

# 2016 St. Joseph Community Survey

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Findings  
Report

**Submitted to the City of St. Joseph by:**

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**June 2016**





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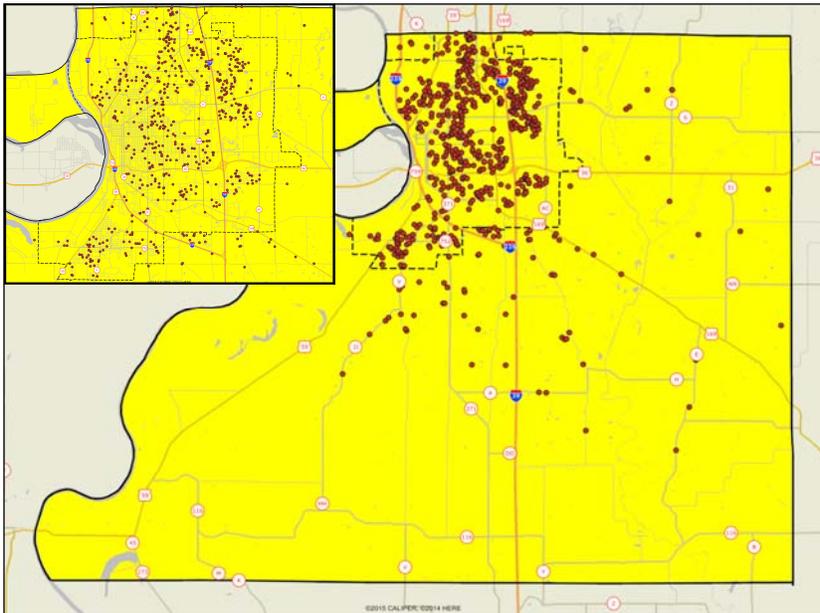
# 2016 St. Joseph Community Survey Executive Summary Report

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## Purpose and Methodology

ETC Institute administered a fourth community survey for the Community Alliance of St. Joseph during May and June of 2016. The first survey was administered at approximately the same time in 2010. The survey was administered as part of an effort to assess citizen satisfaction with the quality of services provided by the City and County, and to gauge resident perception on many community issues, such as the livability of the community, health, education, and economic development in St. Joseph and Buchanan County. The information gathered from this survey is compared in this report to the previous survey results. A review of any changes will help community leaders review budget priorities and refine policy decisions.

**Resident Survey.** An eight-page survey was mailed to a random sample of households in the City of St. Joseph and surrounding Buchanan County. Of the households that received a survey, 722 completed the survey. The results for the random sample of 722 households have a 95% level of confidence with a precision of at least +/- 3.7%. In order to better understand how well services are being delivered to the community, ETC Institute geocoded the home address of respondents to the survey. The map on the right shows the physical distribution of survey respondents based on the location of their home.



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

This report contains:

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

## Major Findings

- **Perceptions of the City.** Most (62%) of the residents surveyed *who had an opinion* indicated that they were satisfied (rating of 4 or 5 on a 5-point scale) with St. Joseph and Buchanan County as a place to live; 57% were satisfied with the community as a place to raise children, and 56% were satisfied with the overall quality of life in the City of St. Joseph.
- **Most of the residents surveyed were satisfied with City services.** Seventy-seven percent (77%) of the residents surveyed *who had an opinion* were satisfied with the quality of police and fire services, 75% were satisfied with the City's parks and recreation programs and facilities, and 50% were satisfied with the flow of traffic congestion.
- **Services that residents thought should receive the most increase in emphasis over the next two years.** The areas that residents thought should receive the most increase in emphasis from the City of St. Joseph over the next two years were: (1) maintenance of City streets, and (2) the quality of police and fire services.
- **Public Safety.** Eighty-six percent (86%) 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 67% 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 (91%) surveyed *who had an opinion* felt safe in at work, 89% felt safe in their neighborhood in general, and 88% felt safe in shopping areas in general.

- **Parks and Recreation.** Eighty-two percent (82%) of the residents *who had an opinion* were satisfied with the number of parkway walking and biking trails, 82% were satisfied with the number of City parks, 76% were satisfied with the maintenance of City parks, and 69% 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 city aquatic park and swimming pools.
- **City Maintenance/Public Works.** The areas of maintenance that were rated best by residents included: maintenance of City buildings (66%), snow removal on major City streets (63%), and maintenance of street signs and traffic signals (60%). Residents were least satisfied with the maintenance of major City streets (26%).
- **Codes and Ordinances.** Thirty-seven percent (37%) of the residents surveyed *who had an opinion* were satisfied with enforcing maintenance of business property; 31% were satisfied with enforcing sign regulations, and 26% 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 53%.
- Residents were asked about their level of agreement with various statements concerning arts, culture and museums in the area. Seventy-four percent (74%) agreed that arts, culture and museums should have an important role in development, and 59% agreed that the St. Joseph area needs more programs for children.

## HEALTH AND WELLNESS

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

- More than half (52%) of residents surveyed were either “very satisfied” or “satisfied” with local ambulance service. Nineteen percent (18%) indicated they were “neutral”, while 3% were dissatisfied. The remaining 26% of residents surveyed did not have an opinion about local ambulance service.
- Several volunteer opportunities were listed and residents were asked about their participation. Forty-eight percent (48%) volunteered at church, 33% volunteered at a not-for-profit organization, and 27% 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.

## **EDUCATION**

- Those surveyed were asked to grade the public schools in St. Joseph; 4% gave an “A” grade, 24% gave a “B” grade, 31% gave a “C” grade, 16% gave a “D” grade, and 11% gave an “F” grade. The remaining 14% indicated “don’t know”.
- Residents were asked to indicate the level of funding in the St. Joseph School District. Thirty percent (32%) indicated the district receives the right amount of funding; 38% feel there is too little funding, and 23% indicated there is too much funding. The remaining 8% of residents did not have an opinion about funding in the school district.

## **ECONOMIC DEVELOPMENT/QUALITY JOBS**

- When asked if they would like to see additional retail business recruited to St. Joseph, 66% responded “yes”. Over half (52%) of respondents indicated they would like to see clothing stores as an additional retail business in St. Joseph.
- When asked if they felt they had adequate opportunities to pursue a job in St. Joseph, 34% responded with “yes”; 37% said “no”, and 29% did not know.
- When asked if training and educational opportunities in St. Joseph prepare residents for jobs, 44% responded with “yes”, 18% said “no”, and the remaining 38% did not know.
- Residents were satisfied with the way St. Joseph reinvests in itself by keeping basic services upgraded, with 72% being either very or somewhat satisfied.

## Investment Priorities

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

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

- Maintenance of city streets (IS Rating=0. 5887)

The table below shows the importance-satisfaction rating for all 14 major categories of City services that were rated.

### 2016 Importance-Satisfaction Rating City of St. Joseph Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of city streets	70%	1	16%	14	0.5887	1
<b>High Priority (IS .10-.20)</b>						
Quality of city wastewater service	24%	3	35%	10	0.1569	2
Enforcement of city codes/ordinances	19%	4	27%	13	0.1400	3
Quality of city's stormwater systems	18%	5	30%	11	0.1256	4
Recycling opportunities	17%	6	41%	6	0.1000	5
<b>Medium Priority (IS &lt;.10)</b>						
How open city is to public input from residents	12%	9	29%	12	0.0879	6
Quality of police & fire services	32%	2	76%	1	0.0752	7
Effectiveness of City communication	11%	11	38%	8	0.0663	8
Flow of traffic & congestion	13%	8	51%	3	0.0634	9
Maintenance of buildings/facilities	11%	10	47%	5	0.0583	10
Efforts to keep you informed about local issues	7%	12	41%	7	0.0426	11
Quality of city parks, programs & facilities	16%	7	75%	2	0.0393	12
Quality of customer service you receive	7%	13	50%	4	0.0339	13
Information about programs & services	5%	14	36%	9	0.0338	14

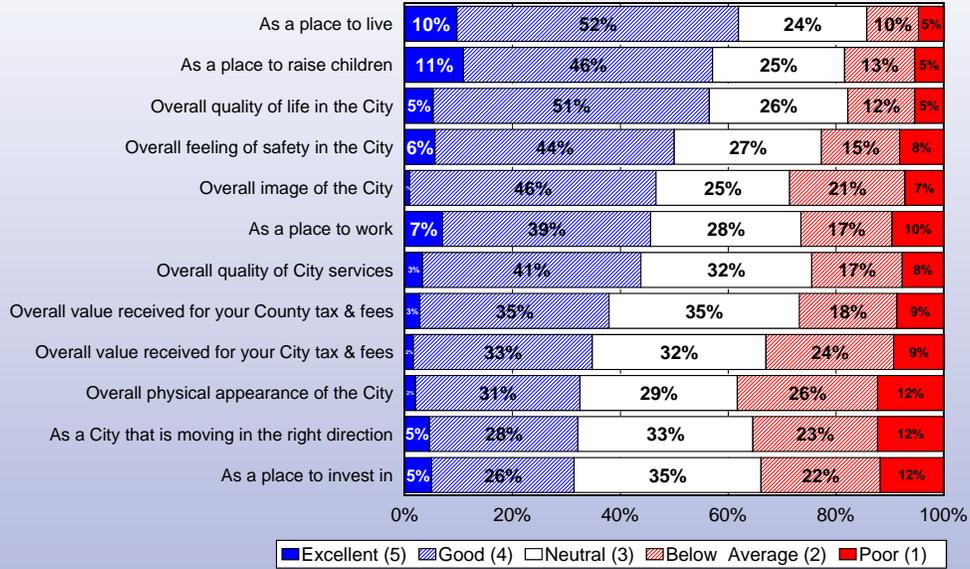
# Section 1

## *Charts and Graphs*

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

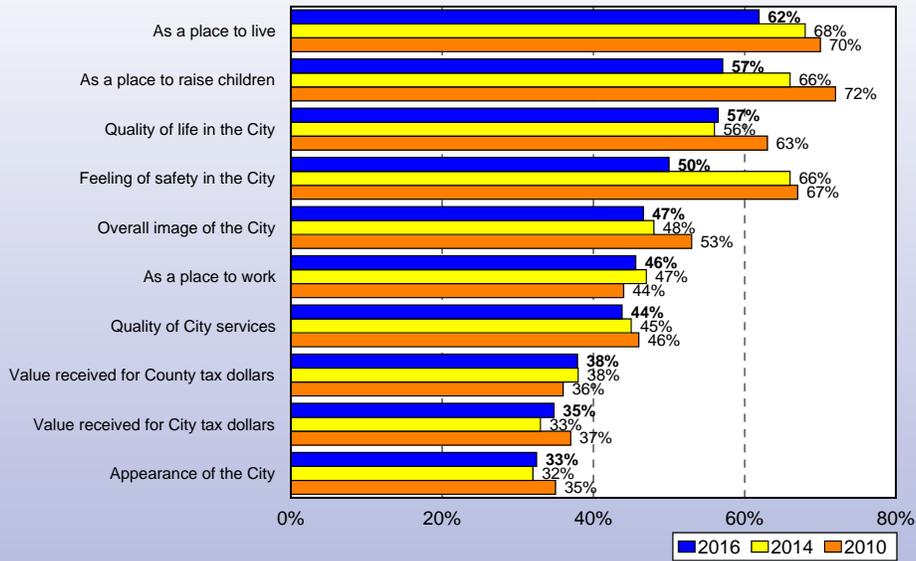
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### How would you rate various issues that influence your perception of the City? 2010, 2014, & 2016

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

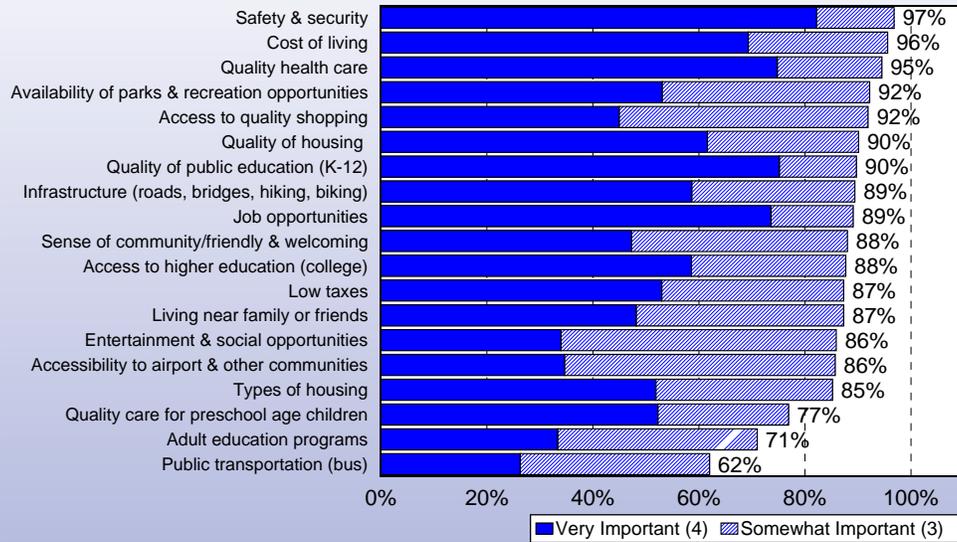


Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

**Trends**

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

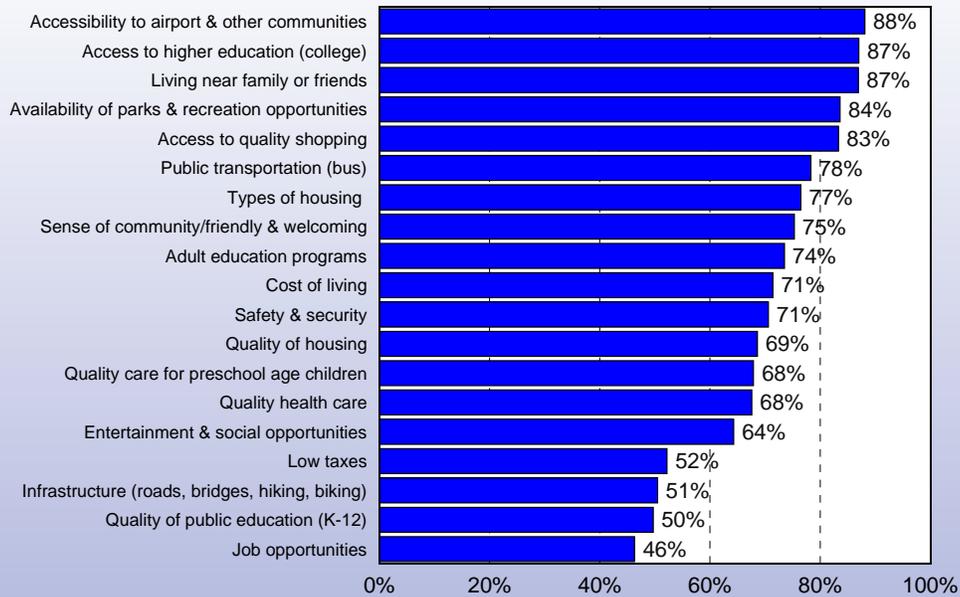
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale



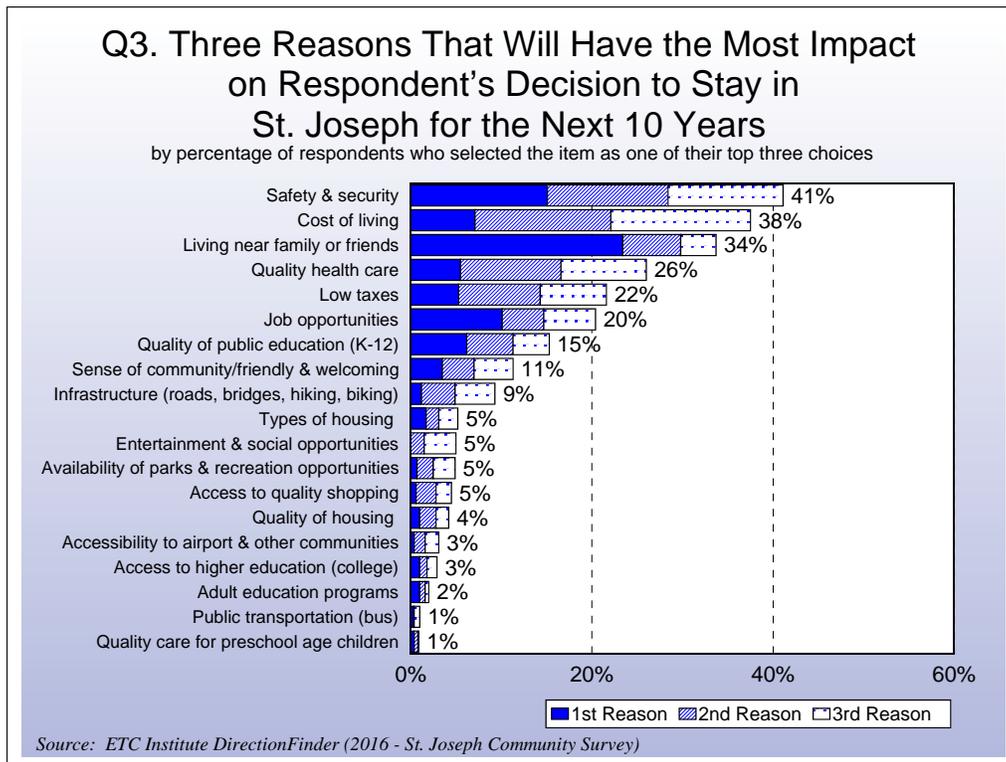
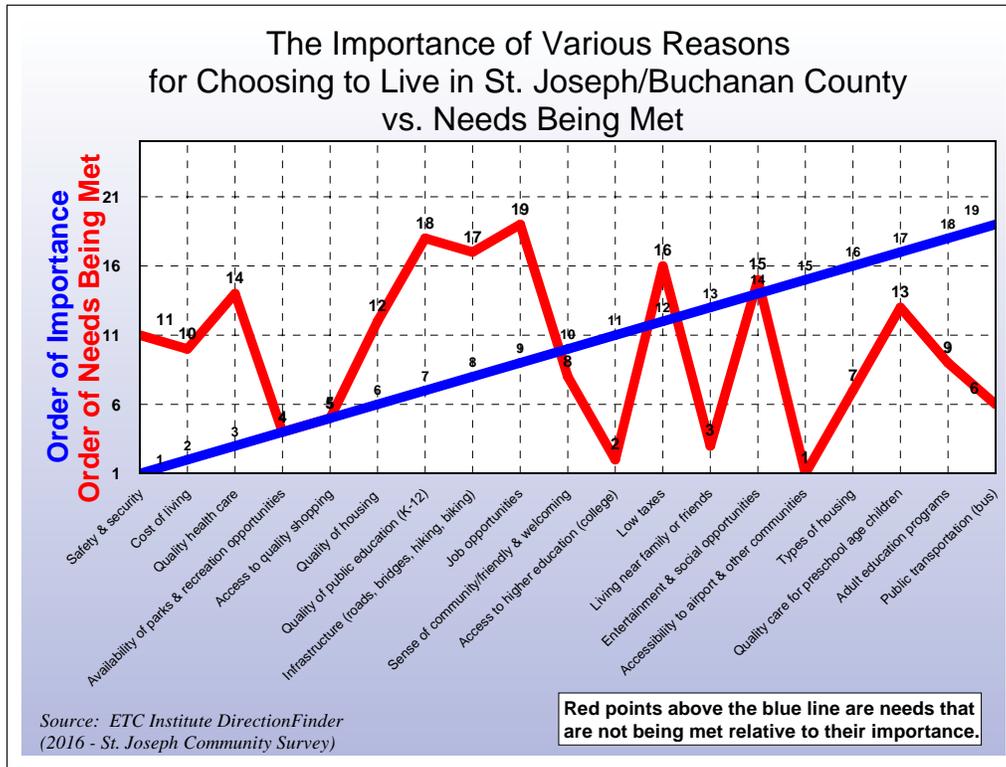
Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

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

by percentage of respondents who answered "yes"

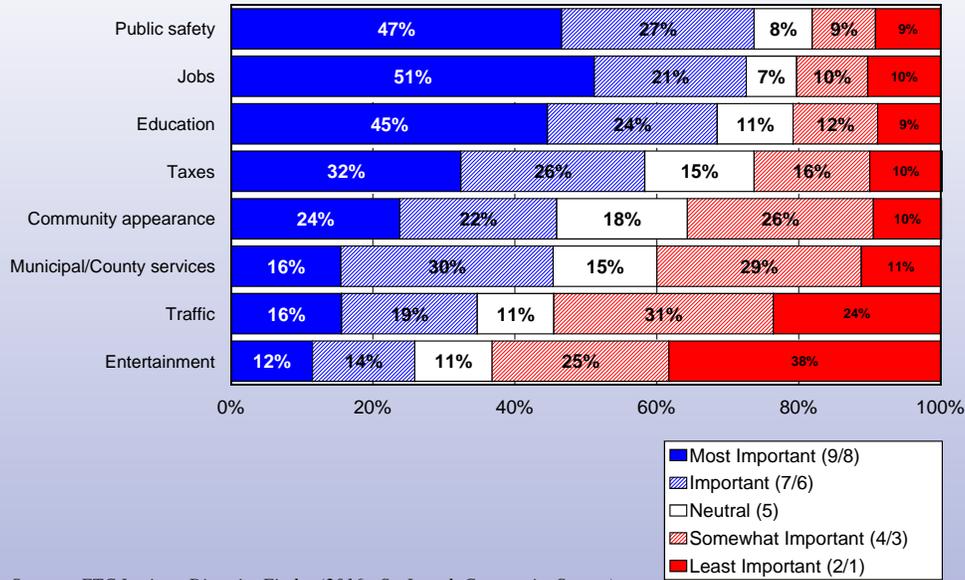


Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)



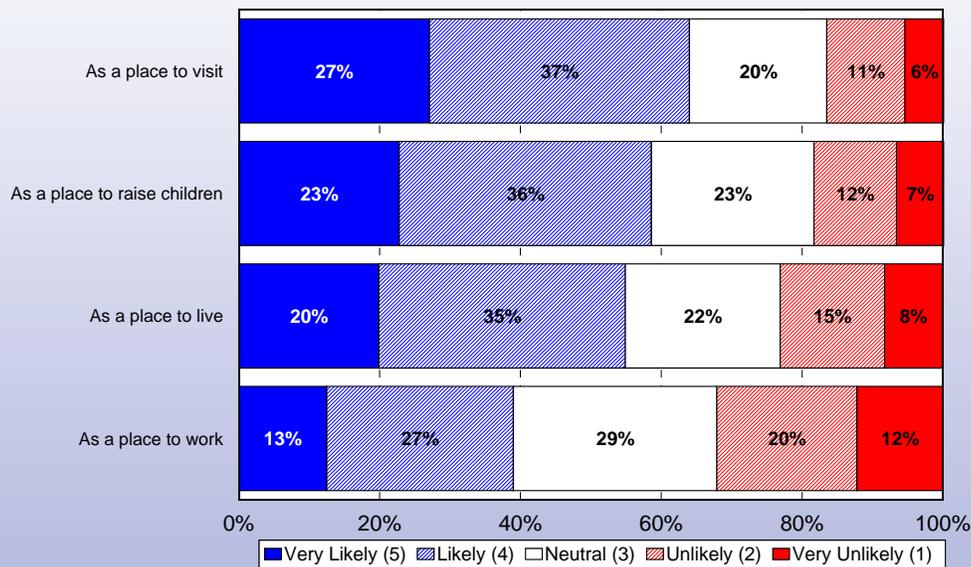
### Q4. Ranking the Importance of the Issues Facing St. Joseph

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



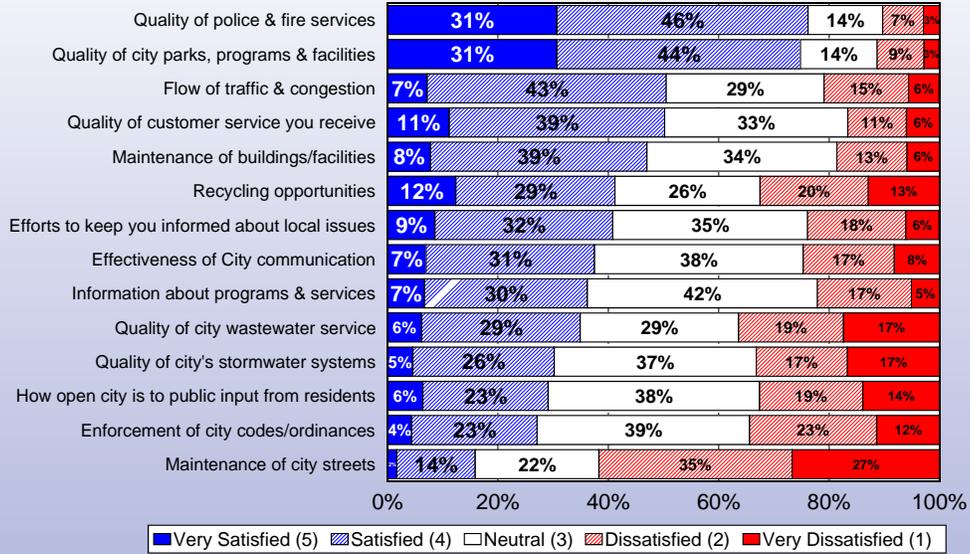
### Q6. How Likely Respondent Would be to Recommend St. Joseph in the Following Scenarios

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



### Q7. Overall Satisfaction With City Services by Major Category

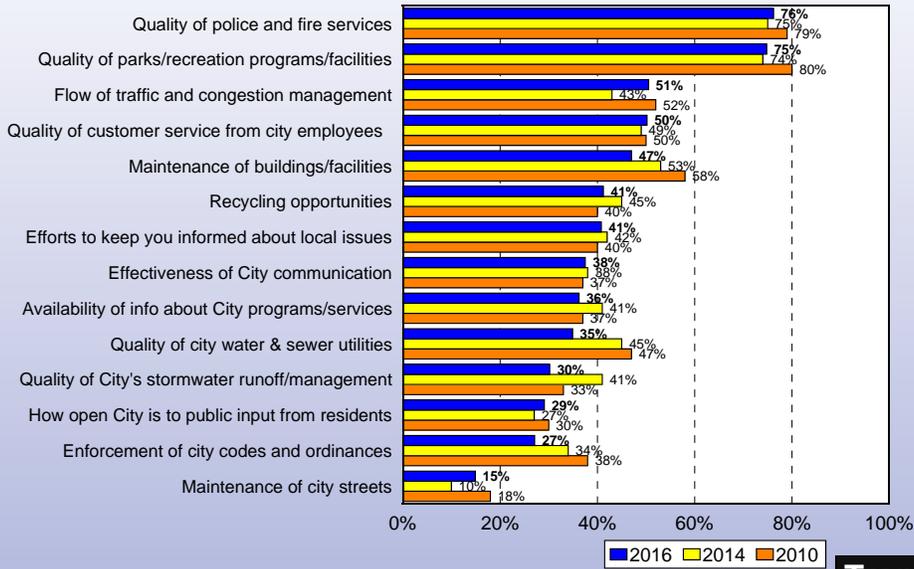
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Overall Satisfaction With City Services by Major Category - 2010, 2014, & 2016

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

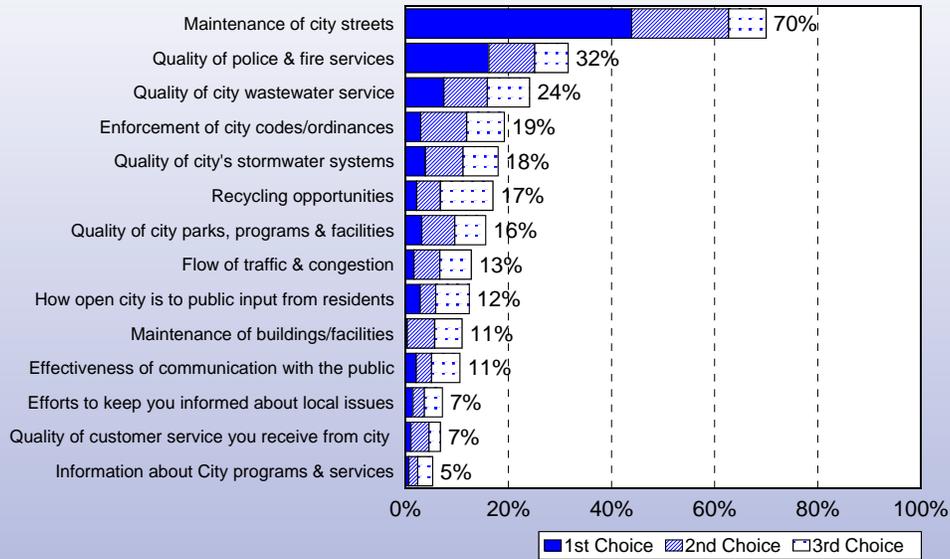


Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

**Trends**

### Q8. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

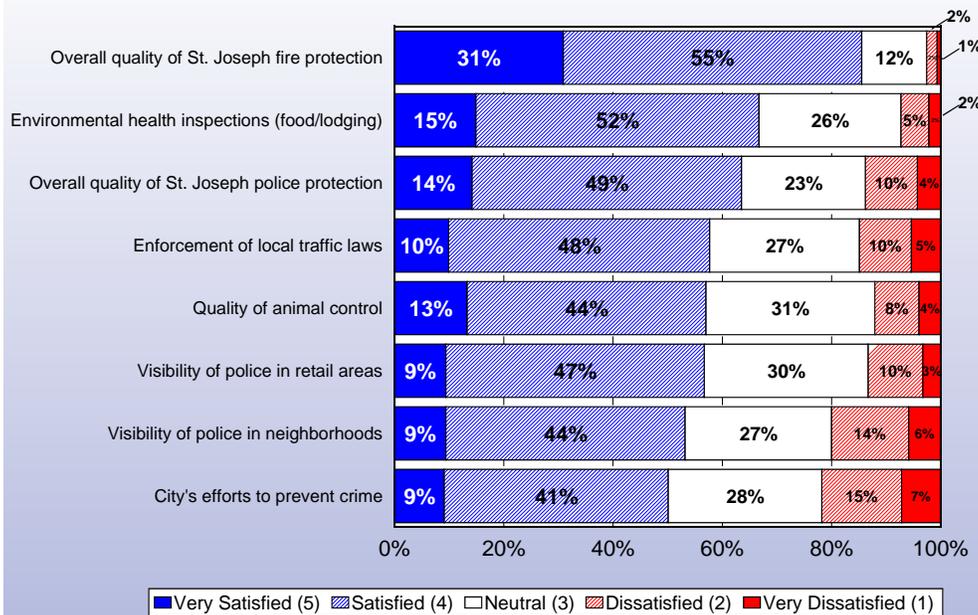
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q9. Satisfaction with Various Aspects of Public Safety

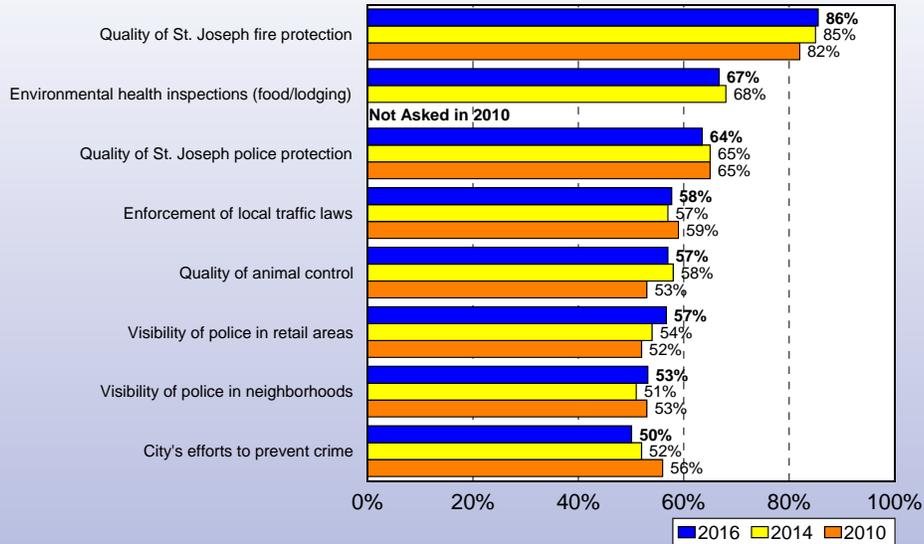
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

## Satisfaction with Various Aspects of Public Safety 2010, 2014, & 2016

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

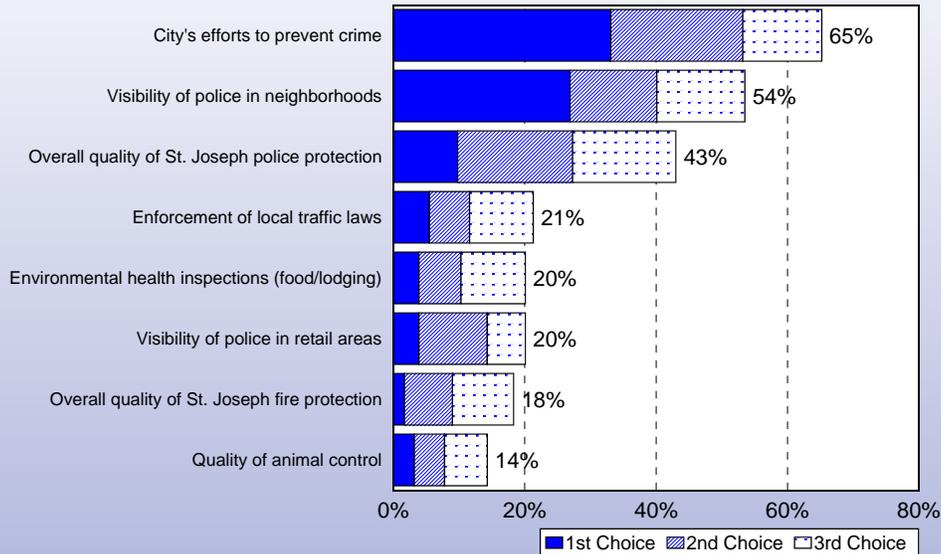


Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

**Trends**

## Q10. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

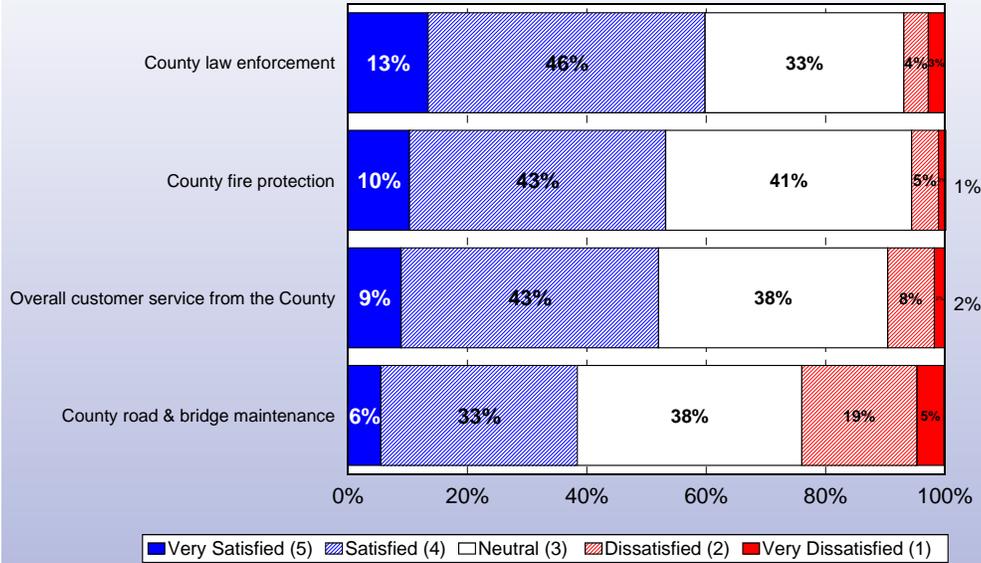
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q11. Satisfaction with Services in Buchanan County, Outside of the City

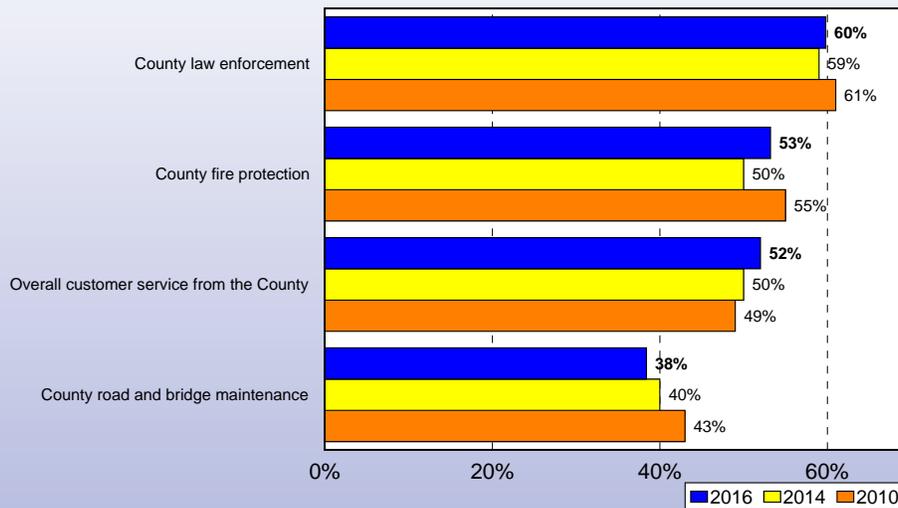
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Satisfaction with Services in Buchanan County, Outside of the City - 2010, 2014, & 2016

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

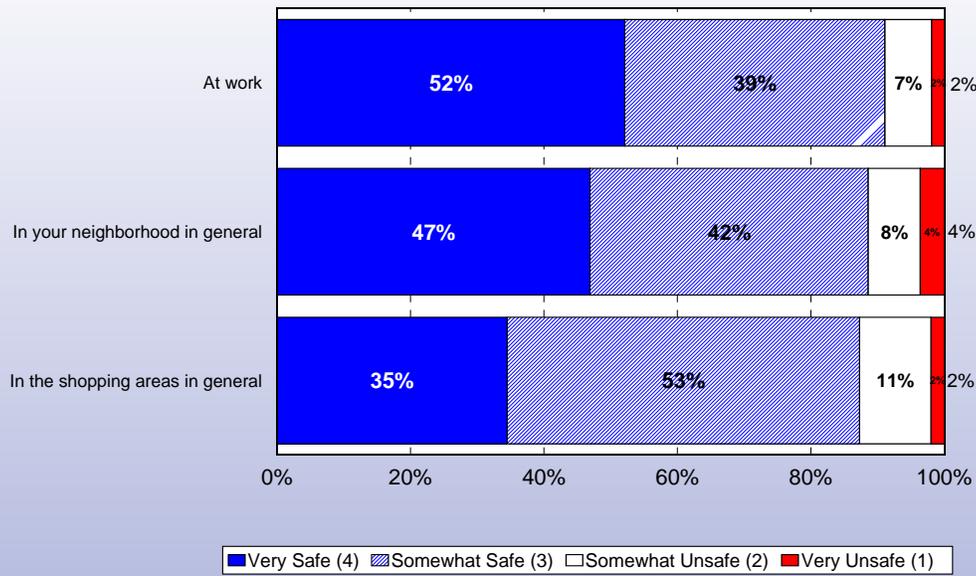


Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

**Trends**

### Q12. Feeling of Safety in Various Situations

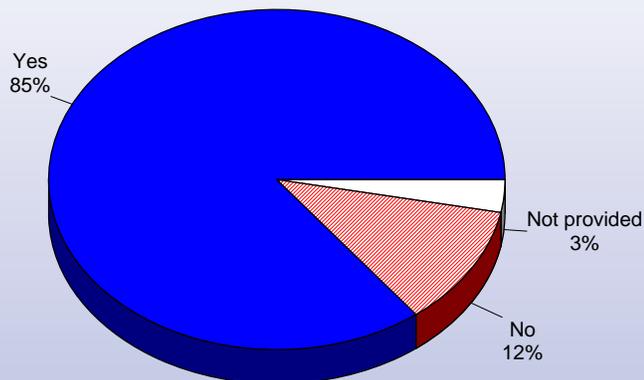
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q13. Do you have access to the Internet at home?

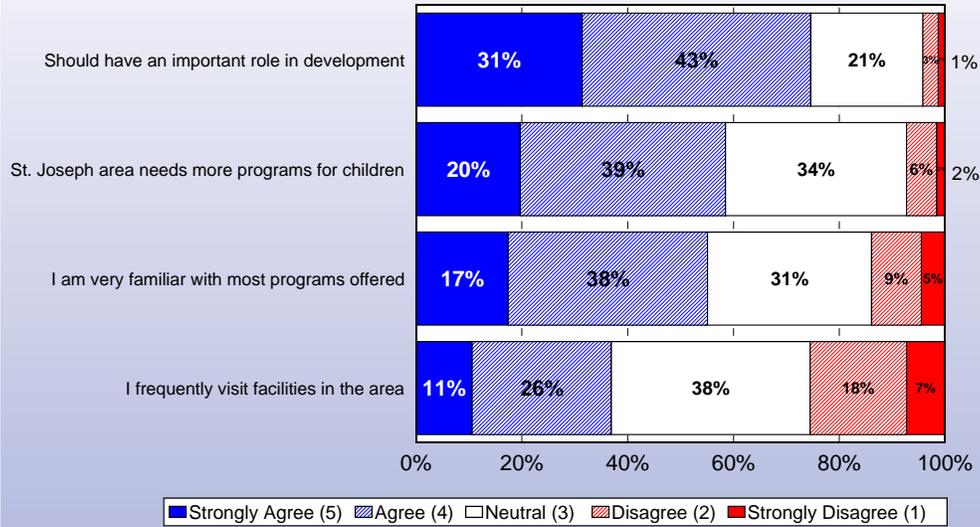
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q14. Agreement with Various Statements Regarding Arts/Culture/Museums in the St. Joseph Area

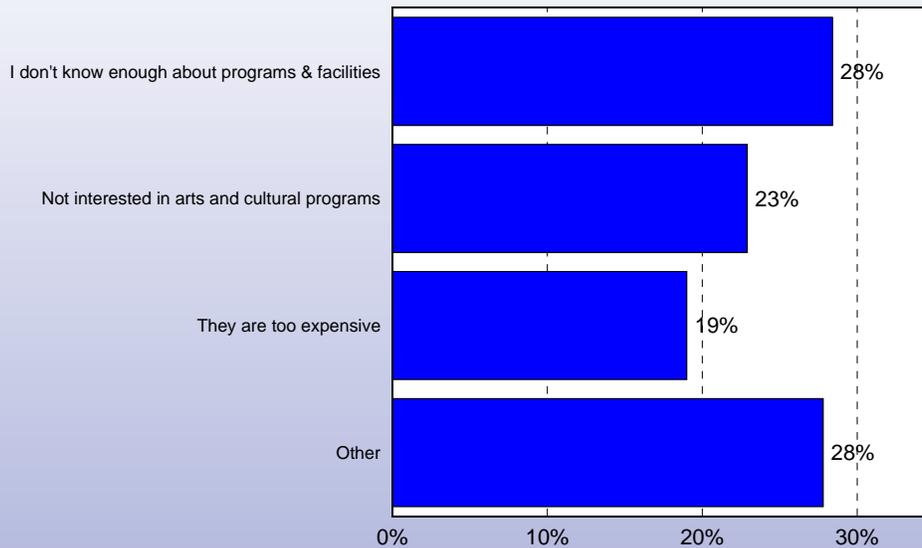
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q15. Reasons for Not Visiting Arts/Cultural/Museum Facilities in St. Joseph More Often

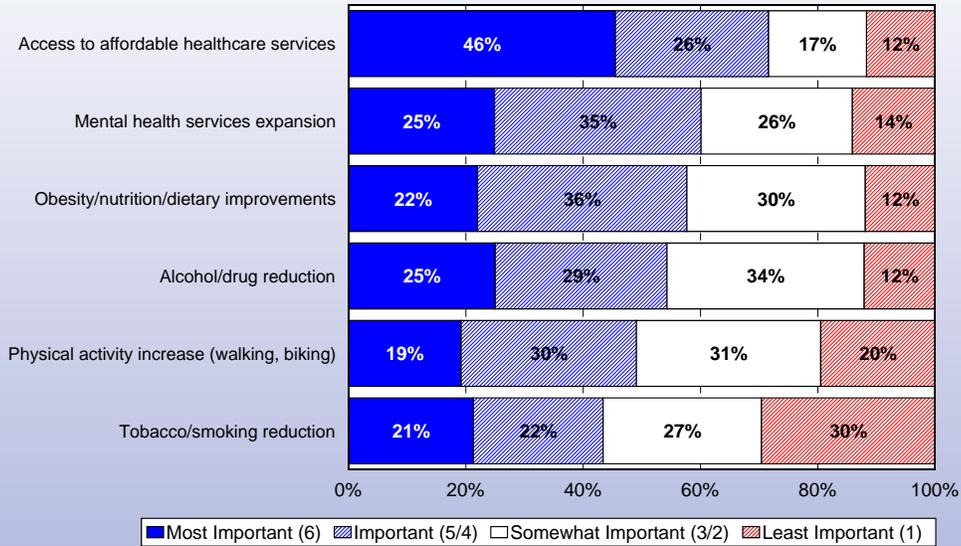
by percentage of respondents (multiple responses could be made)



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q16. Health Improvement Opportunities St. Joseph Residents Felt Were Most Important

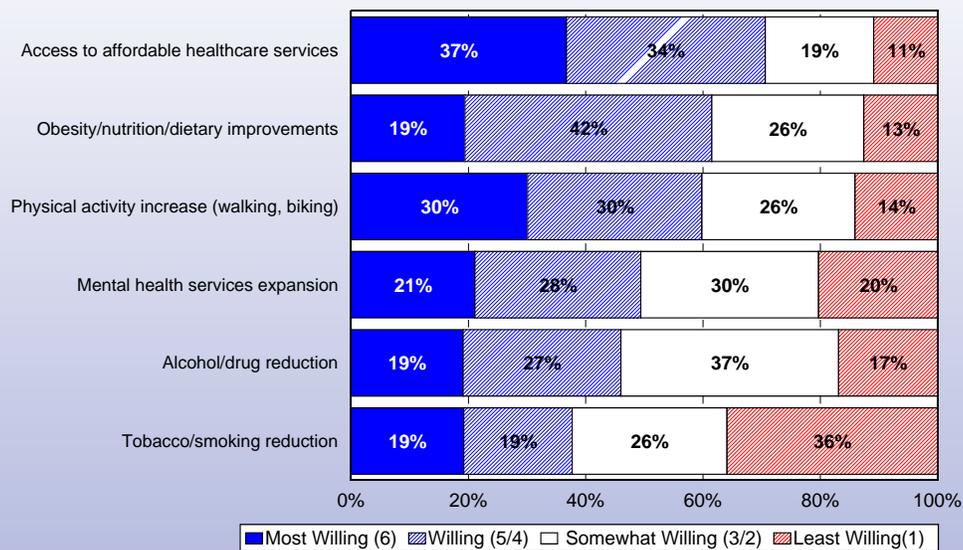
by percentage of respondents who indicated the item was "most important" (excluding "not provided")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q17. Willingness to Address Health Improvement Opportunities

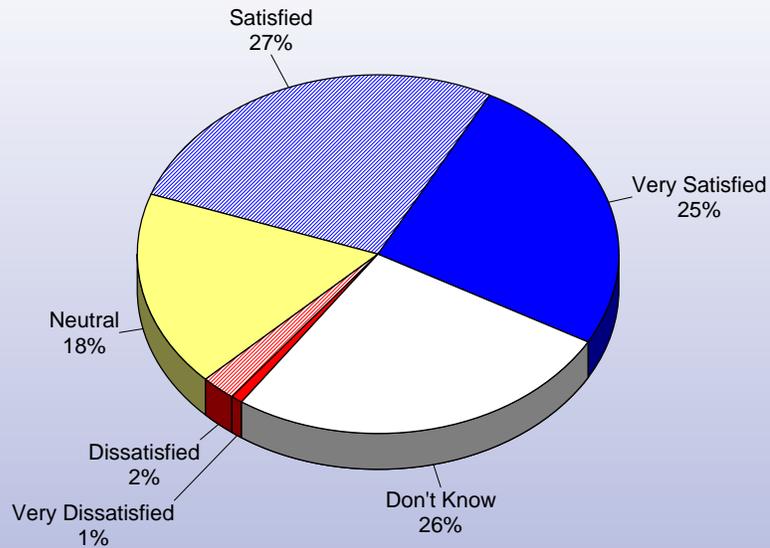
by percentage of respondents who were "most willing" to address the item (excluding "not provided")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q18. Satisfaction with Local Ambulance Service

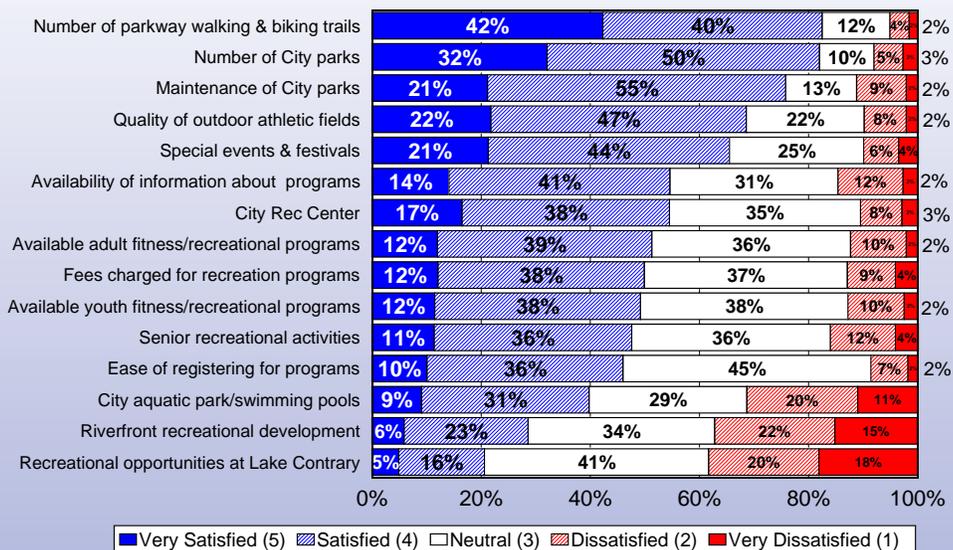
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q19. Satisfaction with Various Aspects of Parks and Recreation

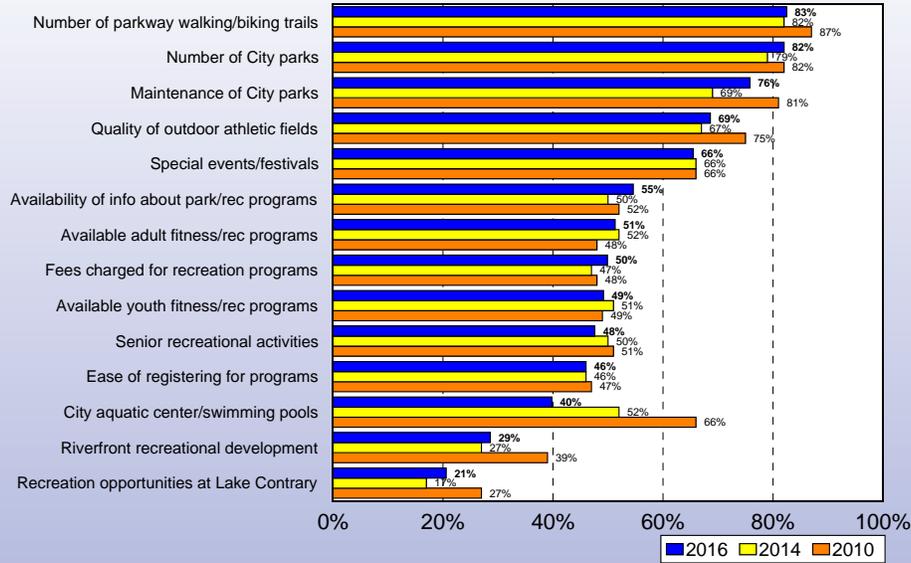
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

## Satisfaction with Various Aspects of Parks and Recreation - 2010, 2014, & 2016

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

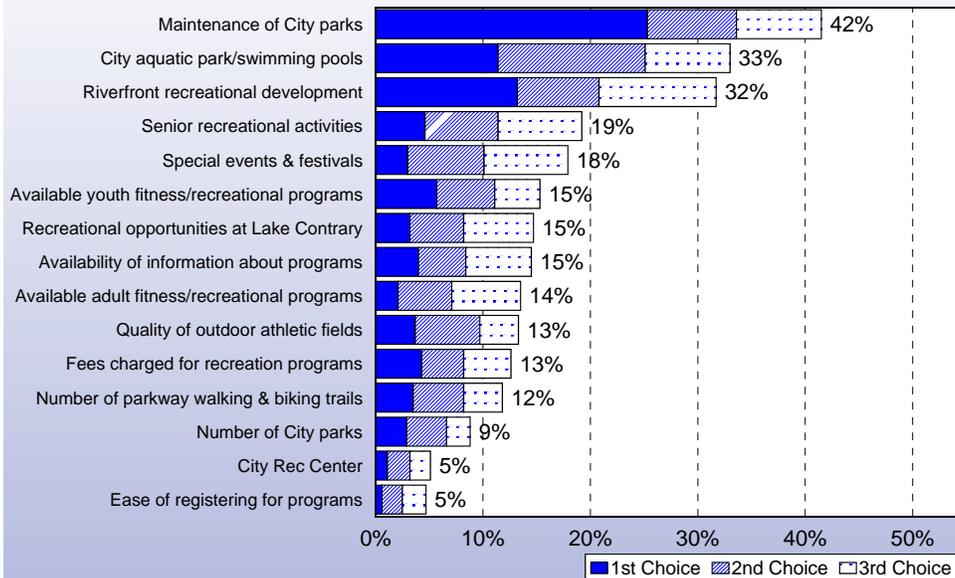


Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

**Trends**

## Q20. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

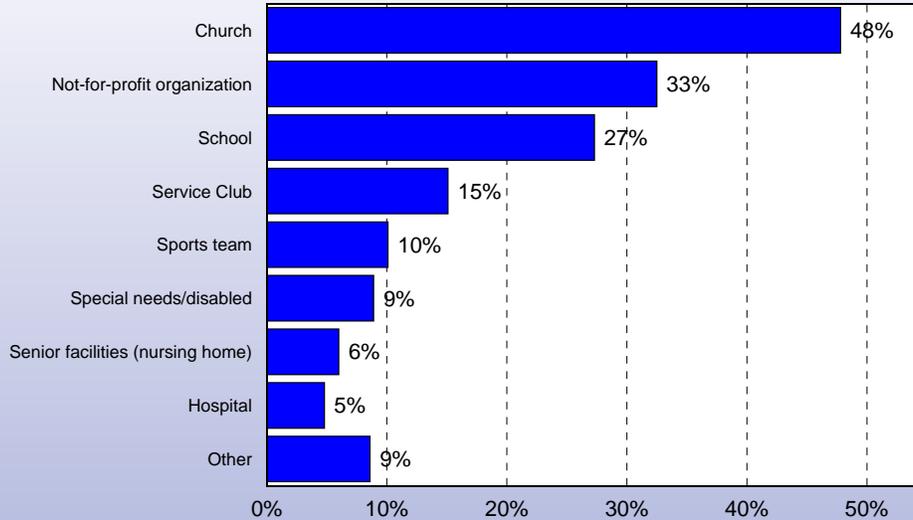
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q21. Do you or any member of your household volunteer for any of the following?

