



CITY OF SEASIDE, CA 2012

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. The comparison evaluations are from the most recent survey completed in each jurisdiction; 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 City of Seaside chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (communities with populations from 20,000 to 75,000 with median household incomes from \$35,000 to \$45,000). 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 City of Seaside Survey was included in NRC’s database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

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

Jurisdiction Characteristic	Percent of Jurisdictions
Region	
West Coast ¹	17%
West ²	20%
North Central West ³	11%
North Central East ⁴	13%
South Central ⁵	7%
South ⁶	26%
Northeast West ⁷	2%
Northeast East ⁸	4%
Population	
Less than 40,000	46%
40,000 to 74,999	19%
75,000 to 149,000	17%
150,000 or more	18%

¹ Alaska, Washington, Oregon, California, Hawaii

² Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

³ North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

⁴ Illinois, Indiana, Ohio, Michigan, Wisconsin

⁵ Oklahoma, Texas, Louisiana, Arkansas

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

⁷ New York, Pennsylvania, New Jersey

⁸ Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

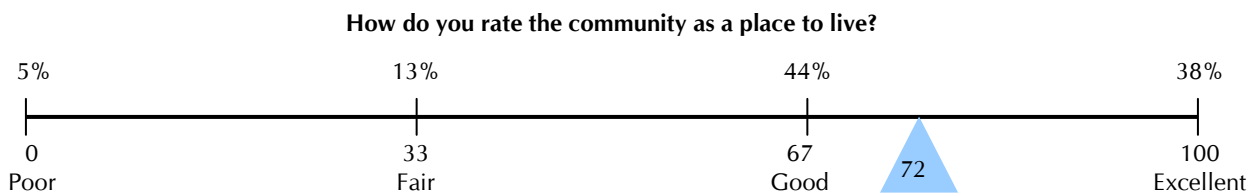
PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four 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 four 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%	= $36 \div (100-5) =$	38%	100	= $38\% \times 100 =$	38
Good	42%	= $42 \div (100-5) =$	44%	67	= $44\% \times 67 =$	30
Fair	12%	= $12 \div (100-5) =$	13%	33	= $13\% \times 33 =$	4
Poor	5%	= $5 \div (100-5) =$	5%	0	= $5\% \times 0 =$	0
Don’t know	5%		--			
Total	100%		100%			72



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 column shows the comparison of your jurisdiction's average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Seaside'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 the City of Seaside'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 communities with populations from 20,000 to 75,000 and with median household incomes from \$35,000 to \$45,000.

NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Seaside	53	381	419	Much below
Your neighborhood as place to live	62	231	280	Much below
Seaside as a place to live	58	318	351	Much below
Recommend living in Seaside to someone who asks	64	167	189	Much below
Remain in Seaside for the next five years	68	165	188	Much below

Community Transportation Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Seaside	55	134	277	Similar
Ease of bus travel in Seaside	56	31	195	Much above
Ease of bicycle travel in Seaside	54	91	268	Above
Ease of walking in Seaside	56	123	270	Similar
Traffic flow on major streets	53	62	254	Much above

Frequency of Bus Use Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Seaside	35	35	165	Much more

Drive Alone Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	76	95	179	Similar

Transportation and Parking Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	27	368	404	Much below
Street cleaning	42	259	283	Much below
Street lighting	41	291	311	Much below
Sidewalk maintenance	36	233	265	Much below
Traffic signal timing	52	51	220	Above
Bus or transit services	62	33	206	Much above

Transportation and Parking Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Amount of public parking	56	35	213	Much above

Housing Characteristics Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	30	244	289	Much below
Variety of housing options	39	164	179	Much below

Housing Costs Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	56	9	183	Much more

Built Environment Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Seaside	36	246	254	Much below
Overall appearance of Seaside	39	304	324	Much below

Population Growth Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	35	149	237	Less

Nuisance Problems Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	30	19	238	Much more

Planning and Community Code Enforcement Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	32	257	284	Much below
Code enforcement (weeds, abandoned buildings, etc.)	36	277	347	Much below
Animal control	56	131	307	Similar

Economic Sustainability and Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	21	254	287	Much below
Shopping opportunities	40	208	272	Much below
Seaside as a place to work	40	257	309	Much below
Overall quality of business and service establishments in Seaside	44	153	173	Much below

Economic Development Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	31	247	271	Much below

Job and Retail Growth Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	63	29	236	Much more
Jobs growth seen as too slow	87	60	239	Much more

Personal Economic Future Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	19	79	231	Similar

Community and Personal Public Safety Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	85	215	321	Similar
In your neighborhood after dark	61	275	313	Much below
In Seaside's downtown area during the day	82	174	272	Similar
In Seaside's downtown area after dark	51	210	282	Much below
Violent crime (e.g., rape, assault, robbery)	57	242	274	Much below
Property crimes (e.g., burglary, theft)	48	239	274	Much below
Environmental hazards, including toxic waste	68	151	186	Much below

