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April, 2010

Dear St. Joseph and Buchanan County Residents:

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

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

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

Your input is extremely important!

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

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

Sincerely,

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

Steve Johnston
Director

Enclosures



2010 St. Joseph Community Survey

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

I. LIVABILITY

1. Several items that may influence your perception of the City of St. Joseph/Buchanan County are listed below.

Please rate each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor." (Please circle your answers)

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

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

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

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

1st

2nd

3rd

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

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

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

1st

2nd

3rd

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

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

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

1st

2nd

3rd

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

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

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

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

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

[check all that apply]

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

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

- (1) Yes (2) No

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

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

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

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

II. HEALTH AND WELLNESS

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

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

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

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

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

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

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

 1st 2nd 3rd

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

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

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

III. EDUCATION

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

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

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

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

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

- _____ (1) Yes _____ (2) No _____ (3) Not applicable

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

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

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

Why?(i.e. curriculum, beliefs, facilities) _____

IV. ECONOMIC DEVELOPMENT/QUALITY JOBS

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

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

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

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

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

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

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

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

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

- _____ (1) Very supportive _____ (2) Somewhat supportive _____ (3) Not supportive

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

- _____ (1) Very supportive _____ (2) Somewhat supportive _____ (3) Not supportive

V1. DEMOGRAPHIC

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

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

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

41. Do you own or rent?

- (1) Own (2) Rent

42. What is your age?

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

43. What is your level of education?

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

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

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

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

- (1) Employed outside the home

Where do you work?

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

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

46. Would you say your total household income is:

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

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

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

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

49. Please list below your additional comments.

This concludes the survey. Thank you for your time!

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

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