



# CITY OF POCA TELLO, ID 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. 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 Pocatello chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (select Western cities with populations from 25,000 to 100,000). 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 Pocatello 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>	16%
West <sup>2</sup>	21%
North Central West <sup>3</sup>	10%
North Central East <sup>4</sup>	13%
South Central <sup>5</sup>	7%
South <sup>6</sup>	25%
Northeast West <sup>7</sup>	2%
Northeast East <sup>8</sup>	4%
<b>Population</b>	
Less than 40,000	45%
40,000 to 74,999	20%
75,000 to 149,000	17%
150,000 or more	19%

<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

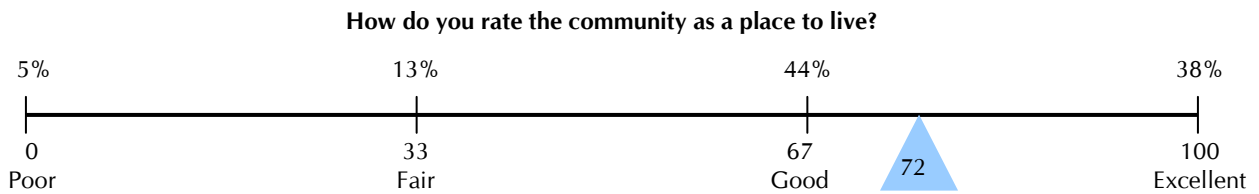
## PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a 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 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%	= 36 ÷ (100-5) =	38%	100	= 38% x 100 =	38
Good	42%	= 42 ÷ (100-5) =	44%	67	= 44% x 67 =	30
Fair	12%	= 12 ÷ (100-5) =	13%	33	= 13% x 33 =	4
Poor	5%	= 5 ÷ (100-5) =	5%	0	= 5% x 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 Pocatello’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 Pocatello’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 select Western cities with populations from 25,000 to 100,000.

## NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Pocatello	58	328	407	Much below
Your neighborhood as place to live	62	220	268	Much below
Pocatello as a place to live	65	251	337	Much below
Recommend living in Pocatello to someone who asks	65	150	177	Much below
Remain in Pocatello for the next five years	75	108	176	Similar

Community Transportation Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Pocatello	60	76	262	Much above
Ease of bus travel in Pocatello	45	94	184	Similar
Ease of bicycle travel in Pocatello	43	164	257	Below
Ease of walking in Pocatello	50	177	260	Much below
Availability of paths and walking trails	50	103	171	Below
Traffic flow on major streets	45	120	239	Similar

Frequency of Bus Use Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Pocatello	21	79	159	Less

Drive Alone Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	72	114	166	Similar

Transportation and Parking Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	32	334	392	Much below
Street cleaning	43	242	270	Much below
Street lighting	44	260	299	Much below
Snow removal	36	240	248	Much below
Sidewalk maintenance	31	244	253	Much below
Traffic signal timing	48	104	208	Similar
Bus or transit services	51	106	200	Similar
Amount of public parking	47	95	201	Similar

Housing Characteristics Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	45	103	278	Above
Variety of housing options	46	137	165	Much below

Housing Costs Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	36	92	172	Similar

Built Environment Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Pocatello	42	226	245	Much below
Overall appearance of Pocatello	44	276	313	Much below

Population Growth Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	13	216	227	Much less

Nuisance Problems Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	20	42	228	Much more

Planning and Community Code Enforcement Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	37	217	270	Much below
Code enforcement (weeds, abandoned buildings, etc.)	31	307	333	Much below
Animal control	49	223	295	Below

Economic Sustainability and Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	25	221	275	Much below
Shopping opportunities	29	233	262	Much below
Pocatello as a place to work	41	242	298	Much below
Overall quality of business and service establishments in Pocatello	42	149	162	Much below

Economic Development Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	34	224	258	Much below

Job and Retail Growth Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	67	22	226	Much more
Jobs growth seen as too slow	91	20	229	Much more

Personal Economic Future Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	17	96	222	Similar

