

# *2012 Community Survey* **Findings Report**

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Submitted to



**The Community Alliance  
of St. Joseph, Missouri**

by

**ETC Institute**

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June, 2012

# Contents

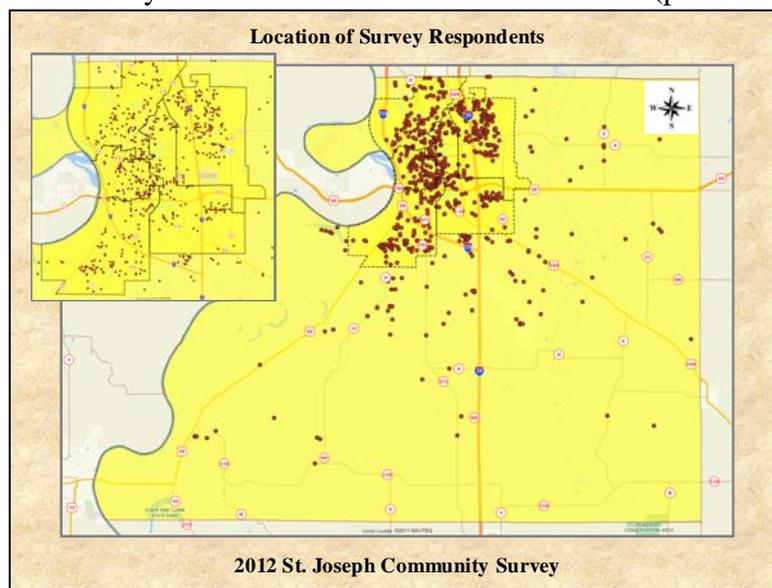
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## Purpose and Methodology

ETC Institute administered a second community survey for the Community Alliance of St. Joseph, during May and June of 2012. 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 the second survey is compared in this report to the first (base-line) survey results. A review of any changes will help community leaders review budget priorities and refine policy decisions.

**Resident Survey.** A seven-page survey was mailed to a random sample of 1,800 households in the City of St. Joseph and surrounding Buchanan County. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 717 completed the survey by mail and 16 completed it by phone for a total of 733 completed surveys (41% response rate). The results for the random sample of 733 households have a 95% level of confidence with a precision of at least +/- 3.7%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail). 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 to 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
- GIS maps that show the results of selected questions as maps of the community
- benchmarking data that shows how the results compare to other communities
- importance-satisfaction analysis
- cross-tabular data
- tables that show the results for each question on the survey
- a copy of the survey instrument.

## Major Findings

- **Perceptions of the City** Most (70%) of the residents surveyed *who had an opinion* indicated that they were satisfied with St. Joseph and Buchanan County as a place to live; 69% were satisfied with the community as a place to raise children, and 63% were satisfied with the feeling of safety in the City of St. Joseph.
- **Most of the residents surveyed were satisfied with City services.** Seventy-six percent (76%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of police and fire services, 71% were satisfied with the City's parks and recreation programs and facilities, 59% were satisfied with the maintenance of buildings and facilities, and 52% were satisfied with the flow of traffic and congestion management.
- **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-five percent (85%) 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 68% 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 (92%) surveyed *who had an opinion* felt safe in shopping areas in general, 90% felt safe at work, and 87% felt safe in their neighborhoods in general.

- **Parks and Recreation.** Eighty-four percent (84%) of the residents *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the number of parkway walking and biking trails, 79% were satisfied with the number of City parks, 69% were satisfied with the maintenance of City parks, and 68% 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 the Riverfront recreational development.
- **City Maintenance/Public Works.** The areas of maintenance that were rated best by residents included; maintenance of City buildings (69%), snow removal on major City streets (66%), and maintenance of street signs and traffic signals (61%). Residents were least satisfied with the maintenance and preservation of downtown (30%).
- **Codes and Ordinances.** Forty-one percent (41%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with enforcing of sign regulations, 39% were satisfied with the enforcing of business property maintenance, and 33% 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 safety and security was the number one issue, followed by the quality of health care.
- A question was asked specifically about County services and County law enforcement was ranked highest at 59% satisfaction, followed by County fire protection at 54%.
- Resident sources of information about activities and services in the community are primarily the St. Joseph News-Press (print edition), followed by KQTV (Channel 2).
- Residents felt that arts and culture should have an important role in the development of St. Joseph (80%).

## 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 and physical activity increase as the most important, and physical activity increase and access to affordable health care as the issues that they were most willing to address.
- Several volunteer opportunities were listed and residents were asked about their participation; 43% volunteered at Church, 37% volunteered at a not-for-profit organization, and 33% 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 hunger as a result of poverty and health care as a result of poverty.

## EDUCATION

- 84% of those surveyed felt that the pre-school experience increased a child’s chance of doing well in school.
- Those surveyed were asked to grade the public schools in St. Joseph; 11% gave an “A” grade, 40% gave a “B” grade, 35% gave a “C” grade, 11% gave a “D” grade, and 3% gave an “F” grade.
- Residents were asked to rate several issues regarding the School District in St. Joseph; the areas rated highest, with a combination of “excellent” and “good” responses, were the updating of computers and technology (74%), providing of athletics/physical education (69%), and the providing of safe and secure school buildings (64%).

## ECONOMIC DEVELOPMENT/QUALITY JOBS

- Issues most important to residents in their definition of a “quality job”, other than salary, were the benefit package, especially health care (60%), and how much they liked the job (37%).
- When asked if they felt they had adequate opportunities to pursue a better paying job in St. Joseph, 20% responded with “yes”; 57% said “no”, and 23% did not know.
- When asked if they were willing to continue their education to pursue a better job, 63% said they were.
- Residents were very supportive of the preservation of historical properties, with 88% being either very or somewhat supportive.

## **Other Findings.**

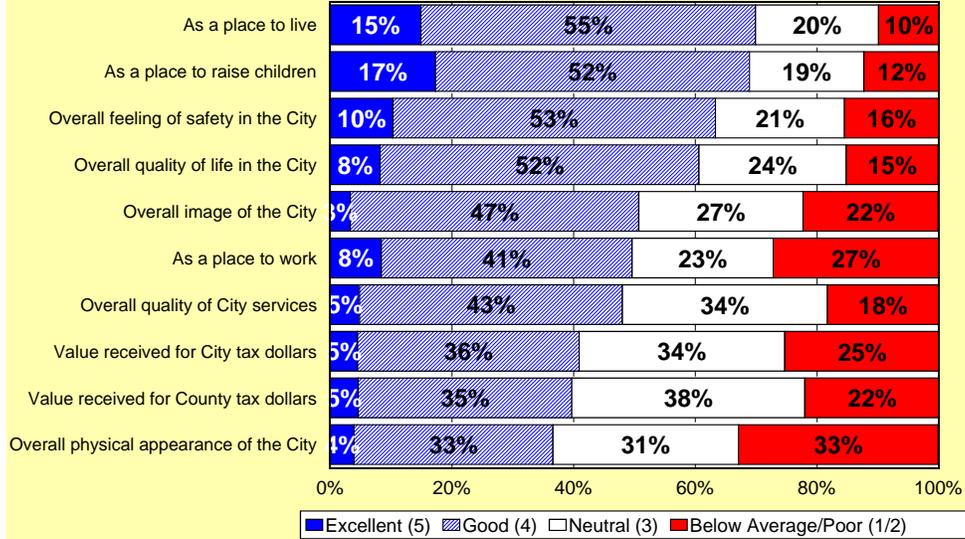
- Residents were asked if online courses at Missouri Western would benefit themselves or someone they know, and 37% answered “Likely” .
- 64% of those surveyed would recommend living in St. Joseph to their family and friends.

*Section 1:*  
***Charts and Graphs***

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### Q1. Ratings of Items That Influence the Perception That Residents Have of St Joseph/Buchanan County

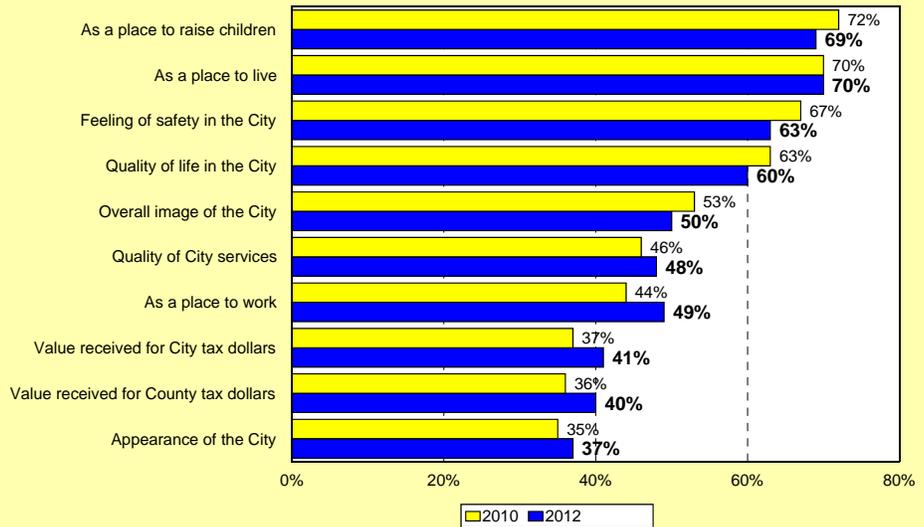
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q1. Ratings of Items That Influence the Perception That Residents Have of St Joseph/Buchanan County 2010 vs. 2012

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

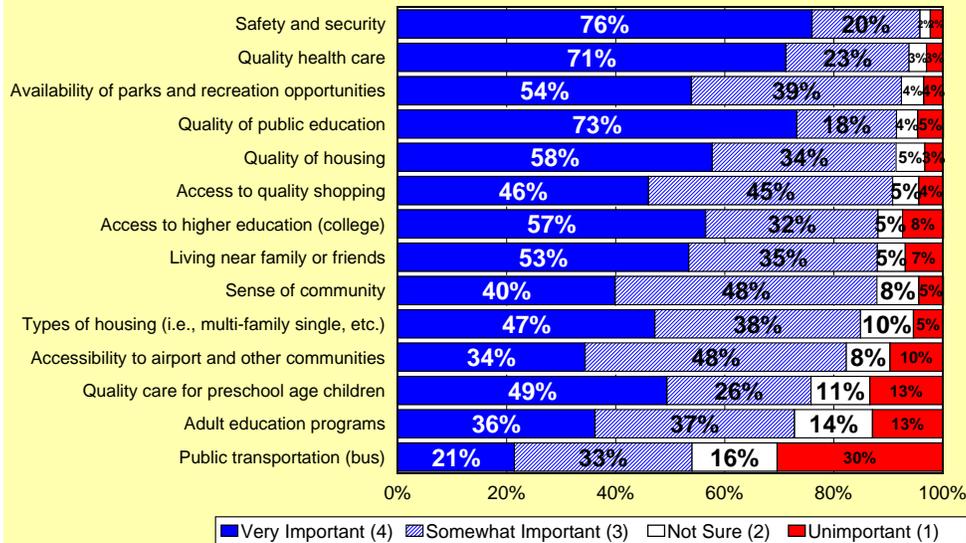


Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

**Trends**

## Q2. Importance of Various Reasons in Residents Decision to Live in St Joseph/Buchanan County

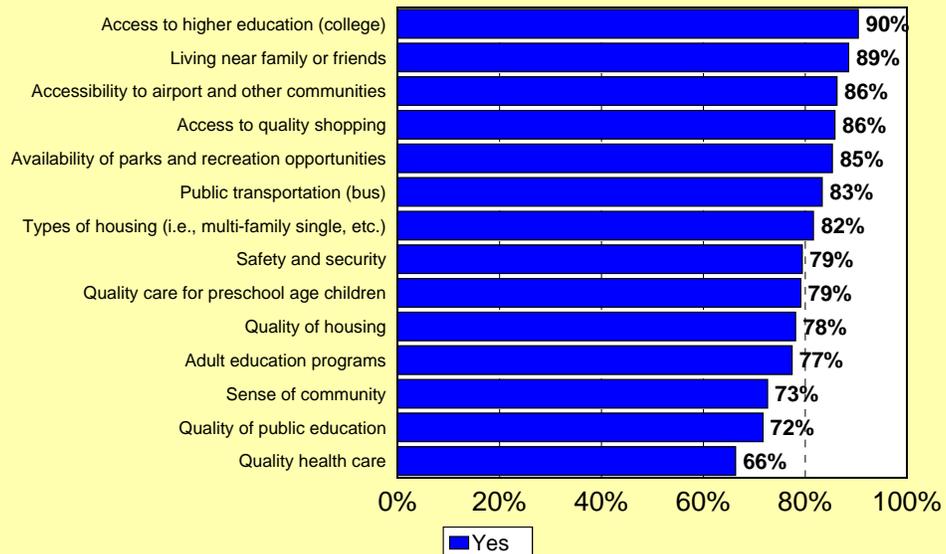
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



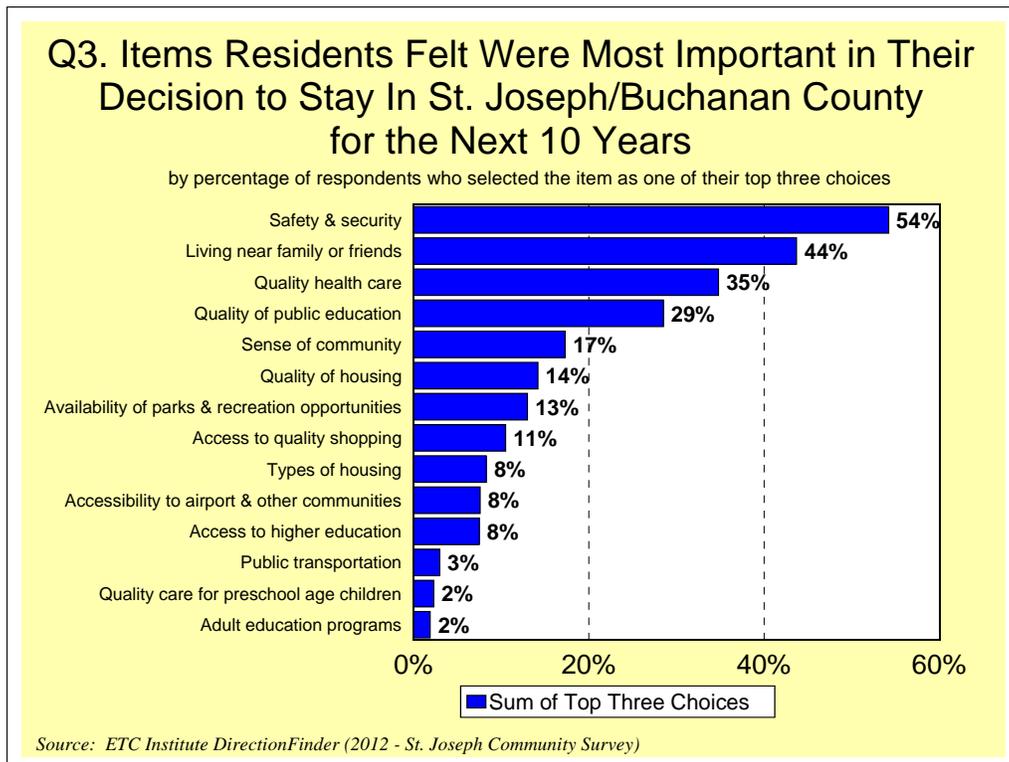
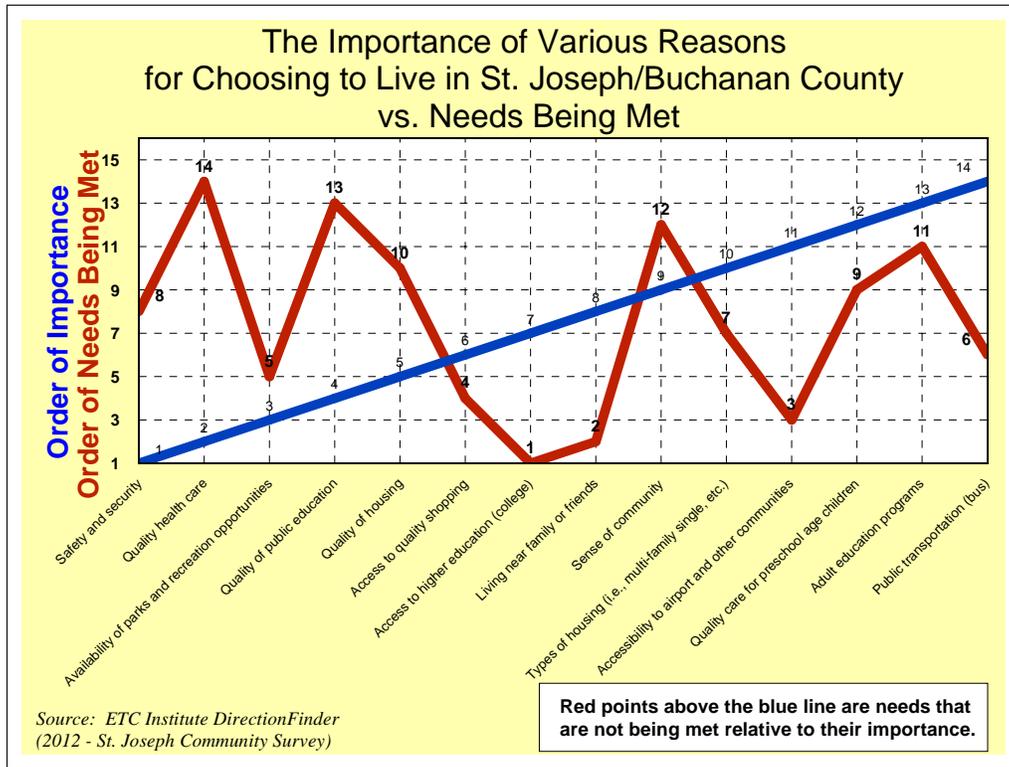
Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

## Q2. Percentage of Residents Who Felt Their Needs Were Being Met in St Joseph/Buchanan County

by percentage of respondents who said "Yes"

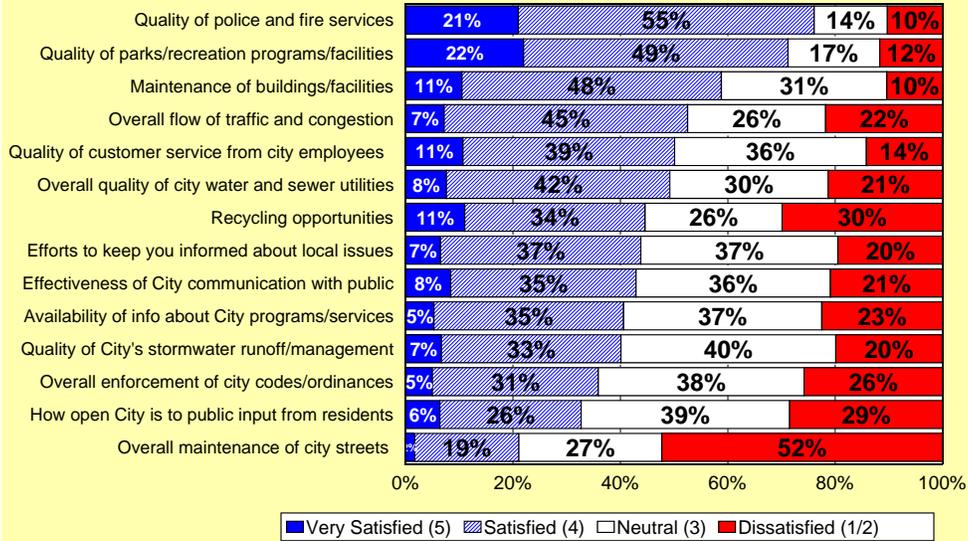


Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)



### Q4. Overall Satisfaction With City Services by Major Category

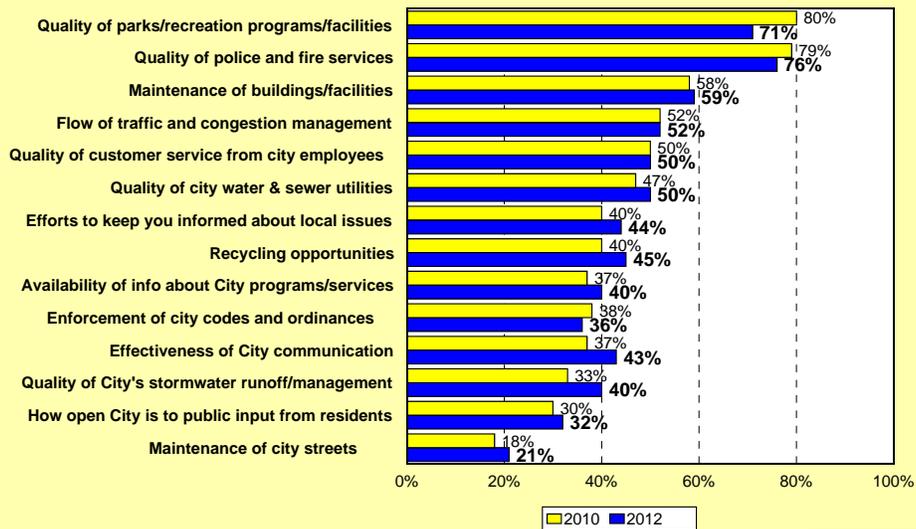
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q4. Overall Satisfaction With City Services by Major Category - 2010 vs. 2012

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

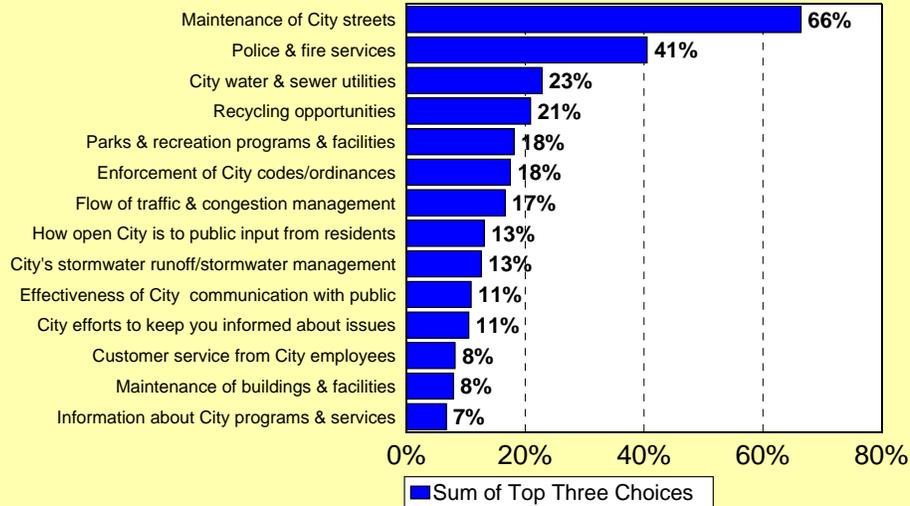


Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

**Trends**

### Q5. City Services Residents Felt Should Receive the Most Emphasis Over the Next Two Years by Major Category

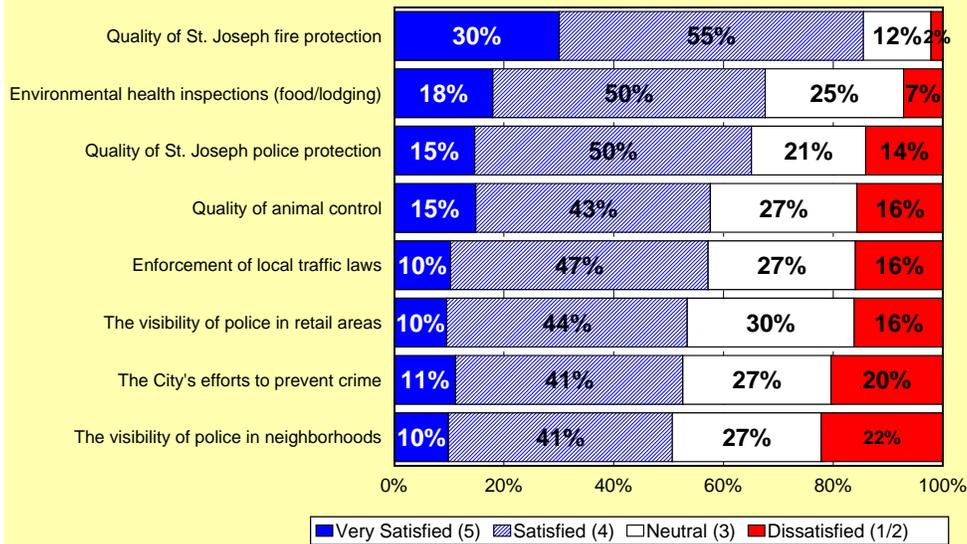
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q6. Satisfaction with Various Aspects of Public Safety

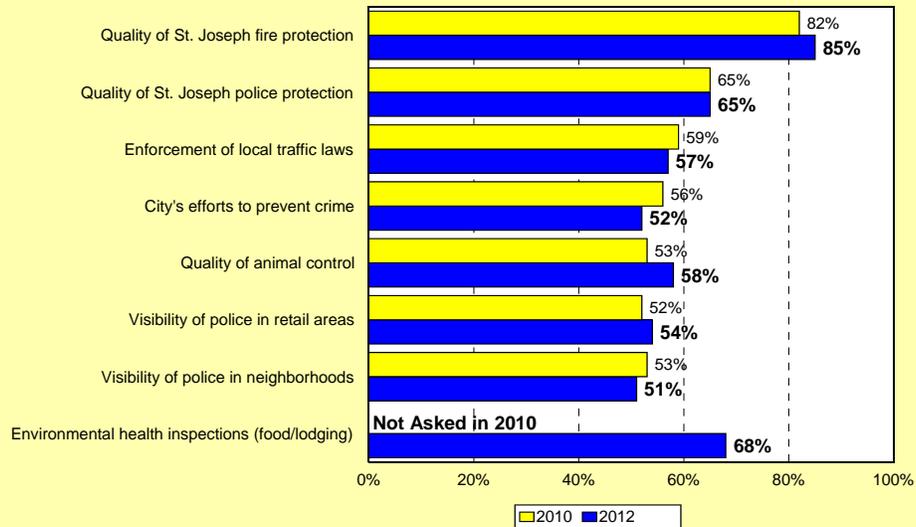
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q6. Satisfaction with Various Aspects of Public Safety - 2010 vs. 2012

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

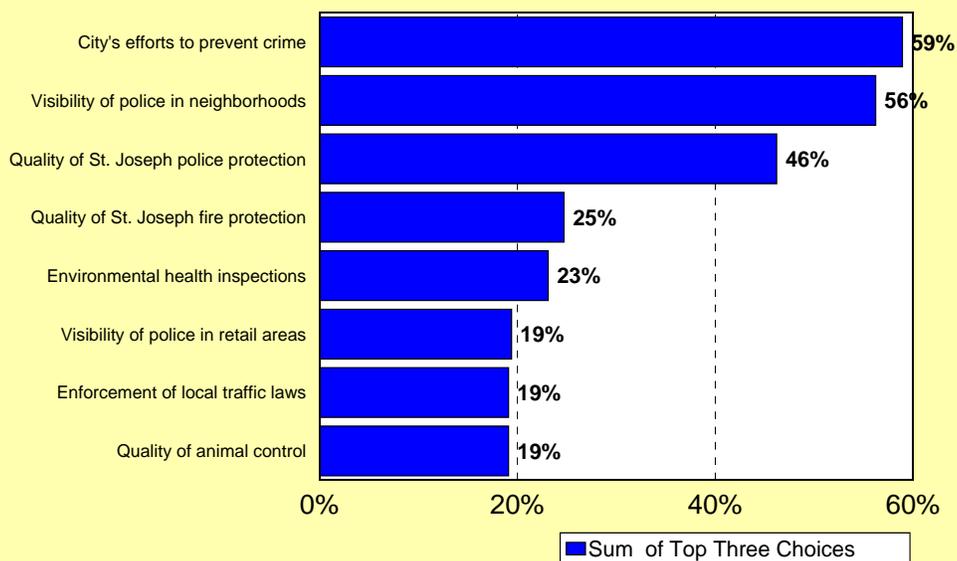


Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

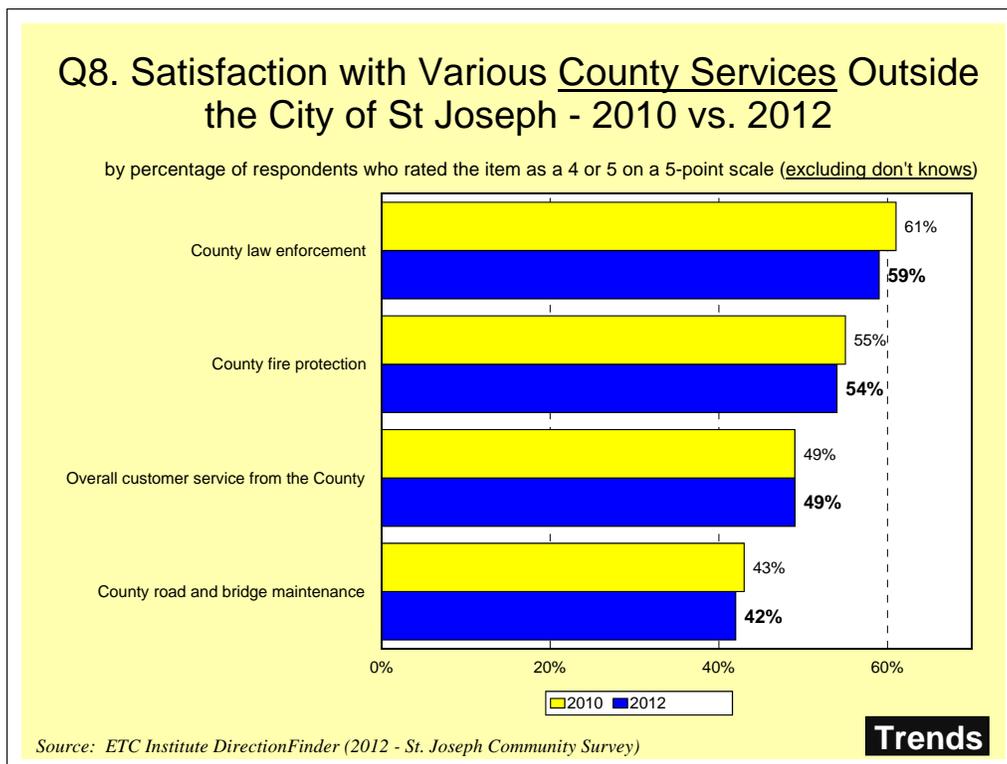
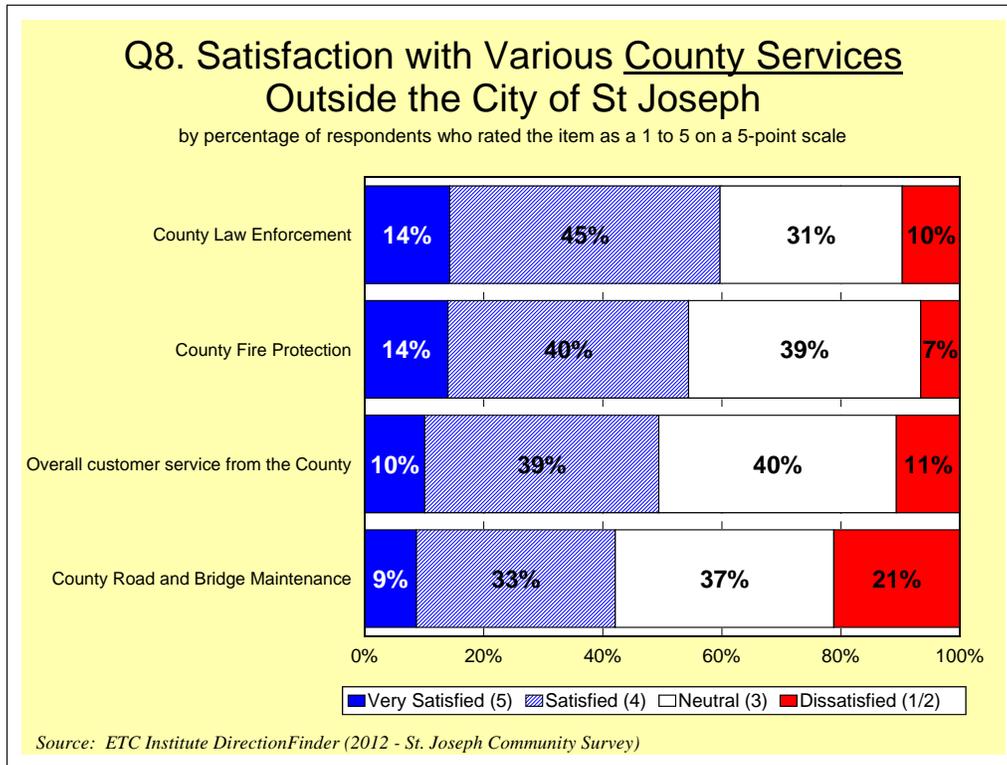
**Trends**

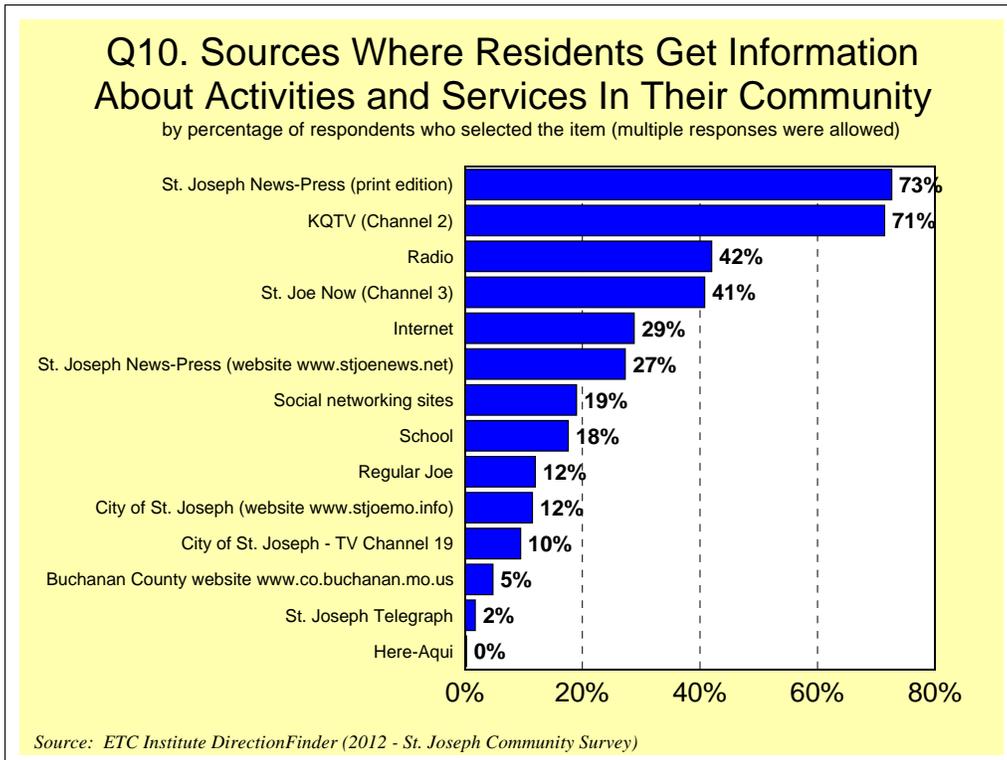
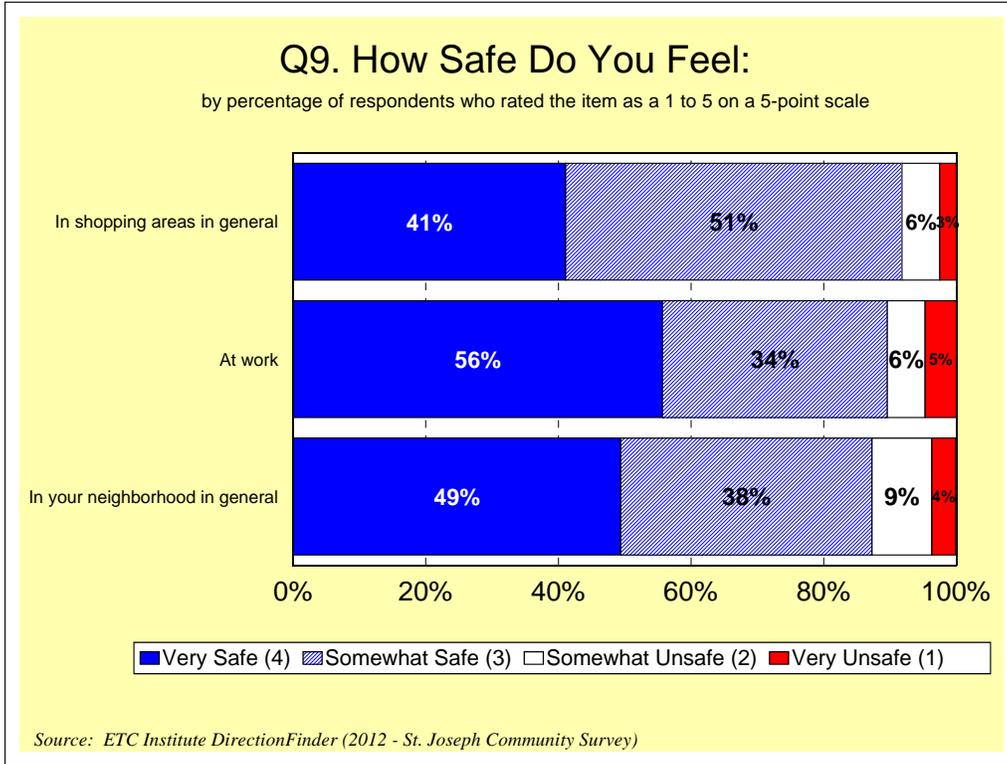
### Q7. Public Safety Services Residents Felt Should Receive the Most Emphasis Over the Next Two Years

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



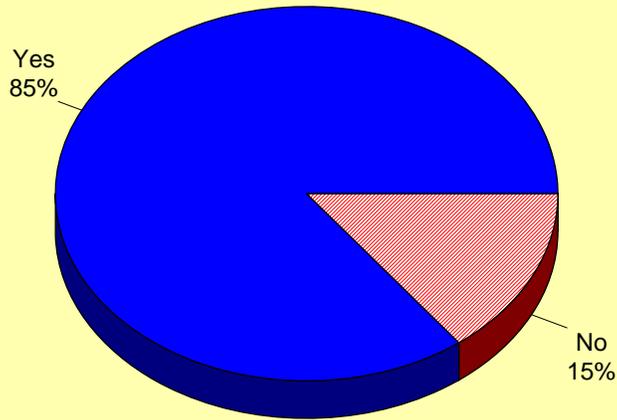
Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)





### Q11. Do you have access to the Internet at home?

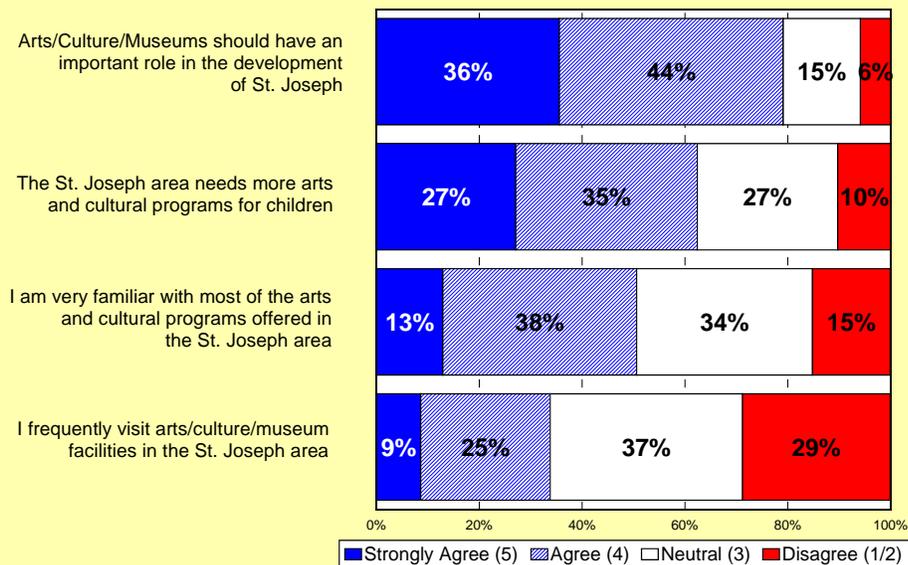
by percentage of respondents



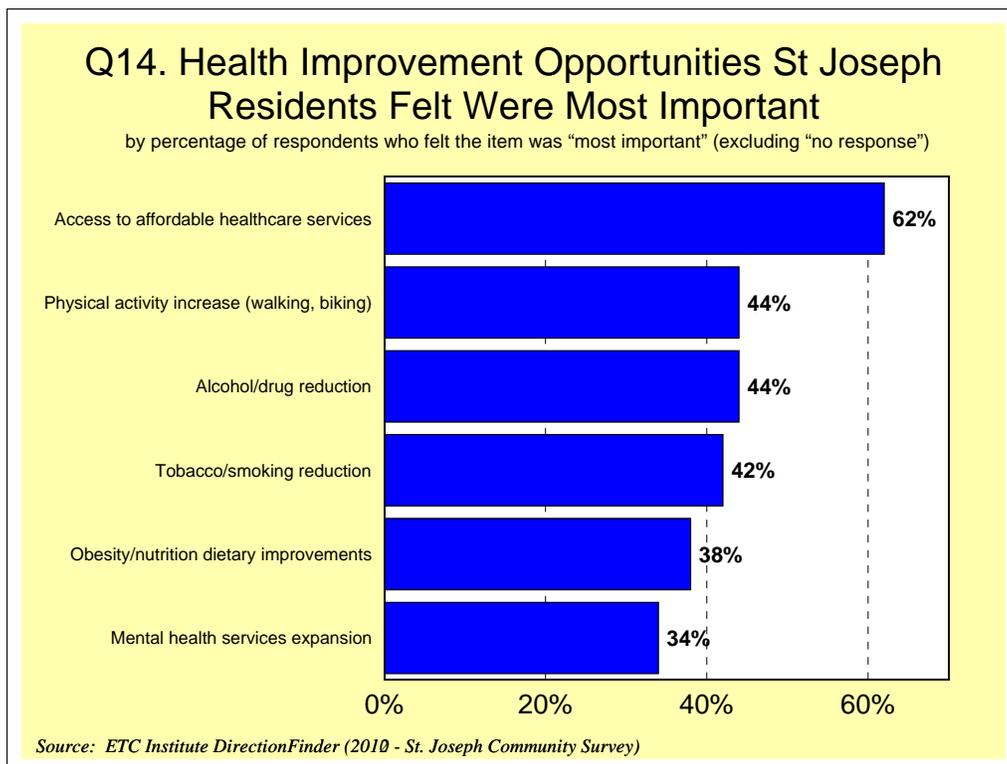
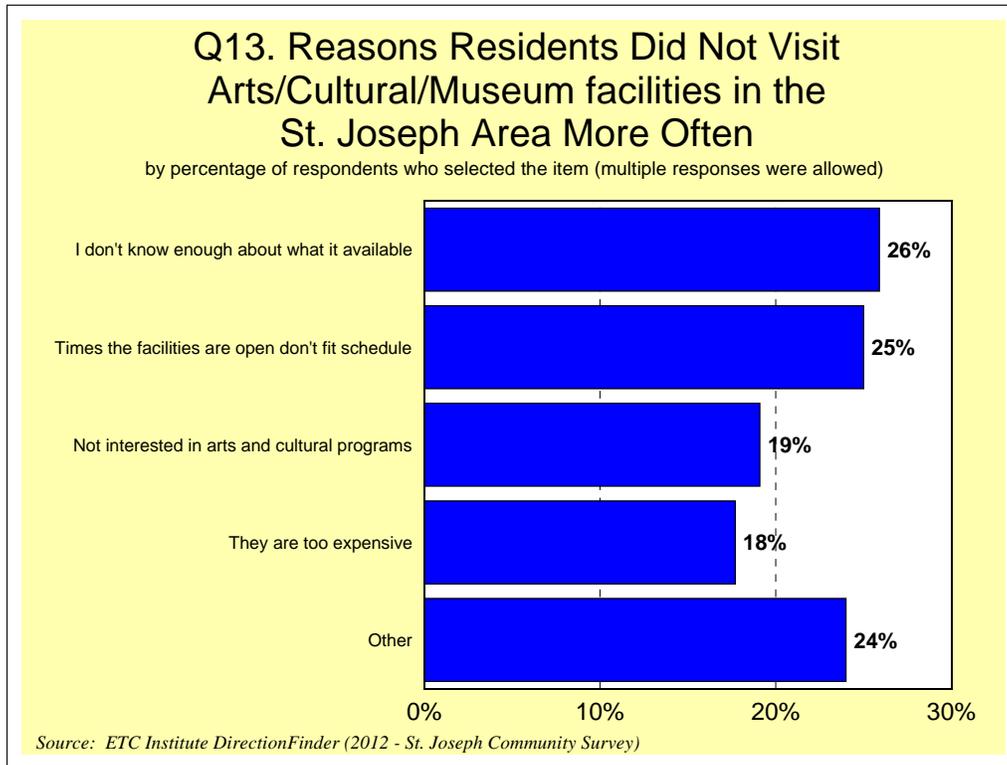
Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q12. Agreement with Various Statements Related to Arts/Culture/Museums in the Community

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale

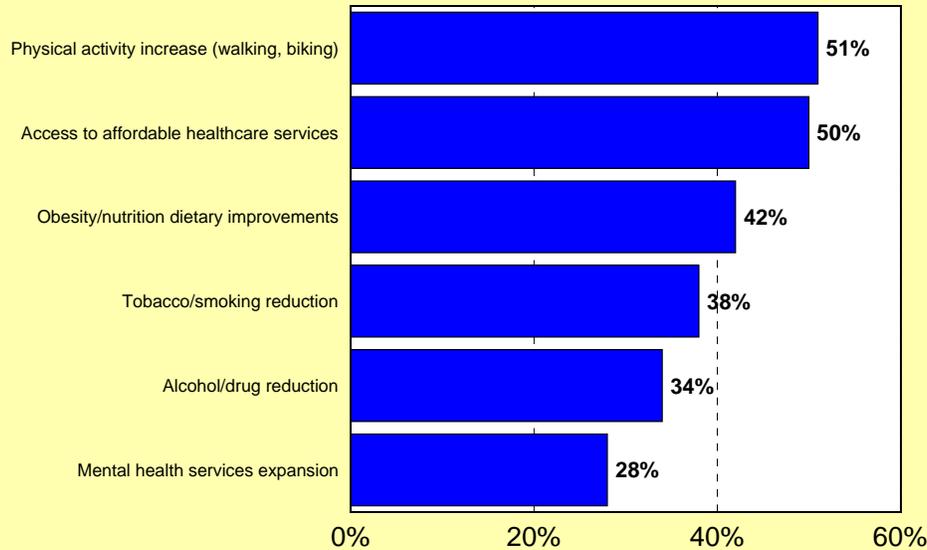


Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)



### Q15. Health Improvement Opportunities Residents Were Most Willing to Personally Address

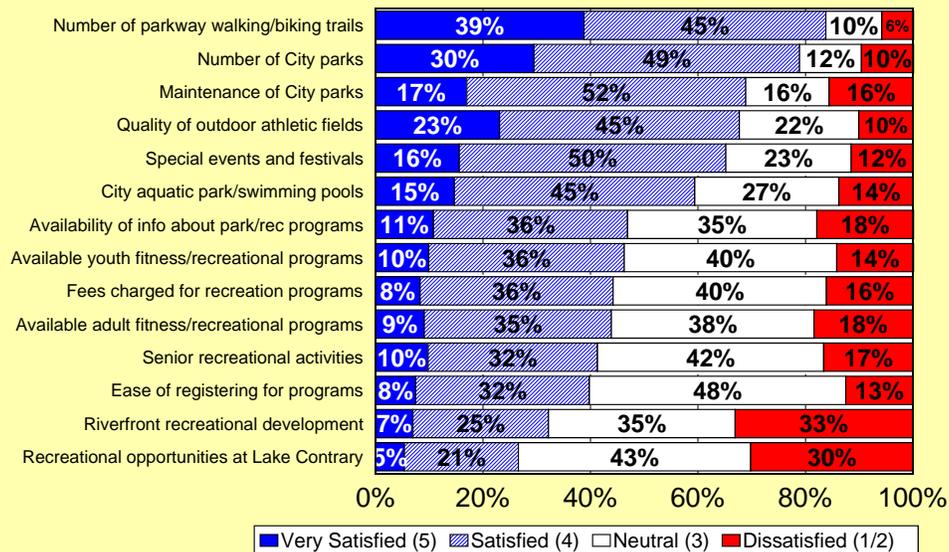
by percentage of respondents who were "most willing" to address the item



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q16. Satisfaction with Various Aspects of Parks and Recreation

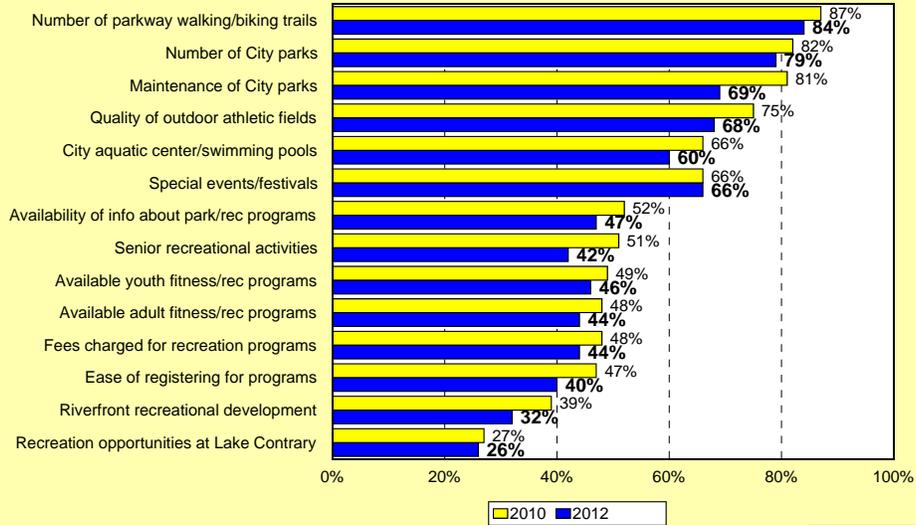
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q16. Satisfaction with Various Aspects of Parks and Recreation - 2010 vs. 2012

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

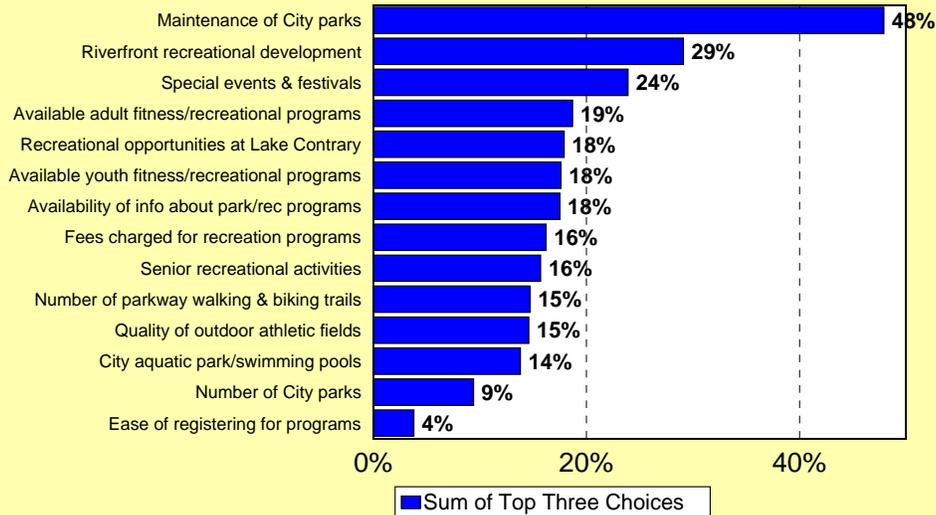


Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

**Trends**

### Q17. Parks and Recreation Services Residents Felt Should Receive the Most Emphasis Over the Next Two Years

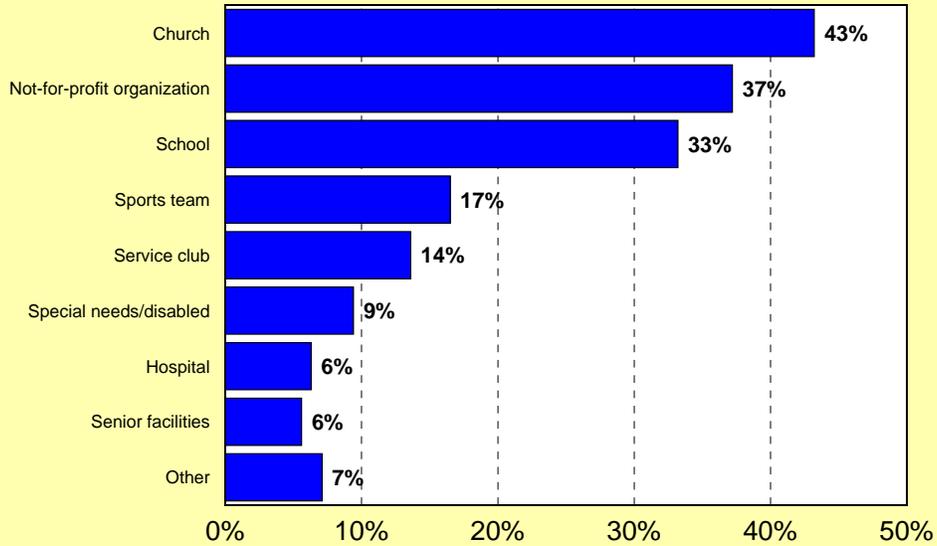
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

**Q18. Percentage of Respondents Who Had At Least One Household Member Who Volunteered For the Following:**

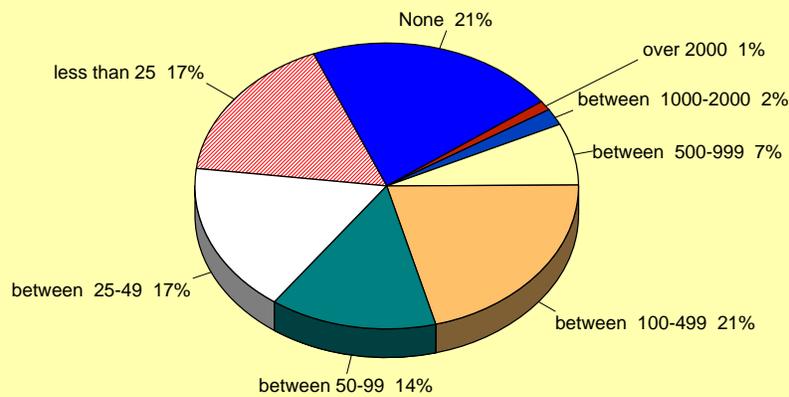
by percentage of respondents who selected the item (multiple responses were allowed)



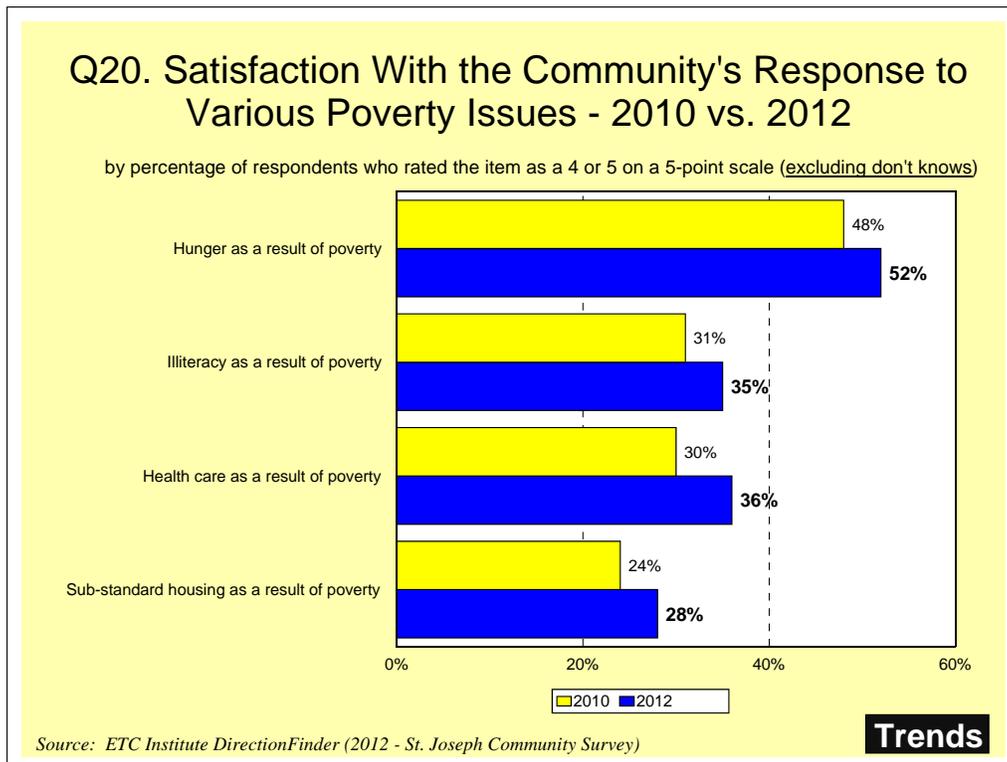
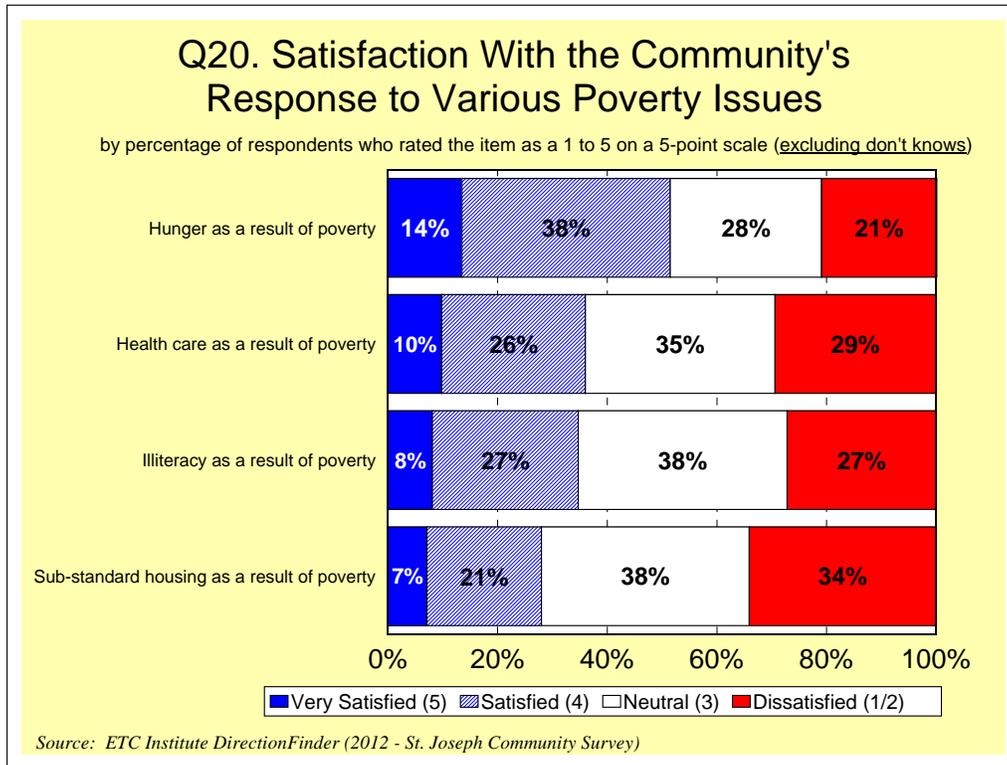
Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

**Q19. Approximately what is the combined number of hours your family spends annually, volunteering?**

by percentage of respondents

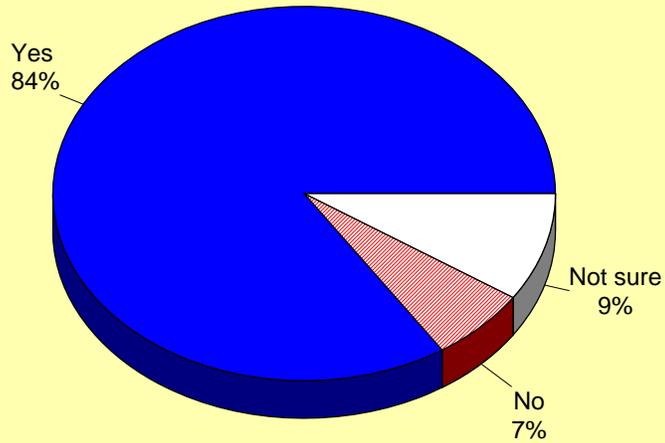


Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)



### Q21. Do you feel that a pre-school experience increases a child's chance of doing well in school?

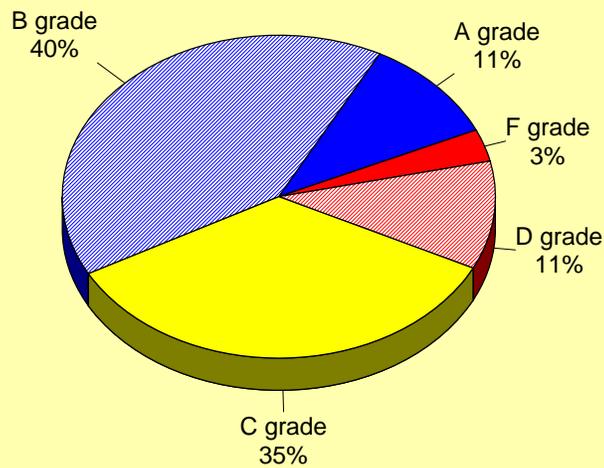
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q22. How would you grade the public schools in St. Joseph?

