



# JACKSON COUNTY, MI 2011

## Benchmark Report



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## UNDERSTANDING THE BENCHMARK COMPARISONS

### COMPARISON DATA

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

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

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

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

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

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

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

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

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

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

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

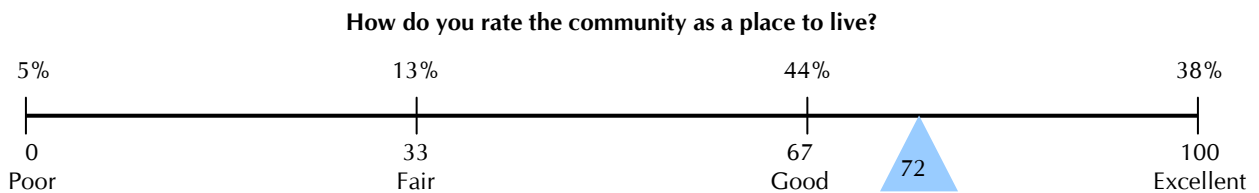
## PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

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

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

Example of Converting Responses to the 100-point Scale

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



## INTERPRETING THE RESULTS

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

Where comparisons for quality ratings were available, Jackson County's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of Jackson County's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level, as well as for the North Central region.

## NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The overall quality of life in Jackson County	46	404	415	Much below
Your neighborhood as a place to live	62	231	278	Much below
Jackson County as a place to live	50	339	347	Much below
Recommend living in Jackson County to someone who asks	52	182	187	Much below
Remain in Jackson County for the next five years	75	127	186	Similar

Community Transportation Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Jackson County	52	163	271	Similar
Ease of bus travel in Jackson County	44	101	191	Similar
Ease of bicycle travel in Jackson County	46	148	265	Similar
Ease of walking in Jackson County	47	198	267	Much below
Availability of paths and walking trails	54	98	182	Similar
Traffic flow on County roads	46	123	249	Similar

Frequency of Bus Use Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Jackson County	10	130	165	Much less

Drive Alone Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	81	51	175	Much more

Transportation and Parking Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Road repair	17	395	400	Much below
Snow removal on County roads and highways	39	238	255	Much below
Bus or transit services	48	132	204	Similar
Amount of public parking	45	116	207	Similar

Housing Characteristics Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	42	155	286	Similar
Variety of housing options	42	153	174	Much below

Housing Costs Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	30	132	180	Much less

Built Environment Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of new development in Jackson County	28	248	250	Much below
Overall appearance of Jackson County	39	303	321	Much below

Population Growth Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	11	227	234	Much less

Nuisance Problems Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Jackson County?	33	16	234	Much more

Planning and Community Code Enforcement Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	35	235	279	Much below
Code enforcement (weeds, abandoned buildings, etc.)	26	333	341	Much below
Animal control	39	288	303	Much below

Economic Sustainability and Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	16	269	281	Much below
Shopping opportunities	44	194	268	Much below
Jackson County as a place to work	30	289	307	Much below
Overall quality of business and service establishments in Jackson County	42	155	170	Much below

Economic Development Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	22	262	266	Much below
Agricultural/farm advisor	47	9	17	Much above

Job and Retail Growth Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	62	28	233	Much more
Jobs growth seen as too slow	96	2	236	Much more

Personal Economic Future Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	13	158	228	Below



Community and Personal Public Safety Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Safety in your neighborhood during the day	83	242	317	Below
Safety in your neighborhood after dark	67	224	308	Below
Safety in Jackson County's downtown area during the day	74	232	269	Much below
Safety in Jackson County's downtown area after dark	40	256	279	Much below
Safety from violent crime (e.g., rape, assault, robbery)	52	260	271	Much below
Safety from property crimes (e.g., burglary, theft)	47	244	271	Much below
Environmental hazards, including toxic waste	67	157	182	Much below

Crime Victimization and Reporting Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	13	92	238	Similar
Reported crimes	79	118	236	Similar

Public Safety Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sheriff services	56	356	395	Much below
Fire services	62	315	320	Much below
Ambulance or emergency medical services	65	295	318	Much below
Crime prevention	42	299	321	Much below
Fire prevention and education	53	245	254	Much below
Traffic enforcement on County roads and highways	49	308	342	Much below
Municipal courts	48	153	172	Much below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	47	170	202	Much below

Contact with Sheriff Department Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the Jackson County Sheriff's Department	31	59	71	Less
Overall impression of most recent contact with the Jackson County Sheriff's Department	58	70	79	Much below

Community Environment Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Jackson County	37	179	183	Much below
Quality of overall natural environment in Jackson County	51	167	187	Much below
Preservation of natural areas such as open space, farmlands and greenbelts	43	165	186	Much below
Air quality	55	148	219	Below

