	N=296
Sense of community	2%	N=5	25%	N=75	51%	N=153	23%	N=69	100%	N=303
Overall image or reputation of Jackson County	2%	N=5	21%	N=63	41%	N=124	37%	N=112	100%	N=304

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Jackson County to someone who asks	15%	N=46	50%	N=155	16%	N=49	19%	N=58	100%	N=306
Remain in Jackson County for the next five years	52%	N=153	30%	N=90	5%	N=16	12%	N=36	100%	N=295

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	56%	N=176	31%	N=98	6%	N=18	2%	N=6	4%	N=13	100%	N=311
In Jackson County's downtown/commercial area during the day	29%	N=87	43%	N=129	14%	N=43	8%	N=25	6%	N=17	100%	N=302

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Jackson County as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	5%	N=15	41%	N=126	36%	N=112	18%	N=57	100%	N=310
Ease of public parking	5%	N=15	40%	N=124	38%	N=117	16%	N=50	100%	N=306
Ease of travel by car in Jackson County	9%	N=27	53%	N=165	30%	N=94	8%	N=25	100%	N=310
Ease of travel by public transportation in Jackson County	3%	N=3	22%	N=25	46%	N=53	29%	N=34	100%	N=115
Ease of travel by bicycle in Jackson County	5%	N=8	26%	N=41	33%	N=53	35%	N=55	100%	N=158
Ease of walking in Jackson County	8%	N=20	41%	N=103	35%	N=87	16%	N=41	100%	N=251
Availability of paths and walking trails	14%	N=37	43%	N=108	32%	N=81	11%	N=29	100%	N=254
Air quality	10%	N=29	56%	N=162	27%	N=78	8%	N=22	100%	N=291
Cleanliness of Jackson County	5%	N=15	35%	N=108	40%	N=125	20%	N=62	100%	N=310
Overall appearance of Jackson County	6%	N=18	32%	N=100	43%	N=133	19%	N=59	100%	N=310
Public places where people want to spend time	5%	N=14	42%	N=122	34%	N=101	19%	N=56	100%	N=294
Variety of housing options	3%	N=7	32%	N=81	37%	N=94	28%	N=70	100%	N=252
Availability of affordable quality housing	2%	N=6	35%	N=84	43%	N=103	20%	N=49	100%	N=242
Fitness opportunities (including exercise classes and paths or trails, etc.)	6%	N=17	41%	N=112	38%	N=103	14%	N=39	100%	N=272
Recreational opportunities	8%	N=21	44%	N=125	33%	N=93	15%	N=42	100%	N=281
Availability of affordable quality food	11%	N=35	43%	N=134	29%	N=91	16%	N=51	100%	N=310
Availability of affordable quality health care	10%	N=29	37%	N=105	35%	N=101	17%	N=50	100%	N=285
Availability of preventive health services	10%	N=25	44%	N=116	29%	N=78	17%	N=44	100%	N=263
Availability of affordable quality mental health care	2%	N=4	31%	N=63	32%	N=65	35%	N=70	100%	N=202

Table 6: Question 6

Please rate each of the following characteristics as they relate to Jackson County as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	2%	N=3	31%	N=48	40%	N=63	27%	N=43	100%	N=157
K-12 education	7%	N=17	48%	N=114	30%	N=71	14%	N=33	100%	N=235
Adult educational opportunities	7%	N=14	36%	N=69	37%	N=71	19%	N=37	100%	N=191
Opportunities to attend cultural/arts/music activities	7%	N=19	37%	N=100	40%	N=105	16%	N=42	100%	N=266
Opportunities to participate in religious or spiritual events and activities	14%	N=36	58%	N=144	24%	N=59	4%	N=11	100%	N=250
Employment opportunities	3%	N=9	33%	N=86	34%	N=87	30%	N=77	100%	N=259
Shopping opportunities	8%	N=25	37%	N=114	30%	N=91	25%	N=76	100%	N=305
Cost of living in Jackson County	12%	N=37	36%	N=109	41%	N=123	11%	N=34	100%	N=302
Overall quality of business and service establishments in Jackson County	4%	N=11	44%	N=129	34%	N=101	18%	N=54	100%	N=295
Vibrant downtown/commercial area	5%	N=13	30%	N=84	45%	N=125	20%	N=57	100%	N=279
Overall quality of new development in Jackson County	13%	N=34	37%	N=99	34%	N=92	16%	N=44	100%	N=268
Opportunities to participate in social events and activities	9%	N=23	36%	N=92	44%	N=111	11%	N=28	100%	N=254
Opportunities to volunteer	19%	N=48	45%	N=114	30%	N=75	6%	N=15	100%	N=251
Opportunities to participate in community matters	11%	N=26	43%	N=101	35%	N=83	11%	N=26	100%	N=235
Openness and acceptance of the community toward people of diverse backgrounds	9%	N=22	32%	N=79	40%	N=97	19%	N=46	100%	N=245
Neighborliness of residents in Jackson County	7%	N=19	35%	N=95	43%	N=115	15%	N=41	100%	N=270

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	32%	N=101	68%	N=211	100%	N=312
Made efforts to make your home more energy efficient	16%	N=50	84%	N=262	100%	N=312
Observed a code violation or other hazard in Jackson County (weeds, abandoned buildings, etc.)	47%	N=147	53%	N=163	100%	N=310
Household member was a victim of a crime in Jackson County	87%	N=270	13%	N=41	100%	N=311
Reported a crime to the police in Jackson County	74%	N=229	26%	N=81	100%	N=310
Stocked supplies in preparation for an emergency	70%	N=218	30%	N=93	100%	N=311
Campaigned or advocated for an issue, cause or candidate	75%	N=235	25%	N=77	100%	N=311
Contacted Jackson County (in-person, phone, email or web) for help or information	68%	N=213	32%	N=99	100%	N=312
Contacted Jackson County elected officials (in-person, phone, email or web) to express your opinion	82%	N=256	18%	N=55	100%	N=311

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Jackson County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Jackson County recreation centers or their services	6%	N=19	9%	N=27	34%	N=106	51%	N=156	100%	N=307
Visited a neighborhood park or County park	13%	N=40	22%	N=67	40%	N=125	25%	N=77	100%	N=309
Used Jackson County public libraries or their services	9%	N=27	17%	N=52	30%	N=92	45%	N=140	100%	N=312
Participated in religious or spiritual activities in Jackson County	11%	N=34	22%	N=68	19%	N=59	48%	N=151	100%	N=311
Attended a County-sponsored event	0%	N=2	1%	N=4	36%	N=111	62%	N=192	100%	N=309
Used bus, rail, subway or other public transportation instead of driving	2%	N=6	2%	N=6	5%	N=17	91%	N=282	100%	N=312
Carpooled with other adults or children instead of driving alone	5%	N=15	11%	N=33	21%	N=65	63%	N=196	100%	N=310
Walked or biked instead of driving	6%	N=17	10%	N=30	21%	N=65	64%	N=199	100%	N=311
Volunteered your time to some group/activity in Jackson County	5%	N=16	14%	N=44	23%	N=70	58%	N=178	100%	N=308
Participated in a club	3%	N=9	7%	N=23	16%	N=49	74%	N=229	100%	N=310
Talked to or visited with your immediate neighbors	23%	N=70	34%	N=106	33%	N=102	11%	N=34	100%	N=313
Done a favor for a neighbor	13%	N=42	25%	N=79	47%	N=146	15%	N=46	100%	N=312

Table 9: Question 9

Thinking about local public meetings (of local elected officials like County Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=8	1%	N=5	11%	N=35	85%	N=265	100%	N=312
Watched (online or on television) a local public meeting	3%	N=8	4%	N=12	12%	N=37	81%	N=254	100%	N=312

Table 10: Question 10

Please rate the quality of each of the following services in Jackson County:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	15%	N=42	50%	N=139	27%	N=75	7%	N=21	100%	N=276
Fire services	29%	N=68	51%	N=120	19%	N=44	1%	N=2	100%	N=233
Ambulance or emergency medical services	28%	N=65	53%	N=125	17%	N=39	2%	N=4	100%	N=234
Crime prevention	5%	N=12	36%	N=80	34%	N=76	24%	N=54	100%	N=222
Fire prevention and education	11%	N=21	47%	N=91	28%	N=55	13%	N=25	100%	N=192
Traffic enforcement	8%	N=20	35%	N=92	39%	N=101	18%	N=46	100%	N=259

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Please rate the quality of each of the following services in Jackson County:	Excellent		Good		Fair		Poor		Total	
Street repair	1%	N=3	13%	N=39	21%	N=64	65%	N=198	100%	N=304
Street cleaning	0%	N=1	19%	N=51	40%	N=105	41%	N=108	100%	N=265
Street lighting	3%	N=10	25%	N=73	47%	N=134	24%	N=68	100%	N=284
Snow removal	9%	N=28	34%	N=101	39%	N=116	17%	N=52	100%	N=297
Sidewalk maintenance	3%	N=8	25%	N=57	41%	N=93	30%	N=68	100%	N=225
Traffic signal timing	2%	N=6	37%	N=101	35%	N=95	26%	N=72	100%	N=274
Bus or transit services	4%	N=4	39%	N=39	40%	N=40	17%	N=17	100%	N=100
Garbage collection	19%	N=48	53%	N=133	17%	N=43	11%	N=26	100%	N=250
Recycling	9%	N=22	25%	N=60	30%	N=73	36%	N=86	100%	N=241
Yard waste pick-up	1%	N=1	23%	N=41	35%	N=64	41%	N=75	100%	N=181
Storm drainage	7%	N=14	27%	N=54	44%	N=88	22%	N=44	100%	N=199
Drinking water	13%	N=34	39%	N=103	30%	N=80	18%	N=47	100%	N=264
Sewer services	14%	N=30	48%	N=102	29%	N=63	9%	N=20	100%	N=214
Power (electric and/or gas) utility	18%	N=54	53%	N=155	22%	N=64	7%	N=21	100%	N=293
Utility billing	12%	N=35	53%	N=156	26%	N=75	9%	N=27	100%	N=293
County parks	23%	N=64	41%	N=115	28%	N=78	7%	N=21	100%	N=278
Recreation programs or classes	6%	N=11	43%	N=75	42%	N=74	9%	N=16	100%	N=175
Recreation centers or facilities	6%	N=12	36%	N=69	45%	N=88	12%	N=24	100%	N=193
Land use, planning and zoning	6%	N=10	36%	N=61	42%	N=73	16%	N=28	100%	N=172
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=6	22%	N=43	41%	N=81	34%	N=69	100%	N=199
Animal control	7%	N=14	36%	N=73	37%	N=77	20%	N=42	100%	N=206
Economic development	6%	N=12	36%	N=78	35%	N=78	23%	N=51	100%	N=219
Health services	8%	N=21	45%	N=113	34%	N=85	13%	N=33	100%	N=252
Public library services	31%	N=73	46%	N=109	20%	N=46	2%	N=6	100%	N=234
Public information services	4%	N=8	43%	N=89	40%	N=83	13%	N=27	100%	N=207
Cable television	7%	N=16	33%	N=78	37%	N=87	24%	N=57	100%	N=238
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	N=13	32%	N=56	43%	N=75	18%	N=32	100%	N=177
Preservation of natural areas such as open space, farmlands and greenbelts	4%	N=8	35%	N=75	46%	N=97	15%	N=31	100%	N=211
Jackson County open space	5%	N=10	34%	N=67	48%	N=97	13%	N=26	100%	N=200
County-sponsored special events	5%	N=10	35%	N=64	44%	N=81	15%	N=28	100%	N=183
Overall customer service by Jackson County employees (police, receptionists, planners, etc.)	9%	N=21	42%	N=100	39%	N=95	10%	N=25	100%	N=241

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
Jackson County	2%	N=5	43%	N=124	45%	N=129	9%	N=27	100%	N=284
The Federal Government	0%	N=1	27%	N=71	50%	N=130	22%	N=58	100%	N=259
The State Government	1%	N=2	27%	N=74	49%	N=134	23%	N=62	100%	N=271

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Table 12: Question 12

Please rate the following categories of Jackson County government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Jackson County	3%	N=7	26%	N=70	47%	N=127	25%	N=67	100%	N=271
The overall direction that Jackson County is taking	7%	N=17	36%	N=92	36%	N=92	22%	N=57	100%	N=258
The job Jackson County government does at welcoming resident involvement	3%	N=7	26%	N=52	42%	N=83	29%	N=57	100%	N=199
Overall confidence in Jackson County government	3%	N=7	27%	N=68	48%	N=121	23%	N=58	100%	N=254
Generally acting in the best interest of the community	5%	N=11	27%	N=66	49%	N=120	20%	N=49	100%	N=246
Being honest	6%	N=12	29%	N=61	39%	N=83	27%	N=57	100%	N=213
Treating all residents fairly	2%	N=5	32%	N=69	41%	N=87	25%	N=53	100%	N=213
The level of coordination between Jackson County and other units of government (e.g. Federal, State, City, Township and Village)	2%	N=4	22%	N=39	55%	N=97	20%	N=35	100%	N=175

