



# TOWN OF HOPKINTON, MA 2013

## 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 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

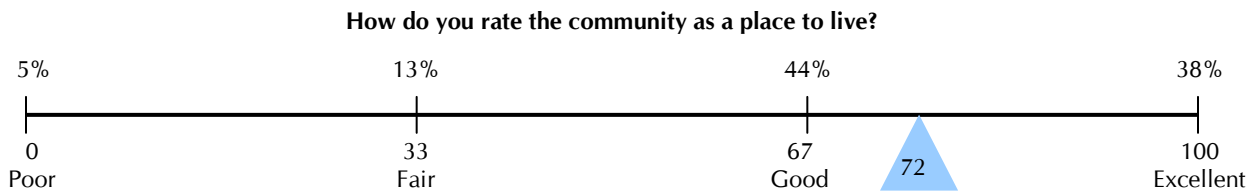
## PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

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 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%	$= 36 \div (100-5) =$	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 final column shows the comparison of your jurisdiction's average rating to the benchmark.

Where comparisons for quality ratings were available, the Town of Hopkinton'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 Town of Hopkinton'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 New England.

## NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall quality of life in Hopkinton	78	56	386	Much above
Your neighborhood as place to live	81	26	264	Much above
Hopkinton as a place to live	83	54	325	Much above
Recommend living in Hopkinton to someone who asks	84	52	228	Much above
Remain in Hopkinton for the next five years	83	60	227	Much above

Community Transportation Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ease of car travel in Hopkinton	49	197	262	Much below
Ease of bus travel in Hopkinton	22	187	196	Much below
Ease of bicycle travel in Hopkinton	37	226	263	Much below
Ease of walking in Hopkinton	45	218	256	Much below
Availability of paths and walking trails	55	127	231	Similar
Traffic flow on major streets	30	278	291	Much below

Frequency of Bus Use Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ridden a local bus within Hopkinton	6	144	169	Much less

Drive Alone Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	76	113	212	Similar

Transportation and Parking Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Street repair	45	227	371	Similar
Street cleaning	55	156	252	Similar
Street lighting	49	215	279	Much below
Snow removal	67	35	257	Much above
Sidewalk maintenance	53	120	258	Similar
Traffic signal timing	50	92	221	Similar
Bus or transit services	31	185	195	Much below
Amount of public parking	37	179	204	Much below

Housing Characteristics Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality housing	33	243	270	Much below
Variety of housing options	48	172	224	Much below

Housing Costs Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	38	75	217	More

Built Environment Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Quality of new development in Hopkinton	53	144	248	Similar
Overall appearance of Hopkinton	68	88	305	Much above

Population Growth Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Population growth seen as too fast	52	42	219	Much more

Nuisance Problems Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	5	146	218	Much less

Planning and Community Code Enforcement Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Land use, planning and zoning	46	136	255	Similar
Code enforcement (weeds, abandoned buildings, etc.)	51	133	317	Above
Animal control	60	94	286	Above

Economic Sustainability and Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Employment opportunities	39	130	270	Similar
Shopping opportunities	31	232	254	Much below
Hopkinton as a place to work	63	89	295	Much above
Overall quality of business and service establishments in Hopkinton	47	186	224	Much below

Economic Development Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Economic development	45	139	249	Similar

Job and Retail Growth Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Retail growth seen as too slow	49	62	219	Much more
Jobs growth seen as too slow	65	189	221	Much less

Personal Economic Future Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Positive impact of economy on household income	24	51	215	Above



Community and Personal Public Safety Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
In your neighborhood during the day	96	15	300	Much above
In your neighborhood after dark	88	7	289	Much above
In Hopkinton's downtown area during the day	98	3	258	Much above
In Hopkinton's downtown area after dark	89	6	260	Much above
Violent crime (e.g., rape, assault, robbery)	91	9	255	Much above
Property crimes (e.g., burglary, theft)	75	43	256	Much above
Environmental hazards, including toxic waste	84	35	219	Much above

Crime Victimization and Reporting Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Victim of crime	5	218	230	Much less
Reported crimes	97	11	228	Much more

Public Safety Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Police services	82	7	367	Much above
Fire services	87	9	309	Much above
Ambulance or emergency medical services	88	6	285	Much above
Crime prevention	77	8	303	Much above
Fire prevention and education	78	10	252	Much above
Traffic enforcement	64	64	326	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	68	19	242	Much above

Contact with Police and Fire Departments Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with the Town of Hopkinton Police Department	45	13	137	Much more
Overall impression of most recent contact with the Town of Hopkinton Police Department	78	15	138	Much above
Had contact with the Town of Hopkinton Fire Department	27	2	102	Much more
Overall impression of most recent contact with the Town of Hopkinton Fire Department	90	21	102	Much above

Community Environment Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cleanliness of Hopkinton	74	50	235	Much above
Quality of overall natural environment in Hopkinton	77	24	234	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	62	55	230	Much above
Air quality	74	22	215	Much above

