

St. Joseph Community Survey

Findings Report

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2021

Submitted to the City of St. Joseph, Missouri

by:
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ETC
INSTITUTE

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2021 St. Joseph Community Survey

Executive Summary Report

Purpose and Methodology

ETC Institute administered the sixth community survey for the Community Alliance of St. Joseph between February and April of 2021. The first survey was administered in 2010. The survey was conducted as part of an effort to assess citizen satisfaction with the quality of services provided by the City and County, and to gauge resident perception on many community issues, such as the livability of the community, health, education, and economic development in St. Joseph and Buchanan County. The information gathered from this survey is compared in this report to the previous survey results. A review of any changes will help community leaders review budget priorities and refine policy decisions.

Resident Survey. A seven-page survey was mailed to a random sample of households in the City of St. Joseph and surrounding Buchanan County. The survey was accompanied by a cover letter that included an internet link for residents who preferred to complete the survey online. Of the households that received a survey, 716 completed the survey. The results for the random sample of 716 households have a 95% level of confidence with a precision of at least +/- 3.6%.

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

This report contains:

- a summary of the methodology for administering the survey and major findings
- benchmarking data that shows how the results compare to other communities
- Importance-Satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the survey instrument

Major Findings

- **Perceptions of the City.** Forty-one percent (41%) of the residents surveyed *who had an opinion* rated St. Joseph and Buchanan County as an “excellent” or “good” place to work (rating of 4 or 5 on a 5-point scale). Other perception issues for which respondents gave ratings of “excellent” or “good” include: as a place to live (38%), overall quality of life (35%), and as a place to raise children (33%).
- **Most of the residents surveyed were satisfied with City services.** Two-thirds (66%) of the residents surveyed *who had an opinion* were satisfied with the overall quality of police and fire services; 62% were satisfied with the quality of Parks and Recreation programs/facilities, and 34% were satisfied with the overall quality of community services.
- **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.
- **Feeling of Safety in the City.** Most residents (87%) surveyed *who had an opinion* felt safe at work, 84% felt safe in their neighborhood in general, and 77% felt safe in shopping areas in general.
- **City Amenities.** Seventy-three percent (73%) of the residents *who had an opinion* were satisfied with the number of parkway walking and biking trails, 61% were satisfied with the maintenance of City parks, and 53% were satisfied with the quality of outdoor athletic fields. Residents thought the two city amenities that should receive the most additional emphasis over the next two years were the maintenance of City parks and City aquatic park/swimming pools.
- **Codes and Ordinances.** Twenty-four percent (24%) of the residents surveyed *who had an opinion* were satisfied with enforcing maintenance of business property, and 22% were satisfied with the enforcing of the mowing and trimming of lawns on private property.

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 cost of living.
- A question was asked specifically about County services, and County fire protection was ranked highest at 66% satisfaction, followed by County law enforcement at 64% satisfaction.

- Residents were asked about their level of agreement with various statements concerning arts, culture and museums in the area. Sixty-eight percent (68%) agreed that arts, culture and museums should have an important role in development, and 43% agreed that they are very familiar with most of the arts and cultural programs offered in the St. Joseph area.

HEALTH AND WELLNESS

- Residents were given several health improvement issues and asked to rank them in order of their importance to their household, and then in the order of their willingness to personally address the issues. Residents selected access to affordable healthcare services as both the most important and as the issue that they were most willing to address.
- Several volunteer opportunities were listed and residents were asked about their participation. Forty percent (40%) volunteered at church, 36% volunteered at a not-for-profit organization, and 28% volunteered at a school.
- Residents were asked about their satisfaction with the community's response to various issues related to poverty. Residents felt the greatest concern (dissatisfaction) was with sub-standard housing as a result of poverty.

EDUCATION

- Those surveyed were asked to grade the public schools in St. Joseph; 2% gave an "A" grade, 16% gave a "B" grade, 33% gave a "C" grade, 20% gave a "D" grade, and 11% gave an "F" grade. The remaining 18% indicated "don't know".
- Residents were asked to indicate their level of support for a bond initiative that would be used to support and improve the St. Joseph Public Schools. One-fourth (25%) indicated they were "very supportive" of the initiative, 21% were "somewhat supportive," 31% were "not supportive," 19% indicated they "need more information," and the remaining 4% did not provide a response.

ST. JOSEPH 2040 PROJECT

- When asked if they were aware of the Imagine St. Joseph 2040 project, 20% who provided a response indicated they were aware. With regard to the importance of the goals of the project, respondents indicated that "investing in people (education)" was the most important goal.

REVITALIZING OLDER NEIGHBORHOODS

- Nearly three-fourths (72%) of the respondents surveyed are “very supportive” or “somewhat supportive” of revitalizing older neighborhoods in St. Joseph. Residents indicated the most valuable impact of revitalization would be improving overall community appearance.
- When asked if training and educational opportunities in St. Joseph prepare residents for jobs, 38% responded with “yes,” 20% answered “no,” and the remaining 42% did not know.
- Residents were generally satisfied with the way St. Joseph reinvests in itself by keeping basic services upgraded, with 61% being either very or somewhat satisfied.

Investment Priorities

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

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

- Maintenance of City streets (IS Rating=0. 6888)

The table on the following page shows the Importance-Satisfaction rating for all 6 categories of City services that were rated.

2021 Importance-Satisfaction Rating

City of St. Joseph

City Services

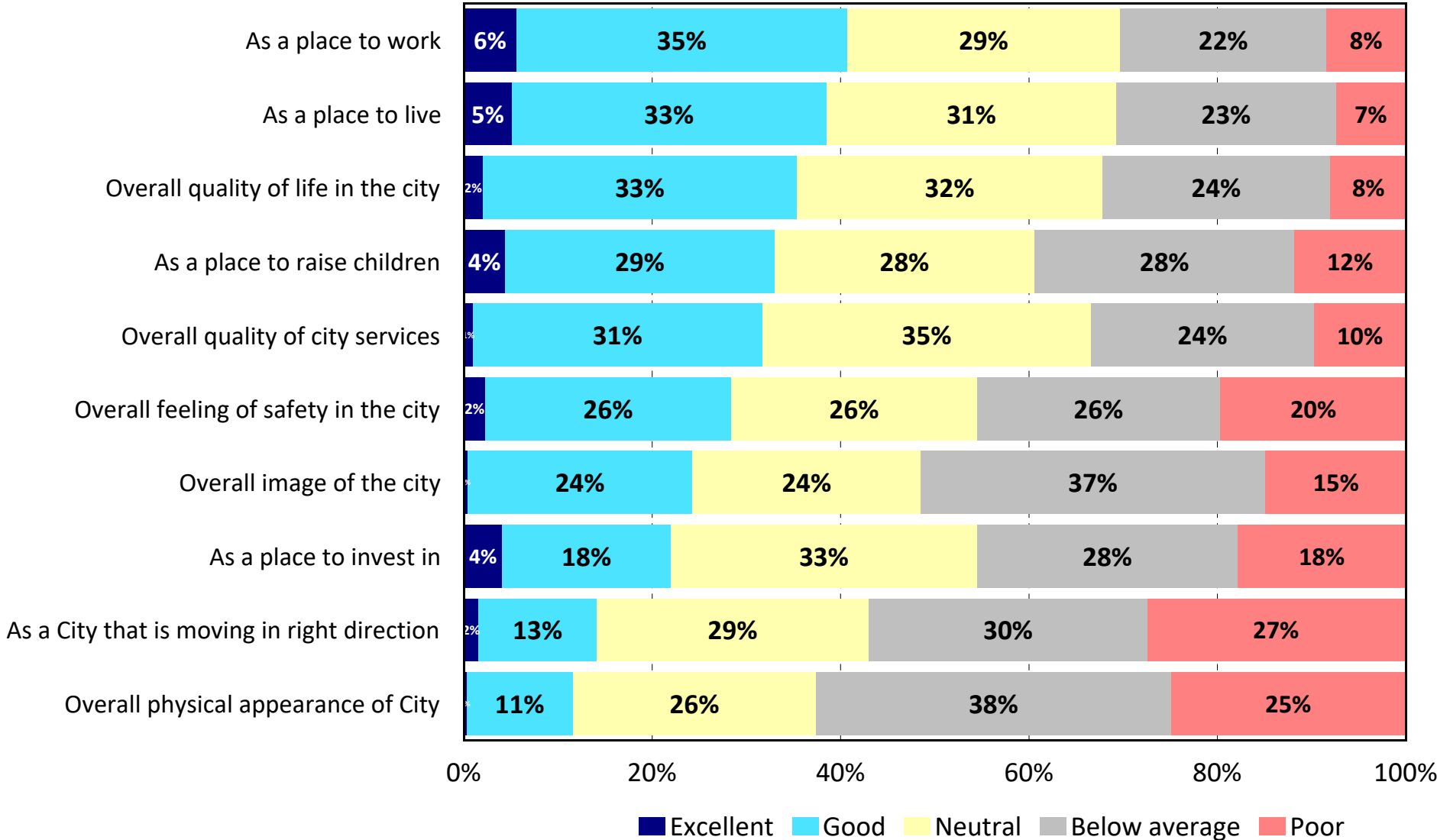
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of city streets	84%	1	18%	6	0.6888	1
Overall maintenance of buildings/facilities	38%	3	26%	4	0.2782	2
Overall quality of community services	36%	4	34%	3	0.2369	3
Recycling opportunities	29%	6	25%	5	0.2190	4
Overall quality of police & fire services	62%	2	66%	1	0.2091	5
<u>High Priority (IS .10-.20)</u>						
Quality of Parks & Recreation programs/facilities	33%	5	62%	2	0.1254	6

Section 1

Charts and Graphs

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

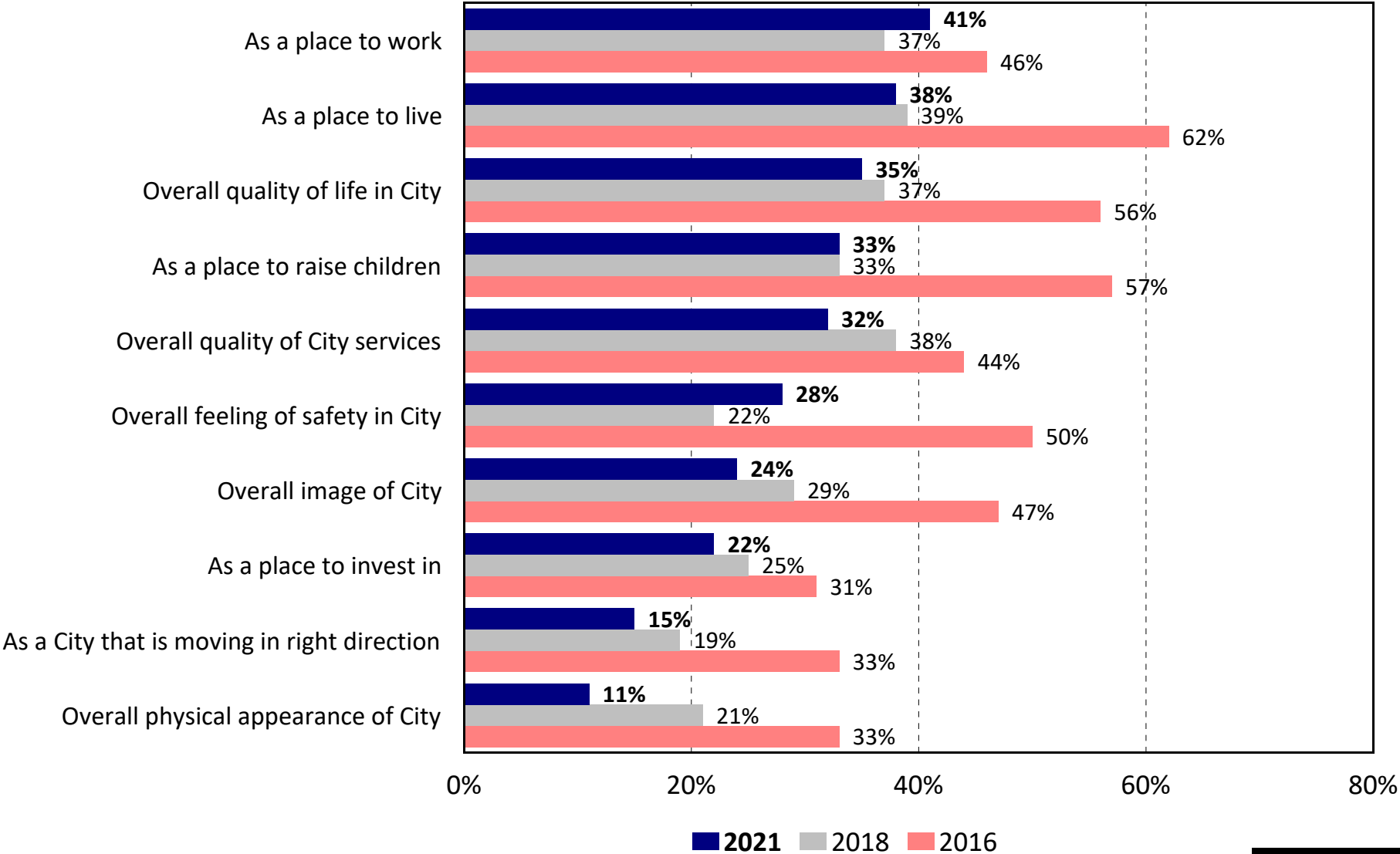
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

How would you rate various issues that influence your perception of the City? 2016, 2018, & 2021

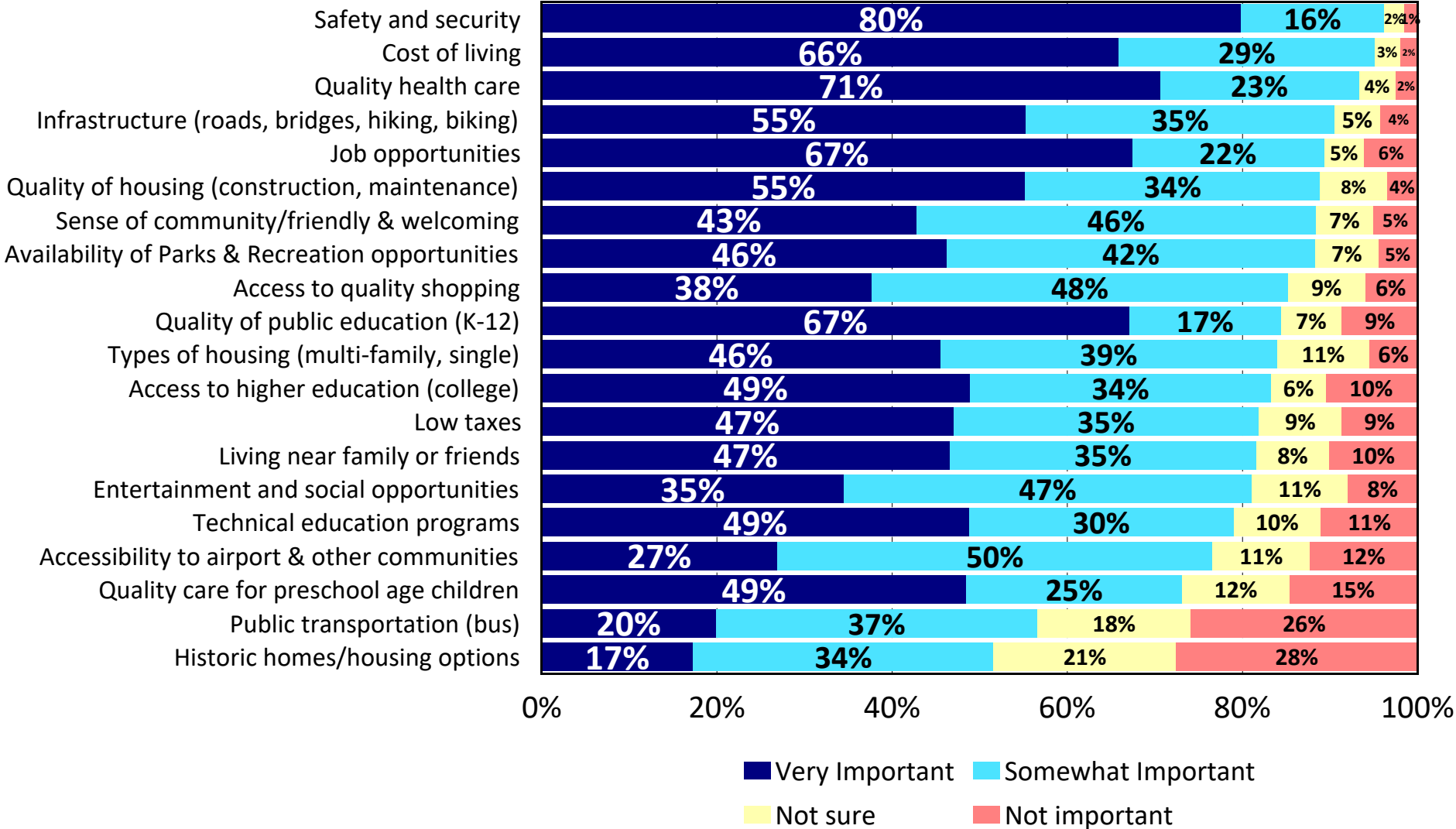
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

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

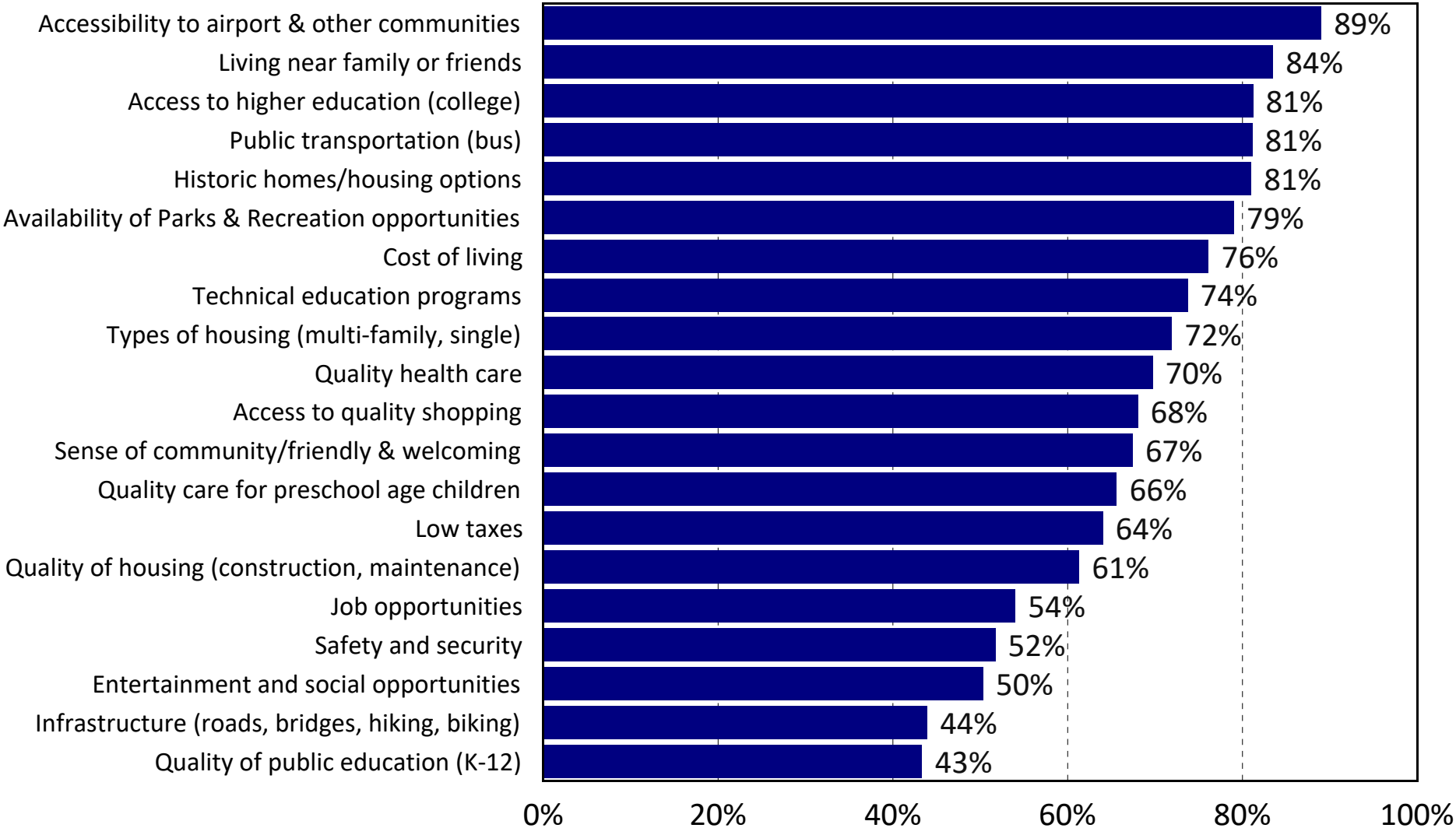
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

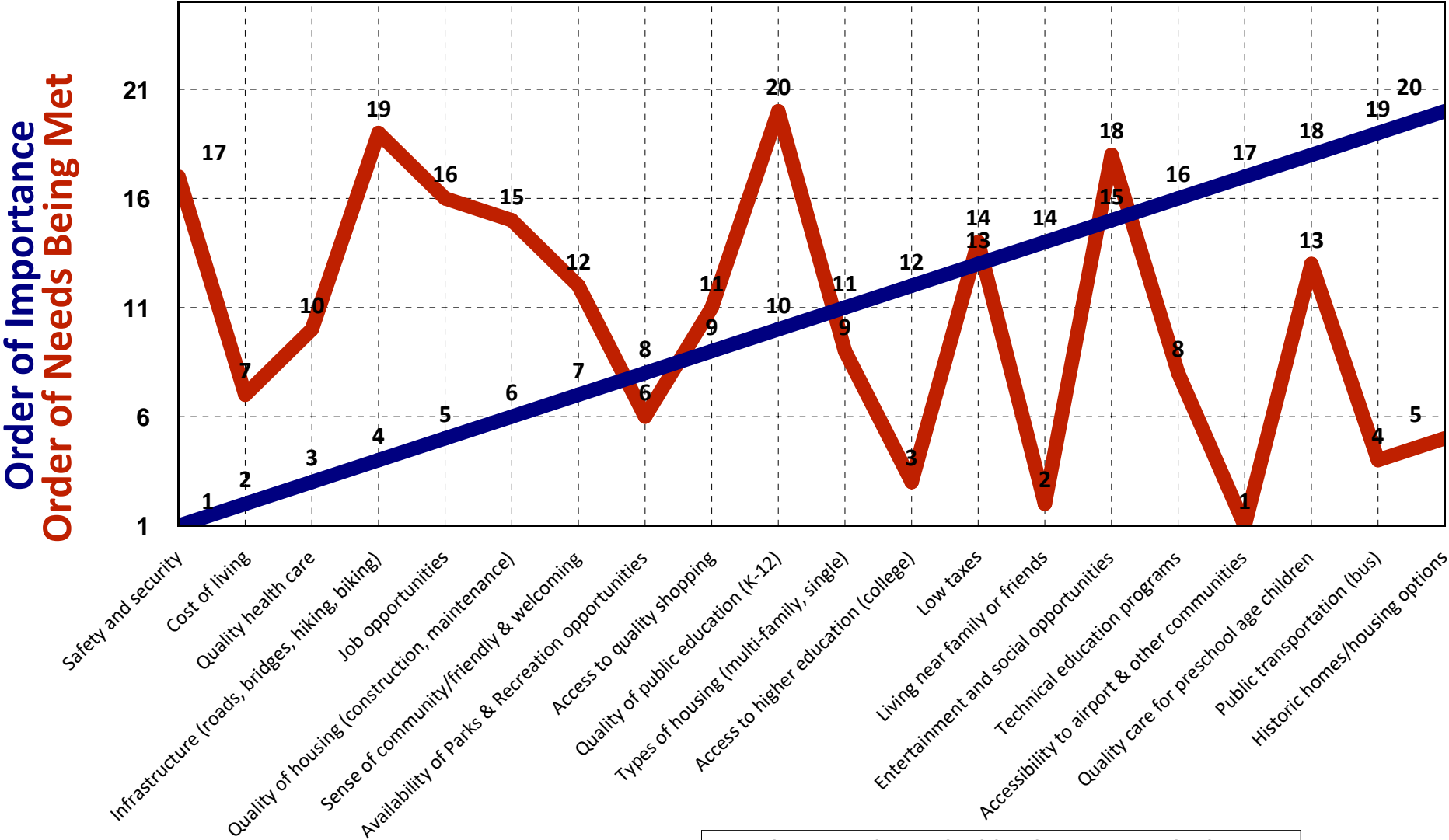
Q2a. Are your needs being met in St. Joseph?

by percentage of respondents who answered “yes”



Source: ETC Institute (2021 - St. Joseph Community Survey)

The Importance of Various Reasons for Choosing to Live in St. Joseph/Buchanan County vs. Needs Being Met

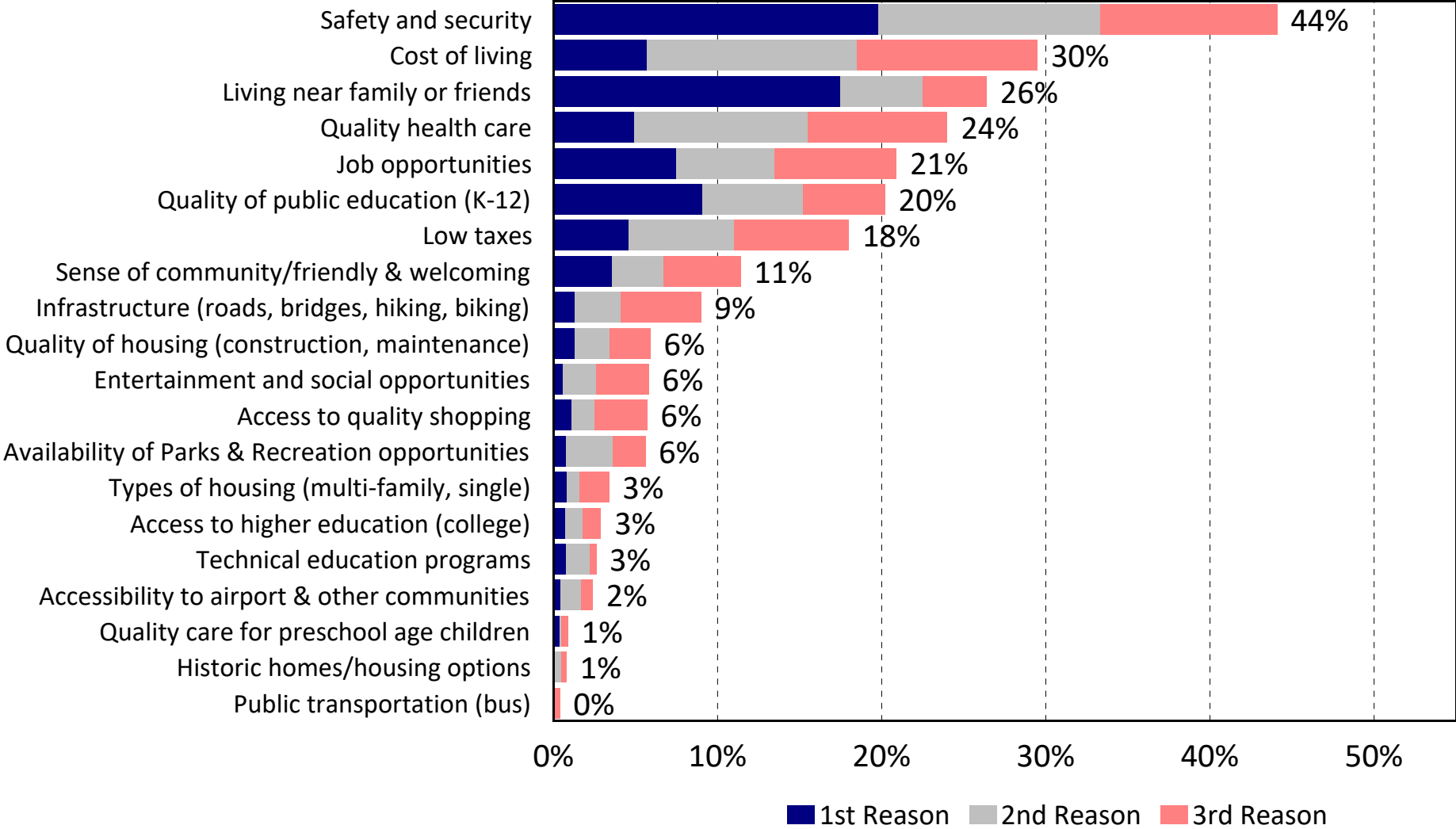


Red points above the blue line are needs that are not being met relative to their importance.

Source: ETC Institute (2021 - St. Joseph Community Survey)

Q3. Reasons That Will Have the Most Impact on Respondent's Decision to Stay in St. Joseph/Buchanan Co. for the Next 10 Years

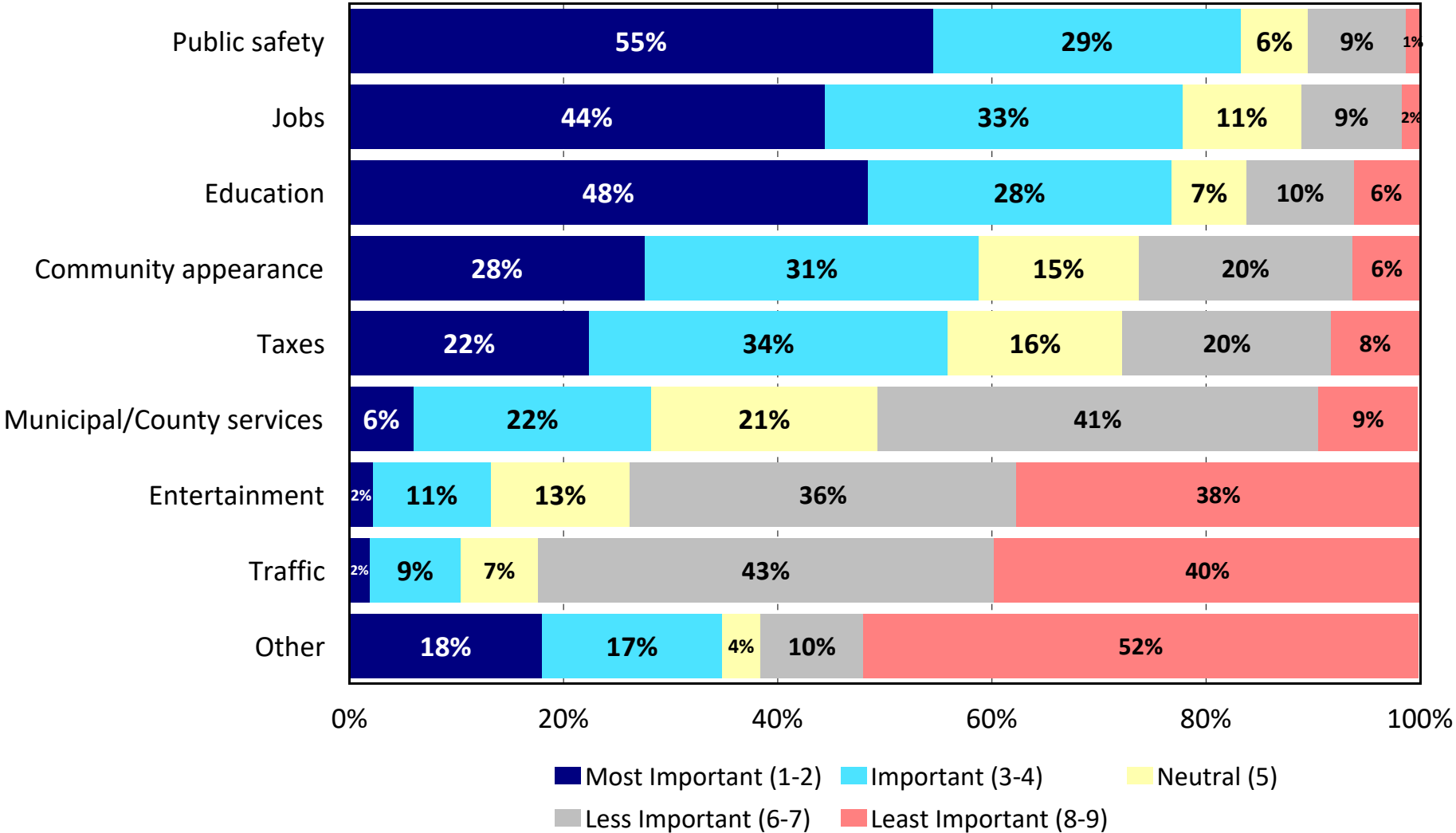
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2021 - St. Joseph Community Survey)

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

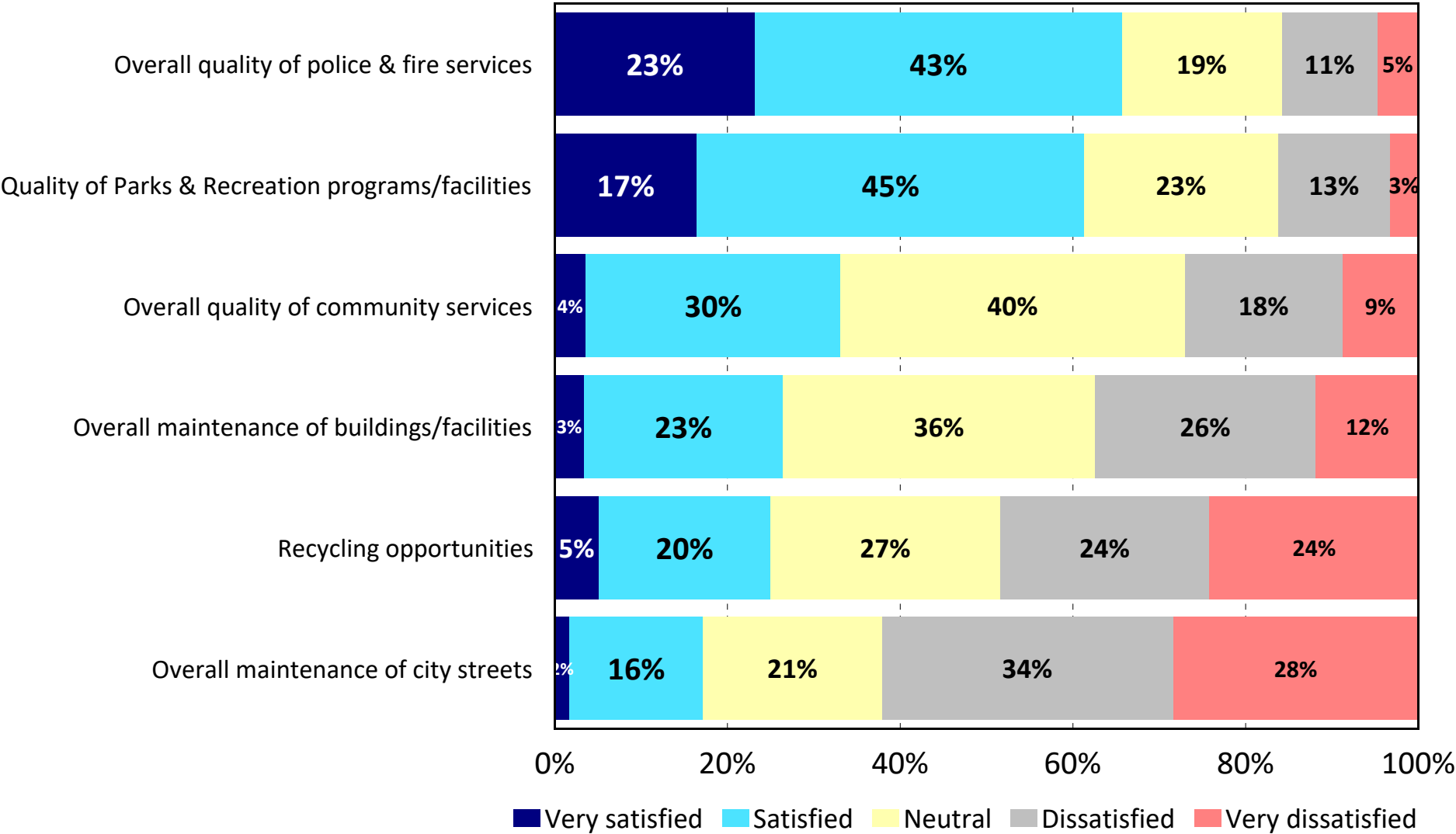
by percentage of respondents who rated the item as a 1 to 9 on a 9-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q6. Overall Satisfaction With City Services

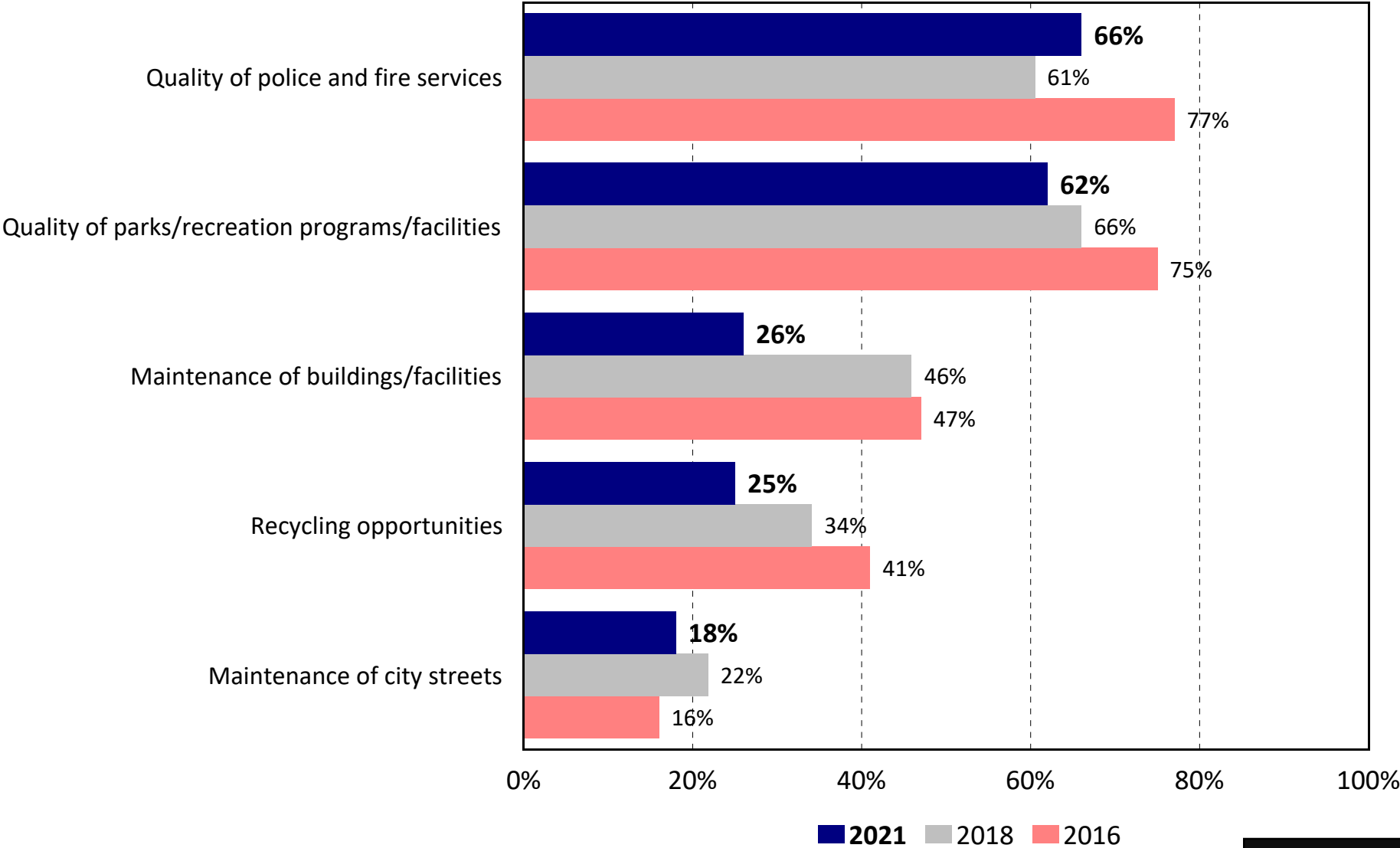
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Overall Satisfaction With City Services 2016, 2018, & 2021