Community and Personal Public Safety Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	89	148	308	Similar
In your neighborhood after dark	71	167	299	Similar
In Pocatello's downtown area during the day	79	182	263	Below
In Pocatello's downtown area after dark	47	227	273	Much below
Violent crime (e.g., rape, assault, robbery)	71	151	263	Similar
Property crimes (e.g., burglary, theft)	60	154	263	Similar
Environmental hazards, including toxic waste	64	159	173	Much below

Crime Victimization and Reporting Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	15	65	231	Similar
Reported crimes	71	182	229	Much less

Public Safety Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	58	327	389	Much below
Fire services	73	240	315	Below
Ambulance or emergency medical services	71	218	314	Below
Crime prevention	52	219	313	Much below
Fire prevention and education	60	207	250	Much below
Traffic enforcement	53	252	335	Below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	43	175	193	Much below

Contact with Police and Fire Departments Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of Pocatello Police Department	41	19	60	More
Overall impression of most recent contact with the City of Pocatello Police Department	56	62	68	Much below
Had contact with the City of Pocatello Fire Department	15	19	42	Similar
Overall impression of most recent contact with the City of Pocatello Fire Department	75	40	47	Much below

Community Environment Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Pocatello	45	165	179	Much below
Quality of overall natural environment in Pocatello	56	133	177	Much below
Preservation of natural areas such as open space, farmlands and greenbelts	48	122	175	Below
Air quality	49	183	213	Much below

Frequency of Recycling Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	80	119	213	Similar

Utility Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	61	162	270	Similar
Drinking water	46	244	280	Much below
Storm drainage	43	278	319	Much below
Yard waste pick-up	52	190	222	Much below
Recycling	68	143	313	Above
Garbage collection	73	101	333	Above

Community Recreational Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	57	136	270	Similar

Participation in Parks and Recreation Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Pocatello recreation centers	59	69	183	Similar
Participated in a recreation program or activity	52	62	215	More
Visited a neighborhood park or City park	93	33	222	Much more

Parks and Recreation Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	70	134	293	Similar
Recreation programs or classes	58	207	302	Below
Recreation centers or facilities	51	207	243	Much below

Cultural and Educational Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	42	220	277	Much below
Educational opportunities	59	94	228	Similar

Participation in Cultural and Educational Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Pocatello public libraries or their services	66	151	195	Much less
Participated in religious or spiritual activities in Pocatello	65	16	118	Much more

Cultural and Educational Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	49	184	232	Much below
Public library services	68	200	306	Similar

Community Quality and Inclusiveness Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	49	228	278	Much below
Openness and acceptance of the community toward people of diverse backgrounds	43	227	246	Much below
Pocatello as a place to raise kids	64	214	337	Below
Pocatello as a place to retire	49	261	322	Much below

Services Provided for Population Subgroups Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	47	242	273	Much below
Services to youth	38	223	250	Much below
Services to low income people	42	152	219	Below

Civic Engagement Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	52	119	166	Below
Opportunities to volunteer	63	96	167	Similar

Participation in Civic Engagement Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	23	155	225	Less
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	38	105	179	Less
Volunteered your time to some group or activity in Pocatello	56	42	225	Much more
Participated in a club or civic group in Pocatello	37	39	142	Much more
Provided help to a friend or neighbor	97	11	138	More

Voter Behavior Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	84	131	232	Similar
Voted in last general election	74	122	231	Similar

Use of Information Sources Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Pocatello Newsletter	81	91	164	Similar
Visited the City of Pocatello Web site	48	144	163	Much less

Local Government Media Services and Information Dissemination Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	44	147	175	Much below
Public information services	54	186	259	Below

Social Engagement Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	51	119	166	Much below

Contact with Immediate Neighbors Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	49	73	159	Similar

Public Trust Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Pocatello	41	290	357	Much below
The overall direction that Pocatello is taking	41	249	294	Much below
Job Pocatello government does at welcoming citizen involvement	43	218	299	Below
Overall image or reputation of Pocatello	46	240	287	Much below

Services Provided by Local, State and Federal Governments Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of Pocatello	55	303	388	Much below
Services provided by the Federal Government	37	205	236	Below
Services provided by the State Government	38	189	238	Below
Services provided by Bannock County Government	45	109	147	Below

