

2018 St. Joseph Community Survey

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Survey Findings Report

Submitted to Community Alliance of St. Joseph

by:

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June 2018



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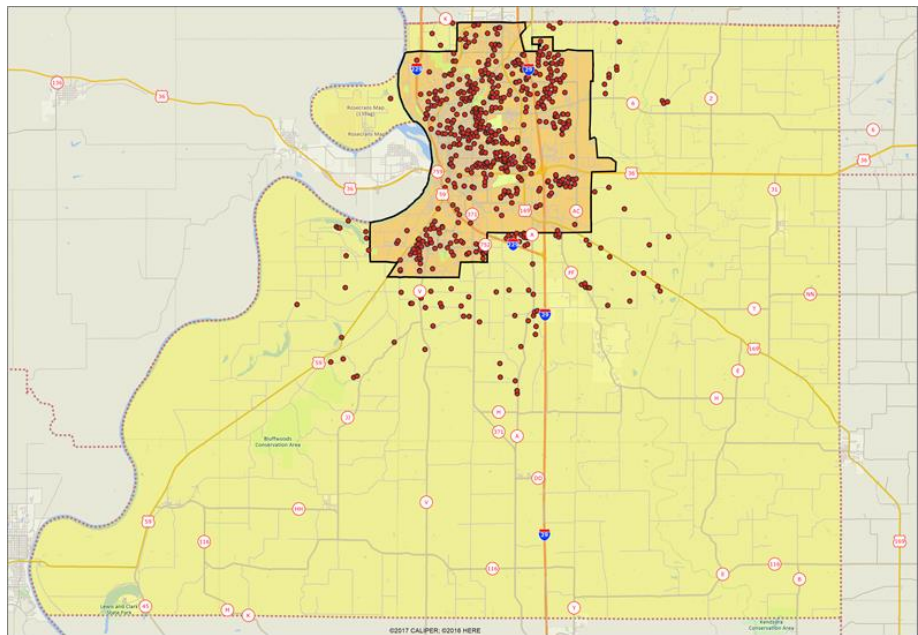
2018 St. Joseph Community Survey

Executive Summary Report

Purpose and Methodology

ETC Institute administered a fifth community survey for the Community Alliance of St. Joseph during May and June of 2018. The first survey was administered at approximately the same time in 2010. The survey was administered as part of an effort to assess citizen satisfaction with the quality of services provided by the City and County, and to gauge resident perception on many community issues, such as the livability of the community, health, education, and economic development in St. Joseph and Buchanan County. The information gathered from this survey is compared in this report to the previous survey results. A review of any changes will help community leaders review budget priorities and refine policy decisions.

Resident Survey. An eight-page survey was mailed to a random sample of households in the City of St. Joseph and surrounding Buchanan County. Of the households that received a survey, 640 completed the survey. The results for the random sample of 640 households have a 95% level of confidence with a precision of at least $\pm 3.9\%$. In order to better understand how well services are being delivered to the community, ETC Institute geocoded the home address of respondents to the survey. The map on the right shows the physical distribution of survey respondents based on the location of their home.



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from St. Joseph and Buchanan County with the results from other communities in the national and *DirectionFinder*® databases. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data

section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- a summary of the methodology for administering the survey and major findings
- benchmarking data that shows how the results compare to other communities
- importance-satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the survey instrument
- GIS maps that show the results of selected questions as maps of the community

Major Findings

- **Perceptions of the City.** Thirty-nine percent (39%) of the residents surveyed *who had an opinion* indicated that they were satisfied (rating of 4 or 5 on a 5-point scale) with St. Joseph and Buchanan County as a place to live; 37% were satisfied with the overall quality of life in the City of St. Joseph, and 37% were satisfied with the community as a place to work.
- **Most of the residents surveyed were satisfied with City services.** Two-thirds (66%) of the residents surveyed *who had an opinion* were satisfied with the City’s parks and recreation programs and facilities; 61% were satisfied with the quality of police and fire services, and 55% were satisfied with the flow of traffic congestion.
- **Services that residents thought should receive the most increase in emphasis over the next two years.** The areas that residents thought should receive the most increase in emphasis from the City of St. Joseph over the next two years were: (1) maintenance of City streets, and (2) the quality of police and fire services.
- **Public Safety.** Eighty percent (80%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of St. Joseph’s fire protection, and 60% were satisfied with the quality of St. Joseph’s environmental health inspections. Residents thought the public safety services that should receive the most additional emphasis over the next two years were the City’s efforts to prevent crime and the visibility of police in neighborhoods.
- **Feeling of Safety in the City.** Most residents (82%) surveyed *who had an opinion* felt safe at work, 78% felt safe in their neighborhood in general, and 72% felt safe in shopping areas in general.

- **Parks and Recreation.** Eighty-two percent (82%) of the residents *who had an opinion* were satisfied with the number of parkway walking and biking trails, 79% were satisfied with the number of City parks, 68% were satisfied with the maintenance of City parks, and 65% were satisfied with the quality of outdoor athletic fields. Residents thought the two areas of parks and recreation that should receive the most additional emphasis over the next two years were the maintenance of City parks and riverfront recreational development.
- **City Maintenance/Public Works.** The areas of maintenance that were rated best by residents included: maintenance of City buildings (66%), maintenance of street signs and traffic signals (62%), and snow removal on major City streets (59%). Residents were least satisfied with the condition of sidewalks (28%).
- **Codes and Ordinances.** Thirty-three percent (33%) of the residents surveyed *who had an opinion* were satisfied with enforcing maintenance of business property; 33% were satisfied with enforcing sign regulations, and 24% were satisfied with the enforcing of the mowing and trimming of lawns.

LIVABILITY

- Residents were asked about various issues that influenced their choice of where to live, and cost of living was the number one issue, followed by safety and security.
- A question was asked specifically about County services, and County fire protection law enforcement and County law enforcement were ranked highest at 58% satisfaction.
- Residents were asked about their level of agreement with various statements concerning arts, culture and museums in the area. Seventy-three percent (73%) agreed that arts, culture and museums should have an important role in development, and 44% agreed that they are very familiar with most of the arts and cultural programs offered in the St. Joseph area.

HEALTH AND WELLNESS

- Residents were given several health improvement issues and asked to rank them in order of their importance to their household, and then in the order of their willingness to personally address the issues. Residents selected access to affordable healthcare services as both the most important and as the issue that they were most willing to address.

- More than half (54%) of residents surveyed were either “very satisfied” or “satisfied” with local ambulance service. Nineteen percent (19%) indicated they were “neutral”, while 3% were dissatisfied. The remaining 24% of residents surveyed did not have an opinion about local ambulance service.
- Several volunteer opportunities were listed and residents were asked about their participation. Forty percent (40%) volunteered at church, 36% volunteered at a not-for-profit organization, and 28% volunteered at a school.
- Residents were asked about their satisfaction with the community’s response to various issues related to poverty. Residents felt the greatest concern (dissatisfaction) was with sub-standard housing as a result of poverty.

EDUCATION

- Those surveyed were asked to grade the public schools in St. Joseph; 4% gave an “A” grade, 19% gave a “B” grade, 28% gave a “C” grade, 24% gave a “D” grade, and 10% gave an “F” grade. The remaining 15% indicated “don’t know”.
- Residents were asked to indicate the level of funding in the St. Joseph School District. Twenty-seven percent (27%) indicated the district receives the right amount of funding; 54% feel there is too little funding, and 11% indicated there is too much funding. The remaining 8% of residents did not have an opinion about funding in the school district.

ECONOMIC DEVELOPMENT/QUALITY JOBS

- When asked if they would like to see additional retail business recruited to St. Joseph, 64% responded “yes”. Half (50%) of the respondents indicated they would like to see clothing stores as an additional retail business in St. Joseph.
- When asked if they felt they had adequate opportunities to pursue a job in St. Joseph, 42% responded with “yes”; 38% said “no”, and 20% did not know.
- When asked if training and educational opportunities in St. Joseph prepare residents for jobs, 51% responded with “yes”, 22% said “no”, and the remaining 27% did not know.
- Residents were satisfied with the way St. Joseph reinvests in itself by keeping basic services upgraded, with 69% being either very or somewhat satisfied.

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Maintenance of City streets (IS Rating=0.4774)

The table below shows the importance-satisfaction rating for all 13 major categories of City services that were rated.

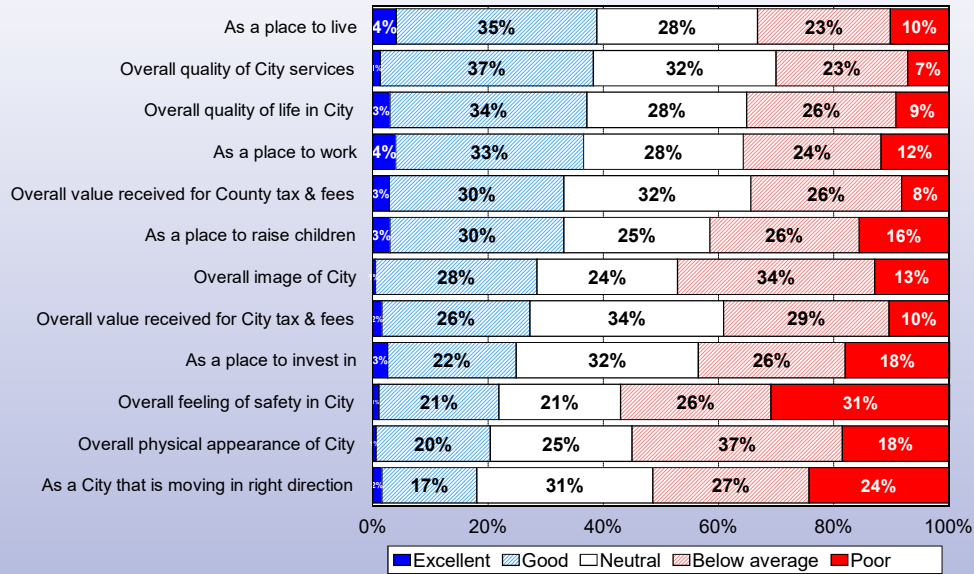
2018 Importance-Satisfaction Rating City of St. Joseph Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets	61%	1	22%	13	0.4774	1
Overall quality of police & fire services	54%	2	61%	2	0.2122	2
Overall quality of City wastewater service	30%	3	30%	10	0.2093	3
<u>High Priority (IS .10-.20)</u>						
Overall enforcement of City codes & ordinances	26%	4	30%	11	0.1834	4
How open City is to public input from residents	18%	5	22%	12	0.1373	5
Recycling opportunities	16%	7	34%	7	0.1069	6
<u>Medium Priority (IS <.10)</u>						
Effectiveness of City communication with public	12%	8	35%	6	0.0767	7
City efforts to inform about local issues	11%	11	34%	8	0.0700	8
Overall maintenance of buildings/facilities	11%	10	46%	5	0.0610	9
Quality of Parks & Recreation programs/facilities	16%	6	66%	1	0.0558	10
Overall flow of traffic & congestion	11%	9	55%	3	0.0513	11
Availability of info about City programs/services	6%	12	32%	9	0.0394	12
Quality of customer service from City employees	5%	13	50%	4	0.0245	13

Section 1

Charts and Graphs

Q1. How would you rate various issues that influence your perception of the City?

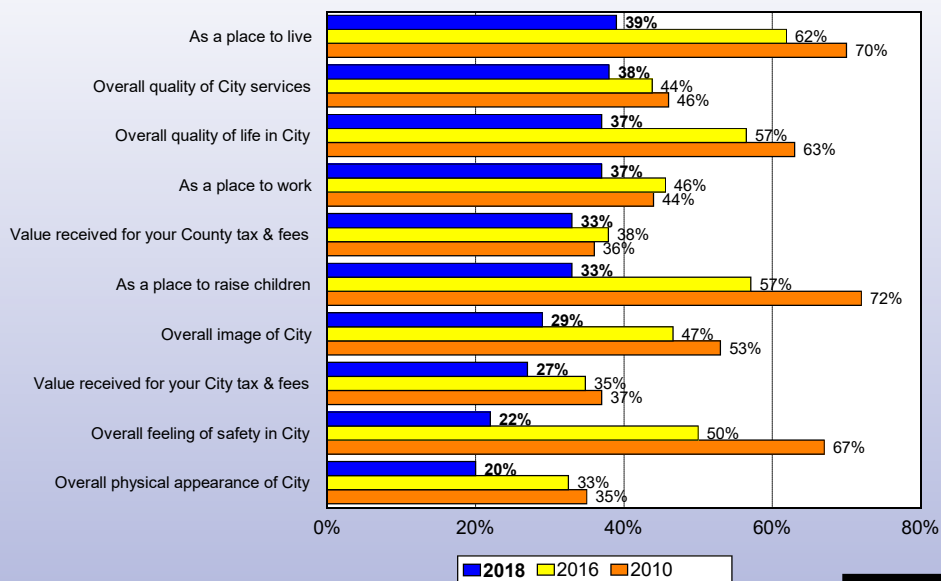
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

How would you rate various issues that influence your perception of the City? 2010, 2016, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know")

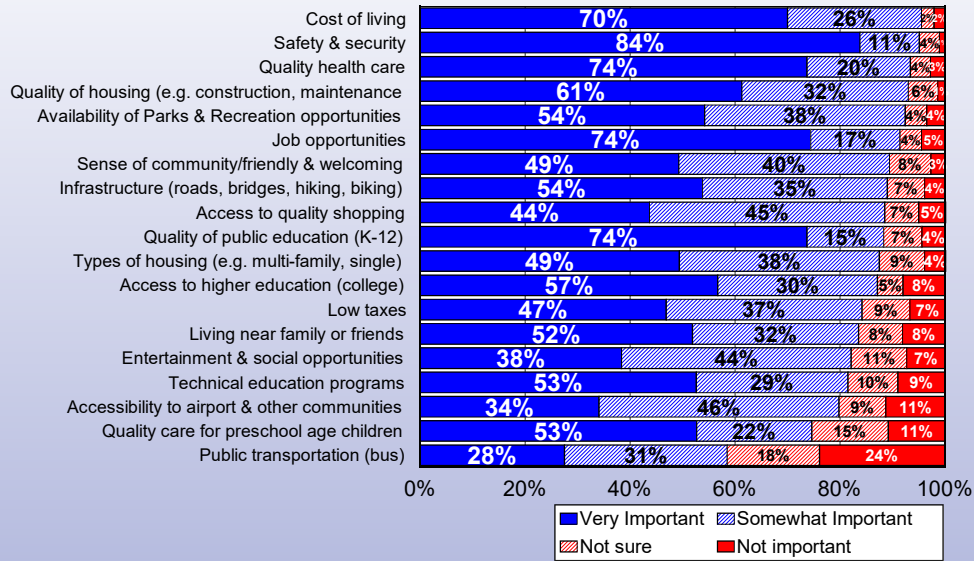


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend

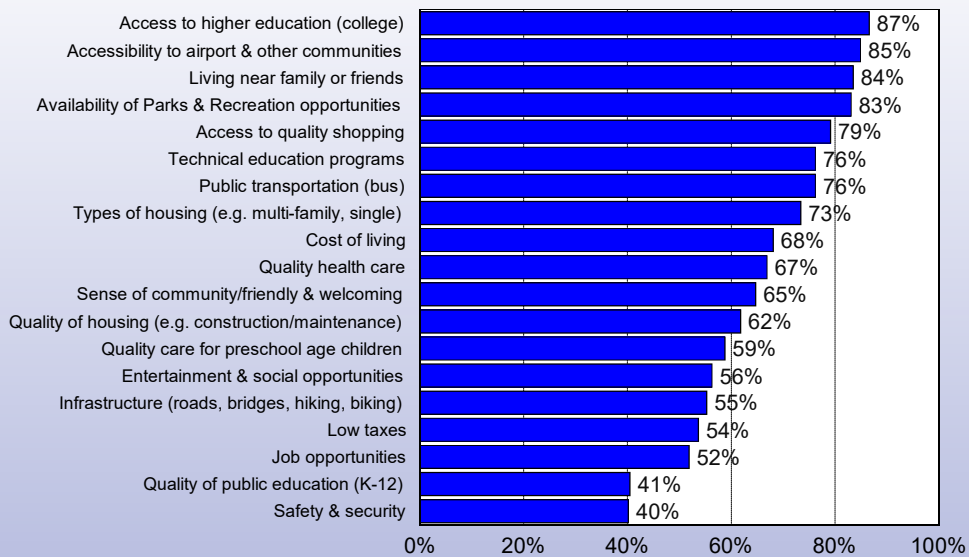
Q2. Importance of Various Reasons for Choosing to Live in St. Joseph/Buchanan County

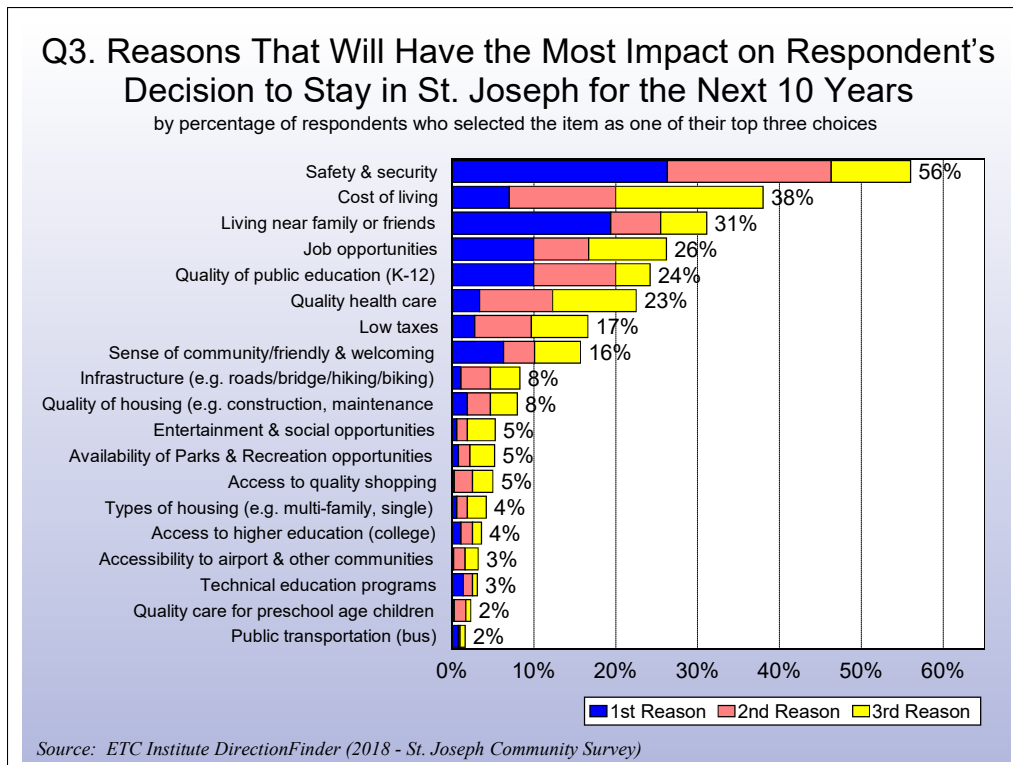
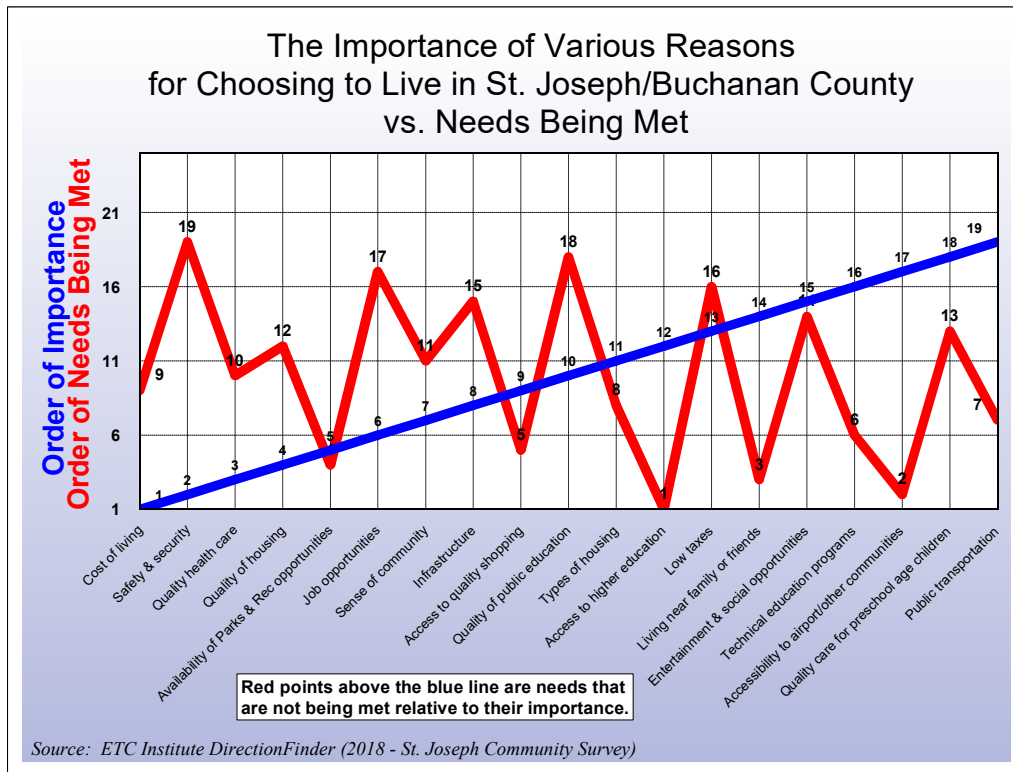
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding "Don't Know")



Q2a. Are your needs being met in St. Joseph?

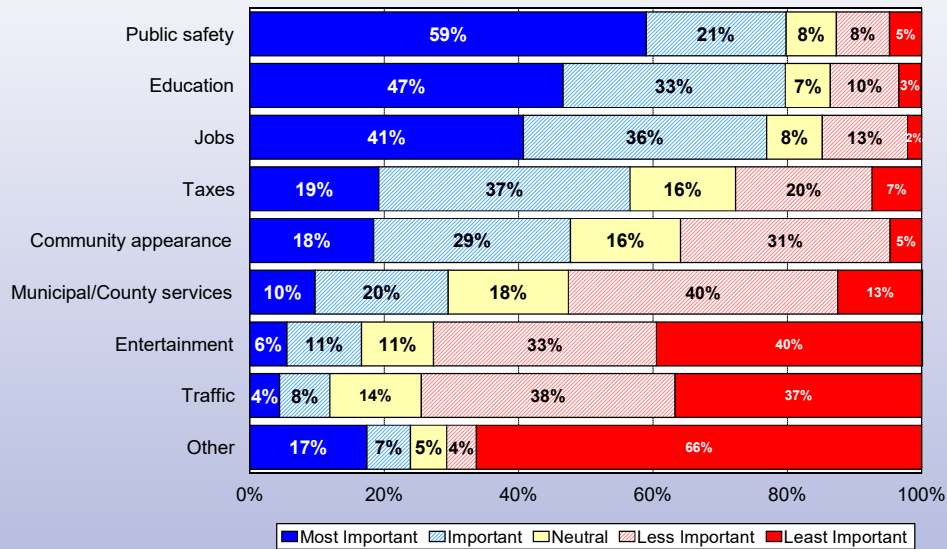
by percentage of respondents who answered "yes"





Q4. Ranking the Importance of the Issues Facing St. Joseph

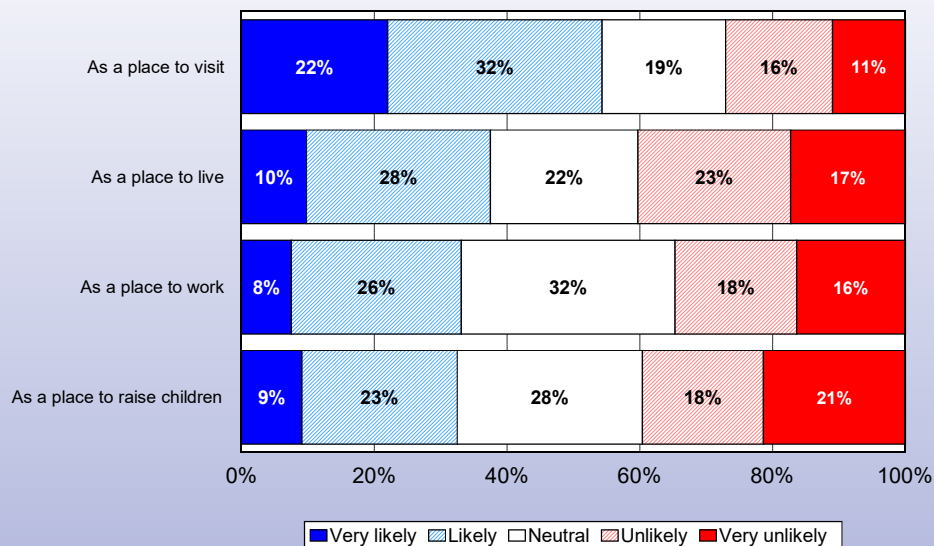
by percentage of respondents who rated the item as a 1 to 9 on a 9-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

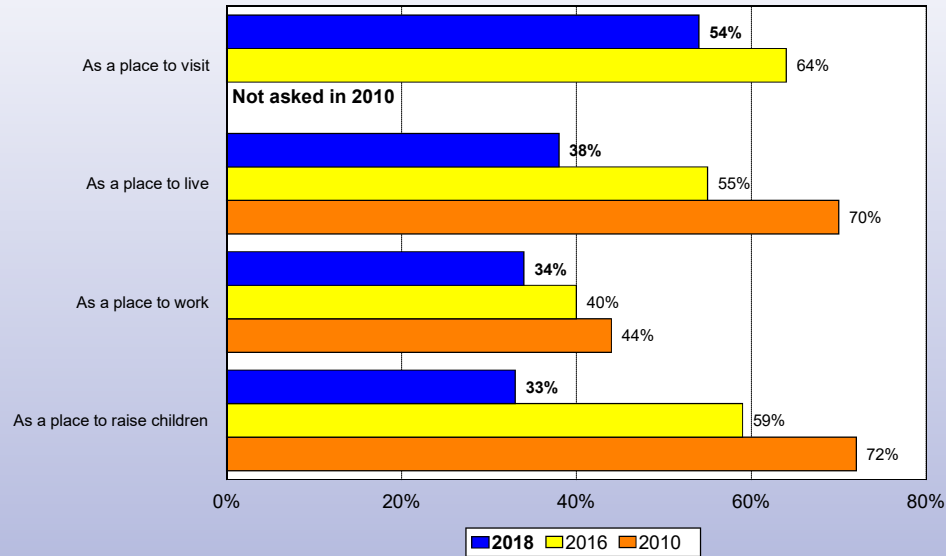
Q6. How Likely Respondent Would be to Recommend St. Joseph in the Following Scenarios

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

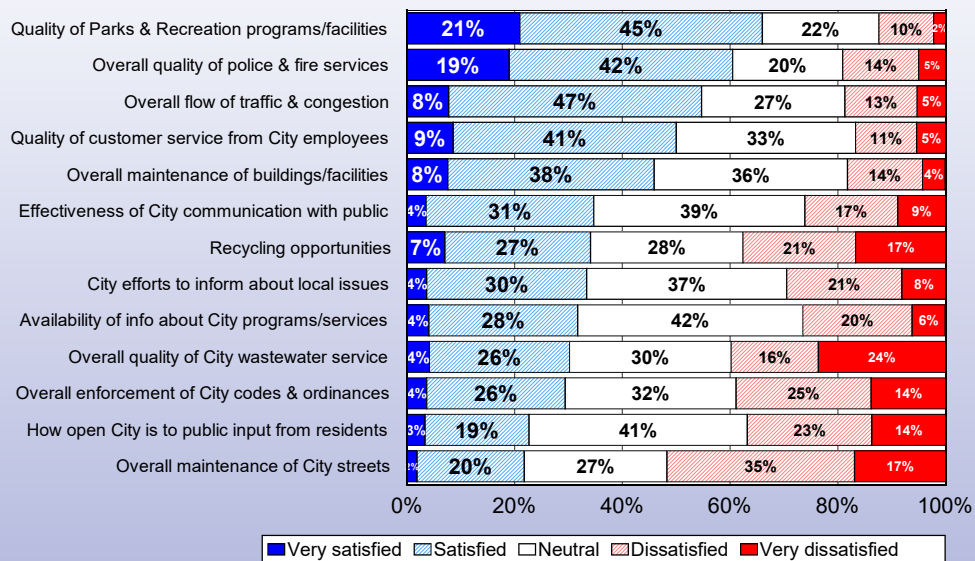
How Likely Respondent Would be to Recommend St. Joseph in the Following Scenarios 2010, 2016, & 2018



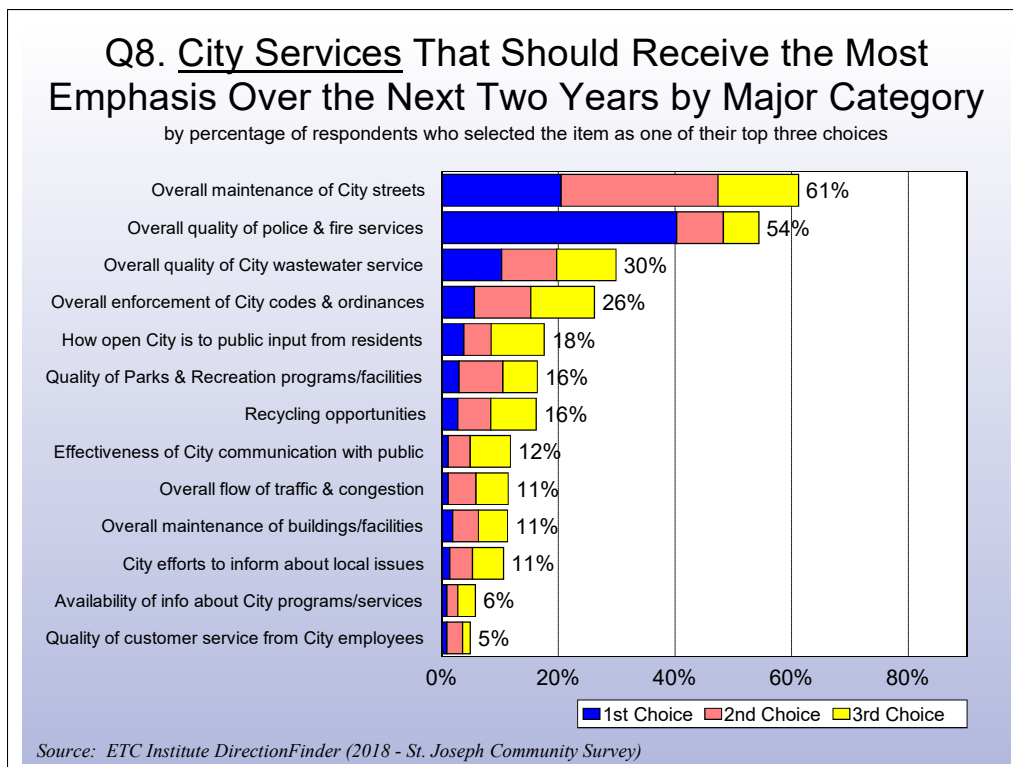
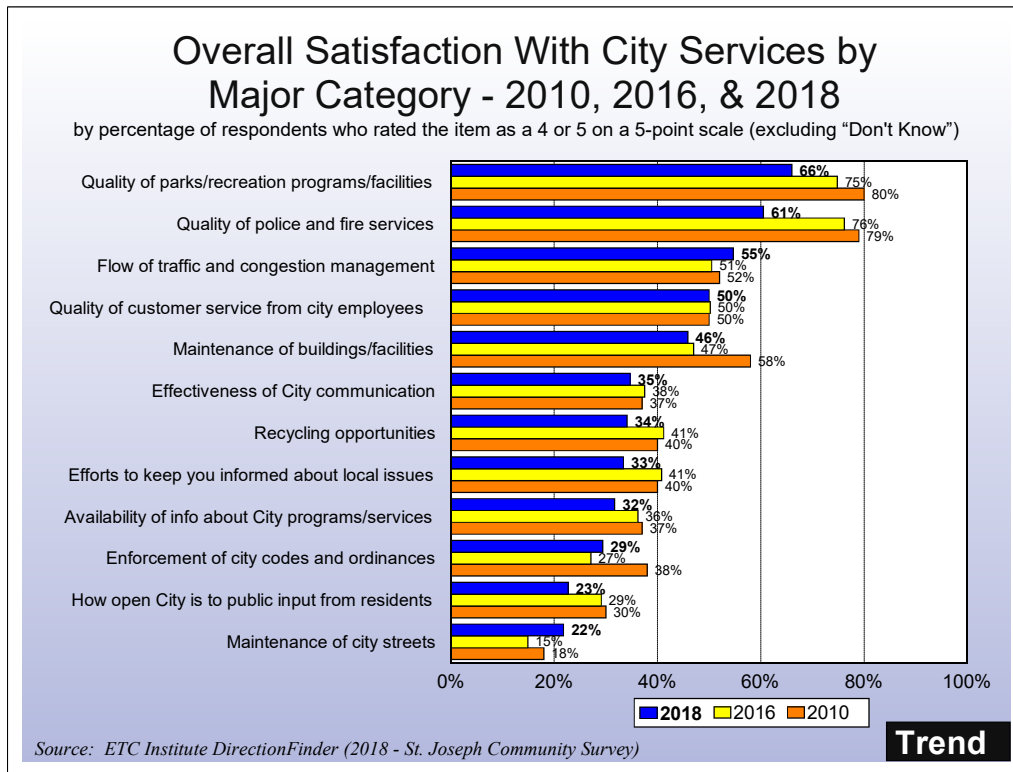
Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q7. Overall Satisfaction With City Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")

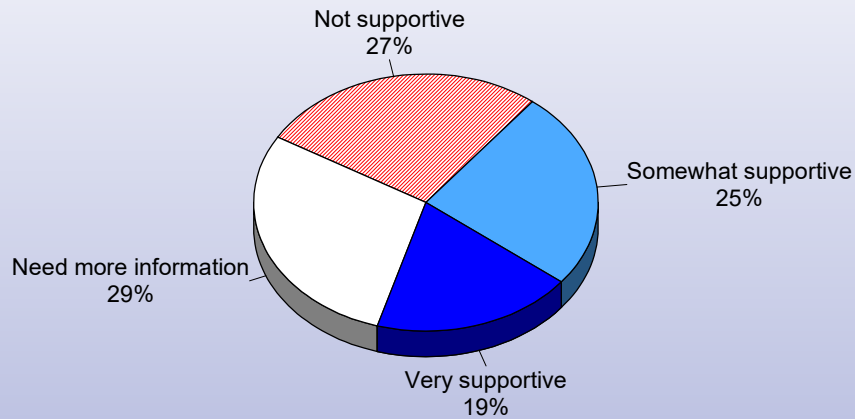


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)



Q9. How supportive would you be of investing in updating or replacing the Civic Arena?

