

# *2010 Community Survey* **Findings Report**

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Submitted to



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

by

**ETC Institute**

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# Contents

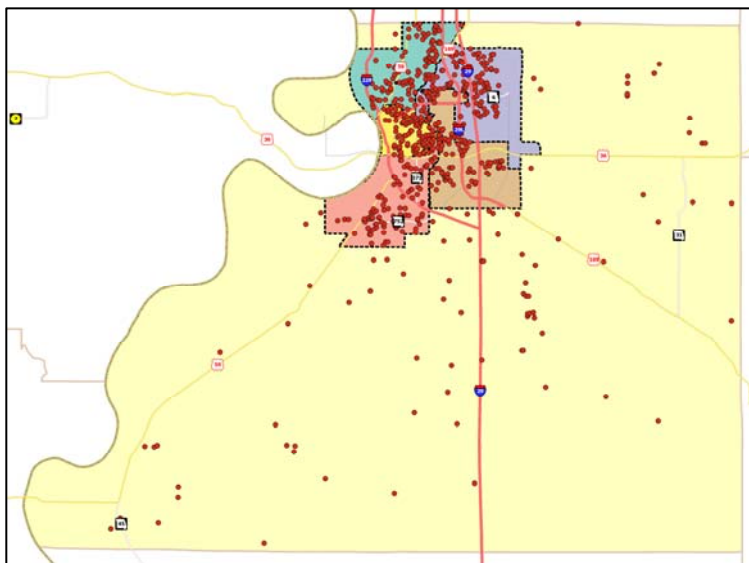
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### Purpose and Methodology

ETC Institute administered a community survey for the Community Alliance of St. Joseph, during April and May of 2010. The survey was administered as part of an effort to assess citizen satisfaction with the quality of services provided by the City and County, and to gauge resident perception on many community issues, such as the livability of the community, health, education, and economic development in St. Joseph and Buchanan County. The information gathered from the survey will help community leaders review budget priorities and refine policy decisions.

**Resident Survey.** A seven-page survey was mailed to a random sample of 1,800 households in the City of St. Joseph and surrounding Buchanan County. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 575 completed the survey by mail and 77 completed it by phone for a total of 652 completed surveys (36% response rate). The results for the random sample of 652 households have a 95% level of confidence with a precision of at least +/- 4%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail). In order to better understand how well services are being delivered to the community, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.



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

city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

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

## Major Findings

- **Perceptions of the City** Most (72%) of the residents surveyed *who had an opinion* indicated that they were satisfied with St. Joseph and Buchanan County as a place to raise children; 70% were satisfied with the community as a place to live, and 67% were satisfied with the feeling of safety in the City of St. Joseph.
- **Most of the residents surveyed were satisfied with City services.** Eighty percent (80%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of parks, and recreation programs and facilities, 79% were satisfied with the City's police and fire services, 58% were satisfied with the maintenance of buildings and facilities, and 52% were satisfied with the flow of traffic and congestion management. *The quality of parks and recreation programs and facilities rated significantly higher than other Kansas and Missouri regional communities, and the national benchmarks*
- **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-two percent (82%) 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 65% were satisfied with the quality of St. Joseph's police protection. Residents thought the public safety services that should receive the most additional emphasis over the next two years were the City's efforts to prevent crime, and the visibility of police in neighborhoods.
- **Feeling of Safety in the City.** Most residents (92%) surveyed *who had an opinion* felt safe in their neighborhoods during the day and 91% felt safe in their neighborhoods in general. Ninety-one percent (91%) felt safe in shopping areas, day or night.

- **Parks and Recreation.** Eighty-seven percent (87%) of the residents *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the number of parkway walking and biking trails, 82% were satisfied with the number of City parks, 81% were satisfied with the maintenance of City parks, and 75% were satisfied with the quality of outdoor athletic fields. Residents thought the two areas of parks and recreation that should receive the most additional emphasis over the next two years were the maintenance of City parks and the Riverfront recreational development.
- **City Maintenance/Public Works.** The areas of maintenance that were rated best by residents included; maintenance of City buildings (68%), maintenance of street signs and traffic signals (62%), and snow removal on major City streets (58%). Residents were least satisfied with the condition of sidewalks.
- **Codes and Ordinances.** Thirty-seven percent (37%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with enforcing of sign regulations, 35% were satisfied with the enforcing of business property maintenance, and 30% 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 proximity to family or friends.
- A question was asked specifically about County services and County law enforcement was ranked highest at 61% satisfaction, followed by County fire protection at 55%.
- Resident sources of information about activities and services in the community are primarily the St. Joseph News-Press (print edition), followed by KQTV (Channel 2).
- Residents felt that arts and culture should have an important role in the development of St. Joseph (78%).

## HEALTH AND WELLNESS

- Residents were given several health improvement issues and asked to rank them in order of their importance to their household, and then in the order of their willingness to personally address the issues. Residents selected access to affordable healthcare and tobacco/smoking reduction as the most important, and access to affordable healthcare and physical activity increase, and the issues that they were most willing to address.
- Several volunteer opportunities were listed and residents were asked about their participation; 41% volunteered at Church, 29% volunteered at a not-for-profit organization, and 24% 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 with health care as a result of poverty, and sub-standard housing as a result of poverty.

## EDUCATION

- 81% of those surveyed felt that the pre-school experience increased a child’s chance of doing well in school, and 82% felt that the pre-school experience helped a child grow socially.
- Those surveyed were asked to grade the public schools in St. Joseph; 8% gave an “A” rating and 33% gave a “B” rating.
- Residents were asked to rate several issues regarding the School District in St. Joseph; the areas rated highest, with a combination of “excellent” and “good” responses, were the providing of athletics/physical education (67%), and the providing of safe and secure school buildings (66%).

## ECONOMIC DEVELOPMENT/QUALITY JOBS

- Issues most important to residents in their definition of a “quality job”, other than salary, were the benefit package, especially health care (55%), and how much they liked the job (38%).
- When asked if they felt they had adequate opportunities to pursue a better paying job in St. Joseph, 16% responded with “yes”; 51% said “no”, and 33% did not know.
- When asked if they were willing to continue their education to pursue a better job, 58% said they were.
- Residents were very supportive of the preservation of historical properties, with 85% being either very or somewhat supportive.

## **Other Findings.**

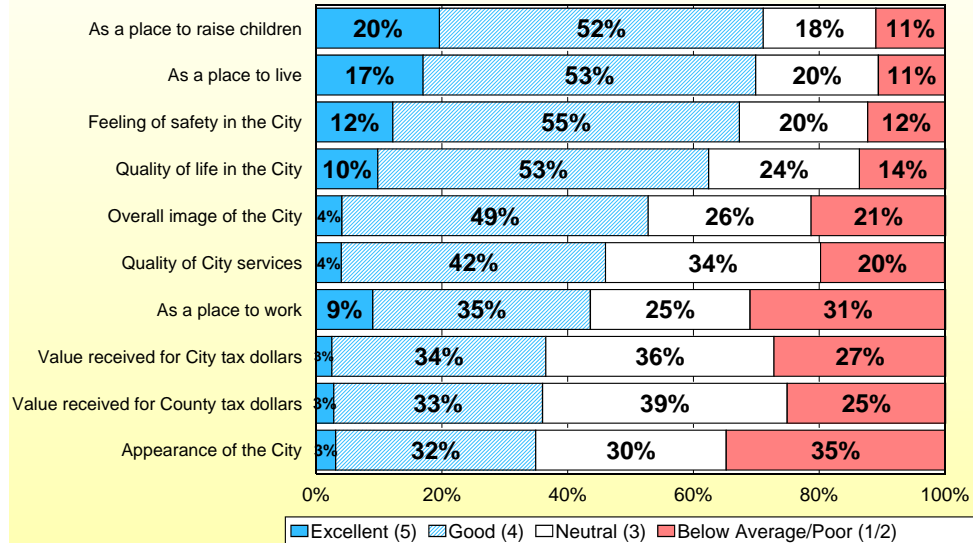
- The reason why residents had not attended activities at Missouri Western, was primarily that they were unaware of activities there.
- 65% of those surveyed would recommend living in St. Joseph to their family and friends.

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

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

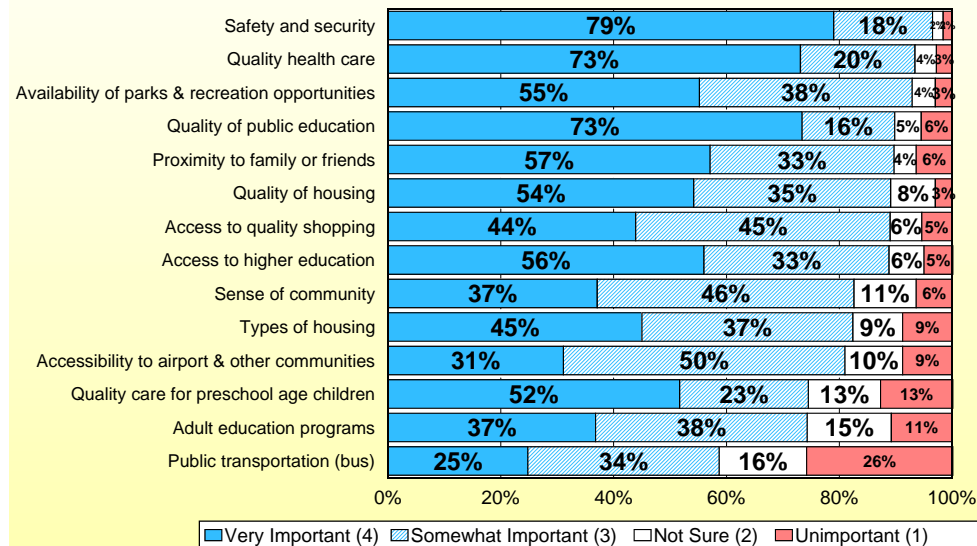
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

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

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

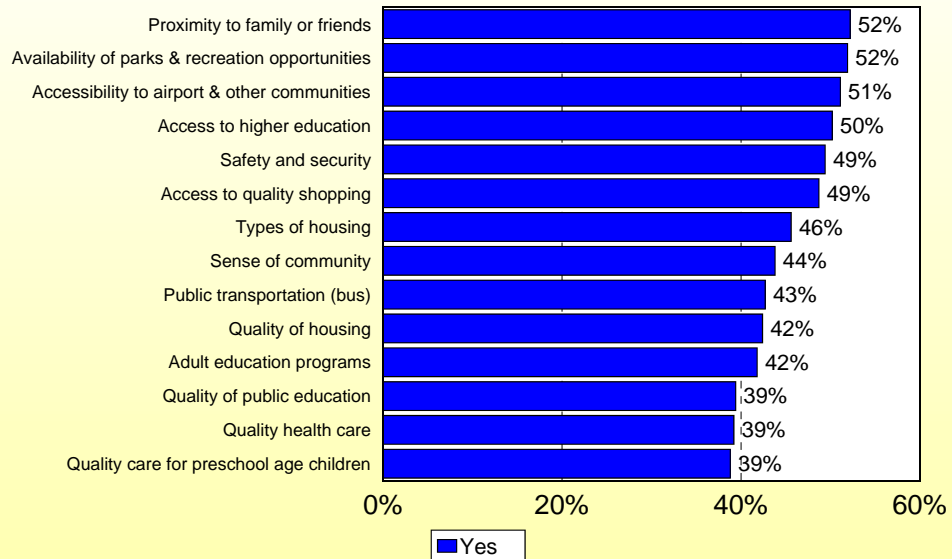


Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)



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

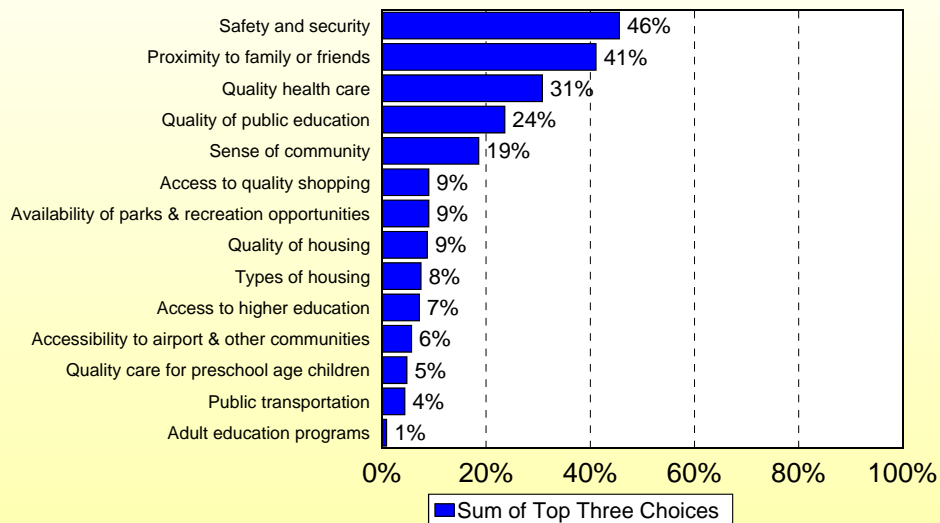
by percentage of respondents who said "Yes"



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q3. Items Residents Felt Were Most Important in Their Decision to Stay In St. Joseph/Buchanan County for the Next 10 Years

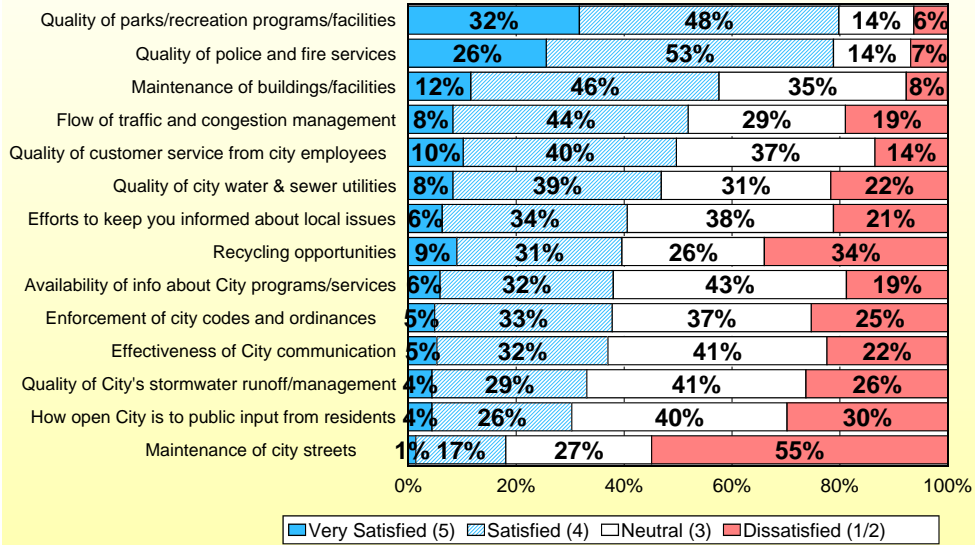
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

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

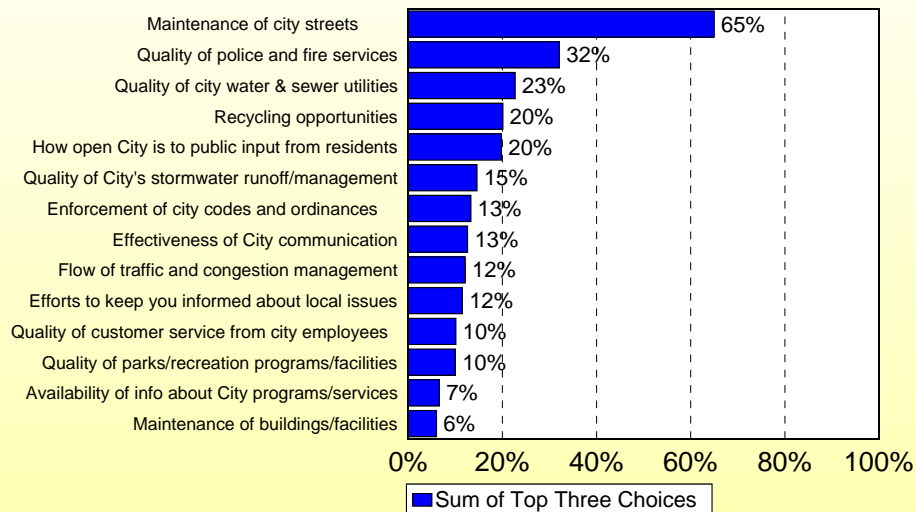
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

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

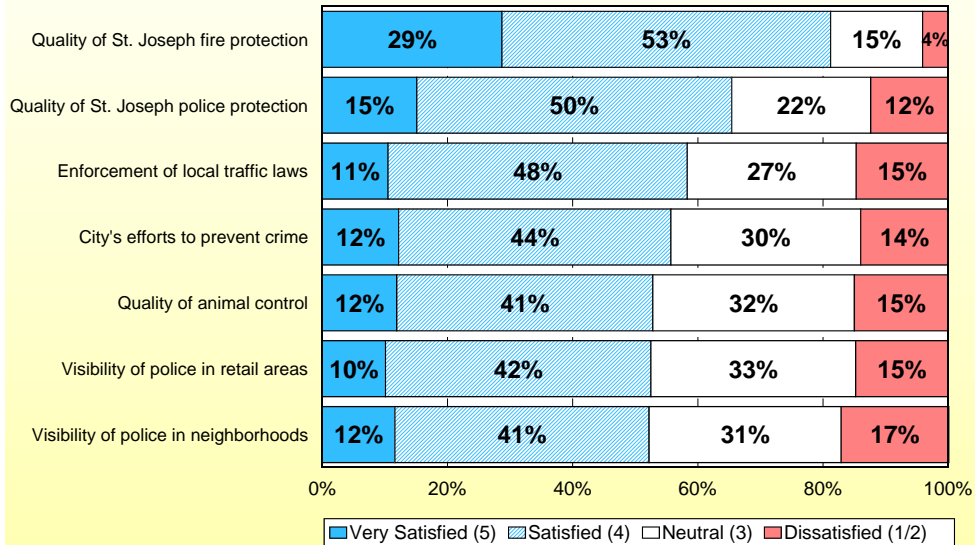
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

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

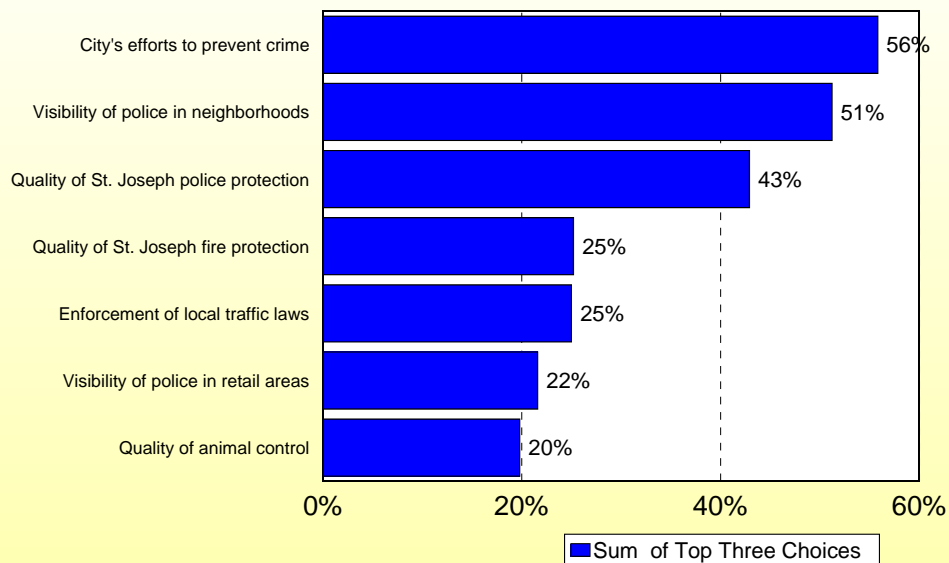
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

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

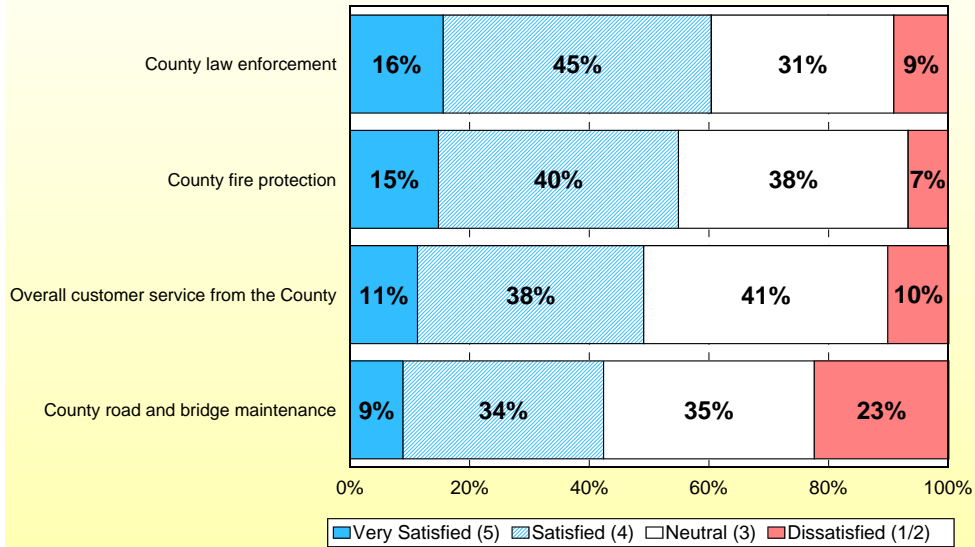
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q8. Satisfaction with Various County Services Outside the City of St Joseph

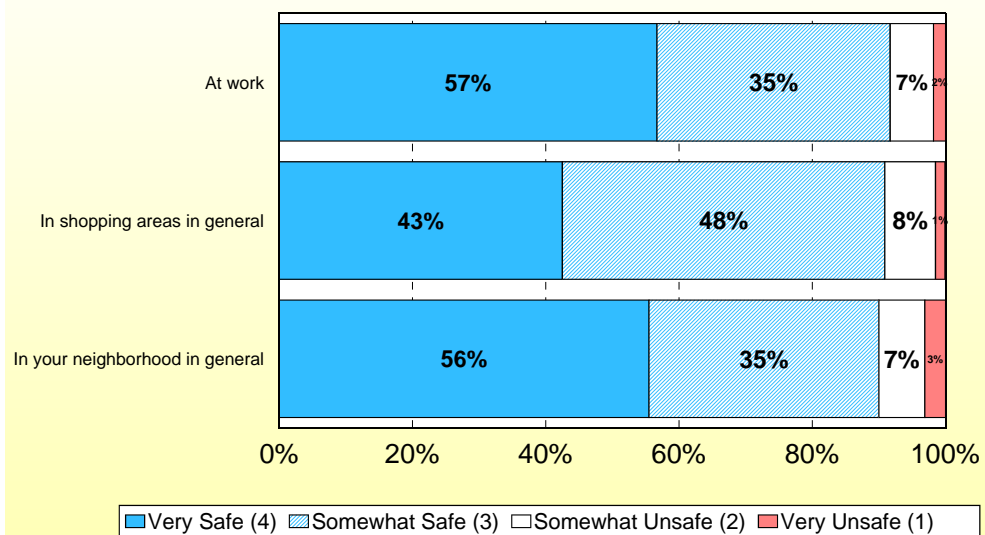
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q9. How Safe Do You Feel:

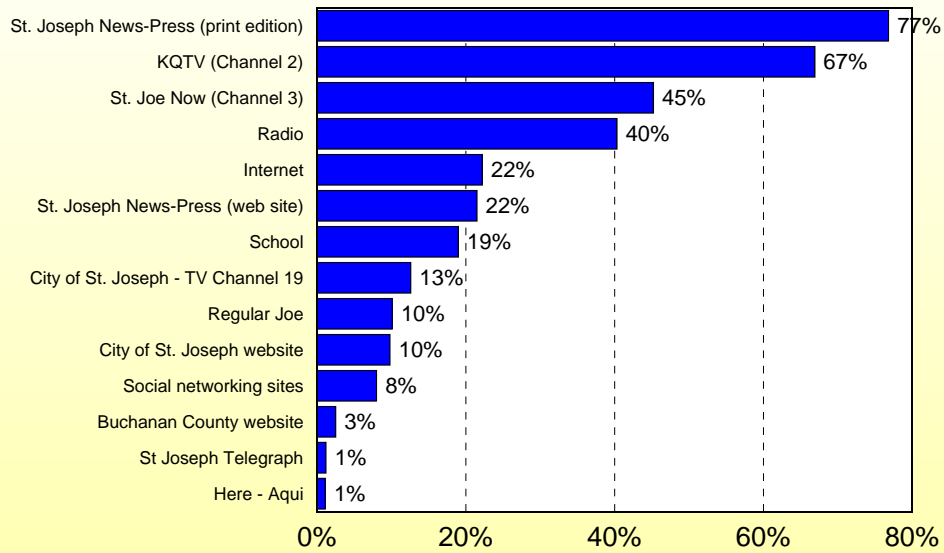
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q10. Sources Where Residents Get Information About Activities and Services In Their Community

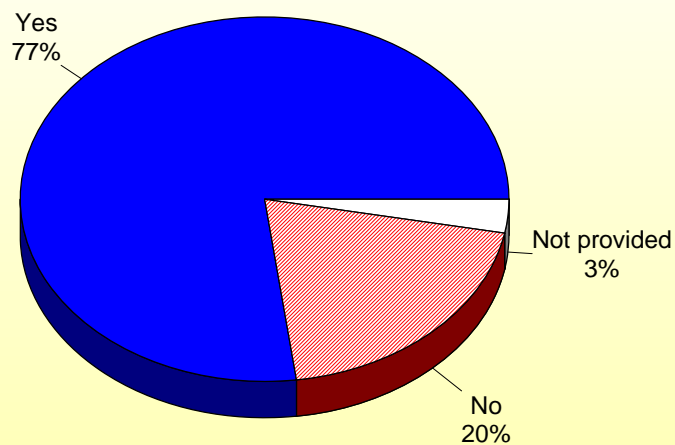
by percentage of respondents who selected the item (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

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

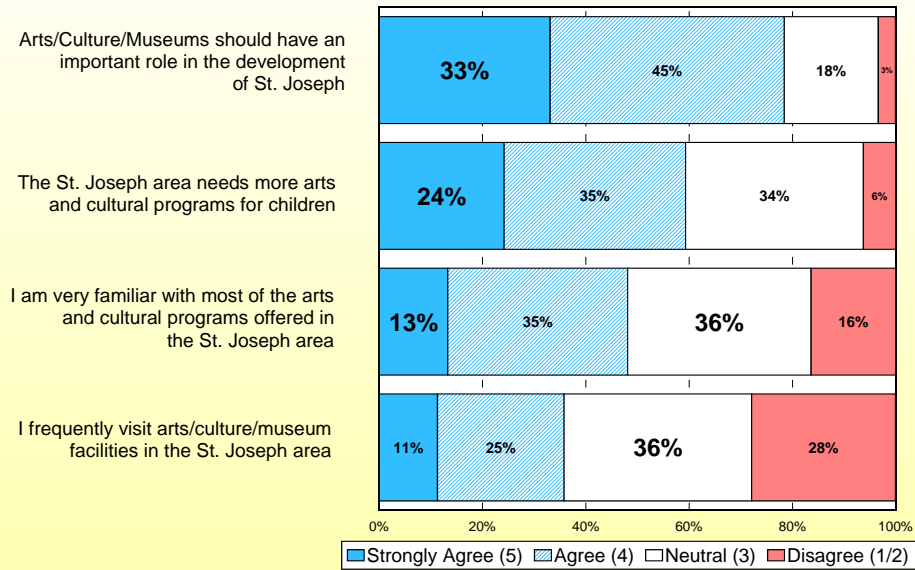
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

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

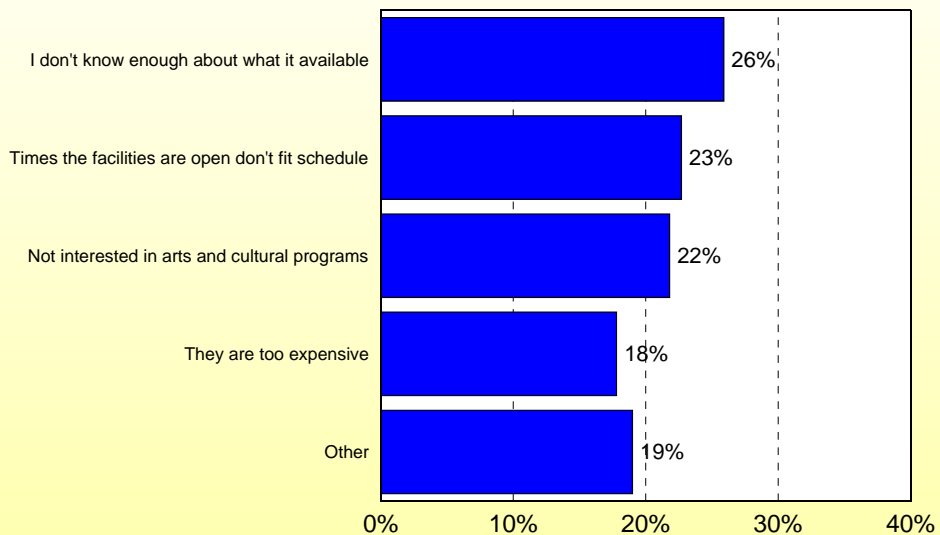
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q13. Reasons Residents Did Not Visit Arts/Cultural/Museum facilities in the St. Joseph Area More Often

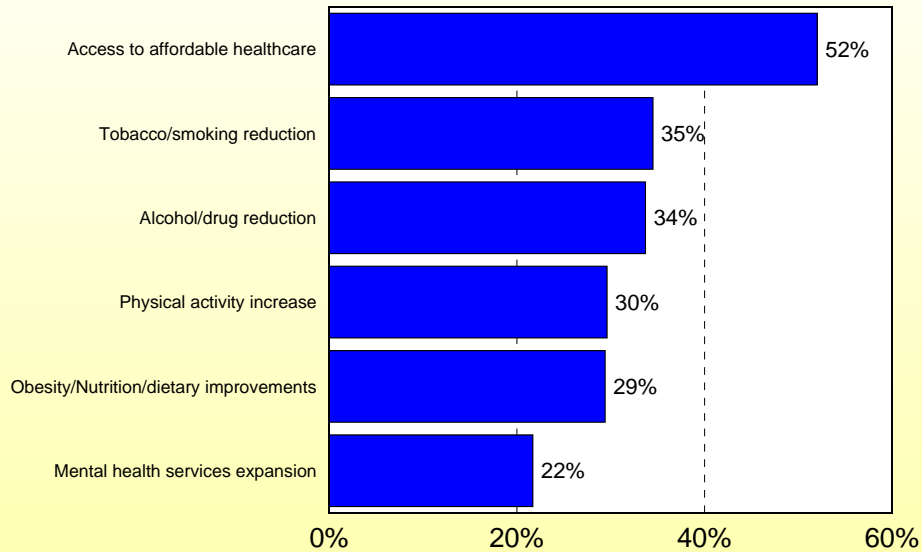
by percentage of respondents who selected the item (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q14. Health Improvement Opportunities St Joseph Residents Felt Were Most Important

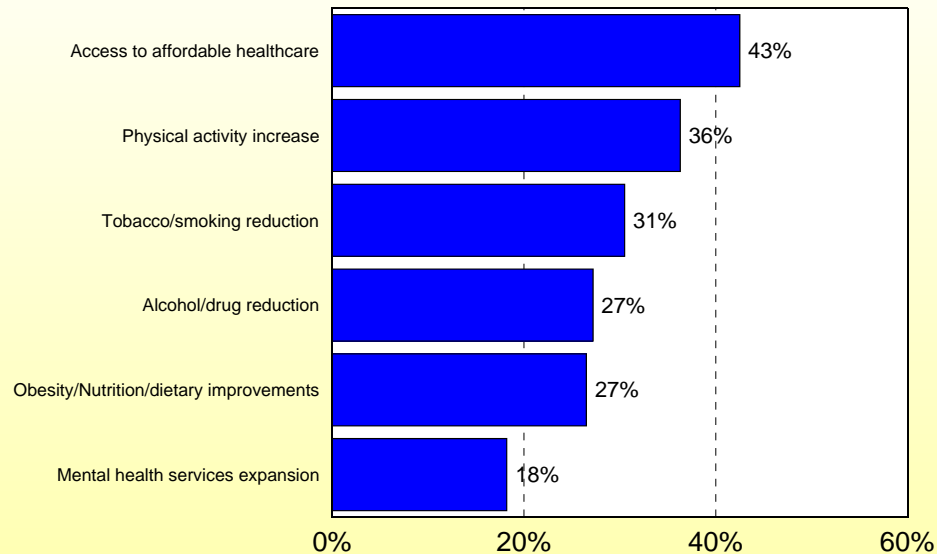
by percentage of respondents who felt the item was "most important" (excluding "no response")



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

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

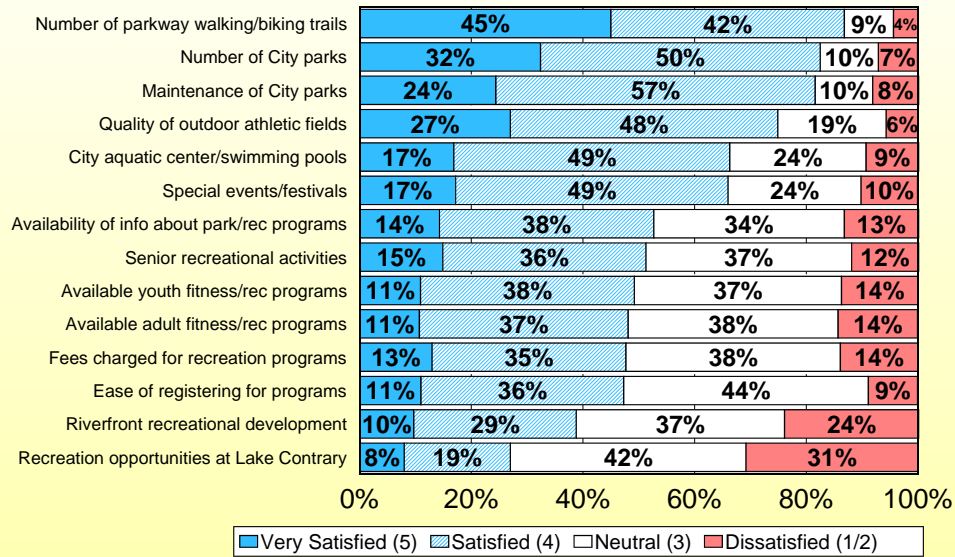
by percentage of respondents who were "most willing" to address the item



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

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

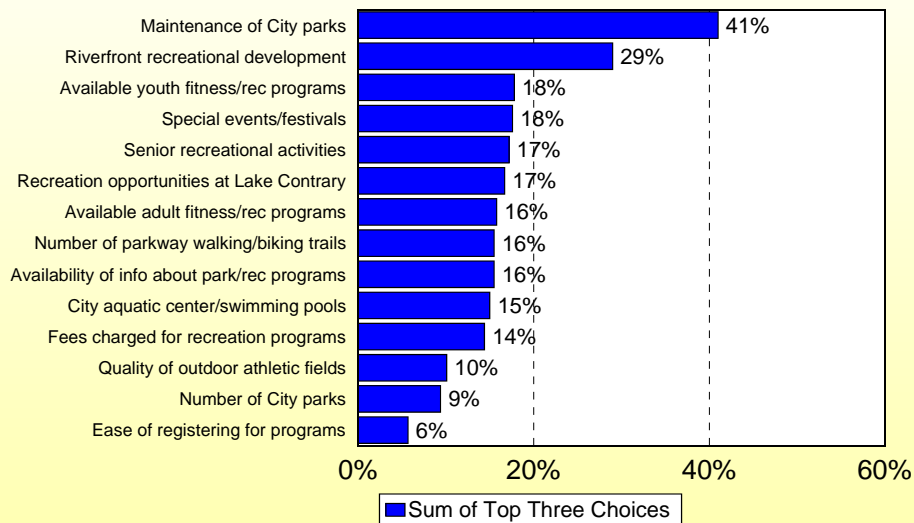
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

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

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

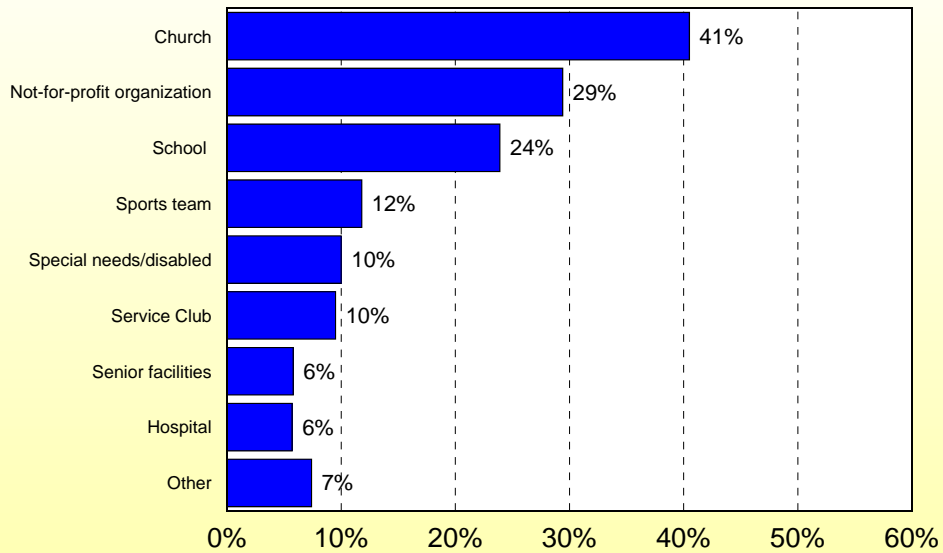


Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)



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

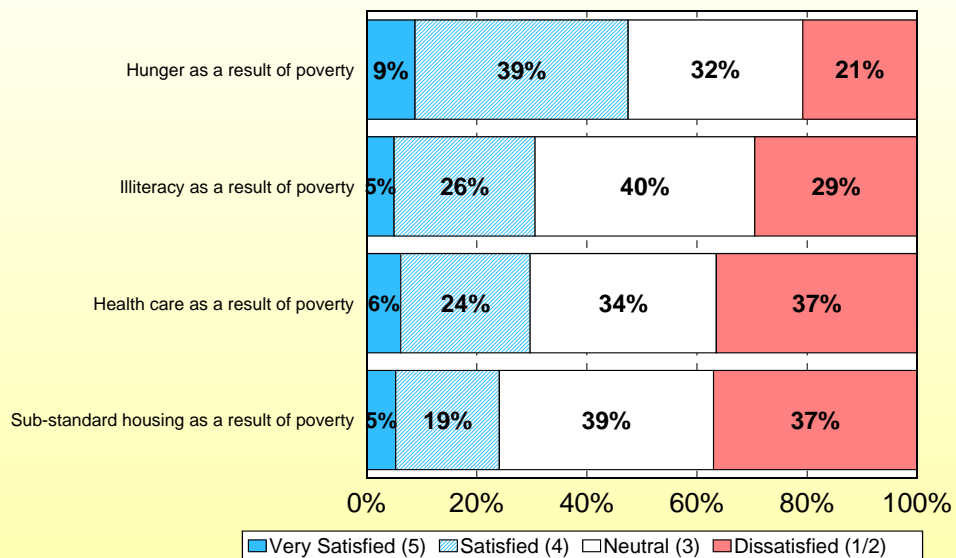
by percentage of respondents who selected the item (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q19. Satisfaction With the Community's Response to Various Poverty Issues

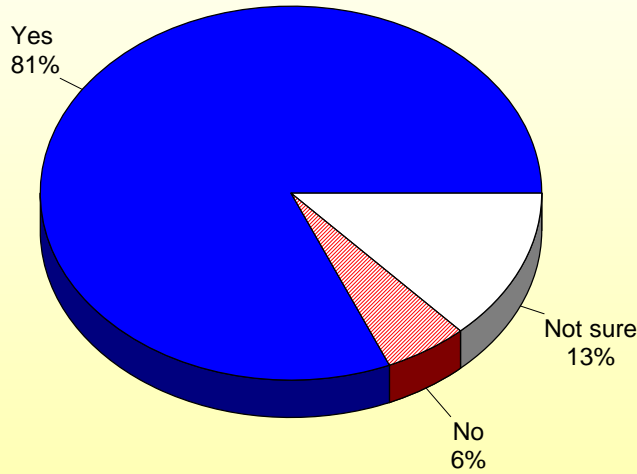
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

**Q20A. Do you feel that a pre-school experience increases a child's chance of doing well in school?**

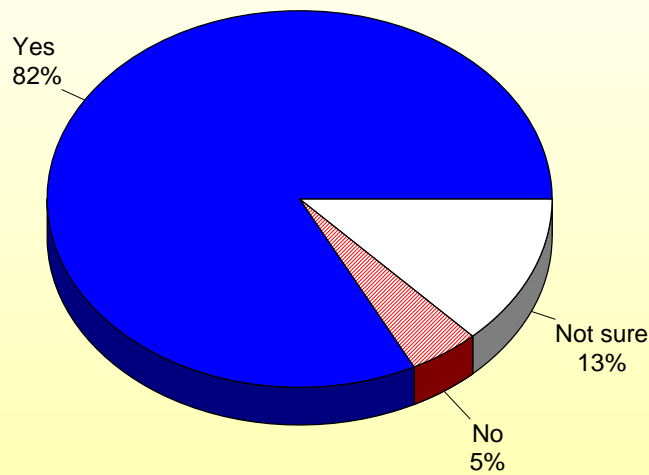
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

**Q20B. Do you feel that a pre-school experience helps a child grow socially?**

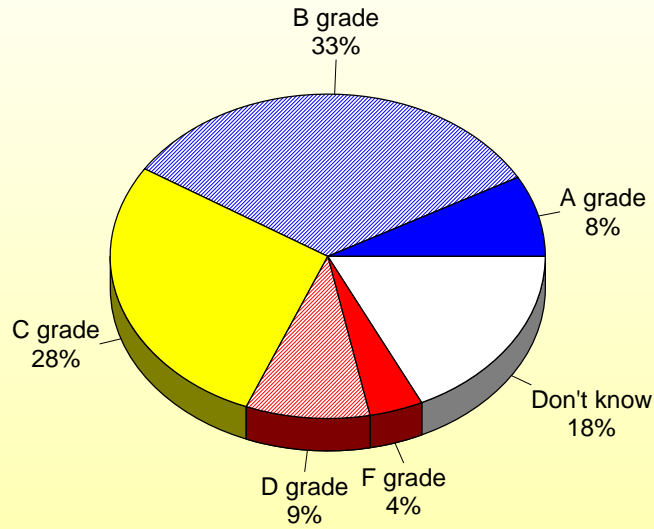
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q21. How would you grade the public schools in St. Joseph?

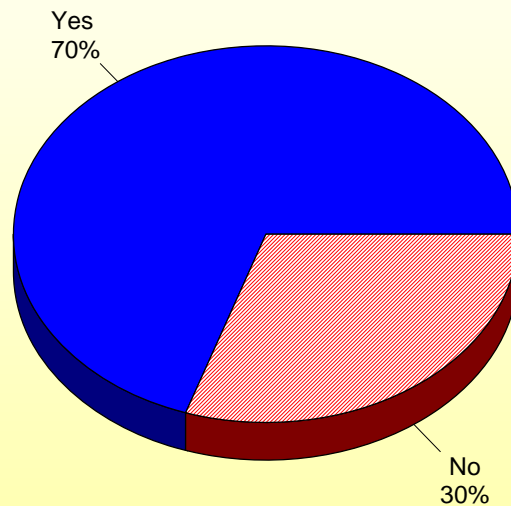
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q22. If you have a child of pre-school age, do you feel you have adequate access to early learning programs in St. Joseph?

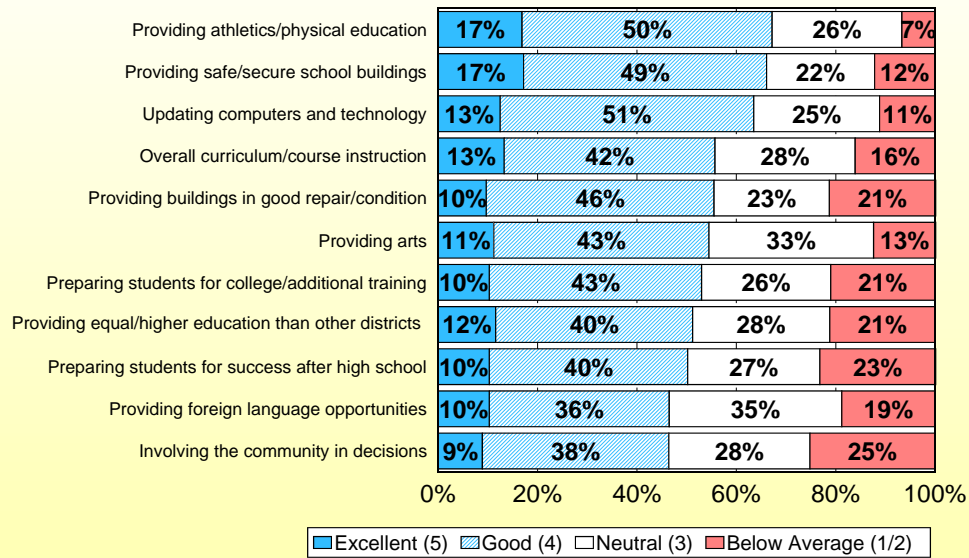
by percentage of respondents (excluding "not applicable")



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q23. Ratings of The School District in St. Joseph

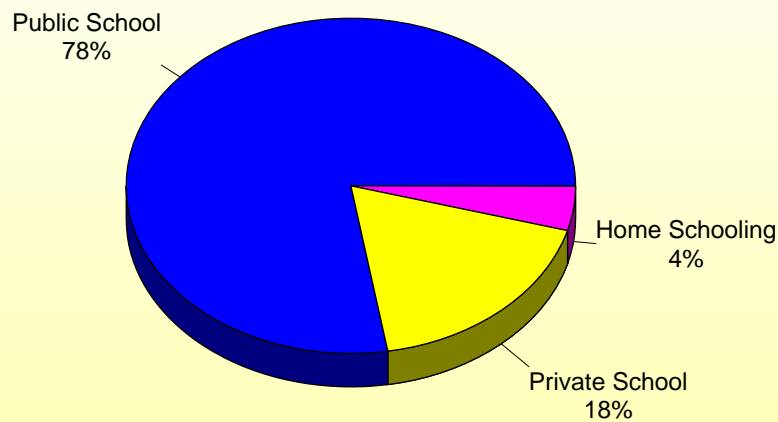
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q24. If you have K-12 school age children, which kind of school do they attend?

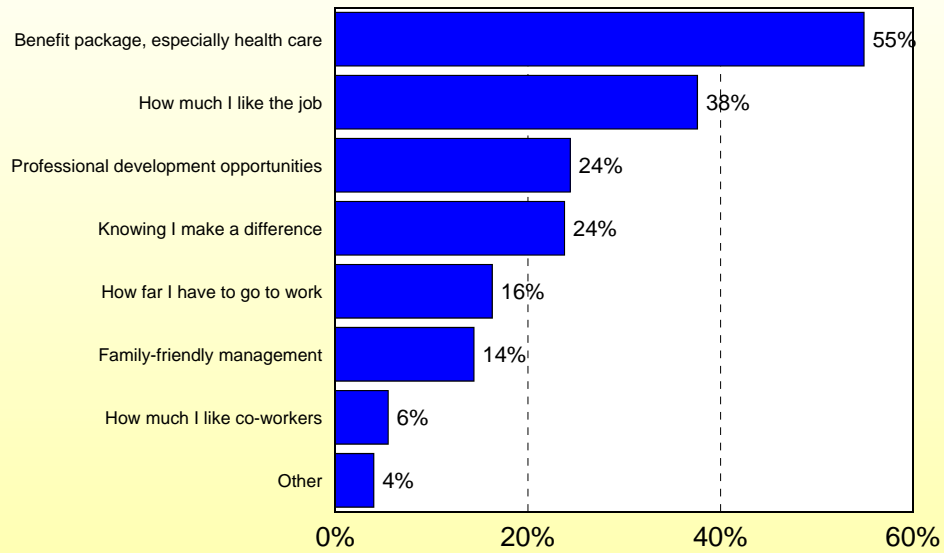
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q25. Items Residents Felt Were Most Important in Calling a Job a "Quality Job"

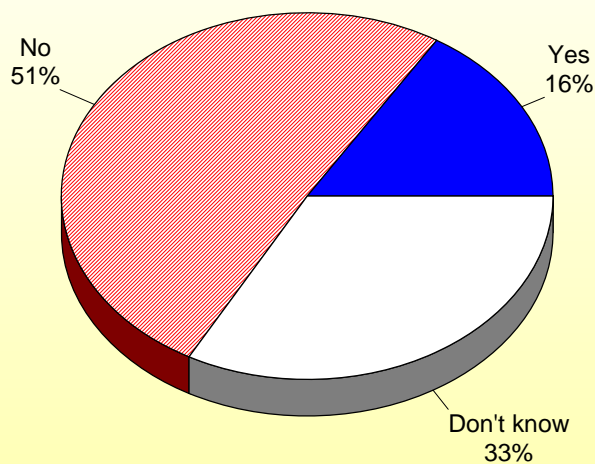
by percentage of respondents who selected the item as one of their top two choices (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q26. Do you feel like you have adequate opportunities to pursue a better paying job in St. Joseph?

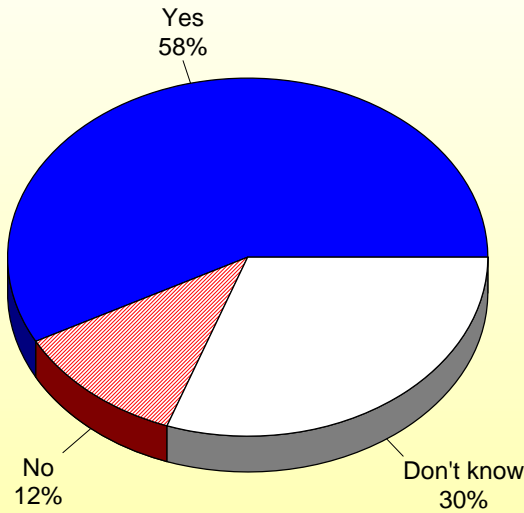
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q27. To pursue a better paying job, are you willing to continue your education?