Frequency of Recycling Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	92	63	219	Much more

Utility Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Power (electric and/or gas) utility	67	51	125	Similar
Sewer services	69	68	267	Above
Drinking water	70	57	275	Much above
Storm drainage	61	98	319	Above
Recycling	74	83	312	Much above
Garbage collection	75	92	306	Above

Community Recreational Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recreation opportunities	61	122	266	Similar

Participation in Parks and Recreation Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Hopkinton recreation centers	59	77	190	Similar
Participated in a recreation program or activity	57	35	217	Much more
Visited a neighborhood park or Town park	88	90	222	Similar

Parks and Recreation Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Town parks	75	88	279	Above
Recreation programs or classes	68	106	283	Above
Recreation centers or facilities	59	165	245	Below

Cultural and Educational Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to attend cultural activities	43	205	265	Much below
Educational opportunities	68	50	241	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Hopkinton public libraries or their services	71	98	199	Similar

Cultural and Educational Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Public schools	80	19	219	Much above
Public library services	67	237	301	Much below

Community Health and Wellness Access and Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality health care	47	137	217	Below
Availability of affordable quality food	53	135	179	Below
Availability of preventive health services	48	130	174	Much below

Health and Wellness Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Health services	57	96	169	Similar

Community Quality and Inclusiveness Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Sense of community	69	31	270	Much above
Openness and acceptance of the community toward people of diverse backgrounds	58	117	252	Similar
Availability of affordable quality child care	49	84	222	Above
Hopkinton as a place to raise kids	87	16	324	Much above
Hopkinton as a place to retire	43	285	311	Much below

Services Provided for Population Subgroups Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services to seniors	70	27	263	Much above
Services to youth	57	101	243	Above
Services to low income people	47	109	222	Similar

Civic Engagement Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in community matters	67	28	222	Much above
Opportunities to volunteer	70	51	224	Much above

Participation in Civic Engagement Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	49	3	225	Much more
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	55	14	181	Much more
Volunteered your time to some group or activity in Hopkinton	57	26	221	Much more
Participated in a club or civic group in Hopkinton	42	21	190	Much more
Provided help to a friend or neighbor	95	67	188	Similar

Voter Behavior Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Registered to vote	93	14	223	Much more
Voted in last general election	85	31	224	Much more

Use of Information Sources Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Visited the Town of Hopkinton Web site	85	3	220	Much more

Local Government Media Services and Information Dissemination Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cable television	64	5	169	Much above
Public information services	65	58	243	Much above

Social Engagement Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in social events and activities	58	88	214	Similar
Opportunities to participate in religious or spiritual events and activities	67	88	176	Similar

Contact with Immediate Neighbors Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	49	102	208	Similar

Public Trust Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Value of services for the taxes paid to Hopkinton	52	169	344	Similar
The overall direction that Hopkinton is taking	49	193	288	Below
Job Hopkinton government does at welcoming citizen involvement	51	122	272	Similar
Overall image or reputation of Hopkinton	77	38	299	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services provided by the Town of Hopkinton	68	118	362	Above
Services provided by the Federal Government	42	106	224	Similar
Services provided by the State Government	44	109	224	Similar
Services provided by Middlesex County Government	46	137	188	Below

Contact with Town Employees Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with Town employee(s) in last 12 months	64	28	258	Much more

Perceptions of Town Employees (Among Those Who Had Contact) Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Knowledge	80	21	282	Much above
Responsiveness	77	39	282	Much above
Courteousness	81	26	240	Much above
Overall impression	79	19	321	Much above

## JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK	3,976	Encinitas, CA	59,518
Auburn, AL	53,380	Fremont, CA	214,089
Dothan, AL	65,496	Galt, CA	23,647
Gulf Shores, AL	9,741	Laguna Beach, CA	22,723
Tuskegee, AL	9,865	Laguna Hills, CA	30,344
Vestavia Hills, AL	34,033	Livermore, CA	80,968
Fayetteville, AR	73,580	Lodi, CA	62,134
Fort Smith, AR	86,209	Long Beach, CA	462,257
Little Rock, AR	193,524	Marin County, CA	252,409
Casa Grande, AZ	48,571	Menlo Park, CA	32,026
Chandler, AZ	236,123	Mission Viejo, CA	93,305
Cococino County, AZ	134,421	Monterey, CA	27,810
Dewey-Humboldt, AZ	3,894	Newport Beach, CA	85,186
Flagstaff, AZ	65,870	Novato, CA	51,904
Florence, AZ	25,536	Palm Springs, CA	44,552
Fountain Hills, AZ	22,489	Palo Alto, CA	64,403
Gilbert, AZ	208,453	Pasadena, CA	137,122
Goodyear, AZ	65,275	Richmond, CA	103,701
Green Valley, AZ	21,391	San Carlos, CA	28,406
Kingman, AZ	28,068	San Diego, CA	1,307,402
Marana, AZ	34,961	San Francisco, CA	805,235
Maricopa, AZ	43,482	San Jose, CA	945,942
Maricopa County, AZ	3,817,117	San Luis Obispo County, CA	269,637
Mesa, AZ	439,041	San Mateo, CA	97,207
Nogales, AZ	20,837	San Rafael, CA	57,713
Peoria, AZ	154,065	Santa Clarita, CA	176,320
Phoenix, AZ	1,445,632	Santa Monica, CA	89,736
Pinal County, AZ	375,770	Seaside, CA	33,025
Prescott Valley, AZ	38,822	South Lake Tahoe, CA	21,403
Queen Creek, AZ	26,361	Stockton, CA	291,707
Sahuarita, AZ	25,259	Sunnyvale, CA	140,081
Scottsdale, AZ	217,385	Temecula, CA	100,097
Sedona, AZ	10,031	Thousand Oaks, CA	126,683
Surprise, AZ	117,517	Visalia, CA	124,442
Tempe, AZ	161,719	Walnut Creek, CA	64,173
Yuma, AZ	93,064	Adams County, CO	441,603
Yuma County, AZ	195,751	Arapahoe County, CO	572,003
Apple Valley, CA	69,135	Archuleta County, CO	12,084
Benicia, CA	26,997	Arvada, CO	106,433
Brea, CA	39,282	Aspen, CO	6,658
Brisbane, CA	4,282	Aurora, CO	325,078
Burlingame, CA	28,806	Boulder, CO	97,385
Citrus Heights, CA	83,301	Boulder County, CO	294,567
Clovis, CA	95,631	Broomfield, CO	55,889
Concord, CA	122,067	Castle Pines, CO	10,360
Coronado, CA	18,912	Castle Rock, CO	48,231
Cupertino, CA	58,302	Centennial, CO	100,377
Davis, CA	65,622	Clear Creek County, CO	9,088
Dublin, CA	46,036	Colorado Springs, CO	416,427
El Cerrito, CA	23,549	Commerce City, CO	45,913
Elk Grove, CA	153,015	Craig, CO	9,464

Crested Butte, CO .....	1,487	Cape Coral, FL .....	154,305
Denver, CO.....	600,158	Charlotte County, FL .....	159,978
Douglas County, CO .....	285,465	Clearwater, FL.....	107,685
Eagle County, CO.....	52,197	Collier County, FL.....	321,520
Edgewater, CO .....	5,170	Cooper City, FL.....	28,547
El Paso County, CO.....	622,263	Dade City, FL.....	6,437
Englewood, CO.....	30,255	Dania Beach, FL.....	29,639
Erie, CO .....	18,135	Daytona Beach, FL.....	61,005
Estes Park, CO.....	5,858	Delray Beach, FL.....	60,522
Fort Collins, CO .....	143,986	Destin, FL .....	12,305
Frisco, CO.....	2,683	Escambia County, FL.....	297,619
Fruita, CO .....	12,646	Gainesville, FL .....	124,354
Georgetown, CO.....	1,034	Hillsborough County, FL .....	1,229,226
Gilpin County, CO.....	5,441	Jupiter, FL .....	55,156
Golden, CO .....	18,867	Lee County, FL.....	618,754
Grand County, CO.....	14,843	Martin County, FL.....	146,318
Greeley, CO.....	92,889	Miami Beach, FL.....	87,779
Gunnison County, CO.....	15,324	North Palm Beach, FL .....	12,015
Highlands Ranch, CO.....	96,713	Oakland Park, FL .....	41,363
Hudson, CO.....	2,356	Ocala, FL .....	56,315
Jackson County, CO .....	1,394	Oviedo, FL.....	33,342
Jefferson County, CO.....	534,543	Palm Bay, FL.....	103,190
Lafayette, CO .....	24,453	Palm Beach County, FL .....	1,320,134
Lakewood, CO.....	142,980	Palm Coast, FL .....	75,180
Larimer County, CO .....	299,630	Panama City, FL .....	36,484
Littleton, CO .....	41,737	Pasco County, FL .....	464,697
Lone Tree, CO.....	10,218	Pinellas County, FL .....	916,542
Longmont, CO .....	86,270	Port Orange, FL.....	56,048
Louisville, CO .....	18,376	Port St. Lucie, FL.....	164,603
Loveland, CO.....	66,859	Sanford, FL.....	53,570
Mesa County, CO.....	146,723	Sarasota, FL.....	51,917
Montrose, CO .....	19,132	Sarasota County, FL.....	379,448
Northglenn, CO .....	35,789	St. Cloud, FL .....	35,183
Park County, CO .....	16,206	Titusville, FL .....	43,761
Parker, CO .....	45,297	Winter Garden, FL .....	34,568
Pitkin County, CO .....	17,148	Albany, GA.....	77,434
Pueblo, CO .....	106,595	Alpharetta, GA .....	57,551
Rifle, CO .....	9,172	Cartersville, GA.....	19,731
Salida, CO.....	5,236	Conyers, GA .....	15,195
Summit County, CO.....	27,994	Decatur, GA.....	19,335
Teller County, CO .....	23,350	McDonough, GA .....	22,084
Thornton, CO.....	118,772	Peachtree City, GA.....	34,364
Vail, CO.....	5,305	Roswell, GA.....	88,346
Westminster, CO.....	106,114	Sandy Springs, GA .....	93,853
Wheat Ridge, CO .....	30,166	Savannah, GA .....	136,286
Windsor, CO.....	18,644	Smyrna, GA .....	51,271
Coventry, CT.....	2,990	Snellville, GA.....	18,242
Hartford, CT.....	124,775	Suwanee, GA.....	15,355
Windsor, CT.....	29,044	Valdosta, GA.....	54,518
Dover, DE .....	36,047	Honolulu, HI .....	953,207
Milford, DE .....	9,559	Altoona, IA.....	14,541
Rehoboth Beach, DE .....	1,327	Ames, IA .....	58,965
Brevard County, FL.....	543,376	Ankeny, IA.....	45,582