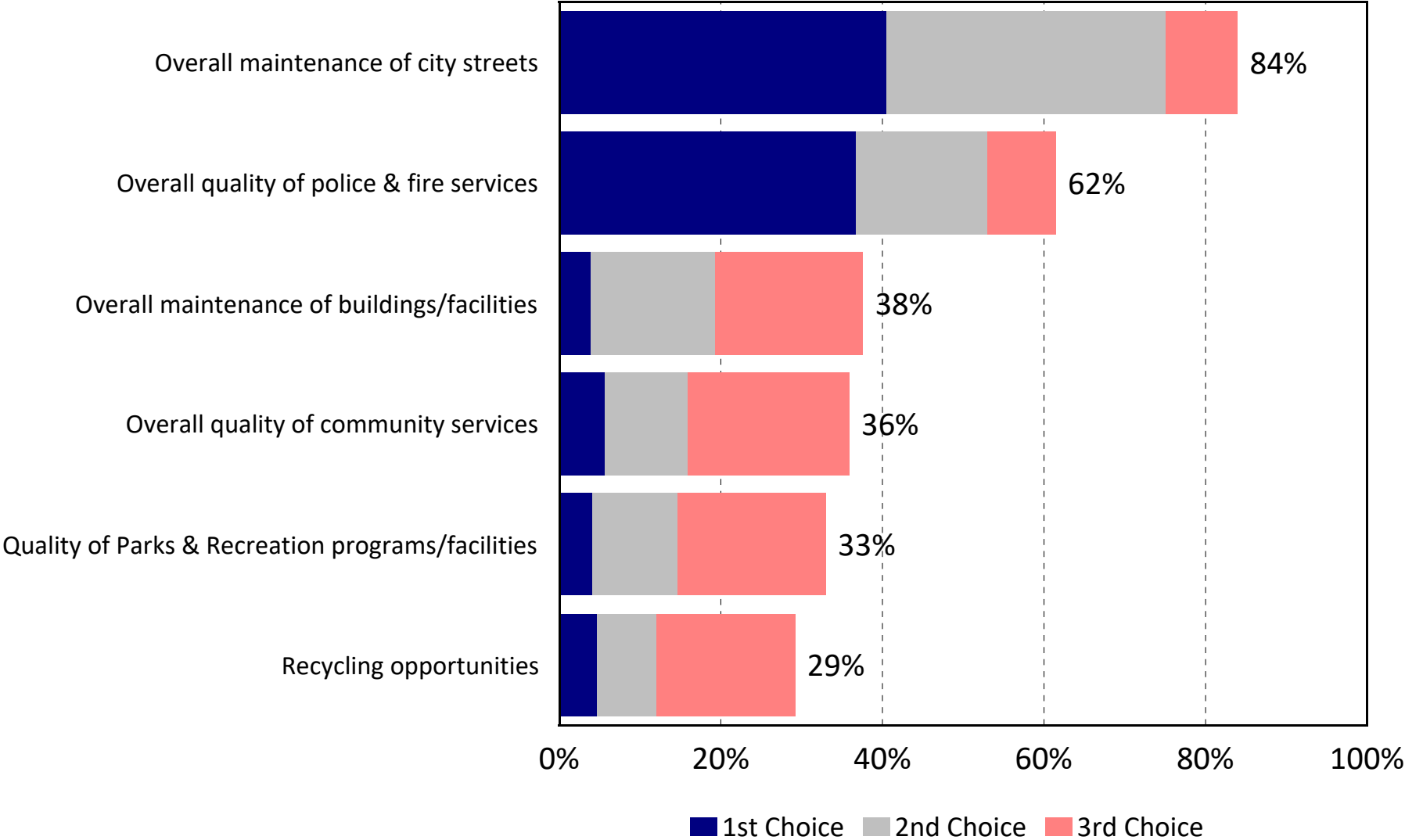
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q7. City Services That Should Receive the Most Emphasis Over the Next Two Years

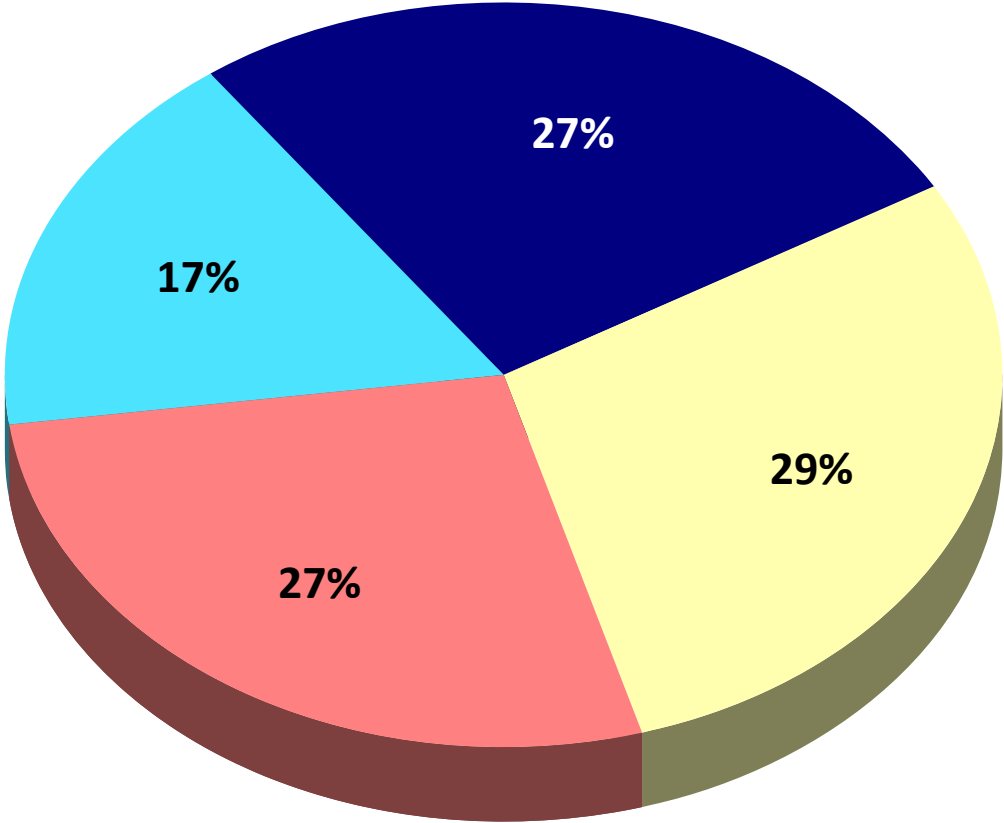
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q8. How supportive would you be of the City offering a comprehensive program for residential trash collection?

by percentage of respondents (excluding “not provided”)

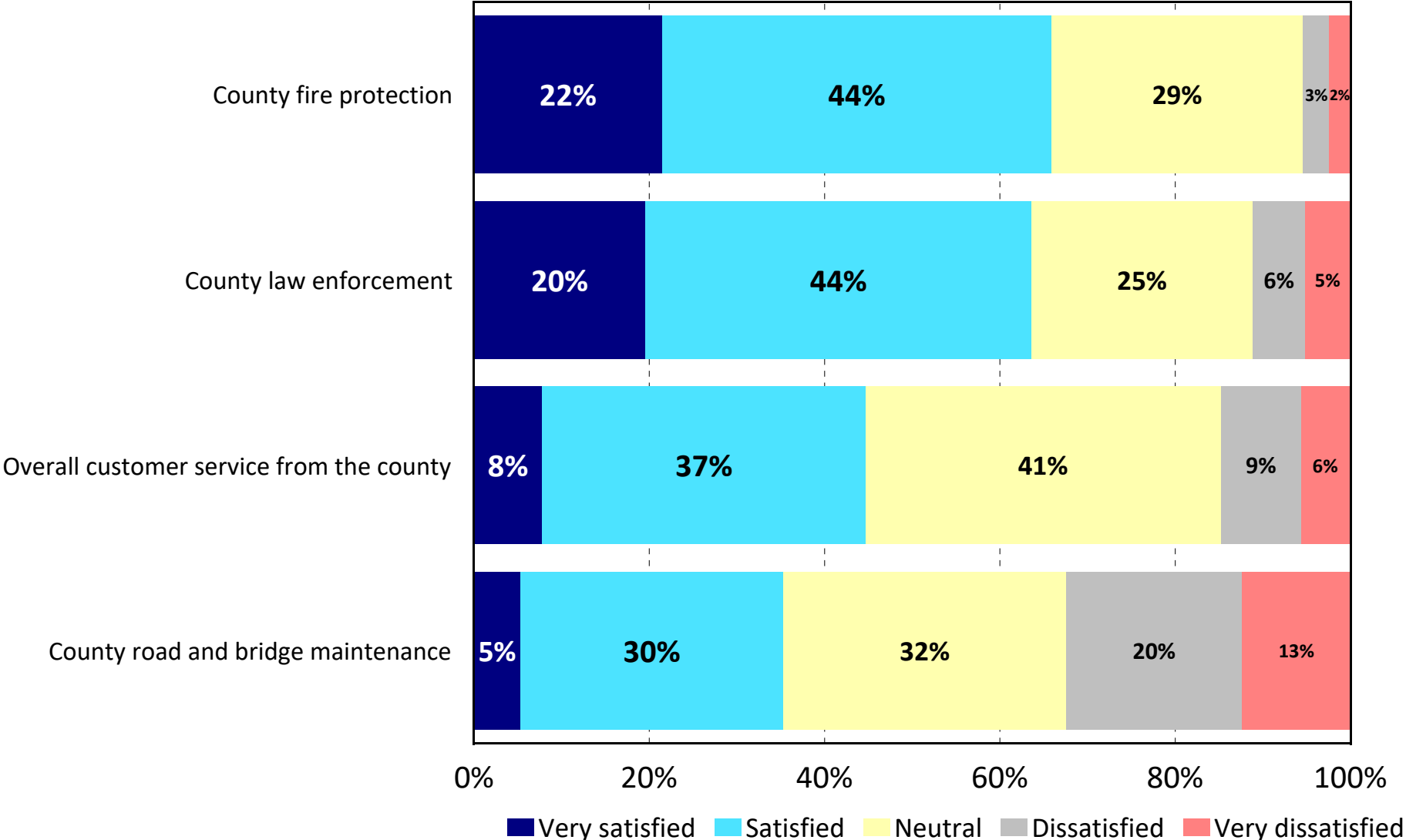


■ Very supportive ■ Somewhat supportive ■ Not supportive ■ Need more information

Source: ETC Institute (2021 - St. Joseph Community Survey)

Q9. Satisfaction with Services In Buchanan County, but Outside of the City

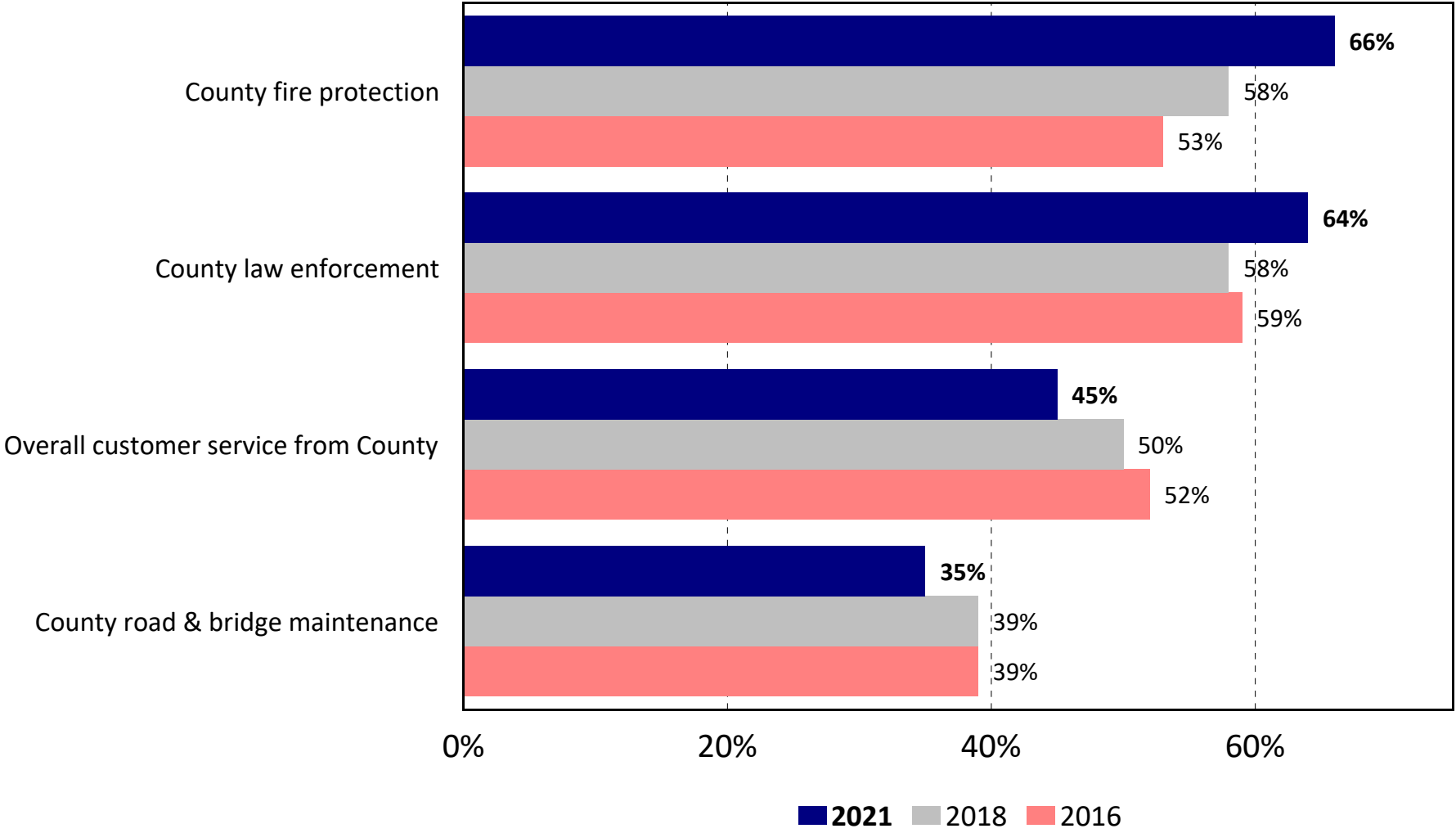
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Satisfaction with Services in Buchanan County, Outside of the City - 2016, 2018, & 2021

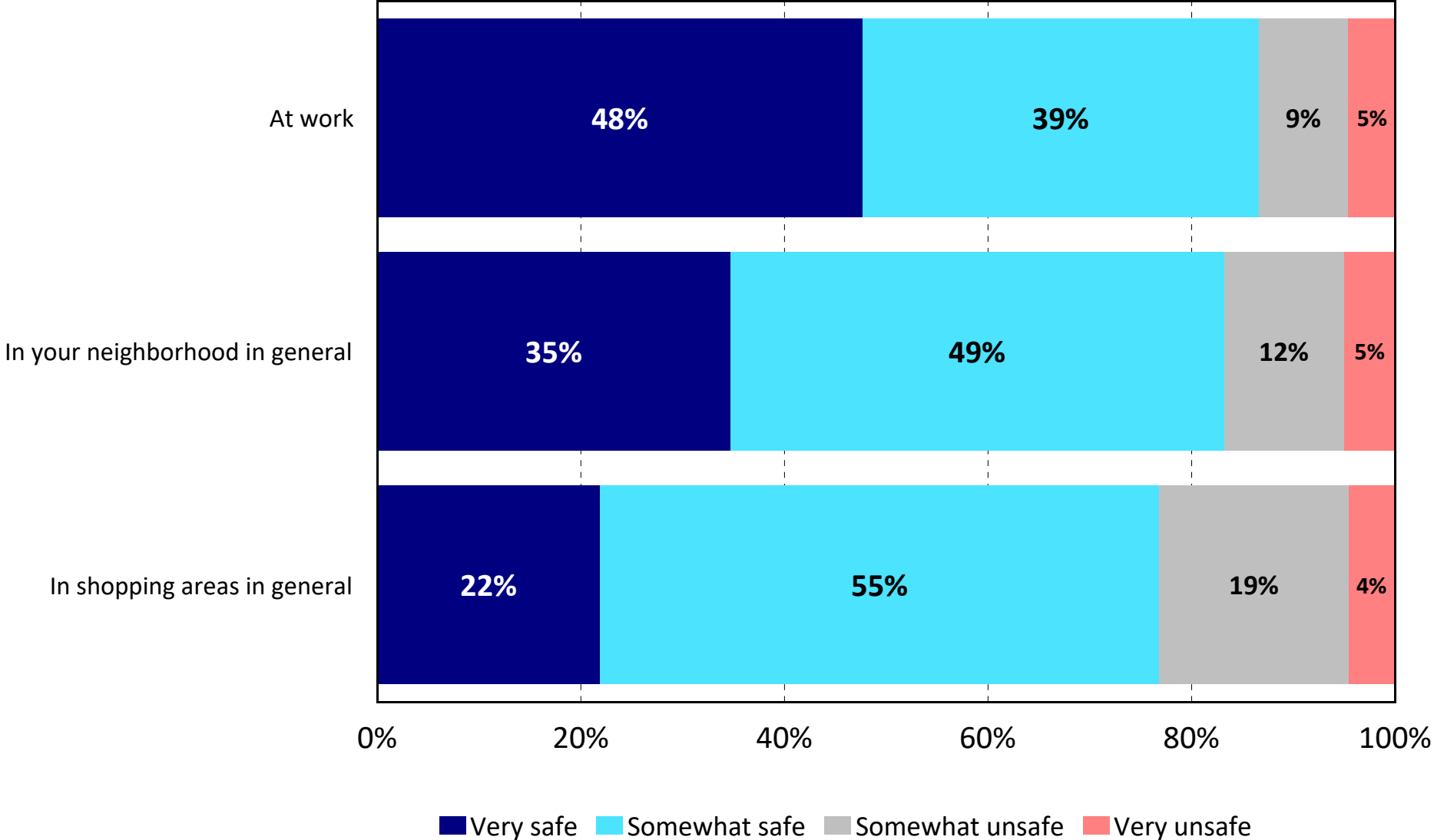
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q10. Feeling of Safety in Various Situations

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding “don't know”)

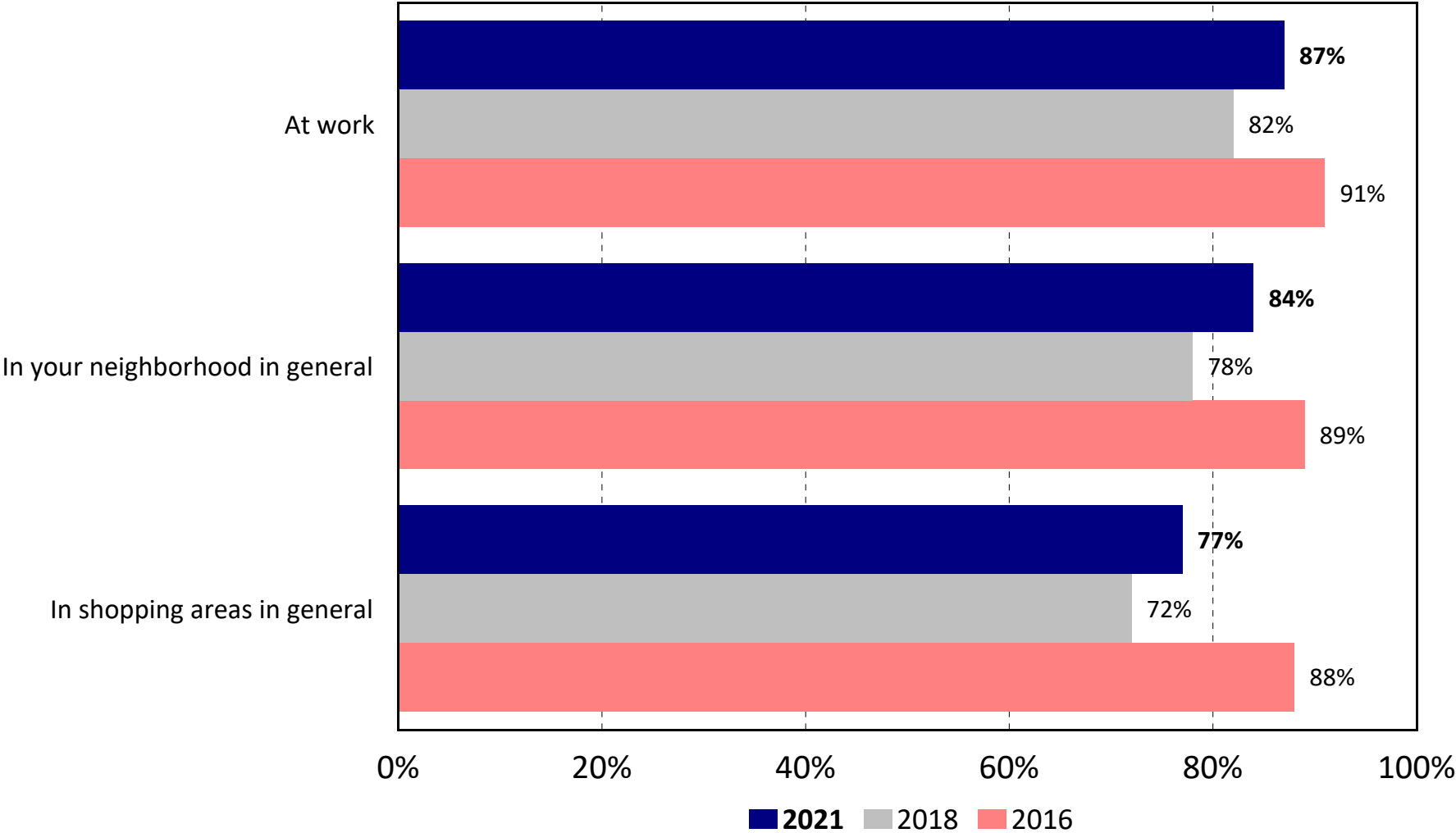


Source: ETC Institute (2021 - St. Joseph Community Survey)

Feeling of Safety in Various Situations

2016, 2018, & 2021

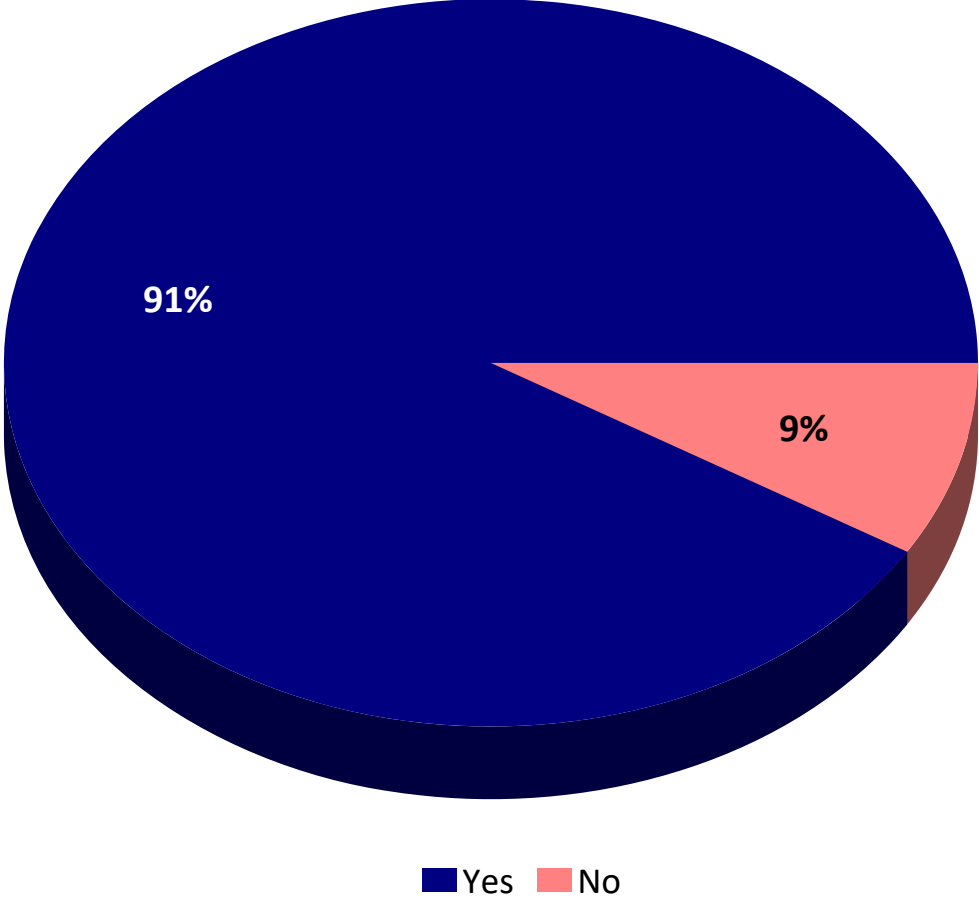
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

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

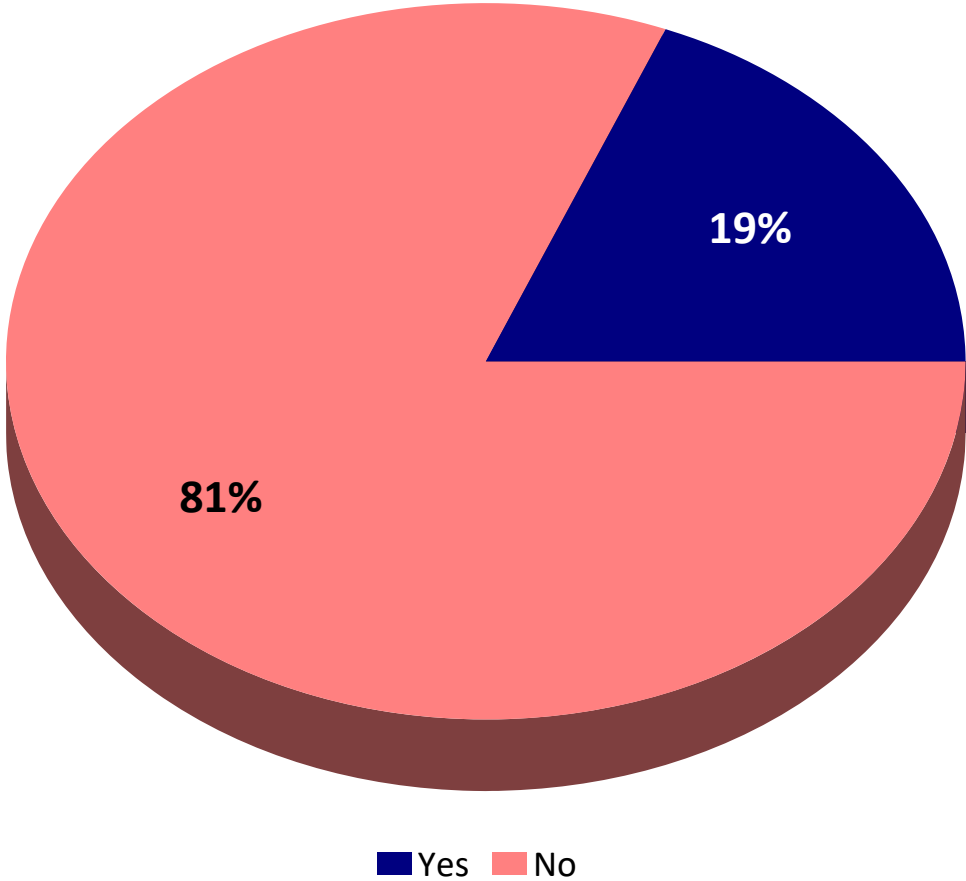
by percentage of respondents (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q12. Do you reference St. Joseph Convention & Visitors Bureau website or visitors center for information?

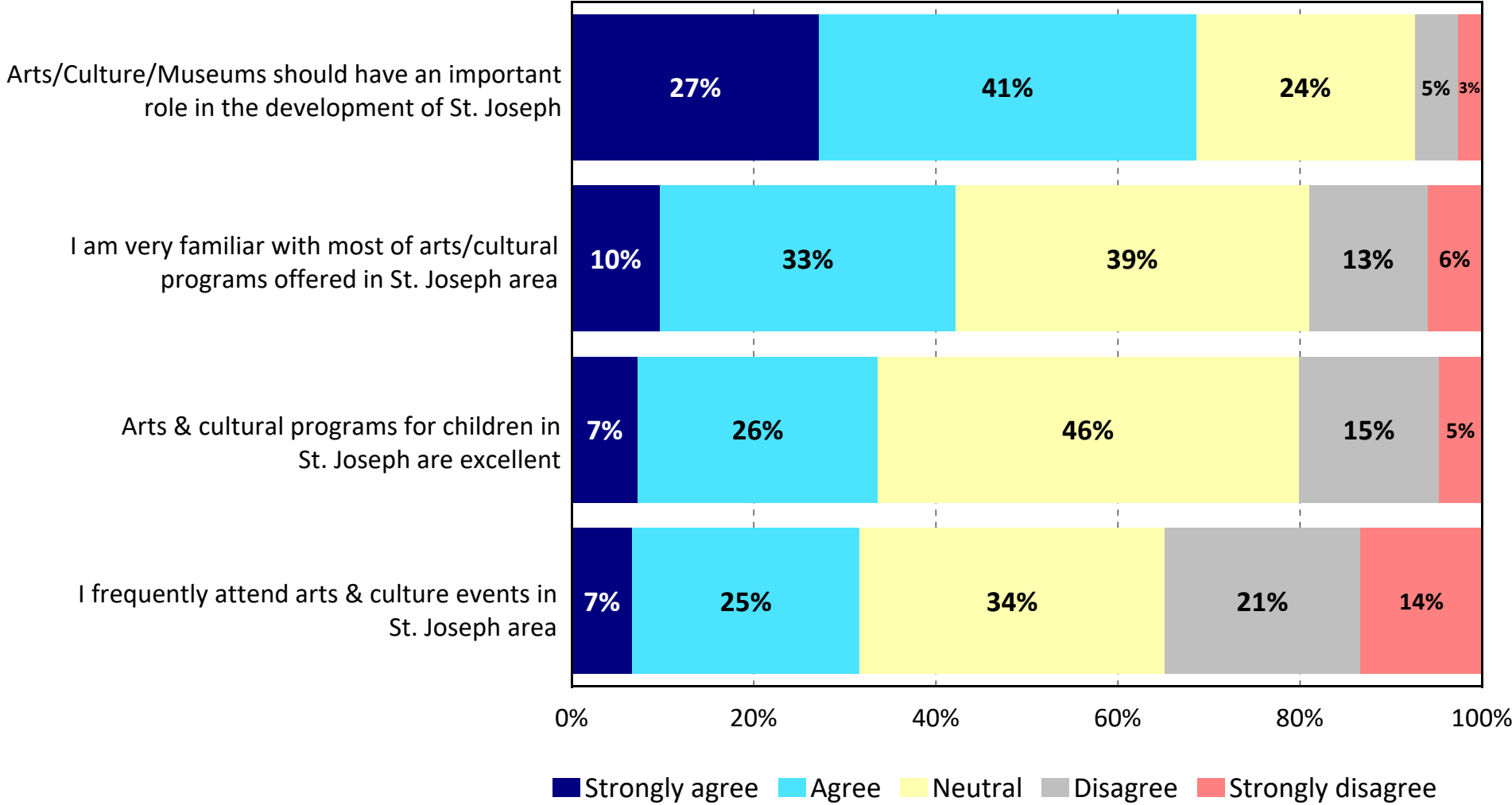
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2021 - St. Joseph Community Survey)

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

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

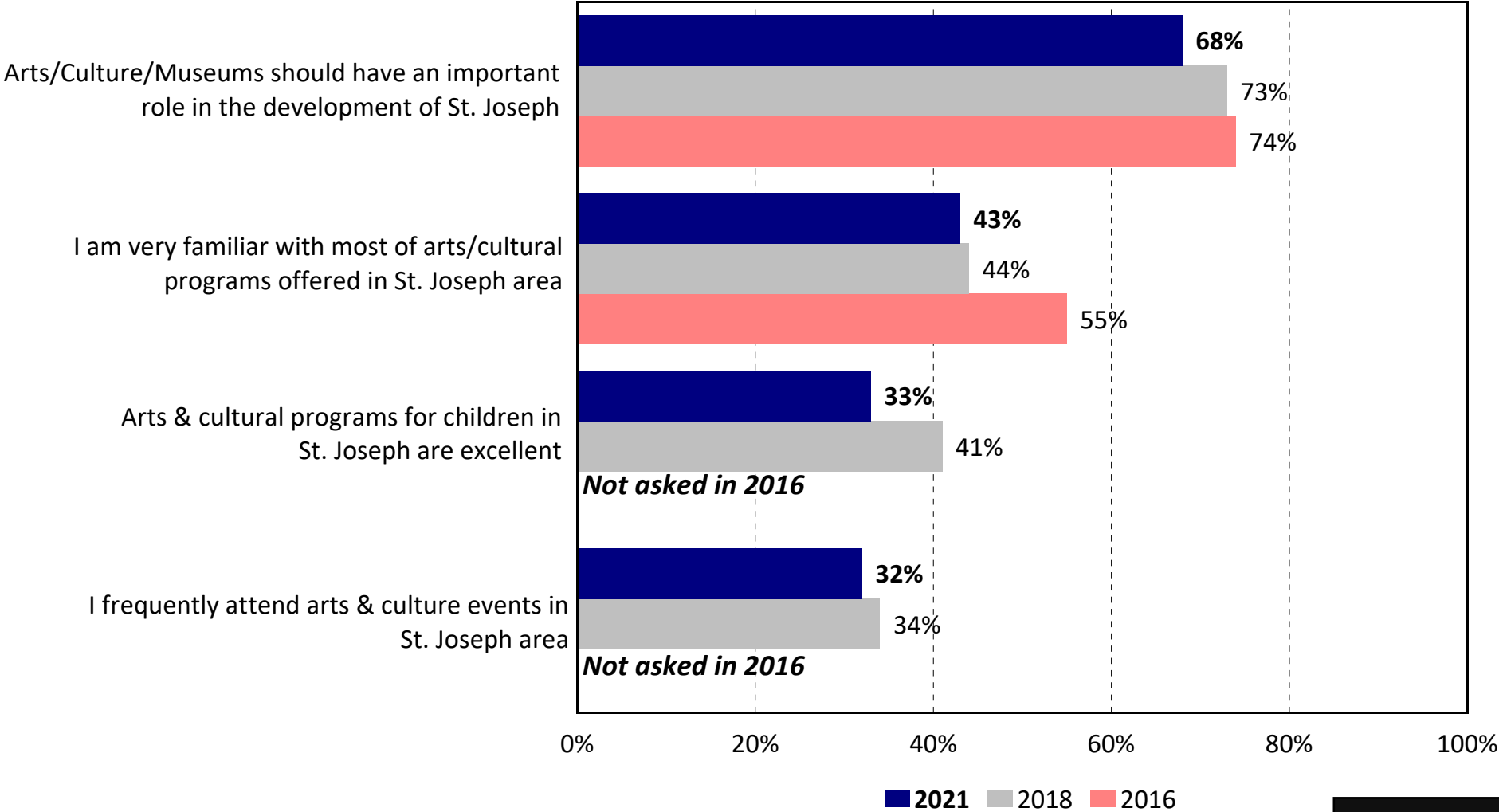


Source: ETC Institute (2021 - St. Joseph Community Survey)

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

2016, 2018, & 2021

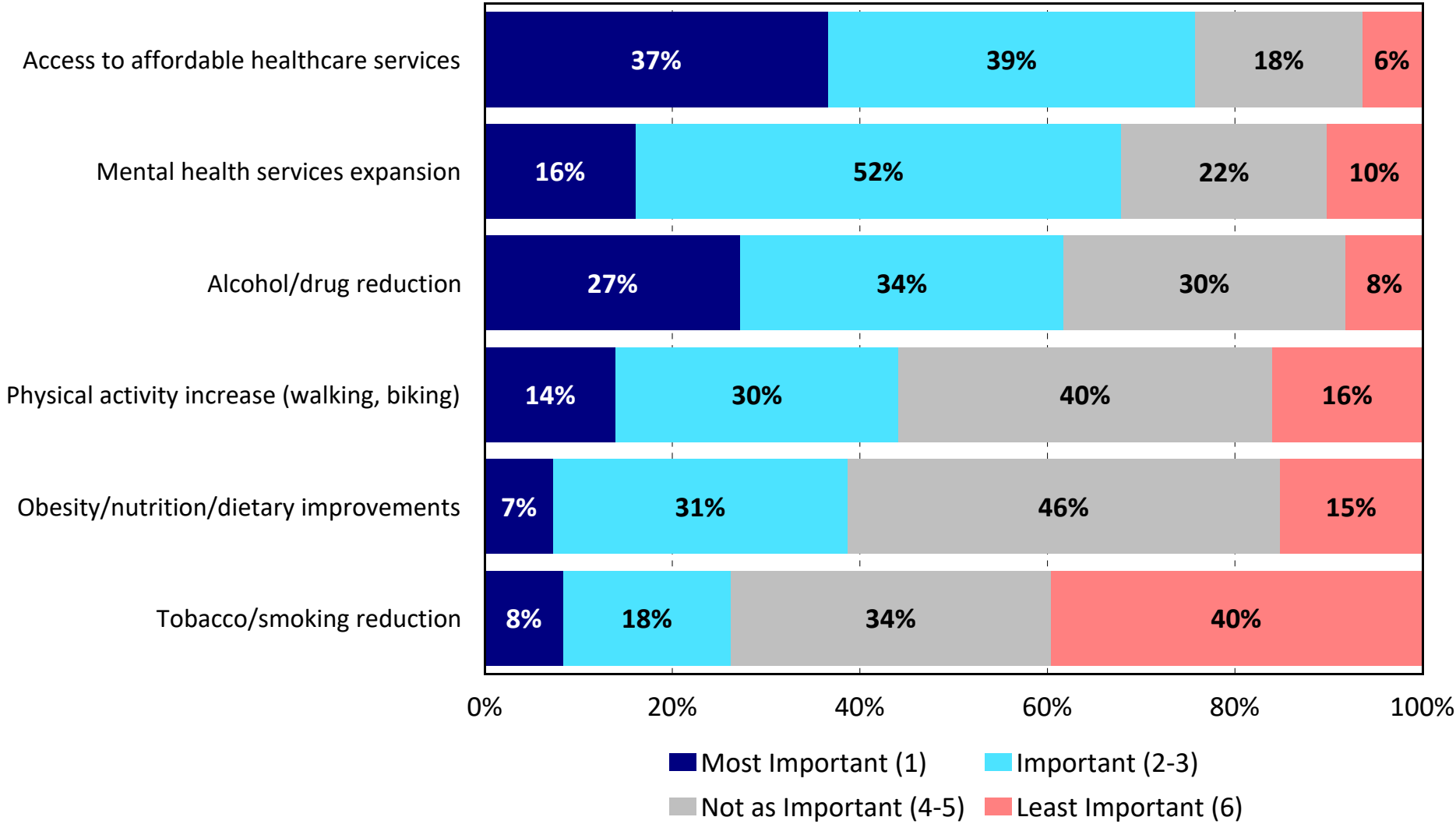
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q15. Health Improvement Opportunities St. Joseph Residents Felt Were Most Important

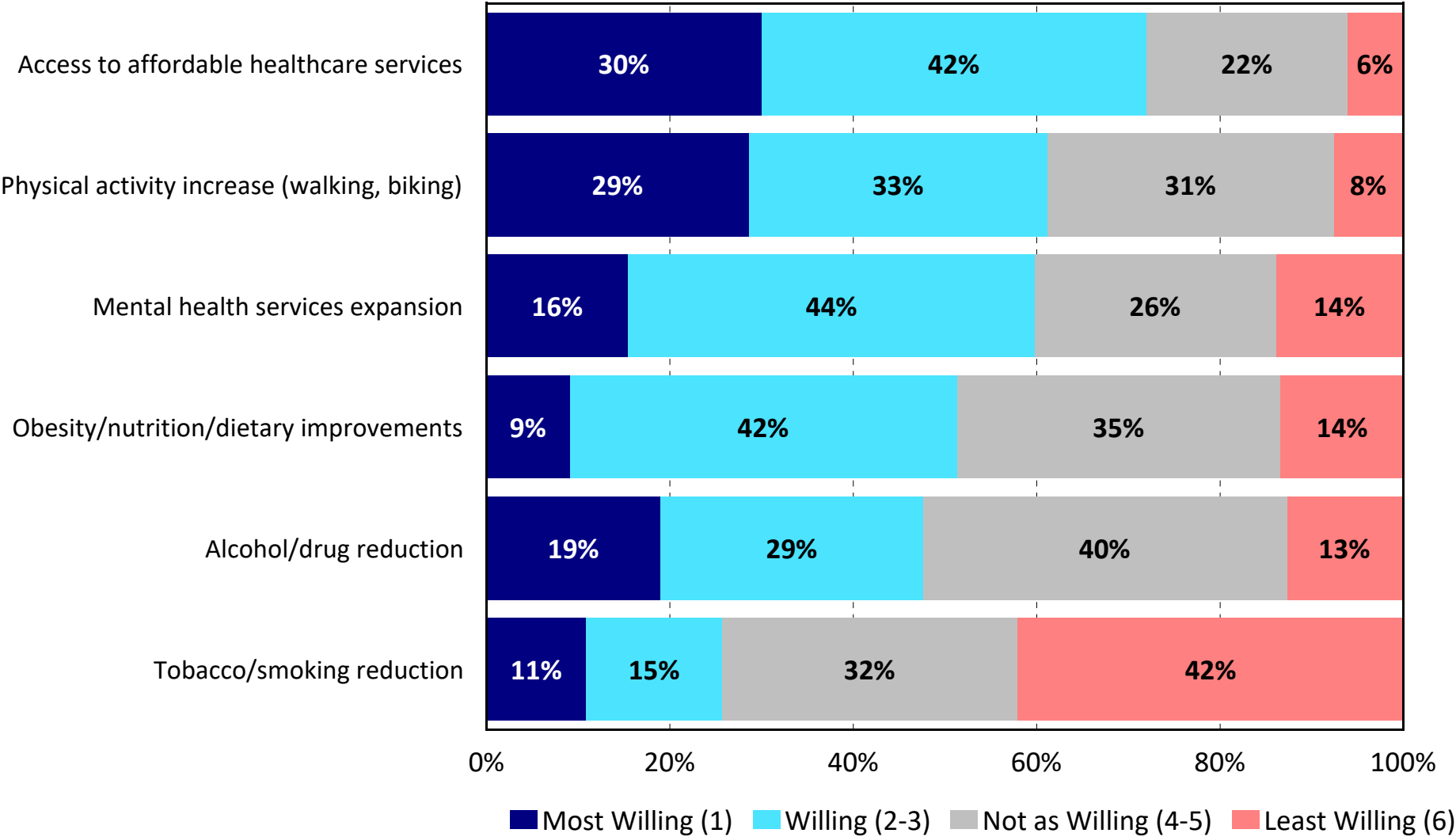
by percentage of respondents who rated the item as a 1 to 6 on a 6-point scale (excluding “dont’ know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q16. Willingness to Address Health Improvement Opportunities