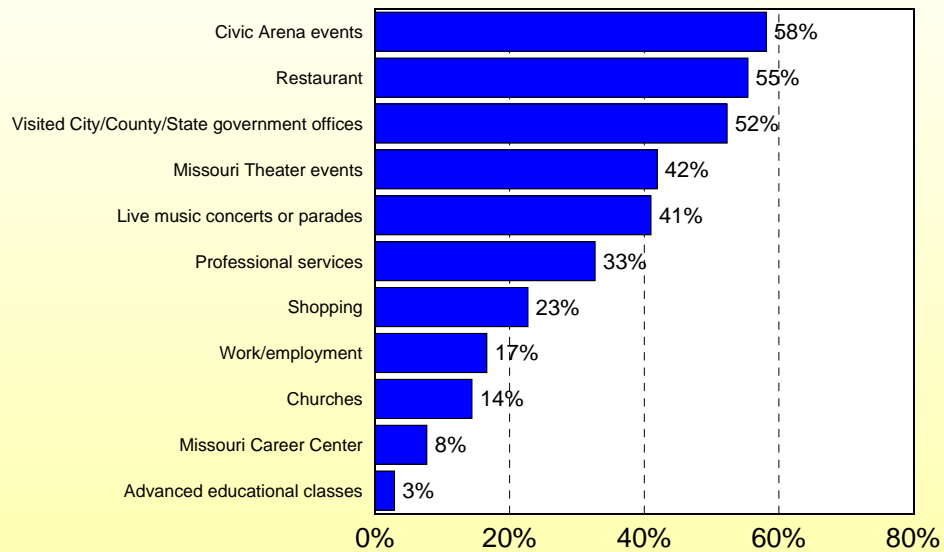
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q28. Reasons Residents Had Visited Downtown During the Past Two Years

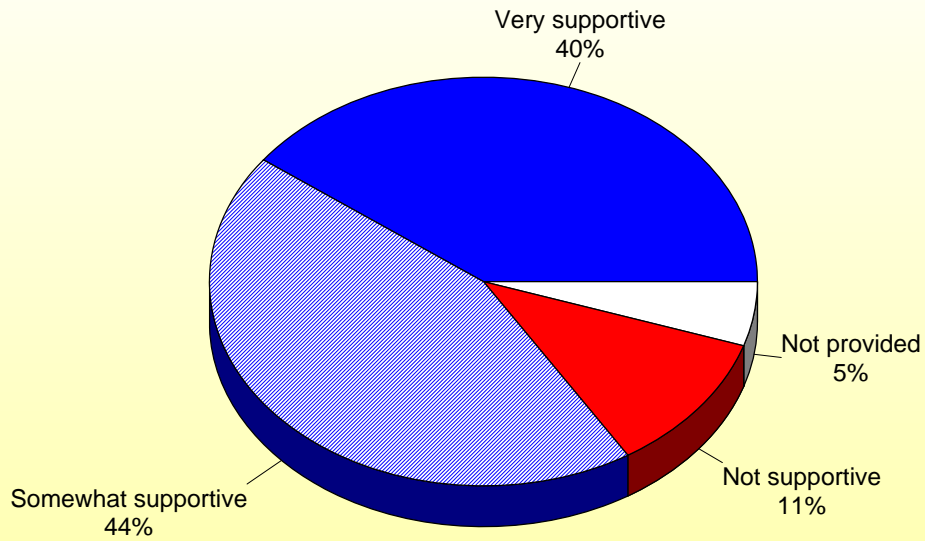
by percentage of respondents who selected the item (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

**Q29. How supportive are you of City programs which encourage new development in older areas of the City?**

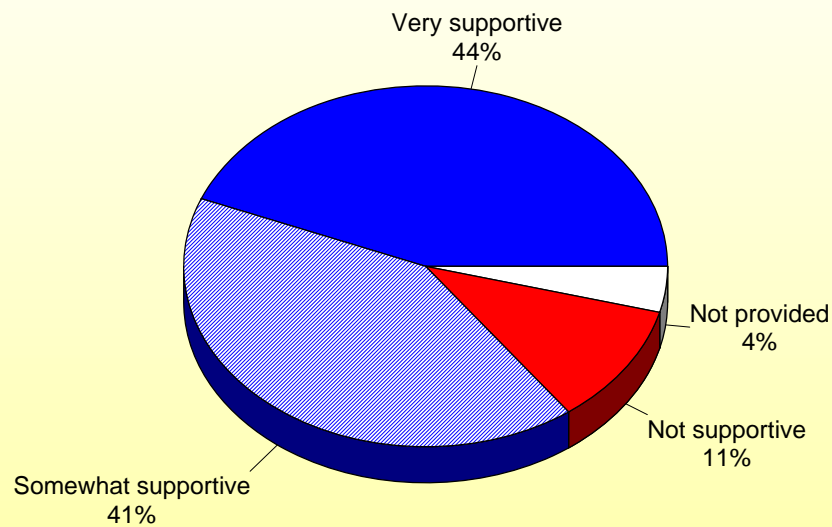
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

**Q30. How supportive are you of City programs which encourage repair of older areas to preserve historical properties?**

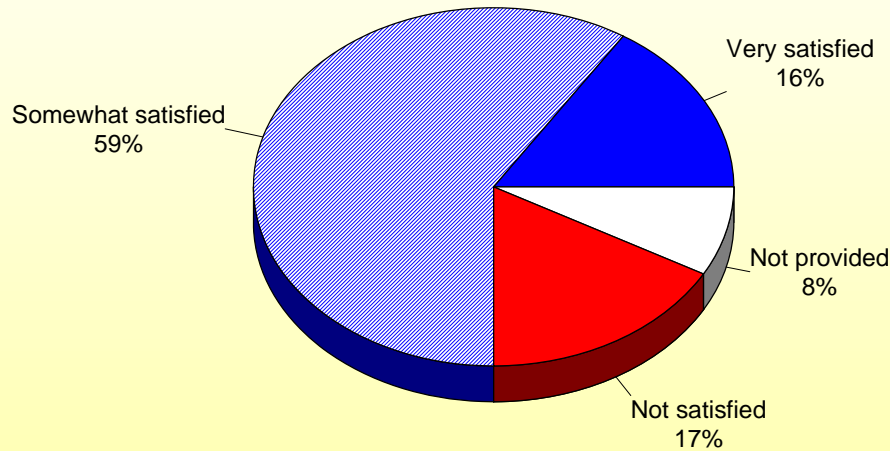
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q31. How satisfied are you that St. Joseph reinvests in itself, by keeping basic services upgraded as needed and plans for the future?

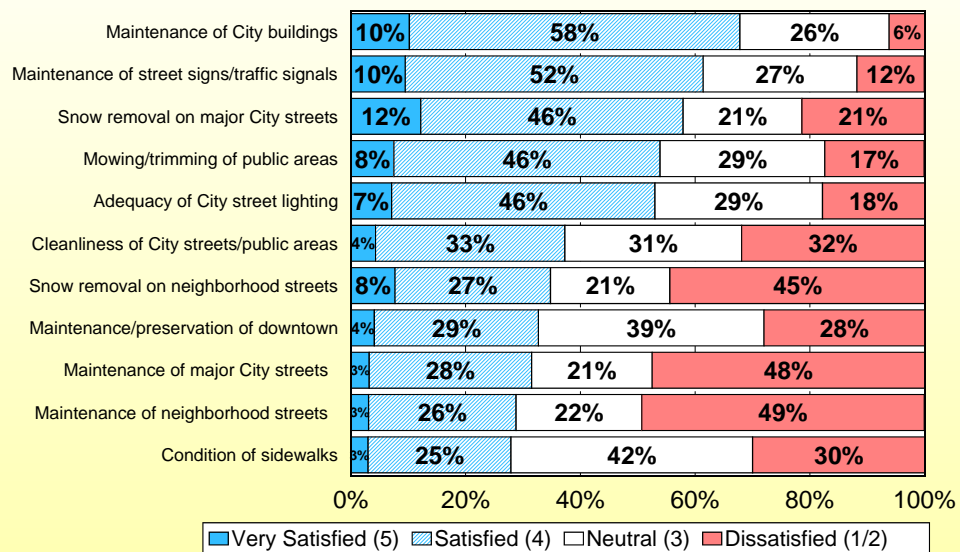
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q32. Satisfaction with Various Aspects of City Maintenance/Public Works

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

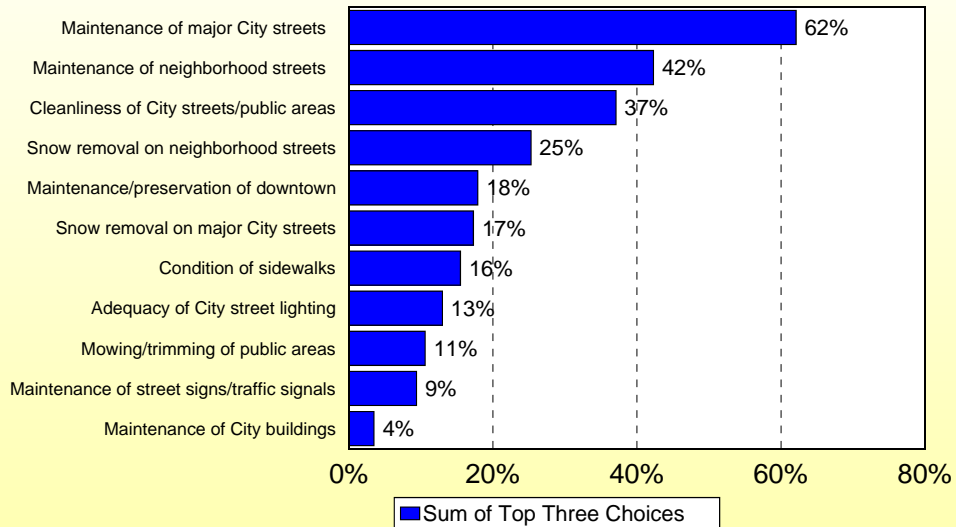


Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)



### Q33. City Maintenance/Public Works Services Residents Felt Should Receive the Most Emphasis Over the Next Two Years

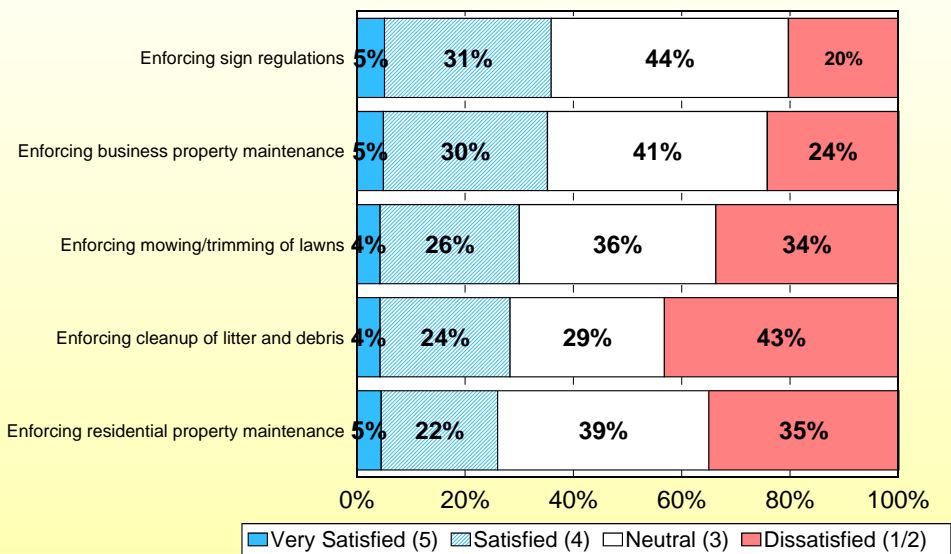
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q34. Satisfaction with Various Aspects of Codes and Ordinances

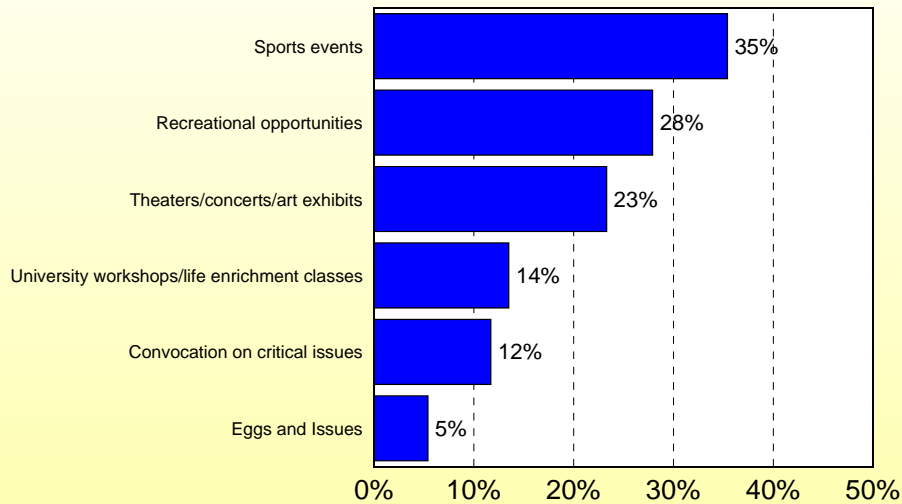
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q35. Percentage of Residents Who Indicated At Least One Household Member Had Attended Various Events or Activities at MWSU During the Past Two Years

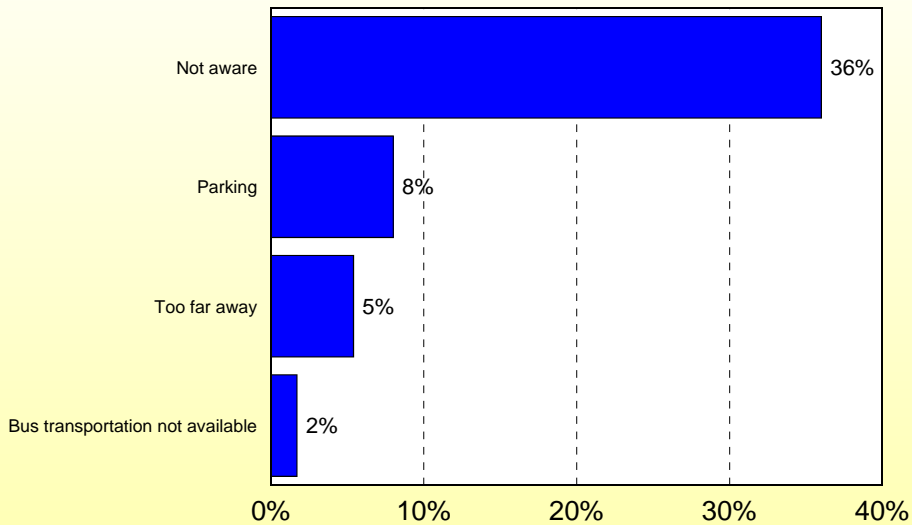
by percentage of respondents who selected the item (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q36. Reasons Residents Had Not Attended Any of the University's Events or Activities

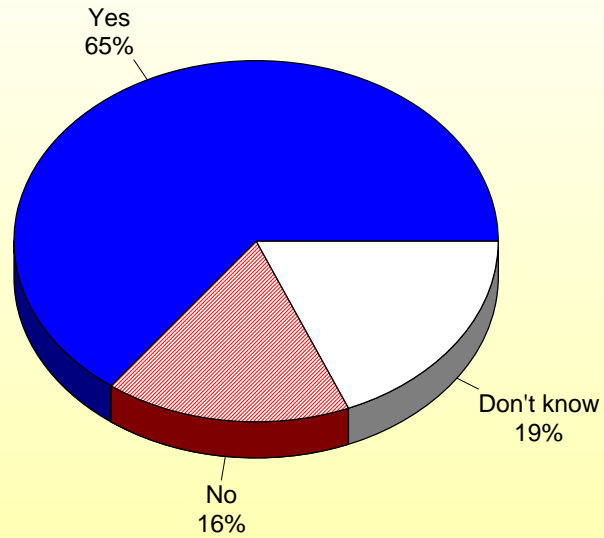
by percentage of respondents who selected the item (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q37. Would you recommend living in St. Joseph to your friends or family?

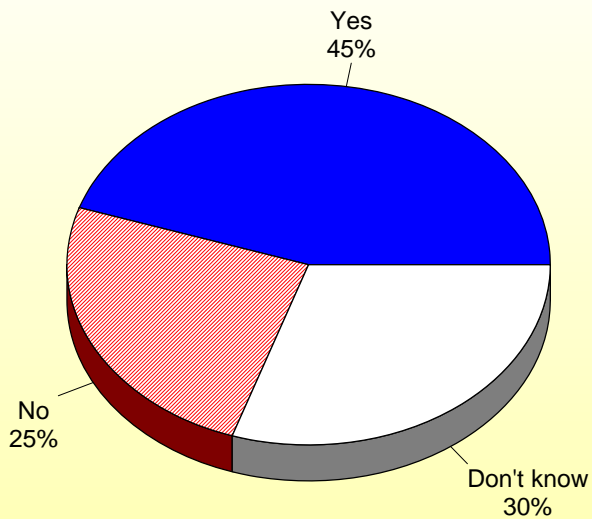
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q38. Do you feel that our community is moving in the right direction?

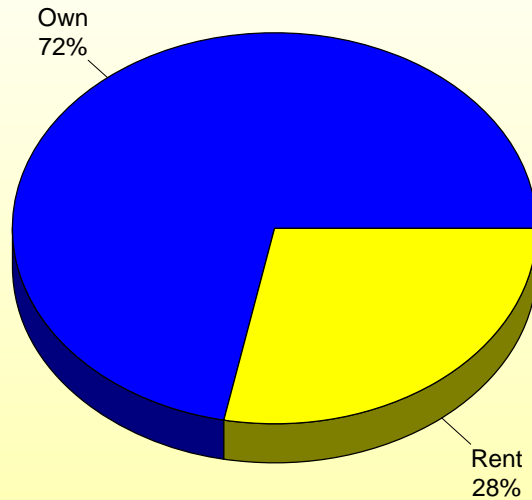
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q41. Demographics: Do you own or rent?

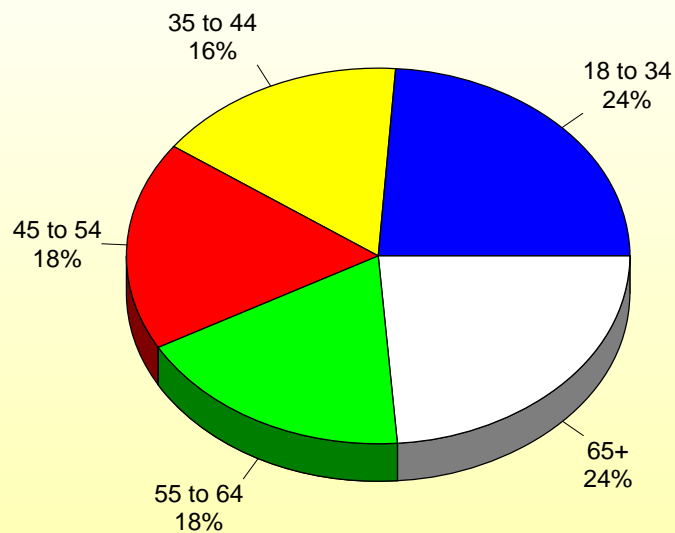
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q42. Demographics: Age of Respondents

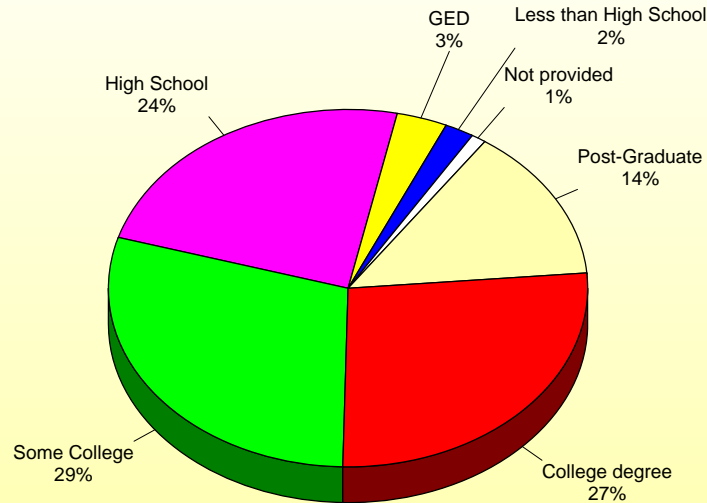
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q43. Demographics: Highest Level of Education of Respondents

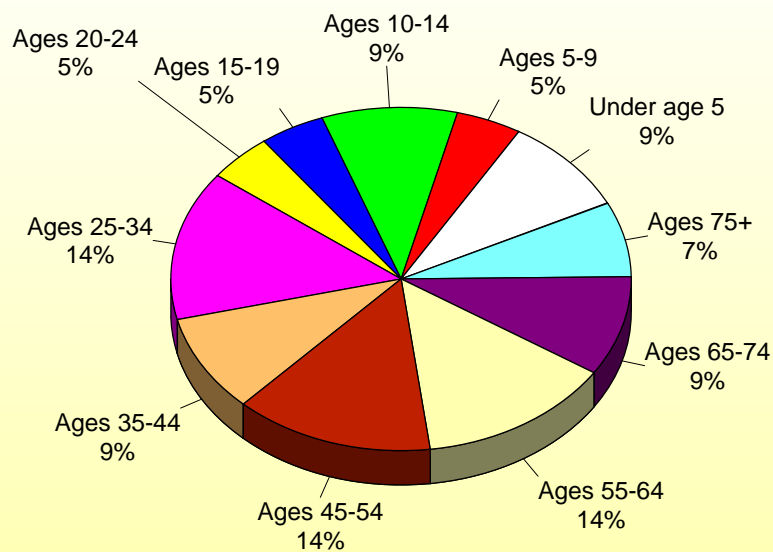
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q44. Demographics: Ages of People in the Household

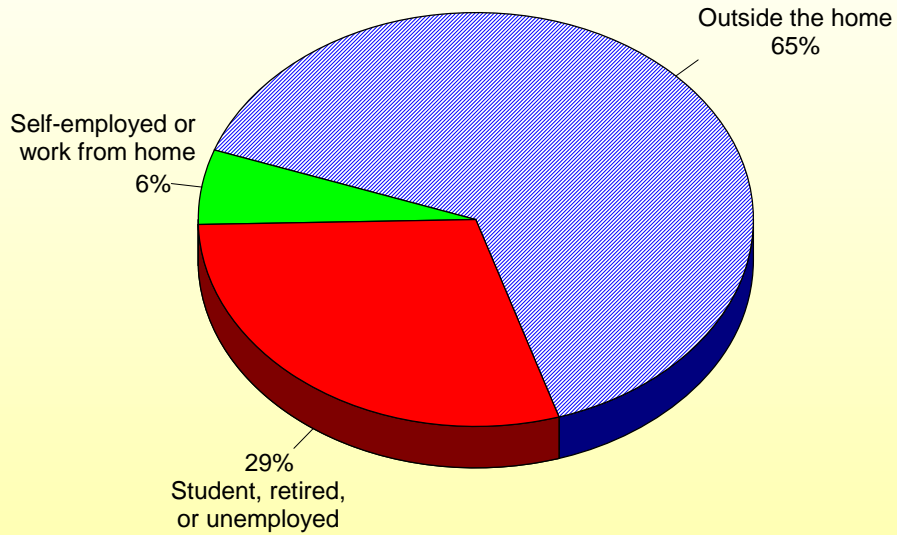
by percentage of persons in households



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

**Q45. Demographics: Which of the following best describes your current place of employment?**

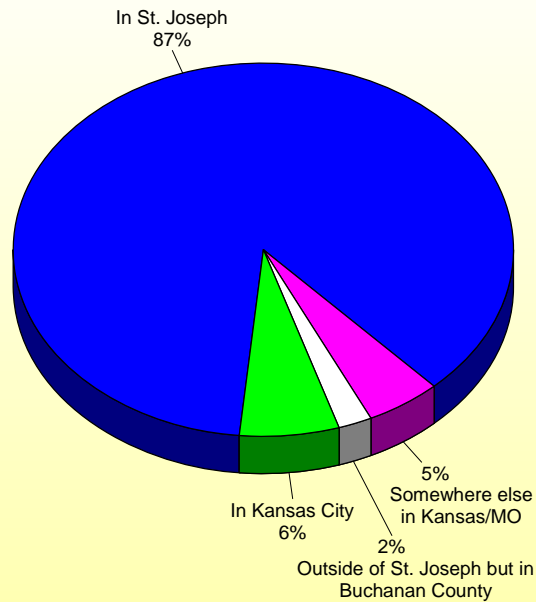
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

**Q45. (Cont.) Demographics: Where do you work?**

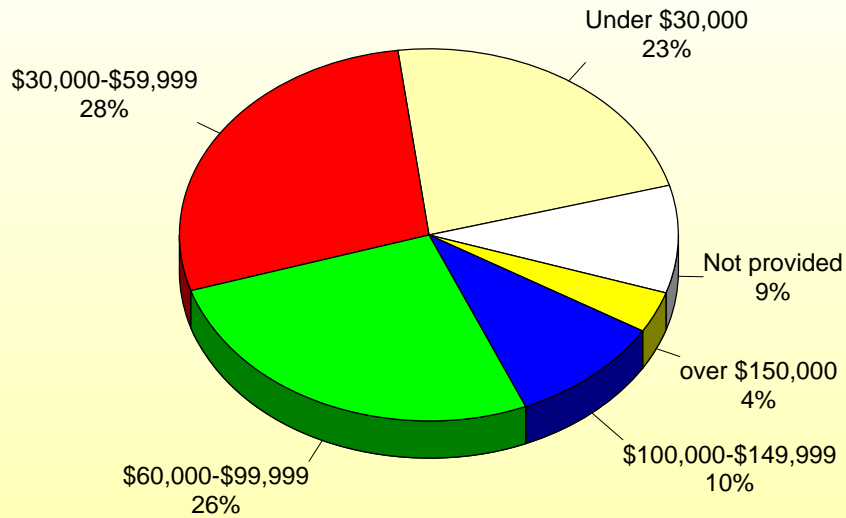
by percentage of respondents who were employed outside the home



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q46. Demographics: Total Annual Household Income

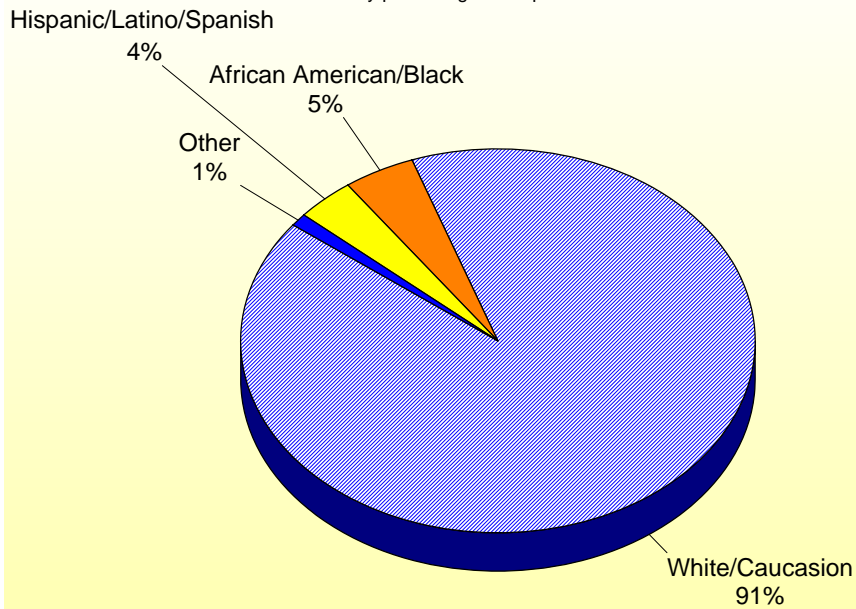
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q47. Demographics: Race/Ethnicity

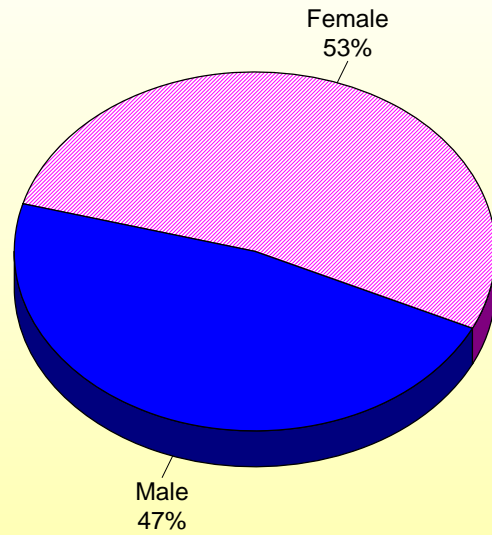
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)

### Q48. Demographics: Gender of Respondents

by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - St. Joseph Community Survey)



**Section 2:**  
***Benchmarks***

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## *DirectionFinder*® Survey Year 2010 Benchmarking Summary Report

### Overview

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

Since November 1999, the survey has been administered in more than 200 cities and counties in 39 states. This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute to a random sample of more than 4,300 U.S. residents in March 2010, (2) a survey that was administered to 437 residents in the Kansas/Missouri Region in March 2010; and 3) surveys that have been administered by ETC Institute in 29 communities in Kansas and Missouri between January 2008 and May 2010. The Kansas City area communities represented in this report include:

- Blue Springs, Missouri
- Bonner Springs, Kansas
- Butler, Missouri
- Clayton, Missouri
- Columbia, Missouri
- Excelsior Springs, Missouri
- Gardner, Kansas
- Gladstone, Missouri
- Grandview, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Leawood, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Liberty, Missouri
- Merriam, Kansas
- Mission, Kansas
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Pleasant Hill, Missouri
- Raymore, Missouri
- Raytown, Missouri
- Roeland Park, Kansas
- Shawnee, Kansas
- Spring Hill, Kansas
- St Joseph
- Unified Government

**Local and National Benchmarks.** The first set of charts on the following pages show how the overall results for St Joseph compare to the average level of satisfaction for the metropolitan Kansas City area and the national average based on the results of a 2010 survey that was administered by ETC Institute to a random sample of 4,377 U.S. residents.



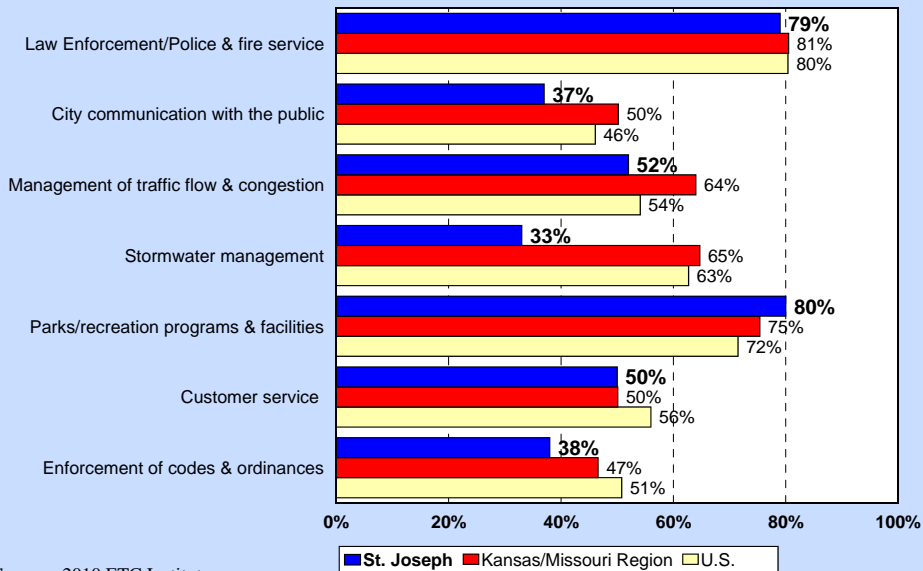
**Kansas City Metro Benchmarks.** The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 30 communities listed above for more than 30 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the metropolitan Kansas City area. The actual ratings for St Joseph are listed to the right of each chart. The dot on each bar shows how the results for St Joseph compare to the other communities in the Kansas City area where the DirectionFinder® survey has been administered.

# National Benchmarks

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

## Overall Satisfaction with Various City Services St. Joseph vs. Kansas/Missouri Region vs. the U.S

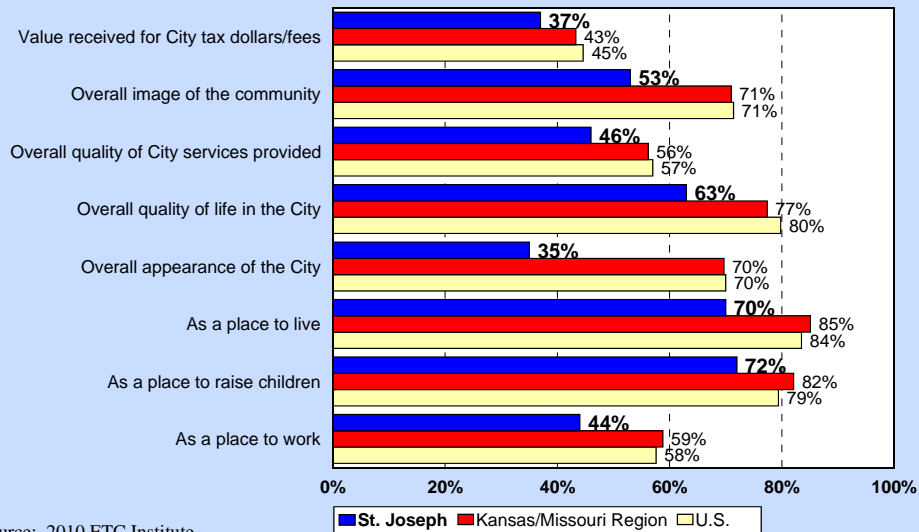
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



## Satisfaction with Issues that Influence Perceptions of the City

### St. Joseph vs. Kansas/Missouri Region vs. the U.S

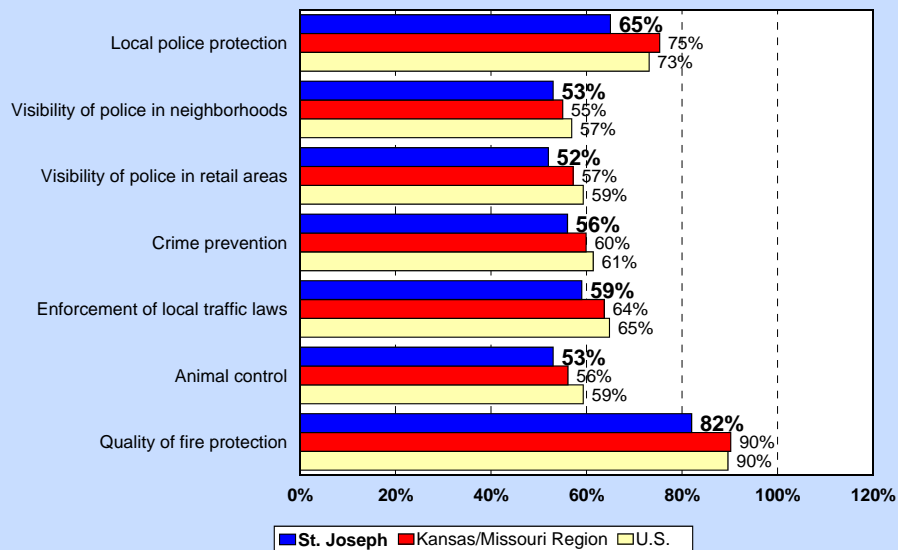
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



## Overall Satisfaction with Public Safety

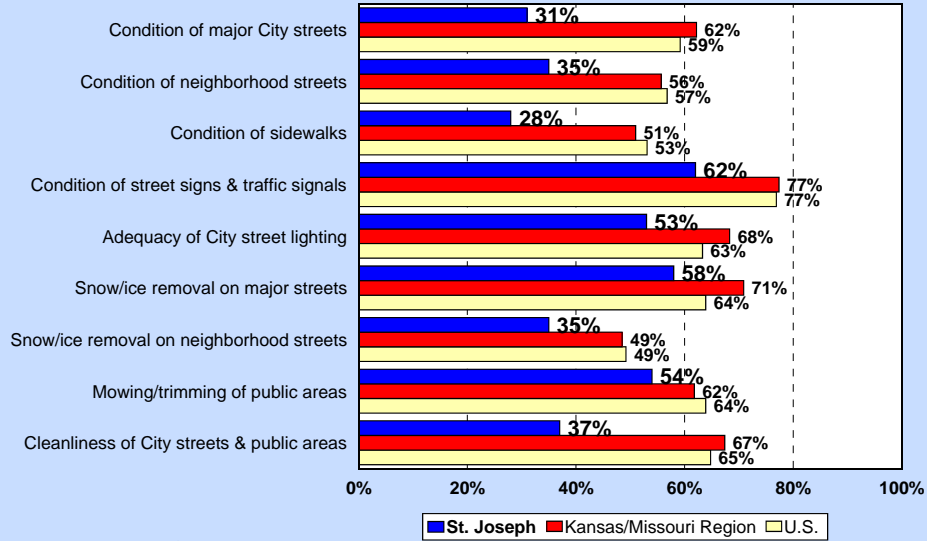
### St. Joseph vs. Kansas/Missouri Region vs. the U.S

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



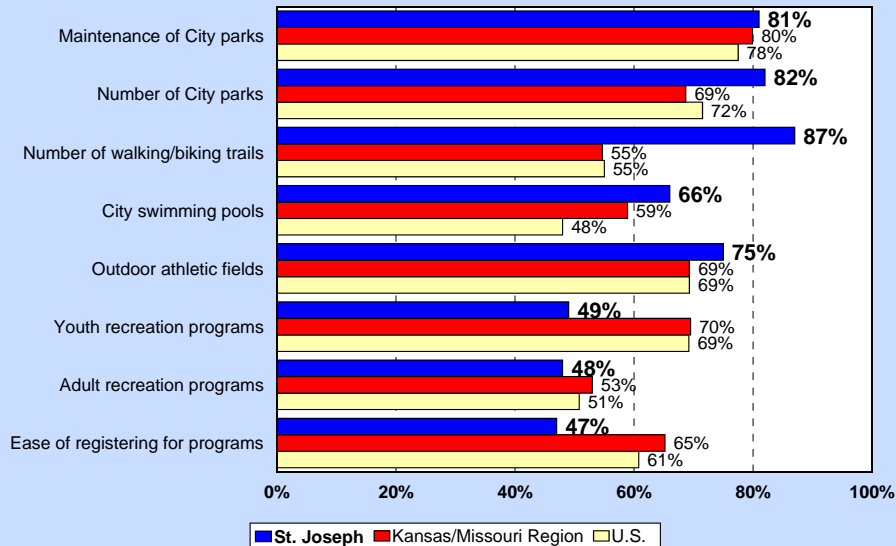
## Overall Satisfaction with City Maintenance St. Joseph vs. Kansas/Missouri Region vs. the U.S

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



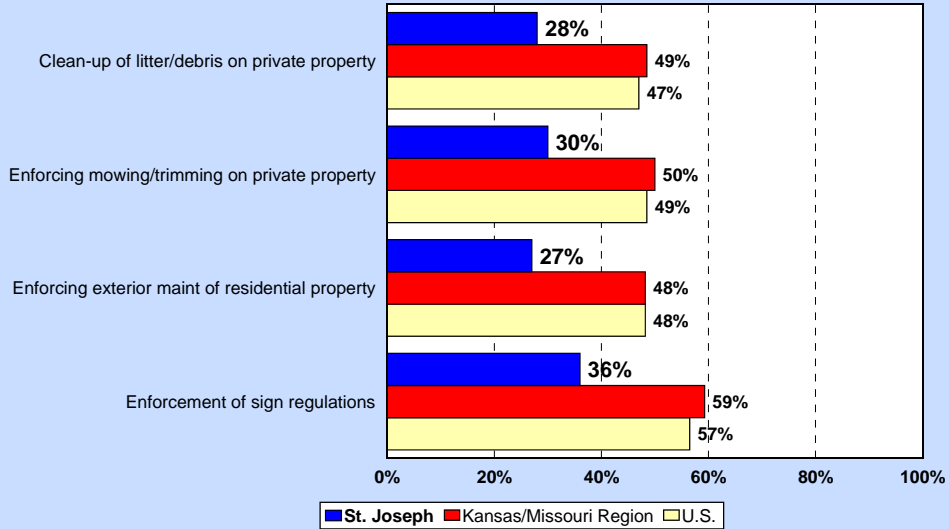
## Overall Satisfaction with Parks and Recreation St. Joseph vs. Kansas/Missouri Region vs. the U.S

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. Kansas/Missouri Region vs. the U.S

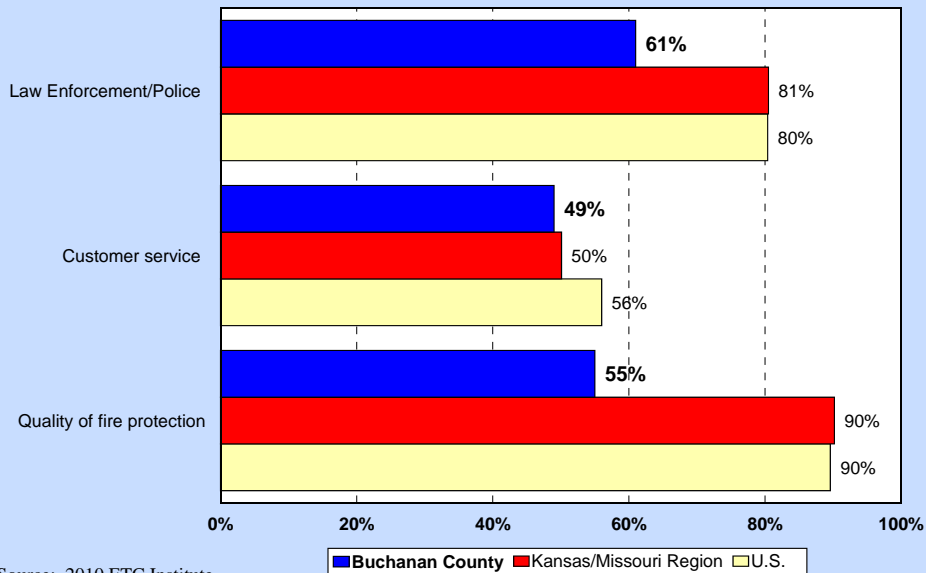
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2010 ETC Institute

## Overall Satisfaction with Various County Services Buchanan County vs. Kansas/Missouri Region 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)



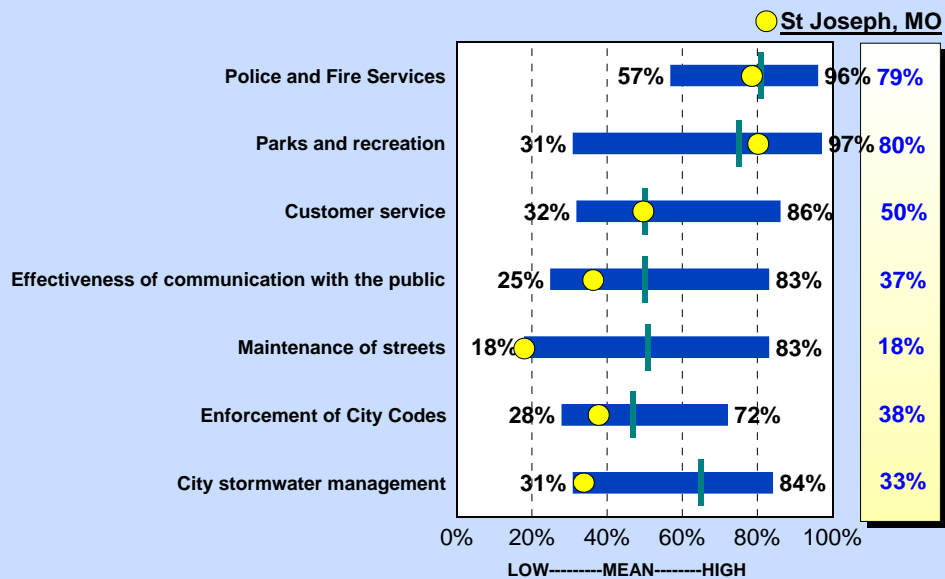
Source: 2010 ETC Institute

# Kansas City Area Benchmarks

Source: 2010 ETC Institute

## Overall Satisfaction With City Services in the Kansas City Area in 2010

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

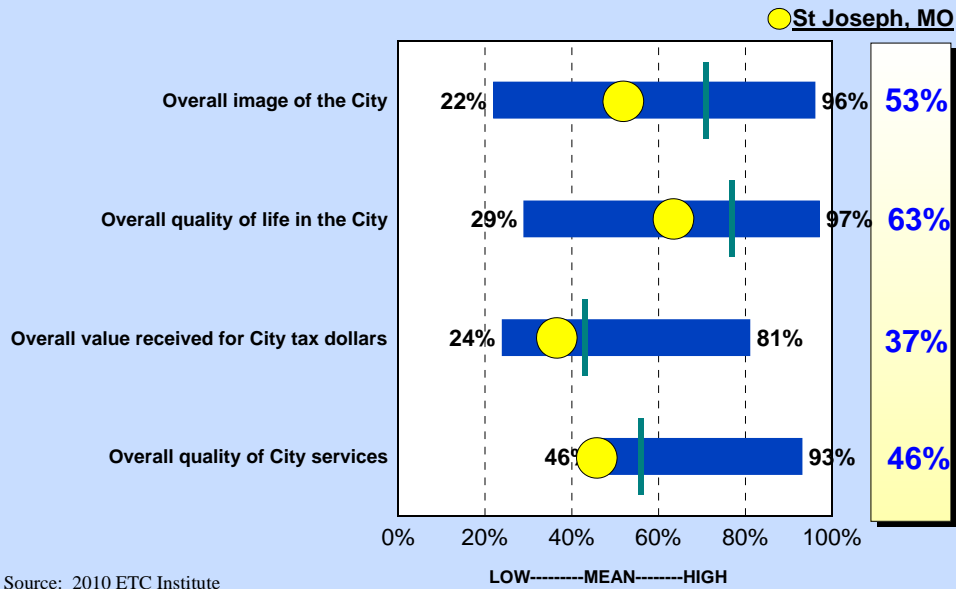


Source: 2010 ETC Institute



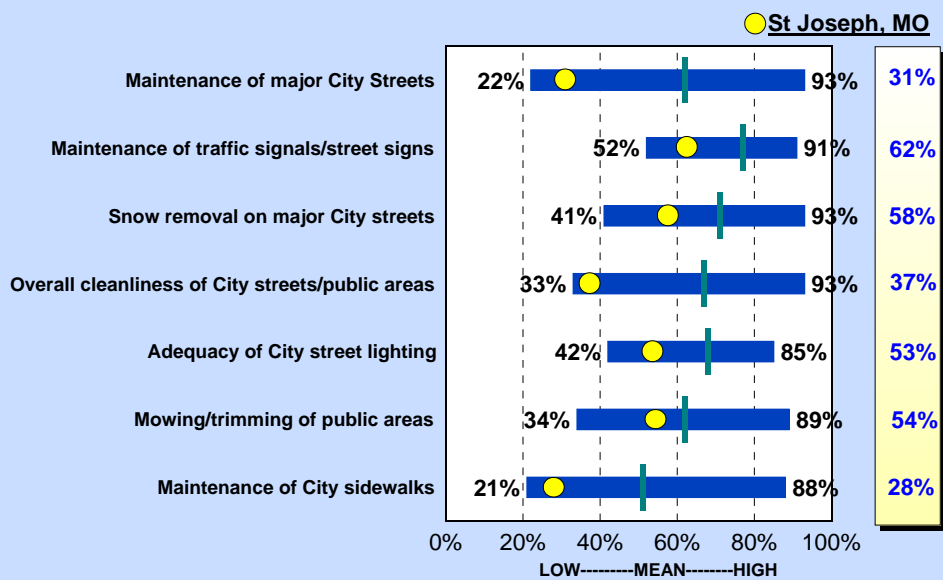
## Perceptions that Kansas City Area Residents Have of the City in Which They Live in 2010

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



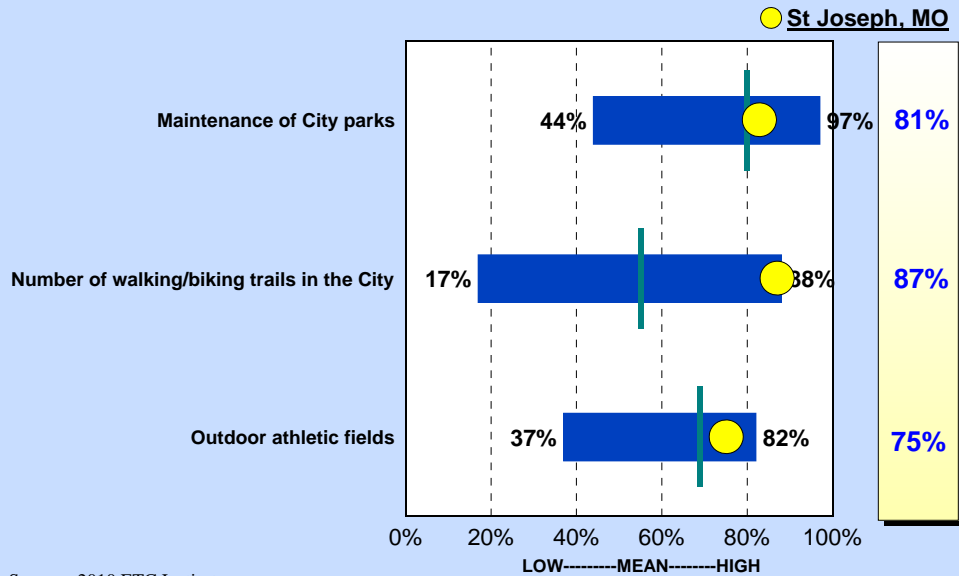
## Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area in 2010

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



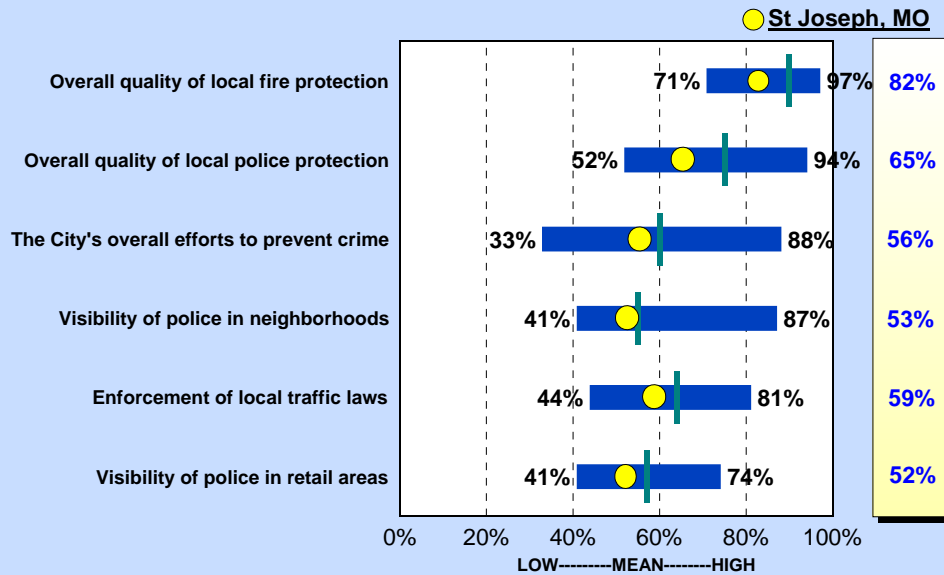
## Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area in 2010

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



## Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area in 2010

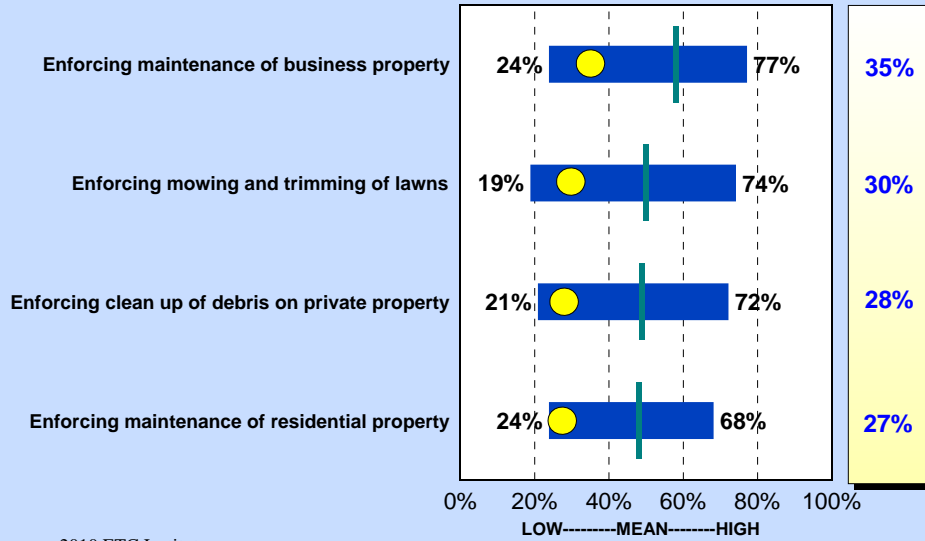
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



## Satisfaction with the Enforcement of Codes and Ordinances by Cities in the Kansas City Area in 2010

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

● St Joseph, MO



Source: 2010 ETC Institute

**Section 3:**

***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## The City of St. Joseph, Missouri

### Overview

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

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

### Methodology

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

**Example of the Calculation.** Respondents were asked to identify the major categories of City services they thought should receive the most emphasis over the next two years. Eleven percent (11%) ranked "Quality of parks and recreation programs and facilities" as one of the most important service to emphasize over the next two years.