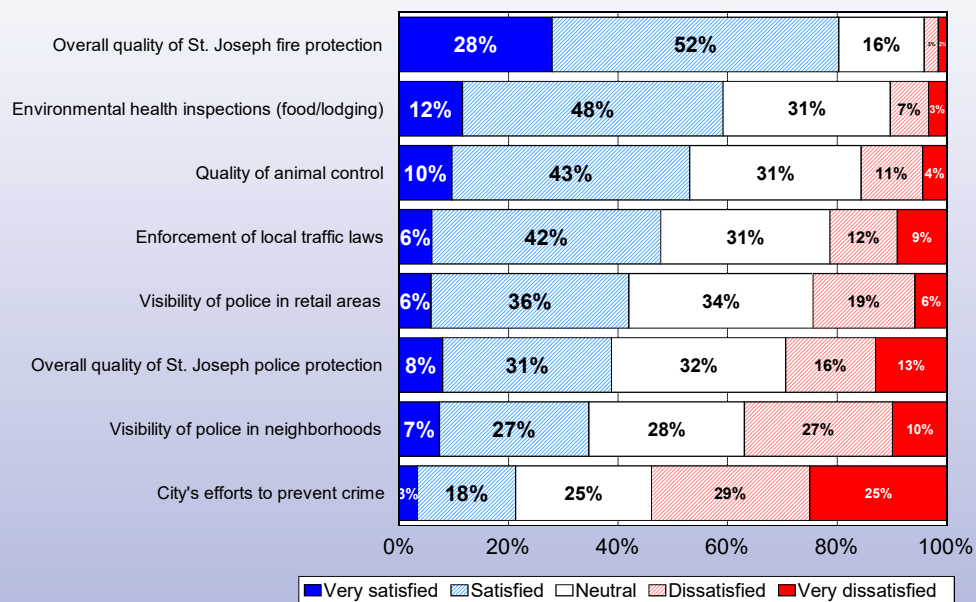
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q10. Satisfaction with Various Aspects of Public Safety

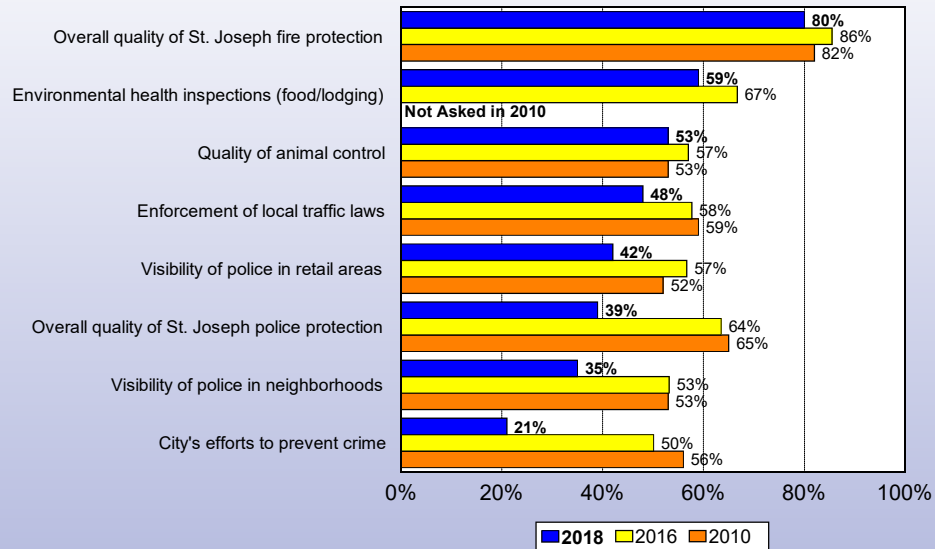
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Satisfaction with Various Aspects of Public Safety 2010, 2016, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know")

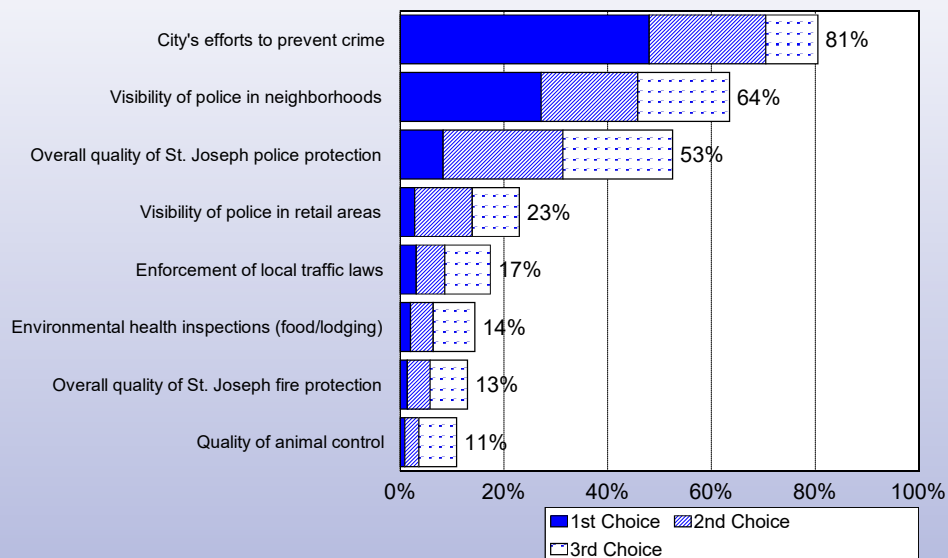


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend

Q11. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

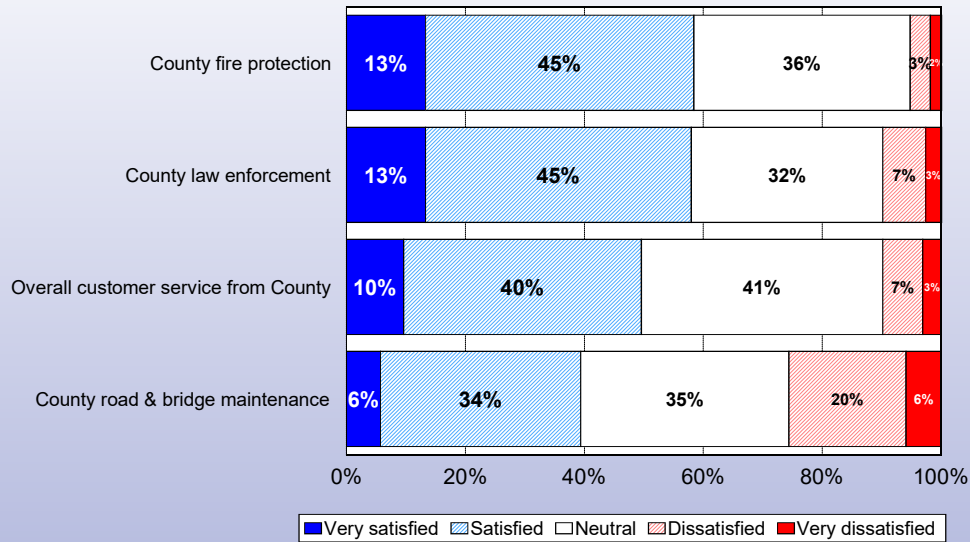
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q12. Satisfaction with Services in Buchanan County, Outside of the City

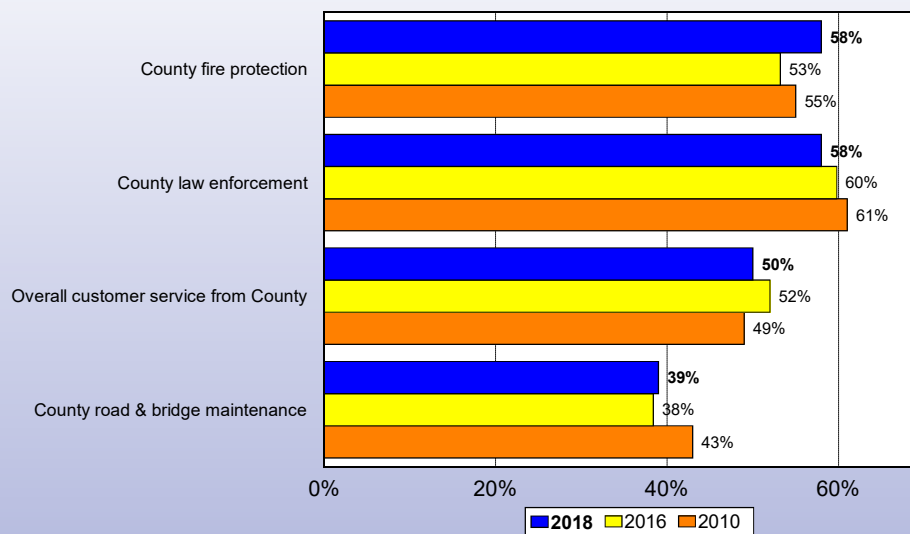
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Satisfaction with Services in Buchanan County, Outside of the City - 2010, 2016, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know")

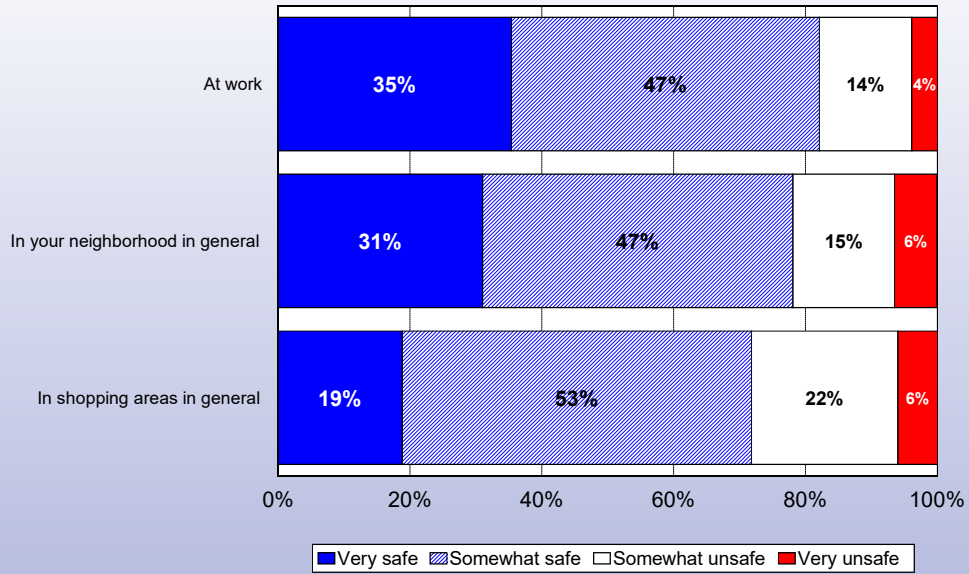


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend

Q13. Feeling of Safety in Various Situations

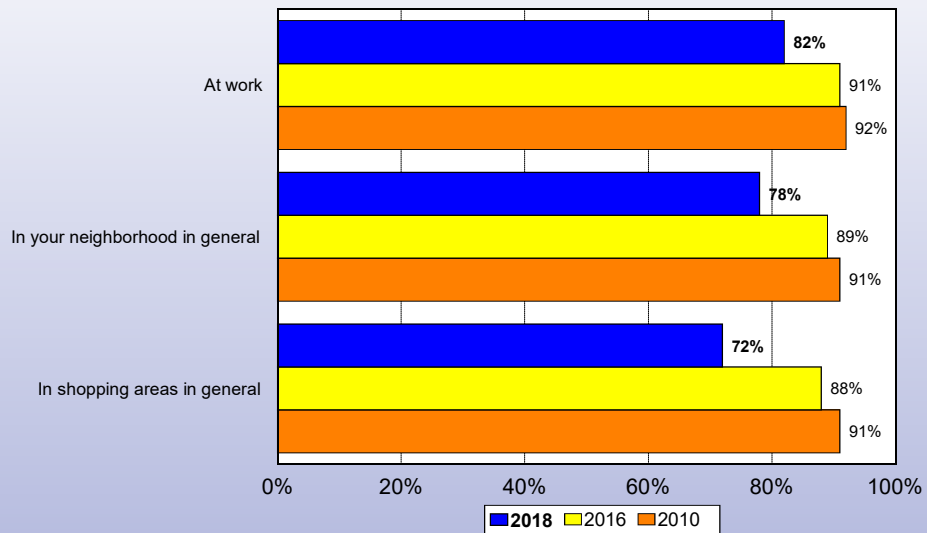
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Feeling of Safety in Various Situations 2010, 2016, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know")

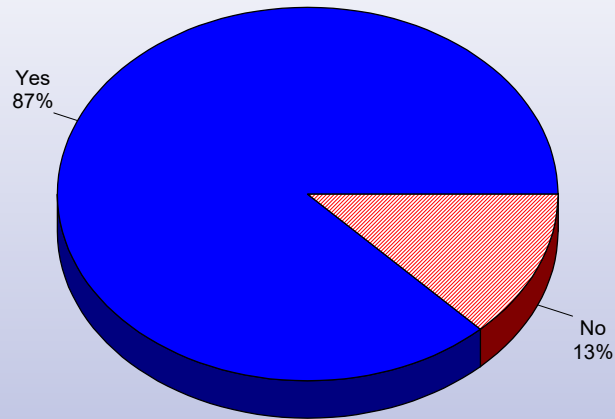


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend

Q14. Do you have access to the Internet at home?

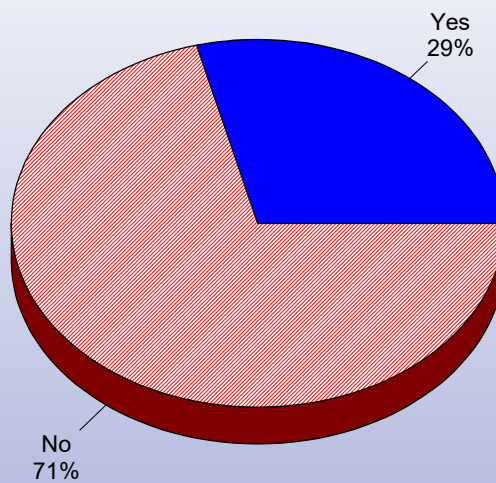
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q15. Do you reference St. Joseph Convention & Visitors Bureau website or visitors center for information?

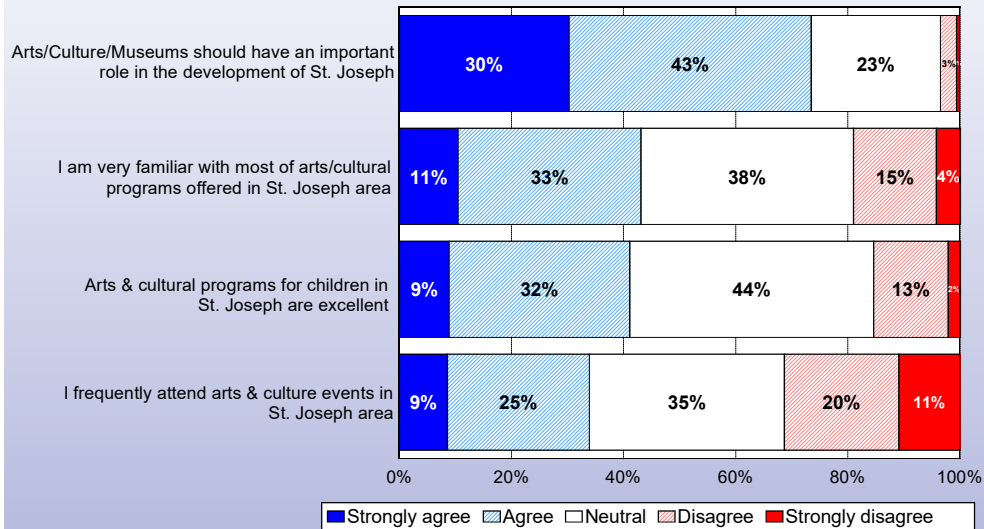
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q17. Agreement with Various Statements Regarding Arts/Culture/Museums in the St. Joseph Area

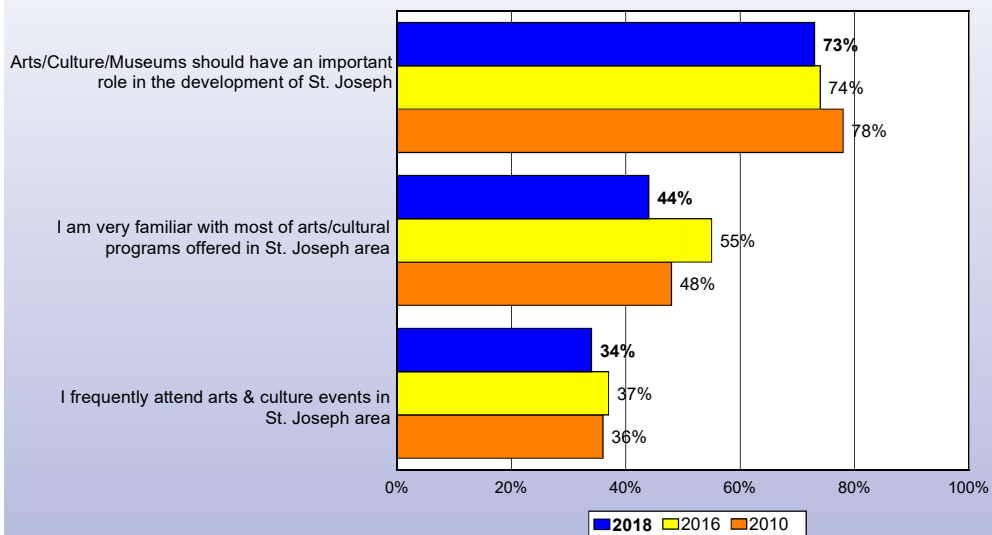
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Agreement with Various Statements Regarding Arts/Culture/Museums in the St. Joseph Area 2010, 2016, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know")

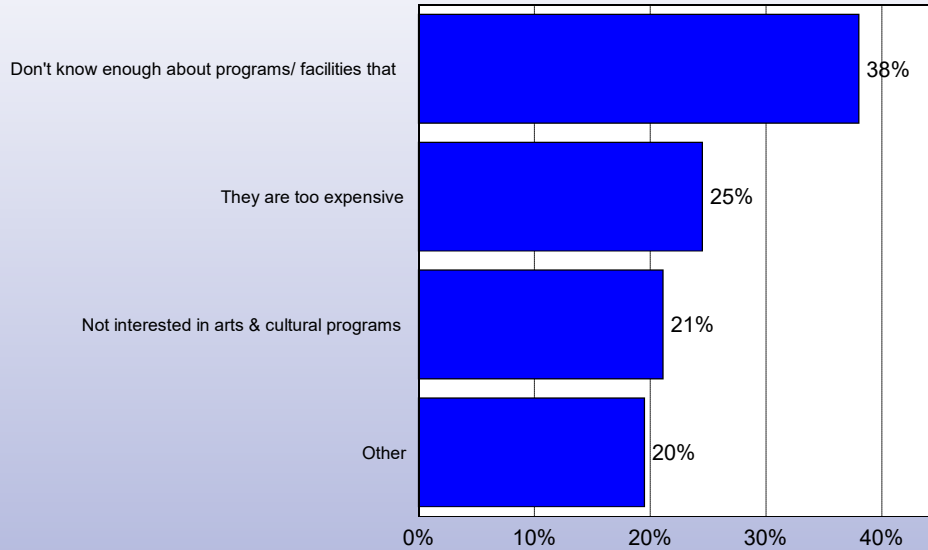


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend

Q18. Reasons for Not Visiting Arts/Cultural/Museum Facilities in St. Joseph More Often

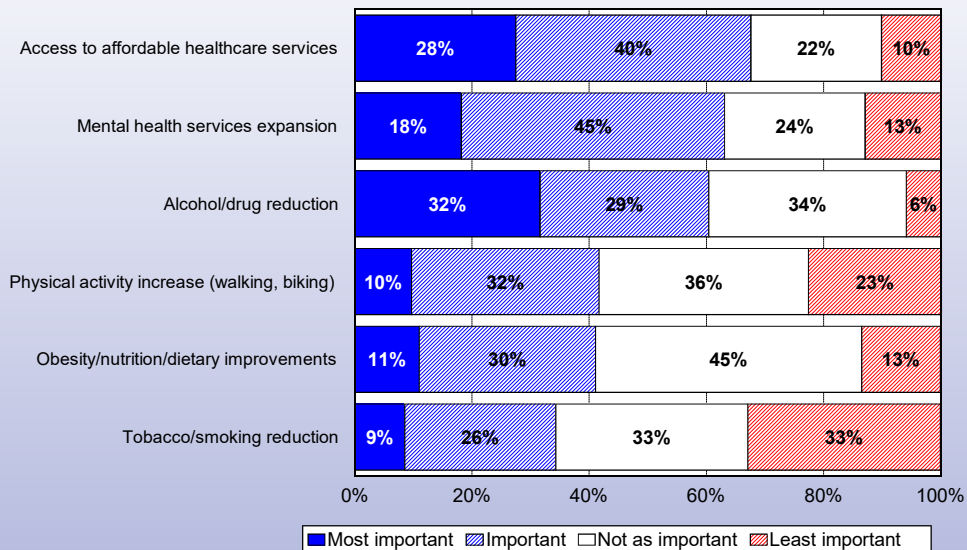
by percentage of respondents (multiple responses could be made)



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q19. Health Improvement Opportunities St. Joseph Residents Felt Were Most Important

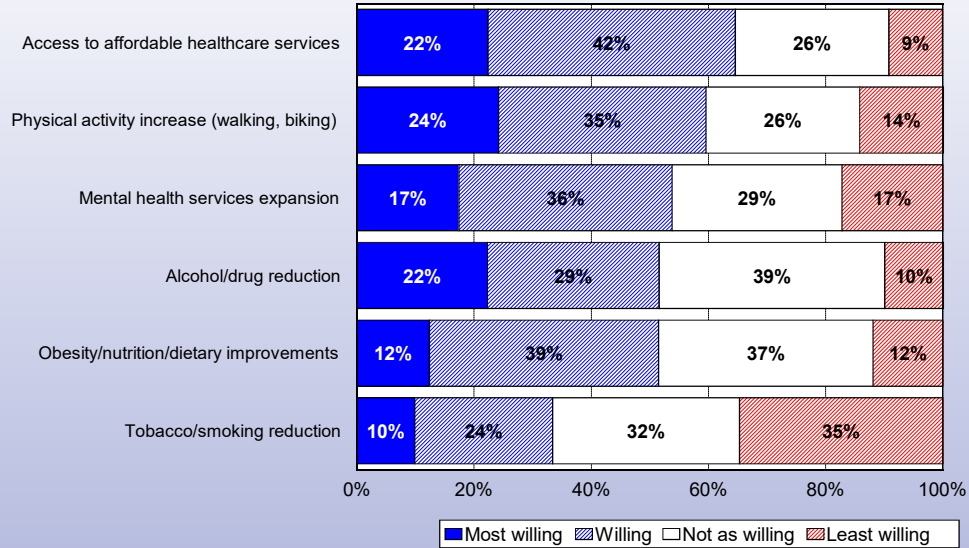
by percentage of respondents who rated the item as a 1 to 6 on a 6-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q20. Willingness to Address Health Improvement Opportunities

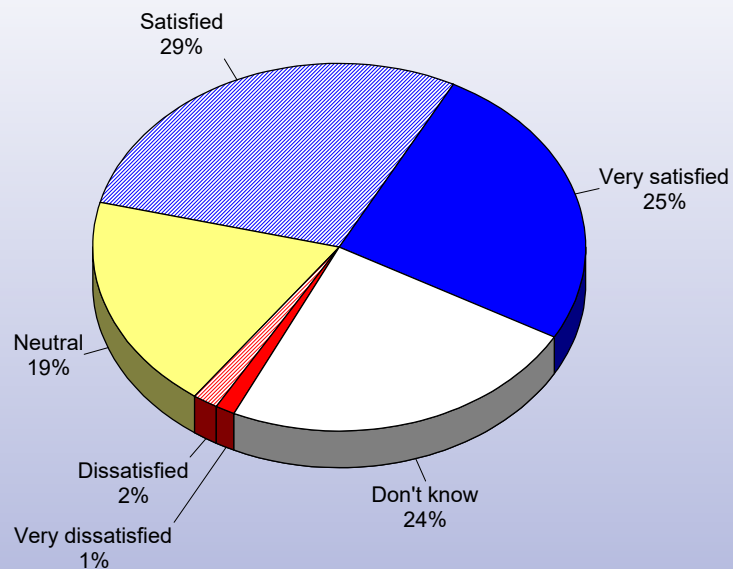
by percentage of respondents who rated the item as a 1 to 6 on a 6-point scale
(excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q21. Satisfaction with Local Ambulance Service

by percentage of respondents

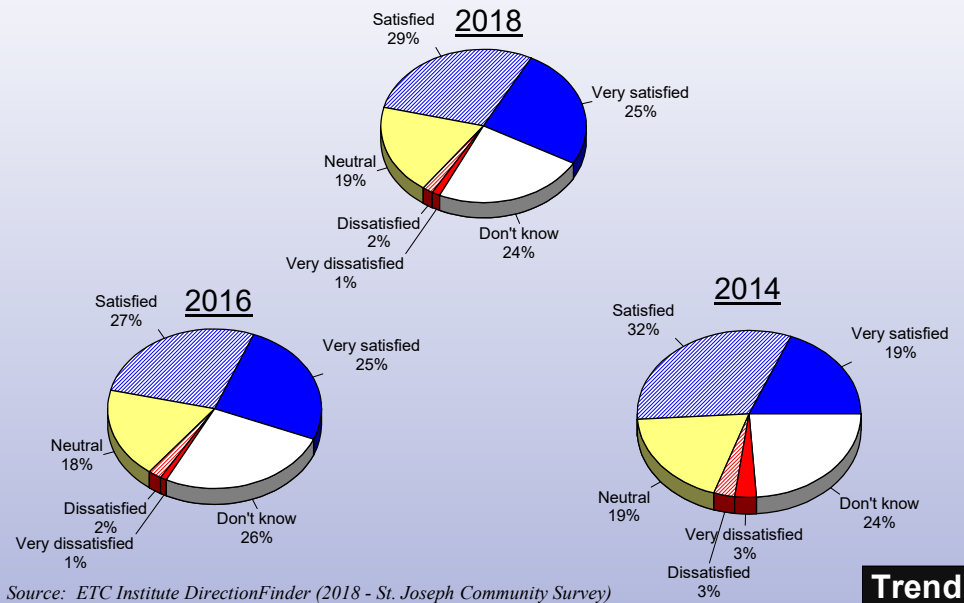


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Satisfaction with Local Ambulance Service

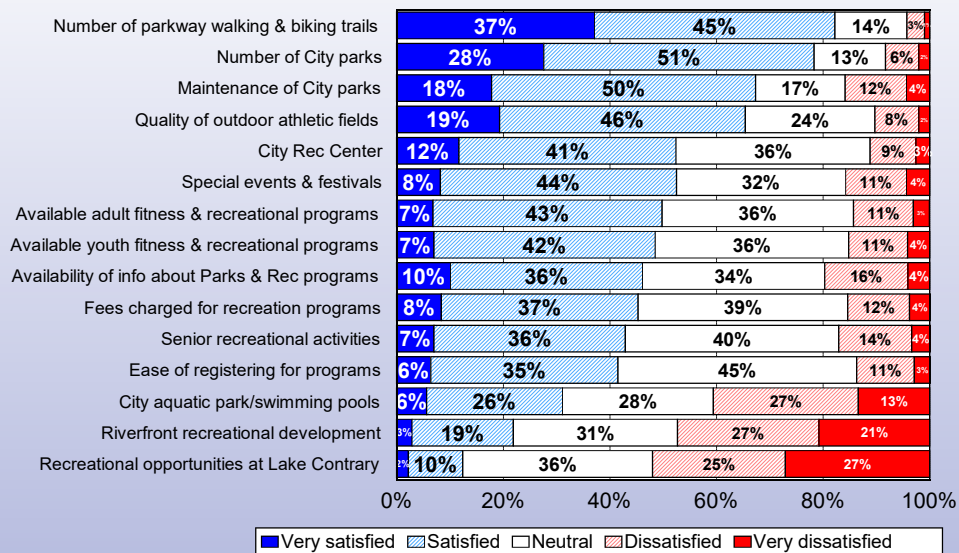
2014, 2016 & 2018

by percentage of respondents



Q22. Satisfaction with Various Aspects of Parks and Recreation

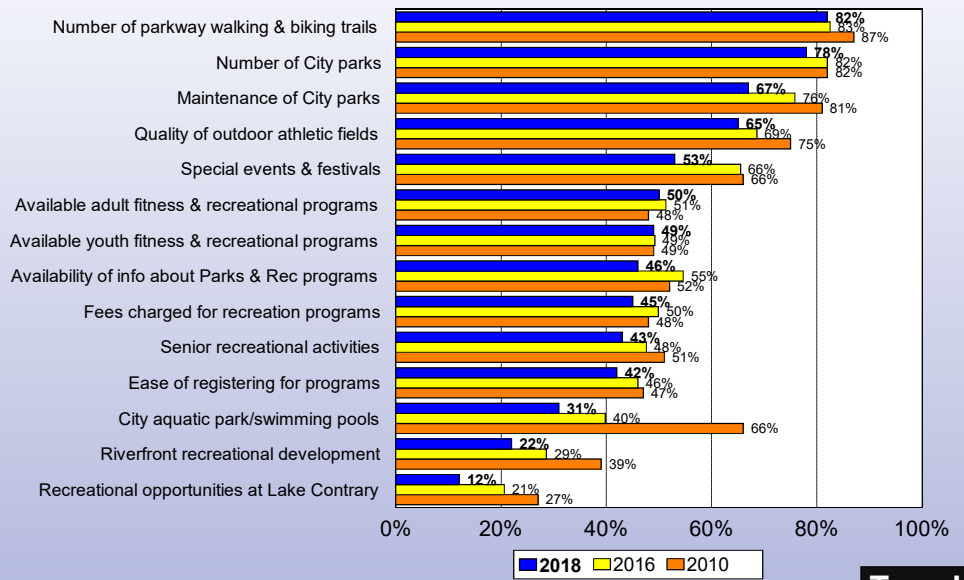
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

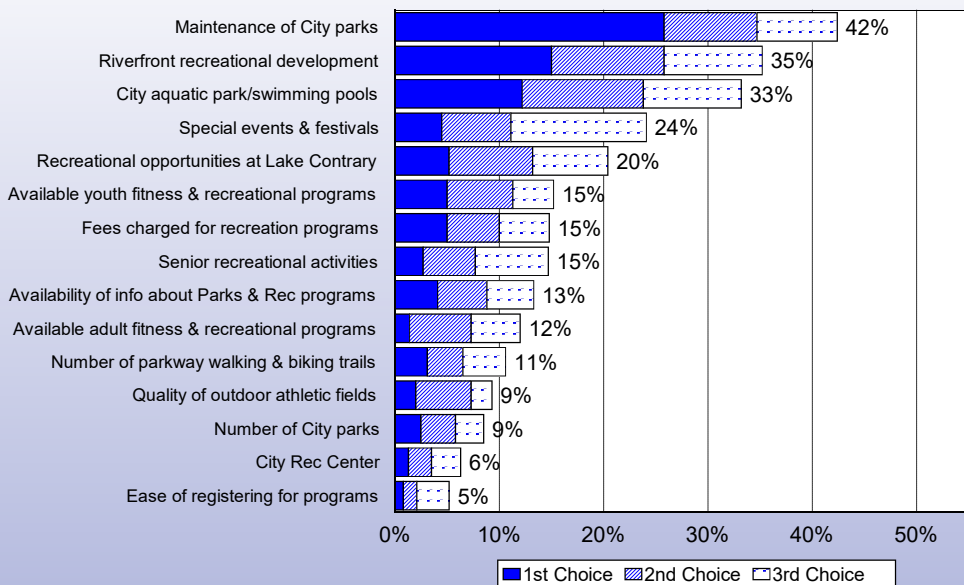
Satisfaction with Various Aspects of Parks and Recreation - 2010, 2016, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know")



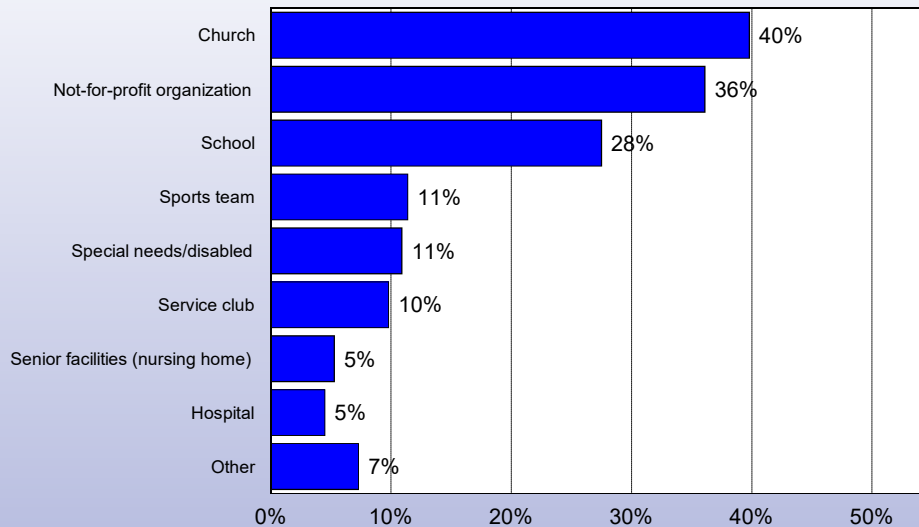
Q23. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



Q24. Do you or any member of your household volunteer for any of the following?

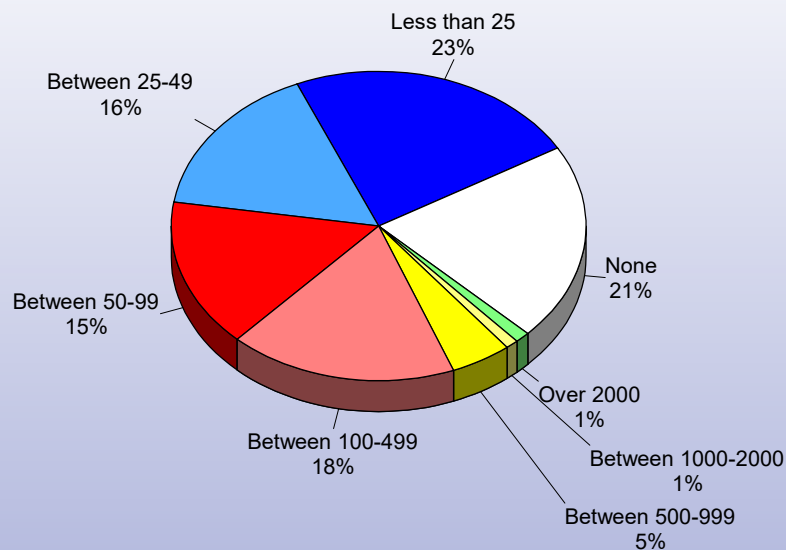
by percentage of respondents with multiple responses being allowed (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q25. Approximately what is the combined number of hours your family spends annually volunteering?