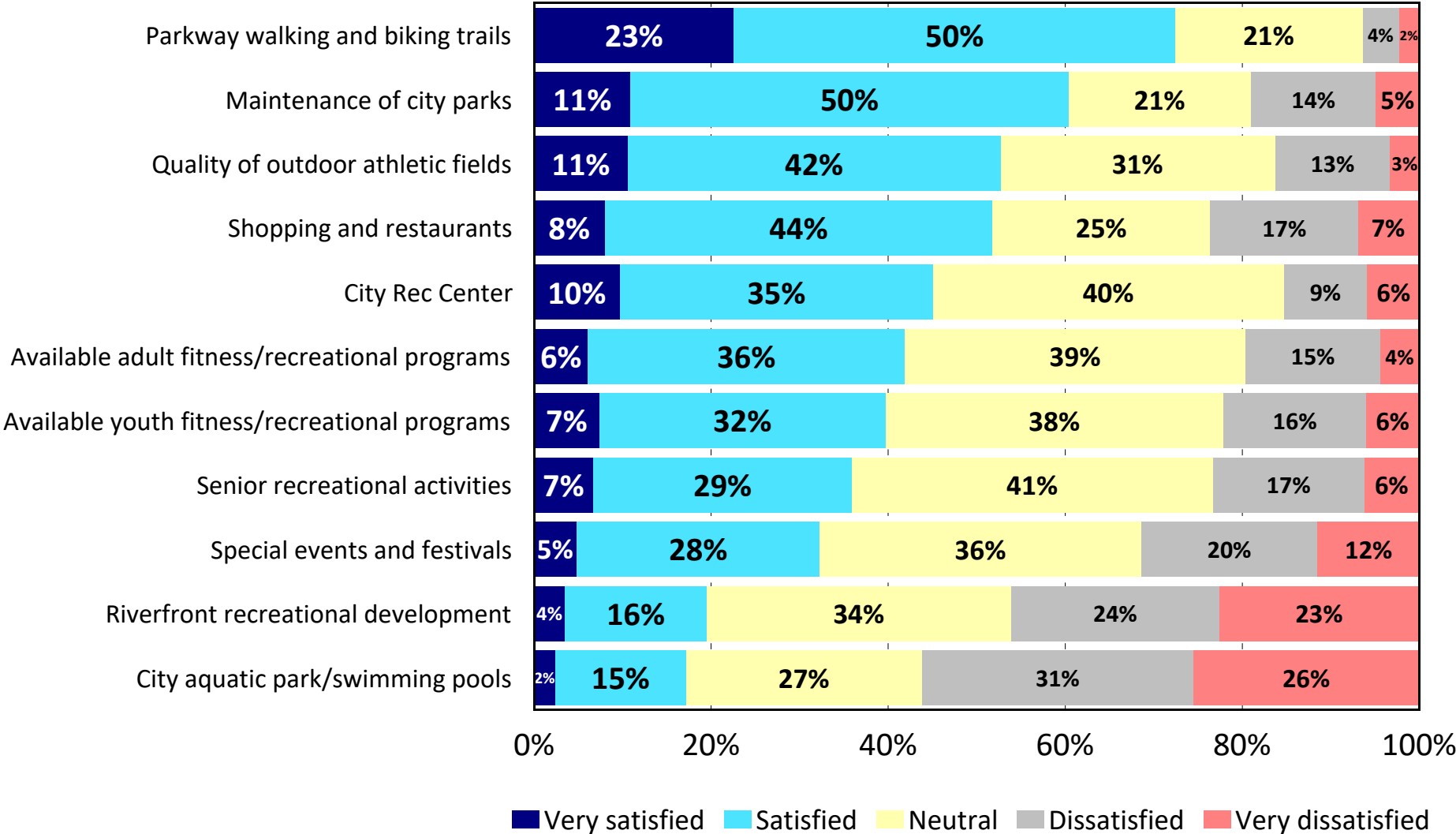
by percentage of respondents who rated the item as a 1 to 6 on a 6-point scale (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q22. Satisfaction with City Amenities

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

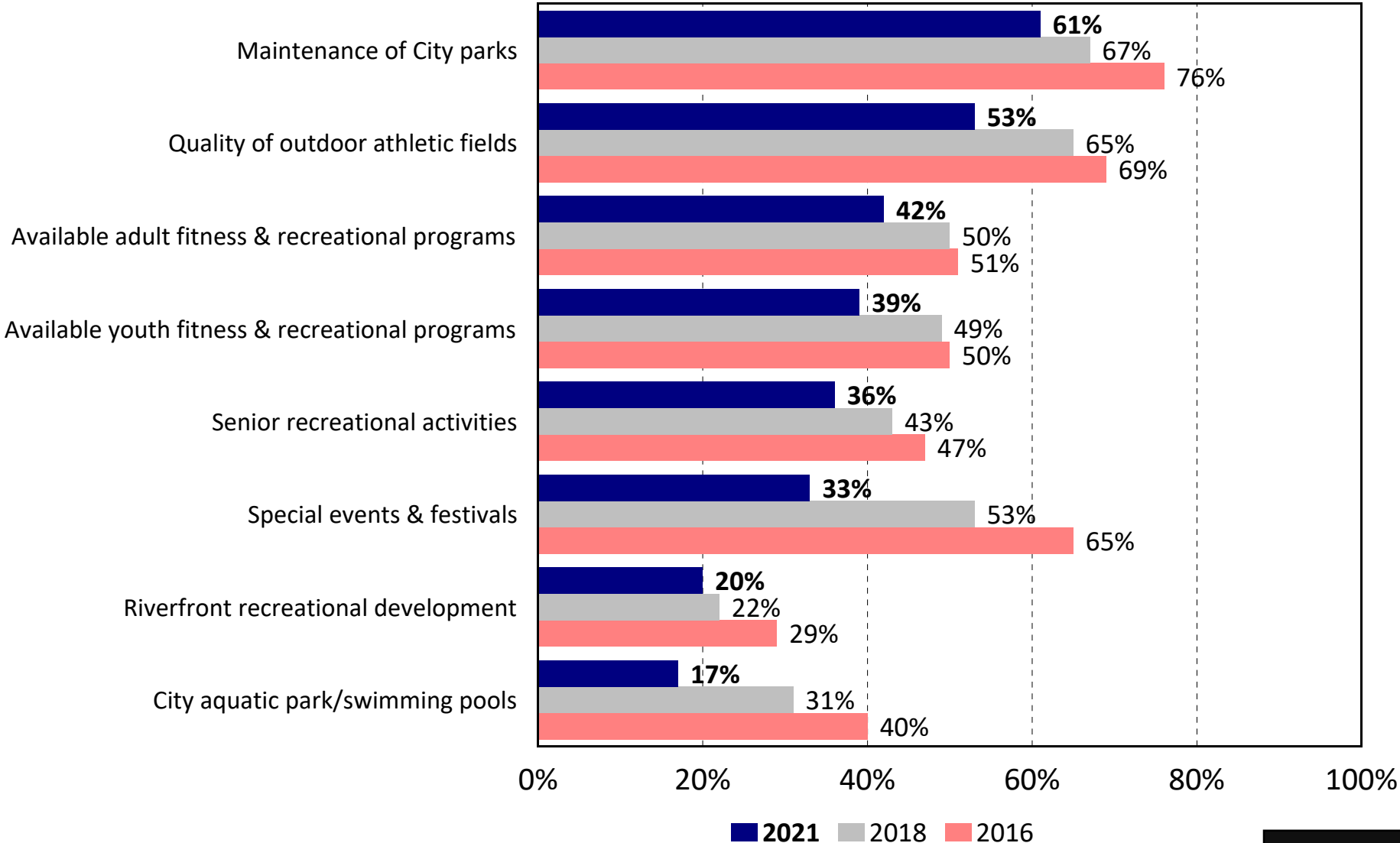


Source: ETC Institute (2021 - St. Joseph Community Survey)

Satisfaction with City Amenities

2016, 2018, & 2021

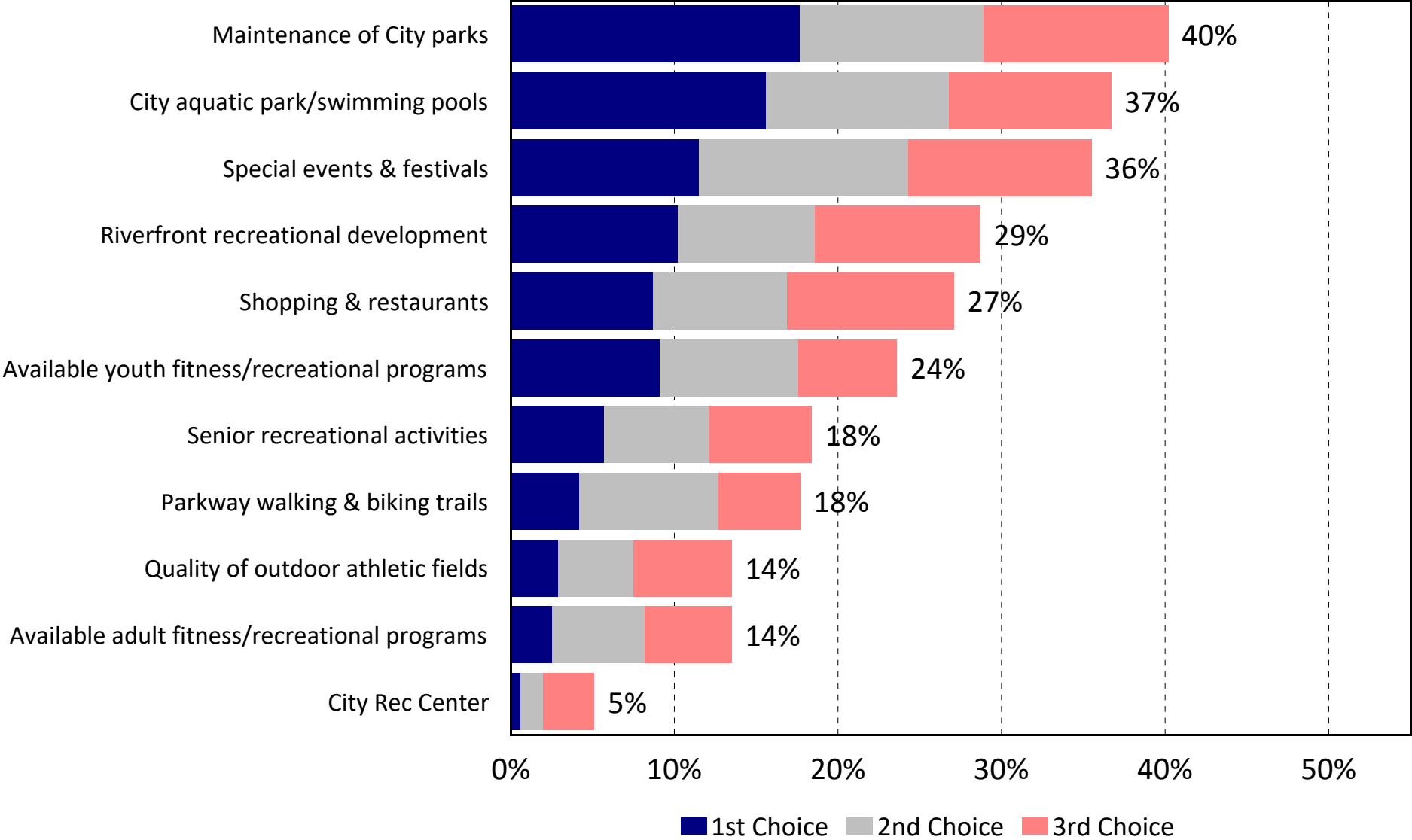
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q18. City Amenities That Should Receive the Most Emphasis Over the Next Two Years

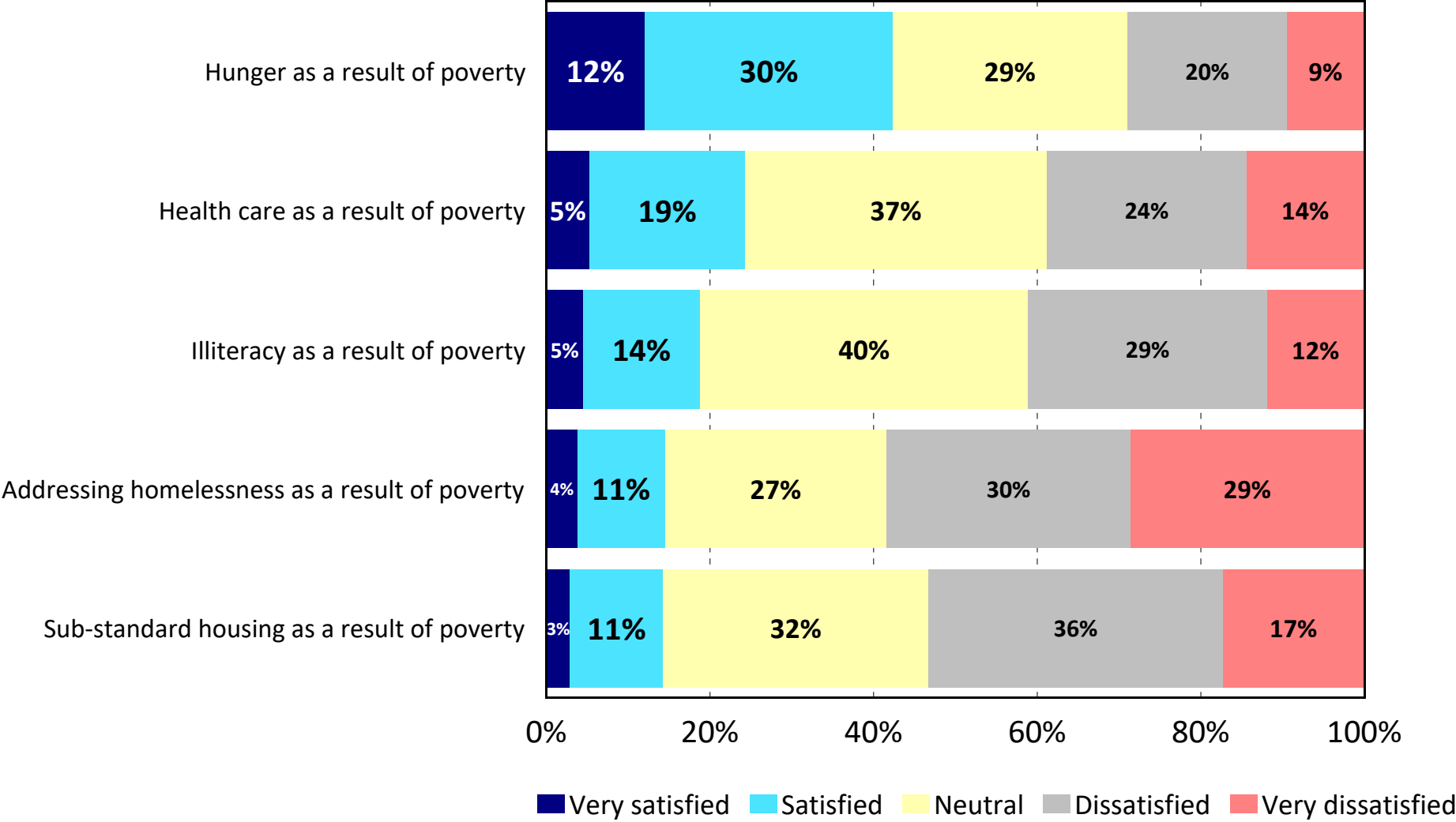
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q19. Satisfaction With Community’s Response to the Following Poverty Issues

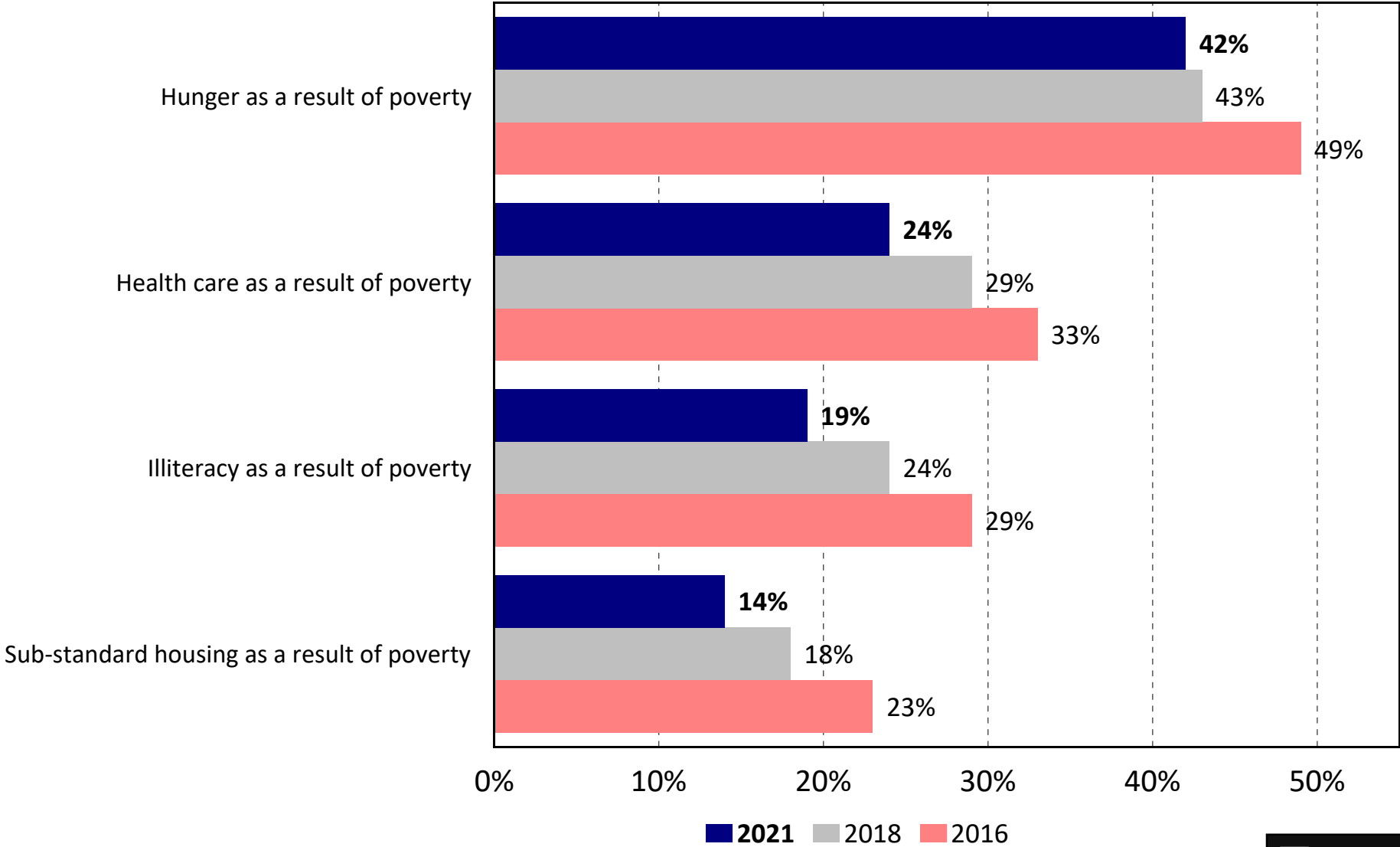
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Satisfaction With Community’s Response to the Following Poverty Issues - 2016, 2018, & 2021

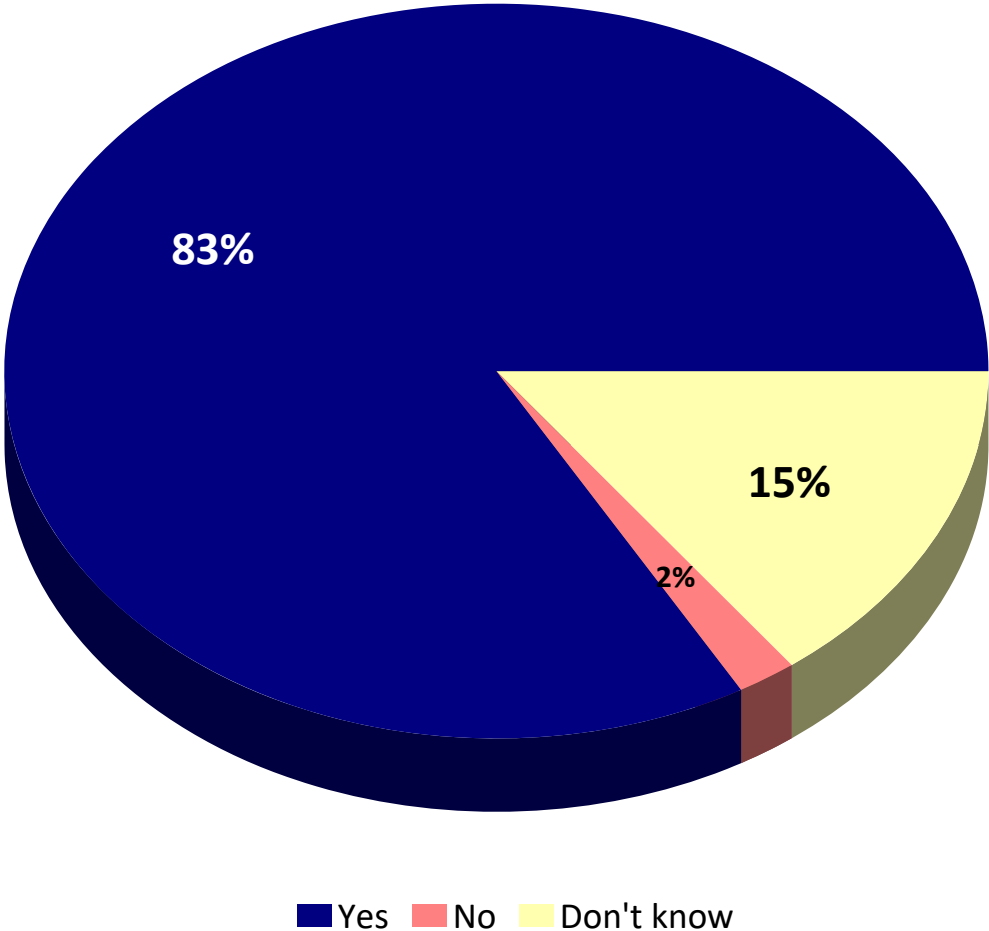
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q20. Do you feel there is a problem with addiction in our community?

by percentage of respondents

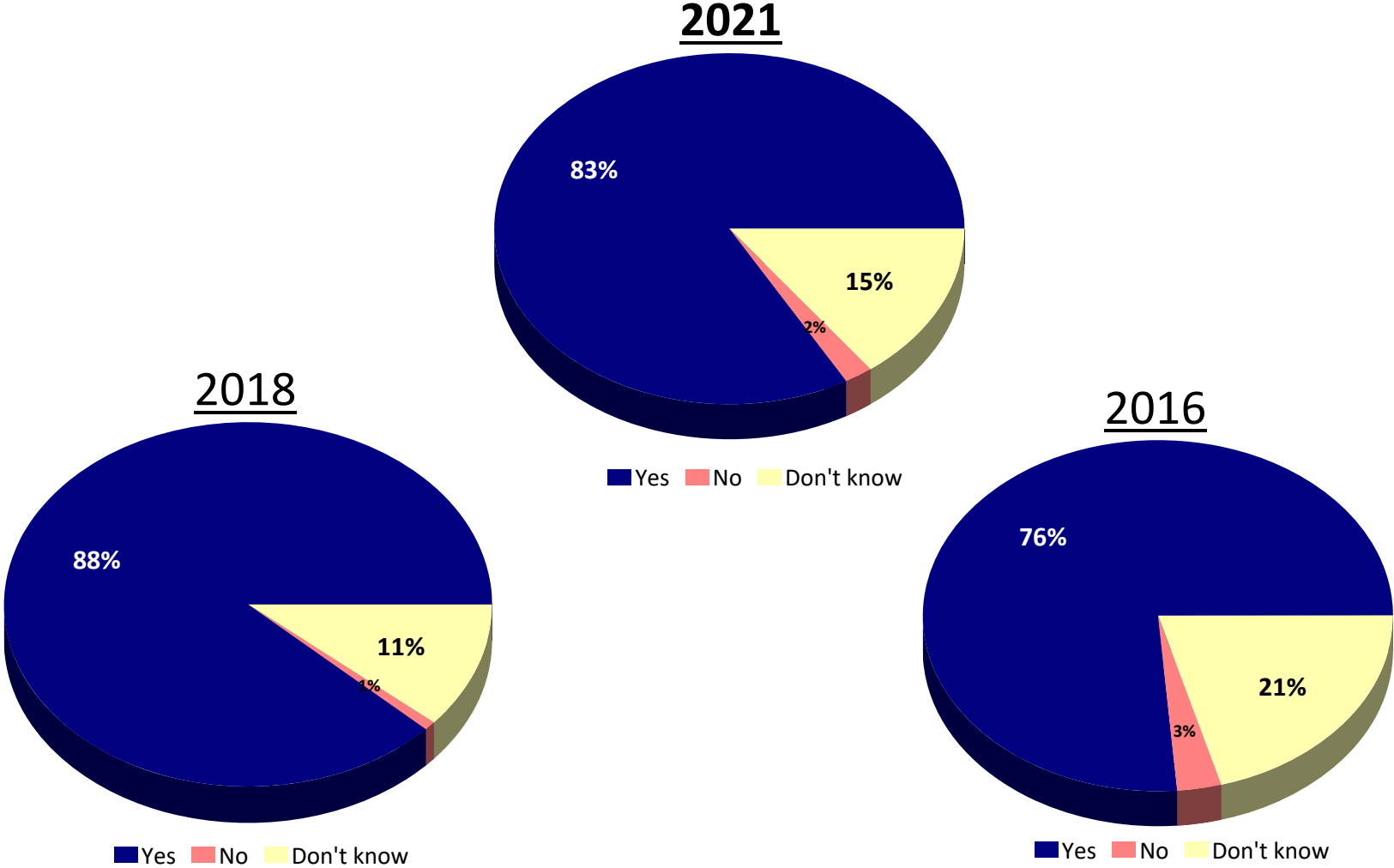


Source: ETC Institute (2021 - St. Joseph Community Survey)

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

2016, 2018, & 2021

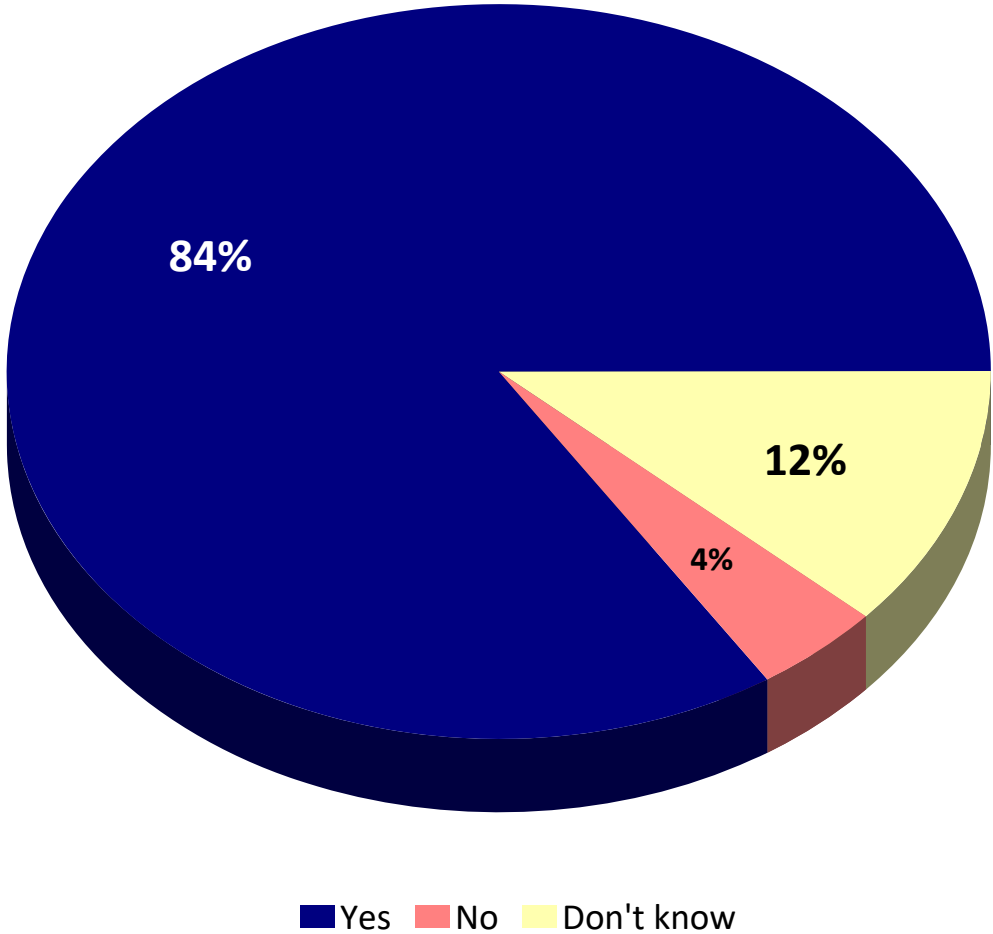
by percentage of respondents



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q21. Do you feel there is a problem with homelessness in our community?

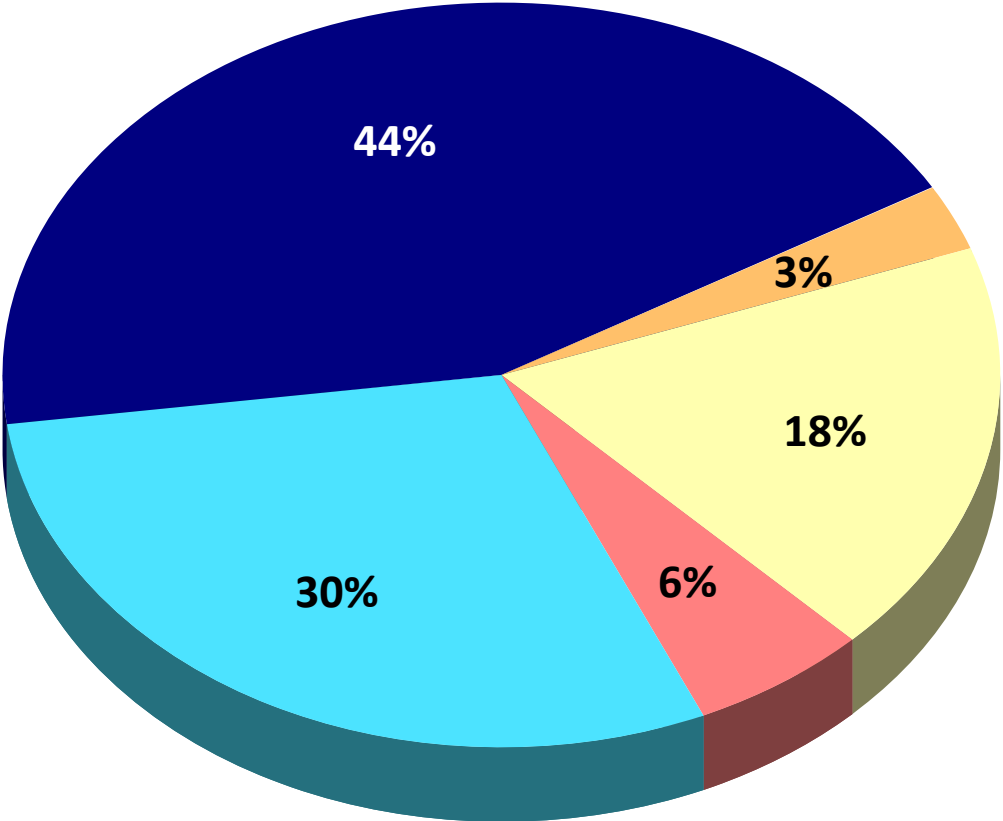
by percentage of respondents



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q22. How supportive would you be of a comprehensive strategy to help manage the homeless population in St. Joseph?

by percentage of respondents

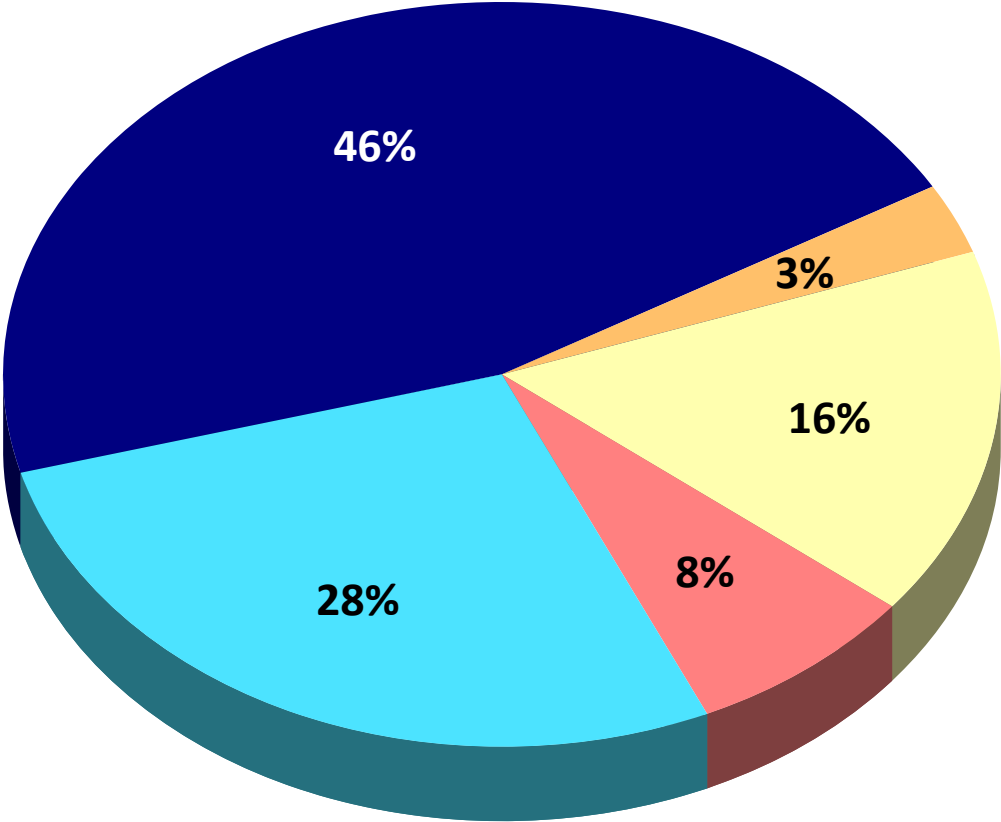


■ Very supportive ■ Somewhat supportive ■ Not supportive ■ Need more information ■ Not provided

Source: ETC Institute (2021 - St. Joseph Community Survey)

Q23. How supportive would you be of creating programs to help those experiencing homelessness transition to housing?

by percentage of respondents

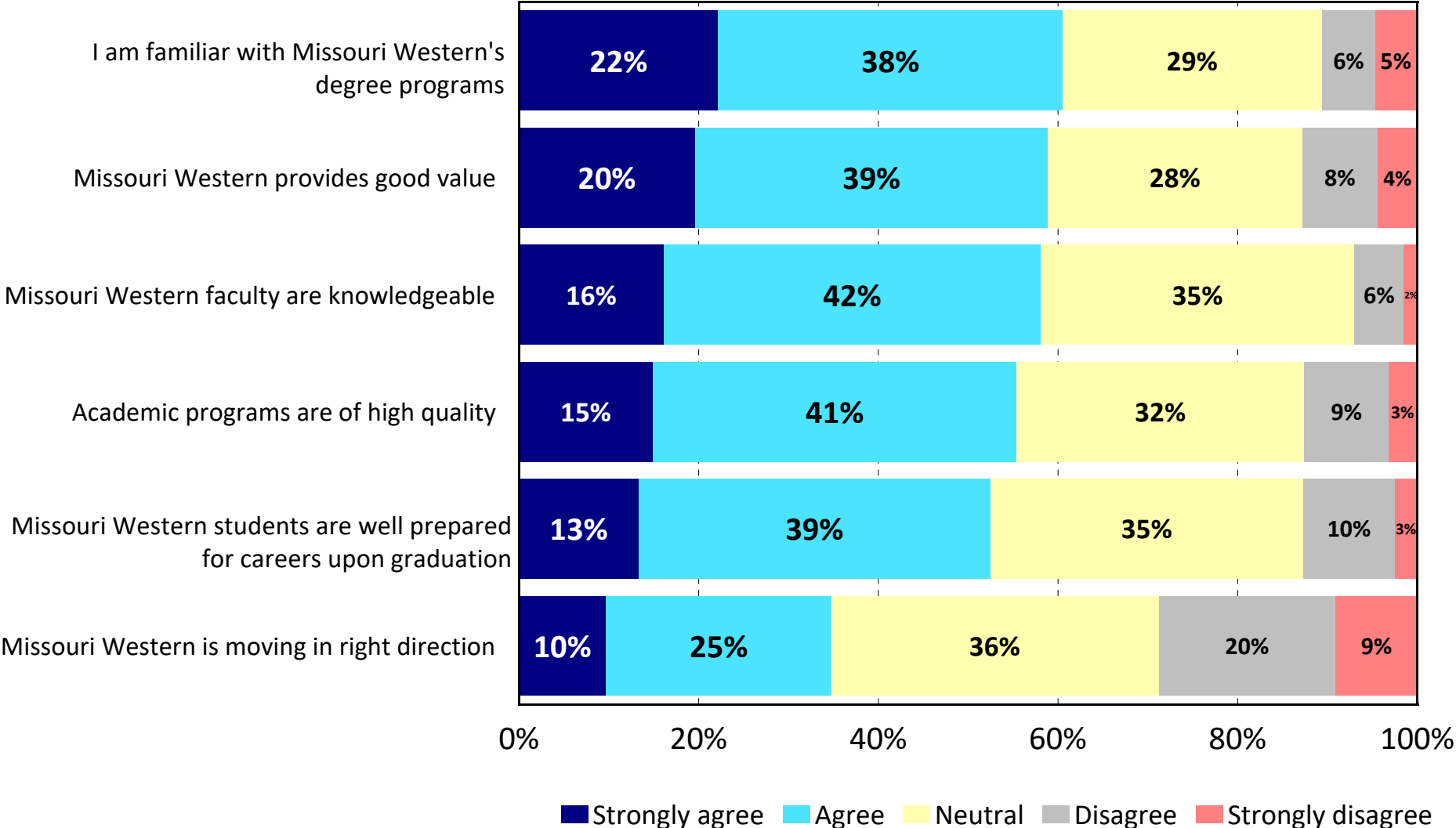


■ Very supportive ■ Somewhat supportive ■ Not supportive ■ Need more information ■ Not provided

Source: ETC Institute (2021 - St. Joseph Community Survey)