Table 13: Question 13

Please rate how important, if at all, you think it is for the Jackson County community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		5		Total	
Overall feeling of safety in Jackson County	53%	N=167	34%	N=107	11%	N=35	1%	N=3	0%	N=0	100%	N=312
Overall ease of getting to the places you usually have to visit	21%	N=64	52%	N=162	24%	N=75	3%	N=11	0%	N=0	100%	N=312
Quality of overall natural environment in Jackson County	33%	N=103	42%	N=130	22%	N=69	3%	N=9	0%	N=0	100%	N=310
Overall "built environment" of Jackson County (including overall design, buildings, parks and transportation systems)	21%	N=65	49%	N=154	27%	N=84	3%	N=9	0%	N=0	100%	N=311
Health and wellness opportunities in Jackson County	30%	N=93	48%	N=150	20%	N=62	1%	N=4	0%	N=0	100%	N=309
Overall opportunities for education and enrichment	35%	N=109	49%	N=151	13%	N=40	3%	N=9	0%	N=1	100%	N=310
Overall economic health of Jackson County	49%	N=152	43%	N=135	5%	N=16	2%	N=8	0%	N=1	100%	N=312
Sense of community	22%	N=68	46%	N=144	26%	N=80	6%	N=19	0%	N=0	100%	N=311

Table 14: Question 14

First, please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in Jackson County.	Essential		Very important		Somewhat important		Not at all important		Total	
Healthy Community	37%	N=95	51%	N=132	12%	N=32	0%	N=0	100%	N=260
Transportation and Community Connectedness (transportation & infrastructure)	20%	N=51	47%	N=117	31%	N=79	2%	N=4	100%	N=251
Thriving Regional Economy	34%	N=86	55%	N=139	11%	N=27	0%	N=1	100%	N=252
Quality of Life Essentials	37%	N=94	57%	N=147	6%	N=16	0%	N=0	100%	N=257
Trusted Government	39%	N=102	47%	N=121	13%	N=34	1%	N=3	100%	N=259
Safe and Desirable Community	61%	N=153	34%	N=86	4%	N=10	0%	N=1	100%	N=250

Table 15: Question 14 - Most Important

Then, please check which ONE is the most important.	Percent	Number
Healthy Community	10%	N=19
Transportation and Community Connectedness (transportation & infrastructure)	8%	N=15
Thriving Regional Economy	9%	N=17
Quality of Life Essentials	13%	N=24
Trusted Government	10%	N=19
Safe and Desirable Community	51%	N=98
Total	100%	N=192

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Table 16: Question 15

Please indicate how important, if at all, each of the following older adult services are for the County to provide:	Essential		Very important		Somewhat important		Not at all important		Total	
Family caregiver assistance	30%	N=83	54%	N=149	13%	N=35	3%	N=7	100%	N=274
House cleaning	12%	N=33	37%	N=103	41%	N=112	10%	N=28	100%	N=276
Information about services and how to get them	39%	N=112	46%	N=131	14%	N=39	2%	N=5	100%	N=288
Meals on Wheels	33%	N=93	47%	N=132	18%	N=52	1%	N=4	100%	N=281
Senior center activities	30%	N=84	46%	N=130	23%	N=64	2%	N=5	100%	N=284
Transportation	34%	N=96	50%	N=140	15%	N=43	2%	N=4	100%	N=283

Table 17: Question 16

On average, about how often did you use Jackson County parks and/or trails in the past 12 months?	Percent	Number
2 times a week	12%	N=32
2-4 times a month	23%	N=62
Once a month or less	39%	N=104
Not at all	27%	N=72
Total	100%	N=271

Table 18: Question 17

Have you utilized any of the following programs or services provided by the Jackson County Health Department in the last 12 months? (Please select all that apply.)	Percent	Number
Website	17%	N=49
Facebook page	9%	N=26
Women, Infants & Children (WIC)	3%	N=8
Sexual health/immunization clinic	2%	N=5
Teen pregnancy prevention	1%	N=2
Maternal/infant health	4%	N=11
None of the above	76%	N=225
Children's services: Hearing, vision or special health	1%	N=3
Emergency preparedness	1%	N=3
Environmental health	2%	N=7
Communicable disease	0%	N=1
Early On Services	1%	N=4
Other	5%	N=15

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

Table 19: Question 18

Are you aware of the Emergency Management Department's mass emergency notification system, Code Red?	Percent	Number
Yes	22%	N=67
No	78%	N=244
Total	100%	N=311

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Table 20: Question 19

Are you aware of the Jackson County smartphone app (MIJacksonCounty)?	Percent	Number
Yes	9%	N=28
No	91%	N=285
Total	100%	N=313

Table 21: Question 20

Have you had contact with the Jackson County Office of the Sheriff in any of the following ways in the last 12 months? (Please select all that apply.)	Percent	Number
Shared tip information about a crime	9%	N=29
Visited the Jackson County Office of the Sheriff web site	5%	N=15
Accessed information about the Sheriff's Office through Facebook	8%	N=24
Accessed information about the Sheriff's Office through the Smartphone App, Mobile Patrol	1%	N=4
Used the Sheriff's Crime Mapping tools	5%	N=16
None of these	77%	N=238
Don't know	4%	N=14

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

Table 22: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	16%	N=49	12%	N=38	21%	N=66	17%	N=53	34%	N=104	100%	N=310
Purchase goods or services from a business located in Jackson County	2%	N=5	2%	N=5	14%	N=44	56%	N=176	26%	N=82	100%	N=312
Eat at least 5 portions of fruits and vegetables a day	5%	N=17	14%	N=44	44%	N=137	30%	N=92	7%	N=22	100%	N=312
Participate in moderate or vigorous physical activity	4%	N=14	17%	N=52	34%	N=105	30%	N=90	14%	N=44	100%	N=306
Read or watch local news (via television, paper, computer, etc.)	8%	N=24	11%	N=35	23%	N=72	27%	N=85	30%	N=93	100%	N=310
Vote in local elections	7%	N=21	6%	N=19	14%	N=42	19%	N=58	54%	N=166	100%	N=307

Table 23: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	13%	N=40
Very good	36%	N=112
Good	39%	N=122
Fair	11%	N=36
Poor	1%	N=3
Total	100%	N=313

Table 24: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=25
Somewhat positive	25%	N=78
Neutral	50%	N=153
Somewhat negative	14%	N=43
Very negative	2%	N=7
Total	100%	N=307

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Table 25: Question D4

What is your employment status?	Percent	Number
Working full time for pay	54%	N=167
Working part time for pay	3%	N=10
Unemployed, looking for paid work	0%	N=1
Unemployed, not looking for paid work	9%	N=27
Fully retired	34%	N=105
Total	100%	N=310

Table 26: Question D5

Do you work inside the boundaries of Jackson County?	Percent	Number
Yes, outside the home	45%	N=133
Yes, from home	5%	N=14
No	51%	N=151
Total	100%	N=298

Table 27: Question D6

How many years have you lived in Jackson County?	Percent	Number
Less than 2 years	3%	N=9
2 to 5 years	11%	N=34
6 to 10 years	12%	N=39
11 to 20 years	9%	N=28
More than 20 years	65%	N=202
Total	100%	N=312

Table 28: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	78%	N=245
Building with two or more homes (duplex, townhome, apartment or condominium)	17%	N=53
Mobile home	3%	N=11
Other	2%	N=5
Total	100%	N=313

Table 29: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	22%	N=68
Owned	78%	N=246
Total	100%	N=313

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Table 30: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	9%	N=27
\$300 to \$599 per month	24%	N=71
\$600 to \$999 per month	34%	N=103
\$1,000 to \$1,499 per month	20%	N=61
\$1,500 to \$2,499 per month	11%	N=33
\$2,500 or more per month	2%	N=6
Total	100%	N=301

Table 31: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	70%	N=219
Yes	30%	N=93
Total	100%	N=312

Table 32: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	65%	N=203
Yes	35%	N=108
Total	100%	N=311

Table 33: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	17%	N=53
\$25,000 to \$49,999	21%	N=63
\$50,000 to \$99,999	33%	N=100
\$100,000 to \$149,999	16%	N=48
\$150,000 or more	13%	N=39
Total	100%	N=302

Table 34: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=300
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=8
Total	100%	N=308

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Table 35: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=10
Asian, Asian Indian or Pacific Islander	2%	N=6
Black or African American	4%	N=13
White	91%	N=282
Other	4%	N=11

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

Table 36: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=6
25 to 34 years	22%	N=67
35 to 44 years	16%	N=49
45 to 54 years	17%	N=53
55 to 64 years	13%	N=41
65 to 74 years	19%	N=58
75 years or older	12%	N=38
Total	100%	N=311

Table 37: Question D16

What is your sex?	Percent	Number
Female	48%	N=148
Male	52%	N=159
Total	100%	N=307

Table 38: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=229
Land line	15%	N=48
Both	11%	N=36
Total	100%	N=313

**Responses including “don’t know”**

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

Table 39: Question 1

Please rate each of the following aspects of quality of life in Jackson County:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Jackson County as a place to live	7%	N=22	49%	N=154	33%	N=104	10%	N=32	0%	N=1	100%	N=313
Your neighborhood as a place to live	26%	N=81	47%	N=148	19%	N=58	8%	N=25	0%	N=0	100%	N=313
Jackson County as a place to raise children	9%	N=29	41%	N=127	32%	N=101	14%	N=42	4%	N=13	100%	N=311
Jackson County as a place to work	7%	N=23	38%	N=116	27%	N=82	18%	N=56	10%	N=32	100%	N=310
Jackson County as a place to visit	7%	N=22	26%	N=82	35%	N=108	30%	N=92	2%	N=6	100%	N=311
Jackson County as a place to retire	6%	N=17	31%	N=98	31%	N=97	27%	N=83	5%	N=17	100%	N=312
The overall quality of life in Jackson County	4%	N=13	45%	N=140	34%	N=106	17%	N=54	0%	N=1	100%	N=314

Table 40: Question 2

Please rate each of the following characteristics as they relate to Jackson County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Jackson County	4%	N=12	36%	N=112	43%	N=134	18%	N=56	0%	N=0	100%	N=314
Overall ease of getting to the places you usually have to visit	12%	N=37	55%	N=171	25%	N=78	7%	N=23	1%	N=2	100%	N=312
Quality of overall natural environment in Jackson County	10%	N=31	46%	N=143	30%	N=93	14%	N=42	1%	N=3	100%	N=312
Overall "built environment" of Jackson County (including overall design, buildings, parks and transportation systems)	6%	N=18	35%	N=109	43%	N=134	14%	N=44	2%	N=5	100%	N=312
Health and wellness opportunities in Jackson County	9%	N=27	39%	N=122	31%	N=96	16%	N=50	6%	N=20	100%	N=314
Overall opportunities for education and enrichment	4%	N=12	38%	N=119	40%	N=125	11%	N=34	7%	N=22	100%	N=313
Overall economic health of Jackson County	1%	N=4	21%	N=66	42%	N=132	30%	N=94	5%	N=16	100%	N=312
Sense of community	1%	N=5	24%	N=75	49%	N=153	22%	N=69	3%	N=10	100%	N=313
Overall image or reputation of Jackson County	2%	N=5	20%	N=63	40%	N=124	36%	N=112	3%	N=9	100%	N=313

Table 41: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Jackson County to someone who asks	15%	N=46	50%	N=155	16%	N=49	18%	N=58	1%	N=5	100%	N=311
Remain in Jackson County for the next five years	49%	N=153	29%	N=90	5%	N=16	12%	N=36	5%	N=15	100%	N=309

Table 42: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	56%	N=176	31%	N=98	6%	N=18	2%	N=6	4%	N=13	1%	N=2	100%	N=313
In Jackson County's downtown/commercial area during the day	28%	N=87	41%	N=129	14%	N=43	8%	N=25	5%	N=17	3%	N=10	100%	N=312

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Table 43: Question 5

Please rate each of the following characteristics as they relate to Jackson County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	5%	N=15	40%	N=126	36%	N=112	18%	N=57	1%	N=4	100%	N=314
Ease of public parking	5%	N=15	40%	N=124	37%	N=117	16%	N=50	2%	N=7	100%	N=314
Ease of travel by car in Jackson County	9%	N=27	53%	N=165	30%	N=94	8%	N=25	1%	N=3	100%	N=313
Ease of travel by public transportation in Jackson County	1%	N=3	8%	N=25	17%	N=53	11%	N=34	63%	N=193	100%	N=308
Ease of travel by bicycle in Jackson County	3%	N=8	13%	N=41	17%	N=53	18%	N=55	49%	N=153	100%	N=311
Ease of walking in Jackson County	6%	N=20	33%	N=103	28%	N=87	13%	N=41	19%	N=59	100%	N=310
Availability of paths and walking trails	12%	N=37	35%	N=108	26%	N=81	9%	N=29	18%	N=57	100%	N=312
Air quality	9%	N=29	52%	N=162	25%	N=78	7%	N=22	7%	N=21	100%	N=312
Cleanliness of Jackson County	5%	N=15	35%	N=108	40%	N=125	20%	N=62	0%	N=0	100%	N=310
Overall appearance of Jackson County	6%	N=18	32%	N=100	42%	N=133	19%	N=59	1%	N=4	100%	N=314
Public places where people want to spend time	4%	N=14	39%	N=122	32%	N=101	18%	N=56	6%	N=19	100%	N=313
Variety of housing options	2%	N=7	26%	N=81	30%	N=94	23%	N=70	19%	N=61	100%	N=313
Availability of affordable quality housing	2%	N=6	27%	N=84	33%	N=103	16%	N=49	22%	N=68	100%	N=311
Fitness opportunities (including exercise classes and paths or trails, etc.)	5%	N=17	36%	N=112	33%	N=103	13%	N=39	13%	N=41	100%	N=313
Recreational opportunities	7%	N=21	40%	N=125	30%	N=93	14%	N=42	10%	N=31	100%	N=312
Availability of affordable quality food	11%	N=35	43%	N=134	29%	N=91	16%	N=51	1%	N=2	100%	N=312
Availability of affordable quality health care	9%	N=29	34%	N=105	32%	N=101	16%	N=50	9%	N=28	100%	N=313
Availability of preventive health services	8%	N=25	38%	N=116	25%	N=78	14%	N=44	14%	N=42	100%	N=305
Availability of affordable quality mental health care	1%	N=4	20%	N=63	21%	N=65	22%	N=70	35%	N=111	100%	N=313