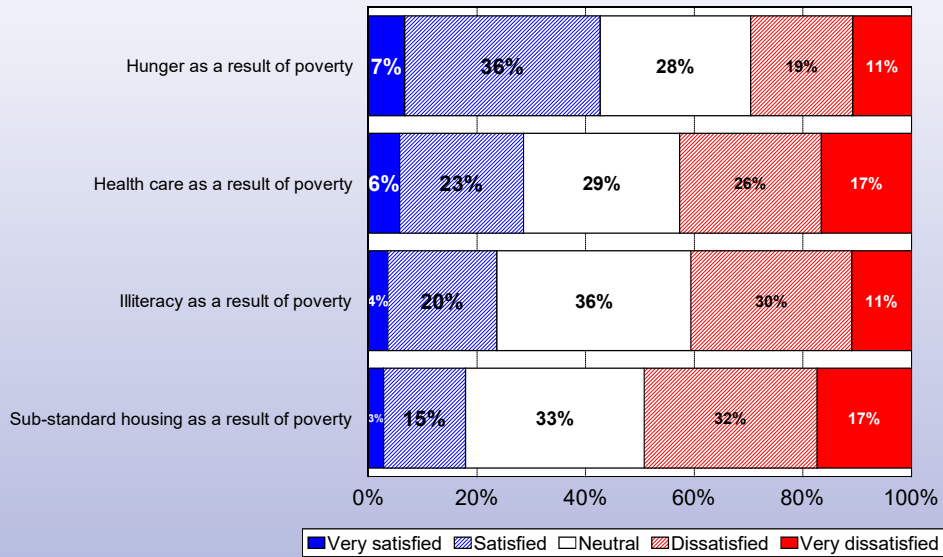
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

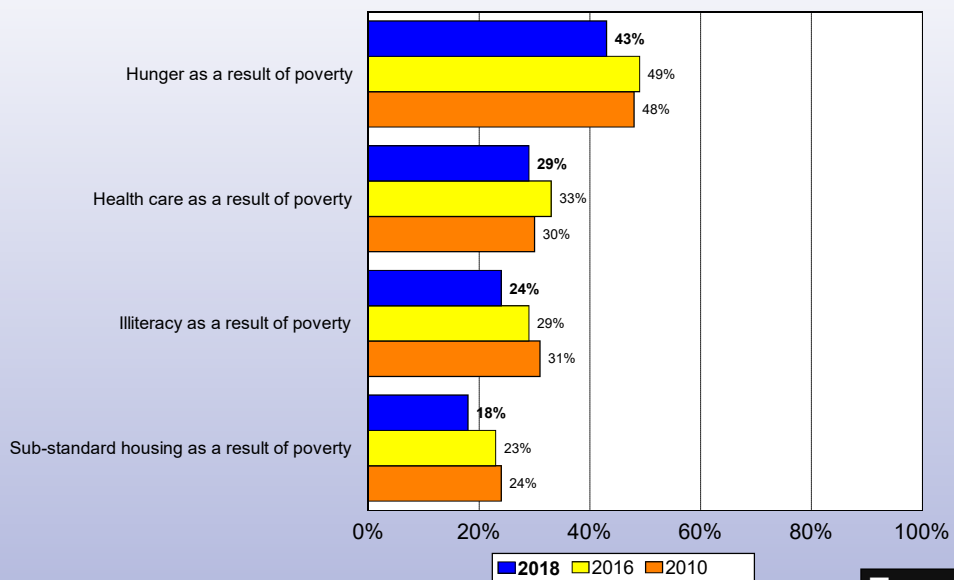
Q26. Satisfaction With Community's Response to the Following Poverty Issues

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



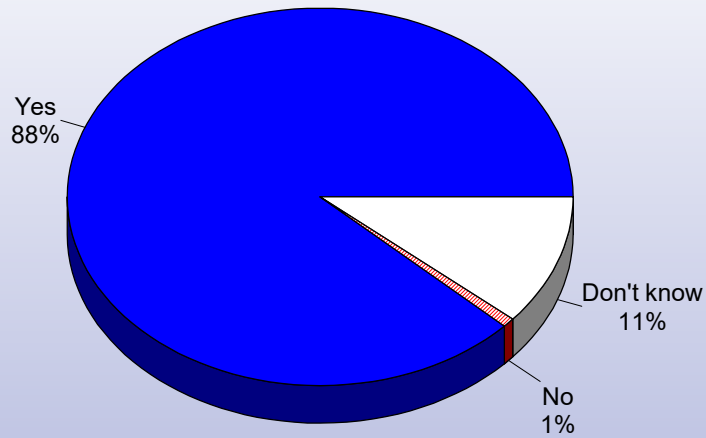
Satisfaction With Community's Response to the Following Poverty Issues - 2010, 2016, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know")



Q27. Do you feel there is a problem with addiction in our community?

by percentage of respondents

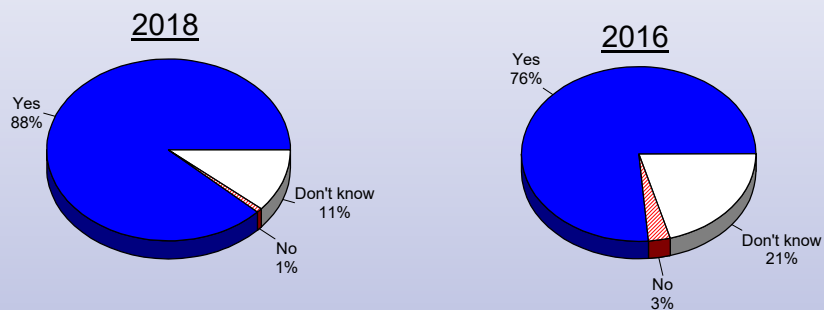


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Do you feel there is a problem with addiction in our community?

2016 vs. 2018

by percentage of respondents

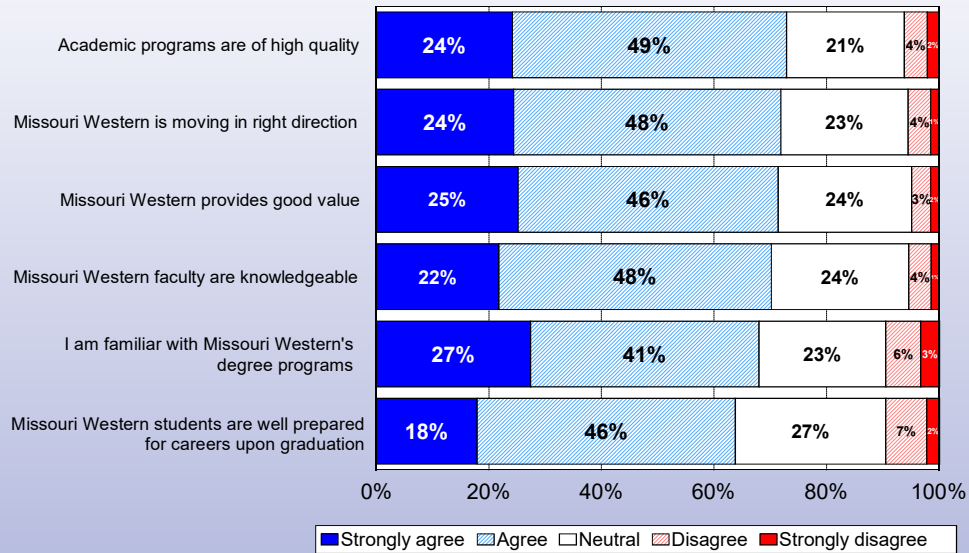


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend

Q28. Agreement With Statements Regarding Missouri Western State University

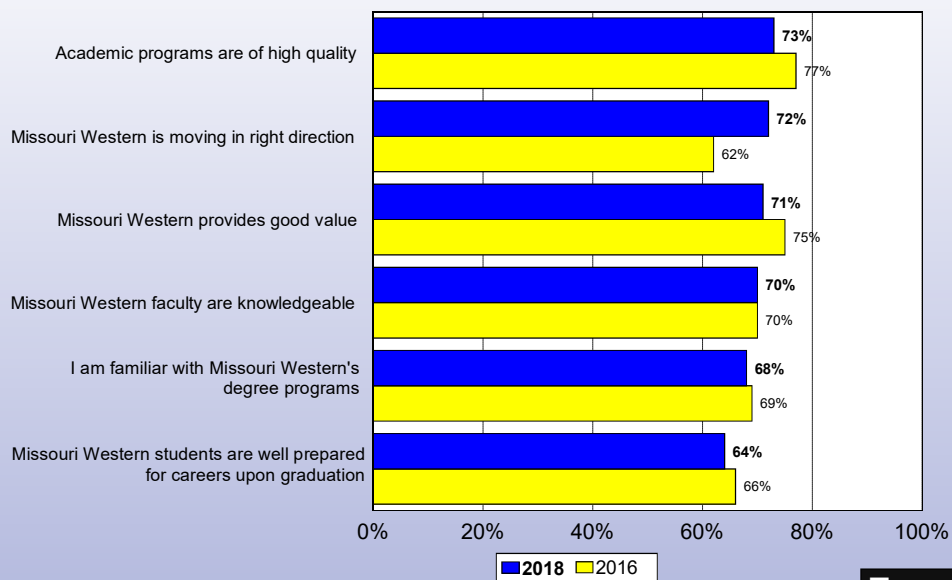
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Agreement With Statements Regarding Missouri Western State University - 2016 vs. 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know")

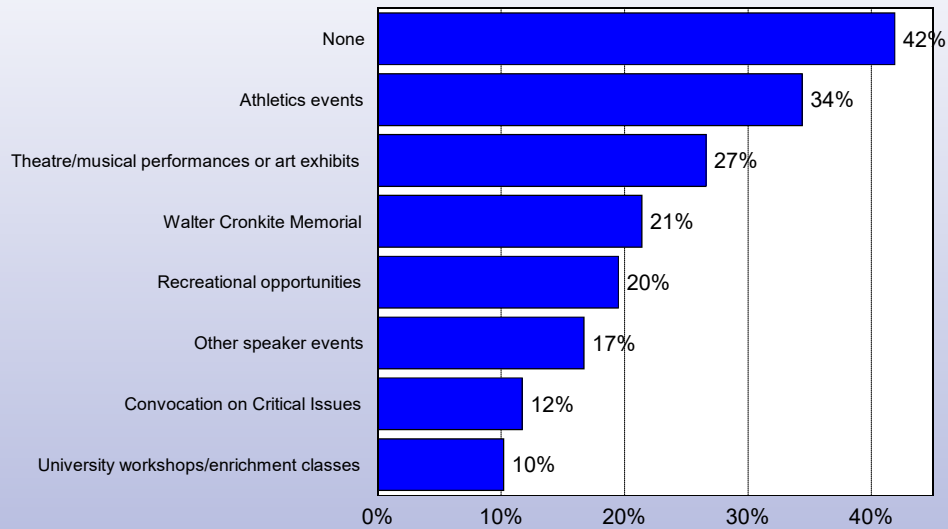


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend

Q29. Events or Activities Respondent Has Attended at Missouri Western State University

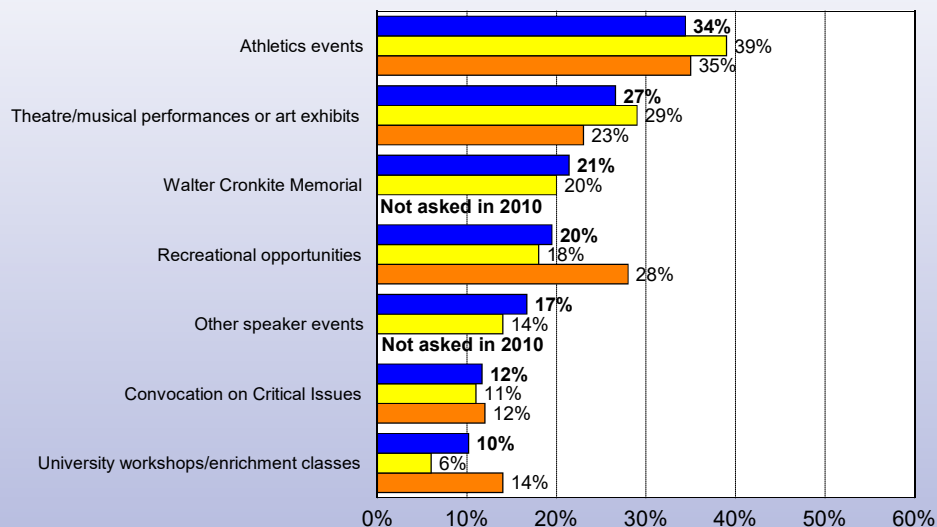
by percentage of respondents with multiple responses being allowed (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

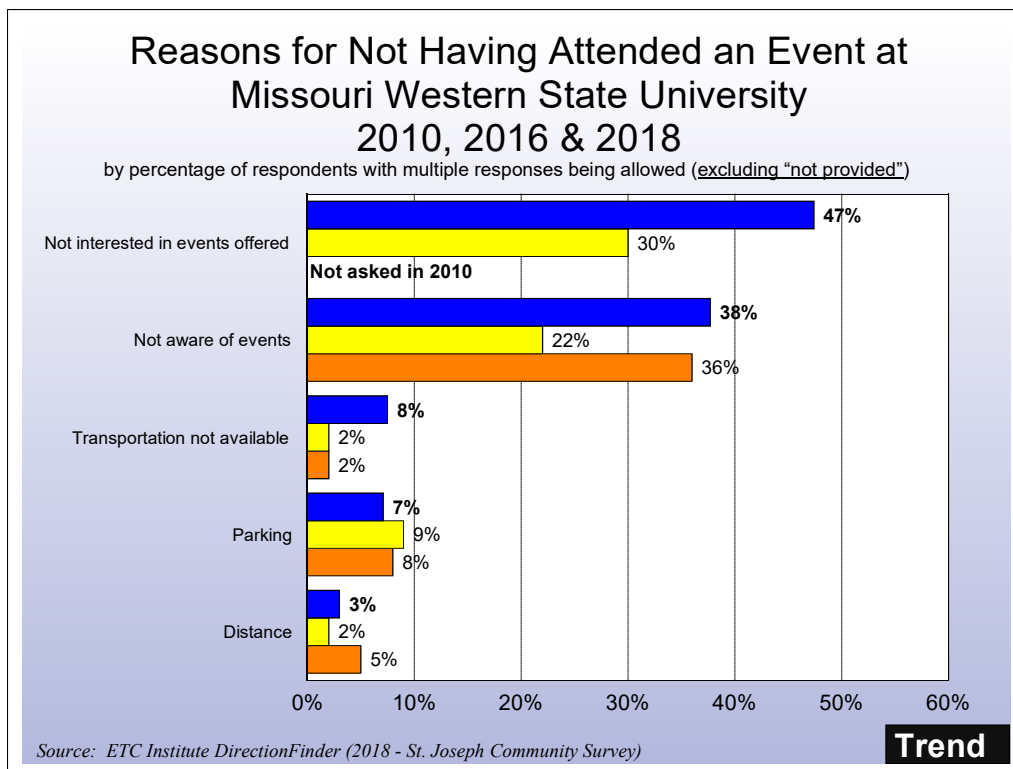
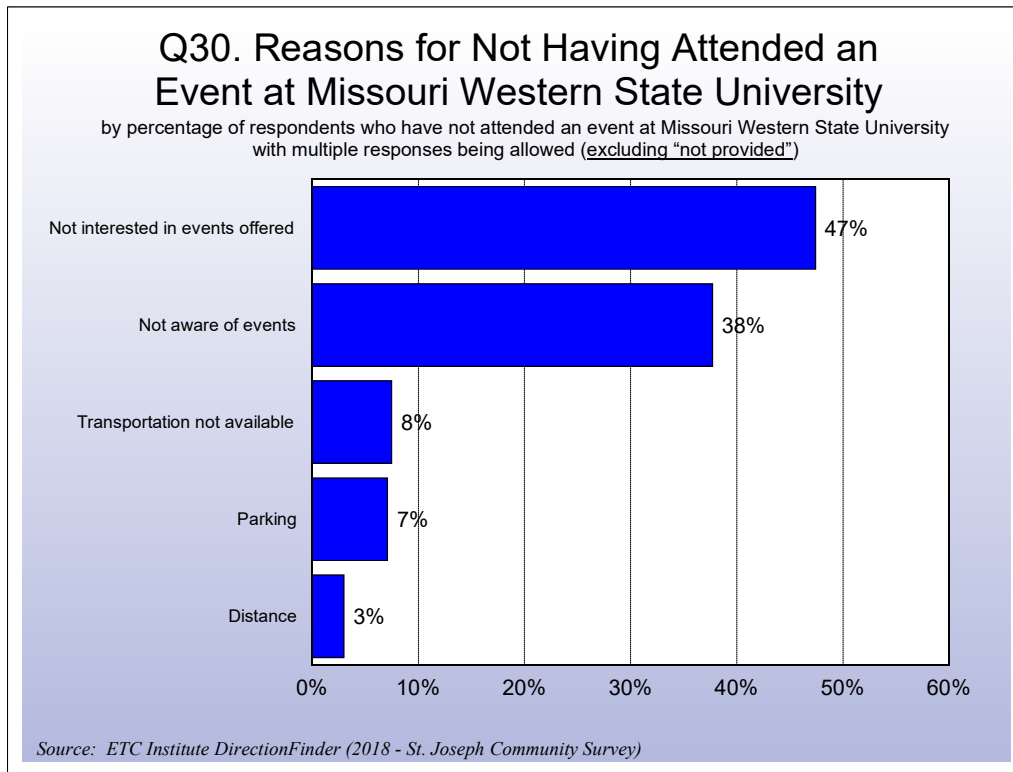
Events or Activities Respondent Has Attended at Missouri Western State University 2010, 2016 & 2018

by percentage of respondents with multiple responses being allowed (excluding "not provided")



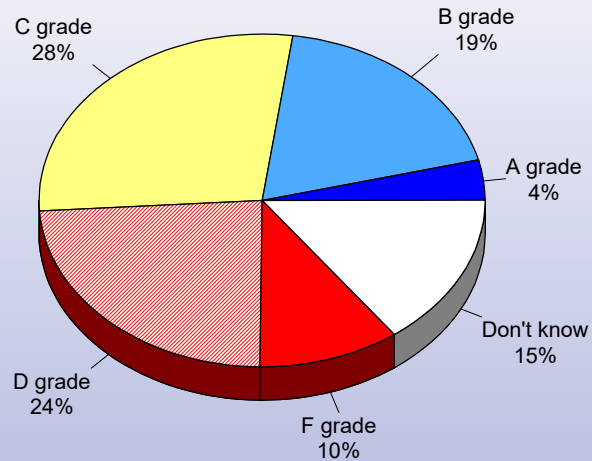
Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend



Q31. In school, students are graded with an A, B, C, D, or F.
How would you grade our public schools in St. Joseph?

by percentage of respondents

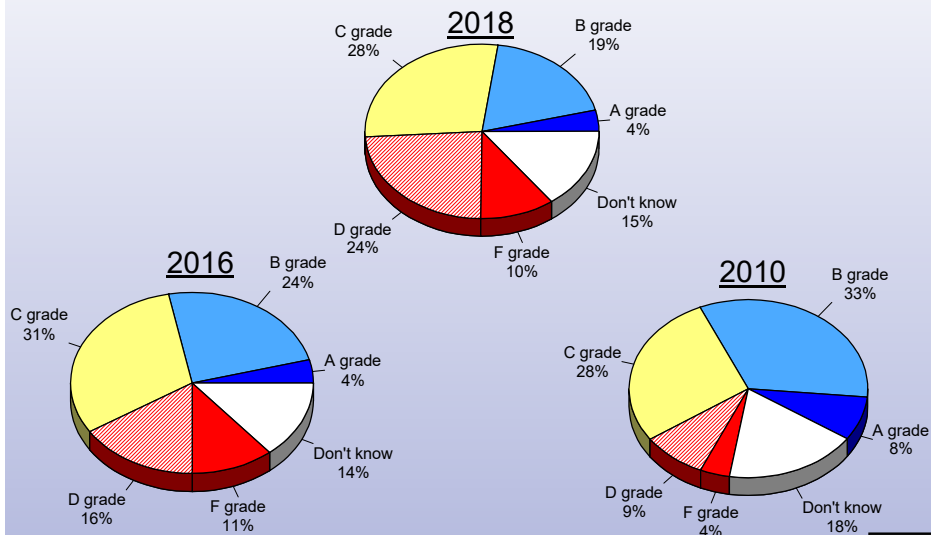


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

In school, students are graded with an A, B, C, D, or F. How
would you grade our public schools in St. Joseph?

2010, 2016 & 2018

by percentage of respondents

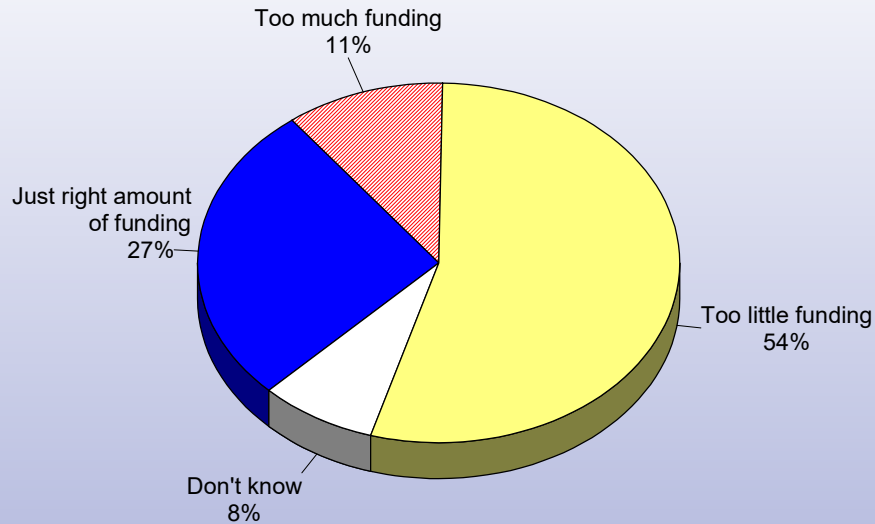


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend

Q32. Do you feel that St. Joseph School District has too little, too much or just the right amount of funding?

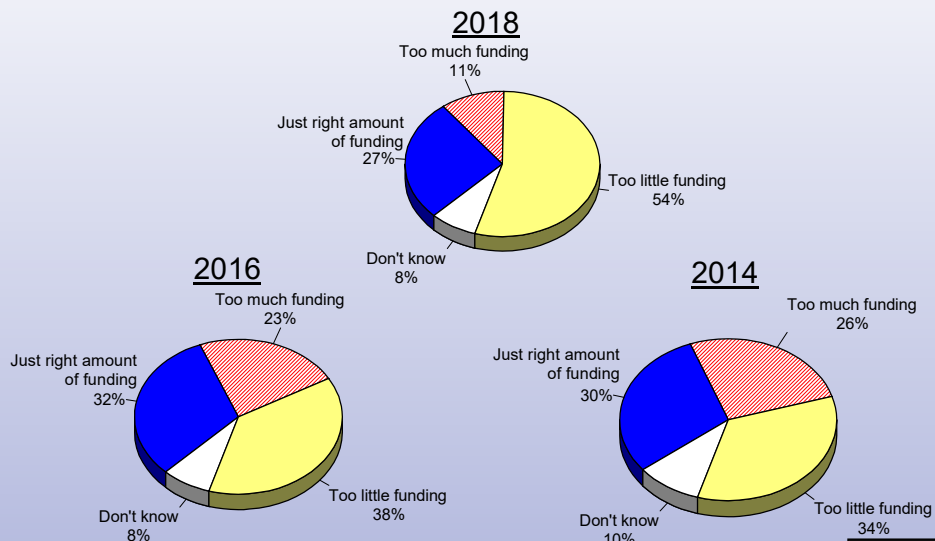
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

**Do you feel that St. Joseph School District has too little, too much or just the right amount of funding?
2014, 2016 & 2018**

by percentage of respondents

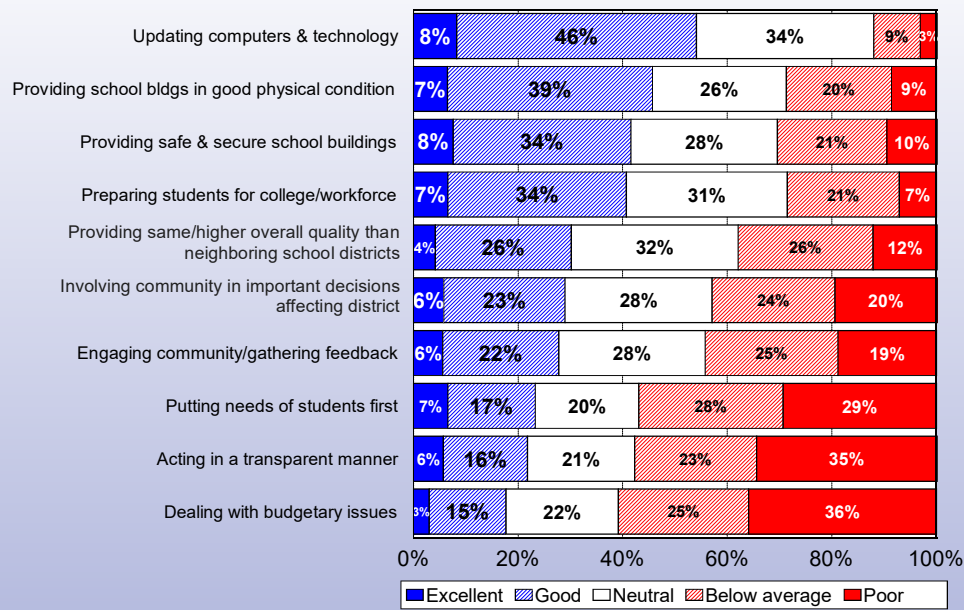


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend

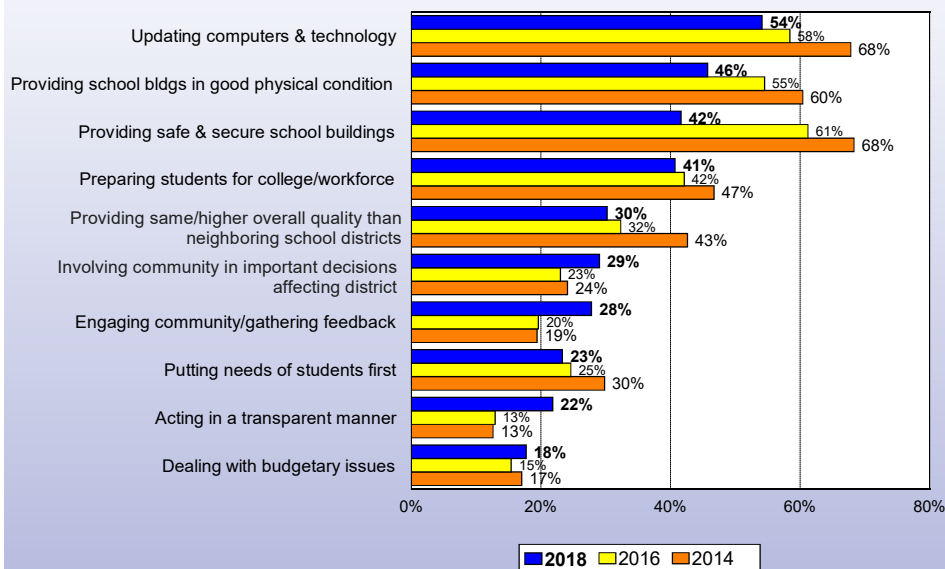
Q33. Ratings of the School District in St. Joseph

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Satisfaction with Various Aspects of The School District 2014, 2016 & 2018

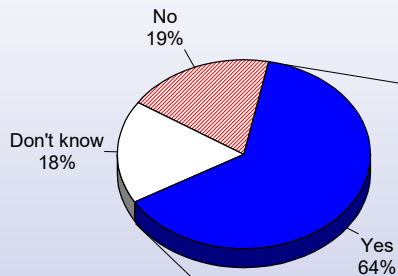
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know")



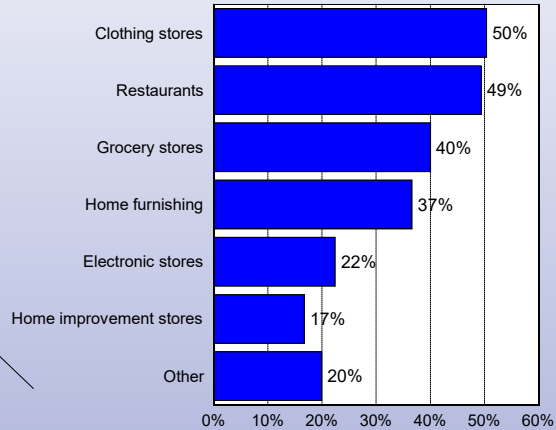
Trend

Q34. Would you like too see additional retail business recruited to St. Joseph?

by percentage of respondents



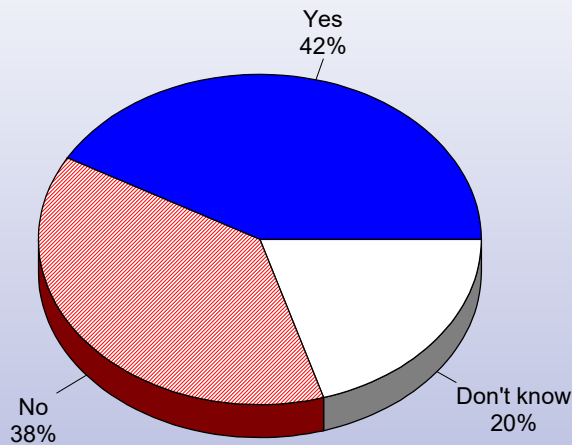
Q34a. If yes, what types of new retail would you like to see? (multiple responses allowed)



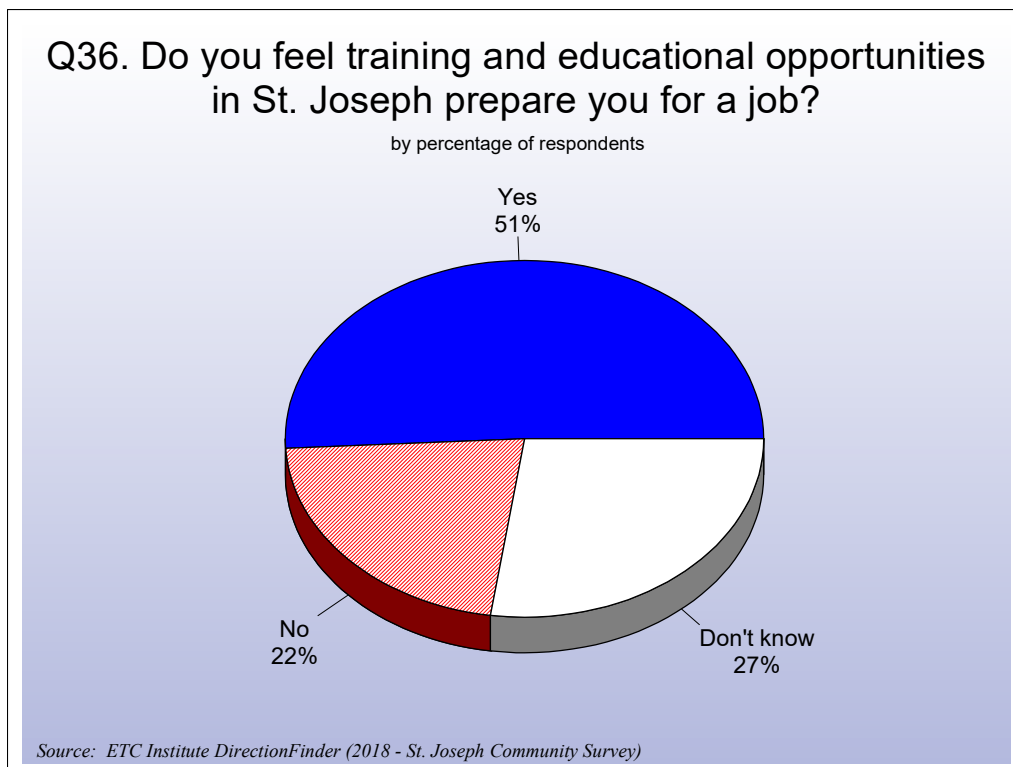
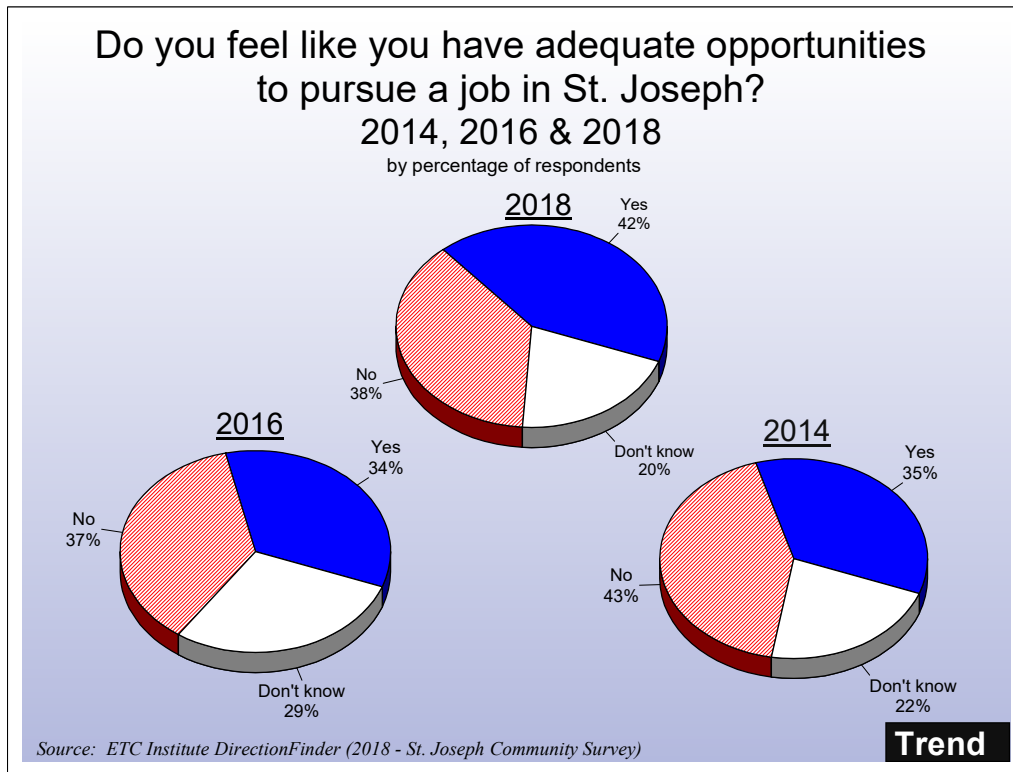
Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

