



**BOROUGH OF  
STATE COLLEGE, PA  
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 Borough of State College chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (university communities with populations from 25,000 to 99,999). 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 Borough of State College Survey was included in NRC’s database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

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

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

<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

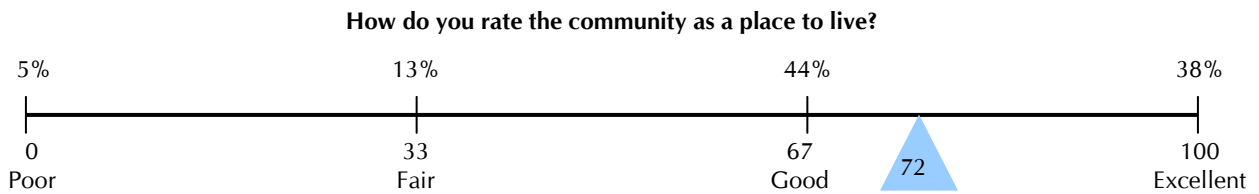
## PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

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 two 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%		--			
<b>Total</b>	<b>100%</b>		<b>100%</b>			<b>72</b>



## INTERPRETING THE RESULTS

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

Where comparisons for quality ratings were available, the Borough of State College'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 Borough of State College'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 university communities with populations from 25,000 to 99,999.

## NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in State College	70	175	430	Above
Your neighborhood as place to live	70	129	291	Similar
State College as a place to live	76	119	362	Much above
Recommend living in State College to someone who asks	75	109	199	Similar
Remain in State College for the next five years	48	197	198	Much below

Community Transportation Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in State College	58	103	287	Much above
Ease of bus travel in State College	66	4	205	Much above
Ease of bicycle travel in State College	64	31	279	Much above
Ease of walking in State College	77	13	281	Much above
Availability of paths and walking trails	71	26	194	Much above
Traffic flow on major streets	49	97	264	Above

Frequency of Bus Use Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a CATA bus within State College	79	4	174	Much more

Drive Alone Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	42	186	189	Much less

Transportation and Parking Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	53	120	415	Much above
Street cleaning	71	10	293	Much above
Street lighting	57	116	320	Above
Snow removal	66	41	263	Much above
Sidewalk maintenance	61	31	275	Much above
Traffic signal timing	53	48	227	Much above
Bus or transit services	71	5	214	Much above
Amount of public parking	43	143	221	Below

Housing Characteristics Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	40	194	300	Below
Variety of housing options	49	134	189	Much below

Housing Costs Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	56	9	192	Much more

Built Environment Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in State College	55	117	264	Similar
Overall appearance of State College	72	51	335	Much above

Population Growth Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	28	182	246	Much less

Nuisance Problems Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	1	237	247	Much less

Planning and Community Code Enforcement Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	53	51	293	Much above
Code enforcement (weeds, abandoned buildings, etc.)	60	31	358	Much above
Animal control	66	19	316	Much above

Economic Sustainability and Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	49	37	297	Much above
Shopping opportunities	44	202	283	Much below
State College as a place to work	61	93	320	Much above
Overall quality of business and service establishments in State College	58	85	183	Similar

Economic Development Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	55	48	281	Much above

Job and Retail Growth Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	40	104	246	Similar
Jobs growth seen as too slow	63	208	249	Much less

Personal Economic Future Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	22	54	240	Much above



Community and Personal Public Safety Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	96	13	332	Much above
In your neighborhood after dark	79	84	324	Much above
In State College's downtown area during the day	95	22	282	Much above
In State College's downtown area after dark	69	102	292	Much above
Violent crime (e.g., rape, assault, robbery)	81	79	284	Much above
Property crimes (e.g., burglary, theft)	70	80	284	Much above
Environmental hazards, including toxic waste	86	20	196	Much above

Crime Victimization and Reporting Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	10	168	252	Less
Reported crimes	83	85	250	Much more

Public Safety Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	69	151	410	Above
Fire services	78	150	333	Similar
Ambulance or emergency medical services	78	110	329	Above
Crime prevention	65	94	339	Much above
Fire prevention and education	69	88	269	Above
Traffic enforcement	57	176	356	Similar
Courts	59	62	180	Above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	58	89	215	Above

Contact with Police and Fire Departments Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the Borough of State College Police Department	34	63	89	Less
Overall impression of most recent contact with the Borough of State College Police Department	70	37	97	Above

Community Environment Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of State College	72	46	198	Much above
Quality of overall natural environment in State College	74	27	201	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	62	40	199	Much above
Air quality	73	26	233	Much above