Contact with City Employees Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	48	186	261	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	68	170	300	Similar
Responsiveness	67	155	294	Similar
Courteousness	67	162	246	Below
Overall impression	66	182	345	Similar

## JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK.....	3,976	Mountain View, CA.....	74,066
Auburn, AL.....	53,380	Newport Beach, CA.....	85,186
Gulf Shores, AL.....	9,741	Palm Springs, CA.....	44,552
Tuskegee, AL.....	9,865	Palo Alto, CA.....	64,403
Vestavia Hills, AL.....	34,033	Poway, CA.....	47,811
Fayetteville, AR.....	73,580	Rancho Cordova, CA.....	64,776
Little Rock, AR.....	193,524	Richmond, CA.....	103,701
Avondale, AZ.....	76,238	San Diego, CA.....	1,307,402
Casa Grande, AZ.....	48,571	San Francisco, CA.....	805,235
Chandler, AZ.....	236,123	San Luis Obispo County, CA.....	269,637
Cococino County, AZ.....	134,421	San Mateo, CA.....	97,207
Dewey-Humboldt, AZ.....	3,894	San Rafael, CA.....	57,713
Flagstaff, AZ.....	65,870	Santa Monica, CA.....	89,736
Florence, AZ.....	25,536	South Lake Tahoe, CA.....	21,403
Gilbert, AZ.....	208,453	Stockton, CA.....	291,707
Goodyear, AZ.....	65,275	Sunnyvale, CA.....	140,081
Green Valley, AZ.....	21,391	Temecula, CA.....	100,097
Kingman, AZ.....	28,068	Thousand Oaks, CA.....	126,683
Marana, AZ.....	34,961	Visalia, CA.....	124,442
Maricopa County, AZ.....	3,817,117	Walnut Creek, CA.....	64,173
Mesa, AZ.....	439,041	Adams County, CO.....	441,603
Peoria, AZ.....	154,065	Arapahoe County, CO.....	572,003
Phoenix, AZ.....	1,445,632	Archuleta County, CO.....	12,084
Pinal County, AZ.....	375,770	Arvada, CO.....	106,433
Prescott Valley, AZ.....	38,822	Aspen, CO.....	6,658
Queen Creek, AZ.....	26,361	Aurora, CO.....	325,078
Scottsdale, AZ.....	217,385	Boulder, CO.....	97,385
Sedona, AZ.....	10,031	Boulder County, CO.....	294,567
Surprise, AZ.....	117,517	Breckenridge, CO.....	4,540
Tempe, AZ.....	161,719	Broomfield, CO.....	55,889
Yuma, AZ.....	93,064	Centennial, CO.....	100,377
Yuma County, AZ.....	195,751	Clear Creek County, CO.....	9,088
Apple Valley, CA.....	69,135	Colorado Springs, CO.....	416,427
Benicia, CA.....	26,997	Commerce City, CO.....	45,913
Brea, CA.....	39,282	Craig, CO.....	9,464
Brisbane, CA.....	4,282	Crested Butte, CO.....	1,487
Burlingame, CA.....	28,806	Denver, CO.....	600,158
Carlsbad, CA.....	105,328	Douglas County, CO.....	285,465
Chula Vista, CA.....	243,916	Durango, CO.....	16,887
Concord, CA.....	122,067	Eagle County, CO.....	52,197
Coronado, CA.....	18,912	Edgewater, CO.....	5,170
Cupertino, CA.....	58,302	El Paso County, CO.....	622,263
Davis, CA.....	65,622	Englewood, CO.....	30,255
Del Mar, CA.....	4,161	Estes Park, CO.....	5,858
Dublin, CA.....	46,036	Fort Collins, CO.....	143,986
El Cerrito, CA.....	23,549	Frisco, CO.....	2,683
Elk Grove, CA.....	153,015	Fruita, CO.....	12,646
Galt, CA.....	23,647	Georgetown, CO.....	1,034
La Mesa, CA.....	57,065	Gilpin County, CO.....	5,441
Laguna Beach, CA.....	22,723	Golden, CO.....	18,867
Livermore, CA.....	80,968	Grand County, CO.....	14,843
Lodi, CA.....	62,134	Greenwood Village, CO.....	13,925
Long Beach, CA.....	462,257	Gunnison County, CO.....	15,324
Lynwood, CA.....	69,772	Highlands Ranch, CO.....	96,713
Menlo Park, CA.....	32,026	Hot Sulphur Springs, CO.....	663
Mission Viejo, CA.....	93,305	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.....	29,639	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	Post Falls, ID.....	27,574
Miami Beach, FL.....	87,779	Twin Falls, ID.....	44,125
North Palm Beach, FL.....	12,015	Batavia, IL.....	26,045
Oakland Park, FL.....	41,363	Bloomington, IL.....	76,610
Ocala, FL.....	56,315	Centralia, IL.....	13,032
Oldsmar, FL.....	13,591	Collinsville, IL.....	25,579
Oviedo, FL.....	33,342	Crystal Lake, IL.....	40,743
Palm Bay, FL.....	103,190	DeKalb, IL.....	43,862
Palm Beach County, FL.....	1,320,134	Elmhurst, IL.....	44,121
Palm Beach Gardens, FL.....	48,452	Evanston, IL.....	74,486
Palm Coast, FL.....	75,180	Freeport, IL.....	25,638