Bettendorf, IA.....	33,217	Garden City, KS.....	26,658
Cedar Falls, IA.....	39,260	Gardner, KS.....	19,123
Cedar Rapids, IA.....	126,326	Johnson County, KS.....	544,179
Clive, IA.....	15,447	Lawrence, KS.....	87,643
Davenport, IA.....	99,685	Merriam, KS.....	11,003
Des Moines, IA.....	203,433	Mission, KS.....	9,323
Dubuque, IA.....	57,637	Olathe, KS.....	125,872
Indianola, IA.....	14,782	Roeland Park, KS.....	6,731
Muscatine, IA.....	22,886	Shawnee, KS.....	62,209
Urbandale, IA.....	39,463	Wichita, KS.....	382,368
West Des Moines, IA.....	56,609	Bowling Green, KY.....	58,067
Boise, ID.....	205,671	Paducah, KY.....	25,024
Hailey, ID.....	7,960	New Orleans, LA.....	343,829
Jerome, ID.....	10,890	Andover, MA.....	8,762
Meridian, ID.....	75,092	Barnstable, MA.....	45,193
Moscow, ID.....	23,800	Bedford, MA.....	13,320
Pocatello, ID.....	54,255	Burlington, MA.....	24,498
Post Falls, ID.....	27,574	Cambridge, MA.....	105,162
Twin Falls, ID.....	44,125	Concord, MA.....	17,668
Batavia, IL.....	26,045	Holden, MA.....	17,346
Bloomington, IL.....	76,610	Needham, MA.....	28,886
Centralia, IL.....	13,032	Shrewsbury, MA.....	35,608
Collinsville, IL.....	25,579	Southborough, MA.....	9,767
Crystal Lake, IL.....	40,743	Wrentham, MA.....	10,955
DeKalb, IL.....	43,862	Annapolis, MD.....	38,394
Elmhurst, IL.....	44,121	Baltimore, MD.....	620,961
Evanston, IL.....	74,486	Baltimore County, MD.....	805,029
Freeport, IL.....	25,638	Dorchester County, MD.....	32,618
Highland Park, IL.....	29,763	Gaithersburg, MD.....	59,933
Lincolnwood, IL.....	12,590	La Plata, MD.....	8,753
Lyons, IL.....	10,729	Montgomery County, MD.....	971,777
Naperville, IL.....	141,853	Prince George's County, MD.....	863,420
Normal, IL.....	52,497	Rockville, MD.....	61,209
Oak Park, IL.....	51,878	Takoma Park, MD.....	16,715
O'Fallon, IL.....	28,281	Freeport, ME.....	1,485
Orland Park, IL.....	56,767	Lewiston, ME.....	36,592
Palatine, IL.....	68,557	Saco, ME.....	18,482
Park Ridge, IL.....	37,480	Scarborough, ME.....	4,403
Peoria County, IL.....	186,494	South Portland, ME.....	25,002
Riverside, IL.....	8,875	Ann Arbor, MI.....	113,934
Rockford Park District, IL.....	152,871	Battle Creek, MI.....	52,347
Sherman, IL.....	4,148	Bloomfield Hills, MI.....	3,869
Shorewood, IL.....	15,615	Delhi Township, MI.....	25,877
Skokie, IL.....	64,784	East Lansing, MI.....	48,579
Sugar Grove, IL.....	8,997	Escanaba, MI.....	12,616
Wilmington, IL.....	5,724	Farmington Hills, MI.....	79,740
Brownsburg, IN.....	21,285	Flushing, MI.....	8,389
Fishers, IN.....	76,794	Gladstone, MI.....	4,973
Munster, IN.....	23,603	Holland, MI.....	33,051
Noblesville, IN.....	51,969	Howell, MI.....	9,489
Arkansas City, KS.....	12,415	Hudsonville, MI.....	7,116
Auburn, KS.....	6,844	Jackson County, MI.....	160,248
Fairway, KS.....	3,882	Kalamazoo, MI.....	74,262