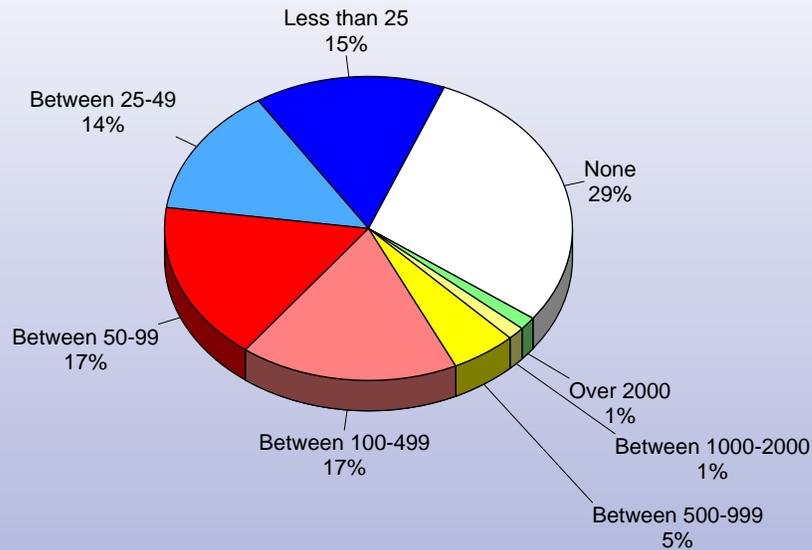
by percentage of respondents with multiple responses being allowed (excluding "not provided")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q22. Approximately what is the combined number of hours your family spends annually volunteering?

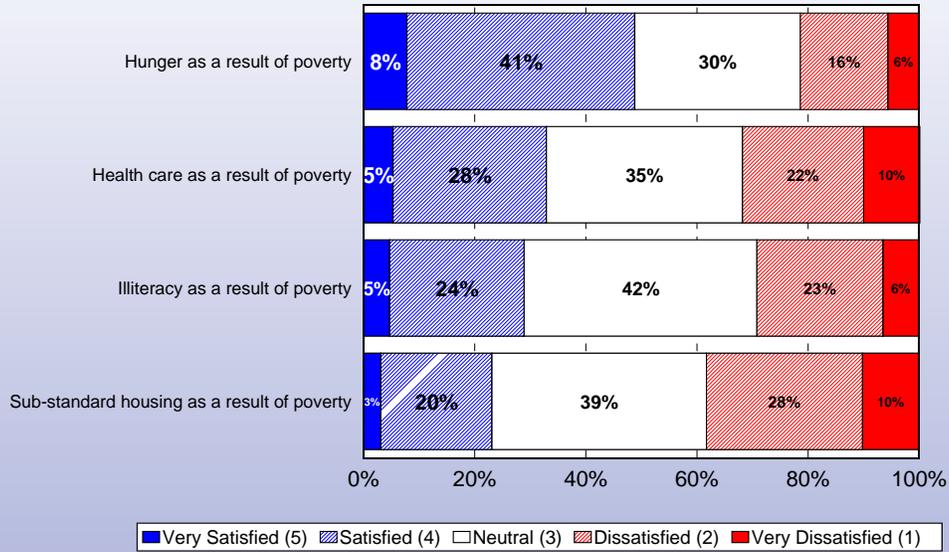
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q23. Satisfaction With Community's Response to the Following Poverty Issues

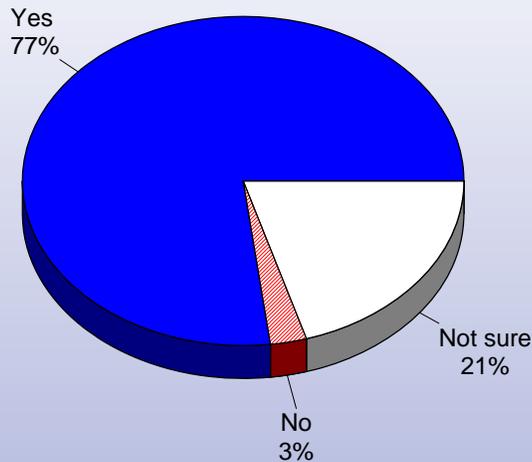
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q24. Do you feel there is a problem with addiction in our community?

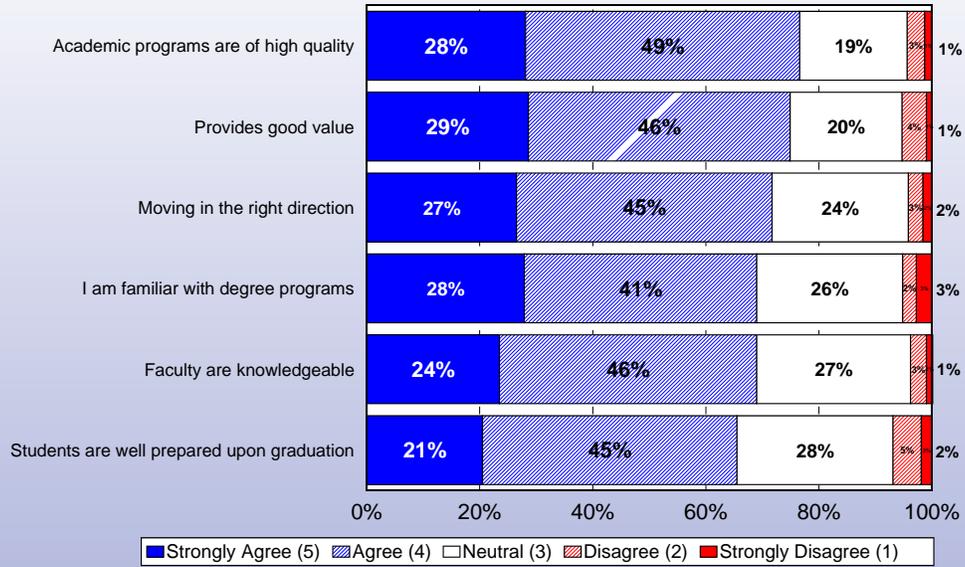
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q25. Agreement With Statements Regarding Missouri Western State University

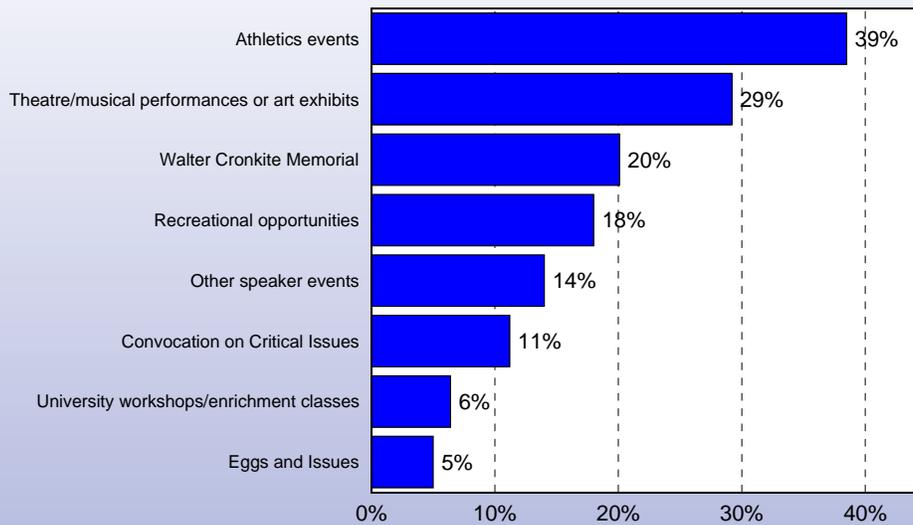
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q26. Events or Activities Respondent Has Attended at Missouri Western State University

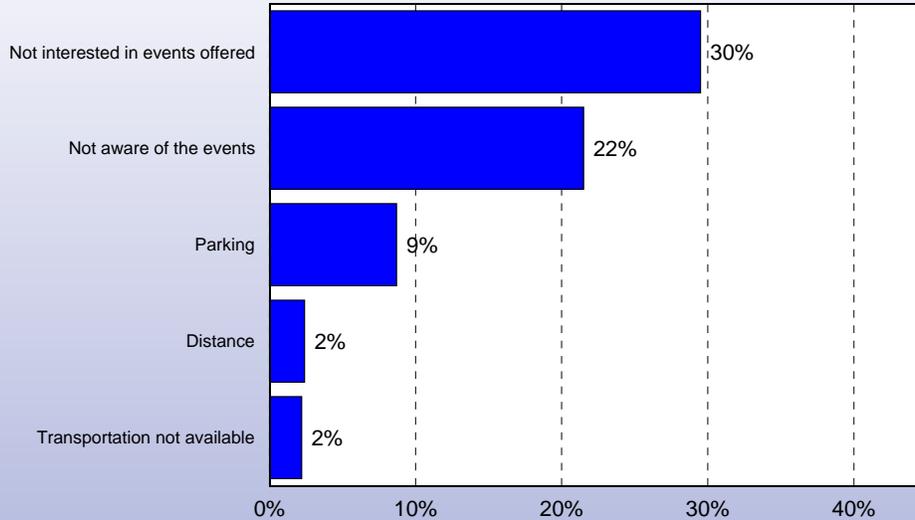
by percentage of respondents with multiple responses being allowed (excluding "not provided")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q27. Reasons for Not Having Attended an Event at Missouri Western State University

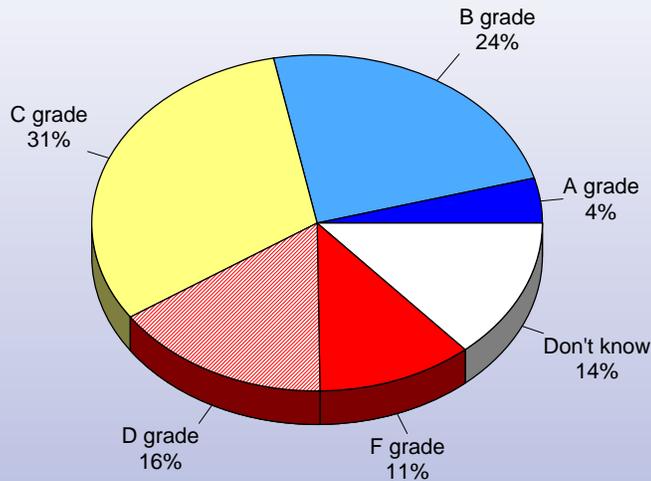
by percentage of respondents who have not attended an event at Missouri Western State University with multiple responses being allowed (excluding "not provided")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q28. In school, students are graded with an A, B, C, D, or F. How would you grade our public schools in St. Joseph?

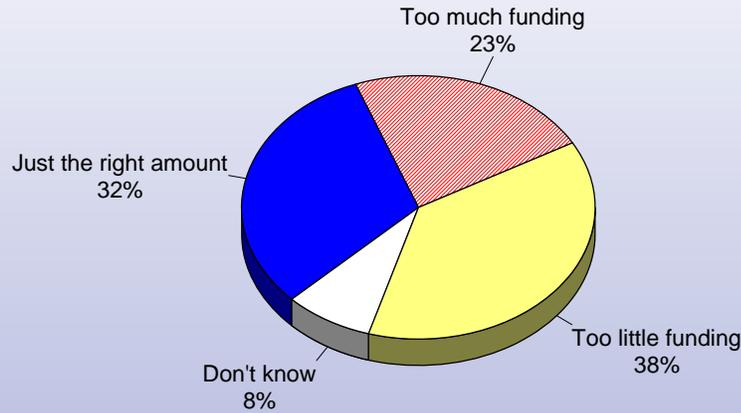
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

**Q29. Do you feel that St. Joseph School District has too little, too much or just the right amount of funding?**

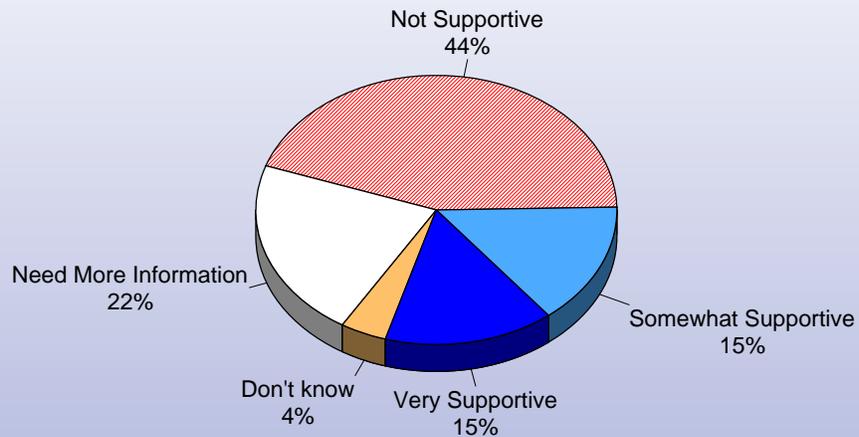
by percentage of respondents (excluding "none chosen")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

**Q30. How Supportive Respondent Would be for the St. Joseph School District Placing a Funding Initiative on the Ballot**

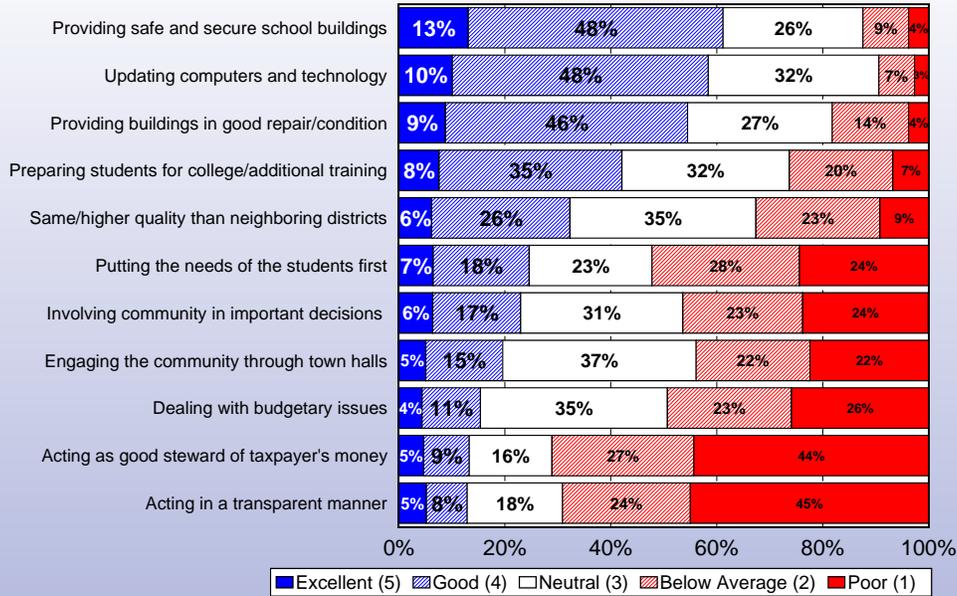
by percentage of respondents (excluding "none chosen")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q31. Ratings of the School District in St. Joseph

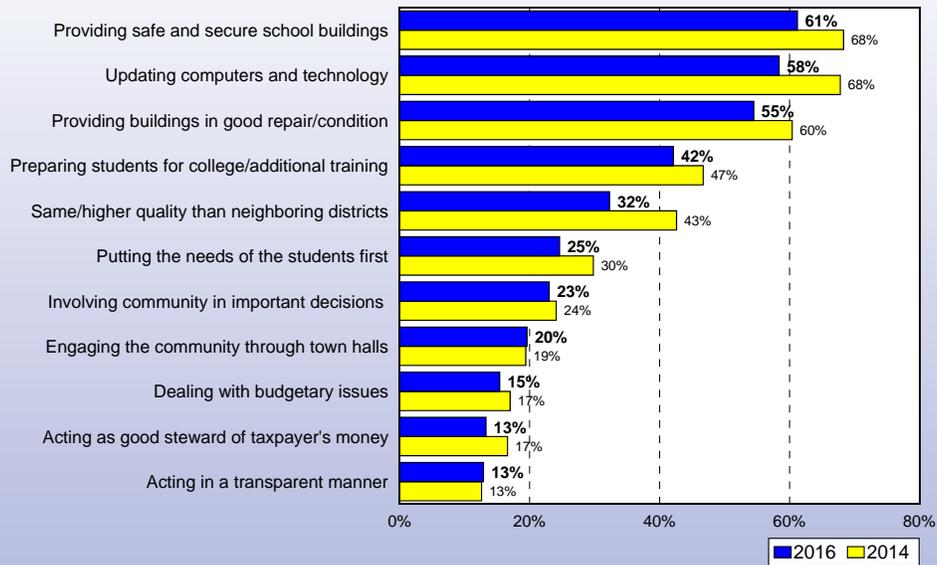
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Satisfaction with Various Aspects of The School District 2014 & 2016

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

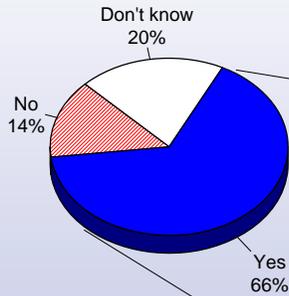


Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

**Trends**

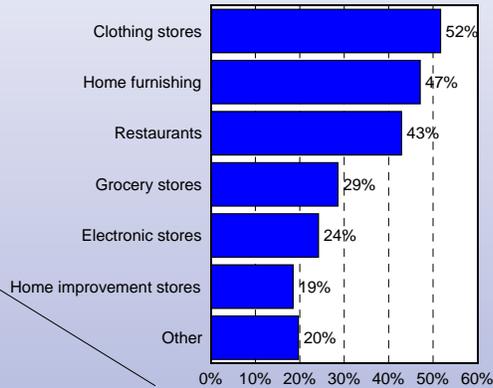
### Q32. Would you like to see additional retail business recruited to St. Joseph?

by percentage of respondents



#### 26a. If yes, what types of new retail would you like to see?

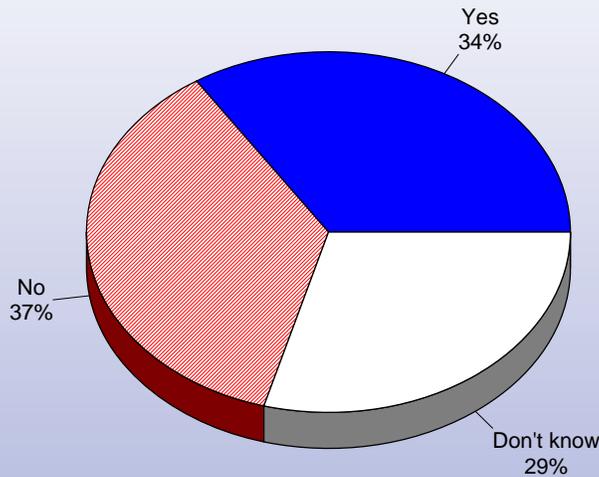
(excluding "don't know" - multiple responses allowed)



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q33. Do you feel like you have adequate opportunities to pursue a job in St. Joseph?

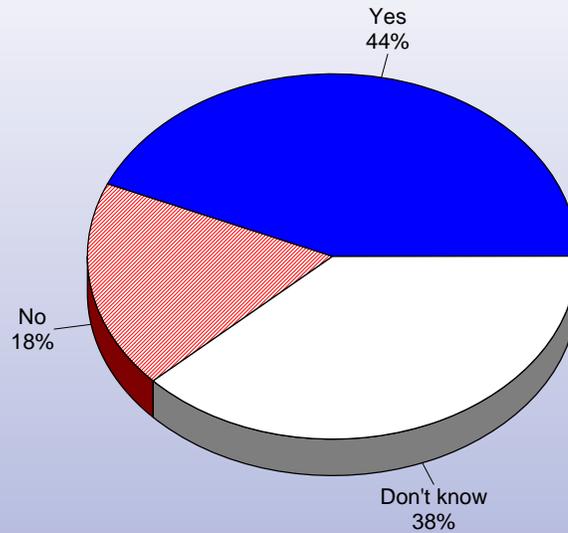
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q34. Do you feel training and educational opportunities in St. Joseph prepare you for a job?

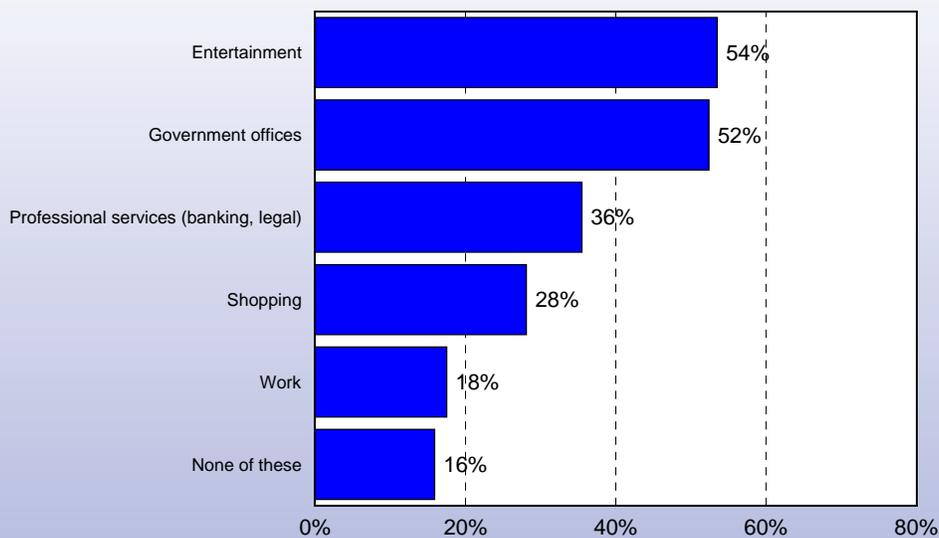
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q35. During the past year, have you visited downtown for any of the following reasons?

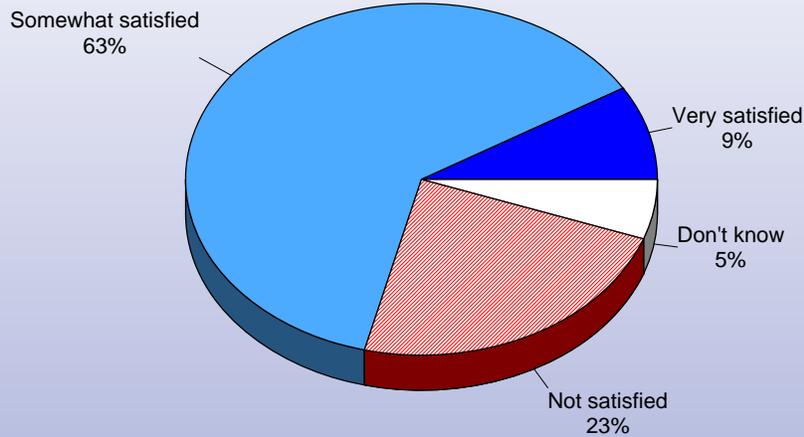
by percentage of respondents with multiple responses allowed (excluding "none of these")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q36. How satisfied are you that St. Joseph reinvests in itself, by keeping basic services upgraded as needed and plans for the future?

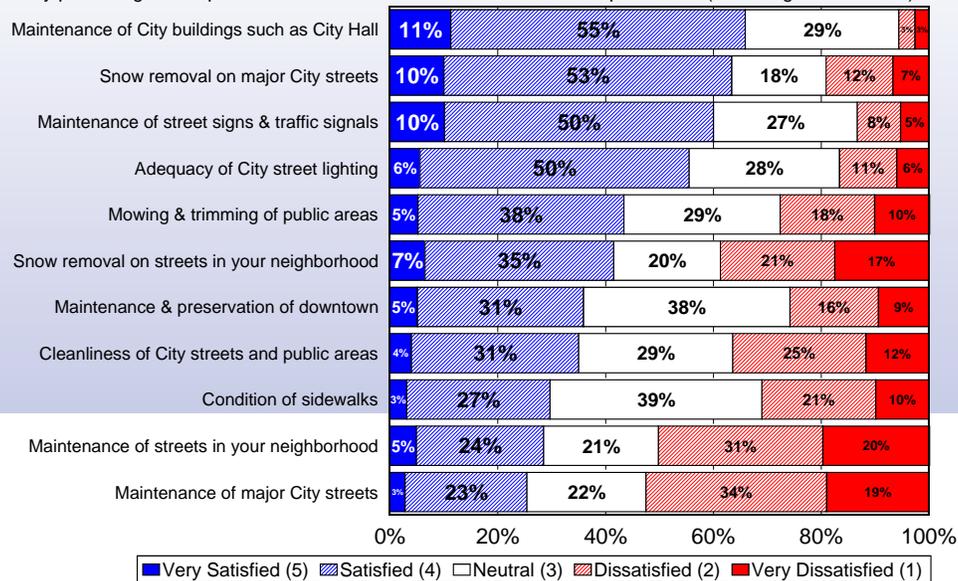
by percentage of respondents



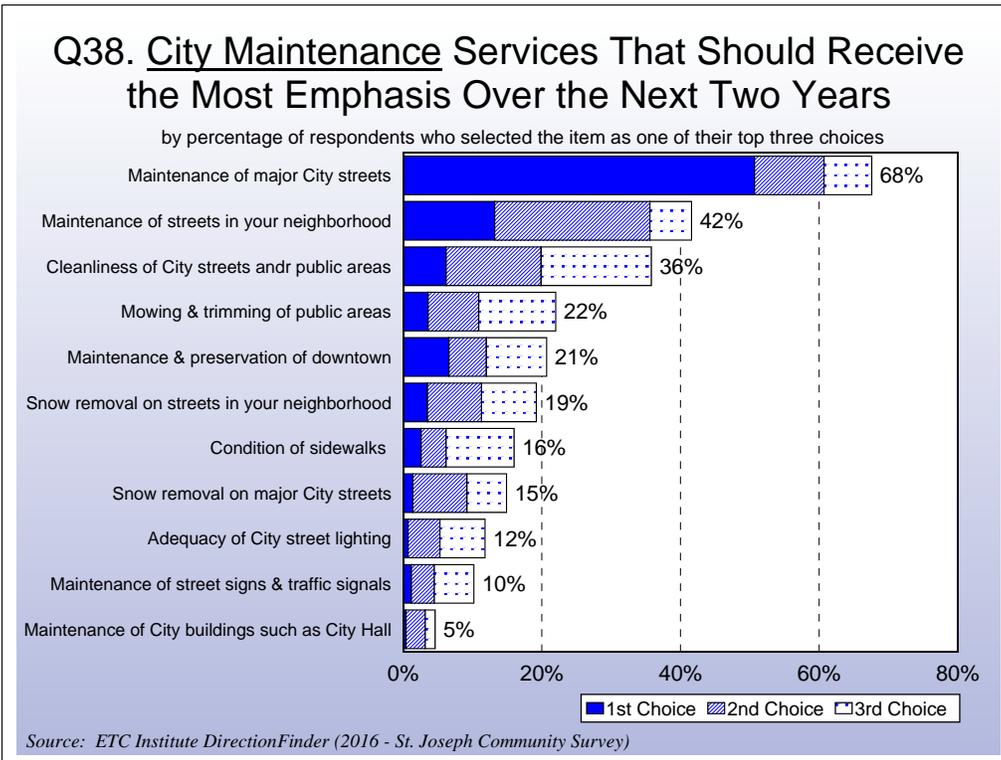
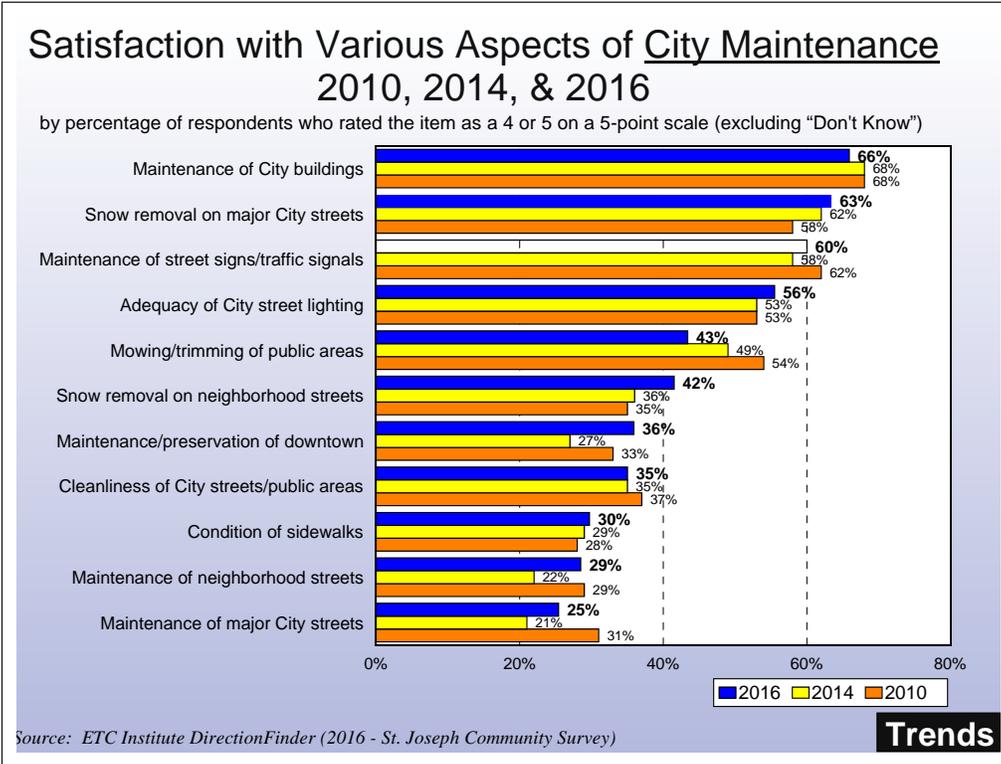
Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q37. Satisfaction with Various Aspects of City Maintenance

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

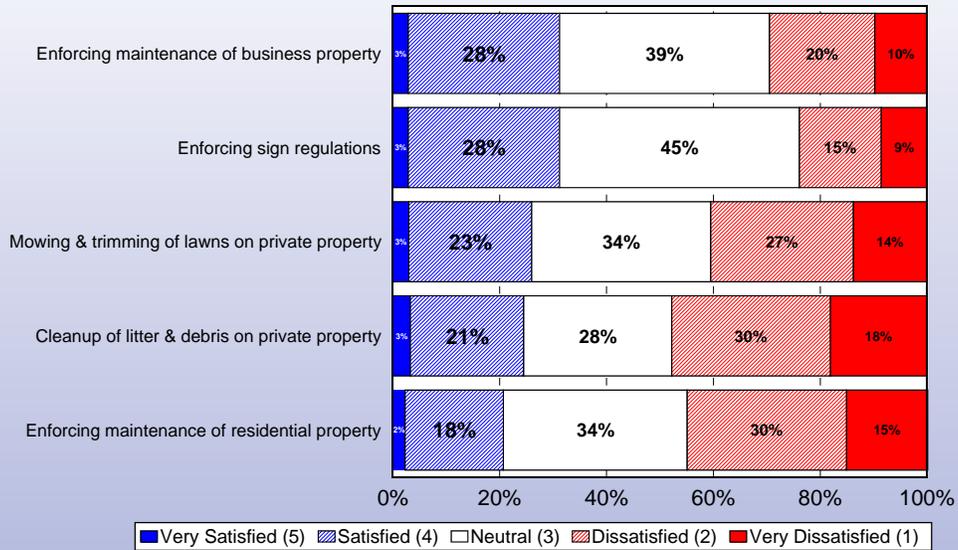


Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)



### Q39. Satisfaction with Various Aspects of Codes and Ordinances

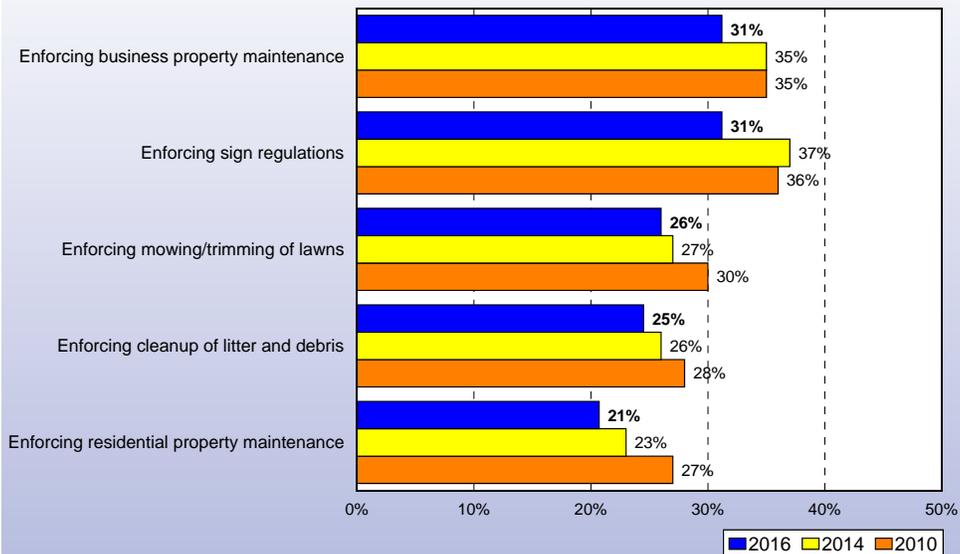
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "Don't Know")



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Satisfaction with Various Aspects of Codes and Ordinances - 2010, 2014, & 2016

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

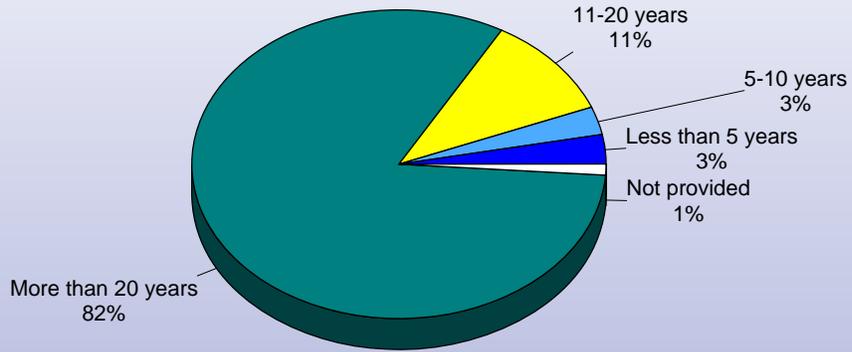


Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

**Trends**

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

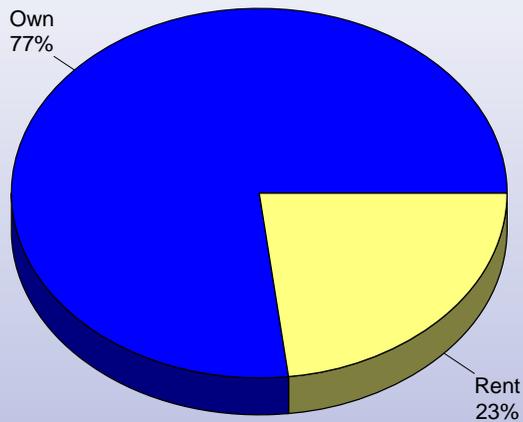
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

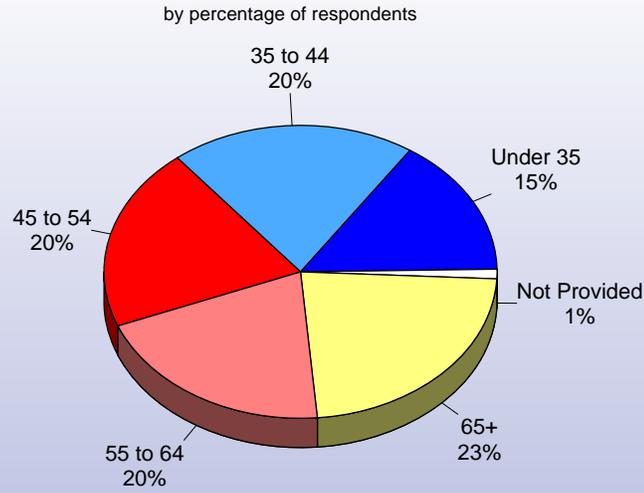
### Q42. Demographics: Do you own or rent?

by percentage of respondents



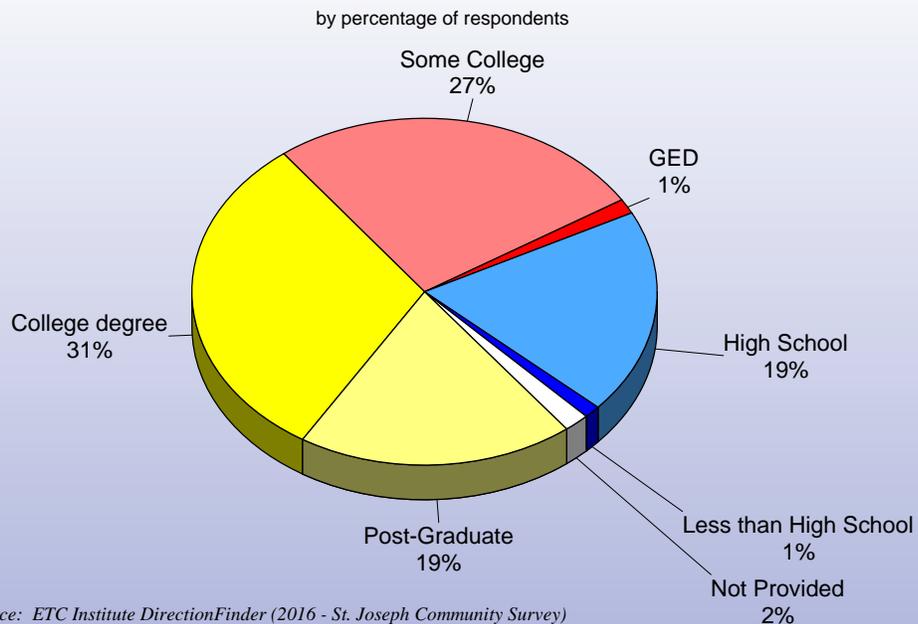
Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q43. Demographics: Age of Respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

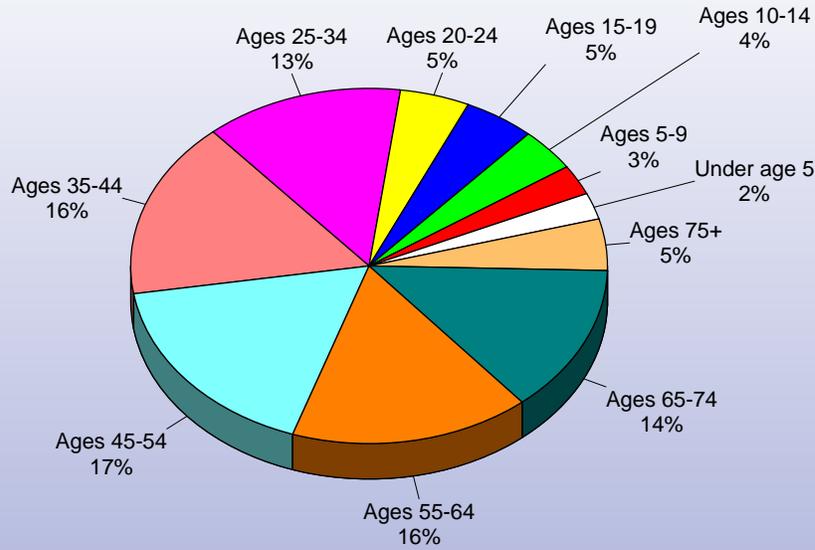
### Q44. Demographics: Highest Level of Education of Respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q45. Demographics: Ages of All Household Members

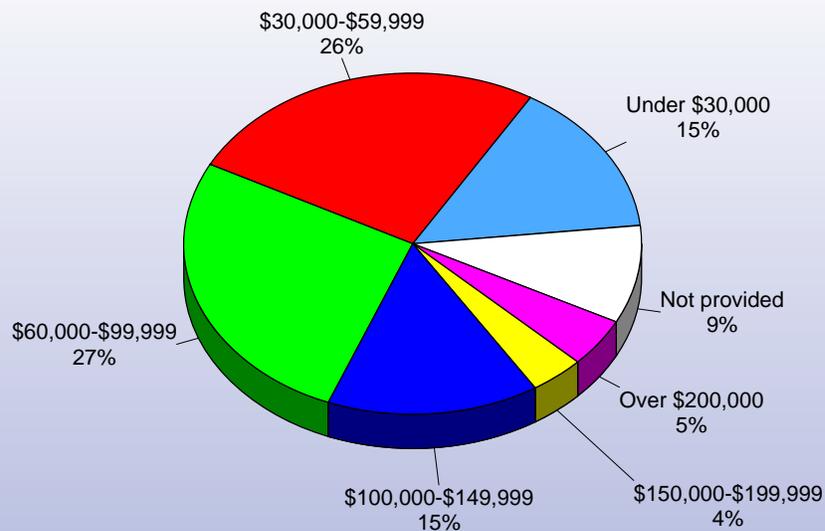
by percentage of persons in households



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q46. Demographics: Total Annual Household Income

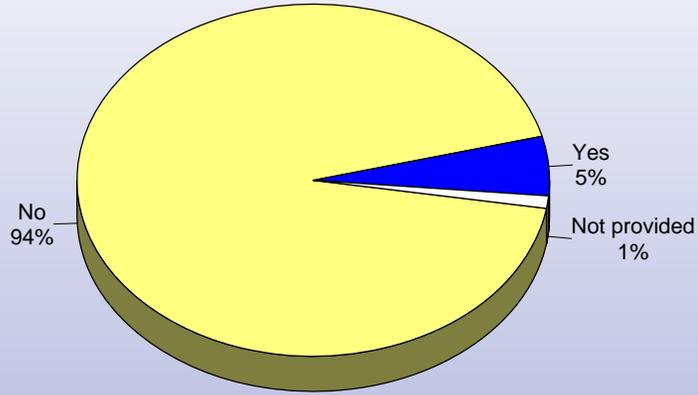
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q47. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

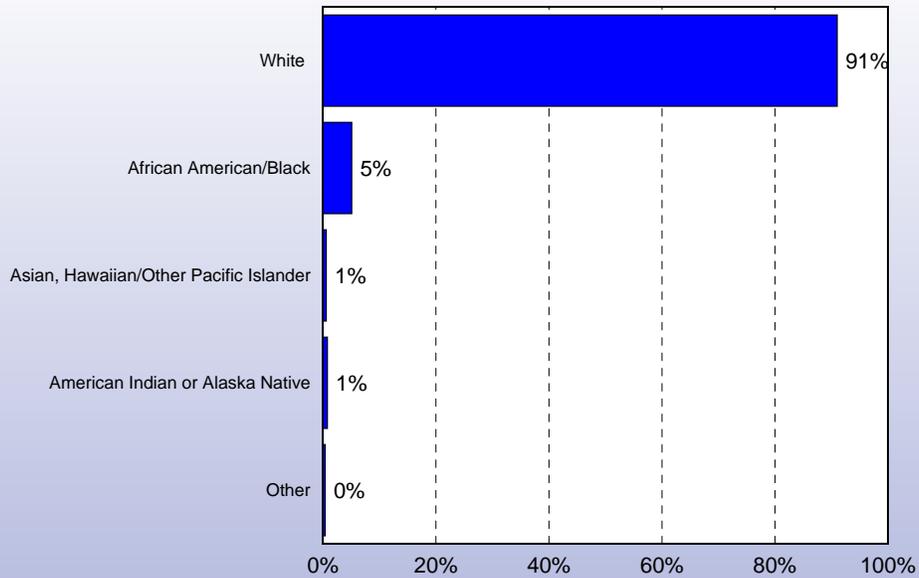
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q48. Demographics: Race/Ethnicity

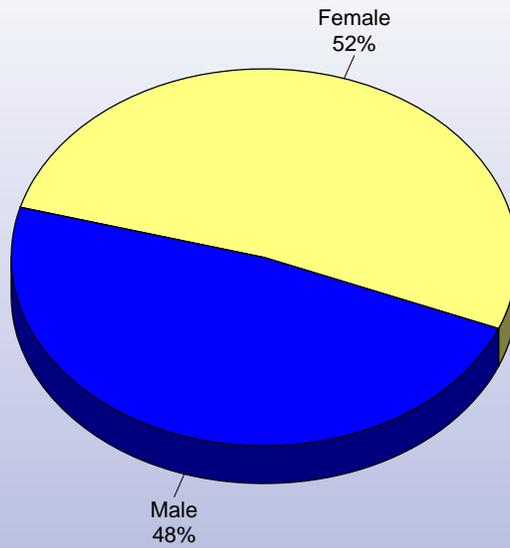
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

### Q49. Demographics: Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - St. Joseph Community Survey)

## **Section 2**

# ***Benchmarking Analysis***

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# Benchmarking Summary Report

## St. Joseph, Missouri

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### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities and counties in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

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

### Interpreting the Charts

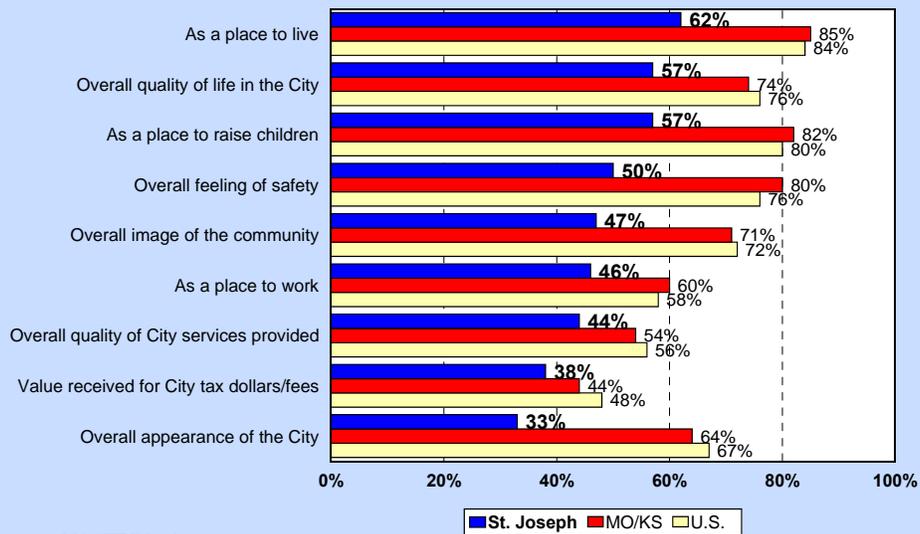
The charts on the following pages show how the overall results for St. Joseph compare to the a U.S. national and regional averages based on the results of the survey that was administered by ETC Institute to a random sample of more than 4,000 residents across the United States, and the regional survey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

# National Benchmarks

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

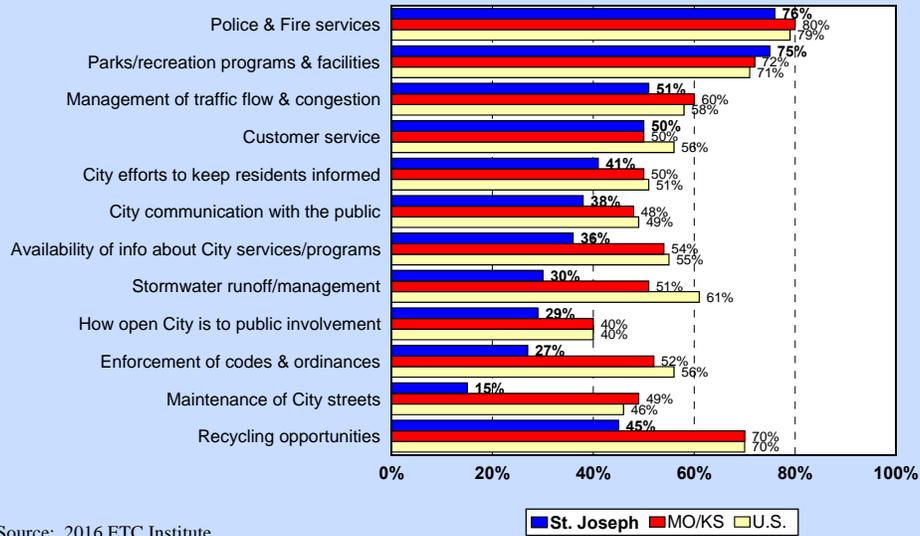
## Overall Ratings of the Community St. Joseph vs. MO/KS vs. the U.S

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



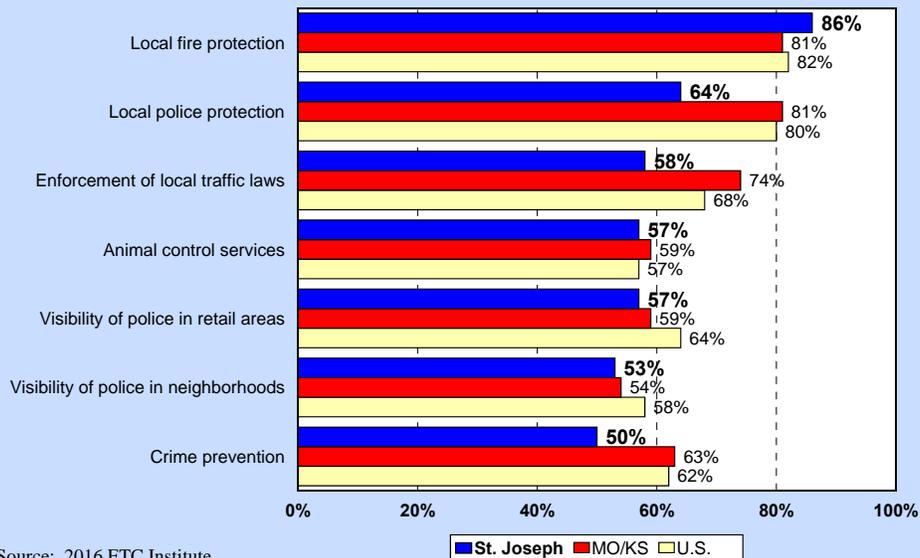
## Overall Satisfaction with Various City Services St. Joseph vs. MO/KS vs. the U.S

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



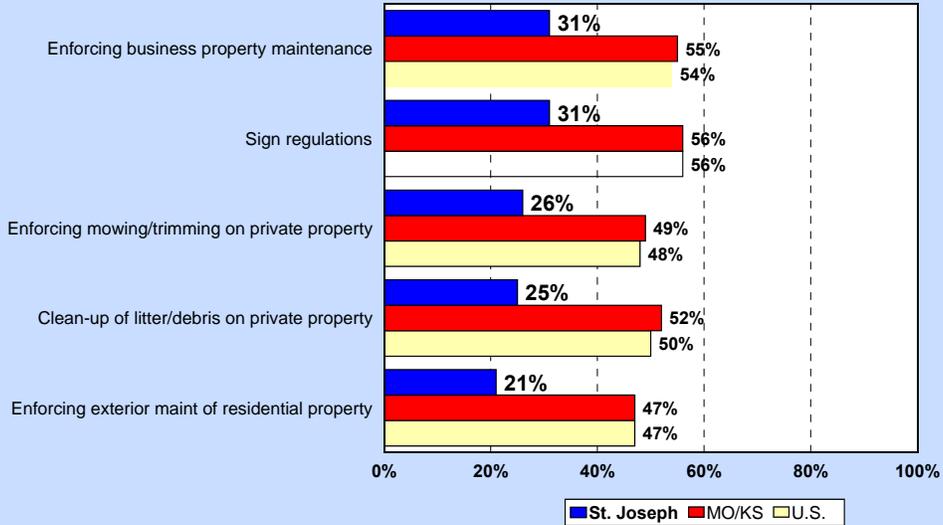
## Overall Satisfaction with Public Safety St. Joseph vs. MO/KS vs. the U.S

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



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

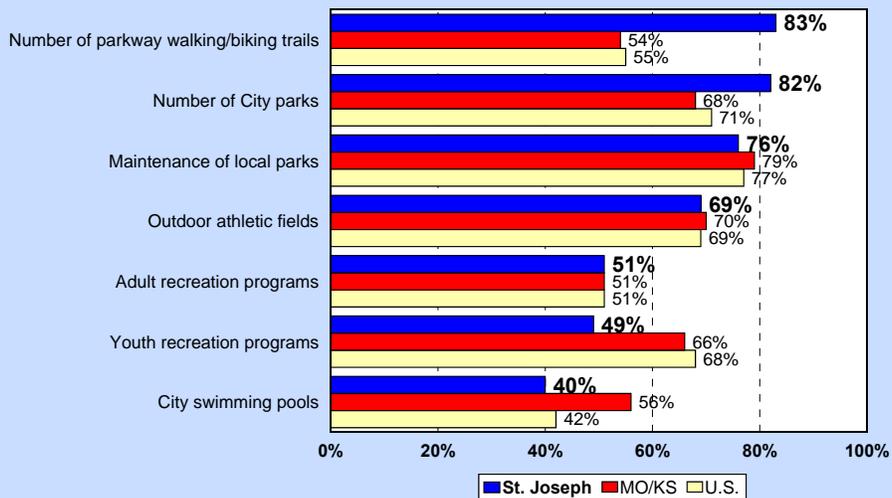
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

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

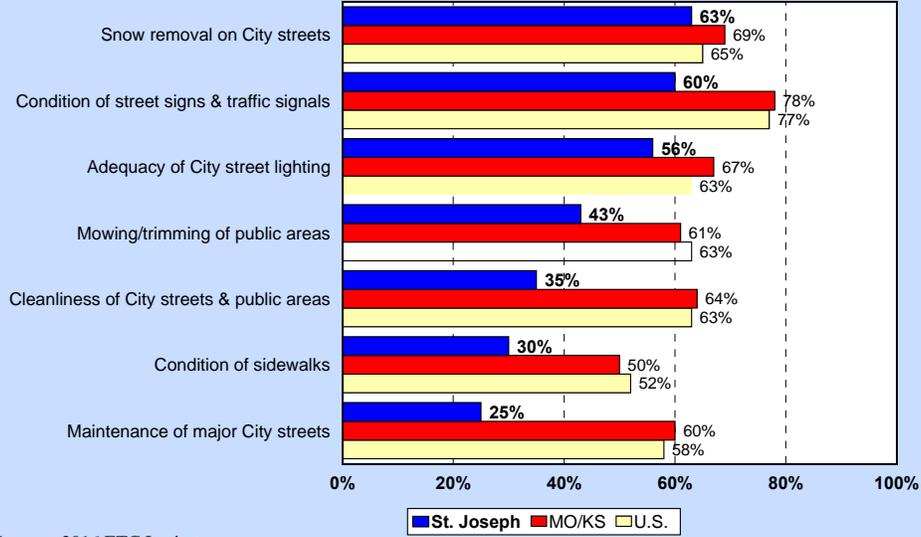
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

## 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)



Source: 2016 ETC Institute

## **Section 3**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## St. Joseph, Missouri

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### Overview

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

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that 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.