Gurnee, IL.....	31,295	Escanaba, MI.....	12,616
Highland Park, IL.....	29,763	Farmington Hills, MI.....	79,740
Lincolnwood, IL.....	12,590	Flushing, MI.....	8,389
Lyons, IL.....	10,729	Gladstone, MI.....	4,973
Naperville, IL.....	141,853	Howell, MI.....	9,489
Normal, IL.....	52,497	Jackson County, MI.....	160,248
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
Fishers, IN.....	76,794	Carver County, MN.....	91,042
Munster, IN.....	23,603	Chanhassen, MN.....	22,952
Noblesville, IN.....	51,969	Dakota County, MN.....	398,552
Abilene, KS.....	6,844	Duluth, MN.....	86,265
Arkansas City, KS.....	12,415	Fridley, MN.....	27,208
Fairway, KS.....	3,882	Hutchinson, MN.....	14,178
Garden City, KS.....	26,658	Maple Grove, MN.....	61,567
Gardner, KS.....	19,123	Mayer, MN.....	1,749
Johnson County, KS.....	544,179	Medina, MN.....	4,892
Lawrence, KS.....	87,643	Minneapolis, MN.....	382,578
Merriam, KS.....	11,003	Olmsted County, MN.....	144,248
Mission, KS.....	9,323	Scott County, MN.....	129,928
Olathe, KS.....	125,872	St. Louis County, MN.....	200,226
Overland Park, KS.....	173,372	Washington County, MN.....	238,136
Roeland Park, KS.....	6,731	Woodbury, MN.....	61,961
Salina, KS.....	47,707	Blue Springs, MO.....	52,575
Wichita, KS.....	382,368	Branson, MO.....	10,520
Bowling Green, KY.....	58,067	Clay County, MO.....	221,939
Daviess County, KY.....	96,656	Clayton, MO.....	15,939
New Orleans, LA.....	343,829	Ellisville, MO.....	9,133
Andover, MA.....	8,762	Harrisonville, MO.....	10,019
Barnstable, MA.....	49,985	Jefferson City, MO.....	43,079
Burlington, MA.....	24,498	Joplin, MO.....	50,150
Cambridge, MA.....	105,162	Lee's Summit, MO.....	91,364
Needham, MA.....	28,886	Liberty, MO.....	29,149
Worcester, MA.....	181,045	Maryland Heights, MO.....	27,472
Baltimore, MD.....	620,961	Maryville, MO.....	11,972
Baltimore County, MD.....	805,029	Platte City, MO.....	4,691
Dorchester County, MD.....	32,618	Raymore, MO.....	19,206
Gaithersburg, MD.....	59,933	Richmond Heights, MO.....	8,603
La Plata, MD.....	8,753	Riverside, MO.....	2,937
Montgomery County, MD.....	971,777	Rolla, MO.....	19,559
Ocean City, MD.....	7,102	Wentzville, MO.....	29,070
Prince George's County, MD.....	863,420	Starkville, MS.....	23,888
Rockville, MD.....	61,209	Billings, MT.....	104,170
Takoma Park, MD.....	16,715	Bozeman, MT.....	37,280
Saco, ME.....	18,482	Missoula, MT.....	66,788
Scarborough, ME.....	4,403	Asheville, NC.....	83,393
South Portland, ME.....	25,002	Cabarrus County, NC.....	178,011
Ann Arbor, MI.....	113,934	Cary, NC.....	135,234
Battle Creek, MI.....	52,347	Charlotte, NC.....	731,424