Table 44: Question 6

Please rate each of the following characteristics as they relate to Jackson County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	1%	N=3	16%	N=48	20%	N=63	14%	N=43	49%	N=150	100%	N=307
K-12 education	6%	N=17	37%	N=114	23%	N=71	11%	N=33	24%	N=75	100%	N=309
Adult educational opportunities	5%	N=14	23%	N=69	24%	N=71	12%	N=37	37%	N=111	100%	N=302
Opportunities to attend cultural/arts/music activities	6%	N=19	32%	N=100	34%	N=105	14%	N=42	14%	N=42	100%	N=308
Opportunities to participate in religious or spiritual events and activities	12%	N=36	47%	N=144	19%	N=59	4%	N=11	19%	N=60	100%	N=310
Employment opportunities	3%	N=9	29%	N=86	29%	N=87	26%	N=77	14%	N=43	100%	N=302
Shopping opportunities	8%	N=25	37%	N=114	29%	N=91	25%	N=76	1%	N=4	100%	N=309
Cost of living in Jackson County	12%	N=37	35%	N=109	40%	N=123	11%	N=34	2%	N=6	100%	N=309
Overall quality of business and service establishments in Jackson County	4%	N=11	43%	N=129	33%	N=101	18%	N=54	3%	N=9	100%	N=304
Vibrant downtown/commercial area	4%	N=13	28%	N=84	41%	N=125	19%	N=57	8%	N=24	100%	N=303
Overall quality of new development in Jackson County	11%	N=34	32%	N=99	30%	N=92	14%	N=44	12%	N=38	100%	N=307
Opportunities to participate in social events and activities	7%	N=23	30%	N=92	36%	N=111	9%	N=28	17%	N=52	100%	N=306
Opportunities to volunteer	15%	N=48	37%	N=114	24%	N=75	5%	N=15	18%	N=57	100%	N=308
Opportunities to participate in community matters	8%	N=26	33%	N=101	27%	N=83	8%	N=26	23%	N=72	100%	N=307
Openness and acceptance of the community toward people of diverse backgrounds	7%	N=22	26%	N=79	32%	N=97	15%	N=46	20%	N=62	100%	N=306
Neighborliness of residents in Jackson County	6%	N=19	31%	N=95	38%	N=115	14%	N=41	12%	N=36	100%	N=306

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Table 45: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	32%	N=101	68%	N=211	100%	N=312
Made efforts to make your home more energy efficient	16%	N=50	84%	N=262	100%	N=312
Observed a code violation or other hazard in Jackson County (weeds, abandoned buildings, etc.)	47%	N=147	53%	N=163	100%	N=310
Household member was a victim of a crime in Jackson County	87%	N=270	13%	N=41	100%	N=311
Reported a crime to the police in Jackson County	74%	N=229	26%	N=81	100%	N=310
Stocked supplies in preparation for an emergency	70%	N=218	30%	N=93	100%	N=311
Campaigned or advocated for an issue, cause or candidate	75%	N=235	25%	N=77	100%	N=311
Contacted Jackson County (in-person, phone, email or web) for help or information	68%	N=213	32%	N=99	100%	N=312
Contacted Jackson County elected officials (in-person, phone, email or web) to express your opinion	82%	N=256	18%	N=55	100%	N=311

Table 46: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Jackson County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Jackson County recreation centers or their services	6%	N=19	9%	N=27	34%	N=106	51%	N=156	100%	N=307
Visited a neighborhood park or County park	13%	N=40	22%	N=67	40%	N=125	25%	N=77	100%	N=309
Used Jackson County public libraries or their services	9%	N=27	17%	N=52	30%	N=92	45%	N=140	100%	N=312
Participated in religious or spiritual activities in Jackson County	11%	N=34	22%	N=68	19%	N=59	48%	N=151	100%	N=311
Attended a County-sponsored event	0%	N=2	1%	N=4	36%	N=111	62%	N=192	100%	N=309
Used bus, rail, subway or other public transportation instead of driving	2%	N=6	2%	N=6	5%	N=17	91%	N=282	100%	N=312
Carpoled with other adults or children instead of driving alone	5%	N=15	11%	N=33	21%	N=65	63%	N=196	100%	N=310
Walked or biked instead of driving	6%	N=17	10%	N=30	21%	N=65	64%	N=199	100%	N=311
Volunteered your time to some group/activity in Jackson County	5%	N=16	14%	N=44	23%	N=70	58%	N=178	100%	N=308
Participated in a club	3%	N=9	7%	N=23	16%	N=49	74%	N=229	100%	N=310
Talked to or visited with your immediate neighbors	23%	N=70	34%	N=106	33%	N=102	11%	N=34	100%	N=313
Done a favor for a neighbor	13%	N=42	25%	N=79	47%	N=146	15%	N=46	100%	N=312

Table 47: Question 9

Thinking about local public meetings (of local elected officials like County Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	2%	N=8	1%	N=5	11%	N=35	85%	N=265	100%	N=312
Watched (online or on television) a local public meeting	3%	N=8	4%	N=12	12%	N=37	81%	N=254	100%	N=312

Table 48: Question 10

Please rate the quality of each of the following services in Jackson County:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	14%	N=42	46%	N=139	25%	N=75	7%	N=21	9%	N=26	100%	N=302
Fire services	22%	N=68	39%	N=120	14%	N=44	1%	N=2	24%	N=73	100%	N=306
Ambulance or emergency medical services	22%	N=65	42%	N=125	13%	N=39	1%	N=4	20%	N=60	100%	N=294
Crime prevention	4%	N=12	26%	N=80	25%	N=76	18%	N=54	27%	N=81	100%	N=304
Fire prevention and education	7%	N=21	30%	N=91	18%	N=55	9%	N=25	36%	N=107	100%	N=299

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Please rate the quality of each of the following services in Jackson County:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic enforcement	7%	N=20	30%	N=92	33%	N=101	15%	N=46	14%	N=43	100%	N=302
Street repair	1%	N=3	13%	N=39	21%	N=64	64%	N=198	1%	N=4	100%	N=308
Street cleaning	0%	N=1	16%	N=51	34%	N=105	35%	N=108	14%	N=43	100%	N=308
Street lighting	3%	N=10	24%	N=73	44%	N=134	22%	N=68	6%	N=20	100%	N=304
Snow removal	9%	N=28	33%	N=101	38%	N=116	17%	N=52	3%	N=9	100%	N=306
Sidewalk maintenance	3%	N=8	19%	N=57	31%	N=93	23%	N=68	24%	N=72	100%	N=297
Traffic signal timing	2%	N=6	33%	N=101	32%	N=95	24%	N=72	9%	N=27	100%	N=301
Bus or transit services	1%	N=4	13%	N=39	13%	N=40	6%	N=17	67%	N=200	100%	N=300
Garbage collection	16%	N=48	44%	N=133	14%	N=43	9%	N=26	18%	N=54	100%	N=304
Recycling	7%	N=22	20%	N=60	24%	N=73	28%	N=86	21%	N=62	100%	N=304
Yard waste pick-up	0%	N=1	14%	N=41	21%	N=64	25%	N=75	40%	N=122	100%	N=303
Storm drainage	4%	N=14	18%	N=54	29%	N=88	14%	N=44	35%	N=107	100%	N=306
Drinking water	11%	N=34	34%	N=103	26%	N=80	15%	N=47	14%	N=44	100%	N=307
Sewer services	10%	N=30	33%	N=102	21%	N=63	6%	N=20	30%	N=92	100%	N=306
Power (electric and/or gas) utility	18%	N=54	52%	N=155	21%	N=64	7%	N=21	1%	N=4	100%	N=298
Utility billing	12%	N=35	51%	N=156	24%	N=75	9%	N=27	5%	N=14	100%	N=307
County parks	21%	N=64	37%	N=115	25%	N=78	7%	N=21	10%	N=30	100%	N=308
Recreation programs or classes	3%	N=11	24%	N=75	24%	N=74	5%	N=16	43%	N=132	100%	N=307
Recreation centers or facilities	4%	N=12	23%	N=69	29%	N=88	8%	N=24	37%	N=111	100%	N=304
Land use, planning and zoning	3%	N=10	20%	N=61	24%	N=73	9%	N=28	43%	N=128	100%	N=300
Code enforcement (weeds, abandoned buildings, etc.)	2%	N=6	14%	N=43	27%	N=81	23%	N=69	34%	N=104	100%	N=304
Animal control	5%	N=14	24%	N=73	25%	N=77	14%	N=42	33%	N=101	100%	N=307
Economic development	4%	N=12	26%	N=78	26%	N=78	17%	N=51	28%	N=85	100%	N=304
Health services	7%	N=21	37%	N=113	28%	N=85	11%	N=33	17%	N=53	100%	N=305
Public library services	24%	N=73	35%	N=109	15%	N=46	2%	N=6	24%	N=74	100%	N=308
Public information services	3%	N=8	29%	N=89	27%	N=83	9%	N=27	32%	N=98	100%	N=305
Cable television	5%	N=16	26%	N=78	29%	N=87	19%	N=57	21%	N=65	100%	N=303
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	4%	N=13	18%	N=56	25%	N=75	11%	N=32	42%	N=129	100%	N=306
Preservation of natural areas such as open space, farmlands and greenbelts	3%	N=8	25%	N=75	32%	N=97	10%	N=31	31%	N=93	100%	N=304
Jackson County open space	3%	N=10	22%	N=67	32%	N=97	8%	N=26	34%	N=104	100%	N=304
County-sponsored special events	3%	N=10	22%	N=64	28%	N=81	9%	N=28	37%	N=108	100%	N=291
Overall customer service by Jackson County employees (police, receptionists, planners, etc.)	7%	N=21	33%	N=100	32%	N=95	8%	N=25	20%	N=60	100%	N=301

Table 49: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Jackson County	2%	N=5	40%	N=124	42%	N=129	9%	N=27	8%	N=25	100%	N=309
The Federal Government	0%	N=1	23%	N=71	42%	N=130	19%	N=58	16%	N=48	100%	N=308
The State Government	0%	N=2	24%	N=74	44%	N=134	20%	N=62	12%	N=36	100%	N=307

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Table 50: Question 12

Please rate the following categories of Jackson County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Jackson County	2%	N=7	23%	N=70	42%	N=127	22%	N=67	11%	N=33	100%	N=304
The overall direction that Jackson County is taking	6%	N=17	30%	N=92	31%	N=92	19%	N=57	14%	N=43	100%	N=302
The job Jackson County government does at welcoming resident involvement	2%	N=7	17%	N=52	27%	N=83	19%	N=57	35%	N=105	100%	N=304
Overall confidence in Jackson County government	2%	N=7	23%	N=68	40%	N=121	19%	N=58	16%	N=47	100%	N=301
Generally acting in the best interest of the community	4%	N=11	22%	N=66	39%	N=120	16%	N=49	19%	N=58	100%	N=303
Being honest	4%	N=12	20%	N=61	28%	N=83	19%	N=57	29%	N=87	100%	N=300
Treating all residents fairly	2%	N=5	23%	N=69	29%	N=87	18%	N=53	29%	N=88	100%	N=301
The level of coordination between Jackson County and other units of government (e.g. Federal, State, City, Township and Village)	1%	N=4	13%	N=39	32%	N=97	12%	N=35	42%	N=129	100%	N=303

Table 51: Question 13

Please rate how important, if at all, you think it is for the Jackson County community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		5		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Jackson County	53%	N=167	34%	N=107	11%	N=35	1%	N=3	0%	N=0	100%	N=312
Overall ease of getting to the places you usually have to visit	21%	N=64	52%	N=162	24%	N=75	3%	N=11	0%	N=0	100%	N=312
Quality of overall natural environment in Jackson County	33%	N=103	42%	N=130	22%	N=69	3%	N=9	0%	N=0	100%	N=310
Overall "built environment" of Jackson County (including overall design, buildings, parks and transportation systems)	21%	N=65	49%	N=154	27%	N=84	3%	N=9	0%	N=0	100%	N=311
Health and wellness opportunities in Jackson County	30%	N=93	48%	N=150	20%	N=62	1%	N=4	0%	N=0	100%	N=309
Overall opportunities for education and enrichment	35%	N=109	49%	N=151	13%	N=40	3%	N=9	0%	N=1	100%	N=310
Overall economic health of Jackson County	49%	N=152	43%	N=135	5%	N=16	2%	N=8	0%	N=1	100%	N=312
Sense of community	22%	N=68	46%	N=144	26%	N=80	6%	N=19	0%	N=0	100%	N=311