### Overview

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 provide. The sum is then multiplied by 1 minus the percentage of respondents who 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 the satisfaction ratings among service categories are comparable. [IS=Importance x (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. Seventy percent (70%) of respondents selected *maintenance of city streets* as one of the most important services for the City to provide.

With regard to satisfaction, 47% of respondents surveyed rated the City's overall performance in the *maintenance of city streets* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *maintenance of city streets* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 70% was multiplied by 16% (1-0.16). This calculation yielded an I-S rating of 0.5887 which ranked first out of 14 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 they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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 for 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

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

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

# 2016 Importance-Satisfaction Rating

## City of St. Joseph

### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of city streets	70%	1	16%	14	0.5887	1
<b>High Priority (IS .10-.20)</b>						
Quality of city wastewater service	24%	3	35%	10	0.1569	2
Enforcement of city codes/ordinances	19%	4	27%	13	0.1400	3
Quality of city's stormwater systems	18%	5	30%	11	0.1256	4
Recycling opportunities	17%	6	41%	6	0.1000	5
<b>Medium Priority (IS &lt;.10)</b>						
How open city is to public input from residents	12%	9	29%	12	0.0879	6
Quality of police & fire services	32%	2	76%	1	0.0752	7
Effectiveness of City communication	11%	11	38%	8	0.0663	8
Flow of traffic & congestion	13%	8	51%	3	0.0634	9
Maintenance of buildings/facilities	11%	10	47%	5	0.0583	10
Efforts to keep you informed about local issues	7%	12	41%	7	0.0426	11
Quality of city parks, programs & facilities	16%	7	75%	2	0.0393	12
Quality of customer service you receive	7%	13	50%	4	0.0339	13
Information about programs & services	5%	14	36%	9	0.0338	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 be the City's top priorities.

**Satisfaction %:**

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

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## 2016 Importance-Satisfaction Rating

### City of St. Joseph

### Park and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Riverfront recreational development	32%	3	29%	14	0.2263	1
<b>High Priority (IS .10-.20)</b>						
City aquatic park/swimming pools	33%	2	40%	13	0.1987	2
Recreational opportunities at Lake Contrary	15%	7	21%	15	0.1167	3
Senior recreational activities	19%	4	48%	11	0.1006	4
Maintenance of City parks	42%	1	76%	3	0.1004	5
<b>Medium Priority (IS &lt;.10)</b>						
Available youth fitness/recreational programs	15%	6	49%	10	0.0777	6
Availability of information about programs	15%	8	55%	6	0.0658	7
Available adult fitness/recreational programs	14%	9	51%	8	0.0657	8
Fees charged for recreation programs	13%	11	50%	9	0.0631	9
Special events & festivals	18%	5	66%	5	0.0618	10
Quality of outdoor athletic fields	13%	10	69%	4	0.0418	11
Ease of registering for programs	6%	14	46%	12	0.0308	12
City Rec Center	5%	15	55%	7	0.0232	13
Number of parkway walking & biking trails	12%	12	83%	1	0.0207	14
Number of City parks	9%	13	82%	2	0.0158	15

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

#### Most Important %:

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

#### Satisfaction %:

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

## 2016 Importance-Satisfaction Rating

### City of St. Joseph

### Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
City's efforts to prevent crime	65%	1	50%	8	0.3253	1
Visibility of police in neighborhoods	54%	2	53%	7	0.2504	2
<b>High Priority (IS .10-.20)</b>						
Overall quality of St. Joseph police protection	43%	3	64%	3	0.1570	3
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of local traffic laws	21%	4	58%	4	0.0901	4
Visibility of police in retail areas	20%	6	57%	6	0.0870	5
Environmental health inspections (food/lodging)	20%	5	67%	2	0.0669	6
Quality of animal control	14%	8	57%	5	0.0615	7
Overall quality of St. Joseph fire protection	18%	7	86%	1	0.0265	8

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2016 Importance-Satisfaction Rating

### City of St. Joseph

### City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of major City streets	68%	1	25%	10	0.5043	1
Maintenance of streets in your neighborhood	42%	2	29%	9	0.2974	2
Overall cleanliness of City streets/other public areas	36%	3	35%	7	0.2327	3
<b>High Priority (IS .10-.20)</b>						
Snow removal on streets in your neighborhood	19%	6	15%	11	0.1642	4
Maintenance & preservation of downtown	21%	5	36%	6	0.1327	5
Mowing & trimming of public areas	22%	4	43%	5	0.1245	6
Condition of sidewalks (responsibility of homeowner)	16%	7	30%	8	0.1125	7
<b>Medium Priority (IS &lt;.10)</b>						
Snow removal on major City streets	15%	8	63%	2	0.0545	8
Adequacy of City street lighting	12%	9	56%	4	0.0525	9
Maintenance of street signs & traffic signals	10%	10	60%	3	0.0408	10
Maintenance of City buildings such as City Hall	5%	11	66%	1	0.0157	11

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

**Most Important %:**

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

**Satisfaction %:**

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

# Section 4

## *Tabular Data*

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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=722)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q1-1. Overall image of the City	0.8%	45.2%	24.6%	21.2%	7.2%	1.0%
Q1-2. Overall value that you receive for your City tax & fees	1.6%	32.6%	31.6%	23.2%	9.2%	1.8%
Q1-3. Overall value that you receive for your County tax & fees	2.7%	34.2%	34.3%	17.7%	8.5%	2.7%
Q1-4. Overall quality of City services	3.2%	39.9%	31.2%	16.6%	7.6%	1.4%
Q1-5. Overall quality of life in the City	5.2%	50.6%	25.4%	12.2%	5.3%	1.3%
Q1-6. Overall physical appearance of the City	2.0%	30.2%	28.9%	25.7%	12.2%	1.0%
Q1-7. Overall feeling of safety in the City	5.6%	44.2%	27.2%	14.5%	8.1%	0.3%
Q1-8. As a place to live	9.7%	51.9%	23.6%	9.5%	4.8%	0.6%
Q1-9. As a place to raise children	10.6%	45.2%	23.9%	12.7%	5.3%	2.1%
Q1-10. As a place to work	6.9%	38.2%	27.7%	16.7%	9.6%	1.0%
Q1-11. As a place to invest in	4.9%	25.9%	34.1%	21.7%	11.6%	1.7%
Q1-12. As a City that is moving in the right direction	4.5%	26.9%	31.8%	22.6%	12.1%	2.1%

**WITHOUT DON'T KNOW**

**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=722)

	Excellent	Good	Neutral	Below Average	Poor
Q1-1. Overall image of the City	0.9%	45.7%	24.8%	21.4%	7.2%
Q1-2. Overall value that you receive for your City tax & fees	1.6%	33.2%	32.2%	23.7%	9.4%
Q1-3. Overall value that you receive for your County tax & fees	2.8%	35.1%	35.3%	18.1%	8.7%
Q1-4. Overall quality of City services	3.3%	40.5%	31.7%	16.8%	7.7%
Q1-5. Overall quality of life in the City	5.3%	51.2%	25.7%	12.4%	5.4%
Q1-6. Overall physical appearance of the City	2.0%	30.5%	29.2%	26.0%	12.3%
Q1-7. Overall feeling of safety in the City	5.6%	44.4%	27.3%	14.5%	8.2%
Q1-8. As a place to live	9.7%	52.2%	23.8%	9.6%	4.8%
Q1-9. As a place to raise children	10.9%	4	24.5%	1	5.4%
Q1-10. As a place to work	7.0%	38.6%	27.9%	16.9%	9.6%
Q1-11. As a place to invest in	5.0%	26	34.7%	2	11.8%
Q1-12. As a City that is moving in the right direction	4.6%	27.5%	32.5%	23.1%	12.3%

**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 "Not Important," how important was each reason in your decision to live where you live?**

(N=722)

	Very Important	Somewhat Important	Not Sure	Not Important
Q2-1. Sense of community/friendly & welcoming	47.3%	40.7%	9.2%	2.8%
Q2-2. Quality of public education (K-12)	75.2%	14.5%	6.5%	3.8%
Q2-3. Access to higher education (college)	58.6%	29.1%	5.9%	6.4%
Q2-4. Adult education programs	33.4%	37.6%	15.8%	13.2%
Q2-5. Quality care for preschool age children	52.3%	24.6%	13.5%	9.6%
Q2-6. Types of housing (i.e., multi-family, single, etc.)	51.9%	33.3%	11.2%	3.5%
Q2-7. Quality of housing (i.e. construction, maintenance)	61.6%	28.5%	7.5%	2.4%
Q2-8. Access to quality shopping	45.0%	46.9%	5.1%	3.0%
Q2-9. Availability of parks & recreation opportunities	53.1%	39.1%	5.9%	1.8%
Q2-10. Living near family or friends	48.2%	39.1%	6.5%	6.1%
Q2-11. Safety & security	82.2%	14.6%	2.0%	1.3%
Q2-12. Accessibility to airport & other communities	34.7%	51.0%	7.6%	6.7%
Q2-13. Quality health care	74.8%	19.7%	3.8%	1.7%
Q2-14. Public transportation (bus)	26.3%	35.7%	18.3%	19.7%
Q2-15. Infrastructure (roads, bridges, hiking, biking)	58.7%	30.7%	6.5%	4.1%
Q2-16. Low taxes	53.0%	34.3%	8.8%	4.0%
Q2-17. Entertainment & social opportunities	34.0%	51.9%	8.9%	5.2%
Q2-18. Cost of living	69.3%	26.3%	3.5%	0.8%
Q2-19. Job opportunities	73.6%	15.5%	6.0%	5.0%

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

(N=722)

	Yes	No
Q2-1. Sense of community/friendly & welcoming	75.3%	24.7%
Q2-2. Quality of public education (K-12)	49.7%	50.3%
Q2-3. Access to higher education (college)	87.0%	13.0%
Q2-4. Adult education programs	73.5%	26.5%
Q2-5. Quality care for preschool age children	67.9%	32.1%
Q2-6. Types of housing (i.e., multi-family, single, etc.)	76.5%	23.5%
Q2-7. Quality of housing (i.e. construction, maintenance)	68.6%	31.4%
Q2-8. Access to quality shopping	83.3%	16.7%
Q2-9. Availability of parks & recreation opportunities	83.6%	16.4%
Q2-10. Living near family or friends	86.9%	13.1%
Q2-11. Safety & security	70.6%	29.4%
Q2-12. Accessibility to airport & other communities	88.1%	11.9%
Q2-13. Quality health care	67.6%	32.4%
Q2-14. Public transportation (bus)	78.3%	21.8%
Q2-15. Infrastructure (roads, bridges, hiking, biking)	50.5%	49.5%
Q2-16. Low taxes	52.2%	47.8%
Q2-17. Entertainment & social opportunities	64.3%	35.7%
Q2-18. Cost of living	71.4%	28.6%
Q2-19. Job opportunities	46.3%	53.7%

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

Q3. Top choice	Number	Percent
Sense of community/friendly & welcoming	25	3.5 %
Quality of public education (K-12)	45	6.2 %
Access to higher education (college)	7	1.0 %
Adult education programs	7	1.0 %
Quality care for preschool age children	3	0.4 %
Types of housing (i.e., multi-family, single, etc.)	12	1.7 %
Quality of housing (i.e. construction, maintenance)	7	1.0 %
Access to quality shopping	4	0.6 %
Availability of parks & recreation opportunities	5	0.7 %
Living near family or friends	169	23.4 %
Safety & security	109	15.1 %
Accessibility to airport & other communities	3	0.4 %
Quality health care	40	5.5 %
Public transportation (bus)	2	0.3 %
Infrastructure (roads, bridges, hiking, biking)	9	1.2 %
Low taxes	38	5.3 %
Cost of living	51	7.1 %
Job opportunities	73	10.1 %
None chosen	113	15.7 %
Total	722	100.0 %

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

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community/friendly & welcoming	25	3.5 %
Quality of public education (K-12)	37	5.1 %
Access to higher education (college)	6	0.8 %
Adult education programs	4	0.6 %
Quality care for preschool age children	3	0.4 %
Types of housing (i.e., multi-family, single, etc.)	10	1.4 %
Quality of housing (i.e. construction, maintenance)	13	1.8 %
Access to quality shopping	16	2.2 %
Availability of parks & recreation opportunities	13	1.8 %
Living near family or friends	46	6.4 %
Safety & security	96	13.3 %
Accessibility to airport & other communities	9	1.2 %
Quality health care	80	11.1 %
Public transportation (bus)	1	0.1 %
Infrastructure (roads, bridges, hiking, biking)	27	3.7 %
Low taxes	65	9.0 %
Entertainment & social opportunities	11	1.5 %
Cost of living	108	15.0 %
Job opportunities	33	4.6 %
None chosen	119	16.5 %

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

Q3. 3rd choice	Number	Percent
Sense of community/friendly & welcoming	31	4.3 %
Quality of public education (K-12)	29	4.0 %
Access to higher education (college)	8	1.1 %
Adult education programs	3	0.4 %
Quality care for preschool age children	1	0.1 %
Types of housing (i.e., multi-family, single, etc.)	15	2.1 %
Quality of housing (i.e. construction, maintenance)	10	1.4 %
Access to quality shopping	12	1.7 %
Availability of parks & recreation opportunities	17	2.4 %
Living near family or friends	28	3.9 %
Safety & security	92	12.7 %
Accessibility to airport & other communities	11	1.5 %
Quality health care	68	9.4 %
Public transportation (bus)	4	0.6 %
Infrastructure (roads, bridges, hiking, biking)	32	4.4 %
Low taxes	53	7.3 %
Entertainment & social opportunities	25	3.5 %
Cost of living	111	15.4 %
Job opportunities	41	5.7 %
None chosen	131	18.1 %
Total	722	100.0 %

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

Q3. Sum of Top 3 Choices	Number	Percent
Sense of community/friendly & welcoming	81	11.2 %
Quality of public education (K-12)	111	15.4 %
Access to higher education (college)	21	2.9 %
Adult education programs	14	1.9 %
Quality care for preschool age children	7	1.0 %
Types of housing (i.e., multi-family, single, etc.)	37	5.1 %
Quality of housing (i.e. construction, maintenance)	30	4.2 %
Access to quality shopping	32	4.4 %
Availability of parks & recreation opportunities	35	4.8 %
Living near family or friends	243	33.7 %
Safety & security	297	41.1 %
Accessibility to airport & other communities	23	3.2 %
Quality health care	188	26.0 %
Public transportation (bus)	7	1.0 %
Infrastructure (roads, bridges, hiking, biking)	68	9.4 %
Low taxes	156	21.6 %
Entertainment & social opportunities	36	5.0 %
Cost of living	270	37.4 %
Job opportunities	147	20.4 %
None chosen	113	15.7 %
Total	1916	

**Q4. When looking at our community, please rank in order of importance the issues facing St. Joseph, where "6" is "most important" and "1" is "least important."**

(N=722)

	Most Importa- nt	8	7	6	5	4	3	2	Least Importa- nt
Q4-1. Community appearance	16.3%	7.5%	10.7%	11.4%	18.4%	12.5%	13.7%	5.9%	3.7%
Q4-2. Education	23.7%	20.9%	14.2%	9.7%	10.7%	6.4%	5.5%	4.6%	4.3%
Q4-3. Taxes	19.4%	13.0%	11.9%	14.0%	15.4%	9.7%	6.6%	6.6%	3.6%
Q4-4. Jobs	34.7%	16.5%	13.2%	8.2%	7.1%	4.5%	5.5%	4.5%	5.8%
Q4-5. Entertainment	4.1%	7.4%	7.3%	7.1%	10.9%	8.5%	16.4%	27.7%	10.6%
Q4-6. Municipal/County services	7.8%	7.7%	13.7%	16.2%	14.6%	18.3%	10.5%	7.4%	3.8%
Q4-7. Public safety	28.7%	17.9%	14.7%	12.4%	8.2%	4.9%	4.0%	4.3%	4.9%
Q4-8. Traffic	6.5%	9.1%	9.7%	9.4%	10.8%	13.6%	17.3%	18.3%	5.3%
Q4-9. Other	16.6%	3.3%	5.5%	2.2%	1.8%	4.4%	6.3%	7.7%	52.0%

**Q6. Recommending St. Joseph: Using a scale of 1 to 5 where 5 means "very likely" and 1 means "very unlikely," please indicate how likely you would be to recommend St. Joseph in the scenarios listed below.**

(N=722)

	Very Likely	Likely	Neutral	Unlikely	Very Unlikely	Don't Know
Q6-1. Recommend St. Joseph to a friend as a place to visit	26.9%	36.7%	19.4%	11.0%	5.4%	0.6%
Q6-2. Recommend St. Joseph to a friend as a place to live	19.7%	34.6%	21.8%	14.7%	8.1%	1.1%
Q6-3. Recommend St. Joseph to a friend as a place to raise children	22.4%	35.1%	22.7%	11.5%	6.6%	1.8%
Q6-4. Recommend St. Joseph to a friend as a place to work	12.3%	26.1%	28.5%	19.6%	12.0%	1.5%

**please indicate how likely you would be to recommend St. Joseph in the scenarios listed below. (without "don't know")**

(N=722)

	Very Likely	Likely	Neutral	Unlikely	Very Unlikely
Q6-1. Recommend St. Joseph to a friend as a place to visit	27.1%	36.9%	19.5%	11.1%	5.5%
Q6-2. Recommend St. Joseph to a friend as a place to live	19.9%	35.0%	22.0%	14.8%	8.2%
Q6-3. Recommend St. Joseph to a friend as a place to raise children	22.8%	35.8%	23.1%	11.7%	6.7%
Q6-4. Recommend St. Joseph to a friend as a place to work	12.5%	26.5%	28.9%	19.9%	12.2%

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

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7-1. Overall quality of police & fire services	30.4%	45.0%	13.3%	7.3%	2.9%	1.1%
Q7-2. Overall quality of city parks & recreation programs & facilities	30.3%	43.4%	13.7%	8.4%	2.7%	1.5%
Q7-3. Overall maintenance of city streets	1.7%	14.1%	22.2%	34.7%	26.6%	0.7%
Q7-4. Overall maintenance of buildings/ facilities (Civic Arena/Missouri Theater)	7.6%	37.9%	33.3%	12.3%	5.7%	3.2%
Q7-5. Overall quality of city wastewater service	5.9%	27.4%	27.4%	18.1%	16.6%	4.6%
Q7-6. Overall enforcement of city codes/ ordinances	4.2%	21.7%	36.8%	22.0%	11.1%	4.2%
Q7-7. Overall quality of customer service you receive from city employees	10.5%	36.8%	31.3%	10.0%	5.8%	5.6%
Q7-8. Overall effectiveness of City communication with the public	6.7%	29.4%	36.4%	15.9%	8.0%	3.7%
Q7-9. Overall quality of city's stormwater runoff/stormwater management	4.2%	23.7%	33.8%	15.3%	15.4%	7.6%
Q7-10. Overall flow of traffic & congestion	7.2%	42.8%	28.2%	15.2%	5.5%	1.1%
Q7-11 Recycling opportunities	11.9%	27.6%	25.2%	18.8%	12.3%	4.1%
Q7-12. Availability of information about City programs & services	6.5%	28.5%	40.3%	16.4%	4.9%	3.5%
Q7-13. City efforts to keep you informed about local issues	8.4%	31.3%	34.4%	17.3%	5.9%	2.7%
Q7-14. How open city is to public input from residents	6.0%	21.3%	35.9%	17.5%	13.0%	6.3%

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

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7-1. Overall quality of police & fire services	30.7%	45.5%	13.5%	7.4%	3.0%
Q7-2. Overall quality of city parks & recreation programs & facilities	30.7%	44.1%	13.9%	8.5%	2.7%
Q7-3. Overall maintenance of city streets	1.7%	14.2%	22.4%	35.0%	26.8%
Q7-4. Overall maintenance of buildings/facilities (Civic Arena/Missouri Theater)	7.8%	39.2%	34.4%	12.7%	5.9%
Q7-5. Overall quality of city wastewater service	6.2%	28.7%	28.7%	19.0%	17.4%
Q7-6. Overall enforcement of city codes/ordinances	4.4%	22.7%	38.5%	23.0%	11.5%
Q7-7. Overall quality of customer service you receive from city employees	11.2%	39.0%	33.2%	10.6%	6.1%
Q7-8. Overall effectiveness of City communication with the public	7.0%	30.5%	37.8%	16.5%	8.3%
Q7-9. Overall quality of city's stormwater runoff/stormwater management	4.6%	25.6%	36.6%	16.5%	16.7%
Q7-10. Overall flow of traffic & congestion	7.2%	43.3%	28.6%	15.3%	5.5%
Q7-11 Recycling opportunities	12.4%	28.8%	26.3%	19.6%	12.9%
Q7-12. Availability of information about City programs & services	6.7%	29.5%	41.7%	17.0%	5.1%
Q7-13. City efforts to keep you informed about local issues	8.6%	32.2%	35.3%	17.8%	6.0%
Q7-14. How open city is to public input from residents	6.4%	22.7%	38.3%	18.7%	13.9%

**Q8. Which THREE of these items listed in Question 7 do you think should receive the most emphasis from City leaders over the next TWO Years?**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	117	16.2 %
Overall quality of city parks & recreation programs & facilities	23	3.2 %
Overall maintenance of city streets	317	43.9 %
Overall maintenance of buildings/facilities (Civic Arena/Missouri Theater)	3	0.4 %
Overall quality of city wastewater service	54	7.5 %
Overall enforcement of city codes/ordinances	22	3.0 %
Overall quality of customer service you receive from city employees	8	1.1 %
Overall effectiveness of City communication with the public	15	2.1 %
Overall quality of city's stormwater runoff/stormwater management	28	3.9 %
Overall flow of traffic & congestion	12	1.7 %
Recycling opportunities	16	2.2 %
Availability of information about City programs & services	5	0.7 %
City efforts to keep you informed about local issues	11	1.5 %
How open city is to public input from residents	21	2.9 %
<u>None chosen</u>	<u>70</u>	<u>9.7 %</u>
Total	722	100.0 %

**Q8. Which THREE of these items listed in Question 7 do you think should receive the most emphasis from City leaders over the next TWO Years?**

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	64	8.9 %
Overall quality of city parks & recreation programs & facilities	46	6.4 %
Overall maintenance of city streets	136	18.8 %
Overall maintenance of buildings/facilities (Civic Arena/Missouri Theater)	38	5.3 %
Overall quality of city wastewater service	61	8.4 %
Overall enforcement of city codes/ordinances	64	8.9 %
Overall quality of customer service you receive from city employees	25	3.5 %
Overall effectiveness of City communication with the public	22	3.0 %
Overall quality of city's stormwater runoff/stormwater management	53	7.3 %
Overall flow of traffic & congestion	36	5.0 %
Recycling opportunities	33	4.6 %
Availability of information about City programs & services	12	1.7 %
City efforts to keep you informed about local issues	16	2.2 %
How open city is to public input from residents	22	3.0 %
<u>None chosen</u>	<u>94</u>	<u>13.0 %</u>
Total	722	100.0 %

**Q8. Which THREE of these items listed in Question 7 do you think should receive the most emphasis from City leaders over the next TWO Years?**

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	47	6.5 %
Overall quality of city parks & recreation programs & facilities	43	6.0 %
Overall maintenance of city streets	53	7.3 %
Overall maintenance of buildings/facilities (Civic Arena/Missouri Theater)	38	5.3 %
Overall quality of city wastewater service	59	8.2 %
Overall enforcement of city codes/ordinances	53	7.3 %
Overall quality of customer service you receive from city employees	16	2.2 %
Overall effectiveness of City communication with the public	40	5.5 %
Overall quality of city's stormwater runoff/stormwater management	49	6.8 %
Overall flow of traffic & congestion	44	6.1 %
Recycling opportunities	74	10.2 %
Availability of information about City programs & services	21	2.9 %
City efforts to keep you informed about local issues	25	3.5 %
How open city is to public input from residents	47	6.5 %
<u>None chosen</u>	<u>113</u>	<u>15.7 %</u>
Total	722	100.0 %

**Q8. Which THREE of these items listed in Question 7 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)**

<u>Q8. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	228	31.6 %
Overall quality of city parks & recreation programs & facilities	112	15.5 %
Overall maintenance of city streets	506	70.1 %
Overall maintenance of buildings/facilities (Civic Arena/Missouri Theater)	79	10.9 %
Overall quality of city wastewater service	174	24.1 %
Overall enforcement of city codes/ordinances	139	19.3 %
Overall quality of customer service you receive from city employees	49	6.8 %
Overall effectiveness of City communication with the public	77	10.7 %
Overall quality of city's stormwater runoff/stormwater management	130	18.0 %
Overall flow of traffic & congestion	92	12.7 %
Recycling opportunities	123	17.0 %
Availability of information about City programs & services	38	5.3 %
City efforts to keep you informed about local issues	52	7.2 %
How open city is to public input from residents	90	12.5 %
None chosen	70	9.7 %

**Q9. Public Safety: Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9-1. Visibility of police in neighborhoods	9.3%	43.1%	26.4%	13.9%	5.8%	1.7%
Q9-2. Visibility of police in retail areas	9.2%	46.2%	29.3%	9.7%	3.2%	2.4%
Q9-3. City's efforts to prevent crime	8.8%	39.7%	27.2%	14.2%	6.9%	3.1%
Q9-4. Enforcement of local traffic laws	9.7%	46.7%	26.8%	9.3%	5.2%	2.4%
Q9-5. Overall quality of St. Joseph police protection	13.9%	48.3%	22.3%	9.3%	4.2%	2.0%
Q9-6. Overall quality of St. Joseph fire protection	30.3%	53.4%	11.6%	1.8%	0.7%	2.2%
Q9-7. Quality of animal control	12.7%	41.6%	29.4%	7.7%	3.8%	4.8%
Q9-8. Environmental health inspections (food/lodging)	14.5%	50.1%	25.1%	4.9%	2.1%	3.2%

**WITHOUT DON'T KNOW****Q9. Public Safety: Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9-1. Visibility of police in neighborhoods	9.4%	43.8%	26.8%	14.1%	5.8%
Q9-2. Visibility of police in retail areas	9.4%	47.3%	30.0%	10.0%	3.3%
Q9-3. City's efforts to prevent crime	9.1%	41.0%	28.1%	14.6%	7.1%
Q9-4. Enforcement of local traffic laws	9.9%	47.8%	27.4%	9.5%	5.3%
Q9-5. Overall quality of St. Joseph police protection	14.2%	49.3%	22.7%	9.5%	4.3%
Q9-6. Overall quality of St. Joseph fire protection	30.9%	54.6%	11.9%	1.9%	0.7%
Q9-7. Quality of animal control	13.3%	43.7%	30.9%	8.1%	4.0%
Q9-8. Environmental health inspections (food/lodging)	14.9%	51.8%	26.0%	5.1%	2.2%

**Q10. Which THREE of the public safety items listed in Question 9 above would you recommend receive the most emphasis from City leaders over the next TWO Years?**

Q10. Top choice	Number	Percent
Visibility of police in neighborhoods	194	26.9 %
Visibility of police in retail areas	28	3.9 %
City's efforts to prevent crime	239	33.1 %
Enforcement of local traffic laws	40	5.5 %
Overall quality of St. Joseph police protection	71	9.8 %
Overall quality of St. Joseph fire protection	12	1.7 %
Quality of animal control	23	3.2 %
Environmental health inspections (food/lodging)	28	3.9 %
None chosen	87	12.0 %
Total	722	100.0 %

**Q10. Which THREE of the public safety items listed in Question 9 above would you recommend receive the most emphasis from City leaders over the next TWO Years?**

Q10. 2nd choice	Number	Percent
Visibility of police in neighborhoods	95	13.2 %
Visibility of police in retail areas	75	10.4 %
City's efforts to prevent crime	145	20.1 %
Enforcement of local traffic laws	44	6.1 %
Overall quality of St. Joseph police protection	126	17.5 %
Overall quality of St. Joseph fire protection	53	7.3 %
Quality of animal control	33	4.6 %
Environmental health inspections (food/lodging)	46	6.4 %
None chosen	105	14.5 %
Total	722	100.0 %

**Q10. Which THREE of the public safety items listed in Question 9 above would you recommend receive the most emphasis from City leaders over the next TWO Years?**

Q10. 3rd choice	Number	Percent
Visibility of police in neighborhoods	97	13.4 %
Visibility of police in retail areas	42	5.8 %
City's efforts to prevent crime	87	12.0 %
Enforcement of local traffic laws	70	9.7 %
Overall quality of St. Joseph police protection	113	15.7 %
Overall quality of St. Joseph fire protection	67	9.3 %
Quality of animal control	47	6.5 %
Environmental health inspections (food/lodging)	71	9.8 %
None chosen	128	17.7 %
Total	722	100.0 %

**Q10. Which THREE of the public safety items listed in Question 9 above would you recommend receive the most emphasis from City leaders over the next TWO Years? (top 3)**

Q10. Sum of Top 3 Choices	Number	Percent
Visibility of police in neighborhoods	386	53.5 %
Visibility of police in retail areas	145	20.1 %
City's efforts to prevent crime	471	65.2 %
Enforcement of local traffic laws	154	21.3 %
Overall quality of St. Joseph police protection	310	42.9 %
Overall quality of St. Joseph fire protection	132	18.3 %
Quality of animal control	103	14.3 %
Environmental health inspections (food/lodging)	145	20.1 %
None chosen	87	12.0 %
Total	1933	

**Q11. In Buchanan County, but outside the City: Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11-1. County law enforcement	10.4%	36.1%	25.9%	3.1%	2.1%	22.3%
Q11-2. County fire protection	7.6%	31.7%	30.4%	3.3%	0.9%	26.2%
Q11-3. County road & bridge maintenance	4.7%	28.0%	32.0%	16.4%	3.9%	15.1%
Q11-4. Overall customer service from the County	6.9%	33.3%	29.8%	6.0%	1.4%	22.6%

**"Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11-1. County law enforcement	13.4%	46.4%	33.3%	4.1%	2.8%
Q11-2. County fire protection	10.3%	42.9%	41.2%	4.5%	1.2%
Q11-3. County road & bridge maintenance	5.5%	32.9%	37.6%	19.3%	4.5%
Q11-4. Overall customer service from the County	8.9%	43.1%	38.4%	7.8%	1.8%

**Q12. 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=722)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
Q12-1. In your neighborhood in general	46.3%	41.2%	7.7%	3.5%	1.3%
Q12-2. In the shopping areas in general	34.0%	52.2%	10.5%	2.0%	1.3%
Q12-3. At work	43.5%	32.6%	5.9%	1.7%	16.4%

**WITHOUT DON'T KNOW**

**Q12. Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel**

(N=722)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
Q12-1. In your neighborhood in general	46.9%	41.7%	7.8%	3.6%
Q12-2. In the shopping areas in general	34.5%	52.8%	10.7%	2.0%
Q12-3. At work	52.1%	39.0%	7.0%	2.0%

**Q13. Do you have access to the Internet at home?**

Q13. Do you have access to the Internet at home	Number	Percent
Yes	616	85.3 %
No	84	11.6 %
Not provided	22	3.0 %
Total	722	100.0 %

**Q14. Arts/Culture/Museums: Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please indicate your level of agreement with each of the following statements.**

(N=722)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q14-1. Arts/Culture/Museums should have an important role in the development of St. Joseph	30.5%	41.9%	20.5%	2.8%	1.3%	3.0%
Q14-2. St. Joseph area needs more arts & cultural programs for children	18.6%	36.7%	32.3%	5.4%	1.6%	5.5%
Q14-3. I am very familiar with most of arts/cultural programs offered in St. Joseph area	16.5%	35.6%	29.3%	8.9%	4.2%	5.5%
Q14-4. I frequently visit arts/culture facilities in St. Joseph area	10.3%	25.5%	36.5%	17.6%	7.1%	3.0%

**WITHOUT DON'T KNOW**

**Q14. Arts/Culture/Museums: Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please indicate your level of agreement with each of the following statements. (without "don't know")**

(N=722)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q14-1. Arts/Culture/Museums should have an important role in the development of St. Joseph	31.4%	43.2%	21.2%	2.9%	1.3%
Q14-2. St. Joseph area needs more arts & cultural programs for children	19.7%	38.8%	34.2%	5.7%	1.6%
Q14-3. I am very familiar with most of arts/cultural programs offered in St. Joseph area	17.4%	37.7%	31.0%	9.4%	4.5%
Q14-4. I frequently visit arts/culture facilities in St. Joseph area	10.6%	26.3%	37.6%	18.2%	7.3%

**Q15. Which of the following reasons keep you from visiting arts/cultural facilities in St. Joseph area more often?**

Q15. Reasons that keep you from visiting arts/ cultural facilities in St. Joseph area more often	Number	Percent
Not interested in arts and cultural programs	165	22.9 %
They are too expensive	137	19.0 %
I don't know enough about the programs & facilities that are available	205	28.4 %
Other	201	27.8 %
Total	708	

**Q16. Please rank the importance of the following health improvement opportunities in St. Joseph, where "6" is "most important" and "1" is "least important."**

(N=722)

	Most Important	5	4	3	2	Least Important
Q16-1. Tobacco/smoking reduction	21.3%	9.7%	12.4%	14.8%	12.2%	29.6%
Q16-2. Physical activity increase (walking, biking)	19.2%	14.5%	15.4%	15.9%	15.5%	19.5%
Q16-3. Alcohol/drug reduction	25.0%	14.9%	14.4%	17.8%	15.8%	12.1%
Q16-4. Obesity/nutrition/dietary improvements	22.0%	17.3%	18.4%	16.6%	13.8%	11.9%
Q16-5. Access to affordable healthcare services	45.5%	14.4%	11.7%	8.9%	7.8%	11.7%
Q16-6. Mental health services expansion	24.9%	19.9%	15.3%	13.9%	11.9%	14.0%

**Q17. Please rank your willingness to personally address these health improvement opportunities, where "6" is "most willing" and "1" is "least willing."**

(N=722)

	Most Willing	5	4	3	2	Least Willing
Q17-1. Tobacco/smoking reduction	19.2%	8.0%	10.5%	13.2%	13.2%	35.9%
Q17-2. Physical activity increase (walking, biking)	30.1%	17.0%	12.7%	14.1%	12.0%	14.2%
Q17-3. Alcohol/drug reduction	19.1%	12.5%	14.4%	16.4%	20.7%	16.9%
Q17-4. Obesity/nutrition/dietary improvements	19.4%	22.7%	19.4%	13.6%	12.3%	12.7%
Q17-5. Access to affordable healthcare services	36.7%	14.2%	19.7%	9.6%	8.9%	11.0%
Q17-6. Mental health services expansion	21.1%	15.6%	12.7%	19.0%	11.3%	20.4%

**Q18. How satisfied are you with your local ambulance service?**

Q18. How satisfied are you with your local ambulance service

	Number	Percent
Very Satisfied	184	25.5 %
Satisfied	197	27.3 %
Neutral	127	17.6 %
Dissatisfied	17	2.4 %
Very Dissatisfied	6	0.8 %
Don't Know	191	26.5 %
Total	722	100.0 %

**Q19. 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."**

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19-1. Maintenance of City parks	20.7%	53.5%	12.7%	8.9%	2.1%	2.1%
Q19-2. Number of City parks	31.6%	49.1%	9.9%	5.2%	2.7%	1.6%
Q19-3. Number of parkway walking & biking trails	41.1%	39.2%	12.1%	3.4%	1.5%	2.7%
Q19-4. Quality of outdoor athletic fields	19.7%	42.4%	19.6%	7.0%	2.0%	9.4%
Q19-5. Availability of information about City parks & recreation programs	13.5%	38.5%	29.3%	11.3%	2.5%	4.8%
Q19-6. Fees charged for recreation programs	10.5%	32.8%	32.2%	7.6%	3.5%	13.4%
Q19-7. Ease of registering for programs	8.0%	28.3%	35.8%	5.4%	1.4%	21.2%
Q19-8. Available youth fitness/recreational programs	9.4%	30.7%	31.0%	8.4%	2.0%	18.6%
Q19-9. Available adult fitness/recreational programs	10.5%	34.3%	31.8%	8.9%	1.7%	12.8%
Q19-10. Senior recreational activities	9.3%	29.5%	29.6%	9.7%	3.4%	18.5%
Q19-11. City aquatic park/swimming pools	8.3%	27.9%	26.4%	18.5%	10.0%	8.9%
Q19-12. City Rec Center	14.2%	32.6%	30.1%	6.5%	2.6%	14.0%
Q19-13. Special events & festivals	20.1%	41.7%	23.2%	6.1%	3.4%	5.5%
Q19-14. Recreational opportunities at Lake Contrary (Buchanan County)	3.5%	11.3%	29.6%	14.6%	13.0%	27.9%
Q19-15. Riverfront recreational development	5.1%	19.5%	29.4%	18.9%	13.0%	14.1%

**WITHOUT DON'T KNOW**

**Q19. 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." (without "don't know")**

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19-1. Maintenance of City parks	21.2%	54.6%	13.0%	9.1%	2.2%
Q19-2. Number of City parks	32.1%	49.9%	10.0%	5.3%	2.7%
Q19-3. Number of parkway walking & biking trails	42.3%	40.2%	12.4%	3.5%	1.6%
Q19-4. Quality of outdoor athletic fields	21.8%	46.8%	21.6%	7.7%	2.2%
Q19-5. Availability of information about City parks & recreation programs	14.1%	40.5%	30.8%	11.9%	2.7%
Q19-6. Fees charged for recreation programs	12.1%	37.8%	37.2%	8.8%	4.1%
Q19-7. Ease of registering for programs	10.1%	35.9%	45.4%	6.8%	1.8%
Q19-8. Available youth fitness/recreational programs	11.5%	37.7%	38.0%	10.3%	2.4%
Q19-9. Available adult fitness/recreational programs	12.0%	39.3%	36.4%	10.2%	2.0%
Q19-10. Senior recreational activities	11.4%	36.2%	36.4%	11.9%	4.2%
Q19-11. City aquatic park/swimming pools	9.1%	30.7%	28.9%	20.3%	11.0%
Q19-12. City Rec Center	16.5%	38.0%	35.0%	7.6%	3.0%
Q19-13. Special events & festivals	21.3%	44.2%	24.6%	6.4%	3.6%
Q19-14. Recreational opportunities at Lake Contrary (Buchanan County)	4.9%	15.7%	41.1%	20.2%	18.1%
Q19-15. Riverfront recreational development	5.9%	22.7%	34.2%	22.0%	15.1%

**Q20. Which THREE of the parks and recreation items listed in Question 19 above do you think should receive the most emphasis from City leaders over the next TWO Years?**

Q20. Top choice	Number	Percent
Maintenance of City parks	183	25.3 %
Number of City parks	21	2.9 %
Number of parkway walking & biking trails	25	3.5 %
Quality of outdoor athletic fields	27	3.7 %
Availability of information about City parks & recreation programs	29	4.0 %
Fees charged for recreation programs	31	4.3 %
Ease of registering for programs	4	0.6 %
Available youth fitness/recreational programs	41	5.7 %
Available adult fitness/recreational programs	15	2.1 %
Senior recreational activities	33	4.6 %
City aquatic park/swimming pools	82	11.4 %
City Rec Center	8	1.1 %
Special events & festivals	22	3.0 %
Recreational opportunities at Lake Contrary (Buchanan County)	23	3.2 %
Riverfront recreational development	95	13.2 %
None chosen	83	11.5 %
Total	722	100.0 %

**Q20. Which THREE of the parks and recreation items listed in Question 19 above do you think should receive the most emphasis from City leaders over the next TWO Years?**

Q20. 2nd choice	Number	Percent
Maintenance of City parks	60	8.3 %
Number of City parks	27	3.7 %
Number of parkway walking & biking trails	34	4.7 %
Quality of outdoor athletic fields	43	6.0 %
Availability of information about City parks & recreation programs	32	4.4 %
Fees charged for recreation programs	28	3.9 %
Ease of registering for programs	14	1.9 %
Available youth fitness/recreational programs	39	5.4 %
Available adult fitness/recreational programs	36	5.0 %
Senior recreational activities	49	6.8 %
City aquatic park/swimming pools	99	13.7 %
City Rec Center	15	2.1 %
Special events & festivals	51	7.1 %
Recreational opportunities at Lake Contrary (Buchanan County)	36	5.0 %
Riverfront recreational development	55	7.6 %
None chosen	104	14.4 %
Total	722	100.0 %

**Q20. Which THREE of the parks and recreation items listed in Question 19 above do you think should receive the most emphasis from City leaders over the next TWO Years?**

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	57	7.9 %
Number of City parks	16	2.2 %
Number of parkway walking & biking trails	26	3.6 %
Quality of outdoor athletic fields	26	3.6 %
Availability of information about City parks & recreation programs	44	6.1 %
Fees charged for recreation programs	32	4.4 %
Ease of registering for programs	16	2.2 %
Available youth fitness/recreational programs	30	4.2 %
Available adult fitness/recreational programs	46	6.4 %
Senior recreational activities	56	7.8 %
City aquatic park/swimming pools	57	7.9 %
City Rec Center	14	1.9 %
Special events & festivals	56	7.8 %
Recreational opportunities at Lake Contrary (Buchanan County)	47	6.5 %
Riverfront recreational development	79	10.9 %
<u>None chosen</u>	<u>120</u>	<u>16.6 %</u>
Total	722	100.0 %

**Q20. Which THREE of the parks and recreation items listed in Question 19 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)**

<u>Q20. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	300	41.6 %
Number of City parks	64	8.9 %
Number of parkway walking & biking trails	85	11.8 %
Quality of outdoor athletic fields	96	13.3 %
Availability of information about City parks & recreation programs	105	14.5 %
Fees charged for recreation programs	91	12.6 %
Ease of registering for programs	34	4.7 %
Available youth fitness/recreational programs	110	15.2 %
Available adult fitness/recreational programs	97	13.4 %
Senior recreational activities	138	19.1 %
City aquatic park/swimming pools	238	33.0 %
City Rec Center	37	5.1 %
Special events & festivals	129	17.9 %
Recreational opportunities at Lake Contrary (Buchanan County)	106	14.7 %
Riverfront recreational development	229	31.7 %
<u>None chosen</u>	<u>83</u>	<u>11.5 %</u>
Total	1942	

**Q21. Do you, or does any member of your household, volunteer for any of the following?**

<u>Q21. Do you volunteer for any of following</u>	<u>Number</u>	<u>Percent</u>
School	197	27.3 %
Church	345	47.8 %
Service Club	109	15.1 %
Not-for-profit organization	235	32.5 %
Sports team	73	10.1 %
Special needs/disabled	64	8.9 %
Hospital	35	4.8 %
Senior facilities (nursing home)	43	6.0 %
Other	62	8.6 %
Total	1163	

**Q22. Approximately what is the combined number of hours your family spends annually, volunteering?**

None	120	16.6 %
Less than 25	108	15.0 %
Between 25-49	100	13.9 %
Between 50-99	122	16.9 %
Between 100-499	124	17.2 %
Between 500-999	38	5.3 %
Between 1000-2000	10	1.4 %
Over 2000	10	1.4 %
Not provided	90	12.5 %
Total	722	100.0 %

**Q23. How satisfied are you with your community's response to the following poverty issues?**

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q23-1. Hunger as a result of poverty	7.1%	37.6%	27.3%	14.4%	5.1%	8.4%
Q23-2. Illiteracy as a result of poverty	4.0%	20.7%	35.7%	19.4%	5.5%	14.8%
Q23-3. Sub-standard housing as a result of poverty	2.7%	17.3%	33.2%	24.3%	8.7%	13.8%
Q23-4. Health care as a result of poverty	4.6%	23.9%	30.6%	18.9%	8.7%	13.4%

**WITHOUT DON'T KNOW****Q23. How satisfied are you with your community's response to the following poverty issues? (without "don't know")**

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q23-1. Hunger as a result of poverty	7.8%	41.0%	29.8%	15.8%	5.6%
Q23-2. Illiteracy as a result of poverty	4.7%	24	41.9%	2	6.4%
Q23-3. Sub-standard housing as a result of poverty	3.1%	20.0%	38.6%	28.1%	10.1%
Q23-4. Health care as a result of poverty	5.3%	27.6%	35.3%	21.8%	10.1%

**Q24. Do you feel there is a problem with addiction in our community?**

Q24. Is there a problem with addiction in our community

	Number	Percent
Yes	555	76.9 %
No	19	2.6 %
Don't know	148	20.5 %
Total	722	100.0 %

**Q25. 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=722)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q25-1. Academic programs at Missouri Western are of high quality	23.3%	40.1%	15.7%	2.6%	1.0%	17.3%
Q25-2. Missouri Western students are well prepared for careers upon graduation	16.7%	36.7%	22.6%	4.1%	1.6%	18.3%
Q25-3. Missouri Western faculty are knowledgeable	18.9%	36.6%	21.8%	2.3%	0.9%	19.6%
Q25-4. Missouri Western provides good value	23.4%	37.9%	16.2%	3.6%	0.9%	18.0%
Q25-5. I am familiar with Missouri Western's degree programs	21.1%	31.0%	19.5%	1.8%	2.1%	24.5%
Q25-6. Missouri Western is moving in the right direction	21.5%	36.6%	19.5%	2.1%	1.3%	18.9%

**WITHOUT DON'T KNOW**

**Q25. 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=722)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q25-1. Academic programs at Missouri Western are of high quality	28.1%	48.5%	19.0%	3.1%	1.2%
Q25-2. Missouri Western students are well prepared for careers upon graduation	20.5%	45.0%	27.6%	5.0%	1.9%
Q25-3. Missouri Western faculty are knowledgeable	23.5%	45.5%	27.2%	2.8%	1.1%
Q25-4. Missouri Western provides good value	28.6%	46.3%	19.8%	4.3%	1.0%
Q25-5. I am familiar with Missouri Western's degree programs	27.9%	41.1%	25.8%	2.4%	2.8%
Q25-6. Missouri Western is moving in the right direction	26.5%	45.2%	24.1%	2.6%	1.6%

**Q26. What events or activities have you attended at Missouri Western State University over the past year?**

Q26. What events or activities have you attended  
at Missouri Western State University over past  
year

	Number	Percent
Athletics events	278	38.5 %
Recreational opportunities	130	18.0 %
Theatre/musical performances or art exhibits	211	29.2 %
University workshops/enrichment classes	46	6.4 %
Convocation on Critical Issues	81	11.2 %
Eggs and Issues	36	5.0 %
Other speaker events	101	14.0 %
Walter Cronkite Memorial	145	20.1 %
None	282	39.1 %
Total	1310	

**Q27. If you have not attended an event at Missouri Western State University, what is the reason?**

Q27. Reasons that you have not attended an event  
at Missouri Western State University

	Number	Percent
Not aware of the events	155	21.5 %
Parking	63	8.7 %
Distance	17	2.4 %
Transportation not available	16	2.2 %
Not interested in events offered	213	29.5 %
Total	464	

**Q28. In school, students are graded with an A, B, C, D, or F. Using this same system, how would you grade the public schools in St. Joseph?**

Q28. How would you grade public schools in St. Joseph	Number	Percent
A grade	30	4.2 %
B grade	172	23.8 %
C grade	227	31.4 %
D grade	114	15.8 %
F grade	81	11.2 %
Don't know	98	13.6 %
Total	722	100.0 %

**Q29. Do you feel that the St. Joseph School District has too little, too much, or just the right amount of funding?**

Q29. Funding St Joseph School District has	Number	Percent
Too little funding	271	37.5 %
Too much funding	163	22.6 %
Just right amount of funding	228	31.6 %
Don't know	60	8.3 %
Total	722	100.0 %

**Q30. How supportive would you be for the St. Joseph School District placing a funding initiative on the ballot?**

Q30. How supportive would you be for St. Joseph School District placing a funding initiative on ballot	Number	Percent
Very supportive	109	15.1 %
Somewhat supportive	106	14.7 %
Not supportive	321	44.5 %
Need more information	156	21.6 %
Don't know	30	4.2 %
Total	722	100.0 %

**Q31. 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=722)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q31-1. Updating computers & technology	8.1%	38.5%	25.7%	5.3%	2.2%	20.2%
Q31-2. Providing school buildings that are in good repair & physical condition	7.9%	40.9%	24.5%	12.9%	3.4%	10.4%
Q31-3. Acting as a good steward of taxpayer's money	4.4%	8.0%	14.6%	25.0%	41.5%	6.4%
Q31-4. Preparing students for college or additional training	6.7%	30.7%	28.1%	17.3%	6.2%	11.0%
Q31-5. Providing same or higher overall quality than neighboring school districts	5.3%	22.2%	29.9%	19.9%	7.9%	14.9%
Q31-6. Providing safe & secure school buildings	11.9%	43.8%	24.0%	7.9%	3.4%	9.0%
Q31-7. Involving community in important decisions affecting the district	5.9%	15.2%	27.9%	20.6%	21.6%	8.9%
Q31-8. Putting needs of the students' first	5.9%	16.4%	20.9%	25.1%	22.1%	9.6%
Q31-9. Acting in a transparent manner, holding itself accountable to taxpayers	4.9%	7.1%	16.7%	22.4%	41.8%	7.1%
Q31-10. Engaging community through town halls & telephone town halls	4.4%	12.6%	31.7%	18.7%	19.4%	13.1%
Q31-11. Dealing with budgetary issues created through unfunded mandates, such as transportation, testing & technology	3.6%	9.0%	28.9%	19.1%	21.1%	18.3%

**WITHOUT DON'T KNOW**

**Q31. 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=722)

	Excellent	Good	Neutral	Below Average	Poor
Q31-1. Updating computers & technology	10.1%	48.3%	32.2%	6.7%	2.7%
Q31-2. Providing school buildings that are in good repair & physical condition	8.8%	45	27.3%	1	3.8%
Q31-3. Acting as a good steward of taxpayer's money	4.7%	8.6%	15.6%	26.8%	44.3%
Q31-4. Preparing students for college or additional training	7.6%	34.5%	31.6%	19.5%	6.9%
Q31-5. Providing same or higher overall quality than neighboring school districts	6.2%	26.1%	35.1%	23.4%	9.2%
Q31-6. Providing safe & secure school buildings	13.1%	48.1%	26.4%	8.6%	3.8%
Q31-7. Involving community in important decisions affecting the district	6.4%	16.6%	30.6%	22.6%	23.7%
Q31-8. Putting needs of the students' first	6.5%	18.1%	23.2%	27.8%	24.4%
Q31-9. Acting in a transparent manner, holding itself accountable to taxpayers	5.2%	7.7%	18.0%	24.1%	45.0%
Q31-10. Engaging community through town halls & telephone town halls	5.1%	14.5%	36.5%	21.5%	22.4%
Q31-11. Dealing with budgetary issues created through unfunded mandates, such as transportation, testing & technology	4.4%	11.0%	35.3%	23.4%	25.9%

**Q32. Would you like to see additional retail business recruited to St. Joseph?**

Q32. Additional retail business recruited to St.