Concord, NC .....	79,066	McMinnville, OR.....	32,187
Davidson, NC .....	10,944	Medford, OR .....	74,907
High Point, NC .....	104,371	Multnomah County, OR.....	735,334
Hillsborough, NC.....	6,087	Portland, OR .....	583,776
Indian Trail, NC.....	33,518	Springfield, OR.....	59,403
Kannapolis, NC.....	42,625	Tualatin, OR.....	26,054
Mecklenburg County, NC.....	919,628	Borough of Ebensburg, PA.....	3,351
Mooreville, NC.....	32,711	Cumberland County, PA.....	235,406
Wake Forest, NC.....	30,117	Kutztown Borough, PA.....	5,012
Wilmington, NC .....	106,476	Philadelphia, PA.....	1,526,006
Wahpeton, ND .....	7,766	State College, PA.....	42,034
Cedar Creek, NE .....	390	East Providence, RI .....	47,037
Grand Island, NE .....	48,520	Newport, RI .....	24,672
La Vista, NE .....	15,758	Rock Hill, SC.....	66,154
Dover, NH.....	29,987	Rapid City, SD.....	67,956
Lebanon, NH.....	13,151	Sioux Falls, SD.....	153,888
Alamogordo, NM.....	30,403	Cookeville, TN.....	30,435
Albuquerque, NM.....	545,852	Johnson City, TN.....	63,152
Bloomfield, NM.....	8,112	Nashville, TN .....	601,222
Farmington, NM .....	45,877	Oak Ridge, TN .....	29,330
Los Alamos County, NM.....	17,950	White House, TN .....	10,255
Rio Rancho, NM.....	87,521	Arlington, TX.....	365,438
San Juan County, NM .....	130,044	Austin, TX.....	790,390
Carson City, NV.....	55,274	Benbrook, TX .....	21,234
Henderson, NV.....	257,729	Bryan, TX .....	76,201
North Las Vegas, NV.....	216,961	Colleyville, TX.....	22,807
Reno, NV.....	225,221	Corpus Christi, TX .....	305,215
Sparks, NV.....	90,264	Dallas, TX.....	1,197,816
Washoe County, NV .....	421,407	Denton, TX.....	113,383
Canandaigua, NY.....	10,545	Duncanville, TX .....	38,524
Geneva, NY .....	13,261	El Paso, TX .....	649,121
New York City, NY .....	8,175,133	Flower Mound, TX .....	64,669
Ogdensburg, NY .....	11,128	Fort Worth, TX.....	741,206
Blue Ash, OH .....	12,114	Georgetown, TX.....	47,400
Delaware, OH .....	34,753	Grand Prairie, TX.....	175,396
Dublin, OH .....	41,751	Houston, TX .....	2,099,451
Kettering, OH .....	56,163	Hurst, TX .....	37,337
Lebanon, OH.....	20,033	Hutto, TX.....	14,698
Orange Village, OH.....	3,323	Irving, TX.....	216,290
Sandusky, OH.....	25,793	League City, TX .....	83,560
Springboro, OH .....	17,409	McAllen, TX .....	129,877
Sylvania Township, OH.....	18,965	McKinney, TX.....	131,117
Upper Arlington, OH.....	33,771	Pasadena, TX.....	149,043
Broken Arrow, OK .....	98,850	Plano, TX.....	259,841
Edmond, OK.....	81,405	Round Rock, TX .....	99,887
Norman, OK.....	110,925	Rowlett, TX.....	56,199
Oklahoma City, OK .....	579,999	San Marcos, TX.....	44,894
Stillwater, OK .....	45,688	Shenandoah, TX .....	2,134
Tulsa, OK.....	391,906	Southlake, TX .....	26,575
Albany, OR.....	50,158	Sugar Land, TX .....	78,817
Ashland, OR .....	20,078	Temple, TX.....	66,102
Bend, OR.....	76,639	Tomball, TX.....	10,753
Corvallis, OR .....	54,462	Westlake, TX .....	992
Eugene, OR.....	156,185	Farmington, UT .....	18,275
Forest Grove, OR.....	21,083	Park City, UT.....	7,558
Hermiston, OR.....	16,745	Provo, UT.....	112,488
Jackson County, OR.....	203,206	Riverdale, UT .....	8,426
Keizer, OR .....	36,478	Salt Lake City, UT.....	186,440
Lane County, OR .....	351,715	Sandy, UT .....	87,461