Crime Victimization and Reporting Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	12	122	242	Similar
Reported crimes	87	49	240	Much more

Public Safety Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	62	289	399	Below
Fire services	76	186	322	Similar
Crime prevention	52	234	328	Below
Fire prevention and education	63	174	258	Similar
Traffic enforcement	54	230	345	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	37	201	206	Much below

Contact with Police and Fire Departments Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of Seaside Police Department	48	5	80	Much more
Overall impression of most recent contact with the City of Seaside Police Department	66	46	88	Similar
Had contact with the City of Seaside Fire Department	15	24	58	Similar
Overall impression of most recent contact with the City of Seaside Fire Department	84	30	63	Similar

Community Environment Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Seaside	41	182	188	Much below
Quality of overall natural environment in Seaside	44	186	190	Much below
Preservation of natural areas such as open space, farmlands and greenbelts	38	183	190	Much below

Frequency of Recycling Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	93	48	224	Much more

Utility Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Power (electric and/or gas) utility	60	78	98	Below
Sewer services	60	182	277	Similar
Drinking water	43	262	286	Much below
Storm drainage	59	101	334	Above
Yard waste pick-up	58	179	239	Below
Recycling	72	92	323	Much above
Garbage collection	71	170	344	Similar

Community Recreational Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	33	271	283	Much below

Participation in Parks and Recreation Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Seaside recreation centers	35	189	193	Much less
Participated in a recreation program or activity	29	220	224	Much less
Visited a neighborhood park or City park	80	196	232	Less

Parks and Recreation Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	54	284	303	Much below
Recreation programs or classes	53	275	311	Much below
Recreation centers or facilities	49	230	253	Much below

Cultural and Educational Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	38	254	287	Much below
Educational opportunities	39	227	239	Much below

Participation in Cultural and Educational Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Seaside public libraries or their services	52	199	202	Much less

Participation in Cultural and Educational Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Participated in religious or spiritual activities in Seaside	36	114	128	Much less

Cultural and Educational Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	41	221	239	Much below
Public library services	62	283	309	Much below

Community Health and Wellness Access and Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	30	223	230	Much below
Availability of affordable quality food	46	156	173	Much below
Availability of preventive health services	39	138	144	Much below

Health and Wellness Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	46	160	189	Much below

Community Quality and Inclusiveness Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	40	281	288	Much below
Openness and acceptance of the community toward people of diverse backgrounds	55	139	257	Similar
Availability of affordable quality child care	27	217	224	Much below
Seaside as a place to raise kids	44	335	348	Much below
Seaside as a place to retire	46	294	333	Much below

Services Provided for Population Subgroups Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	51	217	284	Below
Services to youth	43	209	261	Much below
Services to low income people	43	144	229	Similar

Civic Engagement Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	42	180	181	Much below
Opportunities to volunteer	46	177	179	Much below

Participation in Civic Engagement Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	27	104	235	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	37	110	190	Similar
Volunteered your time to some group or activity in Seaside	27	216	235	Much less
Participated in a club or civic group in Seaside	17	141	152	Much less
Provided help to a friend or neighbor	89	143	149	Less

Voter Behavior Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	70	232	240	Much less
Voted in last general election	58	228	239	Much less

Use of Information Sources Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Seaside Newsletter	48	165	173	Much less
Visited the City of Seaside Web site	42	167	176	Much less

Local Government Media Services and Information Dissemination Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	45	145	180	Below
Public information services	50	223	270	Much below

Social Engagement Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	37	174	178	Much below

Contact with Immediate Neighbors Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	42	147	171	Much less

Public Trust Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Seaside	37	341	370	Much below
The overall direction that Seaside is taking	34	295	305	Much below
Job Seaside government does at welcoming citizen involvement	42	246	309	Below
Overall image or reputation of Seaside	33	290	299	Much below

Services Provided by Local, State and Federal Governments Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of Seaside	48	364	400	Much below
Services provided by the Federal Government	36	213	245	Below
Services provided by the State Government	35	220	247	Much below
Services provided by Monterey County Government	43	126	158	Below

Contact with City Employees Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	39	248	273	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	67	212	311	Similar
Responsiveness	58	277	306	Much below
Courteousness	74	84	257	Similar
Overall impression	67	170	356	Similar

JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK.....	3,976	Lodi, CA	62,134
Auburn, AL.....	53,380	Long Beach, CA	462,257
Gulf Shores, AL	9,741	Lynwood, CA.....	69,772
Tuskegee, AL.....	9,865	Menlo Park, CA.....	32,026
Vestavia Hills, AL	34,033	Mission Viejo, CA.....	93,305
Fayetteville, AR	73,580	Mountain View, CA	74,066
Little Rock, AR	193,524	Newport Beach, CA	85,186
Avondale, AZ.....	76,238	Palm Springs, CA	44,552
Casa Grande, AZ.....	48,571	Palo Alto, CA	64,403
Chandler, AZ.....	236,123	Poway, CA.....	47,811
Cococino County, AZ.....	134,421	Rancho Cordova, CA	64,776
Dewey-Humboldt, AZ.....	3,894	Richmond, CA	103,701
Flagstaff, AZ	65,870	San Diego, CA	1,307,402
Florence, AZ	25,536	San Francisco, CA.....	805,235
Gilbert, AZ.....	208,453	San Jose, CA.....	945,942
Goodyear, AZ	65,275	San Luis Obispo County, CA.....	269,637
Green Valley, AZ	21,391	San Mateo, CA.....	97,207
Kingman, AZ.....	28,068	San Rafael, CA	57,713
Marana, AZ.....	34,961	Santa Monica, CA	89,736
Maricopa County, AZ.....	3,817,117	South Lake Tahoe, CA.....	21,403
Mesa, AZ.....	439,041	Stockton, CA.....	291,707
Peoria, AZ.....	154,065	Sunnyvale, CA	140,081
Phoenix, AZ.....	1,445,632	Temecula, CA	100,097
Pinal County, AZ.....	375,770	Thousand Oaks, CA	126,683
Prescott Valley, AZ.....	38,822	Visalia, CA.....	124,442
Queen Creek, AZ.....	26,361	Walnut Creek, CA.....	64,173
Scottsdale, AZ	217,385	Adams County, CO.....	441,603
Sedona, AZ	10,031	Arapahoe County, CO.....	572,003
Surprise, AZ	117,517	Archuleta County, CO.....	12,084
Tempe, AZ	161,719	Arvada, CO.....	106,433
Yuma, AZ.....	93,064	Aspen, CO.....	6,658
Yuma County, AZ.....	195,751	Aurora, CO	325,078
Apple Valley, CA.....	69,135	Boulder, CO	97,385
Benicia, CA	26,997	Boulder County, CO	294,567
Brea, CA.....	39,282	Breckenridge, CO	4,540
Brisbane, CA	4,282	Broomfield, CO	55,889
Burlingame, CA.....	28,806	Centennial, CO	100,377
Carlsbad, CA	105,328	Clear Creek County, CO	9,088
Chula Vista, CA.....	243,916	Colorado Springs, CO	416,427
Concord, CA	122,067	Commerce City, CO.....	45,913
Coronado, CA	18,912	Craig, CO.....	9,464
Cupertino, CA	58,302	Crested Butte, CO	1,487
Davis, CA.....	65,622	Denver, CO	600,158
Del Mar, CA.....	4,161	Douglas County, CO.....	285,465
Dublin, CA.....	46,036	Durango, CO	16,887
El Cerrito, CA	23,549	Eagle County, CO	52,197
Elk Grove, CA	153,015	Edgewater, CO.....	5,170
Galt, CA	23,647	El Paso County, CO.....	622,263
La Mesa, CA.....	57,065	Englewood, CO	30,255
Laguna Beach, CA	22,723	Estes Park, CO.....	5,858
Livermore, CA.....	80,968	Fort Collins, CO.....	143,986