With regard to satisfaction, “Quality of parks and recreation programs and facilities” was ranked first overall with 80% rating “Quality of parks and recreation programs and facilities” as a “4” or a “5” on a 5-point scale excluding “Don't know” responses. The I-S rating for “Quality of parks and recreation programs and facilities” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 11% was multiplied by 20% (1-0.80). This calculation yielded an I-S rating of **0.0200**, which was ranked fourteenth out of fourteen major service categories.

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

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

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

## Interpreting the Ratings

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

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

The results for the City of St. Joseph are provided on the following page.

# Importance-Satisfaction Rating

## City of St. Joseph

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt; .20)</u></b>						
Maintenance of city streets	65%	1	18%	14	0.5330	1
<b><u>High Priority (IS .10-.20)</u></b>						
How open City is to public input from residents	20%	5	30%	13	0.1400	2
Quality of city water & sewer utilities	23%	3	47%	6	0.1219	3
Recycling opportunities	20%	4	40%	8	0.1200	4
Quality of City's stormwater runoff/management	15%	6	33%	12	0.1005	5
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Effectiveness of City communication	13%	8	37%	11	0.0819	6
Enforcement of city codes and ordinances	13%	7	38%	10	0.0806	7
Efforts to keep you informed about local issues	12%	10	40%	7	0.0720	8
Quality of police and fire services	32%	2	79%	2	0.0672	9
Flow of traffic and congestion management	12%	9	52%	4	0.0576	10
Quality of customer service from city employees	10%	12	50%	5	0.0500	11
Availability of info about City programs/services	7%	13	38%	9	0.0434	12
Maintenance of buildings/facilities	6%	14	58%	3	0.0252	13
Quality of parks/recreation programs/facilities	10%	11	80%	1	0.0200	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 were most important for the City to provide.

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of St. Joseph

### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt; .20)</u></b>						
City's efforts to prevent crime	56%	1	56%	4	0.2464	1
Visibility of police in neighborhoods	51%	2	53%	7	0.2397	2
<b><u>High Priority (IS .10-.20)</u></b>						
Quality of St. Joseph police protection	43%	3	65%	2	0.1505	3
Visibility of police in retail areas	22%	6	52%	6	0.1056	4
Enforcement of local traffic laws	25%	5	59%	3	0.1025	5
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Quality of animal control	20%	7	53%	6	0.0940	6
Quality of St. Joseph fire protection	25%	4	82%	1	0.0450	7

**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 were most important for the City to provide.

**Satisfaction %:**

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

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# Importance-Satisfaction Rating

## City of St Joseph

### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>High Priority (IS .10-.20)</i></b>						
Riverfront recreational development	29%	2	39%	13	0.1769	1
Recreation opportunities at Lake Contrary	17%	6	27%	14	0.1241	2
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Available youth fitness/rec programs	18%	3	49%	9	0.0918	3
Senior recreational activities	17%	5	51%	8	0.0833	4
Available adult fitness/rec programs	16%	7	48%	10	0.0832	5
Maintenance of City parks	41%	1	81%	3	0.0779	6
Availability of info about park/rec programs	16%	9	52%	7	0.0768	7
Fees charged for recreation programs	14%	11	48%	11	0.0728	8
Special events/festivals	18%	4	66%	6	0.0612	9
City aquatic center/swimming pools	15%	10	66%	5	0.0510	10
Ease of registering for programs	6%	14	47%	12	0.0318	11
Quality of outdoor athletic fields	10%	12	75%	4	0.0250	12
Number of parkway walking/biking trails	16%	8	87%	1	0.0208	13
Number of City parks	9%	13	82%	2	0.0162	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 were most important for the City to provide.

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of St Joseph

### Maintenance/Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>Very High Priority (IS &gt;.20)</i></b>						
Maintenance of major City streets	62%	1	31%	9	0.4278	1
Maintenance of neighborhood streets	42%	2	29%	10	0.2982	2
Cleanliness of City streets/public areas	37%	3	37%	6	0.2331	3
<b><i>High Priority (IS .10-.20)</i></b>						
Snow removal on neighborhood streets	25%	4	35%	7	0.1625	4
Maintenance/preservation of downtown	18%	5	33%	8	0.1206	5
Condition of sidewalks	16%	7	28%	11	0.1152	6
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Snow removal on major City streets	17%	6	58%	3	0.0714	7
Adequacy of City street lighting	13%	8	53%	5	0.0611	8
Mowing/trimming of public areas	11%	9	54%	4	0.0506	9
Maintenance of street signs/traffic signals	9%	10	62%	2	0.0342	10
Maintenance of City buildings	4%	11	68%	1	0.0128	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 were most important for the City to provide.

**Satisfaction %:**

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

**Section 4:**  
***Geocoded Maps***

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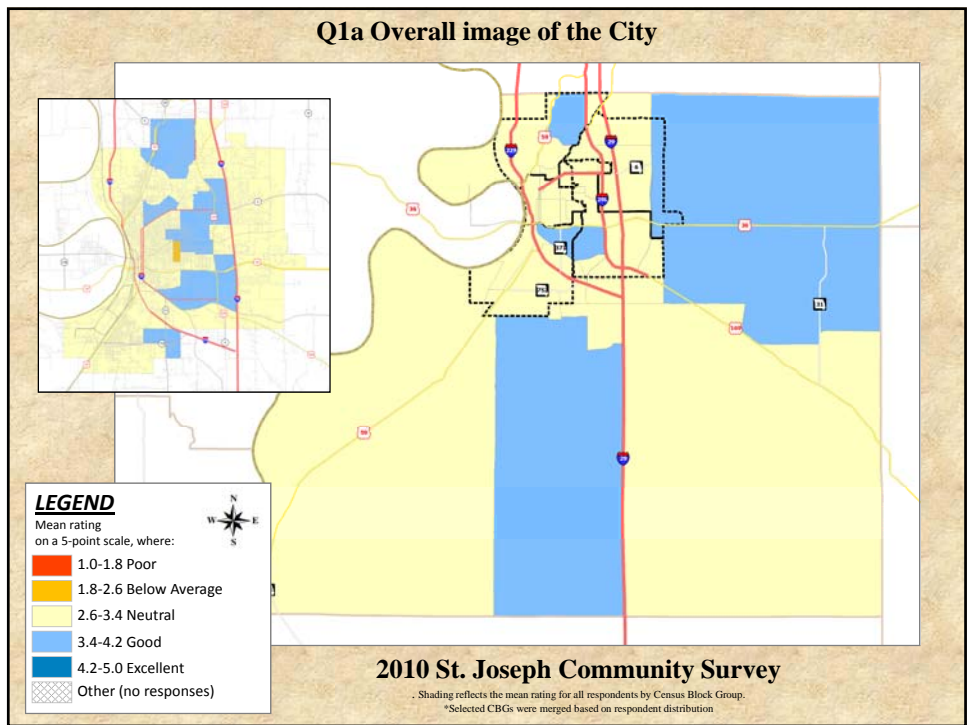
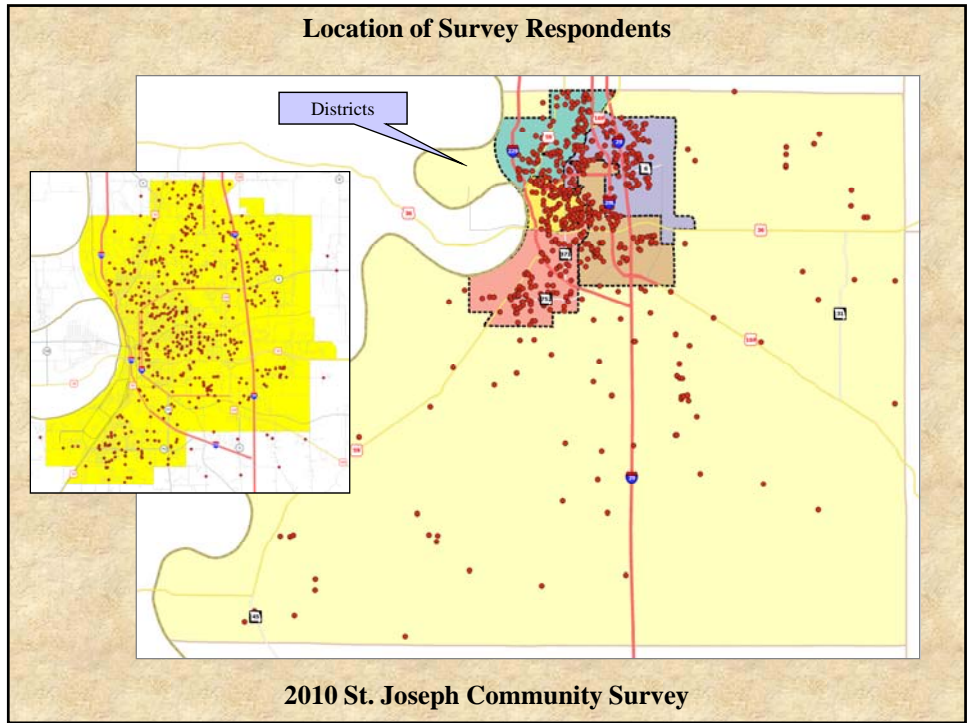
## Interpreting the Maps

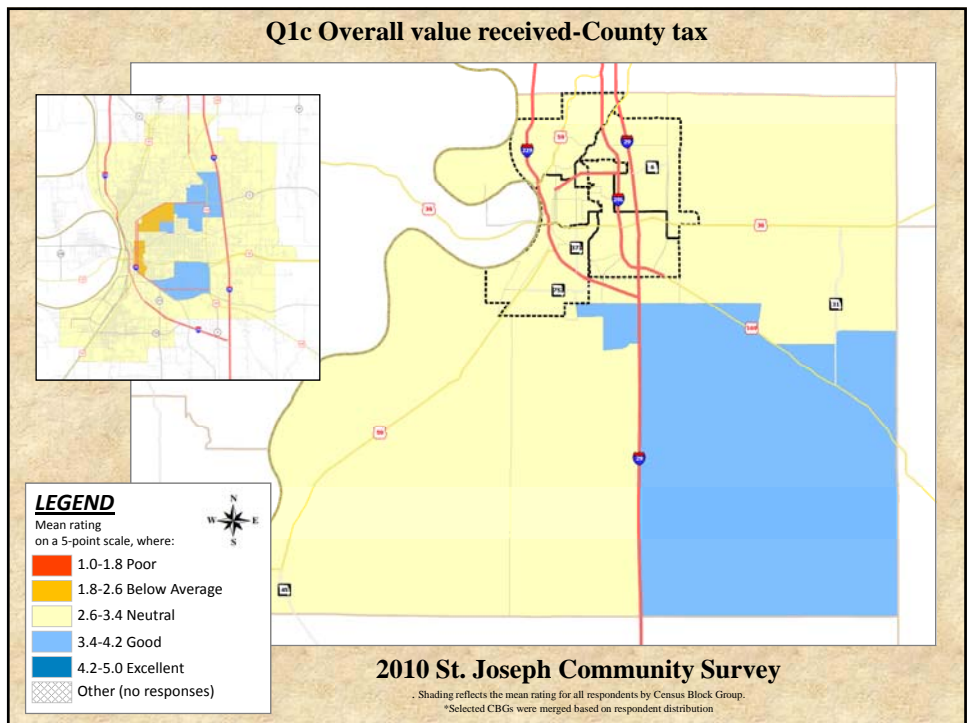
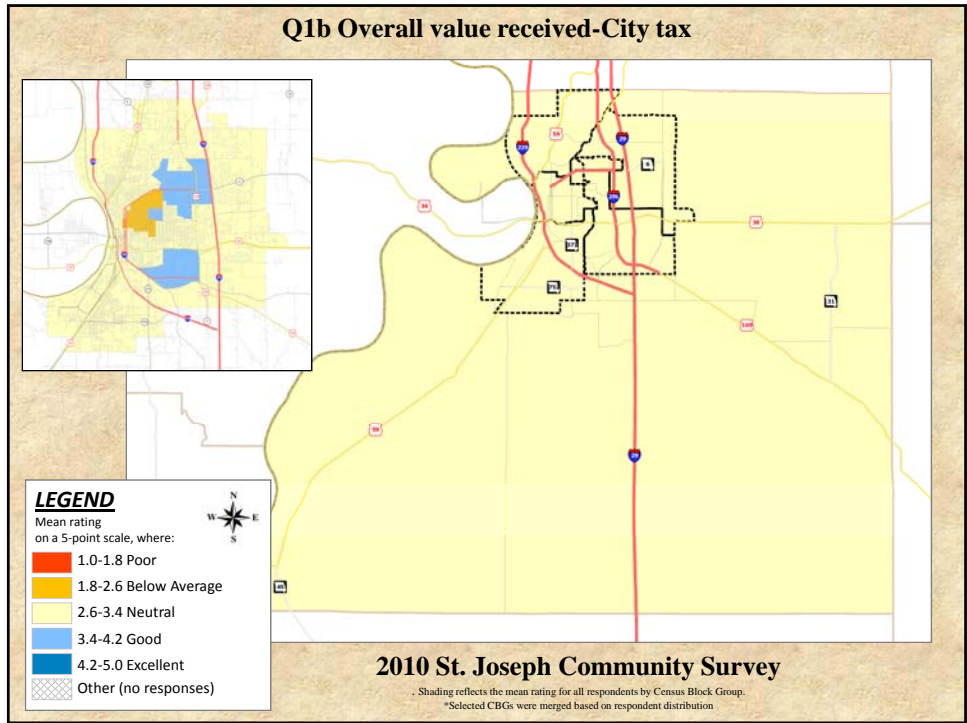
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. A Census Block Group is an area defined by the U.S. Census Bureau, which is generally smaller than a zip code but larger than a neighborhood.

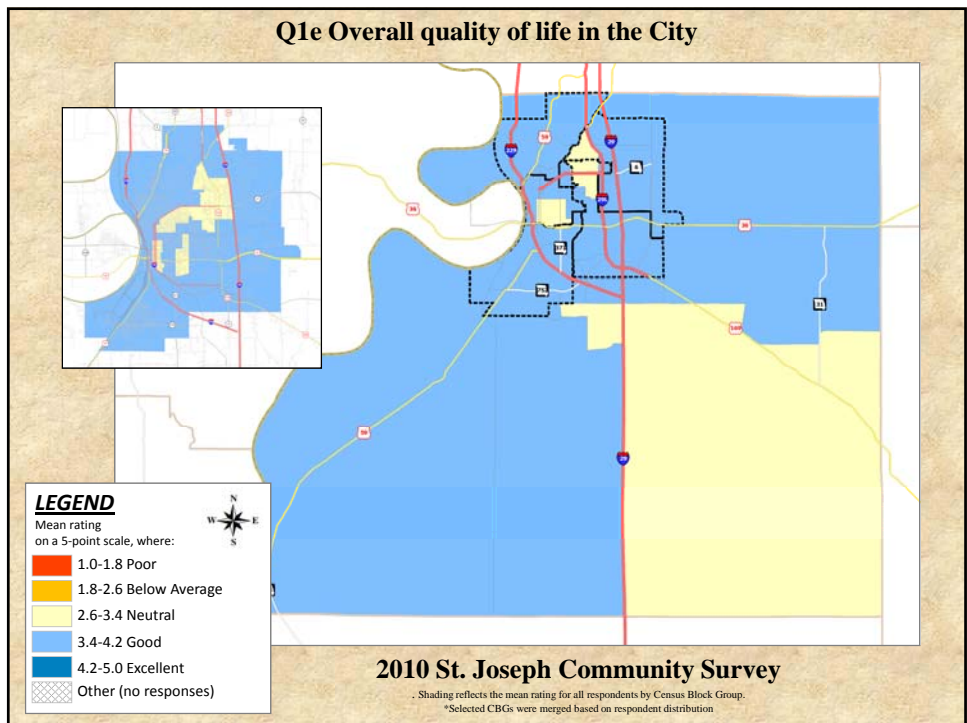
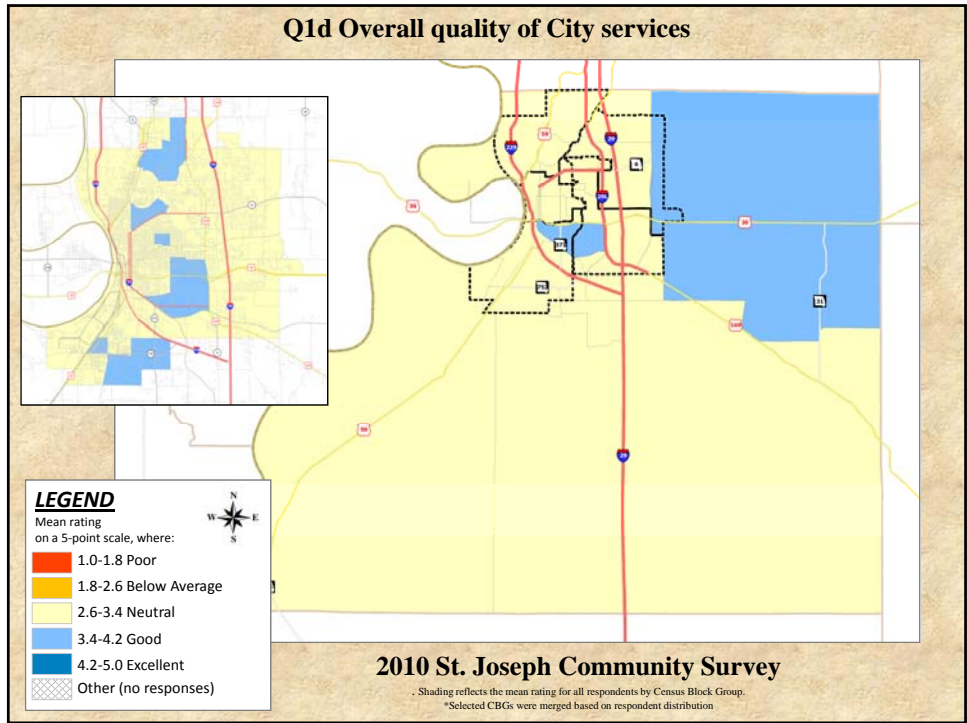
If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

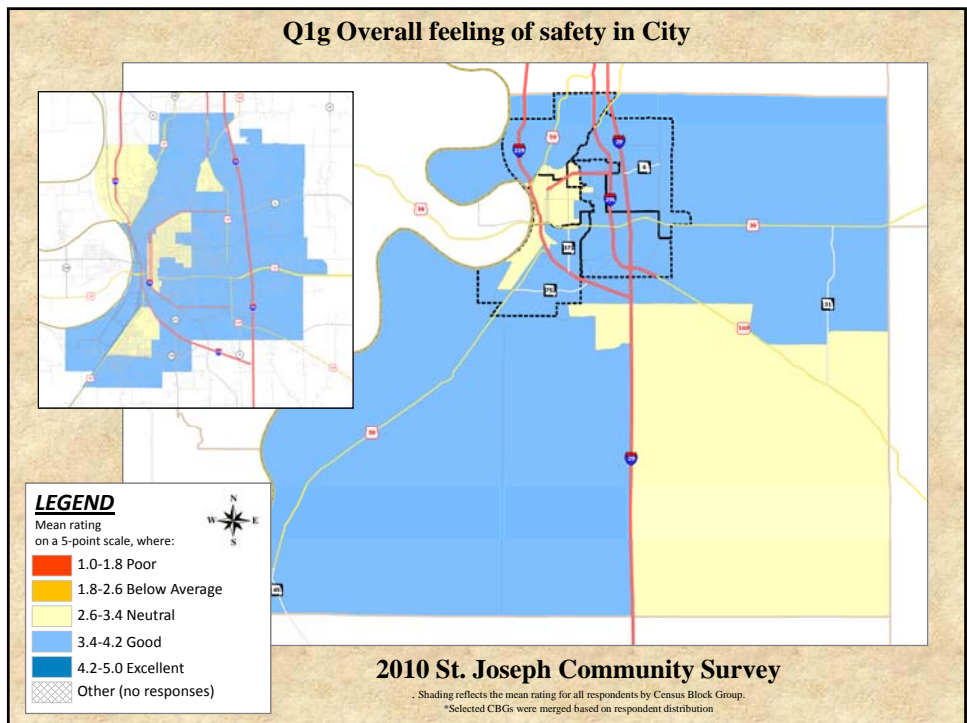
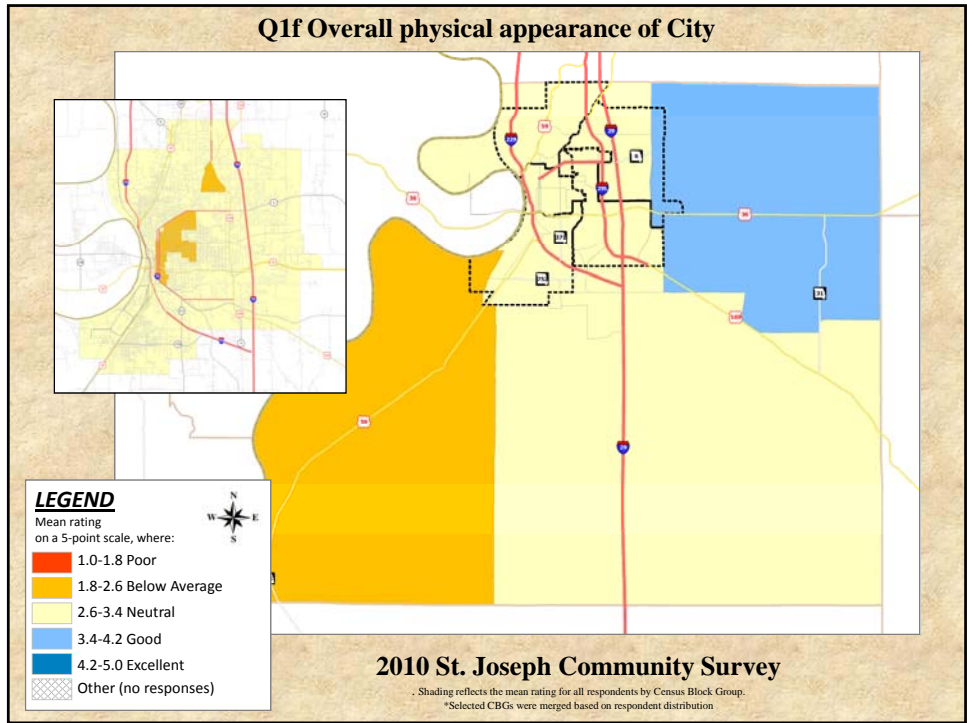
When reading the maps, please use the following color scheme as a guide:

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

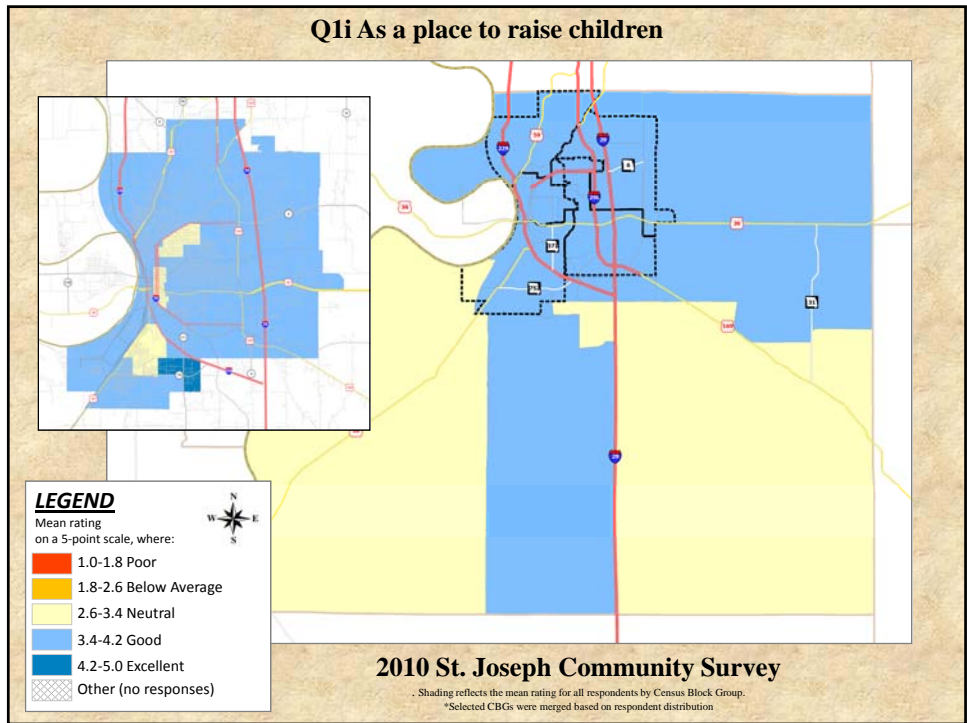
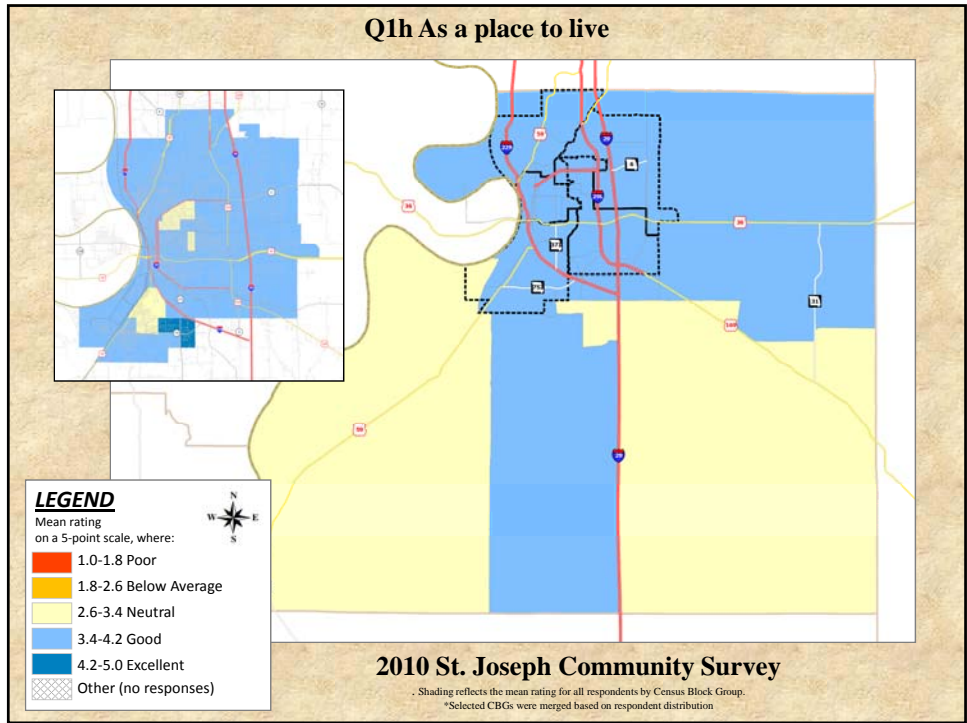


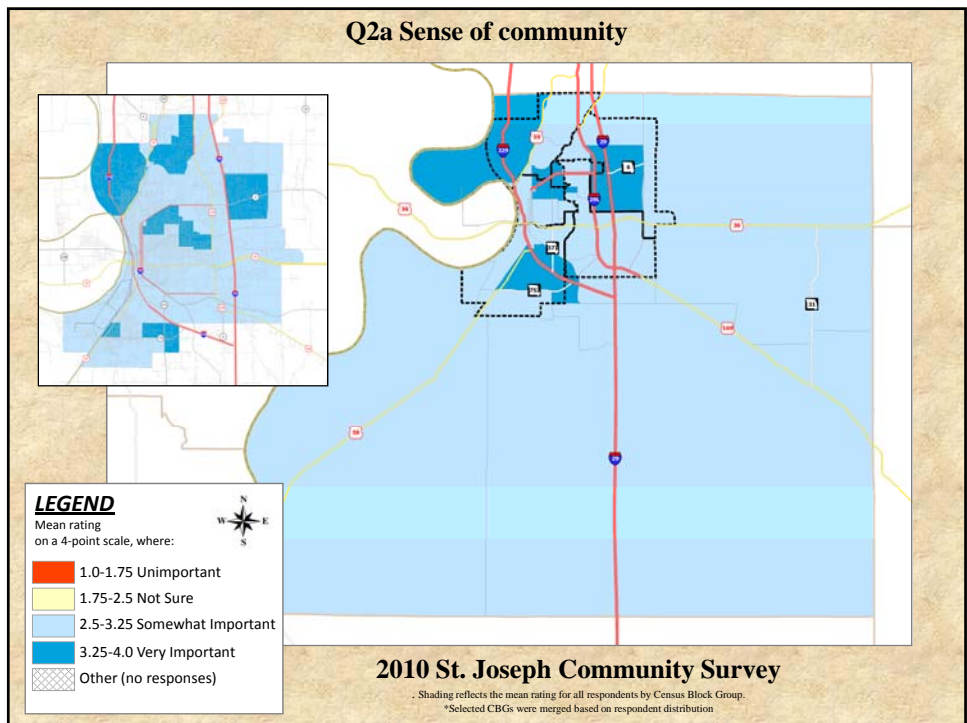
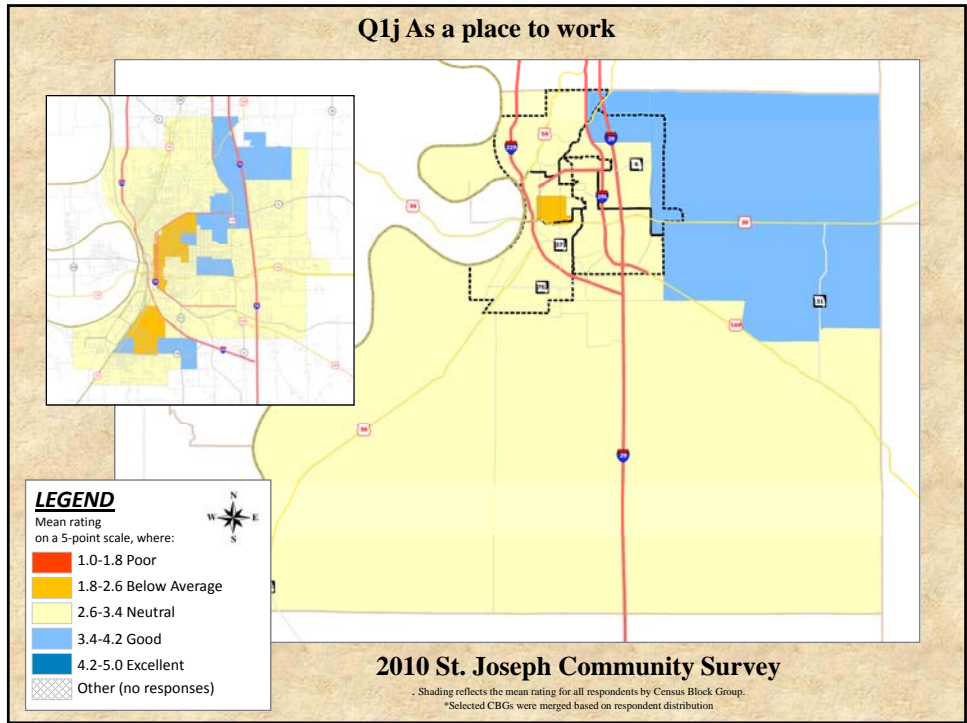


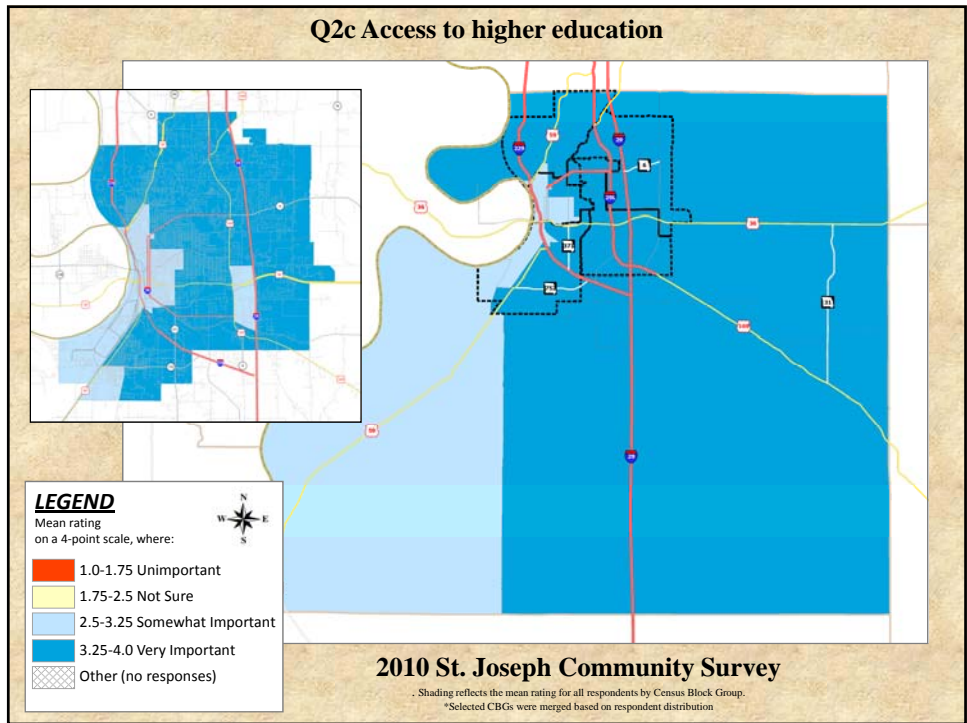
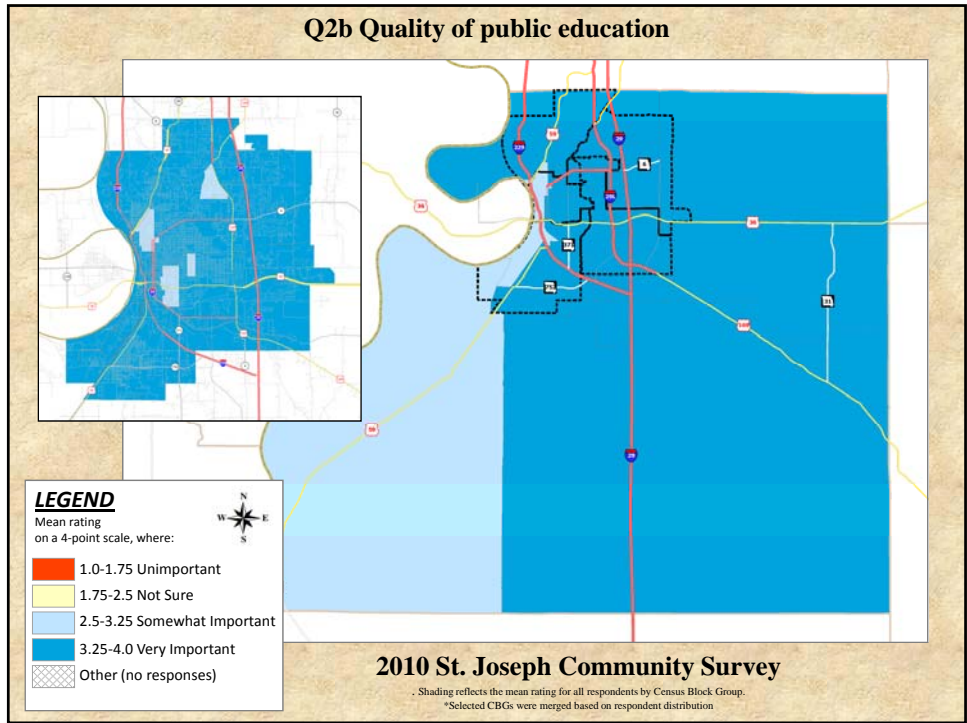


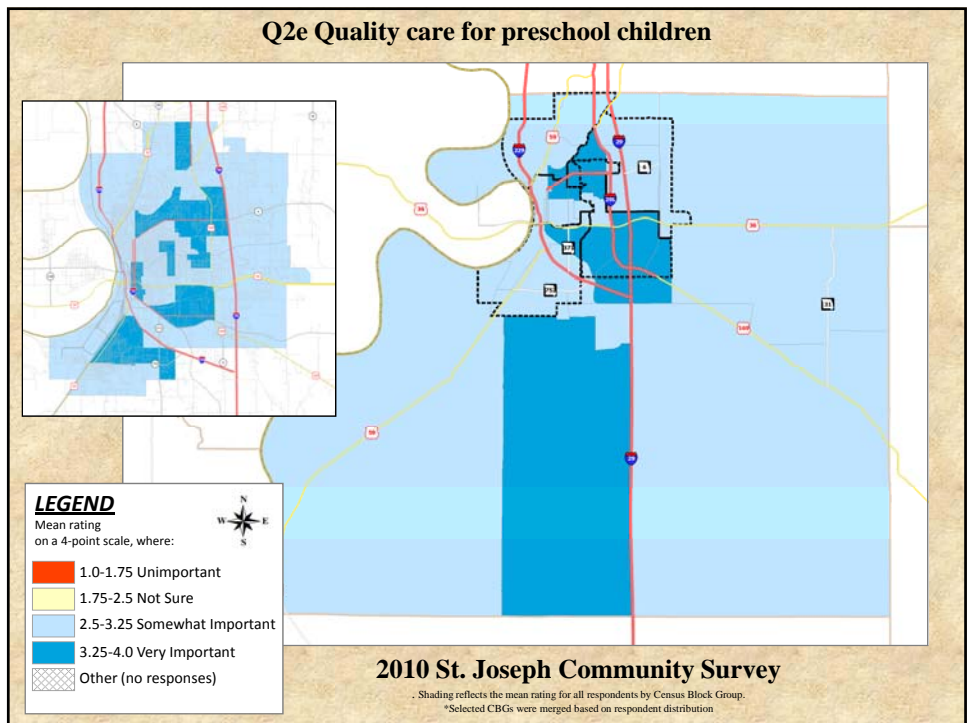
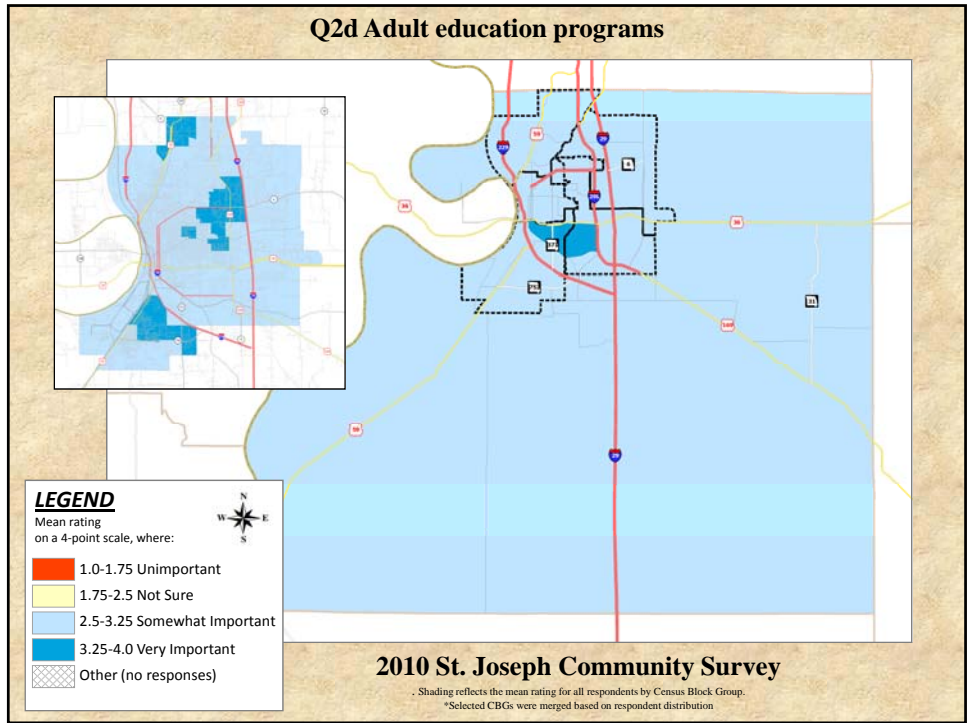


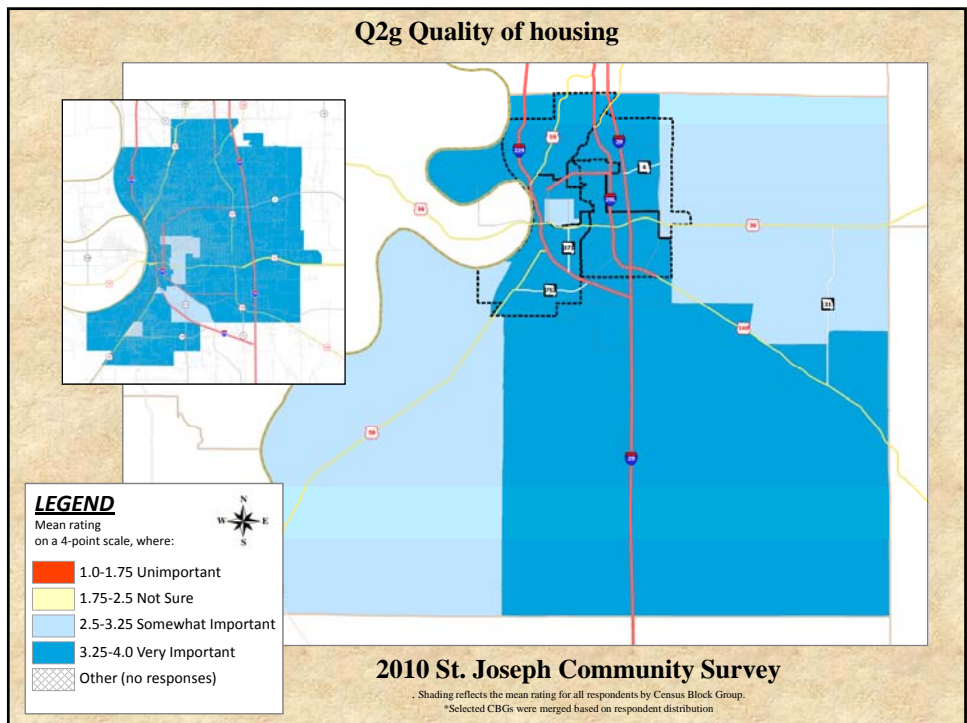
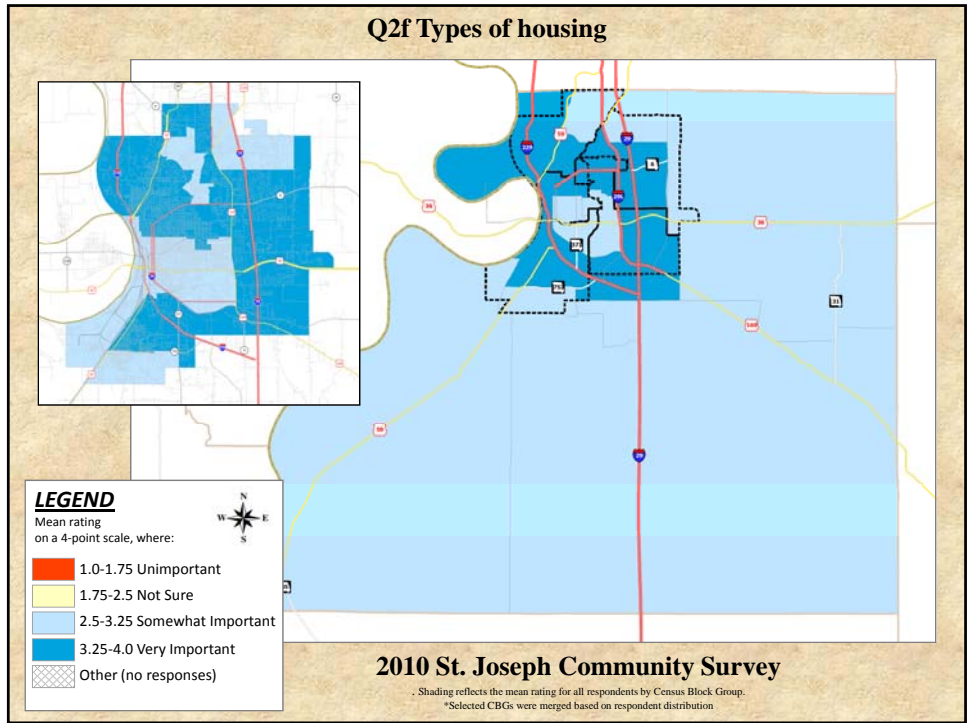


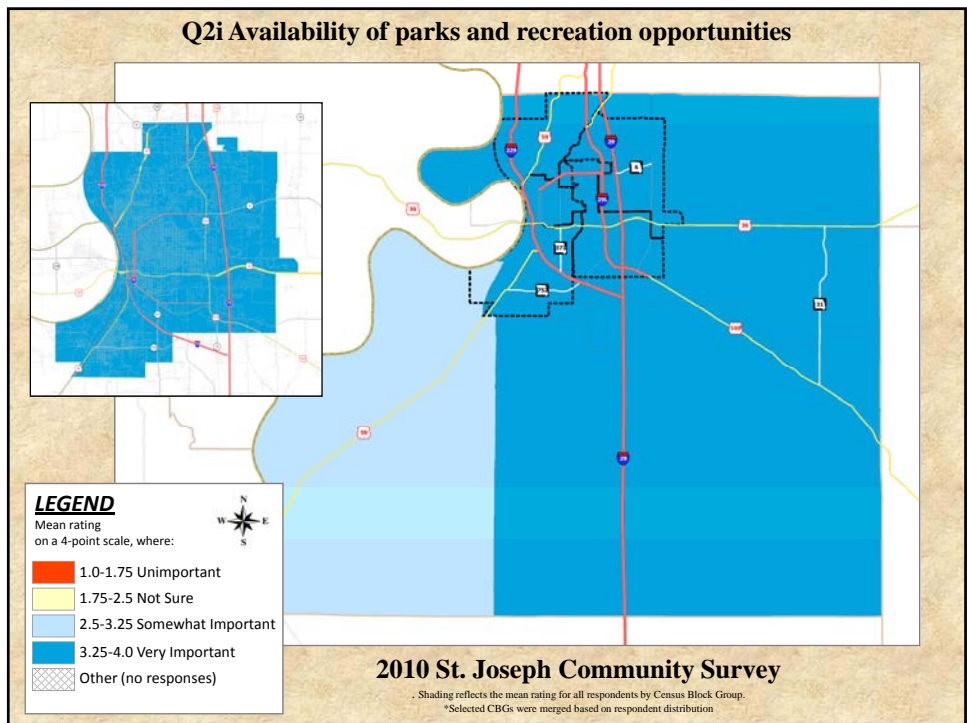
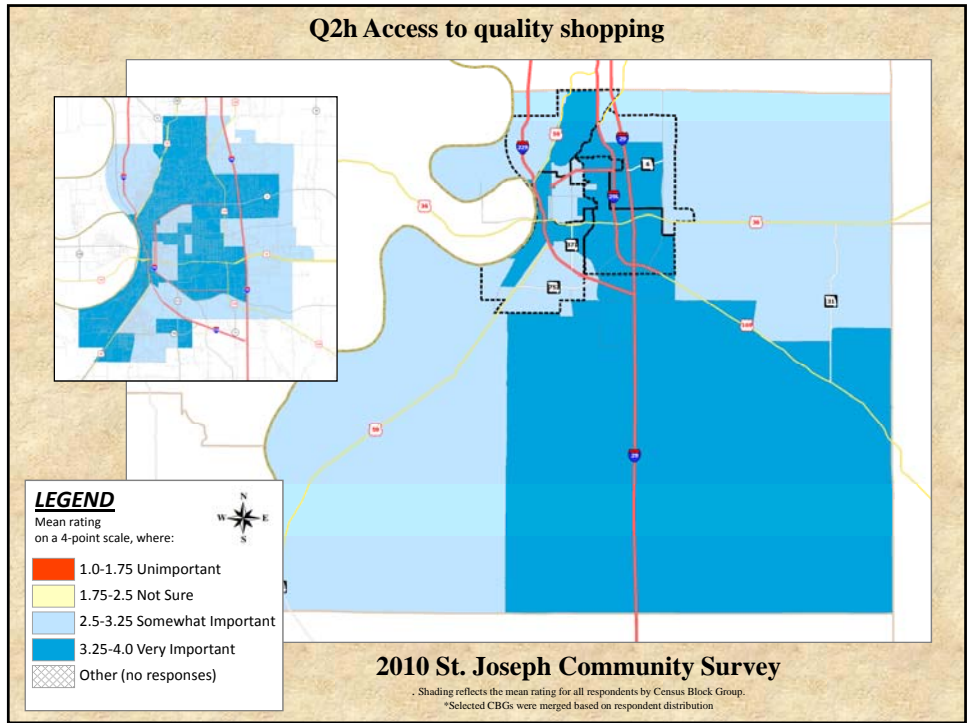