Table 52: Question 14

First, please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in Jackson County.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Healthy Community	36%	N=95	50%	N=132	12%	N=32	0%	N=0	2%	N=6	100%	N=266
Transportation and Community Connectedness (transportation & infrastructure)	20%	N=51	45%	N=117	31%	N=79	2%	N=4	2%	N=6	100%	N=258
Thriving Regional Economy	32%	N=86	52%	N=139	10%	N=27	0%	N=1	5%	N=13	100%	N=265
Quality of Life Essentials	35%	N=94	55%	N=147	6%	N=16	0%	N=0	4%	N=10	100%	N=267
Trusted Government	38%	N=102	46%	N=121	13%	N=34	1%	N=3	2%	N=6	100%	N=265
Safe and Desirable Community	60%	N=153	34%	N=86	4%	N=10	0%	N=1	2%	N=6	100%	N=255

Table 53: Question 14 - Most Important

Then, please check which ONE is the most important.	Percent	Number
Healthy Community	10%	N=19
Transportation and Community Connectedness (transportation & infrastructure)	8%	N=15
Thriving Regional Economy	9%	N=17
Quality of Life Essentials	13%	N=24
Trusted Government	10%	N=19
Safe and Desirable Community	51%	N=98
Total	100%	N=192

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Table 54: Question 15

Please indicate how important, if at all, each of the following older adult services are for the County to provide:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Family caregiver assistance	27%	N=83	48%	N=149	11%	N=35	2%	N=7	12%	N=38	100%	N=312
House cleaning	10%	N=33	33%	N=103	36%	N=112	9%	N=28	11%	N=35	100%	N=311
Information about services and how to get them	36%	N=112	42%	N=131	13%	N=39	2%	N=5	8%	N=24	100%	N=311
Meals on Wheels	30%	N=93	43%	N=132	17%	N=52	1%	N=4	9%	N=29	100%	N=310
Senior center activities	27%	N=84	42%	N=130	21%	N=64	2%	N=5	9%	N=29	100%	N=312
Transportation	31%	N=96	45%	N=140	14%	N=43	1%	N=4	10%	N=30	100%	N=312

Table 55: Question 16

On average, about how often did you use Jackson County parks and/or trails in the past 12 months?	Percent	Number
2 times a week	12%	N=32
2-4 times a month	23%	N=62
Once a month or less	39%	N=104
Not at all	27%	N=72
Total	100%	N=271

Table 56: Question 17

Have you utilized any of the following programs or services provided by the Jackson County Health Department in the last 12 months? (Please select all that apply.)	Percent	Number
Website	17%	N=49
Facebook page	9%	N=26
Women, Infants & Children (WIC)	3%	N=8
Sexual health/immunization clinic	2%	N=5
Teen pregnancy prevention	1%	N=2
Maternal/infant health	4%	N=11
None of the above	76%	N=225
Children's services: Hearing, vision or special health	1%	N=3
Emergency preparedness	1%	N=3
Environmental health	2%	N=7
Communicable disease	0%	N=1
Early On Services	1%	N=4
Other	5%	N=15

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

Table 57: Question 18

Are you aware of the Emergency Management Department's mass emergency notification system, Code Red?	Percent	Number
Yes	22%	N=67
No	78%	N=244
Total	100%	N=311

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Table 58: Question 19

Are you aware of the Jackson County smartphone app (MIJacksonCounty)?	Percent	Number
Yes	9%	N=28
No	91%	N=285
Total	100%	N=313

Table 59: Question 20

Have you had contact with the Jackson County Office of the Sheriff in any of the following ways in the last 12 months? (Please select all that apply.)	Percent	Number
Shared tip information about a crime	9%	N=29
Visited the Jackson County Office of the Sheriff web site	5%	N=15
Accessed information about the Sheriff's Office through Facebook	8%	N=24
Accessed information about the Sheriff's Office through the Smartphone App, Mobile Patrol	1%	N=4
Used the Sheriff's Crime Mapping tools	5%	N=16
None of these	77%	N=238
Don't know	4%	N=14

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

Table 60: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	16%	N=49	12%	N=38	21%	N=66	17%	N=53	34%	N=104	100%	N=310
Purchase goods or services from a business located in Jackson County	2%	N=5	2%	N=5	14%	N=44	56%	N=176	26%	N=82	100%	N=312
Eat at least 5 portions of fruits and vegetables a day	5%	N=17	14%	N=44	44%	N=137	30%	N=92	7%	N=22	100%	N=312
Participate in moderate or vigorous physical activity	4%	N=14	17%	N=52	34%	N=105	30%	N=90	14%	N=44	100%	N=306
Read or watch local news (via television, paper, computer, etc.)	8%	N=24	11%	N=35	23%	N=72	27%	N=85	30%	N=93	100%	N=310
Vote in local elections	7%	N=21	6%	N=19	14%	N=42	19%	N=58	54%	N=166	100%	N=307

Table 61: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	13%	N=40
Very good	36%	N=112
Good	39%	N=122
Fair	11%	N=36
Poor	1%	N=3
Total	100%	N=313

Table 62: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=25
Somewhat positive	25%	N=78
Neutral	50%	N=153
Somewhat negative	14%	N=43
Very negative	2%	N=7
Total	100%	N=307

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Table 63: Question D4

What is your employment status?	Percent	Number
Working full time for pay	54%	N=167
Working part time for pay	3%	N=10
Unemployed, looking for paid work	0%	N=1
Unemployed, not looking for paid work	9%	N=27
Fully retired	34%	N=105
Total	100%	N=310

Table 64: Question D5

Do you work inside the boundaries of Jackson County?	Percent	Number
Yes, outside the home	45%	N=133
Yes, from home	5%	N=14
No	51%	N=151
Total	100%	N=298

Table 65: Question D6

How many years have you lived in Jackson County?	Percent	Number
Less than 2 years	3%	N=9
2 to 5 years	11%	N=34
6 to 10 years	12%	N=39
11 to 20 years	9%	N=28
More than 20 years	65%	N=202
Total	100%	N=312

Table 66: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	78%	N=245
Building with two or more homes (duplex, townhome, apartment or condominium)	17%	N=53
Mobile home	3%	N=11
Other	2%	N=5
Total	100%	N=313

Table 67: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	22%	N=68
Owned	78%	N=246
Total	100%	N=313

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Table 68: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	9%	N=27
\$300 to \$599 per month	24%	N=71
\$600 to \$999 per month	34%	N=103
\$1,000 to \$1,499 per month	20%	N=61
\$1,500 to \$2,499 per month	11%	N=33
\$2,500 or more per month	2%	N=6
Total	100%	N=301

Table 69: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	70%	N=219
Yes	30%	N=93
Total	100%	N=312

Table 70: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	65%	N=203
Yes	35%	N=108
Total	100%	N=311

Table 71: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	17%	N=53
\$25,000 to \$49,999	21%	N=63
\$50,000 to \$99,999	33%	N=100
\$100,000 to \$149,999	16%	N=48
\$150,000 or more	13%	N=39
Total	100%	N=302

Table 72: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=300
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=8
Total	100%	N=308

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Table 73: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=10
Asian, Asian Indian or Pacific Islander	2%	N=6
Black or African American	4%	N=13
White	91%	N=282
Other	4%	N=11

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

Table 74: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=6
25 to 34 years	22%	N=67
35 to 44 years	16%	N=49
45 to 54 years	17%	N=53
55 to 64 years	13%	N=41
65 to 74 years	19%	N=58
75 years or older	12%	N=38
Total	100%	N=311

Table 75: Question D16

What is your sex?	Percent	Number
Female	48%	N=148
Male	52%	N=159
Total	100%	N=307

Table 76: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=229
Land line	15%	N=48
Both	11%	N=36
Total	100%	N=313

## Appendix B: Benchmark Comparisons

### Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. Jackson County chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (all communities in the North Central region).

### Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Jackson County’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Jackson County’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Jackson County’s rating to the benchmark.

In that final column, Jackson County’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Jackson County residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Jackson County’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Jackson County’s average rating was more than 20 points different when compared to the benchmark.

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

## National Benchmark Comparisons

Table 77: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Jackson County	49%	420	434	Much lower
Overall image or reputation of Jackson County	22%	333	342	Much lower
Jackson County as a place to live	56%	368	379	Much lower
Your neighborhood as a place to live	73%	265	310	Similar
Jackson County as a place to raise children	52%	340	370	Much lower
Jackson County as a place to retire	39%	333	350	Lower
Overall appearance of Jackson County	38%	326	341	Much lower

Table 78: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Jackson County	40%	336	351	Much lower	
	In your neighborhood during the day	88%	294	348	Similar	
	In Jackson County's downtown/commercial area during the day	72%	290	316	Lower	
Mobility	Overall ease of getting to the places you usually have to visit	67%	223	275	Similar	
	Availability of paths and walking trails	57%	205	311	Similar	
	Ease of walking in Jackson County	49%	248	305	Lower	
	Ease of travel by bicycle in Jackson County	32%	271	304	Lower	
	Ease of travel by public transportation in Jackson County	25%	164	238	Similar	
	Ease of travel by car in Jackson County	62%	203	303	Similar	
	Ease of public parking	45%	161	233	Similar	
	Traffic flow on major streets	46%	189	331	Similar	
	Natural Environment	Quality of overall natural environment in Jackson County	56%	261	277	Lower
Cleanliness of Jackson County		40%	267	284	Much lower	
Air quality		66%	208	246	Lower	
Built Environment	Overall "built environment" of Jackson County (including overall design, buildings, parks and transportation systems)	42%	232	266	Lower	
	Overall quality of new development in Jackson County	49%	196	291	Similar	
	Availability of affordable quality housing	37%	156	300	Similar	
	Variety of housing options	35%	239	279	Lower	
	Public places where people want to spend time	46%	233	260	Lower	
Economy	Overall economic health of Jackson County	24%	262	272	Much lower	
	Vibrant downtown/commercial area	35%	177	249	Similar	
	Overall quality of business and service establishments in Jackson County	48%	248	274	Lower	
	Cost of living in Jackson County	48%	89	268	Similar	
	Shopping opportunities	45%	212	292	Similar	
	Employment opportunities	37%	216	309	Similar	
	Jackson County as a place to visit	34%	271	287	Much lower	
	Jackson County as a place to work	50%	288	354	Lower	
	Recreation and Wellness	Health and wellness opportunities in Jackson County	50%	240	267	Lower
		Availability of affordable quality mental health care	33%	194	236	Lower
Availability of preventive health services		54%	189	240	Similar	
Availability of affordable quality health care		47%	212	259	Similar	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Availability of affordable quality food	55%	209	246	Similar
	Recreational opportunities	52%	254	292	Lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	48%	242	258	Lower
Education and Enrichment	Overall opportunities for education and enrichment	45%	238	269	Lower
	Opportunities to participate in religious or spiritual events and activities	72%	177	207	Similar
	Opportunities to attend cultural/arts/music activities	45%	227	289	Similar
	Adult educational opportunities	44%	197	246	Similar
	K-12 education	56%	220	270	Lower
	Availability of affordable quality child care/preschool	33%	232	259	Lower
Community Engagement	Opportunities to participate in social events and activities	45%	223	265	Similar
	Neighborhoodliness of Jackson County	42%	245	261	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	41%	268	292	Lower
	Opportunities to participate in community matters	54%	224	275	Similar
	Opportunities to volunteer	64%	169	266	Similar

Table 79: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the County of Jackson County	45%	384	404	Lower
Overall customer service by Jackson County employees (police, receptionists, planners, etc.)	50%	348	370	Lower
Value of services for the taxes paid to Jackson County	28%	360	388	Lower
Overall direction that Jackson County is taking	42%	264	313	Lower
Job Jackson County government does at welcoming resident involvement	29%	300	316	Lower
Overall confidence in Jackson County government	30%	245	273	Lower
Generally acting in the best interest of the community	32%	240	273	Lower
Being honest	34%	237	264	Lower
Treating all residents fairly	35%	243	270	Lower
Services provided by the Federal Government	28%	234	253	Similar