Kalamazoo County, MI.....	250,331	Jefferson City, MO .....	43,079
Meridian Charter Township, MI.....	39,688	Lee's Summit, MO .....	91,364
Midland, MI .....	41,863	Maryland Heights, MO .....	27,472
Novi, MI.....	55,224	Platte City, MO .....	4,691
Oakland Township, MI.....	16,779	Raymore, MO .....	19,206
Otsego County, MI.....	24,164	Richmond Heights, MO .....	8,603
Petoskey, MI.....	5,670	Riverside, MO.....	2,937
Port Huron, MI .....	30,184	Rolla, MO .....	19,559
Rochester, MI .....	12,711	Wentzville, MO .....	29,070
Royal Oak, MI.....	57,236	Billings, MT .....	104,170
South Haven, MI .....	4,403	Bozeman, MT .....	37,280
Sterling Heights, MI.....	129,699	Missoula, MT .....	66,788
Whitewater Township, MI .....	2,597	Asheville, NC.....	83,393
Albert Lea, MN.....	18,016	Cabarrus County, NC .....	178,011
Beltrami County, MN .....	44,442	Cary, NC.....	135,234
Blaine, MN.....	57,186	Chapel Hill, NC .....	57,233
Bloomington, MN .....	82,893	Charlotte, NC.....	731,424
Carver County, MN .....	91,042	Davidson, NC .....	10,944
Chanhassen, MN .....	22,952	Durham, NC .....	228,330
Coon Rapids, MN.....	61,476	High Point, NC .....	104,371
Dakota County, MN .....	398,552	Hillsborough, NC.....	6,087
Duluth, MN.....	86,265	Huntersville, NC.....	46,773
East Grand Forks, MN .....	8,601	Indian Trail, NC .....	33,518
Eden Prairie, MN.....	60,797	Mecklenburg County, NC .....	919,628
Edina, MN .....	47,941	Mooresville, NC.....	32,711
Elk River, MN.....	22,974	Pinehurst, NC .....	13,124
Fridley, MN.....	27,208	Stallings, NC .....	13,831
Hutchinson, MN .....	14,178	Wake Forest, NC.....	30,117
Inver Grove Heights, MN .....	33,880	Weddington, NC.....	9,459
Lakeville, MN.....	55,954	Wilmington, NC .....	106,476
Mankato, MN.....	39,309	Winston-Salem, NC.....	229,617
Maple Grove, MN .....	61,567	Wahpeton, ND .....	7,766
Mayer, MN.....	1,749	Grand Island, NE.....	48,520
Minneapolis, MN .....	382,578	La Vista, NE .....	15,758
New Brighton, MN.....	21,456	Lincoln, NE .....	258,379
Olmsted County, MN .....	144,248	Papillion, NE.....	18,894
Plymouth, MN.....	70,576	Brookline, NH .....	4,991
Savage, MN.....	26,911	Dover, NH.....	29,987
Scott County, MN.....	129,928	Lebanon, NH .....	13,151
Shorewood, MN.....	7,307	Lyme, NH .....	1,716
St. Cloud, MN .....	65,842	Summit, NJ .....	21,457
St. Louis County, MN .....	200,226	Albuquerque, NM.....	545,852
St. Louis Park, MN.....	45,250	Farmington, NM.....	45,877
Washington County, MN.....	238,136	Las Cruces, NM.....	97,618
Woodbury, MN.....	61,961	Los Alamos County, NM .....	17,950
Blue Springs, MO .....	52,575	Rio Rancho, NM .....	87,521
Branson, MO.....	10,520	San Juan County, NM.....	130,044
Cape Girardeau, MO.....	37,941	Carson City, NV .....	55,274
Clay County, MO .....	221,939	Henderson, NV .....	257,729
Clayton, MO .....	15,939	North Las Vegas, NV.....	216,961
Columbia, MO.....	108,500	Reno, NV .....	225,221
Ellisville, MO .....	9,133	Sparks, NV.....	90,264
Harrisonville, MO .....	10,019	Washoe County, NV .....	421,407