<u>Joseph</u>	<u>Number</u>	<u>Percent</u>
Yes	476	65.9 %
No	103	14.3 %
Don't know	143	19.8 %
Total	722	100.0 %

**Q32a. What types of new retail would you like to see?**

<u>Q32a. What types of new retail</u>	<u>Number</u>	<u>Percent</u>
Restaurants	204	42.9 %
Clothing stores	246	51.7 %
Grocery stores	136	28.6 %
Home improvement stores	88	18.5 %
Electronic stores	115	24.2 %
Home furnishing	224	47.1 %
Other	94	19.7 %
Total	1107	

**Q33. Do you feel you have adequate opportunities to pursue a job in St. Joseph?**

Q33. Adequate opportunities to pursue a job in St.

Joseph	Number	Percent
Yes	246	34.1 %
No	265	36.7 %
Don't know	211	29.2 %
Total	722	100.0 %

**Q34. Do you feel training and educational opportunities in St. Joseph prepare you for a job?**

Q34. Are training &amp; educational opportunities in St.

Joseph prepare you for a job	Number	Percent
Yes	315	43.6 %
No	132	18.3 %
Don't know	275	38.1 %
Total	722	100.0 %

**Q35. During the past year, have you visited downtown for any of the following reasons?**

Q35. Have you visited downtown for any reasons during past year	Number	Percent
Shopping	203	28.1 %
Entertainment	386	53.5 %
Government offices	378	52.4 %
Professional services (banking, legal)	256	35.5 %
Work	126	17.5 %
None of these	115	15.9 %
Total	1464	

**Q36. How satisfied are you with the way that St. Joseph reinvests in itself by keeping basic services upgraded as needed and plans for the future?**

Q36. How satisfied are you with the way that St. Joseph reinvests in itself	Number	Percent
Very Satisfied	62	8.6 %
Somewhat Satisfied	452	62.6 %
Not Satisfied	169	23.4 %
Don't Know	39	5.4 %
Total	722	100.0 %

**Q37. City Maintenance: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q37-1. Maintenance of major City streets	2.8%	22.4%	22.0%	33.2%	18.9%	0.7%
Q37-2. Maintenance of streets in your neighborhood	4.8%	23.1%	20.9%	29.9%	19.5%	1.8%
Q37-3. Maintenance of street signs & traffic signals	9.9%	49.1%	26.3%	7.9%	5.2%	1.6%
Q37-4. Maintenance of City buildings such as City Hall	10.4%	50.5%	26.4%	2.8%	2.4%	7.5%
Q37-5. Snow removal on major City streets	9.8%	52.5%	17.2%	12.2%	6.6%	1.7%
Q37-6. Snow removal on streets in your neighborhood	6.4%	34.1%	19.2%	20.7%	17.0%	2.7%
Q37-7. Mowing & trimming of public areas	5.1%	37.4%	28.4%	17.2%	10.0%	2.0%
Q37-8. Overall cleanliness of City streets/ other public areas	3.9%	30.5%	28.1%	24.3%	11.5%	1.7%
Q37-9. Adequacy of City street lighting	5.5%	48.9%	27.4%	10.4%	5.9%	2.0%
Q37-10. Condition of sidewalks (responsibility of homeowner)	3.0%	25.1%	37.1%	19.9%	9.3%	5.6%
Q37-11. Maintenance & preservation of downtown	4.9%	29.5%	36.6%	15.7%	9.0%	4.3%

**WITHOUT DON'T KNOW**

**Q37. City Maintenance: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

Q37-1. Maintenance of major City streets	2.8%	22.6%	22.1%	33.5%	19.0%
Q37-2. Maintenance of streets in your neighborhood	4.9%	23.6%	21.3%	30.5%	19.8%
Q37-3. Maintenance of street signs & traffic signals	10.1%	49.9%	26.7%	8.0%	5.3%
Q37-4. Maintenance of City buildings such as City Hall	11.3%	54.6%	28.5%	3.0%	2.6%
Q37-5. Snow removal on major City streets	10.0%	53.4%	17.5%	12.4%	6.7%
Q37-6. Snow removal on streets in your neighborhood	6.5%	35.0%	19.8%	21.2%	17.4%
Q37-7. Mowing & trimming of public areas	5.2%	38.2%	29.0%	17.5%	10.2%
Q37-8. Overall cleanliness of City streets/other public areas	4.0%	31.0%	28.6%	24.7%	11.7%
Q37-9. Adequacy of City street lighting	5.6%	49.9%	27.9%	10.6%	6.0%
Q37-10. Condition of sidewalks (responsibility of homeowner)	3.1%	26.6%	39.3%	21.1%	9.9%
Q37-11. Maintenance & preservation of downtown	5.1%	30.8%	38.3%	16.4%	9.4%

**Q38. Which THREE of the public works items listed in Question 37 above do you think should receive the most emphasis from City leaders over the next TWO Years?**

<u>Q38. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	366	50.7 %
Maintenance of streets in your neighborhood	95	13.2 %
Maintenance of street signs & traffic signals	9	1.2 %
Maintenance of City buildings such as City Hall	3	0.4 %
Snow removal on major City streets	10	1.4 %
Snow removal on streets in your neighborhood	25	3.5 %
Mowing & trimming of public areas	26	3.6 %
Overall cleanliness of City streets/other public areas	45	6.2 %
Adequacy of City street lighting	5	0.7 %
Condition of sidewalks (responsibility of homeowner)	19	2.6 %
Maintenance & preservation of downtown	48	6.6 %
<u>None chosen</u>	<u>71</u>	<u>9.8 %</u>
Total	722	100.0 %

**Q38. Which THREE of the public works items listed in Question 37 above do you think should receive the most emphasis from City leaders over the next TWO Years?**

<u>Q38. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	72	10.0 %
Maintenance of streets in your neighborhood	162	22.4 %
Maintenance of street signs & traffic signals	24	3.3 %
Maintenance of City buildings such as City Hall	20	2.8 %
Snow removal on major City streets	56	7.8 %
Snow removal on streets in your neighborhood	56	7.8 %
Mowing & trimming of public areas	53	7.3 %
Overall cleanliness of City streets/other public areas	99	13.7 %
Adequacy of City street lighting	33	4.6 %
Condition of sidewalks (responsibility of homeowner)	26	3.6 %
Maintenance & preservation of downtown	39	5.4 %
<u>None chosen</u>	<u>82</u>	<u>11.4 %</u>
Total	722	100.0 %

**Q38. Which THREE of the public works items listed in Question 37 above do you think should receive the most emphasis from City leaders over the next TWO Years?**

<u>Q38. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	50	6.9 %
Maintenance of streets in your neighborhood	43	6.0 %
Maintenance of street signs & traffic signals	41	5.7 %
Maintenance of City buildings such as City Hall	10	1.4 %
Snow removal on major City streets	41	5.7 %
Snow removal on streets in your neighborhood	57	7.9 %
Mowing & trimming of public areas	80	11.1 %
Overall cleanliness of City streets/other public areas	115	15.9 %
Adequacy of City street lighting	47	6.5 %
Condition of sidewalks (responsibility of homeowner)	71	9.8 %
Maintenance & preservation of downtown	63	8.7 %
<u>None chosen</u>	<u>104</u>	<u>14.4 %</u>
Total	722	100.0 %

**Q38. Which THREE of the public works items listed in Question 37 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)**

<u>Q38. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	488	67.6 %
Maintenance of streets in your neighborhood	300	41.6 %
Maintenance of street signs & traffic signals	74	10.2 %
Maintenance of City buildings such as City Hall	33	4.6 %
Snow removal on major City streets	107	14.8 %
Snow removal on streets in your neighborhood	138	19.1 %
Mowing & trimming of public areas	159	22.0 %
Overall cleanliness of City streets/other public areas	259	35.9 %
Adequacy of City street lighting	85	11.8 %
Condition of sidewalks (responsibility of homeowner)	116	16.1 %
Maintenance & preservation of downtown	150	20.8 %
<u>None chosen</u>	<u>71</u>	<u>9.8 %</u>
Total	1980	

**Q39. Enforcement of codes and ordinances: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q39-1. Enforcing cleanup of litter & debris on private property	3.1%	19.9%	26.0%	27.8%	16.9%	6.3%
Q39-2. Enforcing mowing & trimming of lawns on private property	2.8%	21.5%	31.4%	25.1%	12.9%	6.2%
Q39-3. Enforcing maintenance of residential property (exterior of homes)	2.1%	17.0%	31.8%	27.6%	14.1%	7.4%
Q39-4. Enforcing maintenance of business property	2.7%	26.1%	36.3%	18.1%	9.1%	7.8%
Q39-5. Enforcing sign regulations	2.5%	25.1%	39.8%	13.6%	7.6%	11.3%

**scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=722)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q39-1. Enforcing cleanup of litter & debris on private property	3.3%	21.2%	27.7%	29.7%	18.0%
Q39-2. Enforcing mowing & trimming of lawns on private property	3.0%	23.0%	33.5%	26.7%	13.7%
Q39-3. Enforcing maintenance of residential property (exterior of homes)	2.3%	18.4%	34.4%	29.8%	15.2%
Q39-4. Enforcing maintenance of business property	2.9%	28.3%	39.3%	19.7%	9.8%
Q39-5. Enforcing sign regulations	2.9%	28.3%	44.9%	15.3%	8.6%

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

Q40. How many years have you lived in City of St

<u>Joseph/Buchanan County</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	22	3.0 %
5-10 years	21	2.9 %
11-20 years	79	10.9 %
20+ years	592	82.0 %
<u>Not provided</u>	<u>8</u>	<u>1.1 %</u>
Total	722	100.0 %

**Q41. If you are not a native to St. Joseph, from where did you move? (City)**

Q41. City	Number	Percent
Albany	1	0.4 %
Alburueque	1	0.4 %
Ann Arbor	1	0.4 %
Avenue City	1	0.4 %
Africa (Sub-Saharan)	1	0.4 %
Albertville	1	0.4 %
Alton	1	0.4 %
Ames	1	0.4 %
Anchorage	1	0.4 %
Andrew County	1	0.4 %
Atchison	5	1.9 %
Bethany	2	0.8 %
Blue Springs	1	0.4 %
Braymer	1	0.4 %
Burlington	1	0.4 %
Burlington Jct.	1	0.4 %
Cameron	1	0.4 %
Columbia	3	1.2 %
Corning	1	0.4 %
Cottage Grove	1	0.4 %
Caldwell & Clinton County	1	0.4 %
Camden Point	2	0.8 %
Camdenton	1	0.4 %
Cameron	2	0.8 %
Chillicothe	1	0.4 %
Clarence	1	0.4 %
Clarksdale	1	0.4 %
Columbus	1	0.4 %
Cowgill	1	0.4 %
Cuba	1	0.4 %
Dakota	1	0.4 %
Dallas	3	1.2 %
Dayton	1	0.4 %
Dekalb	1	0.4 %
Dearborn	4	1.6 %
Denver	3	1.2 %
Des Moines	2	0.8 %
Dodge City	1	0.4 %
Easton	1	0.4 %
Emporia	1	0.4 %
Enid	1	0.4 %
Excelsior Springs	1	0.4 %
Elwood	1	0.4 %
Englewood	1	0.4 %
Everest	1	0.4 %
Fair Haven	1	0.4 %

**Q41. If You Are Not A Native To St. Joseph, From Where Did You Move? (City)**

Q41. City	Number	Percent
Fairfax	1	0.4 %
Falls City	1	0.4 %
Fargo	2	0.8 %
Fillmore/Maryville	1	0.4 %
Fort Dodge	1	0.4 %
Fort Mill	1	0.4 %
Fargo	1	0.4 %
Fayetteville	1	0.4 %
Fort Belvoir	1	0.4 %
Fort Collins	1	0.4 %
Fort Morgan	1	0.4 %
Fort Worth	1	0.4 %
Fresno	1	0.4 %
Grand Island	1	0.4 %
Grant City	1	0.4 %
Greely	1	0.4 %
Garden City	1	0.4 %
Garnett	1	0.4 %
Gower	1	0.4 %
Highland	1	0.4 %
Houston	1	0.4 %
Hartford	1	0.4 %
Hiawatha	2	0.8 %
Holt County	1	0.4 %
Independence	1	0.4 %
Independence	2	0.8 %
Johnstown	1	0.4 %
Jameson	1	0.4 %
Jefferson City	1	0.4 %
Johnson County	1	0.4 %
Kenora	1	0.4 %
Kansas City	17	6.6 %
Kearney	1	0.4 %
Kenosha	1	0.4 %
Kerrville	1	0.4 %
King City	4	1.6 %
Lebanon	1	0.4 %
Lincoln	1	0.4 %
Los Angles	1	0.4 %
Lafayette	1	0.4 %
Lancaster	1	0.4 %
Lathrop	1	0.4 %
Lawrence	3	1.2 %
Lawton	1	0.4 %
Lincoln	2	0.8 %
Linneus	1	0.4 %

**Q41. If You Are Not A Native To St. Joseph, From Where Did You Move? (City)**

Q41. City	Number	Percent
Littleton	1	0.4 %
Lodi	1	0.4 %
Longmont	1	0.4 %
Macon	1	0.4 %
Maitland	2	0.8 %
Massapequa	1	0.4 %
Moberly	1	0.4 %
Morgantown	1	0.4 %
Manhattan	1	0.4 %
Mansfield	1	0.4 %
Maryville	9	3.5 %
Memphis	1	0.4 %
Military	1	0.4 %
Minneapolis	2	0.8 %
Morrison	1	0.4 %
Mound City	2	0.8 %
North Kansas City	1	0.4 %
Northwest Mo	1	0.4 %
Neosho	1	0.4 %
New Haven	1	0.4 %
Newnan	1	0.4 %
O'fallon	2	0.8 %
Oelwein	1	0.4 %
Olathe	1	0.4 %
Orange City	1	0.4 %
Oak	1	0.4 %
Ogden	1	0.4 %
Omaha	5	1.9 %
Oregon	1	0.4 %
Osage Beach	1	0.4 %
Ottawa	1	0.4 %
Overland Park	1	0.4 %
Owensboro	1	0.4 %
Phoenix	1	0.4 %
Plymouth	1	0.4 %
Platte City	1	0.4 %
Ridder	1	0.4 %
Rockford	1	0.4 %
Rolla	1	0.4 %
Rawlins	1	0.4 %
Red Cloud	1	0.4 %
Red Oak	1	0.4 %
Rolla	1	0.4 %
Ruthven	1	0.4 %
Saint Joseph	1	0.4 %
Salt Lake City	1	0.4 %

**Q41. If You Are Not A Native To St. Joseph, From Where Did You Move? (City)****Q41. City**

San Diego	2	0.8 %
Smyrna	1	0.4 %
St Louis, Eureka	1	0.4 %
Stelle	1	0.4 %
Sturgeon Bay	1	0.4 %
Sylvania	1	0.4 %
San Antonio	1	0.4 %
Savannah	3	1.2 %
Sioux Falls	2	0.8 %
Smyra	1	0.4 %
Spencer	1	0.4 %
Springfield	2	0.8 %
St Louis	5	1.9 %
Stanberry	1	0.4 %
Stewartsville	2	0.8 %
Sugar Grove	1	0.4 %
Thief River Falls	1	0.4 %
Toronto	1	0.4 %
Tarkio	1	0.4 %
Tarpon Springs	1	0.4 %
Troy	2	0.8 %
Tucson	1	0.4 %
Union Star	2	0.8 %
Unionville	2	0.8 %
Van Buren	1	0.4 %
Virginia Beach	1	0.4 %
Wathena	1	0.4 %
Wathera	1	0.4 %
Wausau	1	0.4 %
West Lafayette	1	0.4 %
Warrensburg	1	0.4 %
Warrenton	1	0.4 %
Wathena	3	1.2 %
West Plains	1	0.4 %
Westwood Village	1	0.4 %
Wichita		
Woodward		
Yerington	1	0.4 %
Macon, Hannibal, Marvville, St Louis	1	0.4 %
North Central	1	0.4 %
Phyli	1	0.4 %
Pickering	1	0.4 %
Redlands	1	0.4 %
Speedland	1	0.4 %
	257	100.0 %

**Q41. If you are not a native to St. Joseph, from where did you move? (State)**

Q41. State	Number	Percent
AK	1	0.4 %
AL	1	0.4 %
AR	1	0.4 %
AZ	2	0.7 %
CA	7	2.6 %
CN	1	0.4 %
CO	10	3.7 %
CT	1	0.4 %
DE	2	0.7 %
FL	1	0.4 %
GA	1	0.4 %
IA	15	5.6 %
IL	6	2.2 %
IN	3	1.1 %
KS	38	14.2 %
KY	1	0.4 %
MA	2	0.7 %
MI	1	0.4 %
MN	3	1.1 %
MO	118	44.2 %
NC	2	0.7 %
ND	3	1.1 %
NE	11	4.1 %
NM	2	0.7 %
NV	1	0.4 %
NY	2	0.7 %
OH	3	1.1 %
OK	2	0.7 %
ON	2	0.7 %
OR	1	0.4 %
PA	1	0.4 %
SC	2	0.7 %
SD	2	0.7 %
TX	7	2.6 %
UT	1	0.4 %
VA	2	0.7 %
WA	2	0.7 %
WI	4	1.5 %
WV	1	0.4 %
WY	1	0.4 %
Total	267	100.0 %

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

<u>Q42. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	552	76.5 %
Rent	167	23.1 %
Not provided	3	0.4 %
Total	722	100.0 %

**Q43. What is your age?**

<u>Q43. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 35	111	15.4 %
35 to 44	145	20.1 %
45 to 54	146	20.2 %
55 to 64	147	20.4 %
65+	166	23.0 %
Not provided	7	1.0 %
Total	722	100.0 %

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

<u>Q44. Your level of education</u>	<u>Number</u>	<u>Percent</u>
Less than high school	9	1.2 %
GED	10	1.4 %
High school	137	19.0 %
Some college	191	26.5 %
College degree	224	31.0 %
Post graduate	138	19.1 %
Not provided	13	1.8 %
Total	722	100.0 %

**Q45. How many people in your household (counting yourself) are:**

	Mean	Sum
number	2.27	1623
Under age 5	0.05	39
Ages 5-9	0.06	45
Ages 10-14	0.09	65
Ages 15-19	0.11	80
Ages 20-24	0.11	76
Ages 25-34	0.30	217
Ages 35-44	0.37	261
Ages 45-54	0.40	284
Ages 55-64	0.37	262
Ages 65-74	0.31	220
Ages 75+	0.10	74

**Q46. Would you say your total household income is:**

Q46. Your total household income	Number	Percent
Under \$30K	107	14.8 %
\$30K to \$59,999	187	25.9 %
\$60K to \$99,999	193	26.7 %
\$100K to \$149,999	107	14.8 %
\$150K to \$199,999	28	3.9 %
\$200K+	34	4.7 %
Not provided	66	9.1 %
Total	722	100.0 %

**Q47. Are you or other members of your household of Hispanic or Latino ancestry?**

Q47. Hispanic or Latino ancestry	Number	Percent
Yes	38	5.3 %
No	676	93.6 %
Not provided	8	1.1 %
Total	722	100.0 %

**Q48. Which of the following best describes your race?**

<u>Q48. Your race</u>	<u>Number</u>	<u>Percent</u>
African American/Black	37	5.1 %
American Indian/Alaska Native	6	0.8 %
Asian/Hawaiian/Other Pacific Islander	4	0.6 %
White	657	91.0 %
Other	3	0.4 %
Total	707	

**Q49. Your gender:**

<u>Q49. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	347	48.1 %
Female	375	51.9 %
Total	722	100.0 %

# Section 5

## *Survey Instrument*

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3003 Frederick Avenue  
St. Joseph, MO 64506



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

***Dear St. Joseph and Buchanan County Resident,***

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

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

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

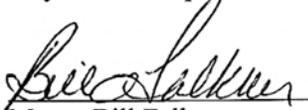
Community leaders from the city, school district, and businesses will also see the results. They all want your opinions and insight, and would like to know where you think we are as a community and where you think we need to go.

Please return your completed survey in the enclosed postage-paid return envelope *within the next week*. If you would prefer to complete this survey online, please visit [www.StJoe2016CommunitySurvey.org](http://www.StJoe2016CommunitySurvey.org).

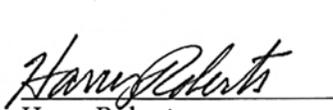
Thank you in advance for helping to make St. Joseph and Buchanan County a better place to live. If you have any questions, please call Steve Johnston at (816) 364-4109.

Sincerely,

City of St. Joseph

  
Mayor Bill Falkner

County of Buchanan

  
Harry Roberts,  
Presiding Commissioner

Community Alliance  
of Saint Joseph

  
Steve Johnston, Director

## 2016 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."

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

2. 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 "Not Important," 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.

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

3. Which THREE of these reasons will have the most impact on your decision to stay in St. Joseph/Buchanan County for the next 10 years? [Write-in your answers below using the numbers from the list in Q2.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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

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

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

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

How Likely Would You Be to:	Very Likely	Neutral	Unlikely	Very Unlikely	Don't Know	
1. Recommend St. Joseph to a friend as a place to visit	5	4	3	2	1	9
2. Recommend St. Joseph to a friend as a place to live	5	4	3	2	1	9
3. Recommend St. Joseph to a friend as a place to raise children	5	4	3	2	1	9
4. Recommend St. Joseph to a friend as a place to work	5	4	3	2	1	9

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

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

**8. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? [Write-in your answers below using the numbers from the list in Q7.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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

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

10. Which **THREE** of the public safety items listed in Q9 on the previous page would you recommend receive the most emphasis from City leaders over the next **TWO** Years? [Write-in your answers below using the numbers from the list in Q9.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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

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

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

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

13. Do you have access to the Internet at home? \_\_\_\_ (1) Yes \_\_\_\_ (2) No

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

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

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

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

**II. HEALTH AND WELLNESS**

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

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

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

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

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

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

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

**20. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write-in your answers below using the numbers from the list in Q19.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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

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

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

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

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

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

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

\_\_\_\_(1) Yes                      \_\_\_\_ (2) No                      \_\_\_\_ (9) Don't Know

**III. EDUCATION – COLLEGE OR UNIVERSITY**

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

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

**26. What events or activities have you attended at Missouri Western State University over the past year?**

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

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

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

**IV. EDUCATION K-12**

**28. In school, students are graded with an A, B, C, D, or F. Using this same system, how would you grade the public schools in St. Joseph?**

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

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

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

**30. How supportive would you be for the St. Joseph School District placing a funding initiative on the ballot?**

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

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

How would you rate The School District in St. Joseph in the area of:	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. Updating computers and technology	5	4	3	2	1	9
02. Providing school buildings that are in good repair and physical condition	5	4	3	2	1	9
03. Acting as a good steward of the taxpayer's money	5	4	3	2	1	9
04. Preparing students for college or additional training	5	4	3	2	1	9
05. Providing the same or higher overall quality than neighboring school districts	5	4	3	2	1	9
06. Providing safe and secure school buildings	5	4	3	2	1	9
07. Involving the community in important decisions affecting the district	5	4	3	2	1	9
08. Putting the needs of the students' first	5	4	3	2	1	9
09. Acting in a transparent manner, holding itself accountable to taxpayers	5	4	3	2	1	9
10. Engaging the community through town halls and telephone town halls	5	4	3	2	1	9
11. Dealing with budgetary issues created through unfunded mandates, such as transportation, testing and technology	5	4	3	2	1	9

**V. ECONOMIC DEVELOPMENT/QUALITY JOBS**

**32. Would you like to see additional retail business recruited to St. Joseph?**

- (1) Yes [Answer Q32-2.]
- (2) No [Go to Q33.]
- (9) Don't know [Go to Q33.]

**32-2. What types of new retail would you like to see? [Check all that apply.]**

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

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

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

**34. Do you feel training and educational opportunities in St. Joseph prepare you for a job?**

- (1) Yes [Go to Q35.]                       (2) No [Answer Q34-2.]                       (9) Don't know [Go to Q35.]

**34-2. What training and educational opportunities should be provided?**

---

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

- (1) Shopping                       (3) Government offices                       (5) Work  
 (2) Entertainment                       (4) Professional services (banking, legal)                       (9) None of these

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

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

**VI. OTHER**

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

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

**38. Which THREE of the public works items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write-in your answers below using the numbers from the list in Q37.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**39. Enforcement of codes and ordinances: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

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

## VII. DEMOGRAPHICS

- 40. Approximately how many years have you lived in the City of St. Joseph/Buchanan County?**  
 (1) Less than 5 years     (2) 5-10 years     (3) 11-20 years     (4) More than 20 years
- 41. If you are not a native to St. Joseph, from where did you move?**  
 City: \_\_\_\_\_ State: \_\_\_\_\_
- 42. Do you own or rent your current residence?**     (1) Own     (2) Rent
- 43. What is your age?**  
 (1) Under 25     (2) 25 to 34     (3) 35 to 44     (4) 45 to 54     (5) 55 to 64     (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 people in your household (counting yourself) are:**  
 Under age 5        Ages 15-19        Ages 35-44        Ages 65-74      
 Ages 5-9        Ages 20-24        Ages 45-54        Ages 75+      
 Ages 10-14        Ages 25-34        Ages 55-64
- 46. Would you say your total household income is:**  
 (1) Under \$30,000     (3) \$60,000 to \$99,999     (5) \$150,000 to \$199,999  
 (2) \$30,000 to \$59,999     (4) \$100,000 to \$149,999     (6) Over \$200,000
- 47. Are you or other members of your household of Hispanic or Latino ancestry?**  
 (1) Yes     (2) No
- 48. Which of the following best describes your race?**  
 (1) African American/Black     (3) Asian/Hawaiian/Other Pacific Islander     (5) Other: \_\_\_\_\_  
 (2) American Indian/Alaska Native     (4) White
- 49. Your gender:**     (1) Male     (2) Female
- 50. If you have any additional comments, please list them below.**
- 
- 

**This concludes the survey – thank you for your time!**

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

Your responses will remain Completely Confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.

## **Section 6**

### ***GIS Maps***

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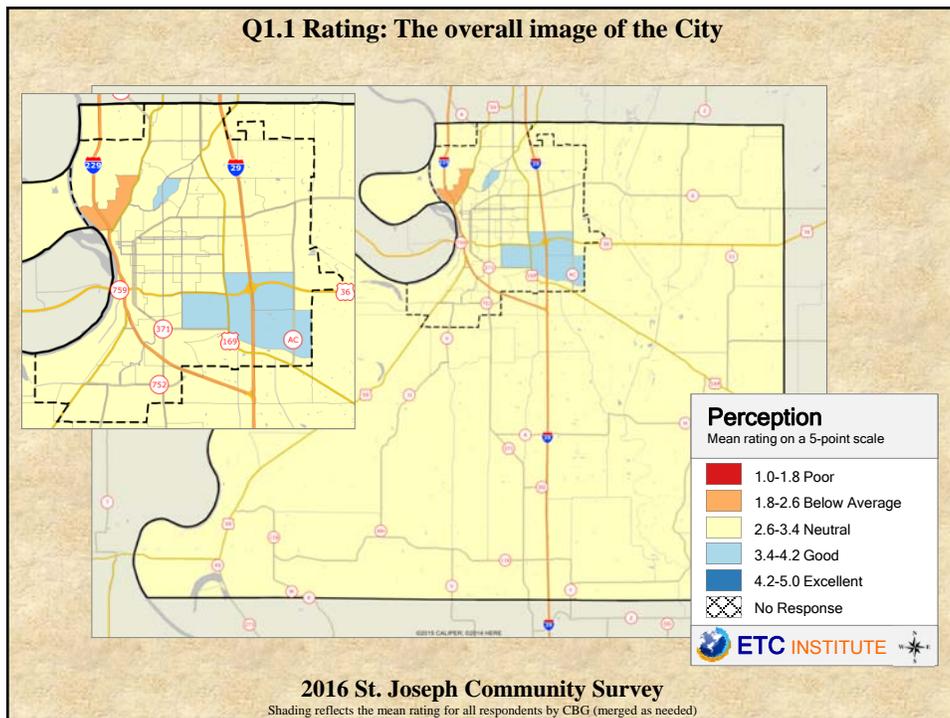
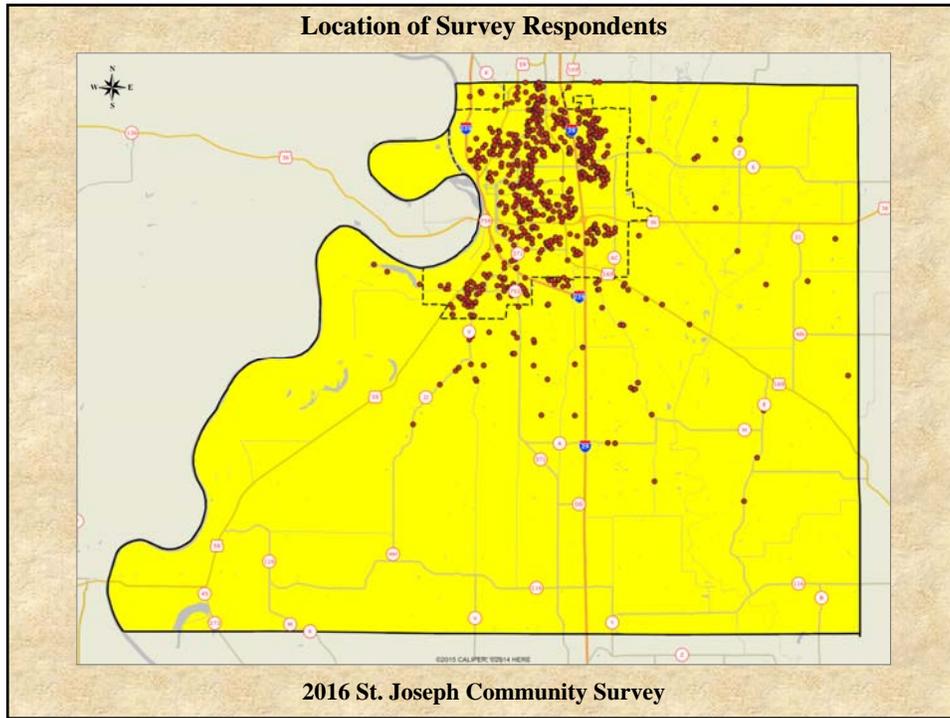
## Interpreting GIS Maps St. Joseph, Missouri

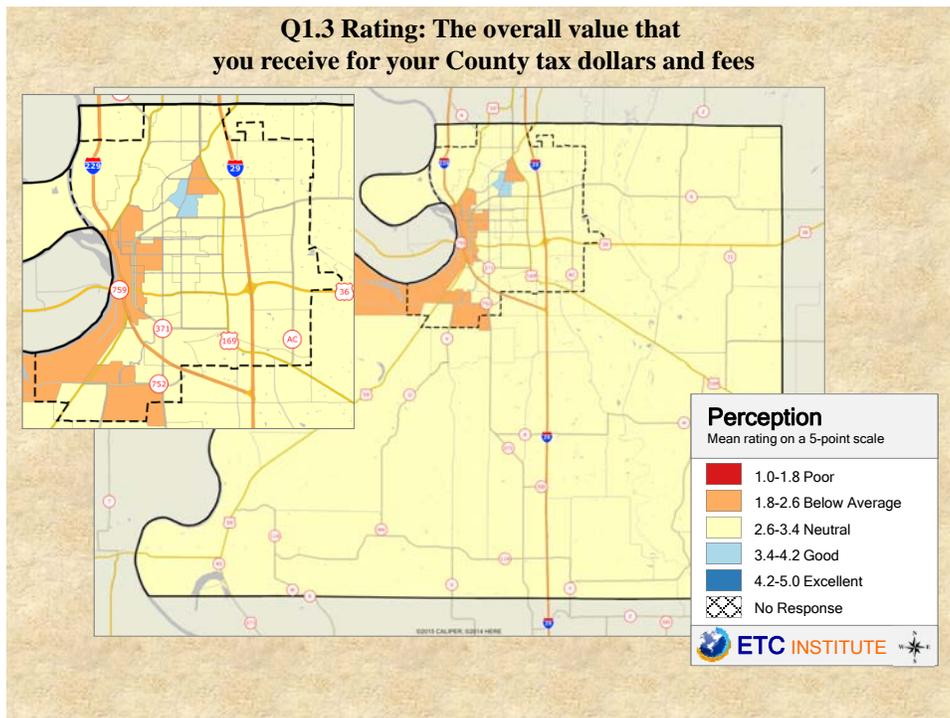
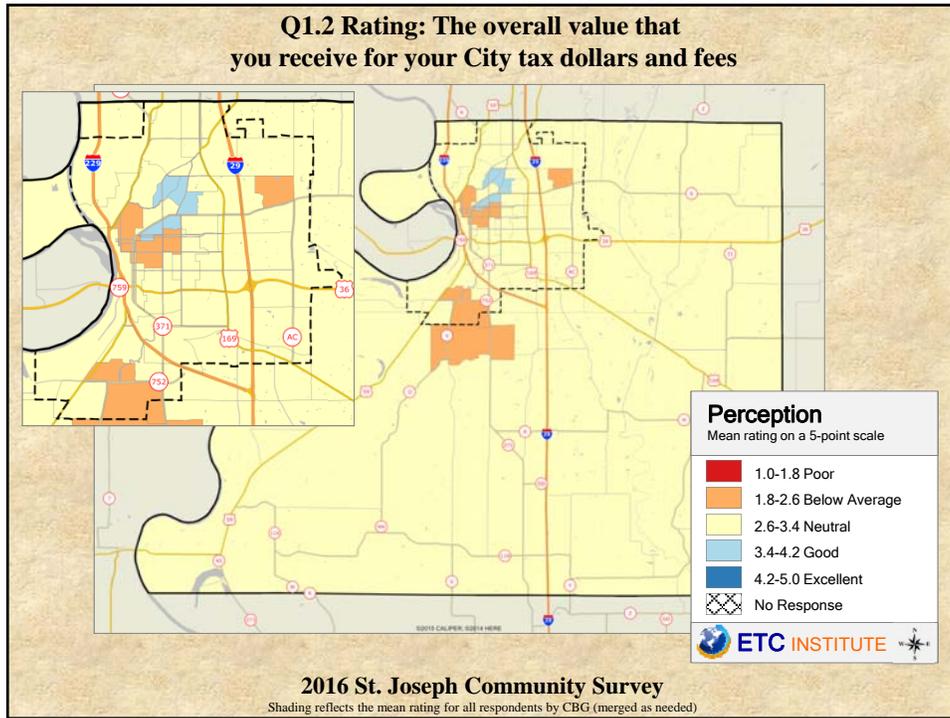
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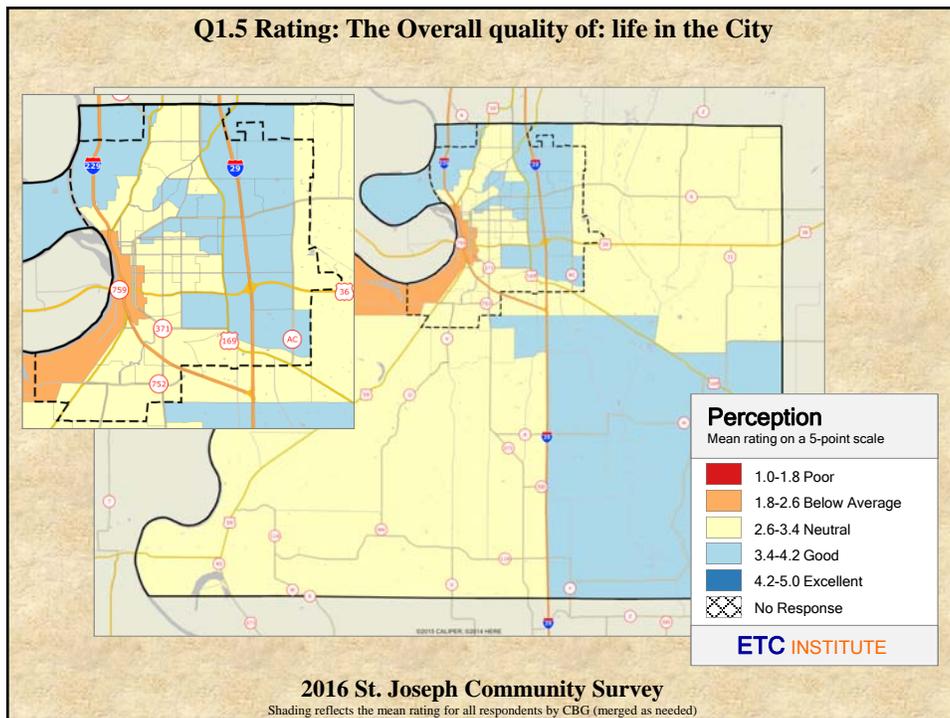
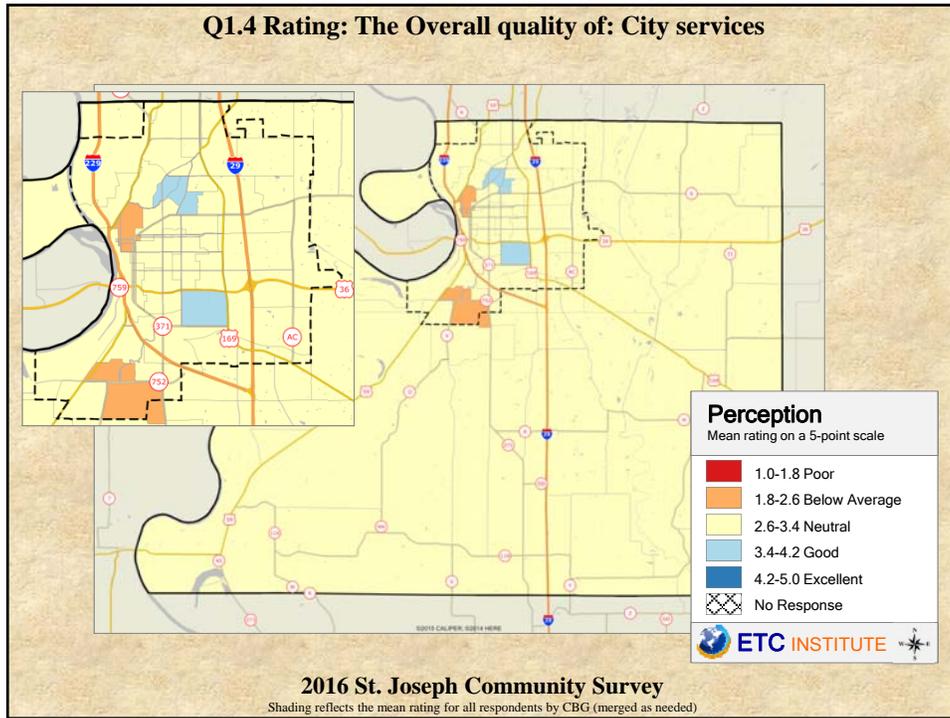
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. A Census Block Group is an area defined by the U.S Census Bureau, which is generally smaller than a zip code but larger than a neighborhood.

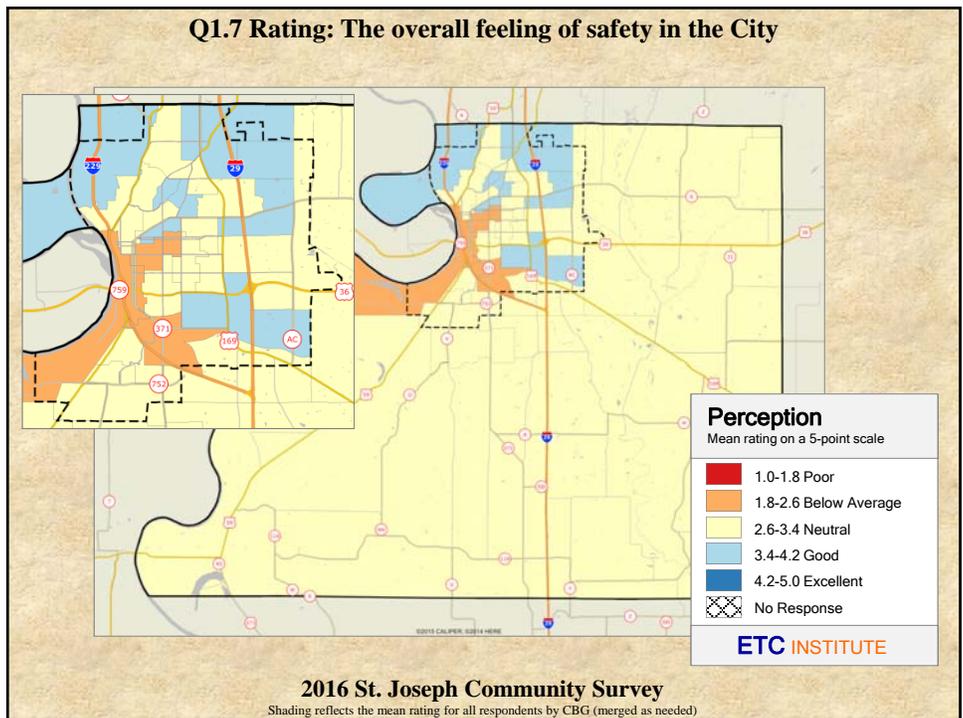
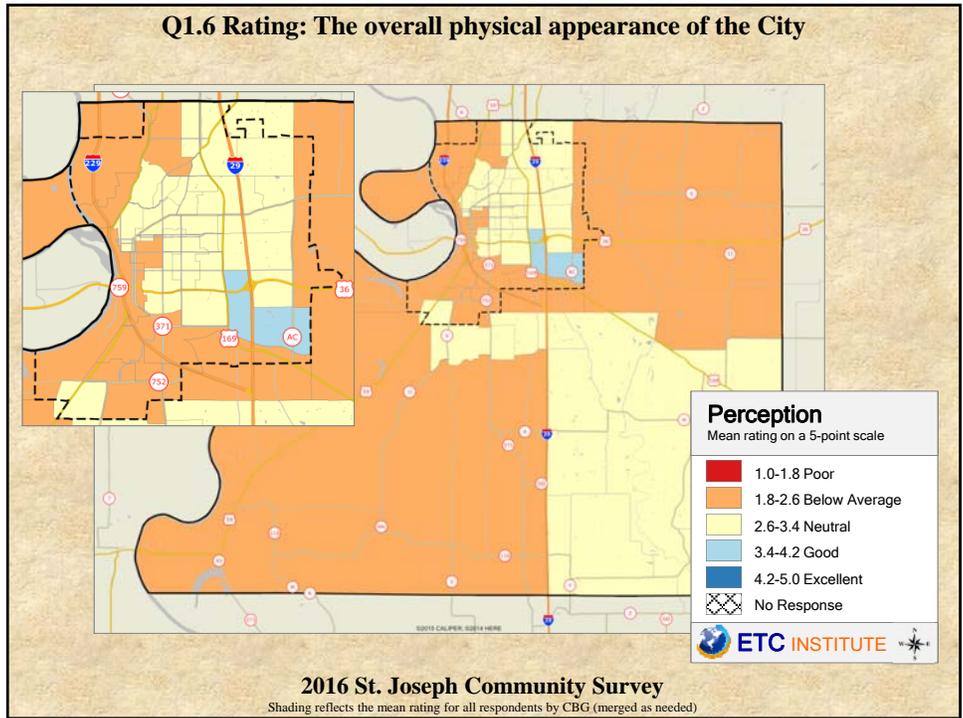
When reading the maps, please use the following color scheme as a guide:

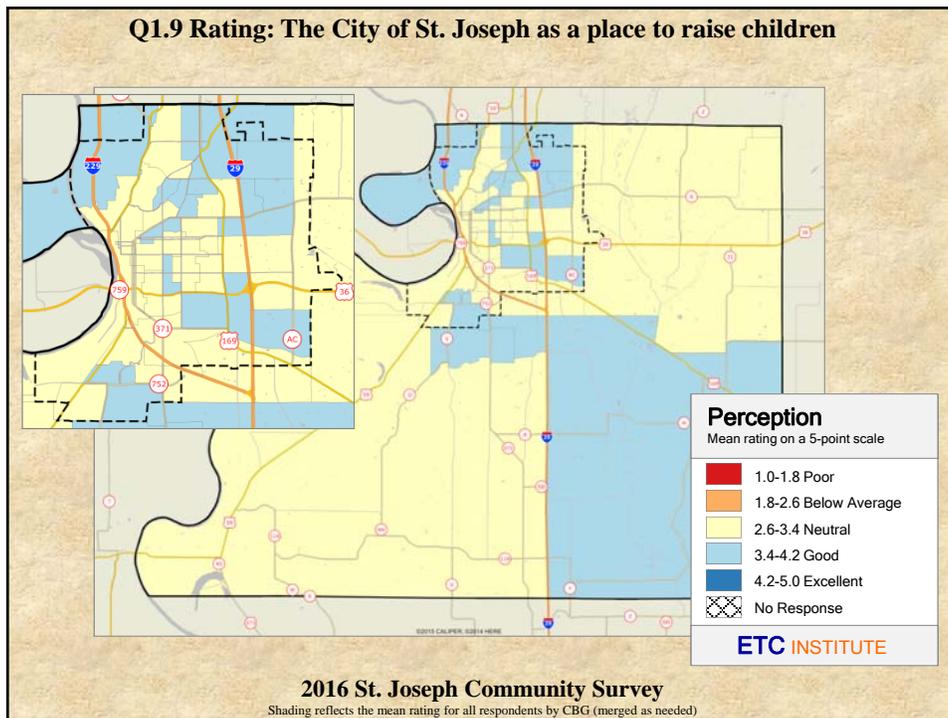
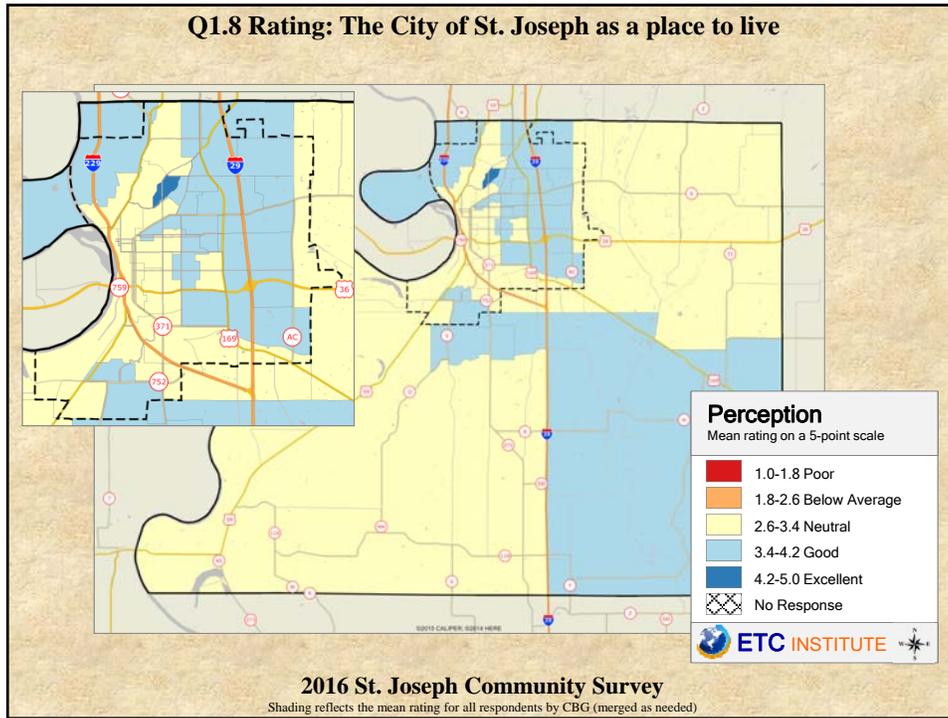
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the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

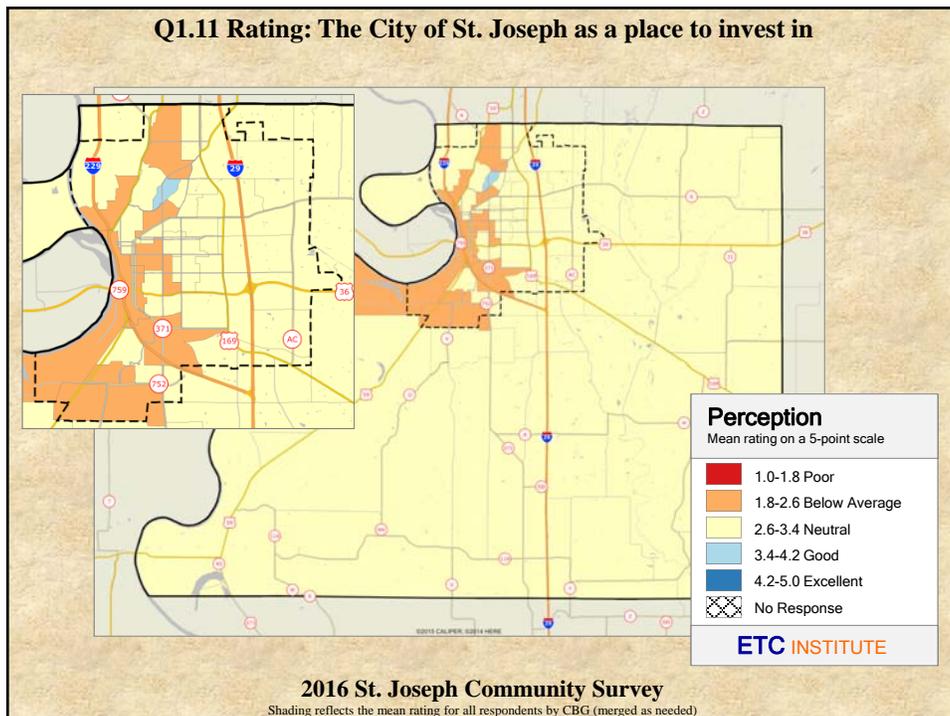
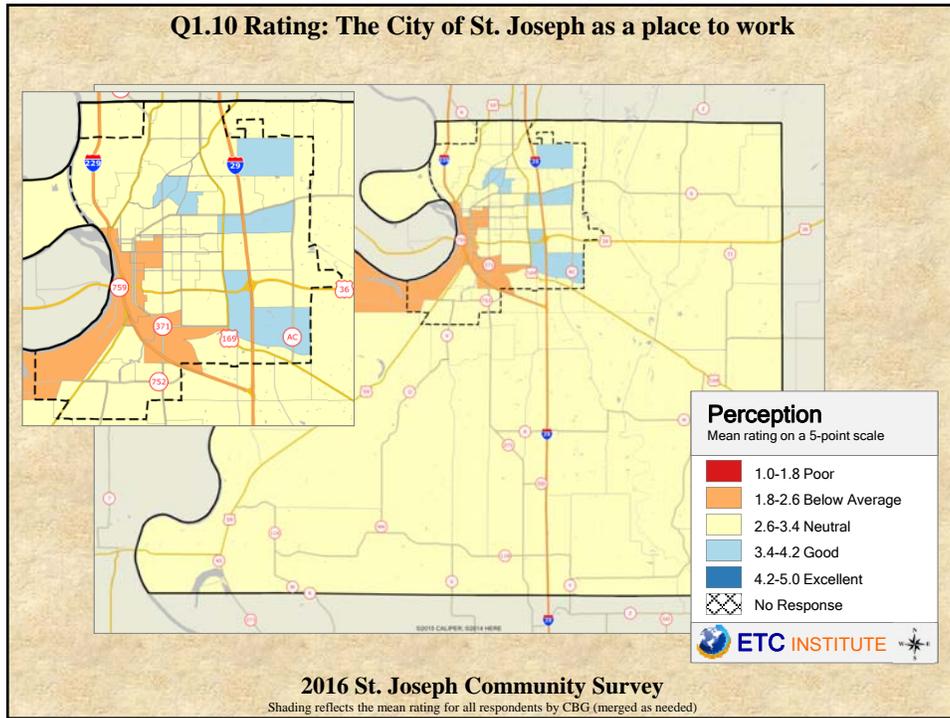