Frisco, CO	2,683	Eustis, FL	18,558
Fruita, CO	12,646	Gainesville, FL	124,354
Georgetown, CO	1,034	Hillsborough County, FL	1,229,226
Gilpin County, CO	5,441	Jupiter, FL	55,156
Golden, CO	18,867	Kissimmee, FL	59,682
Grand County, CO	14,843	Lee County, FL	618,754
Greenwood Village, CO	13,925	Martin County, FL	146,318
Gunnison County, CO	15,324	Miami Beach, FL	87,779
Highlands Ranch, CO	96,713	North Palm Beach, FL	12,015
Hot Sulphur Springs, CO	663	Oakland Park, FL	41,363
Hudson, CO	2,356	Ocala, FL	56,315
Jackson County, CO	1,394	Oldsmar, FL	13,591
Jefferson County, CO	534,543	Oviedo, FL	33,342
Lafayette, CO	24,453	Palm Bay, FL	103,190
Lakewood, CO	142,980	Palm Beach County, FL	1,320,134
Larimer County, CO	299,630	Palm Beach Gardens, FL	48,452
Lone Tree, CO	10,218	Palm Coast, FL	75,180
Longmont, CO	86,270	Panama City, FL	36,484
Louisville, CO	18,376	Pasco County, FL	464,697
Loveland, CO	66,859	Pinellas County, FL	916,542
Mesa County, CO	146,723	Pinellas Park, FL	49,079
Montrose, CO	19,132	Port Orange, FL	56,048
Northglenn, CO	35,789	Port St. Lucie, FL	164,603
Park County, CO	16,206	Sanford, FL	53,570
Parker, CO	45,297	Sarasota, FL	51,917
Pitkin County, CO	17,148	Seminole, FL	17,233
Pueblo, CO	106,595	South Daytona, FL	12,252
Salida, CO	5,236	St. Cloud, FL	35,183
Steamboat Springs, CO	12,088	Tallahassee, FL	181,376
Sterling, CO	14,777	Titusville, FL	43,761
Summit County, CO	27,994	Volusia County, FL	494,593
Teller County, CO	23,350	Walton County, FL	55,043
Thornton, CO	118,772	Winter Garden, FL	34,568
Westminster, CO	106,114	Winter Park, FL	27,852
Wheat Ridge, CO	30,166	Albany, GA	77,434
Windsor, CO	18,644	Alpharetta, GA	57,551
Coventry, CT	2,990	Cartersville, GA	19,731
Hartford, CT	124,775	Conyers, GA	15,195
Dover, DE	36,047	Decatur, GA	19,335
Rehoboth Beach, DE	1,327	McDonough, GA	22,084
Belleair Beach, FL	1,560	Milton, GA	32,661
Brevard County, FL	543,376	Peachtree City, GA	34,364
Cape Coral, FL	154,305	Roswell, GA	88,346
Charlotte County, FL	159,978	Sandy Springs, GA	93,853
Clearwater, FL	107,685	Savannah, GA	136,286
Collier County, FL	321,520	Smyrna, GA	51,271
Cooper City, FL	28,547	Snellville, GA	18,242
Coral Springs, FL	121,096	Suwanee, GA	15,355
Dania Beach, FL		Valdosta, GA	54,518
Daytona Beach, FL	61,005	Honolulu, HI	953,207
Delray Beach, FL	60,522	Ames, IA	58,965
Destin, FL	12,305	Ankeny, IA	45,582
Escambia County, FL	297,619	Bettendorf, IA	33,217

Cedar Falls, IA.....	39,260	Lawrence, KS.....	87,643
Cedar Rapids, IA.....	126,326	Merriam, KS.....	11,003
Davenport, IA.....	99,685	Mission, KS.....	9,323
Des Moines, IA.....	203,433	Olathe, KS.....	125,872
Indianola, IA.....	14,782	Overland Park, KS.....	173,372
Muscatine, IA.....	22,886	Roeland Park, KS.....	6,731
Urbandale, IA.....	39,463	Salina, KS.....	47,707
West Des Moines, IA.....	56,609	Wichita, KS.....	382,368
Boise, ID.....	205,671	Bowling Green, KY.....	58,067
Jerome, ID.....	10,890	Daviess County, KY.....	96,656
Meridian, ID.....	75,092	New Orleans, LA.....	343,829
Moscow, ID.....	23,800	Andover, MA.....	8,762
Pocatello, ID.....	54,255	Barnstable, MA.....	45,193
Post Falls, ID.....	27,574	Burlington, MA.....	24,498
Twin Falls, ID.....	44,125	Cambridge, MA.....	105,162
Batavia, IL.....	26,045	Needham, MA.....	28,886
Bloomington, IL.....	76,610	Worcester, MA.....	181,045
Centralia, IL.....	13,032	Annapolis, MD.....	38,394
Collinsville, IL.....	25,579	Baltimore, MD.....	620,961
Crystal Lake, IL.....	40,743	Baltimore County, MD.....	805,029
DeKalb, IL.....	43,862	Dorchester County, MD.....	32,618
Elmhurst, IL.....	44,121	Gaithersburg, MD.....	59,933
Evanston, IL.....	74,486	La Plata, MD.....	8,753
Freeport, IL.....	25,638	Montgomery County, MD.....	971,777
Gurnee, IL.....	31,295	Ocean City, MD.....	7,102
Highland Park, IL.....	29,763	Prince George's County, MD.....	863,420
Lincolnwood, IL.....	12,590	Rockville, MD.....	61,209
Lyons, IL.....	10,729	Takoma Park, MD.....	16,715
Naperville, IL.....	141,853	Saco, ME.....	18,482
Normal, IL.....	52,497	Scarborough, ME.....	4,403
Oak Park, IL.....	51,878	South Portland, ME.....	25,002
O'Fallon, IL.....	28,281	Ann Arbor, MI.....	113,934
Orland Park, IL.....	56,767	Battle Creek, MI.....	52,347
Palatine, IL.....	68,557	Escanaba, MI.....	12,616
Park Ridge, IL.....	37,480	Farmington Hills, MI.....	79,740
Peoria County, IL.....	186,494	Flushing, MI.....	8,389
Riverside, IL.....	8,875	Gladstone, MI.....	4,973
Sherman, IL.....	4,148	Howell, MI.....	9,489
Shorewood, IL.....	15,615	Jackson County, MI.....	160,248
Skokie, IL.....	64,784	Kalamazoo, MI.....	74,262
Sugar Grove, IL.....	8,997	Kalamazoo County, MI.....	250,331
Wilmington, IL.....	5,724	Midland, MI.....	41,863
Woodridge, IL.....	32,971	Novi, MI.....	55,224
Brownsburg, IN.....	21,285	Ottawa County, MI.....	263,801
Fishers, IN.....	76,794	Petoskey, MI.....	5,670
Munster, IN.....	23,603	Port Huron, MI.....	30,184
Noblesville, IN.....	51,969	Rochester, MI.....	12,711
Abilene, KS.....	6,844	Sault Sainte Marie, MI.....	14,144
Arkansas City, KS.....	12,415	South Haven, MI.....	4,403
Fairway, KS.....	3,882	Village of Howard City, MI.....	1,808
Garden City, KS.....	26,658	Blue Earth, MN.....	3,353
Gardner, KS.....	19,123	Carver County, MN.....	91,042
Johnson County, KS.....	544,179	Chanhassen, MN.....	22,952