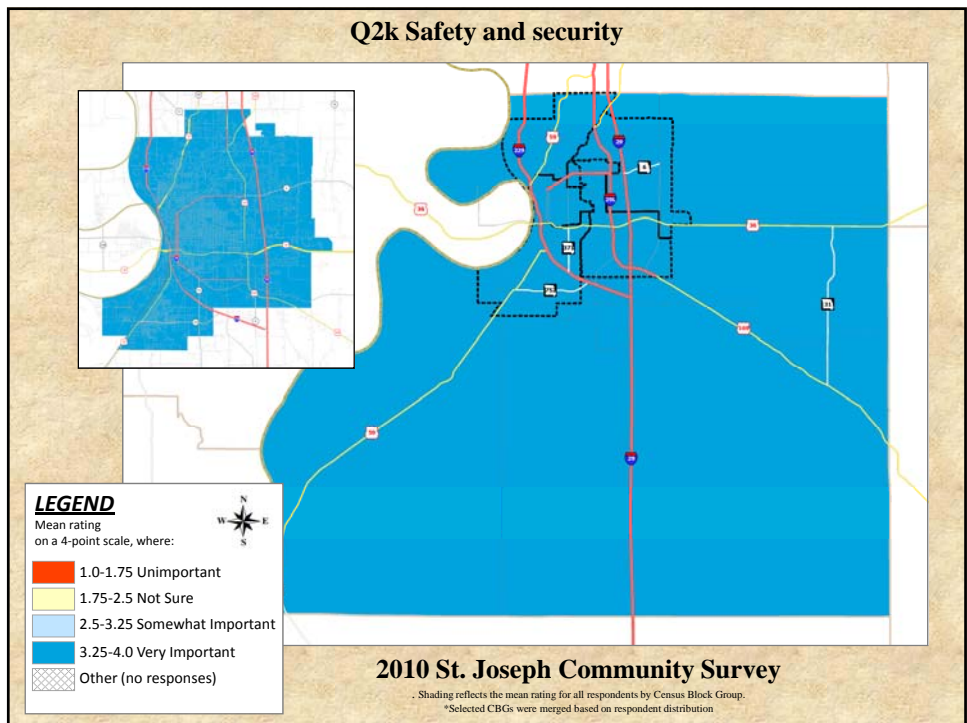
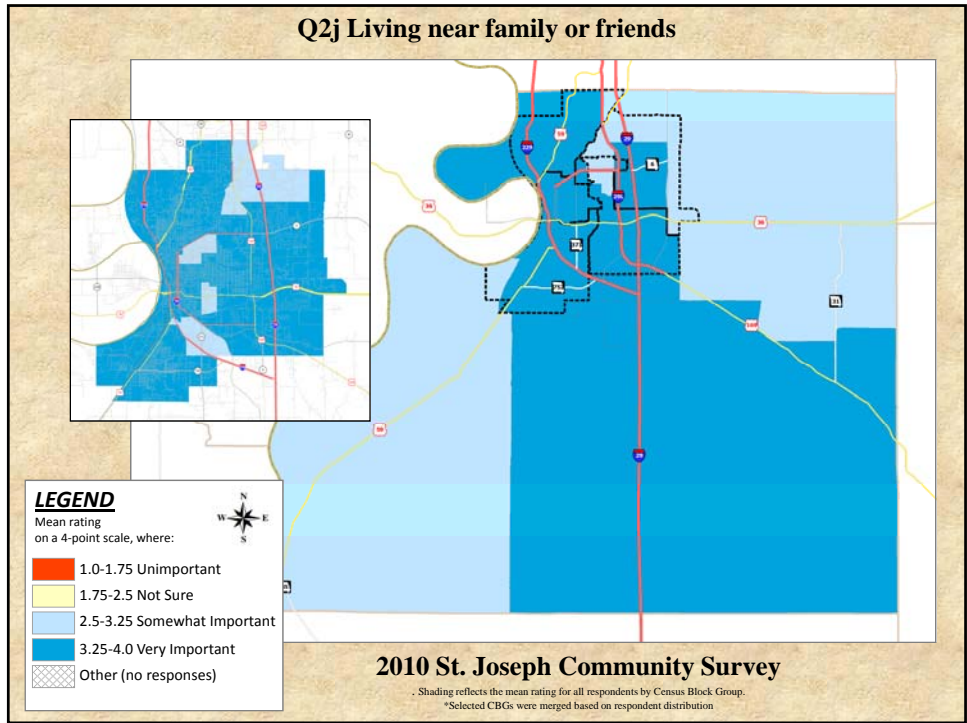


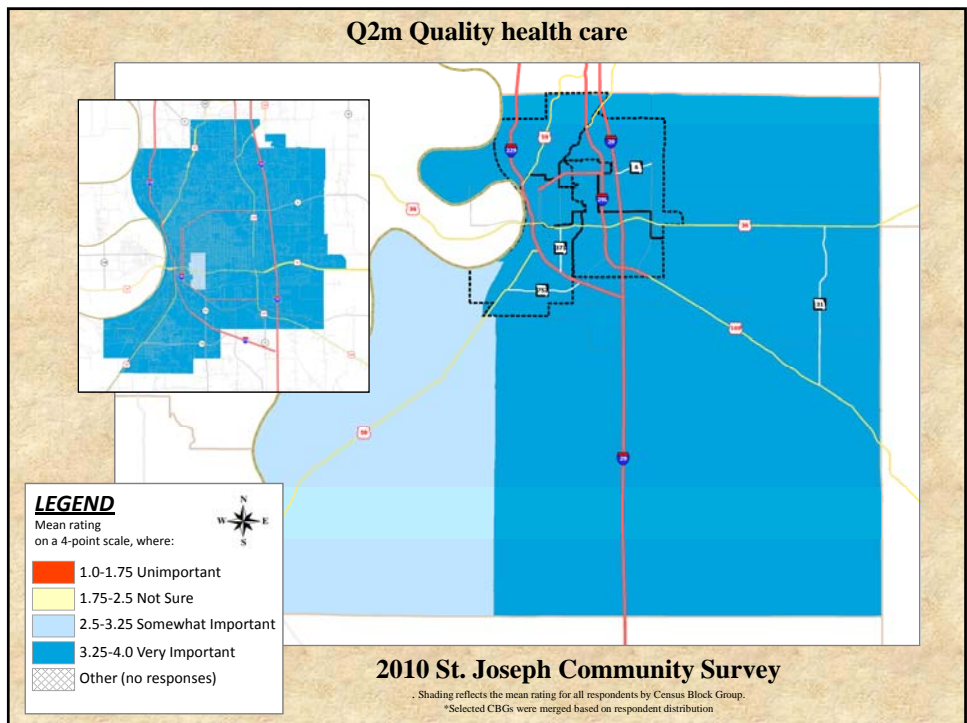
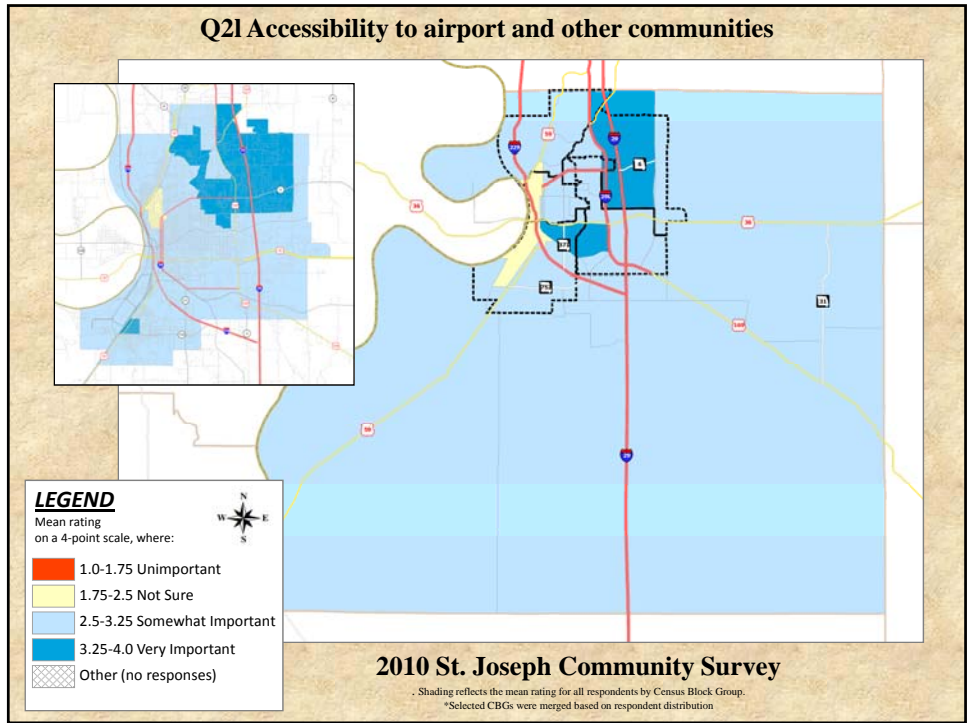




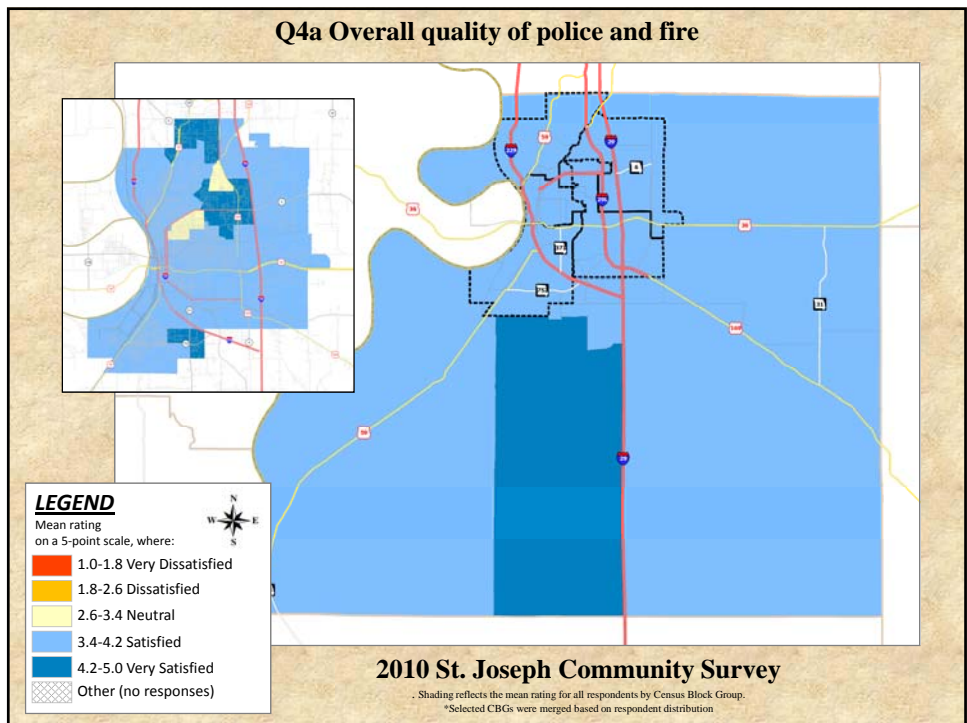
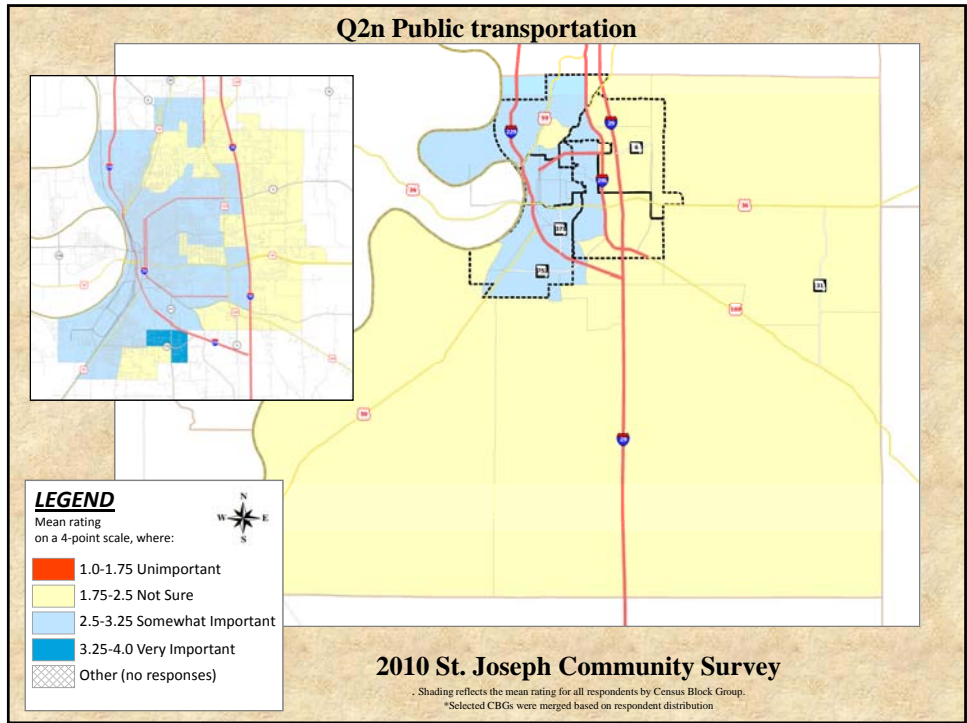


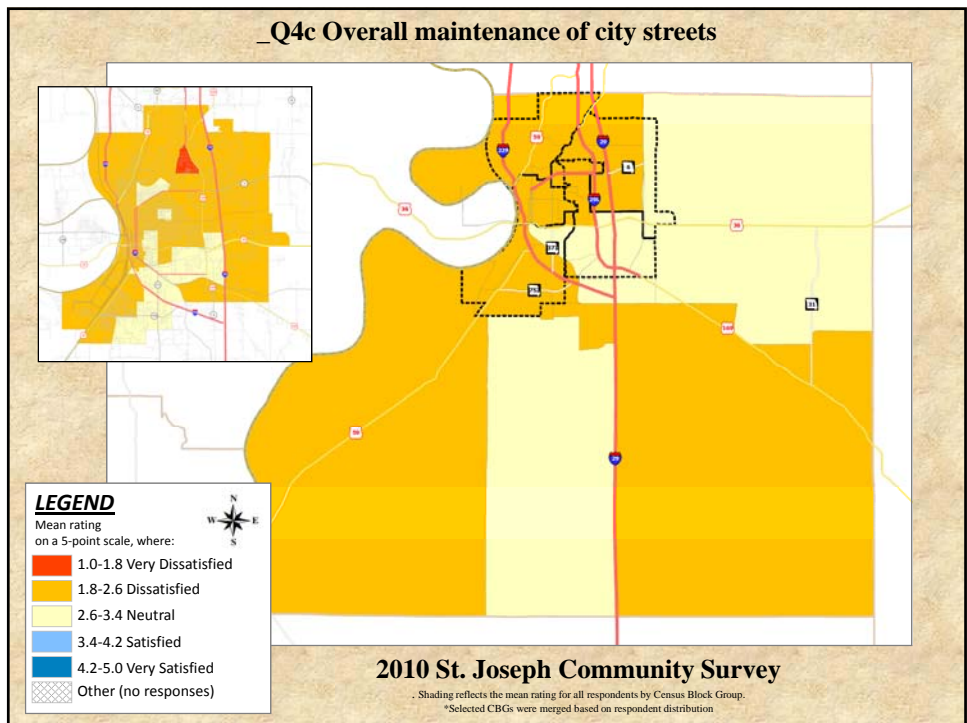
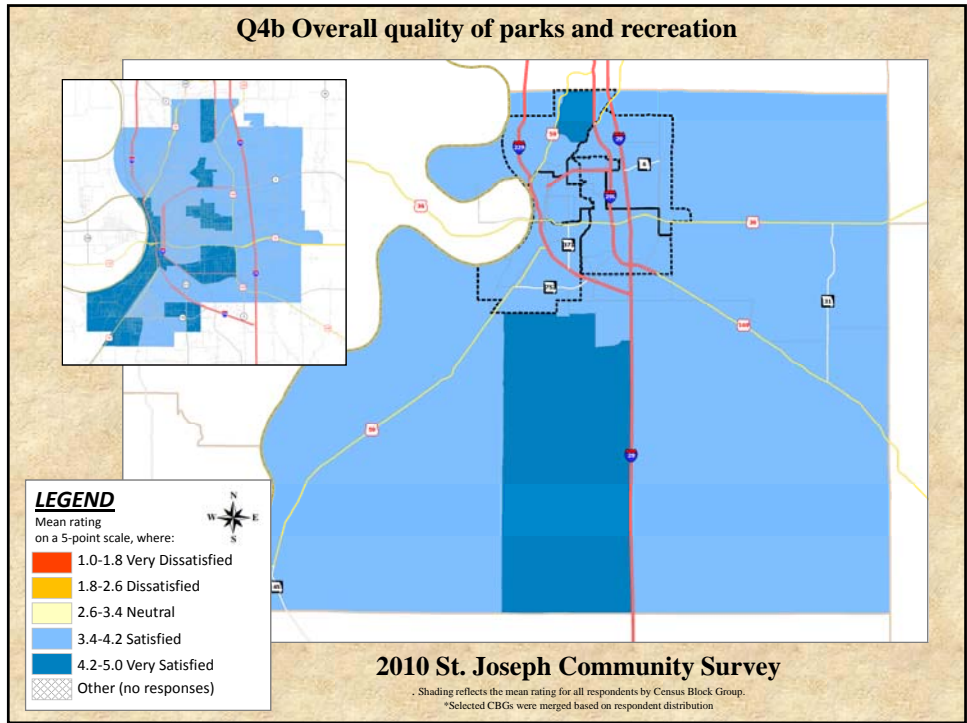


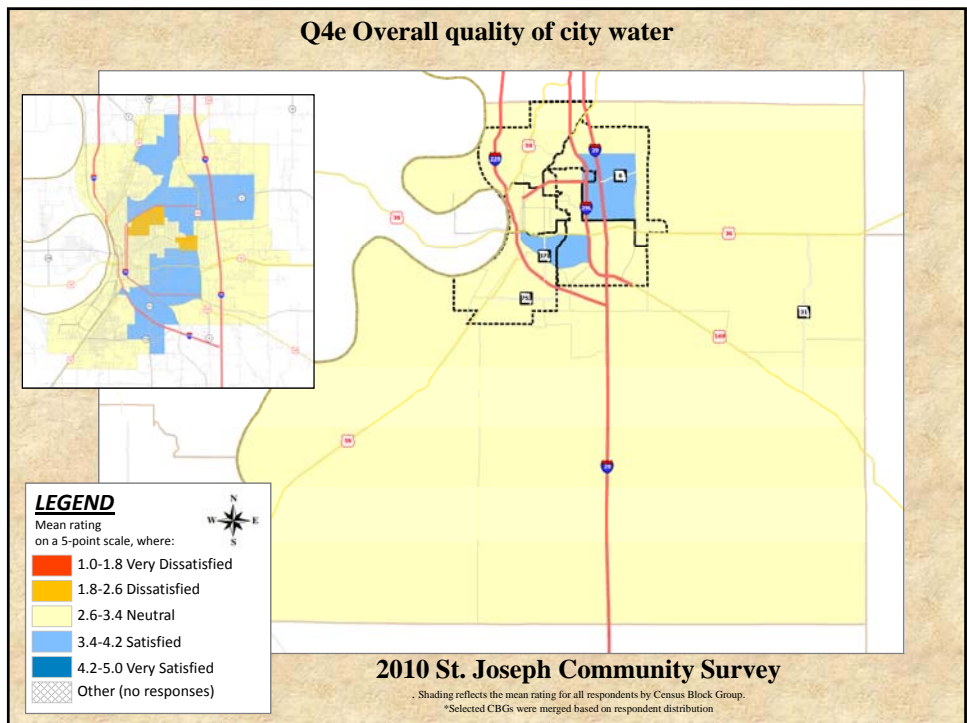
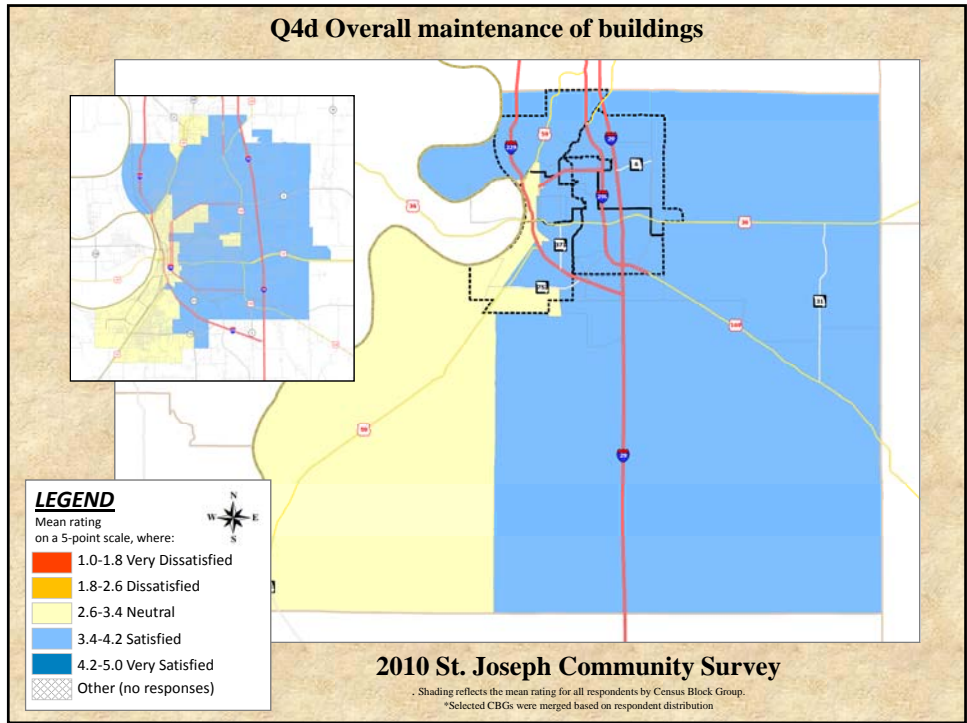


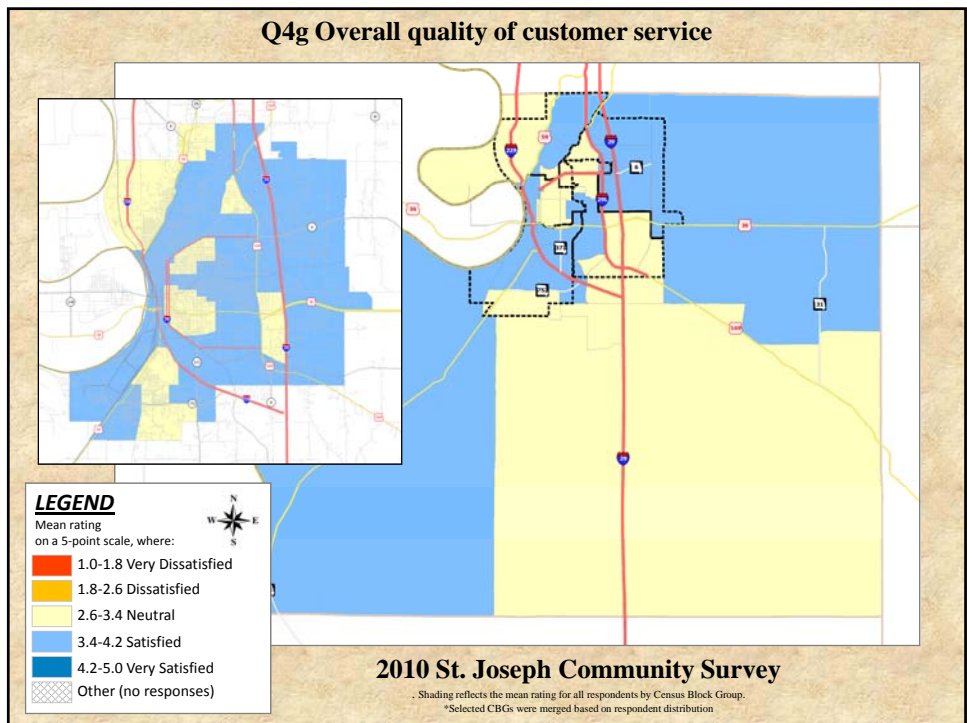
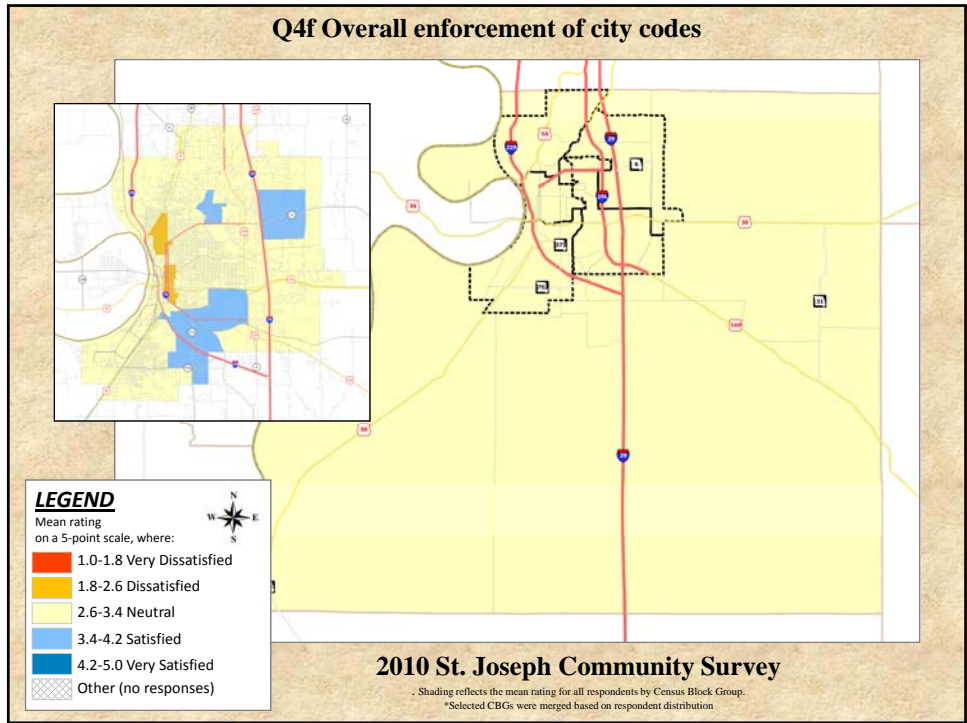


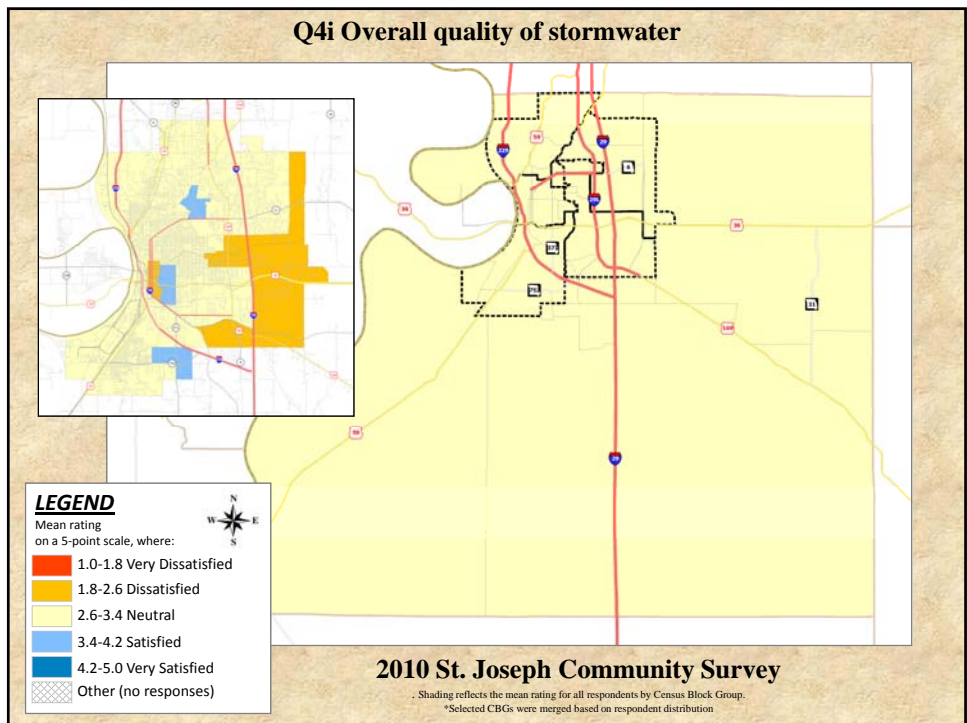
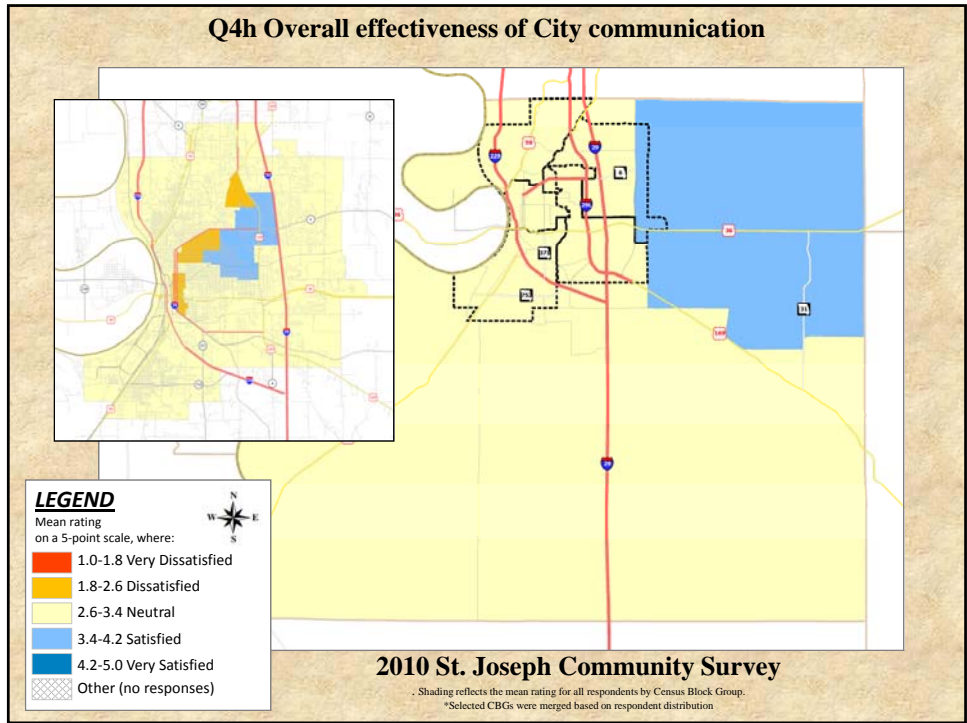


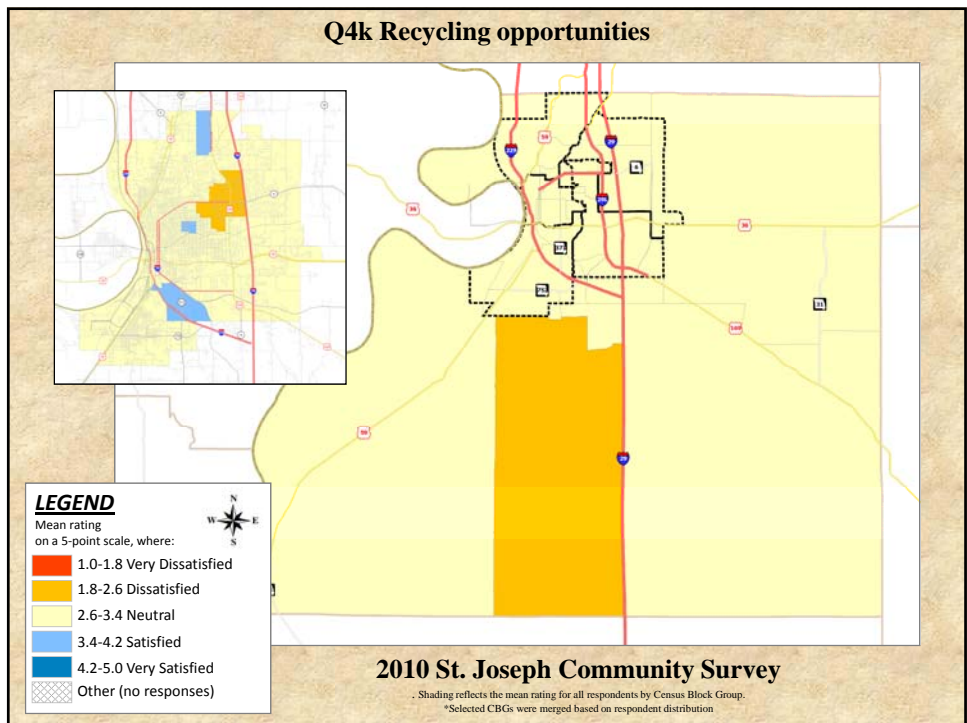
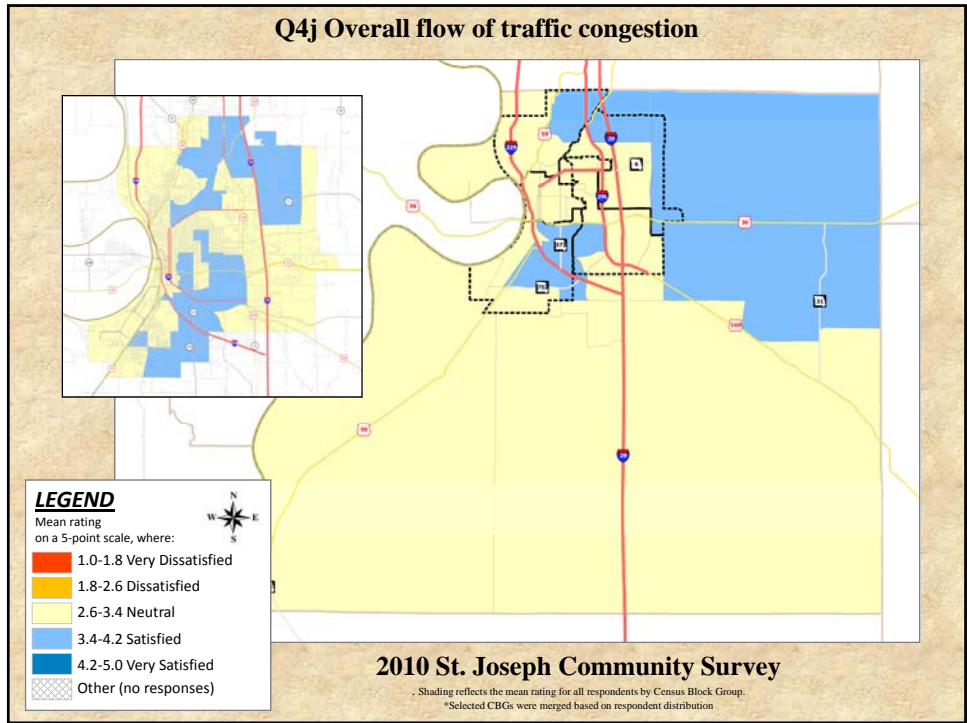


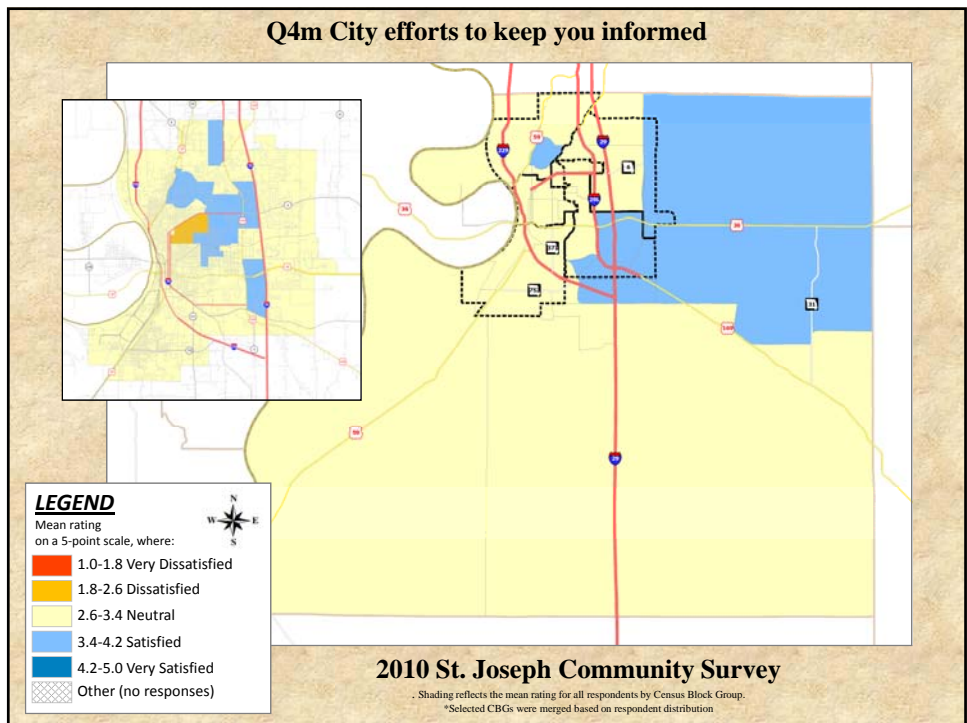
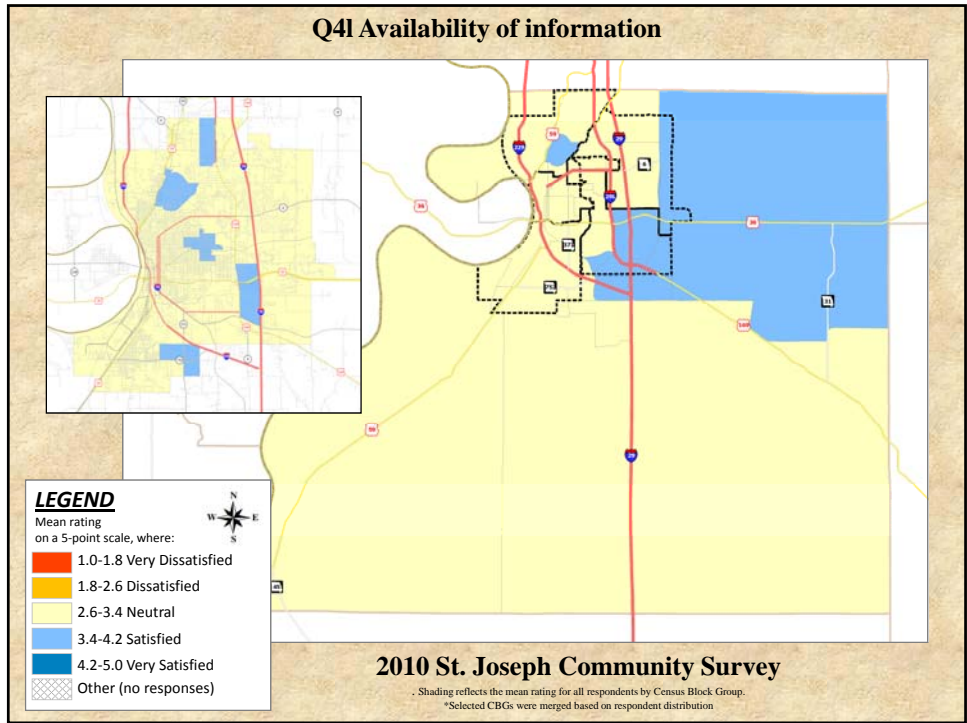


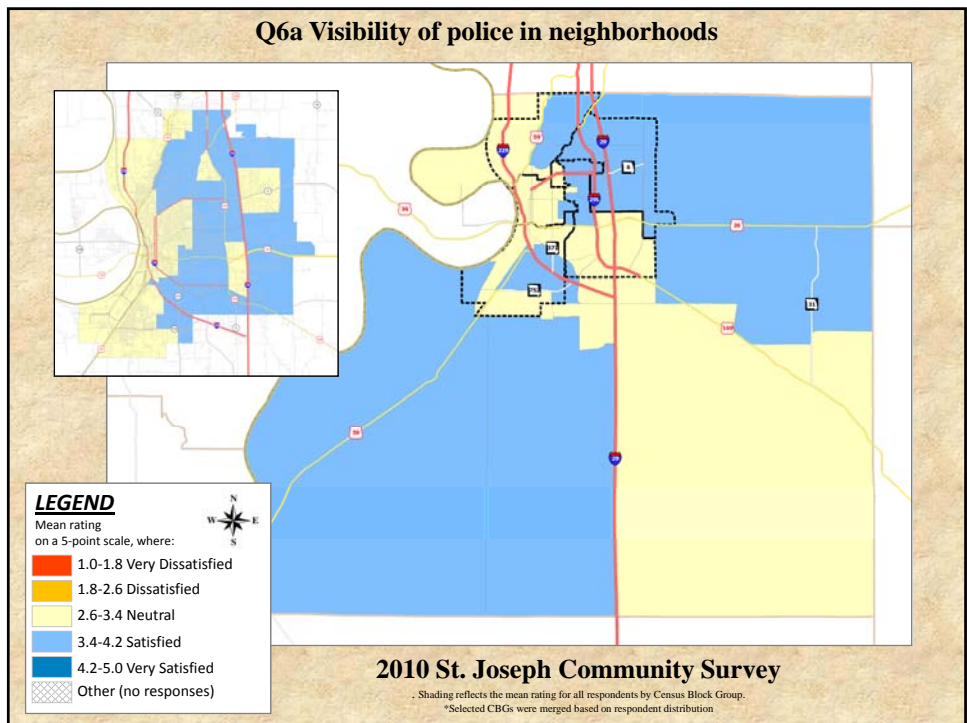
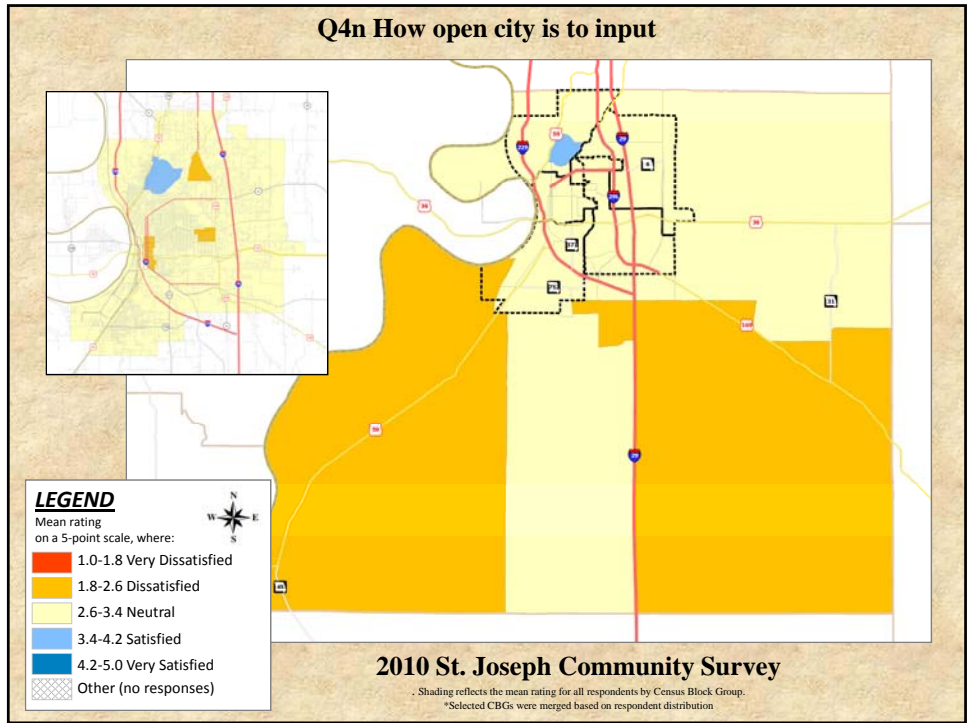




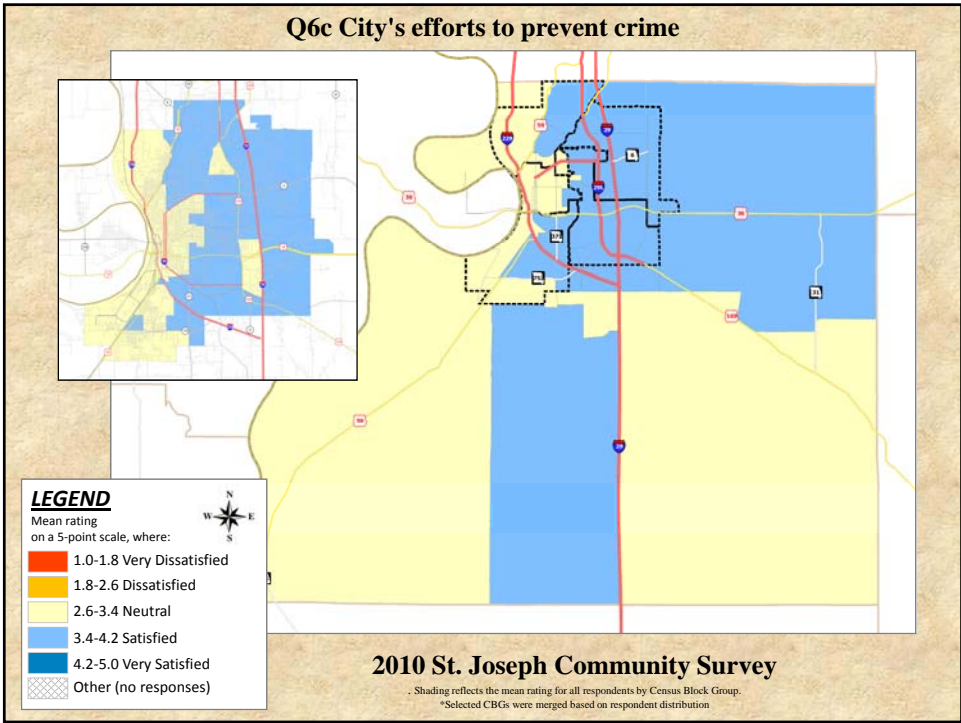
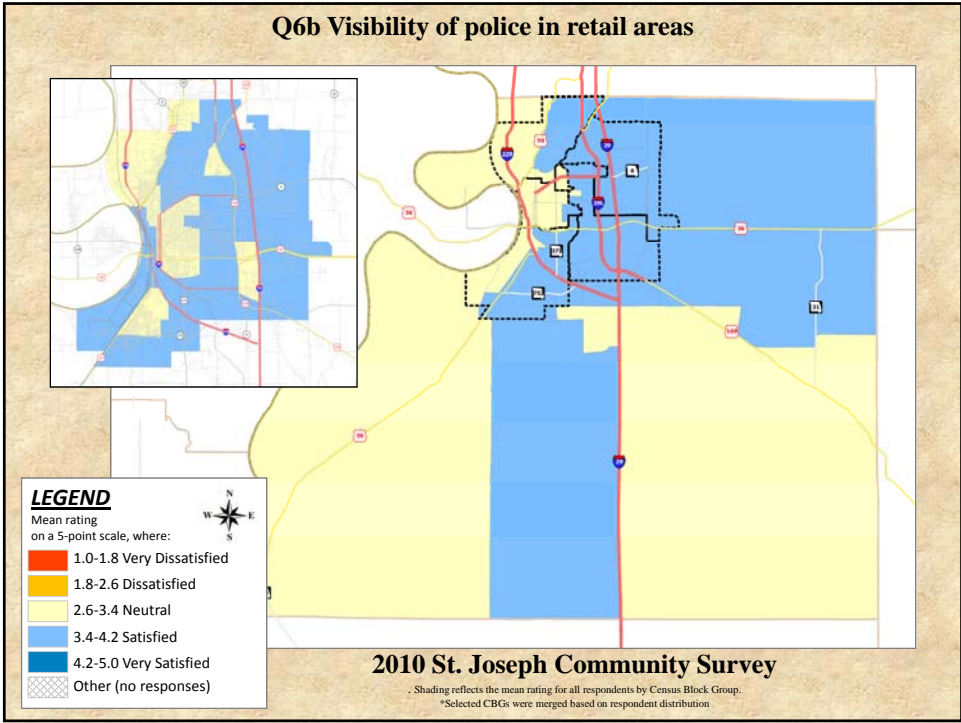


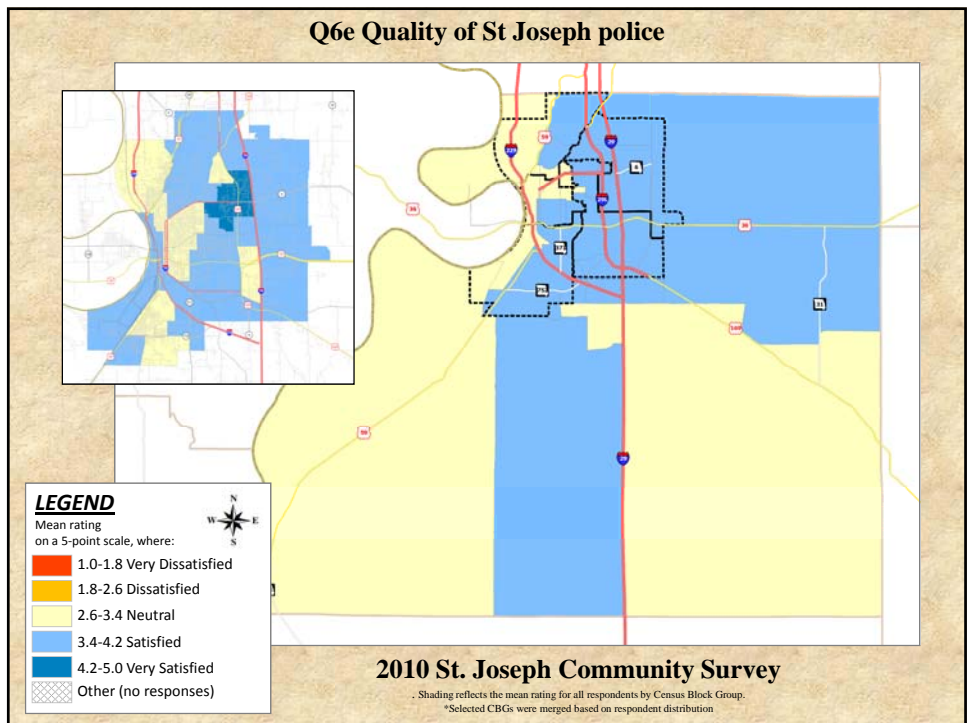
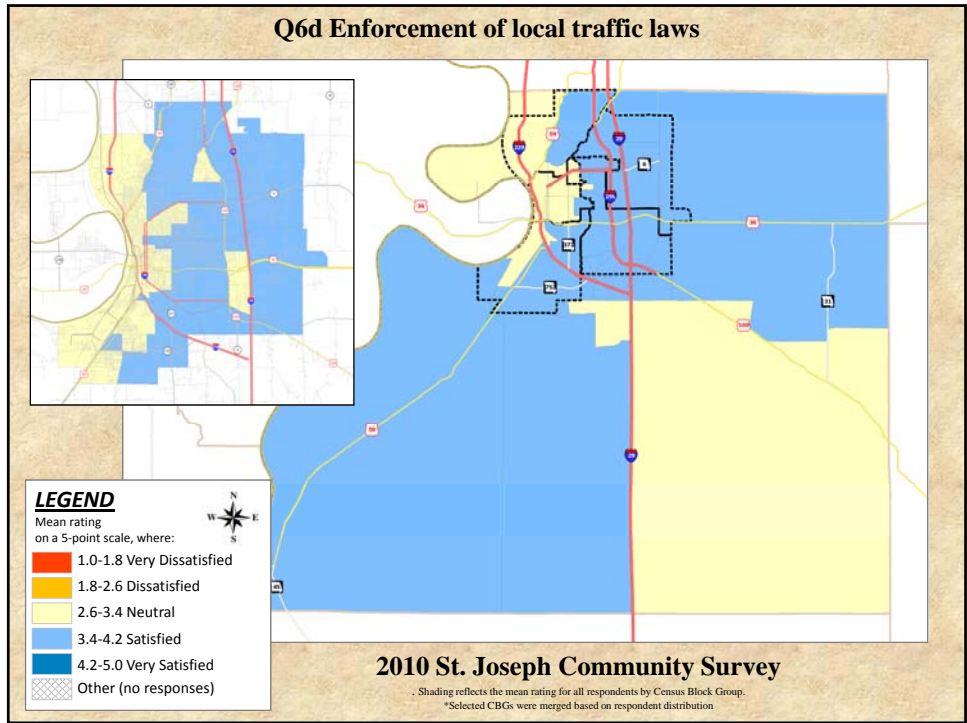