Q24. Agreement With Statements Regarding Missouri Western State University

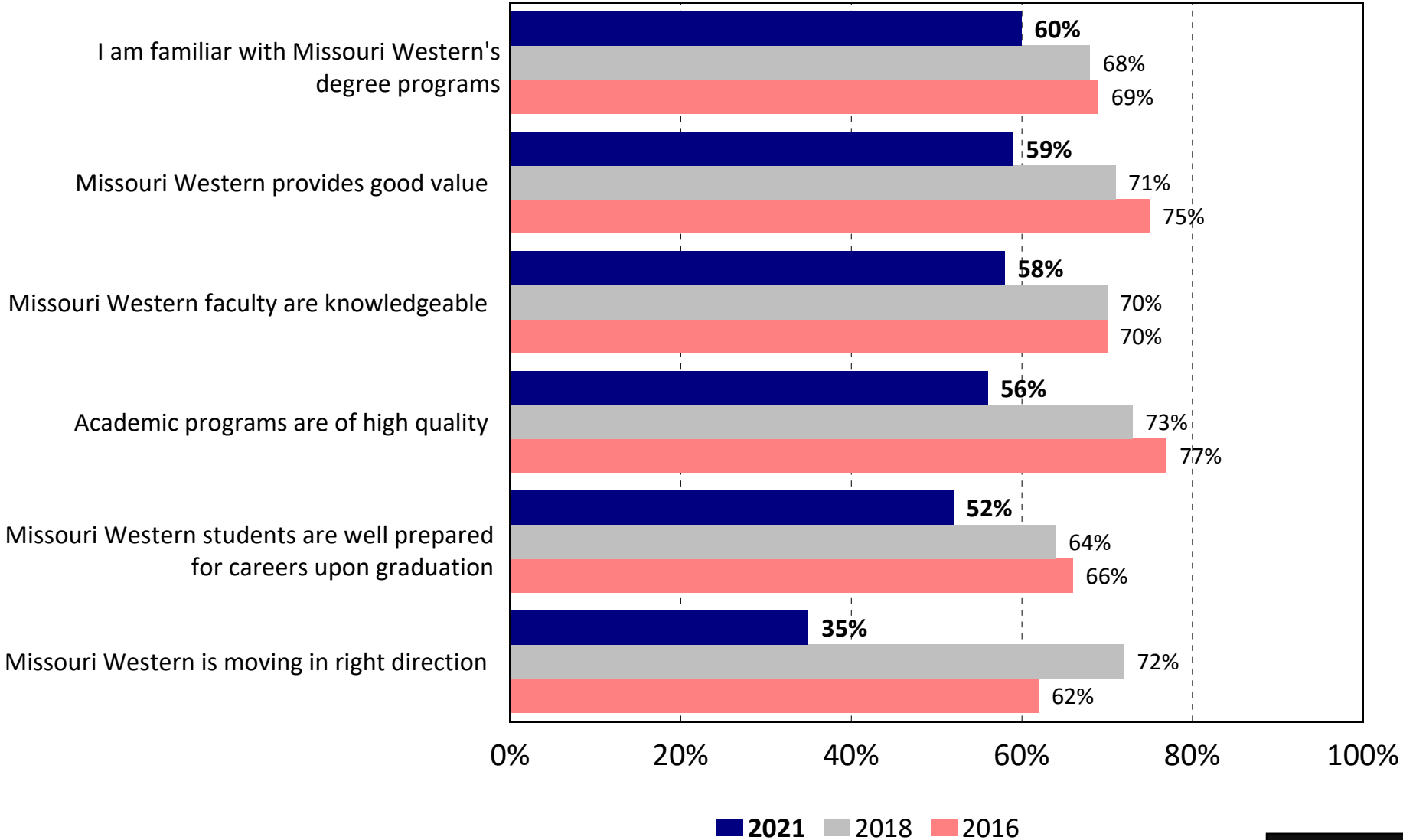
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Agreement With Statements Regarding Missouri Western State University - 2016, 2018, & 2021

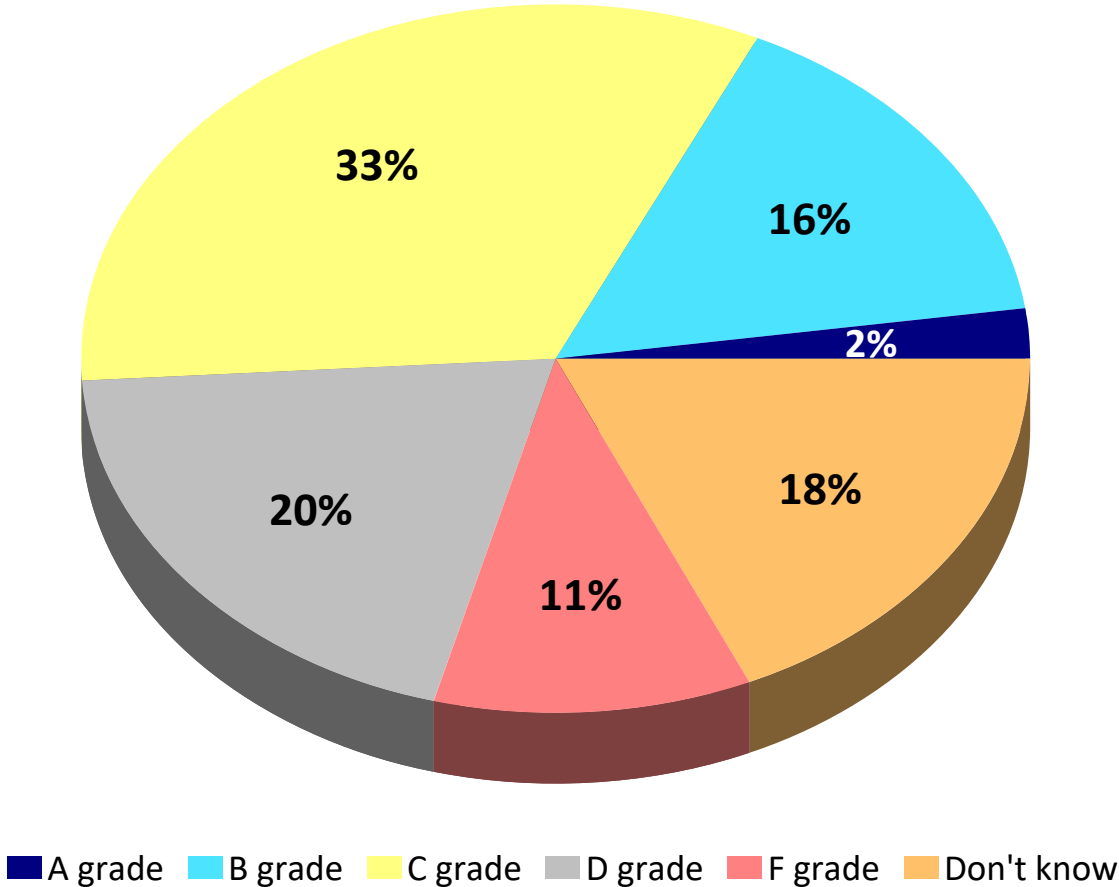
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q25. In school, students are graded with an A, B, C, D, or F. How would you grade our public schools in St. Joseph?

by percentage of respondents



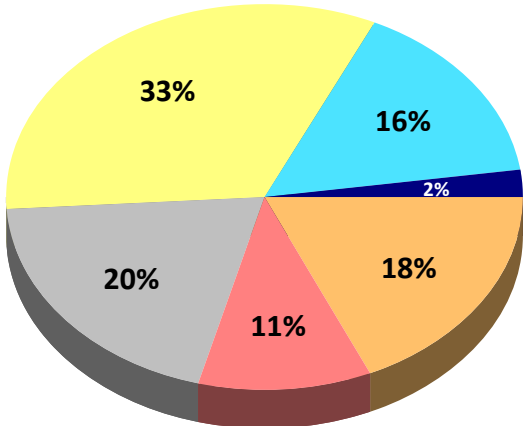
Source: ETC Institute (2021 - St. Joseph Community Survey)

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

2016, 2018, & 2021

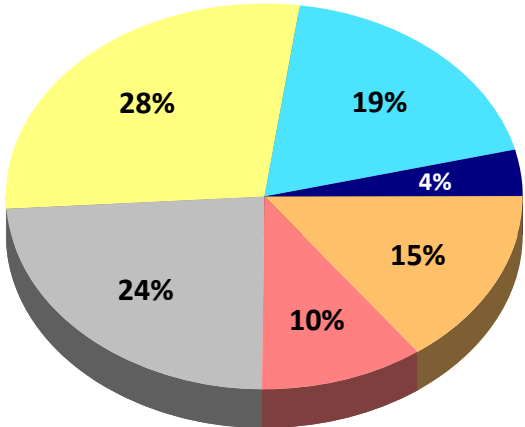
by percentage of respondents

2021



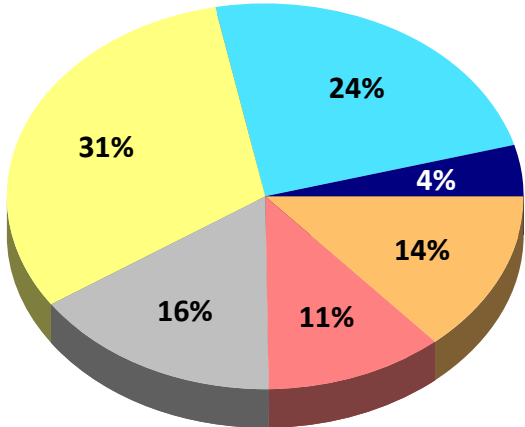
■ A grade ■ B grade ■ C grade
■ D grade ■ F grade ■ Don't know

2018



■ A grade ■ B grade ■ C grade
■ D grade ■ F grade ■ Don't know

2016

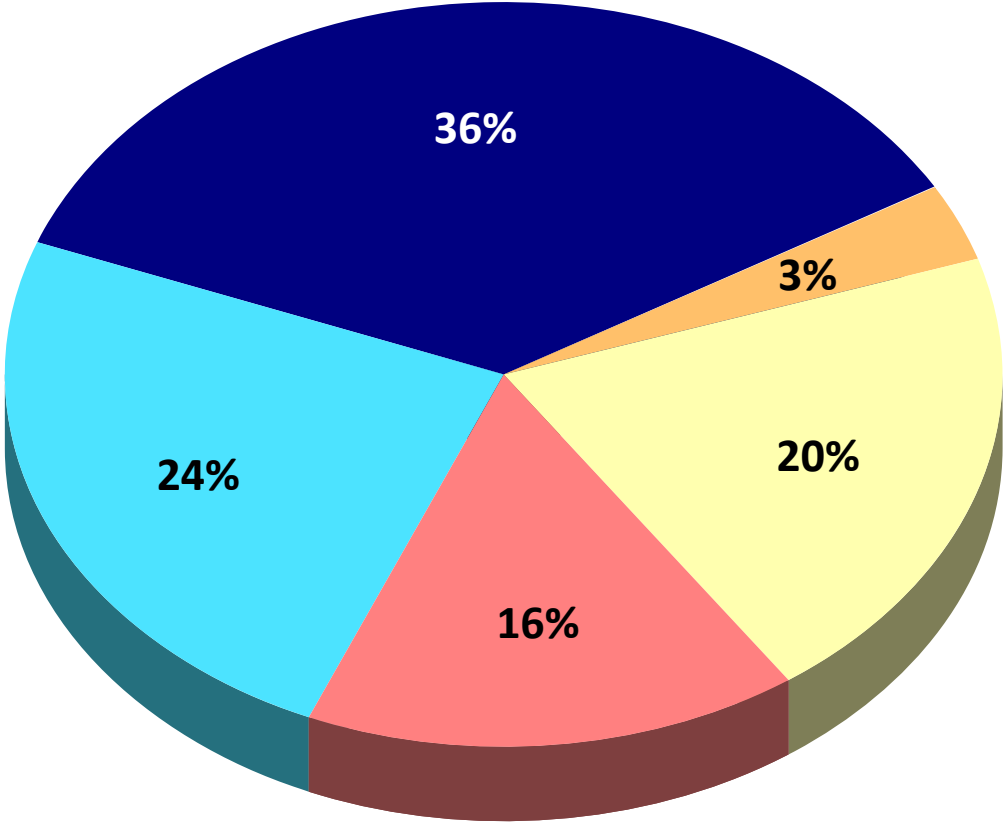


■ A grade ■ B grade ■ C grade
■ D grade ■ F grade ■ Don't know

Source: ETC Institute (2021 - St. Joseph Community Survey)

Q26. How supportive would you be of additional investments in the St. Joseph School District to address facility, curriculum and staffing needs?

by percentage of respondents

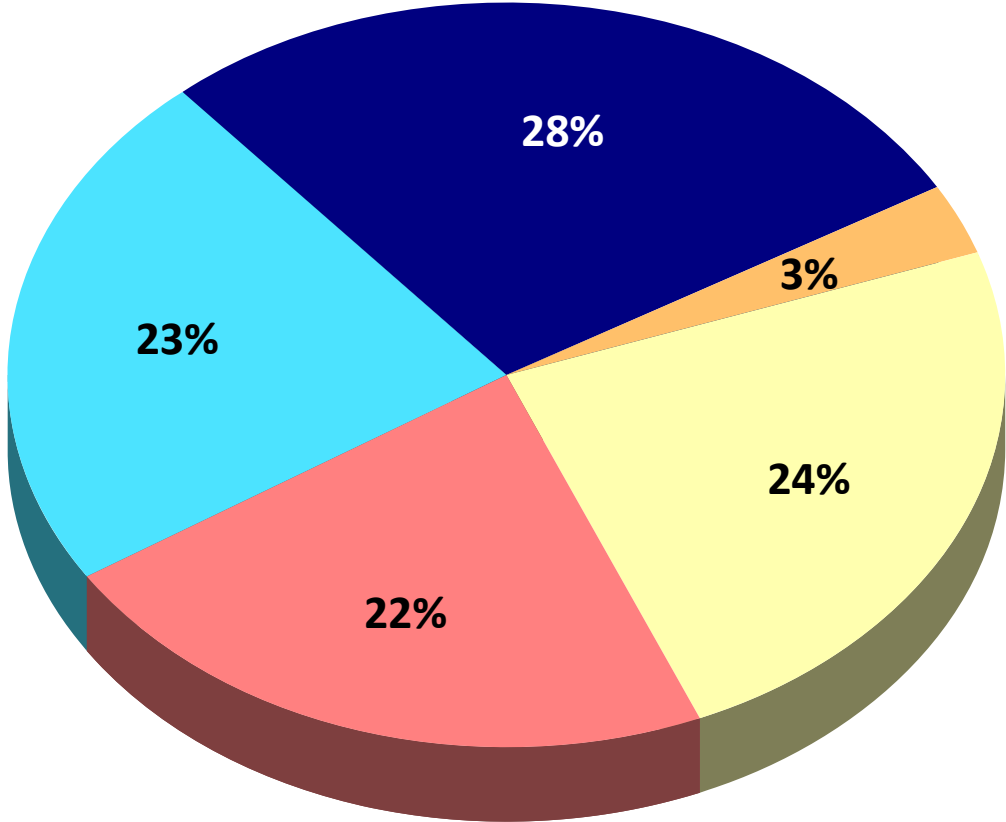


■ Very supportive ■ Somewhat supportive ■ Not supportive ■ Need more information ■ Not provided

Source: ETC Institute (2021 - St. Joseph Community Survey)

Q27. How supportive would you be of redrawing school district boundaries within the City of St. Joseph if it provided equitable opportunities for all students?

by percentage of respondents

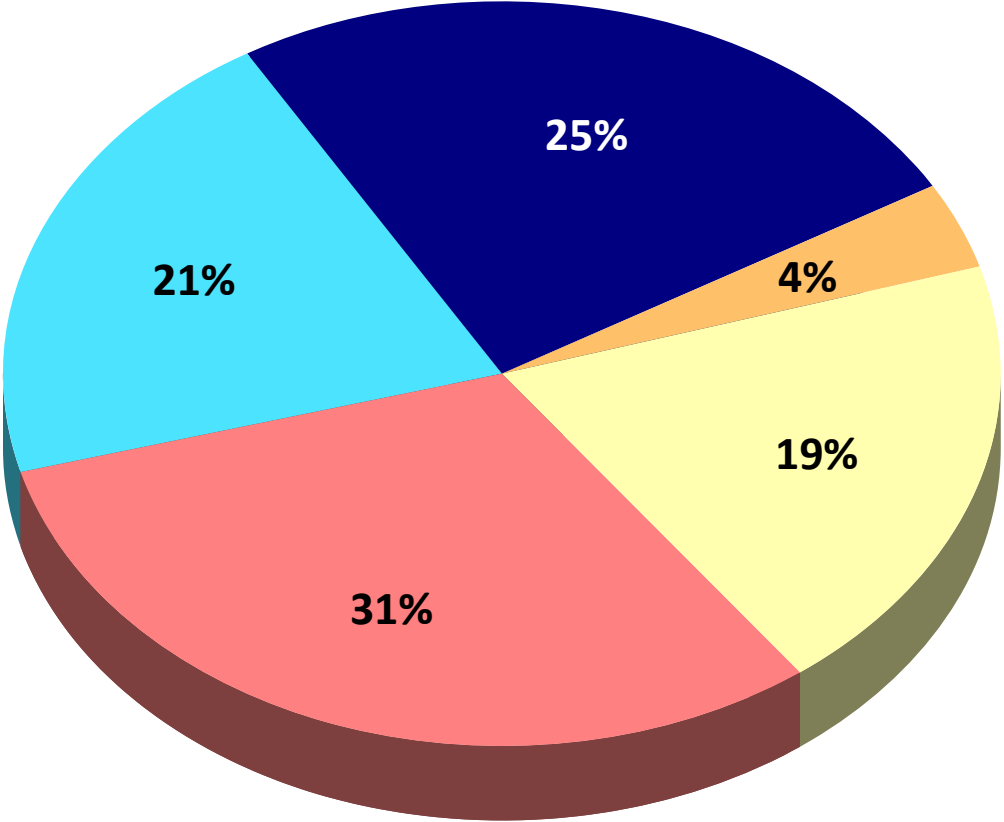


■ Very supportive ■ Somewhat supportive ■ Not supportive ■ Need more information ■ Not provided

Source: ETC Institute (2021 - St. Joseph Community Survey)

Q28. How supportive would you be of a bond initiative that would be used to support and improve the St. Joseph Public Schools?

by percentage of respondents

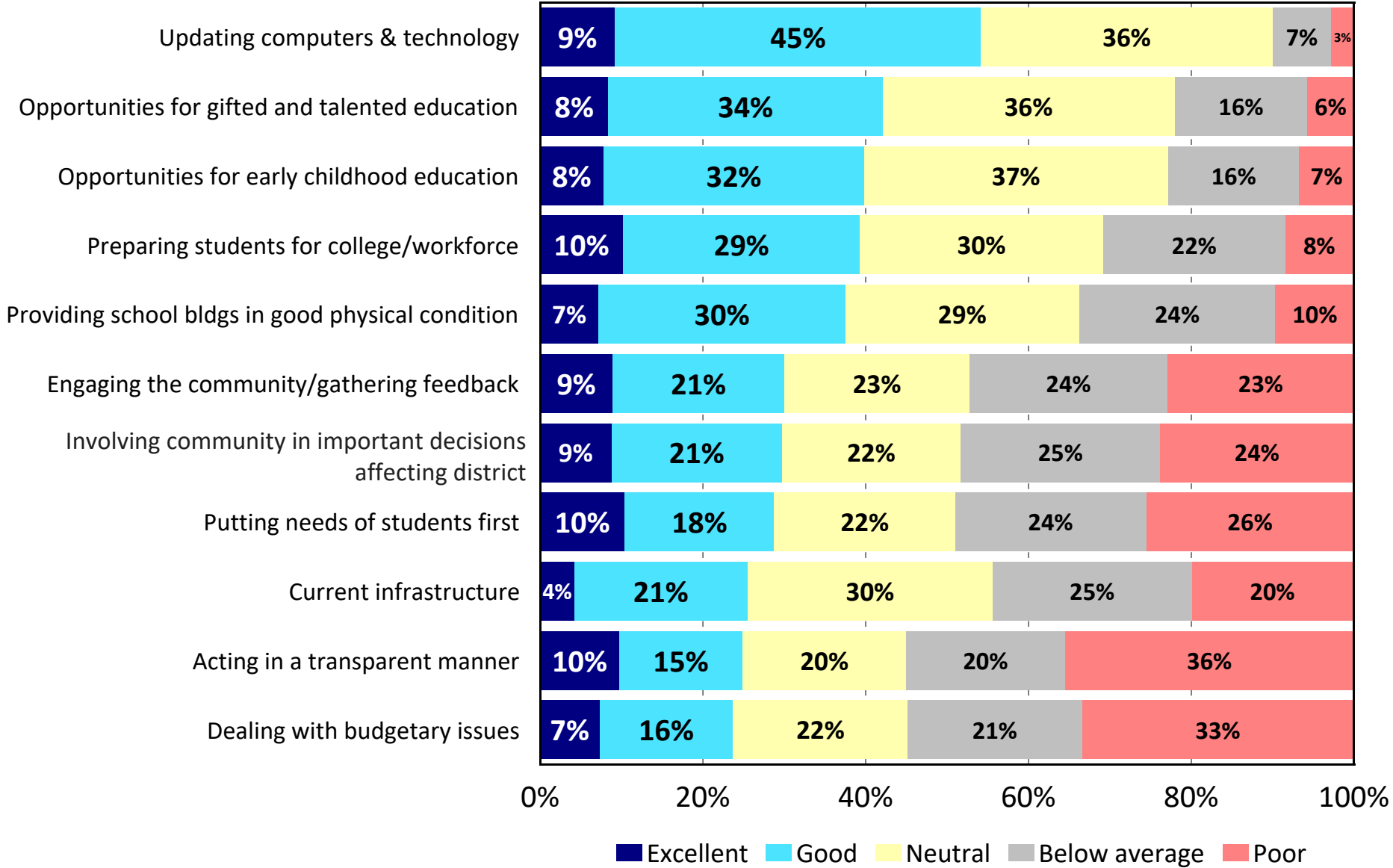


Very supportive Somewhat supportive Not supportive Need more information Not provided

Source: ETC Institute (2021 - St. Joseph Community Survey)

Q29. Ratings of the School District in St. Joseph

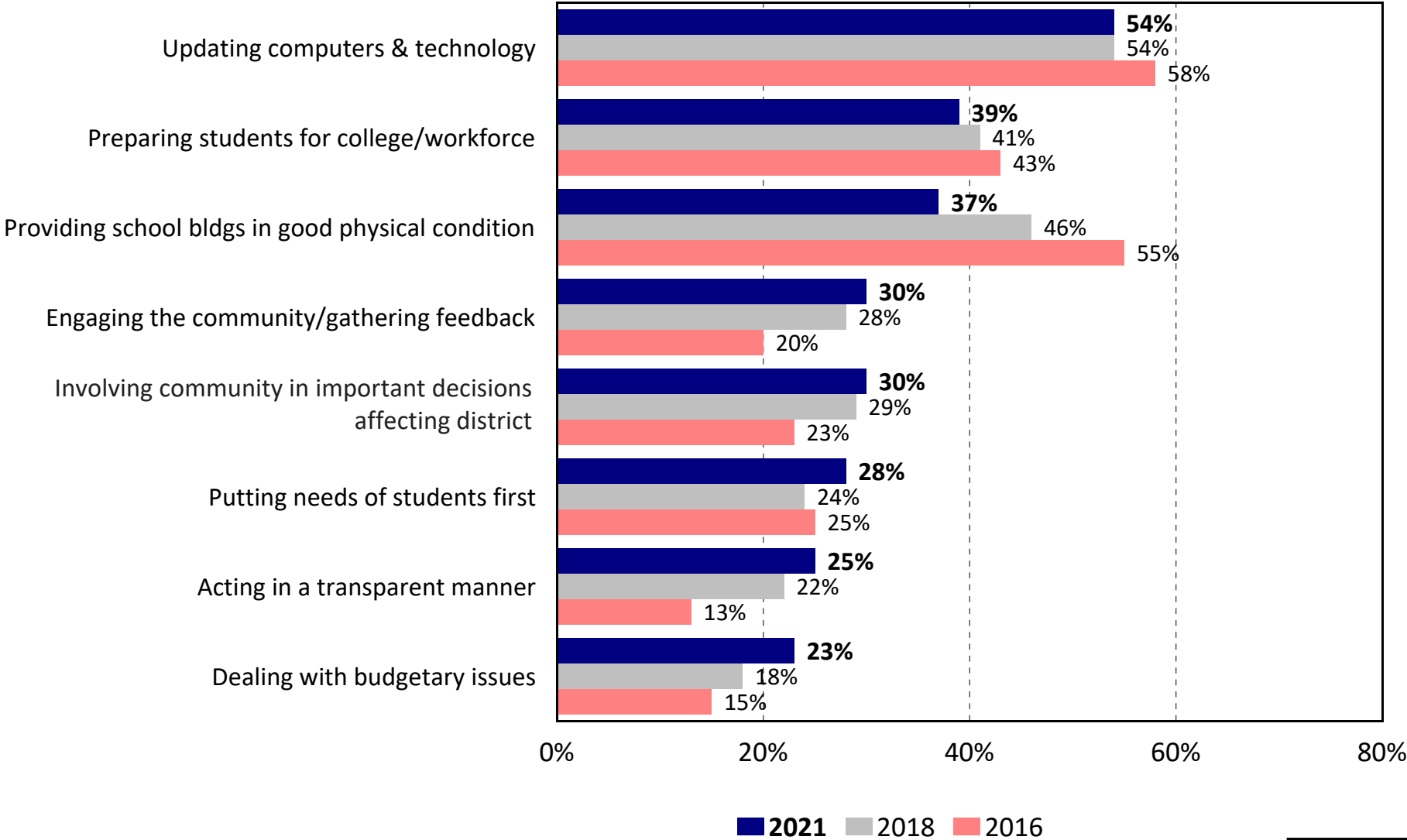
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Ratings of the School District in St. Joseph 2016, 2018, & 2021

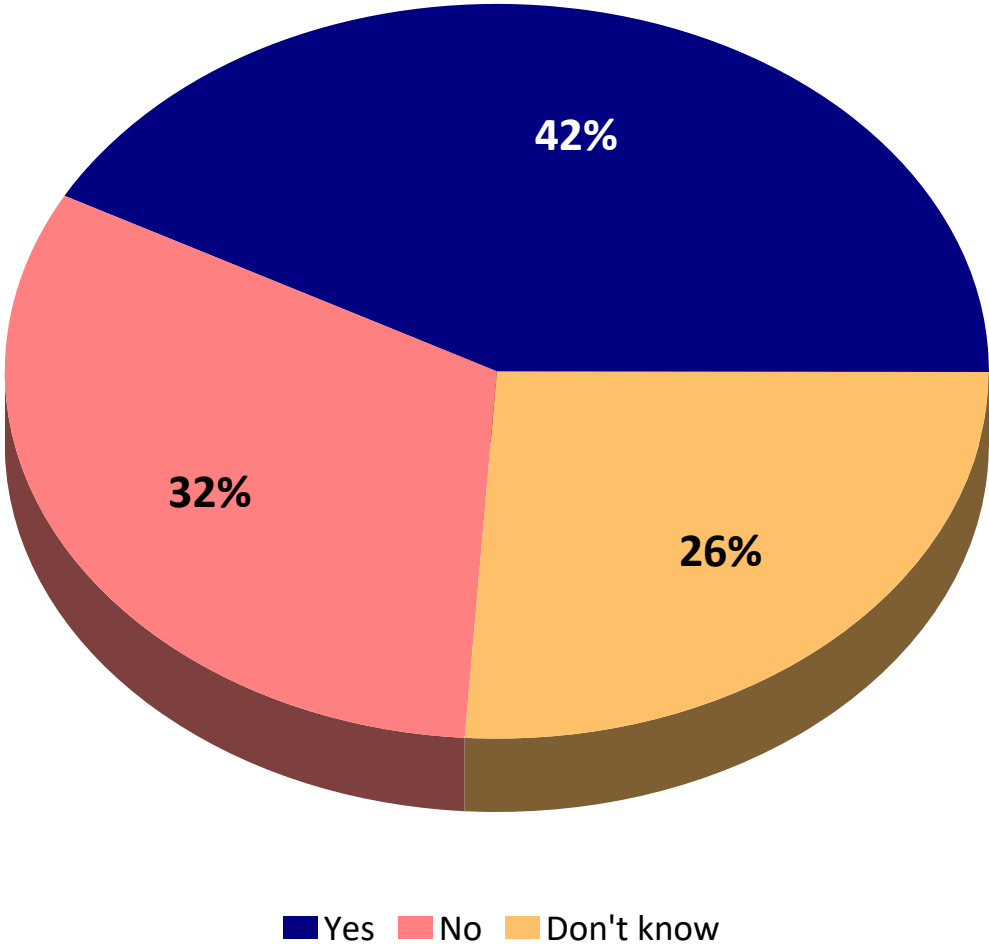
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q30. Compared to residents in neighboring school districts, do you believe the citizens of St. Joseph value public education?

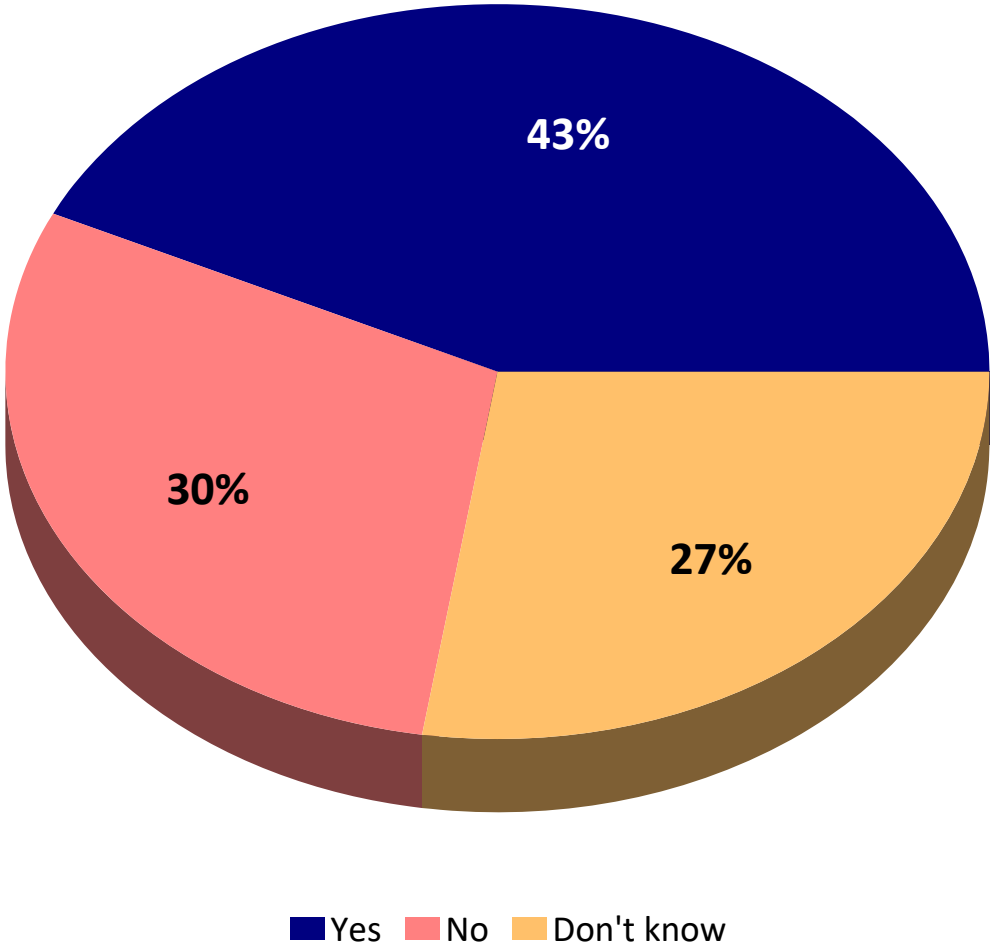
by percentage of respondents



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q31. Do you feel like you have adequate opportunities to pursue a job in St. Joseph?

by percentage of respondents

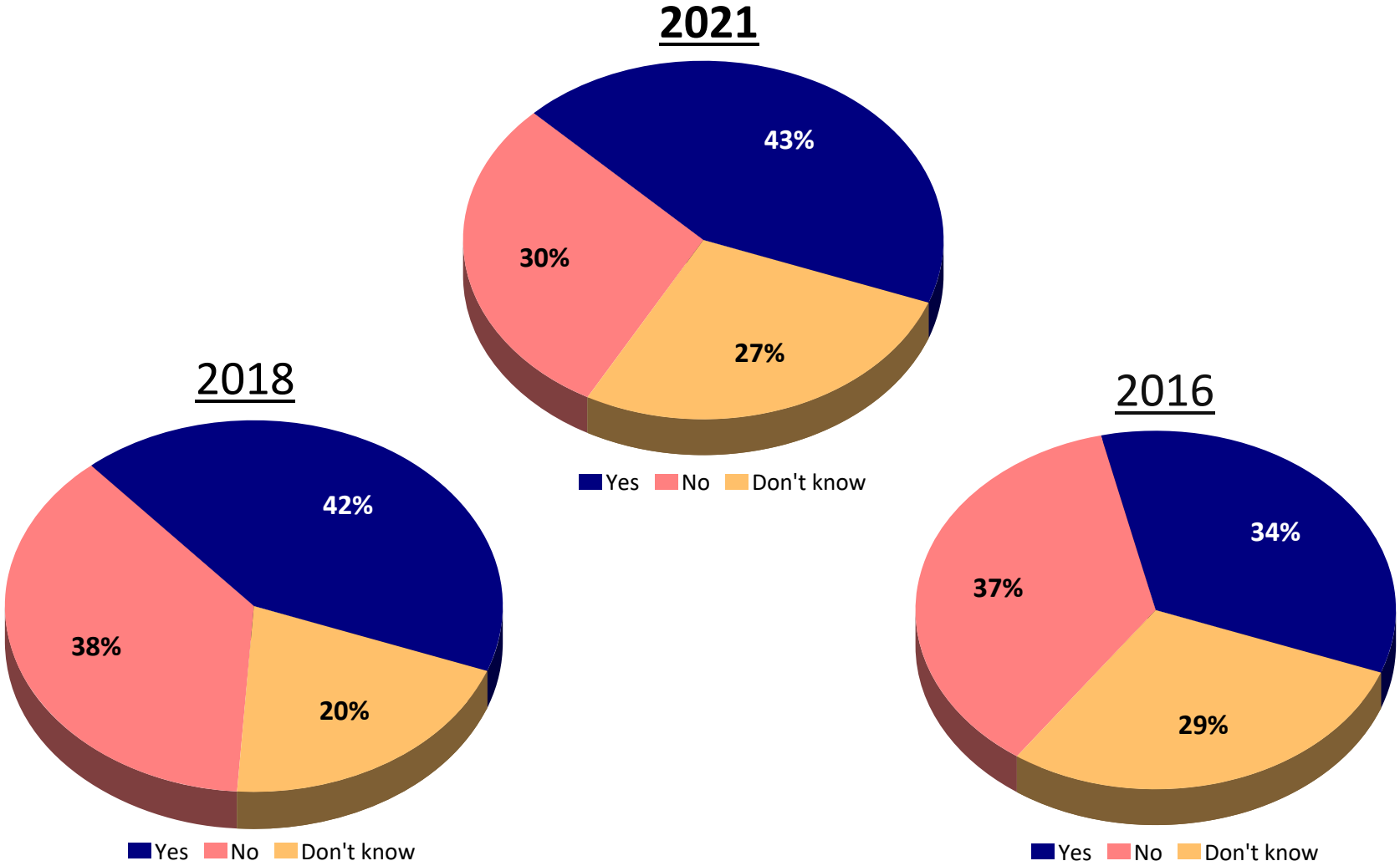


Source: ETC Institute (2021 - St. Joseph Community Survey)

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

2016, 2018, & 2021

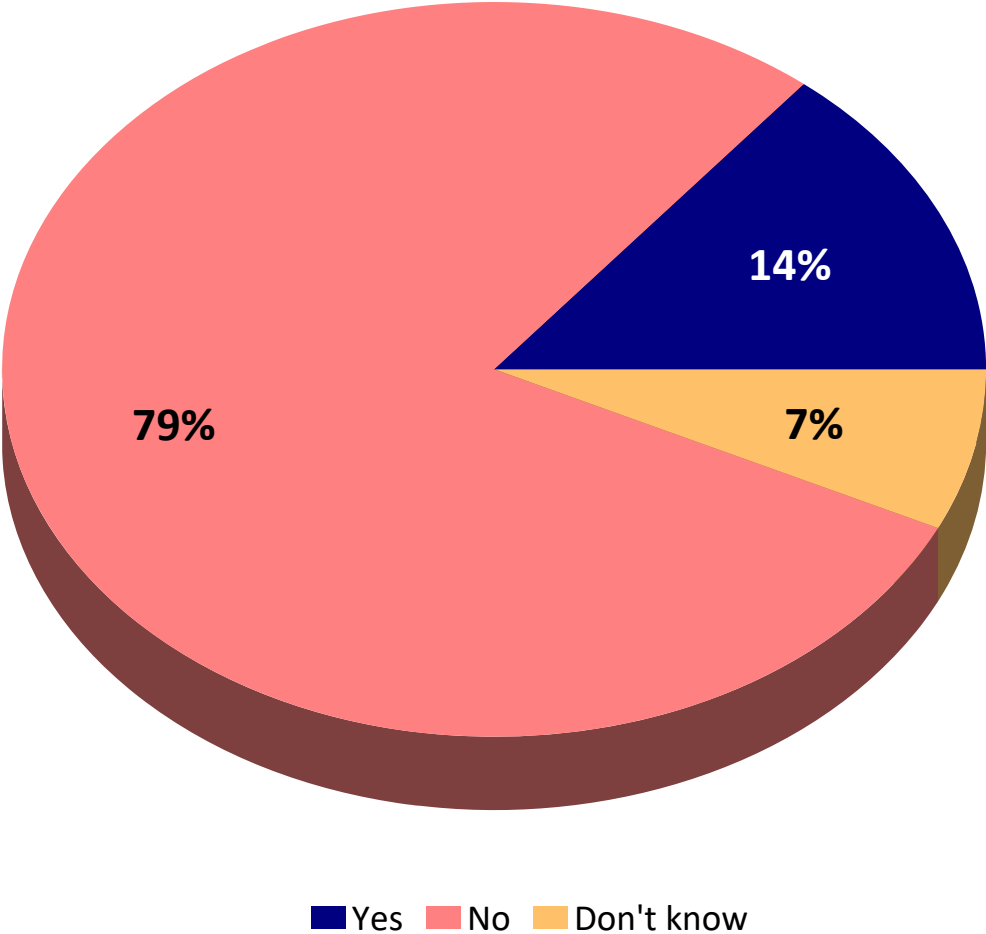
by percentage of respondents



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q32. Have you used the St. Joseph Chamber of Commerce's job site?