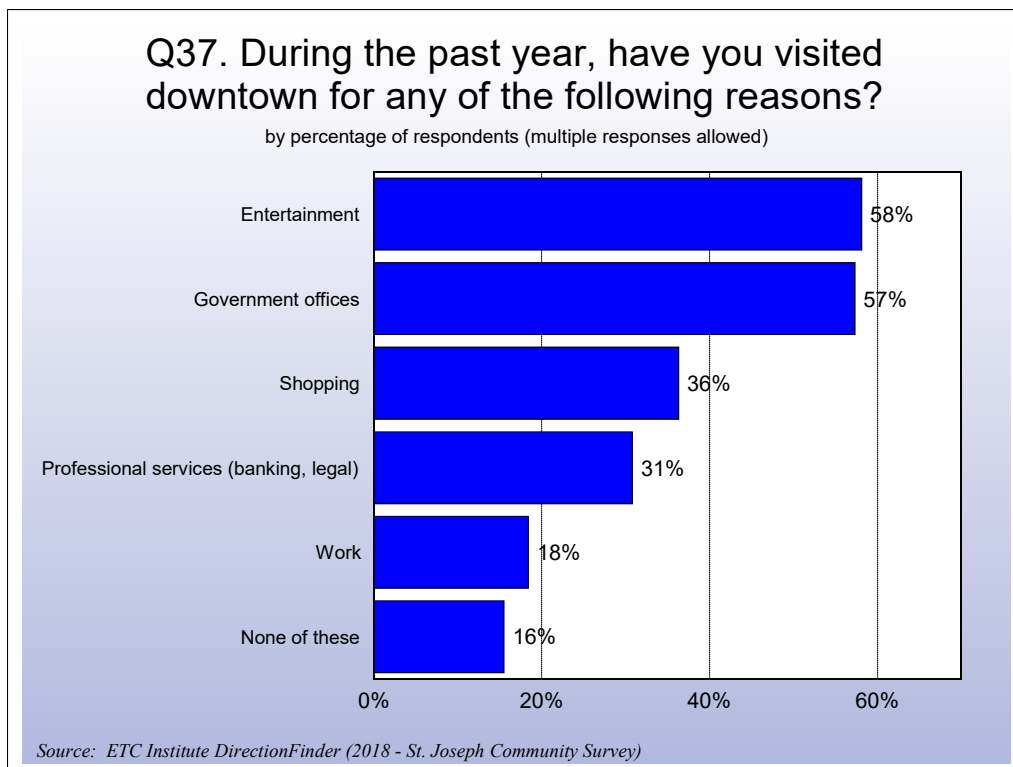
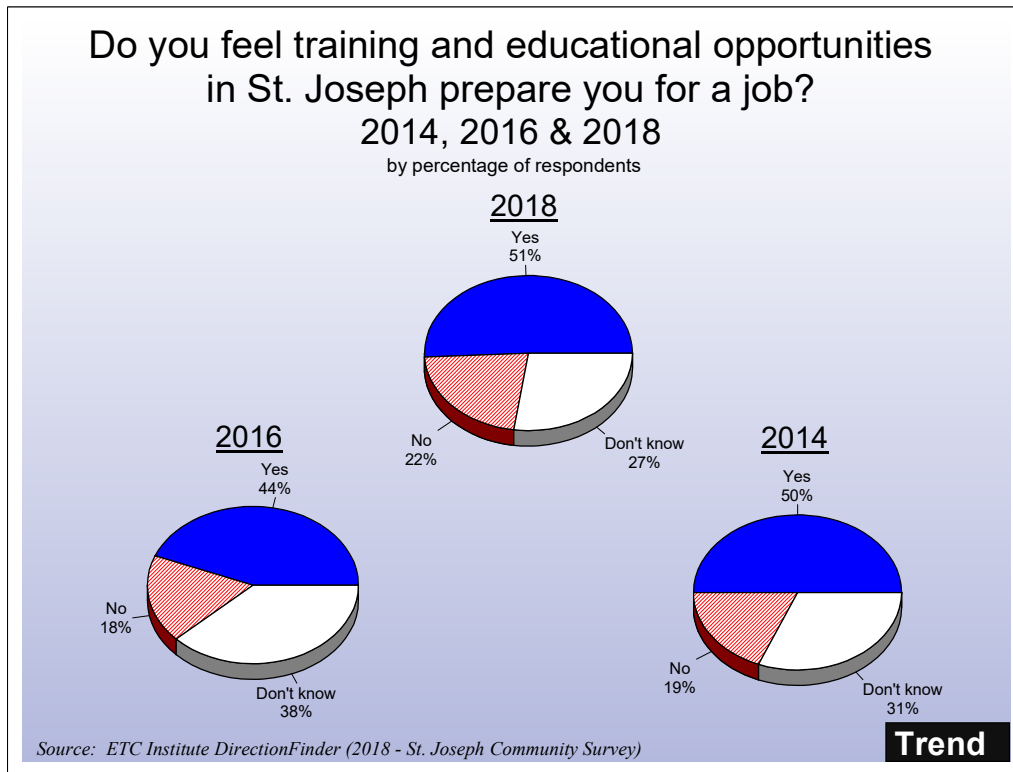
Q35. Do you feel like you have adequate opportunities to pursue a job in St. Joseph?

by percentage of respondents



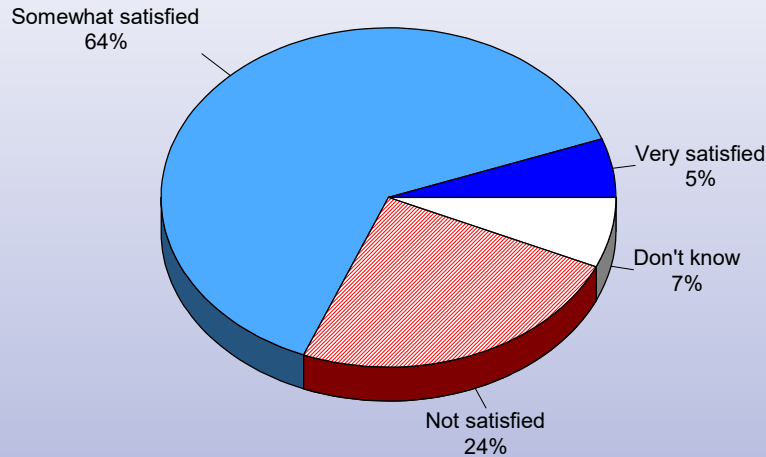
Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)





Q38. How satisfied are you with the way St. Joseph reinvests in itself, by keeping basic services upgraded as needed and plans for the future?

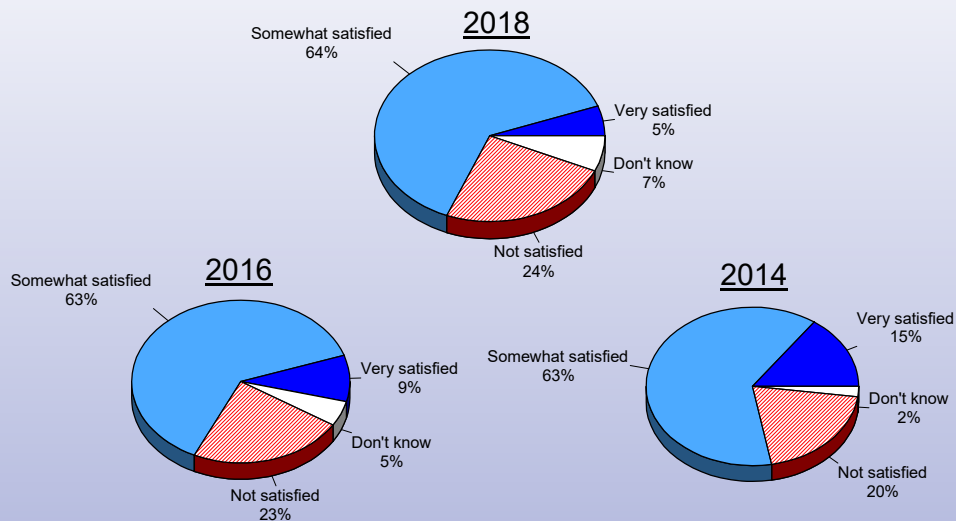
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

How satisfied are you with the way St. Joseph reinvests in itself, by keeping basic services upgraded as needed and plans for the future? 2014, 2016 & 2018

by percentage of respondents

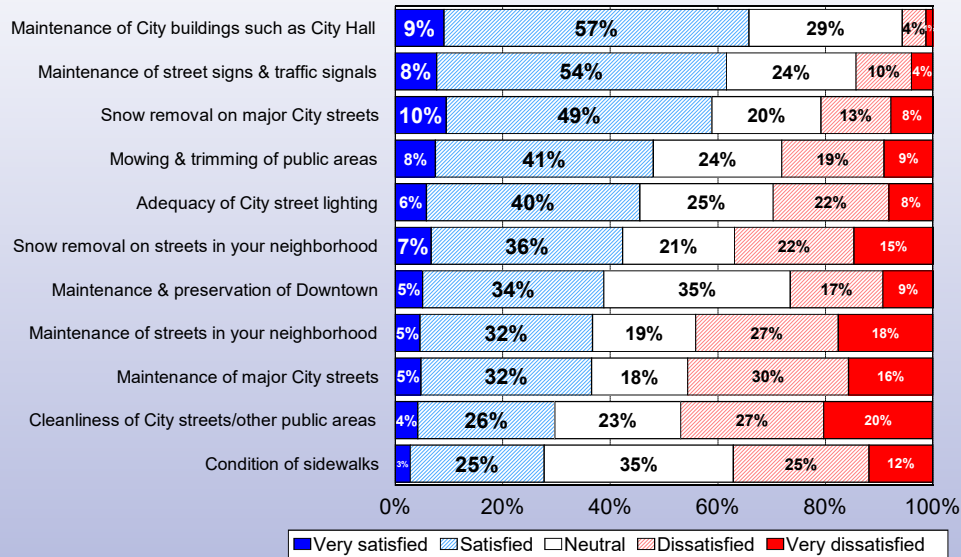


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend

Q39. Satisfaction with Various Aspects of City Maintenance

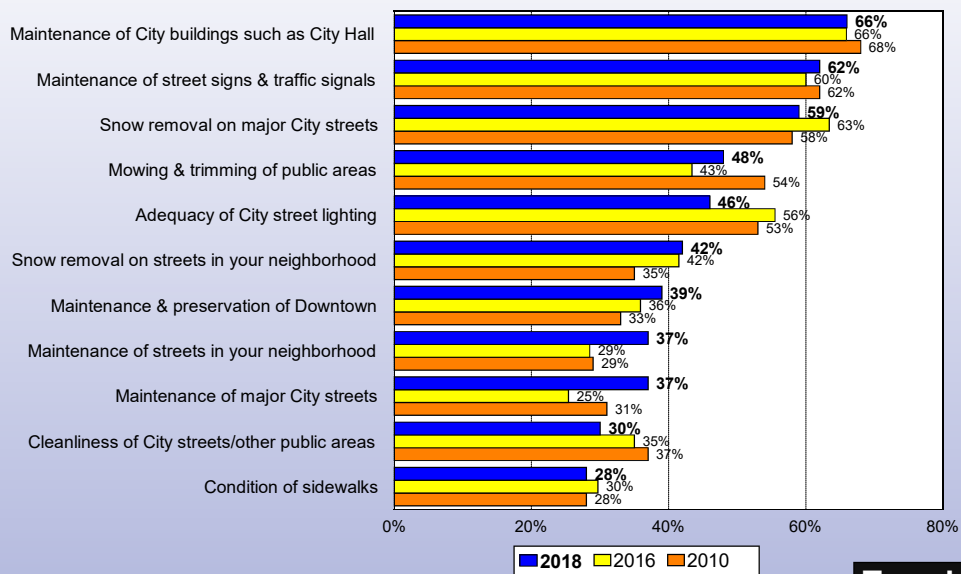
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Satisfaction with Various Aspects of City Maintenance 2010, 2016, & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know")

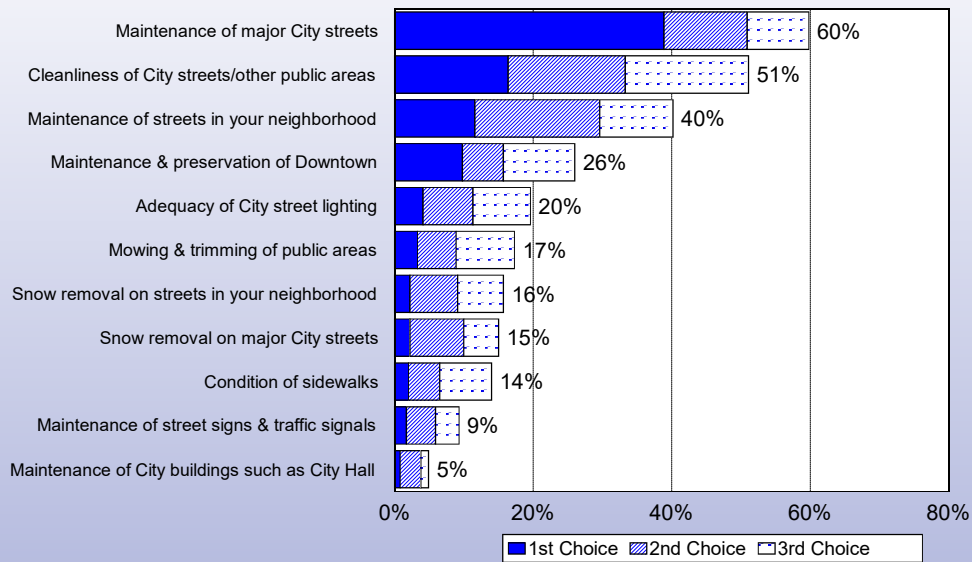


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Trend

Q40. City Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

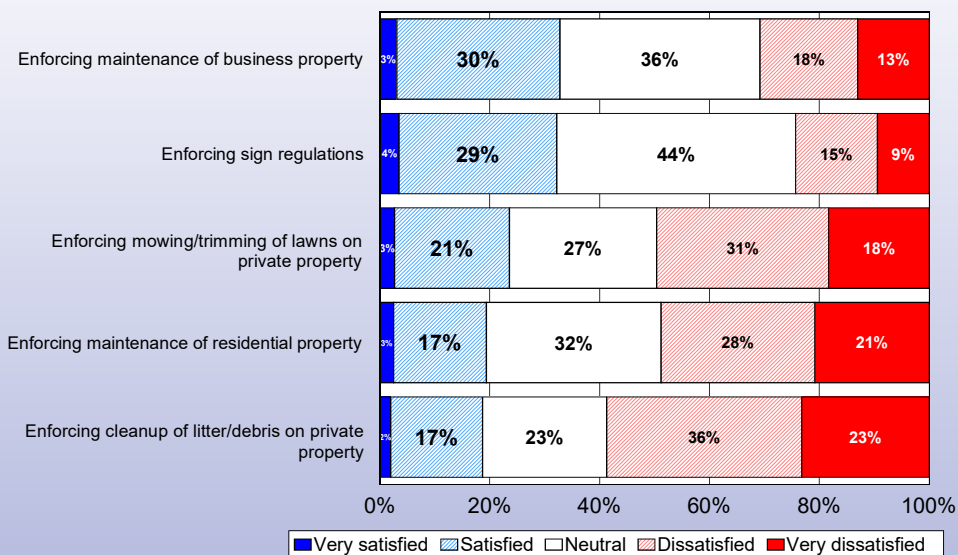
by percentage of respondents who selected the item as one of their top three choices



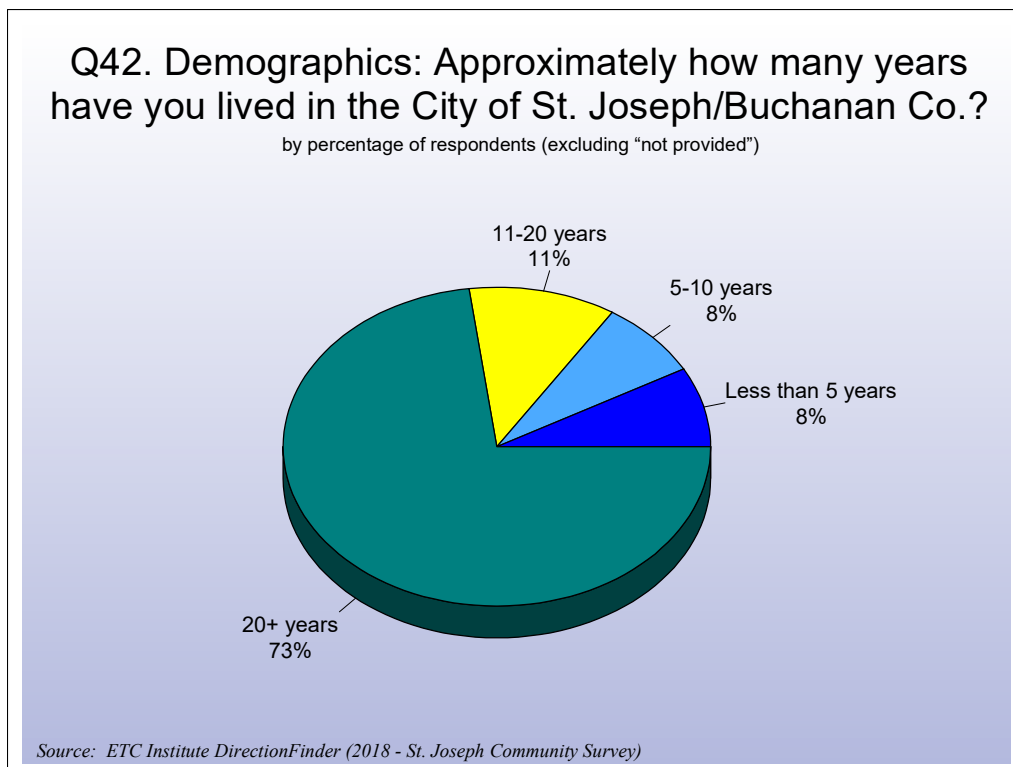
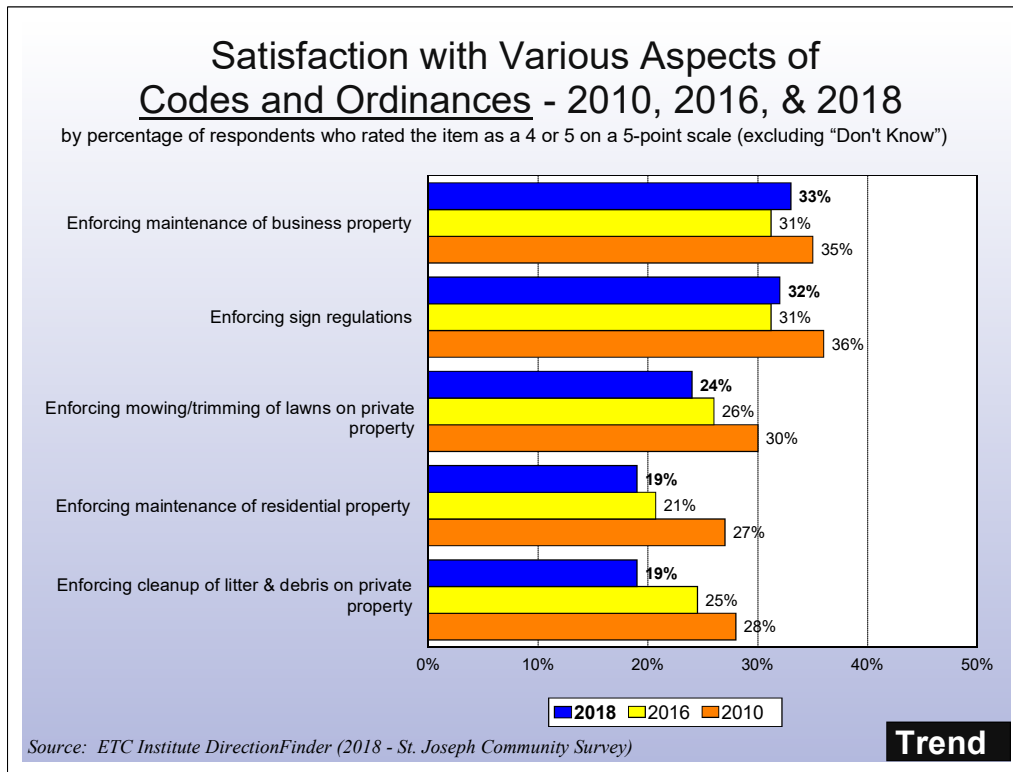
Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q41. Satisfaction with Various Aspects of Codes and Ordinances

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")

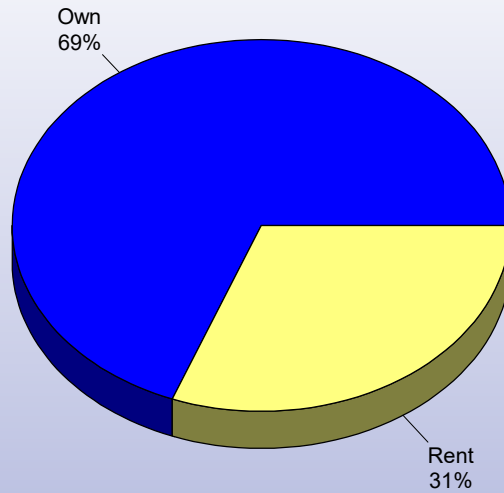


Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)



Q44. Demographics: Do you own or rent your current residence?

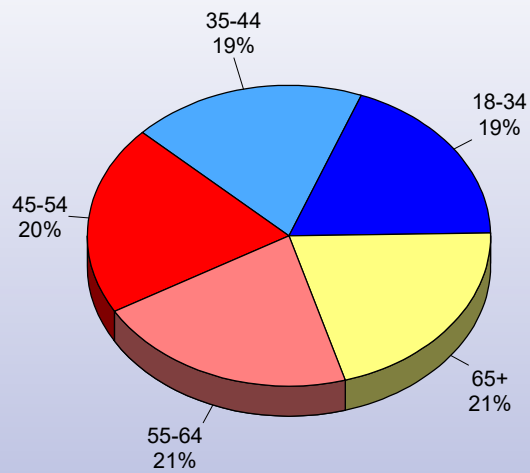
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q45. Demographics: Age of Respondents

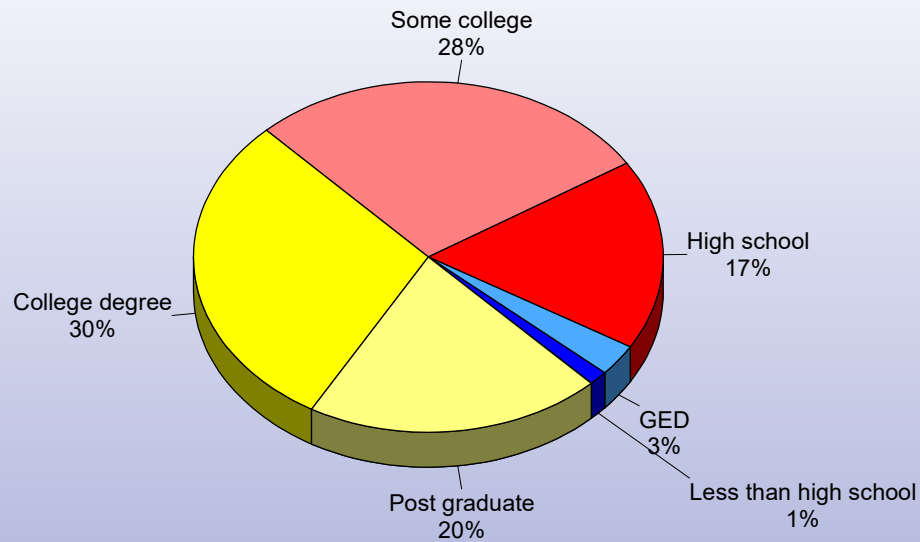
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q46. Demographics: Highest Level of Education of Respondents

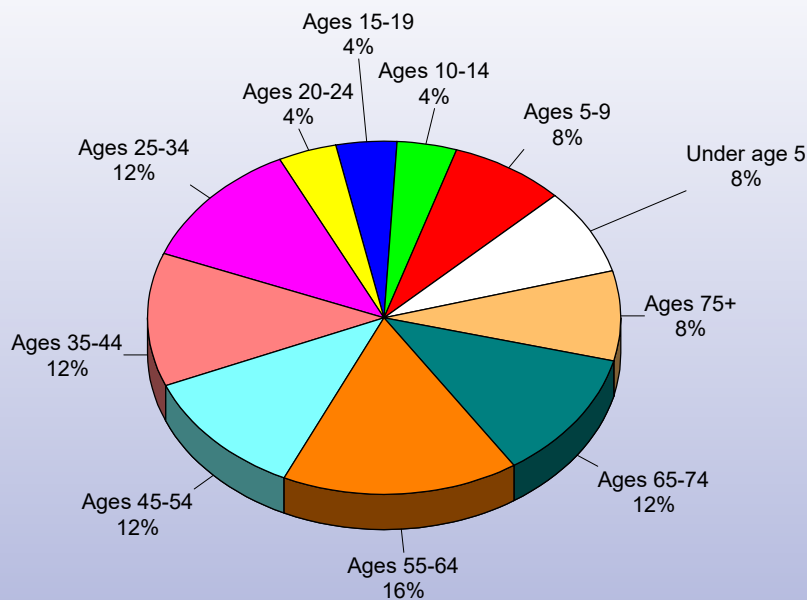
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q47. Demographics: Ages of All Household Members

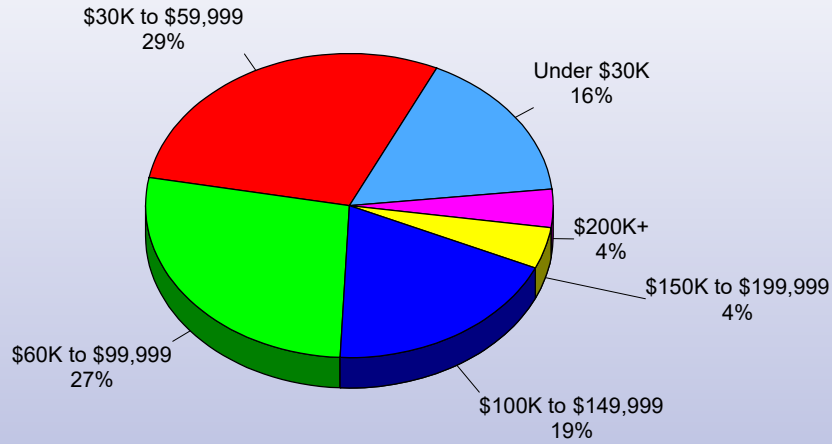
by percentage of persons in households



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q48. Demographics: Total Annual Household Income

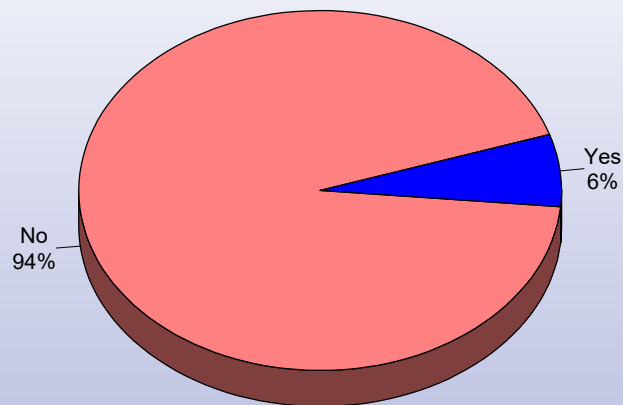
by percentage of respondents (excluding "not provided")



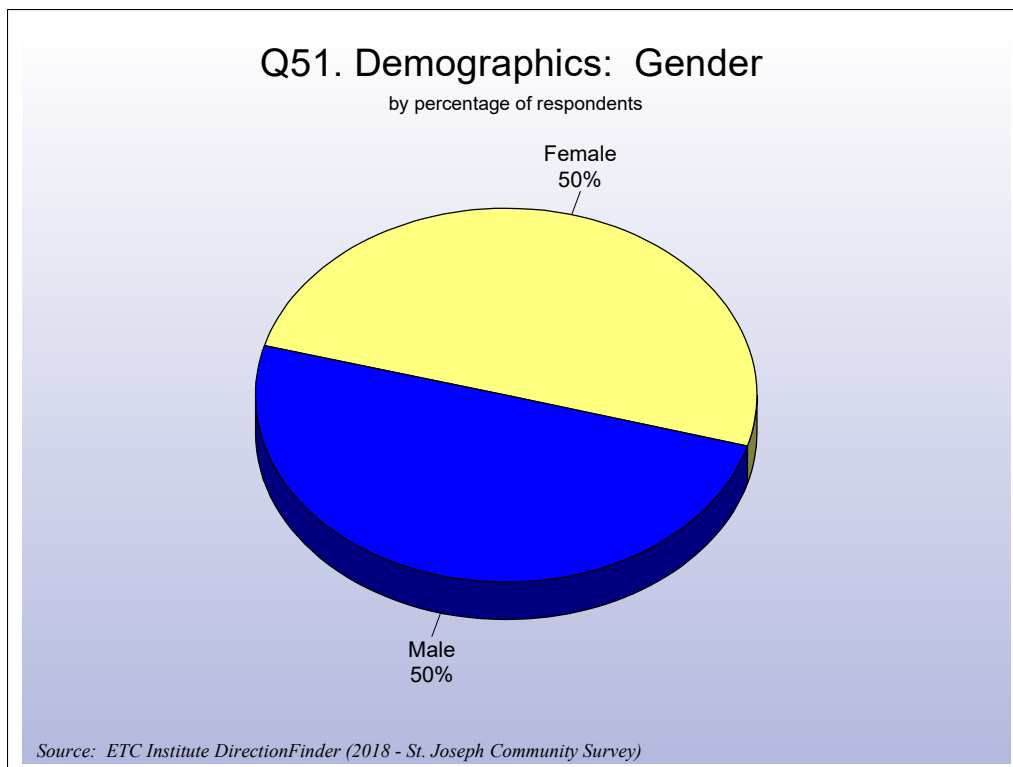
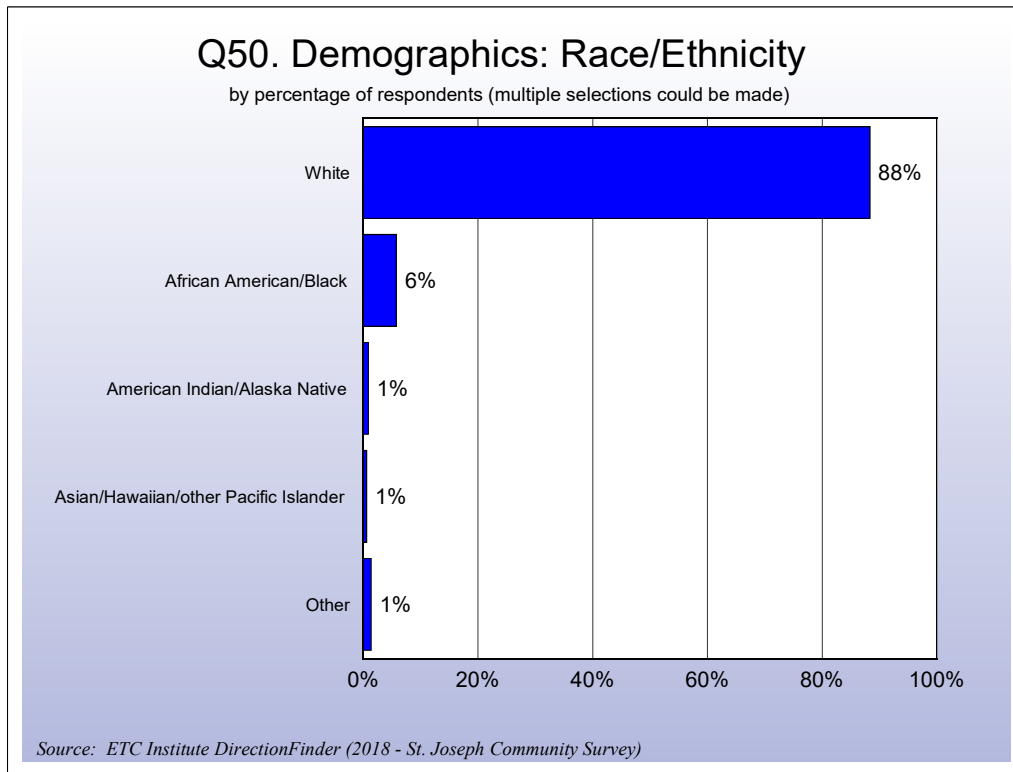
Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)

Q49. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - St. Joseph Community Survey)



Section 2

Benchmarking Analysis

DirectionFinder® Survey

Year 2018 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities and counties in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: 1) a national survey that was administered by ETC Institute during the summer of 2016 to a random sample of more than 4,000 residents across the United States, and 2) a regional survey that was administered to a random sample of nearly 400 residents in Kansas and Missouri during the summer of 2016.

Interpreting the Charts

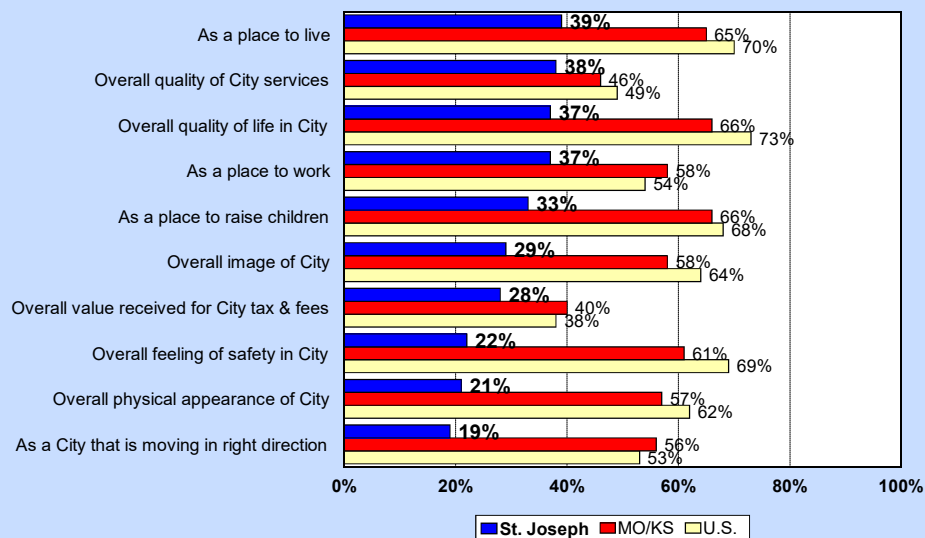
The charts on the following pages show how the overall results for St. Joseph compare to the a U.S. national and regional averages based on the results of the survey that was administered by ETC Institute to a random sample of more than 4,000 residents across the United States during the summer of 2016, and the regional survey administered to nearly 400 residents living in communities throughout Missouri and Kansas during the summer of 2016. The City of St. Joseph's results are shown in blue, the Missouri/Kansas averages are shown in red, and the national averages are shown in yellow in the charts on the following pages.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of St. Joseph is not authorized without written consent from ETC Institute.