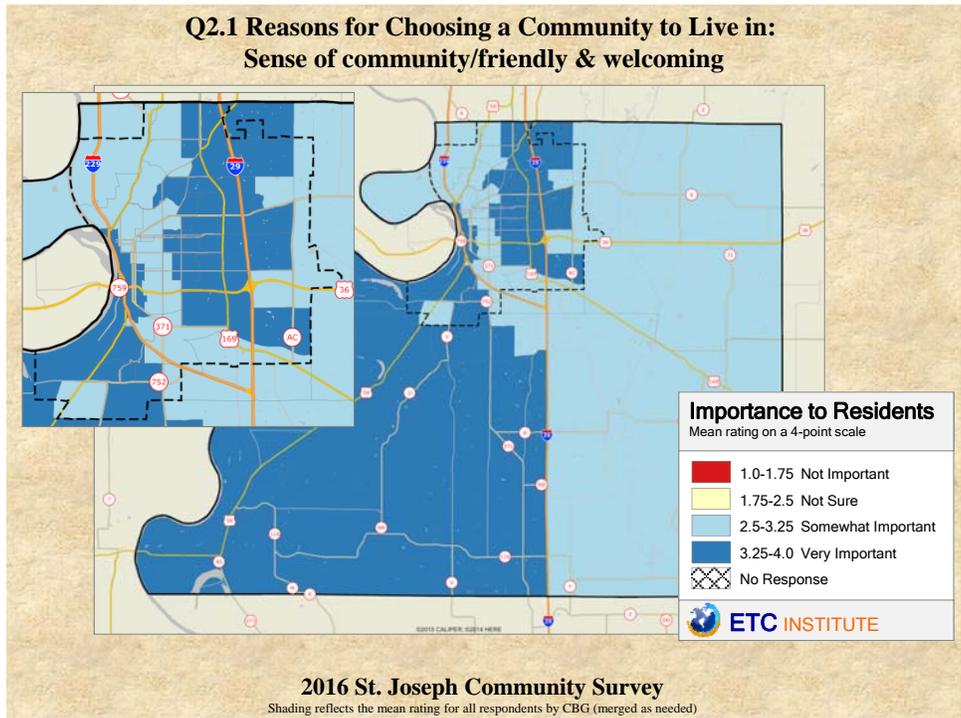
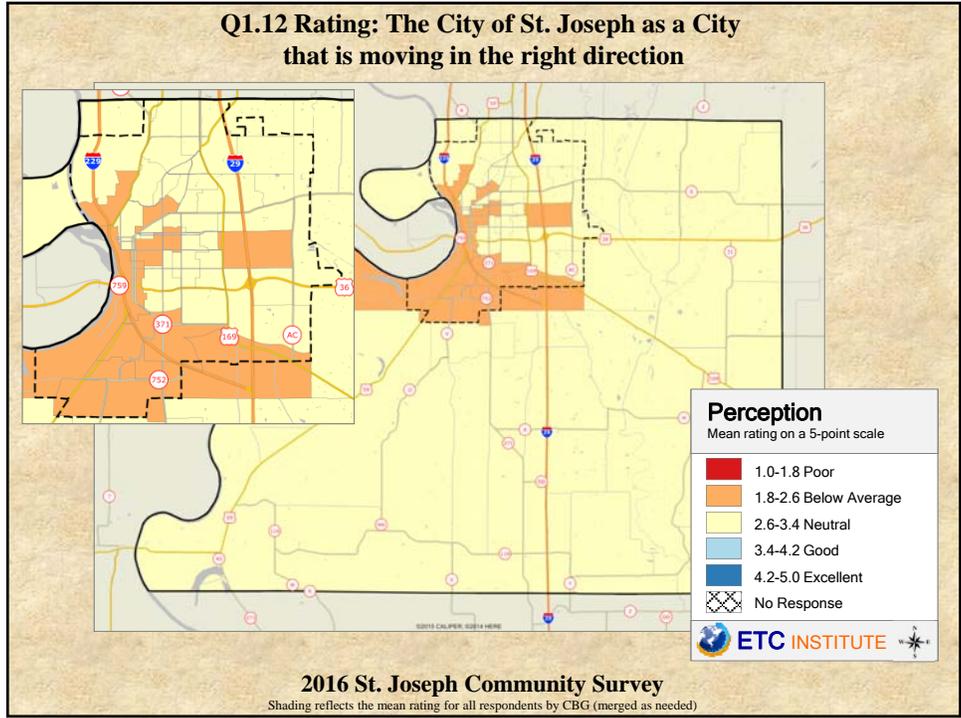


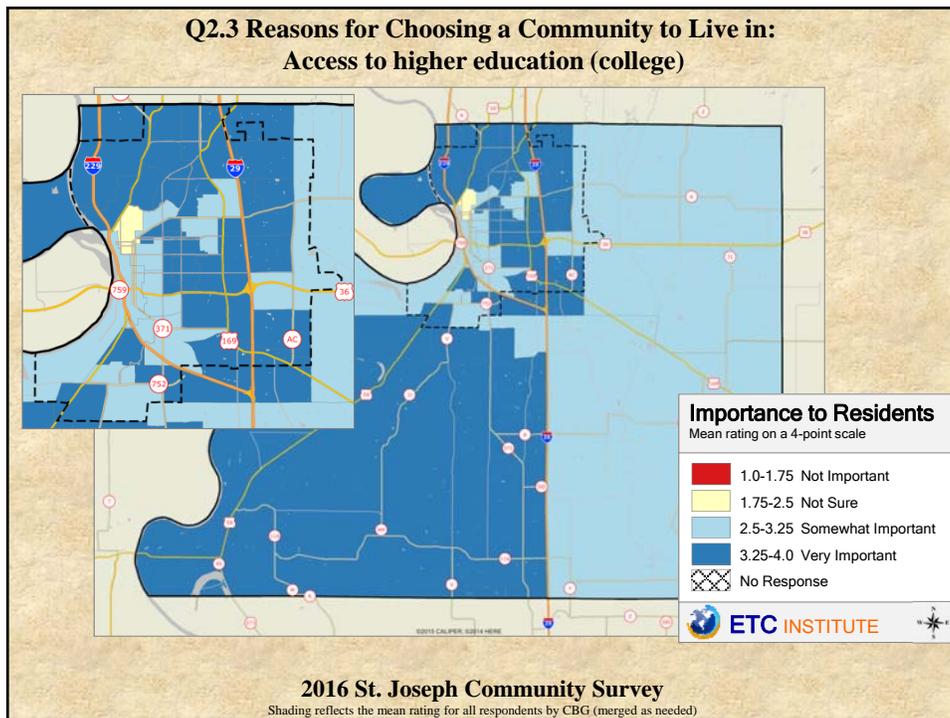
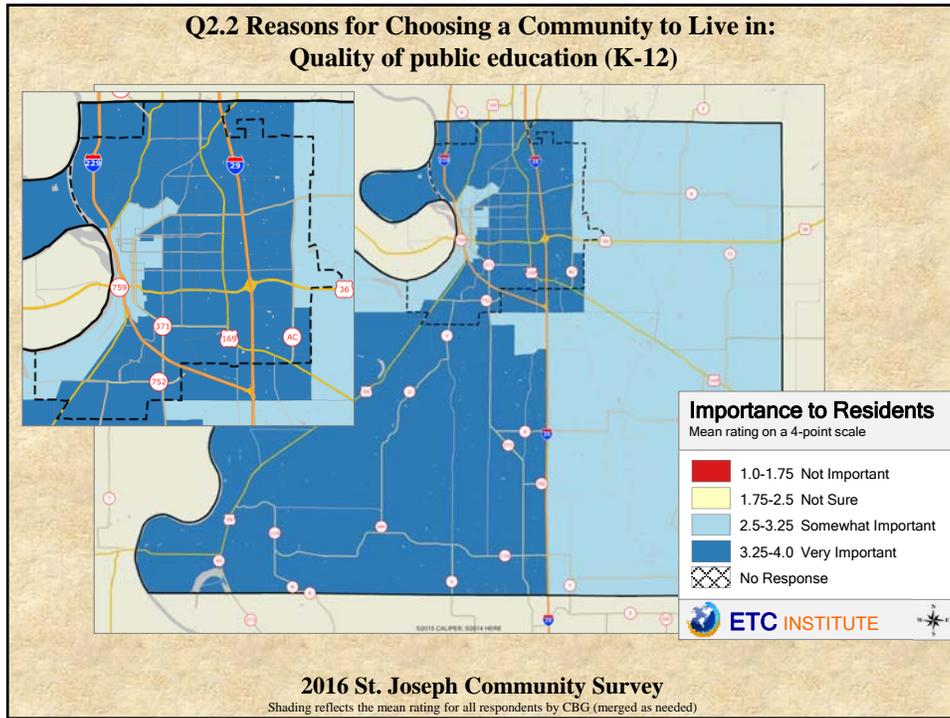


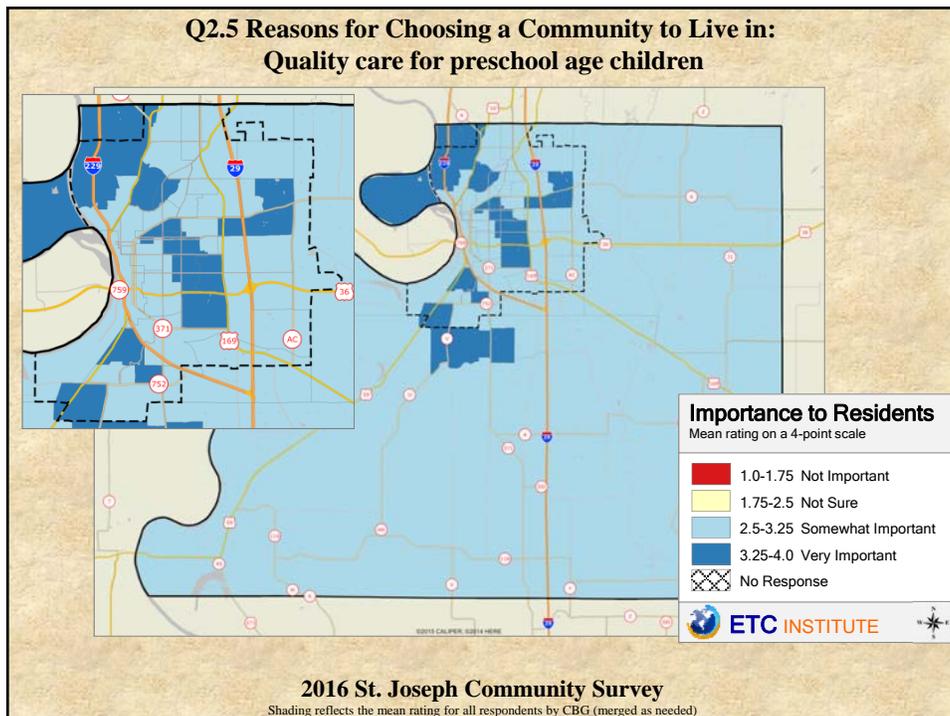
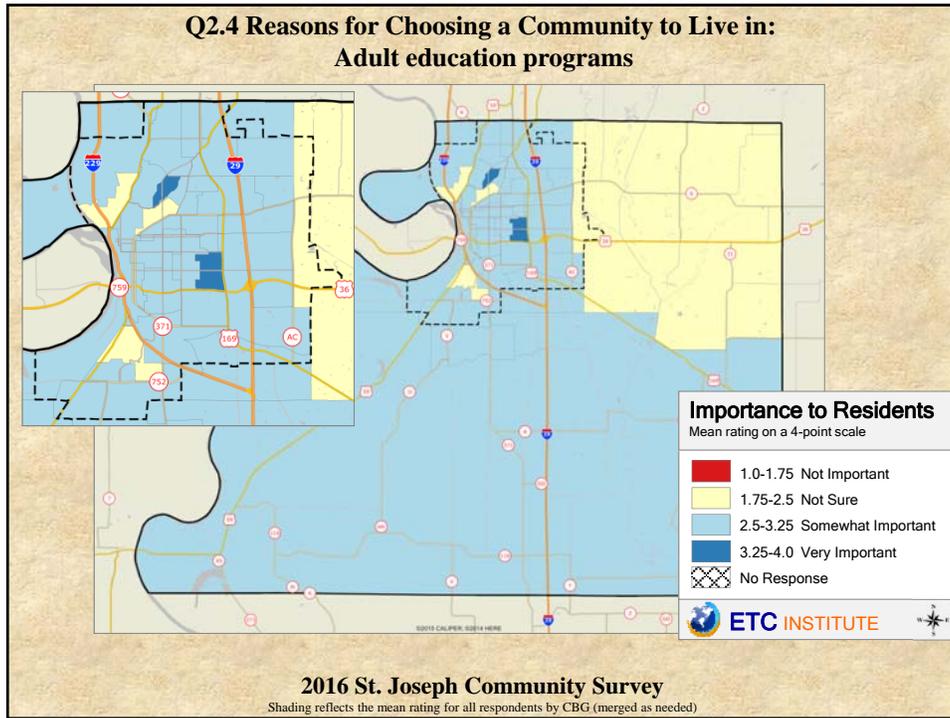


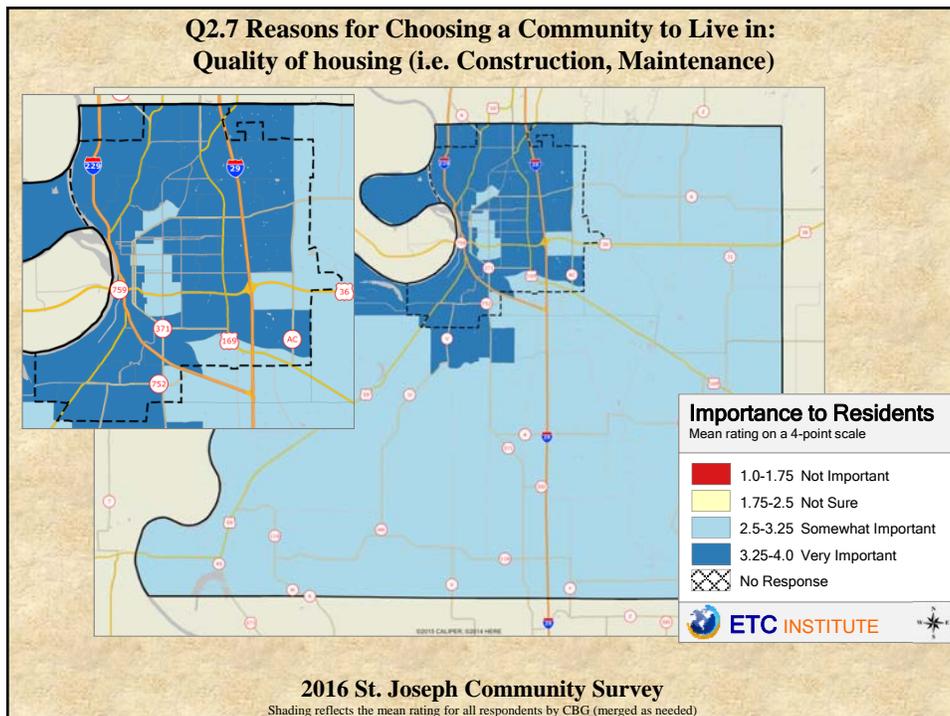
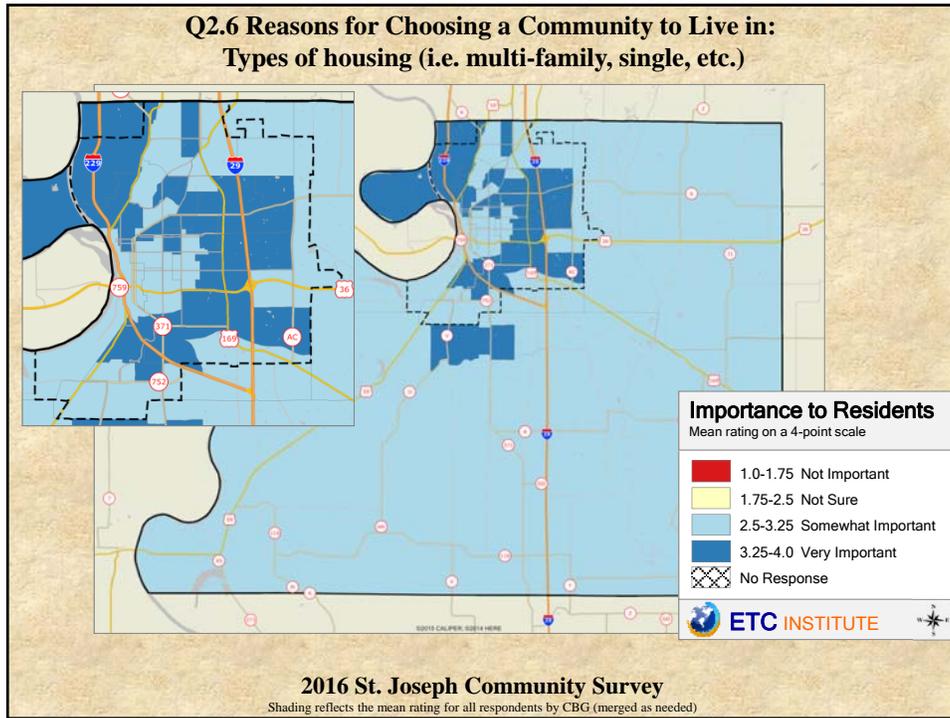


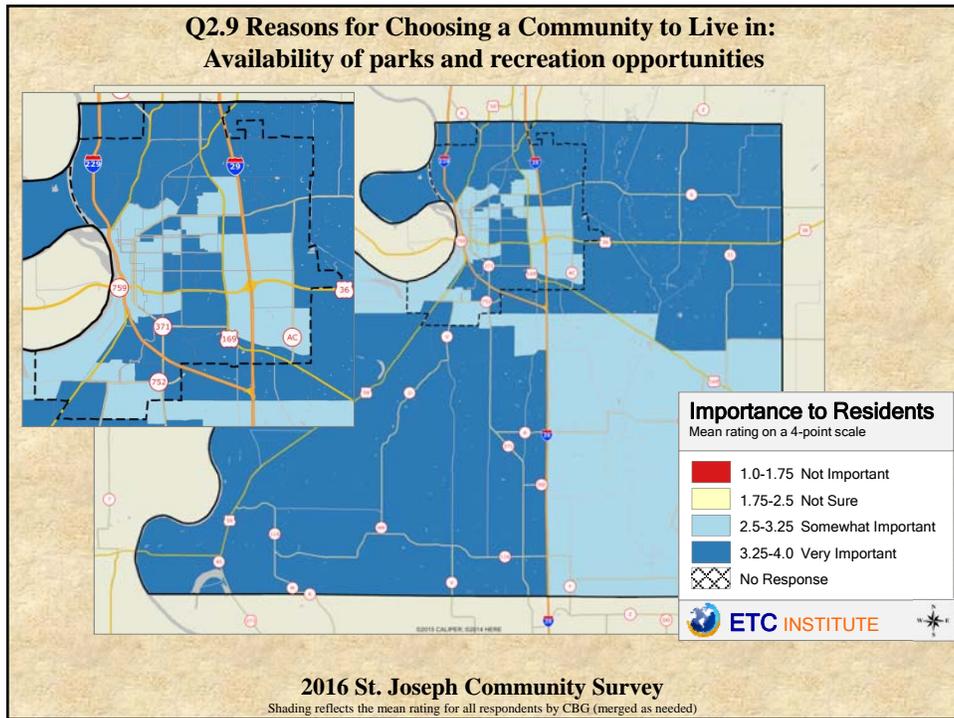
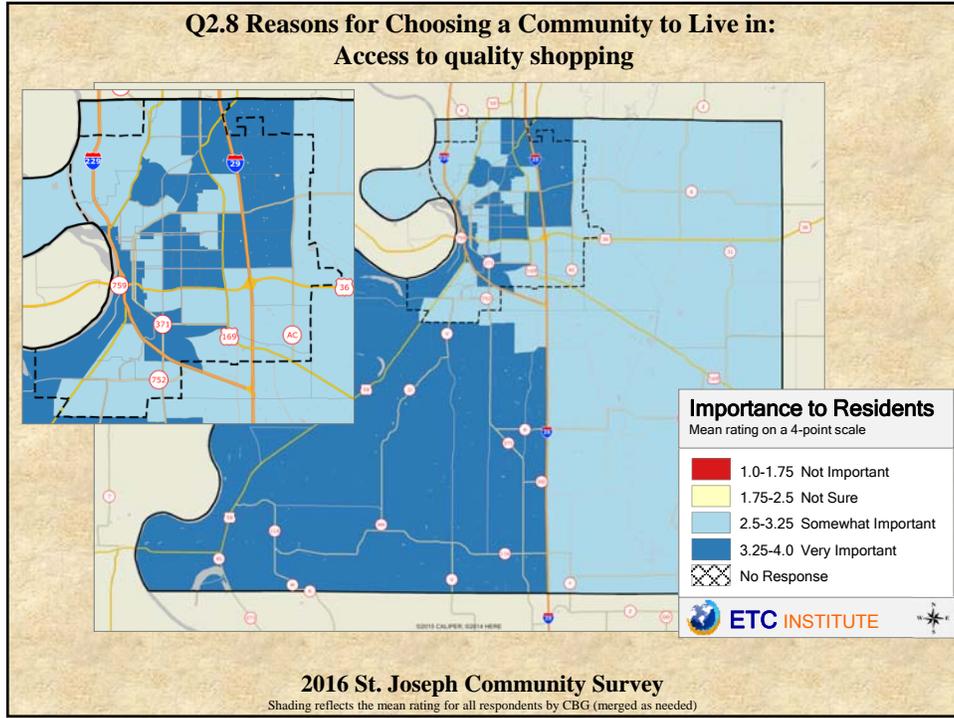


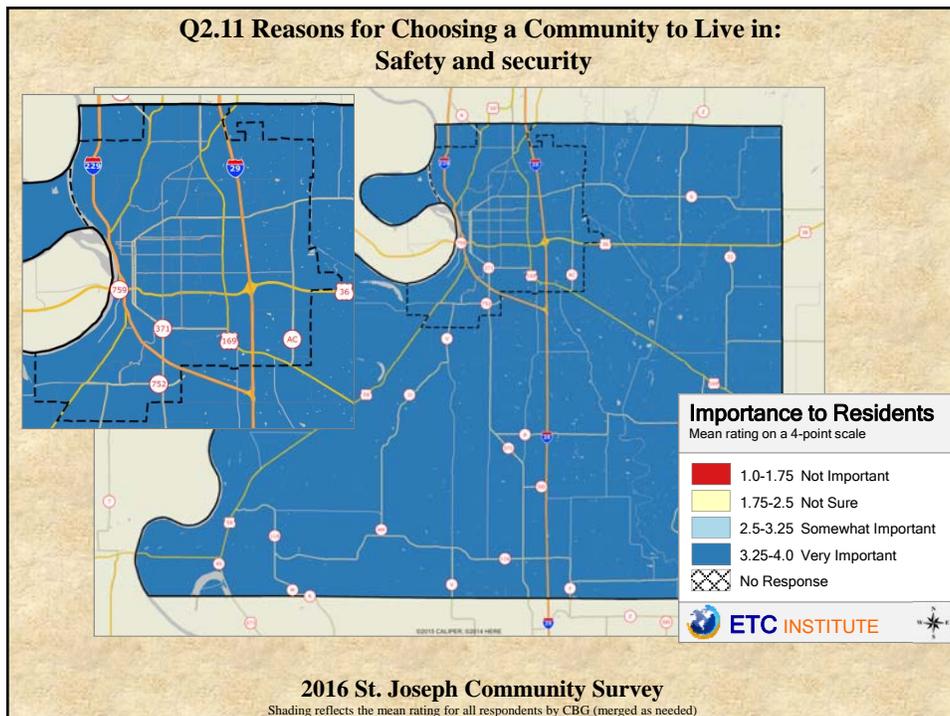
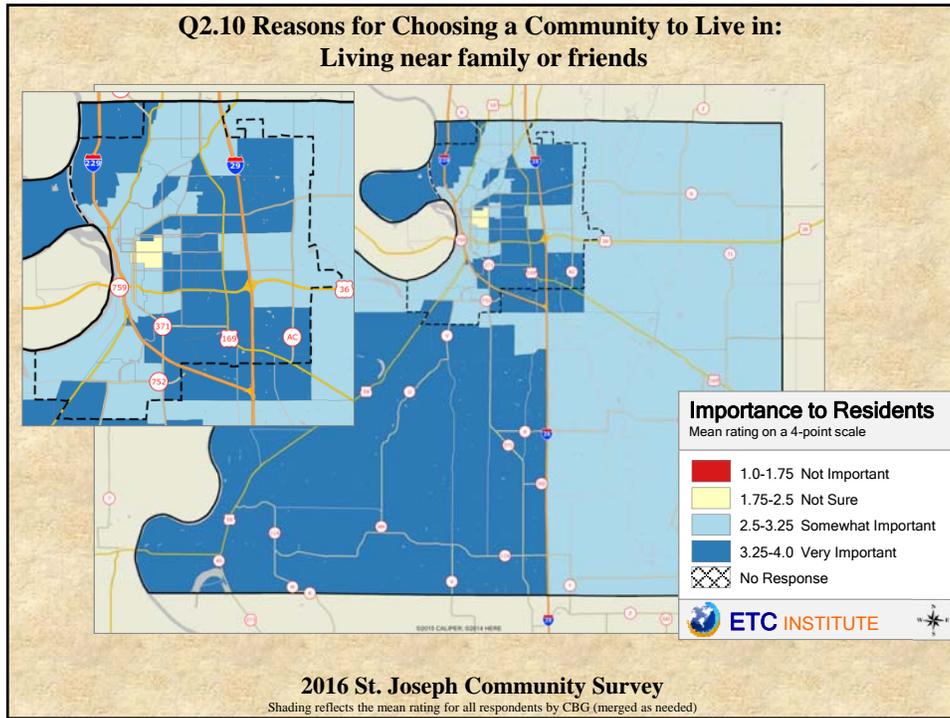


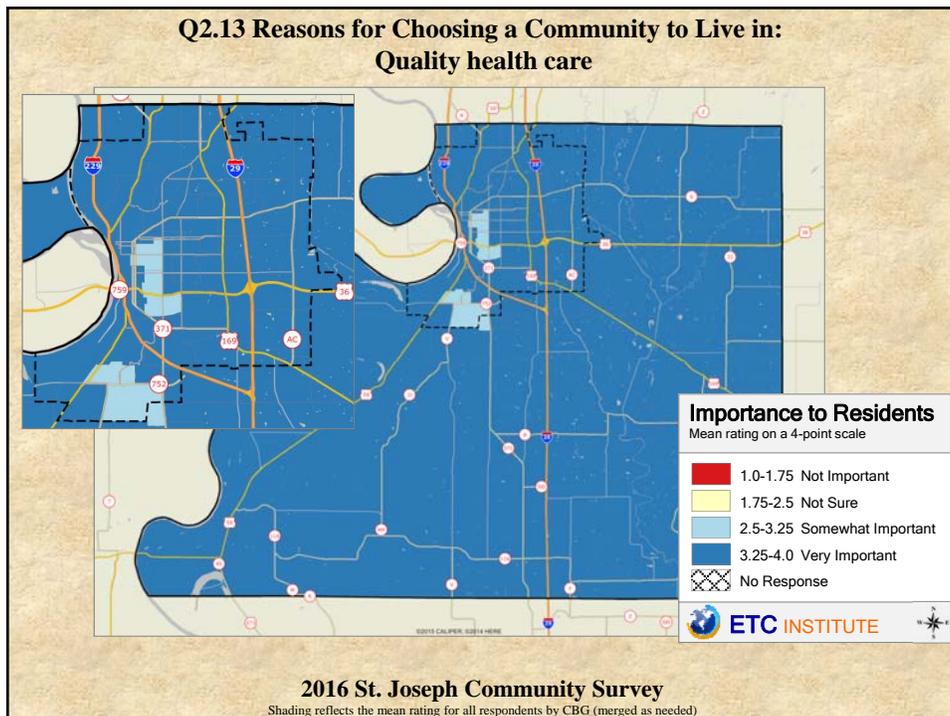
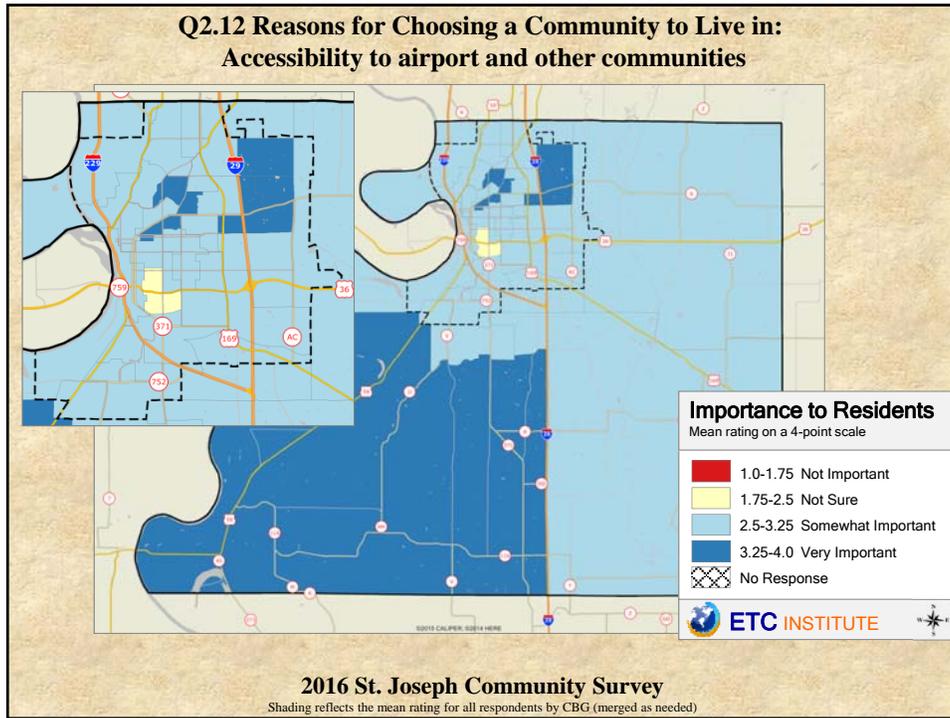


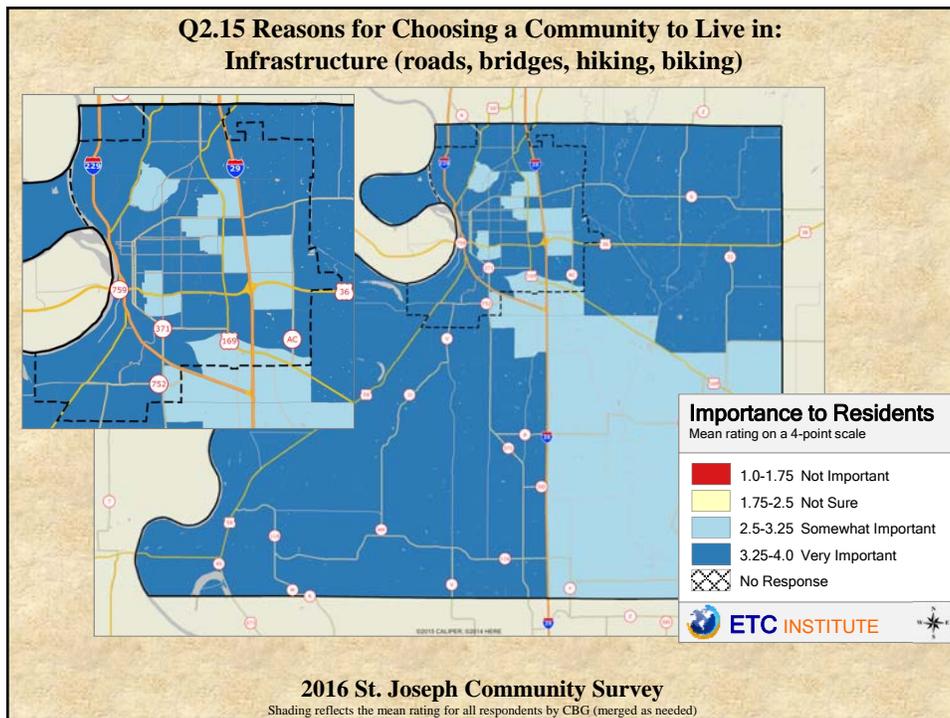
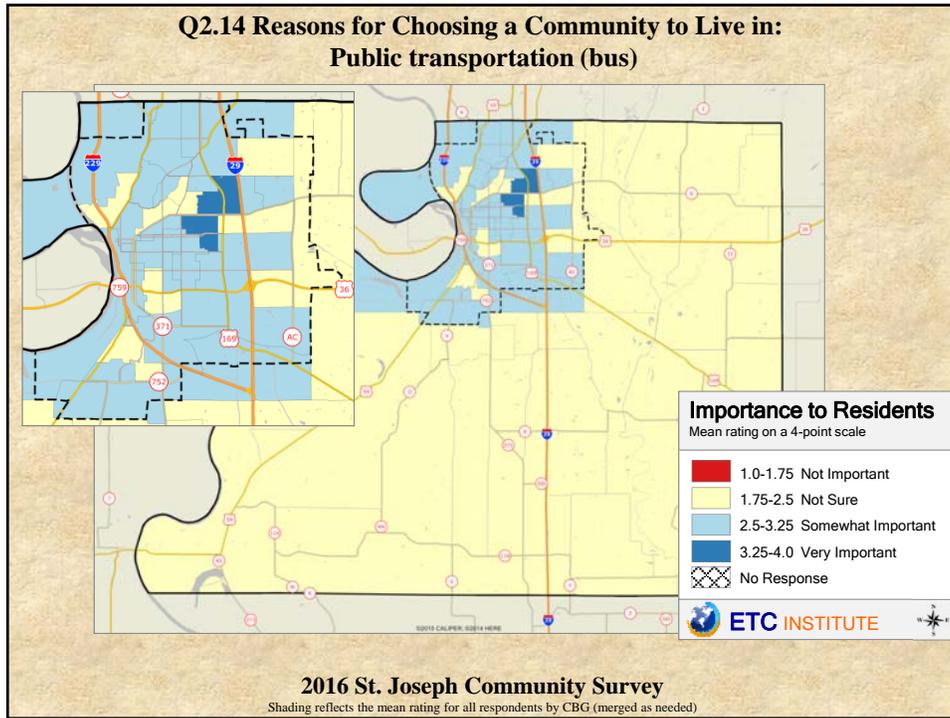


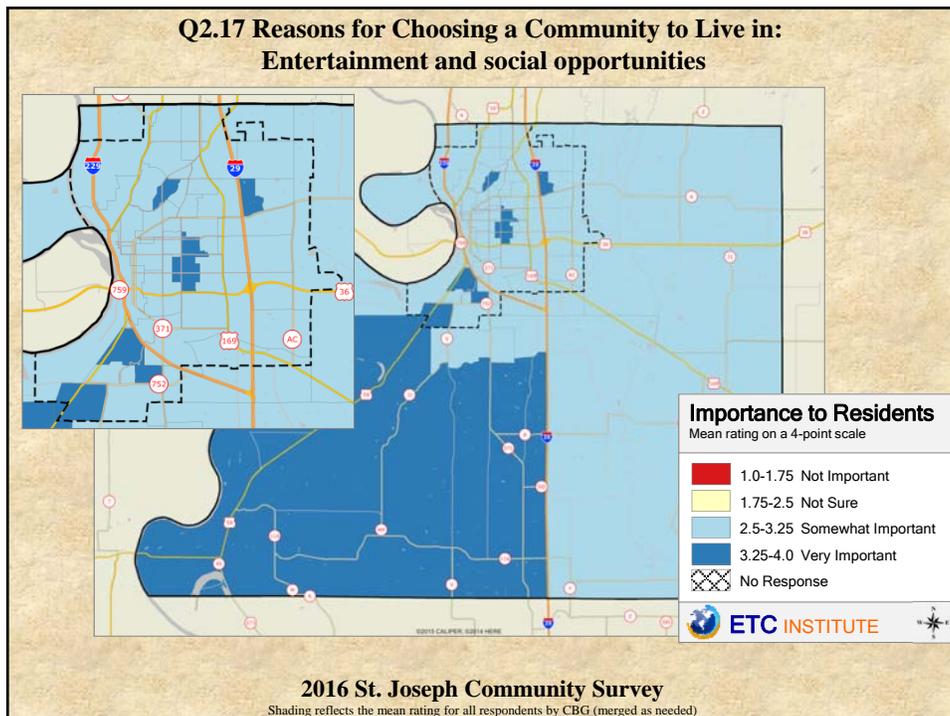
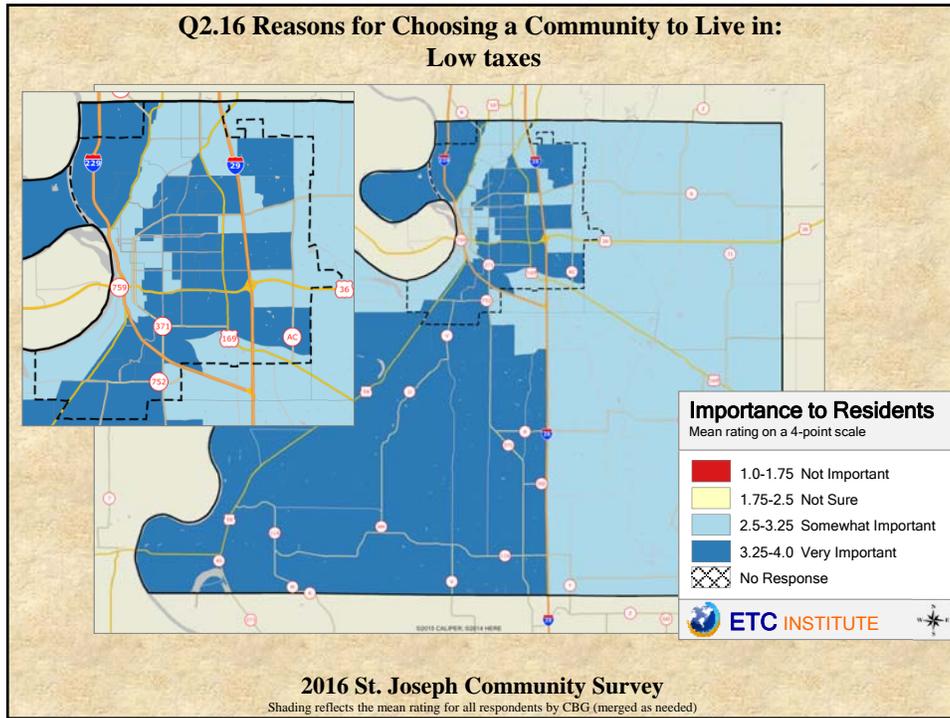


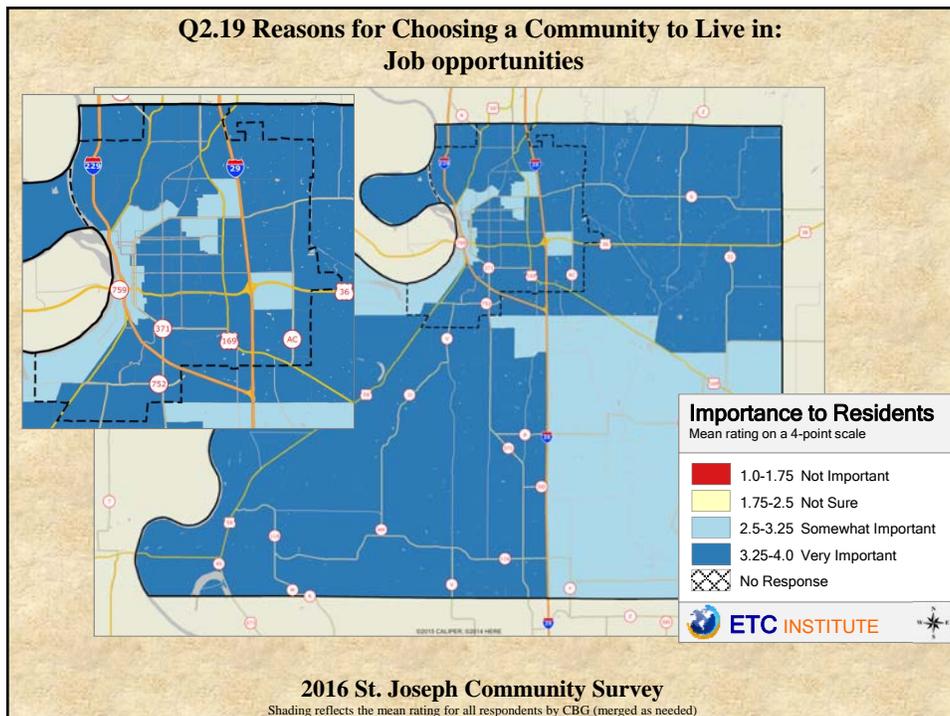
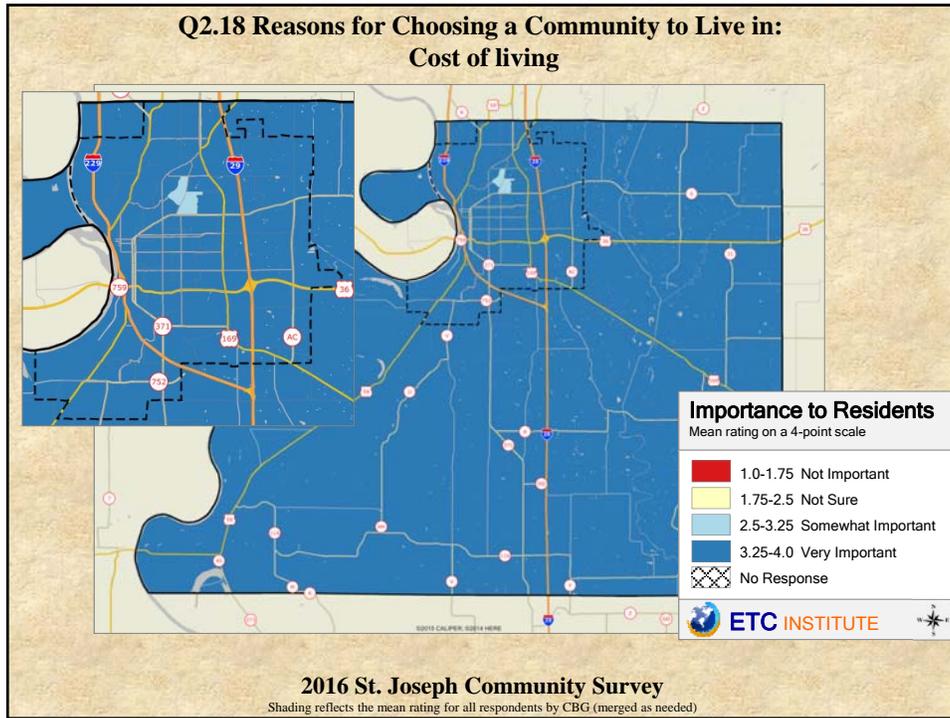


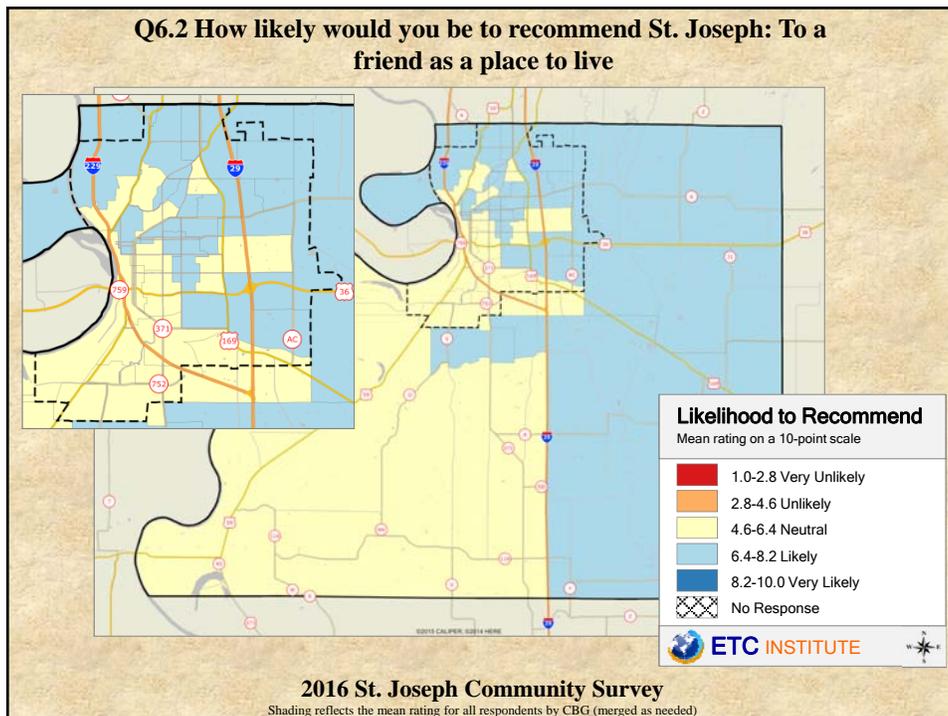
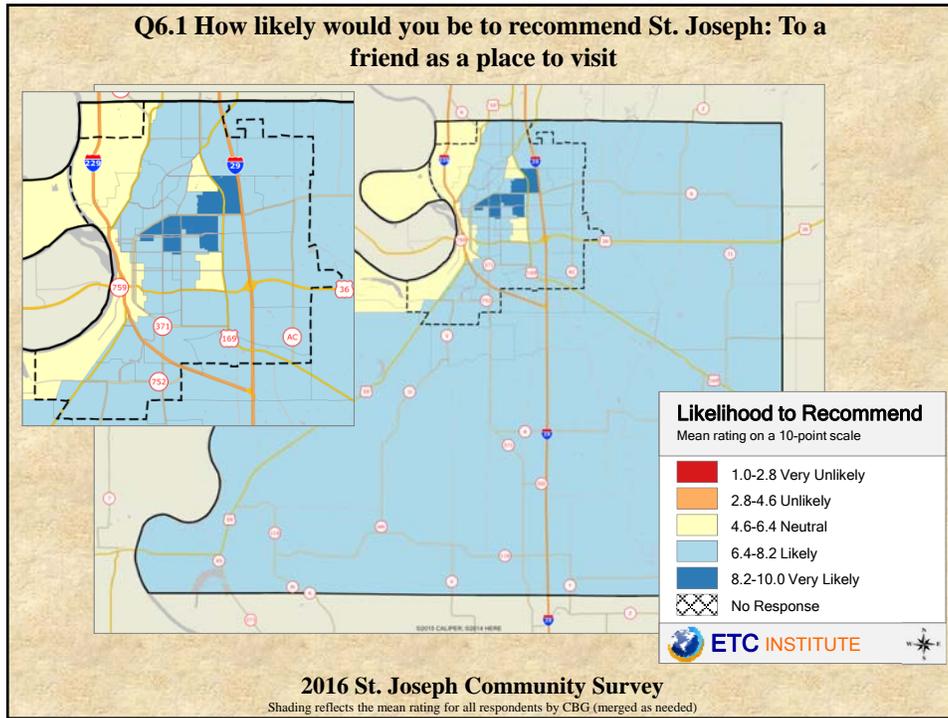


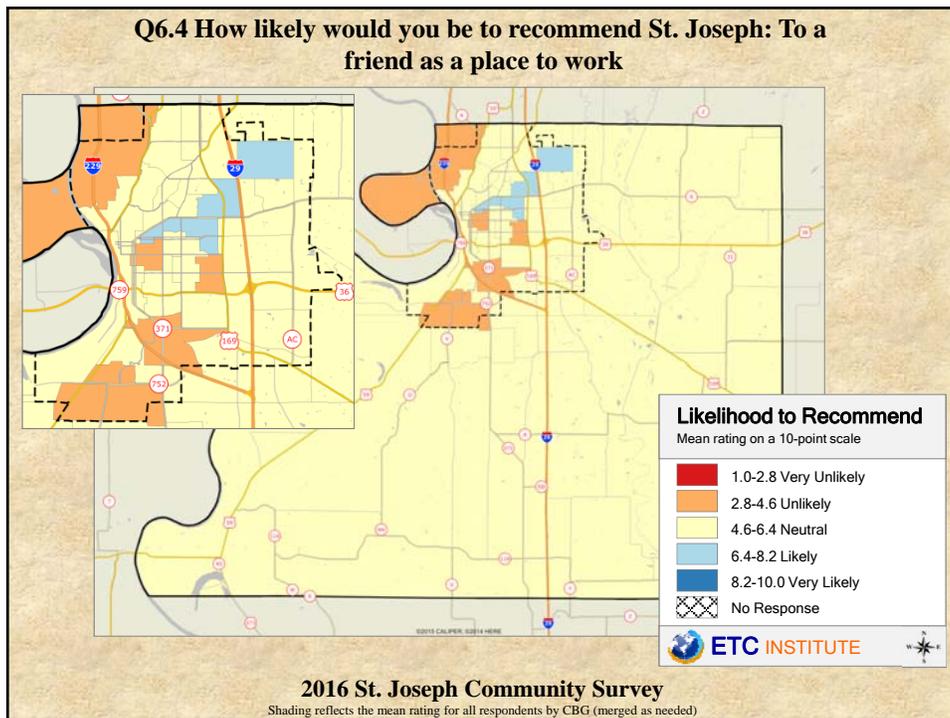
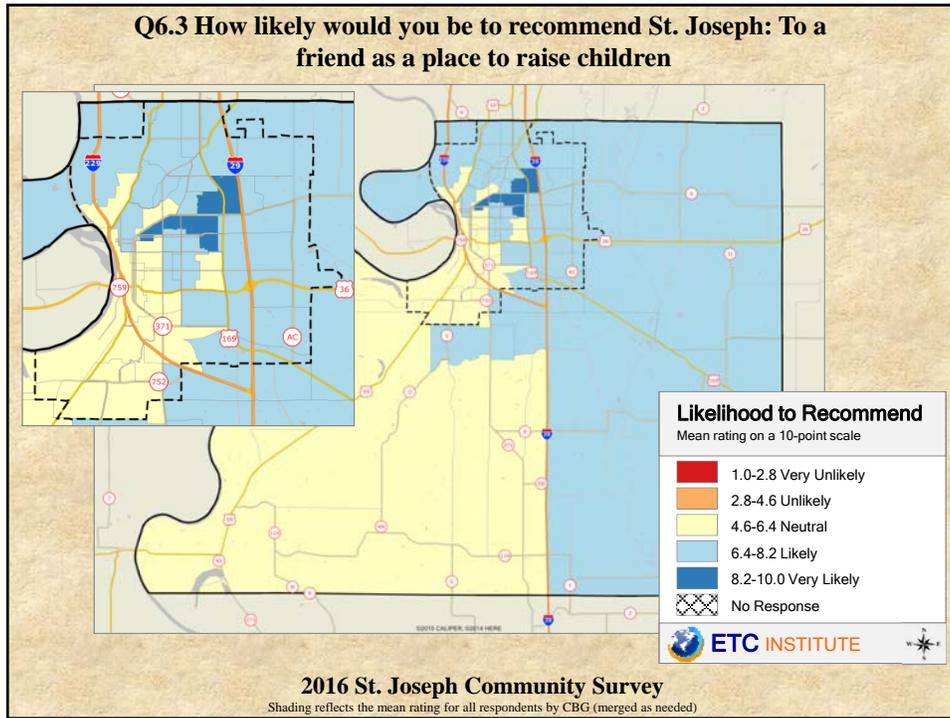