Frequency of Recycling Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	80	125	221	Similar

Utility Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Power (electric and/or gas) utility	57	88	96	Much below
Sewer services	58	209	274	Below
Drinking water	52	207	285	Much below
Storm drainage	46	259	328	Much below
Yard waste pick-up	40	230	233	Much below
Recycling	54	266	319	Much below
Garbage collection	63	295	339	Much below

Community Recreational Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreational opportunities	48	214	279	Much below
Jackson County open space	53	27	30	Much below
Availability of historic sites	49	11	16	Much below

Participation in Parks and Recreation Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jackson County recreation centers	50	145	192	Much less
Participated in a recreation program or activity	40	170	223	Much less
Visited a neighborhood park or County park	85	130	230	Similar

Parks and Recreation Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
County parks	64	219	302	Below
Recreation programs or classes	55	245	310	Much below
Recreation centers or facilities	53	202	251	Much below
Nature programs or classes	51	11	14	Much below

Cultural and Educational Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	39	249	285	Much below
Educational opportunities	46	190	234	Much below

Participation in Cultural and Educational Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jackson County public libraries or their services	71	114	202	Similar
Participated in religious or spiritual activities in Jackson County	55	46	124	More

Cultural and Educational Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	46	196	235	Much below
Public library services	66	237	309	Below

Community Health and Wellness Access and Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	40	181	225	Much below
Availability of affordable quality food	53	122	170	Below
Availability of preventive health services	46	118	142	Much below

Health and Wellness Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	48	148	183	Much below
Mental health services	38	20	29	Similar
Drug and alcohol services	42	12	23	Above
Adult protective services	42	7	16	Above

Community Quality and Inclusiveness Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	41	278	287	Much below
Openness and acceptance of the community towards people of diverse backgrounds	42	237	253	Much below
Availability of affordable quality child care	38	162	221	Below
Jackson County as a place to raise children	48	322	346	Much below
Jackson County as a place to retire	36	323	331	Much below

Services Provided for Population Subgroups Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	50	219	280	Much below
Services to youth	38	229	257	Much below
Services to low-income people	39	178	224	Below

Civic Engagement Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	48	161	177	Much below
Opportunities to volunteer	64	86	177	Similar

Participation in Civic Engagement Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	27	96	233	Similar
Watched a meeting of local elected officials or other County-sponsored public meeting on cable television, the Internet	41	87	189	Similar
Volunteered your time to some group or activity in Jackson County	51	71	232	Much more
Participated in a club or civic group in Jackson County	34	49	149	More
Provided help to a friend or neighbor	96	38	147	Similar

Voter Behavior Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	90	32	237	Much more
Voted in last general election	71	159	236	Less

Use of Information Sources Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Visited the Jackson County Web site	39	167	173	Much less

Local Government Media Services and Information Dissemination Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	46	133	179	Below
Public information services	50	218	266	Much below

Social Engagement Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	45	158	175	Much below
Opportunities to participate in religious or spiritual events and activities	60	116	137	Below

Contact with Immediate Neighbors Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	40	154	168	Much less

Public Trust Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The value of services for the taxes paid to Jackson County	36	344	367	Much below
The overall direction that Jackson County is taking	33	294	302	Much below
The job Jackson County government does at welcoming citizen involvement	34	293	305	Much below
Overall image or reputation of Jackson County	32	290	296	Much below

Services Provided by Local, State and Federal Governments Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by Jackson County	45	374	395	Much below
Services provided by the Federal Government	30	241	242	Much below
Services provided by the State Government	31	235	244	Much below

Contact with County Employees Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with county employee(s) in last 12 months	40	241	269	Much less

Perceptions of County Employees (Among Those Who Had Contact) Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	65	233	308	Below
Responsiveness	55	295	303	Much below
Courtesy	64	209	253	Much below
Overall impression	57	319	353	Much below

## JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

.....Census 2010	Mountain View, CA.....	74,066
Valdez, AK.....	Newport Beach, CA.....	85,186
Auburn, AL.....	Palm Springs, CA.....	44,552
Gulf Shores, AL.....	Palo Alto, CA.....	64,403
Tuskegee, AL.....	Poway, CA.....	47,811
Vestavia Hills, AL.....	Rancho Cordova, CA.....	64,776
Fayetteville, AR.....	Richmond, CA.....	103,701
Little Rock, AR.....	San Diego, CA.....	1,307,402
Avondale, AZ.....	San Francisco, CA.....	805,235
Casa Grande, AZ.....	San Jose, CA.....	945,942
Chandler, AZ.....	San Luis Obispo County, CA.....	269,637
Cococino County, AZ.....	San Mateo, CA.....	97,207
Dewey-Humboldt, AZ.....	San Rafael, CA.....	57,713
Flagstaff, AZ.....	Santa Monica, CA.....	89,736
Florence, AZ.....	South Lake Tahoe, CA.....	21,403
Gilbert, AZ.....	Stockton, CA.....	291,707
Goodyear, AZ.....	Sunnyvale, CA.....	140,081
Green Valley, AZ.....	Temecula, CA.....	100,097
Kingman, AZ.....	Thousand Oaks, CA.....	126,683
Marana, AZ.....	Visalia, CA.....	124,442
Maricopa County, AZ.....	Walnut Creek, CA.....	64,173
Mesa, AZ.....	Adams County, CO.....	441,603
Peoria, AZ.....	Arapahoe County, CO.....	572,003
Phoenix, AZ.....	Archuleta County, CO.....	12,084
Pinal County, AZ.....	Arvada, CO.....	106,433
Prescott Valley, AZ.....	Aspen, CO.....	6,658
Queen Creek, AZ.....	Aurora, CO.....	325,078
Scottsdale, AZ.....	Boulder, CO.....	97,385
Sedona, AZ.....	Boulder County, CO.....	294,567
Surprise, AZ.....	Breckenridge, CO.....	4,540
Tempe, AZ.....	Broomfield, CO.....	55,889
Yuma, AZ.....	Centennial, CO.....	100,377
Yuma County, AZ.....	Clear Creek County, CO.....	9,088
Apple Valley, CA.....	Colorado Springs, CO.....	416,427
Benicia, CA.....	Commerce City, CO.....	45,913
Brea, CA.....	Craig, CO.....	9,464
Brisbane, CA.....	Crested Butte, CO.....	1,487
Burlingame, CA.....	Denver, CO.....	600,158
Carlsbad, CA.....	Douglas County, CO.....	285,465
Chula Vista, CA.....	Durango, CO.....	16,887
Concord, CA.....	Eagle County, CO.....	52,197
Coronado, CA.....	Edgewater, CO.....	5,170
Cupertino, CA.....	El Paso County, CO.....	622,263
Davis, CA.....	Englewood, CO.....	30,255
Del Mar, CA.....	Estes Park, CO.....	5,858
Dublin, CA.....	Fort Collins, CO.....	143,986
El Cerrito, CA.....	Frisco, CO.....	2,683
Elk Grove, CA.....	Fruita, CO.....	12,646
Galt, CA.....	Georgetown, CO.....	1,034
La Mesa, CA.....	Gilpin County, CO.....	5,441
Laguna Beach, CA.....	Golden, CO.....	18,867
Livermore, CA.....	Grand County, CO.....	14,843
Lodi, CA.....	Greenwood Village, CO.....	13,925
Long Beach, CA.....	Gunnison County, CO.....	15,324
Lynwood, CA.....	Highlands Ranch, CO.....	96,713
Menlo Park, CA.....	Hot Sulphur Springs, CO.....	663
Mission Viejo, CA.....	Hudson, CO.....	2,356