Saratoga Springs, UT .....	17,781	Bellingham, WA .....	80,885
Springville, UT .....	29,466	Clark County, WA .....	425,363
Washington City, UT .....	18,761	Federal Way, WA .....	89,306
Albemarle County, VA .....	98,970	Gig Harbor, WA .....	7,126
Arlington County, VA .....	207,627	Hoquiam, WA .....	8,726
Ashland, VA .....	7,225	Kirkland, WA .....	48,787
Blacksburg, VA .....	42,620	Kitsap County, WA .....	251,133
Botetourt County, VA .....	33,148	Lynnwood, WA .....	35,836
Chesapeake, VA .....	222,209	Maple Valley, WA .....	22,684
Chesterfield County, VA .....	316,236	Mountlake Terrace, WA .....	19,909
Fredericksburg, VA .....	24,286	Olympia, WA .....	46,478
Hampton, VA .....	137,436	Pasco, WA .....	59,781
Hanover County, VA .....	99,863	Redmond, WA .....	54,144
Herndon, VA .....	23,292	Renton, WA .....	90,927
Hopewell, VA .....	22,591	Snoqualmie, WA .....	10,670
James City County, VA .....	67,009	Spokane Valley, WA .....	75,206
Lexington, VA .....	7,042	Tacoma, WA .....	198,397
Lynchburg, VA .....	75,568	Vancouver, WA .....	161,791
Montgomery County, VA .....	94,392	West Richland, WA .....	11,811
Newport News, VA .....	180,719	Woodland, WA .....	5,509
Prince William County, VA .....	402,002	Columbus, WI .....	4,991
Purcellville, VA .....	7,727	De Pere, WI .....	23,800
Radford, VA .....	16,408	Eau Claire, WI .....	65,883
Roanoke, VA .....	97,032	Madison, WI .....	233,209
Spotsylvania County, VA .....	122,397	Merrill, WI .....	9,661
Stafford County, VA .....	128,961	Oshkosh, WI .....	66,083
Virginia Beach, VA .....	437,994	Racine, WI .....	78,860
Williamsburg, VA .....	14,068	Wausau, WI .....	39,106
York County, VA .....	65,464	Wind Point, WI .....	1,723
Chittenden County, VT .....	156,545	Morgantown, WV .....	29,660
Montpelier, VT .....	7,855	Cheyenne, WY .....	59,466
Airway Heights, WA .....	6,114	Gillette, WY .....	29,087
Auburn, WA .....	70,180	Laramie, WY .....	30,816
Bellevue, WA .....	122,363	Teton County, WY .....	21,294

**SELECT WESTERN CITIES WITH  
POPULATIONS FROM 25,000 TO 100,000  
BENCHMARK COMPARISONS**

Overall Community Quality Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Pocatello	58	25	34	Below
Your neighborhood as place to live	62	17	26	Below
Pocatello as a place to live	65	23	31	Below
Recommend living in Pocatello to someone who asks	65	14	16	Much below
Remain in Pocatello for the next five years	75	8	16	Similar