Frequency of Recycling Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	95	32	233	Much more

Utility Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Power (electric and/or gas) utility	67	48	104	Above
Sewer services	72	21	285	Much above
Drinking water	60	139	293	Similar
Storm drainage	66	22	345	Much above
Yard waste pick-up	70	72	247	Much above
Recycling	70	131	332	Much above
Garbage collection	77	47	352	Much above

Community Recreational Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	66	74	294	Much above

Participation in Parks and Recreation Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Participated in a recreation program or activity	63	17	234	Much more
Visited a neighborhood park or Borough park	90	56	242	Much more

Parks and Recreation Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Borough parks	79	32	314	Much above
Recreation programs or classes	70	72	322	Much above
Recreation centers or facilities	68	67	263	Much above

Cultural and Educational Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	62	61	298	Much above
Educational opportunities	84	3	248	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Schlow Centre Region Library their services	60	193	210	Much less
Participated in religious or spiritual activities in State College	50	83	137	Similar

Cultural and Educational Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	78	30	247	Much above
Public library services	80	37	316	Much above

Community Health and Wellness Access and Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	55	63	240	Much above
Availability of affordable quality food	61	63	180	Much above
Availability of preventive health services	60	37	153	Much above

Health and Wellness Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	64	41	196	Much above

Community Quality and Inclusiveness Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	63	76	298	Much above
Openness and acceptance of the community toward people of diverse backgrounds	63	51	268	Much above
Availability of affordable quality child care	51	48	232	Much above
State College as a place to raise kids	70	162	359	Above
State College as a place to retire	56	209	344	Below

Services Provided for Population Subgroups Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	69	29	294	Much above
Services to youth	68	22	271	Much above
Services to low income people	56	18	238	Much above

Civic Engagement Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	62	58	191	Much above
Opportunities to volunteer	73	26	189	Much above

Participation in Civic Engagement Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	18	228	245	Much less
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	31	146	197	Much less
Volunteered your time to some group or activity in State College	61	19	245	Much more
Participated in a club or civic group in State College	46	11	162	Much more
Provided help to a friend or neighbor	95	71	158	Similar

Voter Behavior Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	67	246	249	Much less
Voted in last general election	57	239	248	Much less

Use of Information Sources Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read a State College Newsletter	66	145	177	Much less
Visited the Borough of State College Web site	58	111	186	Less

Local Government Media Services and Information Dissemination Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	57	36	187	Much above
Public information services	69	25	279	Much above

Social Engagement Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	68	21	188	Much above
Opportunities to participate in religious or spiritual events and activities	71	45	148	Much above

Contact with Immediate Neighbors Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	29	181	181	Much less

Public Trust Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to State College	59	57	380	Much above
The overall direction that State College is taking	54	104	316	Much above
Job State College government does at welcoming citizen involvement	53	83	320	Much above
Overall image or reputation of State College	64	128	309	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the Borough of State College	68	102	411	Much above
Services provided by the Federal Government	48	13	254	Much above
Services provided by the State Government	45	99	256	Above
Services provided by Centre County Government	58	16	167	Much above

Contact with Borough Employees Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with Borough employee(s) in last 12 months	37	263	284	Much less

Perceptions of Borough Employees (Among Those Who Had Contact) Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	71	148	322	Similar
Responsiveness	76	41	316	Much above
Courteousness	73	97	267	Above
Overall impression	71	115	367	Much above

## 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	Seaside, CA.....	33,025
Mesa, AZ.....	439,041	South Lake Tahoe, CA.....	21,403
Peoria, AZ .....	154,065	Stockton, CA.....	291,707
Phoenix, AZ .....	1,445,632	Sunnyvale, CA .....	140,081
Pinal County, AZ.....	375,770	Temecula, CA .....	100,097
Prescott Valley, AZ.....	38,822	Thousand Oaks, CA .....	126,683
Queen Creek, AZ .....	26,361	Visalia, CA.....	124,442
Scottsdale, AZ .....	217,385	Walnut Creek, CA.....	64,173
Sedona, AZ .....	10,031	Adams County, CO.....	441,603
Surprise, AZ .....	117,517	Arapahoe County, CO.....	572,003
Tempe, AZ .....	161,719	Archuleta County, CO.....	12,084
Yuma, AZ.....	93,064	Arvada, CO.....	106,433
Yuma County, AZ.....	195,751	Aspen, CO .....	6,658
Apple Valley, CA.....	69,135	Aurora, CO .....	325,078
Benicia, CA .....	26,997	Boulder, CO .....	97,385
Brea, CA.....	39,282	Boulder County, CO .....	294,567
Brisbane, CA .....	4,282	Breckenridge, CO .....	4,540
Burlingame, CA.....	28,806	Broomfield, CO .....	55,889
Carlsbad, CA .....	105,328	Centennial, CO .....	100,377
Chula Vista, CA.....	243,916	Clear Creek County, CO .....	9,088
Concord, CA .....	122,067	Colorado Springs, CO .....	416,427
Coronado, CA .....	18,912	Commerce City, CO.....	45,913
Cupertino, CA .....	58,302	Craig, CO.....	9,464
Davis, CA.....	65,622	Crested Butte, CO .....	1,487
Del Mar, CA.....	4,161	Denver, CO .....	600,158
Dublin, CA.....	46,036	Douglas County, CO.....	285,465
El Cerrito, CA .....	23,549	Durango, CO .....	16,887
Elk Grove, CA .....	153,015	Eagle County, CO .....	52,197
Galt, CA .....	23,647	Edgewater, CO.....	5,170
La Mesa, CA.....	57,065	El Paso County, CO.....	622,263
Laguna Beach, CA .....	22,723	Englewood, CO .....	30,255
Livermore, CA.....	80,968	Estes Park, CO.....	5,858