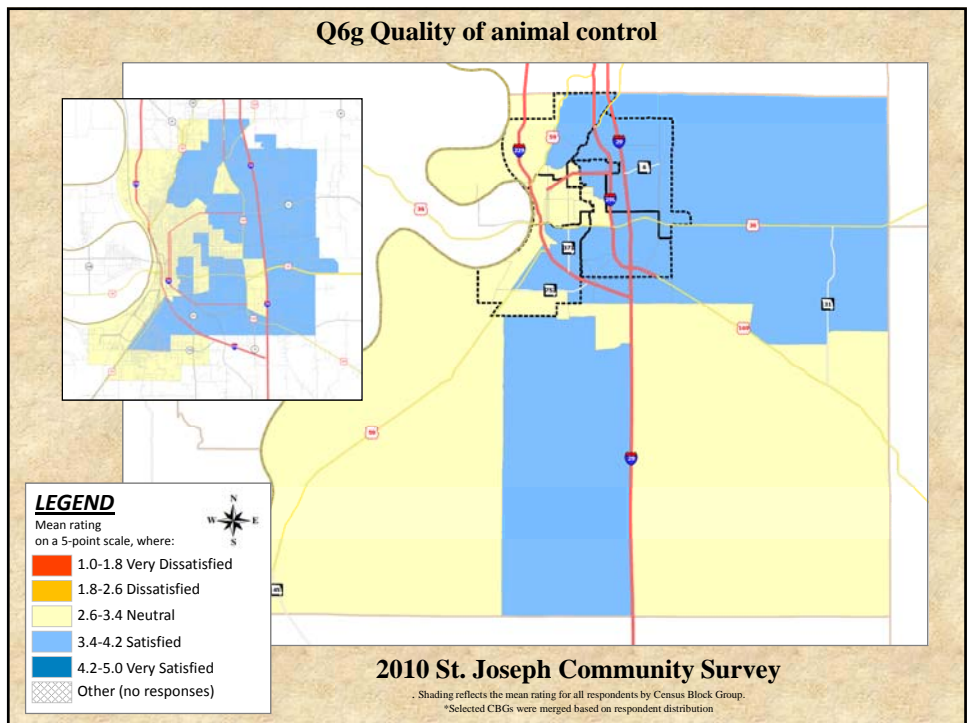
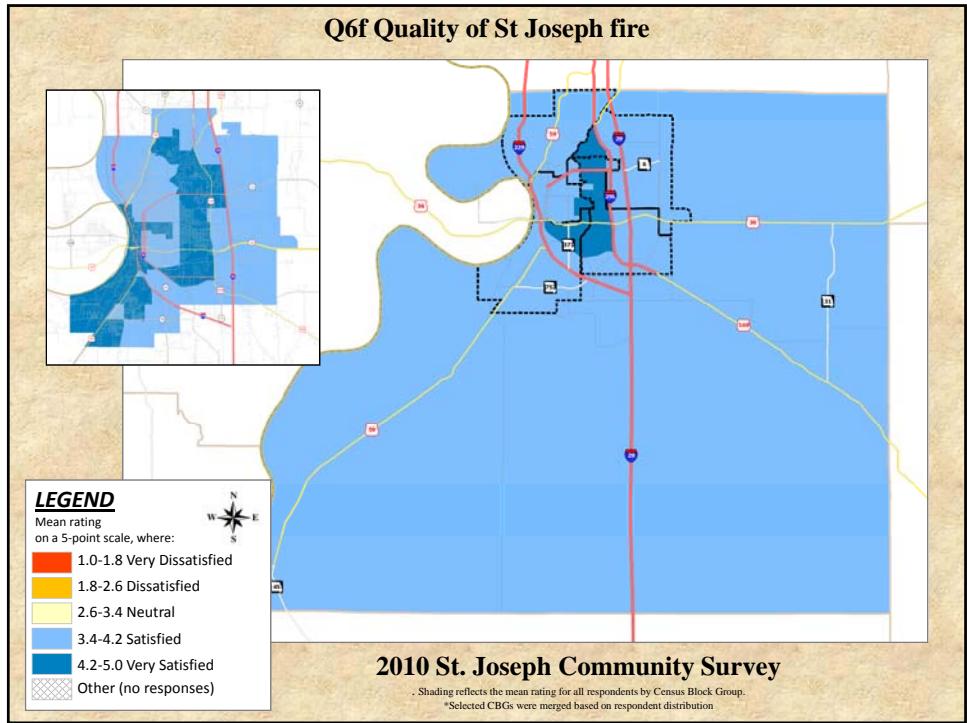


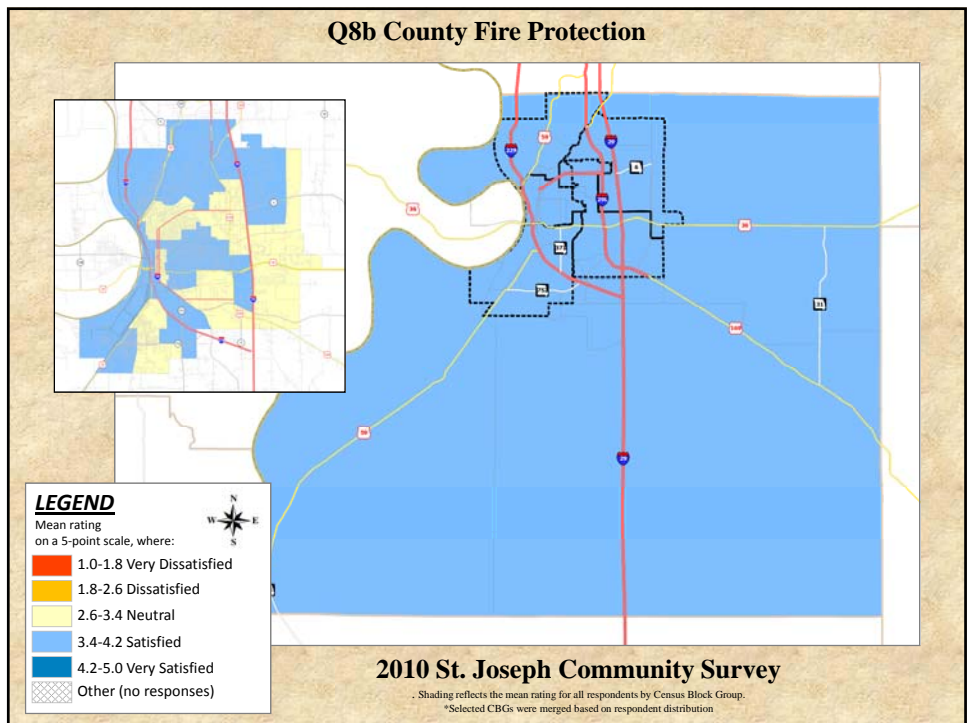
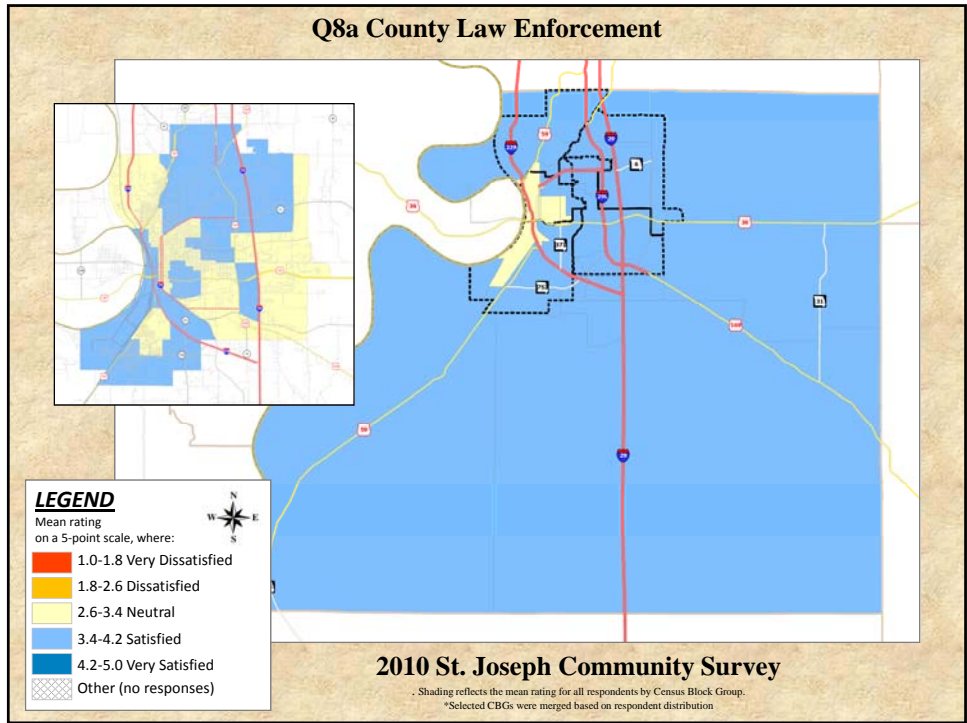


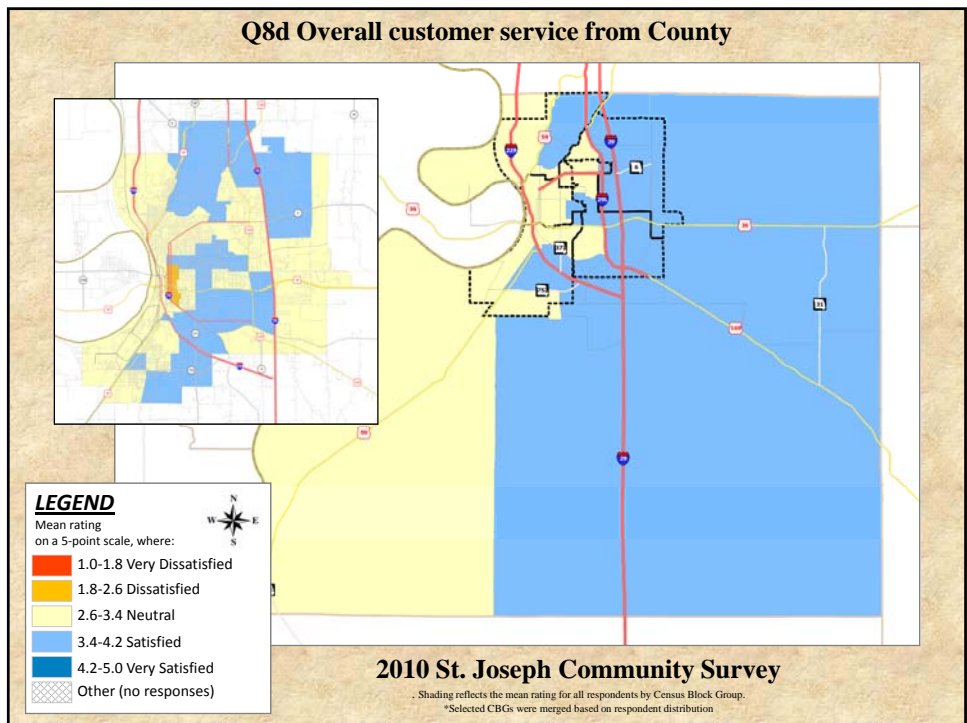
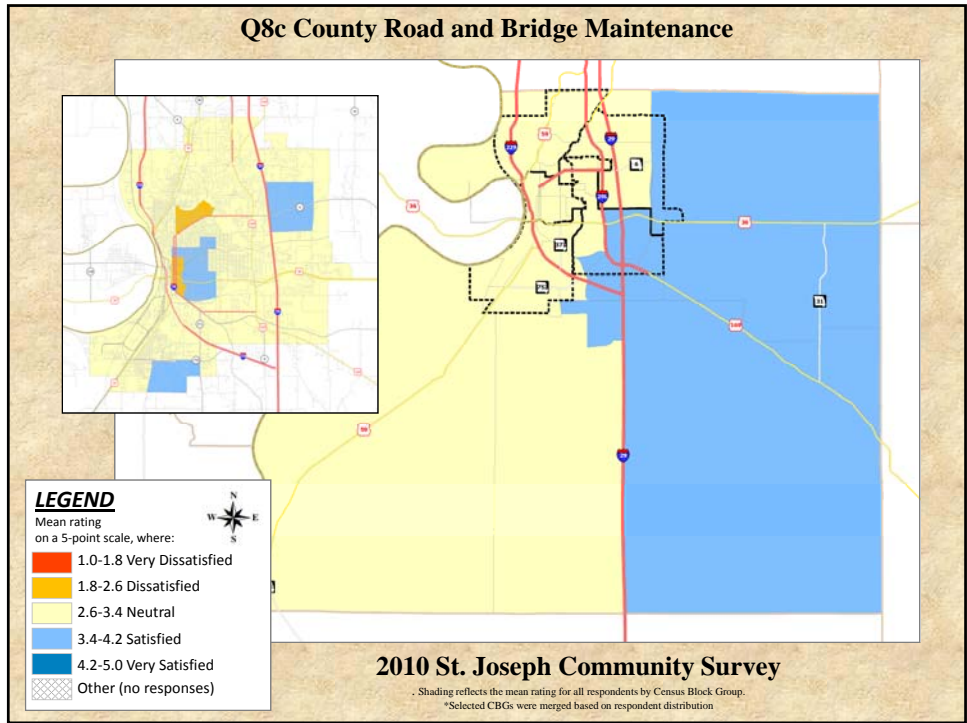


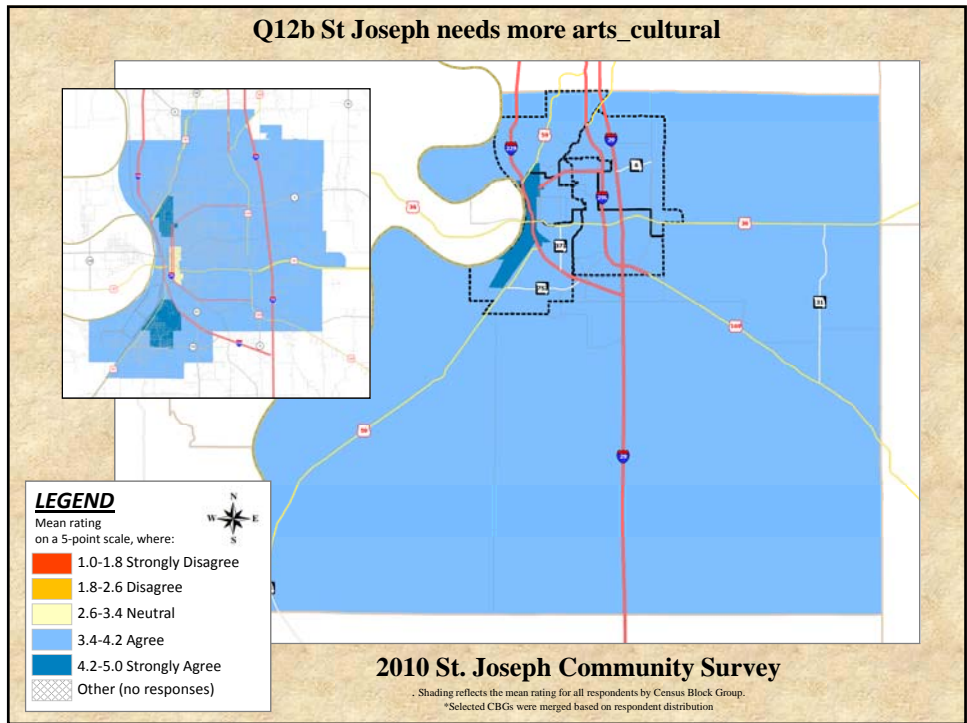
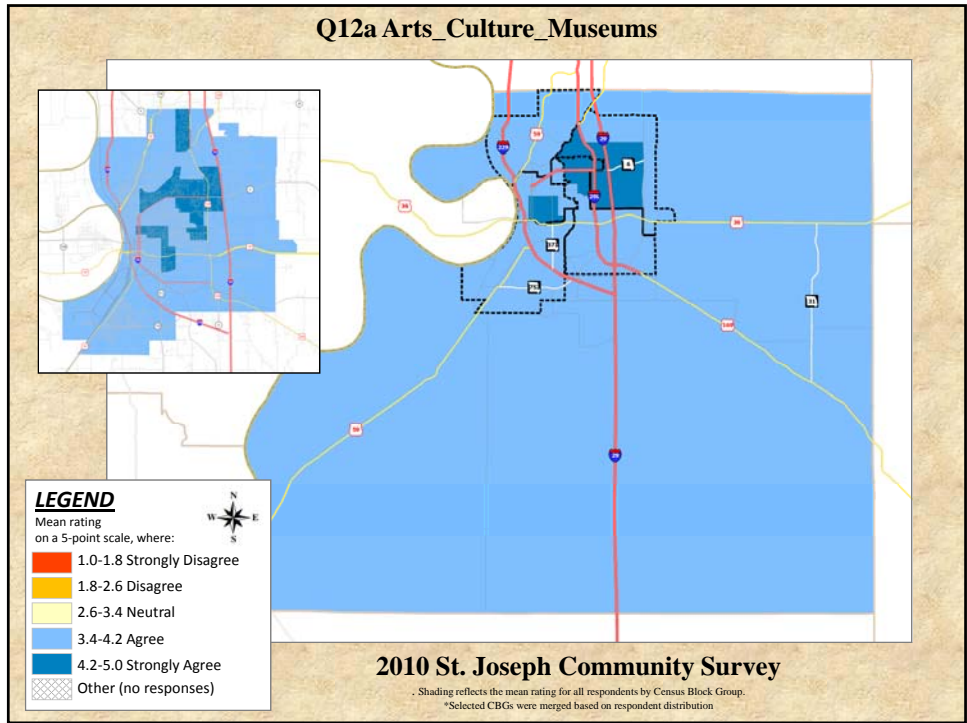


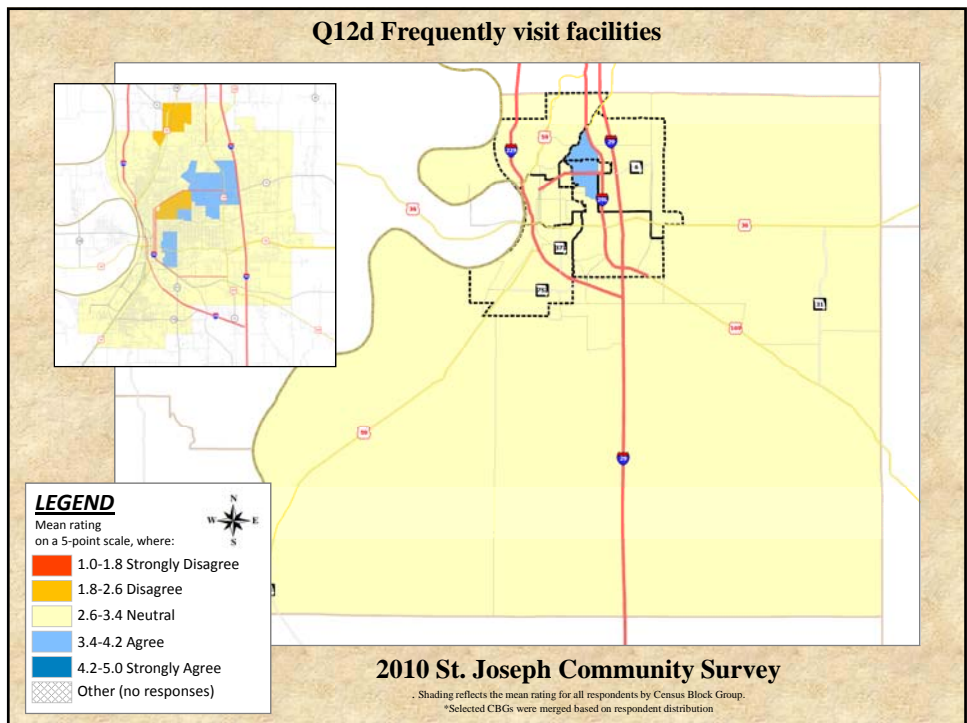
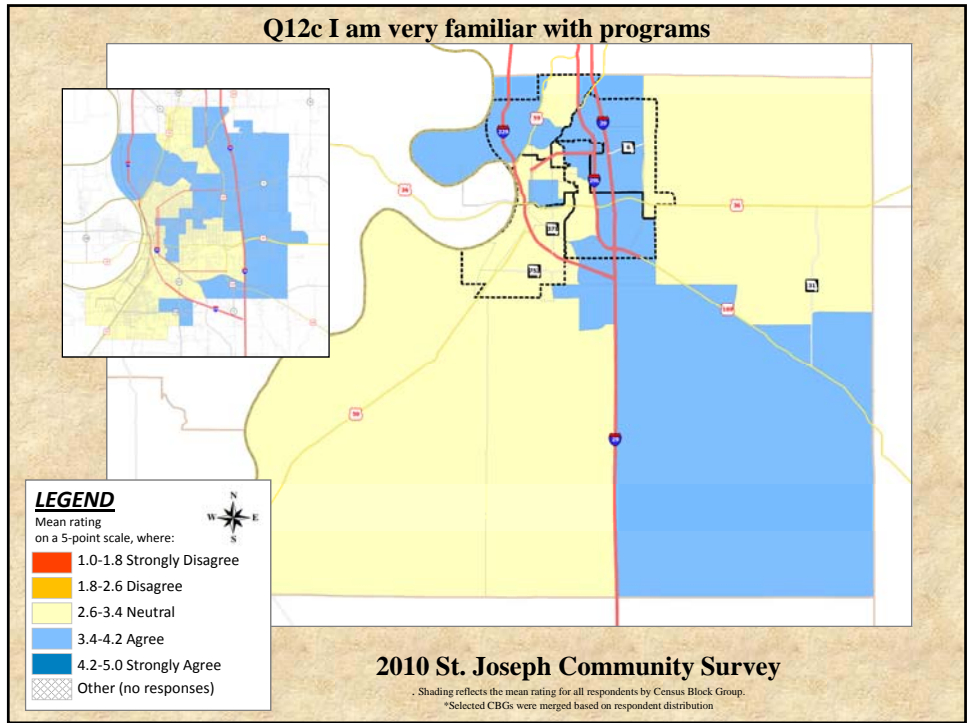


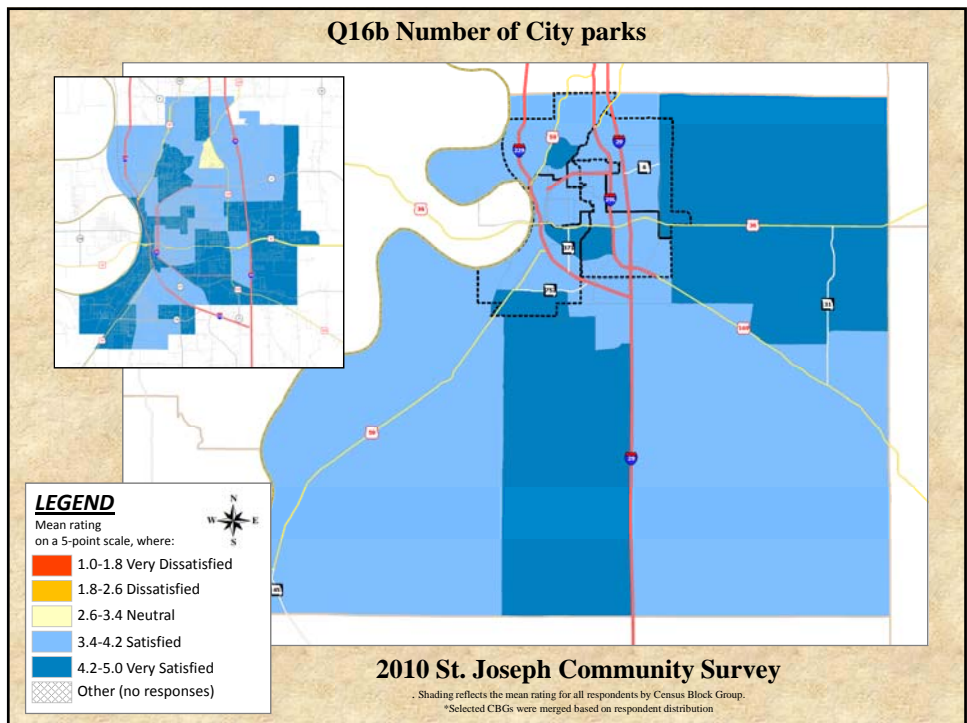
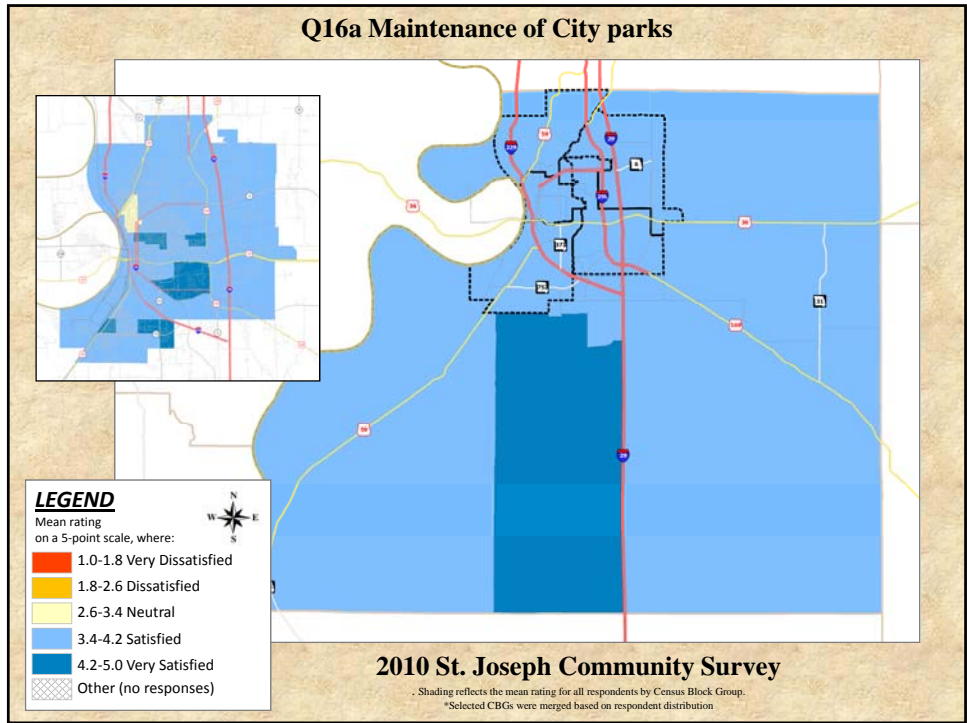




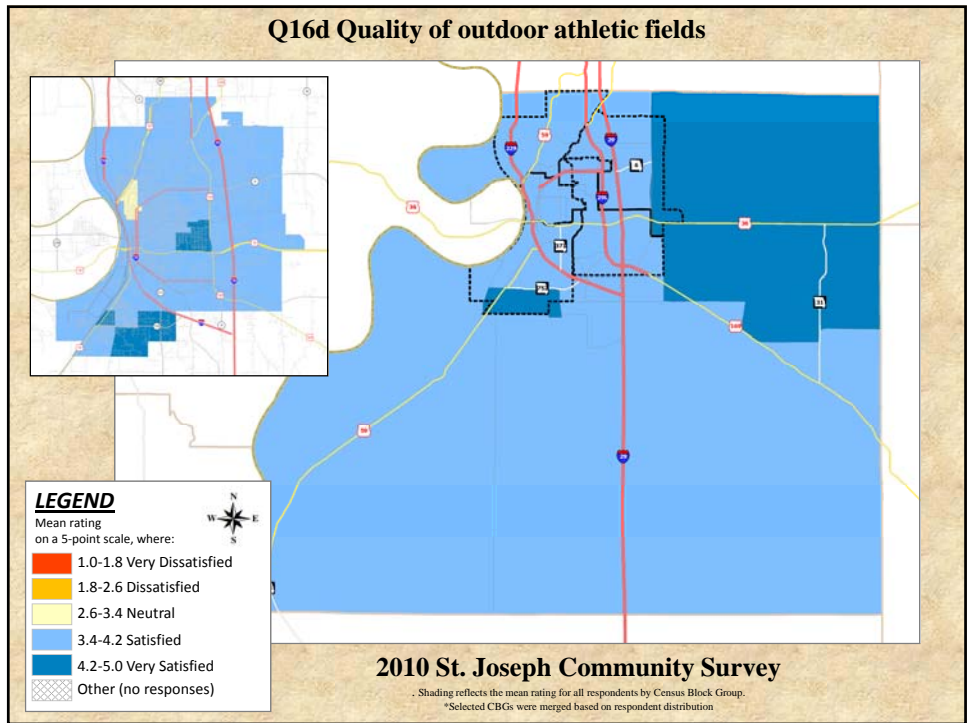
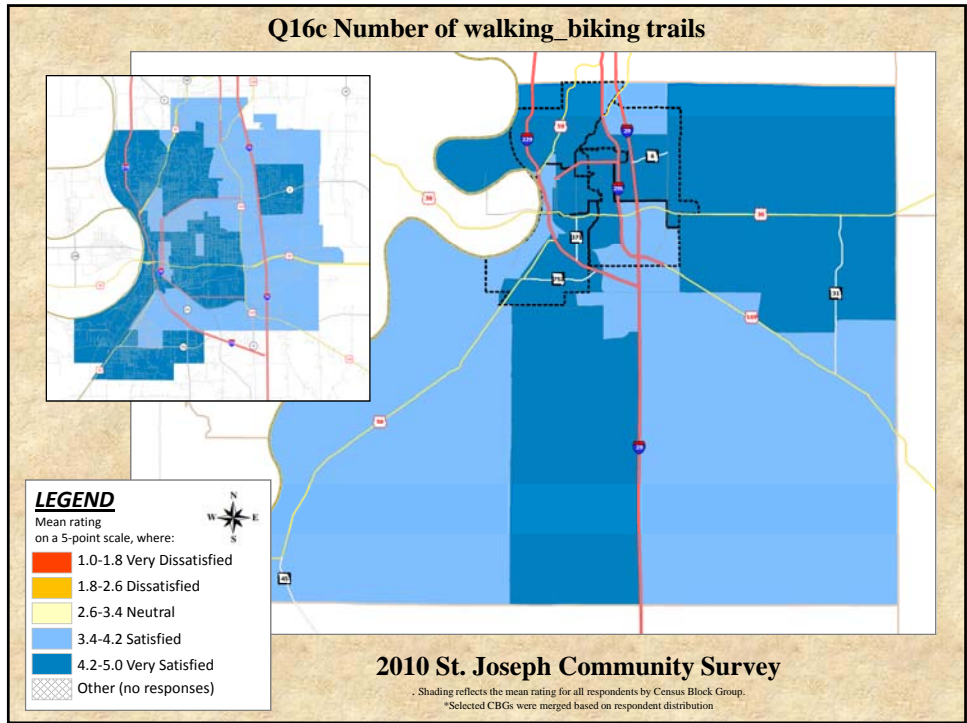


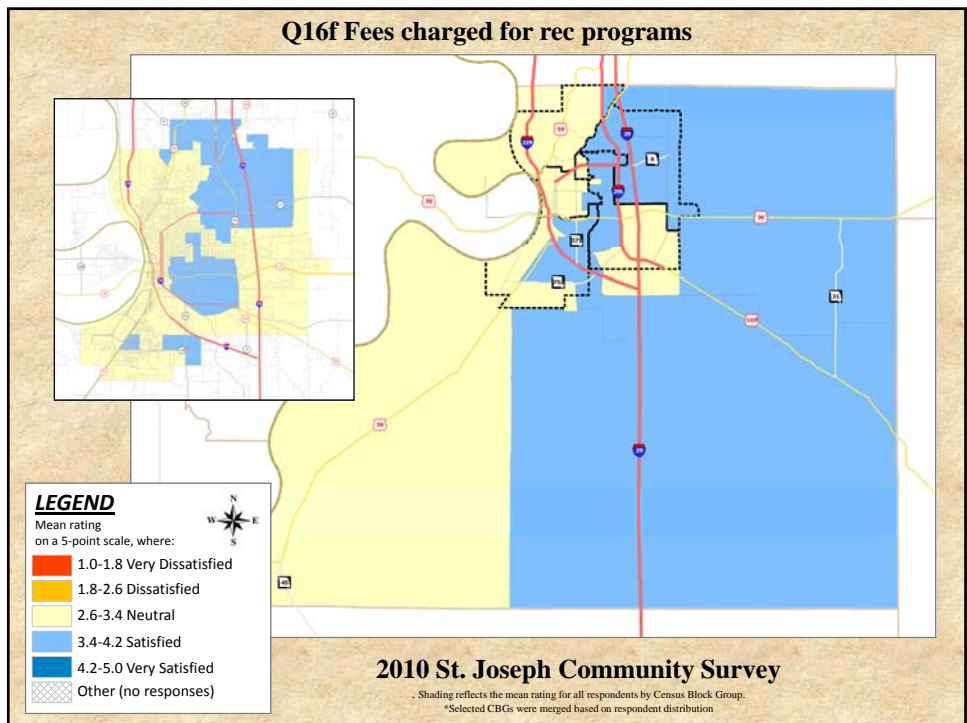
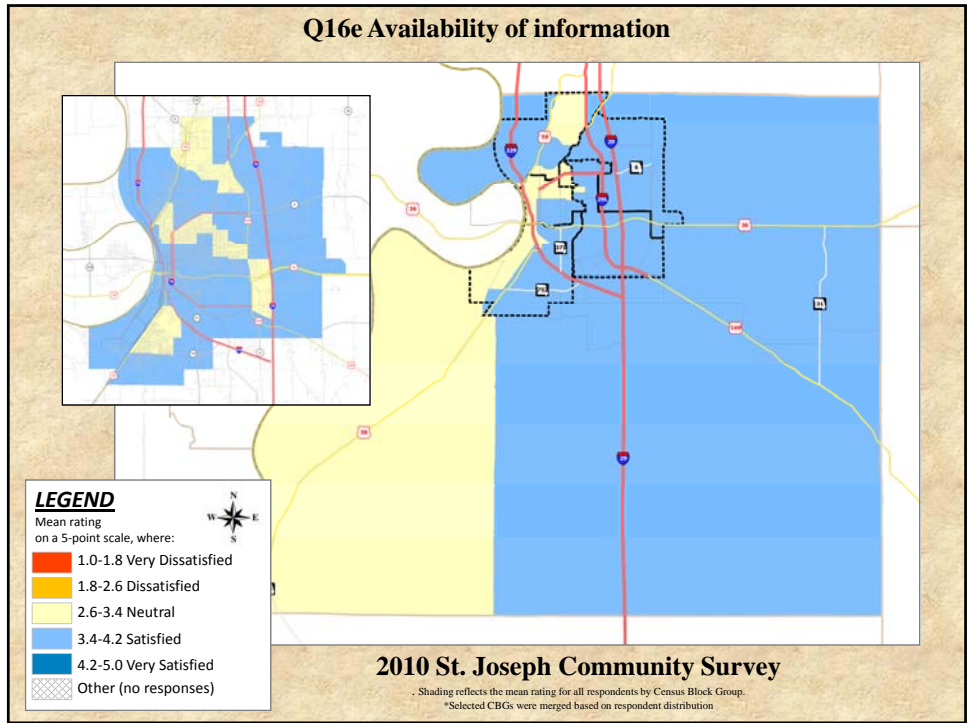


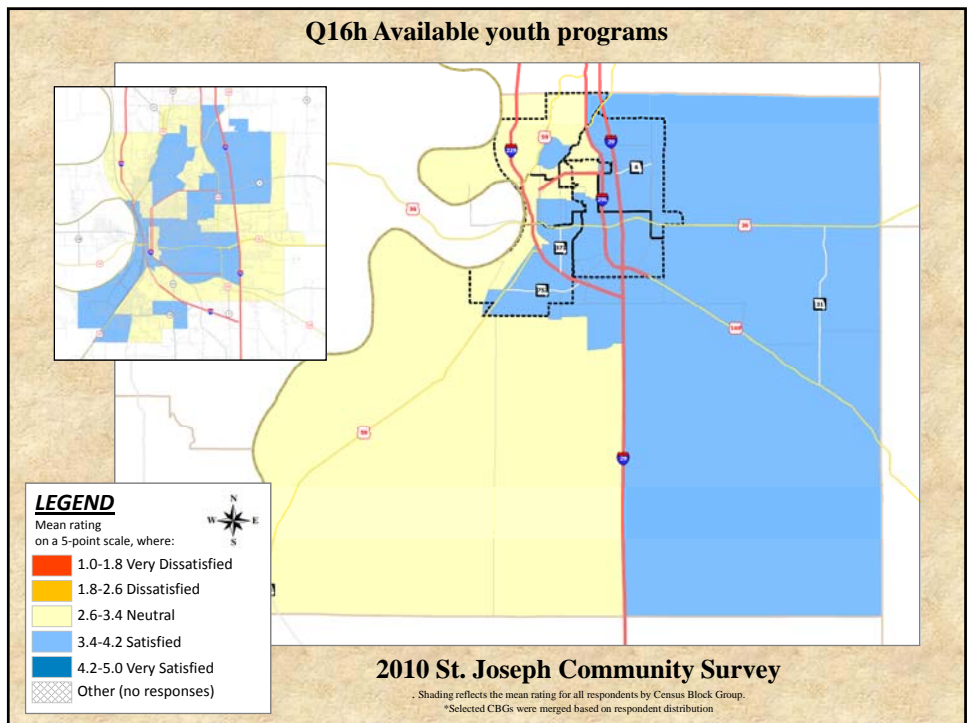
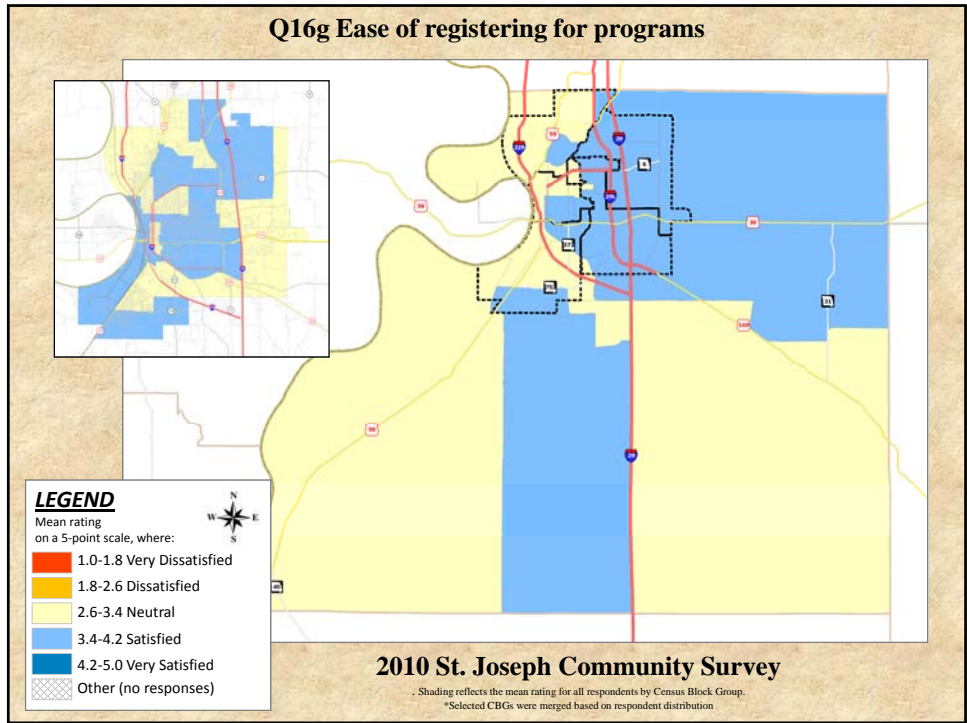


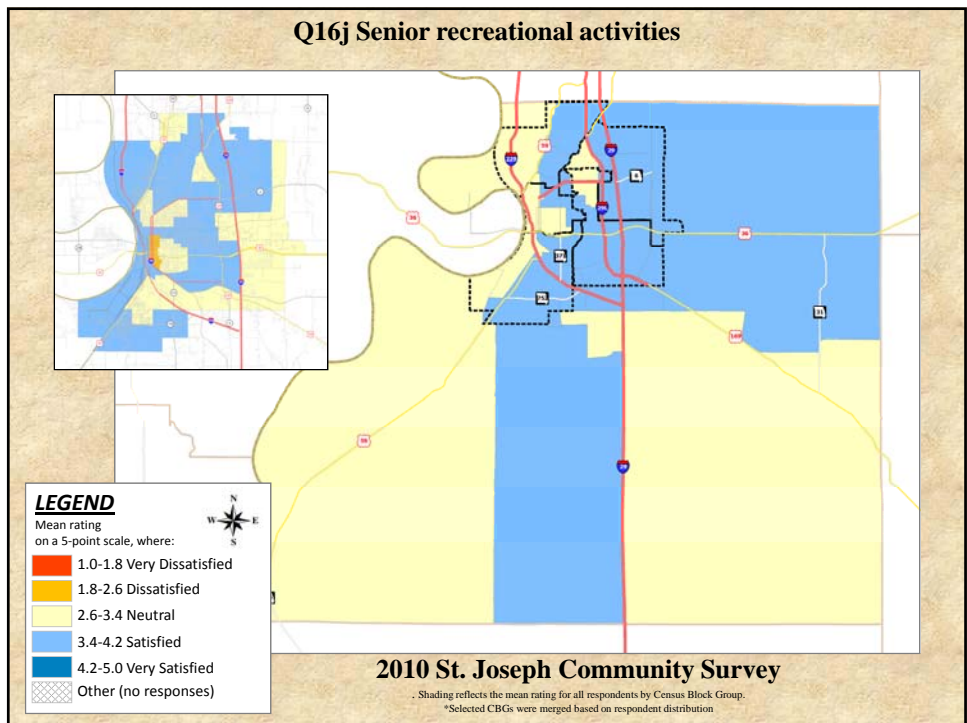
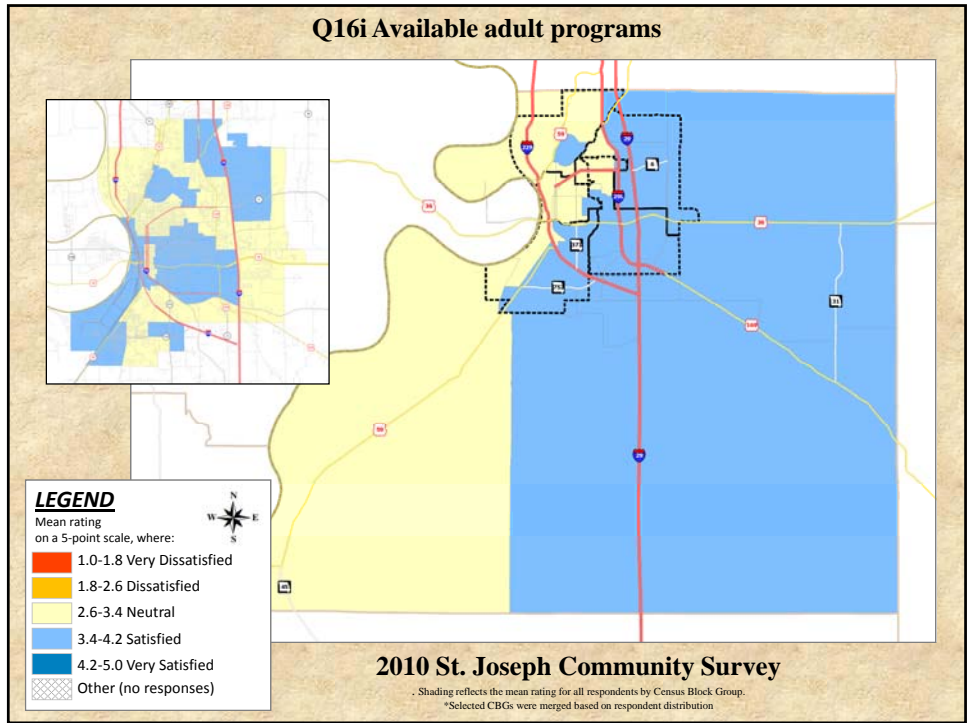


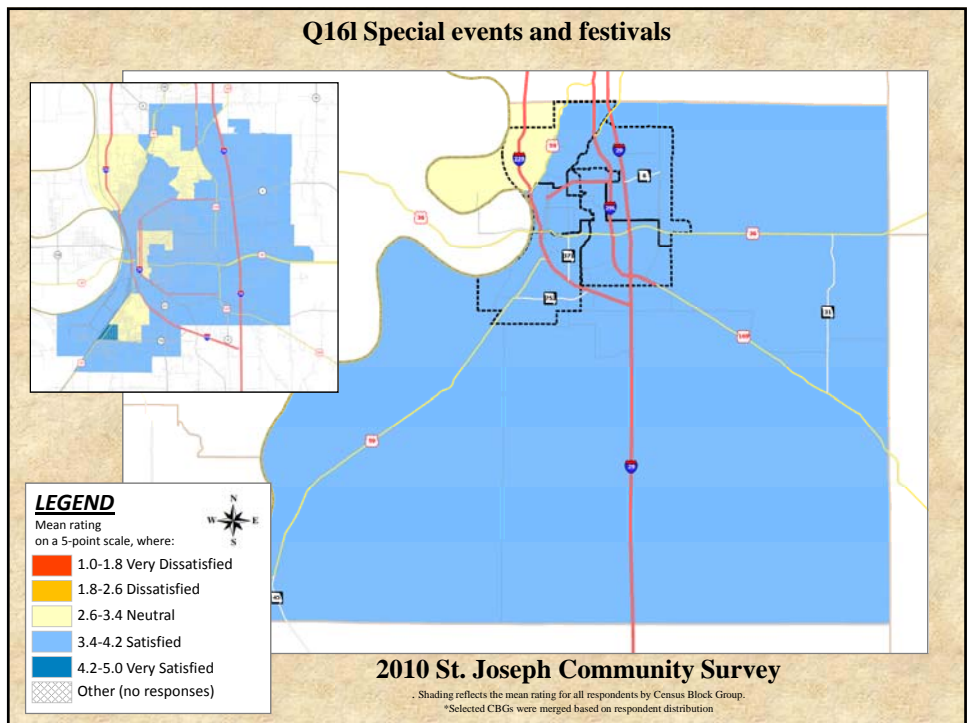
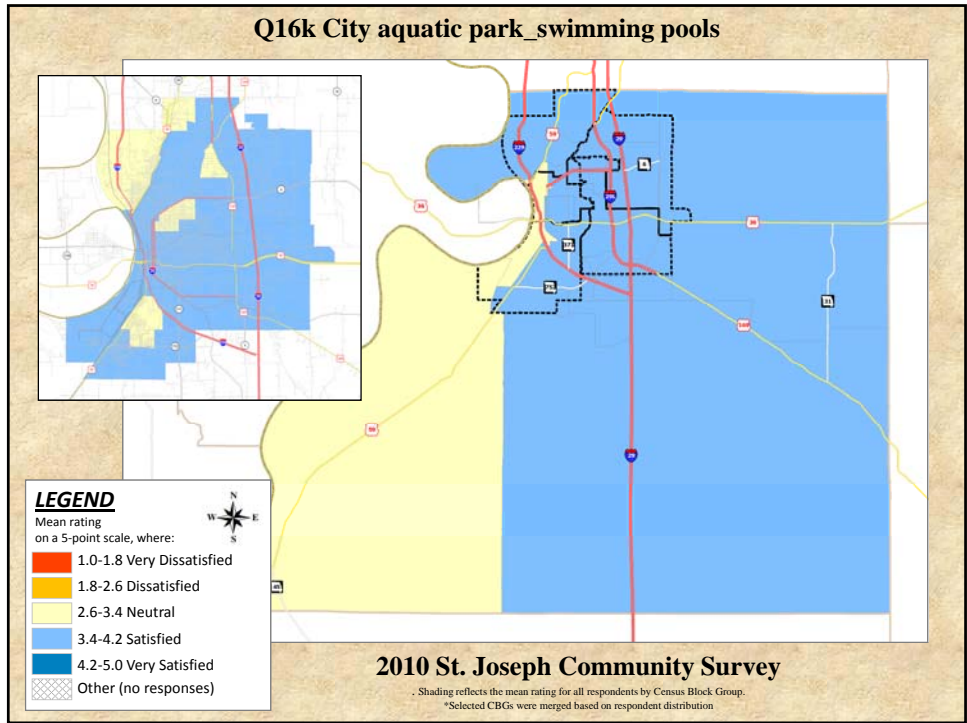


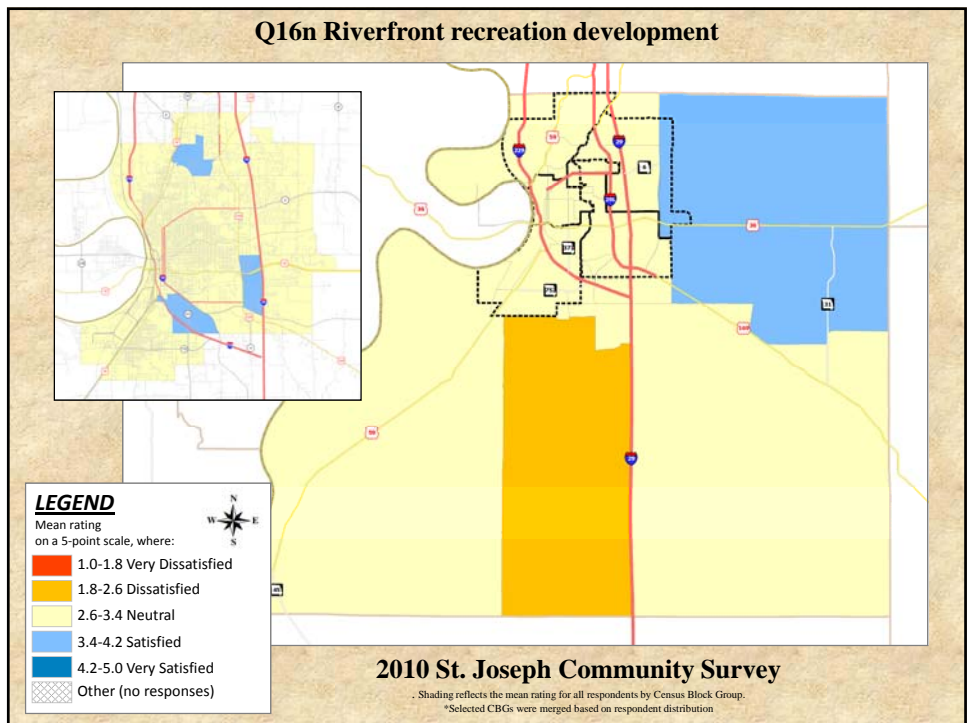
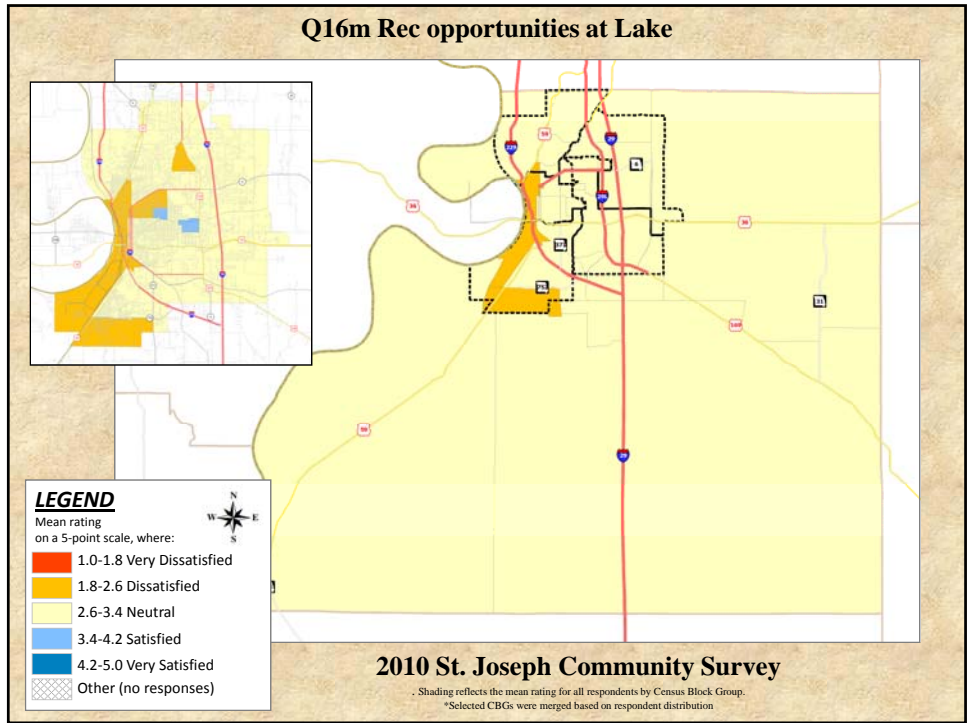