Dakota County, MN	398,552	Grand Island, NE.....	48,520
Duluth, MN.....	86,265	La Vista, NE	15,758
Fridley, MN.....	27,208	Papillion, NE.....	18,894
Hutchinson, MN	14,178	Dover, NH.....	29,987
Maple Grove, MN	61,567	Lebanon, NH	13,151
Mayer, MN.....	1,749	Summit, NJ	21,457
Medina, MN.....	4,892	Alamogordo, NM.....	30,403
Minneapolis, MN	382,578	Albuquerque, NM.....	545,852
Olmsted County, MN	144,248	Bloomfield, NM	8,112
Scott County, MN.....	129,928	Farmington, NM.....	45,877
Shorewood, MN.....	7,307	Los Alamos County, NM	17,950
St. Louis County, MN	200,226	Rio Rancho, NM	87,521
Washington County, MN.....	238,136	San Juan County, NM.....	130,044
Woodbury, MN.....	61,961	Carson City, NV	55,274
Blue Springs, MO	52,575	Henderson, NV	257,729
Branson, MO.....	10,520	North Las Vegas, NV	216,961
Clay County, MO	221,939	Reno, NV	225,221
Clayton, MO	15,939	Sparks, NV	90,264
Ellisville, MO	9,133	Washoe County, NV	421,407
Harrisonville, MO	10,019	Canandaigua, NY	10,545
Jefferson City, MO	43,079	Geneva, NY	13,261
Joplin, MO	50,150	New York City, NY	8,175,133
Lee's Summit, MO.....	91,364	Ogdensburg, NY	11,128
Liberty, MO.....	29,149	Blue Ash, OH	12,114
Maryland Heights, MO.....	27,472	Delaware, OH	34,753
Maryville, MO.....	11,972	Dublin, OH	41,751
Platte City, MO	4,691	Hamilton, OH.....	62,477
Raymore, MO	19,206	Hudson, OH	22,262
Richmond Heights, MO	8,603	Kettering, OH	56,163
Riverside, MO	2,937	Lebanon, OH	20,033
Rolla, MO	19,559	Orange Village, OH.....	3,323
Wentzville, MO	29,070	Piqua, OH.....	20,522
Starkville, MS	23,888	Sandusky, OH.....	25,793
Billings, MT.....	104,170	Springboro, OH	17,409
Bozeman, MT.....	37,280	Sylvania Township, OH	18,965
Missoula, MT	66,788	Upper Arlington, OH	33,771
Asheville, NC.....	83,393	Broken Arrow, OK	98,850
Cabarrus County, NC	178,011	Edmond, OK	81,405
Cary, NC	135,234	Norman, OK	110,925
Charlotte, NC.....	731,424	Oklahoma City, OK	579,999
Concord, NC.....	79,066	Stillwater, OK.....	45,688
Davidson, NC	10,944	Tulsa, OK.....	391,906
High Point, NC.....	104,371	Albany, OR.....	50,158
Hillsborough, NC	6,087	Ashland, OR	20,078
Indian Trail, NC.....	33,518	Bend, OR.....	76,639
Kannapolis, NC	42,625	Corvallis, OR	54,462
Mecklenburg County, NC.....	919,628	Eugene, OR.....	156,185
Mooresville, NC.....	32,711	Forest Grove, OR	21,083
Wake Forest, NC.....	30,117	Hermiston, OR.....	16,745
Wilmington, NC.....	106,476	Jackson County, OR	203,206
Winston-Salem, NC.....	229,617	Keizer, OR	36,478
Wahpeton, ND.....	7,766	Lane County, OR	351,715
Cedar Creek, NE.....	390	McMinnville, OR	32,187