Jackson County, CO.....	1,394	Panama City, FL.....	36,484
Jefferson County, CO.....	534,543	Pasco County, FL.....	464,697
Lafayette, CO.....	24,453	Pinellas County, FL.....	916,542
Lakewood, CO.....	142,980	Pinellas Park, FL.....	49,079
Larimer County, CO.....	299,630	Port Orange, FL.....	56,048
Lone Tree, CO.....	10,218	Port St. Lucie, FL.....	164,603
Longmont, CO.....	86,270	Sanford, FL.....	53,570
Louisville, CO.....	18,376	Sarasota, FL.....	51,917
Loveland, CO.....	66,859	Seminole, FL.....	17,233
Mesa County, CO.....	146,723	South Daytona, FL.....	12,252
Montrose, CO.....	19,132	St. Cloud, FL.....	35,183
Northglenn, CO.....	35,789	Tallahassee, FL.....	181,376
Park County, CO.....	16,206	Titusville, FL.....	43,761
Parker, CO.....	45,297	Volusia County, FL.....	494,593
Pitkin County, CO.....	17,148	Walton County, FL.....	55,043
Pueblo, CO.....	106,595	Winter Garden, FL.....	34,568
Salida, CO.....	5,236	Winter Park, FL.....	27,852
Steamboat Springs, CO.....	12,088	Albany, GA.....	77,434
Sterling, CO.....	14,777	Alpharetta, GA.....	57,551
Summit County, CO.....	27,994	Cartersville, GA.....	19,731
Teller County, CO.....	23,350	Conyers, GA.....	15,195
Thornton, CO.....	118,772	Decatur, GA.....	19,335
Westminster, CO.....	106,114	McDonough, GA.....	22,084
Wheat Ridge, CO.....	30,166	Milton, GA.....	32,661
Windsor, CO.....	18,644	Peachtree City, GA.....	34,364
Coventry, CT.....	2,990	Roswell, GA.....	88,346
Hartford, CT.....	124,775	Sandy Springs, GA.....	93,853
Dover, DE.....	36,047	Savannah, GA.....	136,286
Rehoboth Beach, DE.....	1,327	Smyrna, GA.....	51,271
Belleair Beach, FL.....	1,560	Snellville, GA.....	18,242
Brevard County, FL.....	543,376	Suwanee, GA.....	15,355
Cape Coral, FL.....	154,305	Valdosta, GA.....	54,518
Charlotte County, FL.....	159,978	Honolulu, HI.....	953,207
Clearwater, FL.....	107,685	Ames, IA.....	58,965
Collier County, FL.....	321,520	Ankeny, IA.....	45,582
Cooper City, FL.....	28,547	Bettendorf, IA.....	33,217
Coral Springs, FL.....	121,096	Cedar Falls, IA.....	39,260
Dania Beach, FL.....	29,369	Cedar Rapids, IA.....	126,326
Daytona Beach, FL.....	61,005	Davenport, IA.....	99,685
Delray Beach, FL.....	60,522	Des Moines, IA.....	203,433
Destin, FL.....	12,305	Indianola, IA.....	14,782
Escambia County, FL.....	297,619	Muscatine, IA.....	22,886
Eustis, FL.....	18,558	Urbandale, IA.....	39,463
Gainesville, FL.....	124,354	West Des Moines, IA.....	56,609
Hillsborough County, FL.....	1,229,226	Boise, ID.....	205,671
Jupiter, FL.....	55,156	Jerome, ID.....	10,890
Kissimmee, FL.....	59,682	Meridian, ID.....	75,092
Lee County, FL.....	618,754	Moscow, ID.....	23,800
Martin County, FL.....	146,318	Pocatello, ID.....	54,255
Miami Beach, FL.....	87,779	Post Falls, ID.....	27,574
North Palm Beach, FL.....	12,015	Twin Falls, ID.....	44,125
Oakland Park, FL.....	41,363	Batavia, IL.....	26,045
Ocala, FL.....	56,315	Bloomington, IL.....	76,610
Oldsmar, FL.....	13,591	Centralia, IL.....	13,032
Oviedo, FL.....	33,342	Collinsville, IL.....	25,579
Palm Bay, FL.....	103,190	Crystal Lake, IL.....	40,743
Palm Beach County, FL.....	1,320,134	DeKalb, IL.....	43,862
Palm Beach Gardens, FL.....	48,452	Elmhurst, IL.....	44,121
Palm Coast, FL.....	75,180	Evanston, IL.....	74,486