Table 80: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police/Sheriff services	65%	372	429	Lower
	Fire services	81%	321	367	Similar
	Ambulance or emergency medical services	81%	279	329	Similar
	Crime prevention	42%	327	352	Lower
	Fire prevention and education	58%	272	284	Lower
	Animal control	43%	295	320	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	39%	263	278	Lower
	Traffic enforcement	43%	326	356	Lower
	Street repair	14%	355	361	Much lower
	Street cleaning	20%	315	315	Much lower
Mobility	Street lighting	29%	308	318	Lower
	Snow removal	44%	233	268	Lower
	Sidewalk maintenance	29%	281	308	Lower
	Traffic signal timing	39%	241	263	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Bus or transit services	43%	158	232	Similar
	Garbage collection	72%	310	335	Lower
	Recycling	34%	340	343	Much lower
	Yard waste pick-up	23%	266	266	Much lower
	Drinking water	52%	262	300	Lower
	Preservation of natural areas such as open space, farmlands and greenbelts	39%	235	255	Lower
	Jackson County open space	39%	221	242	Lower
Built Environment	Storm drainage	34%	315	334	Lower
	Sewer services	61%	269	306	Similar
	Power (electric and/or gas) utility	71%	152	188	Similar
	Utility billing	65%	178	235	Similar
	Land use, planning and zoning	41%	185	297	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	25%	344	375	Lower
Economy	Cable television	39%	168	202	Similar
	Economic development	41%	221	283	Similar
Recreation and Wellness	County parks	64%	259	313	Similar
	Recreation programs or classes	49%	280	314	Lower
	Recreation centers or facilities	42%	256	277	Lower
	Health services	53%	185	223	Similar
Education and Enrichment	County-sponsored special events	41%	274	283	Lower
	Public library services	78%	243	323	Similar
Community Engagement	Public information services	47%	272	286	Lower

Table 81: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	26%	296	304	Much lower
Recommend living in Jackson County to someone who asks	65%	264	284	Lower
Remain in Jackson County for the next five years	82%	183	278	Similar
Contacted Jackson County (in-person, phone, email or web) for help or information	32%	294	321	Lower

Table 82: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	30%	144	237	Similar
	Did NOT report a crime to the police	74%	206	265	Similar
	Household member was NOT a victim of a crime	87%	195	273	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	9%	157	218	Lower
	Carpooled with other adults or children instead of driving alone	37%	199	252	Similar
	Walked or biked instead of driving	36%	238	261	Much lower
Natural Environment	Made efforts to conserve water	68%	239	246	Lower
	Made efforts to make your home more energy efficient	84%	13	248	Similar
	Recycle at home	72%	227	260	Lower
Built Environment	Did NOT observe a code violation or other hazard in Jackson County	47%	176	255	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	NOT experiencing housing costs stress	79%	34	259	Higher
Economy	Purchase goods or services from a business located in Jackson County	97%	141	258	Similar
	Economy will have positive impact on income	34%	106	260	Similar
	Work inside boundaries of Jackson County	49%	81	259	Similar
	Used Jackson County recreation centers or their services	49%	196	240	Similar
Recreation and Wellness	Visited a neighborhood park or County park	75%	229	269	Similar
	Eat at least 5 portions of fruits and vegetables a day	81%	166	249	Similar
	Participate in moderate or vigorous physical activity	78%	228	254	Similar
	In very good to excellent health	49%	231	254	Similar
Education and Enrichment	Used Jackson County public libraries or their services	55%	191	249	Similar
	Participated in religious or spiritual activities in Jackson County	52%	59	206	Similar
	Attended County-sponsored event	38%	244	263	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	25%	100	242	Similar
	Contacted Jackson County elected officials (in-person, phone, email or web) to express your opinion	18%	110	256	Similar
	Volunteered your time to some group/activity in Jackson County	42%	99	266	Similar
	Participated in a club	26%	109	246	Similar
	Talked to or visited with your immediate neighbors	89%	176	256	Similar
	Done a favor for a neighbor	85%	58	251	Similar
	Attended a local public meeting	15%	221	265	Similar
	Watched (online or on television) a local public meeting	19%	159	235	Similar
	Read or watch local news (via television, paper, computer, etc.)	81%	179	259	Similar
	Vote in local elections	87%	88	261	Similar

Communities included in national comparisons

The communities included in Jackson County’s comparisons are listed on the following pages along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO .....	487,850	Ashland town, MA .....	17,478
Airway Heights city, WA .....	8,017	Ashland town, VA .....	7,554
Albany city, OR .....	52,007	Aspen city, CO .....	7,097
Albemarle County, VA .....	105,105	Athens-Clarke County, GA .....	122,292
Albert Lea city, MN .....	17,716	Auburn city, AL .....	61,462
Alexandria city, VA .....	154,710	Augusta CCD, GA .....	136,103
Allegan County, MI .....	114,145	Aurora city, CO .....	357,323
American Canyon city, CA .....	20,341	Austin city, TX .....	916,906
Ames city, IA .....	65,005	Avon town, CO .....	6,503
Ankeny city, IA .....	56,237	Avon town, IN .....	16,479
Ann Arbor city, MI .....	119,303	Avondale city, AZ .....	81,590
Apache Junction city, AZ .....	38,452	Azusa city, CA .....	49,029
Arapahoe County, CO .....	626,612	Bainbridge Island city, WA .....	23,689
Arlington city, TX .....	388,225	Baltimore city, MD .....	619,796
Arvada city, CO .....	115,320	Baltimore County, MD .....	828,637
Asheville city, NC .....	89,318	Battle Creek city, MI .....	51,505
Ashland city, OR .....	20,733	Bay Village city, OH .....	15,426

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Baytown city, TX.....	76,205	Conshohocken borough, PA.....	7,985
Bedford city, TX.....	49,082	Coolidge city, AZ.....	12,221
Bedford town, MA.....	14,105	Coon Rapids city, MN.....	62,342
Bellevue city, WA.....	139,014	Coral Springs city, FL.....	130,110
Bellingham city, WA.....	85,388	Coronado city, CA.....	24,053
Bend city, OR.....	87,167	Corvallis city, OR.....	56,224
Bethlehem township, PA.....	23,800	Cottonwood Heights city, UT.....	34,214
Bettendorf city, IA.....	35,293	Coventry Lake CDP, CT.....	2,932
Billings city, MT.....	109,082	Creve Coeur city, MO.....	18,259
Bloomington city, IN.....	83,636	Cupertino city, CA.....	60,687
Bloomington city, MN.....	85,417	Dacono city, CO.....	4,929
Boise City city, ID.....	220,859	Dakota County, MN.....	414,655
Bonner Springs city, KS.....	7,644	Dallas city, OR.....	15,413
Boulder city, CO.....	106,271	Dallas city, TX.....	1,300,122
Bowling Green city, KY.....	64,302	Danville city, KY.....	16,657
Bozeman city, MT.....	43,132	Darien city, IL.....	22,206
Brentwood city, TN.....	41,524	Davenport city, FL.....	3,665
Brighton city, CO.....	38,016	Davidson town, NC.....	12,325
Brookline CDP, MA.....	59,246	Dayton city, OH.....	140,939
Brooklyn Center city, MN.....	30,885	Dayton town, WY.....	815
Brooklyn city, OH.....	10,891	Dearborn city, MI.....	95,295
Broomfield city, CO.....	64,283	Decatur city, GA.....	22,022
Brownsburg town, IN.....	24,625	Del Mar city, CA.....	4,338
Buffalo Grove village, IL.....	41,551	DeLand city, FL.....	30,315
Burlingame city, CA.....	30,401	Delaware city, OH.....	38,193
Cabarrus County, NC.....	196,716	Denison city, TX.....	23,342
Cambridge city, MA.....	110,893	Denton city, TX.....	131,097
Canandaigua city, NY.....	10,402	Denver city, CO.....	678,467
Cannon Beach city, OR.....	1,517	Des Moines city, IA.....	214,778
Cañon City city, CO.....	16,298	Des Peres city, MO.....	8,536
Canton city, SD.....	3,352	Destin city, FL.....	13,421
Cape Coral city, FL.....	173,679	Dover city, NH.....	30,901
Carlsbad city, CA.....	113,147	Dublin city, CA.....	57,022
Carroll city, IA.....	9,937	Dublin city, OH.....	44,442
Cartersville city, GA.....	20,235	Duluth city, MN.....	86,066
Cary town, NC.....	159,715	Durham city, NC.....	257,232
Castle Rock town, CO.....	57,274	Durham County, NC.....	300,865
Cedar Hill city, TX.....	48,149	Dyer town, IN.....	16,077
Cedar Park city, TX.....	70,010	Eagan city, MN.....	66,102
Cedar Rapids city, IA.....	130,330	Eagle Mountain city, UT.....	27,773
Celina city, TX.....	7,910	Eau Claire city, WI.....	67,945
Centennial city, CO.....	108,448	Eden Prairie city, MN.....	63,660
Chandler city, AZ.....	245,160	Eden town, VT.....	1,254
Chandler city, TX.....	2,896	Edgewater city, CO.....	5,299
Chanhassen city, MN.....	25,108	Edina city, MN.....	50,603
Chapel Hill town, NC.....	59,234	Edmond city, OK.....	89,769
Chardon city, OH.....	5,166	Edmonds city, WA.....	41,309
Charles County, MD.....	156,021	El Cerrito city, CA.....	24,982
Charlotte County, FL.....	173,236	El Paso de Robles (Paso Robles) city, CA.....	31,409
Charlottesville city, VA.....	46,487	Elk Grove city, CA.....	166,228
Chattanooga city, TN.....	176,291	Elmhurst city, IL.....	46,139
Chautauqua town, NY.....	4,362	Englewood city, CO.....	33,155
Chesterfield County, VA.....	335,594	Erie town, CO.....	22,019
Clackamas County, OR.....	399,962	Estes Park town, CO.....	6,248
Clayton city, MO.....	16,214	Euclid city, OH.....	47,698
Clearwater city, FL.....	112,794	Fairview town, TX.....	8,473
Cleveland Heights city, OH.....	45,024	Farmers Branch city, TX.....	33,808
Clinton city, SC.....	8,538	Farmersville city, TX.....	3,440
Clive city, IA.....	17,134	Farmington Hills city, MI.....	81,235
Clovis city, CA.....	104,411	Farmington town, CT.....	25,596
College Park city, MD.....	32,186	Fate city, TX.....	10,339
College Station city, TX.....	107,445	Fayetteville city, GA.....	17,069
Colleyville city, TX.....	25,557	Fayetteville city, NC.....	210,324
Collinsville city, IL.....	24,767	Ferguson township, PA.....	18,837
Columbia city, MO.....	118,620	Fernandina Beach city, FL.....	11,957
Columbia city, SC.....	132,236	Flower Mound town, TX.....	71,575
Columbia Falls city, MT.....	5,054	Forest Grove city, OR.....	23,554
Commerce City city, CO.....	52,905	Fort Collins city, CO.....	159,150
Concord city, CA.....	128,160	Franklin city, TN.....	72,990
Concord town, MA.....	19,357	Frederick town, CO.....	11,397

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Fremont city, CA .....	230,964	King City city, CA .....	13,721
Fruita city, CO .....	13,039	Kingman city, AZ .....	28,855
Gahanna city, OH .....	34,691	Kirkland city, WA .....	86,772
Gaithersburg city, MD .....	67,417	Kirkwood city, MO .....	27,659
Galveston city, TX .....	49,706	Knoxville city, IA .....	7,202
Gardner city, KS .....	21,059	La Plata town, MD .....	9,160
Germantown city, TN .....	39,230	La Vista city, NE .....	17,062
Gilbert town, AZ .....	232,176	Laguna Niguel city, CA .....	65,429
Gillette city, WY .....	31,783	Lake Forest city, IL .....	18,931
Glen Ellyn village, IL .....	27,983	Lake in the Hills village, IL .....	28,908
Glendora city, CA .....	51,891	Lake Zurich village, IL .....	19,983
Glenview village, IL .....	47,066	Lakeville city, MN .....	61,056
Golden city, CO .....	20,365	Lakewood city, CO .....	151,411
Golden Valley city, MN .....	21,208	Lakewood city, WA .....	59,102
Goodyear city, AZ .....	74,953	Lancaster County, SC .....	86,544
Grafton village, WI .....	11,576	Lansing city, MI .....	115,222
Grand Blanc city, MI .....	7,964	Laramie city, WY .....	32,104
Grand Rapids city, MI .....	195,355	Larimer County, CO .....	330,976
Grants Pass city, OR .....	36,687	Las Cruces city, NM .....	101,014
Grass Valley city, CA .....	12,893	Las Vegas city, NM .....	13,445
Greeley city, CO .....	100,760	Lawrence city, KS .....	93,954
Greenville city, NC .....	90,347	Lawrenceville city, GA .....	29,287
Greenwich town, CT .....	62,782	Lehi city, UT .....	58,351
Greenwood Village city, CO .....	15,397	Lenexa city, KS .....	52,030
Greer city, SC .....	28,587	Lewisville city, TX .....	103,638
Gunnison County, CO .....	16,215	Lewisville town, NC .....	13,516
Haltom City city, TX .....	44,059	Libertyville village, IL .....	20,504
Hamilton city, OH .....	62,216	Lincolnwood village, IL .....	12,637
Hamilton town, MA .....	7,991	Lindsborg city, KS .....	3,313
Hampton city, VA .....	136,255	Little Chute village, WI .....	11,006
Hanover County, VA .....	103,218	Littleton city, CO .....	45,848
Harrisburg city, SD .....	5,429	Livermore city, CA .....	88,232
Harrisonburg city, VA .....	53,064	Lombard village, IL .....	43,776
Harrisonville city, MO .....	10,025	Lone Tree city, CO .....	13,430
Hastings city, MN .....	22,620	Long Grove village, IL .....	7,980
Henderson city, NV .....	284,817	Longmont city, CO .....	91,730
Herndon town, VA .....	24,545	Lonsdale city, MN .....	3,850
High Point city, NC .....	109,849	Los Alamos County, NM .....	18,031
Highland Park city, IL .....	29,796	Los Altos Hills town, CA .....	8,490
Highlands Ranch CDP, CO .....	105,264	Loudoun County, VA .....	374,558
Homer Glen village, IL .....	24,403	Louisville city, CO .....	20,319
Honolulu County, HI .....	990,060	Lower Merion township, PA .....	58,500
Hoquiam city, WA .....	8,416	Lynchburg city, VA .....	79,237
Horry County, SC .....	310,186	Lynnwood city, WA .....	37,242
Hudson town, CO .....	1,709	Manassas city, VA .....	41,379
Huntley village, IL .....	26,265	Manhattan Beach city, CA .....	35,698
Huntsville city, TX .....	40,727	Manhattan city, KS .....	55,427
Hutchinson city, MN .....	13,836	Mankato city, MN .....	41,241
Hutto city, TX .....	22,644	Maple Grove city, MN .....	68,362
Independence city, MO .....	117,369	Maplewood city, MN .....	40,127
Indio city, CA .....	86,867	Maricopa County, AZ .....	4,155,501
Iowa City city, IA .....	73,415	Marin County, CA .....	260,814
Irving city, TX .....	235,648	Marion city, IA .....	38,014
Issaquah city, WA .....	35,629	Mariposa County, CA .....	17,658
Jackson city, MO .....	14,690	Marshfield city, WI .....	18,326
Jackson County, MI .....	158,989	Martinez city, CA .....	37,902
James City County, VA .....	73,028	Marysville city, WA .....	66,178
Jefferson County, NY .....	116,567	Maui County, HI .....	164,094
Jefferson Parish, LA .....	437,038	McKinney city, TX .....	164,760
Jerome city, ID .....	11,306	McMinnville city, OR .....	33,211
Johnson City city, TN .....	65,598	Mecklenburg County, NC .....	1,034,290
Johnston city, IA .....	20,172	Menlo Park city, CA .....	33,661
Jupiter town, FL .....	62,373	Menomonee Falls village, WI .....	36,411
Kalamazoo city, MI .....	75,833	Mercer Island city, WA .....	24,768
Kansas City city, KS .....	151,042	Meridian charter township, MI .....	41,903
Kansas City city, MO .....	476,974	Meridian city, ID .....	91,917
Keizer city, OR .....	37,910	Merriam city, KS .....	11,259
Kent city, WA .....	126,561	Mesa city, AZ .....	479,317
Kerrville city, TX .....	22,931	Miami Beach city, FL .....	92,187
Key West city, FL .....	25,316	Miami city, FL .....	443,007