Medford, OR.....	74,907	Temple, TX.....	66,102
Multnomah County, OR.....	735,334	Tomball, TX.....	10,753
Portland, OR.....	583,776	Watauga, TX.....	23,497
Springfield, OR.....	59,403	Westlake, TX.....	992
Tualatin, OR.....	26,054	Farmington, UT.....	18,275
Borough of Ebensburg, PA.....	3,351	Park City, UT.....	7,558
Chambersburg, PA.....	20,268	Provo, UT.....	112,488
Cumberland County, PA.....	235,406	Riverdale, UT.....	8,426
Kutztown Borough, PA.....	5,012	Salt Lake City, UT.....	186,440
Philadelphia, PA.....	1,526,006	Sandy, UT.....	87,461
State College, PA.....	42,034	Saratoga Springs, UT.....	17,781
East Providence, RI.....	47,037	Springville, UT.....	29,466
Newport, RI.....	24,672	Washington City, UT.....	18,761
Greer, SC.....	25,515	Albemarle County, VA.....	98,970
Rock Hill, SC.....	66,154	Arlington County, VA.....	207,627
Rapid City, SD.....	67,956	Ashland, VA.....	7,225
Sioux Falls, SD.....	153,888	Blacksburg, VA.....	42,620
Cookeville, TN.....	30,435	Botetourt County, VA.....	33,148
Johnson City, TN.....	63,152	Chesapeake, VA.....	222,209
Morristown, TN.....	29,137	Chesterfield County, VA.....	316,236
Nashville, TN.....	601,222	Fredericksburg, VA.....	24,286
Oak Ridge, TN.....	29,330	Hampton, VA.....	137,436
White House, TN.....	10,255	Hanover County, VA.....	99,863
Arlington, TX.....	365,438	Herndon, VA.....	23,292
Austin, TX.....	790,390	Hopewell, VA.....	22,591
Benbrook, TX.....	21,234	James City County, VA.....	67,009
Bryan, TX.....	76,201	Lexington, VA.....	7,042
Colleyville, TX.....	22,807	Lynchburg, VA.....	75,568
Corpus Christi, TX.....	305,215	Montgomery County, VA.....	94,392
Dallas, TX.....	1,197,816	Newport News, VA.....	180,719
Denton, TX.....	113,383	Prince William County, VA.....	402,002
Duncanville, TX.....	38,524	Purcellville, VA.....	7,727
El Paso, TX.....	649,121	Radford, VA.....	16,408
Flower Mound, TX.....	64,669	Roanoke, VA.....	97,032
Fort Worth, TX.....	741,206	Spotsylvania County, VA.....	122,397
Georgetown, TX.....	47,400	Stafford County, VA.....	128,961
Grand Prairie, TX.....	175,396	Virginia Beach, VA.....	437,994
Houston, TX.....	2,099,451	Williamsburg, VA.....	14,068
Hurst, TX.....	37,337	York County, VA.....	65,464
Hutto, TX.....	14,698	Chittenden County, VT.....	156,545
Irving, TX.....	216,290	Montpelier, VT.....	7,855
La Porte, TX.....	33,800	Airway Heights, WA.....	6,114
League City, TX.....	83,560	Auburn, WA.....	70,180
McAllen, TX.....	129,877	Bellevue, WA.....	122,363
McKinney, TX.....	131,117	Bellingham, WA.....	80,885
Pasadena, TX.....	149,043	Clark County, WA.....	425,363
Plano, TX.....	259,841	Federal Way, WA.....	89,306
Round Rock, TX.....	99,887	Gig Harbor, WA.....	7,126
Rowlett, TX.....	56,199	Hoquiam, WA.....	8,726
San Marcos, TX.....	44,894	Kirkland, WA.....	48,787
Shenandoah, TX.....	2,134	Kitsap County, WA.....	251,133
Southlake, TX.....	26,575	Lynnwood, WA.....	35,836
Sugar Land, TX.....	78,817	Maple Valley, WA.....	22,684

Mountlake Terrace, WA	19,909	Madison, WI	233,209
Olympia, WA.....	46,478	Merrill, WI.....	9,661
Pasco, WA.....	59,781	Oshkosh, WI.....	66,083
Redmond, WA	54,144	Racine, WI.....	78,860
Renton, WA	90,927	Wausau, WI.....	39,106
Snoqualmie, WA.....	10,670	Wind Point, WI.....	1,723
Tacoma, WA	198,397	Morgantown, WV	29,660
Vancouver, WA.....	161,791	Casper, WY.....	55,316
West Richland, WA.....	11,811	Cheyenne, WY.....	59,466
Woodland, WA.....	5,509	Gillette, WY.....	29,087
Columbus, WI.....	4,991	Laramie, WY.....	30,816
De Pere, WI	23,800	Teton County, WY	21,294
Eau Claire, WI.....	65,883		