Freeport, IL .....	25,638	Ann Arbor, MI .....	113,934
Gurnee, IL .....	31,295	Battle Creek, MI .....	52,347
Highland Park, IL .....	29,763	Escanaba, MI .....	12,616
Lincolnwood, IL .....	12,590	Farmington Hills, MI .....	79,740
Lyons, IL .....	10,729	Flushing, MI .....	8,389
Naperville, IL .....	141,853	Gladstone, MI .....	4,973
Normal, IL .....	52,497	Howell, MI .....	9,489
Oak Park, IL .....	51,878	Kalamazoo, MI .....	74,262
O'Fallon, IL .....	28,281	Kalamazoo County, MI .....	250,331
Palatine, IL .....	68,557	Midland, MI .....	41,863
Park Ridge, IL .....	37,480	Novi, MI .....	55,224
Peoria County, IL .....	186,494	Ottawa County, MI .....	263,801
Riverside, IL .....	8,875	Petoskey, MI .....	5,670
Sherman, IL .....	4,148	Port Huron, MI .....	30,184
Shorewood, IL .....	15,615	Rochester, MI .....	12,711
Skokie, IL .....	64,784	Sault Sainte Marie, MI .....	14,144
Sugar Grove, IL .....	8,997	South Haven, MI .....	4,403
Wilmington, IL .....	5,724	Village of Howard City, MI .....	1,808
Woodridge, IL .....	32,971	Blue Earth, MN .....	3,353
Brownsburg, IN .....	21,285	Carver County, MN .....	91,042
Fishers, IN .....	76,794	Chanhassen, MN .....	22,952
Munster, IN .....	23,603	Dakota County, MN .....	398,552
Noblesville, IN .....	51,969	Duluth, MN .....	86,265
Abilene, KS .....	6,844	Fridley, MN .....	27,208
Arkansas City, KS .....	12,415	Hutchinson, MN .....	14,178
Fairway, KS .....	3,882	Maple Grove, MN .....	61,567
Garden City, KS .....	26,658	Mayer, MN .....	1,749
Gardner, KS .....	19,123	Medina, MN .....	4,892
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Salina, KS .....	47,707	Branson, MO .....	10,520
Wichita, KS .....	382,368	Clay County, MO .....	221,939
Bowling Green, KY .....	58,067	Clayton, MO .....	15,939
Daviess County, KY .....	96,656	Ellisville, MO .....	9,133
New Orleans, LA .....	343,829	Harrisonville, MO .....	10,019
Andover, MA .....	8,762	Jefferson City, MO .....	43,079
Barnstable, MA .....	45,193	Joplin, MO .....	50,150
Burlington, MA .....	24,498	Lee's Summit, MO .....	91,364
Cambridge, MA .....	105,162	Liberty, MO .....	29,149
Needham, MA .....	28,886	Maryland Heights, MO .....	27,472
Worcester, MA .....	181,045	Maryville, MO .....	11,972
Baltimore, MD .....	620,961	Platte City, MO .....	4,691
Baltimore County, MD .....	805,029	Raymore, MO .....	19,206
Dorchester County, MD .....	32,618	Richmond Heights, MO .....	8,603
Gaithersburg, MD .....	59,933	Riverside, MO .....	2,937
La Plata, MD .....	8,753	Rolla, MO .....	19,559
Montgomery County, MD .....	971,777	Wentzville, MO .....	29,070
Ocean City, MD .....	7,102	Starkville, MS .....	23,888
Prince George's County, MD .....	863,420	Billings, MT .....	104,170
Rockville, MD .....	61,209	Bozeman, MT .....	37,280
Takoma Park, MD .....	16,715	Missoula, MT .....	66,788
Saco, ME .....	18,482	Asheville, NC .....	83,393
Scarborough, ME .....	4,403	Cabarrus County, NC .....	178,011
South Portland, ME .....	25,002	Cary, NC .....	135,234

Charlotte, NC.....	731,424	Keizer, OR.....	36,478
Concord, NC.....	79,066	Lane County, OR.....	351,715
Davidson, NC.....	10,944	McMinnville, OR.....	32,187
High Point, NC.....	104,371	Medford, OR.....	74,907
Hillsborough, NC.....	6,087	Multnomah County, OR.....	735,334
Indian Trail, NC.....	33,518	Portland, OR.....	583,776
Kannapolis, NC.....	42,625	Springfield, OR.....	59,403
Mecklenburg County, NC.....	919,628	Tualatin, OR.....	26,054
Mooresville, NC.....	32,711	Borough of Ebensburg, PA.....	3,351
Wake Forest, NC.....	30,117	Chambersburg, PA.....	20,268
Wilmington, NC.....	106,476	Cumberland County, PA.....	235,406
Winston-Salem, NC.....	229,617	Kutztown Borough, PA.....	5,012
Wahpeton, ND.....	7,766	Philadelphia, PA.....	1,526,006
Cedar Creek, NE.....	390	State College, PA.....	42,034
Grand Island, NE.....	48,520	East Providence, RI.....	47,037
La Vista, NE.....	15,758	Newport, RI.....	24,672
Dover, NH.....	29,987	Greer, SC.....	25,515
Lebanon, NH.....	13,151	Rock Hill, SC.....	66,154
Alamogordo, NM.....	30,403	Rapid City, SD.....	67,956
Albuquerque, NM.....	545,852	Sioux Falls, SD.....	153,888
Bloomfield, NM.....	8,112	Cookeville, TN.....	30,435
Farmington, NM.....	45,877	Johnson City, TN.....	63,152
Los Alamos County, NM.....	17,950	Morristown, TN.....	29,137
Rio Rancho, NM.....	87,521	Nashville, TN.....	601,222
San Juan County, NM.....	130,044	Oak Ridge, TN.....	29,330
Carson City, NV.....	55,274	White House, TN.....	10,255
Henderson, NV.....	257,729	Arlington, TX.....	365,438
North Las Vegas, NV.....	216,961	Austin, TX.....	790,390
Reno, NV.....	225,221	Benbrook, TX.....	21,234
Sparks, NV.....	90,264	Bryan, TX.....	76,201
Washoe County, NV.....	421,407	Colleyville, TX.....	22,807
Canandaigua, NY.....	10,545	Corpus Christi, TX.....	305,215
Geneva, NY.....	13,261	Dallas, TX.....	1,197,816
New York City, NY.....	8,175,133	Denton, TX.....	113,383
Ogdensburg, NY.....	11,128	Duncanville, TX.....	38,524
Blue Ash, OH.....	12,114	El Paso, TX.....	649,121
Delaware, OH.....	34,753	Flower Mound, TX.....	64,669
Dublin, OH.....	41,751	Fort Worth, TX.....	741,206
Kettering, OH.....	56,163	Georgetown, TX.....	47,400
Lebanon, OH.....	20,033	Grand Prairie, TX.....	175,396
Orange Village, OH.....	3,323	Houston, TX.....	2,099,451
Sandusky, OH.....	25,793	Hurst, TX.....	37,337
Springboro, OH.....	17,409	Hutto, TX.....	14,698
Sylvania Township, OH.....	18,965	Irving, TX.....	216,290
Upper Arlington, OH.....	33,771	League City, TX.....	83,560
Broken Arrow, OK.....	98,850	McAllen, TX.....	129,877
Edmond, OK.....	81,405	McKinney, TX.....	131,117
Norman, OK.....	110,925	Pasadena, TX.....	149,043
Oklahoma City, OK.....	579,999	Plano, TX.....	259,841
Stillwater, OK.....	45,688	Round Rock, TX.....	99,887
Tulsa, OK.....	391,906	Rowlett, TX.....	56,199
Albany, OR.....	50,158	San Marcos, TX.....	44,894
Ashland, OR.....	20,078	Shenandoah, TX.....	2,134
Bend, OR.....	76,639	Southlake, TX.....	26,575
Corvallis, OR.....	54,462	Sugar Land, TX.....	78,817
Eugene, OR.....	156,185	Temple, TX.....	66,102
Forest Grove, OR.....	21,083	Tomball, TX.....	10,753
Hermiston, OR.....	16,745	Westlake, TX.....	992
Jackson County, OR.....	203,206	Farmington, UT.....	18,275