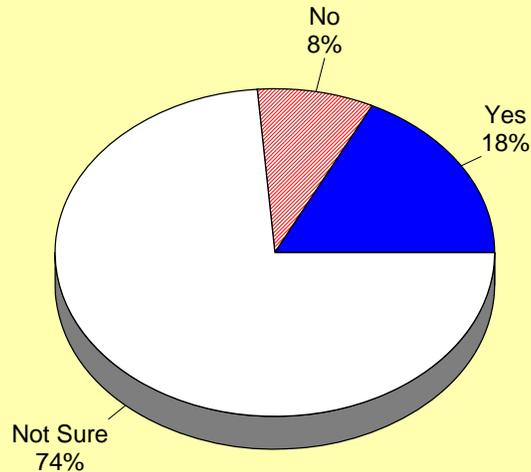
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q23. If you have a child of pre-school age, do you feel you have adequate access to early learning programs in St. Joseph?

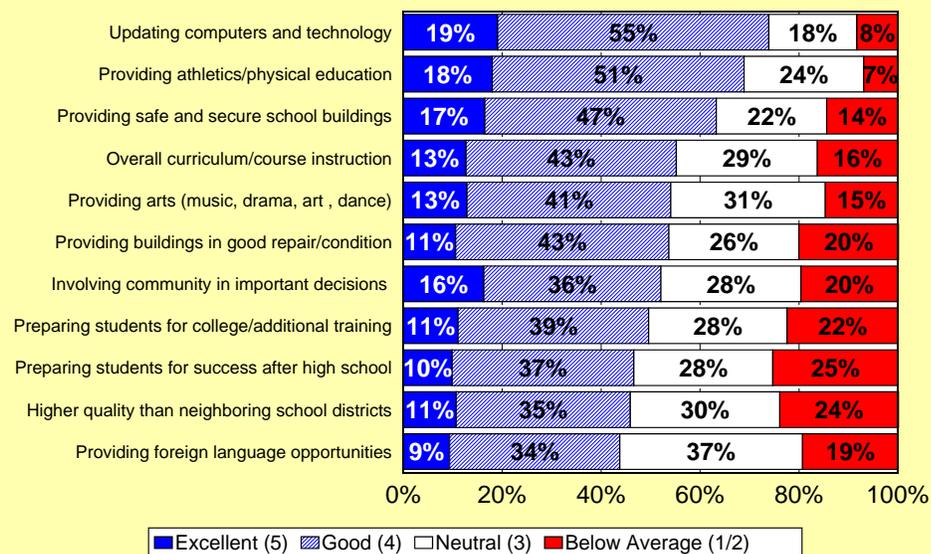
by percentage of respondents (excluding "not applicable")



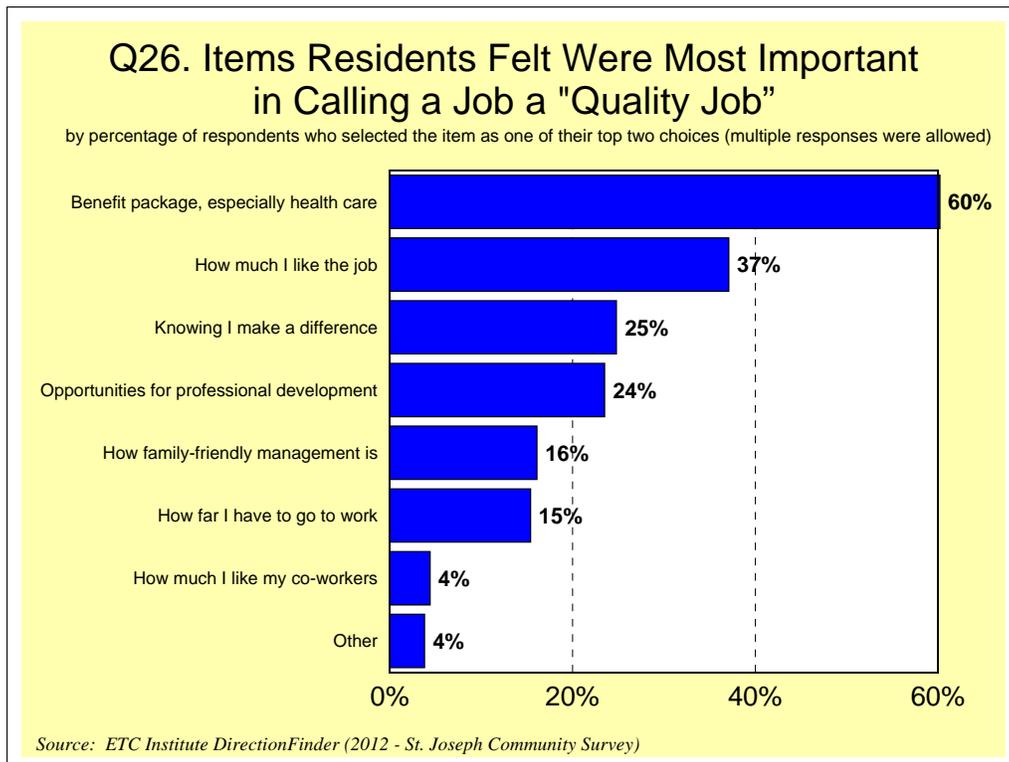
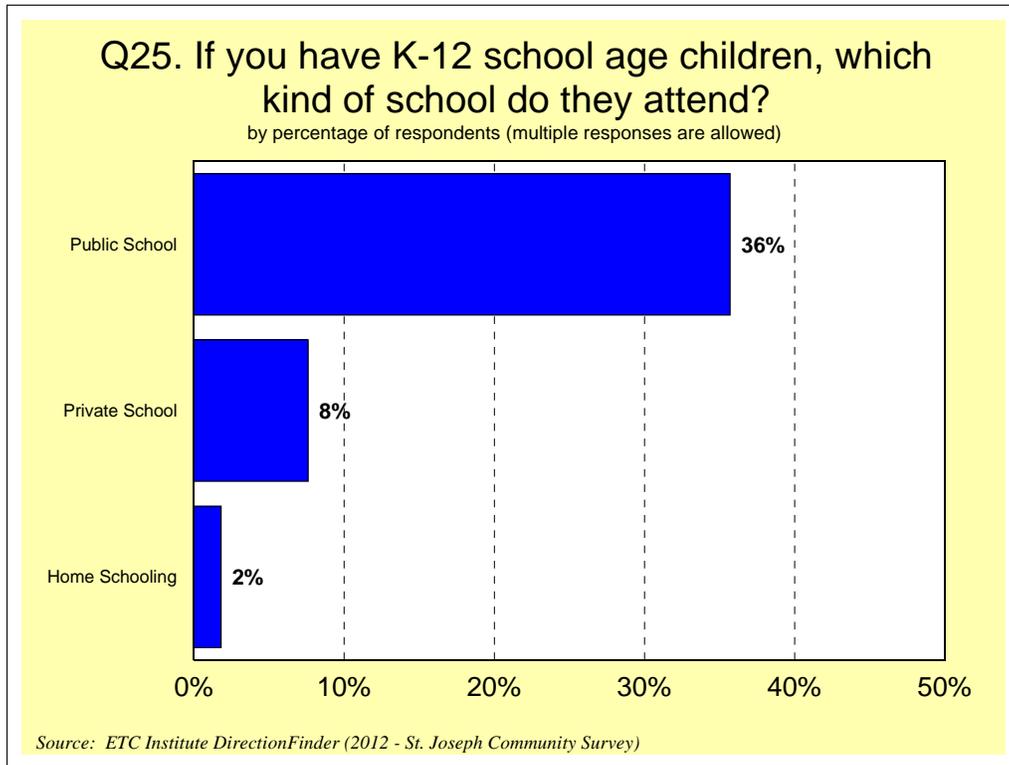
Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

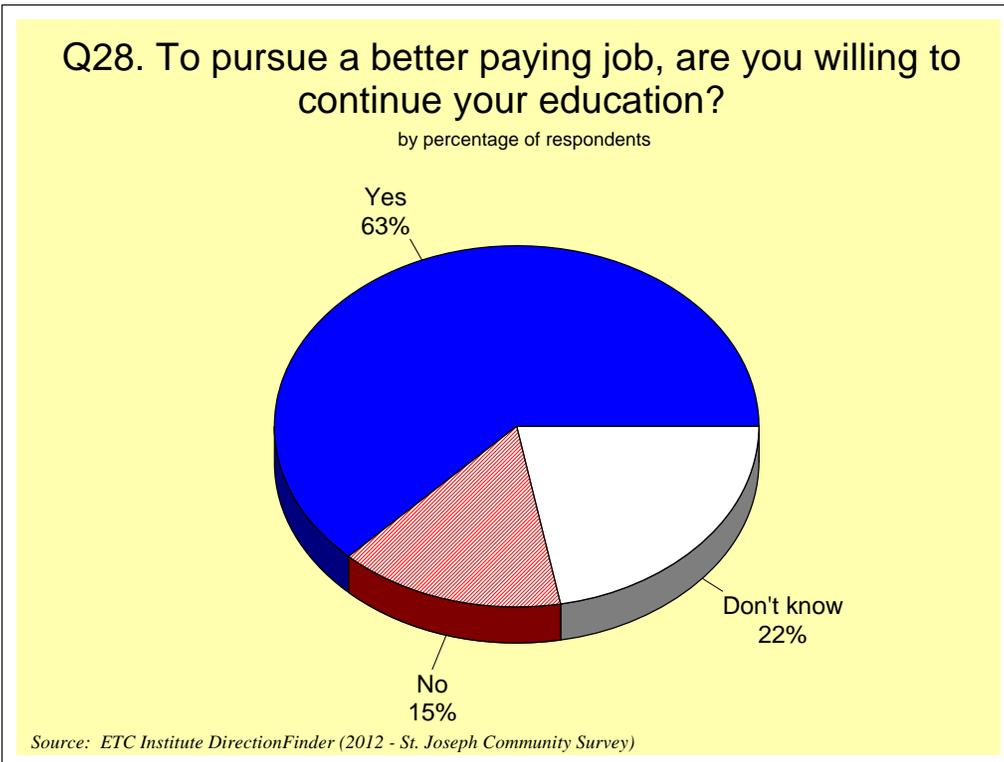
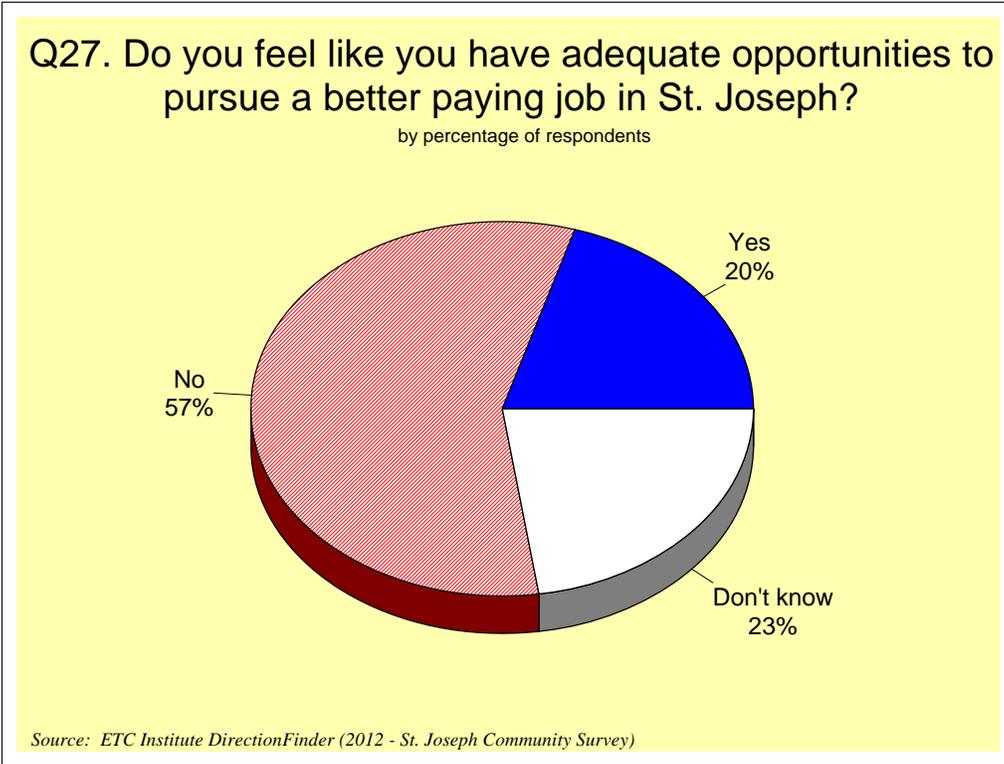
### Q24. Ratings of The School District in St. Joseph

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



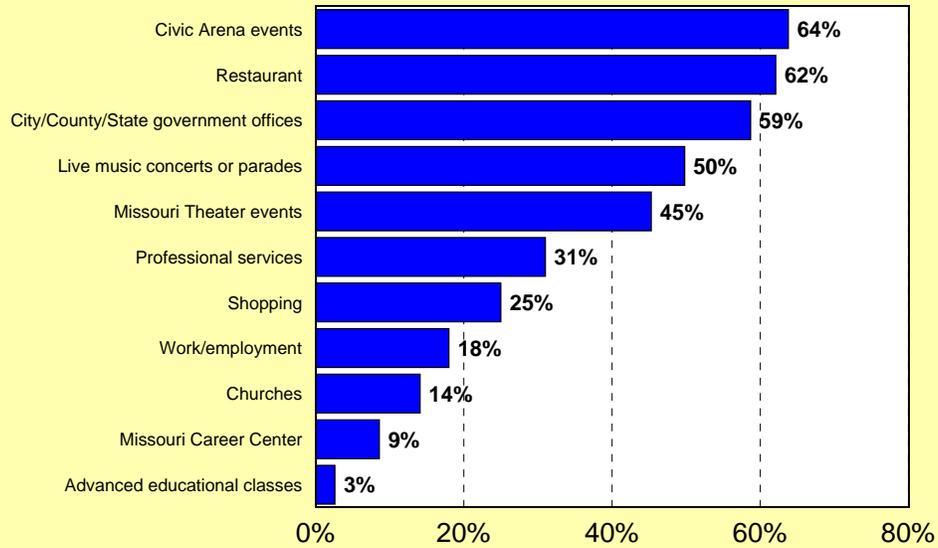
Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)





### Q29. Reasons Residents Had Visited Downtown During the Past Two Years

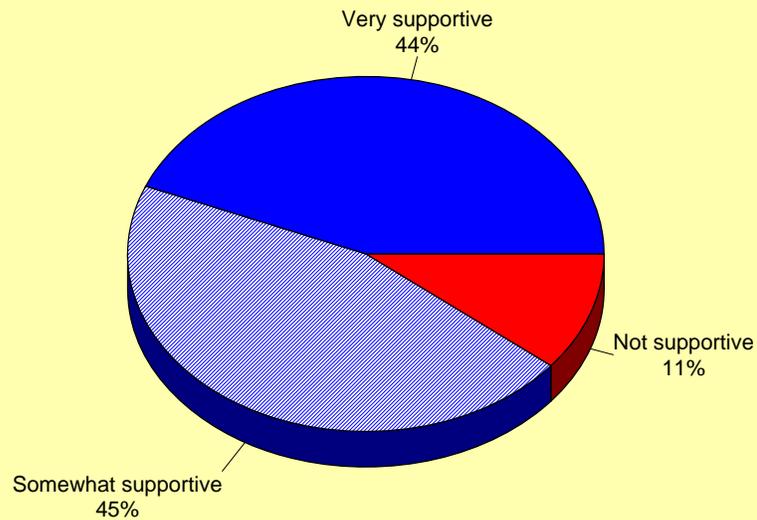
by percentage of respondents who selected the item (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q30. How supportive are you of City programs which encourage new development in older areas of the City?

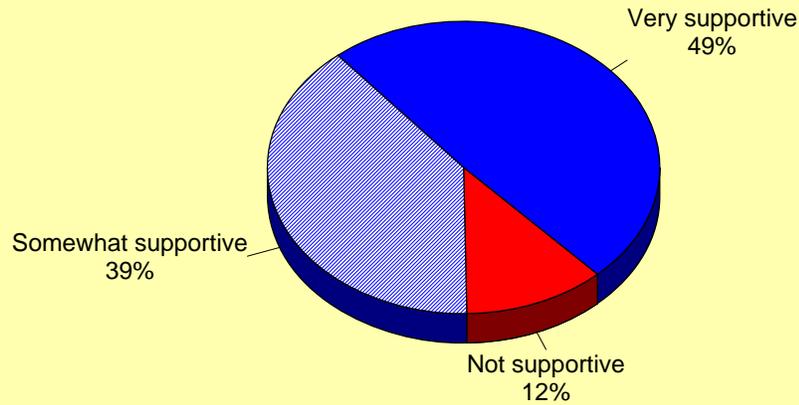
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

**Q31. How supportive are you of City programs which encourage repair of older areas to preserve historical properties?**

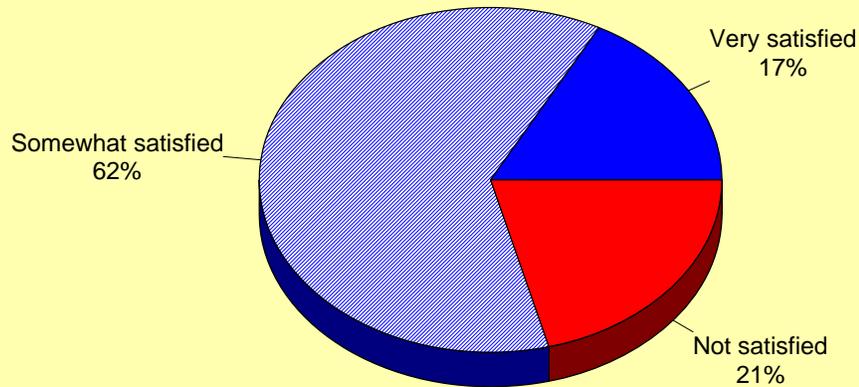
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

**Q32. How satisfied are you that St. Joseph reinvests in itself, by keeping basic services upgraded as needed and plans for the future?**

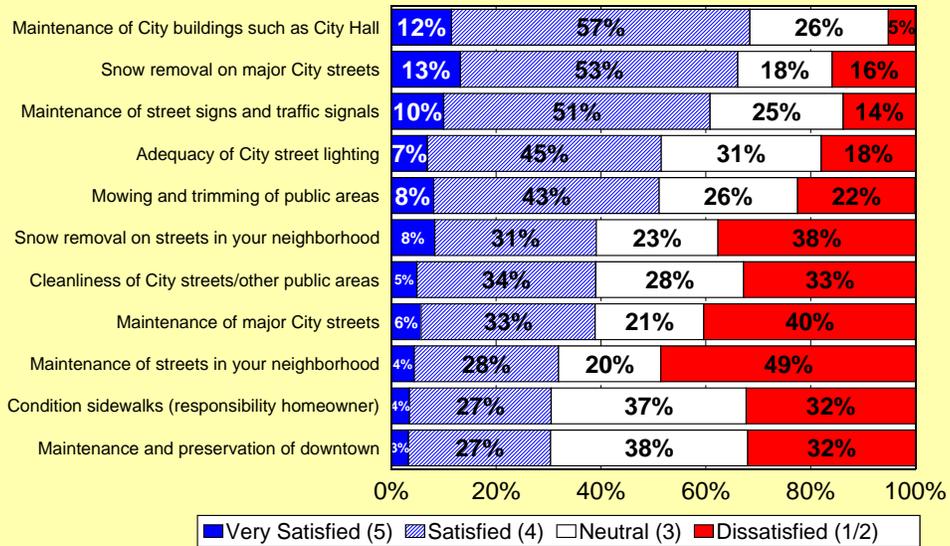
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q33. Satisfaction with Various Aspects of City Maintenance/Public Works

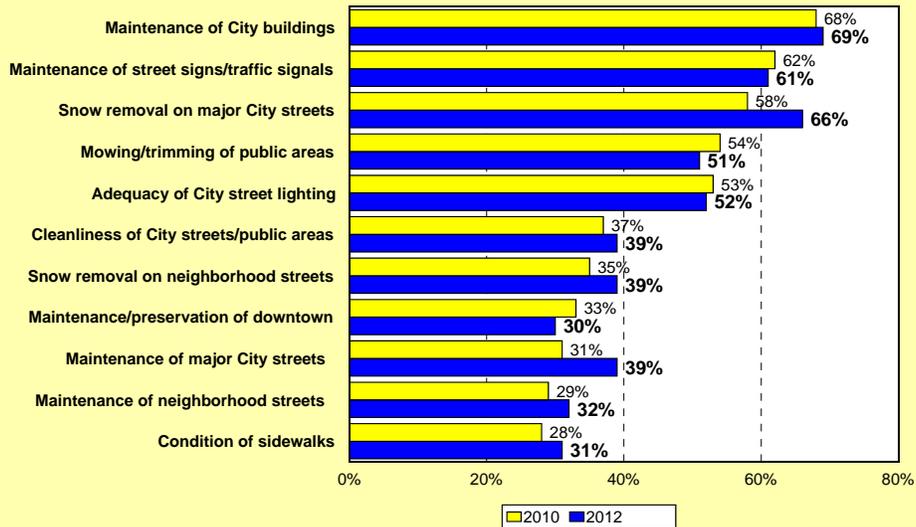
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q33. Satisfaction with Various Aspects of City Maintenance/Public Works - 2010 vs. 2012

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

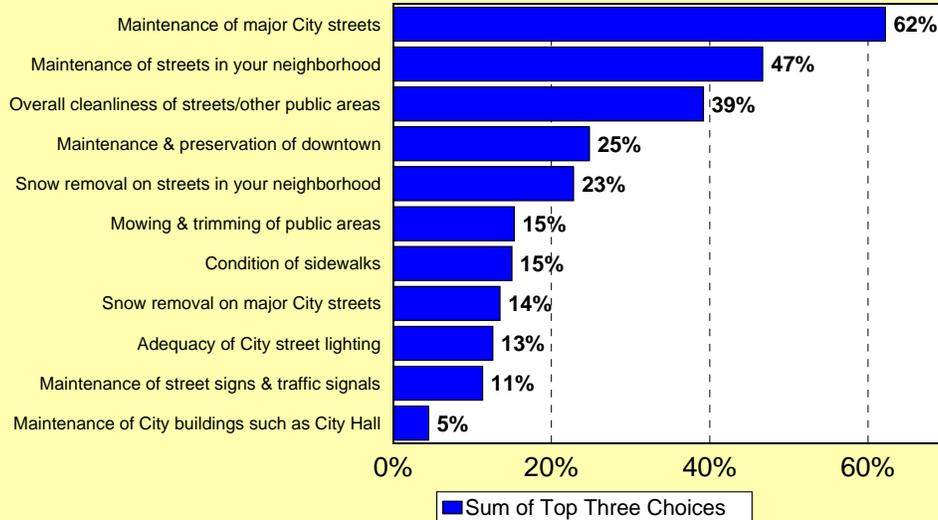


Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

**Trends**

### Q34. City Maintenance/Public Works Services Residents Felt Should Receive the Most Emphasis Over the Next Two Years

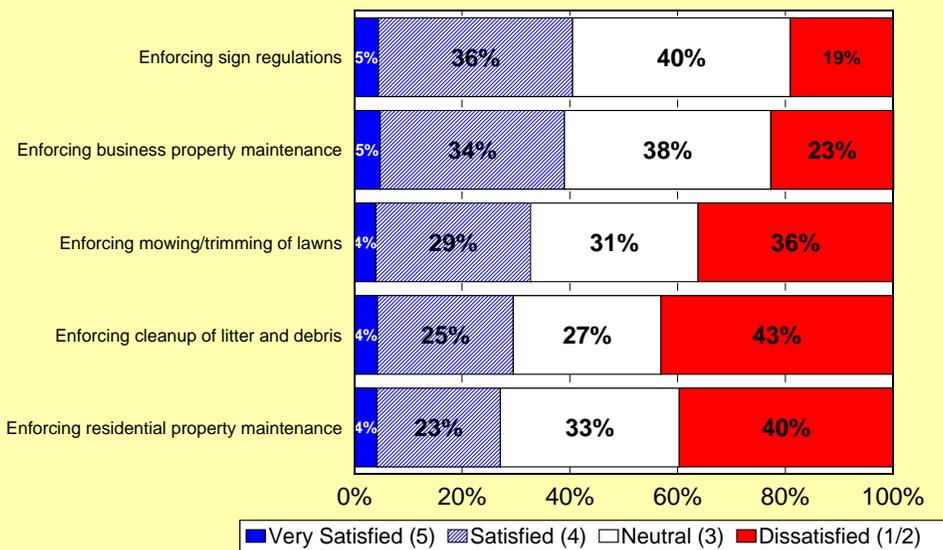
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q35. Satisfaction with Various Aspects of Codes and Ordinances

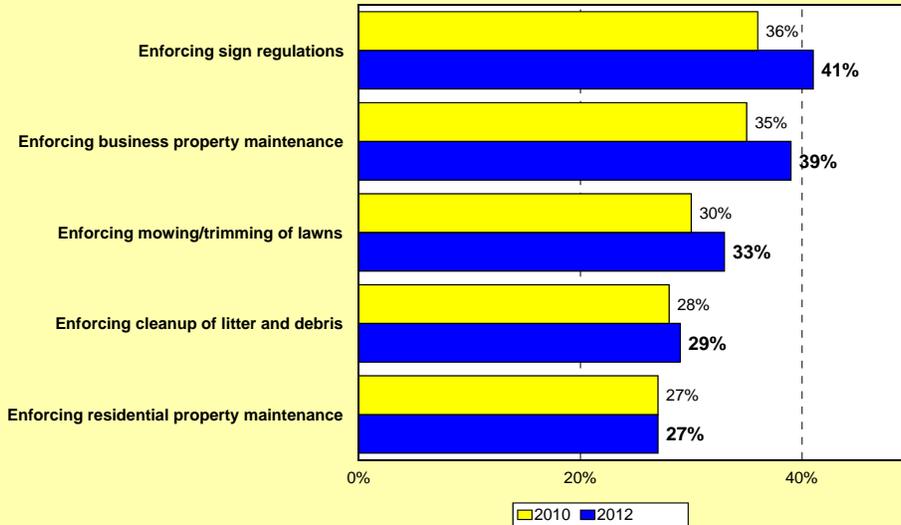
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q35. Satisfaction with Various Aspects of Codes and Ordinances - 2010 vs. 2012

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

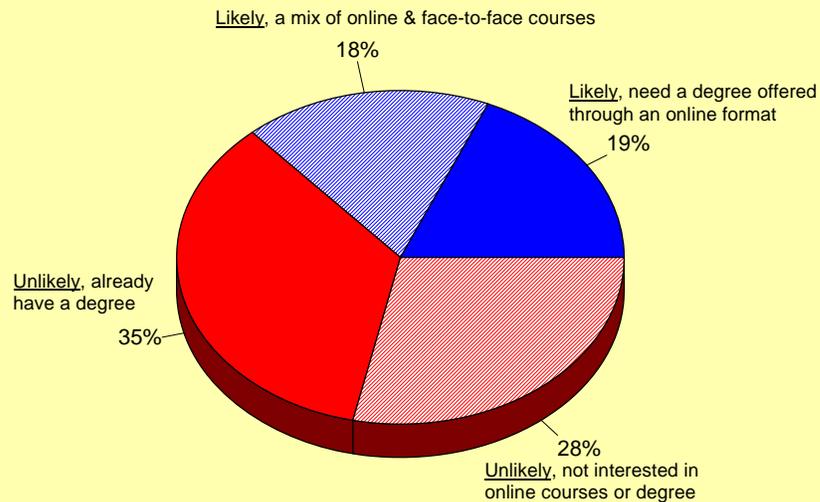


Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

**Trends**

### Q36. If an online bachelor's degree program was offered by MWS University, how likely would you or someone you know be to enroll?

by percentage of respondents

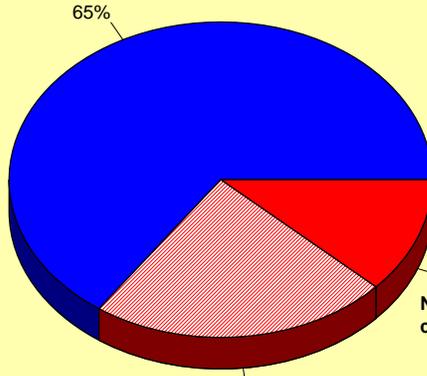


Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### 37. Would increased availability of online courses at Missouri Western benefit you or someone you know?

by percentage of respondents

Yes, believe work and family schedules make online courses a necessary or preferred option



No, do not believe online courses are of benefit

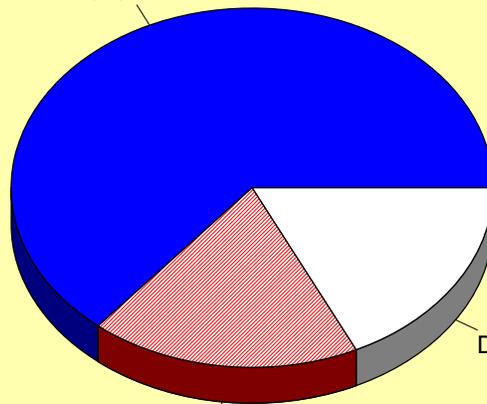
No, have no personal knowledge that suggests online courses are desired

Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q38. Would you recommend living in St. Joseph to your friends or family?

by percentage of respondents

Yes  
64%



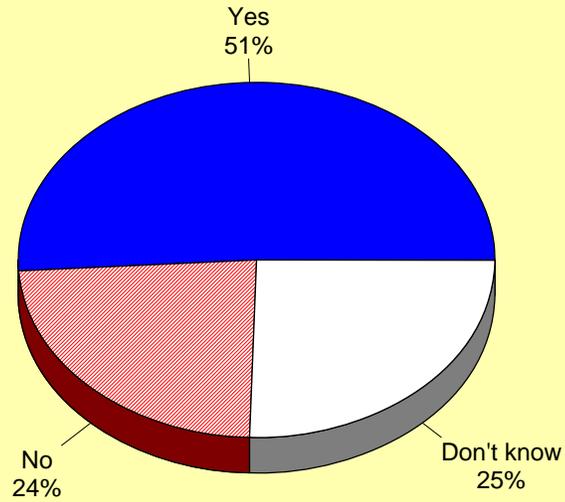
Don't know  
18%

No  
18%

Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q39. Do you feel that our community is moving in the right direction?

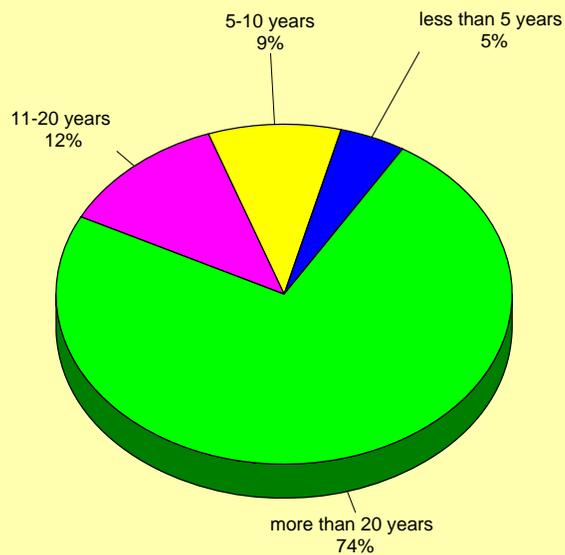
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q40. Demographics: Approximately how many years have you lived in the City of St. Joseph/Buchanan County?

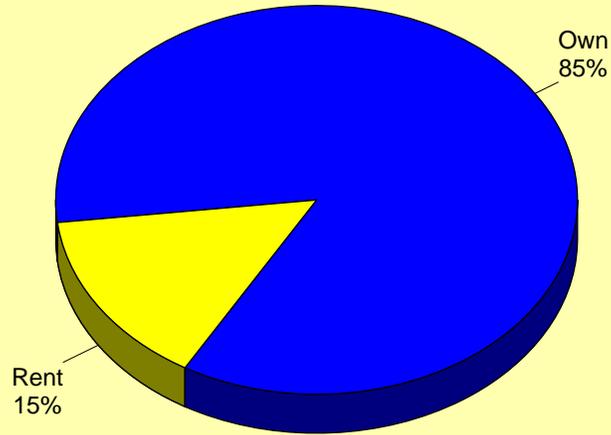
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q42. Demographics: Do you own or rent?

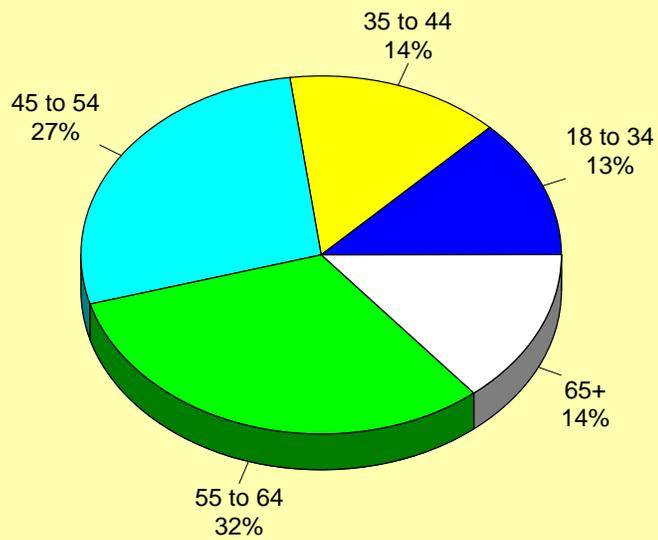
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q43. Demographics: Age of Respondents

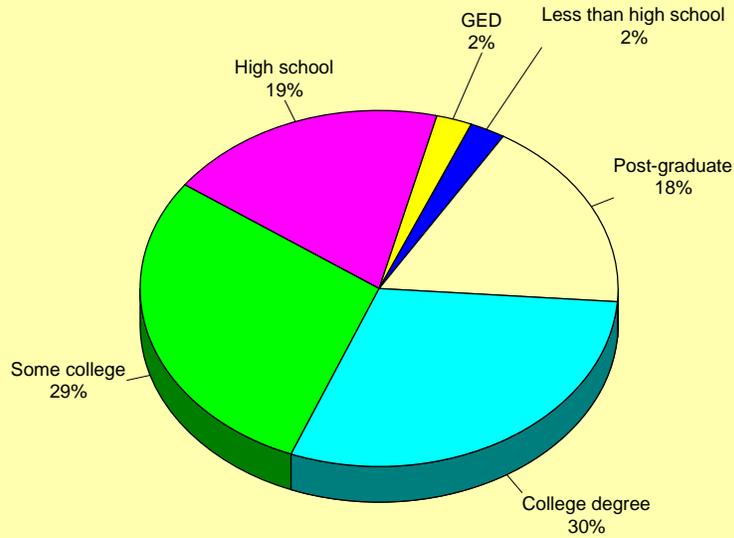
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q44. Demographics: Highest Level of Education of Respondents

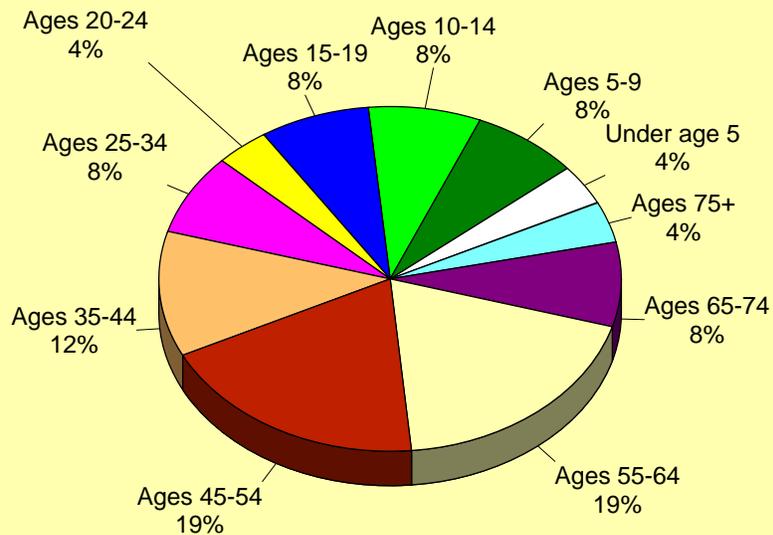
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q45. Demographics: Ages of People in the Household

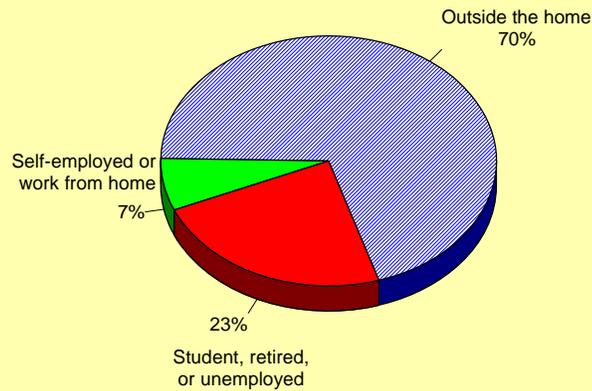
by percentage of persons in households



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q46. Demographics: Which of the following best describes your current place of employment?

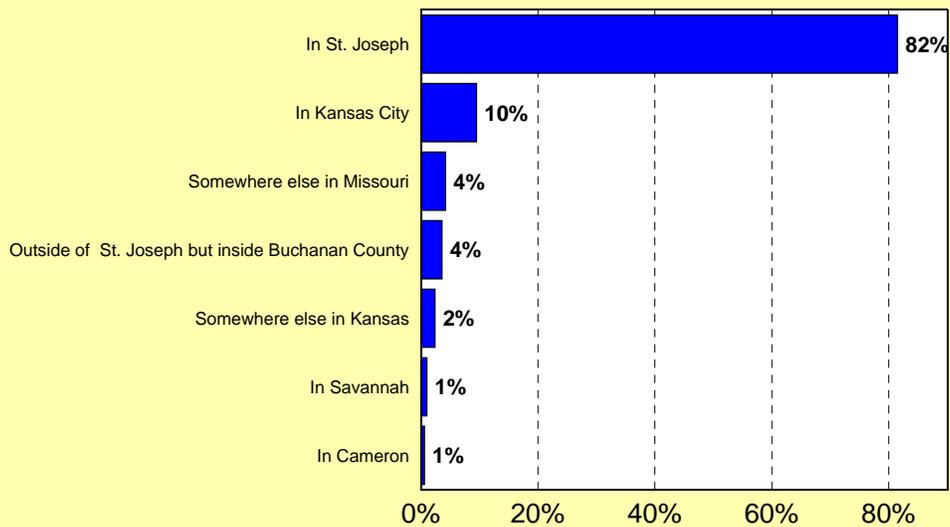
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q46. (Cont.) Demographics: Where do you work?

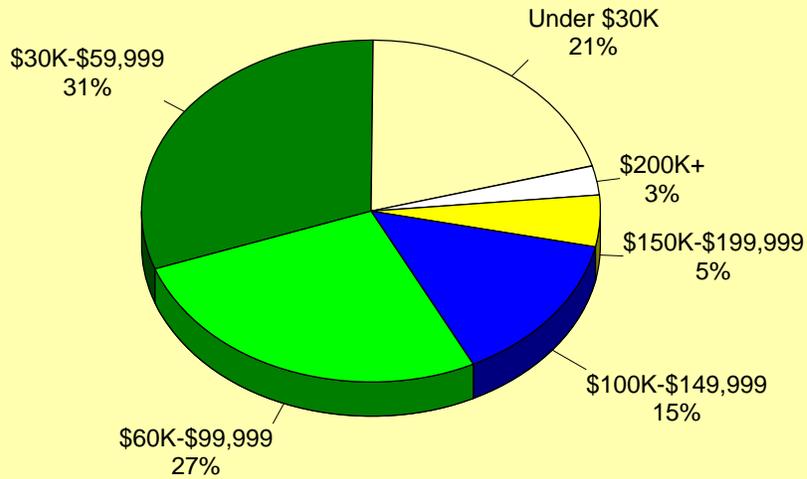
by percentage of respondents who were employed outside the home



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q47. Demographics: Total Annual Household Income

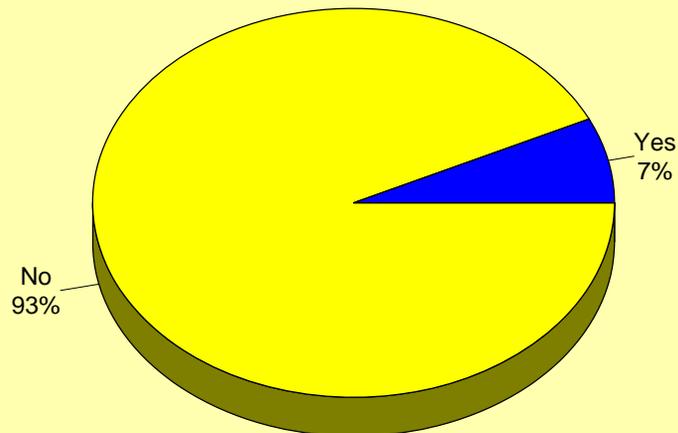
by percentage of respondents



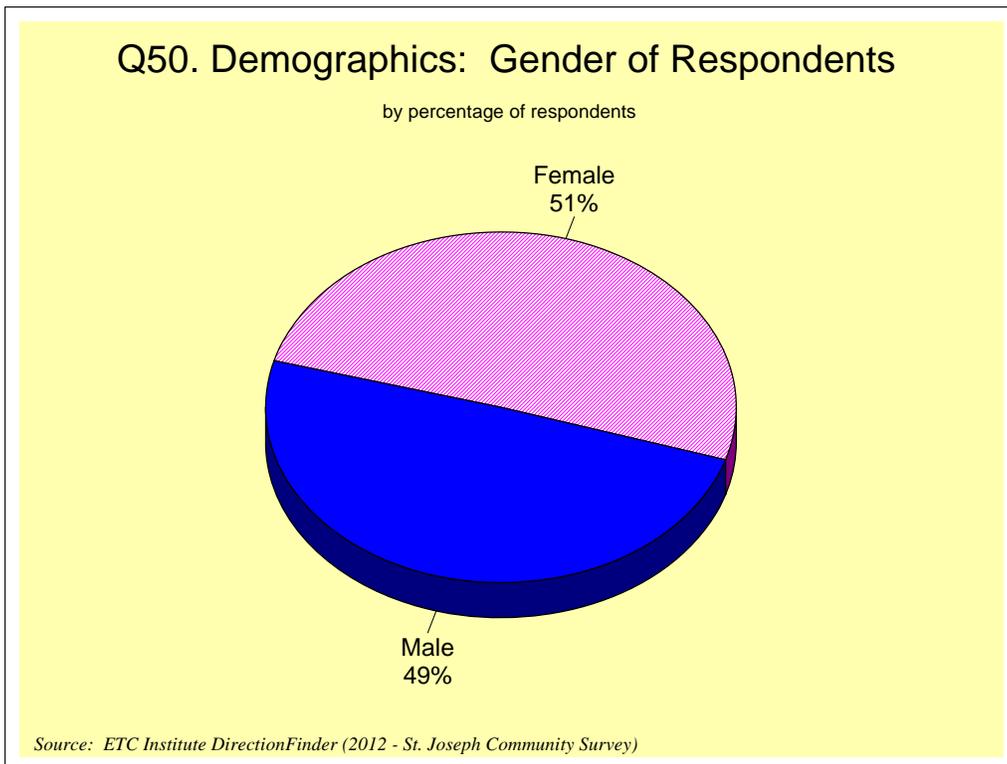
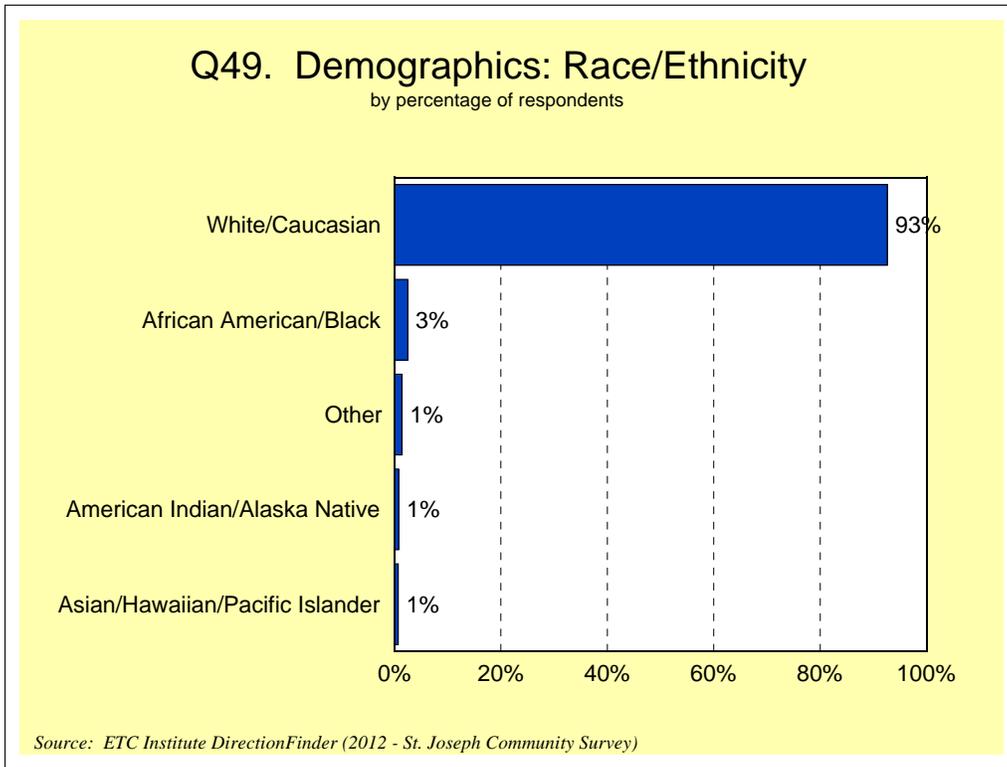
Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)

### Q48. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - St. Joseph Community Survey)



*Section 2:*  
***Benchmarking Data***

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# DirectionFinder® Survey

## Year 2012 Benchmarking Summary Report

### Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions.

Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the Summer of 2011 to a random sample of 3,926 residents in the continental United States, (2) a regional survey administered to 456 residents in Kansas and Missouri during the Summer of 2011 and (3) surveys that have been administered by ETC Institute in 24 communities in Kansas and Missouri between January 2009 and June 2012. Some of the Kansas and Missouri communities represented in this report include:

- Blue Springs, Missouri
- Clayton, Missouri
- Columbia, Missouri
- Garden City, Missouri
- Gardner, Kansas
- Grain Valley, Missouri
- Harrisonville, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Lenexa, Kansas
- Merriam, Kansas
- Mission, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Parkville, Missouri
- Platte City, Missouri
- Raymore, Missouri
- Riverside, Missouri
- Saint Joseph, Missouri
- Springfield, Missouri
- Wentzville, Missouri

**National/Regional Benchmarks.** The first set of charts on the following pages show how the overall results for St. Joseph compare to the national average and regional Kansas/Missouri average based on the results of a 2011 survey that was administered by ETC Institute to a random sample of 3,926 U.S. residents.

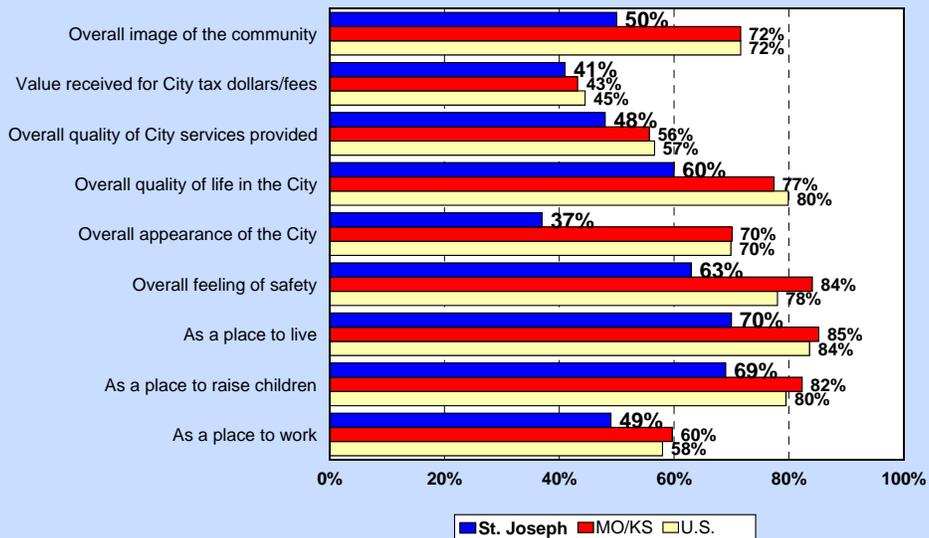
**Kansas City Metro Benchmarks.** The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 24 communities listed above for more than 50 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for communities in Kansas and Missouri. The actual ratings for St. Joseph are listed to the right of each chart. The dot on each bar shows how the results for St. Joseph compare to other communities in Kansas and Missouri where the *DirectionFinder*® survey has been administered.