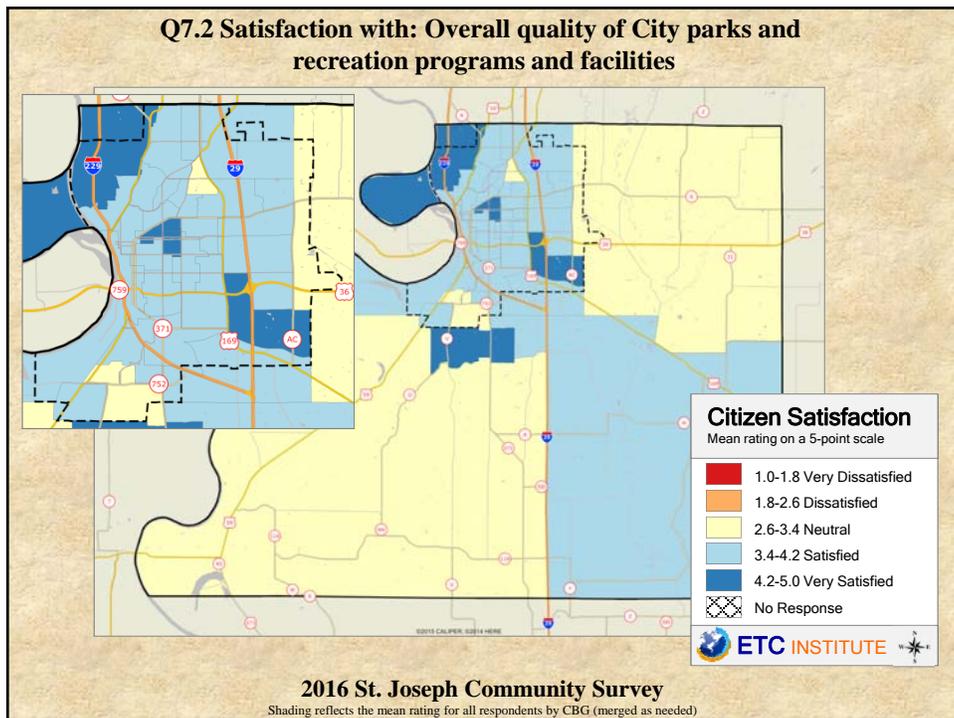
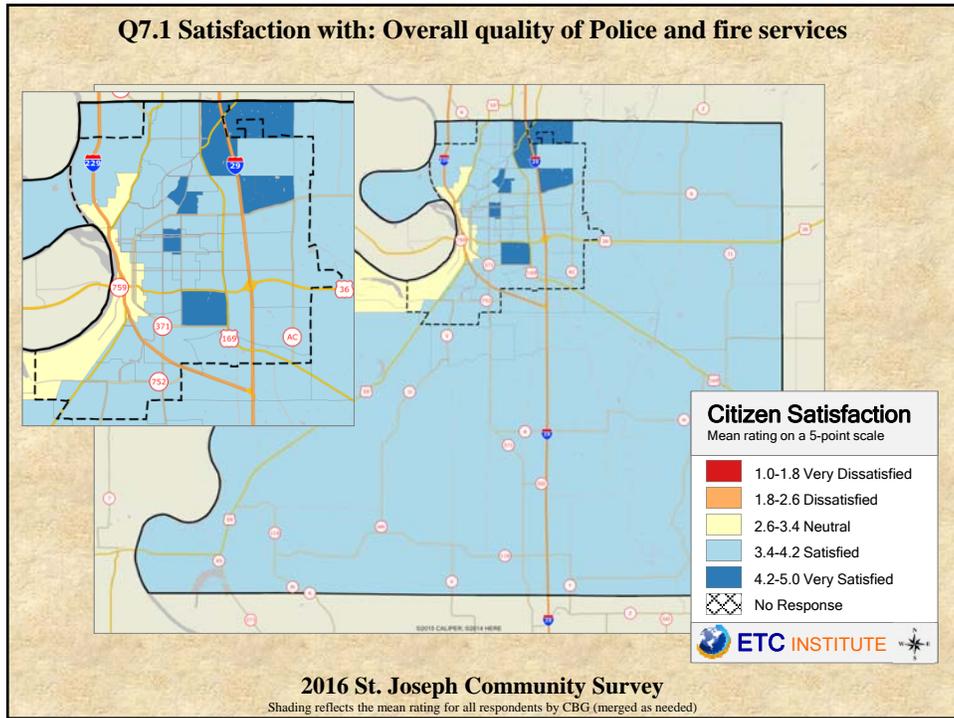


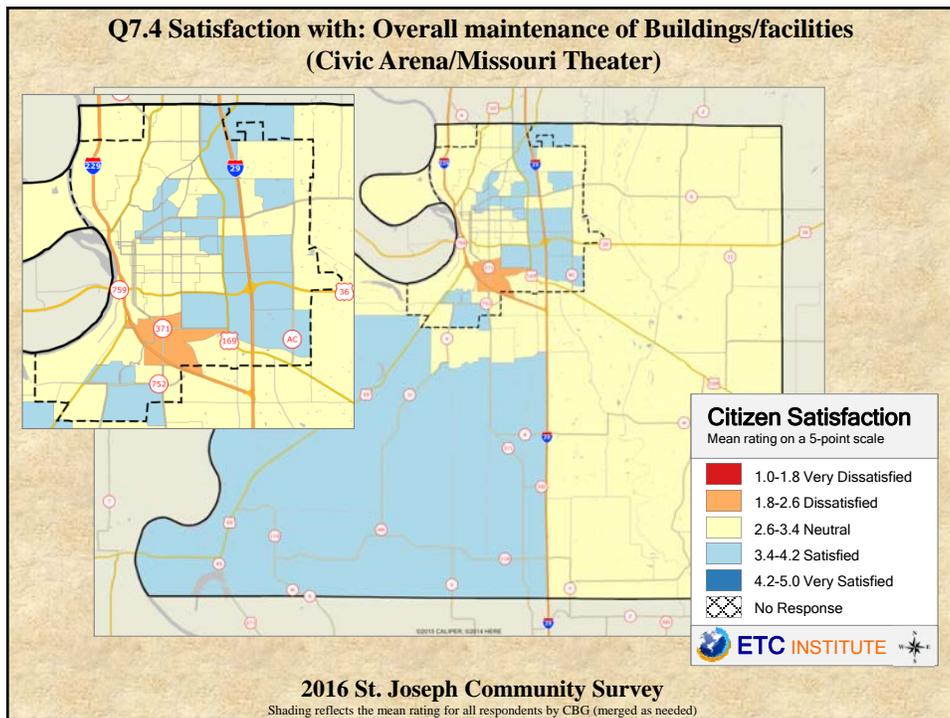
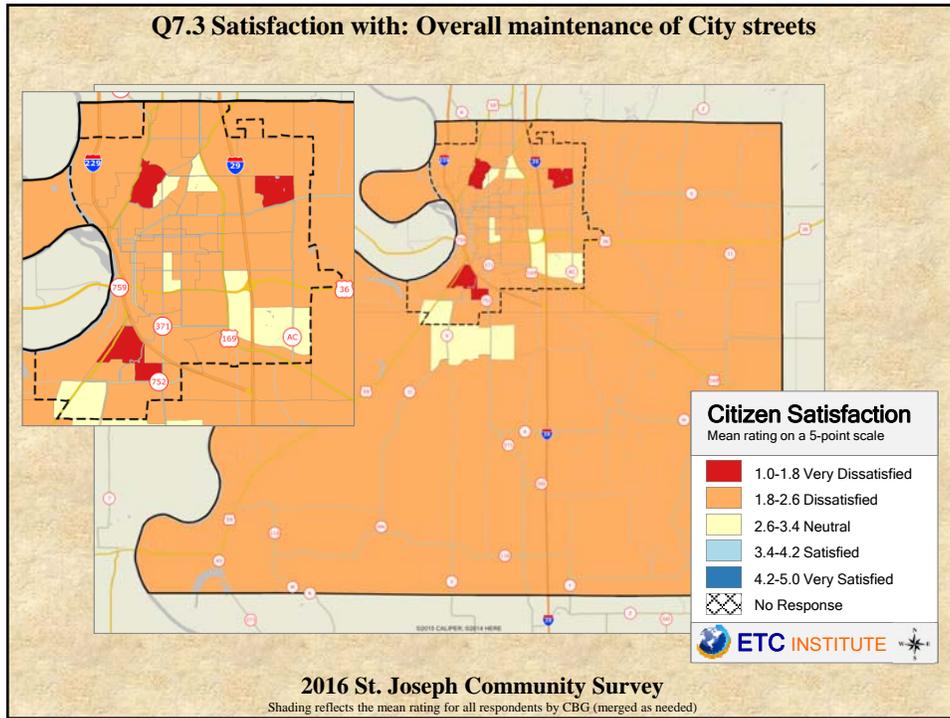


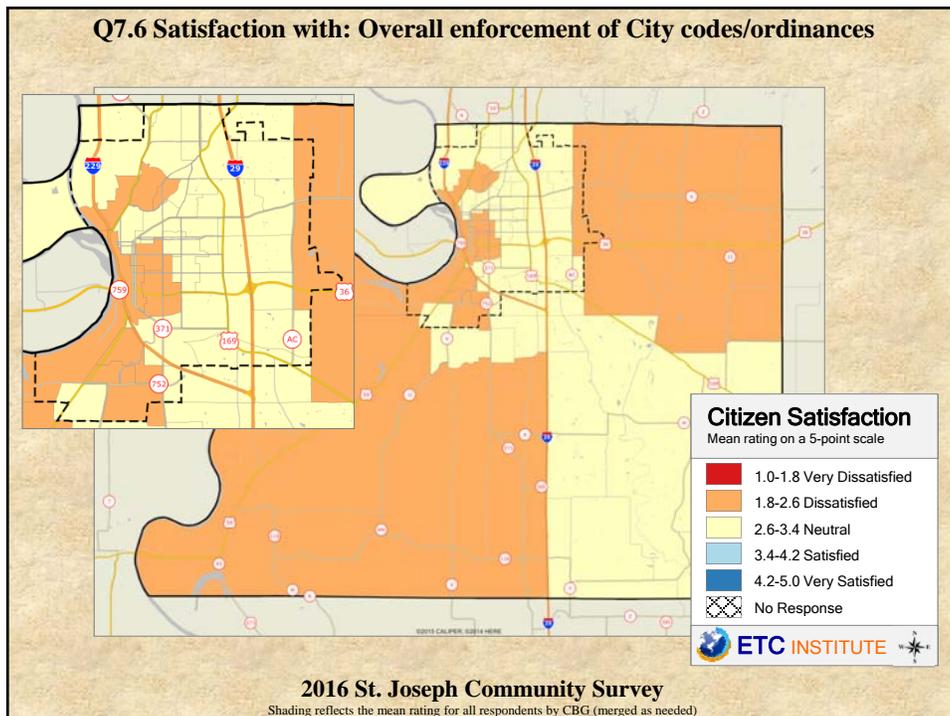
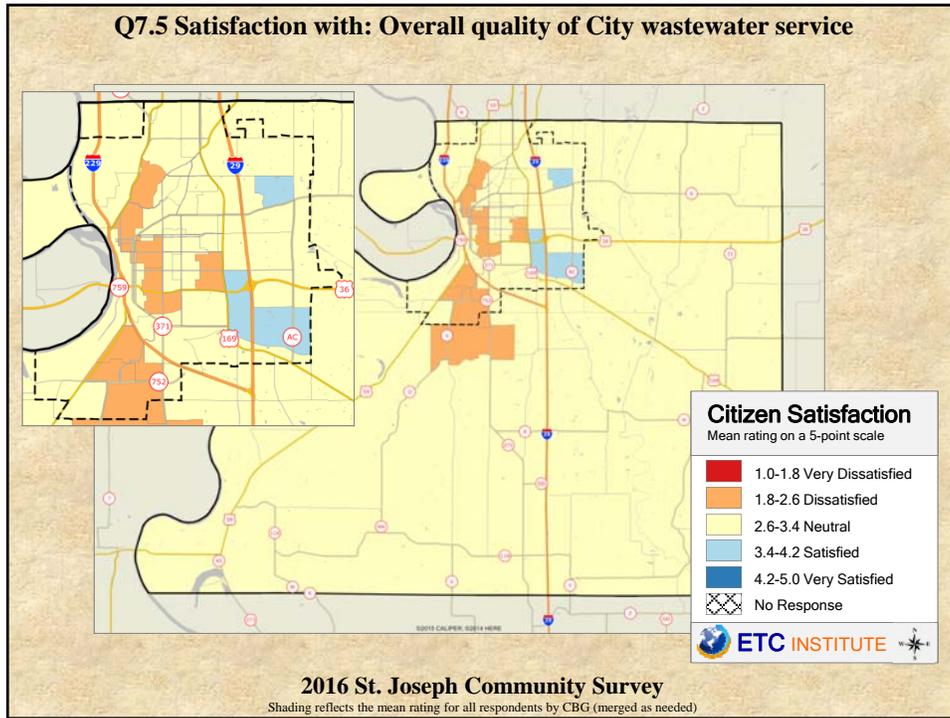


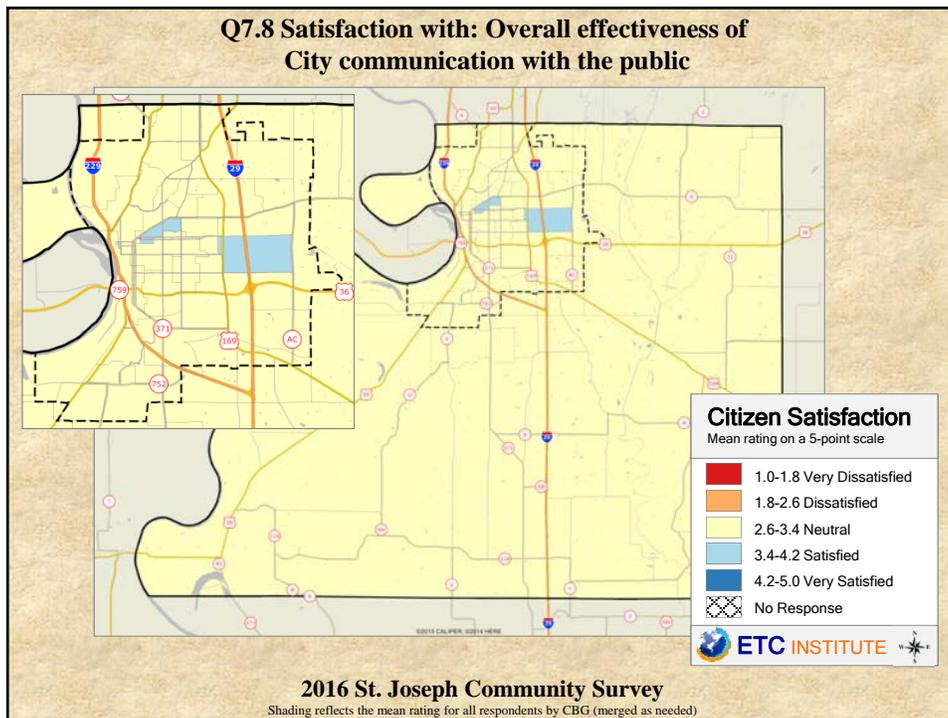
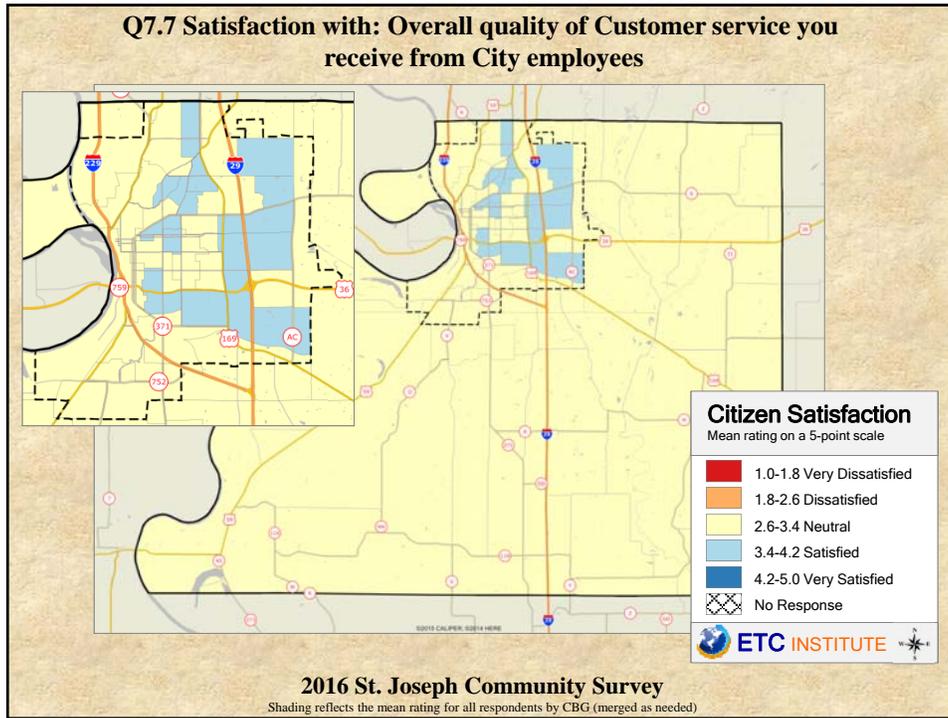


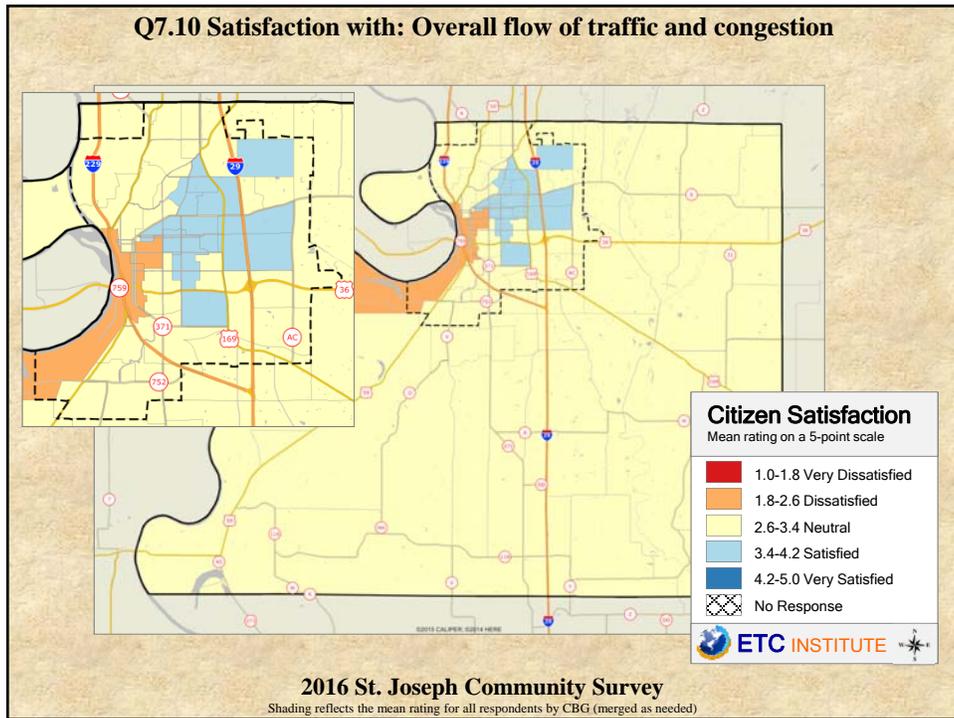
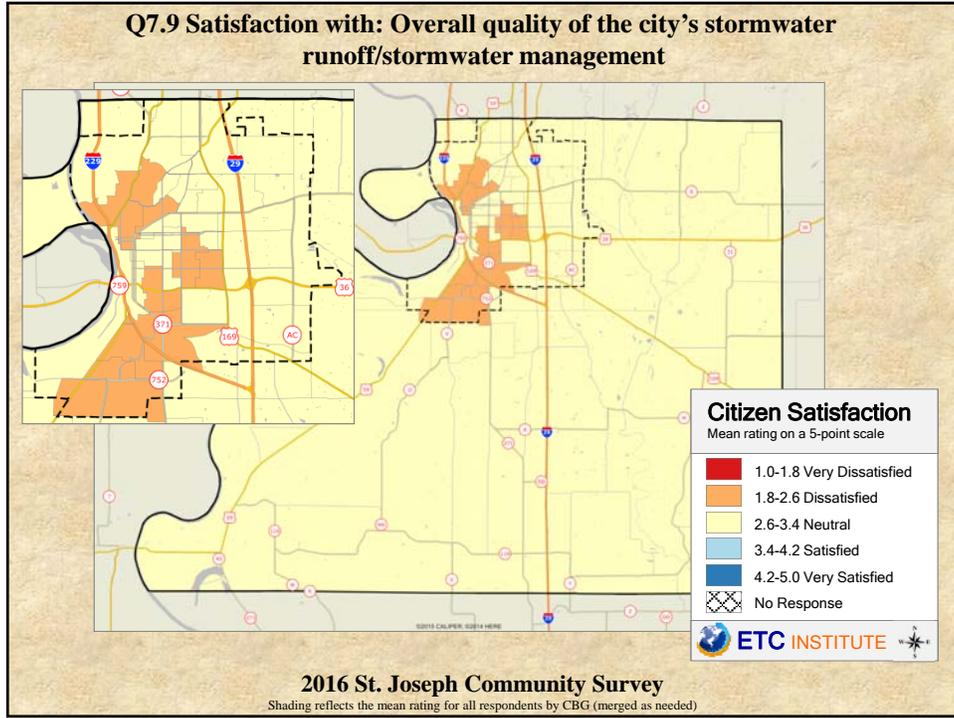




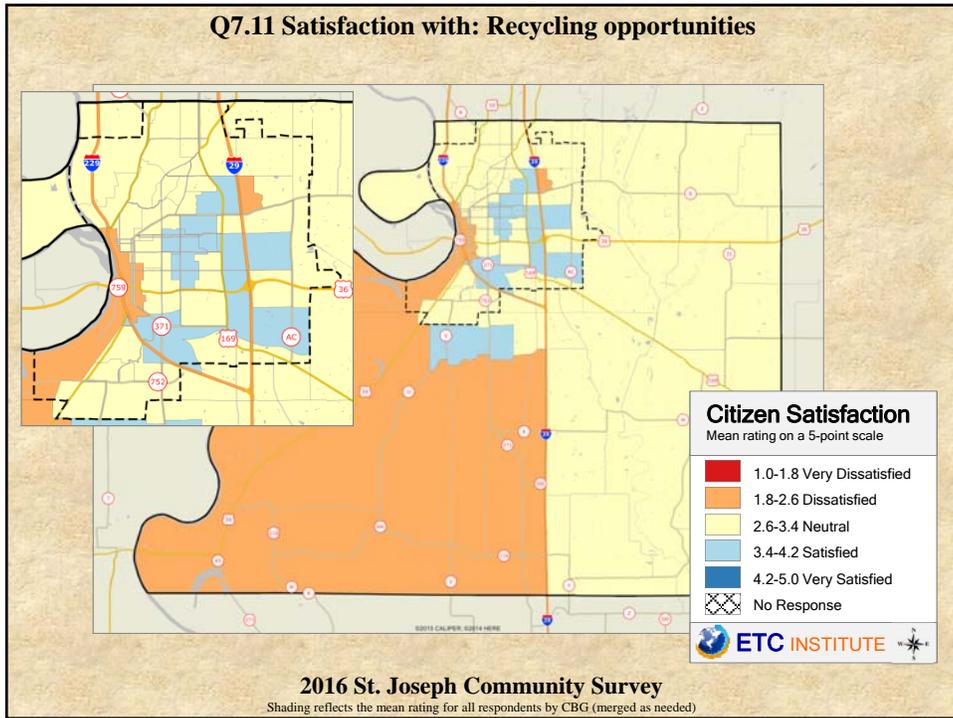




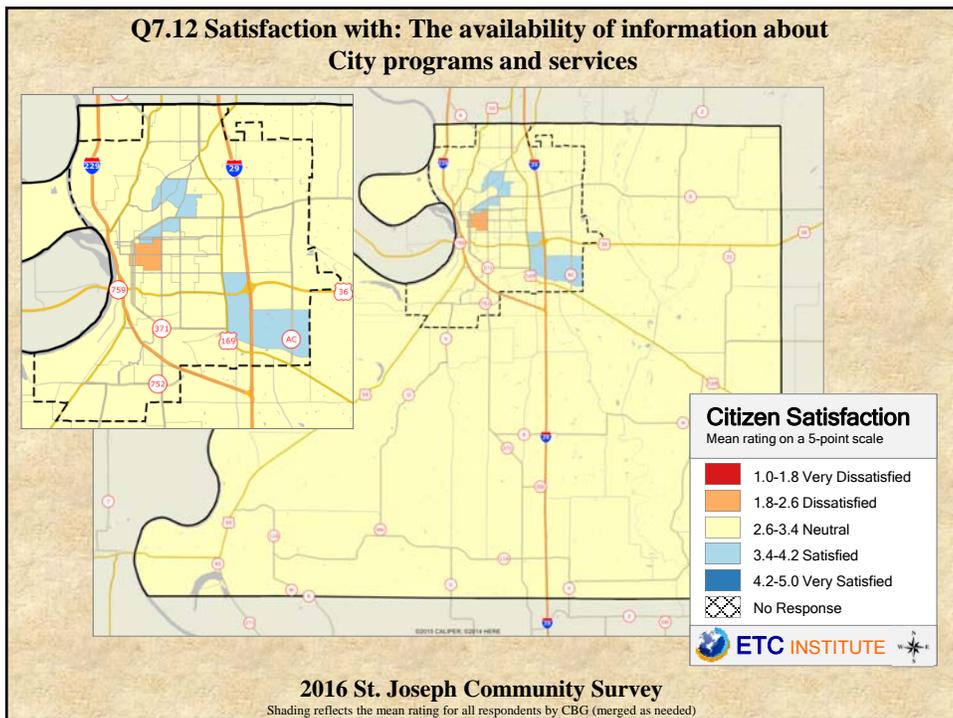




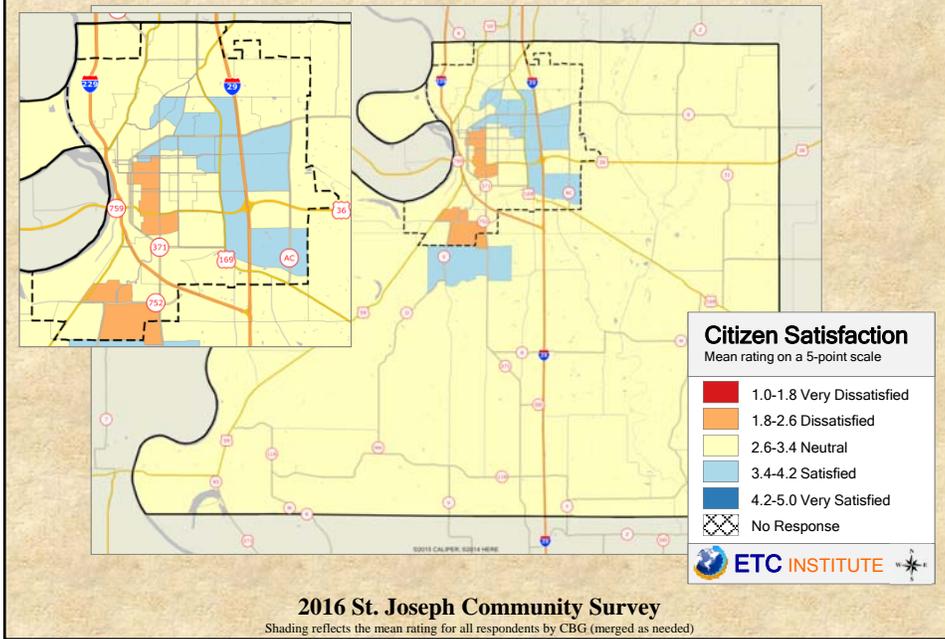
**Q7.11 Satisfaction with: Recycling opportunities**



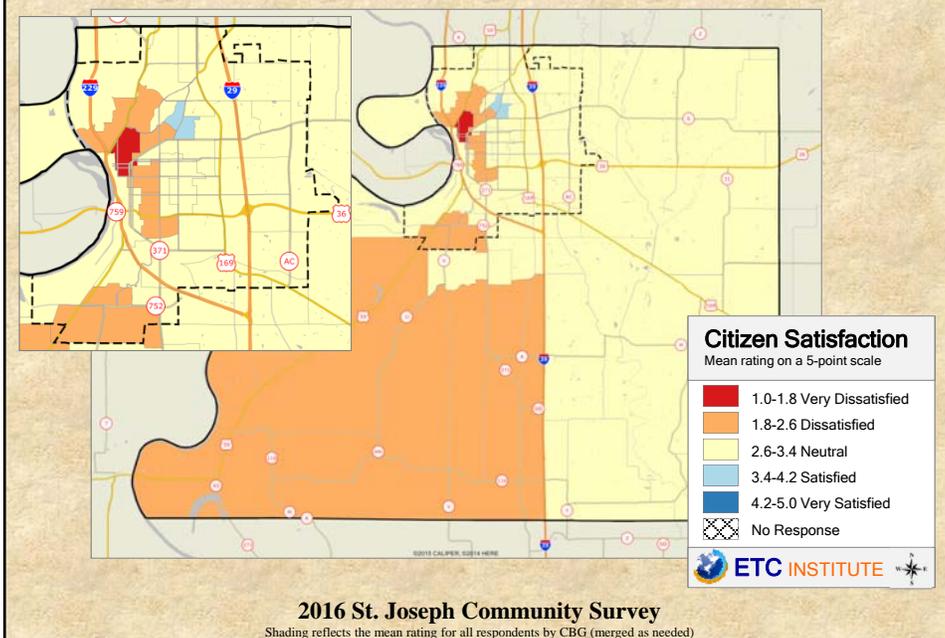
**Q7.12 Satisfaction with: The availability of information about City programs and services**



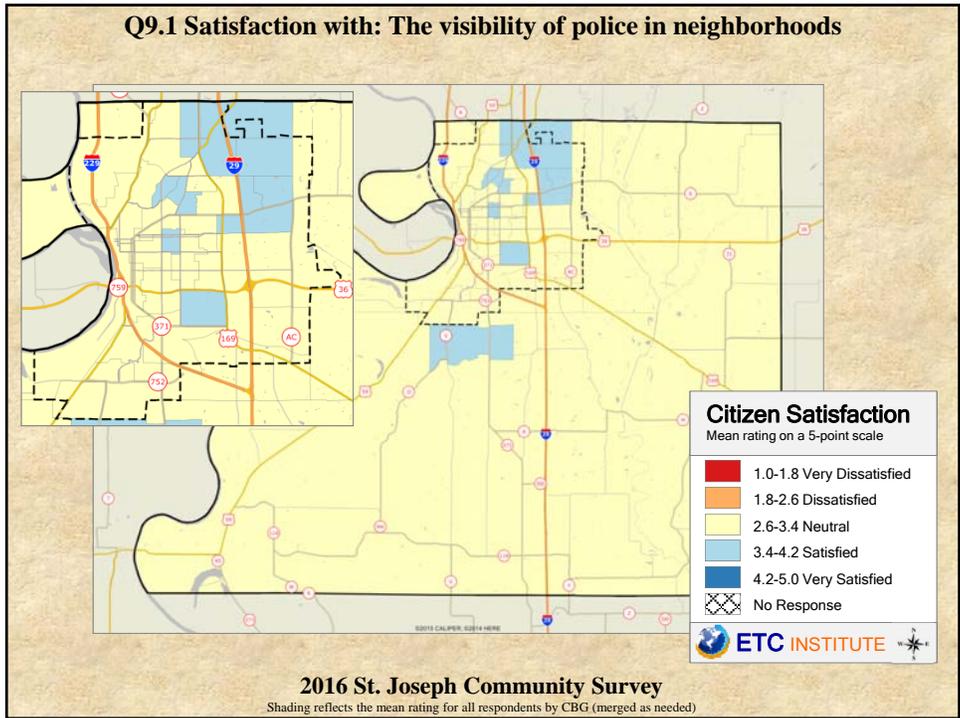
**Q7.13 Satisfaction with: City efforts to keep you informed about local issues**



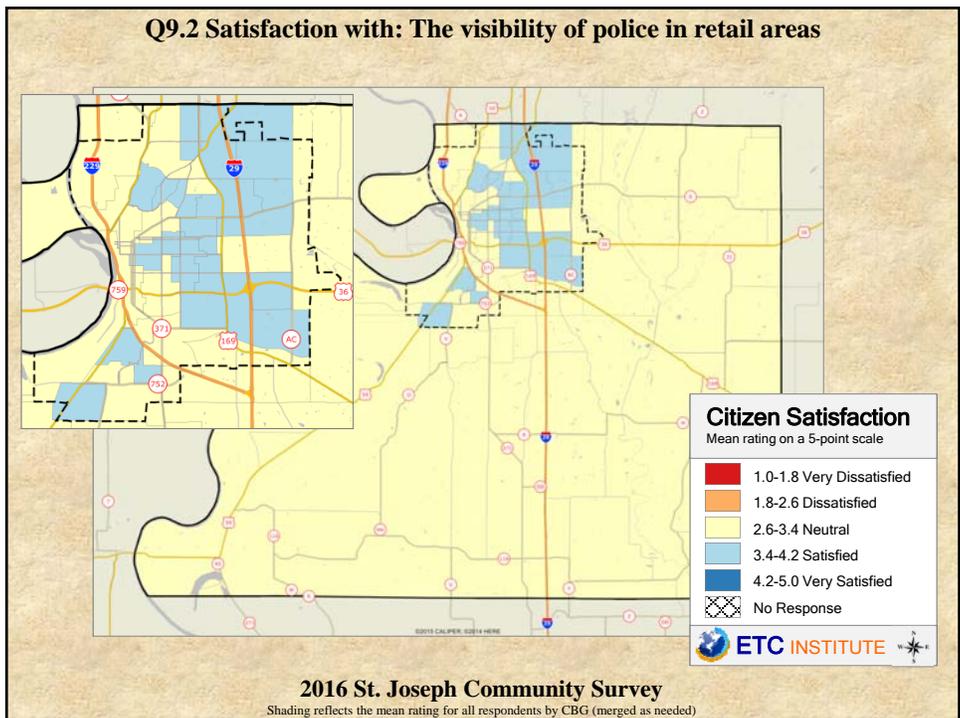
**Q7.14 Satisfaction with: How open the City is to public input from residents**

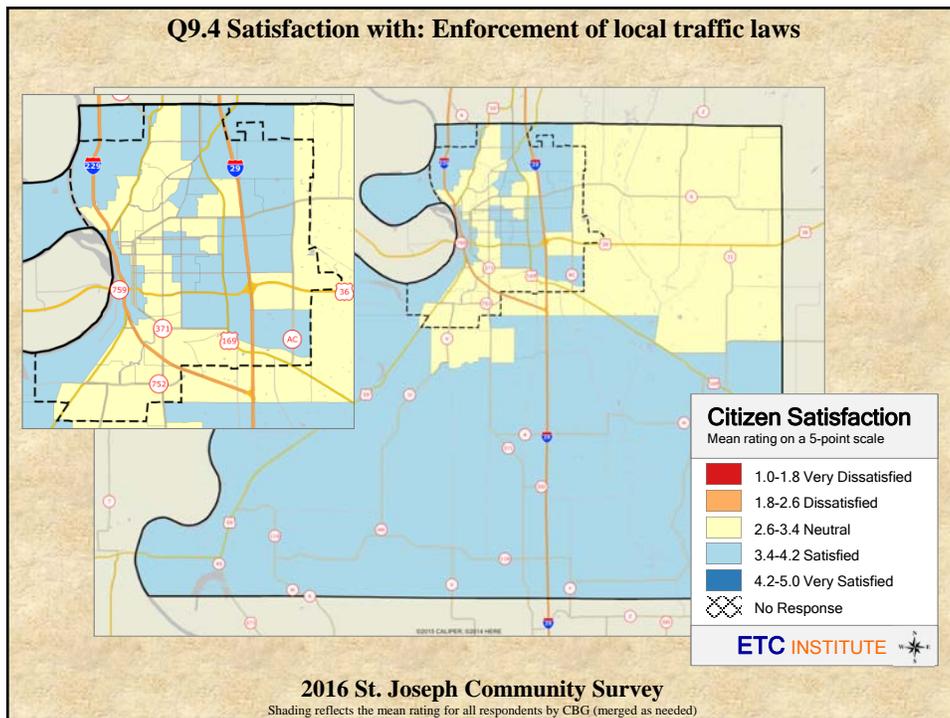
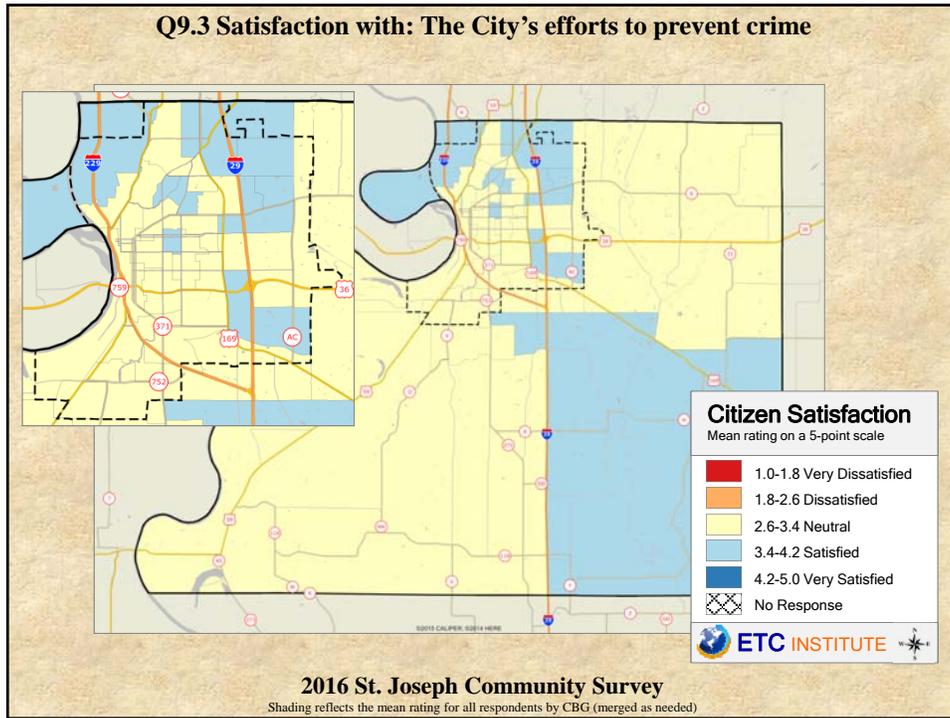


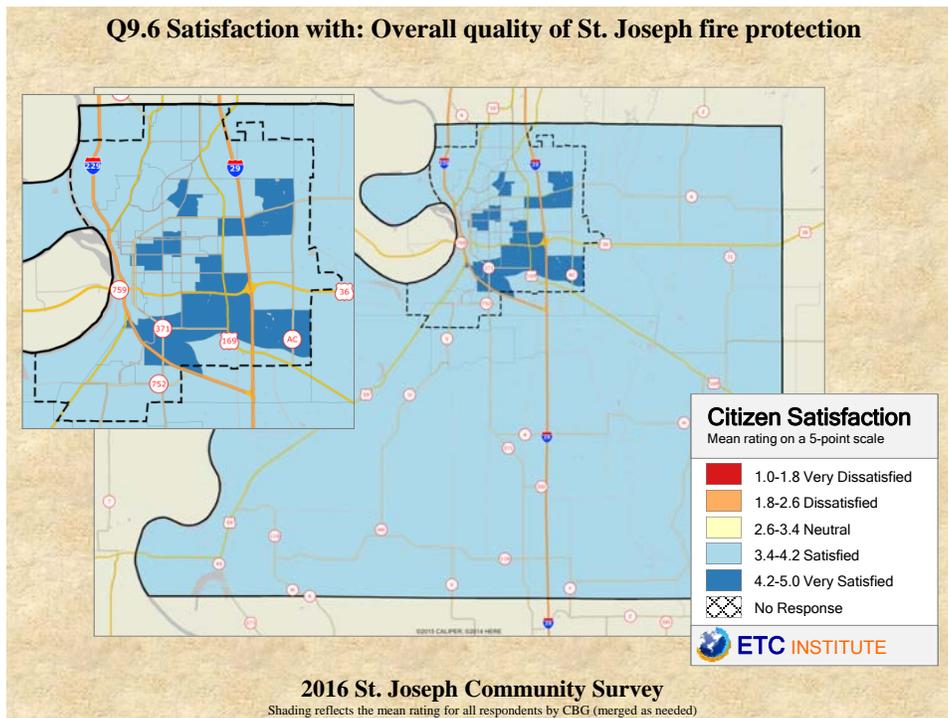
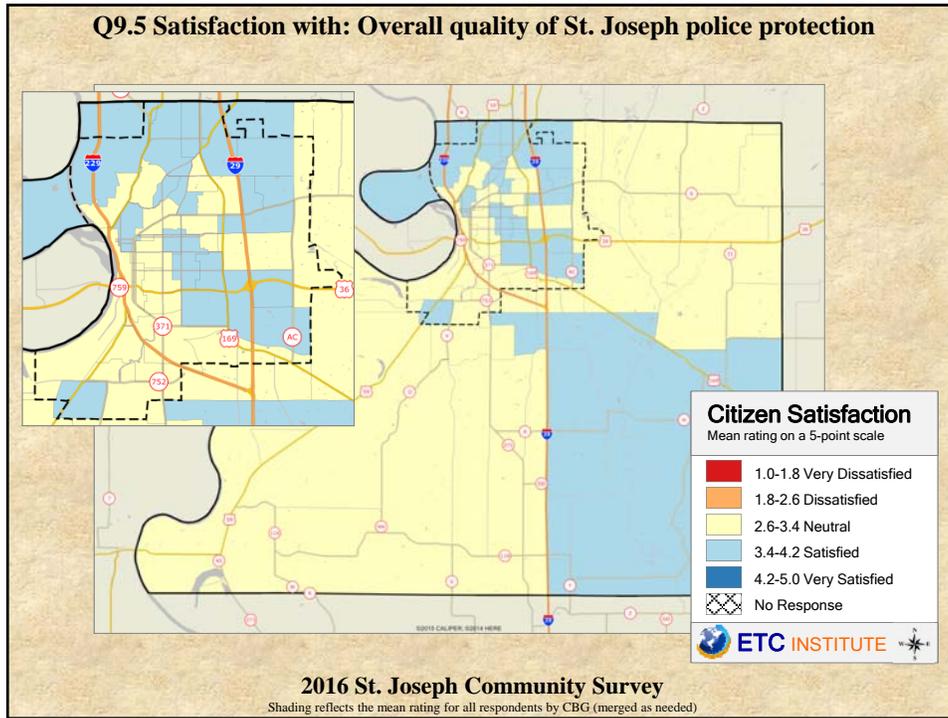
**Q9.1 Satisfaction with: The visibility of police in neighborhoods**

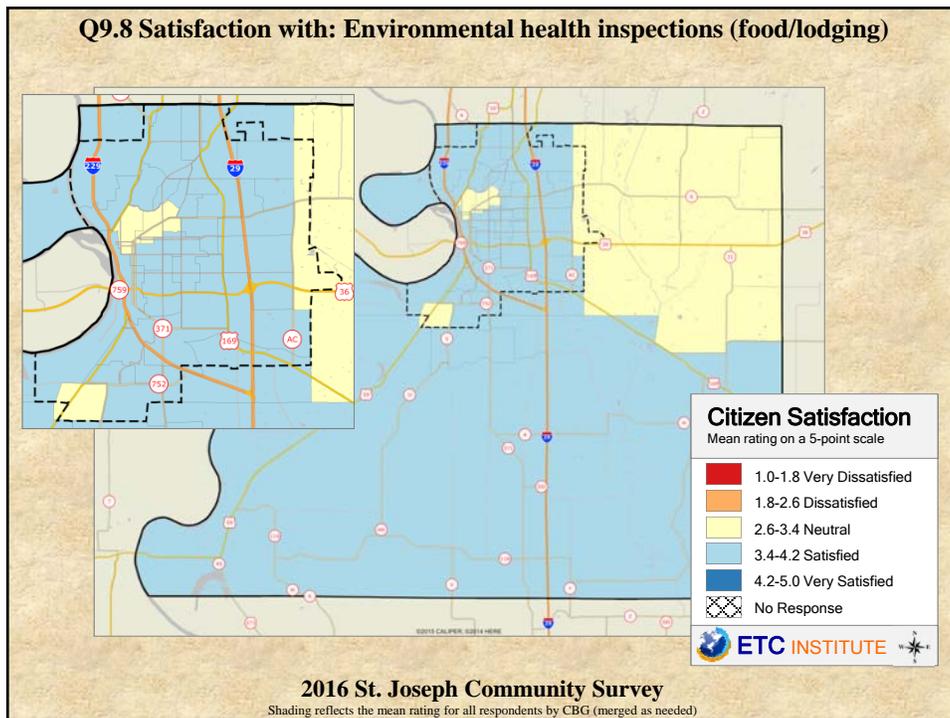
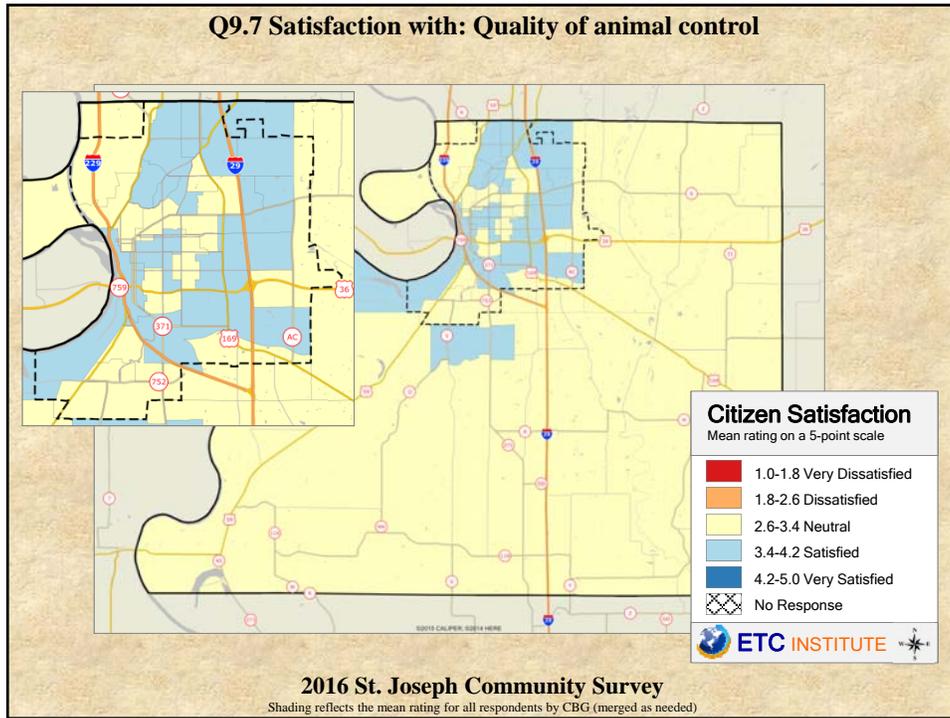


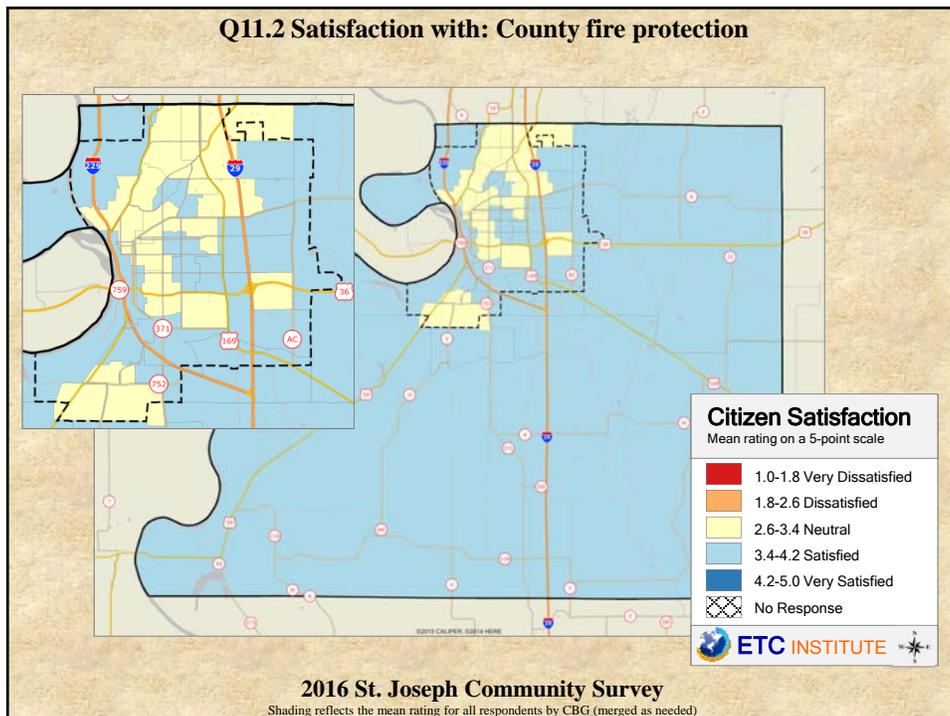
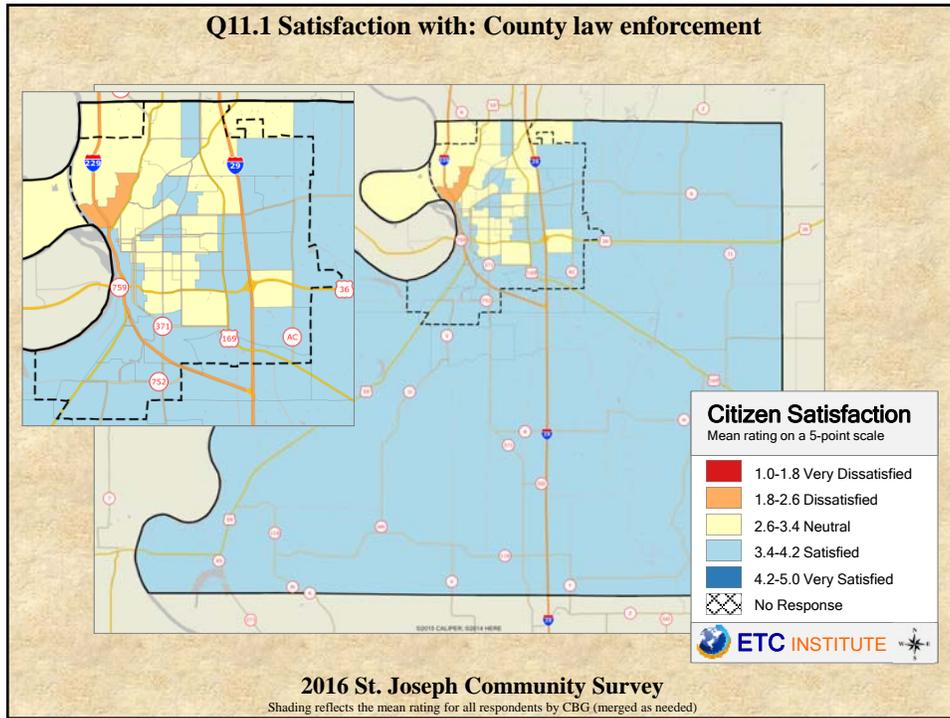
**Q9.2 Satisfaction with: The visibility of police in retail areas**