Park City, UT .....	7,558	Airway Heights, WA.....	6,114
Provo, UT .....	112,488	Auburn, WA.....	70,180
Riverdale, UT.....	8,426	Bellevue, WA.....	122,363
Salt Lake City, UT.....	186,440	Bellingham, WA.....	80,885
Sandy, UT.....	87,461	Clark County, WA.....	425,363
Saratoga Springs, UT.....	17,781	Federal Way, WA.....	89,306
Springville, UT.....	29,466	Gig Harbor, WA.....	7,126
Washington City, UT.....	18,761	Hoquiam, WA.....	8,726
Albemarle County, VA.....	98,970	Kirkland, WA.....	48,787
Arlington County, VA.....	207,627	Kitsap County, WA.....	251,133
Ashland, VA.....	7,225	Lynnwood, WA.....	35,836
Blacksburg, VA.....	42,620	Maple Valley, WA.....	22,684
Botetourt County, VA.....	33,148	Mountlake Terrace, WA.....	19,909
Chesapeake, VA.....	222,209	Olympia, WA.....	46,478
Chesterfield County, VA.....	316,236	Pasco, WA.....	59,781
Fredericksburg, VA.....	24,286	Redmond, WA.....	54,144
Hampton, VA.....	137,436	Renton, WA.....	90,927
Hanover County, VA.....	99,863	Snoqualmie, WA.....	10,670
Herndon, VA.....	23,292	Tacoma, WA.....	198,397
Hopewell, VA.....	22,591	Vancouver, WA.....	161,791
James City County, VA.....	67,009	West Richland, WA.....	11,811
Lexington, VA.....	7,042	Woodland, WA.....	5,509
Lynchburg, VA.....	75,568	Columbus, WI.....	4,991
Montgomery County, VA.....	94,392	De Pere, WI.....	23,800
Newport News, VA.....	180,719	Eau Claire, WI.....	65,883
Prince William County, VA.....	402,002	Madison, WI.....	233,209
Purcellville, VA.....	7,727	Merrill, WI.....	9,661
Radford, VA.....	16,408	Oshkosh, WI.....	66,083
Roanoke, VA.....	97,032	Racine, WI.....	78,860
Spotsylvania County, VA.....	122,397	Wausau, WI.....	39,106
Stafford County, VA.....	128,961	Wind Point, WI.....	1,723
Virginia Beach, VA.....	437,994	Morgantown, WV.....	29,660
Williamsburg, VA.....	14,068	Cheyenne, WY.....	59,466
York County, VA.....	65,464	Gillette, WY.....	29,087
Chittenden County, VT.....	156,545	Laramie, WY.....	30,816
Montpelier, VT.....	7,855	Teton County, WY.....	21,294