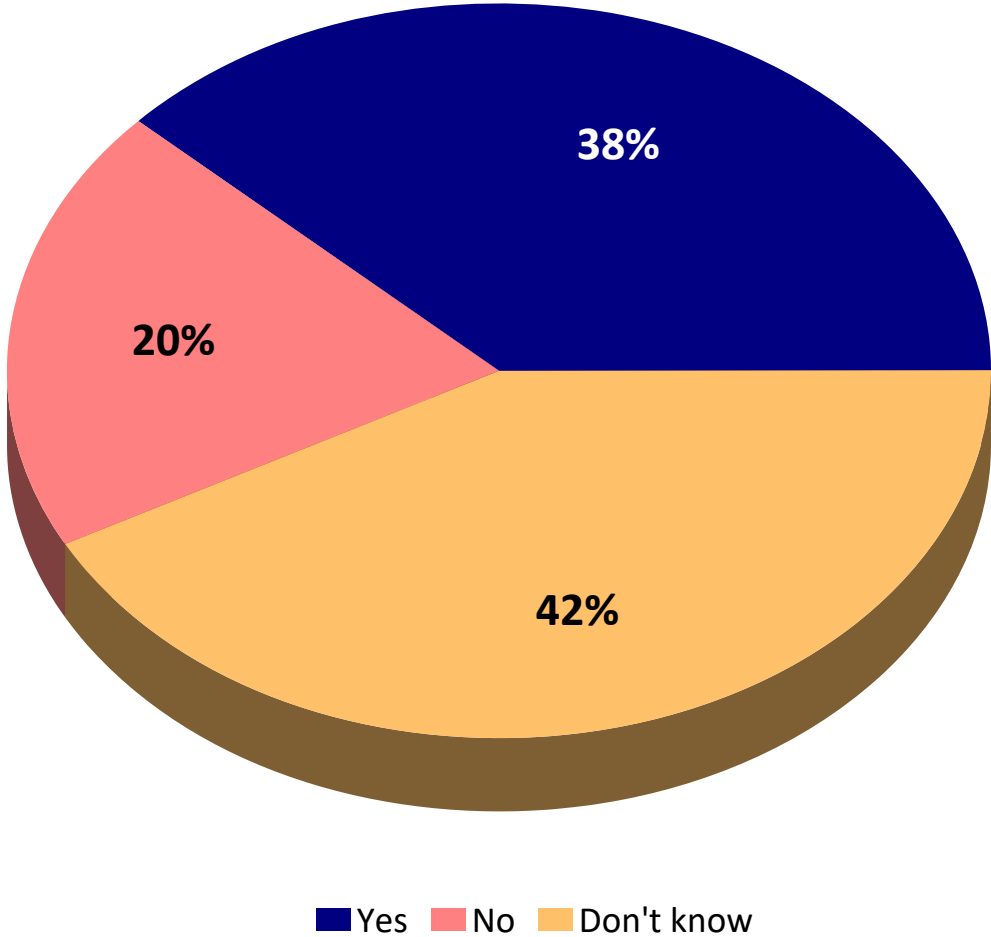
by percentage of respondents



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q33. Do you feel there are training and educational opportunities in St. Joseph to prepare you for a job?

by percentage of respondents

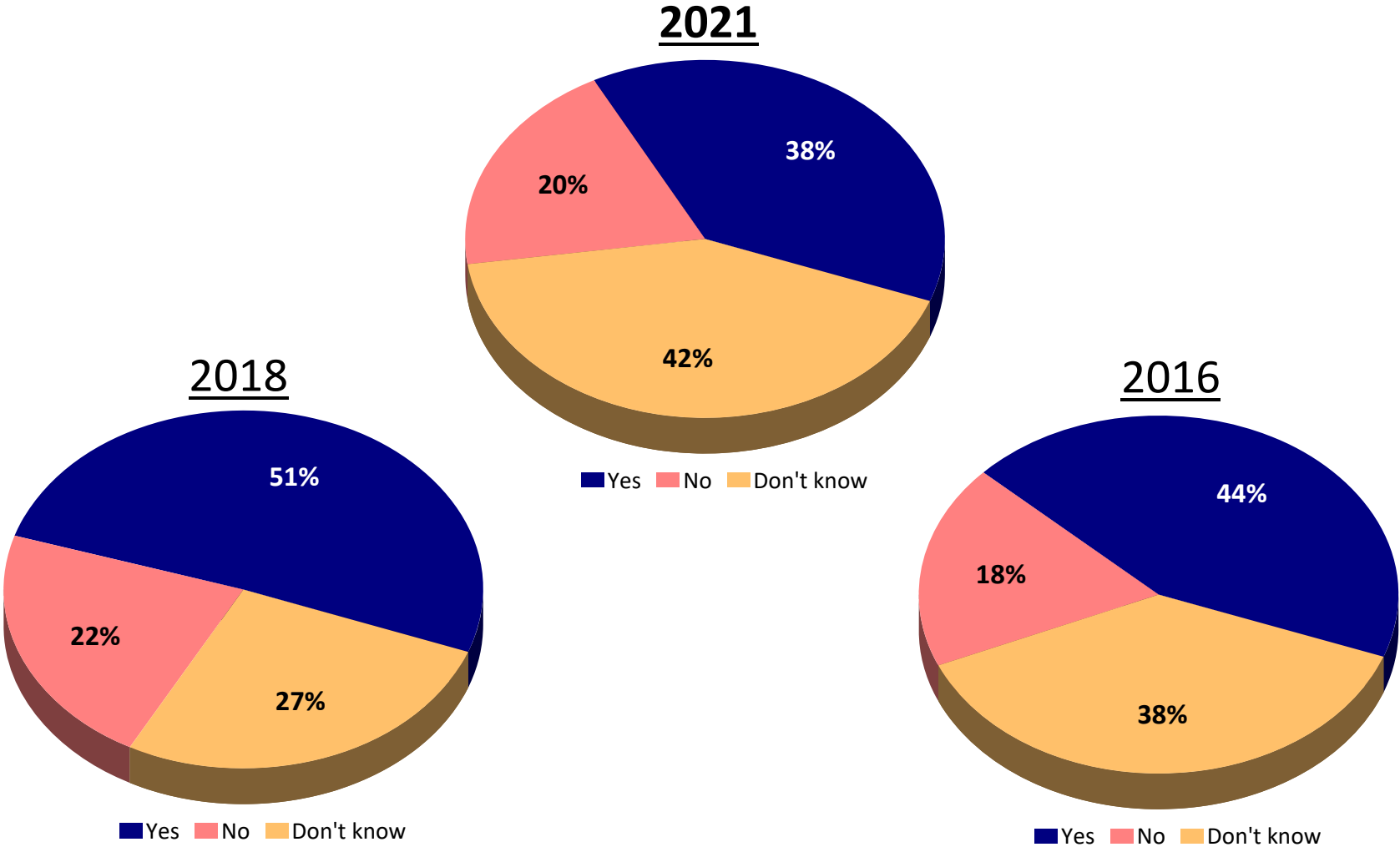


Source: ETC Institute (2021 - St. Joseph Community Survey)

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

2016, 2018, & 2021

by percentage of respondents

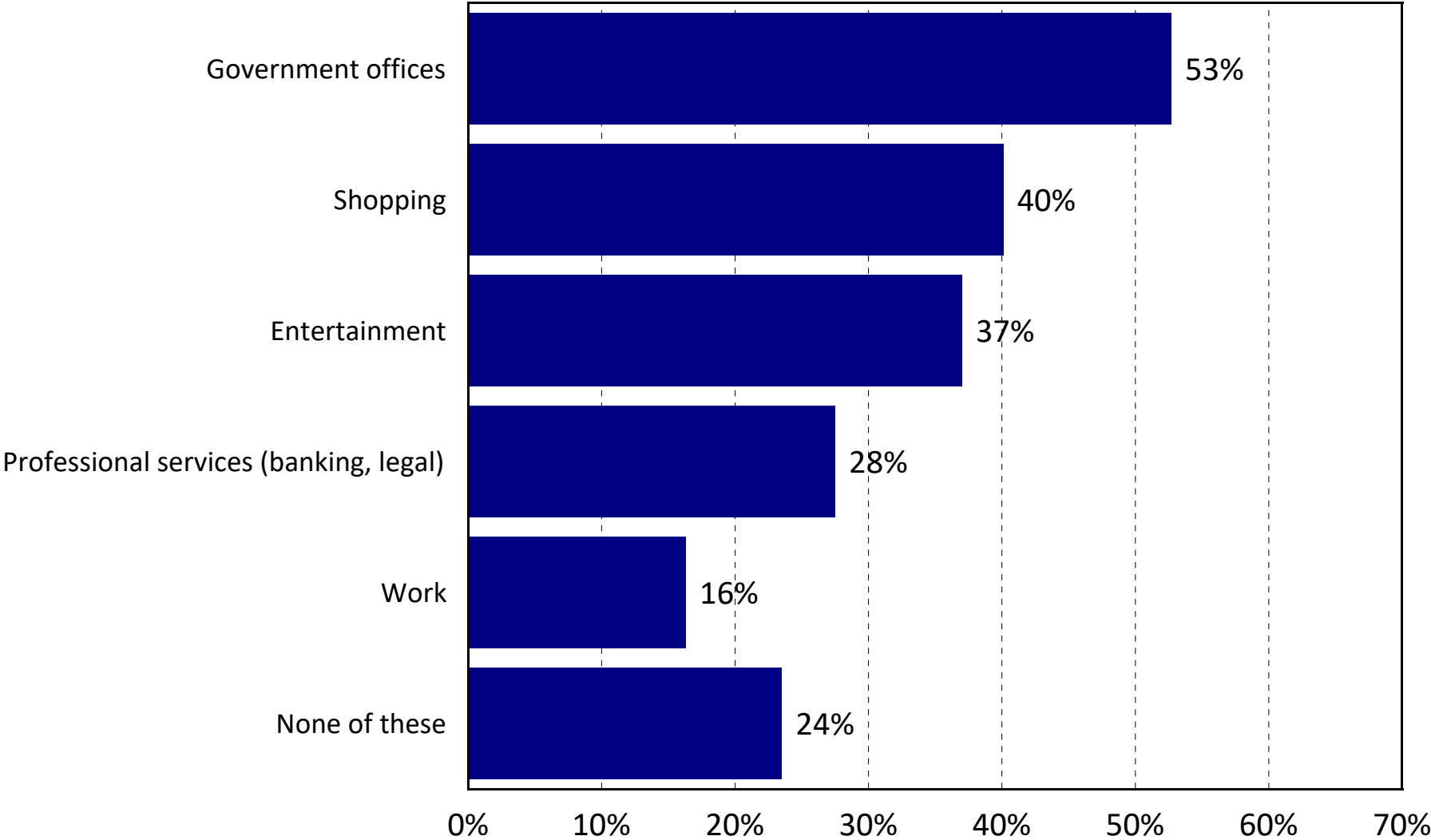


Source: ETC Institute (2021 - St. Joseph Community Survey)

ETC Institute (2021)

Q34. During the past year, have you visited downtown for any of the following reasons?

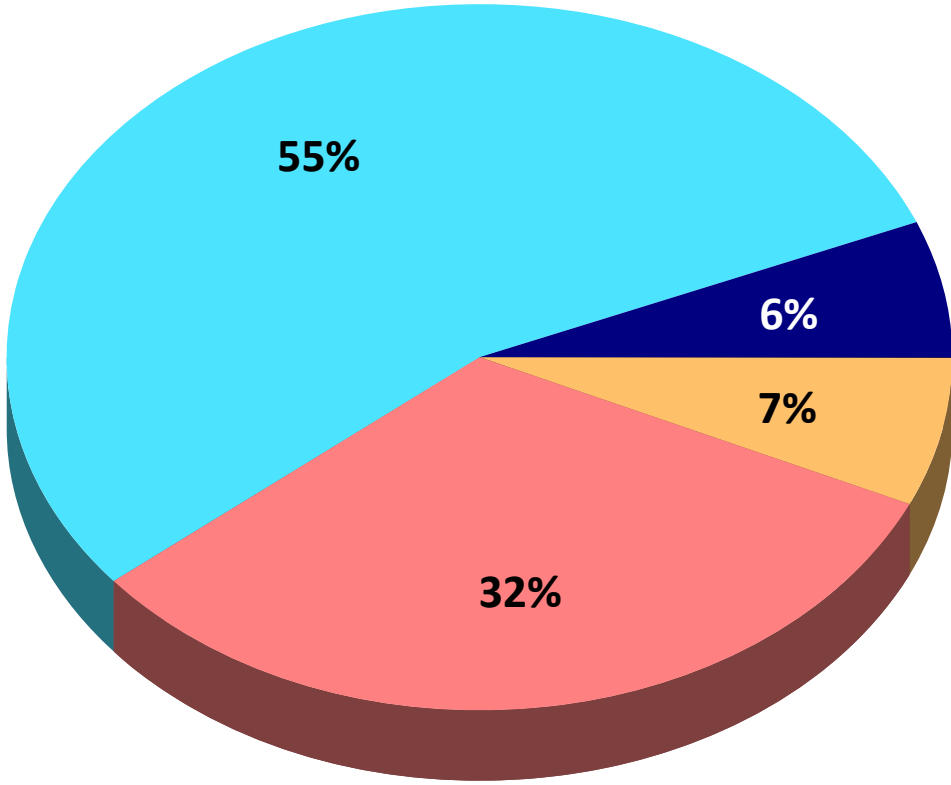
by percentage of respondents (multiple responses allowed)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q35. How satisfied are you with the way St. Joseph reinvests in itself, by keeping basic services upgraded as needed and plans for the future?

by percentage of respondents

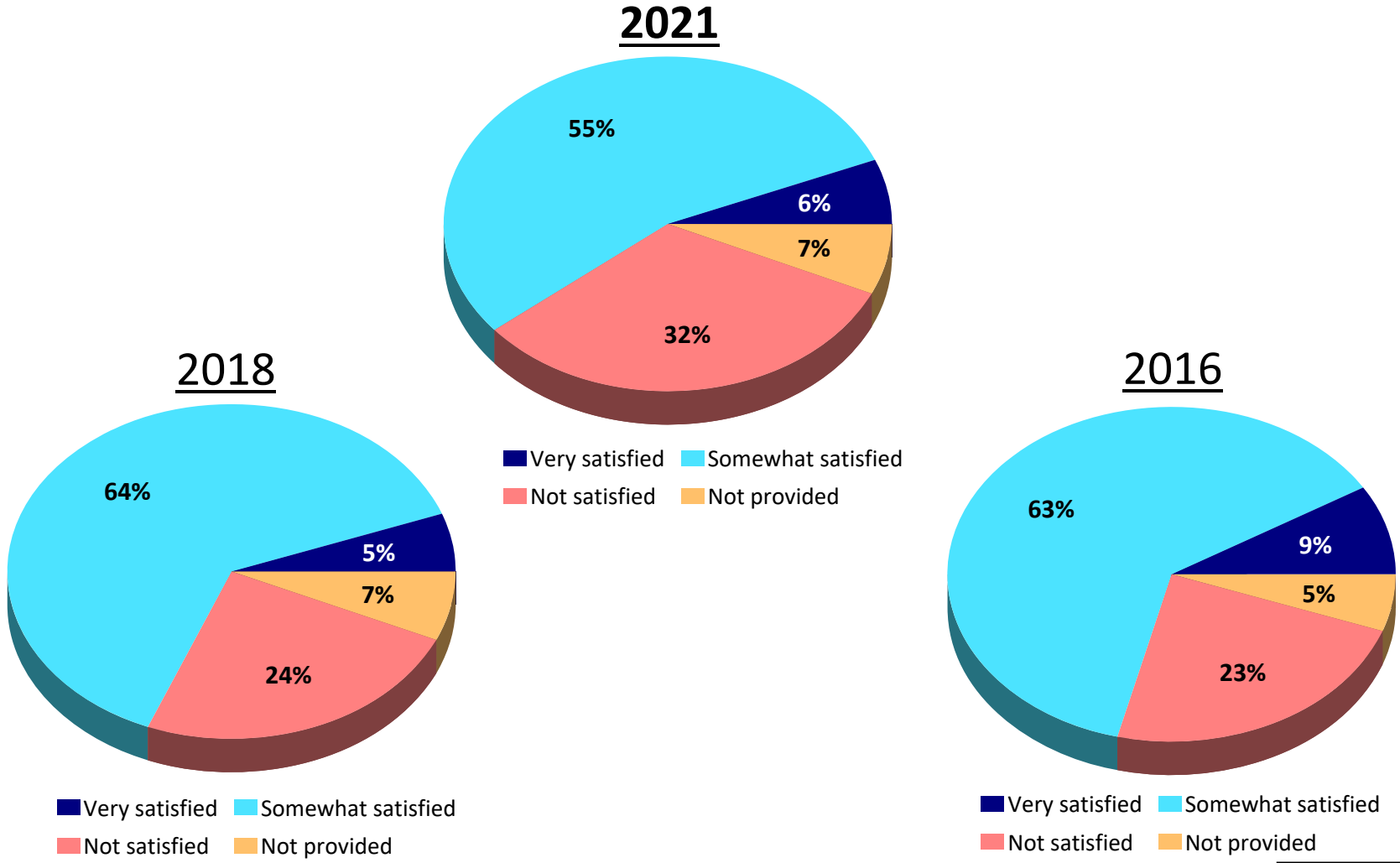


Very satisfied Somewhat satisfied Not satisfied Not provided

Source: ETC Institute (2021 - St. Joseph Community Survey)

How satisfied are you with the way St. Joseph reinvests in itself, by keeping basic services upgraded as needed and plans for the future? 2016, 2018, & 2021

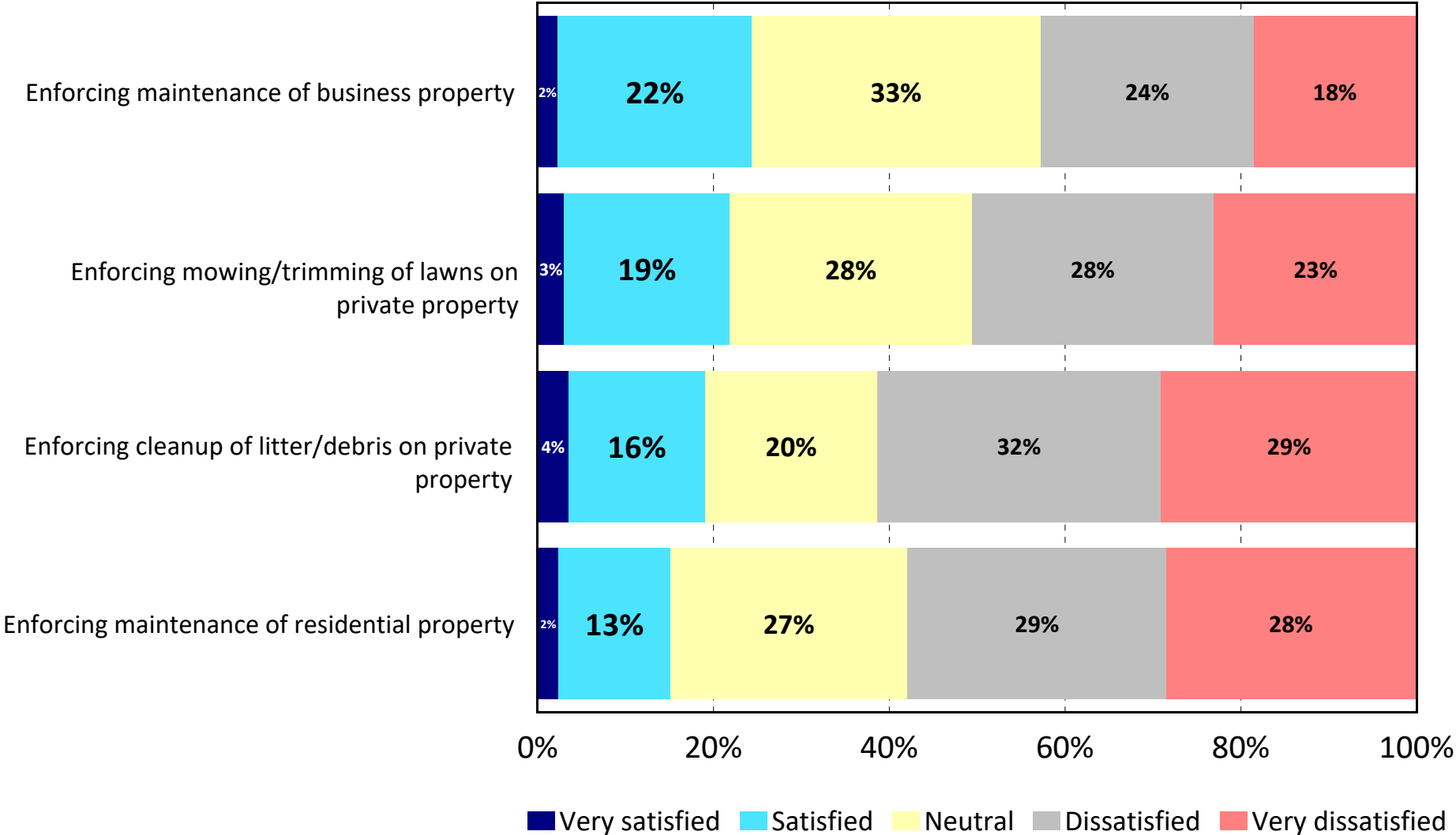
by percentage of respondents



Source: ETC Institute (2021 - St. Joseph Community Survey)
ETC Institute (2021)

Q36. Satisfaction with Codes and Ordinances

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

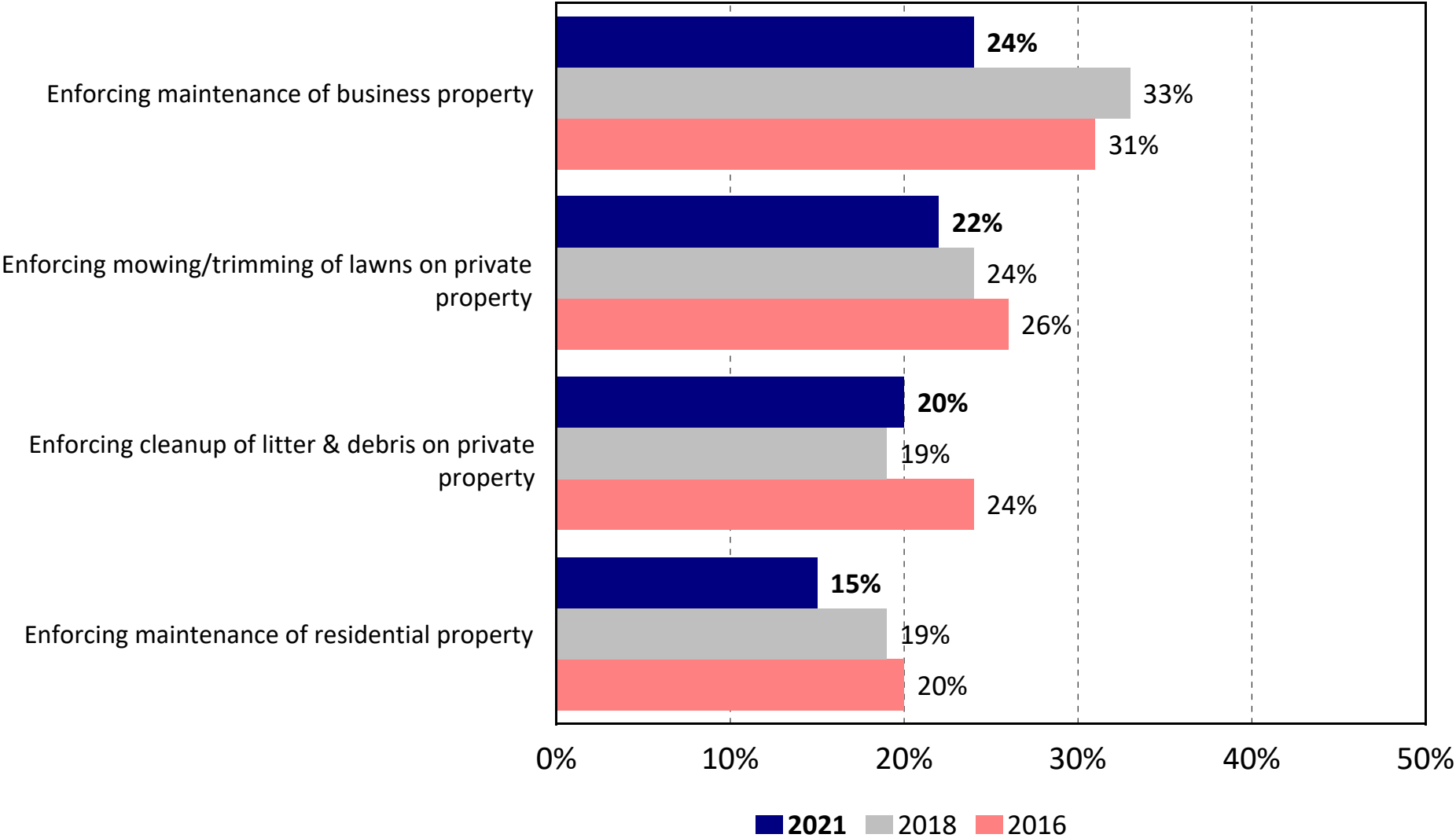


Source: ETC Institute (2021 - St. Joseph Community Survey)

Satisfaction with Codes and Ordinances

2016, 2018, & 2021

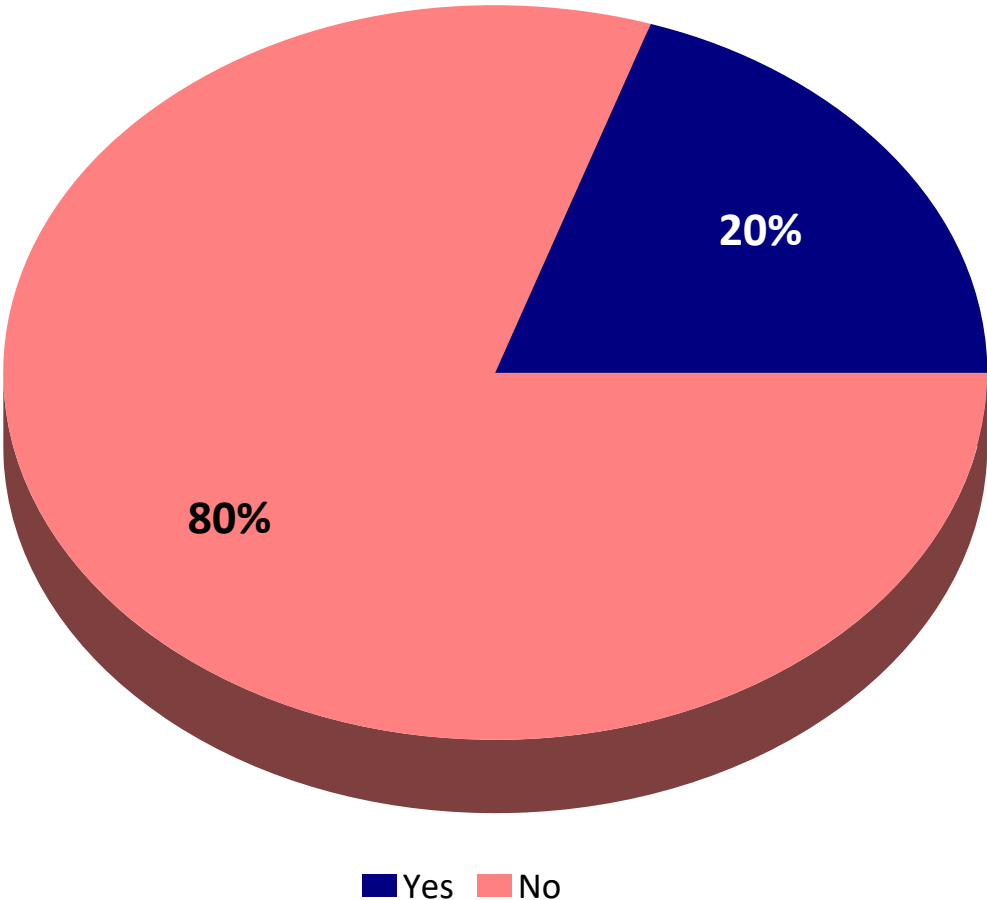
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q37. Are you aware of the Imagine St. Joseph 2040 project?

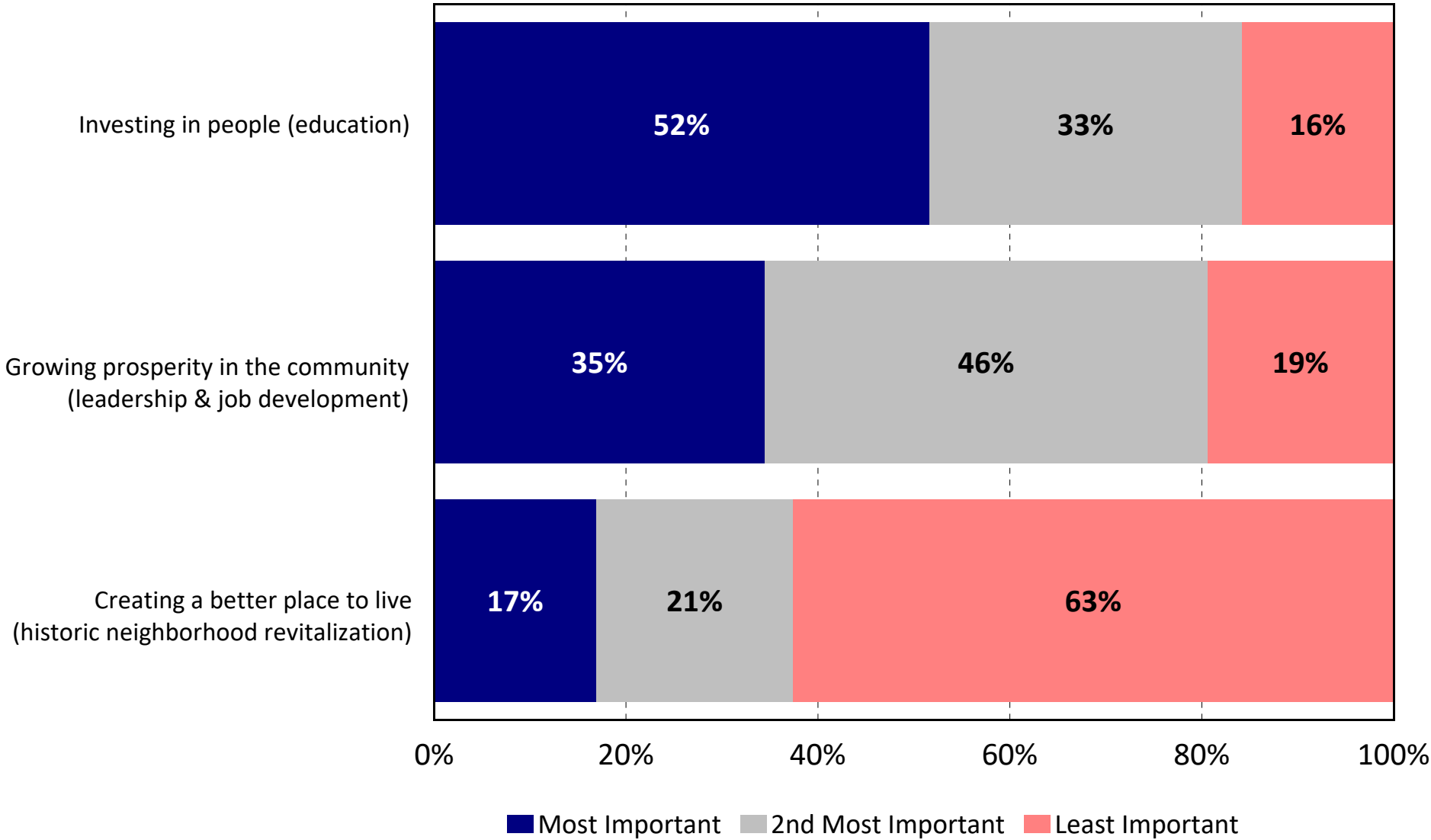
by percentage of respondents (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q38. Importance of the Goals of Imagine St. Joseph 2040

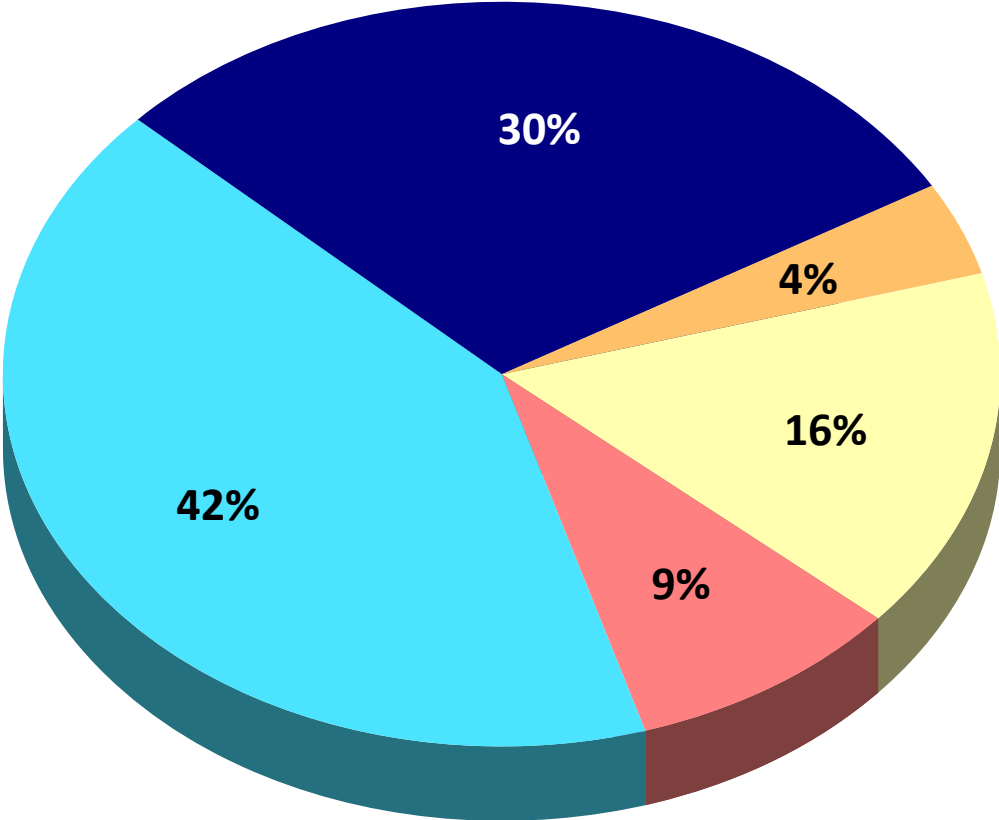
by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q39. How supportive would you be of revitalizing older neighborhoods in St. Joseph?

by percentage of respondents

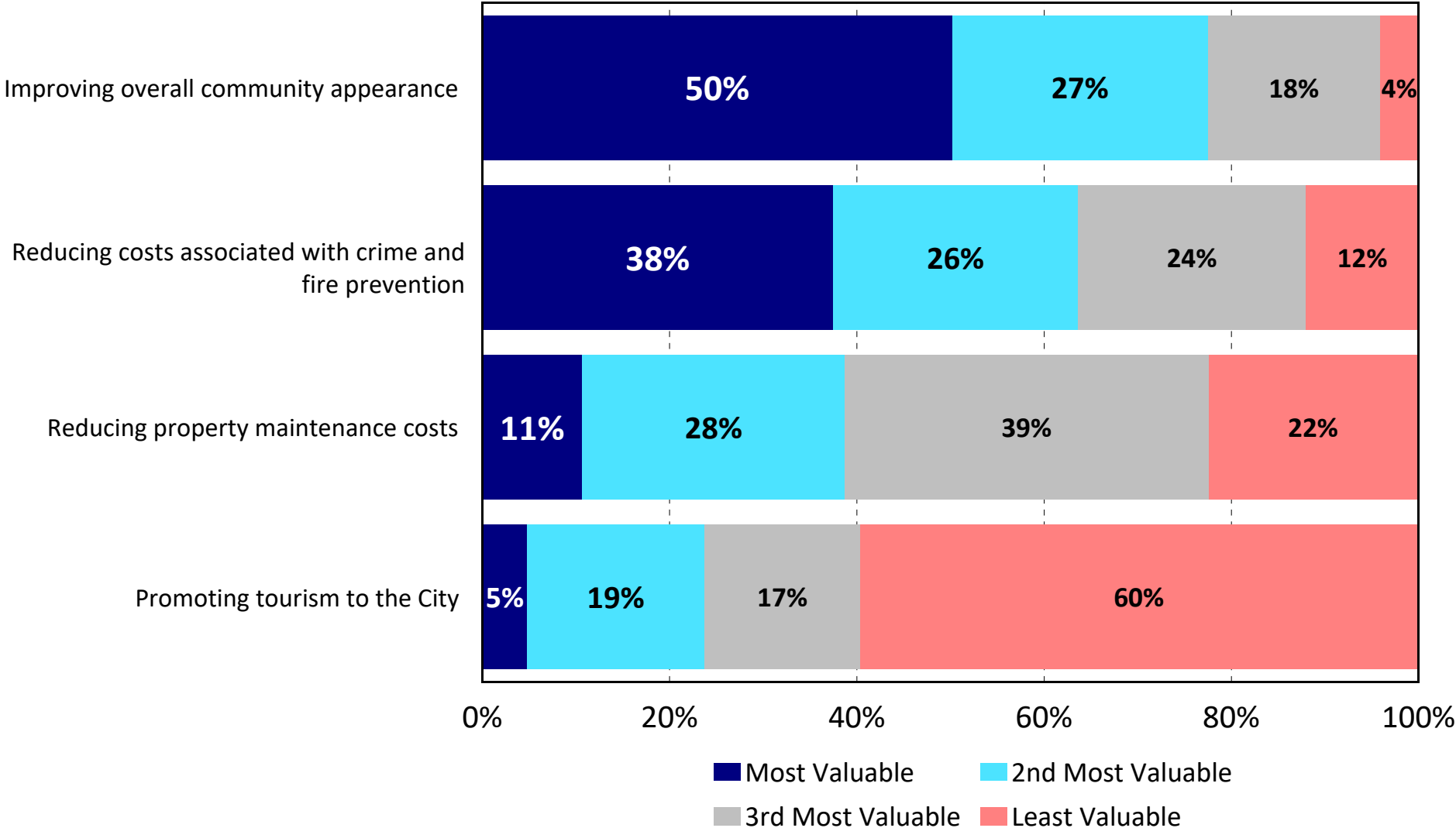


■ Very supportive ■ Somewhat supportive ■ Not supportive ■ Need more information ■ Not provided

Source: ETC Institute (2021 - St. Joseph Community Survey)

Q40. Value of Economic Impact if St. Joseph Were to Invest in the Revitalization of Older Neighborhoods

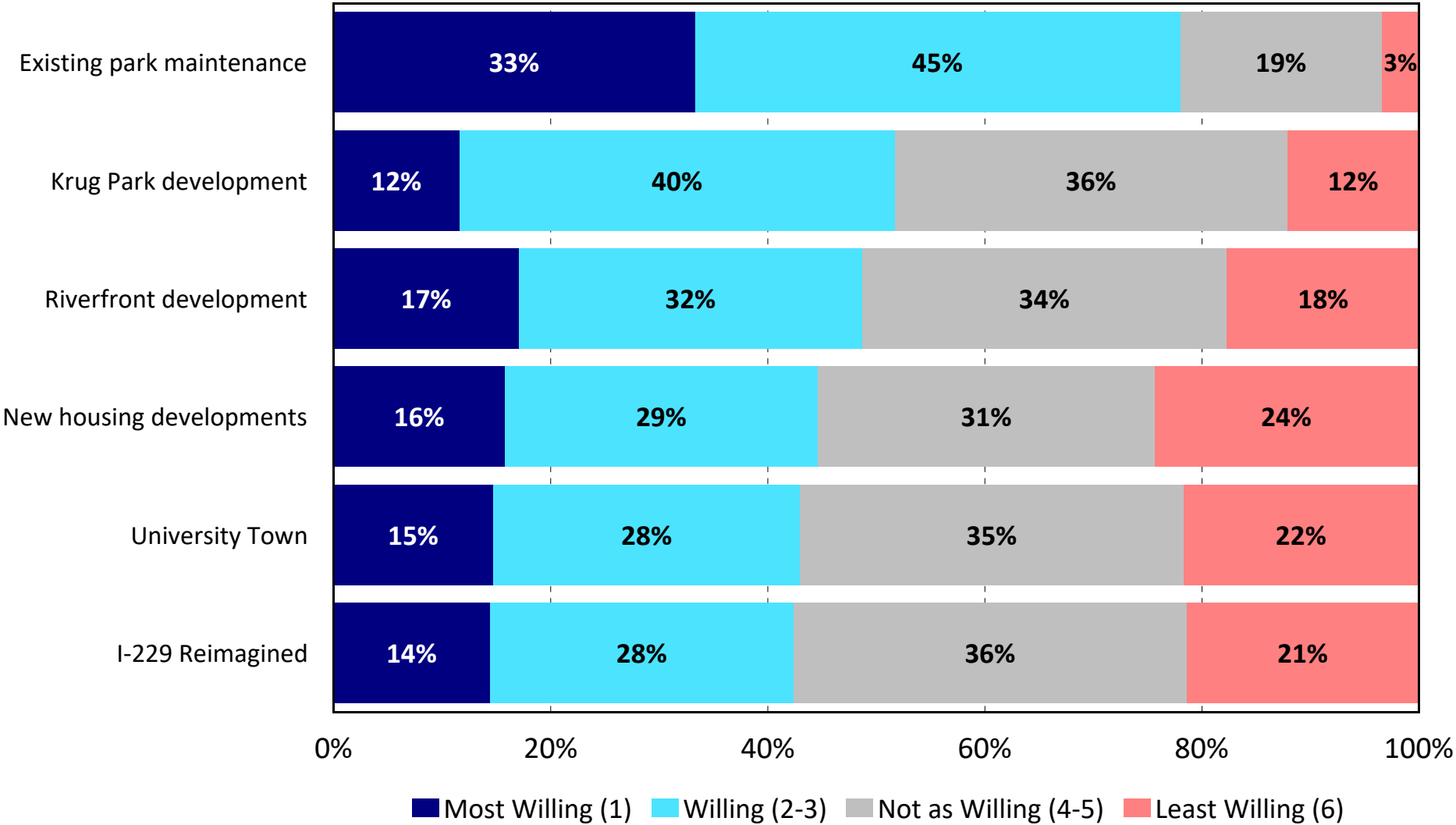
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q41. Willingness to Support the Development of Key Amenities

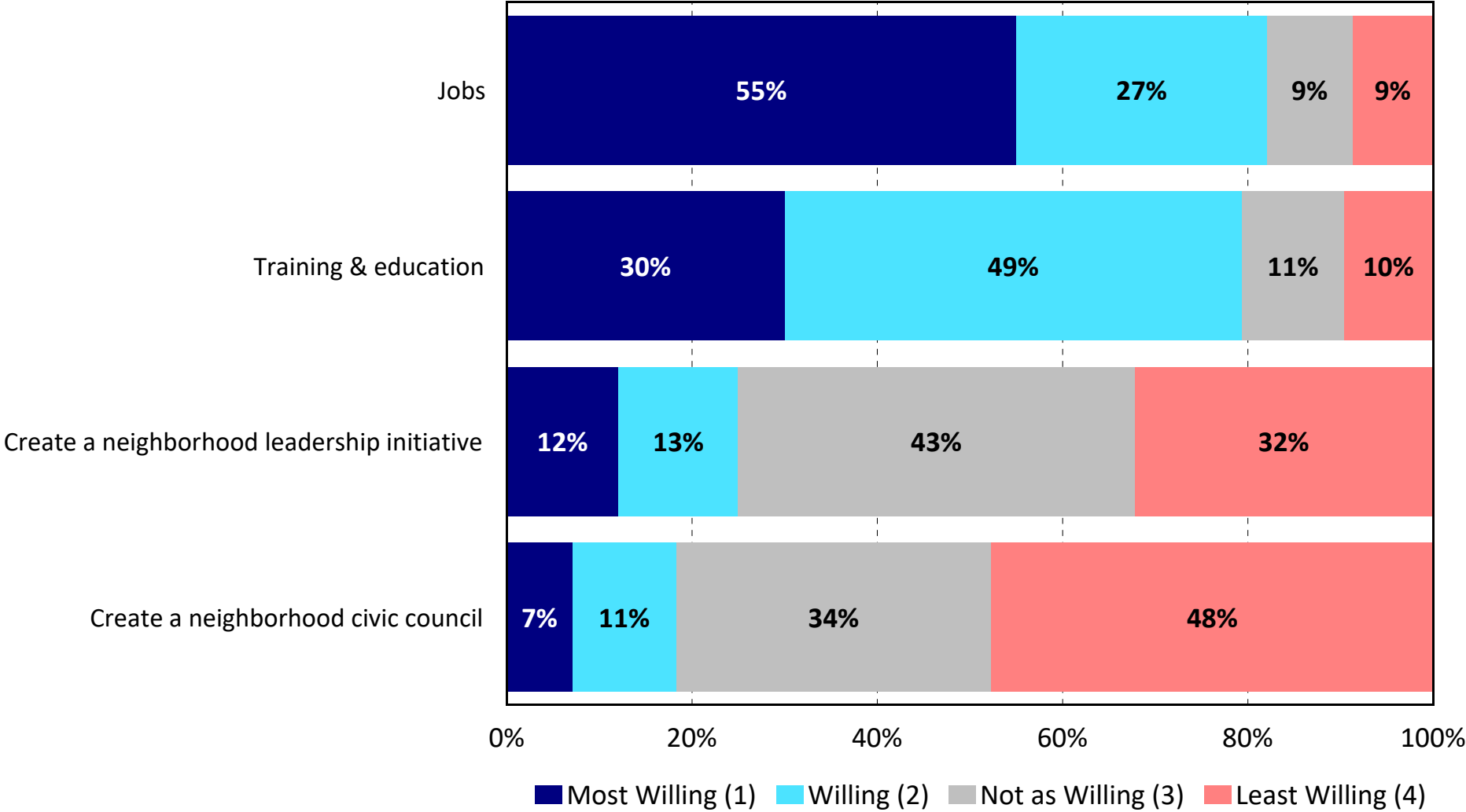
by percentage of respondents who rated the item as a 1 to 6 on a 6-point scale (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q42. Willingness to Support Initiatives Aimed at Transforming the Community Through Enhanced Leadership, Engagement, and Economic Growth