# 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.**

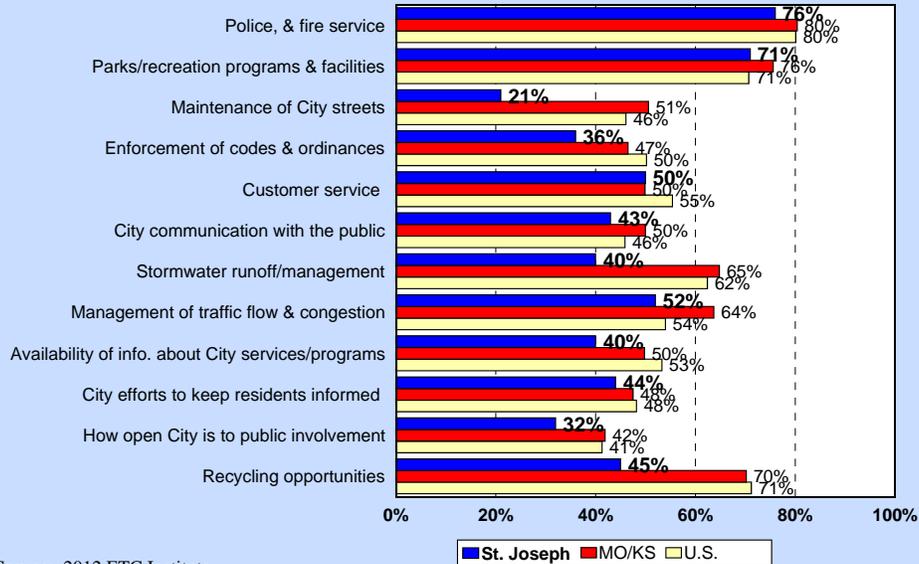
## Overall Ratings of the Community St. Joseph vs. MO/KS vs. the U.S

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



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

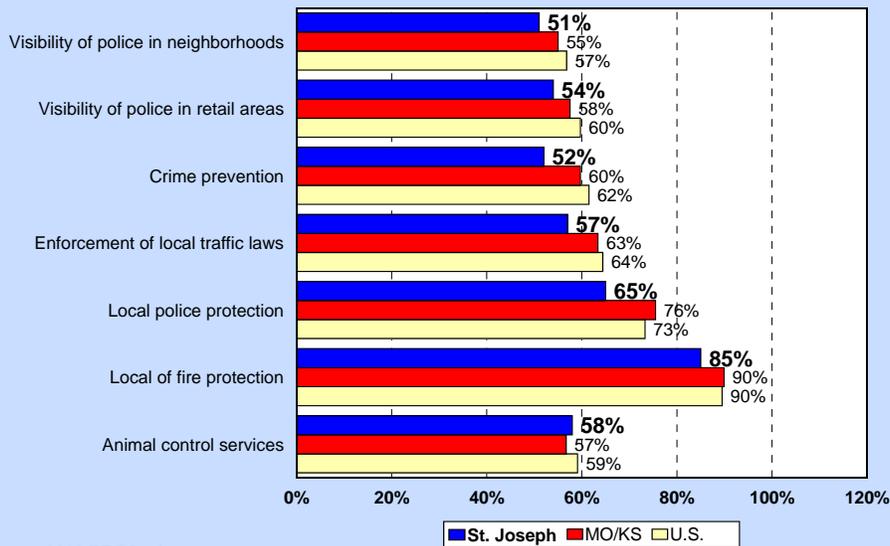
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2012 ETC Institute

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

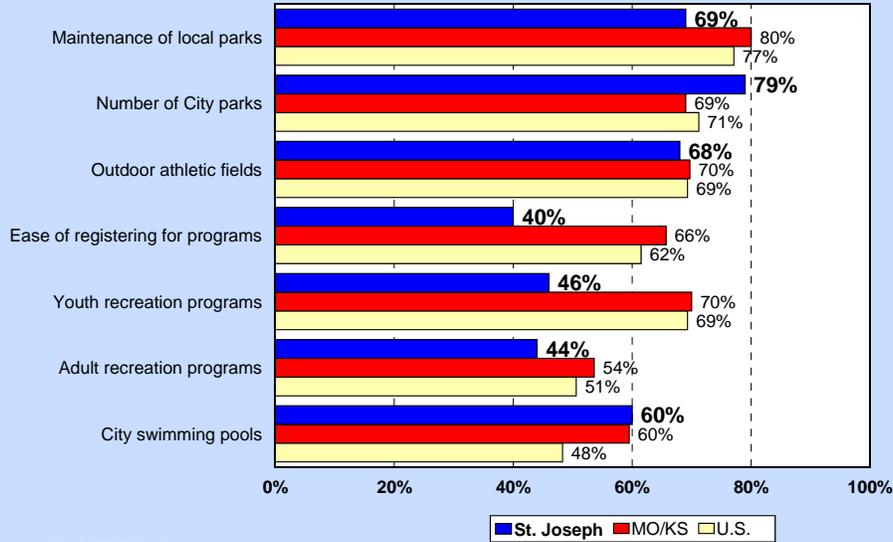
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2012 ETC Institute

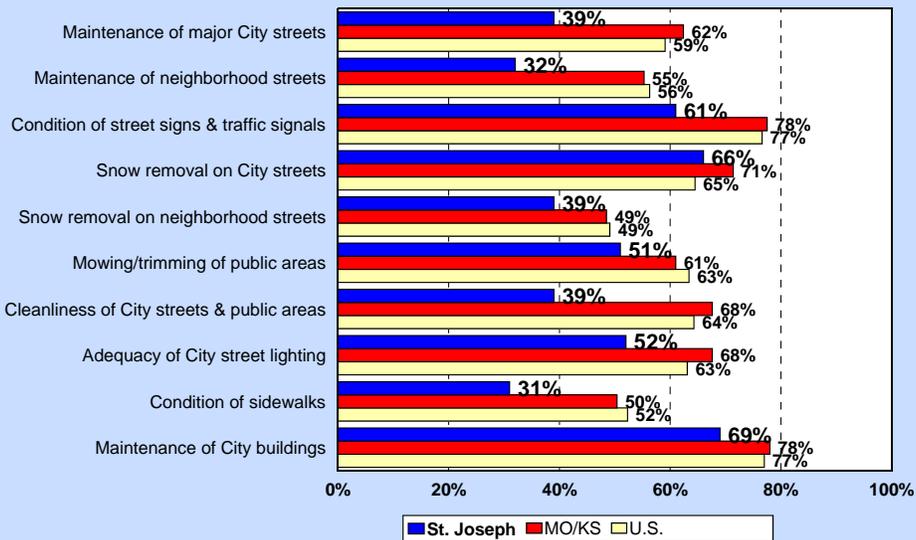
## Overall Satisfaction with Parks and Recreation St. Joseph vs. MO/KS vs. the U.S

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)



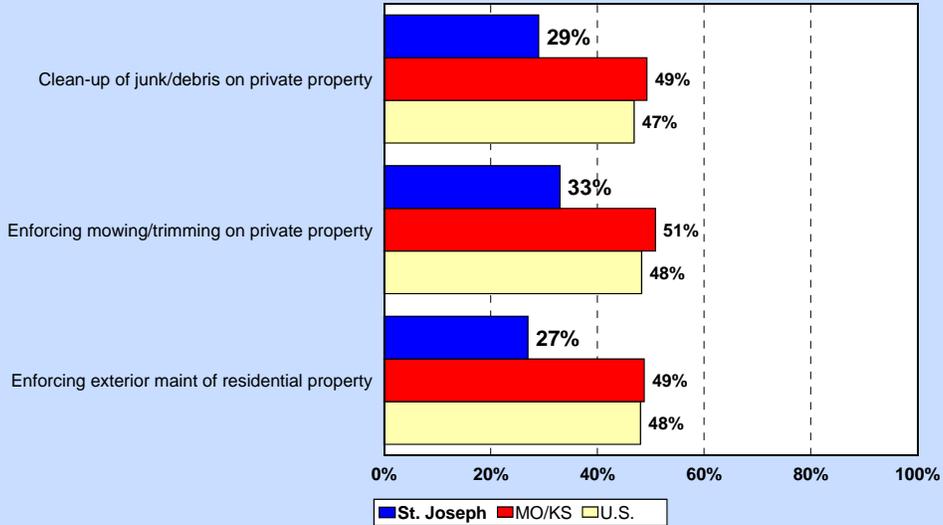
## Overall Satisfaction with City Maintenance St. Joseph vs. MO/KS vs. the U.S

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)



## Overall Satisfaction with Enforcement of Codes and Ordinances - 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)



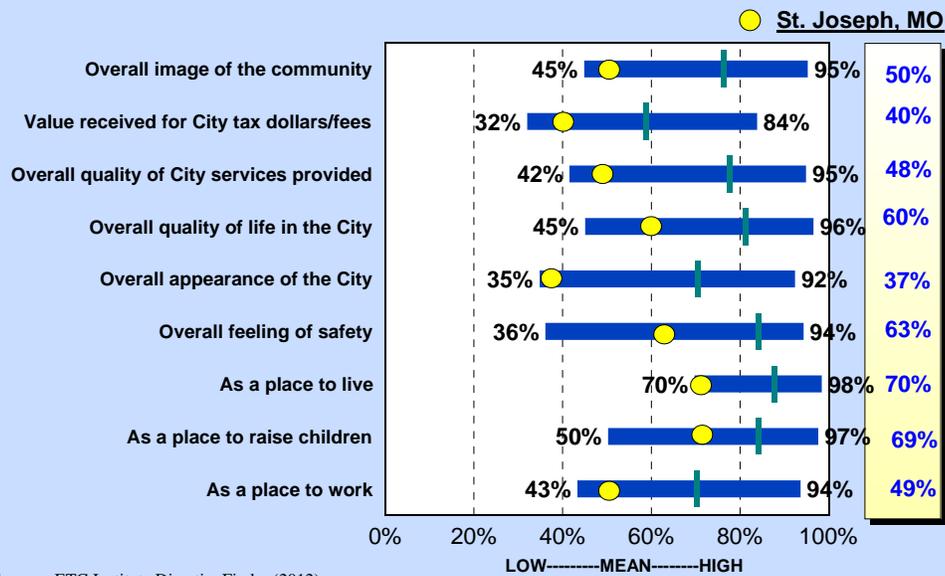
Source: 2012 ETC Institute

## Kansas and Missouri Benchmarks

Source: ETC Institute DirectionFinder (2012)

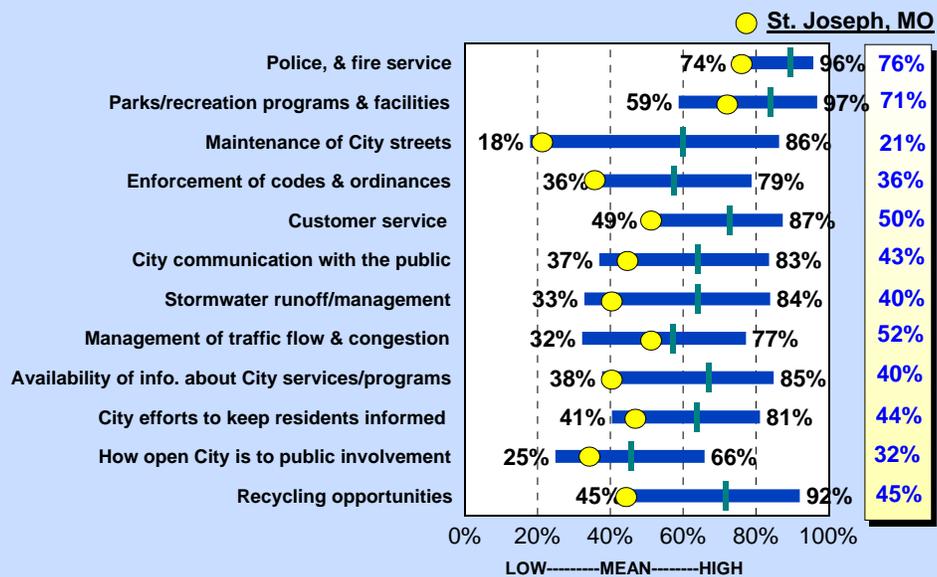
## Overall Ratings of Communities in Kansas and Missouri in 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



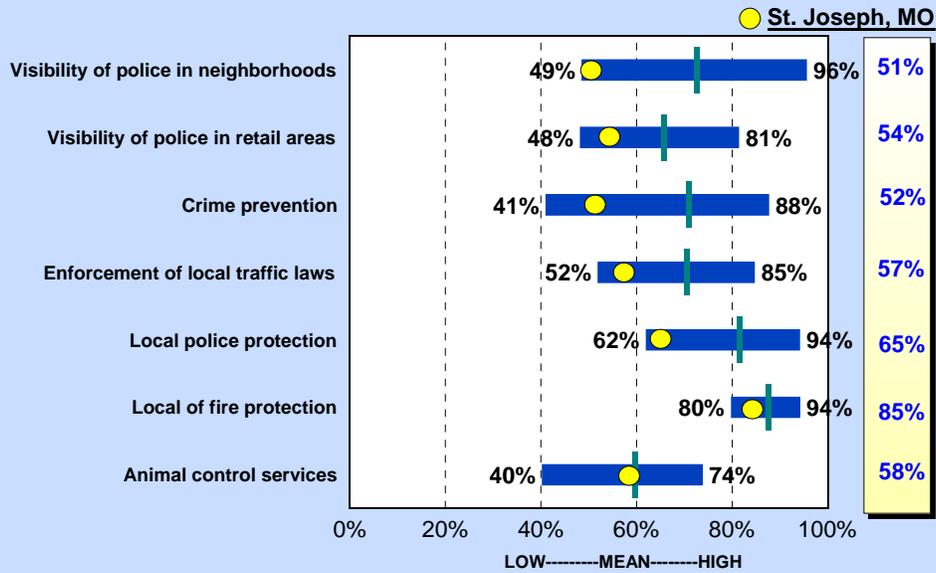
## Satisfaction With Various Services Provided by Communities in Kansas and Missouri in 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



## Satisfaction With Public Safety Provided by Communities in Kansas and Missouri in 2012

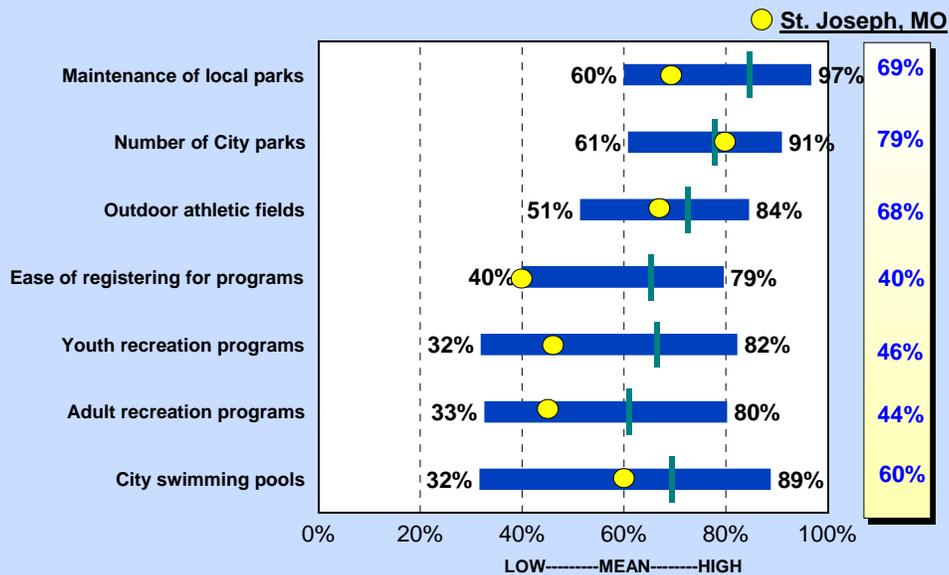
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2012)

## Satisfaction With Parks and Recreation in Kansas and Missouri Communities in 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

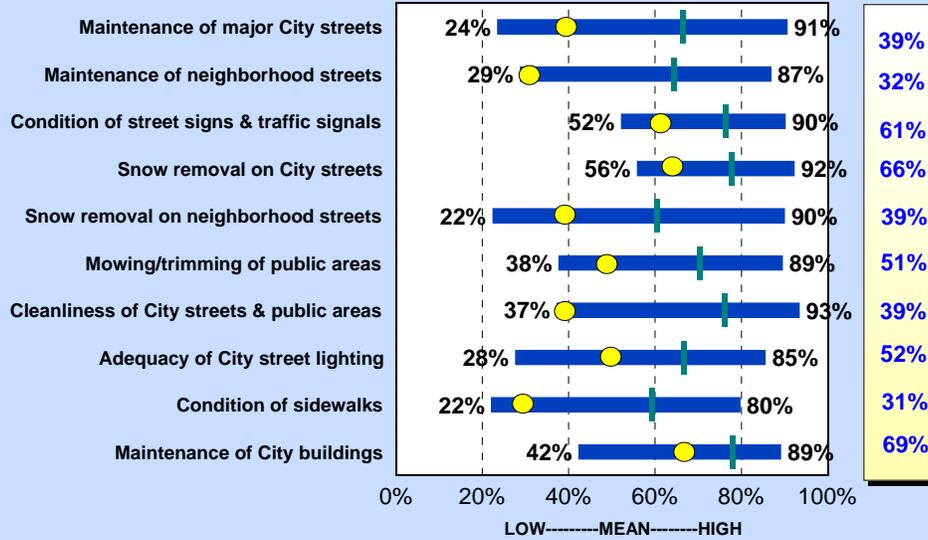


Source: ETC Institute DirectionFinder (2012)

## Satisfaction With Maintenance Services Provided by Communities in Kansas and Missouri in 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

● St. Joseph, MO

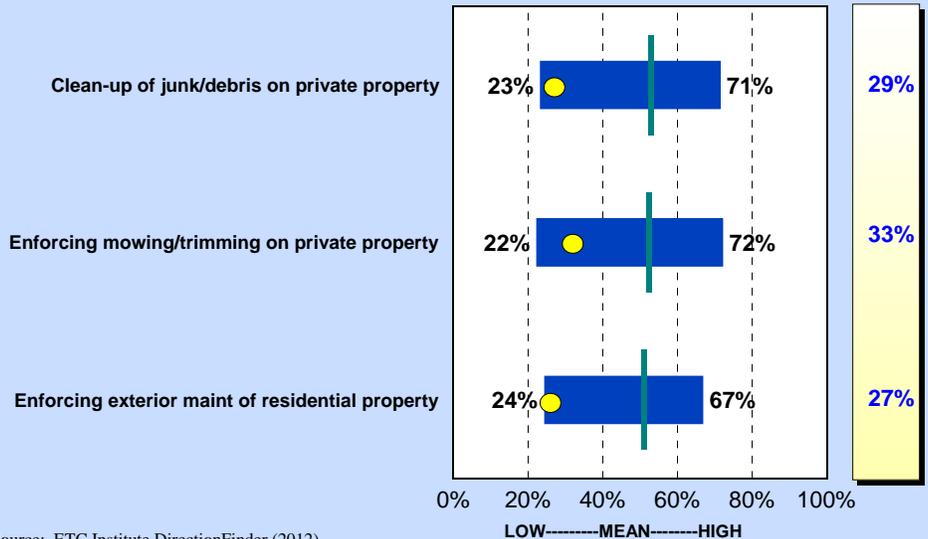


Source: ETC Institute DirectionFinder (2012)

## Satisfaction With the Enforcement of Codes and Ordinances by Communities in Kansas and Missouri in 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

● St. Joseph, MO



Source: ETC Institute DirectionFinder (2012)

*Section 3:*  
***Importance-Satisfaction  
Analysis***

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# Importance-Satisfaction Analysis

## The City of St. Joseph, Missouri

### Overview

Today, community 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.  $[IS=Importance \times (1-Satisfaction)]$ .

**Example of the Calculation.** Respondents were asked to identify the major categories of City services they thought should receive the most emphasis over the next two years. Forty-one percent (41%) ranked "Police and fire services" as one of the most important service to emphasize over the next two years.

With regard to satisfaction, “Police and fire services” was ranked first overall with 76% rating “Police and fire services” as a “4” or a “5” on a 5-point scale excluding “Don't know” responses. The I-S rating for “Police and fire services” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 41% was multiplied by 24% (1-0.76). This calculation yielded an I-S rating of **0.0984**, which was ranked fifth out of fourteen major service categories.

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 the City of St. Joseph are provided on the following page.

# Importance-Satisfaction Rating

## St. Joseph, MO

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Maintenance of City streets	66%	1	21%	14	0.5214	1
<b><u>High Priority (IS 0.10 -0.20)</u></b>						
Recycling opportunities	21%	4	45%	7	0.1155	2
Enforcement of City codes/ordinances	18%	6	36%	12	0.1152	3
City water & sewer utilities	23%	3	50%	6	0.1150	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Police & fire services	41%	2	76%	1	0.0984	5
How open City is to public input from residents	13%	8	32%	13	0.0884	6
Flow of traffic & congestion management	17%	7	52%	4	0.0816	7
City's stormwater runoff/stormwater management	13%	9	40%	11	0.0780	8
Effectiveness of City communication with public	11%	10	43%	9	0.0627	9
City efforts to keep you informed about local issues	11%	11	44%	8	0.0616	10
Parks & recreation programs & facilities	18%	5	71%	2	0.0522	11
Information about City programs & services	7%	14	40%	10	0.0420	12
Customer service from City employees	8%	12	50%	5	0.0400	13
Maintenance of buildings & facilities	8%	13	59%	3	0.0328	14

**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 receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# Importance-Satisfaction Rating

## St. Joseph, MO

### Public Works Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;0.20)</u></b>						
Maintenance of major City streets	62%	1	39%	8	0.3782	1
Maintenance of streets in your neighborhood	47%	2	32%	9	0.3196	2
Overall cleanliness of City streets/other public areas	39%	3	39%	7	0.2379	3
<b><u>High Priority (IS 0.10 - 0.20)</u></b>						
Maintenance & preservation of downtown	25%	4	30%	11	0.1750	4
Snow removal on streets in your neighborhood	23%	5	39%	6	0.1403	5
Condition of sidewalks	15%	7	31%	10	0.1035	6
<b><u>Medium Priority (IS &lt; 0.10)</u></b>						
Mowing & trimming of public areas	15%	6	51%	5	0.0735	7
Adequacy of City street lighting	13%	9	52%	4	0.0624	8
Snow removal on major City streets	14%	8	66%	2	0.0476	9
Maintenance of street signs & traffic signals	11%	10	61%	3	0.0429	10
Maintenance of City buildings such as City Hall	5%	11	69%	1	0.0155	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 receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# Importance-Satisfaction Rating

## St. Joseph, MO

### PARKS and RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS.10 - .20)</b>						
Riverfront recreational development	29%	2	32%	13	0.1972	1
Maintenance of City parks	48%	1	69%	3	0.1488	2
Recreational opportunities at Lake Contrary	18%	5	26%	14	0.1332	3
Available adult fitness/recreational programs	19%	4	44%	10	0.1064	4
<b>Medium Priority (IS &lt;.10)</b>						
Available youth fitness/recreational programs	18%	6	46%	8	0.0972	5
Availability of info about park/rec programs	18%	7	47%	7	0.0954	6
Senior recreational activities	16%	9	42%	11	0.0928	7
Fees charged for recreation programs	16%	8	44%	9	0.0896	8
Special events & festivals	24%	3	66%	5	0.0816	9
City aquatic park/swimming pools	14%	12	60%	6	0.0560	10
Quality of outdoor athletic fields	15%	11	68%	4	0.0480	11
Number of parkway walking & biking trails	15%	10	84%	1	0.0240	12
Ease of registering for programs	4%	14	40%	12	0.0240	13
Number of City parks	9%	13	79%	2	0.0189	14

**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 receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# Importance-Satisfaction Rating

## St. Joseph, MO

### PUBLIC SAFETY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;0.20)</u></b>						
City's efforts to prevent crime	59%	1	52%	7	0.2832	1
Visibility of police in neighborhoods	56%	2	51%	8	0.2744	2
<b><u>High Priority (IS 0.10 - 0.20)</u></b>						
Quality of St. Joseph police protection	46%	3	65%	3	0.1610	3
<b><u>Medium Priority (IS &lt;0.10)</u></b>						
Visibility of police in retail areas	19%	6	54%	6	0.0874	4
Enforcement of local traffic laws	19%	7	57%	5	0.0817	5
Quality of animal control	19%	8	58%	4	0.0798	6
Environmental health inspections	23%	5	68%	2	0.0736	7
Quality of St. Joseph fire protection	25%	4	85%	1	0.0375	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 receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.



## **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.

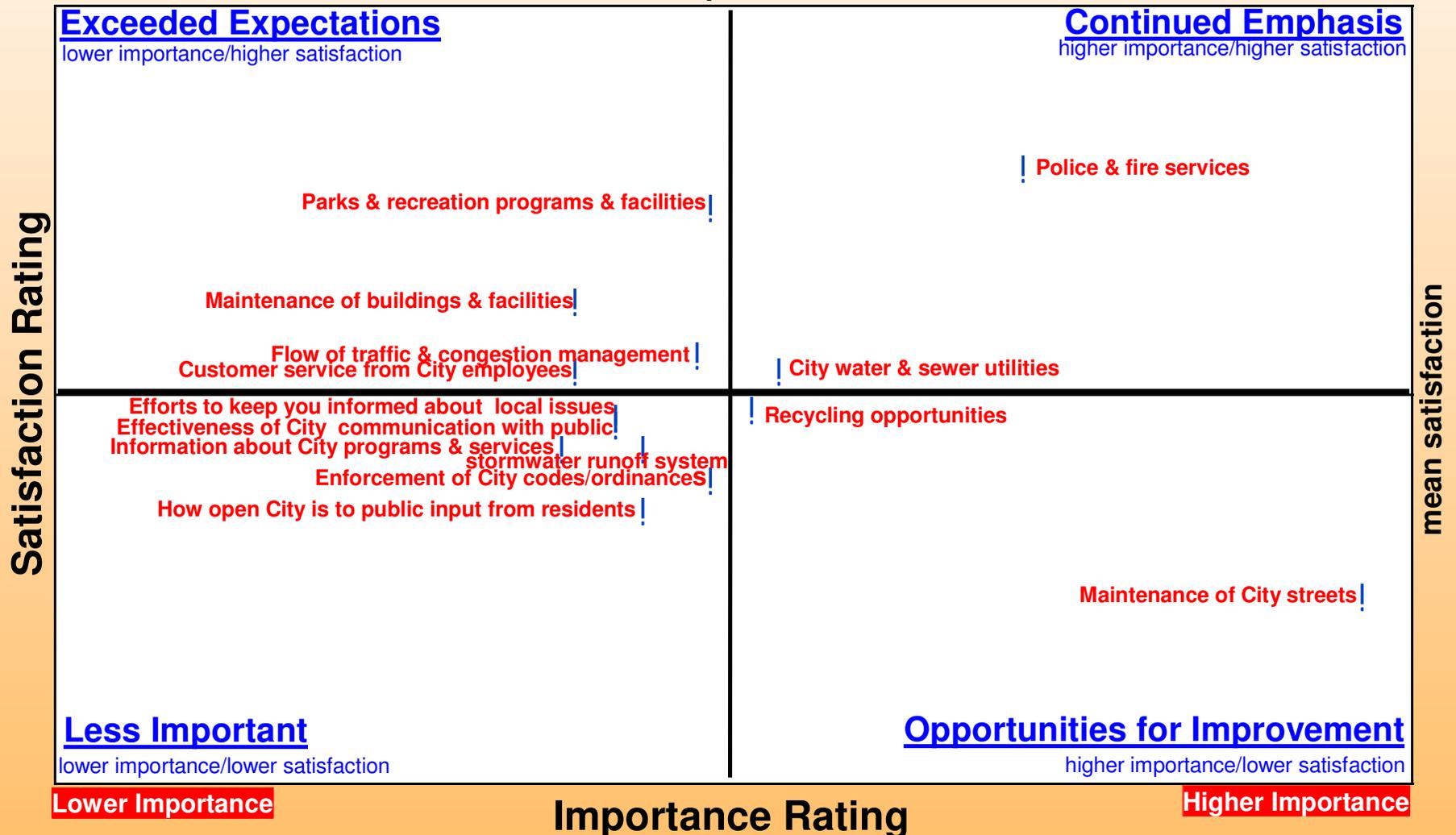
**Matrices showing the results for the City of St. Joseph are provided on the following pages.**

# 2012 St. Joseph DirectionFinder Importance-Satisfaction Assessment Matrix

**-Overall-**

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

mean importance

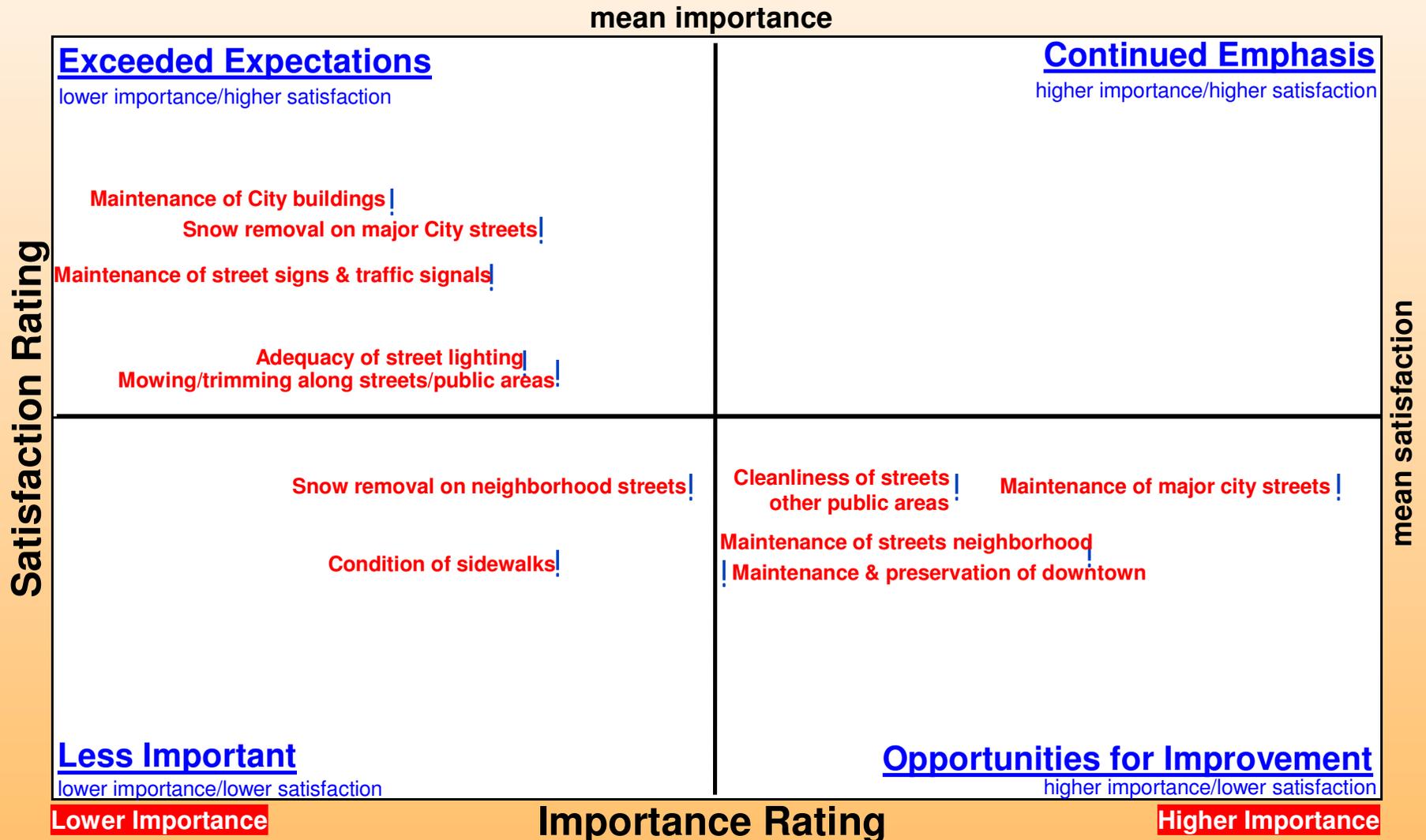


Source: ETC Institute (2012)

# 2012 St. Joseph DirectionFinder Importance-Satisfaction Assessment Matrix

## -Public Works-

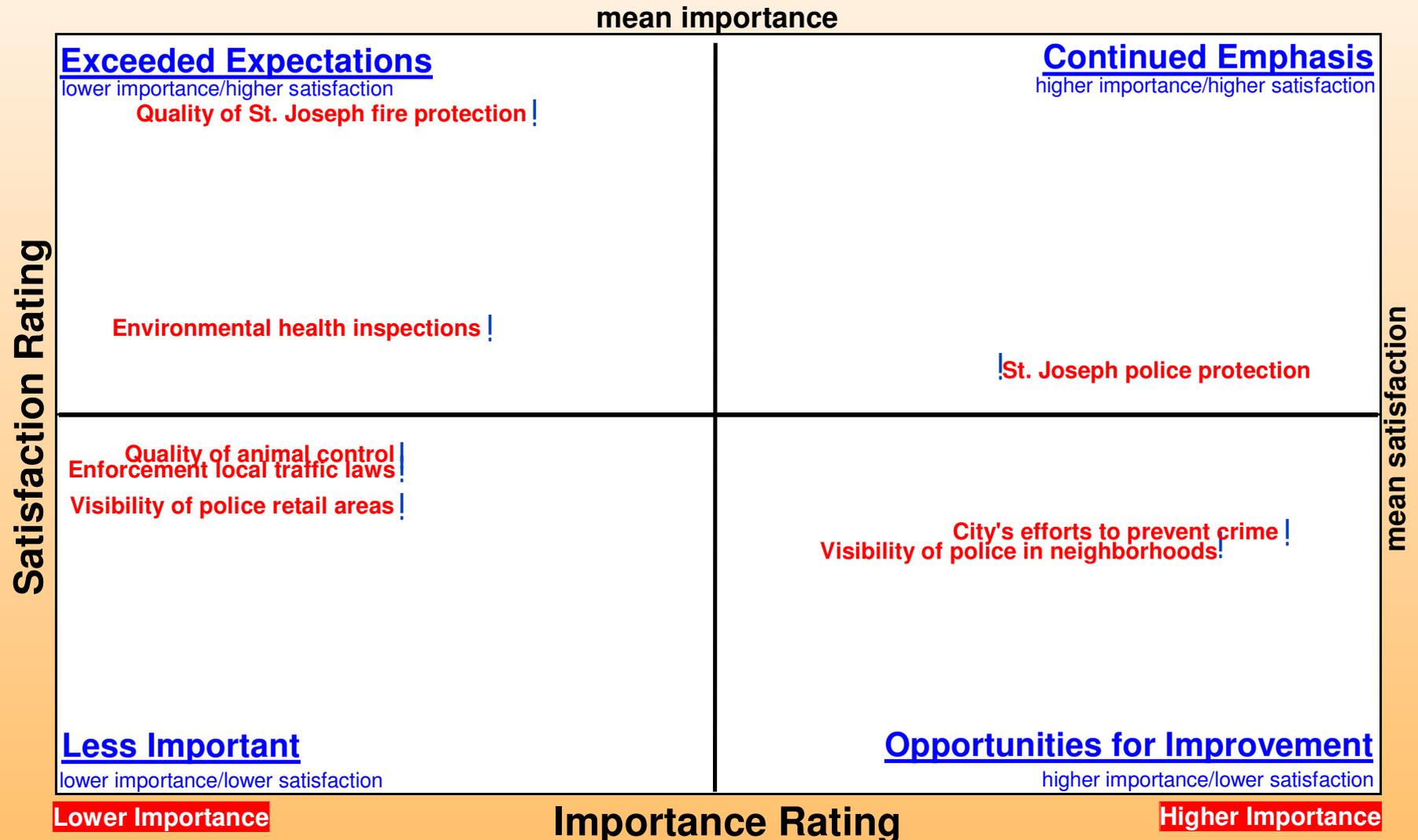
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2012 St. Joseph DirectionFinder 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)



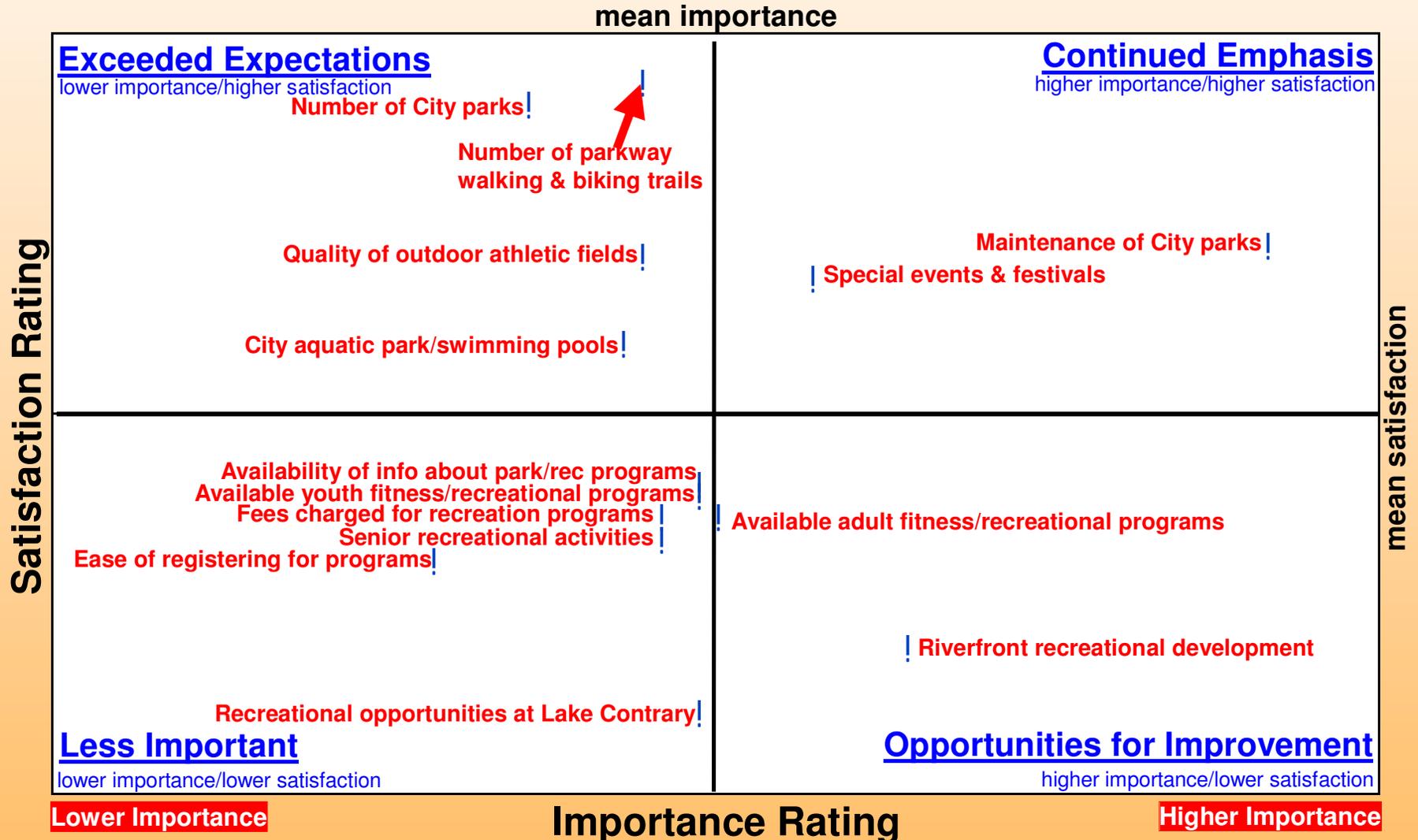
Source: ETC Institute (2012)

Importance-Satisfaction Analysis

Page 10

# 2012 St. Joseph DirectionFinder 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 (2012)

*Section 4:*  
***GIS Maps***

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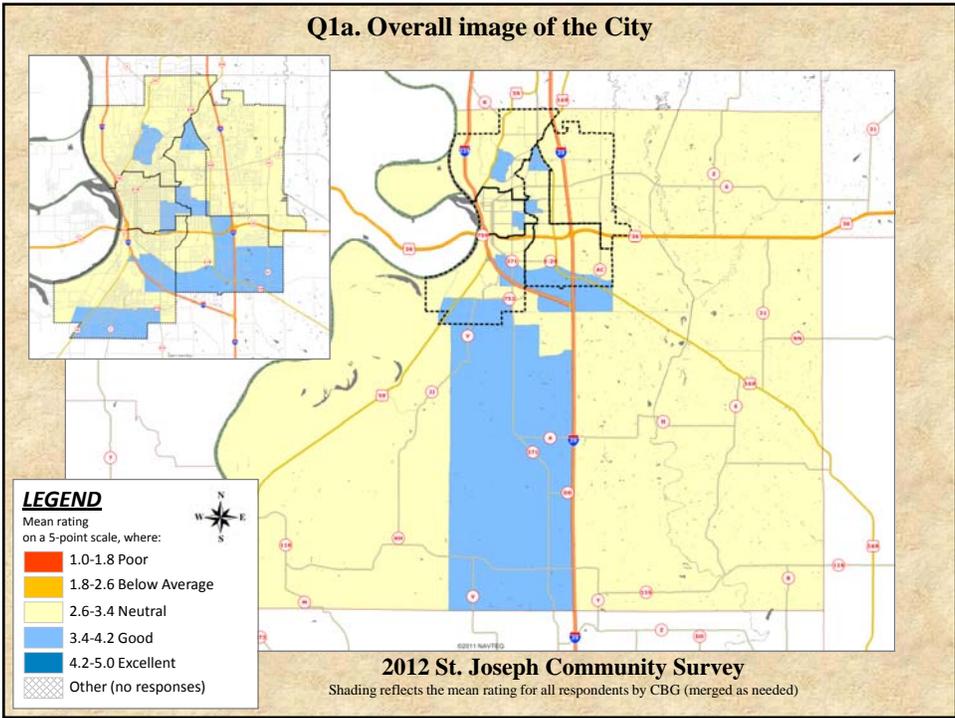
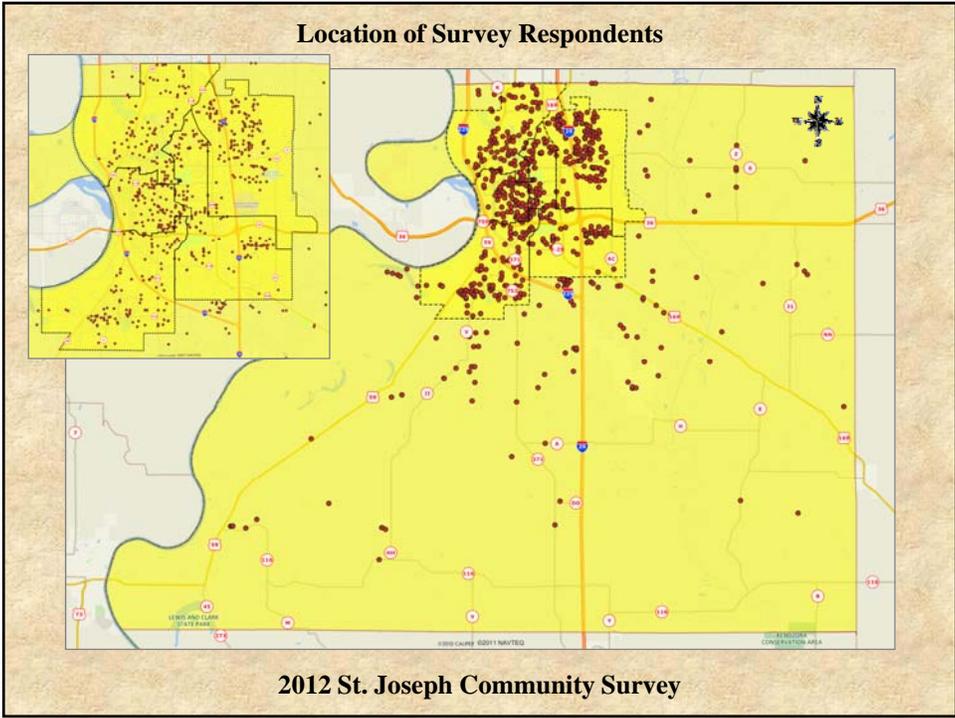
## Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. A Census Block Group is an area defined by the U.S. Census Bureau, which is generally smaller than a zip code but larger than a neighborhood.

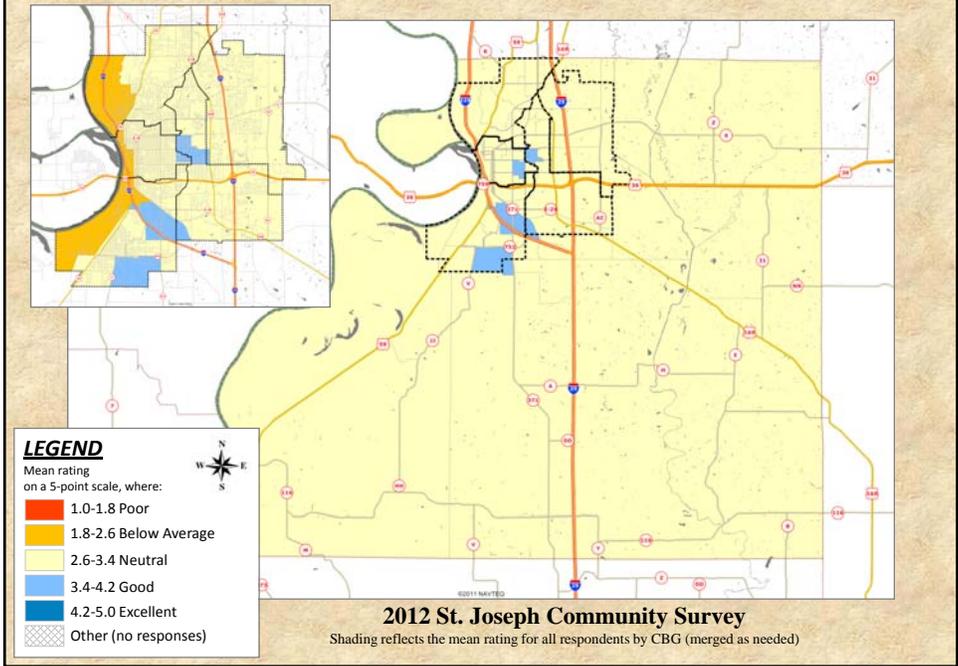
If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

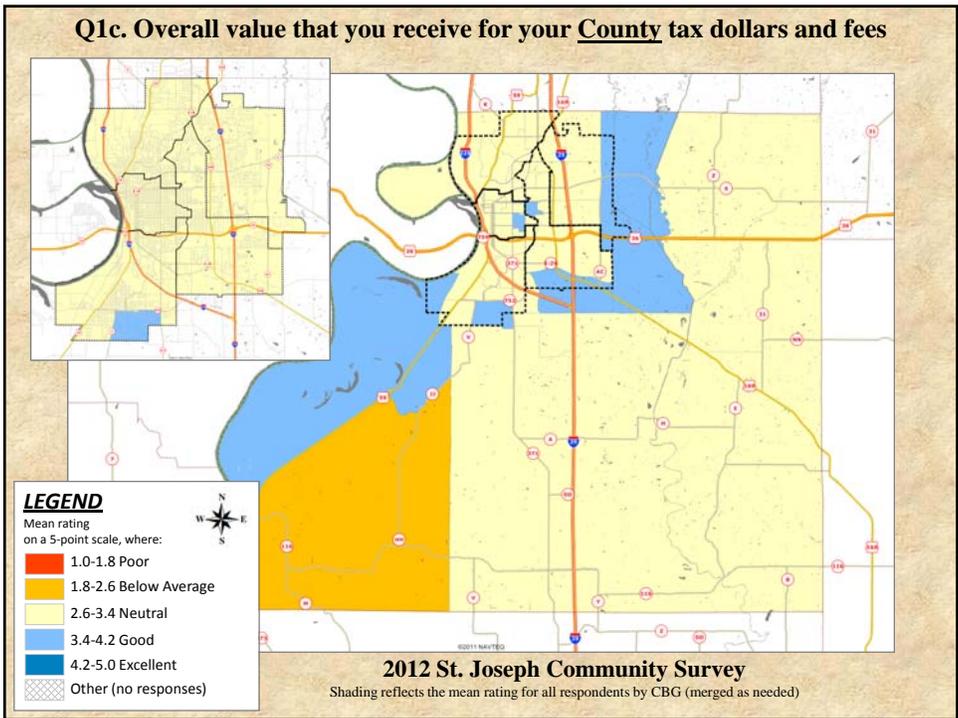
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.



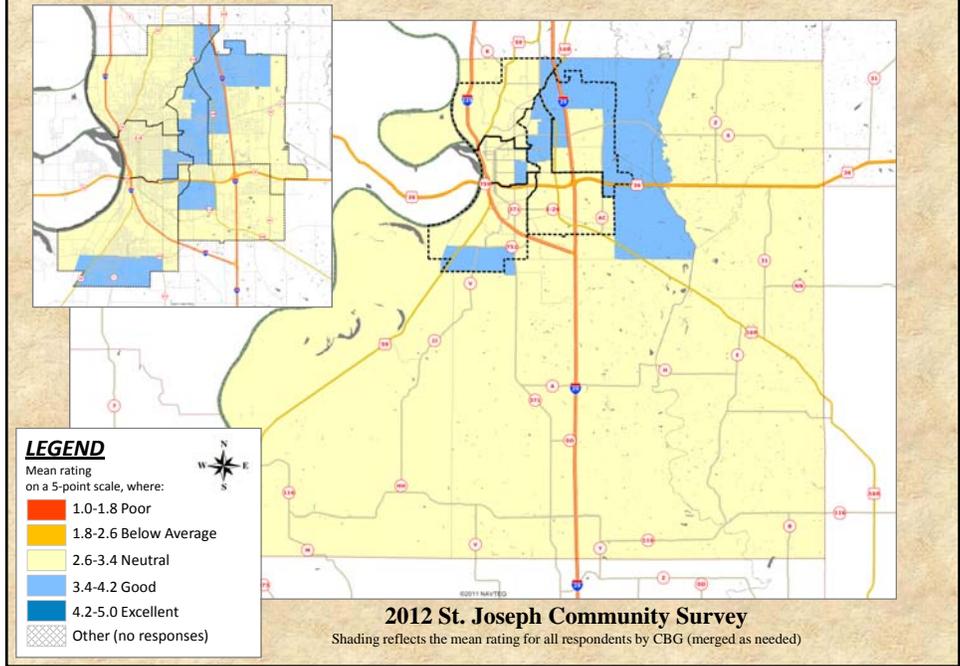
**Q1b. Overall value that you receive for your City tax dollars and fees**



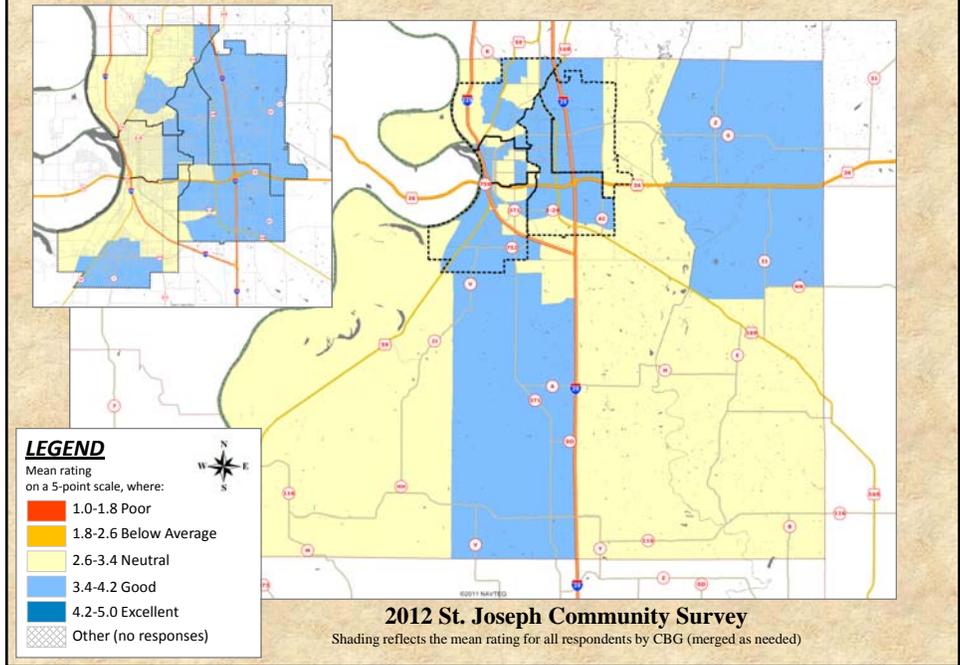
**Q1c. Overall value that you receive for your County tax dollars and fees**



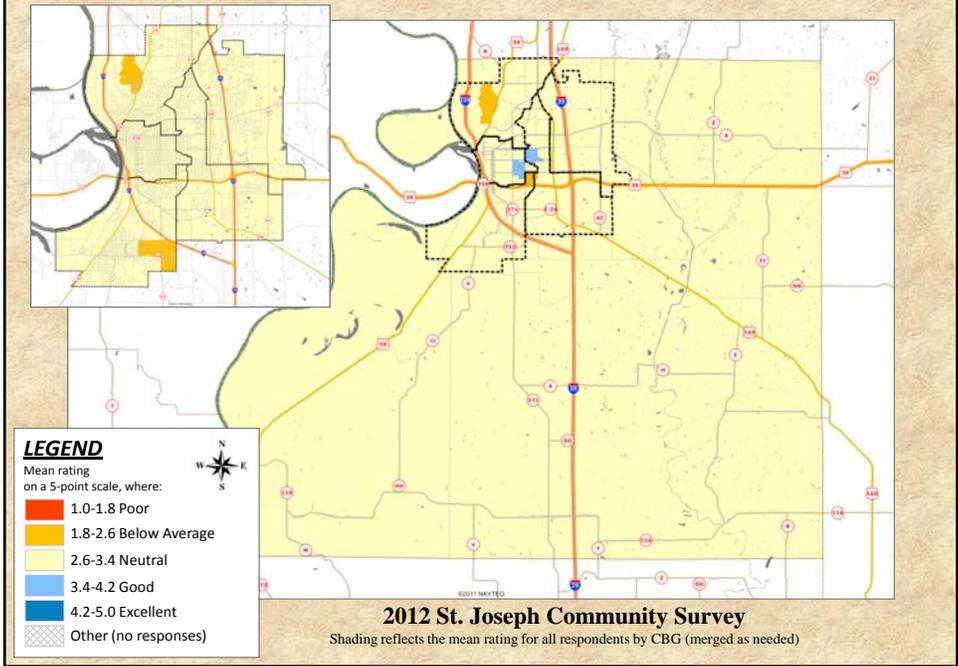
**Q1d. Overall quality of City services**



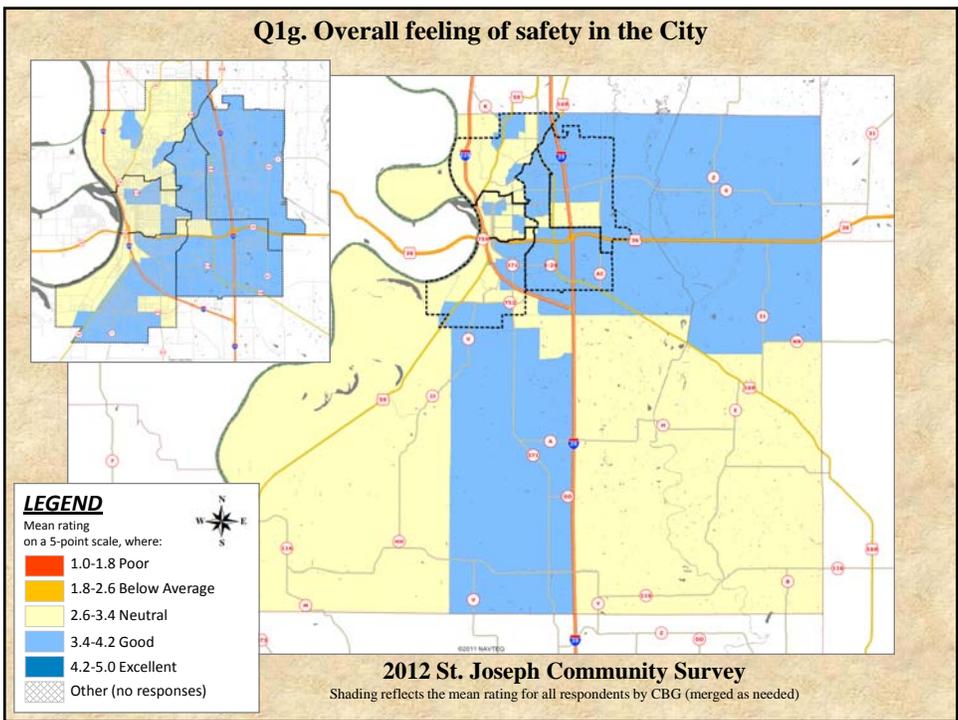
**Q1e. Overall quality of life in the City**

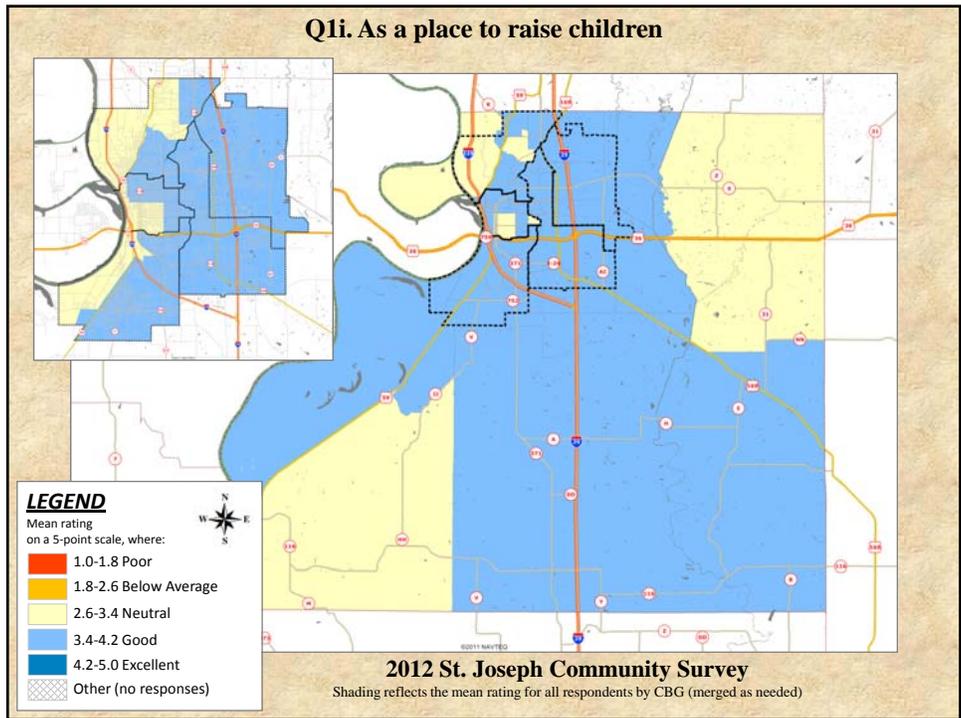
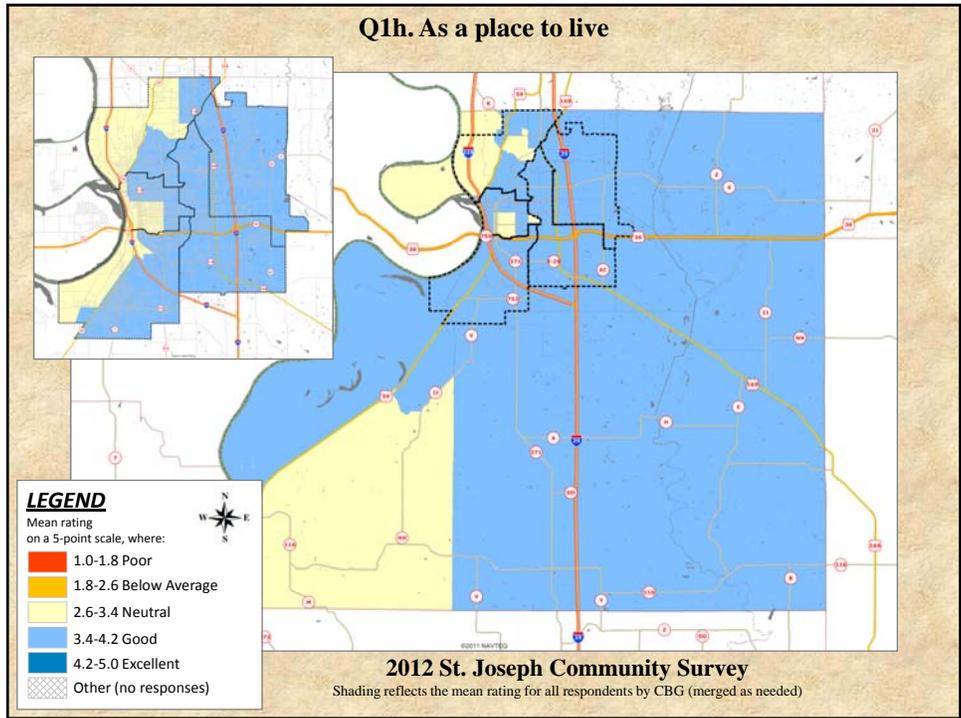


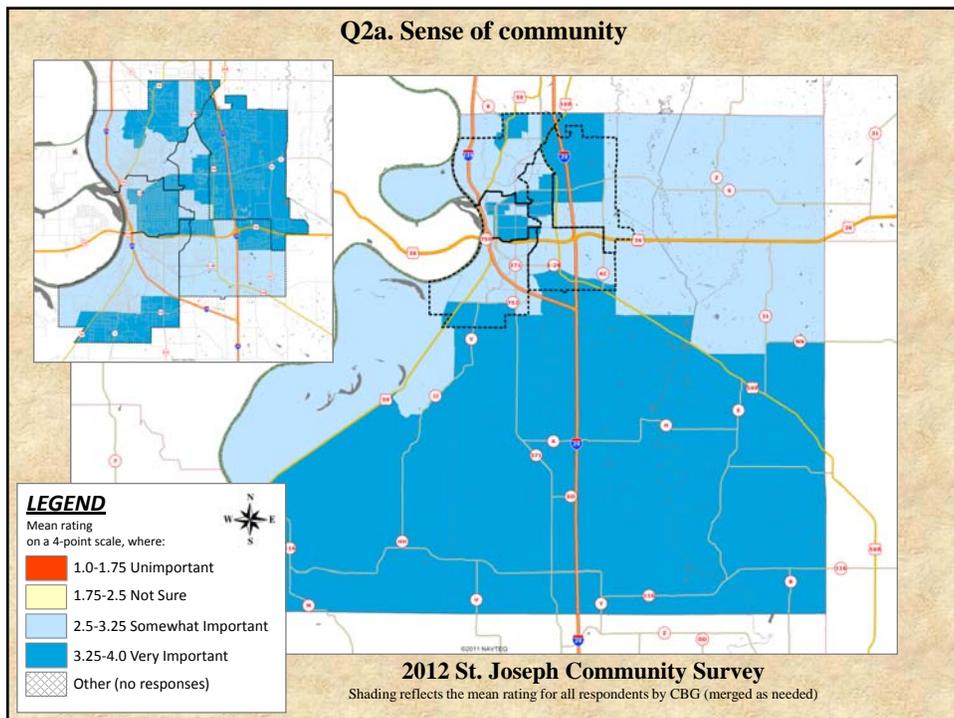
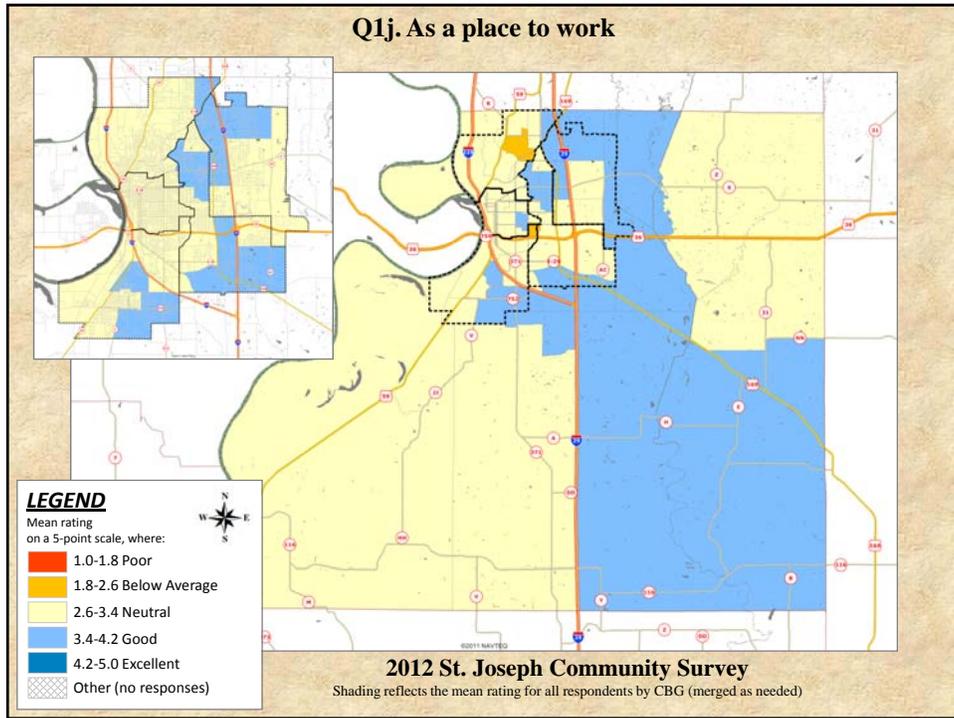
### Q1f. Overall physical appearance of the City



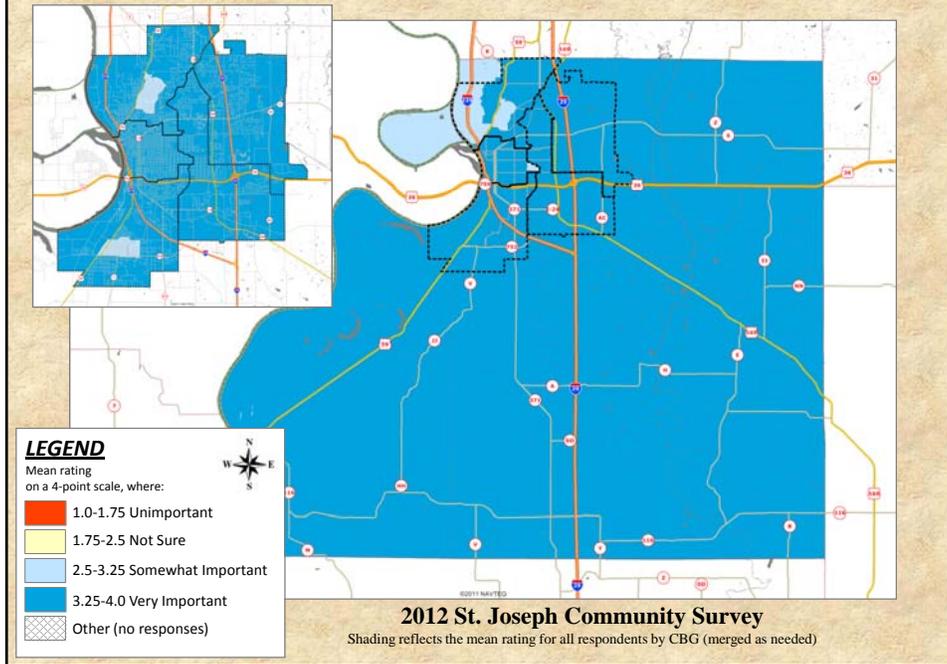
### Q1g. Overall feeling of safety in the City