Community Transportation Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Pocatello	60	5	23	Much above
Ease of bus travel in Pocatello	45	9	17	Similar
Ease of bicycle travel in Pocatello	43	13	23	Similar
Ease of walking in Pocatello	50	15	23	Similar
Availability of paths and walking trails	50	9	16	Similar
Traffic flow on major streets	45	7	19	Much above

Frequency of Bus Use Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Pocatello	21	7	13	Much less

Drive Alone Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	72	9	14	Similar

Transportation and Parking Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	32	29	35	Much below
Street cleaning	43	24	28	Much below
Street lighting	44	22	26	Much below
Snow removal	36	24	26	Much below
Sidewalk maintenance	31	19	19	Much below
Traffic signal timing	48	8	22	Above
Bus or transit services	51	10	20	Similar
Amount of public parking	47	10	19	Similar

Housing Characteristics Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	45	10	23	Above
Variety of housing options	46	14	15	Much below

Housing Costs Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	36	12	15	Much less

Built Environment Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Pocatello	42	20	21	Much below
Overall appearance of Pocatello	44	24	27	Much below

Population Growth Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	13	19	19	Much less

Nuisance Problems Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	20	6	19	More

Planning and Community Code Enforcement Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	37	19	26	Below
Code enforcement (weeds, abandoned buildings, etc.)	31	24	28	Much below
Animal control	49	19	26	Below

Economic Sustainability and Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	25	20	25	Much below
Shopping opportunities	29	24	25	Much below
Pocatello as a place to work	41	20	25	Much below
Overall quality of business and service establishments in Pocatello	42	15	15	Much below

Economic Development Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	34	22	23	Much below

Job and Retail Growth Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	67	3	19	Much more
Jobs growth seen as too slow	91	2	19	Much more

Personal Economic Future Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	17	10	18	Similar

Community and Personal Public Safety Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	89	9	25	Similar
In your neighborhood after dark	71	11	25	Similar
In Pocatello's downtown area during the day	79	15	23	Below
In Pocatello's downtown area after dark	47	18	23	Much below
Violent crime (e.g., rape, assault, robbery)	71	9	23	Similar
Property crimes (e.g., burglary, theft)	60	8	23	Above
Environmental hazards, including toxic waste	64	15	16	Much below

Crime Victimization and Reporting Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	15	13	20	Similar
Reported crimes	71	14	20	Less

Public Safety Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	58	29	36	Below
Fire services	73	23	28	Similar
Ambulance or emergency medical services	71	16	27	Similar
Crime prevention	52	16	30	Similar
Fire prevention and education	60	19	23	Similar
Traffic enforcement	53	17	29	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	43	12	17	Below

Contact with Police and Fire Departments Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of Pocatello Police Department	41	2	5	More
Overall impression of most recent contact with the City of Pocatello Police Department	56	Not available	Not available	Not available
Had contact with the City of Pocatello Fire Department	15	Not available	Not available	Not available
Overall impression of most recent contact with the City of Pocatello Fire Department	75	Not available	Not available	Not available

Community Environment Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Pocatello	45	16	16	Much below
Quality of overall natural environment in Pocatello	56	10	18	Below
Preservation of natural areas such as open space, farmlands and greenbelts	48	7	16	Similar
Air quality	49	18	20	Much below

Frequency of Recycling Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	80	7	17	More

Utility Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	61	19	29	Similar
Drinking water	46	22	29	Much below
Storm drainage	43	18	25	Much below
Yard waste pick-up	52	10	16	Much below
Recycling	68	10	27	Much above
Garbage collection	73	7	31	Above

Community Recreational Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	57	7	25	Above

Participation in Parks and Recreation Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Pocatello recreation centers	59	7	16	Similar
Participated in a recreation program or activity	52	7	19	More
Visited a neighborhood park or City park	93	8	18	More

Parks and Recreation Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	70	12	28	Similar
Recreation programs or classes	58	26	34	Below
Recreation centers or facilities	51	18	24	Much below

Cultural and Educational Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	42	22	27	Much below
Educational opportunities	59	4	19	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Pocatello public libraries or their services	66	15	18	Much less
Participated in religious or spiritual activities in Pocatello	65	2	9	Much more

Cultural and Educational Services Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	49	13	17	Below
Public library services	68	15	27	Similar