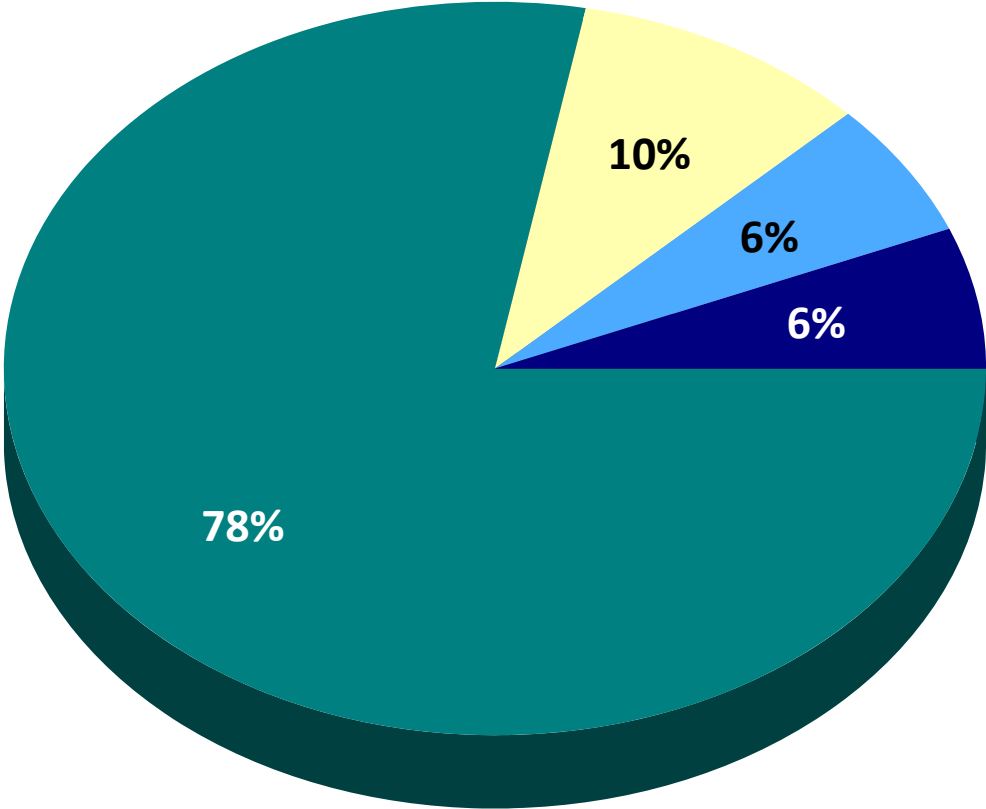
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q43. Demographics: Approximately how many years have you lived in the City of St. Joseph/Buchanan Co.?

by percentage of respondents (excluding “not provided”)

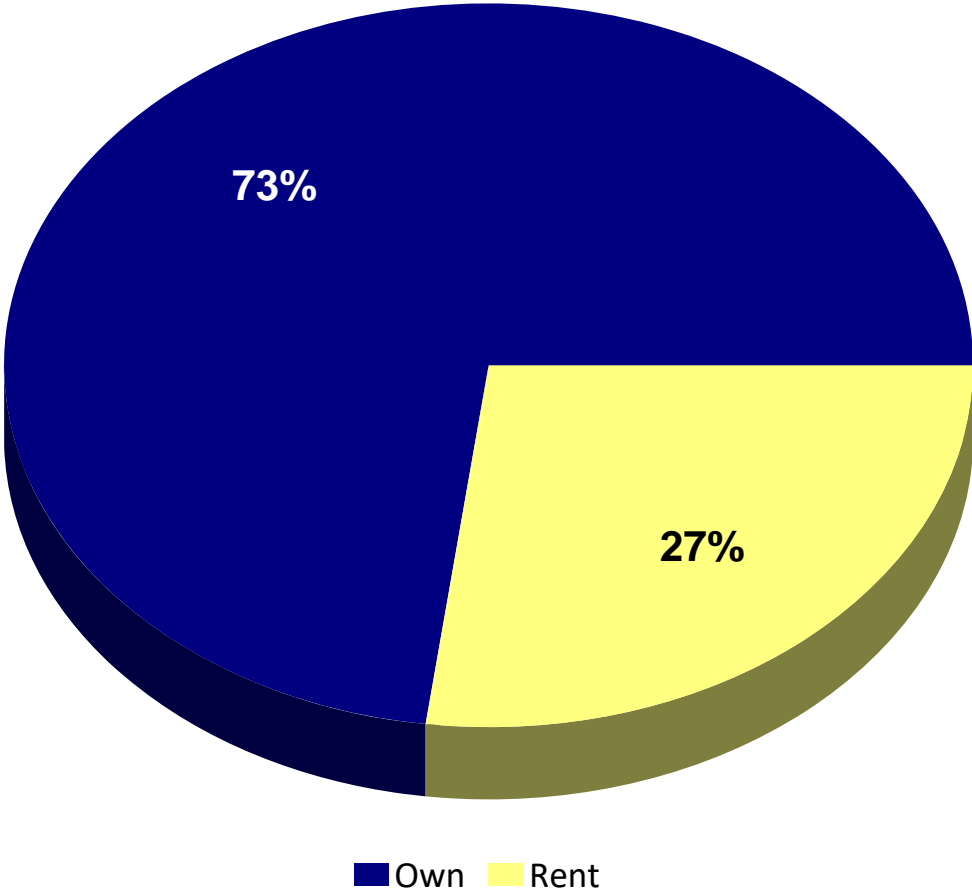


■ Less than 5 years ■ 5-10 years ■ 11-20 years ■ 20+ years

Source: ETC Institute (2021 - St. Joseph Community Survey)

Q45. Demographics: Do you own or rent your current residence?

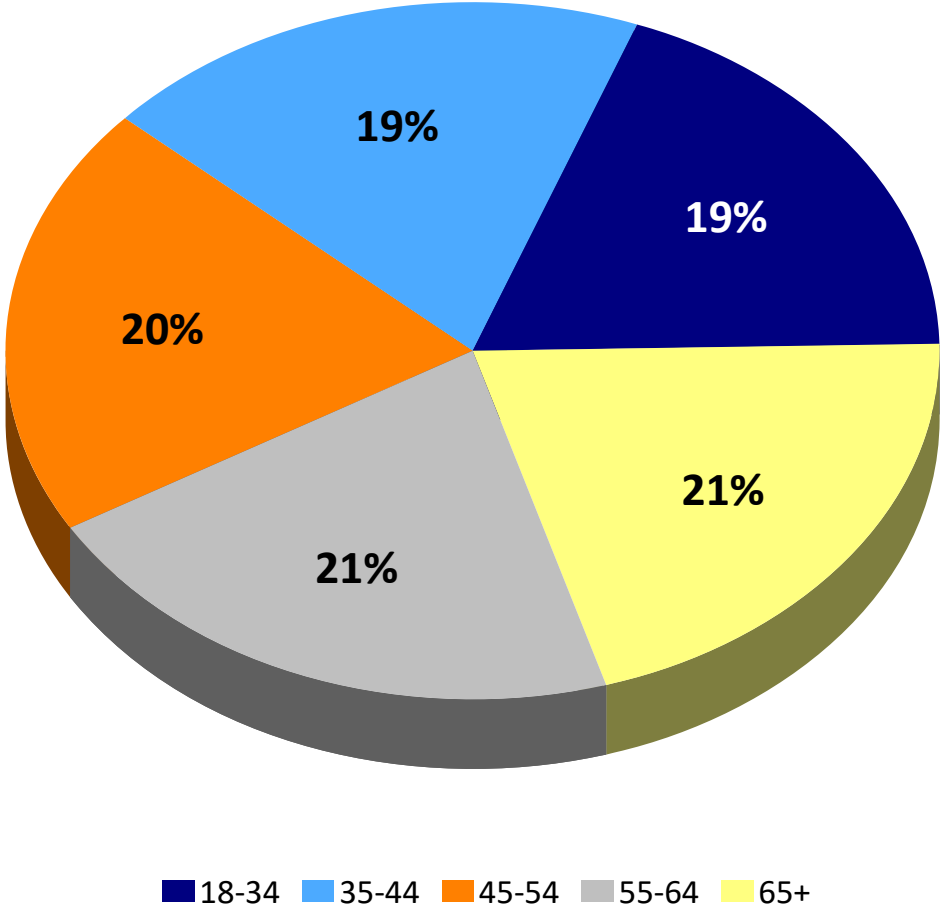
by percentage of respondents (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q46. Demographics: Age of Respondents

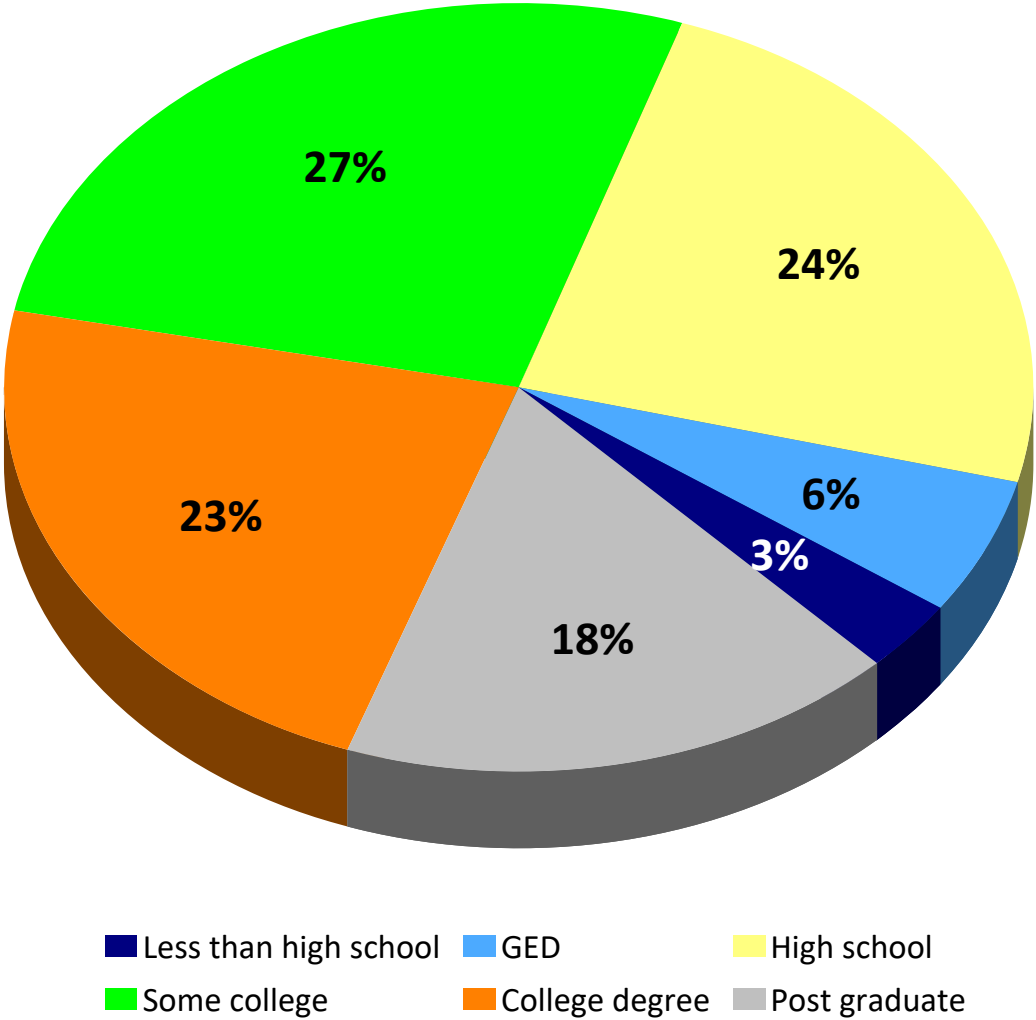
by percentage of respondents (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q47. Demographics: Highest Level of Education of Respondents

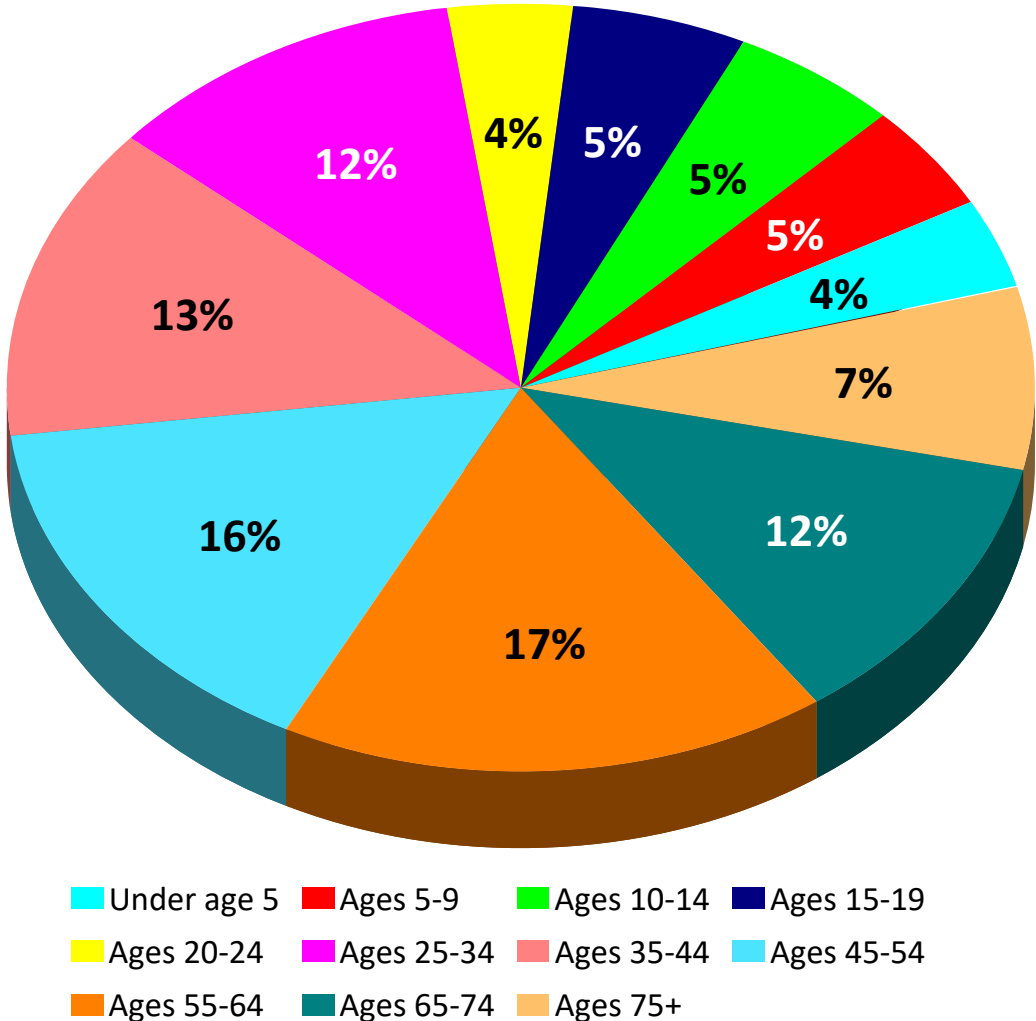
by percentage of respondents (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q48. Demographics: Ages of All Household Members

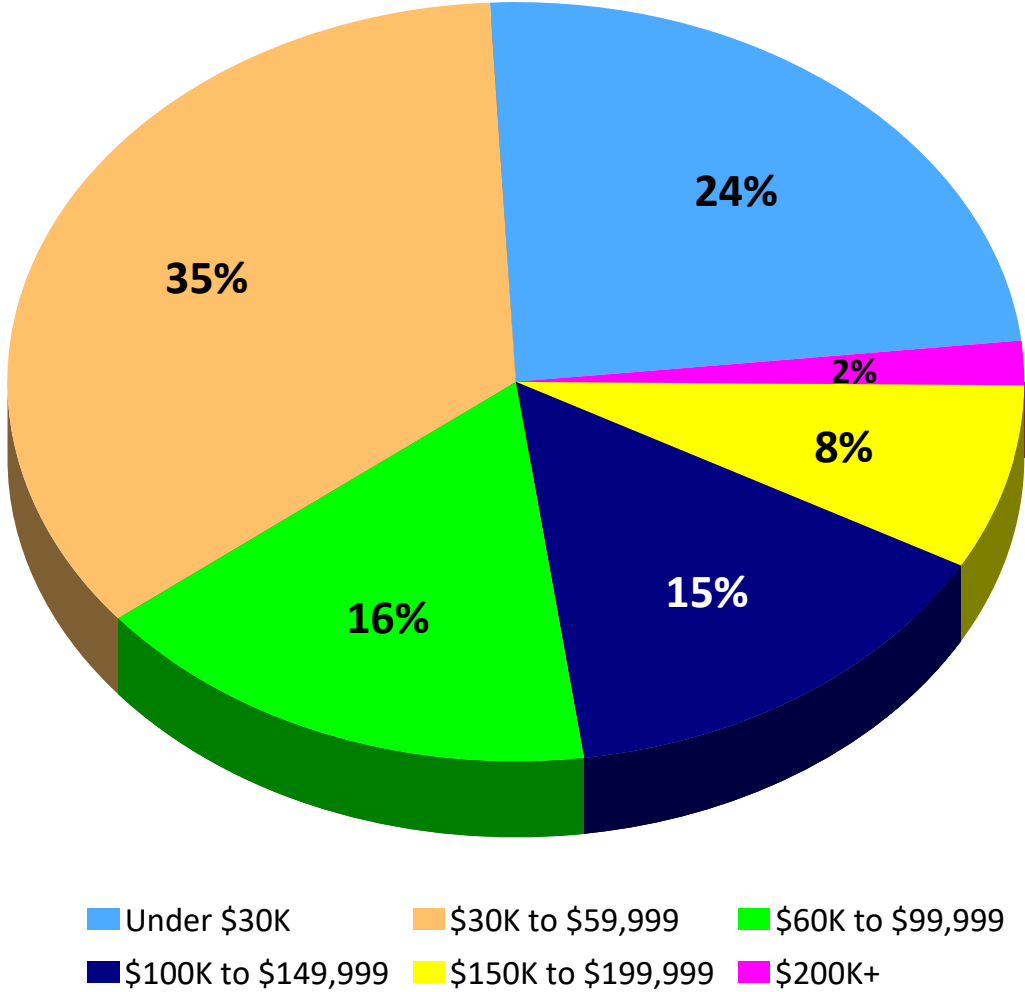
by percentage of persons in households



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q49. Demographics: Total Annual Household Income

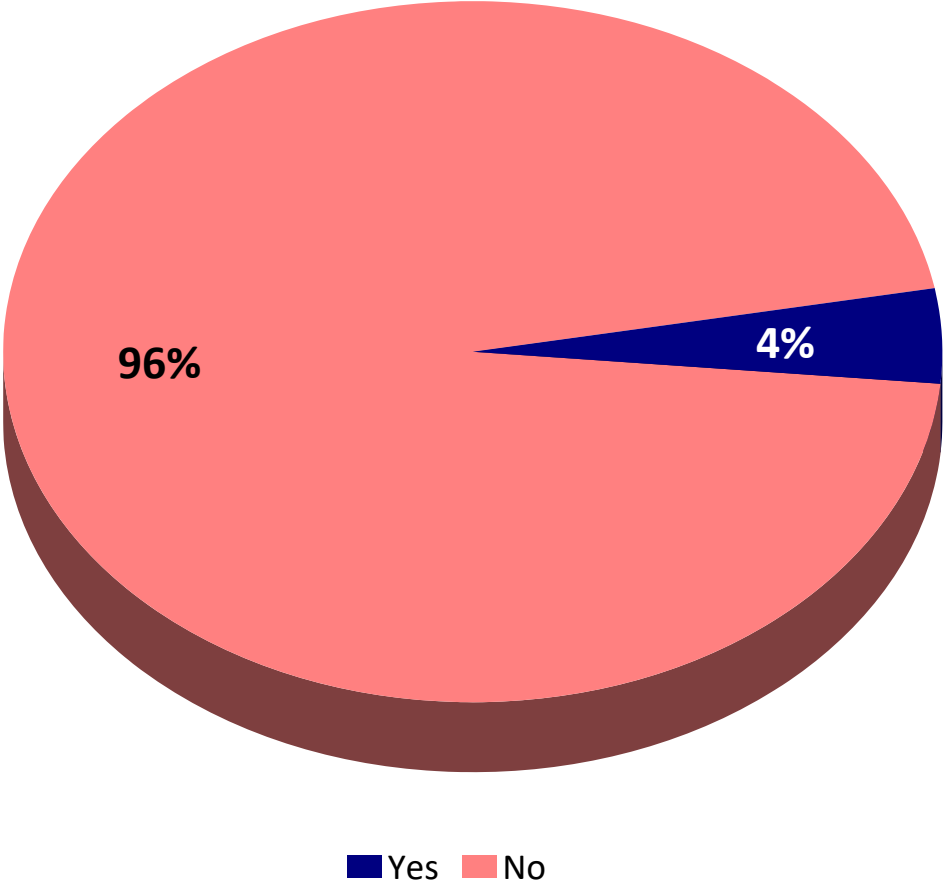
by percentage of respondents (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q50. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

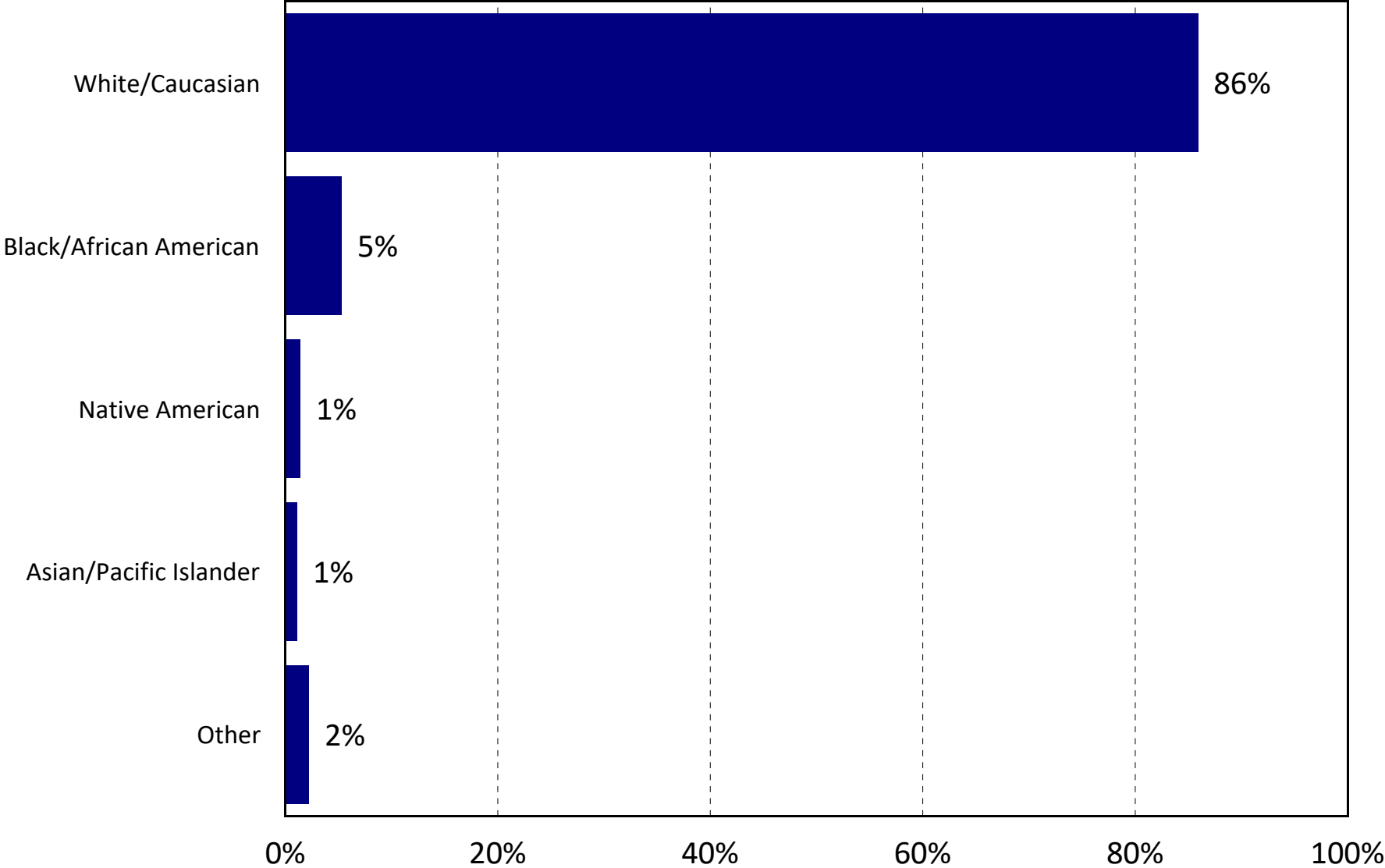
by percentage of respondents (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q51. Demographics: Race

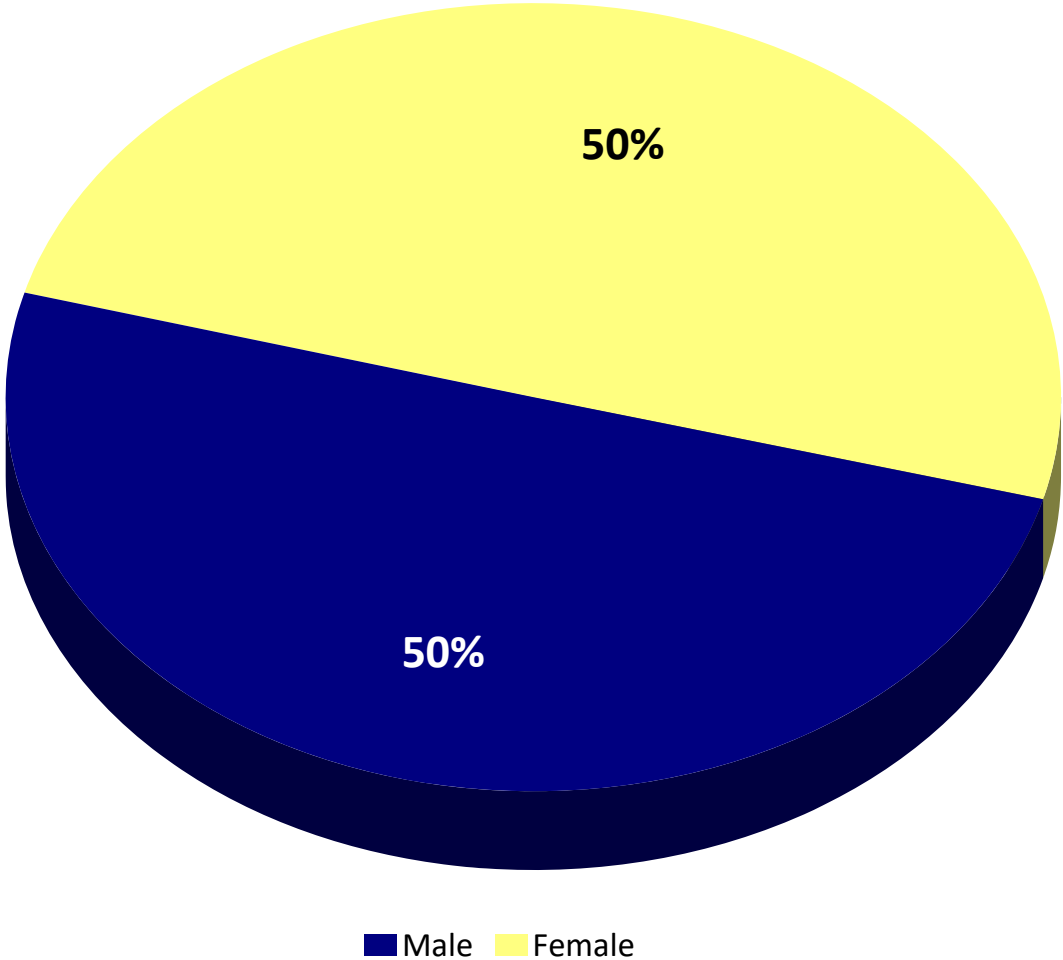
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Q52. Demographics: Gender

by percentage of respondents (excluding “not provided”)



Source: ETC Institute (2021 - St. Joseph Community Survey)

Section 2

Benchmarking Analysis

DirectionFinder® Survey

Year 2021 Benchmarking Summary Report

Overview

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

This report contains benchmarking data from two sources: 1) a national survey that was administered by ETC Institute during the summer of 2020 to a random sample of more than 5,000 residents across the United States, and 2) a regional survey that was administered to a random sample of residents in the Plains Region during the summer of 2020.

Interpreting the Charts

The charts on the following pages show how the overall results for St. Joseph compare to the a U.S. national and regional averages based on the results of the survey that was administered by ETC Institute to a random sample of more than 5,000 residents across the United States during the summer of 2020, and the regional survey administered to residents living in communities throughout the Plains Region during the summer of 2020. The City of St. Joseph's results are shown in blue, the Plains regional averages are shown in red, and the national averages are shown in yellow in the charts on the following pages.

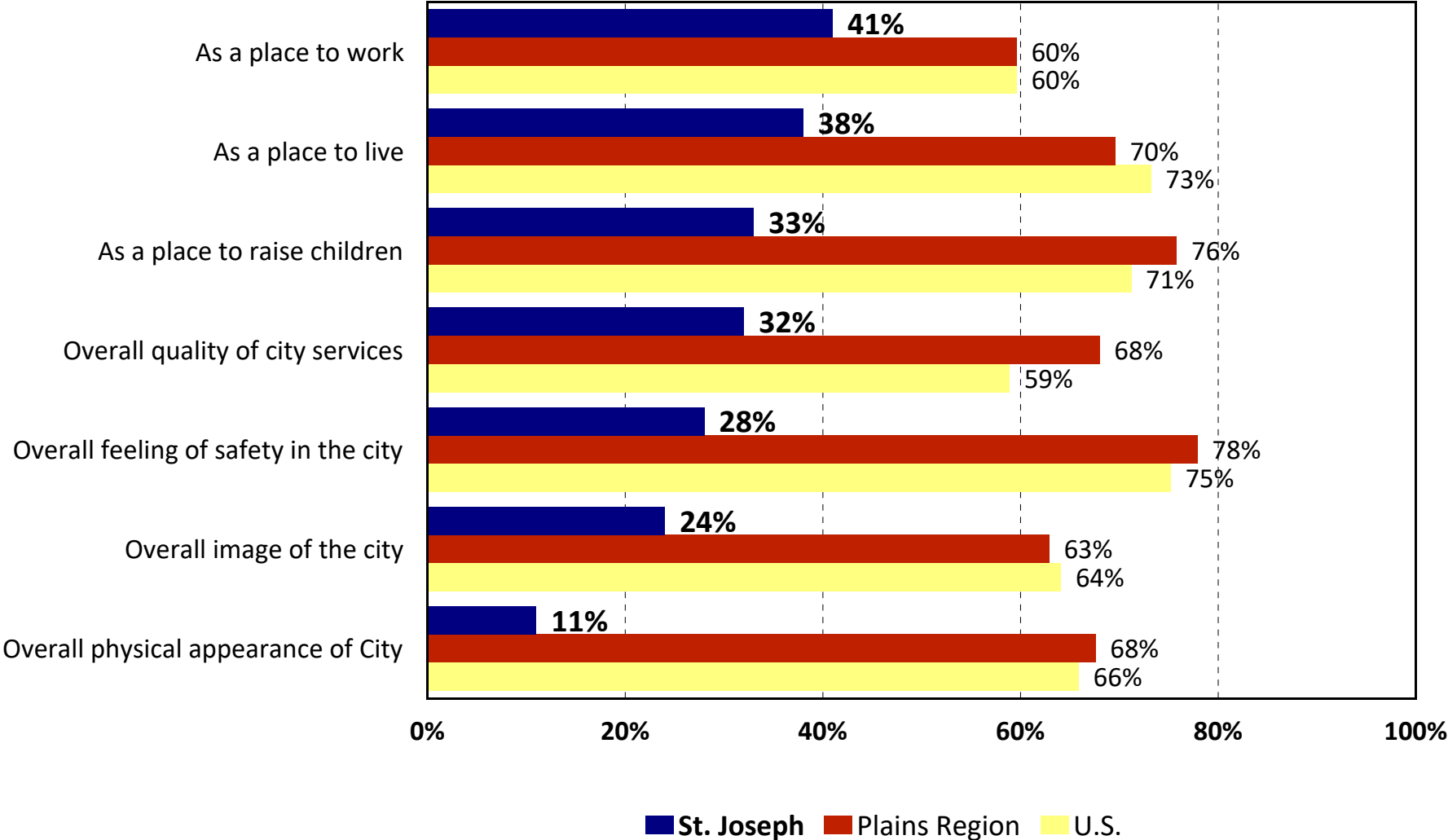
National Benchmarks

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

Overall Perceptions of the City

St. Joseph vs. Plains Region vs. the U.S.

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

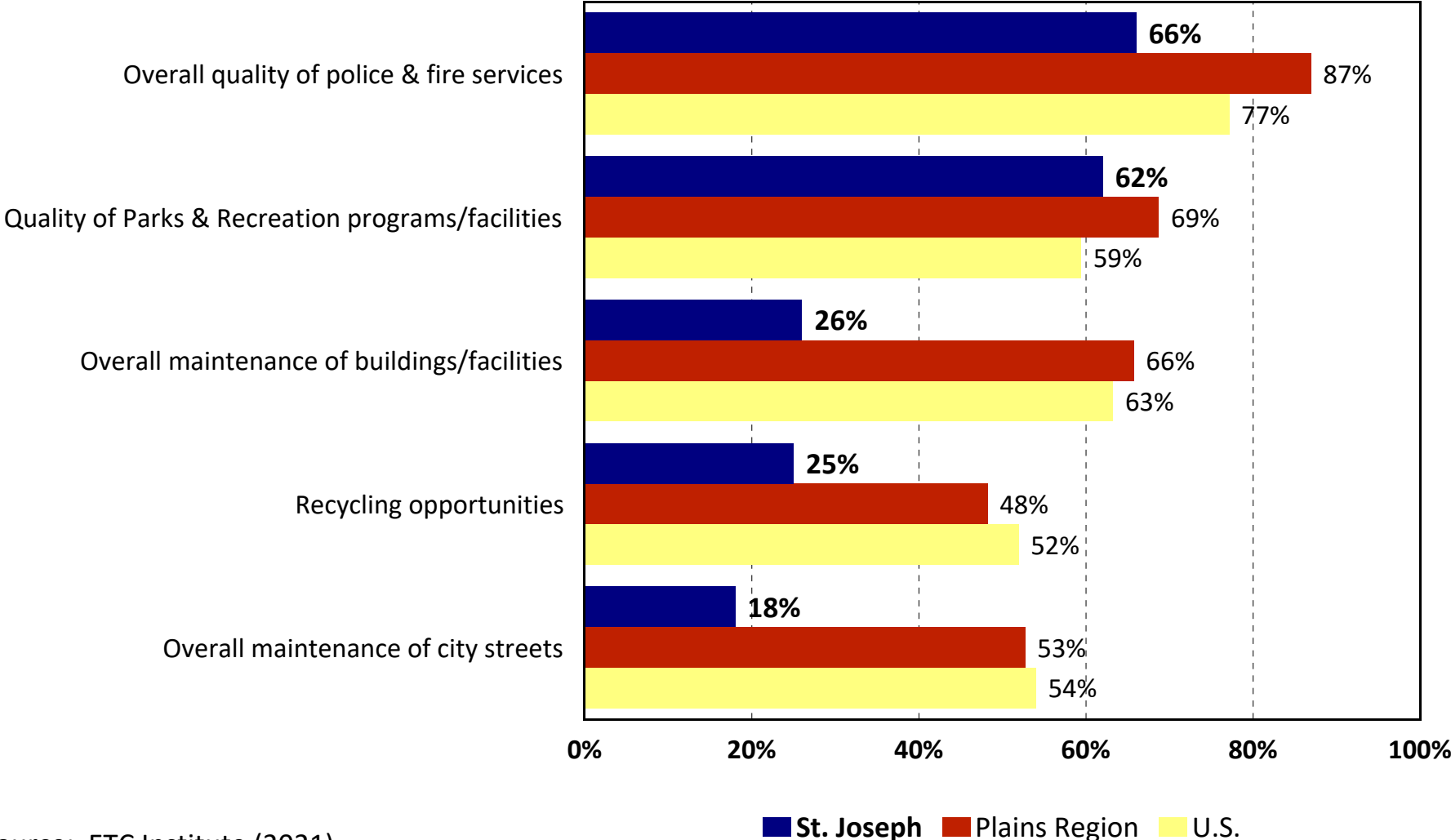


Source: ETC Institute (2021)

Overall Satisfaction with City Services

St. Joseph vs. Plains 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 know")

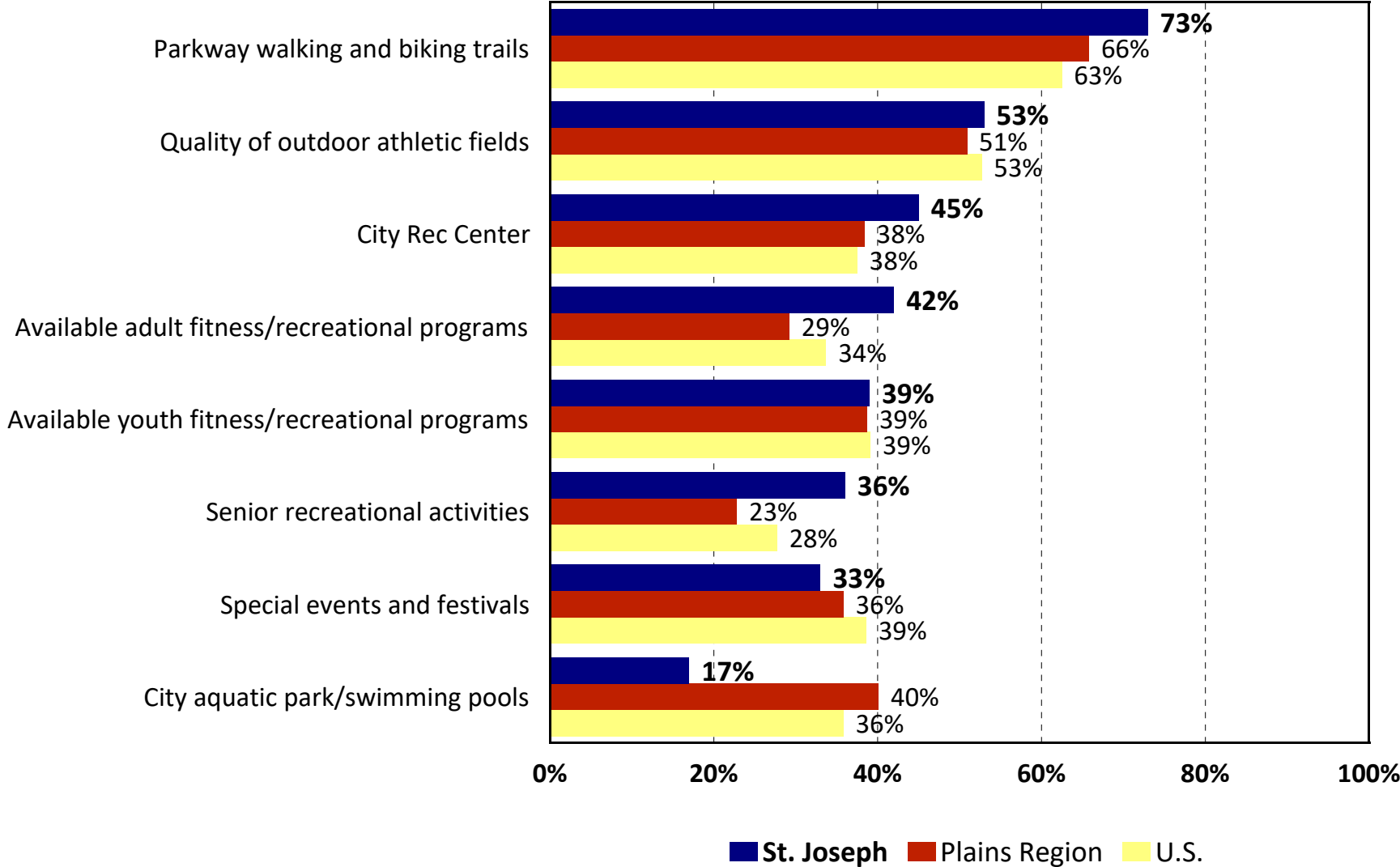


Source: ETC Institute (2021)

Overall Satisfaction with City Amenities

St. Joseph vs. Plains 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 know")

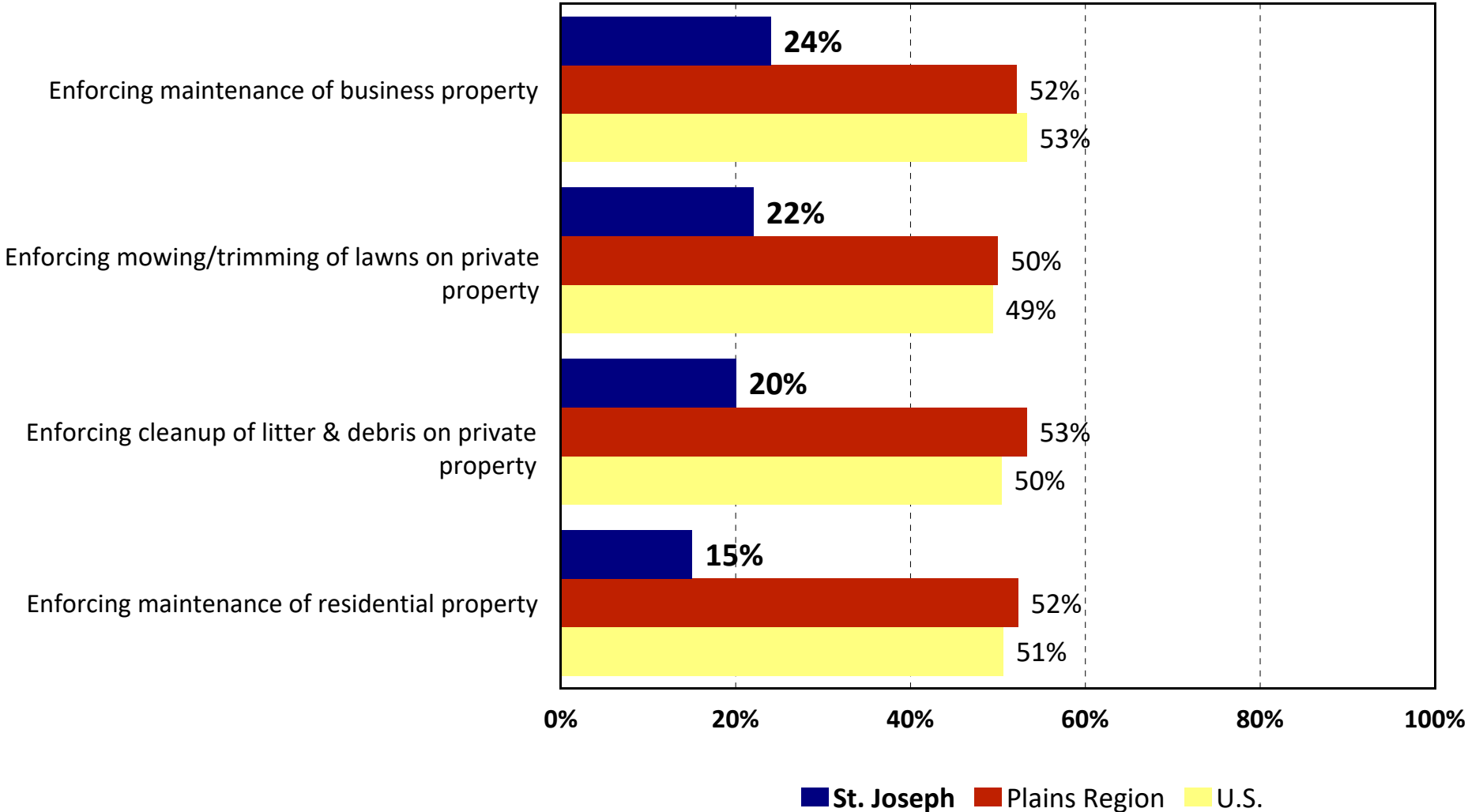


Source: ETC Institute (2021)

Overall Satisfaction with Code Enforcement

St. Joseph vs. Plains 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 know")



Source: ETC Institute (2021)

Section 3

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

The City of St. Joseph, MO

Overview

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

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

Methodology

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

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Eighty-four percent (84%) of residents selected "overall maintenance of city streets" as the most important city service to provide.