## NORTH CENTRAL REGION BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The overall quality of life in Jackson County	46	91	94	Much below
Your neighborhood as a place to live	62	52	59	Much below
Jackson County as a place to live	50	76	77	Much below
Recommend living in Jackson County to someone who asks	52	37	37	Much below
Remain in Jackson County for the next five years	75	31	38	Below

Community Transportation Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Jackson County	52	38	53	Below
Ease of bus travel in Jackson County	44	19	35	Similar
Ease of bicycle travel in Jackson County	46	39	56	Much below
Ease of walking in Jackson County	47	53	57	Much below
Availability of paths and walking trails	54	30	41	Much below
Traffic flow on County roads	46	38	60	Below

Frequency of Bus Use Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Jackson County	10	24	33	Much less

Drive Alone Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	81	21	37	Similar

Transportation and Parking Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Road repair	17	91	93	Much below
Snow removal on County roads and highways	39	98	100	Much below

Transportation and Parking Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Bus or transit services	48	26	43	Similar
Amount of public parking	45	26	45	Below

Housing Characteristics Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	42	41	62	Below
Variety of housing options	42	34	34	Much below

Housing Costs Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	30	14	37	Similar

Built Environment Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of new development in Jackson County	28	56	57	Much below
Overall appearance of Jackson County	39	70	72	Much below

Population Growth Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	11	43	49	Much less

Nuisance Problems Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Jackson County?	33	3	50	Much more

Planning and Community Code Enforcement Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	35	52	56	Much below
Code enforcement (weeds, abandoned buildings, etc.)	26	72	73	Much below
Animal control	39	67	68	Much below

Economic Sustainability and Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	16	54	59	Much below
Shopping opportunities	44	39	55	Below
Jackson County as a place to work	30	63	68	Much below
Overall quality of business and service establishments in Jackson County	42	31	36	Much below

Economic Development Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	22	55	56	Much below
Agricultural/farm advisor	47	Not available	Not available	Not available

Job and Retail Growth Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	62	7	49	Much more
Jobs growth seen as too slow	96	1	49	Much more

Personal Economic Future Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	13	33	49	Similar

Community and Personal Public Safety Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Safety in your neighborhood during the day	83	61	65	Much below
Safety in your neighborhood after dark	67	51	61	Much below
Safety in Jackson County's downtown area during the day	74	55	56	Much below
Safety in Jackson County's downtown area after dark	40	57	58	Much below
Safety from violent crime (e.g., rape, assault, robbery)	52	58	59	Much below
Safety from property crimes (e.g., burglary, theft)	47	56	59	Much below
Environmental hazards, including toxic waste	67	32	37	Much below

Crime Victimization and Reporting Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	13	14	51	Similar
Reported crimes	79	26	50	Similar

Public Safety Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sheriff services	56	82	88	Much below
Fire services	62	69	69	Much below
Ambulance or emergency medical services	65	73	74	Much below
Crime prevention	42	73	74	Much below
Fire prevention and education	53	62	62	Much below
Traffic enforcement on County roads and highways	49	79	81	Much below
Municipal courts	48	31	35	Much below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	47	43	43	Much below

Contact with Sheriff Department Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the Jackson County Sheriff's Department	31	8	14	Similar
Overall impression of most recent contact with the Jackson County Sheriff's Department	58	14	16	Much below

Community Environment Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Jackson County	37	46	46	Much below
Quality of overall natural environment in Jackson County	51	33	36	Much below
Preservation of natural areas such as open space, farmlands and greenbelts	43	36	37	Much below
Air quality	55	30	38	Much below



Frequency of Recycling Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	80	31	48	Similar

Utility Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Power (electric and/or gas) utility	57	19	21	Much below
Sewer services	58	53	67	Below
Drinking water	52	55	71	Much below
Storm drainage	46	70	82	Much below
Yard waste pick-up	40	63	63	Much below
Recycling	54	68	75	Much below
Garbage collection	63	76	80	Much below

Community Recreational Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreational opportunities	48	41	59	Much below
Jackson County open space	53	Not available	Not available	Not available
Availability of historic sites	49	Not available	Not available	Not available

Participation in Parks and Recreation Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jackson County recreation centers	50	34	39	Much less
Participated in a recreation program or activity	40	40	47	Much less
Visited a neighborhood park or County park	85	37	49	Similar

Parks and Recreation Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
County parks	64	47	61	Much below
Recreation programs or classes	55	53	58	Much below
Recreation centers or facilities	53	40	46	Much below
Nature programs or classes	51	Not available	Not available	Not available

Cultural and Educational Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	39	49	58	Much below
Educational opportunities	46	47	50	Much below

Participation in Cultural and Educational Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Jackson County public libraries or their services	71	38	48	Less
Participated in religious or spiritual activities in Jackson County	55	14	28	Similar