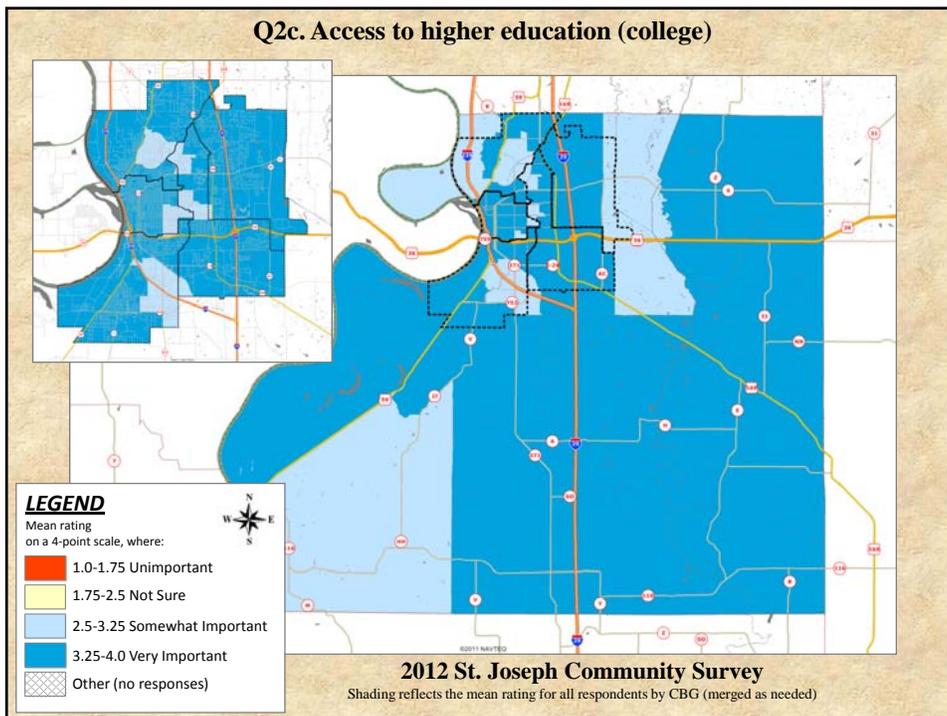




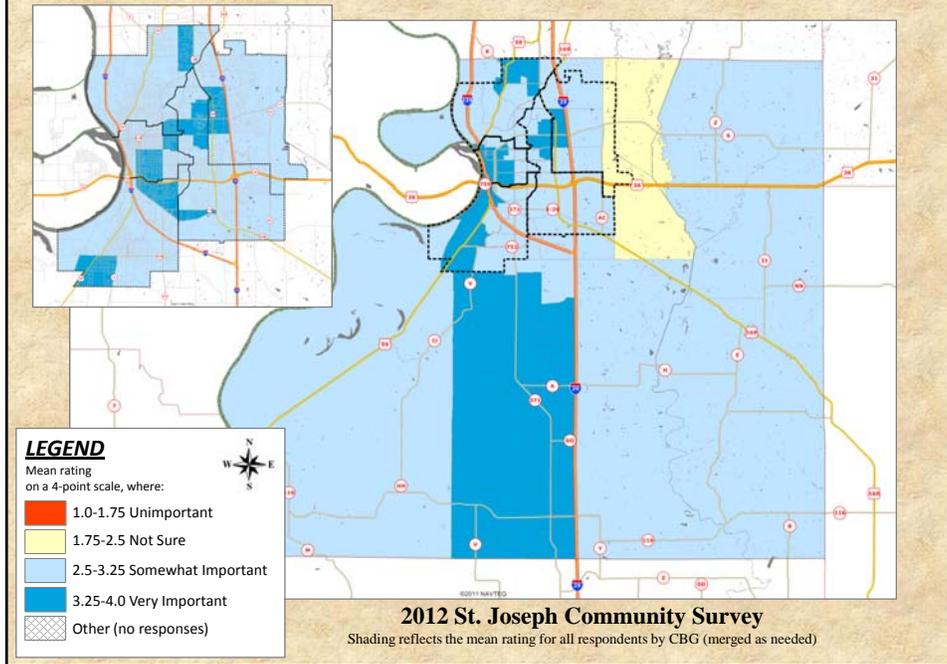
### Q2b. Quality of public education



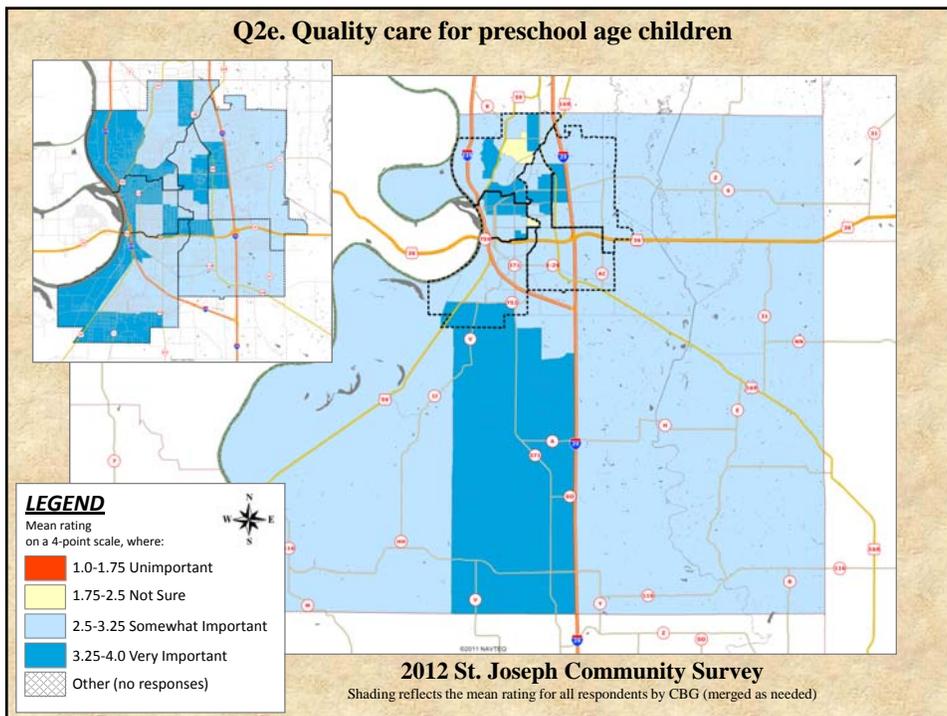
### Q2c. Access to higher education (college)



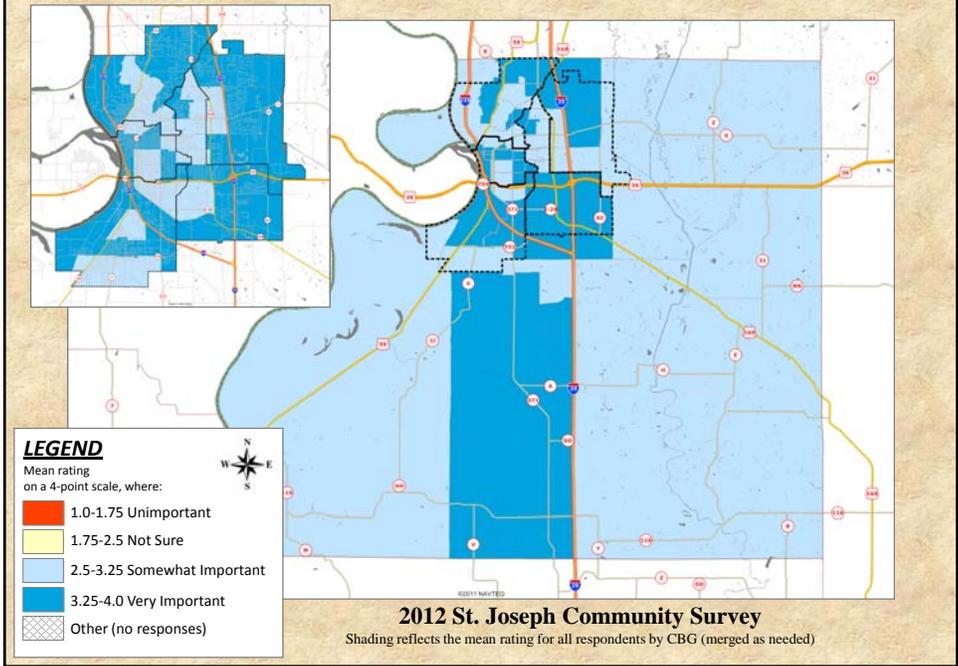
### Q2d. Adult education programs



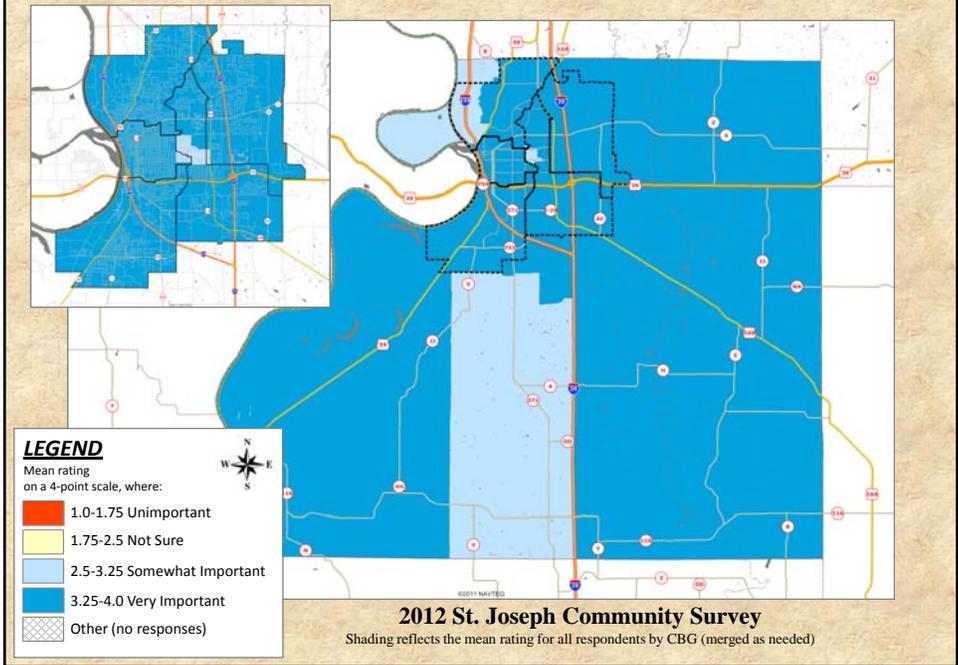
### Q2e. Quality care for preschool age children



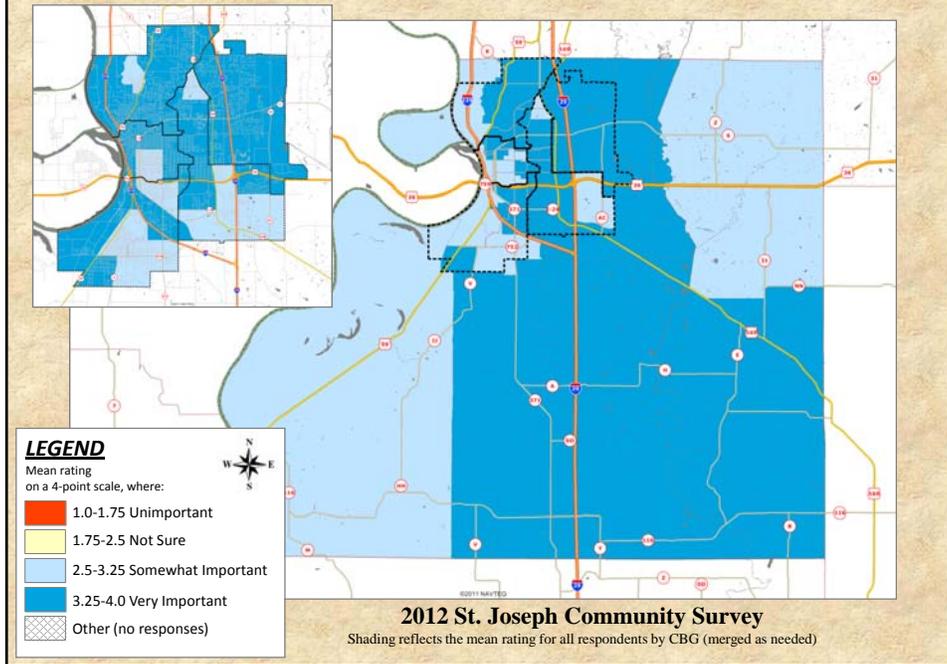
**Q2f. Types of housing (i.e., multi-family single, etc.)**



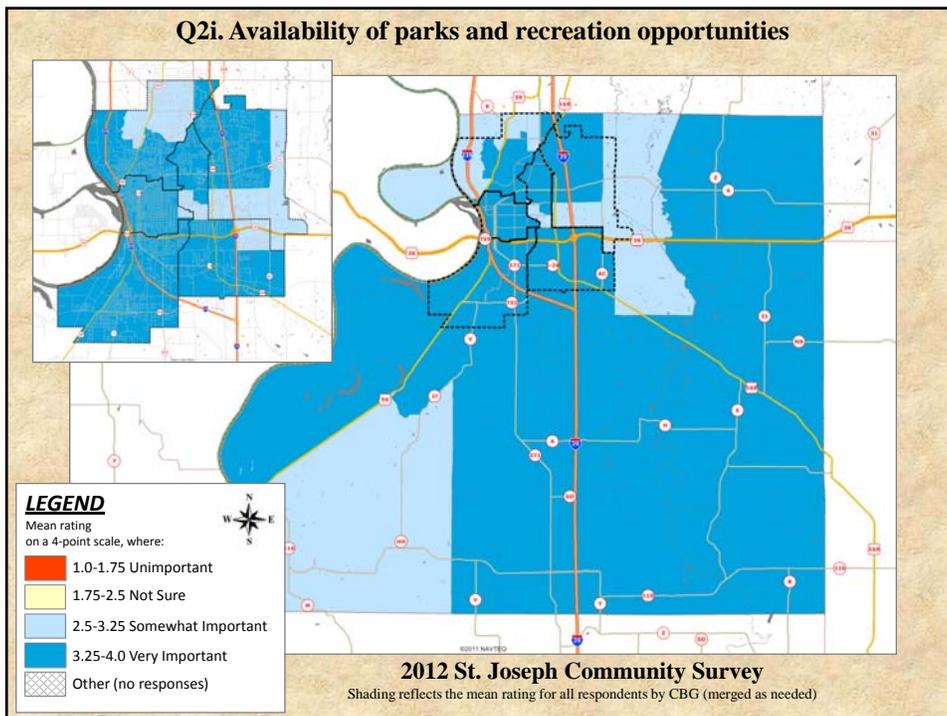
**Q2g. Quality of housing (i.e. construction, maintenance)**



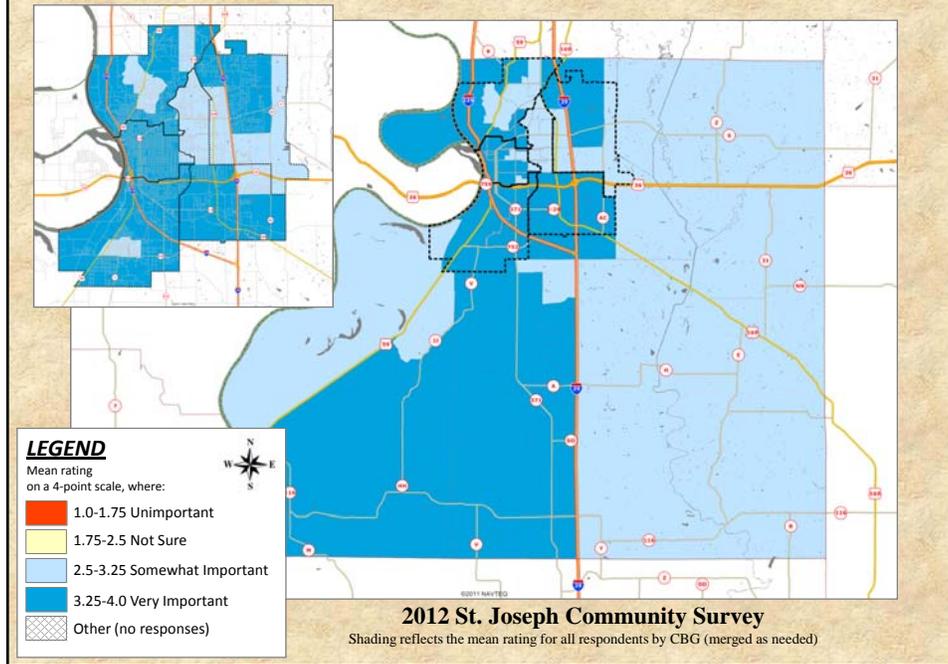
### Q2h. Access to quality shopping



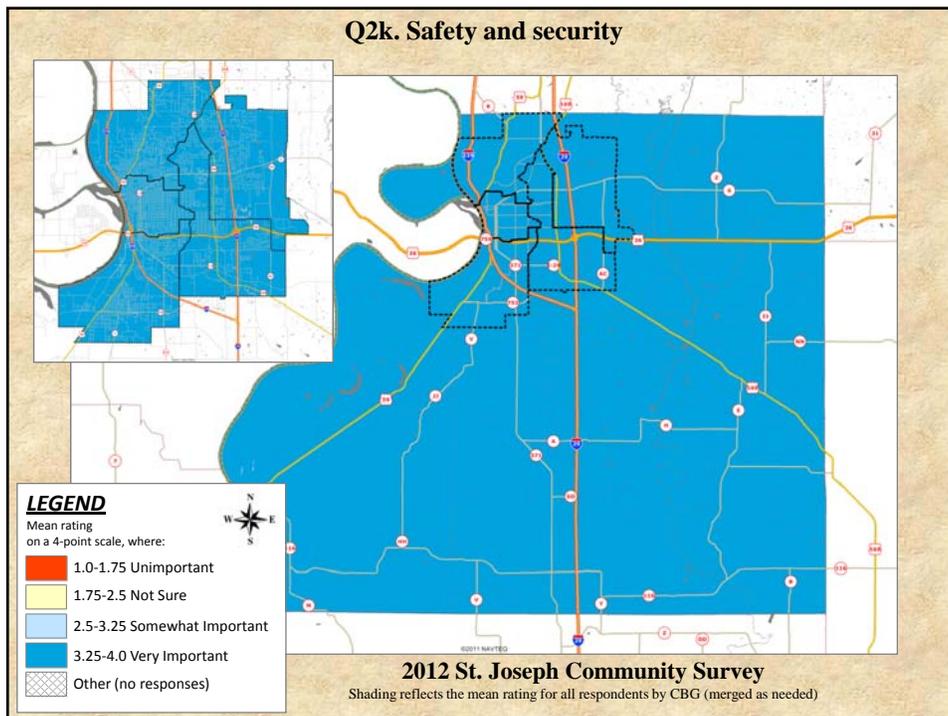
### Q2i. Availability of parks and recreation opportunities

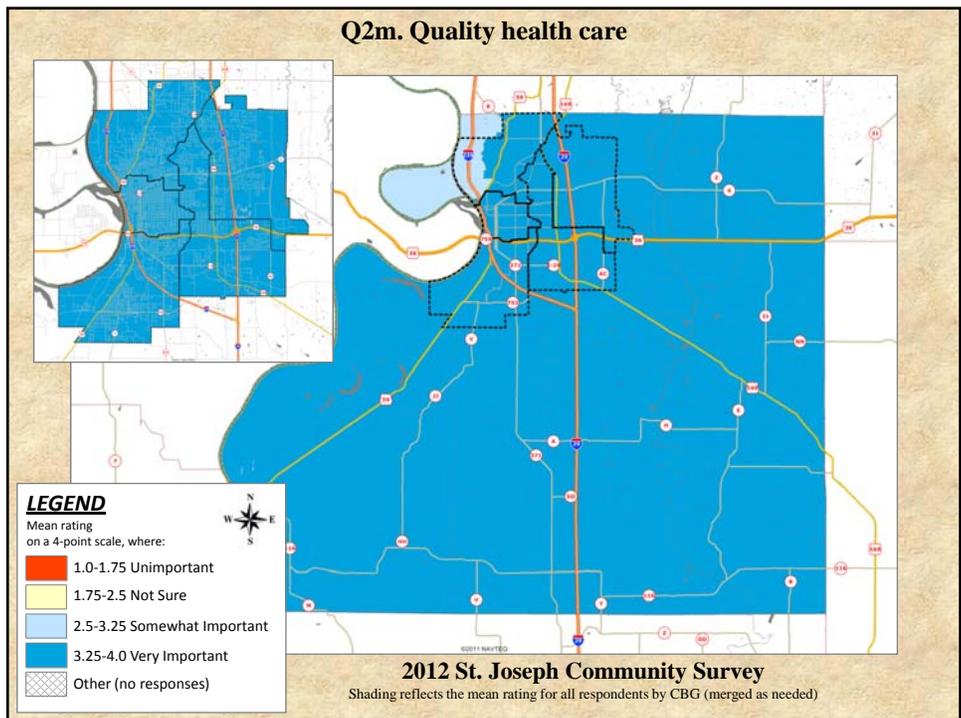
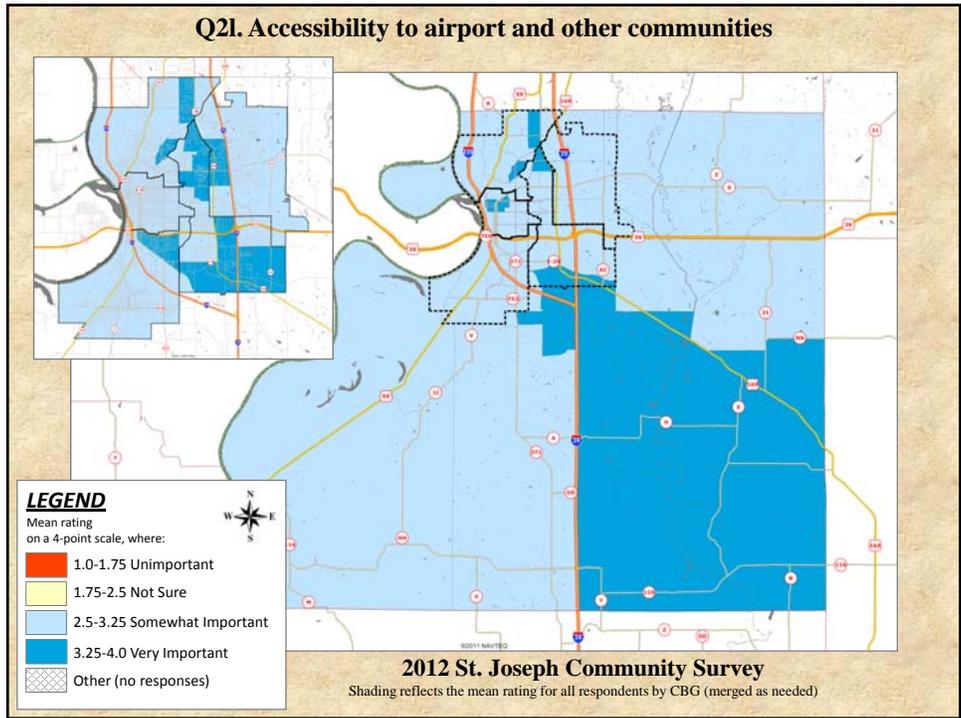


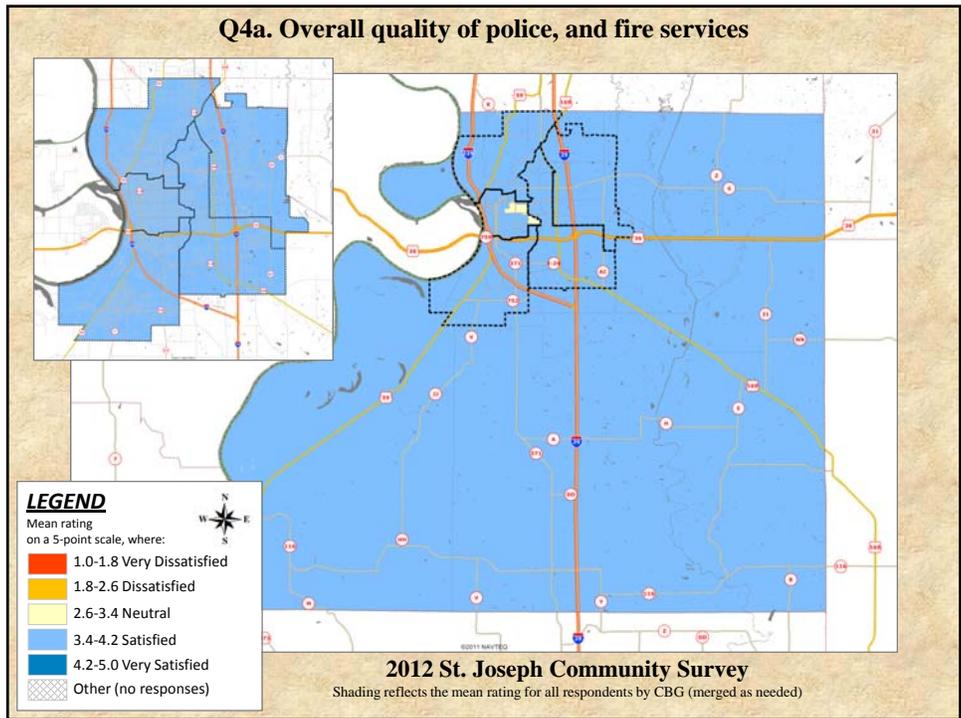
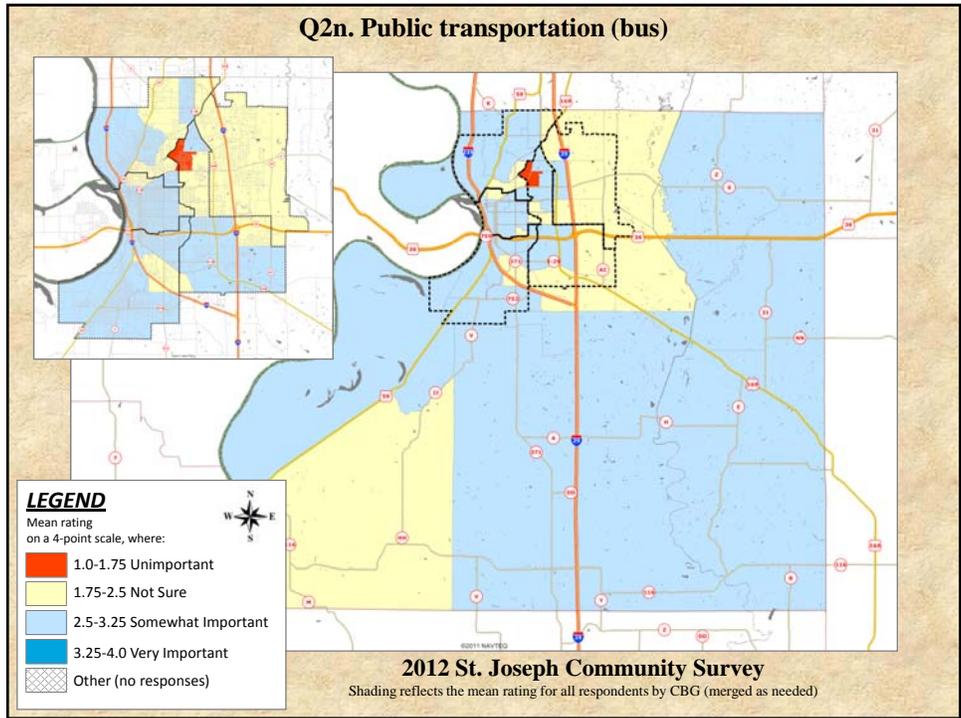
### Q2j. Living near family or friends



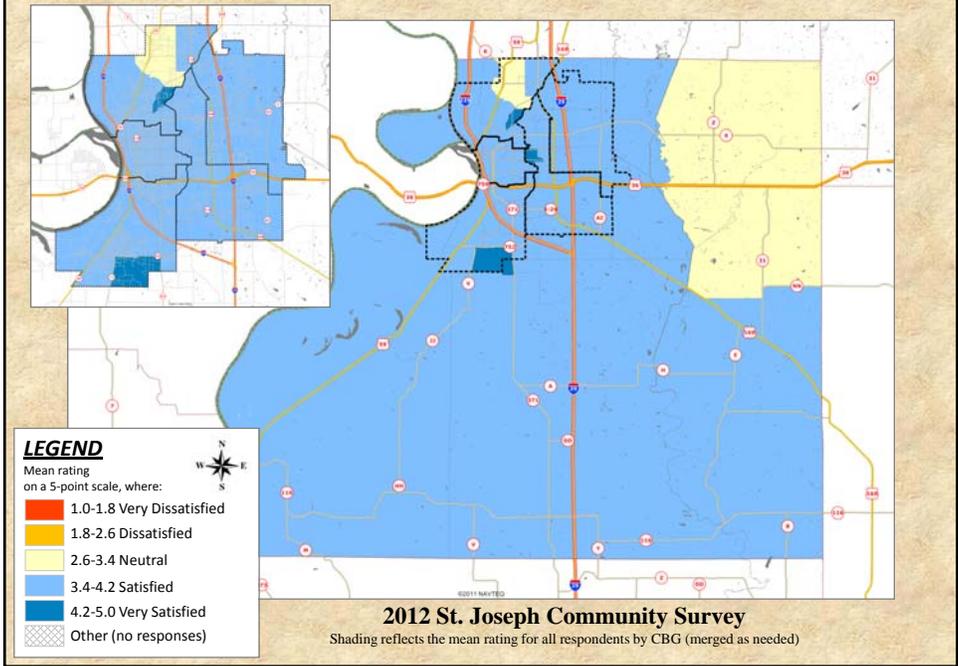
### Q2k. Safety and security



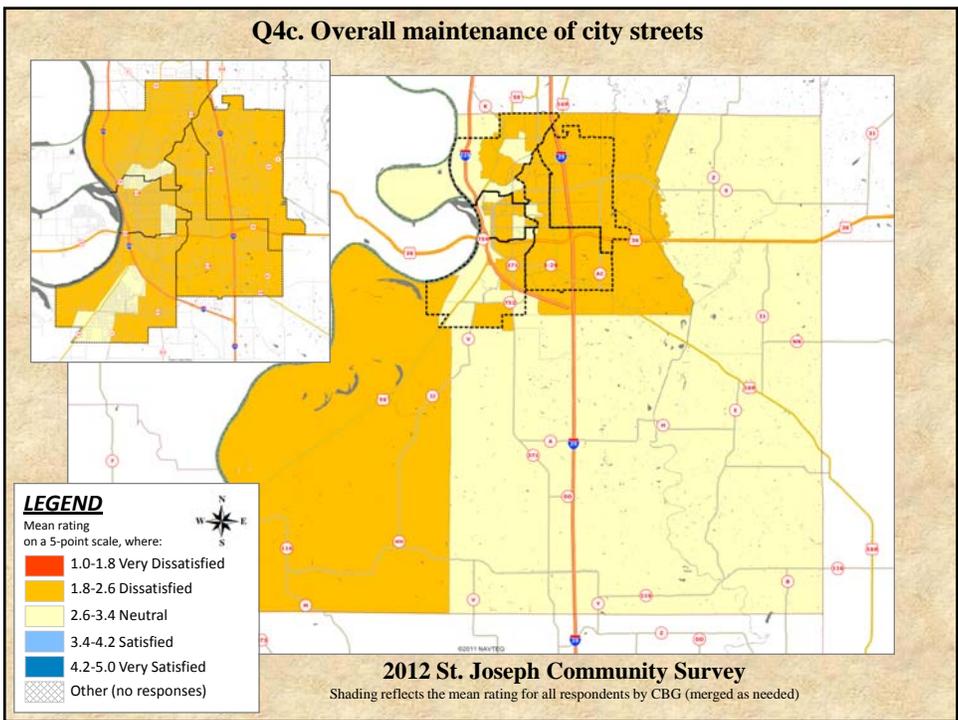




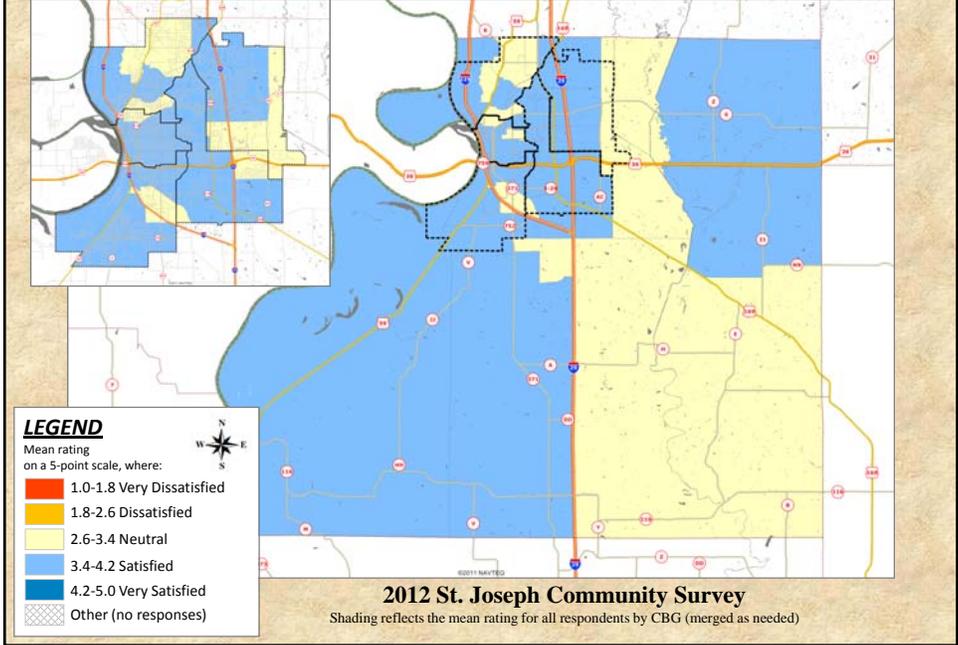
**Q4b. Overall quality of city parks and recreation programs and facilities**



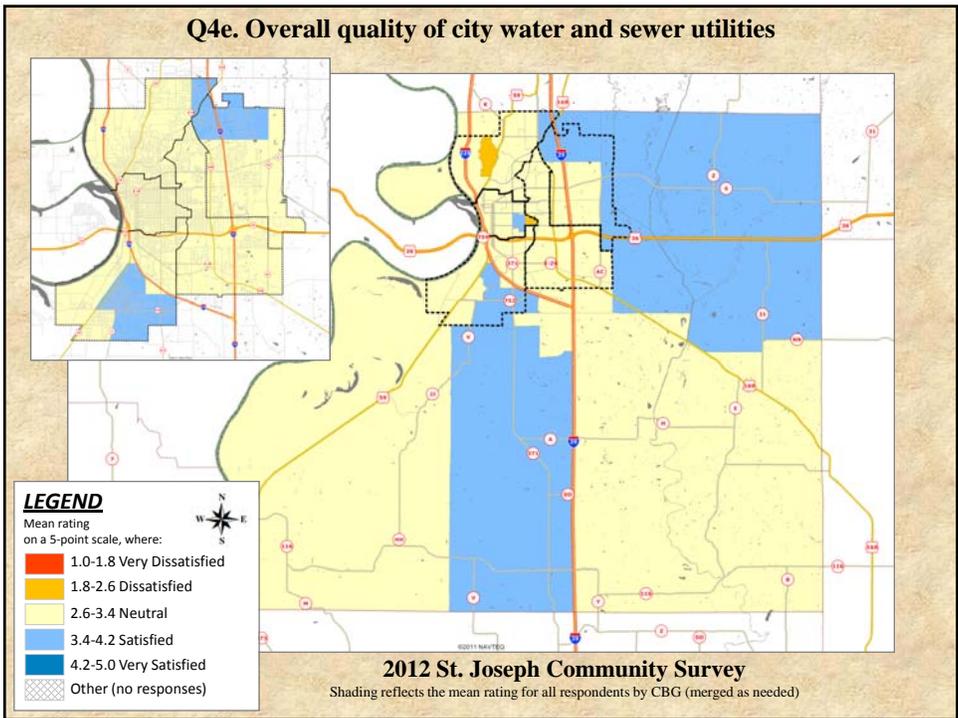
**Q4c. Overall maintenance of city streets**



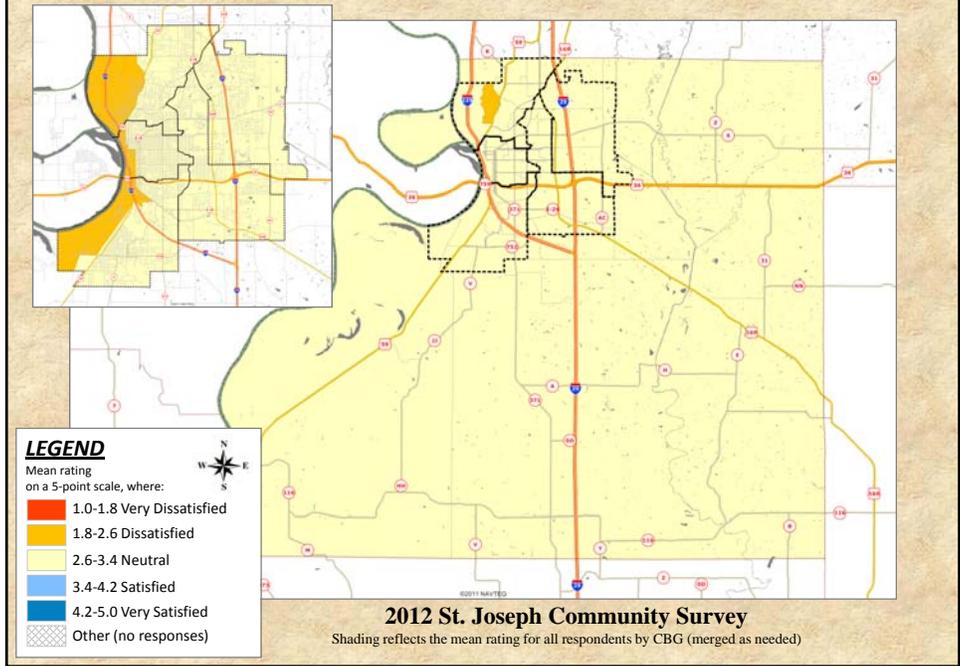
**Q4d. Overall maintenance of buildings and facilities such as Civic Arena/Missouri Theater**



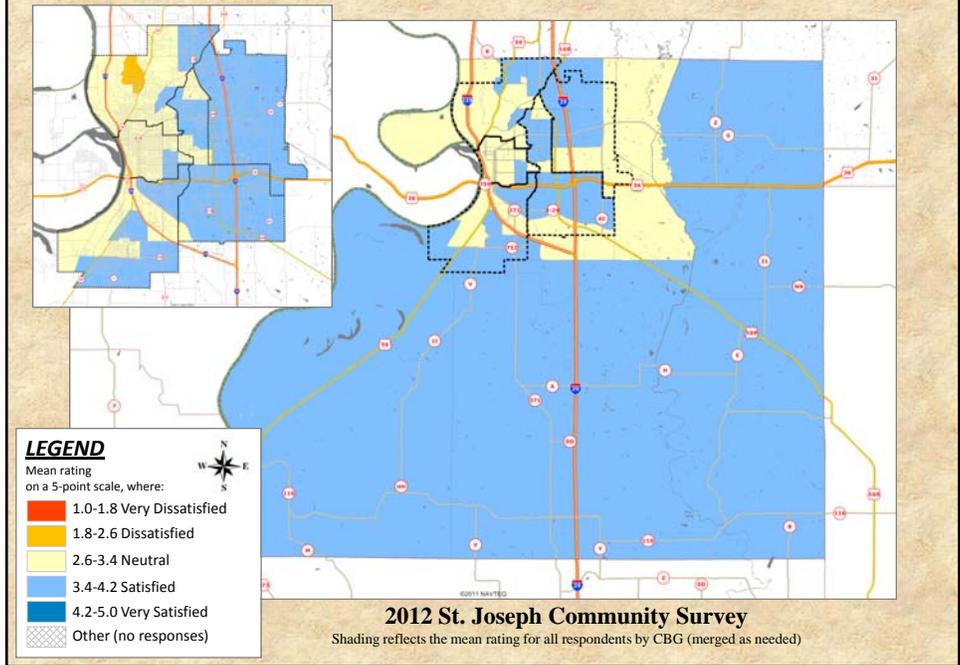
**Q4e. Overall quality of city water and sewer utilities**

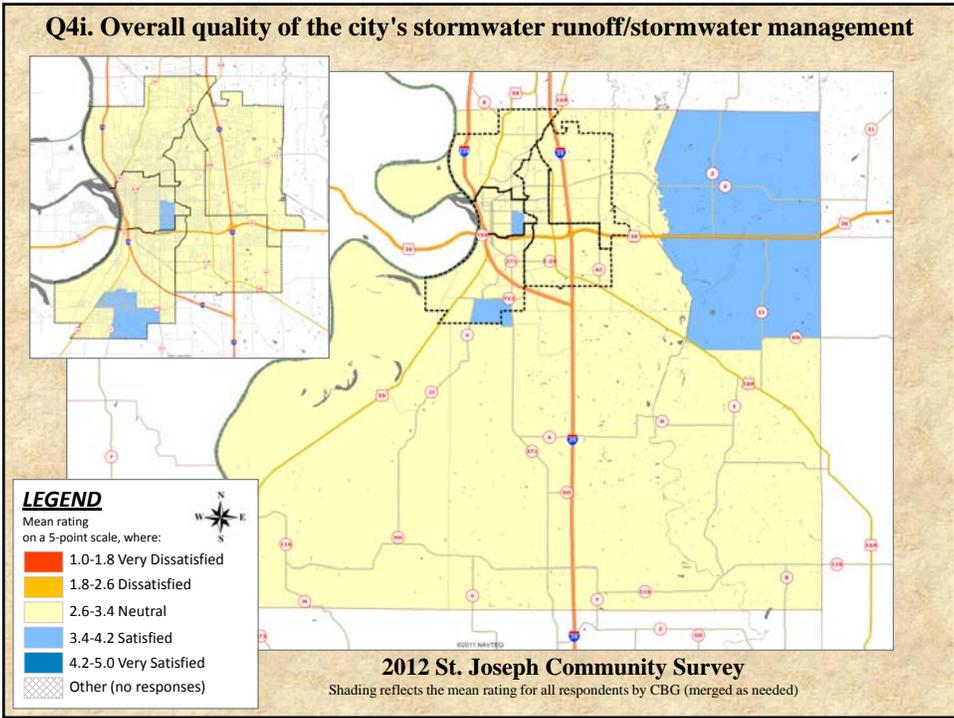
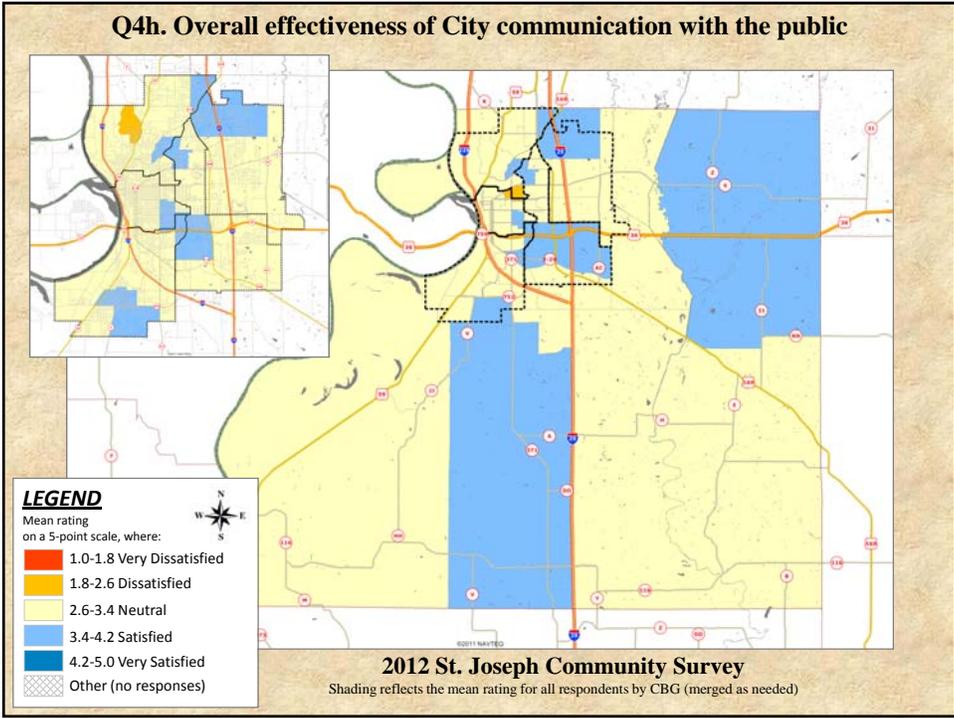


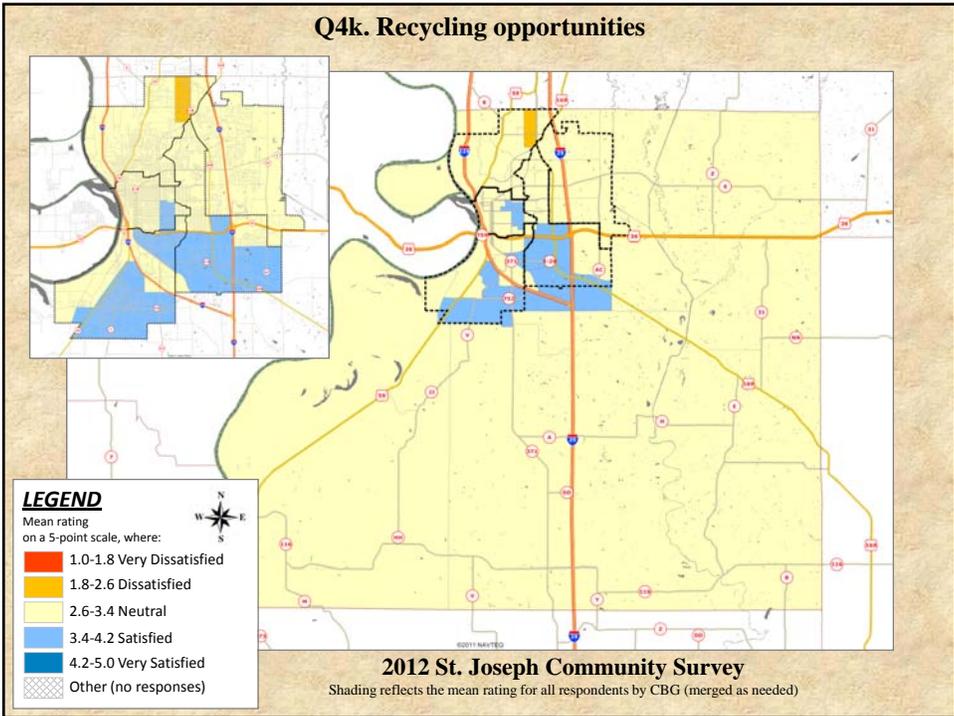
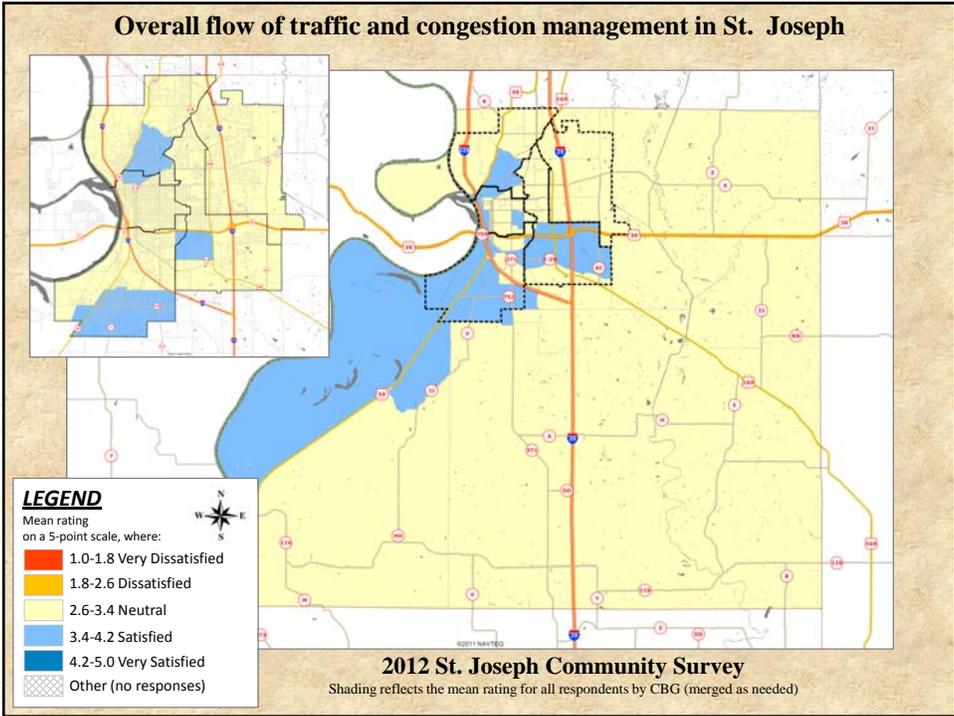
**Q4f. Overall enforcement of city codes/ordinances**



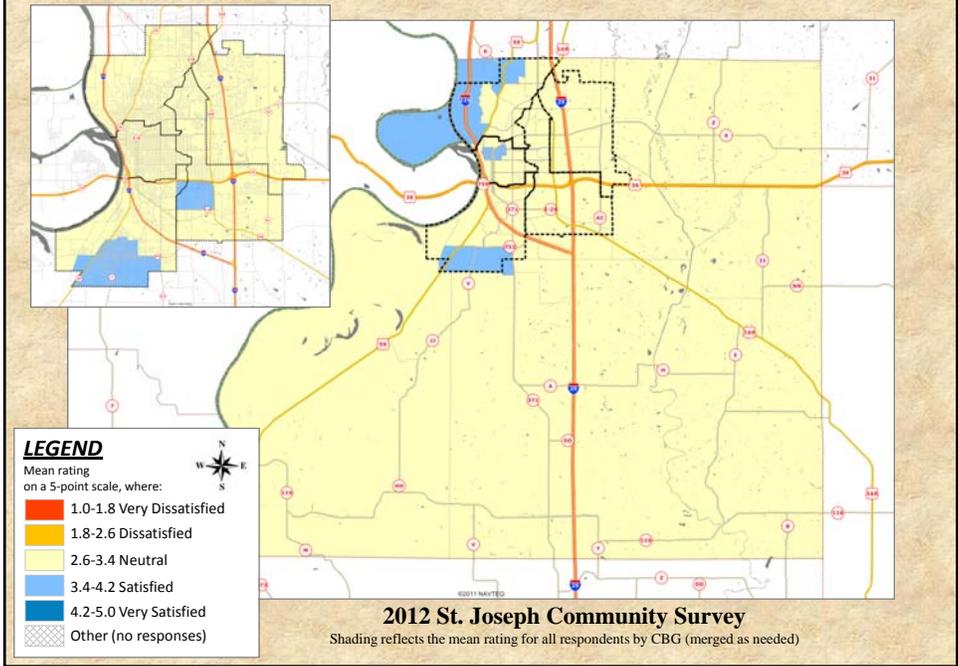
**Q4g. Overall quality of customer service you receive from city employees**



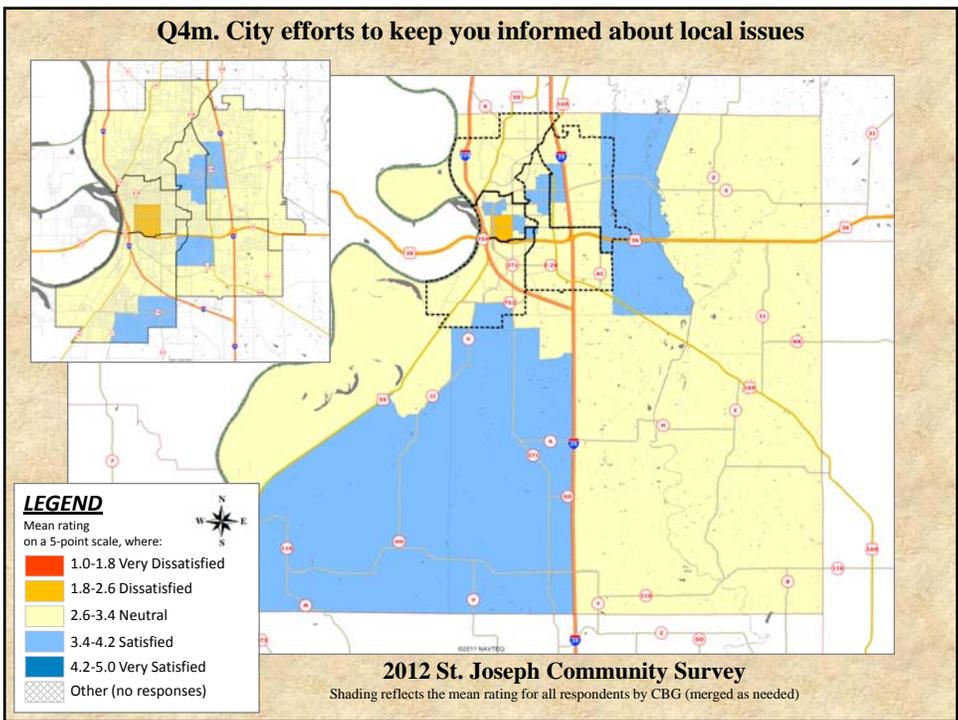


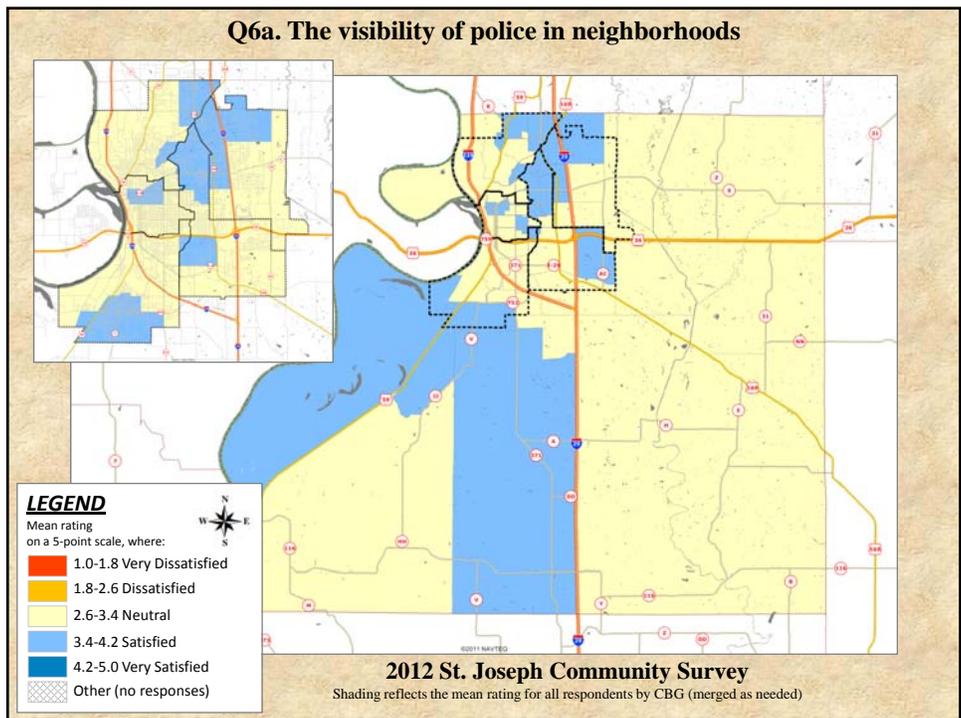
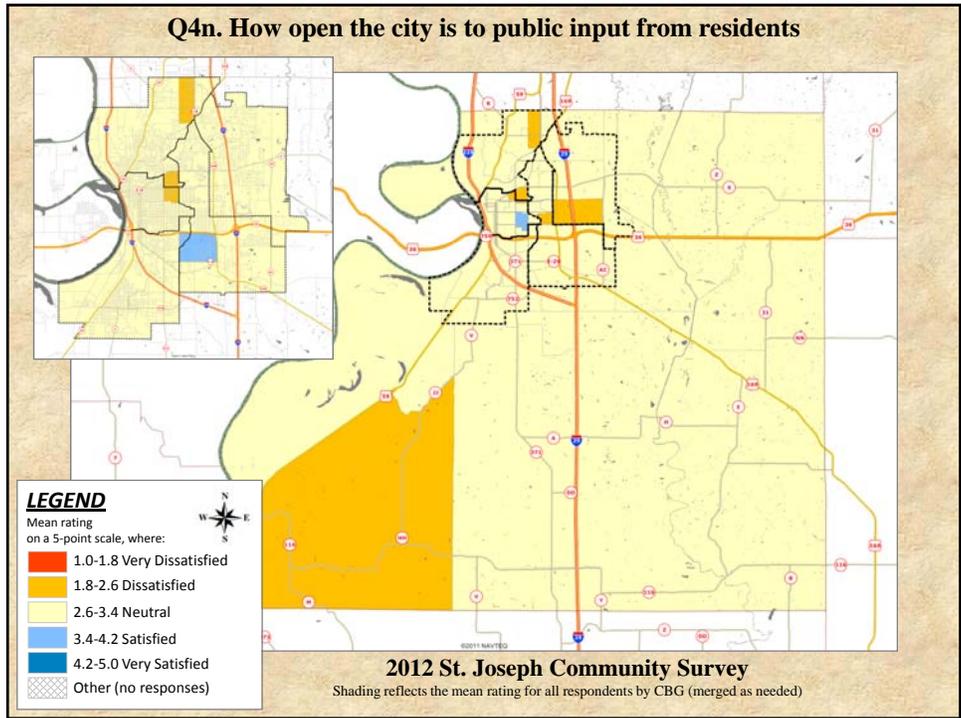