Fort Collins, CO .....	143,986	Destin, FL .....	12,305
Frisco, CO .....	2,683	Escambia County, FL .....	297,619
Fruita, CO .....	12,646	Eustis, FL .....	18,558
Georgetown, CO .....	1,034	Gainesville, FL .....	124,354
Gilpin County, CO .....	5,441	Hillsborough County, FL .....	1,229,226
Golden, CO .....	18,867	Jupiter, FL .....	55,156
Grand County, CO .....	14,843	Kissimmee, FL .....	59,682
Greeley, CO .....	92,889	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 .....	29,639	Valdosta, GA .....	54,518
Daytona Beach, FL .....	61,005	Honolulu, HI .....	953,207
Delray Beach, FL .....	60,522	Ames, IA .....	58,965



Ankeny, IA .....	45,582	Gardner, KS .....	19,123
Bettendorf, IA .....	33,217	Johnson County, KS .....	544,179
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	Beltrami County, MN .....	44,442

Blue Earth, MN.....	3,353	Winston-Salem, NC.....	229,617
Carver County, MN.....	91,042	Wahpeton, ND .....	7,766
Chanhassen, MN.....	22,952	Cedar Creek, NE .....	390
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

Keizer, OR .....	36,478	Southlake, TX.....	26,575
Lane County, OR.....	351,715	Sugar Land, TX.....	78,817
McMinnville, OR .....	32,187	Temple, TX .....	66,102
Medford, OR.....	74,907	Tomball, TX.....	10,753
Multnomah County, OR.....	735,334	Watauga, TX .....	23,497
Portland, OR .....	583,776	Westlake, TX.....	992
Springfield, OR.....	59,403	Farmington, UT.....	18,275
Tualatin, OR.....	26,054	Park City, UT .....	7,558
Borough of Ebensburg, PA.....	3,351	Provo, UT .....	112,488
Chambersburg, PA .....	20,268	Riverdale, UT.....	8,426
Cumberland County, PA.....	235,406	Salt Lake City, UT .....	186,440
Kutztown Borough, PA.....	5,012	Sandy, UT .....	87,461
Philadelphia, PA.....	1,526,006	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

Lynnwood, WA .....	35,836	De Pere, WI .....	23,800
Maple Valley, WA .....	22,684	Eau Claire, WI.....	65,883
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
SeaTac, WA.....	26,909	Wind Point, WI.....	1,723
Snoqualmie, WA .....	10,670	Morgantown, WV .....	29,660
Spokane Valley, WA .....	89,755	Casper, WY.....	55,316
Tacoma, WA .....	198,397	Cheyenne, WY.....	59,466
Vancouver, WA.....	161,791	Gillette, WY.....	29,087
West Richland, WA.....	11,811	Laramie, WY .....	30,816
Woodland, WA .....	5,509	Teton County, WY .....	21,294
Columbus, WI.....	4,991		

**UNIVERSITY COMMUNITIES WITH  
POPULATIONS 25,000 TO 99,999  
BENCHMARK COMPARISONS**

Overall Community Quality Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in State College	70	15	49	Much above
Your neighborhood as place to live	70	9	39	Much above
State College as a place to live	76	13	43	Much above
Recommend living in State College to someone who asks	75	11	25	Above
Remain in State College for the next five years	48	25	25	Much below