**POPULATIONS 20,000 TO 75,000 WITH
MEDIAN HOUSEHOLD INCOMES FROM
\$35,000 TO \$45,000 BENCHMARK
COMPARISONS**

Overall Community Quality Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Seaside	53	41	46	Much below
Your neighborhood as place to live	62	27	36	Below
Seaside as a place to live	58	35	40	Much below
Recommend living in Seaside to someone who asks	64	20	23	Below
Remain in Seaside for the next five years	68	21	23	Below

Community Transportation Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Seaside	55	19	33	Similar
Ease of bus travel in Seaside	56	6	24	Much above
Ease of bicycle travel in Seaside	54	11	33	Above
Ease of walking in Seaside	56	11	34	Similar
Traffic flow on major streets	53	6	28	Above

Frequency of Bus Use Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Seaside	35	5	21	Much more

Drive Alone Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	76	12	22	Similar

Transportation and Parking Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	27	45	47	Much below
Street cleaning	42	36	38	Much below
Street lighting	41	38	39	Much below
Sidewalk maintenance	36	31	35	Much below
Traffic signal timing	52	7	31	Above
Bus or transit services	62	7	23	Much above
Amount of public parking	56	2	31	Much above

Housing Characteristics Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	30	31	33	Much below
Variety of housing options	39	23	23	Much below

Housing Costs Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	56	1	23	Much more

Built Environment Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Seaside	36	33	33	Much below
Overall appearance of Seaside	39	39	39	Much below

Population Growth Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	35	14	30	Similar

Nuisance Problems Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	30	3	31	Much more

Planning and Community Code Enforcement Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	32	33	34	Much below
Code enforcement (weeds, abandoned buildings, etc.)	36	35	41	Below
Animal control	56	11	30	Similar

Economic Sustainability and Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	21	30	32	Much below
Shopping opportunities	40	29	37	Much below
Seaside as a place to work	40	32	36	Much below
Overall quality of business and service establishments in Seaside	44	22	23	Much below

Economic Development Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	31	33	34	Much below

Job and Retail Growth Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	63	4	30	Much more
Jobs growth seen as too slow	87	9	30	Much more

Personal Economic Future Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	19	12	30	Similar

Community and Personal Public Safety Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	85	19	36	Similar
In your neighborhood after dark	61	29	35	Below
In Seaside's downtown area during the day	82	23	33	Similar
In Seaside's downtown area after dark	51	23	33	Below
Violent crime (e.g., rape, assault, robbery)	57	27	33	Much below
Property crimes (e.g., burglary, theft)	48	27	33	Much below
Environmental hazards, including toxic waste	68	18	24	Below

Crime Victimization and Reporting Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	12	24	32	Similar
Reported crimes	87	9	31	More

Public Safety Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	62	34	49	Similar
Fire services	76	22	38	Similar
Crime prevention	52	25	40	Similar
Fire prevention and education	63	25	36	Similar
Traffic enforcement	54	31	42	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	37	26	26	Much below

Contact with Police and Fire Departments Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of Seaside Police Department	48	1	11	Much more
Overall impression of most recent contact with the City of Seaside Police Department	66	4	11	Similar
Had contact with the City of Seaside Fire Department	15	6	10	Similar
Overall impression of most recent contact with the City of Seaside Fire Department	84	5	10	Similar

Community Environment Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Seaside	41	24	24	Much below
Quality of overall natural environment in Seaside	44	24	25	Much below
Preservation of natural areas such as open space, farmlands and greenbelts	38	23	23	Much below

Frequency of Recycling Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	93	5	29	Much more

Utility Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Power (electric and/or gas) utility	60	8	13	Below
Sewer services	60	26	38	Similar
Drinking water	43	35	40	Much below
Storm drainage	59	8	39	Above
Yard waste pick-up	58	22	29	Below
Recycling	72	8	35	Much above
Garbage collection	71	16	42	Similar

Community Recreational Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	33	33	33	Much below

Participation in Parks and Recreation Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Seaside recreation centers	35	24	24	Much less
Participated in a recreation program or activity	29	30	30	Much less
Visited a neighborhood park or City park	80	25	30	Less

Parks and Recreation Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	54	35	35	Much below
Recreation programs or classes	53	34	36	Much below
Recreation centers or facilities	49	32	33	Much below

Cultural and Educational Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	38	31	35	Much below
Educational opportunities	39	28	29	Much below

Participation in Cultural and Educational Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Seaside public libraries or their services	52	25	26	Much less
Participated in religious or spiritual activities in Seaside	36	13	16	Much less

Cultural and Educational Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	41	29	30	Much below
Public library services	62	32	33	Much below

Community Health and Wellness Access and Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	30	28	28	Much below
Availability of affordable quality food	46	19	21	Much below
Availability of preventive health services	39	18	18	Much below