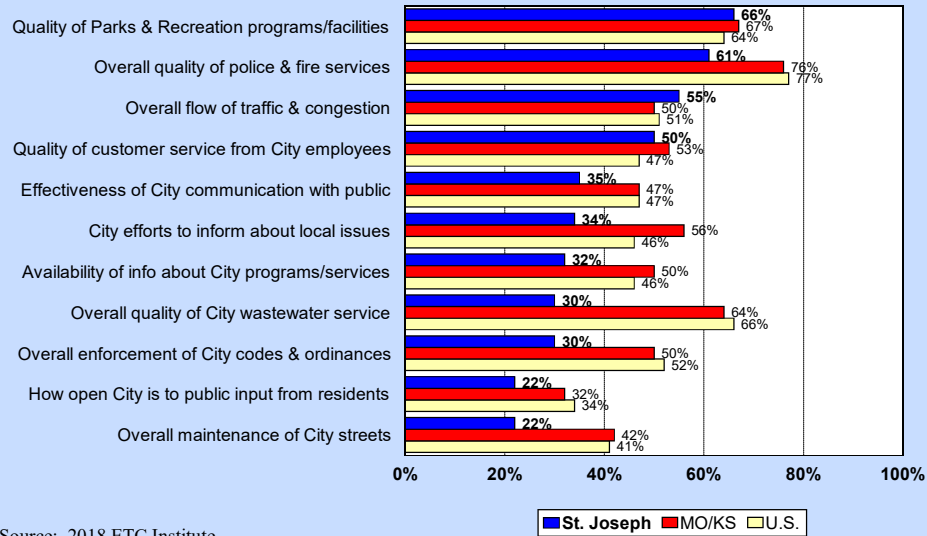
Overall Ratings of the Community St. Joseph vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



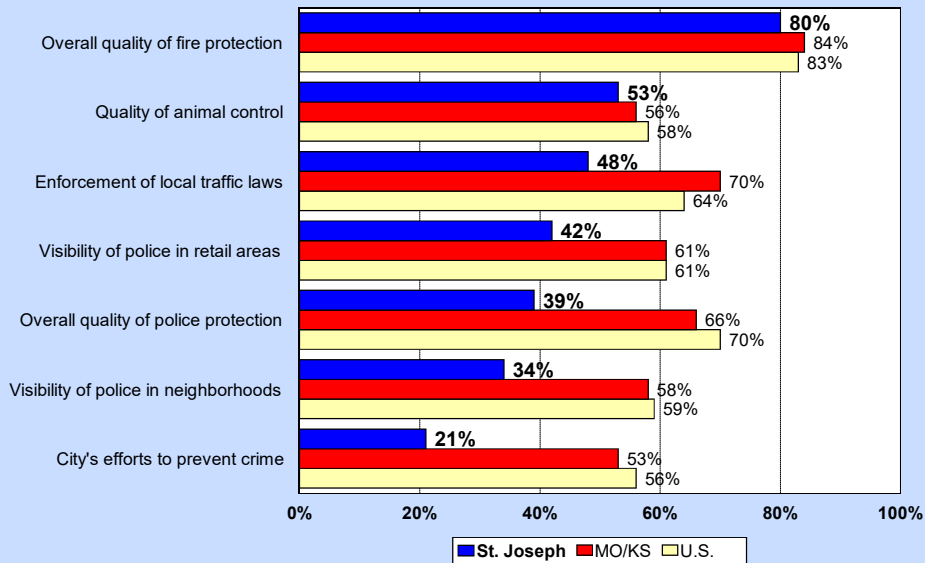
Overall Satisfaction with Various City Services St. Joseph vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



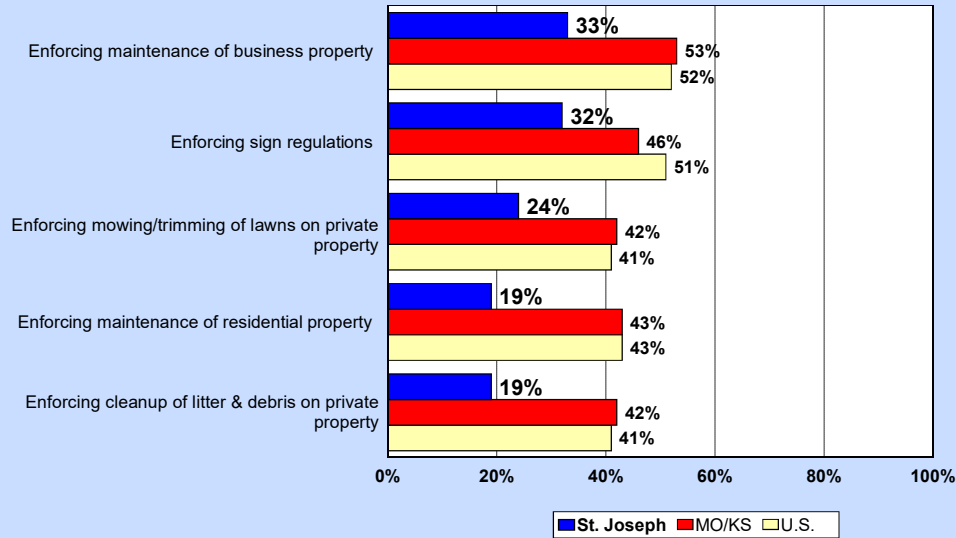
Overall Satisfaction with Public Safety St. Joseph vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



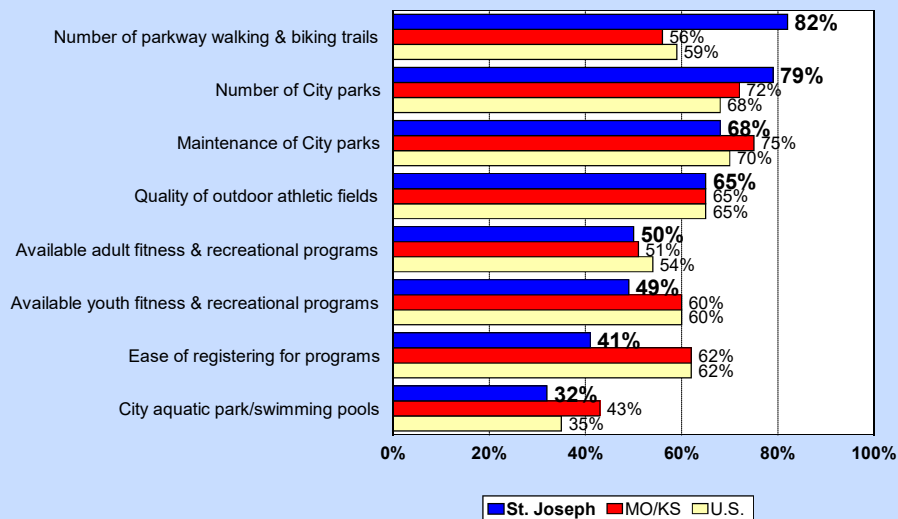
Overall Satisfaction with Code Enforcement St. Joseph vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



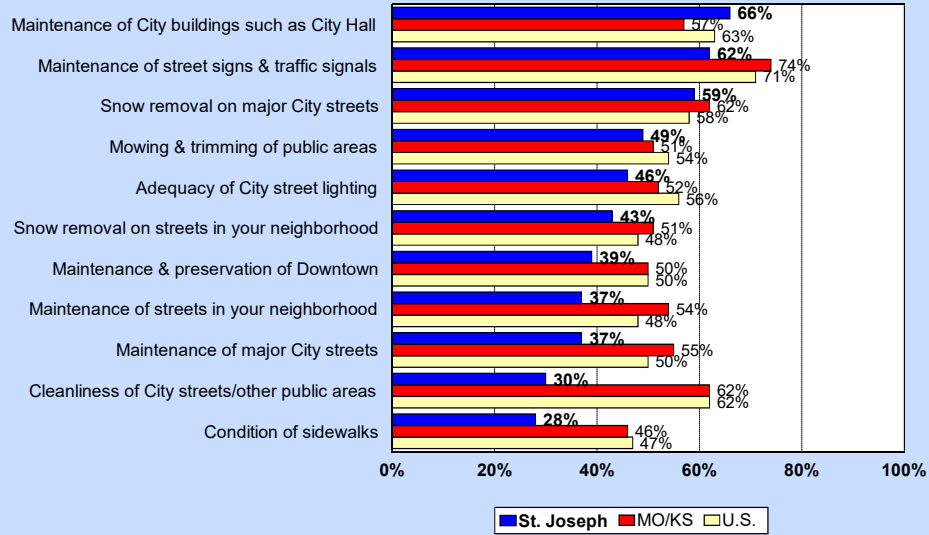
Overall Satisfaction with Parks and Recreation St. Joseph vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Maintenance St. Joseph vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Section 3

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

The City of St. Joseph, MO

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Sixty-one percent (61.2%) of residents selected "overall maintenance of city streets" as the most important major service to provide.

With regard to satisfaction, 22% of the residents surveyed rated their overall satisfaction with “overall maintenance of city streets” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “overall maintenance of city streets” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 61.2% was multiplied by 78% (1-0.22). This calculation yielded an I-S rating of 0.4774, which ranked first out of thirteen major City services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for St. Joseph are provided on the following pages.

2018 Importance-Satisfaction Rating

City of St. Joseph

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets	61%	1	22%	13	0.4774	1
Overall quality of police & fire services	54%	2	61%	2	0.2122	2
Overall quality of City wastewater service	30%	3	30%	10	0.2093	3
<u>High Priority (IS .10-.20)</u>						
Overall enforcement of City codes & ordinances	26%	4	30%	11	0.1834	4
How open City is to public input from residents	18%	5	22%	12	0.1373	5
Recycling opportunities	16%	7	34%	7	0.1069	6
<u>Medium Priority (IS <.10)</u>						
Effectiveness of City communication with public	12%	8	35%	6	0.0767	7
City efforts to inform about local issues	11%	11	34%	8	0.0700	8
Overall maintenance of buildings/facilities	11%	10	46%	5	0.0610	9
Quality of Parks & Recreation programs/facilities	16%	6	66%	1	0.0558	10
Overall flow of traffic & congestion	11%	9	55%	3	0.0513	11
Availability of info about City programs/services	6%	12	32%	9	0.0394	12
Quality of customer service from City employees	5%	13	50%	4	0.0245	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

2018 Importance-Satisfaction Rating

City of St. Joseph

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
City's efforts to prevent crime	81%	1	21%	8	0.6360	1
Visibility of police in neighborhoods	64%	2	34%	7	0.4191	2
Overall quality of St. Joseph police protection	53%	3	39%	6	0.3203	3
<u>High Priority (IS .10-.20)</u>						
Visibility of police in retail areas	23%	4	42%	5	0.1334	4
<u>Medium Priority (IS <.10)</u>						
Enforcement of local traffic laws	17%	5	48%	4	0.0905	5
Environmental health inspections (food/lodging)	14%	6	60%	2	0.0576	6
Quality of animal control	11%	8	53%	3	0.0512	7
Overall quality of St. Joseph fire protection	13%	7	80%	1	0.0260	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

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2018 Importance-Satisfaction Rating

City of St. Joseph

Park and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Riverfront recreational development	35%	2	22%	14	0.2746	1
City aquatic park/swimming pools	33%	3	32%	13	0.2258	2
<u>High Priority (IS .10-.20)</u>						
Recreational opportunities at Lake Contrary	20%	5	12%	15	0.1795	3
Maintenance of City parks	42%	1	68%	3	0.1357	4
Special events & festivals	24%	4	52%	6	0.1157	5
<u>Medium Priority (IS <.10)</u>						
Senior recreational activities	15%	8	43%	11	0.0838	6
Fees charged for recreation programs	15%	7	45%	10	0.0814	7
Available youth fitness & recreational programs	15%	6	49%	8	0.0775	8
Availability of info about Parks & Rec programs	13%	9	46%	9	0.0718	9
Available adult fitness & recreational programs	12%	10	50%	7	0.0600	10
Quality of outdoor athletic fields	9%	12	65%	4	0.0326	11
Ease of registering for programs	5%	15	41%	12	0.0307	12
City Rec Center	6%	14	53%	5	0.0296	13
Number of parkway walking & biking trails	11%	11	82%	1	0.0191	14
Number of City parks	9%	13	79%	2	0.0179	15

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

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2018 Importance-Satisfaction Rating

City of St. Joseph

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of major City streets	60%	1	37%	9	0.3767	1
Cleanliness of City streets/other public areas	51%	2	30%	10	0.3577	2
Maintenance of streets in your neighborhood	40%	3	37%	8	0.2533	3
<u>High Priority (IS .10-.20)</u>						
Maintenance & preservation of Downtown	26%	4	39%	7	0.1586	4
Adequacy of City street lighting	20%	5	46%	5	0.1058	5
Condition of sidewalks	14%	9	28%	11	0.1008	6
<u>Medium Priority (IS <.10)</u>						
Snow removal on streets in your neighborhood	16%	7	43%	6	0.0895	7
Mowing & trimming of public areas	17%	6	49%	4	0.0882	8
Snow removal on major City streets	15%	8	59%	3	0.0615	9
Maintenance of street signs & traffic signals	9%	10	62%	2	0.0353	10
Maintenance of City buildings such as City Hall	5%	11	66%	1	0.0167	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

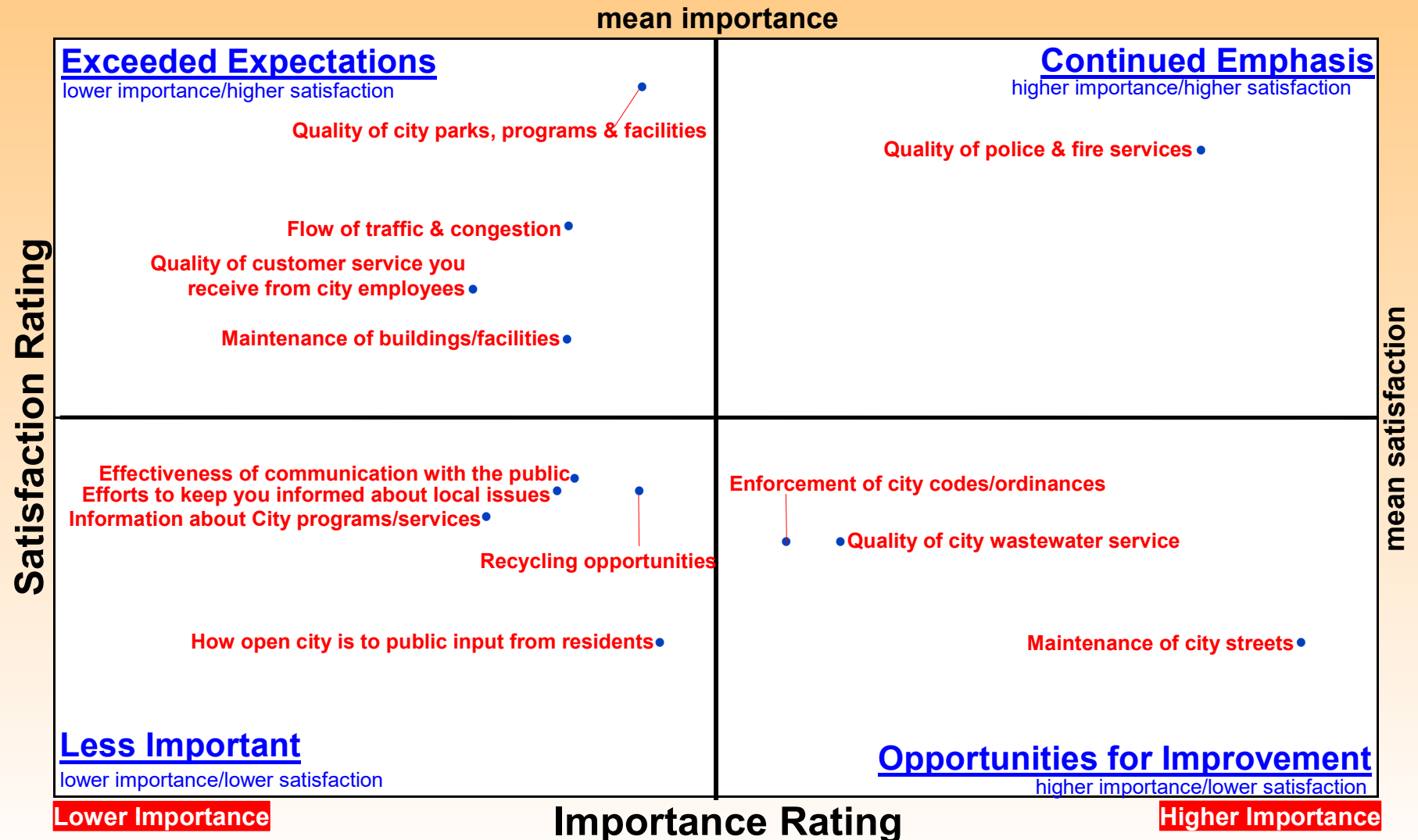
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for St. Joseph are provided on the following pages.

2018 St. Joseph Community Survey Importance-Satisfaction Assessment Matrix

-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



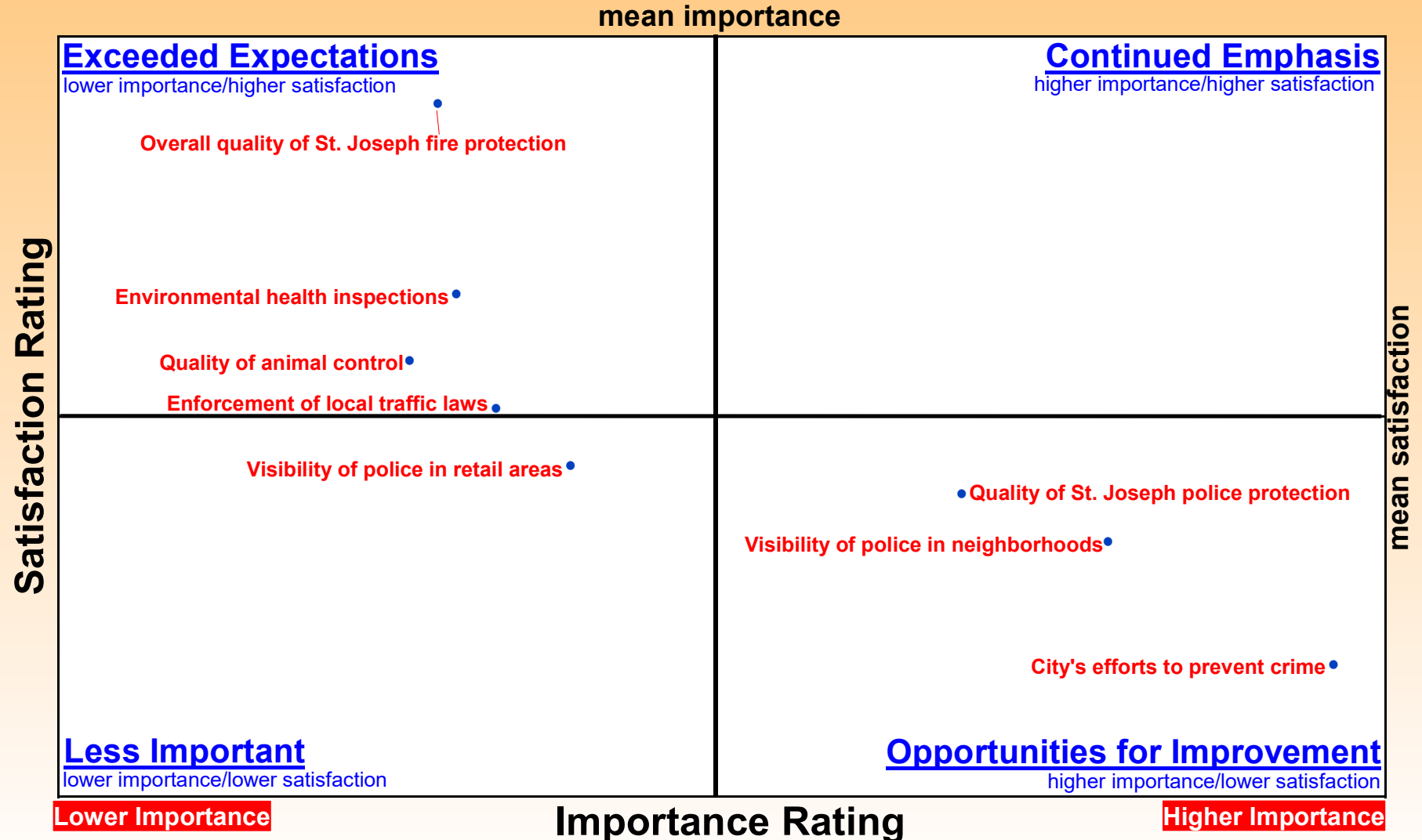
Source: ETC Institute (2018)

2018 St. Joseph Community Survey

Importance-Satisfaction Assessment Matrix

-Public Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



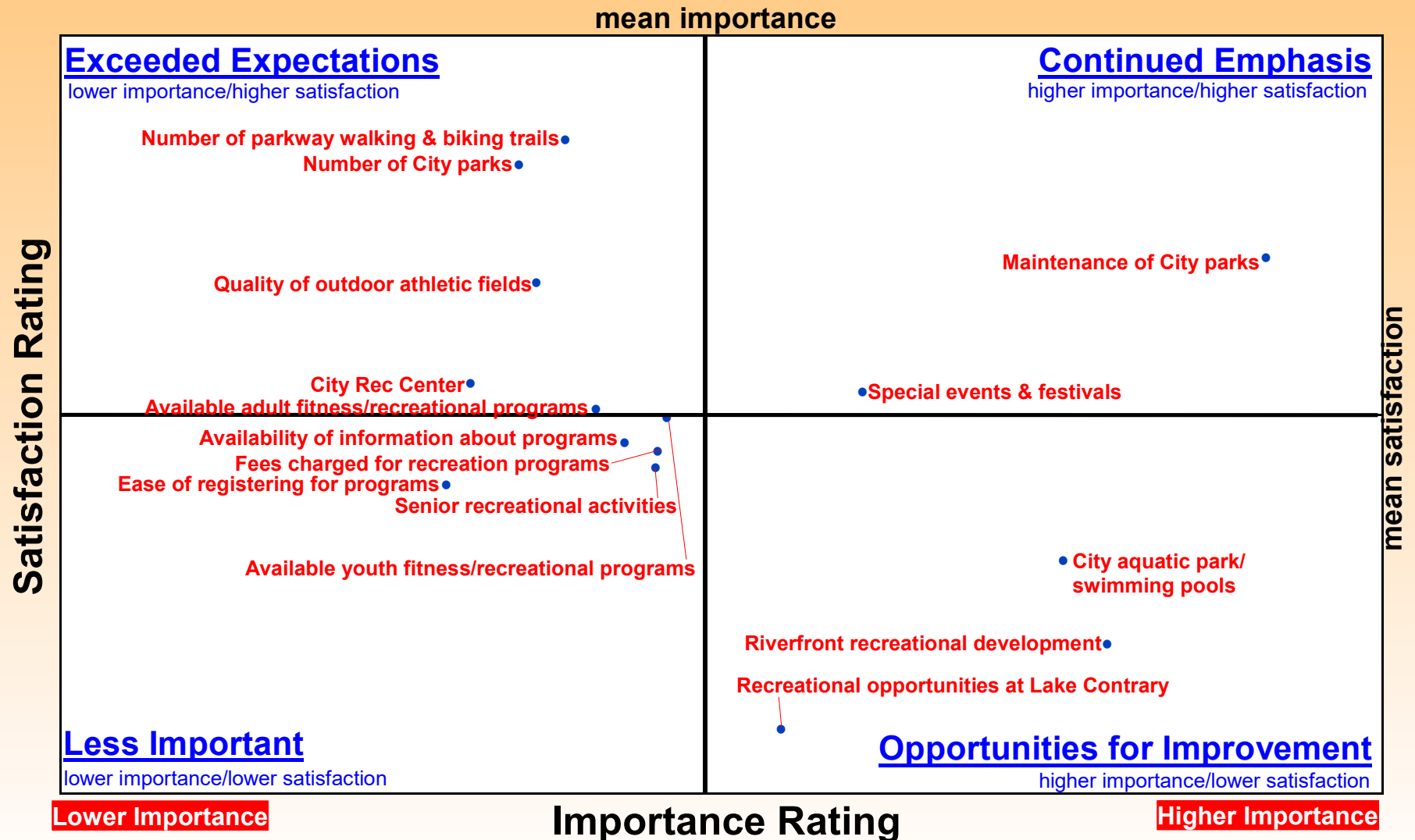
Source: ETC Institute (2018)

2018 St. Joseph Community Survey

Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



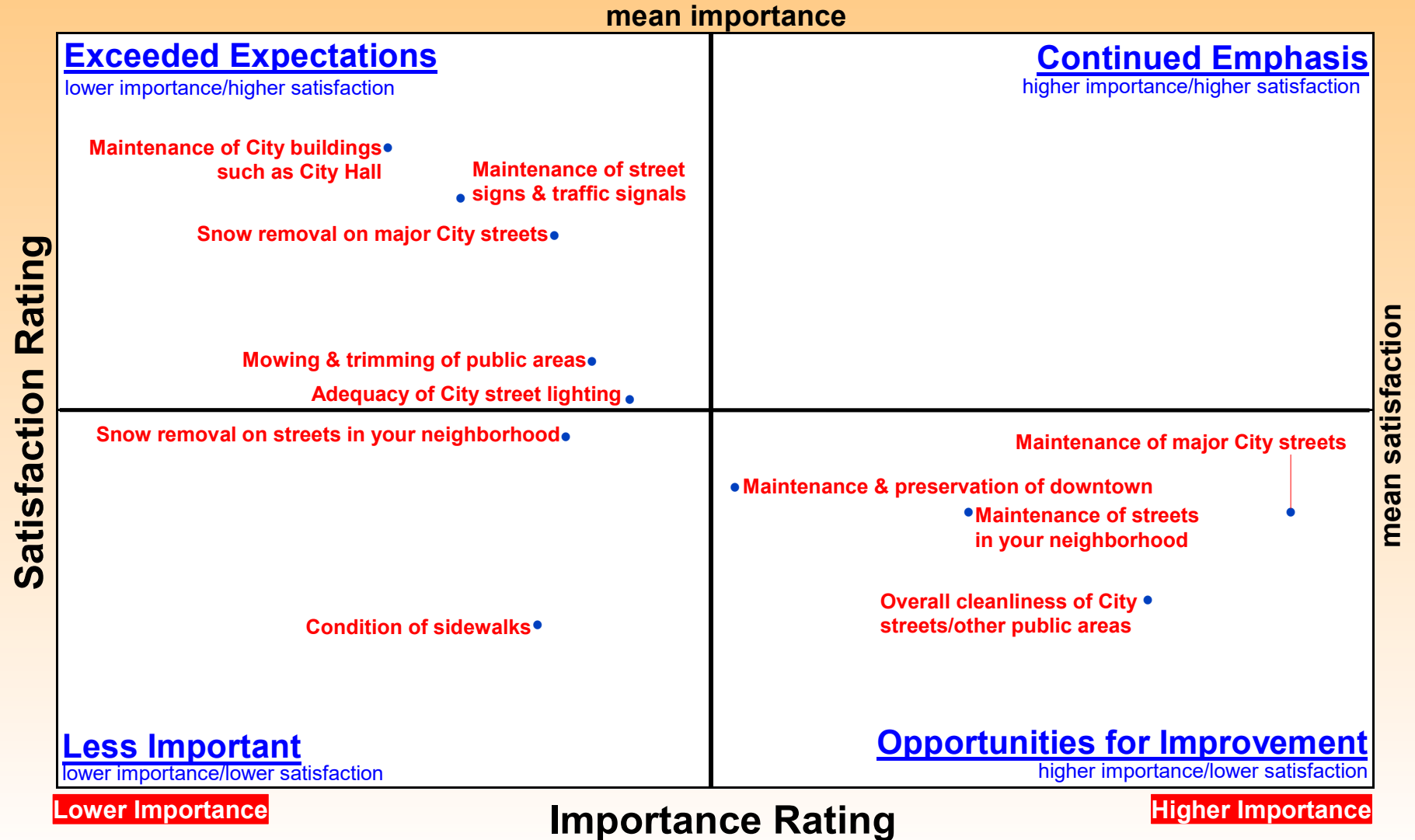
Source: ETC Institute (2018)

2018 St. Joseph Community Survey

Importance-Satisfaction Assessment Matrix

-City Maintenance-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2018)

Section 4

Tabular Data

Q1. Livability. Several items that may influence your perception of the City of St. Joseph/Buchanan County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=640)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. Overall image of City	0.5%	27.5%	23.9%	33.6%	12.7%	1.9%
Q1-2. Overall value that you receive for your City tax & fees	1.6%	24.7%	32.2%	27.5%	10.0%	4.1%
Q1-3. Overall value that you receive for your County tax & fees	2.8%	28.9%	30.9%	25.0%	7.8%	4.5%
Q1-4. Overall quality of City services	1.3%	36.1%	30.9%	22.2%	7.0%	2.5%
Q1-5. Overall quality of life in City	3.0%	33.6%	27.2%	25.5%	9.1%	1.7%
Q1-6. Overall physical appearance of City	0.6%	19.7%	24.4%	36.3%	18.3%	0.8%
Q1-7. Overall feeling of safety in City	1.1%	20.6%	20.9%	25.9%	30.8%	0.6%
Q1-8. As a place to live	4.1%	34.2%	27.5%	22.7%	10.0%	1.6%
Q1-9. As a place to raise children	3.0%	29.5%	24.7%	25.3%	15.2%	2.3%
Q1-10. As a place to work	3.9%	32.2%	27.3%	23.6%	11.6%	1.4%
Q1-11. As a place to invest in	2.5%	21.6%	30.6%	24.7%	17.5%	3.1%
Q1-12. As a City that is moving in right direction	1.6%	16.1%	29.7%	26.4%	23.6%	2.7%

WITHOUT "DON'T KNOW"

Q1. Livability. Several items that may influence your perception of the City of St. Joseph/Buchanan County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=640)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. Overall image of City	0.5%	28.0%	24.4%	34.2%	12.9%
Q1-2. Overall value that you receive for your City tax & fees	1.6%	25.7%	33.6%	28.7%	10.4%
Q1-3. Overall value that you receive for your County tax & fees	2.9%	30.3%	32.4%	26.2%	8.2%
Q1-4. Overall quality of City services	1.3%	37.0%	31.7%	22.8%	7.2%
Q1-5. Overall quality of life in City	3.0%	34.2%	27.7%	25.9%	9.2%
Q1-6. Overall physical appearance of City	0.6%	19.8%	24.6%	36.5%	18.4%
Q1-7. Overall feeling of safety in City	1.1%	20.8%	21.1%	26.1%	31.0%
Q1-8. As a place to live	4.1%	34.8%	27.9%	23.0%	10.2%
Q1-9. As a place to raise children	3.0%	30.2%	25.3%	25.9%	15.5%
Q1-10. As a place to work	4.0%	32.6%	27.7%	23.9%	11.7%
Q1-11. As a place to invest in	2.6%	22.3%	31.6%	25.5%	18.1%
Q1-12. As a City that is moving in right direction	1.6%	16.5%	30.5%	27.1%	24.2%

Q2. Using a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," please rate how important each of the following reasons for deciding where to live was in your decision to live where you do.

(N=640)

	Very important	Somewhat important	Not sure	Not important	Don't know
Q2-1. Sense of community/friendly & welcoming	48.0%	39.1%	7.7%	2.7%	2.7%
Q2-2. Quality of public education (K-12)	72.5%	14.4%	7.2%	4.4%	1.6%
Q2-3. Access to higher education (college)	55.9%	30.0%	4.8%	7.8%	1.4%
Q2-4. Technical education programs	51.7%	28.4%	9.4%	8.8%	1.7%
Q2-5. Quality care for preschool age children	51.9%	21.6%	14.4%	10.6%	1.6%
Q2-6. Types of housing (e.g. multi-family, single)	48.6%	37.5%	8.4%	3.9%	1.6%
Q2-7. Quality of housing (e.g. construction, maintenance)	60.3%	31.3%	5.5%	1.4%	1.6%
Q2-8. Access to quality shopping	43.1%	44.2%	6.4%	5.0%	1.3%
Q2-9. Availability of Parks & Recreation opportunities	53.6%	37.8%	4.1%	3.4%	1.1%
Q2-10. Living near family or friends	51.3%	31.3%	8.3%	8.0%	1.3%
Q2-11. Safety & security	82.2%	11.1%	3.8%	1.1%	1.9%
Q2-12. Accessibility to airport & other communities	33.6%	45.0%	8.8%	11.1%	1.6%
Q2-13. Quality health care	72.3%	19.4%	3.8%	2.7%	1.9%
Q2-14. Public transportation (bus)	27.0%	30.5%	17.3%	23.4%	1.7%
Q2-15. Infrastructure (e.g. roads, bridges, hiking, biking)	53.0%	34.7%	7.0%	3.8%	1.6%
Q2-16. Low taxes	45.9%	36.6%	8.9%	6.6%	2.0%

Q2. Using a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," please rate how important each of the following reasons for deciding where to live was in your decision to live where you do.

	Very important	Somewhat important	Not sure	Not important	Don't know
Q2-17. Entertainment & social opportunities	37.8%	43.1%	10.5%	7.2%	1.4%
Q2-18. Cost of living	69.1%	25.2%	2.3%	2.0%	1.4%
Q2-19. Job opportunities	73.0%	16.7%	4.1%	4.4%	1.9%

WITHOUT "DON'T KNOW"

Q2. Using a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," please rate how important each of the following reasons for deciding where to live was in your decision to live where you do. (without "don't know")

(N=640)

	Very important	Somewhat important	Not sure	Not important
Q2-1. Sense of community/friendly & welcoming	49.3%	40.1%	7.9%	2.7%
Q2-2. Quality of public education (K-12)	73.7%	14.6%	7.3%	4.4%
Q2-3. Access to higher education (college)	56.7%	30.4%	4.9%	7.9%
Q2-4. Technical education programs	52.6%	28.9%	9.5%	8.9%
Q2-5. Quality care for preschool age children	52.7%	21.9%	14.6%	10.8%
Q2-6. Types of housing (e.g. multi-family, single)	49.4%	38.1%	8.6%	4.0%
Q2-7. Quality of housing (e.g. construction, maintenance)	61.3%	31.7%	5.6%	1.4%
Q2-8. Access to quality shopping	43.7%	44.8%	6.5%	5.1%
Q2-9. Availability of Parks & Recreation opportunities	54.2%	38.2%	4.1%	3.5%
Q2-10. Living near family or friends	51.9%	31.6%	8.4%	8.1%
Q2-11. Safety & security	83.8%	11.3%	3.8%	1.1%
Q2-12. Accessibility to airport & other communities	34.1%	45.7%	8.9%	11.3%
Q2-13. Quality health care	73.7%	19.7%	3.8%	2.7%
Q2-14. Public transportation (bus)	27.5%	31.0%	17.6%	23.8%
Q2-15. Infrastructure (e.g. roads, bridges, hiking, biking)	53.8%	35.2%	7.1%	3.8%
Q2-16. Low taxes	46.9%	37.3%	9.1%	6.7%
Q2-17. Entertainment & social opportunities	38.4%	43.7%	10.6%	7.3%
Q2-18. Cost of living	70.0%	25.5%	2.4%	2.1%
Q2-19. Job opportunities	74.4%	17.0%	4.1%	4.5%

Q2. Then, please indicate if your needs are being met in St. Joseph/Buchanan County.