Community Transportation Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in State College	58	9	37	Much above
Ease of bus travel in State College	66	2	32	Much above
Ease of bicycle travel in State College	64	5	40	Much above
Ease of walking in State College	77	3	39	Much above
Availability of paths and walking trails	71	4	23	Much above
Traffic flow on major streets	49	8	33	Much above

Frequency of Bus Use Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a CATA bus within State College	79	1	28	Much more

Drive Alone Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	42	25	25	Much less

Transportation and Parking Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	53	9	52	Much above
Street cleaning	71	1	44	Much above
Street lighting	57	12	45	Much above
Snow removal	66	4	37	Much above
Sidewalk maintenance	61	2	38	Much above
Traffic signal timing	53	4	35	Much above
Bus or transit services	71	2	37	Much above
Amount of public parking	43	15	35	Similar

Housing Characteristics Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	40	20	37	Similar
Variety of housing options	49	16	24	Below

Housing Costs Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	56	1	25	Much more

Built Environment Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in State College	55	14	37	Above
Overall appearance of State College	72	5	42	Much above

Population Growth Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	28	26	34	Much less

Nuisance Problems Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	1	34	34	Much less

Planning and Community Code Enforcement Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	53	5	40	Much above
Code enforcement (weeds, abandoned buildings, etc.)	60	4	47	Much above
Animal control	66	2	39	Much above

Economic Sustainability and Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	49	4	37	Much above
Shopping opportunities	44	27	37	Much below
State College as a place to work	61	8	39	Much above
Overall quality of business and service establishments in State College	58	11	23	Similar

Economic Development Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	55	7	39	Much above

Job and Retail Growth Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	40	14	34	Much more
Jobs growth seen as too slow	63	29	34	Much less

Personal Economic Future Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	22	8	32	Above

Community and Personal Public Safety Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	96	1	44	Much above
In your neighborhood after dark	79	4	42	Much above
In State College's downtown area during the day	95	1	40	Much above
In State College's downtown area after dark	69	7	41	Much above
Violent crime (e.g., rape, assault, robbery)	81	6	38	Much above
Property crimes (e.g., burglary, theft)	70	5	38	Much above
Environmental hazards, including toxic waste	86	3	26	Much above

Crime Victimization and Reporting Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	10	28	34	Much less
Reported crimes	83	9	33	Much more

Public Safety Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	69	8	55	Much above
Fire services	78	16	48	Similar
Ambulance or emergency medical services	78	10	43	Above
Crime prevention	65	7	44	Much above
Fire prevention and education	69	9	40	Above
Traffic enforcement	57	19	48	Above
Courts	59	3	23	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	58	10	29	Much above

Contact with Police and Fire Departments Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the Borough of State College Police Department	34	8	12	Less
Overall impression of most recent contact with the Borough of State College Police Department	70	4	13	Much above



Community Environment Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of State College	72	6	25	Much above
Quality of overall natural environment in State College	74	4	25	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	62	6	23	Much above
Air quality	73	5	27	Much above

Frequency of Recycling Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	95	5	30	Much more

Utility Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Power (electric and/or gas) utility	67	8	15	Above
Sewer services	72	4	43	Much above
Drinking water	60	23	45	Similar
Storm drainage	66	3	44	Much above
Yard waste pick-up	70	9	35	Much above
Recycling	70	14	41	Much above
Garbage collection	77	4	51	Much above

Community Recreational Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	66	8	37	Much above

Participation in Parks and Recreation Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Participated in a recreation program or activity	63	1	32	Much more
Visited a neighborhood park or Borough park	90	8	32	More

Parks and Recreation Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Borough parks	79	3	40	Much above
Recreation programs or classes	70	6	44	Much above
Recreation centers or facilities	68	9	39	Much above

Cultural and Educational Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	62	11	40	Much above
Educational opportunities	84	1	33	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Schlow Centre Region Library their services	60	26	28	Much less
Participated in religious or spiritual activities in State College	50	10	16	Much less

Cultural and Educational Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	78	1	30	Much above
Public library services	80	3	39	Much above

Community Health and Wellness Access and Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	55	9	26	Much above
Availability of affordable quality food	61	9	20	Above
Availability of preventive health services	60	5	17	Much above

Health and Wellness Services Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	64	7	26	Much above

Community Quality and Inclusiveness Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	63	8	38	Much above
Openness and acceptance of the community toward people of diverse backgrounds	63	9	36	Much above
Availability of affordable quality child care	51	4	26	Much above
State College as a place to raise kids	70	14	41	Much above
State College as a place to retire	56	22	41	Similar

Services Provided for Population Subgroups Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	69	8	37	Much above
Services to youth	68	3	37	Much above
Services to low income people	56	4	31	Much above