With regard to satisfaction, 18% of the residents surveyed rated their overall satisfaction with "overall maintenance of city streets" as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied"). The I-S was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 84% was multiplied by 82% (1-0.18). This calculation yielded an I-S rating of 0.6888, which ranked first out of six city services.

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

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

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

Interpreting the Ratings

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

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

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

2021 Importance-Satisfaction Rating

City of St. Joseph

City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of city streets	84%	1	18%	6	0.6888	1
Overall maintenance of buildings/facilities	38%	3	26%	4	0.2782	2
Overall quality of community services	36%	4	34%	3	0.2369	3
Recycling opportunities	29%	6	25%	5	0.2190	4
Overall quality of police & fire services	62%	2	66%	1	0.2091	5
<u>High Priority (IS .10-.20)</u>						
Quality of Parks & Recreation programs/facilities	33%	5	62%	2	0.1254	6

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

City of St. Joseph

City Amenities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
City aquatic park/swimming pools	37%	2	17%	11	0.3046	1
Special events and festivals	36%	3	33%	9	0.2379	2
Riverfront recreational development	29%	4	20%	10	0.2296	3
<u>High Priority (IS .10-.20)</u>						
Maintenance of city parks	40%	1	61%	2	0.1568	4
Available youth fitness/recreational programs	24%	6	39%	7	0.1440	5
Shopping and restaurants	27%	5	52%	4	0.1301	6
Senior recreational activities	18%	7	36%	8	0.1178	7
<u>Medium Priority (IS <.10)</u>						
Available adult fitness/recreational programs	14%	10	42%	6	0.0783	8
Quality of outdoor athletic fields	14%	9	53%	3	0.0635	9
Parkway walking and biking trails	18%	8	73%	1	0.0478	10
City Rec Center	5%	11	45%	5	0.0281	11

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Matrix Analysis

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

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

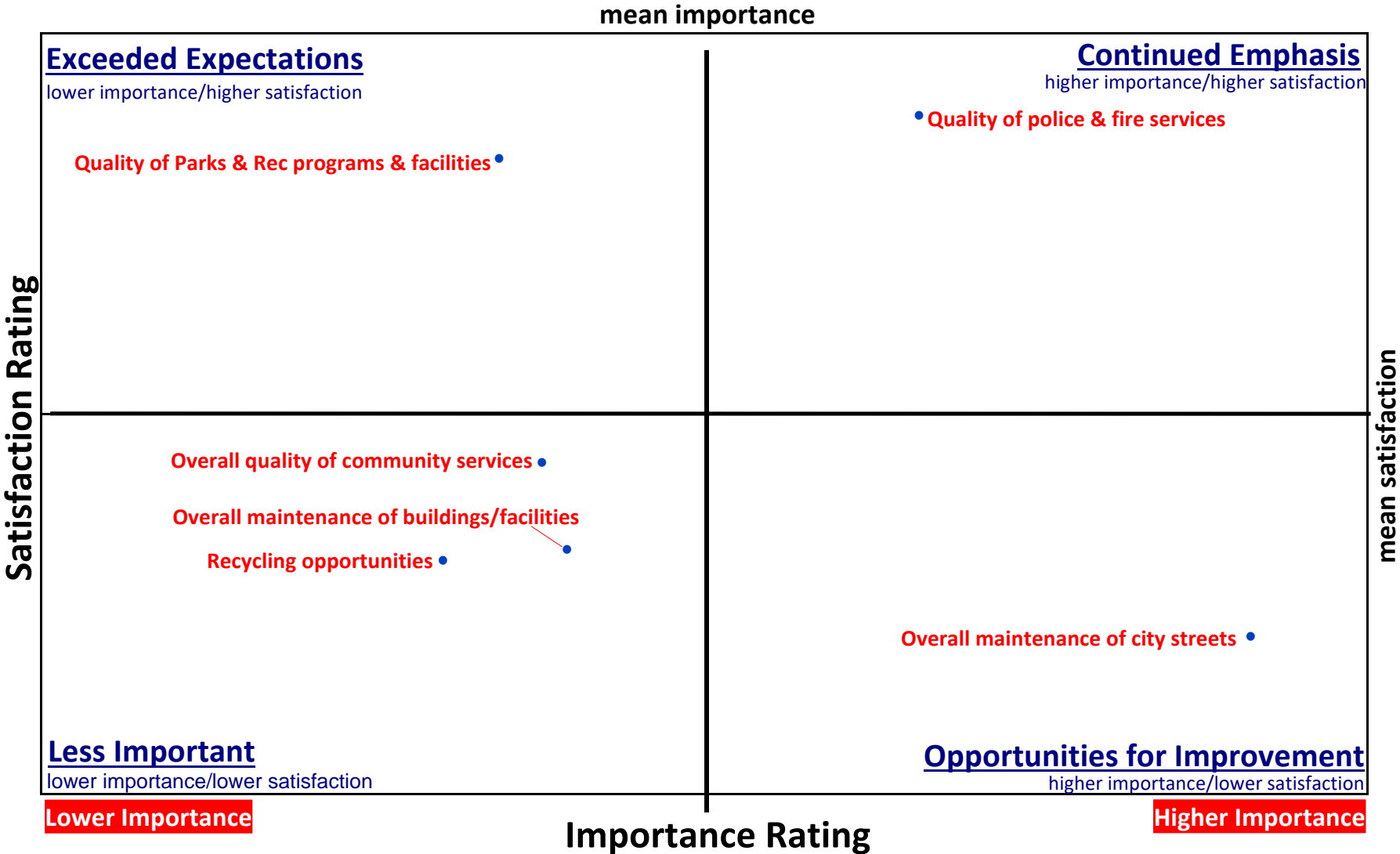
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

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

2021 St. Joseph Community Survey Importance-Satisfaction Assessment Matrix

-Overall-

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

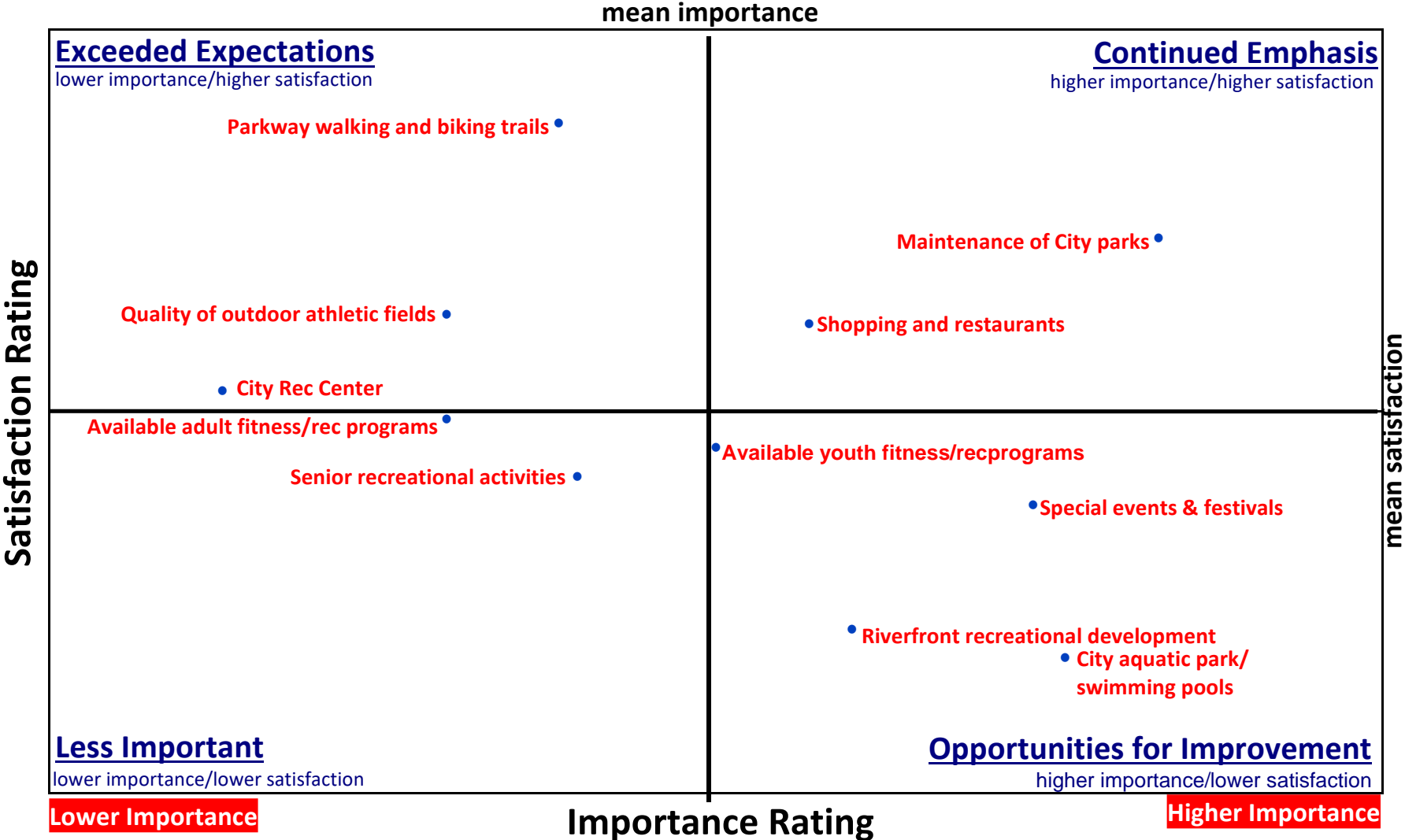


Source: ETC Institute (2021)

2021 St. Joseph Community Survey Importance-Satisfaction Assessment Matrix

-City Amenities-

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



Source: ETC Institute (2021)

Section 4

Tabular Data

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

(N=716)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. Overall image of City	0.4%	23.6%	23.9%	36.2%	14.8%	1.1%
Q1-2. Overall quality of City services	1.0%	29.7%	33.8%	22.9%	9.4%	3.2%
Q1-3. Overall quality of life in City	2.0%	32.4%	31.4%	23.5%	7.8%	2.9%
Q1-4. Overall physical appearance of City	0.3%	11.2%	25.6%	37.3%	24.6%	1.1%
Q1-5. Overall feeling of safety in City	2.2%	25.7%	25.7%	25.4%	19.6%	1.4%
Q1-6. As a place to live	5.0%	32.7%	30.2%	22.8%	7.3%	2.1%
Q1-7. As a place to raise children	4.2%	27.4%	26.4%	26.4%	11.3%	4.3%
Q1-8. As a place to work	5.3%	33.4%	27.5%	20.8%	8.0%	5.0%
Q1-9. As a place to invest in	3.9%	17.2%	31.1%	26.5%	17.0%	4.2%
Q1-10. As a City that is moving in the right direction	1.5%	12.2%	28.1%	28.8%	26.5%	2.9%

WITHOUT "DON'T KNOW"

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

(N=716)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. Overall image of City	0.4%	23.9%	24.2%	36.6%	15.0%
Q1-2. Overall quality of City services	1.0%	30.7%	34.9%	23.7%	9.7%
Q1-3. Overall quality of life in City	2.0%	33.4%	32.4%	24.2%	8.1%
Q1-4. Overall physical appearance of City	0.3%	11.3%	25.8%	37.7%	24.9%
Q1-5. Overall feeling of safety in City	2.3%	26.1%	26.1%	25.8%	19.8%
Q1-6. As a place to live	5.1%	33.4%	30.8%	23.3%	7.4%
Q1-7. As a place to raise children	4.4%	28.6%	27.6%	27.6%	11.8%
Q1-8. As a place to work	5.6%	35.1%	29.0%	21.9%	8.4%
Q1-9. As a place to invest in	4.1%	17.9%	32.5%	27.7%	17.8%
Q1-10. As a City that is moving in the right direction	1.6%	12.5%	28.9%	29.6%	27.3%

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

(N=716)

	Very important	Somewhat important	Not sure	Not important	Not provided
Q2-1. Sense of community/ friendly & welcoming	41.3%	44.0%	6.3%	4.9%	3.5%
Q2-2. Quality of public education (K-12)	64.1%	16.5%	6.6%	8.4%	4.5%
Q2-3. Access to higher education (college)	47.1%	33.1%	6.0%	10.1%	3.8%
Q2-4. Technical education programs	46.9%	29.1%	9.5%	10.8%	3.8%
Q2-5. Quality care for preschool age children	45.7%	23.2%	11.6%	13.7%	5.9%
Q2-6. Types of housing (e.g., multi-family, single)	43.6%	36.9%	10.1%	5.3%	4.2%
Q2-7. Quality of housing (e.g., construction, maintenance)	53.1%	32.4%	7.3%	3.4%	3.9%
Q2-8. Access to quality shopping	36.5%	45.9%	8.5%	5.7%	3.4%
Q2-9. Availability of Parks & Recreation opportunities	44.7%	40.5%	7.0%	4.3%	3.5%
Q2-10. Living near family or friends	45.3%	33.9%	8.1%	9.8%	2.9%
Q2-11. Safety & security	77.4%	15.9%	2.2%	1.4%	3.1%
Q2-12. Accessibility to airport & other communities	26.0%	48.0%	10.8%	11.9%	3.4%
Q2-13. Quality health care	68.6%	22.1%	4.1%	2.4%	2.9%
Q2-14. Public transportation (bus)	19.1%	35.2%	16.8%	24.9%	4.1%
Q2-15. Infrastructure (e.g., roads, bridges, hiking, biking)	53.5%	34.1%	5.0%	4.2%	3.2%
Q2-16. Low taxes	45.5%	33.8%	9.1%	8.4%	3.2%

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

	Very important	Somewhat important	Not sure	Not important	Not provided
Q2-17. Entertainment & social opportunities	33.1%	44.7%	10.5%	7.7%	4.1%
Q2-18. Cost of living	64.0%	28.4%	2.8%	2.0%	2.9%
Q2-19. Job opportunities	64.1%	20.8%	4.3%	5.9%	4.9%
Q2-20. Historic homes/ housing options	16.5%	32.7%	19.8%	26.3%	4.7%

WITHOUT "NOT PROVIDED"

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

(N=716)

	Very important	Somewhat important	Not sure	Not important
Q2-1. Sense of community/friendly & welcoming	42.8%	45.6%	6.5%	5.1%
Q2-2. Quality of public education (K-12)	67.1%	17.3%	6.9%	8.8%
Q2-3. Access to higher education (college)	48.9%	34.4%	6.2%	10.4%
Q2-4. Technical education programs	48.8%	30.2%	9.9%	11.2%
Q2-5. Quality care for preschool age children	48.5%	24.6%	12.3%	14.5%
Q2-6. Types of housing (e.g., multi-family, single)	45.5%	38.5%	10.5%	5.5%
Q2-7. Quality of housing (e.g., construction, maintenance)	55.2%	33.7%	7.6%	3.5%
Q2-8. Access to quality shopping	37.7%	47.5%	8.8%	5.9%
Q2-9. Availability of Parks & Recreation opportunities	46.3%	42.0%	7.2%	4.5%
Q2-10. Living near family or friends	46.6%	35.0%	8.3%	10.1%
Q2-11. Safety & security	79.8%	16.4%	2.3%	1.4%
Q2-12. Accessibility to airport & other communities	26.9%	49.7%	11.1%	12.3%
Q2-13. Quality health care	70.6%	22.7%	4.2%	2.4%
Q2-14. Public transportation (bus)	19.9%	36.7%	17.5%	25.9%
Q2-15. Infrastructure (e.g., roads, bridges, hiking, biking)	55.3%	35.2%	5.2%	4.3%
Q2-16. Low taxes	47.0%	34.9%	9.4%	8.7%
Q2-17. Entertainment & social opportunities	34.5%	46.6%	10.9%	8.0%
Q2-18. Cost of living	65.9%	29.2%	2.9%	2.0%
Q2-19. Job opportunities	67.4%	21.9%	4.6%	6.2%
Q2-20. Historic homes/housing options	17.3%	34.3%	20.8%	27.6%

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

(N=716)

	Yes	No	Not provided
Q2-1. Sense of community/friendly & welcoming	44.7%	21.6%	33.7%
Q2-2. Quality of public education (K-12)	26.7%	34.9%	38.4%
Q2-3. Access to higher education (college)	48.9%	11.3%	39.8%
Q2-4. Technical education programs	42.3%	15.1%	42.6%
Q2-5. Quality care for preschool age children	32.5%	17.0%	50.4%
Q2-6. Types of housing (e.g., multi-family, single)	43.2%	16.9%	39.9%
Q2-7. Quality of housing (e.g., construction, maintenance)	37.8%	23.9%	38.3%
Q2-8. Access to quality shopping	44.0%	20.7%	35.3%
Q2-9. Availability of Parks & Recreation opportunities	50.4%	13.4%	36.2%
Q2-10. Living near family or friends	51.5%	10.2%	38.3%
Q2-11. Safety & security	33.2%	31.0%	35.8%
Q2-12. Accessibility to airport & other communities	55.6%	6.8%	37.6%
Q2-13. Quality health care	45.5%	19.8%	34.6%
Q2-14. Public transportation (bus)	42.6%	9.9%	47.5%
Q2-15. Infrastructure (e.g., roads, bridges, hiking, biking)	27.8%	35.5%	36.7%
Q2-16. Low taxes	40.5%	22.8%	36.7%
Q2-17. Entertainment & social opportunities	31.1%	30.7%	38.1%
Q2-18. Cost of living	48.9%	15.4%	35.8%
Q2-19. Job opportunities	32.7%	27.8%	39.5%
Q2-20. Historic homes/housing options	44.1%	10.3%	45.5%

WITHOUT "NOT PROVIDED"**Q2. Then, please indicate if your needs are being met in St. Joseph/Buchanan County. (without "not provided")**

(N=716)

	Yes	No
Q2-1. Sense of community/friendly & welcoming	67.4%	32.6%
Q2-2. Quality of public education (K-12)	43.3%	56.7%
Q2-3. Access to higher education (college)	81.2%	18.8%
Q2-4. Technical education programs	73.7%	26.3%
Q2-5. Quality care for preschool age children	65.6%	34.4%
Q2-6. Types of housing (e.g., multi-family, single)	71.9%	28.1%
Q2-7. Quality of housing (e.g., construction, maintenance)	61.3%	38.7%
Q2-8. Access to quality shopping	68.0%	32.0%
Q2-9. Availability of Parks & Recreation opportunities	79.0%	21.0%
Q2-10. Living near family or friends	83.5%	16.5%
Q2-11. Safety & security	51.7%	48.3%
Q2-12. Accessibility to airport & other communities	89.0%	11.0%
Q2-13. Quality health care	69.7%	30.3%
Q2-14. Public transportation (bus)	81.1%	18.9%
Q2-15. Infrastructure (e.g., roads, bridges, hiking, biking)	43.9%	56.1%
Q2-16. Low taxes	64.0%	36.0%
Q2-17. Entertainment & social opportunities	50.3%	49.7%
Q2-18. Cost of living	76.1%	23.9%
Q2-19. Job opportunities	54.0%	46.0%
Q2-20. Historic homes/housing options	81.0%	19.0%

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

Q3. Top choice	Number	Percent
Sense of community/friendly & welcoming	26	3.6 %
Quality of public education (K-12)	65	9.1 %
Access to higher education (college)	5	0.7 %
Technical education programs	6	0.8 %
Quality care for preschool age children	3	0.4 %
Types of housing (e.g., multi-family, single)	6	0.8 %
Quality of housing (e.g., construction, maintenance)	9	1.3 %
Access to quality shopping	8	1.1 %
Availability of Parks & Recreation opportunities	6	0.8 %
Living near family or friends	125	17.5 %
Safety & security	142	19.8 %
Accessibility to airport & other communities	3	0.4 %
Quality health care	35	4.9 %
Public transportation (bus)	1	0.1 %
Infrastructure (e.g., roads, bridges, hiking, biking)	9	1.3 %
Low taxes	33	4.6 %
Entertainment & social opportunities	4	0.6 %
Cost of living	41	5.7 %
Job opportunities	54	7.5 %
Historic homes/housing options	1	0.1 %
None chosen	134	18.7 %
Total	716	100.0 %

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

Q3. 2nd choice	Number	Percent
Sense of community/friendly & welcoming	22	3.1 %
Quality of public education (K-12)	44	6.1 %
Access to higher education (college)	8	1.1 %
Technical education programs	10	1.4 %
Quality care for preschool age children	1	0.1 %
Types of housing (e.g., multi-family, single)	6	0.8 %
Quality of housing (e.g., construction, maintenance)	15	2.1 %
Access to quality shopping	10	1.4 %
Availability of Parks & Recreation opportunities	20	2.8 %
Living near family or friends	36	5.0 %
Safety & security	97	13.5 %
Accessibility to airport & other communities	9	1.3 %
Quality health care	76	10.6 %
Infrastructure (e.g., roads, bridges, hiking, biking)	20	2.8 %
Low taxes	46	6.4 %
Entertainment & social opportunities	14	2.0 %
Cost of living	92	12.8 %
Job opportunities	43	6.0 %
Historic homes/housing options	3	0.4 %
None chosen	144	20.1 %
Total	716	100.0 %

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

Q3. 3rd choice	Number	Percent
Sense of community/friendly & welcoming	34	4.7 %
Quality of public education (K-12)	36	5.0 %
Access to higher education (college)	8	1.1 %
Technical education programs	3	0.4 %
Quality care for preschool age children	3	0.4 %
Types of housing (e.g., multi-family, single)	13	1.8 %
Quality of housing (e.g., construction, maintenance)	18	2.5 %
Access to quality shopping	23	3.2 %
Availability of Parks & Recreation opportunities	14	2.0 %
Living near family or friends	28	3.9 %
Safety & security	77	10.8 %
Accessibility to airport & other communities	5	0.7 %
Quality health care	61	8.5 %
Public transportation (bus)	2	0.3 %
Infrastructure (e.g., roads, bridges, hiking, biking)	35	4.9 %
Low taxes	50	7.0 %
Entertainment & social opportunities	23	3.2 %
Cost of living	79	11.0 %
Job opportunities	53	7.4 %
Historic homes/housing options	2	0.3 %
None chosen	149	20.8 %
Total	716	100.0 %

SUM OF TOP 3 CHOICES

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

Q3. Sum of top 3 choices	Number	Percent
Sense of community/friendly & welcoming	82	11.5 %
Quality of public education (K-12)	145	20.3 %
Access to higher education (college)	21	2.9 %
Technical education programs	19	2.7 %
Quality care for preschool age children	7	1.0 %
Types of housing (e.g., multi-family, single)	25	3.5 %
Quality of housing (e.g., construction, maintenance)	42	5.9 %
Access to quality shopping	41	5.7 %
Availability of Parks & Recreation opportunities	40	5.6 %
Living near family or friends	189	26.4 %
Safety & security	316	44.1 %
Accessibility to airport & other communities	17	2.4 %
Quality health care	172	24.0 %
Public transportation (bus)	3	0.4 %
Infrastructure (e.g., roads, bridges, hiking, biking)	64	8.9 %
Low taxes	129	18.0 %
Entertainment & social opportunities	41	5.7 %
Cost of living	212	29.6 %
Job opportunities	150	20.9 %
Historic homes/housing options	6	0.8 %
None chosen	134	18.7 %
Total	1855	

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

(N=716)

	Most important	2	3	4	5	6	7	8	Least important	Not provided
Q4-1. Community appearance	12.8%	12.0%	12.6%	15.5%	13.4%	9.1%	8.9%	5.0%	0.7%	9.9%
Q4-2. Education	22.3%	20.3%	14.1%	10.9%	6.1%	5.7%	3.1%	3.9%	1.5%	12.0%
Q4-3. Taxes	7.0%	12.6%	14.0%	15.2%	14.2%	9.8%	7.3%	5.7%	1.4%	12.8%
Q4-4. Jobs	16.6%	21.2%	18.0%	10.5%	9.5%	4.7%	3.2%	1.0%	0.6%	14.7%
Q4-5. Entertainment	0.6%	1.4%	4.1%	5.4%	11.3%	14.1%	17.3%	26.8%	6.0%	13.0%
Q4-6. Municipal/County services	1.3%	3.8%	6.3%	12.3%	17.6%	19.8%	14.5%	6.7%	1.1%	16.6%
Q4-7. Public safety	31.0%	14.4%	14.7%	9.4%	5.2%	3.8%	3.9%	0.8%	0.3%	16.6%
Q4-8. Traffic	0.1%	1.4%	2.7%	4.2%	5.9%	13.7%	20.9%	26.0%	6.4%	18.7%
Q4-9. Other	1.1%	1.0%	1.1%	0.8%	0.4%	0.3%	0.8%	1.0%	5.0%	88.4%

WITHOUT "NOT PROVIDED"

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

(N=716)

	Most important	2	3	4	5	6	7	8	Least important
Q4-1. Community appearance	14.3%	13.3%	14.0%	17.2%	14.9%	10.1%	9.9%	5.6%	0.8%
Q4-2. Education	25.4%	23.0%	16.0%	12.4%	7.0%	6.5%	3.5%	4.4%	1.7%
Q4-3. Taxes	8.0%	14.4%	16.0%	17.5%	16.3%	11.2%	8.3%	6.6%	1.6%
Q4-4. Jobs	19.5%	24.9%	21.1%	12.3%	11.1%	5.6%	3.8%	1.1%	0.7%
Q4-5. Entertainment	0.6%	1.6%	4.7%	6.3%	13.0%	16.2%	19.9%	30.8%	6.9%
Q4-6. Municipal/County services	1.5%	4.5%	7.5%	14.7%	21.1%	23.8%	17.4%	8.0%	1.3%
Q4-7. Public safety	37.2%	17.3%	17.6%	11.2%	6.2%	4.5%	4.7%	1.0%	0.3%
Q4-8. Traffic	0.2%	1.7%	3.3%	5.2%	7.2%	16.8%	25.8%	32.0%	7.9%
Q4-9. Other	9.6%	8.4%	9.6%	7.2%	3.6%	2.4%	7.2%	8.4%	43.4%

Q6. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of police & fire services	22.3%	41.1%	17.9%	10.8%	4.5%	3.5%
Q6-2. Overall quality of City Parks & Recreation programs & facilities	16.1%	43.6%	21.9%	12.6%	3.2%	2.7%
Q6-3. Overall maintenance of City streets	1.7%	15.2%	20.4%	33.1%	27.9%	1.7%
Q6-4. Overall maintenance of buildings/facilities (Civic Arena/Missouri Theater)	3.2%	21.9%	34.5%	24.3%	11.5%	4.6%
Q6-5. Overall quality of community services offered by City of St. Joseph	3.4%	27.7%	37.4%	17.0%	8.2%	6.3%
Q6-6. Recycling opportunities	4.7%	18.6%	24.9%	22.6%	22.8%	6.4%

WITHOUT "DON'T KNOW"

Q6. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of police & fire services	23.2%	42.5%	18.5%	11.1%	4.6%
Q6-2. Overall quality of City Parks & Recreation programs & facilities	16.5%	44.8%	22.5%	12.9%	3.3%
Q6-3. Overall maintenance of City streets	1.7%	15.5%	20.7%	33.7%	28.4%
Q6-4. Overall maintenance of buildings/facilities (Civic Arena/Missouri Theater)	3.4%	23.0%	36.2%	25.5%	12.0%
Q6-5. Overall quality of community services offered by City of St. Joseph	3.6%	29.5%	39.9%	18.2%	8.8%
Q6-6. Recycling opportunities	5.1%	19.9%	26.6%	24.2%	24.3%

Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	263	36.7 %
Overall quality of City Parks & Recreation programs & facilities	29	4.1 %
Overall maintenance of City streets	290	40.5 %
Overall maintenance of buildings/facilities (Civic Arena/ Missouri Theater)	28	3.9 %
Overall quality of community services offered by City of St. Joseph	41	5.7 %
Recycling opportunities	34	4.7 %
None chosen	31	4.3 %
Total	716	100.0 %

Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	117	16.3 %
Overall quality of City Parks & Recreation programs & facilities	75	10.5 %
Overall maintenance of City streets	248	34.6 %
Overall maintenance of buildings/facilities (Civic Arena/ Missouri Theater)	110	15.4 %
Overall quality of community services offered by City of St. Joseph	73	10.2 %
Recycling opportunities	52	7.3 %
None chosen	41	5.7 %
Total	716	100.0 %

Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	61	8.5 %
Overall quality of City Parks & Recreation programs & facilities	132	18.4 %
Overall maintenance of City streets	64	8.9 %
Overall maintenance of buildings/facilities (Civic Arena/ Missouri Theater)	131	18.3 %
Overall quality of community services offered by City of St. Joseph	143	20.0 %
Recycling opportunities	123	17.2 %
None chosen	62	8.7 %
Total	716	100.0 %

SUM OF TOP 3 CHOICES**Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q7. Sum of top 3 choices	Number	Percent
Overall quality of police & fire services	441	61.6 %
Overall quality of City Parks & Recreation programs & facilities	236	33.0 %
Overall maintenance of City streets	602	84.1 %
Overall maintenance of buildings/facilities (Civic Arena/ Missouri Theater)	269	37.6 %
Overall quality of community services offered by City of St. Joseph	257	35.9 %
Recycling opportunities	209	29.2 %
None chosen	31	4.3 %
Total	2045	

Q8. How supportive would you be of the City offering a comprehensive program for residential trash collection?

Q8. How supportive would you be of City offering a comprehensive program for residential trash collection	Number	Percent
Very supportive	186	26.0 %
Somewhat supportive	120	16.8 %
Not supportive	191	26.7 %
Need more information	203	28.4 %
Not provided	16	2.2 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q8. How supportive would you be of the City offering a comprehensive program for residential trash collection? (without "not provided")**

Q8. How supportive would you be of City offering a comprehensive program for residential trash collection	Number	Percent
Very supportive	186	26.6 %
Somewhat supportive	120	17.1 %
Not supportive	191	27.3 %
Need more information	203	29.0 %
Total	700	100.0 %

Q9. In Buchanan County, but Outside of the City. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. County law enforcement	14.8%	33.2%	19.1%	4.5%	3.9%	24.4%
Q9-2. County fire protection	14.9%	30.9%	20.0%	2.1%	1.7%	30.4%
Q9-3. County road & bridge maintenance	4.2%	23.9%	25.7%	15.9%	9.9%	20.4%
Q9-4. Overall customer service from County	5.7%	27.0%	29.6%	6.7%	4.1%	27.0%

WITHOUT "DON'T KNOW"

Q9. In Buchanan County, but Outside of the City. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. County law enforcement	19.6%	44.0%	25.3%	5.9%	5.2%
Q9-2. County fire protection	21.5%	44.4%	28.7%	3.0%	2.4%
Q9-3. County road & bridge maintenance	5.3%	30.0%	32.3%	20.0%	12.5%
Q9-4. Overall customer service from County	7.8%	36.9%	40.5%	9.2%	5.5%

Q10. 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=716)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q10-1. In your neighborhood in general	34.1%	47.6%	11.6%	4.9%	1.8%
Q10-2. In the shopping areas in general	21.4%	53.6%	18.3%	4.3%	2.4%
Q10-3. At work	34.1%	27.8%	6.3%	3.4%	28.5%

WITHOUT "DON'T KNOW"

Q10. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=716)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q10-1. In your neighborhood in general	34.7%	48.5%	11.8%	5.0%
Q10-2. In the shopping areas in general	21.9%	54.9%	18.7%	4.4%
Q10-3. At work	47.7%	38.9%	8.8%	4.7%

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

Q11. Do you have access to internet at home	Number	Percent
Yes	620	86.6 %
No	58	8.1 %
Not provided	38	5.3 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q11. Do you have access to the Internet at home? (without "not provided")**

Q11. Do you have access to internet at home	Number	Percent
Yes	620	91.4 %
No	58	8.6 %
Total	678	100.0 %

Q12. Community Activities, Attractions, Arts and Cultural Events. When family and friends come to visit, do you reference the St. Joseph Convention and Visitors Bureau website or visitors center to seek out information on showcasing our community for activities, attractions, and timely annual events?

Q12. Do you reference St. Joseph Convention & Visitors Bureau website or visitors center to seek out information on showcasing our community for activities, attractions, & timely annual events	Number	Percent
Yes	134	18.7 %
No	570	79.6 %
Not provided	12	1.7 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q12. Community Activities, Attractions, Arts and Cultural Events. When family and friends come to visit, do you reference the St. Joseph Convention and Visitors Bureau website or visitors center to seek out information on showcasing our community for activities, attractions, and timely annual events? (without "not provided")**

Q12. Do you reference St. Joseph Convention & Visitors Bureau website or visitors center to seek out information on showcasing our community for activities, attractions, & timely annual events	Number	Percent
Yes	134	19.0 %
No	570	81.0 %
Total	704	100.0 %

Q14. Arts/Culture/Museums. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

(N=716)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q14-1. Arts/culture/museums should have an important role in development of St. Joseph	25.3%	38.5%	22.3%	4.3%	2.5%	7.0%
Q14-2. Arts & cultural programs for children in St. Joseph are excellent	5.9%	21.2%	37.3%	12.4%	3.8%	19.4%
Q14-3. I am very familiar with most of arts/cultural programs offered in St. Joseph area	8.5%	28.6%	34.2%	11.5%	5.3%	11.9%
Q14-4. I frequently attend arts & culture events in St. Joseph area	6.0%	22.5%	30.3%	19.3%	12.2%	9.8%

WITHOUT "DON'T KNOW"

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

(N=716)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q14-1. Arts/culture/museums should have an important role in development of St. Joseph	27.2%	41.4%	24.0%	4.7%	2.7%
Q14-2. Arts & cultural programs for children in St. Joseph are excellent	7.3%	26.3%	46.3%	15.4%	4.7%
Q14-3. I am very familiar with most of arts/cultural programs offered in St. Joseph area	9.7%	32.5%	38.8%	13.0%	6.0%
Q14-4. I frequently attend arts & culture events in St. Joseph area	6.7%	24.9%	33.6%	21.4%	13.5%

Q15. Health and Wellness. Please rank the importance of the following health improvement opportunities in St. Joseph, where 1 is "Most Important" and 6 is "Least Important."

(N=716)

	Most important	2	3	4	5	Least important	Not provided
Q15-1. Tobacco/ smoking reduction	7.3%	7.1%	8.4%	12.7%	17.0%	34.4%	13.1%
Q15-2. Physical activity increase (walking, biking)	11.9%	11.0%	14.4%	16.6%	17.0%	13.5%	15.5%
Q15-3. Alcohol/ drug reduction	22.1%	14.0%	13.8%	10.9%	13.4%	6.7%	19.1%
Q15-4. Obesity/ nutrition/dietary improvements	5.9%	8.8%	16.3%	22.3%	14.5%	12.2%	20.0%
Q15-5. Access to affordable healthcare services	29.9%	16.2%	15.8%	7.3%	7.3%	5.2%	18.4%
Q15-6. Mental health services expansion	12.7%	26.4%	14.5%	9.4%	8.0%	8.1%	20.9%

WITHOUT "NOT PROVIDED"**Q15. Health and Wellness. Please rank the importance of the following health improvement opportunities in St. Joseph, where 1 is "Most Important" and 6 is "Least Important." (without "not provided")**

(N=716)

	Most important	2	3	4	5	Least important
Q15-1. Tobacco/smoking reduction	8.4%	8.2%	9.6%	14.6%	19.6%	39.5%
Q15-2. Physical activity increase (walking, biking)	14.0%	13.1%	17.0%	19.7%	20.2%	16.0%
Q15-3. Alcohol/drug reduction	27.3%	17.3%	17.1%	13.5%	16.6%	8.3%
Q15-4. Obesity/nutrition/dietary improvements	7.3%	11.0%	20.4%	27.9%	18.2%	15.2%
Q15-5. Access to affordable healthcare services	36.6%	19.9%	19.3%	8.9%	8.9%	6.3%
Q15-6. Mental health services expansion	16.1%	33.4%	18.4%	11.8%	10.1%	10.2%

Q16. Please rank your willingness to personally address these health improvement opportunities, where 1 is "Most Willing" and 6 is "Least Willing."