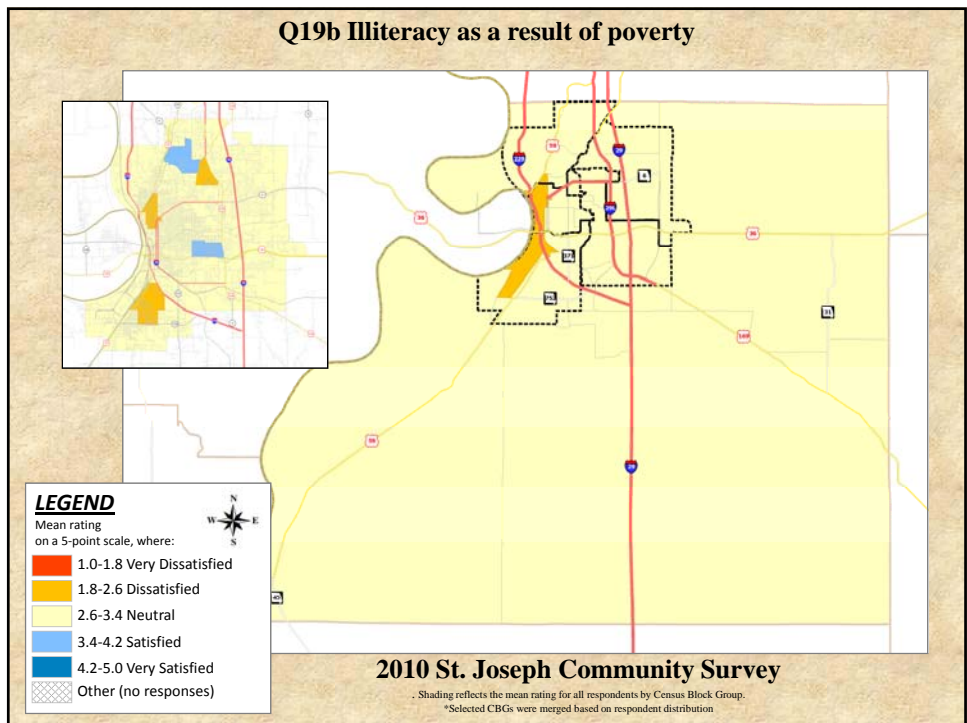
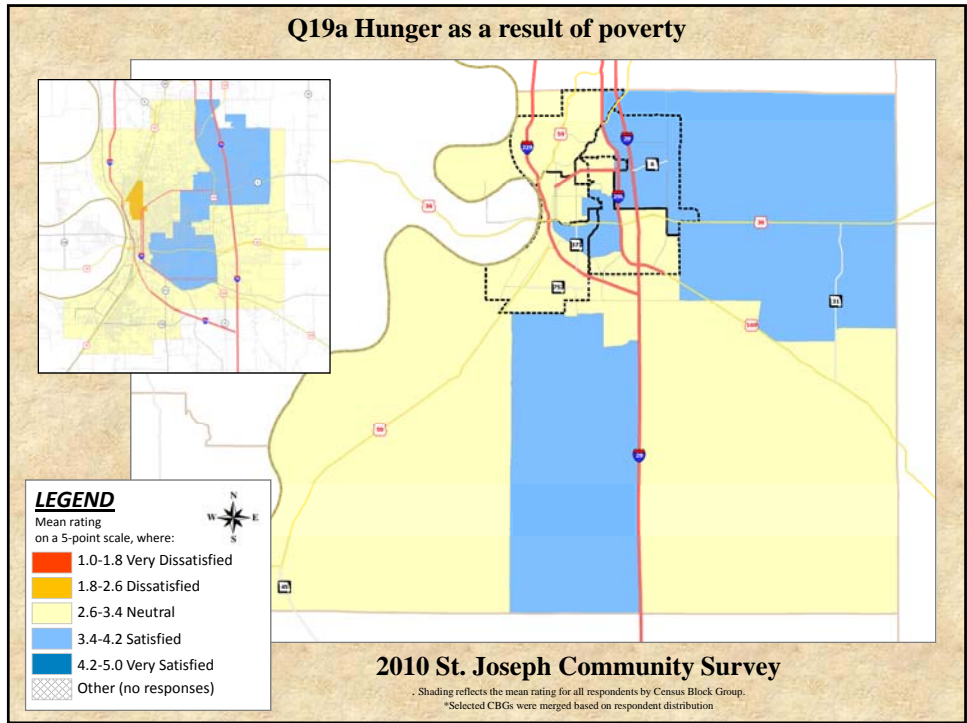


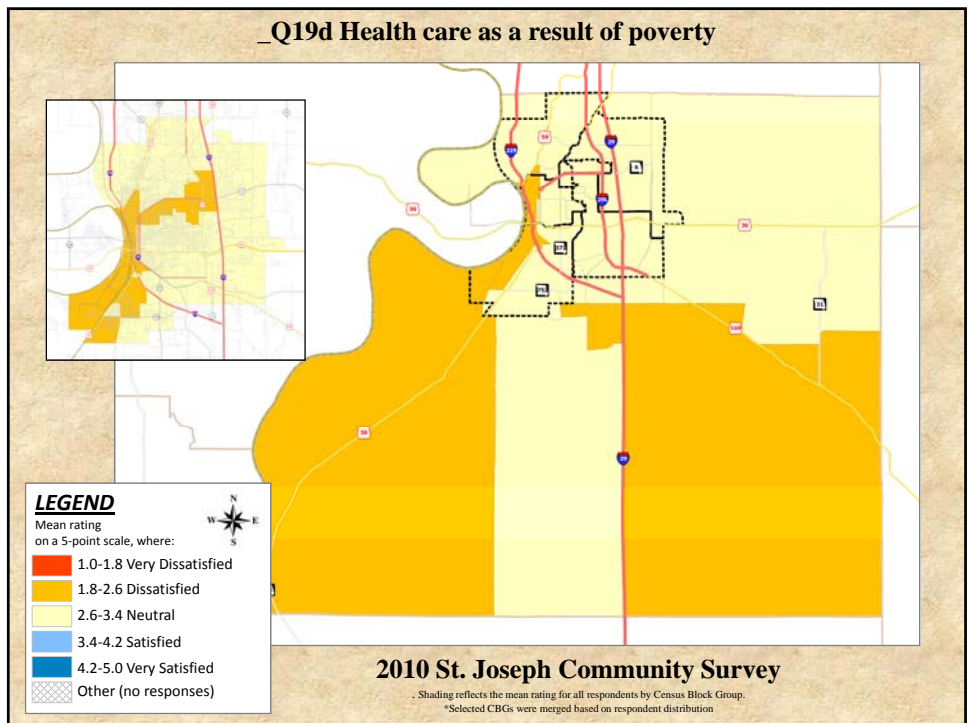
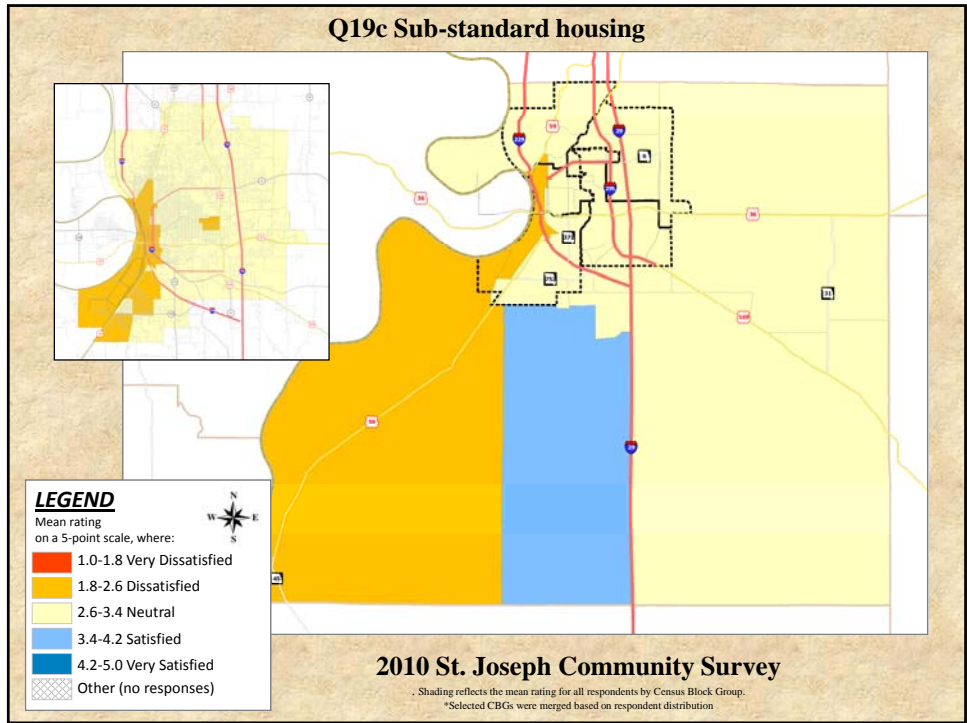




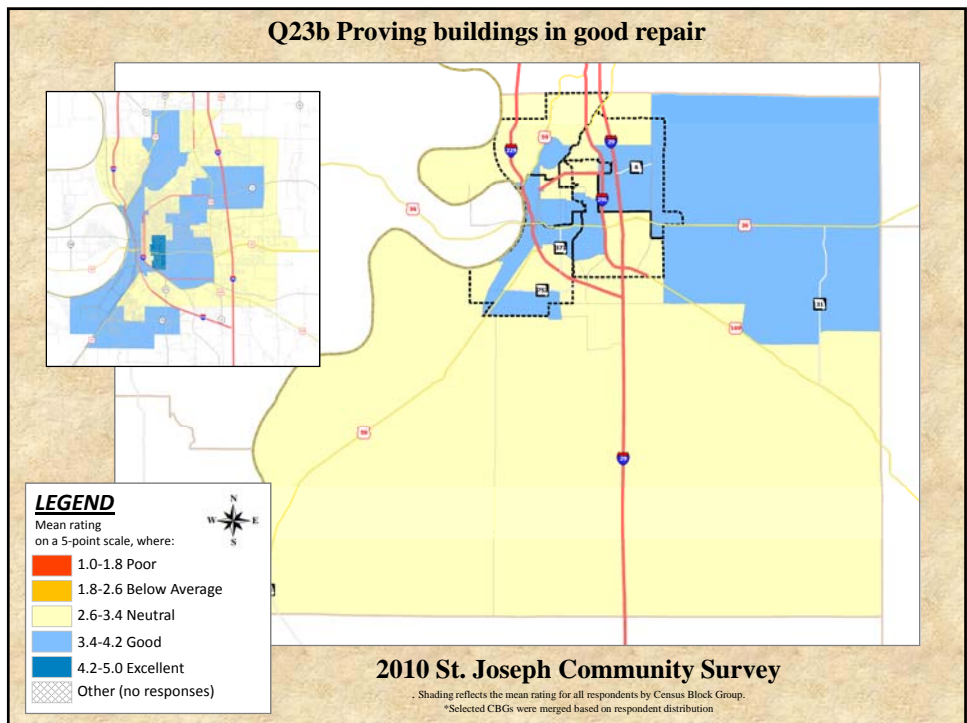
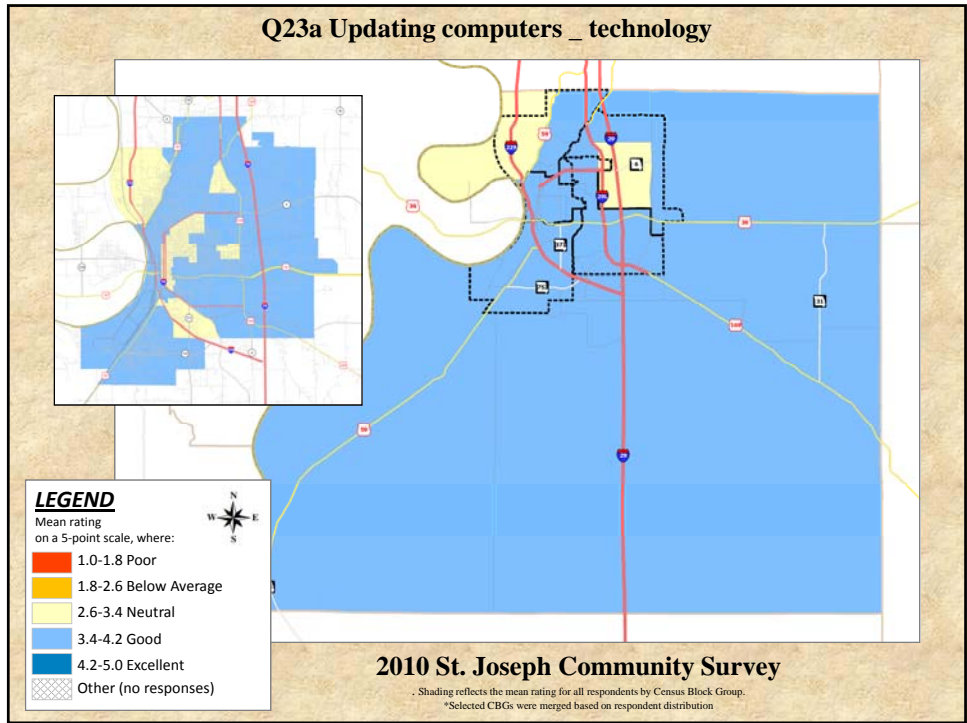


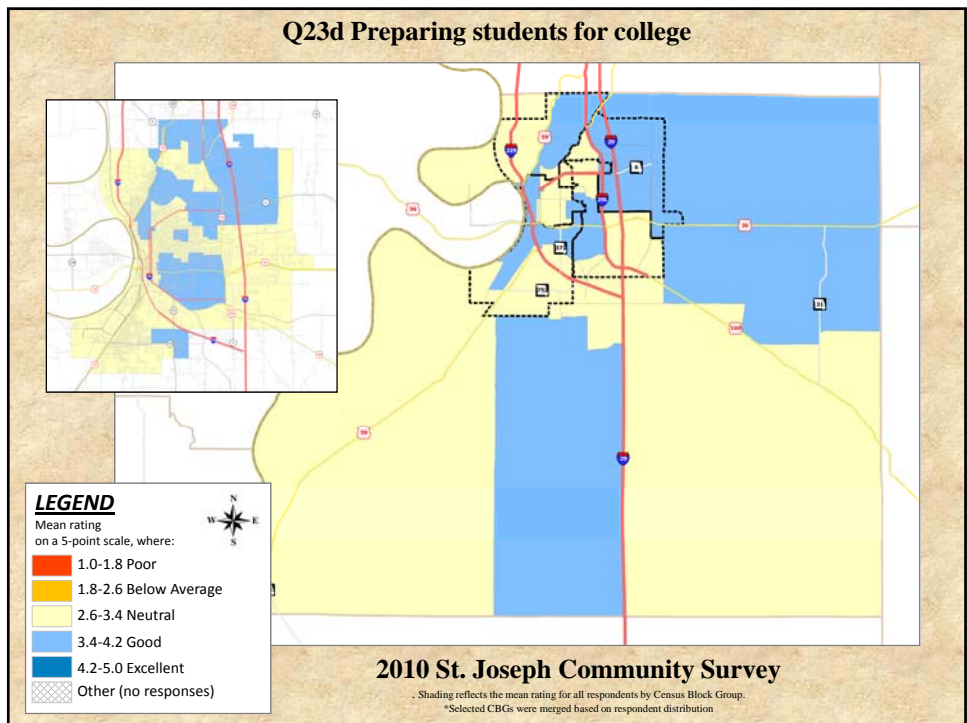
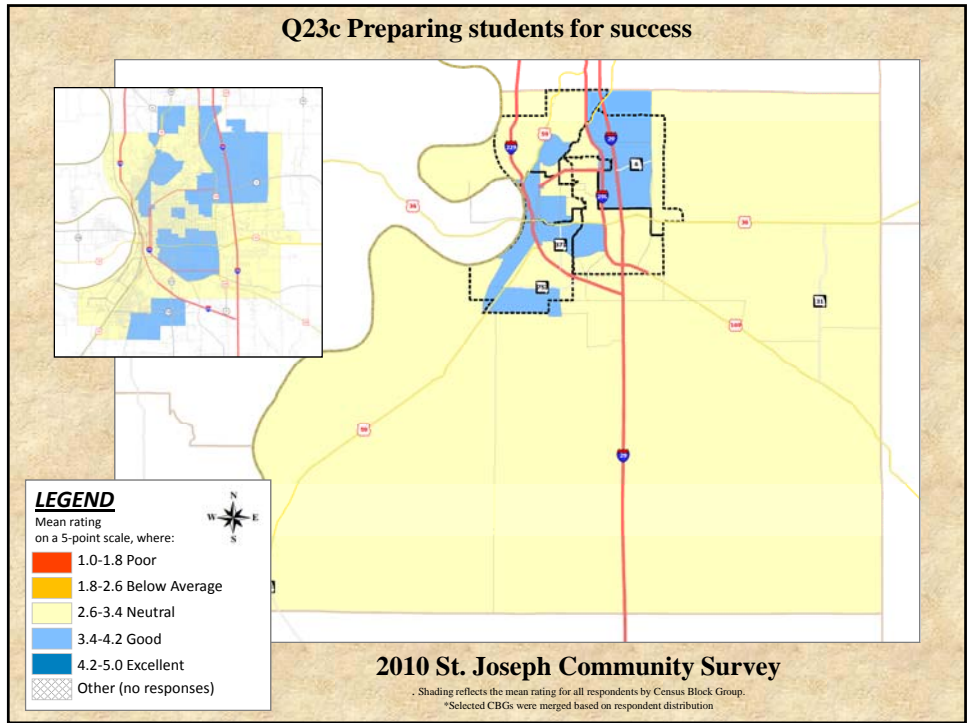


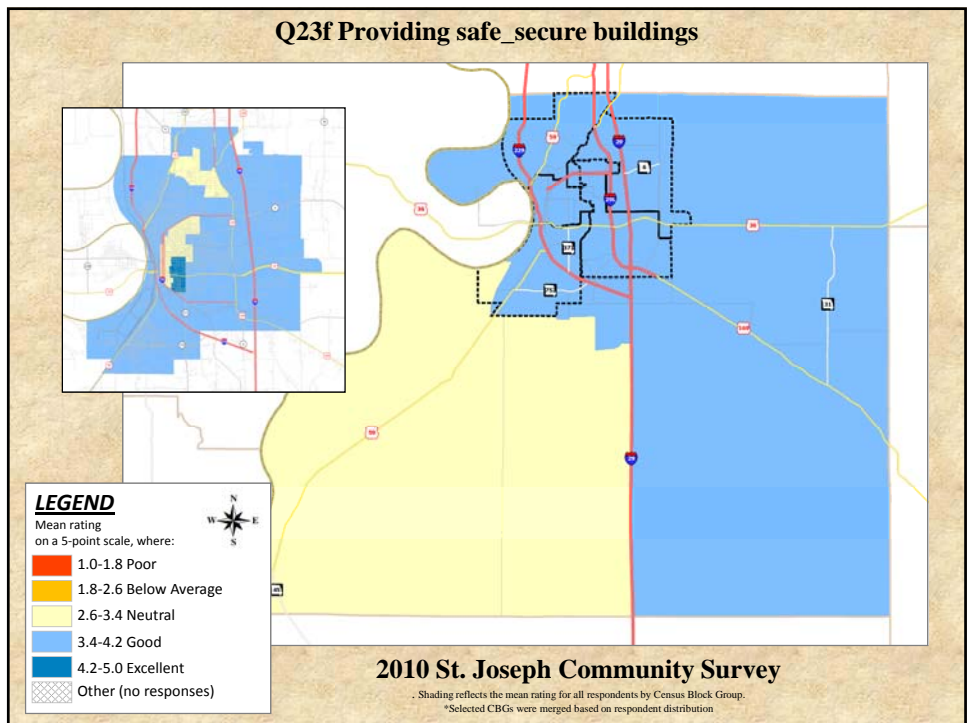
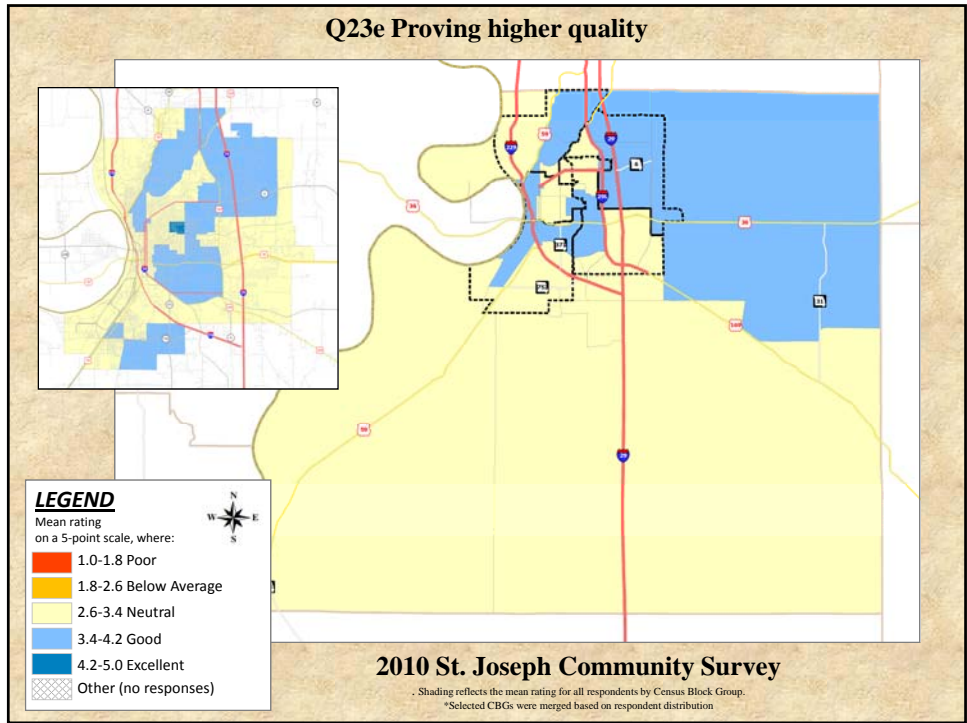


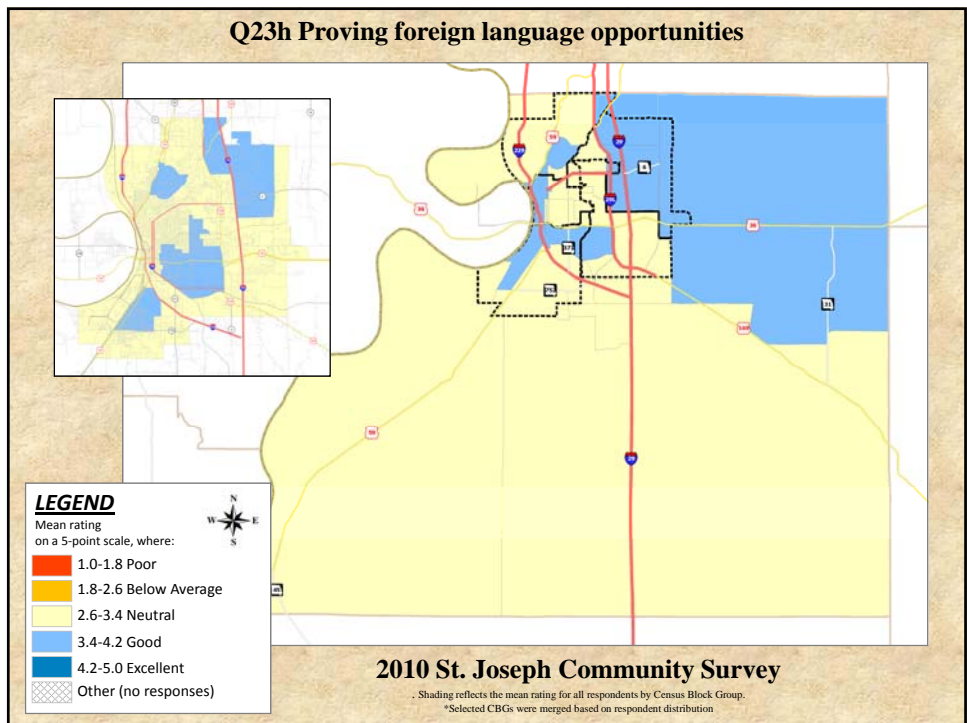
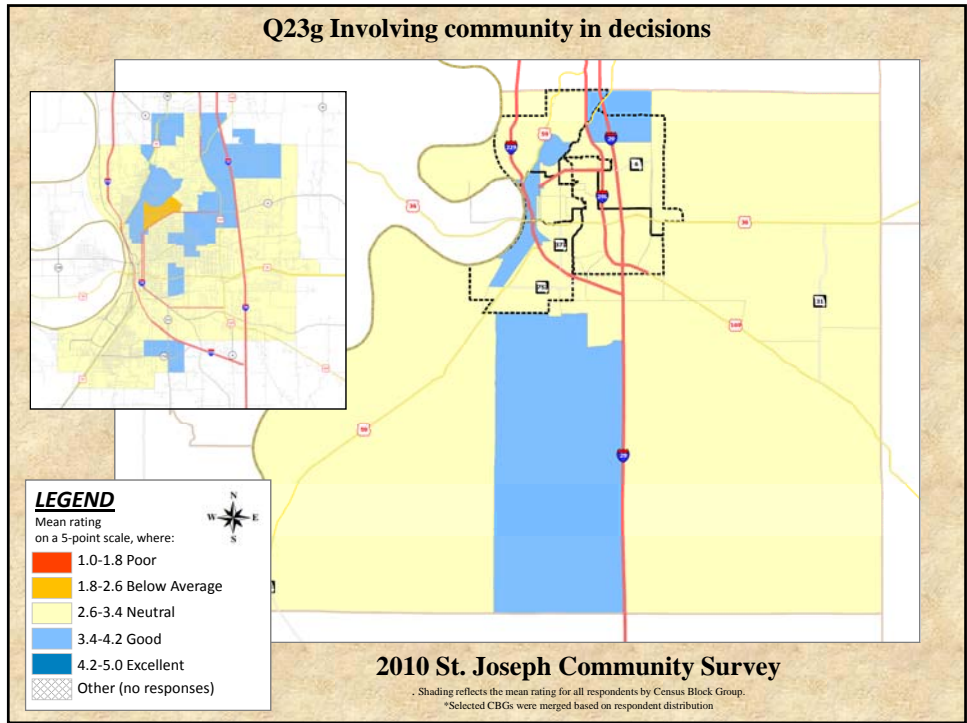


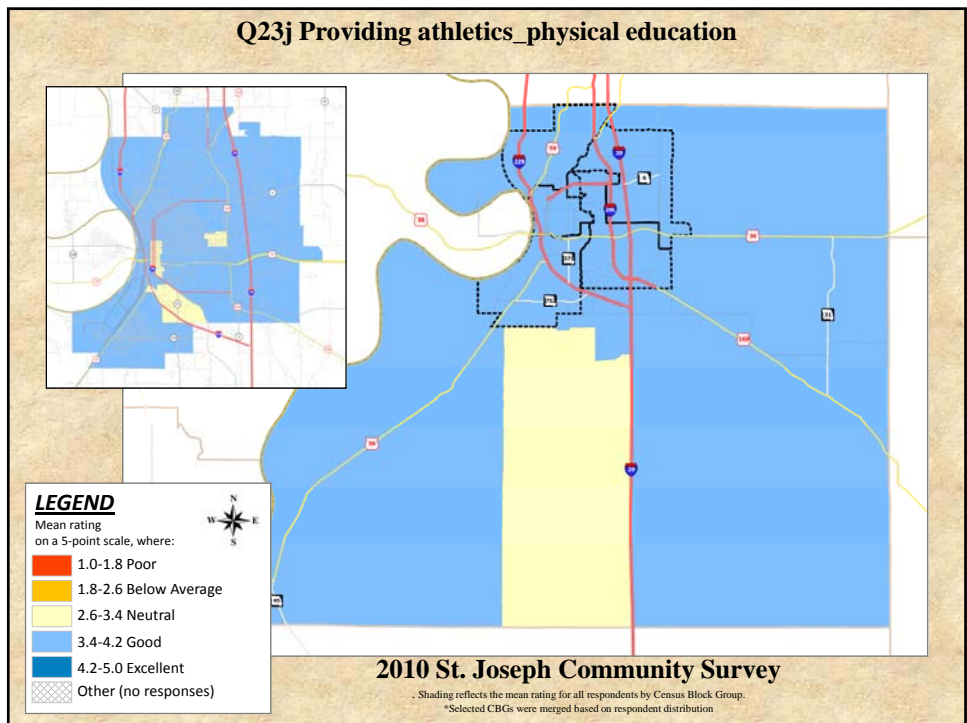
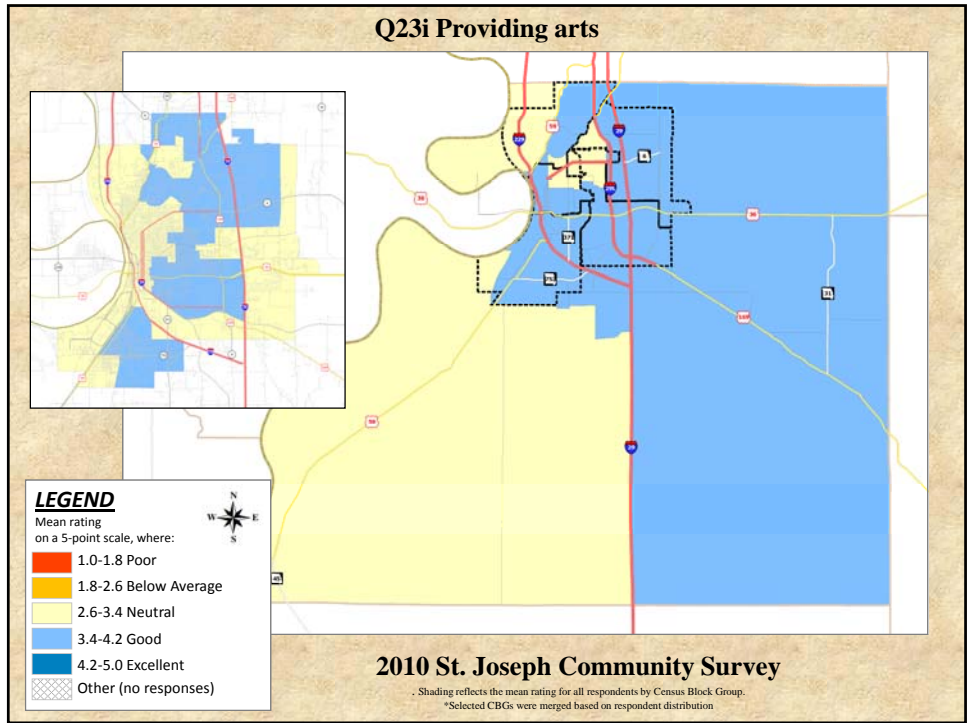


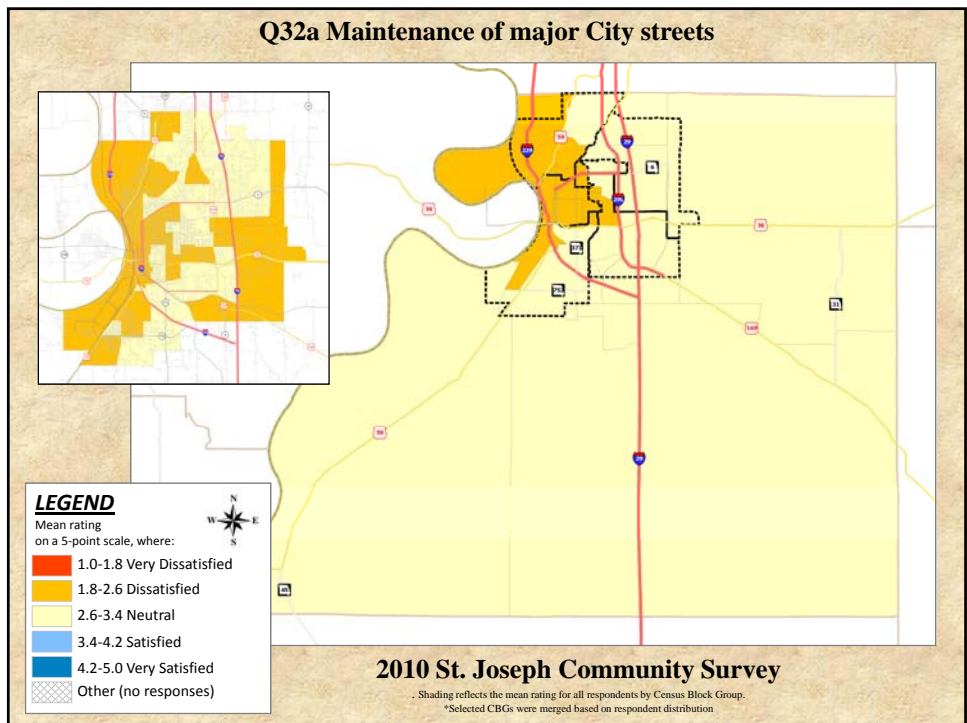
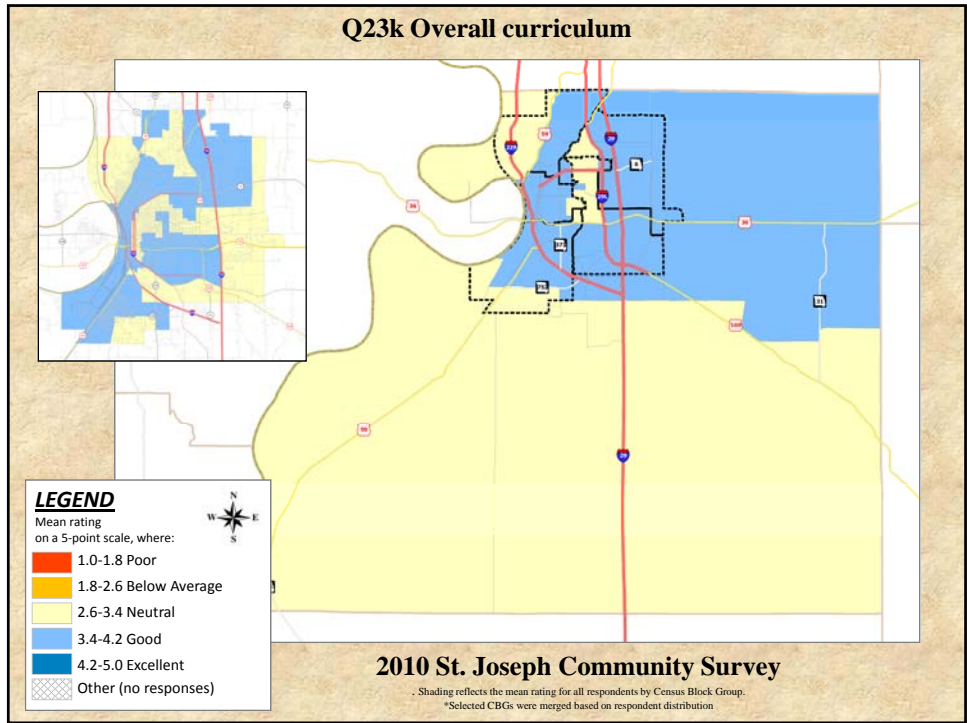


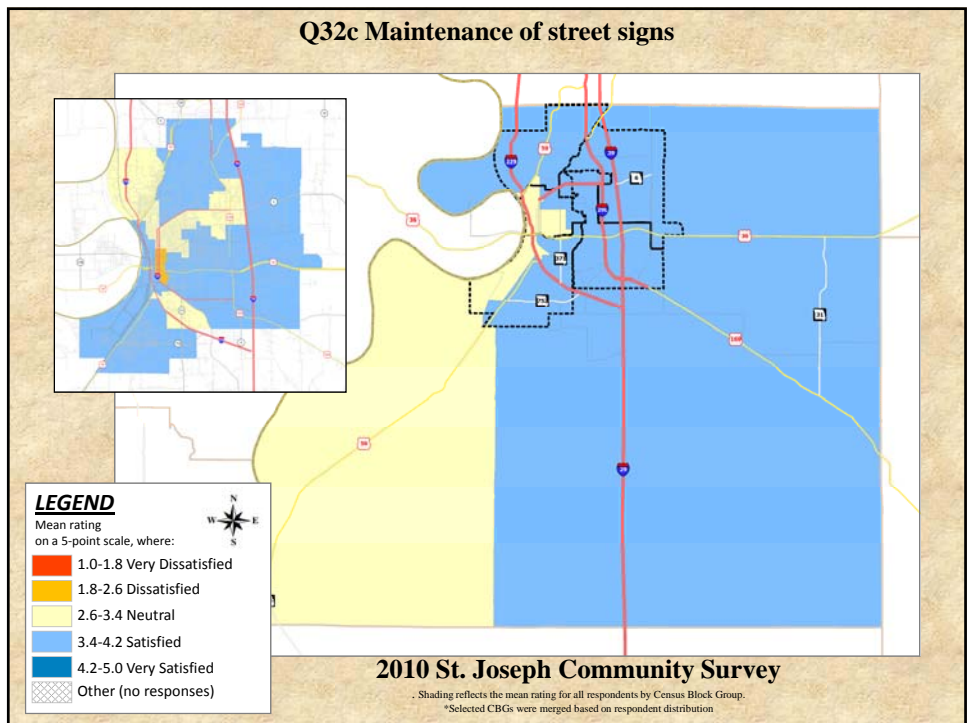
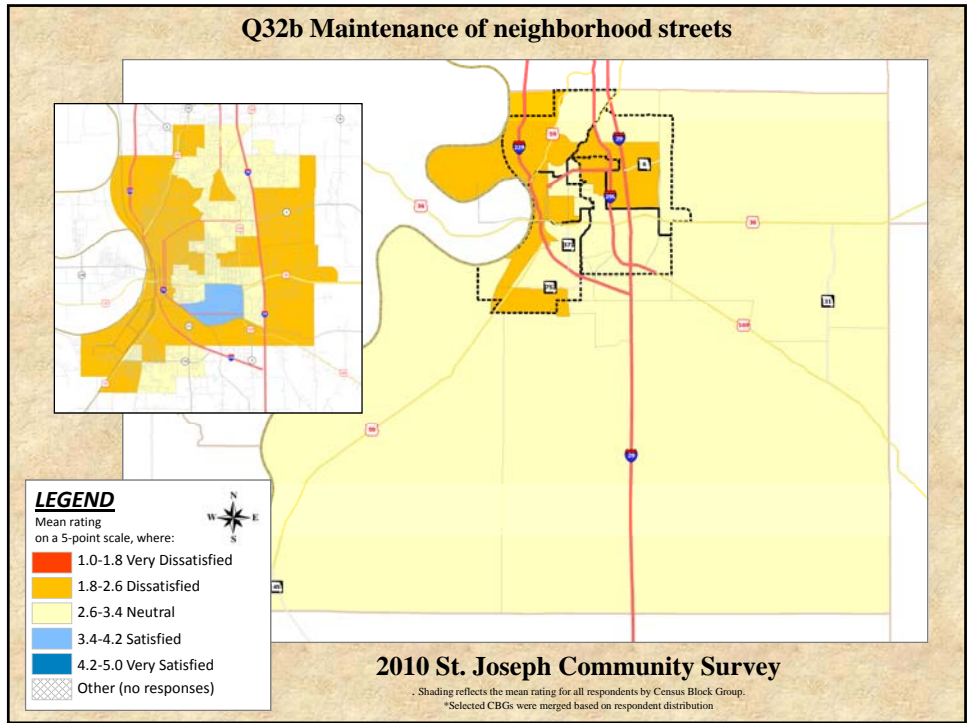


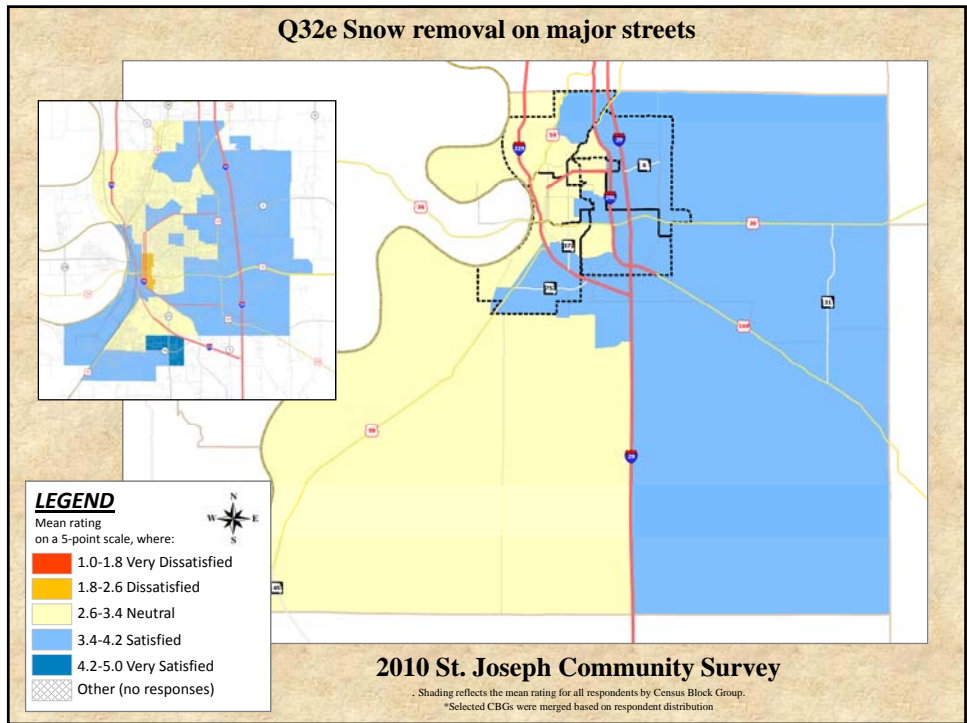
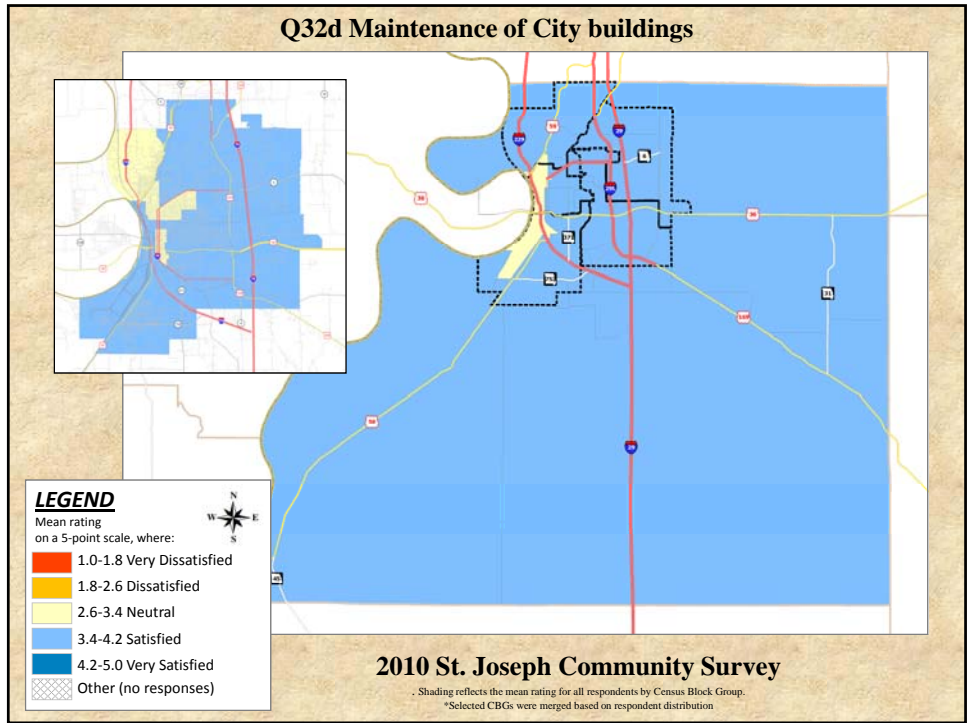




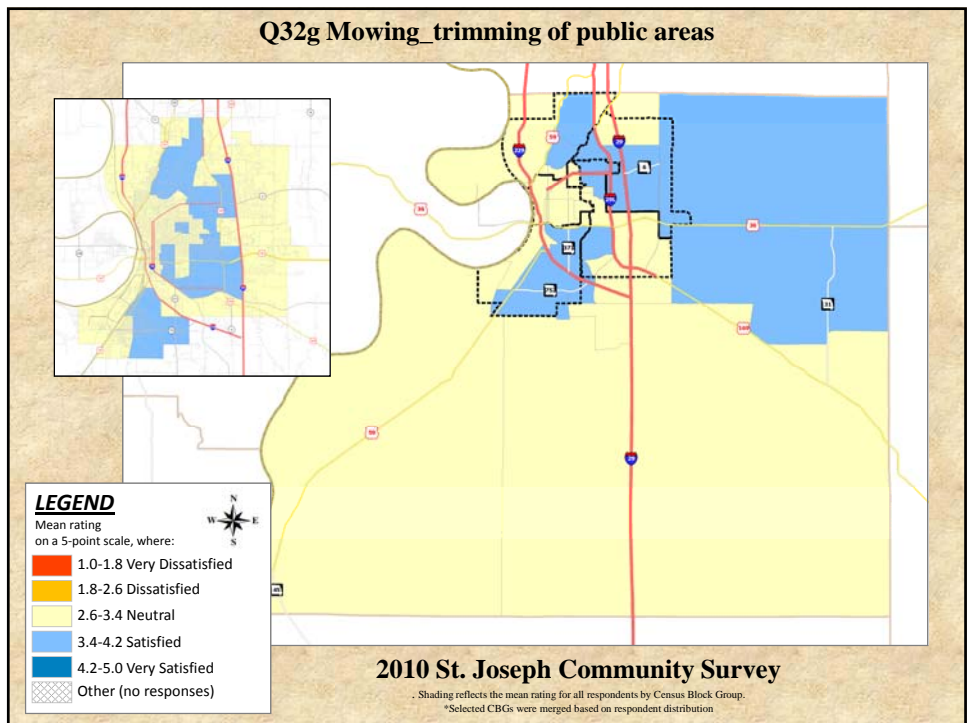
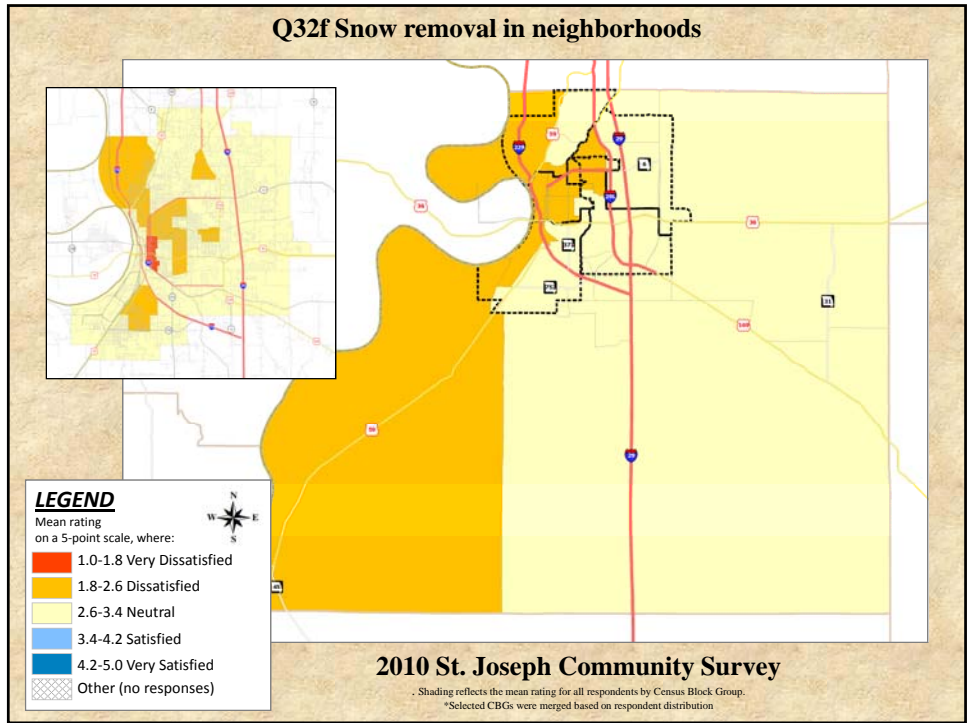