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Middleton city, WI .....	18,951	Pasco County, FL .....	498,136
Middletown town, RI .....	16,100	Payette city, ID .....	7,366
Midland city, MI .....	41,958	Pearland city, TX .....	113,693
Milford city, DE .....	10,645	Peoria city, IL .....	115,424
Milton city, GA .....	37,556	Pflugerville city, TX .....	58,013
Minneapolis city, MN .....	411,452	Pinehurst village, NC .....	15,580
Minnetrista city, MN .....	7,187	Piqua city, OH .....	20,793
Missouri City city, TX .....	72,688	Pitkin County, CO .....	17,747
Moline city, IL .....	42,644	Plano city, TX .....	281,566
Monroe city, MI .....	20,128	Platte City city, MO .....	4,867
Montgomery city, MN .....	2,921	Pleasant Hill city, IA .....	9,608
Montgomery County, MD .....	1,039,198	Pleasanton city, CA .....	79,341
Monticello city, UT .....	2,599	Plymouth city, MN .....	76,258
Montrose city, CO .....	18,918	Polk County, IA .....	467,235
Moraga town, CA .....	17,231	Pompano Beach city, FL .....	107,542
Morristown city, TN .....	29,446	Port Orange city, FL .....	60,315
Morrisville town, NC .....	23,873	Port St. Lucie city, FL .....	178,778
Morro Bay city, CA .....	10,568	Portland city, OR .....	630,331
Mountlake Terrace city, WA .....	20,922	Powell city, OH .....	12,658
Murphy city, TX .....	20,361	Powhatan County, VA .....	28,364
Naperville city, IL .....	146,431	Prince William County, VA .....	450,763
Napoleon city, OH .....	8,646	Prior Lake city, MN .....	25,452
Nederland city, TX .....	17,284	Pueblo city, CO .....	109,122
Needham CDP, MA .....	30,429	Purcellville town, VA .....	9,217
Nevada City city, CA .....	3,112	Queen Creek town, AZ .....	33,298
Nevada County, CA .....	98,838	Raleigh city, NC .....	449,477
New Braunfels city, TX .....	70,317	Ramsey city, MN .....	25,853
New Brighton city, MN .....	22,440	Raymond town, ME .....	4,497
New Concord village, OH .....	2,561	Raymore city, MO .....	20,358
New Hope city, MN .....	20,909	Redmond city, OR .....	28,492
New Orleans city, LA .....	388,182	Redmond city, WA .....	60,712
New Ulm city, MN .....	13,249	Redwood City city, CA .....	84,368
Newport city, RI .....	24,745	Reno city, NV .....	239,732
Newport News city, VA .....	180,775	Richland city, WA .....	53,991
Newton city, IA .....	15,085	Richmond city, CA .....	108,853
Niles village, IL .....	29,823	Richmond Heights city, MO .....	8,466
Noblesville city, IN .....	59,807	Rio Rancho city, NM .....	93,317
Norcross city, GA .....	16,474	River Falls city, WI .....	15,256
Norfolk city, NE .....	24,352	Riverside city, CA .....	321,570
Norfolk city, VA .....	245,752	Roanoke city, VA .....	99,572
North Mankato city, MN .....	13,583	Roanoke County, VA .....	93,419
North Port city, FL .....	62,542	Rochester city, NY .....	209,463
North Yarmouth town, ME .....	3,714	Rock Hill city, SC .....	70,764
Northglenn city, CO .....	38,473	Rockville city, MD .....	66,420
Novato city, CA .....	55,378	Roeland Park city, KS .....	6,810
Novi city, MI .....	58,835	Rohnert Park city, CA .....	42,305
O'Fallon city, IL .....	29,095	Rolla city, MO .....	20,013
Oak Park village, IL .....	52,229	Rosemount city, MN .....	23,474
Oakley city, CA .....	39,950	Rosenberg city, TX .....	35,867
Oklahoma City city, OK .....	629,191	Roseville city, MN .....	35,624
Olmsted County, MN .....	151,685	Round Rock city, TX .....	116,369
Olympia city, WA .....	49,928	Royal Palm Beach village, FL .....	37,665
Orange village, OH .....	3,280	Sacramento city, CA .....	489,650
Orland Park village, IL .....	59,161	Sahuarita town, AZ .....	28,257
Orleans Parish, LA .....	388,182	Sammamish city, WA .....	62,877
Oshkosh city, WI .....	66,649	San Diego city, CA .....	1,390,966
Oswego village, IL .....	33,759	San Jose city, CA .....	1,023,031
Ottawa County, MI .....	280,243	San Marcos city, CA .....	93,493
Overland Park city, KS .....	186,147	San Marcos city, TX .....	59,935
Paducah city, KY .....	24,879	Sangamon County, IL .....	198,134
Palm Beach Gardens city, FL .....	53,119	Santa Fe city, NM .....	82,980
Palm Coast city, FL .....	82,356	Santa Fe County, NM .....	147,514
Palo Alto city, CA .....	67,082	Sarasota County, FL .....	404,839
Palos Verdes Estates city, CA .....	13,591	Savage city, MN .....	30,011
Papillion city, NE .....	19,478	Schaumburg village, IL .....	74,427
Paradise Valley town, AZ .....	13,961	Schertz city, TX .....	38,199
Park City city, UT .....	8,167	Scott County, MN .....	141,463
Parker town, CO .....	51,125	Scottsdale city, AZ .....	239,283
Parkland city, FL .....	28,901	Sedona city, AZ .....	10,246
Pasco city, WA .....	70,607	Sevierville city, TN .....	16,387

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Shakopee city, MN .....	40,024	Twin Falls city, ID .....	47,340
Sharonville city, OH .....	13,974	Unalaska city, AK .....	4,809
Shawnee city, KS .....	64,840	University Heights city, OH .....	13,201
Shawnee city, OK .....	30,974	University Park city, TX .....	24,692
Sherborn town, MA .....	4,302	Urbandale city, IA .....	42,222
Shoreline city, WA .....	55,431	Vail town, CO .....	5,425
Shoreview city, MN .....	26,432	Ventura CCD, CA .....	115,218
Shorewood village, IL .....	16,809	Vernon Hills village, IL .....	26,084
Sierra Vista city, AZ .....	43,585	Vestavia Hills city, AL .....	34,003
Silverton city, OR .....	9,757	Victoria city, MN .....	8,679
Sioux Falls city, SD .....	170,401	Vienna town, VA .....	16,474
Skokie village, IL .....	64,773	Virginia Beach city, VA .....	450,057
Snoqualmie city, WA .....	12,944	Walnut Creek city, CA .....	68,516
Snowmass Village town, CO .....	2,827	Warrensburg city, MO .....	19,890
Somerset town, MA .....	18,257	Washington County, MN .....	250,979
South Jordan city, UT .....	65,523	Washoe County, NV .....	445,551
Southlake city, TX .....	30,090	Washougal city, WA .....	15,241
Spearfish city, SD .....	11,300	Wauwatosa city, WI .....	47,687
Springfield city, MO .....	165,785	Wentzville city, MO .....	35,768
Springville city, UT .....	32,319	West Carrollton city, OH .....	12,963
St. Augustine city, FL .....	13,952	West Chester township, OH .....	62,804
St. Charles city, IL .....	32,730	Western Springs village, IL .....	13,187
St. Joseph city, MO .....	76,819	Westerville city, OH .....	38,604
St. Louis County, MN .....	200,294	Westlake town, TX .....	1,006
St. Lucie County, FL .....	298,763	Westminster city, CO .....	111,895
State College borough, PA .....	42,224	Westminster city, MD .....	18,557
Steamboat Springs city, CO .....	12,520	Wheat Ridge city, CO .....	31,162
Sugar Land city, TX .....	86,886	White House city, TN .....	11,107
Suisun City city, CA .....	29,280	Wichita city, KS .....	389,054
Summit County, UT .....	39,731	Williamsburg city, VA .....	14,817
Sunnyvale city, CA .....	151,565	Willowbrook village, IL .....	8,598
Surprise city, AZ .....	129,534	Wilmington city, NC .....	115,261
Suwanee city, GA .....	18,655	Wilsonville city, OR .....	22,789
Tacoma city, WA .....	207,280	Windsor town, CO .....	23,386
Takoma Park city, MD .....	17,643	Windsor town, CT .....	29,037
Temecula city, CA .....	110,722	Winnetka village, IL .....	12,504
Tempe city, AZ .....	178,339	Winter Garden city, FL .....	40,799
Temple city, TX .....	71,795	Woodbury city, MN .....	67,648
Texarkana city, TX .....	37,222	Woodinville city, WA .....	11,675
The Woodlands CDP, TX .....	109,608	Wyandotte County, KS .....	163,227
Tigard city, OR .....	51,355	Yakima city, WA .....	93,182
Tinley Park village, IL .....	57,107	York County, VA .....	67,196
Tracy city, CA .....	87,613	Yorktown town, IN .....	11,200
Trinidad CCD, CO .....	10,819	Yorkville city, IL .....	18,691
Tualatin city, OR .....	27,135	Yountville city, CA .....	2,978
Tulsa city, OK .....	401,352		
Tustin city, CA .....	80,007		

## North Central Region Benchmark Comparisons

Table 83: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Jackson County	49%	135	139	Much lower
Overall image or reputation of Jackson County	22%	117	118	Much lower
Jackson County as a place to live	56%	116	122	Much lower
Your neighborhood as a place to live	73%	82	93	Lower
Jackson County as a place to raise children	52%	112	117	Much lower
Jackson County as a place to retire	39%	104	111	Lower
Overall appearance of Jackson County	38%	104	107	Much lower