Geneva, NY .....	13,261	Rapid City, SD .....	67,956
New York City, NY.....	8,175,133	Sioux Falls, SD .....	153,888
Ogdensburg, NY .....	11,128	Bristol, TN .....	26,702
Blue Ash, OH.....	12,114	Cookeville, TN.....	30,435
Delaware, OH.....	34,753	Germantown, TN.....	38,844
Dublin, OH.....	41,751	Johnson City, TN.....	63,152
Hamilton, OH.....	62,477	Morristown, TN .....	29,137
Hudson, OH .....	22,262	Nashville, TN.....	601,222
Kettering, OH.....	56,163	Sevierville, TN .....	14,807
Orange Village, OH .....	3,323	White House, TN.....	10,255
Piqua, OH.....	20,522	Arlington, TX .....	365,438
Springboro, OH.....	17,409	Austin, TX.....	790,390
Sylvania Township, OH .....	18,965	Baytown, TX .....	71,802
Upper Arlington, OH .....	33,771	Benbrook, TX.....	21,234
Westerville, OH .....	36,120	Bryan, TX.....	76,201
Broken Arrow, OK.....	98,850	Burleson, TX .....	36,690
Edmond, OK .....	81,405	College Station, TX.....	93,857
Norman, OK .....	110,925	Colleyville, TX .....	22,807
Oklahoma City, OK.....	579,999	Corpus Christi, TX.....	305,215
Stillwater, OK.....	45,688	Cross Roads, TX .....	1,563
Tulsa, OK .....	391,906	Dallas, TX .....	1,197,816
Albany, OR .....	50,158	Denton, TX .....	113,383
Ashland, OR.....	20,078	Duncanville, TX .....	38,524
Bend, OR .....	76,639	El Paso, TX.....	649,121
Corvallis, OR.....	54,462	Flower Mound, TX .....	64,669
Forest Grove, OR .....	21,083	Fort Worth, TX .....	741,206
Hermiston, OR.....	16,745	Galveston, TX .....	47,743
Jackson County, OR .....	203,206	Georgetown, TX.....	47,400
Keizer, OR .....	36,478	Houston, TX.....	2,099,451
Lake Oswego, OR .....	36,619	Hurst, TX.....	37,337
Lane County, OR.....	351,715	Hutto, TX .....	14,698
McMinnville, OR .....	32,187	La Porte, TX .....	33,800
Medford, OR .....	74,907	League City, TX.....	83,560
Portland, OR .....	583,776	McAllen, TX.....	129,877
Springfield, OR.....	59,403	McKinney, TX .....	131,117
Tualatin, OR.....	26,054	New Braunfels, TX .....	57,740
Umatilla, OR.....	6,906	Plano, TX .....	259,841
Wilsonville, OR.....	19,509	Round Rock, TX .....	99,887
Chambersburg, PA .....	20,268	Rowlett, TX .....	56,199
Cranberry Township, PA .....	28,098	San Antonio, TX .....	1,327,407
Cumberland County, PA.....	235,406	San Marcos, TX .....	44,894
Kennett Square, PA.....	6,072	Southlake, TX.....	26,575
Kutztown Borough, PA .....	5,012	Sugar Land, TX.....	78,817
Lower Providence Township, PA.....	25,436	Temple, TX .....	66,102
Peters Township, PA.....	21,213	The Woodlands, TX .....	93,847
Radnor Township, PA.....	31,531	Tomball, TX .....	10,753
State College, PA.....	42,034	Tyler, TX .....	96,900
Upper Merion Township, PA.....	28,395	Watauga, TX .....	23,497
West Chester, PA.....	18,461	Westlake, TX.....	992
East Providence, RI.....	47,037	Park City, UT .....	7,558
Newport, RI.....	24,672	Provo, UT .....	112,488
Greer, SC .....	25,515	Riverdale, UT.....	8,426
Rock Hill, SC.....	66,154	Salt Lake City, UT .....	186,440