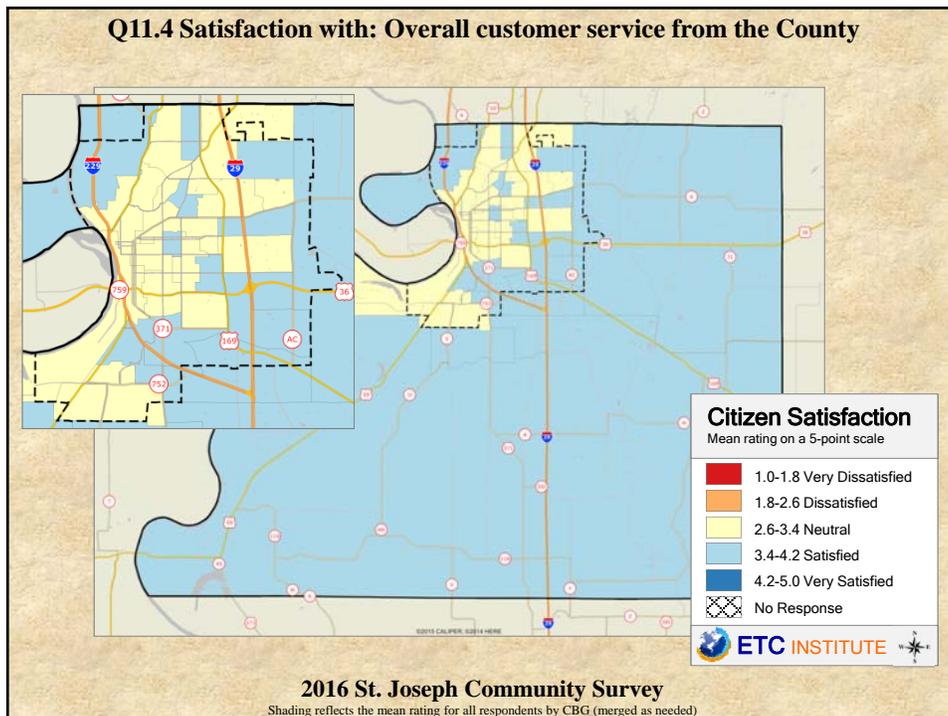
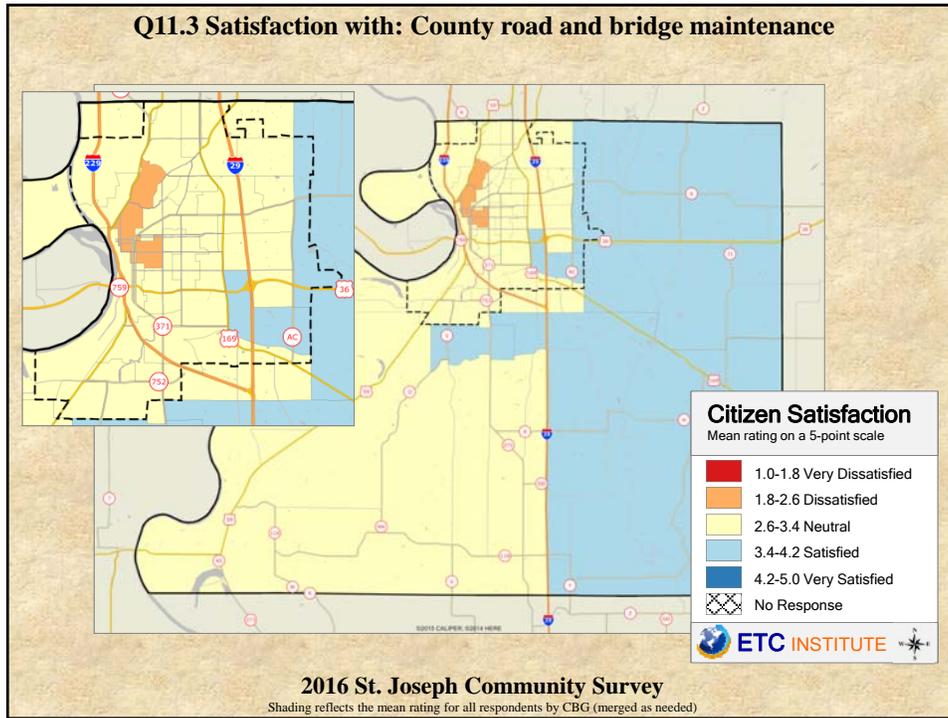


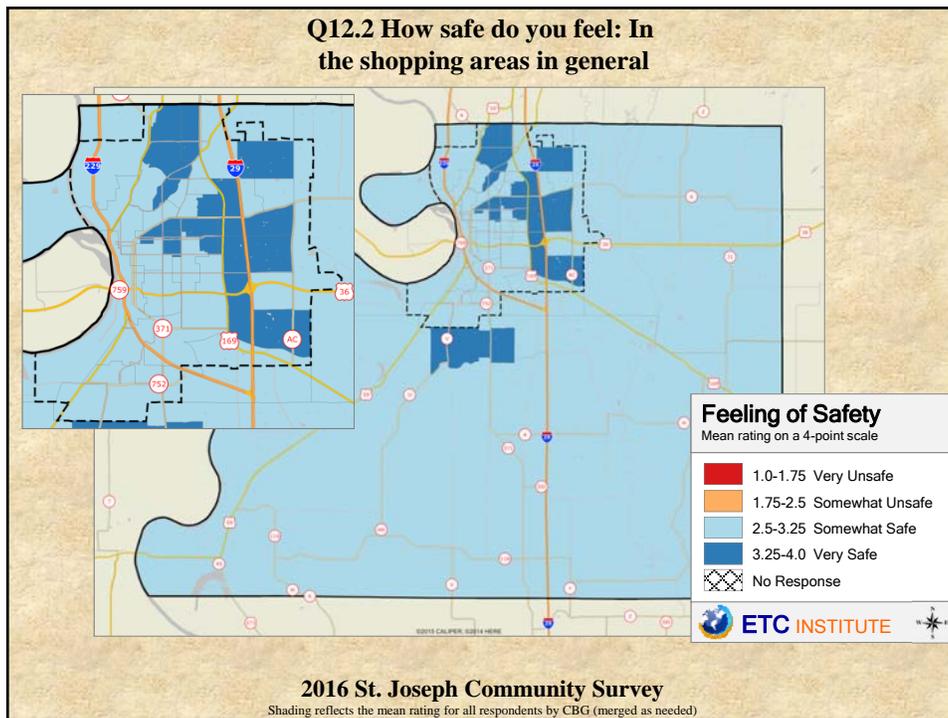
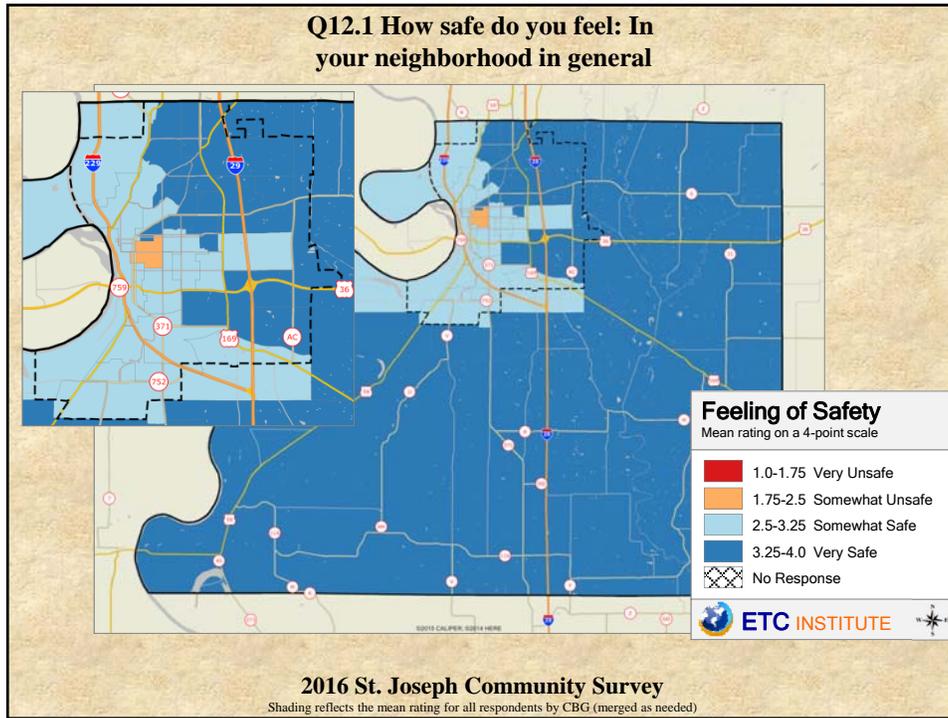


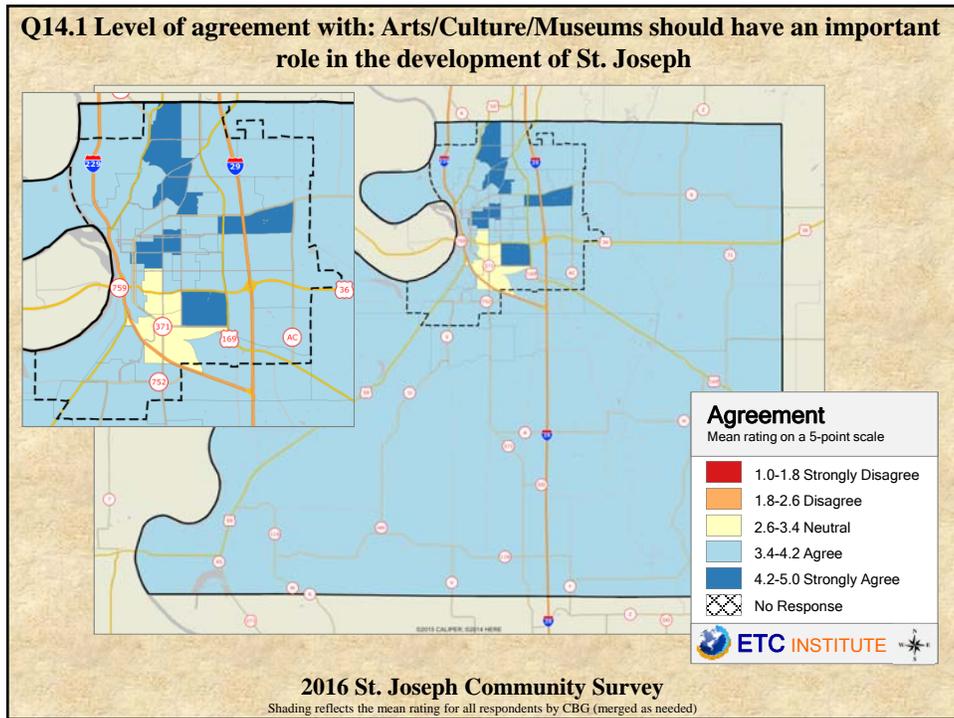
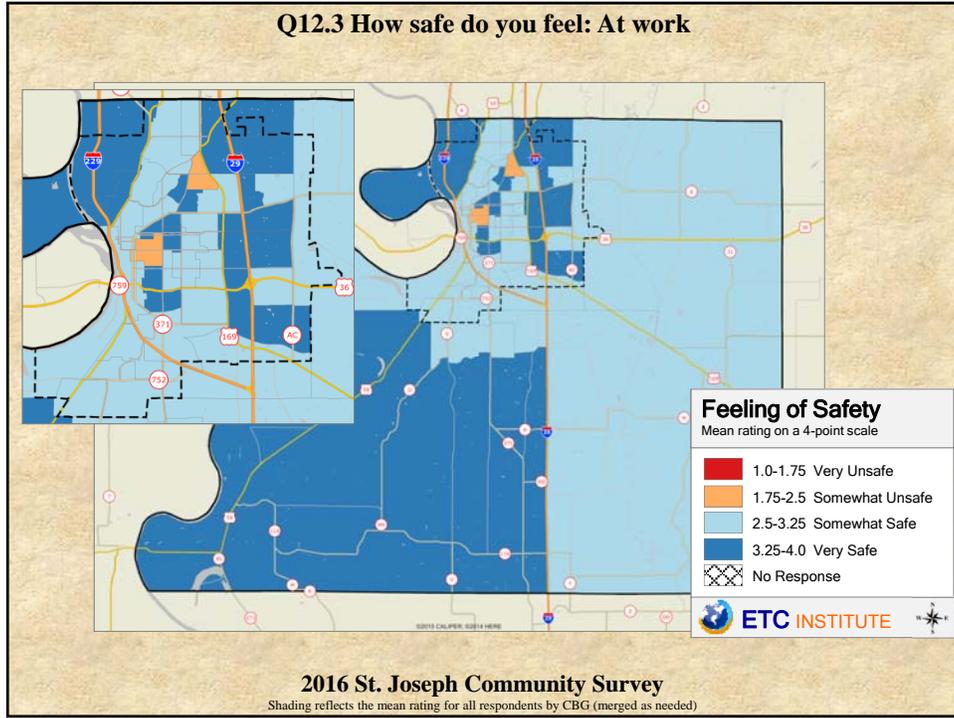


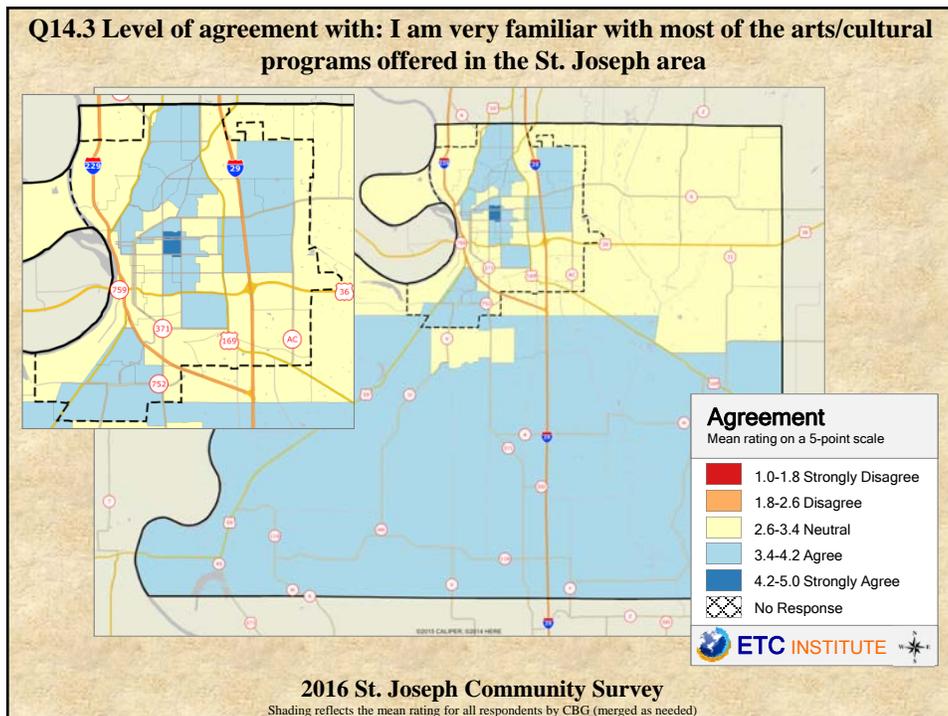
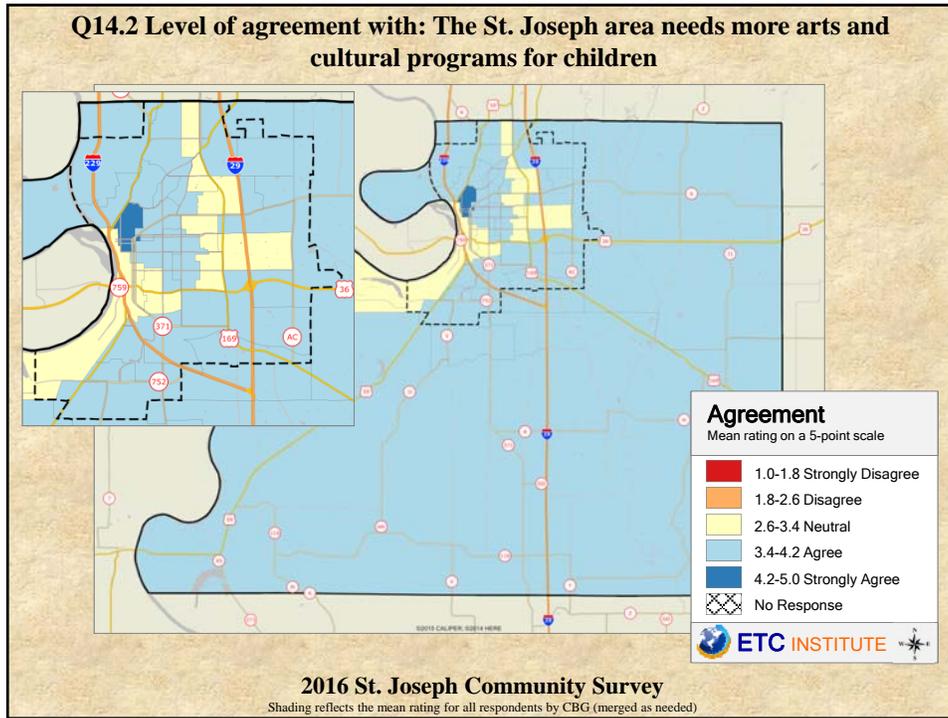


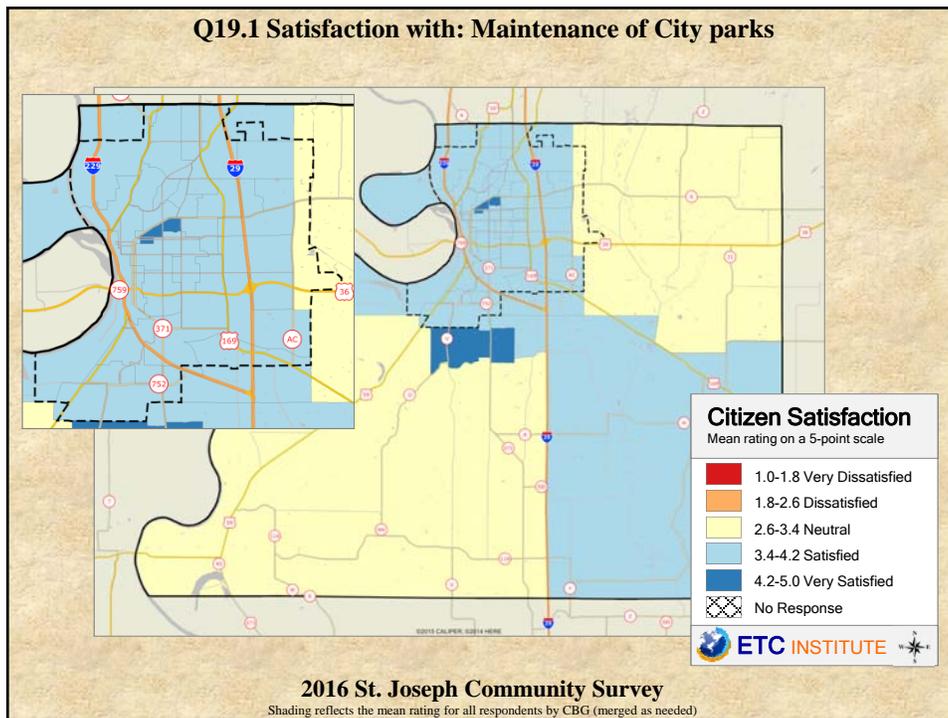
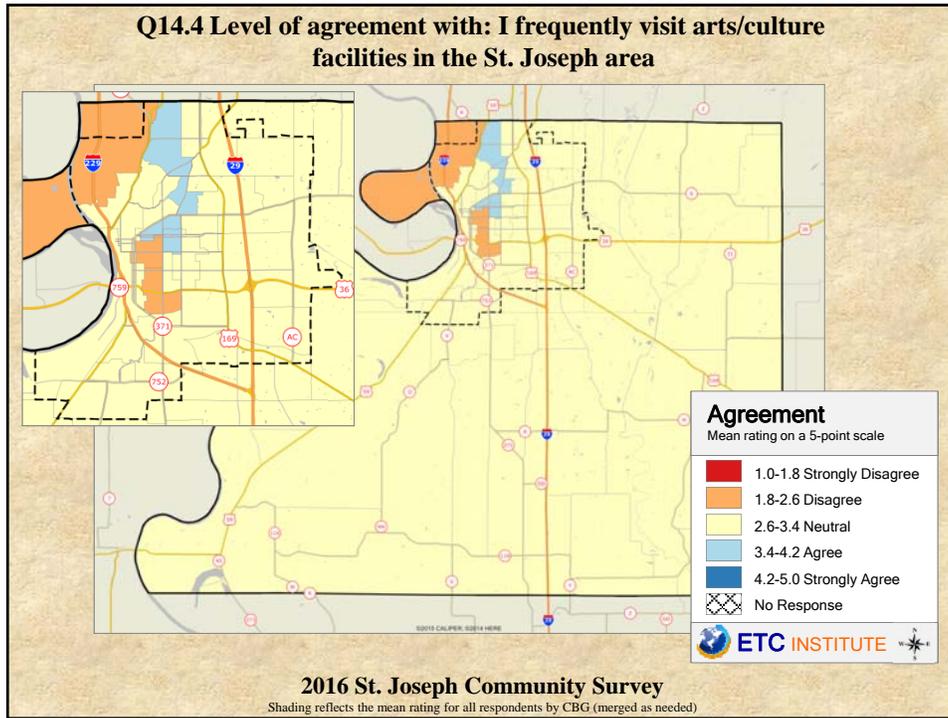


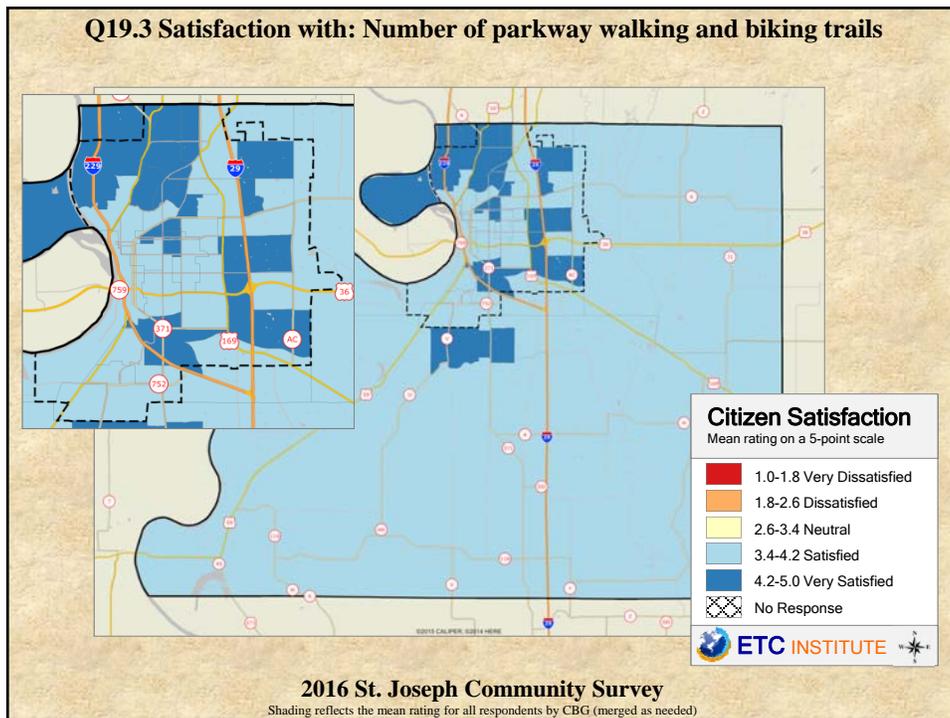
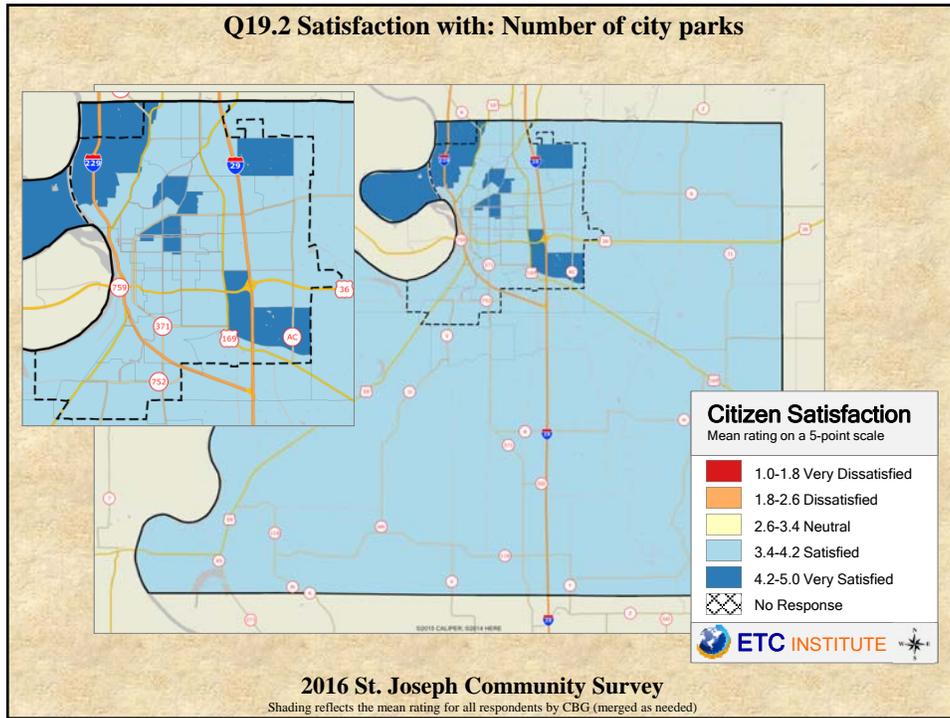


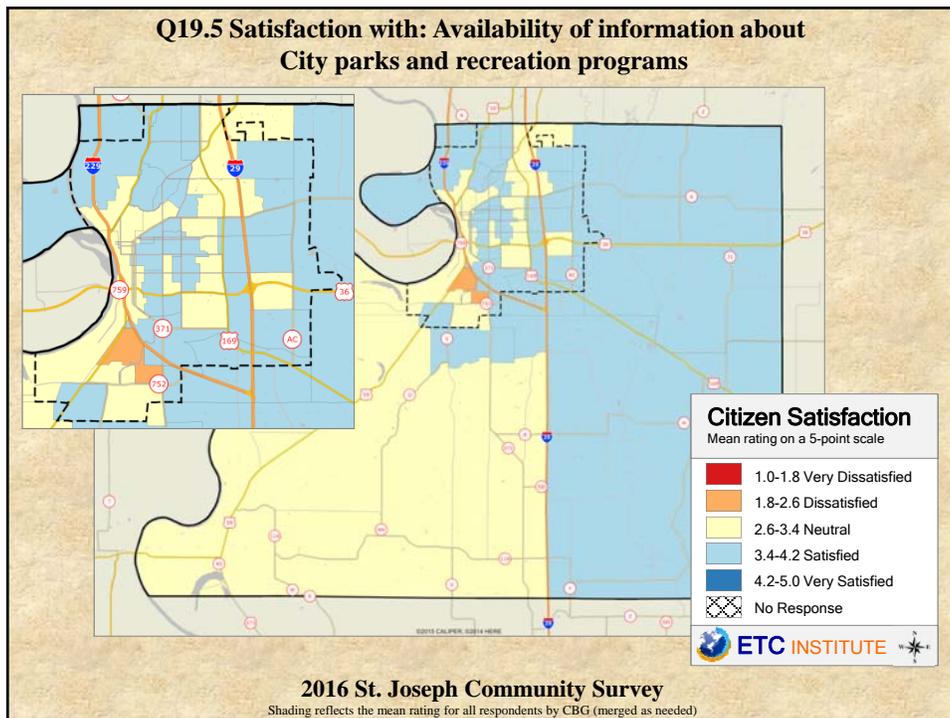
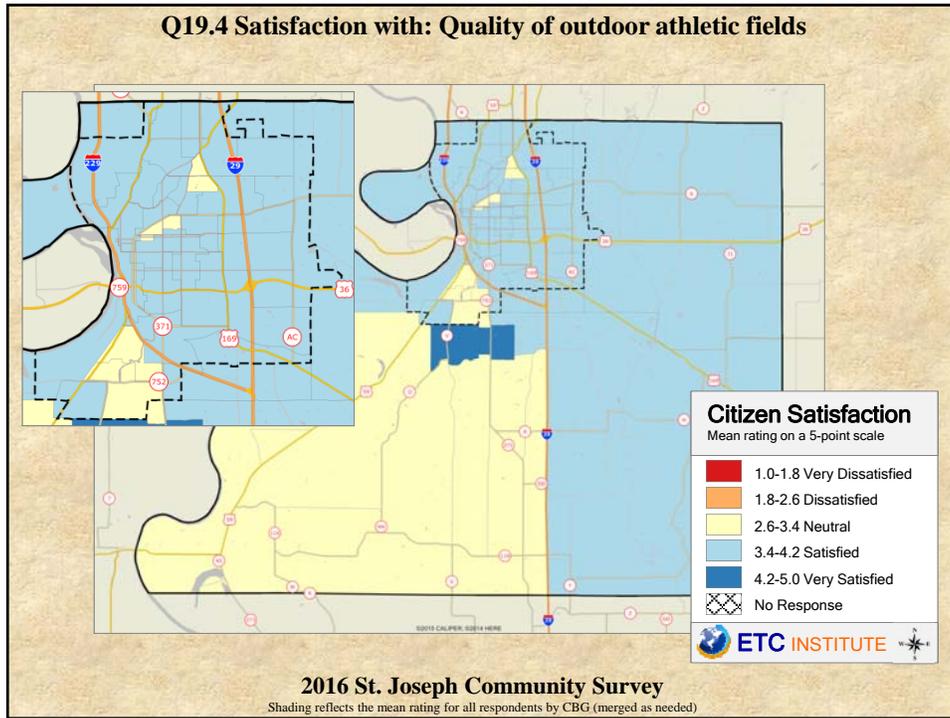


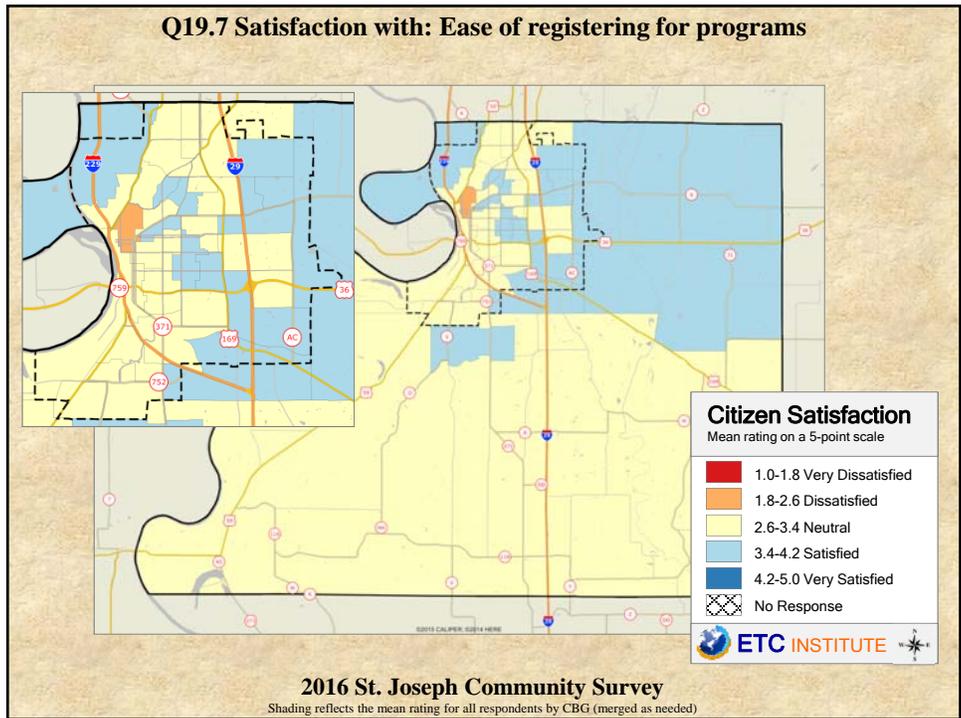
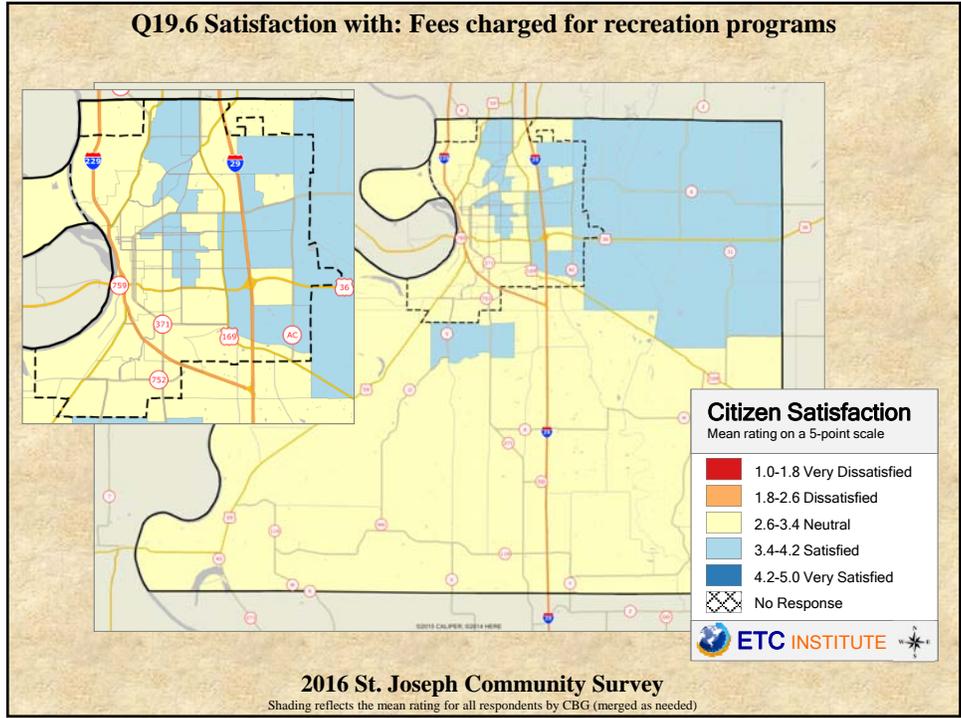


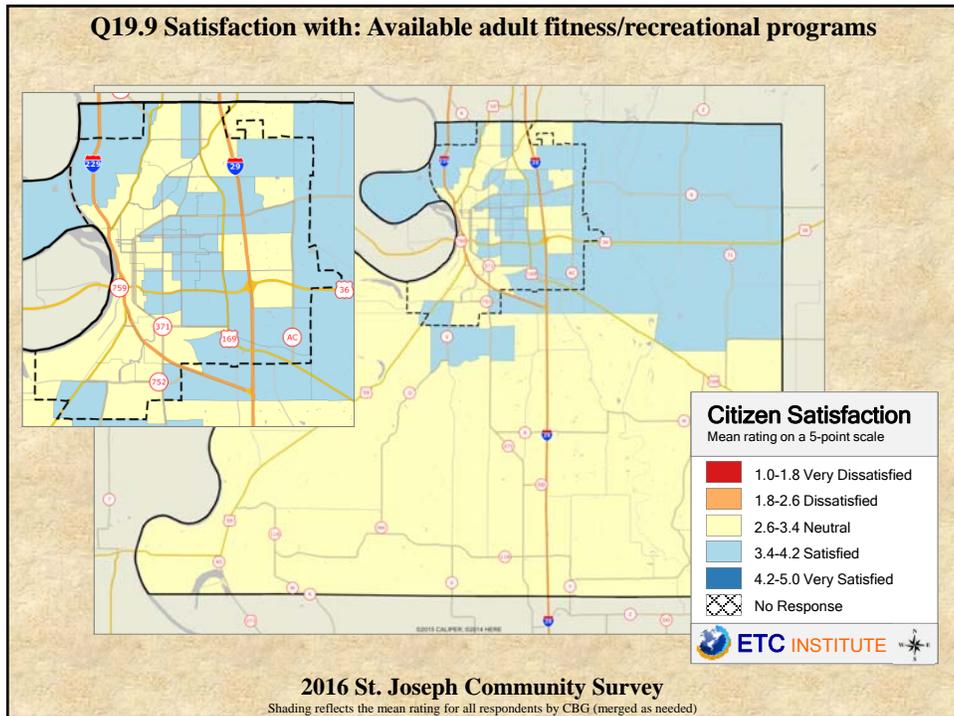
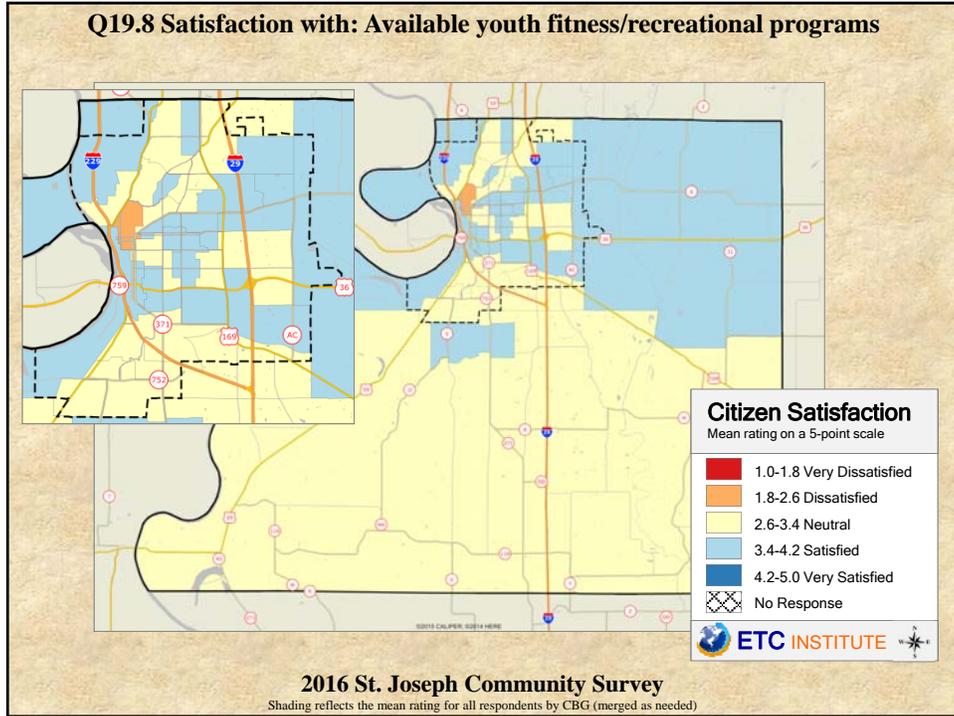


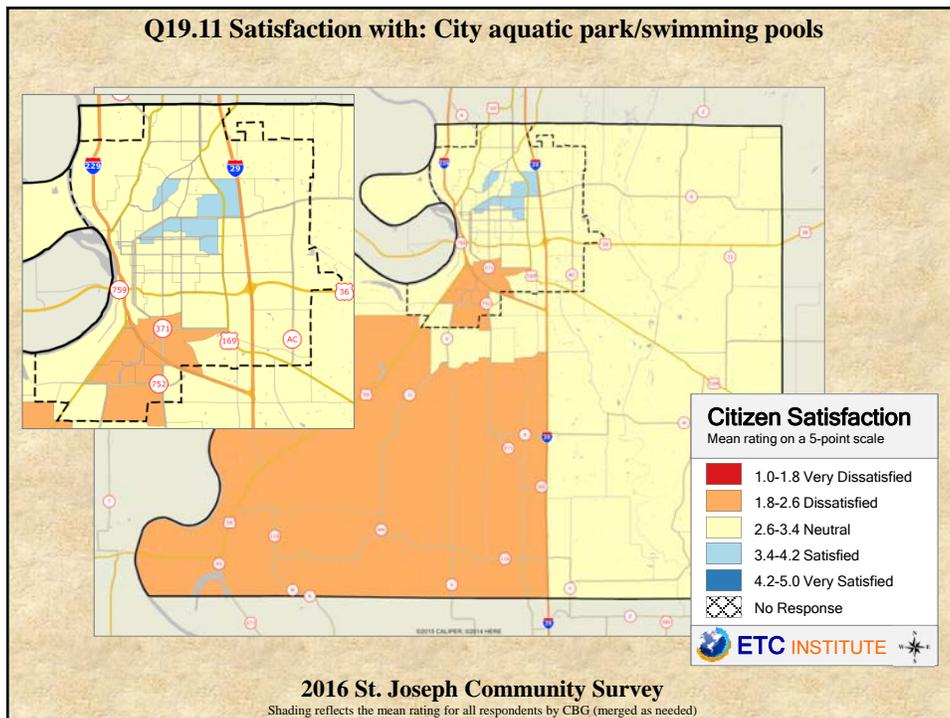
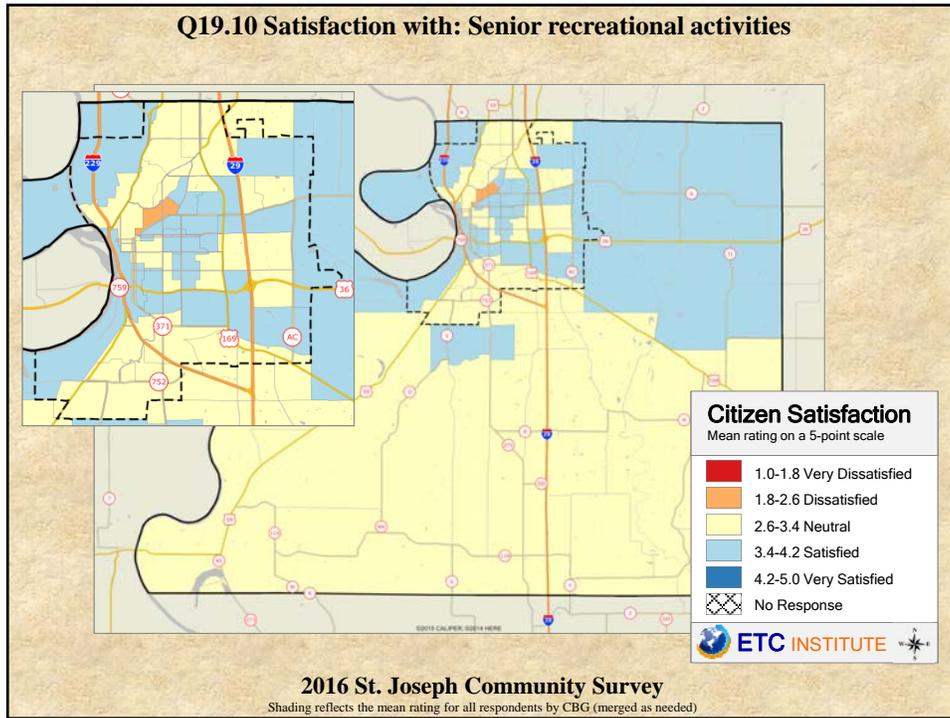


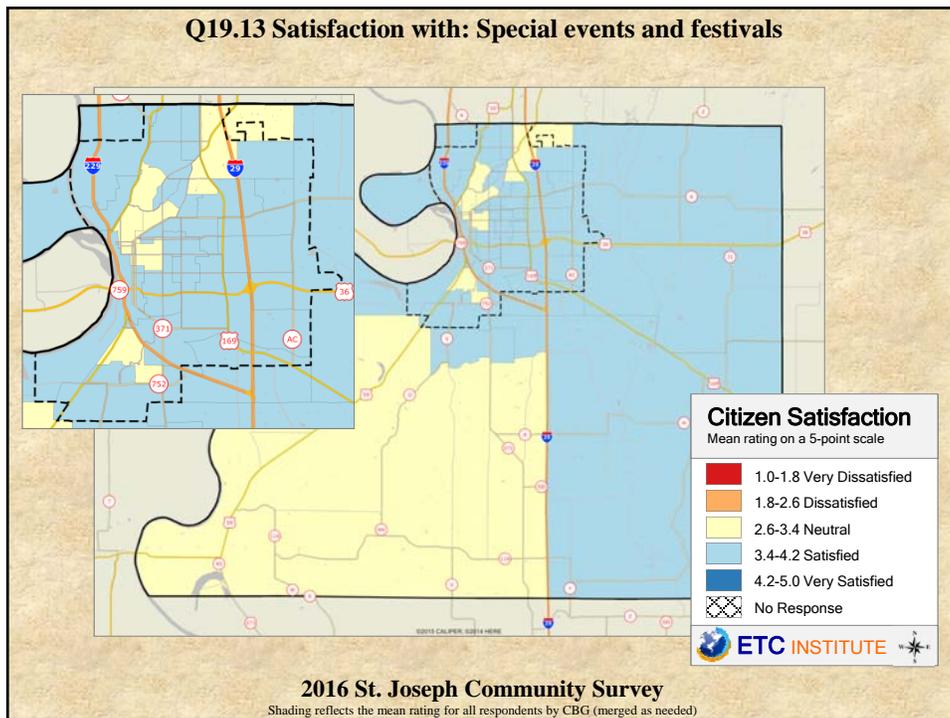
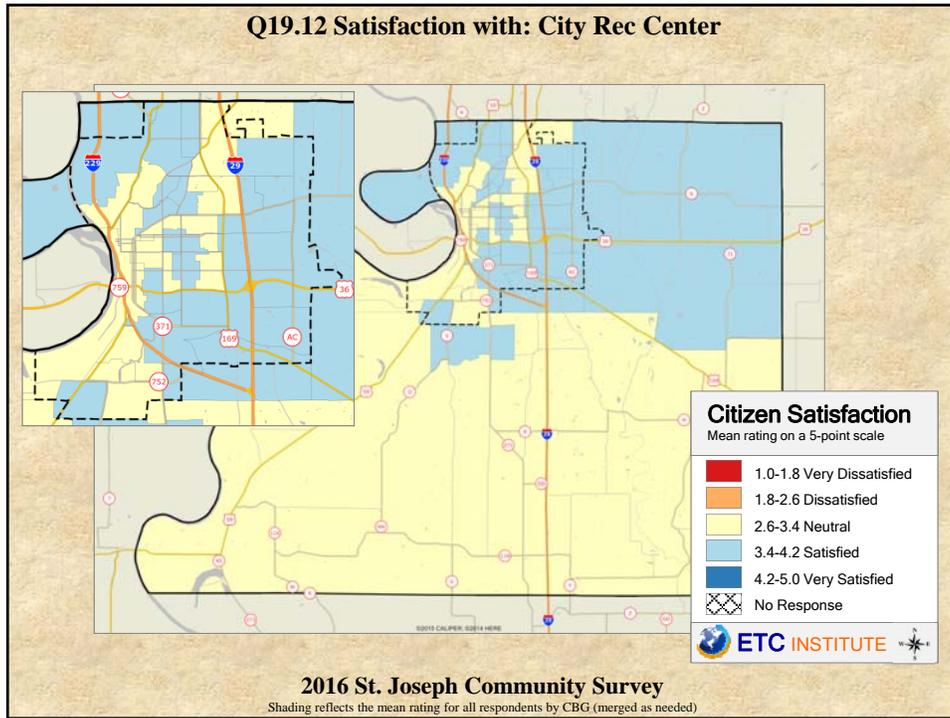


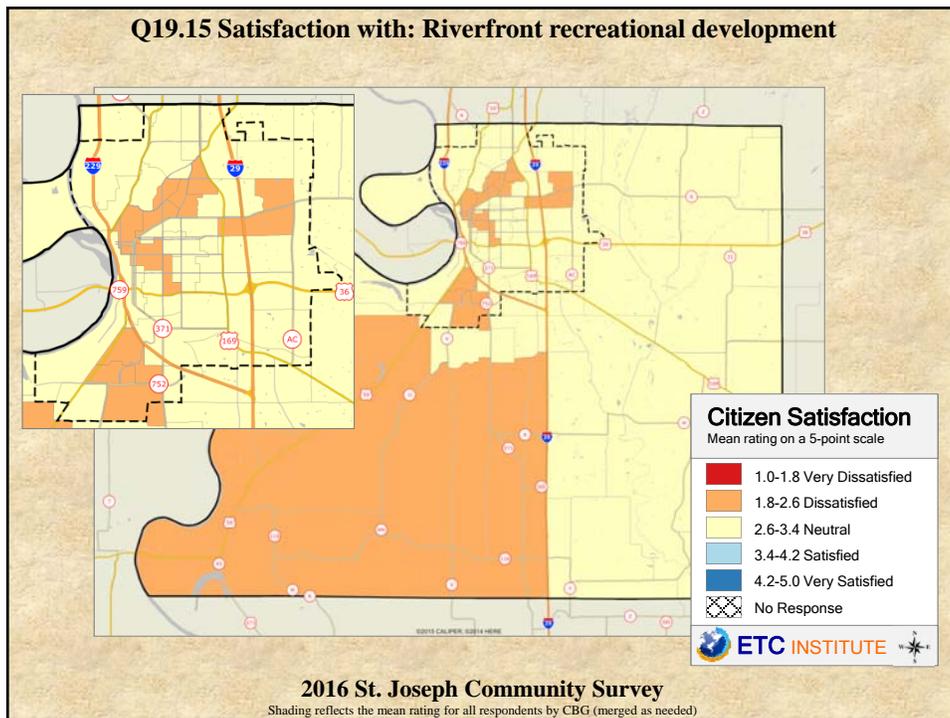
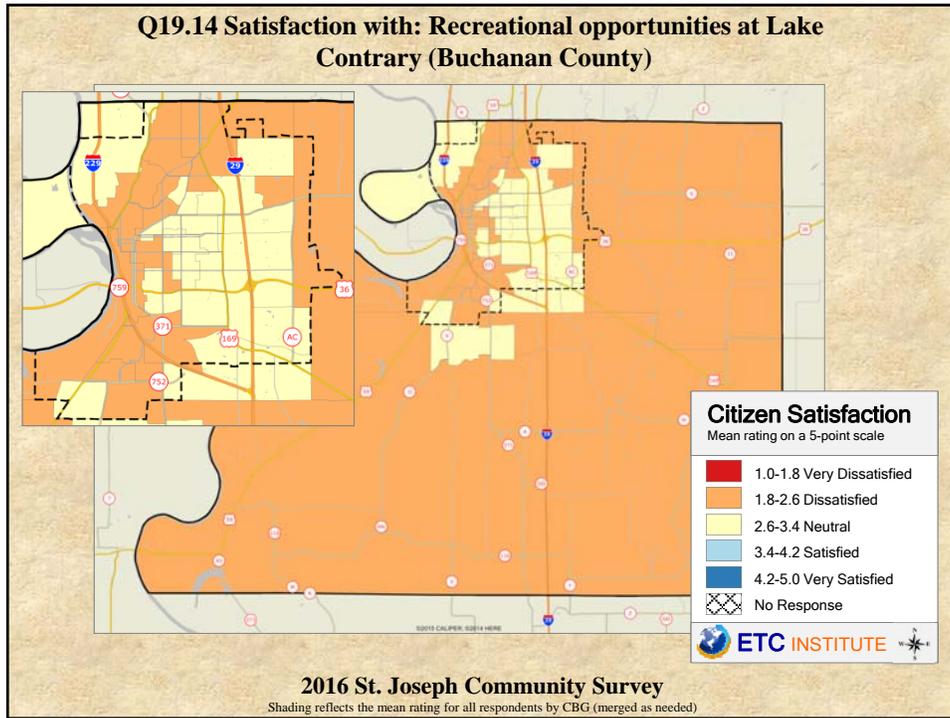