**Q4l. The availability of information about City programs and services**

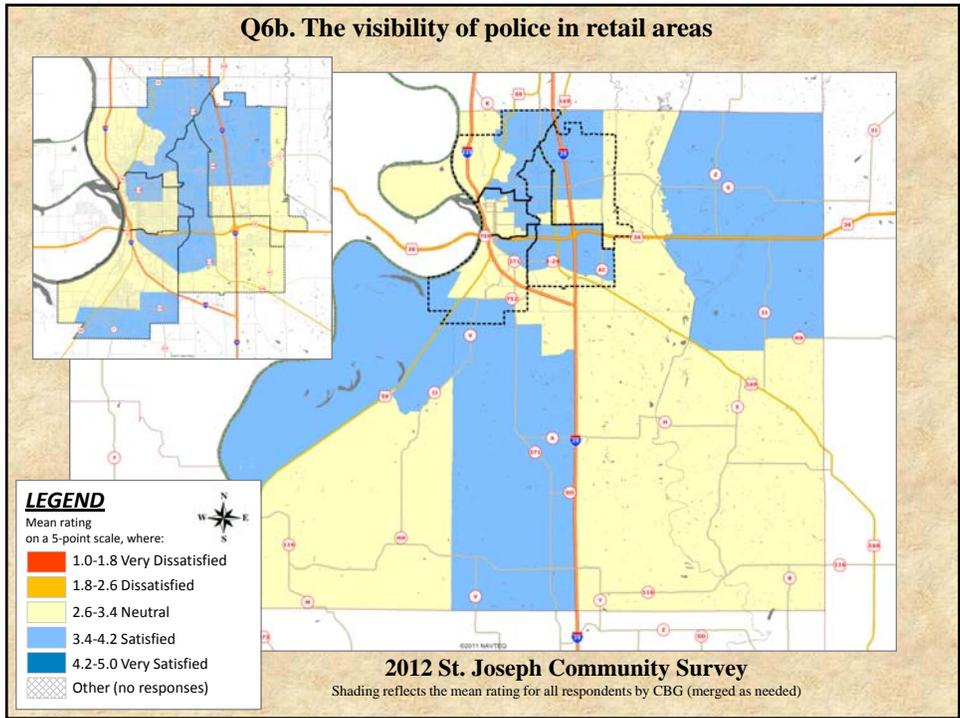


**Q4m. City efforts to keep you informed about local issues**

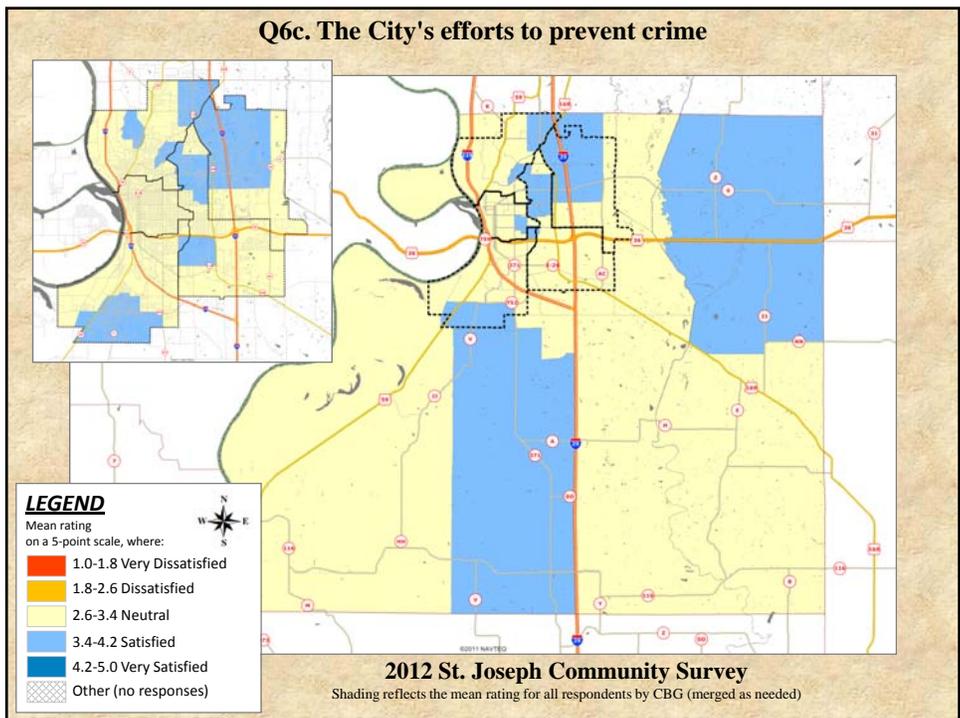




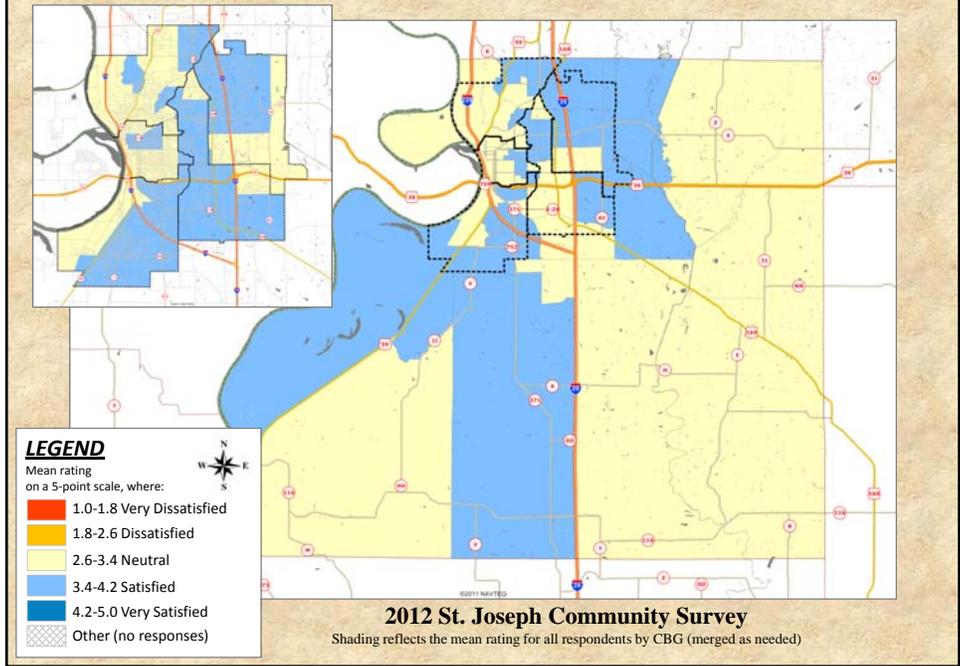
**Q6b. The visibility of police in retail areas**



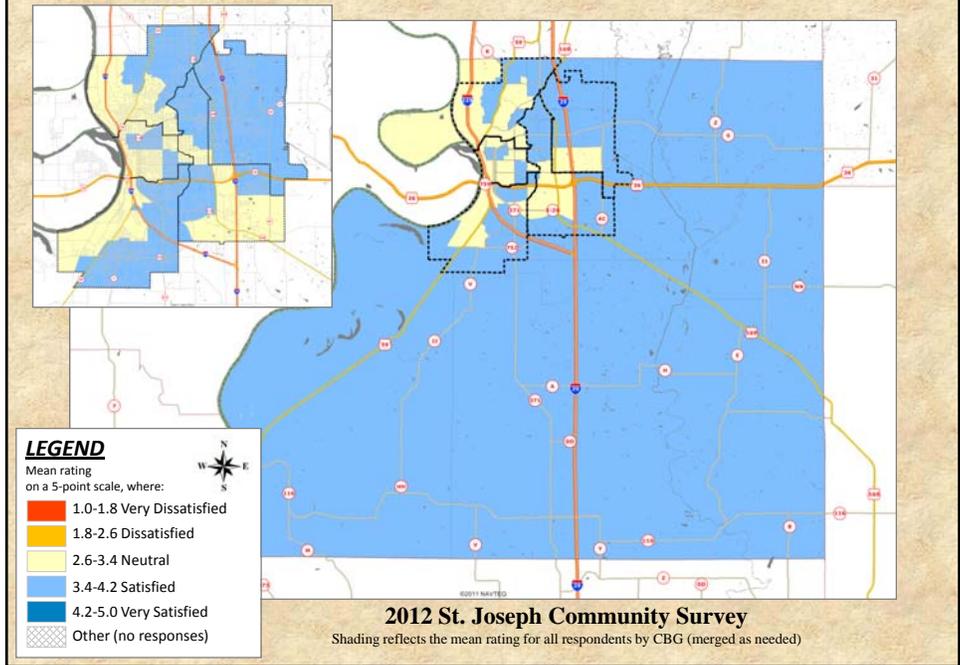
**Q6c. The City's efforts to prevent crime**



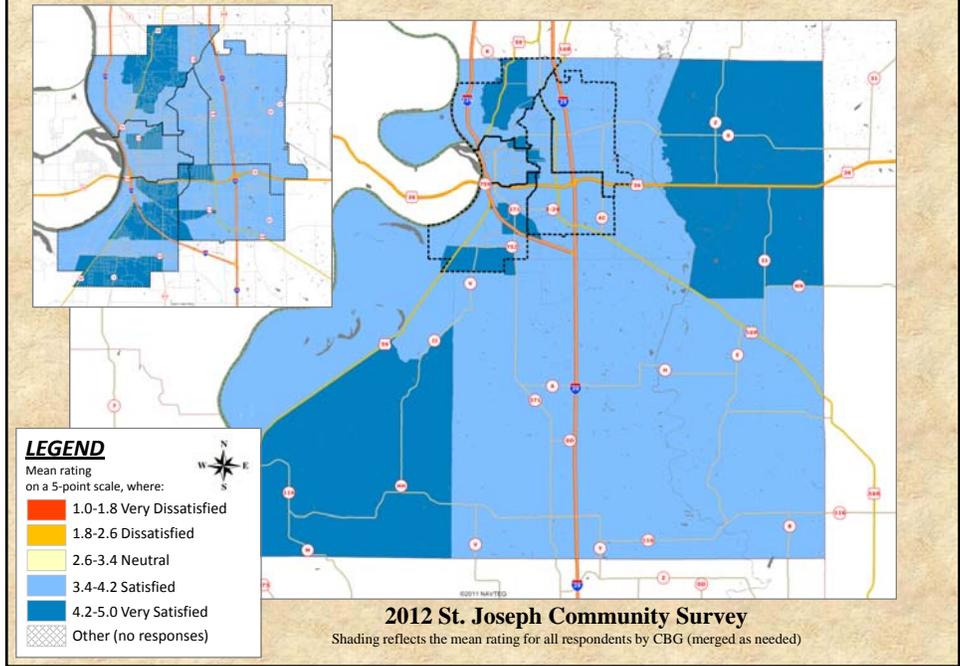
### Q6d. Enforcement of local traffic laws



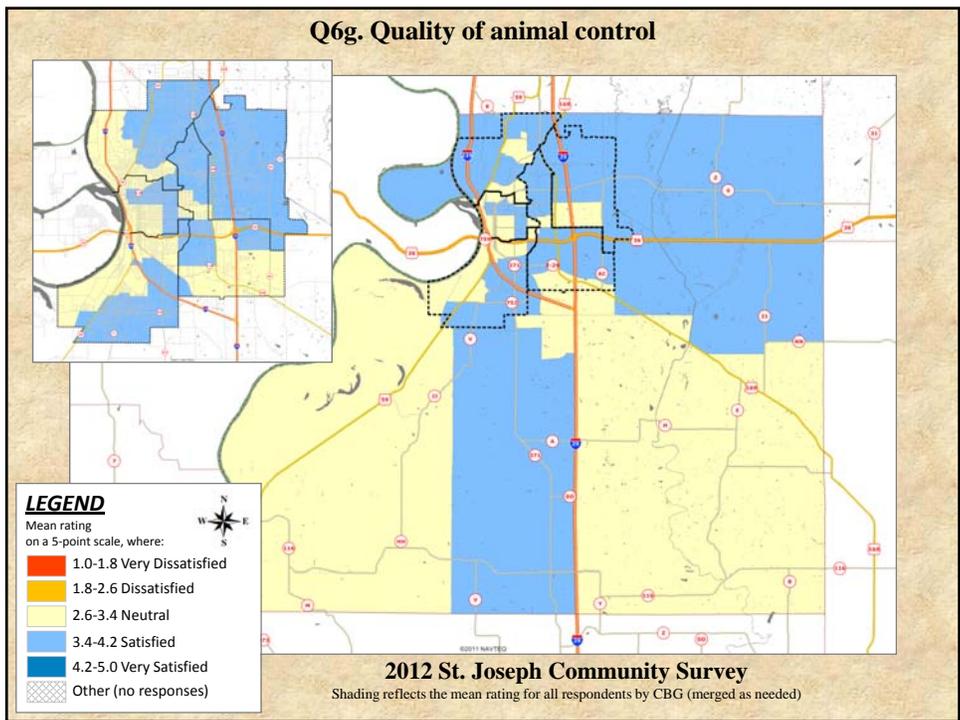
### Q6e. Overall quality of St. Joseph police protection



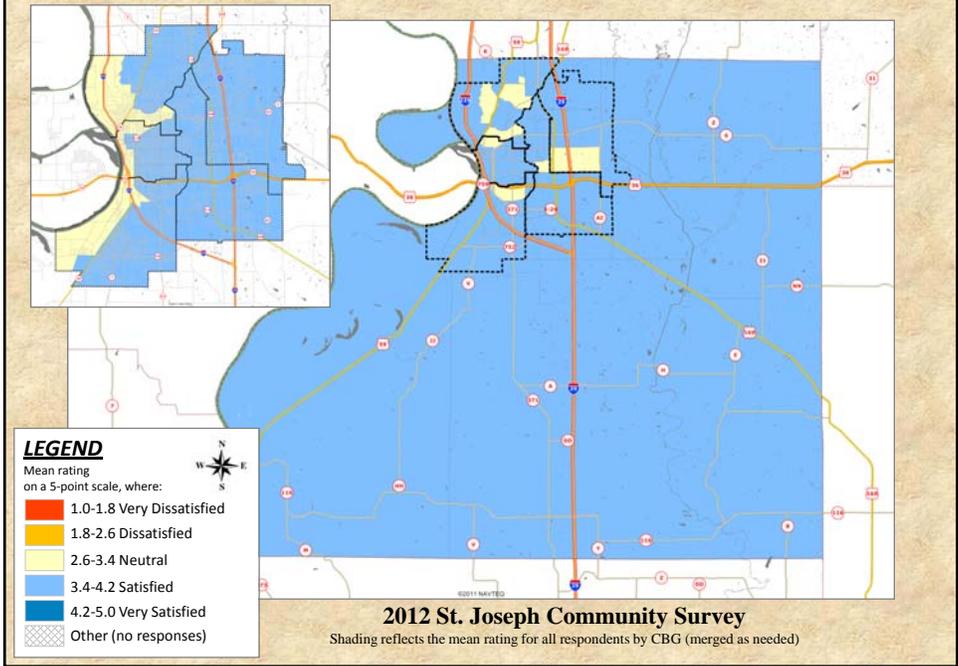
**Q6f. Overall quality of St. Joseph fire protection**



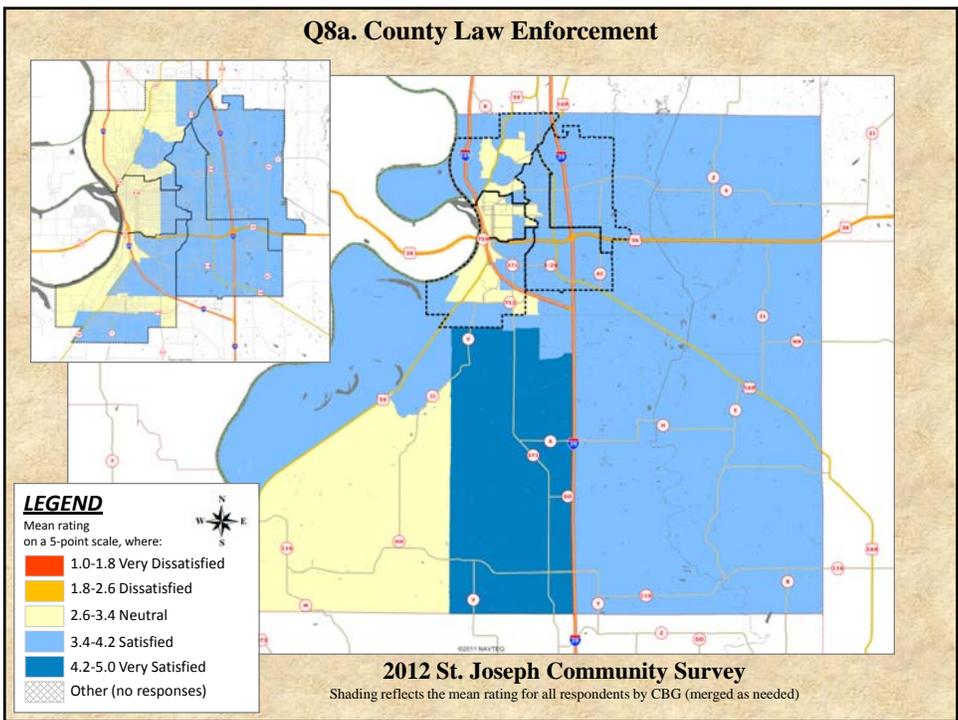
**Q6g. Quality of animal control**

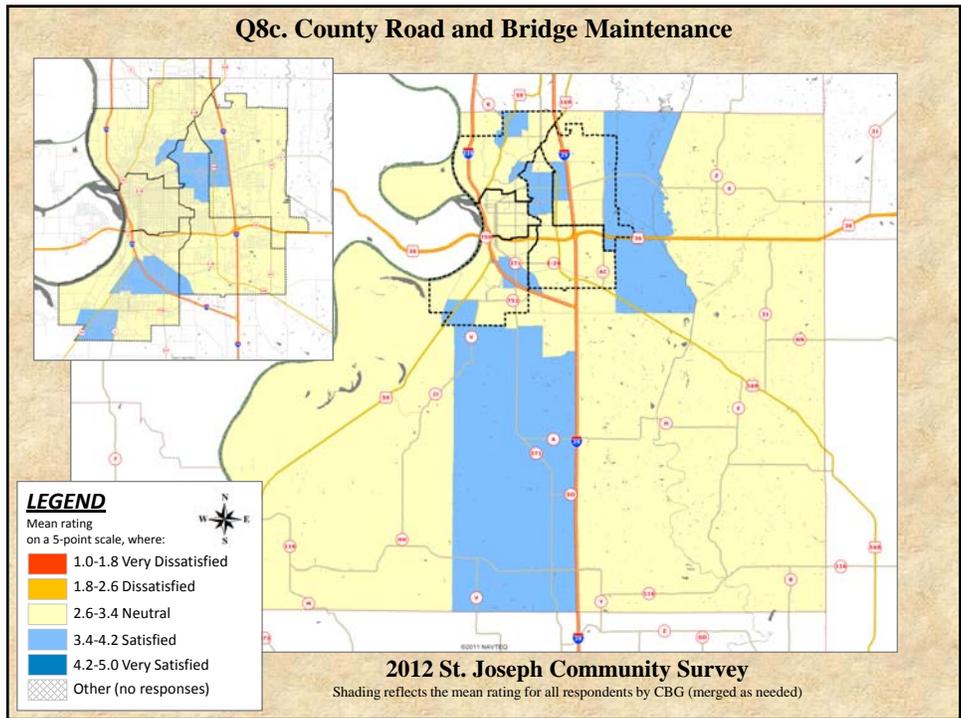
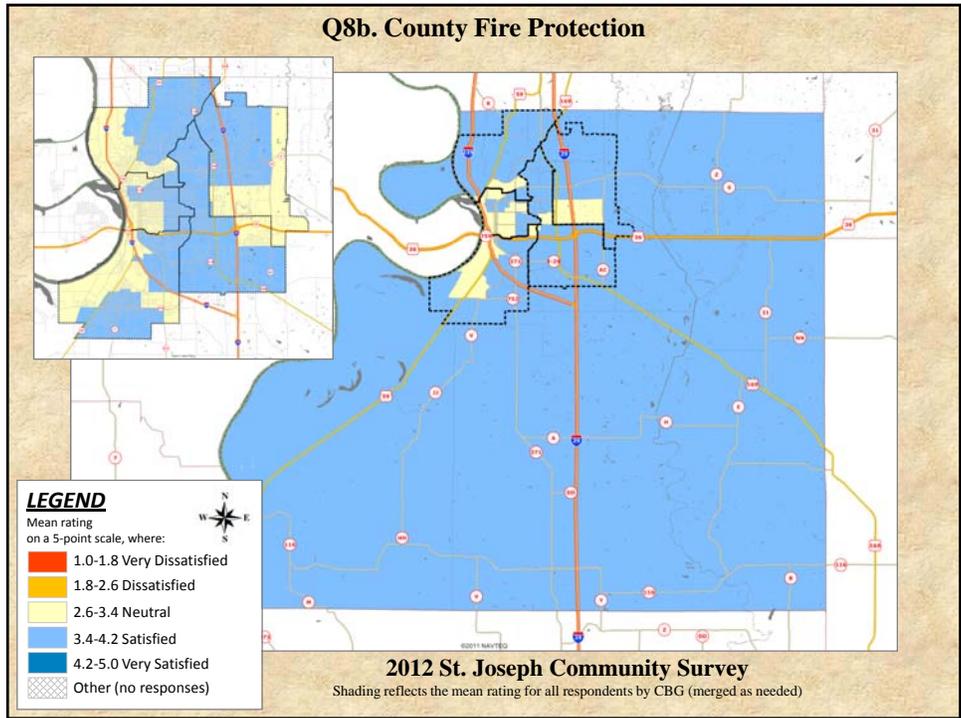


### Q6h. Environmental health inspections (food/lodging)

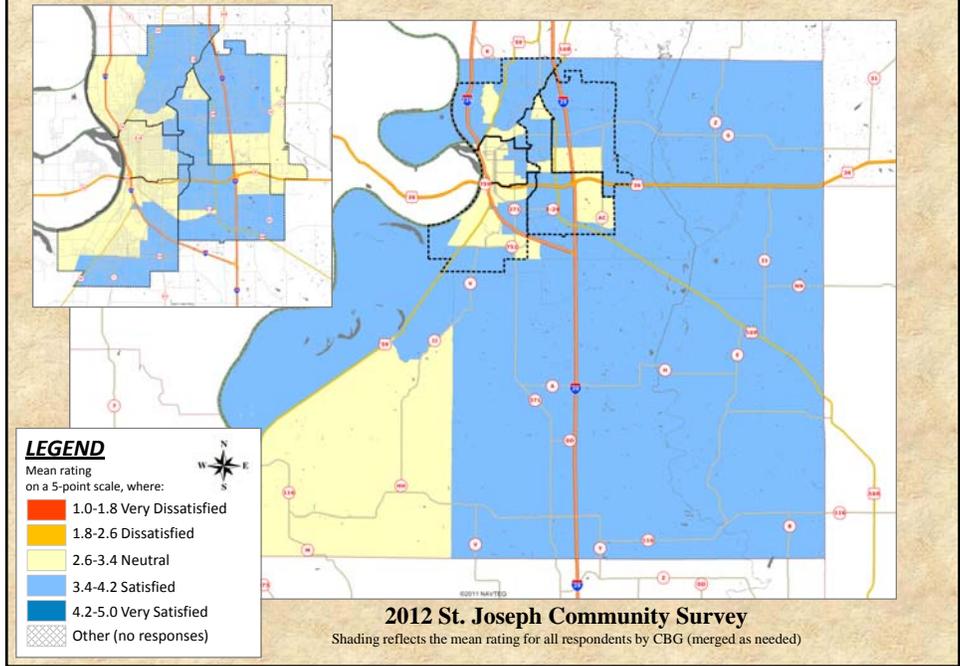


### Q8a. County Law Enforcement

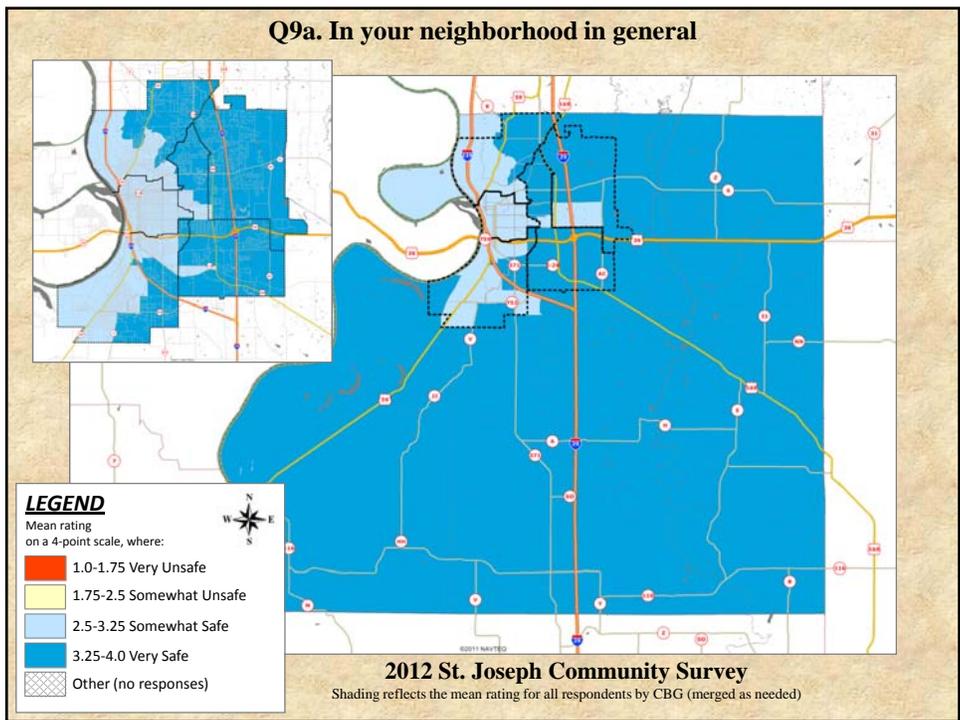




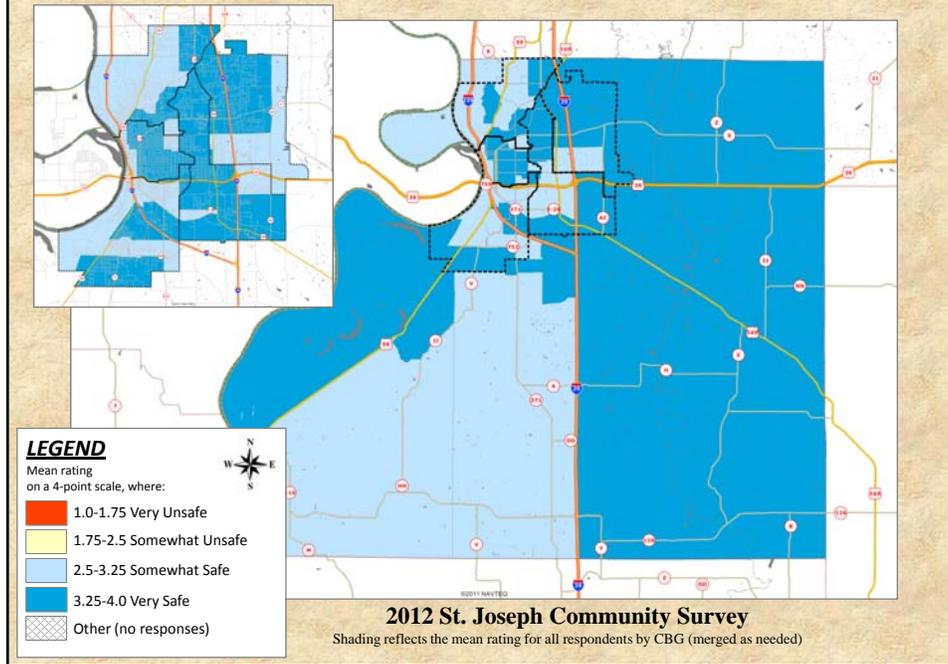
**Q8d. Overall customer service from the County**



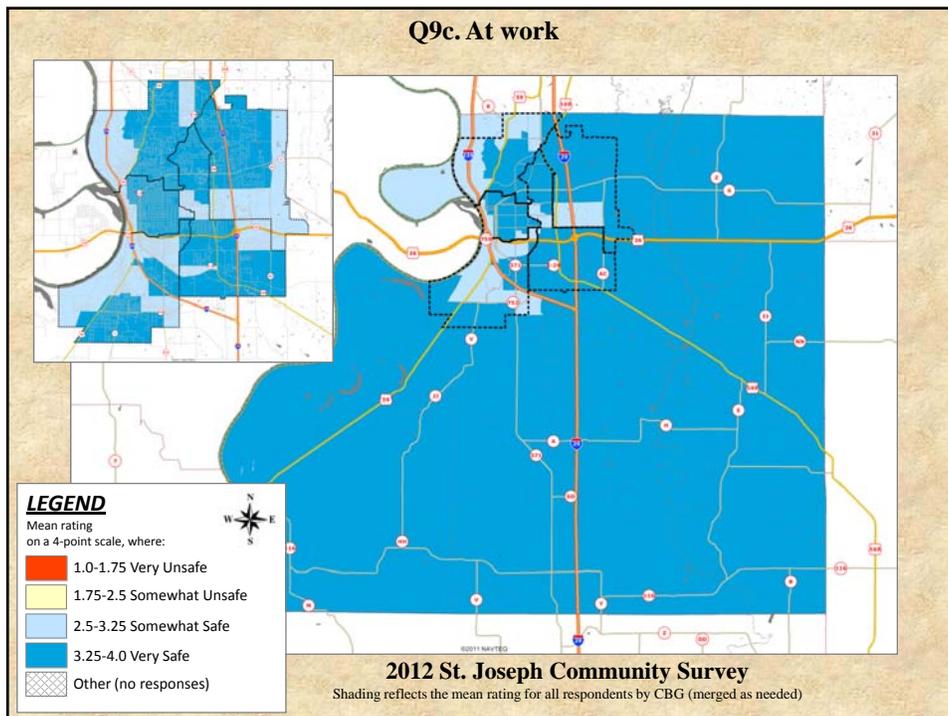
**Q9a. In your neighborhood in general**



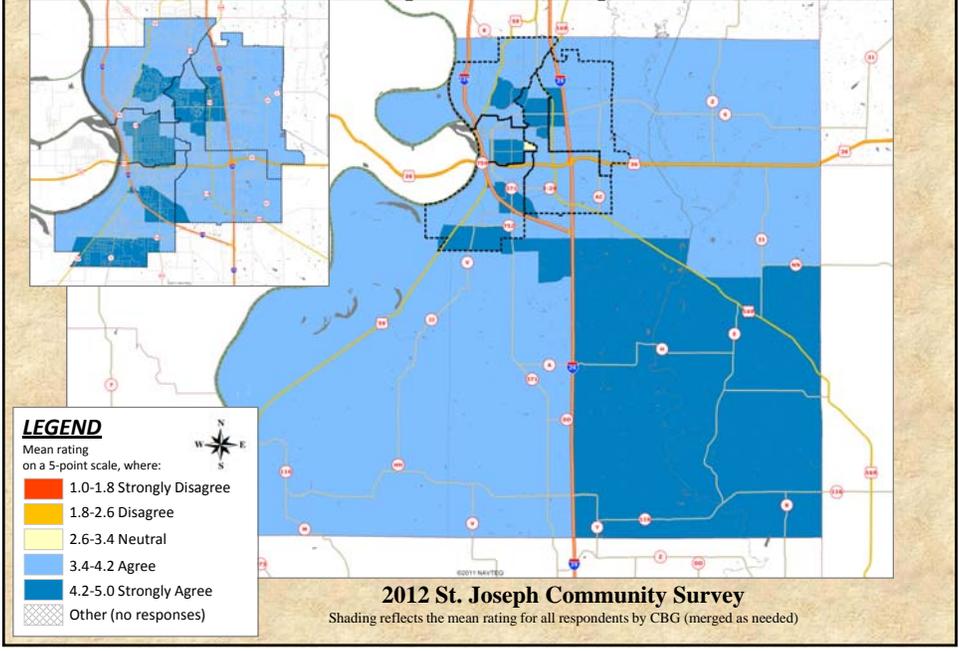
### Q9b. In the shopping areas in general



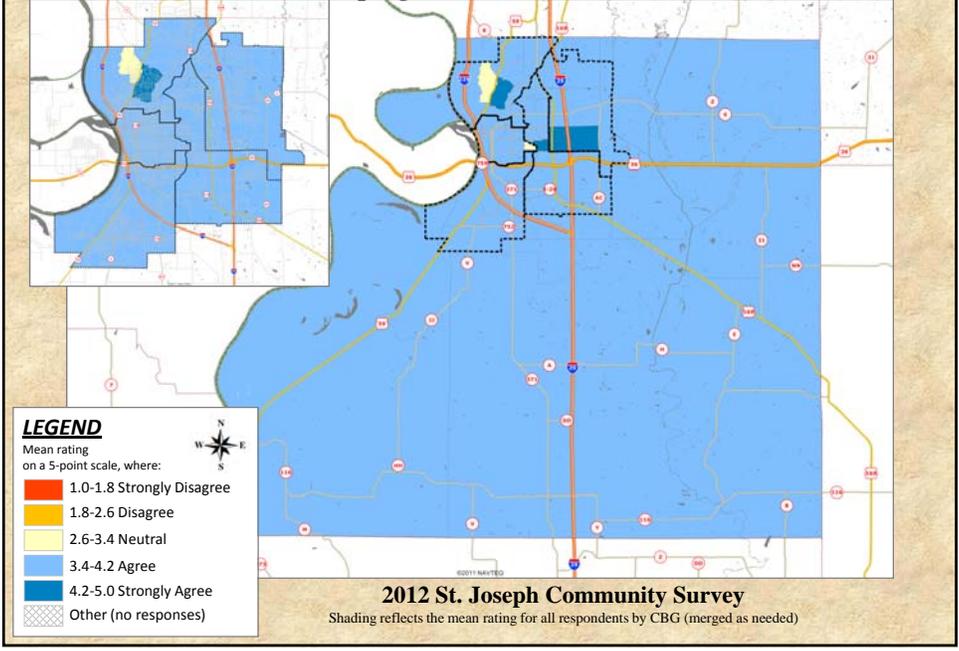
### Q9c. At work



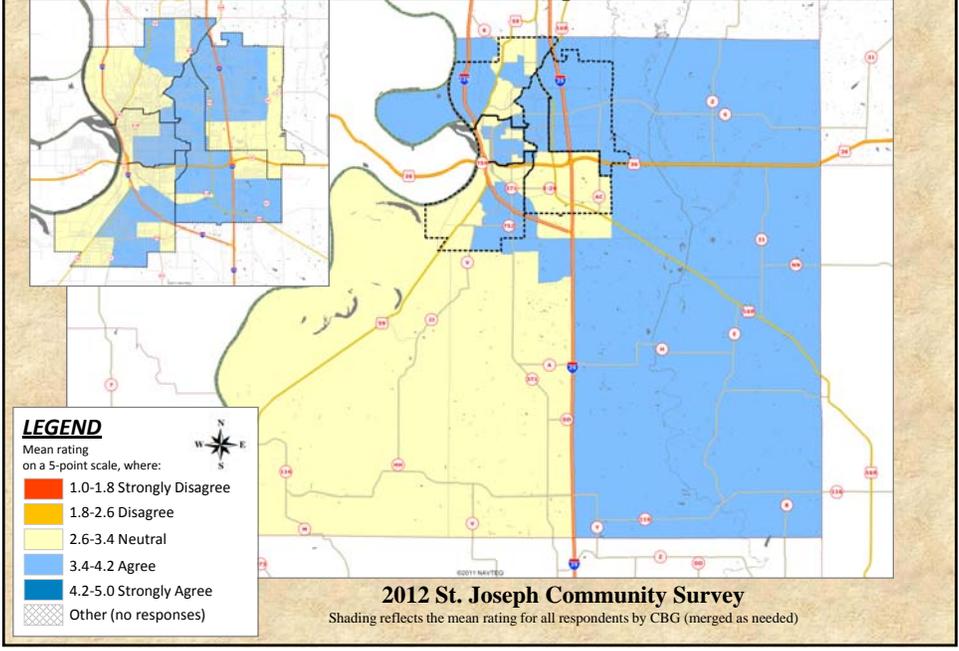
**Q12a. Arts/Culture/Museums should have an important role in the development of St. Joseph**



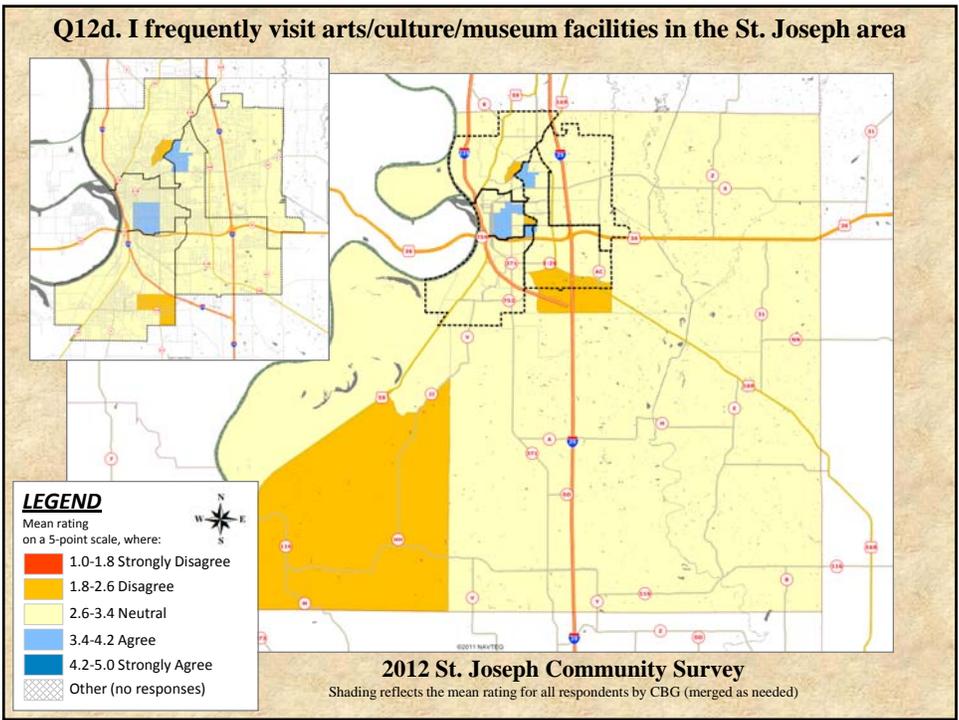
**Q12b. The St. Joseph area needs more arts and cultural programs for children**

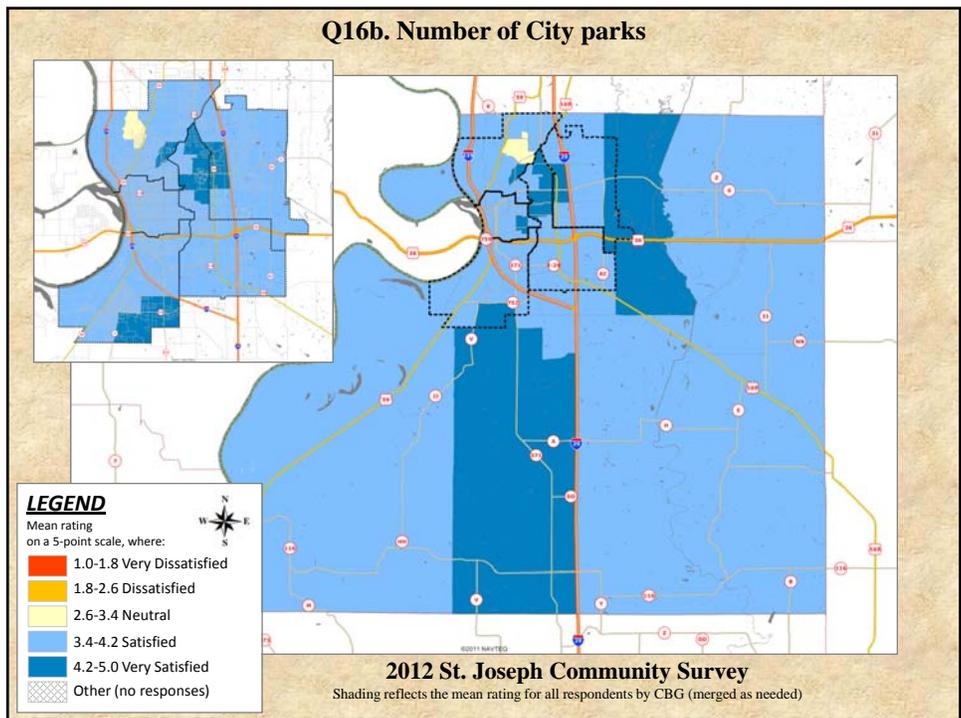
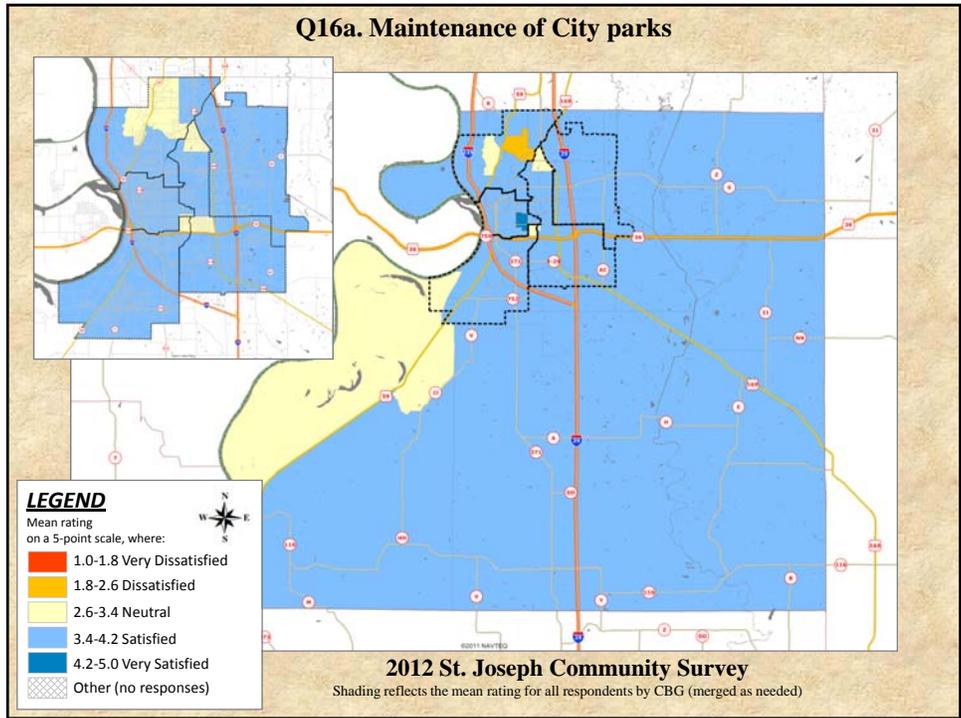


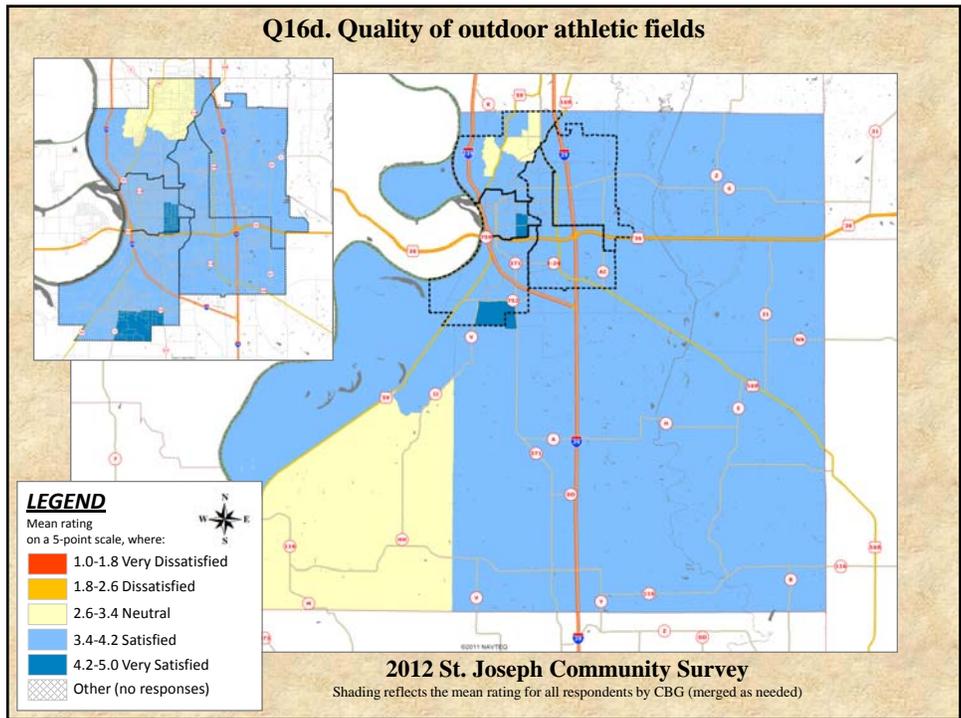
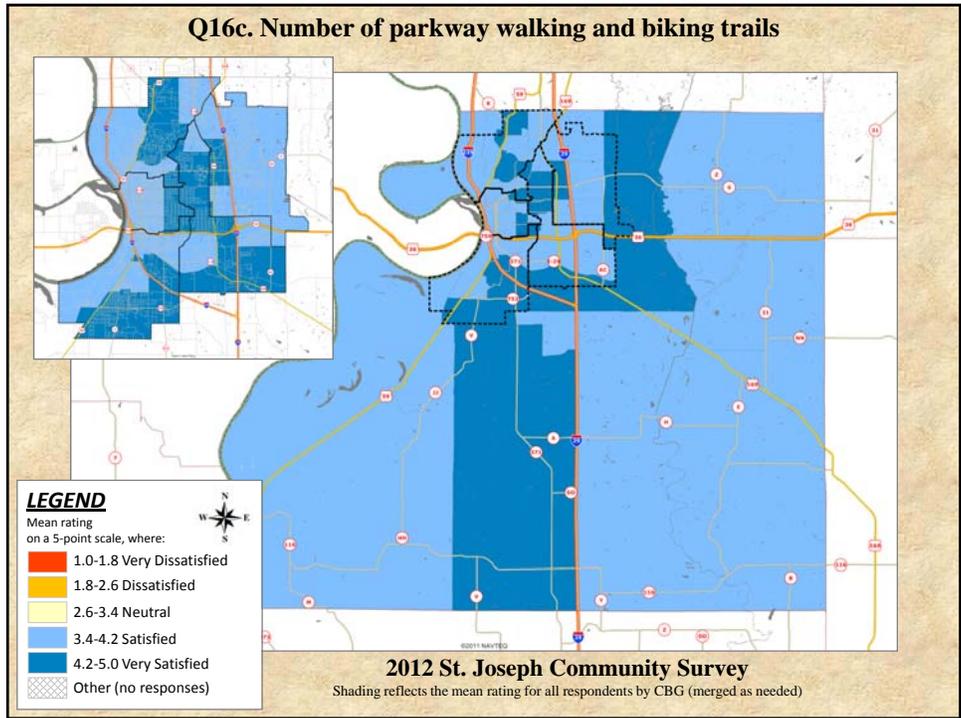
**Q12c. I am very familiar with most of the arts and cultural programs offered in the St. Joseph area**



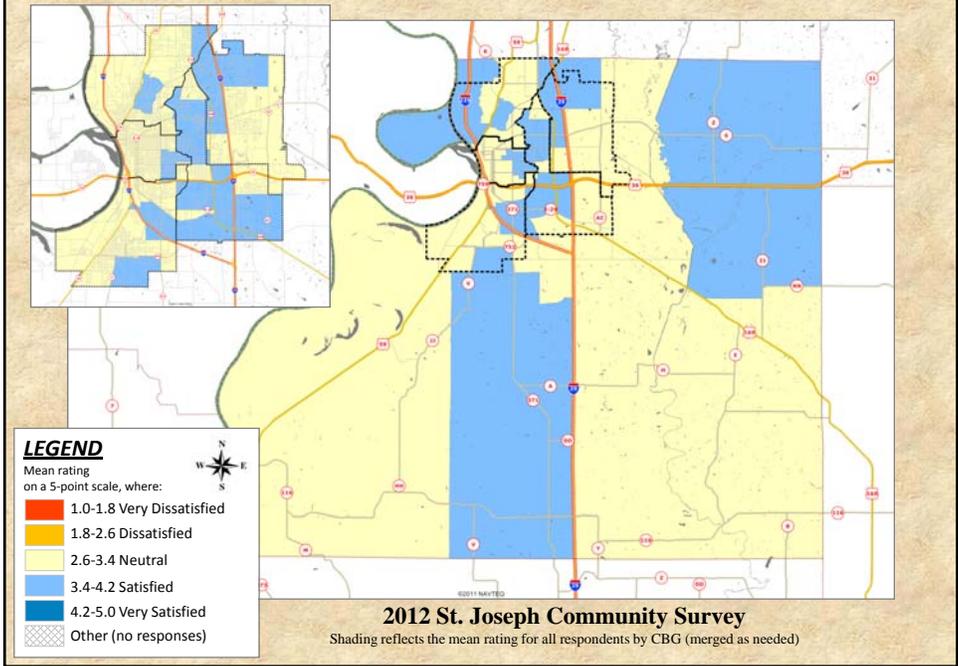
**Q12d. I frequently visit arts/culture/museum facilities in the St. Joseph area**



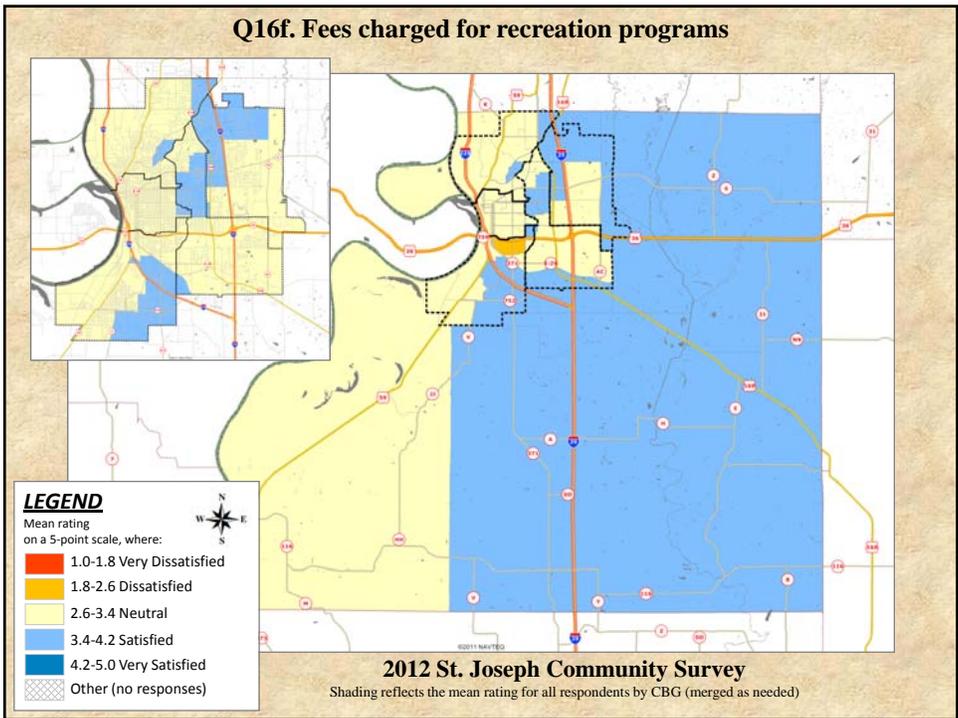


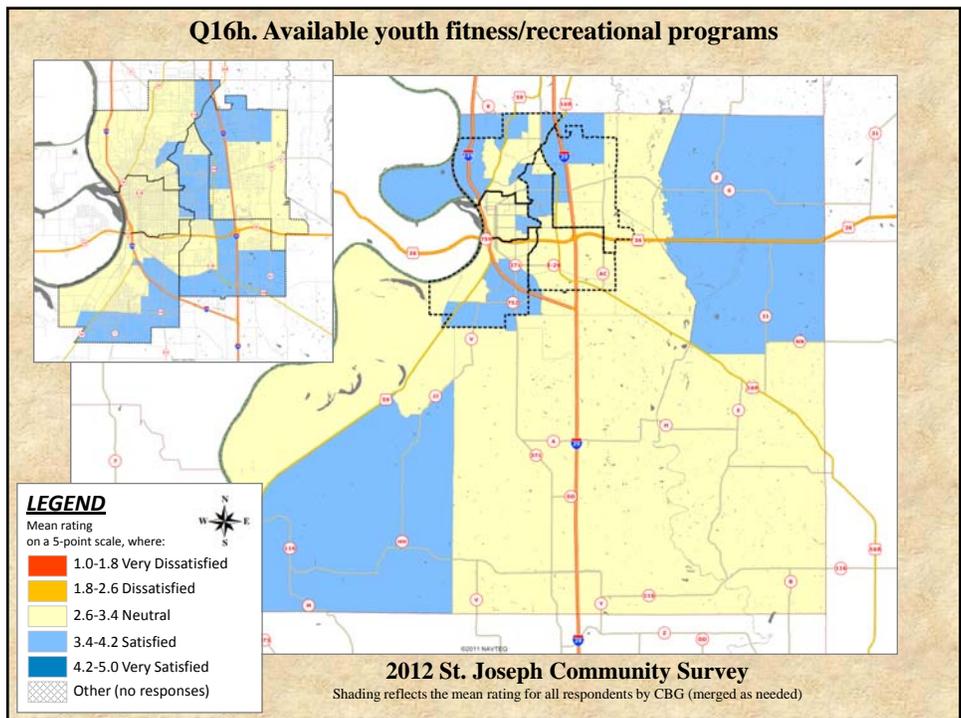
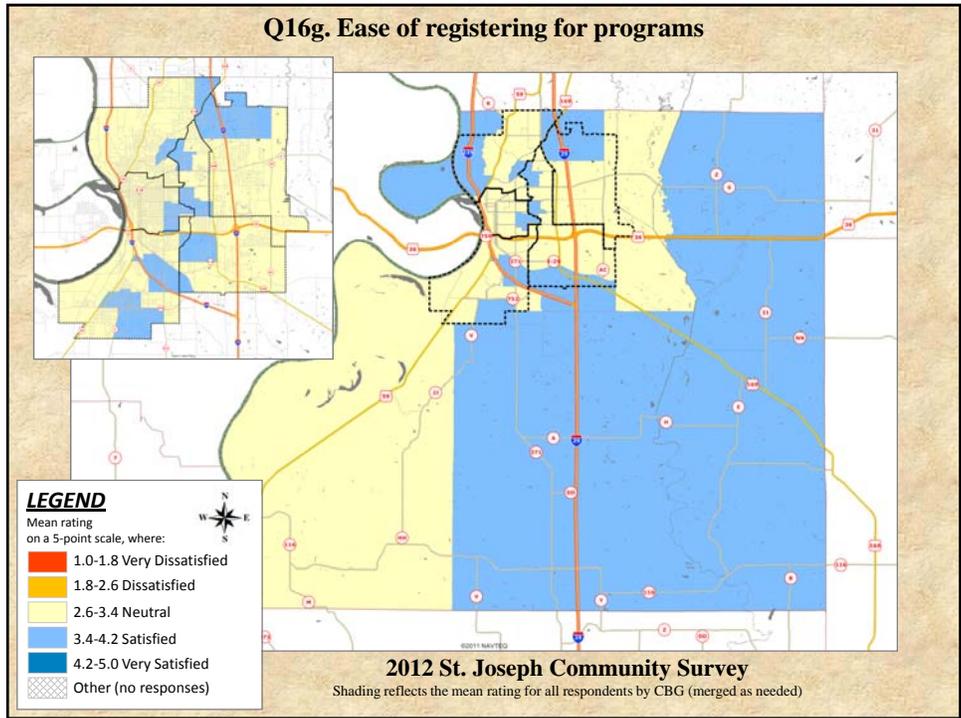


**Q16e. Availability of information about City parks and recreation programs**

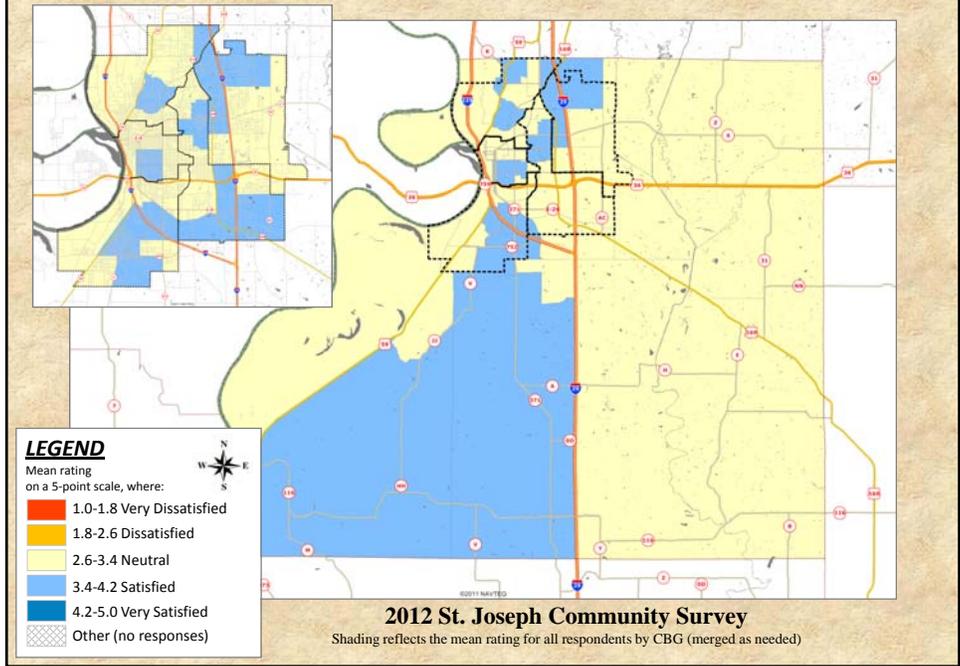


**Q16f. Fees charged for recreation programs**

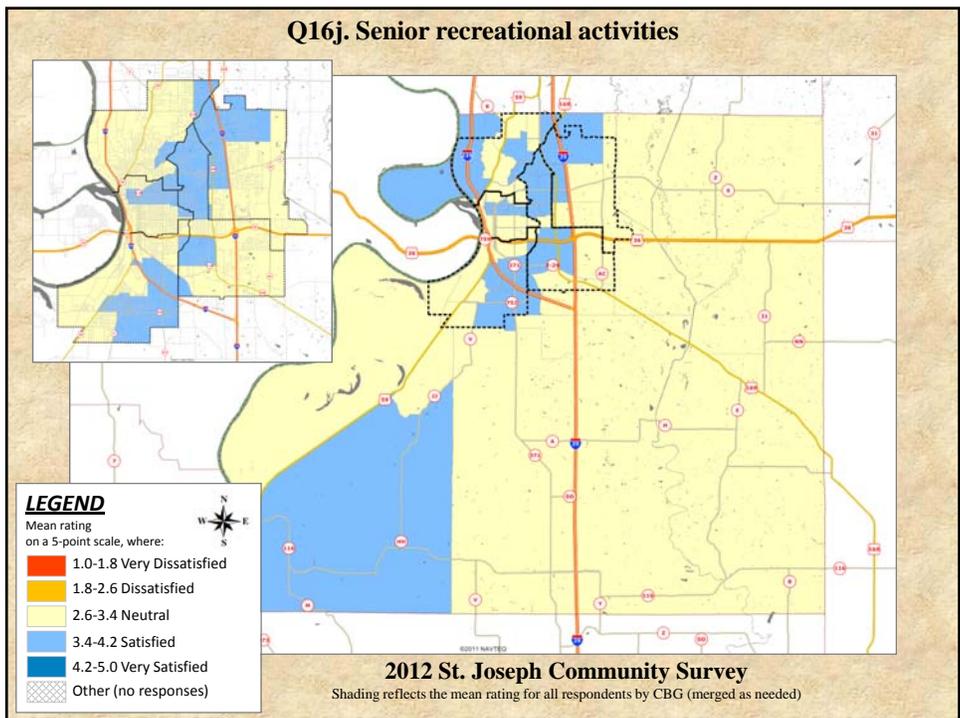




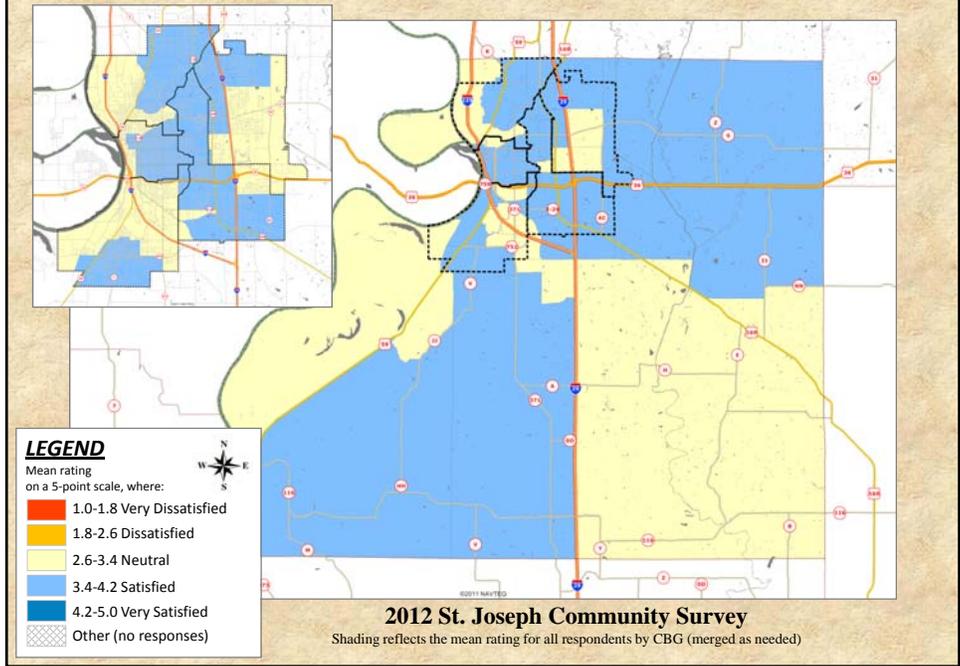
**Q16i. Available adult fitness/recreational programs**