Table 84: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Jackson County	40%	118	122	Much lower
	In your neighborhood during the day	88%	102	113	Similar
	In Jackson County's downtown/commercial area during the day	72%	103	106	Lower
Mobility	Overall ease of getting to the places you usually have to visit	67%	85	90	Lower
	Availability of paths and walking trails	57%	90	106	Lower
	Ease of walking in Jackson County	49%	87	91	Lower
	Ease of travel by bicycle in Jackson County	32%	88	91	Much lower
	Ease of travel by public transportation in Jackson County	25%	56	71	Similar
	Ease of travel by car in Jackson County	62%	82	90	Lower
	Ease of public parking	45%	58	70	Lower
	Traffic flow on major streets	46%	85	109	Similar
	Natural Environment	Quality of overall natural environment in Jackson County	56%	87	89
Cleanliness of Jackson County		40%	86	89	Much lower
Air quality		66%	67	73	Lower
Built Environment	Overall "built environment" of Jackson County (including overall design, buildings, parks and transportation systems)	42%	83	87	Lower
	Overall quality of new development in Jackson County	49%	67	90	Similar
	Availability of affordable quality housing	37%	79	97	Similar
	Variety of housing options	35%	90	91	Much lower
	Public places where people want to spend time	46%	80	85	Lower
Economy	Overall economic health of Jackson County	24%	85	88	Much lower
	Vibrant downtown/commercial area	35%	62	82	Similar
	Overall quality of business and service establishments in Jackson County	48%	82	87	Lower
	Cost of living in Jackson County	48%	38	86	Similar
	Shopping opportunities	45%	66	90	Lower
	Employment opportunities	37%	76	95	Lower
	Jackson County as a place to visit	34%	88	94	Much lower
	Jackson County as a place to work	50%	99	113	Lower
	Recreation and Wellness	Health and wellness opportunities in Jackson County	50%	82	86
Availability of affordable quality mental health care		33%	70	74	Lower
Availability of preventive health services		54%	69	77	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Availability of affordable quality health care	47%	76	83	Lower
	Availability of affordable quality food	55%	68	77	Lower
	Recreational opportunities	52%	85	93	Lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	48%	83	85	Lower
	Overall opportunities for education and enrichment	45%	84	88	Much lower
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	72%	62	65	Similar
	Opportunities to attend cultural/arts/music activities	45%	72	87	Lower
	Adult educational opportunities	44%	68	78	Lower
	K-12 education	56%	78	84	Much lower
	Availability of affordable quality child care/preschool	33%	79	81	Lower
Community Engagement	Opportunities to participate in social events and activities	45%	75	83	Lower
	Neighborliness of Jackson County	42%	80	84	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	41%	87	94	Lower
	Opportunities to participate in community matters	54%	74	84	Similar
	Opportunities to volunteer	64%	54	84	Similar

Table 85: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the County of Jackson County	45%	124	128	Lower
Overall customer service by Jackson County employees (police, receptionists, planners, etc.)	50%	126	130	Lower
Value of services for the taxes paid to Jackson County	28%	129	132	Lower
Overall direction that Jackson County is taking	42%	87	96	Lower
Job Jackson County government does at welcoming resident involvement	29%	97	100	Lower
Overall confidence in Jackson County government	30%	81	88	Lower
Generally acting in the best interest of the community	32%	82	90	Lower
Being honest	34%	78	83	Lower
Treating all residents fairly	35%	81	86	Lower
Services provided by the Federal Government	28%	76	82	Similar

Table 86: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police/Sheriff services	65%	135	144	Lower
	Fire services	81%	113	125	Similar
	Ambulance or emergency medical services	81%	102	116	Similar
	Crime prevention	42%	110	116	Much lower
	Fire prevention and education	58%	96	97	Lower
	Animal control	43%	102	107	Lower
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	39%	88	88	Lower
	Traffic enforcement	43%	123	123	Lower
	Street repair	14%	125	127	Much lower
	Street cleaning	20%	112	112	Much lower
Mobility	Street lighting	29%	109	109	Much lower
	Snow removal	44%	127	133	Lower
	Sidewalk maintenance	29%	106	111	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Traffic signal timing	39%	86	87	Lower
	Bus or transit services	43%	53	72	Similar
Natural Environment	Garbage collection	72%	106	110	Lower
	Recycling	34%	112	112	Much lower
	Yard waste pick-up	23%	91	91	Much lower
	Drinking water	52%	91	100	Lower
	Preservation of natural areas such as open space, farmlands and greenbelts	39%	80	80	Lower
	Jackson County open space	39%	74	77	Lower
	Built Environment	Storm drainage	34%	111	113
Sewer services		61%	94	104	Lower
Power (electric and/or gas) utility		71%	57	65	Similar
Utility billing		65%	67	77	Similar
Land use, planning and zoning		41%	84	98	Similar
Code enforcement (weeds, abandoned buildings, etc.)		25%	119	124	Lower
Cable television		39%	60	70	Similar
Economy	Economic development	41%	79	92	Lower
Recreation and Wellness	County parks	64%	92	101	Lower
	Recreation programs or classes	49%	88	94	Lower
	Recreation centers or facilities	42%	74	79	Lower
	Health services	53%	69	76	Lower
Education and Enrichment	County-sponsored special events	41%	89	92	Lower
	Public library services	78%	90	100	Similar
Community Engagement	Public information services	47%	97	98	Lower

Table 87: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	26%	95	96	Much lower
Recommend living in Jackson County to someone who asks	65%	84	88	Much lower
Remain in Jackson County for the next five years	82%	67	87	Similar
Contacted Jackson County (in-person, phone, email or web) for help or information	32%	94	104	Lower

Table 88: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	30%	12	68	Similar
	Did NOT report a crime to the police	74%	74	86	Similar
	Household member was NOT a victim of a crime	87%	71	89	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	9%	46	68	Lower
	Carpooled with other adults or children instead of driving alone	37%	51	76	Similar
	Walked or biked instead of driving	36%	79	82	Much lower
Natural Environment	Made efforts to conserve water	68%	72	76	Similar
	Made efforts to make your home more energy efficient	84%	5	78	Similar
	Recycle at home	72%	77	86	Lower
Built Environment	Did NOT observe a code violation or other hazard in Jackson County	47%	65	79	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	NOT experiencing housing costs stress	79%	26	83	Similar
Economy	Purchase goods or services from a business located in Jackson County	97%	46	84	Similar
	Economy will have positive impact on income	34%	33	83	Similar
	Work inside boundaries of Jackson County	49%	18	83	Higher
	Used Jackson County recreation centers or their services	49%	60	70	Similar
Recreation and Wellness	Visited a neighborhood park or County park	75%	73	82	Similar
	Eat at least 5 portions of fruits and vegetables a day	81%	41	78	Similar
	Participate in moderate or vigorous physical activity	78%	73	80	Similar
	In very good to excellent health	49%	75	81	Similar
	Used Jackson County public libraries or their services	55%	72	77	Lower
Education and Enrichment	Participated in religious or spiritual activities in Jackson County	52%	19	62	Similar
	Attended County-sponsored event	38%	77	83	Lower
	Campaigned or advocated for an issue, cause or candidate	25%	21	76	Similar
Community Engagement	Contacted Jackson County elected officials (in-person, phone, email or web) to express your opinion	18%	26	81	Similar
	Volunteered your time to some group/activity in Jackson County	42%	26	87	Similar
	Participated in a club	26%	25	75	Similar
	Talked to or visited with your immediate neighbors	89%	67	81	Similar
	Done a favor for a neighbor	85%	21	78	Similar
	Attended a local public meeting	15%	57	86	Similar
	Watched (online or on television) a local public meeting	19%	46	73	Similar
	Read or watch local news (via television, paper, computer, etc.)	81%	66	83	Similar
	Vote in local elections	87%	23	85	Similar

Communities included in peer comparisons

The communities included in Jackson County’s custom comparisons are listed on the following pages along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Albert Lea city, MN.....	17,716	Clayton city, MO.....	16,214
Allegan County, MI.....	114,145	Cleveland Heights city, OH.....	45,024
Ames city, IA.....	65,005	Clive city, IA.....	17,134
Ankeny city, IA.....	56,237	Collinsville city, IL.....	24,767
Ann Arbor city, MI.....	119,303	Columbia city, MO.....	118,620
Avon town, IN.....	16,479	Coon Rapids city, MN.....	62,342
Battle Creek city, MI.....	51,505	Creve Coeur city, MO.....	18,259
Bay Village city, OH.....	15,426	Dakota County, MN.....	414,655
Bettendorf city, IA.....	35,293	Darien city, IL.....	22,206
Bloomington city, IN.....	83,636	Dayton city, OH.....	140,939
Bloomington city, MN.....	85,417	Dearborn city, MI.....	95,295
Bonner Springs city, KS.....	7,644	Delaware city, OH.....	38,193
Brooklyn Center city, MN.....	30,885	Des Moines city, IA.....	214,778
Brooklyn city, OH.....	10,891	Des Peres city, MO.....	8,536
Brownsburg town, IN.....	24,625	Dublin city, OH.....	44,442
Buffalo Grove village, IL.....	41,551	Duluth city, MN.....	86,066
Canton city, SD.....	3,352	Dyer town, IN.....	16,077
Carroll city, IA.....	9,937	Eagan city, MN.....	66,102
Cedar Rapids city, IA.....	130,330	Eau Claire city, WI.....	67,945
Chanhassen city, MN.....	25,108	Eden Prairie city, MN.....	63,660
Chardon city, OH.....	5,166	Edina city, MN.....	50,603

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Elmhurst city, IL.....	46,139	Noblesville city, IN.....	59,807
Euclid city, OH.....	47,698	Norfolk city, NE.....	24,352
Farmington Hills city, MI.....	81,235	North Mankato city, MN.....	13,583
Gahanna city, OH.....	34,691	Novi city, MI.....	58,835
Gardner city, KS.....	21,059	O'Fallon city, IL.....	29,095
Glen Ellyn village, IL.....	27,983	Oak Park village, IL.....	52,229
Glenview village, IL.....	47,066	Olmsted County, MN.....	151,685
Golden Valley city, MN.....	21,208	Orange village, OH.....	3,280
Grafton village, WI.....	11,576	Orland Park village, IL.....	59,161
Grand Blanc city, MI.....	7,964	Oshkosh city, WI.....	66,649
Grand Rapids city, MI.....	195,355	Oswego village, IL.....	33,759
Hamilton city, OH.....	62,216	Ottawa County, MI.....	280,243
Harrisburg city, SD.....	5,429	Overland Park city, KS.....	186,147
Harrisonville city, MO.....	10,025	Papillion city, NE.....	19,478
Hastings city, MN.....	22,620	Peoria city, IL.....	115,424
Highland Park city, IL.....	29,796	Piqua city, OH.....	20,793
Homer Glen village, IL.....	24,403	Platte City city, MO.....	4,867
Huntley village, IL.....	26,265	Pleasant Hill city, IA.....	9,608
Hutchinson city, MN.....	13,836	Plymouth city, MN.....	76,258
Independence city, MO.....	117,369	Polk County, IA.....	467,235
Iowa City city, IA.....	73,415	Powell city, OH.....	12,658
Jackson city, MO.....	14,690	Prior Lake city, MN.....	25,452
Jackson County, MI.....	158,989	Ramsey city, MN.....	25,853
Johnston city, IA.....	20,172	Raymore city, MO.....	20,358
Kalamazoo city, MI.....	75,833	Richmond Heights city, MO.....	8,466
Kansas City city, KS.....	151,042	River Falls city, WI.....	15,256
Kansas City city, MO.....	476,974	Roeland Park city, KS.....	6,810
Kirkwood city, MO.....	27,659	Rolla city, MO.....	20,013
Knoxville city, IA.....	7,202	Rosemount city, MN.....	23,474
La Vista city, NE.....	17,062	Roseville city, MN.....	35,624
Lake Forest city, IL.....	18,931	Sangamon County, IL.....	198,134
Lake in the Hills village, IL.....	28,908	Savage city, MN.....	30,011
Lake Zurich village, IL.....	19,983	Schaumburg village, IL.....	74,427
Lakeville city, MN.....	61,056	Scott County, MN.....	141,463
Lansing city, MI.....	115,222	Shakopee city, MN.....	40,024
Lawrence city, KS.....	93,954	Sharonville city, OH.....	13,974
Lenexa city, KS.....	52,030	Shawnee city, KS.....	64,840
Libertyville village, IL.....	20,504	Shoreview city, MN.....	26,432
Lincolnwood village, IL.....	12,637	Shorewood village, IL.....	16,809
Lindsborg city, KS.....	3,313	Sioux Falls city, SD.....	170,401
Little Chute village, WI.....	11,006	Skokie village, IL.....	64,773
Lombard village, IL.....	43,776	Spearfish city, SD.....	11,300
Long Grove village, IL.....	7,980	Springfield city, MO.....	165,785
Lonsdale city, MN.....	3,850	St. Charles city, IL.....	32,730
Manhattan city, KS.....	55,427	St. Joseph city, MO.....	76,819
Mankato city, MN.....	41,241	St. Louis County, MN.....	200,294
Maple Grove city, MN.....	68,362	Tinley Park village, IL.....	57,107
Maplewood city, MN.....	40,127	University Heights city, OH.....	13,201
Marion city, IA.....	38,014	Urbandale city, IA.....	42,222
Marshfield city, WI.....	18,326	Vernon Hills village, IL.....	26,084
Menomonee Falls village, WI.....	36,411	Victoria city, MN.....	8,679
Meridian charter township, MI.....	41,903	Warrensburg city, MO.....	19,890
Merriam city, KS.....	11,259	Washington County, MN.....	250,979
Middleton city, WI.....	18,951	Wauwatosa city, WI.....	47,687
Midland city, MI.....	41,958	Wentzville city, MO.....	35,768
Minneapolis city, MN.....	411,452	West Carrollton city, OH.....	12,963
Minnetrissa city, MN.....	7,187	West Chester township, OH.....	62,804
Moline city, IL.....	42,644	Western Springs village, IL.....	13,187
Monroe city, MI.....	20,128	Westerville city, OH.....	38,604
Montgomery city, MN.....	2,921	Wichita city, KS.....	389,054
Naperville city, IL.....	146,431	Willowbrook village, IL.....	8,598
Napoleon city, OH.....	8,646	Winnetka village, IL.....	12,504
New Brighton city, MN.....	22,440	Woodbury city, MN.....	67,648
New Concord village, OH.....	2,561	Wyandotte County, KS.....	163,227
New Hope city, MN.....	20,909	Yorktown town, IN.....	11,200
New Ulm city, MN.....	13,249	Yorkville city, IL.....	18,691
Newton city, IA.....	15,085		
Niles village, IL.....	29,823		

## Appendix C: Detailed Survey Methods

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

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The County of Jackson County funded this research. Please contact Richard Martonchik, Director of Human Resources and Labor Relations, at [RMartonchik@mijackson.org](mailto:RMartonchik@mijackson.org) if you have any questions about the survey.