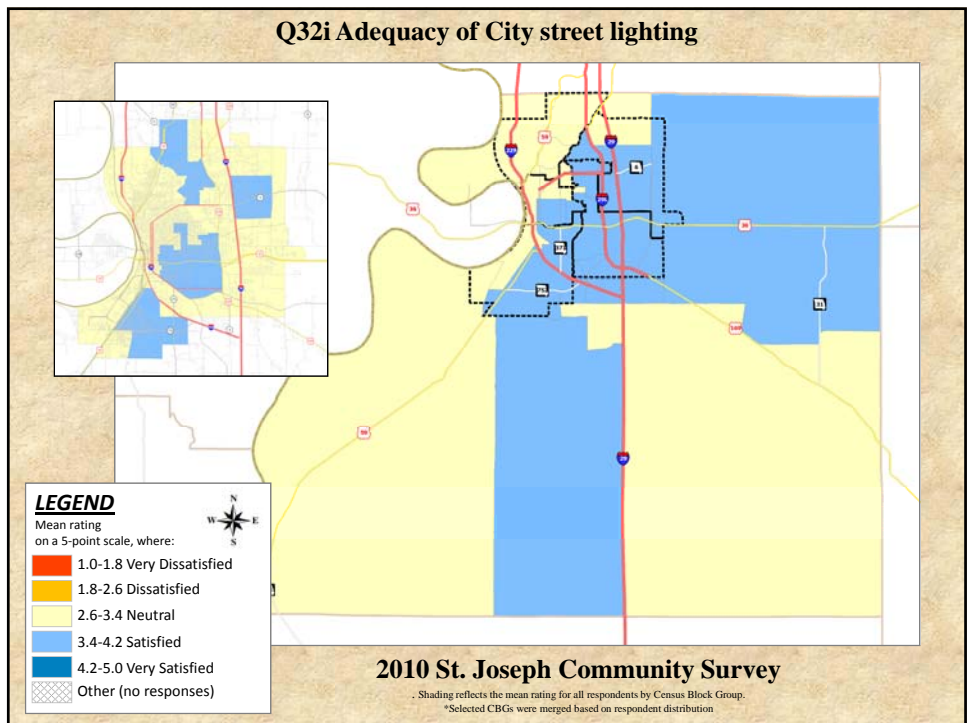
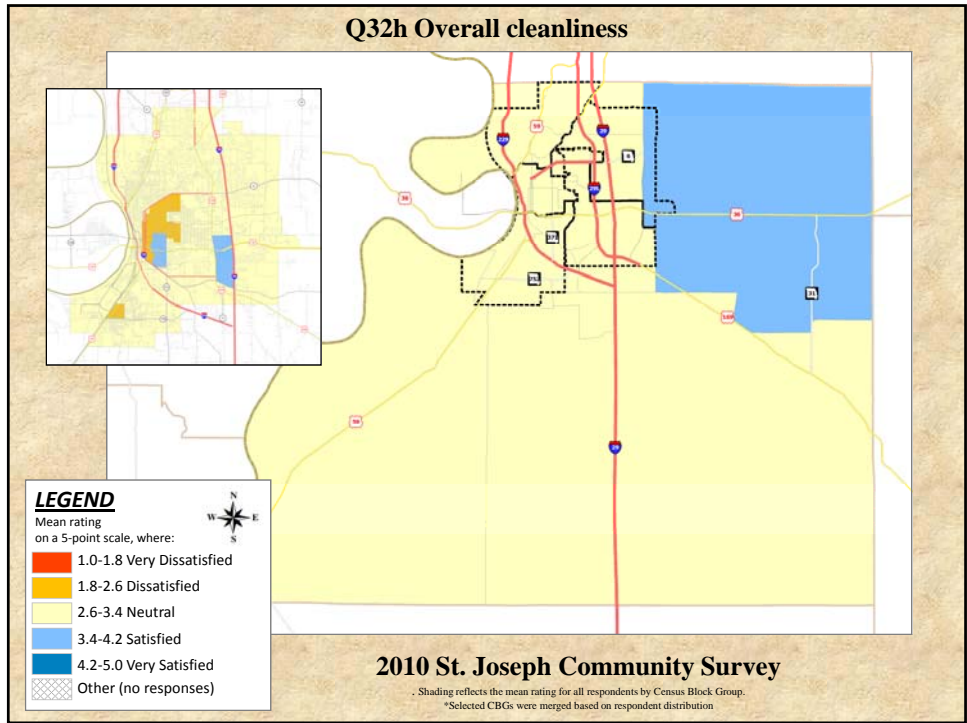


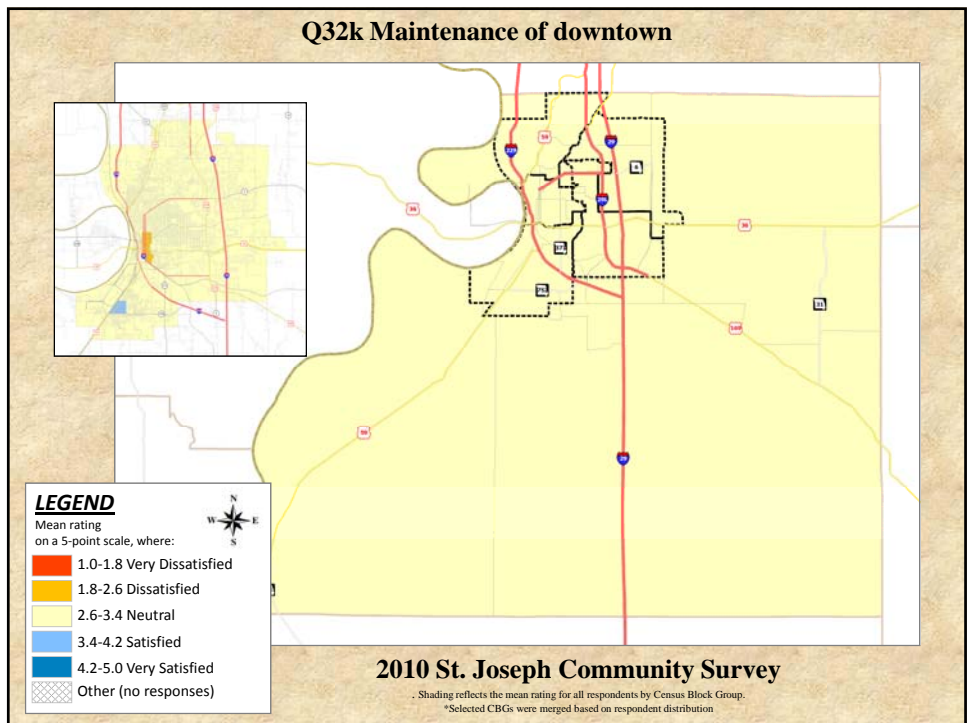
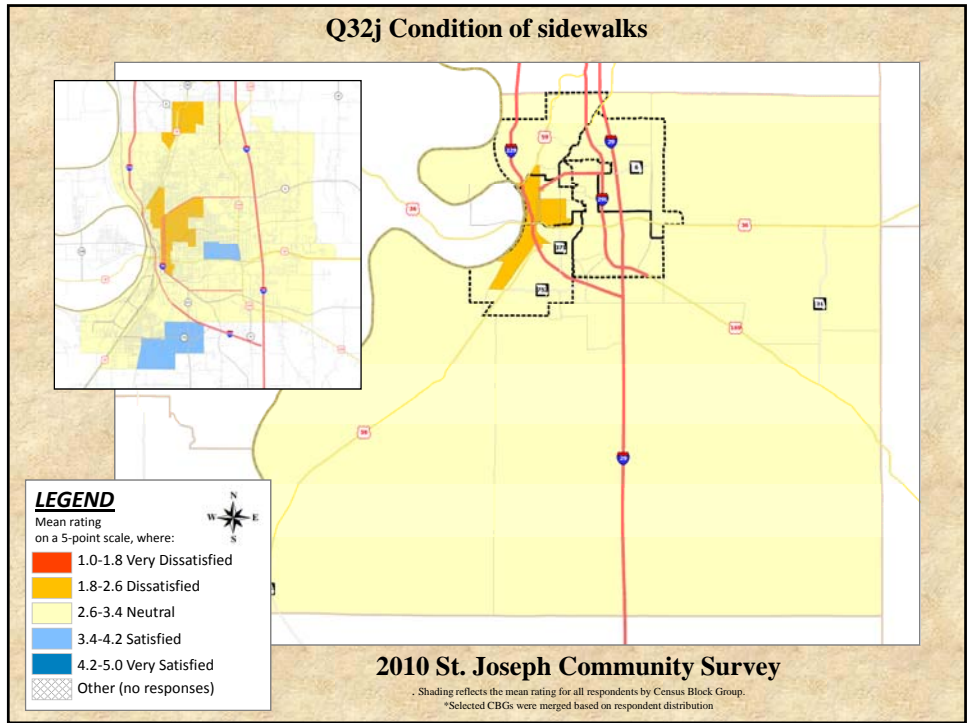


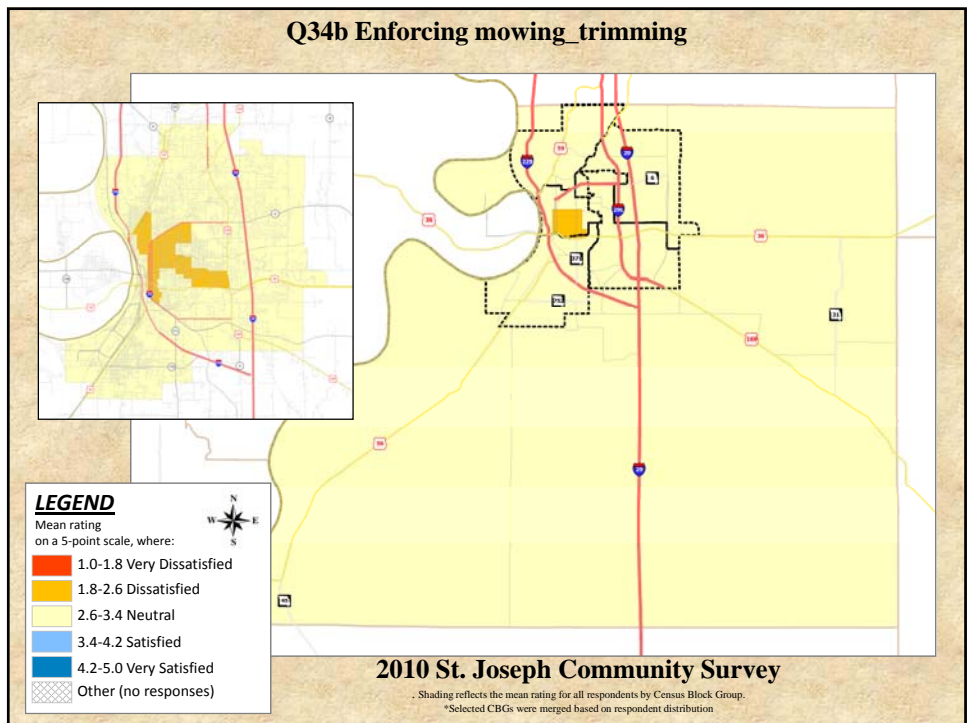
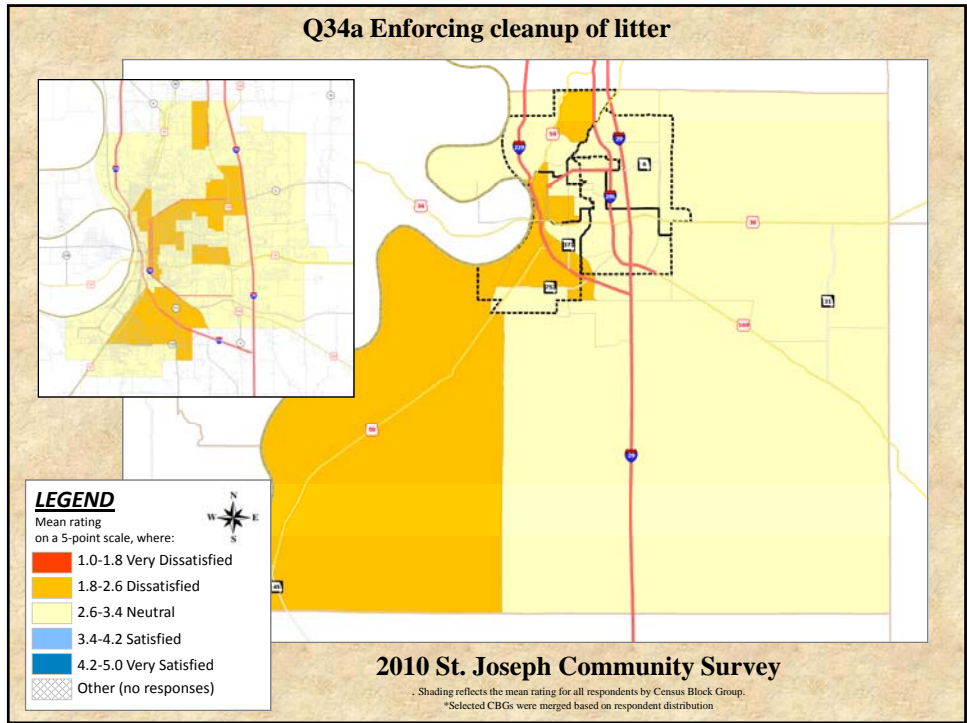


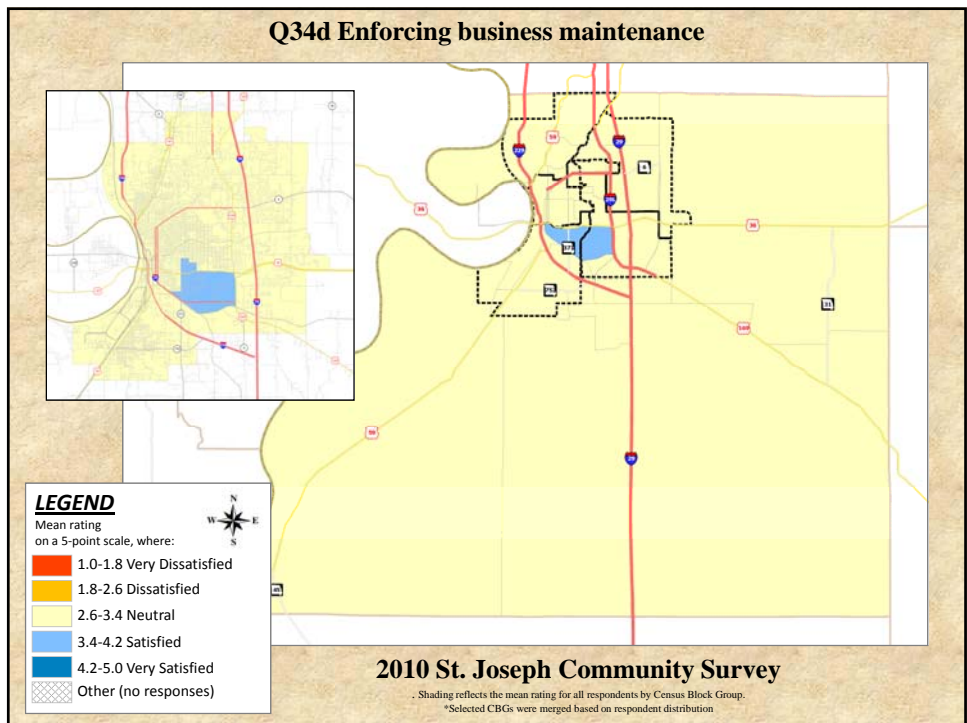
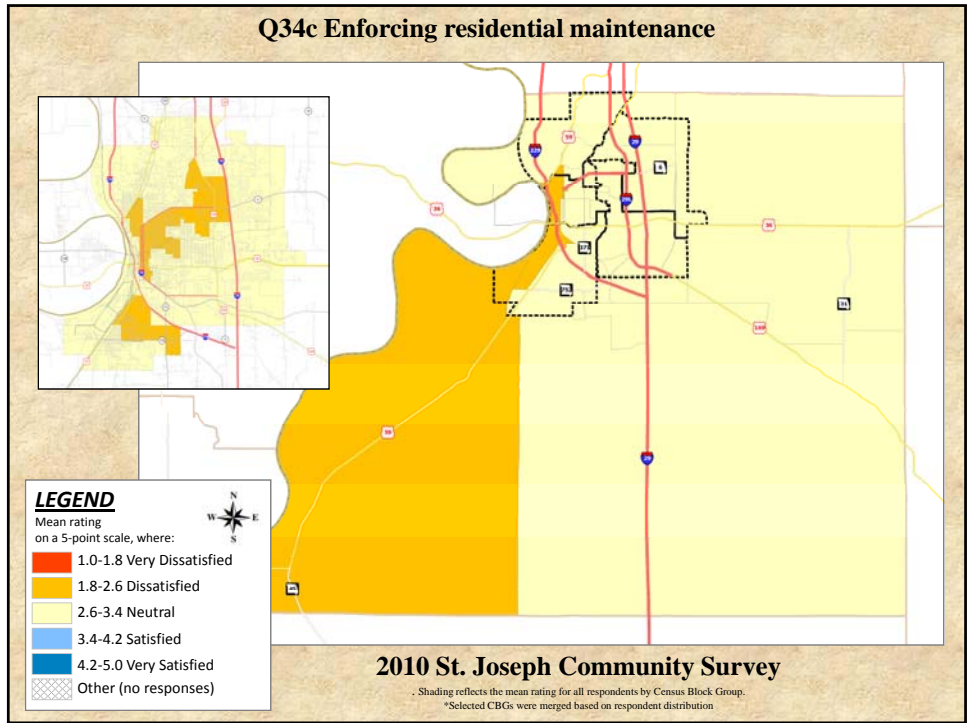


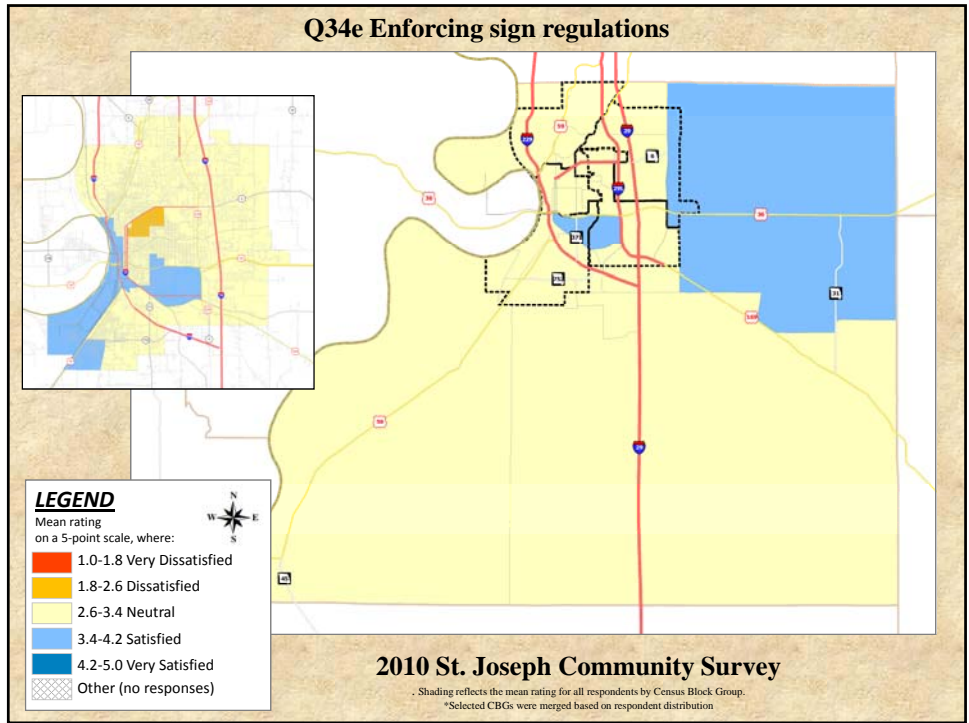












**Section 5:**  
***Cross-Tabular Data***

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**Section 6:**  
***Tabular Data***

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## 2010 St. Joseph Community Survey

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**Q1. Several items that may influence your PERCEPTION of the City of St. Joseph/Buchanan County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor."**

(N=652)

	Excellent	Good	Neutral	Below Average	Poor	Not Provided
Q1a. Overall image of City	4.0%	47.2%	25.2%	17.3%	3.4%	2.9%
Q1b. Overall value receive for City tax	2.3%	31.6%	33.7%	18.1%	7.2%	7.1%
Q1c. Overall value receive for County tax	2.6%	31.0%	36.3%	17.3%	6.1%	6.6%
Q1d. Overall quality of City services	3.8%	39.9%	32.5%	13.8%	4.9%	5.1%
Q1e. Overall quality of life in City	9.4%	50.2%	22.9%	9.5%	3.5%	4.6%
Q1f. Overall physical appearance of City	3.1%	31.1%	29.6%	25.8%	8.3%	2.1%
Q1g. Overall feeling of safety in City	11.8%	53.5%	19.8%	7.7%	4.3%	2.9%
Q1h. As a place to live	16.4%	51.1%	18.9%	7.1%	3.2%	3.4%
Q1i. As a place to raise children	18.4%	48.5%	16.9%	6.7%	3.5%	6.0%
Q1j. As a place to work	8.6%	33.1%	24.4%	19.6%	10.1%	4.1%

## 2010 St. Joseph Community Survey

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**Q1. Several items that may influence your PERCEPTION of the City of St. Joseph/Buchanan County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor." (without "not provided")**

(N=652)

	Excellent	Good	Neutral	Below Average	Poor
Q1a. Overall image of City	4.1%	48.7%	25.9%	17.9%	3.5%
Q1b. Overall value receive for City tax	2.5%	34.0%	36.3%	19.5%	7.8%
Q1c. Overall value receive for County tax	2.8%	33.2%	38.9%	18.6%	6.6%
Q1d. Overall quality of City services	4.0%	42.0%	34.2%	14.5%	5.2%
Q1e. Overall quality of life in City	9.8%	52.6%	24.0%	10.0%	3.7%
Q1f. Overall physical appearance of City	3.1%	31.8%	30.3%	26.3%	8.5%
Q1g. Overall feeling of safety in City	12.2%	55.1%	20.4%	7.9%	4.4%
Q1h. As a place to live	17.0%	52.9%	19.5%	7.3%	3.3%
Q1i. As a place to raise children	19.6%	51.5%	17.9%	7.2%	3.8%
Q1j. As a place to work	9.0%	34.6%	25.4%	20.5%	10.6%

## 2010 St. Joseph Community Survey

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

(N=652)

	Very Important	Somewhat Important	Not sure	Unimportant	Not Provided
Q2a. Sense of community	35.7%	43.9%	10.6%	6.1%	3.7%
Q2b. Quality of public education	71.5%	16.0%	4.6%	5.4%	2.6%
Q2c. Access to higher education	54.3%	31.7%	6.0%	4.9%	3.1%
Q2d. Adult education programs	35.6%	36.2%	14.4%	10.4%	3.4%
Q2e. Quality care for preschool age children	49.7%	21.9%	12.3%	12.3%	3.8%
Q2f. Types of housing	43.7%	36.3%	8.6%	8.6%	2.8%
Q2g. Quality of housing	52.6%	33.9%	7.7%	2.9%	2.9%
Q2h. Access to quality shopping	42.9%	44.2%	5.5%	5.2%	2.1%
Q2i. Availability of parks & recreation opportunities	54.1%	37.0%	4.0%	2.9%	2.0%
Q2j. Living near family or friends	56.0%	31.9%	3.8%	6.3%	2.0%
Q2k. Safety & security	76.7%	17.0%	1.8%	1.5%	2.9%
Q2l. Accessibility to airport & other communities	30.4%	48.8%	10.0%	8.6%	2.3%
Q2m. Quality health care	71.3%	19.8%	3.7%	2.8%	2.5%
Q2n. Public transportation	24.1%	33.0%	15.0%	25.2%	2.8%

## 2010 St. Joseph Community Survey

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**Q2. Several reasons for deciding where to live are listed below. On a scale from 1 to 4 where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live where you live? (without "not provided")**

(N=652)

	Very Important	Somewhat Important	Not sure	Unimportant
Q2a. Sense of community	37.1%	45.5%	11.0%	6.4%
Q2b. Quality of public education	73.4%	16.4%	4.7%	5.5%
Q2c. Access to higher education	56.0%	32.8%	6.2%	5.1%
Q2d. Adult education programs	36.8%	37.5%	14.9%	10.8%
Q2e. Quality care for preschool age children	51.7%	22.8%	12.8%	12.8%
Q2f. Types of housing	45.0%	37.4%	8.8%	8.8%
Q2g. Quality of housing	54.2%	34.9%	7.9%	3.0%
Q2h. Access to quality shopping	43.9%	45.1%	5.6%	5.3%
Q2i. Availability of parks & recreation opportunities	55.2%	37.7%	4.1%	3.0%
Q2j. Living near family or friends	57.1%	32.6%	3.9%	6.4%
Q2k. Safety & security	79.0%	17.5%	1.9%	1.6%
Q2l. Accessibility to airport & other communities	31.1%	49.9%	10.2%	8.8%
Q2m. Quality health care	73.1%	20.3%	3.8%	2.8%
Q2n. Public transportation	24.8%	33.9%	15.5%	25.9%

## 2010 St. Joseph Community Survey

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

(N=652)

	Yes	No	Not Provided
Q2a. Sense of community	43.8%	17.2%	38.9%
Q2b. Quality of public education	39.4%	19.4%	41.2%
Q2c. Access to higher education	50.2%	7.6%	42.2%
Q2d. Adult education programs	41.8%	11.7%	46.4%
Q2e. Quality care for preschool age children	38.8%	13.6%	47.5%
Q2f. Types of housing	45.6%	11.1%	43.4%
Q2g. Quality of housing	42.4%	15.5%	42.1%
Q2h. Access to quality shopping	48.7%	10.6%	40.8%
Q2i. Availability of parks & recreation opportunities	51.9%	7.4%	40.7%
Q2j. Living near family or friends	52.2%	6.3%	41.5%
Q2k. Safety & security	49.4%	10.3%	40.4%
Q2l. Accessibility to airport & other communities	51.1%	6.5%	42.4%
Q2m. Quality health care	39.2%	20.5%	40.3%
Q2n. Public transportation	42.7%	10.2%	47.0%

## 2010 St. Joseph Community Survey

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### **Q2. Please indicate if your needs are being met in St. Joseph/Buchanan County. (without "not provided")**

(N=652)

	Yes	No
Q2a. Sense of community	71.8%	28.2%
Q2b. Quality of public education	67.0%	33.0%
Q2c. Access to higher education	86.8%	13.2%
Q2d. Adult education programs	78.1%	21.9%
Q2e. Quality care for preschool age children	74.0%	26.0%
Q2f. Types of housing	80.4%	19.6%
Q2g. Quality of housing	73.3%	26.7%
Q2h. Access to quality shopping	82.2%	17.8%
Q2i. Availability of parks & recreation opportunities	87.5%	12.5%
Q2j. Living near family or friends	89.2%	10.8%
Q2k. Safety & security	82.8%	17.2%
Q2l. Accessibility to airport & other communities	88.7%	11.3%
Q2m. Quality health care	65.6%	34.4%
Q2n. Public transportation	80.7%	19.3%

## 2010 St. Joseph Community Survey

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

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	35	5.4 %
Quality of public education	75	11.5 %
Access to higher education	13	2.0 %
Adult education programs	1	0.2 %
Quality care for preschool age children	9	1.4 %
Types of housing	15	2.3 %
Quality of housing	12	1.8 %
Access to quality shopping	5	0.8 %
Parks & recreation opportunities	8	1.2 %
Living near family or friends	174	26.7 %
Safety & security	81	12.4 %
Access to airport & other communities	5	0.8 %
Quality health care	47	7.2 %
Public transportation	7	1.1 %
None chosen	165	25.3 %
Total	652	100.0 %

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

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Sense of community	32	4.9 %
Quality of public education	48	7.4 %
Access to higher education	18	2.8 %
Adult education programs	3	0.5 %
Quality care for preschool age children	8	1.2 %
Types of housing	13	2.0 %
Quality of housing	21	3.2 %
Access to quality shopping	21	3.2 %
Parks & recreation opportunities	21	3.2 %
Living near family or friends	51	7.8 %
Safety & security	139	21.3 %
Access to airport & other communities	14	2.1 %
Quality health care	73	11.2 %
Public transportation	8	1.2 %
None chosen	182	27.9 %
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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

Q3. 3rd choice	Number	Percent
Sense of community	54	8.3 %
Quality of public education	31	4.8 %
Access to higher education	16	2.5 %
Adult education programs	2	0.3 %
Quality care for preschool age children	14	2.1 %
Types of housing	21	3.2 %
Quality of housing	24	3.7 %
Access to quality shopping	33	5.1 %
Parks & recreation opportunities	30	4.6 %
Living near family or friends	43	6.6 %
Safety & security	77	11.8 %
Access to airport & other communities	18	2.8 %
Quality health care	81	12.4 %
Public transportation	14	2.1 %
None chosen	194	29.8 %
Total	652	100.0 %

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

Q3. Sum of top three choices	Number	Percent
Sense of community	121	18.6 %
Quality of public education	154	23.6 %
Access to higher education	47	7.2 %
Adult education programs	6	0.9 %
Quality care for preschool age children	31	4.8 %
Types of housing	49	7.5 %
Quality of housing	57	8.7 %
Access to quality shopping	59	9.0 %
Parks & recreation opportunities	59	9.0 %
Living near family or friends	268	41.1 %
Safety & security	297	45.6 %
Access to airport & other communities	37	5.7 %
Quality health care	201	30.8 %
Public transportation	29	4.4 %
None chosen	165	25.3 %
Total	1580	



## 2010 St. Joseph Community Survey

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**Q4. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.**

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Provided
Q4a. Quality of police & fire services	24.4%	50.8%	13.7%	3.7%	2.9%	4.6%
Q4b. Quality of City parks & recreation programs & facilities	30.5%	46.3%	13.3%	4.9%	1.2%	3.7%
Q4c. Overall maintenance of City streets	1.4%	16.1%	26.1%	33.4%	19.6%	3.4%
Q4d. Maintenance of buildings & facilities	11.0%	43.7%	33.0%	4.3%	2.9%	5.1%
Q4e. Quality of City water & sewer utilities	7.8%	36.2%	29.4%	12.4%	8.0%	6.1%
Q4f. Enforcement of City codes & ordinances	4.4%	30.1%	33.7%	14.4%	8.7%	8.6%
Q4g. Quality of customer service from City employees	9.4%	36.2%	33.7%	8.3%	4.1%	8.3%
Q4h. Effectiveness of City communication with the public	5.1%	30.1%	38.5%	14.9%	6.3%	5.2%
Q4i. Quality of City's stormwater runoff/ stormwater management	3.8%	25.2%	35.6%	15.3%	7.8%	12.3%
Q4j. Flow of traffic & congestion management	8.0%	41.9%	27.9%	13.5%	4.8%	4.0%
Q4k. Recycling opportunities	8.4%	28.7%	24.7%	21.0%	10.9%	6.3%
Q4l. Availability of information about City programs & services	5.5%	30.2%	40.6%	12.9%	4.9%	5.8%
Q4m. City efforts to keep public informed about local issues	6.0%	32.8%	36.5%	14.7%	5.5%	4.4%
Q4n. How open is City to public input	4.0%	23.5%	36.2%	17.2%	9.8%	9.4%

## 2010 St. Joseph Community Survey

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**Q4. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "not provided")**

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4a. Quality of police & fire services	25.6%	53.2%	14.3%	3.9%	3.1%
Q4b. Quality of City parks & recreation programs & facilities	31.7%	48.1%	13.9%	5.1%	1.3%
Q4c. Overall maintenance of City streets	1.4%	16.7%	27.0%	34.6%	20.3%
Q4d. Maintenance of buildings & facilities	11.6%	46.0%	34.7%	4.5%	3.1%
Q4e. Quality of City water & sewer utilities	8.3%	38.6%	31.4%	13.2%	8.5%
Q4f. Enforcement of City codes & ordinances	4.9%	32.9%	36.9%	15.8%	9.6%
Q4g. Quality of customer service from City employees	10.2%	39.5%	36.8%	9.0%	4.5%
Q4h. Effectiveness of City communication with the public	5.3%	31.7%	40.6%	15.7%	6.6%
Q4i. Quality of City's stormwater runoff/ stormwater management	4.4%	28.7%	40.6%	17.5%	8.9%
Q4j. Flow of traffic & congestion management	8.3%	43.6%	29.1%	14.1%	5.0%
Q4k. Recycling opportunities	9.0%	30.6%	26.4%	22.4%	11.6%
Q4l. Availability of information about City programs & services	5.9%	32.1%	43.2%	13.7%	5.2%
Q4m. City efforts to keep public informed about local issues	6.3%	34.3%	38.2%	15.4%	5.8%
Q4n. How open is City to public input	4.4%	25.9%	39.9%	19.0%	10.8%

## 2010 St. Joseph Community Survey

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

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police & fire services	128	19.6 %
Parks & recreation programs & facilities	19	2.9 %
Maintenance of City streets	237	36.3 %
Maintenance of buildings & facilities	6	0.9 %
Quality of City water & sewer utilities	41	6.3 %
Enforcement of City codes & ordinances	17	2.6 %
Customer service from City employees	12	1.8 %
Effectiveness of City communication with public	18	2.8 %
Stormwater runoff/management	26	4.0 %
Flow of traffic & congestion management	4	0.6 %
Recycling opportunities	24	3.7 %
Information about City programs & services	7	1.1 %
City efforts to keep public informed about local issues	15	2.3 %
How open is City to public input	25	3.8 %
<u>No response</u>	<u>73</u>	<u>11.2 %</u>
Total	652	100.0 %

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

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police & fire services	49	7.5 %
Parks & recreation programs & facilities	24	3.7 %
Maintenance of City streets	127	19.5 %
Maintenance of buildings & facilities	16	2.5 %
Quality of City water & sewer utilities	57	8.7 %
Enforcement of City codes & ordinances	33	5.1 %
Customer service from City employees	24	3.7 %
Effectiveness of City communication with public	36	5.5 %
Stormwater runoff/management	41	6.3 %
Flow of traffic & congestion management	33	5.1 %
Recycling opportunities	54	8.3 %
Information about City programs & services	13	2.0 %
City efforts to keep public informed about local issues	22	3.4 %
How open is City to public input	29	4.4 %
<u>No response</u>	<u>94</u>	<u>14.4 %</u>
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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

Q5. 3rd choice	Number	Percent
Police & fire services	32	4.9 %
Parks & recreation programs & facilities	22	3.4 %
Maintenance of City streets	60	9.2 %
Maintenance of buildings & facilities	17	2.6 %
Quality of City water & sewer utilities	50	7.7 %
Enforcement of City codes & ordinances	37	5.7 %
Customer service from City employees	30	4.6 %
Effectiveness of City communication with public	28	4.3 %
Stormwater runoff/management	28	4.3 %
Flow of traffic & congestion management	42	6.4 %
Recycling opportunities	53	8.1 %
Information about City programs & services	23	3.5 %
City efforts to keep public informed about local issues	38	5.8 %
How open is City to public input	75	11.5 %
No response	117	17.9 %
Total	652	100.0 %

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

Q5. Sum of top three choices	Number	Percent
Police & fire services	209	32.1 %
Parks & recreation programs & facilities	65	10.0 %
Maintenance of City streets	424	65.0 %
Maintenance of buildings & facilities	39	6.0 %
Quality of City water & sewer utilities	148	22.7 %
Enforcement of City codes & ordinances	87	13.3 %
Customer service from City employees	66	10.1 %
Effectiveness of City communication with public	82	12.6 %
Stormwater runoff/management	95	14.6 %
Flow of traffic & congestion management	79	12.1 %
Recycling opportunities	131	20.1 %
Information about City programs & services	43	6.6 %
City efforts to keep public informed about local issues	75	11.5 %
How open is City to public input	129	19.8 %
No response	73	11.2 %
Total	1745	

## 2010 St. Joseph Community Survey

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**Q6. Please rate your satisfaction with the following Public Safety items on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Provided
Q6a. Visibility of police in neighborhood	10.9%	38.2%	28.8%	11.3%	4.8%	6.0%
Q6b. Visibility of police in retail areas	9.5%	39.7%	30.7%	10.3%	3.5%	6.3%
Q6c. City's efforts to prevent crime	11.5%	41.0%	28.5%	8.7%	4.4%	5.8%
Q6d. Enforcement of local traffic laws	10.0%	45.4%	25.6%	10.3%	3.7%	5.1%
Q6e. Quality of police protection	14.3%	47.5%	21.0%	6.6%	5.1%	5.5%
Q6f. Quality of fire protection	27.1%	49.7%	14.0%	2.0%	1.8%	5.4%
Q6g. Quality of animal control	10.9%	37.4%	29.4%	7.8%	6.0%	8.4%

**Q6. Please rate your satisfaction with the following Public Safety items on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "not provided")**

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6a. Visibility of police in neighborhood	11.6%	40.6%	30.7%	12.1%	5.1%
Q6b. Visibility of police in retail areas	10.1%	42.4%	32.7%	11.0%	3.8%
Q6c. City's efforts to prevent crime	12.2%	43.5%	30.3%	9.3%	4.7%
Q6d. Enforcement of local traffic laws	10.5%	47.8%	27.0%	10.8%	3.9%
Q6e. Quality of police protection	15.1%	50.3%	22.2%	7.0%	5.4%
Q6f. Quality of fire protection	28.7%	52.5%	14.7%	2.1%	1.9%
Q6g. Quality of animal control	11.9%	40.9%	32.2%	8.5%	6.5%

## 2010 St. Joseph Community Survey

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

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police in neighborhoods	204	31.3 %
Police in retail areas	31	4.8 %
City's efforts to prevent crime	151	23.2 %
Enforcement of local traffic laws	41	6.3 %
Quality of police protection	64	9.8 %
Quality of fire protection	20	3.1 %
Quality of animal control	43	6.6 %
No response	98	15.0 %
Total	652	100.0 %

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

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police in neighborhoods	70	10.7 %
Police in retail areas	60	9.2 %
City's efforts to prevent crime	130	19.9 %
Enforcement of local traffic laws	67	10.3 %
Quality of police protection	116	17.8 %
Quality of fire protection	58	8.9 %
Quality of animal control	23	3.5 %
No response	128	19.6 %
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Police in neighborhoods	60	9.2 %
Police in retail areas	50	7.7 %
City's efforts to prevent crime	83	12.7 %
Enforcement of local traffic laws	55	8.4 %
Quality of police protection	100	15.3 %
Quality of fire protection	86	13.2 %
Quality of animal control	63	9.7 %
<u>No response</u>	<u>155</u>	<u>23.8 %</u>
Total	652	100.0 %

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

<u>Q7. Sum of top three choices</u>	<u>Number</u>	<u>Percent</u>
Police in neighborhoods	334	51.2 %
Police in retail areas	141	21.6 %
City's efforts to prevent crime	364	55.8 %
Enforcement of local traffic laws	163	25.0 %
Quality of police protection	280	42.9 %
Quality of fire protection	164	25.2 %
Quality of animal control	129	19.8 %
<u>No response</u>	<u>98</u>	<u>15.0 %</u>
Total	1673	

## 2010 St. Joseph Community Survey

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

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Provided
Q8a. County Law Enforcement	10.7%	30.8%	21.0%	4.0%	2.3%	31.1%
Q8b. County Fire Protection	9.5%	25.8%	24.7%	2.9%	1.4%	35.7%
Q8c. County Road & Bridge Maintenance	6.4%	24.2%	25.5%	11.3%	4.9%	27.6%
Q8d. Overall customer service from County	7.7%	25.8%	27.8%	3.5%	3.4%	31.9%

**Q8. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "not provided")**

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. County Law Enforcement	15.6%	44.8%	30.5%	5.8%	3.3%
Q8b. County Fire Protection	14.8%	40.1%	38.4%	4.5%	2.1%
Q8c. County Road & Bridge Maintenance	8.9%	33.5%	35.2%	15.7%	6.8%
Q8d. Overall customer service from County	11.3%	37.8%	40.8%	5.2%	5.0%



## 2010 St. Joseph Community Survey

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**Q9. Using a scale of 1 to 4 where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:**

(N=652)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Not Provided
Q9a. In your neighborhood in general	54.4%	33.9%	6.7%	3.1%	1.8%
Q9b. In shopping areas in general	41.0%	46.6%	7.4%	1.4%	3.7%
Q9c. At work	42.8%	26.4%	4.9%	1.4%	24.5%

**Q9. Using a scale of 1 to 4 where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "not provided")**

(N=652)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
Q9a. In your neighborhood in general	55.5%	34.5%	6.9%	3.1%
Q9b. In shopping areas in general	42.5%	48.4%	7.6%	1.4%
Q9c. At work	56.7%	35.0%	6.5%	1.8%

## 2010 St. Joseph Community Survey

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

Q10. Primary sources of information	Number	Percent
St. Joseph News-Press (print)	501	76.8 %
St. Joseph News-Press (www.stjoenews.net)	140	21.5 %
KQTV (Channel 2)	436	66.9 %
St. Joe Now (Channel 3)	295	45.2 %
Radio	263	40.3 %
City of St. Joseph (www.stjoemo.info)	64	9.8 %
St. Joseph Telegraph	8	1.2 %
TV Channel 19	82	12.6 %
School	124	19.0 %
Internet	145	22.2 %
Social networking sites	52	8.0 %
Here-Aqui	7	1.1 %
Regular Joe	66	10.1 %
Buchanan county website (www.co.buchanan.mo.us)	16	2.5 %
Not Provided	18	2.8 %
Total	2217	

### **Q10. What are your primary sources of information about activities and services in your community? (without "not provided")**

Q10. Primary sources of information	Number	Percent
St. Joseph News-Press (print)	501	76.8 %
St. Joseph News-Press (www.stjoenews.net)	140	21.5 %
KQTV (Channel 2)	436	66.9 %
St. Joe Now (Channel 3)	295	45.2 %
Radio	263	40.3 %
City of St. Joseph (www.stjoemo.info)	64	9.8 %
St. Joseph Telegraph	8	1.2 %
TV Channel 19	82	12.6 %
School	124	19.0 %
Internet	145	22.2 %
Social networking sites	52	8.0 %
Here-Aqui	7	1.1 %
Regular Joe	66	10.1 %
Buchanan county website (www.co.buchanan.mo.us)	16	2.5 %
Total	2199	

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

Q11. Internet access at home	Number	Percent
1=Yes	502	77.0 %
2=No	131	20.1 %
9=Not provided	19	2.9 %
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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**Q12. Using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.**

(N=652)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Provided
Q12a. Arts/Culture/Museums should have an important role in development of St. Joseph	31.4%	43.1%	17.3%	2.6%	0.6%	4.9%
Q12b. St. Joseph area needs more arts & cultural programs for children	22.1%	32.1%	31.4%	4.9%	0.9%	8.6%
Q12c. I am very familiar with most of arts & cultural programs in St. Joseph area	12.1%	31.7%	32.4%	12.3%	2.6%	8.9%
Q12d. I frequently visit arts/cultural/museum facilities in St. Joseph area	10.6%	22.9%	33.9%	17.3%	8.6%	6.7%

**Q12. Using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements. (without "not provided")**

(N=652)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q12a. Arts/Culture/Museums should have an important role in development of St. Joseph	33.1%	45.3%	18.2%	2.7%	0.6%
Q12b. St. Joseph area needs more arts & cultural programs for children	24.2%	35.1%	34.4%	5.4%	1.0%
Q12c. I am very familiar with most of arts & cultural programs in St. Joseph area	13.3%	34.8%	35.5%	13.5%	2.9%
Q12d. I frequently visit arts/cultural/museum facilities in St. Joseph area	11.3%	24.5%	36.3%	18.6%	9.2%

## 2010 St. Joseph Community Survey

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

Q13. Reasons keep you from visiting arts/cultural/ museum facilities in St. Joseph area	Number	Percent
A=Not interested in arts & cultural programs	142	21.8 %
B=Too expensive	116	17.8 %
C=Don't know available programs & facilities	169	25.9 %
D=Open times of facilities do not fit my schedule	148	22.7 %
E=Other	124	19.0 %
Z=Not Provided	95	14.6 %
Total	794	

### **Q13. Which of the following reasons keep you from visiting arts/cultural/museum facilities in St. Joseph area more often? (without "not provided")**

Q13. Reasons keep you from visiting arts/cultural/ museum facilities in St. Joseph area	Number	Percent
A=Not interested in arts & cultural programs	142	21.8 %
B=Too expensive	116	17.8 %
C=Don't know available programs & facilities	169	25.9 %
D=Open times of facilities do not fit my schedule	148	22.7 %
E=Other	124	19.0 %
Total	699	

## **Q13. Other**

Q13 Other

---

AGE  
AGE & HEALTH  
AVAILABILITY OF INFO  
BEEN ILL; TOO OLD  
BEEN THERE  
BUSY  
BUSY  
CLOSES TOO EARLY  
DISABLED  
DISABLED  
DISABLED  
DISABLED  
DISABLED  
DISTANCE  
DO NOT DRIVE  
DO NOT TAKE THE TIME  
DOESN'T FIT TIME  
DON'T CHANGE  
DON'T GET AROUND  
DON'T GET OUT MUCH  
DON'T TAKE THE TIME  
DON'T WALK WELL  
ELDERLY  
FAMILY EVENTS  
FINDING THE TIME  
GO TO KC AREA  
HANDICAPPED  
HANDICAPPED CHILD  
HAVE BEEN IN PAST  
HAVE BEEN THERE  
HAVE BEEN TO MOST  
HAVE SEEN IT  
HAVE SMALL CHILDREN  
HEALTH  
HEALTH  
HEALTH LIMITATIONS  
HEALTH PROBLEMS  
I DO VISIT  
I DO VISIT THEM  
I GO BY BUS  
I GO FREQUENTLY  
ILLNESS  
IN WHEELCHAIR  
JUST DON'T TAKE TIME

## **Q13. Other**

Q13 Other

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LOCATION

MAKING TIME TO GO

MY TIME SCHEDULE

NEED CULTURAL ACTIVITIES

NO EXTRA TIME

NO REASON

NO SERIOUS INTEREST

NO TIME

NO TIME

NO TRANSPORTATION

NO TRANSPORTATION

NOT ABLE TO WALK FAR

NOT CHILD FRIENDLY

NOT ENOUGH INFORMATION

NOT ENOUGH TIME

NOT ENOUGH TIME

NOT ENOUGH TO VISIT

NOT IMPORTANT TO ME

NOT IN THE IN CROWD

NOT INTERESTED

NOT INTERESTED

NOT INTERESTED

NOT MY KIND

NOTHING

NOTHING

NOTHING STOPS ME

OLD AND HAVE NO CARE

POOR HEALTH

QUALITY

QUALITY AND VARIETY

RETIRED

RETIRED

SAME THING OVER & OVER

SAW THEM ALREADY

SCHEDULE TOO FULL

SICKNESS

SMALL KIDS; NO TIME

SOMETIMES I'M LAZY

SPOUSE NOT INTERESTED

TAKE FOR GRANTED

THINGS I MUST DO

TIME

TIME

TIME CONSTRAINTS

TOO BUSY

**Q13. Other**

Q13 Other

---

TOO BUSY

TOO BUSY

TOO BUSY

TOO BUSY

TOO BUSY

TOO BUSY TO ATTEND

TOO COSTLY

TOO ILL TO ATTEND

TRANSPORTATION

TRANSPORTATION

UNABLE TO WALK FAR

VARIETY

VISITED OFTEN

WE DO VISIT

WE GO SOMETIMES

WE PREFER KC FACILITIES

WE VISIT

WILL ALWAYS BE THERE

WORKING

## 2010 St. Joseph Community Survey

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**Q14. Please rank the importance of the following health improvement opportunities in St. Joseph, where 6 is "most important" and 1 is "least important."**

(N=652)

	Least Important	2	3	4	5	Most important	Not Provided
Q14a. Tobacco/smoking reduction	21.9%	9.6%	10.3%	10.3%	8.1%	31.7%	8.1%
Q14b. Physical activity increase	7.9%	9.2%	12.8%	17.1%	17.4%	27.1%	8.6%
Q14c. Alcohol/drug reduction	7.0%	12.4%	15.1%	10.6%	16.0%	31.1%	7.9%
Q14d. Obesity/nutrition dietary improvements	9.6%	9.3%	13.7%	15.9%	16.0%	26.9%	8.6%
Q14e. Access to affordable healthcare services	6.1%	5.9%	8.5%	9.8%	13.8%	47.8%	8.1%
Q14f. Mental health services expansion	20.9%	11.7%	12.8%	13.6%	12.6%	19.8%	8.7%

**Q14. Please rank the importance of the following health improvement opportunities in St. Joseph, where 6 is "most important" and 1 is "least important." (without "not provided")**

(N=652)

	Least important	2	3	4	5	Most important
Q14a. Tobacco/smoking reduction	23.9%	10.5%	11.2%	11.2%	8.8%	34.5%
Q14b. Physical activity increase	8.7%	10.0%	13.9%	18.7%	19.0%	29.6%
Q14c. Alcohol/drug reduction	7.6%	13.5%	16.4%	11.5%	17.4%	33.7%
Q14d. Obesity/nutrition dietary improvements	10.5%	10.2%	15.0%	17.3%	17.5%	29.4%
Q14e. Access to affordable healthcare services	6.6%	6.4%	9.3%	10.6%	15.0%	52.0%
Q14f. Mental health services expansion	22.9%	12.8%	14.0%	14.8%	13.8%	21.7%



## 2010 St. Joseph Community Survey

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**Q15. Please rank your willingness to personally address these health improvement opportunities, where 6 is "most willing" and 1 is "least willing."**

(N=652)

	Least Willing	2	3	4	5	Most Willing	Not Provided
Q15a. Tobacco/smoking reduction	22.9%	10.3%	9.3%	9.5%	5.5%	25.3%	17.1%
Q15b. Physical activity increase	9.6%	8.0%	9.1%	12.7%	15.3%	31.1%	14.2%
Q15c. Alcohol/drug reduction	13.7%	14.0%	14.0%	10.7%	8.2%	22.7%	16.7%
Q15d. Nutrition/dietary improvements	10.8%	7.5%	13.3%	13.8%	16.6%	22.4%	15.4%
Q15e. Access to affordable healthcare services	7.1%	8.4%	8.0%	13.4%	11.4%	35.6%	16.1%
Q15f. Mental health services expansion	27.1%	9.7%	13.3%	10.3%	7.3%	15.1%	17.3%

**Q15. Please rank your willingness to personally address these health improvement opportunities, where 6 is "most willing" and 1 is "least willing." (without "not provided")**

(N=652)

	Least Willing	2	3	4	5	Most Willing
Q15a. Tobacco/smoking reduction	27.6%	12.4%	11.2%	11.4%	6.7%	30.7%
Q15b. Physical activity increase	11.2%	9.3%	10.6%	14.8%	17.8%	36.3%
Q15c. Alcohol/drug reduction	16.4%	16.8%	16.8%	12.9%	9.8%	27.2%
Q15d. Nutrition/dietary improvements	12.8%	8.9%	15.8%	16.3%	19.7%	26.5%
Q15e. Access to affordable healthcare services	8.5%	10.0%	9.6%	16.0%	13.5%	42.5%
Q15f. Mental health services expansion	32.8%	11.7%	16.1%	12.5%	8.8%	18.2%

## 2010 St. Joseph Community Survey

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**Q16. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Provided
Q16a. Maintenance of City parks	23.3%	54.8%	9.8%	6.0%	1.8%	4.3%
Q16b. Number of City parks	31.0%	47.9%	10.0%	5.7%	1.1%	4.4%
Q16c. Number of parkway walking & biking trails	42.5%	39.4%	8.3%	3.5%	0.6%	5.7%
Q16d. Quality of outdoor athletic fields	23.9%	42.5%	17.2%	4.0%	1.1%	11.3%
Q16e. Availability of information about City parks & recreation programs	13.0%	35.1%	31.1%	9.7%	2.5%	8.6%
Q16f. Fees charged for recreation programs	10.6%	28.2%	31.3%	8.6%	2.8%	18.6%
Q16g. Ease of registering for programs	8.4%	27.8%	33.4%	4.3%	2.5%	23.6%
Q16h. Available youth fitness/recreational programs	8.4%	29.6%	28.7%	8.1%	2.5%	22.7%
Q16i. Available adult fitness/recreational programs	8.6%	29.9%	30.1%	8.9%	2.5%	20.1%
Q16j. Senior recreational activities	11.0%	27.0%	27.3%	6.9%	2.0%	25.8%
Q16k. City aquatic park/swimming pools	14.7%	43.1%	21.3%	6.0%	2.1%	12.7%
Q16l. Special events & festivals	15.6%	44.3%	21.6%	6.4%	2.8%	9.2%
Q16m. Recreational opportunities at Lake Contrary	5.7%	13.5%	30.1%	12.7%	9.2%	28.8%
Q16n. Riverfront recreational development	8.1%	24.4%	31.3%	12.0%	8.1%	16.1%