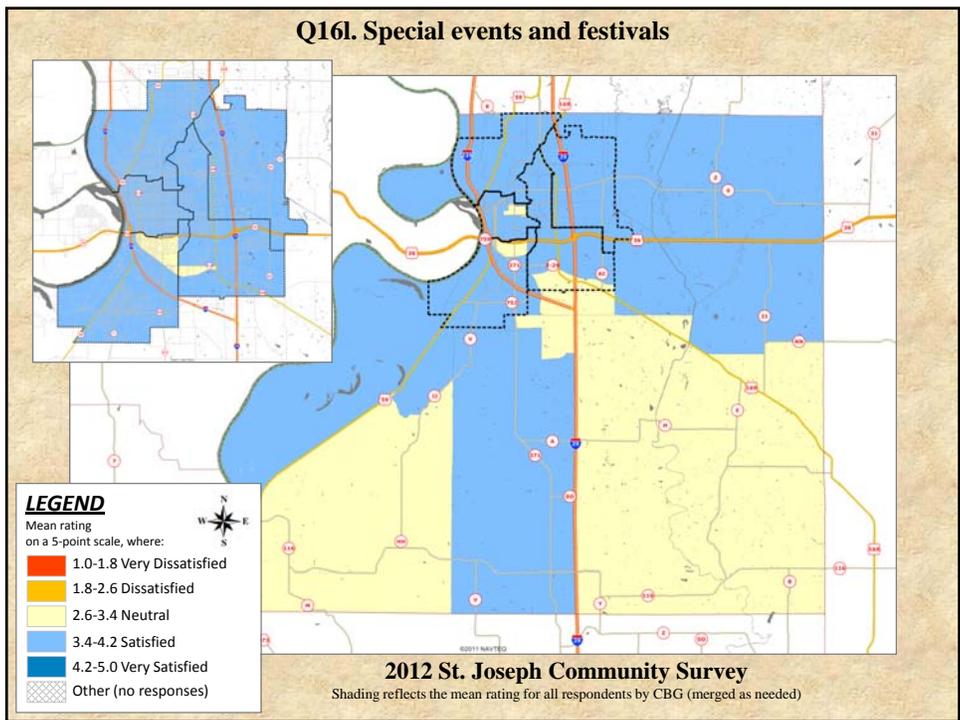
**Q16j. Senior recreational activities**



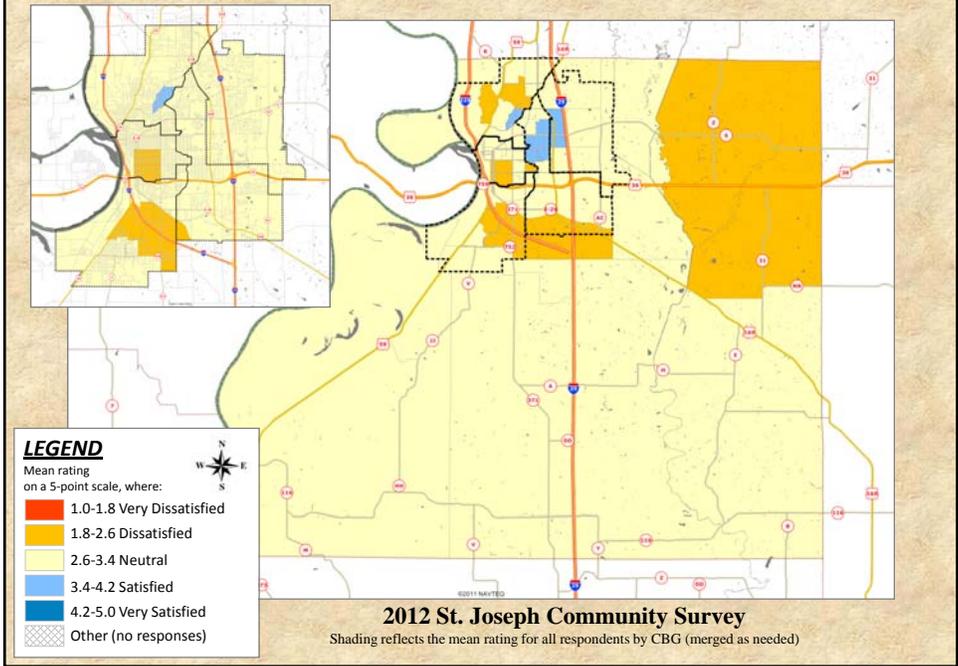
### Q16k. City aquatic park/swimming pools



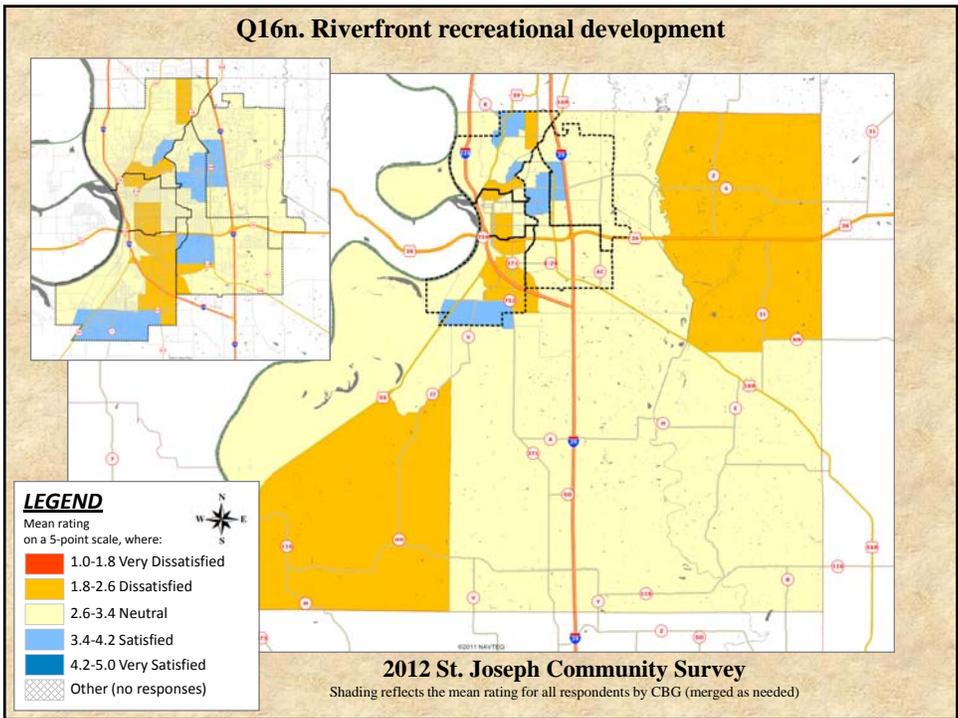
### Q16l. Special events and festivals

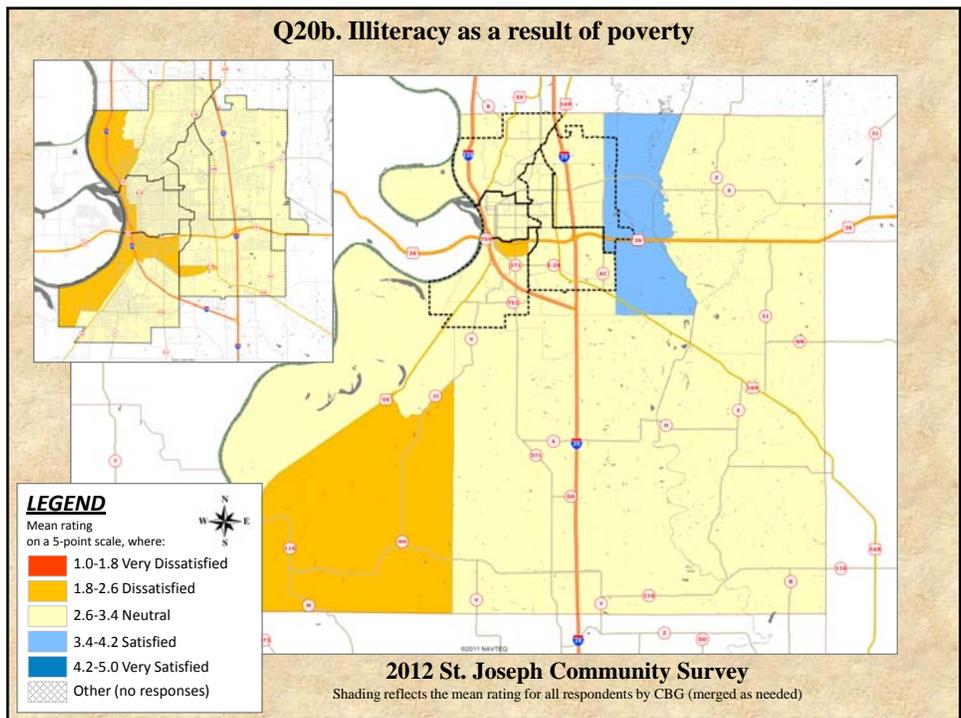
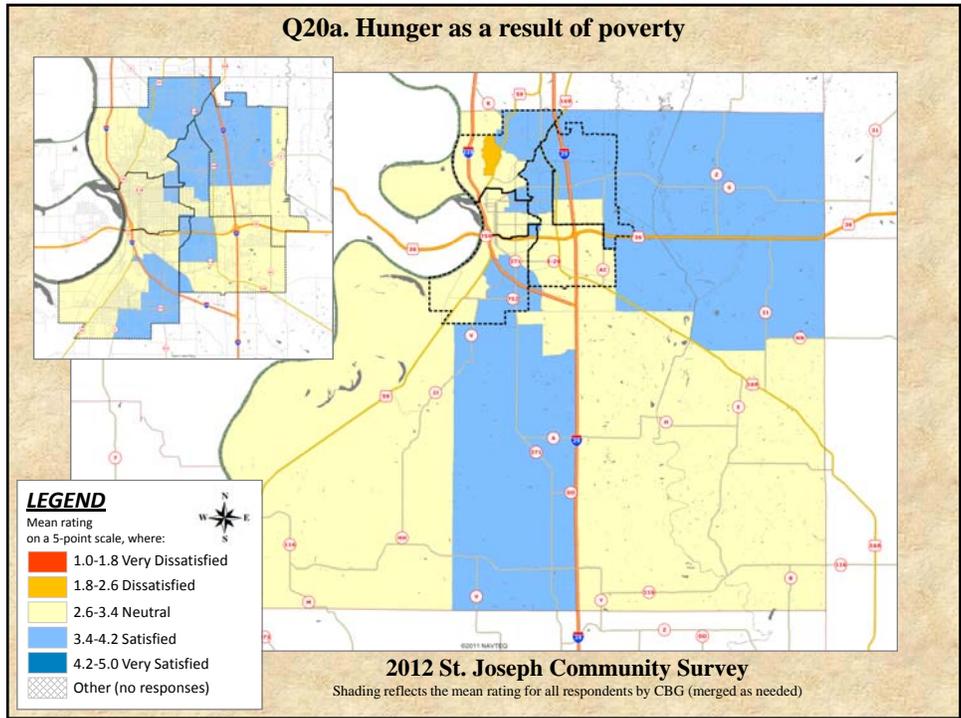


### Q16m. Recreational opportunities at Lake Contrary (Buchanan County)

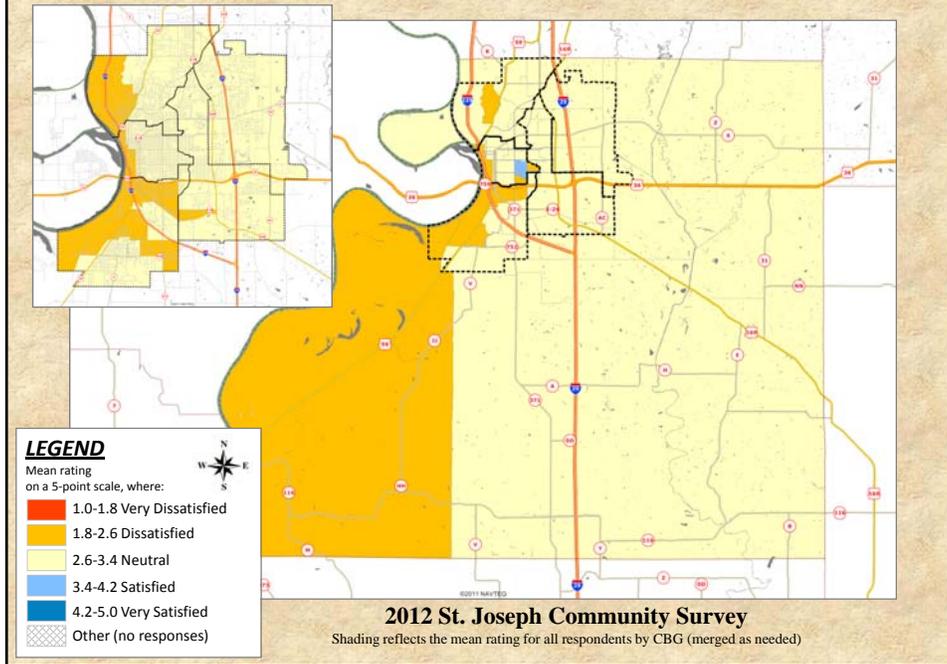


### Q16n. Riverfront recreational development

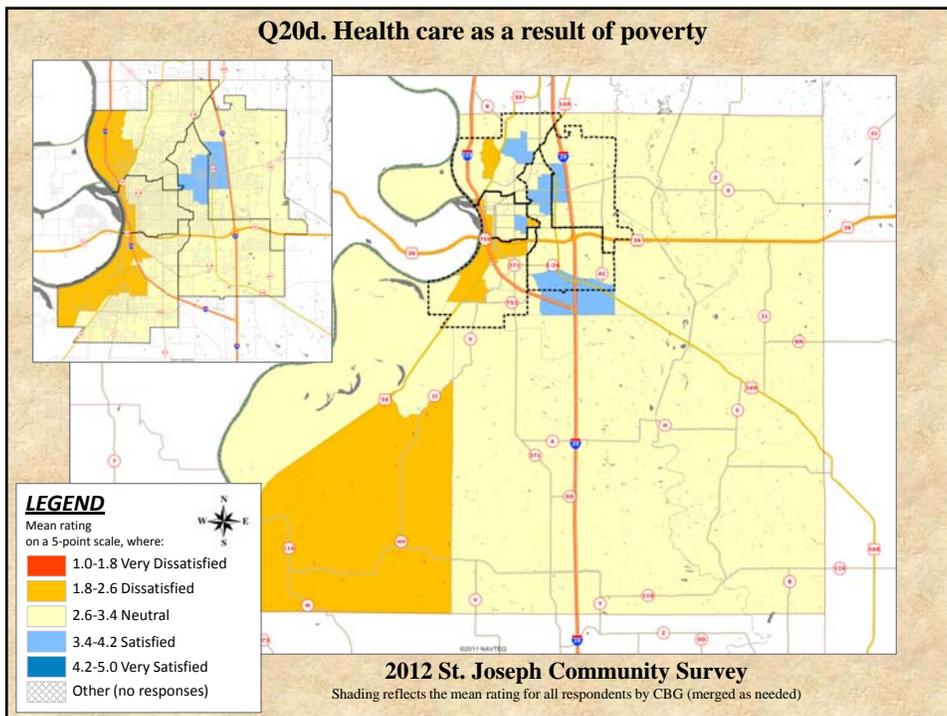




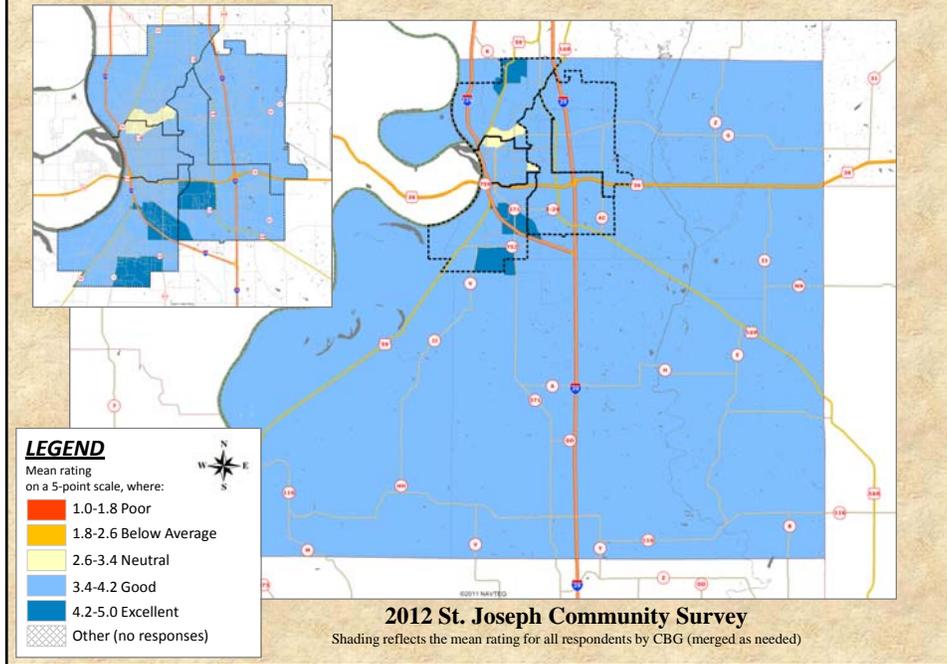
### Q20c. Sub-standard housing as a result of poverty



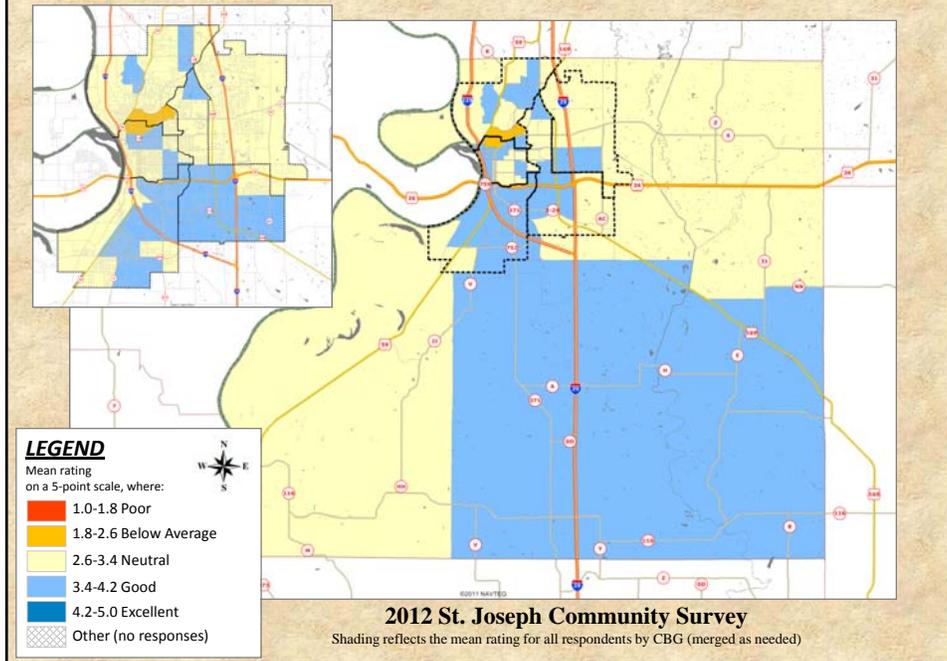
### Q20d. Health care as a result of poverty



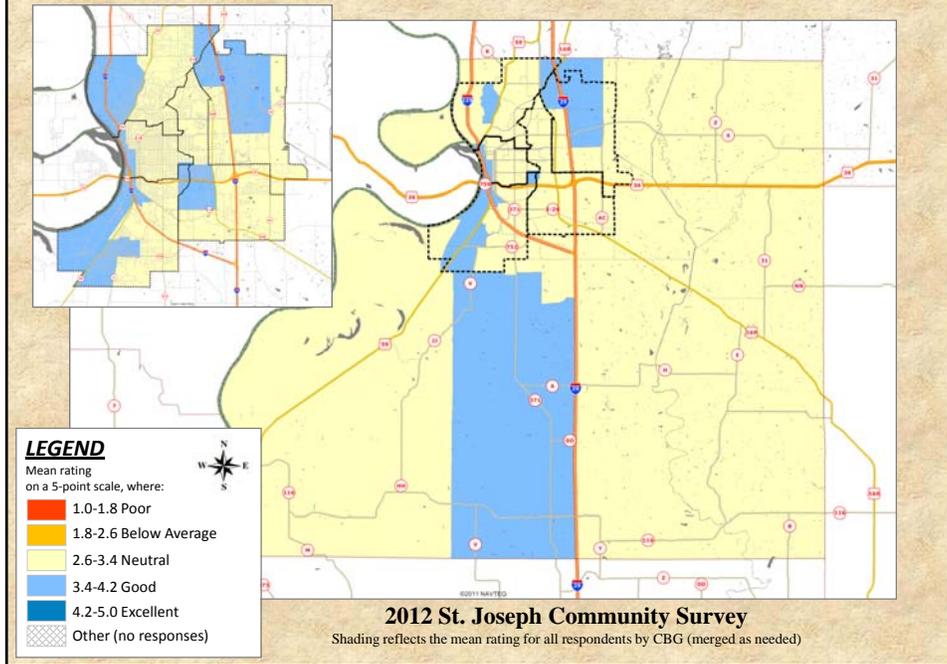
### Q24a. Updating computers and technology



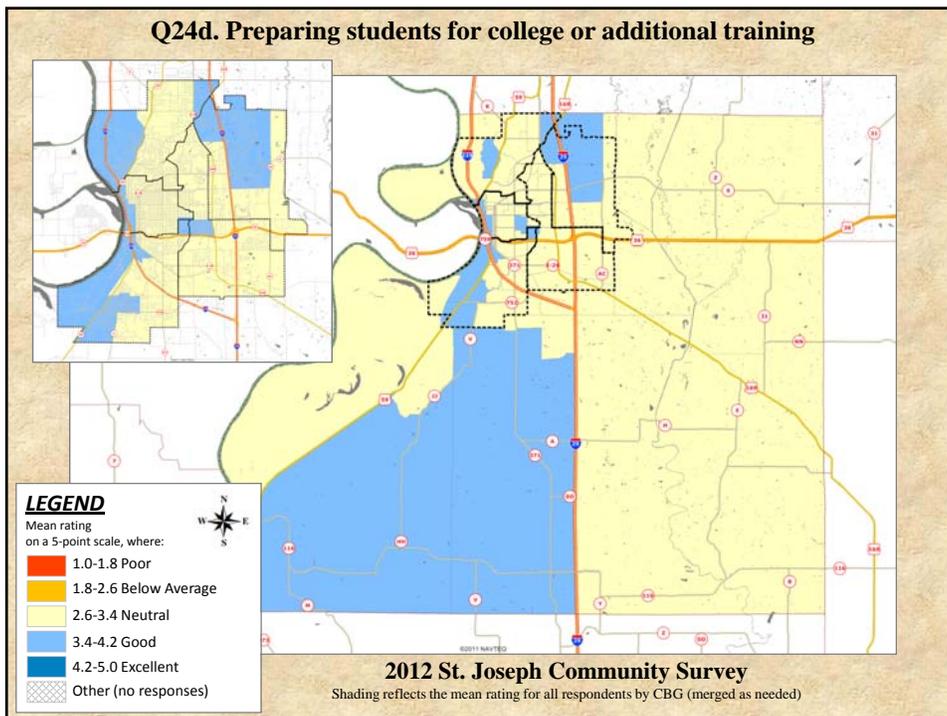
### Q24b. Providing school buildings that are in good repair and physical condition

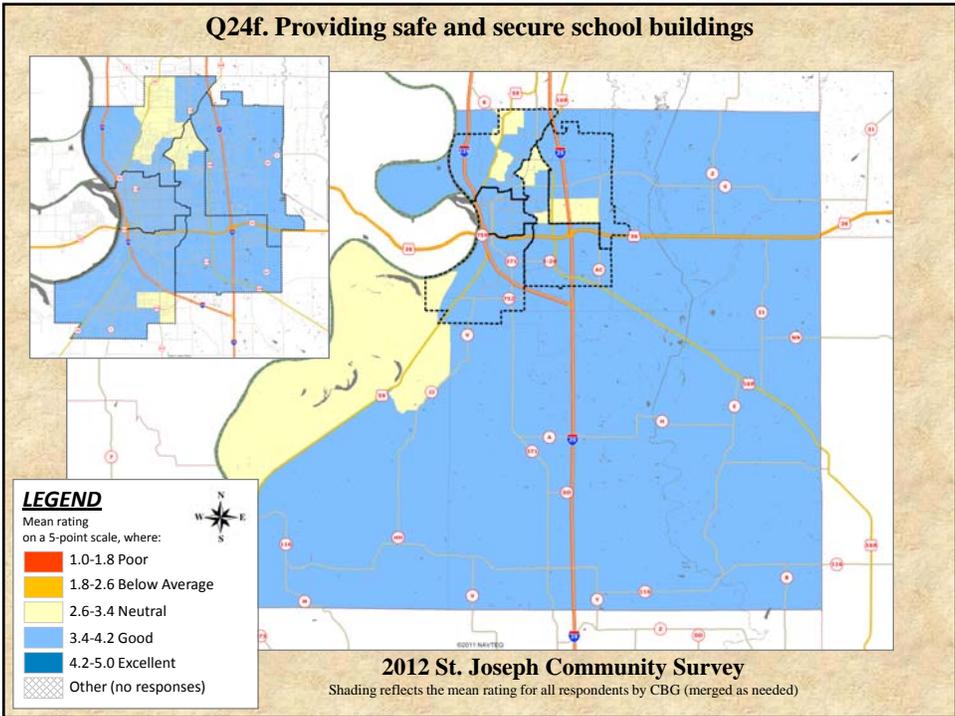
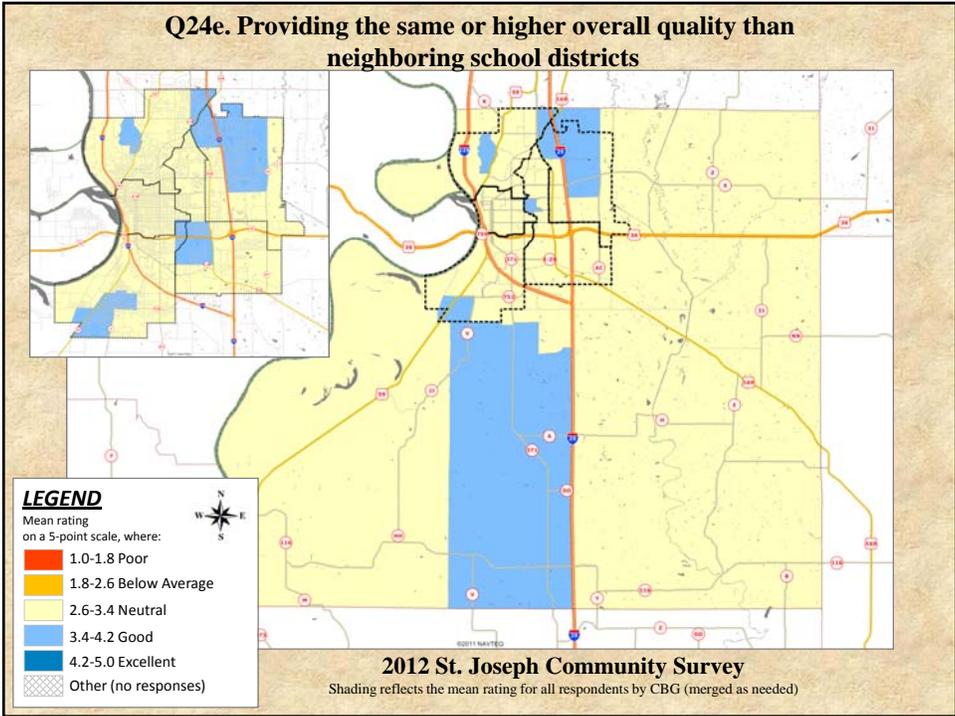


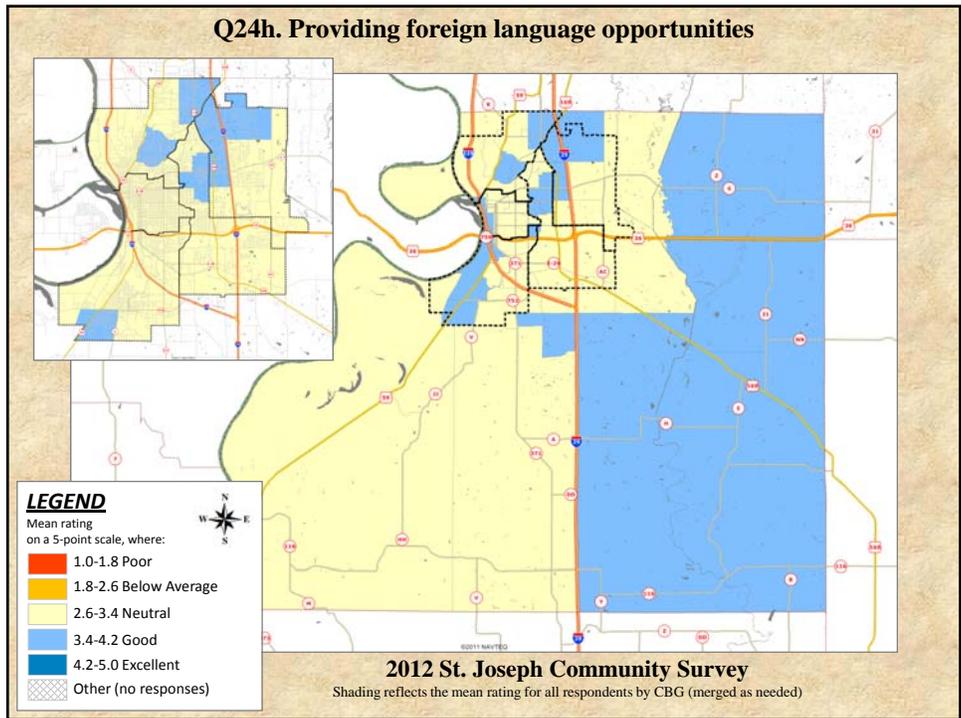
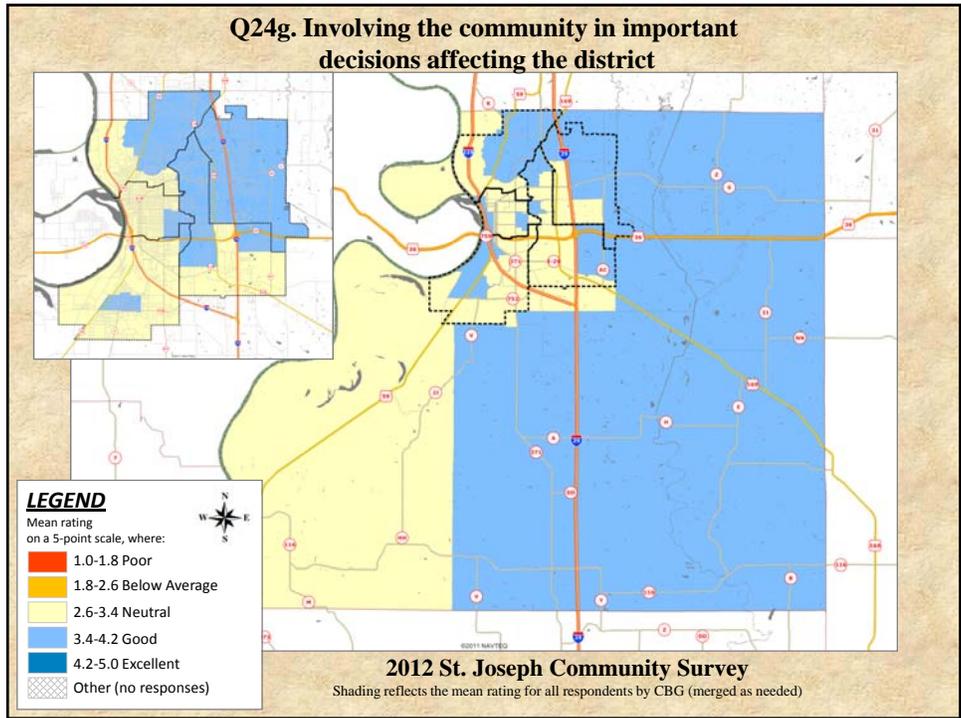
### Q24c. Preparing students for success after high school



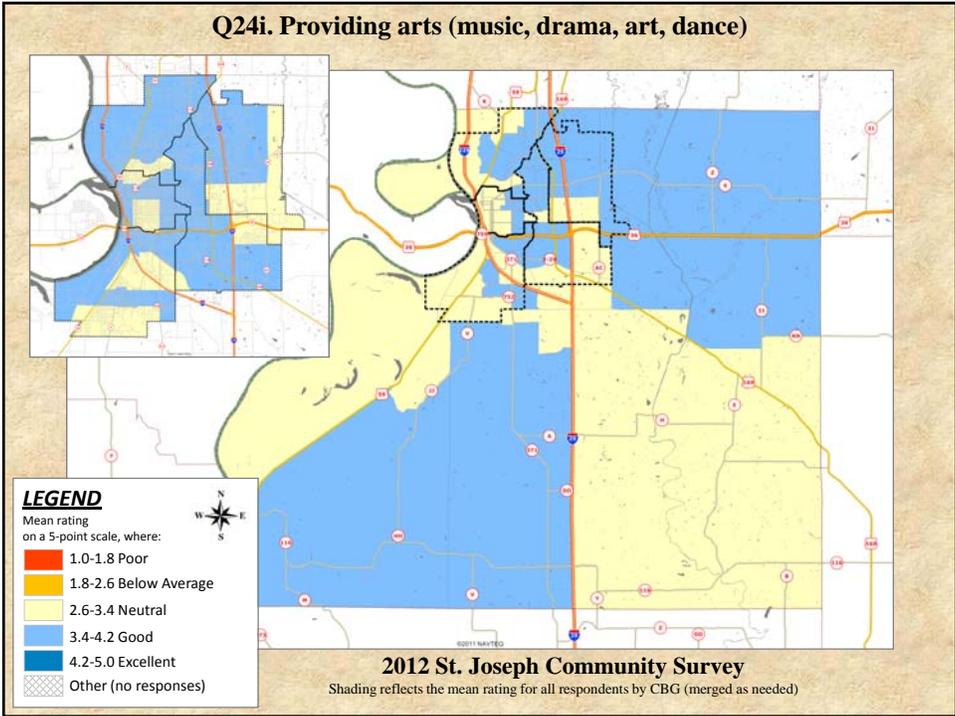
### Q24d. Preparing students for college or additional training



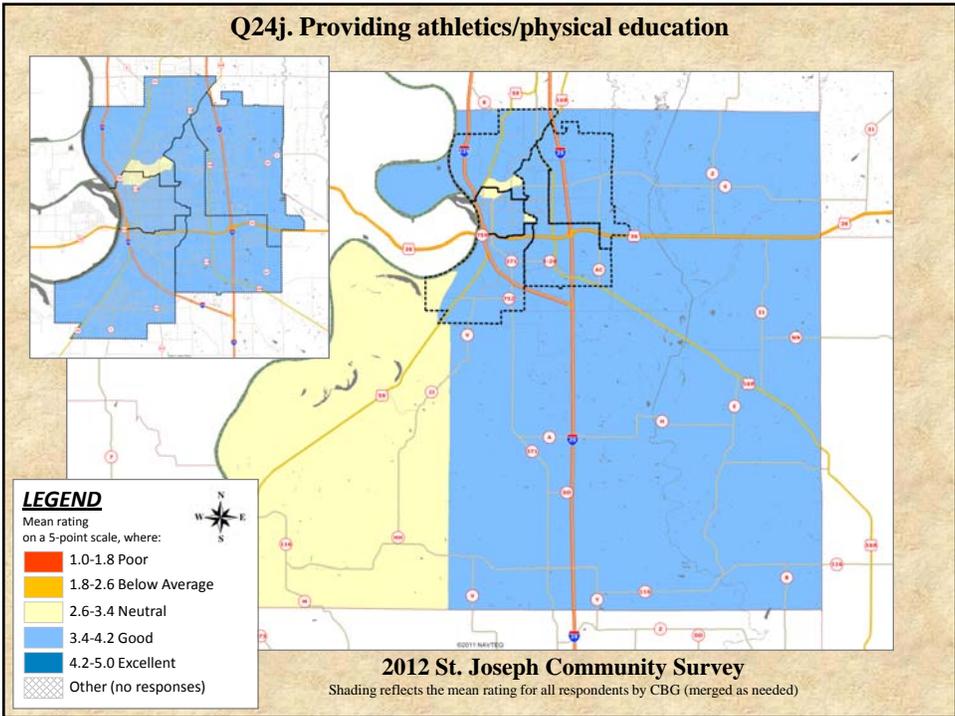




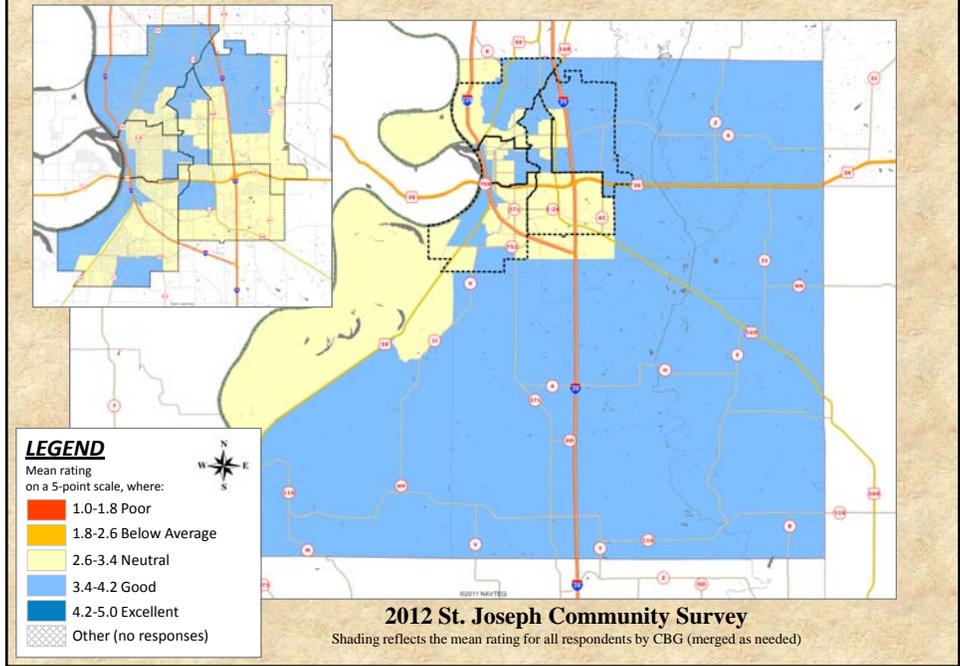
**Q24i. Providing arts (music, drama, art, dance)**



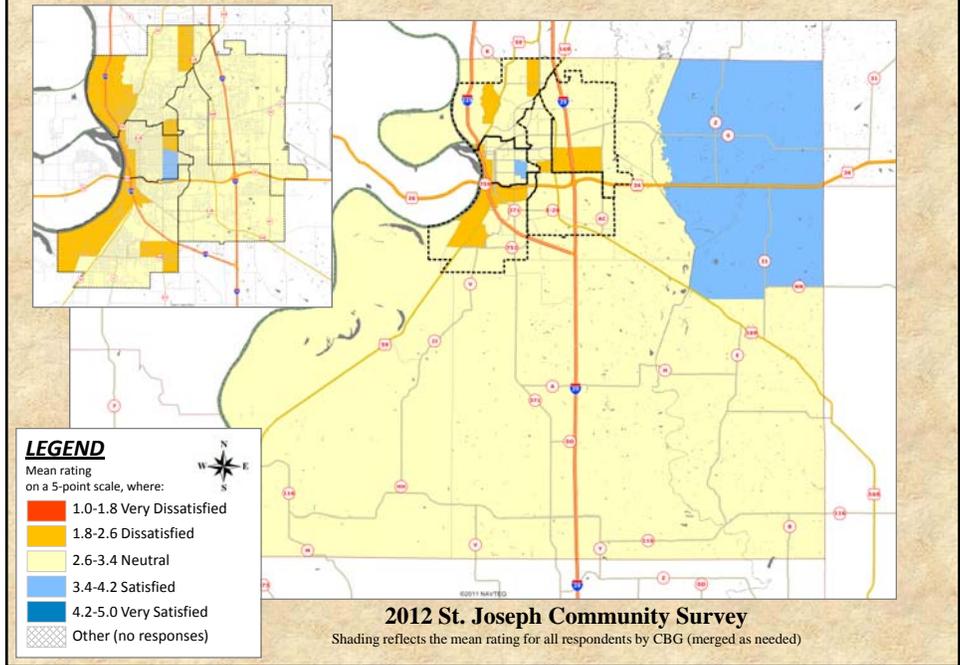
**Q24j. Providing athletics/physical education**



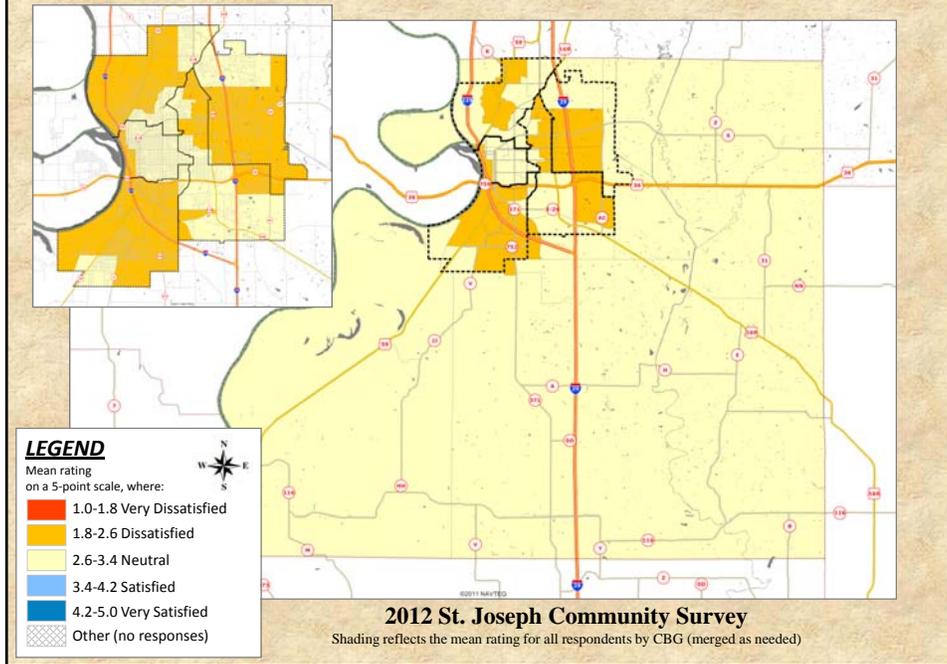
**Q24k. Overall curriculum/course instruction**



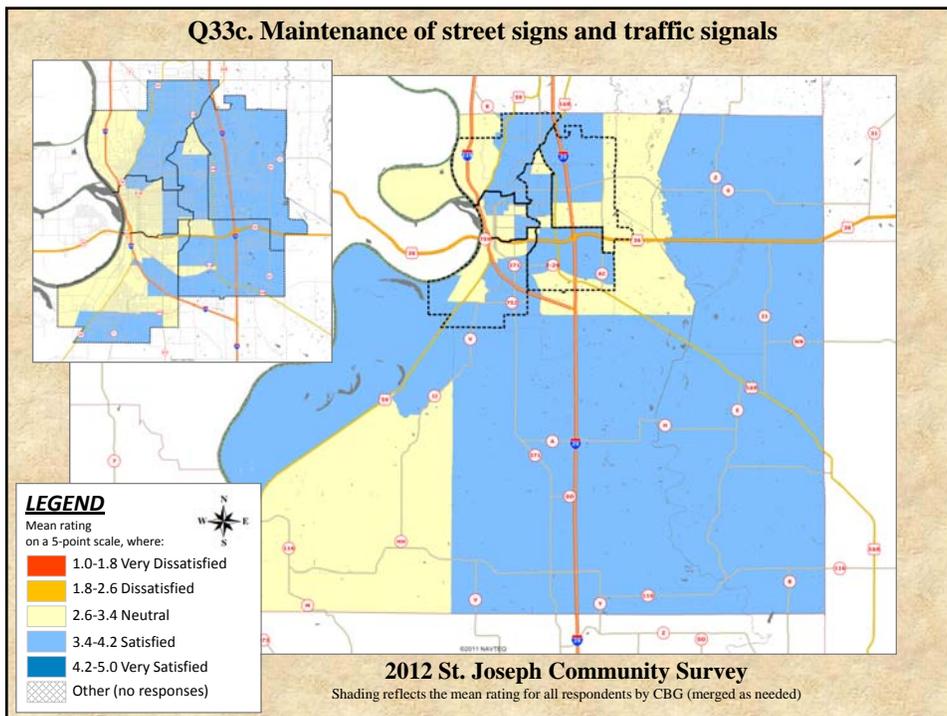
**Q33a. Maintenance of major City streets**

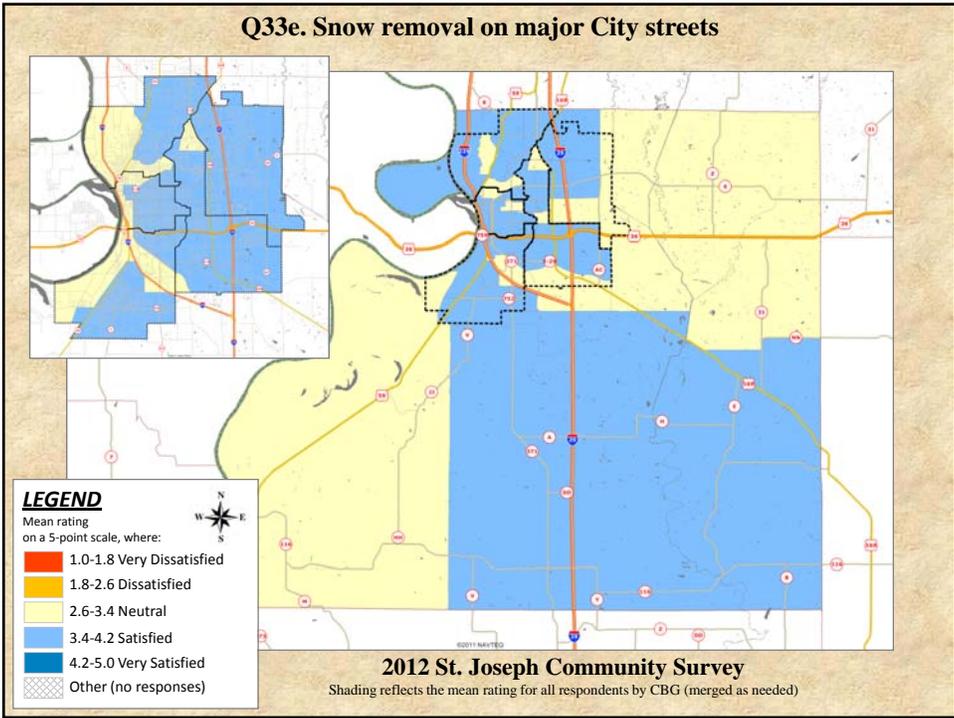
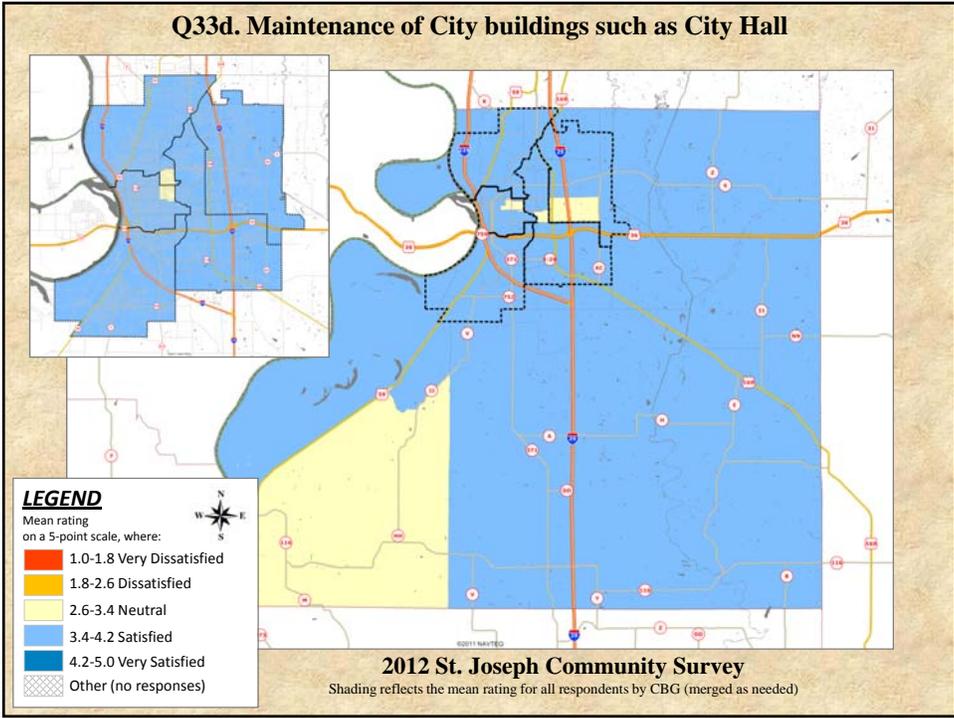


### Q33b. Maintenance of streets in your neighborhood

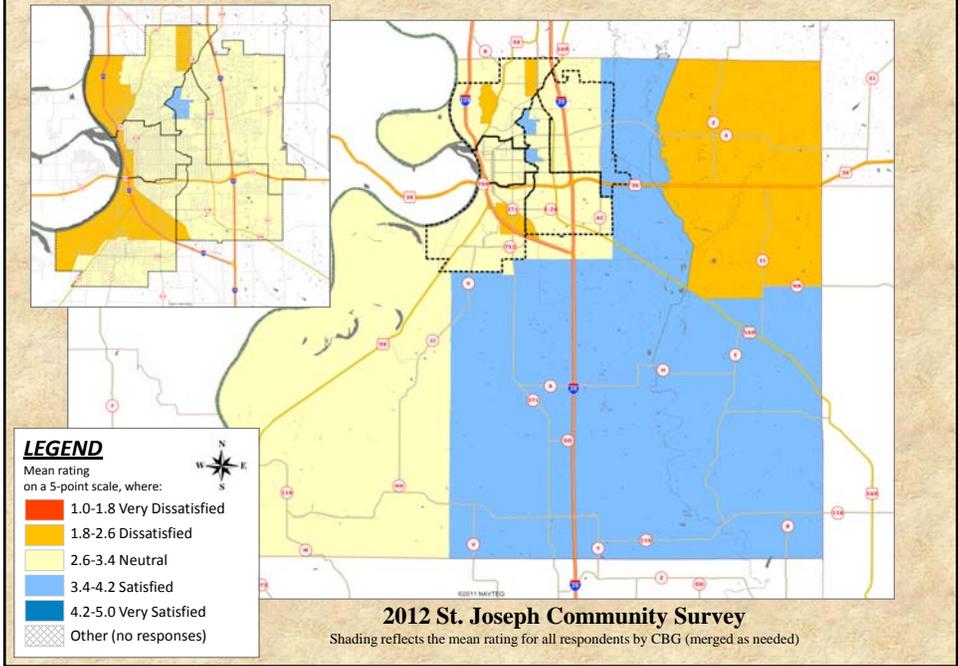


### Q33c. Maintenance of street signs and traffic signals

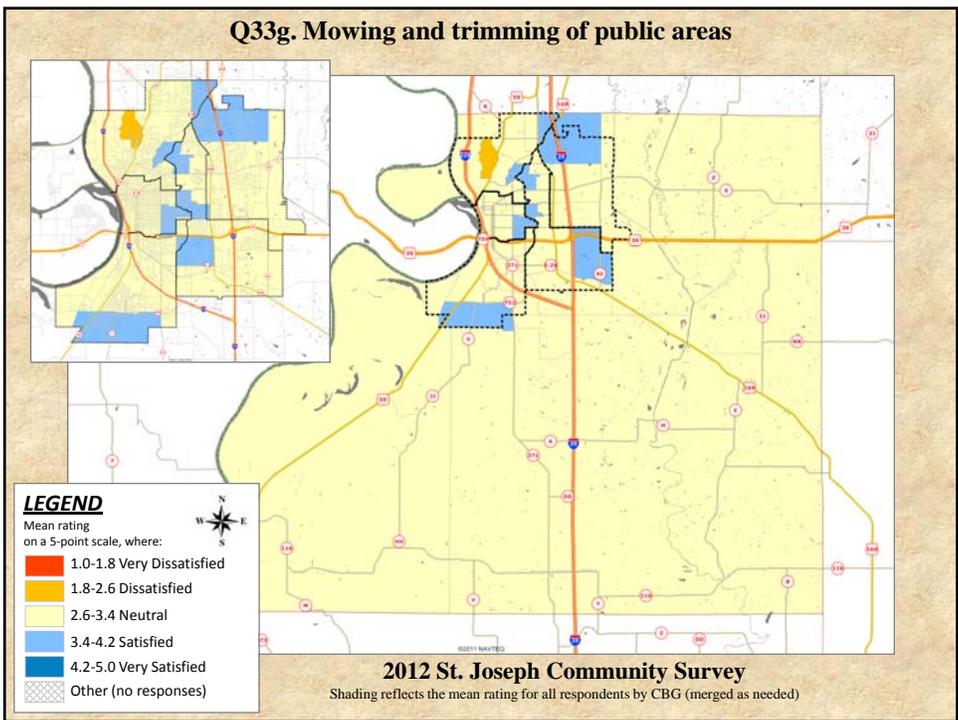


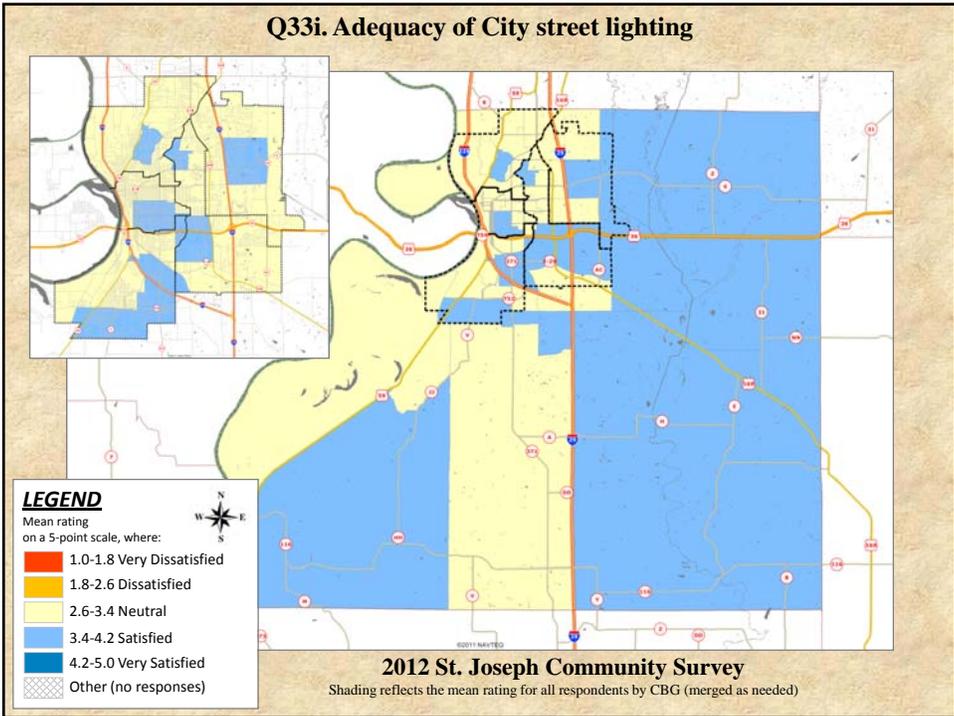
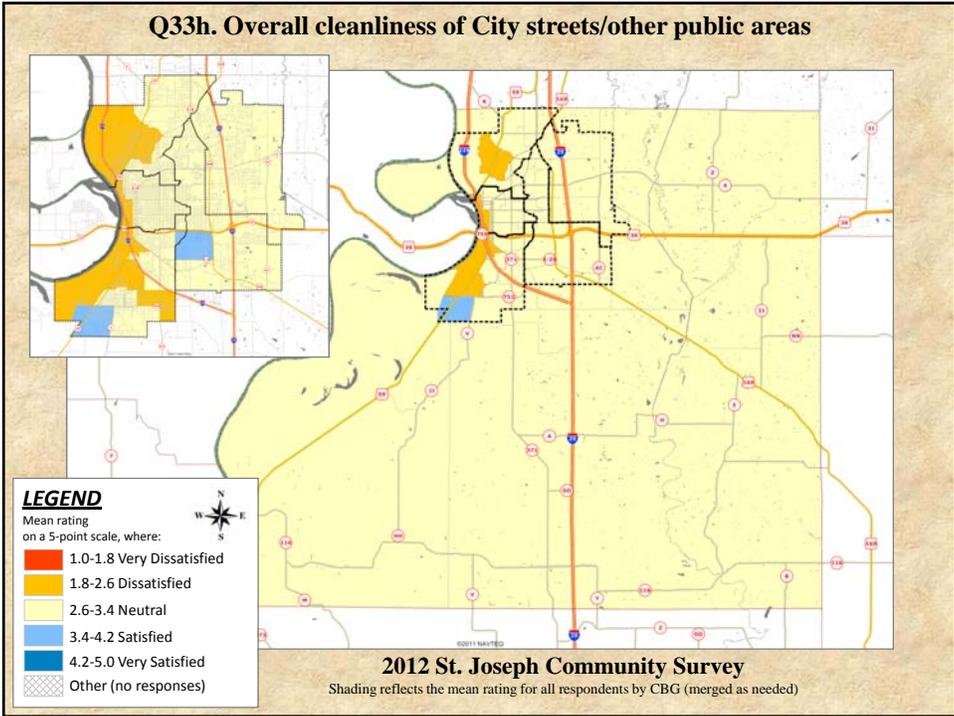