Health and Wellness Services Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	46	20	21	Much below

Community Quality and Inclusiveness Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	40	33	33	Much below
Openness and acceptance of the community toward people of diverse backgrounds	55	15	34	Similar
Availability of affordable quality child care	27	28	29	Much below
Seaside as a place to raise kids	44	39	39	Much below
Seaside as a place to retire	46	34	39	Much below

Services Provided for Population Subgroups Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	51	30	33	Much below
Services to youth	43	23	31	Below
Services to low income people	43	20	27	Similar

Civic Engagement Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	42	24	24	Much below
Opportunities to volunteer	46	25	25	Much below

Participation in Civic Engagement Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	27	10	29	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	37	14	25	Less
Volunteered your time to some group or activity in Seaside	27	27	30	Much less
Participated in a club or civic group in Seaside	17	19	21	Much less
Provided help to a friend or neighbor	89	18	20	Less

Voter Behavior Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	70	31	31	Much less
Voted in last general election	58	29	31	Much less

Use of Information Sources Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Seaside Newsletter	48	21	21	Much less
Visited the City of Seaside Web site	42	22	22	Much less

Local Government Media Services and Information Dissemination Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	45	20	25	Below
Public information services	50	33	35	Below

Social Engagement Opportunities Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	37	26	26	Much below

Contact with Immediate Neighbors Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	42	17	22	Less

Public Trust Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Seaside	37	36	39	Much below
The overall direction that Seaside is taking	34	35	35	Much below
Job Seaside government does at welcoming citizen involvement	42	29	36	Below
Overall image or reputation of Seaside	33	35	35	Much below

Services Provided by Local, State and Federal Governments Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of Seaside	48	39	41	Much below
Services provided by the Federal Government	36	27	32	Below
Services provided by the State Government	35	30	32	Much below
Services provided by Monterey County Government	43	21	24	Much below

Contact with City Employees Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	39	33	33	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Seaside average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	67	24	36	Similar
Responsiveness	58	33	36	Much below
Courteousness	74	6	33	Above
Overall impression	67	15	37	Similar

JURISDICTIONS INCLUDED IN POPULATIONS 20,000 TO 75,000 WITH MEDIAN HOUSEHOLD INCOMES FROM \$35,000 TO \$45,000 BENCHMARK COMPARISONS

Casa Grande, AZ.....	48,571	East Providence, RI.....	47,037
Flagstaff, AZ.....	65,870	Newport, RI.....	24,672
Florence, AZ.....	25,536	Rock Hill, SC.....	66,154
Green Valley, AZ.....	21,391	Rapid City, SD.....	67,956
Apple Valley, CA.....	69,135	Oak Ridge, TN.....	29,330
Davis, CA.....	65,622	Temple, TX.....	66,102
La Mesa, CA.....	57,065	Auburn, WA.....	70,180
Lodi, CA.....	62,134	Lynnwood, WA.....	35,836
Lynwood, CA.....	69,772	Olympia, WA.....	46,478
Palm Springs, CA.....	44,552	Pasco, WA.....	59,781
Rancho Cordova, CA.....	64,776	Eau Claire, WI.....	65,883
Englewood, CO.....	30,255	Oshkosh, WI.....	66,083
Wheat Ridge, CO.....	30,166	Racine, WI.....	78,860
Dover, DE.....	36,047	Wausau, WI.....	39,106
Delray Beach, FL.....	60,522	Casper, WY.....	55,316
Oakland Park, FL.....	41,363	Cheyenne, WY.....	59,466
Palm Coast, FL.....	75,180		
Pinellas Park, FL.....	49,079		
Port Orange, FL.....	56,048		
St. Cloud, FL.....	35,183		
Titusville, FL.....	43,761		
Winter Garden, FL.....	34,568		
McDonough, GA.....	22,084		
Ames, IA.....	58,965		
Cedar Falls, IA.....	39,260		
Muscatine, IA.....	22,886		
Post Falls, ID.....	27,574		
Collinsville, IL.....	25,579		
DeKalb, IL.....	43,862		
Freeport, IL.....	25,638		
Normal, IL.....	52,497		
Garden City, KS.....	26,658		
Salina, KS.....	47,707		
South Portland, ME.....	25,002		
Battle Creek, MI.....	52,347		
Jefferson City, MO.....	43,079		
Kannapolis, NC.....	42,625		
Mooresville, NC.....	32,711		
Grand Island, NE.....	48,520		
Dover, NH.....	29,987		
Farmington, NM.....	45,877		
Carson City, NV.....	55,274		
Albany, OR.....	50,158		
Bend, OR.....	76,639		
Corvallis, OR.....	54,462		
Forest Grove, OR.....	21,083		
McMinnville, OR.....	32,187		
Medford, OR.....	74,907		