(N=636)

	Yes	No
Q2-1. Sense of community/friendly & welcoming	64.7%	35.3%
Q2-2. Quality of public education (K-12)	40.5%	59.5%
Q2-3. Access to higher education (college)	86.6%	13.4%
Q2-4. Technical education programs	76.2%	23.8%
Q2-5. Quality care for preschool age children	58.8%	41.2%
Q2-6. Types of housing (e.g. multi-family, single)	73.4%	26.6%
Q2-7. Quality of housing (e.g. construction, maintenance)	61.8%	38.2%
Q2-8. Access to quality shopping	79.1%	20.9%
Q2-9. Availability of Parks & Recreation opportunities	83.1%	16.9%
Q2-10. Living near family or friends	83.5%	16.5%
Q2-11. Safety & security	40.2%	59.8%
Q2-12. Accessibility to airport & other communities	84.9%	15.1%
Q2-13. Quality health care	66.9%	33.1%
Q2-14. Public transportation (bus)	76.2%	23.8%
Q2-15. Infrastructure (e.g. roads, bridges, hiking, biking)	55.3%	44.7%
Q2-16. Low taxes	53.7%	46.3%
Q2-17. Entertainment & social opportunities	56.3%	43.7%
Q2-18. Cost of living	68.1%	31.9%
Q2-19. Job opportunities	51.9%	48.1%

Q3. Which THREE of the reasons listed in Question 2 above will have the MOST IMPACT on your decision to stay in St. Joseph/Buchanan County for the next 10 years?

Q3. Top choice	Number	Percent
Sense of community/friendly & welcoming	40	6.3 %
Quality of public education (K-12)	64	10.0 %
Access to higher education (college)	7	1.1 %
Technical education programs	9	1.4 %
Quality care for preschool age children	2	0.3 %
Types of housing (e.g. multi-family, single)	4	0.6 %
Quality of housing (e.g. construction, maintenance)	12	1.9 %
Access to quality shopping	2	0.3 %
Availability of Parks & Recreation opportunities	5	0.8 %
Living near family or friends	124	19.4 %
Safety & security	168	26.3 %
Accessibility to airport & other communities	1	0.2 %
Quality health care	22	3.4 %
Public transportation (bus)	5	0.8 %
Infrastructure (e.g. roads, bridges, hiking, biking)	7	1.1 %
Low taxes	18	2.8 %
Entertainment & social opportunities	4	0.6 %
Cost of living	45	7.0 %
Job opportunities	64	10.0 %
None chosen	37	5.8 %
Total	640	100.0 %

Q3. Which THREE of the reasons listed in Question 2 above will have the MOST IMPACT on your decision to stay in St. Joseph/Buchanan County for the next 10 years?

Q3. 2nd choice	Number	Percent
Sense of community/friendly & welcoming	24	3.8 %
Quality of public education (K-12)	64	10.0 %
Access to higher education (college)	9	1.4 %
Technical education programs	7	1.1 %
Quality care for preschool age children	9	1.4 %
Types of housing (e.g. multi-family, single)	8	1.3 %
Quality of housing (e.g. construction, maintenance)	18	2.8 %
Access to quality shopping	14	2.2 %
Availability of Parks & Recreation opportunities	9	1.4 %
Living near family or friends	39	6.1 %
Safety & security	128	20.0 %
Accessibility to airport & other communities	9	1.4 %
Quality health care	57	8.9 %
Public transportation (bus)	1	0.2 %
Infrastructure (e.g. roads, bridges, hiking, biking)	23	3.6 %
Low taxes	44	6.9 %
Entertainment & social opportunities	8	1.3 %
Cost of living	83	13.0 %
Job opportunities	43	6.7 %
None chosen	43	6.7 %
Total	640	100.0 %

Q3. Which THREE of the reasons listed in Question 2 above will have the MOST IMPACT on your decision to stay in St. Joseph/Buchanan County for the next 10 years?

Q3. 3rd choice	Number	Percent
Sense of community/friendly & welcoming	36	5.6 %
Quality of public education (K-12)	27	4.2 %
Access to higher education (college)	7	1.1 %
Technical education programs	4	0.6 %
Quality care for preschool age children	4	0.6 %
Types of housing (e.g. multi-family, single)	15	2.3 %
Quality of housing (e.g. construction, maintenance)	21	3.3 %
Access to quality shopping	16	2.5 %
Availability of Parks & Recreation opportunities	19	3.0 %
Living near family or friends	36	5.6 %
Safety & security	62	9.7 %
Accessibility to airport & other communities	10	1.6 %
Quality health care	65	10.2 %
Public transportation (bus)	4	0.6 %
Infrastructure (e.g. roads, bridges, hiking, biking)	23	3.6 %
Low taxes	44	6.9 %
Entertainment & social opportunities	22	3.4 %
Cost of living	115	18.0 %
Job opportunities	61	9.5 %
None chosen	49	7.7 %
Total	640	100.0 %

SUM OF TOP 3 CHOICES

Q3. Which THREE of the reasons listed in Question 2 above will have the MOST IMPACT on your decision to stay in St. Joseph/Buchanan County for the next 10 years? (top 3)

Q3. Sum of top 3 choices	Number	Percent
Sense of community/friendly & welcoming	100	15.6 %
Quality of public education (K-12)	155	24.2 %
Access to higher education (college)	23	3.6 %
Technical education programs	20	3.1 %
Quality care for preschool age children	15	2.3 %
Types of housing (e.g. multi-family, single)	27	4.2 %
Quality of housing (e.g. construction, maintenance)	51	8.0 %
Access to quality shopping	32	5.0 %
Availability of Parks & Recreation opportunities	33	5.2 %
Living near family or friends	199	31.1 %
Safety & security	358	55.9 %
Accessibility to airport & other communities	20	3.1 %
Quality health care	144	22.5 %
Public transportation (bus)	10	1.6 %
Infrastructure (e.g. roads, bridges, hiking, biking)	53	8.3 %
Low taxes	106	16.6 %
Entertainment & social opportunities	34	5.3 %
Cost of living	243	38.0 %
Job opportunities	168	26.3 %
None chosen	37	5.8 %
Total	1828	

Q4. When looking at our community, please rank in order of importance the issues facing St. Joseph, where 1 is "Most Important" and 9 is "Least Important."

(N=640)

	Most important	2	3	4	5	6	7	8	Least important	Not provided
Q4-1. Community appearance	6.4%	9.7%	11.4%	14.2%	14.4%	12.2%	15.2%	3.0%	1.1%	12.5%
Q4-2. Education	15.0%	25.0%	13.9%	14.5%	5.8%	2.8%	5.9%	1.6%	1.3%	14.2%
Q4-3. Taxes	6.9%	9.4%	14.8%	16.9%	13.3%	9.5%	7.7%	3.8%	2.5%	15.3%
Q4-4. Jobs	15.8%	17.8%	16.4%	13.6%	6.9%	6.4%	4.1%	1.4%	0.3%	17.3%
Q4-5. Entertainment	1.9%	2.7%	6.1%	3.1%	8.9%	11.4%	16.3%	26.3%	6.7%	16.7%
Q4-6. Municipal/County services	4.1%	3.9%	6.6%	9.7%	14.7%	20.2%	12.8%	10.2%	0.2%	17.8%
Q4-7. Public safety	35.3%	13.6%	11.1%	6.1%	6.3%	4.8%	1.7%	3.4%	0.5%	17.2%
Q4-8. Traffic	1.4%	2.2%	2.7%	3.4%	11.1%	13.6%	17.2%	25.6%	4.2%	18.6%
Q4-9. Other	12.0%	5.4%	2.2%	4.3%	5.4%	2.2%	2.2%	15.2%	51.1%	0.0%

WITHOUT "DON'T KNOW"

Q4. When looking at our community, please rank in order of importance the issues facing St. Joseph, where 1 is "Most Important" and 9 is "Least Important." (without "not provided")

(N=640)

	Most important	2	3	4	5	6	7	8	Least important
Q4-1. Community appearance	7.3%	11.1%	13.0%	16.3%	16.4%	13.9%	17.3%	3.4%	1.3%
Q4-2. Education	17.5%	29.1%	16.2%	16.9%	6.7%	3.3%	6.9%	1.8%	1.5%
Q4-3. Taxes	8.1%	11.1%	17.5%	19.9%	15.7%	11.3%	9.0%	4.4%	3.0%
Q4-4. Jobs	19.1%	21.6%	19.8%	16.4%	8.3%	7.8%	4.9%	1.7%	0.4%
Q4-5. Entertainment	2.3%	3.2%	7.3%	3.8%	10.7%	13.7%	19.5%	31.5%	8.1%
Q4-6. Municipal/County services	4.9%	4.8%	8.0%	11.8%	17.9%	24.5%	15.6%	12.4%	0.2%
Q4-7. Public safety	42.6%	16.4%	13.4%	7.4%	7.5%	5.8%	2.1%	4.2%	0.6%
Q4-8. Traffic	1.7%	2.7%	3.3%	4.2%	13.6%	16.7%	21.1%	31.5%	5.2%
Q4-9. Other	12.0%	5.4%	2.2%	4.3%	5.4%	2.2%	2.2%	15.2%	51.1%

Q4. Other

Q4-9. Other	Number	Percent
Housing	4	4.3 %
Health care	3	3.3 %
INFRASTRUCTURE	2	2.2 %
Crime/drugs	2	2.2 %
Sewer bill	2	2.2 %
COST OF LIVING	2	2.2 %
Public transportation	2	2.2 %
Community feeling	1	1.1 %
Community groups	1	1.1 %
Availability of educated, trained, committed workforce	1	1.1 %
Homeless population is becoming more of a problem in particular areas	1	1.1 %
Clean water, more going green	1	1.1 %
People with Disabilities	1	1.1 %
Immediate and ongoing plan to improve and maintain all streets	1	1.1 %
Sewer bill too high	1	1.1 %
Excessive sewer fees are forcing people to sacrifice on other needs	1	1.1 %
Trash, weed and rodents	1	1.1 %
Southside needs a lot of work	1	1.1 %
I cant go outside with my 4 kids without hearing gun fires	1	1.1 %
Public corruption	1	1.1 %
Leaders listening to community	1	1.1 %
Think tank	1	1.1 %
Krug Park amphitheater	1	1.1 %
Becoming more progressive & consistent with the current times	1	1.1 %
More for teens	1	1.1 %
SEWER BILL FOR SENIORS	1	1.1 %
Public opinion	1	1.1 %
Whole midtown, run down, lack of accountability to slumlords and rental property owners	1	1.1 %
A commitment to STOP litter	1	1.1 %
SHOPPING	1	1.1 %
Pet control	1	1.1 %
FIRE PROTECTION	1	1.1 %
STREET LIGHTS	1	1.1 %
Chamber leadership	1	1.1 %
How well the overall community is	1	1.1 %
BETTER SCHOOL SPORTS	1	1.1 %
Sewer costs	1	1.1 %
DRUGS	1	1.1 %
Crime	1	1.1 %
ANIMAL WELFARE	1	1.1 %
Cultural events	1	1.1 %
Drug counseling	1	1.1 %
TRASH WEEDS CODE VIOLATION	1	1.1 %
LOWER COST OF SEWERS	1	1.1 %
Presence of public safety	1	1.1 %
RESTAURANTS	1	1.1 %
SENIOR CITIZEN HOUSING	1	1.1 %
Roads	1	1.1 %

Q4. Other

<u>Q4-9. Other</u>	<u>Number</u>	<u>Percent</u>
Crime & traffic law enforcement	1	1.1 %
POLICE DEPT IS NOT INTERESTED IN HELPING THE NEIGHBORHOOD	1	1.1 %
Honest public servants	1	1.1 %
St. Jo is known as a stinky town	1	1.1 %
HEALTH COST	1	1.1 %
ATTRACTING NEW BUSINESSES	1	1.1 %
CRIME	1	1.1 %
Dining options	1	1.1 %
Season	1	1.1 %
Quality of people living in St. Joe	1	1.1 %
None of our three sons were able to find any high-tech jobs here	1	1.1 %
School budget	1	1.1 %
Downtown development	1	1.1 %
End corporate racism	1	1.1 %
Curbside recycling	1	1.1 %
Drugs in this town are out of control	1	1.1 %
HOME UPKEEP	1	1.1 %
FOOD AVAILABILITY IN THE MIDDLE ST JOSEPH	1	1.1 %
The damn murals	1	1.1 %
Street maintenance	1	1.1 %
ROAD CONDITION	1	1.1 %
POSITIVE SELF ESTEEM	1	1.1 %
Downtown	1	1.1 %
Preservation	1	1.1 %
MORE BUSINESS	1	1.1 %
People	1	1.1 %
Trash all over streets	1	1.1 %
Homeless everywhere	1	1.1 %
Curriculum at schools	1	1.1 %
Image	1	1.1 %
INFRASTRUCTURE AND LEADERSHIP	1	1.1 %
WATER SEWER PRICES	1	1.1 %
Education system in town	1	1.1 %
GAMBLING AND PRISON	1	1.1 %
Total	92	100.0 %

Q6. Recommending St. Joseph. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you would be to recommend St. Joseph in each of the scenarios listed below.

(N=640)

	Very likely	Likely	Neutral	Unlikely	Very unlikely	Don't know
Q6-1. Recommend St. Joseph to a friend as a place to visit	21.6%	31.7%	18.3%	15.8%	10.8%	1.9%
Q6-2. Recommend St. Joseph to a friend as a place to live	9.5%	27.0%	21.7%	22.5%	16.9%	2.3%
Q6-3. Recommend St. Joseph to a friend as a place to raise children	8.9%	23.0%	27.3%	17.8%	20.9%	2.0%
Q6-4. Recommend St. Joseph to a friend as a place to work	7.3%	25.2%	31.6%	18.0%	16.1%	1.9%

WITHOUT "DON'T KNOW"

Q6. Recommending St. Joseph. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you would be to recommend St. Joseph in each of the scenarios listed below. (without "don't know")

(N=640)

	Very likely	Likely	Neutral	Unlikely	Very unlikely
Q6-1. Recommend St. Joseph to a friend as a place to visit	22.0%	32.3%	18.6%	16.1%	11.0%
Q6-2. Recommend St. Joseph to a friend as a place to live	9.8%	27.7%	22.2%	23.0%	17.3%
Q6-3. Recommend St. Joseph to a friend as a place to raise children	9.1%	23.4%	27.9%	18.2%	21.4%
Q6-4. Recommend St. Joseph to a friend as a place to work	7.5%	25.6%	32.2%	18.3%	16.4%

Q7. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality of police & fire services	18.6%	40.6%	20.0%	13.8%	4.8%	2.2%
Q7-2. Overall quality of City Parks & Recreation programs & facilities	20.6%	44.2%	21.3%	10.0%	2.2%	1.7%
Q7-3. Overall maintenance of City streets	1.9%	19.7%	26.3%	34.4%	16.7%	1.1%
Q7-4. Overall maintenance of buildings/facilities (Civic Arena/ Missouri Theater)	7.3%	37.0%	34.7%	13.4%	4.1%	3.4%
Q7-5. Overall quality of City wastewater service	3.9%	24.2%	28.0%	15.2%	22.0%	6.7%
Q7-6. Overall enforcement of City codes & ordinances	3.4%	24.2%	29.8%	23.6%	13.0%	5.9%
Q7-7. Overall quality of customer service you receive from City employees	8.0%	38.4%	30.9%	10.5%	5.0%	7.2%
Q7-8. Overall effectiveness of City communication with the public	3.4%	29.8%	37.7%	16.6%	8.6%	3.9%
Q7-9. Overall flow of traffic & congestion	7.7%	45.8%	25.9%	13.1%	5.2%	2.3%
Q7-10. Recycling opportunities	6.7%	25.6%	26.9%	19.8%	15.9%	5.0%
Q7-11. Availability of information about City programs & services	3.9%	26.1%	39.5%	19.2%	5.8%	5.5%
Q7-12. City efforts to keep you informed about local issues	3.6%	28.6%	35.8%	20.6%	7.8%	3.6%
Q7-13. How open City is to public input from residents	3.1%	18.0%	37.8%	21.6%	12.8%	6.7%

Q7. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of police & fire services	19.0%	41.5%	20.4%	14.1%	5.0%
Q7-2. Overall quality of City Parks & Recreation programs & facilities	21.0%	45.0%	21.6%	10.2%	2.2%
Q7-3. Overall maintenance of City streets	1.9%	19.9%	26.5%	34.8%	16.9%
Q7-4. Overall maintenance of buildings/ facilities (Civic Arena/Missouri Theater)	7.6%	38.3%	35.9%	13.9%	4.2%
Q7-5. Overall quality of City wastewater service	4.2%	26.0%	30.0%	16.2%	23.6%
Q7-6. Overall enforcement of City codes & ordinances	3.7%	25.7%	31.7%	25.1%	13.8%
Q7-7. Overall quality of customer service you receive from City employees	8.6%	41.4%	33.3%	11.3%	5.4%
Q7-8. Overall effectiveness of City communication with the public	3.6%	31.1%	39.2%	17.2%	8.9%
Q7-9. Overall flow of traffic & congestion	7.8%	46.9%	26.6%	13.4%	5.3%
Q7-10. Recycling opportunities	7.1%	27.0%	28.3%	20.9%	16.8%
Q7-11. Availability of information about City programs & services	4.1%	27.6%	41.8%	20.3%	6.1%
Q7-12. City efforts to keep you informed about local issues	3.7%	29.7%	37.1%	21.4%	8.1%
Q7-13. How open City is to public input from residents	3.4%	19.3%	40.5%	23.1%	13.7%

Q8. Which THREE of the items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. Top choice	Number	Percent
Overall quality of police & fire services	258	40.3 %
Overall quality of City Parks & Recreation programs & facilities	19	3.0 %
Overall maintenance of City streets	131	20.5 %
Overall maintenance of buildings/facilities (Civic Arena/ Missouri Theater)	12	1.9 %
Overall quality of City wastewater service	66	10.3 %
Overall enforcement of City codes & ordinances	36	5.6 %
Overall quality of customer service you receive from City employees	6	0.9 %
Overall effectiveness of City communication with the public	7	1.1 %
Overall flow of traffic & congestion	7	1.1 %
Recycling opportunities	18	2.8 %
Availability of information about City programs & services	6	0.9 %
City efforts to keep you informed about local issues	9	1.4 %
How open City is to public input from residents	24	3.8 %
None chosen	41	6.4 %
Total	640	100.0 %

Q8. Which THREE of the items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. 2nd choice	Number	Percent
Overall quality of police & fire services	51	8.0 %
Overall quality of City Parks & Recreation programs & facilities	48	7.5 %
Overall maintenance of City streets	172	26.9 %
Overall maintenance of buildings/facilities (Civic Arena/ Missouri Theater)	28	4.4 %
Overall quality of City wastewater service	60	9.4 %
Overall enforcement of City codes & ordinances	62	9.7 %
Overall quality of customer service you receive from City employees	17	2.7 %
Overall effectiveness of City communication with the public	24	3.8 %
Overall flow of traffic & congestion	31	4.8 %
Recycling opportunities	36	5.6 %
Availability of information about City programs & services	12	1.9 %
City efforts to keep you informed about local issues	25	3.9 %
How open City is to public input from residents	30	4.7 %
None chosen	44	6.9 %
Total	640	100.0 %

Q8. Which THREE of the items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	39	6.1 %
Overall quality of City Parks & Recreation programs & facilities	38	5.9 %
Overall maintenance of City streets	88	13.8 %
Overall maintenance of buildings/facilities (Civic Arena/ Missouri Theater)	32	5.0 %
Overall quality of City wastewater service	65	10.2 %
Overall enforcement of City codes & ordinances	70	10.9 %
Overall quality of customer service you receive from City employees	8	1.3 %
Overall effectiveness of City communication with the public	44	6.9 %
Overall flow of traffic & congestion	35	5.5 %
Recycling opportunities	50	7.8 %
Availability of information about City programs & services	19	3.0 %
City efforts to keep you informed about local issues	34	5.3 %
How open City is to public input from residents	58	9.1 %
None chosen	60	9.4 %
Total	640	100.0 %

SUM OF TOP 3 CHOICES

Q8. Which THREE of the items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q8. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	348	54.4 %
Overall quality of City Parks & Recreation programs & facilities	105	16.4 %
Overall maintenance of City streets	391	61.1 %
Overall maintenance of buildings/facilities (Civic Arena/ Missouri Theater)	72	11.3 %
Overall quality of City wastewater service	191	29.8 %
Overall enforcement of City codes & ordinances	168	26.3 %
Overall quality of customer service you receive from City employees	31	4.8 %
Overall effectiveness of City communication with the public	75	11.7 %
Overall flow of traffic & congestion	73	11.4 %
Recycling opportunities	104	16.3 %
Availability of information about City programs & services	37	5.8 %
City efforts to keep you informed about local issues	68	10.6 %
How open City is to public input from residents	112	17.5 %
None chosen	41	6.4 %
Total	1816	

Q9. How supportive would you be of investing in updating or replacing the Civic Arena?

Q9. How supportive would you be of investing in updating or replacing Civic Arena?	Number	Percent
Very supportive	118	18.4 %
Somewhat supportive	156	24.4 %
Not supportive	170	26.6 %
Need more information	181	28.3 %
Not provided	15	2.3 %
Total	640	100.0 %

WITHOUT "NOT PROVIDED"**Q9. How supportive would you be of investing in updating or replacing the Civic Arena? (without "not provided")**

Q9. How supportive would you be of investing in updating or replacing Civic Arena?	Number	Percent
Very supportive	118	18.9 %
Somewhat supportive	156	25.0 %
Not supportive	170	27.2 %
Need more information	181	29.0 %
Total	625	100.0 %

Q10. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Visibility of police in neighborhoods	7.0%	26.1%	27.2%	25.8%	9.5%	4.4%
Q10-2. Visibility of police in retail areas	5.6%	34.5%	32.2%	17.8%	5.6%	4.2%
Q10-3. City's efforts to prevent crime	3.3%	17.2%	23.8%	27.7%	23.9%	4.2%
Q10-4. Enforcement of local traffic laws	5.8%	40.5%	29.8%	11.9%	8.8%	3.3%
Q10-5. Overall quality of St. Joseph police protection	7.8%	30.0%	30.9%	15.9%	12.7%	2.7%
Q10-6. Overall quality of St. Joseph fire protection	26.9%	50.2%	15.0%	2.5%	1.4%	4.1%
Q10-7. Quality of animal control	8.9%	39.8%	28.8%	10.3%	4.1%	8.1%
Q10-8. Environmental health inspections (food/lodging)	10.6%	43.6%	28.0%	6.4%	3.0%	8.4%

WITHOUT "DON'T KNOW"**Q10. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Visibility of police in neighborhoods	7.4%	27.3%	28.4%	27.0%	10.0%
Q10-2. Visibility of police in retail areas	5.9%	36.1%	33.6%	18.6%	5.9%
Q10-3. City's efforts to prevent crime	3.4%	17.9%	24.8%	28.9%	25.0%
Q10-4. Enforcement of local traffic laws	6.0%	41.8%	30.9%	12.3%	9.0%
Q10-5. Overall quality of St. Joseph police protection	8.0%	30.8%	31.8%	16.4%	13.0%
Q10-6. Overall quality of St. Joseph fire protection	28.0%	52.3%	15.6%	2.6%	1.5%
Q10-7. Quality of animal control	9.7%	43.4%	31.3%	11.2%	4.4%
Q10-8. Environmental health inspections (food/lodging)	11.6%	47.6%	30.5%	7.0%	3.2%

Q11. Which THREE of the public safety items listed in Question 10 above would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. Top choice	Number	Percent
Visibility of police in neighborhoods	174	27.2 %
Visibility of police in retail areas	18	2.8 %
City's efforts to prevent crime	307	48.0 %
Enforcement of local traffic laws	20	3.1 %
Overall quality of St. Joseph police protection	53	8.3 %
Overall quality of St. Joseph fire protection	9	1.4 %
Quality of animal control	6	0.9 %
Environmental health inspections (food/lodging)	13	2.0 %
None chosen	40	6.3 %
Total	640	100.0 %

Q11. Which THREE of the public safety items listed in Question 10 above would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 2nd choice	Number	Percent
Visibility of police in neighborhoods	119	18.6 %
Visibility of police in retail areas	71	11.1 %
City's efforts to prevent crime	144	22.5 %
Enforcement of local traffic laws	35	5.5 %
Overall quality of St. Joseph police protection	148	23.1 %
Overall quality of St. Joseph fire protection	28	4.4 %
Quality of animal control	17	2.7 %
Environmental health inspections (food/lodging)	28	4.4 %
None chosen	50	7.8 %
Total	640	100.0 %

Q11. Which THREE of the public safety items listed in Question 10 above would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 3rd choice	Number	Percent
Visibility of police in neighborhoods	113	17.7 %
Visibility of police in retail areas	58	9.1 %
City's efforts to prevent crime	64	10.0 %
Enforcement of local traffic laws	56	8.8 %
Overall quality of St. Joseph police protection	135	21.1 %
Overall quality of St. Joseph fire protection	46	7.2 %
Quality of animal control	47	7.3 %
Environmental health inspections (food/lodging)	51	8.0 %
None chosen	70	10.9 %
Total	640	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of the public safety items listed in Question 10 above would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q11. Sum of top 3 choices	Number	Percent
Visibility of police in neighborhoods	406	63.4 %
Visibility of police in retail areas	147	23.0 %
City's efforts to prevent crime	515	80.5 %
Enforcement of local traffic laws	111	17.3 %
Overall quality of St. Joseph police protection	336	52.5 %
Overall quality of St. Joseph fire protection	83	13.0 %
Quality of animal control	70	10.9 %
Environmental health inspections (food/lodging)	92	14.4 %
None chosen	40	6.3 %
Total	1800	

Q12. In Buchanan County, but Outside of the City. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. County law enforcement	10.2%	34.1%	24.5%	5.5%	2.0%	23.8%
Q12-2. County fire protection	9.8%	33.4%	27.0%	2.5%	1.4%	25.8%
Q12-3. County road & bridge maintenance	4.7%	27.8%	28.9%	16.3%	4.8%	17.5%
Q12-4. Overall customer service from County	7.2%	29.8%	30.3%	5.0%	2.3%	25.3%

WITHOUT "DON'T KNOW"

Q12. In Buchanan County, but Outside of the City. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. County law enforcement	13.3%	44.7%	32.2%	7.2%	2.7%
Q12-2. County fire protection	13.3%	45.1%	36.4%	3.4%	1.9%
Q12-3. County road & bridge maintenance	5.7%	33.7%	35.0%	19.7%	5.9%
Q12-4. Overall customer service from County	9.6%	40.0%	40.6%	6.7%	3.1%

Q13. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=640)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q13-1. In your neighborhood in general	30.2%	45.8%	15.0%	6.3%	2.8%
Q13-2. In shopping areas in general	18.1%	51.1%	21.4%	5.8%	3.6%
Q13-3. At work	28.1%	37.0%	11.1%	3.1%	20.6%

WITHOUT "DON'T KNOW"

Q13. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=640)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q13-1. In your neighborhood in general	31.0%	47.1%	15.4%	6.4%
Q13-2. In shopping areas in general	18.8%	53.0%	22.2%	6.0%
Q13-3. At work	35.4%	46.7%	14.0%	3.9%

Q14. Do you have access to the Internet at home?

Q14. Do you have access to internet at home?	Number	Percent
Yes	545	85.2 %
No	81	12.7 %
Not provided	14	2.2 %
Total	640	100.0 %

WITHOUT "NOT PROVIDED"**Q14. Do you have access to the Internet at home? (without "not provided")**

Q14. Do you have access to internet at home?	Number	Percent
Yes	545	87.1 %
No	81	12.9 %
Total	626	100.0 %

Q15. Community Activities, Attractions, Arts and Cultural Events. When family and friends come to visit, do you reference the St. Joseph Convention and Visitors Bureau website or visitors center to seek out information on showcasing our community for activities, attractions, and timely annual events?

Q15. Do you reference St. Joseph Convention & Visitors Bureau website or visitors center to seek out information on showcasing our community for activities, attractions, & timely annual events?	Number	Percent
Yes	180	28.1 %
No	443	69.2 %
Not provided	17	2.7 %
Total	640	100.0 %

WITHOUT "DON'T KNOW"**Q15. Community Activities, Attractions, Arts and Cultural Events. When family and friends come to visit, do you reference the St. Joseph Convention and Visitors Bureau website or visitors center to seek out information on showcasing our community for activities, attractions, and timely annual events? (without "not provided")**

Q15. Do you reference St. Joseph Convention & Visitors Bureau website or visitors center to seek out information on showcasing our community for activities, attractions, & timely annual events?	Number	Percent
Yes	180	28.9 %
No	443	71.1 %
Total	623	100.0 %

Q17. Arts/Culture/Museums. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

(N=640)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q17-1. Arts/culture/museums should have an important role in development of St. Joseph	29.1%	41.4%	22.0%	2.8%	0.5%	4.2%
Q17-2. Arts & cultural programs for children in St. Joseph are excellent	7.7%	27.7%	37.3%	11.4%	1.9%	14.1%
Q17-3. I am very familiar with most of arts/cultural programs offered in St. Joseph area	9.5%	29.7%	34.5%	13.4%	3.9%	8.9%
Q17-4. I frequently attend arts & culture events in St. Joseph area	8.0%	23.4%	32.3%	18.9%	10.2%	7.2%

WITHOUT "DON'T KNOW"

Q17. Arts/Culture/Museums. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements. (without "don't know")

(N=640)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q17-1. Arts/culture/museums should have an important role in development of St. Joseph	30.3%	43.2%	23.0%	2.9%	0.5%
Q17-2. Arts & cultural programs for children in St. Joseph are excellent	8.9%	32.2%	43.5%	13.3%	2.2%
Q17-3. I am very familiar with most of arts/cultural programs offered in St. Joseph area	10.5%	32.6%	37.9%	14.8%	4.3%
Q17-4. I frequently attend arts & culture events in St. Joseph area	8.6%	25.3%	34.8%	20.4%	10.9%

Q18. Which of the following reasons keep you from attending arts/cultural events in the St. Joseph area MORE OFTEN?

Q18. What reasons keep you from attending arts & cultural events in St. Joseph area more often?	Number	Percent
Not interested in arts & cultural programs	135	21.1 %
They are too expensive	157	24.5 %
I don't know enough about programs & facilities that are available	243	38.0 %
Other	125	19.5 %
Total	660	

Q18. Other

Q18. Other	Number	Percent
Time	10	8.0 %
Too busy	4	3.2 %
Schedule conflicts	4	3.2 %
Work schedule	3	2.4 %
BUSY	2	1.6 %
Schedules	2	1.6 %
Transportation	2	1.6 %
Not enough variety. Need better quality acts, artist	1	0.8 %
I used to work weekends and late night so no opportunity to go	1	0.8 %
I would like to see more touring musicals and plays	1	0.8 %
Safety	1	0.8 %
Programs, attraction, and events are not high on my interest level	1	0.8 %
Have other plans	1	0.8 %
Conflicts with other activities and obligations	1	0.8 %
I attend regularly, but find handicap accessibility a problem	1	0.8 %
Nothing keeps us from going to the different events we enjoy	1	0.8 %
I am a frequent out-of-town traveler	1	0.8 %
I only have 24 hours in each day	1	0.8 %
Not interested in some of them and schedule	1	0.8 %
I work 60+ hours a week	1	0.8 %
I'm not interested in arts and culture in St. Joseph	1	0.8 %
FAMILY NOT AS INTERESTED AS I AM	1	0.8 %
NEED BETTER EVENTS	1	0.8 %
Time/money	1	0.8 %
We attend many arts and cultural events	1	0.8 %
I'M SINGLE & A LOT OF OPTIONS ARE FOR FAMILIES AND CHILDREN	1	0.8 %
BUS SERVICE	1	0.8 %
We regularly attend Steam, library events, and concerts downtown	1	0.8 %
LIMITED INTEREST	1	0.8 %
TIMES OF EVENT	1	0.8 %
Scheduling conflicts	1	0.8 %
We attend	1	0.8 %
My schedule to attend them	1	0.8 %
Notice	1	0.8 %
Family obligation	1	0.8 %
Slowing down at 83	1	0.8 %
Lack of coordination in setting activities	1	0.8 %
I DON'T KNOW ABOUT THEM	1	0.8 %
I go to lots	1	0.8 %
Don't have the kind I want to attend	1	0.8 %
OTHER EVENTS	1	0.8 %
My work schedule, and having to bring small children	1	0.8 %
Work	1	0.8 %
Trail too expensive to attend	1	0.8 %
Transportation/parking	1	0.8 %
Disabled	1	0.8 %
LACK OF QUALITY	1	0.8 %
I ATTEND ABOUT HALF	1	0.8 %

Q18. Other

Q18. Other	Number	Percent
Poor health	1	0.8 %
They are boring, without soul	1	0.8 %
No money	1	0.8 %
Shift work	1	0.8 %
Don't find out until last minute	1	0.8 %
HOME BOUND	1	0.8 %
Work too much	1	0.8 %
School conflicts	1	0.8 %
I attend events frequently	1	0.8 %
Do not feel safe to be out	1	0.8 %
No time	1	0.8 %
I'M HANDICAPPED	1	0.8 %
I CAN'T WALK VERY WELL	1	0.8 %
Lack of transportation	1	0.8 %
Have no vehicle	1	0.8 %
PERFORMANCES ARE SOMETIMES SUB-PAR	1	0.8 %
HAVE OTHER THINGS HAPPENING AS WELL	1	0.8 %
Not aware enough when things are going on	1	0.8 %
I attend most of the programs	1	0.8 %
I TRY TO SUPPORT ALL	1	0.8 %
Busy during events I want to attend	1	0.8 %
Prefer to go to KC	1	0.8 %
Need change	1	0.8 %
Not enough city-supported live music from national/ international acts	1	0.8 %
Nothing at risk in regards to art-making and music substance	1	0.8 %
Not enough notice to make plans	1	0.8 %
Busy work schedule	1	0.8 %
Poor time, poor venues	1	0.8 %
Safety in the community	1	0.8 %
Working during some of activities/events	1	0.8 %
WORKING MULTIPLE JOBS	1	0.8 %
NOT ENOUGH LITTLE KID FRIENDLY	1	0.8 %
Out of town a lot	1	0.8 %
I don't know how to find out about them	1	0.8 %
NOT HIGH QUALITY	1	0.8 %
SEASON TICKET HOLDER	1	0.8 %
I USUALLY TRY TO ATTEND	1	0.8 %
Have not researched	1	0.8 %
UNAWARE	1	0.8 %
TOO OLD	1	0.8 %
Walking, parking	1	0.8 %
Lack in quality/interest compared to KC	1	0.8 %
Lack of age appropriate events	1	0.8 %
Zero variety and time	1	0.8 %
Quality of programs/activities	1	0.8 %
When I have grand children or interested friend	1	0.8 %
Walking	1	0.8 %
Family constraints	1	0.8 %
Not usually part of our life	1	0.8 %
I attend those I like	1	0.8 %

Q18. Other

<u>Q18. Other</u>	<u>Number</u>	<u>Percent</u>
Family member to care for	1	0.8 %
Alcohol	1	0.8 %
INFORMATION AND PROGRAM TIMING	1	0.8 %
USUALLY HAVE TO WORK	1	0.8 %
BETTER IN KANSAS CITY	1	0.8 %
We usually go to KC for our outings	1	0.8 %
Very young children, not enough time	1	0.8 %
Total	125	100.0 %

Q19. Health and Wellness. Please rank the importance of the following health improvement opportunities in St. Joseph, where 1 is "Most Important" and 6 is "Least Important."