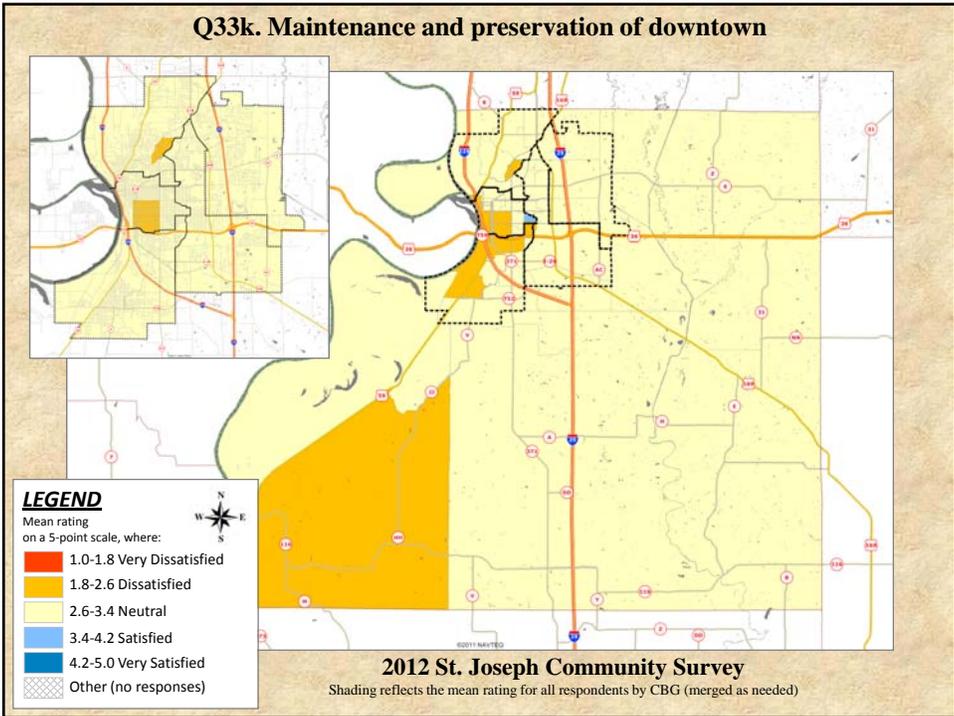
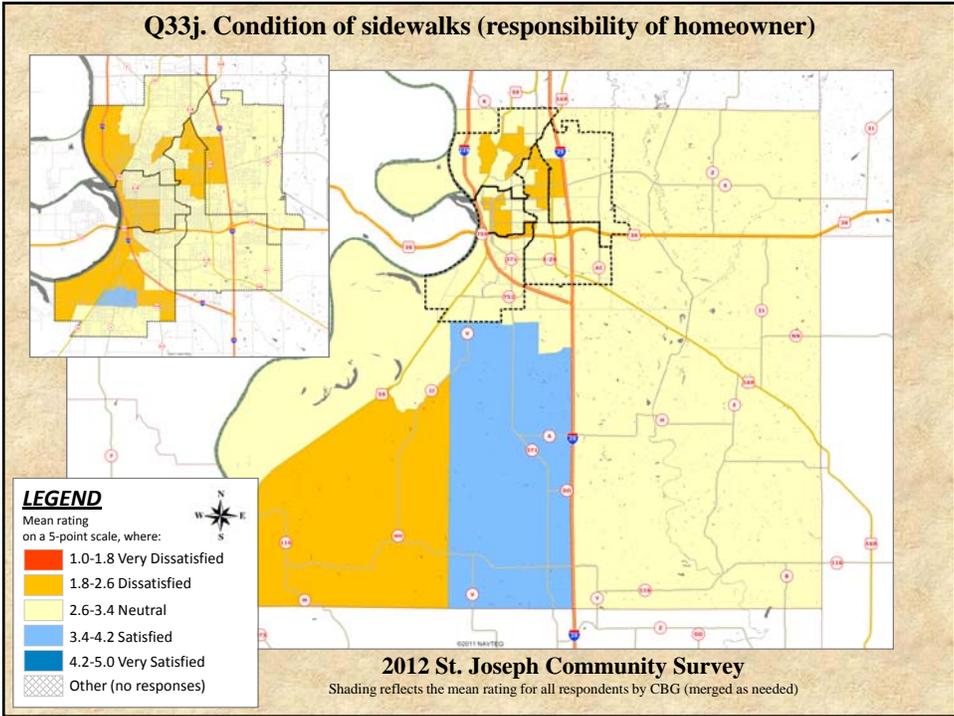
**Q33f. Snow removal on streets in your neighborhood**

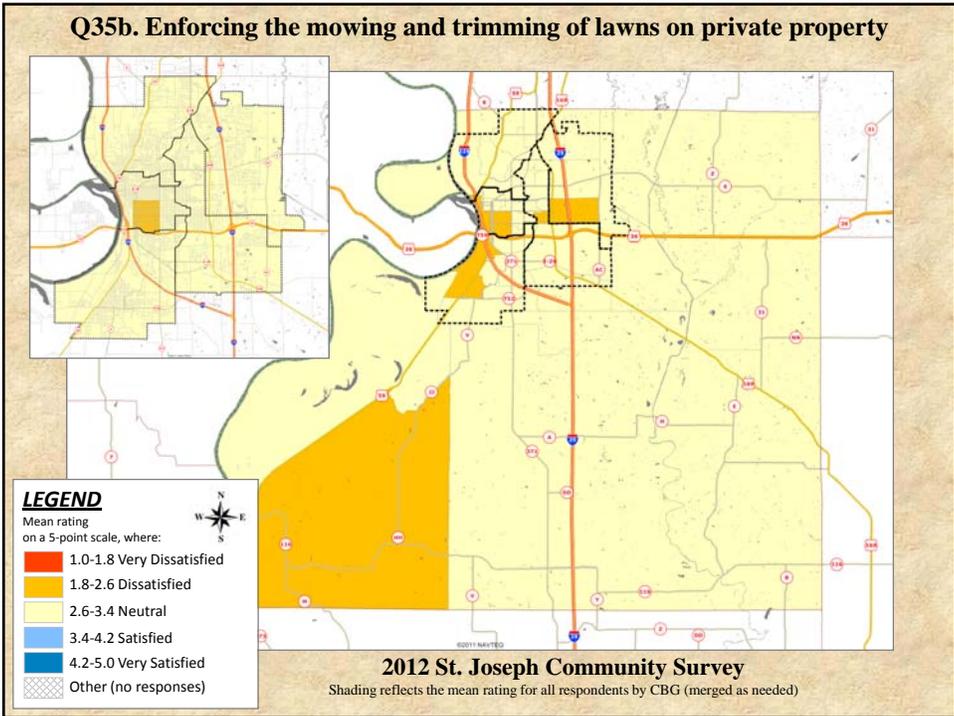
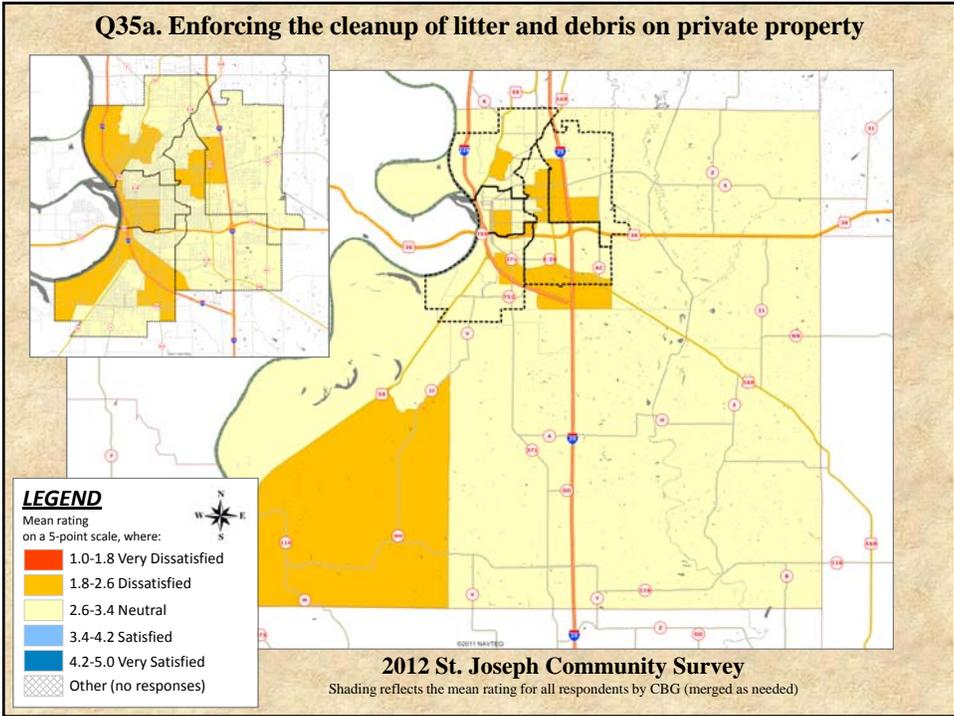


**Q33g. Mowing and trimming of public areas**

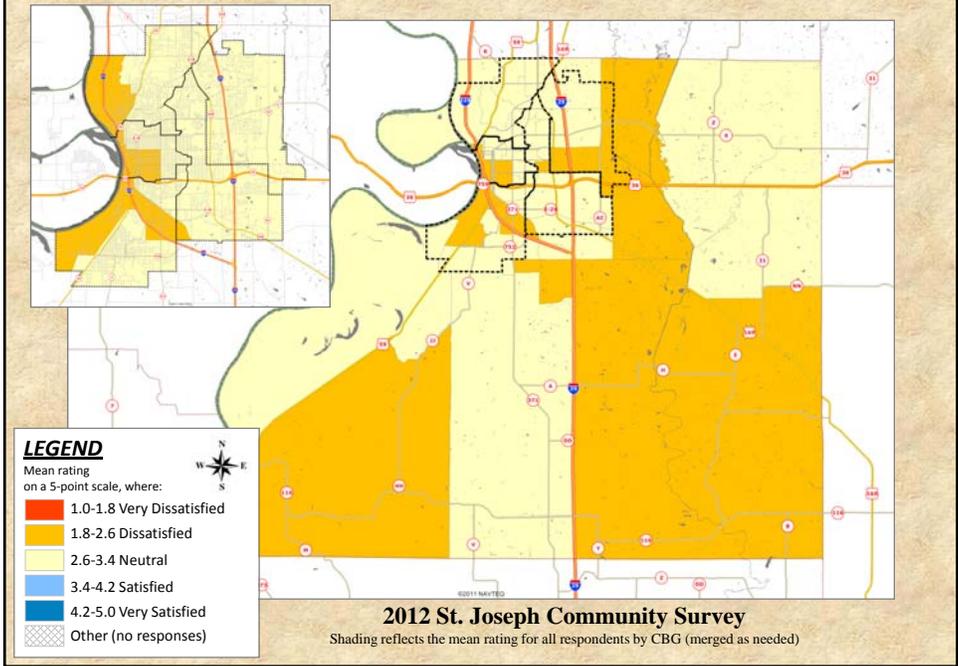




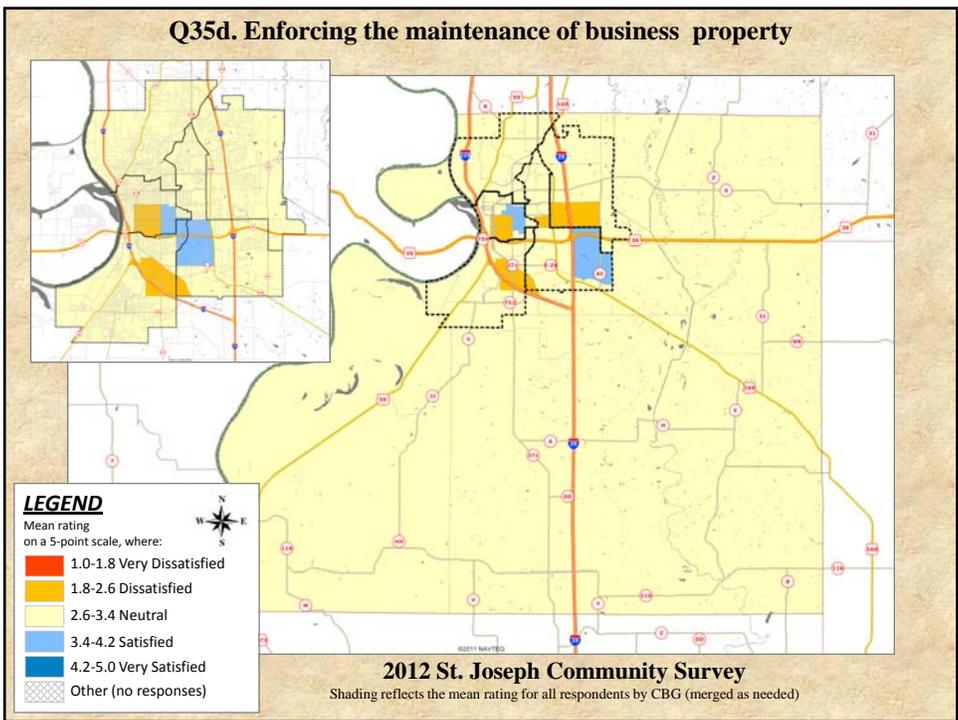




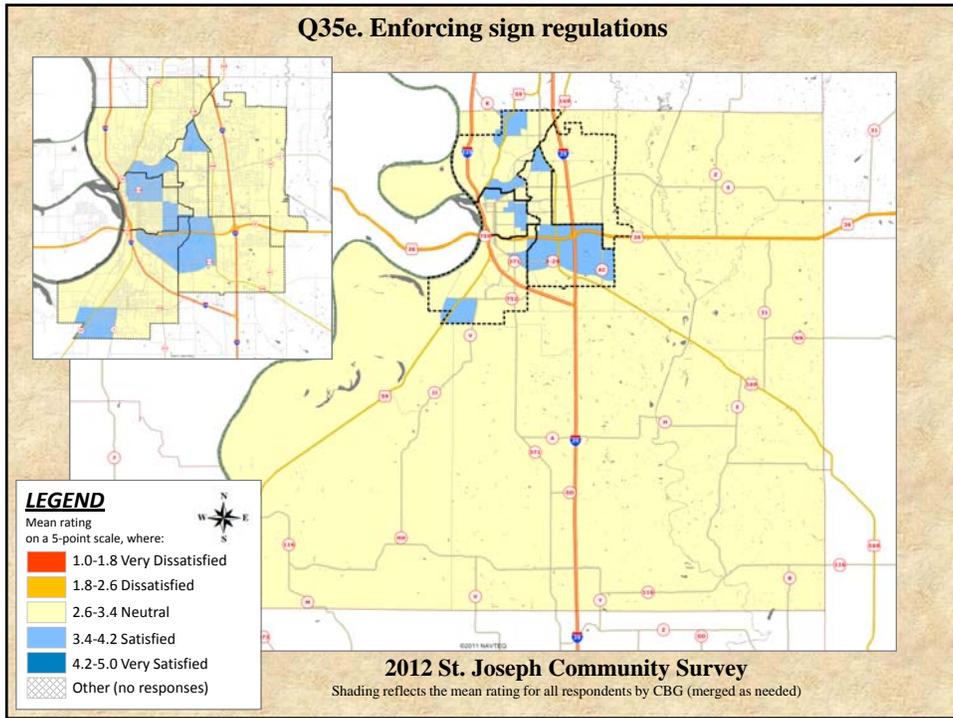
**Q35c. Enforcing the maintenance of residential property (exterior of homes)**



**Q35d. Enforcing the maintenance of business property**



**Q35e. Enforcing sign regulations**



*Section 5:*  
***Tabular Data***

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# 2012 St. Joseph Community Survey

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**Q1. 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=733)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q1a. Overall image of City	3.3%	46.7%	26.6%	17.1%	4.8%	1.6%
Q1b. Overall value you receive for your City tax dollars & fees	4.2%	34.5%	32.1%	17.6%	6.5%	5.0%
Q1c. Overall value you receive for your County tax dollars & fees	4.4%	33.7%	36.7%	16.1%	5.0%	4.1%
Q1d. Overall quality of City services	4.6%	42.2%	32.9%	13.8%	4.1%	2.5%
Q1e. Overall quality of life in City	8.0%	51.4%	23.7%	10.6%	4.2%	1.9%
Q1f. Overall physical appearance of City	3.8%	32.3%	30.2%	24.8%	7.6%	1.2%
Q1g. Overall feeling of safety in City	10.2%	52.5%	21.0%	10.9%	4.5%	0.8%
Q1h. As a place to live	14.7%	54.4%	20.1%	7.1%	2.7%	1.0%
Q1i. As a place to raise children	16.8%	50.2%	18.3%	9.0%	3.0%	2.7%
Q1j. As a place to work	8.2%	40.1%	22.6%	17.3%	9.1%	2.6%

# 2012 St. Joseph Community Survey

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**Q1. 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=733)

	Excellent	Good	Neutral	Below Average	Poor
Q1a. Overall image of City	3.3%	47.4%	27.0%	17.3%	4.9%
Q1b. Overall value you receive for your City tax dollars & fees	4.5%	36.4%	33.8%	18.5%	6.9%
Q1c. Overall value you receive for your County tax dollars & fees	4.6%	35.1%	38.3%	16.8%	5.3%
Q1d. Overall quality of City services	4.8%	43.2%	33.7%	14.1%	4.2%
Q1e. Overall quality of life in City	8.2%	52.4%	24.2%	10.8%	4.3%
Q1f. Overall physical appearance of City	3.9%	32.7%	30.5%	25.1%	7.7%
Q1g. Overall feeling of safety in City	10.3%	53.0%	21.2%	11.0%	4.5%
Q1h. As a place to live	14.9%	55.0%	20.2%	7.2%	2.8%
Q1i. As a place to raise children	17.3%	51.6%	18.8%	9.3%	3.1%
Q1j. As a place to work	8.4%	41.2%	23.2%	17.8%	9.4%

# 2012 St. Joseph Community Survey

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**Q2. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live where you live?**

(N=733)

	Very Important	Somewhat Important	Not Sure	Unimportant	No response
Q2a. Sense of community	38.9%	46.8%	7.5%	4.4%	2.5%
Q2b. Quality of public education	72.2%	18.0%	3.8%	4.6%	1.4%
Q2c. Access to higher education	55.4%	31.0%	4.4%	7.4%	1.9%
Q2d. Adult education programs	35.5%	35.9%	14.1%	12.7%	1.9%
Q2e. Quality care for preschool age children	48.4%	25.9%	10.6%	13.1%	1.9%
Q2f. Types of housing	46.5%	37.1%	9.5%	5.3%	1.5%
Q2g. Quality of housing	56.8%	33.2%	5.2%	3.3%	1.6%
Q2h. Access to quality shopping	45.4%	44.2%	4.8%	4.4%	1.2%
Q2i. Availability of parks & recreation opportunities	53.2%	38.1%	4.1%	3.4%	1.2%
Q2j. Living near family or friends	52.7%	34.1%	5.0%	6.8%	1.4%
Q2k. Safety & security	74.8%	19.5%	1.9%	2.2%	1.6%
Q2l. Accessibility to airport & other communities	34.0%	47.2%	7.9%	9.5%	1.4%
Q2m. Quality health care	70.1%	22.2%	3.1%	3.0%	1.5%
Q2n. Public transportation	21.0%	32.1%	15.3%	29.9%	1.8%

# 2012 St. Joseph Community Survey

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**Q2. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live where you live? (without "no response")**

(N=733)

	Very Important	Somewhat Important	Not Sure	Unimportant
Q2a. Sense of community	39.9%	48.0%	7.7%	4.5%
Q2b. Quality of public education	73.2%	18.3%	3.9%	4.7%
Q2c. Access to higher education	56.5%	31.6%	4.5%	7.5%
Q2d. Adult education programs	36.2%	36.6%	14.3%	12.9%
Q2e. Quality care for preschool age children	49.4%	26.4%	10.8%	13.4%
Q2f. Types of housing	47.2%	37.7%	9.7%	5.4%
Q2g. Quality of housing	57.7%	33.7%	5.3%	3.3%
Q2h. Access to quality shopping	46.0%	44.8%	4.8%	4.4%
Q2i. Availability of parks & recreation opportunities	53.9%	38.5%	4.1%	3.5%
Q2j. Living near family or friends	53.4%	34.6%	5.1%	6.9%
Q2k. Safety & security	76.0%	19.8%	1.9%	2.2%
Q2l. Accessibility to airport & other communities	34.4%	47.9%	8.0%	9.7%
Q2m. Quality health care	71.2%	22.6%	3.2%	3.0%
Q2n. Public transportation	21.4%	32.6%	15.6%	30.4%

# 2012 St. Joseph Community Survey

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

(N=733)

	Yes	No	No response
Q2a. Sense of community	44.2%	16.6%	39.2%
Q2b. Quality of public education	42.8%	16.9%	40.2%
Q2c. Access to higher education	52.5%	5.6%	41.9%
Q2d. Adult education programs	42.2%	12.3%	45.6%
Q2e. Quality care for preschool age children	40.8%	10.8%	48.4%
Q2f. Types of housing	45.8%	10.4%	43.8%
Q2g. Quality of housing	44.3%	12.4%	43.2%
Q2h. Access to quality shopping	50.5%	8.3%	41.2%
Q2i. Availability of parks & recreation opportunities	49.9%	8.6%	41.5%
Q2j. Living near family or friends	51.4%	6.7%	41.9%
Q2k. Safety & security	46.9%	12.1%	40.9%
Q2l. Accessibility to airport & other communities	49.2%	7.9%	42.8%
Q2m. Quality health care	39.2%	19.9%	40.9%
Q2n. Public transportation	44.9%	9.0%	46.1%

# 2012 St. Joseph Community Survey

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## **Q2. Then, please indicate if your needs are being met in St. Joseph/Buchanan County. (without "no response")**

(N=733)

	Yes	No
Q2a. Sense of community	72.6%	27.4%
Q2b. Quality of public education	71.7%	28.3%
Q2c. Access to higher education	90.4%	9.6%
Q2d. Adult education programs	77.4%	22.6%
Q2e. Quality care for preschool age children	79.1%	20.9%
Q2f. Types of housing	81.6%	18.4%
Q2g. Quality of housing	78.1%	21.9%
Q2h. Access to quality shopping	85.8%	14.2%
Q2i. Availability of parks & recreation opportunities	85.3%	14.7%
Q2j. Living near family or friends	88.5%	11.5%
Q2k. Safety & security	79.4%	20.6%
Q2l. Accessibility to airport & other communities	86.2%	13.8%
Q2m. Quality health care	66.3%	33.7%
Q2n. Public transportation	83.3%	16.7%

# 2012 St. Joseph Community Survey

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## **Q3. Which THREE of these reasons 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	54	7.4 %
Quality of public education	95	13.0 %
Access to higher education	13	1.8 %
Adult education programs	2	0.3 %
Quality care for preschool age children	2	0.3 %
Types of housing	18	2.5 %
Quality of housing	25	3.4 %
Access to quality shopping	9	1.2 %
Availability of parks & recreation opportunities	10	1.4 %
Living near family or friends	201	27.4 %
Safety & security	130	17.7 %
Accessibility to airport & other communities	5	0.7 %
Quality health care	44	6.0 %
Public transportation	7	1.0 %
None chosen	118	16.1 %
Total	733	100.0 %

## **Q3. Which THREE of these reasons 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	27	3.7 %
Quality of public education	65	8.9 %
Access to higher education	23	3.1 %
Adult education programs	3	0.4 %
Quality care for preschool age children	13	1.8 %
Types of housing	13	1.8 %
Quality of housing	36	4.9 %
Access to quality shopping	34	4.6 %
Availability of parks & recreation opportunities	34	4.6 %
Living near family or friends	69	9.4 %
Safety & security	165	22.5 %
Accessibility to airport & other communities	19	2.6 %
Quality health care	95	13.0 %
Public transportation	6	0.8 %
None chosen	131	17.9 %
Total	733	100.0 %

# 2012 St. Joseph Community Survey

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**Q3. Which THREE of these reasons 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	46	6.3 %
Quality of public education	49	6.7 %
Access to higher education	19	2.6 %
Adult education programs	9	1.2 %
Quality care for preschool age children	2	0.3 %
Types of housing	30	4.1 %
Quality of housing	43	5.9 %
Access to quality shopping	34	4.6 %
Availability of parks & recreation opportunities	51	7.0 %
Living near family or friends	50	6.8 %
Safety & security	102	13.9 %
Accessibility to airport & other communities	32	4.4 %
Quality health care	116	15.8 %
Public transportation	9	1.2 %
None chosen	141	19.2 %
Total	733	100.0 %

**Q3. Which THREE of these reasons will have the most impact on your decision to stay in St. Joseph/Buchanan County for the next 10 years? (top 3)**

Q3. Top choice	Number	Percent
Sense of community	127	17.3 %
Quality of public education	209	28.5 %
Access to higher education	55	7.5 %
Adult education programs	14	1.9 %
Quality care for preschool age children	17	2.3 %
Types of housing	61	8.3 %
Quality of housing	104	14.2 %
Access to quality shopping	77	10.5 %
Availability of parks & recreation opportunities	95	13.0 %
Living near family or friends	320	43.7 %
Safety & security	397	54.2 %
Accessibility to airport & other communities	56	7.6 %
Quality health care	255	34.8 %
Public transportation	22	3.0 %
None chosen	118	16.1 %
Total	1927	

## 2012 St. Joseph Community Survey

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**Q4. 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=733)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4a. Overall quality of police & fire services	20.5%	53.6%	13.2%	6.7%	3.3%	2.7%
Q4b. Overall quality of City parks & recreation programs & facilities	21.6%	48.2%	16.8%	9.4%	2.0%	2.0%
Q4c. Overall maintenance of City streets	1.6%	19.2%	26.3%	34.5%	17.2%	1.1%
Q4d. Overall maintenance of buildings & facilities	10.1%	46.2%	29.5%	8.0%	1.9%	4.2%
Q4e. Overall quality of City water & sewer utilities	7.4%	40.4%	28.6%	14.3%	6.4%	2.9%
Q4f. Overall enforcement of City codes/ordinances	4.8%	29.3%	36.3%	15.4%	9.0%	5.2%
Q4g. Overall quality of customer service you receive from City employees	10.0%	36.6%	33.2%	7.8%	5.3%	7.2%
Q4h. Overall effectiveness of City communication with public	8.0%	33.0%	34.7%	14.2%	5.9%	4.2%
Q4i. Overall quality of City's stormwater runoff/stormwater management	6.1%	30.4%	36.4%	13.1%	4.9%	9.0%
Q4j. Overall flow of traffic & congestion management	7.0%	43.9%	25.0%	15.8%	5.3%	3.0%
Q4k. Recycling opportunities	10.6%	32.5%	24.7%	19.8%	9.1%	3.3%
Q4l. Availability of information about City programs & services	5.1%	33.9%	35.4%	17.9%	3.7%	4.1%
Q4m. City efforts to keep you informed about local issues	6.3%	36.3%	35.7%	13.8%	5.2%	2.7%
Q4n. How open City is to public input from residents	5.9%	24.1%	35.6%	17.5%	8.7%	8.2%

# 2012 St. Joseph Community Survey

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**Q4. 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=733)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4a. Overall quality of police & fire services	21.0%	55.1%	13.6%	6.9%	3.4%
Q4b. Overall quality of City parks & recreation programs & facilities	22.0%	49.2%	17.1%	9.6%	2.1%
Q4c. Overall maintenance of City streets	1.7%	19.4%	26.6%	34.9%	17.4%
Q4d. Overall maintenance of buildings & facilities	10.5%	48.3%	30.8%	8.4%	2.0%
Q4e. Overall quality of City water & sewer utilities	7.6%	41.6%	29.5%	14.7%	6.6%
Q4f. Overall enforcement of City codes/ordinances	5.0%	30.9%	38.3%	16.3%	9.5%
Q4g. Overall quality of customer service you receive from City employees	10.7%	39.4%	35.7%	8.4%	5.7%
Q4h. Overall effectiveness of City communication with public	8.4%	34.5%	36.2%	14.8%	6.1%
Q4i. Overall quality of City's stormwater runoff/stormwater management	6.7%	33.4%	40.0%	14.4%	5.4%
Q4j. Overall flow of traffic & congestion management	7.2%	45.3%	25.7%	16.3%	5.5%
Q4k. Recycling opportunities	11.0%	33.6%	25.5%	20.5%	9.4%
Q4l. Availability of information about City programs & services	5.3%	35.3%	36.9%	18.7%	3.8%
Q4m. City efforts to keep you informed about local issues	6.5%	37.3%	36.7%	14.2%	5.3%
Q4n. How open City is to public input from residents	6.4%	26.3%	38.8%	19.0%	9.5%

# 2012 St. Joseph Community Survey

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## **Q5. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years?**

Q5. Top choice	Number	Percent
Police & fire services	178	24.3 %
Parks & recreation programs & facilities	27	3.7 %
Maintenance of City streets	249	34.0 %
Maintenance of buildings & facilities	8	1.1 %
City water & sewer utilities	43	5.9 %
Enforcement of City codes/ordinances	25	3.4 %
Customer service from City employees	13	1.8 %
Effectiveness of City communication with public	15	2.0 %
City's stormwater runoff/stormwater management	20	2.7 %
Flow of traffic & congestion management	22	3.0 %
Recycling opportunities	29	4.0 %
Information about City programs & services	9	1.2 %
City efforts to keep you informed about local issues	15	2.0 %
How open City is to public input from residents	29	4.0 %
None chosen	51	7.0 %
Total	733	100.0 %

## **Q5. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years?**

Q5. 2nd choice	Number	Percent
Police & fire services	66	9.0 %
Parks & recreation programs & facilities	60	8.2 %
Maintenance of City streets	165	22.5 %
Maintenance of buildings & facilities	17	2.3 %
City water & sewer utilities	63	8.6 %
Enforcement of City codes/ordinances	54	7.4 %
Customer service from City employees	23	3.1 %
Effectiveness of City communication with public	24	3.3 %
City's stormwater runoff/stormwater management	35	4.8 %
Flow of traffic & congestion management	36	4.9 %
Recycling opportunities	57	7.8 %
Information about City programs & services	22	3.0 %
City efforts to keep you informed about local issues	21	2.9 %
How open City is to public input from residents	26	3.5 %
None chosen	64	8.7 %
Total	733	100.0 %

# 2012 St. Joseph Community Survey

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**Q5. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years?**

Q5. 3rd choice	Number	Percent
Police & fire services	53	7.2 %
Parks & recreation programs & facilities	46	6.3 %
Maintenance of City streets	73	10.0 %
Maintenance of buildings & facilities	33	4.5 %
City water & sewer utilities	61	8.3 %
Enforcement of City codes/ordinances	49	6.7 %
Customer service from City employees	24	3.3 %
Effectiveness of City communication with public	41	5.6 %
City's stormwater runoff/stormwater management	37	5.0 %
Flow of traffic & congestion management	64	8.7 %
Recycling opportunities	67	9.1 %
Information about City programs & services	18	2.5 %
City efforts to keep you informed about local issues	41	5.6 %
How open City is to public input from residents	41	5.6 %
None chosen	85	11.6 %
Total	733	100.0 %

**Q5. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

Q5. Top choice	Number	Percent
Police & fire services	297	40.5 %
Parks & recreation programs & facilities	133	18.1 %
Maintenance of City streets	487	66.4 %
Maintenance of buildings & facilities	58	7.9 %
City water & sewer utilities	167	22.8 %
Enforcement of City codes/ordinances	128	17.5 %
Customer service from City employees	60	8.2 %
Effectiveness of City communication with public	80	10.9 %
City's stormwater runoff/stormwater management	92	12.6 %
Flow of traffic & congestion management	122	16.6 %
Recycling opportunities	153	20.9 %
Information about City programs & services	49	6.7 %
City efforts to keep you informed about local issues	77	10.5 %
How open City is to public input from residents	96	13.1 %
None chosen	51	7.0 %
Total	2050	

## 2012 St. Joseph Community Survey

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**Q6. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=733)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6a. Visibility of police in neighborhoods	9.7%	39.8%	26.5%	17.2%	4.5%	2.3%
Q6b. Visibility of police in retail areas	9.3%	42.4%	29.5%	12.4%	3.3%	3.1%
Q6c. City's efforts to prevent crime	10.9%	40.2%	26.2%	15.3%	4.5%	2.9%
Q6d. Enforcement of local traffic laws	10.1%	46.1%	26.3%	10.9%	4.8%	1.8%
Q6e. Overall quality of St. Joseph police protection	14.5%	49.7%	20.5%	9.1%	4.8%	1.5%
Q6f. Overall quality of St. Joseph fire protection	29.3%	54.0%	12.0%	1.4%	0.8%	2.5%
Q6g. Quality of animal control	14.1%	40.1%	25.1%	9.5%	5.2%	6.0%
Q6h. Environmental health inspections	16.8%	46.1%	23.5%	4.2%	2.5%	7.0%

## 2012 St. Joseph Community Survey

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**Q6. 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=733)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6a. Visibility of police in neighborhoods	9.9%	40.8%	27.1%	17.6%	4.6%
Q6b. Visibility of police in retail areas	9.6%	43.8%	30.4%	12.8%	3.4%
Q6c. City's efforts to prevent crime	11.2%	41.4%	27.0%	15.7%	4.6%
Q6d. Enforcement of local traffic laws	10.3%	46.9%	26.8%	11.1%	4.9%
Q6e. Overall quality of St. Joseph police protection	14.7%	50.4%	20.8%	9.3%	4.8%
Q6f. Overall quality of St. Joseph fire protection	30.1%	55.4%	12.3%	1.4%	0.8%
Q6g. Quality of animal control	14.9%	42.7%	26.7%	10.2%	5.5%
Q6h. Environmental health inspections	18.0%	49.6%	25.2%	4.5%	2.6%

# 2012 St. Joseph Community Survey

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## **Q7. Which THREE of the public safety items listed above would you recommend receive the most emphasis from City leaders over the next TWO years?**

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	229	31.2 %
Visibility of police in retail areas	18	2.5 %
City's efforts to prevent crime	207	28.2 %
Enforcement of local traffic laws	40	5.5 %
Quality of St. Joseph police protection	84	11.5 %
Quality of St. Joseph fire protection	22	3.0 %
Quality of animal control	38	5.2 %
Environmental health inspections	35	4.8 %
<u>None chosen</u>	<u>60</u>	<u>8.2 %</u>
Total	733	100.0 %

## **Q7. Which THREE of the public safety items listed above would you recommend receive the most emphasis from City leaders over the next TWO years?**

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	104	14.2 %
Visibility of police in retail areas	84	11.5 %
City's efforts to prevent crime	123	16.8 %
Enforcement of local traffic laws	62	8.5 %
Quality of St. Joseph police protection	130	17.7 %
Quality of St. Joseph fire protection	74	10.1 %
Quality of animal control	35	4.8 %
Environmental health inspections	46	6.3 %
<u>None chosen</u>	<u>75</u>	<u>10.2 %</u>
Total	733	100.0 %

# 2012 St. Joseph Community Survey

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## **Q7. Which THREE of the public safety items listed above would you recommend receive the most emphasis from City leaders over the next TWO years?**

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	79	10.8 %
Visibility of police in retail areas	40	5.5 %
City's efforts to prevent crime	102	13.9 %
Enforcement of local traffic laws	38	5.2 %
Quality of St. Joseph police protection	125	17.1 %
Quality of St. Joseph fire protection	85	11.6 %
Quality of animal control	67	9.1 %
Environmental health inspections	88	12.0 %
<u>None chosen</u>	<u>109</u>	<u>14.9 %</u>
Total	733	100.0 %

## **Q7. Which THREE of the public safety items listed above would you recommend receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	412	56.2 %
Visibility of police in retail areas	142	19.4 %
City's efforts to prevent crime	432	58.9 %
Enforcement of local traffic laws	140	19.1 %
Quality of St. Joseph police protection	339	46.2 %
Quality of St. Joseph fire protection	181	24.7 %
Quality of animal control	140	19.1 %
Environmental health inspections	169	23.1 %
<u>None chosen</u>	<u>60</u>	<u>8.2 %</u>
Total	2015	

# 2012 St. Joseph Community Survey

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**Q8. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=733)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a. County Law Enforcement	10.9%	34.7%	23.3%	4.5%	2.9%	23.7%
Q8b. County Fire Protection	9.8%	28.4%	27.4%	3.5%	1.1%	29.7%
Q8c. County Road & Bridge Maintenance	7.0%	26.6%	29.2%	11.9%	4.9%	20.5%
Q8d. Overall customer service from County	7.5%	29.1%	29.5%	5.6%	2.3%	26.1%

**Q8. 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=733)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. County Law Enforcement	14.3%	45.4%	30.6%	5.9%	3.8%
Q8b. County Fire Protection	14.0%	40.4%	39.0%	5.0%	1.6%
Q8c. County Road & Bridge Maintenance	8.7%	33.4%	36.7%	14.9%	6.2%
Q8d. Overall customer service from County	10.1%	39.3%	39.9%	7.6%	3.1%

## 2012 St. Joseph Community Survey

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**Q9. 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=733)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
Q9a. In your neighborhood in general	48.6%	37.2%	8.9%	3.5%	1.8%
Q9b. In the shopping areas in general	40.1%	49.5%	5.6%	2.5%	2.3%
Q9c. At work	46.7%	28.4%	4.8%	4.0%	16.2%

**Q9. 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=733)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
Q9a. In your neighborhood in general	49.4%	37.9%	9.0%	3.6%
Q9b. In the shopping areas in general	41.1%	50.7%	5.7%	2.5%
Q9c. At work	55.7%	33.9%	5.7%	4.7%

# 2012 St. Joseph Community Survey

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## **Q10. What are your primary sources of information about activities and services in your community?**

Q10. Primary sources of information	Number	Percent
St. Joseph News-Press (print edition)	532	72.6 %
St. Joseph News-Press (website www.stjoenews.net)	200	27.3 %
KQTV (Channel 2)	523	71.4 %
St. Joe Now (Channel 3)	299	40.8 %
Radio	308	42.0 %
City of St. Joseph (website www.stjoemo.info)	84	11.5 %
St. Joseph Telegraph	13	1.8 %
City of St. Joseph - TV Channel 19	70	9.5 %
School	129	17.6 %
Internet	211	28.8 %
Social networking sites	139	19.0 %
Here-Aqui	2	0.3 %
Regular Joe	88	12.0 %
Buchanan County website www.co.buchanan.mo.us	35	4.8 %
None chosen	15	2.0 %
<b>Total</b>	<b>2648</b>	

## **Q10. What are your primary sources of information about activities and services in your community? (without "none chosen")**

Q10. Primary sources of information	Number	Percent
St. Joseph News-Press (print edition)	532	72.6 %
KQTV (Channel 2)	523	71.4 %
Radio	308	42.0 %
St. Joe Now (Channel 3)	299	40.8 %
Internet	211	28.8 %
St. Joseph News-Press (website www.stjoenews.net)	200	27.3 %
Social networking sites	139	19.0 %
School	129	17.6 %
Regular Joe	88	12.0 %
City of St. Joseph (website www.stjoemo.info)	84	11.5 %
City of St. Joseph - TV Channel 19	70	9.5 %
Buchanan County website www.co.buchanan.mo.us	35	4.8 %
St. Joseph Telegraph	13	1.8 %
Here-Aqui	2	0.3 %
<b>Total</b>	<b>2633</b>	

# 2012 St. Joseph Community Survey

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## **Q11. Do you have access to the Internet at home?**

<u>Q11. Access to internet</u>	<u>Number</u>	<u>Percent</u>
Yes	608	82.9 %
No	105	14.3 %
No response	20	2.7 %
Total	733	100.0 %

## **Q11. Do you have access to the Internet at home? (without "no response")**

<u>Q11. Access to internet</u>	<u>Number</u>	<u>Percent</u>
Yes	608	85.3 %
No	105	14.7 %
Total	713	100.0 %

## 2012 St. Joseph Community Survey

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**Q12. 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=733)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q12a. Arts/Culture/Museums should have an important role in development of St. Joseph	34.2%	41.9%	14.5%	3.8%	1.9%	3.7%
Q12b. St. Joseph area needs more arts & cultural programs for children	25.6%	33.4%	25.9%	7.1%	2.7%	5.2%
Q12c. I am very familiar with most of arts & cultural programs offered in St. Joseph area	12.3%	35.7%	32.5%	11.6%	2.7%	5.2%
Q12d. I frequently visit arts/culture/ museum facilities in St. Joseph area	8.3%	24.3%	36.0%	19.8%	7.9%	3.7%

**Q12. 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=733)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q12a. Arts/Culture/Museums should have an important role in development of St. Joseph	35.6%	43.5%	15.0%	4.0%	2.0%
Q12b. St. Joseph area needs more arts & cultural programs for children	27.1%	35.3%	27.3%	7.5%	2.9%
Q12c. I am very familiar with most of arts & cultural programs offered in St. Joseph area	12.9%	37.7%	34.2%	12.2%	2.9%
Q12d. I frequently visit arts/culture/ museum facilities in St. Joseph area	8.6%	25.2%	37.4%	20.5%	8.2%

# 2012 St. Joseph Community Survey

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## **Q13. Which of the following reasons keep you from visiting arts /cultural/museum facilities in St. Joseph area more often?**

Q13. Reasons keep you from visiting arts/cultural/ museum facilities	Number	Percent
Not interested in arts & cultural programs	140	19.1 %
They are too expensive	130	17.7 %
I don't know enough about programs & facilities that are available	190	25.9 %
Times facilities are open do not fit my schedule	183	25.0 %
Other	176	24.0 %
None chosen	80	10.9 %
Total	899	

## **Q13. Which of the following reasons keep you from visiting arts /cultural/museum facilities in St. Joseph area more often? (without "none chosen")**

Q13. Reasons keep you from visiting arts/cultural/ museum facilities	Number	Percent
I don't know enough about programs & facilities that are available	190	25.9 %
Times facilities are open do not fit my schedule	183	25.0 %
Other	176	24.0 %
Not interested in arts & cultural programs	140	19.1 %
They are too expensive	130	17.7 %
Total	819	

# 2012 St. Joseph Community Survey

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## Q13. Other

Q13-Other

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JUST RETIRED WILL START GOING  
NEED MORE PUBLICITY FOR THIS  
OPEN A MUSEUM LIKE ST LOUIS  
WE VISIT FREQUENTLY  
81 YRS OLD WALK W/DIFFICULTY  
AGE  
AGE & PHYSICAL CONDITION  
ALREADY DONE THAT  
ALWAYS ENJOYED WHEN I GO  
ARTS NOT A PRIORITY  
BEEN THERE  
BEEN THERE DON'T FEEL NEED TO  
BEEN THERE SEVERAL TIMES  
BEEN THERE, DONE THAT  
BEEN TO THEM ALL/B/G SAME SHOW  
BUSINESS OF SCHEDULE  
BUSY  
BUSY  
BUSY DOING OTHER THINGS  
BUSY SCHEDULE  
BUSY SCHEDULE/PRIOR COMMITMENT  
BUSY WITH OTHER THINGS  
BUSY WITH WORK/FAMILY LIFE  
BUSY WORKING  
CAN VISIT THEM  
CITY NEEDS MORE ARTS/CULTURE  
CLOSE MOST HOLIDAY NEED OPEN  
COST OF SOME PROG TOO HIGH  
DISABLED  
DO NOT VISIT REGULARLY  
DOES NOT APPLY  
DON'T HAVE ENOUGH TIME  
DON'T HAVE TIME  
DON'T KNOW HOURS OF OPERATIONS  
DON'T TAKE THE TIME TO VISIT  
DONT ALWAYS HEAR ABOUT IT  
DONT THINK ABOUT IT  
EXHIBITS DO NOT CHANGE  
EXHIBITS DONT CHANGE-REMINGTON  
FAC NEED TO WORK TOGETHER  
FEW ACTIVITIES FOR ADULTS  
FORGET ABOUT THEM  
GO ALL THE TIME  
GO WHEN I CAN  
GO WITH GRANDCHILDREN

# 2012 St. Joseph Community Survey

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## Q13. Other

Q13-Other

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HAVE BAD KNEES DONT GET OUT  
HAVE BEEN TO MOST OF THEM  
HAVE SEEN THEM  
HAVE SEEN/BEEEN TO MOST  
HEALTH  
HEALTH  
HEALTH ISSUES  
HEALTH REASONS  
HEAR ABOUT EVENTS TOO LATE  
I DO VISIT  
I VISIT THEM  
I WORK A LOT, NO TIME  
ICE FISHING INTEREST  
INTEREST IN SPECIFIC OFFERINGS  
JUST DONT  
JUST DONT MAKE TIME TO GO  
JUST HAVEN'T MADE TIME  
JUST TAKING THE TIME  
KANSAS CITY OFFERS MORE  
LACK OF ADULT ART/EDUC/PGMS  
LACK OF CHANGE IN EXHIBITS  
LACK OF FREE TIME  
LET THOSE WHO USE PAY FOR THEM  
LOCATION OF MUSEMS BY PRISON  
MEDICAL CONDITION  
MOBILITY ISSUES  
MOST CLOSED ON WEEKENDS/HOLIDA  
MUSEUMS DONT LIKE FREDERICK AV  
MY AGE/HANDICAP  
MY OWN TIME AVAIALABILITY  
MY TIME GOES TO OTHER THINGS  
NEED MORE CHOICES/CHANGE EXHIB  
NEED MORE OPTIONS  
NEED MORE PARKS/MUSEMENT PARK  
NEEDS TO HAVE MORE VARIETY  
NO CAR  
NO GOOD JOBS HERE  
NO PROBLEM  
NO TIME  
NO TIME  
NO TIME  
NO TRAVELING EXHIBITS  
NOT A LOT OF FREE TIME  
NOT ADVERTISED ENOUGH  
NOT ALWAYS IN TOWN

# 2012 St. Joseph Community Survey

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## Q13. Other

Q13-Other

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NOT ENOUGH EXCITING PROGRAMS  
NOT ENOUGH FREE TIME  
NOT ENOUGH VARIETY  
NOT EOUGH TIME  
NOT HANDICAP ACCESSIBLE  
NOT IMPRESSED WHAT I HAVE SEEN  
NOT ITME  
NOT MUCH INTEREST TO ME HERE  
NOT ONE I WANT TO ATTEND  
NOT ONLY GOOD VERY LAME  
NOT TIME FOR THAT  
NOTHING NEW IN LAST 20 YRS  
NOTHING NEW TO LOOK AT  
OK WITH STATUS QUO  
OLD MUSEUM FROM MUSEUM HILL  
ONCE SEEN DON'T NEED TO RETURN  
ONES I SEEN WASTE OF TIME  
ONLY CERTAIN ACTIVIEIS  
ONLY GO FOR NEW EXHIBITS  
OUT OF TOWN 3-4 DAYS A WEEK  
PERSONAL TIME ISSUE  
PERSONAL W/A/K BOARD  
PHYSICAL DISABILITY  
PHYSICAL LIMITATIONS  
PLAN TO VISIT MUSEUM AGAIN  
POOR HEALTH  
PREFER OPPT IN KC METRO AREA  
PURE LAZINESS ON MY PART  
PUT MORE INFO OUT/ADD RELAY  
QUALITY VS KC OFFERINGS  
RETIRED  
SEE MUSEUMS, NO BIG EXHIBITS  
SICK OF JESSE JAMES/PONY EXPR  
SMALL/UNINERESTING OFFERINGS  
SOME OFFERINGS NEVER COME  
SOMETIMES THE BUDGET NOT THERE  
SUPPORT ARTS OFTEN  
SUPPORT PROGRAMS/VOLUNTEER  
THAT IS WHY I HAVE DISH  
THEY RARELY CHANGE MUCH  
THEY STAY THE SAME PRETTY MUCH  
TIME  
TIME  
TIME  
TIME

# 2012 St. Joseph Community Survey

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## **Q13. Other**

Q13-Other

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TIME

TIME & MONEY ARE SHORT

TIME CONSTRAINTS

TIME FACTOR

TIME IN GENERAL

TIME IS LIMITED

TIME TO DO SO

TIME TO GO TO THEM

TIMES/LOCATIONS

TOO BUSY

TOO BUSY

TOO BUSY

TOO BUSY DOING OTHER THINGS

TOO BUSY WITH OTHER ACTIVITIES

TOO BUSY WITH OTHER THINGS

TOO LITTLE FREE TIME

TOO MANY OTHER ACTIVITIES

TOO MANY OTHER THINGS

TOO MUCH OTHER STUFF TO DO

TOO OLD

TOO OLD & CRIPPLED

TRANSPORTATION NONE IN EVENING

TRY TO VISIT OFTEN

UNABLE TO GET THERE

UNCHANGED EXPERIENCE

UNWELCOMING PEOPLE

USE A CANE HARD TO GET AROUND

VARIETY

VERY BUSY W/OTHER THINGS

VISIT ALL THAT I DESIRE TO

VISIT ARTS/CULTURE 3-4 TIME MO

VISIT EACH MUSEUM MULTIPLE

VISIT MUSEUMS OFTEN W/FAMILY

VISITOR CENTER AT THE LIBRARY

WE VISIT THEM

WORK

WORK 120 HRS A WEEK TO SERVE

WORK A LOT OF HOURS

WORK/COLLEGE CLASSES/NO TIME

## 2012 St. Joseph Community Survey

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**Q14. Please rank the importance of the following health improvement opportunities in St. Joseph, where 6 is "Most Important" and 1 is "Least Important".**

(N=733)

	Most Important	5	4	3	2	Least Important
Q14a. Tobacco/smoking reduction	33.9%	8.0%	8.9%	12.3%	9.9%	27.0%
Q14b. Physical activity increase	26.0%	18.4%	18.0%	15.1%	9.9%	12.5%
Q14c. Alcohol/drug reduction	26.6%	17.0%	15.2%	14.9%	15.0%	11.3%
Q14d. Obesity/nutrition dietary improvements	19.9%	17.7%	18.4%	18.4%	14.8%	10.7%
Q14e. Access to affordable healthcare services	45.9%	15.6%	11.5%	10.2%	8.5%	8.1%
Q14f. Mental health services expansion	19.7%	13.9%	15.1%	15.8%	13.7%	21.9%

**Q15. Please rank your willingness to personally address these health improvement opportunities, where 6 is "Most Willing" and 1 is "Least Willing".**

(N=733)

	Most Willing	5	4	3	2	Least Willing
Q15a. Tobacco/smoking reduction	29.8%	8.3%	7.9%	11.2%	10.2%	32.6%
Q15b. Physical activity increase	33.8%	16.9%	15.2%	13.5%	6.9%	13.8%
Q15c. Alcohol/drug reduction	20.1%	14.1%	12.5%	15.6%	18.4%	19.2%
Q15d. Nutrition/dietary improvements	21.6%	19.5%	18.9%	16.6%	12.4%	11.1%
Q15e. Access to affordable healthcare services	37.1%	13.0%	15.7%	11.4%	11.6%	11.3%
Q15f. Mental health services expansion	17.8%	10.5%	13.3%	17.4%	11.8%	29.1%

## 2012 St. Joseph Community Survey

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**Q16. 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=733)

	Very Satisfied	Satisfied	Neutral	Dissatisfi- ed	Very Dissatisfi- ed	Don't Know
Q16a. Maintenance of City parks	16.5%	50.3%	15.0%	10.6%	4.5%	3.0%
Q16b. Number of City parks	28.6%	48.0%	11.2%	6.4%	3.0%	2.7%
Q16c. Number of parkway walking & biking trails	37.2%	43.2%	10.0%	4.1%	1.5%	4.0%
Q16d. Quality of outdoor athletic fields	21.0%	40.7%	20.2%	6.1%	3.1%	8.9%
Q16e. Availability of information about City parks & recreation programs	10.0%	33.4%	32.6%	14.1%	2.6%	7.4%
Q16f. Fees charged for recreation programs	7.1%	30.8%	34.1%	10.4%	3.4%	14.2%
Q16g. Ease of registering for programs	5.9%	25.4%	37.4%	7.8%	2.0%	21.6%
Q16h. Available youth fitness/recreational programs	7.9%	29.2%	31.7%	8.7%	2.7%	19.8%
Q16i. Available adult fitness/recreational programs	7.5%	28.6%	31.1%	12.1%	3.0%	17.6%
Q16j. Senior recreational activities	7.1%	22.8%	30.4%	9.8%	2.2%	27.7%
Q16k. City aquatic park/swimming pools	13.2%	40.2%	24.1%	9.3%	3.1%	10.0%
Q16l. Special events & festivals	14.6%	46.5%	21.8%	7.5%	3.3%	6.3%
Q16m. Recreational opportunities at Lake Contrary	3.8%	15.1%	30.8%	12.0%	9.5%	28.6%
Q16n. Riverfront recreational development	5.9%	21.1%	29.1%	16.8%	10.9%	16.2%

## 2012 St. Joseph Community Survey

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**Q16. 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=733)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Maintenance of City parks	17.0%	51.9%	15.5%	11.0%	4.6%
Q16b. Number of City parks	29.5%	49.4%	11.5%	6.6%	3.1%
Q16c. Number of parkway walking & biking trails	38.8%	45.0%	10.4%	4.3%	1.6%
Q16d. Quality of outdoor athletic fields	23.1%	44.6%	22.2%	6.7%	3.4%
Q16e. Availability of information about City parks & recreation programs	10.8%	36.1%	35.2%	15.2%	2.8%
Q16f. Fees charged for recreation programs	8.3%	35.9%	39.7%	12.1%	4.0%
Q16g. Ease of registering for programs	7.5%	32.3%	47.7%	9.9%	2.6%
Q16h. Available youth fitness/recreational programs	9.9%	36.4%	39.5%	10.9%	3.4%
Q16i. Available adult fitness/recreational programs	9.1%	34.8%	37.7%	14.7%	3.6%
Q16j. Senior recreational activities	9.8%	31.5%	42.1%	13.6%	3.0%
Q16k. City aquatic park/swimming pools	14.7%	44.7%	26.8%	10.3%	3.5%
Q16l. Special events & festivals	15.6%	49.6%	23.3%	8.0%	3.5%
Q16m. Recreational opportunities at Lake Contrary	5.4%	21.2%	43.2%	16.8%	13.4%
Q16n. Riverfront recreational development	7.0%	25.2%	34.7%	20.0%	13.0%

## 2012 St. Joseph Community Survey

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**Q17. 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?**

Q17. Top choice	Number	Percent
Maintenance of City parks	243	33.2 %
Number of City parks	23	3.1 %
Number of parkway walking & biking trails	32	4.4 %
Quality of outdoor athletic fields	28	3.8 %
Availability of information about City parks & recreation programs	36	4.9 %
Fees charged for recreation programs	35	4.8 %
Ease of registering for programs	1	0.1 %
Available youth fitness/recreational programs	35	4.8 %
Available adult fitness/recreational programs	29	4.0 %
Senior recreational activities	22	3.0 %
City aquatic park/swimming pools	19	2.6 %
Special events & festivals	29	4.0 %
Recreational opportunities at Lake Contrary	38	5.2 %
Riverfront recreational development	86	11.7 %
None chosen	77	10.5 %
<b>Total</b>	<b>733</b>	<b>100.0 %</b>

**Q17. 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?**

Q17. 2nd choice	Number	Percent
Maintenance of City parks	54	7.4 %
Number of City parks	25	3.4 %
Number of parkway walking & biking trails	40	5.5 %
Quality of outdoor athletic fields	52	7.1 %
Availability of information about City parks & recreation programs	51	7.0 %
Fees charged for recreation programs	40	5.5 %
Ease of registering for programs	13	1.8 %
Available youth fitness/recreational programs	52	7.1 %
Available adult fitness/recreational programs	57	7.8 %
Senior recreational activities	39	5.3 %
City aquatic park/swimming pools	46	6.3 %
Special events & festivals	64	8.7 %
Recreational opportunities at Lake Contrary	50	6.8 %
Riverfront recreational development	54	7.4 %
None chosen	96	13.1 %
<b>Total</b>	<b>733</b>	<b>100.0 %</b>

## 2012 St. Joseph Community Survey

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**Q17. 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?**

Q17. 3rd choice	Number	Percent
Maintenance of City parks	54	7.4 %
Number of City parks	21	2.9 %
Number of parkway walking & biking trails	36	4.9 %
Quality of outdoor athletic fields	27	3.7 %
Availability of information about City parks & recreation programs	41	5.6 %
Fees charged for recreation programs	44	6.0 %
Ease of registering for programs	14	1.9 %
Available youth fitness/recreational programs	42	5.7 %
Available adult fitness/recreational programs	51	7.0 %
Senior recreational activities	54	7.4 %
City aquatic park/swimming pools	36	4.9 %
Special events & festivals	82	11.2 %
Recreational opportunities at Lake Contrary	43	5.9 %
Riverfront recreational development	73	10.0 %
<u>None chosen</u>	115	15.7 %
Total	733	100.0 %

**Q17. 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? (top 3)**

Q17. Top choice	Number	Percent
Maintenance of City parks	351	47.9 %
Number of City parks	69	9.4 %
Number of parkway walking & biking trails	108	14.7 %
Quality of outdoor athletic fields	107	14.6 %
Availability of information about City parks & recreation programs	128	17.5 %
Fees charged for recreation programs	119	16.2 %
Ease of registering for programs	28	3.8 %
Available youth fitness/recreational programs	129	17.6 %
Available adult fitness/recreational programs	137	18.7 %
Senior recreational activities	115	15.7 %
City aquatic park/swimming pools	101	13.8 %
Special events & festivals	175	23.9 %
Recreational opportunities at Lake Contrary	131	17.9 %
Riverfront recreational development	213	29.1 %
<u>None chosen</u>	77	10.5 %
Total	1988	

# 2012 St. Joseph Community Survey

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## **Q18. Do you, or does any member of your household, volunteer for any of the following?**

Q18. Do you volunteer	Number	Percent
School	243	33.2 %
Church	317	43.2 %
Service club	100	13.6 %
Not-for-profit organization	273	37.2 %
Sports team	121	16.5 %
Special needs/disabled	69	9.4 %
Hospital	46	6.3 %
Senior facilities	41	5.6 %
Other	52	7.1 %
None of these	217	29.6 %
Total	1479	

## **Q18. Do you, or does any member of your household, volunteer for any of the following? (without "none of these")**

Q18. Do you volunteer	Number	Percent
Church	317	43.2 %
Not-for-profit organization	273	37.2 %
School	243	33.2 %
Sports team	121	16.5 %
Service club	100	13.6 %
Special needs/disabled	69	9.4 %
Other	52	7.1 %
Hospital	46	6.3 %
Senior facilities	41	5.6 %
Total	1262	

# 2012 St. Joseph Community Survey

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## Q18. Other

Q18. Other	Number	Percent
HOSPICE	2	4.5 %
CITY COMMITTEES	2	4.5 %
FOOD KITCHEN	2	4.5 %
DRIVE FOR CANCER PT	1	2.3 %
MEALS (MOBILE)	1	2.3 %
POLITICAL	1	2.3 %
4-U	1	2.3 %
VOLUNTEER PROJ EACH MONTH	1	2.3 %
MEALS ON WHEELS	1	2.3 %
NEIGHBORHOOD ASSOC	1	2.3 %
YMCA-JUMP	1	2.3 %
SCHOOL LIBRARY	1	2.3 %
HABITAT	1	2.3 %
SCOUTS	1	2.3 %
2ND HARVEST FOOT BANK	1	2.3 %
DONATING BLOOD	1	2.3 %
CHAMBER OF COMMERCE COMM	1	2.3 %
KNIGHTS OF COLUMBUS	1	2.3 %
MENTAL HEALTH	1	2.3 %
SERVED ON NOT FOR PROFIT	1	2.3 %
FAITH IN ACTION	1	2.3 %
CITY	1	2.3 %
ANIMAL SHELTER	1	2.3 %
FOOD PANTRY	1	2.3 %
MARCH OF DIMES	1	2.3 %
GIVE BLOOD	1	2.3 %
VOLUNTEER FITNESS INSTRUC	1	2.3 %
VETERANS PROGRAMS	1	2.3 %
PARTICIPATE IN FUNDRAISER	1	2.3 %
BSA	1	2.3 %
SECOND HARVEST	1	2.3 %
CASA	1	2.3 %
MWSU	1	2.3 %
YEN	1	2.3 %
EAA	1	2.3 %
HABITAT FOR HUMANITY	1	2.3 %
REHABILITATION WILDLIFE	1	2.3 %
FIRE	1	2.3 %
TOAST MASTER	1	2.3 %
CHAMBER OF COMMERCE	1	2.3 %
CASH	1	2.3 %
Total	44	100.0 %

# 2012 St. Joseph Community Survey

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## **Q19. Approximately what is the combined number of hours your family spends annually, volunteering?**

<u>Q19. Hours spent annually volunteering</u>	<u>Number</u>	<u>Percent</u>
None	147	20.1 %
Less than 25	118	16.2 %
25-49	118	16.2 %
50-99	97	13.3 %
100-499	147	20.1 %
500-999	48	6.6 %
1000-2000	13	1.8 %
2000+	8	1.1 %
No response	34	4.7 %
Total	730	100.0 %

## **Q19. Approximately what is the combined number of hours your family spends annually, volunteering? (without "no response")**

<u>Q19. Hours spent annually volunteering</u>	<u>Number</u>	<u>Percent</u>
None	147	21.1 %
Less than 25	118	17.0 %
25-49	118	17.0 %
50-99	97	13.9 %
100-499	147	21.1 %
500-999	48	6.9 %
1000-2000	13	1.9 %
2000+	8	1.1 %
Total	696	100.0 %

# 2012 St. Joseph Community Survey

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**Q20. How satisfied are you with your community's response to the following poverty issues?**

(N=733)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q20a. Hunger as a result of poverty	11.9%	33.4%	24.3%	12.8%	5.6%	12.0%
Q20b. Illiteracy as a result of poverty	6.7%	22.0%	31.5%	16.6%	5.9%	17.3%
Q20c. Sub-standard housing as a result of poverty	6.0%	17.6%	31.9%	20.6%	8.0%	15.8%
Q20d. Health care as a result of poverty	8.3%	22.2%	29.3%	13.8%	11.1%	15.3%

**Q20. How satisfied are you with your community's response to the following poverty issues? (without "don't know")**

(N=733)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20a. Hunger as a result of poverty	13.5%	38.0%	27.6%	14.6%	6.4%
Q20b. Illiteracy as a result of poverty	8.1%	26.6%	38.1%	20.1%	7.1%
Q20c. Sub-standard housing as a result of poverty	7.1%	20.9%	37.9%	24.5%	9.6%
Q20d. Health care as a result of poverty	9.8%	26.2%	34.6%	16.3%	13.0%

# 2012 St. Joseph Community Survey

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## **Q21a. Do you feel that a pre-school (early learning) experience increases a child's chance of doing well in school?**

Q21a. Increases a child's chance of doing well in school	Number	Percent
Yes	617	84.2 %
No	48	6.5 %
Not Sure	68	9.3 %
Total	733	100.0 %

## **Q21b. Do you feel that a pre-school (early learning) experience helps a child grow socially?**

Q21b. Helps a child grow socially	Number	Percent
Yes	617	84.2 %
No	35	4.8 %
Not Sure	81	11.1 %
Total	733	100.0 %

# 2012 St. Joseph Community Survey

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## **Q22. In school, students are graded with an A, B, C, D, or F. How would you grade our public schools in St. Joseph ?**

Q22. How would you grade public schools in St.