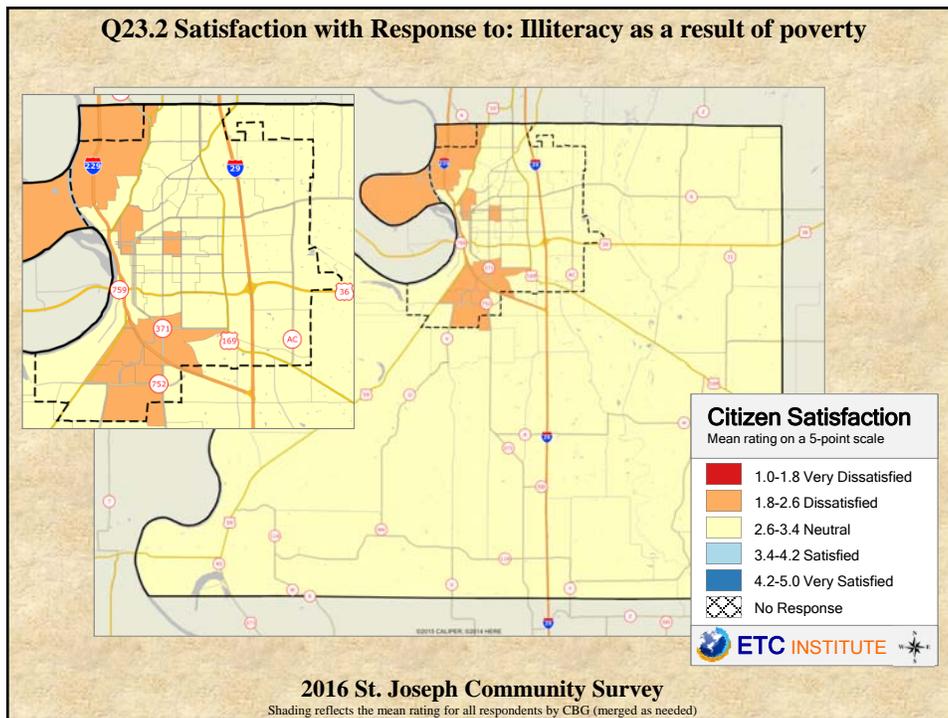
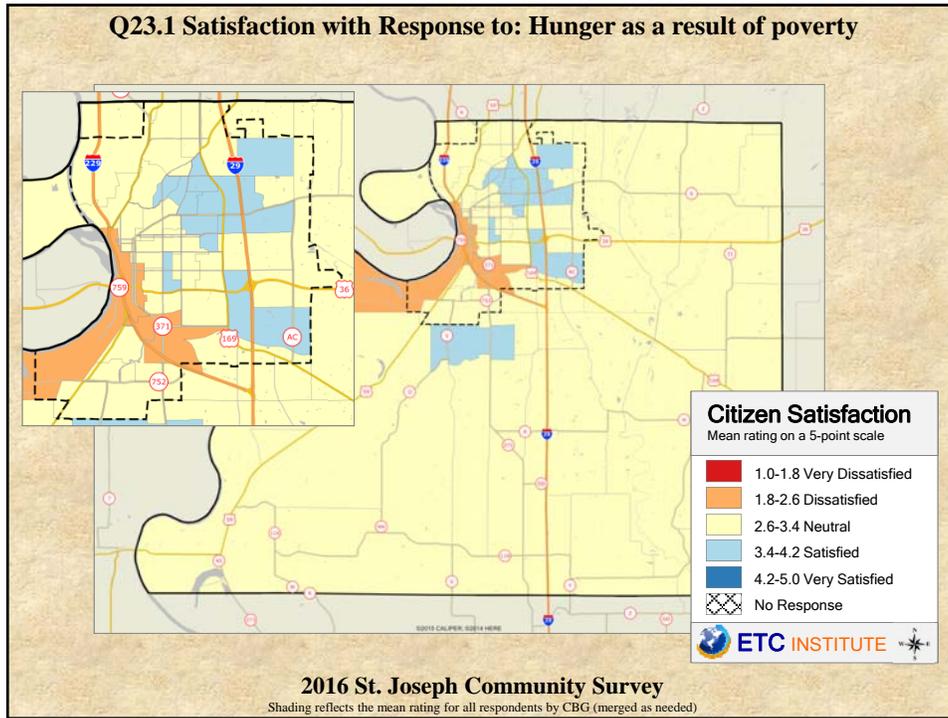




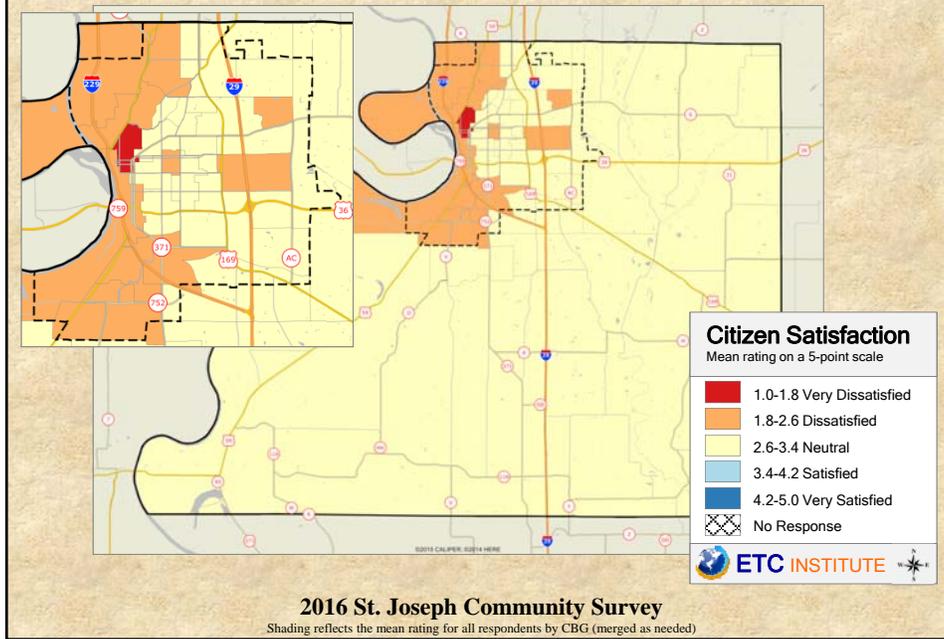




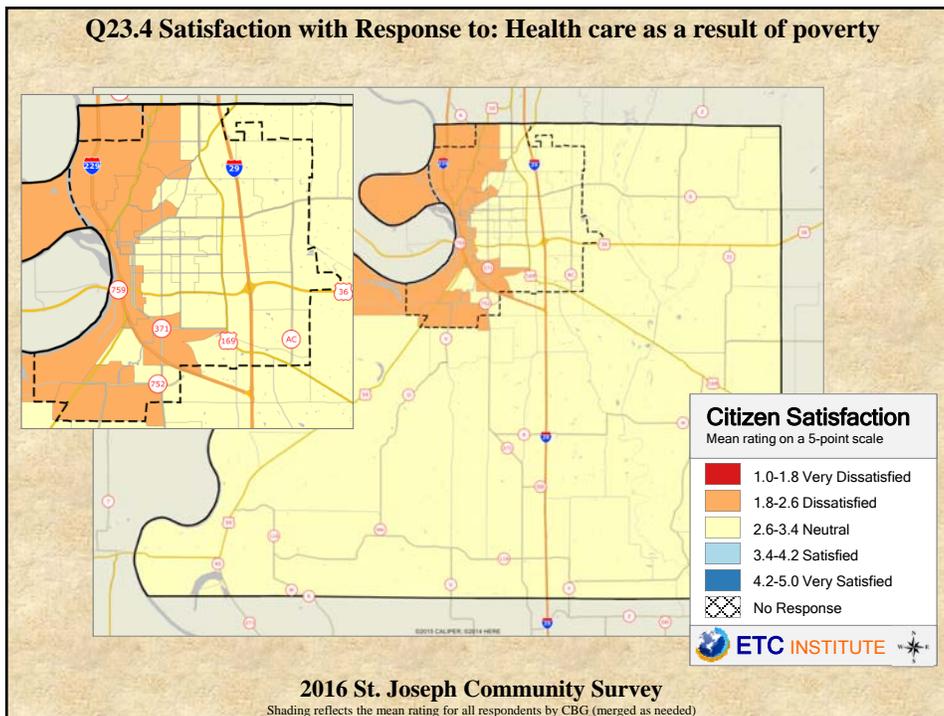


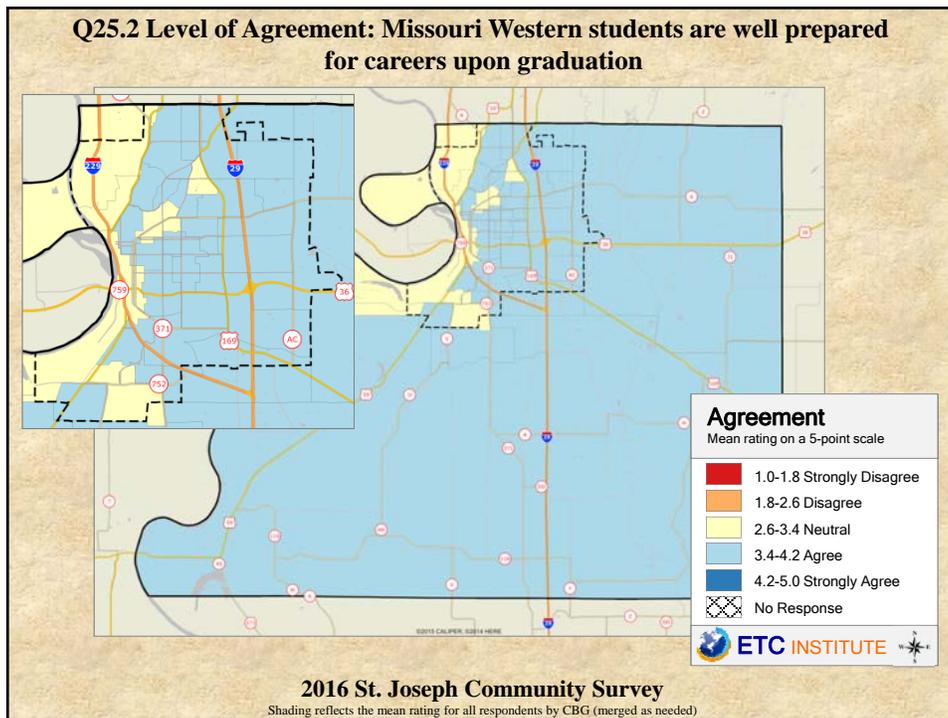
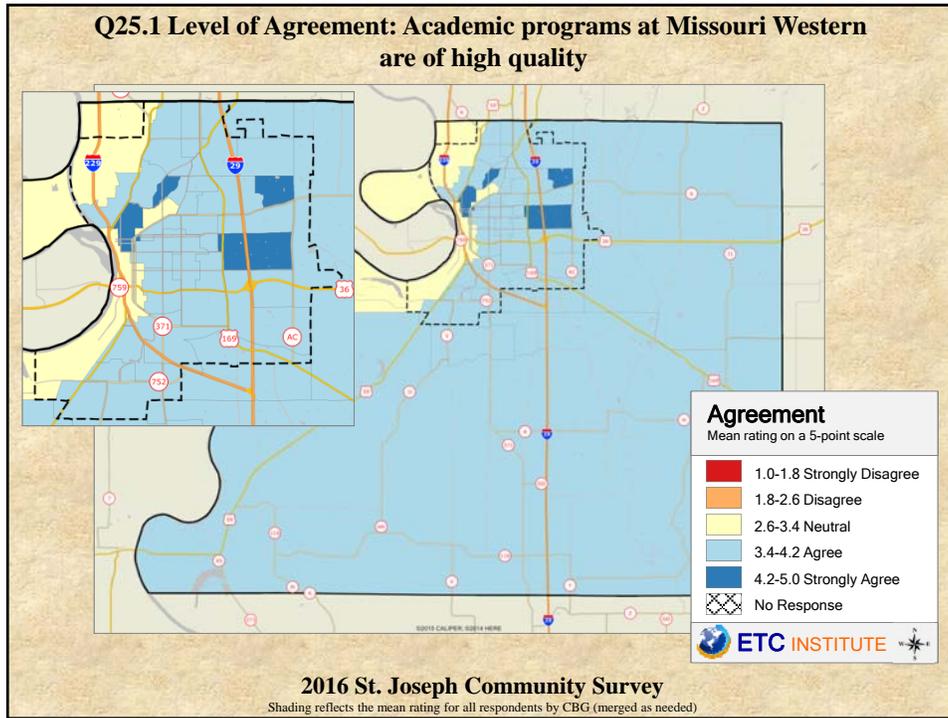


**Q23.3 Satisfaction with Response to: Sub-standard housing as a result of poverty**

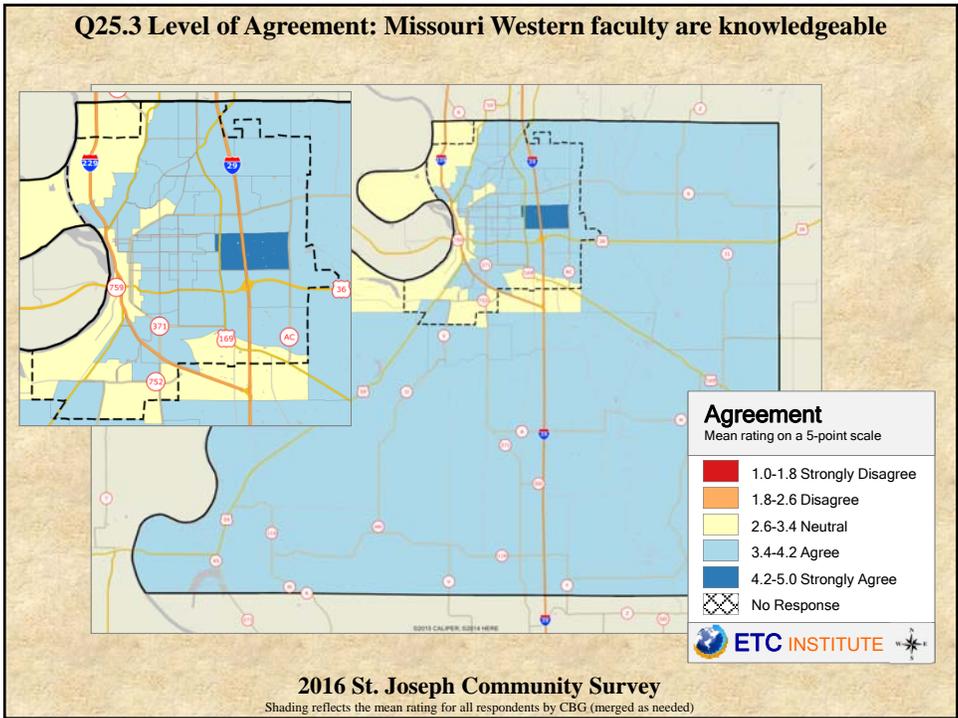


**Q23.4 Satisfaction with Response to: Health care as a result of poverty**

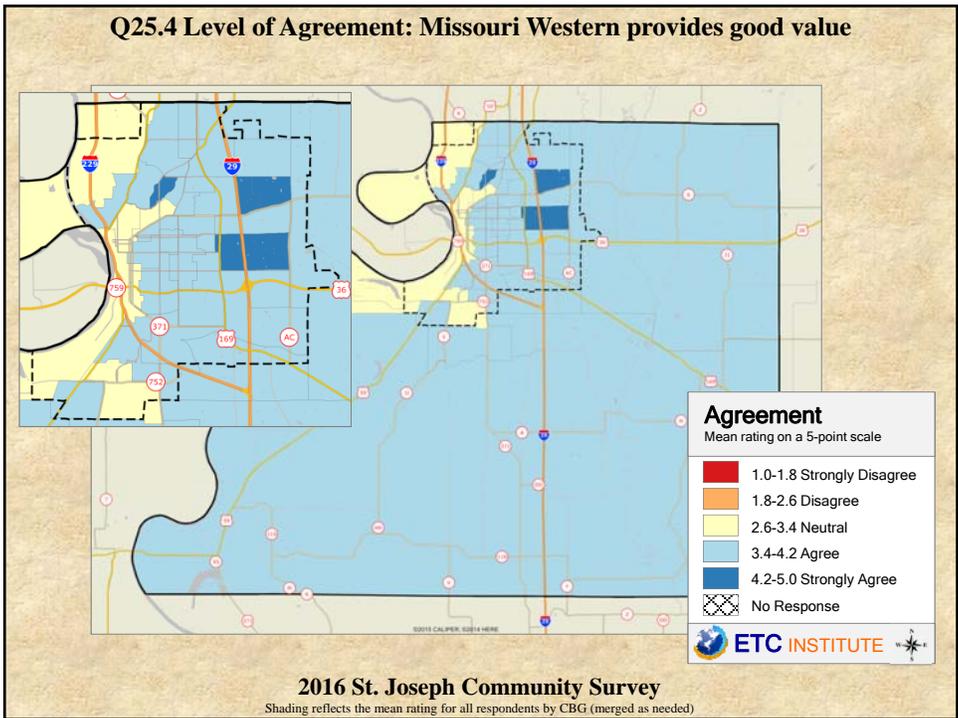




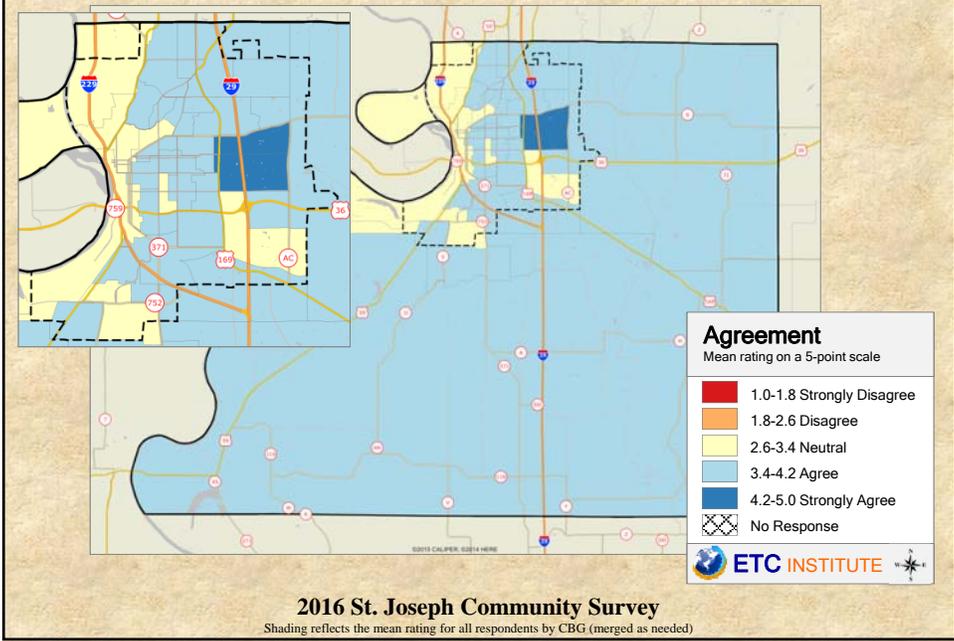
**Q25.3 Level of Agreement: Missouri Western faculty are knowledgeable**



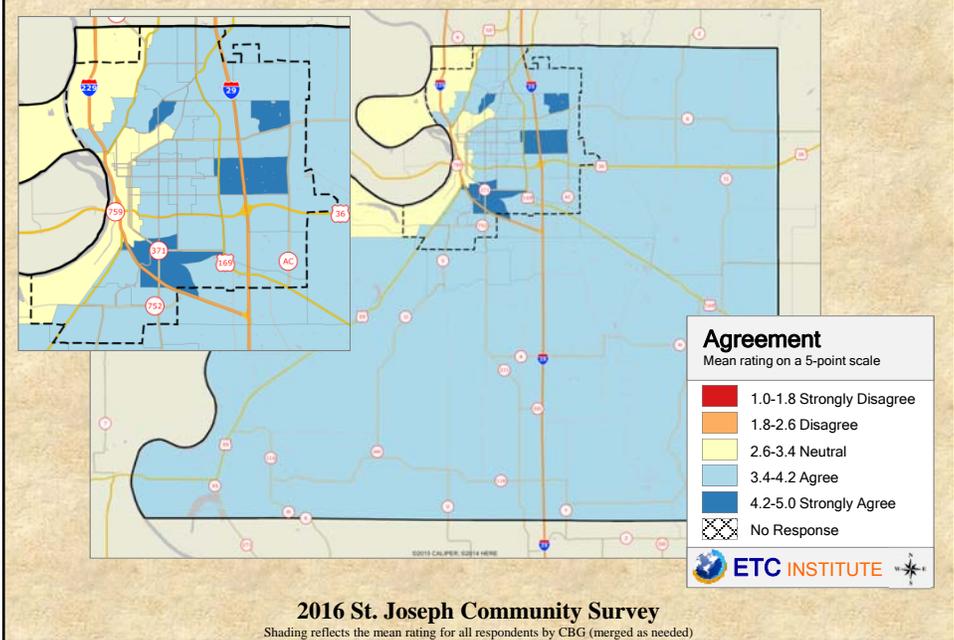
**Q25.4 Level of Agreement: Missouri Western provides good value**

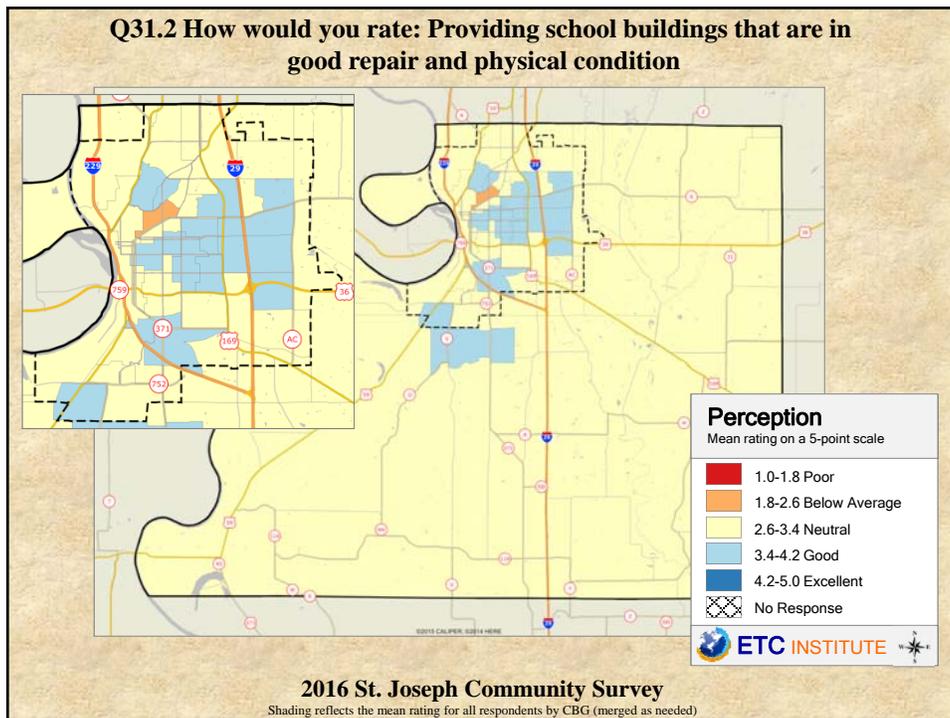
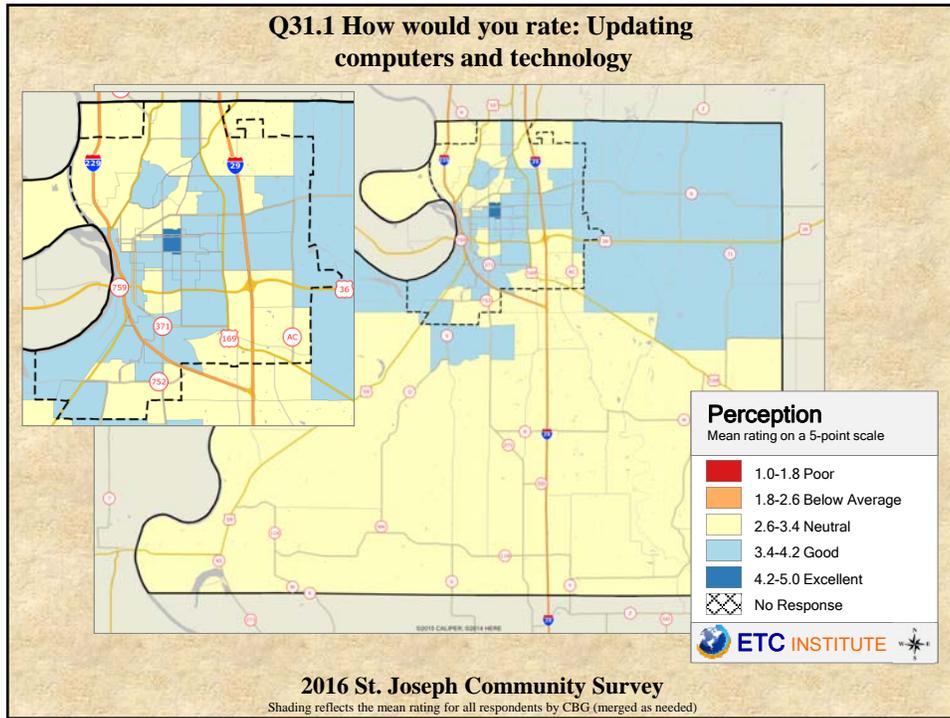


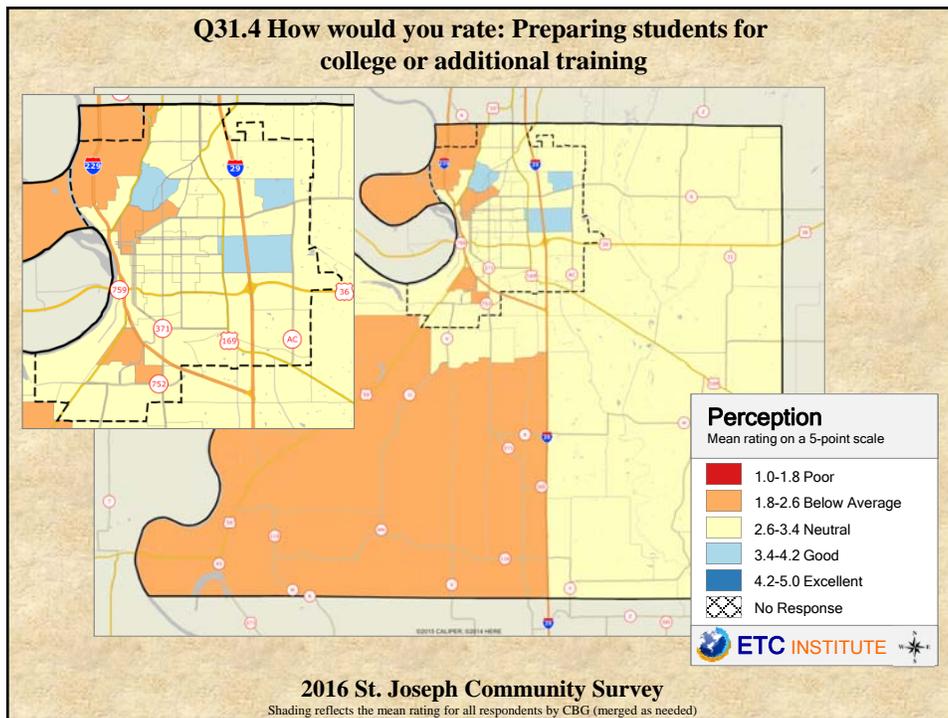
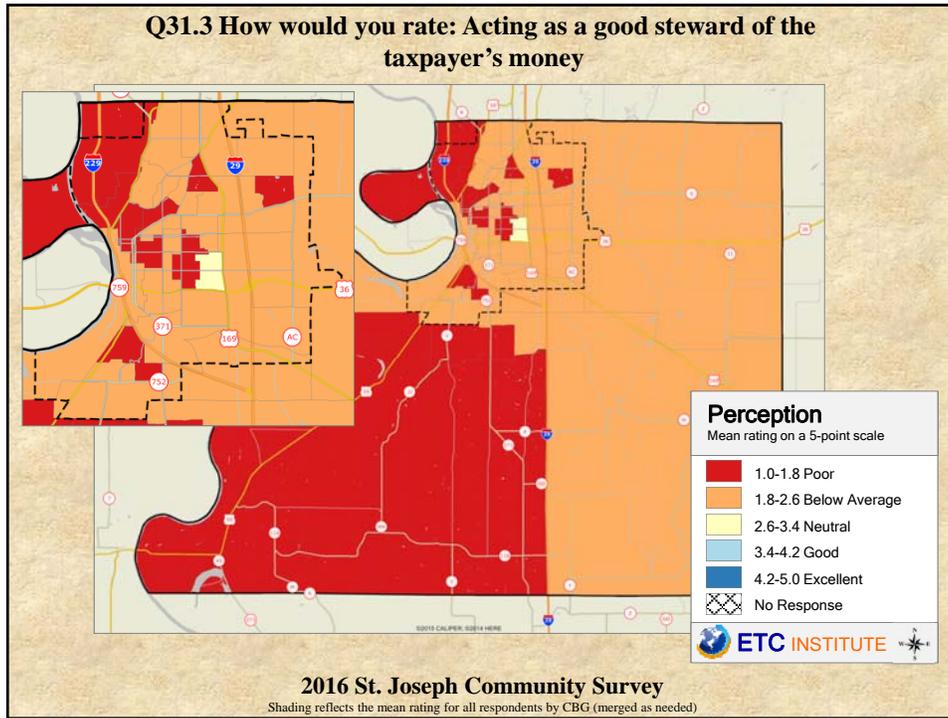
**Q25.5 Level of Agreement: I am familiar with Missouri Western's degree programs**

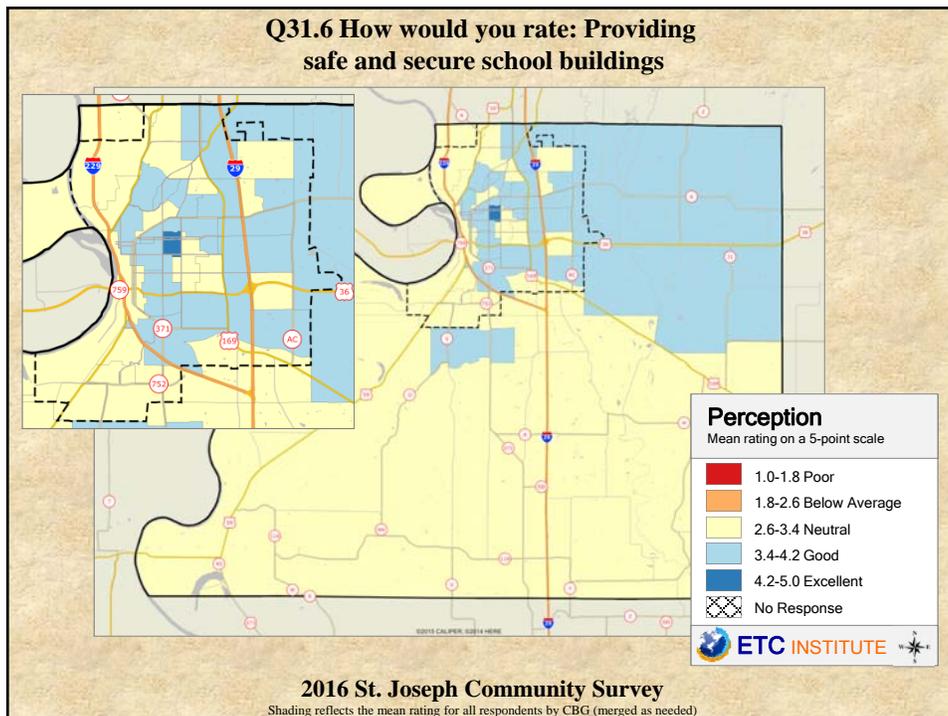
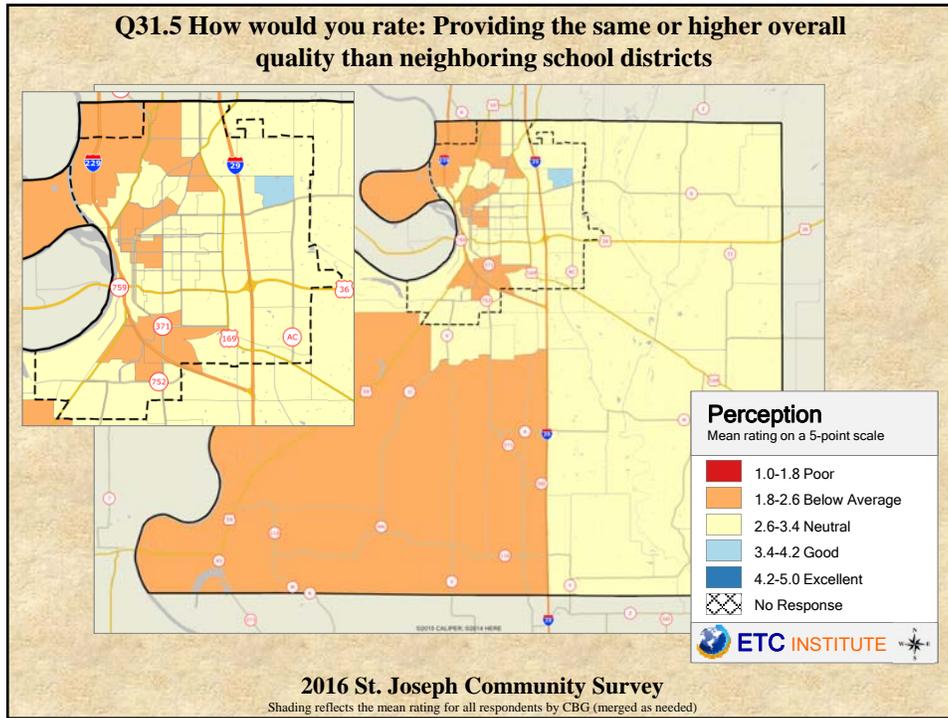


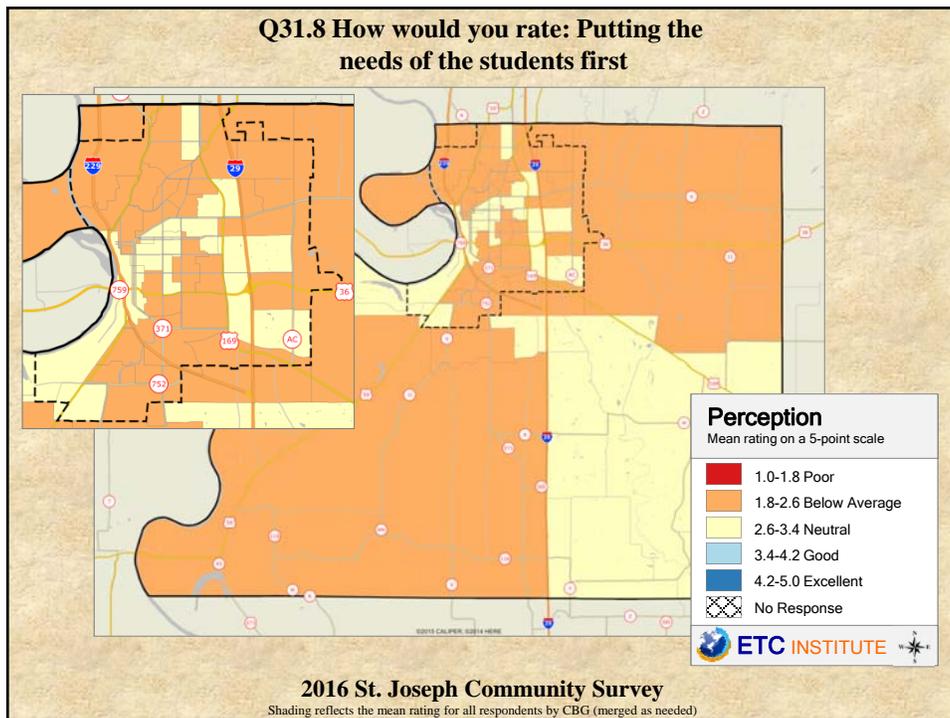
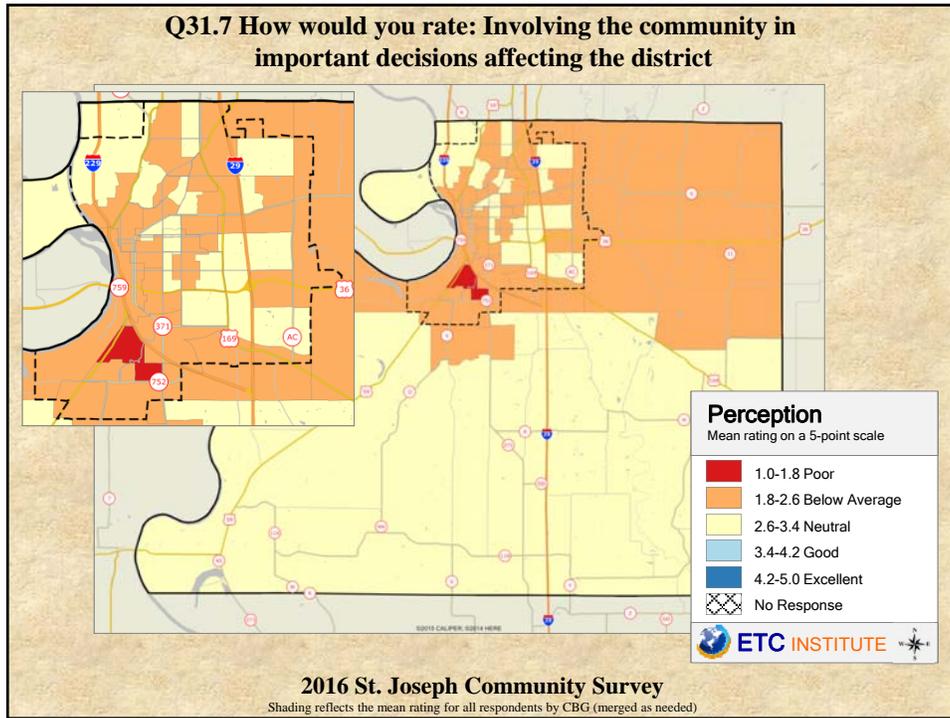
**Q25.6 Level of Agreement: Missouri Western is moving in the right direction**

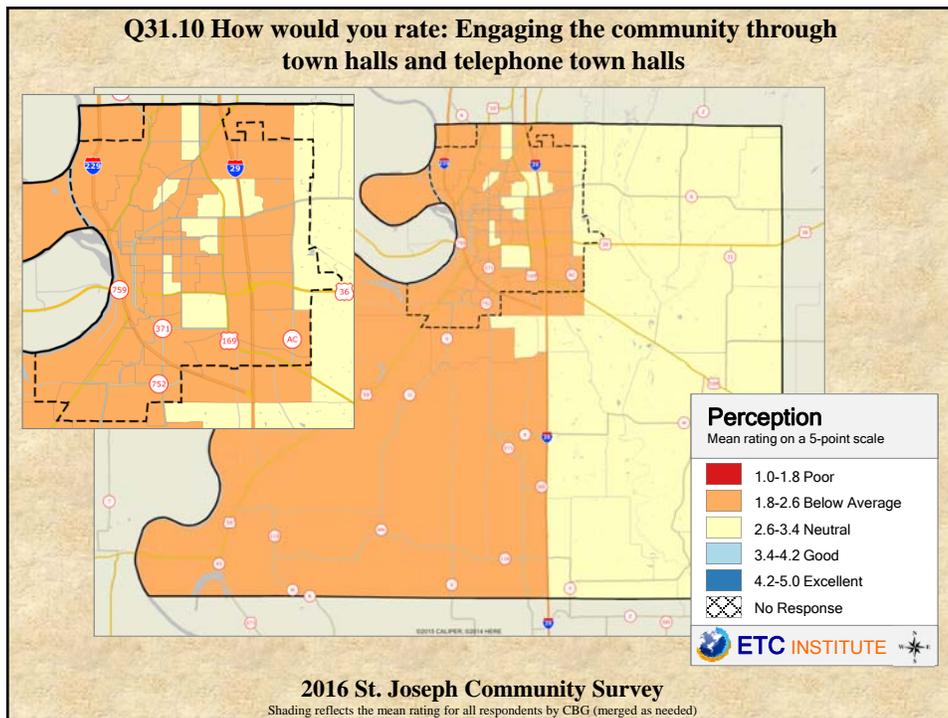
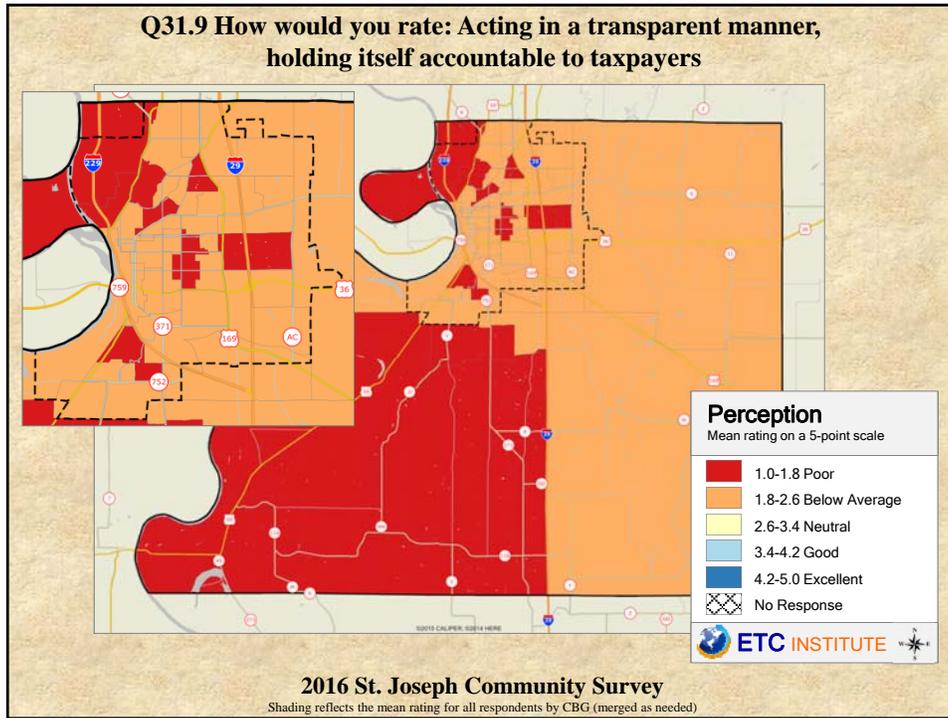


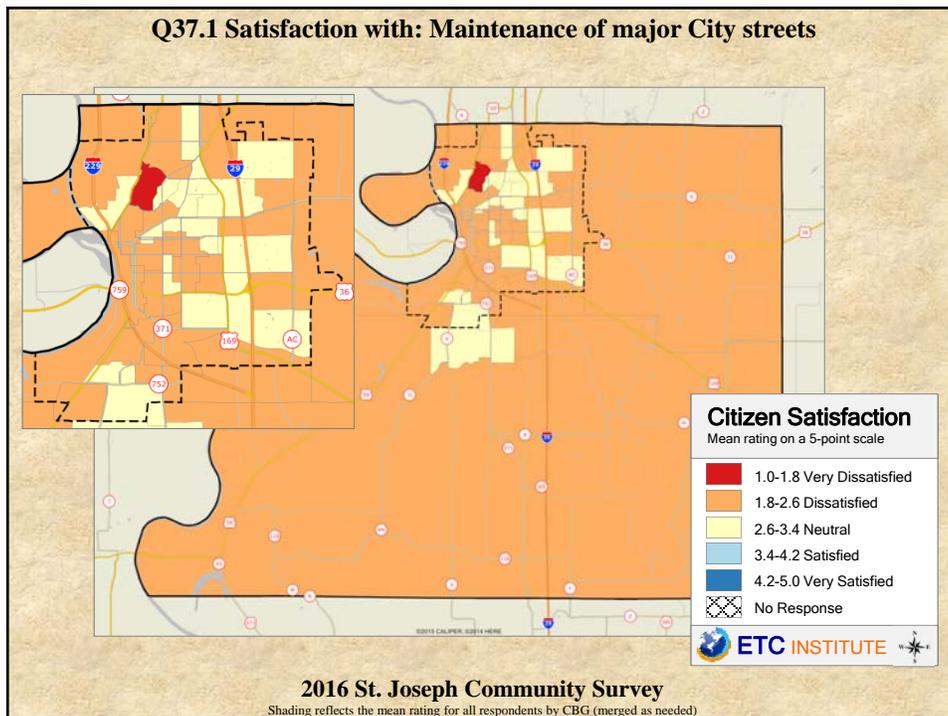
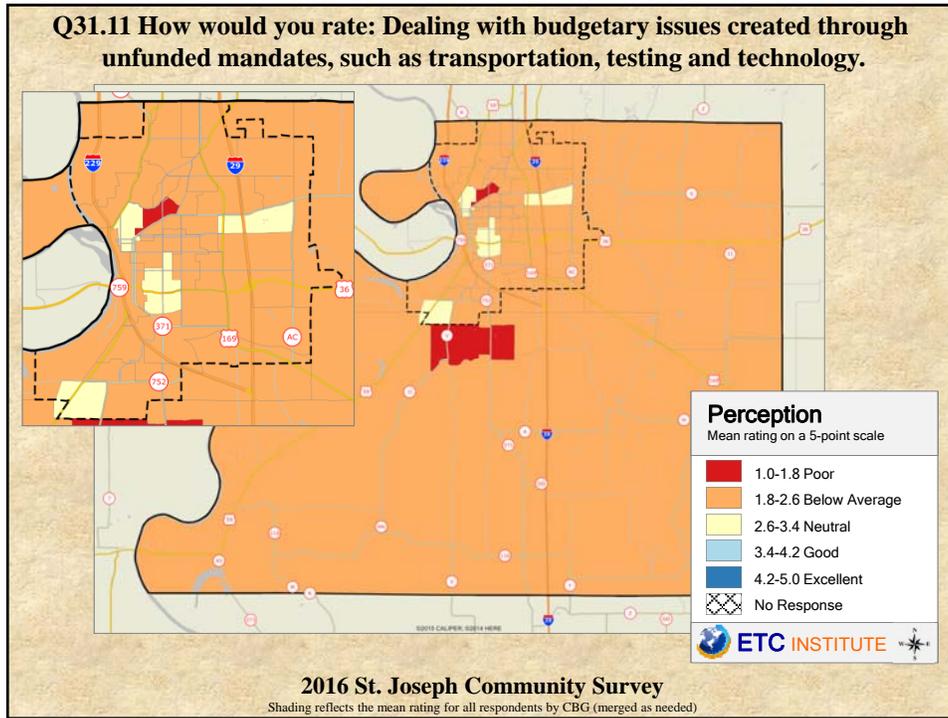




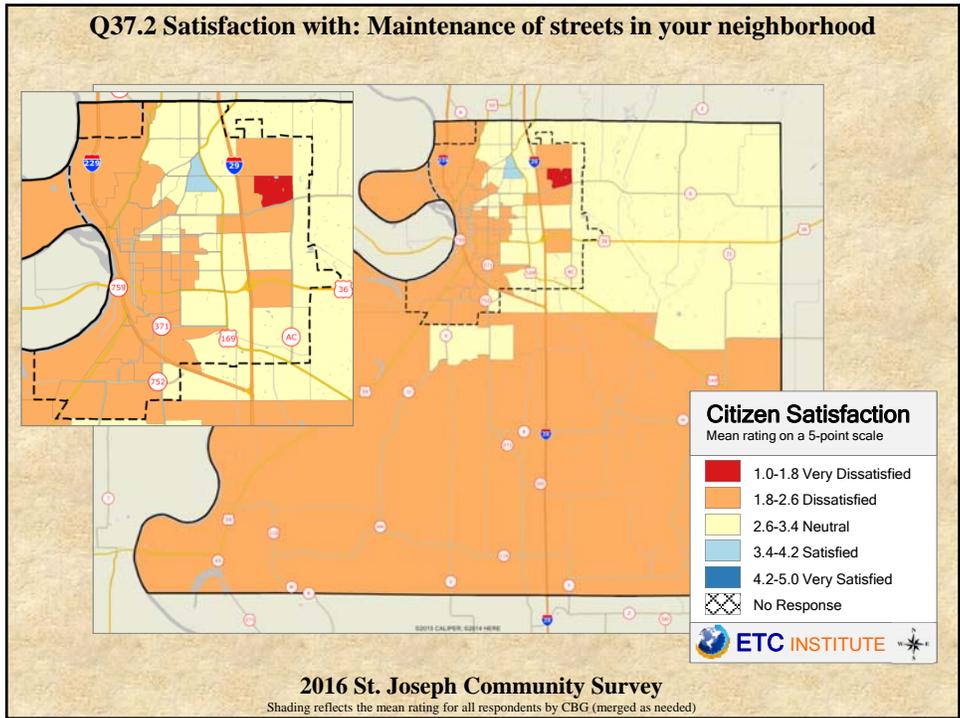




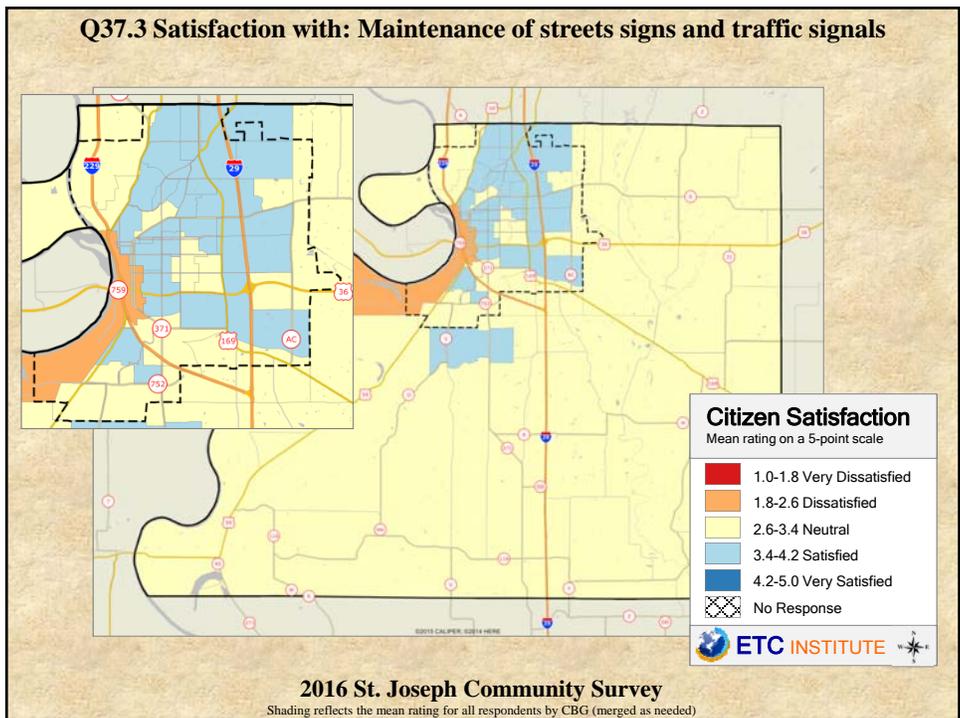




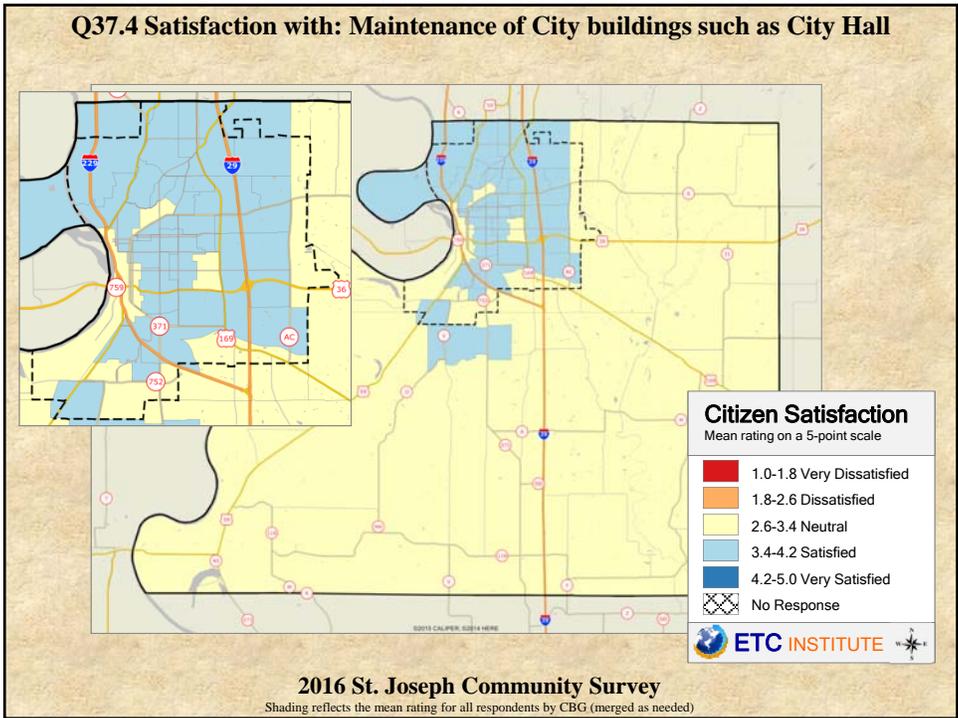
**Q37.2 Satisfaction with: Maintenance of streets in your neighborhood**



**Q37.3 Satisfaction with: Maintenance of streets signs and traffic signals**



**Q37.4 Satisfaction with: Maintenance of City buildings such as City Hall**



**Q37.5 Satisfaction with: Snow removal on major City streets**