## 2010 St. Joseph Community Survey

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**Q16. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "not provided")**

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Maintenance of City parks	24.4%	57.2%	10.3%	6.3%	1.9%
Q16b. Number of City parks	32.4%	50.1%	10.4%	5.9%	1.1%
Q16c. Number of parkway walking & biking trails	45.0%	41.8%	8.8%	3.7%	0.7%
Q16d. Quality of outdoor athletic fields	27.0%	47.9%	19.4%	4.5%	1.2%
Q16e. Availability of information about City parks & recreation programs	14.3%	38.4%	34.1%	10.6%	2.7%
Q16f. Fees charged for recreation programs	13.0%	34.7%	38.4%	10.5%	3.4%
Q16g. Ease of registering for programs	11.0%	36.3%	43.8%	5.6%	3.2%
Q16h. Available youth fitness/recreational programs	10.9%	38.3%	37.1%	10.5%	3.2%
Q16i. Available adult fitness/recreational programs	10.7%	37.4%	37.6%	11.1%	3.1%
Q16j. Senior recreational activities	14.9%	36.4%	36.8%	9.3%	2.7%
Q16k. City aquatic park/swimming pools	16.9%	49.4%	24.4%	6.9%	2.5%
Q16l. Special events & festivals	17.2%	48.8%	23.8%	7.1%	3.0%
Q16m. Recreational opportunities at Lake Contrary	8.0%	19.0%	42.2%	17.9%	12.9%
Q16n. Riverfront recreational development	9.7%	29.1%	37.3%	14.3%	9.7%

## 2010 St. Joseph Community Survey

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**Q17. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

Q17. Top choice	Number	Percent
Maintenance of City parks	176	27.0 %
Number of City parks	19	2.9 %
Number of parkway walking & biking trails	39	6.0 %
Quality of outdoor athletic fields	13	2.0 %
Available information about City parks & recreation programs	41	6.3 %
Fees charged for recreation programs	25	3.8 %
Ease of registering for programs	2	0.3 %
Youth fitness/recreational programs	42	6.4 %
Adult fitness/recreational programs	19	2.9 %
Senior recreational activities	25	3.8 %
City aquatic park/swimming pools	21	3.2 %
Special events & festivals	22	3.4 %
Recreational opportunities at Lake Contrary	43	6.6 %
Riverfront recreational development	64	9.8 %
No response	101	15.5 %
Total	652	100.0 %

**Q17. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

Q17. 2nd choice	Number	Percent
Maintenance of City parks	42	6.4 %
Number of City parks	28	4.3 %
Number of parkway walking & biking trails	37	5.7 %
Quality of outdoor athletic fields	29	4.4 %
Available information about City parks & recreation programs	27	4.1 %
Fees charged for recreation programs	30	4.6 %
Ease of registering for programs	18	2.8 %
Youth fitness/recreational programs	46	7.1 %
Adult fitness/recreational programs	45	6.9 %
Senior recreational activities	44	6.7 %
City aquatic park/swimming pools	41	6.3 %
Special events & festivals	43	6.6 %
Recreational opportunities at Lake Contrary	35	5.4 %
Riverfront recreational development	57	8.7 %
No response	130	19.9 %
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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**Q17. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

Q17. 3rd choice	Number	Percent
Maintenance of City parks	49	7.5 %
Number of City parks	14	2.1 %
Number of parkway walking & biking trails	25	3.8 %
Quality of outdoor athletic fields	24	3.7 %
Available information about City parks & recreation programs	33	5.1 %
Fees charged for recreation programs	39	6.0 %
Ease of registering for programs	17	2.6 %
Youth fitness/recreational programs	28	4.3 %
Adult fitness/recreational programs	39	6.0 %
Senior recreational activities	43	6.6 %
City aquatic park/swimming pools	36	5.5 %
Special events & festivals	50	7.7 %
Recreational opportunities at Lake Contrary	31	4.8 %
Riverfront recreational development	68	10.4 %
No response	156	23.9 %
Total	652	100.0 %

**Q17. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

Q17. Sum of top three choices	Number	Percent
Maintenance of City parks	267	41.0 %
Number of City parks	61	9.4 %
Number of parkway walking & biking trails	101	15.5 %
Quality of outdoor athletic fields	66	10.1 %
Available information about City parks & recreation programs	101	15.5 %
Fees charged for recreation programs	94	14.4 %
Ease of registering for programs	37	5.7 %
Youth fitness/recreational programs	116	17.8 %
Adult fitness/recreational programs	103	15.8 %
Senior recreational activities	112	17.2 %
City aquatic park/swimming pools	98	15.0 %
Special events & festivals	115	17.6 %
Recreational opportunities at Lake Contrary	109	16.7 %
Riverfront recreational development	189	29.0 %
No response	101	15.5 %
Total	1670	

## 2010 St. Joseph Community Survey

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

<u>Q18. Volunteer</u>	<u>Number</u>	<u>Percent</u>
School	156	23.9 %
Church	264	40.5 %
Service Club	62	9.5 %
Not-for-profit organization	192	29.4 %
Sports team	77	11.8 %
Special needs/disabled	65	10.0 %
Hospital	37	5.7 %
Senior facilities	38	5.8 %
Other	48	7.4 %
None	188	28.8 %
Not provided	48	7.4 %
Total	1175	

### **Q18. Do you, or does any member of your household, volunteer for any of the following? (without "not provided")**

<u>Q18. Volunteer</u>	<u>Number</u>	<u>Percent</u>
School	156	23.9 %
Church	264	40.5 %
Service Club	62	9.5 %
Not-for-profit organization	192	29.4 %
Sports team	77	11.8 %
Special needs/disabled	65	10.0 %
Hospital	37	5.7 %
Senior facilities	38	5.8 %
Other	48	7.4 %
None	188	28.8 %
Total	1127	

## **Q18. Other**

Q18 Other

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OATS

YMCA

MOSQUE

MUSEUM

PERSON

SCOUTS

SCOUTS

SCOUTS

KIWANIS

VARIOUS

HOMELESS

INTERSERV

INTERSERV

POLITICAL

RED CROSS

RED CROSS

BOY SCOUTS

INTERSERV

NOYES HOME

PARK BOARD

BLOOD DONOR

FOOD KITCHEN

FOOD KITCHEN

FOOD KITCHEN

ARTS, MUSEUMS

ANIMAL SHELTER

ROTC & HS BAND

SECOND HARVEST

SENIOR TAI CHI

CITY COMMITTEES

SENIOR DAY CARE

ADVENTURE LEAGUE

MUSEUM VOLUNTEER

ROAD TO RECOVERY

POLICE DEPARTMENT

EXTENSION COMMITTEE

HAVE EXERCISE GROUP

HABITAT FOR HUMANITY

HABITAT FOR HUMANITY

## 2010 St. Joseph Community Survey

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### **Q19. How satisfied are you with your community's response to the following poverty issues?**

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Provided
Q19a. Hunger as a result of poverty	7.5%	33.0%	27.0%	11.5%	6.1%	14.9%
Q19b. Illiteracy as a result of poverty	4.0%	20.2%	31.6%	17.0%	6.3%	20.9%
Q19c. Sub-standard housing as a result of poverty	4.3%	15.3%	31.7%	23.0%	7.2%	18.4%
Q19d. Health care as a result of poverty	5.1%	19.2%	27.6%	20.6%	9.4%	18.3%

### **Q19. How satisfied are you with your community's response to the following poverty issues? (without "not provided")**

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19a. Hunger as a result of poverty	8.8%	38.7%	31.7%	13.5%	7.2%
Q19b. Illiteracy as a result of poverty	5.0%	25.6%	39.9%	21.5%	7.9%
Q19c. Sub-standard housing as a result of poverty	5.3%	18.8%	38.9%	28.2%	8.8%
Q19d. Health care as a result of poverty	6.2%	23.5%	33.8%	25.1%	11.4%



## 2010 St. Joseph Community Survey

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### **Q20a. Do you feel that a pre-school (early learning) experience increases a child's chance of doing well in school?**

Q20a. Pre-school experience increases chance	Number	Percent
Yes	530	81.3 %
No	36	5.5 %
Not sure	86	13.2 %
Total	652	100.0 %

### **Q20b. Do you feel that a pre-school (early learning) experience helps a child grow socially?**

Q20b. Pre-school experience helps grow socially	Number	Percent
Yes	537	82.4 %
No	30	4.6 %
Not sure	85	13.0 %
Total	652	100.0 %

### **Q21. In school, students are graded with an A, B, C, D, or F. How would you grade our public schools in St. Joseph - A, B, C, D, or F?**

Q21. Grade public schools in St. Joseph	Number	Percent
A grade	49	7.5 %
B grade	217	33.3 %
C grade	180	27.6 %
D grade	57	8.7 %
F grade	26	4.0 %
Not provided	123	18.9 %
Total	652	100.0 %

### **Q21. In school, students are graded with an A, B, C, D, or F. How would you grade our public schools in St. Joseph - A, B, C, D, or F? (without "not provided")**

Q21. Grade public schools in St. Joseph	Number	Percent
A grade	49	9.3 %
B grade	217	41.0 %
C grade	180	34.0 %
D grade	57	10.8 %
F grade	26	4.9 %
Total	529	100.0 %

## 2010 St. Joseph Community Survey

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**Q22. If you have a child of pre-school age, do you feel you have adequate access to early learning programs in St. Joseph (excluding “not applicable”)?**

Q22. Adequate access to early learning programs	Number	Percent
Yes	116	69.9 %
No	50	30.1 %
Total	166	100.0 %

**Q23. 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=652)

	Excellent	Good	Neutral	Below Average	Poor	Not Provided
Q23a. Updating computers & technology	8.9%	36.2%	17.9%	6.0%	2.0%	29.0%
Q23b. Providing school buildings that are in good repair & physical condition	7.7%	36.3%	18.4%	12.9%	4.1%	20.6%
Q23c. Preparing students for success after high school	8.0%	30.8%	20.6%	13.5%	4.4%	22.7%
Q23d. Preparing students for college or additional training	8.0%	33.0%	20.1%	11.5%	4.6%	22.9%
Q23e. Providing same or higher overall quality than neighboring school districts	8.7%	29.9%	20.9%	12.0%	4.0%	24.5%
Q23f. Providing safe & secure school buildings	13.7%	38.8%	17.2%	7.1%	2.6%	20.7%
Q23g. Involving community in important decisions affecting district	7.1%	29.6%	22.4%	12.4%	7.4%	21.2%
Q23h. Providing foreign language opportunities	7.2%	25.5%	24.4%	9.4%	3.8%	29.8%
Q23i. Providing arts (music, drama, art, dance)	8.4%	32.5%	24.8%	6.6%	2.8%	24.8%
Q23j. Providing athletics/physical education	13.2%	39.3%	20.4%	3.7%	1.5%	21.9%
Q23k. Overall curriculum/course instruction	10.0%	31.9%	21.2%	8.3%	3.8%	24.8%

## 2010 St. Joseph Community Survey

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**Q23. 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 "not provided")**

(N=652)

	Excellent	Good	Neutral	Below Average	Poor
Q23a. Updating computers & technology	12.5%	51.0%	25.3%	8.4%	2.8%
Q23b. Providing school buildings that are in good repair & physical condition	9.7%	45.8%	23.2%	16.2%	5.2%
Q23c. Preparing students for success after high school	10.3%	39.9%	26.6%	17.5%	5.8%
Q23d. Preparing students for college or additional training	10.3%	42.7%	26.0%	14.9%	6.0%
Q23e. Providing same or higher overall quality than neighboring school districts	11.6%	39.6%	27.6%	15.9%	5.3%
Q23f. Providing safe & secure school buildings	17.2%	48.9%	21.7%	8.9%	3.3%
Q23g. Involving community in important decisions affecting district	8.9%	37.5%	28.4%	15.8%	9.3%
Q23h. Providing foreign language opportunities	10.3%	36.2%	34.7%	13.3%	5.5%
Q23i. Providing arts (music, drama, art, dance)	11.2%	43.3%	33.1%	8.8%	3.7%
Q23j. Providing athletics/physical education	16.9%	50.3%	26.1%	4.7%	2.0%
Q23k. Overall curriculum/course instruction	13.3%	42.4%	28.2%	11.0%	5.1%

## 2010 St. Joseph Community Survey

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### **Q24. If you have K-12 school age children, which kind of school do they attend?**

<u>Q24. Which kind of school</u>	<u>Number</u>	<u>Percent</u>
Public school	185	28.4 %
Private school	44	6.7 %
Home schooling	10	1.5 %
Not provided	413	63.3 %
Total	652	100.0 %

### **Q24. If you have K-12 school age children, which kind of school do they attend? (without "not provided")**

<u>Q24. Which kind of school</u>	<u>Number</u>	<u>Percent</u>
Public school	185	77.4 %
Private school	44	18.4 %
Home schooling	10	4.2 %
Total	239	100.0 %

## Q24. Why?

Q24 Why

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COST  
COST  
MONEY  
MONEY  
MONEY  
MORALS  
PRAYER  
TAXES  
BELIEFS  
BELIEFS  
BELIEFS  
BELIEFS  
BELIEFS  
BELIEFS  
BELIEFS  
BELIEFS  
BELIEFS  
ITS FREE  
LOCATION  
SECURITY  
SUPERIOR  
ITS THERE  
AFFORDABLE  
CURRICULUM  
CURRICULUM  
CURRICULUM  
CURRICULUM  
CURRICULUM  
FACILITIES  
FACILITIES  
FACILITIES  
FACILITIES  
FACILITIES  
EASIEST WAY  
EASY ACCESS  
GOOD CHOICE  
I PAY TAXES  
NO CHILDREN  
GOOD SCHOOLS  
CLOSE TO HOME  
SOCIALIZATION  
SPECIAL NEEDS  
WE PAY FOR IT  
BEST EDUCATION  
COSTS TOO MUCH  
OPPORTUNITIES  
WE ARE ABLE TO  
HOURS & NO FEES  
IT'S WHAT I DID  
MOST CONVENIENT

### **Q24. Why?**

#### Q24 Why

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MOST CONVENIENT  
SMALLER CLASSES  
WAS GOOD FOR ME  
BETTER EDUCATION  
DRUGS IN SCHOOLS  
PAY TAXES FOR IT  
PROHIBITIVE COST  
SAFE ENVIRONMENT  
WE HAVE DONE ALL  
BETTER ONE ON ONE  
CHRISTIAN BELIEFS  
FINANCIAL REASONS  
RELIGIOUS REASONS  
WENT AND DID FINE  
BELIEFS & QUALITY  
BELIEFS; COMMUNITY  
BELIEFS-CLASS SIZE  
CONVENIENCE, COST  
GOOD ENOUGH FOR ME  
I TEACH FOR PUBLIC  
IMPORTANT SOCIALLY  
NEEDS INTERACTION  
BELIEFS, CURRICULUM  
BELIEFS, CURRICULUM  
IT'S WHAT I PAY FOR  
KNOW WHERE KIDS ARE  
QUALITY OF TEACHING  
SPECIAL NEEDS CHILD  
BELIEFS, CLASS SIZES  
BENEFITS/ENVIRONMENT  
CAN'T AFFORD PRIVATE  
CAN'T AFFORD PRIVATE  
CAN'T AFFORD PRIVATE  
CAN'T AFFORD PRIVATE  
CAN'T AFFORD PRIVATE  
CULTURAL DEVELOPMENT  
CURRICULUM & BELIEFS  
LOCATION, CURRICULUM  
NO MONEY FOR PRIVATE  
OPPORTUNITIES BETTER  
BETTER, SMALLER CLASS  
CURRICULUM ACTIVITIES  
IT'S DONE BY A PARENT  
LEARNING DISABILITIES  
LOCATION & CURRICULUM  
AFFORDABLE & PRACTICAL  
BELIEFS, PEERS, VALUES  
BETTER EDUCATION THERE

## Q24. Why?

### Q24 Why

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CLOSE TO HOME AND FREE  
CURRICULUM, CLASS SIZE  
THERE IS ROOM FOR EACH  
THEY ARE GOOD FOR KIDS  
WANT TO SUPPORT PUBLIC  
COSTS OF PRIVATE SCHOOL  
IN WATHENA WHERE I WORK  
PAY ENOUGH TAXES FOR IT  
BELIEFS & HIGHER QUALITY  
BETTER EDUCATION & SAFER  
CAN'T AFFORD HOME SCHOOL  
POOR EDUCATION IN ST JOE  
PRIVATE IS TOO EXPENSIVE  
PRIVATE IS TOO EXPENSIVE  
BELIEVE IN PUBLIC SCHOOLS  
CANNOT AFFORD PRIVATE SCHOOLS  
DISRUPTIVE KIDS IN PUBLIC  
SMALL CLASS SIZE-TEACHERS  
SOCIAL & CULTURAL BENEFIT  
VALUES TAUGHT IN CLASSROOM

## 2010 St. Joseph Community Survey

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### **Q25. There are several reasons to call a job a "quality job." Which TWO of these issues are most important to you, not including salary?**

<u>Q25. Two most important issues</u>	<u>Number</u>	<u>Percent</u>
How far I have to go to work	106	16.3 %
Knowing I make a difference	155	23.8 %
How family-friendly management is	94	14.4 %
How much I like the job	245	37.6 %
Benefit package, especially health care	358	54.9 %
How much I like my co-workers	36	5.5 %
Opportunities for professional development	159	24.4 %
Other	26	4.0 %
Not provided	74	11.3 %
Total	1253	

### **Q25. There are several reasons to call a job a "quality job." Which TWO of these issues are most important to you, not including salary? (without "not provided")**

<u>Q25. Two most important issues</u>	<u>Number</u>	<u>Percent</u>
How far I have to go to work	106	16.3 %
Knowing I make a difference	155	23.8 %
How family-friendly management is	94	14.4 %
How much I like the job	245	37.6 %
Benefit package, especially health care	358	54.9 %
How much I like my co-workers	36	5.5 %
Opportunities for professional development	159	24.4 %
Other	26	4.0 %
Total	1179	



**Q25. Other**

Q25 Other

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PAY

HOURS

LIVING

VALUES

RETIRED

RETIRED

RETIRED

RETIRED

RETIRED

RETIRED

DISABLED

COWORKERS

PAY SCALE

WAGE RATE

FLEXIBIITY

DESCENT WAGES

JOB SECURITY

SELF EMPLOYED

FAMILY PROGRAMS

TREATMENT ON JOB

DON'T WORK IN ST JOE

FULL TIME EMPLOYMENT

PAY SCALE & UNION AFFILIATION

HOURS, EMPLOYEE TREATMENT

## 2010 St. Joseph Community Survey

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### **Q26. Do you feel that you have adequate opportunities to pursue a better paying job in St. Joseph?**

Q26. Adequate opportunities to pursue a better paying job	Number	Percent
Yes	106	16.3 %
No	332	50.9 %
Don't know	136	20.9 %
Not provided	78	12.0 %
Total	652	100.0 %

### **Q27. To pursue a better paying job, are you willing to continue your education?**

Q27. Willing to continue education	Number	Percent
Yes	377	57.8 %
No	77	11.8 %
Don't know	98	15.0 %
Not provided	100	15.3 %
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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**Q28. During the past 2 years, have you visited downtown for any of the following reasons?**

<u>Q28. Reasons for visiting downtown</u>	<u>Number</u>	<u>Percent</u>
Restaurant	361	55.4 %
Missouri Theater, Symphony, Robidoux Resident Theater, Performing Arts Association	273	41.9 %
Civic Arena events	379	58.1 %
Advanced educational classes	19	2.9 %
Live music concerts or parades	267	41.0 %
City/County/State government offices	341	52.3 %
Shopping	148	22.7 %
Professional services	213	32.7 %
Work/Employment	108	16.6 %
Missouri Career Center	50	7.7 %
Churches	94	14.4 %
None of these	45	6.9 %
<u>No response</u>	<u>23</u>	<u>3.5 %</u>
Total	2321	

**Q28. During the past 2 years, have you visited downtown for any of the following reasons? (without "not provided")**

<u>Q28. Reasons for visiting downtown</u>	<u>Number</u>	<u>Percent</u>
Restaurant	361	55.4 %
Missouri Theater, Symphony, Robidoux Resident Theater, Performing Arts Association	273	41.9 %
Civic Arena events	379	58.1 %
Advanced educational classes	19	2.9 %
Live music concerts or parades	267	41.0 %
City/County/State government offices	341	52.3 %
Shopping	148	22.7 %
Professional services	213	32.7 %
Work/Employment	108	16.6 %
Missouri Career Center	50	7.7 %
Churches	94	14.4 %
<u>None of these</u>	<u>45</u>	<u>6.9 %</u>
Total	2298	

## 2010 St. Joseph Community Survey

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### **Q29. How supportive are you of City programs which encourage new development in older areas of the City?**

Q29. City programs which encourage new development in older areas	Number	Percent
Very supportive	263	40.3 %
Somewhat supportive	287	44.0 %
Not supportive	74	11.3 %
Not provided	28	4.3 %
Total	652	100.0 %

### **Q30. How supportive are you of City programs which encourage repair of older areas to preserve historical properties?**

Q30. City programs which encourage repair of older areas	Number	Percent
Very supportive	290	44.5 %
Somewhat supportive	266	40.8 %
Not supportive	70	10.7 %
Not provided	26	4.0 %
Total	652	100.0 %

### **Q31. How satisfied are you that St. Joseph reinvests in itself, by keeping basic services upgraded as needed and plans for the future?**

Q31. How satisfied with St. Joseph reinvests in itself	Number	Percent
Very satisfied	101	15.5 %
Somewhat satisfied	386	59.2 %
Not satisfied	110	16.9 %
Not provided	55	8.4 %
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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**Q32. For each of the City Maintenance 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=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Provided
Q32a. Maintenance of major City streets	3.1%	27.1%	20.1%	29.6%	16.0%	4.1%
Q32b. Maintenance of streets in neighborhood	2.9%	23.9%	20.4%	26.4%	19.3%	7.1%
Q32c. Maintenance of street signs & traffic signals	9.0%	49.5%	25.6%	6.9%	4.3%	4.6%
Q32d. Maintenance of City buildings	9.4%	52.9%	23.9%	3.4%	2.3%	8.1%
Q32e. Snow removal on major City streets	11.7%	43.7%	19.8%	12.3%	8.1%	4.4%
Q32f. Snow removal on streets in neighborhood	7.2%	25.5%	19.5%	21.9%	19.8%	6.1%
Q32g. Mowing & trimming of public areas	7.1%	43.9%	27.1%	10.4%	6.0%	5.5%
Q32h. Overall cleanliness of City streets/ other public areas	4.1%	31.6%	29.4%	20.9%	9.7%	4.3%
Q32i. Adequacy of City street lighting	6.7%	43.9%	27.9%	12.4%	4.6%	4.4%
Q32j. Condition of sidewalks	2.8%	22.9%	38.7%	20.1%	7.5%	8.1%
Q32k. Maintenance & preservation of downtown	3.8%	26.8%	36.8%	18.6%	7.7%	6.3%

## 2010 St. Joseph Community Survey

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**Q32. For each of the City Maintenance 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 "not provided")**

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q32a. Maintenance of major City streets	3.2%	28.3%	21.0%	30.9%	16.6%
Q32b. Maintenance of streets in neighborhood	3.1%	25.7%	21.9%	28.4%	20.8%
Q32c. Maintenance of street signs & traffic signals	9.5%	51.9%	26.8%	7.2%	4.5%
Q32d. Maintenance of City buildings	10.2%	57.6%	26.0%	3.7%	2.5%
Q32e. Snow removal on major City streets	12.2%	45.7%	20.7%	12.8%	8.5%
Q32f. Snow removal on streets in neighborhood	7.7%	27.1%	20.8%	23.4%	21.1%
Q32g. Mowing & trimming of public areas	7.5%	46.4%	28.7%	11.0%	6.3%
Q32h. Overall cleanliness of City streets/ other public areas	4.3%	33.0%	30.8%	21.8%	10.1%
Q32i. Adequacy of City street lighting	7.1%	45.9%	29.2%	13.0%	4.8%
Q32j. Condition of sidewalks	3.0%	24.9%	42.1%	21.9%	8.2%
Q32k. Maintenance & preservation of downtown	4.1%	28.6%	39.3%	19.8%	8.2%

## 2010 St. Joseph Community Survey

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### **Q33. Which THREE of the public works items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q33. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	289	44.3 %
Maintenance of neighborhood streets	94	14.4 %
Maintenance of street signs & traffic signals	11	1.7 %
Maintenance of City buildings	4	0.6 %
Snow removal on major City streets	21	3.2 %
Snow removal on neighborhood streets	31	4.8 %
Mowing & trimming of public areas	9	1.4 %
Cleanliness of City streets/other public areas	52	8.0 %
Adequacy of City street lighting	8	1.2 %
Condition of sidewalks	20	3.1 %
Maintenance & preservation of downtown	28	4.3 %
Not provided	85	13.0 %
Total	652	100.0 %

### **Q33. Which THREE of the public works items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q33. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	73	11.2 %
Maintenance of neighborhood streets	137	21.0 %
Maintenance of street signs & traffic signals	21	3.2 %
Maintenance of City buildings	7	1.1 %
Snow removal on major City streets	52	8.0 %
Snow removal on neighborhood streets	73	11.2 %
Mowing & trimming of public areas	21	3.2 %
Cleanliness of City streets/other public areas	89	13.7 %
Adequacy of City street lighting	40	6.1 %
Condition of sidewalks	22	3.4 %
Maintenance & preservation of downtown	26	4.0 %
Not provided	91	14.0 %
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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**Q33. 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?**

Q33. 3rd choice	Number	Percent
Maintenance of major City streets	43	6.6 %
Maintenance of neighborhood streets	45	6.9 %
Maintenance of street signs & traffic signals	29	4.4 %
Maintenance of City buildings	12	1.8 %
Snow removal on major City streets	40	6.1 %
Snow removal on neighborhood streets	61	9.4 %
Mowing & trimming of public areas	39	6.0 %
Cleanliness of City streets/other public areas	101	15.5 %
Adequacy of City street lighting	37	5.7 %
Condition of sidewalks	59	9.0 %
Maintenance & preservation of downtown	63	9.7 %
Not provided	123	18.9 %
Total	652	100.0 %

**Q33. Which THREE of the public works items listed above do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

Q33. Sum of top three choices	Number	Percent
Maintenance of major City streets	405	62.1 %
Maintenance of neighborhood streets	276	42.3 %
Maintenance of street signs & traffic signals	61	9.4 %
Maintenance of City buildings	23	3.5 %
Snow removal on major City streets	113	17.3 %
Snow removal on neighborhood streets	165	25.3 %
Mowing & trimming of public areas	69	10.6 %
Cleanliness of City streets/other public areas	242	37.1 %
Adequacy of City street lighting	85	13.0 %
Condition of sidewalks	101	15.5 %
Maintenance & preservation of downtown	117	17.9 %
Not provided	85	13.0 %
Total	1742	



## 2010 St. Joseph Community Survey

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**Q34. 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=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Provided
Q34a. Cleanup of litter & debris on private property	3.8%	21.5%	25.5%	25.9%	12.7%	10.6%
Q34b. Mowing & trimming of lawns on private property	3.8%	23.2%	32.7%	20.6%	9.8%	10.0%
Q34c. Maintenance of residential property	4.0%	19.2%	34.8%	20.4%	10.9%	10.7%
Q34d. Maintenance of business property	4.3%	26.7%	35.7%	14.0%	7.4%	12.0%
Q34e. Sign regulations	4.3%	26.1%	37.1%	9.8%	7.4%	15.3%

**Q34. 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 "not provided")**

(N=652)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q34a. Cleanup of litter & debris on private property	4.3%	24.0%	28.5%	29.0%	14.2%
Q34b. Mowing & trimming of lawns on private property	4.3%	25.7%	36.3%	22.8%	10.9%
Q34c. Maintenance of residential property	4.5%	21.5%	39.0%	22.9%	12.2%
Q34d. Maintenance of business property	4.9%	30.3%	40.6%	15.9%	8.4%
Q34e. Sign regulations	5.1%	30.8%	43.8%	11.6%	8.7%

## 2010 St. Joseph Community Survey

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**Q35. These special events and activities are available at Missouri Western State University. Have you or a member of your family attended any of these in the past 2 years?**

<u>Q35. Attended any of these special events &amp; activities</u>	<u>Number</u>	<u>Percent</u>
University workshops/life enrichment classes	88	13.5 %
Sports events	231	35.4 %
Theaters/Concerts/Art exhibits	152	23.3 %
Recreational opportunities	182	27.9 %
Eggs and Issues	35	5.4 %
Convocation on Critical Issues	76	11.7 %
Not provided	291	44.6 %
Total	1055	

**Q35. These special events and activities are available at Missouri Western State University. Have you or a member of your family attended any of these in the past 2 years? (without "not provided")**

<u>Q35. Attended any of these special events &amp; activities</u>	<u>Number</u>	<u>Percent</u>
University workshops/life enrichment classes	88	13.5 %
Sports events	231	35.4 %
Theaters/Concerts/Art exhibits	152	23.3 %
Recreational opportunities	182	27.9 %
Eggs and Issues	35	5.4 %
Convocation on Critical Issues	76	11.7 %
Total	764	

## 2010 St. Joseph Community Survey

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### **Q36. If you have not attended any activities at the University, what would be the reason?**

<u>Q36. Reasons for not attending any activities</u>	<u>Number</u>	<u>Percent</u>
Not aware	235	36.0 %
Parking	52	8.0 %
Bus transportation not available	11	1.7 %
Too far away	35	5.4 %
Not provided	356	54.6 %
Total	689	

### **Q37. Would you recommend living in St. Joseph to your friends or family?**

<u>Q37. Recommend living in St. Joseph to friends or family</u>	<u>Number</u>	<u>Percent</u>
Yes	423	64.9 %
No	106	16.3 %
Don't know	107	16.4 %
Not provided	16	2.5 %
Total	652	100.0 %

### **Q38. Do you feel that our community is moving in the right direction?**

<u>Q38. Community is moving in right direction</u>	<u>Number</u>	<u>Percent</u>
Yes	292	44.8 %
No	163	25.0 %
Don't know	179	27.5 %
Not provided	18	2.8 %
Total	652	100.0 %

### **Q39. Approximately, how many years have you lived in the City of St. Joseph/Buchanan County?**

<u>Q39. Years lived in St. Joseph/Buchanan County</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	27	4.1 %
5-10 years	54	8.3 %
11-20 years	71	10.9 %
20+ years	495	75.9 %
Not provided	5	0.8 %
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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### **Q40. If you are not a native to St. Joseph, from what City did you move?**

<u>Q40. City</u>	<u>Number</u>	<u>Percent</u>
AMITY	1	0.4 %
ANCHORAGE	1	0.4 %
ARKANSAS CITY	1	0.4 %
ATCHISON	4	1.6 %
ATLANTIC	1	0.4 %
AUBURN	1	0.4 %
AURORA	1	0.4 %
BARNARD	1	0.4 %
BEAUMONT	1	0.4 %
BELEWS CREEK	1	0.4 %
BELL	1	0.4 %
BERKELEY	1	0.4 %
BETHANY	3	1.2 %
BILLINGS	1	0.4 %
BLOOMINGTON	1	0.4 %
BOLCKOW	2	0.8 %
BONNER SPRINGS	1	0.4 %
BOSTON	1	0.4 %
BROOKFIELD	3	1.2 %
BROOKLYN	1	0.4 %
CAINSVILLE	1	0.4 %
CAMDEN POINT	1	0.4 %
CAMERON	4	1.6 %
CAPE FAIR	1	0.4 %
CAPE GIRARDEAU	2	0.8 %
CARROLL	1	0.4 %
CARSON CITY	1	0.4 %
CEDAR RAPIDS	2	0.8 %
CENTREVILLE	1	0.4 %
CHICAGO	3	1.2 %
CHILLICOTHE	1	0.4 %
CHINO	1	0.4 %
CHURCH HILL	1	0.4 %
CINCINATTI	1	0.4 %
CLAREMORE	1	0.4 %
CLARINDA	2	0.8 %
CLARKSDALE	1	0.4 %
COLLEGE PARK	1	0.4 %
COLUMBIA	3	1.2 %
COLUMBUS	2	0.8 %
COWGILL	1	0.4 %
CRESTON	1	0.4 %
CRYSTAL LAKE	1	0.4 %
DAVENPORT	1	0.4 %

## 2010 St. Joseph Community Survey

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### **Q40. If you are not a native to St. Joseph, from what City did you move?**

<u>Q40. City</u>	<u>Number</u>	<u>Percent</u>
DENVER	4	1.6 %
DUBUQUE	1	0.4 %
EVANSTON	1	0.4 %
EVEREST	1	0.4 %
FAIRBANKS	1	0.4 %
FARGO	1	0.4 %
FONTANA	1	0.4 %
FORT MORGAN	1	0.4 %
FREEPORT	1	0.4 %
GALESBURG	1	0.4 %
GERALD	1	0.4 %
GLADSTONE	1	0.4 %
GLENSFALLS	1	0.4 %
GOLDEN VALLEY	1	0.4 %
GOWER	1	0.4 %
GREAT BEND	1	0.4 %
GREELEY	1	0.4 %
GREELY	1	0.4 %
HAMILTON	1	0.4 %
HANNIBAL	1	0.4 %
HARRISON CO	1	0.4 %
HIAWATHA	1	0.4 %
HIGHLAND	1	0.4 %
HOPKINS	1	0.4 %
HOUSTON	2	0.8 %
INDEPENDENCE	2	0.8 %
INDIANOLA	1	0.4 %
IOWA CITY	1	0.4 %
JACKSON	1	0.4 %
JASPER	1	0.4 %
JOPLIN	1	0.4 %
KANSAS CITY	13	5.3 %
KILLEEN	1	0.4 %
KING CITY	4	1.6 %
KNOB NOSTER	1	0.4 %
KURTSVILLE	1	0.4 %
LAKE CHARLES	1	0.4 %
LANCASTER	1	0.4 %
LAS ANGELES	1	0.4 %
LAS VEGAS	1	0.4 %
LAWRENCE	1	0.4 %
LAWTON	1	0.4 %
LINCOLN	4	1.6 %
LITTLE ROCK	2	0.8 %
LONG BEACH	1	0.4 %

## 2010 St. Joseph Community Survey

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### **Q40. If you are not a native to St. Joseph, from what City did you move?**

Q40. City	Number	Percent
LORIMAR	1	0.4 %
LOS ANGELES	1	0.4 %
LUCAS	1	0.4 %
MANHATTAN	2	0.8 %
MARSHALL	1	0.4 %
MARYSVILLE	1	0.4 %
MARYVILLE	3	1.2 %
MAYSVILLE	1	0.4 %
MCPHERSON	1	0.4 %
MIDDLEBURY	1	0.4 %
MIDLAND	1	0.4 %
MILAN	1	0.4 %
MINNEAPOLIS	2	0.8 %
MOUND CITY	2	0.8 %
NAMMASTER	1	0.4 %
NAPA	1	0.4 %
NAPOLEON	1	0.4 %
NEEDHAM	1	0.4 %
NEW YORK	1	0.4 %
NORMAL	2	0.8 %
OAK GROVE	1	0.4 %
OAKLAND	1	0.4 %
OKLAHOMA CITY	2	0.8 %
OLATHE	1	0.4 %
OLEOLA	1	0.4 %
OMAHA	2	0.8 %
OREGON	1	0.4 %
OSKALOOSA	1	0.4 %
OVERLAND PARK	2	0.8 %
PARKVILLE	2	0.8 %
PATTONSBURG	1	0.4 %
PHOENIX	2	0.8 %
PORTLAND	1	0.4 %
RANFOUL	1	0.4 %
RAPID CITY	1	0.4 %
RAVENNA	1	0.4 %
RAYTOWN	2	0.8 %
RENO	1	0.4 %
RIVERSIDE	1	0.4 %
ROSENDALE	1	0.4 %
RUSHVILLE	1	0.4 %
SABETHA	1	0.4 %
SALESVILLE	1	0.4 %
SAN DIEGO	1	0.4 %

## 2010 St. Joseph Community Survey

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### **Q40. If you are not a native to St. Joseph, from what City did you move?**

<u>Q40. City</u>	<u>Number</u>	<u>Percent</u>
SAN FRANCISCO	1	0.4 %
SAN JOSE	1	0.4 %
SANDUSKY	1	0.4 %
SAVANNA	1	0.4 %
SAVANNAH	8	3.3 %
SEDALIA	2	0.8 %
SIOUX CITY	2	0.8 %
SIOUX FALLS	1	0.4 %
SLATER	1	0.4 %
SMALL TOWN	1	0.4 %
ST CLOUD	1	0.4 %
ST LOUIS	1	0.4 %
ST. CLOUD	2	0.8 %
ST. LOUIS	5	2.0 %
STANBERRY	4	1.6 %
STILLWATER	2	0.8 %
STURGIS	1	0.4 %
TARKIO	1	0.4 %
TEMPE	1	0.4 %
TOPEKA	2	0.8 %
TRENTON	1	0.4 %
TROY	2	0.8 %
TULSA	2	0.8 %
UNIONVILLE	1	0.4 %
UPLAND	1	0.4 %
VESPER	1	0.4 %
WATHENA	4	1.6 %
WAUKEGAN	1	0.4 %
WAUPUN	1	0.4 %
WAYNESBORO	1	0.4 %
WESTERN SPRINGS	1	0.4 %
WESTON	1	0.4 %
WICHITA	1	0.4 %
Total	245	100.0 %

## 2010 St. Joseph Community Survey

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### **Q40. If you are not a native to St. Joseph, from what State did you move?**

<u>Q40. State</u>	<u>Number</u>	<u>Percent</u>
AK	2	0.8 %
AR	4	1.6 %
AZ	4	1.6 %
CA	15	5.9 %
CO	6	2.3 %
IA	16	6.3 %
IL	15	5.9 %
IN	1	0.4 %
KS	31	12.1 %
LA	1	0.4 %
MA	2	0.8 %
MD	1	0.4 %
MI	3	1.2 %
MN	5	2.0 %
MO	101	39.5 %
MS	1	0.4 %
MT	1	0.4 %
NC	2	0.8 %
ND	1	0.4 %
NE	11	4.3 %
NV	2	0.8 %
NY	3	1.2 %
OH	4	1.6 %
OK	8	3.1 %
OR	1	0.4 %
PA	1	0.4 %
SD	3	1.2 %
TN	1	0.4 %
TX	5	2.0 %
VA	2	0.8 %
VT	1	0.4 %
WI	2	0.8 %
Total	256	100.0 %



## 2010 St. Joseph Community Survey

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### **Q41. Do you own or rent?**

<u>Q41. Own or rent</u>	<u>Number</u>	<u>Percent</u>
Own	470	72.1 %
Rent	182	27.9 %
Total	652	100.0 %

### **Q42. What is your age?**

<u>Q42. Age</u>	<u>Number</u>	<u>Percent</u>
18 to 34	157	24.1 %
35 to 44	106	16.3 %
45 to 54	115	17.6 %
55 to 64	119	18.3 %
65+	155	23.8 %
Total	652	100.0 %

### **Q43. What is your level of education?**

<u>Q43. Level of education</u>	<u>Number</u>	<u>Percent</u>
Less than high school	13	2.0 %
GED	22	3.4 %
High school	154	23.6 %
Some college	189	29.0 %
College degree	173	26.5 %
Post graduate	91	14.0 %
No response	10	1.5 %
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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### **Q44. How many in your household (counting yourself) are?**

	<u>Mean</u>	<u>Sum</u>
Under age 5	0.2	117
Ages 5-9	0.1	91
Ages 10-14	0.2	108
Ages 15-19	0.1	91
Ages 20-24	0.1	72
Ages 25-34	0.3	209
Ages 35-44	0.2	150
Ages 45-54	0.3	208
Ages 55-64	0.3	184
Ages 65-74	0.2	129
Ages 75+	0.2	104

## 2010 St. Joseph Community Survey

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### **Q45. Which of the following best describes your current place of employment?**

<u>Q45. Current place of employment</u>	<u>Number</u>	<u>Percent</u>
Employed outside home	423	64.9 %
Self-employed or work out of home	37	5.7 %
Student, retired, or not currently employed	192	29.4 %
Total	652	100.0 %

### **Q45a-i. If you are employed outside the home, where do you work? (Excluding those who did not provide the information)**

<u>Q45. Where</u>	<u>Number</u>	<u>Percent</u>
In St. Joseph	316	87.1 %
In Kansas City	23	6.3 %
Outside of St. Joseph but inside Buchanan County	8	2.2 %
In Savannah	2	0.6 %
In Cameron	4	1.1 %
In Elwood	2	0.6 %
Somewhere else in Kansas	5	1.4 %
Somewhere else in Missouri	3	0.8 %
Total	363	100.0 %

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

<u>Q46. Total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	147	22.5 %
\$30K to \$59,999	179	27.5 %
\$60K to \$99,999	171	26.2 %
\$100K-\$149,999	66	10.1 %
\$150K-\$199,999	16	2.5 %
\$200K+	7	1.1 %
Not provided	66	10.1 %
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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### **Q47. Which of the following best describes your race/ethnicity?**

<u>Q47. Race/Ethnicity</u>	<u>Number</u>	<u>Percent</u>
White/Caucasian	595	91.3 %
African American/Black	30	4.6 %
Hispanic/Latino/Spanish	25	3.8 %
Native American/Eskimo	2	0.3 %
Asian/Pacific Islander	3	0.5 %
Other	2	0.3 %
Total	657	

### **Q48. Your gender**

<u>Q48. Gender</u>	<u>Number</u>	<u>Percent</u>
Male	309	47.4 %
Female	343	52.6 %
Total	652	100.0 %

### **Geography**

<u>Geography</u>	<u>Number</u>	<u>Percent</u>
1ST	104	16.0 %
2ND	108	16.6 %
3RD	107	16.4 %
4TH	116	17.8 %
5TH	106	16.3 %
No Address Provided	2	0.3 %
Buchanan	109	16.7 %
Total	652	100.0 %

## 2010 St. Joseph Community Survey

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### Zip

<u>Zip</u>	<u>Number</u>	<u>Percent</u>
64401	18	2.8 %
64440	6	0.9 %
64443	16	2.5 %
64448	5	0.8 %
64454	3	0.5 %
64484	10	1.5 %
64501	73	11.2 %
64503	99	15.2 %
64504	78	12.0 %
64505	71	10.9 %
64506	162	24.8 %
64507	103	15.8 %
<u>Not provided</u>	<u>8</u>	<u>1.2 %</u>
Total	652	100.0 %

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

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3003 FREDERICK AVENUE  
ST. JOSEPH, MO 64506

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

April, 2010

Dear St. Joseph and Buchanan County Residents:

Along with other city and county residents from every neighborhood and all walks of life, you have been chosen to help set the direction of our community. We need your participation because we want to know how you feel about St. Joseph and Buchanan County.

The enclosed survey is being sent to you from the Community Alliance of Saint Joseph, a group of residents who gather monthly to promote a shared vision for St. Joseph through citizen input. The results of the survey will direct the people you have elected to lead the community. This is your opportunity to let them know what you think about many important issues.

Other community leaders from the city, schools, 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.

*Your input is extremely important!*

Your individual responses will remain confidential. Survey results are compiled by ETC Institute, a national company with headquarters in Olathe, Kansas, that helps communities get real, unbiased opinions from their citizens so positive things can happen. The results will be shared in June of this year.

Please return your survey today in the enclosed, postage-paid, return envelope. Feel free to contact me at **(816) 364-4109** if you have questions. Thank you in advance for helping to make St. Joseph and Buchanan County a better community and region.

Sincerely,

A handwritten signature in black ink that reads "Steve Johnston". The signature is written in a cursive style with a long horizontal line extending to the right.

Steve Johnston  
Director

Enclosures



# 2010 St. Joseph Community Survey

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

## I. LIVABILITY

1. Several items that may influence your perception of the City of St. Joseph/Buchanan County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor." (Please circle your answers)

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

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

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

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

1st

2nd

3rd



**4. OVERALL SATISFACTION WITH CITY SERVICES:** Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.

<i>City Services</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Overall quality of police, and fire services	5	4	3	2	1	9
B.	Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
C.	Overall maintenance of city streets	5	4	3	2	1	9
D.	Overall maintenance of buildings and facilities such as Civic Arena/Missouri Theater	5	4	3	2	1	9
E.	Overall quality of city water and sewer utilities	5	4	3	2	1	9
F.	Overall enforcement of city codes and ordinances	5	4	3	2	1	9
G.	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
H.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
I.	Overall quality of the city's stormwater runoff/stormwater management	5	4	3	2	1	9
J.	Overall flow of traffic and congestion management in St. Joseph	5	4	3	2	1	9
K.	Recycling opportunities	5	4	3	2	1	9
L.	The availability of information about City programs and services	5	4	3	2	1	9
M.	City efforts to keep you informed about local issues	5	4	3	2	1	9
N.	How open the city is to public input from residents	5	4	3	2	1	9

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

            
1st
            
2nd
            
3rd

**6. Public Safety:** Please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Public Safety</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	The visibility of police in neighborhoods	5	4	3	2	1	9
B.	The visibility of police in retail areas	5	4	3	2	1	9
C.	The City's efforts to prevent crime	5	4	3	2	1	9
D.	Enforcement of local traffic laws	5	4	3	2	1	9
E.	Overall quality of St. Joseph police protection	5	4	3	2	1	9
F.	Overall quality of St. Joseph fire protection	5	4	3	2	1	9
G.	Quality of animal control	5	4	3	2	1	9

**7. Which THREE of the public safety items listed above would you recommend receive the most emphasis from City leaders over the next TWO Years?** [Write in the letters below using the letters from the list in Q6. above.]

            
1st
            
2nd
            
3rd

**8. In Buchanan County but outside of the City:** Please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>County Services</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	County Law Enforcement	5	4	3	2	1	9
B.	County Fire Protection	5	4	3	2	1	9
C.	County Road and Bridge Maintenance	5	4	3	2	1	9
D.	Overall customer service from the County	5	4	3	2	1	9

9. Using a scale of 1 to 4 where 4 means “very safe” and 1 means “very unsafe,” please rate how safe you feel in the following situations:

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

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

[check all that apply]

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

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

- (1) Yes  (2) No

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

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

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

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

## II. HEALTH AND WELLNESS

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

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

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

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

**16. City Parks and Recreation:** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

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

**17. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below from the list in Q16. above.]**

1st
2nd
3rd

- 18. Do you, or does any member of your household, volunteer for any of the following?** (check all that apply)
- |  |   |
|--|---|
| <input type="checkbox"/> (A) School (PTA, reading, tutoring, etc.)<br><input type="checkbox"/> (B) Church (Sunday School or other activities)<br><input type="checkbox"/> (C) Service Club<br><input type="checkbox"/> (D) Not-for-profit organization<br><input type="checkbox"/> (E) Sports team | <input type="checkbox"/> (F) Special needs/disabled<br><input type="checkbox"/> (G) Hospital<br><input type="checkbox"/> (H) Senior facilities (nursing home)<br><input type="checkbox"/> (I) Other _____<br><input type="checkbox"/> (J) None of these |
|--|---|

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

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

### III. EDUCATION

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

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

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

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

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

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

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

How would you rate The School District in St. Joseph in the area of.....		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A.	Updating computers and technology	5	4	3	2	1	9
B.	Providing school buildings that are in good repair and physical condition	5	4	3	2	1	9
C.	Preparing students for success after high school	5	4	3	2	1	9
D.	Preparing students for college or additional training	5	4	3	2	1	9
E.	Providing the same or higher overall quality than neighboring school districts	5	4	3	2	1	9
F.	Providing safe and secure school buildings	5	4	3	2	1	9
G.	Involving the community in important decisions affecting the district	5	4	3	2	1	9
H.	Providing foreign language opportunities	5	4	3	2	1	9
I.	Providing arts (music, drama, art , dance)	5	4	3	2	1	9
J.	Providing athletics/physical education	5	4	3	2	1	9
K.	Overall curriculum/course instruction	5	4	3	2	1	9

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

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

#### IV. ECONOMIC DEVELOPMENT/QUALITY JOBS

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

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

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

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

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

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

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

- |  |  |
|--|--|
| _____ (1) Restaurant   | _____ (6) City/County/State government offices   |
| _____ (2) Missouri Theater, Symphony, Robidoux Resident Theater, Performing Arts Association | _____ (7) Shopping                               |
| _____ (3) Civic Arena events   | _____ (8) Professional services (banking, legal) |
| _____ (4) Advanced educational classes   | _____ (9) Work/employment                        |
| _____ (5) Live music concerts or parades   | _____ (10) Missouri Career Center                |
|  | _____ (11) Churches                              |
|  | _____ (12) None of these                         |

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

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

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

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



# V1. DEMOGRAPHIC

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

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

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

41. Do you own or rent?

- (1) Own                       (2) Rent

42. What is your age?

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

43. 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

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

- |             |                          |            |                          |            |                          |
|-------------|--------------------------|------------|--------------------------|------------|--------------------------|
| Under age 5 | <input type="checkbox"/> | Ages 20-24 | <input type="checkbox"/> | Ages 55-64 | <input type="checkbox"/> |
| Ages 5-9    | <input type="checkbox"/> | Ages 25-34 | <input type="checkbox"/> | Ages 65-74 | <input type="checkbox"/> |
| Ages 10-14  | <input type="checkbox"/> | Ages 35-44 | <input type="checkbox"/> | Ages 75+   | <input type="checkbox"/> |
| Ages 15-19  | <input type="checkbox"/> | Ages 45-54 | <input type="checkbox"/> |            |                          |

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

- (1) Employed outside the home

Where do you work?

- |   |   |
|---|---|
| <input type="checkbox"/> (a) In St. Joseph                                    | <input type="checkbox"/> (f) In Elwood                  |
| <input type="checkbox"/> (b) In Kansas City                                   | <input type="checkbox"/> (g) In Troy                    |
| <input type="checkbox"/> (c) Outside of St. Joseph but inside Buchanan County | <input type="checkbox"/> (h) Somewhere else in Kansas   |
| <input type="checkbox"/> (d) In Savannah                                      | <input type="checkbox"/> (i) Somewhere else in Missouri |
| <input type="checkbox"/> (e) In Cameron                                       |   |

- (2) Self-employed or work out of home  
 (3) Student, Retired, or not currently employed

46. Would you say your total household income is:

- |   |   |
|---|---|
| <input type="checkbox"/> (1) Under \$30,000       | <input type="checkbox"/> (4) \$100,000 to \$149,999 |
| <input type="checkbox"/> (2) \$30,000 to \$59,999 | <input type="checkbox"/> (5) \$150,000 to \$199,999 |
| <input type="checkbox"/> (3) \$60,000 to \$99,999 | <input type="checkbox"/> (6) over \$200,000         |

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

- |  |   |
|--|---|
| <input type="checkbox"/> (1) White/Caucasian         | <input type="checkbox"/> (4) Native American/Eskimo |
| <input type="checkbox"/> (2) African American/Black  | <input type="checkbox"/> (5) Asian/Pacific Islander |
| <input type="checkbox"/> (3) Hispanic/Latino/Spanish | <input type="checkbox"/> (6) Other _____            |

48. Your gender:  (1) Male  (2) Female

49. Please list below your additional comments.

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**This concludes the survey. Thank you for your time!**

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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