### Survey Validity

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

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

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

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

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

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

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

### Selecting Survey Recipients

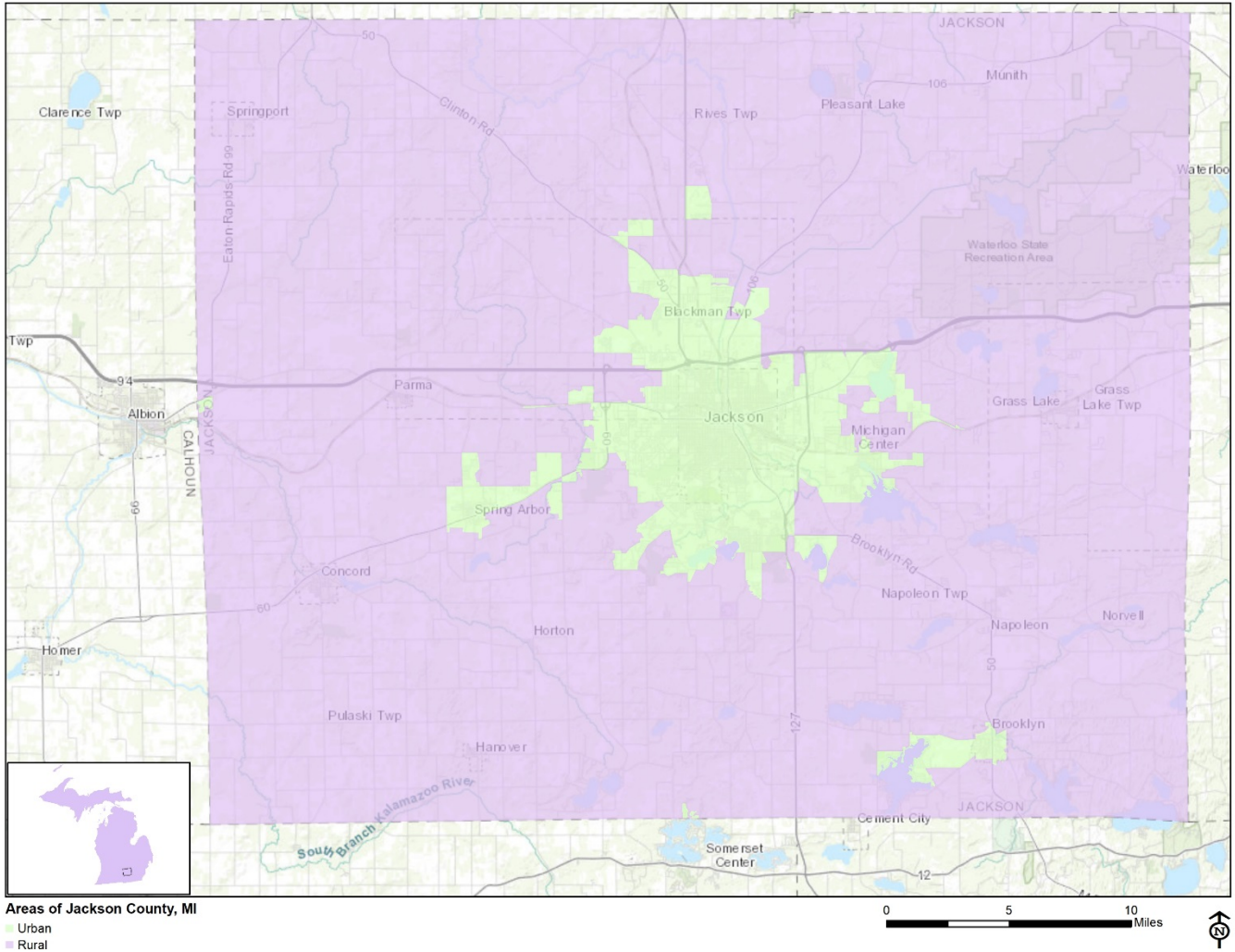
"Sampling" refers to the method by which households were chosen to receive the survey. All households within Jackson County were eligible to participate in the survey. A list of all households within the zip codes serving Jackson County was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve Jackson County households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of Jackson County boundaries were removed from consideration. Each address identified as being within County boundaries was further identified as being within one of the two geographic subareas (urban or rural).

To choose the 1,700 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the Jackson County website. This opt-in survey was identical to the scientific survey and open to all County residents. (The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.)

Figure 1: Location of Survey Recipients



## Survey Administration and Response

Selected households received three mailings, one week apart, beginning on December 9, 2019. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Chairman of the Jackson County Board of Commissioners inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Both cover letters included a URL through which the residents selected for the mail survey could choose to respond online rather than by mail. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on January 8, 2020 and remained open for three weeks.

About 4% of the 1,700 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,625 households that received the survey, 316 completed the survey, providing an overall response rate of 19%. Of the 316 completed surveys, 30 were completed online. Additionally, responses were tracked by geographic subarea; response rates by area ranged from 17% to 23%. The response rates were calculated using AAPOR’s response rate #2<sup>1</sup> for mailed surveys of unnamed persons. Additionally, 44 residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

<sup>1</sup> See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

Table 89: Survey Response Rates by Area

	Urban	Rural	Overall
Total sample used	1052	648	1,700
I=Complete Interviews	170	144	314
P=Partial Interviews	1	1	2
R=Refusal and break off	0	0	0
NC=Non Contact	0	0	0
O=Other	0	0	0
UH=Unknown household	0	0	0
UO=Unknown other	826	483	1,309
NE=Not eligible	55	20	75
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	17%	23%	19%

### Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.<sup>2</sup>

The margin of error for the Jackson County survey is no greater than plus or minus 5.5 percentage points around any given percent reported for all respondents (316 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

### Survey Processing (Data Entry)

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

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

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into the system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

### Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in Jackson County. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the

<sup>2</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

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community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were housing tenure, housing unit type, race/ethnicity, sex and age. No adjustments were made for design effects. Results for the opt-in survey have been provided under separate cover.

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Table 90: Jackson County, MI 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	27%	11%	22%
Own home	73%	89%	78%
Detached unit*	83%	83%	82%
Attached unit*	17%	17%	18%
<b>Race and Ethnicity</b>			
White	89%	94%	87%
Not white	11%	6%	13%
Not Hispanic	97%	99%	97%
Hispanic	3%	1%	3%
<b>Sex and Age</b>			
Female	49%	48%	48%
Male	51%	52%	52%
18-34 years of age	27%	6%	23%
35-54 years of age	34%	18%	33%
55+ years of age	39%	76%	44%
Females 18-34	13%	3%	9%
Females 35-54	16%	9%	16%
Females 55+	21%	36%	23%
Males 18-34	15%	3%	15%
Males 35-54	18%	8%	17%
Males 55+	19%	40%	20%
<b>Subarea</b>			
Urban	59%	54%	62%
Rural	41%	46%	38%

\* U.S. Census Bureau ACS 2017 5-year estimates

## Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

## Appendix D: Survey Materials

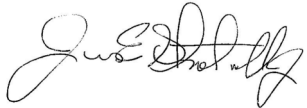
Dear Jackson County Resident,

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

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

Thank you for helping create a better County!

Sincerely,



James E. Shotwell, Jr.  
Chairman, Jackson County Board of Commissioners

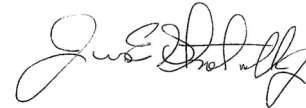
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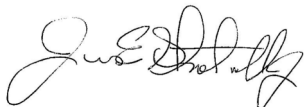
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**COUNTY OF JACKSON**  
Jackson County Tower Bldg.  
6th Floor  
120 W. Michigan Ave.  
Jackson, Michigan 49201

Presorted  
First Class Mail  
US Postage  
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Permit NO. 94



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# JACKSON COUNTY BOARD OF COMMISSIONERS

*James E. Shotwell, Jr., Chairperson*



*David K. Elwell, Vice-Chair*

**Tony Bair  
Rodney Walz  
Corey Kennedy  
Philip Duckham**

**Allan Tompkins  
Daniel J. Mahoney  
Darius Williams**

December 2019

Dear Jackson County Resident:

Please help us shape the future of Jackson County! You have been selected at random to participate in the 2019 Jackson County Community Survey.

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

**A few things to remember:**

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

**<http://bit.ly/xxplaceholder>**

**Please do not share your survey link.** This survey is for randomly selected households only. The County will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey please call 517-788-4335.

Thank you for your time and participation!

Sincerely,

James E. Shotwell, Jr.  
Chairman, Jackson County Board of Commissioners

# JACKSON COUNTY BOARD OF COMMISSIONERS

*James E. Shotwell, Jr., Chairperson*



*David K. Elwell, Vice-Chair*

**Tony Bair  
Rodney Walz  
Corey Kennedy  
Philip Duckham**

**Allan Tompkins  
Daniel J. Mahoney  
Darius Williams**

December 2019

Dear Jackson County Resident:

Here's a second chance if you haven't already responded to the 2019 Jackson County Community Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Jackson County! You have been selected at random to participate in the 2019 Jackson County Community Survey.

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

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
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Thank you for your time and participation!

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James E. Shotwell, Jr.  
Chairman, Jackson County Board of Commissioners

# Jackson County 2019 Community Survey

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

# Jackson County 2019 Community Survey

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

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Jackson County.....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5
The State Government .....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Jackson County .....	1	2	3	4	5
The overall direction that Jackson County is taking.....	1	2	3	4	5
The job Jackson County government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Jackson County government .....	1	2	3	4	5
Generally acting in the best interest of the community .....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5
The level of coordination between Jackson County and other units of government (e.g. Federal, State, City, Township and Village).....	1	2	3	4	5

**13. Please rate how important, if at all, you think it is for the Jackson County community to focus on each of the following in the coming two years:**

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

**14. First, please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in Jackson County. Then, please check which ONE is the most important.**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>	<i>Most important</i>
Healthy Community .....	1	2	3	4	5	<input type="radio"/>
Transportation and Community Connectedness (transportation & infrastructure).....	1	2	3	4	5	<input type="radio"/>
Thriving Regional Economy .....	1	2	3	4	5	<input type="radio"/>
Quality of Life Essentials .....	1	2	3	4	5	<input type="radio"/>
Trusted Government .....	1	2	3	4	5	<input type="radio"/>
Safe and Desirable Community.....	1	2	3	4	5	<input type="radio"/>

**15. Please indicate how important, if at all, each of the following older adult services are for the County to provide:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Family caregiver assistance .....	1	2	3	4	5
House cleaning .....	1	2	3	4	5
Information about services and how to get them.....	1	2	3	4	5
Meals on Wheels.....	1	2	3	4	5
Senior center activities .....	1	2	3	4	5
Transportation.....	1	2	3	4	5

**16. On average, about how often did you use Jackson County parks and/or trails in the past 12 months?**

- 2 times a week or more       2-4 times a month       Once a month or less       Not at all

**17. Have you utilized any of the following programs or services provided by the Jackson County Health Department in the last 12 months? (Please select all that apply.)**

- Website
- Facebook page
- Women, Infants & Children (WIC)
- Sexual health/immunization clinic
- Teen pregnancy prevention
- Maternal/infant health
- None of the above
- Children’s services: Hearing, vision or special health
- Emergency preparedness
- Environmental health
- Communicable disease
- Early On Services
- Other

**18. Are you aware of the Emergency Management Department’s mass emergency notification system, Code Red?**

- Yes       No

**19. Are you aware of the Jackson County smartphone app (MIJacksonCounty)?**

- Yes       No

**20. Have you had contact with the Jackson County Office of the Sheriff in any of the following ways in the last 12 months? (Please select all that apply.)**

- Shared tip information about a crime
- Visited the Jackson County Office of the Sheriff web site
- Accessed information about the Sheriff’s Office through Facebook
- Accessed information about the Sheriff’s Office through the Smartphone App, Mobile Patrol
- Used the Sheriff’s Crime Mapping tools
- None of these
- Don’t know

# Jackson County 2019 Community Survey

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

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

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

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

- Excellent     
  Very good     
  Good     
  Fair     
  Poor

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

- Very positive     
  Somewhat positive     
  Neutral     
  Somewhat negative     
  Very negative

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

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

**D5. Do you work inside the boundaries of Jackson County?**

- Yes, outside the home  
 Yes, from home  
 No

**D6. How many years have you lived in Jackson County?**

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

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

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

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

- Rented  
 Owned

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

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

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

- No       Yes

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

- No       Yes

**D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 to \$149,999  
 \$150,000 or more

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

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

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

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

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

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

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

**D16. What is your sex?**

- Female       Male

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

- Cell       Land line       Both

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