Civic Engagement Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	62	6	25	Much above
Opportunities to volunteer	73	4	24	Much above

Participation in Civic Engagement Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	18	30	31	Much less
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	31	24	29	Much less
Volunteered your time to some group or activity in State College	61	4	32	Much more
Participated in a club or civic group in State College	46	1	20	Much more
Provided help to a friend or neighbor	95	7	18	Similar

Voter Behavior Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	67	34	35	Much less
Voted in last general election	57	33	35	Much less

Use of Information Sources Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read a State College Newsletter	66	16	20	Much less
Visited the Borough of State College Web site	58	8	21	Similar

Local Government Media Services and Information Dissemination Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	57	5	26	Much above
Public information services	69	2	36	Much above

Social Engagement Opportunities Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	68	2	24	Much above
Opportunities to participate in religious or spiritual events and activities	71	6	19	Above

Contact with Immediate Neighbors Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	29	21	21	Much less

Public Trust Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to State College	59	7	44	Much above
The overall direction that State College is taking	54	12	40	Much above
Job State College government does at welcoming citizen involvement	53	8	43	Much above
Overall image or reputation of State College	64	18	42	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the Borough of State College	68	11	52	Much above
Services provided by the Federal Government	48	2	36	Much above
Services provided by the State Government	45	18	36	Similar
Services provided by Centre County Government	58	1	24	Much above

Contact with Borough Employees Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with Borough employee(s) in last 12 months	37	34	36	Much less

Perceptions of Borough Employees (Among Those Who Had Contact) Benchmarks				
	State College average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	71	16	44	Above
Responsiveness	76	5	43	Much above
Courteousness	73	9	39	Much above
Overall impression	71	11	44	Much above

## JURISDICTIONS INCLUDED IN UNIVERSITY COMMUNITIES WITH POPULATIONS FROM 25,000 TO 99,999 COMPARISONS

Auburn, AL.....	53,380	Edmond, OK .....	81,405
Fayetteville, AR .....	73,580	Stillwater, OK.....	45,688
Flagstaff, AZ .....	65,870	Corvallis, OR .....	54,462
Prescott Valley, AZ.....	38,822	Rock Hill, SC .....	66,154
Yuma, AZ.....	93,064	Bryan, TX.....	76,201
Davis, CA.....	65,622	San Marcos, TX .....	44,894
La Mesa, CA.....	57,065	Temple, TX .....	66,102
Livermore, CA.....	80,968	Blacksburg, VA .....	42,620
San Rafael, CA.....	57,713	Lynchburg, VA.....	75,568
Santa Monica, CA.....	89,736	Roanoke, VA.....	97,032
Walnut Creek, CA .....	64,173	Bellingham, WA.....	80,885
Boulder, CO.....	97,385	Lynnwood, WA.....	35,836
Greeley, CO.....	92,889	Olympia, WA.....	46,478
Dover, DE .....	36,047	Renton, WA.....	90,927
Daytona Beach, FL .....	61,005	Morgantown, WV .....	29,660
Kissimmee, FL .....	59,682	Casper, WY.....	55,316
Miami Beach, FL .....	87,779	Cheyenne, WY.....	59,466
Pinellas Park, FL .....	49,079	Laramie, WY .....	30,816
Sarasota, FL .....	51,917		
Winter Park, FL .....	27,852		
Albany, GA .....	77,434		
Ames, IA .....	58,965		
Cedar Falls, IA.....	39,260		
Davenport, IA.....	99,685		
Urbandale, IA.....	39,463		
Pocatello, ID .....	54,255		
Twin Falls, ID.....	44,125		
Bloomington, IL.....	76,610		
DeKalb, IL .....	43,862		
Elmhurst, IL .....	44,121		
Evanston, IL.....	74,486		
Normal, IL.....	52,497		
Oak Park, IL .....	51,878		
Skokie, IL .....	64,784		
Lawrence, KS.....	87,643		
Bowling Green.....	58,067		
Annapolis, MD.....	38,394		
Rockville, MD .....	61,209		
Farmington Hills, MI ...	79,740		
Kalamazoo, MI .....	74,262		
Duluth, MN.....	86,265		
Joplin, MO .....	50,150		
Bozeman, MT.....	37,280		
Missoula, MT .....	66,788		
Asheville, NC.....	83,393		
Kannapolis, NC .....	42,625		
Wake Forest, NC.....	30,117		
Dover, NH .....	29,987		
Farmington, NM.....	45,877		
Delaware, OH.....	34,753		