Sandy, UT .....	87,461	Gig Harbor, WA.....	7,126
Saratoga Springs, UT .....	17,781	Hoquiam, WA.....	8,726
Springville, UT .....	29,466	Kenmore, WA .....	20,460
Washington City, UT.....	18,761	Kirkland, WA .....	48,787
Albemarle County, VA .....	98,970	Lynnwood, WA.....	35,836
Arlington County, VA.....	207,627	Maple Valley, WA.....	22,684
Ashland, VA.....	7,225	Mountlake Terrace, WA .....	19,909
Botetourt County, VA .....	33,148	Pasco, WA .....	59,781
Charlottesville, VA .....	43,475	Redmond, WA .....	54,144
Chesapeake, VA .....	222,209	Renton, WA .....	90,927
Chesterfield County, VA.....	316,236	Sammamish, WA .....	45,780
Fredericksburg, VA.....	24,286	SeaTac, WA .....	26,909
Hampton, VA.....	137,436	Shoreline, WA .....	53,007
Hanover County, VA.....	99,863	Snoqualmie, WA.....	10,670
Herndon, VA.....	23,292	Spokane Valley, WA .....	89,755
James City County, VA .....	67,009	Tacoma, WA.....	198,397
Lexington, VA .....	7,042	Tacoma Public Works, 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
Norfolk, VA.....	242,803	Yakima, WA.....	91,067
Prince William County, VA .....	402,002	Chippewa Falls, WI.....	13,661
Purcellville, VA .....	7,727	Columbus, WI.....	4,991
Radford, VA .....	16,408	De Pere, WI .....	23,800
Reston, VA .....	58,404	Eau Claire, WI.....	65,883
Roanoke, VA .....	97,032	Grafton, WI.....	11,459
Spotsylvania County, VA .....	122,397	Madison, WI .....	233,209
Virginia Beach, VA.....	437,994	Merrill, WI .....	9,661
Williamsburg, VA.....	14,068	Oshkosh, WI.....	66,083
York County, VA .....	65,464	Racine, WI .....	78,860
Montpelier, VT .....	7,855	River Falls, WI.....	15,000
Airway Heights, WA.....	6,114	Wauwatosa, WI .....	46,396
Auburn, WA.....	70,180	Wind Point, WI .....	1,723
Bellevue, WA.....	122,363	Casper, WY.....	55,316
Clark County, WA .....	425,363	Cheyenne, WY.....	59,466
Edmonds, WA .....	39,709	Gillette, WY .....	29,087
Federal Way, WA.....	89,306		

## NEW ENGLAND BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall quality of life in Hopkinton	78	3	17	Much above
Your neighborhood as place to live	81	2	9	Much above
Hopkinton as a place to live	83	2	13	Much above
Recommend living in Hopkinton to someone who asks	94	3	7	Above
Remain in Hopkinton for the next five years	89	2	7	Much above

Community Transportation Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ease of car travel in Hopkinton	49	7	9	Much below
Ease of bus travel in Hopkinton	22	7	7	Much below
Ease of bicycle travel in Hopkinton	37	7	9	Much below
Ease of walking in Hopkinton	45	8	9	Much below
Availability of paths and walking trails	55	5	7	Below
Traffic flow on major streets	30	7	7	Much below

Frequency of Bus Use Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ridden a local bus within Hopkinton	6	8	8	Much less

Drive Alone Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	76	2	6	More

Transportation and Parking Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Street repair	45	9	15	Below
Street cleaning	55	5	9	Similar
Street lighting	49	9	11	Much below
Snow removal	67	4	13	Much above
Sidewalk maintenance	53	4	11	Above
Traffic signal timing	50	6	7	Below
Bus or transit services	31	7	8	Much below
Amount of public parking	37	8	9	Much below

Housing Characteristics Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality housing	33	8	10	Below
Variety of housing options	48	4	7	Similar

Housing Costs Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	38	2	6	More

Built Environment Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Quality of new development in Hopkinton	53	3	8	Similar
Overall appearance of Hopkinton	68	4	13	Above

Population Growth Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Population growth seen as too fast	52	1	8	Much more

Nuisance Problems Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	5	6	8	Similar

Planning and Community Code Enforcement Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Land use, planning and zoning	46	8	10	Similar
Code enforcement (weeds, abandoned buildings, etc.)	51	2	7	Above
Animal control	60	8	11	Similar

Economic Sustainability and Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Employment opportunities	39	6	10	Similar
Shopping opportunities	31	8	9	Much below
Hopkinton as a place to work	63	5	12	Much above
Overall quality of business and service establishments in Hopkinton	47	6	6	Much below

Economic Development Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Economic development	45	8	12	Below

Job and Retail Growth Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Retail growth seen as too slow	49	3	8	Much more
Jobs growth seen as too slow	65	6	8	Much less

Personal Economic Future Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Positive impact of economy on household income	24	1	8	Much above

Community and Personal Public Safety Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
In your neighborhood during the day	96	2	9	Above
In your neighborhood after dark	88	2	9	Much above
In Hopkinton's downtown area during the day	98	1	9	Much above
In Hopkinton's downtown area after dark	89	2	9	Much above
Violent crime (e.g., rape, assault, robbery)	91	2	9	Much above
Property crimes (e.g., burglary, theft)	75	4	10	Above
Environmental hazards, including toxic waste	84	2	6	Similar

Crime Victimization and Reporting Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Victim of crime	5	8	8	Similar
Reported crimes	97	1	8	Much more



Public Safety Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Police services	82	3	18	Much above
Fire services	87	2	16	Much above
Ambulance or emergency medical services	88	2	14	Much above
Crime prevention	77	3	11	Much above
Fire prevention and education	78	2	11	Above
Traffic enforcement	64	2	11	Above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	68	1	6	Much above

Contact with Police and Fire Departments Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with the Town of Hopkinton Police Department	45	Not available	Not available	Not available
Overall impression of most recent contact with the Town of Hopkinton Police Department	78	Not available	Not available	Not available
Had contact with the Town of Hopkinton Fire Department	27	Not available	Not available	Not available
Overall impression of most recent contact with the Town of Hopkinton Fire Department	90	Not available	Not available	Not available