Community Quality and Inclusiveness Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	49	19	26	Below
Openness and acceptance of the community toward people of diverse backgrounds	43	20	21	Much below
Pocatello as a place to raise kids	64	14	28	Similar
Pocatello as a place to retire	49	22	27	Much below

Services Provided for Population Subgroups Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	47	23	26	Much below
Services to youth	38	22	24	Much below
Services to low income people	42	12	17	Similar

Civic Engagement Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	52	7	15	Similar
Opportunities to volunteer	63	5	16	Above

Participation in Civic Engagement Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	23	11	17	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	38	8	14	Similar
Volunteered your time to some group or activity in Pocatello	56	3	19	Much more
Participated in a club or civic group in Pocatello	37	3	13	Much more
Provided help to a friend or neighbor	97	1	12	More

Voter Behavior Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	84	9	21	More
Voted in last general election	74	5	20	Similar

Use of Information Sources Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Pocatello Newsletter	81	7	12	Similar
Visited the City of Pocatello Web site	48	12	13	Much less

Local Government Media Services and Information Dissemination Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	44	14	15	Much below
Public information services	54	15	22	Similar

Social Engagement Opportunities Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	51	9	18	Similar

Contact with Immediate Neighbors Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	49	4	13	More

Public Trust Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Pocatello	41	25	26	Much below
The overall direction that Pocatello is taking	41	27	29	Much below
Job Pocatello government does at welcoming citizen involvement	43	22	28	Below
Overall image or reputation of Pocatello	46	14	22	Below

Services Provided by Local, State and Federal Governments Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of Pocatello	55	25	31	Below
Services provided by the Federal Government	37	20	21	Below
Services provided by the State Government	38	20	21	Below
Services provided by Bannock County Government	45	12	16	Below

Contact with City Employees Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	48	18	22	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Pocatello average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	68	12	29	Above
Responsiveness	67	10	27	Above
Courteousness	67	10	20	Similar
Overall impression	66	14	32	Similar

## JURISDICTIONS INCLUDED IN SELECT WESTERN CITIES WITH POPULATIONS FROM 25,000 TO 100,000 BENCHMARK COMPARISONS

Avondale, AZ.....	76,238	Farmington, NM.....	45,877
Casa Grande, AZ.....	48,571	Rio Rancho, NM.....	87,521
Flagstaff, AZ.....	65,870	Carson City, NV.....	55,274
Florence, AZ.....	25,536	Sparks, NV.....	90,264
Goodyear, AZ.....	65,275	Albany, OR.....	50,158
Kingman, AZ.....	28,068	Bend, OR.....	76,639
Marana, AZ.....	34,961	Corvallis, OR.....	54,462
Prescott Valley, AZ.....	38,822	Keizer, OR.....	36,478
Queen Creek, AZ.....	26,361	McMinnville, OR.....	32,187
Yuma, AZ.....	93,064	Medford, OR.....	74,907
Boulder, CO.....	97,385	Springfield, OR.....	59,403
Broomfield, CO.....	55,889	Tualatin, OR.....	26,054
Commerce City, CO.....	45,913	Sandy, UT.....	87,461
Eagle County, CO.....	52,197	Springville, UT.....	29,466
Englewood, CO.....	30,255	Auburn, WA.....	70,180
Highlands Ranch, CO.....	96,713	Bellingham, WA.....	80,885
Longmont, CO.....	86,270	Federal Way, WA.....	89,306
Loveland, CO.....	66,859	Kirkland, WA.....	48,787
Northglenn, CO.....	35,789	Lynnwood, WA.....	35,836
Parker, CO.....	45,297	Olympia, WA.....	46,478
Wheat Ridge, CO.....	30,166	Pasco, WA.....	59,781
Meridian, ID.....	75,092	Redmond, WA.....	54,144
Post Falls, ID.....	27,574	Renton, WA.....	90,927
Twin Falls, ID.....	44,125	Cheyenne, WY.....	59,466
Bozeman, MT.....	37,280	Gillette, WY.....	29,087
Missoula, MT.....	66,788	Laramie, WY.....	30,816
Alamogordo, NM.....	30,403		