Cultural and Educational Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	46	47	52	Much below
Public library services	66	54	64	Much below

Community Health and Wellness Access and Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	40	47	52	Much below
Availability of affordable quality food	53	27	36	Below
Availability of preventive health services	46	25	28	Much below

Health and Wellness Services Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	48	36	40	Much below
Mental health services	38	Not available	Not available	Not available
Drug and alcohol services	42	Not available	Not available	Not available
Adult protective services	42	Not available	Not available	Not available

Community Quality and Inclusiveness Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	41	61	61	Much below
Openness and acceptance of the community towards people of diverse backgrounds	42	53	57	Much below
Availability of affordable quality child care	38	45	52	Much below
Jackson County as a place to raise children	48	73	76	Much below
Jackson County as a place to retire	36	73	75	Much below

Services Provided for Population Subgroups Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	50	51	60	Much below
Services to youth	38	55	61	Much below
Services to low-income people	39	47	52	Much below

Civic Engagement Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	48	32	34	Much below
Opportunities to volunteer	64	22	33	Similar

Participation in Civic Engagement Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	27	15	50	Similar
Watched a meeting of local elected officials or other County-sponsored public meeting on cable television, the Internet	41	21	42	Similar
Volunteered your time to some group or activity in Jackson County	51	19	50	More
Participated in a club or civic group in Jackson County	34	12	31	More
Provided help to a friend or neighbor	96	10	31	Similar

Voter Behavior Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	90	12	51	More
Voted in last general election	71	35	51	Less

Use of Information Sources Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Visited the Jackson County Web site	39	33	35	Much less

Local Government Media Services and Information Dissemination Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	46	35	47	Below
Public information services	50	54	61	Much below

Social Engagement Opportunities Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	45	32	36	Much below
Opportunities to participate in religious or spiritual events and activities	60	30	32	Much below

Contact with Immediate Neighbors Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	40	34	35	Much less

Public Trust Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The value of services for the taxes paid to Jackson County	36	87	94	Much below
The overall direction that Jackson County is taking	33	63	65	Much below
The job Jackson County government does at welcoming citizen involvement	34	66	69	Much below
Overall image or reputation of Jackson County	32	75	75	Much below

Services Provided by Local, State and Federal Governments Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by Jackson County	45	86	87	Much below
Services provided by the Federal Government	30	51	51	Much below
Services provided by the State Government	31	46	51	Much below

Contact with County Employees Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with county employee(s) in last 12 months	40	51	60	Much less

Perceptions of County Employees (Among Those Who Had Contact) Benchmarks				
	Jackson average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	65	54	62	Much below
Responsiveness	55	69	69	Much below
Courtesy	64	47	52	Much below
Overall impression	57	75	81	Much below

## JURISDICTIONS INCLUDED IN NORTH CENTRAL REGION BENCHMARK COMPARISONS

Ames, IA.....	58,965	Wichita, KS.....	382,368
Ankeny, IA.....	45,582	Dorchester County, MD.....	32,618
Bettendorf, IA.....	33,217	Ann Arbor, MI.....	113,934
Cedar Falls, IA.....	39,260	Battle Creek, MI.....	52,347
Cedar Rapids, IA.....	126,326	Escanaba, MI.....	12,616
Davenport, IA.....	99,685	Farmington Hills, MI.....	79,740
Des Moines, IA.....	203,433	Flushing, MI.....	8,389
Indianola, IA.....	14,782	Gladstone, MI.....	4,973
Muscatine, IA.....	22,886	Howell, MI.....	9,489
Urbandale, IA.....	39,463	Kalamazoo, MI.....	74,262
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Roeland Park, KS.....	6,731	Wentzville, MO.....	29,070
Salina, KS.....	47,707	Wahpeton, ND.....	7,766

Cedar Creek, NE .....	390	Rapid City, SD.....	67,956
Grand Island, NE .....	48,520	Sioux Falls, SD .....	153,888
La Vista, NE .....	15,758	Columbus, WI .....	4,991
Blue Ash, OH .....	12,114	De Pere, WI.....	23,800
Delaware, OH .....	34,753	Eau Claire, WI .....	65,883
Dublin, OH .....	41,751	Madison, WI.....	233,209
Kettering, OH .....	56,163	Merrill, WI.....	9,661
Lebanon, OH.....	20,033	Oshkosh, WI .....	66,083
Orange Village, OH.....	3,323	Racine, WI.....	78,860
Sandusky, OH.....	25,793	Wausau, WI.....	39,106
Springboro, OH .....	17,409	Wind Point, WI .....	1,723
Upper Arlington, OH.....	33,771		