<u>Joseph</u>	<u>Number</u>	<u>Percent</u>
A grade	67	9.1 %
B grade	252	34.4 %
C grade	218	29.7 %
D grade	66	9.0 %
F grade	22	3.0 %
Don't know	108	14.7 %
Total	733	100.0 %

## **Q22. In school, students are graded with an A, B, C, D, or F. How would you grade our public schools in St. Joseph? (without "don't know")**

Q22. How would you grade public schools in St.

<u>Joseph</u>	<u>Number</u>	<u>Percent</u>
A grade	67	10.7 %
B grade	252	40.3 %
C grade	218	34.9 %
D grade	66	10.6 %
F grade	22	3.5 %
Total	625	100.0 %

# 2012 St. Joseph Community Survey

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## **Q23. If you have a child of pre-school age, do you feel you have adequate access to early learning programs in St. Joseph?**

Q23. Do you have adequate access to early learning programs	Number	Percent
Yes	126	17.2 %
No	60	8.2 %
Not applicable	522	71.2 %
Don't know	25	3.4 %
Total	733	100.0 %

## **Q23. If you have a child of pre-school age, do you feel you have adequate access to early learning programs in St. Joseph? (without "don't know")**

Q23. Do you have adequate access to early learning programs	Number	Percent
Yes	126	17.8 %
No	60	8.5 %
Not applicable	522	73.7 %
Total	708	100.0 %

## 2012 St. Joseph Community Survey

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**Q24. 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=733)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q24a. Updating computers & technology	15.4%	44.2%	14.3%	5.2%	1.5%	19.4%
Q24b. Providing school buildings that are in good repair & physical condition	9.3%	37.8%	23.1%	14.7%	2.9%	12.3%
Q24c. Preparing students for success after high school	8.3%	31.0%	23.7%	16.2%	5.2%	15.6%
Q24d. Preparing students for college or additional training	9.3%	32.3%	23.5%	14.6%	4.2%	16.1%
Q24e. Providing same or higher overall quality than neighboring school districts	8.7%	28.6%	24.6%	16.5%	3.0%	18.6%
Q24f. Providing safe & secure school buildings	14.2%	40.4%	19.2%	9.8%	2.6%	13.8%
Q24g. Involving community in important decisions affecting district	14.2%	31.1%	24.6%	11.1%	6.0%	13.1%
Q24h. Providing foreign language opportunities	7.1%	26.1%	28.0%	10.5%	4.1%	24.3%
Q24i. Providing arts	10.2%	32.7%	24.8%	8.9%	2.9%	20.5%
Q24j. Providing athletics/physical education	15.1%	42.7%	20.3%	4.0%	1.8%	16.1%
Q24k. Overall curriculum/course instruction	10.5%	35.2%	23.6%	9.8%	3.7%	17.2%

## 2012 St. Joseph Community Survey

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**Q24. 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=733)

	Excellent	Good	Neutral	Below Average	Poor
Q24a. Updating computers & technology	19.1%	54.8%	17.8%	6.4%	1.9%
Q24b. Providing school buildings that are in good repair & physical condition	10.6%	43.1%	26.3%	16.8%	3.3%
Q24c. Preparing students for success after high school	9.9%	36.7%	28.1%	19.2%	6.1%
Q24d. Preparing students for college or additional training	11.1%	38.5%	28.0%	17.4%	5.0%
Q24e. Providing same or higher overall quality than neighboring school districts	10.7%	35.2%	30.2%	20.3%	3.7%
Q24f. Providing safe & secure school buildings	16.5%	46.8%	22.3%	11.4%	3.0%
Q24g. Involving community in important decisions affecting district	16.3%	35.8%	28.3%	12.7%	6.9%
Q24h. Providing foreign language opportunities	9.4%	34.4%	36.9%	13.9%	5.4%
Q24i. Providing arts	12.9%	41.2%	31.2%	11.1%	3.6%
Q24j. Providing athletics/physical education	18.0%	50.9%	24.2%	4.7%	2.1%
Q24k. Overall curriculum/course instruction	12.7%	42.5%	28.5%	11.9%	4.4%

# 2012 St. Joseph Community Survey

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## **Q25. If you have K-12 school age children, which kind of school do they attend?**

<u>Q25. Which kind of school do they attend</u>	<u>Number</u>	<u>Percent</u>
Public School	262	35.7 %
Private School	56	7.6 %
Home Schooling	13	1.8 %
None Chosen	415	56.6 %
Total	746	

## **Q25. If you have K-12 school age children, which kind of school do they attend? (without "none chosen")**

<u>Q25. Which kind of school do they attend</u>	<u>Number</u>	<u>Percent</u>
Public School	262	35.7 %
Private School	56	7.6 %
Home Schooling	13	1.8 %
Total	331	

## **Q25. Why?**

<u>Q25. Why</u>	<u>Number</u>	<u>Percent</u>
CENTRAL HIGH SCHOOL	2	18.2 %
ELEM NORTHEAST SCHOOL	1	9.1 %
ELEMENTARY	1	9.1 %
FREE	1	9.1 %
HIGH SCH/ELEMENTARY	1	9.1 %
HIGH SCHOOL	3	27.3 %
PUBLI/ELEM/JR HIGH	1	9.1 %
PUBLIC	1	9.1 %
Total	11	100.0 %

# 2012 St. Joseph Community Survey

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**Q26. Here are several reasons to call a job a "quality job". Which TWO of these issues are most important to you, not including salary?**

Q26. Top choice	Number	Percent
How far I have to go to work	110	15.0 %
Knowing I make a difference	167	22.8 %
How family-friendly management is	101	13.8 %
How much I like the job	187	25.5 %
Benefit package, especially health care	117	16.0 %
How much I like my co-workers	3	0.4 %
Opportunities for professional development	2	0.3 %
Other	6	0.8 %
None chosen	40	5.5 %
Total	733	100.0 %

**Q26. Here are several reasons to call a job a "quality job". Which TWO of these issues are most important to you, not including salary?**

Q26. 2nd choice	Number	Percent
How far I have to go to work	3	0.4 %
Knowing I make a difference	15	2.0 %
How family-friendly management is	17	2.3 %
How much I like the job	85	11.6 %
Benefit package, especially health care	324	44.2 %
How much I like my co-workers	29	4.0 %
Opportunities for professional development	170	23.2 %
Other	22	3.0 %
None chosen	68	9.3 %
Total	733	100.0 %

# 2012 St. Joseph Community Survey

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**Q26. Here are several reasons to call a job a "quality job". Which TWO of these issues are most important to you, not including salary? (top 2)**

Q26. Top choice	Number	Percent
How far I have to go to work	113	15.4 %
Knowing I make a difference	182	24.8 %
How family-friendly management is	118	16.1 %
How much I like the job	272	37.1 %
Benefit package, especially health care	441	60.2 %
How much I like my co-workers	32	4.4 %
Opportunities for professional development	172	23.5 %
Other	28	3.8 %
<u>None chosen</u>	<u>40</u>	<u>5.5 %</u>
Total	1398	

**Q26. Other**

Q26. Other	Number	Percent
AMT OF MONEY MADE/PAID	1	3.6 %
CAN'T FIND A JOB	1	3.6 %
DISABLED	1	3.6 %
HAVING WORK/DRYWALL	1	3.6 %
HIGH PAY	1	3.6 %
HOW MUCH I MAKE	1	3.6 %
HOW WELL MGMT TREATS EMPL	1	3.6 %
JOB SECURITY	1	3.6 %
LACK OF IDIOT BOSS	1	3.6 %
PAY	5	17.9 %
PAY/SALARY	1	3.6 %
RECOGNITION/BONUS	1	3.6 %
RETIRED	5	17.9 %
SALARY	3	10.7 %
SECURITY	2	7.1 %
WAGES	1	3.6 %
<u>WORKERS MGMT RELATIONS</u>	<u>1</u>	<u>3.6 %</u>
Total	28	100.0 %

# 2012 St. Joseph Community Survey

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## **Q27. Do you feel that you have adequate opportunities to pursue a better paying job in St. Joseph?**

Q27. Do you have adequate opportunities to pursue a better paying job	Number	Percent
Yes	150	20.5 %
No	414	56.7 %
Don't Know	166	22.7 %
Total	730	100.0 %

## **Q27. Do you feel that you have adequate opportunities to pursue a better paying job in St. Joseph? (without "don't know")**

Q27. Do you have adequate opportunities to pursue a better paying job	Number	Percent
Yes	150	26.6 %
No	414	73.4 %
Total	564	100.0 %

## **Q28. To pursue a better paying job, are you willing to continue your education?**

Q28. Are you willing to continue your education	Number	Percent
Yes	460	62.8 %
No	110	15.0 %
Don't Know	163	22.2 %
Total	733	100.0 %

## **Q28. To pursue a better paying job, are you willing to continue your education? (without "don't know")**

Q28. Are you willing to continue your education	Number	Percent
Yes	460	80.7 %
No	110	19.3 %
Total	570	100.0 %

# 2012 St. Joseph Community Survey

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**Q29. During the past 2 years, have you visited downtown for any of the following reasons?**

Q29. Have you visited downtown during past 2 years	Number	Percent
Restaurant	455	62.1 %
Missouri Theater, Symphony, Robidoux Resident Theater, Performing Arts Association	332	45.3 %
Civic Arena events	468	63.8 %
Advanced educational classes	19	2.6 %
Live music concerts or parades	365	49.8 %
City/County/State government offices	430	58.7 %
Shopping	183	25.0 %
Professional services	227	31.0 %
Work/employment	132	18.0 %
Missouri Career Center	63	8.6 %
Churches	103	14.1 %
None of these	42	5.7 %
<b>Total</b>	<b>2819</b>	

**Q29. During the past 2 years, have you visited downtown for any of the following reasons? (without "none of these")**

Q29. Have you visited downtown during past 2 years	Number	Percent
Civic Arena events	468	63.8 %
Restaurant	455	62.1 %
City/County/State government offices	430	58.7 %
Live music concerts or parades	365	49.8 %
Missouri Theater, Symphony, Robidoux Resident Theater, Performing Arts Association	332	45.3 %
Professional services	227	31.0 %
Shopping	183	25.0 %
Work/employment	132	18.0 %
Churches	103	14.1 %
Missouri Career Center	63	8.6 %
Advanced educational classes	19	2.6 %
<b>Total</b>	<b>2777</b>	

# 2012 St. Joseph Community Survey

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## **Q30. How supportive are you of City programs which encourage new development in older areas of the City?**

<u>Q30. How supportive are you of City programs</u>	<u>Number</u>	<u>Percent</u>
Very supportive	321	43.9 %
Somewhat supportive	331	45.3 %
Not supportive	79	10.8 %
Total	731	100.0 %

## **Q31. How supportive are you of City programs which encourage repair of older areas to preserve historical properties?**

<u>Q31. How supportive are you of City programs</u>	<u>Number</u>	<u>Percent</u>
Very supportive	360	49.1 %
Somewhat supportive	287	39.2 %
Not supportive	86	11.7 %
Total	733	100.0 %

## **Q32. How satisfied are you that St. Joseph reinvests in itself, by keeping basic services upgraded as needed and plans for the future?**

<u>Q32. How satisfied are you</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	127	17.3 %
Somewhat satisfied	451	61.5 %
Not satisfied	154	21.0 %
Don't know	1	0.1 %
Total	733	100.0 %

## 2012 St. Joseph Community Survey

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**Q33. 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=733)

	Very Satisfied	Somewhat Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q33a. Maintenance of major City streets	5.6%	32.9%	20.5%	26.9%	13.1%	1.1%
Q33b. Maintenance of streets in your neighborhood	4.2%	26.6%	18.8%	29.2%	17.9%	3.3%
Q33c. Maintenance of street signs & traffic signals	9.7%	49.2%	24.6%	9.3%	4.1%	3.1%
Q33d. Maintenance of City buildings such as City Hall	10.6%	52.7%	24.4%	3.3%	1.5%	7.5%
Q33e. Snow removal on major City streets	12.8%	51.4%	17.5%	10.0%	5.6%	2.7%
Q33f. Snow removal on streets in your neighborhood	7.9%	29.5%	22.2%	21.7%	14.5%	4.2%
Q33g. Mowing & trimming of public areas	7.9%	41.7%	25.6%	14.3%	7.5%	2.9%
Q33h. Overall cleanliness of City streets/ other public areas	4.8%	33.6%	27.7%	22.8%	9.5%	1.6%
Q33i. Adequacy of City street lighting	6.7%	43.2%	29.6%	11.5%	6.0%	3.0%
Q33j. Condition of sidewalks	3.3%	25.0%	34.4%	20.9%	9.0%	7.5%
Q33k. Maintenance & preservation of downtown	3.1%	26.1%	36.2%	21.6%	9.3%	3.8%

## 2012 St. Joseph Community Survey

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**Q33. 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=733)

	Very Satisfied	Somewhat Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q33a. Maintenance of major City streets	5.7%	33.2%	20.7%	27.2%	13.2%
Q33b. Maintenance of streets in your neighborhood	4.4%	27.5%	19.5%	30.2%	18.5%
Q33c. Maintenance of street signs & traffic signals	10.0%	50.8%	25.4%	9.6%	4.2%
Q33d. Maintenance of City buildings such as City Hall	11.5%	56.9%	26.4%	3.5%	1.6%
Q33e. Snow removal on major City streets	13.2%	52.9%	18.0%	10.2%	5.8%
Q33f. Snow removal on streets in your neighborhood	8.3%	30.8%	23.2%	22.6%	15.1%
Q33g. Mowing & trimming of public areas	8.1%	43.0%	26.4%	14.7%	7.7%
Q33h. Overall cleanliness of City streets/ other public areas	4.9%	34.1%	28.2%	23.2%	9.7%
Q33i. Adequacy of City street lighting	6.9%	44.6%	30.5%	11.8%	6.2%
Q33j. Condition of sidewalks	3.5%	27.0%	37.2%	22.6%	9.7%
Q33k. Maintenance & preservation of downtown	3.3%	27.1%	37.6%	22.4%	9.6%

# 2012 St. Joseph Community Survey

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## **Q34. 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?**

<u>Q34. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	313	42.7 %
Maintenance of streets in your neighborhood	128	17.5 %
Maintenance of street signs & traffic signals	14	1.9 %
Maintenance of City buildings such as City Hall	5	0.7 %
Snow removal on major City streets	14	1.9 %
Snow removal on streets in your neighborhood	33	4.5 %
Mowing & trimming of public areas	16	2.2 %
Overall cleanliness of City streets/other public areas	59	8.0 %
Adequacy of City street lighting	9	1.2 %
Condition of sidewalks	23	3.1 %
Maintenance & preservation of downtown	53	7.2 %
<u>None chosen</u>	<u>66</u>	<u>9.0 %</u>
Total	733	100.0 %

## **Q34. 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?**

<u>Q34. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	90	12.3 %
Maintenance of streets in your neighborhood	154	21.0 %
Maintenance of street signs & traffic signals	27	3.7 %
Maintenance of City buildings such as City Hall	5	0.7 %
Snow removal on major City streets	51	7.0 %
Snow removal on streets in your neighborhood	62	8.5 %
Mowing & trimming of public areas	33	4.5 %
Overall cleanliness of City streets/other public areas	103	14.1 %
Adequacy of City street lighting	39	5.3 %
Condition of sidewalks	37	5.0 %
Maintenance & preservation of downtown	56	7.6 %
<u>None chosen</u>	<u>76</u>	<u>10.4 %</u>
Total	733	100.0 %

# 2012 St. Joseph Community Survey

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## **Q34. 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?**

<u>Q34. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	53	7.2 %
Maintenance of streets in your neighborhood	60	8.2 %
Maintenance of street signs & traffic signals	42	5.7 %
Maintenance of City buildings such as City Hall	23	3.1 %
Snow removal on major City streets	34	4.6 %
Snow removal on streets in your neighborhood	72	9.8 %
Mowing & trimming of public areas	63	8.6 %
Overall cleanliness of City streets/other public areas	125	17.1 %
Adequacy of City street lighting	44	6.0 %
Condition of sidewalks	50	6.8 %
Maintenance & preservation of downtown	73	10.0 %
<u>None chosen</u>	<u>94</u>	<u>12.8 %</u>
Total	733	100.0 %

## **Q34. 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? (top 3)**

<u>Q34. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	456	62.2 %
Maintenance of streets in your neighborhood	342	46.7 %
Maintenance of street signs & traffic signals	83	11.3 %
Maintenance of City buildings such as City Hall	33	4.5 %
Snow removal on major City streets	99	13.5 %
Snow removal on streets in your neighborhood	167	22.8 %
Mowing & trimming of public areas	112	15.3 %
Overall cleanliness of City streets/other public areas	287	39.2 %
Adequacy of City street lighting	92	12.6 %
Condition of sidewalks	110	15.0 %
Maintenance & preservation of downtown	182	24.8 %
<u>None chosen</u>	<u>66</u>	<u>9.0 %</u>
Total	2029	

## 2012 St. Joseph Community Survey

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**Q35. 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=733)

	Very Satisfied	Somewhat Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q35a. Enforcing cleanup of litter & debris on private property	4.0%	23.3%	25.4%	27.4%	12.6%	7.4%
Q35b. Enforcing mowing & trimming of lawns on private property	3.7%	26.5%	28.6%	23.7%	9.5%	7.9%
Q35c. Enforcing maintenance of residential property	3.8%	21.0%	30.4%	25.0%	11.5%	8.3%
Q35d. Enforcing maintenance of business property	4.4%	31.0%	34.7%	15.0%	5.6%	9.4%
Q35e. Enforcing sign regulations	3.8%	30.6%	34.2%	11.2%	5.0%	15.1%

**Q35. 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=733)

	Very Satisfied	Somewhat Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q35a. Enforcing cleanup of litter & debris on private property	4.3%	25.2%	27.4%	29.6%	13.5%
Q35b. Enforcing mowing & trimming of lawns on private property	4.0%	28.7%	31.1%	25.8%	10.4%
Q35c. Enforcing maintenance of residential property	4.2%	22.9%	33.2%	27.2%	12.5%
Q35d. Enforcing maintenance of business property	4.8%	34.2%	38.3%	16.6%	6.2%
Q35e. Enforcing sign regulations	4.5%	36.0%	40.4%	13.2%	5.9%

## 2012 St. Joseph Community Survey

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### **Q36. If an online bachelor's degree completion program was offered by Missouri Western State University, how likely would you or someone you know be to enroll?**

Q36. How likely would you be to enroll	Number	Percent
Likely, need a degree offered through an online format	132	18.0 %
Likey, interested in a degree that could be completed by a mix of online & face-to-face courses	126	17.2 %
Unlikely, already have a degree	249	34.0 %
Unlikely, not interested in online courses or degree programs	200	27.3 %
Don't know	26	3.5 %
Total	733	100.0 %

### **Q36. If an online bachelor's degree completion program was offered by Missouri Western State University, how likely would you or someone you know be to enroll? (without "don't know")**

Q36. How likely would you be to enroll	Number	Percent
Likely, need a degree offered through an online format	132	18.7 %
Likey, interested in a degree that could be completed by a mix of online & face-to-face courses	126	17.8 %
Unlikely, already have a degree	249	35.2 %
Unlikely, not interested in online courses or degree programs	200	28.3 %
Total	707	100.0 %

### **Q37. Would increased availability of online courses at Missouri Western benefit you or someone you know?**

Q37. Would increased availability of online courses at Missouri Western benefit you	Number	Percent
Yes, based on personal knowledge, believe work & family schedules make online courses a necessary or preferred option	461	62.9 %
No, have no personal knowledge that suggests online courses are desired	161	22.0 %
No, do not believe online courses are of benefit	84	11.5 %
Don't know	27	3.7 %
Total	733	100.0 %

# 2012 St. Joseph Community Survey

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## **Q37. Would increased availability of online courses at Missouri Western benefit you or someone you know? (without "don't know")**

Q37. Would increased availability of online courses at Missouri Western benefit you	Number	Percent
Yes, based on personal knowledge, believe work & family schedules make online courses a necessary or preferred option	461	65.3 %
No, have no personal knowledge that suggests online courses are desired	161	22.8 %
No, do not believe online courses are of benefit	84	11.9 %
Total	706	100.0 %

## **Q38. Would you recommend living in St. Joseph to your friends or family?**

Q38. Would you recommend living in St. Joseph to friends	Number	Percent
Yes	469	64.0 %
No	132	18.0 %
Don't Know	132	18.0 %
Total	733	100.0 %

## **Q38. Would you recommend living in St. Joseph to your friends or family? (without "don't know")**

Q38. Would you recommend living in St. Joseph to friends	Number	Percent
Yes	469	78.0 %
No	132	22.0 %
Total	601	100.0 %

# 2012 St. Joseph Community Survey

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## **Q39. Do you feel that our community is moving in the right direction?**

Q39. Do you feel our community is moving in right direction	Number	Percent
Yes	373	50.9 %
No	173	23.6 %
Don't Know	187	25.5 %
Total	733	100.0 %

## **Q39. Do you feel that our community is moving in the right direction? (without "don't know")**

Q39. Do you feel our community is moving in right direction	Number	Percent
Yes	373	68.3 %
No	173	31.7 %
Total	546	100.0 %

## **Q40. Approximately how many years have you lived in the City of St. Joseph/Buchanan County?**

Q40. How many years have you lived in St. Joseph/Buchanan County	Number	Percent
Less than 5 years	34	4.6 %
5-10 years	67	9.1 %
11-20 years	89	12.1 %
20+ years	535	73.0 %
Don't know	8	1.1 %
Total	733	100.0 %

## **Q40. Approximately how many years have you lived in the City of St. Joseph/Buchanan County? (without "don't know")**

Q40. How many years have you lived in St. Joseph/Buchanan County	Number	Percent
Less than 5 years	34	4.7 %
5-10 years	67	9.2 %
11-20 years	89	12.3 %
20+ years	535	73.8 %
Total	725	100.0 %

# 2012 St. Joseph Community Survey

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## **Q41. If you are not a native to St. Joseph, from what city did you move?**

<u>Q41. What city did you move from</u>	<u>Number</u>	<u>Percent</u>
ABILENE	1	0.4 %
AGENCY	1	0.4 %
ALTURAS	1	0.4 %
AMAZONIA	1	0.4 %
ANCHORAGE	1	0.4 %
ARCHIE	1	0.4 %
ATCHISON	5	1.8 %
ATLANIC	1	0.4 %
ATLANTA	2	0.7 %
BASEHOR	1	0.4 %
BEAUMONT	1	0.4 %
BELLEVILLE	1	0.4 %
BELLFLOWER	1	0.4 %
BELTON	1	0.4 %
BENDARA	1	0.4 %
BETHANY	1	0.4 %
BINGHAMTON	1	0.4 %
BLOOMFIELD	1	0.4 %
BLUE SPRINGS	1	0.4 %
BOISE	1	0.4 %
BOLCKOW	1	0.4 %
BRAYMER	1	0.4 %
CAMERON	2	0.7 %
CEDAR LAKE	1	0.4 %
CEDAR RPAIDS	1	0.4 %
CHANDLER	1	0.4 %
CHARLES CITY	1	0.4 %
CHARLESTON	1	0.4 %
CHICAGO	5	1.8 %
CHILLICOTHE	5	1.8 %
CLARKSDALE	1	0.4 %
COLORADO SPGS	1	0.4 %
COLUMBIA	4	1.4 %
COLUMBUS	1	0.4 %
CORNING	1	0.4 %
COSBY	3	1.1 %
COUNCIL BLUFFS	1	0.4 %
CRAIG	1	0.4 %
CUBA	1	0.4 %
DAVENPORT	2	0.7 %
DE KALB	2	0.7 %
DENISON	1	0.4 %
DENVER	1	0.4 %
DES MOINES	1	0.4 %
DESERT HOT SPRINGS	1	0.4 %
DIXON	1	0.4 %

# 2012 St. Joseph Community Survey

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## Q41. If you are not a native to St. Joseph, from what city did you move?

Q41. What city did you move from	Number	Percent
DURHAM	1	0.4 %
EL SUGUNDO	1	0.4 %
ELWOOD	2	0.7 %
ENGLEWOOD	1	0.4 %
EOLIA	1	0.4 %
EVANSVILLE	1	0.4 %
FAIRBANKS	1	0.4 %
FAIRFAX	1	0.4 %
FALLS CITY	1	0.4 %
FARM	1	0.4 %
FREDRICKSBURG	1	0.4 %
FRIONA	1	0.4 %
FT DODGE	1	0.4 %
FT MADISON	1	0.4 %
FT SCOTT	1	0.4 %
GETTSBURGH	1	0.4 %
GLADSTONE	1	0.4 %
GLENWOOD	1	0.4 %
GOWER	1	0.4 %
GRANT CITY	3	1.1 %
GREAT BEND	1	0.4 %
GREELEY	1	0.4 %
GREENFIELD	1	0.4 %
GREENVILLE	1	0.4 %
GUAM	1	0.4 %
GUILFORD	1	0.4 %
HALLVILLE	1	0.4 %
HANNIBAL	2	0.7 %
HELENA	1	0.4 %
HIAWATHA	2	0.7 %
HIGHLAND	2	0.7 %
IDAHO FALLS	1	0.4 %
INDEPENDENCE	1	0.4 %
INDIANAPOLIS	1	0.4 %
JACKSONVILLE	1	0.4 %
JEFFERSON CITY	1	0.4 %
JUNCTION CITY	1	0.4 %
KANORA ONT CANADA	1	0.4 %
KANSAS CITY	16	5.7 %
KC	6	2.1 %
KEARNEY	2	0.7 %
KING CITY	1	0.4 %
KIRKWOOD	1	0.4 %
LA	1	0.4 %
LAKE ELSINORE	1	0.4 %
LAREDO	1	0.4 %

# 2012 St. Joseph Community Survey

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## Q41. If you are not a native to St. Joseph, from what city did you move?

<u>Q41. What city did you move from</u>	<u>Number</u>	<u>Percent</u>
LAWRENCE	1	0.4 %
LEE'S SUMMIT	1	0.4 %
LIBERTY	2	0.7 %
LICKING	1	0.4 %
LINCOLN	1	0.4 %
LITTLE ROCK	1	0.4 %
LOGAN	1	0.4 %
LONG LANE	1	0.4 %
LOS ANGELES	2	0.7 %
MADISON	2	0.7 %
MAITLAND	1	0.4 %
MARYVILLE	11	3.9 %
MASSAPQUA	1	0.4 %
MAYSVILLE	4	1.4 %
MEMPHIS	1	0.4 %
MINNEAPOLIS	2	0.7 %
MOBERLY	1	0.4 %
MOUND CITY	1	0.4 %
MOUNTAIN VIEW	1	0.4 %
MT VERNON	1	0.4 %
MUNFORDVILLE	1	0.4 %
N PLATTE	2	0.7 %
N W	1	0.4 %
NEW HAMPTON	1	0.4 %
NODAWAY	1	0.4 %
NORFOLK	1	0.4 %
NORMAN	2	0.7 %
NORTHWOOD	1	0.4 %
NORWALK	1	0.4 %
OGDEN	1	0.4 %
OKC	1	0.4 %
OLATHE	1	0.4 %
OMAHA	2	0.7 %
ORANGE	1	0.4 %
OREGON	3	1.1 %
OSAGE BEACH	1	0.4 %
OTTAWA	1	0.4 %
OTTUMWA	1	0.4 %
OVERLAND PARK	3	1.1 %
OXFORD	1	0.4 %
PARKER	1	0.4 %
PARNELL	1	0.4 %
PARSON	1	0.4 %
PELLA	1	0.4 %
PHOENIX	1	0.4 %
PICKERING	1	0.4 %

# 2012 St. Joseph Community Survey

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## Q41. If you are not a native to St. Joseph, from what city did you move?

Q41. What city did you move from	Number	Percent
PITTSBURG	1	0.4 %
PLATTE CITY	3	1.1 %
PLATTSBURG	2	0.7 %
POCATELLO	1	0.4 %
POLK	1	0.4 %
PUGET FALLS	1	0.4 %
RAYTOWN	1	0.4 %
REA	1	0.4 %
REYNOLDSBURG	1	0.4 %
RICHMOND	1	0.4 %
RIDGEWAY	1	0.4 %
RIVERSIDE	1	0.4 %
ROCHESTER	1	0.4 %
ROD BLUFF	1	0.4 %
ROSEMOUNT	1	0.4 %
RUSHVILLE	1	0.4 %
SAN DIEGO	2	0.7 %
SAN FRANCISCO	1	0.4 %
SAN JOSE	1	0.4 %
SAVANAH	1	0.4 %
SAVANNAH	6	2.1 %
SEVERENCE	1	0.4 %
SHANANDOAH	1	0.4 %
SMITHVILLE	1	0.4 %
SOUTHERN	1	0.4 %
SPOKANE	1	0.4 %
SPRINGFIELD	4	1.4 %
ST LOUIS	2	0.7 %
ST PAUL	1	0.4 %
STANBERRY	3	1.1 %
STEWARTSVILLE	2	0.7 %
STOCKTON	1	0.4 %
TOPEKA	2	0.7 %
TROY	1	0.4 %
TUCSON	1	0.4 %
TULSA	2	0.7 %
UNION STAR	1	0.4 %
URBANA	1	0.4 %
VISALIA	1	0.4 %
W LAFAYETTE	1	0.4 %
WATERFORD	1	0.4 %
WATERLOO	1	0.4 %
WATHENA	2	0.7 %
WATSON	1	0.4 %
WAYNESVILLE	1	0.4 %
WESTFIELD	1	0.4 %

# 2012 St. Joseph Community Survey

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## **Q41. If you are not a native to St. Joseph, from what city did you move?**

<u>Q41. What city did you move from</u>	<u>Number</u>	<u>Percent</u>
WICHITA	4	1.4 %
WURTON	1	0.4 %
Total	280	100.0 %

## 2012 St. Joseph Community Survey

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### **Q41a. If you are not a native to St. Joseph, from what state did you move?**

<u>Q41. State</u>	<u>Number</u>	<u>Percent</u>
AK	2	0.7 %
AR	1	0.3 %
AZ	2	0.7 %
CA	18	6.2 %
CO	6	2.1 %
CT	1	0.3 %
FL	1	0.3 %
GA	2	0.7 %
IA	19	6.5 %
ID	3	1.0 %
IL	9	3.1 %
IN	5	1.7 %
KS	39	13.4 %
KY	2	0.7 %
LS	1	0.3 %
MA	2	0.7 %
MD	1	0.3 %
MI	2	0.7 %
MN	4	1.4 %
MO	132	45.2 %
NC	1	0.3 %
NE	5	1.7 %
NY	3	1.0 %
OH	3	1.0 %
OK	5	1.7 %
PA	2	0.7 %
SC	2	0.7 %
SD	2	0.7 %
TN	2	0.7 %
TX	6	2.1 %
UT	1	0.3 %
VA	4	1.4 %
WA	1	0.3 %
WI	2	0.7 %
WV	1	0.3 %
Total	292	100.0 %

# 2012 St. Joseph Community Survey

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## **Q42. Do you own or rent your residence?**

<u>Q42. Do you own or rent your residence</u>	<u>Number</u>	<u>Percent</u>
Own	615	84.0 %
Rent	108	14.8 %
Declined	9	1.2 %
Total	732	100.0 %

## **Q42. Do you own or rent your residence? (without "declined")**

<u>Q42. Do you own or rent your residence</u>	<u>Number</u>	<u>Percent</u>
Own	615	85.1 %
Rent	108	14.9 %
Total	723	100.0 %

## **Q43. What is your age?**

<u>Q43. Your age</u>	<u>Number</u>	<u>Percent</u>
18 to 34	92	12.6 %
35 to 44	105	14.3 %
45 to 54	199	27.1 %
55 to 64	231	31.5 %
65+	103	14.1 %
Declined	3	0.4 %
Total	733	100.0 %

## **Q43. What is your age? (without "declined")**

<u>Q43. Your age</u>	<u>Number</u>	<u>Percent</u>
18 to 34	92	12.6 %
35 to 44	105	14.4 %
45 to 54	199	27.3 %
55 to 64	231	31.6 %
65+	103	14.1 %
Total	730	100.0 %

# 2012 St. Joseph Community Survey

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## **Q44. What is your level of education?**

<u>Q44. Your level of education</u>	<u>Number</u>	<u>Percent</u>
Less than high school	17	2.3 %
GED	19	2.6 %
High school	136	18.6 %
Some college	208	28.4 %
College degree	214	29.2 %
Post-graduate	126	17.2 %
Declined	13	1.8 %
Total	733	100.0 %

## **Q44. What is your level of education? (without "declined")**

<u>Q44. Your level of education</u>	<u>Number</u>	<u>Percent</u>
Less than high school	17	2.4 %
GED	19	2.6 %
High school	136	18.9 %
Some college	208	28.9 %
College degree	214	29.7 %
Post-graduate	126	17.5 %
Total	720	100.0 %

# 2012 St. Joseph Community Survey

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## Q45. How many in your household (counting yourself), are?

	Mean	Sum
number	2.6	1919
Under age 5	0.1	106
Ages 5-9	0.2	116
Ages 10-14	0.2	120
Ages 15-19	0.2	139
Ages 20-24	0.1	96
Ages 25-34	0.2	161
Ages 35-44	0.3	226
Ages 45-54	0.5	345
Ages 55-64	0.5	393
Ages 65-74	0.2	128
Ages 75+	0.1	89

# 2012 St. Joseph Community Survey

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## **Q46. Which of the following best describes your current place of employment?**

<u>Q46. Your current place of employment</u>	<u>Number</u>	<u>Percent</u>
Employed outside home	496	67.7 %
Self-employed or work out of home	47	6.4 %
Student, retired, or not currently employed	167	22.8 %
<u>Declined</u>	<u>23</u>	<u>3.1 %</u>
Total	733	100.0 %

## **Q46. Which of the following best describes your current place of employment? (without "declined")**

<u>Q46. Your current place of employment</u>	<u>Number</u>	<u>Percent</u>
Employed outside home	496	69.9 %
Self-employed or work out of home	47	6.6 %
<u>Student, retired, or not currently employed</u>	<u>167</u>	<u>23.5 %</u>
Total	710	100.0 %

## **Q46. If "Employed outside home," where do you work?**

<u>Q46. Where do you work</u>	<u>Number</u>	<u>Percent</u>
In St. Joseph	404	81.5 %
In Kansas City	47	9.5 %
Somewhere else in Missouri	21	4.2 %
Outside of St. Joseph but inside Buchanan County	18	3.6 %
Somewhere else in Kansas	12	2.4 %
In Savannah	5	1.0 %
In Cameron	3	0.6 %
In Elwood	2	0.4 %
In Troy	2	0.4 %
<u>Declined</u>	<u>2</u>	<u>0.4 %</u>
Total	516	

# 2012 St. Joseph Community Survey

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## **Q47. Would you say your total household income is:**

<u>Q47. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	140	19.1 %
\$30K-\$59,999	206	28.1 %
\$60K-\$99,999	182	24.9 %
\$100K-\$149,999	98	13.4 %
\$150K-\$199,999	32	4.4 %
\$200K+	18	2.5 %
Declined	56	7.7 %
Total	732	100.0 %

## **Q47. Would you say your total household income is: (without "declined")**

<u>Q47. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	140	20.7 %
\$30K-\$59,999	206	30.5 %
\$60K-\$99,999	182	26.9 %
\$100K-\$149,999	98	14.5 %
\$150K-\$199,999	32	4.7 %
\$200K+	18	2.7 %
Total	676	100.0 %

## **Q48. Are you or other members of your household of Hispanic or Latino ancestry?**

<u>Q48. Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	51	7.0 %
No	673	91.8 %
Declined	9	1.2 %
Total	733	100.0 %

## **Q48. Are you or other members of your household of Hispanic or Latino ancestry? (without "declined")**

<u>Q48. Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	51	7.0 %
No	673	93.0 %
Total	724	100.0 %

# 2012 St. Joseph Community Survey

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## Q49. Which of the following best describes your race?

<u>Q49. Your race</u>	<u>Number</u>	<u>Percent</u>
African American/Black	18	2.5 %
American Indian or Alaska Native	6	0.8 %
Asian, Hawaiian or Other Pacific Islander	5	0.7 %
White/Caucasian	679	92.6 %
Other	10	1.4 %
Declined	25	3.4 %
Total	743	

## Q49. Which of the following best describes your race? (without "declined")

<u>Q49. Your race</u>	<u>Number</u>	<u>Percent</u>
White/Caucasian	679	92.6 %
African American/Black	18	2.5 %
Other	10	1.4 %
American Indian or Alaska Native	6	0.8 %
Asian, Hawaiian or Other Pacific Islander	5	0.7 %
Total	718	

## Q49. Other

<u>Q49. Other</u>	<u>Number</u>	<u>Percent</u>
HISPANIC	5	55.6 %
IRISH/GERMAN	1	11.1 %
MIXED	1	11.1 %
MULTI RACIAL	1	11.1 %
SCOTCH/IRISH	1	11.1 %
Total	9	100.0 %

# 2012 St. Joseph Community Survey

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## Q50. Your gender:

<u>Q50. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	363	49.5 %
Female	370	50.5 %
Total	733	100.0 %

## District

<u>District</u>	<u>Number</u>	<u>Percent</u>
1st District	114	15.6 %
2nd District	100	13.7 %
3rd District	116	15.9 %
4th District	156	21.3 %
5th District	121	16.6 %
Buchanan	124	17.0 %
Total	731	100.0 %

*Section 6:*  
***Cross-Tabular Data***

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*Section 7:*  
***Survey Instrument***

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3003 FREDERICK AVENUE  
ST. JOSEPH, MO 64506

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

May, 2012

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**.

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,

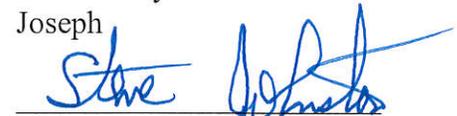
City of St. Joseph

  
\_\_\_\_\_  
Mayor Bill Falkner

County of Buchanan

  
\_\_\_\_\_  
R. T. Turner, Presiding  
Commissioner

Community Alliance of Saint  
Joseph

  
\_\_\_\_\_  
Steve Johnston, Director



# 2012 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.

## I. LIVABILITY

1. 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." (Please circle your answers)

How would you rate The City of St. Joseph:		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A.	Overall image of the City	5	4	3	2	1	9
B.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
C.	Overall value that you receive for your County tax dollars and fees	5	4	3	2	1	9
D.	Overall quality of City services	5	4	3	2	1	9
E.	Overall quality of life in the City	5	4	3	2	1	9
F.	Overall physical appearance of the City	5	4	3	2	1	9
G.	Overall feeling of safety in the City	5	4	3	2	1	9
H.	As a place to live	5	4	3	2	1	9
I.	As a place to raise children	5	4	3	2	1	9
J.	As a place to work	5	4	3	2	1	9

2. Several reasons for deciding where to live are listed below. On a scale from "1" to "4" where "4" is "very important" and "1" is "unimportant," how important was each reason in your decision to live where you live? Then, please indicate if your needs are being met in St. Joseph/Buchanan County. (Please circle your answers)

The Reasons for Choosing a Community to Live in		Very Important	Somewhat Important	Not sure	Un- important	Are your needs being met in St. Joseph?	
						Yes	No
A.	Sense of community	4	3	2	1	A	B
B.	Quality of public education	4	3	2	1	A	B
C.	Access to higher education (college)	4	3	2	1	A	B
D.	Adult education programs	4	3	2	1	A	B
E.	Quality care for preschool age children	4	3	2	1	A	B
F.	Types of housing (i.e., multi-family single, etc.)	4	3	2	1	A	B
G.	Quality of housing (i.e. construction, maintenance)	4	3	2	1	A	B
H.	Access to quality shopping	4	3	2	1	A	B
I.	Availability of parks and recreation opportunities	4	3	2	1	A	B
J.	Living near family or friends	4	3	2	1	A	B
K.	Safety and security	4	3	2	1	A	B
L.	Accessibility to airport and other communities	4	3	2	1	A	B
M.	Quality health care	4	3	2	1	A	B
N.	Public transportation (bus)	4	3	2	1	A	B

3. Which **THREE** of these reasons will have the most impact on your decision to stay in St. Joseph/Buchanan County for the next 10 years? [write the letters for your top 3 choices below using the letters from the list of reasons in Q2. above]

1st

2nd

3rd

**4. 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
A.	Overall quality of police, and fire services	5	4	3	2	1	9
B.	Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
C.	Overall maintenance of city streets	5	4	3	2	1	9
D.	Overall maintenance of buildings and facilities such as Civic Arena/Missouri Theater	5	4	3	2	1	9
E.	Overall quality of city water and sewer utilities	5	4	3	2	1	9
F.	Overall enforcement of city codes/ordinances	5	4	3	2	1	9
G.	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
H.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
I.	Overall quality of the city's stormwater runoff/stormwater management	5	4	3	2	1	9
J.	Overall flow of traffic and congestion management in St. Joseph	5	4	3	2	1	9
K.	Recycling opportunities	5	4	3	2	1	9
L.	The availability of information about City programs and services	5	4	3	2	1	9
M.	City efforts to keep you informed about local issues	5	4	3	2	1	9
N.	How open the city is to public input from residents	5	4	3	2	1	9

**5. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?** [Write in the letters below using the letters from the list in Q4. above.]

1st
2nd
3rd

**6. 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
A.	The visibility of police in neighborhoods	5	4	3	2	1	9
B.	The visibility of police in retail areas	5	4	3	2	1	9
C.	The City's efforts to prevent crime	5	4	3	2	1	9
D.	Enforcement of local traffic laws	5	4	3	2	1	9
E.	Overall quality of St. Joseph police protection	5	4	3	2	1	9
F.	Overall quality of St. Joseph fire protection	5	4	3	2	1	9
G.	Quality of animal control	5	4	3	2	1	9
H.	Environmental health inspections (food/lodging)	5	4	3	2	1	9

**7. 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 the letters below using the letters from the list in Q6. above.]

1st
2nd
3rd

**8. 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
A.	County Law Enforcement	5	4	3	2	1	9
B.	County Fire Protection	5	4	3	2	1	9
C.	County Road and Bridge Maintenance	5	4	3	2	1	9
D.	Overall customer service from the County	5	4	3	2	1	9

9. 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
A.	In your neighborhood in general	4	3	2	1	9
B.	In the shopping areas in general	4	3	2	1	9
C.	At work	4	3	2	1	9

10. What are your primary sources of information about activities and services in your community?

[check all that apply]

- |  |  |
|--|--|
| <input type="checkbox"/> (01) St. Joseph News-Press (print edition)              | <input type="checkbox"/> (09) School   |
| <input type="checkbox"/> (02) St. Joseph News-Press ( website www.stjoenews.net) | <input type="checkbox"/> (10) Internet (website, search engines)   |
| <input type="checkbox"/> (03) KQTV (Channel 2)                                   | <input type="checkbox"/> (11) Social Networking sites (Facebook, Twitter, etc.)  |
| <input type="checkbox"/> (04) St. Joe Now (Channel 3)                            | <input type="checkbox"/> (12) Here-Aqui  |
| <input type="checkbox"/> (05) Radio  | <input type="checkbox"/> (13) Regular Joe  |
| <input type="checkbox"/> (06) City of St. Joseph (website www.stjoemo.info)      | <input type="checkbox"/> (14) Buchanan County website <a href="http://www.co.buchanan.mo.us">www.co.buchanan.mo.us</a> |
| <input type="checkbox"/> (07) St. Joseph Telegraph                               |  |
| <input type="checkbox"/> (08) City of St. Joseph – TV Channel 19                 |  |

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

- (1) Yes  (2) No

12. **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
A.	Arts/Culture/Museums should have an important role in the development of St. Joseph	5	4	3	2	1	9
B.	The St. Joseph area needs more arts and cultural programs for children	5	4	3	2	1	9
C.	I am very familiar with most of the arts and cultural programs offered in the St. Joseph area	5	4	3	2	1	9
D.	I frequently visit arts/culture/museum facilities in the St. Joseph area	5	4	3	2	1	9

13. Which of the following reasons keep you from visiting arts /cultural/museum facilities in St. Joseph area more often?

- (A) Not interested in arts and cultural programs  
 (B) They are too expensive  
 (C) I don't know enough about the programs and facilities that are available  
 (D) The times the facilities are open do not fit my schedule  
 (E) Other \_\_\_\_\_

## II. HEALTH AND WELLNESS

14. Please rank the importance of the following health improvement opportunities in St. Joseph, where “6” is “most important” and “1” is “least important”.

- |   |   |
|---|---|
| <input type="checkbox"/> (A) Tobacco/smoking reduction                    | <input type="checkbox"/> (D) Obesity/nutrition dietary improvements   |
| <input type="checkbox"/> (B) Physical activity increase (walking, biking) | <input type="checkbox"/> (E) Access to affordable healthcare services |
| <input type="checkbox"/> (C) Alcohol/drug reduction                       | <input type="checkbox"/> (F) Mental health services expansion         |

15. Please rank your willingness to personally address these health improvement opportunities, where “6” is “most willing” and “1” is “least willing”.

- |  |   |
|--|---|
| <input type="checkbox"/> (A) Tobacco/smoking reduction                   | <input type="checkbox"/> (D) Nutrition/dietary improvements           |
| <input type="checkbox"/> (B) Physical activity increase(walking, biking) | <input type="checkbox"/> (E) Access to affordable healthcare services |
| <input type="checkbox"/> (C) Alcohol/drug reduction                      | <input type="checkbox"/> (F) Mental health services expansion         |

16. **City Parks and Recreation:** 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 Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of City parks	5	4	3	2	1	9
B.	Number of City parks	5	4	3	2	1	9
C.	Number of parkway walking and biking trails	5	4	3	2	1	9
D.	Quality of outdoor athletic fields	5	4	3	2	1	9
E.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
F.	Fees charged for recreation programs	5	4	3	2	1	9
G.	Ease of registering for programs	5	4	3	2	1	9
H.	Available youth fitness/recreational programs	5	4	3	2	1	9
I.	Available adult fitness/recreational programs	5	4	3	2	1	9
J.	Senior recreational activities	5	4	3	2	1	9
K.	City aquatic park/swimming pools	5	4	3	2	1	9
L.	Special events and festivals	5	4	3	2	1	9
M.	Recreational opportunities at Lake Contrary (Buchanan County)	5	4	3	2	1	9
N.	Riverfront recreational development	5	4	3	2	1	9

17. 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 the letters below from the list in Q16. above.]

1st
2nd
3rd

18. Do you, or does any member of your household, volunteer for any of the following? (check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> (A) School (PTA, reading, tutoring, etc.)<br><input type="checkbox"/> (B) Church (Sunday School or other activities)<br><input type="checkbox"/> (C) Service Club<br><input type="checkbox"/> (D) Not-for-profit organization<br><input type="checkbox"/> (E) Sports team | <input type="checkbox"/> (F) Special needs/disabled<br><input type="checkbox"/> (G) Hospital<br><input type="checkbox"/> (H) Senior facilities (nursing home)<br><input type="checkbox"/> (I) Other _____<br><input type="checkbox"/> (J) None of these |
|--|---|

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

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> (A) None          | <input type="checkbox"/> (D) between 50-99   | <input type="checkbox"/> (G) between 1000 -2000 |
| <input type="checkbox"/> (B) less than 25  | <input type="checkbox"/> (E) between 100-499 | <input type="checkbox"/> (H) over 2000          |
| <input type="checkbox"/> (C) between 25-49 | <input type="checkbox"/> (F) between 500-999 |   |

20. 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
A.	Hunger as a result of poverty	5	4	3	2	1	9
B.	Illiteracy as a result of poverty	5	4	3	2	1	9
C.	Sub-standard housing as a result of poverty	5	4	3	2	1	9
D.	Health care as a result of poverty	5	4	3	2	1	9

### III. EDUCATION

21. Do you feel that a pre-school (early learning) experience .....

- A) increases a child's chance of doing well in school? \_\_\_\_\_ (1) Yes \_\_\_\_\_ (2) No \_\_\_\_\_ (3) Not sure  
 B) helps a child grow socially? \_\_\_\_\_ (1) Yes \_\_\_\_\_ (2) No \_\_\_\_\_ (3) Not sure

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

- |                   |                   |                      |
|-------------------|-------------------|----------------------|
| _____ (1) A grade | _____ (3) C grade | _____ (5) F grade    |
| _____ (2) B grade | _____ (4) D grade | _____ (6) Don't know |

23. If you have a child of pre-school age, do you feel you have adequate access to early learning programs in St. Joseph?

- \_\_\_\_\_ (1) Yes \_\_\_\_\_ (2) No \_\_\_\_\_ (3) Not applicable

24. 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
A.	Updating computers and technology	5	4	3	2	1	9
B.	Providing school buildings that are in good repair and physical condition	5	4	3	2	1	9
C.	Preparing students for success after high school	5	4	3	2	1	9
D.	Preparing students for college or additional training	5	4	3	2	1	9
E.	Providing the same or higher overall quality than neighboring school districts	5	4	3	2	1	9
F.	Providing safe and secure school buildings	5	4	3	2	1	9
G.	Involving the community in important decisions affecting the district	5	4	3	2	1	9
H.	Providing foreign language opportunities	5	4	3	2	1	9
I.	Providing arts (music, drama, art , dance)	5	4	3	2	1	9
J.	Providing athletics/physical education	5	4	3	2	1	9
K.	Overall curriculum/course instruction	5	4	3	2	1	9

25. If you have K-12 school age children, which kind of school do they attend? \_\_\_\_\_  
 \_\_\_\_\_ (A) Public School \_\_\_\_\_ (C) Home Schooling  
 \_\_\_\_\_ (B) Private School

Why?(i.e. curriculum, beliefs, facilities) \_\_\_\_\_

#### IV. ECONOMIC DEVELOPMENT/QUALITY JOBS

26. Here are several reasons to call a job a "quality job". Which two of these issues are most important to you, not including salary?

- |   |  |
|---|--|
| _____ (1) How far I have to go to work      | _____ (5) Benefit package, especially health care    |
| _____ (2) Knowing I make a difference       | _____ (6) How much I like my co-workers              |
| _____ (3) How family-friendly management is | _____ (7) Opportunities for professional development |
| _____ (4) How much I like the job           | _____ (8) Other _____                                |

27. Do you feel that you have adequate opportunities to pursue a better paying job in St. Joseph?

- \_\_\_\_\_ (1) Yes \_\_\_\_\_ (2) No \_\_\_\_\_ (3) Don't know

28. To pursue a better paying job, are you willing to continue your education?

- \_\_\_\_\_ (1) Yes \_\_\_\_\_ (2) No \_\_\_\_\_ (3) Don't know

29. During the past 2 years, have you visited downtown for any of the following reasons? (check all that you have done).

- |   |   |
|---|---|
| _____ (01) Restaurant   | _____ (06) City/County/State government offices   |
| _____ (02) Missouri Theater, Symphony, Robidoux Resident Theater, Performing Arts Association | _____ (07) Shopping                               |
| _____ (03) Civic Arena events   | _____ (08) Professional services (banking, legal) |
| _____ (04) Advanced educational classes   | _____ (09) Work/employment                        |
| _____ (05) Live music concerts or parades   | _____ (10) Missouri Career Center                 |
|   | _____ (11) Churches                               |
|   | _____ (12) None of these                          |

30. How supportive are you of City programs which encourage new development in older areas of the City?

- \_\_\_\_\_ (1) Very supportive \_\_\_\_\_ (2) Somewhat supportive \_\_\_\_\_ (3) Not supportive

31. How supportive are you of City programs which encourage repair of older areas to preserve historical properties?

- \_\_\_\_\_ (1) Very supportive \_\_\_\_\_ (2) Somewhat supportive \_\_\_\_\_ (3) Not supportive

32. How satisfied are you 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

## V. OTHER

33. **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
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
D.	Maintenance of City buildings such as City Hall	5	4	3	2	1	9
E.	Snow removal on major City streets	5	4	3	2	1	9
F.	Snow removal on streets in your neighborhood	5	4	3	2	1	9
G.	Mowing and trimming of public areas	5	4	3	2	1	9
H.	Overall cleanliness of City streets/other public areas	5	4	3	2	1	9
I.	Adequacy of City street lighting	5	4	3	2	1	9
J.	Condition of sidewalks (responsibility of homeowner)	5	4	3	2	1	9
K.	Maintenance and preservation of downtown	5	4	3	2	1	9

34. 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 the letters below using the letters from the list in Q 33. above.]

1st                       2nd                       3rd

35. **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
A.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
B.	Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
C.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
D.	Enforcing the maintenance of business property	5	4	3	2	1	9
E.	Enforcing sign regulations	5	4	3	2	1	9

36. If an online bachelor's degree completion program was offered by Missouri Western State University, how likely would you or someone you know be to enroll?

(A) Likely; need a degree offered through an online format  
 (B) Likely; interested in a degree that could be completed by a mix of online and face-to-face courses  
 (C) Unlikely; already have a degree  
 (D) Unlikely; not interested in online courses or degree programs

37. Would increased availability of online courses at Missouri Western benefit you or someone you know?

(A) Yes; based on personal knowledge, believe work and family schedules make online courses a necessary or preferred option  
 (B) No; have no personal knowledge that suggests online courses are desired  
 (C) No; do not believe online courses are of benefit

38. Would you recommend living in St. Joseph to your friends or family?

(1) Yes                       (2) No                       (3) Don't know

39. Do you feel that our community is moving in the right direction?

(1) Yes                       (2) No                       (3) Don't know

## V1. DEMOGRAPHICS

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

(1) less than 5 years                       (3) 11-20 years  
 (2) 5-10 years                                       (4) more than 20 years

41. If you are not a native to St. Joseph, from where did you move? City \_\_\_\_\_, State \_\_\_\_\_

42. Do you own or rent?

\_\_\_\_ (1) Own                      \_\_\_\_ (2) Rent

43. What is your age?

\_\_\_\_ (1) under 25                      \_\_\_\_ (3) 35 to 44                      \_\_\_\_ (5) 55 to 64  
\_\_\_\_ (2) 25 to 34                      \_\_\_\_ (4) 45 to 54                      \_\_\_\_ (6) 65+

44. 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

45. How many in your household (counting yourself), are?

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

46. Which of the following best describes your current place of employment?

\_\_\_\_ (1) Employed outside the home

**Where do you work?**

____ (a) In St. Joseph	____ (f) In Elwood
____ (b) In Kansas City	____ (g) In Troy
____ (c) Outside of St. Joseph but inside Buchanan County	____ (h) Somewhere else in Kansas
____ (d) In Savannah	____ (i) Somewhere else in Missouri
____ (e) In Cameron	

\_\_\_\_ (2) Self-employed or work out of home

\_\_\_\_ (3) Student, Retired, or not currently employed

47. Would you say your total household income is:

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

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

\_\_\_\_ (1) Yes \_\_\_\_ (2) No

49. Which of the following best describes your race?

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

50. Which of the following best describes your race/ethnicity?

____ (1) White/Caucasian	____ (4) Native American/Eskimo
____ (2) African American/Black	____ (5) Asian/Pacific Islander
____ (3) Hispanic/Latino/Spanish	____ (6) Other _____

51. Your gender: \_\_\_\_ (1) Male \_\_\_\_ (2) Female

52. Please list below your additional comments.

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**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.