(N=640)

	Most important	2	3	4	5	Least important	Don't know
Q19-1. Tobacco/ smoking reduction	7.3%	8.0%	14.2%	11.4%	16.9%	28.3%	13.9%
Q19-2. Physical activity increase (walking, biking)	8.3%	12.7%	14.7%	14.7%	15.8%	19.4%	14.5%
Q19-3. Alcohol/ drug reduction	26.1%	10.8%	13.0%	13.1%	14.7%	4.8%	17.5%
Q19-4. Obesity/ nutrition/dietary improvements	9.1%	12.2%	12.7%	20.5%	17.0%	11.1%	17.5%
Q19-5. Access to affordable healthcare services	22.8%	17.7%	15.6%	11.1%	7.3%	8.4%	17.0%
Q19-6. Mental health services expansion	14.8%	23.1%	13.4%	10.5%	9.1%	10.5%	18.6%

WITHOUT "DON'T KNOW"

Q19. Health and Wellness. Please rank the importance of the following health improvement opportunities in St. Joseph, where 1 is "Most Important" and 6 is "Least Important." (without "don't know")

(N=640)

	Most important	2	3	4	5	Least important
Q19-1. Tobacco/smoking reduction	8.5%	9.3%	16.5%	13.2%	19.6%	32.8%
Q19-2. Physical activity increase (walking, biking)	9.7%	14.8%	17.2%	17.2%	18.5%	22.7%
Q19-3. Alcohol/drug reduction	31.6%	13.1%	15.7%	15.9%	17.8%	5.9%
Q19-4. Obesity/nutrition/dietary improvements	11.0%	14.8%	15.3%	24.8%	20.6%	13.4%
Q19-5. Access to affordable healthcare services	27.5%	21.3%	18.8%	13.4%	8.9%	10.2%
Q19-6. Mental health services expansion	18.2%	28.4%	16.5%	12.9%	11.1%	12.9%

Q20. Please rank your willingness to personally address these health improvement opportunities, where 1 is "Most Willing" and 6 is "Least Willing."

(N=640)

	Most willing	2	3	4	5	Least willing	Don't know
Q20-1. Tobacco/ smoking reduction	7.0%	7.2%	9.5%	6.7%	15.9%	24.7%	28.9%
Q2-2. Physical activity increase (walking, biking)	17.5%	13.1%	12.5%	9.4%	9.5%	10.3%	27.7%
Q20-3. Alcohol/ drug reduction	15.0%	9.5%	10.2%	13.3%	12.7%	6.7%	32.7%
Q20-4. Obesity/ nutrition/dietary improvements	8.6%	14.8%	12.3%	14.8%	10.6%	8.3%	30.5%
Q20-5. Access to affordable healthcare services	15.3%	13.8%	15.2%	10.2%	7.8%	6.3%	31.6%
Q20-6. Mental health services expansion	11.7%	13.9%	10.6%	11.7%	7.8%	11.6%	32.7%

WITHOUT "DON'T KNOW"

Q20. Please rank your willingness to personally address these health improvement opportunities, where 1 is "Most Willing" and 6 is "Least Willing." (without "don't know")

(N=640)

	Most willing	2	3	4	5	Least willing
Q20-1. Tobacco/smoking reduction	9.9%	10.1%	13.4%	9.5%	22.4%	34.7%
Q2-2. Physical activity increase (walking, biking)	24.2%	18.1%	17.3%	13.0%	13.2%	14.3%
Q20-3. Alcohol/drug reduction	22.3%	14.2%	15.1%	19.7%	18.8%	10.0%
Q20-4. Obesity/nutrition/dietary improvements	12.4%	21.3%	17.8%	21.3%	15.3%	11.9%
Q20-5. Access to affordable healthcare services	22.4%	20.1%	22.1%	14.8%	11.4%	9.1%
Q20-6. Mental health services expansion	17.4%	20.6%	15.8%	17.4%	11.6%	17.2%

Q21. How satisfied are you with your local ambulance service?

Q21. How satisfied are you with your local ambulance service?	Number	Percent
Very satisfied	163	25.5 %
Satisfied	184	28.8 %
Neutral	121	18.9 %
Dissatisfied	11	1.7 %
Very dissatisfied	8	1.3 %
Don't know	153	23.9 %
Total	640	100.0 %

WITHOUT "DON'T KNOW"**Q21. How satisfied are you with your local ambulance service? (without "don't know")**

Q21. How satisfied are you with your local ambulance service?	Number	Percent
Very satisfied	163	33.5 %
Satisfied	184	37.8 %
Neutral	121	24.8 %
Dissatisfied	11	2.3 %
Very dissatisfied	8	1.6 %
Total	487	100.0 %

Q22. City Parks and Recreation. Please rate your satisfaction with each of the items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Maintenance of City parks	17.2%	47.8%	16.3%	11.1%	4.2%	3.4%
Q22-2. Number of City parks	26.4%	48.6%	12.8%	5.9%	2.0%	4.2%
Q22-3. Number of parkway walking & biking trails	35.6%	43.3%	13.0%	3.1%	0.9%	4.1%
Q22-4. Quality of outdoor athletic fields	17.3%	41.4%	21.9%	7.3%	1.9%	10.2%
Q22-5. Availability of information about City Parks & Recreation programs	9.2%	32.8%	31.3%	14.2%	3.8%	8.8%
Q22-6. Fees charged for recreation programs	7.2%	31.4%	33.4%	9.8%	3.3%	14.8%
Q22-7. Ease of registering for programs	5.0%	27.5%	35.2%	8.4%	2.3%	21.6%
Q22-8. Available youth fitness & recreational programs	5.5%	32.3%	28.3%	8.6%	3.3%	22.0%
Q22-9. Available adult fitness & recreational programs	5.6%	35.3%	29.5%	9.2%	2.5%	17.8%
Q22-10. Senior recreational activities	5.0%	25.8%	28.8%	9.8%	2.5%	28.1%
Q22-11. City aquatic park/ swimming pools	5.0%	22.7%	25.2%	24.2%	11.9%	11.1%
Q22-12. City Rec Center	10.0%	34.7%	31.1%	7.3%	2.2%	14.7%
Q22-13. Special events & festivals	7.5%	40.6%	29.1%	10.5%	4.1%	8.3%
Q22-14. Recreational opportunities at Lake Contrary (Buchanan County)	1.6%	7.3%	25.6%	18.0%	19.5%	28.0%
Q22-15. Riverfront recreational development	2.5%	16.1%	26.1%	22.5%	17.7%	15.2%

WITHOUT "DON'T KNOW"

Q22. City Parks and Recreation. Please rate your satisfaction with each of the items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Maintenance of City parks	17.8%	49.5%	16.8%	11.5%	4.4%
Q22-2. Number of City parks	27.6%	50.7%	13.4%	6.2%	2.1%
Q22-3. Number of parkway walking & biking trails	37.1%	45.1%	13.5%	3.3%	1.0%
Q22-4. Quality of outdoor athletic fields	19.3%	46.1%	24.3%	8.2%	2.1%
Q22-5. Availability of information about City Parks & Recreation programs	10.1%	36.0%	34.2%	15.6%	4.1%
Q22-6. Fees charged for recreation programs	8.4%	36.9%	39.3%	11.6%	3.9%
Q22-7. Ease of registering for programs	6.4%	35.1%	44.8%	10.8%	3.0%
Q22-8. Available youth fitness & recreational programs	7.0%	41.5%	36.3%	11.0%	4.2%
Q22-9. Available adult fitness & recreational programs	6.8%	43.0%	35.9%	11.2%	3.0%
Q22-10. Senior recreational activities	7.0%	35.9%	40.0%	13.7%	3.5%
Q22-11. City aquatic park/swimming pools	5.6%	25.5%	28.3%	27.2%	13.4%
Q22-12. City Rec Center	11.7%	40.7%	36.4%	8.6%	2.6%
Q22-13. Special events & festivals	8.2%	44.3%	31.7%	11.4%	4.4%
Q22-14. Recreational opportunities at Lake Contrary (Buchanan County)	2.2%	10.2%	35.6%	24.9%	27.1%
Q22-15. Riverfront recreational development	2.9%	19.0%	30.8%	26.5%	20.8%

Q23. Which THREE of the Parks and Recreation items listed in Question 22 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q23. Top choice	Number	Percent
Maintenance of City parks	165	25.8 %
Number of City parks	16	2.5 %
Number of parkway walking & biking trails	20	3.1 %
Quality of outdoor athletic fields	13	2.0 %
Availability of information about City Parks & Recreation programs	26	4.1 %
Fees charged for recreation programs	32	5.0 %
Ease of registering for programs	5	0.8 %
Available youth fitness & recreational programs	32	5.0 %
Available adult fitness & recreational programs	9	1.4 %
Senior recreational activities	17	2.7 %
City aquatic park/swimming pools	78	12.2 %
City Rec Center	8	1.3 %
Special events & festivals	29	4.5 %
Recreational opportunities at Lake Contrary (Buchanan County)	33	5.2 %
Riverfront recreational development	96	15.0 %
None chosen	61	9.5 %
Total	640	100.0 %

Q23. Which THREE of the Parks and Recreation items listed in Question 22 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q23. 2nd choice	Number	Percent
Maintenance of City parks	57	8.9 %
Number of City parks	21	3.3 %
Number of parkway walking & biking trails	22	3.4 %
Quality of outdoor athletic fields	34	5.3 %
Availability of information about City Parks & Recreation programs	30	4.7 %
Fees charged for recreation programs	32	5.0 %
Ease of registering for programs	8	1.3 %
Available youth fitness & recreational programs	40	6.3 %
Available adult fitness & recreational programs	38	5.9 %
Senior recreational activities	32	5.0 %
City aquatic park/swimming pools	74	11.6 %
City Rec Center	14	2.2 %
Special events & festivals	42	6.6 %
Recreational opportunities at Lake Contrary (Buchanan County)	51	8.0 %
Riverfront recreational development	69	10.8 %
None chosen	76	11.9 %
Total	640	100.0 %

Q23. Which THREE of the Parks and Recreation items listed in Question 22 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q23. 3rd choice	Number	Percent
Maintenance of City parks	49	7.7 %
Number of City parks	17	2.7 %
Number of parkway walking & biking trails	26	4.1 %
Quality of outdoor athletic fields	13	2.0 %
Availability of information about City Parks & Recreation programs	29	4.5 %
Fees charged for recreation programs	31	4.8 %
Ease of registering for programs	20	3.1 %
Available youth fitness & recreational programs	25	3.9 %
Available adult fitness & recreational programs	30	4.7 %
Senior recreational activities	45	7.0 %
City aquatic park/swimming pools	60	9.4 %
City Rec Center	18	2.8 %
Special events & festivals	83	13.0 %
Recreational opportunities at Lake Contrary (Buchanan County)	46	7.2 %
Riverfront recreational development	60	9.4 %
None chosen	88	13.8 %
Total	640	100.0 %

Q23. Which THREE of the Parks and Recreation items listed in Question 22 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q23. Top choice	Number	Percent
Maintenance of City parks	271	42.3 %
Number of City parks	54	8.4 %
Number of parkway walking & biking trails	68	10.6 %
Quality of outdoor athletic fields	60	9.4 %
Availability of information about City Parks & Recreation programs	85	13.3 %
Fees charged for recreation programs	95	14.8 %
Ease of registering for programs	33	5.2 %
Available youth fitness & recreational programs	97	15.2 %
Available adult fitness & recreational programs	77	12.0 %
Senior recreational activities	94	14.7 %
City aquatic park/swimming pools	212	33.1 %
City Rec Center	40	6.3 %
Special events & festivals	154	24.1 %
Recreational opportunities at Lake Contrary (Buchanan County)	130	20.3 %
Riverfront recreational development	225	35.2 %
None chosen	61	9.5 %
Total	1756	

Q24. Do you or does any member of your household volunteer for any of the following?

<u>Q24. What organizations do you volunteer for?</u>	<u>Number</u>	<u>Percent</u>
School	176	27.5 %
Church	255	39.8 %
Service club	63	9.8 %
Not-for-profit organization	231	36.1 %
Sports team	73	11.4 %
Special needs/disabled	70	10.9 %
Hospital	29	4.5 %
Senior facilities (nursing home)	34	5.3 %
Other	47	7.3 %
Total	978	

Q24. Other

<u>Q24. Other</u>	<u>Number</u>	<u>Percent</u>
FOOD KITCHEN	7	14.9 %
Camp quality, bbbs	2	4.3 %
Museum	2	4.3 %
Inter-Serv mobile meals	1	2.1 %
Work	1	2.1 %
RRT, CBS, SJS	1	2.1 %
Community support volunteer	1	2.1 %
YMCA	1	2.1 %
Royal family kids camp	1	2.1 %
Neighborhood association	1	2.1 %
University	1	2.1 %
Private	1	2.1 %
Prison ministry	1	2.1 %
HABITAT FOR HUMANITY	1	2.1 %
CAMPING	1	2.1 %
Air guard	1	2.1 %
Have to asked to but not accepted	1	2.1 %
I provide pro bono legal services on occasion	1	2.1 %
We work, none of my family has EVER required public assistance	1	2.1 %
NEED MORE POLITICAL CAMPAIGNS	1	2.1 %
Board of Directors for levee district	1	2.1 %
Juveniles in the care of the state	1	2.1 %
LOCAL FUNDRAISERS	1	2.1 %
Member of the South Side Business Women's Group	1	2.1 %
YCP	1	2.1 %
Poll workeer	1	2.1 %
CASA	1	2.1 %
ENGLISH LANGUAGE LEARNING	1	2.1 %
ART ORGANIZATIONS	1	2.1 %
Transportation for friends who need it, Food donations to food pantry, PRC	1	2.1 %
Volunteer fire department	1	2.1 %
Missions	1	2.1 %
Pick up trash along street	1	2.1 %
HDA	1	2.1 %
Assistance for artisans and craftsmen	1	2.1 %
BOY SCOUT PROGRAMS	1	2.1 %
Genealogy	1	2.1 %
CHILD CARE	1	2.1 %
Boy Scouts	1	2.1 %
Total	47	100.0 %

Q25. Approximately what is the combined number of hours your family spends annually, volunteering?

Q25. Combined number of hours your family spends annually volunteering	Number	Percent
None	121	18.9 %
Less than 25	135	21.1 %
Between 25-49	96	15.0 %
Between 50-99	91	14.2 %
Between 100-499	104	16.3 %
Between 500-999	28	4.4 %
Between 1000-2000	6	0.9 %
Over 2000	7	1.1 %
Not provided	52	8.1 %
Total	640	100.0 %

WITHOUT "DON'T KNOW"**Q25. Approximately what is the combined number of hours your family spends annually, volunteering?
(without "not provided")**

Q25. Combined number of hours your family spends annually volunteering	Number	Percent
None	121	20.6 %
Less than 25	135	23.0 %
Between 25-49	96	16.3 %
Between 50-99	91	15.5 %
Between 100-499	104	17.7 %
Between 500-999	28	4.8 %
Between 1000-2000	6	1.0 %
Over 2000	7	1.2 %
Total	588	100.0 %

Q26. How satisfied are you with your community's response to the following poverty issues?

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Hunger as a result of poverty	5.8%	31.1%	23.9%	16.3%	9.4%	13.6%
Q26-2. Illiteracy as a result of poverty	2.8%	15.9%	28.3%	23.4%	8.8%	20.8%
Q26-3. Sub-standard housing as a result of poverty	2.3%	12.5%	27.2%	26.3%	14.4%	17.3%
Q26-4. Health care as a result of poverty	4.8%	19.1%	24.1%	21.9%	13.9%	16.3%

WITHOUT "DON'T KNOW"**Q26. How satisfied are you with your community's response to the following poverty issues? (without "don't know")**

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Hunger as a result of poverty	6.7%	36.0%	27.7%	18.8%	10.8%
Q26-2. Illiteracy as a result of poverty	3.6%	20.1%	35.7%	29.6%	11.0%
Q26-3. Sub-standard housing as a result of poverty	2.8%	15.1%	32.9%	31.8%	17.4%
Q26-4. Health care as a result of poverty	5.8%	22.8%	28.7%	26.1%	16.6%

Q27. Do you feel there is a problem with addiction in our community?

<u>Q27. Is there a problem with addiction in our community?</u>	<u>Number</u>	<u>Percent</u>
Yes	563	88.0 %
No	5	0.8 %
Don't know	72	11.3 %
Total	640	100.0 %

WITHOUT "DON'T KNOW"**Q27. Do you feel there is a problem with addiction in our community? (without "don't know")**

<u>Q27. Is there a problem with addiction in our community?</u>	<u>Number</u>	<u>Percent</u>
Yes	563	99.1 %
No	5	0.9 %
Total	568	100.0 %

Q28. Education (College or University). Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

(N=640)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q28-1. Academic programs at Missouri Western are of high quality	20.2%	40.5%	17.3%	3.4%	1.7%	16.9%
Q28-2. Missouri Western students are well prepared for careers upon graduation	14.5%	37.3%	21.7%	5.9%	1.9%	18.6%
Q28-3. Missouri Western faculty are knowledgeable	17.2%	38.1%	19.2%	3.1%	1.1%	21.3%
Q28-4. Missouri Western provides good value	20.8%	38.1%	19.5%	2.8%	1.3%	17.5%
Q28-5. I am familiar with Missouri Western's degree programs	21.6%	31.9%	17.7%	4.8%	2.7%	21.4%
Q28-6. Missouri Western is moving in right direction	19.1%	37.0%	17.7%	3.1%	1.1%	22.0%

WITHOUT "DON'T KNOW"

Q28. Education (College or University). Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements. (without "don't know")

(N=640)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q28-1. Academic programs at Missouri Western are of high quality	24.2%	48.7%	20.9%	4.1%	2.1%
Q28-2. Missouri Western students are well prepared for careers upon graduation	17.9%	45.9%	26.7%	7.3%	2.3%
Q28-3. Missouri Western faculty are knowledgeable	21.8%	48.4%	24.4%	4.0%	1.4%
Q28-4. Missouri Western provides good value	25.2%	46.2%	23.7%	3.4%	1.5%
Q28-5. I am familiar with Missouri Western's degree programs	27.4%	40.6%	22.5%	6.2%	3.4%
Q28-6. Missouri Western is moving in right direction	24.4%	47.5%	22.6%	4.0%	1.4%

Q29. Which of the following events or activities have you attended at Missouri Western State University over the past year?

Q29. What events or activities have you attended at Missouri Western State University over past year?	Number	Percent
Athletics events	220	34.4 %
Recreational opportunities	125	19.5 %
Theatre/musical performances or art exhibits	170	26.6 %
University workshops/enrichment classes	65	10.2 %
Convocation on Critical Issues	75	11.7 %
Other speaker events	107	16.7 %
Walter Cronkite Memorial	137	21.4 %
None	268	41.9 %
Total	1167	

WITHOUT "NONE"

Q29. Which of the following events or activities have you attended at Missouri Western State University over the past year? (without "none")

Q29. What events or activities have you attended at Missouri Western State University over past year?	Number	Percent
Athletics events	220	59.1 %
Recreational opportunities	125	33.6 %
Theatre/musical performances or art exhibits	170	45.7 %
University workshops/enrichment classes	65	17.5 %
Convocation on Critical Issues	75	20.2 %
Other speaker events	107	28.8 %
Walter Cronkite Memorial	137	36.8 %
Total	899	

Q30. If you have not attended an event at Missouri Western State University, what is the reason?

Q30. Why have you not attended an event at Missouri Western State University?	Number	Percent
Not aware of events	101	37.7 %
Parking	19	7.1 %
Distance	8	3.0 %
Transportation not available	20	7.5 %
Not interested in events offered	127	47.4 %
Total	275	

Q31. Education (K-12). In school, students are graded with an A, B, C, D, or F. Using this same system, how would you grade the public schools in St. Joseph?

Q31. How would you grade public schools in St. Joseph?	Number	Percent
A grade	24	3.8 %
B grade	122	19.1 %
C grade	180	28.1 %
D grade	153	23.9 %
F grade	65	10.2 %
Don't know	96	15.0 %
Total	640	100.0 %

WITHOUT "DON'T KNOW"**Q31. Education (K-12). In school, students are graded with an A, B, C, D, or F. Using this same system, how would you grade the public schools in St. Joseph? (without "don't know")**

Q31. How would you grade public schools in St. Joseph?	Number	Percent
A grade	24	4.4 %
B grade	122	22.4 %
C grade	180	33.1 %
D grade	153	28.1 %
F grade	65	11.9 %
Total	544	100.0 %

Q32. Do you feel that the St. Joseph School District has too little, too much, or just the right amount of funding?

Q32. What do you feel about St. Joseph School District

<u>funding?</u>	<u>Number</u>	<u>Percent</u>
Too little funding	347	54.2 %
Too much funding	68	10.6 %
Just right amount of funding	174	27.2 %
<u>Don't know</u>	51	8.0 %
Total	640	100.0 %

WITHOUT "DON'T KNOW"**Q32. Do you feel that the St. Joseph School District has too little, too much, or just the right amount of funding? (without "don't know")**

Q32. What do you feel about St. Joseph School District

<u>funding?</u>	<u>Number</u>	<u>Percent</u>
Too little funding	347	58.9 %
Too much funding	68	11.5 %
Just right amount of funding	174	29.5 %
Total	589	100.0 %

Q33. Several items that may influence your perception of the School District in St. Joseph are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=640)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q33-1. Updating computers & technology	6.6%	36.3%	26.9%	7.0%	2.5%	20.8%
Q33-2. Providing school buildings that are in good physical condition	5.8%	34.7%	22.7%	17.8%	7.7%	11.4%
Q33-3. Preparing students for college/workforce	5.6%	29.2%	26.4%	18.3%	6.1%	14.4%
Q33-4. Providing same or higher overall quality than neighboring school districts	3.6%	22.3%	27.5%	22.2%	10.5%	13.9%
Q33-5. Providing safe & secure school buildings	6.7%	30.0%	24.7%	18.4%	8.4%	11.7%
Q33-6. Involving community in important decisions affecting district	5.2%	20.6%	25.0%	20.9%	17.3%	10.9%
Q33-7. Engaging community/ gathering feedback	5.0%	19.7%	24.8%	22.5%	16.7%	11.3%
Q33-8. Acting in a transparent manner, holding itself accountable to taxpayers	5.0%	14.2%	18.1%	20.6%	30.5%	11.6%
Q33-9. Putting needs of students first	5.9%	15.0%	17.8%	24.8%	26.4%	10.0%
Q33-10. Dealing with budgetary issues	2.7%	13.1%	19.2%	22.2%	32.0%	10.8%

WITHOUT "DON'T KNOW"

Q33. Several items that may influence your perception of the School District in St. Joseph are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=640)

	Excellent	Good	Neutral	Below average	Poor
Q33-1. Updating computers & technology	8.3%	45.8%	33.9%	8.9%	3.2%
Q33-2. Providing school buildings that are in good physical condition	6.5%	39.2%	25.6%	20.1%	8.6%
Q33-3. Preparing students for college/workforce	6.6%	34.1%	30.8%	21.4%	7.1%
Q33-4. Providing same or higher overall quality than neighboring school districts	4.2%	26.0%	31.9%	25.8%	12.2%
Q33-5. Providing safe & secure school buildings	7.6%	34.0%	28.0%	20.9%	9.6%
Q33-6. Involving community in important decisions affecting district	5.8%	23.2%	28.1%	23.5%	19.5%
Q33-7. Engaging community/gathering feedback	5.6%	22.2%	28.0%	25.4%	18.8%
Q33-8. Acting in a transparent manner, holding itself accountable to taxpayers	5.7%	16.1%	20.5%	23.3%	34.5%
Q33-9. Putting needs of students first	6.6%	16.7%	19.8%	27.6%	29.3%
Q33-10. Dealing with budgetary issues	3.0%	14.7%	21.5%	24.9%	35.9%

Q34. Economic Development/Quality Jobs. Would you like to see additional retail business recruited to St. Joseph?

Q34. Would you like to see additional retail business recruited to St. Joseph?	Number	Percent
Yes	407	63.6 %
No	121	18.9 %
Don't know	112	17.5 %
Total	640	100.0 %

WITHOUT "DON'T KNOW"**Q34. Economic Development/Quality Jobs. Would you like to see additional retail business recruited to St. Joseph? (without "don't know")**

Q34. Would you like to see additional retail business recruited to St. Joseph?	Number	Percent
Yes	407	77.1 %
No	121	22.9 %
Total	528	100.0 %

Q34a. What types of new retail would you like to see?

Q34a. What types of new retail?	Number	Percent
Restaurants	201	49.4 %
Clothing stores	205	50.4 %
Grocery stores	163	40.0 %
Electronic stores	91	22.4 %
Home improvement stores	68	16.7 %
Home furnishing	149	36.6 %
Other	81	19.9 %
Total	958	

Q34a. Other

Q34a. Other	Number	Percent
Sporting goods	6	7.4 %
Bookstore	5	6.2 %
Manufacturing	3	3.7 %
Family entertainment	2	2.5 %
Outdoor sporting goods	2	2.5 %
Quik Trip	2	2.5 %
Specialty stores	2	2.5 %
Sports	1	1.2 %
Teen and family entertainment	1	1.2 %
Some more speciality stores	1	1.2 %
Places similar to Power Play/Dave & Busters	1	1.2 %
There is a lack of entertainment options for young adults in town	1	1.2 %
Books, music, toys	1	1.2 %
Recreation	1	1.2 %
NEED MANUFACTURING JOBS	1	1.2 %
FUN BOUTIQUE NICE STUFF	1	1.2 %
HOBBY STORES, GAMES, TOYS, ETC	1	1.2 %
Specialty/niche shops	1	1.2 %
Recreational venues like zip lines, top golf, batting cages, etc	1	1.2 %
MORE CHOICES LOCAL	1	1.2 %
SPORTS RETAIL	1	1.2 %
Locally owned restaurants, not franchises	1	1.2 %
Kid activities	1	1.2 %
Entertainment like Main Event in KC or Dave & Busters in KC	1	1.2 %
Mom and pop stores	1	1.2 %
I LOVE real book stores	1	1.2 %
FOREIGN FOODS OR BUSINESS	1	1.2 %
Fine dining	1	1.2 %
Bookstore/music and video	1	1.2 %
NO MORE RESTAURANTS	1	1.2 %
Places to entertain teenage kids (J.A., community centers)	1	1.2 %
BREW, PUBS	1	1.2 %
Music	1	1.2 %
QUALITY	1	1.2 %
Music/video	1	1.2 %
Art stores	1	1.2 %
WAREHOUSE STORES	1	1.2 %
DISCOUNT	1	1.2 %
JOBS	1	1.2 %
Restaurants in south side	1	1.2 %
GOOD	1	1.2 %
Gift shops	1	1.2 %
Locally owned retail	1	1.2 %
Outdoor activities, retail	1	1.2 %
Children's museum	1	1.2 %
Food desserts	1	1.2 %
Individuals and collectives in service to art, civitas and community	1	1.2 %
Another hospital	1	1.2 %
Arcade/The Main Event like KC	1	1.2 %

Q34a. Other

<u>Q34a. Other</u>	<u>Number</u>	<u>Percent</u>
Trader Joe's	1	1.2 %
Powerplay, more activities for middle/high schoolers	1	1.2 %
Small business development	1	1.2 %
GOOD COMPANIES FOR JOBS SO YOUNG WILL STAY	1	1.2 %
ALDIS ON SOUTH SIDE	1	1.2 %
Wedding stores, animal stores, tours of old things, more places for older people	1	1.2 %
ENTERTAINMENT FOR YOUNG KIDS	1	1.2 %
Music, arts	1	1.2 %
Local businesses	1	1.2 %
Aldis or similar on south side	1	1.2 %
Family fun places	1	1.2 %
Higher education	1	1.2 %
AMC movie theater	1	1.2 %
Costco	1	1.2 %
ENTERTAINMENT	1	1.2 %
TO THE DOWNTOWN AREA	1	1.2 %
Something more interactive such as a T Rex cafe or chuck e cheese	1	1.2 %
Total	81	100.0 %

Q35. Do you feel you have adequate opportunities to pursue a job in St. Joseph?

<u>Q35. Do you have adequate opportunities to pursue a job in St. Joseph?</u>	<u>Number</u>	<u>Percent</u>
Yes	268	41.9 %
No	241	37.7 %
Don't know	131	20.5 %
Total	640	100.0 %

WITHOUT "DON'T KNOW"**Q35. Do you feel you have adequate opportunities to pursue a job in St. Joseph? (without "don't know")**

<u>Q35. Do you have adequate opportunities to pursue a job in St. Joseph?</u>	<u>Number</u>	<u>Percent</u>
Yes	268	52.7 %
No	241	47.3 %
Total	509	100.0 %

Q36. Do you feel there are training and educational opportunities in St. Joseph to prepare you for a job?

Q36. Are there training & educational opportunities in St. Joseph to prepare you for a job?	Number	Percent
Yes	325	50.8 %
No	141	22.0 %
Don't know	174	27.2 %
Total	640	100.0 %

WITHOUT "DON'T KNOW"**Q36. Do you feel there are training and educational opportunities in St. Joseph to prepare you for a job? (without "don't know")**

Q36. Are there training & educational opportunities in St. Joseph to prepare you for a job?	Number	Percent
Yes	325	69.7 %
No	141	30.3 %
Total	466	100.0 %

Q37. During the past year, have you visited Downtown for any of the following reasons?

Q37. Have you visited Downtown for any following reasons during past year?	Number	Percent
Shopping	232	36.3 %
Entertainment	372	58.1 %
Government offices	367	57.3 %
Professional services (banking, legal)	197	30.8 %
Work	118	18.4 %
None of these	99	15.5 %
Total	1385	

WITHOUT "NONE OF THESE"**Q37. During the past year, have you visited Downtown for any of the following reasons? (without "none of these")**

Q37. Have you visited Downtown for any following reasons during past year?	Number	Percent
Shopping	232	42.9 %
Entertainment	372	68.8 %
Government offices	367	67.8 %
Professional services (banking, legal)	197	36.4 %
Work	118	21.8 %
Total	1286	

Q38. How satisfied are you with the way that St. Joseph reinvests in itself by keeping basic services upgraded as needed and plans for the future?

Q38. How satisfied are you with the way St. Joseph reinvests in itself by keeping basic services upgraded as needed & plans for the future?

	Number	Percent
Very satisfied	35	5.5 %
Somewhat satisfied	407	63.6 %
Not satisfied	156	24.4 %
Don't know	42	6.6 %
Total	640	100.0 %

WITHOUT "DON'T KNOW"

Q38. How satisfied are you with the way that St. Joseph reinvests in itself by keeping basic services upgraded as needed and plans for the future? (without "don't know")

Q38. How satisfied are you with the way St. Joseph reinvests in itself by keeping basic services upgraded as needed & plans for the future?