(N=716)

	Most willing	2	3	4	5	Least willing	Not provided
Q16-1. Tobacco/ smoking reduction	7.4%	4.9%	5.2%	8.8%	13.1%	28.8%	31.8%
Q16-2. Physical activity increase (walking, biking)	19.0%	10.9%	10.8%	10.5%	10.2%	5.0%	33.7%
Q16-3. Alcohol/ drug reduction	11.7%	8.4%	9.4%	9.4%	15.2%	7.8%	38.1%
Q16-4. Obesity/ nutrition/dietary improvements	5.7%	12.7%	14.0%	14.1%	8.2%	8.5%	36.7%
Q16-5. Access to affordable healthcare services	18.7%	13.1%	13.1%	7.7%	6.0%	3.8%	37.6%
Q16-6. Mental health services expansion	9.4%	14.9%	11.9%	9.5%	6.4%	8.4%	39.5%

WITHOUT "NOT PROVIDED"

Q16. Please rank your willingness to personally address these health improvement opportunities, where 1 is "Most Willing" and 6 is "Least Willing." (without "not provided")

(N=716)

	Most willing	2	3	4	5	Least willing
Q16-1. Tobacco/smoking reduction	10.9%	7.2%	7.6%	12.9%	19.3%	42.2%
Q16-2. Physical activity increase (walking, biking)	28.6%	16.4%	16.2%	15.8%	15.4%	7.6%
Q16-3. Alcohol/drug reduction	19.0%	13.5%	15.1%	15.1%	24.6%	12.6%
Q16-4. Obesity/nutrition/dietary improvements	9.1%	20.1%	22.1%	22.3%	13.0%	13.5%
Q16-5. Access to affordable healthcare services	30.0%	21.0%	21.0%	12.3%	9.6%	6.0%
Q16-6. Mental health services expansion	15.5%	24.7%	19.6%	15.7%	10.6%	13.9%

Q17. City Amenities. Please rate your satisfaction with each of the items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Maintenance of City parks	10.3%	46.9%	19.6%	13.4%	4.6%	5.2%
Q17-2. Parkway walking & biking trails	20.8%	45.9%	19.6%	3.8%	2.1%	7.8%
Q17-3. Quality of outdoor athletic fields	8.9%	35.6%	26.3%	11.0%	2.8%	15.4%
Q17-4. Available youth fitness/recreational programs	5.9%	25.7%	30.4%	12.8%	4.7%	20.4%
Q17-5. Available adult fitness/recreational programs	5.2%	30.6%	32.8%	13.0%	3.8%	14.7%
Q17-6. Senior recreational activities	5.2%	22.5%	31.4%	13.1%	4.7%	23.0%
Q17-7. City aquatic park/swimming pools	2.1%	13.1%	23.6%	27.2%	22.6%	11.3%
Q17-8. City Rec Center	8.0%	29.1%	32.5%	7.7%	4.9%	17.9%
Q17-9. Special events & festivals	4.3%	24.9%	32.8%	18.0%	10.5%	9.5%
Q17-10. Riverfront recreational development	3.1%	13.8%	29.7%	20.4%	19.6%	13.4%
Q17-11. Shopping & restaurants	7.7%	42.0%	23.6%	16.1%	6.6%	4.1%

WITHOUT "DON'T KNOW"

Q17. City Amenities. Please rate your satisfaction with each of the items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance of City parks	10.9%	49.5%	20.6%	14.1%	4.9%
Q17-2. Parkway walking & biking trails	22.6%	49.8%	21.2%	4.1%	2.3%
Q17-3. Quality of outdoor athletic fields	10.6%	42.1%	31.0%	13.0%	3.3%
Q17-4. Available youth fitness/recreational programs	7.4%	32.3%	38.2%	16.1%	6.0%
Q17-5. Available adult fitness/recreational programs	6.1%	35.8%	38.5%	15.2%	4.4%
Q17-6. Senior recreational activities	6.7%	29.2%	40.8%	17.1%	6.2%
Q17-7. City aquatic park/swimming pools	2.4%	14.8%	26.6%	30.7%	25.5%
Q17-8. City Rec Center	9.7%	35.4%	39.6%	9.4%	6.0%
Q17-9. Special events & festivals	4.8%	27.5%	36.3%	19.9%	11.6%
Q17-10. Riverfront recreational development	3.5%	16.0%	34.4%	23.5%	22.6%
Q17-11. Shopping & restaurants	8.0%	43.8%	24.6%	16.7%	6.8%

Q18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	127	17.7 %
Parkway walking & biking trails	30	4.2 %
Quality of outdoor athletic fields	21	2.9 %
Available youth fitness/recreational programs	65	9.1 %
Available adult fitness/recreational programs	18	2.5 %
Senior recreational activities	41	5.7 %
City aquatic park/swimming pools	112	15.6 %
City Rec Center	4	0.6 %
Special events & festivals	82	11.5 %
Riverfront recreational development	73	10.2 %
Shopping & restaurants	62	8.7 %
None chosen	81	11.3 %
Total	716	100.0 %

Q18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	80	11.2 %
Parkway walking & biking trails	61	8.5 %
Quality of outdoor athletic fields	33	4.6 %
Available youth fitness/recreational programs	61	8.5 %
Available adult fitness/recreational programs	41	5.7 %
Senior recreational activities	46	6.4 %
City aquatic park/swimming pools	80	11.2 %
City Rec Center	10	1.4 %
Special events & festivals	92	12.8 %
Riverfront recreational development	60	8.4 %
Shopping & restaurants	59	8.2 %
None chosen	93	13.0 %
Total	716	100.0 %

Q18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. 3rd choice	Number	Percent
Maintenance of City parks	81	11.3 %
Parkway walking & biking trails	36	5.0 %
Quality of outdoor athletic fields	43	6.0 %
Available youth fitness/recreational programs	43	6.0 %
Available adult fitness/recreational programs	38	5.3 %
Senior recreational activities	45	6.3 %
City aquatic park/swimming pools	71	9.9 %
City Rec Center	22	3.1 %
Special events & festivals	80	11.2 %
Riverfront recreational development	72	10.1 %
Shopping & restaurants	73	10.2 %
None chosen	112	15.6 %
Total	716	100.0 %

SUM OF TOP 3 CHOICES

Q18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q18. Sum of top 3 choices	Number	Percent
Maintenance of City parks	288	40.2 %
Parkway walking & biking trails	127	17.7 %
Quality of outdoor athletic fields	97	13.5 %
Available youth fitness/recreational programs	169	23.6 %
Available adult fitness/recreational programs	97	13.5 %
Senior recreational activities	132	18.4 %
City aquatic park/swimming pools	263	36.7 %
City Rec Center	36	5.0 %
Special events & festivals	254	35.5 %
Riverfront recreational development	205	28.6 %
Shopping & restaurants	194	27.1 %
None chosen	81	11.3 %
Total	1943	

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

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Hunger as a result of poverty	10.1%	25.6%	24.0%	16.5%	7.8%	16.1%
Q19-2. Illiteracy as a result of poverty	3.5%	11.0%	31.0%	22.6%	9.2%	22.6%
Q19-3. Sub-standard housing as a result of poverty	2.4%	9.4%	26.7%	29.6%	14.2%	17.7%
Q19-4. Health care as a result of poverty	4.3%	15.5%	30.0%	19.8%	11.7%	18.6%
Q19-5. Addressing homelessness as a result of poverty	3.2%	8.9%	22.6%	24.9%	23.9%	16.5%

WITHOUT "DON'T KNOW"**Q19. How satisfied are you with your community's response to the following poverty issues? (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Hunger as a result of poverty	12.0%	30.4%	28.6%	19.6%	9.3%
Q19-2. Illiteracy as a result of poverty	4.5%	14.3%	40.1%	29.2%	11.9%
Q19-3. Sub-standard housing as a result of poverty	2.9%	11.4%	32.4%	36.0%	17.3%
Q19-4. Health care as a result of poverty	5.3%	19.0%	36.9%	24.4%	14.4%
Q19-5. Addressing homelessness as a result of poverty	3.8%	10.7%	27.1%	29.8%	28.6%

Q20. Do you feel there is a problem with addiction in our community?

Q20. Do you feel there is a problem with addiction in our community	Number	Percent
Yes	596	83.2 %
No	14	2.0 %
Don't know	106	14.8 %
Total	716	100.0 %

WITHOUT "DON'T KNOW"

Q20. Do you feel there is a problem with addiction in our community? (without "don't know")

Q20. Do you feel there is a problem with addiction in our community	Number	Percent
Yes	596	97.7 %
No	14	2.3 %
Total	610	100.0 %

Q21. Do you feel there is a problem with homelessness in our community?

Q21. Do you feel there is a problem with homelessness in our community	Number	Percent
Yes	602	84.1 %
No	31	4.3 %
Don't know	83	11.6 %
Total	716	100.0 %

WITHOUT "DON'T KNOW"

Q21. Do you feel there is a problem with homelessness in our community? (without "don't know")

Q21. Do you feel there is a problem with homelessness in our community	Number	Percent
Yes	602	95.1 %
No	31	4.9 %
Total	633	100.0 %

Q22. How supportive would you be of a comprehensive strategy to help manage the homeless population in St. Joseph?

Q22. How supportive would you be of a comprehensive strategy to help manage homeless population in St.

<u>Joseph</u>	<u>Number</u>	<u>Percent</u>
Very supportive	313	43.7 %
Somewhat supportive	211	29.5 %
Not supportive	42	5.9 %
Need more information	129	18.0 %
Not provided	21	2.9 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q22. How supportive would you be of a comprehensive strategy to help manage the homeless population in St. Joseph? (without "not provided")**

Q22. How supportive would you be of a comprehensive strategy to help manage homeless population in St.

<u>Joseph</u>	<u>Number</u>	<u>Percent</u>
Very supportive	313	45.0 %
Somewhat supportive	211	30.4 %
Not supportive	42	6.0 %
Need more information	129	18.6 %
Total	695	100.0 %

Q23. How supportive would you be of creating programs to help those experiencing homelessness transition to housing?

Q23. How supportive would you be of creating programs to help those experiencing homelessness transition to housing

	Number	Percent
Very supportive	328	45.8 %
Somewhat supportive	197	27.5 %
Not supportive	55	7.7 %
Need more information	114	15.9 %
Not provided	22	3.1 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"

Q23. How supportive would you be of creating programs to help those experiencing homelessness transition to housing? (without "not provided")

Q23. How supportive would you be of creating programs to help those experiencing homelessness transition to housing

	Number	Percent
Very supportive	328	47.3 %
Somewhat supportive	197	28.4 %
Not supportive	55	7.9 %
Need more information	114	16.4 %
Total	694	100.0 %

Q24. Education (College or University). Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

(N=716)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q24-1. Academic programs at Missouri Western are of high quality	11.3%	30.7%	24.3%	7.1%	2.4%	24.2%
Q24-2. Missouri Western students are well prepared for careers upon graduation	9.8%	28.9%	25.7%	7.5%	1.8%	26.3%
Q24-3. Missouri Western faculty are knowledgeable	11.5%	29.9%	24.9%	3.9%	1.1%	28.8%
Q24-4. Missouri Western provides good value	14.9%	29.9%	21.5%	6.4%	3.4%	23.9%
Q24-5. I am familiar with Missouri Western's degree programs	16.2%	27.9%	21.1%	4.3%	3.4%	27.1%
Q24-6. Missouri Western is moving in right direction	7.0%	18.2%	26.3%	14.2%	6.6%	27.8%

WITHOUT "DON'T KNOW"

Q24. Education (College or University). Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements. (without "don't know")

(N=716)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q24-1. Academic programs at Missouri Western are of high quality	14.9%	40.5%	32.0%	9.4%	3.1%
Q24-2. Missouri Western students are well prepared for careers upon graduation	13.3%	39.2%	34.8%	10.2%	2.5%
Q24-3. Missouri Western faculty are knowledgeable	16.1%	42.0%	34.9%	5.5%	1.6%
Q24-4. Missouri Western provides good value	19.6%	39.3%	28.3%	8.4%	4.4%
Q24-5. I am familiar with Missouri Western's degree programs	22.2%	38.3%	28.9%	5.9%	4.6%
Q24-6. Missouri Western is moving in right direction	9.7%	25.1%	36.4%	19.7%	9.1%

Q25. Education (K-12). In school, students are graded with an A, B, C, D, or F. Using this same system, how would you grade the public schools in St. Joseph?

<u>Q25. How would you grade public schools in St. Joseph</u>	<u>Number</u>	<u>Percent</u>
A grade	16	2.2 %
B grade	114	15.9 %
C grade	235	32.8 %
D grade	143	20.0 %
F grade	76	10.6 %
Don't know	132	18.4 %
Total	716	100.0 %

WITHOUT "DON'T KNOW"

Q25. Education (K-12). In school, students are graded with an A, B, C, D, or F. Using this same system, how would you grade the public schools in St. Joseph? (without "don't know")

<u>Q25. How would you grade public schools in St. Joseph</u>	<u>Number</u>	<u>Percent</u>
A grade	16	2.7 %
B grade	114	19.5 %
C grade	235	40.2 %
D grade	143	24.5 %
F grade	76	13.0 %
Total	584	100.0 %

Q26. How supportive would you be of additional investments in the St. Joseph School District to address facility, curriculum and staffing needs?

Q26. How supportive would you be of additional investments in St. Joseph School District to address facility, curriculum & staffing needs

	Number	Percent
Very supportive	258	36.0 %
Somewhat supportive	175	24.4 %
Not supportive	114	15.9 %
Need more information	145	20.3 %
Not provided	24	3.4 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q26. How supportive would you be of additional investments in the St. Joseph School District to address facility, curriculum and staffing needs? (without "not provided")**

Q26. How supportive would you be of additional investments in St. Joseph School District to address facility, curriculum & staffing needs

	Number	Percent
Very supportive	258	37.3 %
Somewhat supportive	175	25.3 %
Not supportive	114	16.5 %
Need more information	145	21.0 %
Total	692	100.0 %

Q27. How supportive would you be of redrawing school district boundaries within the City of St. Joseph if it provided equitable opportunities for all students?

Q27. How supportive would you be of redrawing school district boundaries within City of St. Joseph if it provided equitable opportunities for all students

	Number	Percent
Very supportive	200	27.9 %
Somewhat supportive	163	22.8 %
Not supportive	159	22.2 %
Need more information	172	24.0 %
Not provided	22	3.1 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"

Q27. How supportive would you be of redrawing school district boundaries within the City of St. Joseph if it provided equitable opportunities for all students? (without "not provided")

Q27. How supportive would you be of redrawing school district boundaries within City of St. Joseph if it provided equitable opportunities for all students

	Number	Percent
Very supportive	200	28.8 %
Somewhat supportive	163	23.5 %
Not supportive	159	22.9 %
Need more information	172	24.8 %
Total	694	100.0 %

Q28. How supportive would you be of a bond initiative that would be used to support and improve the St. Joseph Public Schools?

Q28. How supportive would you be of a bond initiative that would be used to support & improve St. Joseph

Public Schools	Number	Percent
Very supportive	180	25.1 %
Somewhat supportive	148	20.7 %
Not supportive	222	31.0 %
Need more information	139	19.4 %
Not provided	27	3.8 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"

Q28. How supportive would you be of a bond initiative that would be used to support and improve the St. Joseph Public Schools? (without "not provided")

Q28. How supportive would you be of a bond initiative that would be used to support & improve St. Joseph

Public Schools	Number	Percent
Very supportive	180	26.1 %
Somewhat supportive	148	21.5 %
Not supportive	222	32.2 %
Need more information	139	20.2 %
Total	689	100.0 %

Q29. Several items that may influence your perception of the St. Joseph School District are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=716)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q29-1. Updating computers & technology	7.0%	34.1%	27.1%	5.4%	2.1%	24.3%
Q29-2. Providing school buildings that are in good physical condition	6.0%	25.4%	24.2%	20.1%	8.2%	16.1%
Q29-3. Preparing students for college/workforce	8.4%	23.9%	24.6%	18.4%	6.8%	17.9%
Q29-4. Opportunities for early childhood education	5.9%	24.2%	28.2%	12.2%	5.0%	24.6%
Q29-5. Opportunities for gifted & talented education	6.1%	24.6%	26.3%	11.9%	4.2%	27.0%
Q29-6. Involving the community in important decisions affecting the district	7.5%	17.9%	18.9%	20.9%	20.4%	14.4%
Q29-7. Engaging the community/ gathering feedback	7.5%	17.9%	19.3%	20.5%	19.4%	15.4%
Q29-8. Acting in a transparent manner, holding itself accountable to taxpayers	8.2%	13.0%	17.2%	16.6%	30.3%	14.7%
Q29-9. Putting the needs of students first	8.7%	15.4%	18.6%	19.7%	21.4%	16.3%
Q29-10. Dealing with budgetary issues	6.1%	13.7%	18.0%	17.9%	27.9%	16.3%
Q29-11. Current infrastructure such as school buildings & other school facilities	3.5%	17.7%	25.0%	20.4%	16.5%	16.9%

WITHOUT "DON'T KNOW"

Q29. Several items that may influence your perception of the St. Joseph School District are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=716)

	Excellent	Good	Neutral	Below average	Poor
Q29-1. Updating computers & technology	9.2%	45.0%	35.8%	7.2%	2.8%
Q29-2. Providing school buildings that are in good physical condition	7.2%	30.3%	28.8%	24.0%	9.8%
Q29-3. Preparing students for college/workforce	10.2%	29.1%	29.9%	22.4%	8.3%
Q29-4. Opportunities for early childhood education	7.8%	32.0%	37.4%	16.1%	6.7%
Q29-5. Opportunities for gifted & talented education	8.4%	33.7%	35.9%	16.3%	5.7%
Q29-6. Involving the community in important decisions affecting the district	8.8%	20.9%	22.0%	24.5%	23.8%
Q29-7. Engaging the community/gathering feedback	8.9%	21.1%	22.8%	24.3%	22.9%
Q29-8. Acting in a transparent manner, holding itself accountable to taxpayers	9.7%	15.2%	20.1%	19.5%	35.5%
Q29-9. Putting the needs of students first	10.4%	18.4%	22.2%	23.5%	25.5%
Q29-10. Dealing with budgetary issues	7.3%	16.4%	21.5%	21.4%	33.4%
Q29-11. Current infrastructure such as school buildings & other school facilities	4.2%	21.3%	30.1%	24.5%	19.8%

Q30. Compared to residents in neighboring school districts, do you believe the citizens of St. Joseph value public education?

Q30. Do you believe citizens of St. Joseph value public education	Number	Percent
Yes	302	42.2 %
No	228	31.8 %
Don't know	186	26.0 %
Total	716	100.0 %

WITHOUT "DON'T KNOW"**Q30. Compared to residents in neighboring school districts, do you believe the citizens of St. Joseph value public education? (without "don't know")**

Q30. Do you believe citizens of St. Joseph value public education	Number	Percent
Yes	302	57.0 %
No	228	43.0 %
Total	530	100.0 %

Q31. Do you feel you have adequate opportunities to pursue a job in St. Joseph?

Q31. Do you feel you have adequate opportunities to pursue a job in St. Joseph	Number	Percent
Yes	308	43.0 %
No	212	29.6 %
Don't know	196	27.4 %
Total	716	100.0 %

WITHOUT "DON'T KNOW"**Q31. Do you feel you have adequate opportunities to pursue a job in St. Joseph? (without "don't know")**

Q31. Do you feel you have adequate opportunities to pursue a job in St. Joseph	Number	Percent
Yes	308	59.2 %
No	212	40.8 %
Total	520	100.0 %

Q32. Have you used the St. Joseph Chamber of Commerce's job site?

Q32. Have you used St. Joseph Chamber of Commerce's job site	Number	Percent
Yes	102	14.2 %
No	564	78.8 %
Don't know	50	7.0 %
Total	716	100.0 %

WITHOUT "DON'T KNOW"**Q32. Have you used the St. Joseph Chamber of Commerce's job site? (without "don't know")**

Q32. Have you used St. Joseph Chamber of Commerce's job site	Number	Percent
Yes	102	15.3 %
No	564	84.7 %
Total	666	100.0 %

Q33. Do you feel there are training and educational opportunities in St. Joseph to prepare you for a job?

Q33. Do you feel there are training & educational opportunities in St. Joseph to prepare you for a job	Number	Percent
Yes	273	38.1 %
No	140	19.6 %
Don't know	303	42.3 %
Total	716	100.0 %

WITHOUT "DON'T KNOW"**Q33. Do you feel there are training and educational opportunities in St. Joseph to prepare you for a job? (without "don't know")**

Q33. Do you feel there are training & educational opportunities in St. Joseph to prepare you for a job	Number	Percent
Yes	273	66.1 %
No	140	33.9 %
Total	413	100.0 %

Q34. During the past year, have you visited downtown for any of the following reasons?

Q34. For what following reasons have you visited

<u>Downtown during past year</u>	<u>Number</u>	<u>Percent</u>
Shopping	287	40.1 %
Entertainment	265	37.0 %
Government offices	377	52.7 %
Professional services (banking, legal)	197	27.5 %
Work	117	16.3 %
None of these	168	23.5 %
Total	1411	

WITHOUT "NONE OF THESE"**Q34. During the past year, have you visited downtown for any of the following reasons? (without "none of these")**

Q34. For what following reasons have you visited

<u>Downtown during past year</u>	<u>Number</u>	<u>Percent</u>
Shopping	287	52.4 %
Entertainment	265	48.4 %
Government offices	377	68.8 %
Professional services (banking, legal)	197	35.9 %
Work	117	21.4 %
Total	1243	

Q35. How satisfied are you with the way that St. Joseph reinvests in itself by keeping basic services upgraded as needed and plans for the future?

Q35. How satisfied are you with the way that St. Joseph reinvests in itself by keeping basic services upgraded as needed & plans for the future

	Number	Percent
Very satisfied	44	6.1 %
Somewhat satisfied	392	54.7 %
Not satisfied	232	32.4 %
Not provided	48	6.7 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"

Q35. How satisfied are you with the way that St. Joseph reinvests in itself by keeping basic services upgraded as needed and plans for the future? (without "not provided")

Q35. How satisfied are you with the way that St. Joseph reinvests in itself by keeping basic services upgraded as needed & plans for the future

	Number	Percent
Very satisfied	44	6.6 %
Somewhat satisfied	392	58.7 %
Not satisfied	232	34.7 %
Total	668	100.0 %

Q36. Enforcement of Codes and Ordinances. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q36-1. Enforcing cleanup of litter & debris on private property	3.2%	14.4%	18.0%	29.9%	27.0%	7.5%
Q36-2. Enforcing mowing & trimming of lawns on private property	2.8%	17.5%	25.4%	25.4%	21.5%	7.4%
Q36-3. Enforcing maintenance of residential property (exterior of homes)	2.2%	11.7%	24.9%	27.1%	26.1%	8.0%
Q36-4. Enforcing maintenance of business property	2.1%	20.0%	29.6%	21.9%	16.6%	9.8%

WITHOUT "DON'T KNOW"

Q36. Enforcement of Codes and Ordinances. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q36-1. Enforcing cleanup of litter & debris on private property	3.5%	15.6%	19.5%	32.3%	29.2%
Q36-2. Enforcing mowing & trimming of lawns on private property	3.0%	18.9%	27.5%	27.5%	23.2%
Q36-3. Enforcing maintenance of residential property (exterior of homes)	2.4%	12.7%	27.0%	29.4%	28.4%
Q36-4. Enforcing maintenance of business property	2.3%	22.1%	32.8%	24.3%	18.4%

Q37. Are you aware of the Imagine St. Joseph 2040 project?

Q37. Are you aware of the Imagine St. Joseph 2040 project		
	Number	Percent
Yes	141	19.7 %
No	563	78.6 %
Not provided	12	1.7 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q37. Are you aware of the Imagine St. Joseph 2040 project? (without "not provided")**

Q37. Are you aware of the Imagine St. Joseph 2040 project		
	Number	Percent
Yes	141	20.0 %
No	563	80.0 %
Total	704	100.0 %

Q38. The main goals of Imagine St. Joseph 2040 are listed below, please rank the importance of the following goals in order, where 1 is "Most Important" and 3 is "Least Important."

(N=716)

	Most important	2	Least important	Not provided
Q38-1. Investing in people (education)	46.2%	29.2%	14.1%	10.5%
Q38-2. Creating a better place to live (historic neighborhood revitalization)	14.8%	18.0%	54.9%	12.3%
Q38-3. Growing prosperity in the community (leadership & job development)	29.6%	39.5%	16.6%	14.2%

WITHOUT "NOT PROVIDED"

Q38. The main goals of Imagine St. Joseph 2040 are listed below, please rank the importance of the following goals in order, where 1 is "Most Important" and 3 is "Least Important." (without "not provided")

(N=716)

	Most important	2	Least important
Q38-1. Investing in people (education)	51.6%	32.6%	15.8%
Q38-2. Creating a better place to live (historic neighborhood revitalization)	16.9%	20.5%	62.6%
Q38-3. Growing prosperity in the community (leadership & job development)	34.5%	46.1%	19.4%

Q39. How supportive would you be of revitalizing older neighborhoods in St. Joseph?

Q39. How supportive would you be of revitalizing older neighborhoods in St. Joseph	Number	Percent
Very supportive	213	29.7 %
Somewhat supportive	297	41.5 %
Not supportive	65	9.1 %
Need more information	112	15.6 %
Not provided	29	4.1 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q39. How supportive would you be of revitalizing older neighborhoods in St. Joseph? (without "not provided")**

Q39. How supportive would you be of revitalizing older neighborhoods in St. Joseph	Number	Percent
Very supportive	213	31.0 %
Somewhat supportive	297	43.2 %
Not supportive	65	9.5 %
Need more information	112	16.3 %
Total	687	100.0 %

Q40. If St. Joseph were to invest in the revitalization of older neighborhoods it would have an economic impact on our community. Please rank the value of the following impacts in order, where 1 is "Most Valuable" and 4 is "Least Valuable."

(N=716)

	Most valuable	2	3	Least valuable	Not provided
Q40-1. Reducing costs associated with crime & fire prevention	32.4%	22.5%	21.1%	10.3%	13.7%
Q40-2. Reducing property maintenance costs	8.9%	23.3%	32.4%	18.6%	16.8%
Q40-3. Improving overall community appearance	42.3%	23.0%	15.5%	3.5%	15.6%
Q40-4. Promoting tourism to City	4.1%	15.8%	14.0%	49.7%	16.5%

WITHOUT "NOT PROVIDED"

Q40. If St. Joseph were to invest in the revitalization of older neighborhoods it would have an economic impact on our community. Please rank the value of the following impacts in order, where 1 is "Most Valuable" and 4 is "Least Valuable." (without "not provided")

(N=716)

	Most valuable	2	3	Least valuable
Q40-1. Reducing costs associated with crime & fire prevention	37.5%	26.1%	24.4%	12.0%
Q40-2. Reducing property maintenance costs	10.7%	28.0%	38.9%	22.3%
Q40-3. Improving overall community appearance	50.2%	27.3%	18.4%	4.1%
Q40-4. Promoting tourism to City	4.8%	18.9%	16.7%	59.5%

Q41. Please rank your willingness to support the development of key amenities, where 1 is "Most Willing" and 6 is "Least Willing."

(N=716)

	Most willing	2	3	4	5	Least willing	Not provided
Q41-1. University Town	11.7%	7.7%	14.9%	11.2%	17.0%	17.3%	20.1%
Q41-2. I-229 Reimagined	11.0%	9.8%	11.6%	13.4%	14.2%	16.3%	23.6%
Q41-3. Riverfront development	13.1%	10.9%	13.4%	13.8%	12.0%	13.7%	23.0%
Q41-4. Krug Park development	8.9%	17.5%	13.5%	14.8%	13.3%	9.4%	22.6%
Q41-5. Existing park maintenance	26.0%	19.7%	15.1%	10.1%	4.5%	2.7%	22.1%
Q41-6. New housing developments	11.7%	11.9%	9.6%	11.2%	12.0%	18.0%	25.6%

WITHOUT "NOT PROVIDED"

Q41. Please rank your willingness to support the development of key amenities, where 1 is "Most Willing" and 6 is "Least Willing." (without "not provided")

(N=716)

	Most willing	2	3	4	5	Least willing
Q41-1. University Town	14.7%	9.6%	18.7%	14.0%	21.3%	21.7%
Q41-2. I-229 Reimagined	14.4%	12.8%	15.2%	17.6%	18.6%	21.4%
Q41-3. Riverfront development	17.1%	14.2%	17.4%	18.0%	15.6%	17.8%
Q41-4. Krug Park development	11.6%	22.6%	17.5%	19.1%	17.1%	12.1%
Q41-5. Existing park maintenance	33.3%	25.3%	19.4%	12.9%	5.7%	3.4%
Q41-6. New housing developments	15.8%	15.9%	12.9%	15.0%	16.1%	24.2%

Q42. Please rank your willingness to support initiatives that are aimed at transforming the community through enhanced leadership, engagement, and economic growth, where 1 is "Most Willing" and 4 is "Least Willing."

(N=716)

	Most willing	2	3	Least willing	Not provided
Q42-1. Create a neighborhood leadership initiative	9.6%	10.2%	33.9%	25.6%	20.7%
Q42-2. Create a neighborhood civic council	5.3%	8.4%	25.6%	35.9%	24.9%
Q42-3. Jobs	44.1%	21.8%	7.4%	7.0%	19.7%
Q42-4. Training & education	23.2%	38.1%	8.5%	7.4%	22.8%

WITHOUT "NOT PROVIDED"

Q42. Please rank your willingness to support initiatives that are aimed at transforming the community through enhanced leadership, engagement, and economic growth, where 1 is "Most Willing" and 4 is "Least Willing." (without "not provided")

(N=716)

	Most willing	2	3	Least willing
Q42-1. Create a neighborhood leadership initiative	12.1%	12.9%	42.8%	32.2%
Q42-2. Create a neighborhood civic council	7.1%	11.2%	34.0%	47.8%
Q42-3. Jobs	55.0%	27.1%	9.2%	8.7%
Q42-4. Training & education	30.0%	49.4%	11.0%	9.6%

Q43. Approximately how many years have you lived in the City of St. Joseph/Buchanan County?

Q43. How many years have you lived in City of St.

Joseph/Buchanan County	Number	Percent
Less than 5 years	43	6.0 %
5-10 years	43	6.0 %
11-20 years	70	9.8 %
20+ years	549	76.7 %
Not provided	11	1.5 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q43. Approximately how many years have you lived in the City of St. Joseph/Buchanan County? (without "not provided")**

Q43. How many years have you lived in City of St.

Joseph/Buchanan County	Number	Percent
Less than 5 years	43	6.1 %
5-10 years	43	6.1 %
11-20 years	70	9.9 %
20+ years	549	77.9 %
Total	705	100.0 %

Q45. Do you own or rent your current residence?

Q45. Do you own or rent your current residence	Number	Percent
Own	516	72.1 %
Rent	192	26.8 %
Not provided	8	1.1 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q45. Do you own or rent your current residence? (without "not provided")**

Q45. Do you own or rent your current residence	Number	Percent
Own	516	72.9 %
Rent	192	27.1 %
Total	708	100.0 %

Q46. What is your age?

Q46. Your age	Number	Percent
18-34	131	18.3 %
35-44	130	18.2 %
45-54	137	19.1 %
55-64	145	20.3 %
65+	143	20.0 %
Not provided	30	4.2 %
Total	716	100.0 %

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

Q46. Your age	Number	Percent
18-34	131	19.1 %
35-44	130	19.0 %
45-54	137	20.0 %
55-64	145	21.1 %
65+	143	20.8 %
Total	686	100.0 %

Q47. What is your level of education?

Q47. What is your level of education	Number	Percent
Less than high school	21	2.9 %
GED	40	5.6 %
High school	163	22.8 %
Some college	184	25.7 %
College degree	156	21.8 %
Post graduate	120	16.8 %
Not provided	32	4.5 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q47. What is your level of education? (without "not provided")**

Q47. What is your level of education	Number	Percent
Less than high school	21	3.1 %
GED	40	5.8 %
High school	163	23.8 %
Some college	184	26.9 %
College degree	156	22.8 %
Post graduate	120	17.5 %
Total	684	100.0 %

Q48. Including yourself, how many people in your household are...

	Mean	Sum
number	2.3	1586
Under age 5	0.1	60
Ages 5-9	0.1	73
Ages 10-14	0.1	86
Ages 15-19	0.1	87
Ages 20-24	0.1	60
Ages 25-34	0.3	183
Ages 35-44	0.3	209
Ages 45-54	0.4	248
Ages 55-64	0.4	272
Ages 65-74	0.3	190
Ages 75+	0.2	118

Q49. Would you say your total household income is...

Q49. Your total household income	Number	Percent
Under \$30K	151	21.1 %
\$30K to \$59,999	219	30.6 %
\$60K to \$99,999	103	14.4 %
\$100K to \$149,999	94	13.1 %
\$150K to \$199,999	49	6.8 %
\$200K+	11	1.5 %
Not provided	89	12.4 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q49. Would you say your total household income is... (without "not provided")**

Q49. Your total household income	Number	Percent
Under \$30K	151	24.1 %
\$30K to \$59,999	219	34.9 %
\$60K to \$99,999	103	16.4 %
\$100K to \$149,999	94	15.0 %
\$150K to \$199,999	49	7.8 %
\$200K+	11	1.8 %
Total	627	100.0 %

Q50. Are you or other members of your household of Hispanic or Latino ancestry?

Q50. Are you or other members of your household of Hispanic or Latino ancestry	Number	Percent
Yes	29	4.1 %
No	655	91.5 %
Not provided	32	4.5 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q50. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")**

Q50. Are you or other members of your household of Hispanic or Latino ancestry	Number	Percent
Yes	29	4.2 %
No	655	95.8 %
Total	684	100.0 %

Q51. Which of the following best describes your race?

Q51. Your race	Number	Percent
Asian/Pacific Islander	8	1.1 %
Black/African American	38	5.3 %
Native American	10	1.4 %
White/Caucasian	615	85.9 %
Other	16	2.2 %
Total	687	

Q51-5. Other

Q51-5. Other	Number	Percent
Multiple races	6	37.5 %
Hispanic	3	18.8 %
Mexican American	2	12.5 %
European	2	12.5 %
Mixed	2	12.5 %
Black Foot Indian, Scottish, Irish	1	6.3 %
Total	16	100.0 %

Q52. Your gender:

Q52. Your gender	Number	Percent
Male	357	49.9 %
Female	356	49.7 %
Not provided	3	0.4 %
Total	716	100.0 %

WITHOUT "NOT PROVIDED"**Q52. Your gender: (without "not provided")**

Q52. Your gender	Number	Percent
Male	357	50.1 %
Female	356	49.9 %
Total	713	100.0 %

Section 5

Survey Instrument



**ST. JOSEPH
COMMUNITY ALLIANCE**
UNCOMMON LEADERSHIP

Dear St. Joseph and Buchanan County Resident:

Your opinion is very important as we work to create a better place to live. We are asking for your feedback on a variety of issues as we're hoping to learn from you how best to improve the quality of life in our area.

Your individual responses will remain confidential and will be compiled by ETC Institute. ETC is an independent, third-party research firm, and our vendor in this effort. ETC will implement the survey, compile the data, and provide a report to the Community Alliance in a few weeks. The information will also be shared with the public.

We conduct a community survey every few years to understand what is working and what needs to be changed. The Community Alliance partners will use your feedback to make improvements, improve services and create new, innovative programs.

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

If you prefer to complete the survey online, please visit www.stjoe2021communitysurvey.org.

Thank you in advance for using your valuable time to make St. Joseph and Buchanan County the best possible place to live.

If you have questions, or concerns about the survey, please feel free to call or e-mail me.

Sincerely,

Tama Wagner
Director
St. Joseph Community Alliance
wagner@saintjoseph.com

2021 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 email Tama Wagner at wagner@saintjoseph.com.

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

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

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

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

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

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

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

- | | | |
|---|--|--|
| <input type="checkbox"/> Community appearance | <input type="checkbox"/> Jobs | <input type="checkbox"/> Public safety |
| <input type="checkbox"/> Education | <input type="checkbox"/> Entertainment | <input type="checkbox"/> Traffic |
| <input type="checkbox"/> Taxes | <input type="checkbox"/> Municipal/County services | <input type="checkbox"/> Other: _____ |

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

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

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of police and fire services	5	4	3	2	1	9
2. Overall quality of city Parks and Recreation programs and facilities	5	4	3	2	1	9
3. Overall maintenance of city streets	5	4	3	2	1	9
4. Overall maintenance of buildings/facilities (Civic Arena/Missouri Theater)	5	4	3	2	1	9
5. Overall quality of community services offered by the city of St. Joseph	5	4	3	2	1	9
6. Recycling opportunities	5	4	3	2	1	9

7. Which THREE of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 6.]

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

8. How supportive would you be of the City offering a comprehensive program for residential trash collection?

- | | |
|--|--|
| <input type="checkbox"/> (1) Very supportive | <input type="checkbox"/> (3) Not supportive |
| <input type="checkbox"/> (2) Somewhat supportive | <input type="checkbox"/> (4) Need more information |

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

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

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

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

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

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

___(1) Yes ___(2) No

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

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

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

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

- | | |
|--|--|
| ___ Tobacco/smoking reduction | ___ Obesity/nutrition/dietary improvements |
| ___ Physical activity increase (walking, biking) | ___ Access to affordable healthcare services |
| ___ Alcohol/drug reduction | ___ Mental health services expansion |

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

- | | |
|--|--|
| ___ Tobacco/smoking reduction | ___ Obesity/nutrition/dietary improvements |
| ___ Physical activity increase (walking, biking) | ___ Access to affordable healthcare services |
| ___ Alcohol/drug reduction | ___ Mental health services expansion |

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

City Amenities	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of city parks	5	4	3	2	1	9
02. Parkway walking and biking trails	5	4	3	2	1	9
03. Quality of outdoor athletic fields	5	4	3	2	1	9
04. Available youth fitness/recreational programs	5	4	3	2	1	9
05. Available adult fitness/recreational programs	5	4	3	2	1	9
06. Senior recreational activities	5	4	3	2	1	9
07. City aquatic park/swimming pools	5	4	3	2	1	9
08. City Rec Center	5	4	3	2	1	9
09. Special events and festivals	5	4	3	2	1	9
10. Riverfront recreational development	5	4	3	2	1	9
11. Shopping and restaurants	5	4	3	2	1	9

18. Which THREE of the items listed in Question 17 on the previous page do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 17.]

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

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
1. Hunger as a result of poverty	5	4	3	2	1	9
2. Illiteracy as a result of poverty	5	4	3	2	1	9
3. Sub-standard housing as a result of poverty	5	4	3	2	1	9
4. Health care as a result of poverty	5	4	3	2	1	9
5. Addressing homelessness as a result of poverty	5	4	3	2	1	9

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

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

21. Do you feel there is a problem with homelessness in our community?

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

22. How supportive would you be of a comprehensive strategy to help manage the homeless population in St. Joseph?

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

23. How supportive would you be of creating programs to help those experiencing homelessness transition to housing?

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

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

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

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

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

26. How supportive would you be of additional investments in the St. Joseph School District to address facility, curriculum and staffing needs?

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

27. How supportive would you be of redrawing school district boundaries within the City of St. Joseph if it provided equitable opportunities for all students?

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

28. How supportive would you be of a bond initiative that would be used to support and improve the St. Joseph Public Schools?

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

28a. Why did you answer the way you did on Question 28?

29. Several items that may influence your perception of the St. Joseph School District 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 St. Joseph School District in the area of...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. Updating computers and technology	5	4	3	2	1	9
02. Providing school buildings that are in good physical condition	5	4	3	2	1	9
03. Preparing students for college/workforce	5	4	3	2	1	9
04. Opportunities for early childhood education	5	4	3	2	1	9
05. Opportunities for gifted and talented education	5	4	3	2	1	9
06. Involving the community in important decisions affecting the district	5	4	3	2	1	9
07. Engaging the community/gathering feedback	5	4	3	2	1	9
08. Acting in a transparent manner, holding itself accountable to taxpayers	5	4	3	2	1	9
09. Putting the needs of students first	5	4	3	2	1	9
10. Dealing with budgetary issues	5	4	3	2	1	9
11. Current infrastructure such as school buildings and other school facilities	5	4	3	2	1	9

30. Compared to residents in neighboring school districts, do you believe the citizens of St. Joseph value public education?

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

30a. Why did you answer the way you did on Question 30?

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

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

32. Have you used the St. Joseph Chamber of Commerce's job site?

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

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

____(1) Yes [Skip to Q34.] ____ (2) No [Answer Q33a.] ____ (9) Don't know [Skip to Q34.]

33a. What training and educational opportunities should be provided?

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

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

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

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

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

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

37. **Are you aware of the Imagine St. Joseph 2040 project?** (1) Yes (2) No

38. **The main goals of Imagine St. Joseph 2040 are listed below, please rank the importance of the following goals in order, where 1 is "Most Important" and 3 is "Least Important."**

- Investing in people (education)
 Creating a better place to live (historic neighborhood revitalization)
 Growing prosperity in the community (leadership and job development)

39. **How supportive would you be of revitalizing older neighborhoods in St. Joseph?**

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

40. **If St. Joseph were to invest in the revitalization of older neighborhoods it would have an economic impact on our community. Please rank the value of the following impacts in order, where 1 is "Most Valuable" and 4 is "Least Valuable."**

- Reducing costs associated with crime and fire prevention Improving the overall community appearance
 Reducing property maintenance costs Promoting tourism to the City

41. **Please rank your willingness to support the development of key amenities, where 1 is "Most Willing" and 6 is "Least Willing."**

- University Town Riverfront development Existing park maintenance
 I-229 Reimagined Krug Park development New housing developments

42. **Please rank your willingness to support initiatives that are aimed at transforming the community through enhanced leadership, engagement, and economic growth, where 1 is "Most Willing" and 4 is "Least Willing."**

- Create a neighborhood leadership initiative Jobs
 Create a neighborhood civic council Training and education

Demographics

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

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

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

City: _____ State: _____

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

46. What is your age? _____ years

47. 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

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

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

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

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

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

___(1) Yes ___(2) No

51. Which of the following best describes your race?

___(01) Asian/Pacific Islander ___(03) Native American ___(99) Other: _____
___(02) Black/African American ___(04) White/Caucasian

52. Your gender: ___(1) Male ___(2) Female

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

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential.
The information to the right will only be used to help identify the level of need in your area. If your address is not correct, please provide the correct information.
Thank you.