Community Environment Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cleanliness of Hopkinton	74	2	7	Above
Quality of overall natural environment in Hopkinton	77	1	6	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	62	3	7	Similar
Air quality	74	2	9	Much above

Frequency of Recycling Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	92	4	8	More

Utility Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Power (electric and/or gas) utility	67	Not available	Not available	Not available
Sewer services	69	3	8	Above
Drinking water	70	5	10	Above
Storm drainage	61	3	8	Much above
Recycling	74	3	9	Above
Garbage collection	75	3	8	Much above

Community Recreational Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recreation opportunities	61	4	9	Similar

Participation in Parks and Recreation Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Hopkinton recreation centers	59	2	6	Much more
Participated in a recreation program or activity	57	3	8	Much more
Visited a neighborhood park or Town park	88	1	8	Much more

Parks and Recreation Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Town parks	75	4	9	Much above
Recreation programs or classes	68	6	10	Similar
Recreation centers or facilities	59	4	7	Similar

Cultural and Educational Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to attend cultural activities	43	10	10	Much below
Educational opportunities	68	3	8	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Hopkinton public libraries or their services	71	5	8	Less

Cultural and Educational Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Public schools	80	2	12	Much above
Public library services	67	14	15	Much below

Community Health and Wellness Access and Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality health care	47	6	9	Much below
Availability of affordable quality food	53	5	8	Below
Availability of preventive health services	48	5	5	Much below

Health and Wellness Services Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Health services	57	6	9	Below

Community Quality and Inclusiveness Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Sense of community	69	3	10	Much above
Openness and acceptance of the community toward people of diverse backgrounds	58	6	7	Below
Availability of affordable quality child care	49	3	9	Above
Hopkinton as a place to raise kids	87	2	14	Much above
Hopkinton as a place to retire	43	14	14	Much below

Services Provided for Population Subgroups Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services to seniors	70	3	11	Much above
Services to youth	57	7	10	Below
Services to low income people	47	6	8	Much below

Civic Engagement Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in community matters	67	4	6	Similar
Opportunities to volunteer	70	5	6	Similar

Participation in Civic Engagement Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	49	1	8	Much more
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	55	2	8	Much more
Volunteered your time to some group or activity in Hopkinton	57	2	8	Much more
Participated in a club or civic group in Hopkinton	42	1	6	Much more
Provided help to a friend or neighbor	95	3	5	Similar

Voter Behavior Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Registered to vote	93	2	8	Much more
Voted in last general election	85	2	8	Much more

Use of Information Sources Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Visited the Town of Hopkinton Web site	85	1	6	Much more

Local Government Media Services and Information Dissemination Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cable television	64	2	9	Much above
Public information services	65	3	9	Above

Social Engagement Opportunities Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in social events and activities	58	5	7	Similar
Opportunities to participate in religious or spiritual events and activities	67	6	6	Below

Contact with Immediate Neighbors Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	49	4	6	Similar

Public Trust Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Value of services for the taxes paid to Hopkinton	52	8	16	Similar
The overall direction that Hopkinton is taking	49	6	8	Below
Job Hopkinton government does at welcoming citizen involvement	51	4	8	Similar
Overall image or reputation of Hopkinton	77	2	9	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services provided by the Town of Hopkinton	68	4	10	Above
Services provided by the Federal Government	42	5	8	Similar
Services provided by the State Government	44	6	8	Similar
Services provided by Middlesex County Government	46	5	5	Much below

Contact with Town Employees Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with Town employee(s) in last 12 months	64	6	9	Less

Perceptions of Town Employees (Among Those Who Had Contact) Benchmarks				
	Hopkinton average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Knowledge	80	1	10	Above
Responsiveness	77	2	10	Above
Courteousness	81	1	9	Much above
Overall impression	79	1	12	Much above

## JURISDICTIONS INCLUDED IN NEW ENGLAND BENCHMARK COMPARISONS

Coventry, CT .....	2,990
Hartford, CT .....	124,775
Windsor, CT .....	29,044
Andover, MA.....	8,762
Barnstable, MA.....	45,193
Bedford, MA.....	13,320
Cambridge, MA.....	105,162
Concord, MA.....	17,668
Holden, MA .....	17,346
Needham, MA.....	28,886
Southborough, MA.....	9,767
Wrentham, MA.....	10,955
Freeport, ME.....	1,485
Lewiston, ME.....	36,592
Saco, ME .....	18,482
Scarborough, ME.....	4,403
South Portland, ME.....	25,002
Brookline, NH.....	4,991
Dover, NH .....	29,987
Hooksett, NH .....	13,451
Lebanon, NH.....	13,151
East Providence, RI.....	47,037
Newport, RI.....	24,672
Montpelier, VT .....	7,855