	Number	Percent
Very satisfied	35	5.9 %
Somewhat satisfied	407	68.1 %
Not satisfied	156	26.1 %
Total	598	100.0 %

Q39. City Maintenance. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q39-1. Maintenance of major City streets	4.7%	30.9%	17.5%	29.2%	15.3%	2.3%
Q39-2. Maintenance of streets in your neighborhood	4.4%	30.8%	18.4%	25.5%	16.9%	4.1%
Q39-3. Maintenance of street signs & traffic signals	7.5%	52.3%	23.4%	10.0%	3.9%	2.8%
Q39-4. Maintenance of City buildings such as City Hall	8.4%	52.5%	26.4%	4.1%	1.3%	7.3%
Q39-5. Snow removal on major City streets	9.2%	48.0%	19.7%	12.7%	7.7%	2.8%
Q39-6. Snow removal on streets in your neighborhood	6.4%	34.2%	20.0%	21.4%	14.2%	3.8%
Q39-7. Mowing & trimming of public areas	7.2%	38.9%	23.0%	18.3%	8.8%	3.9%
Q39-8. Overall cleanliness of City streets & other public areas	4.1%	24.8%	22.8%	25.9%	19.7%	2.7%
Q39-9. Adequacy of City street lighting	5.6%	38.4%	24.1%	20.8%	8.0%	3.1%
Q39-10. Condition of sidewalks (responsibility of homeowner)	2.7%	23.3%	33.0%	23.6%	11.1%	6.4%
Q39-11. Maintenance & preservation of Downtown	4.8%	31.9%	32.8%	16.3%	8.9%	5.3%

WITHOUT "DON'T KNOW"

Q39. City Maintenance. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q39-1. Maintenance of major City streets	4.8%	31.7%	17.9%	29.9%	15.7%
Q39-2. Maintenance of streets in your neighborhood	4.6%	32.1%	19.2%	26.5%	17.6%
Q39-3. Maintenance of street signs & traffic signals	7.7%	53.9%	24.1%	10.3%	4.0%
Q39-4. Maintenance of City buildings such as City Hall	9.1%	56.7%	28.5%	4.4%	1.3%
Q39-5. Snow removal on major City streets	9.5%	49.4%	20.3%	13.0%	7.9%
Q39-6. Snow removal on streets in your neighborhood	6.7%	35.6%	20.8%	22.2%	14.8%
Q39-7. Mowing & trimming of public areas	7.5%	40.5%	23.9%	19.0%	9.1%
Q39-8. Overall cleanliness of City streets & other public areas	4.2%	25.5%	23.4%	26.6%	20.2%
Q39-9. Adequacy of City street lighting	5.8%	39.7%	24.8%	21.5%	8.2%
Q39-10. Condition of sidewalks (responsibility of homeowner)	2.8%	24.9%	35.2%	25.2%	11.9%
Q39-11. Maintenance & preservation of Downtown	5.1%	33.7%	34.7%	17.2%	9.4%

Q40. Which THREE of the public works items listed in Question 39 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q40. Top choice	Number	Percent
Maintenance of major City streets	249	38.9 %
Maintenance of streets in your neighborhood	74	11.6 %
Maintenance of street signs & traffic signals	11	1.7 %
Maintenance of City buildings such as City Hall	5	0.8 %
Snow removal on major City streets	14	2.2 %
Snow removal on streets in your neighborhood	14	2.2 %
Mowing & trimming of public areas	21	3.3 %
Overall cleanliness of City streets & other public areas	105	16.4 %
Adequacy of City street lighting	26	4.1 %
Condition of sidewalks (responsibility of homeowner)	13	2.0 %
Maintenance & preservation of Downtown	63	9.8 %
None chosen	45	7.0 %
Total	640	100.0 %

Q40. Which THREE of the public works items listed in Question 39 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q40. 2nd choice	Number	Percent
Maintenance of major City streets	77	12.0 %
Maintenance of streets in your neighborhood	115	18.0 %
Maintenance of street signs & traffic signals	27	4.2 %
Maintenance of City buildings such as City Hall	19	3.0 %
Snow removal on major City streets	50	7.8 %
Snow removal on streets in your neighborhood	44	6.9 %
Mowing & trimming of public areas	36	5.6 %
Overall cleanliness of City streets & other public areas	108	16.9 %
Adequacy of City street lighting	46	7.2 %
Condition of sidewalks (responsibility of homeowner)	29	4.5 %
Maintenance & preservation of Downtown	38	5.9 %
None chosen	51	8.0 %
Total	640	100.0 %

Q40. Which THREE of the public works items listed in Question 39 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q40. 3rd choice	Number	Percent
Maintenance of major City streets	57	8.9 %
Maintenance of streets in your neighborhood	68	10.6 %
Maintenance of street signs & traffic signals	22	3.4 %
Maintenance of City buildings such as City Hall	7	1.1 %
Snow removal on major City streets	32	5.0 %
Snow removal on streets in your neighborhood	42	6.6 %
Mowing & trimming of public areas	54	8.4 %
Overall cleanliness of City streets & other public areas	114	17.8 %
Adequacy of City street lighting	53	8.3 %
Condition of sidewalks (responsibility of homeowner)	48	7.5 %
Maintenance & preservation of Downtown	66	10.3 %
None chosen	77	12.0 %
Total	640	100.0 %

SUM OF TOP 3 CHOICES

Q40. Which THREE of the public works items listed in Question 39 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q40. Sum of top 3 choices	Number	Percent
Maintenance of major City streets	383	59.8 %
Maintenance of streets in your neighborhood	257	40.2 %
Maintenance of street signs & traffic signals	60	9.4 %
Maintenance of City buildings such as City Hall	31	4.8 %
Snow removal on major City streets	96	15.0 %
Snow removal on streets in your neighborhood	100	15.6 %
Mowing & trimming of public areas	111	17.3 %
Overall cleanliness of City streets & other public areas	327	51.1 %
Adequacy of City street lighting	125	19.5 %
Condition of sidewalks (responsibility of homeowner)	90	14.1 %
Maintenance & preservation of Downtown	167	26.1 %
None chosen	45	7.0 %
Total	1792	

Q41. Enforcement of Codes and Ordinances. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q41-1. Enforcing cleanup of litter & debris on private property	1.9%	15.6%	21.1%	33.1%	21.7%	6.6%
Q41-2. Enforcing mowing & trimming of lawns on private property	2.5%	19.5%	25.0%	29.2%	17.0%	6.7%
Q41-3. Enforcing maintenance of residential property (exterior of homes)	2.3%	15.6%	29.4%	25.9%	19.2%	7.5%
Q41-4. Enforcing maintenance of business property	2.8%	26.9%	33.0%	16.1%	11.7%	9.5%
Q41-5. Enforcing sign regulations	3.0%	24.4%	36.9%	12.7%	8.0%	15.2%

WITHOUT "DON'T KNOW"

Q41. Enforcement of Codes and Ordinances. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=640)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q41-1. Enforcing cleanup of litter & debris on private property	2.0%	16.7%	22.6%	35.5%	23.2%
Q41-2. Enforcing mowing & trimming of lawns on private property	2.7%	20.9%	26.8%	31.3%	18.3%
Q41-3. Enforcing maintenance of residential property (exterior of homes)	2.5%	16.9%	31.8%	28.0%	20.8%
Q41-4. Enforcing maintenance of business property	3.1%	29.7%	36.4%	17.8%	13.0%
Q41-5. Enforcing sign regulations	3.5%	28.7%	43.5%	14.9%	9.4%

Q42. Approximately how many years have you lived in the City of St. Joseph/Buchanan County?

Q42. How many years have you lived in City of St.

Joseph/Buchanan County?	Number	Percent
Less than 5 years	48	7.5 %
5-10 years	50	7.8 %
11-20 years	72	11.3 %
20+ years	466	72.8 %
Not provided	4	0.6 %
Total	640	100.0 %

WITHOUT "NOT PROVIDED"**Q42. Approximately how many years have you lived in the City of St. Joseph/Buchanan County?
(without "not provided")**

Q42. How many years have you lived in City of St.

Joseph/Buchanan County?	Number	Percent
Less than 5 years	48	7.5 %
5-10 years	50	7.9 %
11-20 years	72	11.3 %
20+ years	466	73.3 %
Total	636	100.0 %

Q43. If you are not native to St. Joseph, from what City did you move?

Q43. City	Number	Percent
Kansas City	21	8.1 %
Maryville	13	5.0 %
Savannah	9	3.5 %
Omaha	6	2.3 %
St Louis	6	2.3 %
Chillicothe	6	2.3 %
Cameron	5	1.9 %
Oregon	4	1.6 %
Atchison	4	1.6 %
Wichita	4	1.6 %
Columbia	4	1.6 %
Wathena	4	1.6 %
King City	4	1.6 %
Independence	3	1.2 %
Albany	3	1.2 %
Springfield	3	1.2 %
Kirksville	2	0.8 %
Tarkio	2	0.8 %
Plattsburg	2	0.8 %
Hiawatha	2	0.8 %
Longmont	2	0.8 %
Stewartsville	2	0.8 %
Lee's Summit	2	0.8 %
Greenfield	2	0.8 %
Shenandoah	2	0.8 %
Liberty	2	0.8 %
Corning	2	0.8 %
Lincoln	2	0.8 %
Cedar Rapids	2	0.8 %
Gower	2	0.8 %
Troy	2	0.8 %
Bethany	2	0.8 %
Chicago	2	0.8 %
Sioux Falls	2	0.8 %
Chanute	1	0.4 %
Hemphle	1	0.4 %
Rural farming area	1	0.4 %
Richmond	1	0.4 %
Avenue City	1	0.4 %
Henderson	1	0.4 %
Athens	1	0.4 %
Naperville	1	0.4 %
Killeen	1	0.4 %
Milan	1	0.4 %
Philadelphia	1	0.4 %
Ft Belvoir	1	0.4 %
Las Vegas	1	0.4 %
Alamogordo	1	0.4 %
Pittsburgh	1	0.4 %
Butler	1	0.4 %
Tampa	1	0.4 %

Q43. If you are not native to St. Joseph, from what City did you move?

Q43. City	Number	Percent
Enid	1	0.4 %
Dodge City	1	0.4 %
Moberly	1	0.4 %
Austin	1	0.4 %
Napa	1	0.4 %
Quincy	1	0.4 %
Ashtabula	1	0.4 %
San Clemente	1	0.4 %
Bauxite	1	0.4 %
Rock Port	1	0.4 %
Dumas	1	0.4 %
Cheyenne	1	0.4 %
Memphis	1	0.4 %
Fargo	1	0.4 %
Clarksville	1	0.4 %
Princeton	1	0.4 %
Joliet	1	0.4 %
Anderson	1	0.4 %
Buchanan County	1	0.4 %
Maysville	1	0.4 %
St. Peter	1	0.4 %
Union Star	1	0.4 %
Sunflower	1	0.4 %
Adrian	1	0.4 %
North Little Rock	1	0.4 %
Cincinnati	1	0.4 %
Park Kill	1	0.4 %
Laguna Hills	1	0.4 %
Arkansas City	1	0.4 %
Bloomington	1	0.4 %
Dearborn	1	0.4 %
Council	1	0.4 %
Los Angeles	1	0.4 %
Fort Dodge	1	0.4 %
Columbia Falls	1	0.4 %
Aurora	1	0.4 %
Carrollton	1	0.4 %
Central City	1	0.4 %
Centerlia	1	0.4 %
Parsons	1	0.4 %
Pleasant Hill & Archie	1	0.4 %
Thief River Falls	1	0.4 %
Irvine	1	0.4 %
Marshall	1	0.4 %
Joplin	1	0.4 %
Selinsgrove	1	0.4 %
West Bend	1	0.4 %
Sacramento	1	0.4 %
West Covina	1	0.4 %
Duluth	1	0.4 %
Mexico	1	0.4 %

Q43. If you are not native to St. Joseph, from what City did you move?

Q43. City	Number	Percent
Pattonsburg	1	0.4 %
Clarksdale	1	0.4 %
Council Bluffs	1	0.4 %
Pinehurst	1	0.4 %
Lawrence	1	0.4 %
Charleston	1	0.4 %
Stanberry	1	0.4 %
Boston	1	0.4 %
Lebanon	1	0.4 %
Sioux City	1	0.4 %
Tabor	1	0.4 %
Montrose	1	0.4 %
NW Mission	1	0.4 %
Olathe	1	0.4 %
Falls City	1	0.4 %
Friona	1	0.4 %
Tucson	1	0.4 %
Mound City	1	0.4 %
Andrew County	1	0.4 %
Cuba	1	0.4 %
Caldwell	1	0.4 %
Pella	1	0.4 %
Overland Park	1	0.4 %
Albuquerque	1	0.4 %
Belingbrook	1	0.4 %
Dallas/Ft Worth	1	0.4 %
Brookfield	1	0.4 %
Gilford	1	0.4 %
Seattle	1	0.4 %
Wausau	1	0.4 %
North Kansas City	1	0.4 %
Paola	1	0.4 %
Houston	1	0.4 %
Battle Creek	1	0.4 %
San Antonio	1	0.4 %
Raleigh	1	0.4 %
Burlington	1	0.4 %
Tallahassee	1	0.4 %
Washington	1	0.4 %
Des Moines	1	0.4 %
Atlantic	1	0.4 %
Horton	1	0.4 %
Monterey	1	0.4 %
Unionville	1	0.4 %
Carson City	1	0.4 %
Columbus	1	0.4 %
Elwood	1	0.4 %
Weston	1	0.4 %
Iola	1	0.4 %
Madison	1	0.4 %
Blue Springs	1	0.4 %

Q43. If you are not native to St. Joseph, from what City did you move?

Q43. City	Number	Percent
Belfast	1	0.4 %
Gallatin	1	0.4 %
Robinson	1	0.4 %
Canton	1	0.4 %
Total	258	100.0 %

Q43. If you are not native to St. Joseph, from what State did you move?

Q43. State	Number	Percent
MO	127	47.7 %
KS	32	12.0 %
IA	14	5.3 %
CA	11	4.1 %
NE	11	4.1 %
TX	8	3.0 %
IL	7	2.6 %
MN	4	1.5 %
PA	4	1.5 %
NC	3	1.1 %
CO	3	1.1 %
OH	3	1.1 %
NV	3	1.1 %
FL	3	1.1 %
TN	3	1.1 %
WY	2	0.8 %
VA	2	0.8 %
ID	2	0.8 %
NM	2	0.8 %
MA	2	0.8 %
AR	2	0.8 %
AZ	2	0.8 %
MI	2	0.8 %
SD	2	0.8 %
WI	2	0.8 %
ND	1	0.4 %
GA	1	0.4 %
SC	1	0.4 %
MT	1	0.4 %
NH	1	0.4 %
IN	1	0.4 %
WA	1	0.4 %
OK	1	0.4 %
England	1	0.4 %
NY	1	0.4 %
Total	266	100.0 %

Q44. Do you own or rent your current residence?

Q44. Do you own or rent your current residence?	Number	Percent
Own	441	68.9 %
Rent	195	30.5 %
Not provided	4	0.6 %
Total	640	100.0 %

WITHOUT “NOT PROVIDED”**Q44. Do you own or rent your current residence? (without "not provided")**

Q44. Do you own or rent your current residence?	Number	Percent
Own	441	69.3 %
Rent	195	30.7 %
Total	636	100.0 %

Q45. What is your age?

Q45. Your age	Number	Percent
18-34	120	18.8 %
35-44	118	18.4 %
45-54	128	20.0 %
55-64	133	20.8 %
65+	132	20.6 %
Not provided	9	1.4 %
Total	640	100.0 %

WITHOUT “NOT PROVIDED”**Q45. What is your age? (without "not provided")**

Q45. Your age	Number	Percent
18-34	120	19.0 %
35-44	118	18.7 %
45-54	128	20.3 %
55-64	133	21.1 %
65+	132	20.9 %
Total	631	100.0 %

Q46. What is your level of education?

<u>Q46. What is your level of education?</u>	<u>Number</u>	<u>Percent</u>
Less than high school	8	1.3 %
GED	19	3.0 %
High school	109	17.0 %
Some college	177	27.7 %
College degree	186	29.1 %
Post graduate	128	20.0 %
Not provided	13	2.0 %
Total	640	100.0 %

WITHOUT "NOT PROVIDED"**Q46. What is your level of education? (without "not provided")**

<u>Q46. What is your level of education?</u>	<u>Number</u>	<u>Percent</u>
Less than high school	8	1.3 %
GED	19	3.0 %
High school	109	17.4 %
Some college	177	28.2 %
College degree	186	29.7 %
Post graduate	128	20.4 %
Total	627	100.0 %

Q47. Including yourself, how many people in your household are...

	Mean	Sum
number	2.5	1584
Under age 5	0.2	103
Ages 5-9	0.2	96
Ages 10-14	0.1	82
Ages 15-19	0.1	93
Ages 20-24	0.1	79
Ages 25-34	0.3	204
Ages 35-44	0.3	158
Ages 45-54	0.3	202
Ages 55-64	0.4	260
Ages 65-74	0.3	206
Ages 75+	0.2	101

Q48. Would you say your total household income is...

Q48. Your total household income	Number	Percent
Under \$30K	97	15.2 %
\$30K to \$59,999	172	26.9 %
\$60K to \$99,999	161	25.2 %
\$100K to \$149,999	113	17.7 %
\$150K to \$199,999	26	4.1 %
\$200K+	23	3.6 %
Not provided	48	7.5 %
Total	640	100.0 %

WITHOUT "NOT PROVIDED"**Q48. Would you say your total household income is... (without "not provided")**

Q48. Your total household income	Number	Percent
Under \$30K	97	16.4 %
\$30K to \$59,999	172	29.1 %
\$60K to \$99,999	161	27.2 %
\$100K to \$149,999	113	19.1 %
\$150K to \$199,999	26	4.4 %
\$200K+	23	3.9 %
Total	592	100.0 %

Q49. Are you or other members of your household of Hispanic or Latino ancestry?

Q49. Are you of Hispanic or Latino ancestry?	Number	Percent
Yes	40	6.3 %
No	600	93.8 %
Total	640	100.0 %

Q50. Which of the following best describes your race?

Q50. Your race	Number	Percent
African American/Black	37	5.8 %
American Indian/Alaska Native	6	0.9 %
Asian/Hawaiian/other Pacific Islander	4	0.6 %
White	565	88.3 %
Other	9	1.4 %
Total	621	

Q50. Other

Q50. Other	Number	Percent
Hispanic	3	33.3 %
Other than White	1	11.1 %
European mixed, Jewish, American Indian, Australian	1	11.1 %
Adamic, English, Irish and Scandinavian	1	11.1 %
Portugal	1	11.1 %
Mexican	1	11.1 %
Mixed	1	11.1 %
Total	9	100.0 %

Q51. Your gender:

Q51. Your gender	Number	Percent
Male	316	49.4 %
Female	317	49.5 %
Not provided	7	1.1 %
Total	640	100.0 %

WITHOUT "NOT PROVIDED"**Q51. Your gender: (without "not provided")**

Q51. Your gender	Number	Percent
Male	316	49.9 %
Female	317	50.1 %
Total	633	100.0 %

Section 5

Survey Instrument



3003 FREDERICK AVENUE
ST. JOSEPH, MO 64506

PHONE: (816) 364-4109
FAX: (816) 364-4873

Dear St. Joseph and Buchanan County Resident:

You are one of just 1,800 residents who have been chosen to help plan and set the direction of our community by completing the enclosed survey. We are asking for your opinion and suggestions to help improve our community/county (such as police, fire, maintenance of public areas, education, and creating job growth) and to establish priorities.

This is your opportunity to let your community leaders know what you think about many important issues. *Your input is extremely important!*

Your individual responses will remain confidential and will be compiled by ETC Institute. ETC Institute is an independent, third-party research firm, and our partner in this effort. ETC will present a report in late June of this year, the results of which will be made public.

Community leaders from the city, school district, and businesses will also see the results. They all want your opinions and insight, and would like to know where you think we are as a community and where you think we need to go.

Please return your completed survey in the enclosed, postage-paid, return envelope **in the next week.**

If you prefer to complete the survey online, please visit **www.stjoe2018communitysurvey.org**.

Thank you in advance for helping make St. Joseph and Buchanan County a better place to live. Please call Steve Johnston at 816.364.4109 if you have any questions.

Sincerely,

City of St. Joseph

Mayor Bill McMurray

County of Buchanan

Harry Roberts,
Presiding Commissioner

Community Alliance
of Saint Joseph

Steve Johnston, Director

2018 St. Joseph Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's ongoing effort to identify and respond to resident priorities. If you have questions, please call Steve Johnston at 816-364-4109.

1. **Livability.** Several items that may influence your perception of the City of St. Joseph/Buchanan County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

How would you rate the City of St. Joseph with regard to...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. Overall image of the city	5	4	3	2	1	9
02. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
03. Overall value that you receive for your county tax dollars and fees	5	4	3	2	1	9
04. Overall quality of city services	5	4	3	2	1	9
05. Overall quality of life in the city	5	4	3	2	1	9
06. Overall physical appearance of the city	5	4	3	2	1	9
07. Overall feeling of safety in the city	5	4	3	2	1	9
08. As a place to live	5	4	3	2	1	9
09. As a place to raise children	5	4	3	2	1	9
10. As a place to work	5	4	3	2	1	9
11. As a place to invest in	5	4	3	2	1	9
12. As a city that is moving in the right direction	5	4	3	2	1	9

2. Using a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," please rate how important each of the following reasons for deciding where to live was in your decision to live where you do. Then, please indicate if your needs are being met in St. Joseph/Buchanan County.

Reasons for choosing a community to live in	Very Important	Somewhat Important	Not Sure	Not Important	Are your needs being met in St. Joseph?	
01. Sense of community/Friendly and welcoming	4	3	2	1	Yes	No
02. Quality of public education (K-12)	4	3	2	1	Yes	No
03. Access to higher education (college)	4	3	2	1	Yes	No
04. Technical education programs	4	3	2	1	Yes	No
05. Quality care for preschool age children	4	3	2	1	Yes	No
06. Types of housing (e.g. multi-family, single)	4	3	2	1	Yes	No
07. Quality of housing (e.g. construction, maintenance)	4	3	2	1	Yes	No
08. Access to quality shopping	4	3	2	1	Yes	No
09. Availability of Parks and Recreation opportunities	4	3	2	1	Yes	No
10. Living near family or friends	4	3	2	1	Yes	No
11. Safety and security	4	3	2	1	Yes	No
12. Accessibility to airport and other communities	4	3	2	1	Yes	No
13. Quality health care	4	3	2	1	Yes	No
14. Public transportation (bus)	4	3	2	1	Yes	No
15. Infrastructure (e.g. roads, bridges, hiking, biking)	4	3	2	1	Yes	No
16. Low taxes	4	3	2	1	Yes	No
17. Entertainment and social opportunities	4	3	2	1	Yes	No
18. Cost of living	4	3	2	1	Yes	No
19. Job opportunities	4	3	2	1	Yes	No

3. Which THREE of the reasons listed above will have the MOST IMPACT on your decision to stay in St. Joseph/Buchanan County for the next 10 years? [Write in your answers below using the numbers from the list in Question 2.]

1st: _____ 2nd: _____ 3rd: _____

4. When looking at our community, please rank in order of importance the issues facing St. Joseph, where 9 is "Most Important" and 1 is "Least Important."

____(1) Community appearance	____(4) Jobs	____(7) Public safety
____(2) Education	____(5) Entertainment	____(8) Traffic
____(3) Taxes	____(6) Municipal/County services	____(9) Other: _____

5. When you think about St. Joseph, what comes to mind and how does it make you feel?

6. **Recommending St. Joseph.** Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you would be to recommend St. Joseph in each of the scenarios listed below.

How likely would you be to...	Very Likely	Likely	Neutral	Unlikely	Very Unlikely	Don't Know
1. Recommend St. Joseph to a friend as a place to visit	5	4	3	2	1	9
2. Recommend St. Joseph to a friend as a place to live	5	4	3	2	1	9
3. Recommend St. Joseph to a friend as a place to raise children	5	4	3	2	1	9
4. Recommend St. Joseph to a friend as a place to work	5	4	3	2	1	9

7. **Overall Satisfaction with City Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police and fire services	5	4	3	2	1	9
02. Overall quality of city Parks and Recreation programs and facilities	5	4	3	2	1	9
03. Overall maintenance of city streets	5	4	3	2	1	9
04. Overall maintenance of buildings/facilities (Civic Arena/Missouri Theater)	5	4	3	2	1	9
05. Overall quality of city wastewater service	5	4	3	2	1	9
06. Overall enforcement of city codes/ordinances	5	4	3	2	1	9
07. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
08. Overall effectiveness of city communication with the public	5	4	3	2	1	9
09. Overall flow of traffic and congestion	5	4	3	2	1	9
10. Recycling opportunities	5	4	3	2	1	9
11. The availability of information about city programs and services	5	4	3	2	1	9
12. City efforts to keep you informed about local issues	5	4	3	2	1	9
13. How open the city is to public input from residents	5	4	3	2	1	9

8. Which THREE of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 7.]

1st: _____ 2nd: _____ 3rd: _____

9. How supportive would you be of investing in updating or replacing the Civic Arena?

____(1) Very supportive ____ (3) Not supportive
____(2) Somewhat supportive ____ (4) Need more information

10. **Public Safety.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Public Safety	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The visibility of police in neighborhoods	5	4	3	2	1	9
2. The visibility of police in retail areas	5	4	3	2	1	9
3. The city's efforts to prevent crime	5	4	3	2	1	9
4. Enforcement of local traffic laws	5	4	3	2	1	9
5. Overall quality of St. Joseph police protection	5	4	3	2	1	9
6. Overall quality of St. Joseph fire protection	5	4	3	2	1	9
7. Quality of animal control	5	4	3	2	1	9
8. Environmental health inspections (food/lodging)	5	4	3	2	1	9

11. Which THREE of the public safety items listed above would you recommend receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]

1st: _____ 2nd: _____ 3rd: _____

12. **In Buchanan County, but Outside of the City.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

County Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. County law enforcement	5	4	3	2	1	9
2. County fire protection	5	4	3	2	1	9
3. County road and bridge maintenance	5	4	3	2	1	9
4. Overall customer service from the county	5	4	3	2	1	9

13. **Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

How safe do you feel...	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
1. In your neighborhood in general	4	3	2	1	9
2. In the shopping areas in general	4	3	2	1	9
3. At work	4	3	2	1	9

14. **Do you have access to the Internet at home?** ____ (1) Yes ____ (2) No

15. **Community Activities, Attractions, Arts and Cultural Events.** When family and friends come to visit, do you reference the St. Joseph Convention and Visitors Bureau website or visitors center to seek out information on showcasing our community for activities, attractions, and timely annual events?

____ (1) Yes ____ (2) No

16. **What type of additional activities, attractions, or timely annual events do friends and family request when visiting St. Joseph that don't currently exist?**

17. **Arts/Culture/Museums.** Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

Arts/Culture/Museums	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. Arts/Culture/Museums should have an important role in the development of St. Joseph	5	4	3	2	1	9
2. The arts and cultural programs for children in St. Joseph are excellent	5	4	3	2	1	9
3. I am very familiar with most of the arts/cultural programs offered in the St. Joseph area	5	4	3	2	1	9
4. I frequently attend arts and culture events in the St. Joseph area	5	4	3	2	1	9

18. **Which of the following reasons keep you from attending arts/cultural events in the St. Joseph area MORE OFTEN?**

- ____ (1) Not interested in arts and cultural programs
 ____ (2) They are too expensive
 ____ (3) I don't know enough about the programs and facilities that are available
 ____ (4) Other: _____

19. **Health and Wellness.** Please rank the importance of the following health improvement opportunities in St. Joseph, where 6 is "Most Important" and 1 is "Least Important."

- ____ (1) Tobacco/smoking reduction
 ____ (2) Physical activity increase (walking, biking)
 ____ (3) Alcohol/drug reduction
 ____ (4) Obesity/nutrition/dietary improvements
 ____ (5) Access to affordable healthcare services
 ____ (6) Mental health services expansion

20. **Please rank your willingness to personally address these health improvement opportunities, where 6 is "Most Willing" and 1 is "Least Willing."**

- ____ (1) Tobacco/smoking reduction
 ____ (2) Physical activity increase (walking, biking)
 ____ (3) Alcohol/drug reduction
 ____ (4) Obesity/nutrition/dietary improvements
 ____ (5) Access to affordable healthcare services
 ____ (6) Mental health services expansion

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21. How satisfied are you with your local ambulance service?

- ☐ (1) Very satisfied ☐ (3) Neutral ☐ (5) Very dissatisfied
☐ (2) Satisfied ☐ (4) Dissatisfied ☐ (9) Don't know

22. **City Parks and Recreation.** Please rate your satisfaction with each of the items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of city parks	5	4	3	2	1	9
02.	Number of city parks	5	4	3	2	1	9
03.	Number of parkway walking and biking trails	5	4	3	2	1	9
04.	Quality of outdoor athletic fields	5	4	3	2	1	9
05.	Availability of information about city Parks and Recreation programs	5	4	3	2	1	9
06.	Fees charged for recreation programs	5	4	3	2	1	9
07.	Ease of registering for programs	5	4	3	2	1	9
08.	Available youth fitness/recreational programs	5	4	3	2	1	9
09.	Available adult fitness/recreational programs	5	4	3	2	1	9
10.	Senior recreational activities	5	4	3	2	1	9
11.	City aquatic park/swimming pools	5	4	3	2	1	9
12.	City Rec Center	5	4	3	2	1	9
13.	Special events and festivals	5	4	3	2	1	9
14.	Recreational opportunities at Lake Contrary (Buchanan County)	5	4	3	2	1	9
15.	Riverfront recreational development	5	4	3	2	1	9

23. Which THREE of the Parks and Recreation items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 22.]

1st: _____ 2nd: _____ 3rd: _____

24. Do you or does any member of your household volunteer for any of the following? [Check all that apply.]

- ☐ (1) School ☐ (4) Not-for-profit organization ☐ (7) Hospital
☐ (2) Church ☐ (5) Sports team ☐ (8) Senior facilities (nursing home)
☐ (3) Service Club ☐ (6) Special needs/disabled ☐ (9) Other: _____

25. Approximately what is the combined number of hours your family spends annually, volunteering?

- ☐ (1) None ☐ (4) Between 50-99 ☐ (7) Between 1000-2000
☐ (2) Less than 25 ☐ (5) Between 100-499 ☐ (8) Over 2000
☐ (3) Between 25-49 ☐ (6) Between 500-999

26. How satisfied are you with your community's response to the following poverty issues?

Poverty Issues		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Hunger as a result of poverty	5	4	3	2	1	9
2.	Illiteracy as a result of poverty	5	4	3	2	1	9
3.	Sub-standard housing as a result of poverty	5	4	3	2	1	9
4.	Health care as a result of poverty	5	4	3	2	1	9

27. Do you feel there is a problem with addiction in our community?

- ☐ (1) Yes ☐ (2) No ☐ (9) Don't Know

28. **Education (College or University).** Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

Education	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. Academic programs at Missouri Western are of high quality	5	4	3	2	1	9
2. Missouri Western students are well prepared for careers upon graduation	5	4	3	2	1	9
3. Missouri Western faculty are knowledgeable	5	4	3	2	1	9
4. Missouri Western provides good value	5	4	3	2	1	9
5. I am familiar with Missouri Western's degree programs	5	4	3	2	1	9
6. Missouri Western is moving in the right direction	5	4	3	2	1	9

29. **Which of the following events or activities have you attended at Missouri Western State University over the past year? [Check all that apply.]**

- ☐ (1) Athletics events
 ☐ (5) Convocation on Critical Issues
☐ (2) Recreational opportunities
 ☐ (6) Other speaker events
☐ (3) Theatre/musical performances or art exhibits
 ☐ (7) Walter Cronkite Memorial
☐ (4) University workshops/enrichment classes
 ☐ (8) None

30. **If you have not attended an event at Missouri Western State University, what is the reason?**

- ☐ (1) Not aware of the events
 ☐ (3) Distance
 ☐ (5) Not interested in events offered
☐ (2) Parking
 ☐ (4) Transportation not available

31. **Education (K-12).** In school, students are graded with an A, B, C, D, or F. Using this same system, how would you grade the public schools in St. Joseph?

- ☐ (1) A grade
 ☐ (3) C grade
 ☐ (5) F grade
☐ (2) B grade
 ☐ (4) D grade
 ☐ (9) Don't know

32. **Do you feel that the St. Joseph School District has too little, too much, or just the right amount of funding?**

- ☐ (1) Too little funding
 ☐ (2) Too much funding
 ☐ (3) Just the right amount of funding

33. **Several items that may influence your perception of the School District in St. Joseph are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."**

How would you rate The School District in St. Joseph in the area of...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. Updating computers and technology	5	4	3	2	1	9
02. Providing school buildings that are in good physical condition	5	4	3	2	1	9
03. Preparing students for college/workforce	5	4	3	2	1	9
04. Providing the same or higher overall quality than neighboring school districts	5	4	3	2	1	9
05. Providing safe and secure school buildings	5	4	3	2	1	9
06. Involving the community in important decisions affecting the district	5	4	3	2	1	9
07. Engaging the community/gathering feedback	5	4	3	2	1	9
08. Acting in a transparent manner, holding itself accountable to taxpayers	5	4	3	2	1	9
09. Putting the needs of students first	5	4	3	2	1	9
10. Dealing with budgetary issues	5	4	3	2	1	9

34. **Economic Development/Quality Jobs.** Would you like to see additional retail business recruited to St. Joseph?

- ☐ (1) Yes [Answer Q34a.]
 ☐ (2) No [Skip to Q35.]
 ☐ (9) Don't know [Skip to Q35.]

- 34a. **What types of new retail would you like to see? [Check all that apply.]**

- ☐ (1) Restaurants
 ☐ (4) Electronic stores
 ☐ (7) Other: _____
☐ (2) Clothing stores
 ☐ (5) Home improvement stores
☐ (3) Grocery stores
 ☐ (6) Home furnishing

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35. Do you feel you have adequate opportunities to pursue a job in St. Joseph?

____(1) Yes ____ (2) No ____ (9) Don't know

36. Do you feel there are training and educational opportunities in St. Joseph to prepare you for a job?

____(1) Yes *[Skip to Q37.]* ____ (2) No *[Answer Q36a.]* ____ (9) Don't know *[Skip to Q37.]*

36a. What training and educational opportunities should be provided?

37. During the past year, have you visited downtown for any of the following reasons? *[Check all you have visited.]*

____(1) Shopping ____ (3) Government offices ____ (5) Work
 ____ (2) Entertainment ____ (4) Professional services (banking, legal) ____ (6) None of these

38. How satisfied are you with the way that St. Joseph reinvests in itself by keeping basic services upgraded as needed and plans for the future?

____(1) Very satisfied ____ (2) Somewhat satisfied ____ (3) Not satisfied

39. City Maintenance. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of major city streets	5	4	3	2	1	9
02. Maintenance of streets in your neighborhood	5	4	3	2	1	9
03. Maintenance of street signs and traffic signals	5	4	3	2	1	9
04. Maintenance of city buildings such as City Hall	5	4	3	2	1	9
05. Snow removal on major city streets	5	4	3	2	1	9
06. Snow removal on streets in your neighborhood	5	4	3	2	1	9
07. Mowing and trimming of public areas	5	4	3	2	1	9
08. Overall cleanliness of city streets/other public areas	5	4	3	2	1	9
09. Adequacy of city street lighting	5	4	3	2	1	9
10. Condition of sidewalks (responsibility of homeowner)	5	4	3	2	1	9
11. Maintenance and preservation of downtown	5	4	3	2	1	9

40. Which THREE of the public works items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 39.]*

1st: ____ 2nd: ____ 3rd: ____

41. Enforcement of Codes and Ordinances. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
3. Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4. Enforcing the maintenance of business property	5	4	3	2	1	9
5. Enforcing sign regulations	5	4	3	2	1	9

DEMOGRAPHICS

42. Approximately how many years have you lived in the City of St. Joseph/Buchanan County?

____(1) Less than 5 years ____ (2) 5-10 years ____ (3) 11-20 years ____ (4) More than 20 years

43. If you are not native to St. Joseph, from where did you move?

City: _____ State: _____

44. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

45. What is your age? ____ years

46. What is your level of education?

____ (1) Less than High School ____ (3) High School ____ (5) College degree
____ (2) GED ____ (4) Some College ____ (6) Post-Graduate

47. Including yourself, how many people in your household are...

Under age 5: ____ Ages 15-19: ____ Ages 35-44: ____ Ages 65-74: ____
Ages 5-9: ____ Ages 20-24: ____ Ages 45-54: ____ Ages 75+: ____
Ages 10-14: ____ Ages 25-34: ____ Ages 55-64: ____

48. Would you say your total household income is...

____ (1) Under \$30,000 ____ (3) \$60,000 to \$99,999 ____ (5) \$150,000 to \$199,999
____ (2) \$30,000 to \$59,999 ____ (4) \$100,000 to \$149,999 ____ (6) Over \$200,000

49. Are you or other members of your household of Hispanic or Latino ancestry?

____ (1) Yes ____ (2) No

50. Which of the following best describes your race?

____ (1) African American/Black ____ (4) White
____ (2) American Indian/Alaska Native ____ (5) Other: _____
____ (3) Asian/Hawaiian/Other Pacific Islander

51. Your gender: ____ (1) Male ____ (2) Female

52. If you have any additional comments, please list them below.

This concludes the survey – Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential.
The information printed on the sticker to the right
will only be used to help identify which areas of the
city are having problems with city services. If your
address is not correct, please provide the correct
information. Thank you.

Section 6

GIS Maps

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

